



Farm Production And Conservation 2020 PRODUCER SATISFACTION SURVEY

SURVEY INSTRUCTIONS:

Please select the response that best describes your recent interactions with USDA's Farm Production and Conservation agencies, and your general views on doing business with the USDA.

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 years

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 years

3. Which USDA agency(ies) do you work with on a regular basis (at least once a every 3 months)?

Please mark all that apply.

- Farm Service Agency (FSA)**
- Natural Resources Conservation Service (NRCS)**
- Risk Management Agency (RMA)** including Approved Insurance Providers and Crop Insurance Agents
- 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: _____
- I'm not sure/I don't know

4. In your most recent transaction/interaction with USDA, which area or program did you have contact with? If more than one, choose only one program to rate for questions 4 through 12.

- Commodity Programs (FSA)
- Conservation Programs (NRCS and FSA)
- Disaster Programs (FSA)
- Farm Loan Programs (FSA)
- Insurance Programs (RMA – includes Approved Insurance Providers and Crop Insurance Agents)
- Technical Assistance (NRCS)
- Other unlisted program (please specify) _____
- I don't know/not sure

5. For what type of agricultural operation did you receive your services for during the transaction/interaction you selected in question 4? (select one answer)

- Grain/Row Crops/Forage
- Forestry
- Tree Crops
- Fruits/Vegetables
- Livestock/Animals
- Other, please specify: _____
- Diversified Operation (select if more than one of the above)

6. How satisfied were you with the service you received during the transaction/interaction selected in question 4?

- Dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied (skip to question 8)
- Satisfied (skip to question 8)

7. Please tell us more information as to why you were less than satisfied with the services you received during the transaction/interaction referenced in question 4.

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) _____

8. How did you interact with us during this transaction/interaction referenced in question 4?

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

9. How satisfied were you with your interaction method you selected above in question 8?

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

10. Rank how you would prefer to do business with us in the future?

(1 is most preferred; 4 least preferred)

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

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

12. 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.

13. 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 .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USDA employees* are knowledgeable in answering my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USDA processes take a reasonable amount of time to do what I need to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USDA processes are easy to get through to complete.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USDA employees* treat me fairly as a customer throughout the process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust USDA to fulfill our country's commitment to our farmers, ranchers, and forest managers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*For the purpose of this survey, USDA employees include employees of the Federal crop insurance providers.

14. If you answered "Somewhat Disagree" or "Disagree" in the last set of questions, please tell us how we can improve your service:
