

**FY 2008
Customer Satisfaction
Statewide Final Results**

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1. Overall satisfaction with this activity.	13785	1	5	4.58	.613
2a. Satisfaction with the information being what you expected to receive.	14231	1	5	4.44	.679
2b. Satisfaction with accuracy of the information.	14100	1	5	4.61	.590
2c. Satisfaction with the information being easy to understand.	14178	1	5	4.54	.653
2d. Satisfaction with the completeness of the information.	14109	1	5	4.51	.656
2e. Satisfaction with the timeliness of the information.	14137	1	5	4.55	.665
2f. Satisfaction with helpfulness of the information in decision about your own situation.	14160	1	5	4.50	.705
2g. Satisfaction with relevance of the examples used.	14096	1	5	4.52	.668
2h. Satisfaction with quality of course materials.	13522	1	5	4.56	.655
2i. Satisfaction with the instructor's knowledge level.	14152	1	5	4.76	.501
2j. Satisfaction with the instructor's speaking / presentation abilities.	13610	1	5	4.69	.576
2k. Satisfaction with the instructor's organization / preparedness.	13597	1	5	4.72	.535
2l. Satisfaction with the instructor's response to student questions.	13967	1	5	4.73	.543
2m. Satisfaction with physical setting's contribution to ease of listening and participation.	13446	1	5	4.48	.753
11. Overall, how valuable to you is the information and program provided by Extension.	12896	1	5	4.41	.687
8. How many times in the past 12 months have you participated in an Extension educational program (not including this event).	11669	0	99	2.36	4.526
Valid N (listwise)	9955				

1. Overall satisfaction with this activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8691	60.0	63.0	63.0
	Mostly	4521	31.2	32.8	95.8
	Somewhat	456	3.1	3.3	99.2
	Slightly	83	.6	.6	99.8
	Not at all	34	.2	.2	100.0
	Total	13785	95.2	100.0	
Missing	System	697	4.8		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	7524	52.0	52.9	52.9
	Mostly	5738	39.6	40.3	93.2
	Somewhat	780	5.4	5.5	98.7
	Slightly	131	.9	.9	99.6
	Not at all	58	.4	.4	100.0
	Total	14231	98.3	100.0	
Missing	System	251	1.7		
Total		14482	100.0		

2b. Satisfaction with accuracy of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	9318	64.3	66.1	66.1
	Mostly	4243	29.3	30.1	96.2
	Somewhat	451	3.1	3.2	99.4
	Slightly	65	.4	.5	99.8
	Not at all	23	.2	.2	100.0
	Total	14100	97.4	100.0	
Missing	System	382	2.6		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8750	60.4	61.7	61.7
	Mostly	4592	31.7	32.4	94.1
	Somewhat	684	4.7	4.8	98.9
	Slightly	112	.8	.8	99.7
	Not at all	40	.3	.3	100.0
	Total	14178	97.9	100.0	
Missing	System	304	2.1		
Total		14482	100.0		

2d. Satisfaction with the completeness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8313	57.4	58.9	58.9
	Mostly	4917	34.0	34.9	93.8
	Somewhat	736	5.1	5.2	99.0
	Slightly	108	.7	.8	99.8
	Not at all	35	.2	.2	100.0
	Total	14109	97.4	100.0	
Missing	System	373	2.6		
Total		14482	100.0		

2e. Satisfaction with the timeliness of the information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8925	61.6	63.1	63.1
	Mostly	4321	29.8	30.6	93.7
	Somewhat	724	5.0	5.1	98.8
	Slightly	116	.8	.8	99.6
	Not at all	51	.4	.4	100.0
	Total	14137	97.6	100.0	
Missing	System	345	2.4		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8533	58.9	60.3	60.3
	Mostly	4523	31.2	31.9	92.2
	Somewhat	874	6.0	6.2	98.4
	Slightly	170	1.2	1.2	99.6
	Not at all	60	.4	.4	100.0
	Total	14160	97.8	100.0	
Missing	System	322	2.2		
Total		14482	100.0		

