

**FY 2005
Customer Satisfaction
Statewide Final Results**

Note: Two forms were available for FY05. Items with higher counts were on both forms.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1. Overall satisfaction with this activity.	4062	1	5	4.54	.771
2a. Satisfaction with the information being what you expected to receive.	2610	1	5	4.49	.655
2b. Satisfaction with accuracy of the information.	4194	1	5	4.56	.610
2c. Satisfaction with the information being new to you.	2588	1	5	3.91	1.022
2d. Satisfaction with the information being easy to understand.	4172	1	5	4.49	.663
2e. Satisfaction with the completeness of the information.	2585	1	5	4.52	.635
2f. Satisfaction with the timeliness of the information.	4182	1	5	4.47	.694
2g. Satisfaction with helpfulness of the information in decision about your own situation.	4169	1	5	4.41	.717
2h. Satisfaction with length of the activity.	4159	1	5	4.31	.823
2i. Satisfaction with relevance of the examples used.	4177	1	5	4.52	.650
2j. Satisfaction with quality of course materials.	2587	1	5	4.60	.610
2k. Satisfaction with the instructor's knowledge level.	4189	1	5	4.72	.539
2l. Satisfaction with the instructor's speaking / presentation abilities.	2595	1	5	4.73	.535
2m. Satisfaction with the instructor's organization / preparedness.	2595	1	5	4.74	.516
2n. Satisfaction with the instructor's response to student questions.	2556	1	5	4.77	.509
2o. Satisfaction with location of the activity.	4182	1	5	4.53	.773
2p. Satisfaction with physical setting's contribution to ease of listening and participation.	4124	1	5	4.51	.749
8. Would you recommend this particular activity to others?	4028	1	3	1.04	.245
10. Overall, how valuable to you is the information and program provided by Extension.	4031	1	5	4.38	.729
Valid N (listwise)	2115				

1. Overall satisfaction with this activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2635	62.1	64.9	64.9
	Mostly	1164	27.4	28.7	93.5
	Somewhat	155	3.7	3.8	97.3
	Slightly	34	.8	.8	98.2
	Not at all	74	1.7	1.8	100.0
	Total	4062	95.7	100.0	
Missing	System	181	4.3		
Total		4243	100.0		

2a. Satisfaction with the information being what you expected to receive.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	1466	34.6	56.2	56.2
	Mostly	1004	23.7	38.5	94.6
	Somewhat	110	2.6	4.2	98.9
	Slightly	19	.4	.7	99.6
	Not at all	11	.3	.4	100.0
	Total	2610	61.5	100.0	
Missing	System	1633	38.5		
Total		4243	100.0		

2b. Satisfaction with accuracy of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2565	60.5	61.2	61.2
	Mostly	1467	34.6	35.0	96.1
	Somewhat	133	3.1	3.2	99.3
	Slightly	14	.3	.3	99.6
	Not at all	15	.4	.4	100.0
	Total	4194	98.8	100.0	
Missing	System	49	1.2		
Total		4243	100.0		

2c. Satisfaction with the information being new to you.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	903	21.3	34.9	34.9
	Mostly	824	19.4	31.8	66.7
	Somewhat	644	15.2	24.9	91.6
	Slightly	155	3.7	6.0	97.6
	Not at all	62	1.5	2.4	100.0
	Total	2588	61.0	100.0	
Missing	System	1655	39.0		
Total		4243	100.0		

2d. Satisfaction with the information being easy to understand.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2366	55.8	56.7	56.7
	Mostly	1525	35.9	36.6	93.3
	Somewhat	242	5.7	5.8	99.1
	Slightly	27	.6	.6	99.7
	Not at all	12	.3	.3	100.0
	Total	4172	98.3	100.0	
Missing	System	71	1.7		
Total		4243	100.0		

2e. Satisfaction with the completeness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	1521	35.8	58.8	58.8
	Mostly	900	21.2	34.8	93.7
	Somewhat	150	3.5	5.8	99.5
	Slightly	12	.3	.5	99.9
	Not at all	2	.0	.1	100.0
	Total	2585	60.9	100.0	
Missing	System	1658	39.1		
Total		4243	100.0		

