

11. 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.

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

13. 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:_____

14. 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: _____

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



Thank you for your feedback!

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

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Farm Service Agency
U.S. DEPARTMENT OF AGRICULTURE

Direct Farm Loan Application Customer Satisfaction Survey

VOLUNTARY SURVEY INSTRUCTIONS: Within the last year, you applied for a Direct 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. How did you hear about FSA’s Direct Farm Loan Programs?

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

2. What is the status of your recent Direct Farm Loan Application?

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- ☐ Withdrawn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

3. How clear was the information you received about the steps you need to take to complete your Direct Farm 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

4A. How satisfied were you with the overall assistance you received?

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

4B. Based on your experience applying for an FSA Direct 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

4C. Based on your experience applying for an FSA Direct 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 | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | My need was addressed |
| <input type="checkbox"/> | <input type="checkbox"/> | It was easy to complete |
| <input type="checkbox"/> | <input type="checkbox"/> | It took a reasonable amount of time |
| <input type="checkbox"/> | <input type="checkbox"/> | I understood what was being asked of me during the process |
| <input type="checkbox"/> | <input type="checkbox"/> | The employee(s) I interacted with were helpful |
| <input type="checkbox"/> | <input type="checkbox"/> | I was treated fairly |

5. Thinking about the employee(s) that helped you with the Direct 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 was prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The employee(s) I interacted with was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The employee(s) I interacted with had the expertise needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The employee(s) I interacted with was enthusiastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How well was your FSA Direct Farm 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

7. If you have an approved Direct 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

8A. 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 February of 2023)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Farmers.gov/loans Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan Assistance Tool (An interactive tool to navigate the loan making process: lat.fpac.usda.gov)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Loan Application (Farmers.gov)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay My Loan (A self-service tool providing borrowers an online payment option to make their FLP payments: Farmers.gov/loans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8B. What additional tools or resources could FSA Farm Loan Programs provide to support customers?

9. 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 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: _____

10. What way would you most prefer to conduct business with the FSA 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