2g. Satisfaction with relevance of the examples used.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8520	58.8	60.4	60.4
	Mostly	4627	32.0	32.8	93.3
	Somewhat	792	5.5	5.6	98.9
	Slightly	115	.8	.8	99.7
	Not at all	42	.3	.3	100.0
	Total	14096	97.3	100.0	
Missing	System	386	2.7		
Total		14482	100.0		

2h. Satisfaction with quality of course materials.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8582	59.3	63.5	63.5
	Mostly	4164	28.8	30.8	94.3
	Somewhat	619	4.3	4.6	98.8
	Slightly	107	.7	.8	99.6
	Not at all	50	.3	.4	100.0
	Total	13522	93.4	100.0	
Missing	System	960	6.6		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	11208	77.4	79.2	79.2
	Mostly	2646	18.3	18.7	97.9
	Somewhat	230	1.6	1.6	99.5
	Slightly	45	.3	.3	99.8
	Not at all	23	.2	.2	100.0
	Total	14152	97.7	100.0	
Missing	System	330	2.3		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	9990	69.0	73.4	73.4
	Mostly	3103	21.4	22.8	96.2
	Somewhat	416	2.9	3.1	99.3
	Slightly	76	.5	.6	99.8
	Not at all	25	.2	.2	100.0
	Total	13610	94.0	100.0	
Missing	System	872	6.0		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	10298	71.1	75.7	75.7
	Mostly	2925	20.2	21.5	97.2
	Somewhat	298	2.1	2.2	99.4
	Slightly	56	.4	.4	99.9
	Not at all	20	.1	.1	100.0
	Total	13597	93.9	100.0	
Missing	System	885	6.1		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	10792	74.5	77.3	77.3
	Mostly	2762	19.1	19.8	97.0
	Somewhat	317	2.2	2.3	99.3
	Slightly	66	.5	.5	99.8
	Not at all	30	.2	.2	100.0
	Total	13967	96.4	100.0	
Missing	System	515	3.6		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely	8148	56.3	60.6	60.6
	Mostly	3990	27.6	29.7	90.3
	Somewhat	1009	7.0	7.5	97.8
	Slightly	222	1.5	1.7	99.4
	Not at all	77	.5	.6	100.0
	Total	13446	92.8	100.0	
Missing	System	1036	7.2		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2676	18.5	30.7	30.7
	No	6028	41.6	69.3	100.0
	Total	8704	60.1	100.0	
Missing	System	5778	39.9		
Total		14482	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	9965	68.8	73.8	73.8
	No	1231	8.5	9.1	82.9
	Not sure	2302	15.9	17.1	100.0
	Total	13498	93.2	100.0	
Missing	System	984	6.8		
Total		14482	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	314	2.2	13.2	13.2
	Info was relevant but taking no action is best decision	498	3.4	20.9	34.0
	Need more info or research further before making a decision	515	3.6	21.6	55.6
	Just wanted info - no particular plans to implement	751	5.2	31.5	87.1
	Something else	308	2.1	12.9	100.0
	Total	2386	16.5	100.0	
Missing	Not applicable	9259	63.9		
	System	2837	19.6		
	Total	12096	83.5		
Total	14482	100.0			

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8899	61.4	65.3	65.3
	No	4728	32.6	34.7	100.0
	Total	13627	94.1	100.0	
Missing	System	855	5.9		
Total		14482	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	8597	59.4	66.5	66.5
	No	4228	29.2	32.7	99.1
	3	112	.8	.9	100.0
	Total	12937	89.3	100.0	
Missing	System	1545	10.7		
Total		14482	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	4990	34.5	42.8	42.8
	1	1888	13.0	16.2	58.9
	2	1411	9.7	12.1	71.0
	3	950	6.6	8.1	79.2
	4	622	4.3	5.3	84.5
	5	367	2.5	3.1	87.7
	6	333	2.3	2.9	90.5
	7	117	.8	1.0	91.5
	8	180	1.2	1.5	93.0
	9	67	.5	.6	93.6
	10	303	2.1	2.6	96.2
	11	41	.3	.4	96.6
	12	176	1.2	1.5	98.1
	13	14	.1	.1	98.2
	14	26	.2	.2	98.4
	15	47	.3	.4	98.8
	16	9	.1	.1	98.9
	17	3	.0	.0	98.9
	18	10	.1	.1	99.0
	20	51	.4	.4	99.5
	21	1	.0	.0	99.5
	23	1	.0	.0	99.5
	24	10	.1	.1	99.6
	25	9	.1	.1	99.6
	28	1	.0	.0	99.6
	30	12	.1	.1	99.7
	31	1	.0	.0	99.8
35	1	.0	.0	99.8	
36	2	.0	.0	99.8	
40	5	.0	.0	99.8	
47	1	.0	.0	99.8	
48	2	.0	.0	99.8	
50	10	.1	.1	99.9	
60	2	.0	.0	99.9	
75	1	.0	.0	100.0	
90	1	.0	.0	100.0	
99	4	.0	.0	100.0	
	Total	11669	80.6	100.0	
Missing	System	2813	19.4		
	Total	14482	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	3047	21.0	68.6	68.6
	No	1397	9.6	31.4	100.0
	Total	4444	30.7	100.0	
Missing	Not applicable	6717	46.4		
	System	3321	22.9		
	Total	10038	69.3		
Total		14482	100.0		

