



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.

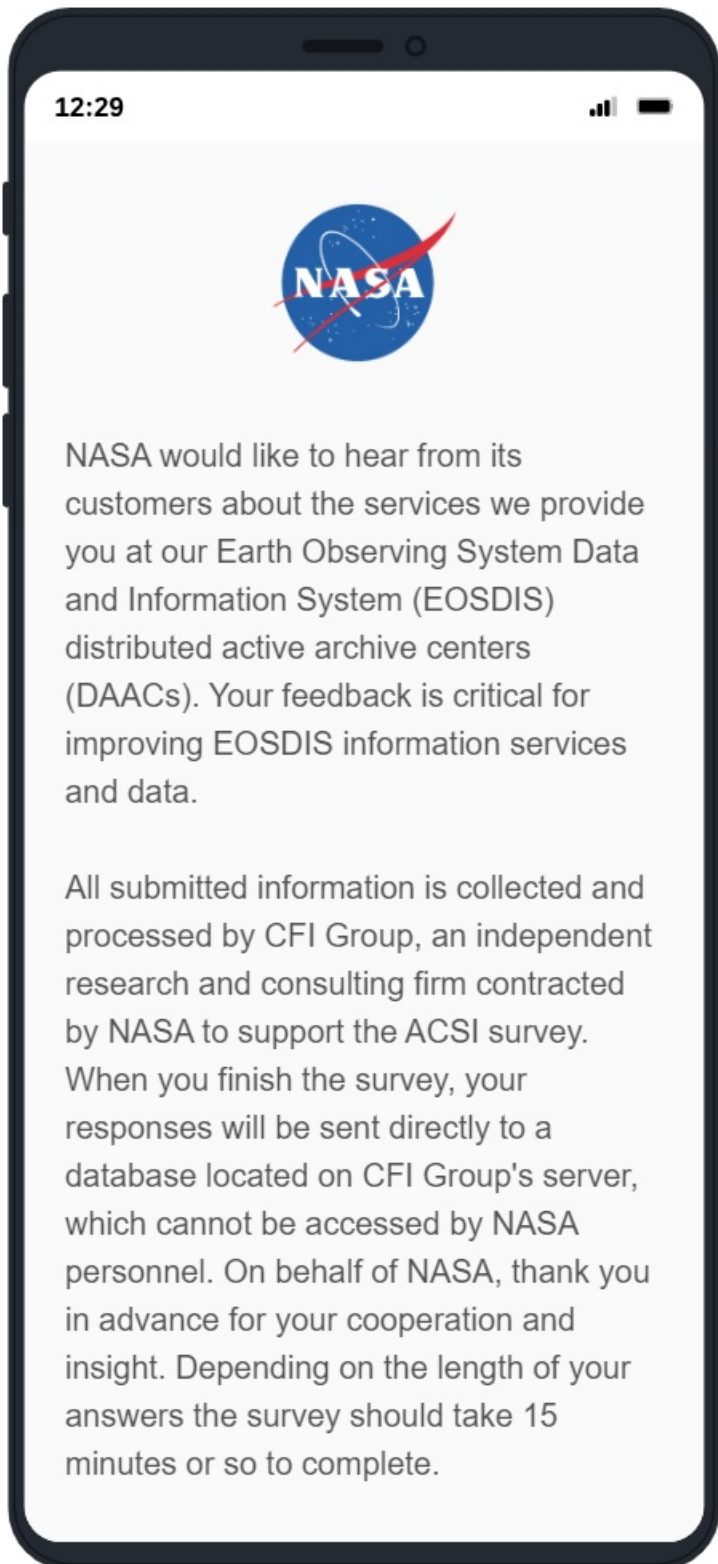
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

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.](#)

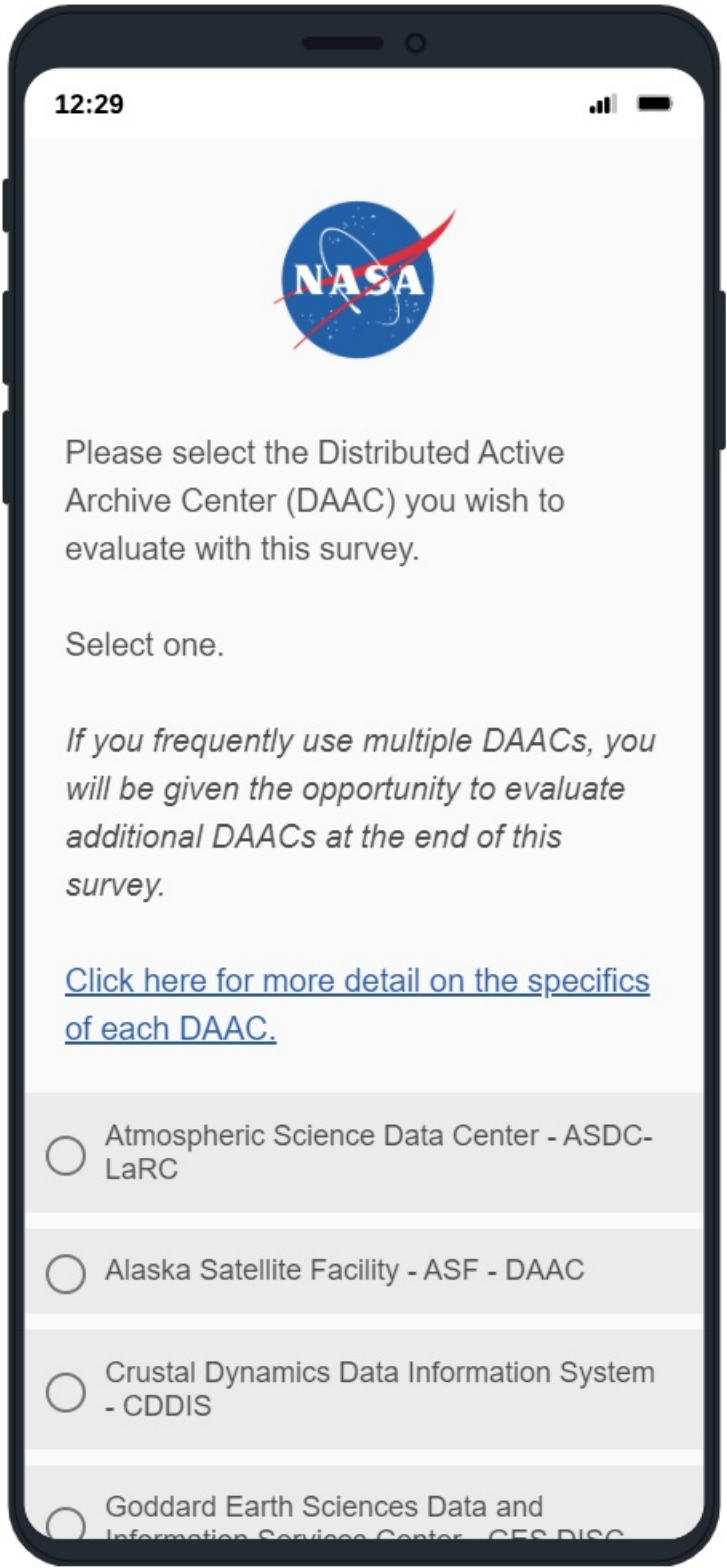
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1 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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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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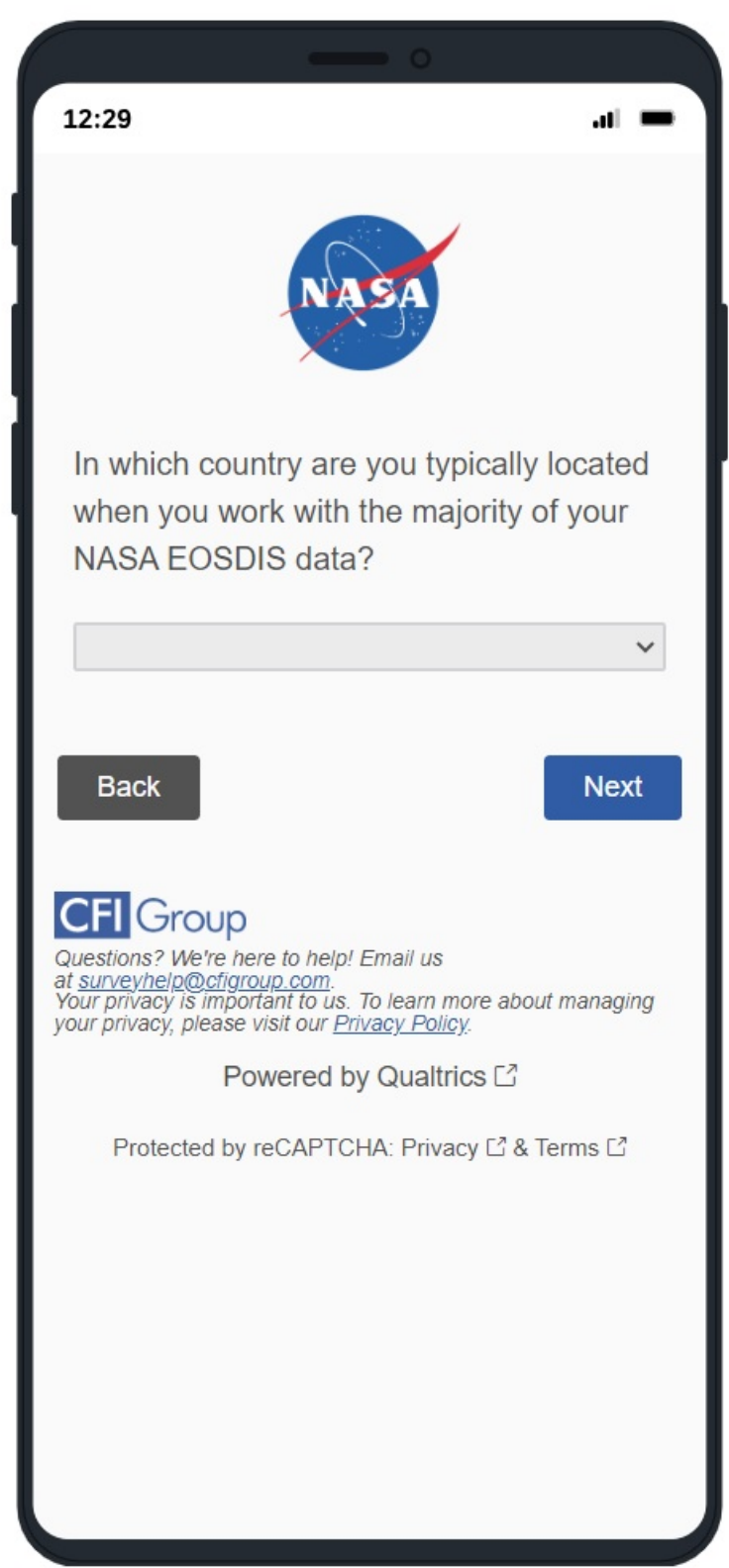
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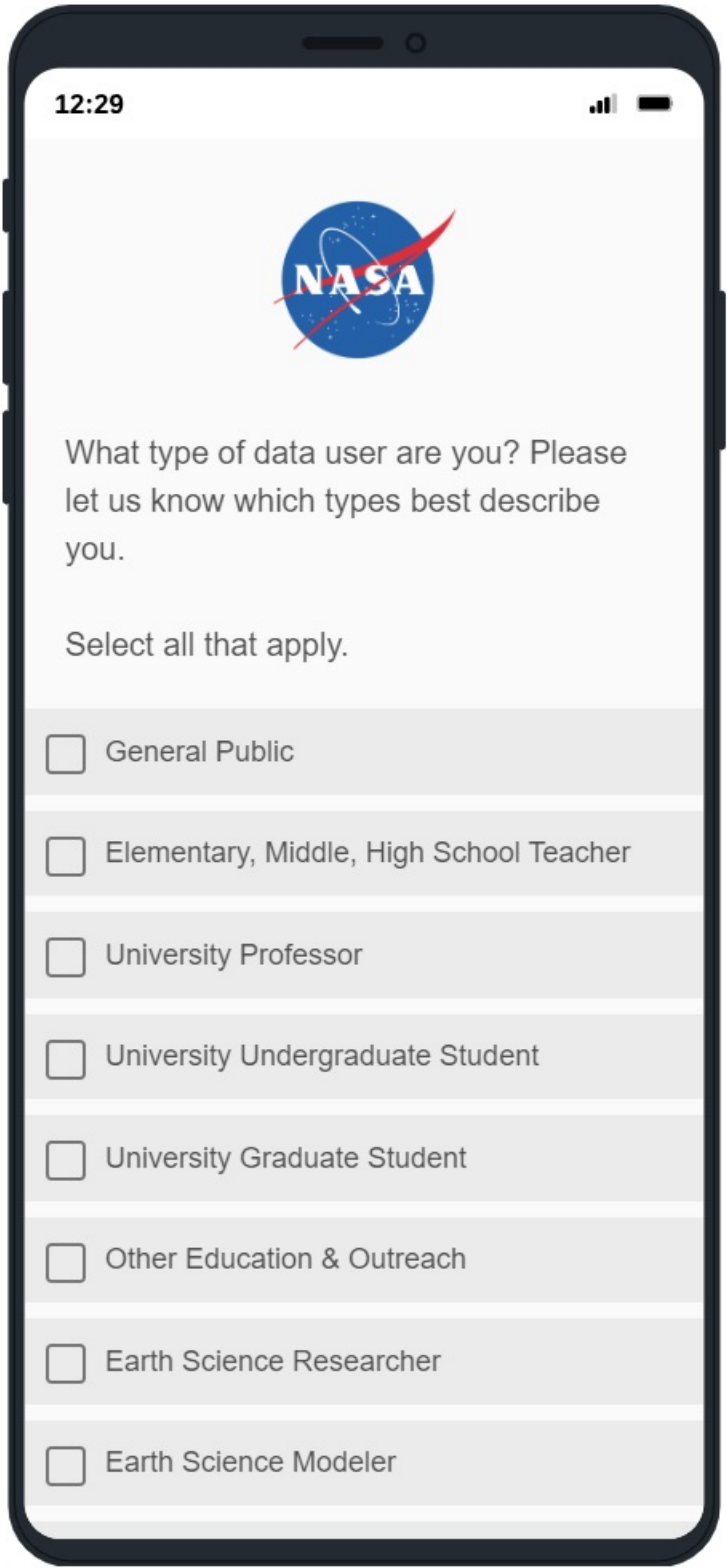
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What type of data user are you? Please let us know which types best describe you.

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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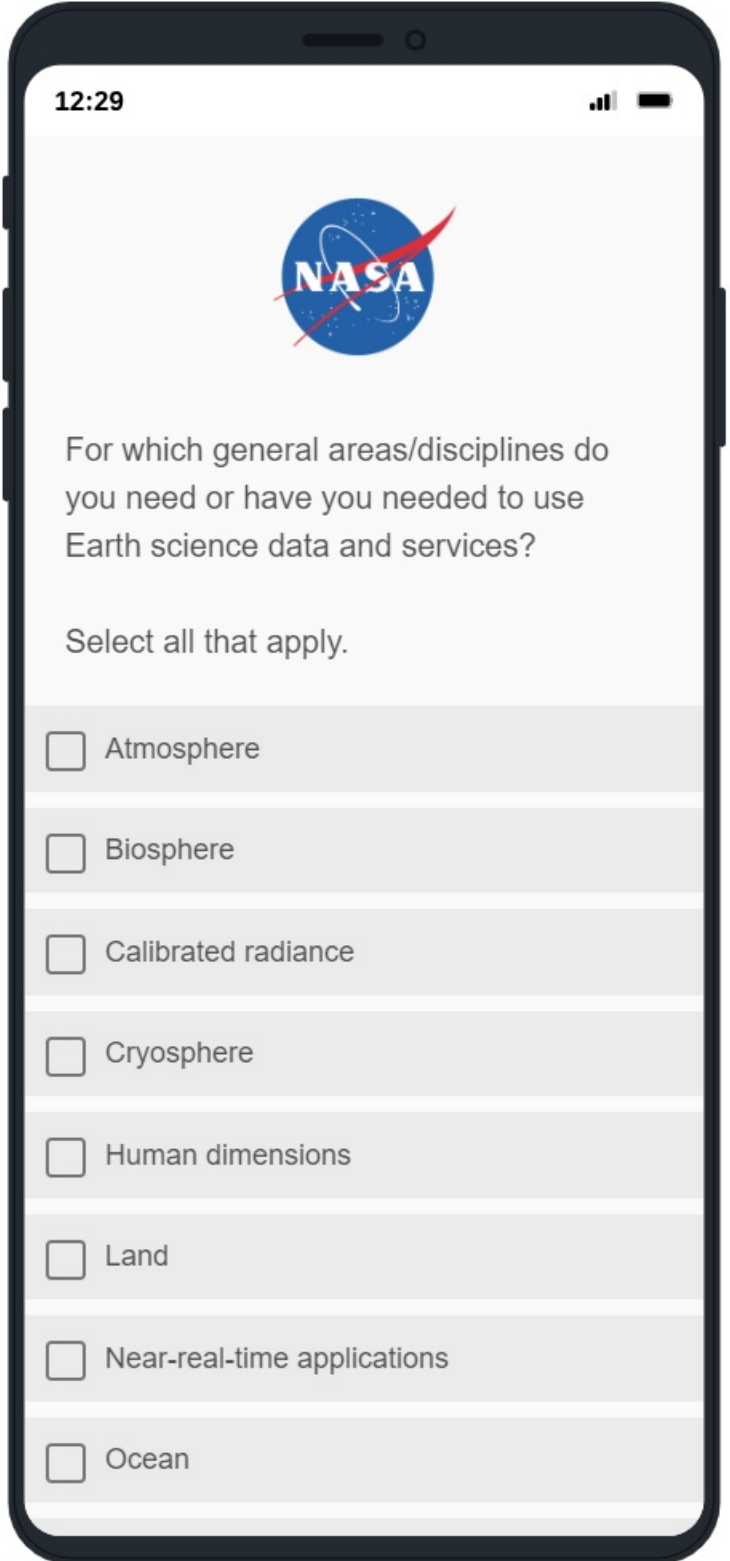
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Have you done any of the following from Ocean Biology DAAC - OB DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

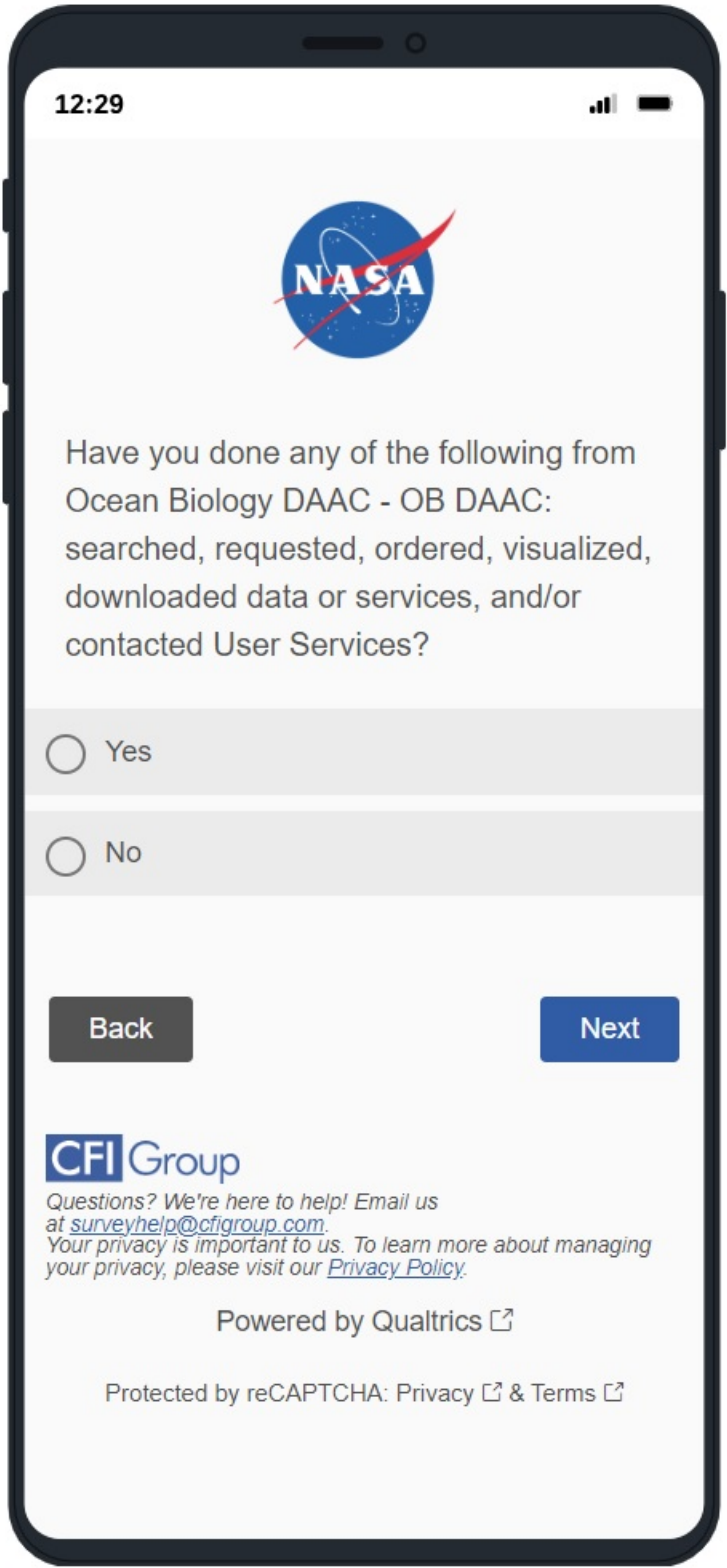
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Have you done any of the following from Ocean Biology DAAC - OB DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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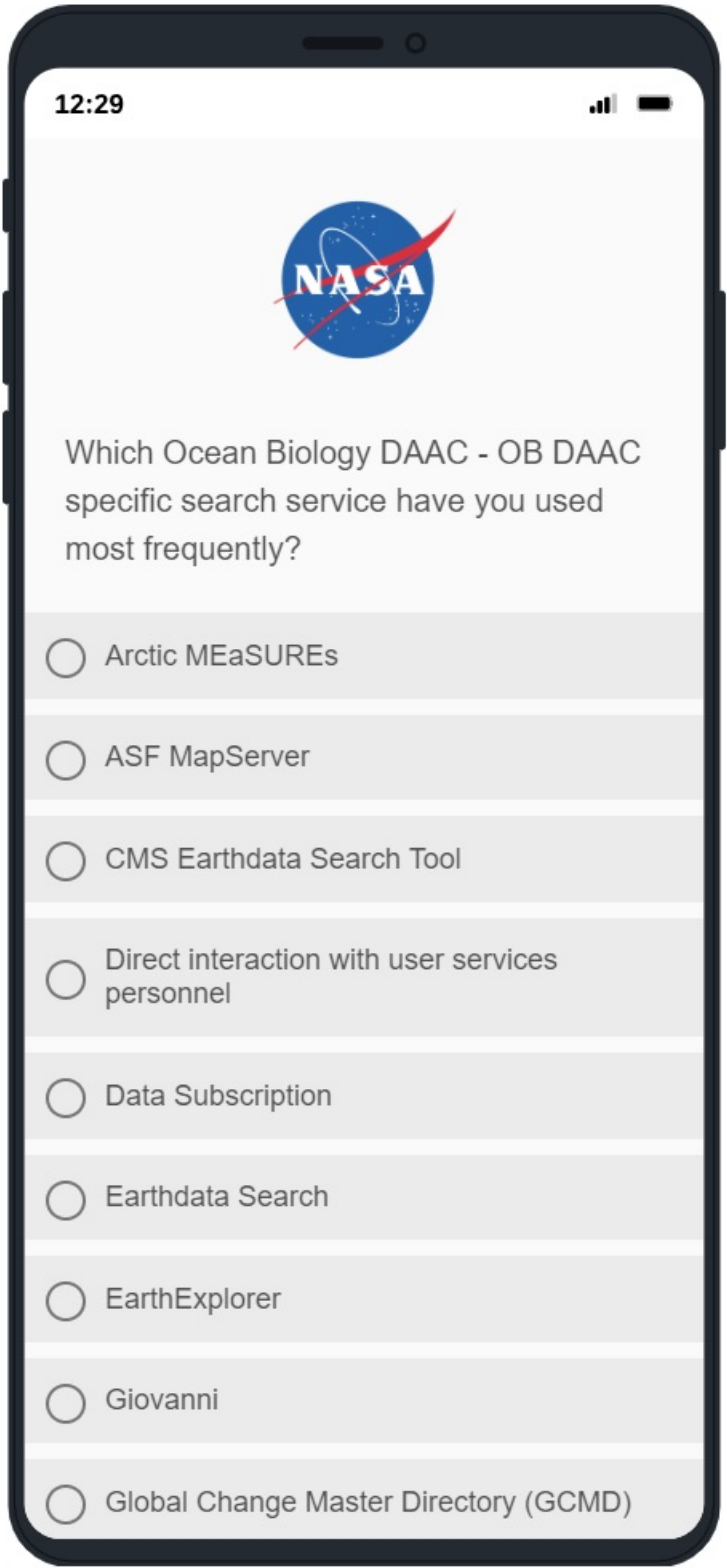
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Which Ocean Biology DAAC - OB DAAC specific search service have you used most frequently?

