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!

1. **Overall, how satisfied are you with this activity?**
   - O Not at all
   - O Slightly
   - O Somewhat
   - O Mostly
   - O Completely

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

   **Content**
   - a. Information being what you expected to receive
   - b. Accuracy of information
   - c. Information being easy to understand
   - d. Completeness of information given
   - e. Timeliness of information (being received in time to be useful)
   - f. Helpfulness of the information in decisions about your own situation
   - g. Relevance of the examples used
   - h. Quality of course materials
   - Not at all
   - Slightly
   - Somewhat
   - Mostly
   - Completely

   **Instructor(s)**
   - i. Instructor's knowledge level of subject matter
   - j. Instructor's speaking / presentation abilities
   - k. Instructor's organization / preparedness
   - l. Instructor's response to questions
   - Not at all
   - Slightly
   - Somewhat
   - Mostly
   - Completely

   **Facilities**
   - m. Physical setting's contribution to ease of listening and participation
   - Not at all
   - Slightly
   - Somewhat
   - Mostly
   - Completely

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?**
   - O Yes, I would like more information on:
   - O No, I have adequate information

Please continue on the other side.
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

THANK YOU!

CS Standard PV Form - meets state req.