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). Your feedback is critical for improving EOSDIS information services and data.

All submitted information is collected and processed by CFI Group, an independent research and consulting firm contracted by NASA to support the ACSI survey. When you finish the survey, your responses will be sent directly to a database located on CFI Group's server, which cannot be accessed by NASA personnel. On behalf of NASA, thank you in advance for your cooperation and insight. Depending on the length of your answers the survey should take 15 minutes or so to complete.

Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate.

Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this information collection is 2700-xxxx and it expires on xx/xx/xxxx. We estimate that it will take about xx minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to __@nasa.gov. Send only comments relating to our time estimate to this address.

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

Please click the "Next" button to begin.

Next

12:29

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). Your feedback is critical for improving EOSDIS information services and data.

All submitted information is collected and processed by CFI Group, an independent research and consulting firm contracted by NASA to support the ACSI survey. When you finish the survey, your responses will be sent directly to a database located on CFI Group's server, which cannot be accessed by NASA personnel. On behalf of NASA, thank you in advance for your cooperation and insight. Depending on the length of your answers the survey should take 15 minutes or so to complete.

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Please select the Distributed Active Archive Center (DAAC) you wish to evaluate with this survey.

Select one.

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

Click here for more detail on the specifics of each DAAC.

- ○ Atmospheric Science Data Center - ASDC-LaRC
- ○ Alaska Satellite Facility - ASF - DAAC
- ○ Crustal Dynamics Data Information System - CDDIS
- ○ Goddard Earth Sciences Data and Information Services Center - GES DISC
- ○ Global Hydrology Resource Center - GHRC
- ○ Land Processes DAAC - LP DAAC
- ○ MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS
- ○ National Snow and Ice Data Center - NSIDC DAAC
- ○ Ocean Biology DAAC - OB DAAC
- ○ Oak Ridge National Laboratory DAAC - ORNL DAAC
- ○ Physical Oceanography DAAC - PO DAAC-JPL
- ◉ Socioeconomic Data and Applications Center - SEDAC

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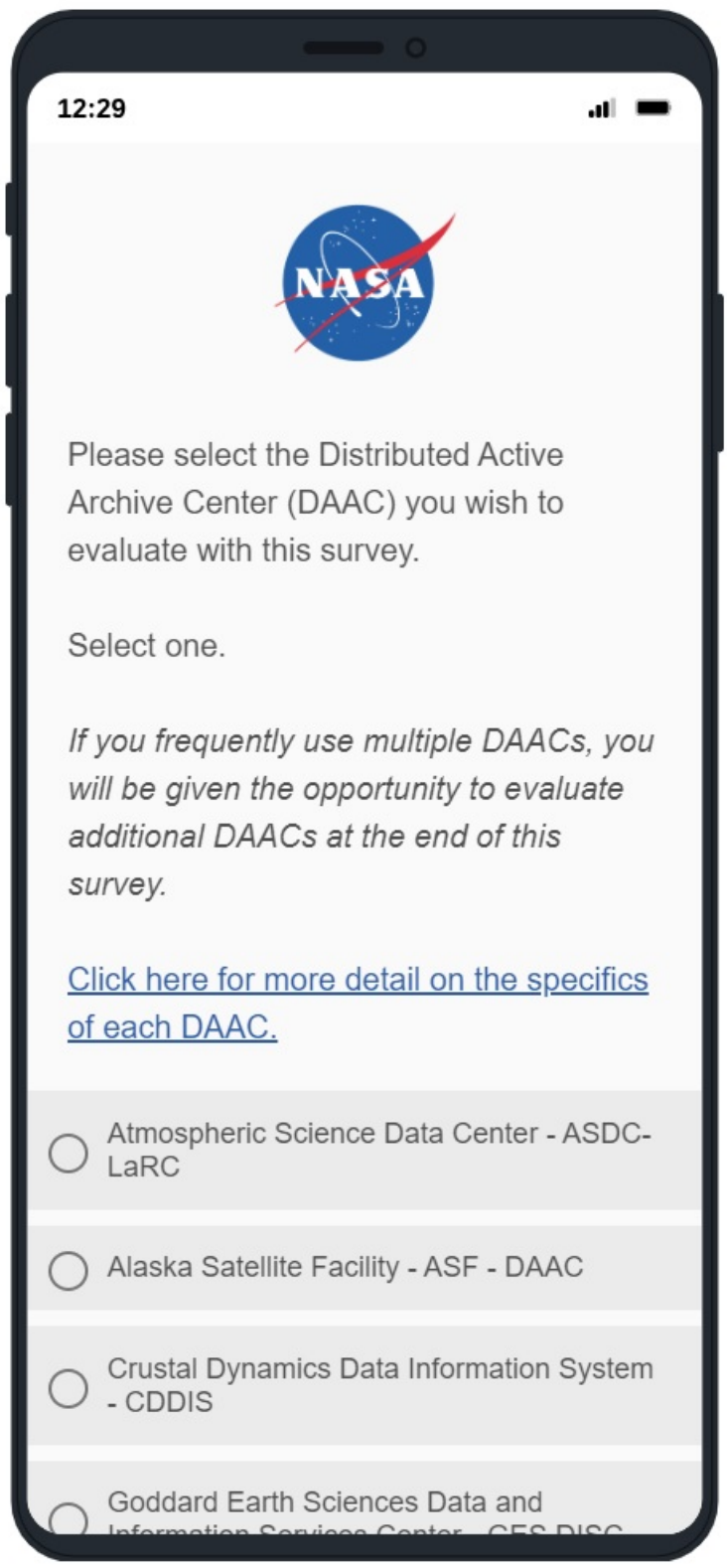

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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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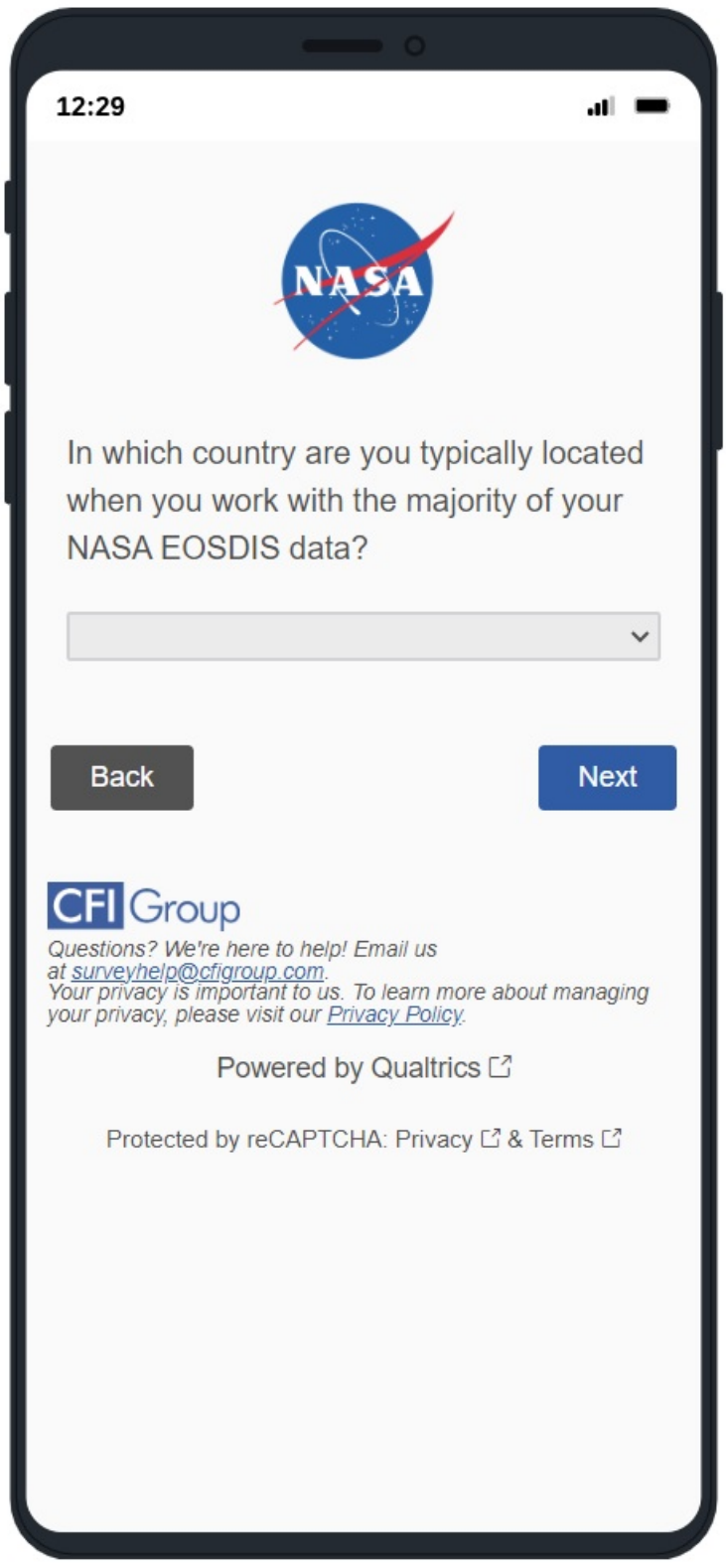

What type of data user are you? Please let us know which types best describe you.

Select all that apply.

- [ ] General Public
- [ ] Elementary, Middle, High School Teacher
- [ ] University Professor
- [ ] University Undergraduate Student
- [ ] University Graduate Student
- [ ] Other Education & Outreach
- [ ] Earth Science Researcher
- [ ] Earth Science Modeler
- [ ] NASA-affiliated Scientist
- [ ] Non-NASA-affiliated Scientist
- [ ] NASA Science Team Member
- [ ] Data Provider or Tool Developer/Decision Support Systems Analyst
- [ ] Other (please specify)

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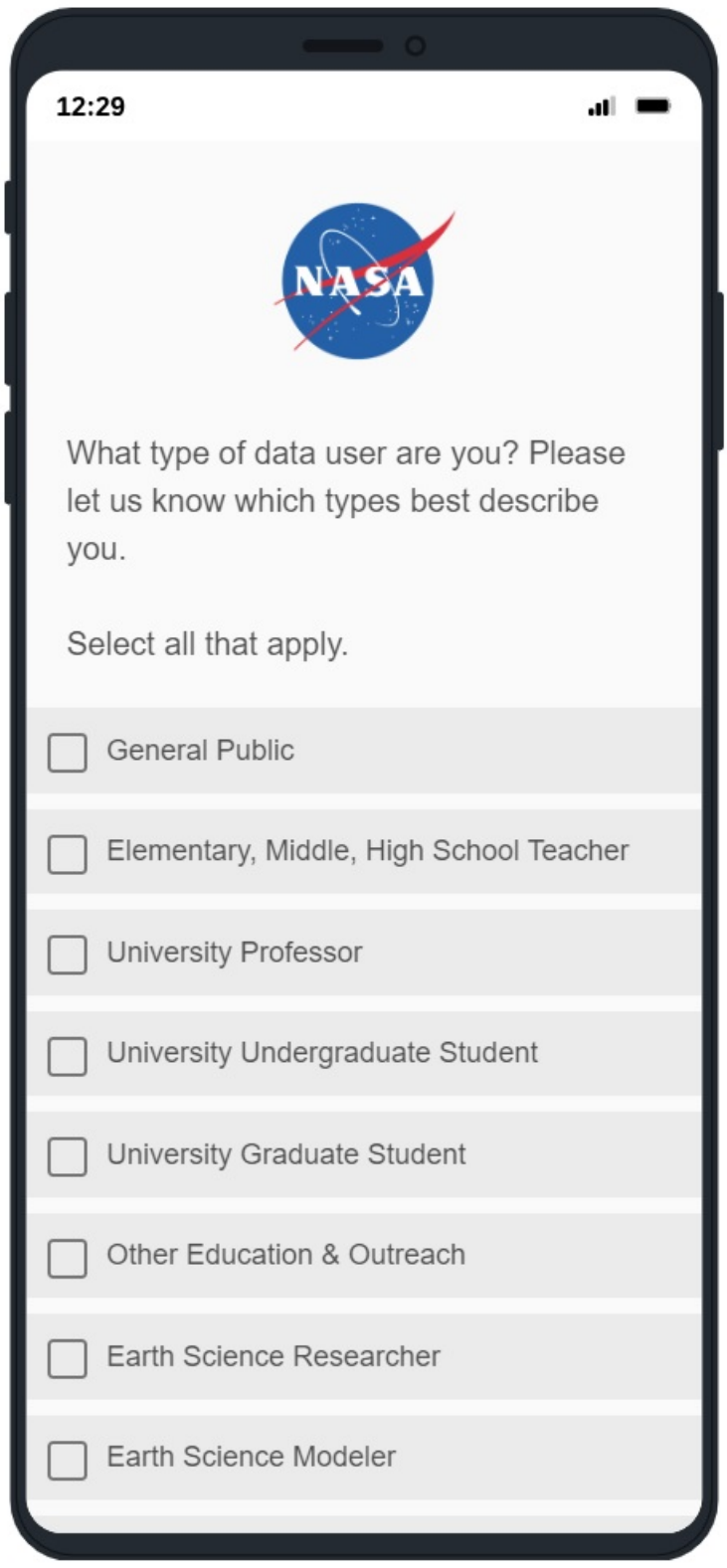

For which general areas/disciplines do you need or have you needed to use Earth science data and services?

Select all that apply.

- [ ] Atmosphere
- [ ] Biosphere
- [ ] Calibrated radiance
- [ ] Cryosphere
- [ ] Human dimensions
- [ ] Land
- [ ] Near-real-time applications
- [ ] Ocean
- [ ] Space geodesy
- [ ] Other (please specify)
- [ ] Not Applicable

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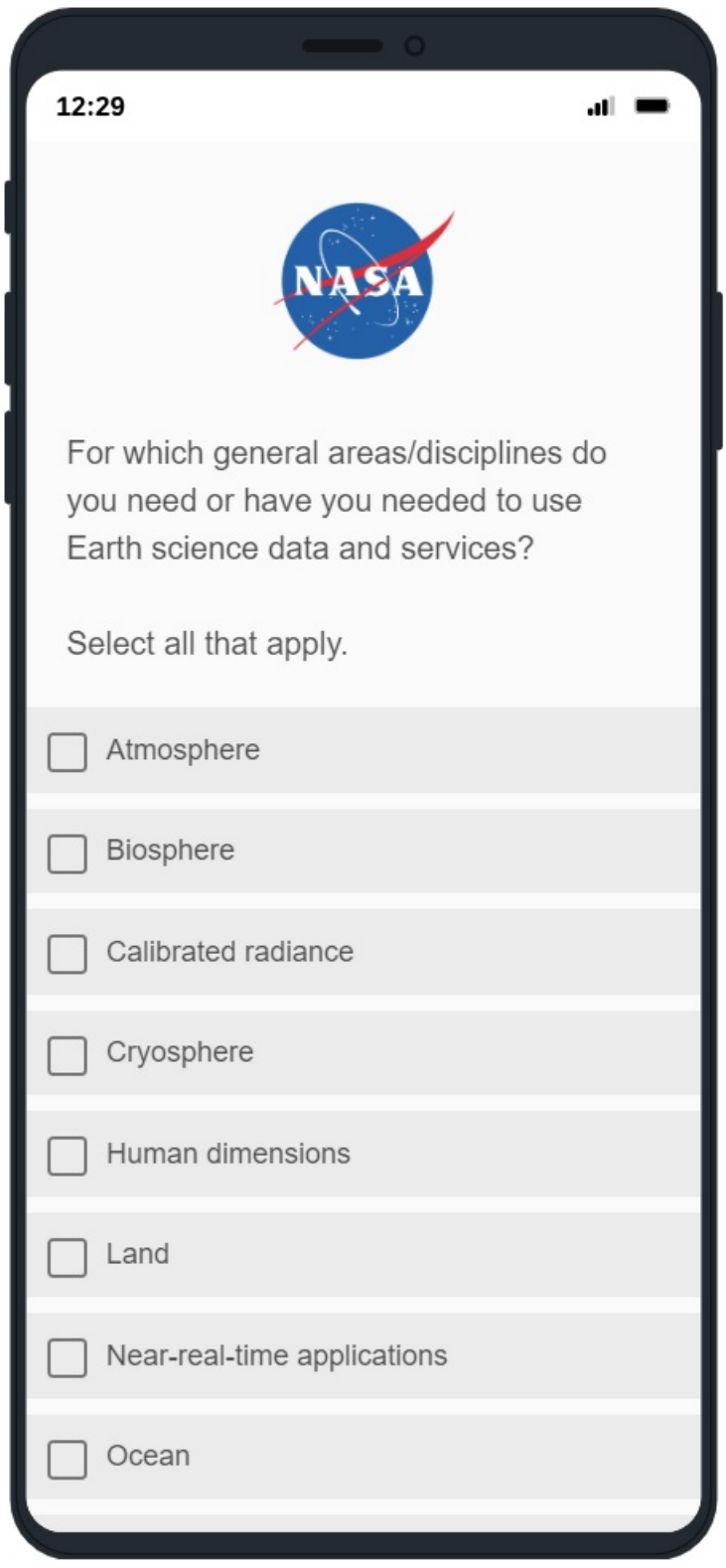

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Have you done any of the following from Socioeconomic Data and Applications Center - SEDAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

- Yes
- No

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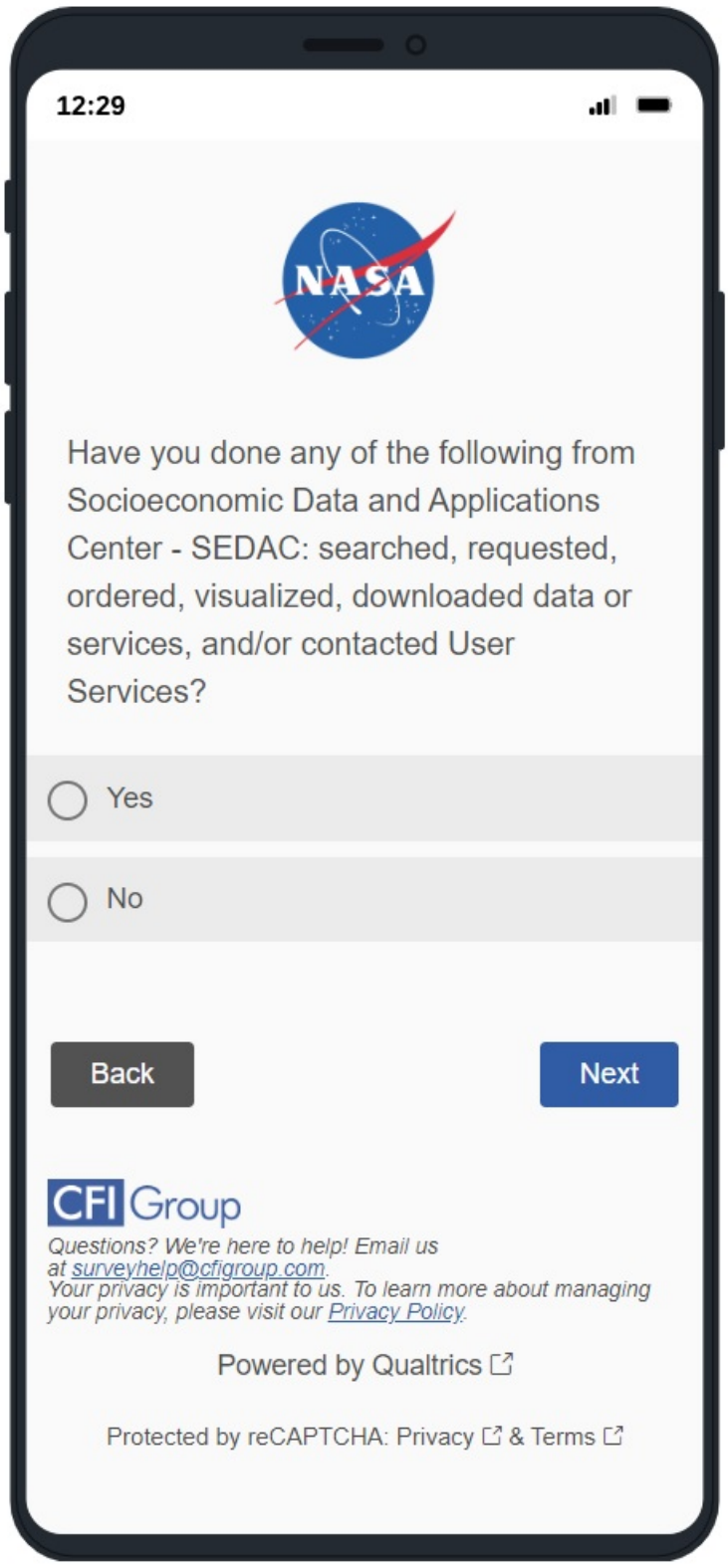

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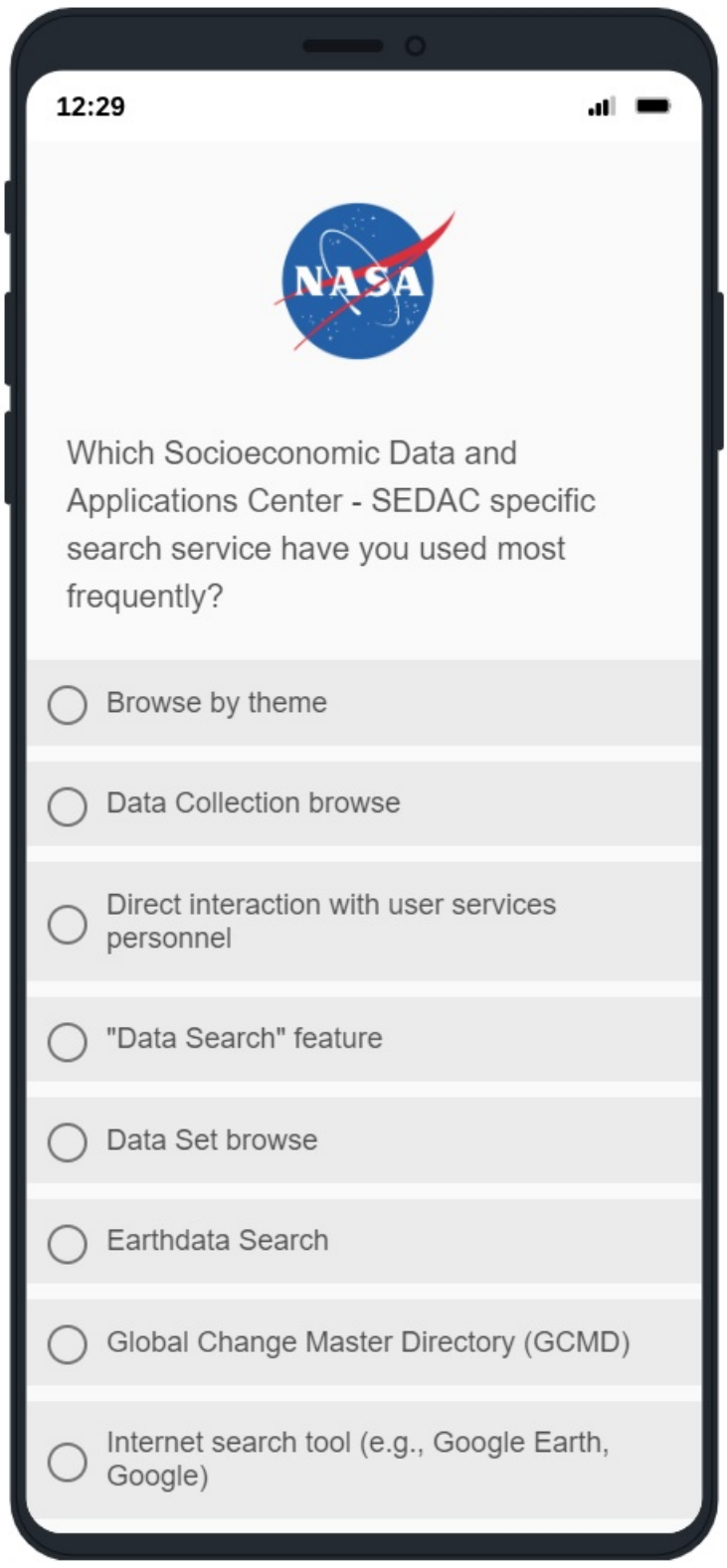
Which Socioeconomic Data and Applications Center - SEDAC specific search service have you used most frequently?

- Browse by theme
- Data Collection browse
- Direct interaction with user services personnel
- "Data Search" feature
- Data Set browse
- Earthdata Search
- Global Change Master Directory (GCMD)
- Internet search tool (e.g., Google Earth, Google)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- SEDAC Theme Browser
- Other (please specify)
- None of the above
- I don't know

Next

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Thinking about your data or services from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

How well the search results met your needs

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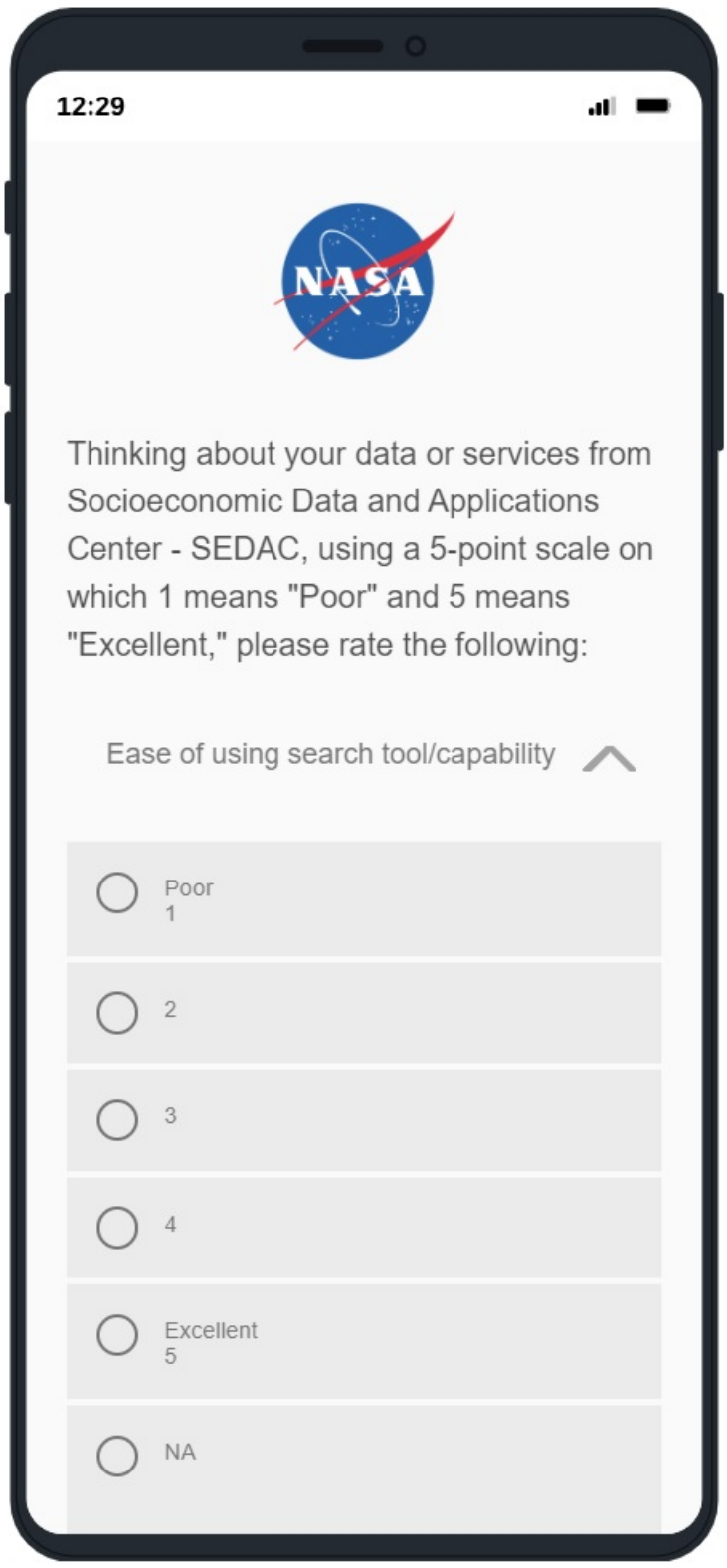

Restart Survey | Go to Bookmark | Clear | Tools

Thinking about your data or services from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability
Excellent
5

How well the search results met your needs

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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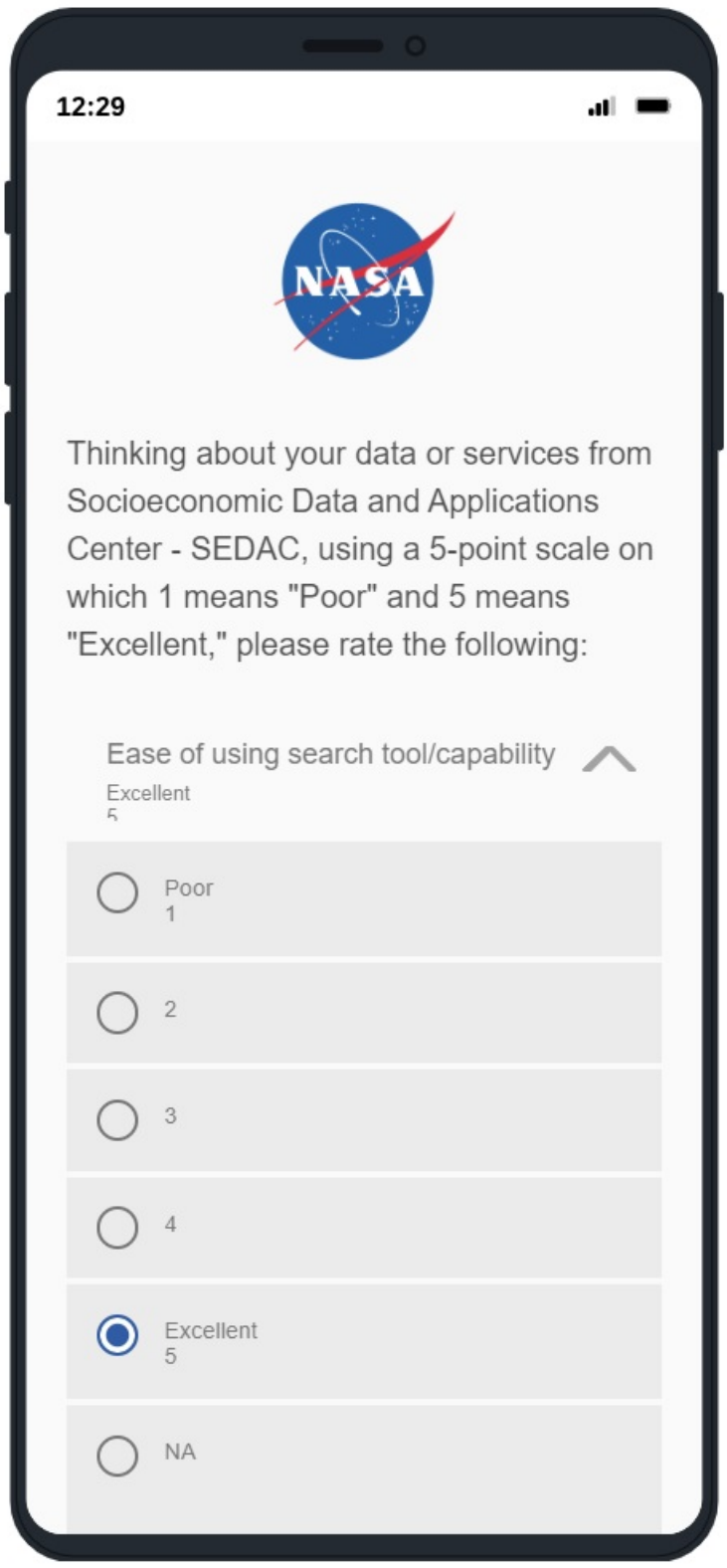

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How often did you generally find what you were looking for?

- I never find what I am looking for
- Less than 25% of the time
- About 25% of the time
- About 50% of the time
- About 75% of the time
- Just about every time

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Please comment on your experience with the search method(s) you used for Socioeconomic Data and Applications Center - SEDAC data. Please include whether the search site content was organized logically and if there are other search methods that were not available that you would prefer.

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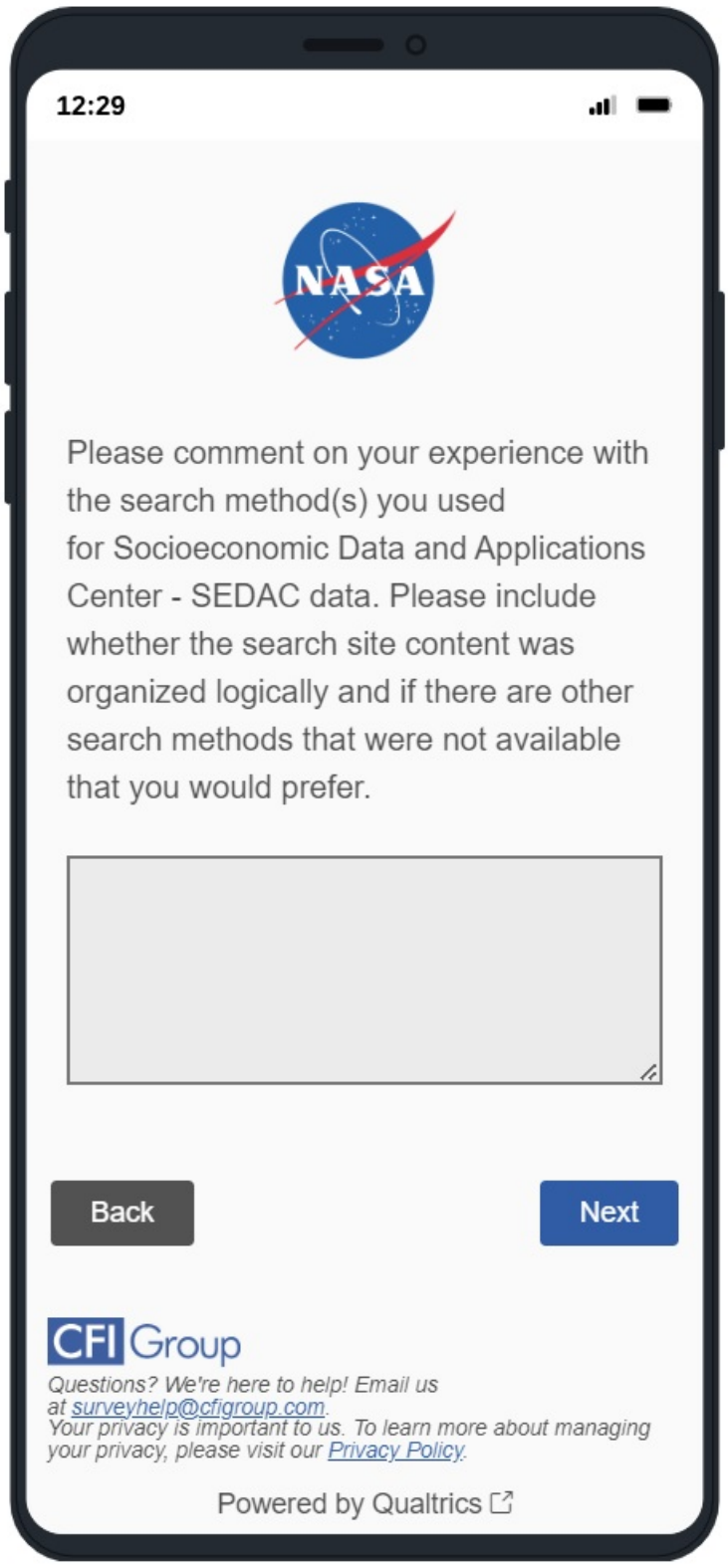

Did you request/acquire data products **from Socioeconomic Data and Applications Center - SEDAC** in the last year?

- Yes
- No

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Did you request/acquire data products **from Socioeconomic Data and Applications Center - SEDAC** in the last year?

- Yes
- No

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Thinking about your data from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

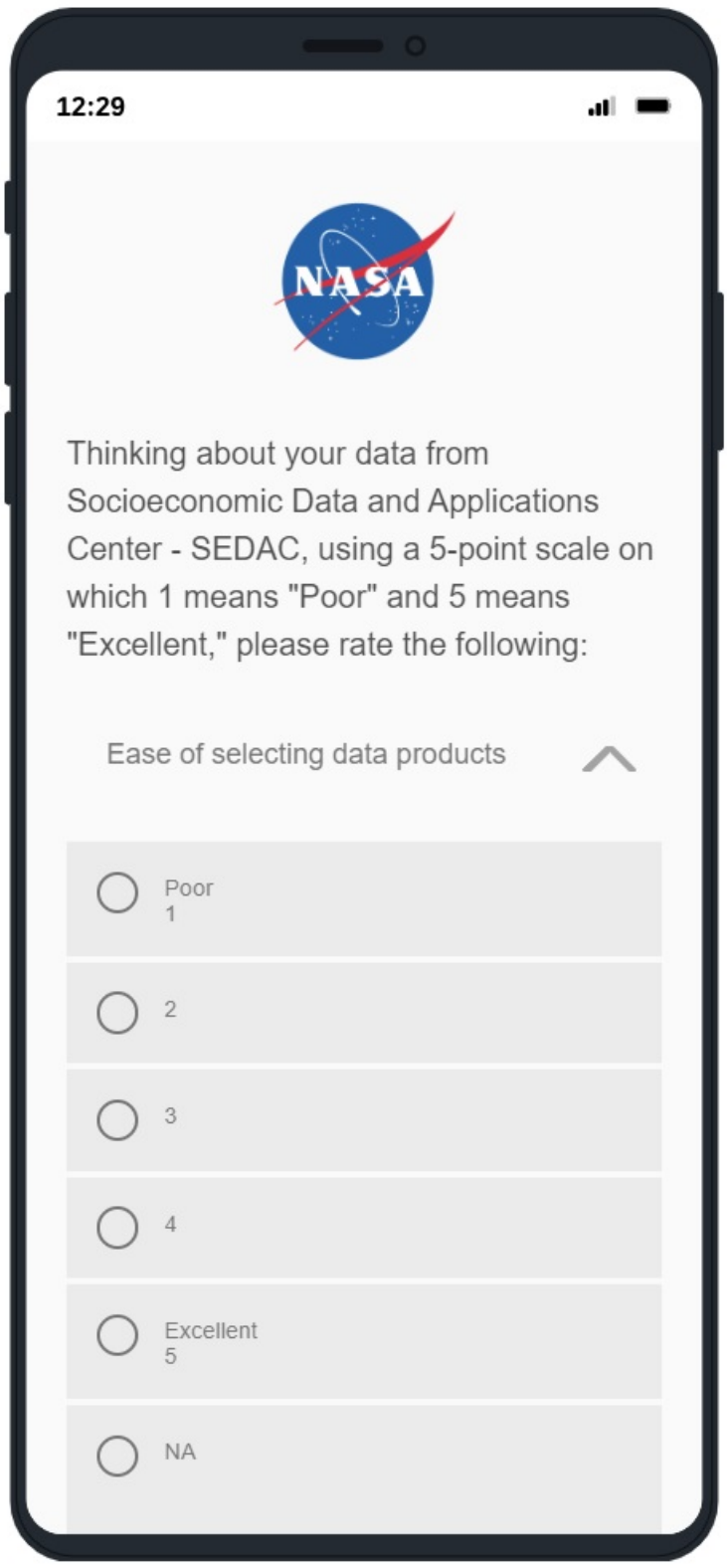
Ease of selecting data products

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Ease of requesting or ordering data products

Direct downloads

Next

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Thinking about your data from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products
Excellent
5

Ease of requesting or ordering data products

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Direct downloads

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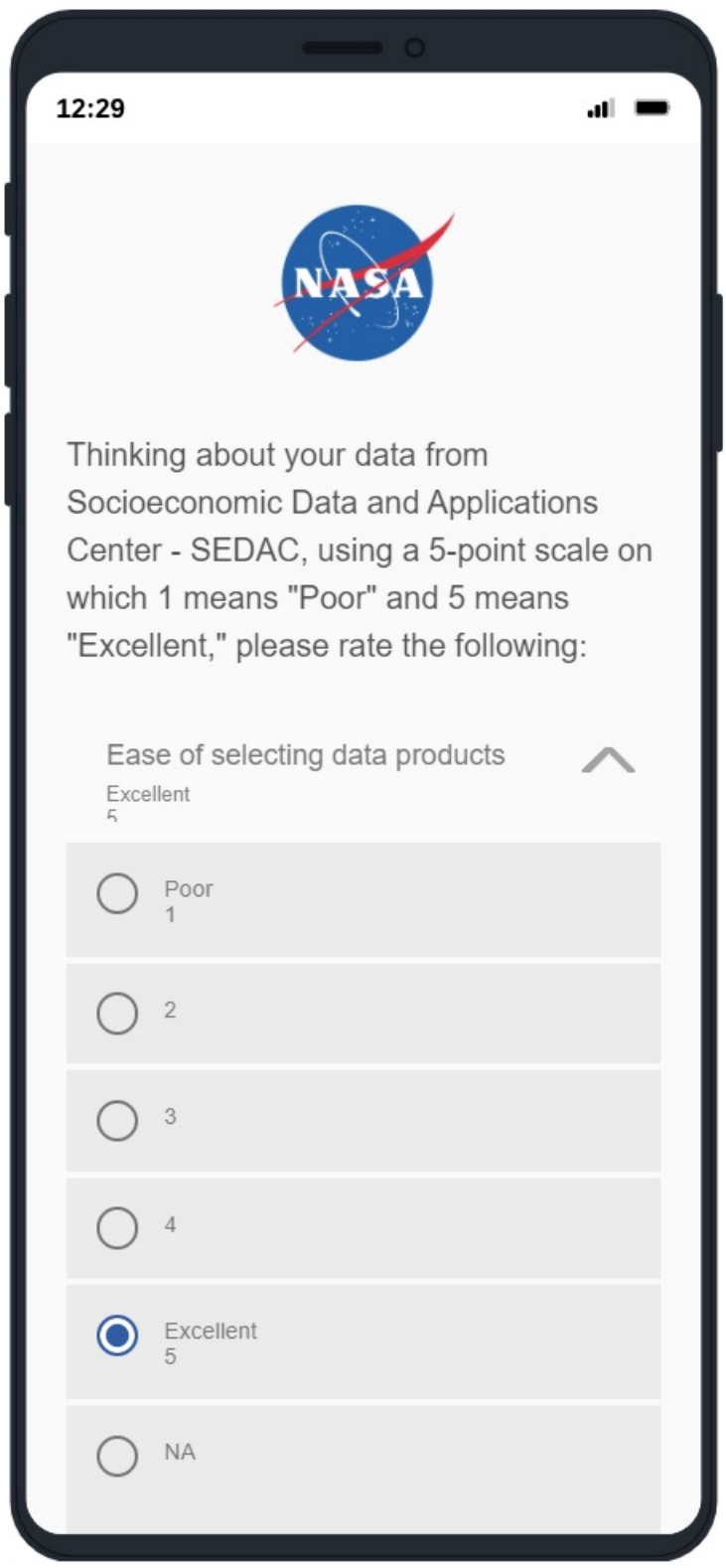

Restart Survey | Go to Bookmark | Clear | Tools

Thinking about your data from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products
Excellent
5

Ease of requesting or ordering data products
Excellent
5

Direct downloads

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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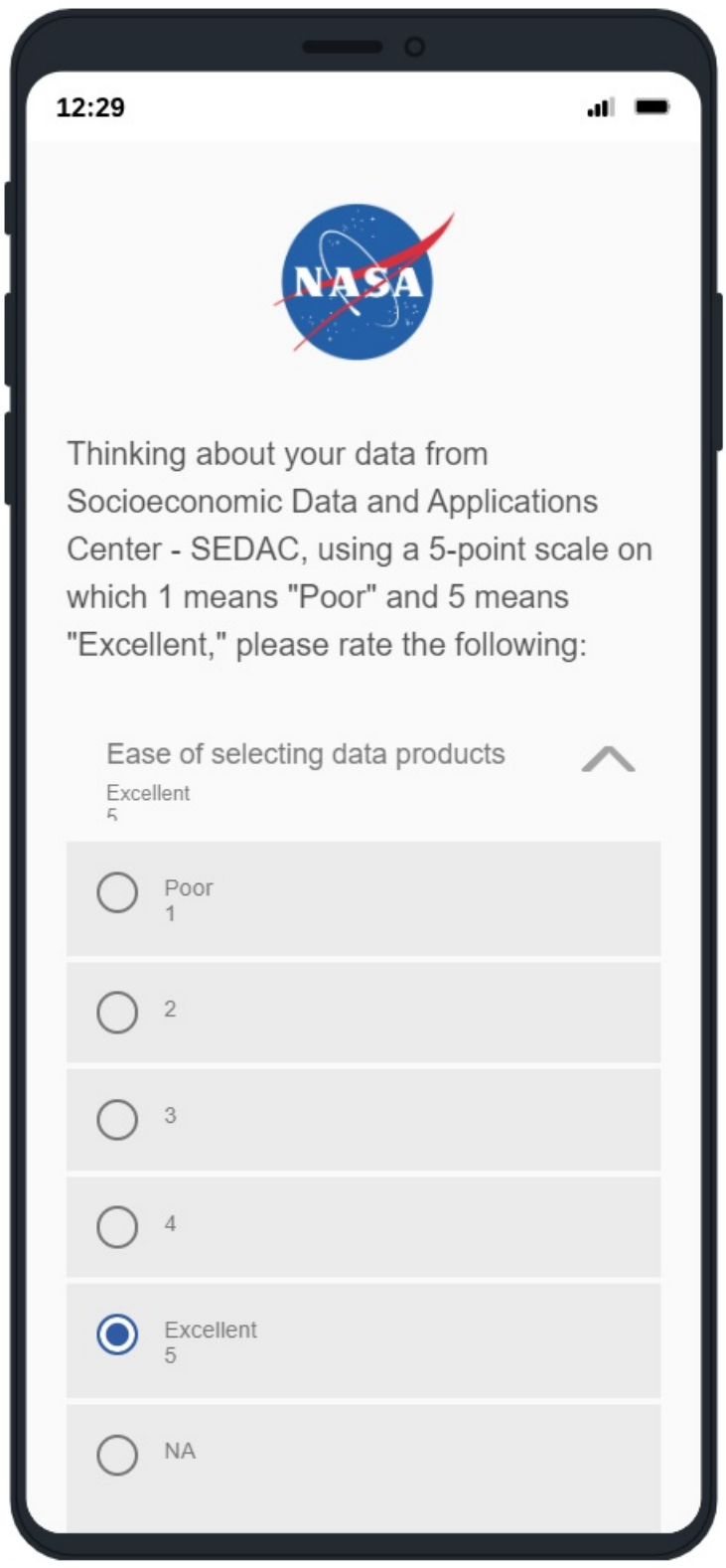

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Did you download data or receive data from Socioeconomic Data and Applications Center - SEDAC?