- Arctic MEaSURES
- ASF MapServer
- CMS Earthdata Search Tool
- Direct interaction with user services personnel
- Data Subscription
- Earthdata Search
- EarthExplorer
- Giovanni
- Global Change Master Directory (GCMD)
- GloVis
- HITIDE
- Internet search tool (e.g., Google Earth, Google)
- LAADS Find Data Interface
- LAADS Web Services (LWS)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- Live Access Server (LAS)
- LP DAAC Data Pool
- MISR Order Tool
- MIST
- MODAPS Web Services (MWS)
- MODIS Land Products Subsets



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Tools



- LP DAAC Data Pool
  - MISR Order Tool
  - MIST
  - MODAPS Web Services (MWS)
  - MODIS Land Products Subsets
  - NSIDC Data Search
  - Ocean Color Web Portal
  - OPeNDAP
  - Operation IceBridge Portal
  - PO.DAAC Dataset Discovery
  - Spatial Data Access Tool (SDAT)
  - Terrestrial Ecology
  - THREDDS
  - URSA
  - Vertex
  - Wetlands MEaSURES
  - Other (please specify)
- 
- None of the above
  - I don't know

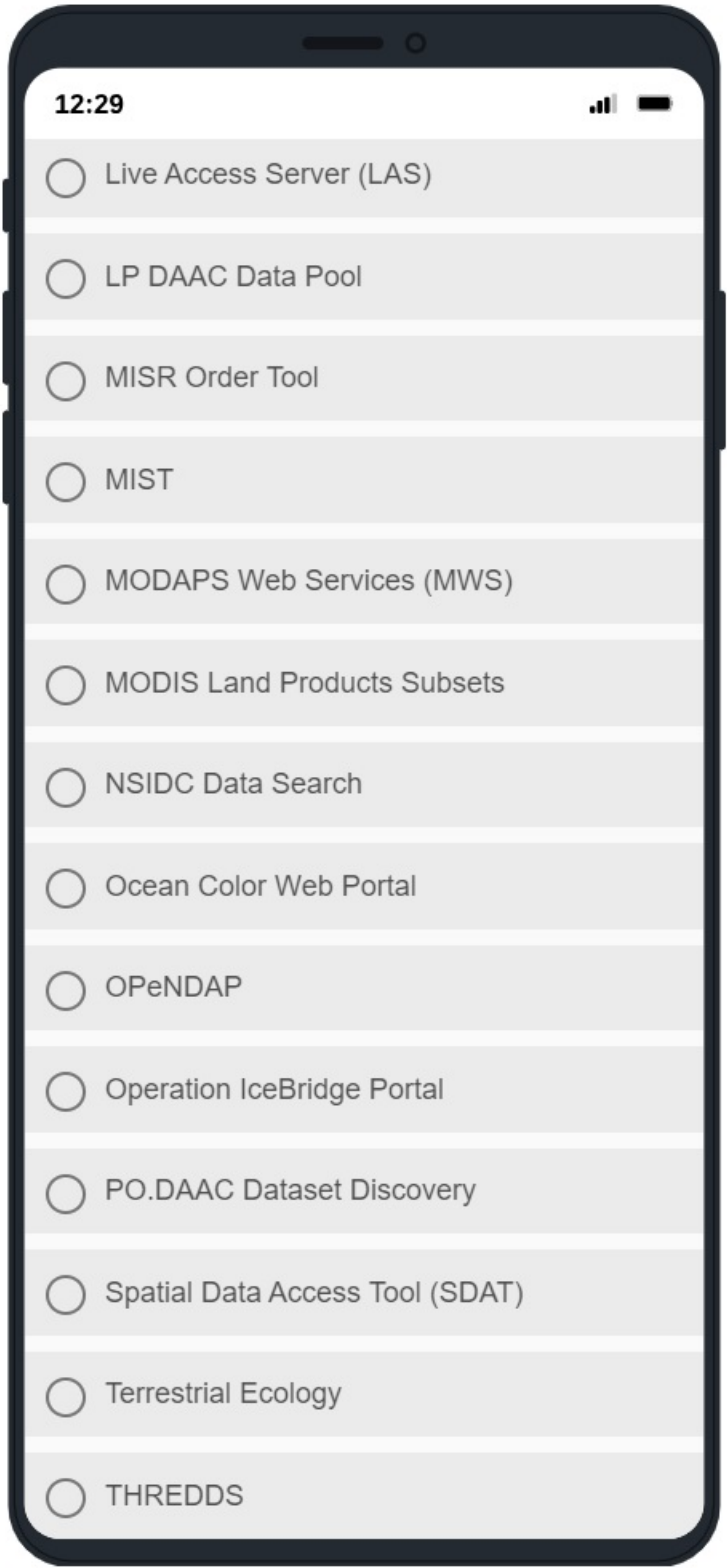
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Thinking about your data or services from Ocean Biology DAAC - OB DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

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

How well the search results met your needs v

Back

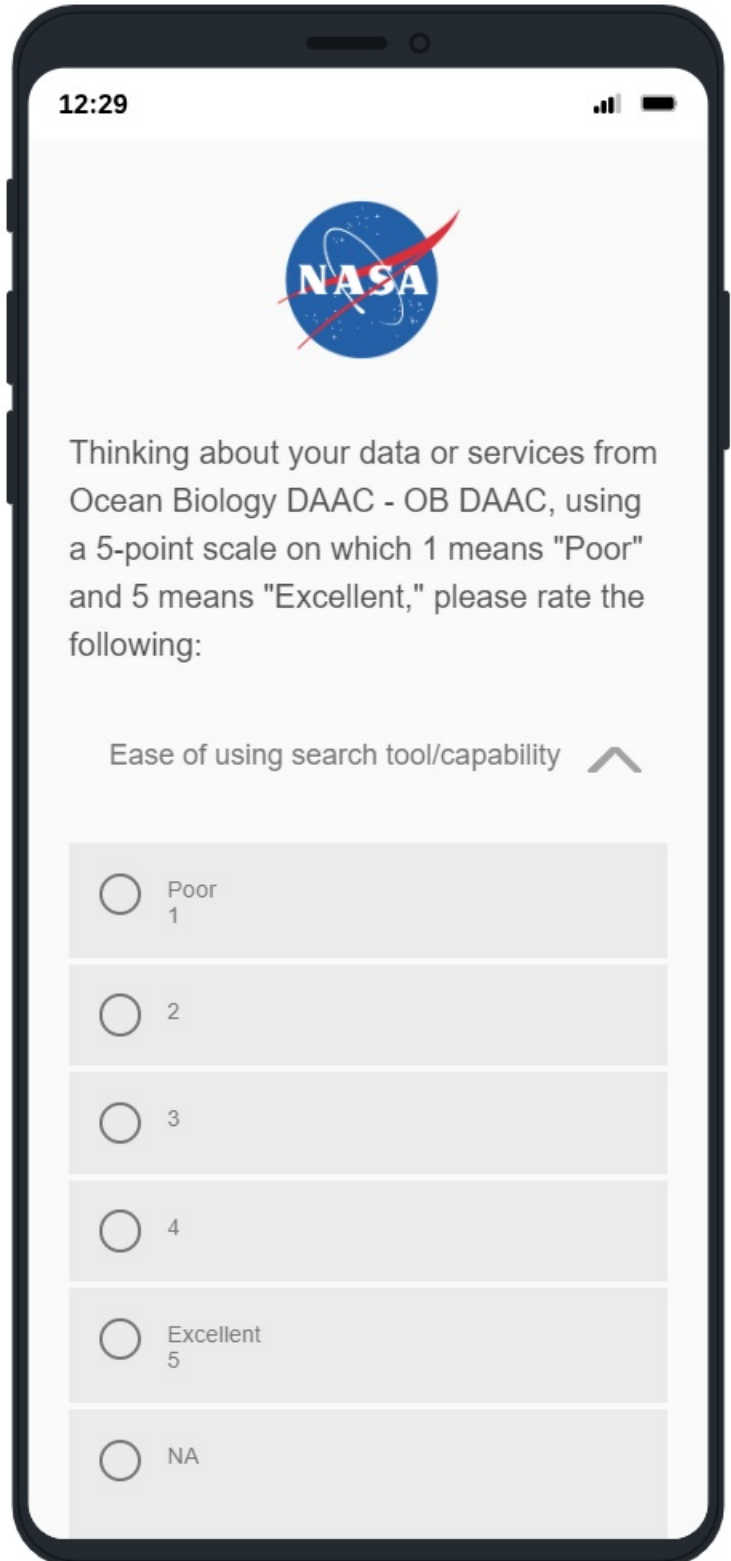
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Thinking about your data or services from Ocean Biology DAAC - OB DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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

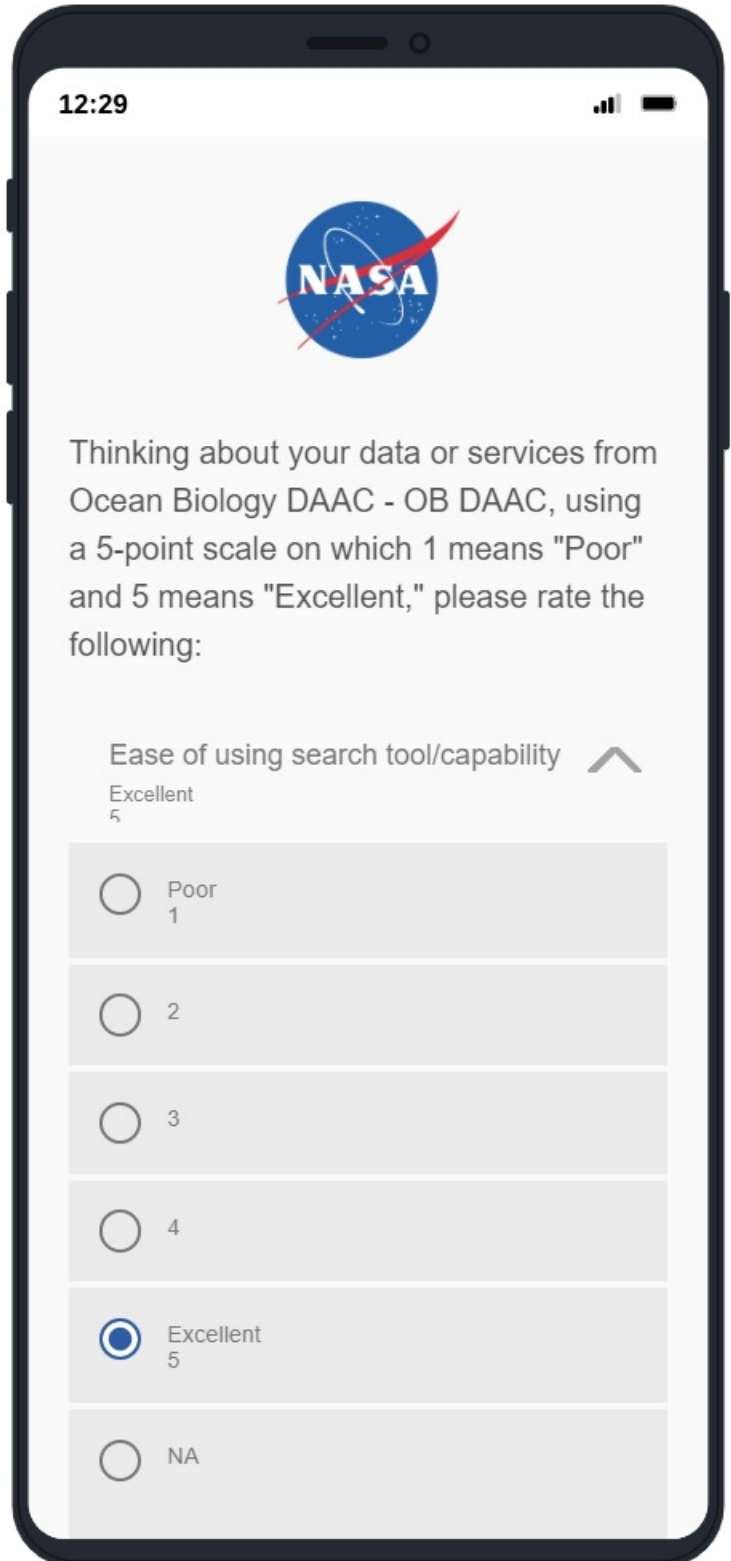
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How often did you generally find what you were looking for?

- 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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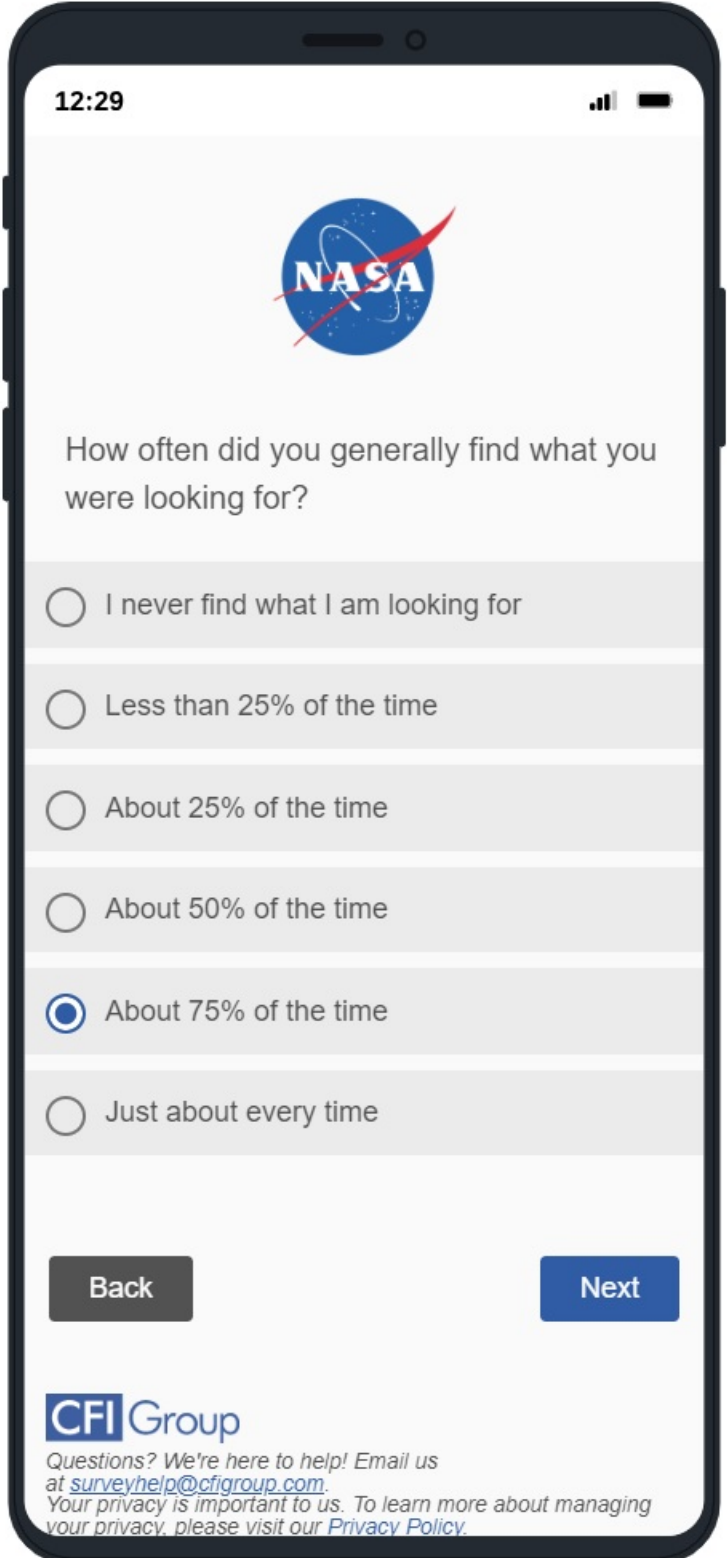
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Clear

Tools



Please comment on your experience with the search method(s) you used for Ocean Biology DAAC - OB 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.

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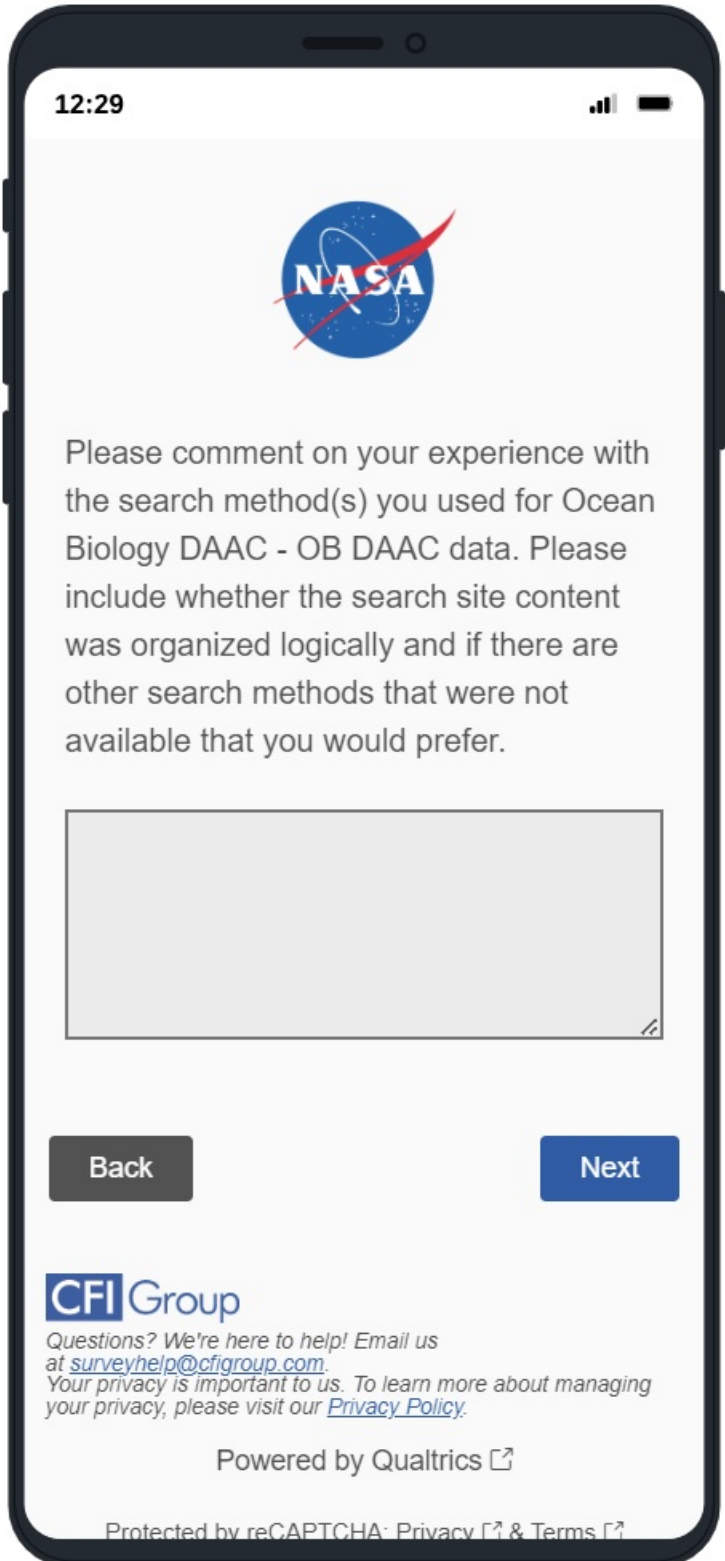
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Did you request/acquire data products from Ocean Biology DAAC - OB DAAC in the last year?

Yes

No

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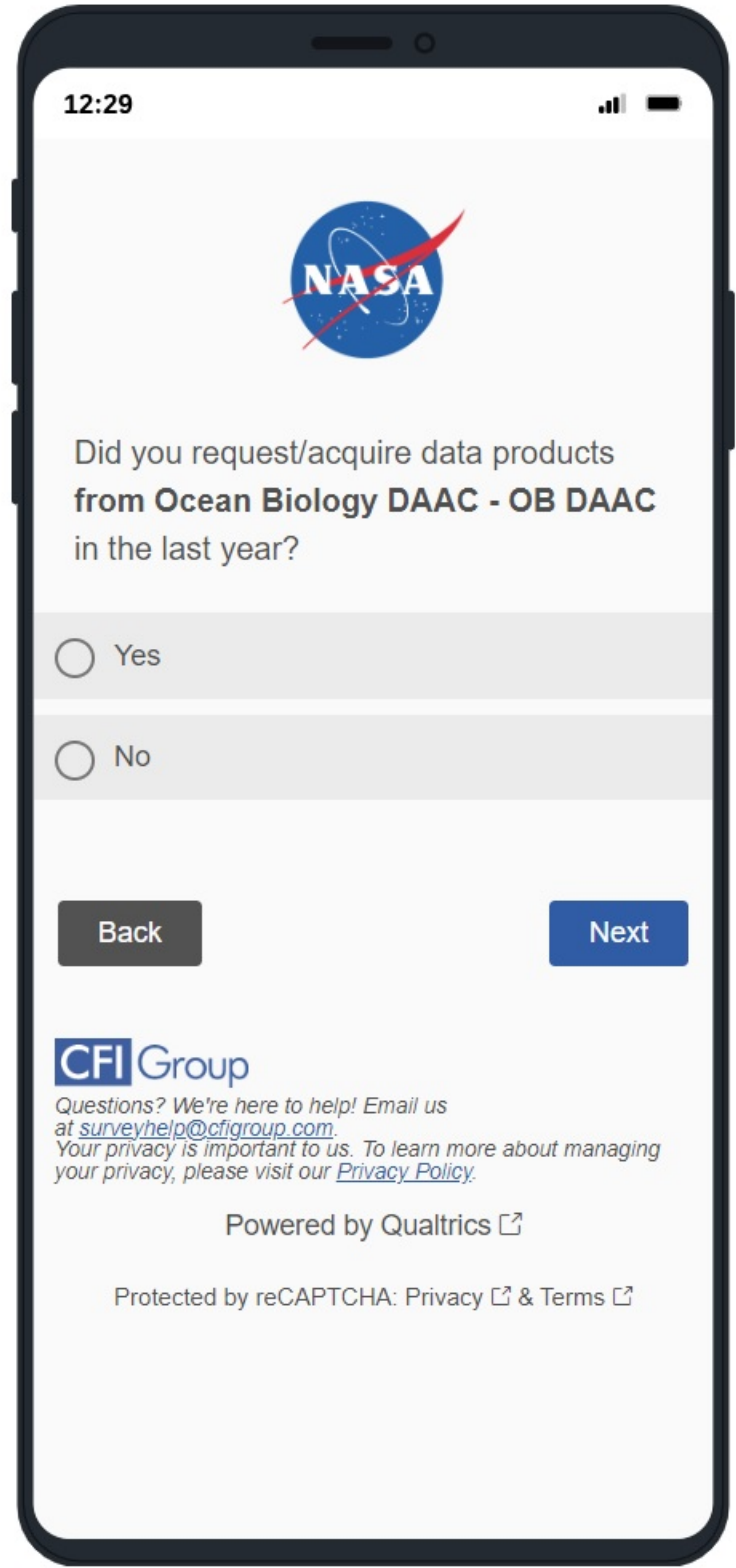
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Did you request/acquire data products from Ocean Biology DAAC - OB DAAC in the last year?

