

The interagency Jason-2/Ocean Surface Topography Mission (OSTM) project is committed to providing the highest quality measurements of sea surface height, wind speed, and significant wave height to help track global sea level rise, ocean currents, upper ocean heat content and high seas forecasts. As an OSTM partner, NOAA would like to give its customers an opportunity to provide us with the feedback necessary to ensure our products continue to meet their needs. Please take a few minutes to respond to the following survey. All customers are encouraged to contact the NOAA Jason-2 products lead (David.R.Donahue@noaa.gov, or 301-763-8142 Ext 126) to provide further suggestions that will make our products(s) and/or service(s) more useful. Thank you, in advance, for your assistance. Please respond to this survey no later than June 30, 2011.

Thank you for answering these questions aiming at improving the quality of our products and services.

User information

Please provide us with your:

Name _____ **Company/Institution** _____
Position _____
Email Address _____ **Tel. No.** _____

User characterization questions

1. When did you start accessing Jason-2 Products?

- 2008
- 2009
- 2010
- 2011
- You have plans to use Jason-2 products in the future

2. How do you access Jason-2 products?

- DDS
- GTS (in that case, which is you access point, or RTH)
- CLASS
- NODC

3. Which product are you most interested in (main product)?

- OGDR (Operational Geophysical Data Records)
 - In netCDF format
 - In BUFR format
- OGDR-SSHA (Operational Geophysical Data Record – Sea Surface Height Anomaly specific product)
 - In netCDF format

- In BUFR format

4. What is the frequency with which you access Jason-2 data?

- Near Real Time
- Every day
- Every week
- Every month
- Occasionally

5. What is your use of the products?

- Numerical Weather Prediction
- Operational Oceanography
- Marine Forecasting
- Operational Hydrology
- Climate monitoring
- Research (please specify area of research)

6. What is your geographical area of interest?

- Global
- Regional (please specify)
- Coastal (please specify)

Product impact on user applications

7. For the selected product, what is your satisfaction level in the context of added value provided?

- Little impact on my application, which is based on other more reliable measurement sets
- Useful, I use altimeter products as a validation reference data set for other geophysical information available to me
- High, products are an important input to my application
- Very high, products are a fundamental input to my application

Service satisfaction questions

8. For the selected product, what is your satisfaction level in the context of delivery delays?

- Not relevant
- Data almost never on time
- Adequate for my applications, most of the times data arrive on time
- High, data always available on time

9. For the selected product, what is your satisfaction level in the context of data availability?

- Data of interest not available most of the time

- Data of interest available most of the time
- Data of interest always available

10. Globally, what is your satisfaction level regarding:

- | | | | |
|--|-----|--------|------|
| • Scientific quality of products | Low | Medium | High |
| • Product content compliant with user needs | Low | Medium | High |
| • Documentation, information and user HelpDesk | Low | Medium | High |

11. Globally, what is your satisfaction level regarding the quality and reliability of your data access mechanism?

- Low
- Medium
- High

Comments & suggestions:

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to David Donahue, David.R.Donahue@noaa.gov, or 301-763-8142 Ext 126).

The information collected by this survey is not considered confidential and may be shared with third parties. Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.