

# NASA Earth Observing System Data and Information System 2009 Customer Satisfaction Questionnaire

**Notes:**

*Category headers will not appear*

## **Introduction**

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***Welcome to the 2009 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. 1090-0007.*

## Background

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- How did you become aware that you could acquire Earth science data from NASA? (select any that apply)
  1. Colleague
  2. ECHO Warehouse Inventory Search Tool (WIST)/ EOS Data Gateway
  3. Global Change Master Directory (GCMD)
  4. NASA or Data Center Web Site
  5. NASA Sponsored Research/Data Provider/Affiliate Research Community
  6. Science Conference/Workshop/Meeting
  7. Scientific Literature
  8. University (Graduate School, Course work, Classroom, Professor, Lecture, etc.)
  9. Web Search
  10. Other (please specify)
  
- Where are you currently located? (drop down list) Please use ISO 3166, [http://www.iso.org/iso/english\\_country\\_names\\_and\\_code\\_elements](http://www.iso.org/iso/english_country_names_and_code_elements)  
Include USA and change "Taiwan, Province of China" to "Taiwan"
  
- For which general areas do you need or use Earth science data and services? (select any that apply)
  1. Atmosphere
  2. Cryosphere
  3. Land
  4. Human dimensions
  5. Ocean
  6. Space Geodesy
  7. Calibrated radiance
  8. Other (please specify)
  
- For which areas do you need or use Earth science data and services? (select any that apply)
  1. Agriculture
  2. Air quality
  3. Atmosphere
  4. Carbon Cycle
  5. Climate
  6. Climate Change
  7. Cryosphere
  8. Ecological forecasting
  9. Ecosystems
  10. Land Cover
  11. Land Use
  12. Modeling (please specify)
  13. Natural Disasters/Natural Hazards
  14. Ocean
  15. Public Health
  16. Resources (Forestry, Mining, etc.)
  17. Socioeconomics
  18. Solid Earth
  19. Space Geodesy
  20. Space Weather
  21. Sun-Earth Connections
  22. Water Resources
  23. Water & Energy

24. Weather
25. Other (please specify)

- Have you done any of the following <from data center>: searched, requested, ordered, visualized, and/or downloaded data or data products?
  1. Yes: Continue
  2. No: Skip to Documentation

## Search

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- How did you search for the data products or services you were seeking?
  1. Data center's or data-specific specialized search, online holdings or datapool (Please specify, e.g., DADDI, Giovanni, GISMO, GloVis, HyDRO, LAADS, Mercury, Mirador, MISR, MIST, NEREIDS, NOESIS, OPeNDAP, POET, SeaDAS, SNOWI, URSA, WebGIS, etc.)
  2. Direct interaction with user services personnel
  3. Global Change Master Directory
  4. Internet search tool (e.g., Google Earth, Google)
  5. Warehouse Inventory Search Tool (WIST)/EOS Data Gateway (EDG)
  6. Other (please specify)
  7. Did not search (skip to Order)
- Were you searching for multiple datasets occurring at the same time or place?
  1. Yes
  2. No
- Please comment on your experience with the search method you used. Please include whether you need to search for multiple datasets occurring at the same time or place.
- 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

## Order

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- How frequently during a year do you request/order/download data products? If the order is an automatic subscription, please choose the frequency.
  1. Once
  2. Daily
  3. Weekly
  4. Monthly
  5. Quarterly
  6. As needed (please specify approximately how many times numerically)
  7. Did not order (skip to Documentation question)
- Did you use a subsetting tool as part of the process of requesting/ordering/downloading the data or was a subsetting tool part of the subscription process?
  1. Yes, by geographic area
  2. Yes, by geophysical parameter
  3. Yes, by both geographic area and geophysical parameter

4. Did not use a subsetting tool
- Using a 10-point scale, on which “1” means “Poor” and “10” means “Excellent,” please rate ...
    - Ease of selecting data products
    - Description of data products
    - Ease of requesting/ordering data products

