

**FY 2007  
Customer Satisfaction  
Statewide Final Results**

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1. Overall satisfaction with this activity.	13338	1	5	4.58	.610
2a. Satisfaction with the information being what you expected to receive.	13954	1	5	4.43	.675
2b. Satisfaction with accuracy of the information.	13805	1	5	4.59	.605
2c. Satisfaction with the information being easy to understand.	13908	1	5	4.55	.638
2d. Satisfaction with the completeness of the information.	13859	1	5	4.51	.649
2e. Satisfaction with the timeliness of the information.	13839	1	5	4.54	.670
2f. Satisfaction with helpfulness of the information in decision about your own situation.	13872	1	5	4.49	.707
2g. Satisfaction with relevance of the examples used.	13833	1	5	4.52	.658
2h. Satisfaction with quality of course materials.	13323	1	5	4.56	.648
2i. Satisfaction with the instructor's knowledge level.	13792	1	5	4.75	.526
2j. Satisfaction with the instructor's speaking / presentation abilities.	13306	1	5	4.70	.559
2k. Satisfaction with the instructor's organization / preparedness.	13288	1	5	4.73	.528
2l. Satisfaction with the instructor's response to student questions.	13600	1	5	4.74	.528
2m. Satisfaction with physical setting's contribution to ease of listening and participation.	13105	1	5	4.52	.731
11. Overall, how valuable to you is the information and program provided by Extension.	12680	1	5	4.39	.691
8. How many times in the past 12 months have you participated in an Extension educational program (not including this event).	11259	0	99	2.43	5.186
Valid N (listwise)	9466				

**1. Overall satisfaction with this activity.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8391	58.9	62.9	62.9
	Mostly	4358	30.6	32.7	95.6
	Somewhat	490	3.4	3.7	99.3
	Slightly	77	.5	.6	99.8
	Not at all	22	.2	.2	100.0
	Total	13338	93.7	100.0	
Missing	System	900	6.3		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	7212	50.7	51.7	51.7
	Mostly	5761	40.5	41.3	93.0
	Somewhat	809	5.7	5.8	98.8
	Slightly	124	.9	.9	99.7
	Not at all	48	.3	.3	100.0
	Total	13954	98.0	100.0	
Missing	System	284	2.0		
Total		14238	100.0		

**2b. Satisfaction with accuracy of the information.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8905	62.5	64.5	64.5
	Mostly	4340	30.5	31.4	95.9
	Somewhat	450	3.2	3.3	99.2
	Slightly	83	.6	.6	99.8
	Not at all	27	.2	.2	100.0
	Total	13805	97.0	100.0	
Missing	System	433	3.0		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8603	60.4	61.9	61.9
	Mostly	4491	31.5	32.3	94.1
	Somewhat	707	5.0	5.1	99.2
	Slightly	79	.6	.6	99.8
	Not at all	28	.2	.2	100.0
	Total	13908	97.7	100.0	
Missing	System	330	2.3		
Total		14238	100.0		

**2d. Satisfaction with the completeness of the information.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8076	56.7	58.3	58.3
	Mostly	4951	34.8	35.7	94.0
	Somewhat	715	5.0	5.2	99.2
	Slightly	78	.5	.6	99.7
	Not at all	39	.3	.3	100.0
	Total	13859	97.3	100.0	
Missing	System	379	2.7		
Total		14238	100.0		

**2e. Satisfaction with the timeliness of the information.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8602	60.4	62.2	62.2
	Mostly	4295	30.2	31.0	93.2
	Somewhat	786	5.5	5.7	98.9
	Slightly	113	.8	.8	99.7
	Not at all	43	.3	.3	100.0
	Total	13839	97.2	100.0	
Missing	System	399	2.8		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8227	57.8	59.3	59.3
	Mostly	4506	31.6	32.5	91.8
	Somewhat	937	6.6	6.8	98.5
	Slightly	139	1.0	1.0	99.5
	Not at all	63	.4	.5	100.0
	Total	13872	97.4	100.0	
Missing	System	366	2.6		
Total		14238	100.0		

**2g. Satisfaction with relevance of the examples used.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8318	58.4	60.1	60.1
	Mostly	4605	32.3	33.3	93.4
	Somewhat	770	5.4	5.6	99.0
	Slightly	114	.8	.8	99.8
	Not at all	26	.2	.2	100.0
	Total	13833	97.2	100.0	
Missing	System	405	2.8		
Total		14238	100.0		

