

FY 2006
Customer Satisfaction
Statewide Final Results

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1. Overall satisfaction with this activity.	9114	1	5	4.59	.591
2a. Satisfaction with the information being what you expected to receive.	9465	1	5	4.42	.672
2b. Satisfaction with accuracy of the information.	9372	1	5	4.60	.574
2c. Satisfaction with the information being easy to understand.	9430	1	5	4.54	.647
2d. Satisfaction with the completeness of the information.	9413	1	5	4.50	.648
2e. Satisfaction with the timeliness of the information.	9401	1	5	4.53	.670
2f. Satisfaction with helpfulness of the information in decision about your own situation.	9399	1	5	4.47	.718
2g. Satisfaction with relevance of the examples used.	9373	1	5	4.51	.663
2h. Satisfaction with quality of course materials.	9352	1	5	4.55	.643
2i. Satisfaction with the instructor's knowledge level.	9423	1	5	4.77	.493
2j. Satisfaction with the instructor's speaking / presentation abilities.	9420	1	5	4.69	.564
2k. Satisfaction with the instructor's organization / preparedness.	9399	1	5	4.71	.543
2l. Satisfaction with the instructor's response to student questions.	9353	1	5	4.75	.519
2m. Satisfaction with physical setting's contribution to ease of listening and participation.	9321	1	5	4.49	.758
11. Overall, how valuable to you is the information and program provided by Extension.	8958	1	5	4.35	.701
8. How many times in the past 12 months have you participated in an Extension educational program (not including this event).	7828	0	99	2.48	4.647
Valid N (listwise)	6974				

1. Overall satisfaction with this activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5785	60.8	63.5	63.5
	Mostly	2984	31.4	32.7	96.2
	Somewhat	293	3.1	3.2	99.4
	Slightly	38	.4	.4	99.8
	Not at all	14	.1	.2	100.0
	Total	9114	95.8	100.0	
Missing	System	403	4.2		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	4803	50.5	50.7	50.7
	Mostly	3969	41.7	41.9	92.7
	Somewhat	586	6.2	6.2	98.9
	Slightly	81	.9	.9	99.7
	Not at all	26	.3	.3	100.0
	Total	9465	99.5	100.0	
Missing	System	52	.5		
Total		9517	100.0		

2b. Satisfaction with accuracy of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	6019	63.2	64.2	64.2
	Mostly	3024	31.8	32.3	96.5
	Somewhat	291	3.1	3.1	99.6
	Slightly	32	.3	.3	99.9
	Not at all	6	.1	.1	100.0
	Total	9372	98.5	100.0	
Missing	System	145	1.5		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5746	60.4	60.9	60.9
	Mostly	3080	32.4	32.7	93.6
	Somewhat	526	5.5	5.6	99.2
	Slightly	64	.7	.7	99.9
	Not at all	14	.1	.1	100.0
	Total	9430	99.1	100.0	
Missing	System	87	.9		
Total		9517	100.0		

2d. Satisfaction with the completeness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5442	57.2	57.8	57.8
	Mostly	3344	35.1	35.5	93.3
	Somewhat	560	5.9	5.9	99.3
	Slightly	55	.6	.6	99.9
	Not at all	12	.1	.1	100.0
	Total	9413	98.9	100.0	
Missing	System	104	1.1		
Total		9517	100.0		

2e. Satisfaction with the timeliness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5738	60.3	61.0	61.0
	Mostly	2999	31.5	31.9	92.9
	Somewhat	563	5.9	6.0	98.9
	Slightly	77	.8	.8	99.7
	Not at all	24	.3	.3	100.0
	Total	9401	98.8	100.0	
Missing	System	116	1.2		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5455	57.3	58.0	58.0
	Mostly	3087	32.4	32.8	90.9
	Somewhat	703	7.4	7.5	98.4
	Slightly	124	1.3	1.3	99.7
	Not at all	30	.3	.3	100.0
	Total	9399	98.8	100.0	
Missing	System	118	1.2		
Total		9517	100.0		

