NOAA GOES Product & Service Survey

Your opinion is important to us.

Name: _____   **E-Mail:** _____

Mailing Address: _____
Your name and address are requested, but are not necessary for your comments to be considered.

Product/Service Satisfaction

Please consider all of the services that you use when making your responses. If your response for one or more service would be significantly different, please request a supplemental survey form for that (those) service(s) and complete. Please only mark the service(s) that are covered by this unique form (i.e. mark GOES DCS and GVAR on this form, mark LRIT and EMWIN on a different form if you have different responses for those services.)

If you would like to make further comments or suggestions about this conference, or our services, please email us at: SPSD.Userservices@noaa.gov. You may ignore any section of this survey not applicable to you.

Circle below, for each question, the number that indicates your degree of satisfaction. If you marked a "1" or a "2" please indicate the reasons below your score.

Are You Completing this Survey:

A: For All Services Used

B: For _____Product(s)

		Not at All Satisfied	Not Satisfied	No Opinion	Satisfied	Extremely Satisfied	Not Applicable
1	Quality/Timeliness of product/service	1	2	3	4	5	N/A
2	Quality/Timeliness of data received	1	2	3	4	5	N/A
3	Timeliness of response to request	1	2	3	4	5	N/A
4	Courtesy of staff who dealt with you	1	2	3	4	5	N/A
5	Competence of staff in dealing with your needs	1	2	3	4	5	N/A
6	Degree that product/service met your needs	1	2	3	4	5	N/A
7	Clarity and accuracy of responses from staff to your questions after receipt	1	2	3	4	5	N/A
8	Ease in reaching correct NOAA office to deal with your request	1	2	3	4	5	N/A
9	Format of data received	1	2	3	4	5	N/A
10	Documentation/Metadata of data received	1	2	3	4	5	N/A
11	Description of data in catalogs and directories	1	2	3	4	5	N/A
12	Accessibility of data desired	1	2	3	4	5	N/A
13	Overall satisfaction with service received	1	2	3	4	5	N/A
14	Overall satisfaction compared with service/data obtained from private sector	1	2	3	4	5	N/A
15	Overall satisfaction compared with service/data obtained from other Federal agencies	1	2	3	4	5	N/A

Product/Service Use

16. What will be the primary use of the product/service?

☐ Scientific Research   ☐ Education

☐ Business   ☐ Personal

☐ Legal   ☐ Other

17. What Product/Service did you obtain? (Please Check all that apply)
☐ GOES Direct Readout/GVAR

☐ POES Direct Readout/HRPT

☐ GOES Data Collection System (DCS)

☐ POES Data Collection System (DCS aka Argos)

☐ Low Rate Information Transmission (LRIT)

☐ Emergency Manager's Weather Information Network (EMWIN)

☐ NOAA Produced Product/Data

      i. Which One(s)

☐ Other (Please Specify)

18. Through what medium did you receive your information? (Please Check all that apply)
- ☐ Direct Readout
- ☐ Digital Media (Please Specify)
- ☐ Paper Media (Please Specify)
- ☐ Film Media (Please Specify)
- ☐ Internet (FTP, ADDE, etc)
- ☐ Web Page (Which one(s))

19. How did you find out about the product/service?
- ☐ NOAA Web Page
- ☐ Other Web Page (Which one?)
- ☐ Conference   (Which One?)
- ☐ NOAA Brochures
- ☐ Other Printed Material (Please Specify)
- ☐ Other (Please Specify)

20. What is your affiliation?
- ☐ Individual
- ☐ Student/teacher K-12
- ☐ University student
- ☐ University faculty/staff
- ☐ Other research institution
- ☐ Business/industry
- ☐ NOAA
- ☐ Other Federal Government
- ☐ News Media
- ☐ State/Local Government
- ☐ Other (Please Specify)

21. How frequently do you request products/services from NOAA?

☐ Frequently (> once a month)   ☐ First Time User

☐ Regularly (> twice a year)   ☐ Never Used a NOAA Product or

☐ Infrequently (once a year or   Service

less)

22. Do you have suggestions as to how NOAA can improve its products or services?

23. What new products/services would you like to see offered?

24. What media/format would you like to see data provided in?

☐ Direct Broadcast   ☐ Paper

☐ Online (Web)   ☐ Other Digital Media (Please

☐ FTP   Specify)

☐ CD-ROM   ☐ Other (Please Specify)

25. Will you use our products/services again?

☐ Yes   ☐ No

26. Please add any comments or questions about the GOES satellite, GOES-R planning, or the

GOES User's Conference.

