

NASA Earth Observing System Data and Information System **2013 Customer Satisfaction Questionnaire**

Category headers will not appear
[DCA] DAAC 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) distributed active archive centers (DAACs).

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 answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

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

QDAAC1. Our records indicate that you are a customer of [DAAC].

Please select the DAAC which you wish to evaluate with this survey, whether it is the DAAC indicated above or another one. (Select one.)

1. ASDC-LaRC
2. ASF SAR DAAC
3. CDDIS
4. GES DISC
5. GHRC
6. LP DAAC
7. MODAPS LAADS
8. NSIDC DAAC
9. OBPG/Ocean Color
10. ORNL DAAC/FLUXNET
11. PO DAAC-JPL
12. SEDAC

Note: If you frequently use multiple DAACs you will be given the opportunity to evaluate additional DAACs at the end of this survey.

Background

Q1. Where are you currently located? (drop down list) (NOTE - USING ISO 3166 LIST OF COUNTRY NAMES)

1. UNITED STATES
2. AFGHANISTAN
3. ÅLAND ISLANDS
4. ALBANIA
5. ALGERIA
6. AMERICAN SAMOA
7. ANDORRA
8. ANGOLA
9. ANGUILLA
10. ANTARCTICA
11. ANTIGUA AND BARBUDA
12. ARGENTINA
13. ARMENIA
14. ARUBA
15. AUSTRALIA
16. AUSTRIA
17. AZERBAIJAN
18. BAHAMAS
19. BAHRAIN
20. BANGLADESH
21. BARBADOS
22. BELARUS
23. BELGIUM
24. BELIZE
25. BENIN
26. BERMUDA
27. BHUTAN
28. BOLIVIA, PLURINATIONAL STATE OF
29. BONAIRE, SINT EUSTATIUS AND SABA
30. BOSNIA AND HERZEGOVINA
31. BOTSWANA
32. BOUVENT ISLAND
33. BRAZIL
34. BRITISH INDIAN OCEAN TERRITORY
35. BRUNEI DARUSSALAM
36. BULGARIA
37. BURKINA FASO
38. BURUNDI
39. CAMBODIA
40. CAMEROON
41. CANADA
42. CAPE VERDE
43. CAYMAN ISLANDS
44. CENTRAL AFRICAN REPUBLIC
45. CHAD
46. CHILE
47. CHINA
48. CHRISTMAS ISLAND
49. COCOS (KEELING) ISLANDS
50. COLOMBIA

51. COMOROS
52. CONGO
53. CONGO, THE DEMOCRATIC REPUBLIC OF THE
54. COOK ISLANDS
55. COSTA RICA
56. CÔTE D'IVOIRE
57. CROATIA
58. CUBA
59. CURAÇAO
60. CYPRUS
61. CZECH REPUBLIC
62. DENMARK
63. DJIBOUTI
64. DOMINICA
65. DOMINICAN REPUBLIC
66. ECUADOR
67. EGYPT
68. EL SALVADOR
69. EQUATORIAL GUINEA
70. ERITREA
71. ESTONIA
72. ETHIOPIA
73. FALKLAND ISLANDS (MALVINAS)
74. FAROE ISLANDS
75. FIJI
76. FINLAND
77. FRANCE
78. FRENCH GUIANA
79. FRENCH POLYNESIA
80. FRENCH SOUTHERN TERRITORIES
81. GABON
82. GAMBIA
83. GEORGIA
84. GERMANY
85. GHANA
86. GIBRALTAR
87. GREECE
88. GREENLAND
89. GRENADA
90. GUADELOUPE
91. GUAM
92. GUATEMALA
93. GUERNSEY
94. GUINEA
95. GUINEA-BISSAU
96. GUYANA
97. HAITI
98. HEARD ISLAND AND MCDONALD ISLANDS
99. HOLY SEE (VATICAN CITY STATE)
100. HONDURAS
101. HONG KONG
102. HUNGARY
103. ICELAND
104. INDIA
105. INDONESIA
106. IRAN, ISLAMIC REPUBLIC OF

