



Texas A&M AgriLife Extension Service Standard Customer Satisfaction Survey

MARKING INSTRUCTIONS

CORRECT: ● INCORRECT: ☒ ☓ ☑ ☐

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. **Please do not write your name on this form so that your responses are anonymous.** Thank you!

SATISFACTION WITH THIS ACTIVITY

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?

| | <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>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"/> |
| e. <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"/> |
| f. <u>Relevance</u> of the examples used | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g. Instructor's <u>knowledge level</u> of subject matter | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h. Instructor's <u>response to questions</u> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i. Meeting location in terms of <u>ease of listening and participation</u> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. What would you suggest to improve this or future programs?

POTENTIAL IMPACT OF THIS ACTIVITY

4. Do you plan to take any actions or make any changes as a result of 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 decision at this time
- Need more information before making a decision on action or changes
- Just wanted the information (had no particular plans to implement)
- Something else

5. Do you anticipate **benefiting economically** as a direct result of what you learned from this activity?

- Yes
- No

6. What was the most important or beneficial thing you learned from this activity?

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VALUE OF THIS ACTIVITY & EXTENSION

7. Based on the information provided at the program, what is the likelihood that you would recommend Texas A&M AgriLife Extension Service to your family and friends as a contact for information presented at this activity?

Fill in one number below where 0 = not likely and 10 = very likely.

- 0 1 2 3 4 5 6 7 8 9 10
Not Likely Very Likely

8. Would you attend an activity on another subject offered by Extension if it addressed a need or interest of yours?

- Yes
 No

9. How valuable to you was this opportunity to network with experts and other participants with similar interests?

- Not at all Slightly Somewhat Quite Extremely

10. Overall, how valuable to you is the information and programs provided by Extension?

- Not at all Slightly Somewhat Quite Extremely

PARTICIPANT BACKGROUND

11. You are

- Female
 Male

12. Your age?

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

13. Racial / Ethnic background? (select one only)

- African American (non-Hispanic)
 Asian American
 Hispanic
 Native American
 White (non-Hispanic)
 Other
 Multiracial

14. 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)

15. Zip code of your primary residence:

| | | | | |
|--|--|--|--|--|
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|--|--|--|--|--|

16. Is this your first time to participate in an Extension activity as an adult?

- Yes
 No