



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.

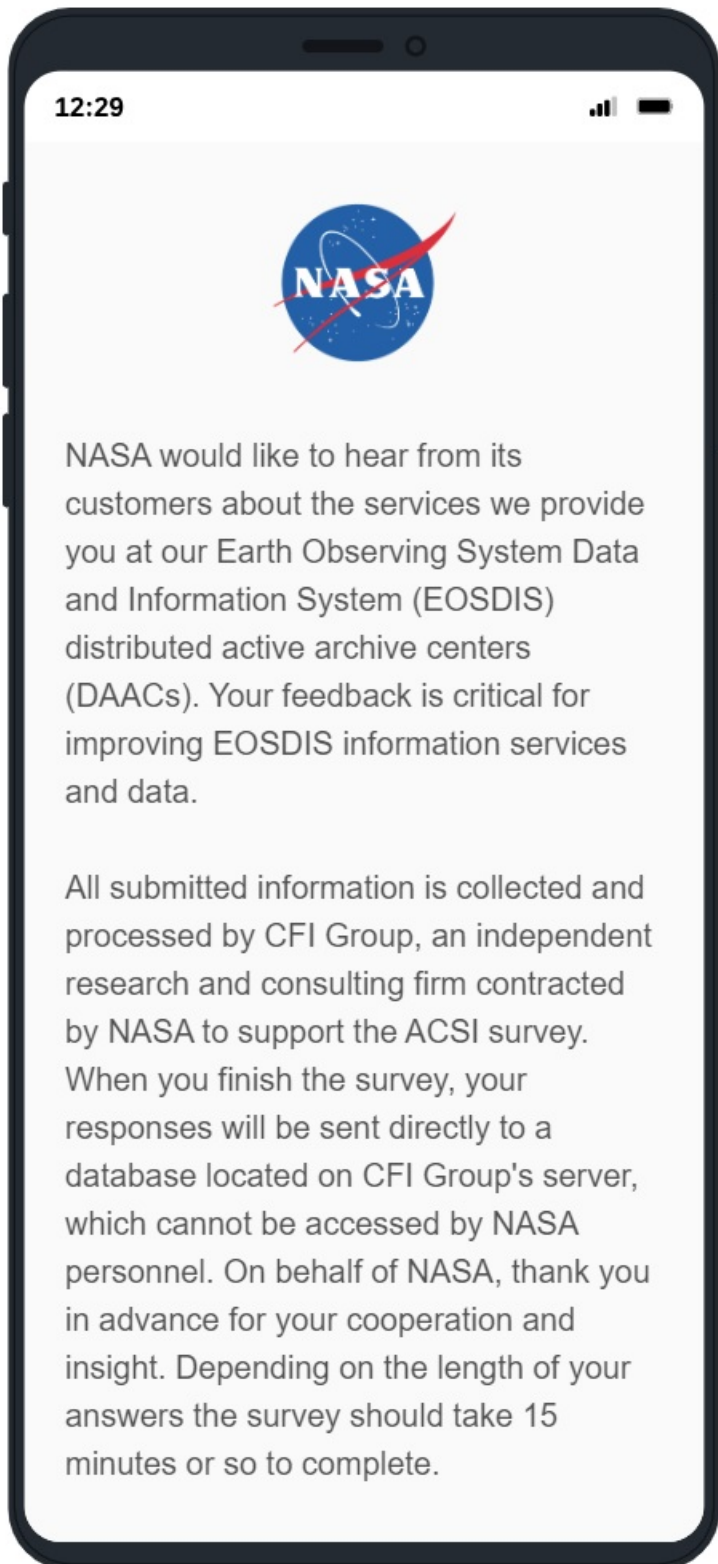
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

Please click the "Next" button to begin.

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

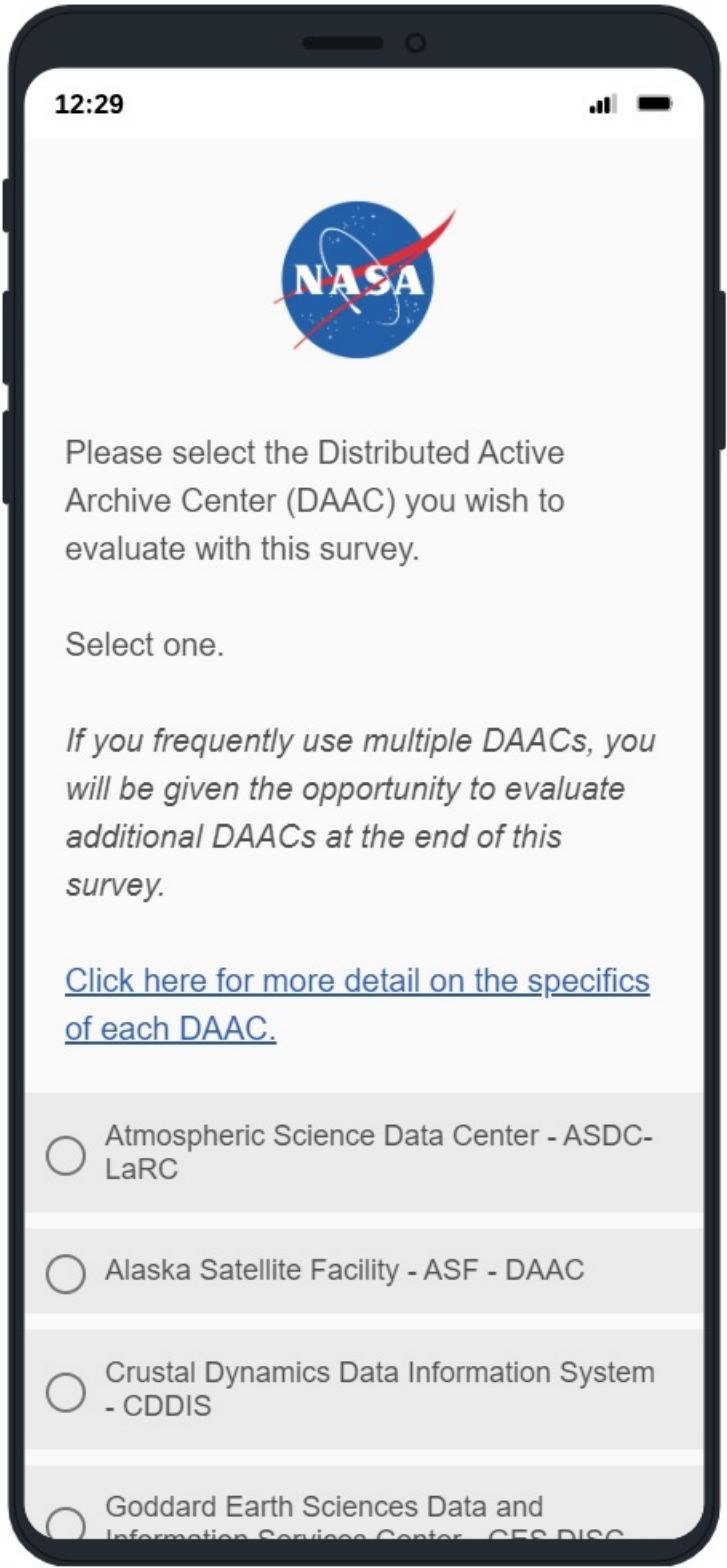
Select one.

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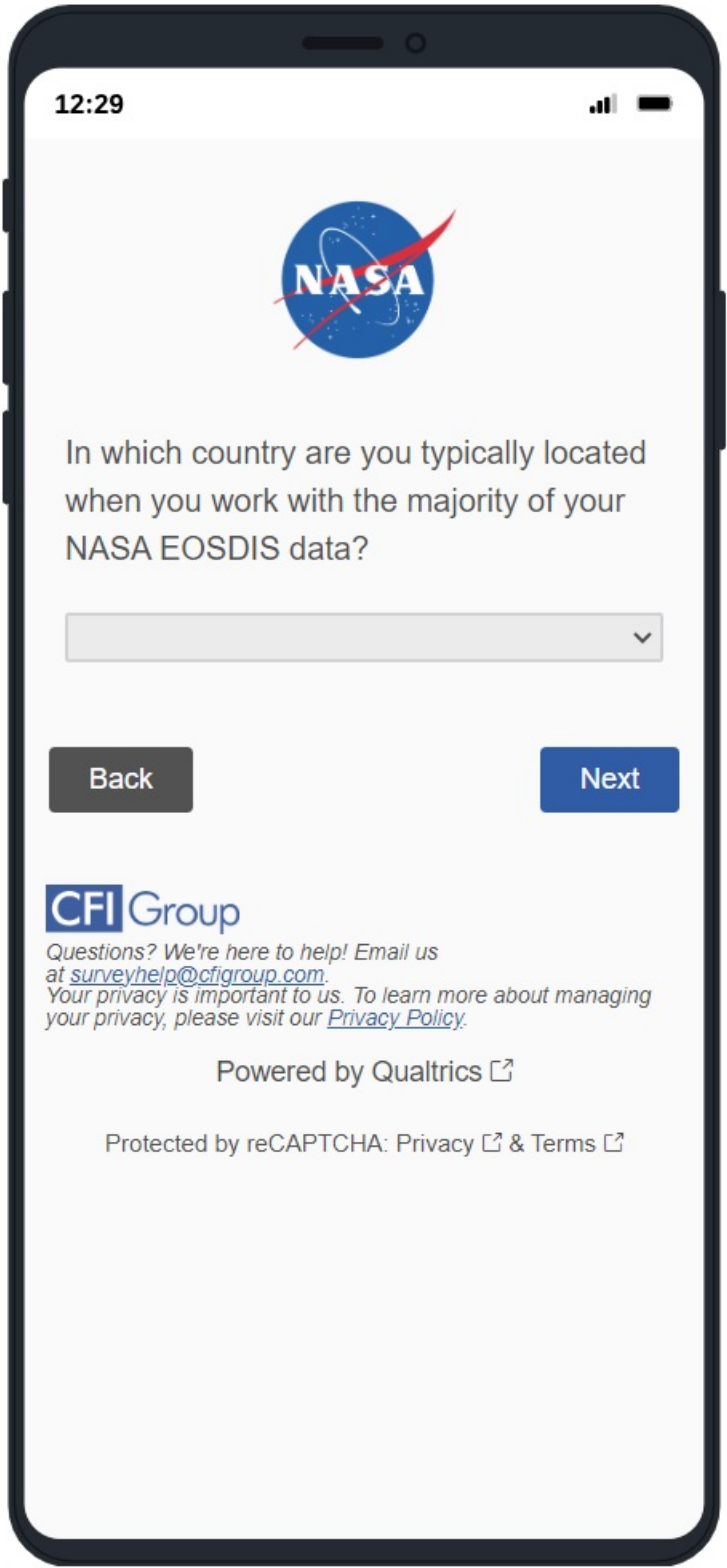
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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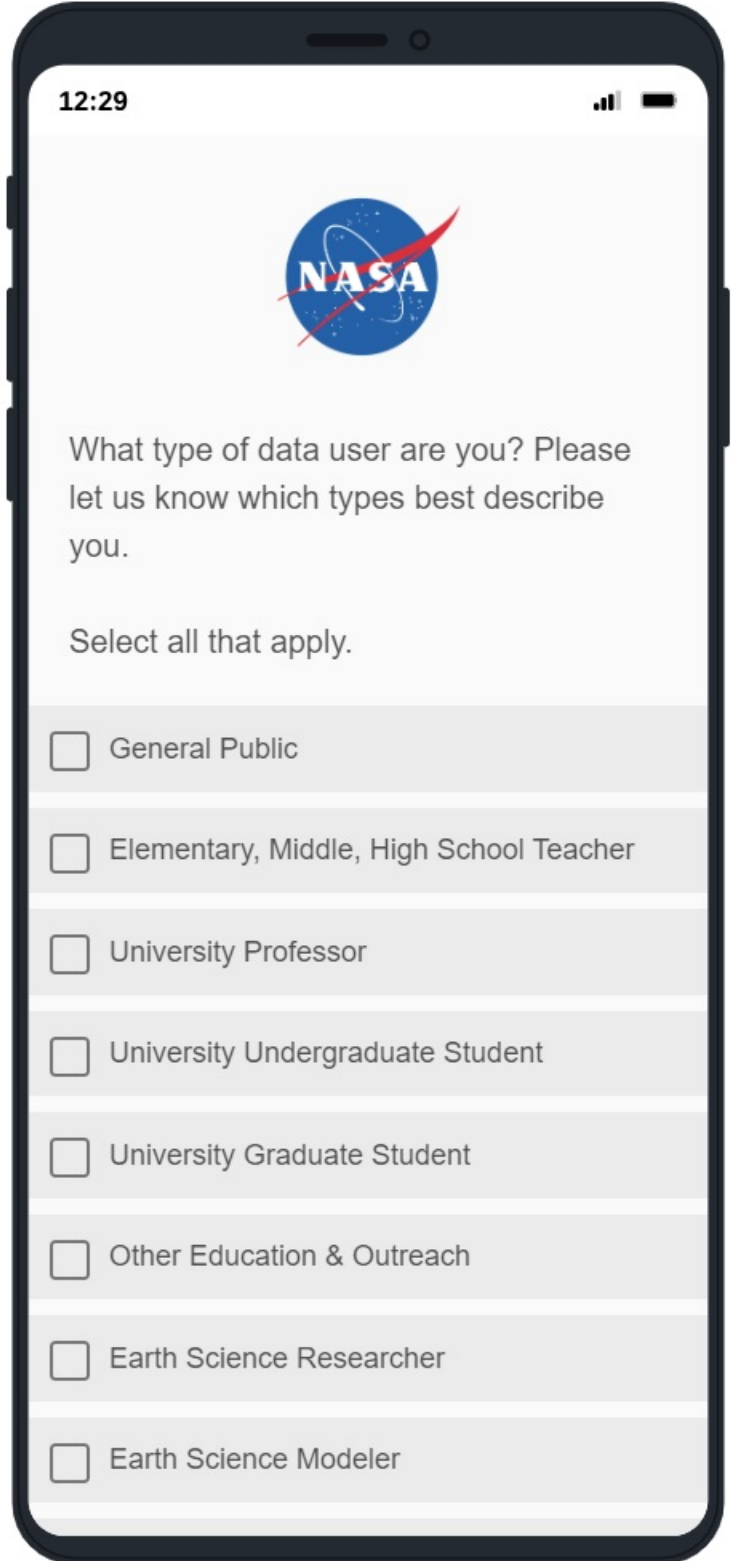
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For which general areas/disciplines do you need or have you needed to use Earth science data and services?

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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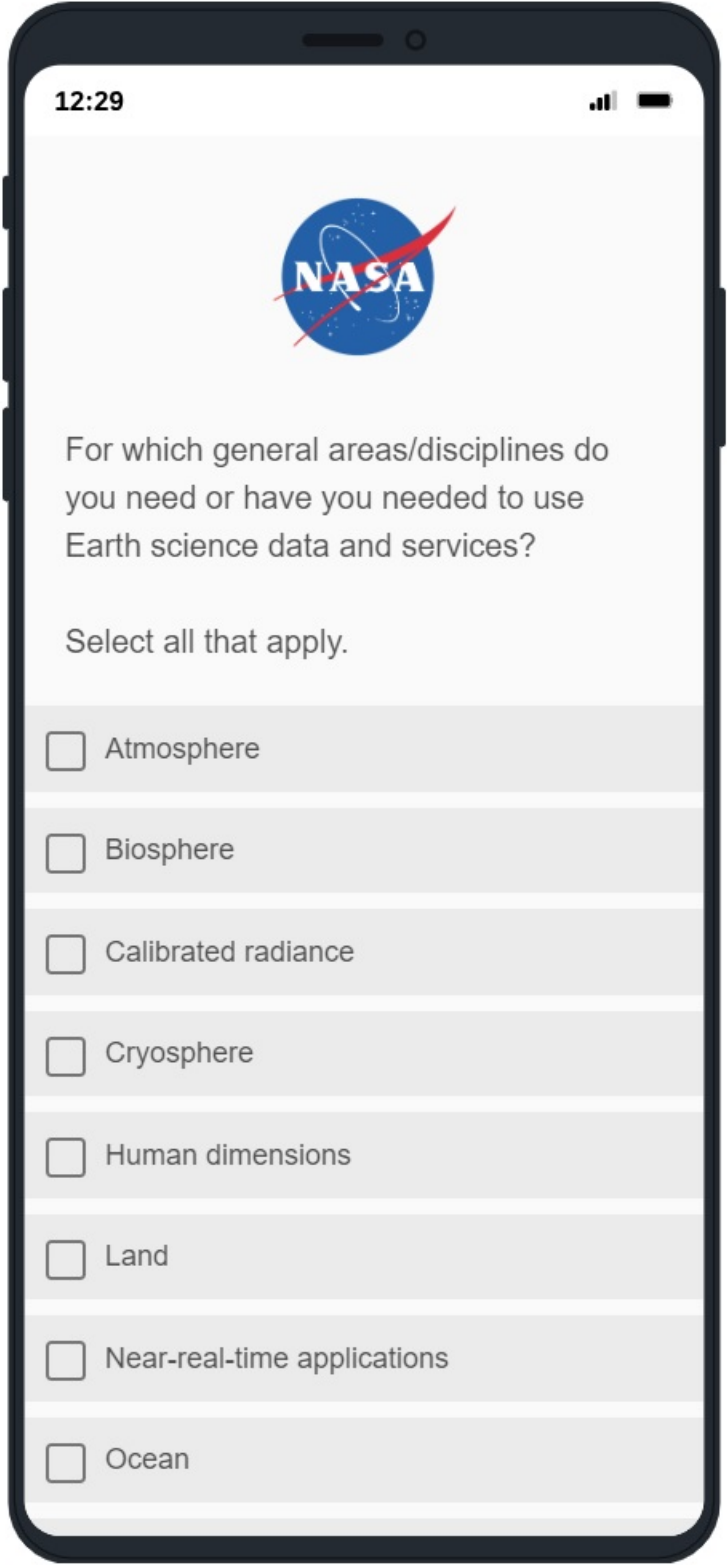
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Tools



Have you done any of the following from National Snow and Ice Data Center - NSIDC DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

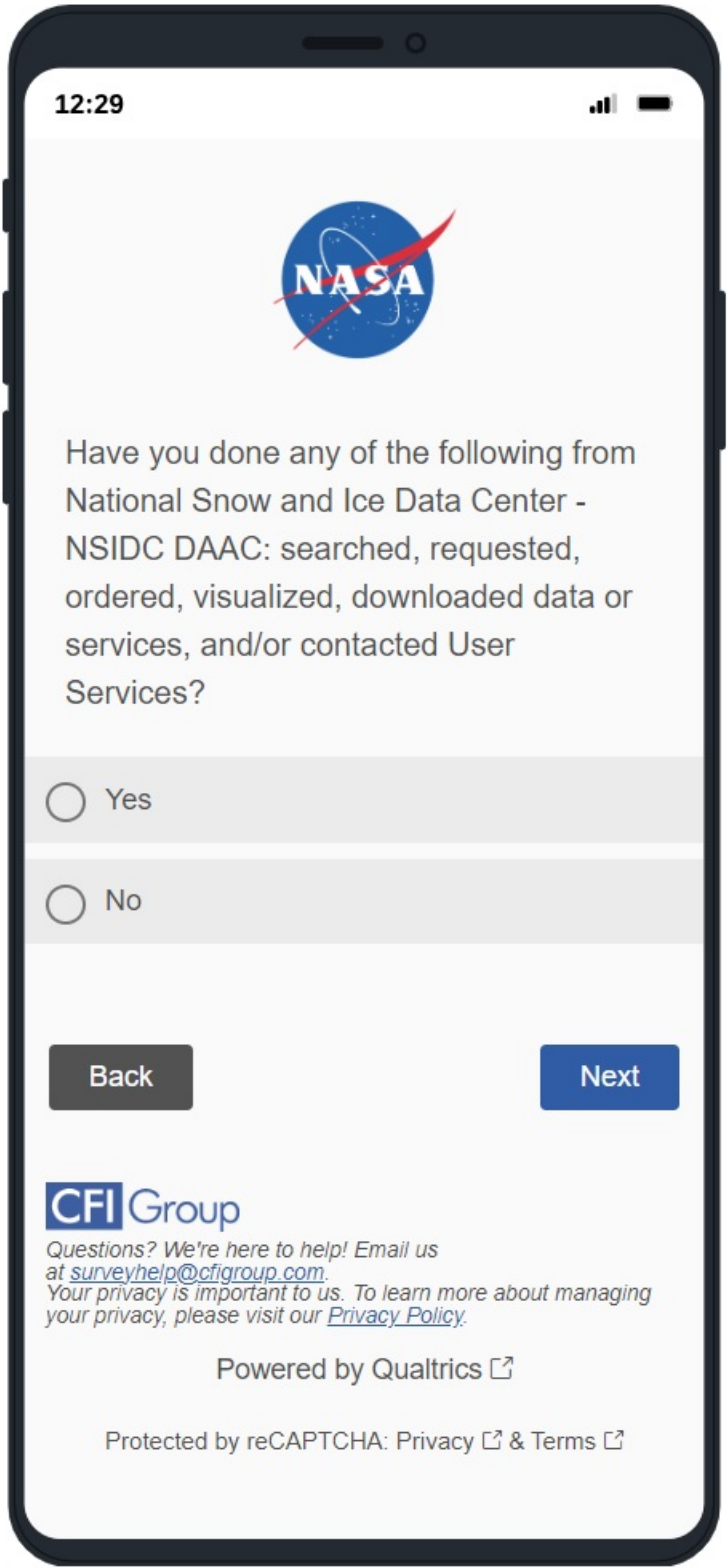
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Yes

No

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Which National Snow and Ice Data Center - NSIDC DAAC specific search service have you used most frequently?

- AppEEARS
- DAAC2Disk Download Manager
- Direct interaction with user services personnel
- Earthdata Search
- Global Change Master Directory (GCMD)
- Internet search tool (e.g., Google Earth, Google)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- NSIDC Data Search
- Operation IceBridge Portal
- Worldview
- Other (please specify)

- None of the above
- I don't know

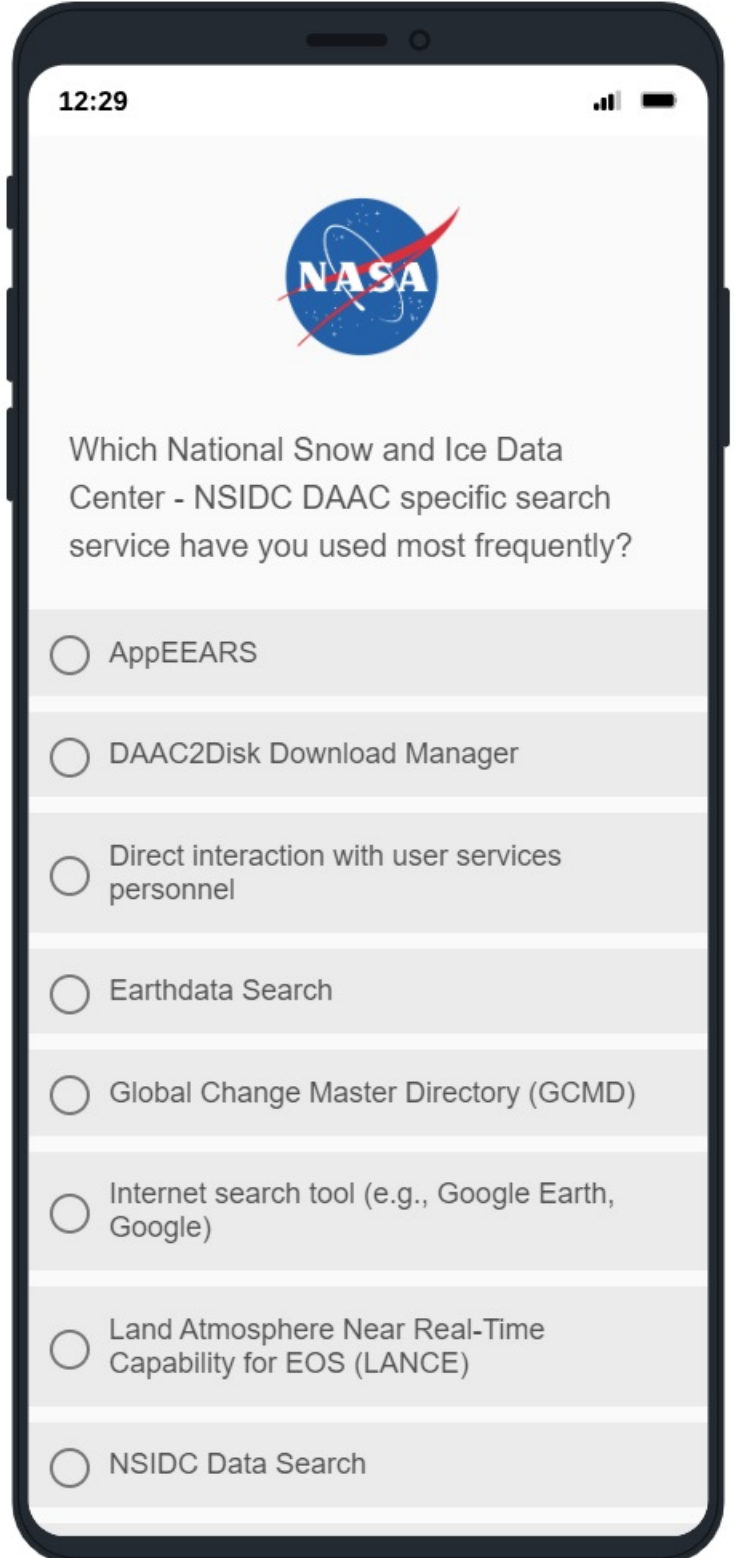
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Thinking about your data or services from National Snow and Ice Data Center - NSIDC DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

Poor 1

2

3

4

Excellent 5

NA

How well the search results met your needs v

Back

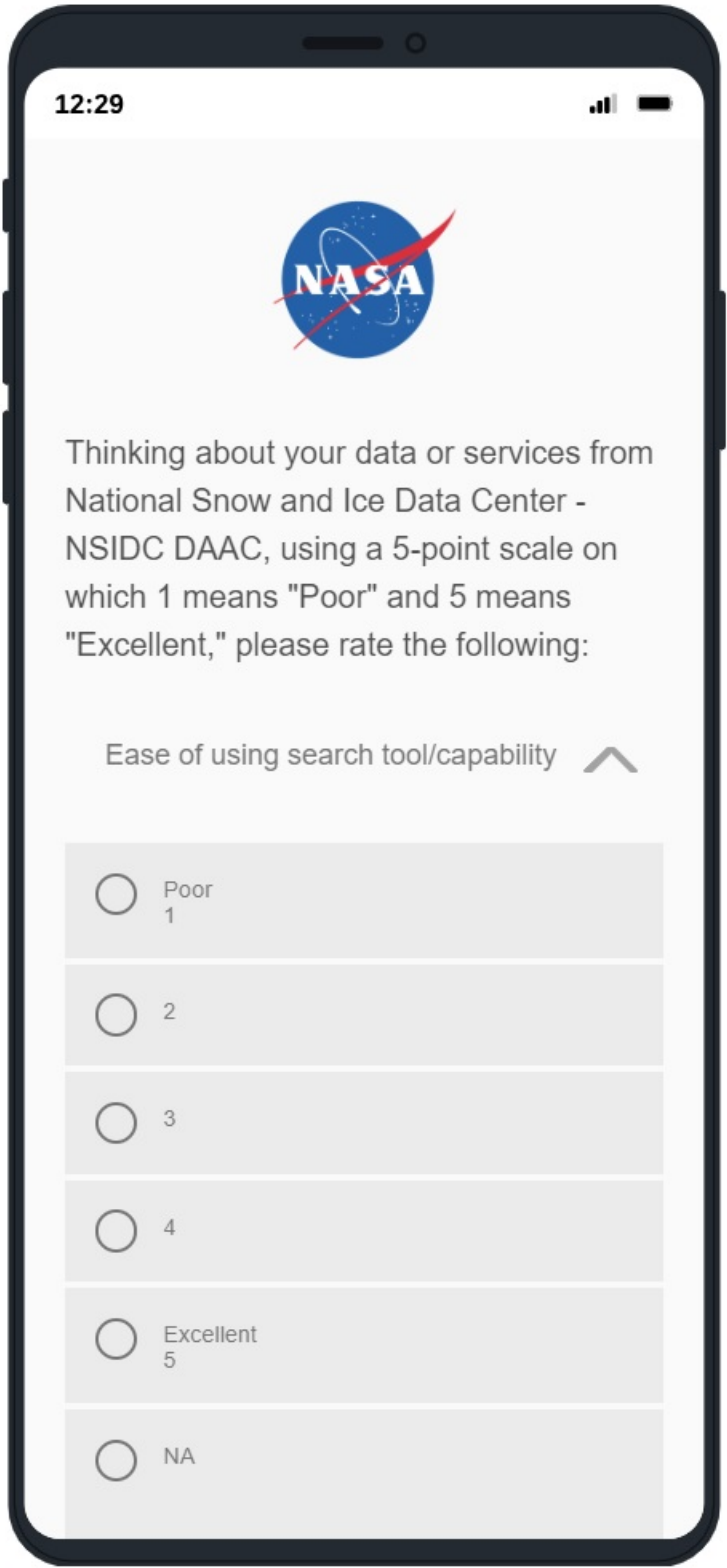
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Thinking about your data or services from National Snow and Ice Data Center - NSIDC DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent  
5



How well the search results met your needs



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

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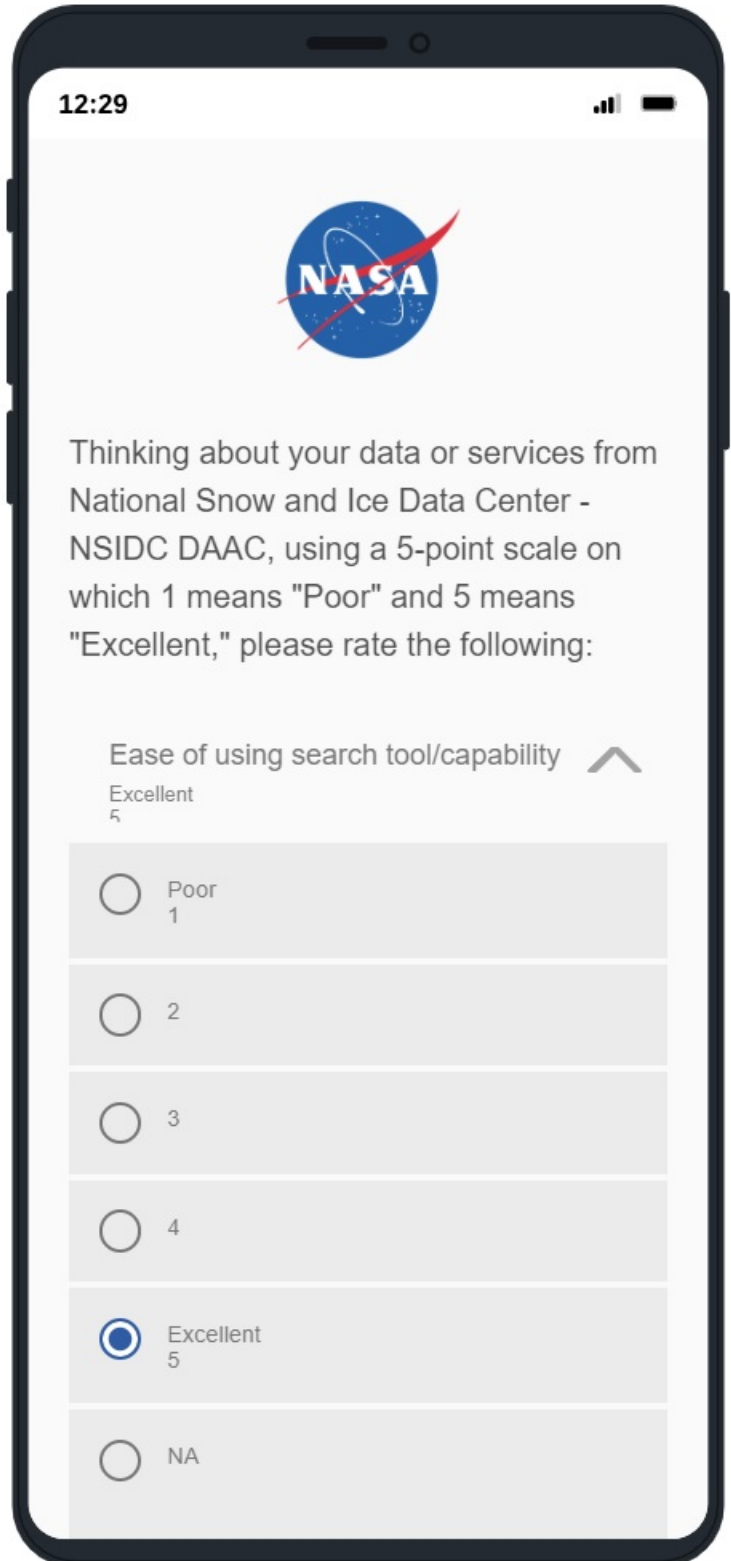
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How often did you generally find what you were looking for?

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

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

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

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Please comment on your experience with the search method(s) you used for National Snow and Ice Data Center - NSIDC 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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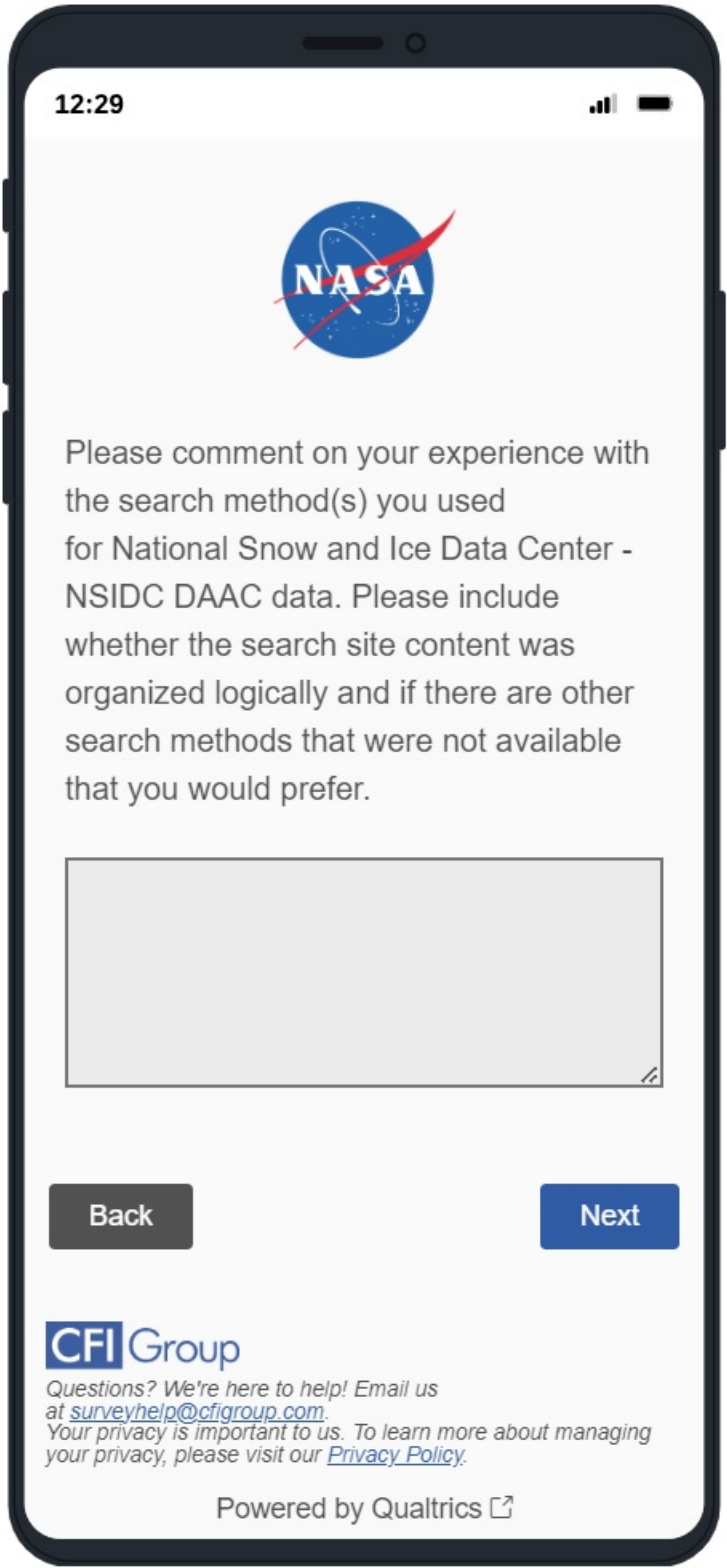
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Tools



Did you request/acquire data products from **National Snow and Ice Data Center - NSIDC DAAC** in the last year?

Yes

No

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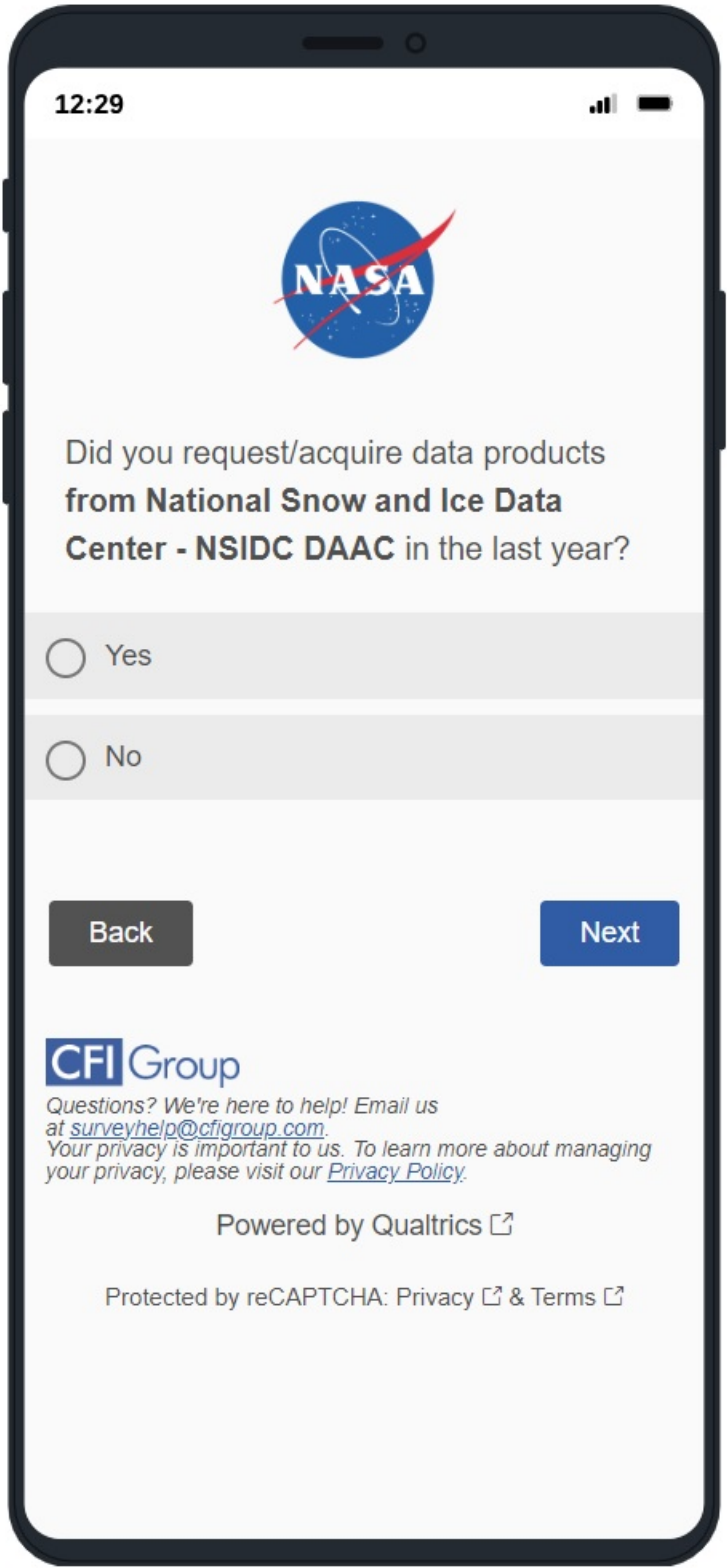
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Did you request/acquire data products from **National Snow and Ice Data Center - NSIDC DAAC** in the last year?

Yes

No

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Tools



Thinking about your data from National Snow and Ice Data Center - NSIDC 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



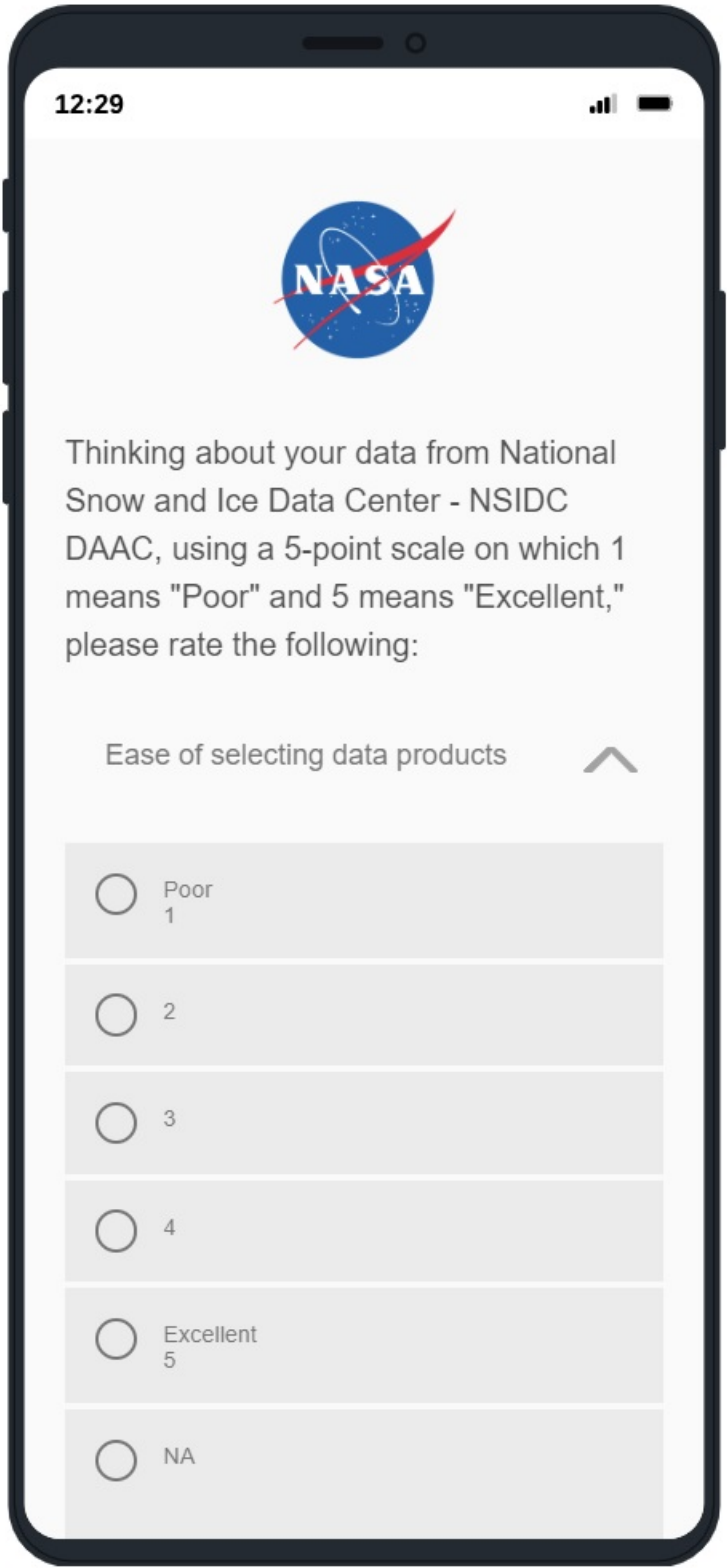
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Tools



Thinking about your data from National Snow and Ice Data Center - NSIDC 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



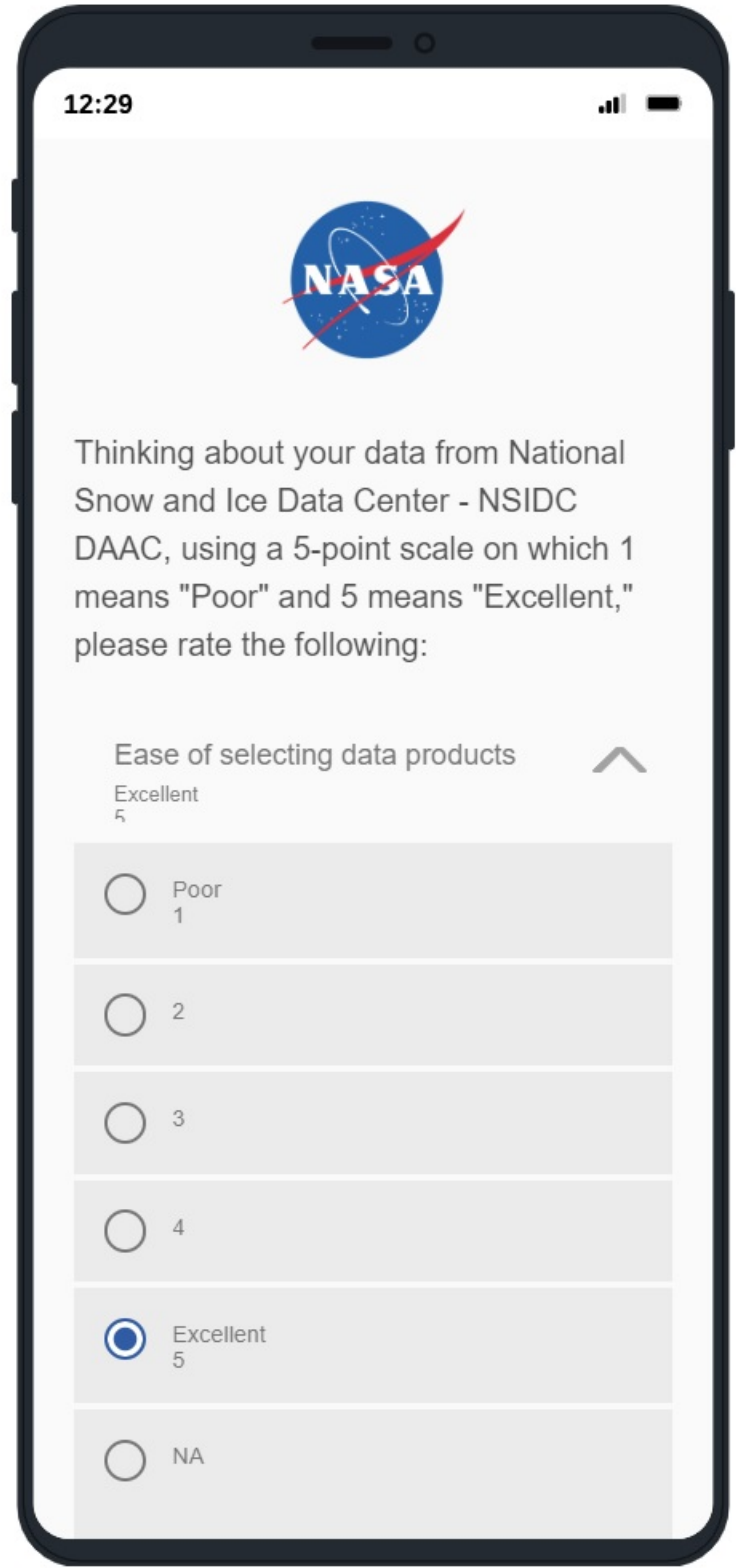
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Clear

Tools



Thinking about your data from National Snow and Ice Data Center - NSIDC 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

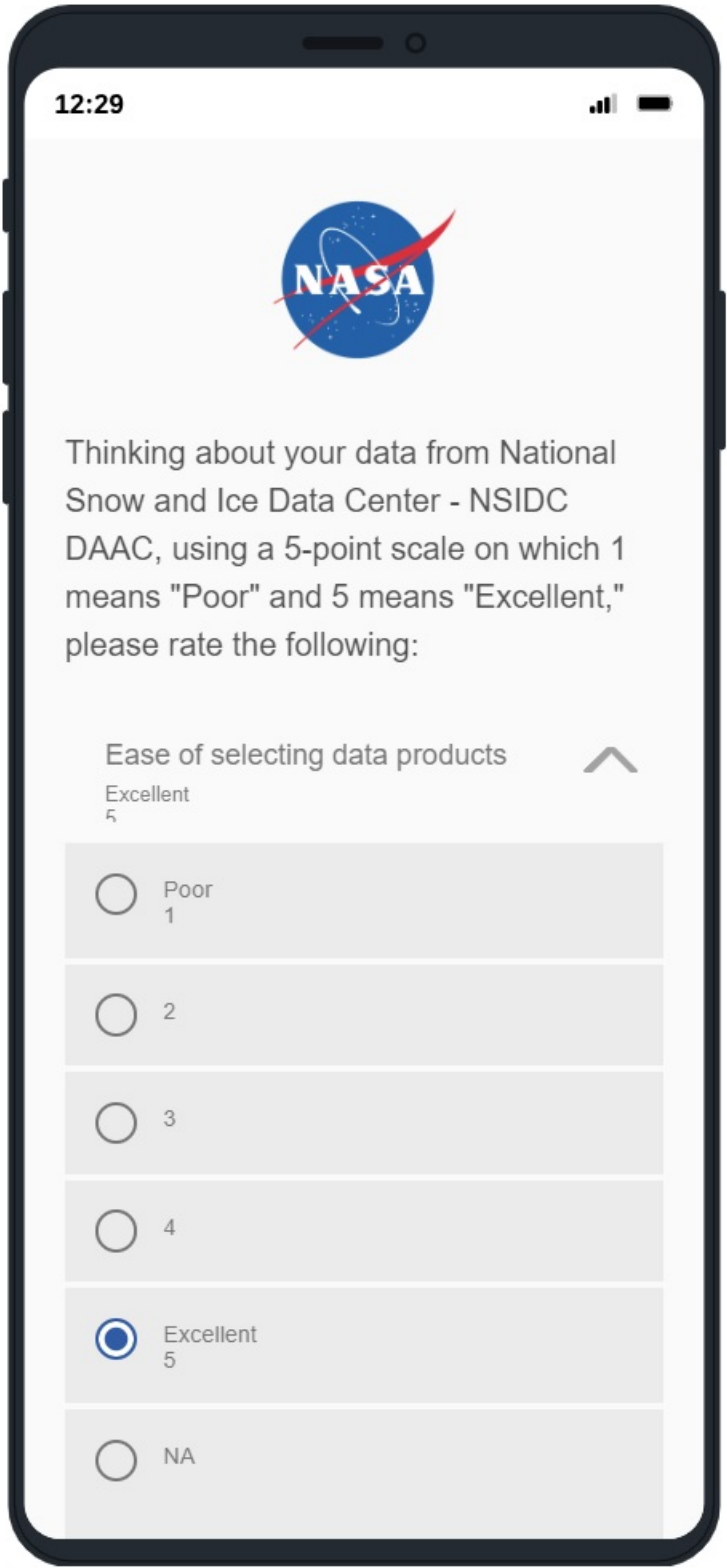
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Tools



Did you download data or receive data from National Snow and Ice Data Center - NSIDC DAAC?

Yes

No

Back

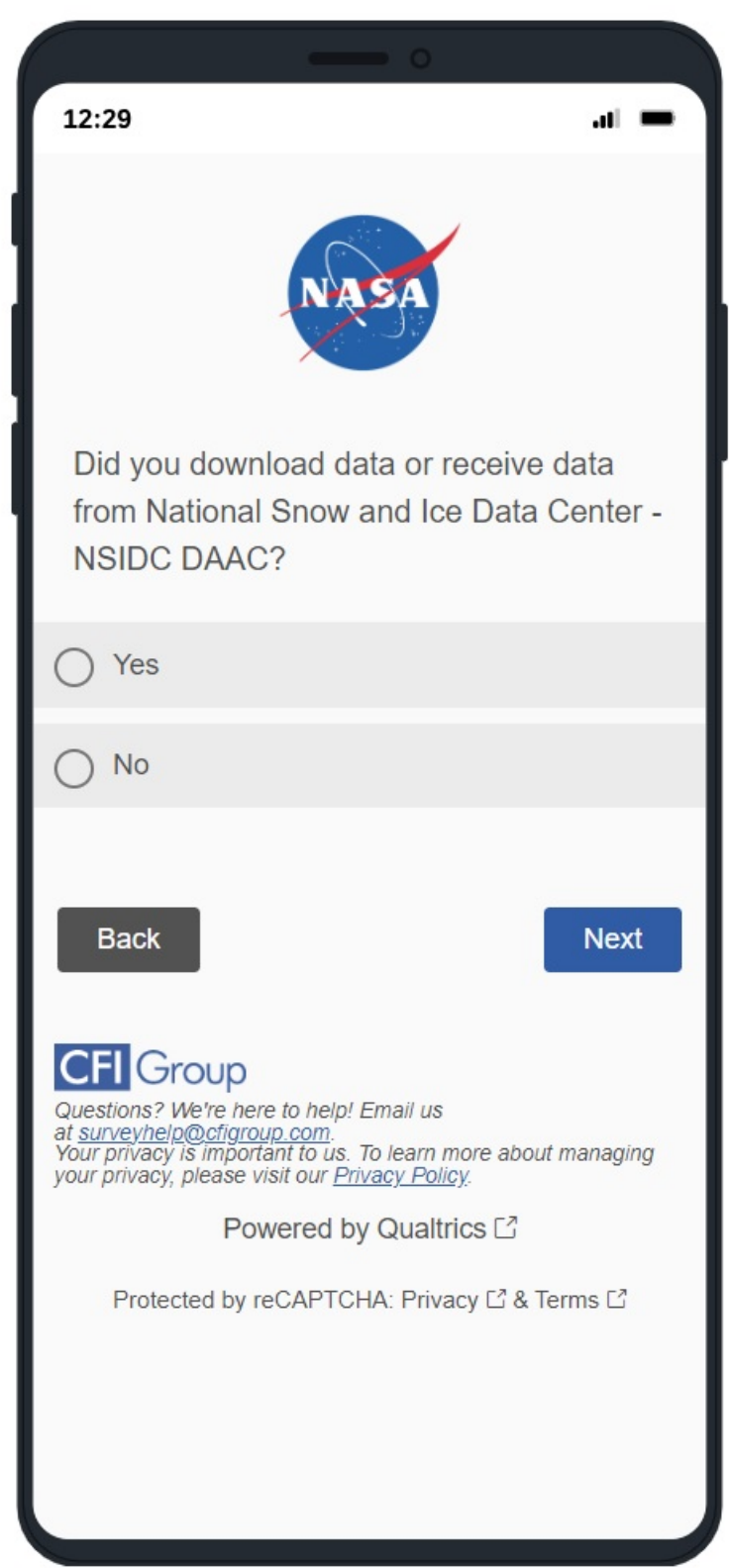
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Did you download data or receive data from National Snow and Ice Data Center - NSIDC DAAC?

Yes

No

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Thinking about your data from National Snow and Ice Data Center - NSIDC 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

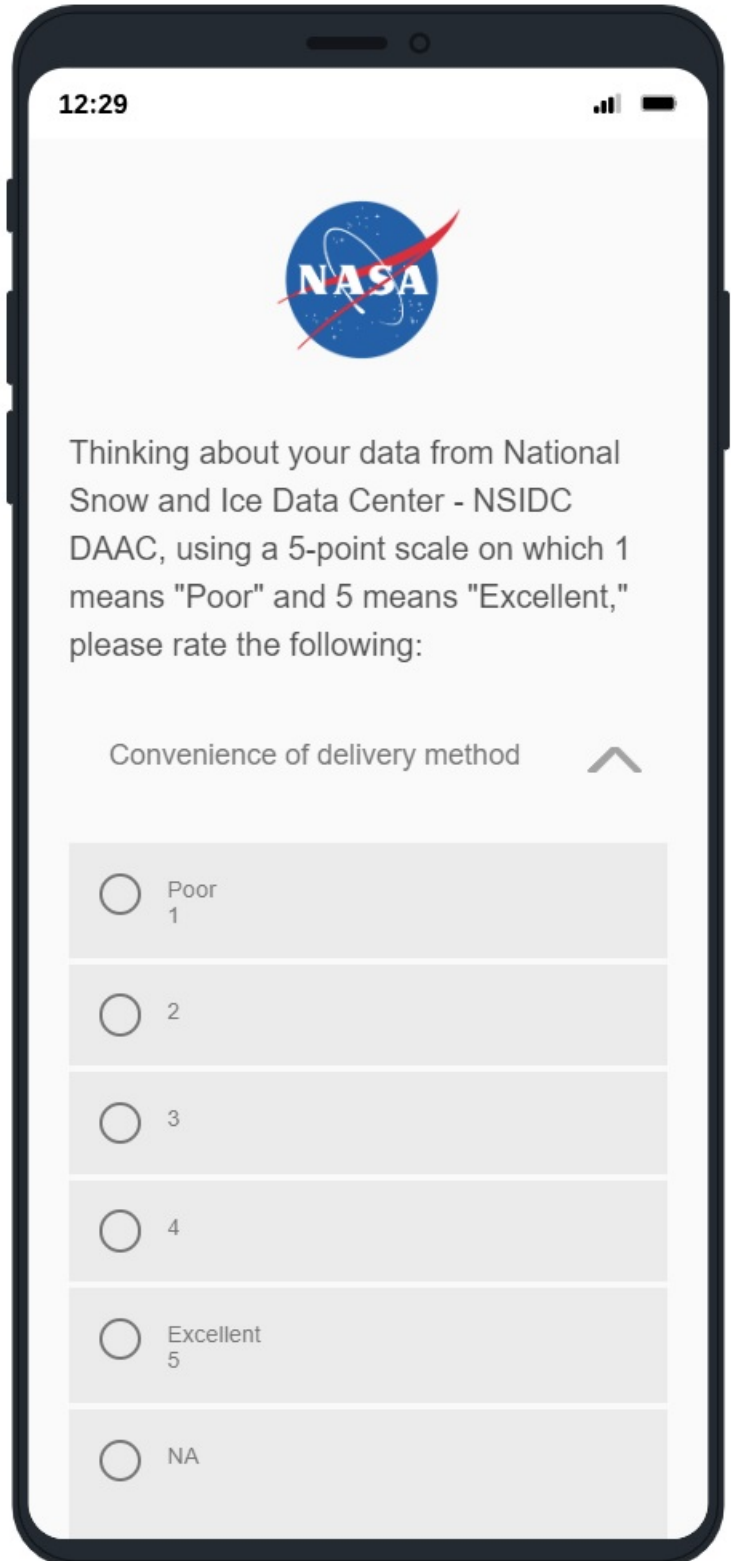
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Thinking about your data from National Snow and Ice Data Center - NSIDC DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent  
5



Speed of delivery method



Poor  
1

2

3

4

Excellent  
5

NA

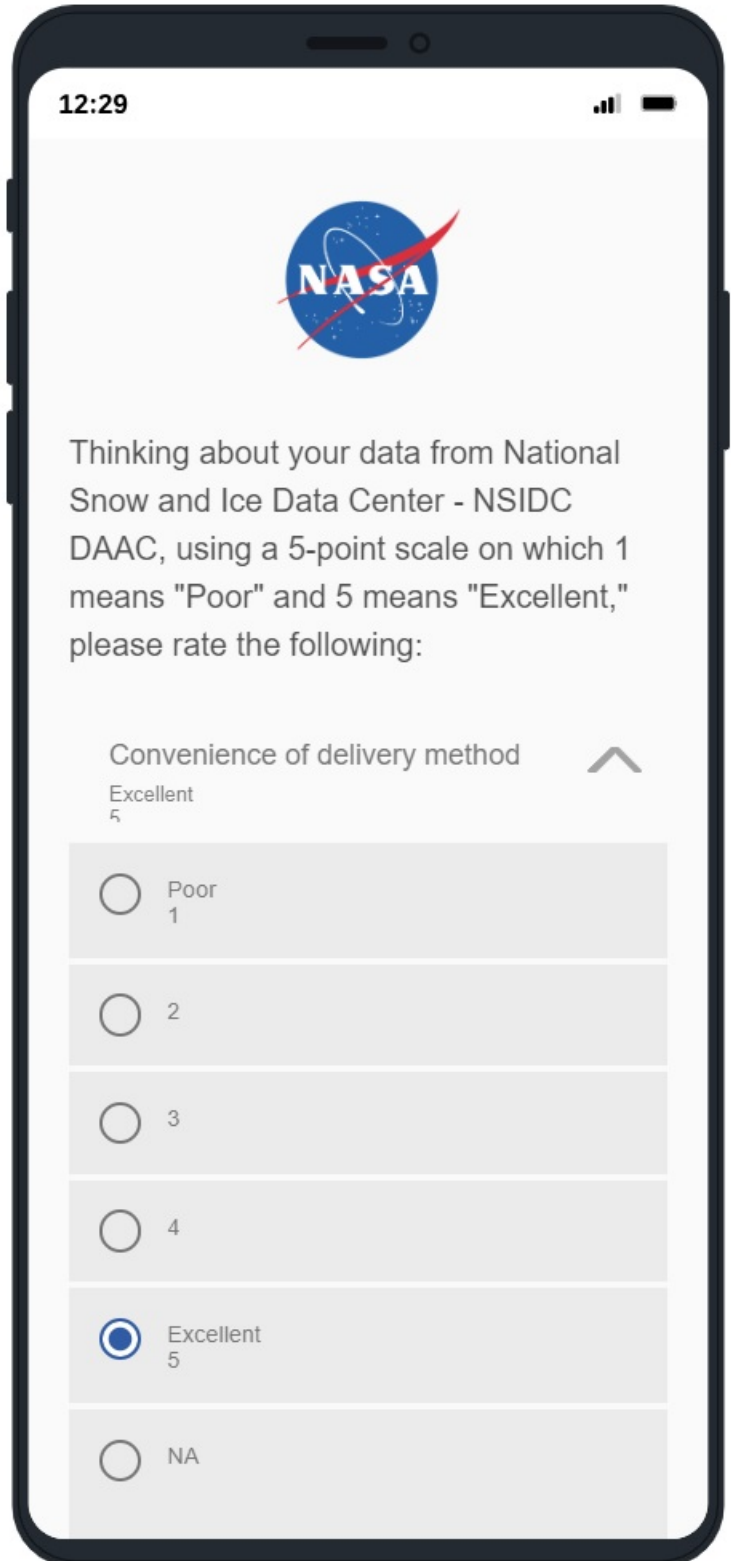
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Please comment on your experience with the delivery method(s) you used for National Snow and Ice Data Center - NSIDC DAAC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there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

[Empty text input box]

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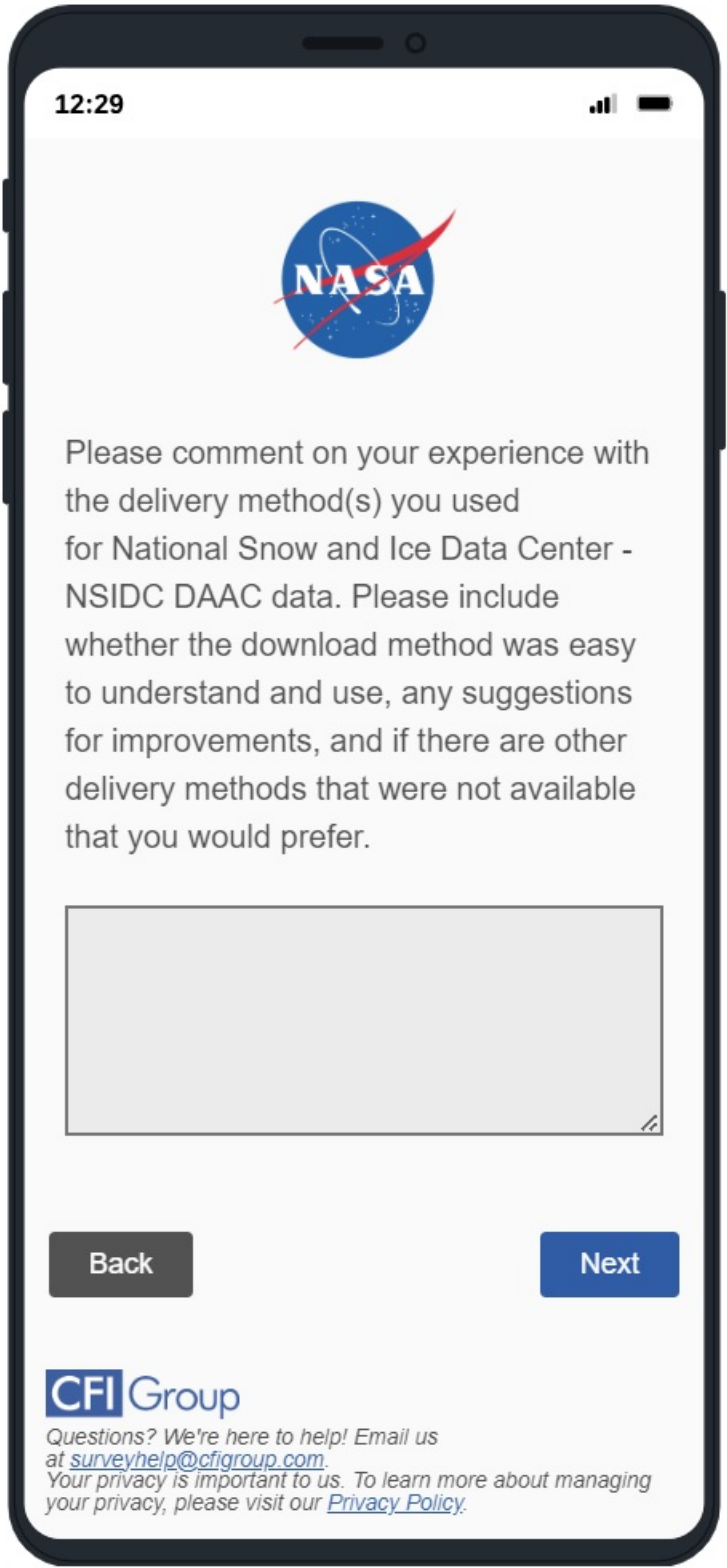
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Tools



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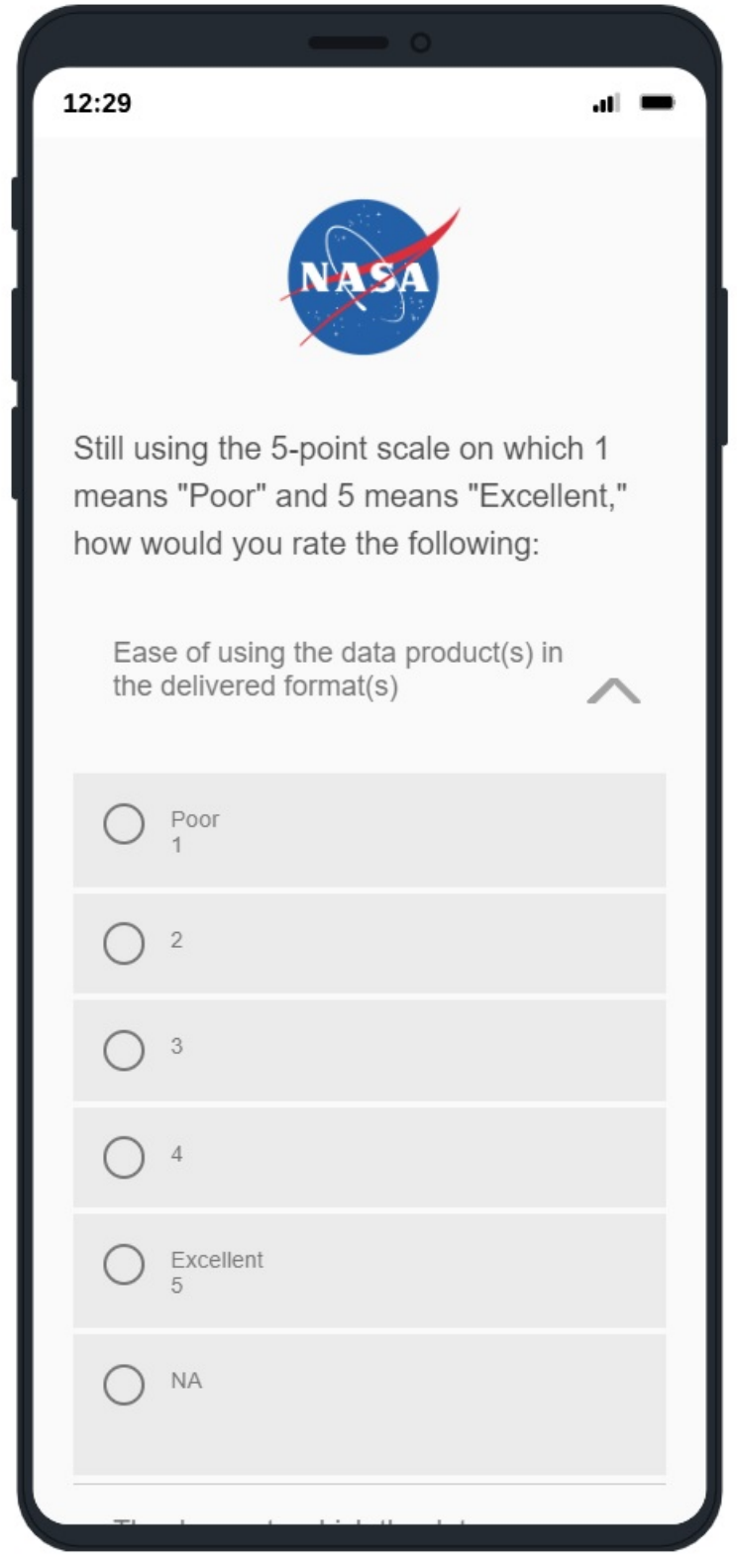
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Ease of using the data product(s) in the delivered format(s)



Poor 1

2

3

4

Excellent 5

NA

Restart Survey

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Clear

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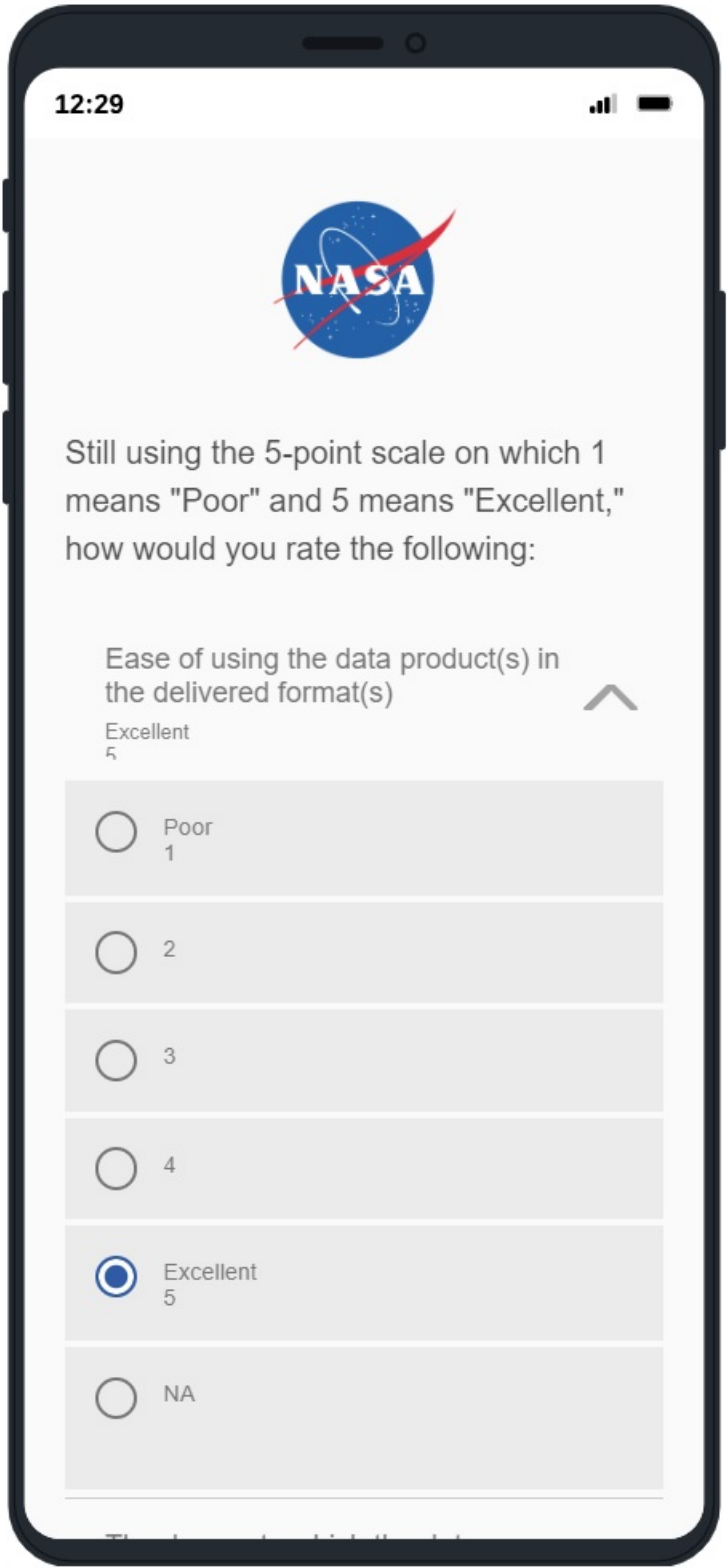
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Ease of using the data product(s) in the delivered format(s)

