



NASA would like to hear from its customers about the services we provide you at our Earth Observing System Data and Information System (EOSDIS) distributed active archive centers (DAACs). Your feedback is critical for improving EOSDIS information services and data.

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

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

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

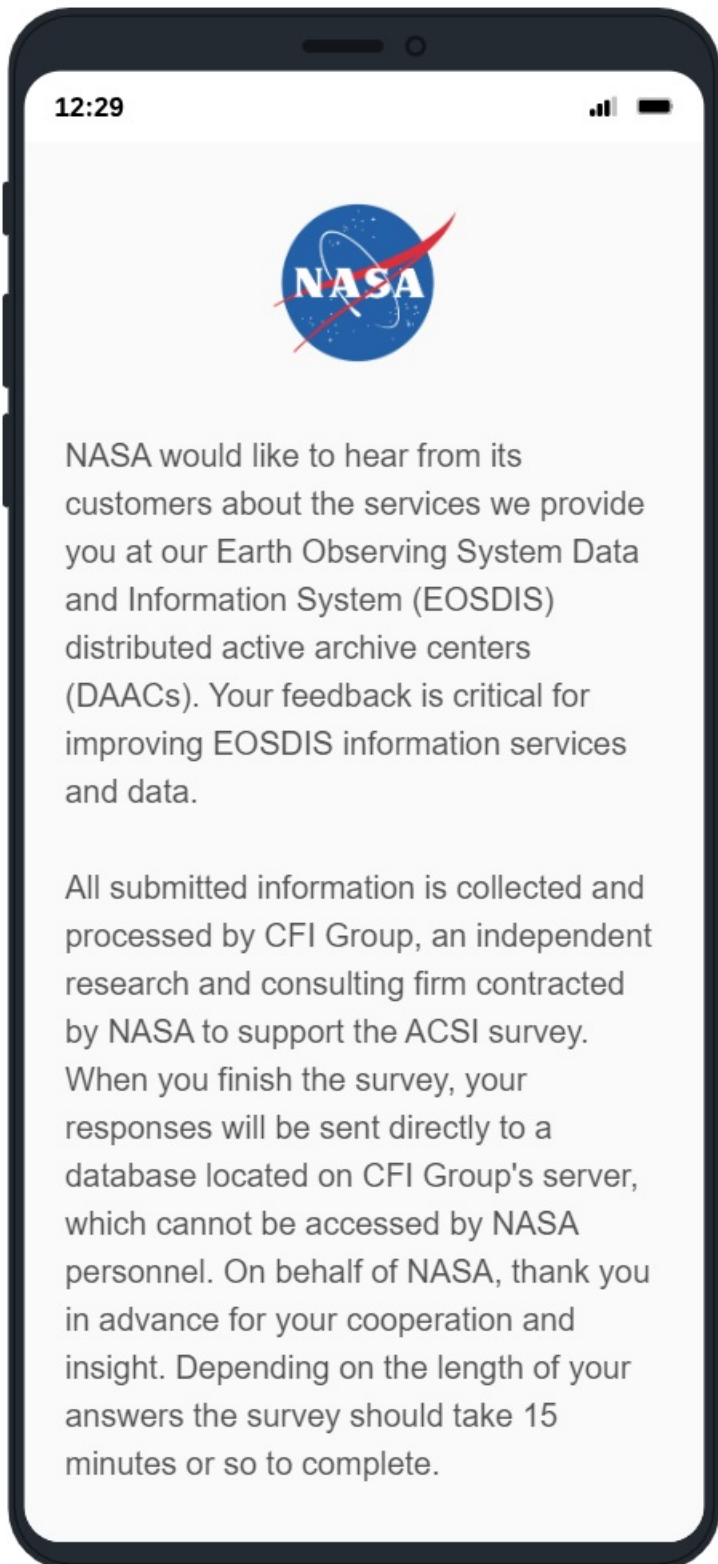
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

Please click the "Next" button to begin.

Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).





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.](#)

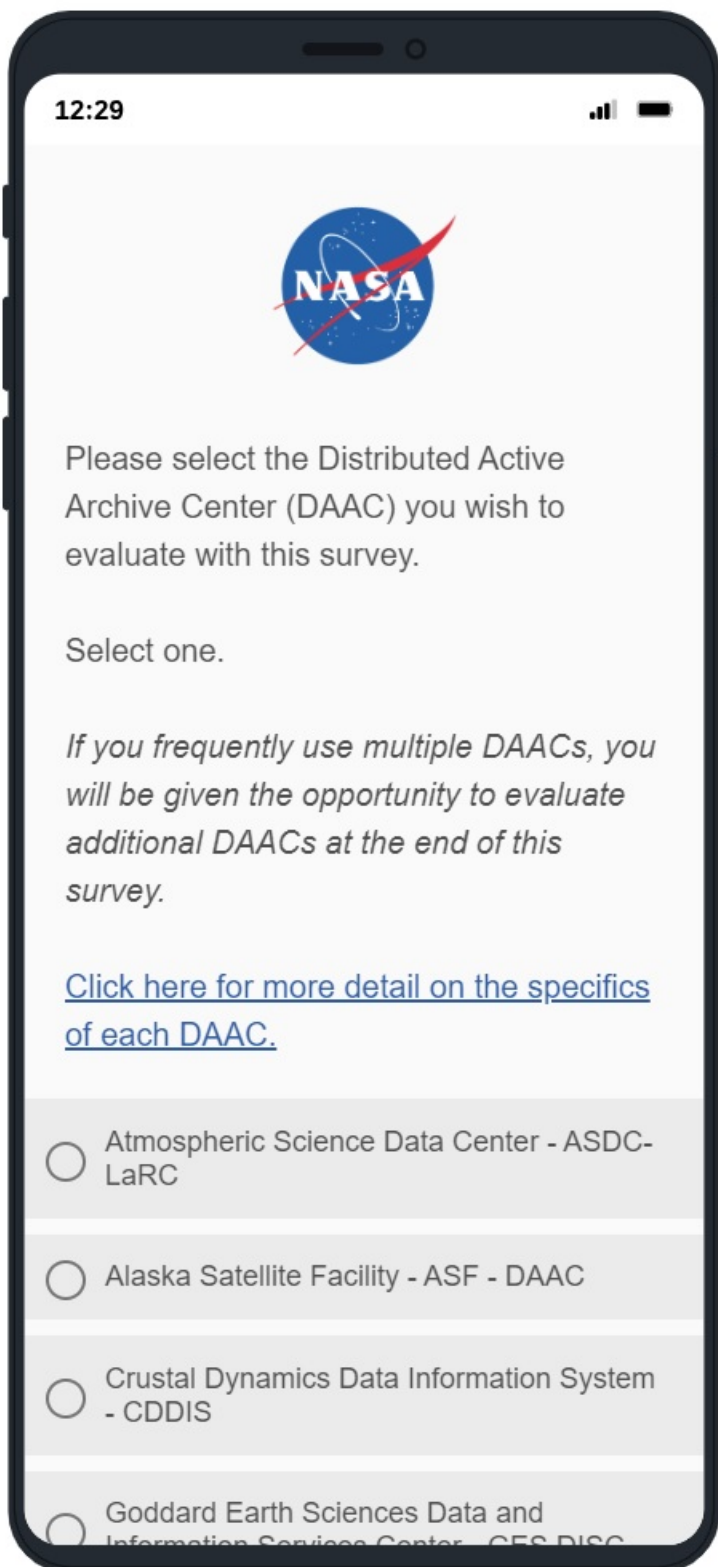
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1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

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics



Restart Survey

Go to Bookmark

Clear

Tools



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

Back

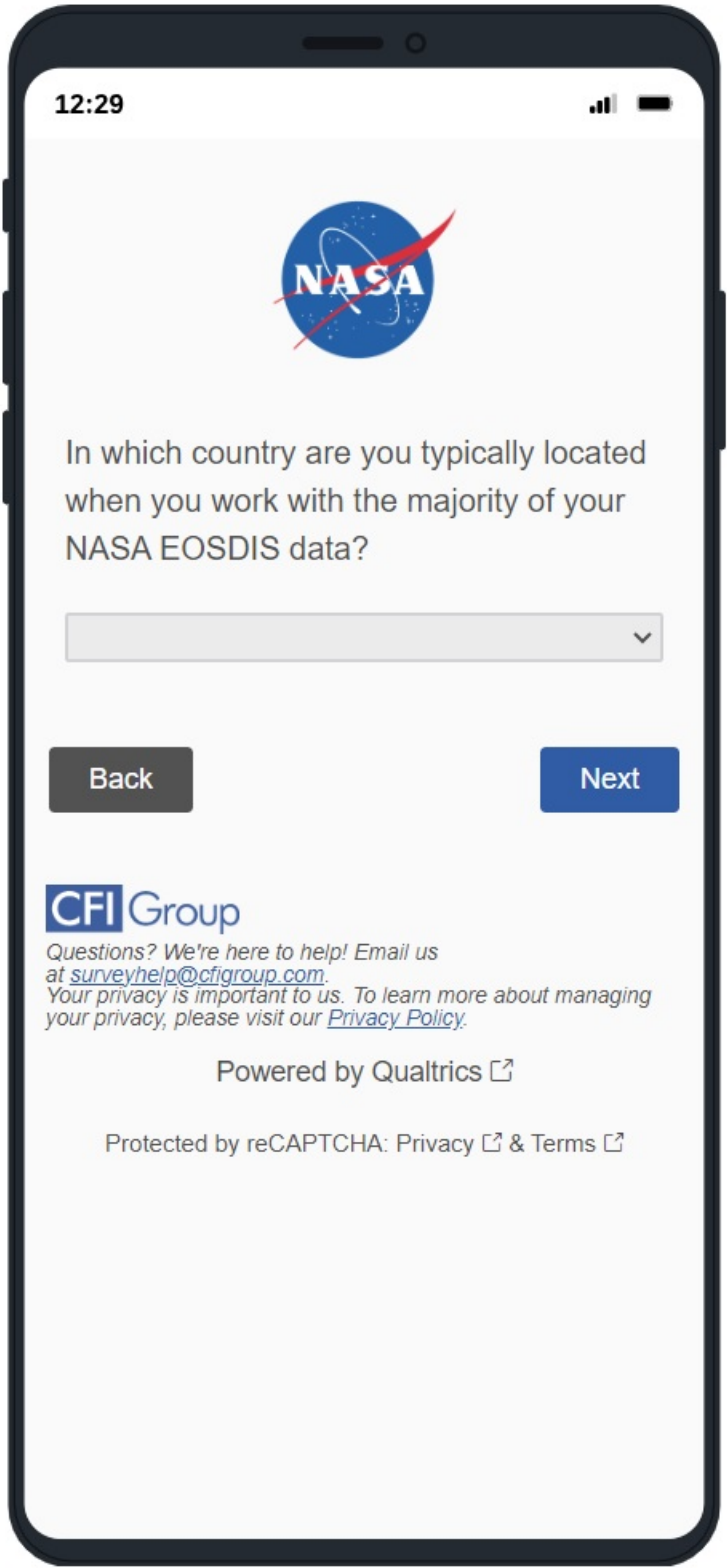
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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)

Back

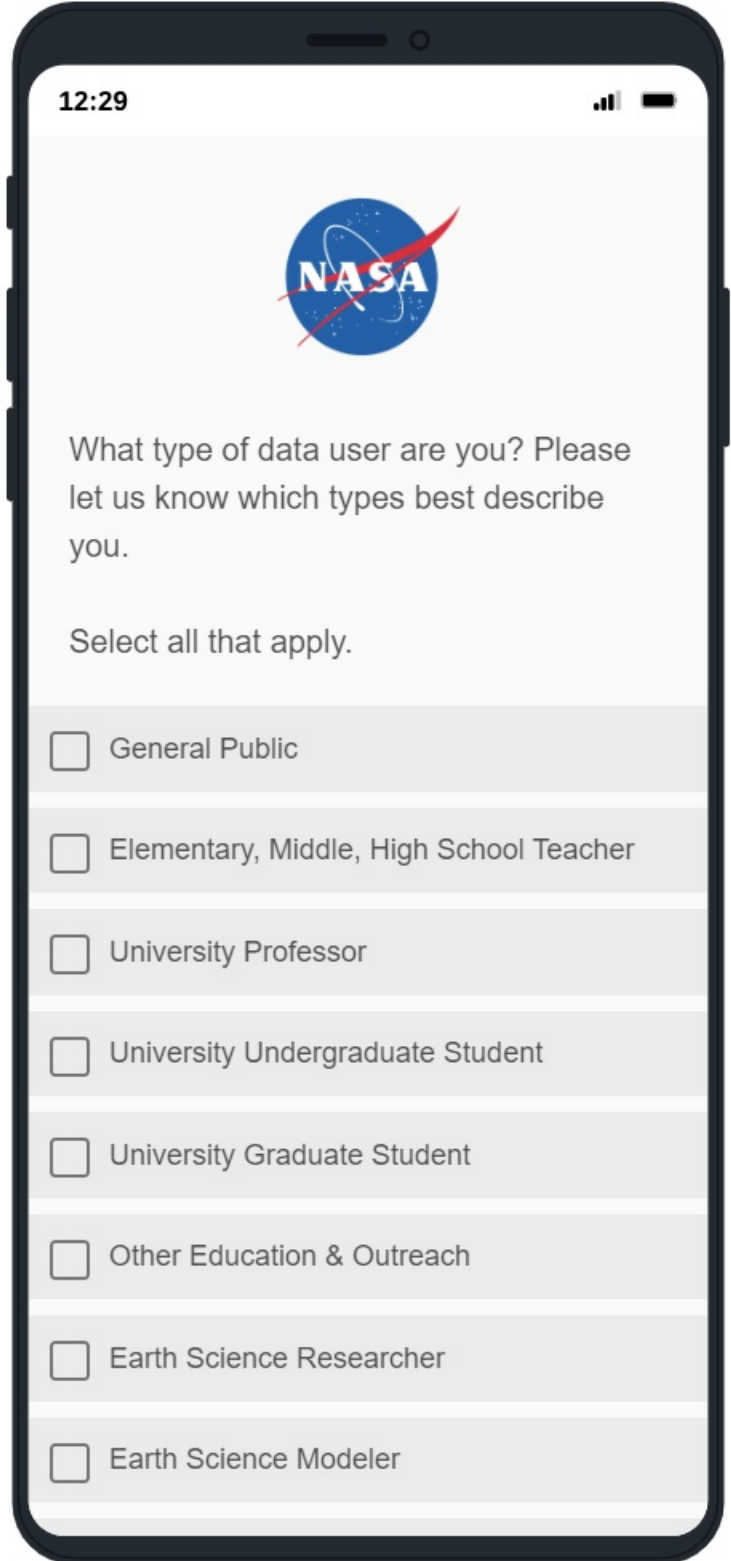
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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



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

Select all that apply.

- Atmosphere
- Biosphere
- Calibrated radiance
- Cryosphere
- Human dimensions
- Land
- Near-real-time applications
- Ocean
- Space geodesy
- Other (please specify)

Not Applicable

Back

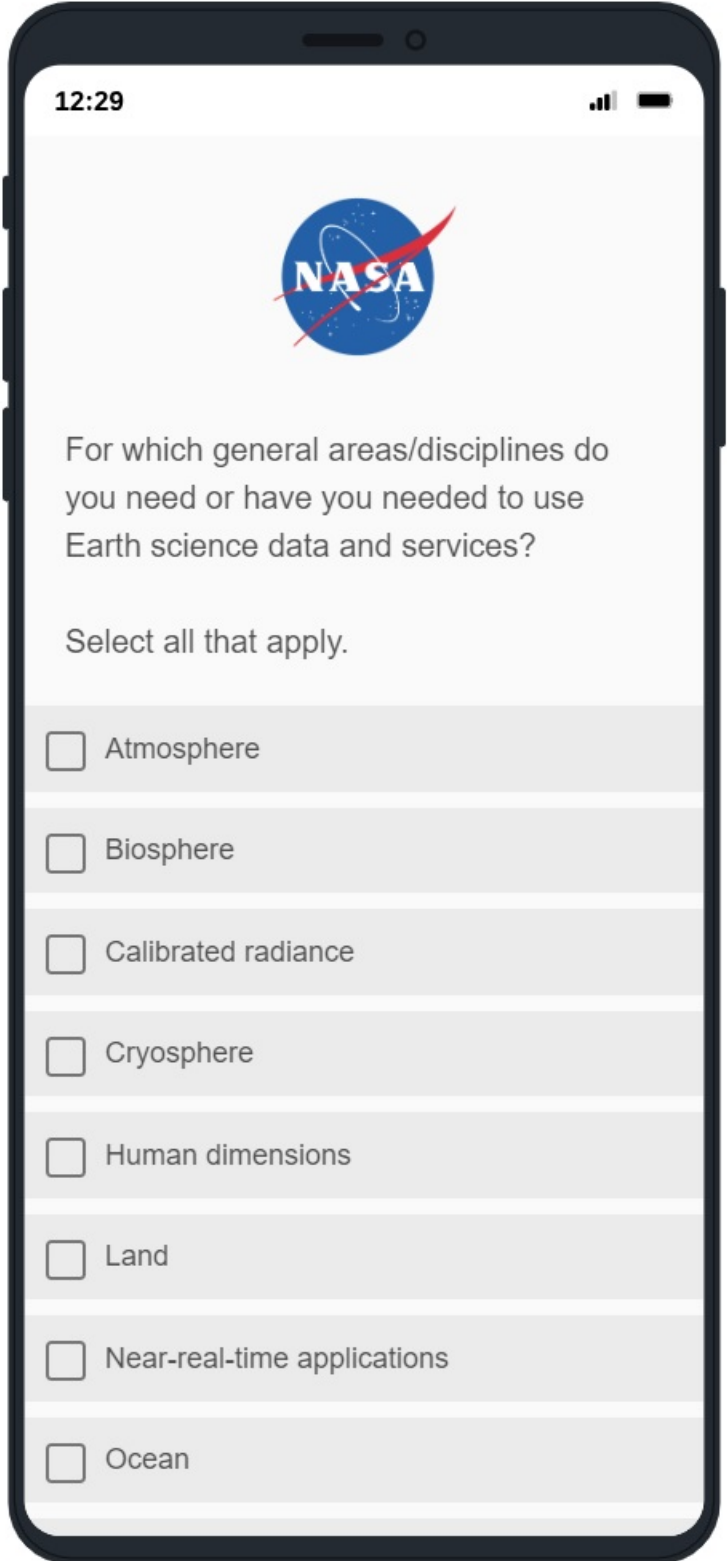
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

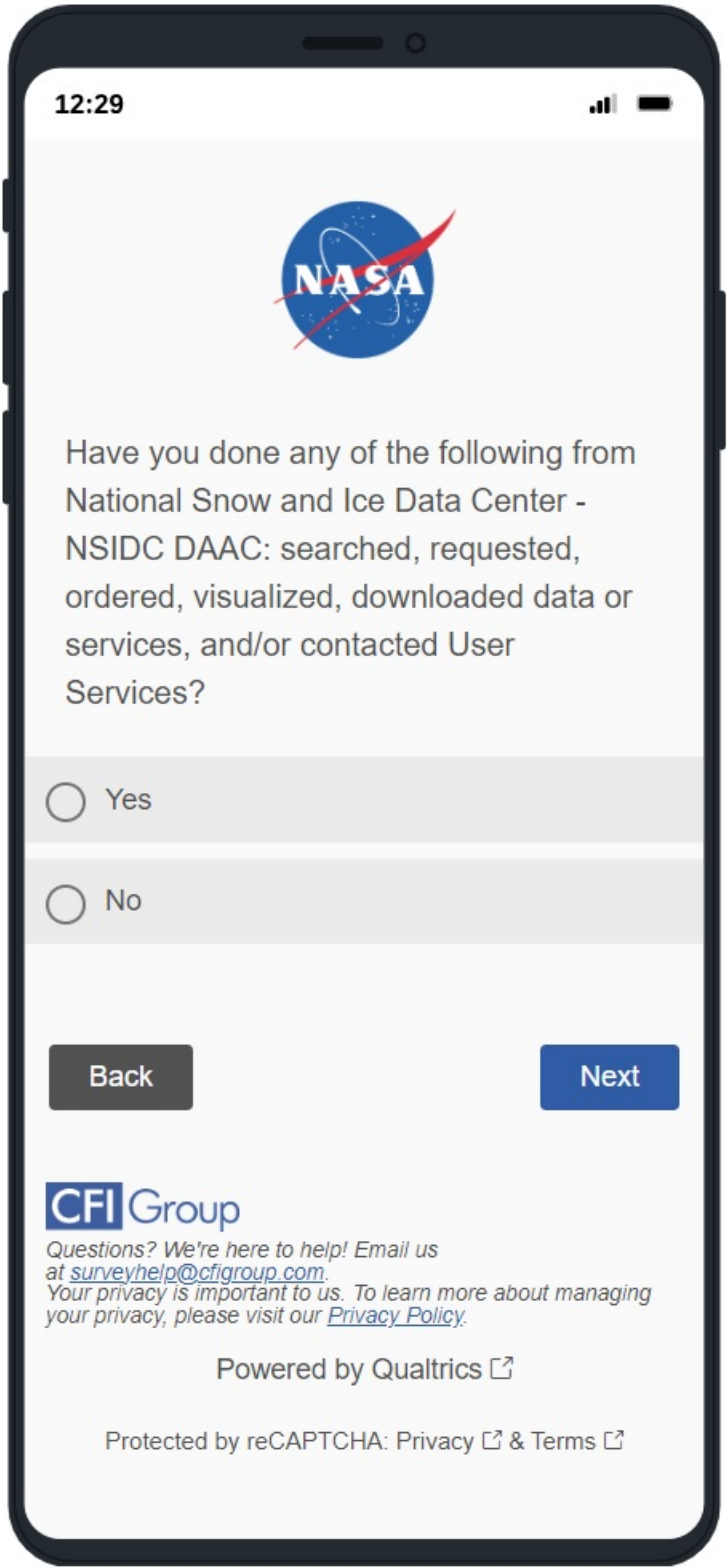
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)