## **Delivery**

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- How was your data delivered?
  1. FTP immediate retrieval from online holdings
  2. FTP retrieved after order
  3. FTP via subscription
  4. http-based download from Web
  5. http-based batch download from Web (wget)
  6. Web-based visualization tool
  7. Other (Please specify)
- Which method of data delivery do you prefer?
  1. FTP immediate retrieval from online holdings
  2. FTP retrieved after order
  3. FTP via subscription
  4. http-based download from Web
  5. http-based batch download from Web (wget)
  6. Web-based visualization tool
  7. Other (Please specify)
- How long did it take for you to receive your data products?
  1. Immediate retrieve
  2. Less than an hour
  3. Less than a day
  4. 1-3 days
  5. 4-7 days
  6. More than 7 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

## **Format**

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- In what format(s) were your data products provided to you? (select any that apply)
  1. HDF-EOS/HDF
  2. NetCDF
  3. Binary
  4. ASCII
  5. GeoTIFF
  6. JPEG, GIF, PNG, TIFF
  7. OGC Web services (WMS, WCS, WFS, etc.)
  8. GIS (e00, shp, etc.)
  9. KML, KMZ

10. CEOS
11. Don't know
12. Other (please specify and/or comment)

- What format(s) would/do you prefer? (select any that apply)

1. HDF-EOS/HDF
2. NetCDF
3. Binary
4. ASCII
5. GeoTIFF
6. JPEG, GIF, PNG, TIFF
7. OGC Web services (WMS, WCS, WFS, etc.)
8. GIS (e00, shp, etc.)
9. CEOS
10. KML, KMZ
11. Other (Please specify another format or comment on specific version, etc.)

- 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

## Usage

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- What types of data did you get? (select any that apply)

1. Socioeconomic data
2. Satellite data (if not selected, skip next question)
3. In-situ measurements (e.g., field campaign, validation, ground truth observation, etc.)
4. Model data
5. Other (Please specify)

- What instrument data did you get? (select any that apply)

1. AIRS
2. Altimetry (QuikScat, JASON, etc.)
3. AMSR-E
4. ASTER
5. CERES (Terra, Aqua, TRMM)
6. DORIS
7. GLAS (ICESat)
8. GNSS
9. MISR
10. MODIS (Land)
11. MODIS (Atmosphere)
12. MODIS (Ocean)
13. MOPITT
14. OMI
15. PR/TMI/VIRS (TRMM)
16. SAR (ERS, JERS, RADARSAT, PALSAR)
17. SLR/LLR
18. TES
19. VLBI
20. Other (Please specify)

- How many people are using or will use the data you received?
  1. 1
  2. 2-4
  3. 5 or more
  
- Are you generally finding what you want in terms of type, format, time series, etc.?
  1. Yes
  2. No (Please specify and/or comment on what you want but are not finding.)
  
- Thinking about your most recent ...
  1. Did you use software tool(s) to work with the data (e.g., format conversion, analysis, visualization, etc.?)
  2. Yes (Please specify which tool or tools you used to work with the data.)
  3. No, I couldn't find what I needed (please specify what you were looking for)
  4. No, I couldn't understand how to use it (please specify what you were trying to use)

## Documentation

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- Did you look for or get documentation?
  1. Yes: Continue
  2. No: Skip to Customer Service
  
- What documentation did you use or were you looking for?
  1. Instrument specifications
  2. Science algorithm
  3. Product format
  4. Tools
  5. Science applications
  6. Data product description
  7. Production code
  8. Other
  
- Was the documentation
  1. Delivered with the data
  2. Available online
  3. 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 Service

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- Have you requested assistance from <Data center name>'s user services office during the past year?
  1. Yes, continue
  2. No: Go to ACSI
  
- Was it
  1. By phone
  2. By E-mail
  3. Both by phone and e-mail

- 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

## ACSI

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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."

## Closing

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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> to report a problem?
  1. Yes, continue
  2. 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 the problem was handled.
- Were you able to get the help you needed on your first request for assistance?
  1. Yes
  2. No
- 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? Are you finding what you need on our websites? (please comment)

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.

NASA appreciates your input and will use this feedback to better serve its customers.