



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.

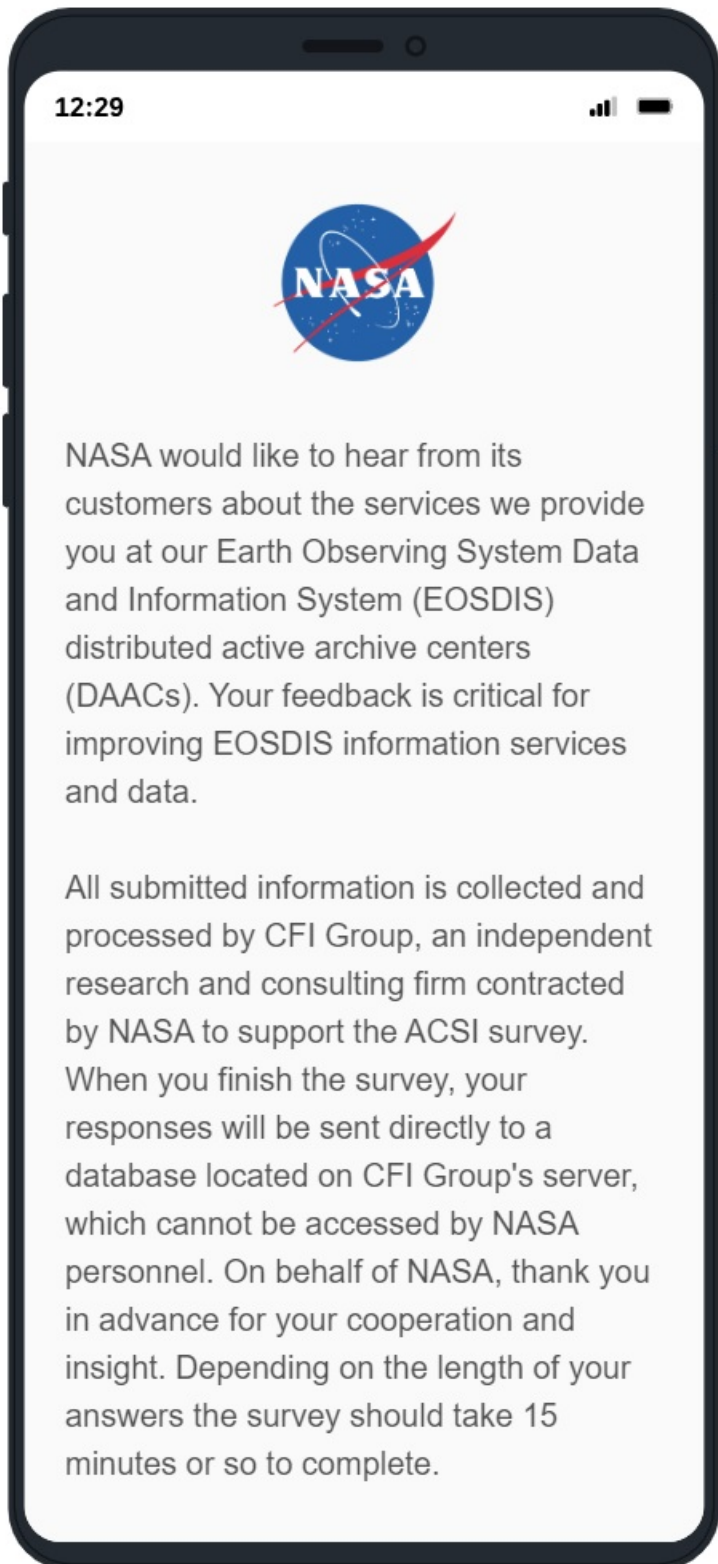
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

Please click the "Next" button to begin.

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

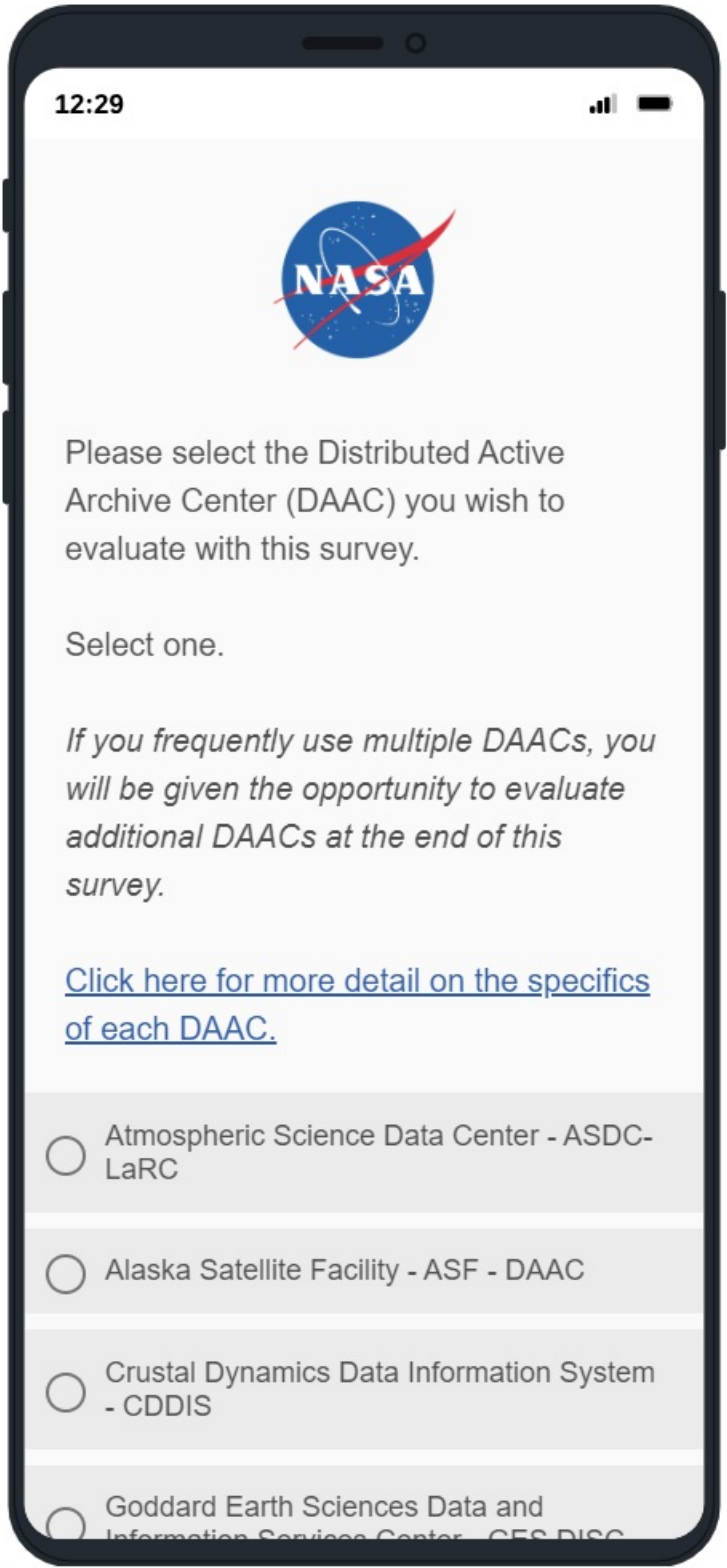
Select one.

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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Tools



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

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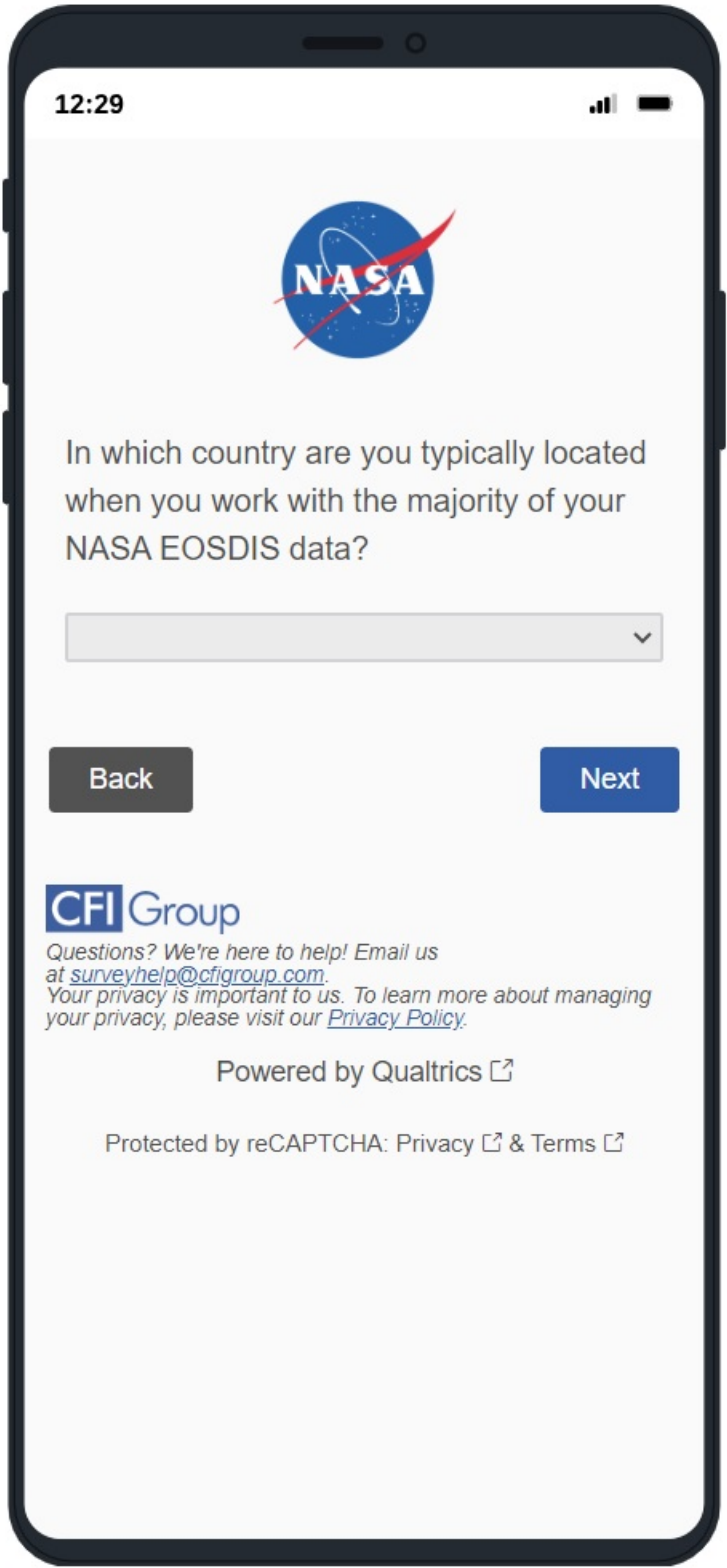
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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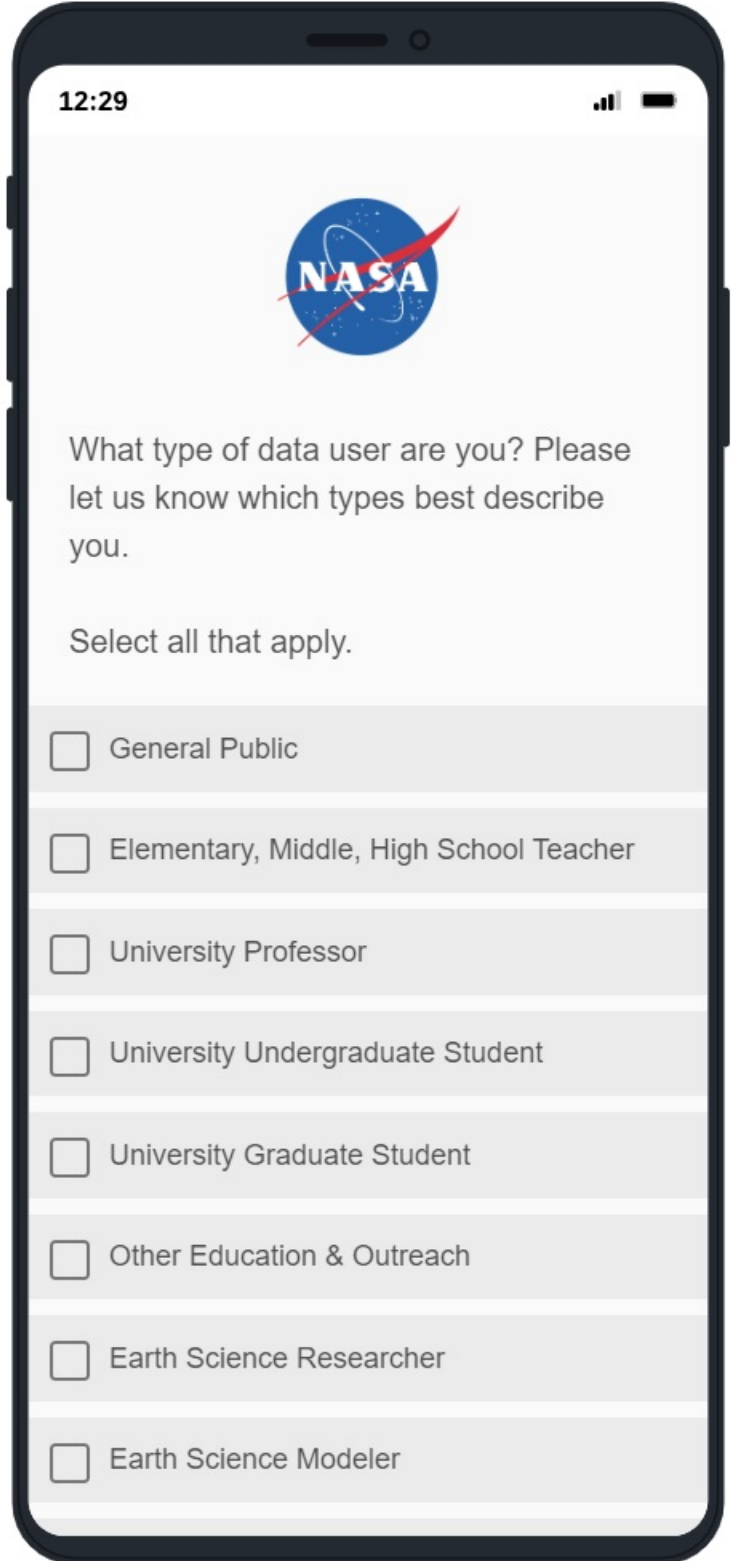
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For which general areas/disciplines do you need or have you needed to use Earth science data and services?

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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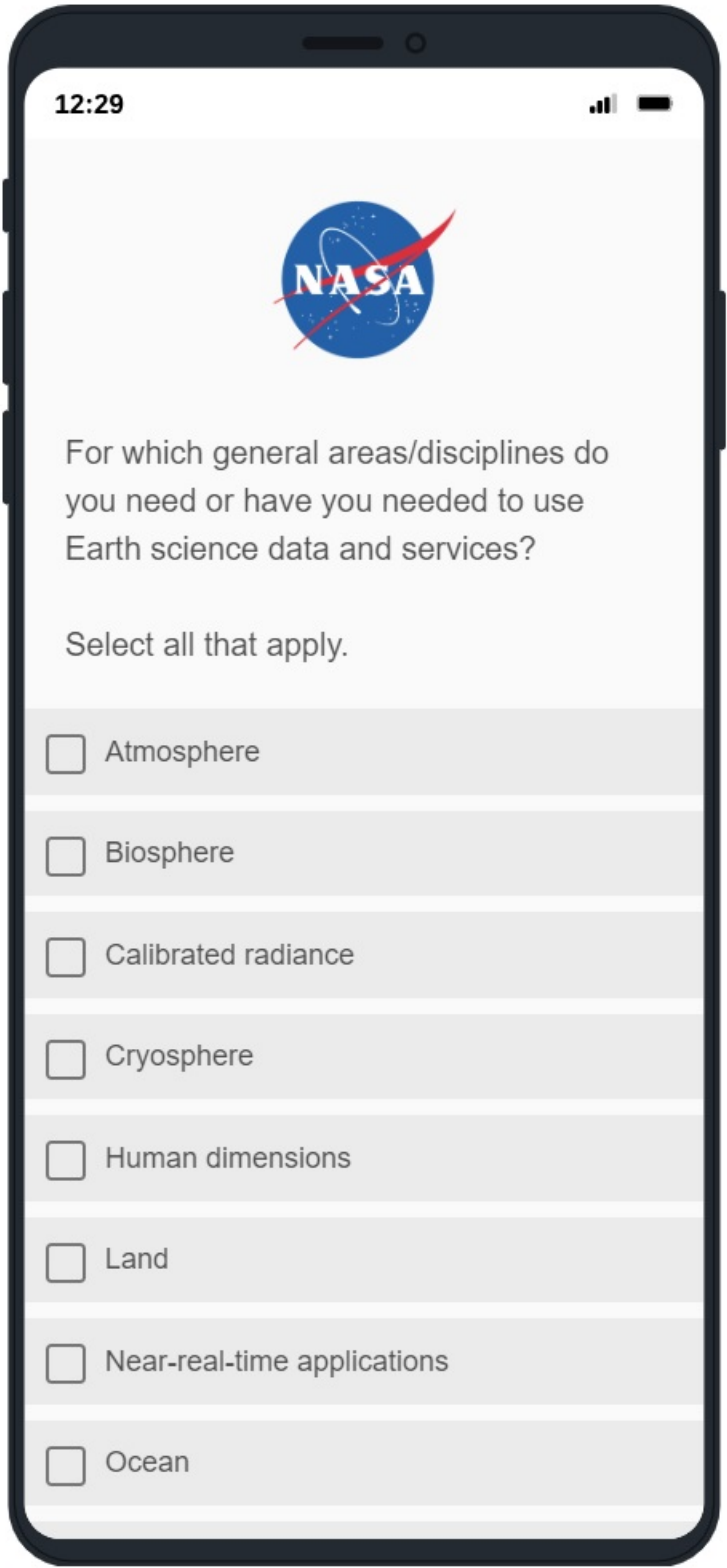
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Tools



Have you done any of the following from Oak Ridge National Laboratory DAAC - ORNL DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

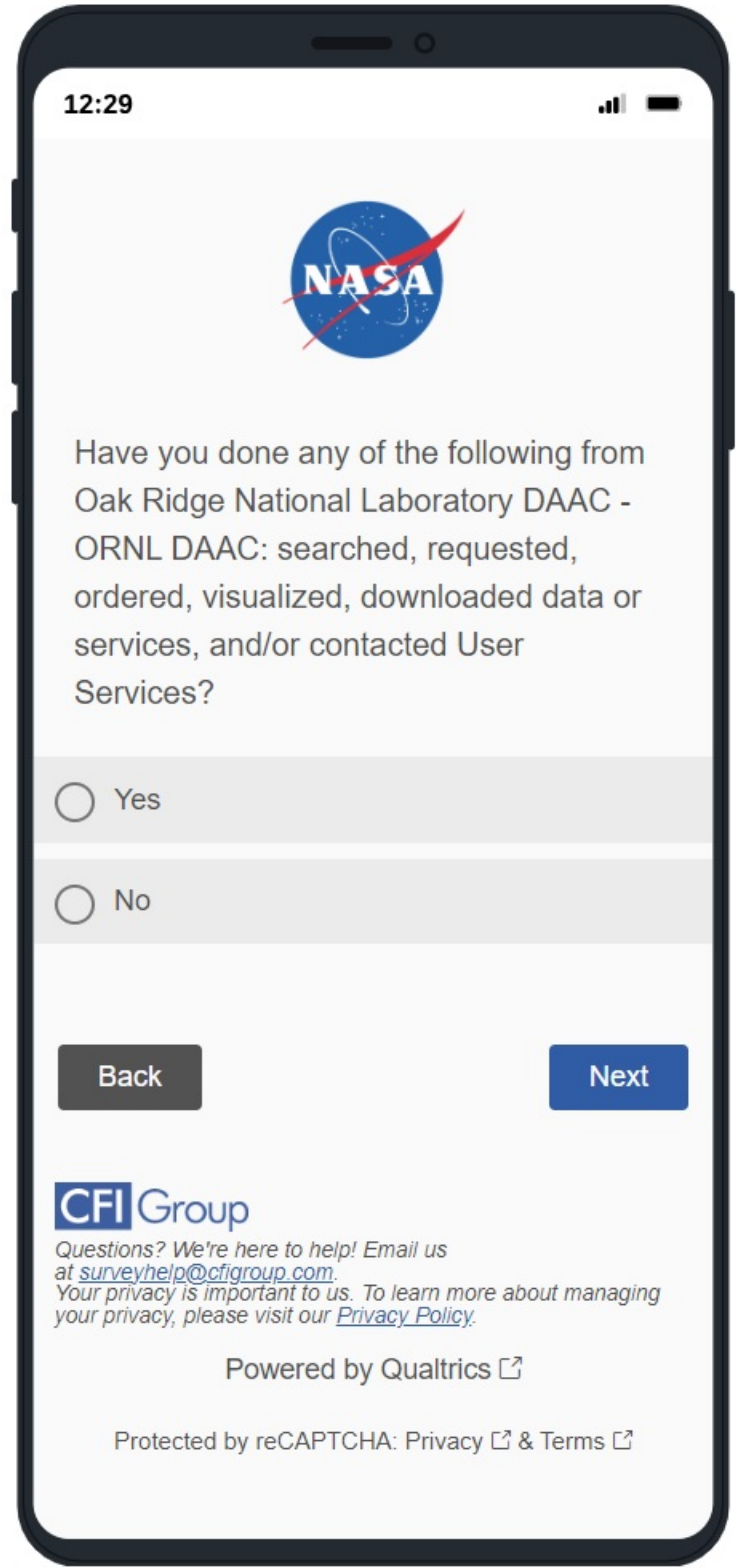
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Yes

No

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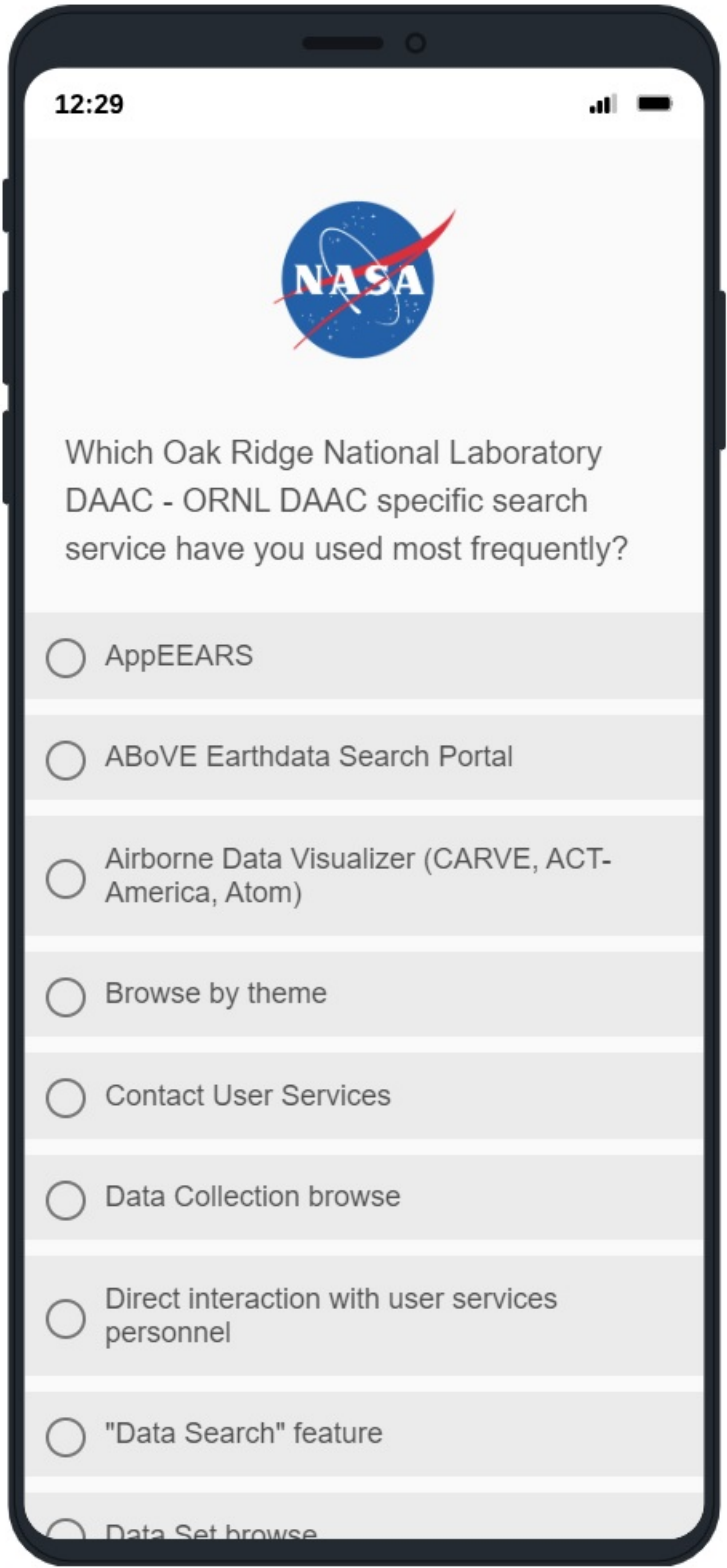
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Which Oak Ridge National Laboratory DAAC - ORNL DAAC specific search service have you used most frequently?

- AppEEARS
- ABoVE Earthdata Search Portal
- Airborne Data Visualizer (CARVE, ACT-America, Atom)
- Browse by theme
- Contact User Services
- Data Collection browse
- Direct interaction with user services personnel
- "Data Search" feature
- Data Set browse
- Data Subscription
- Earthdata Search
- Global Change Master Directory (GCMD)
- HTML Order Tool
- Internet search tool (e.g., Google Earth, Google)
- Keyword Search
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- MODIS Land Products Subsets
- ORNL DAAC Daymet data services
- "Search ORNL DAAC" website feature
- THREDDS



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Which Oak Ridge National Laboratory DAAC - ORNL DAAC specific search service have you used most frequently?