Restart Survey

Go to Bookmark

Clear

Tools



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

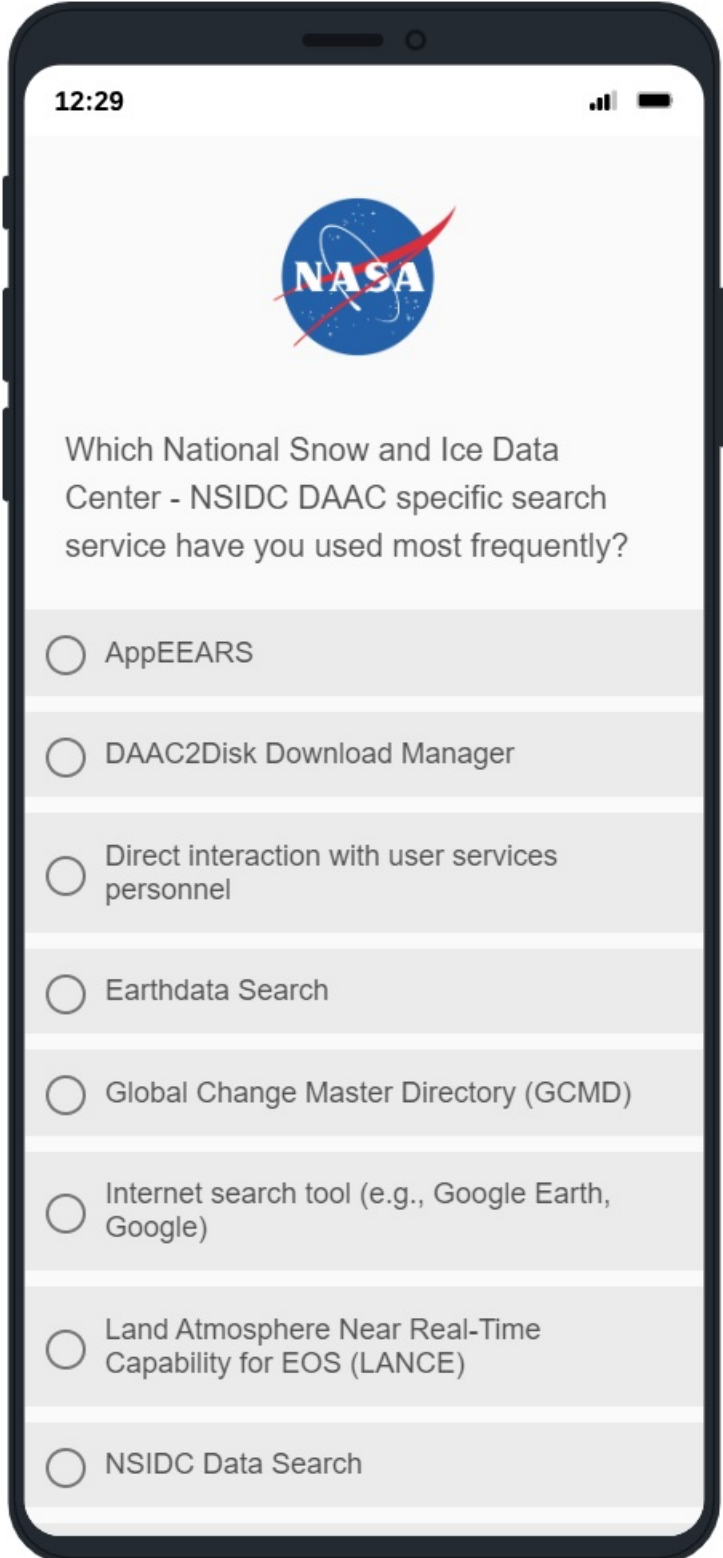
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

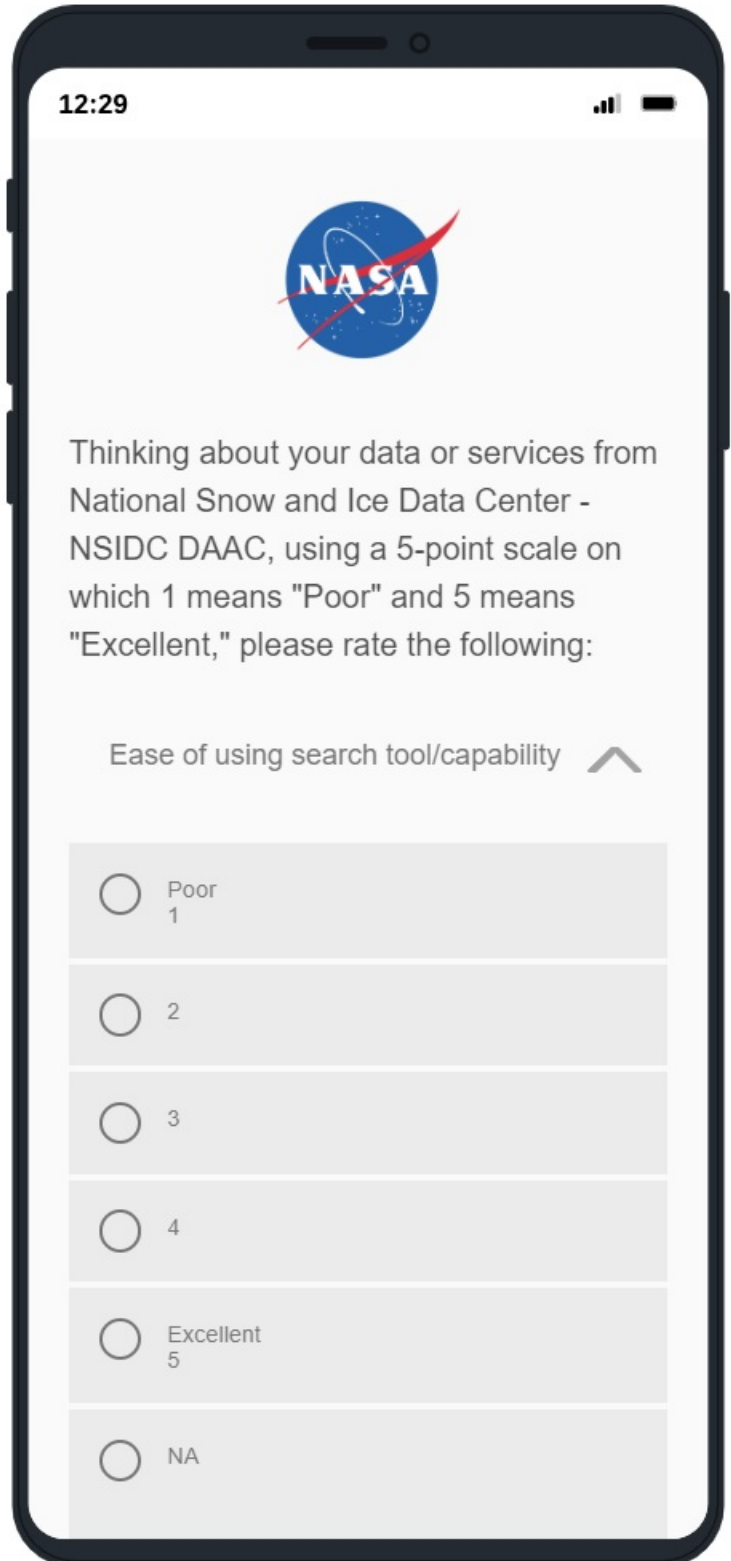
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

Back

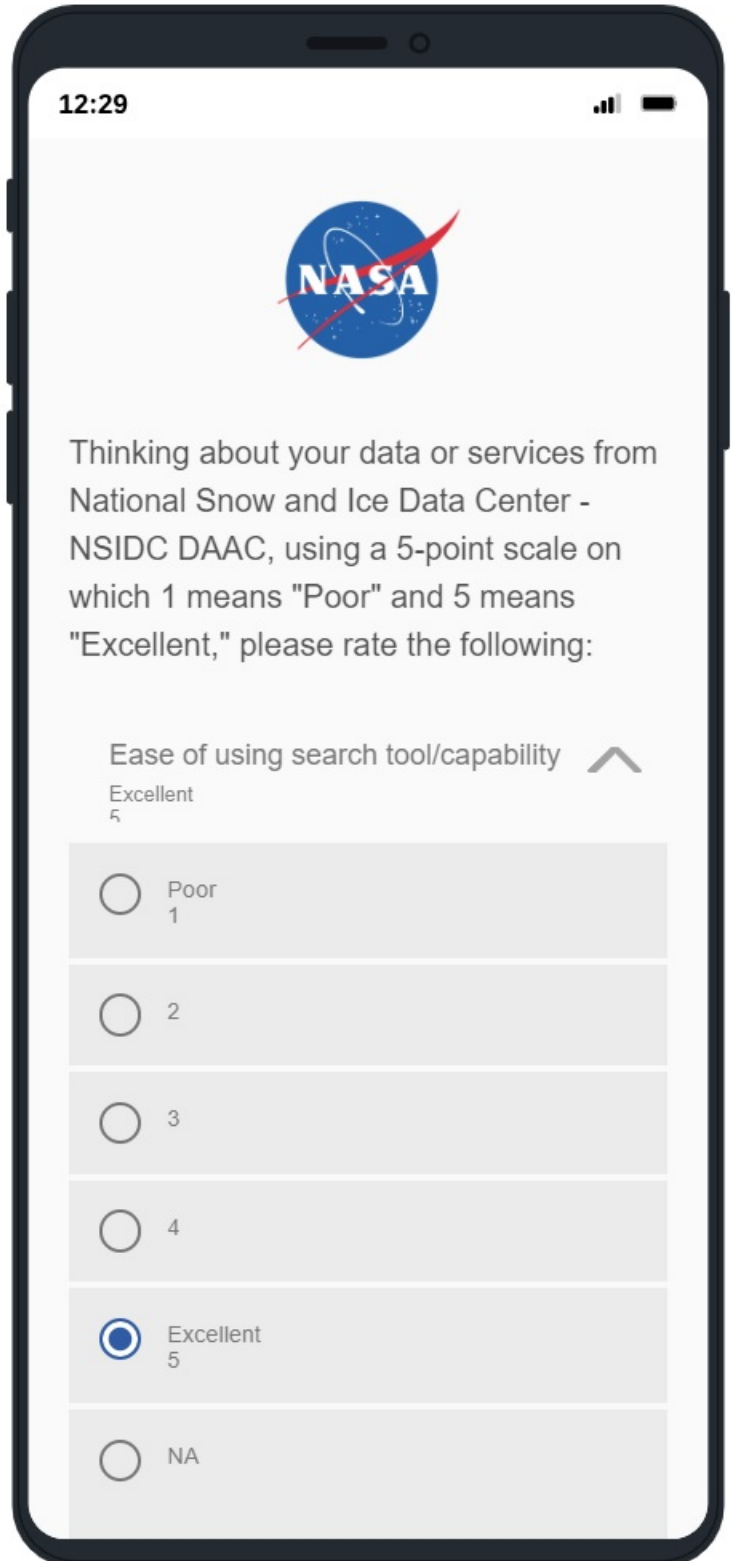
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

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

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

Tools



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.

Empty text input area for user feedback.

Back

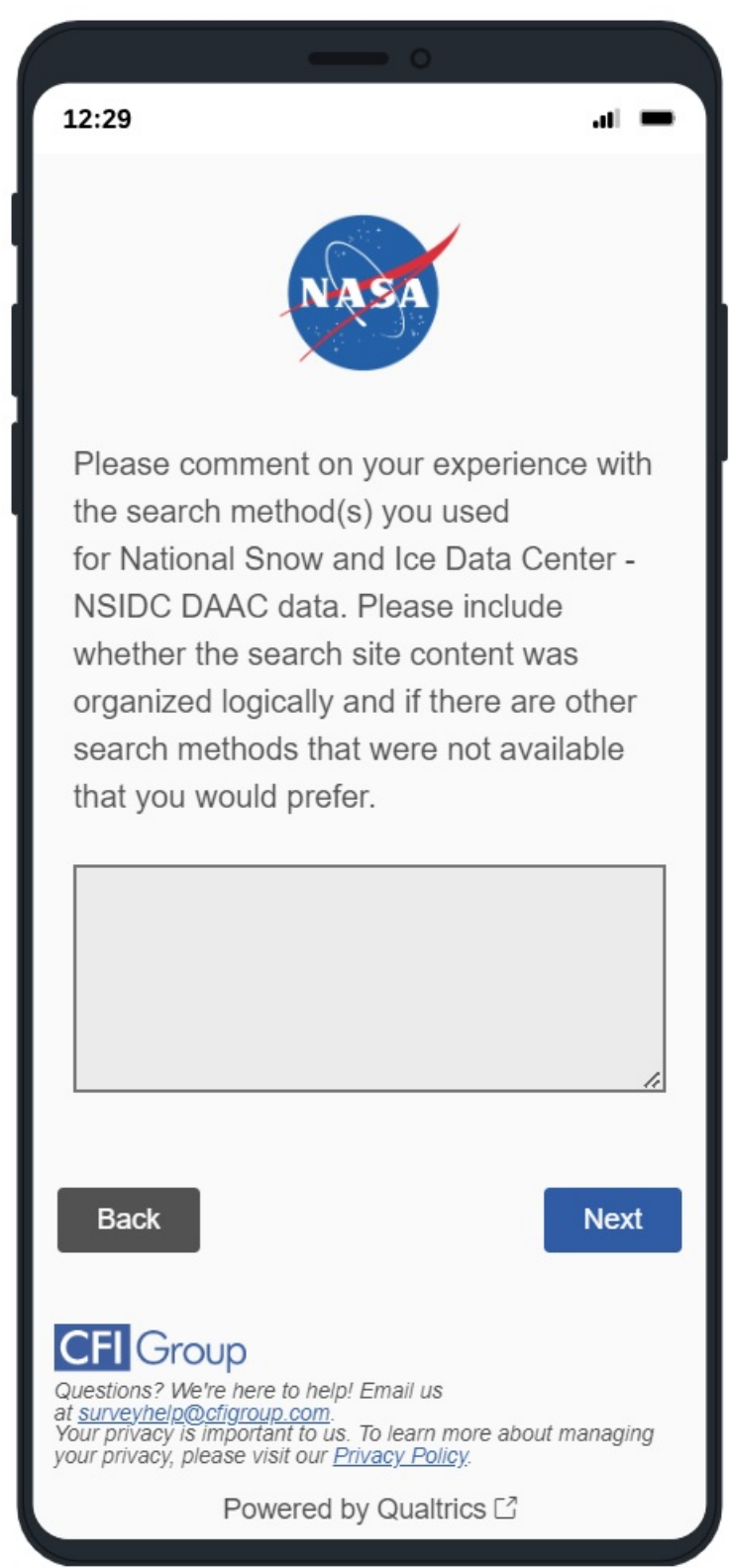
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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.

Empty text input area for user feedback.

Back

Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Restart Survey

Go to Bookmark

Clear

Tools



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

Yes

No

Back

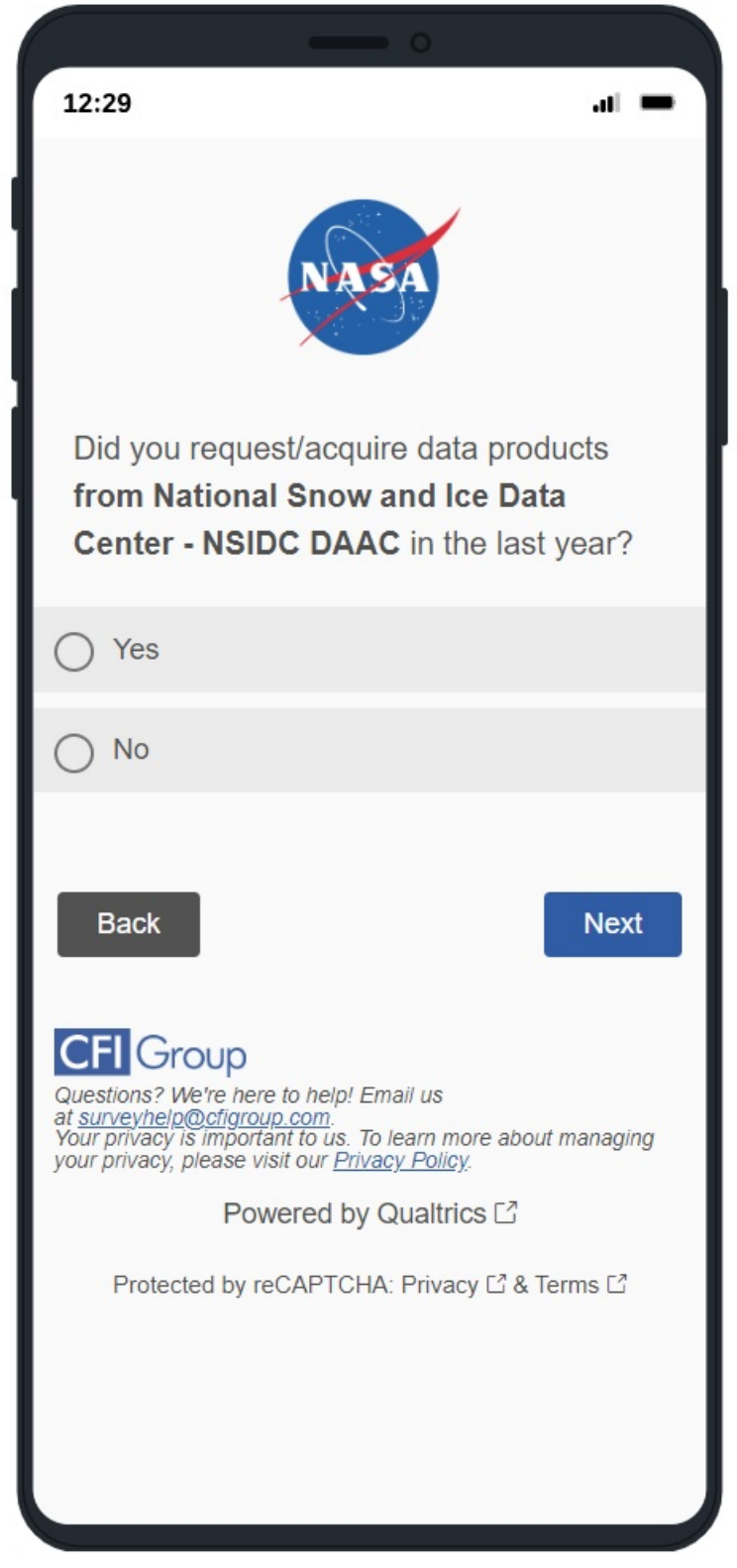
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Yes

No

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)

