



U.S. Department of Agriculture Natural Resources Conservation Service

CONSERVATION TECHNICAL ASSISTANCE

Customer Satisfaction Survey

Final Report
April 2007

This page intentionally left blank.

Table of Contents

	<u>Page</u>
Introduction	3
Overview of ACSI Methodology	3
Data Collection	4
ACSI Results	6
Customer Satisfaction Model	8
Drivers of Customer Satisfaction	10
Outcomes of Technical Service	15
Outcomes of Customer Satisfaction	18
Summary and Recommendations	19
Appendix A: Survey Questionnaire	21
Appendix B: Customer Background	29
Appendix C: Attribute Tables	33
Appendix D: Verbatim Comments	45

This page intentionally left blank.

Introduction

This report is about customer perceptions of services from the Conservation Technical Assistance Program of the U.S. Department of Agriculture Natural Resources Conservation Service. This report was produced by CFI Group in collaboration with the University of Michigan. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

Overview of ACSI Methodology

ACSI is produced by the University of Michigan in partnership with CFI Group, and the American Society for Quality. The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of Customer Satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries and more than 200 private sector companies. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

Additional information can be found in the appendices of this report.

Appendix A: Questionnaire

The questionnaire used in the study was developed through a collaborative effort between CFI Group and the USDA NRCS Conservation Technical Assistance Program. The questionnaire used is shown in Appendix A in the back of this report.

Appendix B: Respondent Background

The USDA Natural Resources Conservation Service provided respondent sample of customers who had participated in the Conservation Technical Assistance Program. Information about the respondents' occupation and responses to questions reported as percentages such as 'How did you hear about CTA' and 'Have you received a field visit' can be found in Appendix B.

Appendix C: Attribute Score Tables

Respondents were asked to evaluate items on a 1 to 10 scale. Results to these questions are reported on a scale of 0 to 100 and are included in Appendices C: Attribute Tables. Aggregate scores are included in these tables as well as comparisons of scores by segments, such as occupation, 'Implemented plan' and others.

Appendix D: Verbatims

Verbatim comments from all open-ended responses are included in Appendix D.

Data Collection

Interviews were conducted between January 11 and January 17, 2007 by the professional interviewers of Discovery Research Group working under monitored supervision according to specifications from CFI Group. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire. NRCS provided CFI Group with customer names of those who had received technical assistance; only those receiving assistance in the past two years were eligible for the survey. A total of 250 responses were collected. Of these, 244 responses were valid for modeling purposes. Respondent cooperation, participation among those who were qualified and successfully contacted was 72.9%. The response rate that also accounts for non-interview events, where a respondent could not be reached (e.g., busy, answering machine, voice mail) was 21.0%.

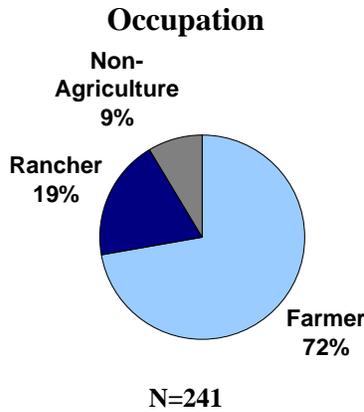
ACSI Code	Definition	n
U	UNIVERSE OF SAMPLED TELEPHONE NUMBERS	1676
	Interviews	
I	Total completed interviews	250
P	Partial interviews	12
I+P	Total interviews	262
	Eligible cases that are not interviewed (Non-respondents)	
	Break-offs	0
	Refusal, qualified cases	81
RQ	Total qualified cases refusals	81
	Cases of unknown eligibility (Unknown eligibility/No contact—Non-interview)	
	Cases of unknown eligibility (Unknown eligibility/No contact—Non-interview)	787
	Foreign language/hard of hearing	3
UE	Total unknown eligibility	790
	Cases that are not eligible (Non-eligible Respondents)	
	Disconnect/out of service	232
	Computer/FAX	27
	Wrong number	61
	Filter	213
	Other Non-eligible respondent	9
NER	Total Non-eligible Respondents	542
	Quota Filled so respondent not eligible for interview	
	Case of quota-filled subgroup	1
	Scheduled for callback, but subgroup quota filled or interview period ended	0
QF	Total Quota Filled Respondents	1
U	Universe of Sampled Numbers	1676
NER	Less Non-eligible Respondents	542
QF	Less Quota Filled Respondents	1
EU	Universe of Eligible Numbers	1133

COOPERATION RATE (AAPOR (2)) = $I/(I+P)+RQ$ 72.9%

e = $(I+P+RQ+QF)/(I+P+RQ+QF+NER)$ 38.8%

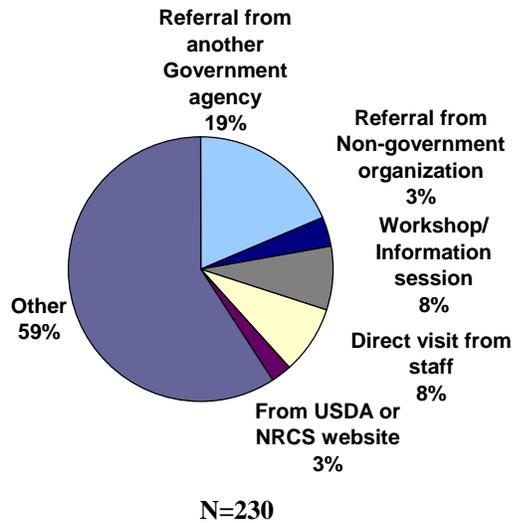
RESPONSE RATE (AAPOR RR(3)) = $I+COOP(QF)/(I+P+RQ+QF+NER+e(UE))$ 21.0%

Most of the respondents (72%) were farmers. Another 19% were ranchers and 9% held non-agricultural occupations. This is similar to the population surveyed in 2001 when 70% were farmers, 16% ranchers and 13% were non-agricultural.



Most had heard about CTA from a source other than referral, workshops, visits or the NRCS website, as 59% indicated 'Other.' Referrals from either government or non-governmental agencies accounted for 22% of responses.

How heard about CTA

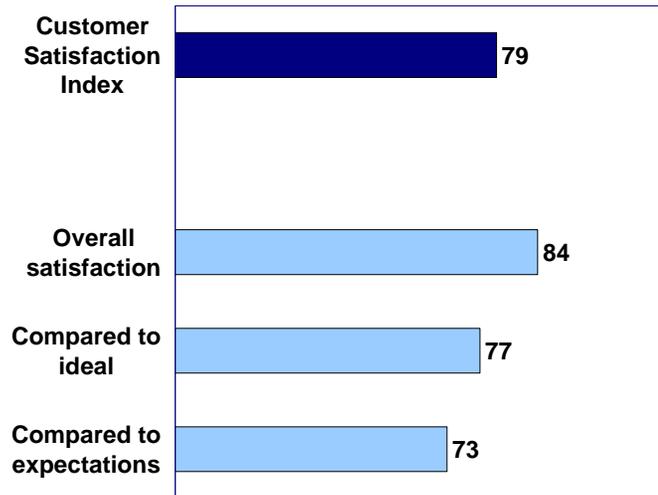


Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of the three ACSI benchmark questions in the questionnaires in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction; Satisfaction compared to expectations; and Satisfaction compared to an ideal organization. The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency outcomes.

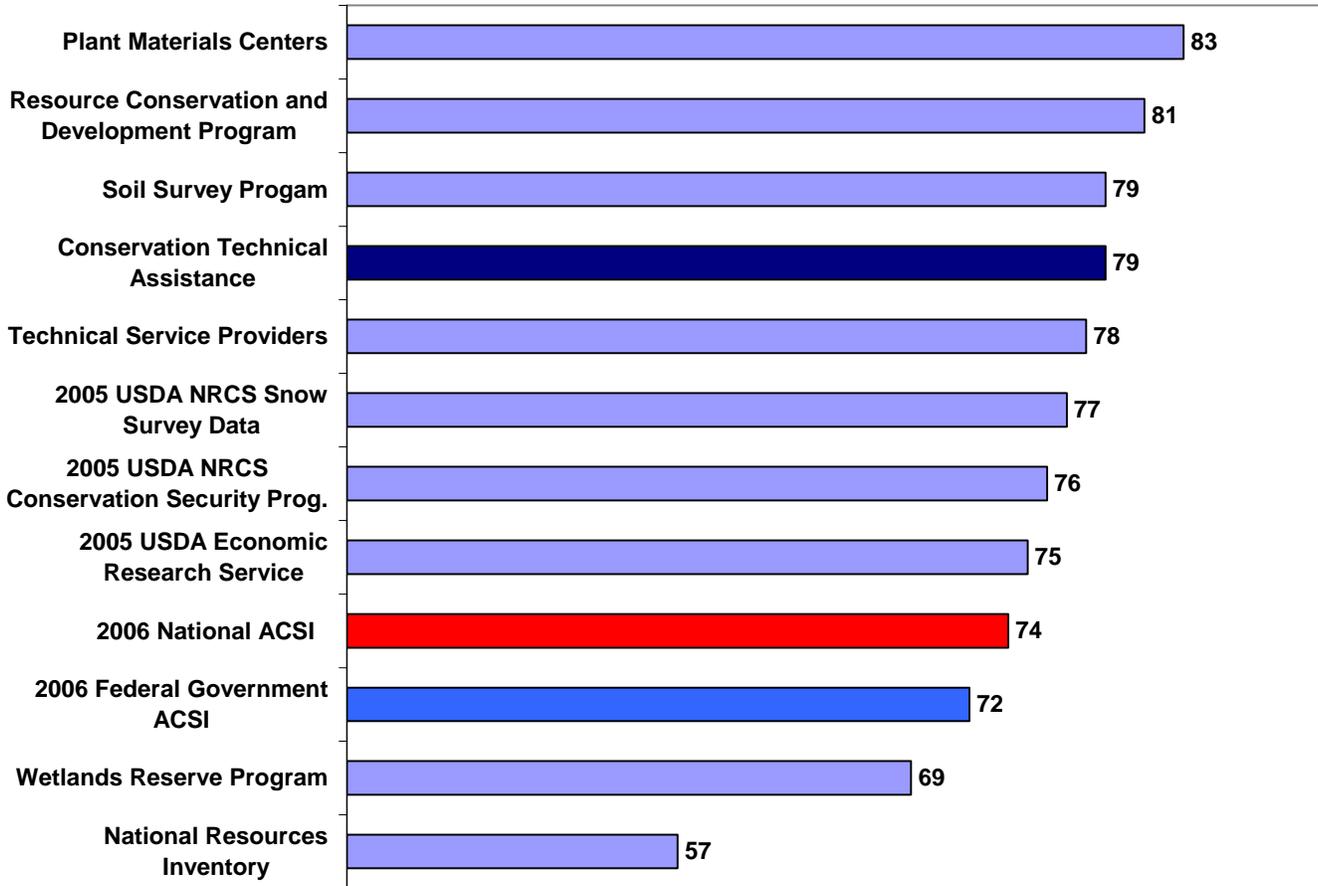
The 2006 Customer Satisfaction Index (CSI) for NRCS Conservation Technical Assistance is 79 on a 0-100 scale. CTA measured satisfaction in 2001 and received a score of 81. This two-point differential is not statistically significant at a 90% level of confidence. This score is significantly above the Federal Government’s Customer Satisfaction Index for 2006 (72). Benchmarks with other Government and NRCS satisfaction scores are shown on the following page.

Customer Satisfaction Index



N=244

Satisfaction Benchmarks



Satisfaction with the Conservation Technical Assistance Program compares favorably to the Federal Government ACSI and the National ACSI. The five-point and seven-point differentials are statistically significant at a 90% level of confidence. CTA also has a higher satisfaction score than most of the NRCS benchmarks.

Customer Satisfaction Model

The Conservation Technical Assistance Program Customer Satisfaction model illustrated on the following page should be viewed as a cause and effect model that moves from left to right. The rectangles are multi-variable components that are measured by survey questions. The numbers in the lower right corners of the rectangles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These values represent "impacts." The larger the impact value, the more effect the component on the left has on the component on the right.

The NRCS Conservation Technical Assistance Program can use the scores (in ovals) and impacts (in rectangles) from the model shown on the next two pages to target areas for improvement that will have the greatest leverage on Customer Satisfaction.

Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-10 scale with "1" being "poor" and "10" being "excellent." CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with "0" meaning "poor" and "100" meaning "excellent."

