**USDA FARM PRODUCTION AND CONSERVATION: CUSTOMER SURVEY**

1. How many years have you been a farmer, rancher, and/or a forest manager?

* 0-2
* 3-5

# 6-10

* 11-15
* 16-20
* 21-30
* More than 30

1. How many years have you been doing business with USDA?

* 0-2
* 3-5
* 6-10
* 11-15

# 16-20

* 21-30
* More than 30

1. **In your most recent transaction/interaction** with USDA, which area or program did you have contact with? If more than one, choose one program to rate for questions 3 through 11.

* Commodity Programs (FSA)
* Conservation Programs (NRCS and FSA)
* Disaster Programs (FSA)
* Farm Loan Programs (FSA)
* Insurance Programs (RMA through Approved Insurance Providers (AIPs))
* Technical Assistance (NRCS)
* Other unlisted program (*short text box, 50 characters*)
* I don’t know/not sure

1. For what type of agricultural operation did you receive your services for during the transaction/ interaction you selected in question 3? (select one answer)

* Grain/Row Crops/Forage
* Forestry
* Tree Crops
* Fruits/Vegetables
* Livestock/Animals
* Other, please specify: (*short text box, 50 characters*)
* Diversified operation (**select if more than one of the above**)

1. How satisfied were you with the service you received during the transaction / interaction?

* Dissatisfied
* Somewhat dissatisfied
* Neither satisfied nor dissatisfied
* Somewhat satisfied (skip to question 7)
* Satisfied (skip to question 7)

1. Please tell us more information as to why you were less than satisfied with the services you received during the transaction/interaction. Choose an option below or choose “Other” to tell us your own reason:

* I wasn’t found eligible for the program/assistance I wanted
* It took more time than I expected to get my question answered
* It is going to take more time than I think is reasonable to get what I need
* The person I talked to didn’t know the answer
* My issue wasn’t resolved during this interaction although I had expected it would be
* My needs cannot be addressed by the programs USDA offers
* Other (Please explain) (*short text box, 100 Characters*)

1. How did you interact with us during this transaction / interaction?

* Email
* In-person
* Online transactions/web applications
* Telephone

1. How satisfied were you with your service through this type of transaction / interaction?

* Dissatisfied
* Somewhat dissatisfied
* Neither satisfied nor dissatisfied
* Somewhat satisfied
* Satisfied

1. **Rank how you would prefer to do business** with us in the future? (1 is most preferred to 4 least preferred)

* Email
* In-person
* Online transactions/web applications
* Telephone

1. Please explain why you prefer to do business as indicated:(response is optional)

*(Short text box, 400 Characters)*

1. Indicate your level of agreement with the following statement: This interaction **increased my confidence** in the USDA.

* Disagree
* Somewhat disagree
* Neither agree nor disagree
* Somewhat agree
* Agree

**The next set of questions is about your overall relationship with the USDA.**

|  |  |
| --- | --- |
| 1. Considering everything, please rate your level of agreement with the following statements: | Disagree  Somewhat disagree  Neither agree nor disagree  Somewhat agree  Agree |
| USDA employees I interacted with were **helpful.** |  |
| USDA employees are **knowledgeable** in answering my questions. |  |
| USDA processestake a reasonable **amount of time** to do what I need to do. |  |
| USDA processes are **easy** to get throughto complete**.** |  |
| USDA employees **treat me fairly** as a customer throughout the process. |  |
| **I trust USDA** to fulfill our country’s commitment to our farmers, ranchers and forest managers. |  |

1. If you answered slightly disagree or disagree in the last set of questions, please tell us how we can improve your service: (response is optional)

*(short text box - 400 characters)*

# **Considering everything,** how likely are you to **recommend USDA service**(s) and/or program(s) you use to others?

* 0 Not at all likely
* 1
* 2
* 3
* 4
* 5 Neutral
* 6
* 7
* 8
* 9
* 10 Extremely Likely

1. How **familiar** are you with the variety of USDA resources (including, but not limited to the list of programs in question 3) available to you through your local office?

* Very familiar
* Familiar
* Moderately familiar
* Slightly familiar
* Not familiar at all

1. Which USDA agency(ies) do you work with **on a regular basis** (at least once a every 3 months)? Please mark all that apply. See this [webpage](https://www.usda.gov/our-agency/about-usda/mission-areas) for reference as needed.

* **Farm Service Agency (FSA)**
* **Natural Resources Conservation Service (NRCS)**
* **Risk Management Agency (RMA)** or Authorized Insurance Providers (AIPs)
* Farm Production and Conservation’s new Business Center (FPAC BC) for FSA, NRCS, or RMA for Stakeholder Relations or Regulatory Programs
* **Food Safety and Inspection Service (FSIS)** – Food recalls, Inspection and Regulatory Programs
* **Agricultural Marketing Service (AMS)** – Marketing, Regulatory, and Grading/Standards Programs
* **Animal and Plant Health Inspection Service (APHIS)** – Animal and Plant Health, Biotechnology Regulatory Services, Imports/Exports, Marketing and Regulatory Business Services Programs
* **Forest Service (FS)** - Natural Resources and Environment
* **Agricultural Research Service** **(ARS)** Scientists
* **Foreign Ag Service (FAS)** for Trade and Foreign Agricultural Affairs
* **Food and Nutrition Service** - Food, Nutrition and Consumer Services’

# **Rural Development** - Loans and Grants

* Your local **Extension** Service
* **Sustainable Agriculture Research and Education (SARE)** Program Grants
* Other, please specify: (short text box, *100 characters*)
* I’m not sure/I don’t know

**The following demographic questions will allow us to better understand you, our audience, to help us tailor our customer outreach strategies in the future**

1. What is your gender?

* Female
* Male

1. What is your age?

* 18-25
* 26-40
* 41-55
* 56-65
* 66+

1. Are you of Hispanic, Latino, or Spanish origin?
   * No, not of Hispanic, Latino or Spanish origin
   * Yes, Mexican, Mexican American, Chicano
   * Yes, Puerto Rican
   * Yes, Cuban
   * Yes, another Hispanic, Latino or Spanish origin (*short text box, 50 characters)*
2. What is your race?

* White
* Black or African American
* American Indian or Alaska Native
* Asian Indian
* Chinese
* Filipino
* Japanese
* Korean
* Vietnamese
* Other Asian (*short text box, 50 characters*)
* Native Hawaiian
* Chamorro or Guamanian
* Samoan
* Other Pacific Islander (*short text box, 50 characters*)

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