

NASA DEVELOP Program
2018 End User Satisfaction Questionnaire
FINAL – 8/27/18 AM

Introduction

NASA is seeking feedback from end users on your experience with the DEVELOP Program. DEVELOP is a training and development program for individuals to gain experience applying Earth observations through 10-week interdisciplinary projects with state and local governments, nonprofits, and other organizations. More information on DEVELOP can be found at <https://develop.larc.nasa.gov>.

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 a CFI Group 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 August 31, 2018.

Questions or problems with the survey? Email SurveyHelp@cfgroup.com.

Background

Q1. Which one of these categories best describes your organization?

1. Federal/Central Government
2. State/Provincial Government
3. Local Government
4. Industry
5. Academia
6. Non-Governmental Organization (NGO)/Not-for-Profit

Q2. Which of these categories describe your relationship with DEVELOP? Check all that apply.

1. I was a project partner on a 10-week feasibility project.
2. I worked with the DEVELOP team to discuss my organization's decision-making process and needs.
3. I provided resources (ex. subject matter expertise, advising, data) to the DEVELOP team.
4. I received project deliverables at the end of the term.

Q3. In what year did you last collaborate with the DEVELOP Program?

1. 2012 or before
2. 2013
3. 2014
4. 2015
5. 2016
6. 2017
7. 2018

Q4. How many project terms did you collaborate with DEVELOP on a project?

1. 1
2. 2

3. 3
4. 4
5. 5 or more

DEVELOP Information

Q5. Did you use the DEVELOP Program's website?

1. Yes
2. No
3. Website was not available when our organization participated with DEVELOP

(IF Q5=1, ASK Q5a)

Q5a. Thinking about your use of the DEVELOP Program's website, on a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent," please rate each of the following:

1. Ease of navigating the DEVELOP website
2. Clarity of content/information
3. Usefulness of the content/information
4. Appearance of the website
5. Ability to find the content you are looking for
6. Timeliness of content
7. Speed of loading content

Q6. How did you first become involved in a DEVELOP Project?

1. DEVELOP contacted me with a project idea.
2. I contacted DEVELOP with a project idea.

Q7. To what extent were you involved in the project proposal process?

1. Not involved
2. Verbal inputs provided to DEVELOP
3. Verbal and written inputs provided to DEVELOP

Q8. Please think about your interactions with the DEVELOP Program. On a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent," please rate the usefulness of each of the following:

1. Materials introducing the program
2. Information describing the project lifecycle and timelines
3. Communication with the project team during the term
4. Project deliverables

DEVELOP Support to Your Organization

Q9. To what extent were you engaged with the DEVELOP science advisors?

1. Very engaged
2. Limited engagement
3. No engagement

(IF Q9=1 OR 2, ASK Q9a)

Q9a. Regarding the DEVELOP science advising support, please rate each of the following on a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent."

1. Professional interactions
2. Availability
3. Scientific and technical knowledge

Q10. Thinking of your experience working with the DEVELOP project team, please rate each of the following on a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent," or N/A (not applicable):

1. Professional interactions
2. Scientific and technical knowledge
3. Availability
4. Training or hand off of deliverables provided

Q11. Did you interact with the DEVELOP National Program Office?

1. Yes
2. No

(IF Q11=1, ASK Q11a)

Q11a. Regarding the DEVELOP National Program Office, please rate each of the following on a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent," or N/A (not applicable):

1. Professional Interactions
2. Scientific and technical knowledge
3. Availability
4. Communication

Organization Capacity Development

Q12. Using a scale of 1 to 10, where 1 means "Poor" and 10 means "Excellent," please rate the DEVELOP project on how well it accomplished the following:

1. Effective communication of science and technology knowledge
2. Reproducible project methods
3. Meeting all intended objectives
4. Timeliness of delivery
5. Utilizing NASA data to meet your organization's needs

Q13. Which of the following best describes your use of the DEVELOP project end products?

1. Not currently being used
2. For specific, but infrequent project decisions (e.g., site suitability for rain gauge installation)
3. Occasional use
4. Incorporated into a regular workflow (e.g., weekly irrigation decisions)
5. Other, please specify

(IF Q13=1, ASK Q13a)

Q13a. You indicated that you do not currently use DEVELOP end products and methodologies. From the following list, please select all that apply as to why you do not currently use DEVELOP end products.