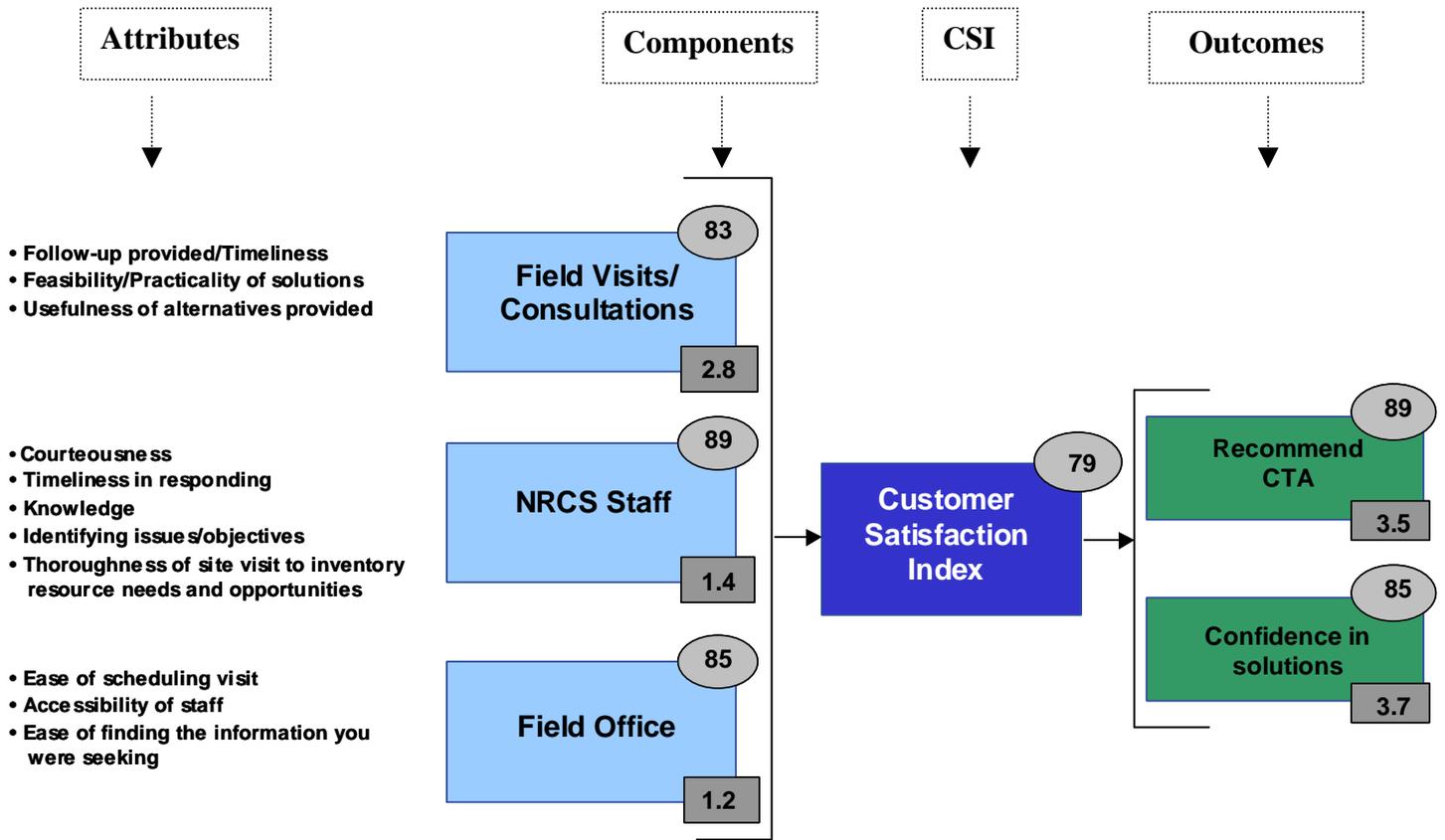
A component score in the ovals in the upper right corners is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model illustrated on the following page, scores for attributes such as 'Courteousness', 'Timeliness in responding', 'Knowledge' and the others listed are combined to create the component score for 'NRCS Staff.'

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for NRCS Staff increased by five points (89 to 94), Customer Satisfaction would increase by the amount of its impact, 1.4 points, (from 79 to 80.4). If the driver increases by less than or more than five points, the resulting change in the subsequent component would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points the related improvement in satisfaction will be the sum of the impacts.

Similarly, if the Customer Satisfaction Index were to increase by five points, outcomes such as 'Recommending CTA' or 'Confidence in solutions' would increase by the amount of their impact. In the case of Recommending CTA, the likelihood to recommend would increase by 3.5 points with a five-point increase in satisfaction.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

USDA NRCS Conservation Technical Assistance Program Customer Satisfaction Model



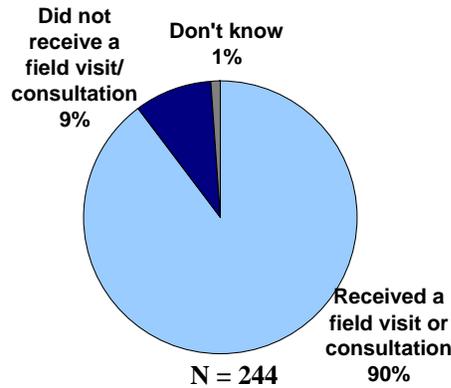
N = 244

Drivers of Customer Satisfaction

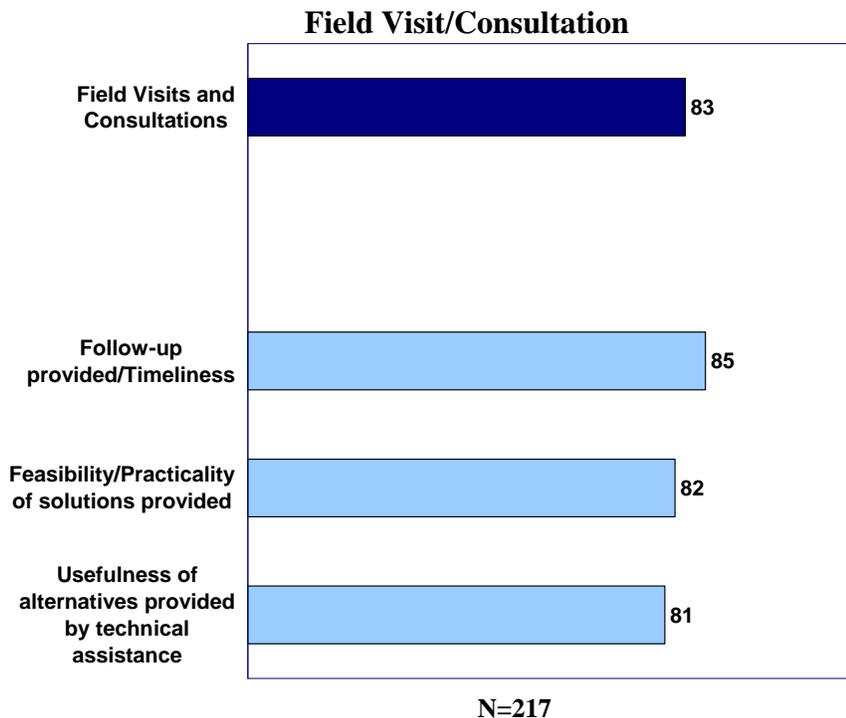
Field Visits/Consultations

Impact 2.8

Ninety percent of respondents reported receiving a field visit or consultation from NRCS.



Of all of the areas of the Conservation Technical Assistance Program that were evaluated, the services of providing assistance through Field Visits and Consultations have the highest impact on Customer Satisfaction. Respondents gave positive ratings to NRCS CTA in this area. Follow-up was provided in a timely manner and the solutions provided were thought to be practical. Alternatives that technical assistance provided were thought to be useful. While Field Visit/Consultation performance received solid ratings, and given this area is the key driver of satisfaction, improvements will leverage the impact it has on satisfaction.

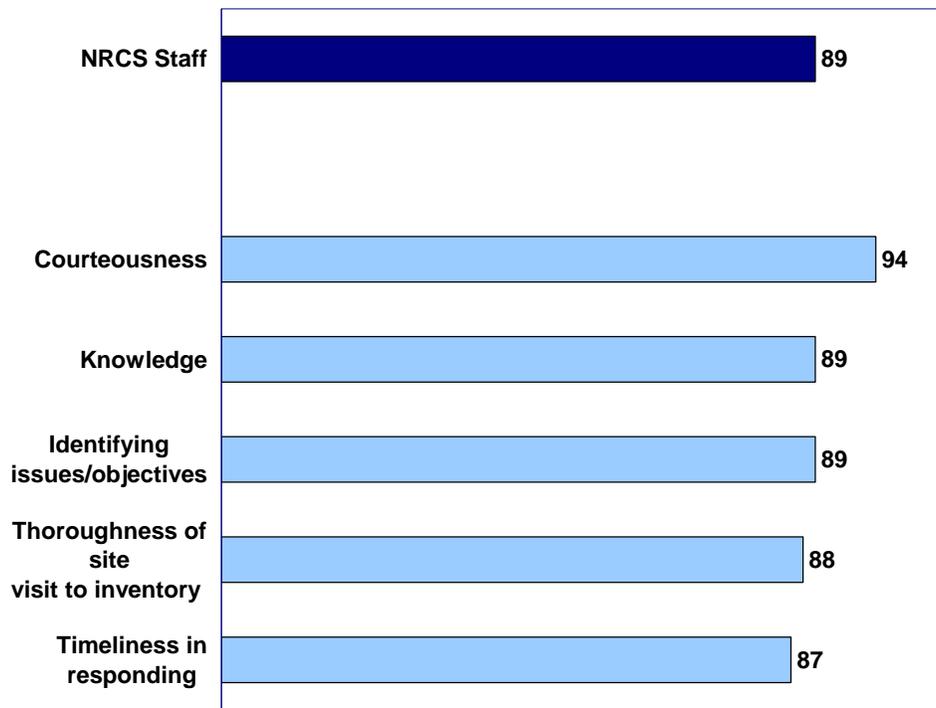


NRCS Staff

Impact 1.4

The NRCS Staff received the highest ratings of all areas measured. The evaluation of NRCS Staff measures the attributes most important to the interactions with clients. Respondents thought the staff was courteous, knowledgeable and timely in their response. NRCS Staff also received high marks for their help identifying issues and objectives and for the thoroughness of their site visit to inventory the needs and opportunities of respondents. The NRCS Staff has an impact of 1.4 on satisfaction.

NRCS Staff

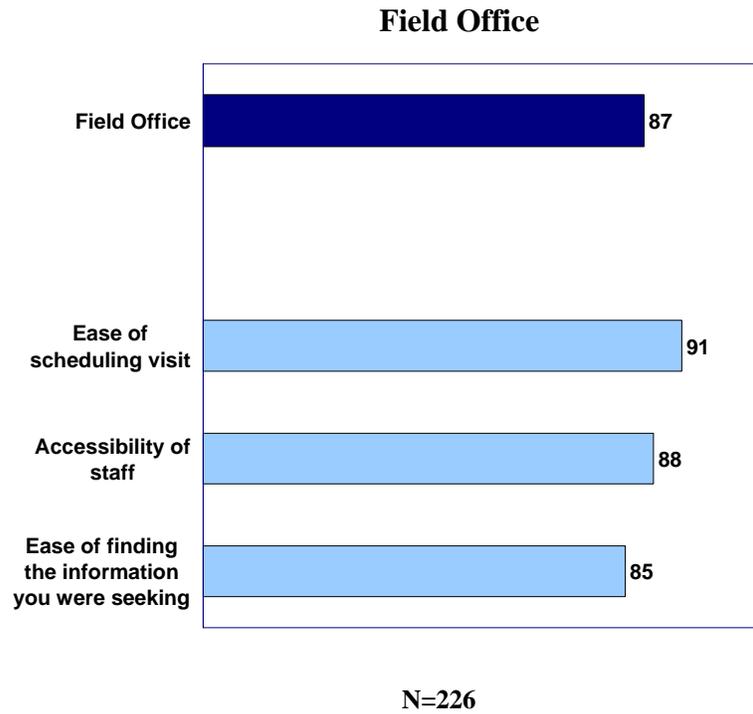


N=232

Field Office

Impact 1.2

Respondents gave favorable ratings to the Field Office. Access to personnel and information do not seem problematic. Respondents found the process of scheduling a visit to be easy and the staff to be accessible. Respondents also found the information they were seeking with relative ease given the rating of 85 for this item. Field Office has an impact of 1.2 on Customer Satisfaction.