Yes

No

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Thinking about your data from Ocean Biology DAAC - OB 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 v

Direct downloads v

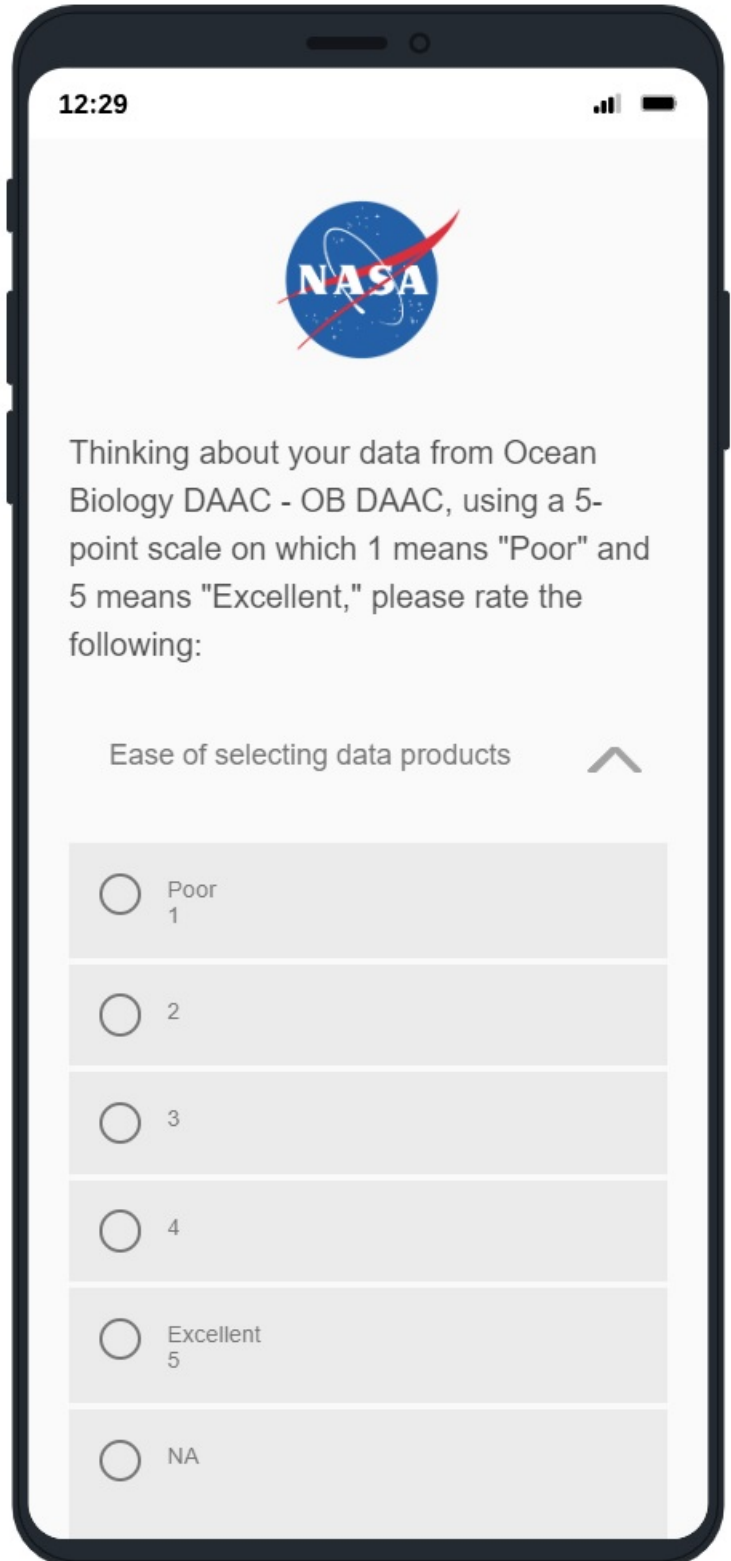
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Ease of selecting data products ^

Poor  
1

2

3

4

Excellent  
5

NA



Thinking about your data from Ocean Biology DAAC - OB 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 ▼

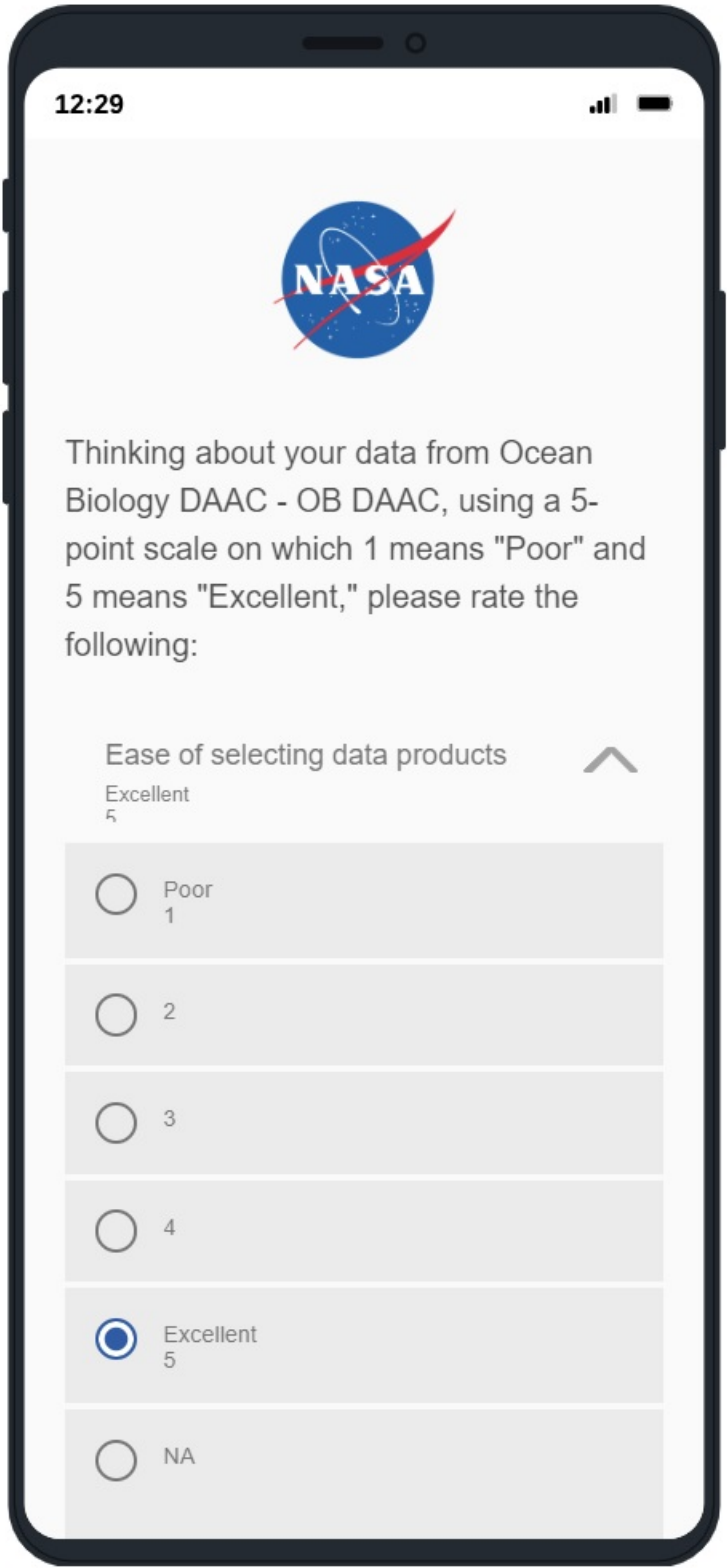
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Thinking about your data from Ocean Biology DAAC - OB DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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

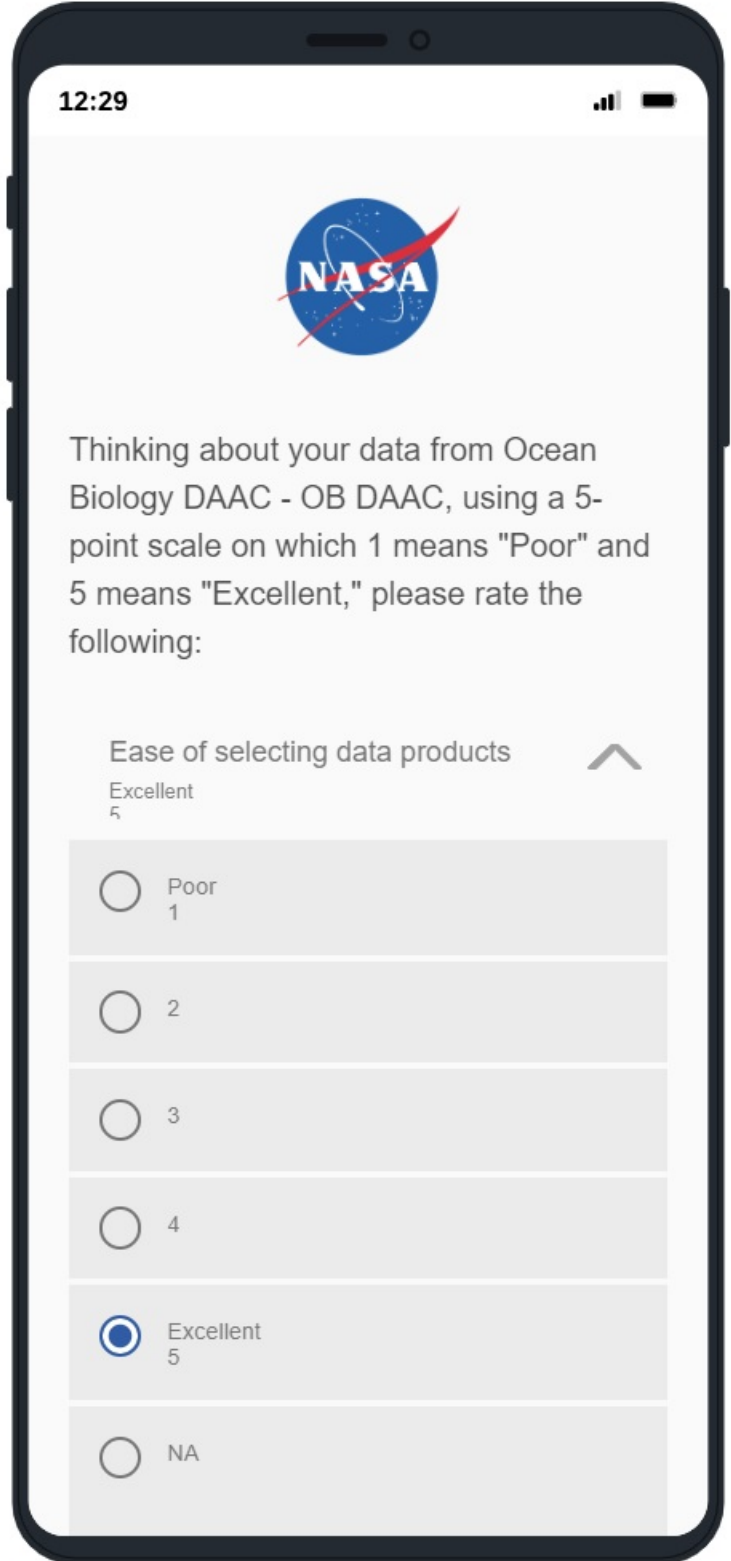
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Did you download data or receive data from Ocean Biology DAAC - OB DAAC?

Yes

No

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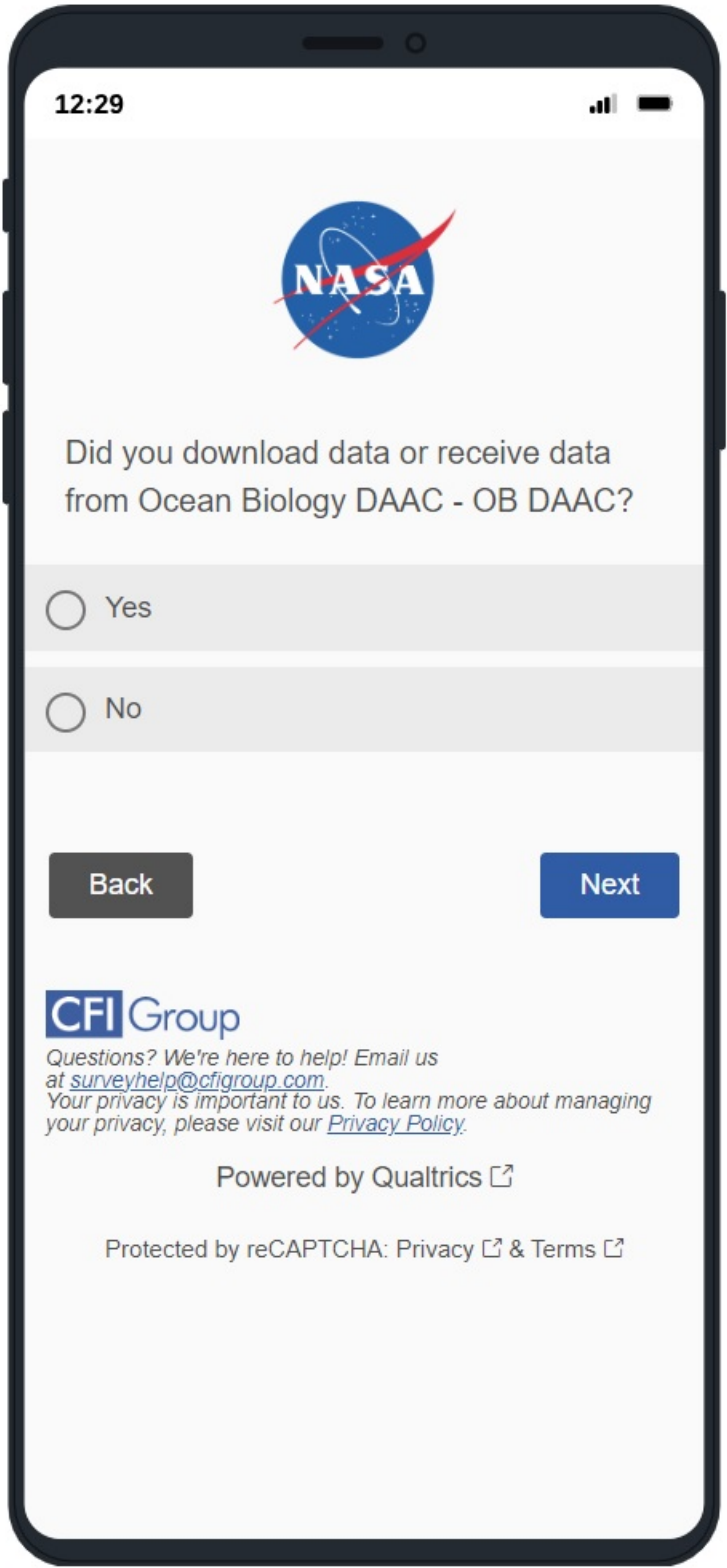
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Yes

No

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Thinking about your data from Ocean Biology DAAC - OB 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

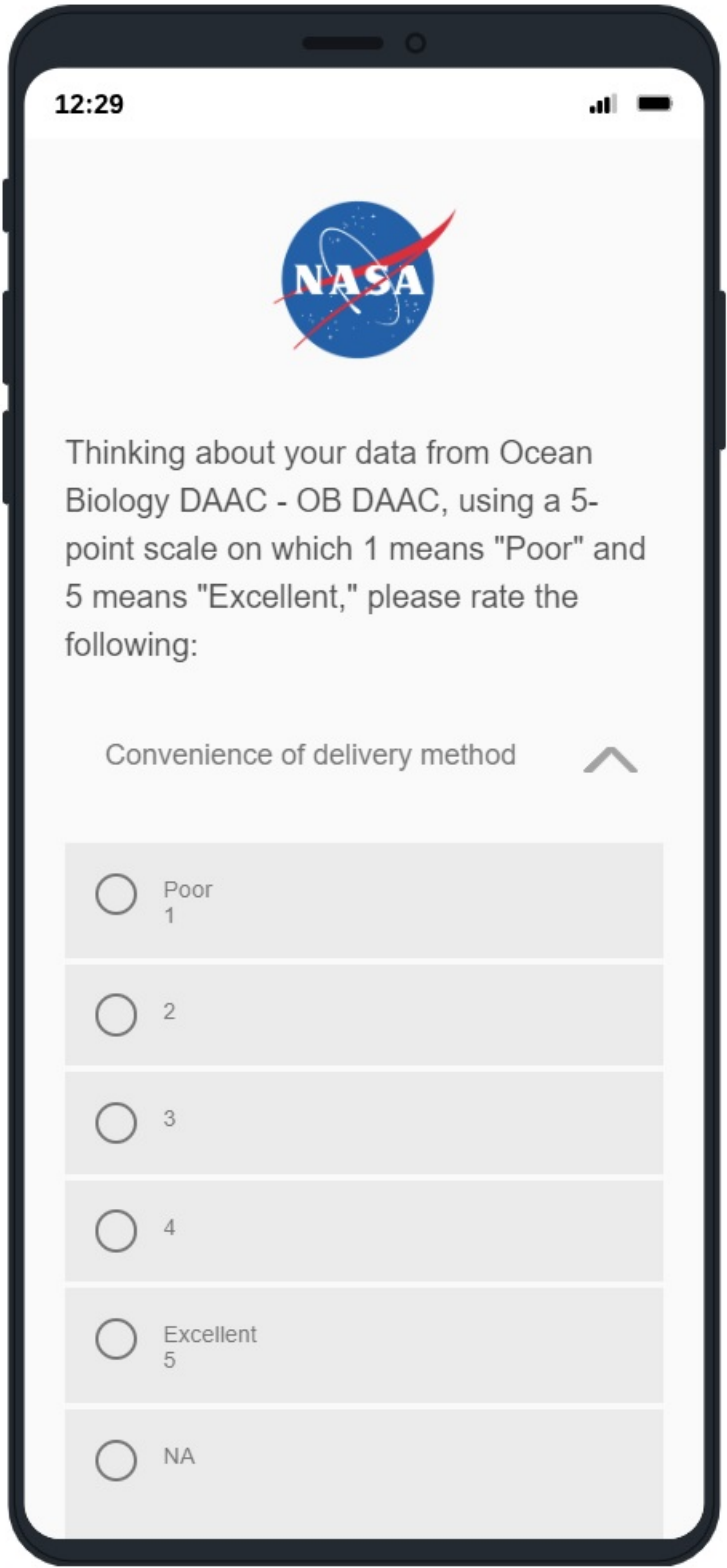
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Thinking about your data from Ocean Biology DAAC - OB DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method  
Excellent  
5



Speed of delivery method



Poor  
1

2

3

4

Excellent  
5

NA

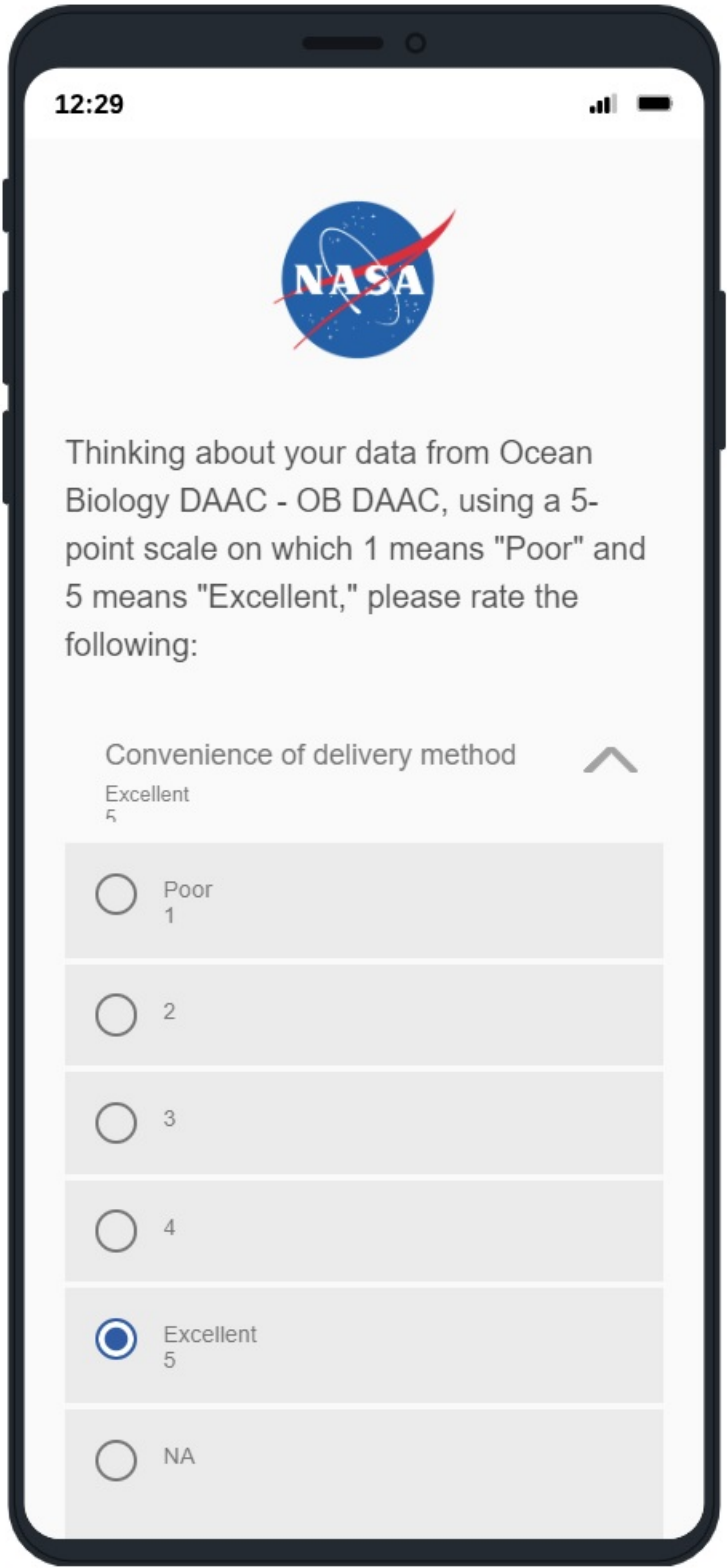
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Empty text input box for user comments.

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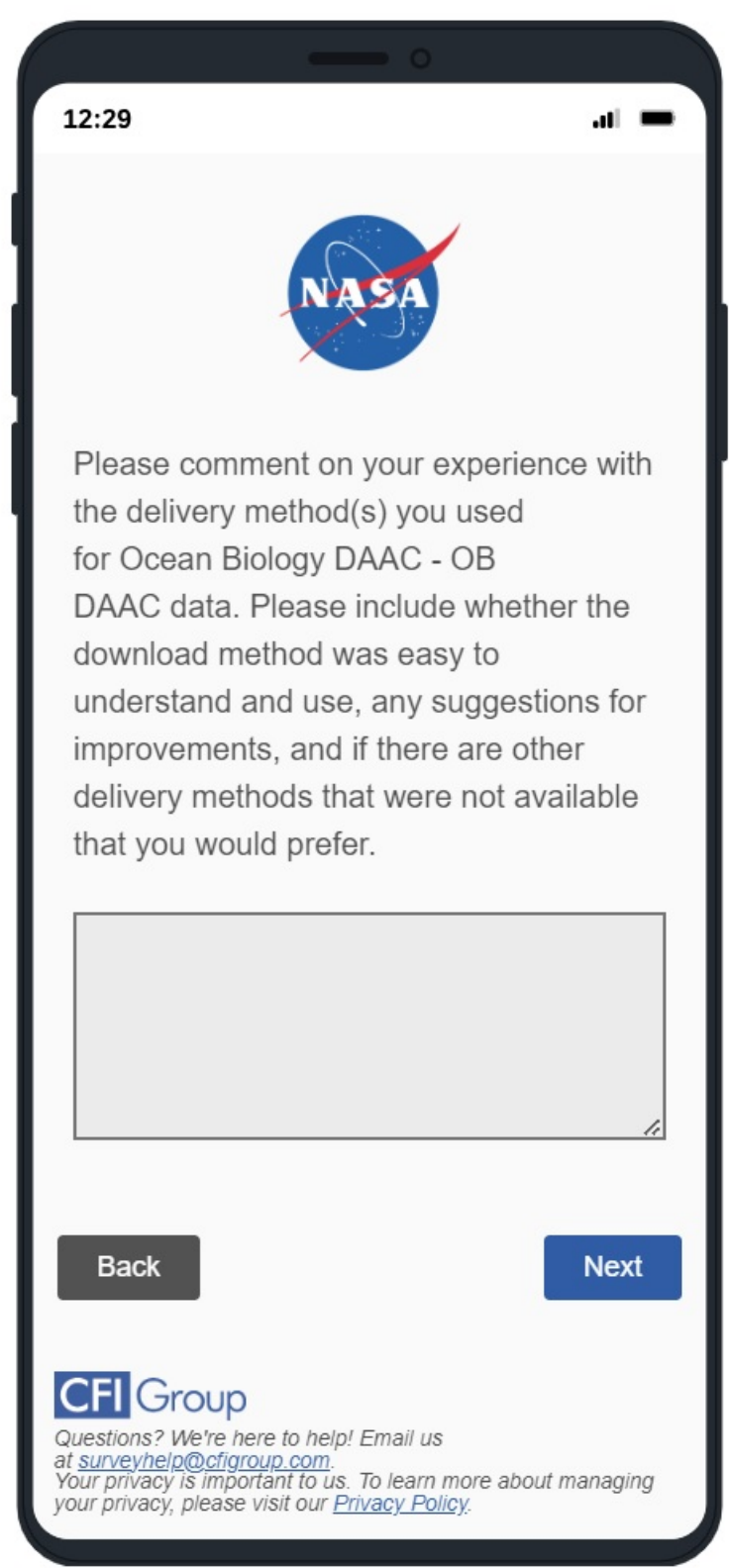
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Empty text input box on mobile screen.