9. Would you recommend this particular activity to others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13193	91.1	98.1	98.1
	No	255	1.8	1.9	100.0
	Total	13448	92.9	100.0	
Missing	System	1034	7.1		
Total		14482	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	12157	83.9	98.3	98.3
	No	211	1.5	1.7	100.0
	Total	12368	85.4	100.0	
Missing	System	2114	14.6		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely	6579	45.4	51.0	51.0
	Quite	5180	35.8	40.2	91.2
	Somewhat	1006	6.9	7.8	99.0
	Slightly	102	.7	.8	99.8
	Not at all	29	.2	.2	100.0
	Total	12896	89.0	100.0	
Missing	System	1586	11.0		
Total		14482	100.0		

12. You are . . .

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	5963	41.2	45.7	45.7
	Male	7081	48.9	54.3	100.0
	Total	13044	90.1	100.0	
Missing	System	1438	9.9		
Total		14482	100.0		

13. Your age.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	946	6.5	7.0	7.0
	25-29	546	3.8	4.1	11.1
	30-34	700	4.8	5.2	16.3
	35-39	800	5.5	5.9	22.2
	40-44	967	6.7	7.2	29.4
	45-49	1385	9.6	10.3	39.6
	50-54	1689	11.7	12.5	52.2
	55-59	1918	13.2	14.2	66.4
	60-64	1713	11.8	12.7	79.1
	65-69	1297	9.0	9.6	88.7
	70-74	782	5.4	5.8	94.5
	75+	736	5.1	5.5	100.0
	Total		13479	93.1	100.0
Missing	System	1003	6.9		
Total		14482	100.0		

14A. Reside on a farm or ranch

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3997	27.6	29.6	29.6
	No	9491	65.5	70.4	100.0
	Total	13488	93.1	100.0	
Missing	System	994	6.9		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2064	14.3	15.3	15.3
	No	11424	78.9	84.7	100.0
	Total	13488	93.1	100.0	
Missing	System	994	6.9		
Total		14482	100.0		

14C. Reside in town under 10,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1795	12.4	13.3	13.3
	No	11693	80.7	86.7	100.0
	Total	13488	93.1	100.0	
Missing	System	994	6.9		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1629	11.2	12.1	12.1
	No	11859	81.9	87.9	100.0
	Total	13488	93.1	100.0	
Missing	System	994	6.9		
Total		14482	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1674	11.6	12.9	12.9
	No	11322	78.2	87.1	100.0
	Total	12996	89.7	100.0	
Missing	System	1486	10.3		
Total		14482	100.0		

14F. Reside in city over 250,000 persons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2768	19.1	20.5	20.5
	No	10720	74.0	79.5	100.0
	Total	13488	93.1	100.0	
Missing	System	994	6.9		
Total		14482	100.0		