- AppEEARS
- ABoVE Earthdata Search Portal
- Airborne Data Visualizer (CARVE, ACT-America, Atom)
- Browse by theme
- Contact User Services
- Data Collection browse
- Direct interaction with user services personnel
- "Data Search" feature
- Data Set browse

Restart Survey

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Clear

Tools



- Direct interaction with user services personnel
- "Data Search" feature
- Data Set browse
- Data Subscription
- Earthdata Search
- Global Change Master Directory (GCMD)
- HTML Order Tool
- Internet search tool (e.g., Google Earth, Google)
- Keyword Search
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- MODIS Land Products Subsets
- ORNL DAAC Daymet data services
- "Search ORNL DAAC" website feature
- THREDDS
- Web-based Visualization tool
- Web download
- Other (please specify)
-
- None of the above
- I don't know

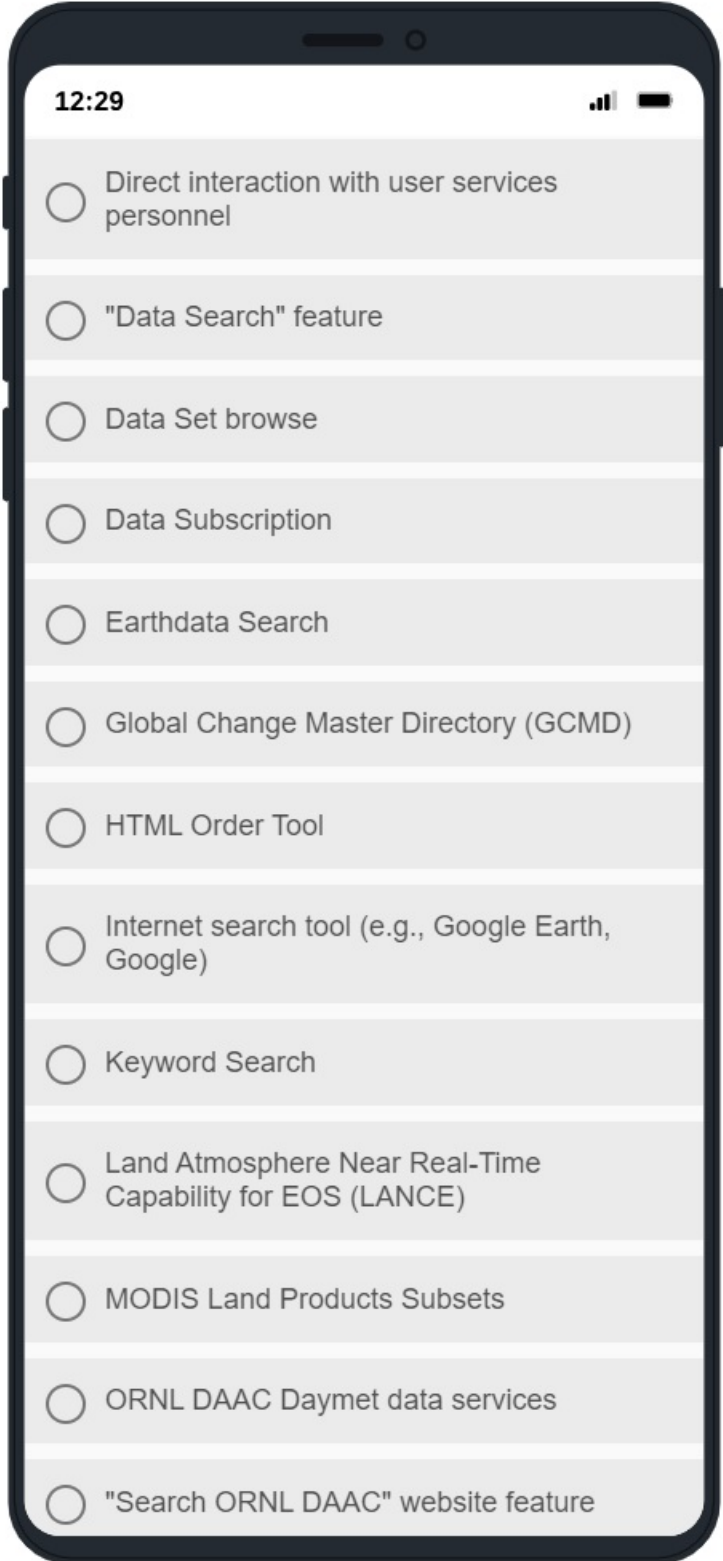
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Thinking about your data or services from Oak Ridge National Laboratory DAAC - ORNL DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

Poor 1

2

3

4

Excellent 5

NA

How well the search results met your needs v

Back

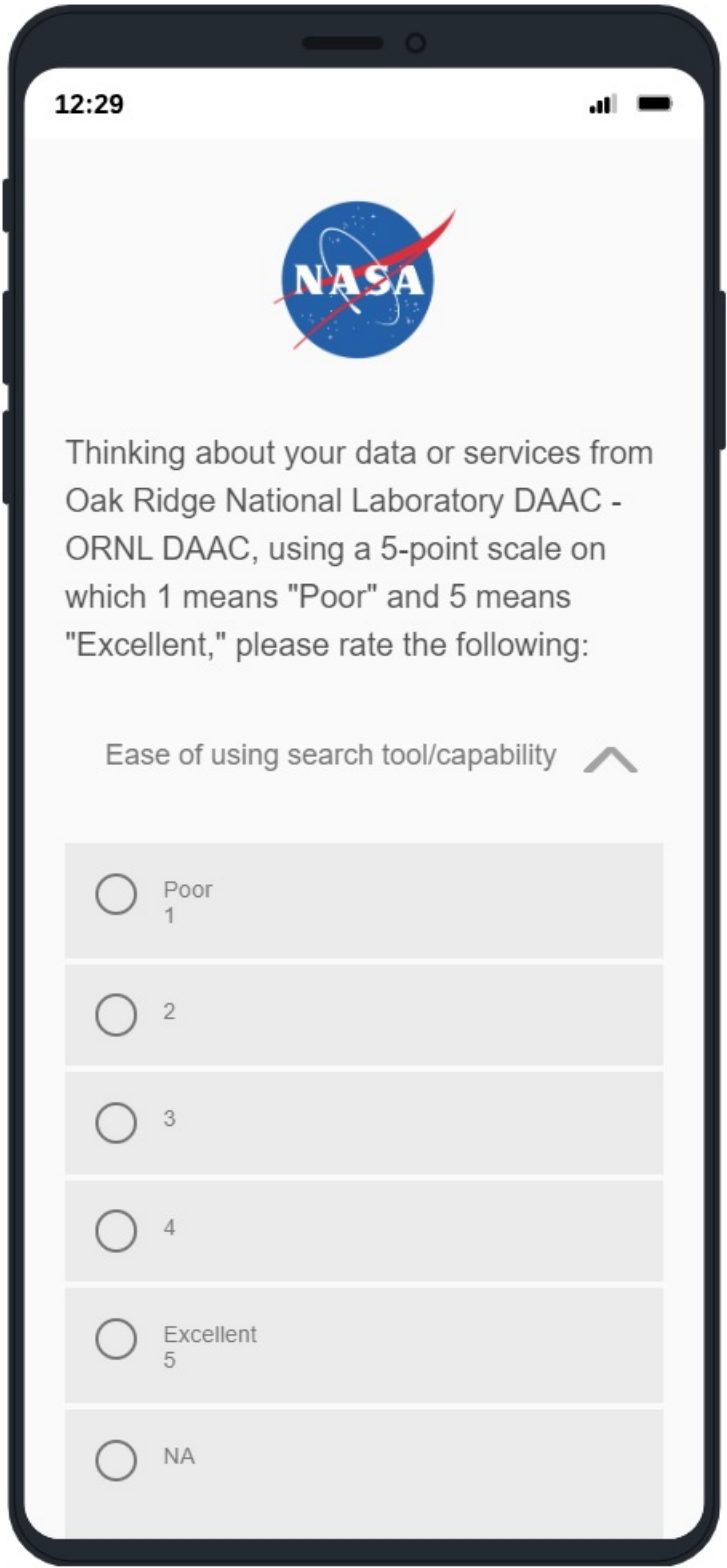
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Thinking about your data or services from Oak Ridge National Laboratory DAAC - ORNL DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent
5



How well the search results met your needs



Poor
1

2

3

4

Excellent
5

NA

Back

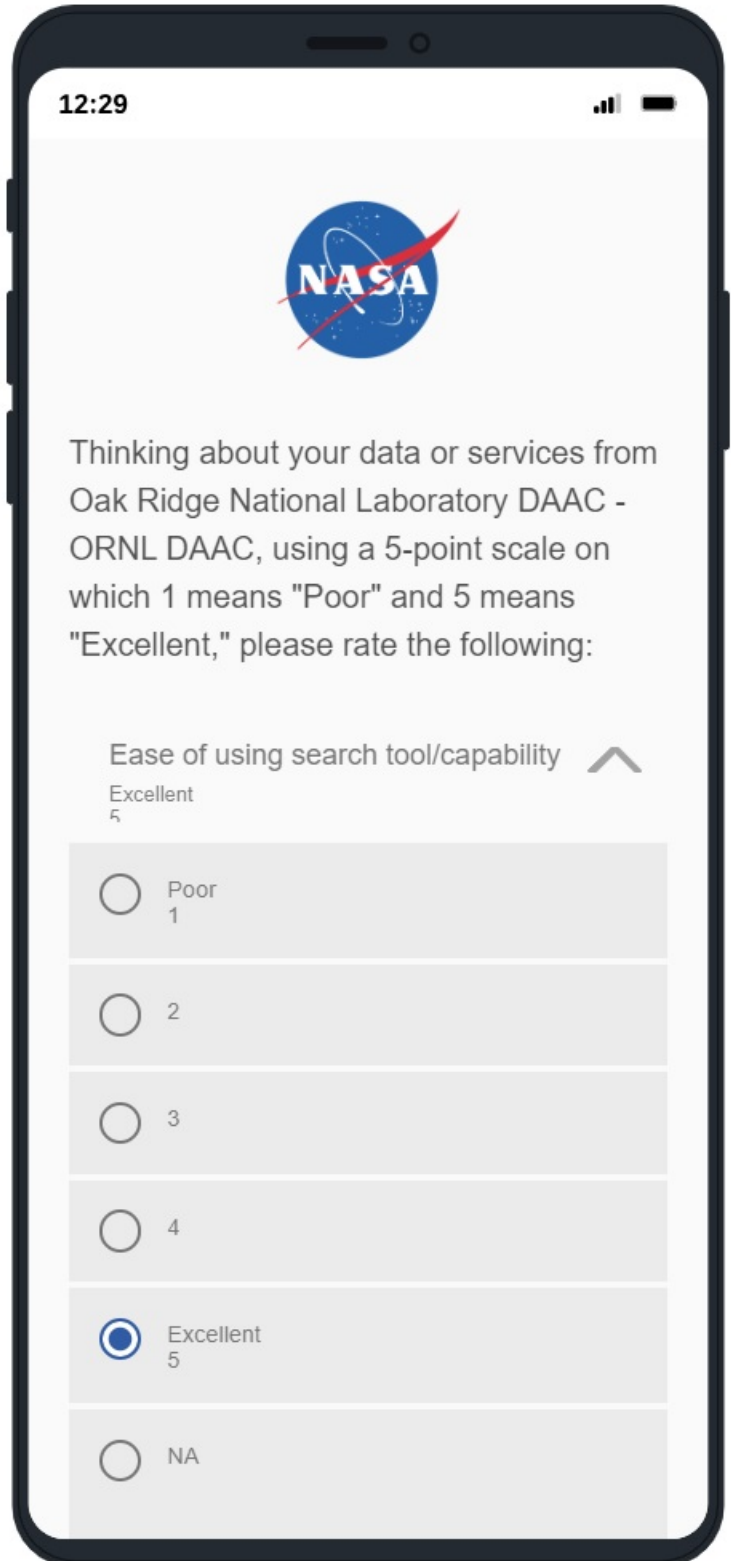
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Tools



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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Tools



Please comment on your experience with the search method(s) you used for Oak Ridge National Laboratory DAAC - ORNL DAAC 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.

Empty text input area for user comments.

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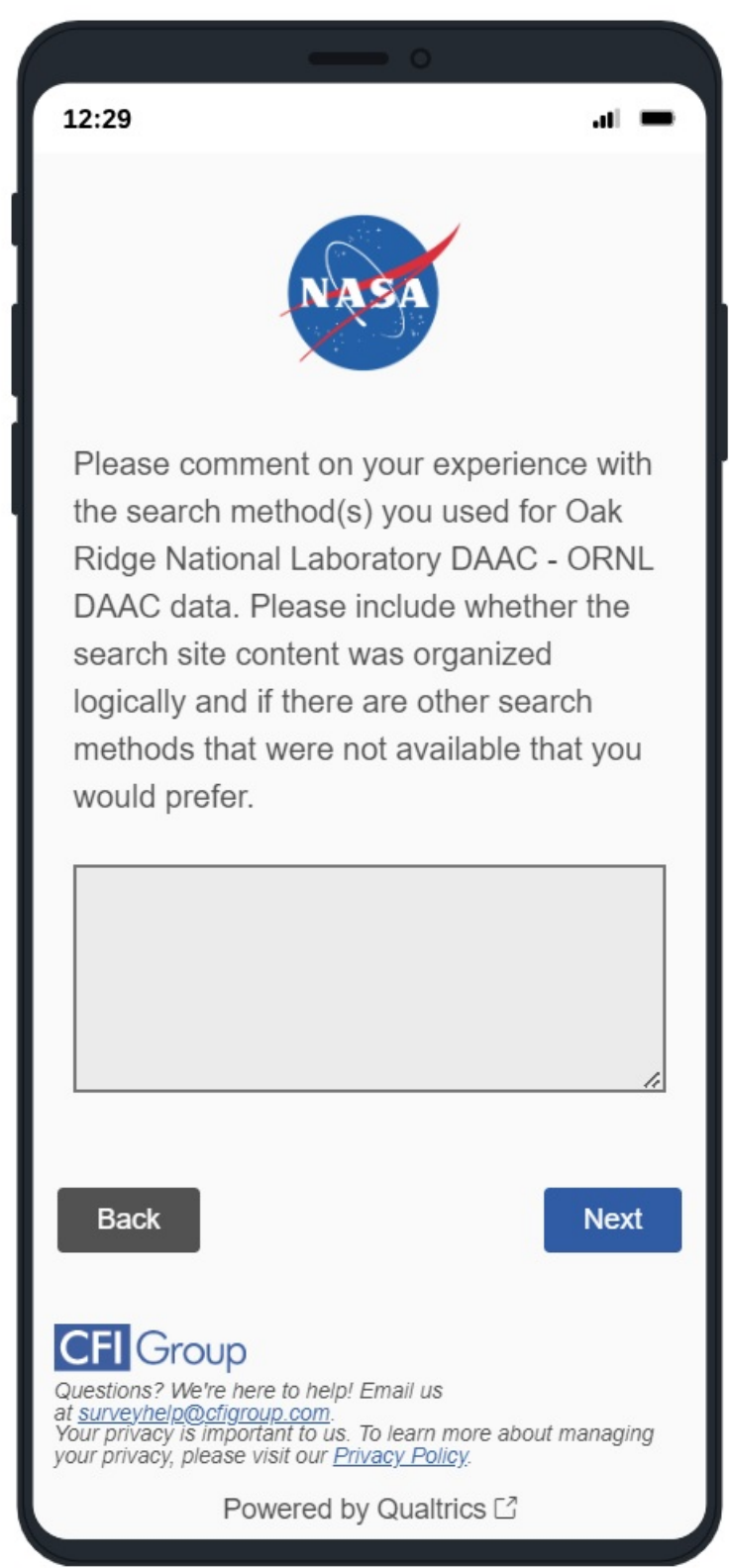
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Tools



Did you request/acquire data products from **Oak Ridge National Laboratory DAAC - ORNL DAAC** in the last year?

Yes

No

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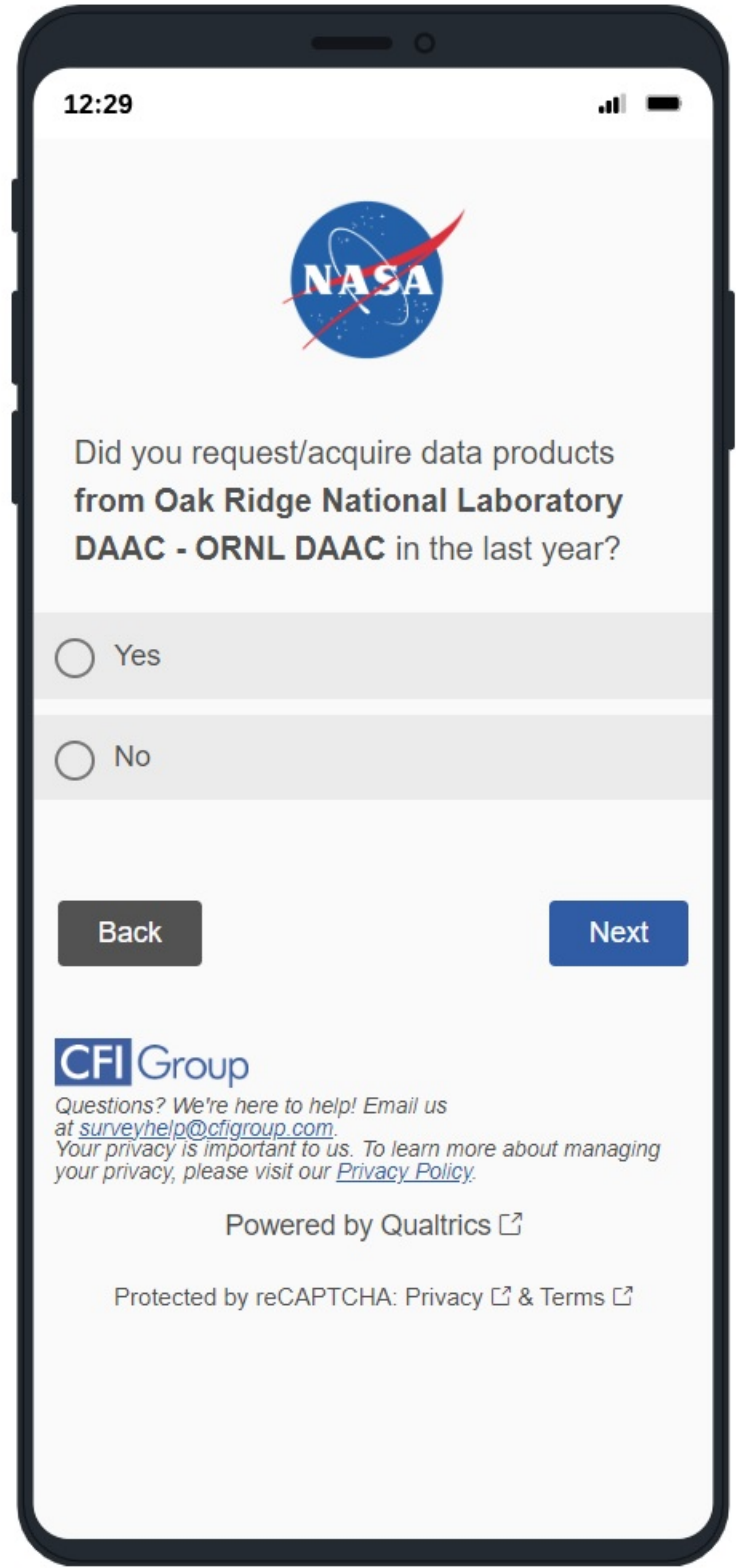
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Did you request/acquire data products from **Oak Ridge National Laboratory DAAC - ORNL DAAC** in the last year?

Yes

No

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Tools



Thinking about your data from Oak Ridge National Laboratory DAAC - ORNL DAAC, 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



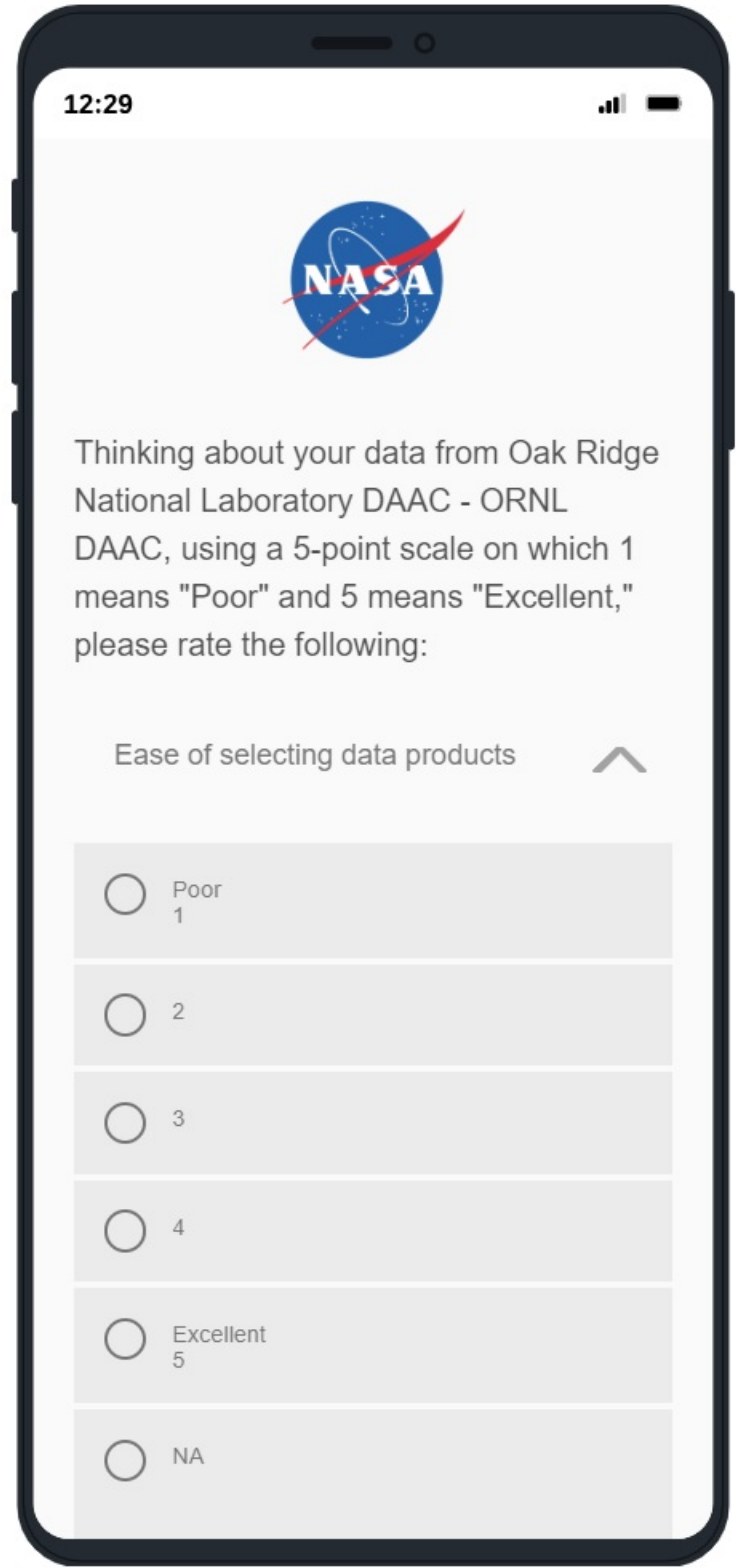
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Ease of selecting data products



Poor 1

2

3

4

Excellent 5

NA

Restart Survey

Go to Bookmark

Clear

Tools



Thinking about your data from Oak Ridge National Laboratory DAAC - ORNL DAAC, 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



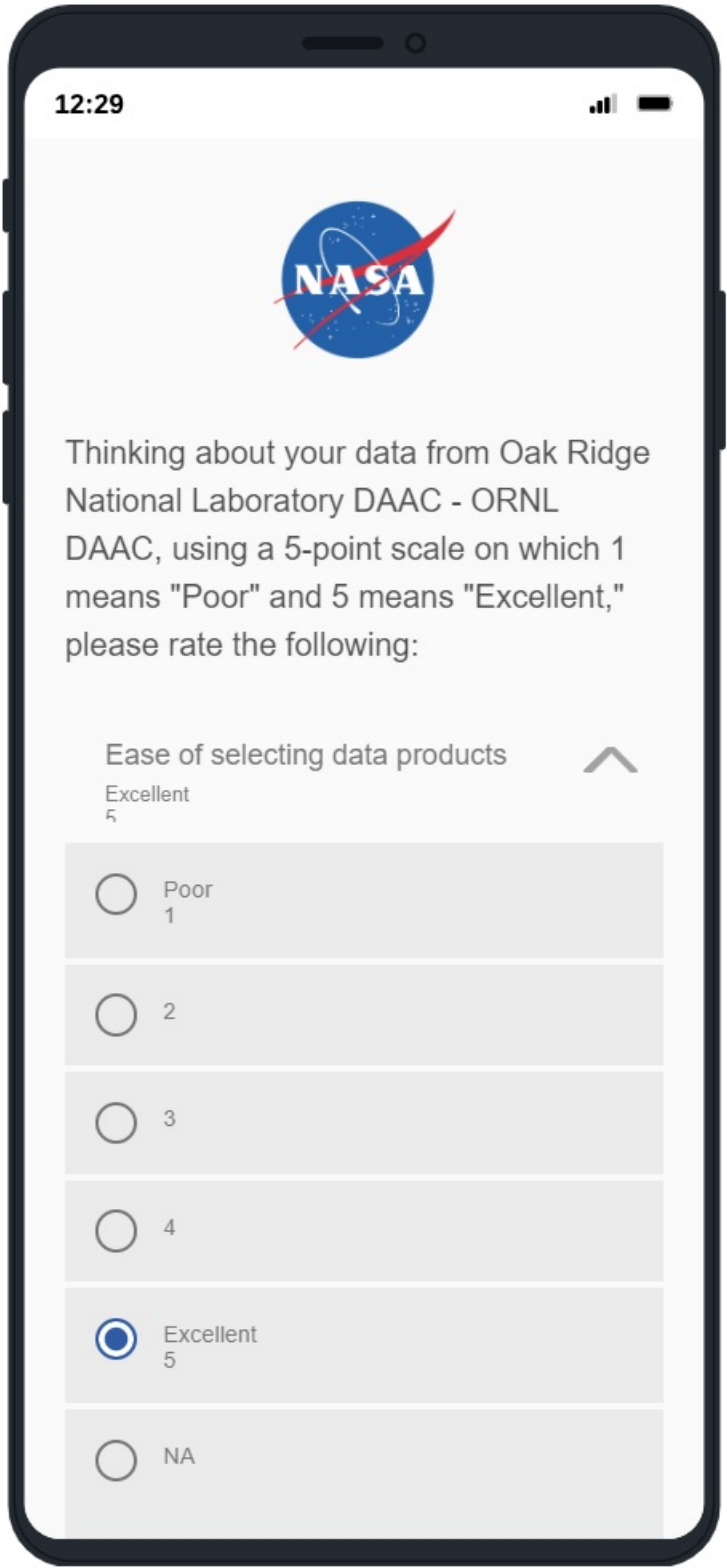
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Tools



Thinking about your data from Oak Ridge National Laboratory DAAC - ORNL DAAC, 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

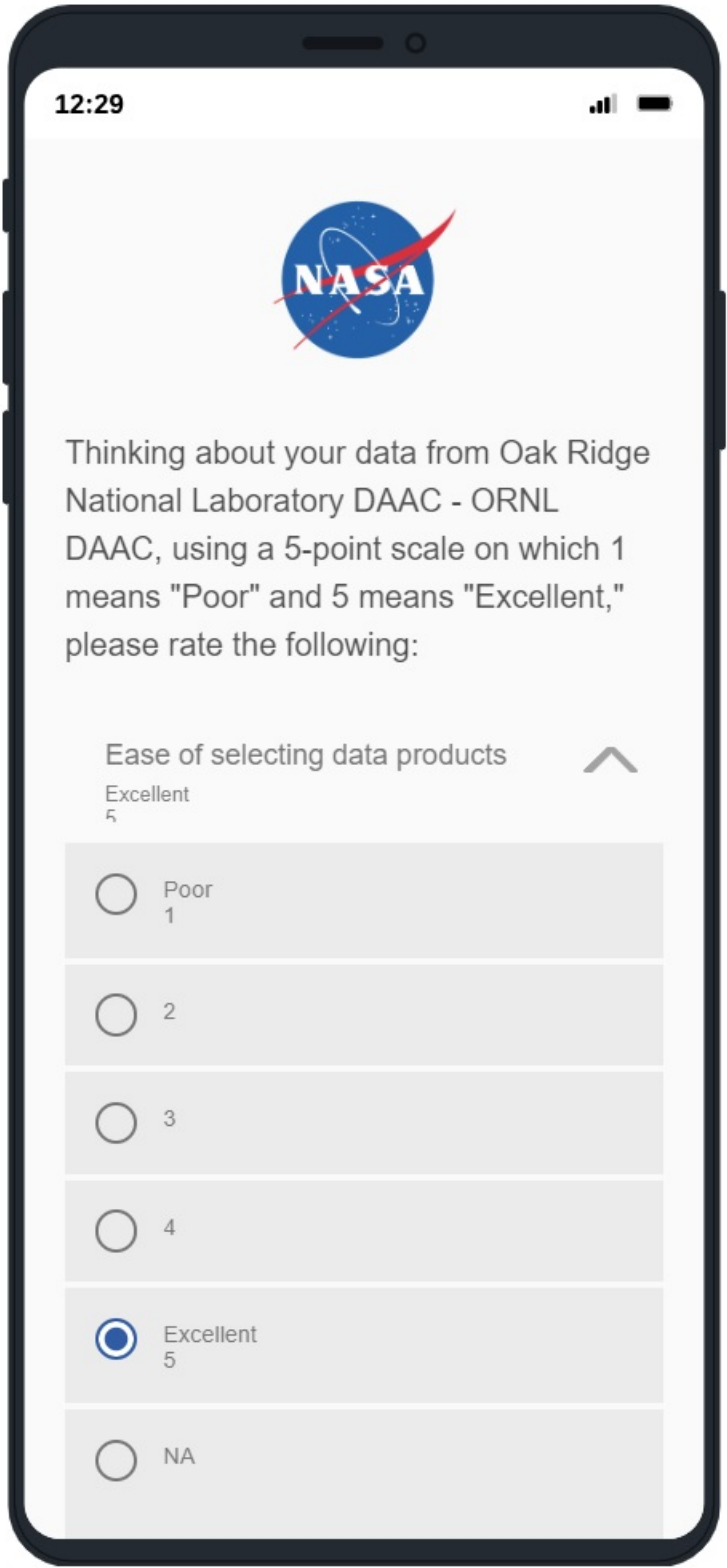
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Tools



Did you download data or receive data from Oak Ridge National Laboratory DAAC - ORNL DAAC?