27. Do you currently use NOAA's LRIT service?

    ☐ Yes   ☐ No

28. Do you plan to use NOAA's HRIT service?

    ☐ Yes

    ☐ No (*If the answer to both 1 & 2 are "No" please skip to question 43)*

29. If compromises have to be made in data transferred would you prefer to see more frequent image updates or higher spatial resolution images?

    ☐ Frequency at the expense of spatial resolution

    ☐ Lean towards frequency but still consider spatial resolution

    ☐ Even consideration of frequency and spatial resolution

    ☐ Lean towards spatial resolution but still consider frequency

    ☐ Spatial resolution at the expense of frequency

30. Are you interested in seeing the following data in the HRIT broadcast (check all that apply)

    ☐ GOES Geostationary Lightning Mapper (GLM)

    ☐ Volcanic Ash: Detection and Height

31. Are there other specific products/data that you would like included?

GOES DCS

32. Do you currently use GOES DCS for data transmission or plan to use GOES DCS for data transmission?

☐ Yes   ☐ No (Skip to question 38)

33. Are you a registered DADDS user?

☐ Yes   ☐ No

34. Have you had DADDS training?

☐ Yes   ☐ No

35. Do you use an LRGS for data reception?

☐ Yes   ☐ No

36. How many platforms do you operate?

☐ <10   ☐ 500-1000

☐ 10-100   ☐ 1000-5000

☐ 100-500   ☐ >5000

37. Do you plan to add more platforms in the next five (5) years?

☐ Yes

▪ How many?

- <10   • 500-1000

- 10-100   • >1000

- 100-500

☐ No

38. How often do you transmit?

☐ Once a day   ☐ Every hour

☐ Every 5-12 hours   ☐ <Every hour

☐ Every 2 to 4 hours

39. Do you have requirements for more frequent transmissions?

☐ Yes   ☐ No

▪ How Often?

40. Do you currently use LRIT to access DCS data?

☐ Yes   ☐ No

41. Do you have any plans to use LRIT or HRIT/EMWIN to access DCS data?

☐ Yes   ☐ No   ☐ Maybe

42. What method of data reception do you use? (Check all that apply)

☐ DRGS   ☐ DADDS

☐ LRGS   ☐ Other

☐ DOMSAT

43. What is your primary method of data reception? (Check only one)

☐ DRGS   ☐ DADDS

☐ LRGS   ☐ Other

☐ DOMSAT

44. The current EMWIN broadcast includes graphics based on GOES satellite images. Since the HRIT/EMWIN broadcast will include GOES image products do you feel you still need flat satellite graphics?

    ☐ Yes   ☐ No

45. What is your primary use for products acquired from the broadcast?

46. What is your primary use for EMWIN?

    ☐ Emergency Management   ☐ Data redistribution

    ☐ Education   ☐ Software defined radio

    ☐ Amateur Meteorology   experimentation

    ☐ Software development   ☐ Home use

    ☐ System development   ☐ Weather safety

47. Would you like to see the amount of international data on EMWIN expanded?

    ☐ Yes   ☐ No

48. Would you like to see the regional radar graphics updated more frequently (Currently every 20 minutes)?

    ☐ Yes   ☐ No

49. What information would you like to see contained in or added to the EMWIN website?

50. Have you heard of EMWIN retransmission using NWS EMWIN radio frequencies?

    ☐ Yes   ☐ No

51. How did you find out about EMWIN?

52. Would you like to see an EMWIN workshop in your area?

    ☐ Yes   ☐ No

Experience at the GOES User's Conference

		Not at All Satisfied	Not Satisfied	No Opinion	Satisfied	Extremely Satisfied	Not Applicable
52	Content	1	2	3	4	5	N/A
53	Oral Presentations	1	2	3	4	5	N/A
54	Poster Presentations	1	2	3	4	5	N/A
55	Support Services	1	2	3	4	5	N/A
56	Location	1	2	3	4	5	N/A
57	Meeting Facilities	1	2	3	4	5	N/A
58	Hotel Accommodations	1	2	3	4	5	N/A
59	Food	1	2	3	4	5	N/A
60	Conference Announcements	1	2	3	4	5	N/A
61	Breakout Sessions	1	2	3	4	5	N/A
61a	Exploiting GOES Data/Products	1	2	3	4	5	N/A
61b	Operational Enhancements by leveraging the GOES-R Proving Ground	1	2	3	4	5	N/A
61c	Maximizing Operational User Readiness/Decision Support	1	2	3	4	5	N/A

Additional comments and suggestions are encouraged. Please use the space provided below.