Restart Survey

Go to Bookmark

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



Poor 1

2

3

4

Excellent 5

NA

Ease of requesting or ordering data products



Direct downloads



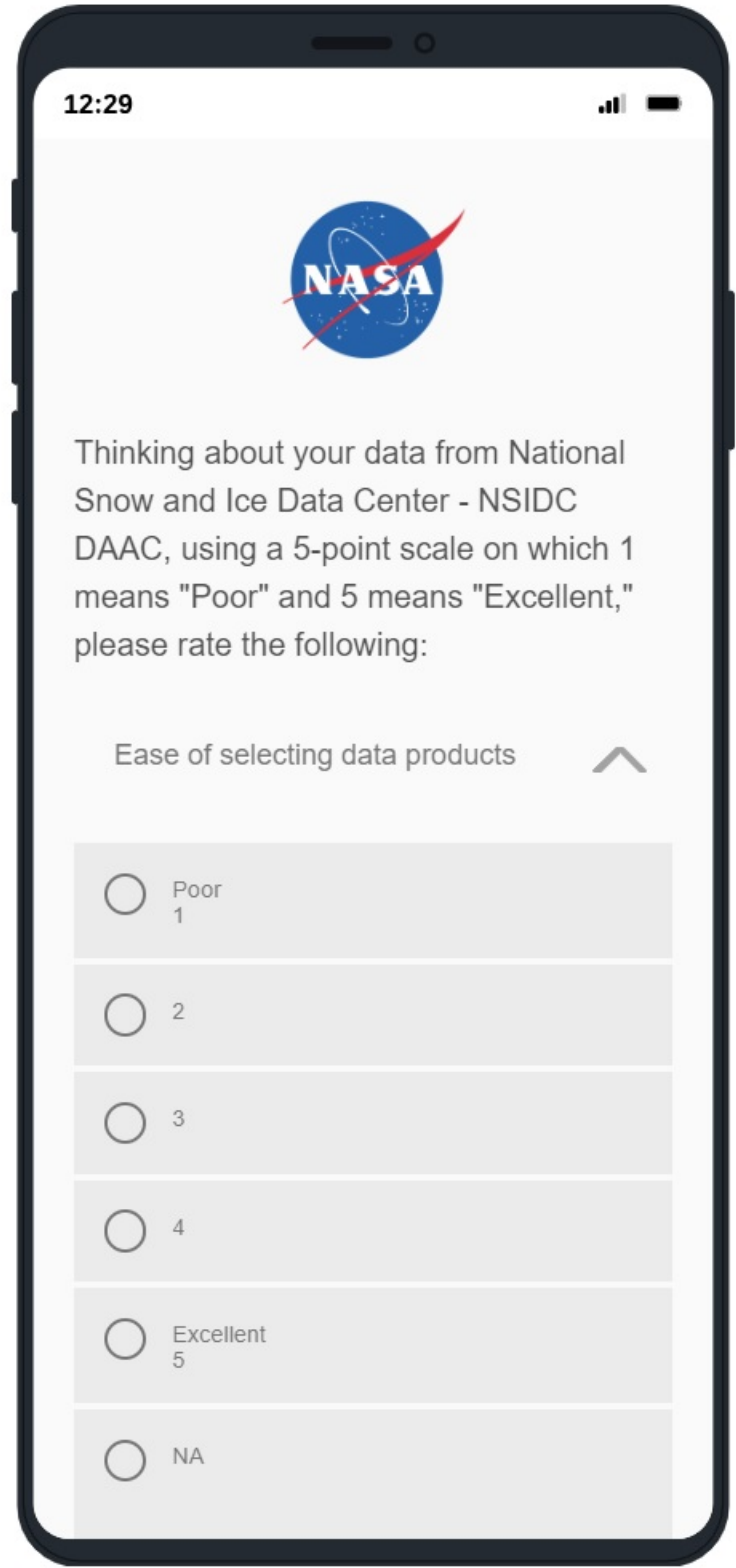
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

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



Poor
1

2

3

4

Excellent
5

NA

Direct downloads



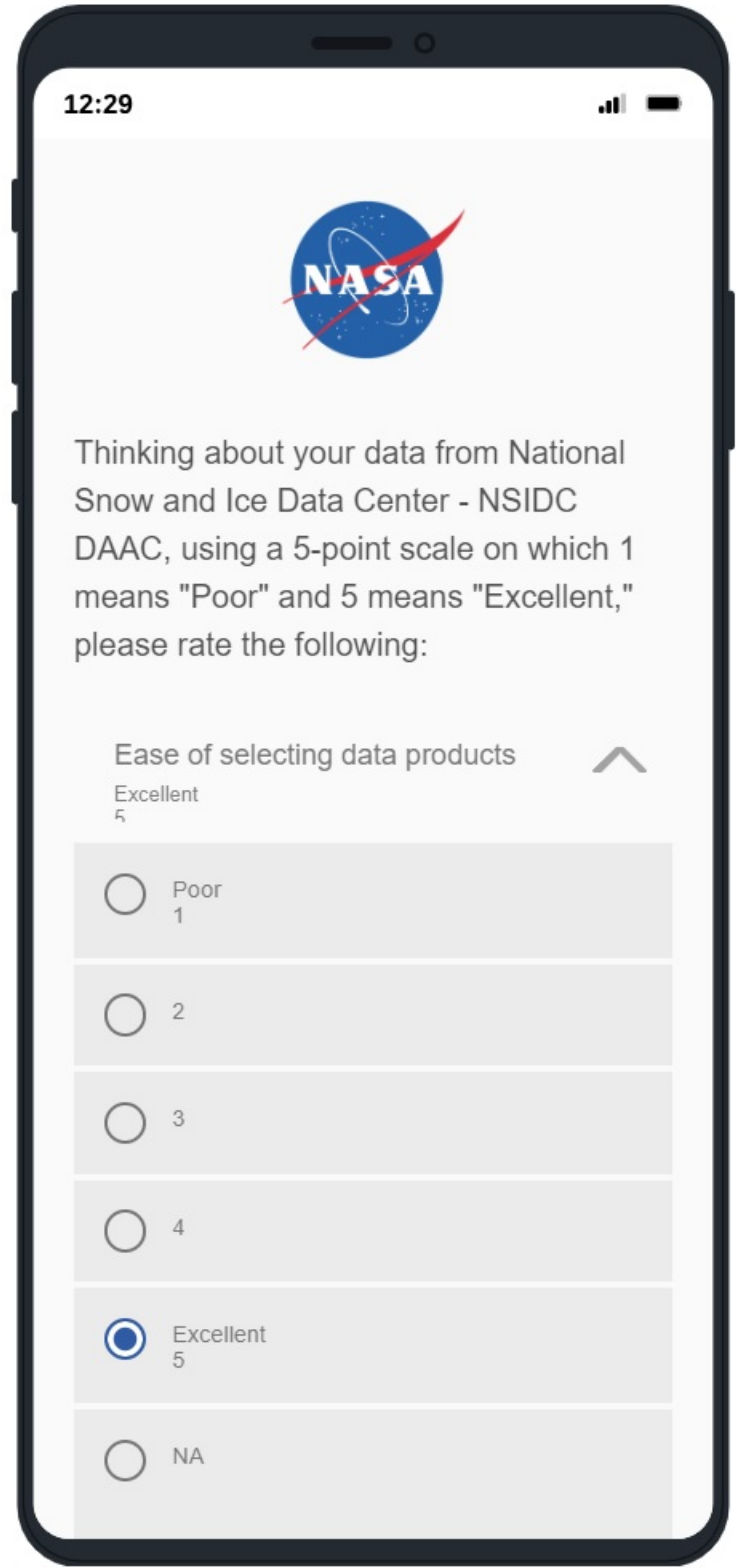
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

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

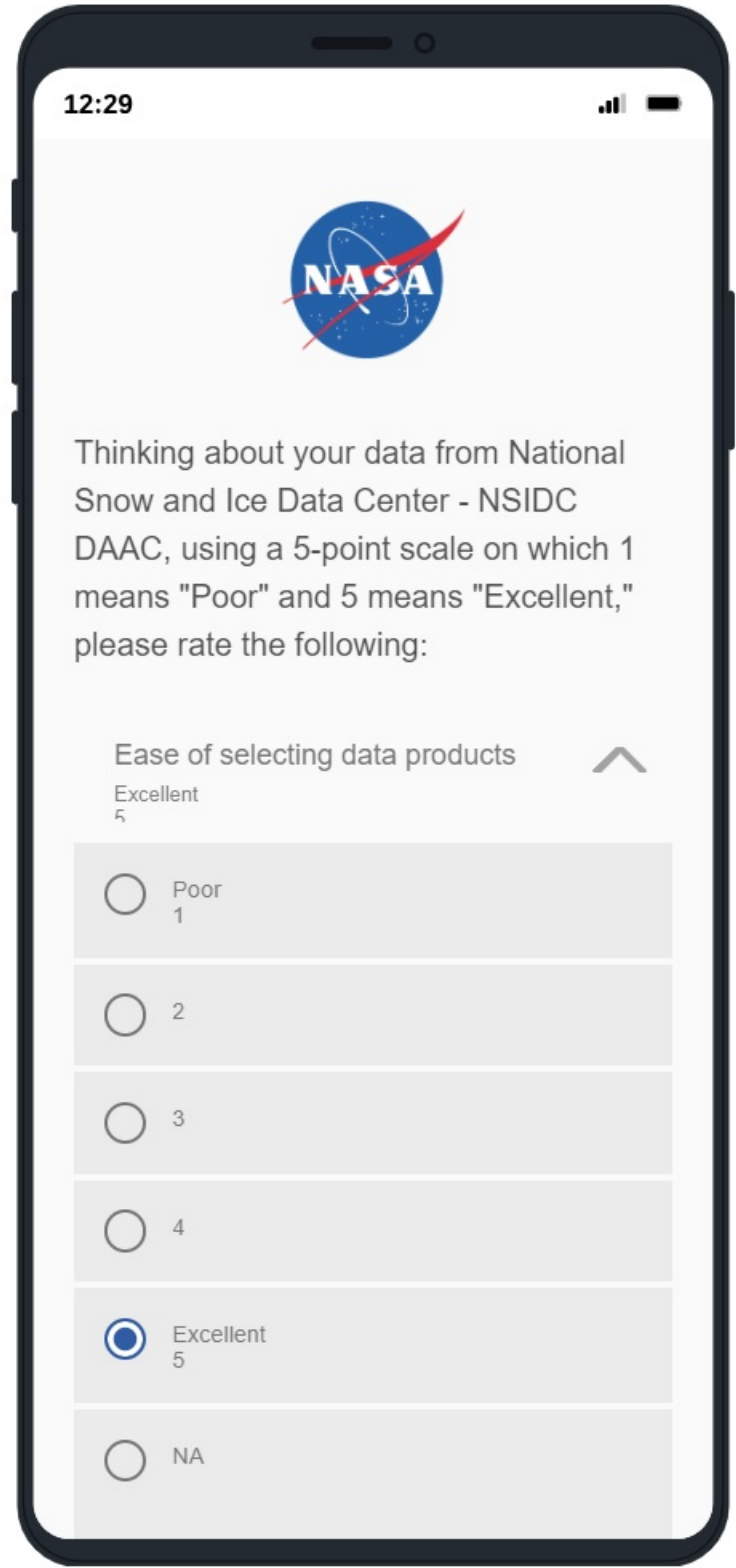
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

Yes

No

Back

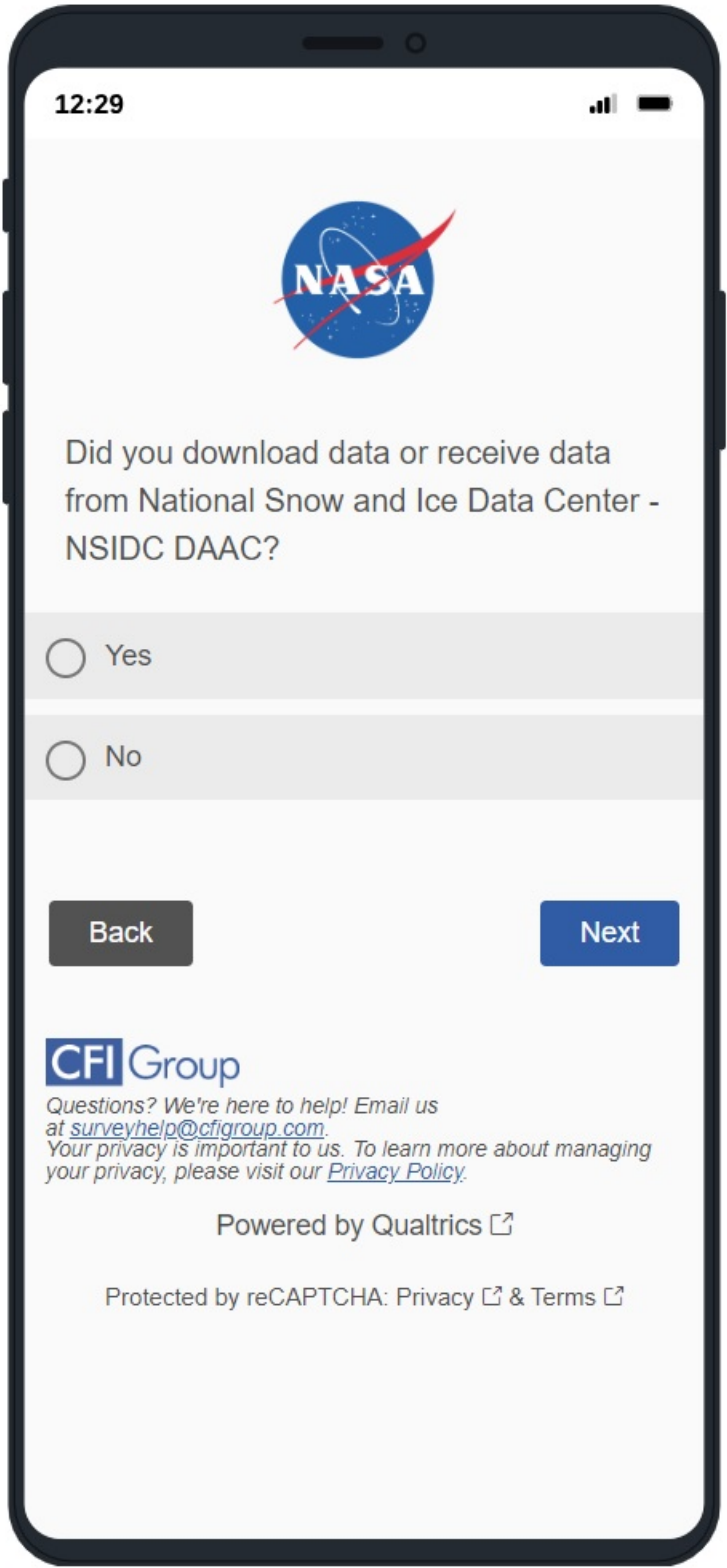
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Yes

No

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

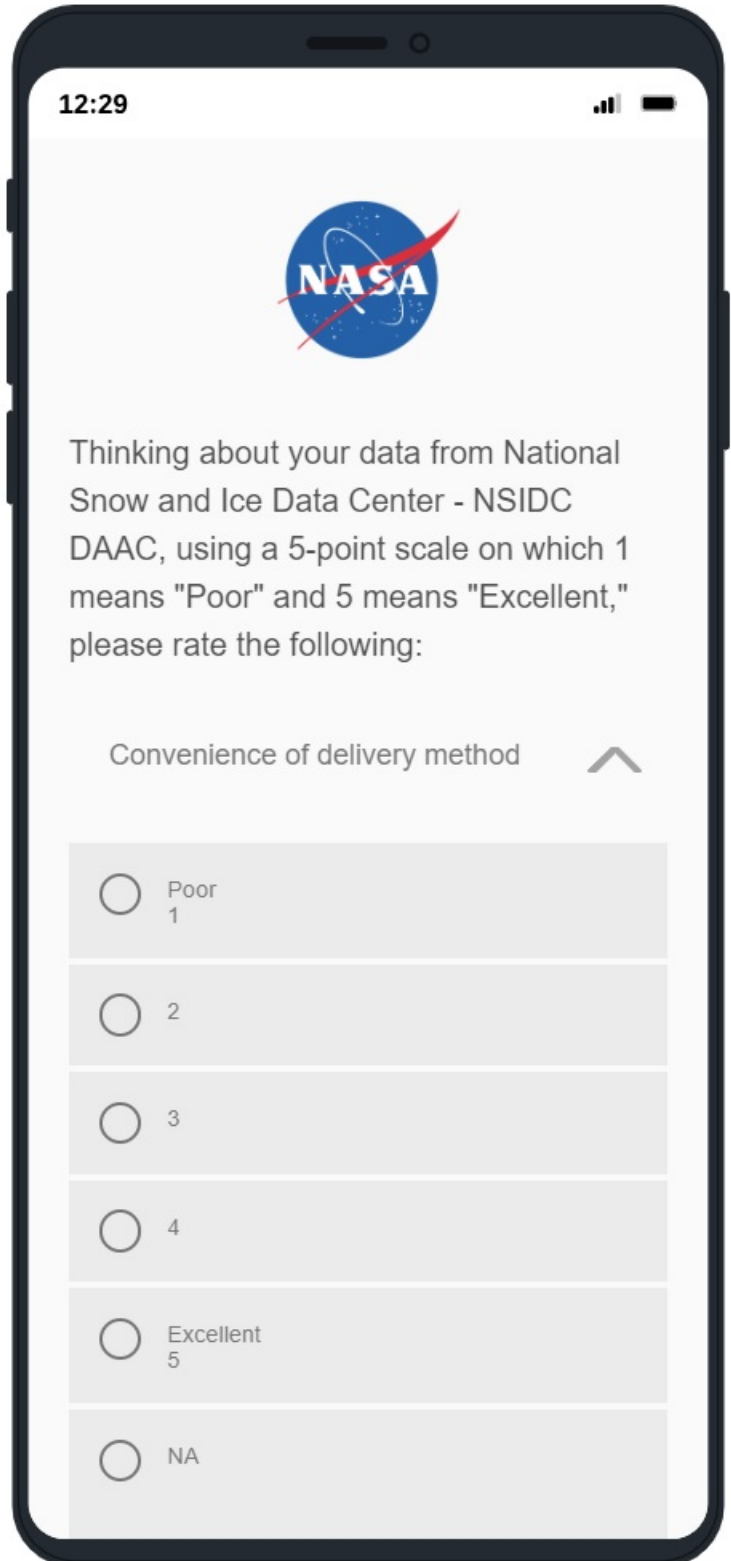
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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



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

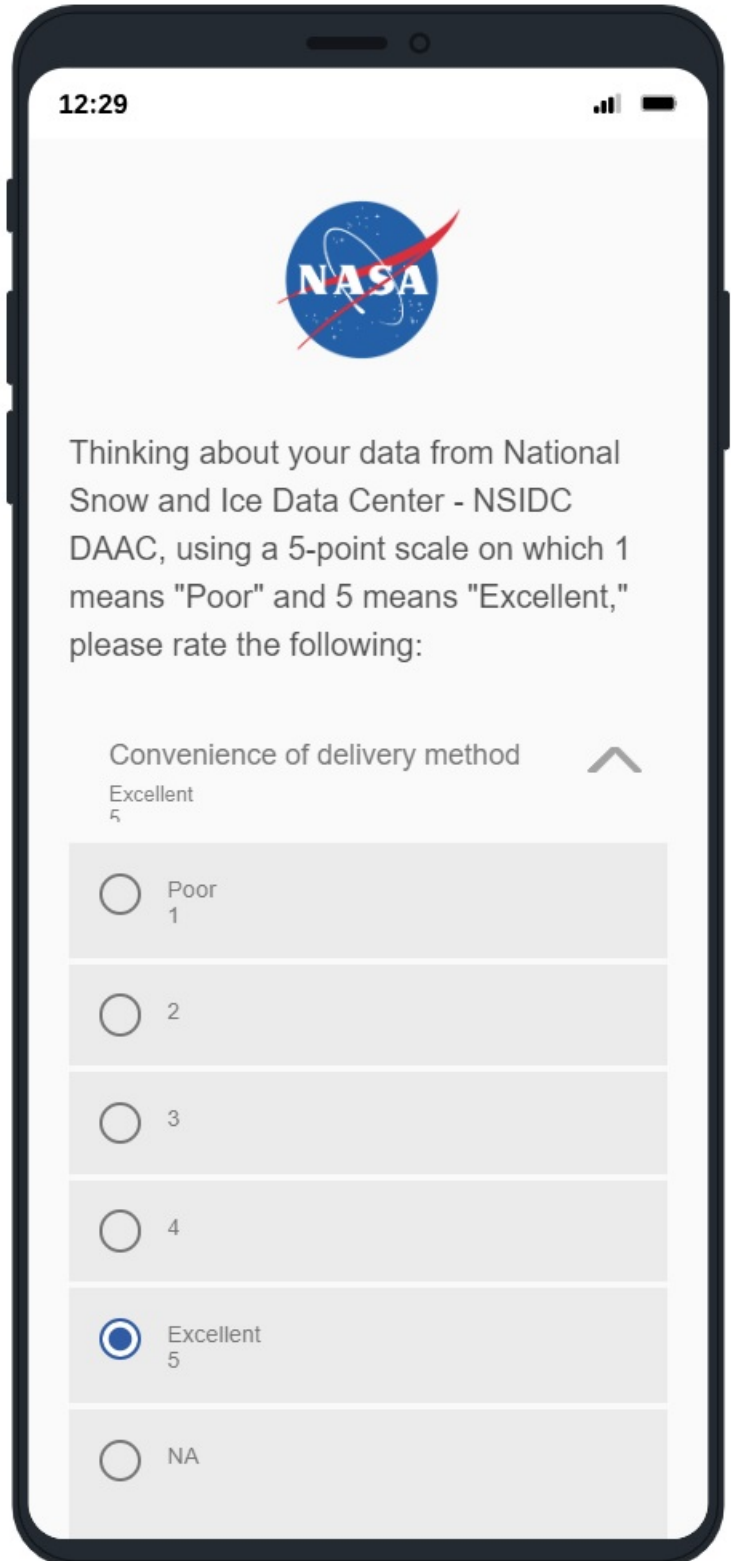
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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]

