## You may respond to this customer satisfaction survey using any of these methods:

On-line: <a href="https://www.ncdc.noaa.gov/survey.html">www.ncdc.noaa.gov/survey.html</a> (We encourage this method as it is much more efficient.)

Fax: (828) 271-4876

Mail: National Climatic Data Center

Attn: NVDS Surveys

151 Patton Ave., Room 120 Asheville, NC 28801-5001

## National Environmental Satellite, Data, and Information Service - Data Centers Customer Satisfaction Survey

		Strongly  Dissatisfied	d		Dissat Strongly		Satisfied N/A	l
H	ow would you rate?							
1.	Quality of data/product(s) received						1 3 5	2 4
						N/A	5	
2.	Cost of data/product(s) received						1 3 5	2 4
						N/A	J	
3.	Degree data/product(s) met your needs					1	2 4	3 5
						N/A		
4.	Format of data/product(s) received					1	2 4	3 5
						N/A	7	5
5.	Documentation of data/product(s) received	1	2	3	4	5		N/A
6.	Accessibility of data/product(s)						1 3	2 4
						DT / A	5	•
						N/A		
7.	Timeliness of response							1

			N/A	2 4	3 5		
8. Courtesy of staff who dealt with	ı you			1 3 5	2 4		
			N/A	3			
9. Overall satisfaction with service	2			1 3	2 4		
			N/A	5			
10. Overall satisfaction compared v	with			1 3 5	2 4		
services/data from private secto	or		N/A	3			
11. Overall satisfaction compared w	vith		1	2 4	3 5		
services/data from other federal	agencies		N/A	4	J		
12. What data/product(s) did you o	btain?						
Publication	Printed image	age	Printed cop	y of data			
Digital data:							
Surface weather/climate Upper air weather/climate Marine weather/climate	Upper air weather/climateGeomagneticNa Marine weather/climategeo		Natural hazard Marine geology/geophy	Marine			
Bathymetry/topography Ocean-chemistry Ocean-waves Satellite-GOES Digital data-other	Ocean-biolog Ocean-salinit Ocean data-o Satellite-NO	logyOcean-currents nityOcean-temperature a-otherSatellite-DMSP					
13. If you received digital data, in vASCIII delimited	what format was it NetCDF	received? (not a KML		.) ⁄-comma			
	HDF	PDF	Geo	TIFF			
14. What was the primary use of theScientific research	ne data/product(s) r	eceived?					

		Business
		Lega
	Education	Exploration
		Personal
		Management
	Recreation	Assessment
1 -	7.77 · · · · · · · · · · · · · · · · · ·	
15.	What is your affiliation? Individual	
	Stud	lent/teacher K-12 University
	University student institution	Research
	Bus	iness/industry
	Fed	eral governmentNews media
	State/local governmentOther	
16.	How frequently do you request or download NOAA Data Center data/products?  Frequently (>once a month)	Regularly
	Infrequently (once a year or less) First-time user	e a year)
	In which of the following ways did the data/product you obtained benefit you, your nization?	company or your
- 0-		eased revenues Improved
		ıs Individual
	use Not applicable	
18. #20)	If you received data via the web, what type of on-line system did you use? (not app	licable, go to
/	GIS/Map ServicesWeb interfaceFTPNot appliedOther Web Services (OPeNDAP, Thredds, Live Access Server, CLASS, etc.)	able
19.	How would you rate our website in terms of ease of finding needed information?	

Very easyEasyNei	ither easy nor difficult	Difficult	Very difficult
20. If you did not use the web to order you data center/office did you order from?	`	telephone, lette	r, fax or e-mail), which
National Climatic Data Center	Center	Natio	nal Geophysical Data
National Oceanographic Data C		know	
21. Additional Comments:			
Description (antique)			
Personal Information (optional):			
Name:			
Address:			
Email ·			

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Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average four minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Sarah Brabson, CIO-PPA1, Station 9826, 1315 East-West Highway, Silver Spring, MD 20910.

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