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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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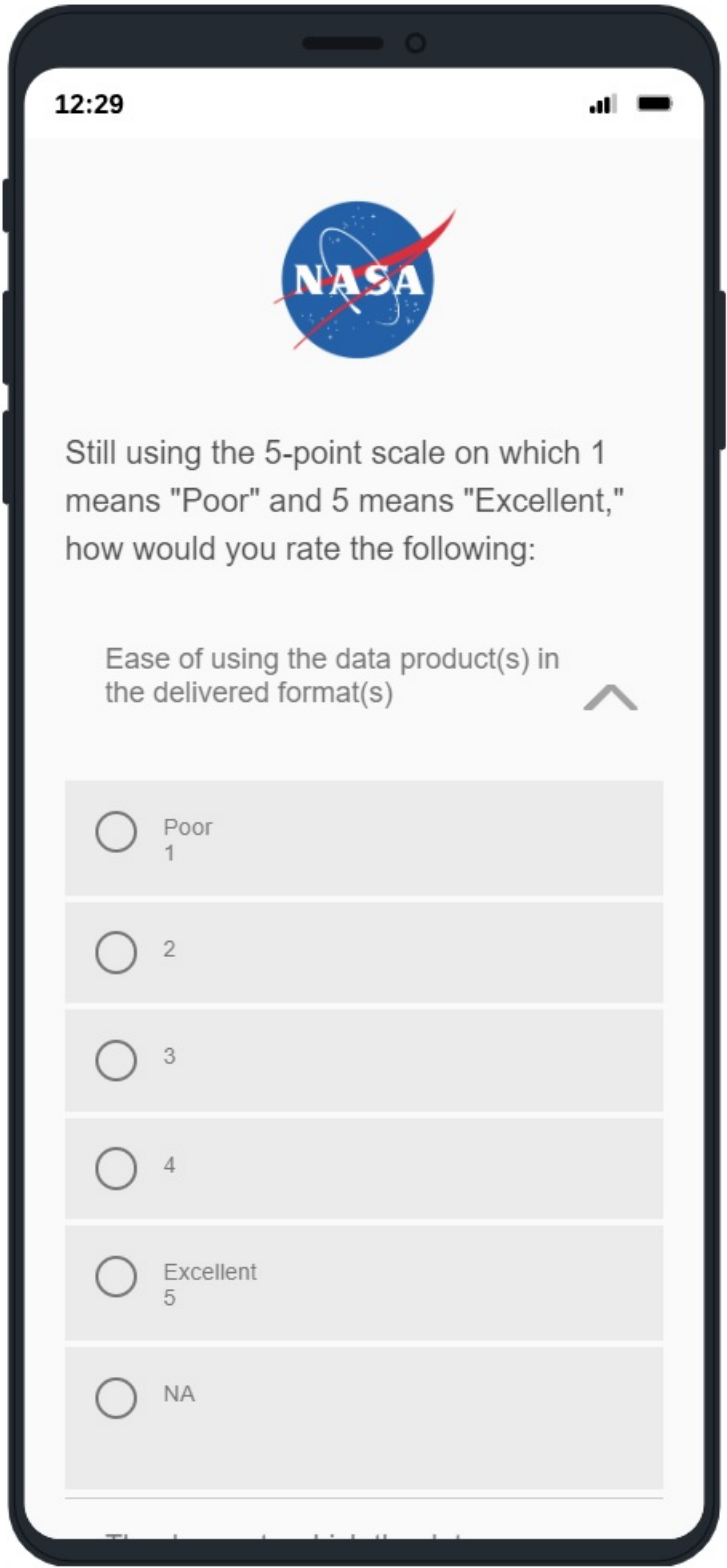
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Tools



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

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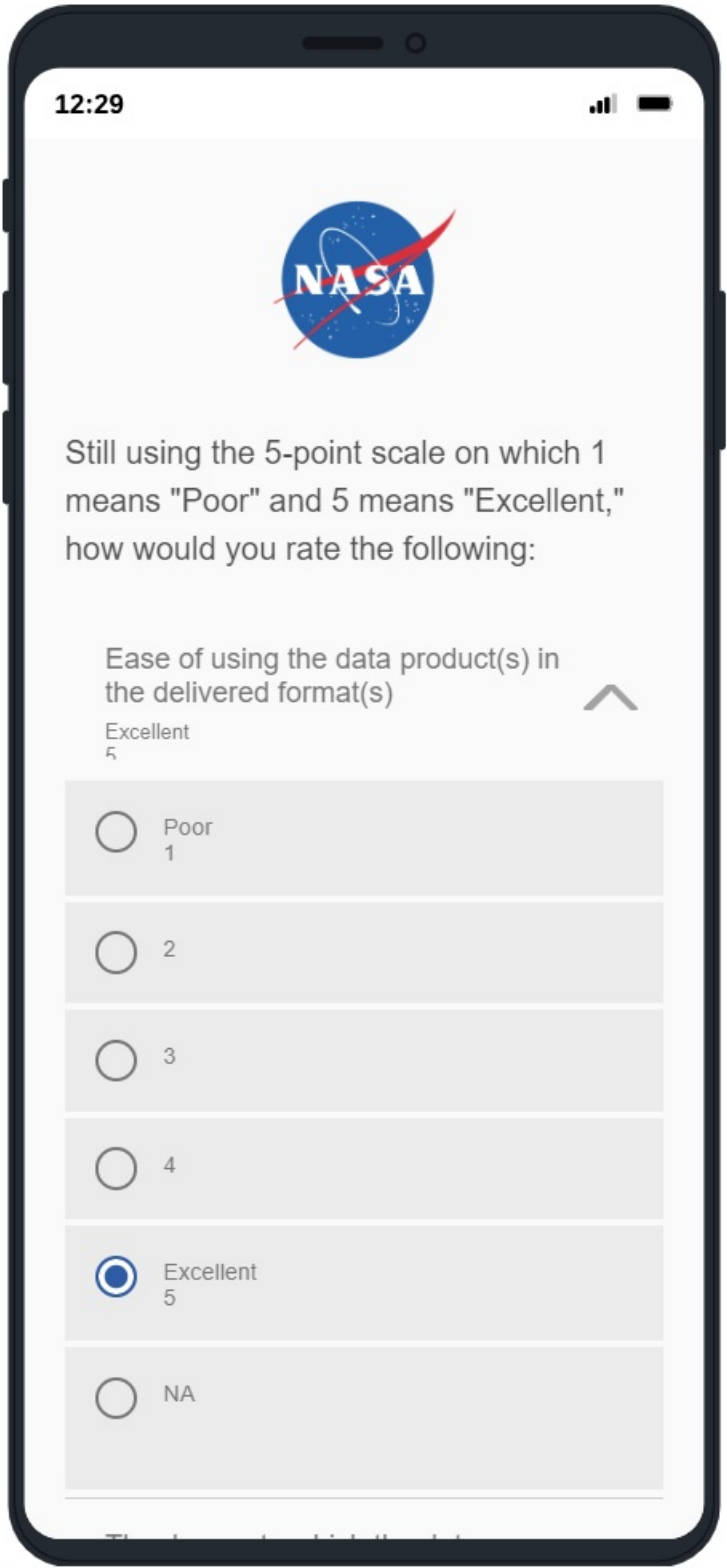
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Excellent 5

Poor 1

2

3

4

Excellent 5

NA



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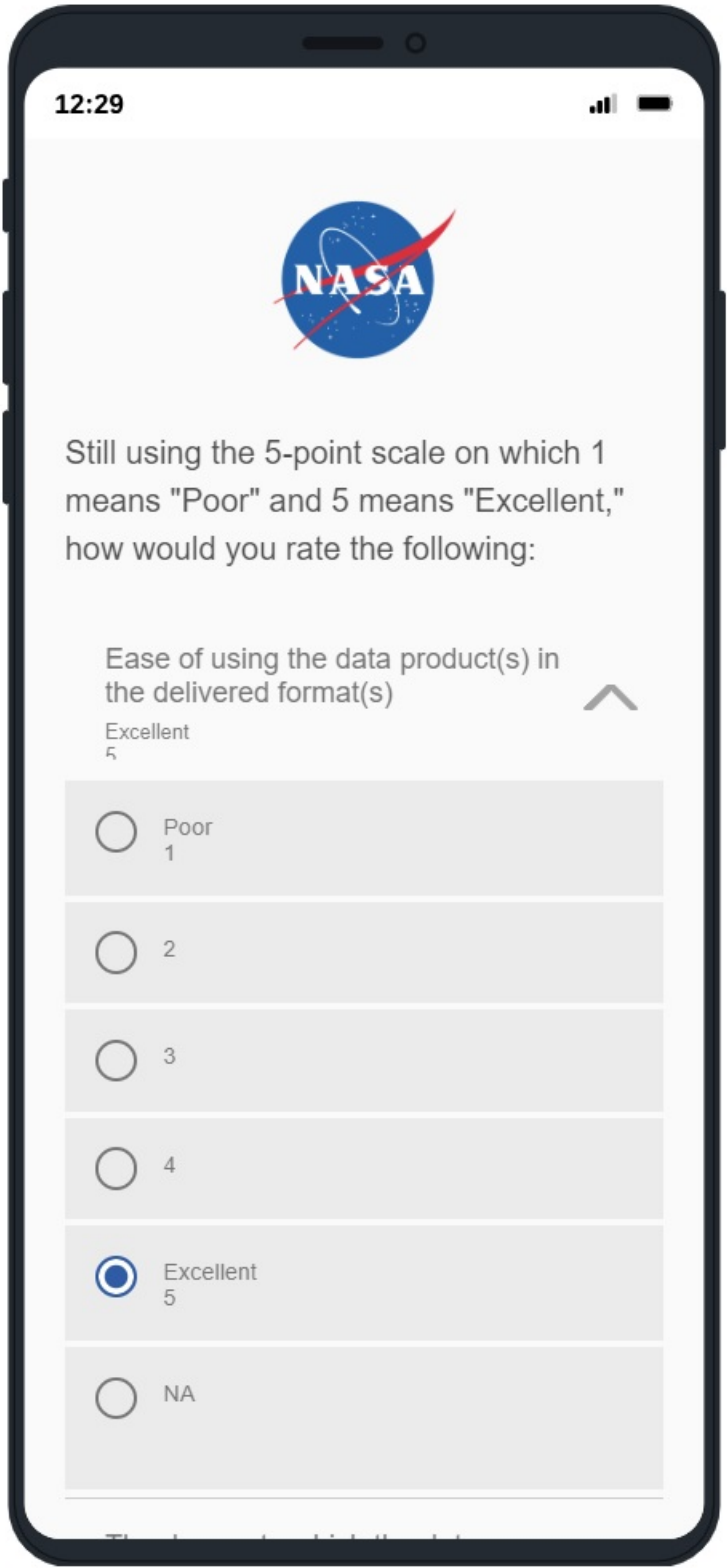
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA

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Tools



Thinking about your most recent experience with data from Ocean Biology DAAC - OB 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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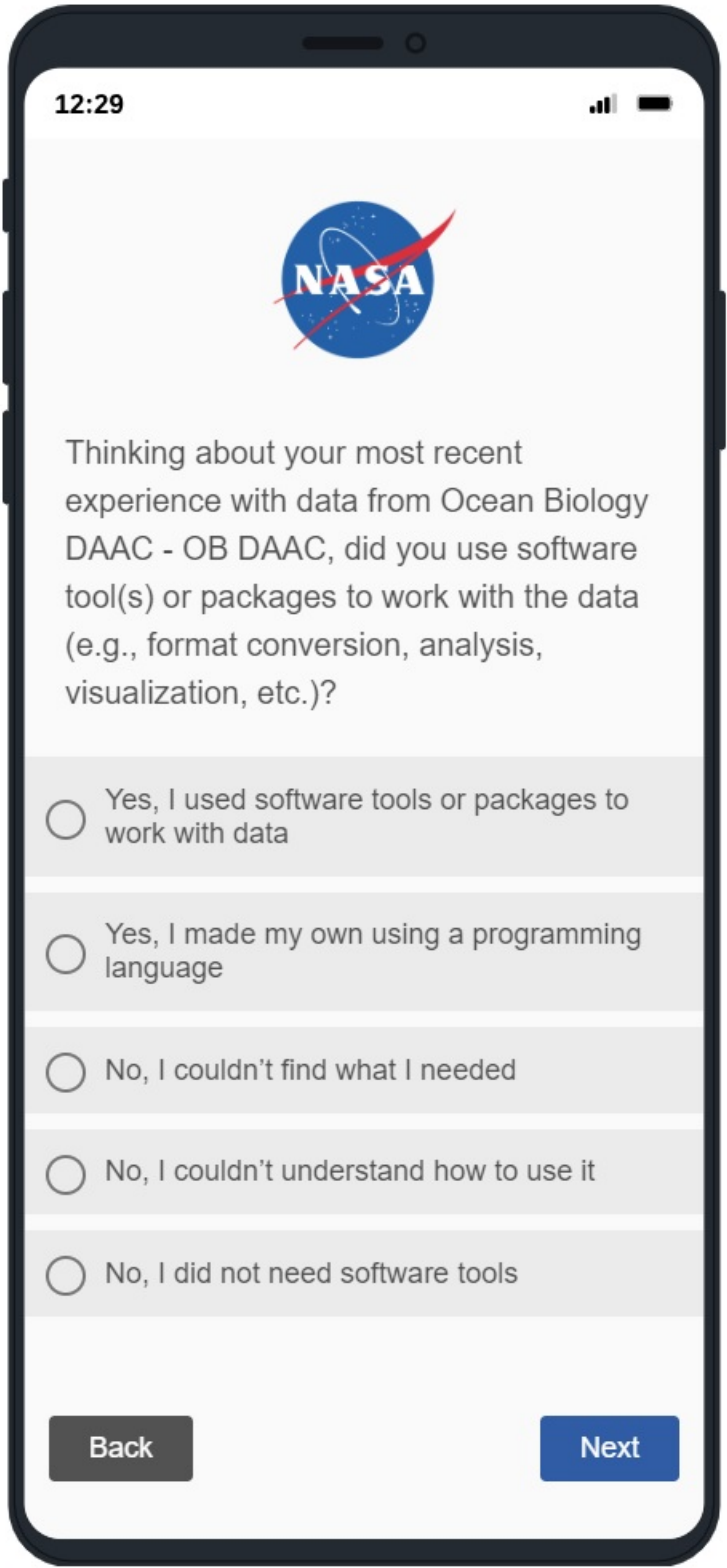
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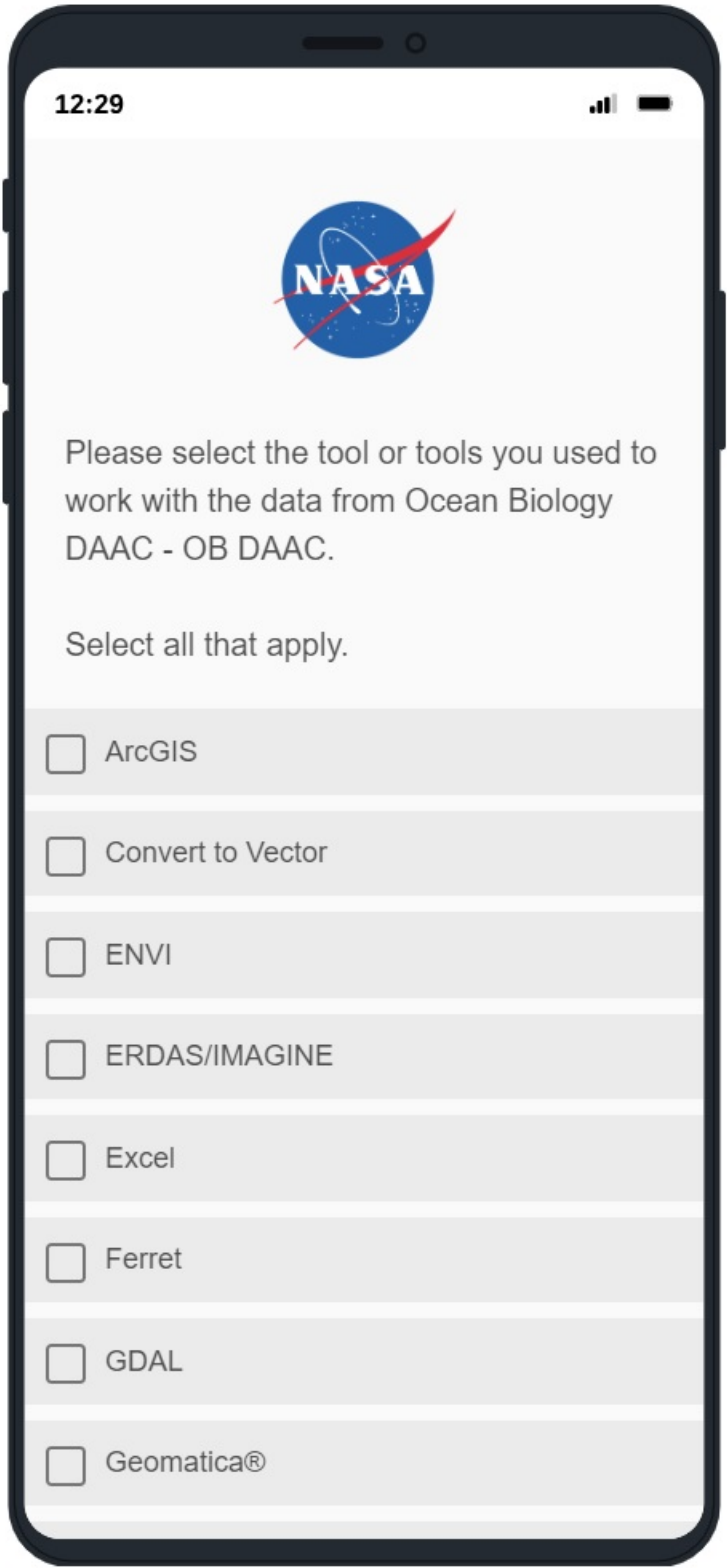




Please select the tool or tools you used to work with the data from Ocean Biology DAAC - OB DAAC.

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



Restart Survey

Go to Bookmark

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

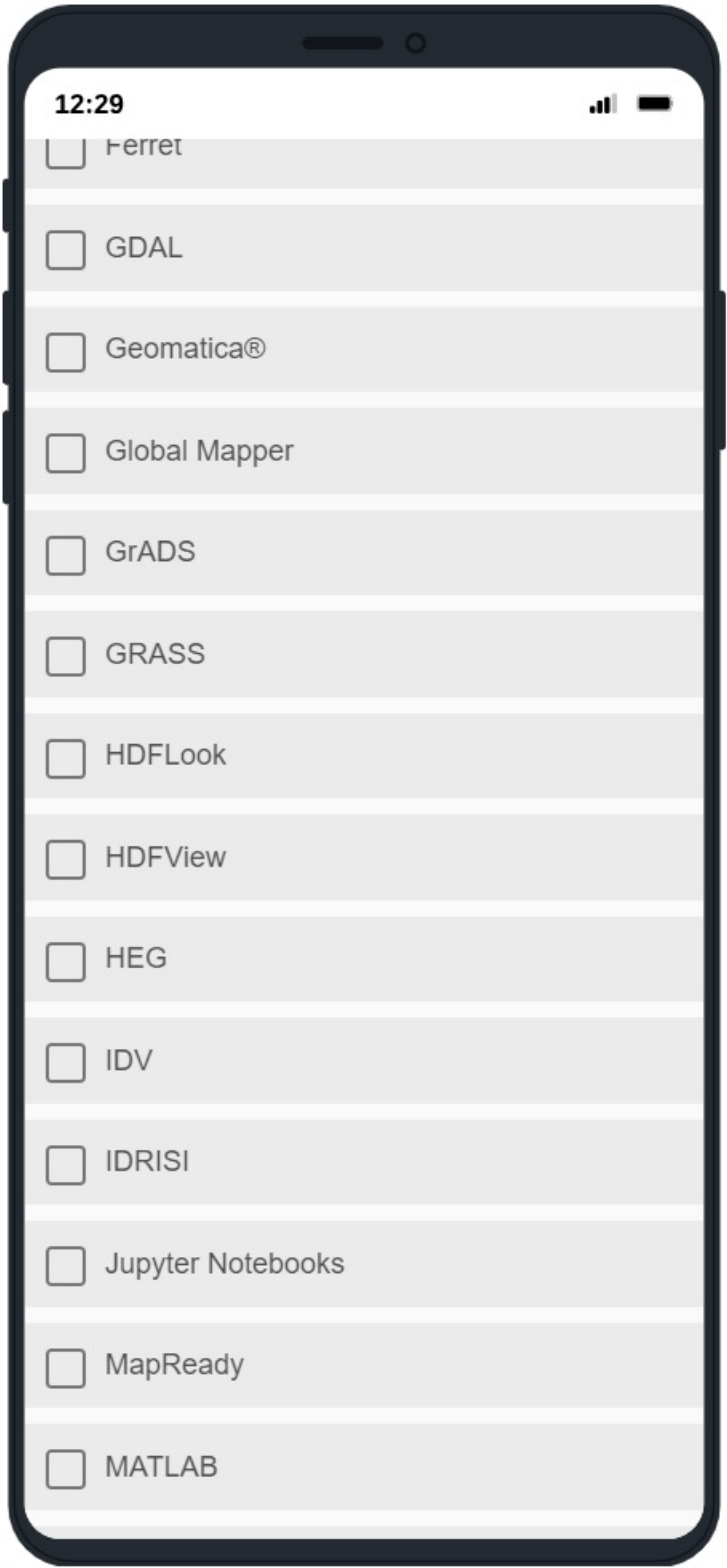
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Which programming language do you generally use to work with data?

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

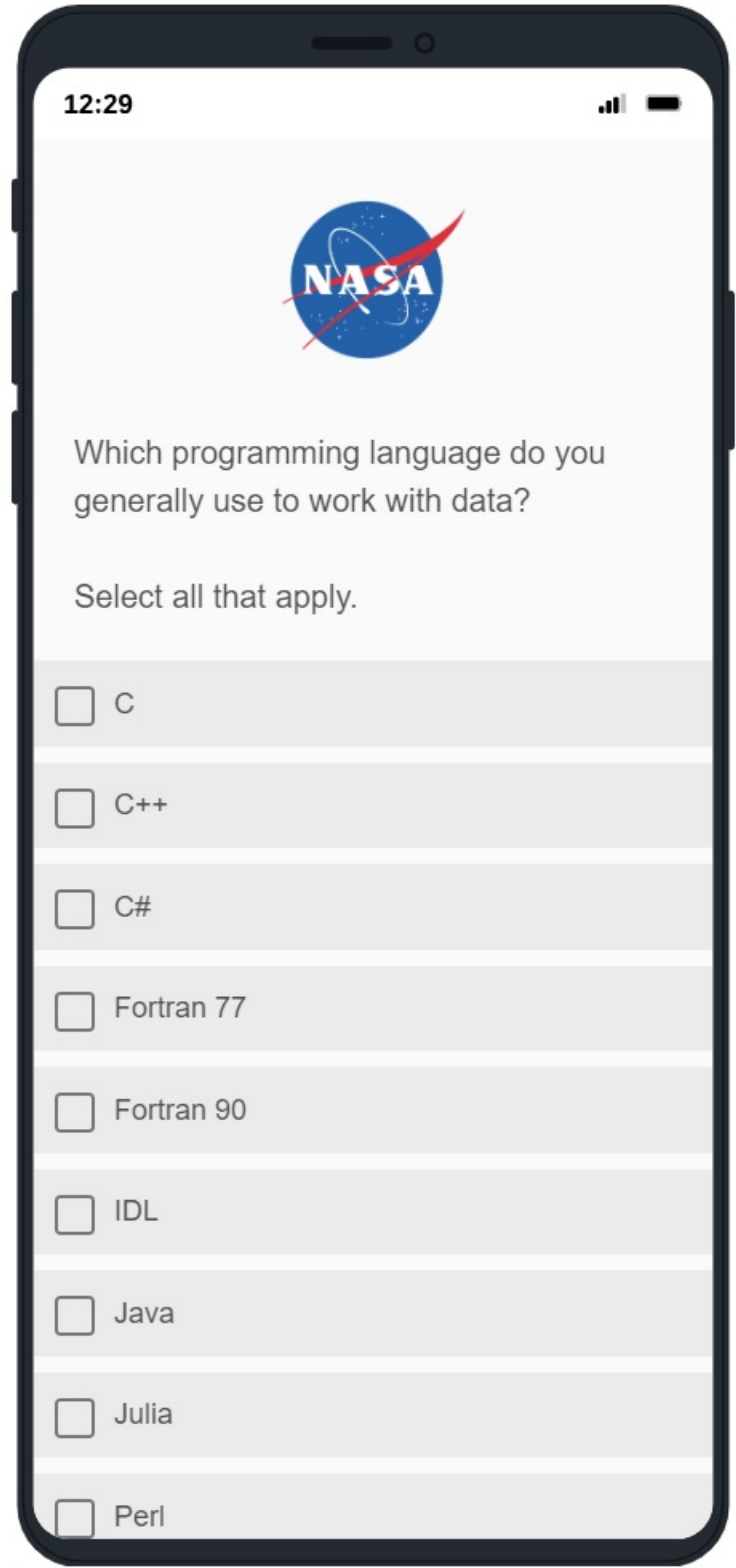
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Did you look for or get documentation related to the data?

Yes

No

Back

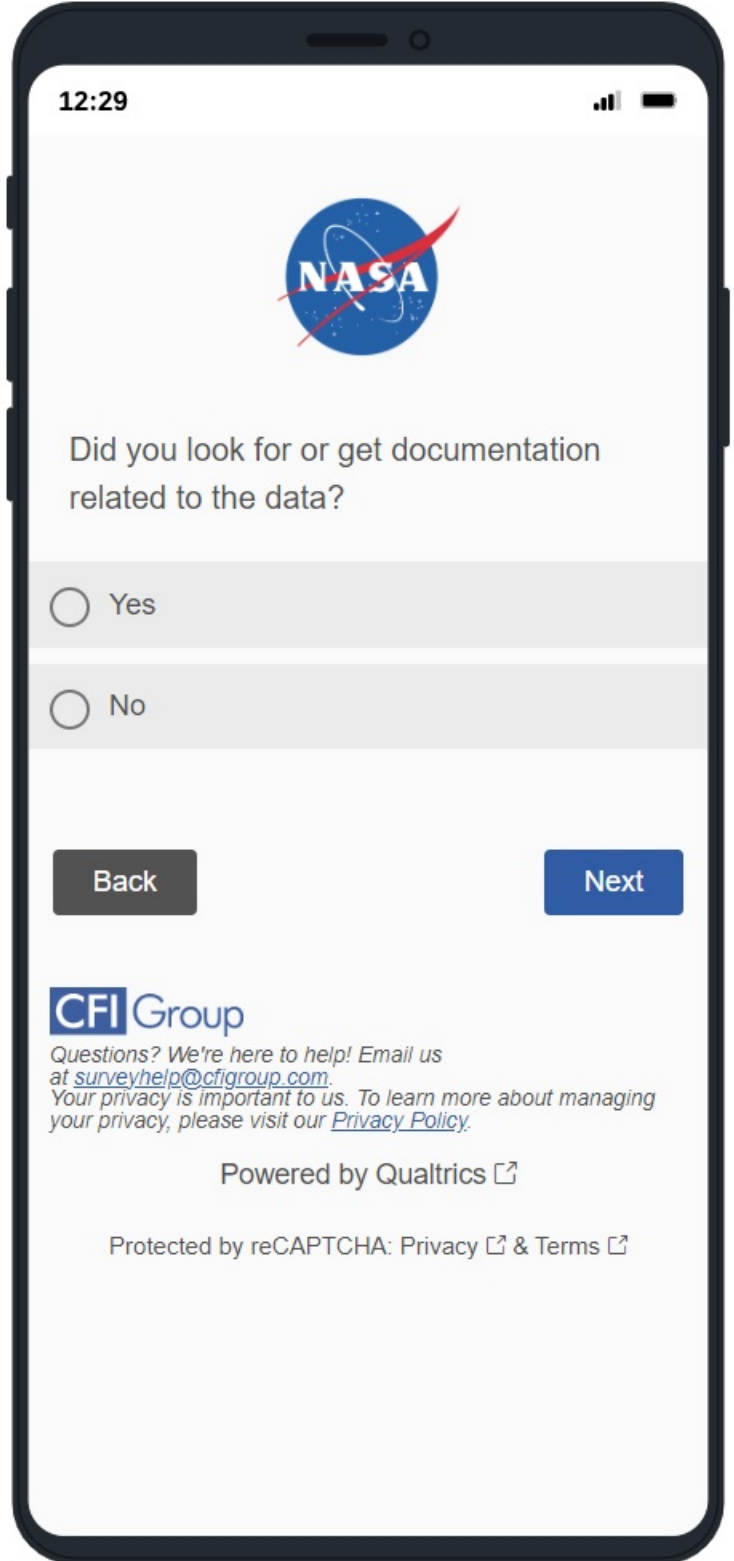
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Did you look for or get documentation related to the data?

Yes

No

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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

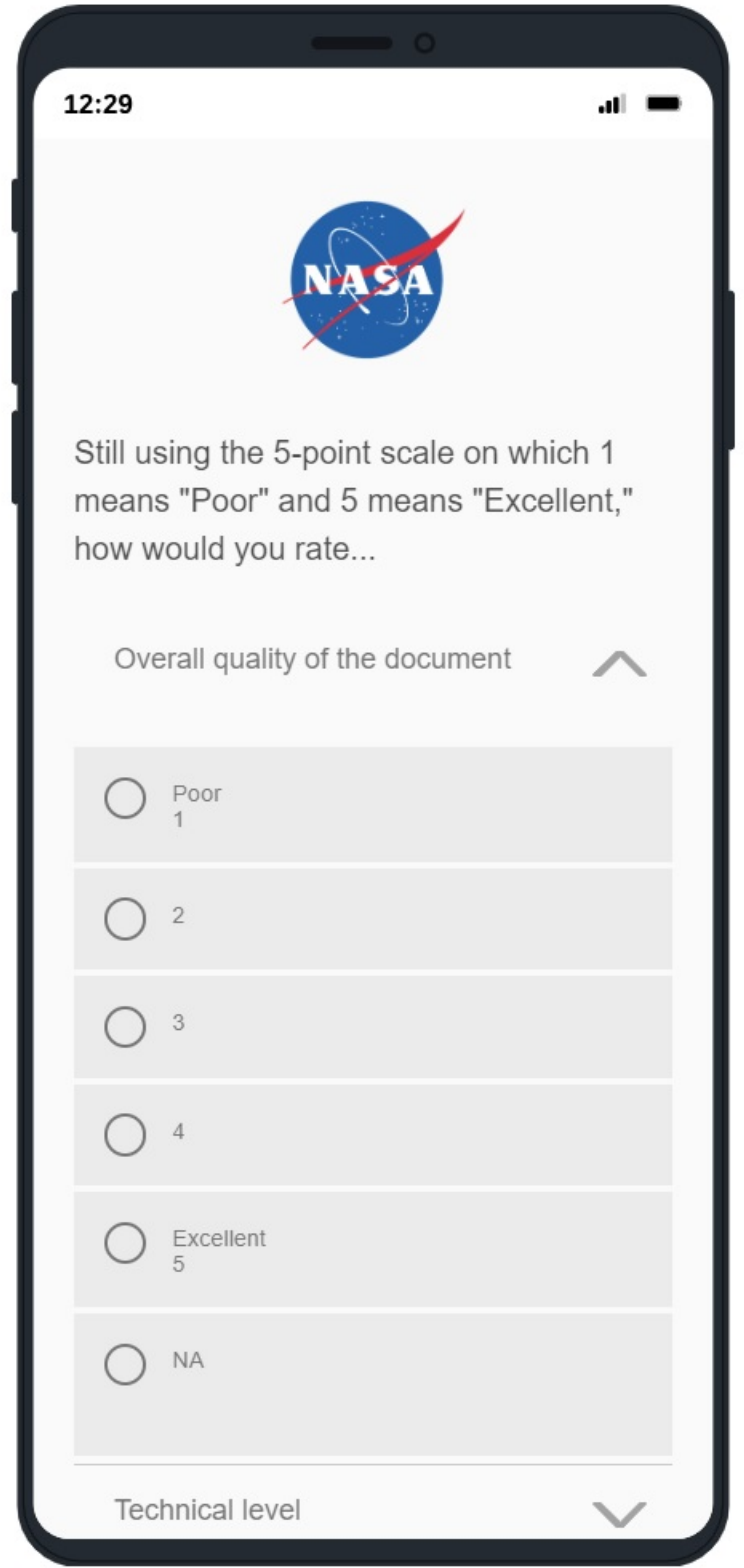
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

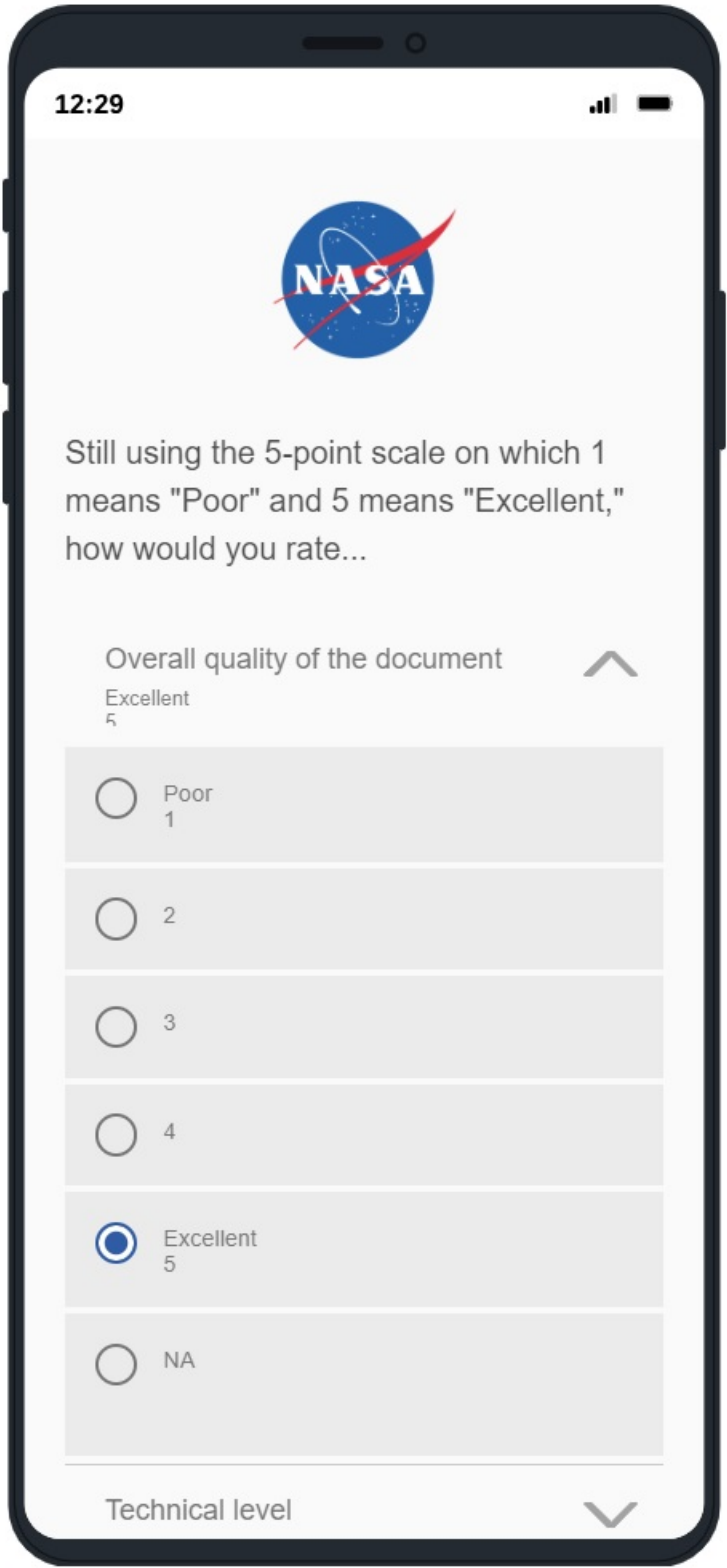
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Restart Survey

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

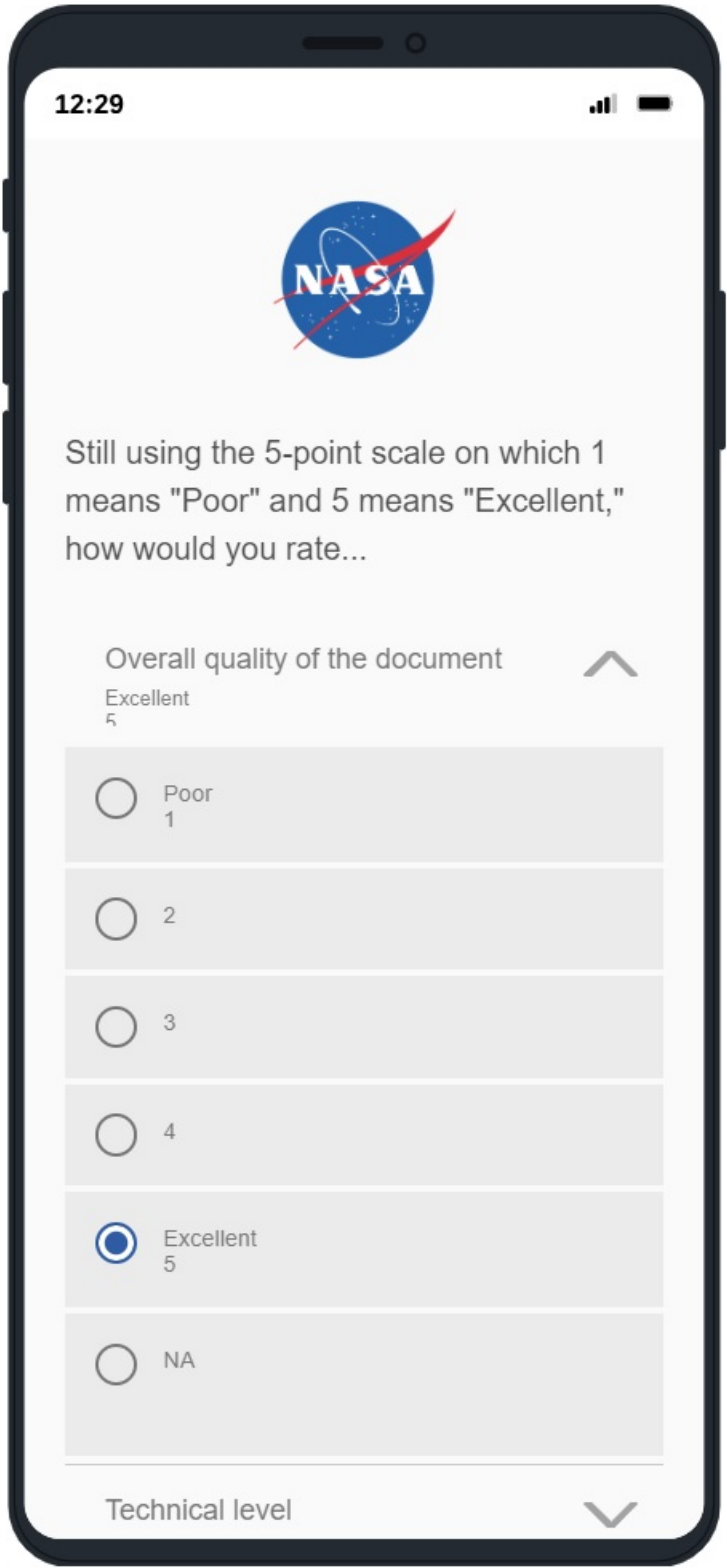
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Restart Survey

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

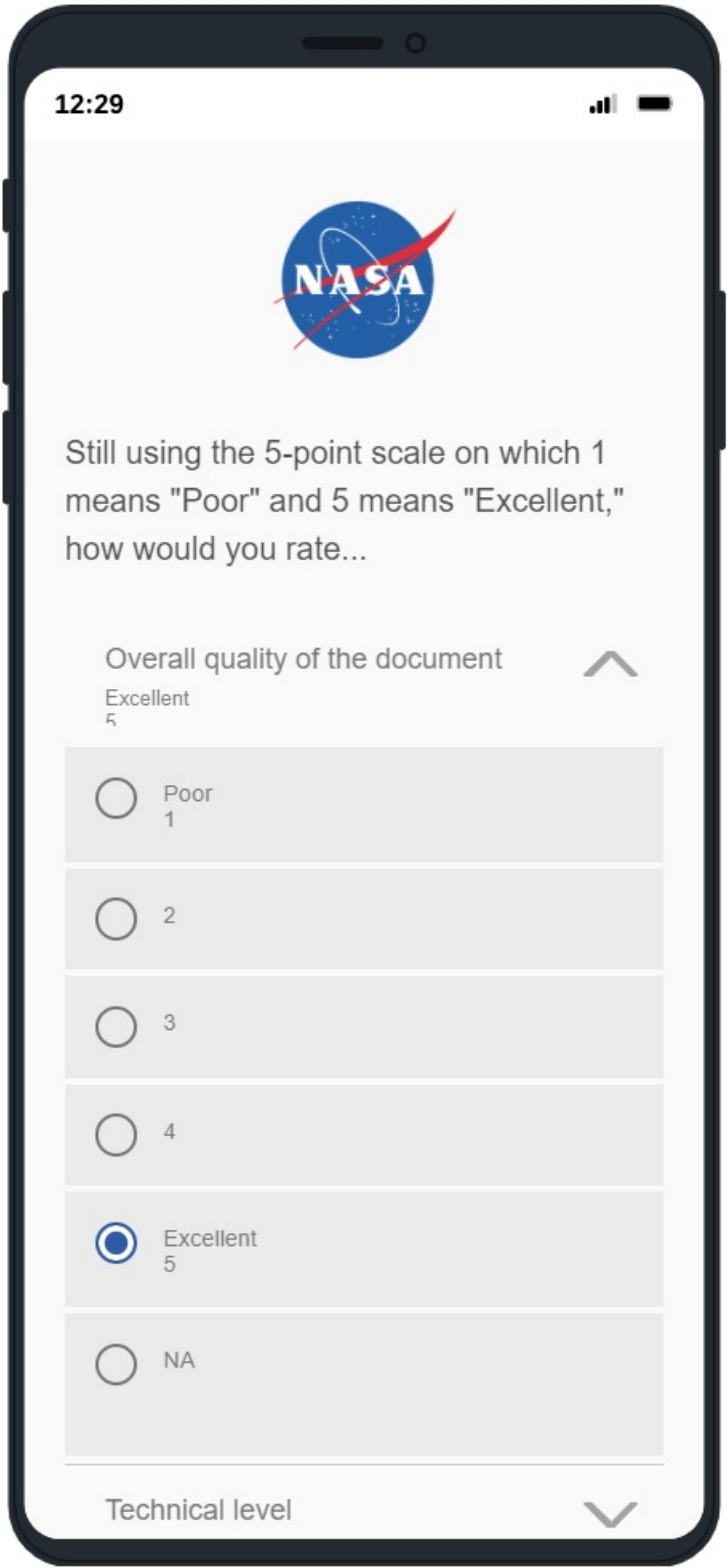
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document  
Excellent  
5

Poor  
1

2

3

4

Excellent  
5

NA

Technical level



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

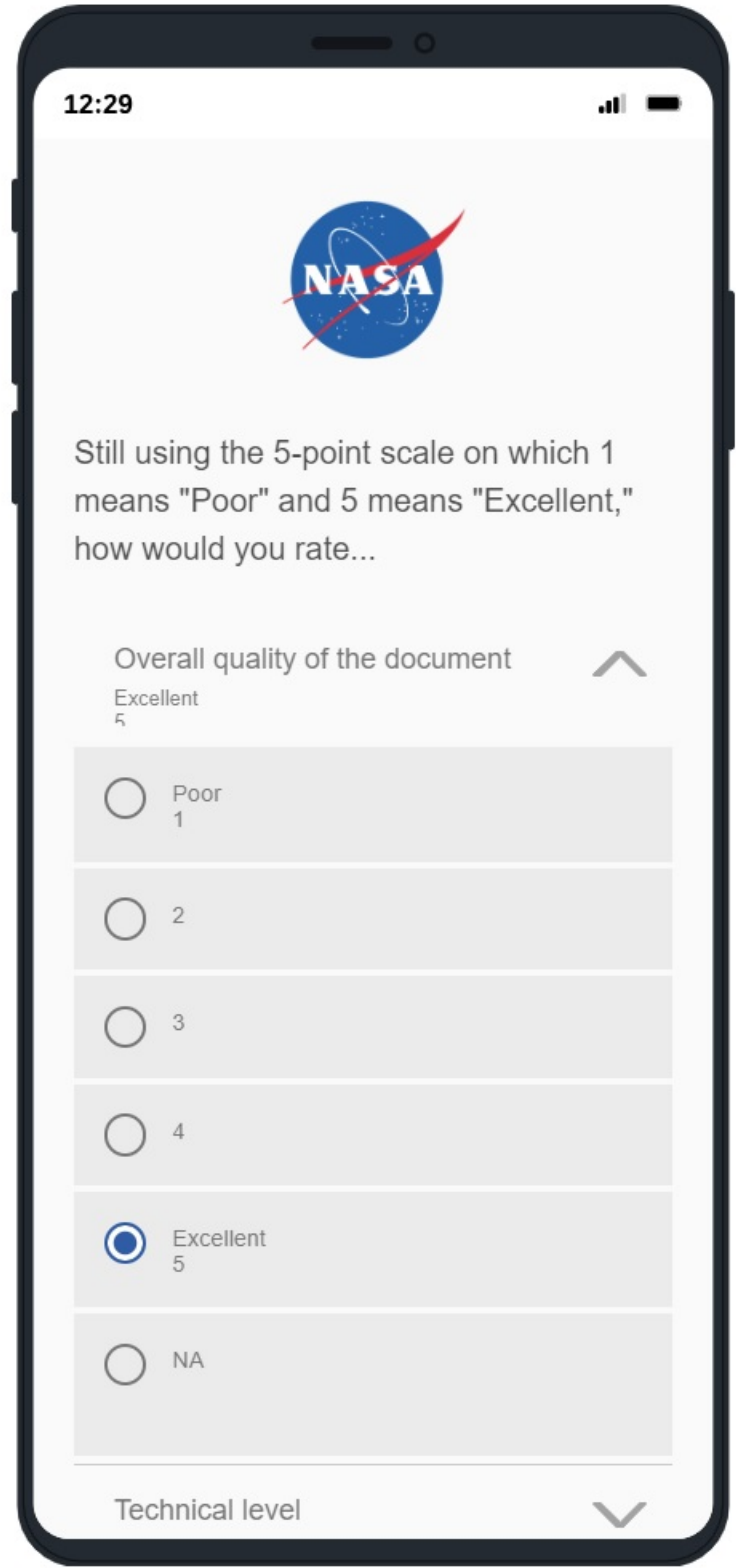
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

Excellent 5

Poor 1

2

3

4

Excellent 5

NA

Technical level

Restart Survey

Go to Bookmark

Clear

Tools



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

Back

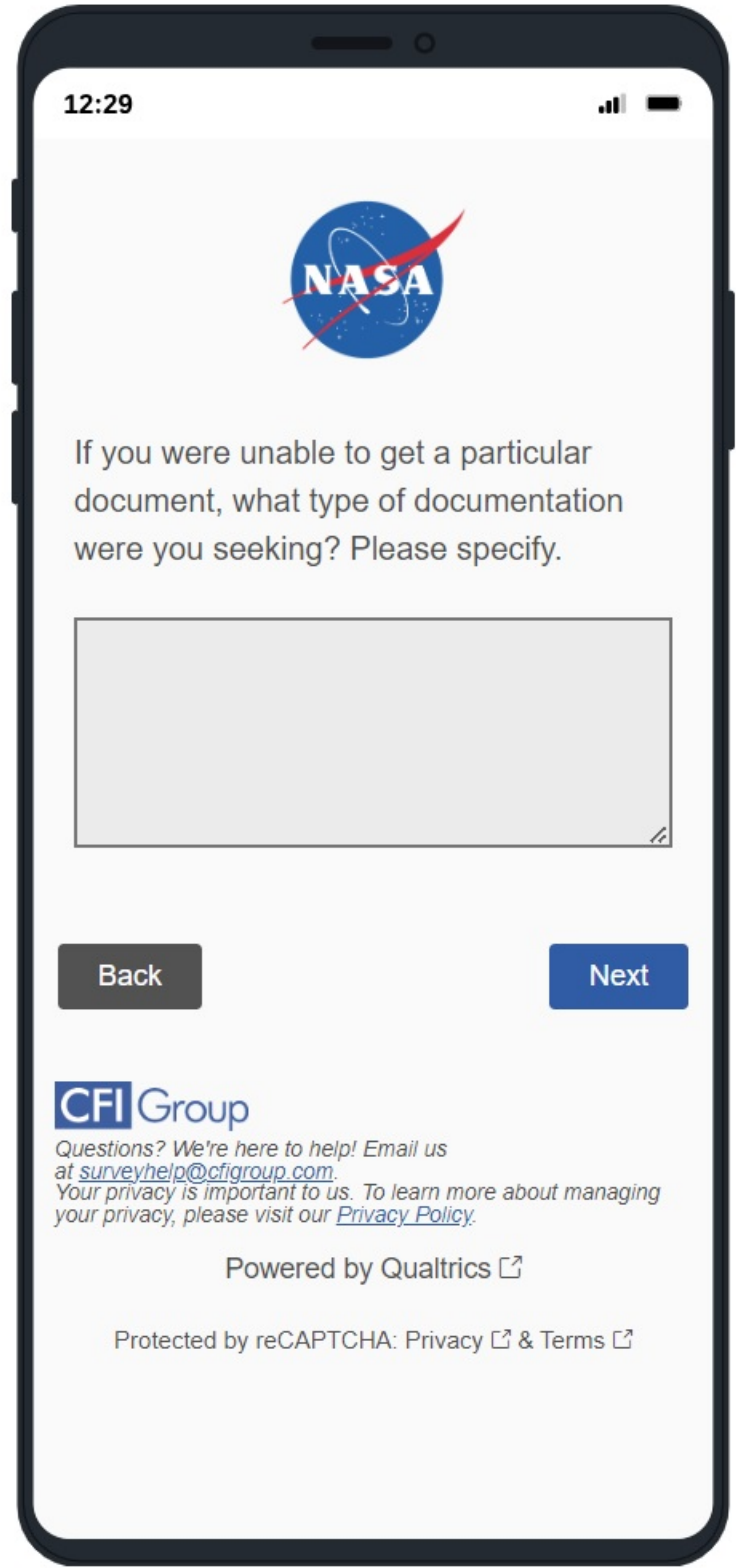
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Clear

Tools



During the past year have you contacted the **Ocean Biology DAAC - OB DAAC's** user services office or interacted with DAAC personnel?

Yes

No

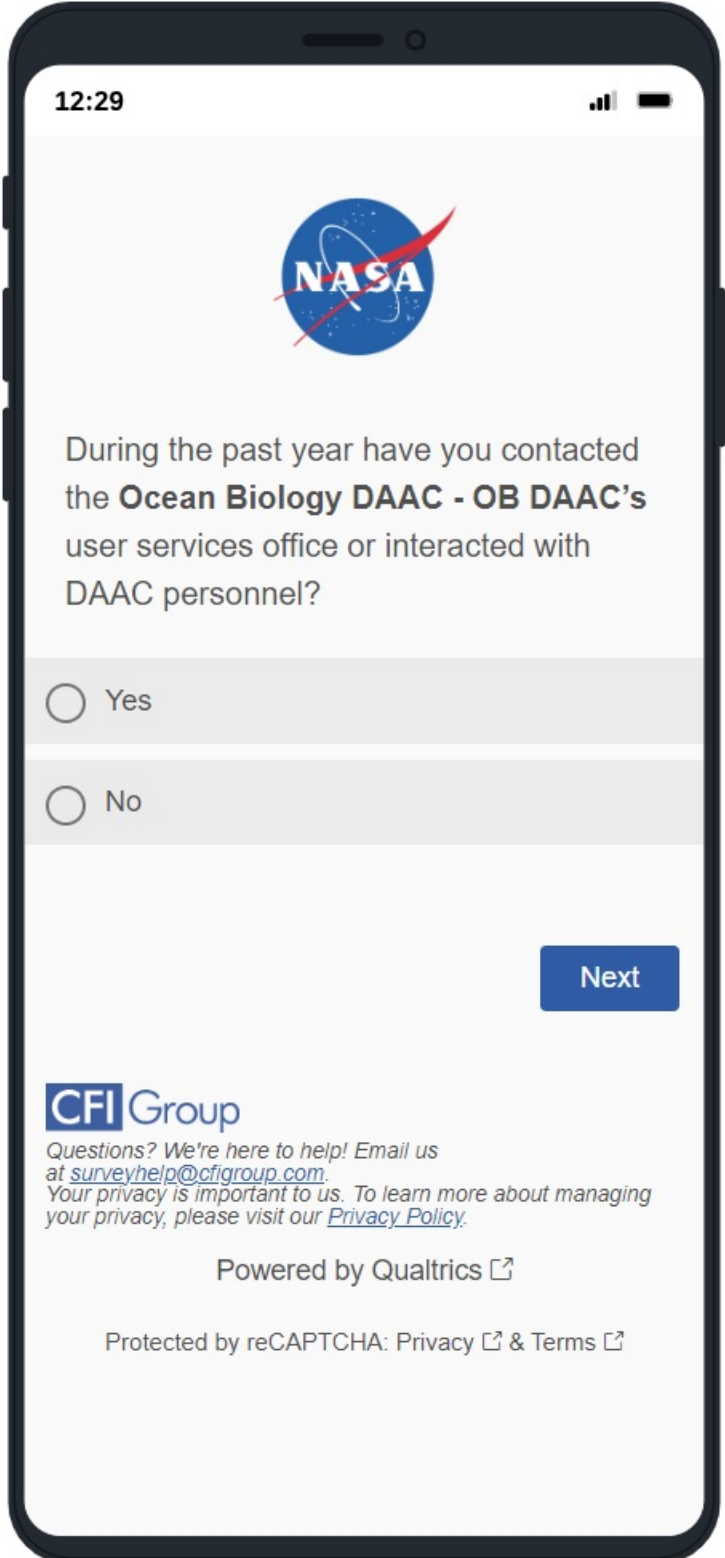
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Yes

No

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Think about the user services staff you interacted with when you contacted the **Ocean Biology DAAC - OB 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

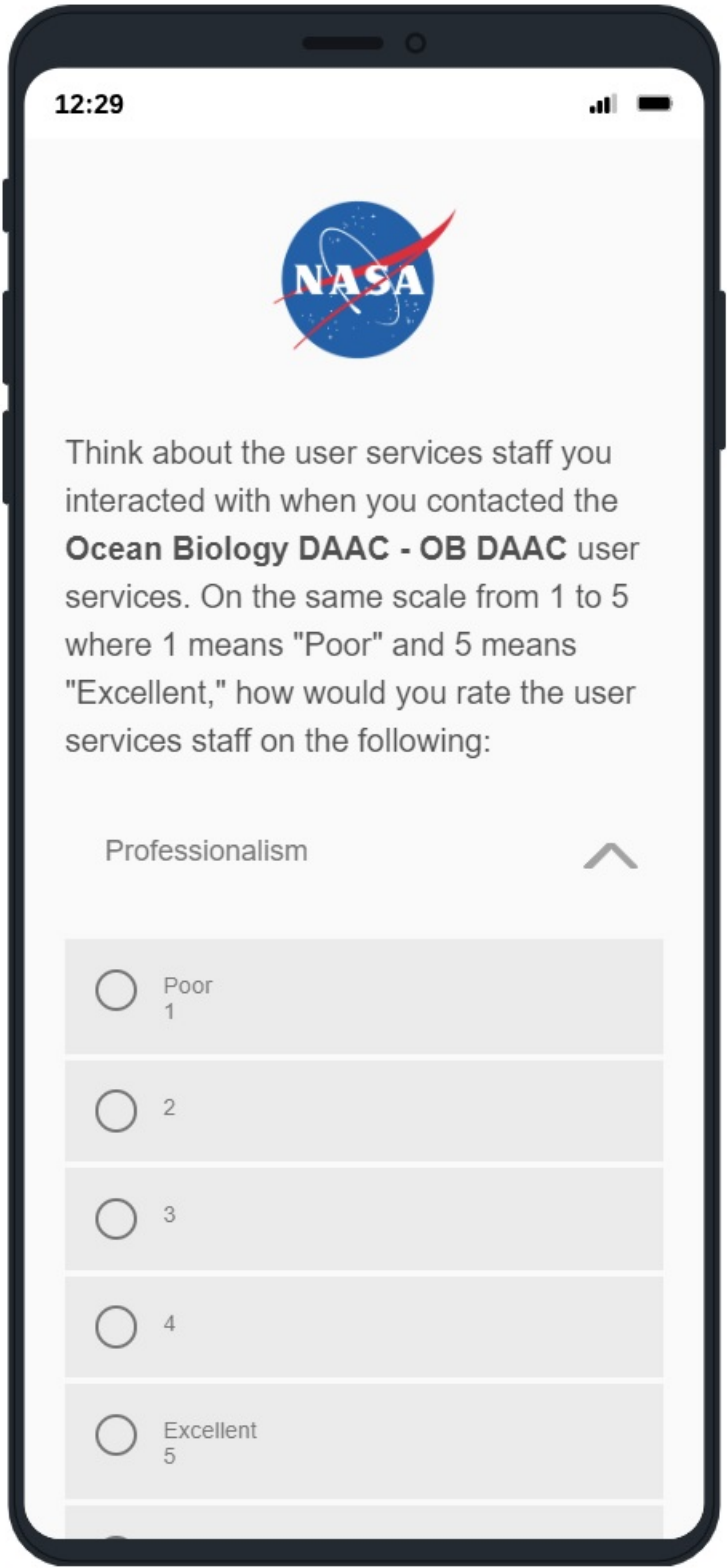
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Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Ocean Biology DAAC - OB 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

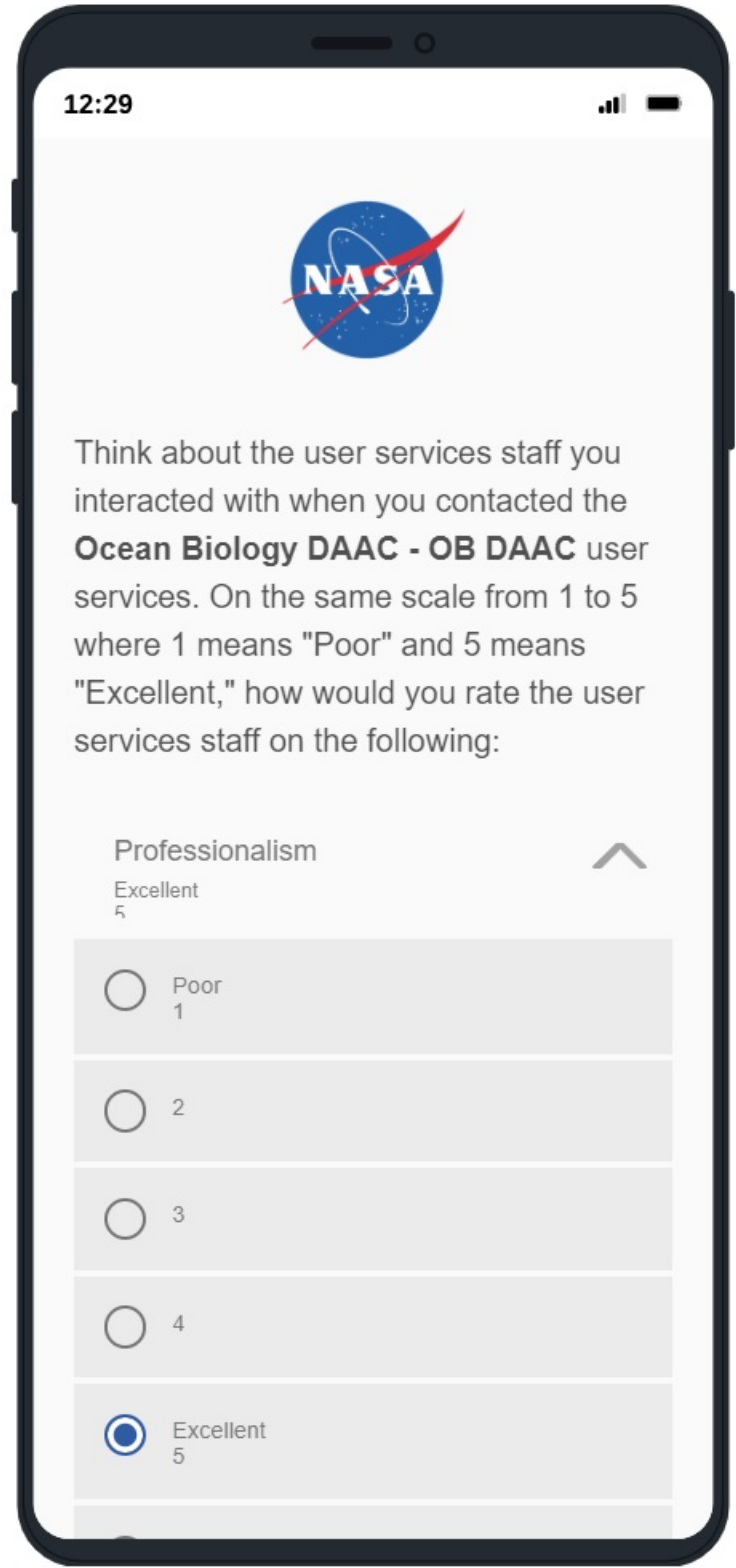
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Professionalism  
Excellent  
5

Technical knowledge  
Excellent  
5

Helpfulness in resolving a problem

Poor  
1

2

3

4

Excellent  
5

NA

Speed of response

Back

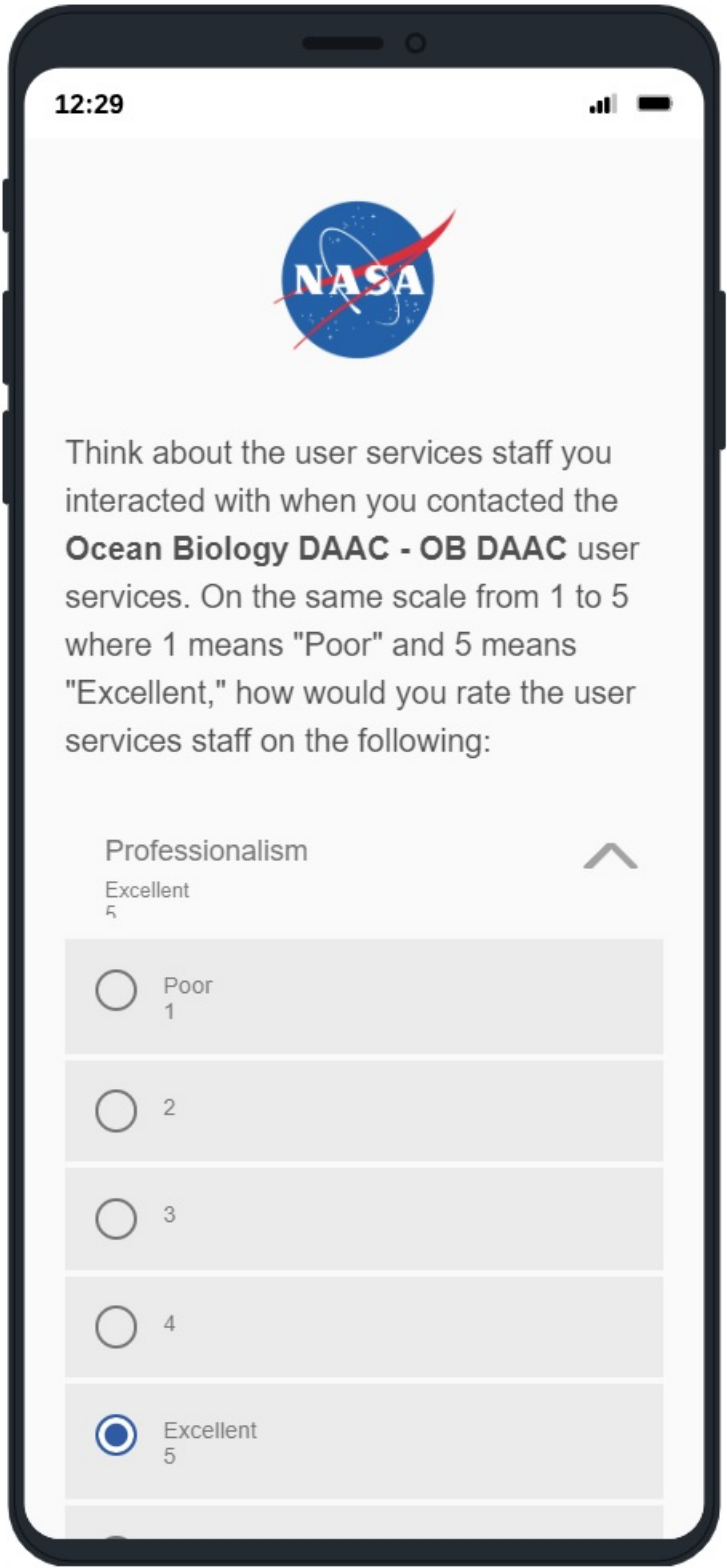
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Professionalism

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

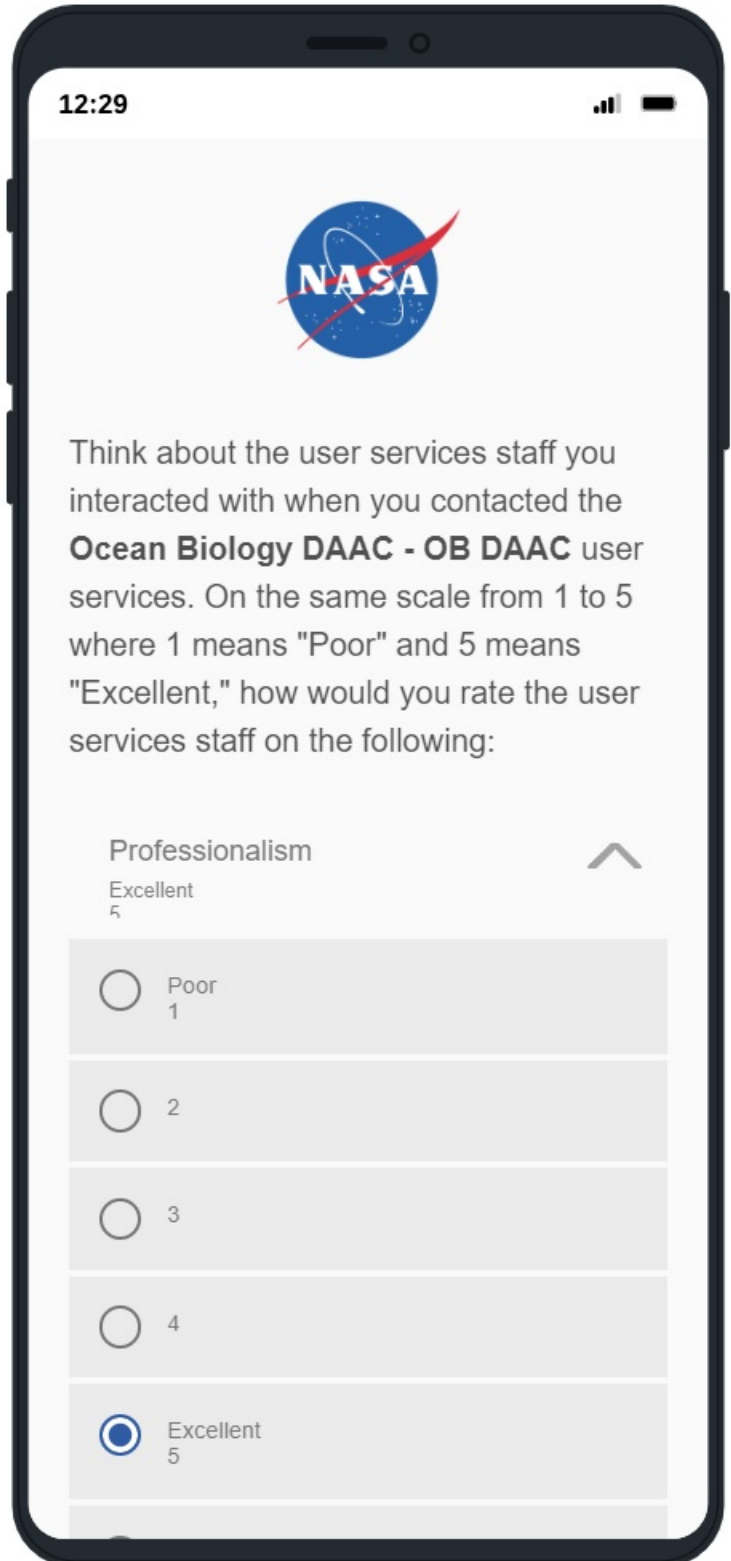
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Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Ocean Biology DAAC - OB DAAC user services office for any additional support?

Yes

No

Back

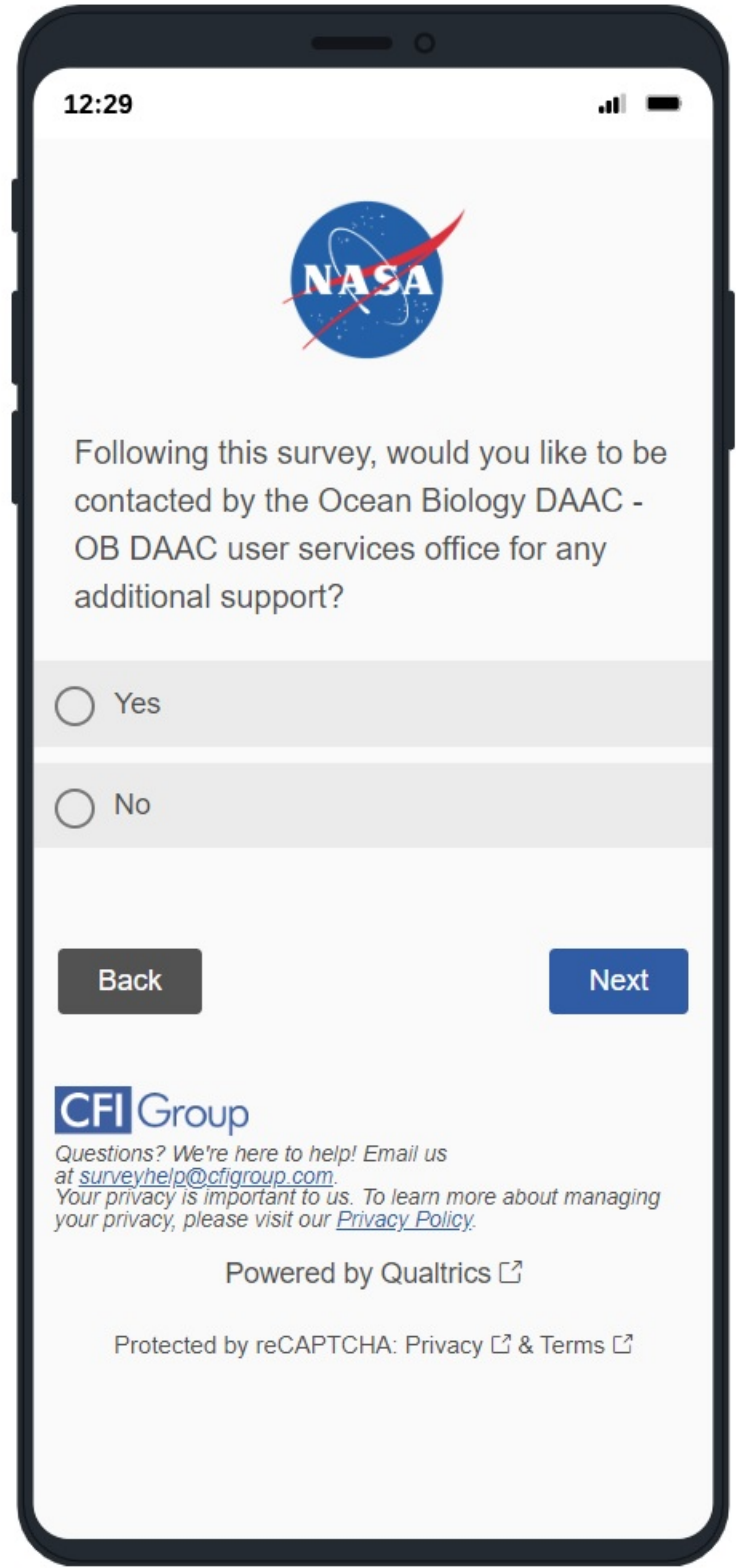
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Following this survey, would you like to be contacted by the Ocean Biology DAAC - OB DAAC user services office for any additional support?

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 **Ocean Biology DAAC - OB DAAC?**

Overall satisfaction with the data products and services provided by **Ocean Biology DAAC - OB DAAC**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

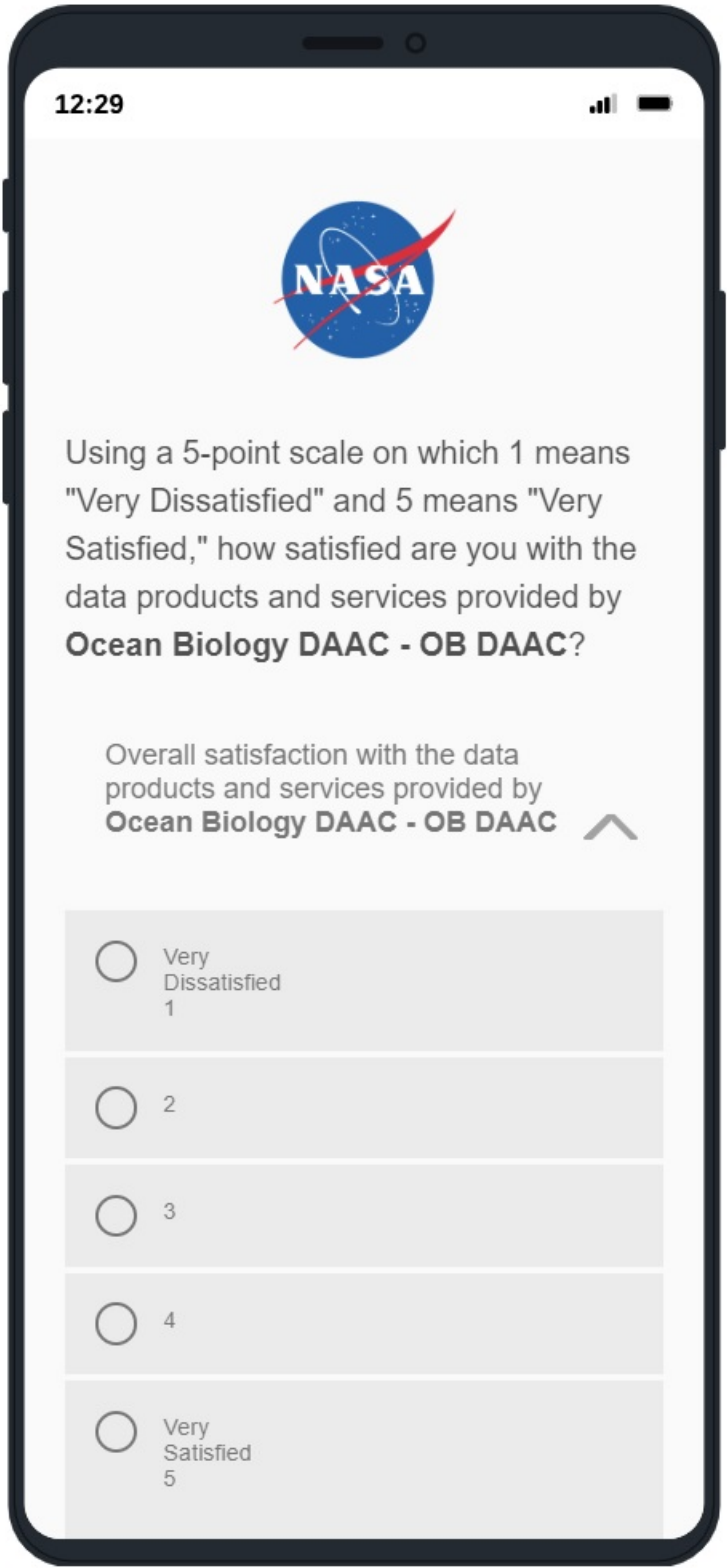
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Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **Ocean Biology DAAC - OB DAAC?**

Overall satisfaction with the data products and services provided by **Ocean Biology DAAC - OB DAAC**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

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 **Ocean Biology DAAC - OB DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Ocean Biology DAAC - OB DAAC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

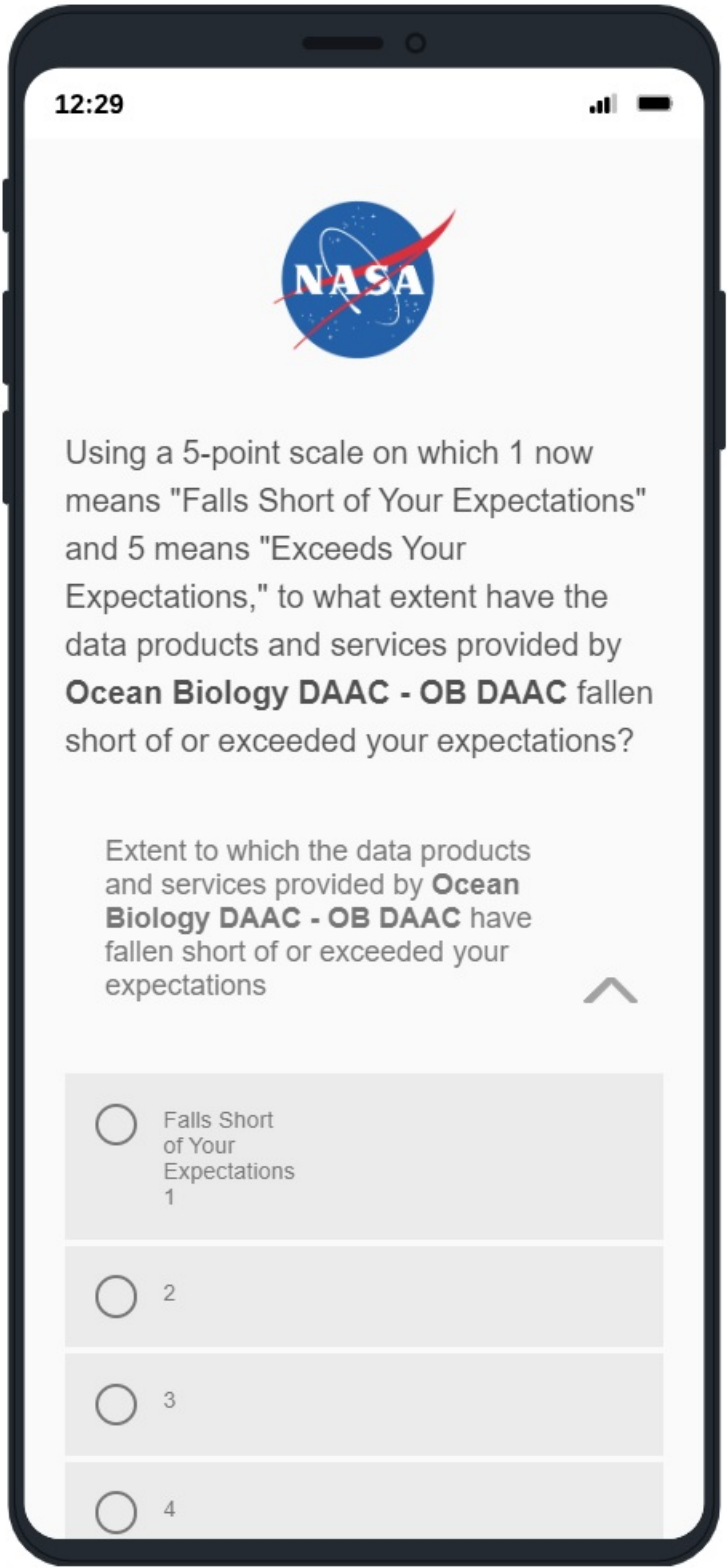
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Ocean Biology DAAC - OB DAAC** fallen short of or exceeded your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

Extent to which the data products and services provided by **Ocean Biology DAAC - OB DAAC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Restart Survey

Go to Bookmark

Clear

Tools



Now, imagine an ideal provider of scientific data products and services. How close does **Ocean Biology DAAC - OB 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 **Ocean Biology DAAC - OB 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

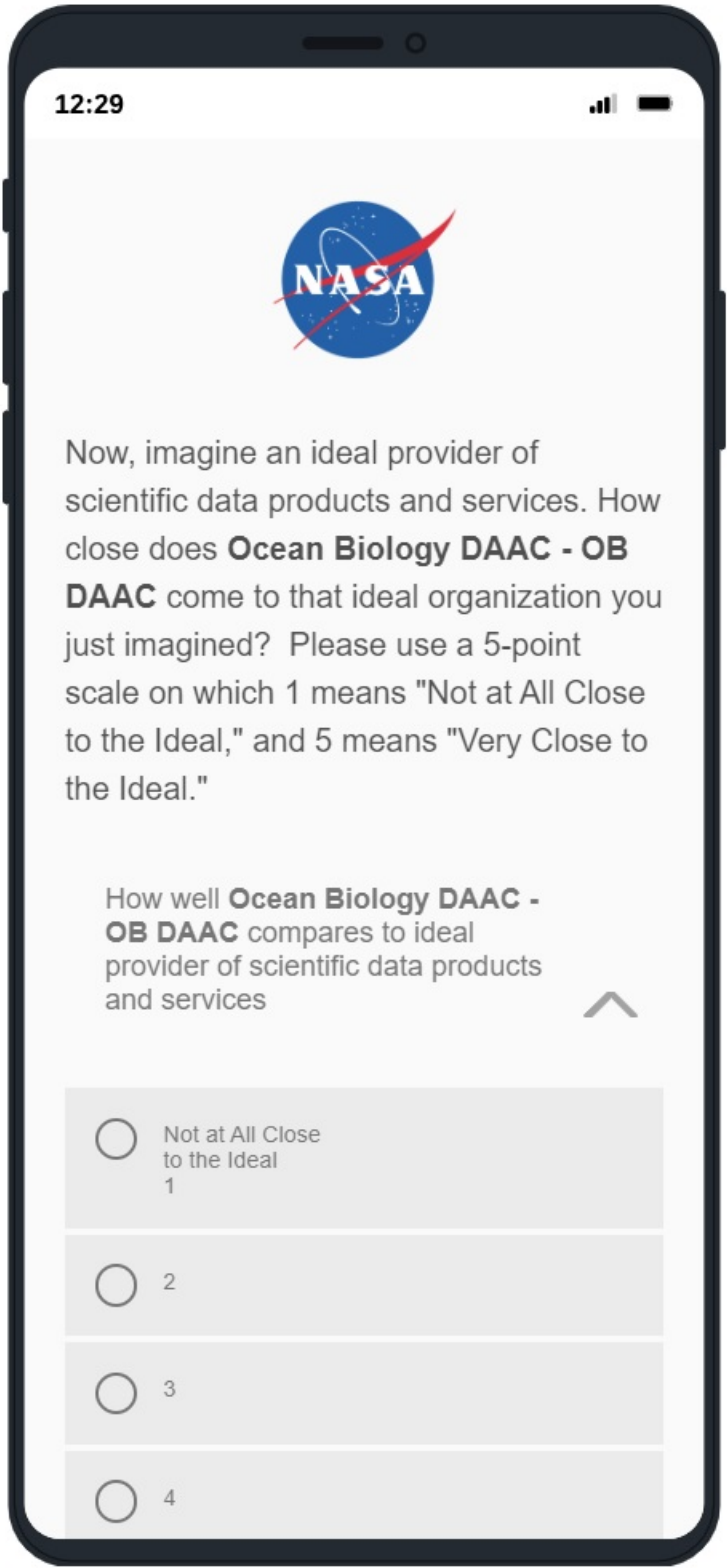
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Now, imagine an ideal provider of scientific data products and services. How close does **Ocean Biology DAAC - OB DAAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the Ideal,"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

How well **Ocean Biology DAAC - OB DAAC** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal 1

2

3

4



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

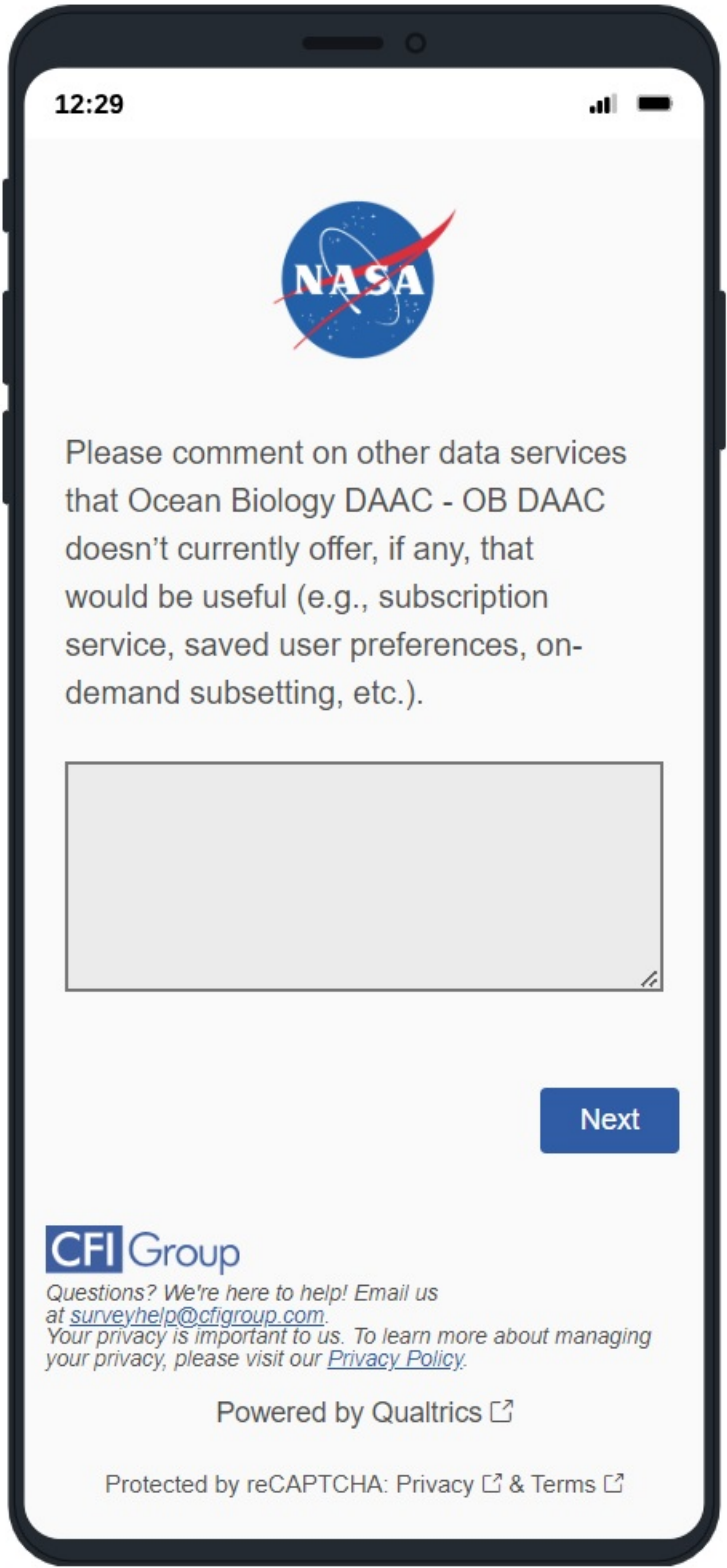
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If you ordered data from Ocean Biology DAAC - OB DAAC, did you have it reformatted before delivery?

- Yes, I had it reformatted
- No, I did not have it reformatted
- I did not order data from Ocean Biology DAAC - OB DAAC

Back

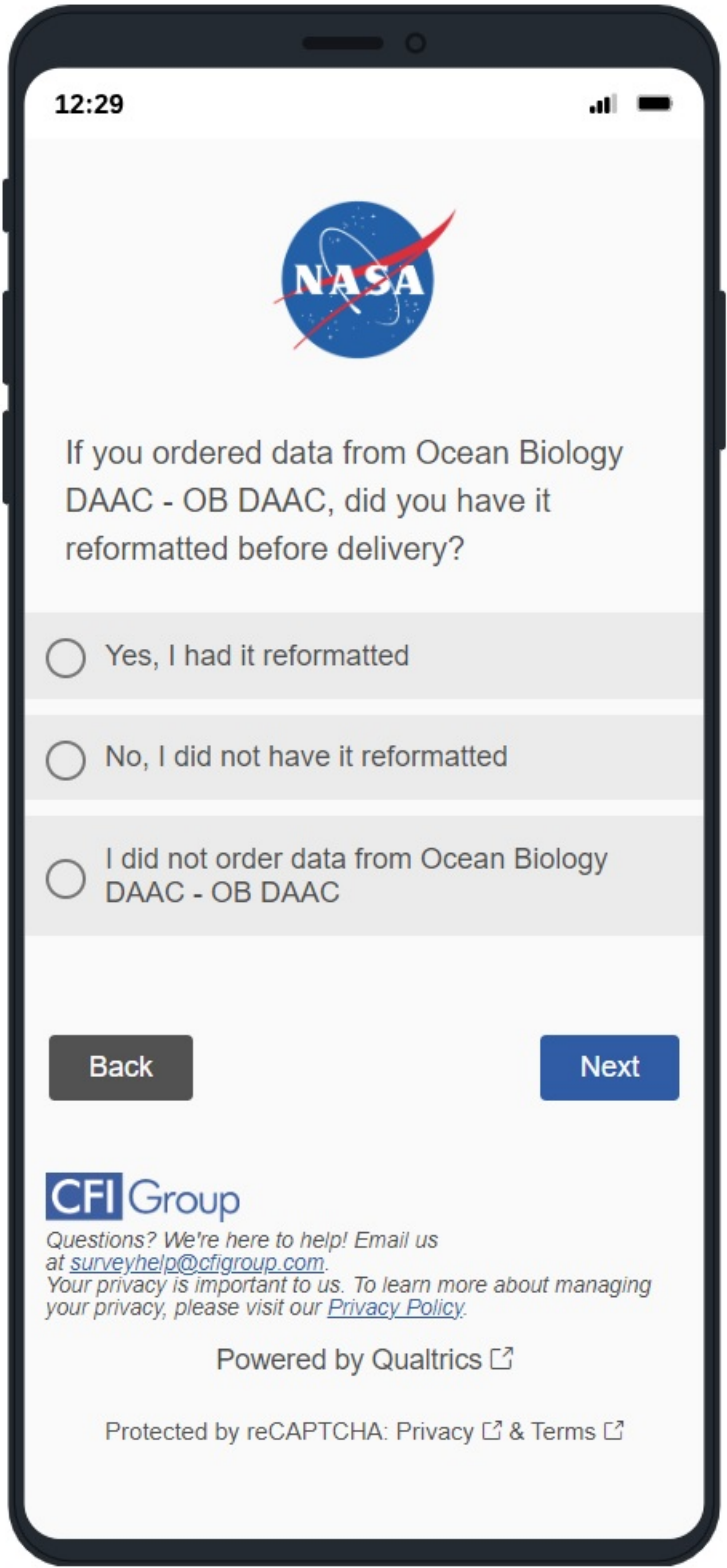
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- Yes, I had it reformatted
- No, I did not have it reformatted
- I did not order data from Ocean Biology DAAC - OB DAAC

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Clear

Tools



Are you currently using a DAAC application programming interface (API)?

Yes

No

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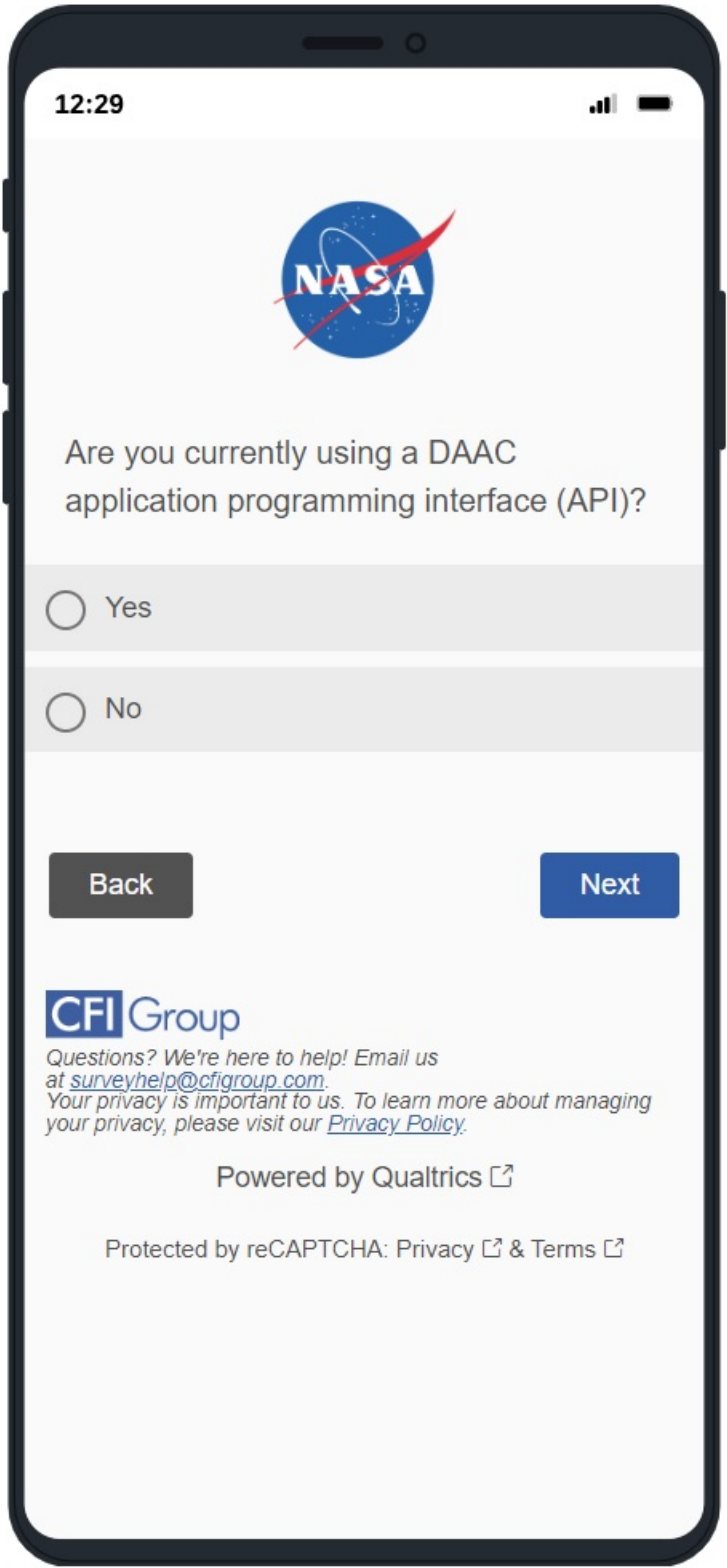
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Are you currently using a DAAC application programming interface (API)?

Yes

No

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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, 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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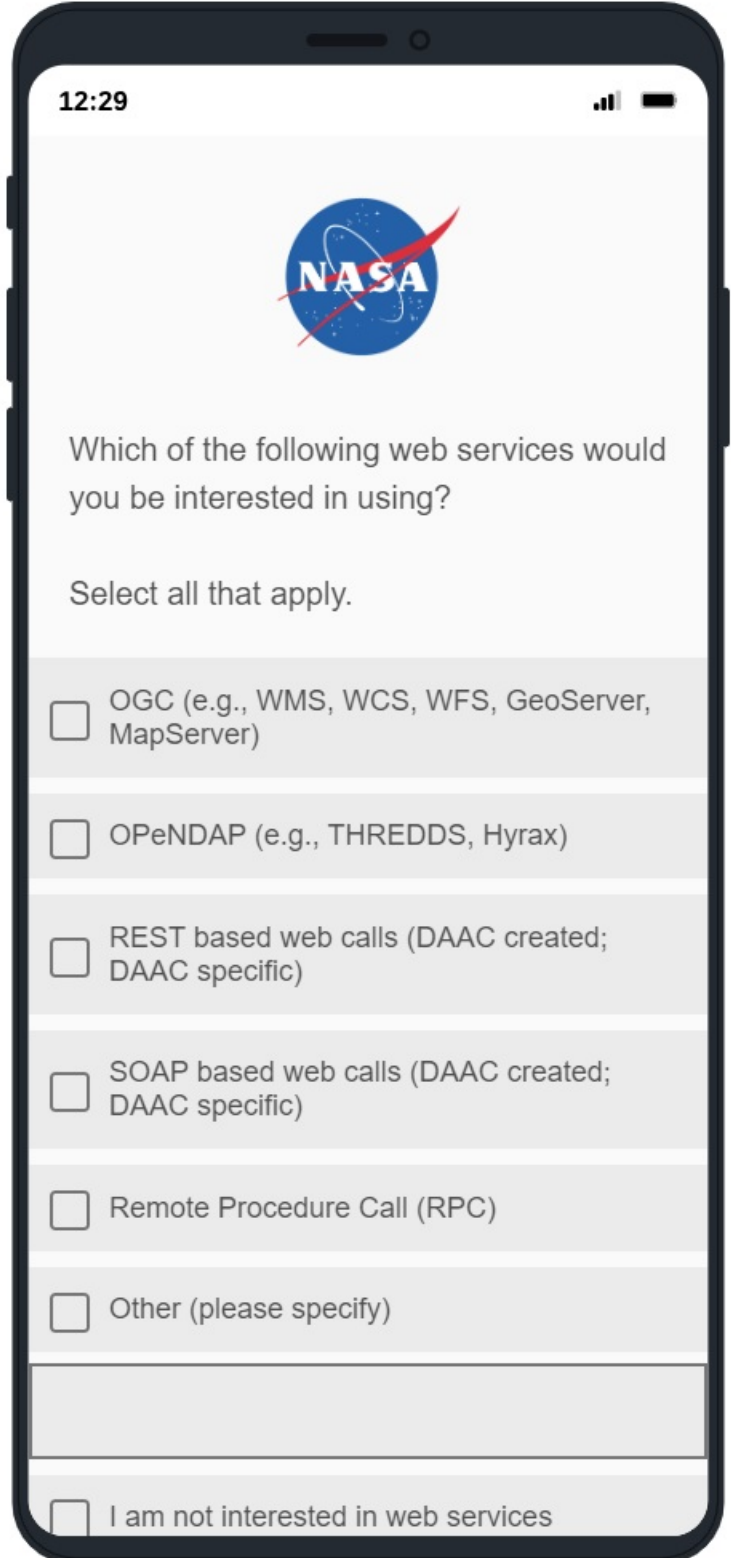
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What would be your preferred method for utilizing web services?

- Scripts
- Own client
- Command line (hand executed)
- Commercial software application (e.g., ENVI/ArcGIS)
- Access from a programming language (e.g., Java, MATLAB, R)
- Other (please specify)

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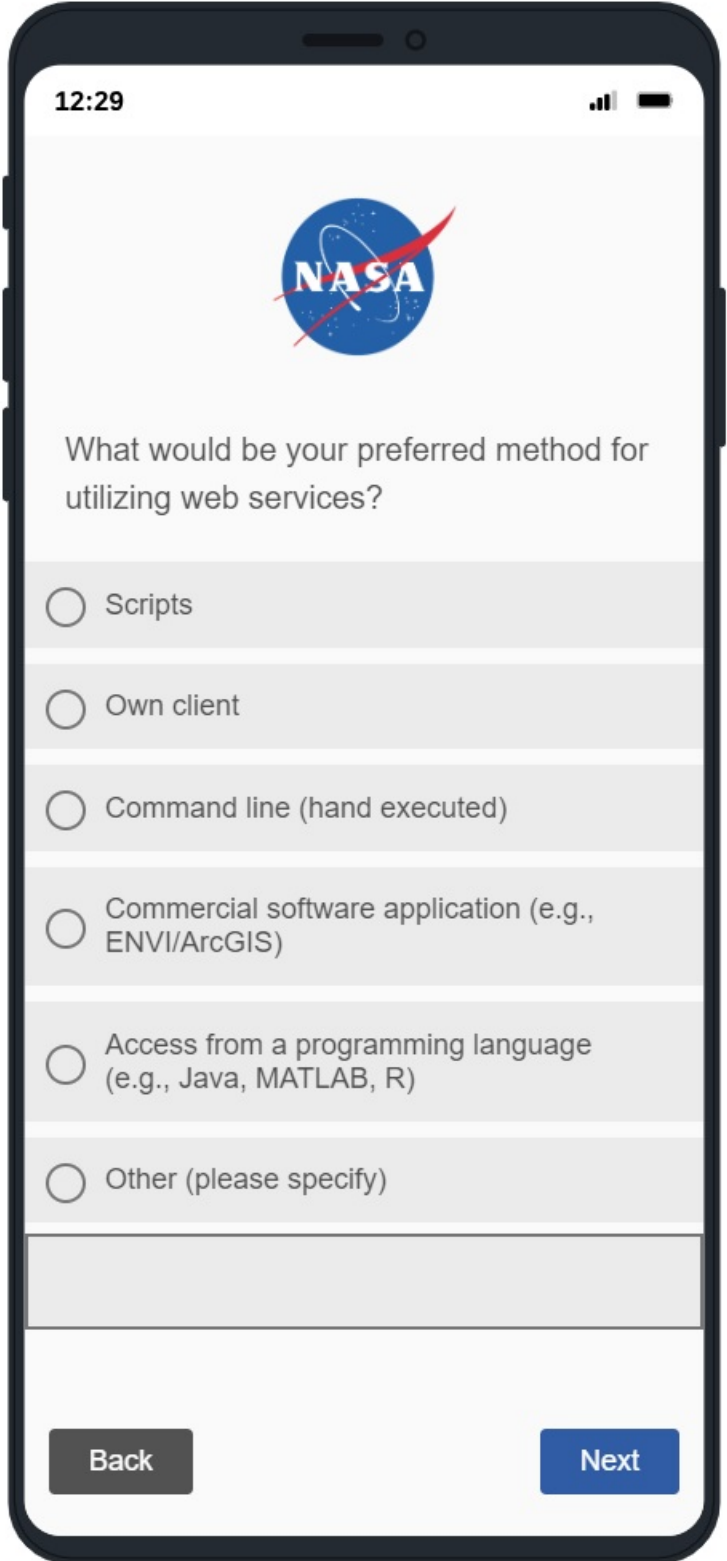
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Earlier you indicated you searched for documentation. What type of documentation were you seeking?

Select all that apply.

- Data formats
- Data provenance
- 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
- Instrument specifications
- Quality assurance/error sources
- Science algorithm description
- Other (please specify)

Back

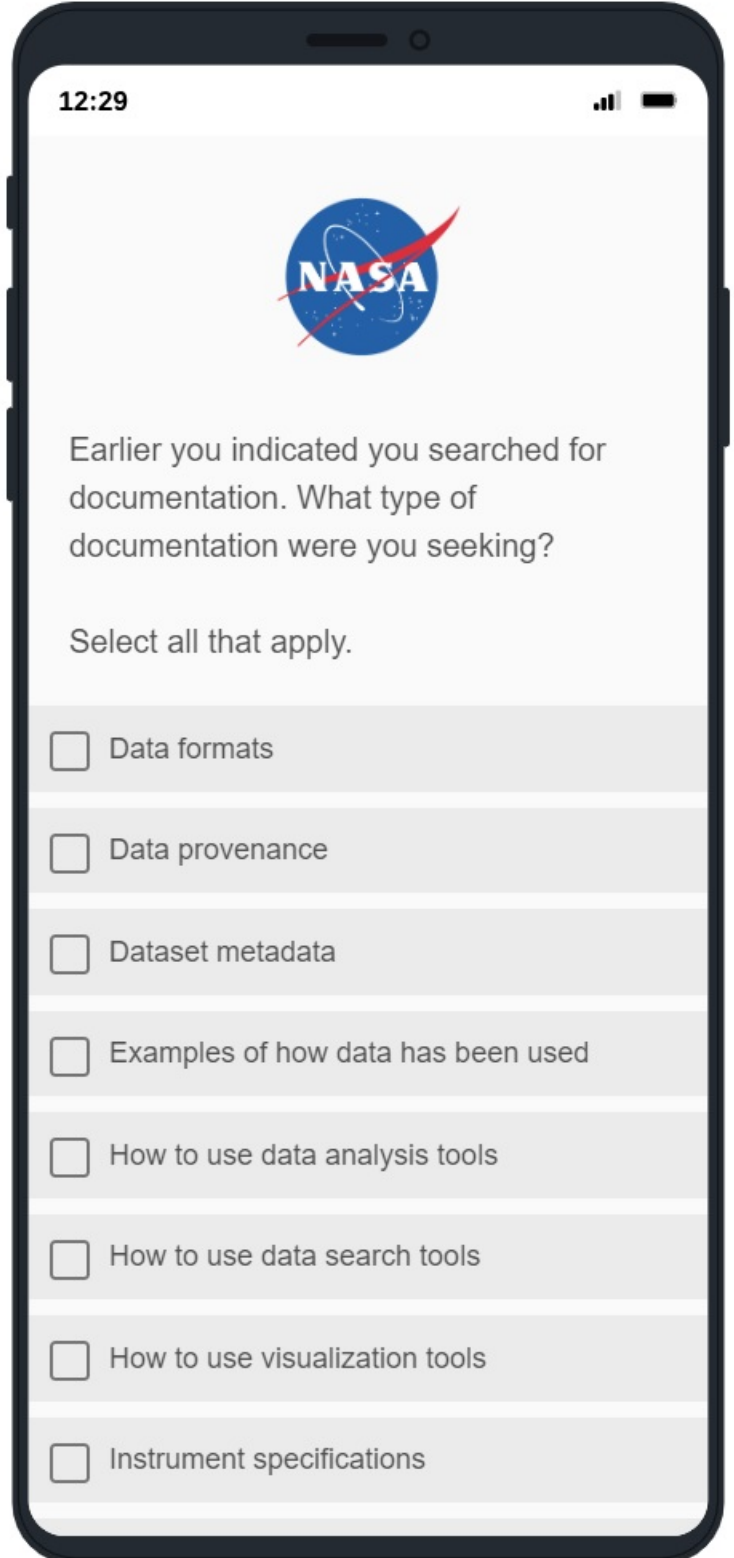
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How did you access the documentation?