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

Back

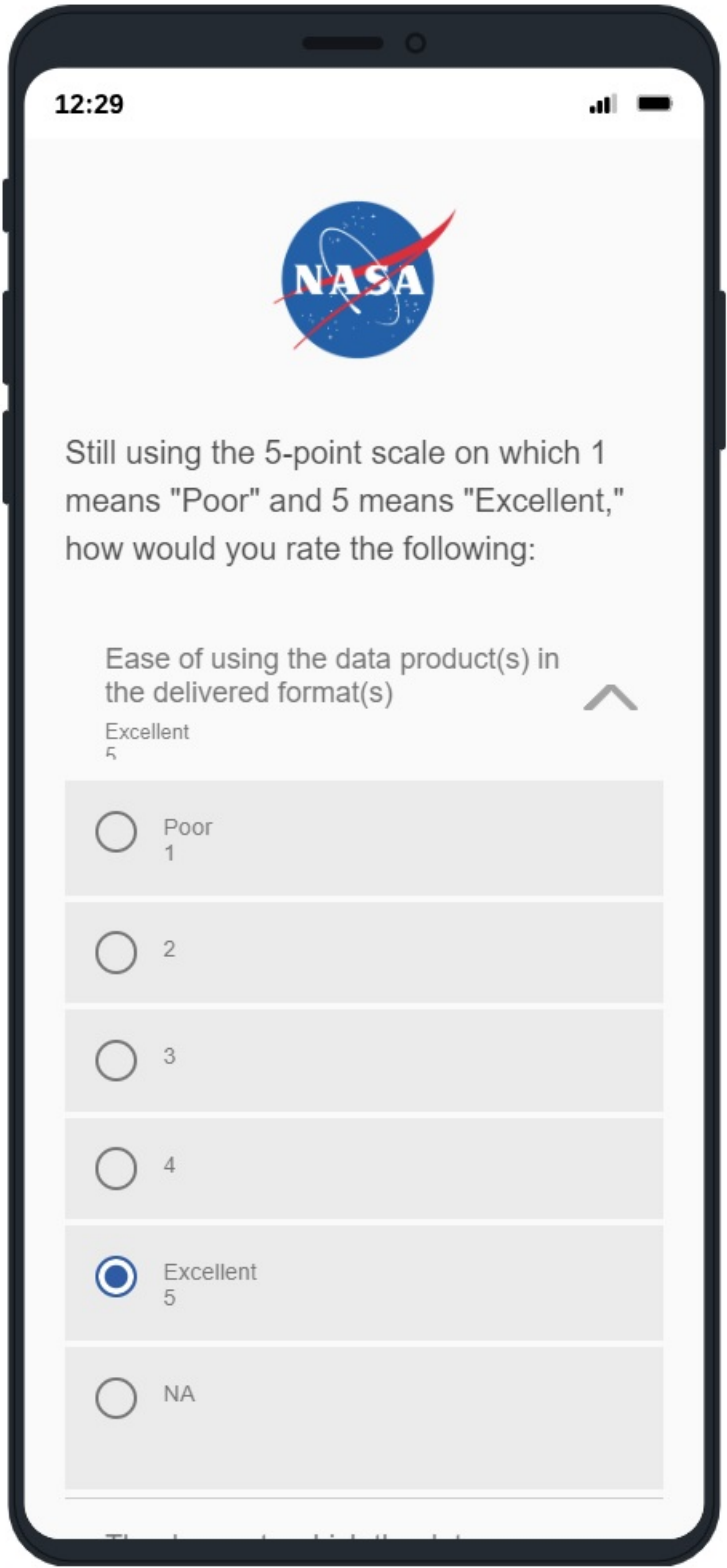
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA

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Clear

Tools



Thinking about your most recent experience with data from National Snow and Ice Data Center - NSIDC 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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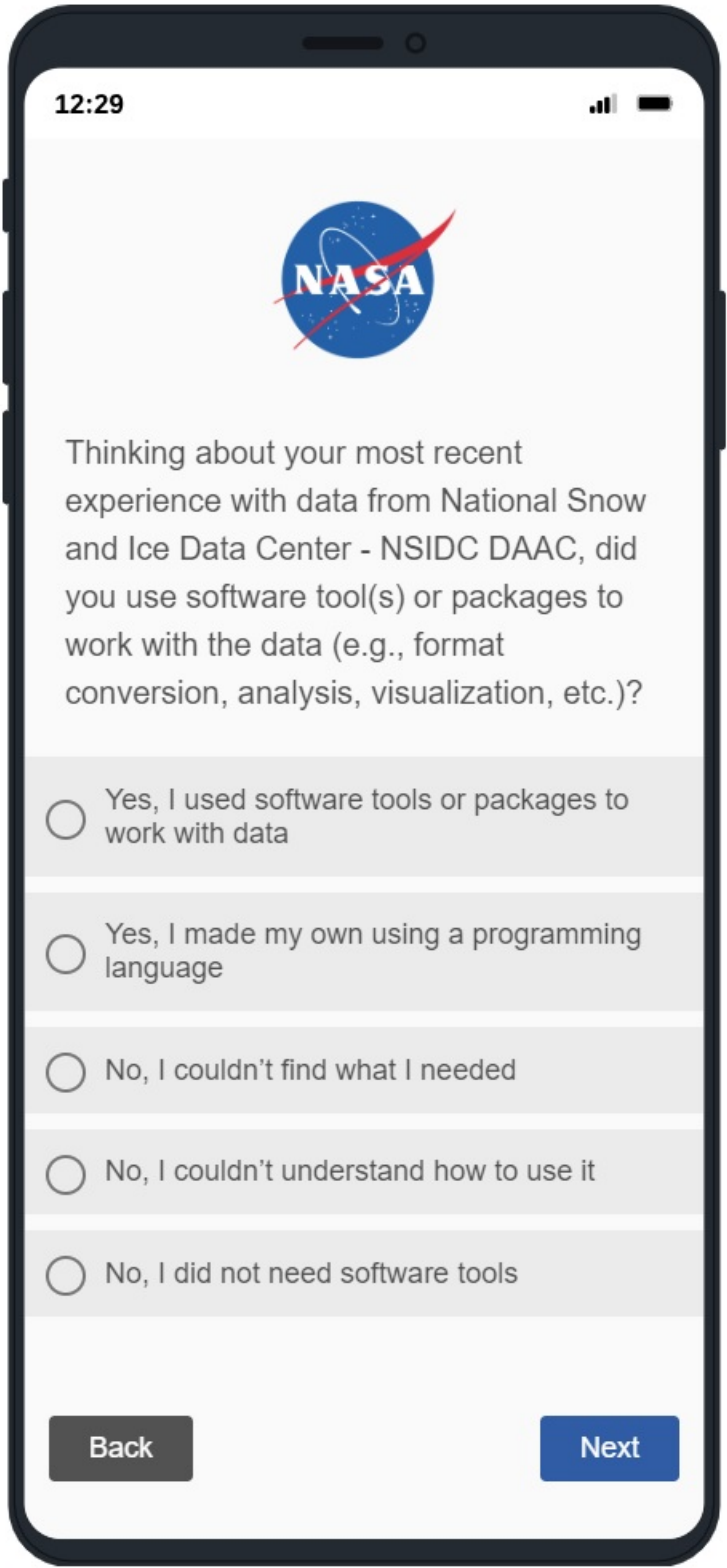
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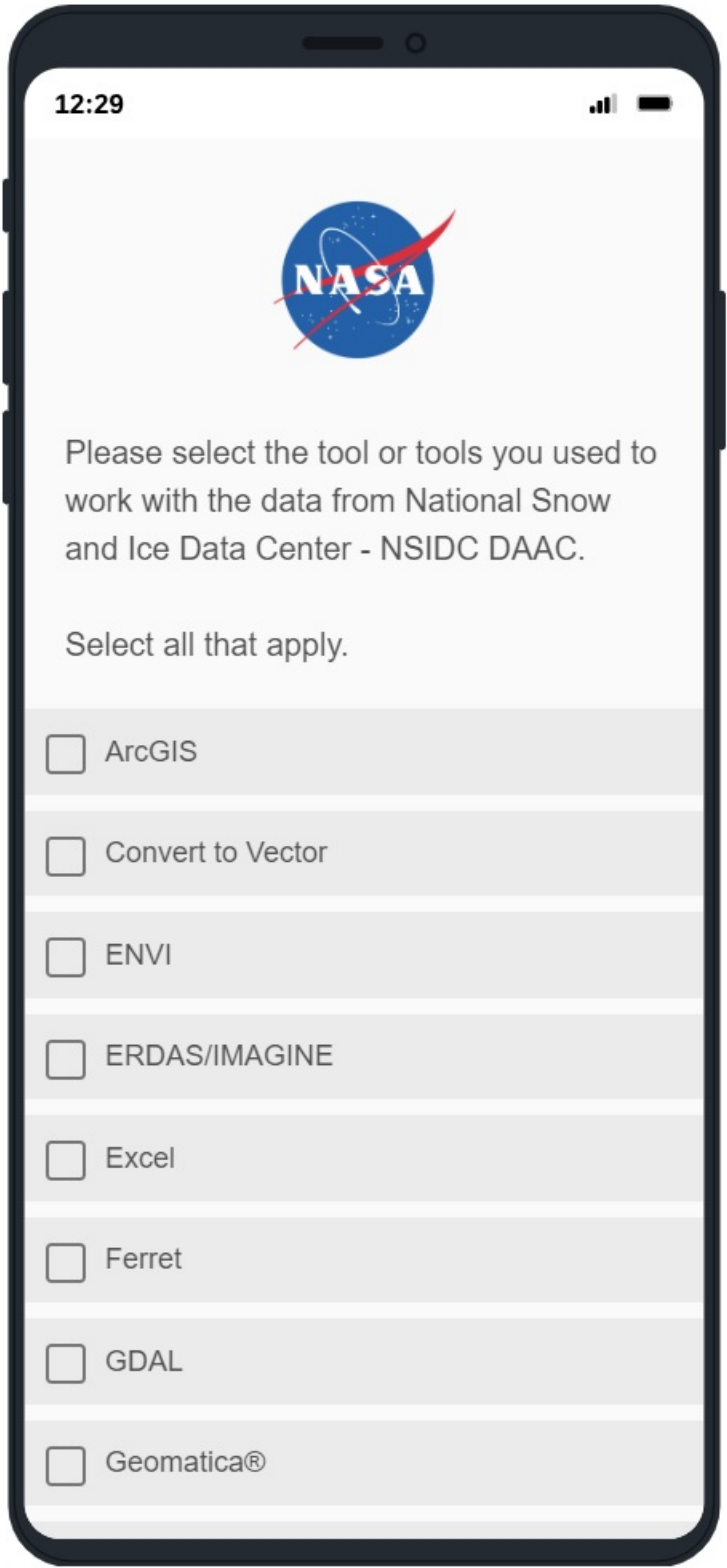
Tools



Please select the tool or tools you used to work with the data from National Snow and Ice Data Center - NSIDC 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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Please select the tool or tools you used to work with the data from National Snow and Ice Data Center - NSIDC DAAC.

Select all that apply.

- ArcGIS
- Convert to Vector
- ENVI
- ERDAS/IMAGINE
- Excel
- Ferret
- GDAL
- Geomatica®



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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

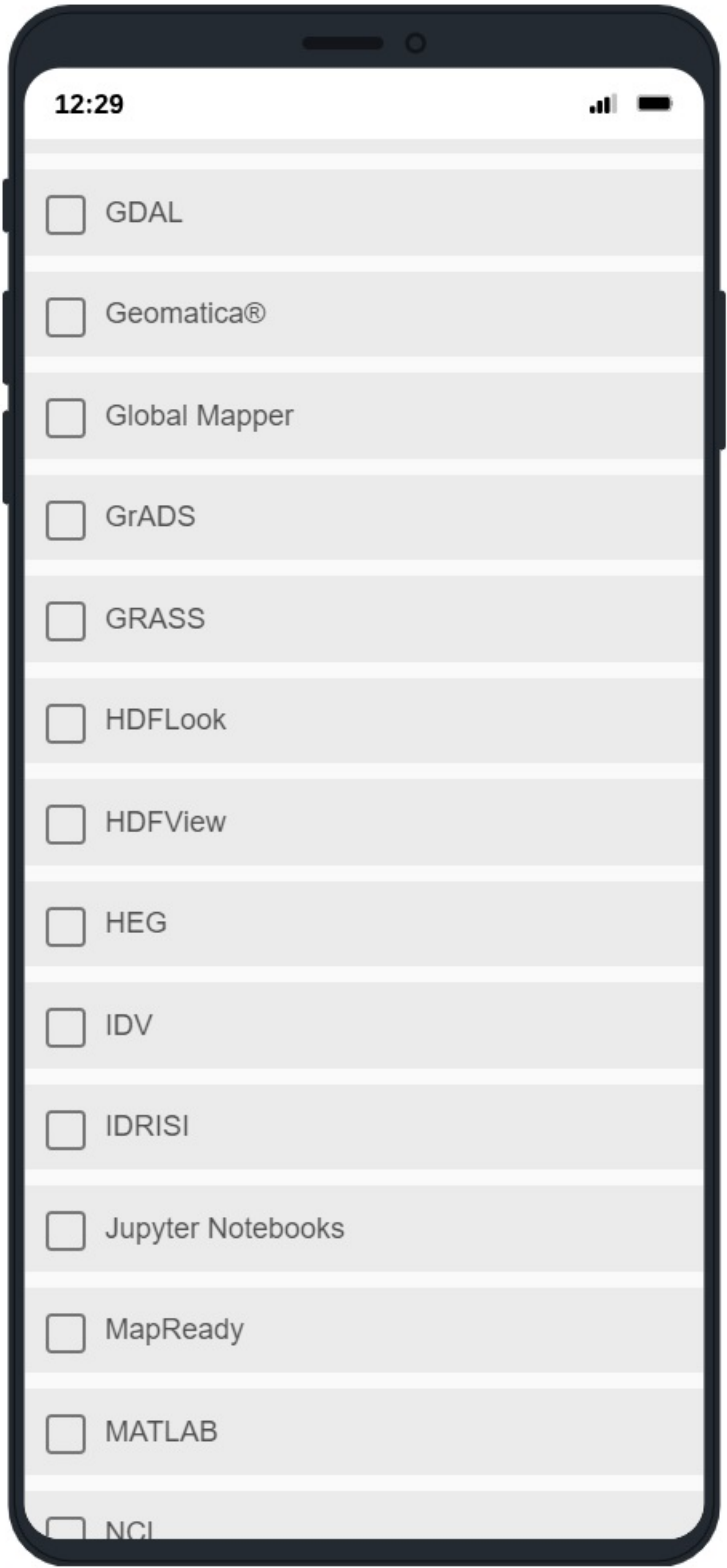
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Tools



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

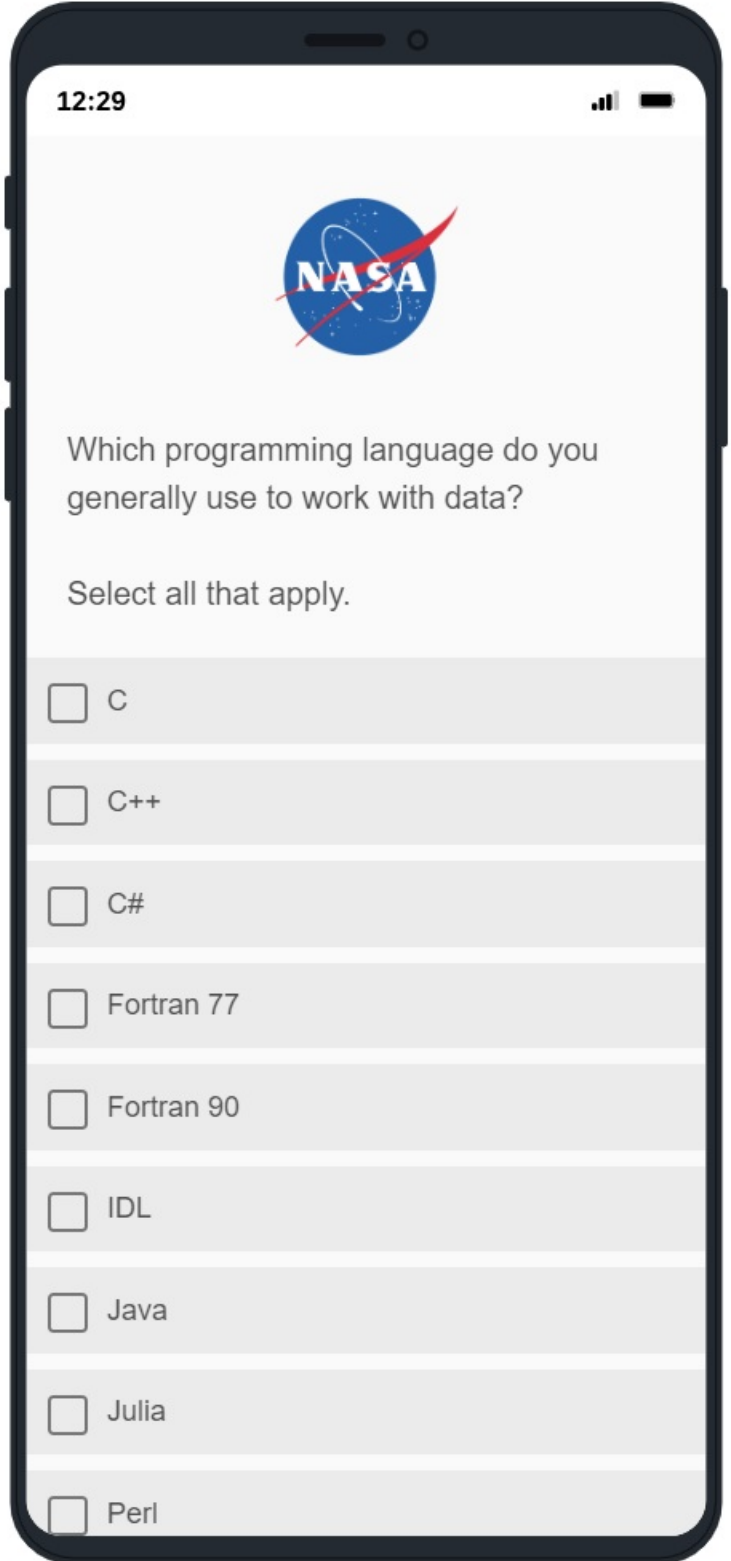
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Did you look for or get documentation related to the data?

Yes

No

Back

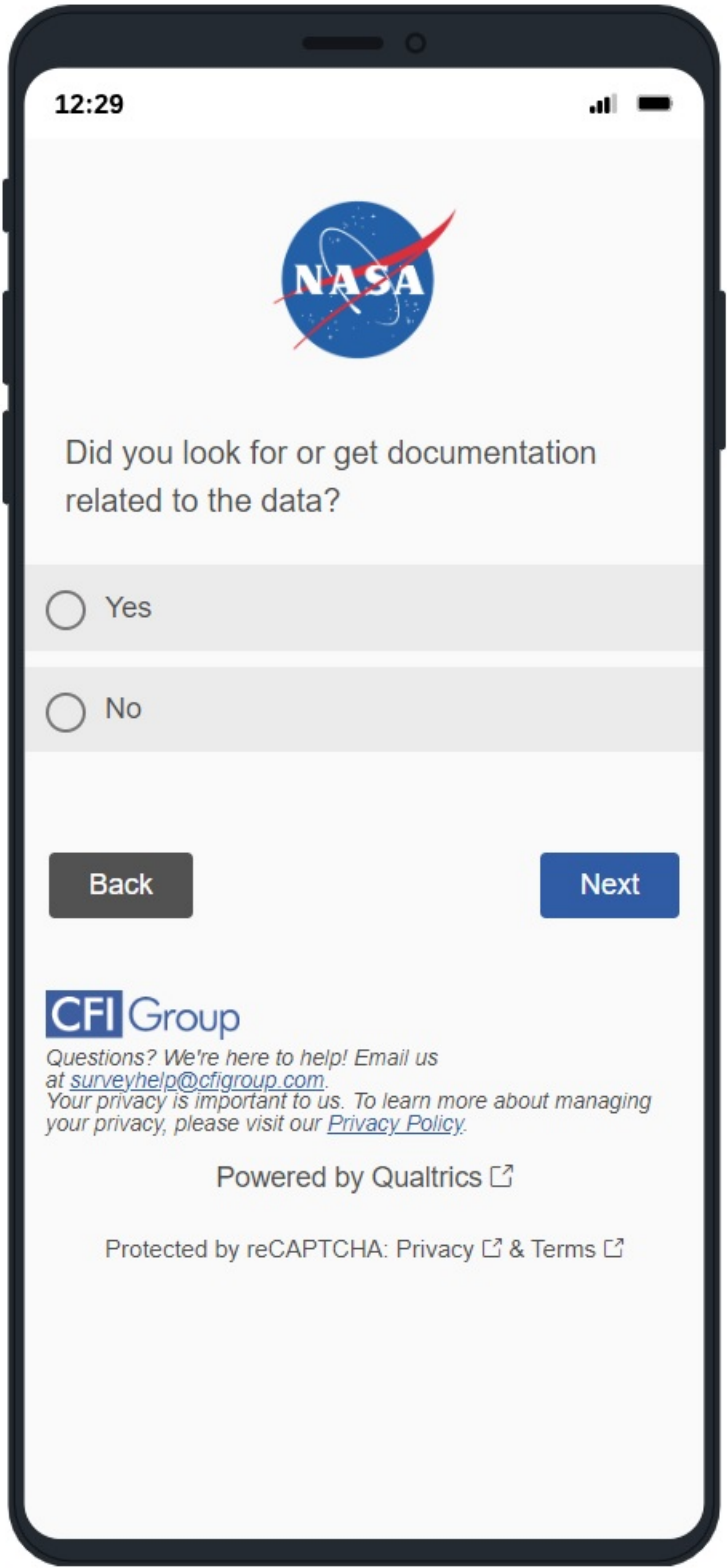
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Did you look for or get documentation related to the data?

