NASA Earth Observing System
Data and Information System
2012 Customer Satisfaction Questionnaire

Category headers will not appear
[DCA] Data center name

Introduction

NASA would like to hear from its customers about the services we provide you at our Earth Observing System Data and Information System (EOSDIS) data centers.

Click here for a list of EOSDIS data centers

Although you may have accessed EOSDIS data centers other than [DCA], please complete the following survey thinking about your current experiences at [DCA].

The survey should take no longer than 15 to 20 minutes to complete.

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.

Questions or problems with the survey? Email NASASurvey@cfigroup.com.

Background

Q1. How did you become aware that you could acquire Earth science data from NASA? (select any that apply)
1. Colleague
2. Global Change Master Directory (GCMD)
3. NASA or Data Center Web Site
4. NASA Sponsored Research/Data Provider/Affiliated Research Community
5. Science Conference/Workshop/Meeting
6. Scientific Literature
7. University (Graduate School, Course work, Classroom, Professor, Lecture, etc.)
8. Web Search
9. Other (please specify)

Q2. Where are you currently located? (drop down list) (NOTE - USING ISO 3166 LIST OF COUNTRY NAMES)

1. AFGHANISTAN
2. ÅLAND ISLANDS
3. ALBANIA
4. ALGERIA

5. AMERICAN SAMOA
6. ANDORRA
7. ANGOLA
8. ANGUILLA
9. ANTARCTICA
10. ANTIGUA AND BARBUDA
11. ARGENTINA
12. ARMENIA
13. ARUBA
14. AUSTRALIA
15. AUSTRIA
16. AZERBAIJAN
17. BAHAMAS
18. BAHRAIN
19. BANGLADESH
20. BARBADOS
21. BELARUS
22. BELGIUM
23. BELIZE
24. BENIN
25. BERMUDA
26. BHUTAN
27. BOLIVIA, PLURINATIONAL STATE OF
28. BONAIRE, SINT EUSTATIUS AND SABA
29. BOSNIA AND HERZEGOVINA
30. BOTSWANA
31. BOUVET ISLAND
32. BRAZIL
33. BRITISH INDIAN OCEAN TERRITORY
34. BRUNEI DARUSSALAM
35. BULGARIA
36. BURKINA FASO
37. BURUNDI
38. CAMBODIA
39. CAMEROON
40. CANADA
41. CAPE VERDE
42. CAYMAN ISLANDS
43. CENTRAL AFRICAN REPUBLIC
44. CHAD
45. CHILE
46. CHINA
47. CHRISTMAS ISLAND
48. COCOS (KEELING) ISLANDS
49. COLOMBIA
50. COMOROS
51. CONGO
52. CONGO, THE DEMOCRATIC REPUBLIC OF THE
53. COOK ISLANDS
54. COSTA RICA
55. CÔTE D'IVOIRE
56. CROATIA
57. CUBA
58. CURAÇAO
59. CYPRUS
60. CZECH REPUBLIC

61. DENMARK
62. DJIBOUTI
63. DOMINICA
64. DOMINICAN REPUBLIC
65. ECUADOR
66. EGYPT
67. EL SALVADOR
68. EQUATORIAL GUINEA
69. ERITREA
70. ESTONIA
71. ETHIOPIA
72. FALKLAND ISLANDS (MALVINAS)
73. FAROE ISLANDS
74. FIJI
75. FINLAND
76. FRANCE
77. FRENCH GUIANA
78. FRENCH POLYNESIA
79. FRENCH SOUTHERN TERRITORIES
80. GABON
81. GAMBIA
82. GEORGIA
83. GERMANY
84. GHANA
85. GIBRALTAR
86. GREECE
87. GREENLAND
88. GRENADA
89. GUADELOUPE
90. GUAM
91. GUATEMALA
92. GUERNSEY
93. GUINEA
94. GUINEA-BISSAU
95. GUYANA
96. HAITI
97. HEARD ISLAND AND MCDONALD ISLANDS
98. HOLY SEE (VATICAN CITY STATE)
99. HONDURAS
100. HONG KONG
101. HUNGARY
102. ICELAND
103. INDIA
104. INDONESIA
105. IRAN, ISLAMIC REPUBLIC OF
106. IRAQ
107. IRELAND
108. ISLE OF MAN
109. ISRAEL
110. ITALY
111. JAMAICA
112. JAPAN
113. JERSEY
114. JORDAN
115. KAZAKHSTAN
116. KENYA