Yes

No

Back

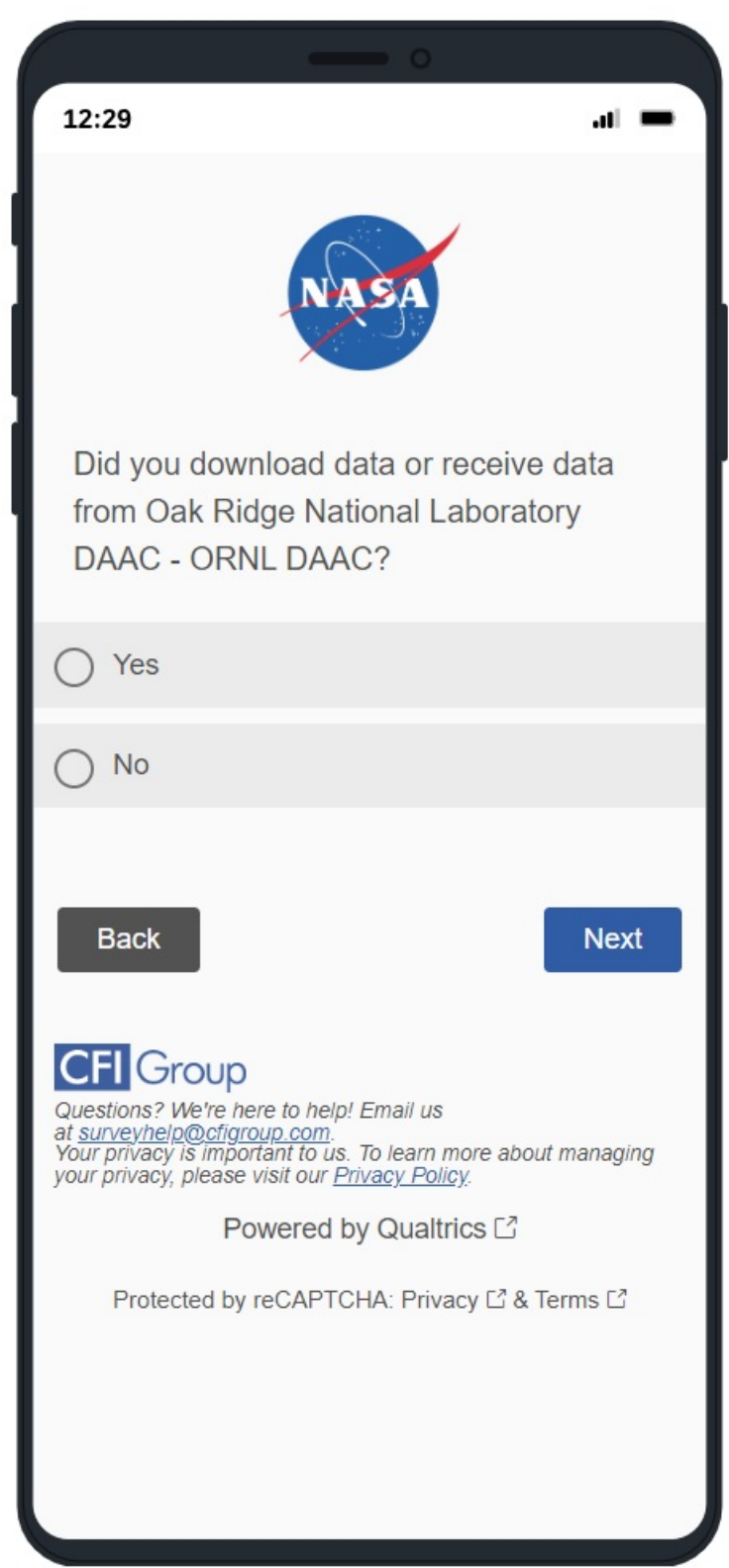
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Did you download data or receive data from Oak Ridge National Laboratory DAAC - ORNL DAAC?

Yes

No

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Thinking about your data from Oak Ridge National Laboratory DAAC - ORNL DAAC, 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

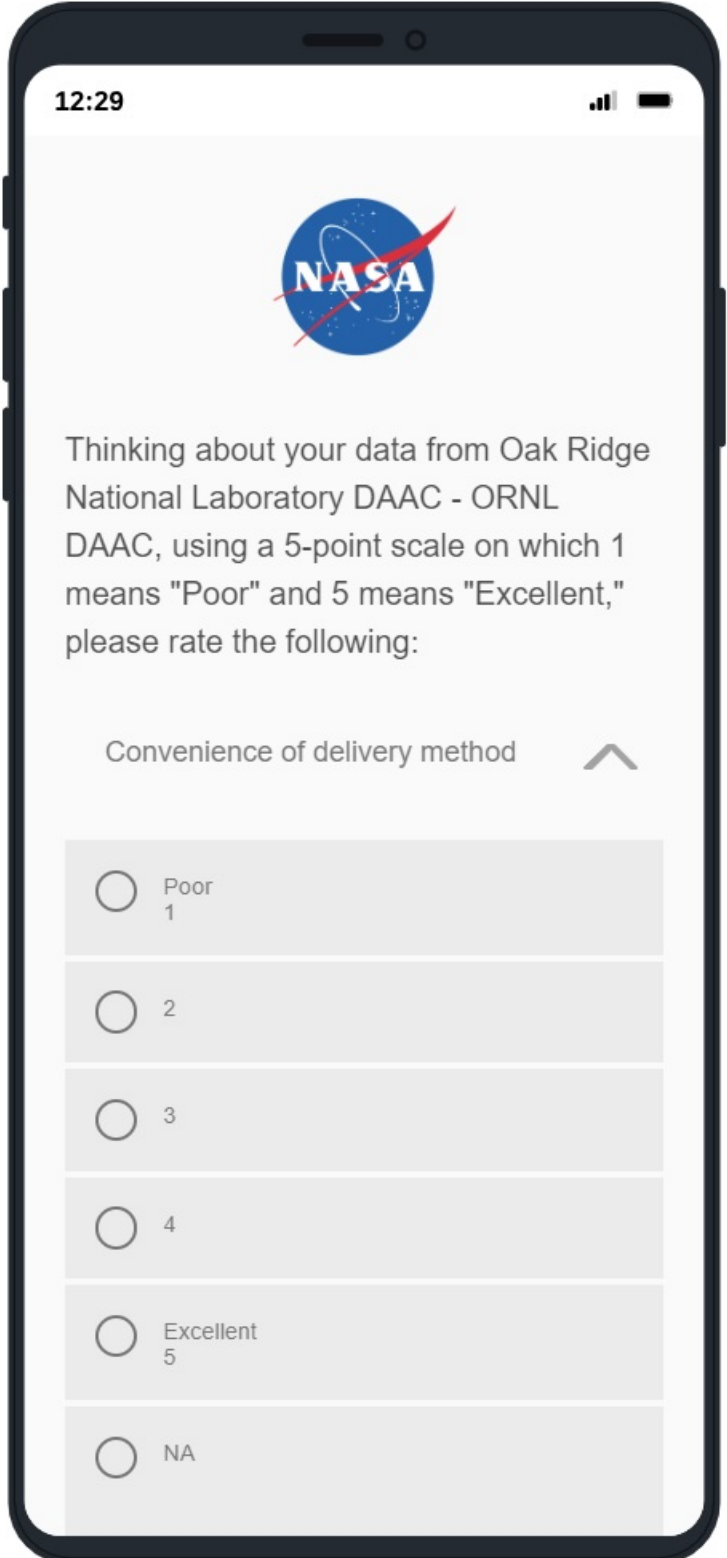
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Thinking about your data from Oak Ridge National Laboratory DAAC - ORNL DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent
5



Speed of delivery method



Poor
1

2

3

4

Excellent
5

NA

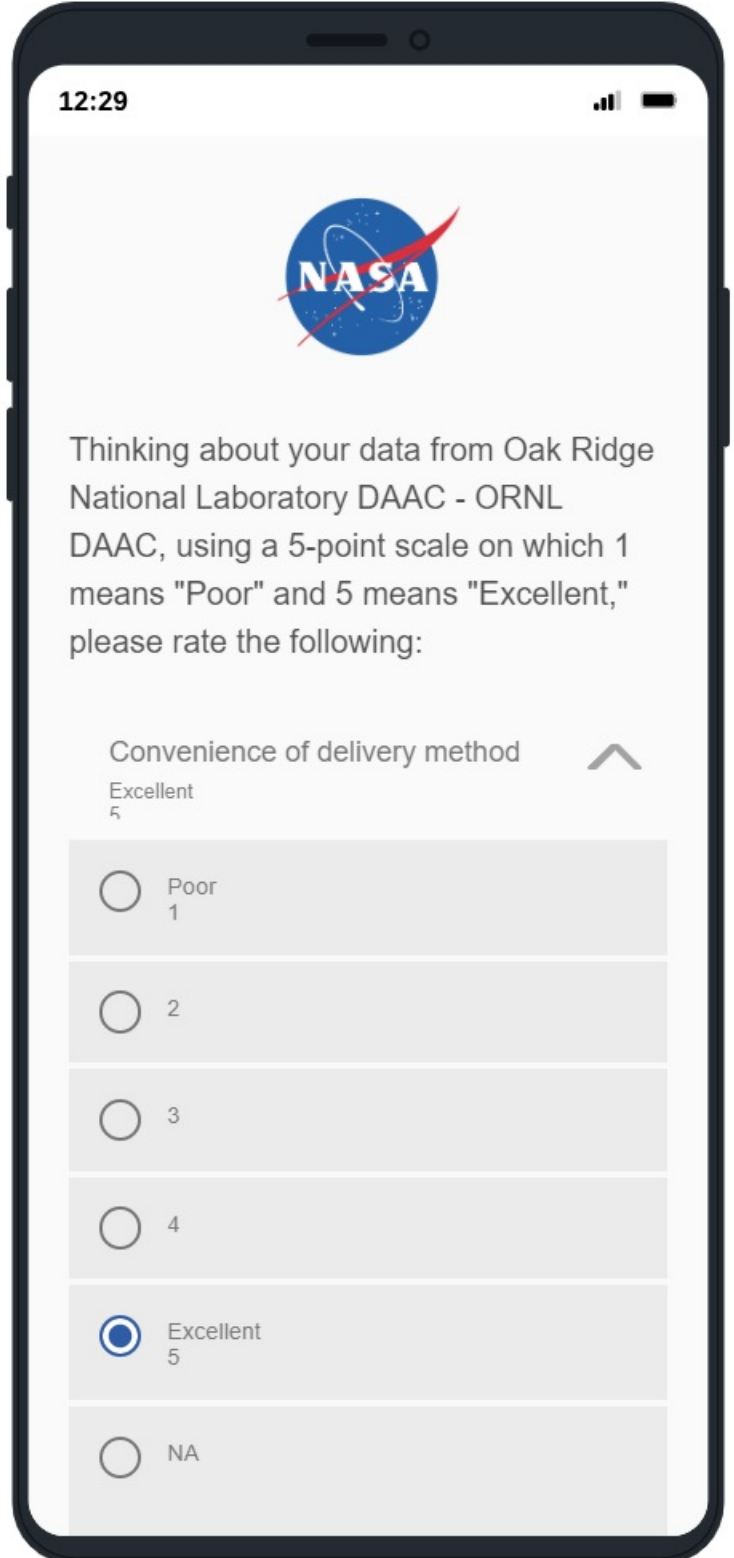
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[Empty text input area]

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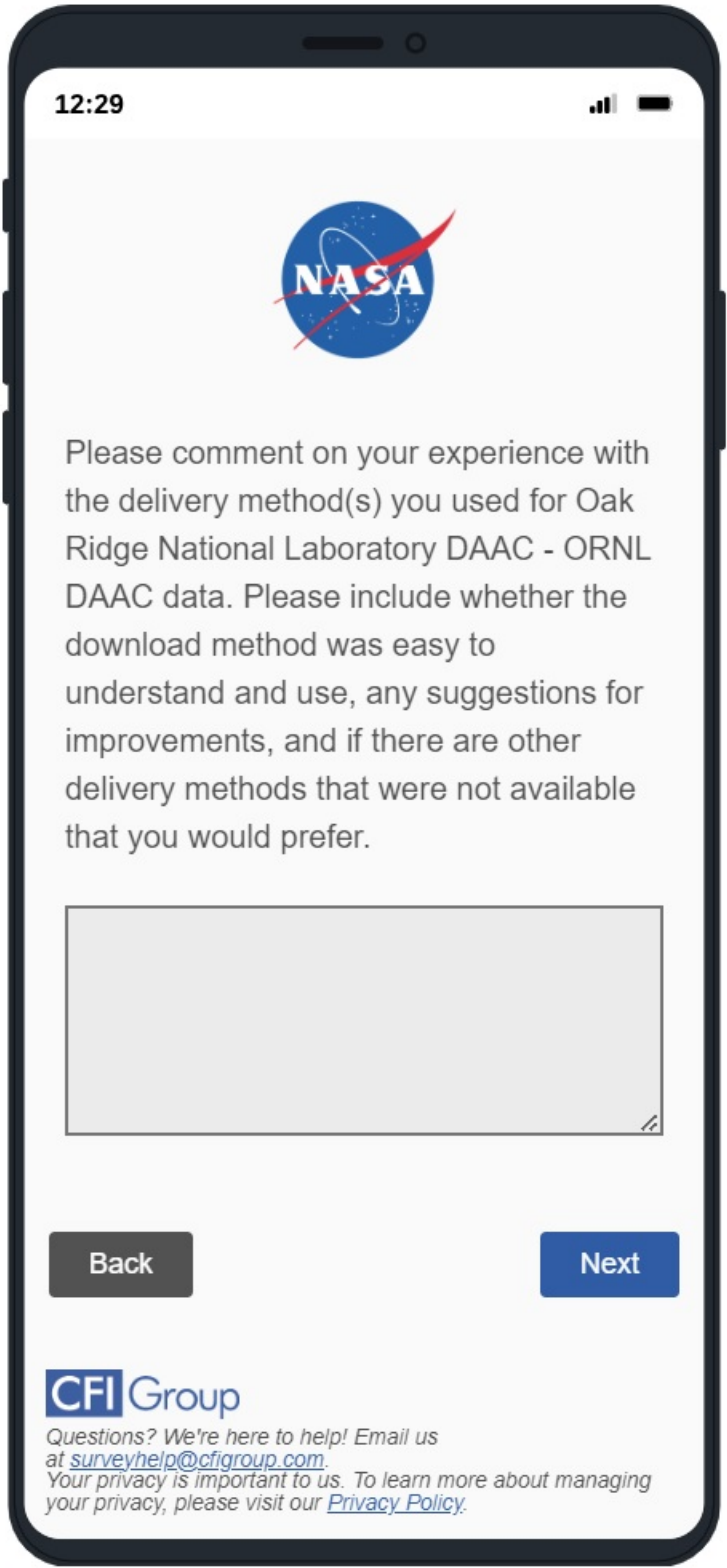
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Tools



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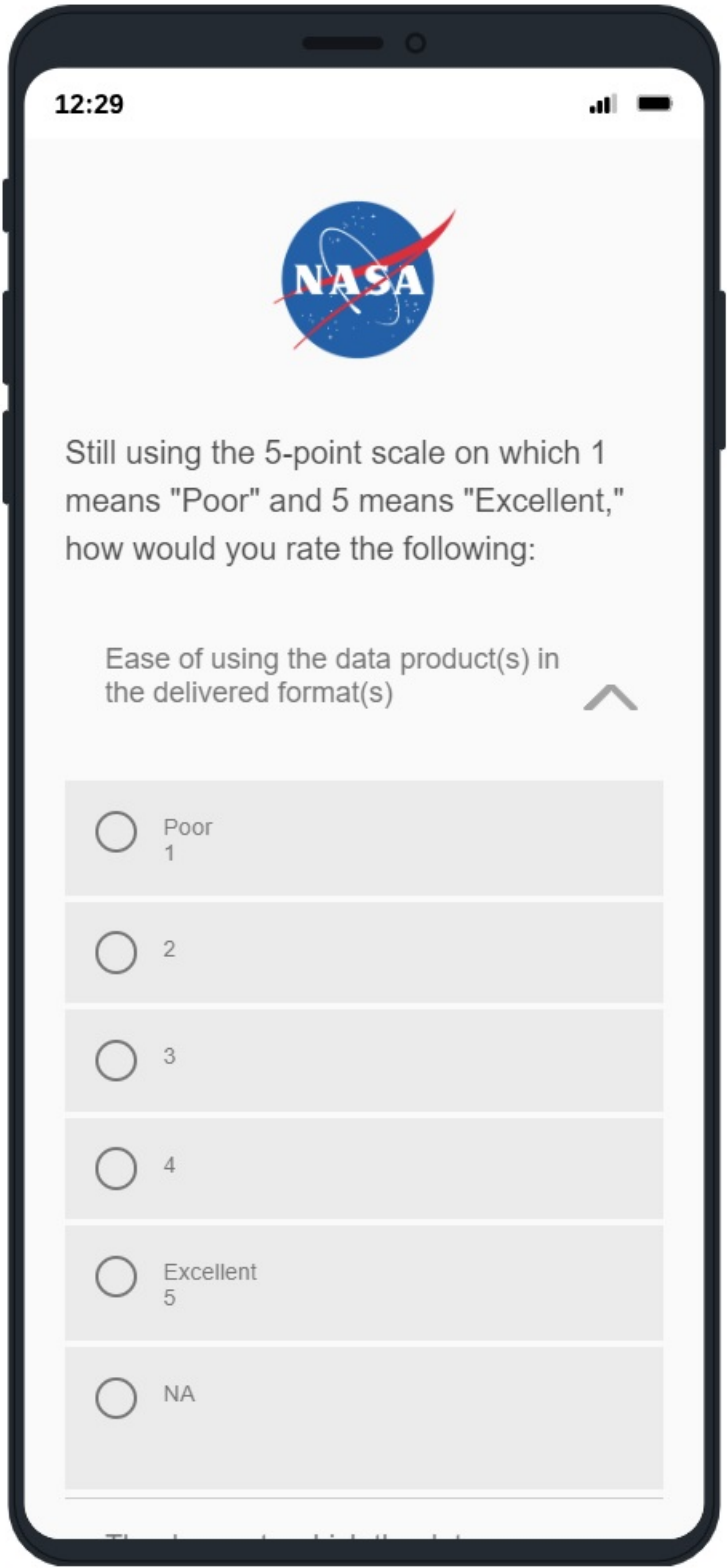
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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



Poor 1

2

3

4

Excellent 5

NA



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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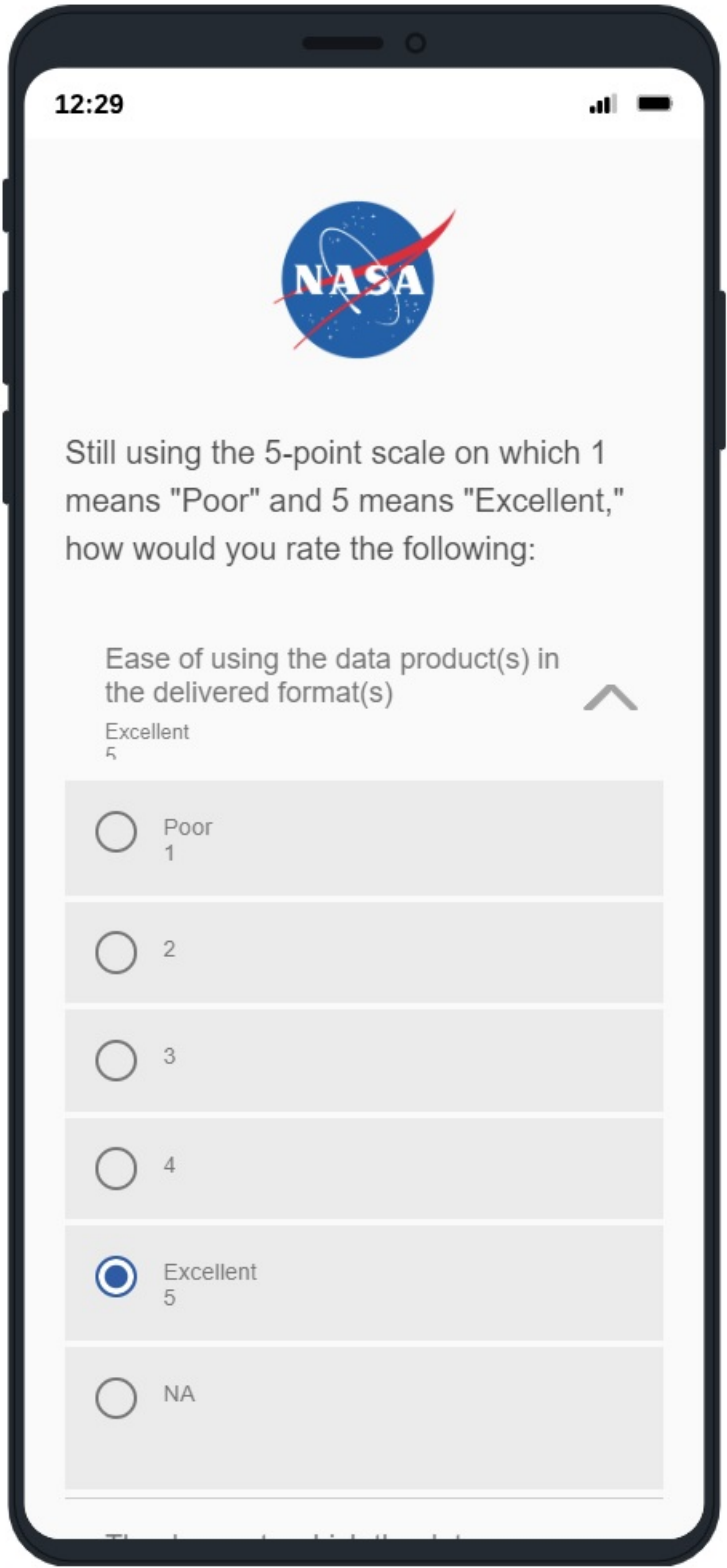
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Tools



