

BUREAU OF AGRICULTURAL PRODUCTS INSPECTION SURVEY 2019

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**United States
 Department of
 Agriculture**



**NATIONAL
 AGRICULTURAL
 STATISTICS
 SERVICE**



**Illinois Department of
 Agriculture**

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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.

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.

- | | |
|---|-------------------------|
| | (Check all that apply.) |
| 1. Why did you contact (or why were you contacted by) the Bureau of Agricultural Products Inspection ? | |
| 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 |

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**.

		Not at all satisfied		Neutral			Extremely Satisfied		NA	
		1	2	3	4	5	6	7	8	
a.	How satisfied were you with the usefulness of the information and/or services you received from the Bureau of API ?	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?	114	1	2	3	4	5	6	7	8
h.	How satisfied were you with the usefulness 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?	116	1	2	3	4	5	6	7	8

		Not at all fair		Neutral			Extremely fair		Don't know	
		1	2	3	4	5	6	7	8	
3.	In your opinion, how fair are the API's inspection procedures for feed, seed, or fertilizer inspection?									
a.	Feed inspection	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?				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

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

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**:

9. Are you? (Check all that apply.)

<input type="checkbox"/> 137	Feed Manufacturer or Dealer	<input type="checkbox"/>	1	Fertilizer Distributor	<input type="checkbox"/>	3
	Seed Producer or Distributor	<input type="checkbox"/>	2	Other (Specify _____)	<input type="checkbox"/>	4

10. How often do you have contact with staff from the **Bureau of Agricultural Products Inspection**? (check only one response)

<input type="checkbox"/> 138	At least once a week	<input type="checkbox"/>	1	Two times a year	<input type="checkbox"/>	4
	At least once a month	<input type="checkbox"/>	2	At least once per year	<input type="checkbox"/>	5
	About 3 or 4 times a year	<input type="checkbox"/>	3	Less than once per year	<input type="checkbox"/>	6

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

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.

Return your completed questionnaire in the return envelope.

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