



# Customer Satisfaction Survey

Your views on the quality and effectiveness of Extension programs are extremely important. Please take a few minutes to tell us about your experience with this activity. Your answers to the following questions will help us better meet your needs. Please do not write your name on this form so that your responses are anonymous. Thank you!

### MARKING INSTRUCTIONS

CORRECT: ● INCORRECT: ✗ ⊗ ⊕ ⊖

1. Overall, how satisfied are you with this activity?

- Not at all
- Slightly
- Somewhat
- Mostly
- Completely

2. How satisfied are you with the following aspects of the activity?

<b>Content</b>	<u>Not at all</u>	<u>Slightly</u>	<u>Somewhat</u>	<u>Mostly</u>	<u>Completely</u>
a. Information being <u>what you expected</u> to receive . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. <u>Accuracy</u> of information . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Information being <u>easy</u> to understand . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. <u>Completeness</u> of information given . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. <u>Timeliness</u> of information (being received in time to be useful) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. <u>Helpfulness</u> of the information in decisions about your own situation . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. <u>Relevance</u> of the examples used . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. <u>Quality</u> of course materials . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Instructor(s)</b>					
i. Instructor's <u>knowledge level</u> of subject matter . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Instructor's <u>speaking / presentation abilities</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Instructor's <u>organization / preparedness</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Instructor's <u>response to questions</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Facilities</b>					
m. Physical setting's contribution to <u>ease of listening and participation</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What did you like most about this activity?

4. What did you like least about this activity?

5. Would additional information in this subject area be useful to you?

- Yes, I would like more information on: →
- No, I have adequate information

6. Do you plan to take any actions or make any changes based on the information from this activity?

- Yes No Not sure

If "no" or "not sure," which of the following best describes why? (select one only)

- Information was not applicable or relevant to my situation
Information was relevant to my situation but taking no action is the best or most appropriate decision at this time
Need more information (or research further) before making a decision on action or changes
Just wanted the information - had no particular plans to implement
Something else

7. Do you anticipate benefiting economically as a direct result of what you learned from this Extension activity? Yes No

8. In the past 12 months, how many other Extension educational activities have you participated in? [ ] [ ] If "0," was this your first time as a participant in an Extension educational activity as an adult? Yes No

9. Would you recommend this particular activity to others? Yes No

10. Would you attend an activity on another subject offered by Extension if it addressed a specific need or interest of yours? Yes No

11. Overall, how valuable to you is the information and programs provided by Extension? Not at all Slightly Somewhat Quite Extremely

12. You are Female Male

13. Your age? 18 - 24 25 - 29 30 - 34 35 - 39 40 - 44 45 - 49 50 - 54 55 - 59 60 - 64 65 - 69 70 - 74 75+

14. Place of residence? Farm or ranch Rural area, not a farm / ranch Town under 10,000 Town or city between 10,000 and 50,000 persons City between 50,000 and 250,000 persons City over 250,000 persons

15. Highest level of education obtained? Some high school or less High school graduate or GED Vocational or technical degree Some college Bachelor degree Post-graduate degree(s)

16. Racial / Ethnic background? African American (non-Hispanic) Asian American Hispanic Native American White (non-Hispanic) Other