2g. Satisfaction with relevance of the examples used.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5501	57.8	58.7	58.7
	Mostly	3221	33.8	34.4	93.1
	Somewhat	557	5.9	5.9	99.0
	Slightly	77	.8	.8	99.8
	Not at all	17	.2	.2	100.0
	Total	9373	98.5	100.0	
Missing	System	144	1.5		
Total		9517	100.0		

2h. Satisfaction with quality of course materials.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5832	61.3	62.4	62.4
	Mostly	2981	31.3	31.9	94.2
	Somewhat	453	4.8	4.8	99.1
	Slightly	63	.7	.7	99.8
	Not at all	23	.2	.2	100.0
	Total	9352	98.3	100.0	
Missing	System	165	1.7		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	7482	78.6	79.4	79.4
	Mostly	1743	18.3	18.5	97.9
	Somewhat	156	1.6	1.7	99.6
	Slightly	35	.4	.4	99.9
	Not at all	7	.1	.1	100.0
	Total	9423	99.0	100.0	
Missing	System	94	1.0		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	6926	72.8	73.5	73.5
	Mostly	2146	22.5	22.8	96.3
	Somewhat	293	3.1	3.1	99.4
	Slightly	44	.5	.5	99.9
	Not at all	11	.1	.1	100.0
	Total	9420	99.0	100.0	
Missing	System	97	1.0		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	7075	74.3	75.3	75.3
	Mostly	2028	21.3	21.6	96.9
	Somewhat	249	2.6	2.6	99.5
	Slightly	35	.4	.4	99.9
	Not at all	12	.1	.1	100.0
	Total	9399	98.8	100.0	
Missing	System	118	1.2		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	7294	76.6	78.0	78.0
	Mostly	1819	19.1	19.4	97.4
	Somewhat	192	2.0	2.1	99.5
	Slightly	35	.4	.4	99.9
	Not at all	13	.1	.1	100.0
	Total	9353	98.3	100.0	
Missing	System	164	1.7		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	5736	60.3	61.5	61.5
	Mostly	2678	28.1	28.7	90.3
	Somewhat	677	7.1	7.3	97.5
	Slightly	181	1.9	1.9	99.5
	Not at all	49	.5	.5	100.0
	Total	9321	97.9	100.0	
Missing	System	196	2.1		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely	4204	44.2	46.9	46.9
	Quite	3854	40.5	43.0	90.0
	Somewhat	797	8.4	8.9	98.9
	Slightly	80	.8	.9	99.7
	Not at all	23	.2	.3	100.0
	Total	8958	94.1	100.0	
Missing	System	559	5.9		
Total		9517	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1925	20.2	31.5	31.5
	No	4183	44.0	68.5	100.0
	Total	6108	64.2	100.0	
Missing	System	3409	35.8		
Total		9517	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	6520	68.5	73.0	73.0
	No	798	8.4	8.9	82.0
	Not sure	1608	16.9	18.0	100.0
	Total	8926	93.8	100.0	
Missing	System	591	6.2		
Total		9517	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	252	2.6	14.8	14.8
	Info was relevant but taking no action is best decision	380	4.0	22.2	37.0
	Need more info or research further before making a decision	294	3.1	17.2	54.2
	Just wanted info - no particular plans to implement	545	5.7	31.9	86.1
	Something else	237	2.5	13.9	100.0
	Total	1708	17.9	100.0	
Missing	Not applicable	6279	66.0		
	System	1530	16.1		
	Total	7809	82.1		
Total		9517	100.0		

Does Question 7 (About Economic Benefit) Apply to This Event?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5106	53.7	64.9	64.9
	No	2760	29.0	35.1	100.0
	Total	7866	82.7	100.0	
Missing	System	1651	17.3		
Total		9517	100.0		