- Yes
- No

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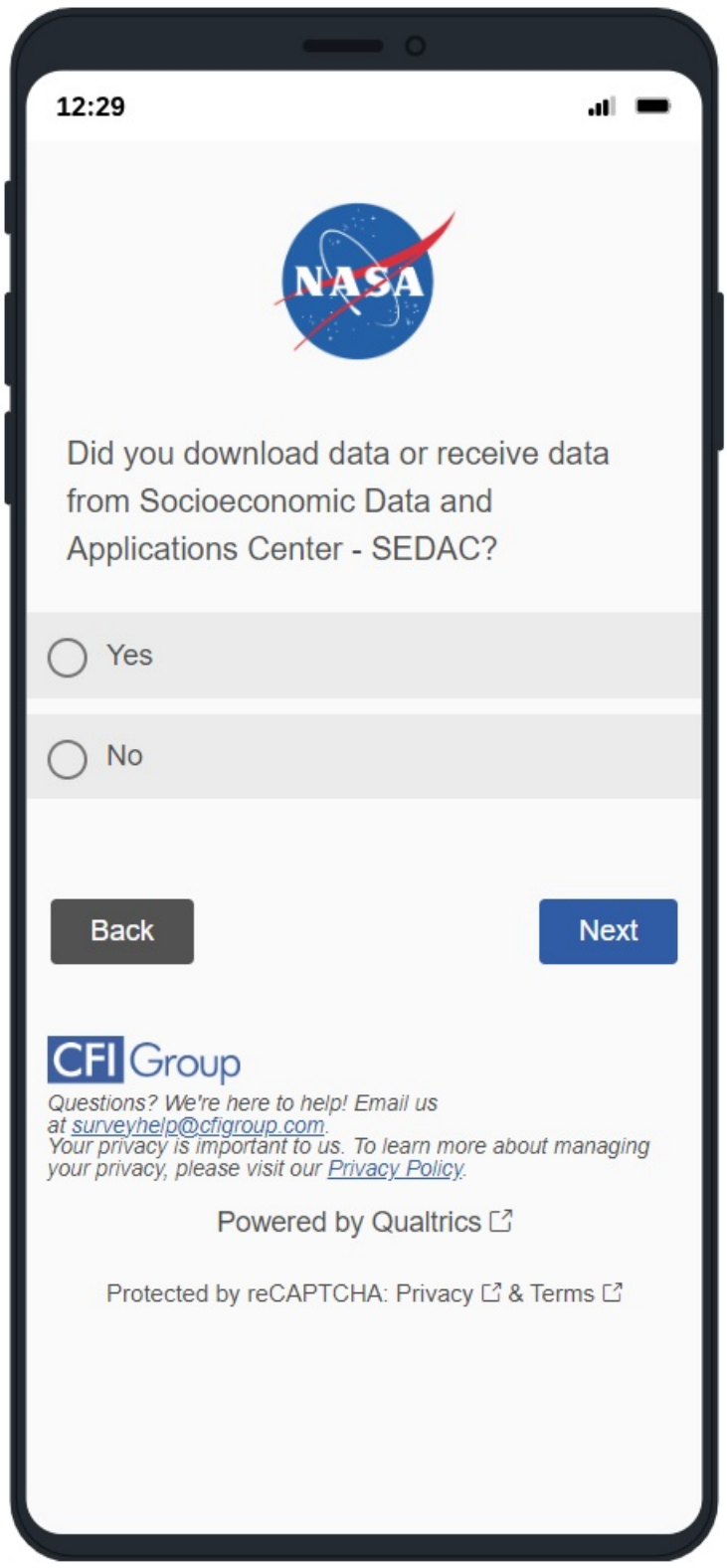

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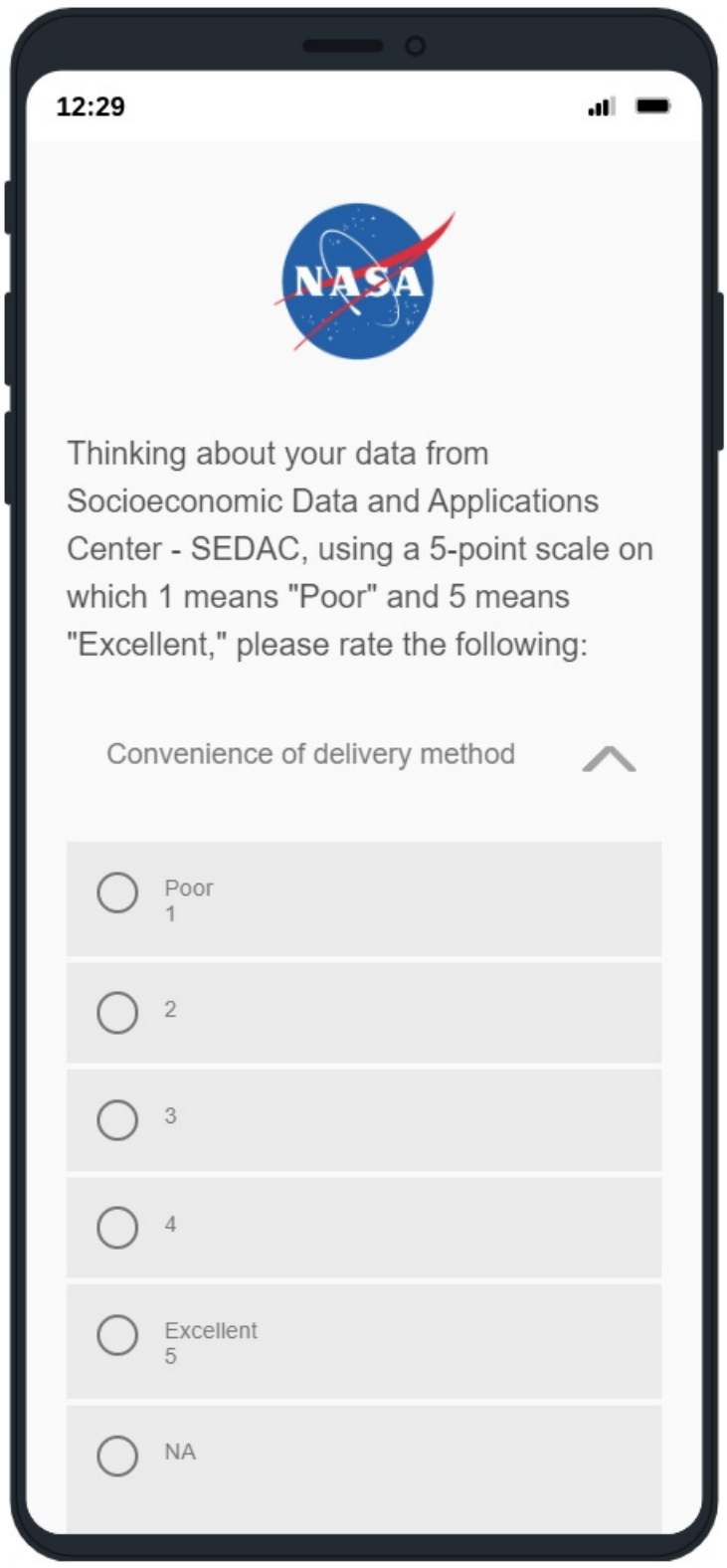
Thinking about your data from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Speed of delivery method

Next

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Thinking about your data from Socioeconomic Data and Applications Center - SEDAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method
Excellent
5

Speed of delivery method

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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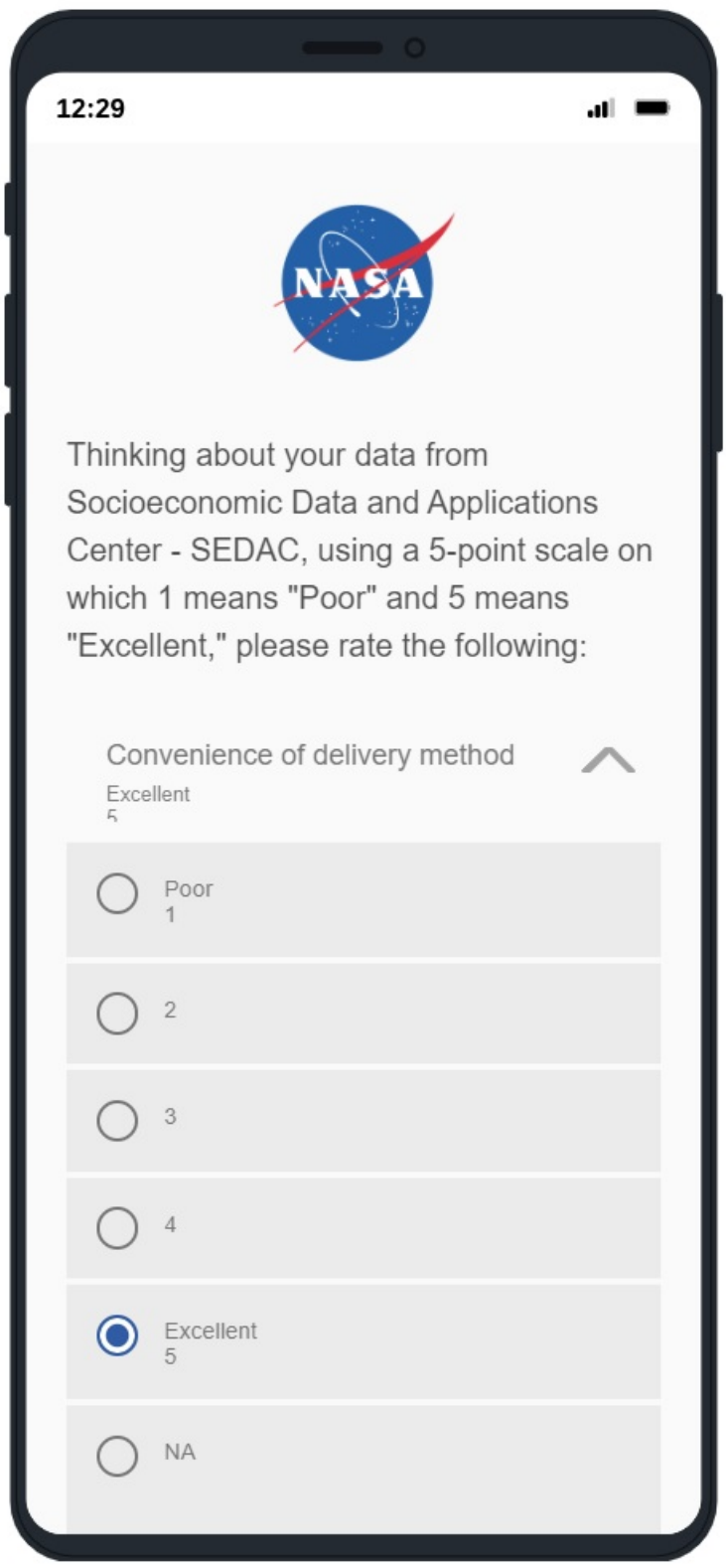

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Please comment on your experience with the delivery method(s) you used for Socioeconomic Data and Applications Center - SEDAC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there are other delivery methods that were not available that you would prefer.

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Preview - NASA EOSDIS Survey
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Maps
Translate
Other bookmarks

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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

The degree to which the data product(s) matched what you originally intended to order

The degree to which the data product(s) helped you accomplish your intended goals

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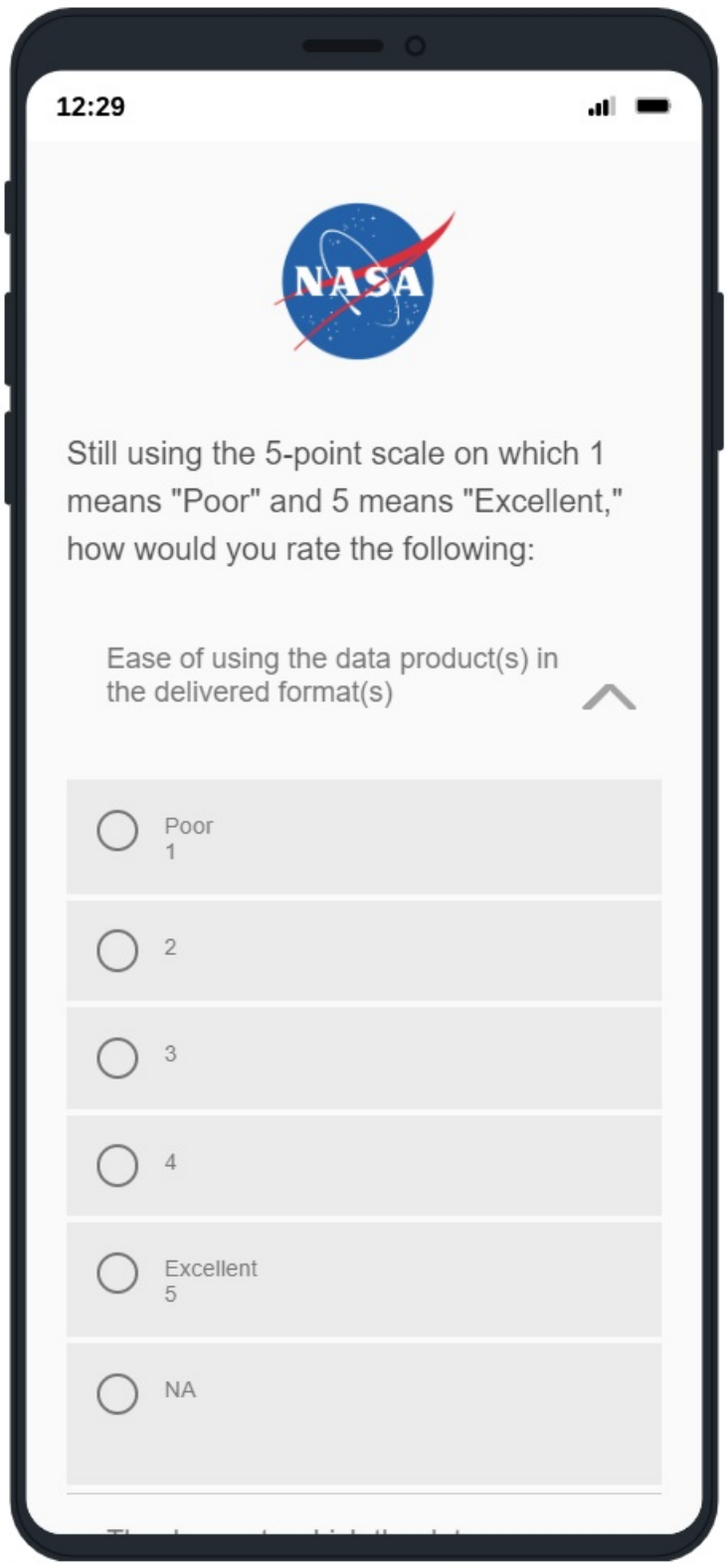


3:05 PM
9/7/2023

Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Excellent
5

The degree to which the data product(s) matched what you originally intended to order

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

The degree to which the data product(s) helped you accomplish your intended goals

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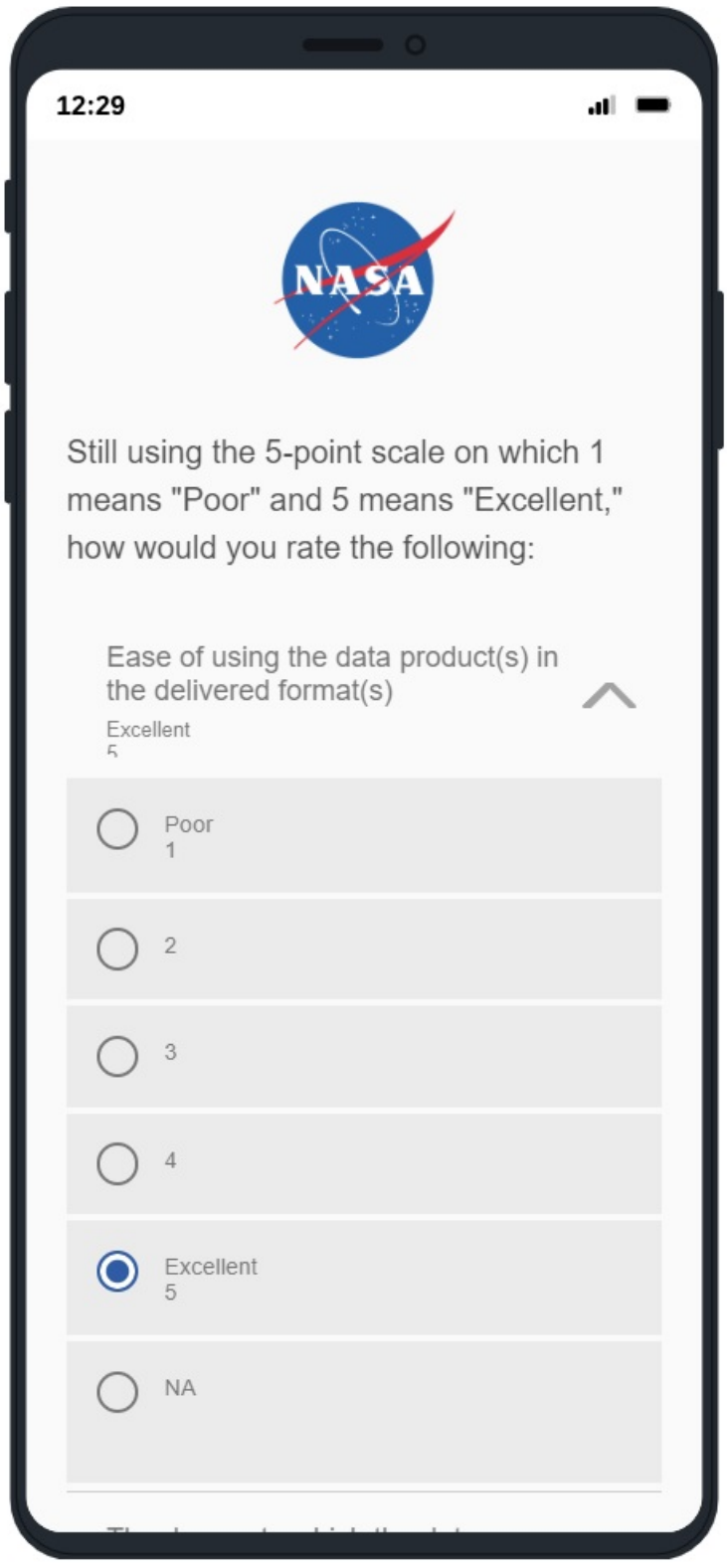

Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

Ease of using the data product(s) in the delivered format(s)
Excellent
5

The degree to which the data product(s) matched what you originally intended to order
Excellent
5

The degree to which the data product(s) helped you accomplish your intended goals

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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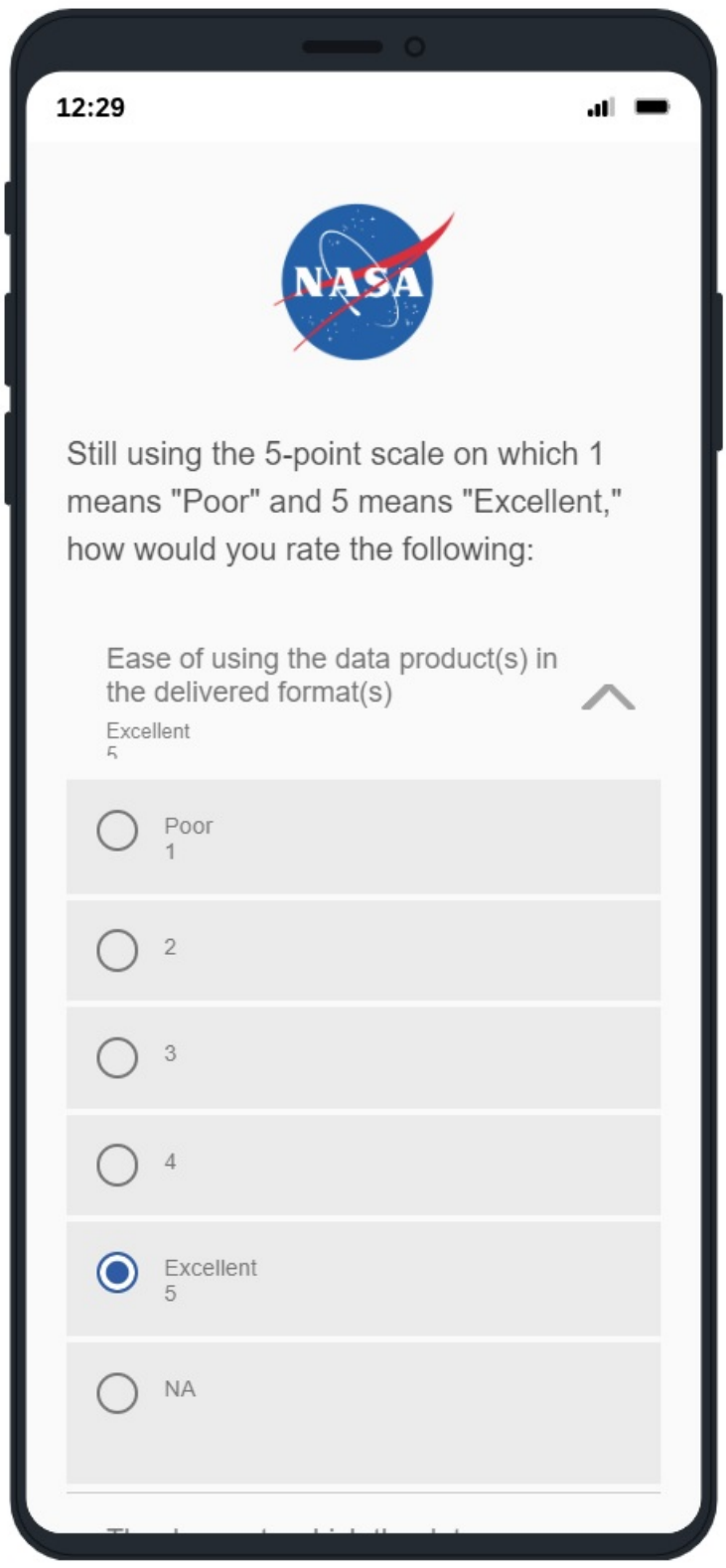

Thinking about your most recent experience with data from Socioeconomic Data and Applications Center - SEDAC, did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

- ◯ Yes, I used software tools or packages to work with data
- ◯ Yes, I made my own using a programming language
- ◯ No, I couldn't find what I needed
- ◯ No, I couldn't understand how to use it
- ◯ No, I did not need software tools