Back

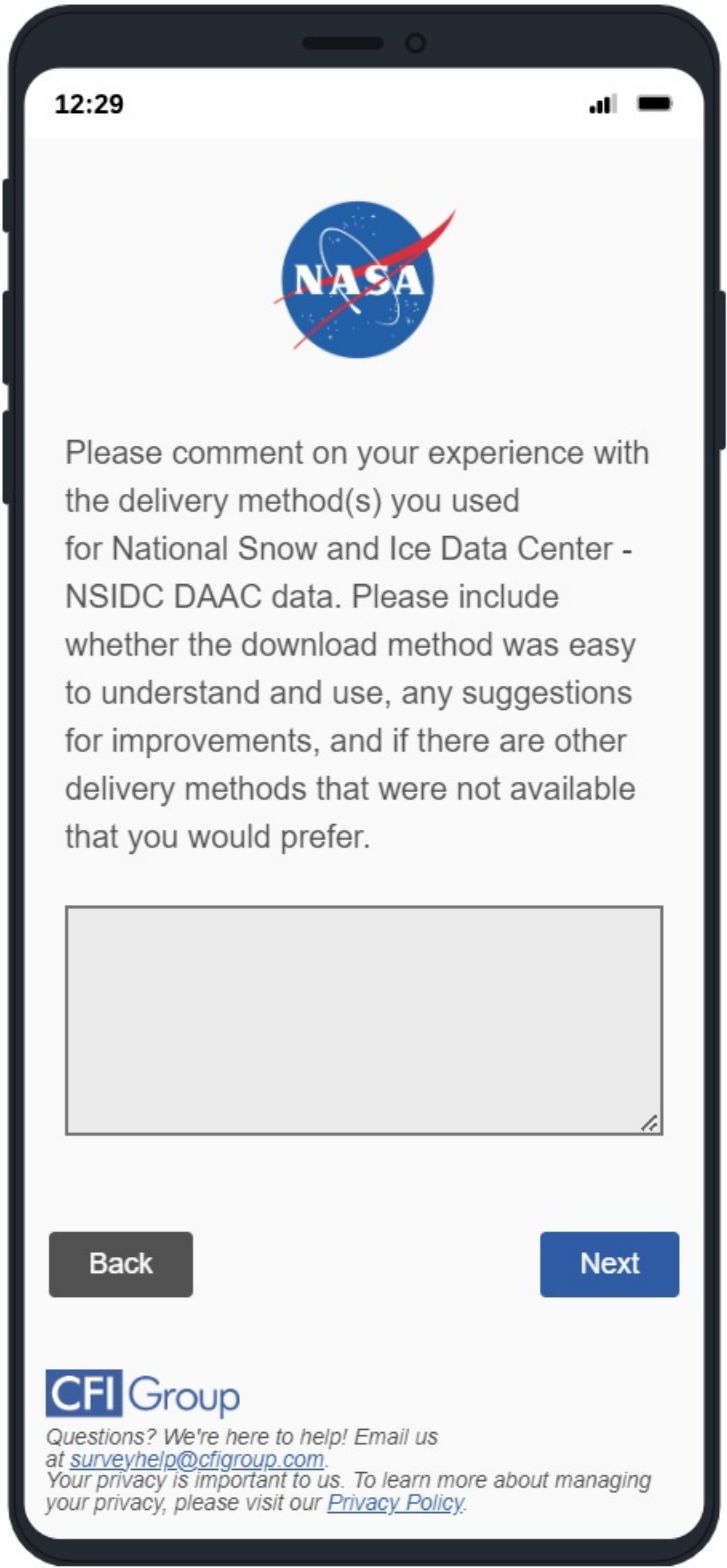
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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]

Back

Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

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 the following:

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



Poor 1

2

3

4

Excellent 5

NA

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



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



Back

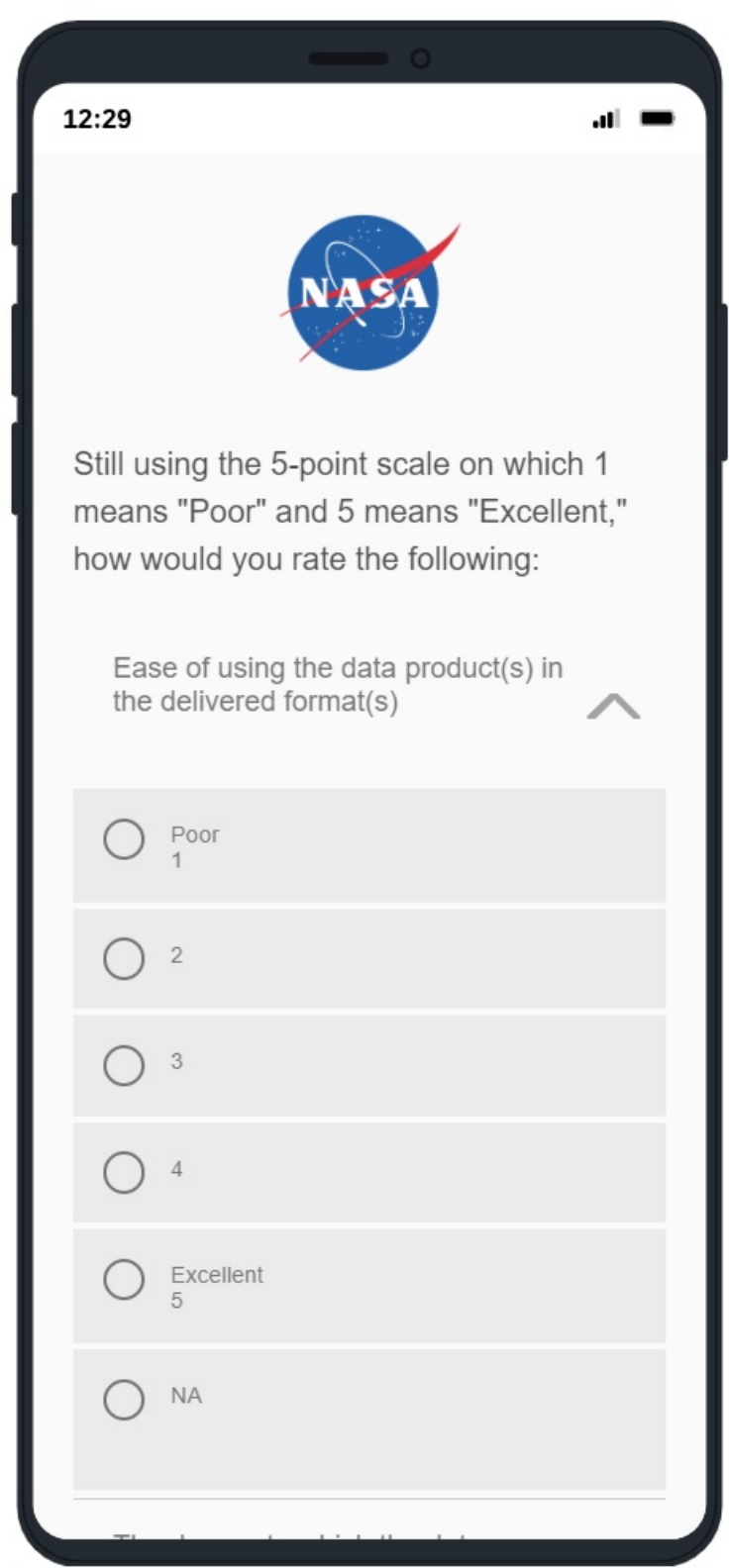
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

Back

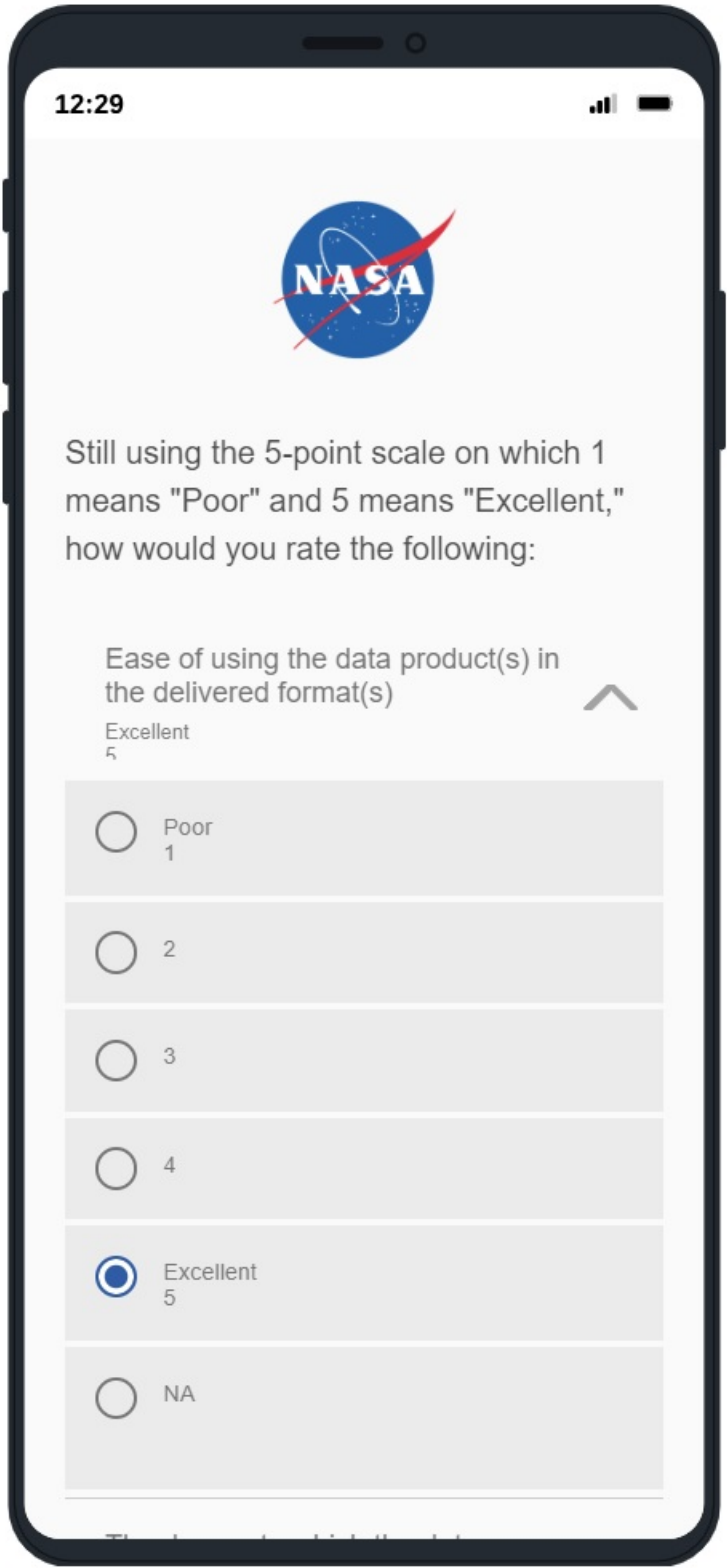
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



12:29



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

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 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

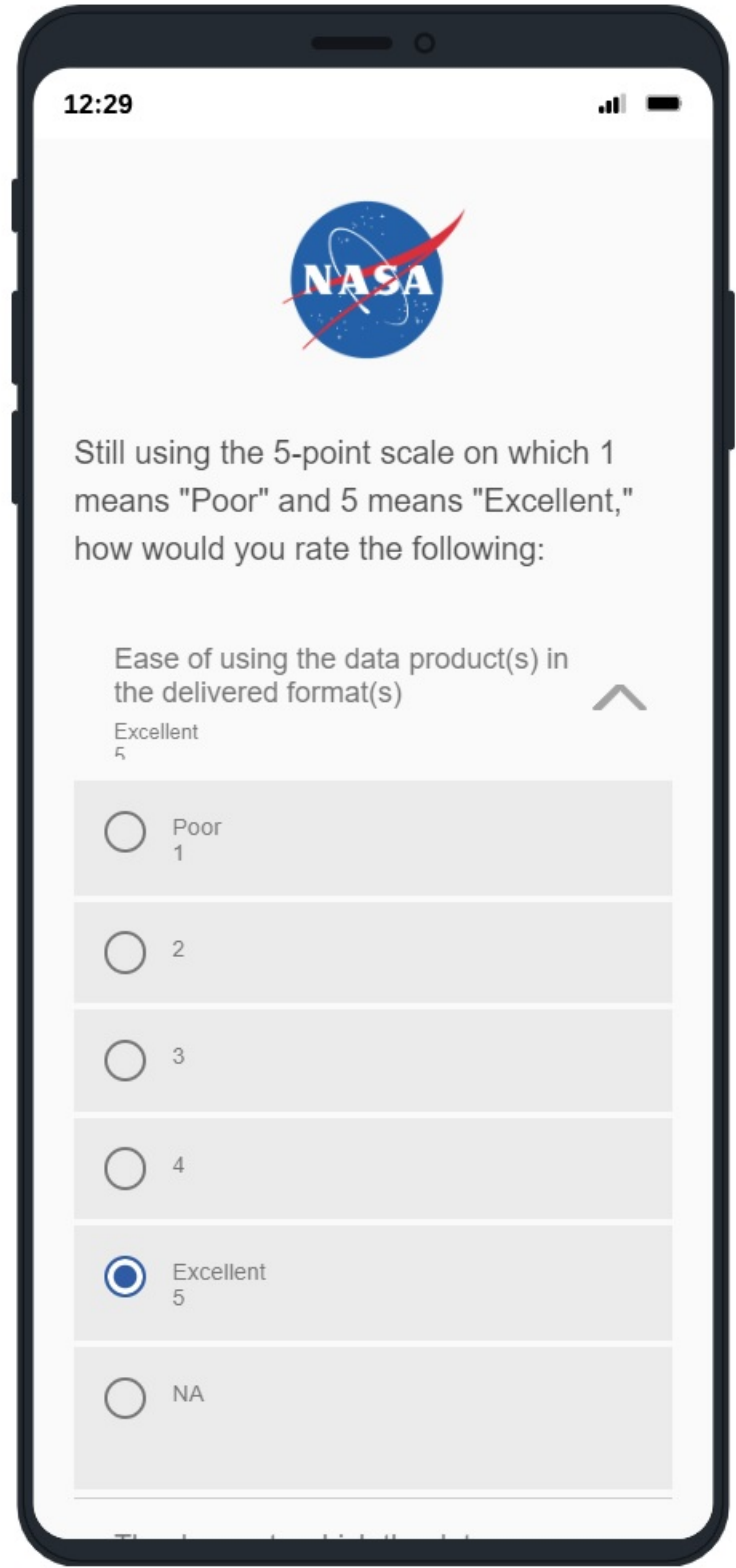
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



12:29



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 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

Back

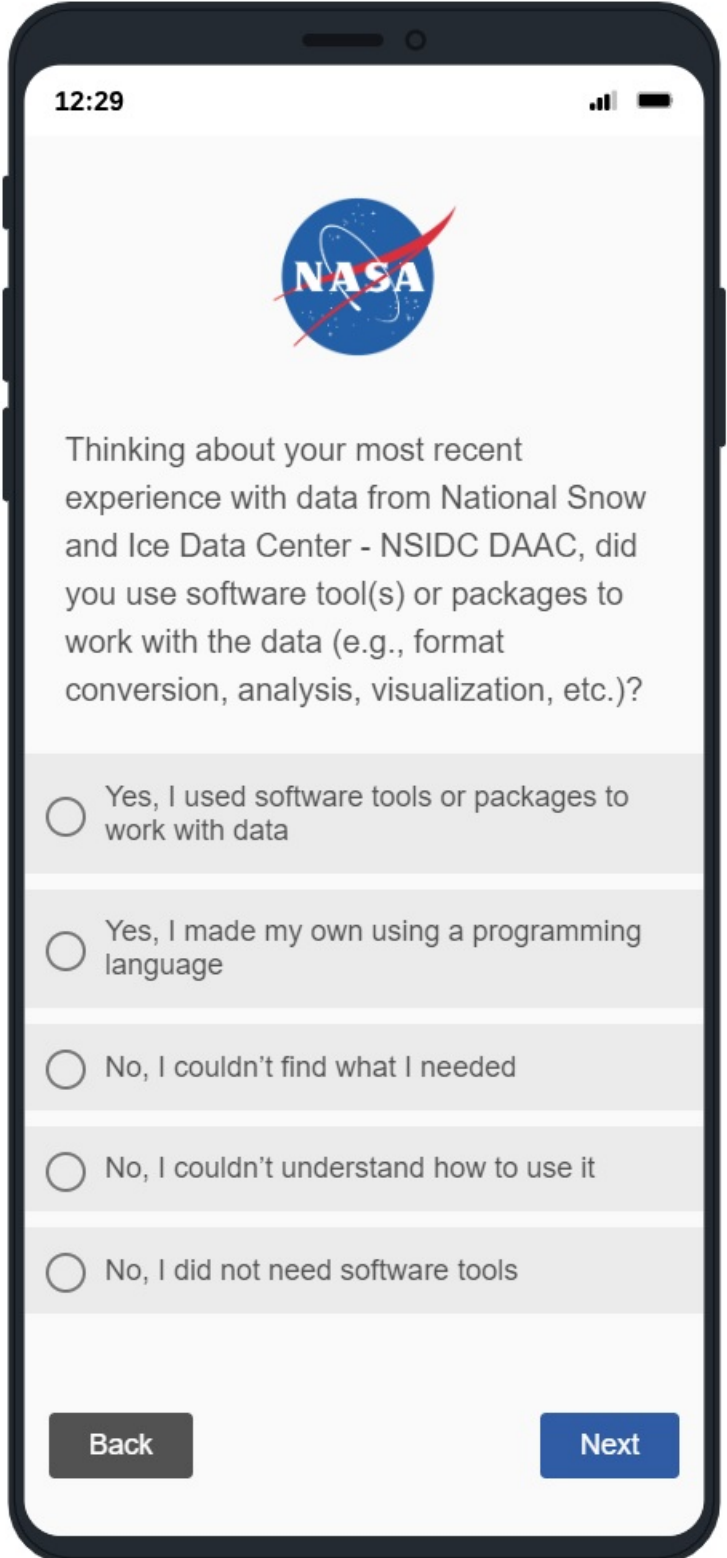
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

