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| **BUREAU OF AGRICULTURAL PRODUCTS INSPECTION SURVEY 2019** | | | | | | | | |
|  | | | | | | | OMB No. 0535-0261  Approval Expires: 12/31/2020  Project Code: 408 QID:  SMetaKey: | |
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|  |  | |  | | | | **SURVEY_LOGO_1:USDA_logo_bw.gif** | **United States**  **Department of**  **Agriculture** |
|  |  | |  | | | | **http://nassnet/miso/PRIME_Center/Communication_Guidelines/Official_Logos/NASS%20Graphic/nass_logo_bw.gif** | **NATIONAL**  **AGRICULTURAL**  **STATISTICS**  **SERVICE**  **Illinois Department of Agriculture** |
|  |  |  | |  |  |  | **USDA/NASS - Illinois**  Heartland Region  PO Box 19281 Springfield, IL 62794-9281  Phone: 1-217-524-9606  FAX: 1-855-270-2717  Email: NASSRFOHLR@nass.usda.gov | |
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| According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB number is 0535-0261. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this survey is **voluntary**. |
| This survey is an opportunity for you to tell us what you think of the job we are doing and how we might better serve you in the future. Please take the time to fill it out.  The Illinois Department of Agriculture (IDOA) is committed to delivering exceptional customer service to the people of Illinois. In an effort to improve our quality of service, please take a few minutes to share your experiences with the Agency and its services. Reflect on your experience with the Illinois Department of Agriculture Bureau of Agricultural Products Inspection within the past 12 months as you answer the following questions. Your opinion is important, we will benefit greatly from your participation in this survey. |

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| **If you have dealt with more than one Bureau of the Department of Agriculture, you may receive more than one questionnaire. Please respond to each of the surveys.** |

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| (Check all that  1. Why did you contact (or why were you contacted by) the **Bureau of Agricultural Products Inspection**? apply.) | |
| a. Seek information | 101 |
| b. Obtain a license, permit or registration | 102 |
| c. Participate in training | 103 |
| d. Inspection | 104 |
| e. Fill out a report | 105 |
| f. Request services | 106 |
| g. Other *(specify: \_\_\_\_\_\_\_\_\_\_ \_\_)* | 107 |

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| 2. Please read the following statements about your level of satisfaction with the information and/or services you received from the  **Bureau of Agricultural Products Inspection (API)** in the past 12 months. For each question, circle the response, using the scale from 1 through 7, that best reflects your opinion about the following. If the comment does not apply, circle the response under **NA**. | | | | | | | | | |
| a. How satisfied were you with the usefulness of the information and/or services you received from  the **Bureau of API?** |  | Not at all  satisfied | |  | Neutral |  | Extremely  Satisfied | | NA |
| 108 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| b. How satisfied were you with the way you were  treated by staff? | 109 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| c. How satisfied were you with the promptness of your  transaction or response to your request? | 110 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| d. How satisfied were you with the technical skills  of the staff? | 111 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| e. How satisfied were you with the accuracy of  information you received? | 112 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| f. How satisfied were you with the ease of reaching  **API** staff to answer inquiries? | 113 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| g. How satisfied were you with the quality of the  Anhydrous Ammonia Safety training you received  from **API** staff? |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 114 |
|  |  |  |  |  |  |  |  |  |  |
| h. How satisfied were you with the usefulness of  of the training materials? | 115 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| i. How satisfied were you with the services provided by  the office personnel? | 140 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| j. How satisfied were you with the services provided by  Chemistry Lab? | 141 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| k. How satisfied were you with the services provided by  the Seed Lab? | 142 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| l. If you had a disagreement with any **API** personnel,  how satisfied were you with the way the disagreement  was resolved? |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 116 |

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| 3. In your opinion, how fair are the **API’s** inspection procedures for feed, seed, or fertilizer inspection?  a. Feed inspection |  | Not at all  fair | | Neutral | | | Extremely  fair | | Don’t  know |
| 117 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| b. Seed inspection | 118 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| c. Fertilizer inspection | 119 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 4. In your opinion, how consistent are the **API’s** inspection  procedures for feed, seed, or fertilizer inspection? |  | Not at all  consistent | | Somewhat | | | Extremely  consistent | | Don’t  know |
| a. Feed inspection | 120 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| b. Seed inspection | 121 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| c. Fertilizer inspection | 122 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 5. In your opinion, how efficient are the **API’s** inspection  procedures for feed, seed, or fertilizer inspection? |  | Not at all  consistent | | Somewhat | | | Extremely  consistent | | Don’t  know |
| a. Feed inspection | 123 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| b. Seed inspection | 124 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| c. Fertilizer inspection | 125 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 6. Please read the following statements about your opinions of the **Bureau of Agricultural Products Inspection**. Circle the response under the heading ***Strongly disagree*** to ***Strongly agree*** that reflects your opinion for each of the statements that follow. If you have no opinion or don’t know about an item, circle the response under ***Don’t******Know****.* |  | Strongly  disagree | | Neutral | | | Strongly  agree | | Don’t  know |
| a. The **API Bureau** puts a high value on serving the  people of Illinois. | 126 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| b. The **API** inspector was courteous and professional. | 127 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| c. The **API** staff adequately explained standards, regulations, and/or test results. | 128 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| d. The **API** inspector treated me fairly. | 129 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| e. The **API** staff was responsive to my complaints. | 130 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| f. **API** staff responded to my needs in a timely manner. | 131 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| g. **API** staff are good partners and enhance my work. | 132 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| h. Forms required by the **API** Bureau are easy to  understand and user friendly. | 133 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| i. **API** regulations are documented in a clear and  consistent way. | 134 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| j. The IDOA web site provides useful and timely information. (<http://www.agr.state.il.us/agriculture-products-inspection/> | 135 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

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| 7. Compared to one year ago, do you believe the quality of services and/or information provided by the **Bureau of Agricultural**  **Products Inspection** has: | | | | |
|  | 136 | Declined |  | 1 |
|  | | Stayed the same |  | 2 |
|  | | Improved |  | 3 |
|  | |  | |  |
|  | | Don’t know |  | 8 |

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| 8. Please describe the one most important change that would increase your satisfaction with the quality of services and information  provided by the **Bureau of Agricultural Products Inspection**: | |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 9. Are you? (Check all that apply.) | | | | | | | |
|  | 137 | Feed Manufacturer or Dealer |  | 1 | Fertilizer Distributor |  | 3 |
|  |  | Seed Producer or Distributor |  | 2 | Other (Specify\_\_\_\_\_\_ |  | 4 |
|  |  |  |  |  |  |  |  |
| 10. How often do you have contact with staff from the **Bureau of Agricultural Products Inspection**? (check only one response) | | | | | | | |
|  | 138 | At least once a week |  | 1 | Two times a year |  | 4 |
|  |  | At least once a month |  | 2 | At least once per year |  | 5 |
|  |  | About 3 or 4 times a year |  | 3 | Less than once per year |  | 6 |

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| 11. How many years have you worked with staff from the **Bureau of Agricultural Products**  **Inspection** Number of years | 139 |

**THANK YOU FOR COMPLETING THIS SURVEY!!!**

Please share any additional thoughts in the space provided below. Remember **Bureau of Agricultural Products Inspection** has nothing to do with containment.

|  |  |
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|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Return your completed questionnaire in the return envelope.**

Illinois Department of Agriculture

Bureau of Ag Products Inspection

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