**2h. Satisfaction with quality of course materials.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8387	58.9	63.0	63.0
	Mostly	4200	29.5	31.5	94.5
	Somewhat	601	4.2	4.5	99.0
	Slightly	86	.6	.6	99.6
	Not at all	49	.3	.4	100.0
	Total	13323	93.6	100.0	
Missing	System	915	6.4		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	10861	76.3	78.7	78.7
	Mostly	2608	18.3	18.9	97.7
	Somewhat	230	1.6	1.7	99.3
	Slightly	53	.4	.4	99.7
	Not at all	40	.3	.3	100.0
	Total	13792	96.9	100.0	
Missing	System	446	3.1		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	9894	69.5	74.4	74.4
	Mostly	2986	21.0	22.4	96.8
	Somewhat	341	2.4	2.6	99.4
	Slightly	53	.4	.4	99.8
	Not at all	32	.2	.2	100.0
	Total	13306	93.5	100.0	
Missing	System	932	6.5		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	10121	71.1	76.2	76.2
	Mostly	2825	19.8	21.3	97.4
	Somewhat	269	1.9	2.0	99.5
	Slightly	55	.4	.4	99.9
	Not at all	18	.1	.1	100.0
	Total	13288	93.3	100.0	
Missing	System	950	6.7		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	10555	74.1	77.6	77.6
	Mostly	2676	18.8	19.7	97.3
	Somewhat	293	2.1	2.2	99.4
	Slightly	53	.4	.4	99.8
	Not at all	23	.2	.2	100.0
	Total	13600	95.5	100.0	
Missing	System	638	4.5		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8270	58.1	63.1	63.1
	Mostly	3665	25.7	28.0	91.1
	Somewhat	919	6.5	7.0	98.1
	Slightly	187	1.3	1.4	99.5
	Not at all	64	.4	.5	100.0
	Total	13105	92.0	100.0	
Missing	System	1133	8.0		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2937	20.6	34.4	34.4
	No	5611	39.4	65.6	100.0
	Total	8548	60.0	100.0	
Missing	System	5690	40.0		
Total		14238	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	9607	67.5	73.0	73.0
	No	1221	8.6	9.3	82.3
	Not sure	2334	16.4	17.7	100.0
	Total	13162	92.4	100.0	
Missing	System	1076	7.6		
Total		14238	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	304	2.1	12.7	12.7
	Info was relevant but taking no action is best decision	503	3.5	21.0	33.7
	Need more info or research further before making a decision	451	3.2	18.8	52.6
	Just wanted info - no particular plans to implement	815	5.7	34.1	86.6
	Something else	320	2.2	13.4	100.0
	Total	2393	16.8	100.0	
Missing	Not applicable	9049	63.6		
	System	2796	19.6		
	Total	11845	83.2		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8449	59.3	65.5	65.5
	No	4455	31.3	34.5	100.0
	Total	12904	90.6	100.0	
Missing	System	1334	9.4		
Total		14238	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	8289	58.2	67.2	67.2
	No	3873	27.2	31.4	98.7
	3	166	1.2	1.3	100.0
	Total	12328	86.6	100.0	
Missing	System	1910	13.4		
Total		14238	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	4901	34.4	43.5	43.5
	1	1715	12.0	15.2	58.8
	2	1372	9.6	12.2	70.9
	3	901	6.3	8.0	79.0
	4	642	4.5	5.7	84.7
	5	394	2.8	3.5	88.2
	6	379	2.7	3.4	91.5

