

# NASA Earth Observing System Data and Information System 2008 Customer Satisfaction Questionnaire

**Notes:**

- Category headers will not appear

## Introduction

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*Welcome to the 2008 NASA EOSDIS Customer Satisfaction Survey.*

*NASA's Earth Observing System Data and Information System provides access to Earth science data and services through the [following data centers](#): [click brings up separate window]*

***If you used more than one data center in the past year, you may receive more than one e-mail request. Please consider answering each survey for the specified center.***

*For this survey, please think about <data center name> when answering the following questions.*

*The survey will take less than 15 minutes to complete. To begin, please click on the "Next" button.*

[Next]

*For information on how answers to previous surveys have led to improvements <pop-up>*

*If you wish to answer this survey for one of the other data centers and didn't receive an e-mail invitation, please contact CFI Group at 734.623.1329.*

### ***About the survey***

*This study has been undertaken in partnership with the federal government as part of the American Customer Satisfaction Index. The purpose of this survey is to help NASA EOSDIS improve its services to its users. You will have the opportunity to make comments and/or suggestions at the end of the survey. Your answers are voluntary, but your opinions are very important to assess current status, improve future services and ensure NASA gets the maximum benefit from its investment in EOS.*

*All submitted information is collected and processed by CFI Group, an independent research and consulting firm. When you finish the survey, your responses will be sent directly to a database located on CFI Group's server, which cannot be accessed through any NASA online system. Your responses will be held completely confidential, and you will never be identified by name. This survey is authorized by Office of Management and Budget Control No. 1505-0191.*

## Screening Questions

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- How did you learn that NASA provides Earth science data and services? (Open ended)
- Where are you currently located?
  - a) Within the USA
  - b) Outside the USA (please specify)
- For which research areas do you need or use Earth science data and services? (select any that apply)
  - a. Agriculture
  - b. Atmosphere
  - c. Carbon Cycle
  - d. Climate
  - e. Climate Change
  - f. Cryosphere
  - g. Ecosystems
  - h. Land Cover
  - i. Land Use
  - j. Modelling (skip to next question)
  - k. Natural Hazards
  - l. Oceans
  - m. Resources (Forestry, Mining, etc.)
  - n. Socioeconomics
  - o. Solid Earth
  - p. Space Geodesy
  - q. Space Weather
  - r. Sun-Earth Connections
  - s. Water & Energy
  - t. Weather
  - u. Other (please specify)
- Please specify model name/acronym. (Open ended)
- How many times during a year do you request/order/download data products?
  - a. Daily
  - b. Weekly
  - c. Monthly
  - d. Once a season (about every three months)
  - e. As needed (please specify approximately how many times numerically)

## Product Search

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Now, please think about your most recent product search from <Data center name>.

- How did you search for the data products or services you were seeking?
  - a. Did not search/request/order/download data products (skip to Customer Services)
  - b. Data center's online holdings
  - c. EOS Data Gateway (EDG) / Warehouse Inventory Search Tool (WIST)
  - d. Global Change Master Directory
  - e. Direct interaction with user services personnel (skip to Product Selection and Order)
  - f. Internet search tool (e.g. Google Earth, Google)
  - g. Data center's search tool or web site (please specify)
  - h. Other (please specify)
- How did you find the search tool? (Open ended)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate...

- Ease of finding data
- Ease of using search capability
- How well the search results met your needs

## **Most Recent Product Selection and Order**

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Now, please think about your most recent request/order/download from <Data center name>.

- Did you use an online or other subsetting tool as part of the process of requesting/ordering/downloading the data?
  - a. Yes, by geographic area
  - b. Yes, by geophysical parameter
  - c. Yes, by both geographic area and geophysical parameter
  - d. Did not use a subsetting tool
- Are you finding what you need on our websites? (Open ended)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate the data selection and order process on:

- Ease of selecting data products
- Description of data products
- Ease of requesting/ordering data products
- Are you generally finding what you want in terms of type, format, time series, etc.?
  - a. Yes (skip to Delivery)

- b. No
- (If No) Please specify what you want, but are not finding.

## **Delivery**

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Now think about the delivery of your most recently requested data products from <Data center name>.

- What type of data did you get? (select any that apply)
  - a. AIRS
  - b. Altimetry (QuikScat, JASON, etc.)
  - c. AMSR-E
  - d. ASTER
  - e. CERES (Terra, Aqua, TRMM)
  - f. DORIS
  - g. GLAS (ICESat)
  - h. GNSS
  - i. MISR
  - j. MODIS (Land)
  - k. MODIS (Atmosphere)
  - l. MODIS (Ocean)
  - m. MOPITT
  - n. OMI
  - o. PR/TMI/VIRS (TRMM)
  - p. SAR (ERS, JERS, RADARSAT, PALSAR)
  - q. TES
  - r. VLBI
  - s. Other (Please specify)
- How many people are using or will use the data you received?
  - a. 1 (only me)
  - b. 2-4
  - c. 5 or more
- How was your data delivered?
  - a. FTP immediate retrieval from online holdings
  - b. FTP retrieved after order
  - c. FTP via subscription
  - d. http-based download from Web
  - e. http-based batch download from Web (wget)
  - f. CD/DVD/DLT tape
  - g. Web-based visualization tool
- Which method of data delivery do you prefer?
  - a. FTP immediate retrieval from online holdings

- b. FTP retrieved after order
  - c. FTP via subscription
  - d. http-based download from Web
  - e. http-based batch download from Web (wget)
  - f. CD/DVD/DLT tape
  - g. Web-based visualization tool
- How long did it take for you to receive your data products?
    - a. Immediate retrieve
    - b. Less than a day
    - c. 1-3 days
    - d. 4-7 days
    - e. 8-14 days
    - f. More than 14 days