2f. Satisfaction with the timeliness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2355	55.5	56.3	56.3
	Mostly	1541	36.3	36.8	93.2
	Somewhat	223	5.3	5.3	98.5
	Slightly	38	.9	.9	99.4
	Not at all	25	.6	.6	100.0
	Total	4182	98.6	100.0	
Missing	System	61	1.4		
Total		4243	100.0		

2g. Satisfaction with helpfulness of the information in decision about your own situation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2192	51.7	52.6	52.6
	Mostly	1601	37.7	38.4	91.0
	Somewhat	308	7.3	7.4	98.4
	Slightly	50	1.2	1.2	99.6
	Not at all	18	.4	.4	100.0
	Total	4169	98.3	100.0	
Missing	System	74	1.7		
Total		4243	100.0		

2h. Satisfaction with length of the activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2015	47.5	48.4	48.4
	Mostly	1614	38.0	38.8	87.3
	Somewhat	387	9.1	9.3	96.6
	Slightly	94	2.2	2.3	98.8
	Not at all	49	1.2	1.2	100.0
	Total	4159	98.0	100.0	
Missing	System	84	2.0		
Total		4243	100.0		

2i. Satisfaction with relevance of the examples used.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2475	58.3	59.3	59.3
	Mostly	1456	34.3	34.9	94.1
	Somewhat	209	4.9	5.0	99.1
	Slightly	23	.5	.6	99.7
	Not at all	14	.3	.3	100.0
	Total	4177	98.4	100.0	
Missing	System	66	1.6		
Total		4243	100.0		

2j. Satisfaction with quality of course materials.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	1713	40.4	66.2	66.2
	Mostly	745	17.6	28.8	95.0
	Somewhat	115	2.7	4.4	99.5
	Slightly	9	.2	.3	99.8
	Not at all	5	.1	.2	100.0
	Total	2587	61.0	100.0	
Missing	System	1656	39.0		
Total		4243	100.0		

2k. Satisfaction with the instructor's knowledge level.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	3140	74.0	75.0	75.0
	Mostly	954	22.5	22.8	97.7
	Somewhat	70	1.6	1.7	99.4
	Slightly	12	.3	.3	99.7
	Not at all	13	.3	.3	100.0
	Total	4189	98.7	100.0	
Missing	System	54	1.3		
Total		4243	100.0		

2l. Satisfaction with the instructor's speaking / presentation abilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	1991	46.9	76.7	76.7
	Mostly	537	12.7	20.7	97.4
	Somewhat	51	1.2	2.0	99.4
	Slightly	10	.2	.4	99.8
	Not at all	6	.1	.2	100.0
	Total	2595	61.2	100.0	
Missing	System	1648	38.8		
Total		4243	100.0		

2m. Satisfaction with the instructor's organization / preparedness.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2015	47.5	77.6	77.6
	Mostly	513	12.1	19.8	97.4
	Somewhat	54	1.3	2.1	99.5
	Slightly	11	.3	.4	99.9
	Not at all	2	.0	.1	100.0
	Total	2595	61.2	100.0	
Missing	System	1648	38.8		
Total		4243	100.0		

2n. Satisfaction with the instructor's response to student questions.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2038	48.0	79.7	79.7
	Mostly	458	10.8	17.9	97.7
	Somewhat	48	1.1	1.9	99.5
	Slightly	6	.1	.2	99.8
	Not at all	6	.1	.2	100.0
	Total	2556	60.2	100.0	
Missing	System	1687	39.8		
Total		4243	100.0		

2o. Satisfaction with location of the activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2750	64.8	65.8	65.8
	Mostly	1075	25.3	25.7	91.5
	Somewhat	250	5.9	6.0	97.4
	Slightly	54	1.3	1.3	98.7
	Not at all	53	1.2	1.3	100.0
	Total	4182	98.6	100.0	
Missing	System	61	1.4		
Total		4243	100.0		