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

Back

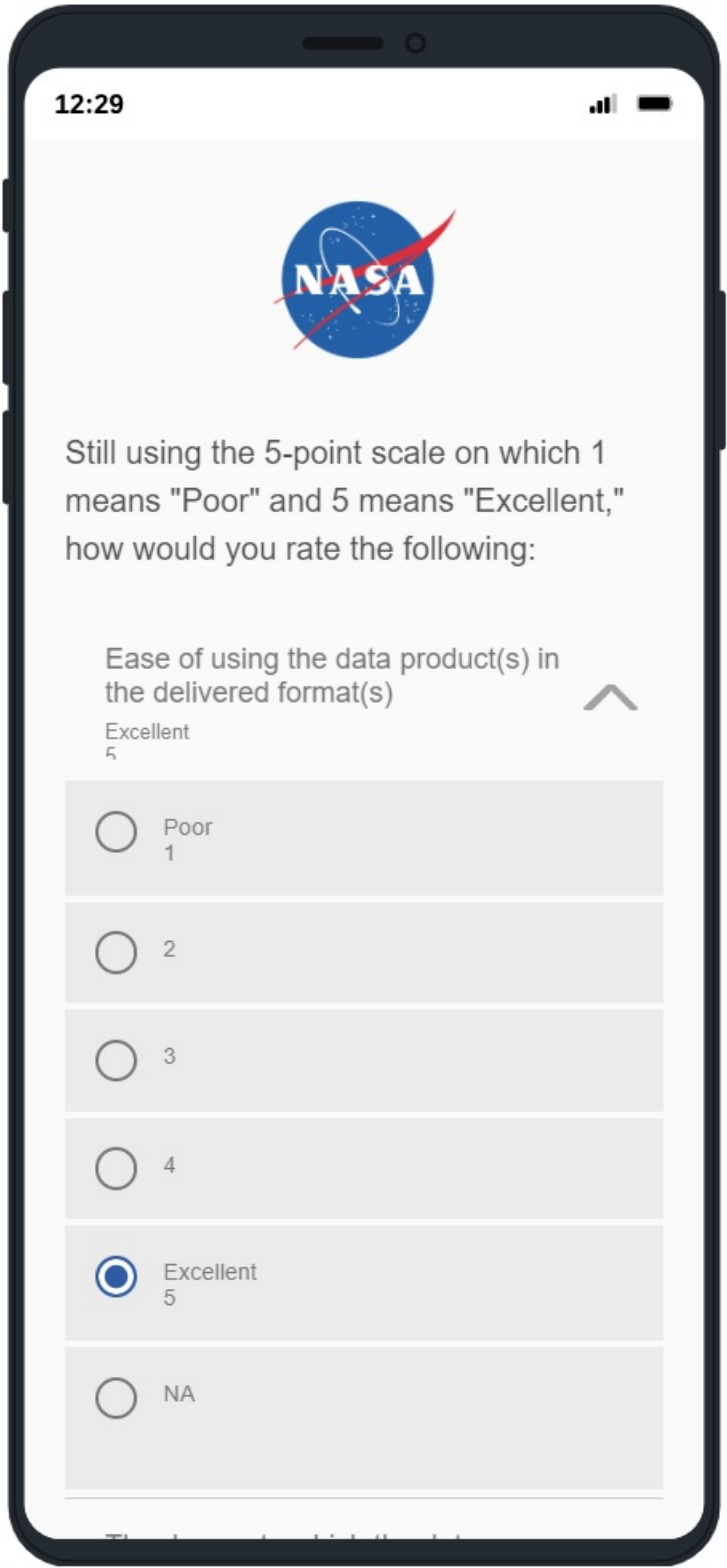
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA



Thinking about your most recent experience with data from Oak Ridge National Laboratory DAAC - ORNL DAAC, 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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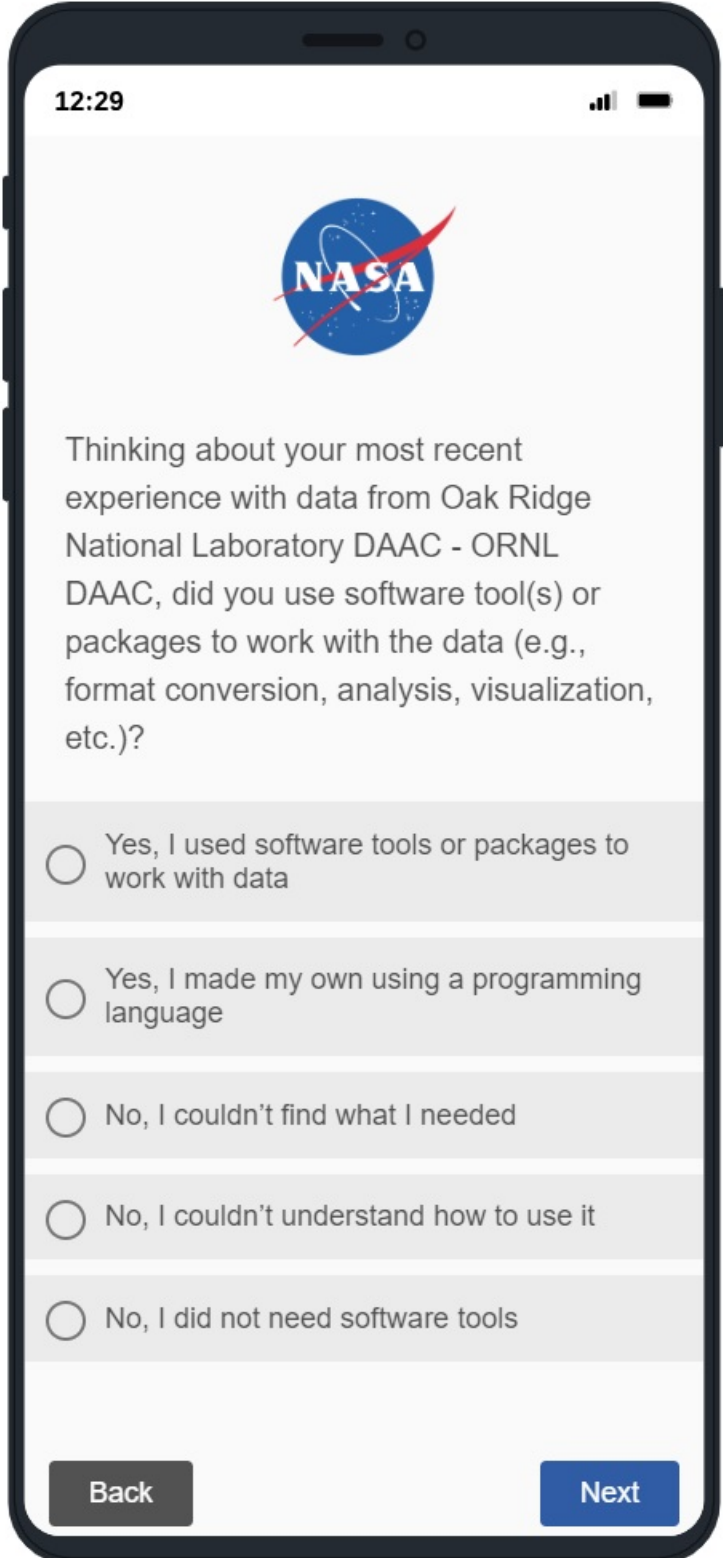
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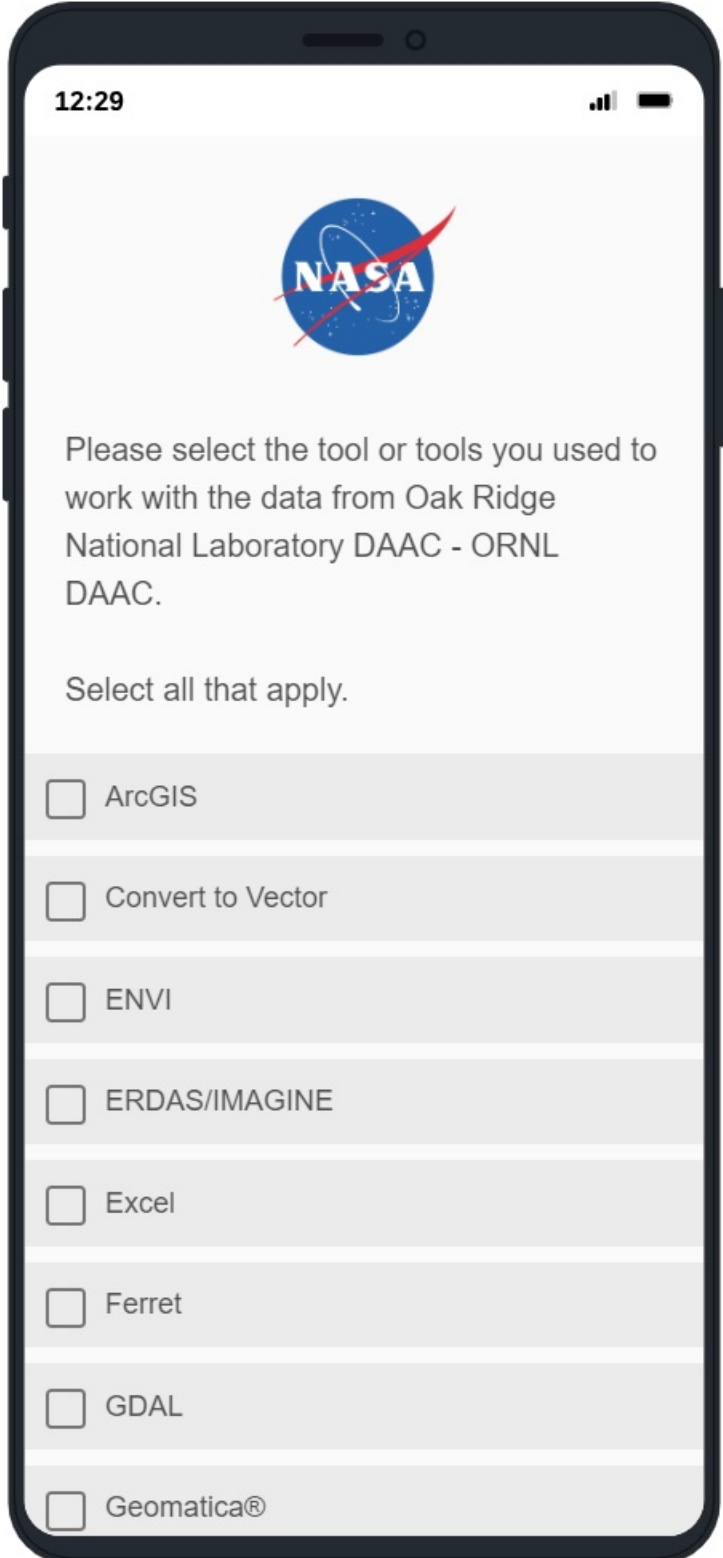
Tools



Please select the tool or tools you used to work with the data from Oak Ridge National Laboratory DAAC - ORNL DAAC.

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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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

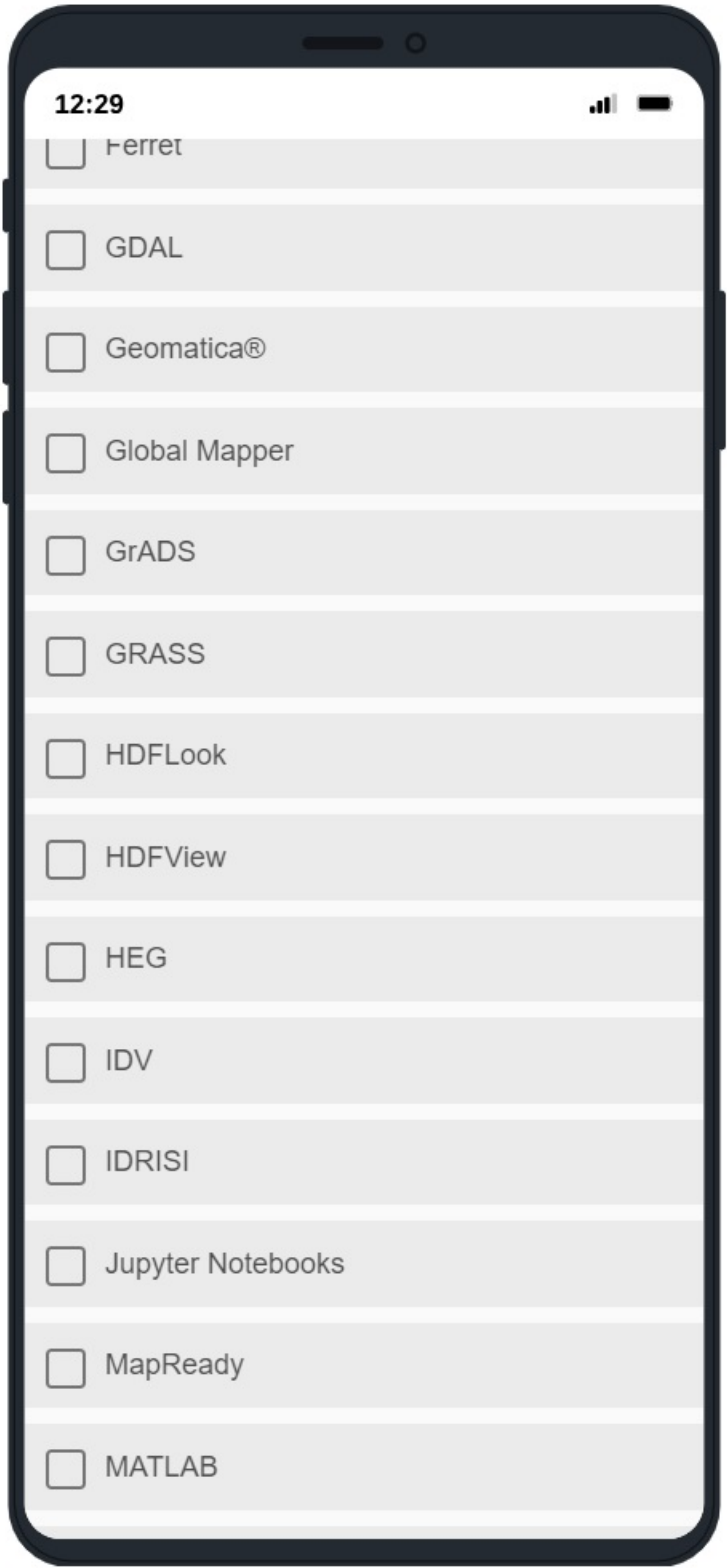
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Tools



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

Back

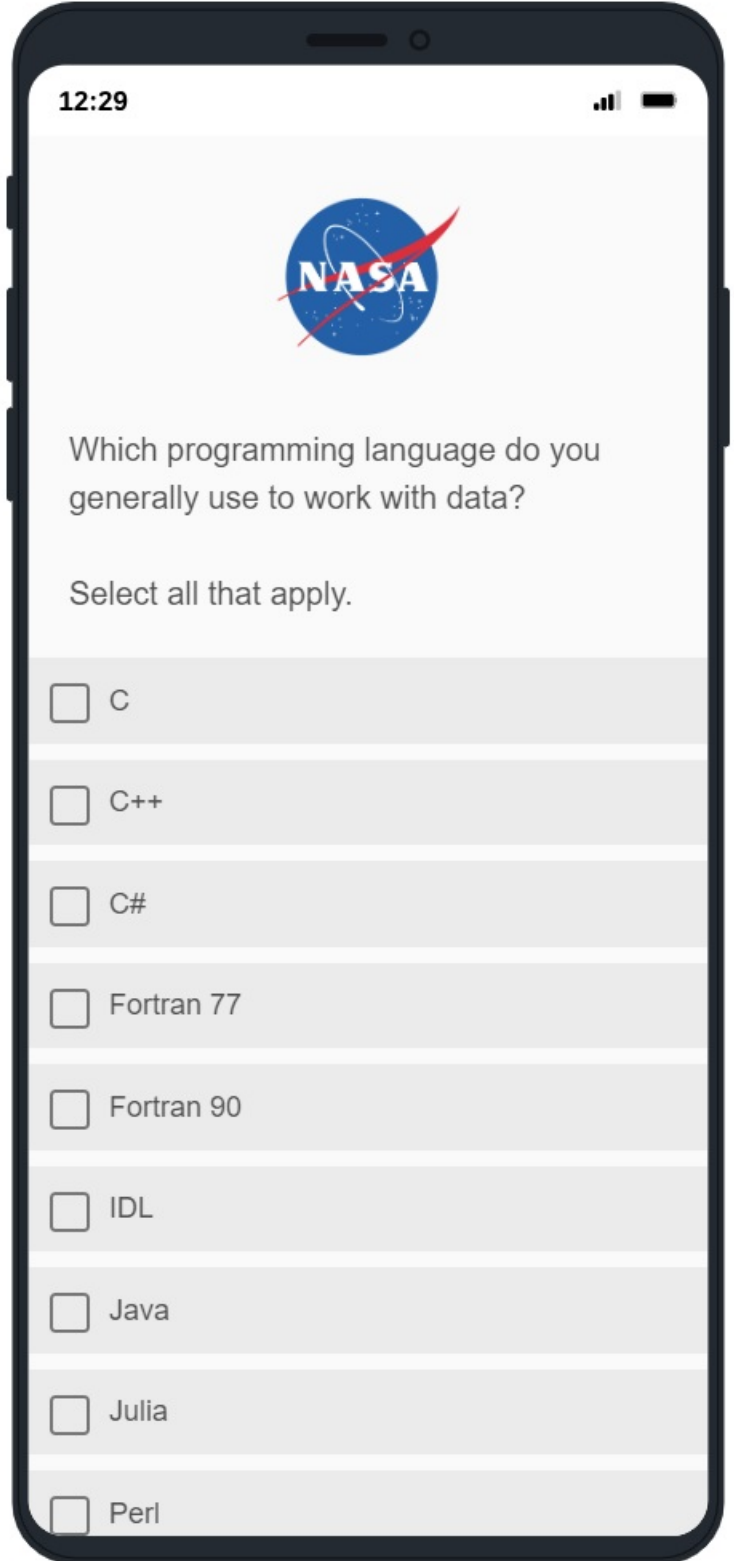
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Clear

Tools



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

Yes

No

Back

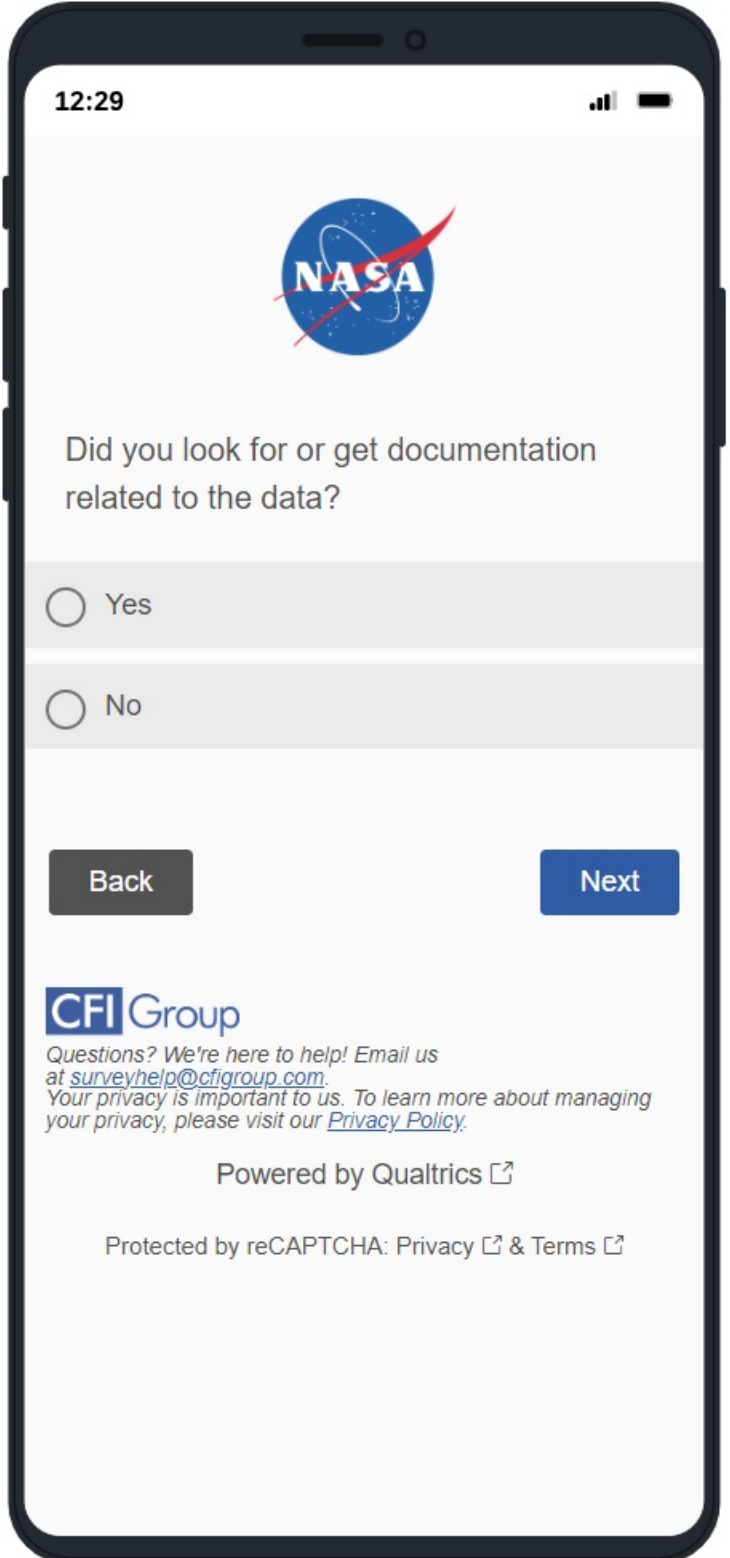
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document ^

Poor 1

2

3

4

Excellent 5

NA

Technical level v

Organization v

Clarity and usefulness v

Extent to which the data documentation helped you use the data v

Back

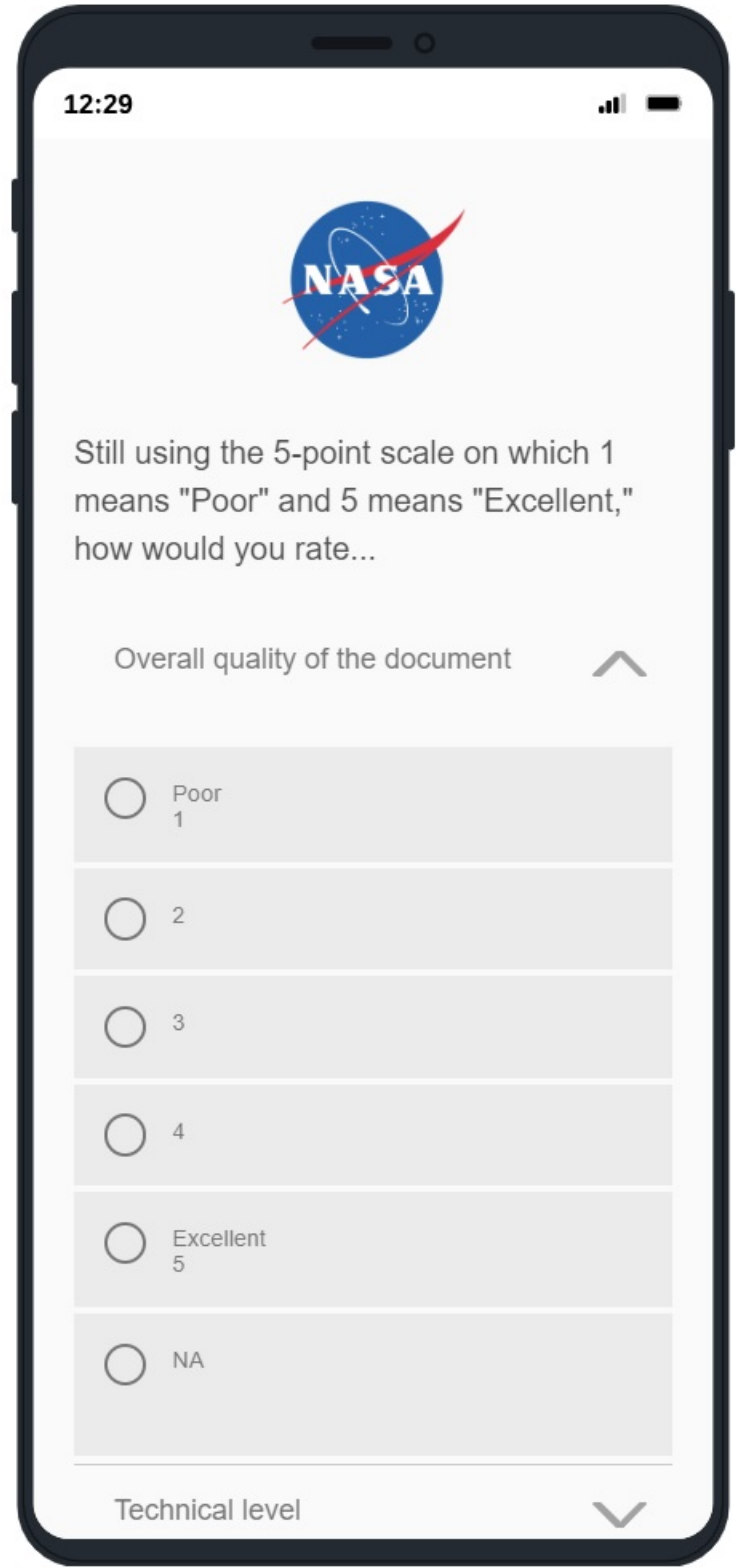
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document ^

Poor 1

2

3

4

Excellent 5

NA

Technical level v



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

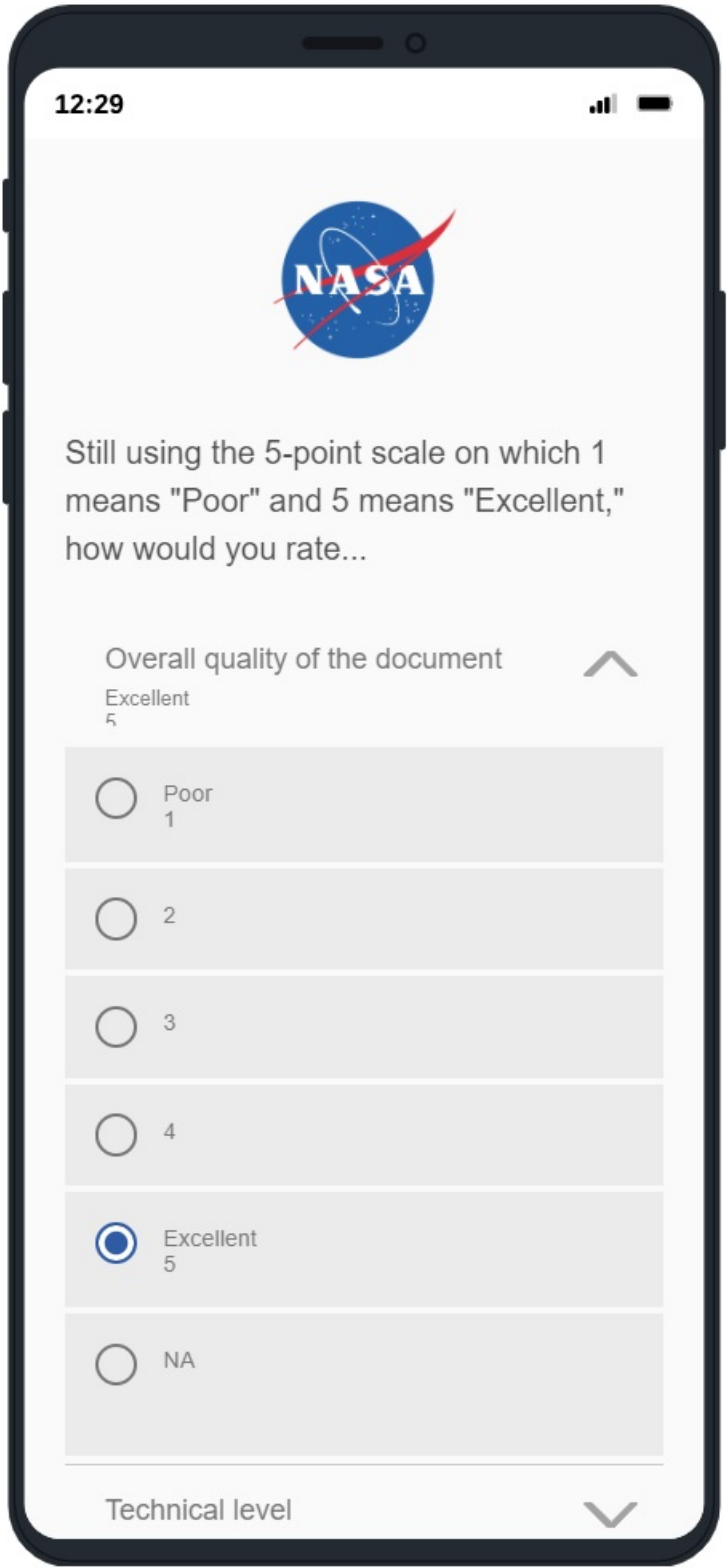
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