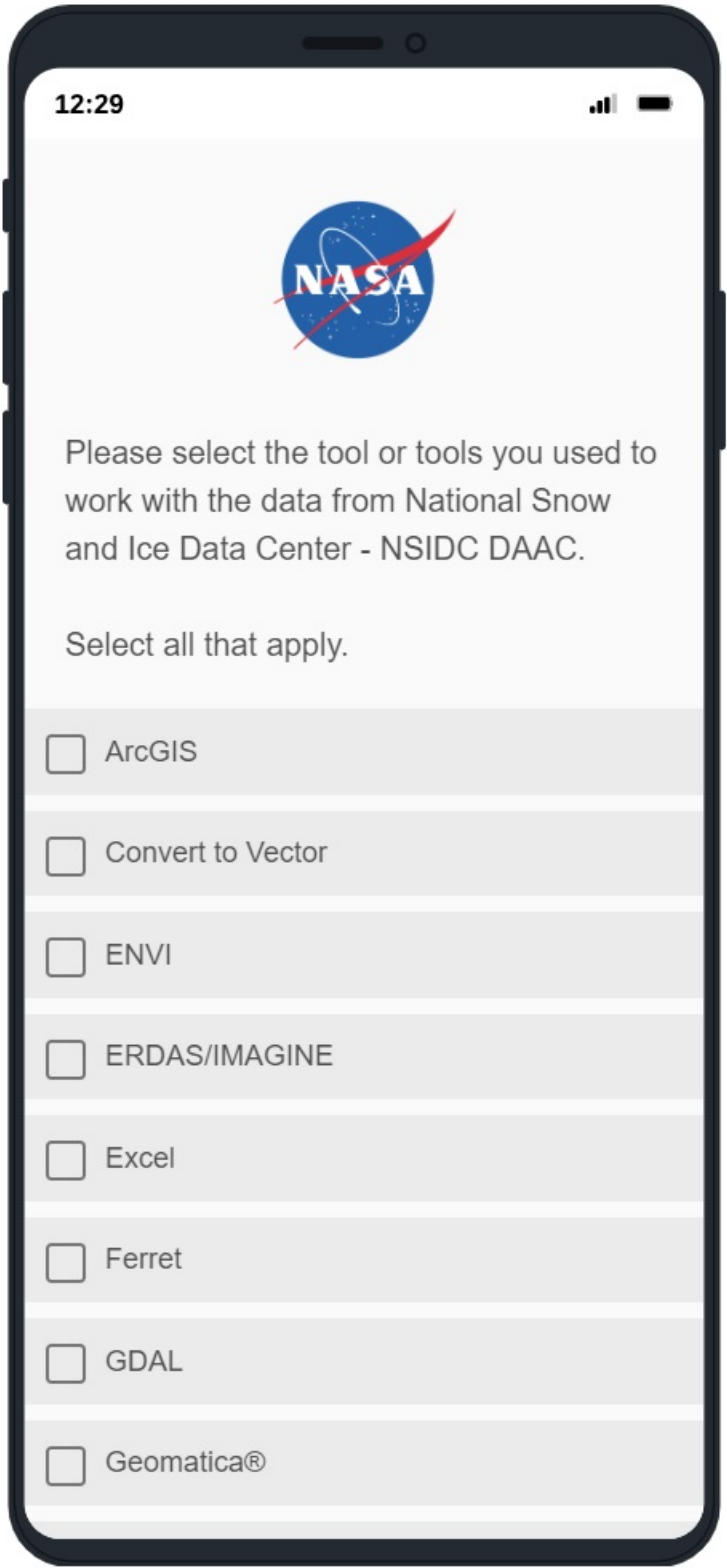
Tools



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



12:29



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®

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

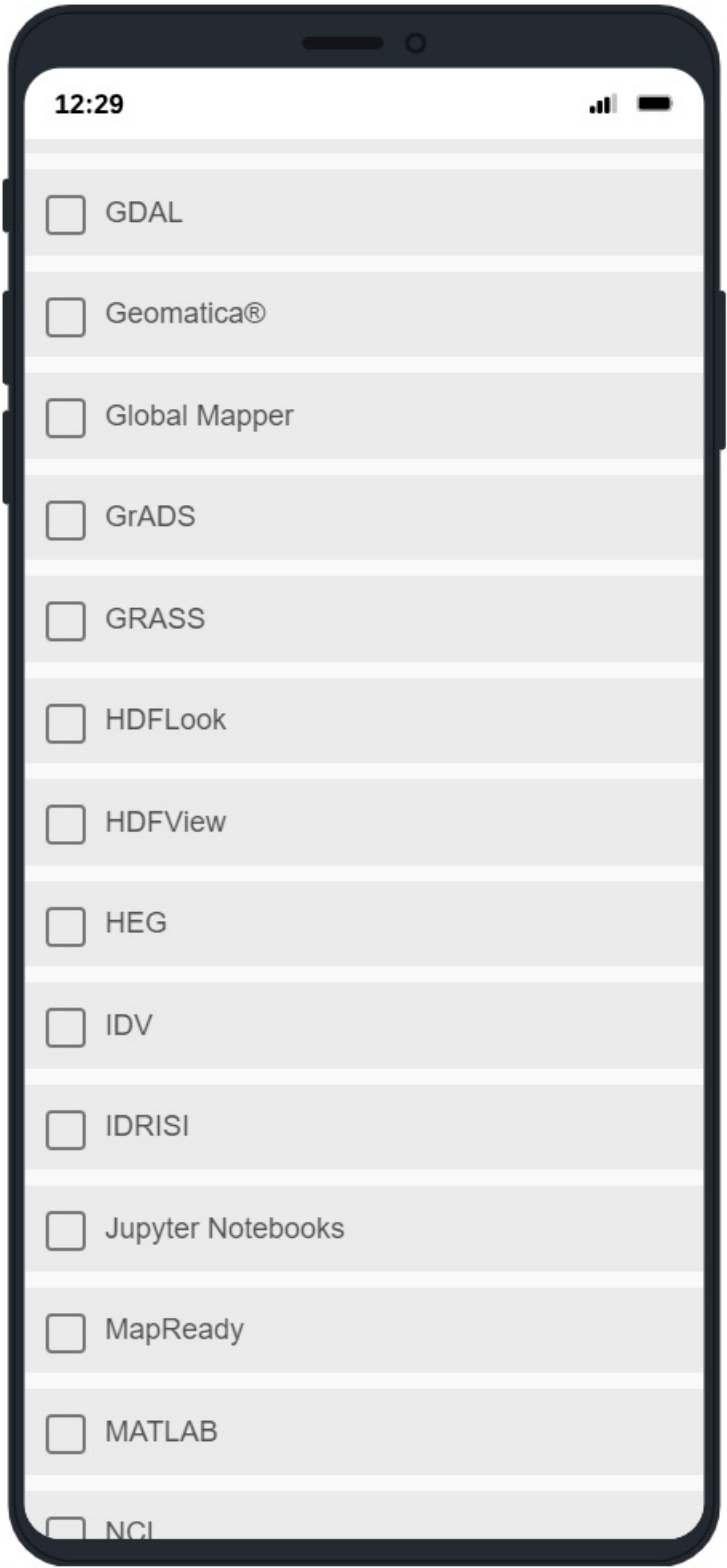
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

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

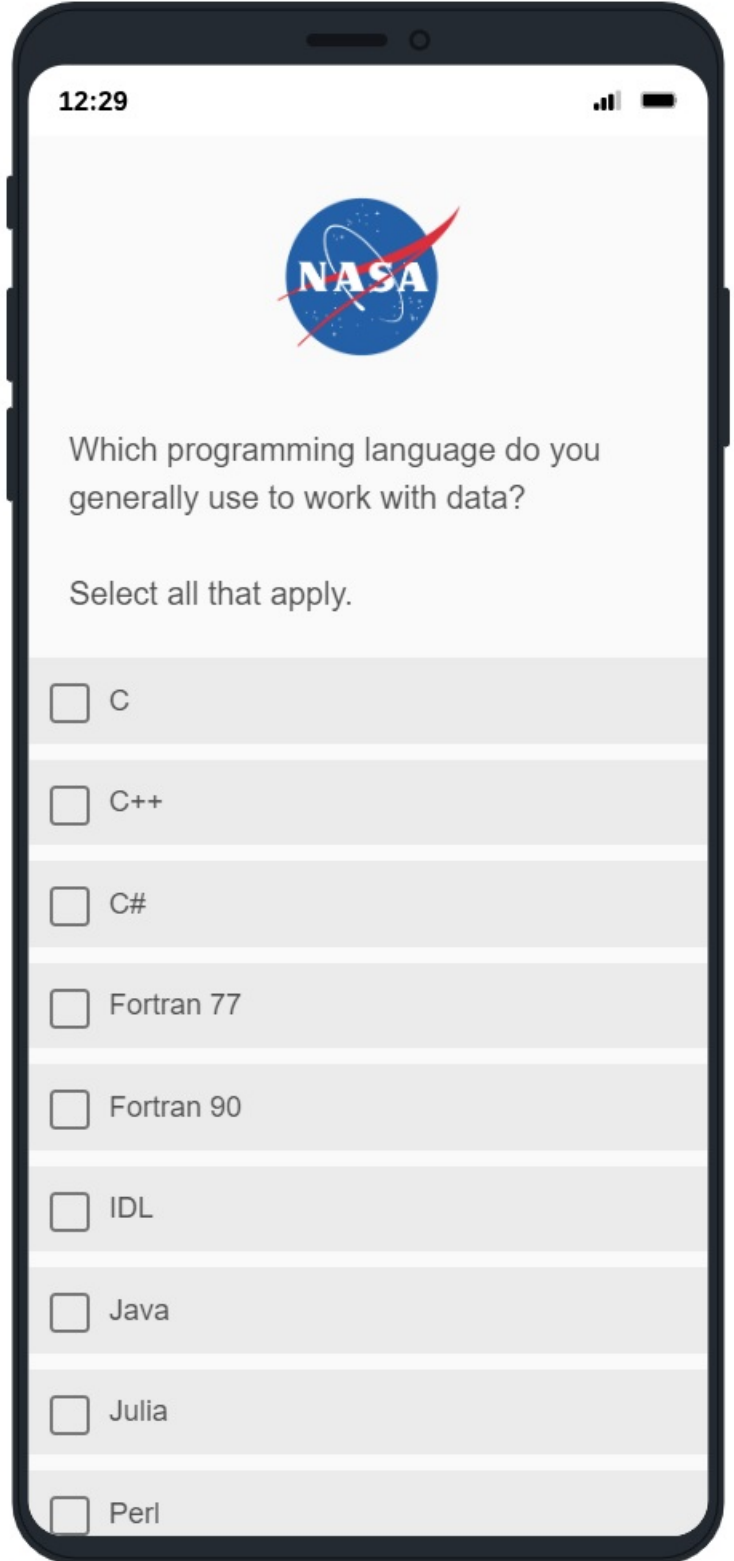
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

Yes

No

Back

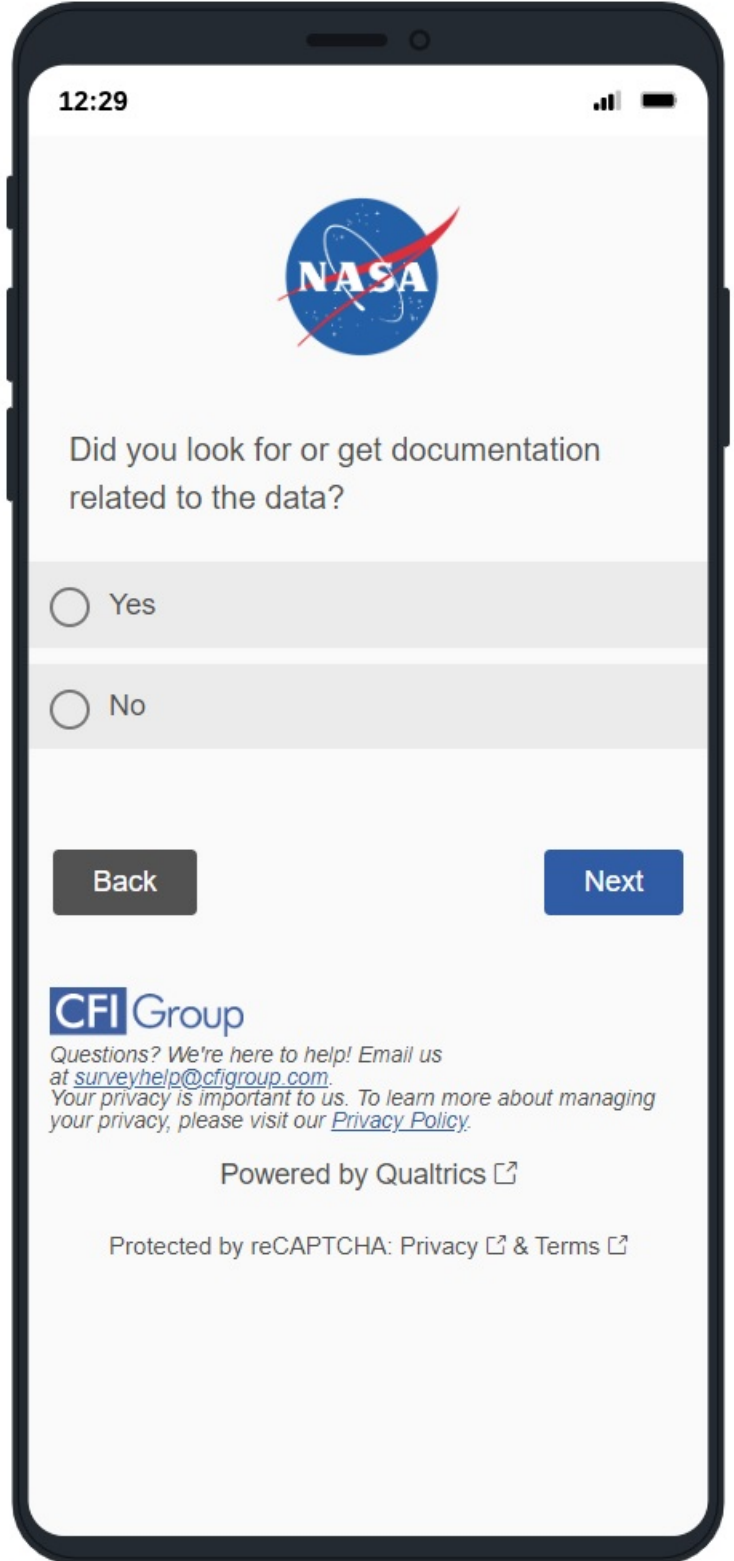
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Yes

No

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)

Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document



Poor 1

2

3

4

Excellent 5

NA

Technical level



Organization



Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

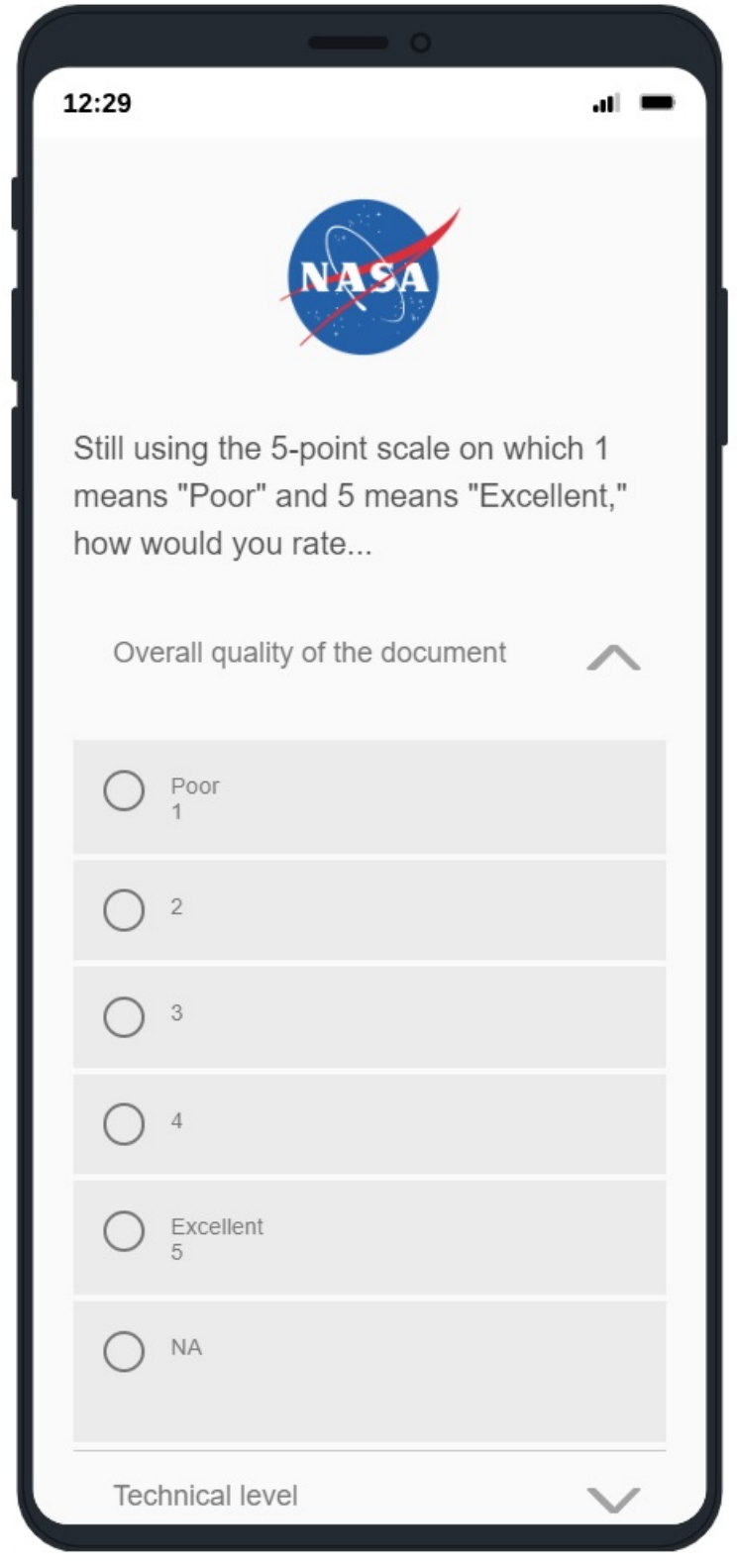
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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



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



Poor
1

2

3

4

Excellent
5

NA

Organization



Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

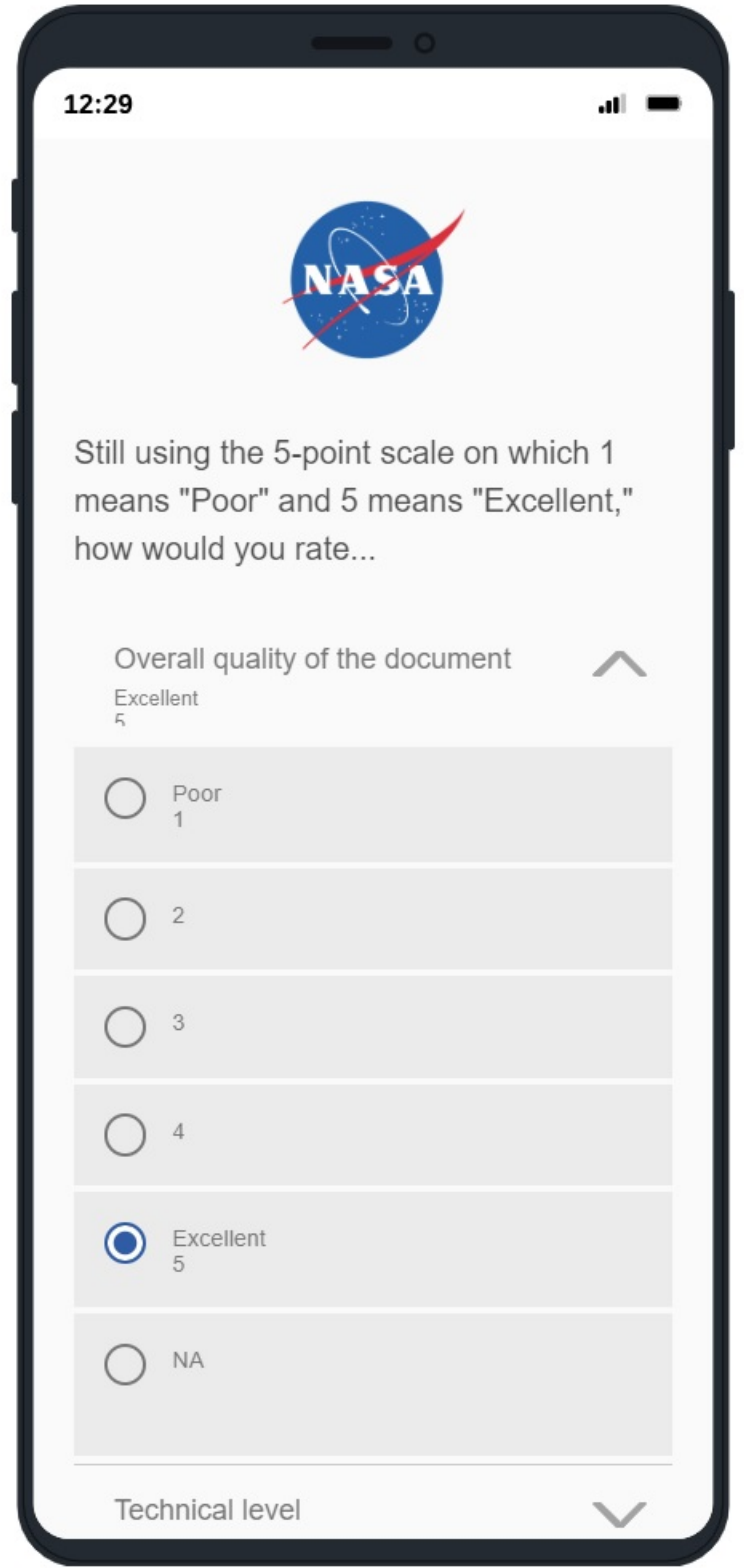
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

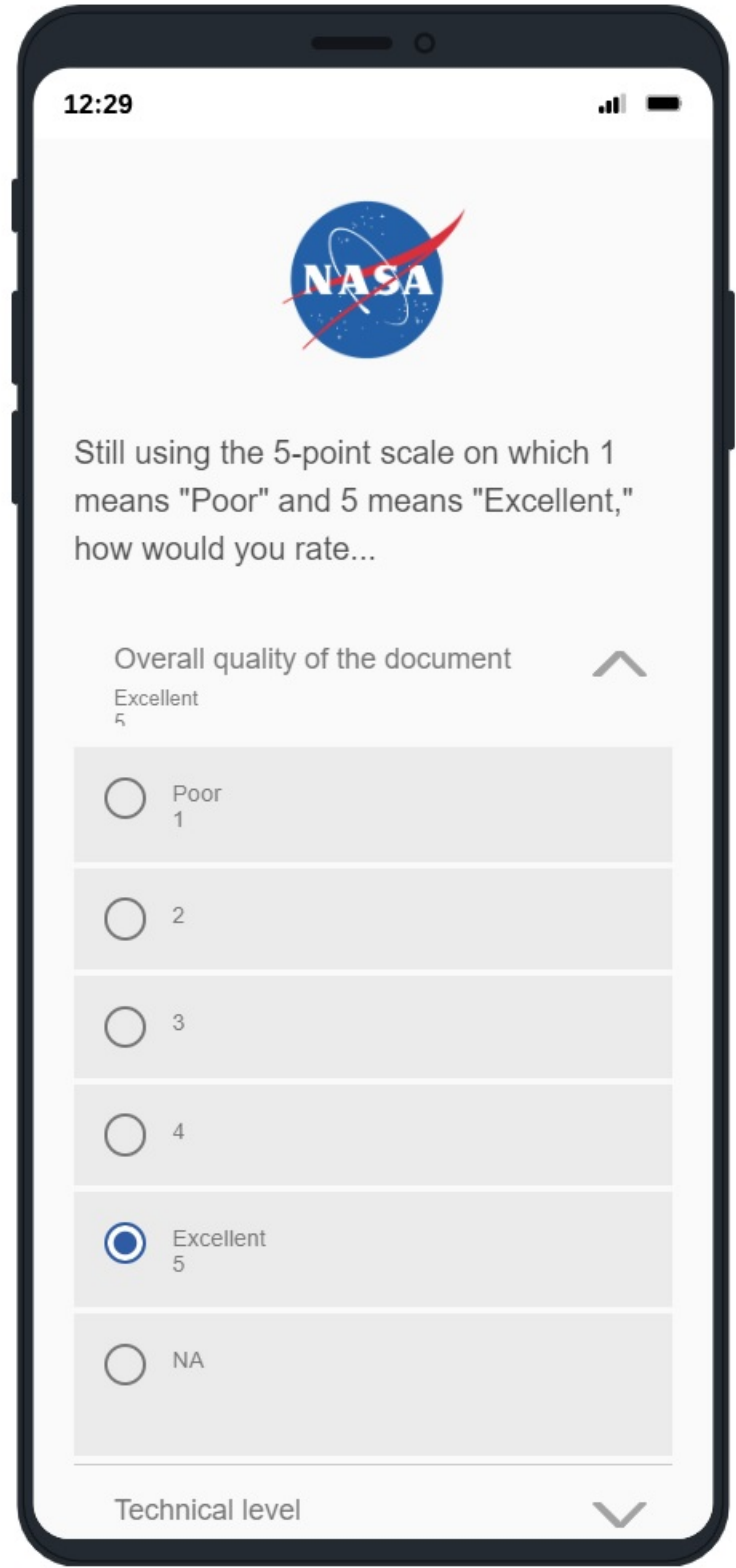
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