14. Place of residence.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	3609	24.9	26.7	26.7
	AB	242	1.7	1.8	28.5
	ABC	6	.0	.0	28.5
	ABCD	4	.0	.0	28.5
	ABCDF	28	.2	.2	28.7
	ABD	23	.2	.2	28.9
	AC	133	.9	1.0	29.9
	ACD	22	.2	.2	30.1
	ACF	1	.0	.0	30.1
	AD	81	.6	.6	30.7
	ADE	53	.4	.4	31.1
	ADF	2	.0	.0	31.1
	AE	52	.4	.4	31.4
	AF	29	.2	.2	31.7
	B	1911	13.2	14.1	45.8
	BC	46	.3	.3	46.1
	BCD	248	1.7	1.8	48.0
	BD	57	.4	.4	48.4
	BDEF	1	.0	.0	48.4
	BE	21	.1	.2	48.5
	BF	5	.0	.0	48.6
	C	1554	10.7	11.5	60.1
	CD	29	.2	.2	60.3
	CDEF	2	.0	.0	60.3
	CDF	1	.0	.0	60.3
	CE	7	.0	.1	60.3
	CF	8	.1	.1	60.4
D	1382	9.5	10.2	70.6	
DE	12	.1	.1	70.7	
DEF	6	.0	.0	70.8	
DF	11	.1	.1	70.8	
E	1542	10.6	11.4	82.2	
EF	24	.2	.2	82.4	
F	2381	16.4	17.6	100.0	
	Total	13533	93.4	100.0	
Missing	35	949	6.6		
Total		14482	100.0		

15. Highest level of education.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	528	3.6	4.0	4.0
	High school graduate or GED	2497	17.2	19.1	23.2
	Vocational or technical degree	629	4.3	4.8	28.0
	Some college	3631	25.1	27.8	55.8
	Bachelor degree	3513	24.3	26.9	82.8
	Post-graduate degree(s)	2247	15.5	17.2	100.0
	Total	13045	90.1	100.0	
Missing	System	1437	9.9		
Total		14482	100.0		

16A. African American (non-Hispanic)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	457	3.2	3.4	3.4
	No	13011	89.8	96.6	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16B. Asian American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	130	.9	1.0	1.0
	No	13338	92.1	99.0	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16C. Hispanic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2252	15.6	16.7	16.7
	No	11216	77.4	83.3	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16D. Native American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	351	2.4	2.6	2.6
	No	13117	90.6	97.4	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16E. White (non-Hispanic)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10278	71.0	76.3	76.3
	No	3190	22.0	23.7	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16F. Other race/ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	225	1.6	1.7	1.7
	No	13243	91.4	98.3	100.0
	Total	13468	93.0	100.0	
Missing	System	1014	7.0		
Total		14482	100.0		

16. Racial / ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	439	3.0	3.2	3.2
	AB	13	.1	.1	3.3
	ABC	20	.1	.1	3.5
	ABCDE	2	.0	.0	3.5
	ABCDEF	337	2.3	2.5	6.0
	ABD	5	.0	.0	6.0
	AC	6	.0	.0	6.1
	ACD	6	.0	.0	6.1
	ACDE	3	.0	.0	6.2
	ACDF	1	.0	.0	6.2
	ACE	238	1.6	1.8	7.9
	ACEF	3	.0	.0	7.9
	ACF	1	.0	.0	7.9
	AD	4	.0	.0	8.0
	ADE	2	.0	.0	8.0
	ADEF	5	.0	.0	8.0
	AE	8	.1	.1	8.1
	AF	4	.0	.0	8.1
	B	284	2.0	2.1	10.2
	BC	1	.0	.0	10.2
	BCDE	16	.1	.1	10.3
	BD	22	.2	.2	10.5
	BDE	2	.0	.0	10.5
	BDEF	1	.0	.0	10.5
	BE	7	.0	.1	10.6
	C	1925	13.3	14.2	24.8
	CD	20	.1	.1	25.0
	CDE	5	.0	.0	25.0
	CDEF	1	.0	.0	25.0
	CE	19	.1	.1	25.2
CF	4	.0	.0	25.2	
D	215	1.5	1.6	26.8	
DE	76	.5	.6	27.3	
DEF	2	.0	.0	27.4	
DF	1	.0	.0	27.4	
E	9624	66.5	71.2	98.6	
EF	12	.1	.1	98.7	
F	177	1.2	1.3	100.0	
Total		13511	93.3	100.0	
Missing	44	971	6.7		
Total		14482	100.0		