To meet the needs of its citizens, UF/IFAS Extension uses a wide range of methods to deliver educational information. In 2022, state and county faculty responded to more than 2 million citizen requests on an individual basis and through group educational events. In addition to these personal contacts, faculty also distributed research-based materials and used the Internet and other mass media to reach clientele at record rates due to the pandemic.

### Extension Connections

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Media Engagement</td>
<td>18,094,366</td>
</tr>
<tr>
<td>Web Visits</td>
<td>13,021,866</td>
</tr>
<tr>
<td>Group Learning Participants</td>
<td>1,258,835</td>
</tr>
<tr>
<td>Email Consultations</td>
<td>547,754</td>
</tr>
<tr>
<td>Phone Consultations</td>
<td>155,578</td>
</tr>
<tr>
<td>Office Consultations</td>
<td>70,907</td>
</tr>
<tr>
<td>Field or Site Visits</td>
<td>50,566</td>
</tr>
<tr>
<td>Educational Materials Produced</td>
<td>26,854</td>
</tr>
</tbody>
</table>

### Value of Volunteers

A key component to achieving the UF/IFAS mission is the contribution of volunteers. In 2022, 18,551 volunteers donated the equivalent of $22.9 million in services or volunteer time. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.

<table>
<thead>
<tr>
<th>Category</th>
<th>Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-H</td>
<td>7,631</td>
<td>273,463</td>
</tr>
<tr>
<td>Master Gardener</td>
<td>3,230</td>
<td>305,940</td>
</tr>
<tr>
<td>Other Volunteers</td>
<td>7,690</td>
<td>139,855</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18,551</strong></td>
<td><strong>791,231</strong></td>
</tr>
</tbody>
</table>

### Customer Satisfaction

As part of our annual evaluation and accountability process, UF/IFAS Extension conducts a scientifically based “Client Experience Survey,” allowing the people we serve to judge our performance. In 2022, 14 Florida counties asked their clientele if the information we provided was up-to-date and accurate, delivered in time to meet their needs, relevant to their situation, and easy to understand. In addition, clientele were asked if they used the information and if it solved their problems or met their needs. For those who did not use the information, it was found that other factors prevented them from using it.

### Used the Information

- Yes: 76%
- No: 21%
- Don’t know: 3%

### Solved the Problem

- Yes: 75%
- No: 7%
- Don’t know: 18%

For the annual reports from previous years, visit [www.ifas.ufl.edu/annual-reports.shtml](http://www.ifas.ufl.edu/annual-reports.shtml)
CLIENTELE OUTCOMES

In 2017, UF/IFAS Extension created new statewide measures so we can better track our performance. One area with big impact is water conservation. UF/IFAS Extension’s Florida-Friendly Landscaping™ (FFL) program and the Center for Land Use Efficiency (CLUE) partner with state agencies, local governments, and nonprofit organizations to safeguard our water for future generations.

340,124,479 gallons of water saved... enough water to supply 3,865 households with water for one year

$1,465,937 saved on utility bills

EXTENSION FUNDING

UF/IFAS Extension receives the majority of its funding through state and local governments. In 2022-2023, 71% of the $123 million budget was received from state and county governments.

STATE FACULTY BY PROGRAM AREA

State Extension faculty work with UF/IFAS researchers and county faculty to deliver new information and technology to assist Florida residents in solving problems.

Energy 1%
4-H Youth Development 3%
Community & Economic Development 4%
Family & Consumer Sciences 6%
Water 8%
Natural Resources & Environment 18%
Agriculture & Horticulture 60%

COUNTY FACULTY BY PROGRAM AREA

County faculty develop and deliver programs to Florida citizens based on input from local advisory committees, county commissioners and volunteers in collaboration with state faculty.

Community & Economic Development 6%
Natural Resources & Environment 10%
Water 13%
Family & Consumer Sciences 15%
4-H Youth Development 27%
Agriculture & Horticulture 29%

For the annual reports from previous years, visit www.ifas.ufl.edu/annual-reports.shtml