**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	7	71	.5	.6	92.1
	8	174	1.2	1.5	93.7
	9	56	.4	.5	94.2
	10	248	1.7	2.2	96.4
	11	27	.2	.2	96.6
	12	138	1.0	1.2	97.9
	13	7	.0	.1	97.9
	14	15	.1	.1	98.1
	15	40	.3	.4	98.4
	16	12	.1	.1	98.5
	17	2	.0	.0	98.5
	18	8	.1	.1	98.6
	20	59	.4	.5	99.1
	21	2	.0	.0	99.1
	22	1	.0	.0	99.2
	23	4	.0	.0	99.2
	24	4	.0	.0	99.2
	25	25	.2	.2	99.4
	26	2	.0	.0	99.5
	28	2	.0	.0	99.5
	29	1	.0	.0	99.5
	30	10	.1	.1	99.6
	31	2	.0	.0	99.6
	36	1	.0	.0	99.6
	37	1	.0	.0	99.6
	38	1	.0	.0	99.6
	40	1	.0	.0	99.6
	41	1	.0	.0	99.6
	46	1	.0	.0	99.7
	48	1	.0	.0	99.7
	50	11	.1	.1	99.8
	55	1	.0	.0	99.8
	58	1	.0	.0	99.8
	60	6	.0	.1	99.8
	61	2	.0	.0	99.8
	62	2	.0	.0	99.9
	65	2	.0	.0	99.9
	66	1	.0	.0	99.9
	70	2	.0	.0	99.9
	75	2	.0	.0	99.9
	78	1	.0	.0	99.9
	80	5	.0	.0	100.0
	99	2	.0	.0	100.0
	Total	11259	79.1	100.0	
Missing	System	2979	20.9		
Total		14238	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	3227	22.7	74.3	74.3
	No	1117	7.8	25.7	100.0
	Total	4344	30.5	100.0	
Missing	Not applicable	6358	44.7		
	System	3536	24.8		
	Total	9894	69.5		
Total		14238	100.0		

**9. Would you recommend this particular activity to others?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12935	90.8	98.5	98.5
	No	191	1.3	1.5	100.0
	Total	13126	92.2	100.0	
Missing	System	1112	7.8		
Total		14238	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	11966	84.0	97.9	97.9
	No	255	1.8	2.1	100.0
	Total	12221	85.8	100.0	
Missing	System	2017	14.2		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely	6253	43.9	49.3	49.3
	Quite	5285	37.1	41.7	91.0
	Somewhat	1014	7.1	8.0	99.0
	Slightly	88	.6	.7	99.7
	Not at all	40	.3	.3	100.0
	Total	12680	89.1	100.0	
Missing	System	1558	10.9		
Total		14238	100.0		

**12. You are . . .**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	6525	45.8	51.2	51.2
	Male	6227	43.7	48.8	100.0
	Total	12752	89.6	100.0	
Missing	System	1486	10.4		
Total		14238	100.0		

**13. Your age.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	946	6.6	7.3	7.3
	25-29	541	3.8	4.2	11.5
	30-34	693	4.9	5.3	16.8
	35-39	790	5.5	6.1	22.9
	40-44	935	6.6	7.2	30.1
	45-49	1204	8.5	9.3	39.4
	50-54	1551	10.9	11.9	51.3
	55-59	1667	11.7	12.8	64.2
	60-64	1602	11.3	12.3	76.5
	65-69	1370	9.6	10.6	87.0
	70-74	953	6.7	7.3	94.4
	75+	728	5.1	5.6	100.0
	Total		12980	91.2	100.0
Missing	System	1258	8.8		
Total		14238	100.0		

**14A. Reside on a farm or ranch**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4380	30.8	33.3	33.3
	No	8777	61.6	66.7	100.0
	Total	13157	92.4	100.0	
Missing	System	1081	7.6		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1918	13.5	14.6	14.6
	No	11239	78.9	85.4	100.0
	Total	13157	92.4	100.0	
Missing	System	1081	7.6		
Total		14238	100.0		

**14C. Reside in town under 10,000 persons**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1773	12.5	13.5	13.5
	No	11384	80.0	86.5	100.0
	Total	13157	92.4	100.0	
Missing	System	1081	7.6		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1874	13.2	14.2	14.2
	No	11283	79.2	85.8	100.0
	Total	13157	92.4	100.0	
Missing	System	1081	7.6		
Total		14238	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1472	10.3	11.6	11.6
	No	11258	79.1	88.4	100.0
	Total	12730	89.4	100.0	
Missing	System	1508	10.6		
Total		14238	100.0		

**14F. Reside in city over 250,000 persons**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2181	15.3	16.6	16.6
	No	10976	77.1	83.4	100.0
	Total	13157	92.4	100.0	
Missing	System	1081	7.6		
Total		14238	100.0		

