

Farm Service Agency Customer Survey 2009 Final Draft

Introduction

The U.S. Department of Agriculture Farm Service Agency would like your input on the services it provides you.

Please take a few moments to respond to our survey. Please be assured that we will treat all information you provide as confidential. All information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

This survey is authorized by Office of Management and Budget Control number 1505-0191.

Field Office

Q1. Do you currently participate in any Farm Programs that are administered by the Farm Service Agency?

1. Yes (CONTINUE)
2. No (TERMINATE INTERVIEW)
3. Don't Know (TERMINATE INTERVIEW)

Q2. How frequently do you visit your local Farm Service Agency field office?

1. Daily
2. Weekly
3. Monthly
4. Once every few months
5. Less than once every few months
6. Never **(SKIP TO Computer/Internet Usage Section Q9a)**

Using a scale from 1 to 10, where 1 is poor and 10 is excellent; please rate the field office staff from the Farm Service Agency with respect to the following.

Q3. Courteousness and professionalism

Q4. Understanding your issue(s)

Q5. Knowledge about FSA programs

Information

Think about the information that you receive from the Farm Service Agency. Using a scale from 1 to 10, where 1 is poor and 10 is excellent; please rate the information on the following.

Q6. Ease of accessing the information you need

Q7. Information being presented in an understandable manner

Q8. Usefulness of information to your needs

Computer/Internet Usage

Q9a. Do you have a computer at your place of residence?

1. Yes (ASK Q9b THEN GO TO Q10)
2. No (SKIP TO Q9c)
3. Don't Know (SKIP TO Q9c)

Q9b. What type of Internet access do you have?

1. Dial Up
2. High-Speed Cable
3. High-Speed DSL (Digital Subscriber Line)
4. High-Speed Wireless
5. Other (Specify)
6. Don't Know

ASK ONLY IF Q9a = NO or DON'T KNOW

Q9c. Have you used a computer to access the Internet at your local library or at your local FSA office?

1. Yes
2. No
3. Don't Know

Q10. How frequently do you access the Internet?

1. Daily
2. Weekly
3. Monthly
4. Once every few months
5. Less than once every few months
6. Never (SKIP TO NEXT SECTION)

Q11. How frequently do you visit the Farm Service Agency site? www.fsa.usda.gov

1. Daily
2. Weekly
3. Monthly
4. Once every few months
5. Less than once every few months
6. Never (**SKIP TO ACSI Q15**)

Q12. Please rate how useful you find the information from the Farm Service Agency site. Use a 10-point scale where "1" means "not very useful" and "10" means "very useful."

Q13. In which of the following ways do you use the Farm Service Agency's website? (Please select all that apply.)

1. Gather information about FSA programs
2. Gather information about loans
3. Download forms and sign up sheets
4. View FAQs
5. Other (Specify)

Q14. What do you think would prevent other producers, particularly those who do have Internet access, from using the Farm Service Agency's web site?

ACSI Benchmark Questions

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with the services that the Farm Service Agency provides you.

- Q15. First, please consider all your experiences to date with the Farm Service Agency. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the services that the Farm Service Agency provides you?
- Q16. To what extent has the Farm Service Agency fallen short of or exceeded your expectations? Please use a scale from "1" to "10", where "1" means "falls short of your expectations" and "10" means "exceeds your expectations."
- Q17. Now, forget about the Farm Service Agency for a moment. Now imagine the agency that administers and manages farm commodity, credit, conservation, disaster and loan programs. How well does the Farm Service Agency compare to that ideal. Please use a scale from "1" to "10" where "1" means "not very close to the ideal" and "10" means "very close to the ideal."

Outcomes

- Q18. How confident do you feel that the Farm Service Agency will do a good job in the future of administering and managing its farm commodity, credit, conservation, disaster and loan programs fairly and competently? On a 10 point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you in the Farm Service Agency?
- Q19. If asked, how willing would you be to say positive things about the Farm Service Agency to other farmers seeking to use their services? On a 10 point scale on which "1" means "not at all willing" and "10" means "very willing," how willing would you be to say positive things the Farm Service Agency?

Visionary

Now, we would like you to think about the types of information you use in making decisions about your farm or ranch operations.

- Q20. What types of information do you need/use on a regular basis to help you make decisions about your farm or ranch operations? (Select all that apply)
1. Information about programs, such as, CRP, ACRE or SURE
 2. How to apply for loans
 3. What kinds of loans do I qualify for
 4. Commodity loans
 5. Download forms or sign up sheets
 6. Send emails to Farm Service Agency to request information
 7. Other (please specify) _____
- Q21. Of the information mentioned above, which information is most critical in terms of its timeliness in making your farm or ranch decisions? (Select one)
1. Information about programs, such as, CRP, ACRE or SURE
 2. How to apply for loans
 3. What kinds of loans do I qualify for

4. Commodity loans
5. Download forms or sign up sheets
6. Send emails to Farm Service Agency to request information
7. Other (please specify) _____

Q22 Do you currently obtain any of this information from the Farm Service Agency?

1. Yes
2. No

Q23a. (IF Q22= YES ASK 23a.) How important is the Farm Service Administration to you as a provider of critical information to your farm or ranch business? Please use a 10-point scale where "1" is "not very important" and "10" is "very important."

Q23b. (IF Q22= NO ASK 23b.) From what source do you obtain the information you mentioned above?

Q24. Timely information is important to a successful farm or ranch operation. Do you currently use any of the following portable electronic devices to obtain information? (Select all that apply.)

1. Cell phones
2. Blackberries or other hand-held devices
3. Laptop computers
4. Other (Specify)
5. Do not use any portable electronic devices (ASK Q20b)

ASK ONLY IF Q24a = 5 Do not use any portable electronic devices

Q24b. Looking ahead, how willing are you to use portable electronic devices to obtain information – devices like cell phones, Blackberries or other hand-held or laptop computers? Using the 10-point scale where "1" means "not at all willing" and "10" means "very willing?"

Q25. How do you think technological advances and other changes will affect farming or ranching in the future?

Q26. Now, thinking about all of the trends that you have seen over the period of time you have been farming or ranching, in your view, where do you think the future of farming or ranching is headed?

Demographics

QD1. What is your age, please?

1. 18 – 29
2. 30 – 39
3. 40 – 49
4. 50 – 59
5. 60 – 69
6. 70 – 79
7. 80 and over
8. REFUSED

QD2. Do you consider your race(s) as:

1. White
2. Black or African American
3. American Indian or Alaska Native
4. Asian
5. Native Hawaiian or other Pacific Islander
6. Other race
7. Don't Know
8. REFUSED

QD3. Are you of Hispanic, Latino or Spanish origin?

1. Yes
2. No
3. Don't Know
4. REFUSED

QD4. What was your total annual FARM income before taxes in 2007?

1. Less than \$10,000
2. Between \$10,000 and \$24,999
3. Between \$25,000 and \$99,999
4. Between \$100,000 and \$249,999
5. \$250,000 or more
6. Don't Know
7. Refused

QD5. What was your total annual NON-FARM income before taxes in 2007?

1. Less than \$25,000
2. Between \$25,000 and \$49,999
3. Between \$50,000 and \$74,999
4. Between \$75,000 and \$99,999
5. \$100,000 or more
6. Don't Know
7. Refused

QD6. Gender by interviewer observation