

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

On-line: www.ncdc.noaa.gov/survey.html (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		Dissatisfied Strongly	Neutral Satisfied	Satisfied N/A
How would you rate?					
1. Quality of data/product(s) received				1 3 5	2 4
			N/A		
2. Cost of data/product(s) received				1 3 5	2 4
			N/A		
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		
5. Documentation of data/product(s) received	1	2	3	4	5 N/A
6. Accessibility of data/product(s)				1 3 5	2 4
			N/A		
7. Timeliness of response					1

- | | | | |
|---|-----|---|---|
| | | 2 | 3 |
| | | 4 | 5 |
| | N/A | | |
| 8. Courtesy of staff who dealt with you | | 1 | 2 |
| | | 3 | 4 |
| | | 5 | |
| | N/A | | |
| 9. Overall satisfaction with service | | 1 | 2 |
| | | 3 | 4 |
| | | 5 | |
| | N/A | | |
| 10. Overall satisfaction compared with | | 1 | 2 |
| | | 3 | 4 |
| | | 5 | |
| | N/A | | |
| services/data from private sector | | | |
| 11. Overall satisfaction compared with | 1 | 2 | 3 |
| | | 4 | 5 |
| | N/A | | |
| services/data from other federal agencies | | | |

12. What data/product(s) did you obtain?

Publication

Printed image

Printed copy of data

Digital data:

Surface weather/climate

Radar (NEXRAD)

Model (weather/climate)

Upper air weather/climate

Geomagnetic

Natural hazards

Marine weather/climate

Marine

geology/geophysics

Solar/space weather

Bathymetry/topography

Ocean-biology

Ocean-currents

Ocean-chemistry

Ocean-salinity

Ocean-temperature

Ocean-waves

Ocean data-other

Satellite-DMSP

Satellite-GOES

Satellite-NOAA/POES

Satellite data-other

Digital data-other

13. If you received digital data, in what format was it received? (not applicable, go to #14)

ASCII

NetCDF

KML

CSV-comma

delimited

Shapefiles

HDF

PDF

GeoTIFF

Other (list)_____

14. What was the primary use of the data/product(s) received?

Scientific research

- Business
- Legal
- Education
- Exploration
- Personal
- Management
- Assessment
- Recreation

15. What is your affiliation?

- Individual
- Student/teacher K-12
- University student
- University institution
- Research
- Business/industry
- NOAA
- Federal government
- News media
- State/local government
- Other

16. 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

17. 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 use
- Individual
- Not applicable

18. If you received data via the web, what type of on-line system did you use? (not applicable, go to #20)

- GIS/Map Services
- Web interface
- FTP
- Not applicable
- Other Web Services (OPeNDAP, Thredds, Live Access Server, CLASS, etc.)

19. How would you rate our website in terms of ease of finding needed information?