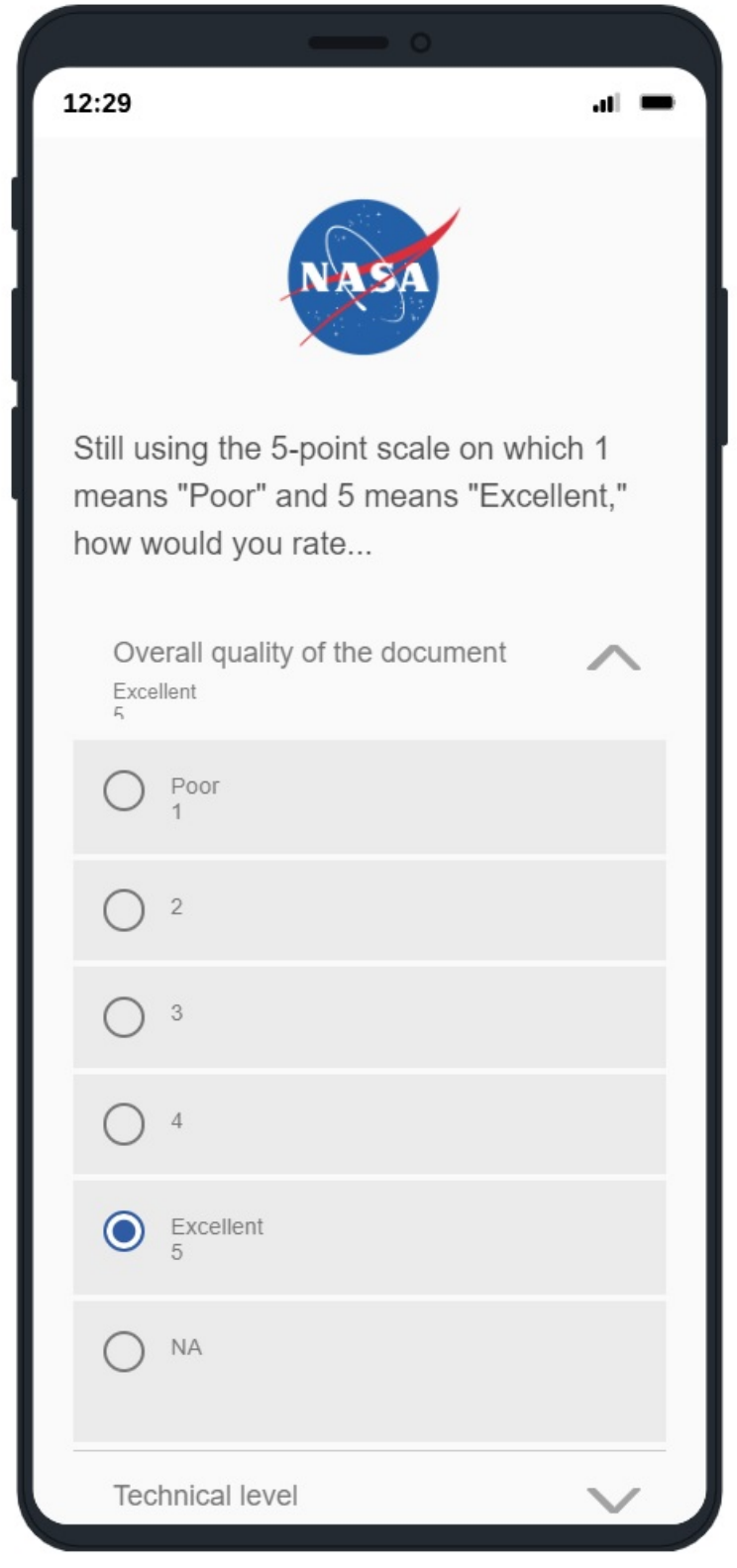
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

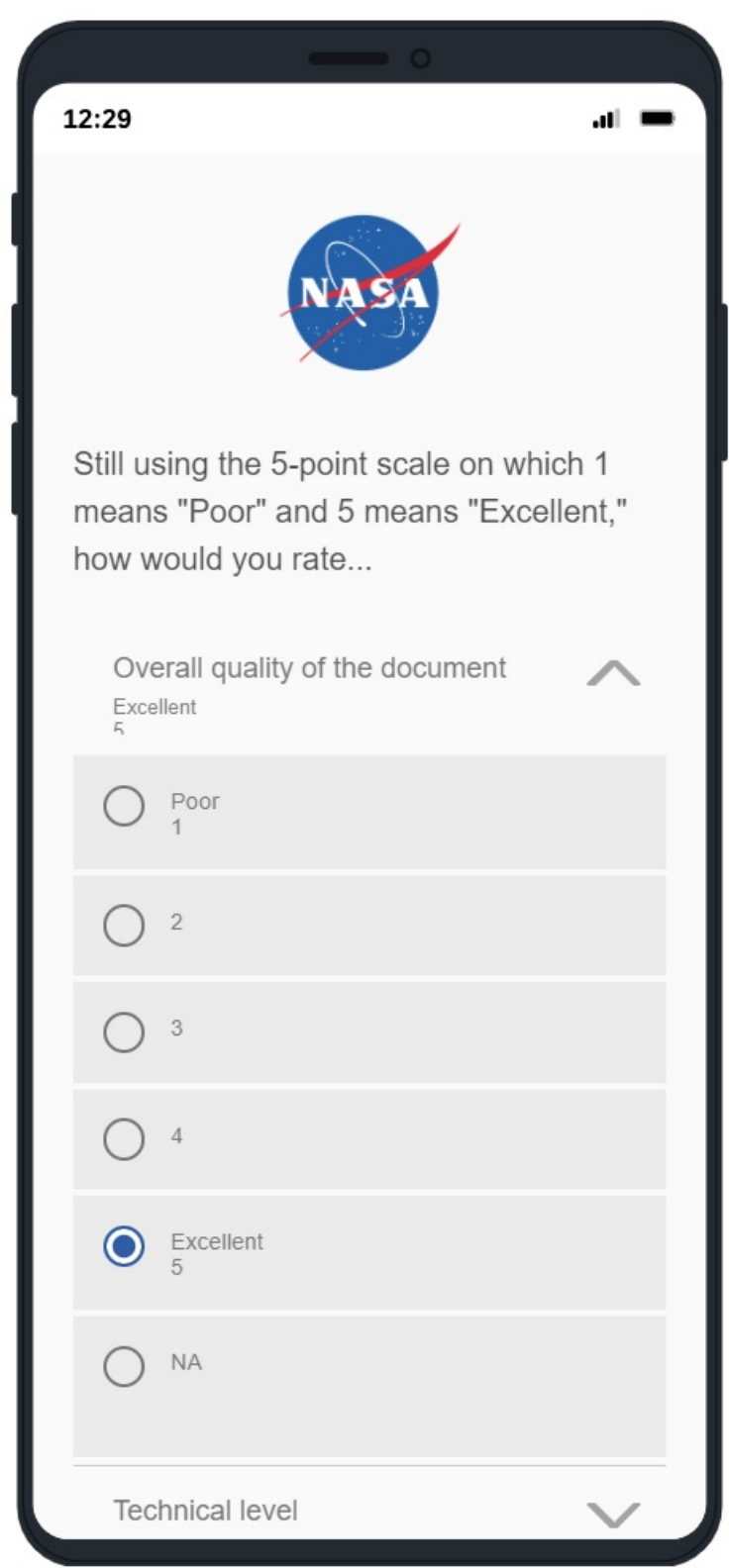
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

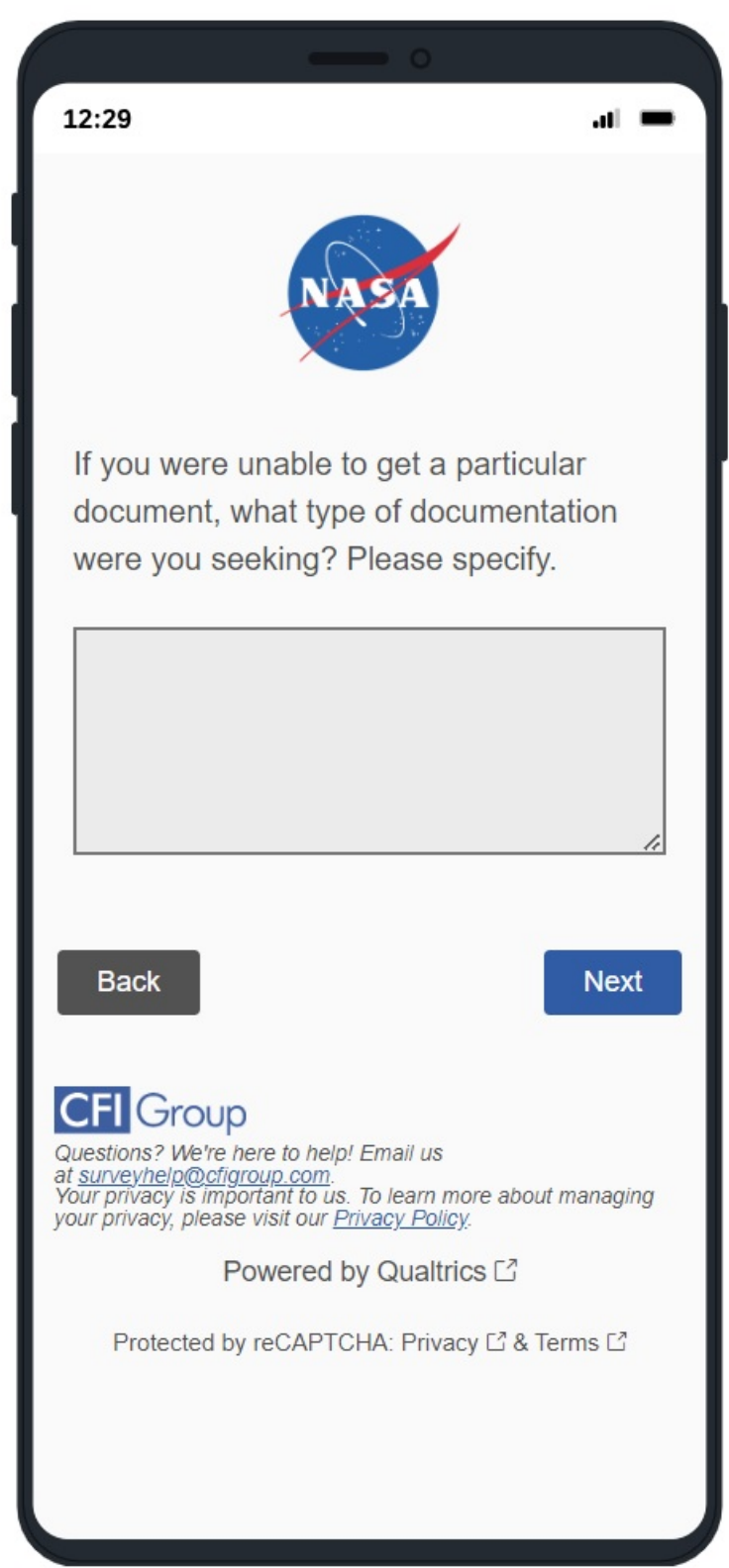
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)

Restart Survey

Go to Bookmark

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

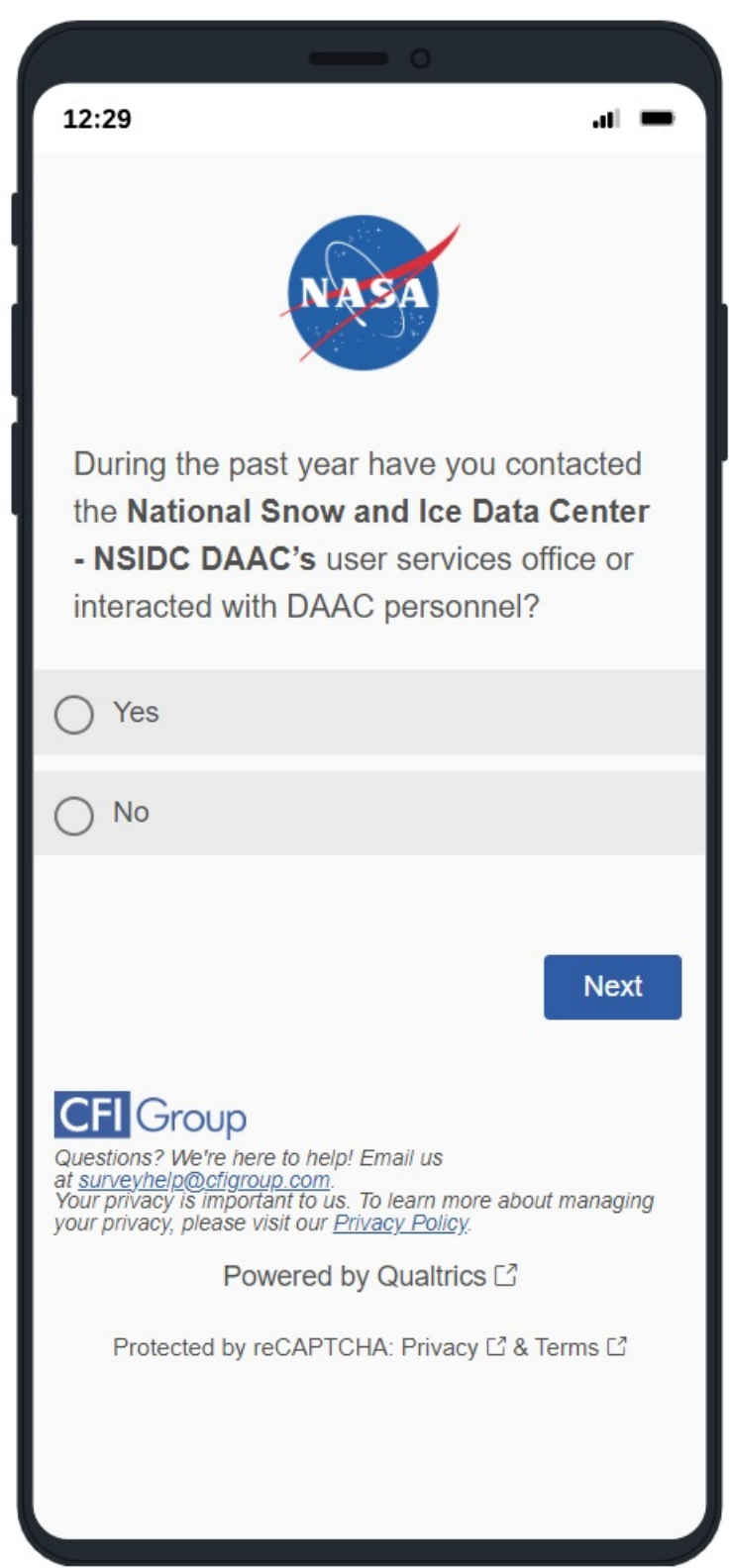
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

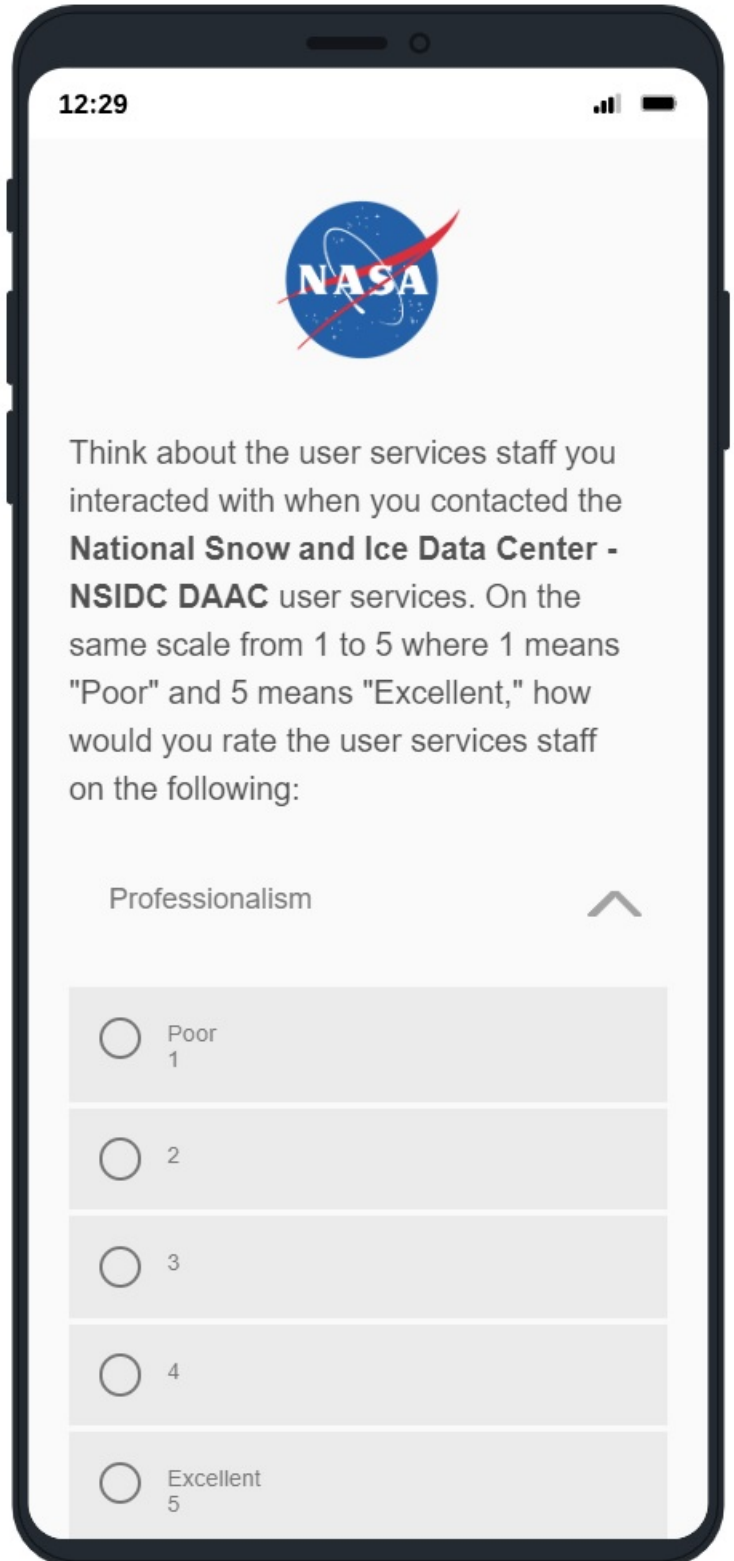
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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 [Dropdown Arrow]

Technical knowledge [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

NA

Helpfulness in resolving a problem [Dropdown Arrow]

Speed of response [Dropdown Arrow]