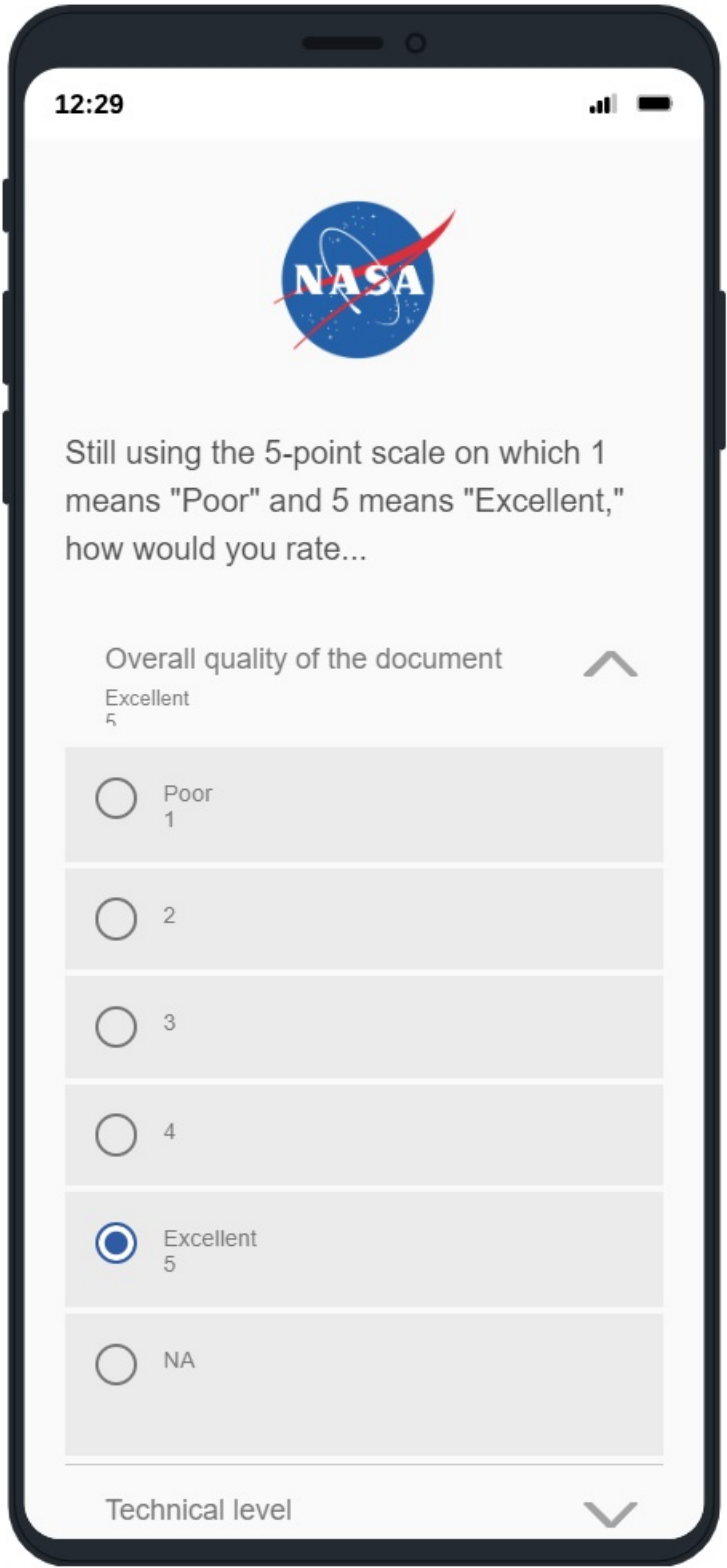
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

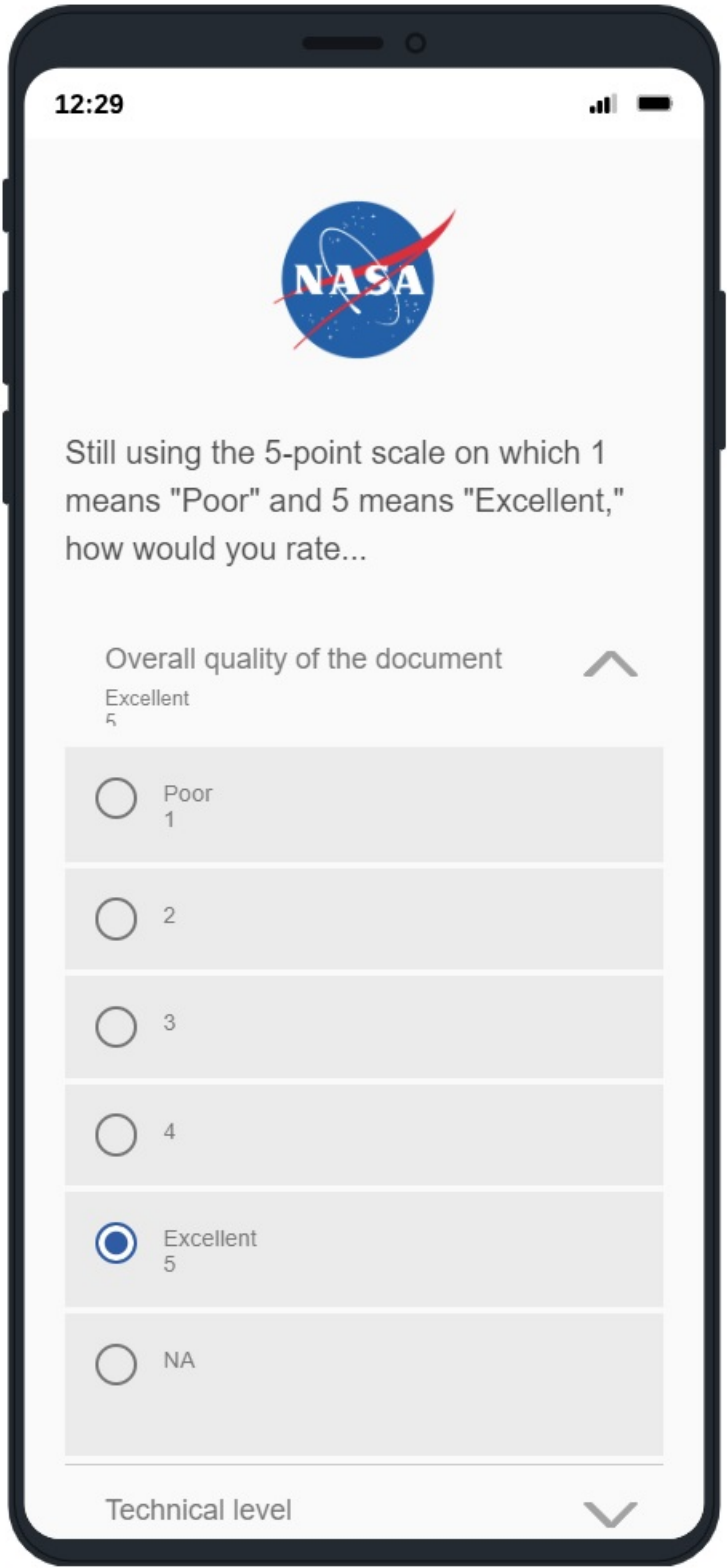
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Tools



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

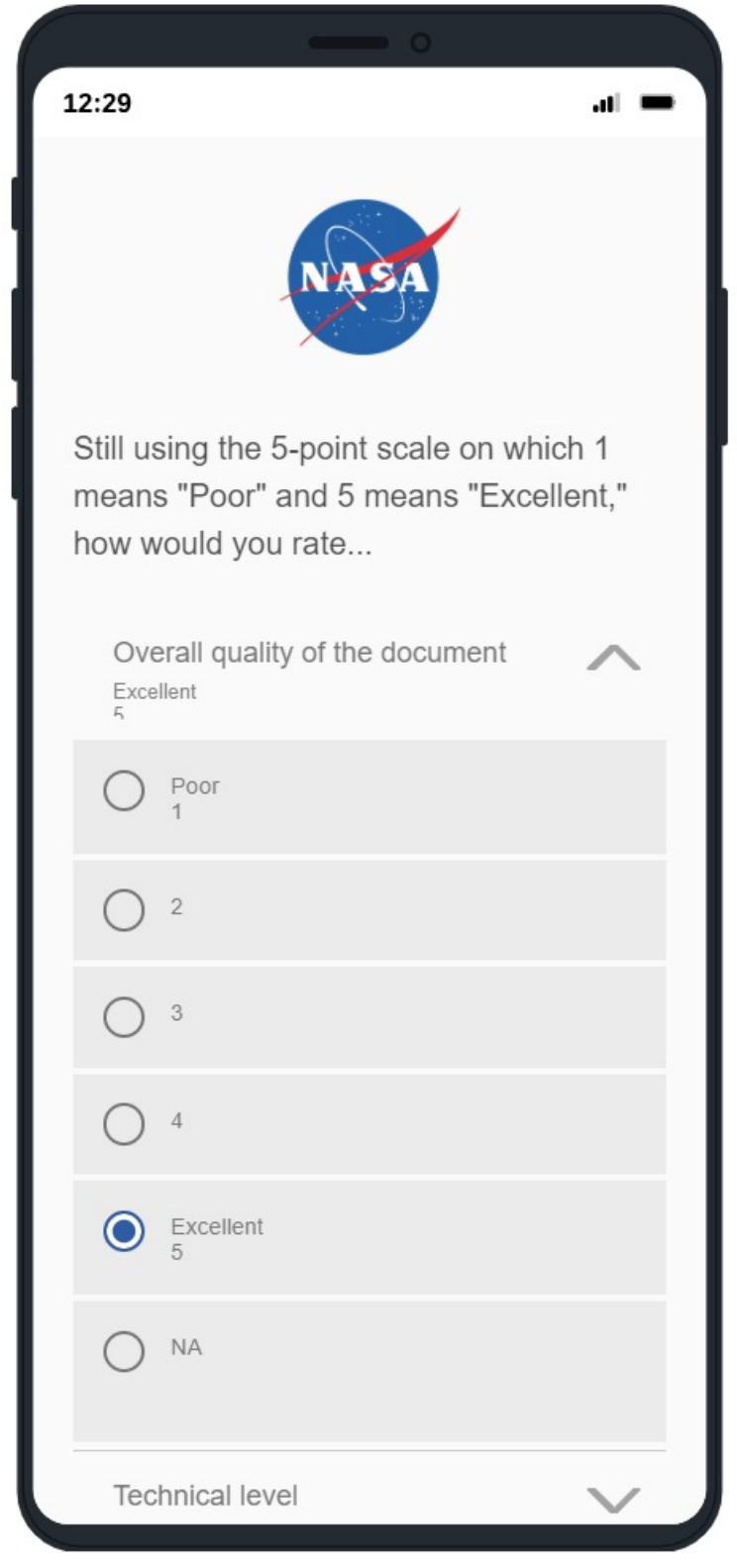
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Tools



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

Back

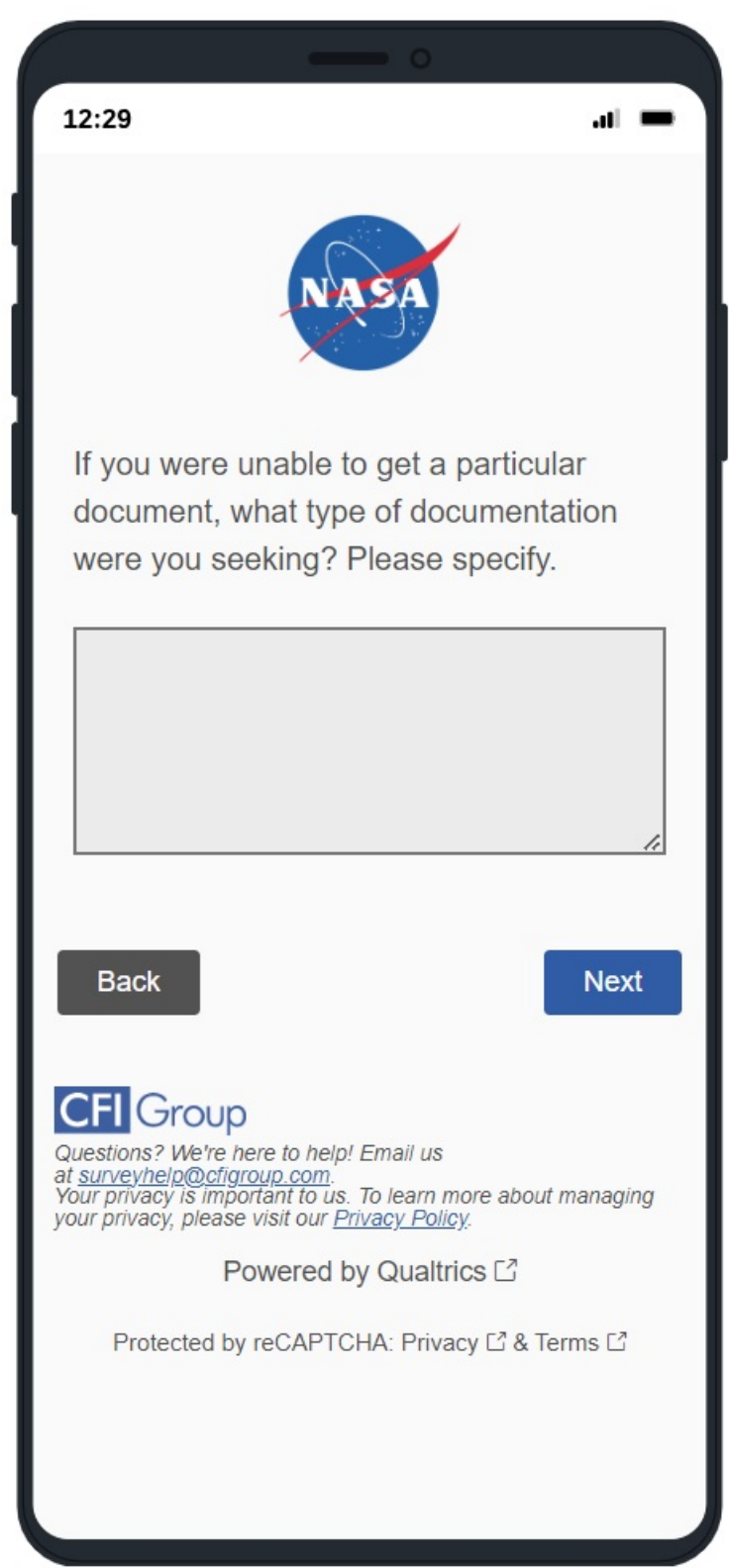
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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Tools



During the past year have you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC's** user services office or interacted with DAAC personnel?

Yes

No

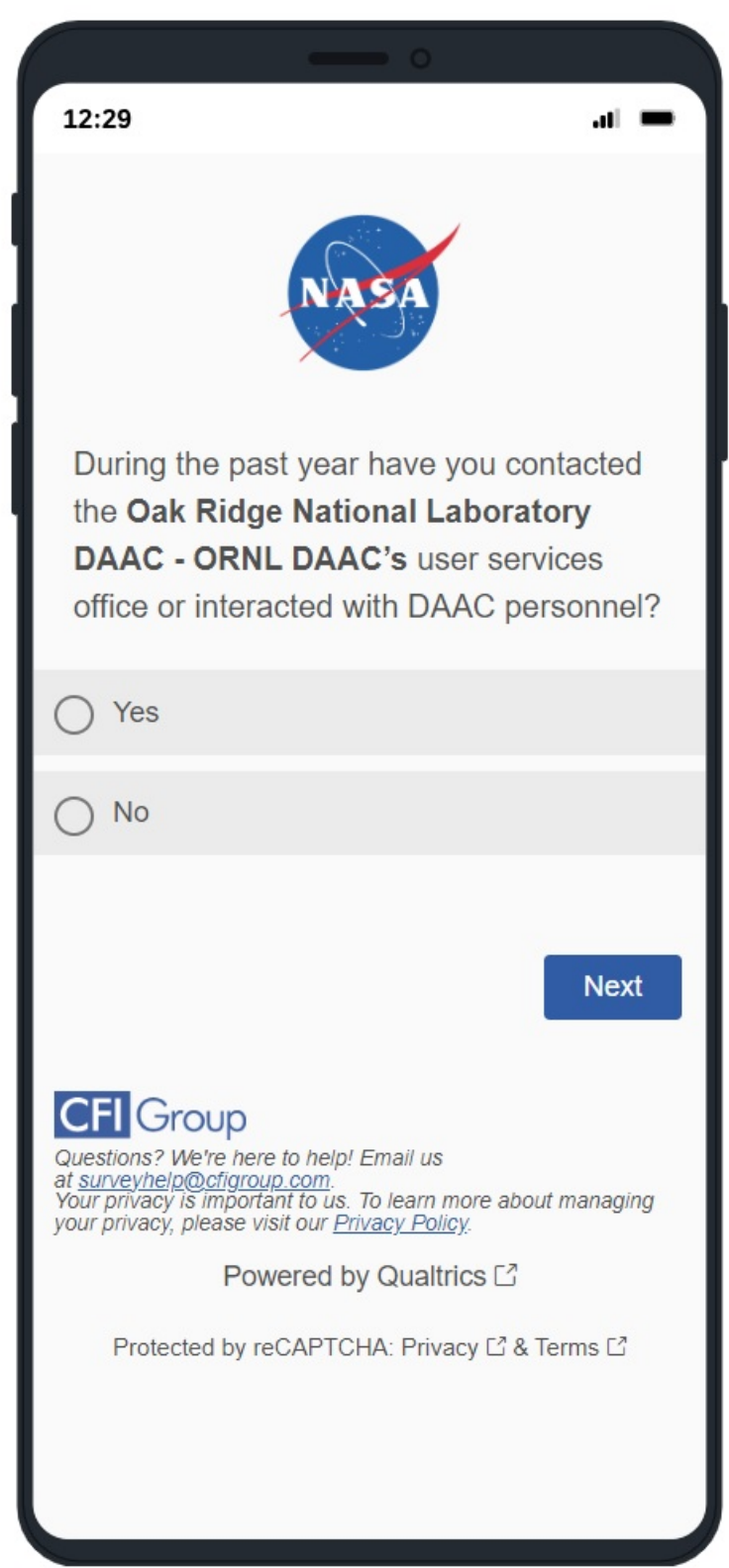
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During the past year have you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC's** user services office or interacted with DAAC personnel?

Yes

No

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Think about the user services staff you interacted with when you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC** 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 v

Helpfulness in resolving a problem v

Speed of response v

Back

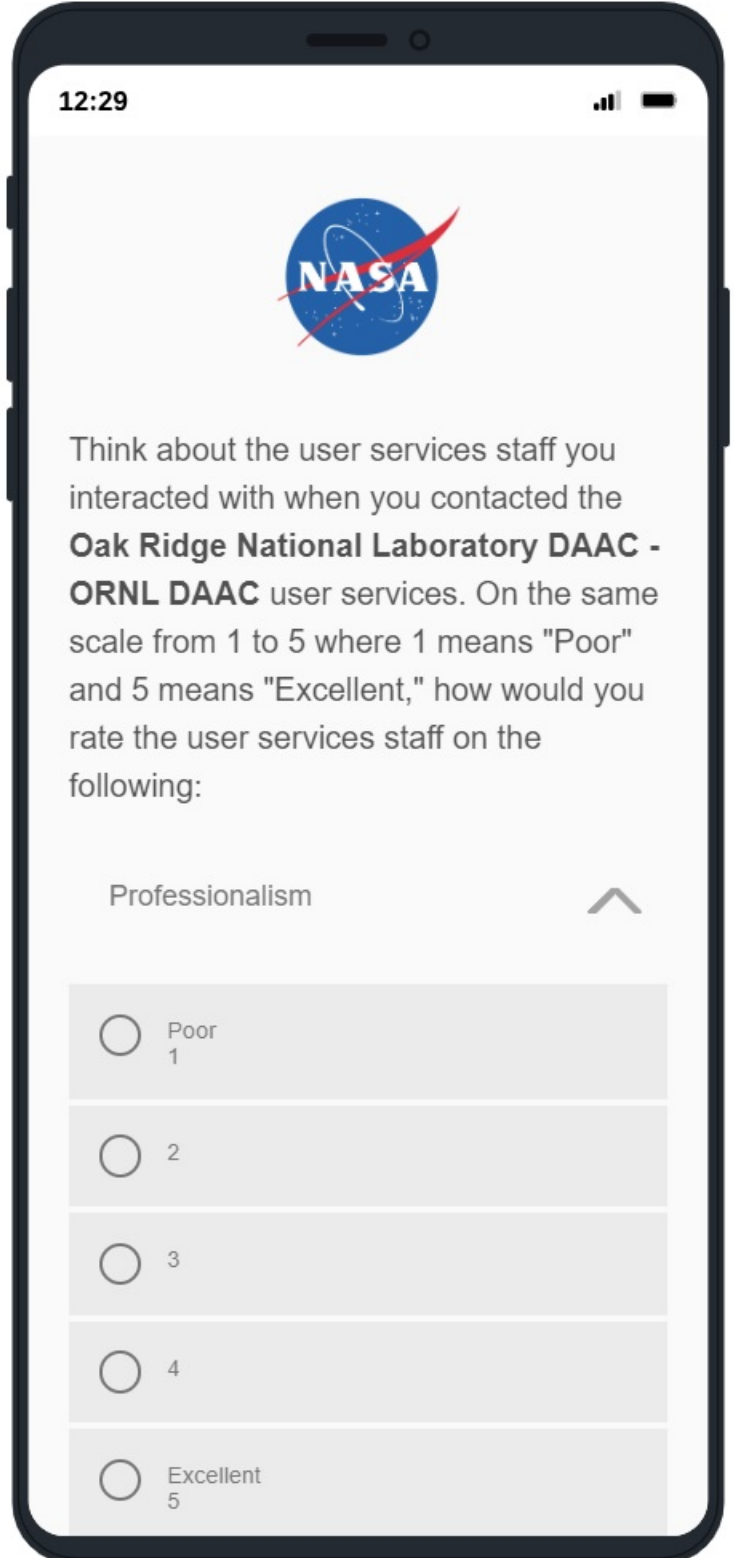
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Think about the user services staff you interacted with when you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user 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

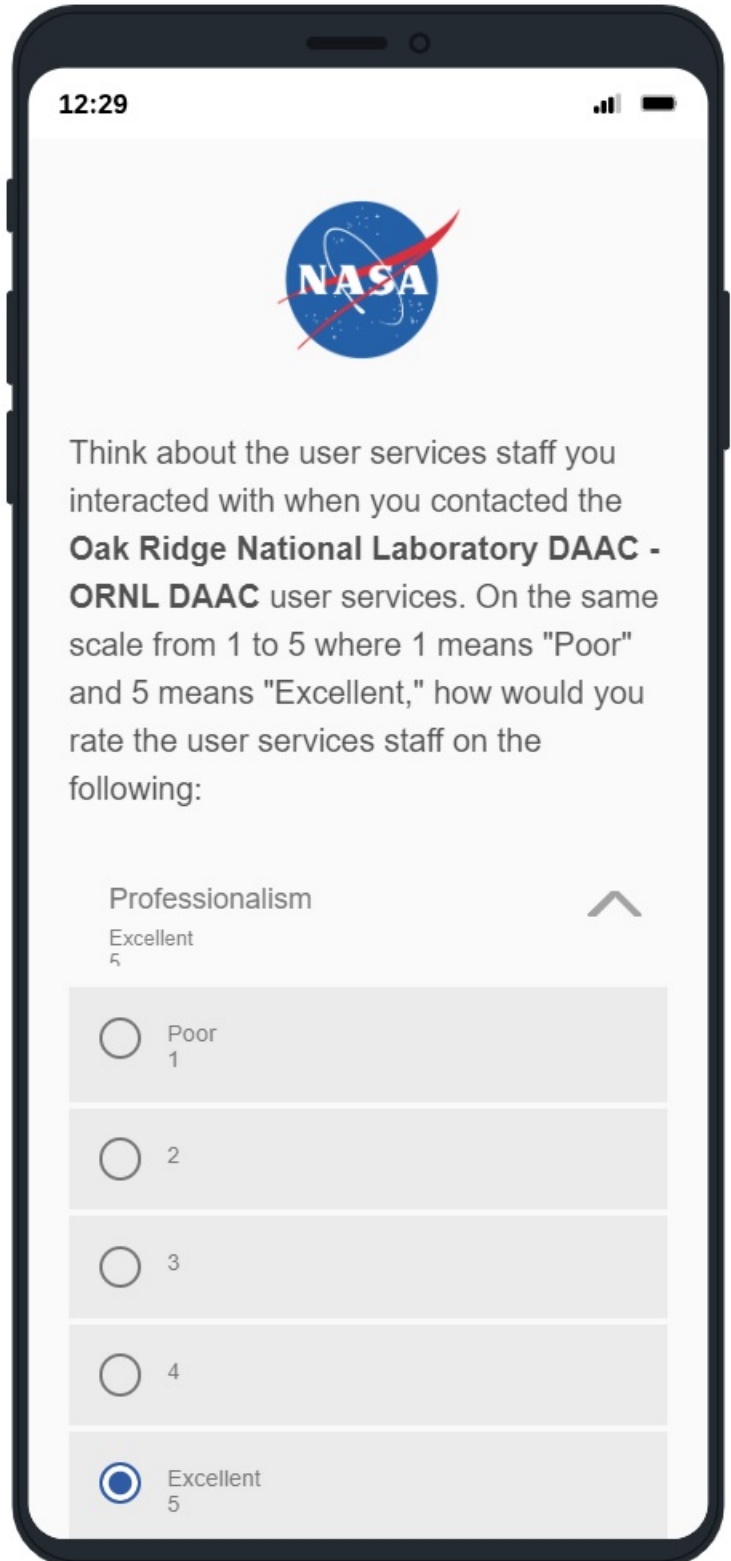
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Think about the user services staff you interacted with when you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user 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

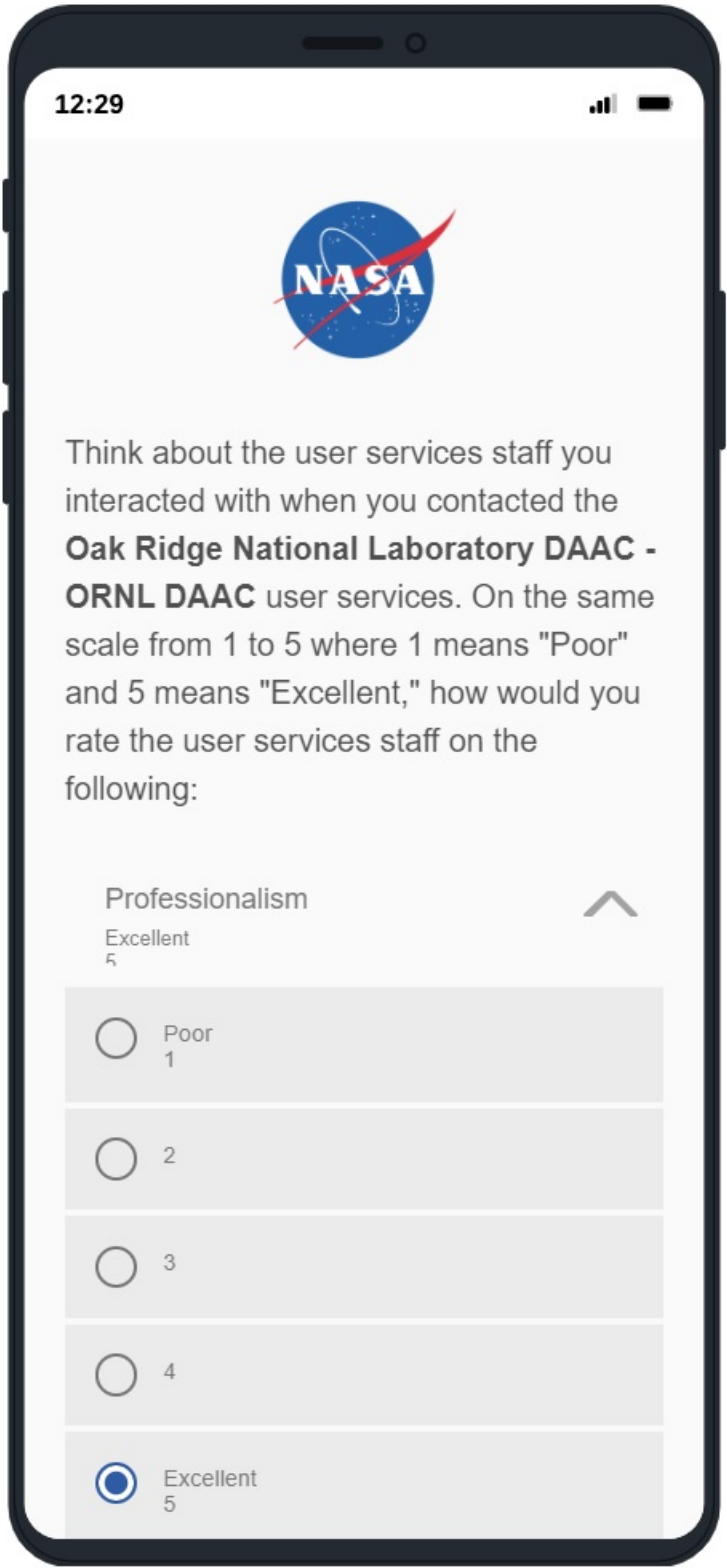
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Think about the user services staff you interacted with when you contacted the **Oak Ridge National Laboratory DAAC - ORNL DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism
Excellent
5

Technical knowledge
Excellent
5

Helpfulness in resolving a problem
Excellent
5

Speed of response

Poor 1

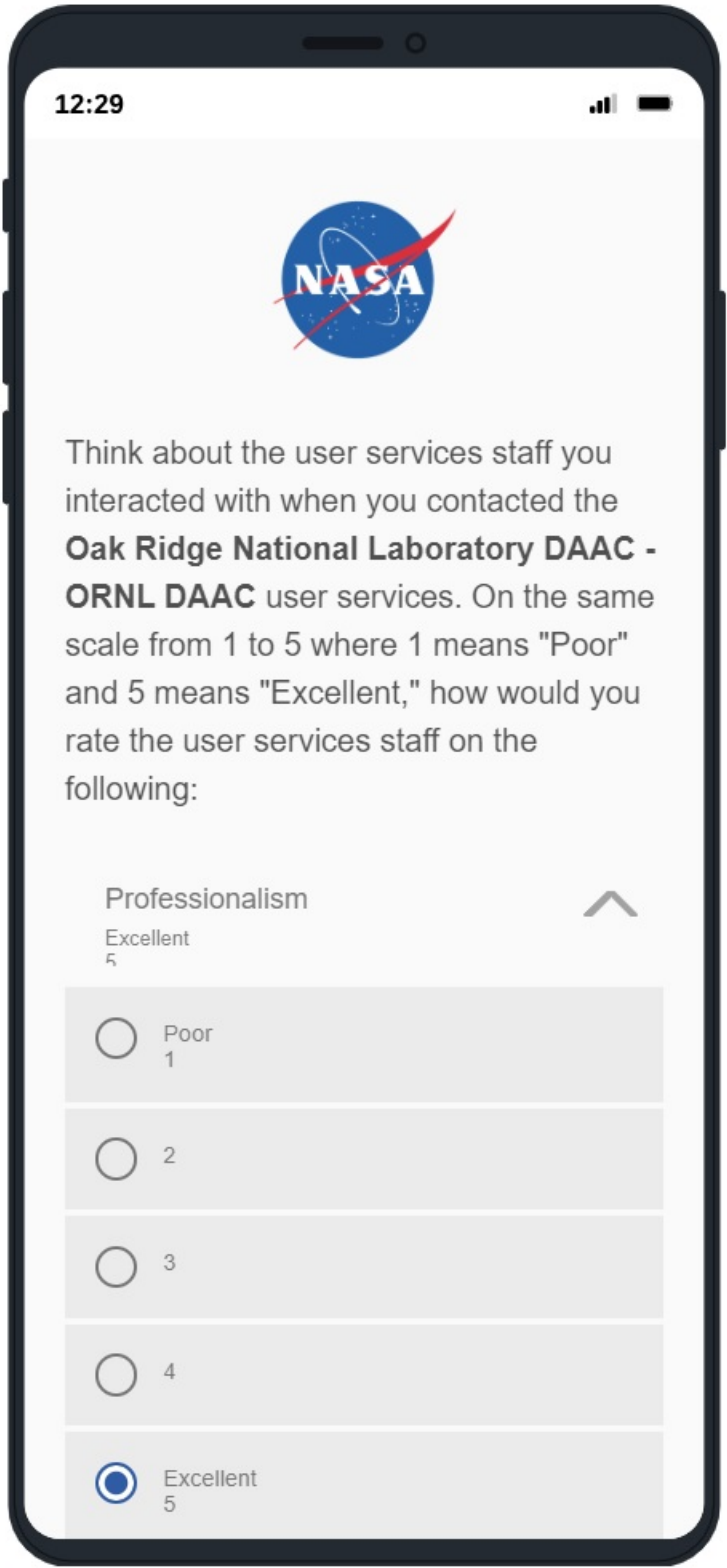
2

3

4

Excellent 5

NA



Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Oak Ridge National Laboratory DAAC - ORNL DAAC user services office for any additional support?

Yes

No

Back

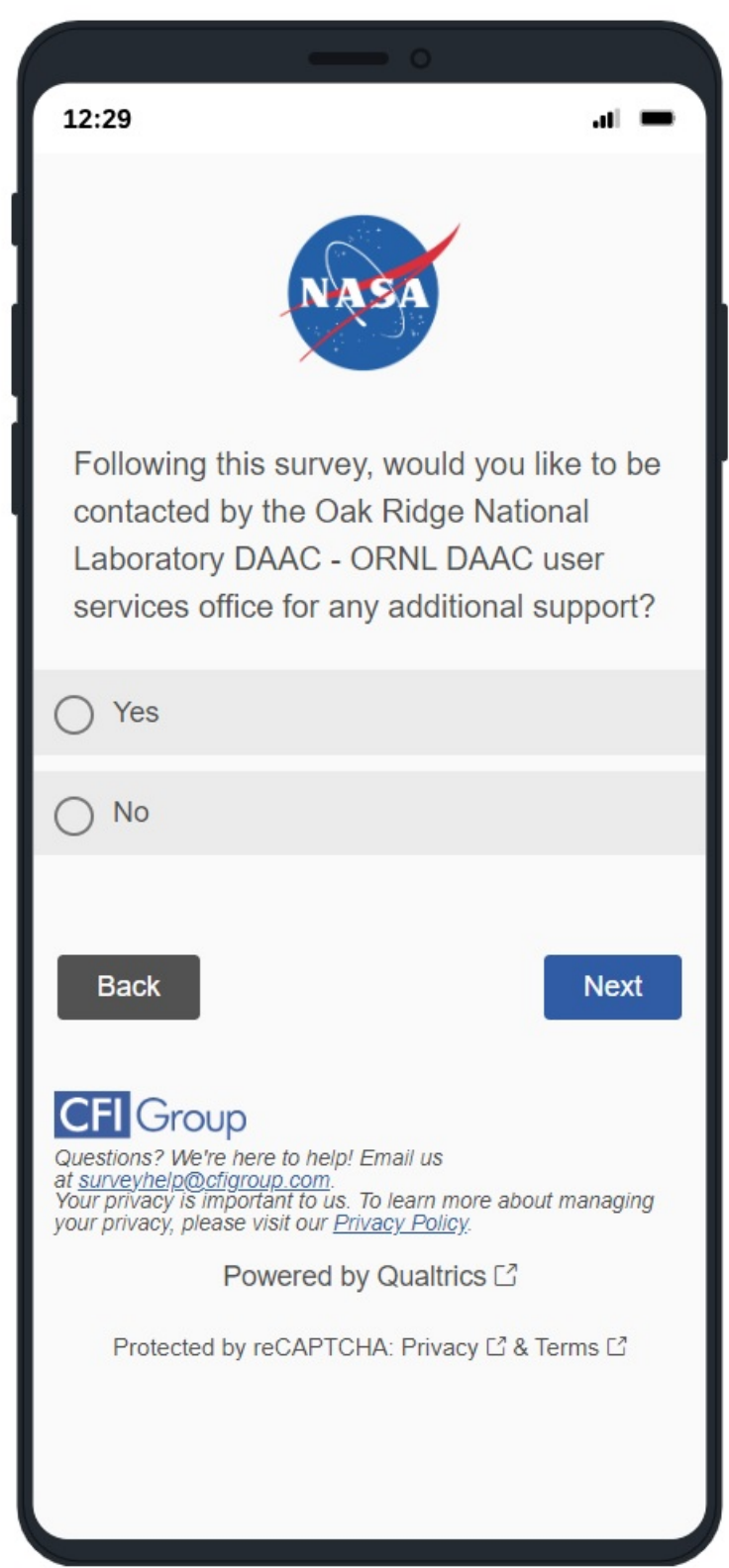
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Following this survey, would you like to be contacted by the Oak Ridge National Laboratory DAAC - ORNL DAAC user services office for any additional support?

Yes

No

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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 **Oak Ridge National Laboratory DAAC - ORNL DAAC?**

Overall satisfaction with the data products and services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

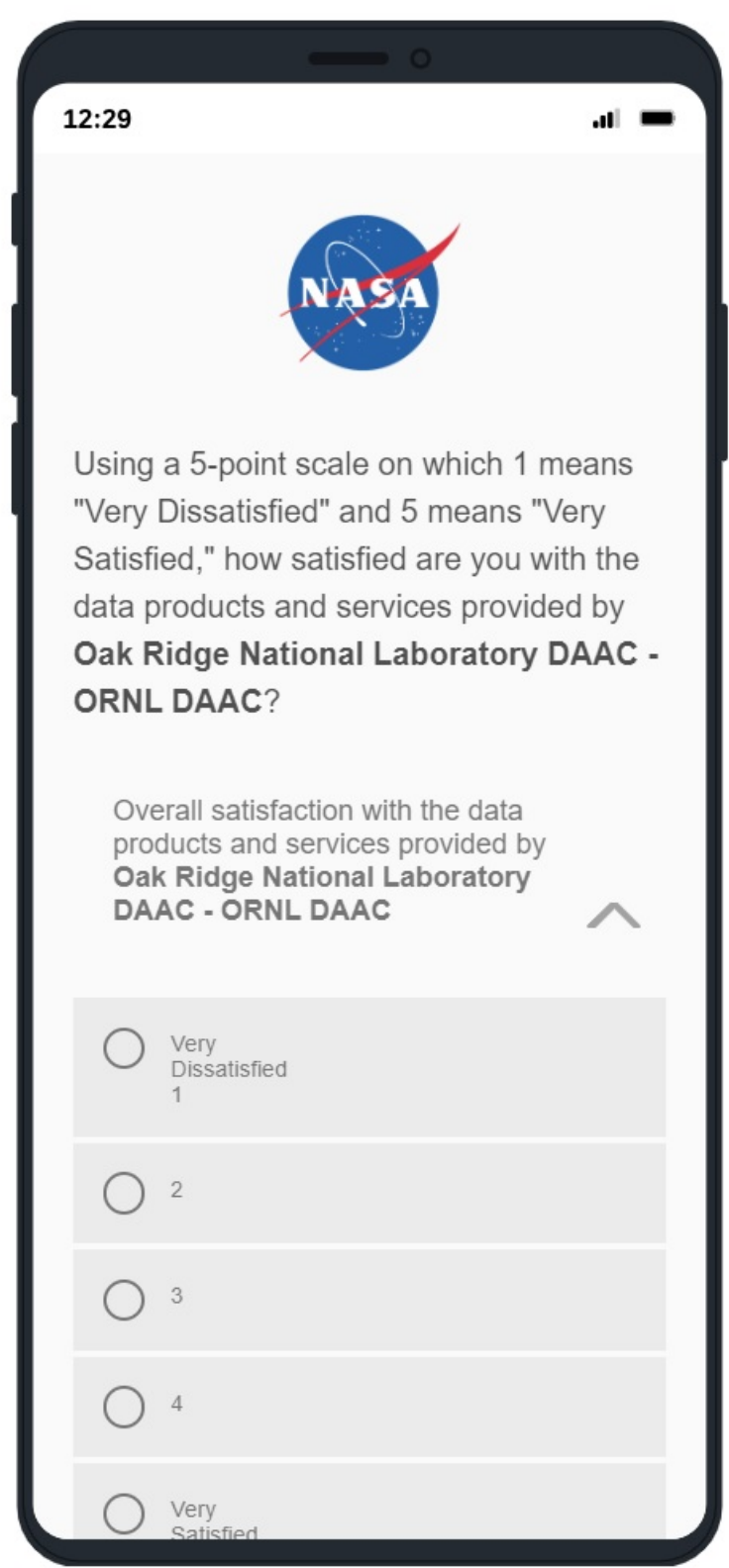
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Tools



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 **Oak Ridge National Laboratory DAAC - ORNL DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

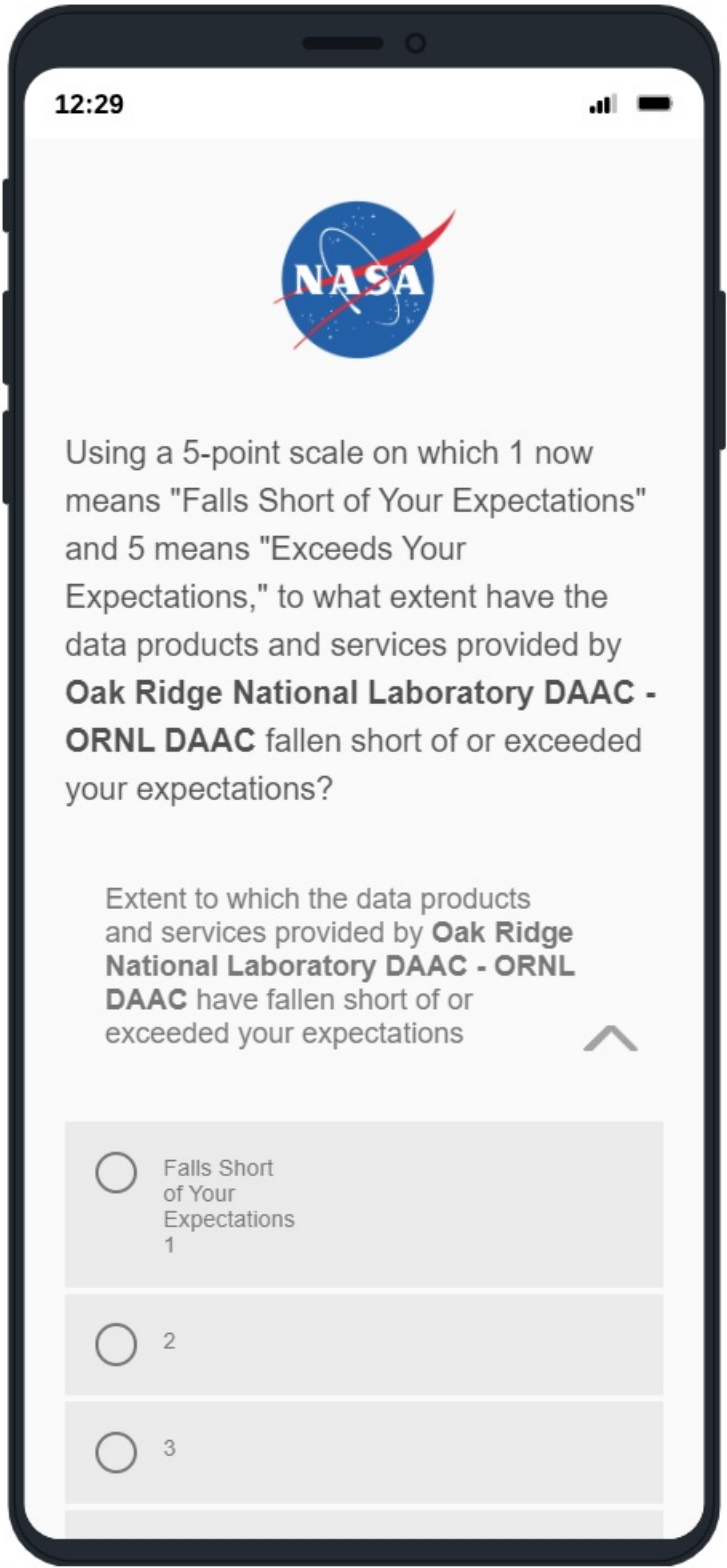
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC** fallen short of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

Extent to which the data products and services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC** 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 **Oak Ridge National Laboratory DAAC - ORNL DAAC** 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 **Oak Ridge National Laboratory DAAC - ORNL DAAC** 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

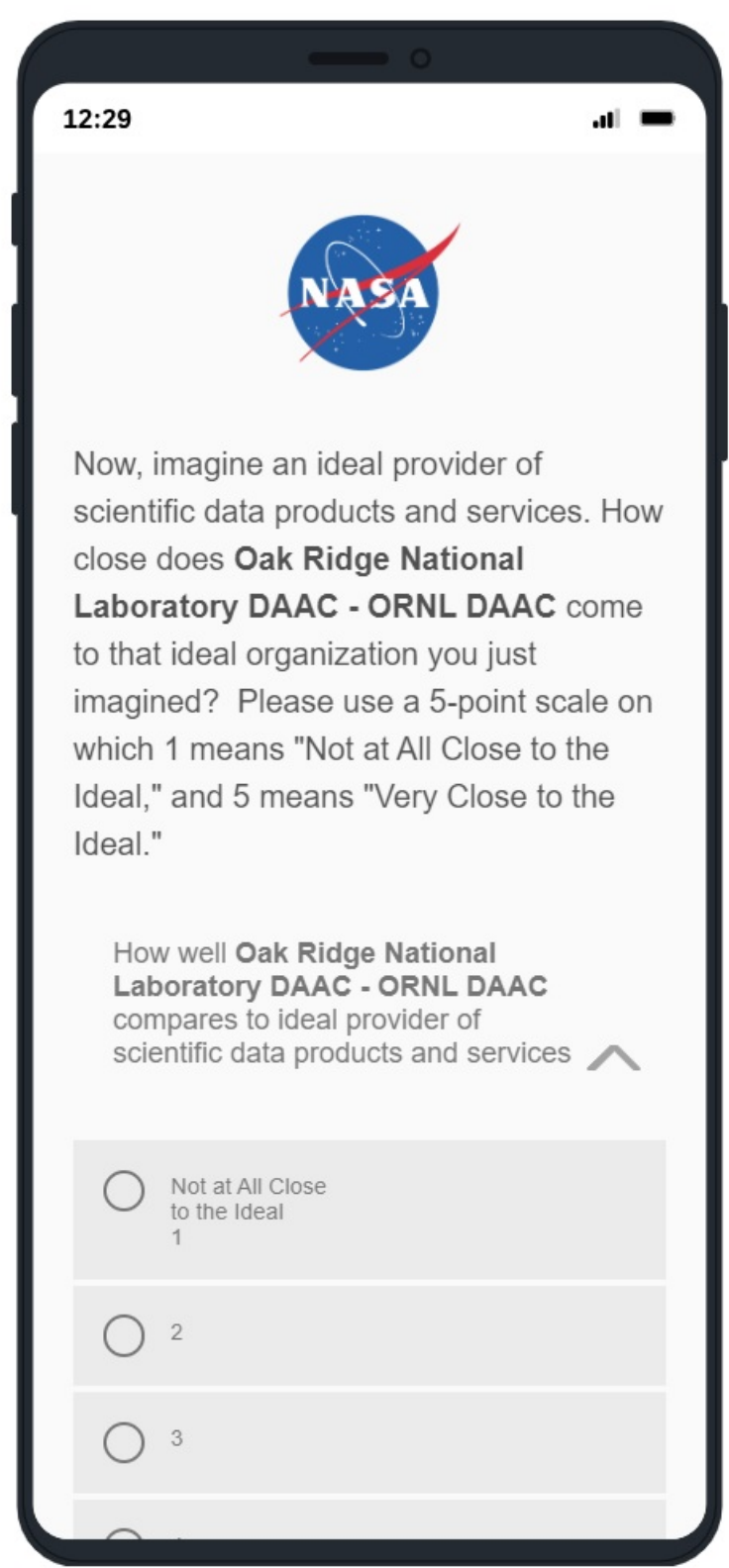
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Which Oak Ridge National Laboratory DAAC - ORNL DAAC products and services did you access?

Select all that apply.

- Archived data sets
- MODIS/VIIRS subsets
- Spatial Data Access Tool (SDAT)
- THREDDS Data Server
- Daymet data and/or Daymet Single Pixel Tool
- Airborne Data Visualizer (Carve, Act-America, ATom)
- Soil Moisture Visualizer
- None of the above

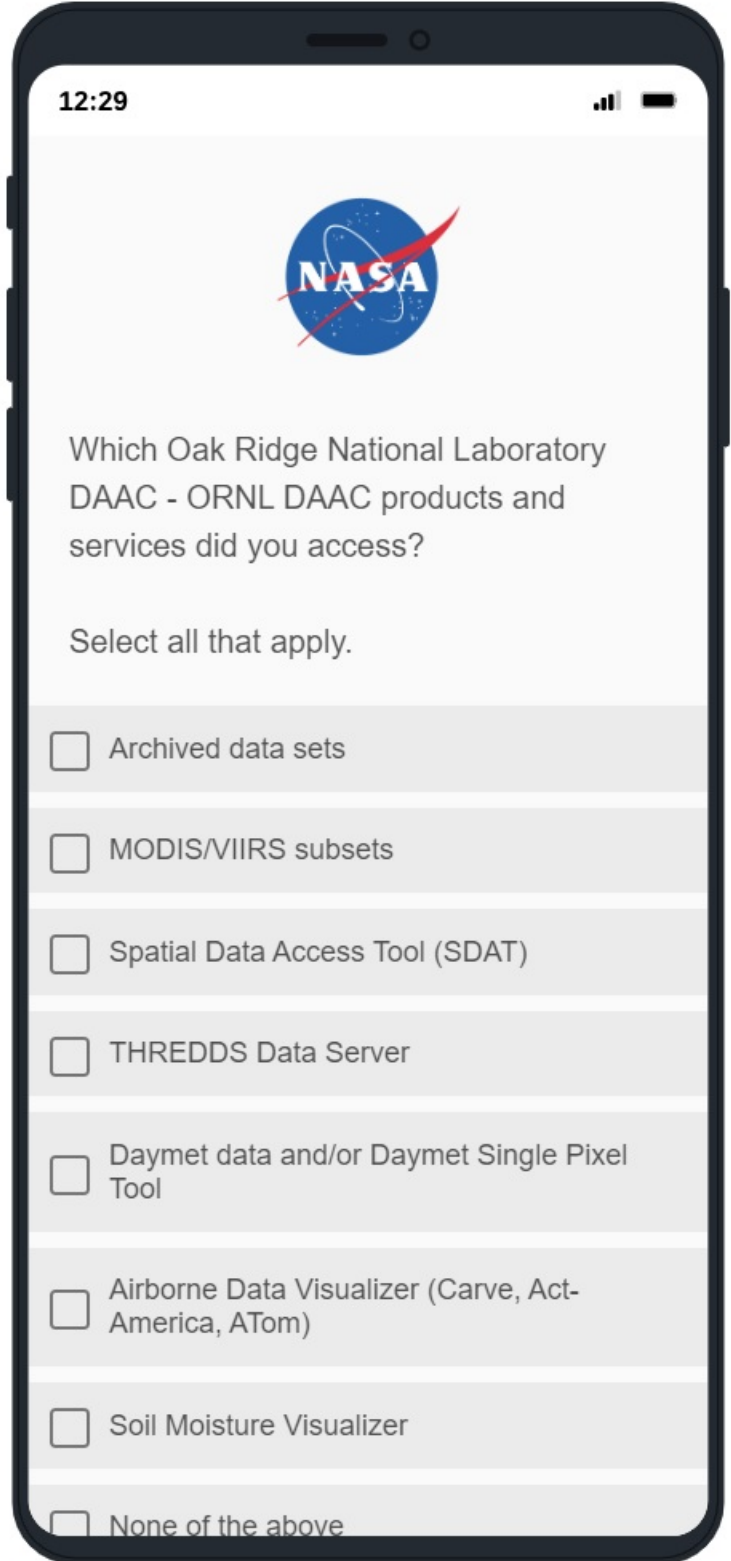
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Tools



Which method of data delivery do you prefer?

Select all that apply.

HTTPS

Web-based visualization tool

Shopping cart

One-click download

Web Services (REST, OPeNDAP, OGC)

Earthdata Cloud

Other (please specify)

Back

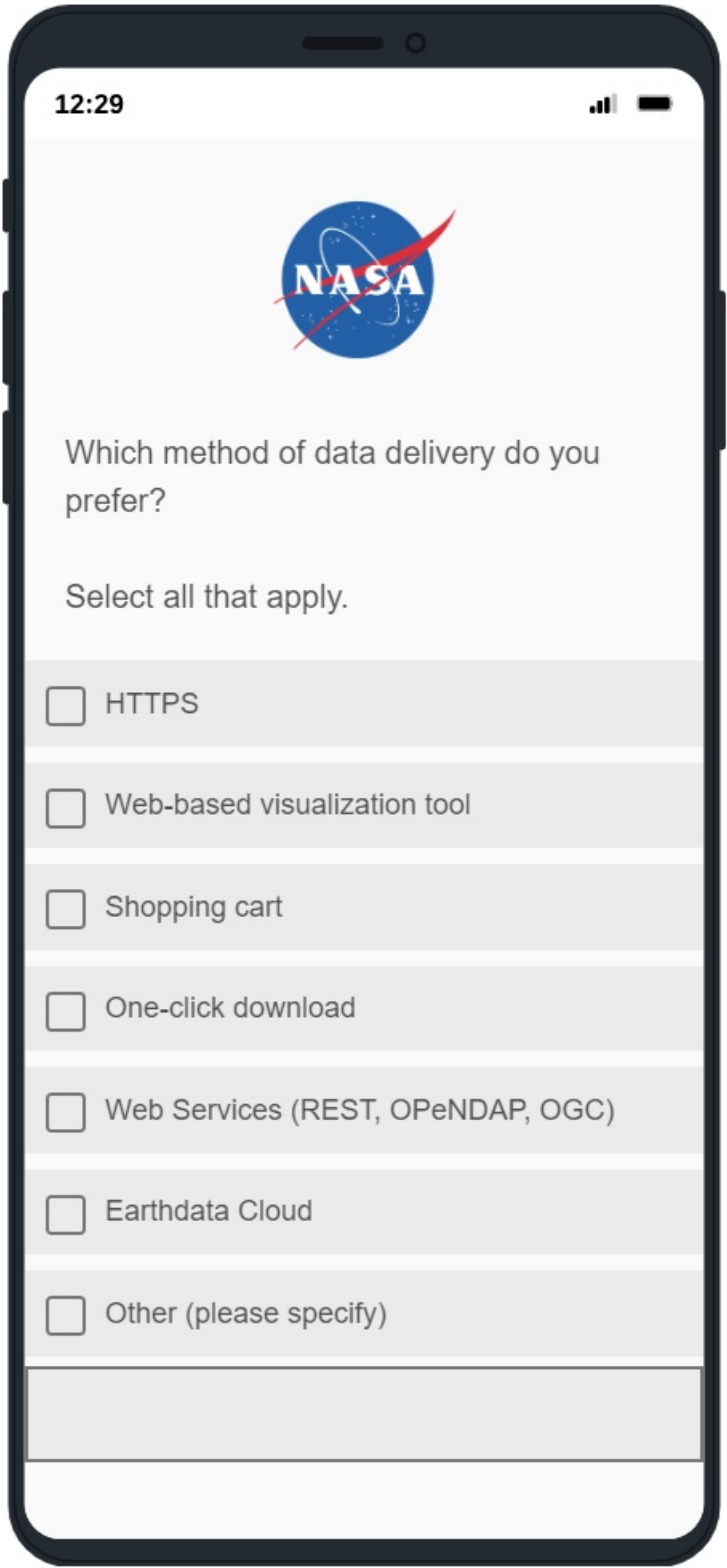
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Tools



What software or tools do you use to analyze data?

Select all that apply.

Python

R

MATLAB

Excel

ArcGIS

ENVI

Custom models or scripts not in the languages above

Other (please specify)

Back

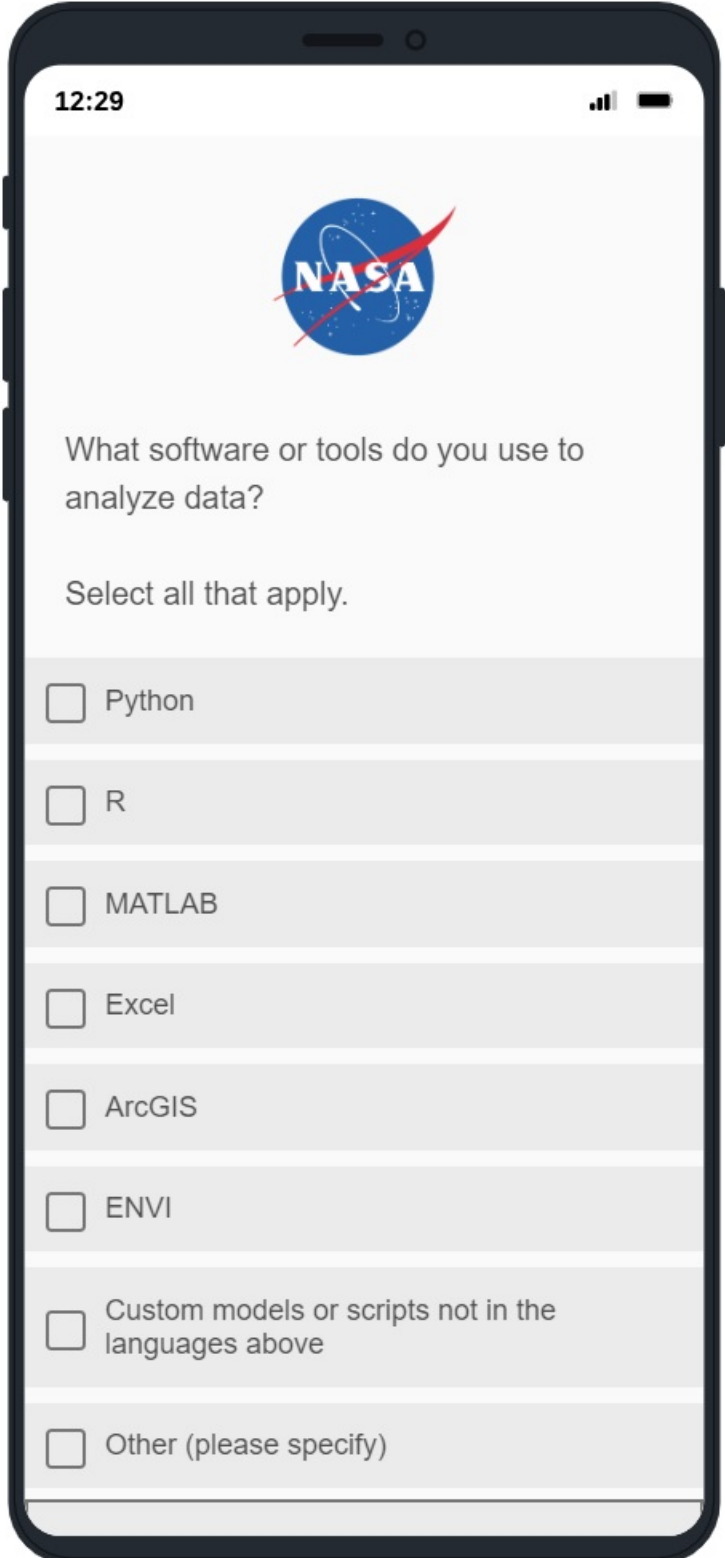
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Clear

Tools



Please comment on other data services, if any, that would be useful for us to provide in the future (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

Text input area for comments

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Please comment on other data services, if any, that would be useful for us to provide in the future (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

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Clear

Tools



Did you use the ORNL DAAC provided data set citation in your publication?

Yes

No

Did not use the data in publication

Back

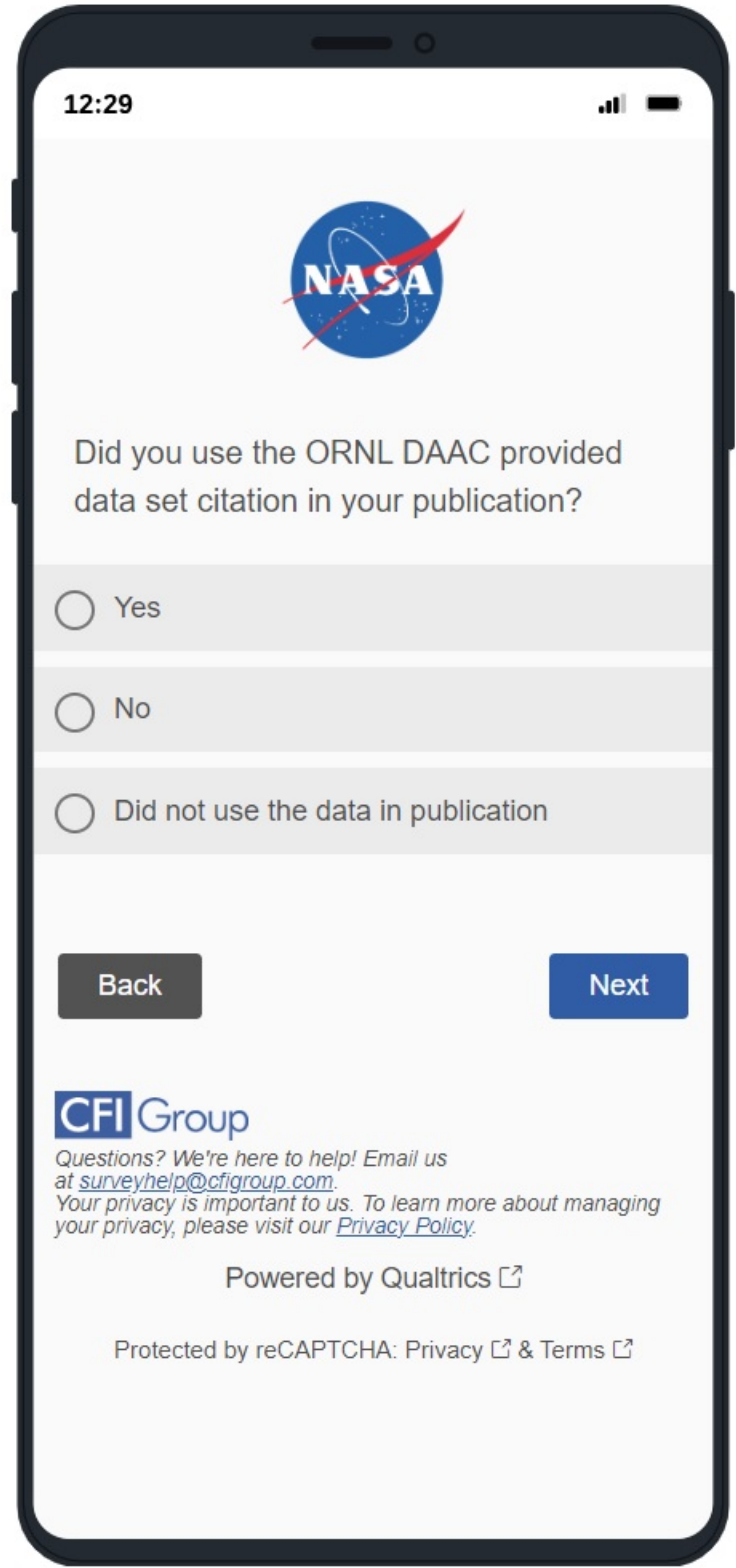
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Did you use the ORNL DAAC provided data set citation in your publication?

Yes

No

Did not use the data in publication

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Tools



Please indicate your preferred format(s) of Oak Ridge National Laboratory DAAC - ORNL DAAC data.

Select all that apply.

csv or text

GeoTIFF/COG

HDF 5

KMZ/KML

NetCDF

CF Compliant NetCDF

Shapefile (.shp)

ICARTT

LAZ (Compressed light detection and ranging Lidar)

Other GIS (GRID, BIL, etc.)

Zarr

Other (please specify)

Back

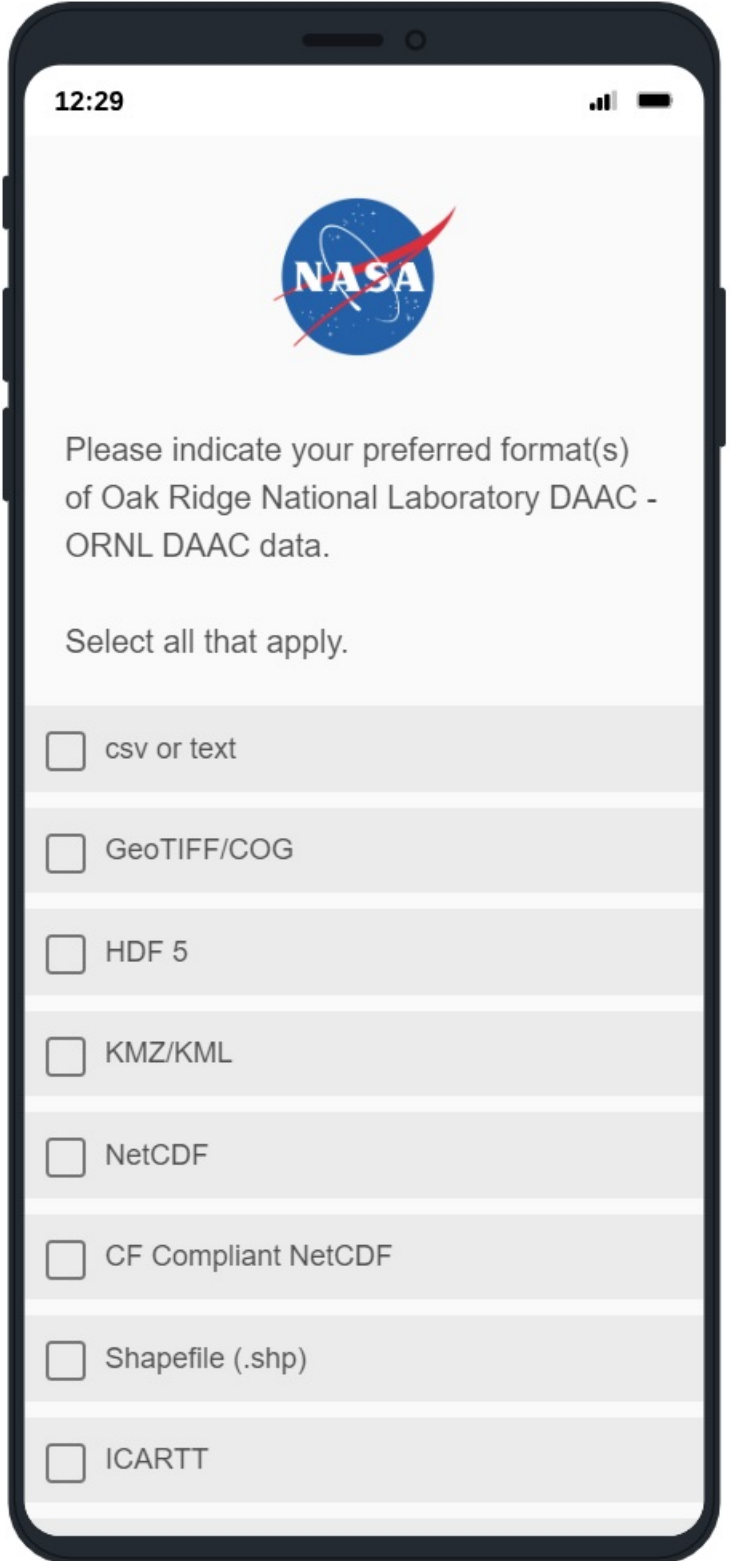
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Were you able to use the data you accessed as it was provided, or did you have to reformat it to use it?

- I used the data as provided
- I had to reformat the data to use it
- I was not able to use the data that I downloaded
- I used the data in AWS and downloaded only my results
- Other (please specify)

Back

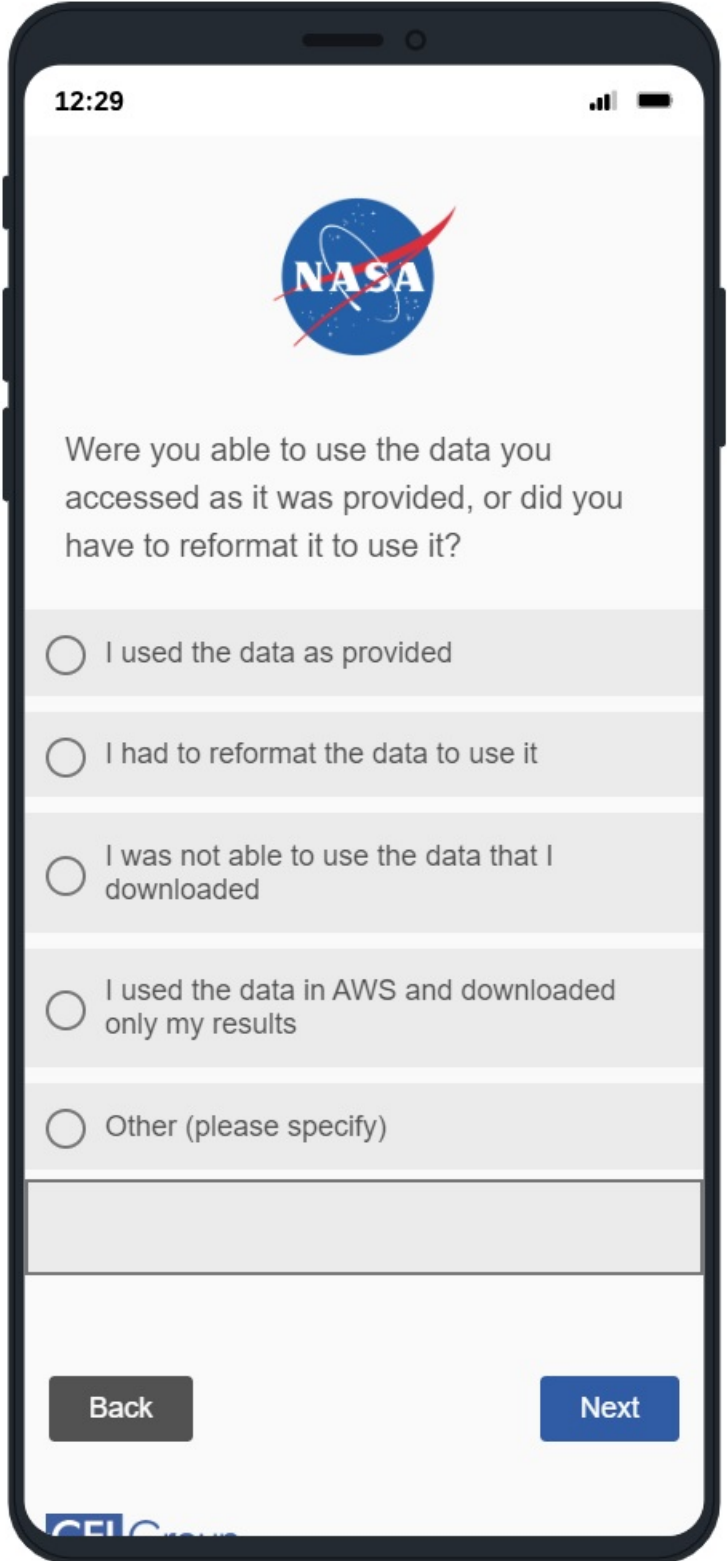
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What is your preferred method for using web services?

- Open-source software application (e.g., Panoply, GrADS, R)
- Commercial software application (e.g., ENVI/ArcGIS/MATLAB)
- Access from a programming language (e.g., Java, Python)
- Other (please specify)

Back

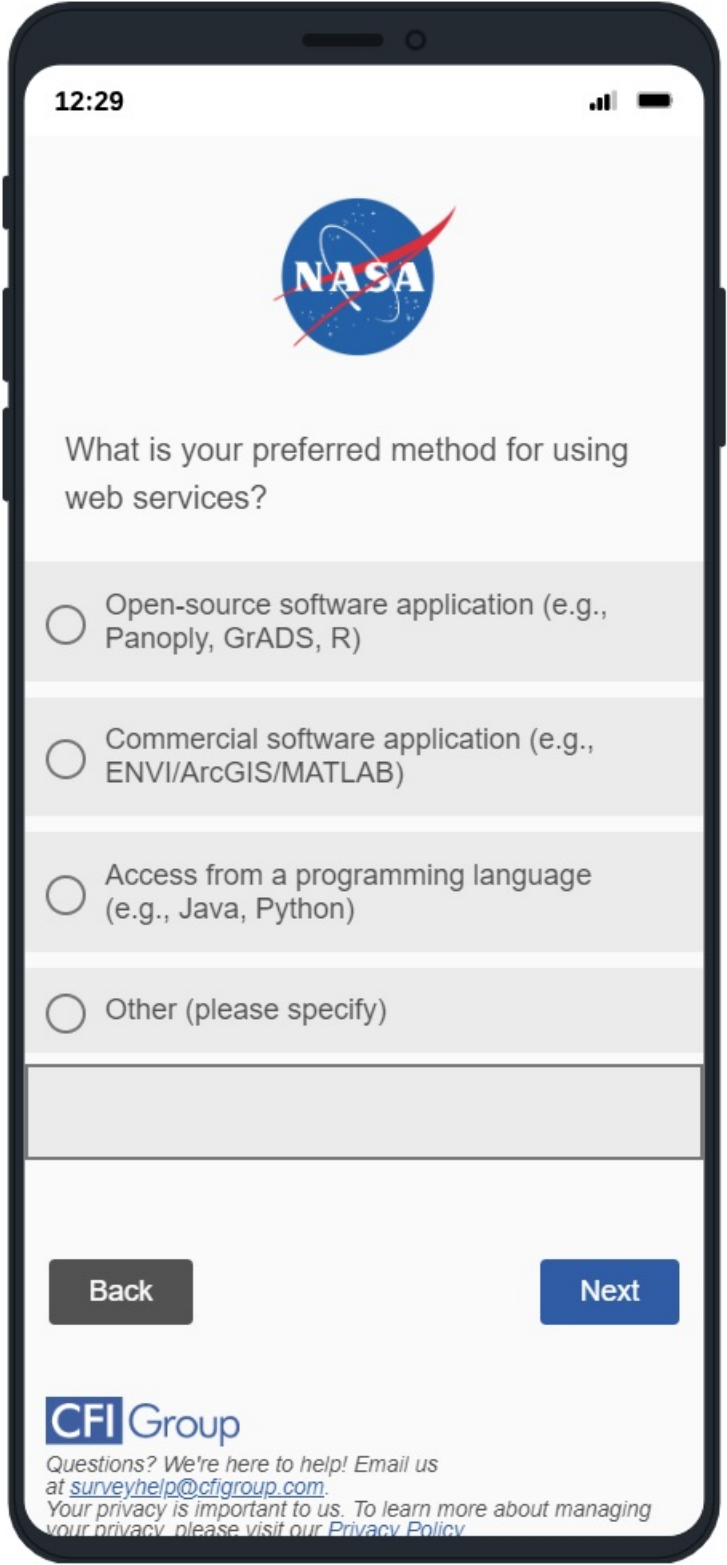
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Earlier you indicated you searched for documentation. What type of documentation were you seeking?

Select all that apply.

- Data formats
- Data provenance
- Dataset metadata
- Examples of how data have been used
- How to use data analysis tools
- How to use data search tools
- How to use visualization tools
- Instrument specifications
- Quality assurance/error sources
- Science algorithm description
- Other (please specify)

Back

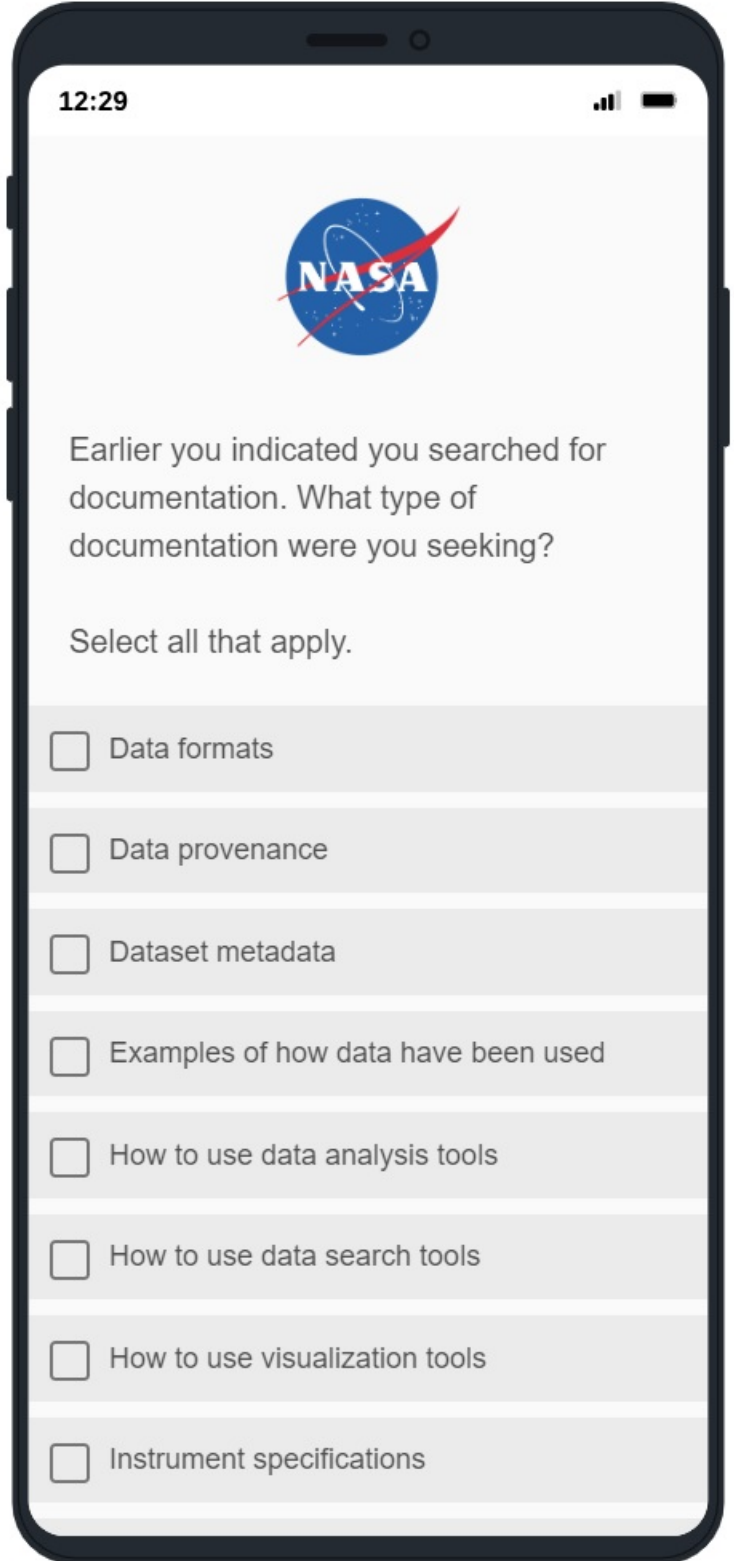
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Earlier you indicated you contacted User Services for the Oak Ridge National Laboratory DAAC - ORNL DAAC. What was the reason for your contact?

Select all that apply.

