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

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
- Agree
- Neither agree nor disagree

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:

USDA employees* I interacted with were helpful.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

USDA employees* are knowledgeable in answering my questions.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

USDA processes take a reasonable amount of time to do what I need to do.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

USDA processes are easy to get through to complete.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

USDA employees* treat me fairly as a customer throughout the process.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

I trust USDA to fulfill our country’s commitment to our farmers, ranchers, and forest managers.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

*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:

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________

15. Indicate your level of agreement with the following statement:

This interaction increased my confidence in the USDA.

- Disagree
- Somewhat disagree
- Agree
- Neither agree nor disagree

Additional questions on back
15. Considering everything, how likely are you to recommend USDA service(s) and/or program(s) you use to others?

☐ 0  ☐ 1  ☐ 2  ☐ 3  ☐ 4  ☐ 5  ☐ 6  ☐ 7  ☐ 8  ☐ 9  ☐ 10

Not at all likely  Neutral  Extremely Likely

16. 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  ☐ Slightly familiar

☐ Familiar  ☐ Not familiar at all

☐ Moderately familiar

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 years  ☐ 26-40 years  ☐ 41-55 years  ☐ 56-65 years  ☐ 66+ years

19. Are you of Hispanic, Latino, or Spanish origin?

☐ No, not of Hispanic, Latino or Spanish origin  ☐ Yes, Cuban

☐ Yes, Mexican, Mexican American, Chicano  ☐ Yes, another Hispanic, Latino or Spanish origin (please specify)

☐ Yes, Puerto Rican

20. What is your race?

☐ White  ☐ Vietnamese

☐ Black or African American  ☐ Other Asian (please specify)

☐ American Indian or Alaska Native  ☐ Native Hawaiian

☐ Asian Indian  ☐ Chamorro or Guamanian

☐ Chinese  ☐ Samoan

☐ Filipino  ☐ Other Pacific Islander (please specify)

☐ Japanese  ☐

☐ Korean

Thank you for your feedback! Please return in the postage–paid envelope.

USDA is an equal opportunity provider, employer, and lender.