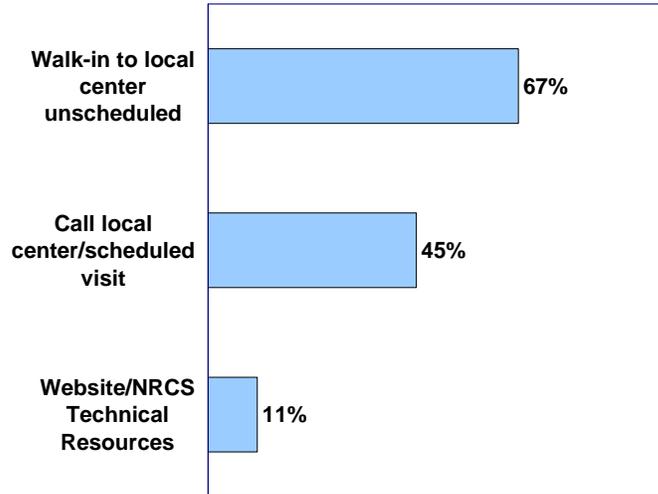


Web Information

Impact N/A

Two-thirds of respondents walk-in to a local center unscheduled to receive information on soils or other natural resources issues from CTA and 45% call the local center/scheduled a visit. Only 11% mentioned using the Website/NRCS Technical Resources.

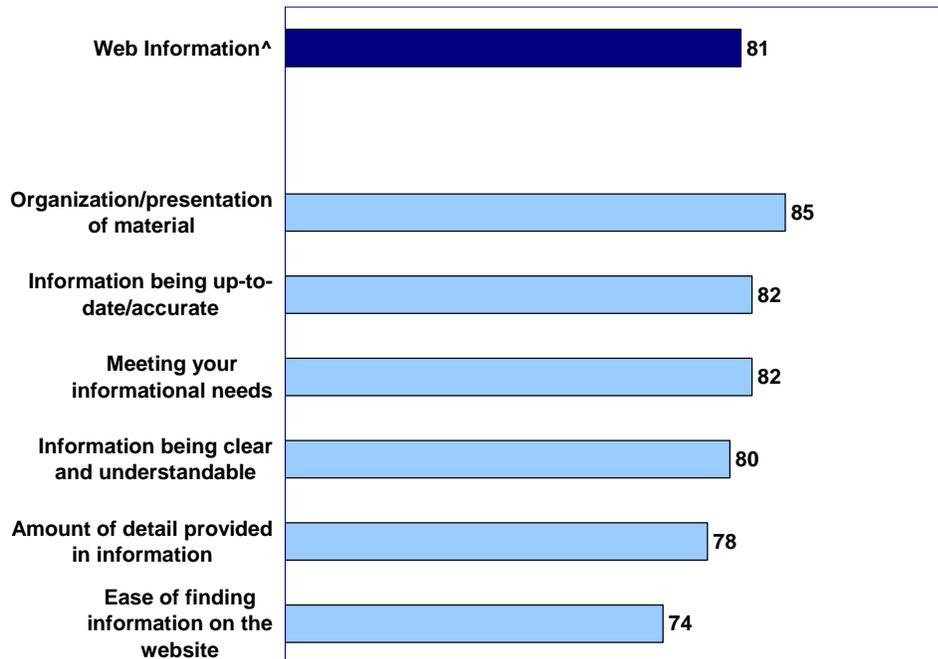
Methods used to access information



N=244

Because of the low sample size for ‘Web Information’ it was not included in the Customer Satisfaction model. Therefore, the impact Web Information has on satisfaction is not calculated. However, scores for the twenty-four responses are reported below. Given the low sample size, most scores below have a 90% confidence interval of approximately +/-6 to 7 points. Thus, while ease of finding information appears to be the most problematic area, it is not significantly lower than most of the other Web Information scores.

Web Information

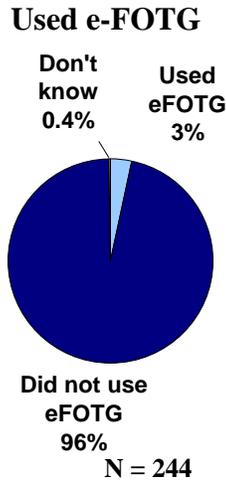


N=24

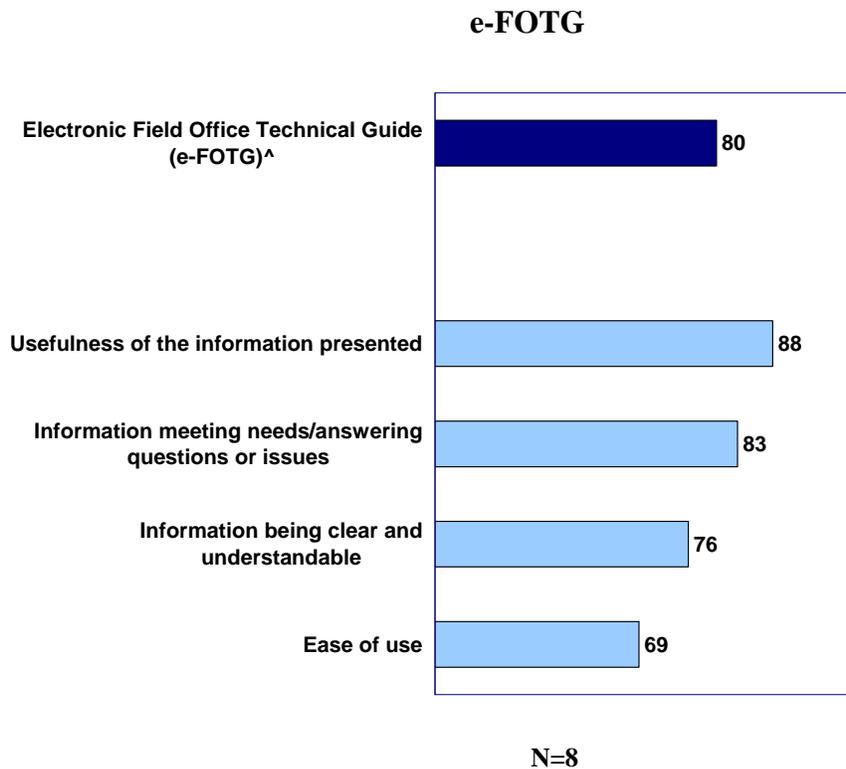
^ Component not included in the model

e-FOTG
Impact N/A

Only 3% of respondents indicated that they had used e-FOTG, the Electronic Field Office Technical Guide.



Scores for the eight respondents who evaluated e-FOTG are provided in the chart below. Given a sample size of eight, the results should not be interpreted as representative of the population of e-FOTG users.

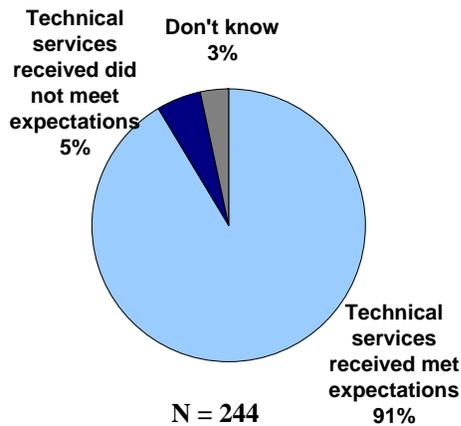


^ Component not included in the model

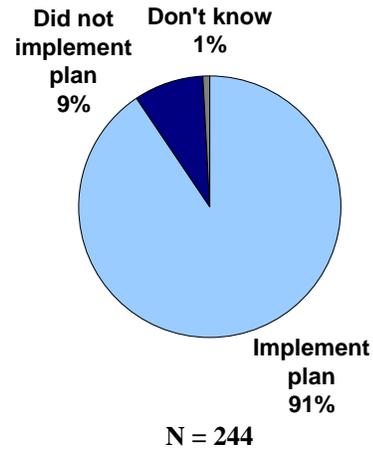
Outcomes of Technical Service provided

For most respondents (91%) the Technical Services they received met their expectations. In only 5% of the cases did it not meet expectations. Most respondent did implement the plan, as 91% responded affirmatively. In those instances where the plan was not implemented, issues such as seasonality, costs and needing appropriate personnel were some of the items mentioned. The verbatim section of the report in Appendix D lists all verbatim comments for those who did not implement the plan.

Did Technical Services meet your expectations?

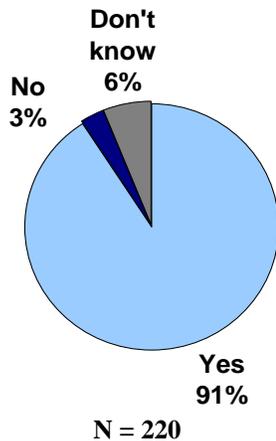


Did you implement the plan?



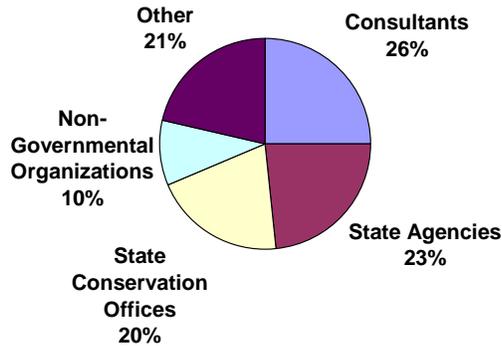
With respect to how the costs were paid in most cases, 88% the costs were shared. Only 3% mentioned having all costs covered, while 9% paid all of the costs themselves. Respondents' verbatim comments are provided in Appendix D. In 91% the Technical Services solved the problem of the respondent and another 6% did not know. For only 3% of respondents did the Technical Service fail to solve the problem.

Did Technical Services solve the conservation problem?



Respondents were asked where they would go to get the type of information and service provided to them through CTA if that source were not available. Consultants (26%) and State Agencies (23%) were the most common choices followed by State Conservation Offices (20%) and Non-Governmental Organizations (10%). Of the 'Other' comments, Universities and Extensions were mentioned by 8% of respondents.

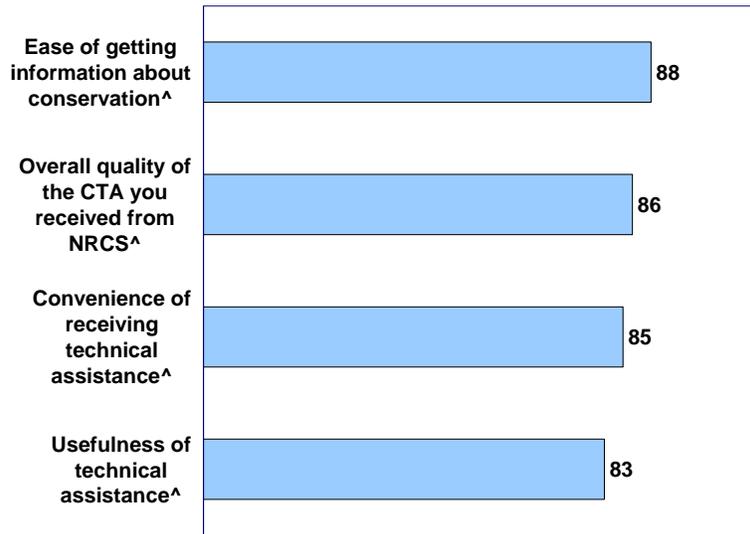
If NRCS did not exist where would you go to get this type of information and service?



N=207

Benchmarks

Questions were asked to respondents to benchmark against previous measures. These scores are not part of the Customer Satisfaction model and are reported below on a scale from 0 to 100. Respondents rated the ‘ease of getting information about conservation’ a score of 88. The ‘convenience of receiving technical assistance’ received 85 and the ‘useful of technical assistance’ was rated 83. Respondents were also asked about the ‘overall quality of the Conservation Technical Assistance they received from NRCS’, which received a score of 86. In 2001, respondents were asked about overall quality and scored it 88, this is not statistically different from the current score of 86 for overall quality.



N = 242

[^] Component not included in the model

Outcomes of Satisfaction

In addition to determining drivers of Customer Satisfaction, two outcome behaviors were measured as well. Respondents were asked about their likelihood to recommend Conservation Technical Assistance to others and about their confidence in the solutions provided.

Likelihood to recommend

Respondents are likely to recommend Conservation Technical Assistance to others. Likelihood to recommend was rated 89. Customer Satisfaction has an impact of 3.5 on the likelihood to recommend CTA. Thus, if satisfaction were to improve by five points, customers' likelihood to recommend CTA would increase by 3.5 points.

Confidence in Solutions

Confidence in the solutions provided by CTA was rated 85. Satisfaction's impact on confidence in solutions is 3.7 points.