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 v

Organization v

Clarity and usefulness v

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

Back

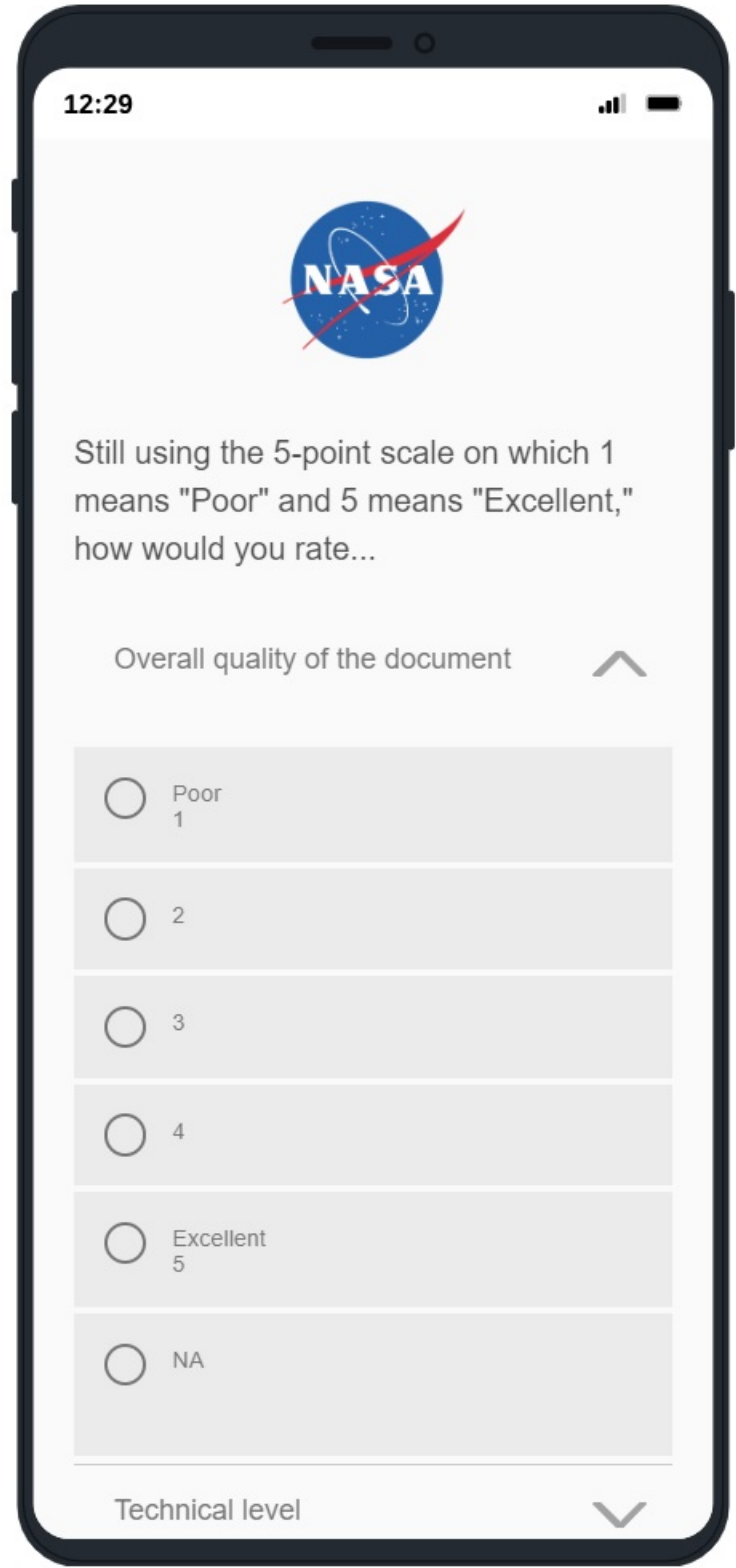
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

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

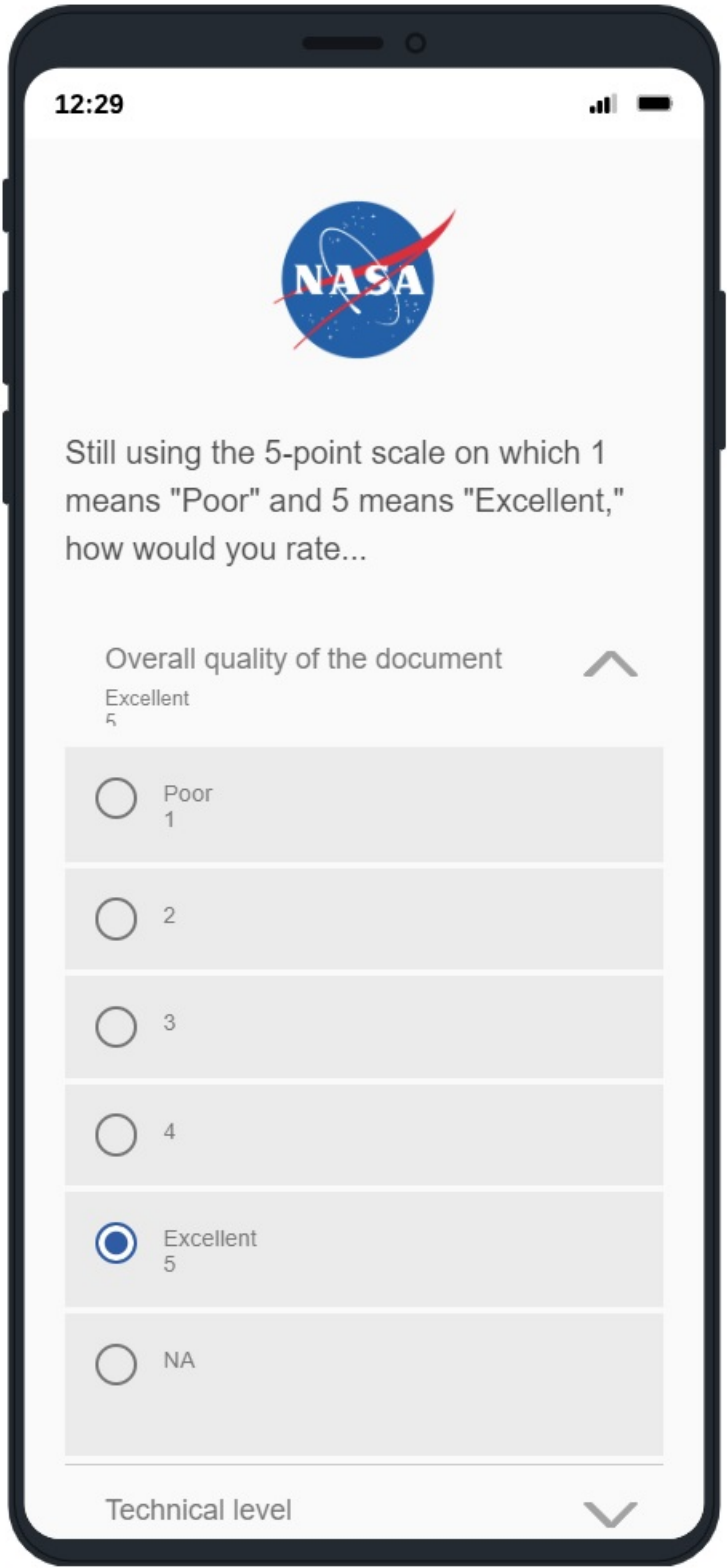
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Restart Survey

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

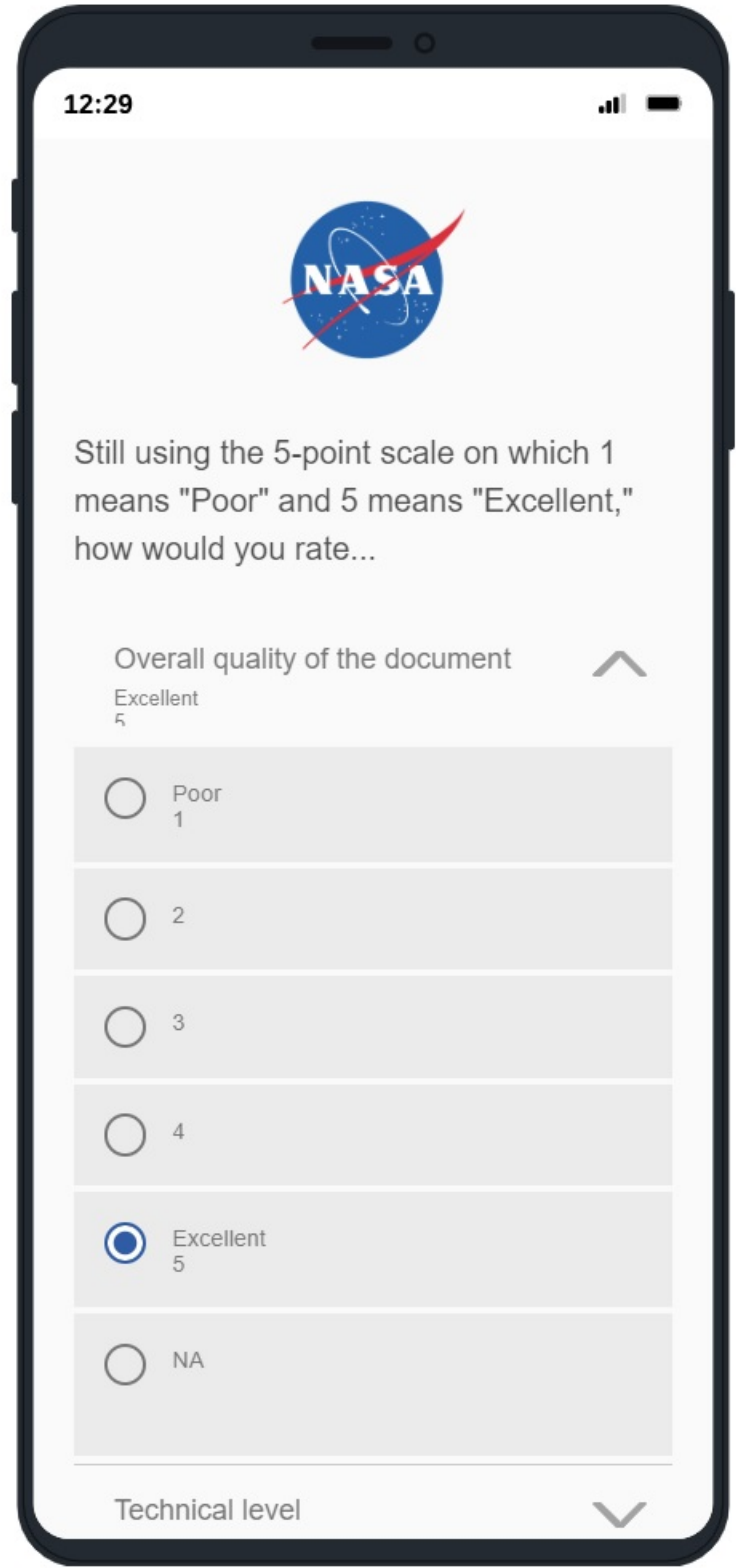
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Restart Survey

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

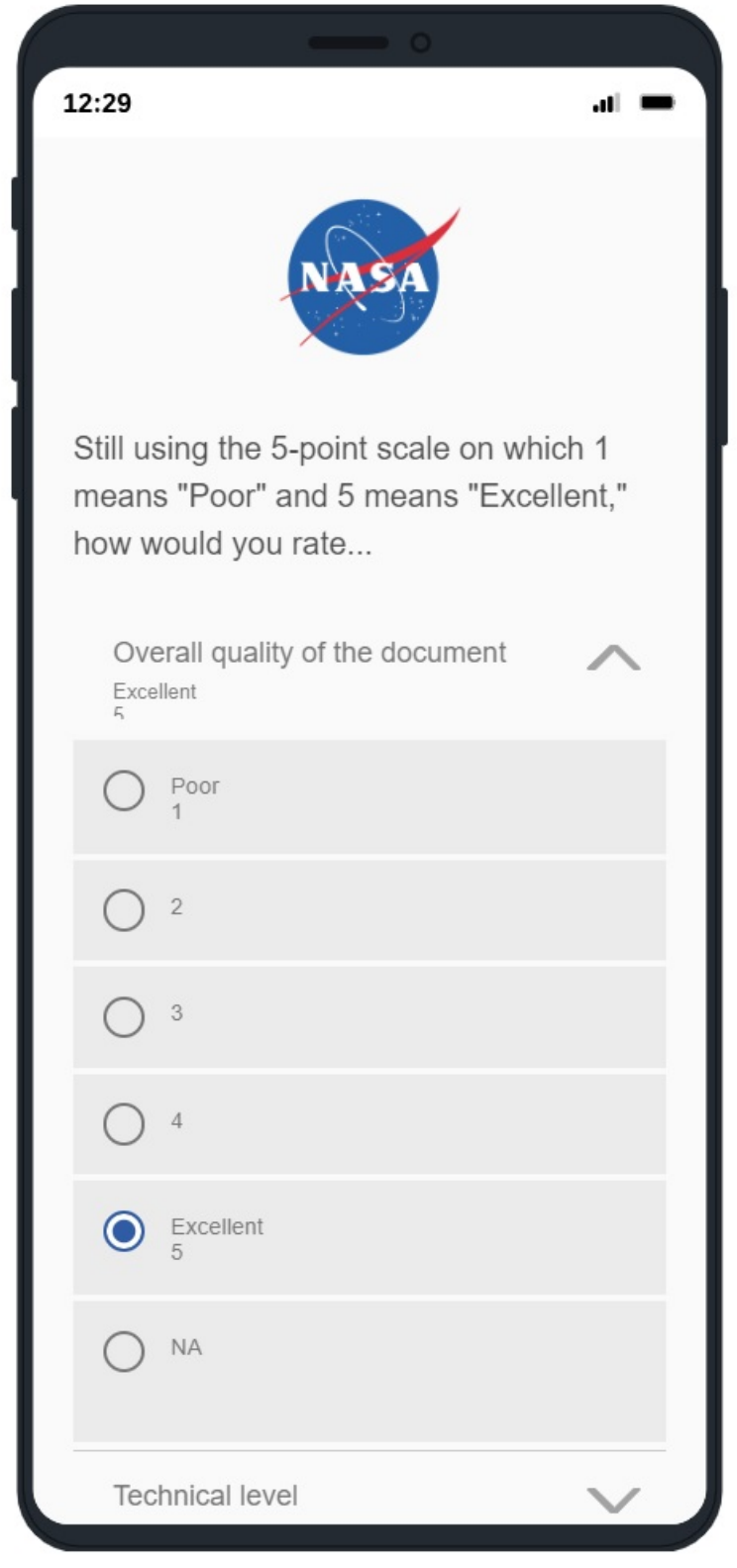
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Go to Bookmark

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

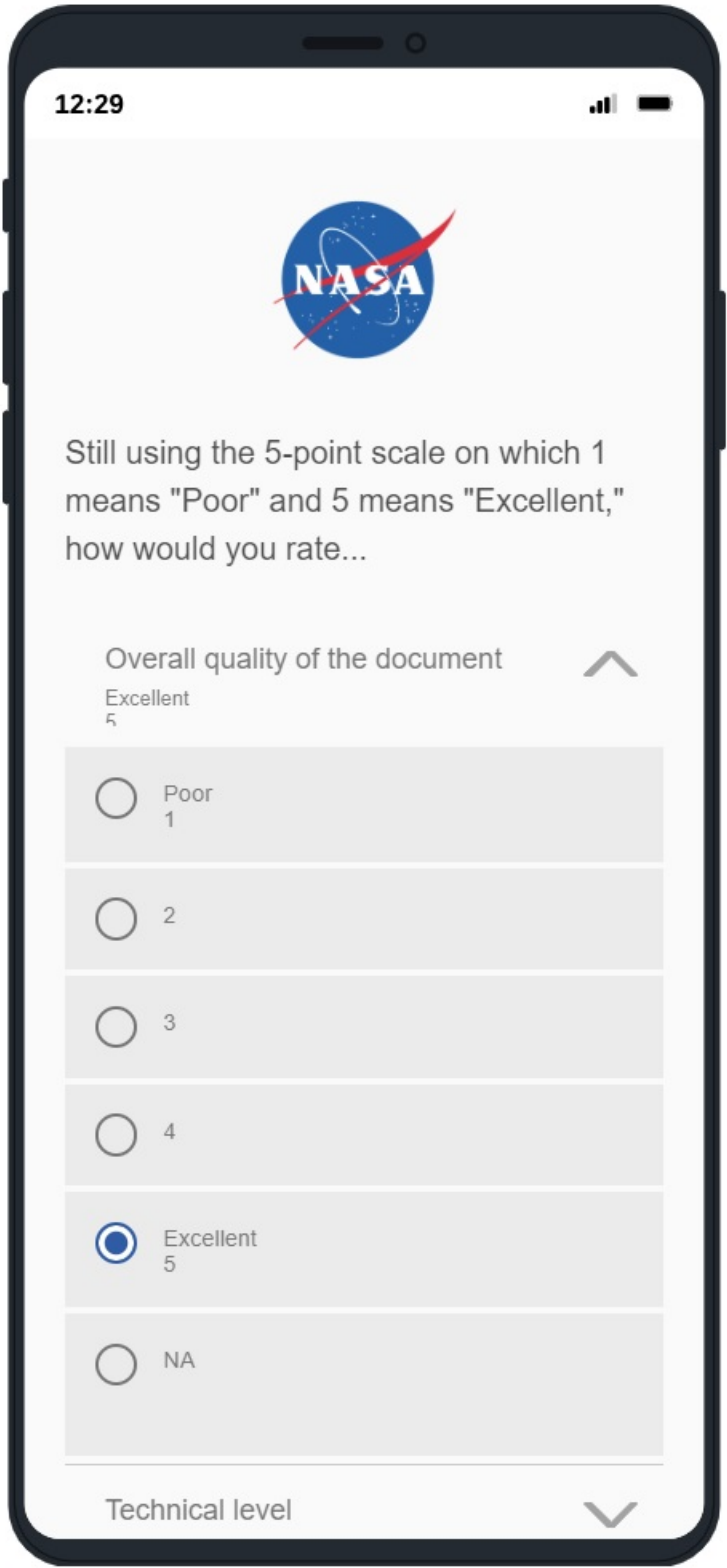
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Back

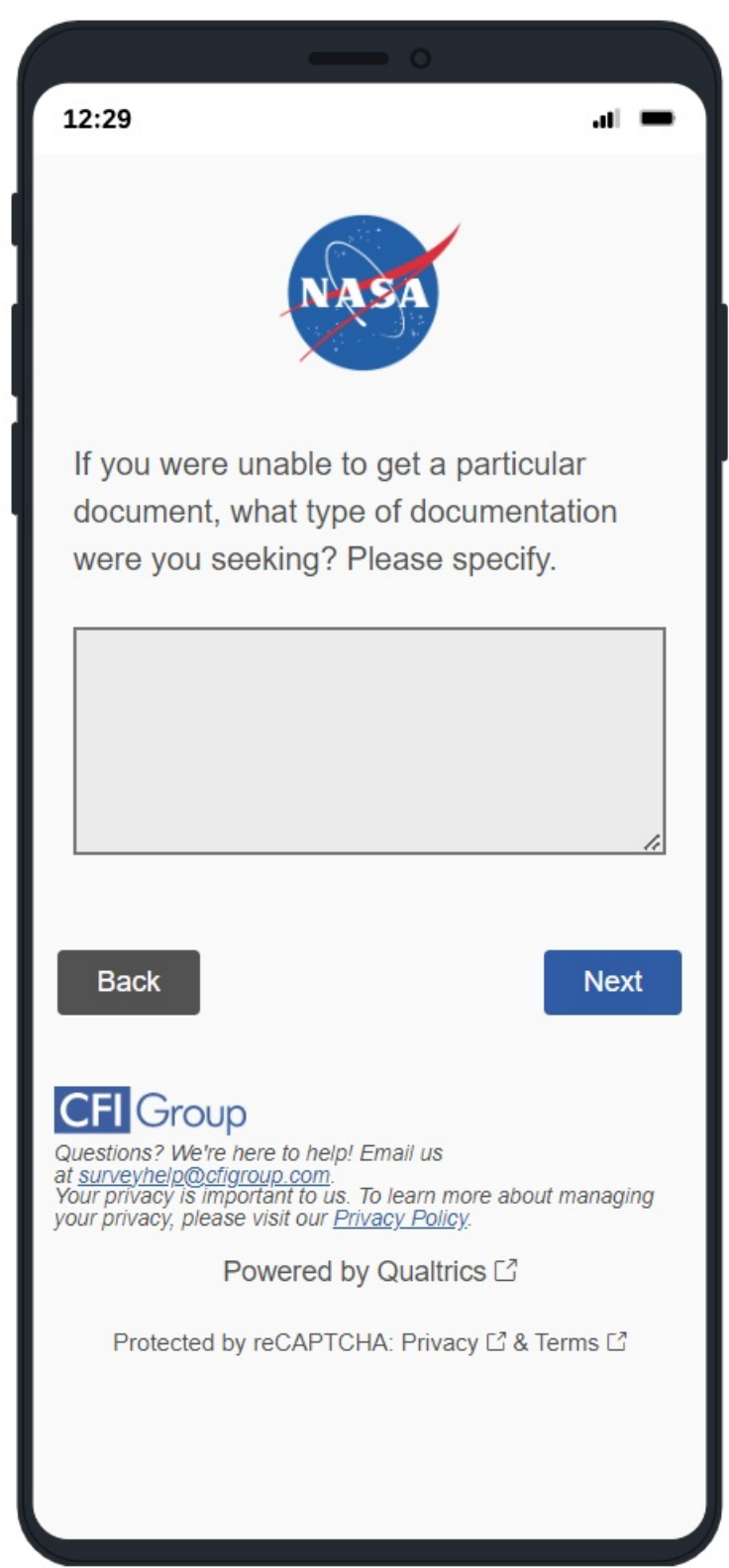
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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Clear

Tools



During the past year have you contacted the **National Snow and Ice Data Center - NSIDC DAAC's** user services office or interacted with DAAC personnel?

Yes

No

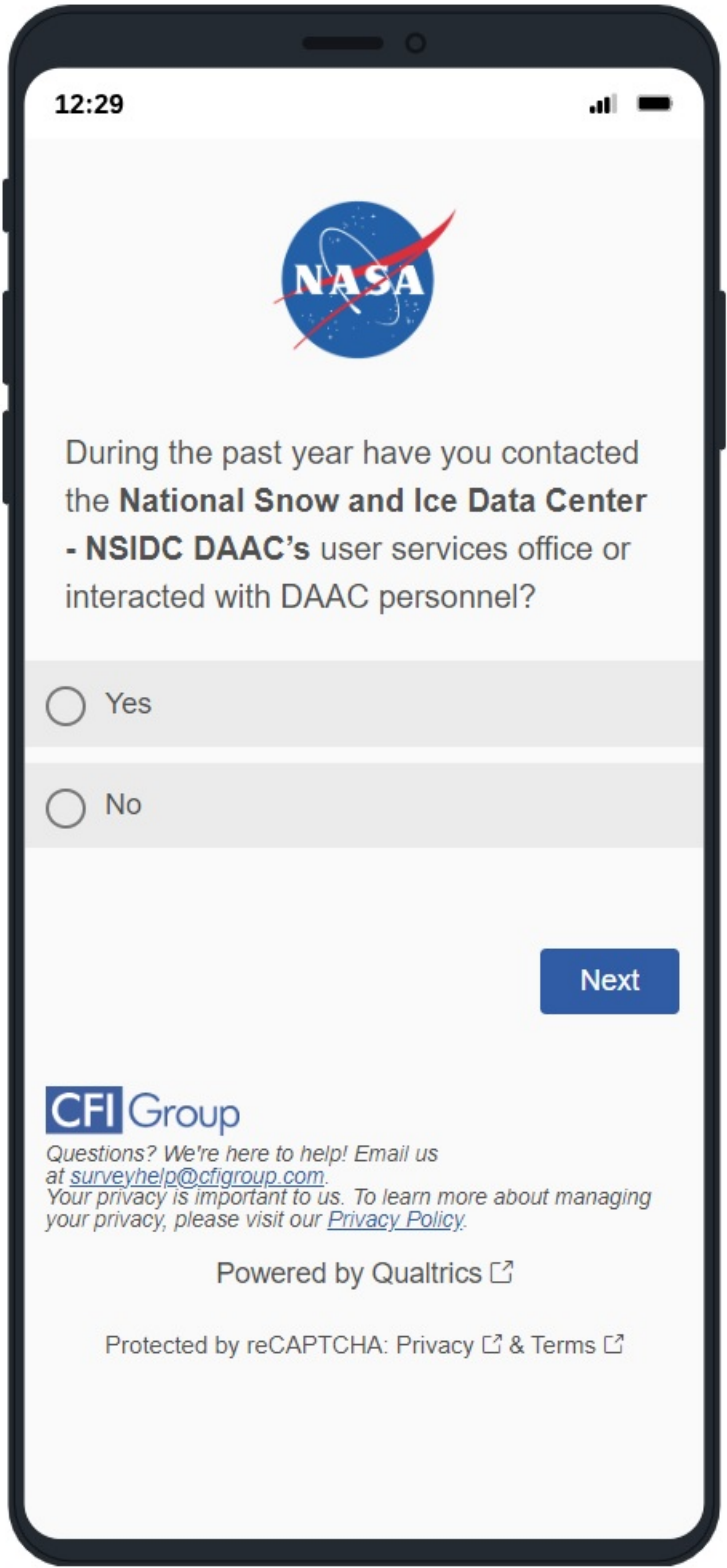
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Yes

No

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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

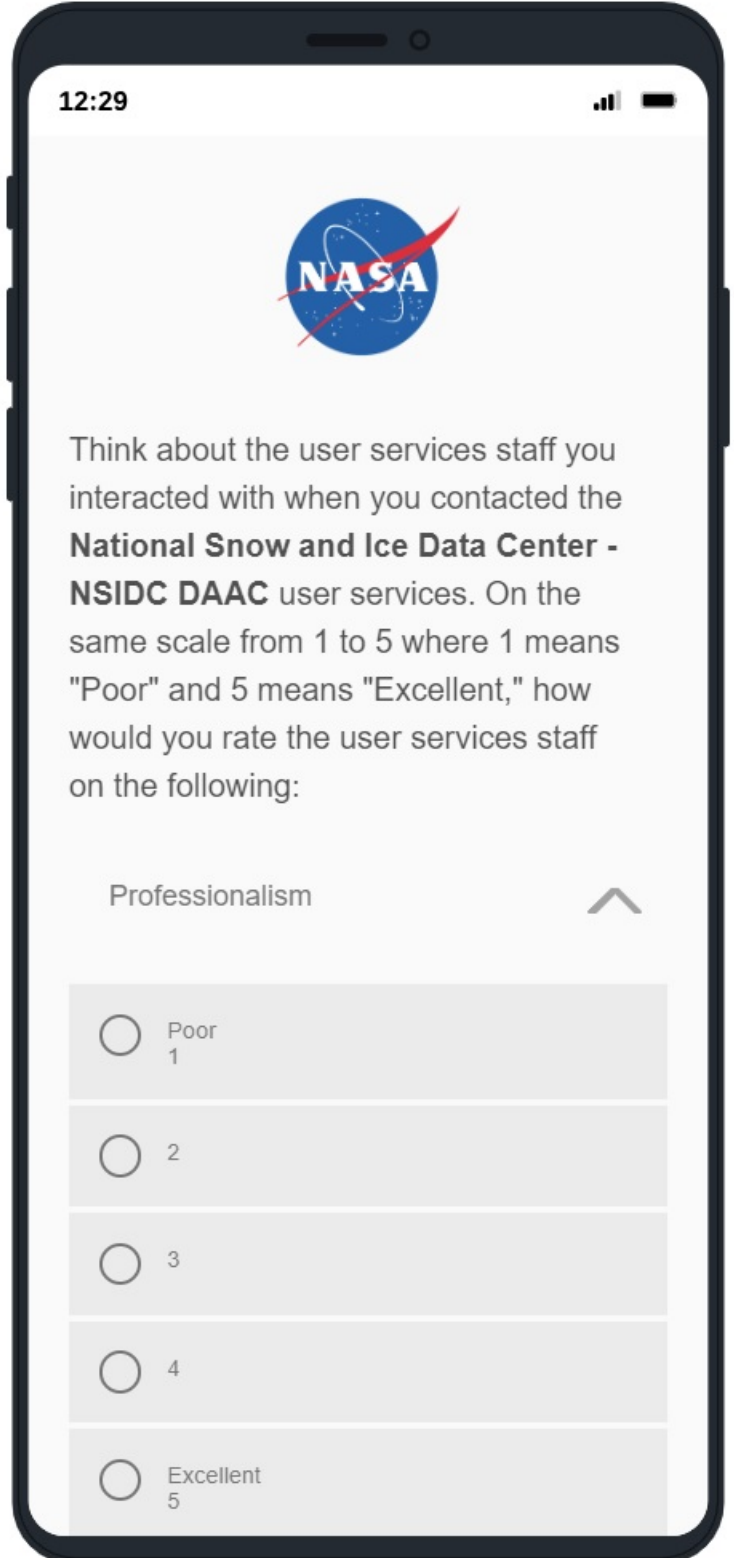
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Professionalism

Excellent  
5



Technical knowledge



Poor  
1

2

3

4

Excellent  
5

NA

Helpfulness in resolving a problem



Speed of response



Back

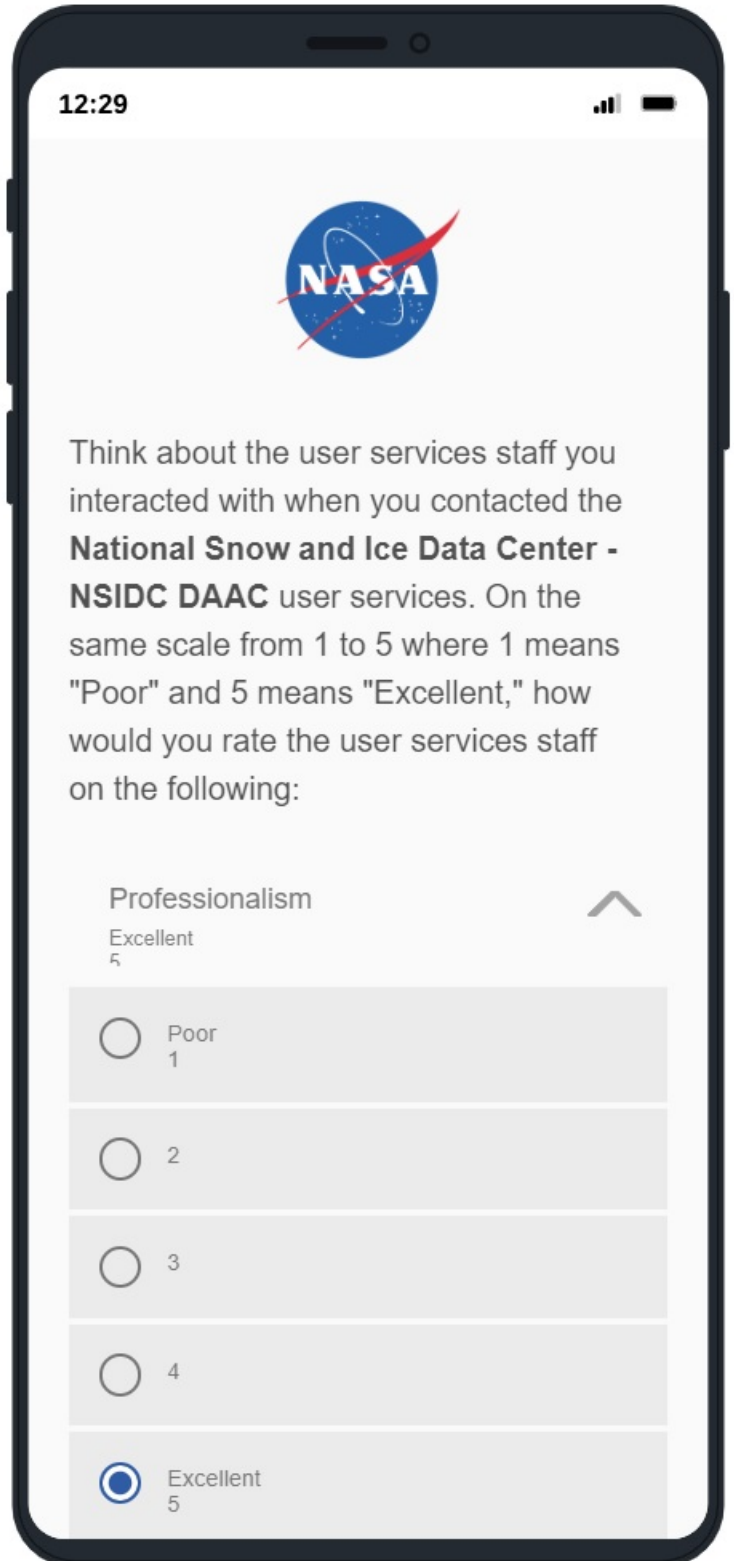
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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user 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

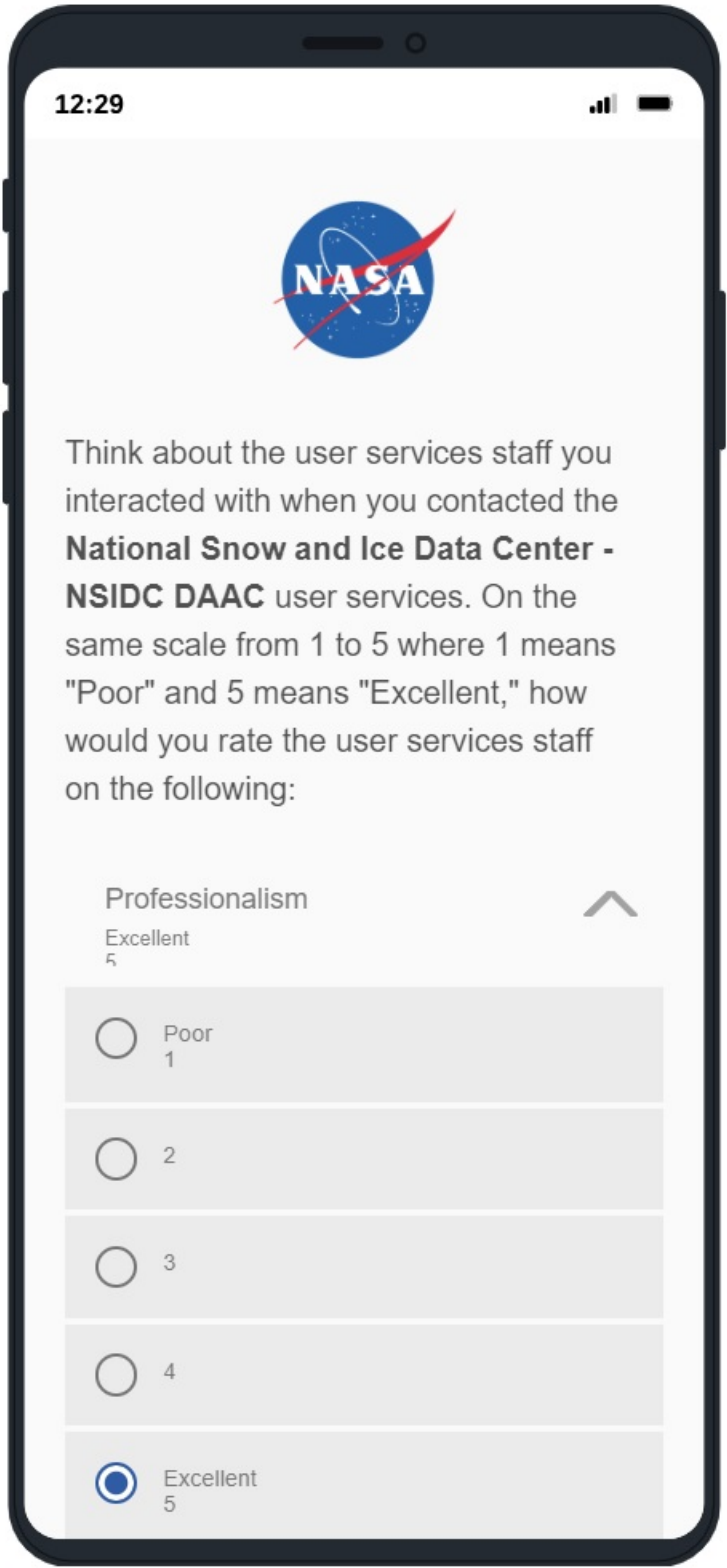
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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user 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

Back

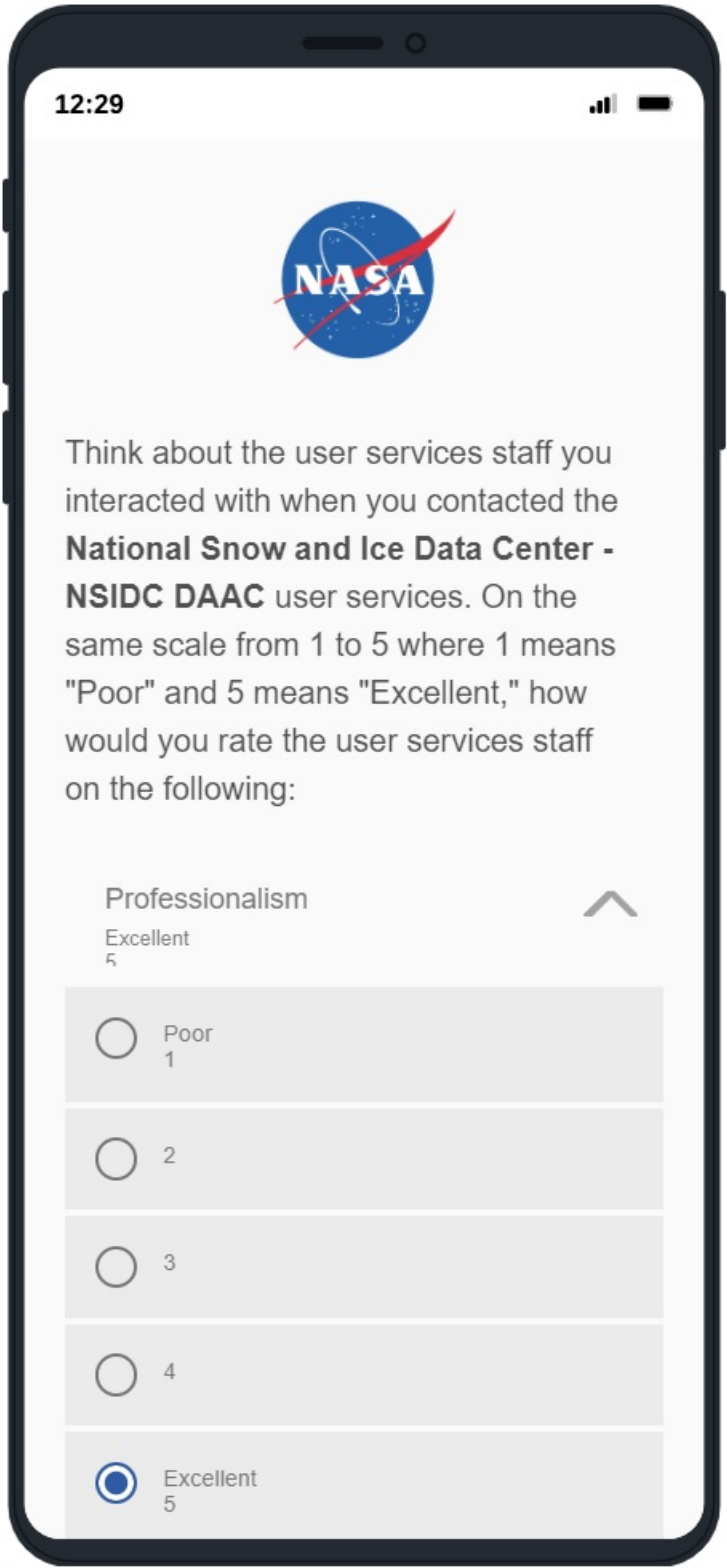
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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user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

Professionalism  
Excellent  
5

Poor  
1

2

3

4

Excellent  
5

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 **National Snow and Ice Data Center - NSIDC DAAC?**

Overall satisfaction with the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

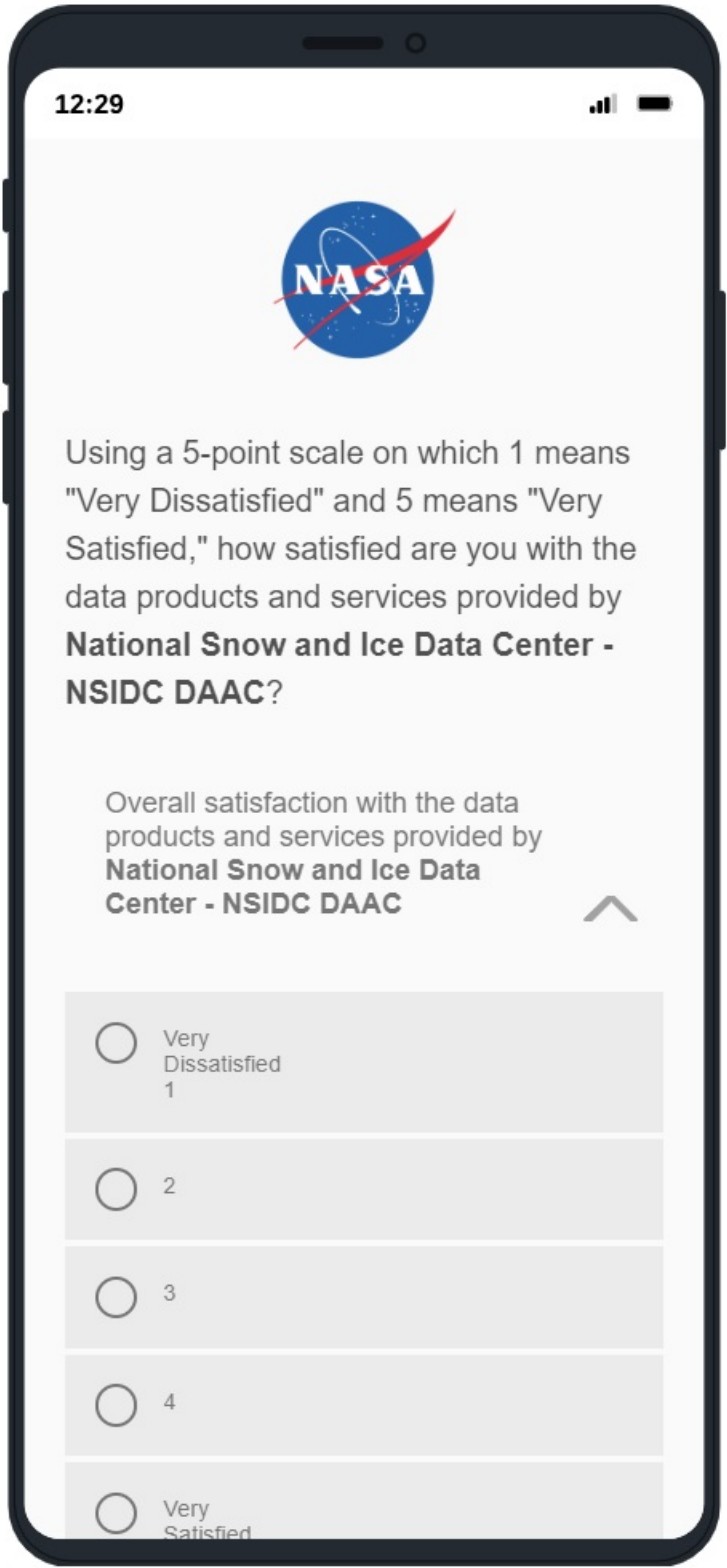
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Go to Bookmark

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 **National Snow and Ice Data Center - NSIDC DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

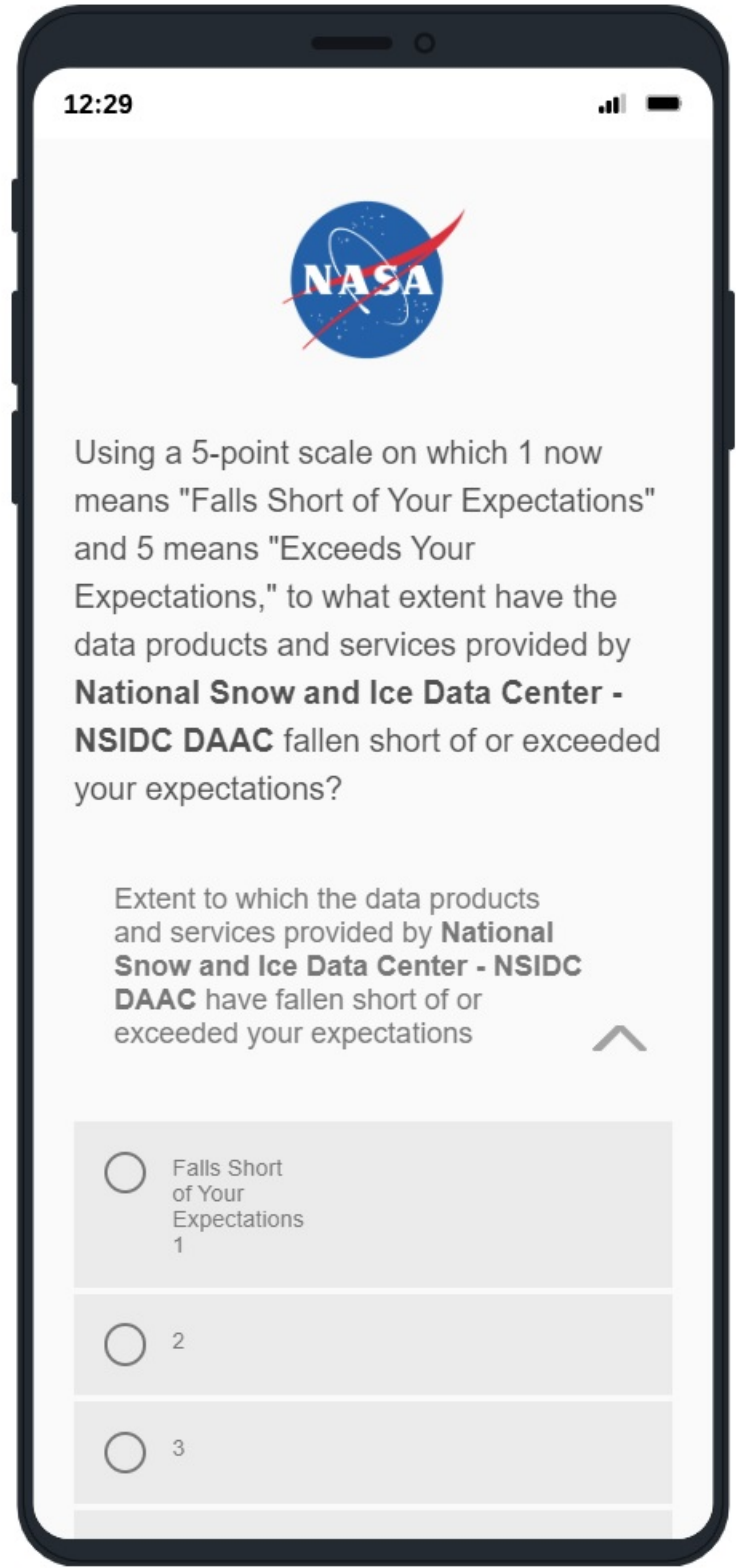
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** fallen short of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

Extent to which the data products and services provided by **National Snow and Ice Data Center - NSIDC 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 **National Snow and Ice Data Center - NSIDC 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 **National Snow and Ice Data Center - NSIDC 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

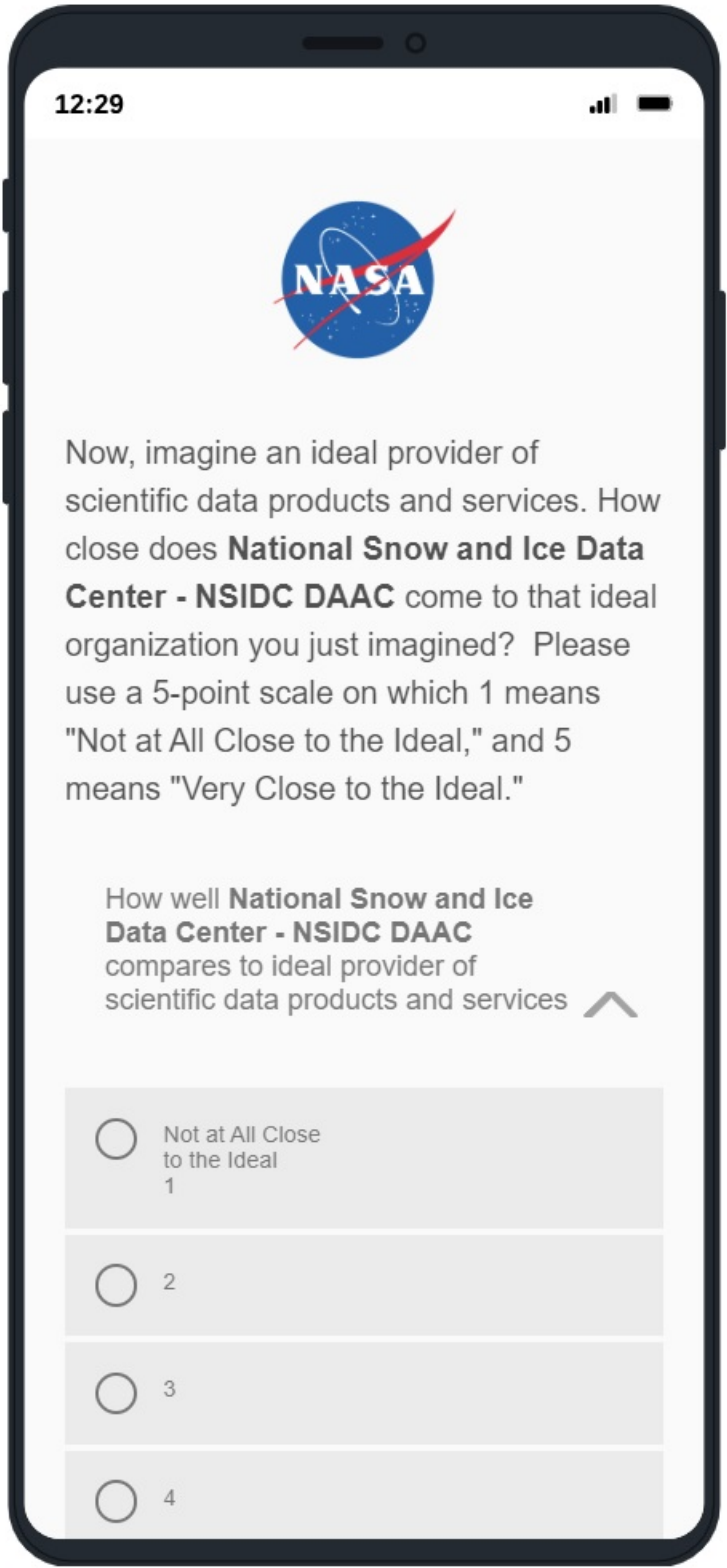
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Now, imagine an ideal provider of scientific data products and services. How close does **National Snow and Ice Data Center - NSIDC DAAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close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

How well **National Snow and Ice Data Center - NSIDC DAAC** 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



How do you use data from National Snow and Ice Data Center - NSIDC DAAC? Please describe.

Empty text input field for describing data usage.

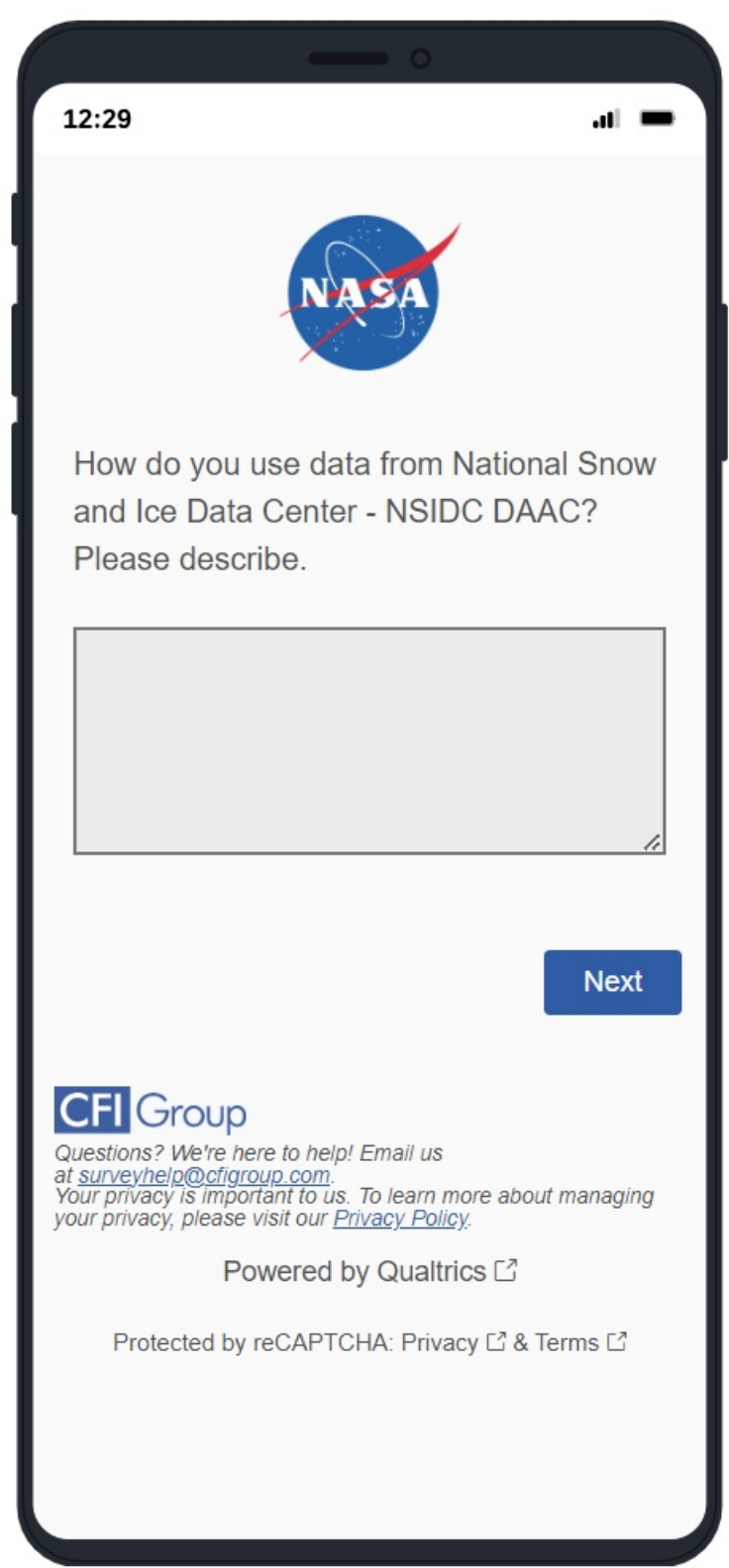
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How do you use data from National Snow and Ice Data Center - NSIDC DAAC? Please describe.

Empty text input field for describing data usage.

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Clear

Tools



What are your biggest challenges in finding and using earth science data?

Back

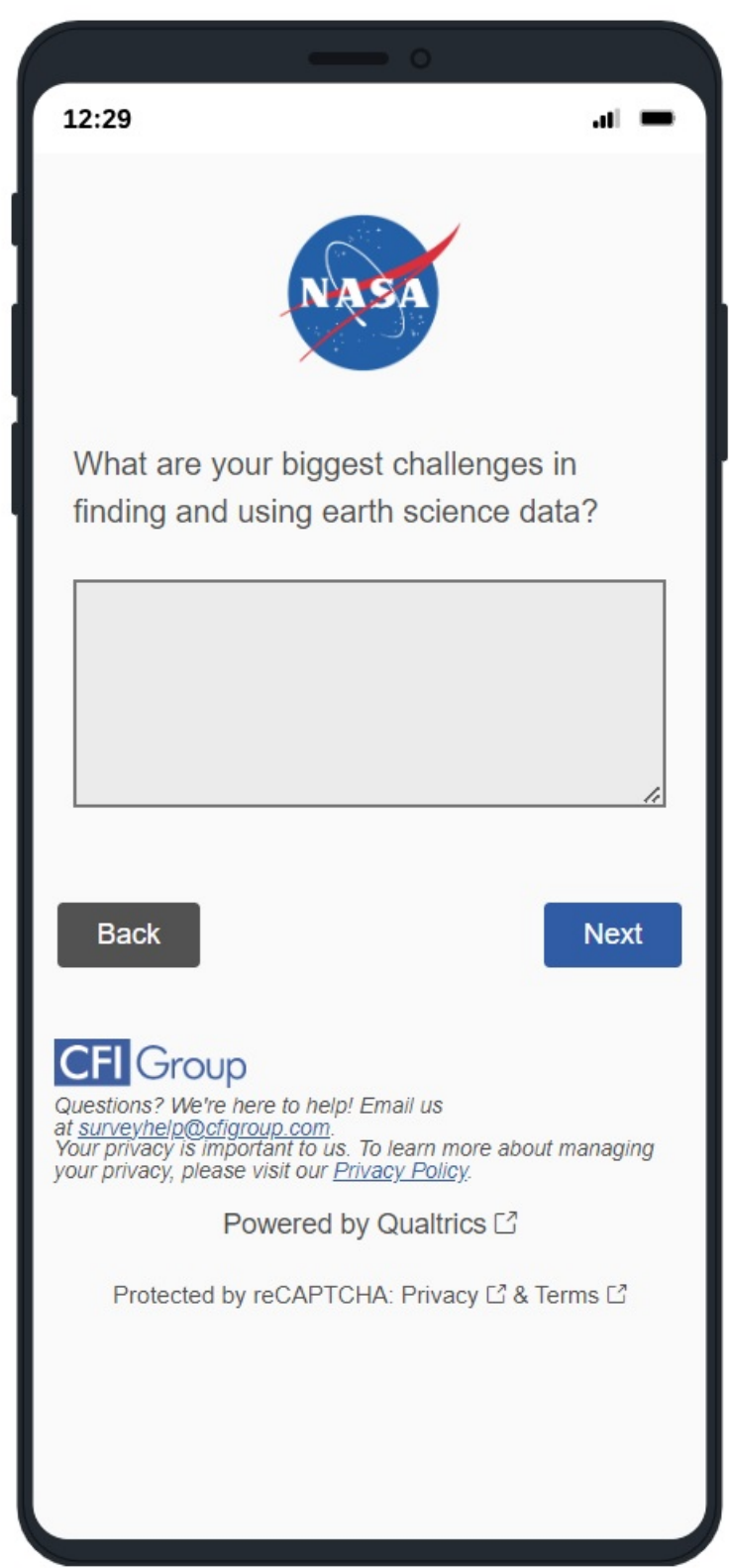
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What are your biggest challenges in finding and using earth science data?

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What data file format(s) do you require and/or prefer?

Select all that apply.

- HDF
- GeoTIFF
- NetCDF
- CSV
- Cloud optimized format (Zarr, Cloud Optimized GeoTIFF, other)
- Other (please specify)

Back

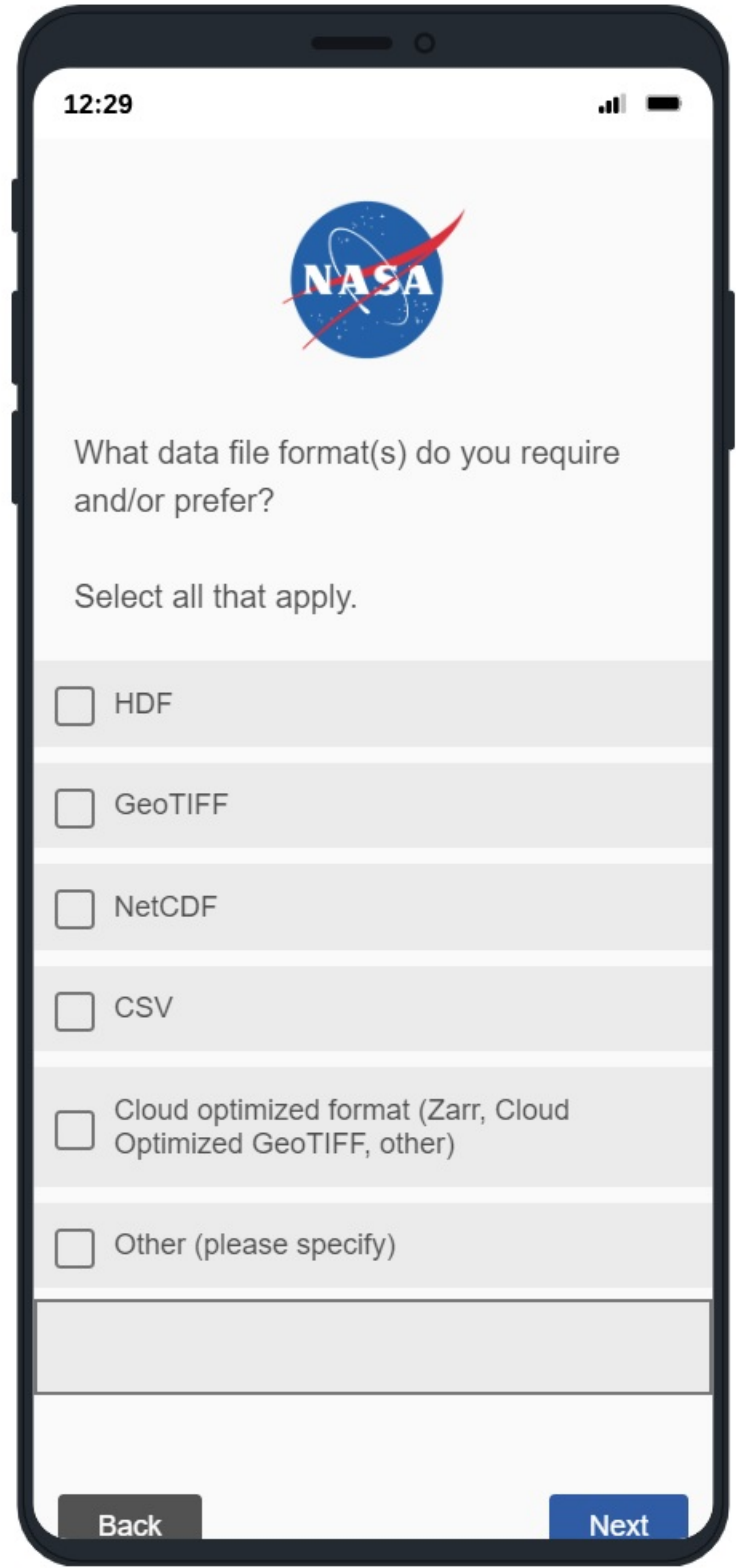
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What data file format(s) do you require and/or prefer?

Select all that apply.

- HDF
- GeoTIFF
- NetCDF
- CSV
- Cloud optimized format (Zarr, Cloud Optimized GeoTIFF, other)
- Other (please specify)

Back

Next

Restart Survey

Go to Bookmark

Clear

Tools



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

Select all that apply.

Data structure information

Data quality information

Data provenance/history

Data strengths and limitations

Instrument specifications

Data variable descriptions

Other (please specify)

Back

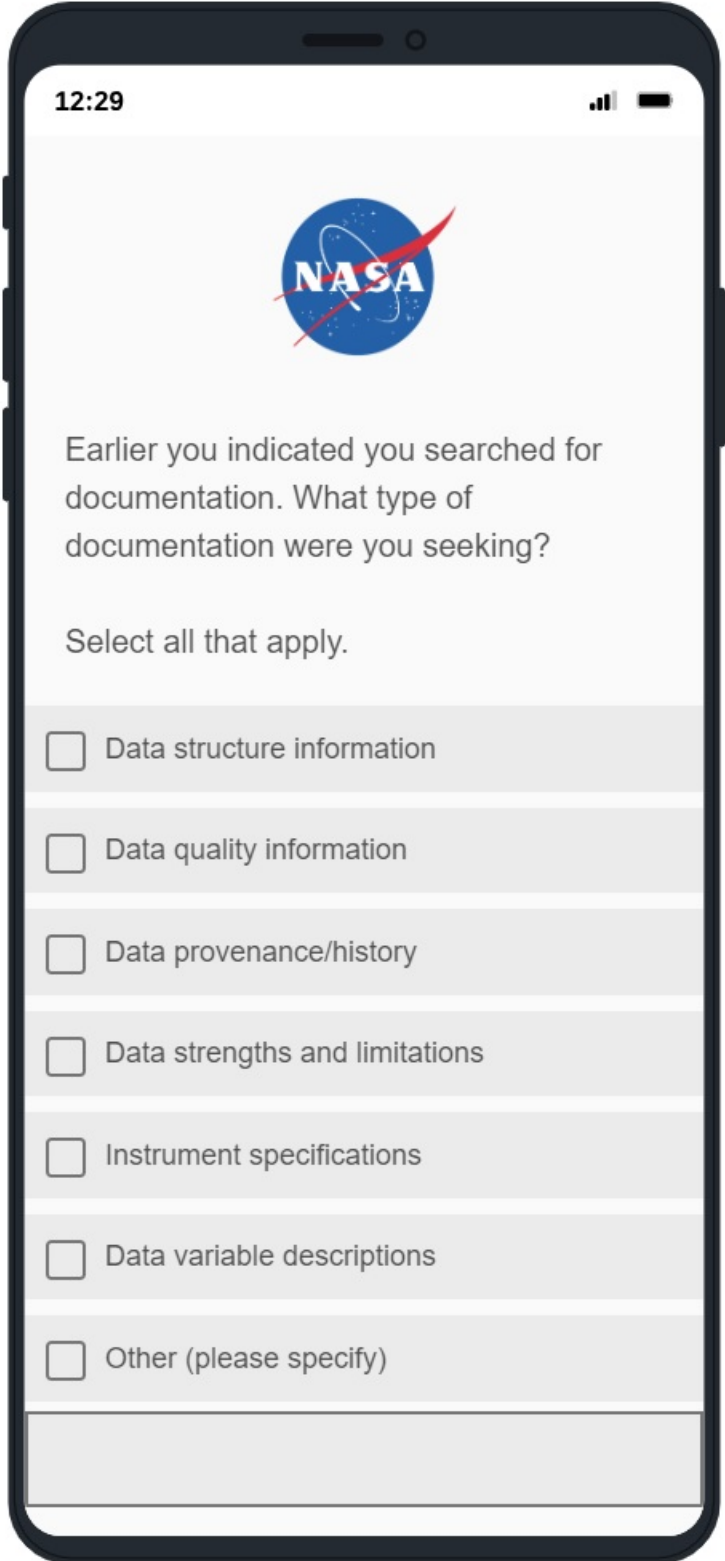
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Which types of learning resources do you find helpful?

Select all that apply.

- Webinars
- Code samples
- Instructional videos
- Interactive code tutorials (e.g., Jupyter Notebooks)
- Help articles
- Workshops
- Other (please specify)

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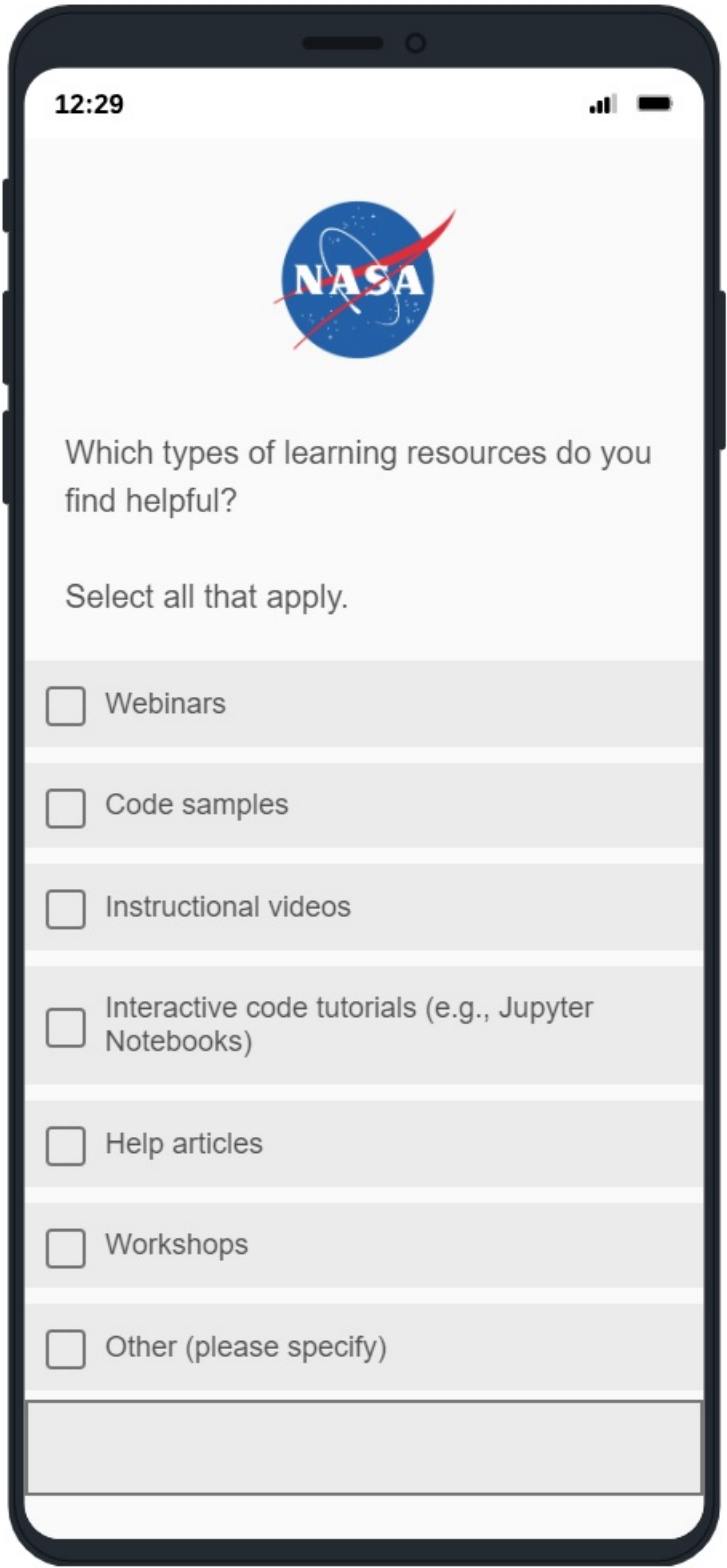
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Clear

Tools



If you had access to cloud processing, would you use it? Please tell us how you would use it or why not.

Text input area for survey response

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Text input area for survey response

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Clear

Tools



If you are a frequent user of data, tools, or services from other data centers (i.e., other NASA DAACs or non-NASA data centers), please list them here.

Empty text input box for listing data centers.

Back

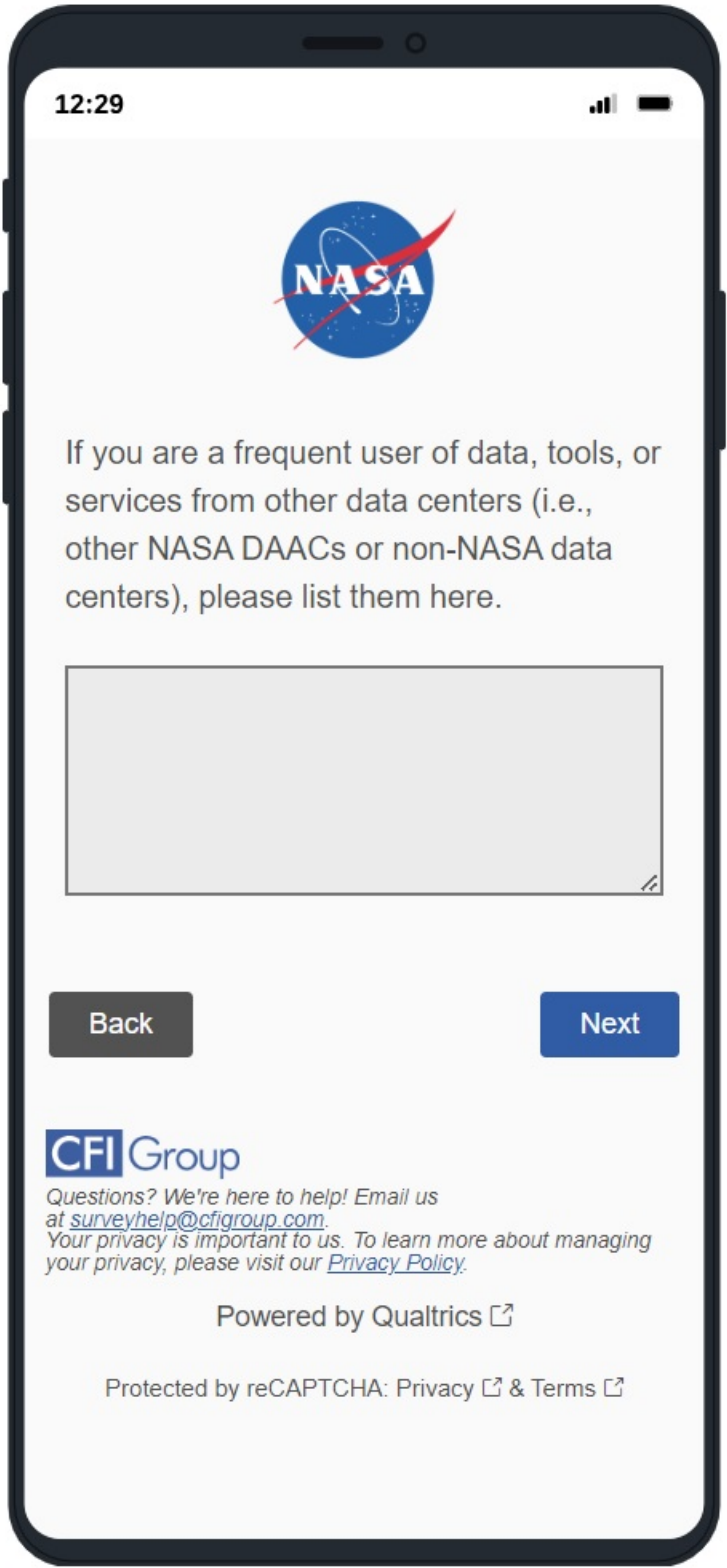
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Empty text input box for listing data centers.

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Clear

Tools



Please share your favorite professional organizations, conferences and meetings you participate in related to the data you use from the NSIDC DAAC.

Empty text input field

Back

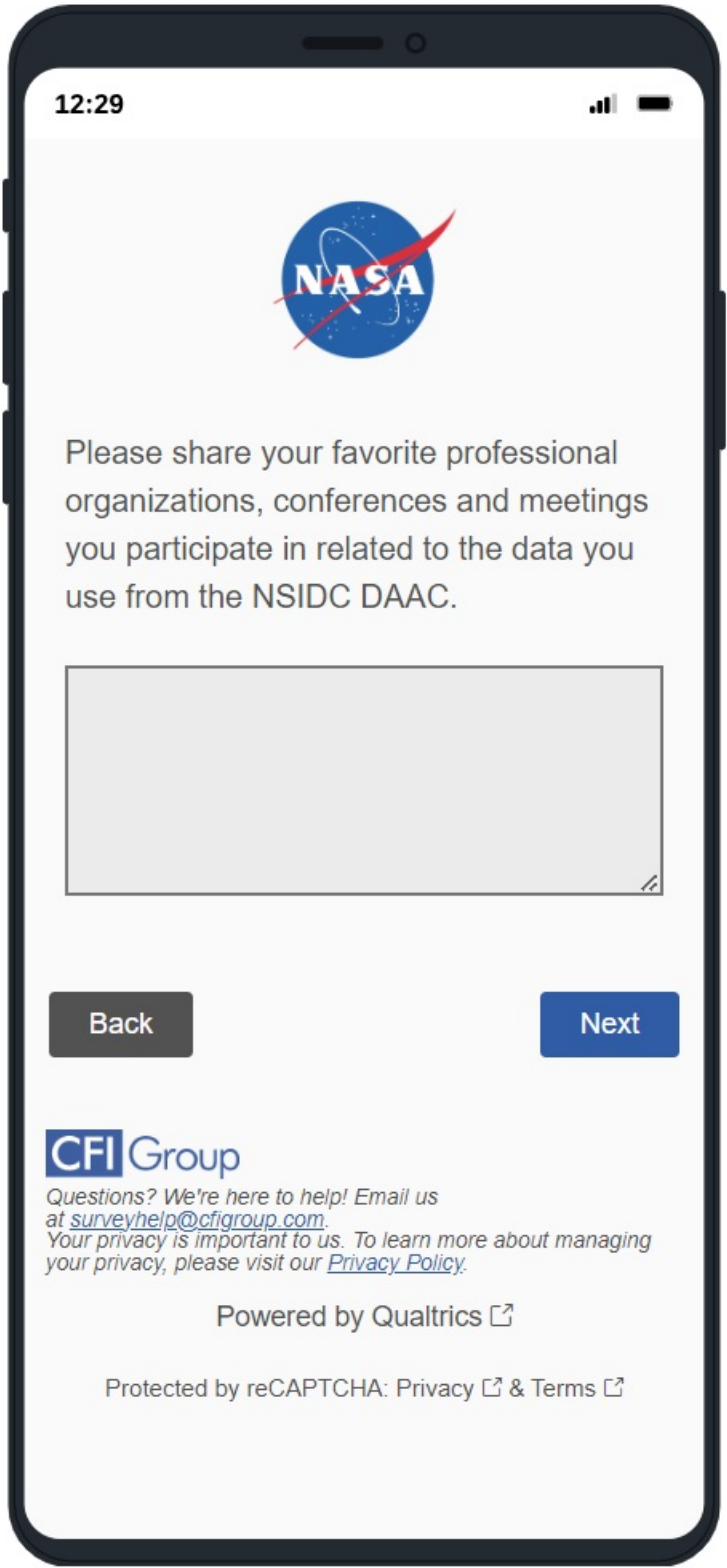
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Empty text input field

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Clear

Tools



Which of the following areas do you think is the most important for National Snow and Ice Data Center - NSIDC DAAC to improve?

Select all that apply.

Discoverability & Access

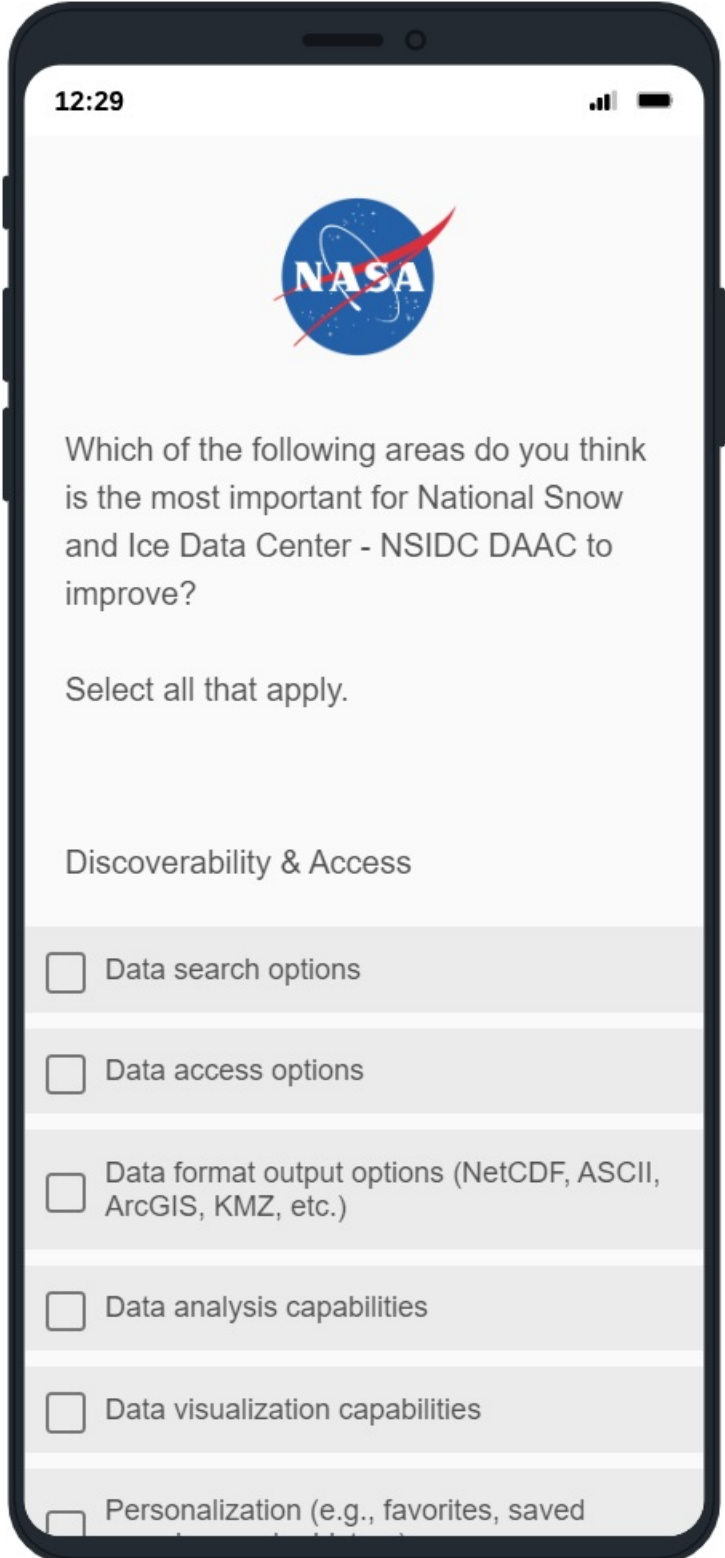
- Data search options
- Data access options
- Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
- Data analysis capabilities
- Data visualization capabilities
- Personalization (e.g., favorites, saved searches, order history)
- Examples of how data are used
- Other (please specify)

Community and Collaboration

- User discussion forum
- Facilitate code sharing between users
- Other (please specify)

Documentation and Resources

- Tutorials and Webinars



- Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
- Data analysis capabilities
- Data visualization capabilities
- Personalization (e.g., favorites, saved searches, order history)
- Examples of how data are used
- Other (please specify)

### Community and Collaboration

- User discussion forum
- Facilitate code sharing between users
- Other (please specify)

### Documentation and Resources

- Tutorials and Webinars
- Tools for data analysis and visualization
- Code examples in common software formats (Python, R, MATLAB, etc.)
- Other (please specify)

Back

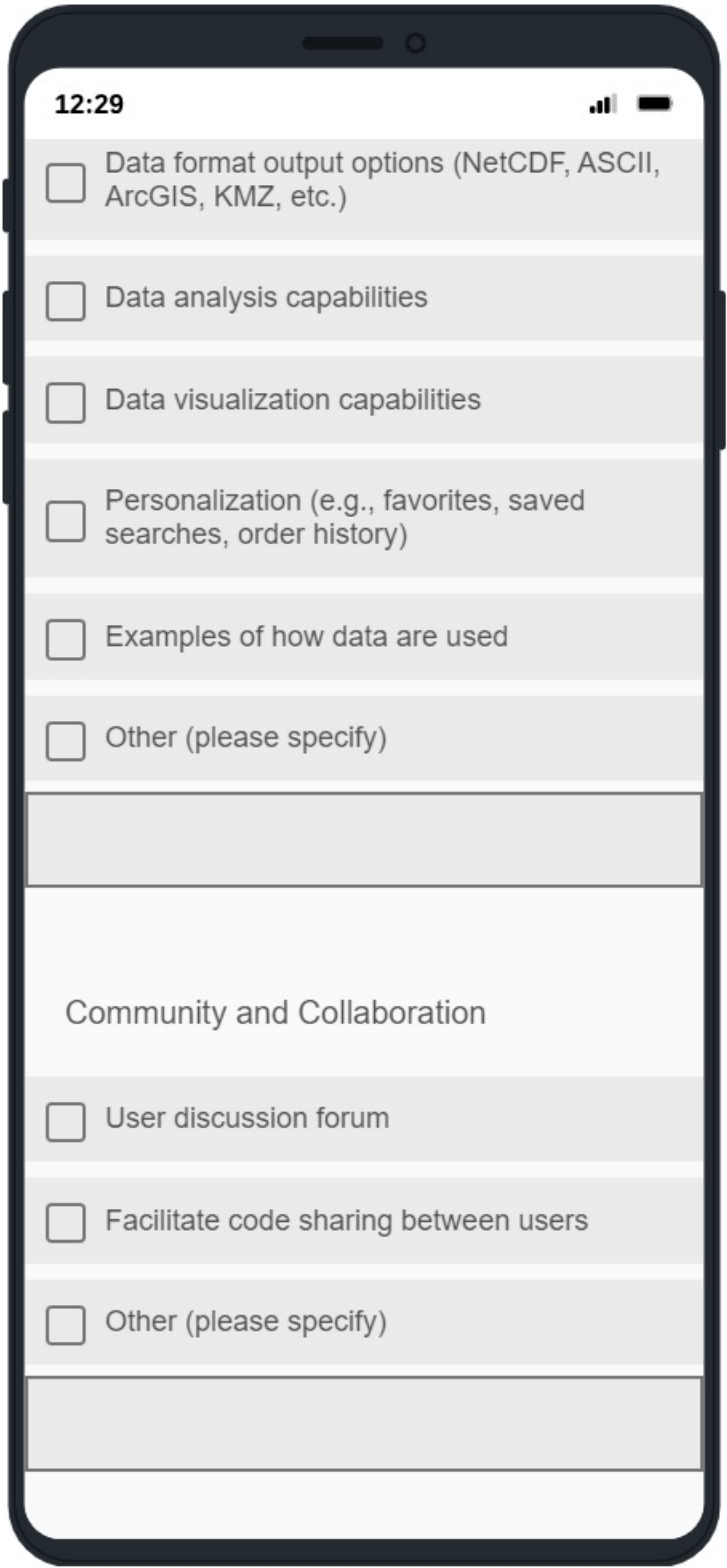
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **National Snow and Ice Data Center - NSIDC DAAC** to a colleague?

Likelihood of recommending **National Snow and Ice Data Center - NSIDC DAAC** to a colleague

Not at All Likely 1

2

3

4

Very Likely 5

NA

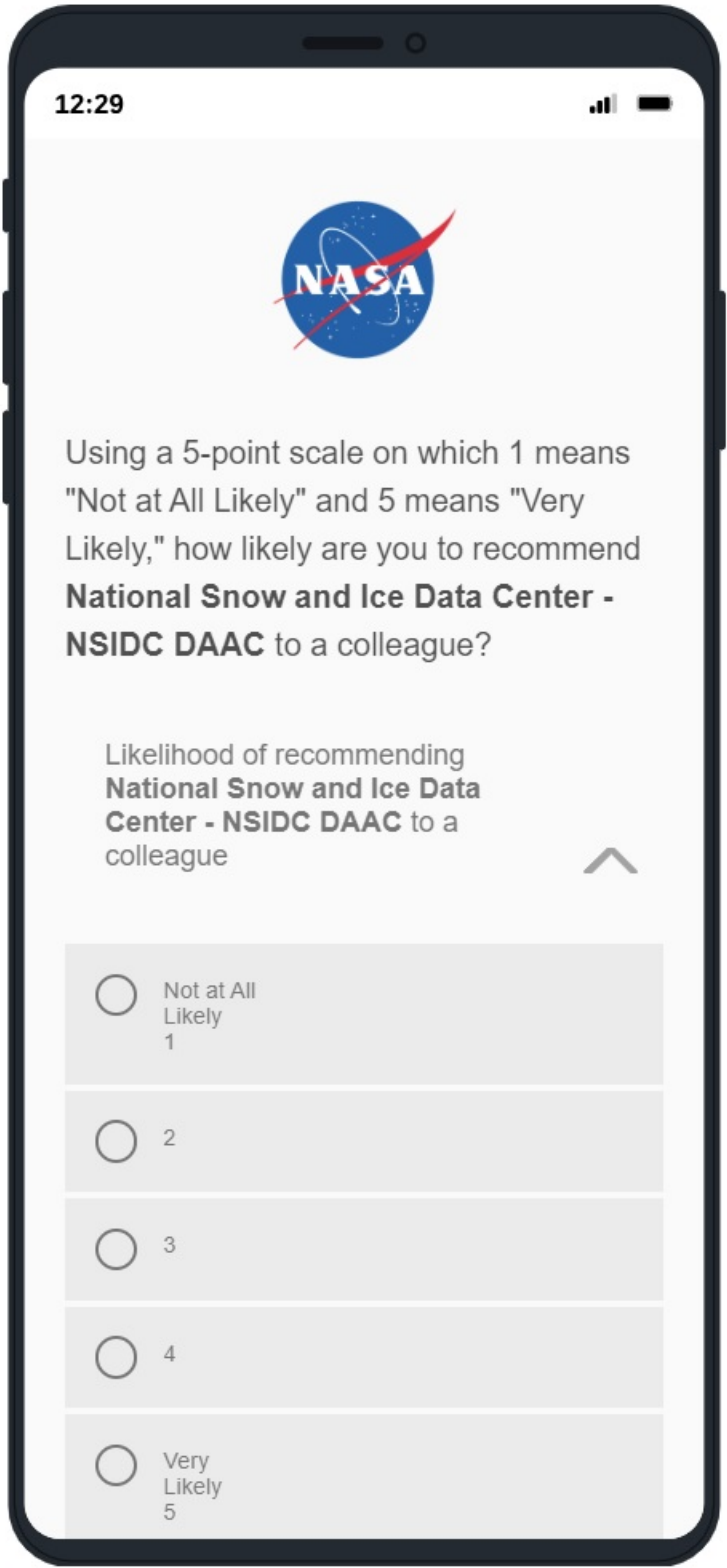
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **National Snow and Ice Data Center - NSIDC DAAC** in the future?

Likelihood of using the services provided by **National Snow and Ice Data Center - NSIDC DAAC** again in the future



Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

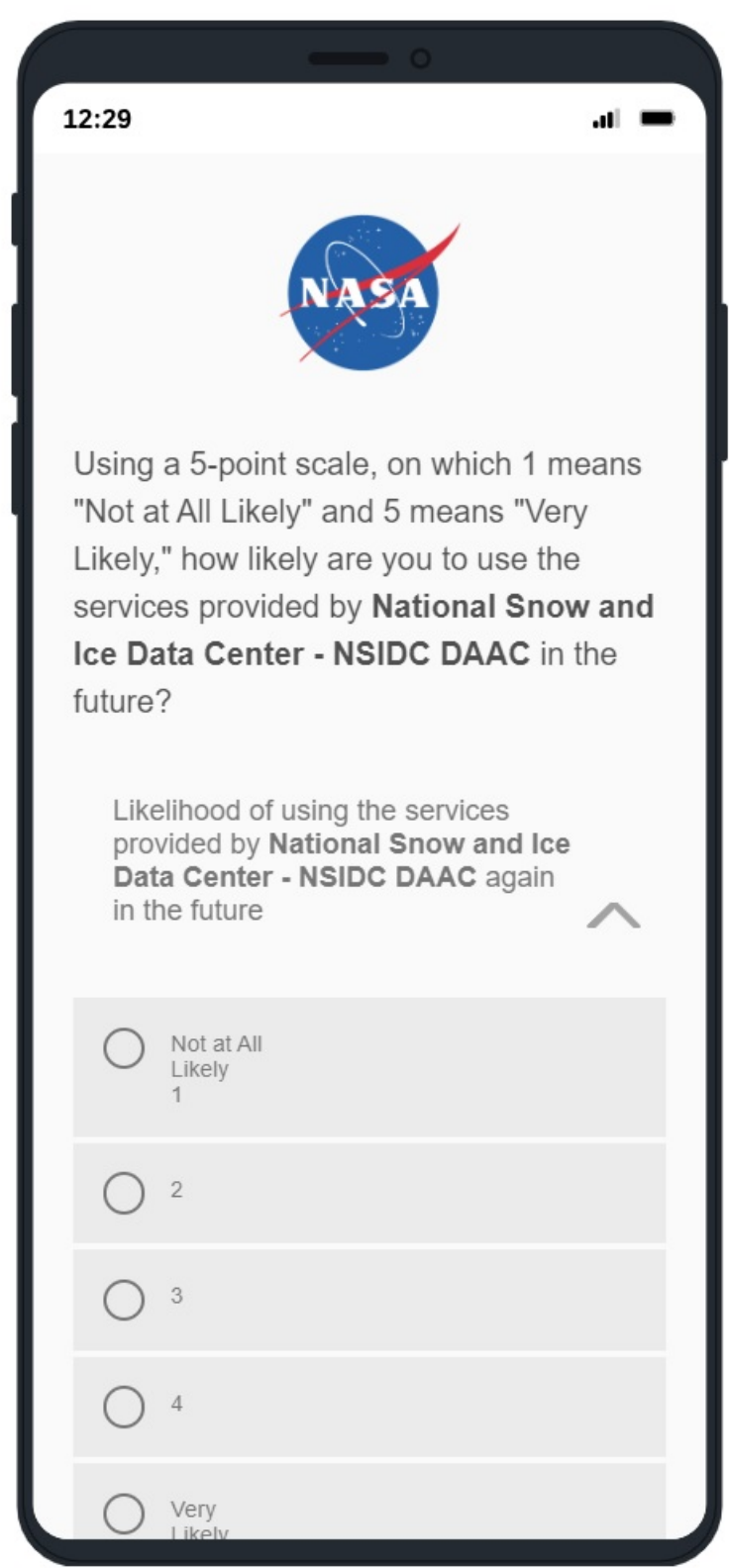
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12:29



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 **National Snow and Ice Data Center - NSIDC DAAC** in the future?

Likelihood of using the services provided by **National Snow and Ice Data Center - NSIDC DAAC** again in the future



Not at All Likely 1

2

3

4

Very Likely

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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.

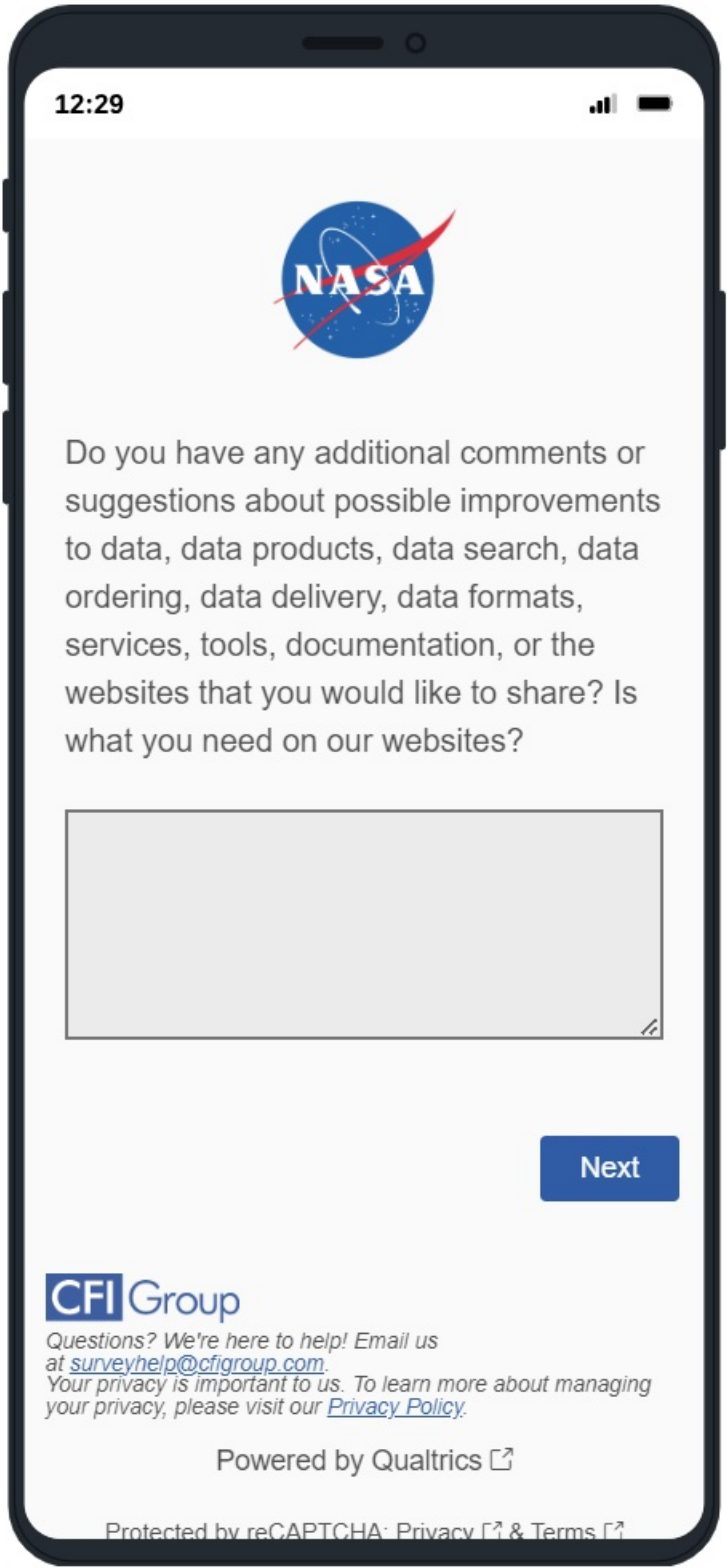
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Back

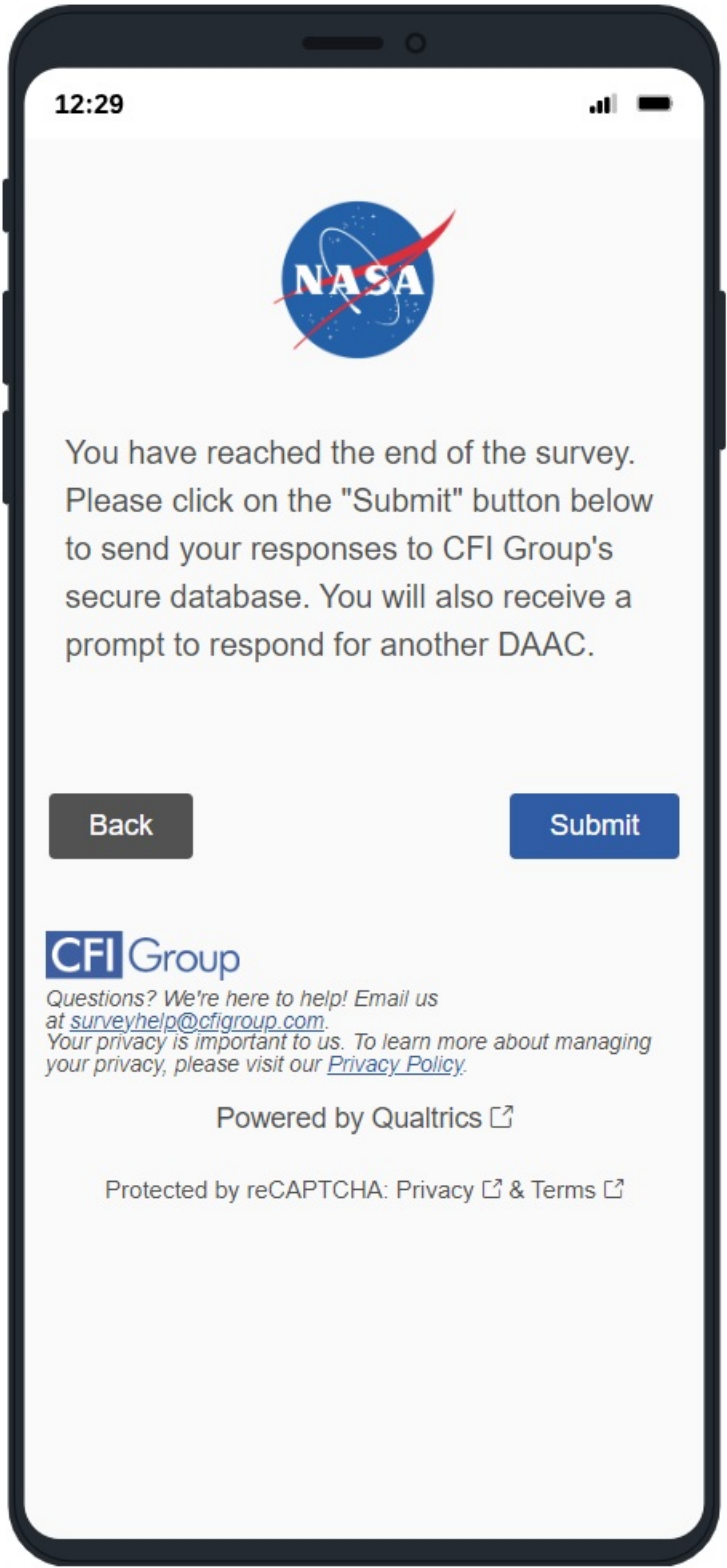
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