**14. Place of residence.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	3956	27.8	30.0	30.0
	AB	258	1.8	2.0	31.9
	ABC	60	.4	.5	32.4
	ABCD	16	.1	.1	32.5
	ABCDF	47	.3	.4	32.8
	ABD	15	.1	.1	33.0
	AC	178	1.3	1.3	34.3
	ACD	3	.0	.0	34.3
	ACF	19	.1	.1	34.5
	AD	45	.3	.3	34.8
	ADE	3	.0	.0	34.8
	ADF	3	.0	.0	34.9
	AE	116	.8	.9	35.7
	AF	57	.4	.4	36.2
	B	1723	12.1	13.0	49.2
	BC	97	.7	.7	50.0
	BCD	52	.4	.4	50.3
	BD	64	.4	.5	50.8
	BDEF	1	.0	.0	50.8
	BE	13	.1	.1	50.9
	BF	10	.1	.1	51.0
	C	1496	10.5	11.3	62.3
	CD	20	.1	.2	62.5
	CE	4	.0	.0	62.5
	CF	15	.1	.1	62.6
	D	1569	11.0	11.9	74.5
	DE	9	.1	.1	74.6
DEF	1	.0	.0	74.6	
DF	6	.0	.0	74.6	
E	1358	9.5	10.3	84.9	
EF	29	.2	.2	85.1	
F	1961	13.8	14.9	100.0	
Total	13204	92.7	100.0		
Missing	35	1034	7.3		
Total		14238	100.0		

**15. Highest level of education.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	723	5.1	5.7	5.7
	High school graduate or GED	2603	18.3	20.6	26.3
	Vocational or technical degree	622	4.4	4.9	31.2
	Some college	3468	24.4	27.4	58.6
	Bachelor degree	3273	23.0	25.8	84.4
	Post-graduate degree(s)	1974	13.9	15.6	100.0
	Total	12663	88.9	100.0	
Missing	System	1575	11.1		
Total		14238	100.0		

**16A. African American (non-Hispanic)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	526	3.7	4.0	4.0
	No	12599	88.5	96.0	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

**16B. Asian American**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	104	.7	.8	.8
	No	13021	91.5	99.2	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

**16C. Hispanic**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2157	15.1	16.4	16.4
	No	10968	77.0	83.6	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

**16D. Native American**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	313	2.2	2.4	2.4
	No	12812	90.0	97.6	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

**16E. White (non-Hispanic)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10021	70.4	76.4	76.4
	No	3104	21.8	23.6	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

**16F. Other race/ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	247	1.7	1.9	1.9
	No	12878	90.4	98.1	100.0
	Total	13125	92.2	100.0	
Missing	System	1113	7.8		
Total		14238	100.0		

16. Racial / ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	504	3.5	3.8	3.8
	AB	11	.1	.1	3.9
	ABC	26	.2	.2	4.1
	ABCDE	17	.1	.1	4.2
	ABCDEF	296	2.1	2.2	6.5
	ABD	152	1.1	1.2	7.6
	ABE	7	.0	.1	7.7
	AC	4	.0	.0	7.7
	ACD	6	.0	.0	7.8
	ACDE	2	.0	.0	7.8
	ACDF	2	.0	.0	7.8
	ACE	83	.6	.6	8.4
	ACEF	1	.0	.0	8.4
	ACF	1	.0	.0	8.4
	AD	9	.1	.1	8.5
	ADE	1	.0	.0	8.5
	ADEF	3	.0	.0	8.5
	AE	8	.1	.1	8.6
	AEF	1	.0	.0	8.6
	AF	1	.0	.0	8.6
	B	360	2.5	2.7	11.3
	BC	1	.0	.0	11.4
	BCDE	22	.2	.2	11.5
	BD	27	.2	.2	11.7
	BDE	1	.0	.0	11.7
	BE	3	.0	.0	11.8
	C	1972	13.9	15.0	26.7
	CD	14	.1	.1	26.8
	CDE	4	.0	.0	26.9
	CDEF	1	.0	.0	26.9
	CDF	1	.0	.0	26.9
CE	15	.1	.1	27.0	
CEF	1	.0	.0	27.0	
CF	6	.0	.0	27.0	
D	188	1.3	1.4	28.5	
DE	68	.5	.5	29.0	
DEF	4	.0	.0	29.0	
DF	1	.0	.0	29.0	
E	9157	64.3	69.5	98.5	
EF	32	.2	.2	98.8	
F	162	1.1	1.2	100.0	
Total		13175	92.5	100.0	
Missing	44	1063	7.5		
Total		14238	100.0		