Summary and Recommendations

Satisfaction with Conservation Technical Assistance from NRCS remains above the Federal Government average and compares favorably other NRCS benchmarks. While the score of 79 is a two-point decline from the previous measure in 2001, it does not represent a statistically significant decline. Overall quality also showed a non-significant drop of two points from 88 to 86 over that time.

The survey population was similar to that of the 2001 study with 72% farmers and 19% ranchers.

A majority of respondents (90%) reported receiving a field visit or consultation. The area of Field Visit and Consultation was by far the largest driver of satisfaction. Its impact on satisfaction was double that of the other satisfaction drivers. Respondents rated this area favorably overall with follow-up and timeliness scoring the highest. The solutions provided were rated as being practical and alternatives provided by technical assistance scored favorably for being useful. All Field Visit/Consultation items scored in the mid to low 80s, indicating that while respondents feel performance is strong, there may be opportunity to improve.

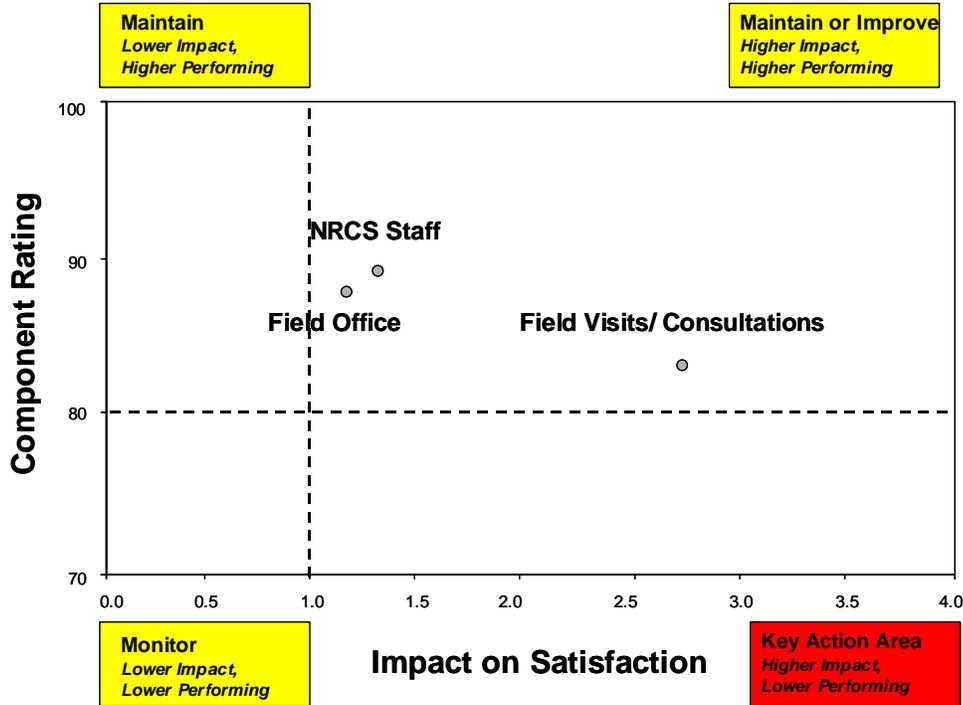
The NRCS Staff was rated the highest of the satisfaction drivers. Courteousness was the attribute that was rated the highest. However, respondents also found the Staff to be knowledgeable and gave high ratings to attributes that measured their interaction with Staff including identifying issues, thoroughness of site visit and timeliness in responding.

Accessibility to field office personnel and information was not an issue. The area of Field Office received positive ratings for ease of scheduling visit, access to staff and ease of finding information.

The most common method to access information is walk-in to the local center, which is used by two-thirds of respondents. Only 11% use the website and NRCS Technical Resources, while only 3% use e-FOTG.

The outcomes of Technical Service are mostly very positive. In 91% of the cases Technical Services are meeting the expectations of respondents. This same percent reported they had implemented the plan and in 91% of cases, it solved the problem. When asked about alternative sources, if CTA were not available, about one-quarter of respondents mentioned consultants, close to one-quarter mentioned state agencies and one-fifth mentioned State Conservation Offices.

It is recommended to increase satisfaction by focusing on the high-impact, lower performing areas. In the case of CTA, there are no key action areas that would fall into this category as the chart below indicates. However, by building upon the performance in already high performing areas that have high impacts, CTA may find opportunities to increase satisfaction. Field Visits



and Consultations have the greatest impact on satisfaction. Efforts to provide more useful alternative solutions, more practical solutions and even timelier follow up will increase performance in this key driver.

APPENDIX A : SURVEY QUESTIONNAIRE

This page intentionally left blank.

USDA NRCS – Conservation Technical Assistance
Customer Satisfaction Survey
Final Version

Verify Respondent

Intro1. Hello. The US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) has hired my company, [Data Collection Company], to call on their behalf to conduct a brief survey about their Conservation Technical Assistance. My name is _____. May I please speak with _____?

WAIT FOR RESPONSE

1. Correct Person on Phone (**GO TO INTRO**)
2. Not correct person, but Person is available (**HOLD UNTIL RESPONDENT ANSWERS AND READ BELOW**)

Intro2. Hello. The US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) has hired my company, [Data Collection Company], to call on their behalf. My name is _____. (**GO TO INTRO**)

1. If Person not available (**Schedule a call back**)
2. If No Such Person **“Thank you and have a nice day!”**
3. Refusal/Hung Up

Intro

IF SPEAKING WITH CORRECT PERSON CONTINUE BELOW

The Conservation Technical Assistance (CTA) of the US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) would like your feedback to ensure that they deliver the services that meet your needs.

Intro3. ARE YOU FAMILIAR WITH THE CONSERVATION TECHNICAL ASSISTANCE FROM THE NATURAL RESOURCE CONSERVATION SERVICE (NRCS)?

1. Yes (Skip to Intro 4)
2. No/Don't Know (IF NO/DON'T KNOW PLEASE READ BELOW **IN BOLD**)

The Natural Resources Conservation Service (NRCS) administers several programs in order to provide technical assistance and financial incentives to enable owners and managers of privately owned land to make sound natural resource decisions and to promote conservation.

Specifically, The CTA provides:

- Funds that support field staff to provide on-site assistance and to inventory conservation needs
- Resource information to determine eligibility and ranking for other NRCS programs

The CTA also works with owners and managers of privately owned land on the formulation of alternatives and the development of a conservation plan.

Intro4. We ask on behalf of the Conservation Technical Assistance (CTA) for your participation in a short survey that asks about your satisfaction with the services it provides.

YOU HAVE BEEN RANDOMLY SELECTED TO PARTICIPATE IN THIS SURVEY. ALL INFORMATION YOU PROVIDE WILL BE CONFIDENTIAL AND FOR RESEARCH PURPOSES ONLY.

(NOTE TO INTERVIEWER: IF RESPONDENTS ASKS WHERE HOW YOU GOT THEIR NAME. IT WAS RANDOMLY SELECTED FROM THE NRCS DATABASE)

This survey will take approximately 8-10 minutes of your time. This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191.

(NOTE TO INTERVIEWER: IF THE RESPONDENT HAS ANY QUESTIONS ABOUT THE SURVEY PLEASE RECORD THE NATURE OF THEIR QUESTION AND HAVE THEM CONTACT MAGGIE RHODES)

Just to confirm, have you received conservation technical assistance from the Natural Resources Conservation Service in the past two years?

1. Yes (Continue)
2. No (Terminate)
3. Don't Know (Terminate)

Intro5. Is now a good time?

1. Yes (Continue)
2. No "Can we schedule a time that is more convenient for you?"

(For all questions, please include choices 98 = Don't Know and 99 = Refused/Hung Up)

Demographics/Background

Demo1. Which of the following best describes your occupation?

1. Farmer
2. Rancher
3. Non-Agriculture

Demo2. How did you hear about the Conservation Technical Assistance (CTA) of USDA Natural Resources Conservation Service?

1. Referral from another Government agency
2. Referral from Non-government organization (NGO)
3. Workshop/Information session
4. Direct visit from staff
5. From USDA or NRCS website
6. Other

- Demo3. Which of the following methods have you used to receive information on soils or other natural resource issues from CTA? (Select all that apply)
1. Call local center/scheduled visit (ASK Q4-6)
 2. Walk-in to local center unscheduled (ASK Q5-6)
 3. Website/NRCS Technical Resources (ASK Q7-12)

Benchmarks

Q1. Think about the convenience of receiving conservation technical assistance from NRCS. Using a 10-point scale on which "1" means "not at all convenient" and "10" means "very convenient," how convenient was receiving conservation technical assistance from NRCS?

Q2. How useful was the conservation technical assistance you received from NRCS in terms of being effective and helpful? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful," how useful was the conservation technical assistance you received from NRCS?

Q3. How difficult or easy was it to get information about conservation from NRCS? Using a 10-point scale on which "1" means "very difficult to get" and "10" means "very easy to get," how difficult or easy was it to get information about conservation?

Field Office (ASK ONLY IF DEMO 3 = 1 Call local center or 2 Walk-in)

Thinking about your visit to the field office to receive information on natural resource issues, on a scale from 1 to 10, where "1" is "Poor" and "10" is "Excellent" please rate the field office on the following:

- Q4. Ease of scheduling visit
- Q5. Accessibility of staff
- Q6. Ease of finding the information you were seeking

Web Information (ASK ONLY IF DEMO 3 = 3 WEBSITE)

Thinking about the information on conservation that you have used or accessed through the Conservation Technical Assistance (CTA) of USDA Natural Resources Conservation Service (NRCS), on a scale from 1 to 10, where "1" is "Poor" and "10" is "Excellent" please rate the information on the following:

- Q7. Ease of finding information on the website
- Q8. Information being up-to-date/accurate
- Q9. Amount of detail provided in information
- Q10. Information being clear and understandable
- Q11. Organization/presentation of material
- Q12. Meeting your informational needs

Electronic Field Office Technical Guide (e-FOTG)

- Q13. Have you used the electronic Field Office Technical Guide (eFOTG) found on the NRCS website?
1. Yes (**IF Q10= YES ask Q14-17**)
 2. No (**SKIP TO Q18**)
 3. Don't Know (**SKIP TO Q18**)

Please rate the Field Office Technical Guide on the following. Use a scale from 1 to 10, where 1 means "Poor" and 10 means "Excellent."

- Q14. Ease of use
- Q15. Information being clear and understandable
- Q16. Usefulness of the information presented
- Q17. Information meeting your needs/answering your questions or issues
- Q18. What other sources do you use for this type of information? (Select all that apply)
 - 1. Another Federal Agency
 - 2. Conservation District
 - 3. Private Consultant
 - 4. Other Environmental Organization (e.g. Nature Conservancy)
 - 5. Other (Specify)
 - 6. Don't Know

Technical Assistance

- Q19. Have you contacted the Natural Resources Conservation Service directly to request Conservation Technical Assistance on your property?
 - 1. Yes (ASK Q20-22)
 - 2. No (SKIP TO Q23)
 - 3. Don't Know (SKIP TO Q23)

Please rate the NRCS staff that provided the Conservation Technical Assistance. Use a scale from 1 to 10, where 1 means "Poor" and 10 means "Excellent."

- Q20. Courteousness
- Q21. Timeliness in responding
- Q22. Knowledge
- Q23. Have you received a field visit or consultation from NRCS on your property?
 - 1. Yes (ASK Q24-29)
 - 2. No (SKIP TO Q29)
 - 3. Don't Know (SKIP TO Q29)

Please think about the field visits and consultations you have received. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the field visits and consultations on the following:

- Q24. Identifying issues/objectives
- Q25. Thoroughness of site visit to inventory resource needs and opportunities on your property
- Q26. Follow-up provided/Timeliness of providing technical assistance
- Q27. Feasibility/Practicality of solutions provided
- Q28. Usefulness of alternatives provided by technical assistance

- Q29. Please consider all of your experiences in the past two years with NRCS. Using a 10-point scale on which "1" means "not very high" and "10" means "very high," how would you rate the overall quality of the conservation technical assistance you received from NRCS?

ACSI Benchmark Questions

Now we are going to ask you to please consider your experiences with Conservation Technical Assistance from USDA Natural Resources Conservation Service (NRCS) in answering the following.

- Q30. First, please consider all your experiences to date with Conservation Technical Assistance from NRCS. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with the Conservation Technical Assistance that you have received from NRCS?
- Q31. To what extent has the Conservation Technical Assistance from NRCS fallen short of your expectations or exceeded your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."
- Q32. Forget about the Conservation Technical Assistance you have received from NRCS a moment. Now, imagine the ideal data technical assistance provider. How well do you think the Conservation Technical Assistance from NRCS compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

- Q33. If NRCS did not exist where would you go to get this type of information and service?
1. State Conservation Offices
 2. State Agencies
 3. Non-Governmental Organizations (NGOs)
 4. Consultants
 5. Other (Please Specify)
- Q34. Did your conservation plan, engineering designs, or the other technical service received as a result of Conservation Technical Assistance from NRCS meet your expectations?
1. Yes
 2. No
 3. Don't Know
- Q35. Did you implement your plan or the recommendations provided?
1. Yes (IF YES ASK Q36-37)
 2. No (IF NO SKIP TO Q38)
 3. Don't Know (SKIP TO Q39)
- Q36. How were the costs covered?
- Q37. Did the Conservation Technical Assistance NRCS provided solve the conservation problem? (GO TO Q39)
- Q38. Why not? (ASK ONLY IF Q35 = NO)
- Q39. How likely are you to recommend Conservation Technical Assistance from USDA Natural Resources Conservation Service (NRCS) to others? Please use a scale from 1 to 10, where "1" means "not very likely" and "10" means "very likely."

Q40. How confident are you in the solutions provided by the Conservation Technical Assistance from NRCS? Please use a scale from 1 to 10, where "1" means "not very confident" and "10" means "very confident."

Open-End

Q41. How could NRCS provide technical assistance to better meet the needs of its customers?

Closing

The USDA Natural Resources Conservation Service (NRCS) would like to thank you for your time and participation today. Your feedback is greatly appreciated.

APPENDIX B: CUSTOMER BACKGROUND

This page intentionally left blank.

	Percent of Respondents
Occupation	
Farmer	72%
Rancher	19%
Non-Agriculture	9%
Number of Respondents	
241	
How you heard about the CTA	
Referral from another Government agency	19%
Referral from Non-government organization	3%
Workshop/Information session	8%
Direct visit from staff	8%
From USDA or NRCS website	3%
Other	59%
Number of Respondents	
230	
Methods used to receive information on soils or other natural resource issues from CTA*	
Call local center/scheduled visit	45%
Walk-in to local center unscheduled	67%
Website/NRCS Technical Resources	11%
Number of Respondents	
244	
Used the eFOTG found on the NRCS website	
Yes	3%
No	96%
Don't know	0%
Number of Respondents	
244	
Other sources used for this type of information*	
Another Federal Agency	12%
Conservation District	26%
Private Consultant	14%
Other Environmental Organization	12%
Other	45%
Don't Know	7%
Number of Respondents	
244	
Contacted the NRCS to request CTA on your property	
Yes	83%
No	14%
Don't know	3%
Number of Respondents	
244	
Received a field visit or consultation from NRCS	
Yes	90%
No	9%
Don't know	1%
Number of Respondents	
244	
If NRCS did not exist where would you go to get this type of information and service	
State Conservation Offices	20%
State Agencies	23%
Non-Governmental Organizations	10%
Consultants	25%
Other	21%
Number of Respondents	
207	

	Percent of Respondents
Technical services received as a result of CTA met expectations	
Yes	91%
No	5%
Don't know	3%
Number of Respondents	
244	
Implemented your plan or the recommendations provided	
Yes	91%
No	9%
Don't know	1%
Number of Respondents	
244	
The CTA provided solved the conservation problem	
Yes	91%
No	3%
Don't know	6%
Number of Respondents	
220	

APPENDIX C: ATTRIBUTE TABLES

This page intentionally left blank.

Attribute Table – Aggregate Scores

	Score	Total Impact
Field Office	87	1.2
Ease of scheduling visit	91	
Accessibility of staff	88	
Ease of finding the information you were seeking	85	
Web Information^	81	--
Ease of finding information on the website	74	
Information being up-to-date/accurate	82	
Amount of detail provided in information	78	
Information being clear and understandable	80	
Organization/presentation of material	85	
Meeting your informational needs	82	
Electronic Field Office Technical Guide (e-FOTG)^	80	--
Ease of use	69	
Information being clear and understandable	76	
Usefulness of the information presented	88	
Information meeting needs/answering questions or issues	83	
NRCS Staff	89	1.4
Courteousness	94	
Timeliness in responding	87	
Knowledge	89	
Identifying issues/objectives	89	
Thoroughness of site visit to inventory resource needs and opportunities	88	
Field Visits and Consultations	83	2.8
Follow-up provided/Timeliness	85	
Feasibility/Practicality of solutions provided	82	
Usefulness of alternatives provided by technical assistance	81	
Customer Satisfaction Index	79	
Overall satisfaction	84	
Compared to expectations	73	
Compared to ideal	77	
Likelihood to recommend CTA	89	3.5
Likelihood to recommend CTA	89	
Confidence in the solutions provided by the CTA	85	3.7
Confidence in the solutions provided by the CTA	85	
Overall quality of the CTA you received from NRCS^	86	--
Overall quality of the CTA you received from NRCS	86	
Convenience of receiving technical assistance^	85	--
Convenience of receiving technical assistance	85	
Usefulness of technical assistance^	83	--
Usefulness of technical assistance	83	
Ease of getting information about conservation^	88	--
Ease of getting information about conservation	88	
Number of Respondents	244	

Attribute Table – How Heard about CTA

	Referral from another Government agency	Workshop/Information session	Direct visit from staff	Other
Field Office	85	88*	85*	88
Ease of scheduling visit	87*	96*	88*	93
Accessibility of staff	87	90*	85*	89
Ease of finding the information you were seeking	83	84*	85*	86
Web Information^	81*	85*	44*	82*
Ease of finding information on the website	81*	89*	22*	73*
Information being up-to-date/accurate	81*	86*	56*	82*
Amount of detail provided in information	81*	74*	44*	80*
Information being clear and understandable	74*	86*	33*	85*
Organization/presentation of material	81*	85*	67*	86*
Meeting your informational needs	85*	86*	33*	84*
Electronic Field Office Technical Guide (e-FOTG)^	100*	83*	--	69*
Ease of use	100*	61*	--	58*
Information being clear and understandable	100*	72*	--	67*
Usefulness of the information presented	100*	100*	--	75*
Information meeting needs/answering questions or issues	100*	89*	--	72*
NRCS Staff	88	92*	87*	90
Courteousness	93	98*	93*	95
Timeliness in responding	85	95*	81*	87
Knowledge	88	91*	86*	90
Identifying issues/objectives	89	91*	87*	89
Thoroughness of site visit to inventory resource needs and opportunities	88	88*	85*	89
Field Visits and Consultations	82	81*	83*	85
Follow-up provided/Timeliness	84	83*	78*	88
Feasibility/Practicality of solutions provided	80	76*	85*	83
Usefulness of alternatives provided by technical assistance	81	81*	87*	82
Customer Satisfaction Index	77	78*	81*	79
Overall satisfaction	79	81*	87*	85
Compared to expectations	71	73*	74*	72
Compared to ideal	79	78*	78*	78
Likelihood to recommend CTA	85	91*	88*	88
Likelihood to recommend CTA	85	91*	88*	88
Confidence in the solutions provided by the CTA	81	89*	82*	85
Confidence in the solutions provided by the CTA	81	89*	82*	85
Overall quality of the CTA you received from NRCS^	83	86*	87*	85
Overall quality of the CTA you received from NRCS	83	86*	87*	85
Convenience of receiving technical assistance^	82	90*	83*	86
Convenience of receiving technical assistance	82	90*	83*	86
Usefulness of technical assistance^	80	82*	82*	84
Usefulness of technical assistance	80	82*	82*	84
Ease of getting information about conservation^	89	93*	79*	87
Ease of getting information about conservation	89	93*	79*	87
Number of Respondents	43	18	19	136

* Low sample size

Attribute Table – Where to go if CTA did not exist

	State Conservation Offices	State Agencies	Non-Governmental Organizations	Consultants	Other
Field Office	84	90	85*	85	90
Ease of scheduling visit	91*	93*	94*	88*	92*
Accessibility of staff	84	89	88*	87	92
Ease of finding the information you were seeking	82	88	82*	83	87
Web Information^	84*	81*	75*	84*	81*
Ease of finding information on the website	89*	74*	59*	76*	70*
Information being up-to-date/accurate	81*	86*	78*	87*	81*
Amount of detail provided in information	85*	89*	70*	84*	70*
Information being clear and understandable	74*	75*	74*	89*	86*
Organization/presentation of material	89*	74*	81*	87*	87*
Meeting your informational needs	85*	83*	81*	80*	83*
Electronic Field Office Technical Guide (e-FOTG)^	--	80*	--	95*	72*
Ease of use	--	67*	--	89*	56*
Information being clear and understandable	--	83*	--	100*	56*
Usefulness of the information presented	--	83*	--	100*	85*
Information meeting needs/answering questions or issues	--	83*	--	89*	81*
NRCS Staff	86	92	88*	87	91
Courteousness	89	96	93*	94	96
Timeliness in responding	82	92	82*	85	86
Knowledge	85	91	88*	87	90
Identifying issues/objectives	85	92	88*	86	91
Thoroughness of site visit to inventory resource needs and opportunities	83	91	87*	85	89
Field Visits and Consultations	80	87	86*	80	83
Follow-up provided/Timeliness	81	90	87*	83	85
Feasibility/Practicality of solutions provided	79	87	86*	77	82
Usefulness of alternatives provided by technical assistance	79	84	84*	78	82
Customer Satisfaction Index	77	83	75*	76	79
Overall satisfaction	79	88	79*	83	85
Compared to expectations	71	77	73*	69	71
Compared to ideal	79	82	71*	73	79
Likelihood to recommend CTA	89	93	83*	87	91
Likelihood to recommend CTA	89	93	83*	87	91
Confidence in the solutions provided by the CTA	81	92	80*	82	88
Confidence in the solutions provided by the CTA	81	92	80*	82	88
Overall quality of the CTA you received from NRCS^	80	90	85*	84	86
Overall quality of the CTA you received from NRCS	80	90	85*	84	86
Convenience of receiving technical assistance^	82	89	83*	82	87
Convenience of receiving technical assistance	82	89	83*	82	87
Usefulness of technical assistance^	82	85	81*	79	86
Usefulness of technical assistance	82	85	81*	79	86
Ease of getting information about conservation^	85	91	85*	86	89
Ease of getting information about conservation	85	91	85*	86	89
Number of Respondents	42	48	21	52	44

* Low sample size

	Call local center/ scheduled visit	Walk-in to local center unscheduled	Website/NRCS Technical Resources
Field Office	88	86	90*
Ease of scheduling visit	91	90	91*
Accessibility of staff	89	88	93*
Ease of finding the information you were seeking	85	84	88*
Web Information^	81*	82*	81*
Ease of finding information on the website	74*	75*	74*
Information being up-to-date/accurate	83*	85*	82*
Amount of detail provided in information	78*	78*	78*
Information being clear and understandable	80*	81*	80*
Organization/presentation of material	85*	85*	85*
Meeting your informational needs	83*	84*	82*
Electronic Field Office Technical Guide (e-FOTG)^	74*	84*	74*
Ease of use	59*	78*	63*
Information being clear and understandable	69*	78*	63*
Usefulness of the information presented	83*	89*	81*
Information meeting needs/answering questions or issues	78*	89*	81*
NRCS Staff	89	89	90*
Courteousness	95	94	96*
Timeliness in responding	87	86	87*
Knowledge	89	89	90*
Identifying issues/objectives	90	89	90*
Thoroughness of site visit to inventory resource needs and opportunities	87	88	88*
Field Visits and Consultations	82	83	82*
Follow-up provided/Timeliness	84	85	84*
Feasibility/Practicality of solutions provided	81	81	82*
Usefulness of alternatives provided by technical assistance	81	81	79*
Customer Satisfaction Index	78	78	79*
Overall satisfaction	84	84	86*
Compared to expectations	72	71	69*
Compared to ideal	77	76	78*
Likelihood to recommend CTA	91	87	93*
Likelihood to recommend CTA	91	87	93*
Confidence in the solutions provided by the CTA	86	85	88*
Confidence in the solutions provided by the CTA	86	85	88*
Overall quality of the CTA you received from NRCS^	85	86	86*
Overall quality of the CTA you received from NRCS	85	86	86*
Convenience of receiving technical assistance^	85	85	85*
Convenience of receiving technical assistance	85	85	85*
Usefulness of technical assistance^	86	83	83*
Usefulness of technical assistance	86	83	83*
Ease of getting information about conservation^	89	87	91*
Ease of getting information about conservation	89	87	91*
Number of Respondents	110	164	26