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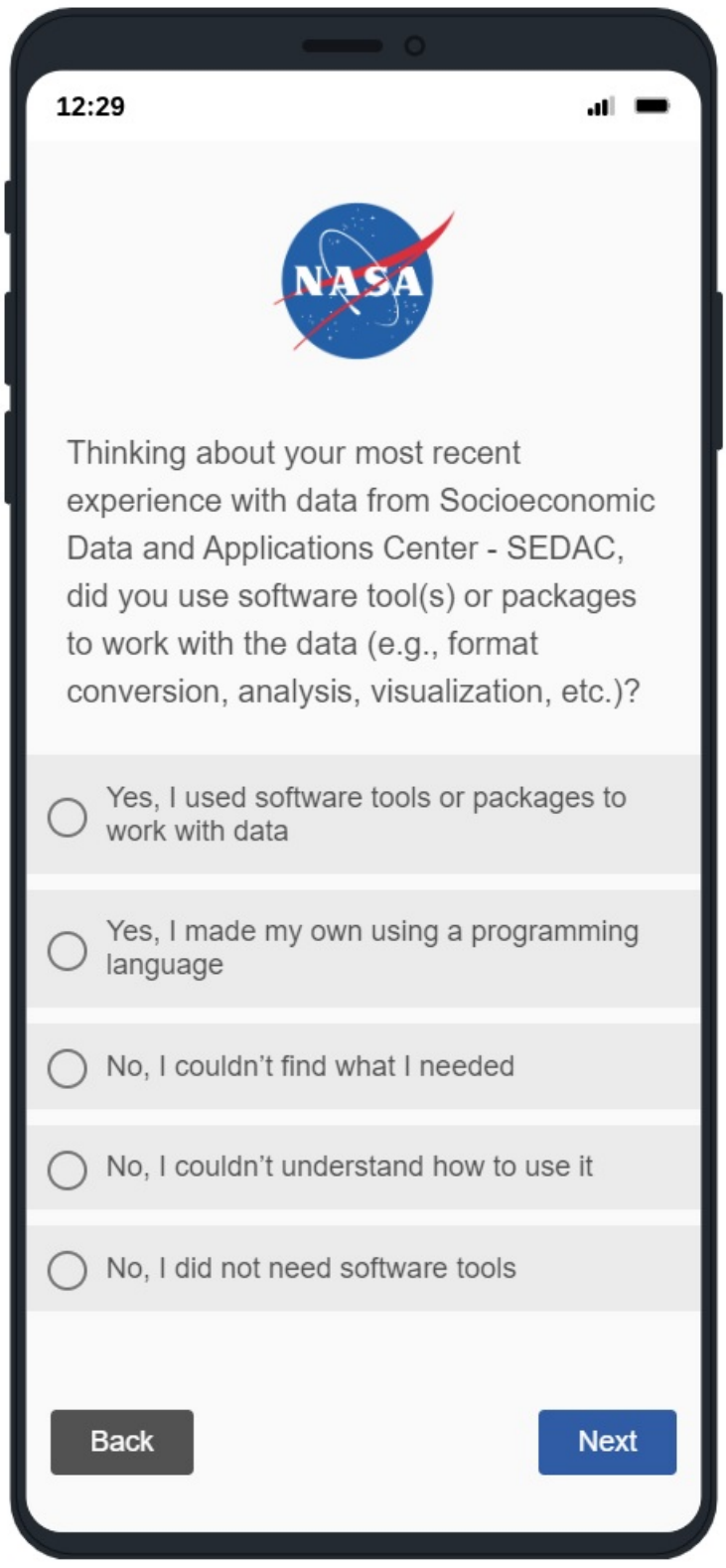
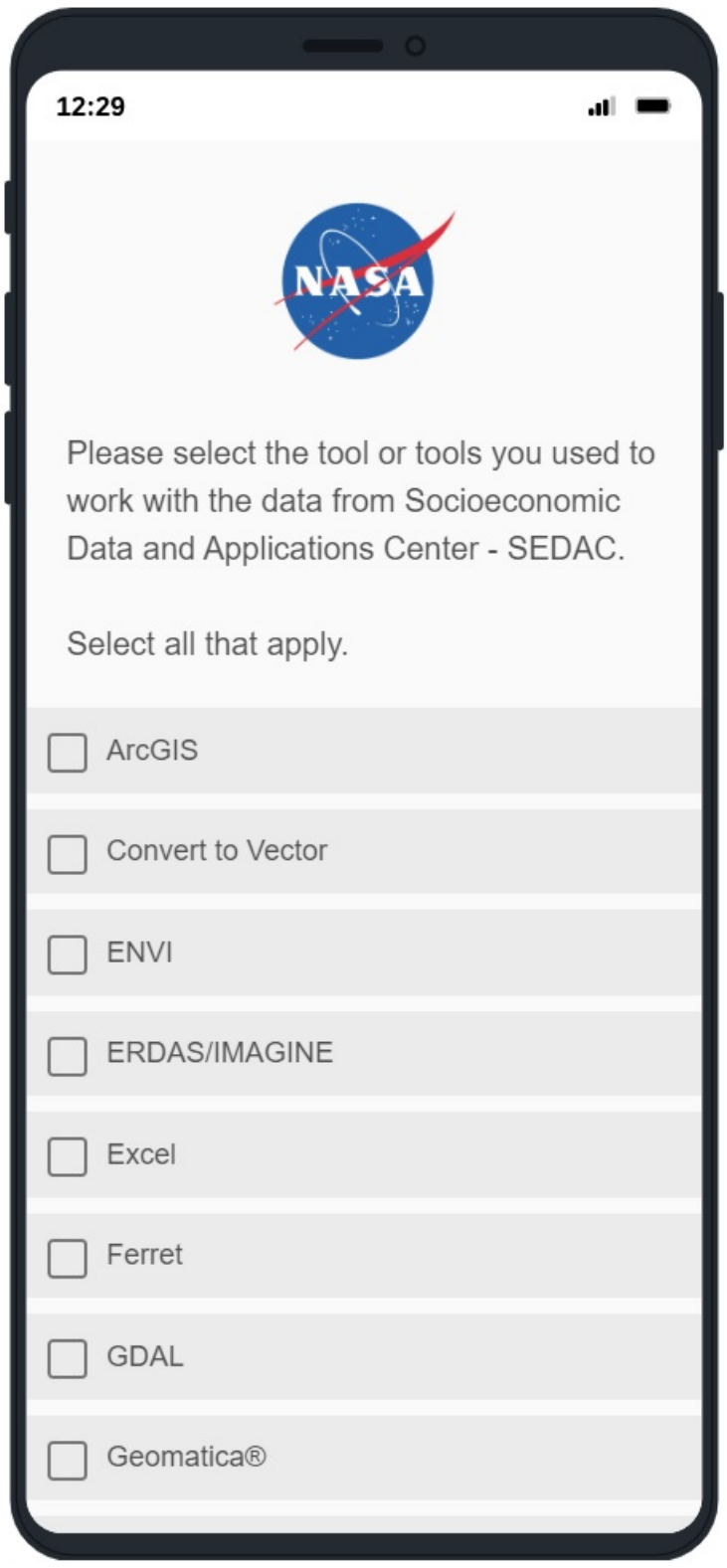


Please select the tool or tools you used to work with the data from Socioeconomic Data and Applications Center - SEDAC.

Select all that apply.

- [ ] ArcGIS
- [ ] Convert to Vector
- [ ] ENVI
- [ ] ERDAS/IMAGINE
- [ ] Excel
- [ ] Ferret
- [ ] GDAL
- [ ] Geomatica®
- [ ] Global Mapper
- [ ] GrADS
- [ ] GRASS
- [ ] HDFLook
- [ ] HDFView
- [ ] HEG
- [ ] IDV
- [ ] IDRISI
- [ ] Jupyter Notebooks
- [ ] MapReady
- [ ] MATLAB
- [ ] NCL



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- [ ] GDAL
- [ ] Geomatica®
- [ ] Global Mapper
- [ ] GrADS
- [ ] GRASS
- [ ] HDFLook
- [ ] HDFView
- [ ] HEG
- [ ] IDV
- [ ] IDRISI
- [ ] Jupyter Notebooks
- [ ] MapReady
- [ ] MATLAB
- [ ] NCL
- [ ] Panoply
- [ ] Quantum GIS (QGIS)
- [ ] SeaDAS
- [ ] Other/open source (please specify)
- [ ] Don't know/Not applicable

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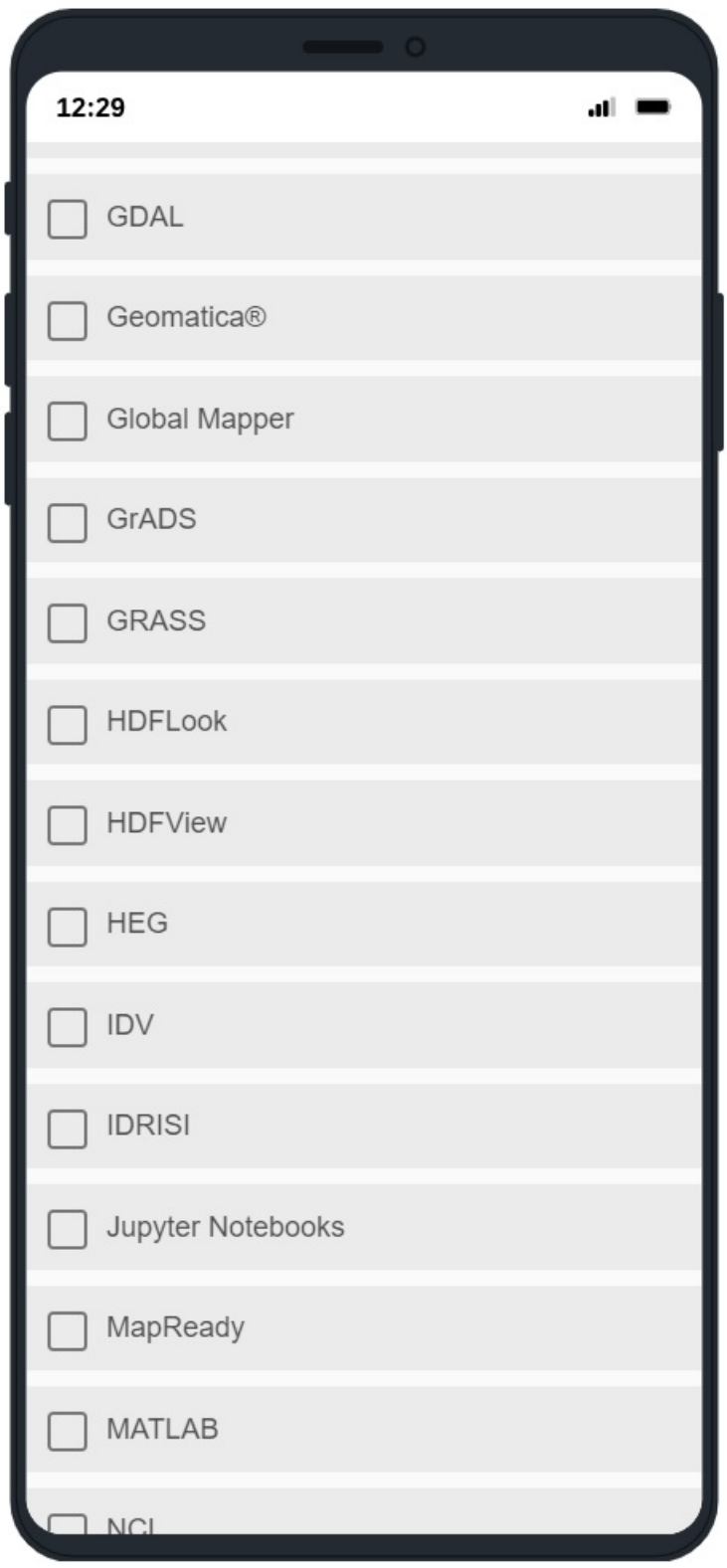

Which programming language do you generally use to work with data?

Select all that apply.

- [ ] C
- [ ] C++
- [ ] C#
- [ ] Fortran 77
- [ ] Fortran 90
- [ ] IDL
- [ ] Java
- [ ] Julia
- [ ] Perl
- [ ] PHP
- [ ] Python
- [ ] R
- [ ] Others (please specify)

- [ ] Don't know/Not applicable

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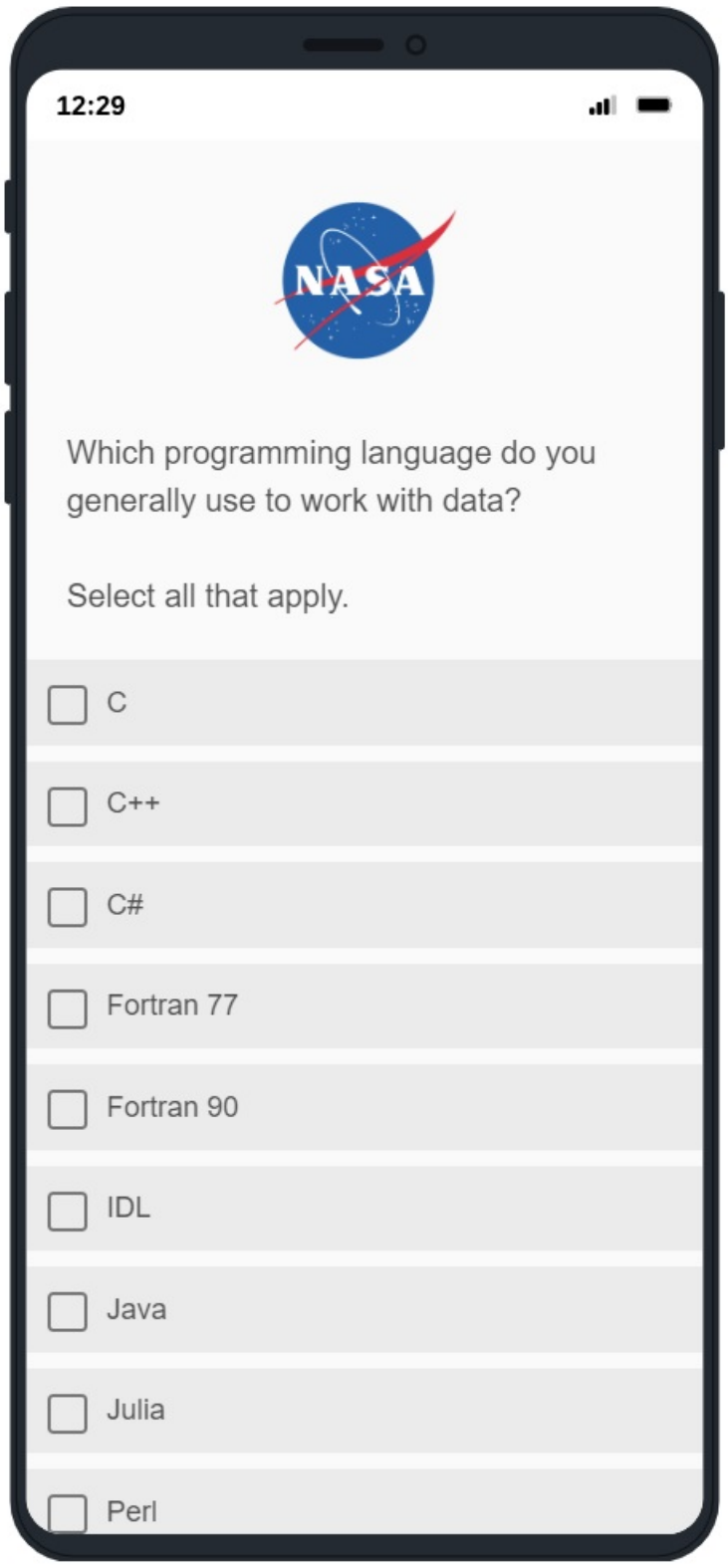

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Did you look for or get documentation related to the data?

- Yes
- No

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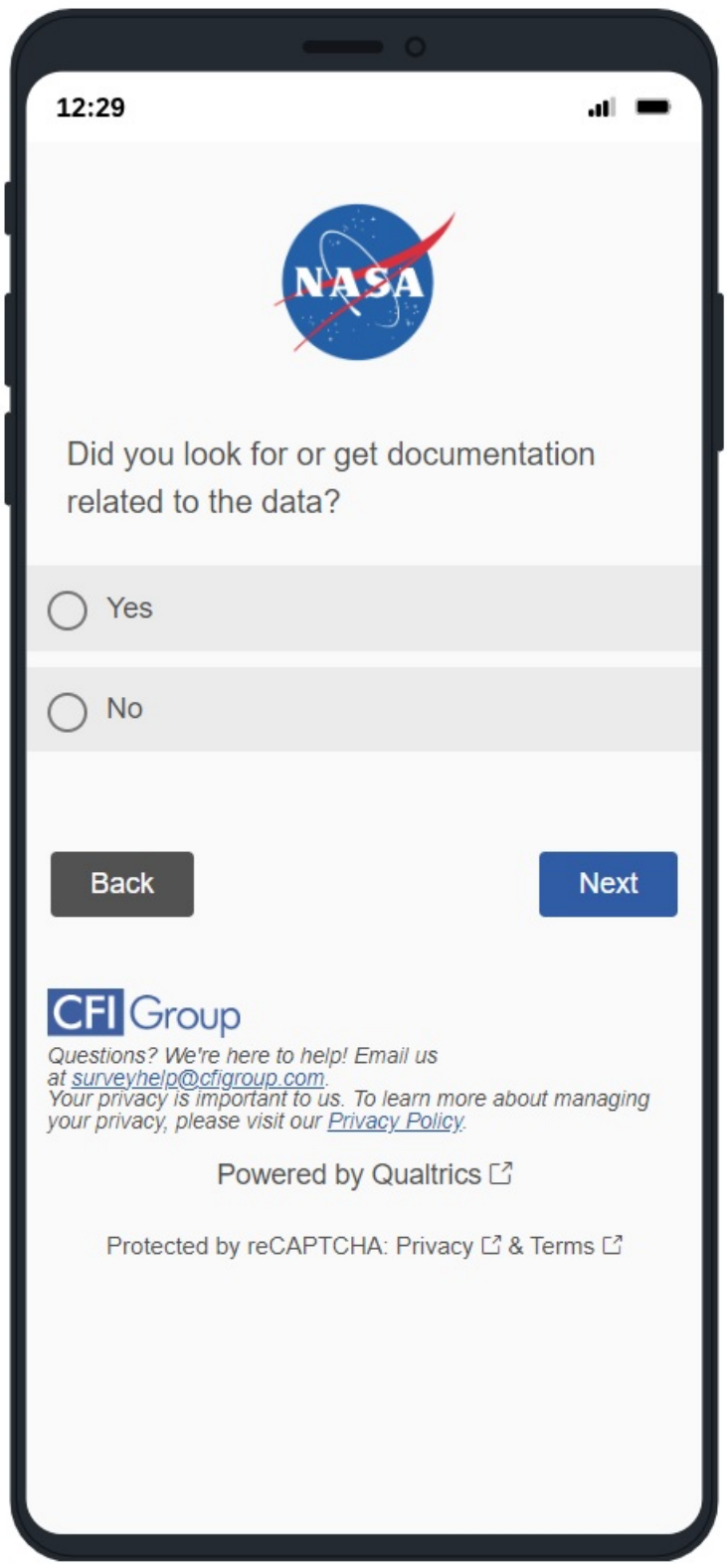

Preview - NASA EOSDIS Survey

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Maps Translate Other bookmarks

Restart Survey Go to Bookmark Clear Tools

Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

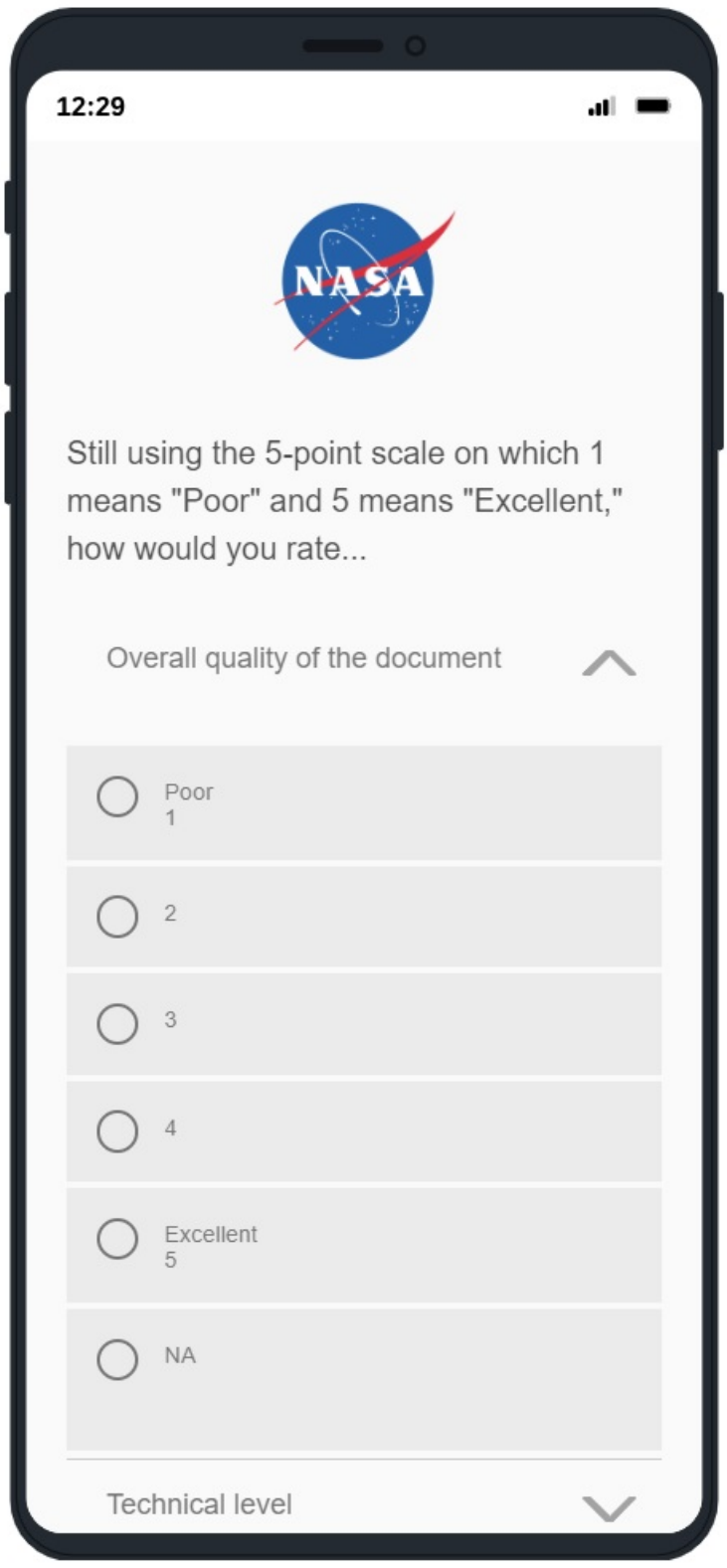
- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Technical level

Organization

Clarity and usefulness

Extent to which the data documentation helped you use the data

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3:08 PM 9/7/2023

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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document
Excellent
5

Technical level

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Organization

Clarity and usefulness

Extent to which the data documentation helped you use the data

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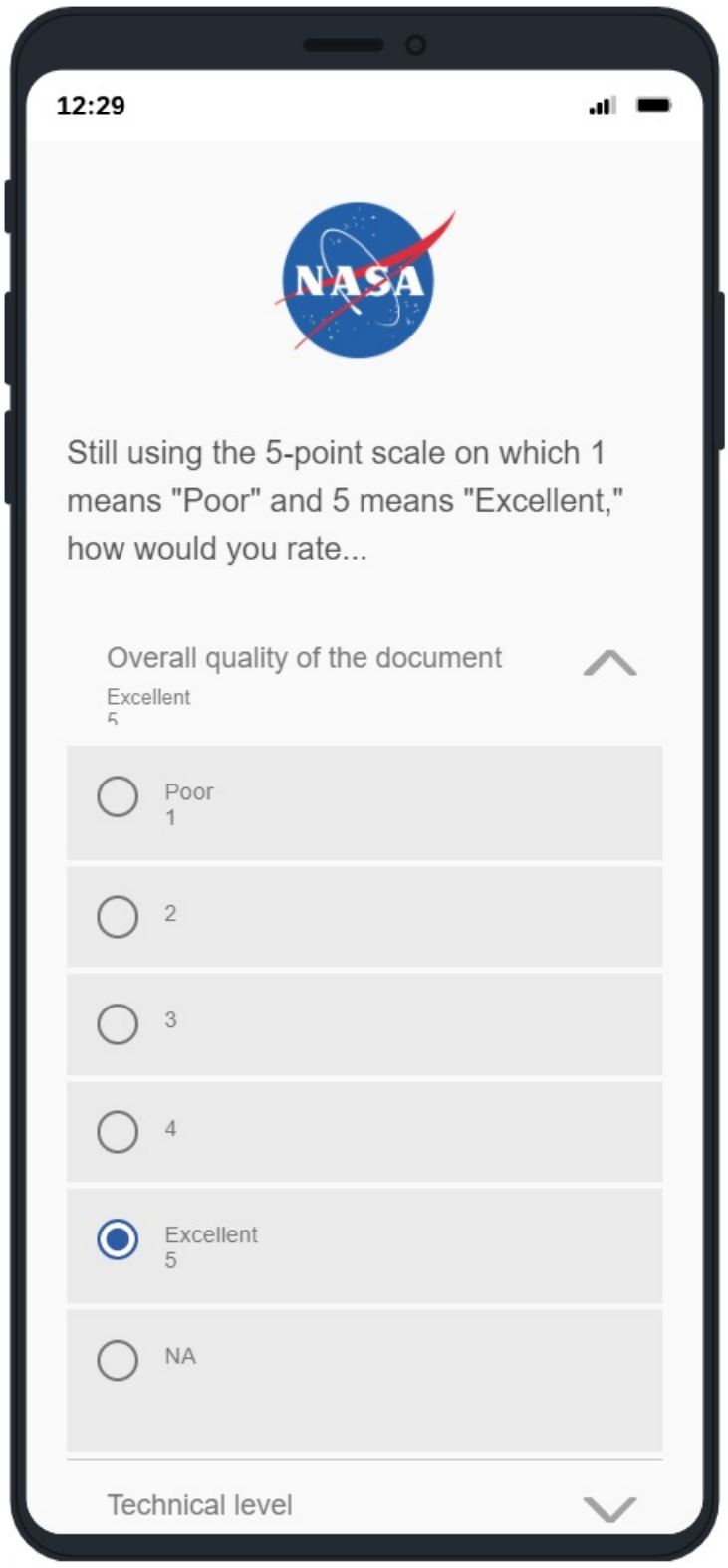

