

Farm Service Agency Direct Farm Loans

FINAL QUESTIONNAIRE - DECLINED APPLICANTS

Hello, I'm (NAME) with (VENDOR) calling on behalf of the US Department of Agriculture (USDA) Farm Service Agency (FSA). We are conducting research on how satisfied customers are with the services provided by FSA's farm loan program.

We understand you have been declined for a loan from the Farm Service Agency sometime in the last three years. We understand you were probably disappointed you did not receive the assistance you requested. We would like to ask you a few questions about your experience. The purpose of the research is to help FSA improve its services to you and to all its customers. Your answers are voluntary. Your opinions are very important for this research. Your name will be held completely confidential. This interview will take about 5 minutes, and is authorized by Office of Management and Budget Control No. 1505-0191.

Introduction

INTRO1. May I please speak with (NAME)?

WAIT FOR RESPONSE

1. Correct Person on Phone (**GO TO INTRO2**)
2. Not correct person, but Person is available (**HOLD UNTIL RESPONDENT ANSWERS, CONFIRM NAME AND READ BELOW BEFORE GOING TO INTRO2**)

Hello, my name is _____ calling from (VENDOR) on behalf of the US Department of Agriculture (USDA) Farm Service Agency. We are conducting research on how satisfied customers are with the services provided by FSA's farm loan program.

3. If Person not available (**Schedule a call back**)
4. If No Such Person **"Thank you for your time. Have a nice day!"**

INTRO2. Just to make sure, (NAME), are you the individual on your farm that would have been the most involved in your farming operation and in working with the Farm Service Agency in applying for FSA program benefits including direct farm loans?

1. Yes, Correct Person on Phone (GO TO Screener 1)
2. No (ASK FOR NAME AND PHONE NUMBER OF INDIVIDUAL WHO YOU SHOULD SPEAK TO AND RECORD NAME AND NUMBER)
 - a. **If individual is at the same phone number - ask** INTRO2.1 Is _____ (NAME GIVEN IN INTRO 2) available?

WAIT FOR RESPONSE

1. Correct Person on Phone (**READ BELOW**)

Hello, my name is _____ calling from (VENDOR) on behalf of the US Department of Agriculture (USDA) Farm Service Agency. We are conducting research on how satisfied customers are with the services provided by FSA's farm loan program.

2. If Person not available (Schedule a call back)
3. Individual is at a different phone number or no phone number given - **THANK YOU FOR YOUR TIME AND ASSISTANCE. TERMINATE CALL. CALL NUMBER (IF PROVIDED) TO SPEAK WITH INDIVIDUAL.**

 Screener

Screener1. Are you at least 18 years of age and not related to any employee of FSA?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

{IF SCREENER= 1 CONTINUE, ELSE TERMINATE INTERVIEW}

 Information

Now, let's think about the information you received about FSA's direct farm loan program...

Q1. How difficult or easy was it to get information about FSA's direct farm loan program? Again, we will use a 10-point scale on which "1" now means "very difficult" and "10" means "very easy," how difficult or easy was it to get information about FSA's direct farm loans?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

Q2. How clear and understandable was the information about FSA's direct farm loan program? Using a 10-point scale on which "1" means "not very clear and understandable" and "10" means "very clear and understandable," how clear and understandable was the information about FSA's direct farm loan program?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

Q3. How useful was the information you received about FSA's direct farm loan program in terms of being helpful and relevant? Using a 10-point scale on which "1" means "not very useful" and "10" means "very useful," how useful was the information about the direct farm loan program?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

Q4. How clear and understandable were the reasons given by FSA for your application being declined? Using a 10-point scale on which "1" means "not very clear and understandable" and "10" means "very clear and understandable," how clear and understandable were the reasons given by FSA?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

 Alternative Funding

Q5. Did FSA personnel mention or provide you with information about alternative funding resources?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

{IF Q5 = 1, ASK Q6 OTHERWISE GO TO Q7A}

Q6. Were you able to obtain funding through one or more of these alternative resources?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

Q7A. Had you been farming prior to applying for the FSA loan or were you just starting up?

