12. **Participation in other USDA Farm Programs can help borrowers enhance their resources, but less than 30% of borrowers participate in other programs. Please choose the responses below that best apply to your Farm Program participation:** (Select all that apply)

- ☐ I am already participating in other USDA Farm Programs
- ☐ I am not interested in other programs
- ☐ I do not know what other programs are available to me
- ☐ I do not believe that I am eligible for other farm programs
- ☐ I encountered a challenge when trying to participate in other programs.

13. **If your experience with other USDA programs would help us better understand how we can improve our service, please explain:**

_____

14. **Based on your experience, what would be useful for others to know before they get started on applying for an agriculture business loan?** (Select only one)

- ☐ More information about the documentation requirements
- ☐ Better understanding of application process and forms
- ☐ Anticipated timeline for processing my loan application
- ☐ Understanding my responsibilities as a farm loan borrower
- ☐ How to get help with completing the loan application
- ☐ Other, please specify:_____

15. **What factors have contributed to the success of your farm operation?** (Select all that apply)

- ☐ Market conditions
- ☐ Management decisions
- ☐ Assistance of a mentor
- ☐ Prior agricultural experience
- ☐ Additional education or training
- ☐ USDA program benefits
- ☐ Other, please specify: _____

16. **Based on the agricultural economy and your circumstances, how do you feel about the prospects for your farm?**

_____

_____

_____

_____

USDA

Thank you for your feedback!

Please return your survey response in the postage-paid envelope at your convenience.

USDA is an equal opportunity provider, employer, and lender. If you wish you obtain further information on filing a program discrimination complaint, you can call (866) 632-9992 or e-mail CR-INFO@usda.gov. 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 control number for this information collection is 0503-0024. The expiration date is 04/30/2026. The time required to complete this information collection is estimated to average 10 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to fpac.customerexperience@usda.gov.

OMB control number: 0503-0024
Expiration date: 04/30/2026

USDA Farm Service Agency
U.S. DEPARTMENT OF AGRICULTURE

Farm Loan Application Customer Satisfaction Survey

SURVEY INSTRUCTIONS: Within the last year, you applied for a Farm Loan (e.g., farm operating loan, farm ownership loan, emergency loan). Please answer the questions that follow to help us improve our process and services. Thank you for your feedback!

1. **Would you consider yourself in any of the following groups? (Select all that apply):**

- ☐ Beginning farmer or rancher (less than 10 years)
- ☐ Urban Ag producer (involved in the cultivation, processing, production, and distribution of agricultural products in urban and suburban areas)
- ☐ Underserved (belonging to a group that has been subject to racial or ethnic prejudice)
- ☐ Female
- ☐ Veteran (active duty in the U.S. Armed Forces)
- ☐ None of the above applies to me
- ☐ Prefer not to answer

2. **How did you hear about FSA's Farm Loan Programs?**

- ☐ Word of mouth
- ☐ Community Ag Association
- ☐ Internet
- ☐ FSA Staff
- ☐ Another producer
- ☐ Other

3. **What is the status of your recent Farm Loan application?**

- ☐ Approved
- ☐ Not approved
- ☐ Still in process
- ☐ Withdrawn
- ☐ Unsure

4. **How clear was the information you received about the steps you need to take to complete your loan application such as requirements for prior farm experience, credit history, collateral, and a complete farm business plan which projects a reasonable cash flow?**

- ☐ Extremely clear
- ☐ Somewhat clear
- ☐ Neither clear nor unclear
- ☐ Somewhat unclear
- ☐ Extremely unclear

5A. How satisfied were you with the overall assistance you received?

- ☐ Extremely satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Extremely dissatisfied

5B. Based on your experience applying for an FSA farm loan, you trust that FSA is working to support your best interests.

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree

5C. Based on your experience applying for an FSA farm loan, what contributed to your level of trust in FSA? (Mark Yes or No for statements that apply to your experience, leave blank if the statement does not apply.)

Yes	No	
☐	☐	My need was addressed
☐	☐	It was easy to complete
☐	☐	It took a reasonable amount of time
☐	☐	I understood what was being asked of me during the process
☐	☐	The employee(s) I interacted with were helpful
☐	☐	I was treated fairly

6. Thinking about the employee(s) that helped you with the Farm Loan Application process, please indicate your level of agreement to the following statements:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The employee(s) I interacted with were prompt	☐	☐	☐	☐	☐
The employee(s) I interacted with were courteous	☐	☐	☐	☐	☐
The employee(s) I interacted with had the expertise needed	☐	☐	☐	☐	☐
The employee(s) I interacted with were enthusiastic	☐	☐	☐	☐	☐

7. How well was your loan application determination of approved, not approved, or withdrawn explained to you in a way that you could understand?

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Slightly well
- ☐ Not well at all

8. If you have an approved Farm Loan, rate how well you understand what is required of you during the life of the loan and who to contact with questions about future loans or the repayment of a current loan?

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Slightly well
- ☐ Not well at all
- ☐ Not applicable

9A. FSA has been on a journey to improve the customer's experience with farm loans through modernized tools and resources. If you haven't already, you can access the new online tools via the links provided below. Please indicate how useful you find the following:

	Extremely useful	Very useful	Moderately useful	Slightly useful	Not useful at all	No opinion/ Not used
Simplified Direct Loan Application (Direct Loan application reduced from 29 to 13 pages in March of 2023)	☐	☐	☐	☐	☐	☐
Farmers.gov/loans Website	☐	☐	☐	☐	☐	☐
Loan Assistance Tool (An interactive tool to navigate the loan making process: lat.fpac.usda.gov)	☐	☐	☐	☐	☐	☐
Online Loan Application (Farmers.gov)	☐	☐	☐	☐	☐	☐

9B. What additional tools or resources could FSA Farm Loan Programs provide to support customers?

_____

10. Identify any barriers or miscommunication you experienced in the list below: (Select all that apply)

- ☐ No barriers or miscommunications were experienced
- ☐ My treatment was inconsistent
- ☐ I had to change my plan or approach to fit the program
- ☐ I do not have a county office that is physically close by
- ☐ My local office is not open at a time that is convenient to me
- ☐ My local office does not speak my language or have an available interpreter
- ☐ My local office does not understand how or what I farm
- ☐ I do not receive timely information
- ☐ I did not have enough time to respond to requests for documentation and information
- ☐ The loan application is too difficult to understand
- ☐ I am not made aware of program opportunities for my farm
- ☐ Other, please specify: _____

11. What way would you most prefer to conduct business with the Farm Service Agency from the choices below? (Select only one)

- ☐ Online (farmers.gov or fsa.usda.gov websites)
- ☐ Email for requesting and receiving information and documents from your local service center
- ☐ Telephone for requesting and receiving information about documents from your local service center while at your farm or residence
- ☐ In-person at a local service center
- ☐ In-person at your farm or residence
- ☐ Mail for requesting and receiving information and documents