117. KIRIBATI
118. KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF
119. KOREA, REPUBLIC OF
120. KUWAIT
121. KYRGYZSTAN
122. LAO PEOPLE'S DEMOCRATIC REPUBLIC
123. LATVIA
124. LEBANON
125. LESOTHO
126. LIBERIA
127. LIBYA
128. LIECHTENSTEIN
129. LITHUANIA
130. LUXEMBOURG
131. MACAO
132. MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF
133. MADAGASCAR
134. MALAWI
135. MALAYSIA
136. MALDIVES
137. MALI
138. MALTA
139. MARSHALL ISLANDS
140. MARTINIQUE
141. MAURITANIA
142. MAURITIUS
143. MAYOTTE
144. MEXICO
145. MICRONESIA, FEDERATED STATES OF
146. MOLDOVA, REPUBLIC OF
147. MONACO
148. MONGOLIA
149. MONTENEGRO
150. MONTSERRAT
151. MOROCCO
152. MOZAMBIQUE
153. MYANMAR
154. NAMIBIA
155. NAURU
156. NEPAL
157. NETHERLANDS
158. NEW CALEDONIA
159. NEW ZEALAND
160. NICARAGUA
161. NIGER
162. NIGERIA
163. NIUE
164. NORFOLK ISLAND
165. NORTHERN MARIANA ISLANDS
166. NORWAY
167. OMAN
168. PAKISTAN
169. PALAU
170. PALESTINIAN TERRITORY, OCCUPIED
171. PANAMA
172. PAPUA NEW GUINEA

173. PARAGUAY
174. PERU
175. PHILIPPINES
176. PITCAIRN
177. POLAND
178. PORTUGAL
179. PUERTO RICO
180. QATAR
181. RÉUNION
182. ROMANIA
183. RUSSIAN FEDERATION
184. RWANDA
185. SAINT BARTHÉLEMY
186. SAINT HELENA, ASCENSION AND TRISTAN DA CUNHA
187. SAINT KITTS AND NEVIS
188. SAINT LUCIA
189. SAINT MARTIN (FRENCH PART)
190. SAINT PIERRE AND MIQUELON
191. SAINT VINCENT AND THE GRENADINES
192. SAMOA
193. SAN MARINO
194. SAO TOME AND PRINCIPE
195. SAUDI ARABIA
196. SENEGAL
197. SERBIA
198. SEYCHELLES
199. SIERRA LEONE
200. SINGAPORE
201. SINT MAARTEN (DUTCH PART)
202. SLOVAKIA
203. SLOVENIA
204. SOLOMON ISLANDS
205. SOMALIA
206. SOUTH AFRICA
207. SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS
208. SOUTH SUDAN
209. SPAIN
210. SRI LANKA
211. SUDAN
212. SURINAME
213. SVALBARD AND JAN MAYEN
214. SWAZILAND
215. SWEDEN
216. SWITZERLAND
217. SYRIAN ARAB REPUBLIC
218. TAIWAN
219. TAJIKISTAN
220. TANZANIA, UNITED REPUBLIC OF
221. THAILAND
222. TIMOR-LESTE
223. TOGO
224. TOKELAU
225. TONGA
226. TRINIDAD AND TOBAGO
227. TUNISIA
228. TURKEY

229. TURKMENISTAN
230. TURKS AND CAICOS ISLANDS
231. TUVALU
232. UGANDA
233. UKRAINE
234. UNITED ARAB EMIRATES
235. UNITED KINGDOM
236. UNITED STATES
237. UNITED STATES MINOR OUTLYING ISLANDS
238. URUGUAY
239. UZBEKISTAN
240. VANUATU
241. VENEZUELA, BOLIVARIAN REPUBLIC OF
242. VIET NAM
243. VIRGIN ISLANDS, BRITISH
244. VIRGIN ISLANDS, U.S.
245. WALLIS AND FUTUNA
246. WESTERN SAHARA
247. YEMEN
248. ZAMBIA
249. ZIMBABWE