- 107. IRAQ
- 108. IRELAND
- 109. ISLE OF MAN
- 110. ISRAEL
- 111. ITALY
- 112. JAMAICA
- 113. JAPAN
- 114. JERSEY
- 115. JORDAN
- 116. KAZAKHSTAN
- 117. KENYA
- 118. KIRIBATI
- 119. KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF
- 120. KOREA, REPUBLIC OF
- 121. KUWAIT
- 122. KYRGYZSTAN
- 123. LAO PEOPLE'S DEMOCRATIC REPUBLIC
- 124. LATVIA
- 125. LEBANON
- 126. LESOTHO
- 127. LIBERIA
- 128. LIBYA
- 129. LIECHTENSTEIN
- 130. LITHUANIA
- 131. LUXEMBOURG
- 132. MACAO
- 133. MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF
- 134. MADAGASCAR
- 135. MALAWI
- 136. MALAYSIA
- 137. MALDIVES
- 138. MALI
- 139. MALTA
- 140. MARSHALL ISLANDS
- 141. MARTINIQUE
- 142. MAURITANIA
- 143. MAURITIUS
- 144. MAYOTTE
- 145. MEXICO
- 146. MICRONESIA, FEDERATED STATES OF
- 147. MOLDOVA, REPUBLIC OF
- 148. MONACO
- 149. MONGOLIA
- 150. MONTENEGRO
- 151. MONTSERRAT
- 152. MOROCCO
- 153. MOZAMBIQUE
- 154. MYANMAR
- 155. NAMIBIA
- 156. NAURU
- 157. NEPAL
- 158. NETHERLANDS
- 159. NEW CALEDONIA
- 160. NEW ZEALAND
- 161. NICARAGUA
- 162. NIGER

- 163. NIGERIA
- 164. NIUE
- 165. NORFOLK ISLAND
- 166. NORTHERN MARIANA ISLANDS
- 167. NORWAY
- 168. OMAN
- 169. PAKISTAN
- 170. PALAU
- 171. PALESTINIAN TERRITORY, OCCUPIED
- 172. PANAMA
- 173. PAPUA NEW GUINEA
- 174. PARAGUAY
- 175. PERU
- 176. PHILIPPINES
- 177. PITCAIRN
- 178. POLAND
- 179. PORTUGAL
- 180. PUERTO RICO
- 181. QATAR
- 182. RÉUNION
- 183. ROMANIA
- 184. RUSSIAN FEDERATION
- 185. RWANDA
- 186. SAINT BARTHÉLEMY
- 187. SAINT HELENA, ASCENSION AND TRISTAN DA CUNHA
- 188. SAINT KITTS AND NEVIS
- 189. SAINT LUCIA
- 190. SAINT MARTIN (FRENCH PART)
- 191. SAINT PIERRE AND MIQUELON
- 192. SAINT VINCENT AND THE GRENADINES
- 193. SAMOA
- 194. SAN MARINO
- 195. SAO TOME AND PRINCIPE
- 196. SAUDI ARABIA
- 197. SENEGAL
- 198. SERBIA
- 199. SEYCHELLES
- 200. SIERRA LEONE
- 201. SINGAPORE
- 202. SINT MAARTEN (DUTCH PART)
- 203. SLOVAKIA
- 204. SLOVENIA
- 205. SOLOMON ISLANDS
- 206. SOMALIA
- 207. SOUTH AFRICA
- 208. SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS
- 209. SOUTH SUDAN
- 210. SPAIN
- 211. SRI LANKA
- 212. SUDAN
- 213. SURINAME
- 214. SVALBARD AND JAN MAYEN
- 215. SWAZILAND
- 216. SWEDEN
- 217. SWITZERLAND
- 218. SYRIAN ARAB REPUBLIC

- 219. TAIWAN
- 220. TAJIKISTAN
- 221. TANZANIA, UNITED REPUBLIC OF
- 222. THAILAND
- 223. TIMOR-LESTE
- 224. TOGO
- 225. TOKELAU
- 226. TONGA
- 227. TRINIDAD AND TOBAGO
- 228. TUNISIA
- 229. TURKEY
- 230. TURKMENISTAN
- 231. TURKS AND CAICOS ISLANDS
- 232. TUVALU
- 233. UGANDA
- 234. UKRAINE
- 235. UNITED ARAB EMIRATES
- 236. UNITED KINGDOM
- 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

Q2. 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)

Q3. Have you done any of the following <from DAAC>: searched, requested, ordered, visualized, and/or downloaded data or services?

- 1. Yes
- 2. No (SKIP TO Q22)

Search

Q4. How did you search for the data products or services you were seeking?

1. DAAC's or data-specific specialized search, online holdings or datapool (IF SELECTED ASK Q4.1)
2. Direct interaction with user services personnel
3. Global Change Master Directory (GCMD)
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 Q7)

Q4.1 Please select any that DAAC or data-specific specialized search, online holdings or data pool that you used. (Select all that apply.)

