

\_\_\_\_\_ 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
<b>How would you rate?</b>						
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:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Surface weather/climate   | <input type="checkbox"/> Radar (NEXRAD)            | <input type="checkbox"/> Model (weather/climate) |
| <input type="checkbox"/> Upper air weather/climate | <input type="checkbox"/> Geomagnetic               | <input type="checkbox"/> Natural hazards         |
| <input type="checkbox"/> Marine weather/climate    | <input type="checkbox"/> Marine geology/geophysics | <input type="checkbox"/> Solar/space weather     |
| <input type="checkbox"/> Bathymetry/topography     | <input type="checkbox"/> Ocean-biology             | <input type="checkbox"/> Ocean-currents          |
| <input type="checkbox"/> Ocean-chemistry           | <input type="checkbox"/> Ocean-salinity            | <input type="checkbox"/> Ocean-temperature       |
| <input type="checkbox"/> Ocean-waves               | <input type="checkbox"/> Ocean data-other          | <input type="checkbox"/> Satellite-DMSP          |
| <input type="checkbox"/> Satellite-GOES            | <input type="checkbox"/> Satellite-NOAA/POES       | <input type="checkbox"/> Satellite data-other    |
| <input type="checkbox"/> 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](http://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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