Q3. For which general areas/disciplines do you need or use Earth science data and services? (select any that apply)
1. Atmosphere
2. Biosphere
3. Cryosphere
4. Land
5. Human dimensions
6. Near-real-time applications
7. Ocean
8. Space Geodesy
9. Calibrated radiance
10. Other (please specify)

Q4. For which specific areas/disciplines do you need or use Earth science data and services? (select any that apply)
1. Agriculture
2. Air quality
3. Atmospheric Composition
4. Atmospheric Dynamics
5. Carbon Cycle
6. Climate
7. Climate Change
8. Cryosphere – Glacier
9. Cryosphere - Permafrost
10. Cryosphere - Sea ice
11. Cryosphere - Snow
12. Ecological Forecasting
13. Ecosystems
14. Energy
15. Geology
16. Hydrology
17. Land Cover
18. Land Use

19. Lightning
20. Modeling (please specify)
21. Natural Disasters/Natural Hazards
22. Ocean Color Radiometry
23. Ocean (sea surface height, sea surface temperature, ocean wind, etc.)
24. Population
25. Public Health
26. Resources (Forestry, Mining, etc.)
27. Socioeconomics
28. Solid Earth
29. Space Geodesy
30. Space Weather
31. Sun-Earth Connections
32. Sustainability
33. Water Resources
34. Weather
35. Other (please specify)

Q5. Have you done any of the following <from data center>: searched, requested, ordered, visualized, and/or downloaded data or services?
1. Yes
2. No (SKIP TO Q35)

Search

Q6. 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) (DADDI, Data Miner Tool, Earth Explorer, GDEx, Giovanni, GloVis, HITIDE, HyDRO, IceBridge Data Portal, LAADS, Live Access Server (LAS), Mercury (Advanced Product Search), Mirador, MISR Order Tool, MIST, MODIS Land Products Subsets, NOESIS, NSIDC Data Pool, PO.DAAC Dataset Discovery, POET, Polaris, SAGE, SeaDAS, Spatial Data Access Tool (SDAT), URSA, Vertex, WebGIS, Other (please specify)
2. Direct interaction with user services personnel
3. Global Change Master Directory
4. Internet search tool (e.g., Google Earth, Google)
5. Land Atmosphere Near Real-Time Capability for EOS (LANCE)
6. OPeNDAP
7. Reverb
8. THREDDS
9. Other (please specify)
10. Did not search (SKIP TO Q12)

Q7. Were you searching for multiple datasets for the same geographic region, temporal range, etc.?
1. Yes
2. No

Please comment on your experience with the search method you used. Please include whether you found the search site content organized logically and if there are other search methods that were not available that you would prefer.

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate …

Q8. Ease of finding data
Q9. Ease of using search capability
Q10. How well the search results met your needs

Q11. Ease of understanding the dataset description and options

Order

Q12. Did you get data products in the last year?
    1. Yes. Please comment on whether there are other data services that you would find useful. (i.e., subscription service, saved user preferences, on-demand subsetting …)
    2. No (SKIP TO Q35)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate…

Q13. Ease of selecting data products
Q14. Description of data products
Q15. Ease of requesting/ordering data products

Q16**.** 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 band
    2.   Yes, by channel
    3.   Yes, by geographic area
    4.   Yes, by geophysical parameter
    5.   Yes, by both geographic area and geophysical parameter
    6.   Did not use a subsetting tool
    7.   No, did not need a subsetting tool

Delivery

Q17. Are you getting data delivered the way you prefer?
    1.   Yes (ASK Q18 THEN GO TO Q20)
    2.   No (SKIP TO Q19)

Q18. Which methods of data delivery did you use? (Select all that apply)
    1.   Web download
    2.   Web bulk download
    3.   FTP immediate retrieval from online holdings
    4.   FTP retrieved after order
    5.   FTP via subscription
    6.   Web-based visualization tool
    7.   OPeNDAP
    8.   OGC Web services (WMS, WCS, WFS, etc)
    9.   Other (Please specify)

Q19. Which method of data delivery do you prefer? (Please specify)

Q20. 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 a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate the following...

