

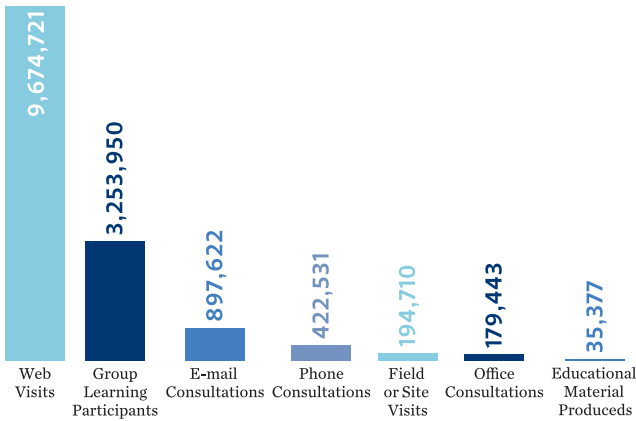
# TWO THOUSAND & ELEVEN 2011

# ANNUAL REPORT

## UF/IFAS Extension Impacts and Budget

### EXTENSION CONNECTIONS

To meet the needs of its citizens, the Florida Cooperative Extension Service uses a wide range of methods to deliver educational information. In 2011, state and county faculty responded to more than 5 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.

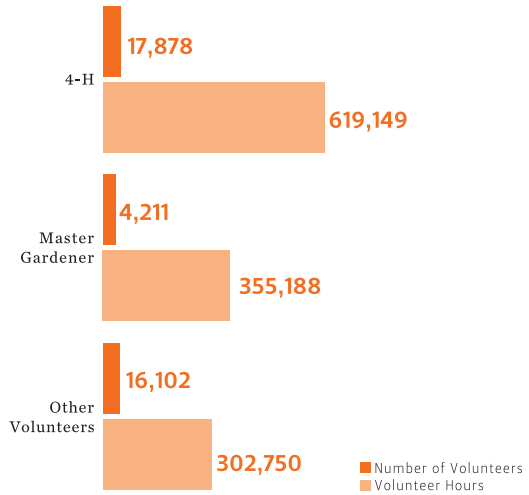


January 2011 - December 2011

Source: UF/IFAS Workload Database

### VALUE OF VOLUNTEERS

A key component to achieving the UF/IFAS mission is the contribution of volunteers. In 2011, more than 38,000 volunteers donated the equivalent of 200,700 workdays. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.

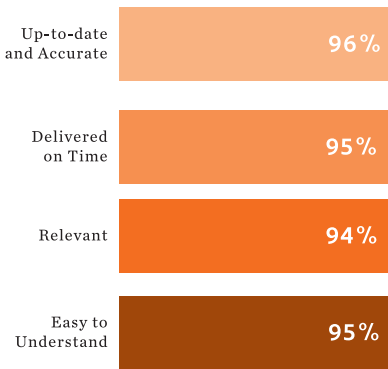


January 2011 - December 2011

Source: UF/IFAS Workload Database

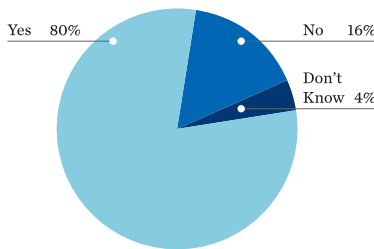
### CUSTOMER SATISFACTION

Is part of our annual evaluation and accountability process, Florida Cooperative Extension conducts a scientifically based "Customer Satisfaction Survey," allowing the people we serve to judge our performance. In 2011, 11 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.

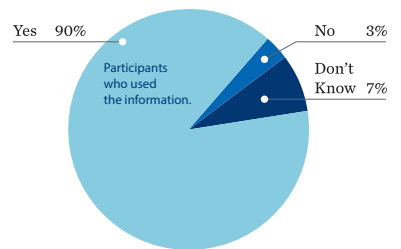


January 2011 - December 2011

#### USED THE INFORMATION



#### SOLVED THE PROBLEM



Source: Program Development and Evaluation Center

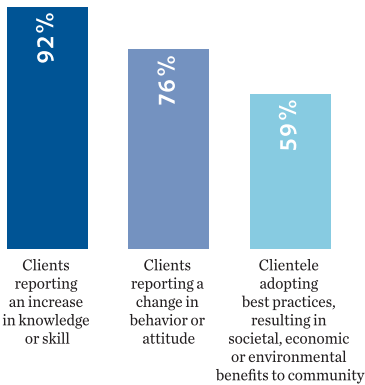
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## UF/IFAS Extension Impacts and Budget

### CLIENTELE OUTCOMES

To help measure the impact of our efforts, Extension routinely surveys our clientele. In 2011, participants in group learning events were surveyed about their learning experience. As indicated, 92% of all participants responded that they increased their knowledge due to the educational information. Three in five said they applied information they learned to improve their agricultural production practices, personal lives or business.

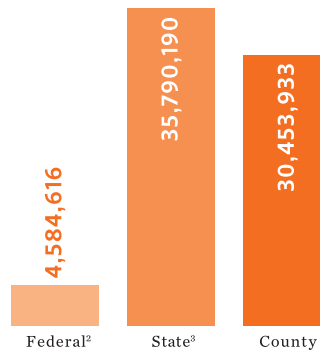


January 2011 – December 2011

Source: UF/IFAS Workload Database

### EXTENSION FUNDING

Florida Cooperative Extension receives the majority of its funding through state and local governments. In 2011-2012, 94% of the \$70.8 million budget was received from state and local governments.



<sup>1</sup>Does not include grants and contracts.

<sup>2</sup>Federal funding includes Smith-Lever dollars only.

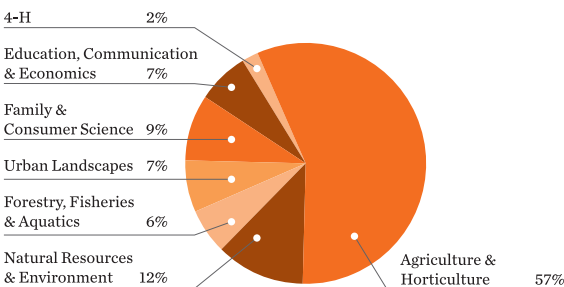
<sup>3</sup>Increase in state funding due to employee raises to offset retirement funding requirement.

Fiscal Year: 2010-2011

Source: UF/IFAS Extension Administration Office

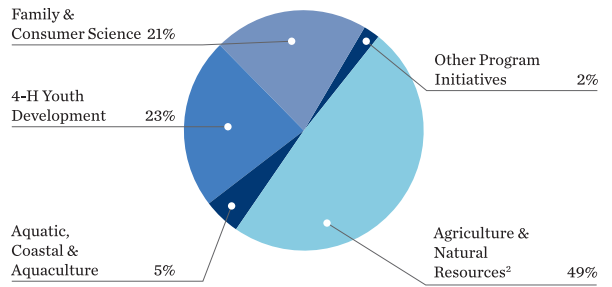
### STATE FACULTY BY PROGRAM AREA

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



### 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.



<sup>2</sup>Includes all urban horticulture