CUSTOMER SATISFACTION
In 2018, the following percentages of clientele reported that UF/IFAS Extension’s information was:

- **97%** up-to-date & accurate
- **96%** easy to understand
- **95%** delivered on time
- **92%** relevant

Source: Program Development & Evaluation Center

VALUE OF VOLUNTEERS
In 2018, UF/IFAS Extension had **30,365** volunteers who gave **1,317,853** hours of service, with a value of **$33,513,002**.

Source: UF/IFAS Workload Database

USE OF INFORMATION
In 2018, of participants surveyed, **82%** of those who used UF/IFAS Extension information said it solved their problem.

Source: Program Development & Evaluation Center

MAKING AN IMPACT
In 2018, of participants surveyed, **38%** saved money or increased income, **35%** developed skills as a leader or volunteer, **31%** conserved more water or energy, and **25%** improved their health or well-being.

92% reported some benefit

Source: Program Development & Evaluation Center

VALUE OF VOLUNTEERS
In 2018, UF/IFAS Extension received **$120,908,360** from federal, state and local government and other sources.

- **Federal**: $4,790,406 (4.0%)
- **State**: $50,875,238 (42.1%)
- **County**: $34,131,998 (28.2%)
- **Contracts & Grants**: $31,110,718 (25.7%)

Source: UF/IFAS Extension Administration Office and UF Office of Research

UF/IFAS EXTENSION CONNECTIONS
In 2018, UF/IFAS Extension made **28,404,945** personal connections.

Source: UF/IFAS Workload Database

UF/IFAS EXTENSION IMPACTS AND BUDGET ANNUAL REPORT