Q21. Convenience of delivery method
Q22. Timeliness of delivery method

Format

Q23. Are you getting data in the format you prefer?
     1.Yes (ASK Q24 THEN GO TO INTRO BEFORE Q26)
     2. No (SKIP TO Q25)

Q24. Please indicate your preferred format below.
1. ASCII
2. Binary
3. CEOS format (SIR-C/SAR data)
4. e00
5. GeoTIFF
6. HDF4
7. HDF-EOS profile of HDF4
8. HDF5
9. HDF-EOS profile of HDF5
10. JPEG, GIF, PNG, TIFF
11. KMZ/KML
12. NetCDF classic
13. NetCDF4
14. SHP
15. Other (Please specify)

Q25. Please specify another format or comment on specific version, etc. (Open end)

Still using the 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate…

Q26. Ease of using the data product in the delivered format
Q27. Overall quality of the data product
Q28. Overall usability of the data product

Usage

Q29. How many people are using or will use the data you received?
1. 1
2. 2-4
3. 5 or more

Q30. 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.)

Q31. What operating system(s) do you use for data analysis? (select any that apply)
1. Windows
2. Mac OS
3. Linux
4. UNIX
5. Other (Please specify)

Q32. Thinking about your most recent experience…
Did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?
1. Yes, I used software tools or packages to work with data (ASK Q33 THEN GO TO Q35)
2. Yes, I made my own using a programming language (SKIP TO Q34)
3. No, I couldn't find what I needed (please specify what you were looking for) (SKIP TO Q35)
4. No, I couldn't understand how to use it (please specify what you were trying to use) (SKIP TO Q35)
5. No, I did not need software tools (SKIP TO Q35)

Q33. Please specify which tool or tools you used to work with the data
1. ArcGIS
2. ENVI
3. ERDAS/IMAGINE
4. Excel
5. Ferret
6. Geomatica®
7. Global Mapper
8. GrADS
9. GRASS
10. HDFView
11. HEG
12. IDL
13. IDV
14. IDRISI
15. LAS
16. MATLAB
17. MODIS Reprojection Tool (MRT)
18. NCL
19. Panoply
20. Quantum GIS (QGIS)
21. SeaDAS
22. Other/OpenSource (Please specify)

Q34. Which programming language do you prefer to use?
1. C
2. C++
3. C#
4. Fortran 77
5. Fortran 90
6. Java
7. Perl
8. PHP
9. Python
10. Others (Please specify)

Documentation

Q35. Did you look for or get documentation?
1. Yes
2. No (SKIP TO Q41)

Q36. What documentation did you use or were you looking for? (select any that apply)
1. Instrument specifications
2. Science algorithm
3. Product format
4. Search Tools
5. Data Analysis Tools
6. Visualization Tools
7. Science applications
8. Data product description
9. Production code
10. Other

Q37. Was the documentation
1. Delivered with the data
2. Available online
3. Not found (SKIP TO Q41)

Still using the 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate…

Q38. Overall quality of the document (i.e., technical level, organization, clarity)
Q39. Extent to which the data documentation helped you use the data
Q40. What additional documentation do you need? (Please specify)

Customer Service

Q41. During the past year have you requested assistance from <Data center name>'s user services office or interacted with data center personnel at a conference or event?
1. Yes
2. No (SKIP TO Q49)

Q42. Was it …?
1. By phone
2. By E-mail
3. Both by phone and e-mail
4. In person at an event or conference

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…

Q43. Professionalism
Q44. Technical knowledge
Q45. Accuracy of information provided
Q46. Helpfulness in selecting/finding data or products
Q47. Helpfulness in correcting a problem
Q48. Timeliness of response

Q49. 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>?

Q50. 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

Q51. 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

Q52. 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?

Q53. 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?

Q54. Have you ever contacted <Data center name> to report a problem?
    1. Yes
    2. No (SKIP TO Q57)

Q55. 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.

Q56. Were you able to get the help you needed on your first request for assistance?
    1. Yes
    2. No

Q57. Do you have any additional comments or suggestions about possible improvements to data (e.g., near-real-time, ...), 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.