

Insufficient Collateral				
Previous Loans				
Other Reasons (Please Specify)				

8. How knowledgeable are you about the credit/financial support programs in your area?

	Very Unfamiliar	Aware	Little Knowledge	Some Knowledge	Highly Knowledgeable
a. USDA's FSA	1	2	3	4	5
b. Farm Credit	1	2	3	4	5
c. Commercial Banks	1	2	3	4	5

9. How satisfied are you with the application process for credit/financial support program from USDA-FSA?

	Extremely Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
a. Availability of Complete Information	1	2	3	4	5
b. Helpfulness of Loan Officers	1	2	3	4	5
c. Clear Explanation of Req'd. Documents	1	2	3	4	5
d. Clear Explanation of Criteria for Loans	1	2	3	4	5
e. Length of Loan Processing	1	2	3	4	5
f. Empathy Shown by Loan Officers	1	2	3	4	5
g. Respectful Treatment from Loan Officers	1	2	3	4	5

10. How satisfied are you with the application process for credit/financial support program from FARM CREDIT?

	Extremely Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
a. Availability of Complete Information	1	2	3	4	5
b. Helpfulness of Loan Officers	1	2	3	4	5
c. Clear Explanation of Req'd. Documents	1	2	3	4	5
d. Clear Explanation of Criteria for Loans	1	2	3	4	5
e. Length of Loan Processing	1	2	3	4	5
f. Empathy Shown by Loan Officers	1	2	3	4	5
g. Respectful Treatment from Loan Officers	1	2	3	4	5

11. How satisfied are you with the application process for credit/financial support program from COMMERCIAL BANKS?

	Extremely Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
a. Availability of Complete Information	1	2	3	4	5
b. Helpfulness of Loan Officers	1	2	3	4	5
c. Clear Explanation of Req'd. Documents	1	2	3	4	5
d. Clear Explanation of Criteria for Loans	1	2	3	4	5
e. Length of Loan Processing	1	2	3	4	5
f. Empathy Shown by Loan Officers	1	2	3	4	5
g. Respectful Treatment from Loan Officers	1	2	3	4	5

12. How satisfied are you with the application process for credit/financial support program from CREDIT UNION?

	Extremely Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
a. Availability of Complete Information	1	2	3	4	5
b. Helpfulness of Loan Officers	1	2	3	4	5
c. Clear Explanation of Req'd. Documents	1	2	3	4	5
d. Clear Explanation of Criteria for Loans	1	2	3	4	5
e. Length of Loan Processing	1	2	3	4	5
f. Empathy Shown by Loan Officers	1	2	3	4	5
g. Respectful Treatment from Loan Officers	1	2	3	4	5

13. Please answer the following questions pertaining to the "Farm Credit University" program on financial management:
- Are you aware of the Farm Credit University program? YES NO.
 - Have you participated in the Farm Credit University program? YES NO.
 - If you participated, how useful was the program in obtaining a loan? Not at all Useful 1 2 3 4 5 Highly Useful
 - Would you recommend the program to your friends? Not at all Likely 1 2 3 4 5 Highly Likely
 - If you did not participate in the past, how likely are you in the future? Not at all Likely 1 2 3 4 5 Highly Likely

14. How useful would be information sessions on financial credit/loans offered by the following:
- | | | | | | | | |
|----------------------------------|-------------------|---|---|---|---|---|---------------|
| a. USDA-FSA Employees | Not at all Useful | 1 | 2 | 3 | 4 | 5 | Highly Useful |
| b. Farm Credit Employees | Not at all Useful | 1 | 2 | 3 | 4 | 5 | Highly Useful |
| c. Commercial Bank Employees | Not at all Useful | 1 | 2 | 3 | 4 | 5 | Highly Useful |
| d. Agricultural Extension Agents | Not at all Useful | 1 | 2 | 3 | 4 | 5 | Highly Useful |

15. Are you willing to share your knowledge/experience about such programs with other farmers? Yes Not sure No

16. List THREE factors that have discouraged you in the past or may have discouraged your future participation in such programs?

- _____
- _____
- _____

17. List THREE factors that have encouraged you in the past or will encourage in future participation in such programs?

- _____
- _____
- _____

18. Suggest improvement ideas that could be implemented to incentivize you to become a steady participant in such programs:

- _____
- _____

19. Please share your perceptions of the treatment you received in the past from FSA Employees in the past:

	Strongly Disagree		Neutral		Strongly Agree
Employees are often unaware of my needs or problems	1	2	3	4	5
Employees are often patronizing toward me	1	2	3	4	5
Employees take little time to advise me and quickly go to next customer	1	2	3	4	5
Employees are often very distant to me	1	2	3	4	5
I am frequently being critically observed by the employees	1	2	3	4	5
Employees often make me wait longer	1	2	3	4	5

20. Please share your perceptions of the treatment you received in the past from FARM CREDIT Employees in the past:

	Strongly Disagree		Neutral		Strongly Agree
a. Employees are often unaware of my needs or problems	1	2	3	4	5
b. Employees are often patronizing toward me	1	2	3	4	5
c. Employees take little time to advise me and quickly go to next customer	1	2	3	4	5
d. Employees are often very distant to me	1	2	3	4	5
e. I am frequently being critically observed by the employees	1	2	3	4	5
f. Employees often make me wait longer	1	2	3	4	5

B. FARMING POPULATION DEMOGRAPHICS:

21. To assist us mobilize USDA resources in support of your farm needs, please provide information about yourself in the space below:

1. Your location: a. County: _____ b. State: _____

2. Gender: Male Female

3. Age: _____ (yrs.)

22. (b). Marital Status: Married Single Divorced/Separated Widowed

23. Languages in which you are fluent: English; Spanish; Other(s) (specify): _____

24. Please check the group which your educational level falls into 0-12 years 12-16 years (Undergraduate) 16 years and above (POST Graduate)

25. Are you a part-time or a full time farmer? part-time OR full-time

26. Are you a First-generation or a Legacy farmer? First-generation Legacy

27. Are you the only farmer in your Family/Household? YES NO. If your response is NO, please complete Parts (a) and (b):

a. Approximately how many more people in your Family or Household do farm (either on a full-time or part-time basis)?

b. The following are co-farmers from My Family/Household: My Spouse My Children My Extended Family.

28. Approximately how many years of farming experience do you have? _____

29. Please provide additional information or thoughts that we may not have included in this survey

Thank you again for participating in this survey