* Low sample size

Attribute Table – Occupation

	Farmer	Rancher	Non-Agriculture
Field Office	87	88	87*
Ease of scheduling visit	90	93*	93*
Accessibility of staff	88	88	88*
Ease of finding the information you were seeking	85	87	82*
Web Information^	80*	82*	83*
Ease of finding information on the website	74*	71*	78*
Information being up-to-date/accurate	82*	80*	89*
Amount of detail provided in information	76*	80*	89*
Information being clear and understandable	79*	81*	81*
Organization/presentation of material	84*	89*	78*
Meeting your informational needs	81*	83*	85*
Electronic Field Office Technical Guide (e-FOTG)^	79*	93*	--
Ease of use	70*	67*	--
Information being clear and understandable	73*	100*	--
Usefulness of the information presented	86*	100*	--
Information meeting needs/answering questions or issues	81*	100*	--
NRCS Staff	89	89	91*
Courteousness	95	94	94*
Timeliness in responding	87	85	91*
Knowledge	89	88	94*
Identifying issues/objectives	89	88	90*
Thoroughness of site visit to inventory resource needs and opportunities	87	87	91*
Field Visits and Consultations	83	84	88*
Follow-up provided/Timeliness	86	84	88*
Feasibility/Practicality of solutions provided	80	85	90*
Usefulness of alternatives provided by technical assistance	81	83	85*
Customer Satisfaction Index	79	80	77*
Overall satisfaction	84	85	81*
Compared to expectations	72	75	68*
Compared to ideal	76	78	80*
Likelihood to recommend CTA	89	89	89*
Likelihood to recommend CTA	89	89	89*
Confidence in the solutions provided by the CTA	85	83	90*
Confidence in the solutions provided by the CTA	85	83	90*
Overall quality of the CTA you received from NRCS^	86	86	82*
Overall quality of the CTA you received from NRCS	86	86	82*
Convenience of receiving technical assistance^	84	88	84*
Convenience of receiving technical assistance	84	88	84*
Usefulness of technical assistance^	83	87	78*
Usefulness of technical assistance	83	87	78*
Ease of getting information about conservation^	87	88	86*
Ease of getting information about conservation	87	88	86*
Number of Respondents	174	46	21

* Low sample size

Attribute Table – Sources used for information

	Another Federal Agency	Conservation District	Private Consultant	Other Environmental Organization	Other	Don't Know
Field Office	85*	86	84	88*	89	85*
Ease of scheduling visit	91*	89	86*	91*	92	91*
Accessibility of staff	89*	86	86*	89*	91	87*
Ease of finding the information you were seeking	81*	85	81	85*	86	80*
Web Information^	82*	75*	82*	81*	85*	65*
Ease of finding information on the website	85*	64*	76*	83*	79*	33*
Information being up-to-date/accurate	81*	78*	82*	78*	85*	67*
Amount of detail provided in information	89*	69*	81*	83*	82*	67*
Information being clear and understandable	74*	76*	89*	83*	84*	56*
Organization/presentation of material	81*	80*	83*	78*	86*	78*
Meeting your informational needs	81*	76*	80*	83*	88*	78*
Electronic Field Office Technical Guide (e-FOTG)^	89*	89*	72*	89*	79*	--
Ease of use	89*	85*	67*	89*	59*	--
Information being clear and understandable	89*	93*	67*	89*	70*	--
Usefulness of the information presented	89*	93*	78*	89*	89*	--
Information meeting needs/answering questions or issues	89*	85*	74*	89*	89*	--
NRCS Staff	88*	87	88	91*	91	87*
Courteousness	93*	91	95*	96*	95	90*
Timeliness in responding	87*	85	84*	91*	87	89*
Knowledge	88*	86	91*	93*	90	89*
Identifying issues/objectives	86*	87	87	91*	91	85*
Thoroughness of site visit to inventory resource needs and opportunities	85*	85	86*	90*	89	87*
Field Visits and Consultations	82*	81	77	82*	86	83*
Follow-up provided/Timeliness	84*	83	81	87*	88	83*
Feasibility/Practicality of solutions provided	82*	80	74	80*	83	85*
Usefulness of alternatives provided by technical assistance	81*	80	74*	79*	83	81*
Customer Satisfaction Index	74*	78	72	82*	81	73*
Overall satisfaction	80*	83	79	87*	87	78*
Compared to expectations	67*	72	65	80*	74	72*
Compared to ideal	70*	77	72	79*	79	70*
Likelihood to recommend CTA	84*	91	84	89*	90	85*
Likelihood to recommend CTA	84*	91	84	89*	90	85*
Confidence in the solutions provided by the CTA	79*	86	81	88*	86	80*
Confidence in the solutions provided by the CTA	79*	86	81	88*	86	80*
Overall quality of the CTA you received from NRCS^	84*	84	82	90*	88	77*
Overall quality of the CTA you received from NRCS	84*	84	82	90*	88	77*
Convenience of receiving technical assistance^	80*	85	83	86*	88	75*
Convenience of receiving technical assistance	80*	85	83	86*	88	75*
Usefulness of technical assistance^	80*	85	78	87*	84	78*
Usefulness of technical assistance	80*	85	78	87*	84	78*
Ease of getting information about conservation^	89*	89	85	90*	88	84*
Ease of getting information about conservation	89*	89	85	90*	88	84*
Number of Respondents	29	64	34	29	111	16

* Low sample size

Attribute Table – Requested CTA

	Contacted the NRCS to request CTA	Did not contact the NRCS to request CTA	Significant Difference
Field Office	88	83	
Ease of scheduling visit	91	88*	
Accessibility of staff	89	84	
Ease of finding the information you were seeking	86	80	
Web Information^	80*	90*	✓
Ease of finding information on the website	73*	78*	
Information being up-to-date/accurate	81*	89*	✓
Amount of detail provided in information	78*	78*	
Information being clear and understandable	79*	100*	✓
Organization/presentation of material	84*	89*	
Meeting your informational needs	82*	100*	✓
Electronic Field Office Technical Guide (e-FOTG)^	80*	--	
Ease of use	69*	--	
Information being clear and understandable	76*	--	
Usefulness of the information presented	88*	--	
Information meeting needs/answering questions or issues	83*	--	
NRCS Staff	90	85*	
Courteousness	94	--	
Timeliness in responding	87	--	
Knowledge	89	--	
Identifying issues/objectives	90	84*	
Thoroughness of site visit to inventory resource needs and opportunities	88	86*	
Field Visits and Consultations	83	82*	
Follow-up provided/Timeliness	86	83*	
Feasibility/Practicality of solutions provided	82	81*	
Usefulness of alternatives provided by technical assistance	81	81*	
Customer Satisfaction Index	80	74	
Overall satisfaction	85	78	
Compared to expectations	73	68	
Compared to ideal	78	75	
Likelihood to recommend CTA	90	80	✓
Likelihood to recommend CTA	90	80	✓
Confidence in the solutions provided by the CTA	86	79	
Confidence in the solutions provided by the CTA	86	79	
Overall quality of the CTA you received from NRCS^	87	77	✓
Overall quality of the CTA you received from NRCS	87	77	✓
Convenience of receiving technical assistance^	86	81	
Convenience of receiving technical assistance	86	81	
Usefulness of technical assistance^	84	79	
Usefulness of technical assistance	84	79	
Ease of getting information about conservation^	88	84	
Ease of getting information about conservation	88	84	
Number of Respondents	202	35	

* Low sample size

Attribute Table – Implemented Plan

	Implemented your plan or the recommendations provided	Did not implement your plan or the recommendations provided	Significant Difference
Field Office	87	90*	
Ease of scheduling visit	91	96*	
Accessibility of staff	88	89*	
Ease of finding the information you were seeking	84	88*	
Web Information^	80*	91*	✓
Ease of finding information on the website	73*	89*	✓
Information being up-to-date/accurate	81*	100*	✓
Amount of detail provided in information	77*	100*	✓
Information being clear and understandable	80*	78*	
Organization/presentation of material	84*	89*	
Meeting your informational needs	82*	89*	✓
Electronic Field Office Technical Guide (e-FOTG)^	80*	--	
Ease of use	69*	--	
Information being clear and understandable	76*	--	
Usefulness of the information presented	88*	--	
Information meeting needs/answering questions or issues	83*	--	
NRCS Staff	89	93*	
Courteousness	94	96*	
Timeliness in responding	86	91*	
Knowledge	89	96*	✓
Identifying issues/objectives	89	92*	
Thoroughness of site visit to inventory resource needs and opportunities	87	91*	
Field Visits and Consultations	83	84*	
Follow-up provided/Timeliness	85	88*	
Feasibility/Practicality of solutions provided	82	81*	
Usefulness of alternatives provided by technical assistance	81	81*	
Customer Satisfaction Index	79	72*	
Overall satisfaction	85	78*	
Compared to expectations	73	67*	
Compared to ideal	77	76*	
Likelihood to recommend CTA	90	85*	
Likelihood to recommend CTA	90	85*	
Confidence in the solutions provided by the CTA	85	84*	
Confidence in the solutions provided by the CTA	85	84*	
Overall quality of the CTA you received from NRCS^	86	83*	
Overall quality of the CTA you received from NRCS	86	83*	
Convenience of receiving technical assistance^	84	90*	✓
Convenience of receiving technical assistance	84	90*	✓
Usefulness of technical assistance^	83	88*	
Usefulness of technical assistance	83	88*	
Ease of getting information about conservation^	87	90*	
Ease of getting information about conservation	87	90*	
Number of Respondents	221	21	

* Low sample size

Attribute Table – Where to go if CTA did not exist

	Technical services received as a result of CTA met expectations	Technical services received as a result of CTA did not meet expectations	Significant Difference
Field Office	88	77*	✓
Ease of scheduling visit	91	93*	
Accessibility of staff	89	79*	
Ease of finding the information you were seeking	86	72*	✓
Web Information^	82*	65*	✓
Ease of finding information on the website	75*	33*	✓
Information being up-to-date/accurate	82*	67*	✓
Amount of detail provided in information	79*	67*	✓
Information being clear and understandable	81*	56*	✓
Organization/presentation of material	85*	78*	✓
Meeting your informational needs	83*	78*	
Electronic Field Office Technical Guide (e-FOTG)^	80*	--	
Ease of use	69*	--	
Information being clear and understandable	76*	--	
Usefulness of the information presented	88*	--	
Information meeting needs/answering questions or issues	83*	--	
NRCS Staff	90	76*	✓
Courteousness	95	88*	
Timeliness in responding	88	74*	
Knowledge	90	78*	
Identifying issues/objectives	90	76*	✓
Thoroughness of site visit to inventory resource needs and opportunities	89	72*	✓
Field Visits and Consultations	85	57*	✓
Follow-up provided/Timeliness	87	68*	✓
Feasibility/Practicality of solutions provided	83	50*	✓
Usefulness of alternatives provided by technical assistance	83	48*	✓
Customer Satisfaction Index	81	47*	✓
Overall satisfaction	87	57*	✓
Compared to expectations	75	35*	✓
Compared to ideal	79	48*	✓
Likelihood to recommend CTA	92	56*	✓
Likelihood to recommend CTA	92	56*	✓
Confidence in the solutions provided by the CTA	88	50*	✓
Confidence in the solutions provided by the CTA	88	50*	✓
Overall quality of the CTA you received from NRCS^	88	56*	✓
Overall quality of the CTA you received from NRCS	88	56*	✓
Convenience of receiving technical assistance^	86	76*	
Convenience of receiving technical assistance	86	76*	
Usefulness of technical assistance^	85	62*	✓
Usefulness of technical assistance	85	62*	✓
Ease of getting information about conservation^	88	81*	
Ease of getting information about conservation	88	81*	
Number of Respondents	223	13	

* Low sample size

APPENDIX D: VERBATIM COMMENTS

This page intentionally left blank.

Q18. What other sources do you use for this type of information (Other)**Farm Service Agency (9 comments)**

An awareness of the Farm Service Agency and Soil Conservation.

Farm Service Agency (5)

State FSA

The Farm Service office.

The FSA

Friends/Word of mouth (6 comments)

Conversations

Friends (3)

Other farmers

Word of mouth from other farmers

NRCS (8 comments)

I go directly to the office of NRCS or give them a call.

I only use NRCS

Just NRCS

NRCS

NRCS office

Only NRCS

Only use NRCS

The only one I use is NRCS.

Publications (14 comments)

Agriculture newspapers and articles

Articles and publications.