Using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

- Convenience of delivery method
- Timeliness of delivery method

## Product Quality

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- In what format were your data products provided to you?
  - a. HDF-EOS/HDF
  - b. NetCDF
  - c. Binary
  - d. ASCII
  - e. GeoTIFF
  - f. JPEG, GIF, PNG, TIFF
  - g. OGC Web services (WMS, WCS, WFS, etc.)
  - h. GIS compatible (e00,shp, etc.)
  - i. KLM, KMZ
  - j. Don't know
  - k. Other (please specify)
- What format would/do you prefer?
  - a. HDF-EOS/HDF
  - b. NetCDF
  - c. Binary
  - d. ASCII
  - e. GeoTIFF
  - f. JPEG, GIF, PNG, TIFF
  - g. OGC Web services (WMS, WCS, WFS, etc.)
  - h. GIS (e00,shp, etc.)
  - i. KLM, KMZ

j. Other or specific version of any format (please specify)

Still using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

- Ease of using the data product in the delivered format
- Overall quality of the data product
- Overall usability of the data product
  
- Did you use a software tool from <data center name> to work with the data (e.g., format conversion, analysis, visualization, etc.?)
  - a. Yes
  - b. No, I couldn't find what I needed
  - c. No, I couldn't understand how to use it
  - d. No, the tool didn't work
  - e. Does not apply (skip next question)
  
- Please specify which tool you used to work with the data.
  
- What documentation did you use or were you looking for?
  - a. Instrument specifications
  - b. Science algorithm
  - c. Product format
  - d. Tools
  - e. Science applications
  - f. Data product description
  - g. Production code
  
- Was the documentation
  - a. Delivered with the data
  - b. Available online
  - c. Not found (Skip to Customer Services)

Still using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

- Overall quality of the document (i.e., technical level, organization, clarity)
- Extent to which the data documentation helped you use the data

## Customer Services

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- Were you aware that the <Data center name> has a user services office that you can contact for assistance with placing orders?
  - a. Yes
  - b. No
- Have you requested assistance from <Data center name>'s user services office during the past year?
  - a. By phone
  - b. By E-mail
  - c. Both by phone and e-mail
  - d. No (skip to Overall Satisfaction)

Think about the user services staff you interacted with when you requested assistance from <Data center name> user services. On the same scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," how would you rate the user services staff on...

- Professionalism
- Technical knowledge
- Accuracy of information provided
- Helpfulness in selecting/finding data or products
- Helpfulness in correcting a problem
- Timeliness of response
- Were you able to get the help you needed on your first request for assistance?
  - a. Yes
  - b. No (please comment)

## Overall Satisfaction

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- Using a 10-point scale on which 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with the data products and services provided by <Data center name>?
- Using a 10-point scale on which 1 now means "Falls short of your expectations" and 10 means "Exceeds your expectations," to what extent have the data products and services provided by <Data center name> fallen short of or exceeded your expectations?
- Now, imagine an ideal provider of scientific data products and services. How close does <Data center name> come to that ideal organization you just imagined? Please use a 10-point scale on which 1 means "Not at all close to the ideal," and 10 means "Very close to the ideal."

## Outcome Measures

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- Using a 10-point scale on where “1” means “Not at all likely” and “10” means “Very likely,” how likely are you to recommend <Data center name> to a colleague?
  - Using a 10-point scale, on which “1” means “Not at all likely” and “10” means “Very likely,” how likely are you to use the services provided by <Data center name> in the future?
  - Have you ever contacted <Data center name>’s user services office to report a problem?
    - a. Yes
    - b. No (skip next question)
  - Using a 10-point scale on which “1” means “handled very poorly” and “10” means “handled very well”, please rate how well problem was handled.

### **Multi- data center orders**

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- Have you searched for temporally or spatially coincident Earth science data?
  - a. Yes
  - b. No (skip to closing)
- Please select those data centers where you searched for temporally or spatially coincident Earth science data. If you would like to view more information about each data center and their disciplines, please click here [insert table from page 1].
  - Alaska Satellite Facility (ASF)/SAR Data Center
  - Crustal Dynamics Data and Information System (CDDIS)
  - Goddard Earth Sciences (GES Data and Information Services Center (DISC)
  - Global Hydrology Resource Center (GHRC)
  - Level-1 Atmospheres Archive and Distribution System (LAADS) - MODAPS
  - NASA Langley Atmospheric Science Data Center (LaRC) DAAC
  - Land Processes Distributed Active Archive Center (LP DAAC)
  - National Snow and Ice Data Center (NSIDC) DAAC
  - Ocean Biology Processing Group (OBPG)
  - ORNL DAAC for biogeochemical dynamics/FLUXNET
  - Physical Oceanography Distributed Active Archive Center (PO.DAAC)
  - Socioeconomic Data and Applications Center (SEDAC)
- How did you find the temporally or spatially coincident data you needed?
  - a. EOS Data Gateway (EDG)/WIST
  - b. Data center website (Please specify)
  - c. Other web search (please specify)
  - d. User Services



e. Don't know

- Do you have any comments or suggestions about your search for temporally or spatially coincident data that you would like to share? (capture)

## **Closing**

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- Do you have any additional comments or suggestion about possible improvements to data products, services, tools, documentation, or the websites that you would like to share? (capture)

Thank you for your time. NASA appreciates your input and will use this feedback to better serve its customers.

You have reached the end of the survey. Please click on the "Finish" button below to send your responses to CFI Group's secure database.

Your survey responses have been received.

Thank you for your time.