- 1 Yes, had been farming prior to applying for FSA loan
- 2 No, just starting up farming business when applying for FSA loan
- 98 Don't know
- 99 Refused

{IF Q7A = 1 ASK Q7B; IF Q7A=2 ASK Q7C OTHERWISE GO TO Q8}

Q7B. Even though you did not get the FSA loan you applied for, were you able to continue farming?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

Q7C. Even though you did not get the FSA loan you applied for, were you able to start up the farming business as you had planned?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

FSA Personnel

Think about your interactions with personnel from the Farm Service Agency about a direct farm loan...

Q8. How courteous were the FSA direct farm loan personnel? Using a 10-point scale on which "1" means "not very courteous" and "10" means "very courteous," how courteous were FSA personnel?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

- Q9. How professional were the FSA direct farm loan personnel in terms of being knowledgeable, helpful, and responsive about a direct farm loan? Using a 10-point scale on which “1” means “not very professional” and “10” means “very professional,” how professional were FSA personnel?

[RECORD RATING 1-10]

98 Don't Know

99 Refused

Appeal Process

- Q10. When your direct loan application was declined did you go through the appeal process?

1 Yes

2 No

98 Don't know

99 Refused

{IF Q10 = 1, ASK Q11 OTHERWISE GO TO Q12}

- Q11. How difficult or easy was it to go through the appeal process? Please rate the ease of making an appeal on a scale of “1” to “10” where “1” means “very easy” and “10” means “very difficult.”

ACSI

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with FSA's direct farm loan program.

- Q12. First, please consider all your experiences to date with how FSA presented its direct farm loans. Using a 10 point scale on which “1” means “very dissatisfied” and 10 means “very satisfied,” how SATISFIED are you with the information you received about FSA's direct farm loan program?

[RECORD RATING 1-10]

98 Don't Know

99 Refused

- Q13. To what extent has the information from FSA about the direct farm loan program 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.”

[RECORD RATING 1-10]

98 Don't Know

99 Refused

- Q14. Now imagine the ideal way in which information about a farm loan program would be presented. How well did your experiences with the FSA direct farm loan program 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.”

[RECORD RATING 1-10]

98 Don't Know

99 Refused

Outcomes

- Q15. If you had to obtain funding in the future, how likely would you be to approach the Farm Service Agency for that funding? On a 10-point scale on which “1” means “not very likely” and “10” means “very likely,” how likely would you be to approach FSA?

[RECORD RATING 1-10]

98 Don't know

99 Refused

- Q16. If asked, how willing would you be to say positive things about FSA's direct farm loan personnel to other farmers seeking similar assistance? On a 10-point scale on which “1” means “not very willing” and “10” means “very willing,” how willing would you be to say positive things about FSA's direct farm loan personnel?

[RECORD RATING 1-10]

98 Don't know

99 Refused

Close

Those are all of the questions I have. On behalf of the USDA Farm Service Agency, I would like to thank you for your time and participation. Have a good day.

NOTE TO INTERVIEWER:

Supplemental Information

FOIA Instructions to request a copy of the survey:

A FOIA request must be made in writing. Requests can be made by email, fax, or mail.

Address:

Farm Service Agency
1400 Independence Ave, SW
FOIA Office
Room 3621, Stop 0506
Washington, DC 20250

Phone Number: (202) 720-5534

FAX Number: (202) 720-2979

www.fsa.usda.gov (Link to FOIA is on the bottom of the page; follow the link to file a FOIA request).

ONCE THE RESULTS ARE PUBLISHED YOU MAY CONTACT YOUR LOCAL FSA COUNTY OFFICE IF YOU ARE UNABLE TO DOWNLOAD A COPY OF THE FINAL REPORT AND SURVEY.

NOTE TO INTERVIEWER SHOULD THE RESPONDENT HAVE ANY QUESTIONS ABOUT FILING A COMPLAINT PLEASE READ BELOW:

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TO FILE A COMPLAINT OF DISCRIMINATION, WRITE USDA, DIRECTOR OF CIVIL RIGHTS, ROOM 326-W, WHITTEN BUILDING, 1400 INDEPENDENCE AVENUE SW. WASHINGTON DC. 20250-9410 OR CALL 202-260-1026 (VOICE) OR 202-720-6382 (TDD).

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