Books, Internet

Farm magazines

Magazines

Magazines and other publications

Media and magazines

News letters and office visits to local NRCS

Newspaper

Newspapers, magazines, and any brochures the NRCS has provided

Print media

Publications

Technical journals and private studies
Trade publications

University/Extension (7 comments)

Agriculture extension office
Extension service
Texas A&M University
The extension service
University extension
University of Arizona and the State Land Department and Game and Fish of Arizona
Utah State University

Not use other/Local office only (52 comments)

Field office
I don't use any others (3)
I haven't had to use anything. I would have to research to find out what else I would use.
Just the local office
Just them
Local office
No other
No other sources (2)
No others (11)
None (28)
Off own
We don't use anything else.

Other (18 comments)

Cattleman association and livestock improvement
Commercial suppliers
County Forester State Agency, part of the Department of Forest and Parks Agency of Natural Resources
Educational speakers and various farming publications
Farmers home administration
Generalized web searches
Government agency
I just search around
Inter-tribal agriculture
Irrigation company

JJ Kerns Irrigation. They were the firm that we got our equipment from. NRCS gave us a list of the dealers that could do the project that we had in mind. Someone recommended them. When we go our grant we went with them for our irrigation system.

Library

Private engineer

Private organization

State Forestry

The Farm Bureau

Town conservation office

Websites

Q33. If NRCS did not exist where would you go to get this type of information and service (Other)**University/Extension (17 comments)**

Agriculture Extension Service

An Agriculture Extension Service In Our County

Extension Service (3)

Other farmers and the county extension office

Other farmers and the university

State university system

Texas A&M Research Center

The Cooperative Extension Service

The Extension Service And Magazines.

The Extension Service

University Extension Service (2)

University Of Illinois

Utah State University

Virginia Technical Extension Agency

Would not go elsewhere (9 comments)

Couldn't go anywhere else as no one else offers the program. It would be out of my pocket

Have not thought about going anywhere else

I didn't think there was anything else available.

I wouldn't

I wouldn't do it, only did it for the incentives

If they didn't exist I would sell my farm.

No one would be available for that.

None

Wouldn't

Internet (5 comments)

Online

I would probably go on a website and find out where I should go for information

Probably the Internet

The Internet and Google it then go from there

The Internet primarily

Other (15 comments)

Bank

Bureau Of Indian Affairs

Check with the neighbors

Connecticut Department Of Agriculture

County Agents

County Soil And Water Program

Department Of Environmental Protection

District Agencies

Engineering Department

Farm Services

Government Office

Library

Private

The County Soil Conservation

The Forest Service and paper mills

Q36. How were the costs covered?**100% by Government/No costs (6 comments)**

100% by Government (3)

Basically they covered the cost by going through their procedures.

There was no cost. I just needed to continue my operation as was.

They covered them.

All out of pocket (21 comments)

All of it out of pocket.

By myself, all of the costs.

Everything I have received was at no cost to me.

I had to pay for it 100%.

I have been absorbing them myself.

I paid for it all.

I paid out of my pocket.

I paid out of pocket.

I pay for it all.

Me (2)

Out of my pocket.

Out of pocket 100 percent

Out of pocket.

Paid by self

Paid for it personally

Paid myself

Self-cost

We financed it ourselves.

We paid for it.

We paid the cost

Cost Share (196 comments)

50% From NRCS With The Equipped Program

50/50 (2)

50-50 Cost Share

60% NRCS; 40 % out of pocket

75 Percent NRCS and 25 % my part

75 Percent NRCS and 25 % out of pocket

75 to 25 Percent Share

A lot of it was with the farmland protection plan. Most of the money was provided by half state and federal funds.

Because of the fact that we were first time farmers we got 90 percent and we paid 10 percent other than a few items because we could only get half done and they had to re-approve for the next year and the cost went up for us

By myself and some cost sharing from the water district

Cost Share (17)

Cost Share Between The Government And Myself.

Cost Share Plan

Cost Share, 75 Percent

Cost Shared (8)

Cost Shared Some Of The Stuff.

Cost Shares

Cost Sharing (16)

Cost Sharing And Out Of Pocket

Cost sharing, I provided funds

Department of Natural Resources covered most of it and I covered the rest.

Direct deposit to the account.

Equipment

Half by them and half by me, which made it cost effective

I covered everything below ground and they paid a portion of everything above ground.

I got a permit that I had to pay for. I paid 25 percent and they paid 75 percent.

I had shared costs. I think they paid more than half but I'm not sure.

I have to send receipts on parts for labor and equipment rental and they cover 75 percent to 100 percent of the costs.

I just partially paid.

I paid 50 percent and they paid 50 percent.

I paid 80% and they paid 20%.

I paid a percentage and they paid a percentage.

I paid and was reimbursed.

I paid for everything and they reimbursed me a percentage of the costs.

I paid for it and the NRCS gave back a certain percent.

I paid for some and I'm sure the other people paid too.

I paid most of it.

I paid part of it and they paid part of it.

I paid some and they paid some.

I pay a portion and the government pays a portion.

I think it was 60% them and 40% me.

I told them that I had done the practice and I got a field visit and they sent a check.

In my pocketbook mostly. About 25 percent was covered by government.

In play before inherited.

It is cost share.

It is government funded.

It is still in the works.

It was 50/50.

It was 75 percent and I covered 25 percent

It was a cost share but the program is misleading and hard to understand.

It was a cost share plan

It was a cost share. (6).

It was a very busy time in my life and I don't remember how the cost was covered or if there was a cost.

It was cost share. We paid a percent and they paid a percent.

It was cost shared (2)

It was covered through cost share. They paid some and i paid some

It was on cost sharing.

It was shared cost. (2)

It's a shared cost, 50/50.

It's just an extension and I have to cover the cost.

It's shared.

Most costs were covered by them.

Most of them were through a cost share program.

Mostly cost share.

Mostly on a cost share basis

Myself and some help from them

NRCS covered 60% and I covered 40%

NRCS paid 50 percent; other 50 percent was out of pocket

NRCS paid a percentage and the rest was out of pocket

On cost sharing, 75% I paid and 25% they paid

One was 50/50 and the other was 75/25

Our farm paid for most of the cost

Out of my pocket and I was directed to some state funds.

Paid percentage

Part by myself, 50/50.

Part from NRCS and mostly from myself

Part is being reimbursed and part out of pocket

Part of it was covered by assistance.

Part of it was from them and part I paid

Part on me and part reimbursement.

Primarily all costs shared, I paid a portion and the government paid a portion.

Seventy five percent was paid by NRCS.

Shared (2)

Shared cost (3)

So far I have paid for everything and I guess they are going to reimburse me for some things

So far it was between myself and the Arizona Department of Agriculture and the NRCS.

Soil and water conservations pay and then request payment from NRCS.

Some cost share

Some cost shared, some from the government and otherwise we pay ourselves.

Some of it was cost share and some of it was no direct cost. I just needed to follow the plan.

Some of it was paid through direct deposits to the bank.

Some of the smaller jobs we paid for ourselves. On the larger jobs it was paid for with cost share.

Some of them I paid and some they paid.

Some of them were covered and some weren't. Some of them, the cost share was more then allocated.

Some out of pocket and some were federal assisted.

Some projects were taken care of with cost share, other projects out of pocket

Some was cost share and some was myself.

Some were 50-50; some were 75-25.

Some were done by me and some were done on cost share.

Subsidize

The cost was covered 50-50

The government covered a good part and I paid the rest myself.

The one thing that I was involved in is that they paid 75% and I paid 25% and that was last year.

The way that I am doing it, I have to put my money up front and then I will be reimbursed 75 percent of the cost.

There is cost share.

There was a cost share.

They cost share.

They cost shared it.

They covered 70% and I paid 30%

They covered 75 percent and I covered the rest.

They covered 80 percent

They covered about 75 percent

They covered part of it and I covered part of it. Over the years it has been different percentages and the last one was 50/50.

They did a good job of helping us recover the costs.

They did some cost sharing.

They didn't have enough money when I went down there so I paid for it myself

They paid 75 percent

They paid 75 percent and I paid 25 percent.

They paid a good part of it.

They paid for 75 or 50 percent and I paid the balance

They paid for 90% of it.

They paid so much and are still paying and we pay a portion as well.

They paid two thirds of it.

They pay 90 percent

They pay a maximum of twelve hundred dollars.

They pay the percentage on the trees and they have an annual payment where they are renting a portion of the land.

They provided 75 percent and we provided 25 percent

They shared in the cost.

They shared the cost.

They shared the costs from 25 to 45 percent; I did the rest.

They were 80/20.

They were cost shared, generally in 75-25 percent range.

They were cost shared.

They were covered by me and then I was reimbursed for some of the cost.

Though cost share and farm money.

Through the 75-25 percent plan through the government.

Through the grants and 90 percent cost share.

Through the NRCS and the FSA. That was 90 percent; I covered 10 percent. NRCS covered 50 and FSA covered 40.

Through various cost sharing programs of NRCS.

We paid first then they reimbursed us back a percentage maybe 40 or 50 percent.

We paid for a portion and part of it was paid through the equipment program.

We paid for everything and then produced the bills and for every 4 dollars you spend you get 3 dollars back.

We received a partial grant from AAEEP Agricultural Environmental Program.

We're covering them ourselves, we had some assistance and reimbursements we were eligible for.

Whatever I was billed for

Whatever percentage they provided and then I provide the rest

Whip and supported by forestry and logging

Q38. Why Not?

(Asked to those who responded 'No' to Q37. Did the Conservation Technical Assistance NRCS provided solve the conservation problem?)

Against the law. They were in charge from start to finish.

Because of the expense of the program. The requirements that they require in the assistance program were over engineered for our area. Some of the things they require you to do is overkill.

Because we have not completed the whole plan, it is still in progress.

Can't get people to implement it.

I don't know

I haven't had the opportunity yet, it is wintertime. I am waiting until the weather gets warmer.

I only implemented half because I couldn't afford the whole thing.

I was approved but there was a few things that I didn't want to implement on a timeline so I didn't go through with the plan. I didn't want to get stuck with having to do the work on a timeline so I didn't do the program.

I'm waiting for the logger to come in and the situation is immanent. I have just got the paperwork from the town and the state. The intent to cut and the timer tax.

It is a spring project.

It was a matching funds program, and the state denied 58 out of the 60 put in.

It was already in the program and just decided to leave it in.

It's about halfway through so far.

It's in the works.

Some of the incentives need to be higher. I didn't implement all of my plans because of funding. The funding needs to be higher.

Someone else told me to do it.

The cost was going to be too high out of my pocket and I could not justify it.

The grant did not go through.

The time frame was too short and not enough staff to help.

The way that they have programs set up they are not very flexible with being put into place because some of the crop programs are where you can only use certain areas of cropland. They wanted the cropland planted into wild grasses. I was going to plant some trees. They would only allow planting of the trees 180 feet from the stream. I had 15 acres that I couldn't utilize. My complaint is why not take the whole thing. I just choose not to do it. When you sign up for some of these programs you might have to do something's that you may not want to do. When you sign up you are pressured to do extra things that you maybe didn't want to do.

We had a time allotted to do it and we haven't implement it yet.

Well all kinds of reasons. Without cost sharing programs they would be difficult to complete. You can have a plan and it takes time an effort and it takes funding to complete the plan.

We're waiting on finances.

Q41. How could NRCS provide technical assistance to better meet the needs of its customers?

Advertise (17 comments)

Advertise more

Education

Get the word out.

Having more education.

I think they should advertise to let more people know about them in local newspapers, not just farm papers.

Just make everyone aware of what they offer.

Make the public aware that it is available.

Maybe a higher profile so people know it's available.

More advertising and give more assistance.

More publicity, some people have never heard of it.

Not real sure. Maybe to get the word out about their services. Maybe radio and television. I'm not into reading.

Some of their programs, I found out at meeting and cattleman's association, were available.

Maybe they need to advertise their programs, maybe in the newspaper or TV to make the public aware of what they have available.

Some people don't know about them I think.

They could do a little bit better about letting people know about the programs they have.

They need to market it better and let people know it's available.

They should make their services more known to the public.

Through more advertisement

Communication/Information (12 comments)

Better detailed follow-up to detect problems or shortcomings.

Better information transfer from the agriculture research portion of USDA to the field offices.

There is a gap between the research done by the people at the experimental level and getting on the ground for users like me.

Communication

Get more information available to the farmers. Set more guidelines between the commercial farmer and a regular farmer who has less resources. I think the regular farmer is being overcharged.

Have more information readily available. Make clear the sign off dates and have the answers more open.

