NASA Earth Observing System
Data and Information System
2014 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 survey 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.

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. BOUVET 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 . What type of user are you? Please let us know which types best describe you. (Select all of the categories below that apply.)
1. General Public
2. Elementary, Middle, High School Teachers
3. University Professor/Student
4. Other Education & Outreach
5. Data Scientist
6. Earth Science Researcher
7. Earth Science Modelers
8. Data Tool Developer/Provider
9. Decision Support Systems Analyst
10. Other (Please specify)

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

Q4. 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 Q27)

Search

Q5. How did you search for the data products or services you were seeking?
1. Specialized-search portals or online holdings specific to a DAAC (IF SELECTED ASK Q5.1)
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. Reverb
7. Other (please specify)
8. Did not search (SKIP TO Q9)

Q5.1 Please select any specialized-search portals or online holdings specific to a DAAC that you used. (Select all that apply.)
1. Arctic MEaSUREs
2. ASF MapServer
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. MRT Web
18. MODIS Land Products Subsets
19. NOESIS
20. NSIDC Data Search
21. Ocean Color Web Portal
22. OPeNDAP
23. PO.DAAC Dataset Discovery
24. Spatial Data Access Tool (SDAT)
25. Terrestrial Ecology
26. THREDDS
27. URSA
28. Vertex
29. WebGIS
30. Wetlands MEaSUREs
31. Other (please specify)

Q6. 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 …

Q7. Ease of using search tool/capability
Q8. How well the search results met your needs

Order

Q9. Did you get data products <from DAAC> in the last year?
  1. Yes. Please comment on other data services, if any, that you would find useful. (e.g., subscription service, saved user preferences, on-demand subsetting …)
  2. No (SKIP TO Q27)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate…
Q10. Ease of selecting data products
Q11. Ease of requesting/ordering data products

Delivery

Q12. Did you download data or receive data <from DAAC>?
  1. Yes
  2. No (SKIP TO Q27)

Q13. Which method of data delivery do you prefer? (Select all that apply)
  1. Web download (http)
  2. Web bulk download (http)
  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)

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

Q14. Convenience of delivery method
Q15. Timeliness of delivery method

Format

Q16. Please indicate your preferred format(s). (Select all 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)

Q17. If you ordered data, did you have it reformatted before delivery?
  1. Yes

2. No

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

Q18. Ease of using the data product in the delivered format(s)

Usage

Q19. What operating system(s) do you use for data analysis? (Select all that apply.)
1. Windows
2. Mac OS
3. Linux
4. UNIX
5. Other (please specify)

Q20. 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 Q21 THEN GO TO Q23)
2. Yes, I made my own using a programming language (SKIP TO Q22)
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)

Q21. Please specify which tool or tools you used to work with the data (Select all that apply.)
1. ArcGIS
2. Convert to Vector
3. ENVI
4. ERDAS/IMAGINE
5. Excel
6. Ferret
7. Geomatica®
8. Global Mapper
9. GrADS
10. GRASS
11. HDFLook
12. HDFView
13. HEG
14. IDL
15. IDV
16. IDRISI
17. MapReady
18. MATLAB
19. MODIS Reprojection Tool (MRT)
20. NCL
21. Panoply
22. Quantum GIS (QGIS)
23. R
24. SeaDAS
25. Other/open source (please specify)

Q22. 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)

Q23. Are you currently using a DAAC application programming interface (API)
1. Yes (SKIP TO Q25)
2. NO

Q24. Would you be interested in gaining access to web services through Application Programming Interfaces (APIs)?
1. Yes
2. No (SKIP to Q27)

Q25. 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)

Q26. What would be your preferred method for utilizing 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

Q27. Did you look for or get documentation related to the data?
1. Yes
2. No (SKIP TO Q33)

Q28. What type of documentation were you seeking? (Select all that apply.)

1. Data formats
2. Data provenance
3. Dataset metadata
4. Examples of how data has been used
5. How to use data analysis tools
6. How to use data search tools
7. How to use visualization tools
8. Instrument specifications
9. Quality assurance/error sources
10. Science algorithm description
11. Other

Q29. How did you access the documentation? (Select all that apply.)
1. Data center website

2. FAQ (Frequently Asked Questions)
3. Instructional Tutorials
4. Production code
5. Readme file
6. Search & order interface (Reverb, etc.)
7. Search engine (e.g., Google)
8. Not found (SKIP TO Q33)

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

Q30. Overall quality of the document (e.g., technical level, organization, clarity)
Q31. Extent to which the data documentation helped you use the data

Q32. If you did not find the particular documentation you wanted, what type of documentation were you seeking? (please specify)

Customer Service

Q33. 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 Q40)

Q34. How did you contact the <DAAC name>'s user services office? (Select all that apply)
1. By phone
2. By email
3. Website feedback/contact form
4. In person at an event or conference

Q35. What was the reason for your contact?
1. Couldn't find what I was looking for
2. Data quality
3. Did not receive expected data
4. Documentation needed
5. Error messages
6. How to access data
7. Incomplete information
8. Science questions
9. Service interruptions
10. Technical questions
11. Updates
12. Other (please specify)

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…

Q36. Professionalism
Q37. Technical knowledge
Q38. Helpfulness in correcting a problem
Q39. Timeliness of response

Q40. 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>?

Q41. 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?

Q42. 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

Q43. Using a 10-point scale on which "1" means "Not at all likely" and "10" means "Very likely," how likely are you to recommend <DAAC name> to a colleague?

Q44. 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?

Q45. Do you have any additional comments or suggestions about possible improvements to data, 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. You will also receive a prompt to respond for another DAAC.

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 or save the URL below to respond at another time.