Restart Survey | Go to Bookmark | Clear | Tools

Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document
Excellent
5

Technical level
Excellent
5

Organization

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Clarity and usefulness

Extent to which the data documentation helped you use the data

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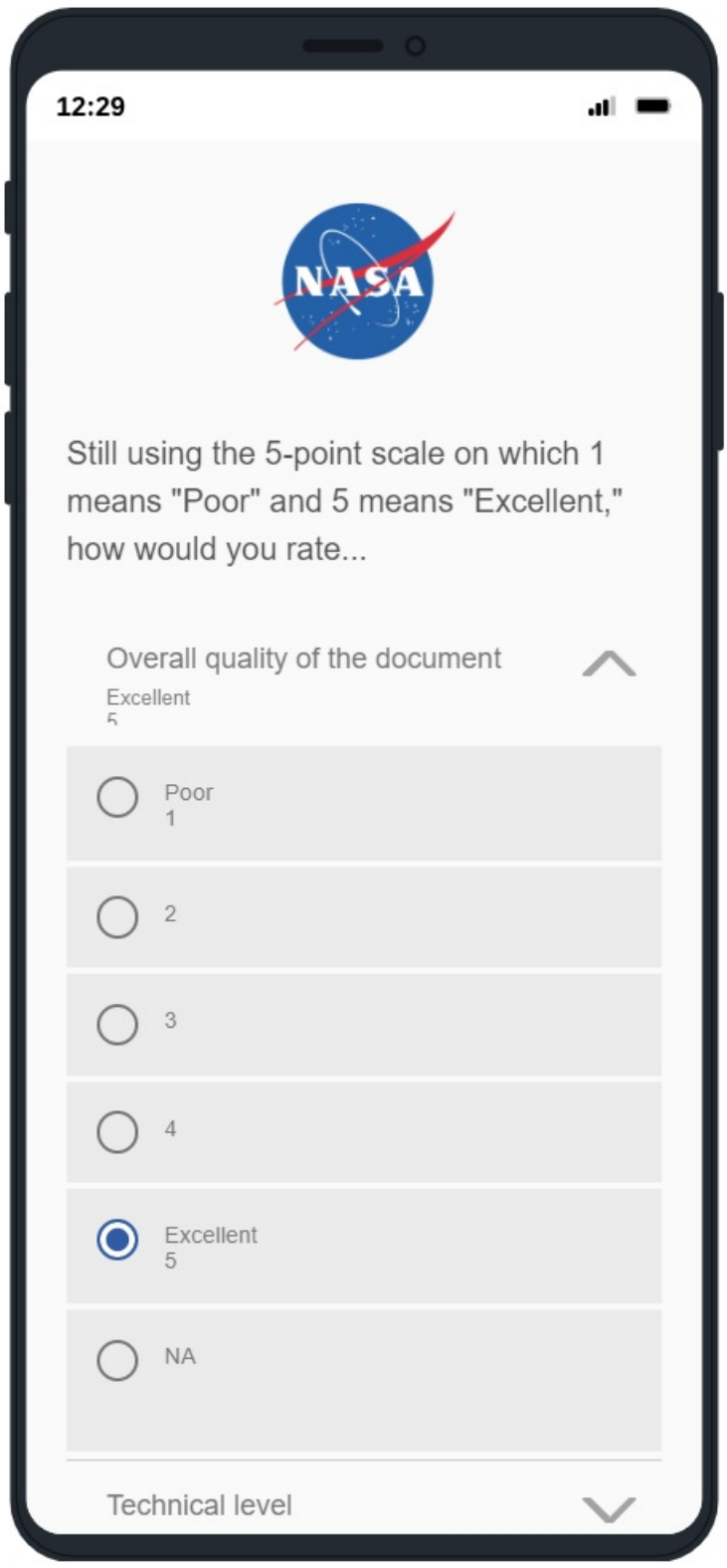

Preview - NASA EOSDIS Survey

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Maps Translate Other bookmarks

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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document
Excellent
5

Technical level
Excellent
5

Organization
Excellent
5

Clarity and usefulness

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Extent to which the data documentation helped you use the data

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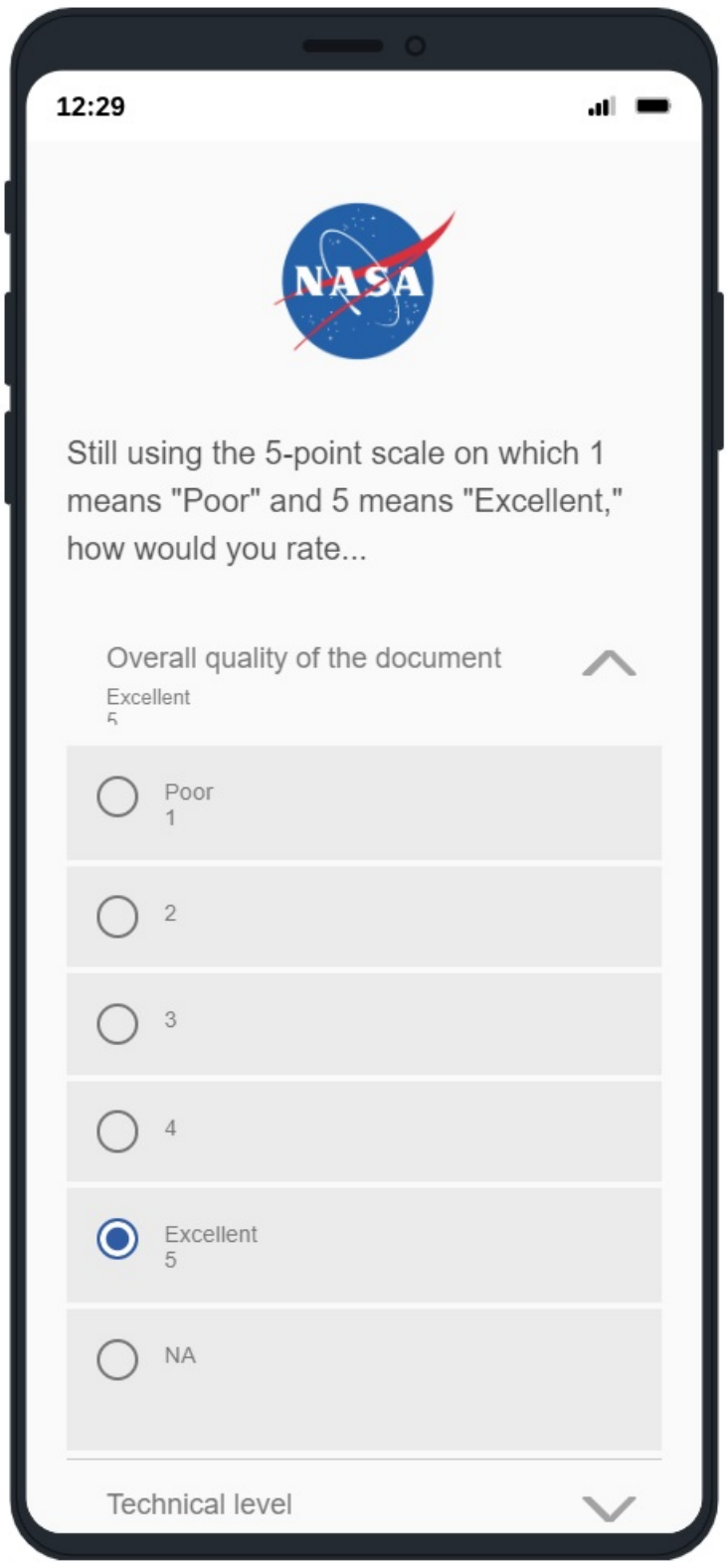


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Preview - NASA EOSDIS Survey

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Maps Translate Other bookmarks

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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document
Excellent
5

Technical level
Excellent
5

Organization
Excellent
5

Clarity and usefulness
Excellent
5

Extent to which the data documentation helped you use the data

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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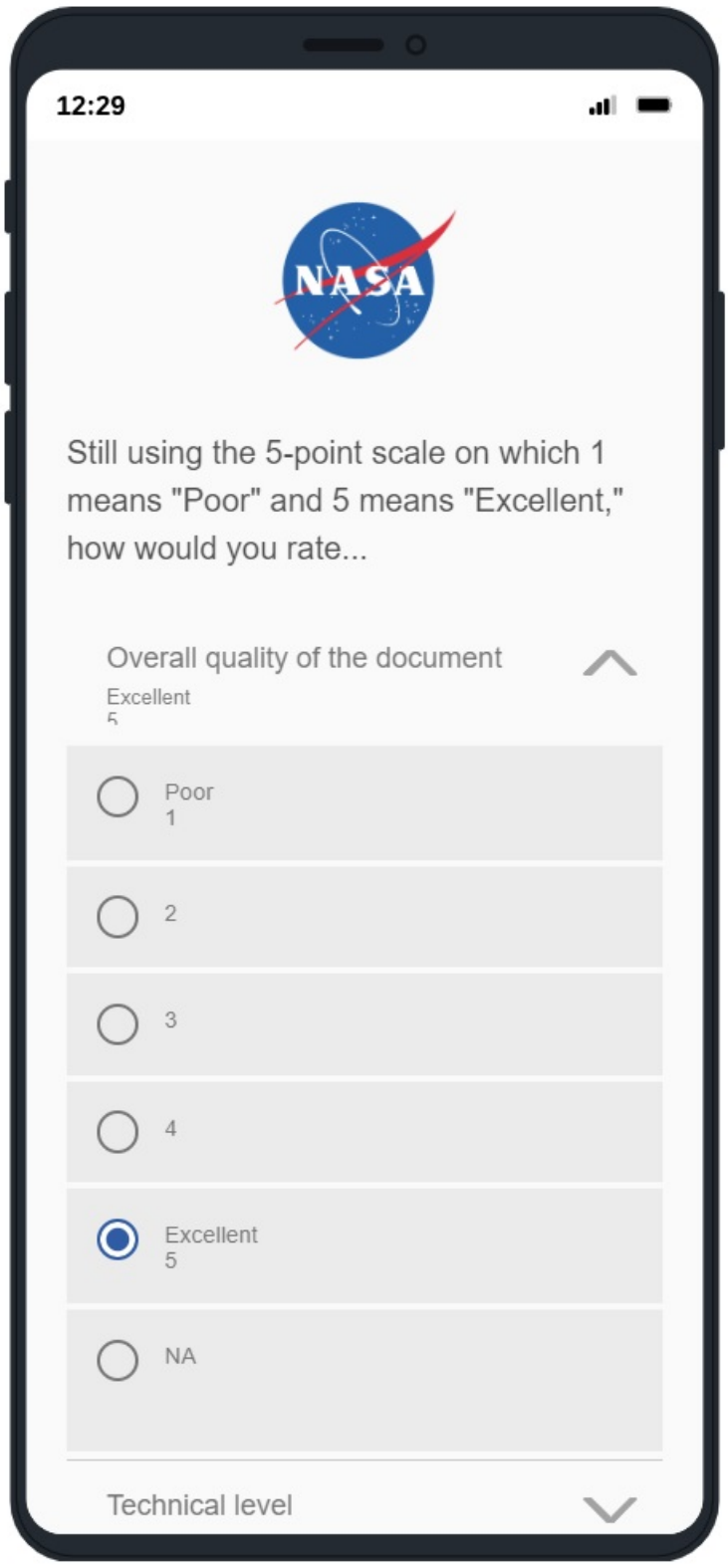


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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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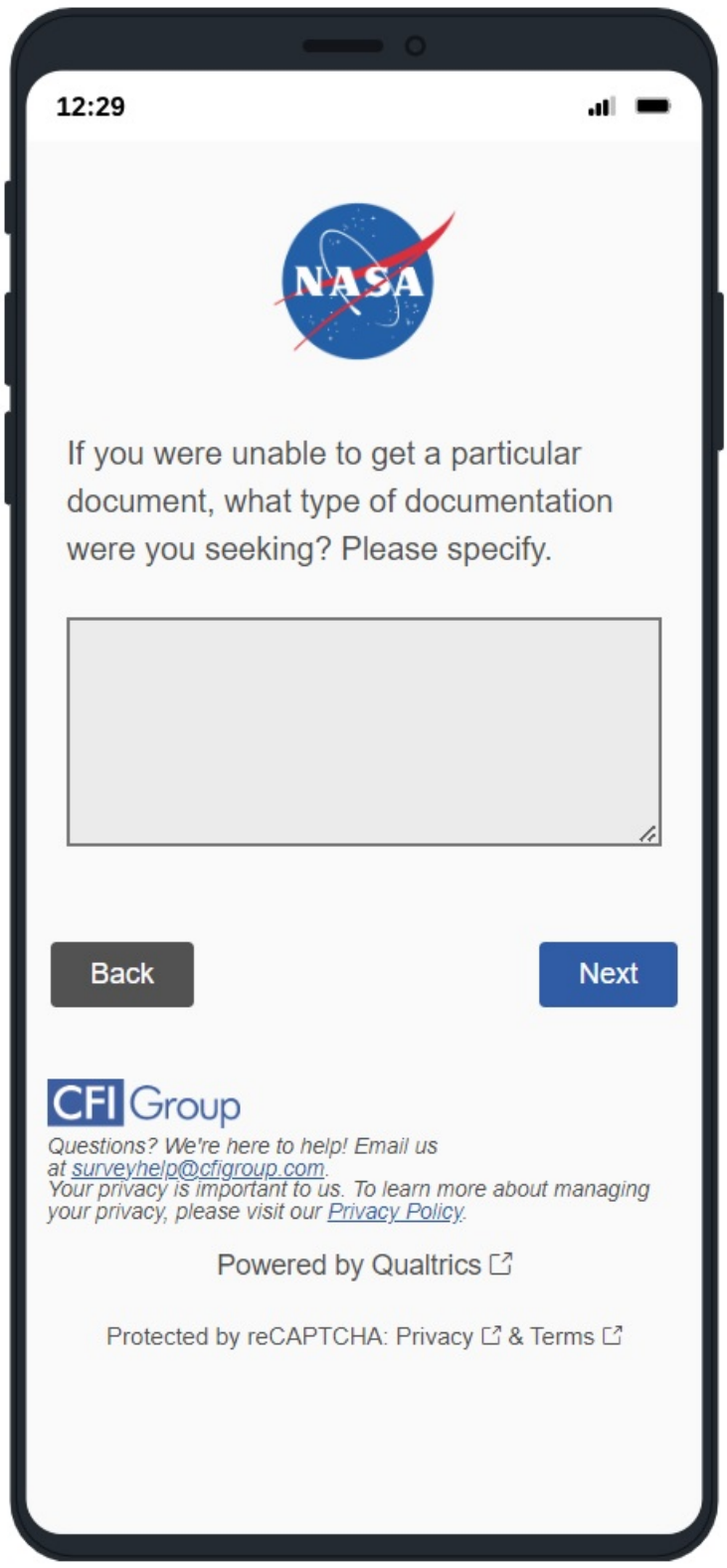

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During the past year have you contacted the **Socioeconomic Data and Applications Center - SEDAC's** user services office or interacted with DAAC personnel?

- Yes
- No

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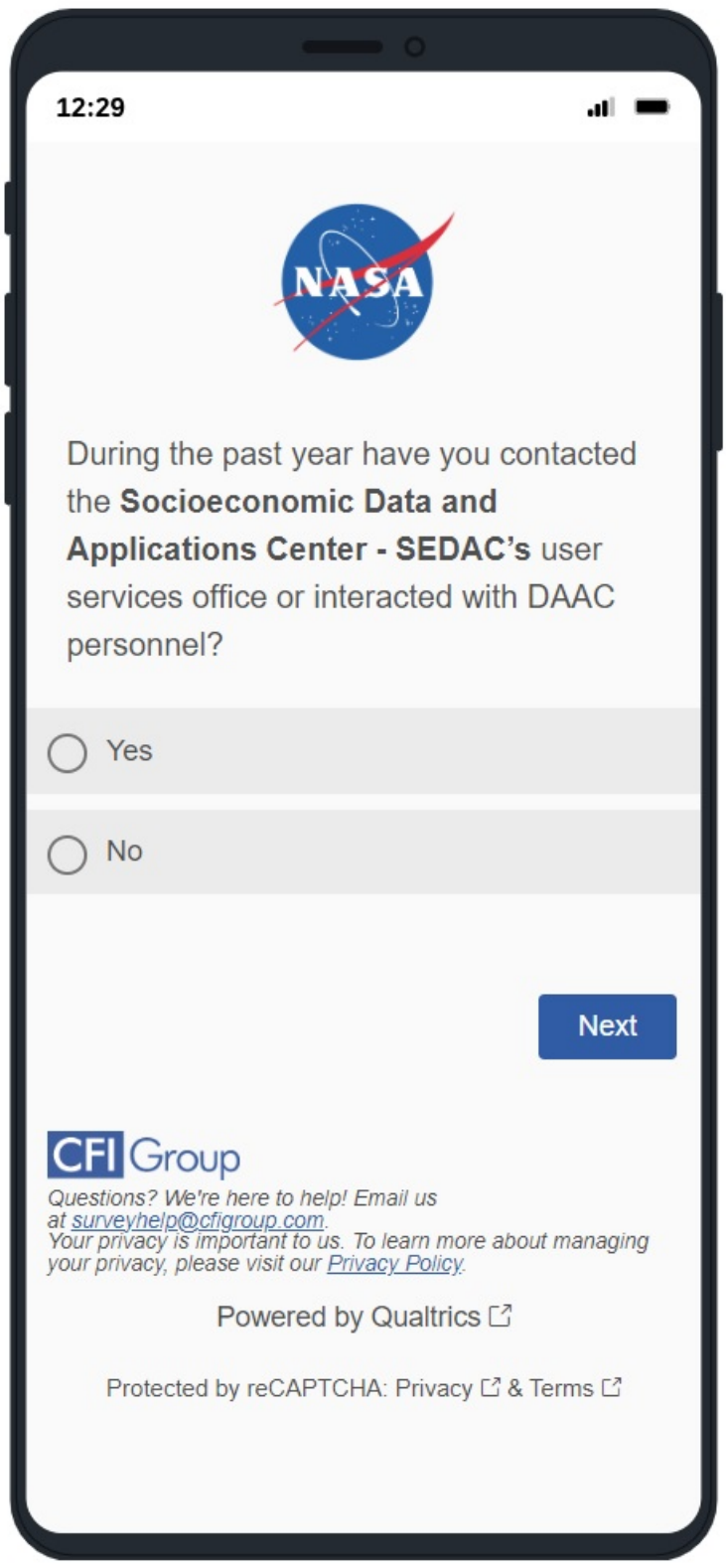

Think about the user services staff you interacted with when you contacted the **Socioeconomic Data and Applications Center - SEDAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Technical knowledge

Helpfulness in resolving a problem

Speed of response

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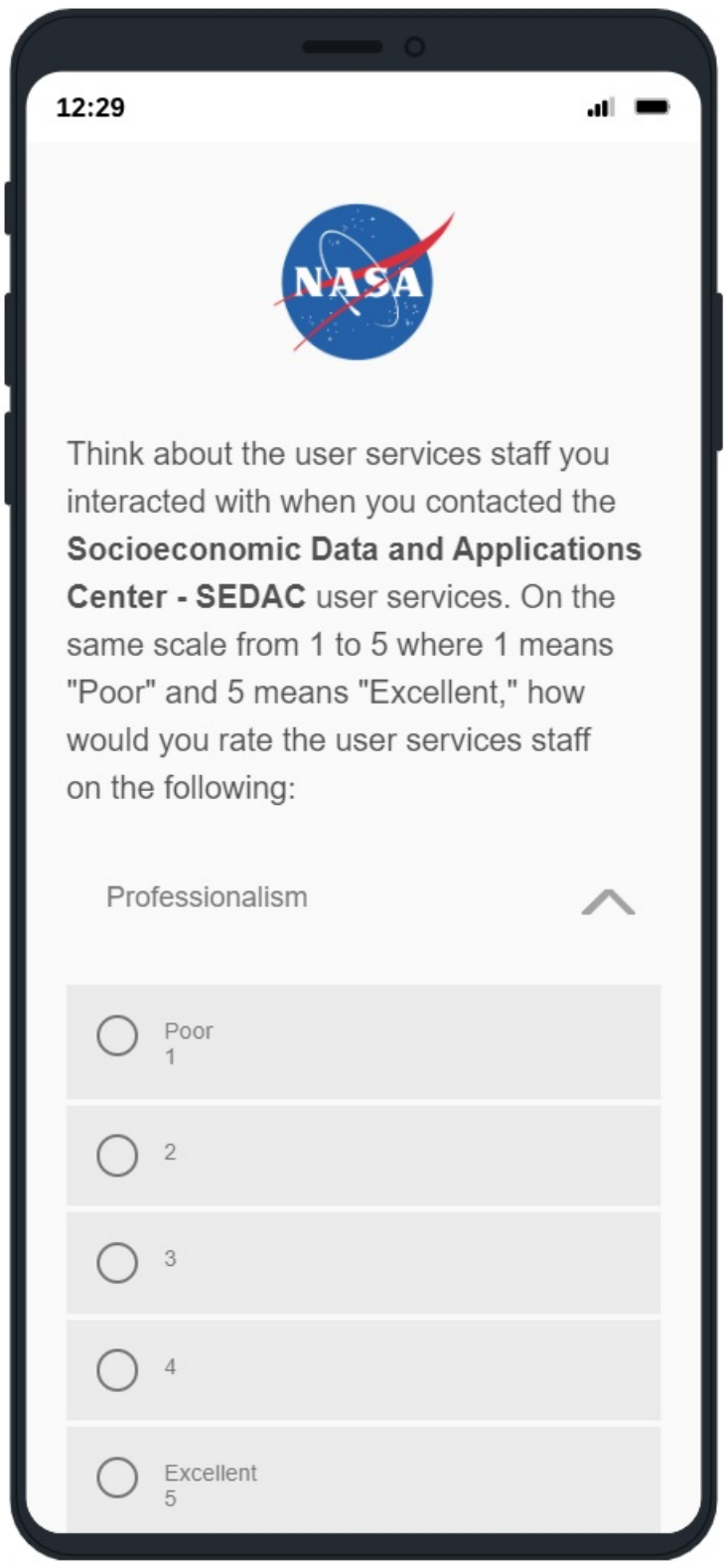