Back

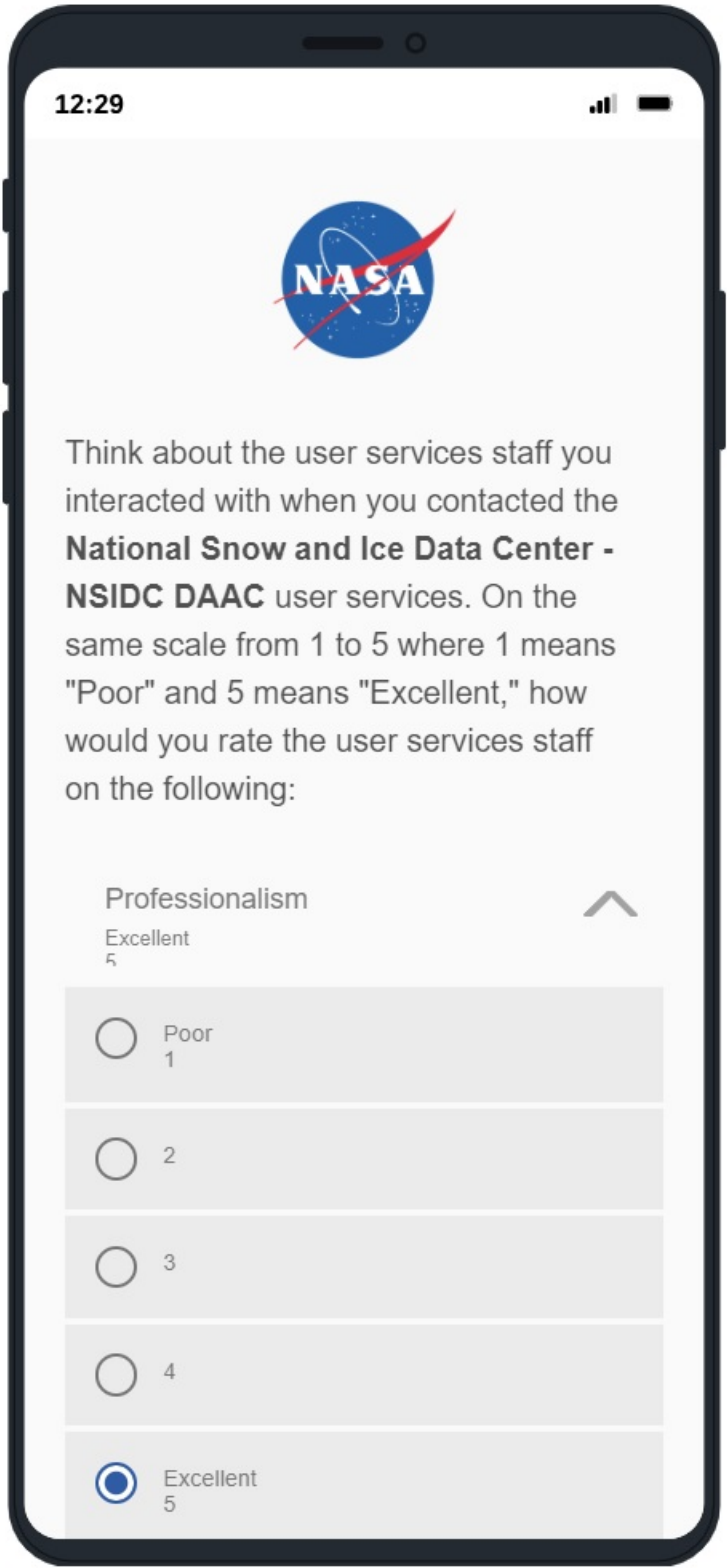
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics [Link]

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

Tools



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

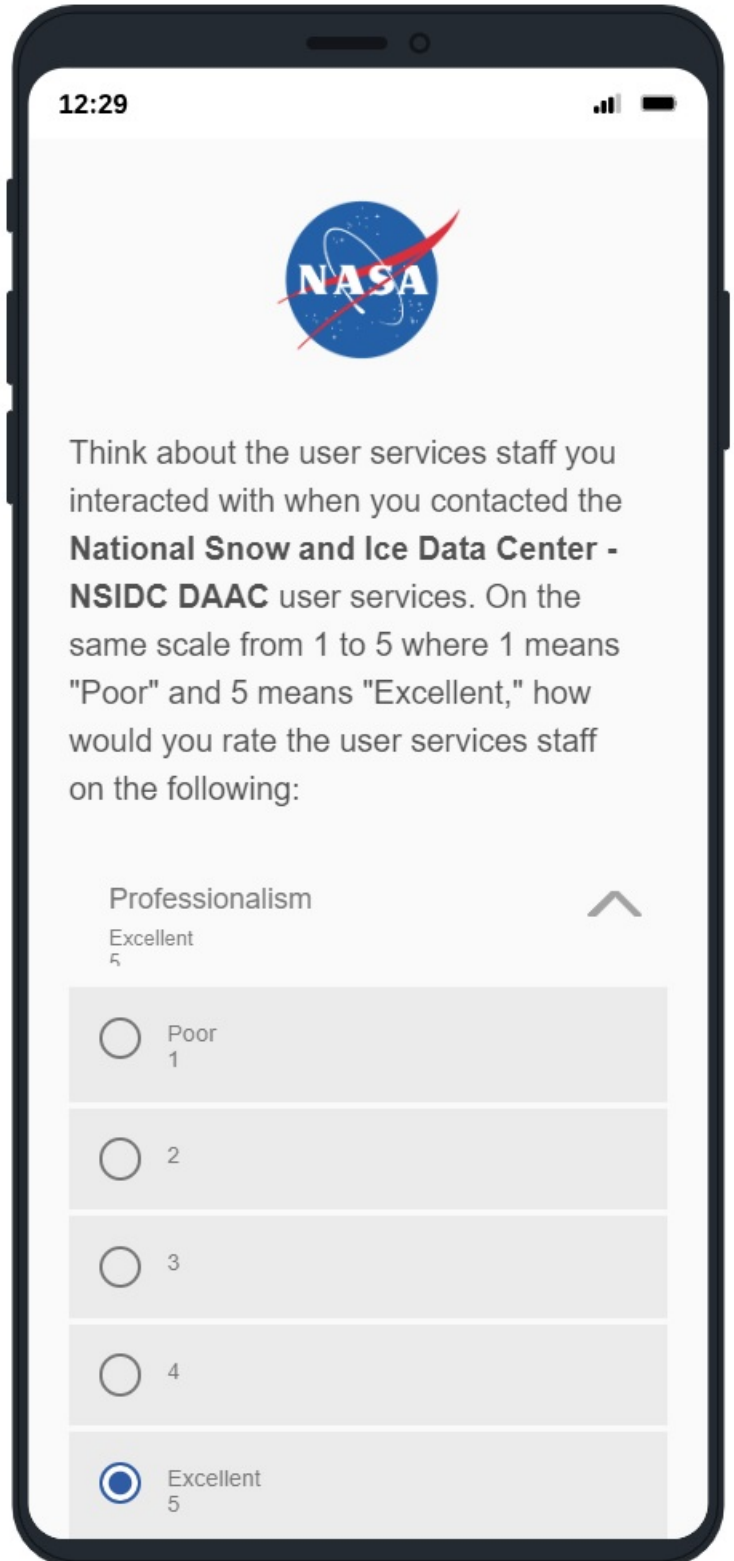
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

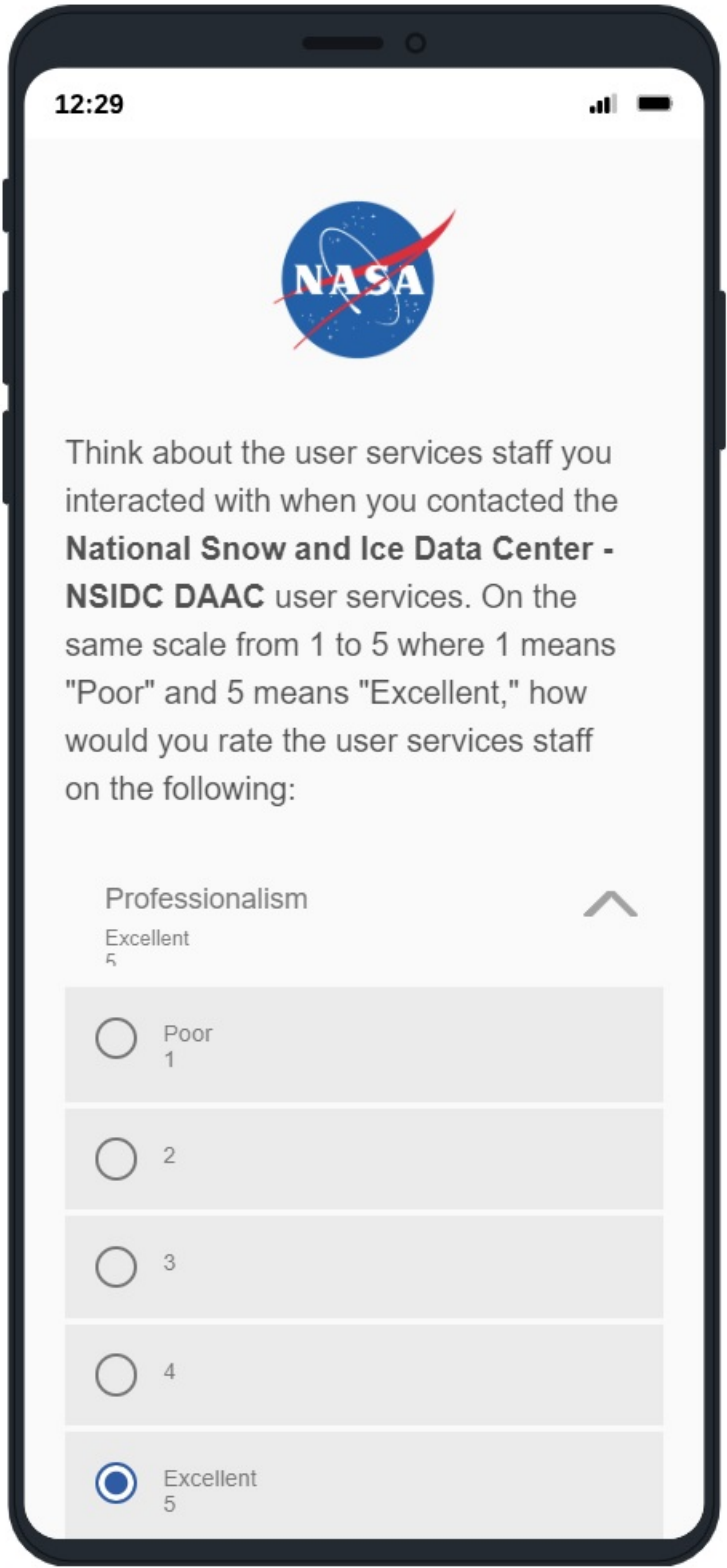
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

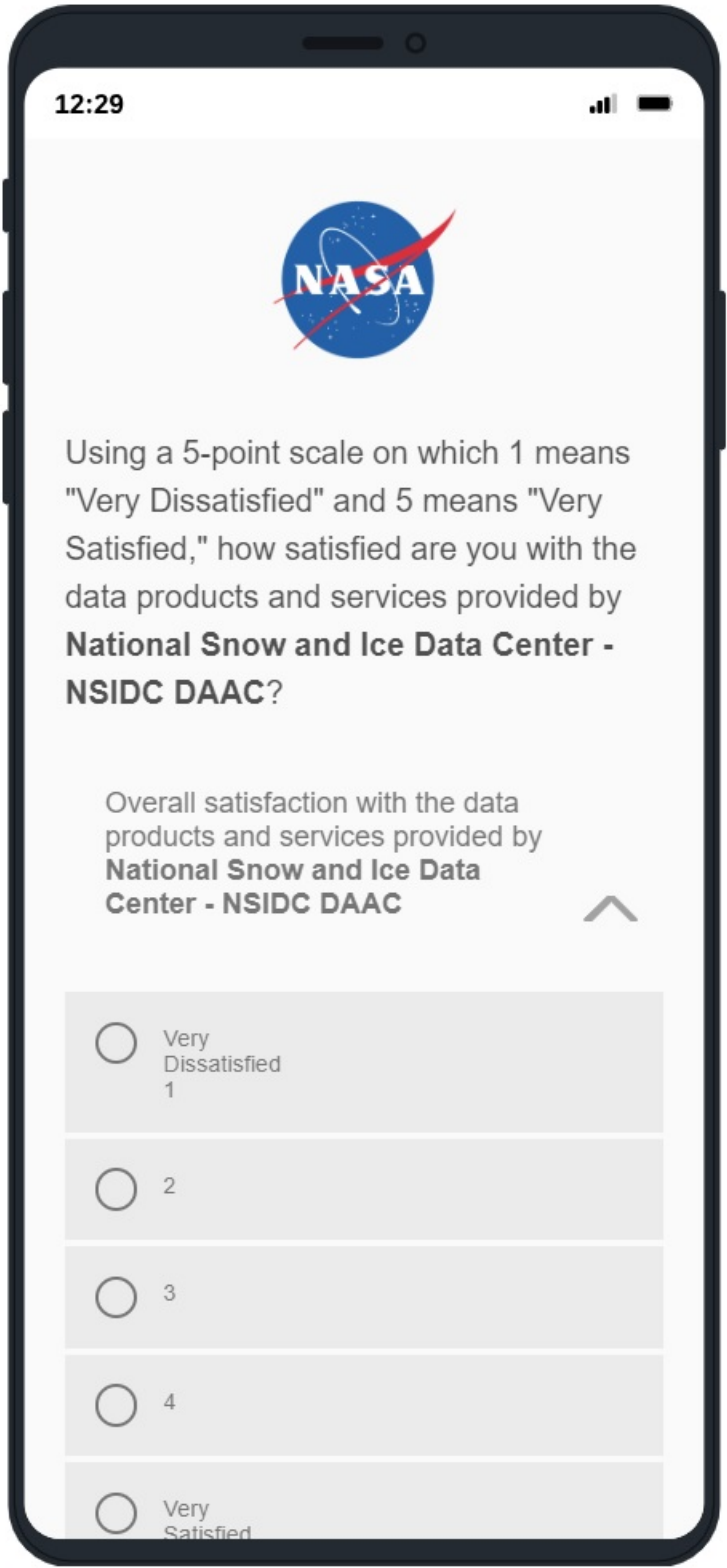
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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 **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

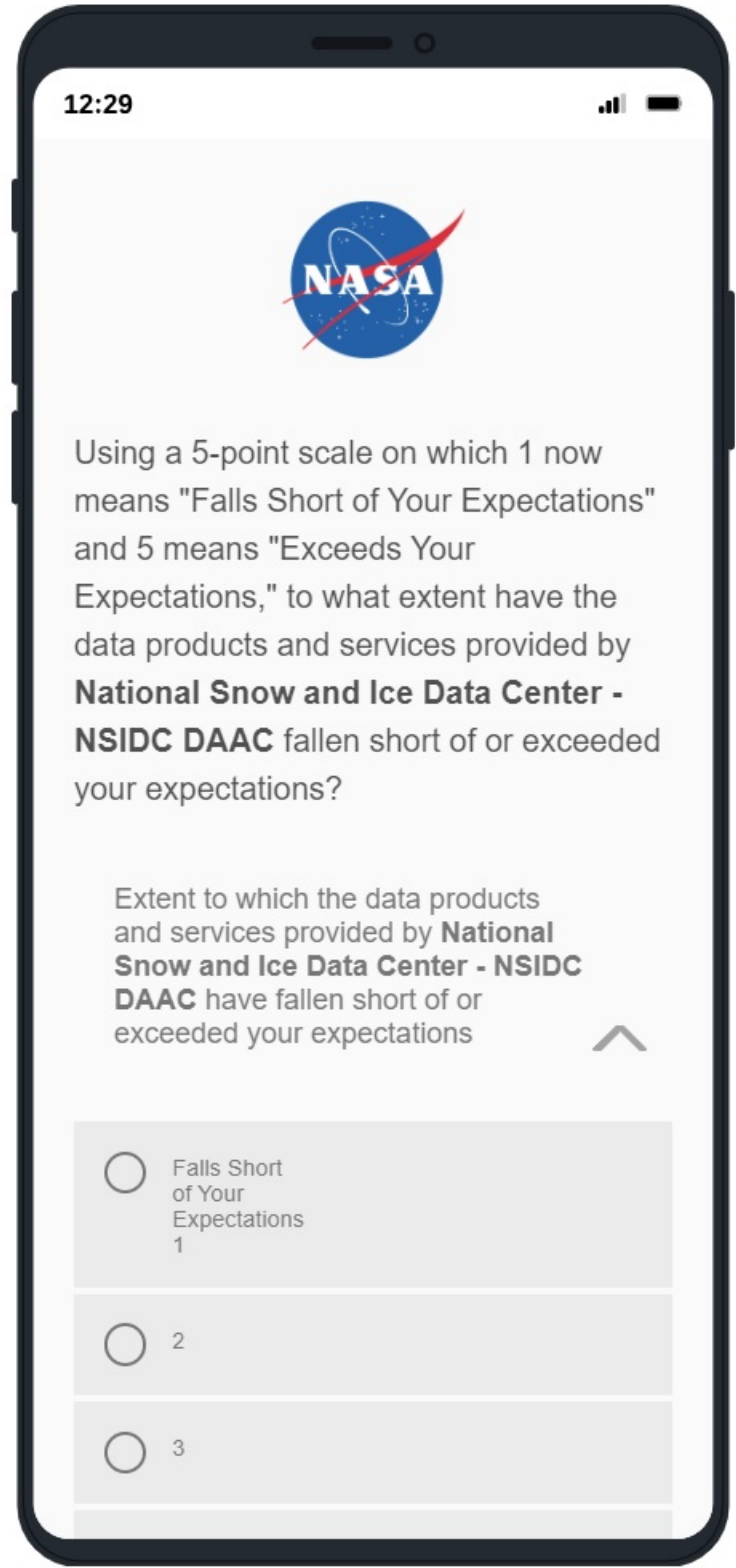
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

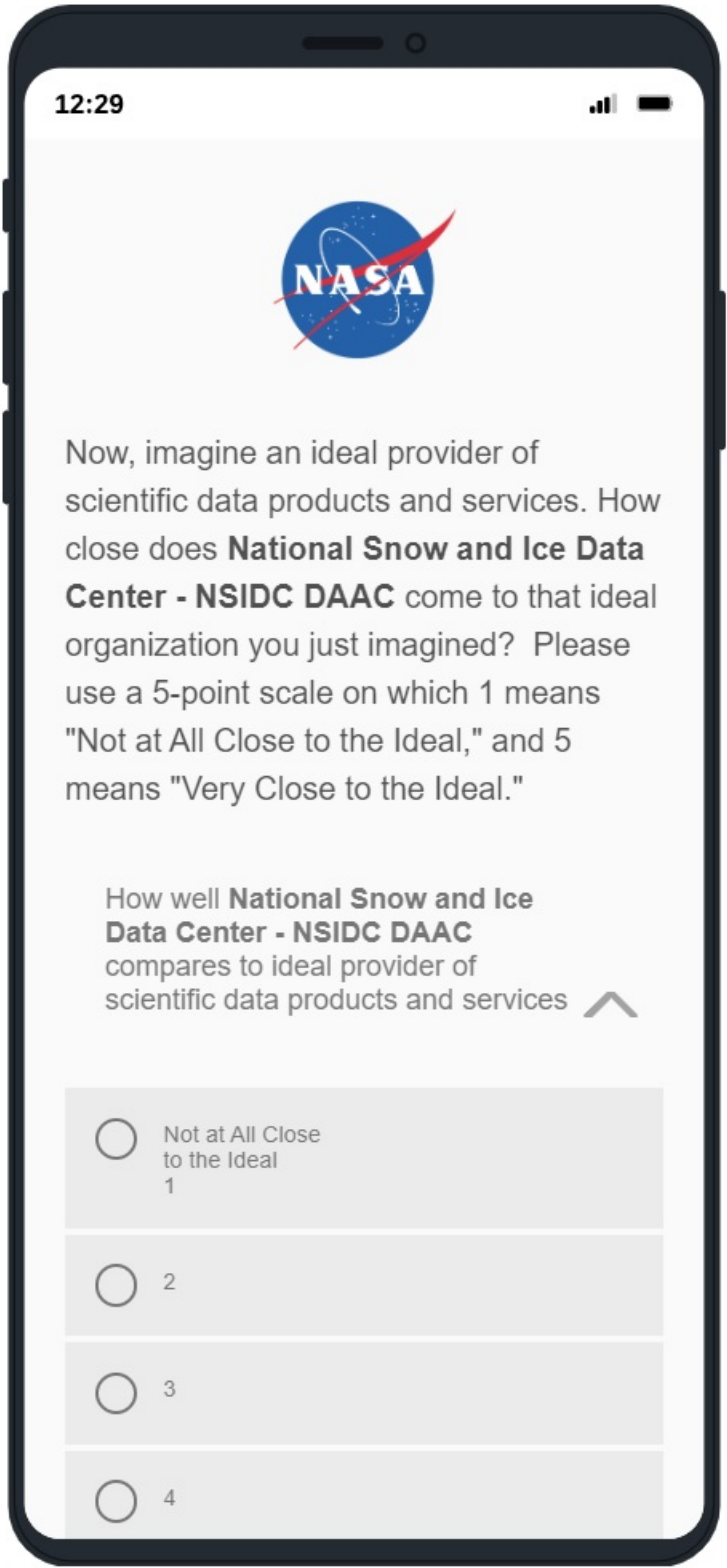
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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.

Text input area for describing data usage.