7. Do you anticipate benefitting economically as a direct result of what you learned from this Extension activity?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5541	58.2	71.0	71.0
	No	2259	23.7	29.0	100.0
	Total	7800	82.0	100.0	
Missing	System	1717	18.0		
Total		9517	100.0		

8. How many times in the past 12 months have you participated in an Extension educational program (not including this event).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3318	34.9	42.4	42.4
	1	1139	12.0	14.6	56.9
	2	978	10.3	12.5	69.4
	3	609	6.4	7.8	77.2
	4	461	4.8	5.9	83.1
	5	304	3.2	3.9	87.0
	6	295	3.1	3.8	90.8
	7	42	.4	.5	91.3
	8	134	1.4	1.7	93.0
	9	42	.4	.5	93.5
	10	187	2.0	2.4	95.9
	11	16	.2	.2	96.1
	12	135	1.4	1.7	97.9
	13	9	.1	.1	98.0
	14	5	.1	.1	98.0
	15	34	.4	.4	98.5
	16	14	.1	.2	98.6
	17	4	.0	.1	98.7
	18	4	.0	.1	98.7
	19	4	.0	.1	98.8
	20	39	.4	.5	99.3
	21	5	.1	.1	99.4
	22	2	.0	.0	99.4
	23	1	.0	.0	99.4
	24	7	.1	.1	99.5
	25	10	.1	.1	99.6
	30	8	.1	.1	99.7
	31	1	.0	.0	99.7
	33	1	.0	.0	99.7
	35	2	.0	.0	99.8
	36	2	.0	.0	99.8
40	2	.0	.0	99.8	
44	1	.0	.0	99.8	
47	1	.0	.0	99.8	
48	1	.0	.0	99.9	
50	5	.1	.1	99.9	
60	2	.0	.0	99.9	
82	1	.0	.0	100.0	
98	1	.0	.0	100.0	
99	2	.0	.0	100.0	
	Total	7828	82.3	100.0	
Missing	System	1689	17.7		
	Total	9517	100.0		

8a. If no events in the past 12 months, was this your first time as a participant in an Extension educational activity as an adult?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2138	22.5	72.8	72.8
	No	797	8.4	27.2	100.0
	Total	2935	30.8	100.0	
Missing	Not applicable	4510	47.4		
	System	2072	21.8		
	Total	6582	69.2		
Total		9517	100.0		

9. Would you recommend this particular activity to others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8815	92.6	98.3	98.3
	No	148	1.6	1.7	100.0
	Total	8963	94.2	100.0	
Missing	System	554	5.8		
Total		9517	100.0		

10. Would you attend an activity on another subject offered by Extension or otherwise use Extension as a resource?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8398	88.2	98.0	98.0
	No	174	1.8	2.0	100.0
	Total	8572	90.1	100.0	
Missing	System	945	9.9		
Total		9517	100.0		

12. You are ...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	4153	43.6	47.7	47.7
	Male	4554	47.9	52.3	100.0
	Total	8707	91.5	100.0	
Missing	System	810	8.5		
Total		9517	100.0		

13. Your age.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	616	6.5	7.0	7.0
	25-29	432	4.5	4.9	11.9
	30-34	433	4.5	4.9	16.8
	35-39	604	6.3	6.8	23.6
	40-44	714	7.5	8.1	31.7
	45-49	846	8.9	9.6	41.3
	50-54	1065	11.2	12.1	53.3
	55-59	1146	12.0	13.0	66.3
	60-64	1038	10.9	11.7	78.0
	65-69	852	9.0	9.6	87.7
	70-74	618	6.5	7.0	94.7
	75+	472	5.0	5.3	100.0
Total		8836	92.8	100.0	
Missing	System	681	7.2		
Total		9517	100.0		

14A. Reside on a farm or ranch

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3173	33.3	35.4	35.4
	No	5778	60.7	64.6	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14B. Reside in rural area, not a farm or ranch