I think they're doing a good job. Keep the newsletter going. The information helps me with knowing what projects are out there and what we need to do. Keep up the direct contact.

Maybe be involved with a few more presentations, us farmers don't come out of the woodwork like we should.

*More information**More knowledge of what to do in the overall picture**Send out more newsletters.**They do send some information in the mail and they could send some more information through the mail and that would be the best place to do it. Maybe they could contact farmers that own large acres to make the farmers aware of their programs.**Well they could maybe provide more information.***Field Visits (5 comments)***Field visits would help.**I don't know. They are doing a good job right now. More field visits maybe.**Maybe be a little more prompt on coming out for fieldwork. It took some time for them to come out. So they said that they would be out in a few weeks' time and I would like to see a more specific time for them to come out and do fieldwork.**Personal visits**They could allow more time with the customers. When I visited the office many times they are gone and they are attending seminars or training. I had to keep going back to the office to talk to someone to get out to my farm.***Funding/Cost Share (25 comments)***Add more funding. Cut out some of the red tape. It is time consuming. It takes a long time. Sometimes to the farmer it could be quite costly because of how long it takes.**Get a better budget from congress. If they had an unlimited budget they could seek more manpower.**Get the federal government to give them more money so they can help the people quicker, better and faster.**Have more cost share money, as sometimes they are limited on what they can do**Have more funds, large need for more help.**Have more money**Have more money available**Have more money available and more people.**I don't know. We were really happy with it so I have nothing to compare it with. I really don't have anything to say about it. I wish there were more grants. Especially with farming, I would like to see more funding for grants. People want to do what the state wants done with conservation projects but some people are too afraid and it's going to be expensive for them to do and they kind of shy away from doing them because of the expense. If there were more grants you would see people being more approachable to doing conservation requirements if they had the funding available. Mostly farms have a hard time keeping up with all of the requirements.**I don't know. Ideally improvements could always be implemented by more funding. If the cost share was greater we would be able to do more things.*

If NRCS itself had more and better funding. I had a friend that applied at the same time I did and he didn't get the funding because the funding ran out. He will re-apply. When I first applied for funding I didn't get it either because there wasn't funding available. The service and the people in the office are excellent. I just would like to see more funding available for applicants.

Little bit more cost effective solutions

More funding would be great so we can send more technical assistance.

More money available

Probably more staff and more government funding.

Provide more funds to cover the conservation projects we need to do.

Some of their projects they could fund more and do them over a longer period of time.

The only flaw that I see is their cost share needs to be higher. If they offer higher incentives you would have more people involved in the program. For instance we live in an area that has a high volume of trees and people can't afford to cut down the trees because of the cost share is too expensive. We have a watershed and the department of forestry is working on the watershed. The private owners can't afford to cut the trees themselves. And if the cost share was higher the private owners could afford to cut the trees.

The only thing I can see is if they know what money they have to work with up front, they could be more efficient.

They could be a little more efficient in laying their plans out and try to minimize cost.

They could be more efficient. They told me what things were going to cost and it cost me more than they said.

They could cover more farming practices under cost share. They could handle the cost share, striptill and fertilizer.

They need to understand how much money it costs to do some of these practices and find more cost effective methods of doing it.

We could always use more money. They have a limited number of staff so we have to wait our turn.

Well, if they had more money, it'd help.

Guidelines/Flexibility (7 comments)

A little bit better grasp of the rules of the program

A little more common sense in conservation in practices pertaining to the area

Army Corporation of Engineers need to work better with NRCS and be more open-minded and flexible.

Do more research to have some flexibility in the implementations that would satisfy the needs of the farmer, based on the farmers' needs or environmental needs.

Sometimes I think they stick to their book guidelines.

They can add some flexibility to the programs so the local field personnel have more authority to change some of the rigid regulations.

To have broader guidelines on a local basis instead of having stiff guidelines that are for everyone.

Local Offices (4 comments)

Give more control to the local office. They are so busy dealing with federal regulations, they don't have the necessary time for the farmers

Have more local power

I don't think that they can do anything about it unless the federal government recognizes programs, which are more important than what they are doing now. Four of my neighbors have a problem with a creek and we have a problem with the creek. It's been a problem for 60 years. It is about 40 feet deep and 20 feet wide and we begged the NRCS to help us with the creek and they turned us down and they turned their head the other way. We need help with the creek because everything is getting washed down the creek. This creek is ruining the bottomland.

I don't think there is anything they could do in our district. They are talking about moving the agency office to a town that is 65 miles from the ranch and I believe they should stay close by the farmers, to be able to better help them. Keep the offices local.

More Staff (18 comments)

At times they need more help in the offices.

Get out a little bit more. When we get busy in this area it seems to be they are understaffed.

Get people to do the recommendations; find someone to do the job.

Have another person in the office to do more monitoring.

Have more technicians so they are not spread so thin.

I think that they may not have enough staff to go out to the field. They could have more money available.

I think they do a fantastic job but they are overworked and they have a larger request and not a lot of staff to do it.

If there was more help, so they can cover the people needing assistance.

More agents in the field

More people to do it faster

More personnel and more funding

Provide more staff and better programs to meet the tribal needs and not the non-Indian needs.

The one thing they need the most is a little larger staff.

They are a little short-staffed. Need more representatives. They are overbooked.

They need more staff, as they are under-staffed in my area.

They seem to be understaffed and they could use more people.

To have more technicians.

We are short-handed in local offices, so more personnel.

Paperwork (5 comments)

Be more practical in suggestions and less paperwork.

Less paperwork all the way around.

Less paperwork, that's all I can think of

*Less paperwork. Lighten it up, other than that it is fine.
More clear cut guidelines and less paperwork.*

Staff Knowledge (9 comments)

Assessing lack of knowledge of landowners and briefing according to experience levels assume a lower level of knowledge.

I think to be aware of changing technology and keep current with that.

Probably by having technicians who are more up to date on modern practices. We have a field we are going to level and they think we need a stake every 110 yards and we have a computer that tells us where we need to level and they still think they have to do it by hand, just for example.

Some of the staff is not as knowledgeable as they could be. They are not as committed to solving the problem. When you get to the right person, they are fine.

They need to know more about what their doing. More about cost analysis.

They should have better qualified people.

They should know what's going on, as they are not updated.

To be more knowledgeable about the regulations.

To keep abreast of the environmentally new technology. It is hard to find people who can understand what my needs are.

Timeliness (6 comments)

Be a little more timely on initiating a project.

Be a little more timely.

I think timeliness in providing the service. They come quickly but it takes a while for the programs to complete

More on time with getting their services out there

The only criticism I have is timing; the process got drawn out a bit.

There are times you would like them to get out here quicker.

Other (21 comments)

A specific problem that we have faced for the past few years, for example in the Northeast there is a need for more rural assistance and there isn't any specific programs available to them. Most of their programs, the wildlife incentives are the programs that are most useful. All the programs are voluntary. The coordination between farmers and the NRCS, in order to be able to be eligible for community programs requires a conservation plan and that is something that the NRCS is mandated to provide.

Deal with the common folk, not just people with money.

Do not put up bird boxes around the farms. The birds transfer seeds around and rose bushes and poison ivy grow.

Do them fair. Their program is not fair at all. Last year was my chance to sign up and the money went to hurricane Katrina. We don't get another chance to sign up.

Good job, too much money.

I don't know. I think if you don't know where to go it would be hard. There are a couple of times that I had some ASCS work done, I wasn't aware of all programs and I wouldn't have had it accomplished if I didn't get a suggestion from a friend.

I don't know. They are doing such a good job now. The only time that you can't get a hold of them is in the middle of March when irrigation starts and they are so busy. That is the only time that they don't get back with you in one day. Usually they call the same day.

I would say becoming increasingly involved in other agencies for water shares.

If NRCS had consultants to come out instead of me having to hire consultants.

Manure storages should be the new pyramids. In other words, they should not out last the needs for manure storages. Sometimes they should let farms do small steps for nutrient management systems. Assistance should be used where they would do the most good. State technical committee should meet more often. They should include more producers then conservation groups at their state technical meetings.

Quit giving it to the big outfits and give it to the smaller ones.

The NRCS is geared to work canned programs, but if it's something that is not on their docket then they are not invested in it.

The only thing that I can think of is the application form wasn't perfectly clear. I had to ask to make the application more understandable. When the check came it was identified only as being from the federal government. When the check came it was direct deposit and I didn't know where it was from. I only knew when I received a note from the NRCS representative.

There could be more programs provided. Like a rebuilding terraces program, to maintain them.

They come short of knowing about it.

They could incorporate private landowners. On the job training

They could talk over the different ones, but that's not available I think.

They do it so much that they think everyone understands what they are doing. They need to sit down and explain it in more detail.

They need to prioritize better.

They need to re-evaluate criteria, they need to request the projects.

Try to help more people.

Don't Know/Positive comment /No change needed (119 comments)

All good, no help needed

Continue doing what they already do.

Doing a good job

Doing a pretty good job already

Don't know (4)

Don't know, I think they are doing a good job

Don't know. A lot of people don't know what they do.

Hard to say

Have no clue. I was happy with what they did.

I am not really sure yet.

I am well satisfied.

I believe they could lower their standards a bit and use some strategies that have worked in the past.

I can't really think of anything offhand.

I can't think of anything right now. I don't know.

I can't think of anything.

I can't think of anything. I haven't had any problems with it.

I can't think of nothing

I don't have a clue. I can't think of a thing.

I don't have any suggestions.

I don't have any suggestions. I don't know off of the top of my head.

I don't have any. I don't know.

I don't know (7)

I don't know if there's anything else they could do. Everything has been good with them

I don't know what else they could do

I don't know, I never had any problems with them

I don't know, I think they do just fine.

I don't know.

I don't know. As far as I'm concerned they have been very good

I don't know. I think that they are doing a very good job so far so I really don't know how they can improve.

I don't know. They are pretty good here

I don't know. They did a very good job. I don't know how they can improve. They did a really good job with us. I don't see where they can improve.

I don't know. We were very satisfied.

I don't know. I never had any problems. Their services are good

I don't know. Nothing off of the top of my head. I don't know.

I don't know. They are pretty good at what they do. Everybody that I know at NRCS is very good at what they do.

I don't know. They are very helpful.

I don't know. They could give me more money.

I don't know. We get good service.

I don't really have an improvement they could make.

I don't really know

I don't think they could.

I have no idea.

I have no idea; they have always done a good job.

I have no suggestions. I don't know.

I really don't know how they could do a better job. They are so good now

I really don't know how they could. Any limitations they have are due to funding.

I really don't know what more they can do.

I really don't know.

I really don't know. They have been very good with me.

I really don't know. They are offering government programs and implementing them so I really don't know how they can improve their services.

I say they are doing the best that they can

I think it's fine. Just keep it local because they understand locals' needs.

I think that they are doing a fine job. I would like to see more money available for assistance.

I think that they are doing fine in what they are doing.

I think they are doing a fine job. I don't have any suggestions.

I think they are doing a good job.

I think they are doing a good job. I have no suggestions.

I think they are doing a pretty good job.

I think they are doing an excellent job.

I think they are doing just fine.

I think they are doing pretty good

I think they are pretty good.

I think they do a great job.

I think they do very well meeting the needs of others.

I think they're pretty good at what they do already.

I would have to think longer than just right now.

I wouldn't know. They usually come up with the right answers that I need.

I'm not going to put any priority on this one either.

I'm not sure. (3)

Just have another person in the office that's knowledgeable on issues such as stock water pipe line, reservoir development, just general issues and knowledge

Just keep us up to date on what's going on

Keep doing what they are doing.

Keep on keeping on.

Keep providing the service they already have been.

No comment

No comments

No idea

No problem

No suggestion (4)

None (2)

None I can think of right off. Keep the same programs; they work very well.

Not at this point. I don't know.

Not sure

Not sure as they did a good job for me

Nothing at this time

Nothing that I can think of

Nothing to suggest (3)

That's a tough one there. I really don't know. I draw a blank.

They are doing everything right now. They make random visits, and I think that is very good.

They are doing everything that they need to do.

They are meeting the needs.

They are pretty good; I don't know how they could do it

They are very effective, and I have no problem with them.

They call back when I call and come out when I ask, what else is there to expect.

They dealt with my issues and I think they don't need any improvements.

They have been wonderful in all aspects. There's nothing I can think of.

They have done everything perfect.

They know more about what is going on than I do.

They provide the best assistant that they can with the money they have provided for them.

They should keep doing what they're doing. Everyone around me is very pleased.

They've done a really good job and I don't know how they would improve on that.

We were very satisfied; they met all of our needs.