SURVEY FOR THE NATIONAL APPEALS DIVISION

1. Before today, had you ever heard of the USDA National Appeals Division?
   ☐ No
   ☐ Yes > Where? ☐ Farm Show ☐ USDA Agency ☐ NAD Web Site ☐ Word of Mouth ☐ Other

2. Before today, did you know that NAD is an independent office that reports directly to the Secretary of Agriculture and is independent of other parts of USDA?
   ☐ No ☐ Yes

3. Did you know that NAD publishes its decisions on the internet without appellant names?
   ☐ No ☐ Yes

4. Did you know that an appellant or the Agency may ask the NAD Director to reverse a Hearing Officer's determination?
   ☐ No ☐ Yes

5. Have you ever been a participant in any program of a USDA Agency?
   ☐ No
   ☐ Yes > Which ones? ☐ FSA ☐ RUS ☐ RMA ☐ NRCS ☐ RHS ☐ RB ☐ Other

6. Are you currently participating in a USDA Agency program?
   ☐ No
   ☐ Yes > Which ones? ☐ FSA ☐ RUS ☐ RMA ☐ NRCS ☐ RHS ☐ RB ☐ Other

7. Have you ever been an appellant in a NAD hearing?

1. Have you ever looked at a NAD written determination on the internet?
   ☐ No ☐ Yes

2. How many times have you appealed a USDA Agency adverse decision to NAD? (Circle one)

   1 2 3 4 5 More than 5

3. How many times would you have appealed to NAD if you would have known it was possible? (Circle one)

   1 2 3 4 5 More than 5

Using a scale of 1-5, please circle the number that best indicates your response to a statement .
(If you had more than one hearing, please refer to the most recent one).

4. The Hearing Officer's written determination was easy to read.

   Very hard to read — Very Easy to read
   1 2 3 4 5

5. The Hearing Officer listened to my side of the dispute.

   Never Listened — Listened Intensely
   1 2 3 4 5

6. The Hearing Officer was courteous to me.

   Was not Courteous — Was always Courteous

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