Restart Survey | Go to Bookmark | Clear | Tools

Think about the user services staff you interacted with when you contacted the **Socioeconomic Data and Applications Center - SEDAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism
Excellent
5

Technical knowledge

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Helpfulness in resolving a problem

Speed of response

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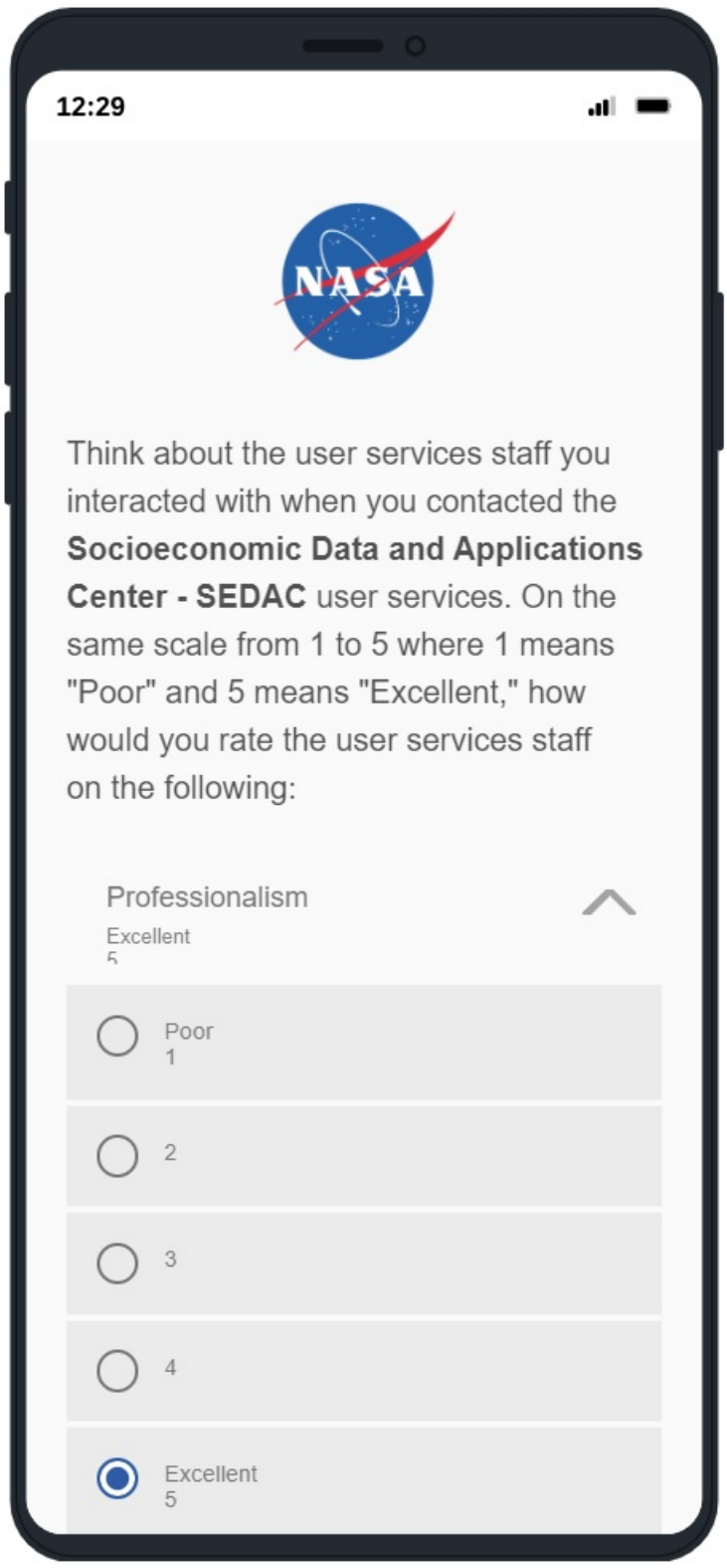

Restart Survey | Go to Bookmark | Clear | Tools

Think about the user services staff you interacted with when you contacted the **Socioeconomic Data and Applications Center - SEDAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism
Excellent
5

Technical knowledge
Excellent
5

Helpfulness in resolving a problem

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

Speed of response

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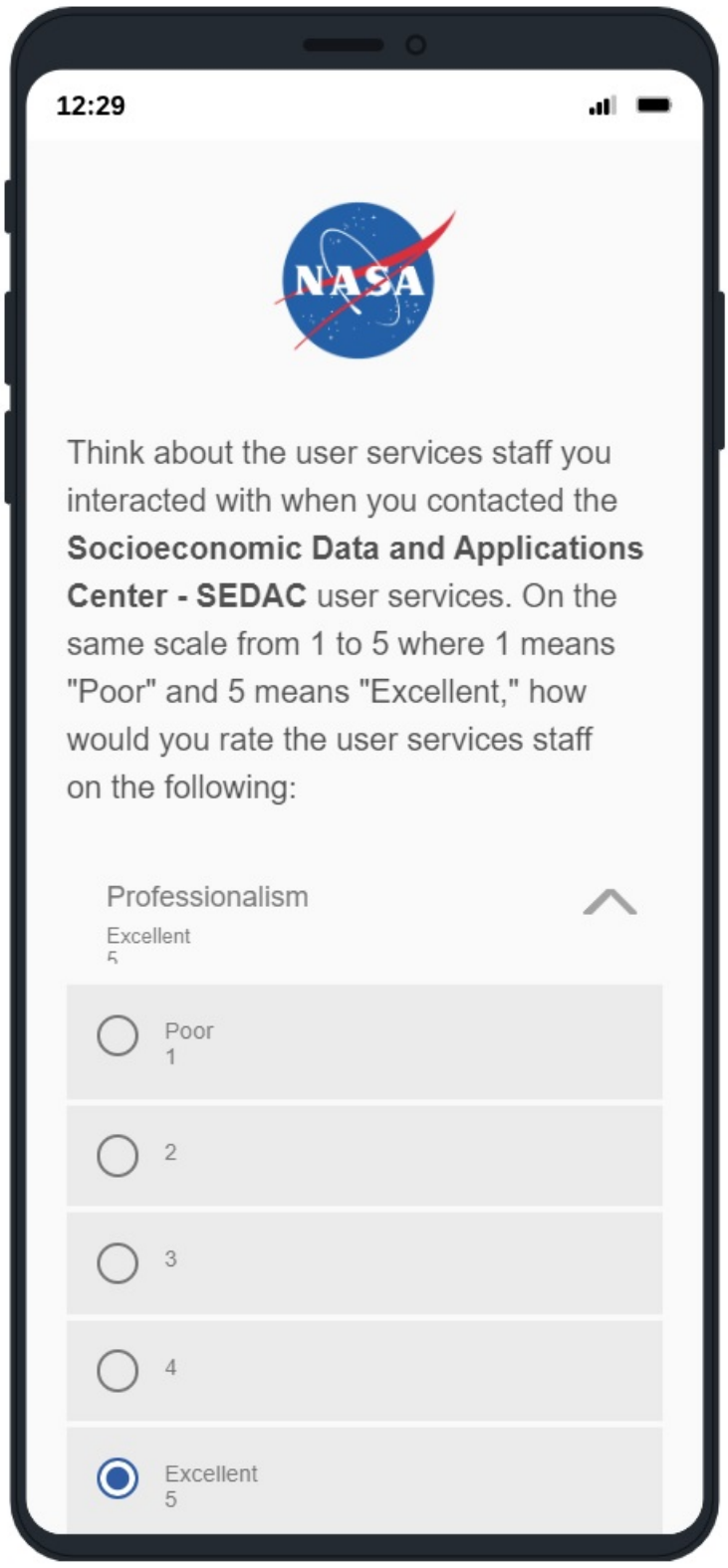

Restart Survey | Go to Bookmark | Clear | Tools

Think about the user services staff you interacted with when you contacted the **Socioeconomic Data and Applications Center - SEDAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism
Excellent
5

Technical knowledge
Excellent
5

Helpfulness in resolving a problem
Excellent
5

Speed of response

- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA

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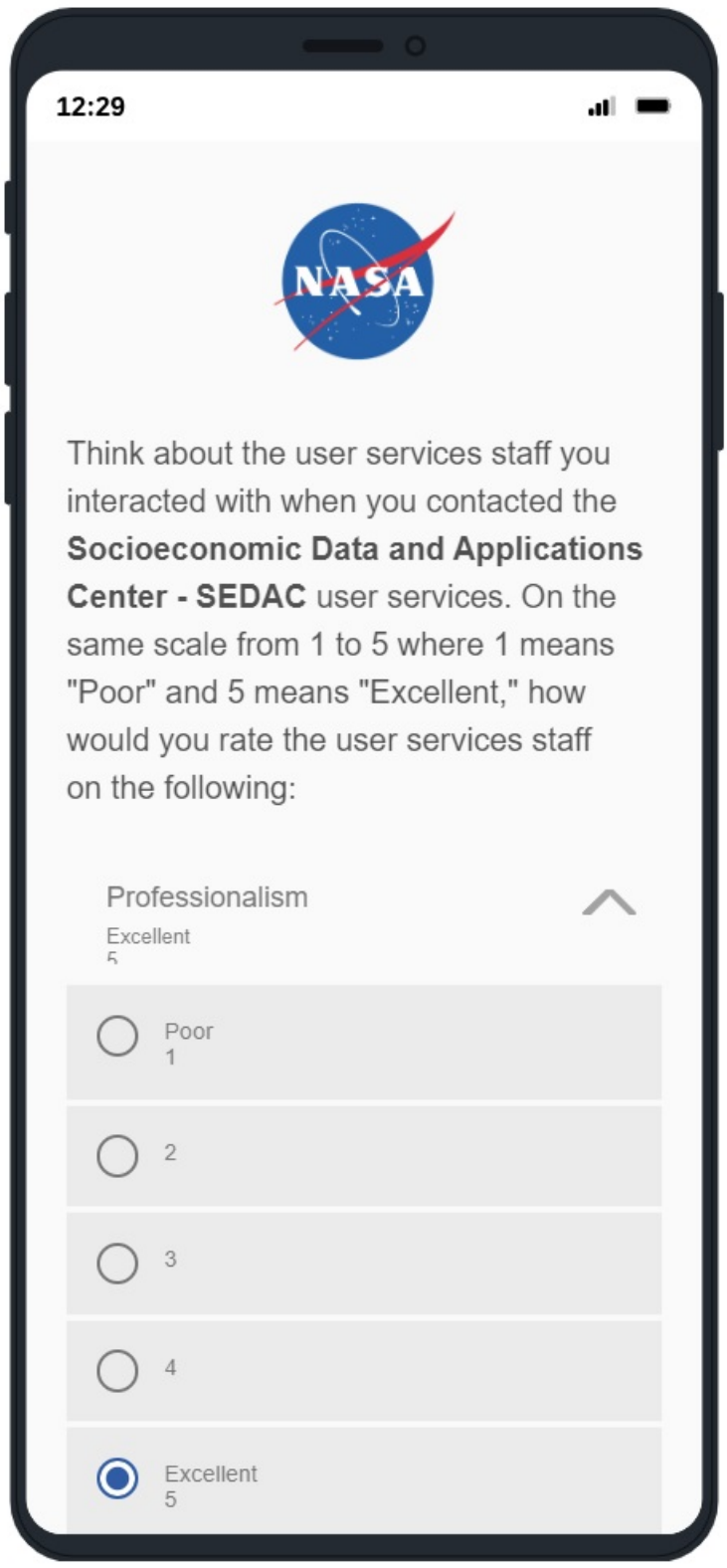


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Following this survey, would you like to be contacted by the Socioeconomic Data and Applications Center - SEDAC user services office for any additional support?

- ◯ Yes
- ◯ No

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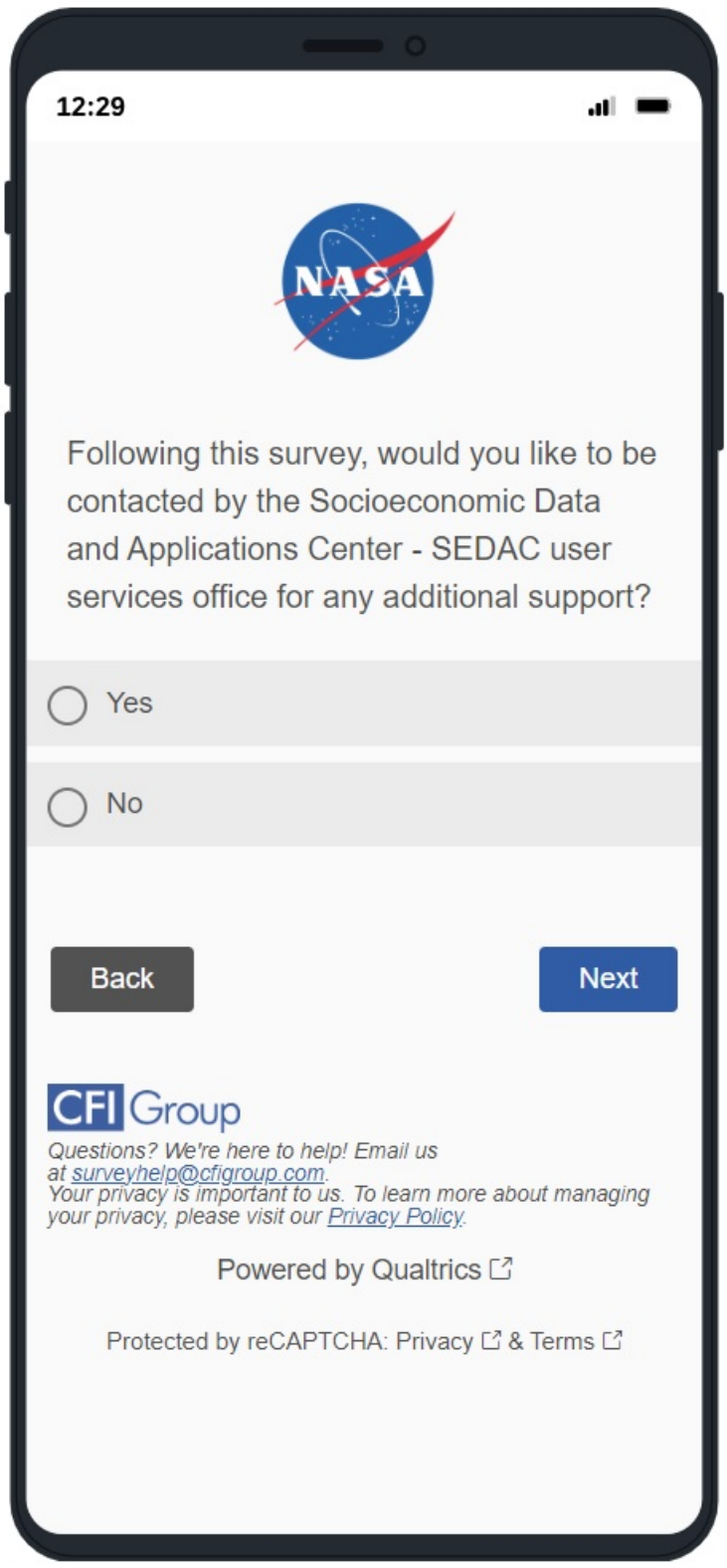

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Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **Socioeconomic Data and Applications Center - SEDAC**?

Overall satisfaction with the data products and services provided by **Socioeconomic Data and Applications Center - SEDAC**

- Very Dissatisfied 1
- 2
- 3
- 4
- Very Satisfied 5

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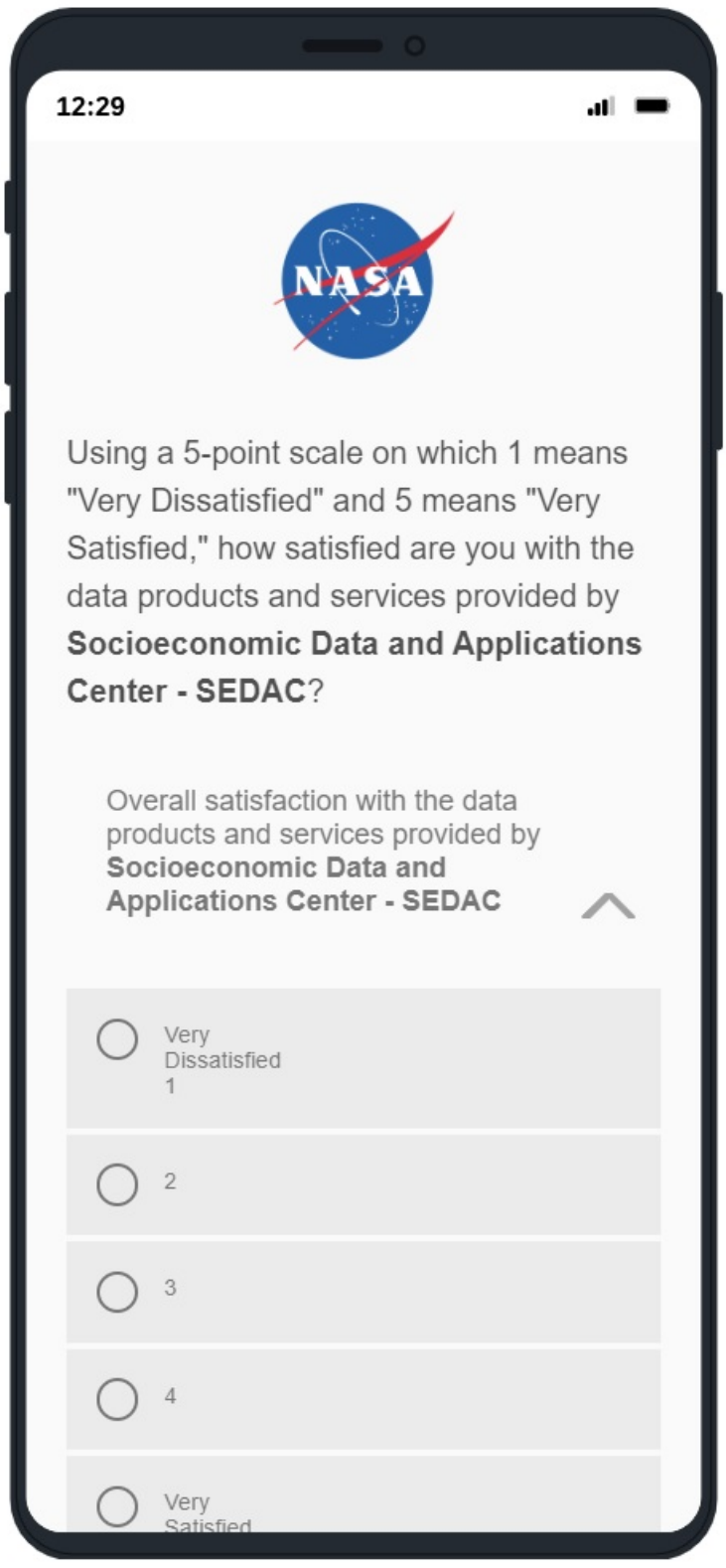
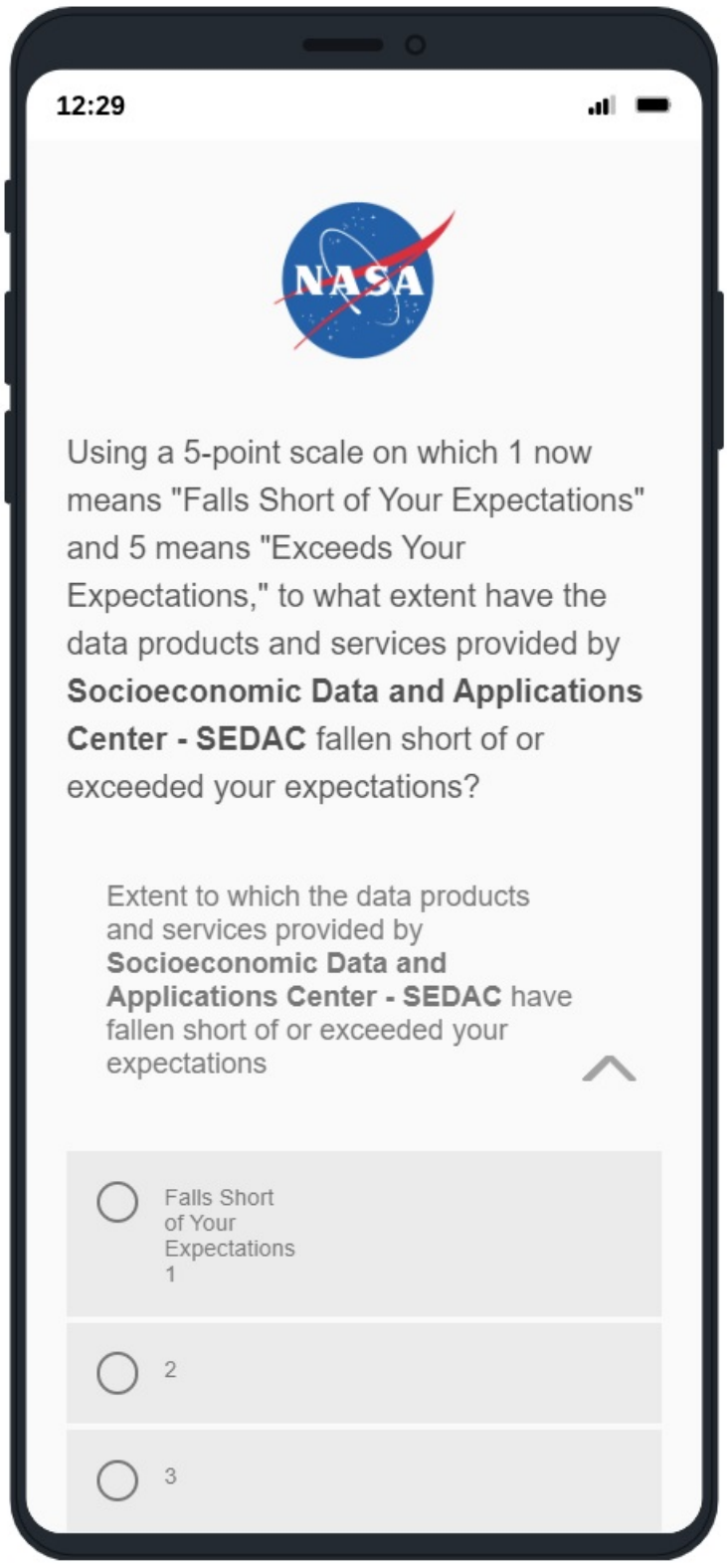


Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Socioeconomic Data and Applications Center - SEDAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Socioeconomic Data and Applications Center - SEDAC** have fallen short of or exceeded your expectations

- Falls Short of Your Expectations 1
- 2
- 3
- 4
- Exceeds Your Expectations 5

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Now, imagine an ideal provider of scientific data products and services. How close does **Socioeconomic Data and Applications Center - SEDAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the Ideal," and 5 means "Very Close to the Ideal."

How well **Socioeconomic Data and Applications Center - SEDAC** compares to ideal provider of scientific data products and services

- Not at All Close to the Ideal 1
- 2
- 3
- 4
- Very Close to the Ideal 5

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12:29

Now, imagine an ideal provider of scientific data products and services. How close does **Socioeconomic Data and Applications Center - SEDAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the Ideal," and 5 means "Very Close to the Ideal."

How well **Socioeconomic Data and Applications Center - SEDAC** compares to ideal provider of scientific data products and services

- Not at All Close to the Ideal 1
- 2
- 3
- 4

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Besides SEDAC, please list any other NASA DAACs from which you obtain data.

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12:29

Besides SEDAC, please list any other NASA DAACs from which you obtain data.

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Do you use SEDAC data in conjunction with data from other NASA DAACs?

