



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.

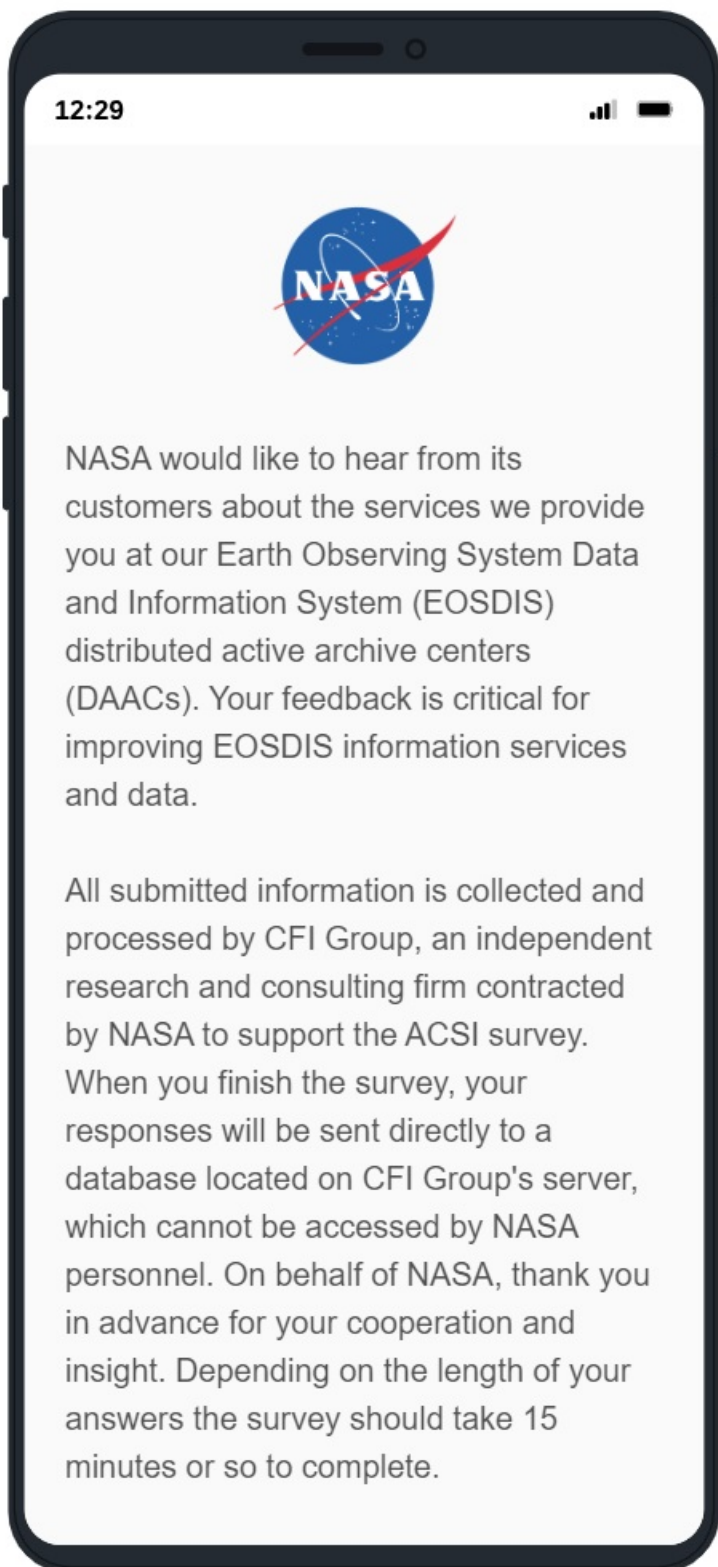
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

Please click the "Next" button to begin.

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Tools



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.](#)

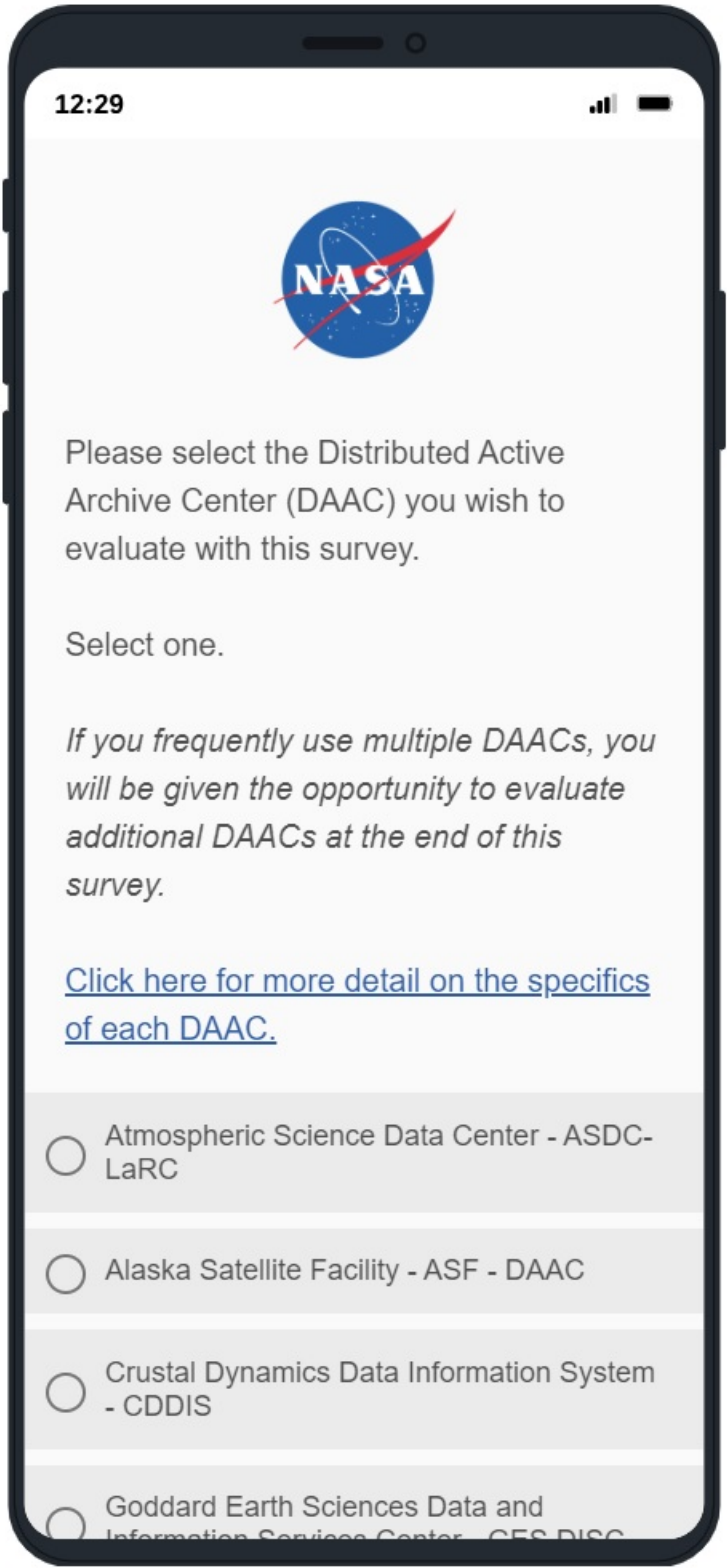
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1 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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- 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

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Tools



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

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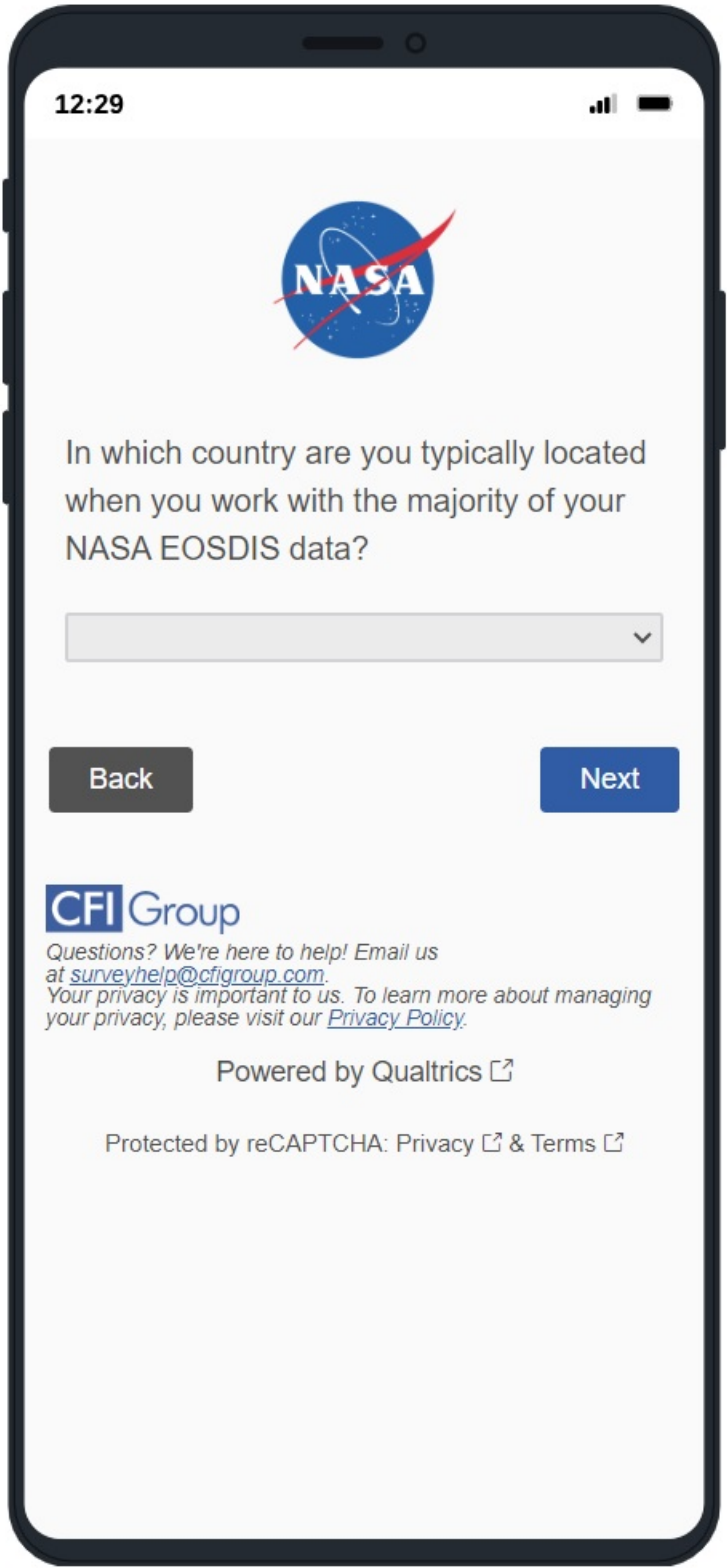
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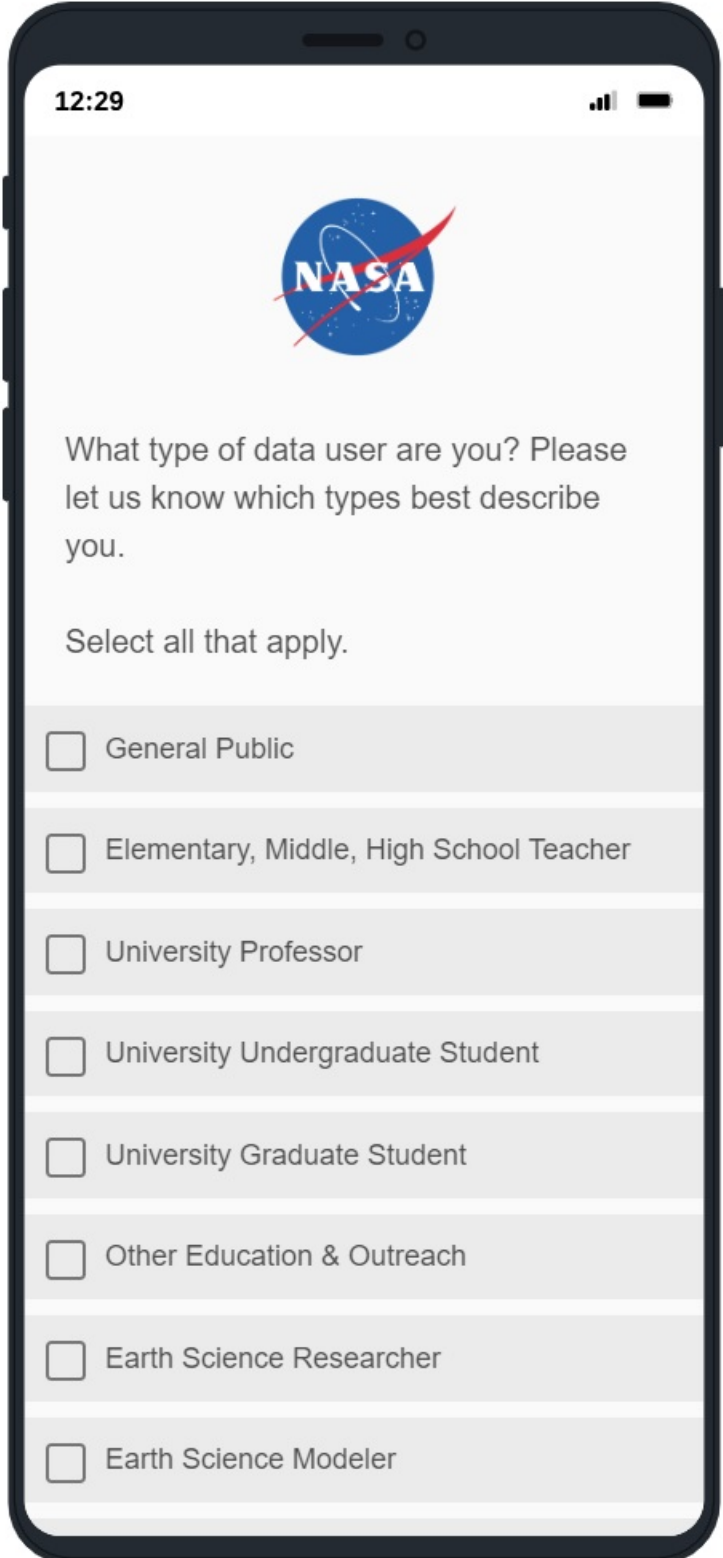
Tools



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

Back

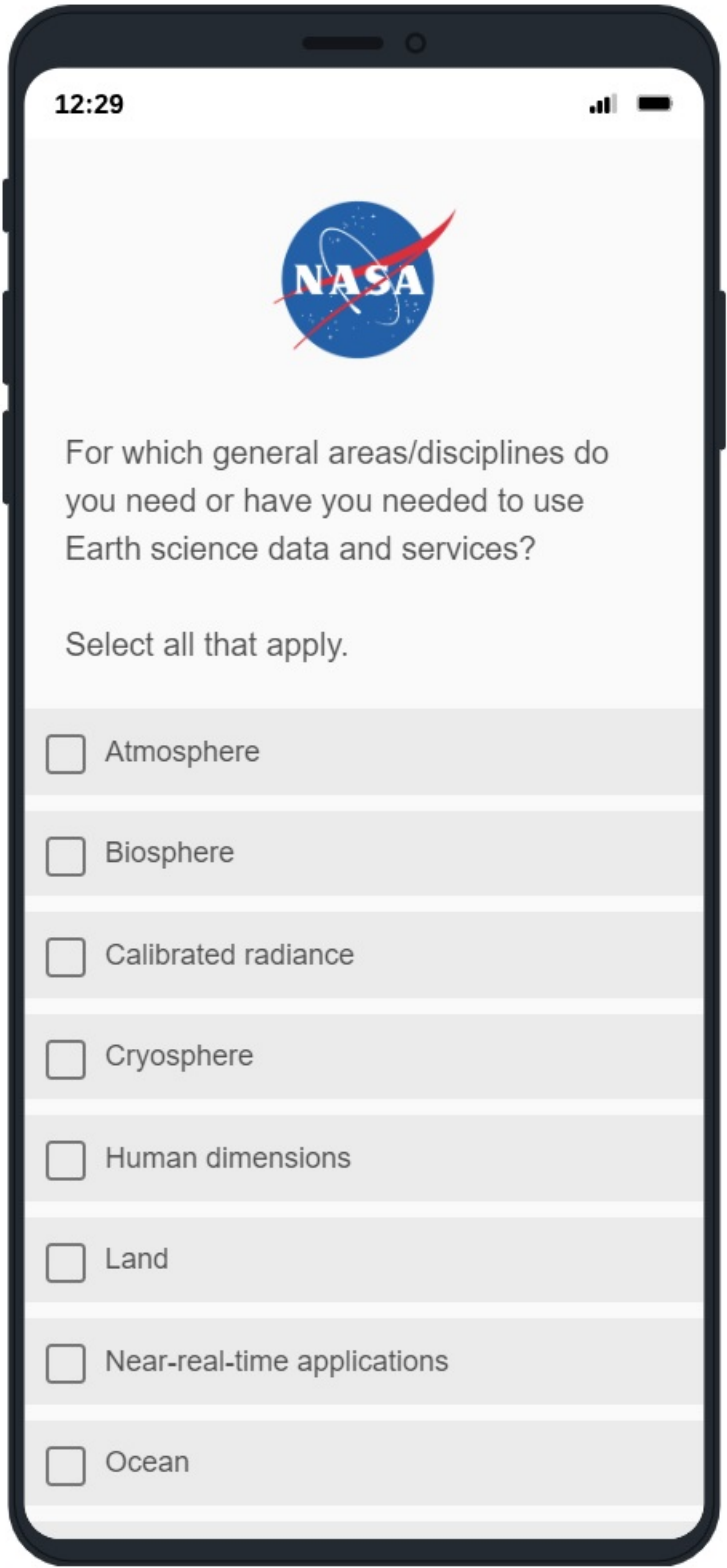
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Have you done any of the following from Physical Oceanography DAAC - PO DAAC-JPL: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

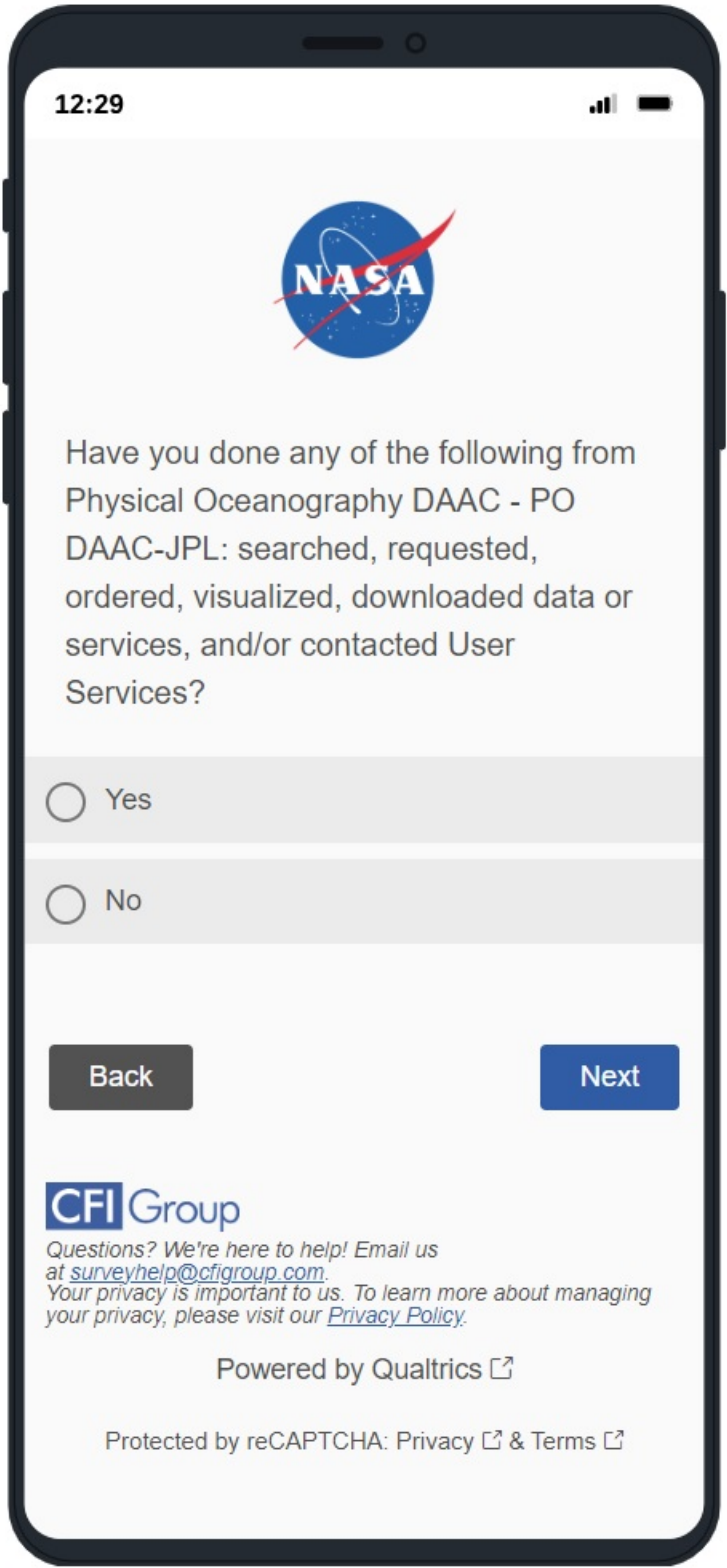
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Yes

No

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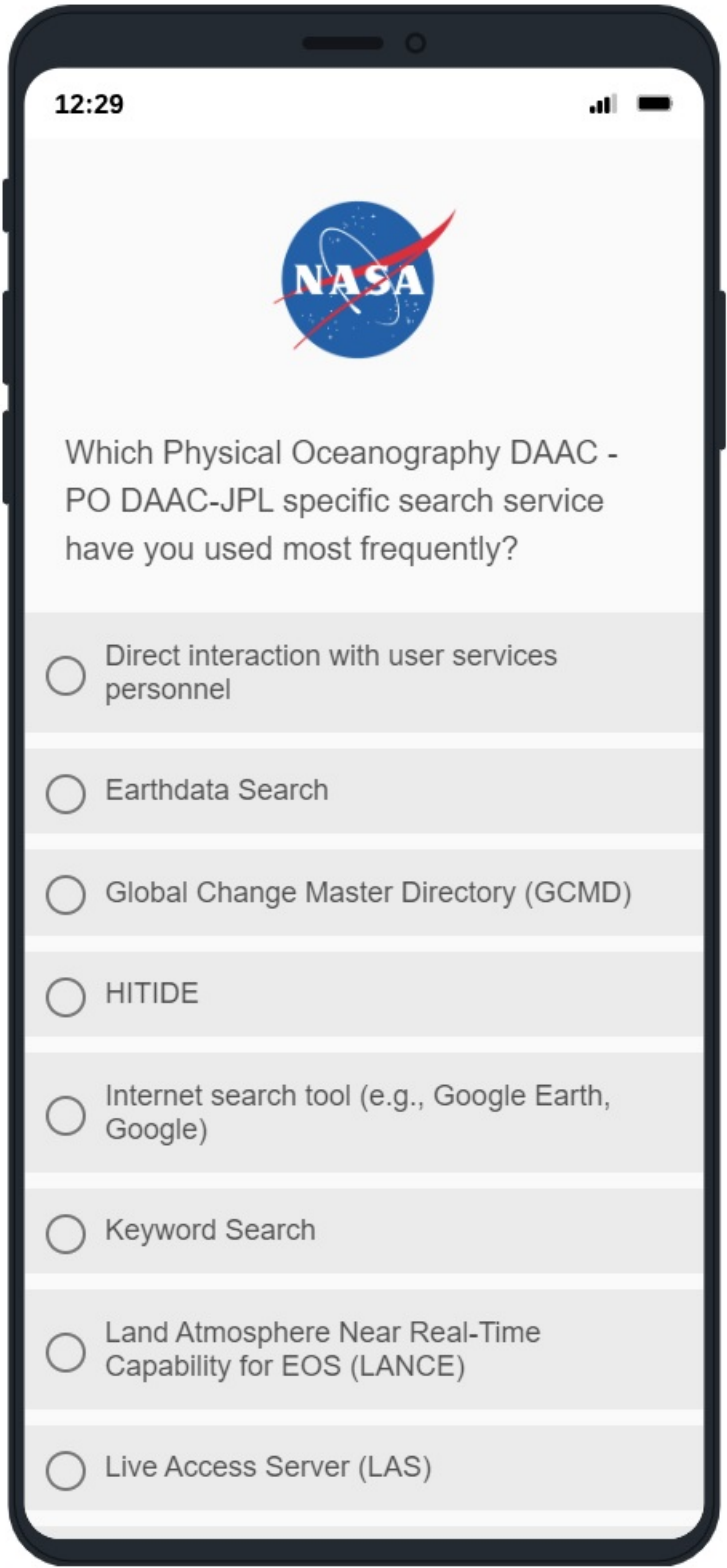
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Which Physical Oceanography DAAC - PO DAAC-JPL specific search service have you used most frequently?

- Direct interaction with user services personnel
- Earthdata Search
- Global Change Master Directory (GCMD)
- HITIDE
- Internet search tool (e.g., Google Earth, Google)
- Keyword Search
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- Live Access Server (LAS)
- OPeNDAP
- PO.DAAC Dataset Discovery
- PO.DAAC Web Services
- SOTO
- THREDDS
- Other (please specify)
- 
- None of the above
- I don't know

Next





Thinking about your data or services from Physical Oceanography DAAC - PO DAAC-JPL, 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 v

Back

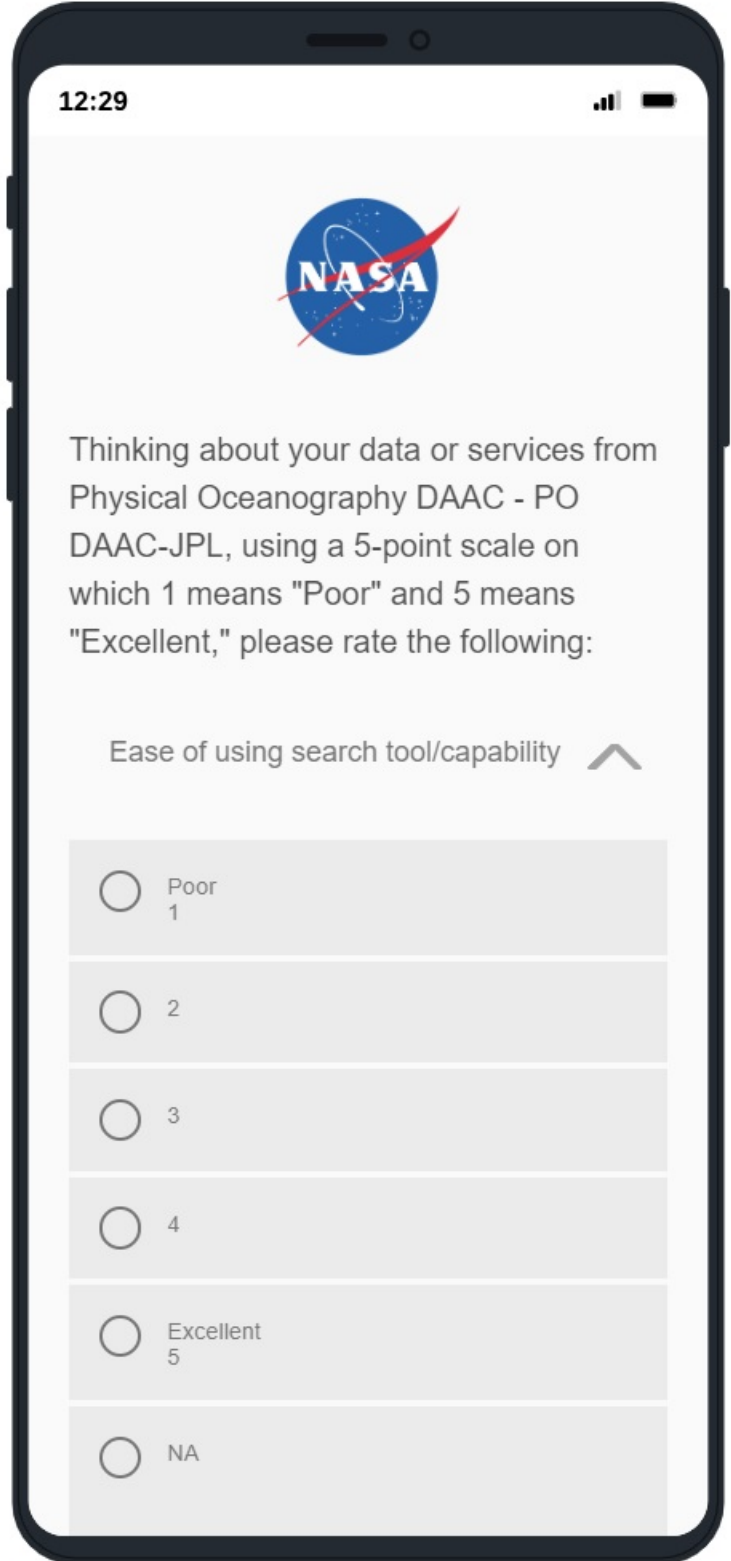
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Ease of using search tool/capability

Excellent  
5



How well the search results met your needs



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

Back

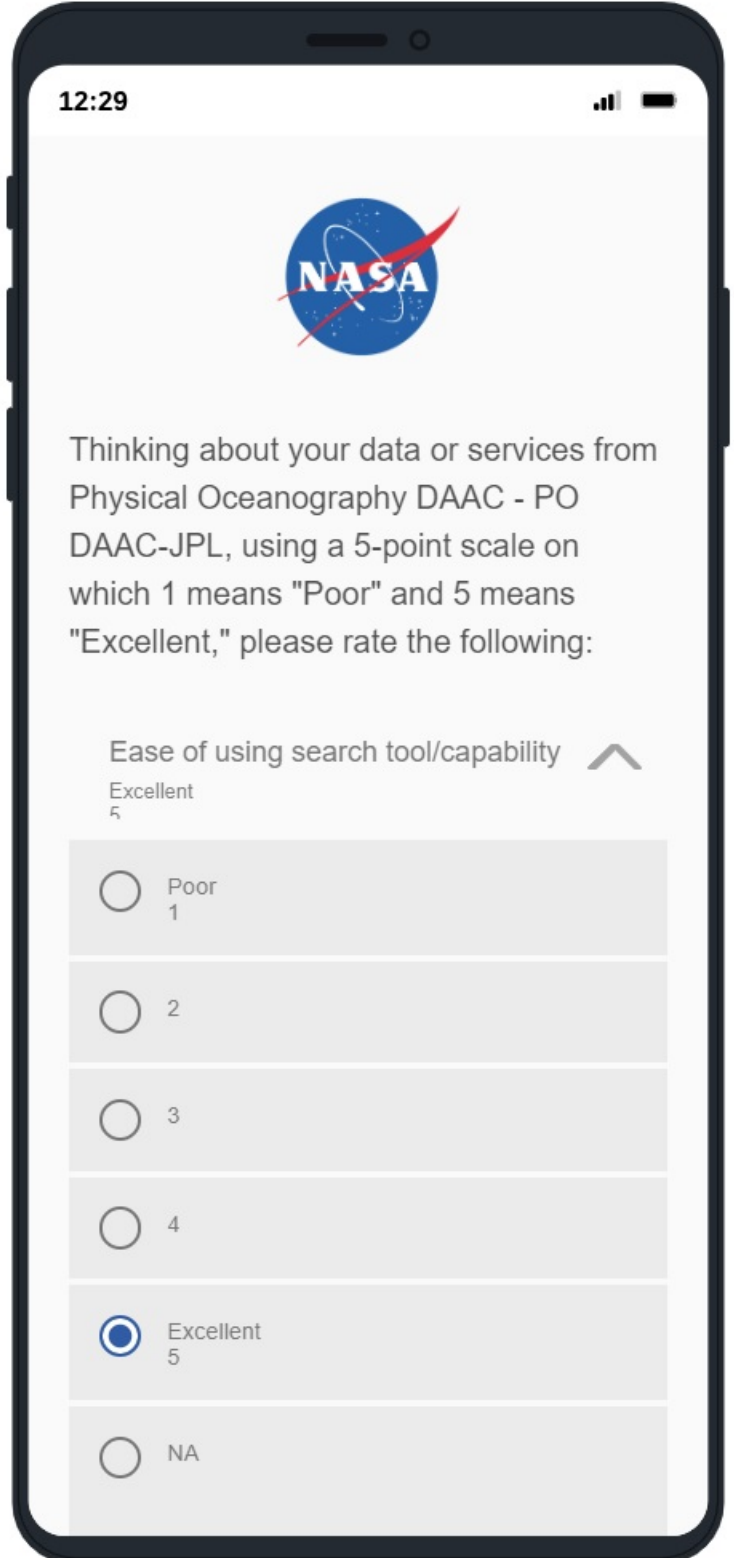
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How often did you generally find what you were looking for?

- 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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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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Clear

Tools



Please comment on your experience with the search method(s) you used for Physical Oceanography DAAC - PO DAAC-JPL 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.

Text input area for comments

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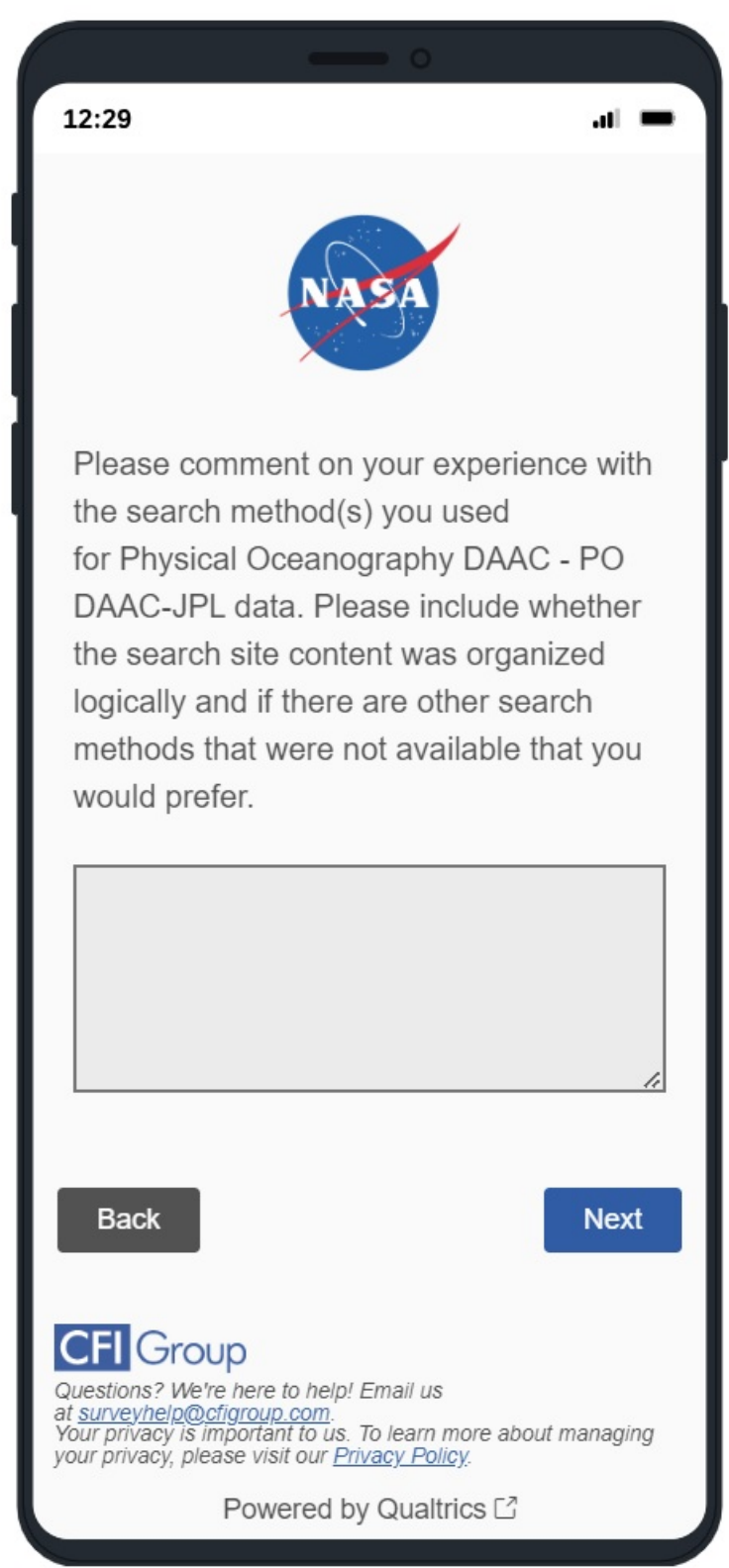
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Did you request/acquire data products from **Physical Oceanography DAAC - PO DAAC-JPL** in the last year?

Yes

No

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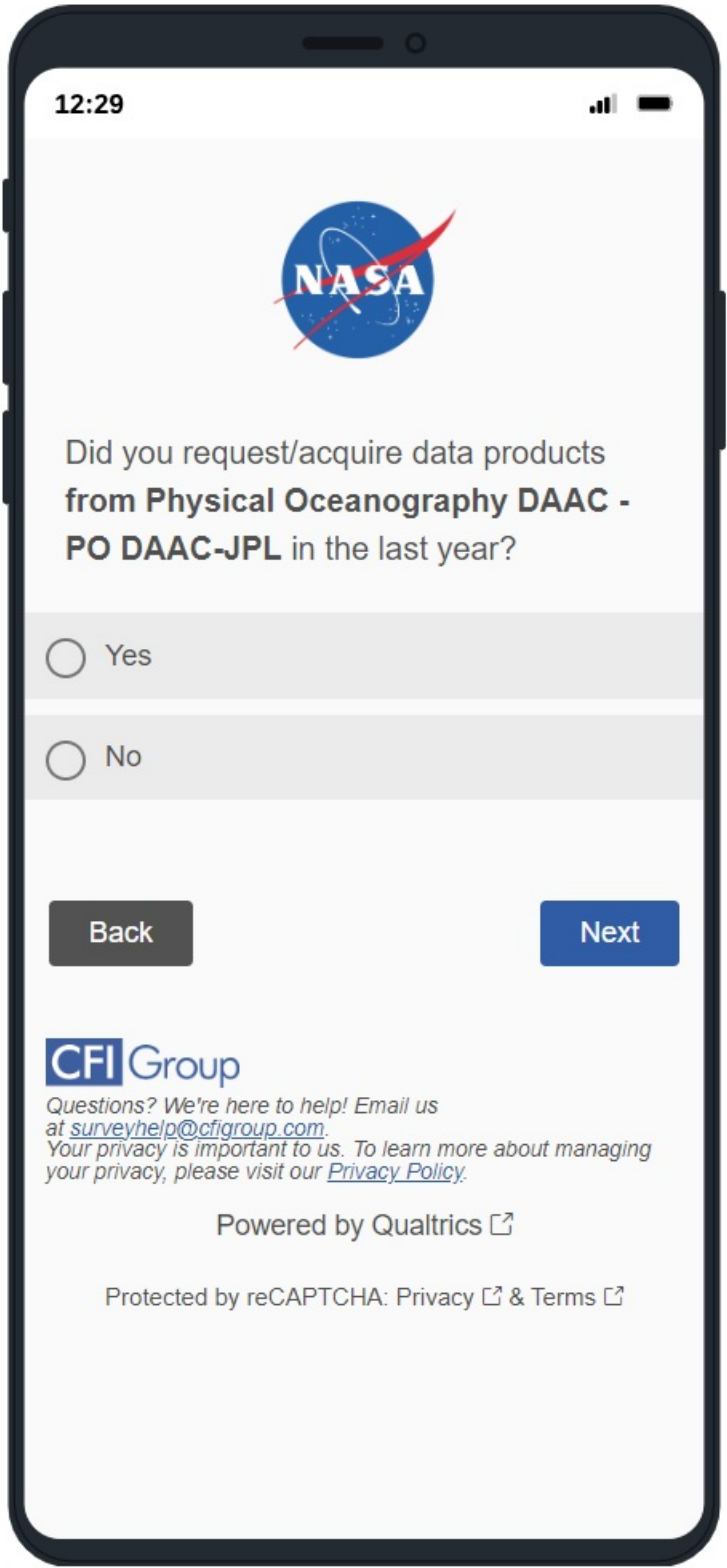
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Yes

No

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Tools



Thinking about your data from Physical Oceanography DAAC - PO DAAC-JPL, 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



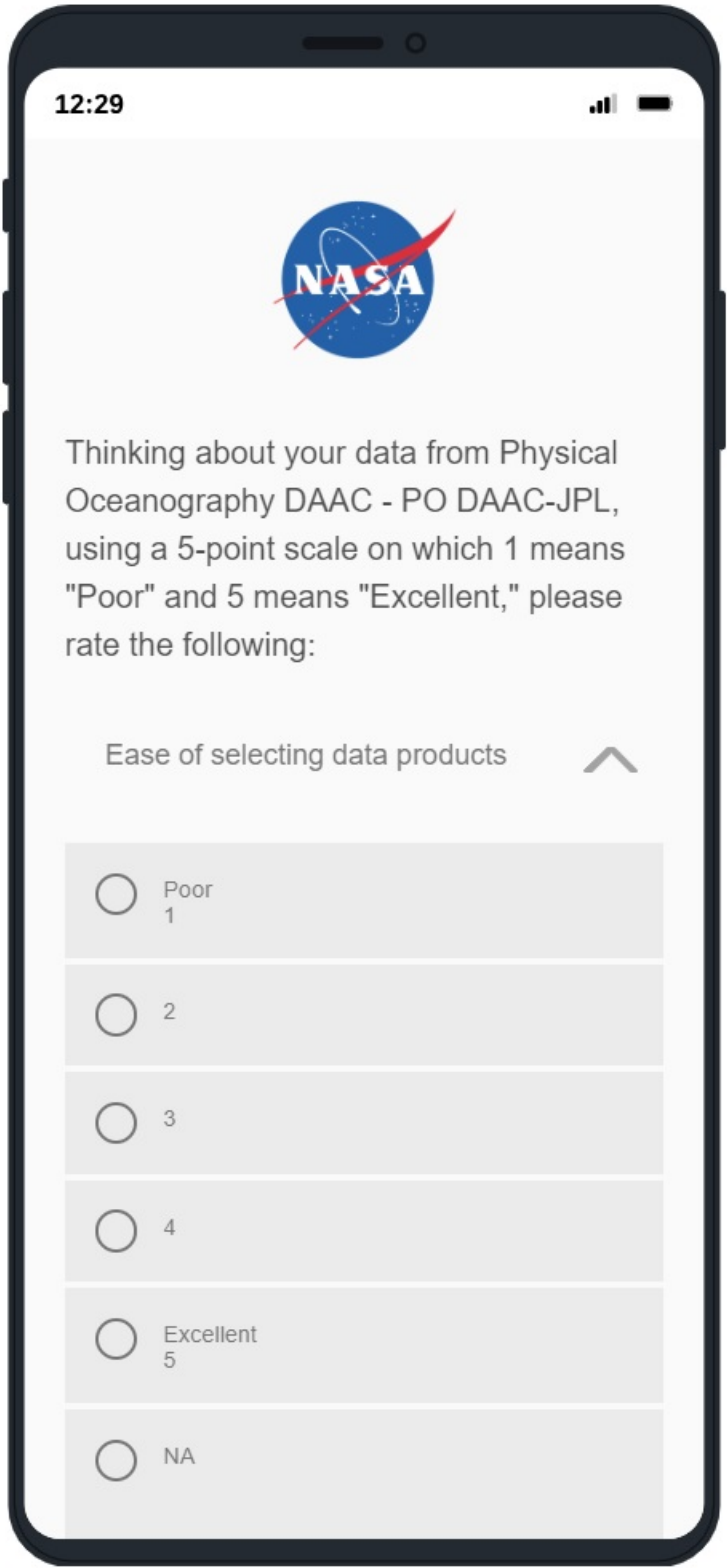
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Thinking about your data from Physical Oceanography DAAC - PO DAAC-JPL, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products Excellent 5

Ease of requesting or ordering data products

Poor 1

2

3

4

Excellent 5

NA

Direct downloads

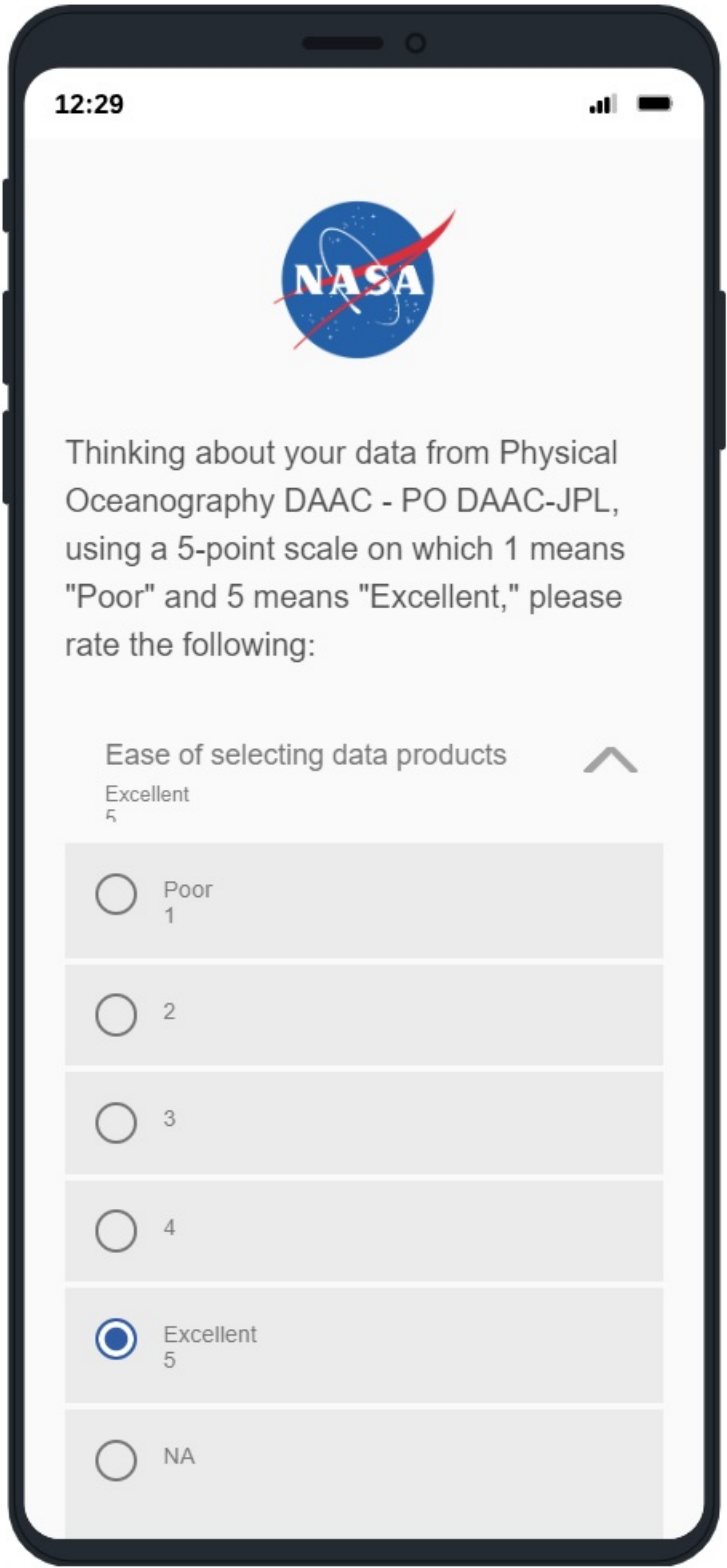
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Restart Survey

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Tools



Thinking about your data from Physical Oceanography DAAC - PO DAAC-JPL, 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

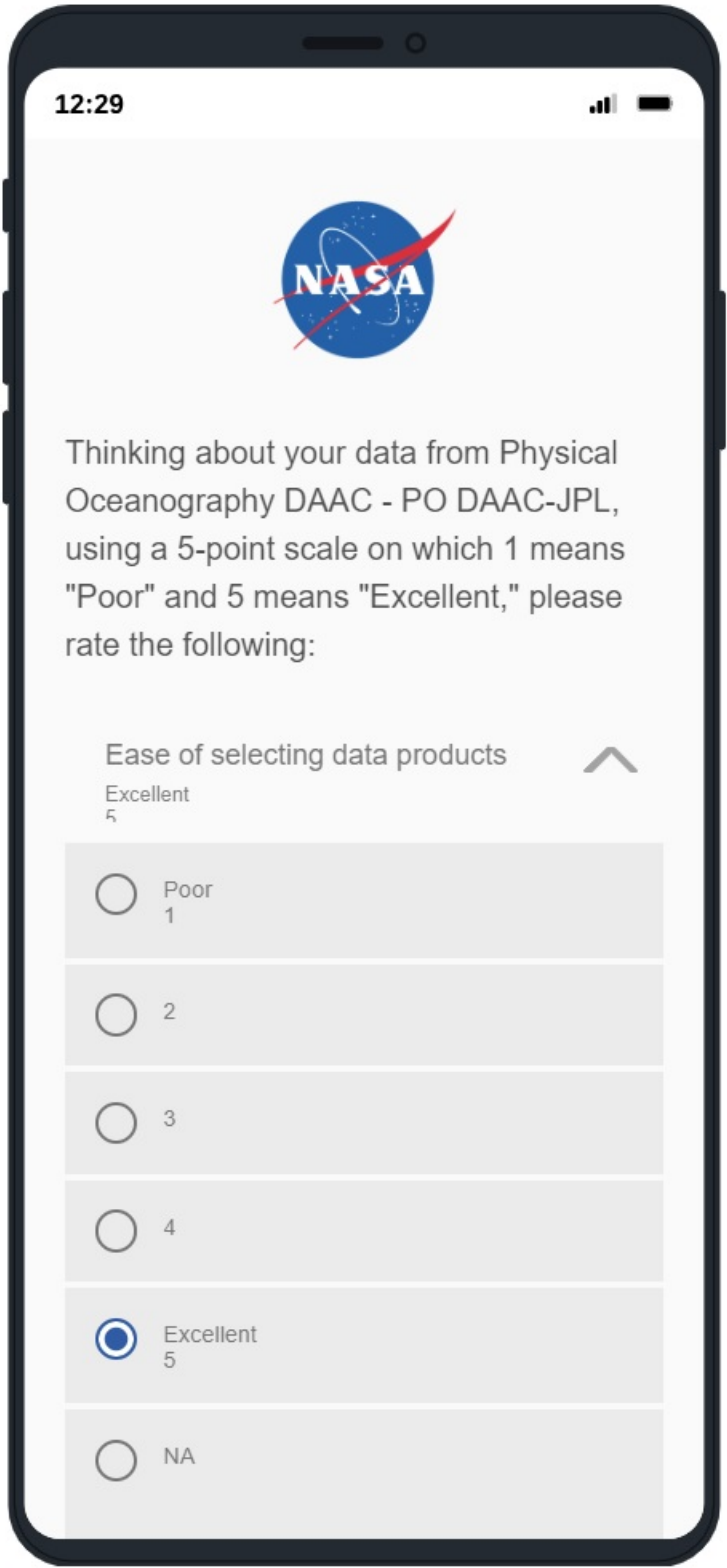
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Tools



Did you download data or receive data from Physical Oceanography DAAC - PO DAAC-JPL?

Yes

No

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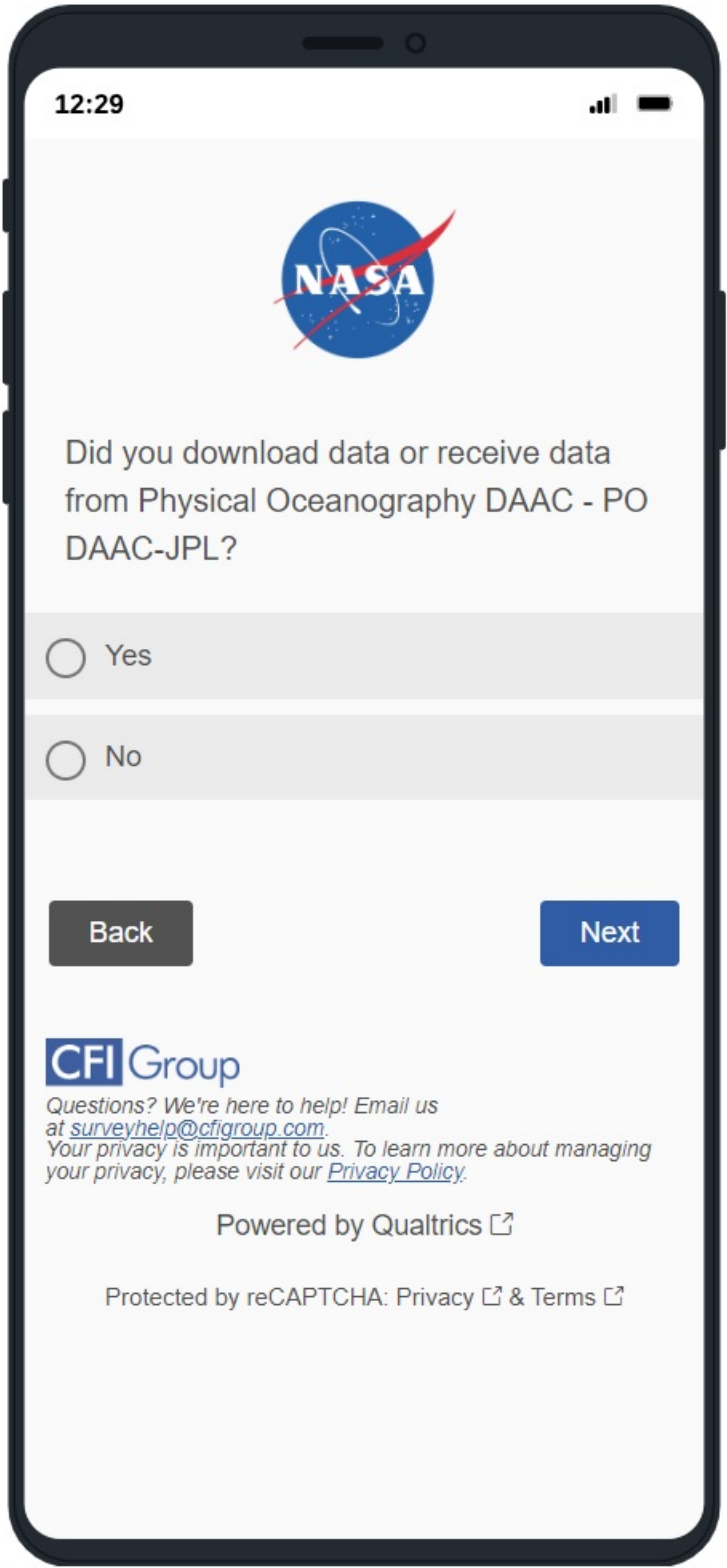
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Thinking about your data from Physical Oceanography DAAC - PO DAAC-JPL, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method ^

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

Speed of delivery method v

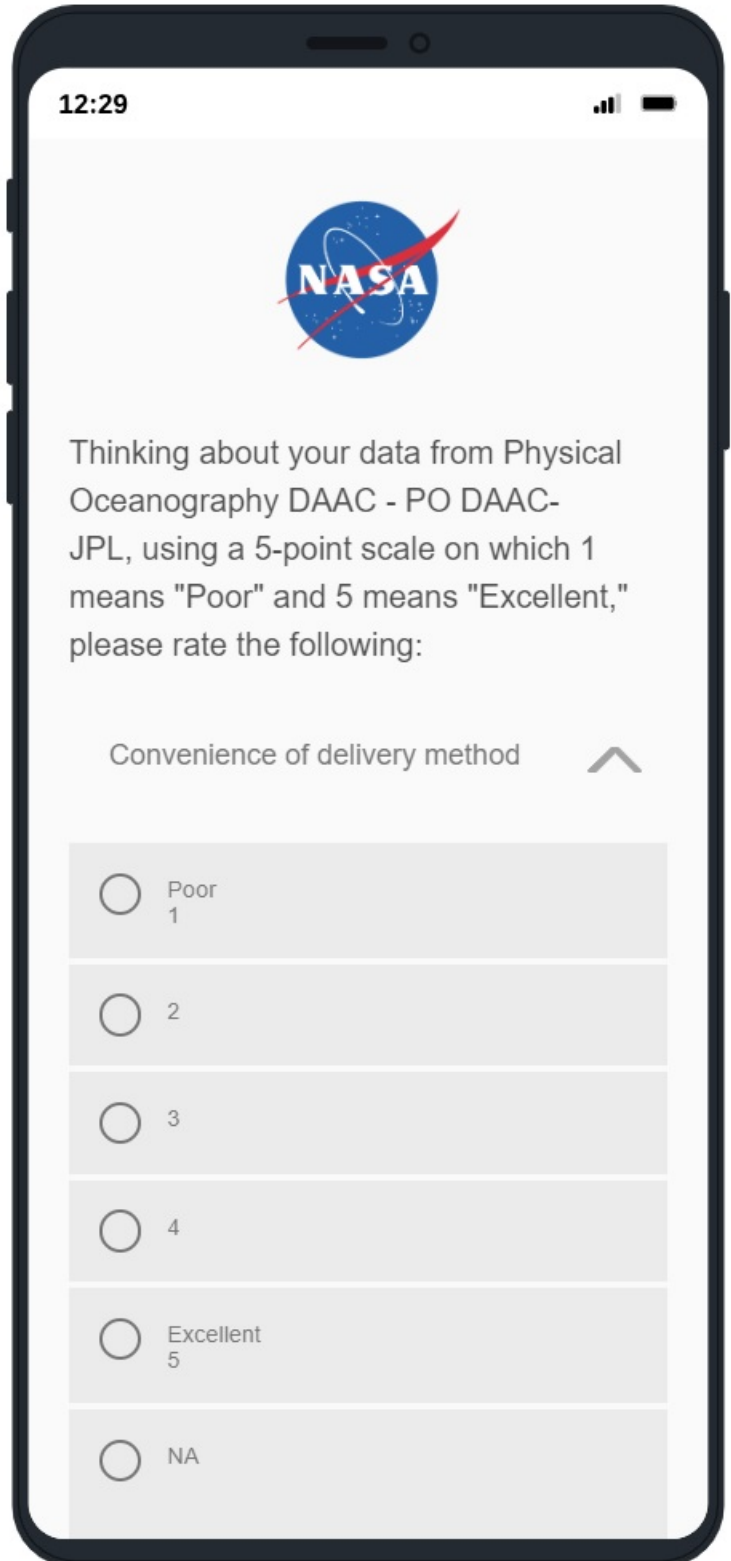
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Convenience of delivery method ^

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- 2
- 3
- 4
- Excellent 5
- NA

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Convenience of delivery method

Excellent  
5



Speed of delivery method



Poor  
1

2

3

4

Excellent  
5

NA

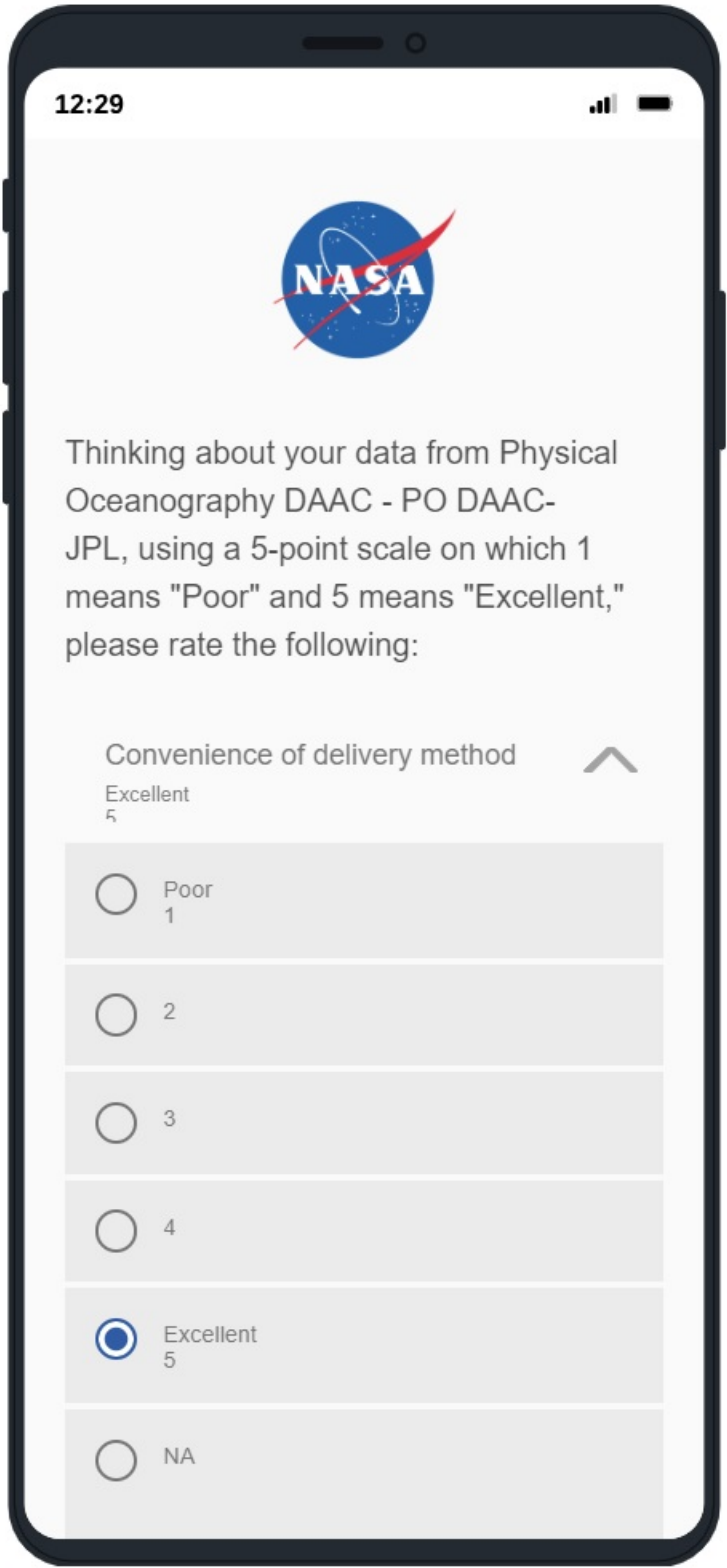
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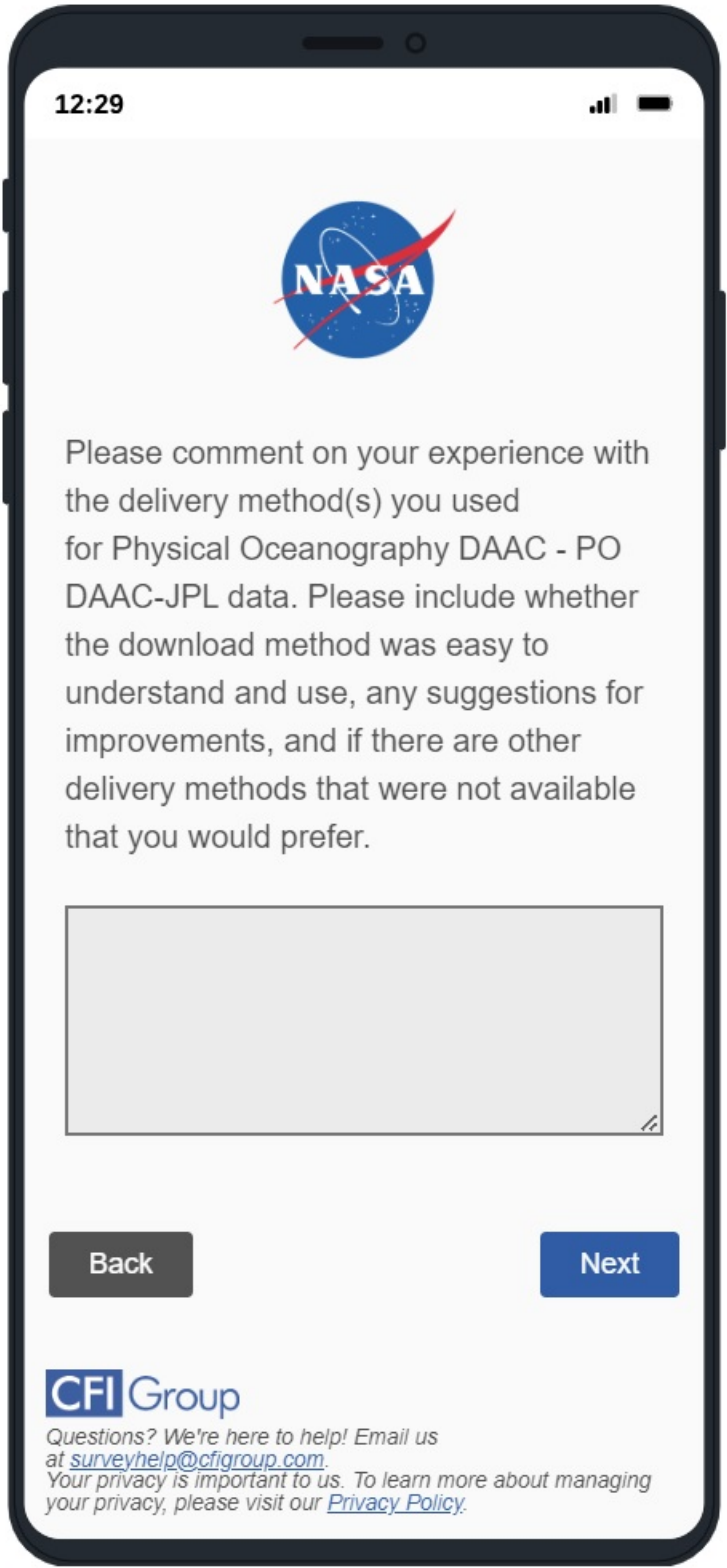
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Back

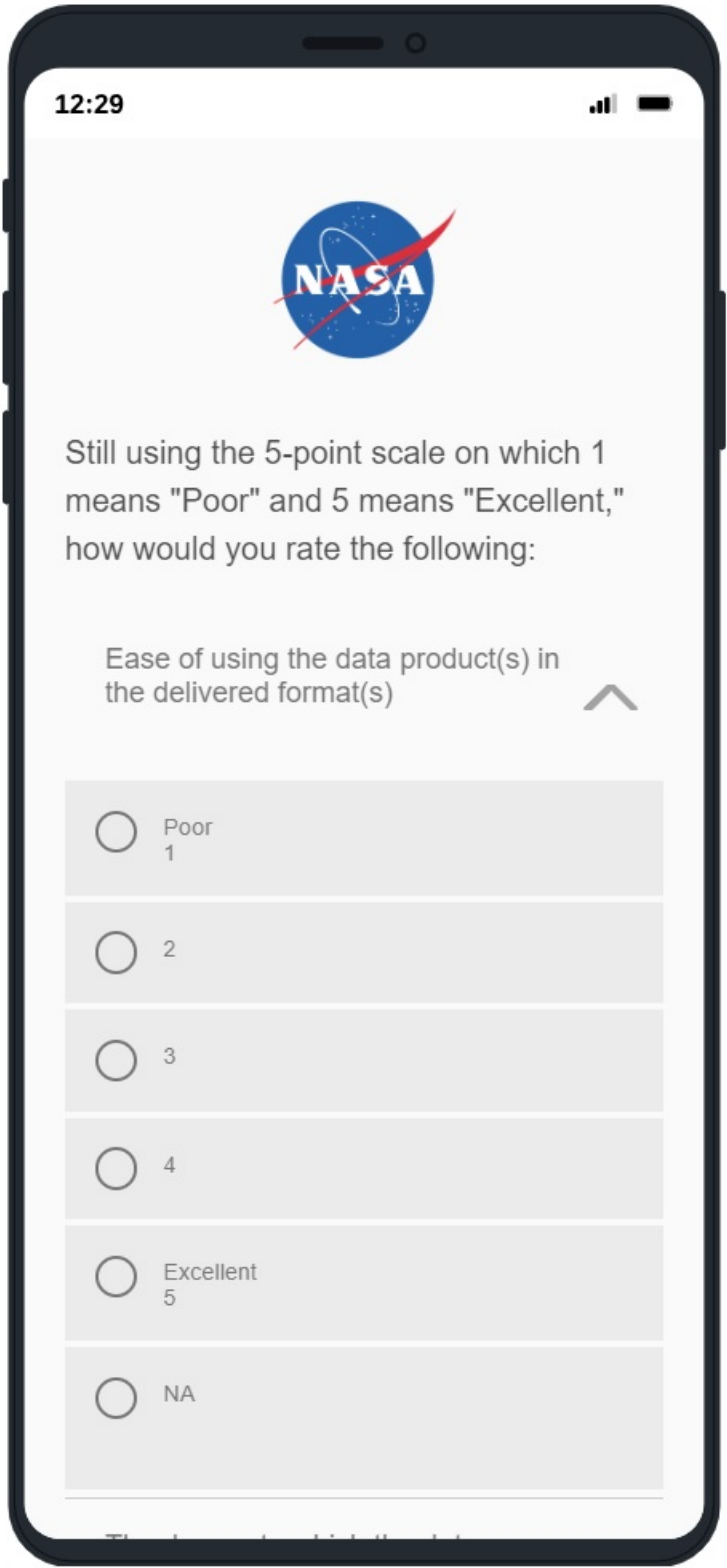
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- 4
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- NA

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

Back

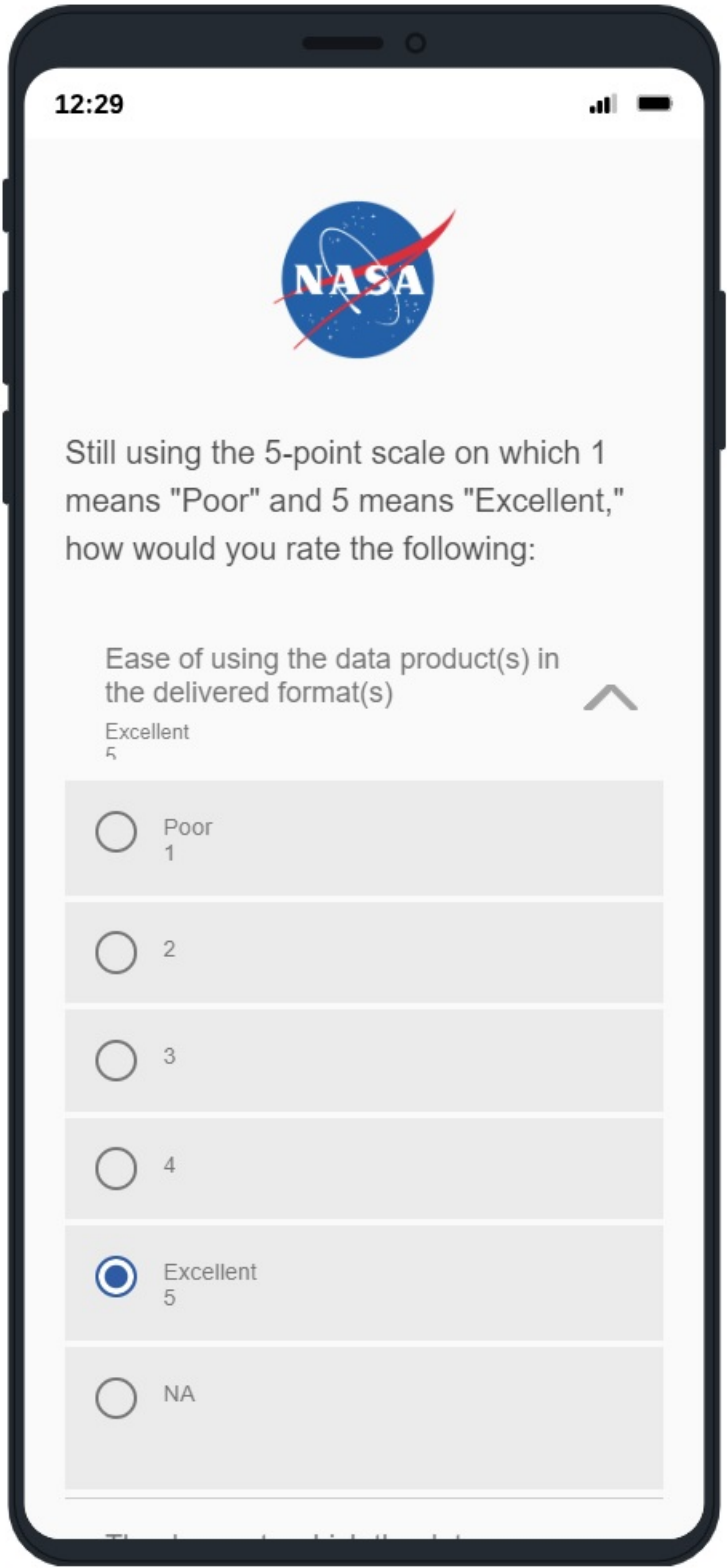
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The degree to which the data product(s) matched what you originally intended to order Excellent 5

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

Poor 1

2

3

4

Excellent 5

NA

Back

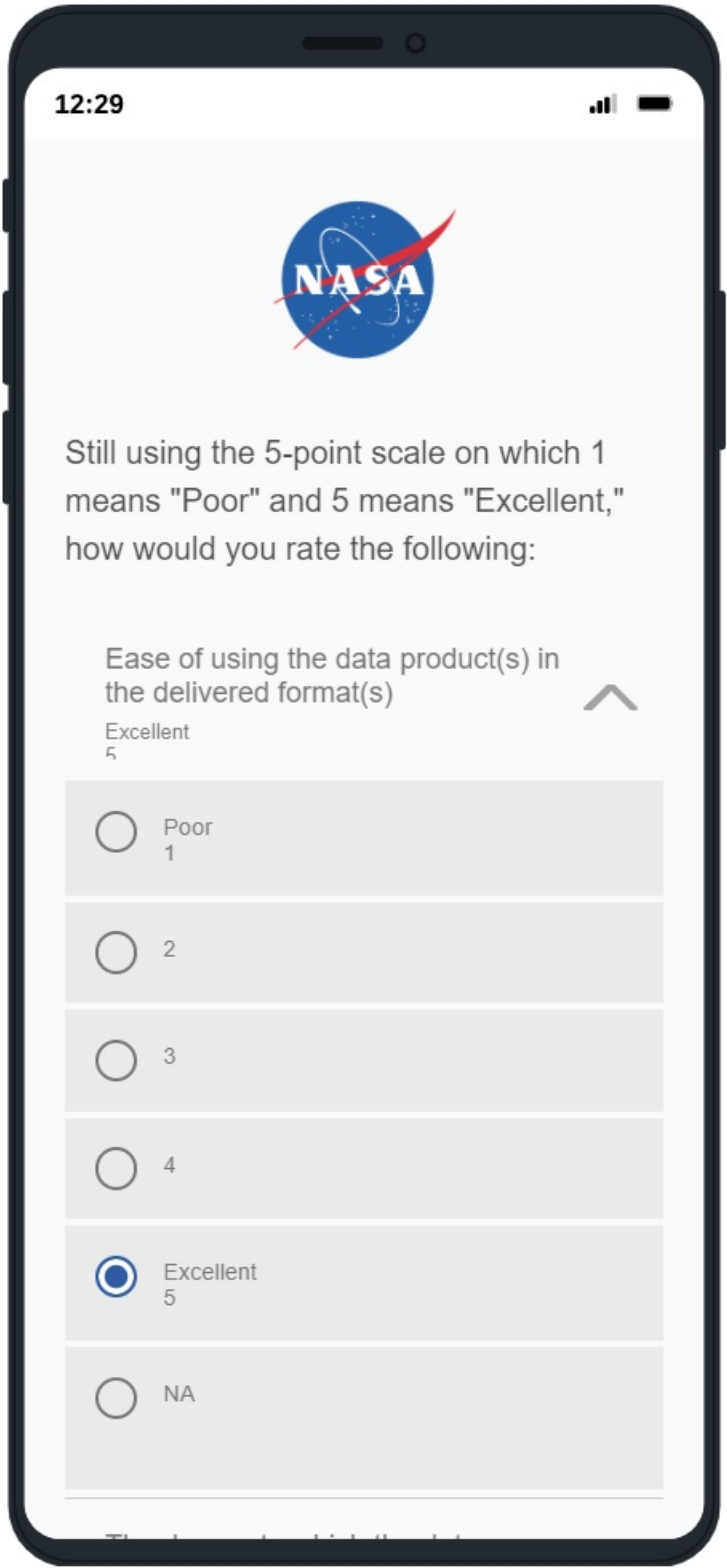
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Tools



Thinking about your most recent experience with data from Physical Oceanography DAAC - PO DAAC-JPL, 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

Back

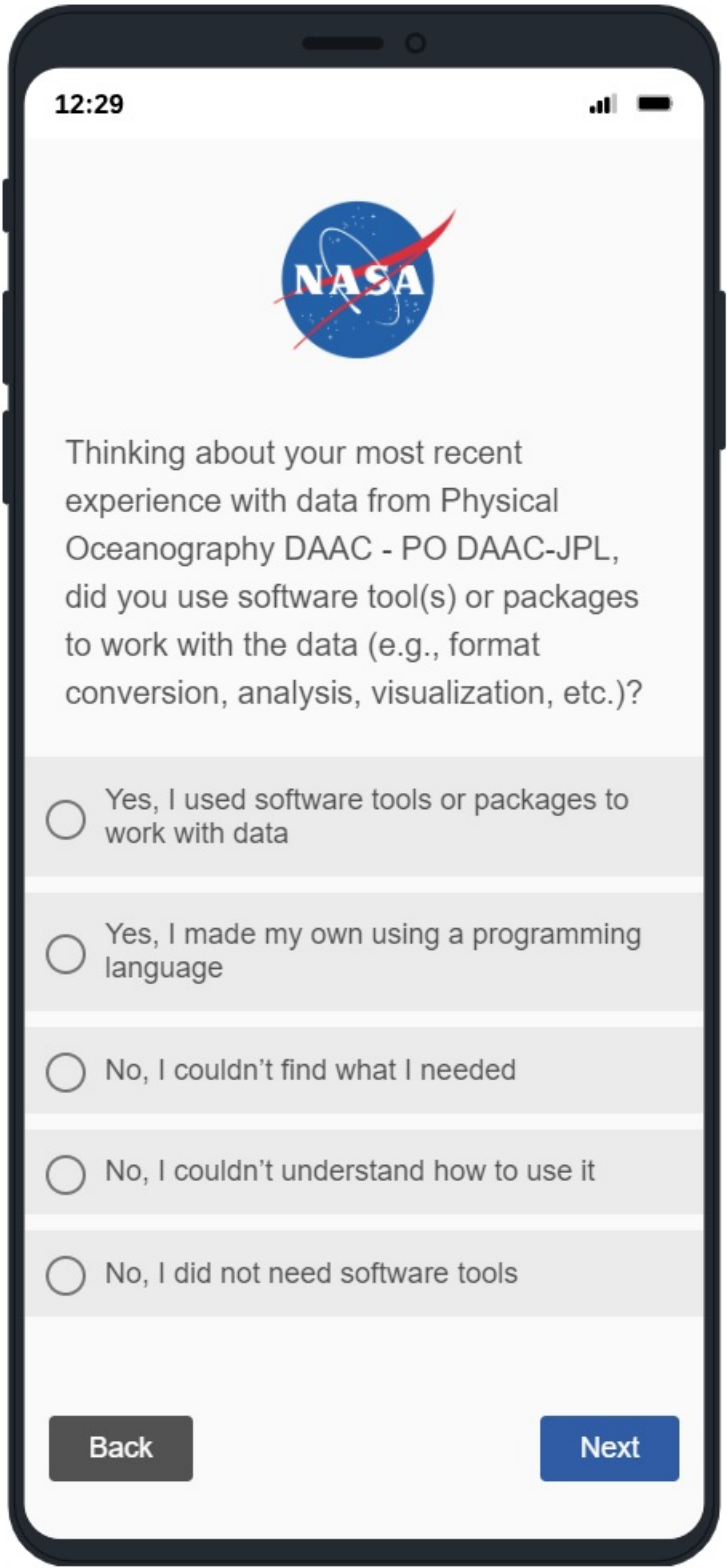
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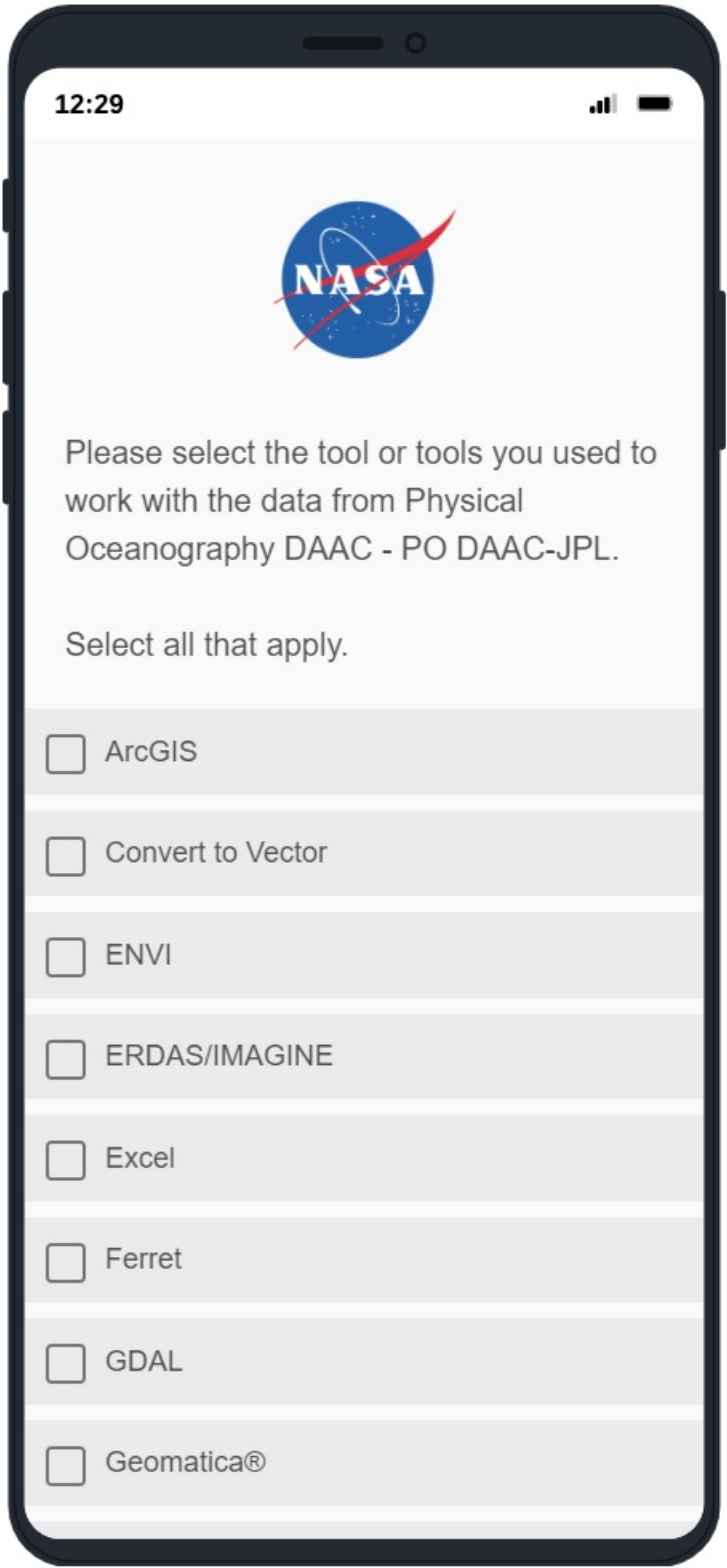
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Please select the tool or tools you used to work with the data from Physical Oceanography DAAC - PO DAAC-JPL.

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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Clear

Tools



- 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

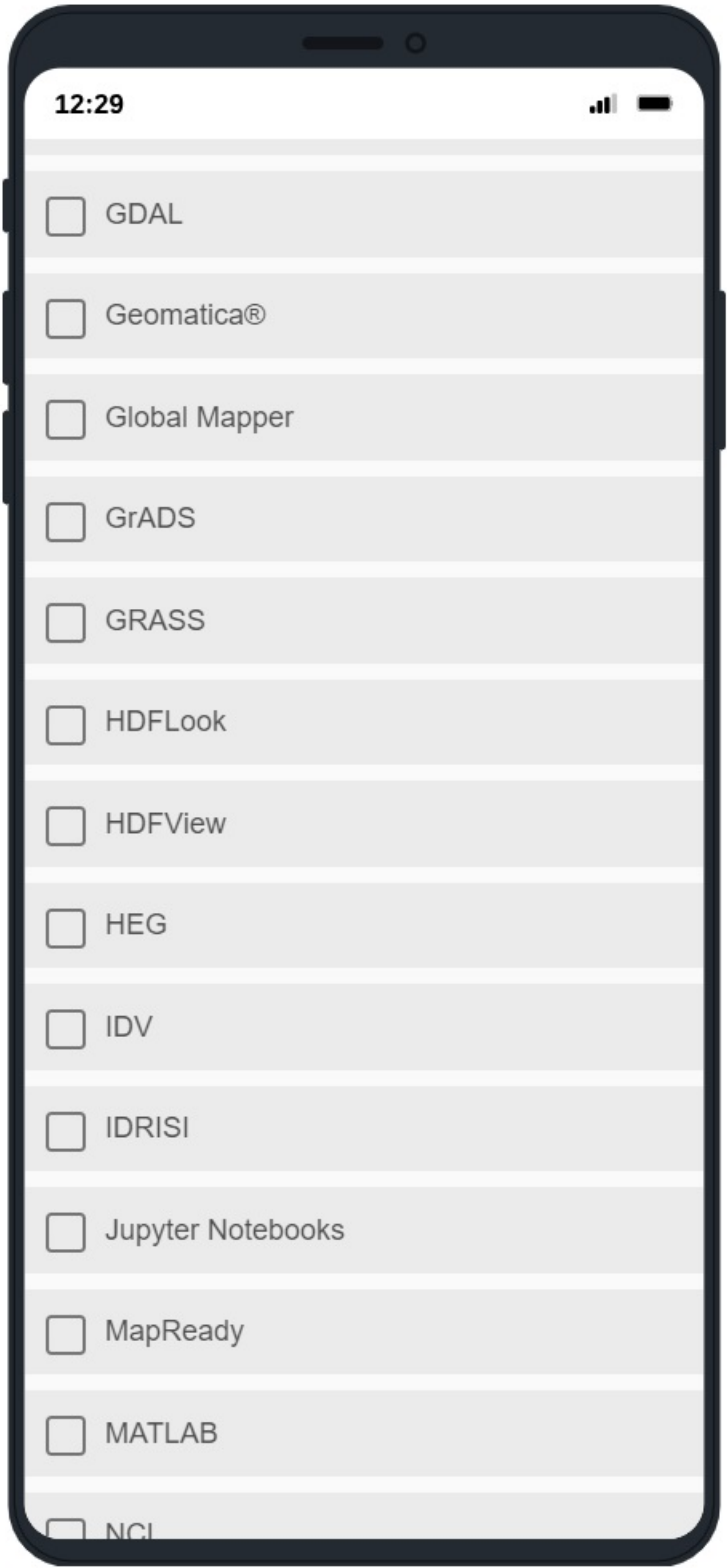
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Which programming language do you generally use to work with data?

Select all that apply.

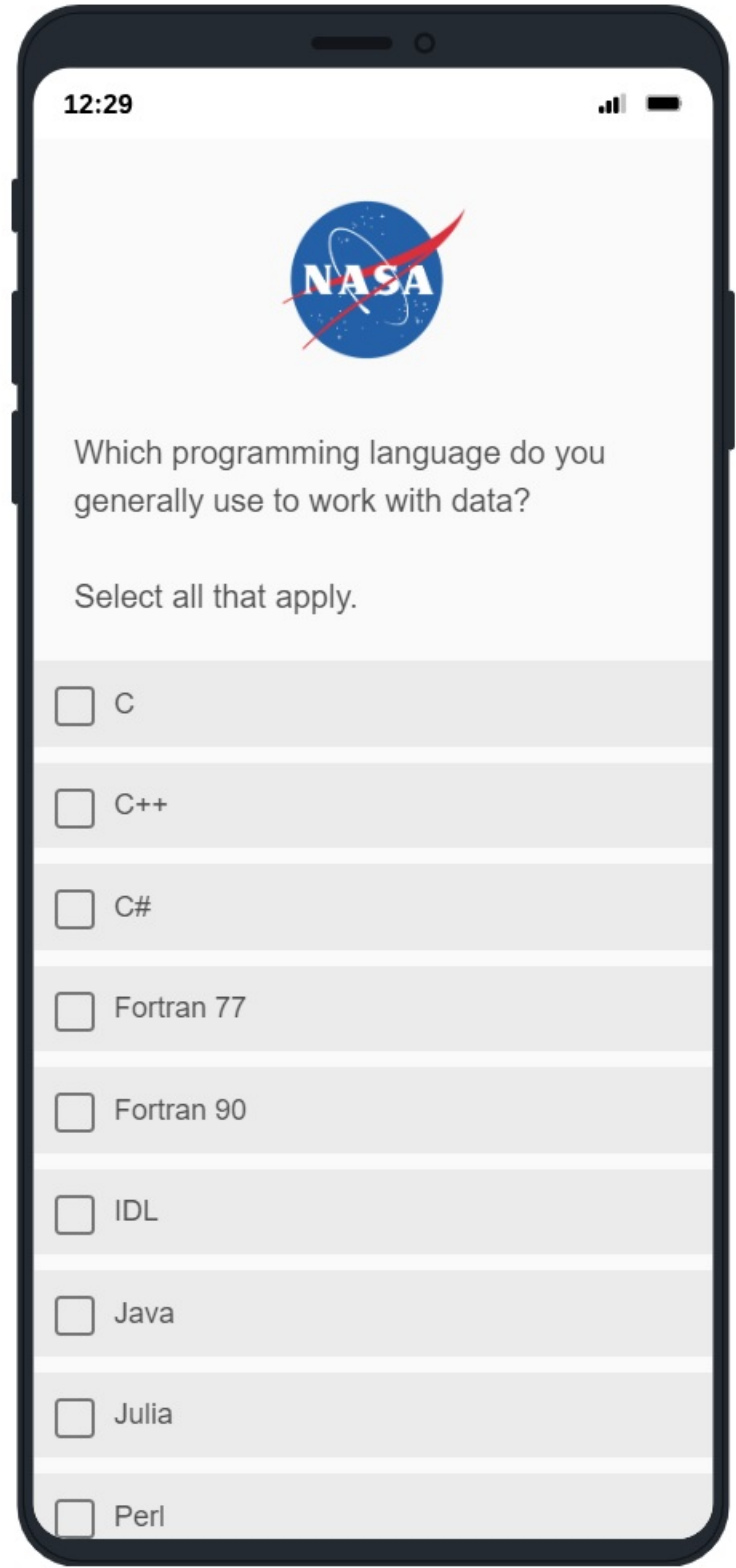
- C
- C++
- C#
- Fortran 77
- Fortran 90
- IDL
- Java
- Julia
- Perl
- PHP
- Python
- R
- Others (please specify)
- 
- Don't know/Not applicable

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

Yes

No

Back

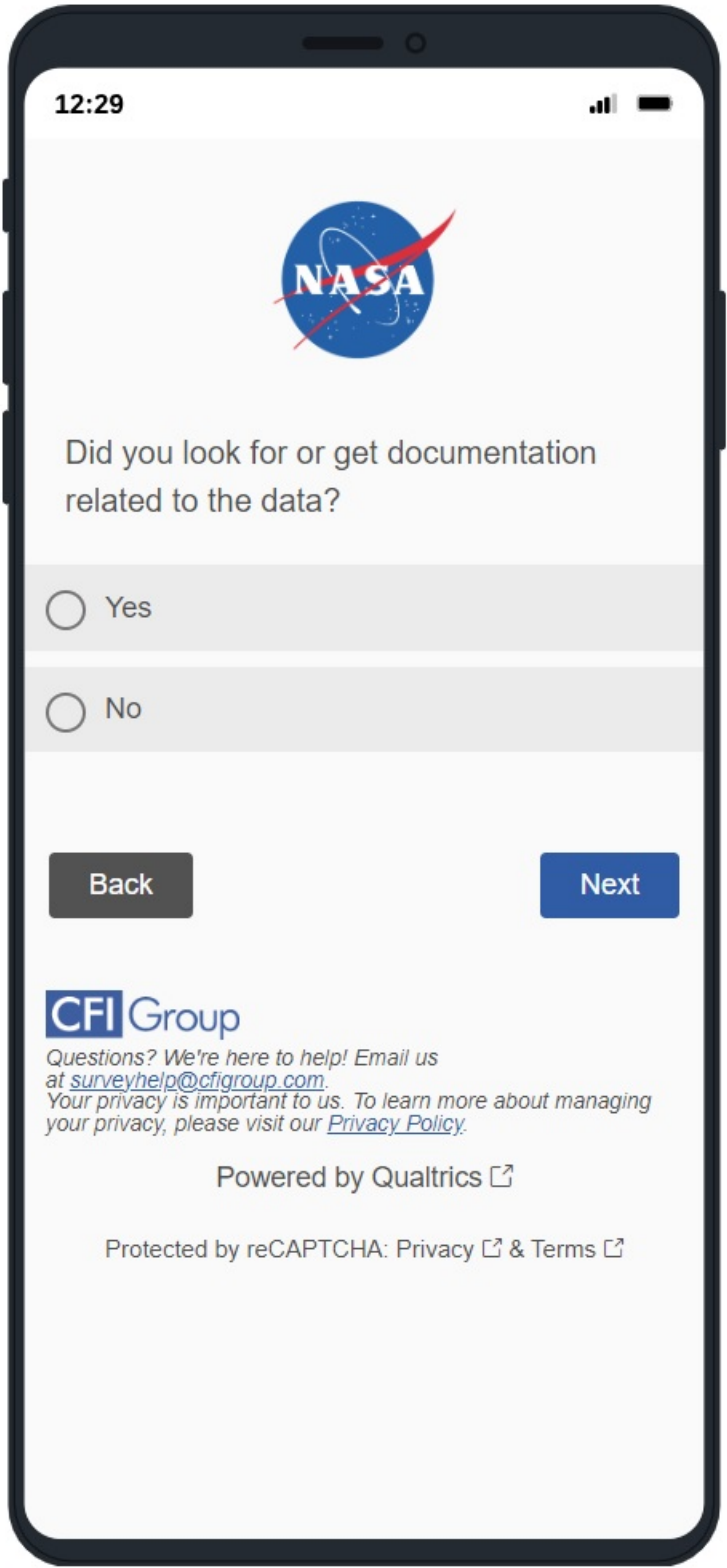
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Did you look for or get documentation related to the data?

Yes

No

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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



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



Back

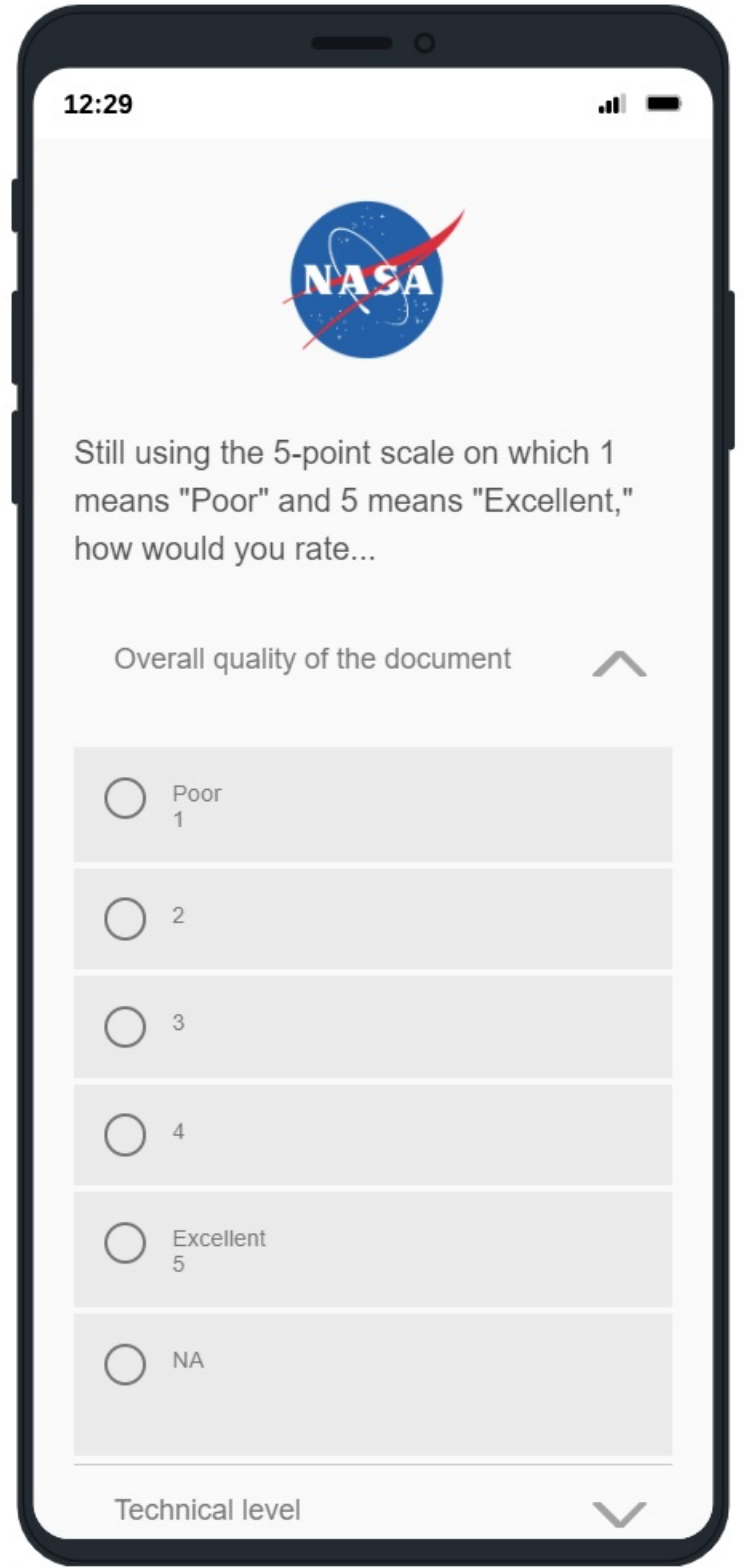
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document



Poor 1

2

3

4

Excellent 5

NA

Technical level





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 ⌵

Back

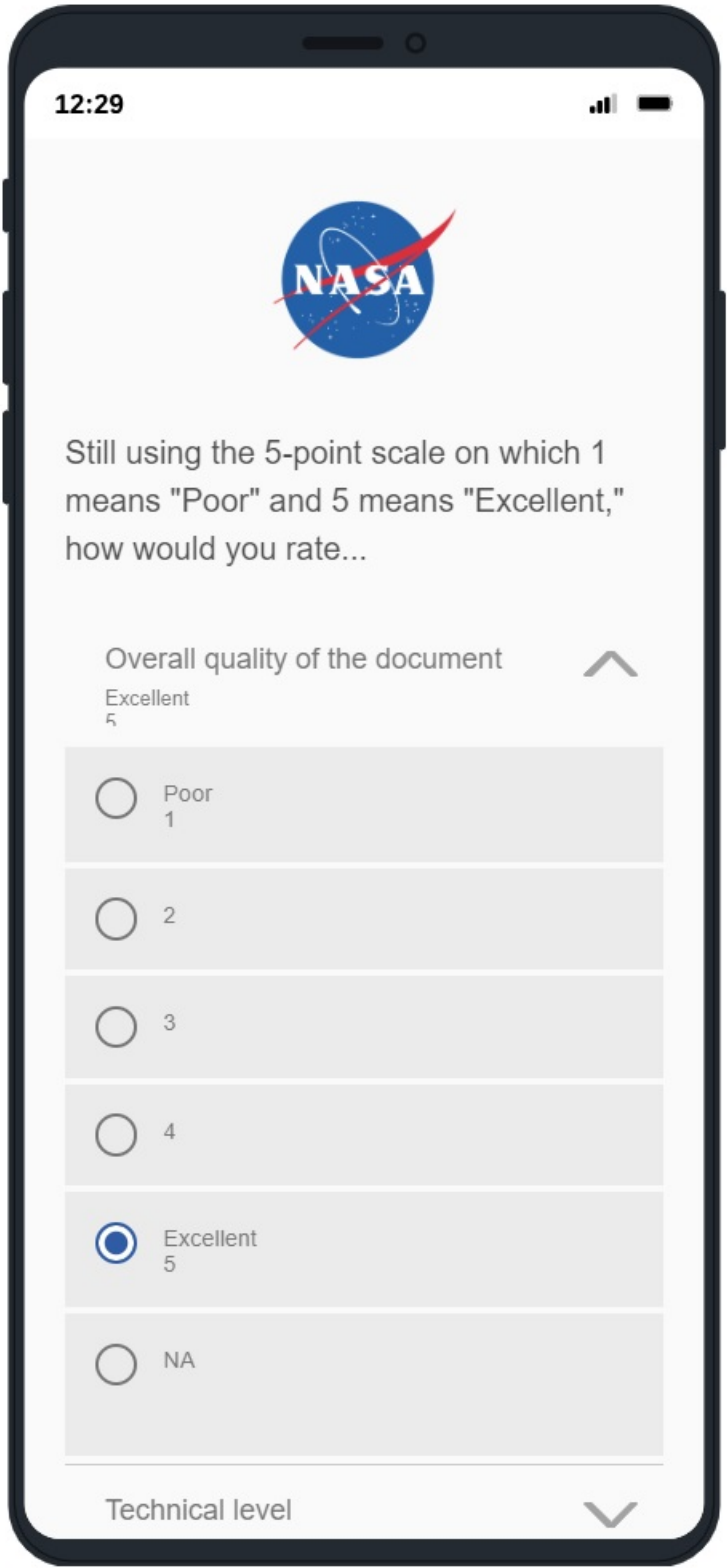
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Restart Survey

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



Back

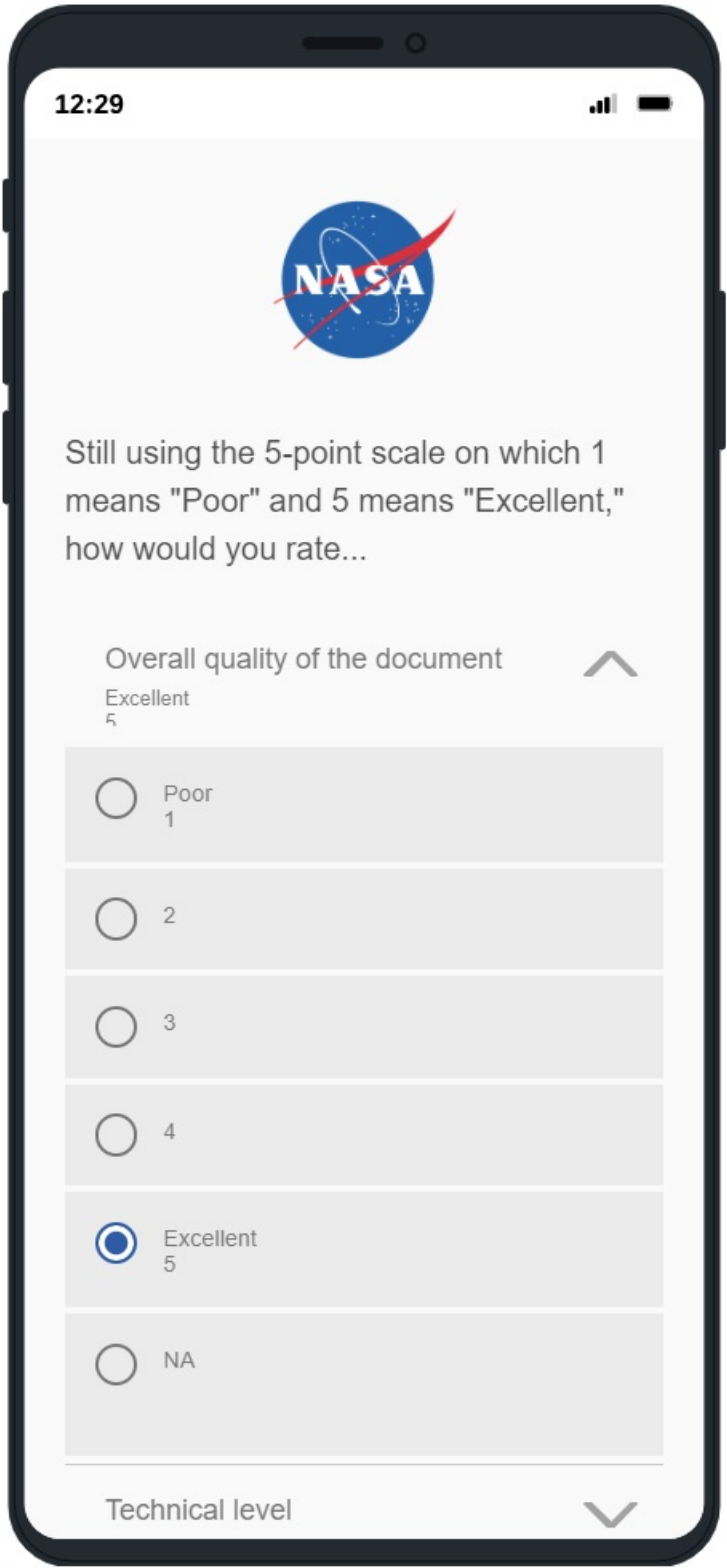
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Restart Survey

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  
Excellent  
5

Clarity and usefulness

Poor  
1

2

3

4

Excellent  
5

NA

Extent to which the data documentation helped you use the data

Back

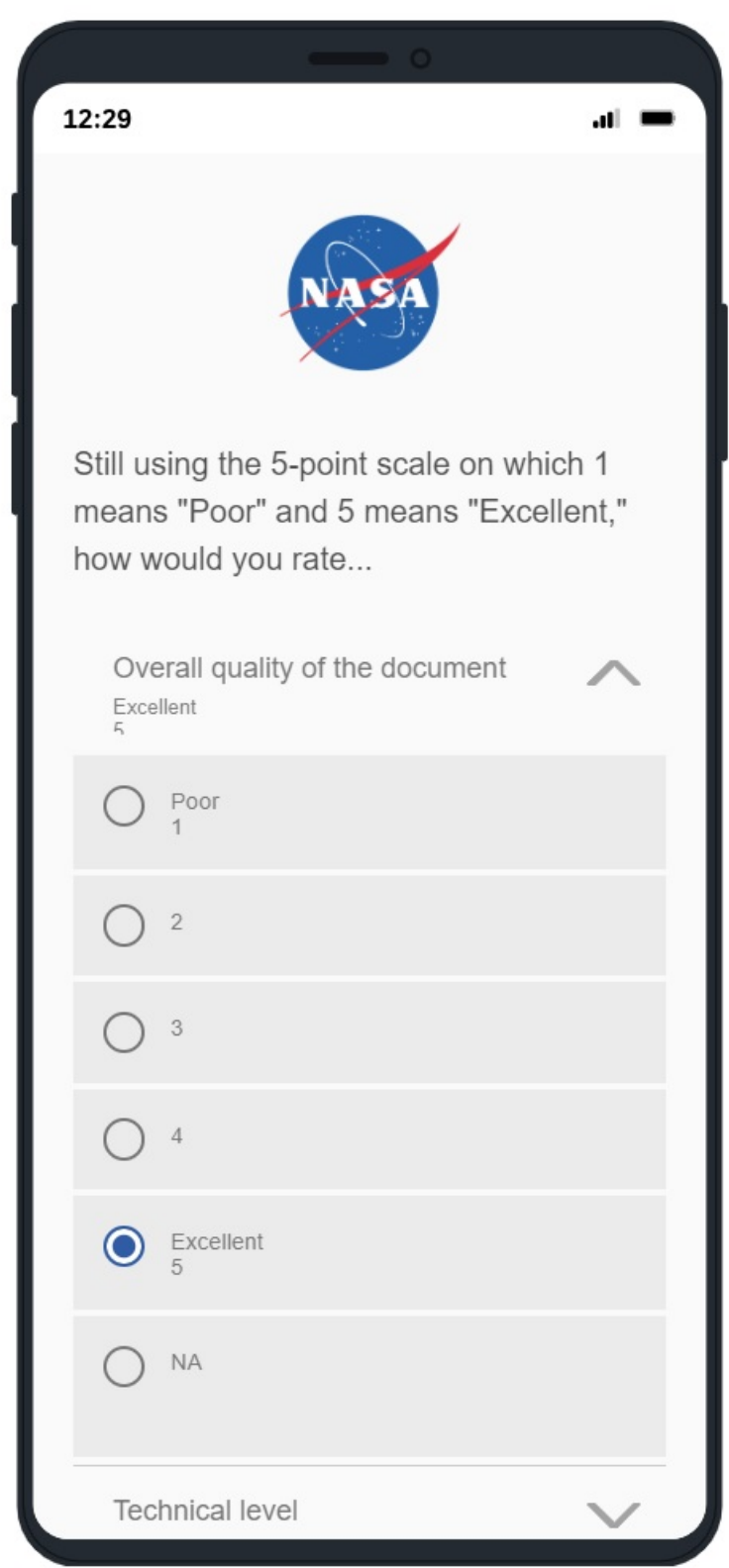
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Restart Survey

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  
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

Back

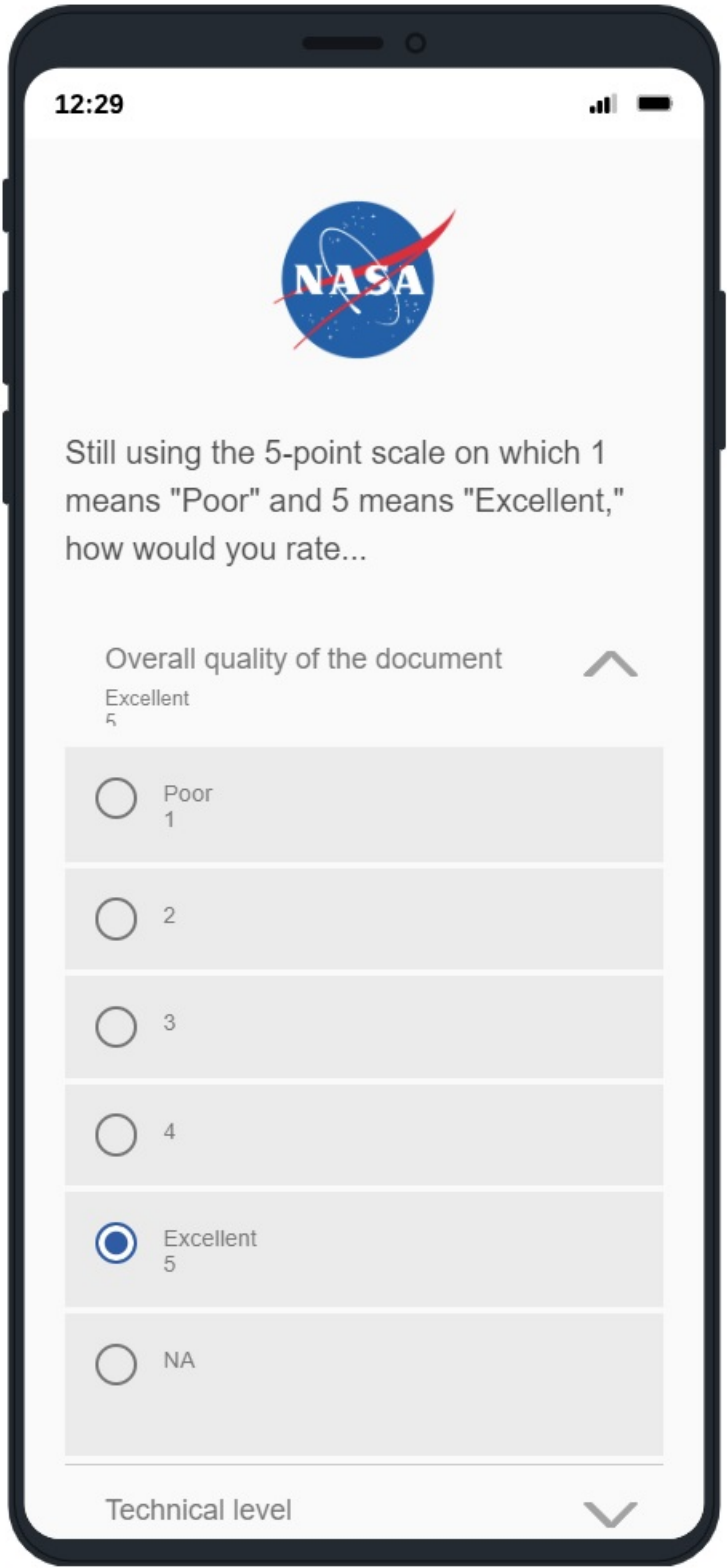
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Clear

Tools



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

Back

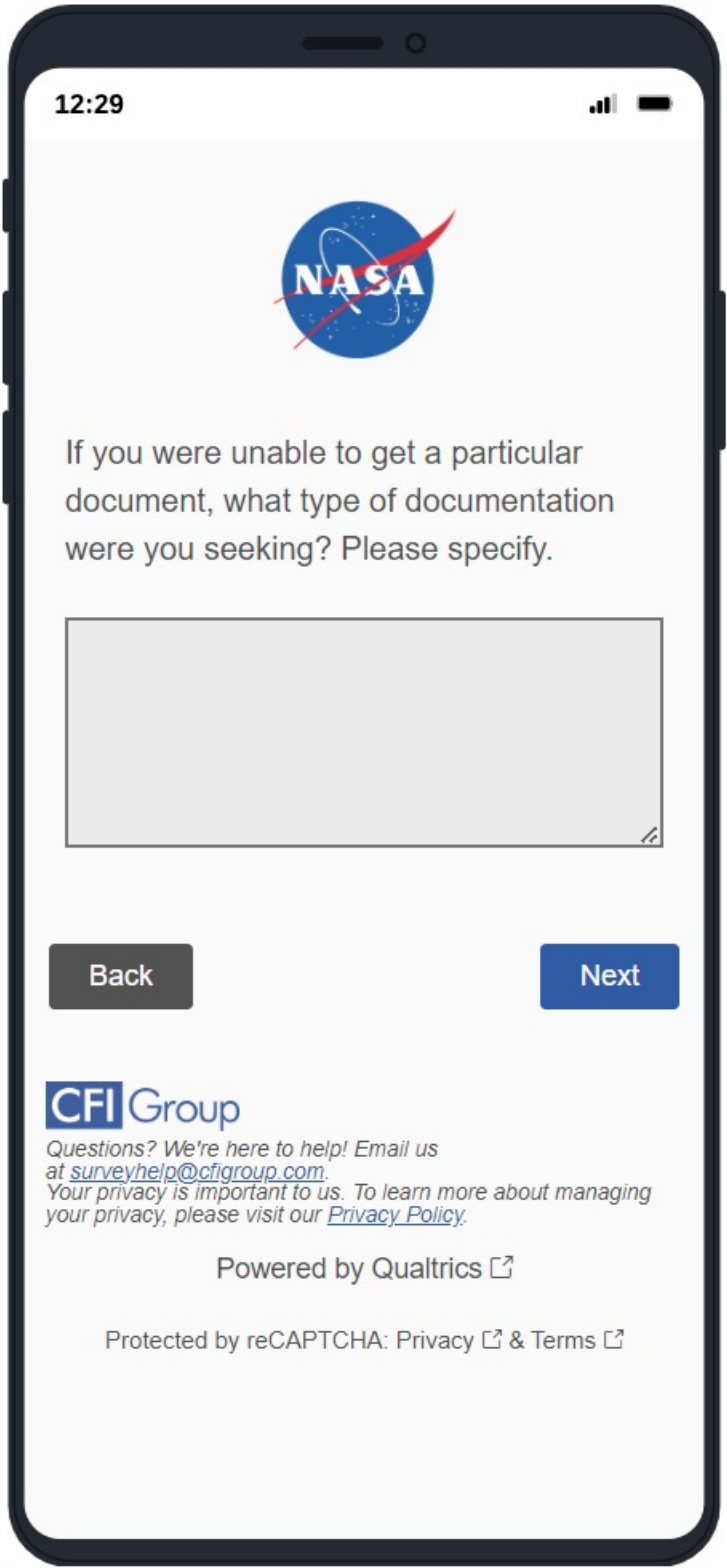
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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Clear

Tools



During the past year have you contacted the **Physical Oceanography DAAC - PO DAAC-JPL's** user services office or interacted with DAAC personnel?

Yes

No

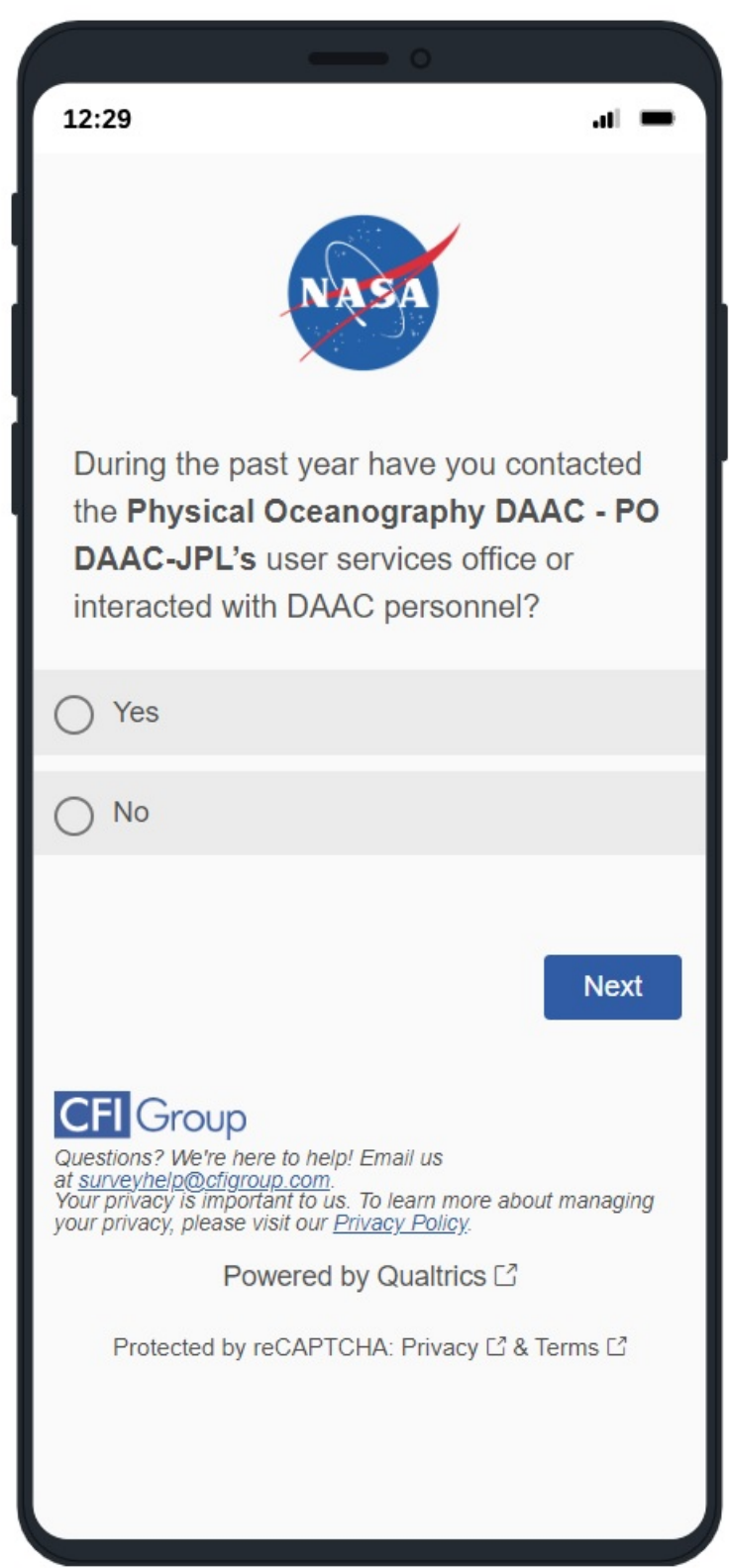
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Yes

No

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Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Physical Oceanography DAAC - PO DAAC-JPL** 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



Back

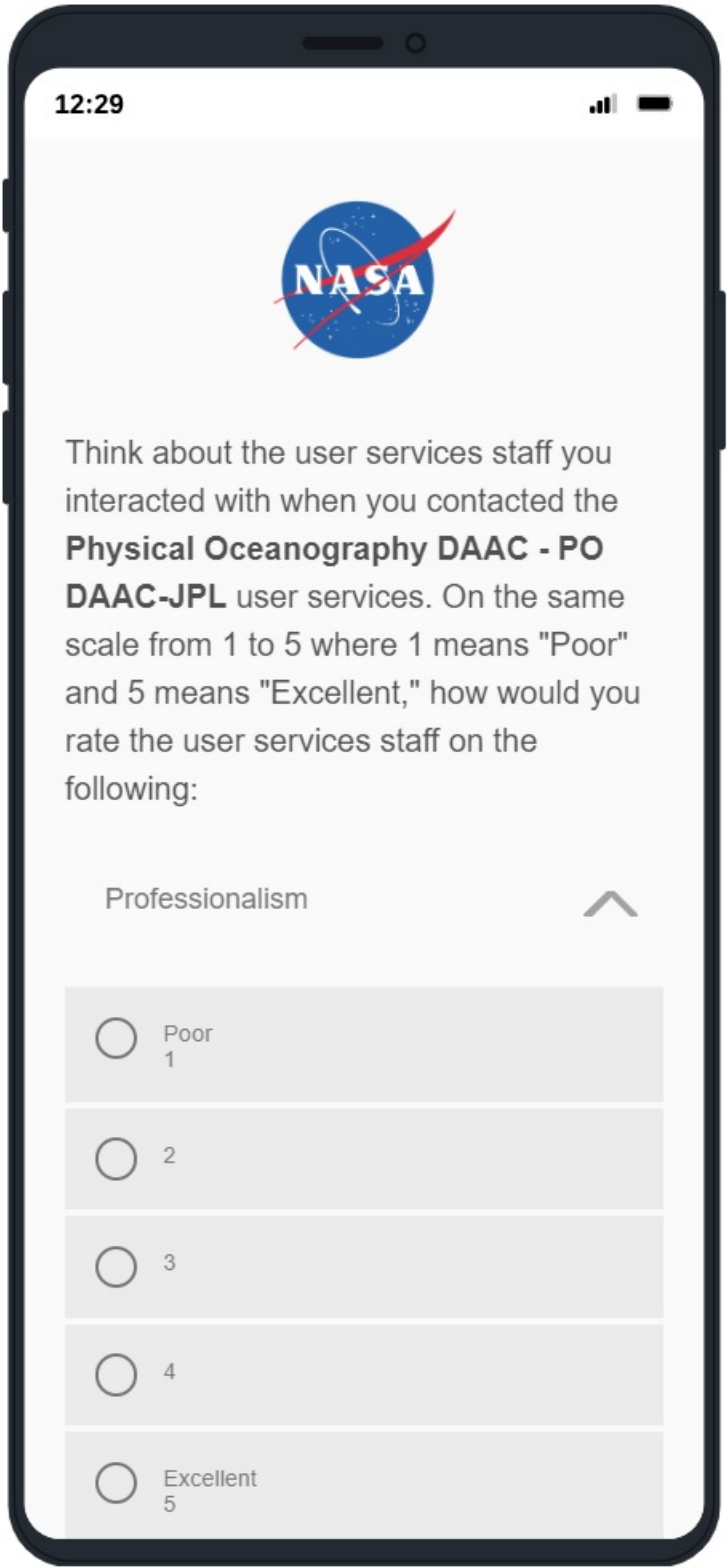
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Clear

Tools



Think about the user services staff you interacted with when you contacted the **Physical Oceanography DAAC - PO DAAC-JPL** 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

Back

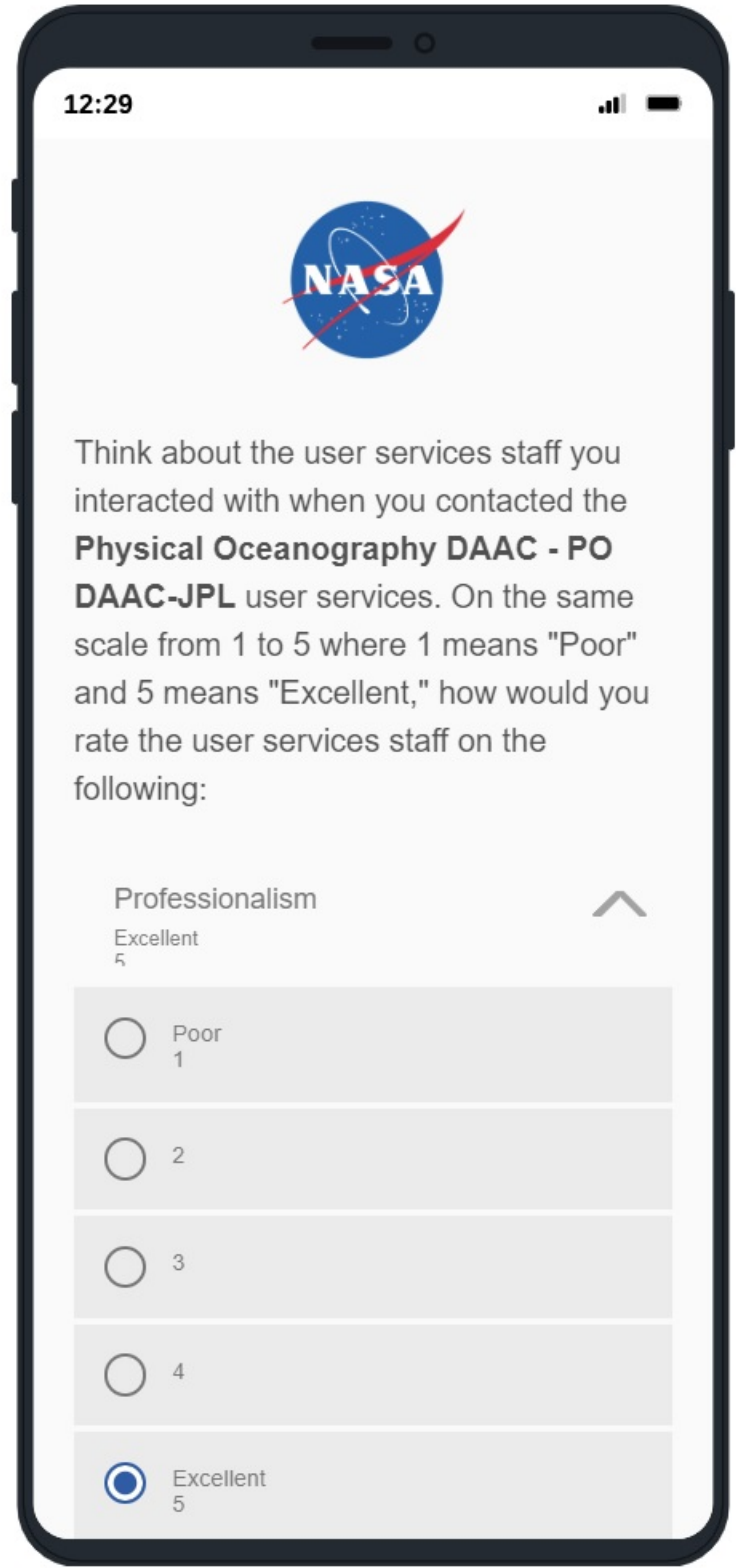
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Clear

Tools



Think about the user services staff you interacted with when you contacted the **Physical Oceanography DAAC - PO DAAC-JPL** 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

Back

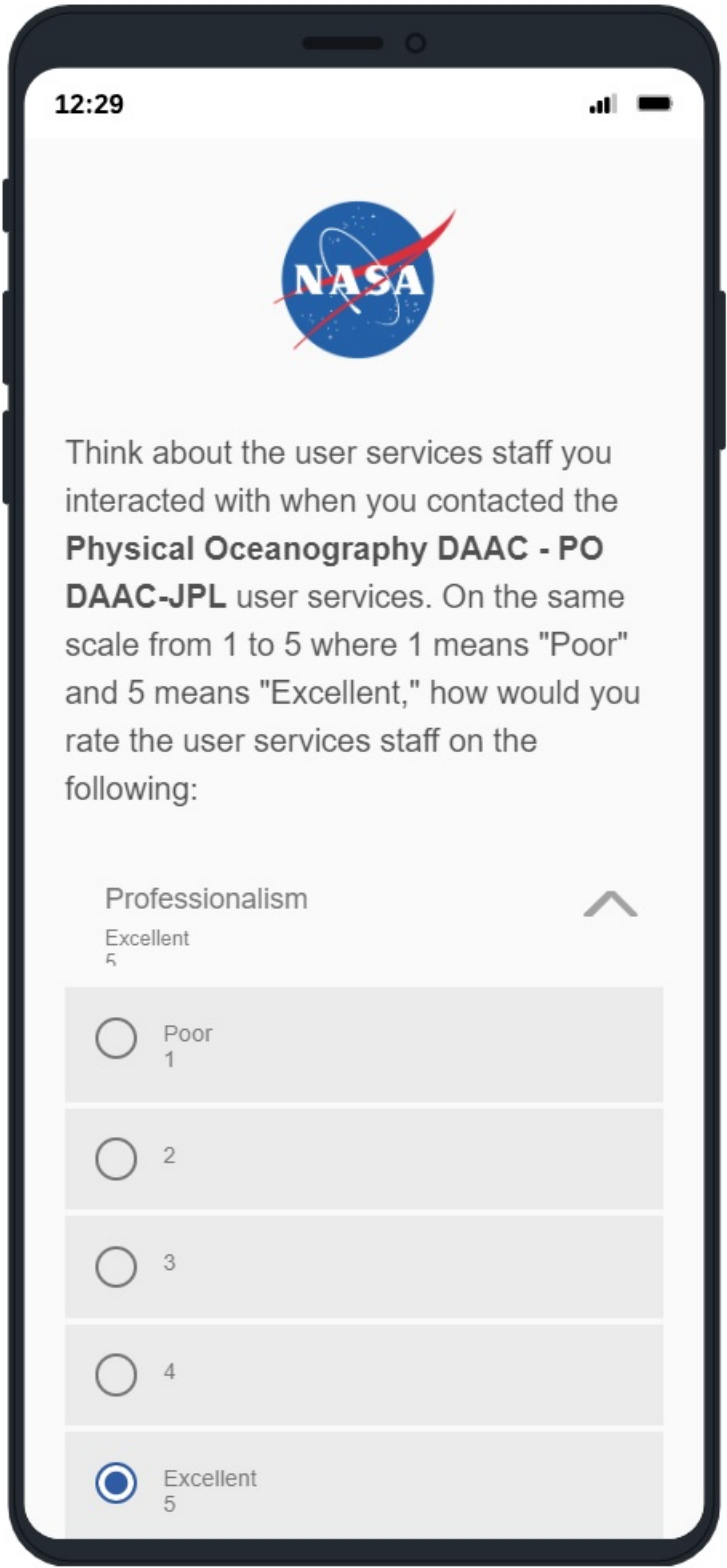
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Think about the user services staff you interacted with when you contacted the **Physical Oceanography DAAC - PO DAAC-JPL** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism  
Excellent  
5

Poor  
1

2

3

4

Excellent  
5

Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Physical Oceanography DAAC - PO DAAC-JPL** 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

Back

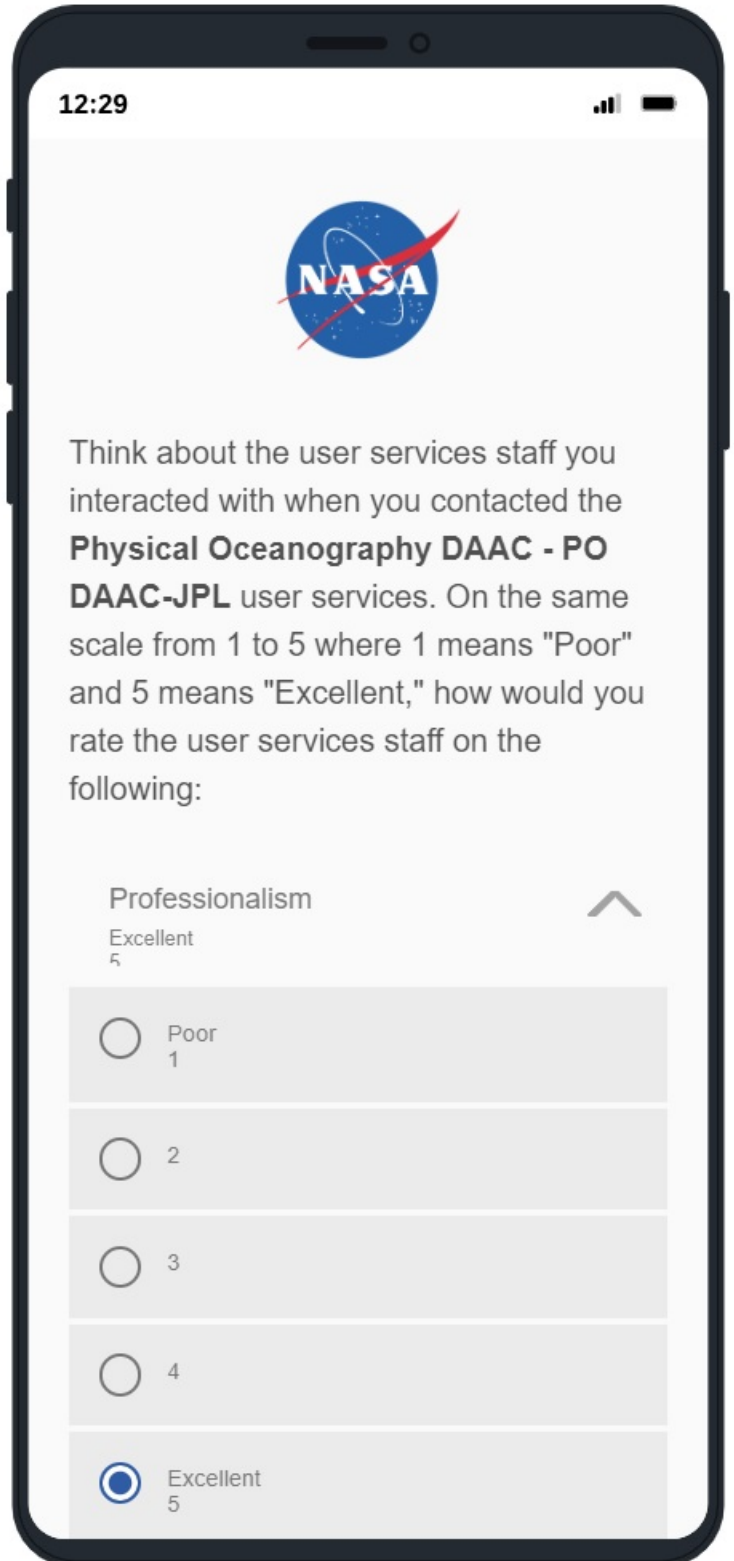
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Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Physical Oceanography DAAC - PO DAAC-JPL user services office for any additional support?

Yes

No

Back

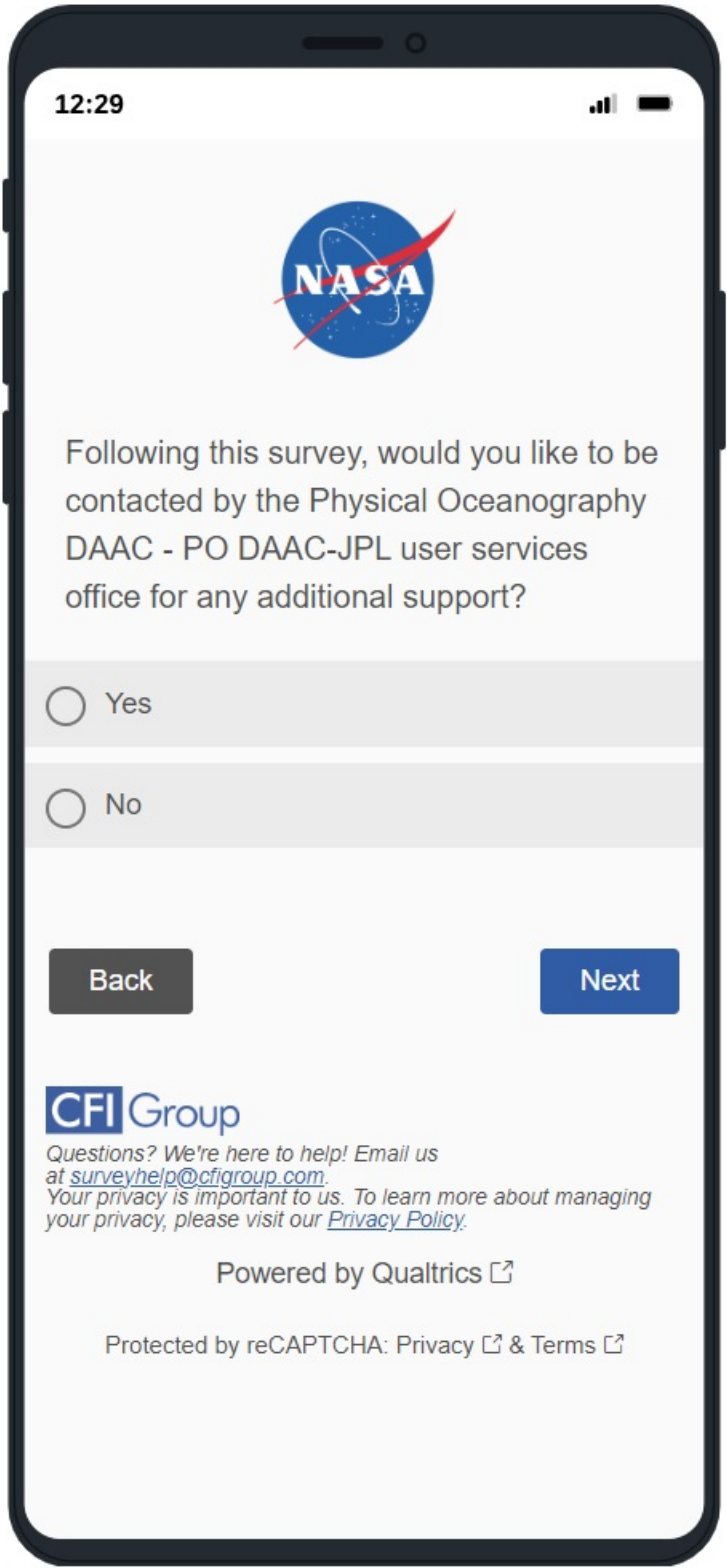
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Following this survey, would you like to be contacted by the Physical Oceanography DAAC - PO DAAC-JPL user services office for any additional support?

Yes

No

Back

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Restart Survey

Go to Bookmark

Clear

Tools



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 **Physical Oceanography DAAC - PO DAAC-JPL?**

Overall satisfaction with the data products and services provided by **Physical Oceanography DAAC - PO DAAC-JPL**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

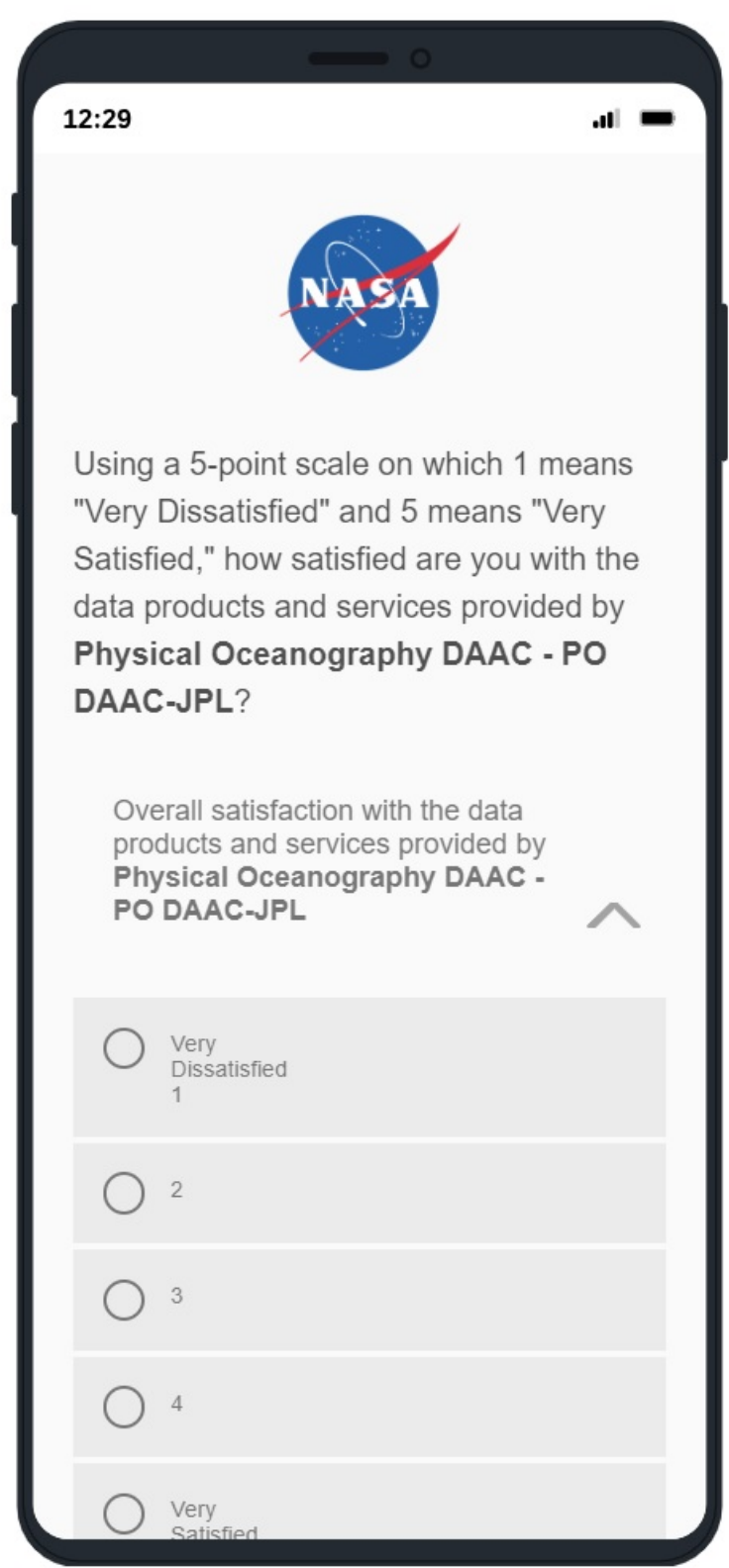
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Restart Survey

Go to Bookmark

Clear

Tools



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 **Physical Oceanography DAAC - PO DAAC-JPL** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Physical Oceanography DAAC - PO DAAC-JPL** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

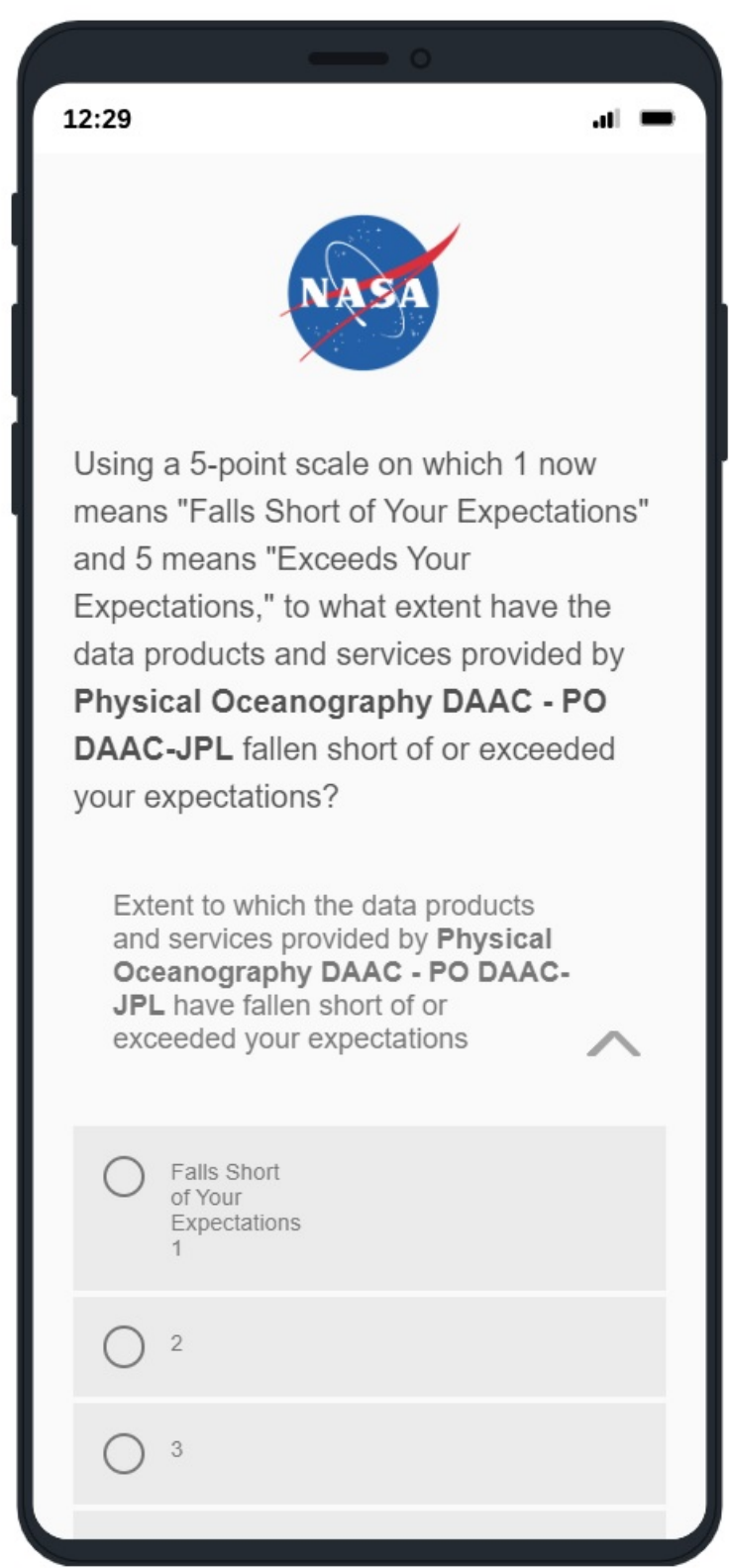
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Physical Oceanography DAAC - PO DAAC-JPL** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Physical Oceanography DAAC - PO DAAC-JPL** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

Restart Survey

Go to Bookmark

Clear

Tools



Now, imagine an ideal provider of scientific data products and services. How close does **Physical Oceanography DAAC - PO DAAC-JPL** 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 **Physical Oceanography DAAC - PO DAAC-JPL** 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

Back

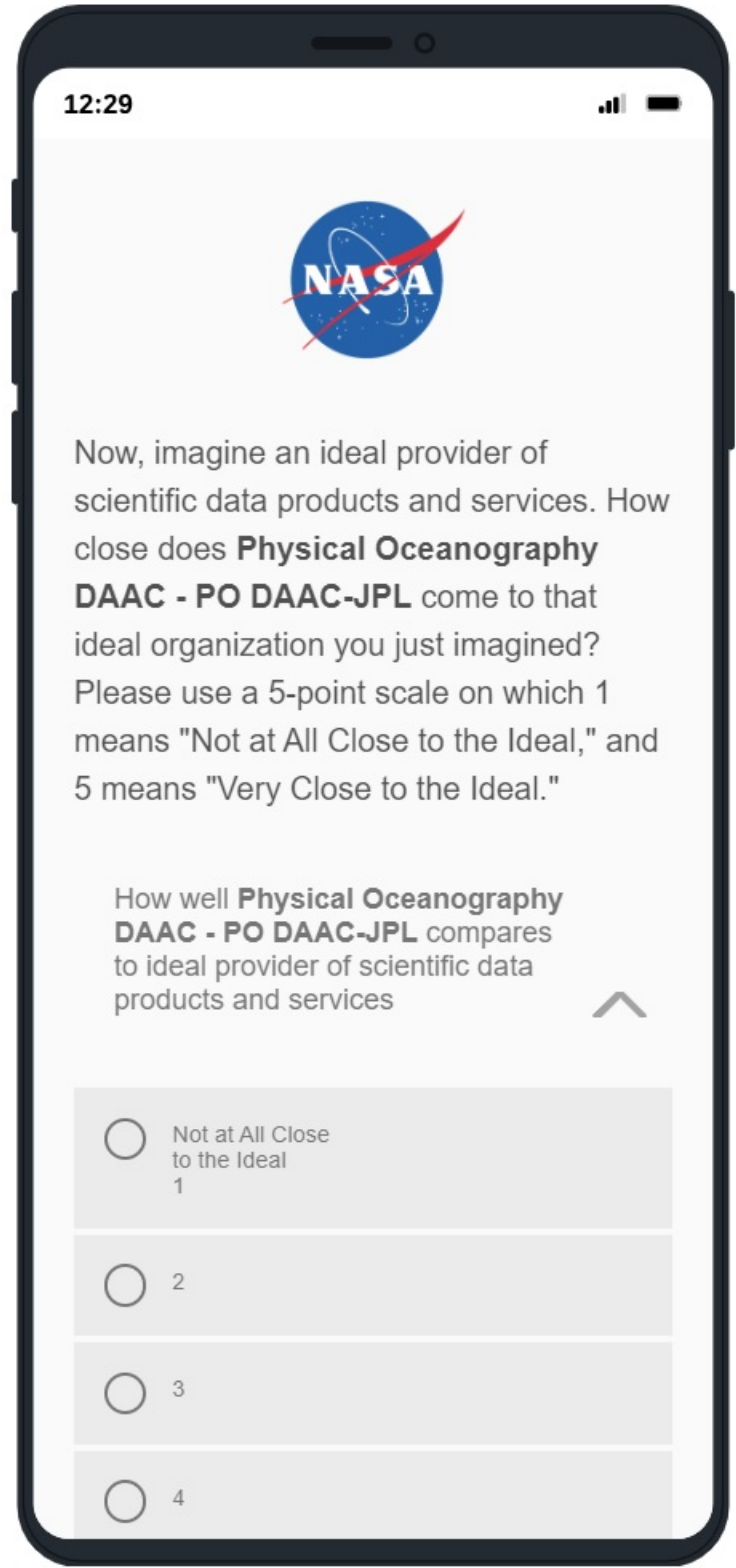
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Now, imagine an ideal provider of scientific data products and services. How close does **Physical Oceanography DAAC - PO DAAC-JPL** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to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

How well **Physical Oceanography DAAC - PO DAAC-JPL** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal 1

2

3

4

Restart Survey

Go to Bookmark

Clear

Tools



Please comment on other data services (that Physical Oceanography DAAC - PO DAAC-JPL doesn't currently offer), if any, that would be useful (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

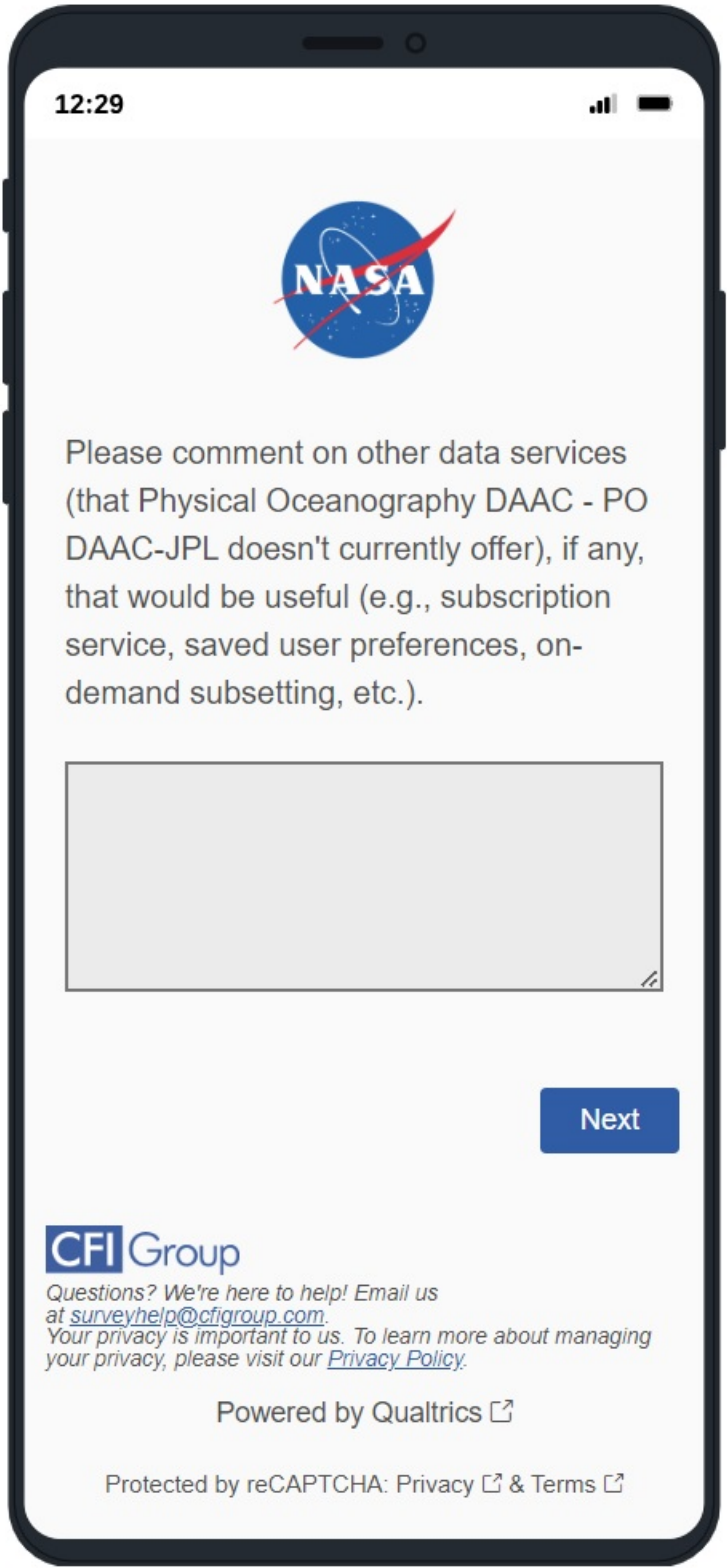
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Please comment on other data services (that Physical Oceanography DAAC - PO DAAC-JPL doesn't currently offer), if any, that would be useful (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

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Please indicate your preferred format(s) of Physical Oceanography DAAC - PO DAAC-JPL data.

Select all that apply.

- HDF
- NetCDF
- GEOTIFF
- GIS formats (Shapefile)
- Cloud-optimized (Zarr, cloud-optimized GeoTIFF (COG), etc.)
- Other (please specify)

Back

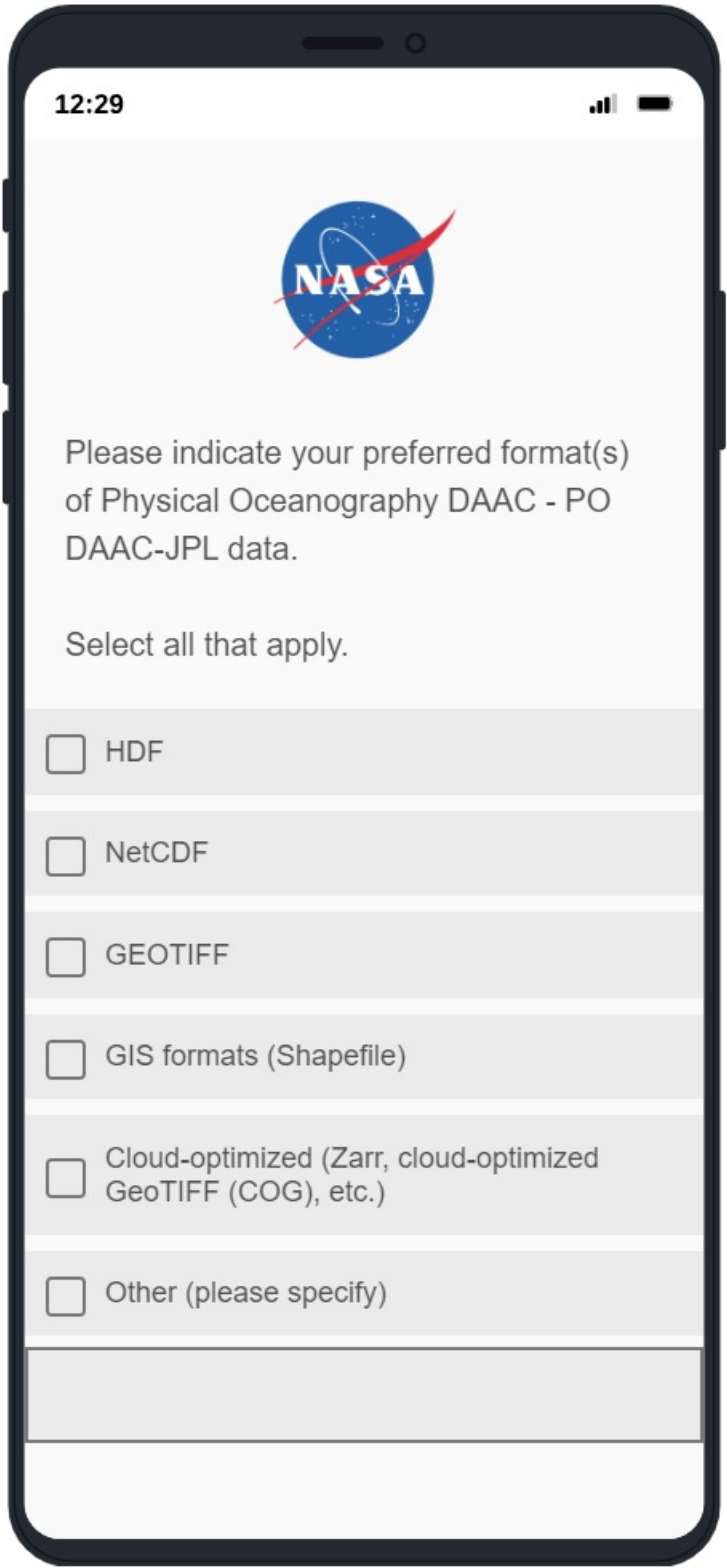
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If you ordered/downloaded data from Physical Oceanography DAAC - PO DAAC-JPL, did you have it transformed (subsetting/reformatted) before delivery?

- Yes, I had it transformed
- No, I did not have it transformed
- I did not order data from Physical Oceanography DAAC - PO DAAC-JPL

Back

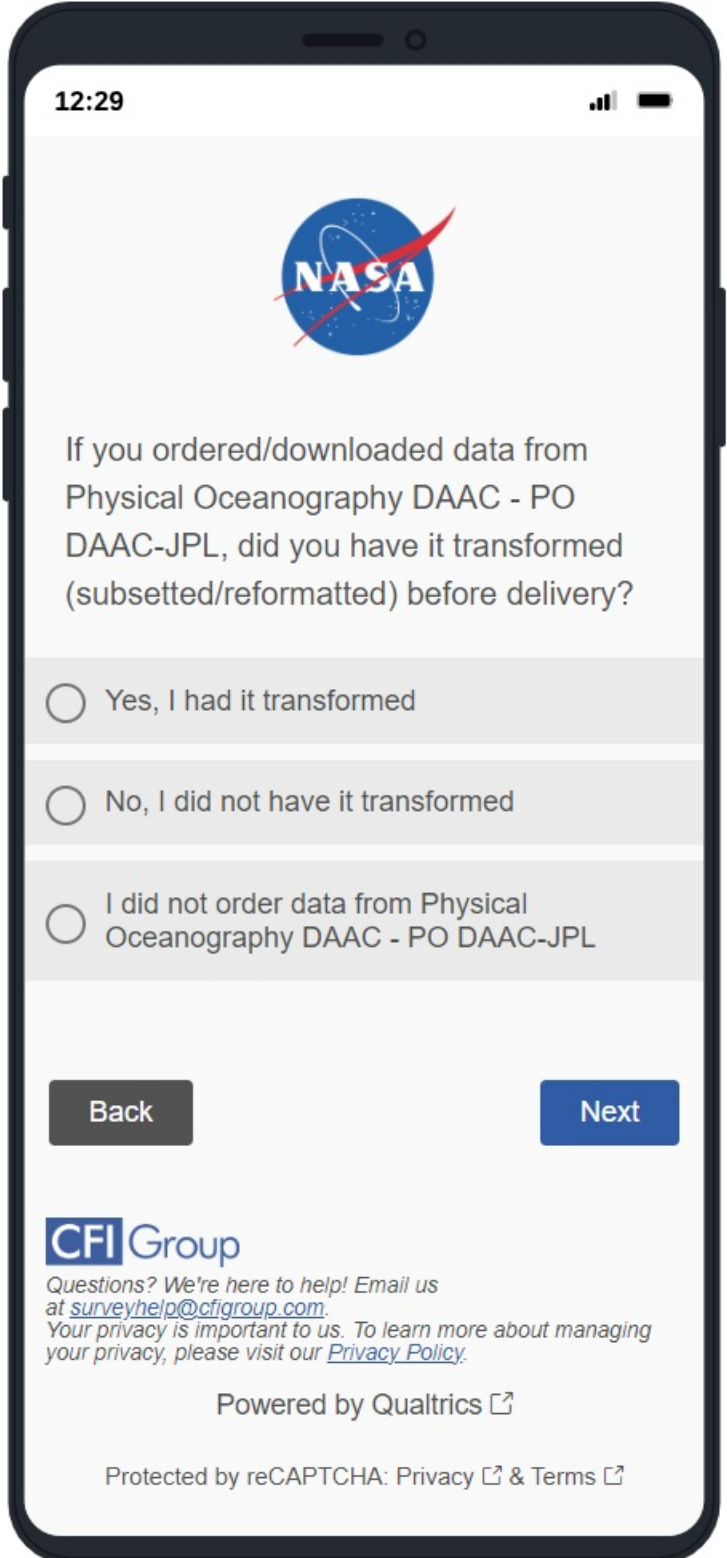
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Which of the following web services would you be interested in using?

Select all that apply.

- OGC (e.g., WMS, WCS, WFS)
  - OPeNDAP
  - THREDDS
  - REST APIs
  - Other (please specify)
- 
- I am not interested in web services

Back

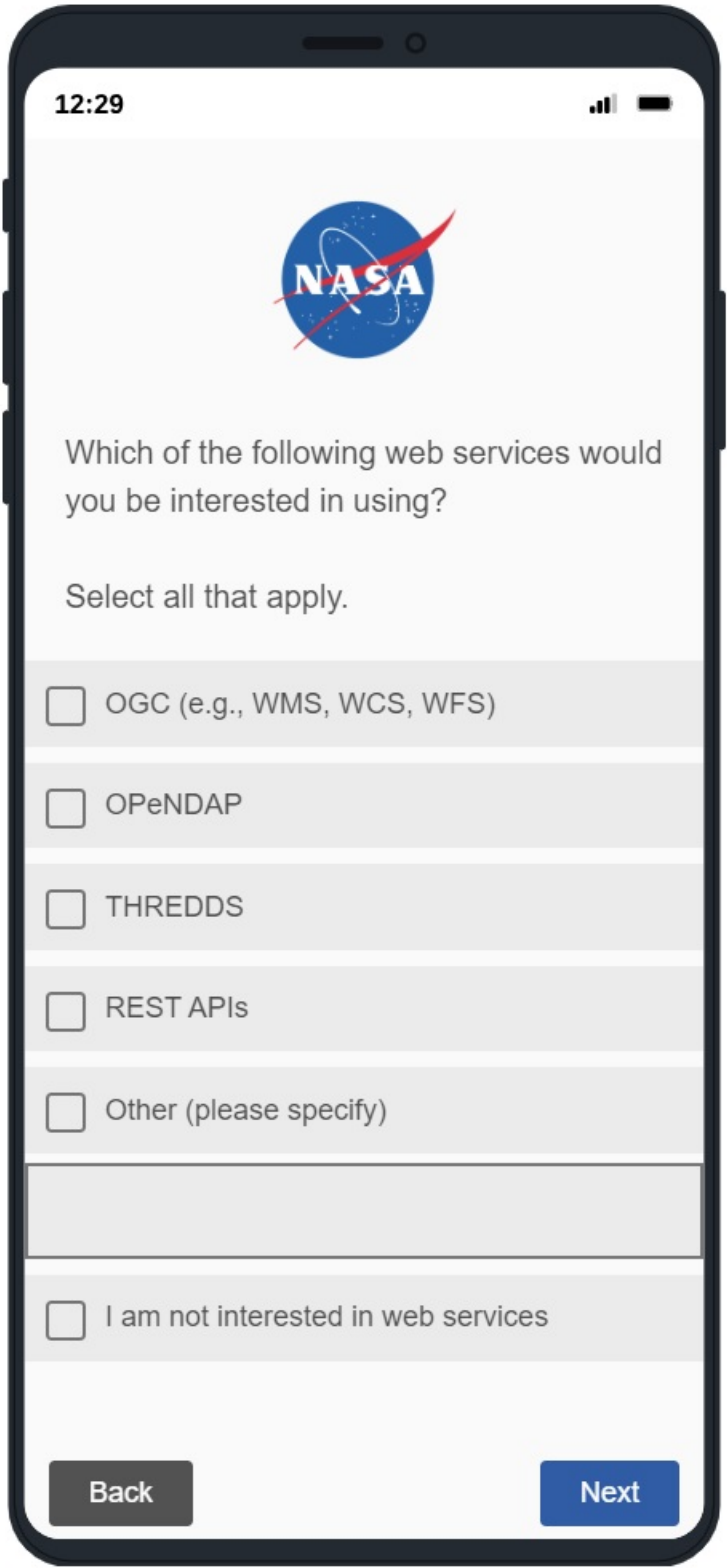
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Select all that apply.

- OGC (e.g., WMS, WCS, WFS)
  - OPeNDAP
  - THREDDS
  - REST APIs
  - Other (please specify)
- 
- I am not interested in web services

Back

Next



What is your preferred method for accessing the PODAAC data?

- Software application (e.g., Matlab, Panoply)
- Access from a programming language (e.g., Java, R, Python, Matlab, IDL)
- PODAAC tools such as SOTO and HiTIDE
- PODAAC-data-subscriber
- HTTP download through wget, curl, etc.
- Direct in-cloud access
- Other (please specify)

Text input field for specifying other methods.

Back

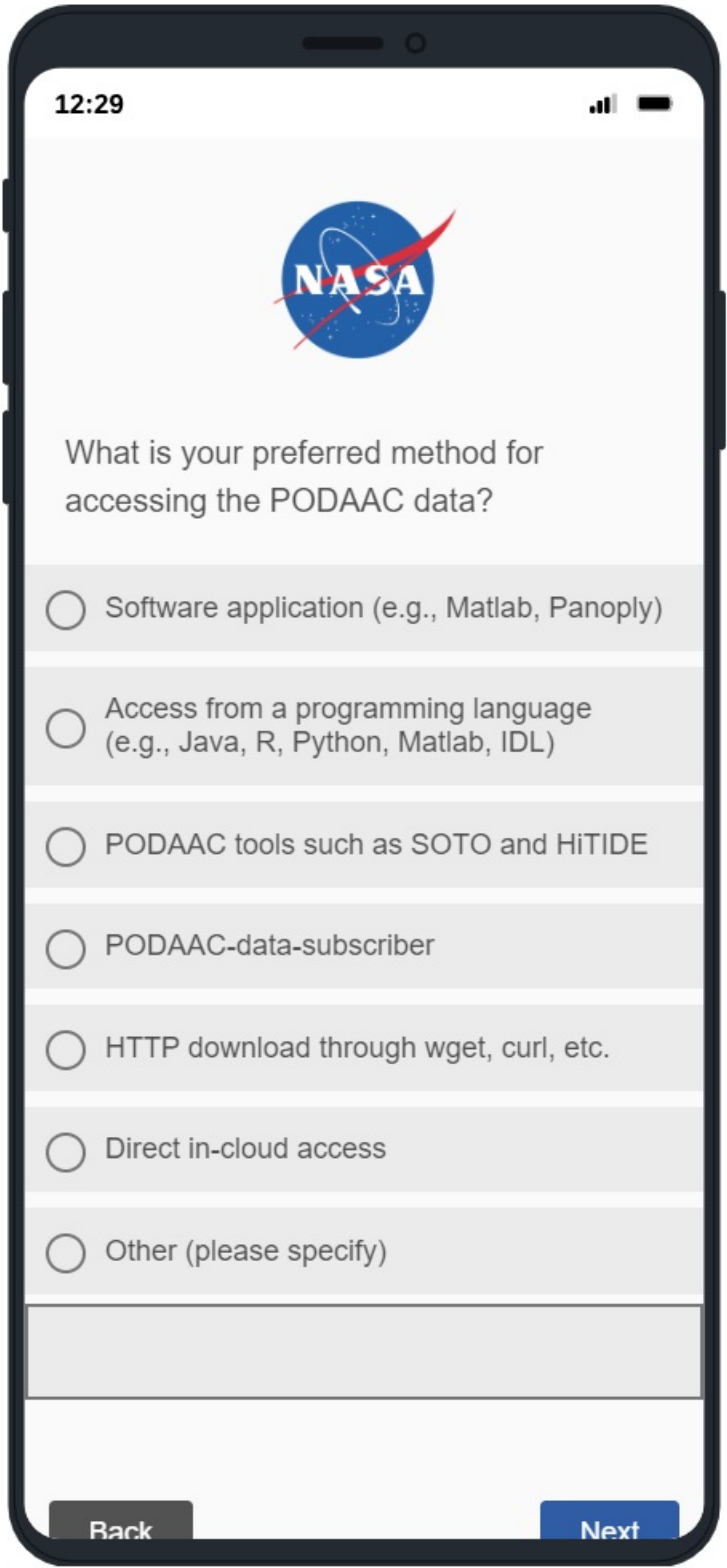
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Clear

Tools



How did you contact the PODAAC's user services office?

Select all that apply.

By email

Website feedback/contact form

PO.DAAC Forum

Earthdata Forum

Other (please specify)

Did not contact user services office

Back

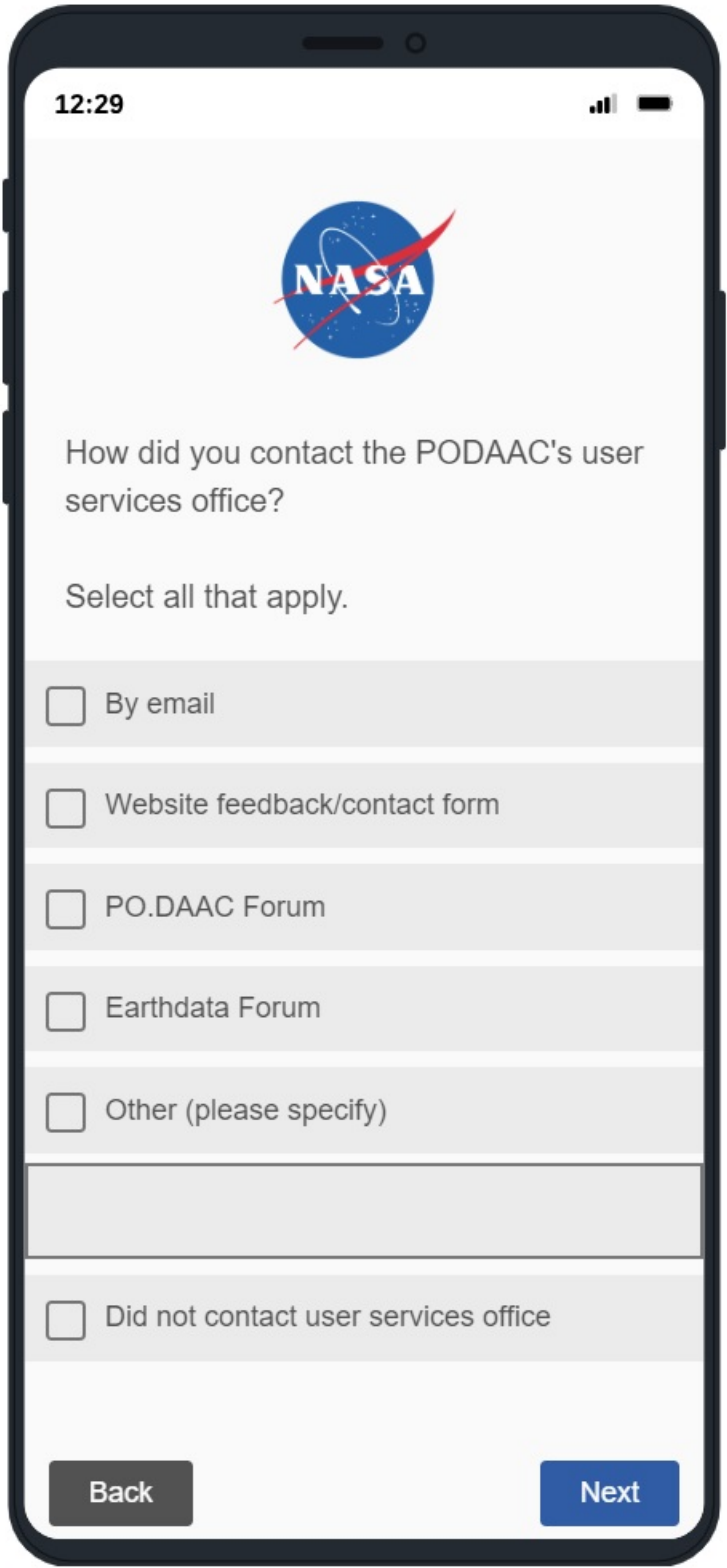
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How did you contact the PODAAC's user services office?

Select all that apply.

By email

Website feedback/contact form

PO.DAAC Forum

Earthdata Forum

Other (please specify)

Did not contact user services office

Back

Next





Which PODAAC tool did you use to access the data?

Select all that apply.

PO.DAAC Drive

State of the Oceans (SOTO)

PODAAC data subscriber

OpenDAP

HiTIDE

None of the above

Back

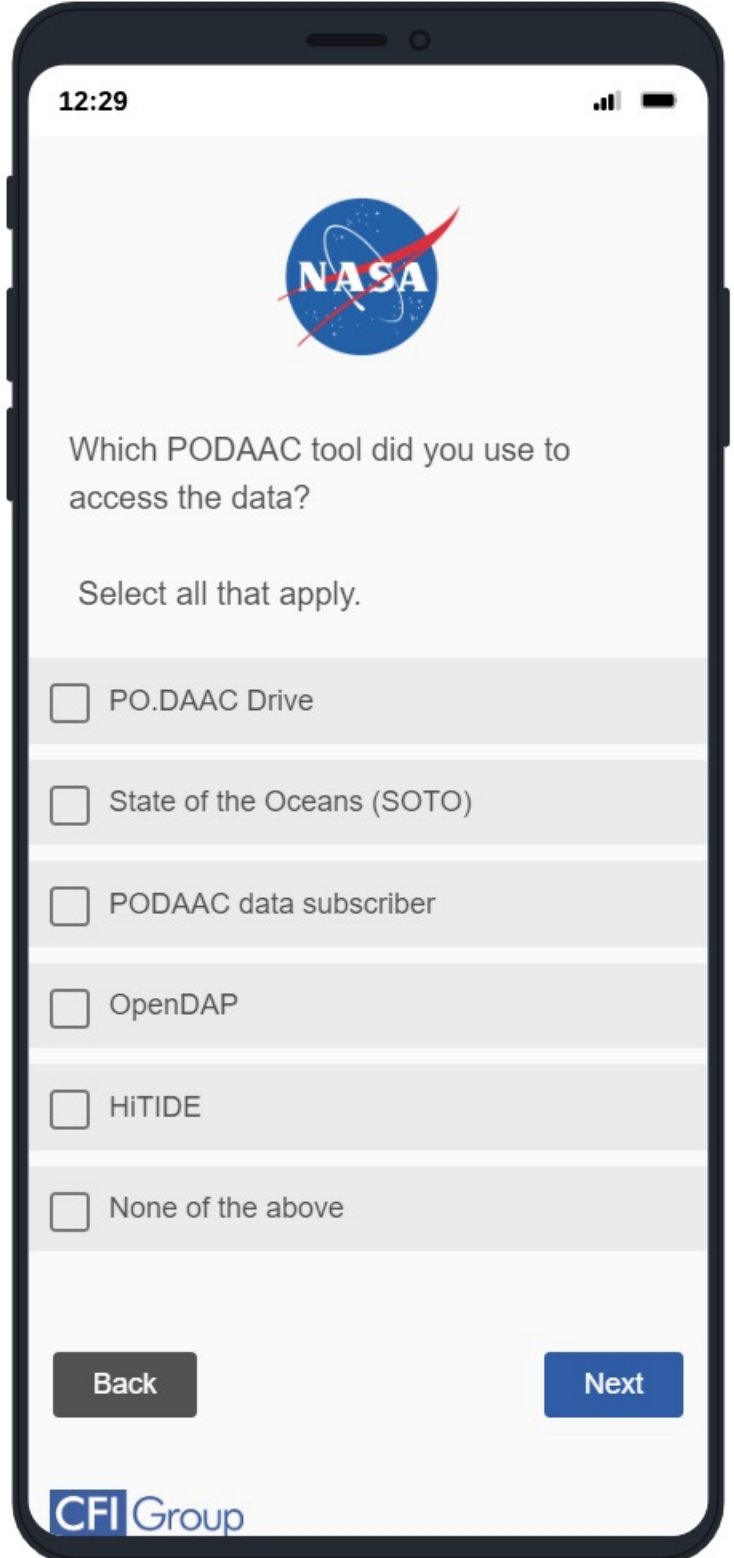
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As PODAAC begins to offer its datasets through cloud services (free of charge to the end-user for downloading), what capabilities are you most interested in?

Select all that apply.

- Download datasets as usual
- Perform analysis within the cloud environment (Note: any cost associated with analysis or data use beyond the free PO.DAAC-provided services for exploratory analysis, is the end-user's responsibility)
- Leverage PO.DAAC-offered cloud-based services to subset and/or reformat my data, but perform analysis with my own infrastructure
- Integrate diverse datasets for research and/or applications within the cloud environment
- Other (please specify)

- Not interested

Back

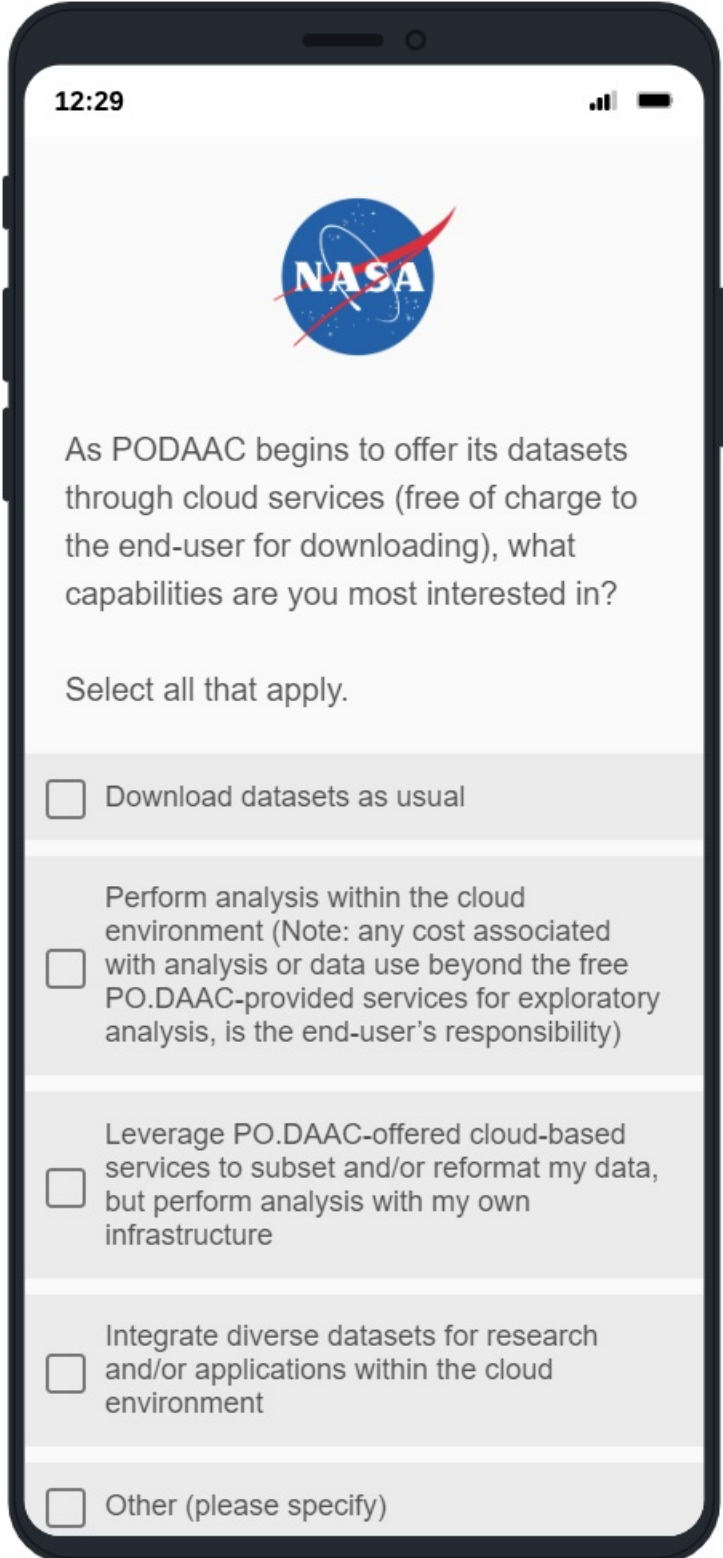
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What do you use PODAAC for?

Select all that apply.

- Data discovery
- Download data
- Data subsetting and analyses
- Obtain information about data products/missions
- An element of data management plan for research proposals
- Other (please specify)

Back

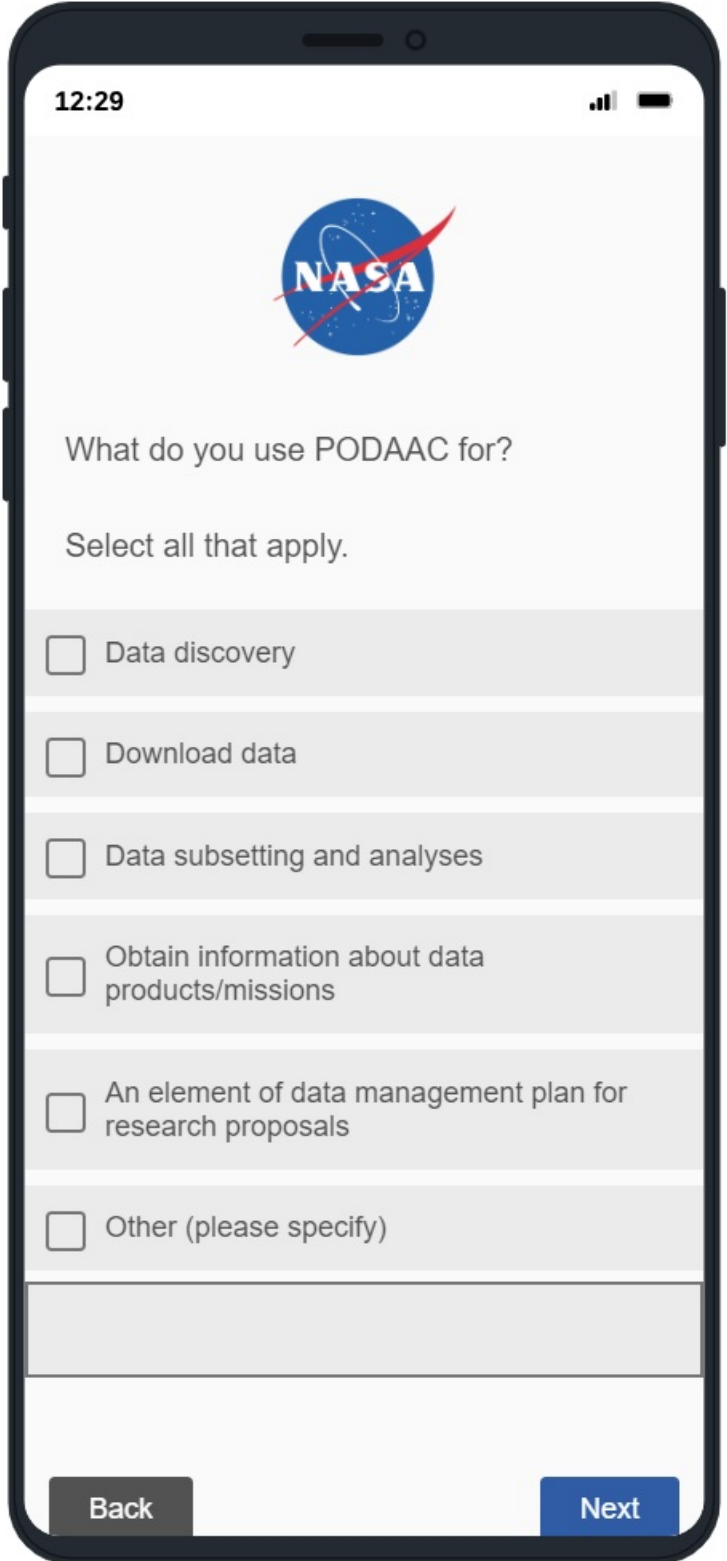
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If you have datasets and would like PODAAC to host and distribute to the public, please briefly describe them, such as the funding agencies, platforms/instruments, campaign name, approximate data volume. If you are interested in a particular dataset that you cannot find on PODAAC but wish PODAAC can host, please describe such datasets, such as http links, project names, PI institutions etc.

[Empty text input area]

Back

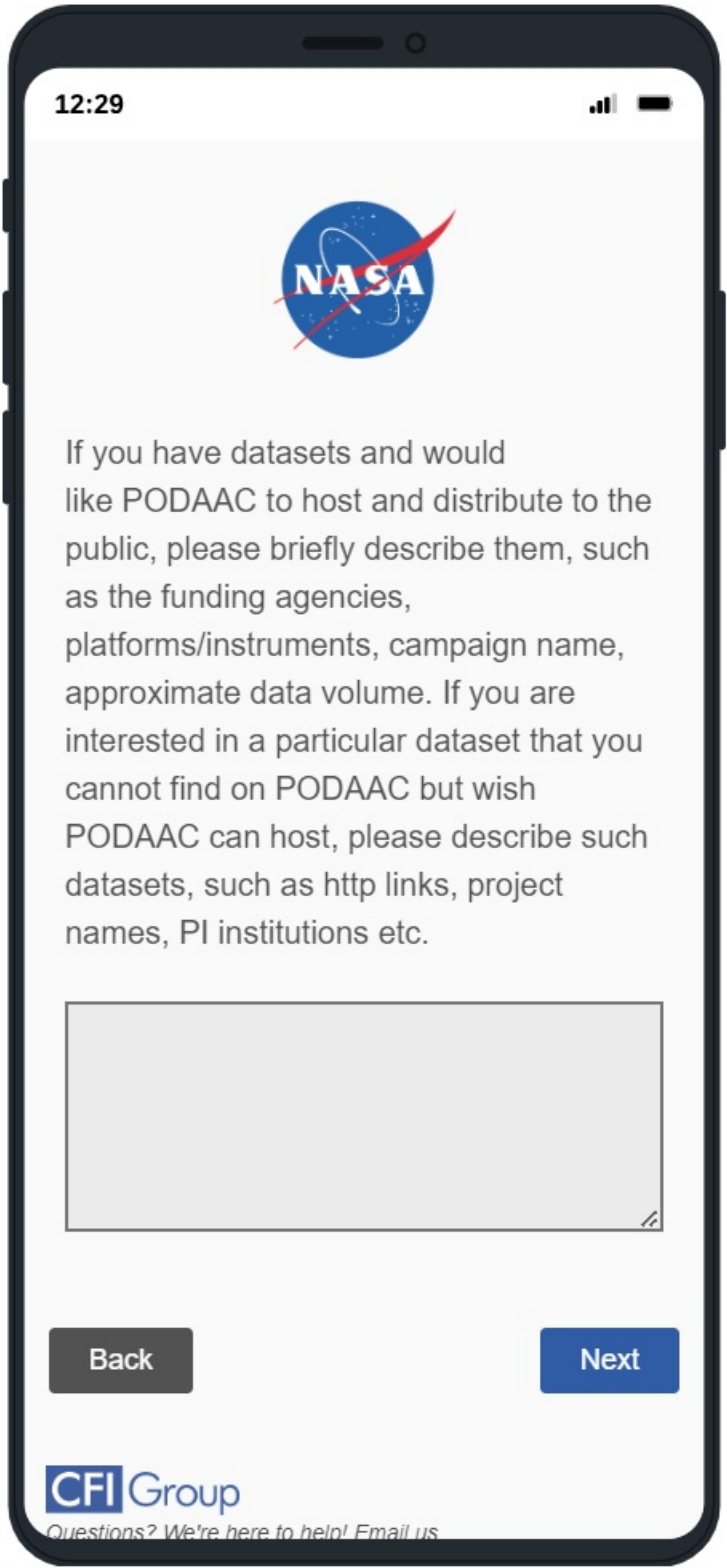
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Tools



Please provide any general feedback you may have:

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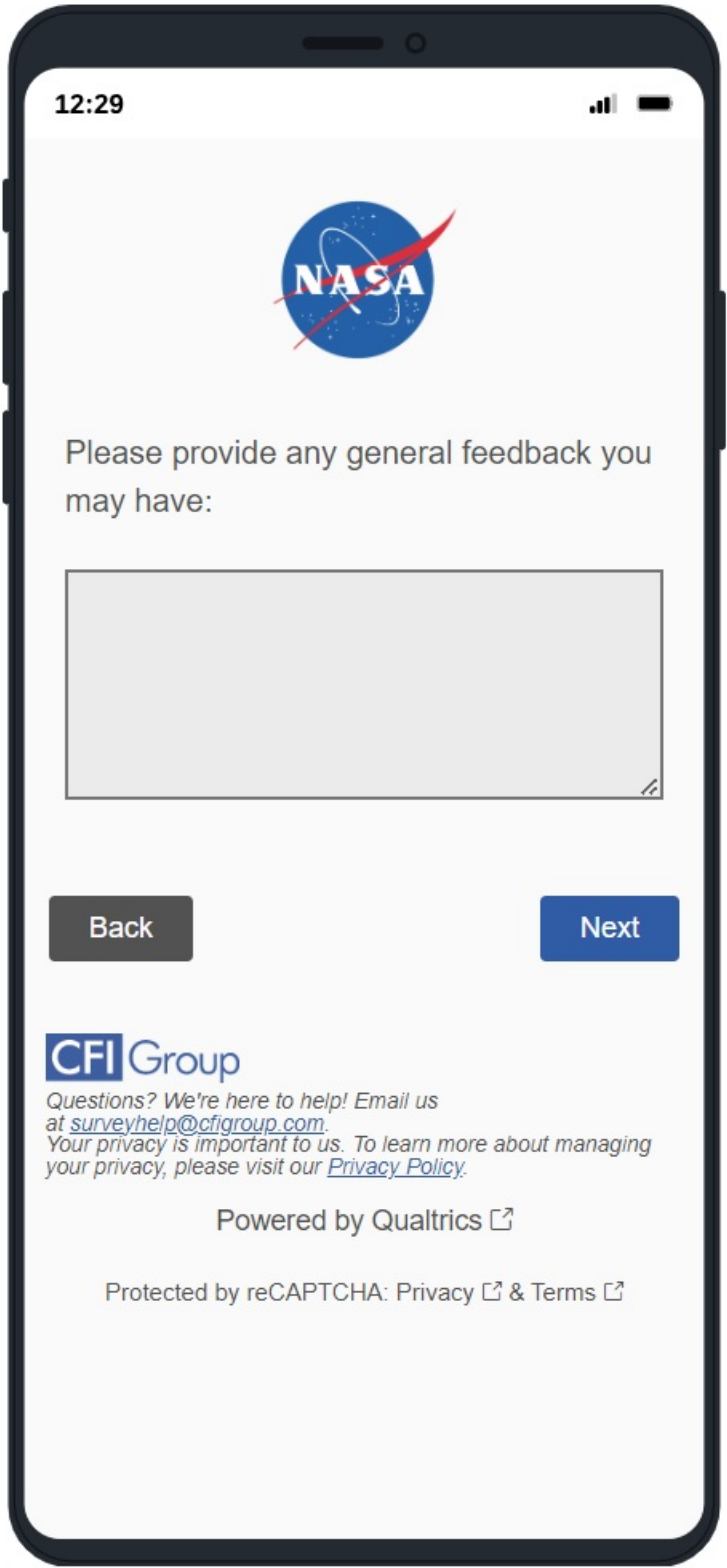
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Physical Oceanography DAAC - PO DAAC-JPL** to a colleague?

Likelihood of recommending **Physical Oceanography DAAC - PO DAAC-JPL** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

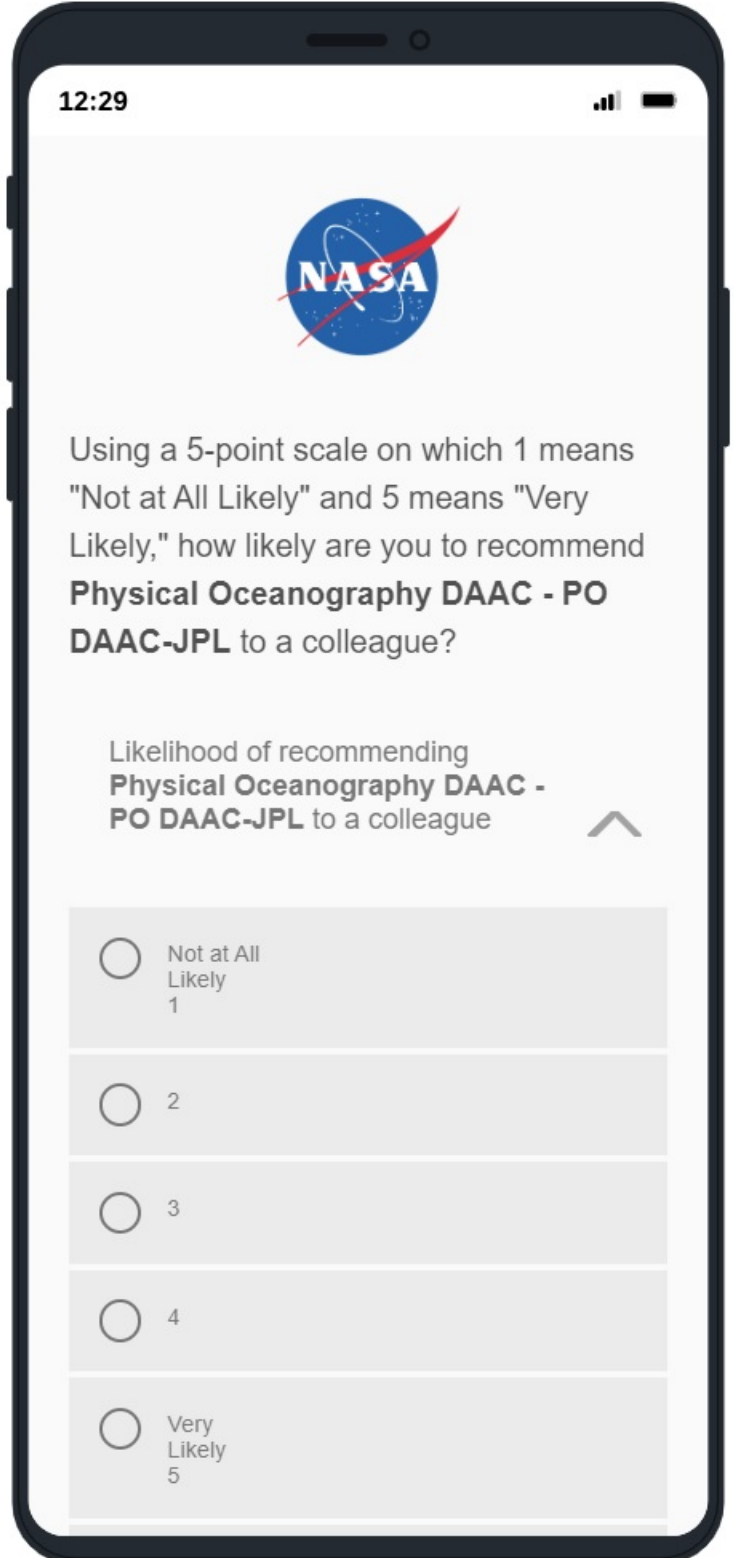
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Physical Oceanography DAAC - PO DAAC-JPL** to a colleague?

Likelihood of recommending **Physical Oceanography DAAC - PO DAAC-JPL** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

Restart Survey

Go to Bookmark

Clear

Tools



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 **Physical Oceanography DAAC - PO DAAC-JPL** in the future?

Likelihood of using the services provided by **Physical Oceanography DAAC - PO DAAC-JPL** again in the future

Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

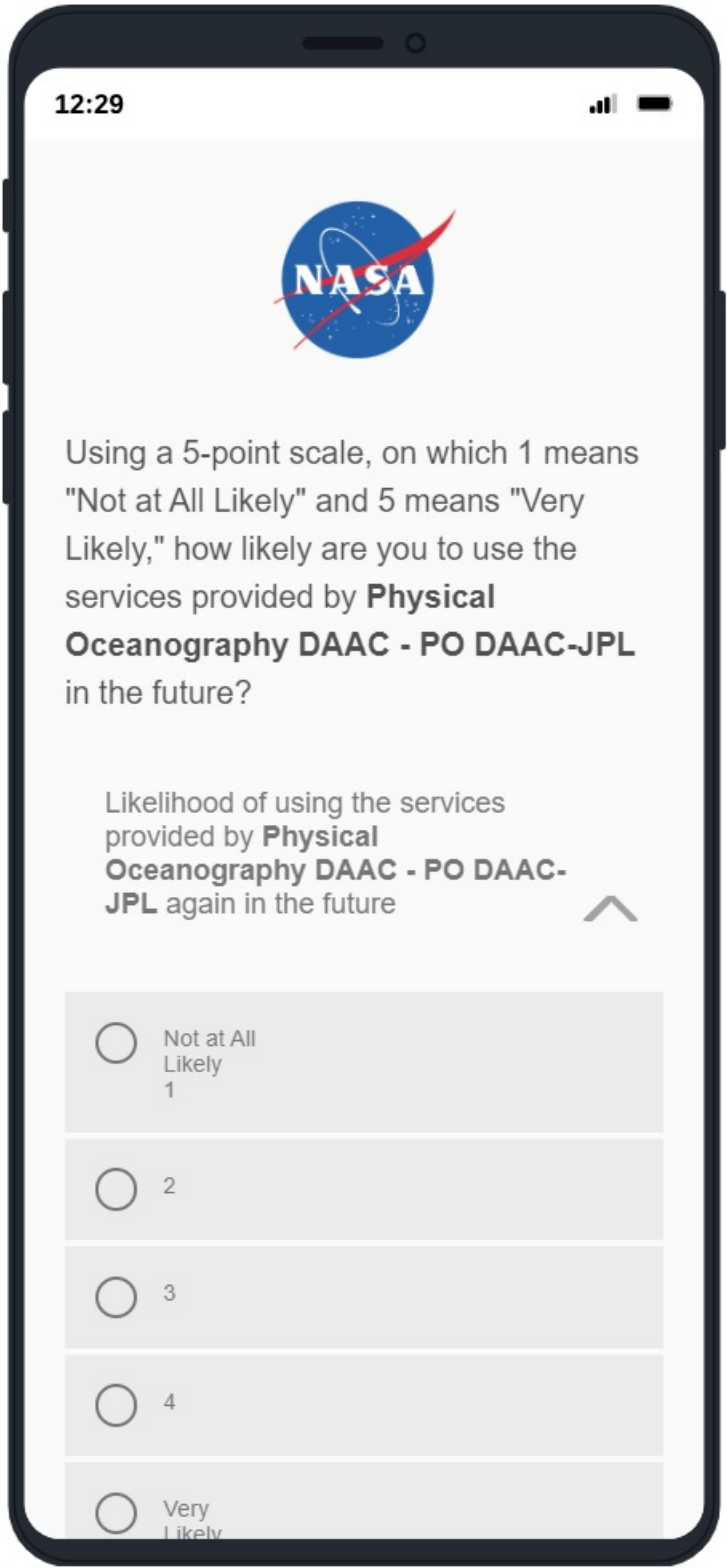
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Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you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

Empty text input area for comments.

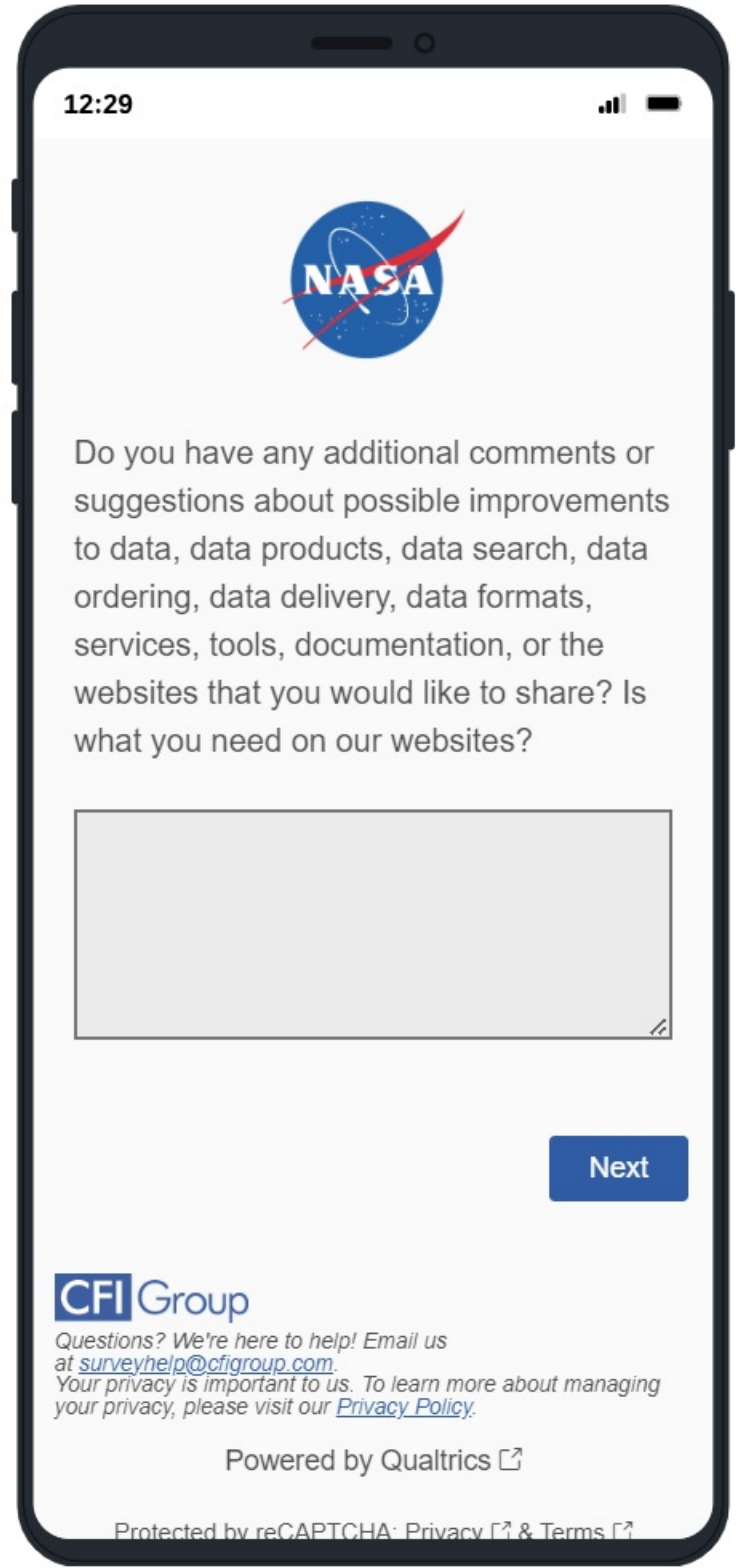
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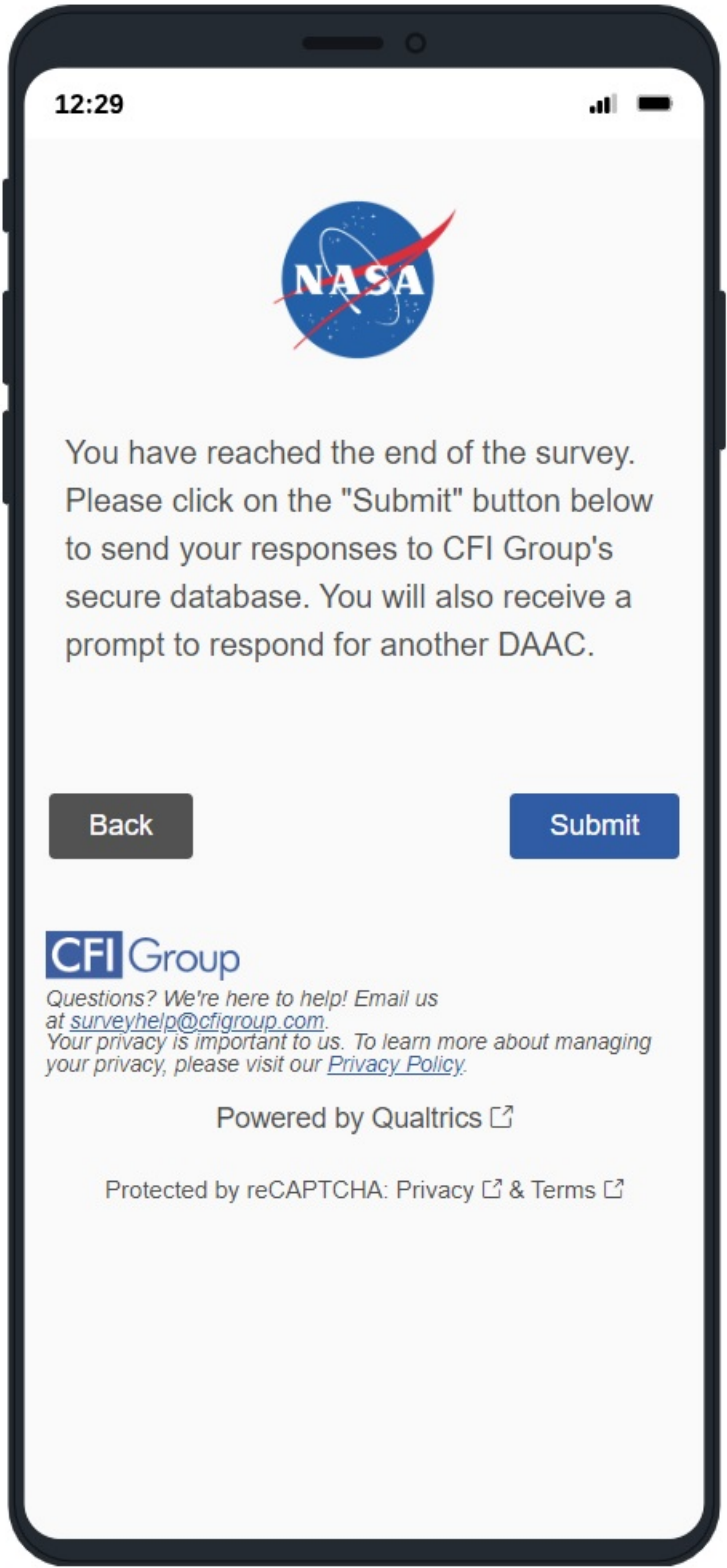
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