2p. Satisfaction with physical setting's contribution to ease of listening and participation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	2551	60.1	61.9	61.9
	Mostly	1253	29.5	30.4	92.2
	Somewhat	225	5.3	5.5	97.7
	Slightly	51	1.2	1.2	98.9
	Not at all	44	1.0	1.1	100.0
	Total	4124	97.2	100.0	
Missing	System	119	2.8		
Total		4243	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1294	30.5	37.3	37.3
	No	2171	51.2	62.7	100.0
	Total	3465	81.7	100.0	
Missing	System	778	18.3		
Total		4243	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2823	66.5	69.4	69.4
	No	470	11.1	11.6	81.0
	Not sure	774	18.2	19.0	100.0
	Total	4067	95.9	100.0	
Missing	System	176	4.1		
Total		4243	100.0		

6. Reason for not using the information to take action or make changes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Info not applicable or relevant to my situation	74	1.7	11.9	11.9
	Info was relevant but taking no action is best decision	164	3.9	26.3	38.2
	Need more info or research further before making a decision	120	2.8	19.3	57.5
	Just wanted info - no particular plans to implement	224	5.3	36.0	93.4
	Something else	41	1.0	6.6	100.0
	Total	623	14.7	100.0	
	Missing	Not applicable	1757	41.4	
	System	1863	43.9		
	Total	3620	85.3		
Total		4243	100.0		

8. Would you recommend this particular activity to others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3927	92.6	97.5	97.5
	No	52	1.2	1.3	98.8
	Not sure	49	1.2	1.2	100.0
	Total	4028	94.9	100.0	
Missing	System	215	5.1		
Total		4243	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3727	87.8	93.0	93.0
	No	116	2.7	2.9	95.9
	Not sure	163	3.8	4.1	100.0
	Total	4006	94.4	100.0	
Missing	System	237	5.6		
Total		4243	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	17	.4	.4	.4
	Slightly	48	1.1	1.2	1.6
	Somewhat	350	8.2	8.7	10.3
	Quite	1599	37.7	39.7	50.0
	Extremely	2017	47.5	50.0	100.0
Total	4031	95.0	100.0		
Missing	System	212	5.0		
Total		4243	100.0		

11. Did you ever participate in the 4-H program as a youth?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	875	20.6	35.7	35.7
	No	1575	37.1	64.3	100.0
	Total	2450	57.7	100.0	
Missing	System	1793	42.3		
Total		4243	100.0		

12. You are . . .

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	1923	45.3	47.9	47.9
	Male	2091	49.3	52.1	100.0
	Total	4014	94.6	100.0	
Missing	System	229	5.4		
Total		4243	100.0		

13. Your age.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	235	5.5	6.0	6.0
	25-29	380	9.0	9.6	15.6
	30-34	581	13.7	14.7	30.3
	35-39	848	20.0	21.5	51.8
	40-44	927	21.8	23.5	75.2
	45-49	978	23.0	24.8	100.0
	Total	3949	93.1	100.0	
	Missing	System	294	6.9	
Total		4243	100.0		

14. Place of residence.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Farm or ranch	1518	35.8	37.9	37.9
	Rural area (not a farm or ranch)	563	13.3	14.0	51.9
	Town under 10,000	639	15.1	15.9	67.8
	Town or city between 10,000 and 50,000 persons	459	10.8	11.4	79.3
	City between 50,000 to 250,000 persons	331	7.8	8.3	87.5
	City over 250,000 persons	500	11.8	12.5	100.0
	Total	4010	94.5	100.0	
Missing	System	233	5.5		
Total		4243	100.0		

15. Highest level of education.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	234	5.5	5.9	5.9
	High school graduate or GED	896	21.1	22.6	28.5
	Vocational or technical degree	187	4.4	4.7	33.2
	Some college	1129	26.6	28.5	61.7
	Bachelor degree	999	23.5	25.2	86.9
	Post-graduate degree(s)	518	12.2	13.1	100.0
	Total	3963	93.4	100.0	
Missing	System	280	6.6		
Total		4243	100.0		

16. Racial / ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	African American (non-Hispanic)	171	4.0	4.2	4.2
	Asian American	22	.5	.5	4.8
	Hispanic	511	12.0	12.7	17.5
	Native American	79	1.9	2.0	19.5
	White (non-Hispanic)	3190	75.2	79.3	98.7
	Other	52	1.2	1.3	100.0
	Total	4025	94.9	100.0	
Missing	System	218	5.1		
Total		4243	100.0		