1. No longer have a requirement
2. Use of geospatial analysis did not meet our needs
3. Do not have adequate staffing to continue its use
4. Other, please specify

Q14. Please provide any comments on your experience with the DEVELOP project and any lessons learned regarding how to apply Earth observations to your decision making. (Suggest a 2,500 character limit, including spaces, in the response field.)

Q15. Which statement best describes your organization's use of NASA Earth science data **before** working with DEVELOP.

1. My organization had never used NASA Earth science data.
2. My organization had used NASA Earth science data to a limited extent.
3. My organization routinely used NASA Earth science data.

Q16. Which statement best describes your organization's use of NASA Earth science data **after** working with DEVELOP?

1. My organization is not using NASA Earth science data.
2. My organization is using NASA Earth science data to a limited extent.
3. My organization is routinely using NASA Earth science data.

(IF Q16=1, ASK Q16a)

Q16a. You indicated your organization did not continue to use Earth science data, please select all that apply:

1. No longer have a requirement
2. Data does not meet our needs
3. Do not have adequate staffing to continue its use
4. Other, please specify

Q17. Using a 10-point scale on which 1 means "Poor" and 10 means "Excellent", please rate the following project deliverables, or N/A (not applicable).

1. Technical paper
2. Video
3. Poster
4. Presentation
5. Geospatial products (ex. maps, time series, graphs, model results)
6. Software tools (e.g., handoff of methodologies, training, or tutorial of any kind)

Q18. Did you receive training or a tutorial (e.g., handoff of methodologies, training, or tutorial of any kind)?

1. Yes
2. No

(IF Q18=1, ASK Q18a)

Q18a. On a scale of 1 to 10 where 1 means "Very dissatisfied" and 10 means "Very satisfied," please rate your satisfaction of the training/tutorial content.

Additional Questions

Q19. Using a scale of 1 to 10, where 1 means "Very satisfied" and 10 means "Very dissatisfied", how satisfied are you with the way the DEVELOP Program influenced your ability to make better decisions?

Q20. Using a scale of 1 to 10, where 1 means "Very satisfied" and 10 means "Very dissatisfied", how satisfied are you that participating in the DEVELOP Program helped advance your organization's mission?

Q21. How likely are you to recommend partnering with the DEVELOP Program to other organizations? Use a 10-point scale on where 1 means "Not at all likely" and 10 means "Very likely."

Q22. Which DEVELOP location did you collaborate with? Check all that apply.

- Ames Research Center, Moffett Field, CA _____
- Arizona State University, Tempe, AZ _____
- Boston University, Boston, MA _____
- Colorado State University, Fort Collins, CO _____
- Goddard Space Flight Center, Greenbelt, MD _____
- ICIMOD, Kathmandu, NEP _____
- Idaho State University, Pocatello, ID _____
- International Research Institute, Palisades, NY _____
- Jet Propulsion Laboratory, Pasadena, CA _____
- Langley Research Center, Hampton, VA _____
- Marshall Space Flight Center, Huntsville, AL _____
- Mexico, Monterrey, MEX _____
- Mobile County Health Department, Mobile County, AL _____
- National Centers for Environmental Information, Asheville, NC _____
- Patrick Henry Building, Richmond, VA _____
- St. Louis University, St. Louis, MO _____
- Stennis Space Center, Stennis MS _____
- University of Georgia, Athens, GA _____
- Wise County, Wise, VA _____
- Other (Please note) _____

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Q23. Using a 10-point scale on which 1 means "Very dissatisfied" and 10 means "Very satisfied," how satisfied are you with the DEVELOP Program?

Q24. Using a 10-point scale which 1 means "Did not meet expectations" and 10 means "Exceeds expectations," to what extent has the DEVELOP Program met your expectations?

Q23. Now, imagine an ideal Earth science project experience. How close does the DEVELOP Program come to that ideal 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

Q25. Please provide any additional comments you may have regarding your experience with the NASA DEVELOP Program. (Suggest a 2,500 character limit, including spaces, in the response field.)

Q26. Would you be willing to share your contact information if the DEVELOP Program wanted to follow up with you based on your responses to these questions?

1. Yes
2. No

(IF Q26=1, ASK Q26a)

Q26a. Please provide your contact information:

First Name:
Last Name:
Title:

Organization:
Email:
Phone number:

NASA appreciates your input and will use this feedback to better serve its end users.