- Yes
- No

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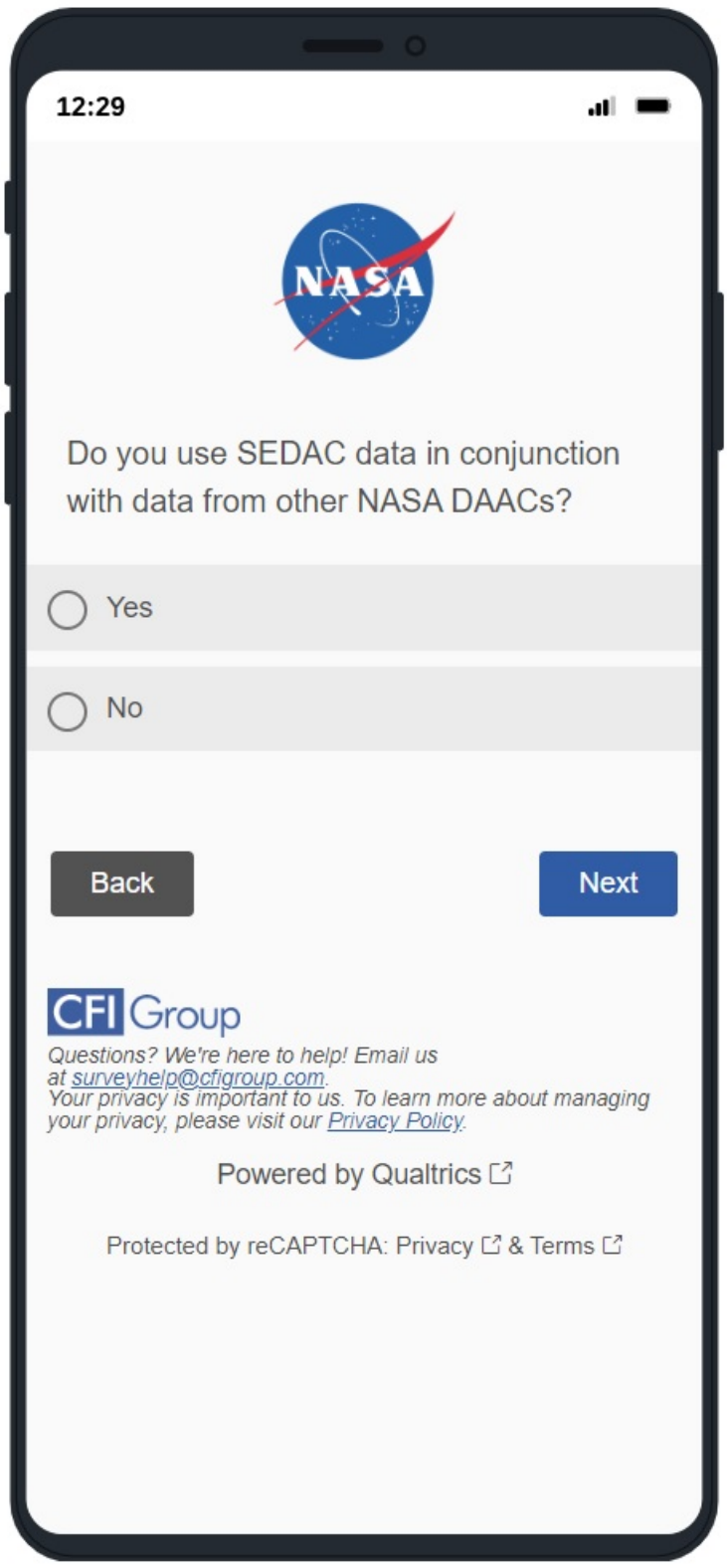

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If you use social science data, from where else do you obtain that data?

Select all that apply.

- [ ] World Bank
- [ ] United Nations
- [ ] Humanitarian Data Exchange
- [ ] OpenStreetMap
- [ ] Interuniversity Consortium for Political and Social Research (ICPSR)
- [ ] International Public Use Micro-Sample (IPUMS)
- [ ] Oak Ridge National Laboratory
- [ ] WorldPop
- [ ] European Commission (EC) Joint Research Center (JRC)
- [ ] Living Atlas of the World
- [ ] Other (please specify)
- [ ] I do not use social science data

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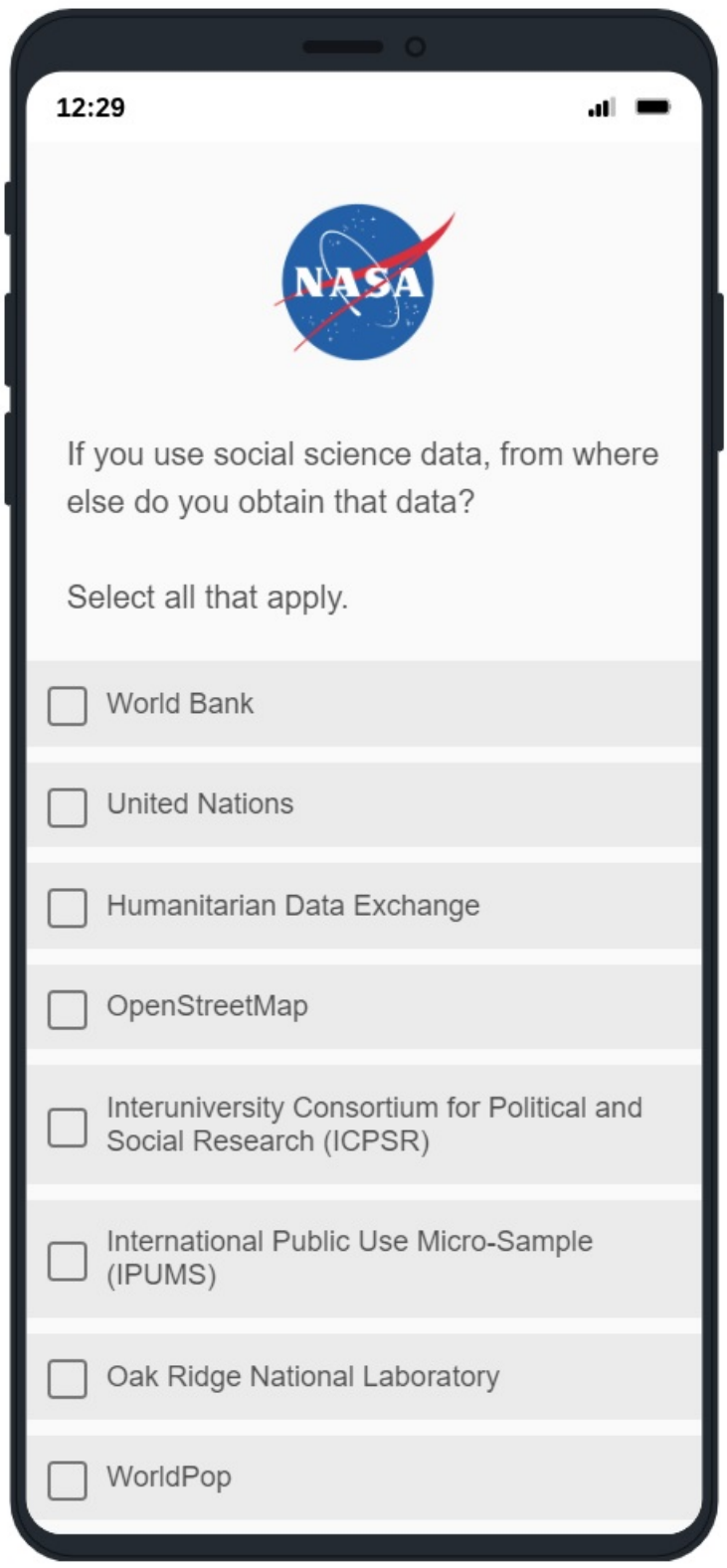

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Are you aware that, in addition to its own data, SEDAC also archives and disseminates third-party data sets that are of interest to the human dimensions research community?

- Yes
- No

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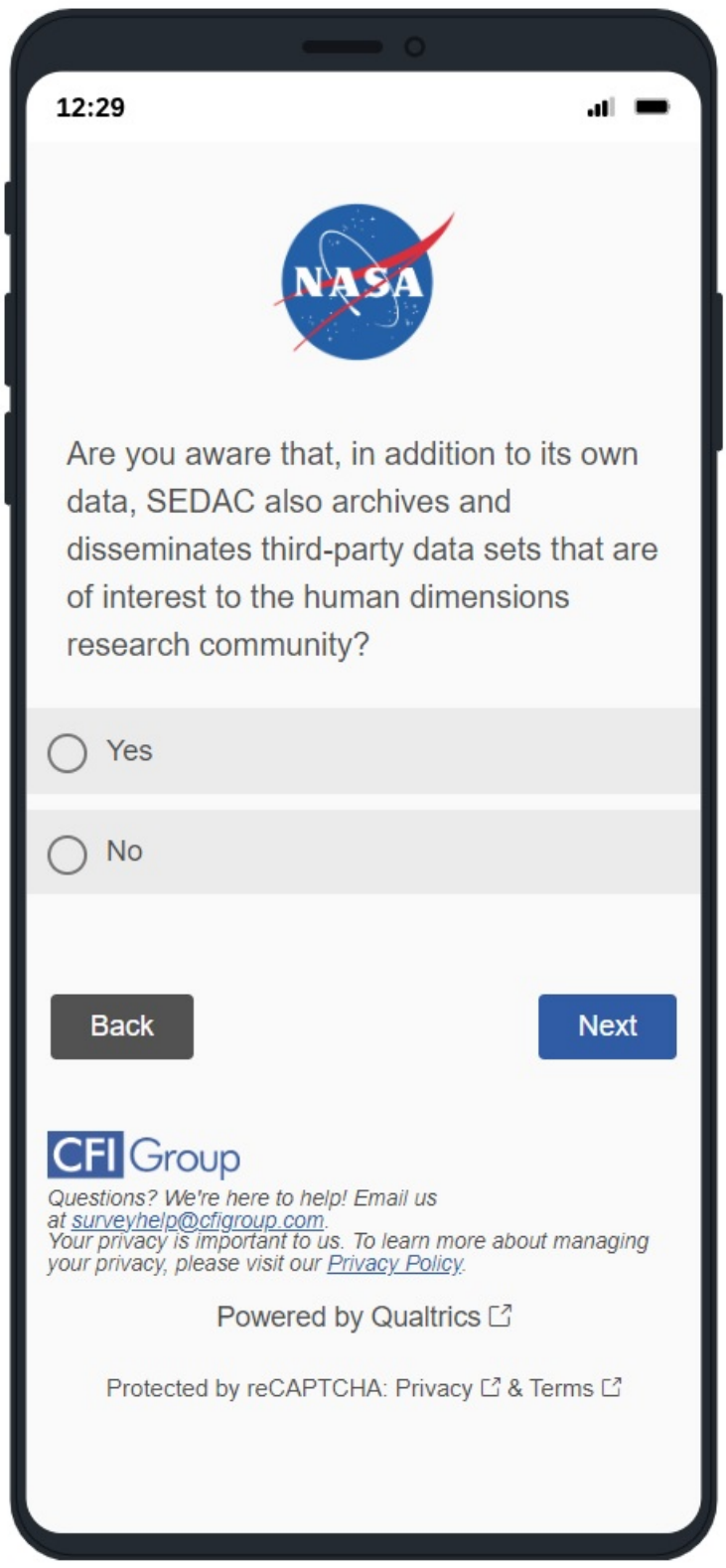

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How do you use SEDAC data or tools?

Select all that apply.

- [ ] Applications
- [ ] Classroom exercises
- [ ] Context setting
- [ ] Decision support
- [ ] Integrate with earth science or remote sensing data
- [ ] Jounalism/media
- [ ] Lecture materials
- [ ] Public outreach materials
- [ ] Scientific research
- [ ] Student projects
- [ ] Other (please specify)

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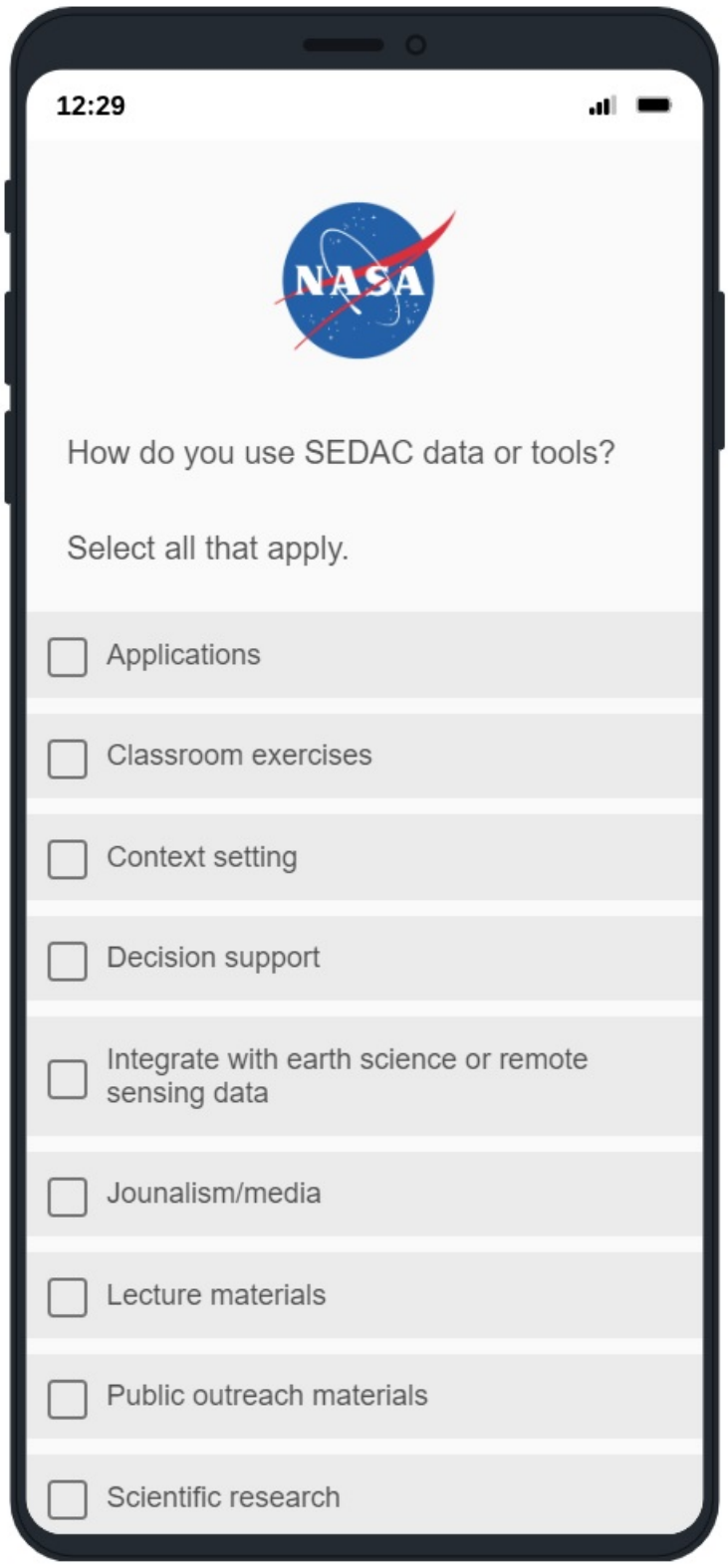

If you are a researcher, how did you use the data?

Select all that apply.

- [ ] Context setting
- [ ] Defining a sampling frame
- [ ] Demonstrating policy relevance
- [ ] Input to a process model
- [ ] Machine learning
- [ ] Map figure or data table
- [ ] Statistical analysis
- [ ] Validation
- [ ] Other (please specify)
- [ ] I am not a researcher

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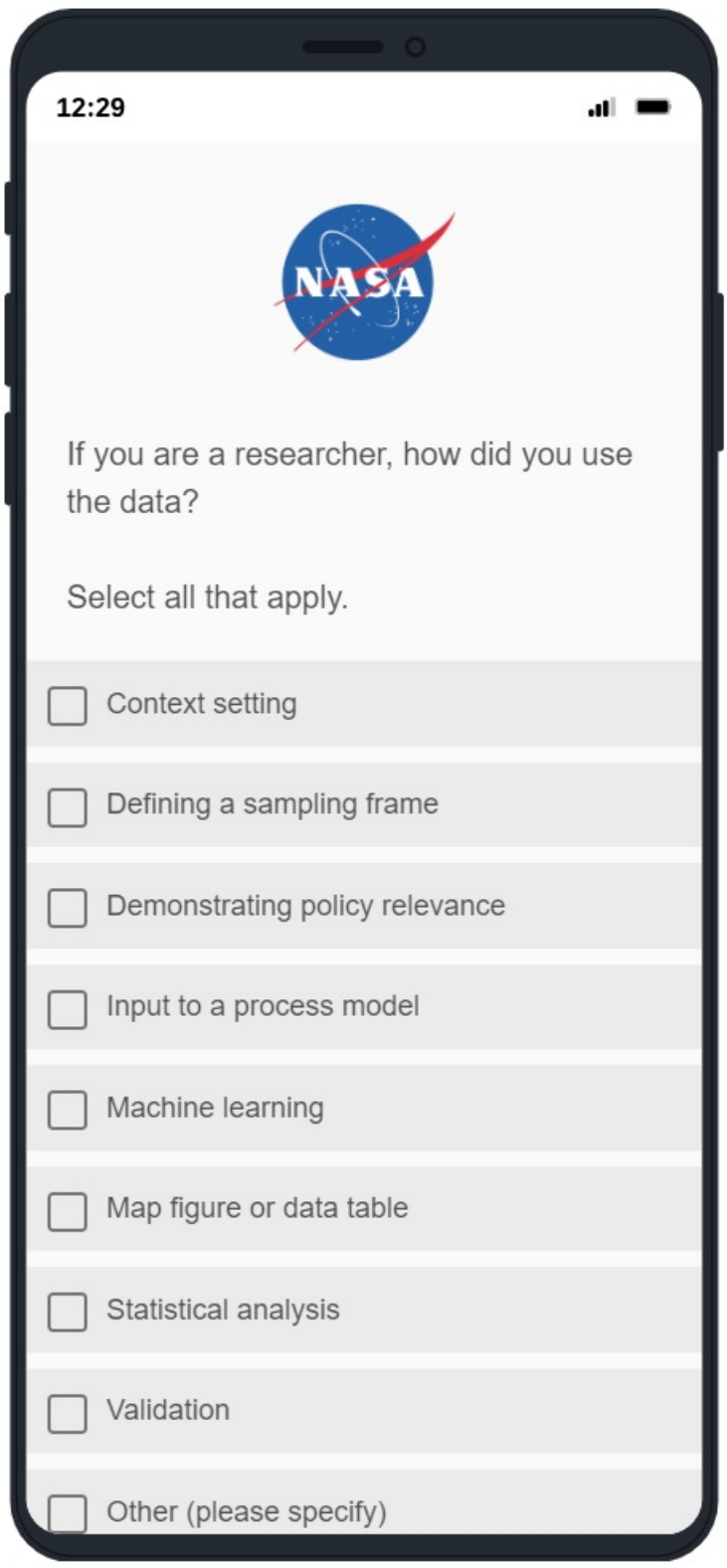

Please select the tool or tools you used to work with the data from SEDAC.

Select all that apply.

- [ ] ArcGIS
- [ ] ENVI
- [ ] ERDAS/IMAGINE
- [ ] Excel (or equivalent)
- [ ] Global Mapper
- [ ] GRASS
- [ ] Google Earth Engine
- [ ] MATLAB
- [ ] Python
- [ ] PostgreSQL
- [ ] Quantum GIS (QGIS)
- [ ] R
- [ ] SPSS
- [ ] STATA
- [ ] Other/open source (please specify)

- [ ] Don't know/Not applicable

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12:29

Please select the tool or tools you used to work with the data from SEDAC.

Select all that apply.

- [ ] ArcGIS
- [ ] ENVI
- [ ] ERDAS/IMAGINE
- [ ] Excel (or equivalent)
- [ ] Global Mapper
- [ ] GRASS
- [ ] Google Earth Engine
- [ ] MATLAB
- [ ] Python

Restart Survey | Go to Bookmark | Clear | Tools

Please indicate your preferred format(s) of SEDAC data.

Select all that apply.

- [ ] ASCII
- [ ] GeoJSON
- [ ] GeoTIFF
- [ ] KMZ/KML
- [ ] NetCDF
- [ ] Other GIS (BIL, GRID, SHP, Geopackage, etc.)
- [ ] Other image (JPEG, GIF, PNG, etc.)
- [ ] Spreadsheet (CSV, XLS, XLSX, etc.)
- [ ] Other (please specify)

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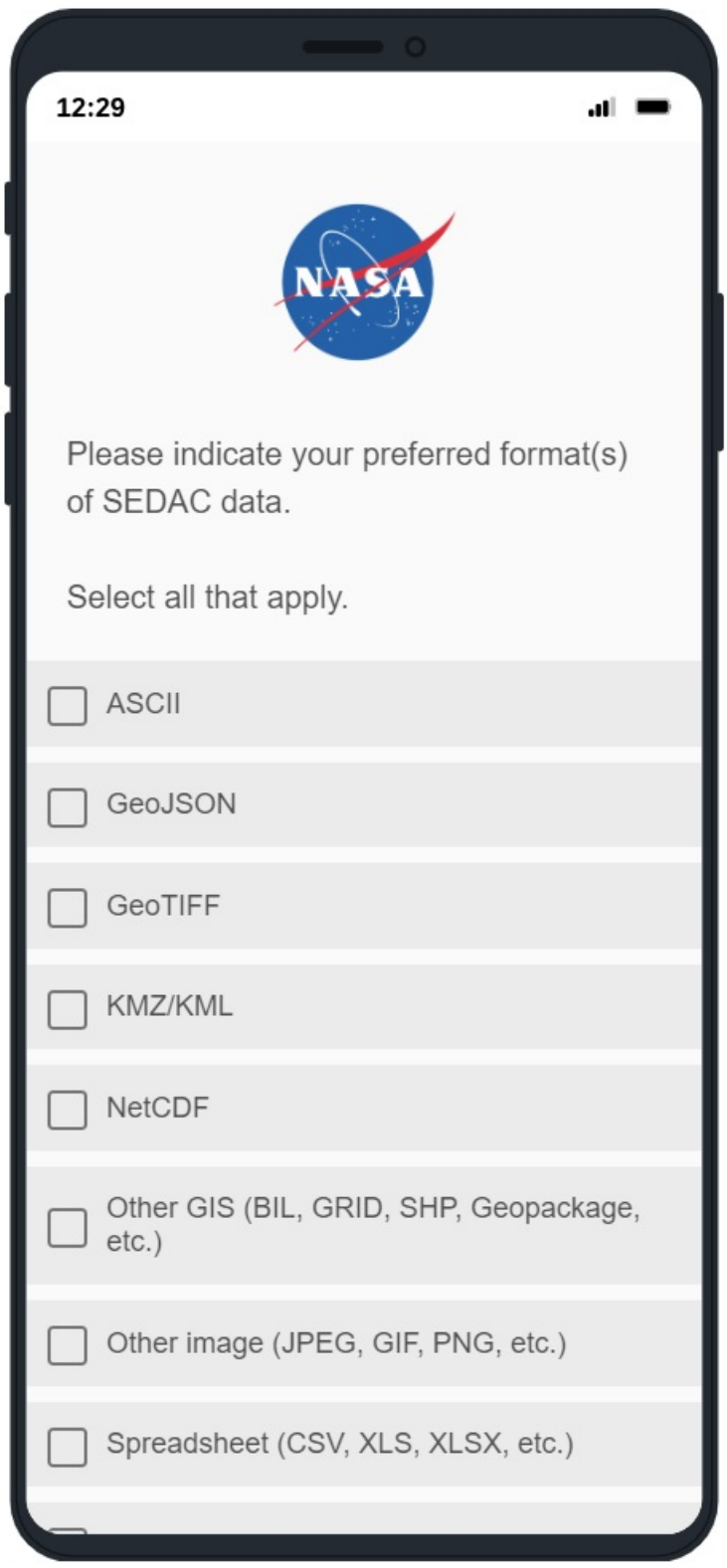

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Earlier you indicated you searched for documentation. What type of documentation were you seeking?