1. DADDI
2. Data Miner Tool
3. Earth Explorer
4. GDEx
5. Giovanni
6. GloVis
7. HITIDE
8. HyDRO
9. IceBridge Data Portal
10. LAADS
11. Live Access Server (LAS)
12. LP DAAC Data Pool
13. Mercury (Advanced Product Search)
14. Mirador
15. MISR Order Tool
16. MIST
17. MODIS Land Products Subsets
18. NOESIS
19. NSIDC Data Pool
20. PO.DAAC Dataset Discovery
21. POET
22. Polaris
23. SAGE
24. SeaDAS
25. Spatial Data Access Tool (SDAT)
26. URSA
27. Vertex
28. WebGIS
29. Other (please specify)

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

Q5. Ease of using search capability

Q6. How well the search results met your needs

Order

Q7. Did you get data products <from DAAC> 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 Q22)

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

Q8. Ease of selecting data products

Q9. Ease of requesting/ordering data products

Delivery

Q10. Did you download data or receive data <from DAAC>?

1. Yes
2. No (SKIP TO Q22)

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

Q11. Convenience of delivery method

Q12. Timeliness of delivery method

Format

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

Q13. Ease of using the data product in the delivered format

Q14. Please indicate your preferred format. (Select any that apply)

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

Usage

Q15. 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)

Q16. 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 Q17 THEN GO TO Q22)
2. Yes, I made my own using a programming language (SKIP TO Q18)
3. No, I couldn't find what I needed (SKIP TO Q22)
4. No, I couldn't understand how to use it (SKIP TO Q22)
5. No, I did not need software tools (SKIP TO Q22)

Q17. Please specify which tool or tools you used to work with the data (select any that apply)

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. R
22. SeaDAS
23. Other/OpenSource (Please specify)

Q18. Which programming language do you prefer to use with your EOSDIS data?

1. C
2. C++
3. C#
4. Fortran 77
5. Fortran 90
6. Java
7. Perl
8. PHP
9. Python
10. Others (Please specify)

Q19. Would you be interested in gaining access to web services through Application Programming Interfaces (APIs)?

1. Yes
2. No (Skip to Q22)

Q20. Which of the following web services would you be interested in using?

1. OGC [e.g., WMS, WCS, WFS, GeoServer, MapServer]
2. OPeNDAP [e.g., THREDDS, Hyrax]
3. REST based web calls [DAAC created; DAAC specific]
4. SOAP based web calls [DAAC created; DAAC specific]
5. Remote Procedure Call (RPC)
6. Other (Please specify)

Q21. What would be your preferred method for consumption of web services?

1. Scripts
2. Own Client
3. Command Line [hand executed]
4. Commercial Software Application [e.g., ENVI/ArcGIS]
5. Access from a Programming Language [e.g., Java, MATLAB, R]
6. Other (Please specify)

Documentation

Q22. Did you look for or get documentation related to the data?

1. Yes
2. No (SKIP TO Q27)

Q23. What documentation were you looking for? (select all that apply)

1. Data Analysis Tools
2. Data product description
3. FAQ (Frequently Asked Questions)
4. Instrument specifications
5. Product format
6. Production code
7. Science algorithm
8. Science applications
9. Search Tools
10. Visualization Tools
11. Other

Q24. How did you access the documentation? (Select all that apply)

1. Data Center Website
2. Dataset Metadata document
3. Readme file
4. Search & Order Interface (Reverb, etc.)
5. Search Engine (e.g., Google)
6. Not found (SKIP TO Q27)

Still using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

Q25. Overall quality of the document (i.e., technical level, organization, clarity)

Q26. Extent to which the data documentation helped you use the data

Customer Service

Q27. During the past year have you contacted the <DAAC name>'s user services office or interacted with DAAC personnel at a conference or event?

1. Yes
2. No (SKIP TO Q33)

Q28. 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 contacted the <DAAC 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...

Q29. Professionalism

Q30. Technical knowledge

Q31. Helpfulness in correcting a problem

Q32. Timeliness of response

ACSI

Q33. 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 <DAAC name>?

Q34. 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 <DAAC name> fallen short of or exceeded your expectations

Q35. Now, imagine an ideal provider of scientific data products and services. How close does <DAAC 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

Q36. Using a 10-point scale on where "1" means "Not at all likely" and "10" means "Very likely," how likely are you to recommend <DAAC name> to a colleague?

Q37. 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 <DAAC name> in the future?

Q38. Do you have any additional comments or suggestions about possible improvements to data (e.g., near-real-time, ...), data products, data search, data ordering, data delivery, data formats, 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.

If you would like to respond to this survey for another DAAC please click [here](#).