

# Farm Service Agency Direct Farm Loans

## FINAL QUESTIONNAIRE – APPROVED APPLICANTS

### Introduction

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 FSA's farm loan program.

Today I want to ask you about direct farm loans you have received from FSA. The purpose of the research is to help the 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 8-10 minutes, and is authorized by Office of Management and Budget Control No. 1505-0191.

### Screener

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 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 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.**

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}

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### Expectations of Quality

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Now, I am going to ask you some questions about the FSA direct farm loan program with which you have had experience.

- Q1. Before you applied to FSA for a direct farm loan, you probably knew something about FSA. Now think back and remember your expectations of the overall quality of how well FSA would deliver its direct farm loans to you. Please give me a rating on a 10-point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of FSA's direct farm loan program?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

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### Information

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

- Q2. 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

- Q3. 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

- Q4. 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 direct farm loan program?

[RECORD RATING 1-10]

- 98 Don't Know
- 99 Refused

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**Technical Assistance**

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Think about the guidance and advice that you may have received from FSA.

- Q5. Please rate the guidance and advice that you received from FSA regarding farm operations. Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”

[RECORD RATING 1-10]

98 Don't Know

99 Refused

Now, think specifically about the financial guidance and advice that you received from the FSA.

- Q6. Please rate the financial guidance and advice that you received from the FSA. Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”

[RECORD RATING 1-10]

98 Don't Know

99 Refused

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**FSA Personnel**

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

- Q7. How courteous was the FSA direct farm loan employee? Using a 10-point scale on which “1” means “not very courteous” and “10” means “very courteous,” how courteous was the FSA employee?

[RECORD RATING 1-10]

98 Don't Know

99 Refused

- Q8. 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

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**Overall Quality**

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- Q9. Please consider all your experiences to date with how well FSA delivers its direct farm loans. Using a 10-point scale, on which "1" means "not very high" and "10" means "very high," how would you rate the OVERALL QUALITY of FSA's direct farm loan program?

[RECORD RATING 1-10]

98 Don't Know

99 Refused

## ACSI

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

- Q10. First, please consider all your experiences to date with how well FSA delivered 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 FSA's direct farm loan program?

[RECORD RATING 1-10]

98 Don't Know

99 Refused

- Q11. To what extent has the FSA's 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

- Q12. Now, forget about the FSA direct farm loan program for a moment. Now imagine the ideal farm loan program. How well does 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

- Q13. How confident do you feel that FSA will do a good job in the future of administering its direct farm loan program fairly and competently? On a 10 point scale on which "1" means "not very confident" and "10" means "very confident," how confident are you that FSA's direct farm loan program will be fairly and competently administered?

[RECORD RATING 1-10]

98 Don't know

99 Refused

- Q14. If asked, how willing would you be to say positive things about FSA's direct farm loan program 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 program?

[RECORD RATING 1-10]

- 98 Don't know
- 99 Refused

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### Service Delivery/Internet Access

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Q15. What is the PRIMARY means you use to obtain services from the FSA about direct farm loan programs? (READ CODES 1-6 IF NECESSARY; ACCEPT ONE MENTION).

- 1 E-mail
- 2 Internet/World Wide Web
- 3 Telephone call
- 4 Visit to agency office
- 5 Written communication
- 6 Some other means
- 7 Not applicable/do not obtain services from this organization [VOL]
- 98 Don't know
- 99 Refused

Q16. Do you own a computer on which you can conduct your farm or family business?

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

{IF Q16 = 1, ASK 17; OTHERWISE GO TO FILTER BEFORE Q18}

Q17. Do you currently have access to the Internet?

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

{IF Q16 = 2, ASK Q18}

Q18. Do you plan to buy a computer for your own use within the next two years?

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

{IF Q17 = 2 OR IF Q18=1, ASK Q19; OTHERWISE GO TO CLOSE}

- Q19. Do you plan to get Internet access within the next two years?
- 1 Yes
  - 2 No
  - 98 Don't Know
  - 99 Refused

- Q20. Do you have an e-authentication ID to access your online Customer Profile?
- 1 Yes
  - 2 No
  - 98 Don't Know
  - 99 Refused

{IF Q20 = 1, ASK 21-22; OTHERWISE GO TO CLOSE}

- Q21. Which best describes how often you view your Customer Profile?
- 1 Weekly or more often
  - 2 Monthly
  - 3 Once every few months or so
  - 4 Annually
  - 98 Don't know
  - 99 Refused

- Q22. Do you find the Customer Profile easy to use and understand?
- 1 Yes
  - 2 No
  - 98 Don't Know
  - 99 Refused

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Close

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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.

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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](http://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:

THE US DEPARTMENT OF AGRICULTURE (USDA) PROHIBITS DISCRIMINATION IN ALL ITS PROGRAMS AND ACTIVITIES ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, GENDER, RELIGION, AGE, DISABILITY, POLITICAL BELIEFS, SEXUAL ORIENTATION AND MARITAL OR FAMILY STATUS. (NOT ALL PROHIBITED BASES APPLY TO ALL PROGRAMS). PERSONS WITH DISABILITIES WHO REQUIRE ALTERNATIVE MEANS FOR COMMUNICATION OF PROGRAM INFORMATION (BRAILLE, LARGE PRINT, AUDIOTAPE, ETC.) SHOULD CONTACT USDA'S TARGET CENTER AT 202-720-2600 (VOICE AND TDD).

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 720-6382 (TDD).

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