

_____ Access Code (10 digit number from mailing label)

**National Environmental Satellite, Data, and Information Service - Data Centers
Customer Satisfaction Survey**

| | Not at all Satisfied | Not Satisfied | No Opinion | Satisfied | Extremely Satisfied | Not Applicable |
|--|-------------------------|------------------|---------------|-----------|------------------------|-------------------|
| How would you rate? | | | | | | |
| 1. Quality of data/product(s) received | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. Cost of data/product(s) received | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. Degree data/product(s) met your needs | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. Format of data/product(s) received | 1 | 2 | 3 | 4 | 5 | N/A |
| 5. Documentation of data/product(s) received | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. Accessibility of data/product(s) | 1 | 2 | 3 | 4 | 5 | N/A |
| 7. Timeliness of response | 1 | 2 | 3 | 4 | 5 | N/A |
| 8. Overall satisfaction with service | 1 | 2 | 3 | 4 | 5 | N/A |
| 9. Overall satisfaction compared with services/data from private sector | 1 | 2 | 3 | 4 | 5 | N/A |
| 10. Overall satisfaction compared with services/data from other federal agencies | 1 | 2 | 3 | 4 | 5 | N/A |

11. What data/product(s) did you obtain?

Publication

Printed image

Printed copy of data

Digital data:

Surface weather/climate

Radar (NEXRAD)

Model (weather/climate)

Upper air weather/climate

Geomagnetic

Natural hazards

Marine weather/climate

Marine geology/geophysics

Solar/space weather

Bathymetry/topography

Ocean-biology

Ocean-currents

Ocean-chemistry

Ocean-salinity

Ocean-temperature

Ocean-waves

Ocean data-other

Satellite-DMSP

Satellite-GOES

Satellite-NOAA/POES

Satellite data-other

Digital data-other

12. What was the primary use of the data/product(s) received?
 Scientific research Business Legal Exploration
 Education Personal Management Assessment
 Recreation

13. What is your affiliation?
 Individual Student/teacher K-12 University student
 University Research institution Business/industry
 NOAA Federal government News media
 State/local government Other

14. How frequently do you request or download NOAA Data Center data/products?
 Frequently (>once a month) Regularly (>twice a year)
 Infrequently (once a year or less) First-time user

15. In which of the following ways did the data/product you obtained benefit you, your company or your organization?
 Lowered expenses Increased revenues Improved marketing plans
 Decreased risks Aided research Individual use
 Not applicable

16. If you received data via the web, what type of on-line system did you use? (not applicable, go to # 18)
 GIS/Map Services Web interface FTP Other Not applicable

17. How would you rate our website in terms of ease of finding needed information?
 Very easy to find Easy to find Difficult to find Very difficult to find

18. If you did not use the web to order your data (i.e. ordered by telephone, letter, fax or e-mail), which data center/office did you order from?
 National Climatic Data Center National Geophysical Data Center
 National Oceanographic Data Center Don't know

19. Additional Comments: _____

Personal Information (optional):

Name: _____

Address: _____

Email : _____

You may respond to this customer satisfaction survey using either of these methods:

On-line: www.ncdc.noaa.gov/survey.html

Fax: (828) 271-4876

Mail: National Climatic Data Center
Attn: NVDS Surveys
151 Patton Ave., Room 120
Asheville, NC 28801-5001

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