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1208	12.7	13.5	13.5
	No	7743	81.4	86.5	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14C. Reside in town under 10,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1295	13.6	14.5	14.5
	No	7656	80.4	85.5	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14D. Reside in town or city between 10,000 and 50,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1180	12.4	13.2	13.2
	No	7771	81.7	86.8	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14E. Reside in town or city between 50,000 and 250,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1138	12.0	12.7	12.7
	No	7813	82.1	87.3	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14F. Reside in city over 250,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1188	12.5	13.3	13.3
	No	7763	81.6	86.7	100.0
	Total	8951	94.1	100.0	
Missing	System	566	5.9		
Total		9517	100.0		

14. Place of residence.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	3044	32.0	34.0	34.0
	AB	94	1.0	1.1	35.1
	ABC	93	1.0	1.0	36.1
	ABD	106	1.1	1.2	37.3
	AC	202	2.1	2.3	39.5
	ACD	156	1.6	1.7	41.3
	AD	23	.2	.3	41.5
	ADE	22	.2	.2	41.8
	AE	27	.3	.3	42.1
	AF	9	.1	.1	42.2
	B	1065	11.2	11.9	54.1
	BC	28	.3	.3	54.4
	BD	55	.6	.6	55.0
	BE	3	.0	.0	55.0
	BF	3	.0	.0	55.1
	C	1073	11.3	12.0	67.1
	CD	10	.1	.1	67.2
	CE	2	.0	.0	67.2
	CF	2	.0	.0	67.2
	D	995	10.5	11.1	78.3
DE	6	.1	.1	78.4	
DF	2	.0	.0	78.4	
E	942	9.9	10.5	89.0	
EF	18	.2	.2	89.2	
F	971	10.2	10.8	100.0	
	Total	8951	94.1	100.0	
Missing	1	566	5.9		
Total		9517	100.0		

15. Highest level of education.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	576	6.1	6.5	6.5
	High school graduate or GED	2001	21.0	22.5	29.0
	Vocational or technical degree	424	4.5	4.8	33.8
	Some college	2433	25.6	27.4	61.1
	Bachelor degree	2215	23.3	24.9	86.0
	Post-graduate degree(s)	1242	13.1	14.0	100.0
	Total	8891	93.4	100.0	
Missing	System	626	6.6		
Total		9517	100.0		

16A. African American (non-Hispanic)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	337	3.5	3.8	3.8
	No	8598	90.3	96.2	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16B. Asian American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	.6	.6	.6
	No	8880	93.3	99.4	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16C. Hispanic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1193	12.5	13.4	13.4
	No	7742	81.3	86.6	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16D. Native American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	191	2.0	2.1	2.1
	No	8744	91.9	97.9	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16E. White (non-Hispanic)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7122	74.8	79.7	79.7
	No	1813	19.1	20.3	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16F. Other race/ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	158	1.7	1.8	1.8
	No	8777	92.2	98.2	100.0
	Total	8935	93.9	100.0	
Missing	System	582	6.1		
Total		9517	100.0		

16. Racial / ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	325	3.4	3.6	3.6
	AB	12	.1	.1	3.8
	ABCDEF	97	1.0	1.1	4.9
	AC	34	.4	.4	5.2
	AD	580	6.1	6.5	11.7
	ADEF	282	3.0	3.2	14.9
	AE	7	.1	.1	15.0
	B	50	.5	.6	15.5
	BC	1	.0	.0	15.5
	BDE	1	.0	.0	15.5
	BE	1	.0	.0	15.6
	C	1066	11.2	11.9	27.5
	CD	4	.0	.0	27.5
	CDE	1	.0	.0	27.5
	CE	8	.1	.1	27.6
	CEF	1	.0	.0	27.6
	CF	4	.0	.0	27.7
	D	89	.9	1.0	28.7
	DE	60	.6	.7	29.4
	DF	1	.0	.0	29.4
E	6193	65.1	69.3	98.7	
EF	14	.1	.2	98.8	
F	104	1.1	1.2	100.0	
Total		8935	93.9	100.0	
Missing	1	582	6.1		
Total		9517	100.0		