Select all that apply.

- [ ] Data formats
- [ ] Data provenance
- [ ] Data dictionary
- [ ] Formal dataset metadata
- [ ] Examples of how data has been used
- [ ] How to use data analysis tools
- [ ] How to use data search tools
- [ ] How to use visualization tools
- [ ] Quality assurance/error sources
- [ ] Data limitations
- [ ] Use restrictions/permissions
- [ ] Other (please specify)

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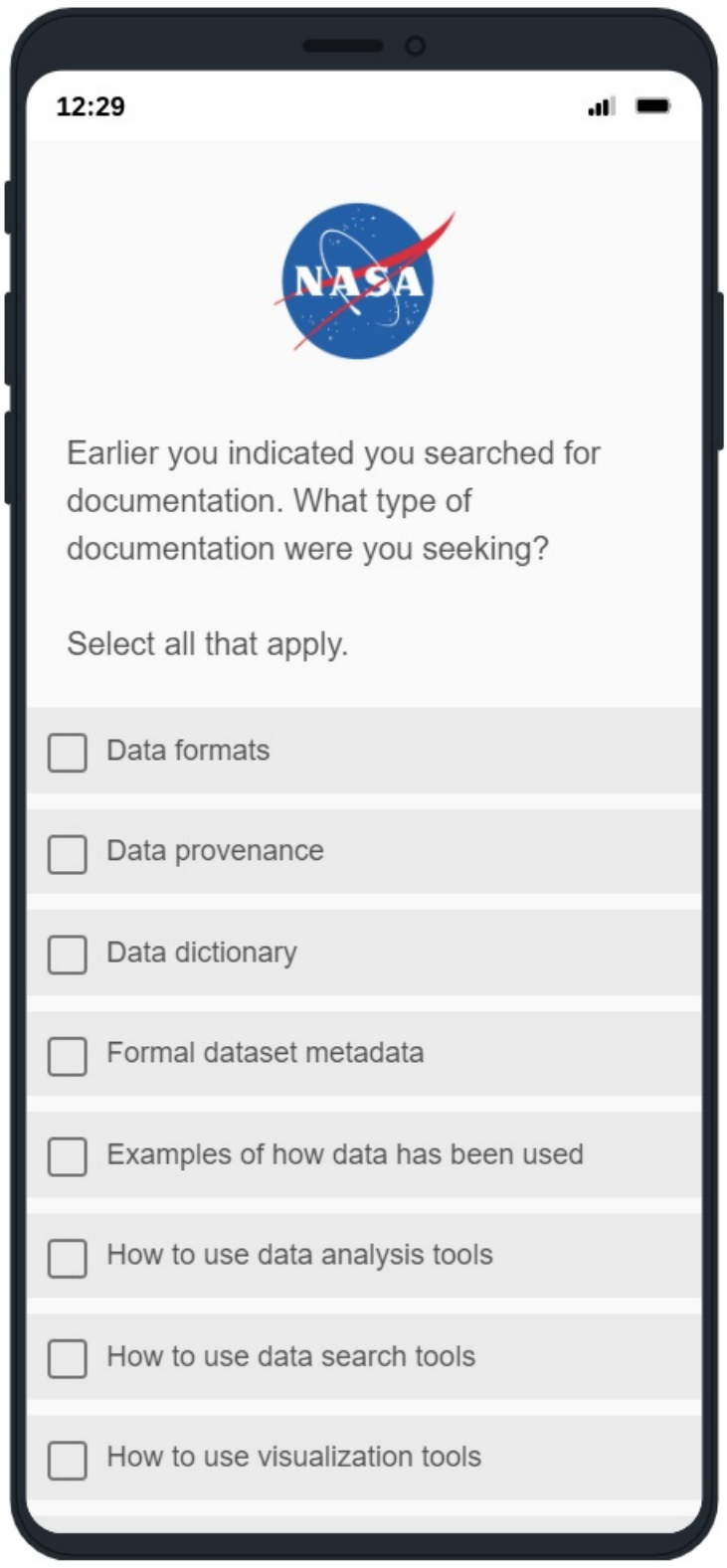

Which of the following web services would you be interested in using?

Select all that apply.

- [ ] Jupyter Notebook
- [ ] OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
- [ ] OPeNDAP (e.g., THREDDS, Hyrax)
- [ ] REST based web calls (DAAC created; DAAC specific)
- [ ] SOAP based web calls (DAAC created; DAAC specific)
- [ ] Remote Procedure Call (RPC)
- [ ] Other (please specify)
- [ ] I am not interested in web services

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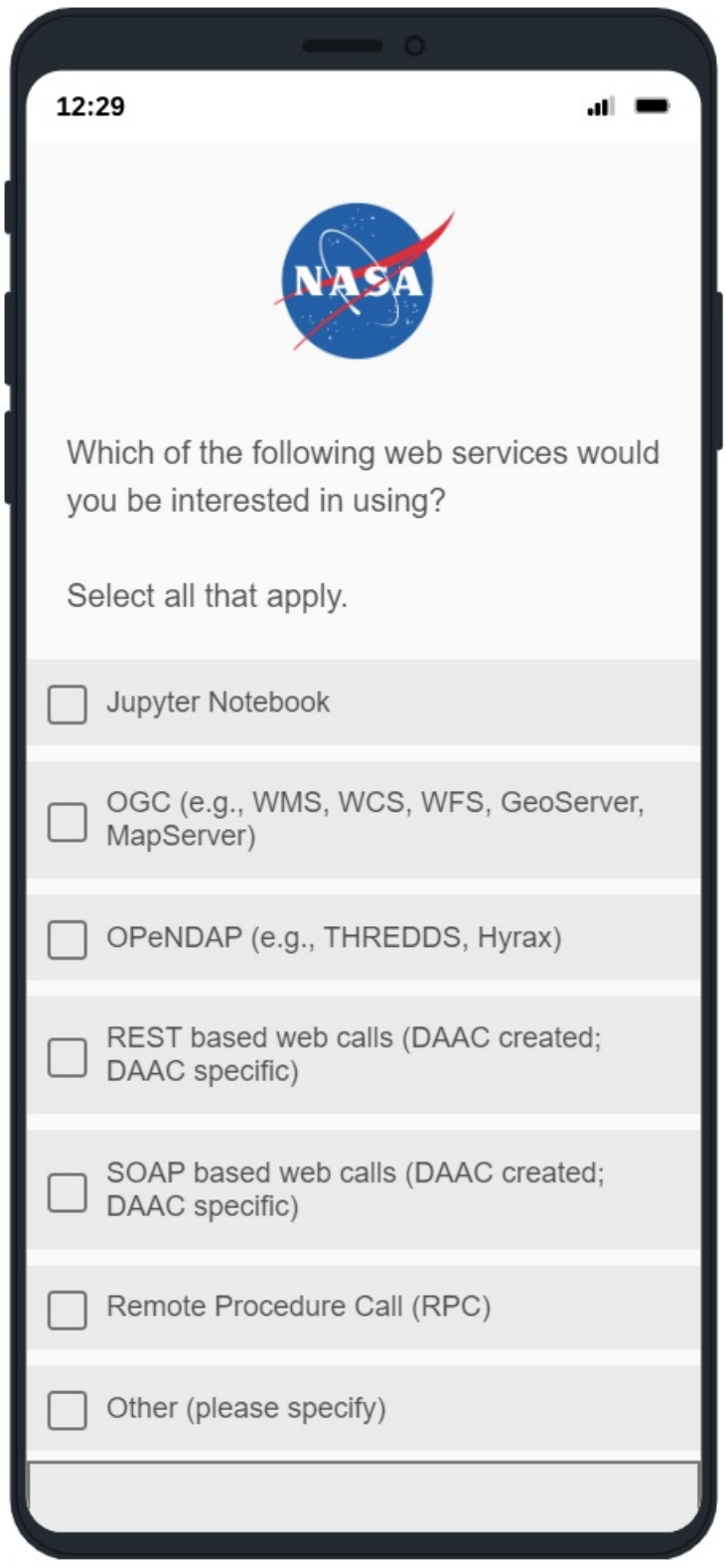

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What is your preferred method for utilizing web services?

- ◯ Scripts
- ◯ Own client
- ◯ Access from a notebook environment (e.g., Jupyter)
- ◯ Command line (hand executed)
- ◯ Commercial software application (e.g., ENVI/ArcGIS/IDL, etc.)
- ◯ Open Source software application (e.g., Panoply, GRADDS, etc.)
- ◯ Access from a programming language (e.g., Java, MATLAB, R, etc.)
- ◯ Other (please specify)

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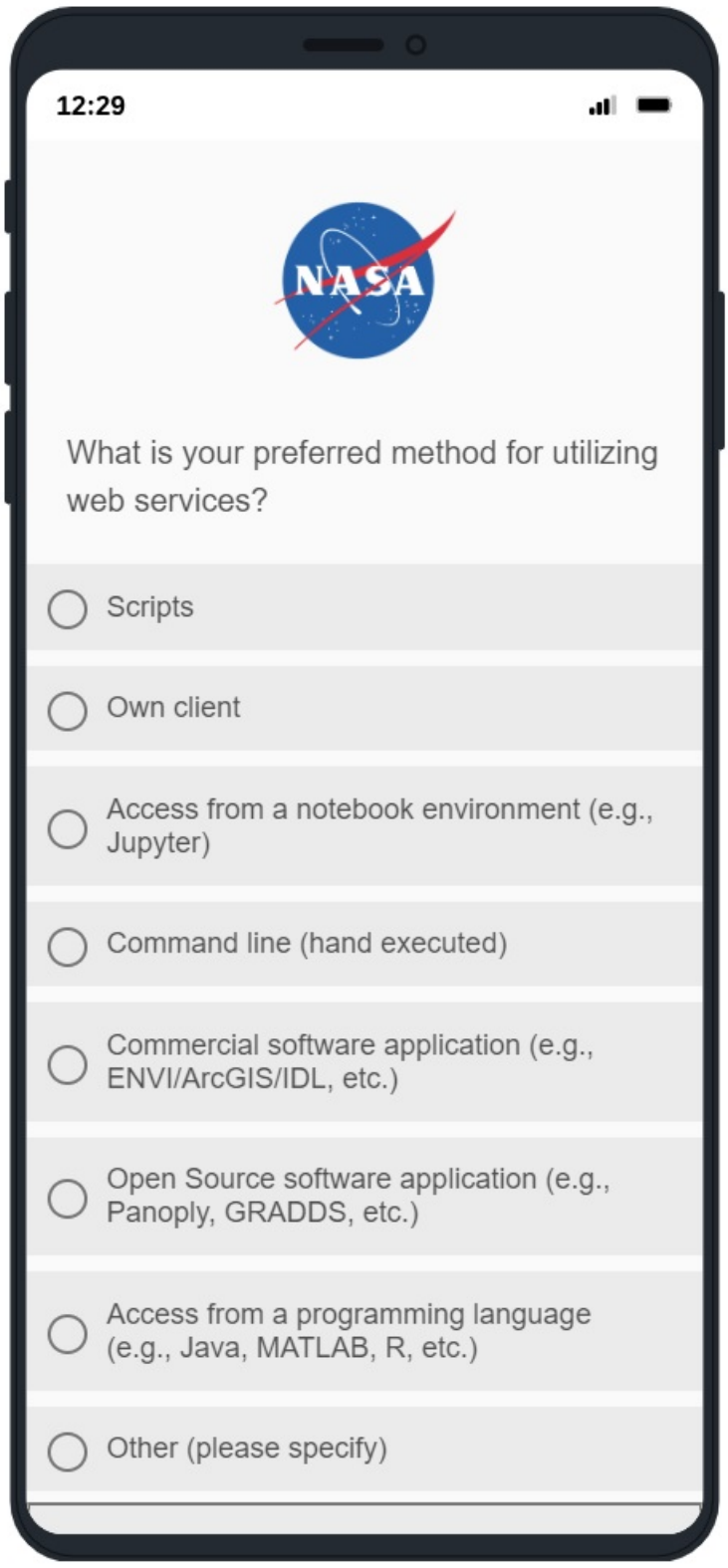


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For which general areas/disciplines do you need or have you needed to use Earth science data and services?

Select all that apply.

- [ ] Agriculture
- [ ] Biological sciences
- [ ] Disasters
- [ ] Economics
- [ ] Environmental justice
- [ ] Geography
- [ ] Health
- [ ] Other scoial science
- [ ] Sociology
- [ ] Sustainability
- [ ] Urban planning
- [ ] Water resources

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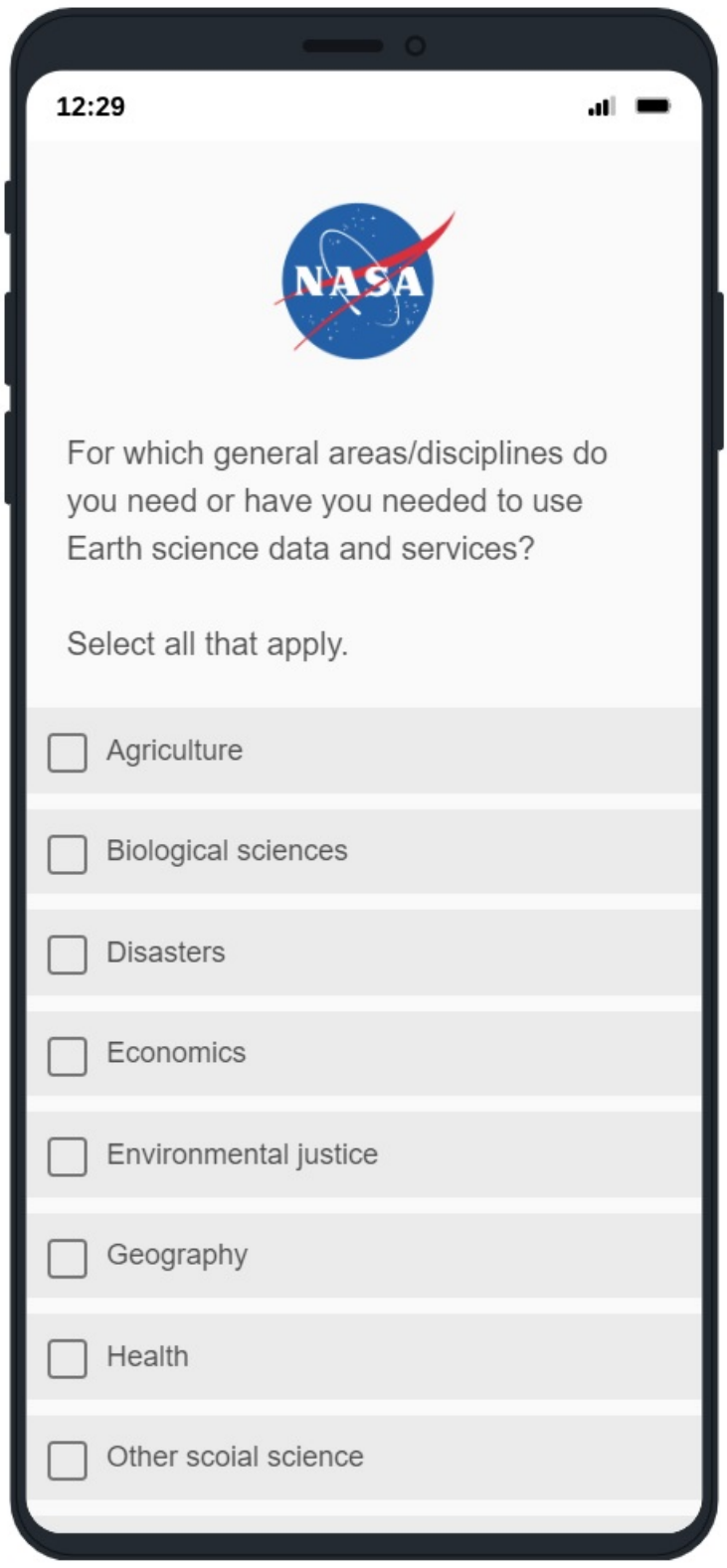

Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Socioeconomic Data and Applications Center - SEDAC** in the future?

Likelihood of using the services provided by **Socioeconomic Data and Applications Center - SEDAC** again in the future

- Not at All Likely 1
- 2
- 3
- 4
- Very Likely 5
- NA

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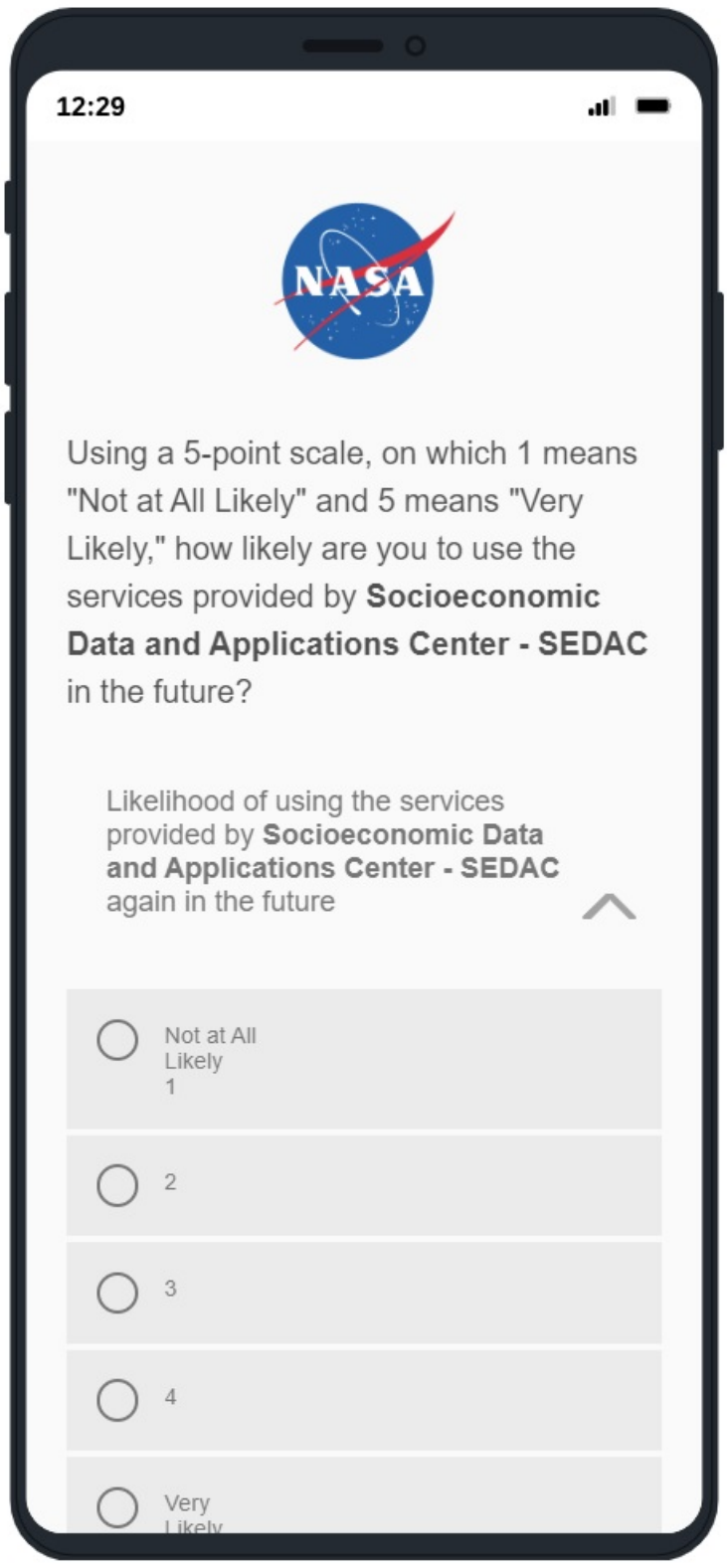

Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you need on our websites?

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12:29

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? Is what you need on our websites?

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You have reached the end of the survey. Please click on the "Submit" button below to send your responses to CFI Group's secure database. You will also receive a prompt to respond for another DAAC.

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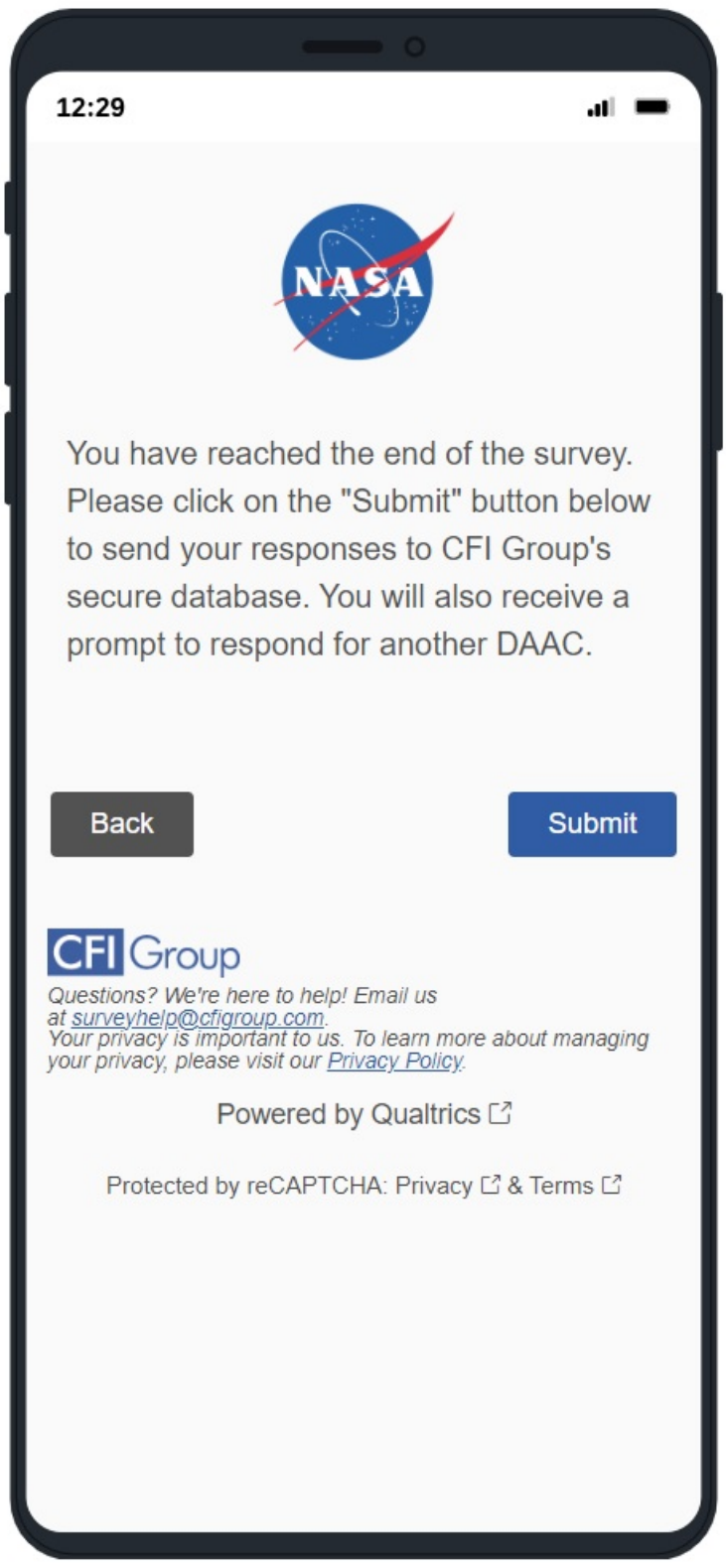
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