

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

2. 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

3. **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

4. 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**)

5. 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)

6. 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*)

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

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

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

- Dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Satisfied

9. **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

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

(Short text box, 400 Characters)

11. 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.

12. 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 processes take a reasonable **amount of time** to do what I need to do.
- USDA processes are **easy** to get through to 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.

13. 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)

14. **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

15. 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

16. 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](#) 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

17. What is your gender?

- Female
- Male

18. What is your age?

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

19. 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*)

20. 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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