Select all that apply.

- Data center website
- FAQ (Frequently Asked Questions)
- Instructional Tutorials
- Production code
- Readme file
- Search & order interface (Reverb, etc.)
- Search engine (e.g., Google)
- Other (please specify)
- Not found

Back

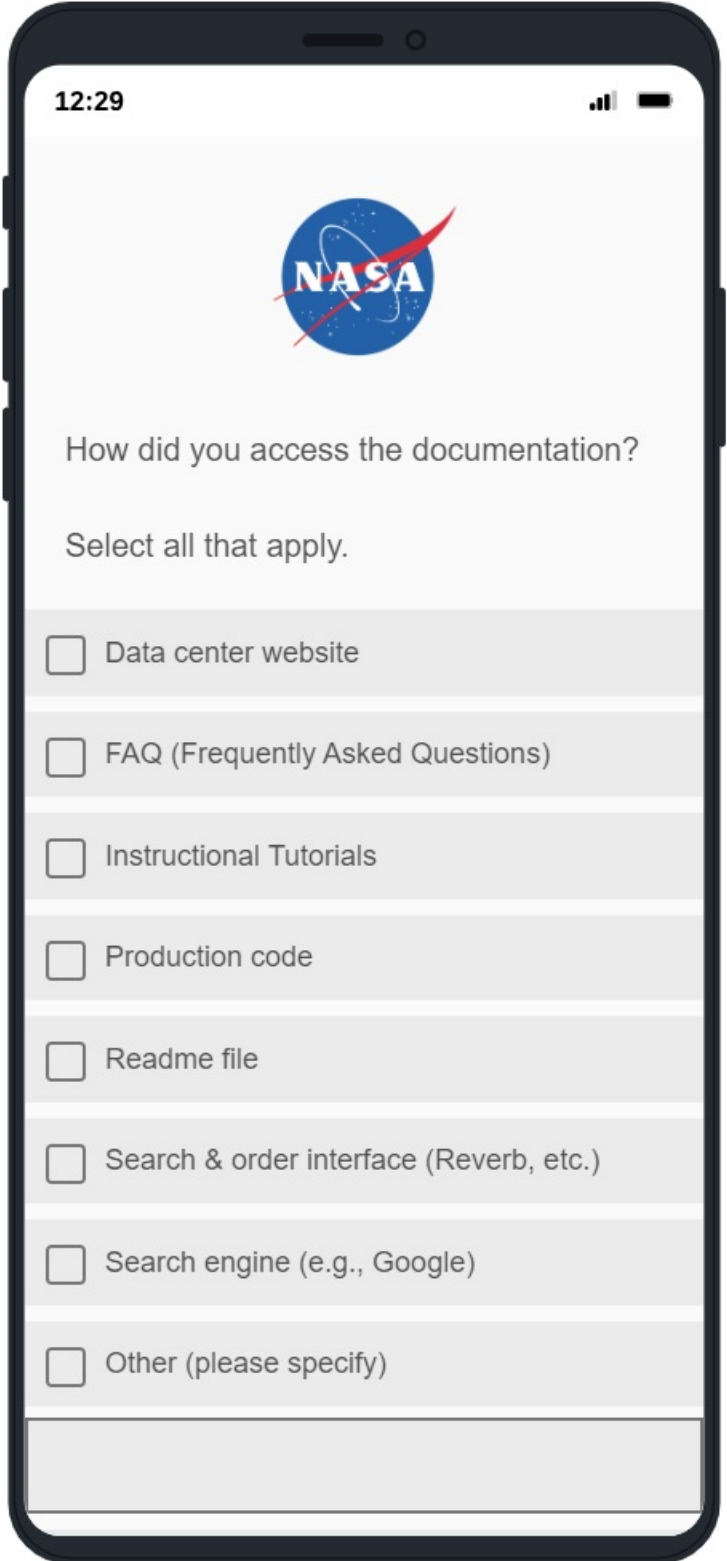
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How did you contact Ocean Biology DAAC - OB DAAC's User Services office?

Select all that apply.

- By phone
- By email
- Website feedback/contact form
- Other (please specify)
- Did not contact User Services office

Back

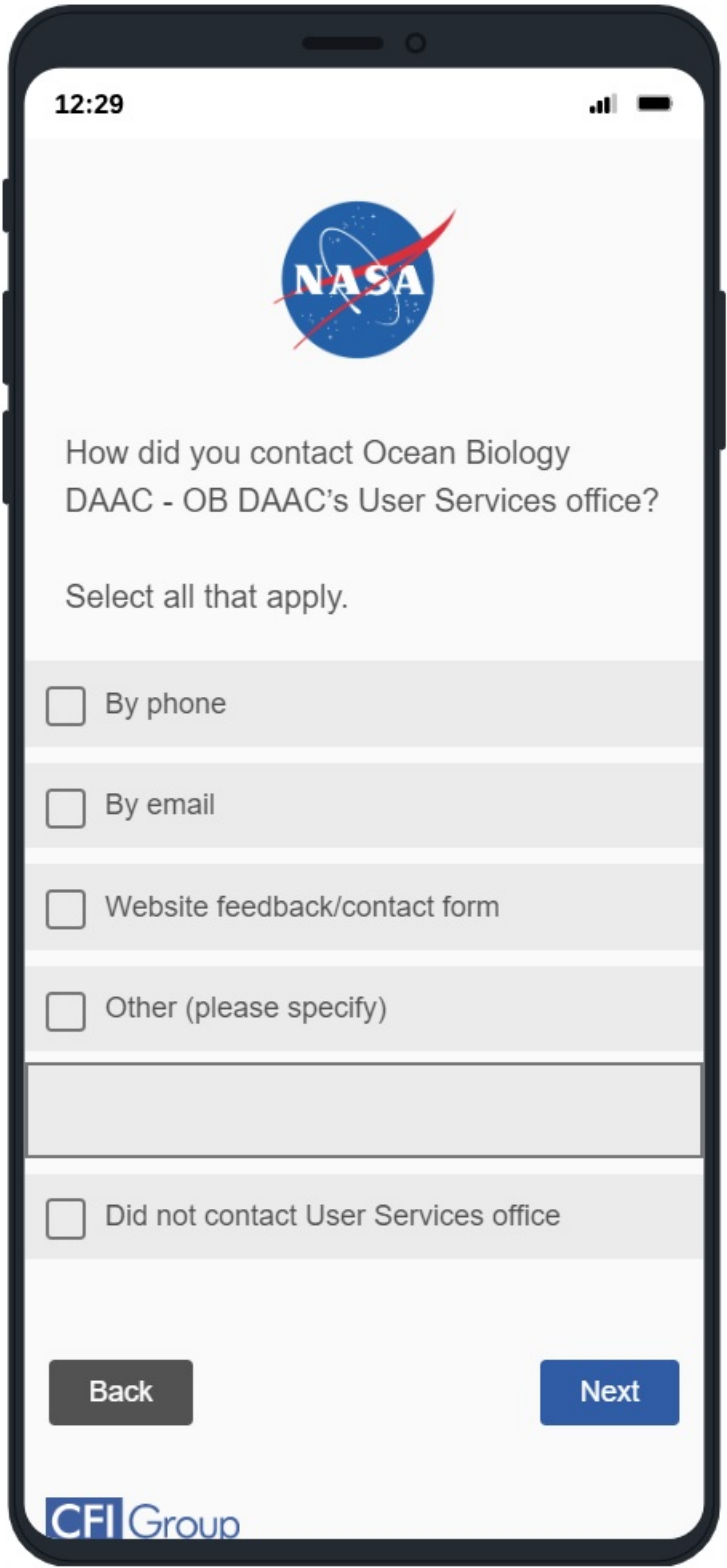
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What was the reason for your contact with User Services?

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)

Empty text input field

Back

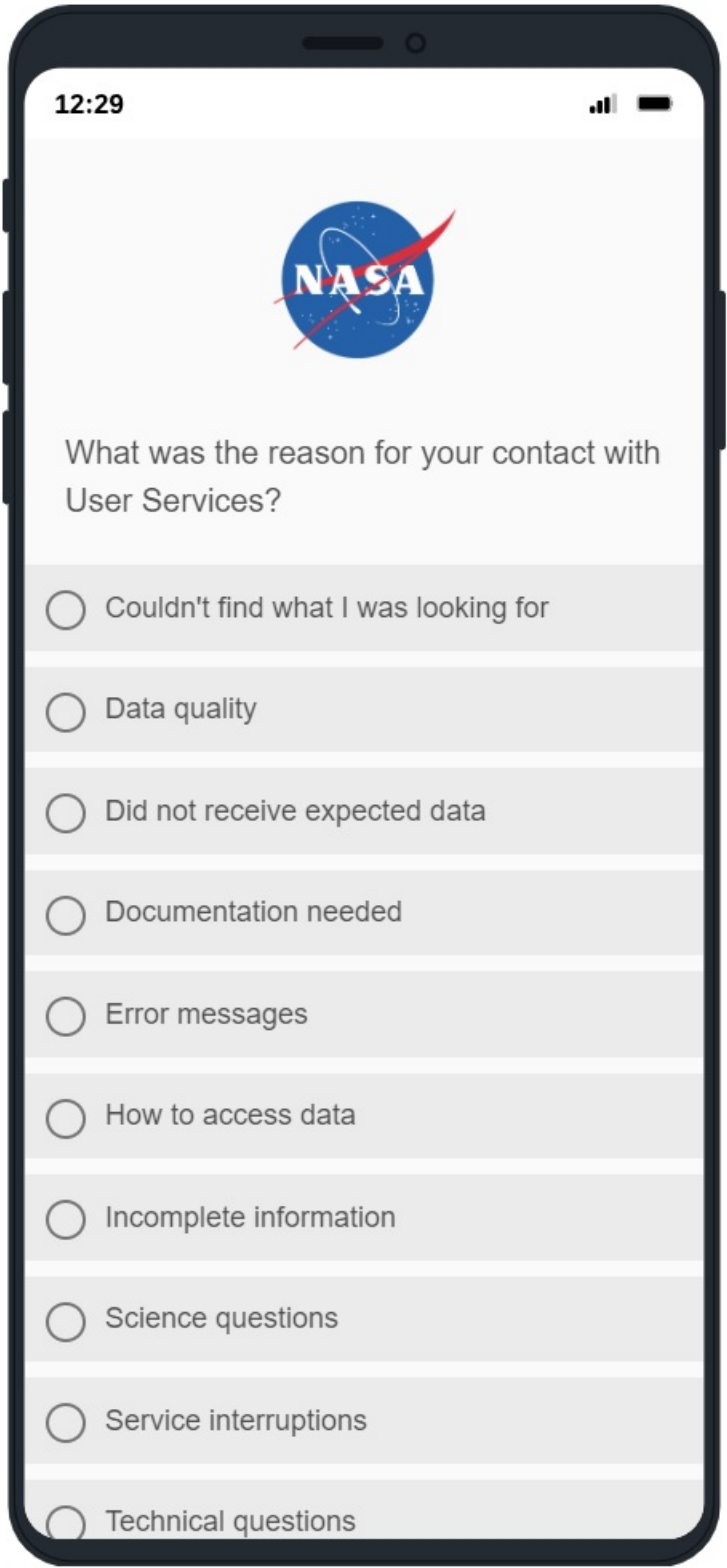
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Ocean Biology DAAC - OB DAAC** to a colleague?

Likelihood of recommending **Ocean Biology DAAC - OB DAAC** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

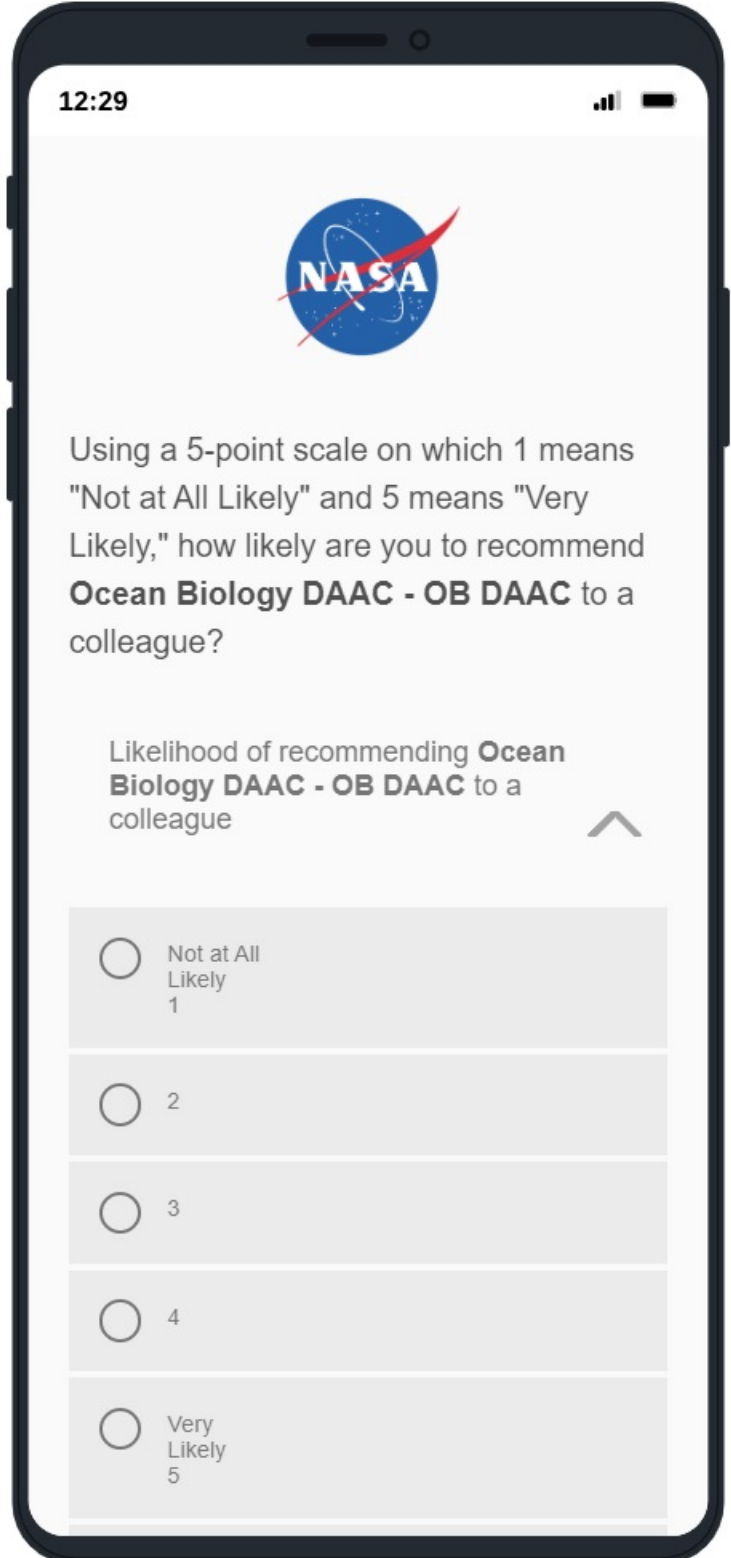
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Ocean Biology DAAC - OB DAAC** in the future?

Likelihood of using the services provided by **Ocean Biology DAAC - OB DAAC** again in the future ^

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

Back

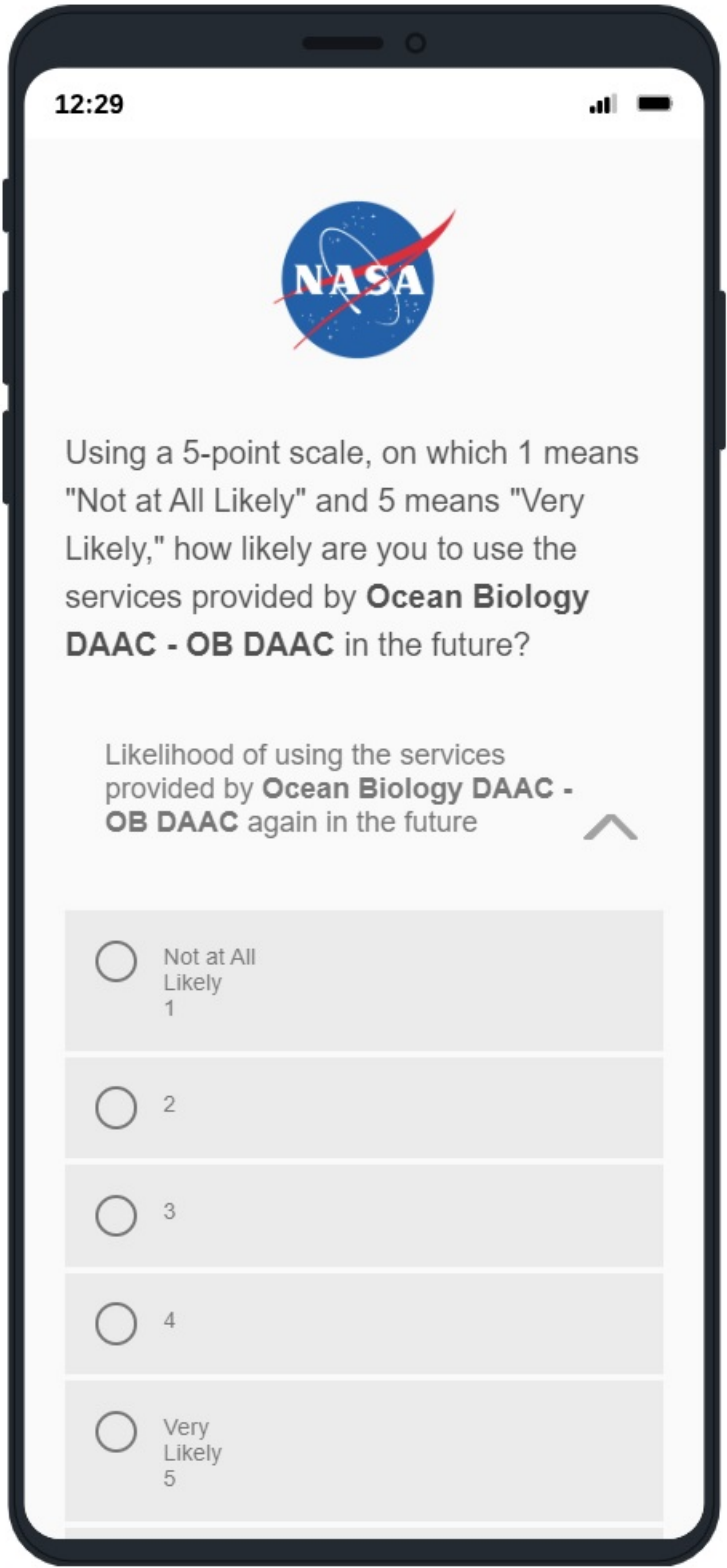
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Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you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

Empty text input area for comments.

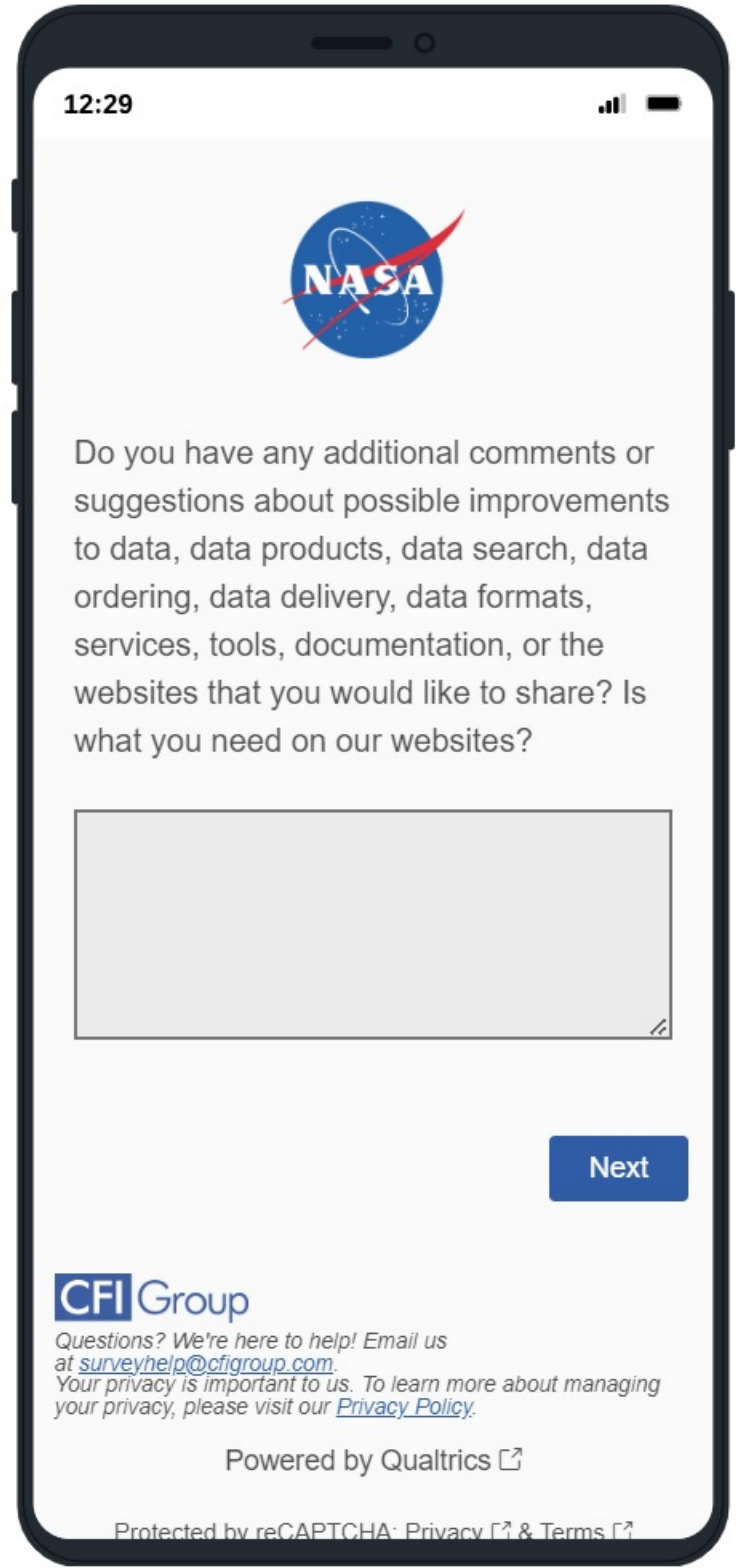
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Go to Bookmark

Clear

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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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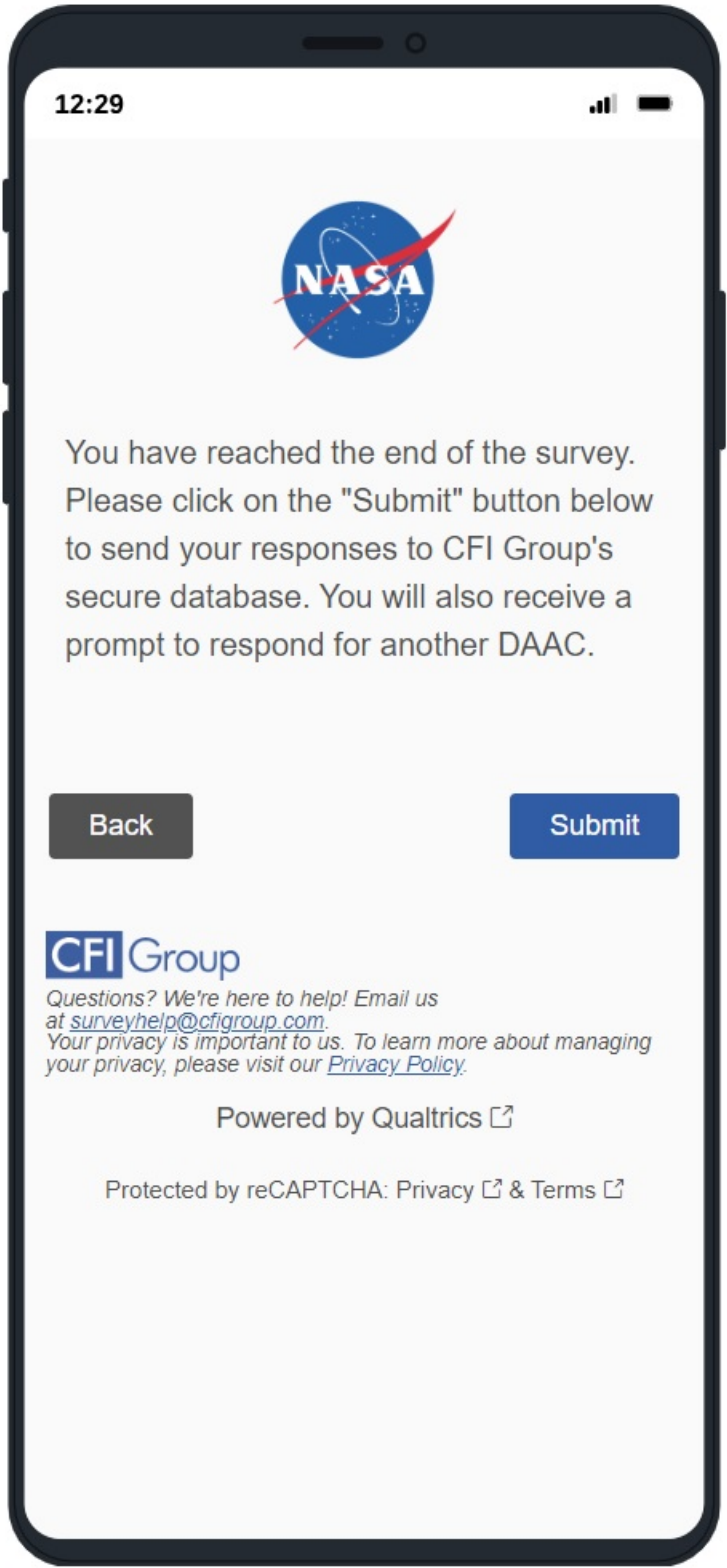
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12:29



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