Couldn't find what I was looking for

Data quality

Did not receive expected data

Documentation needed

Error messages

How to access data

Incomplete information

Science questions

Service interruptions

Technical questions

Updates

Other (please specify)

None of the above

Back

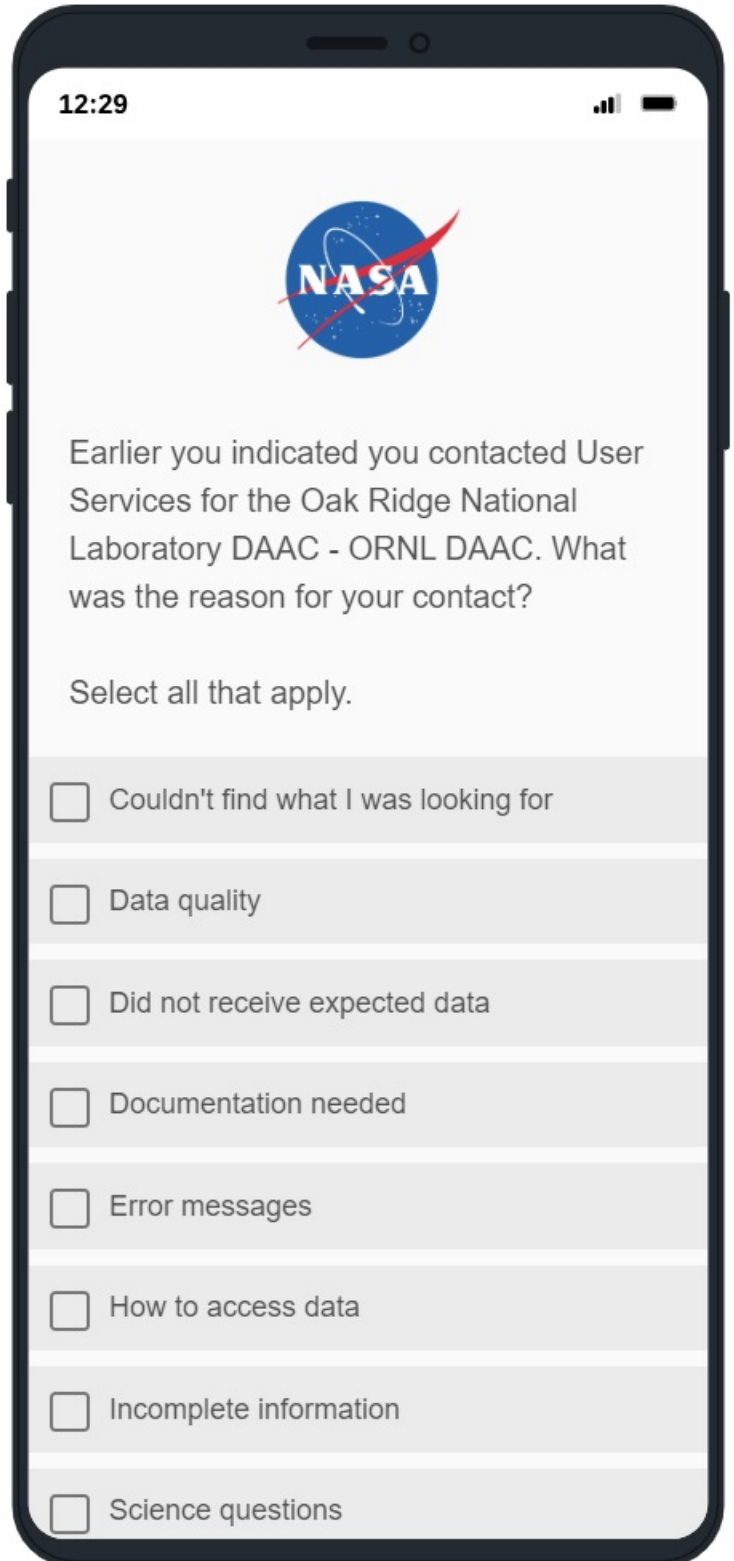
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Select all that apply.

Couldn't find what I was looking for

Data quality

Did not receive expected data

Documentation needed

Error messages

How to access data

Incomplete information

Science questions

Restart Survey

Go to Bookmark

Clear

Tools



Which types of Learning Resources do you find helpful?

Select all that apply.

Webinars

Code

Help Pages

Workshops

Data Management Guidelines

ORNL DAAC News Items

Online Notebooks like Python and ArcGIS

Other (please specify)

None of the above

Back

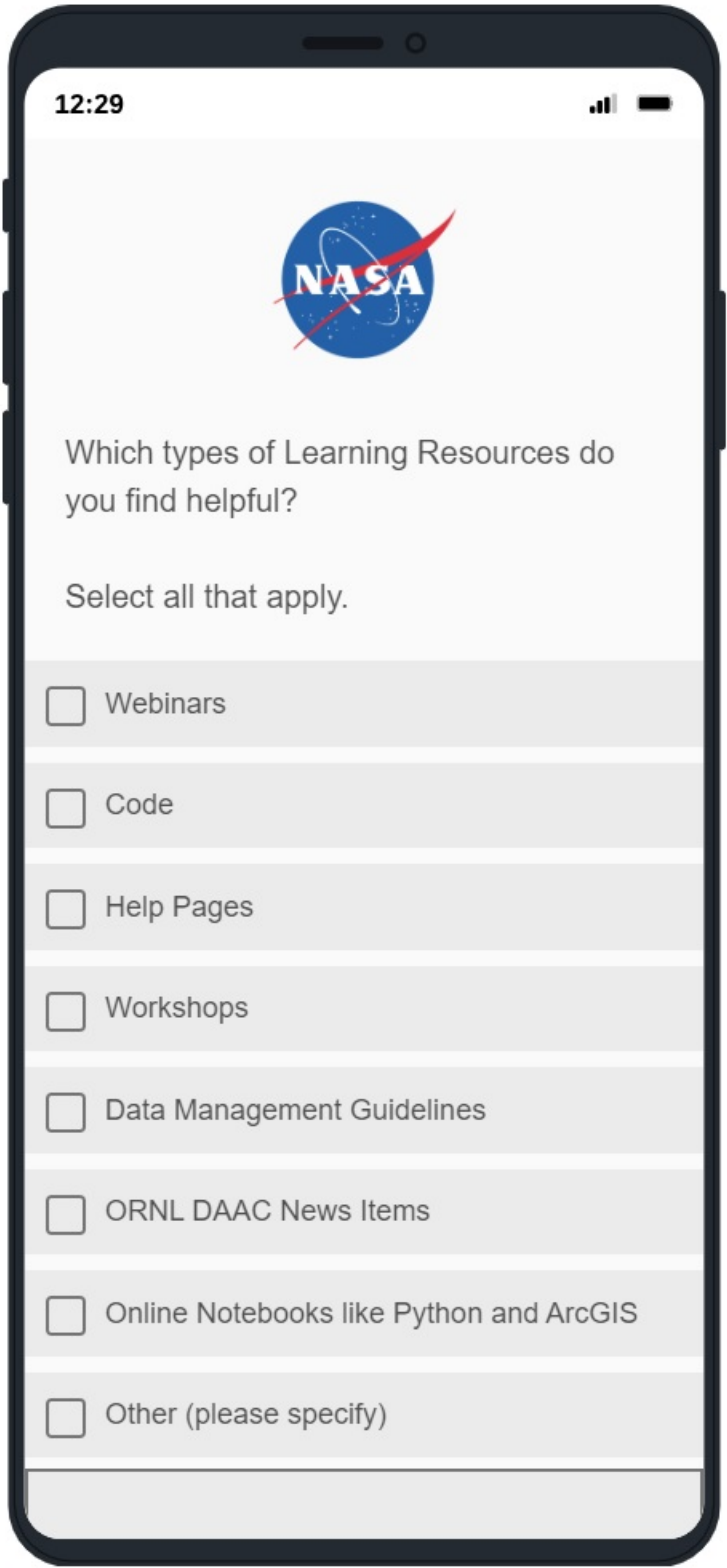
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Restart Survey

Go to Bookmark

Clear

Tools



Have you had the opportunity to work in AWS with ORNL DAAC datasets published in the Earthdata Cloud? If you have please share any feedback you might have. If not, do you plan to use AWS in the near future?

Text input area for feedback

Back

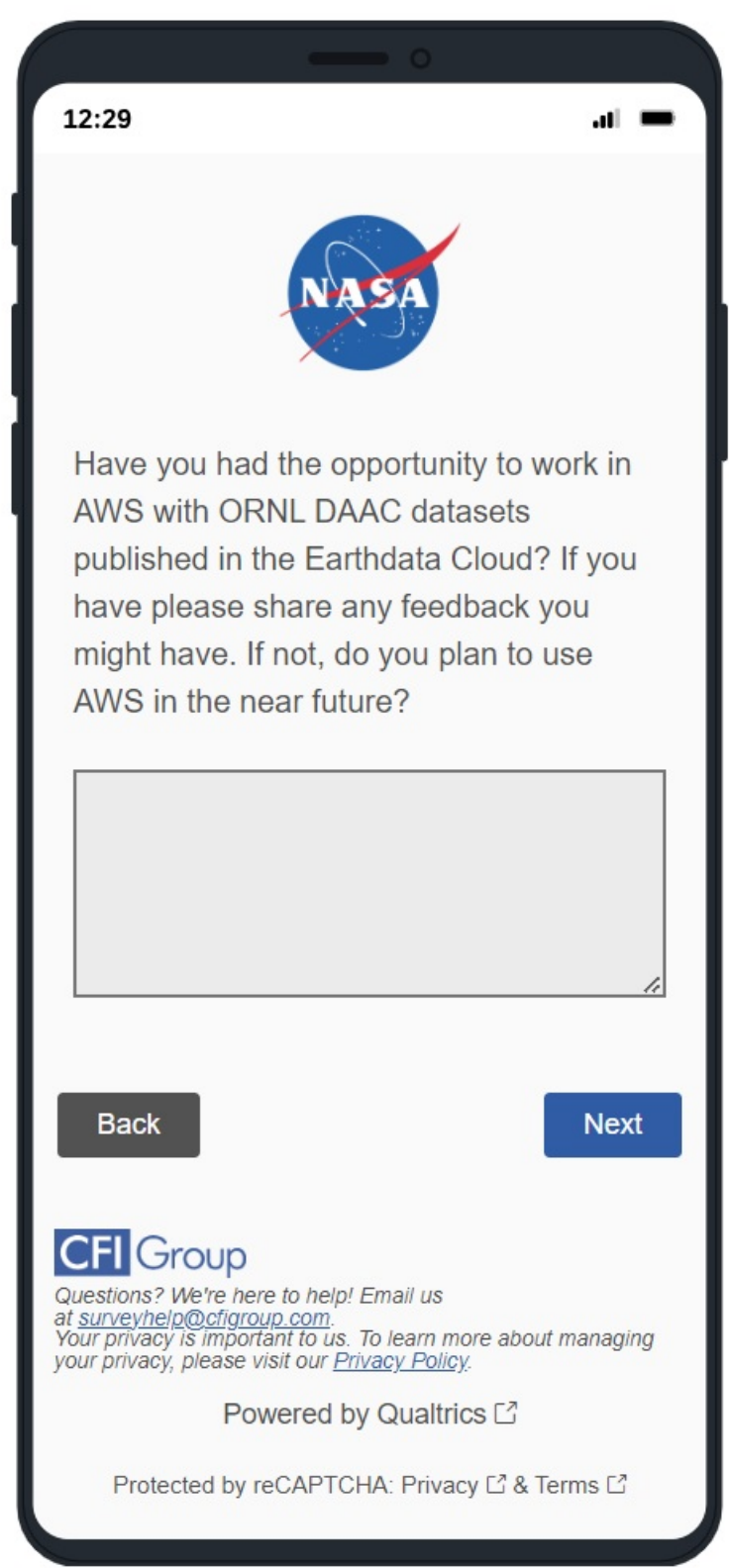
Next



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12:29



Have you had the opportunity to work in AWS with ORNL DAAC datasets published in the Earthdata Cloud? If you have please share any feedback you might have. If not, do you plan to use AWS in the near future?

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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 **Oak Ridge National Laboratory DAAC - ORNL DAAC** to a colleague?

Likelihood of recommending **Oak Ridge National Laboratory DAAC - ORNL DAAC** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

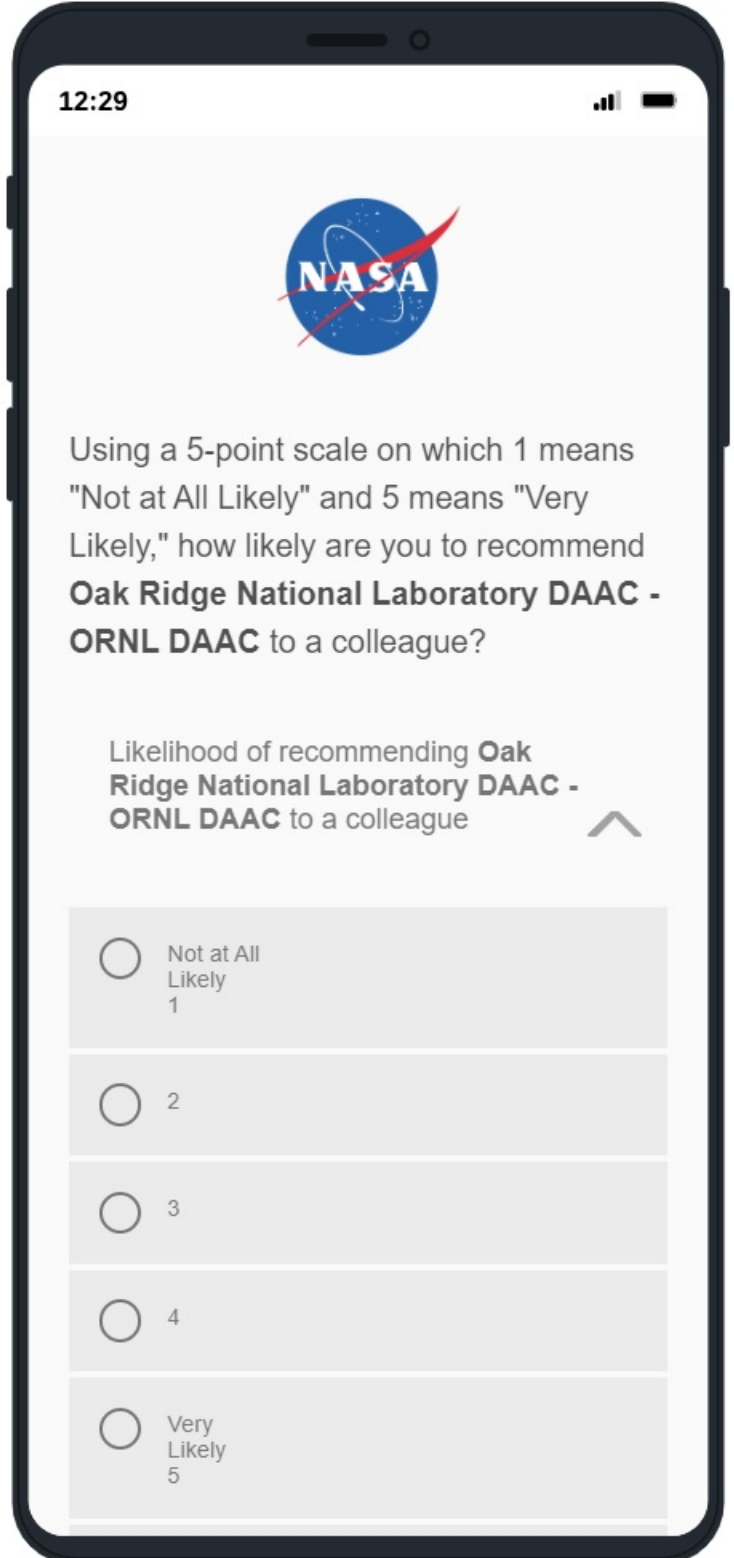
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC** in the future?

Likelihood of using the services provided by **Oak Ridge National Laboratory DAAC - ORNL DAAC** again in the future



Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

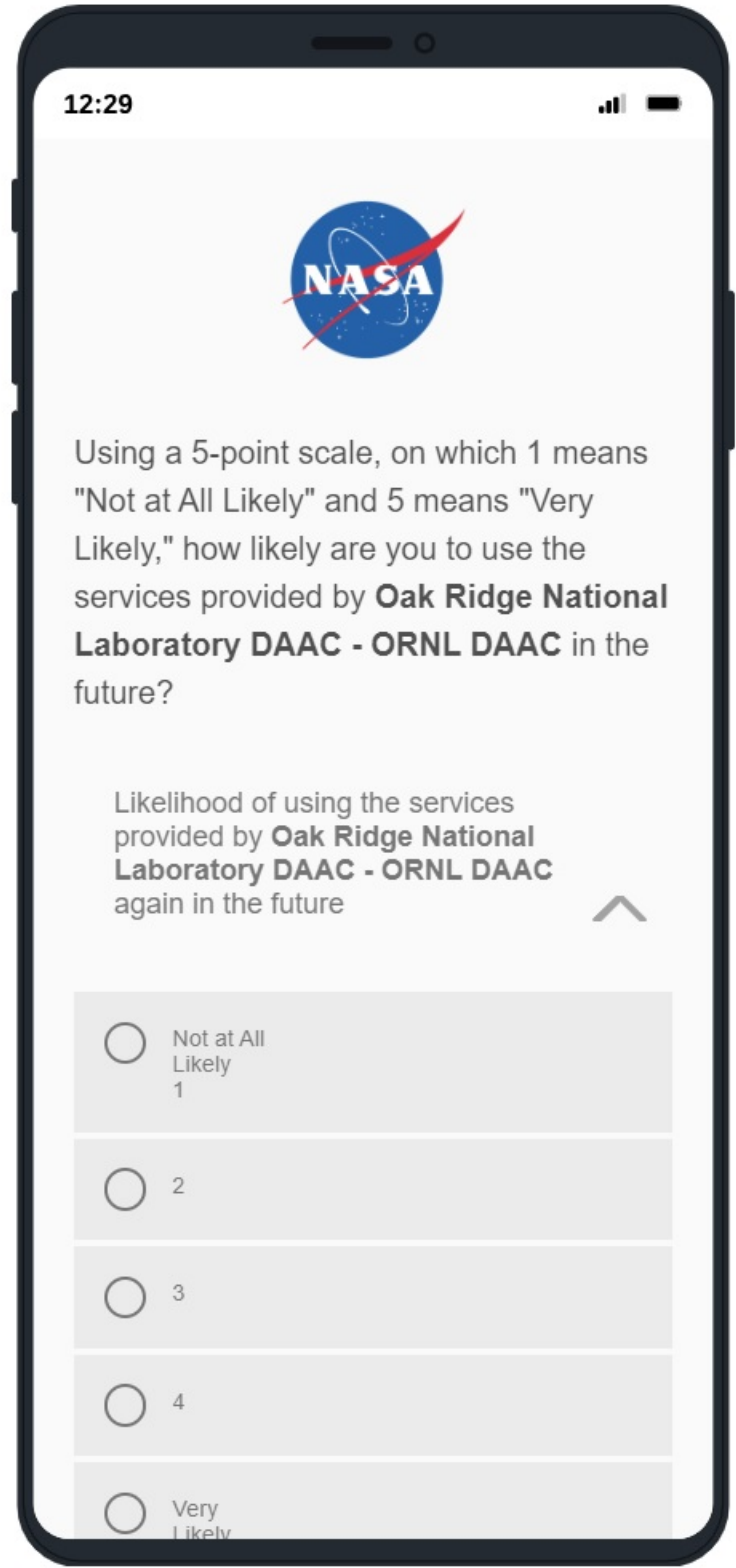
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Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you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

Empty text input area for comments.

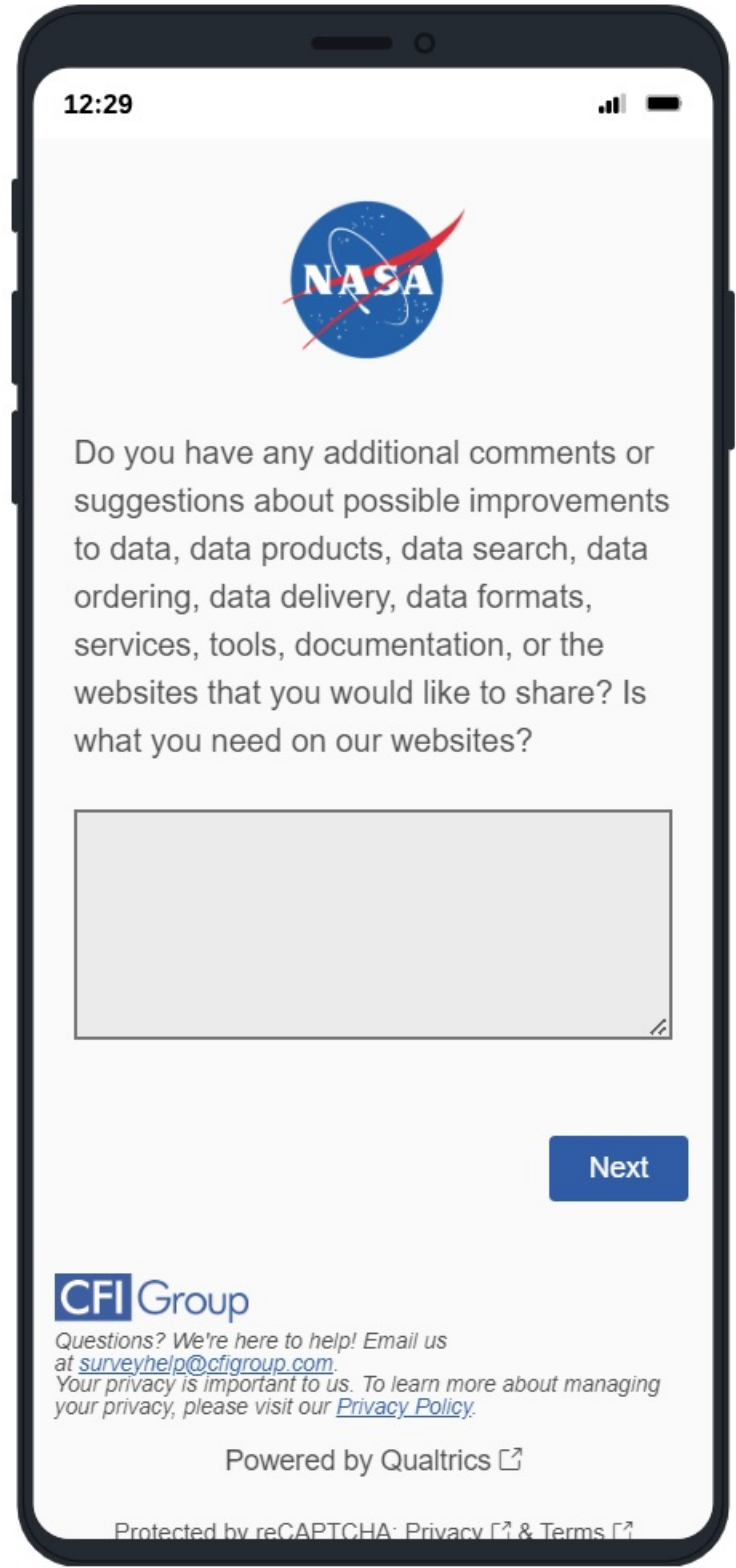
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You have reached the end of the survey. Please click on the "Submit" button below to send your responses to CFI Group's secure database. You will also receive a prompt to respond for another DAAC.

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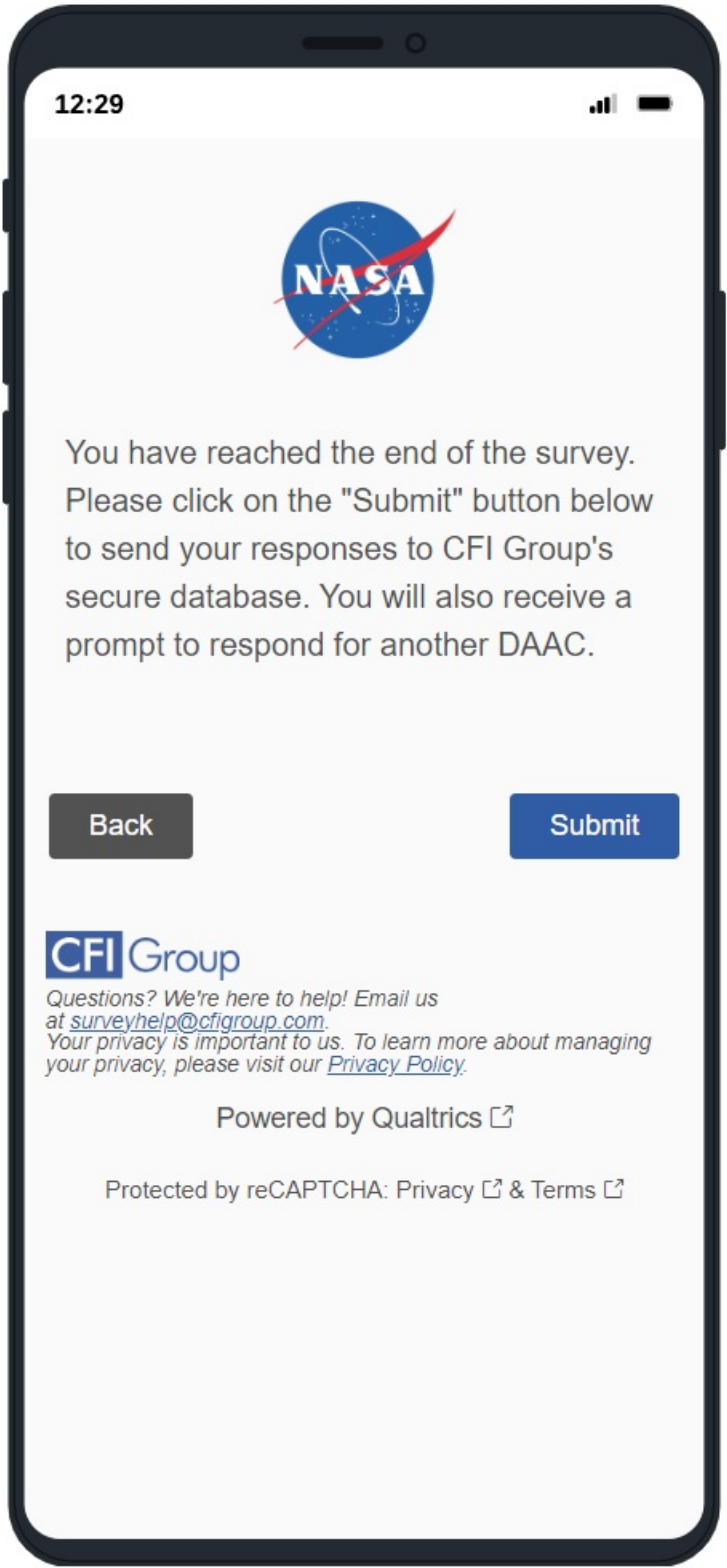
Submit

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