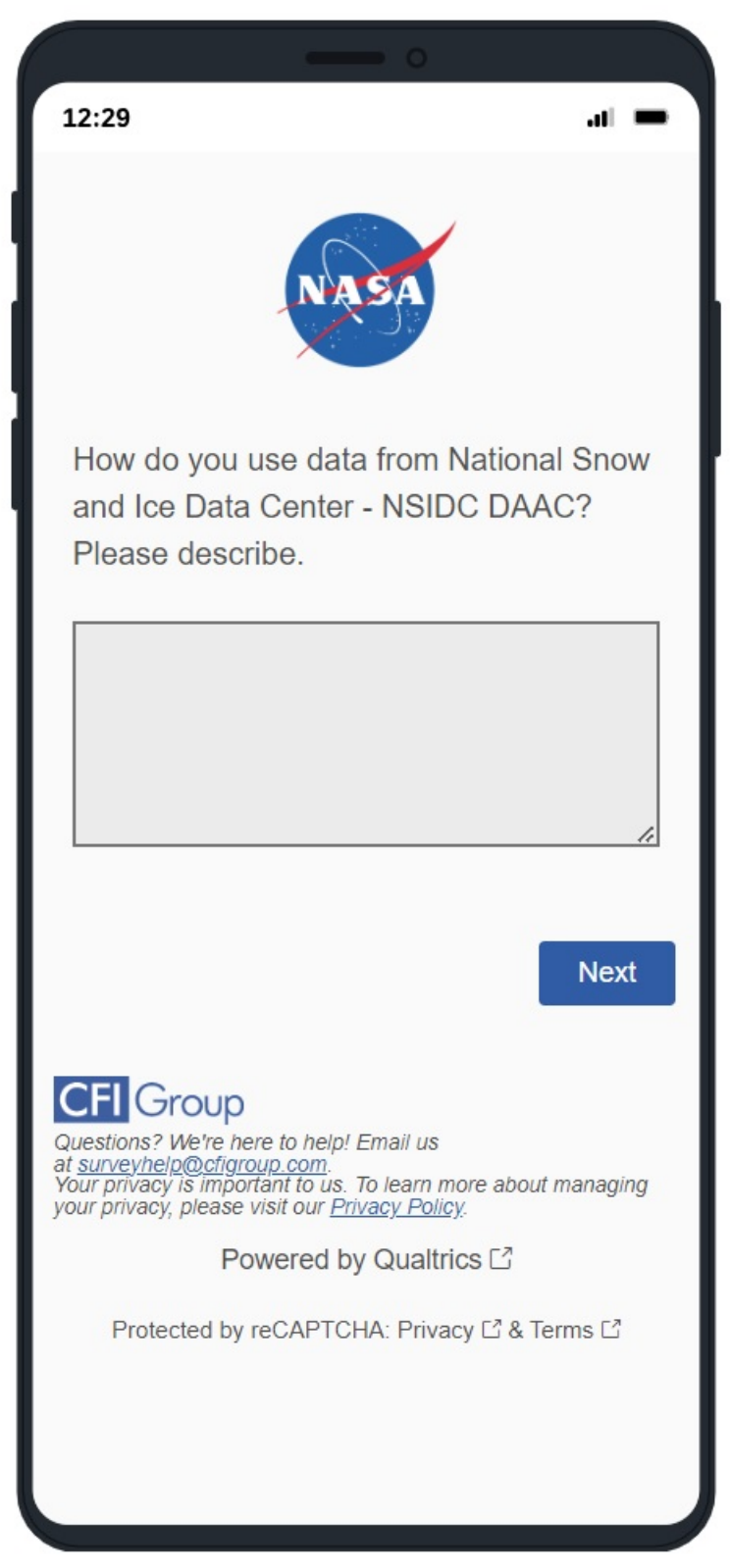
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



12:29



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

Text input area for describing data usage.

Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms

Restart Survey

Go to Bookmark

Clear

Tools



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

Text input area for survey response

Back

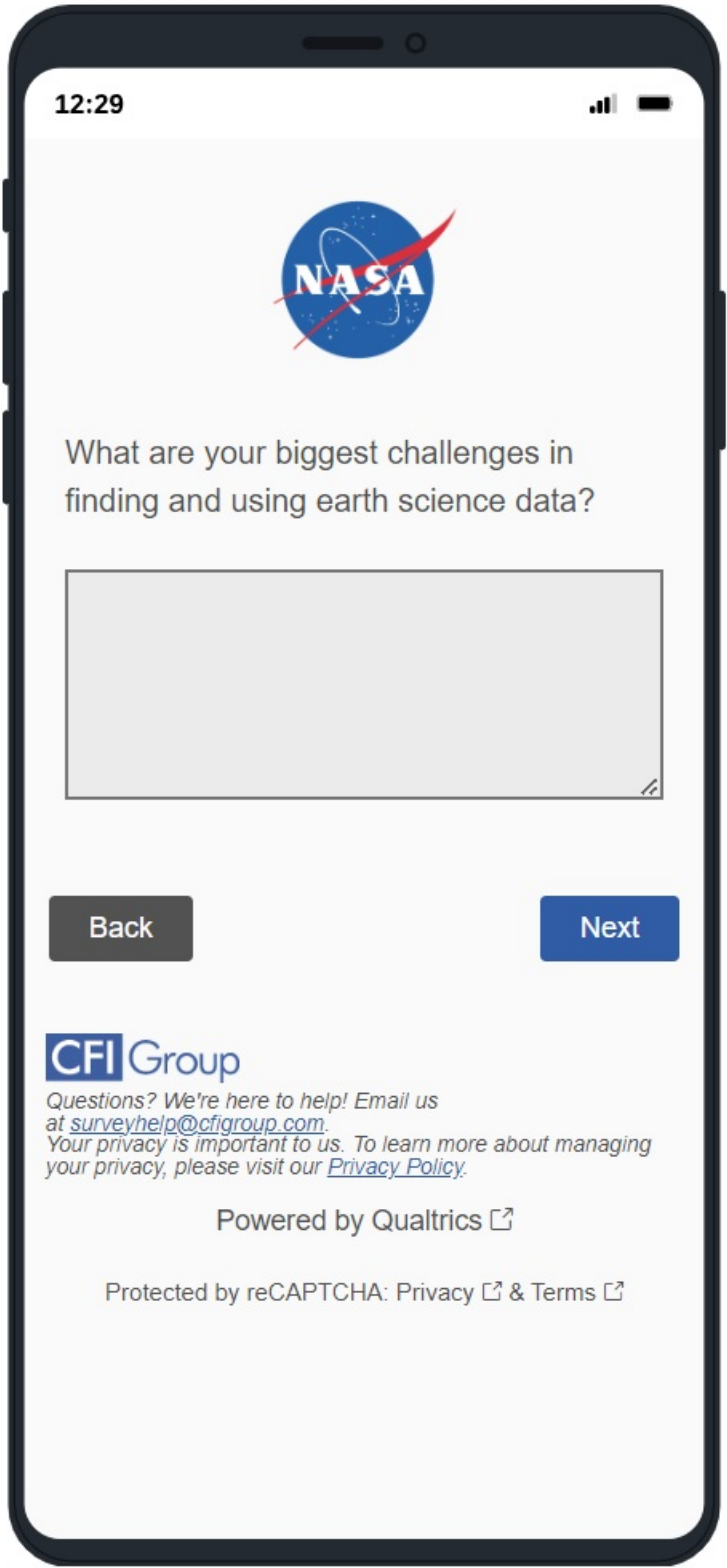
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



12:29



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

Text input area for survey response

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms

Restart Survey

Go to Bookmark

Clear

Tools



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

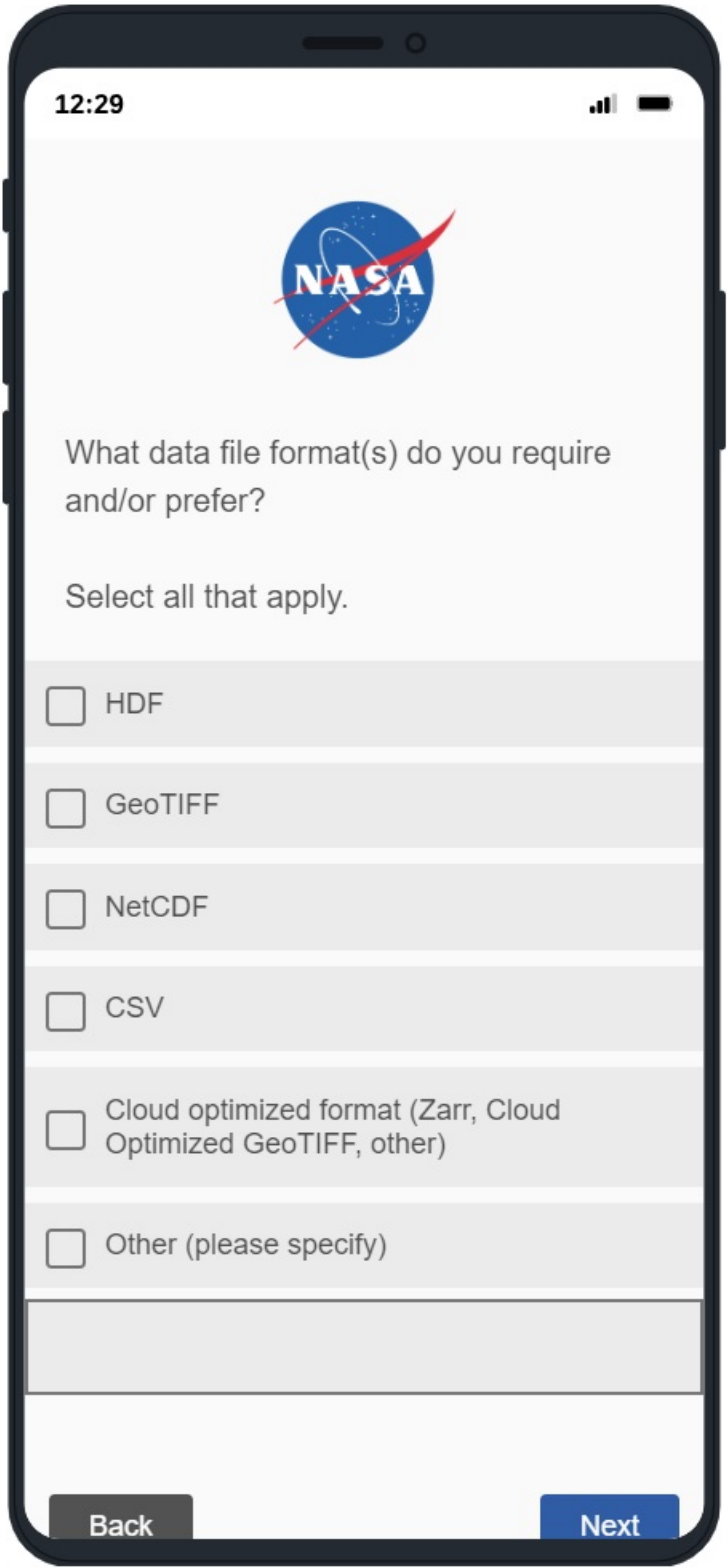
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Back

Next



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

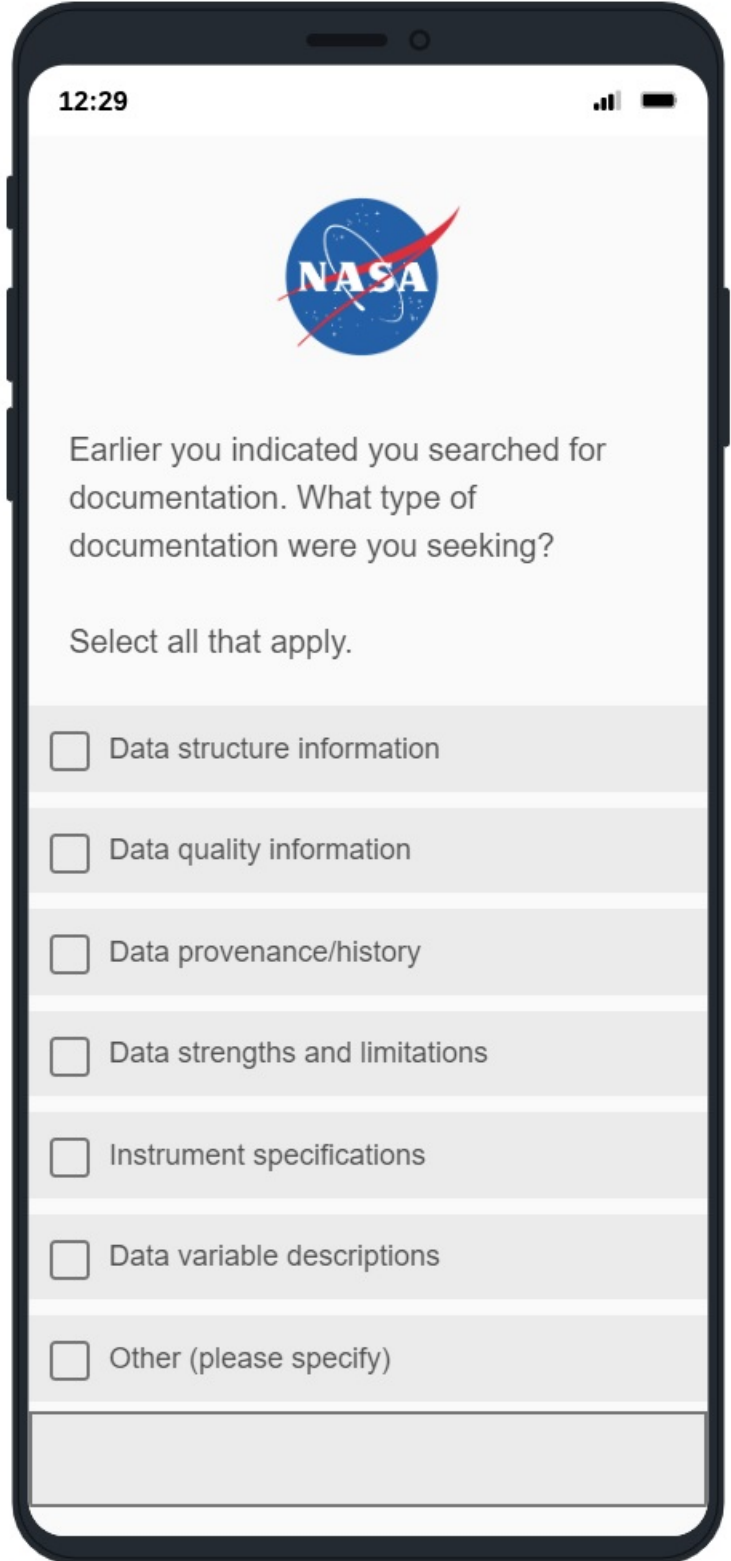
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

Tools



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)

Back

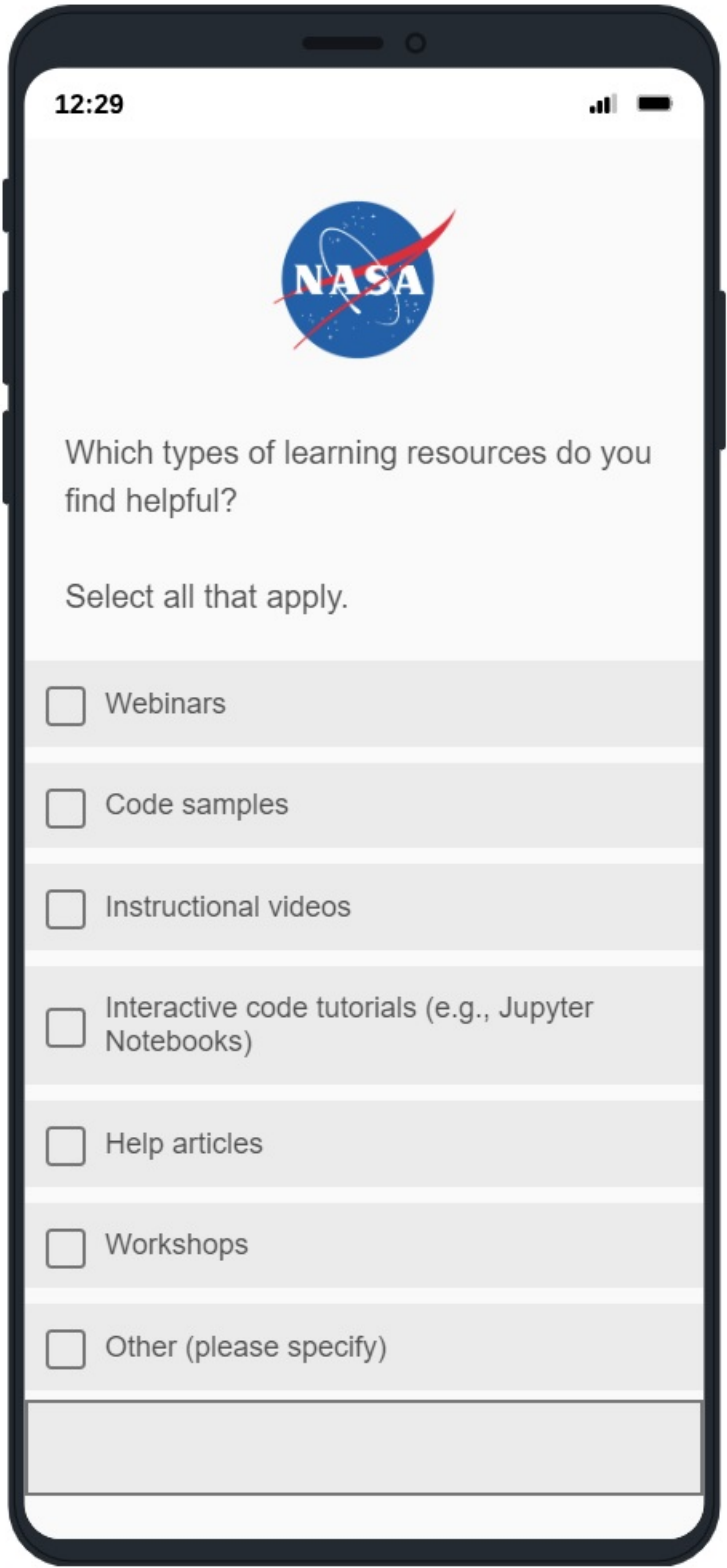
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com.
Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

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

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



12:29



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 on mobile

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our Privacy Policy.

Powered by Qualtrics

Protected by reCAPTCHA: Privacy & Terms



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]

Back

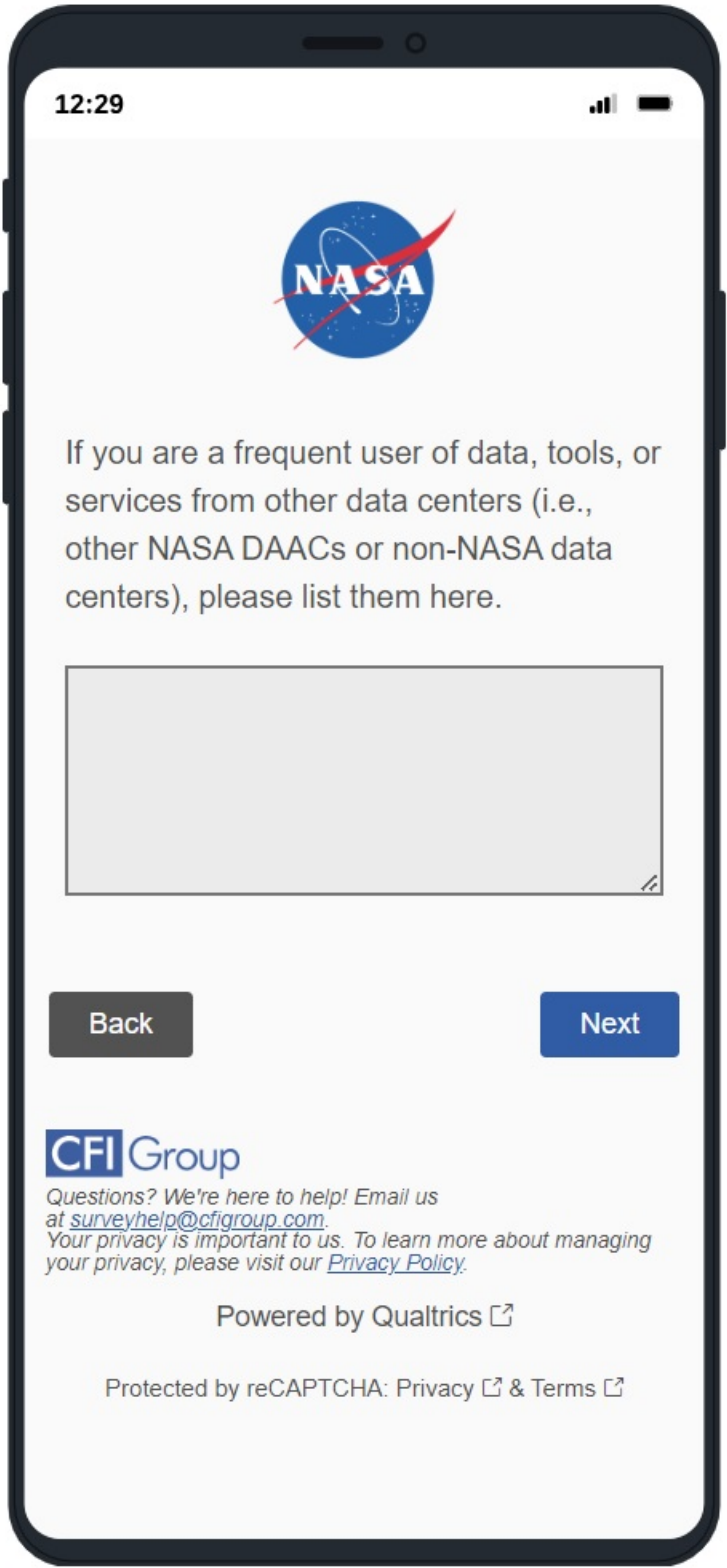
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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]

Back

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)

Restart Survey

Go to Bookmark

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

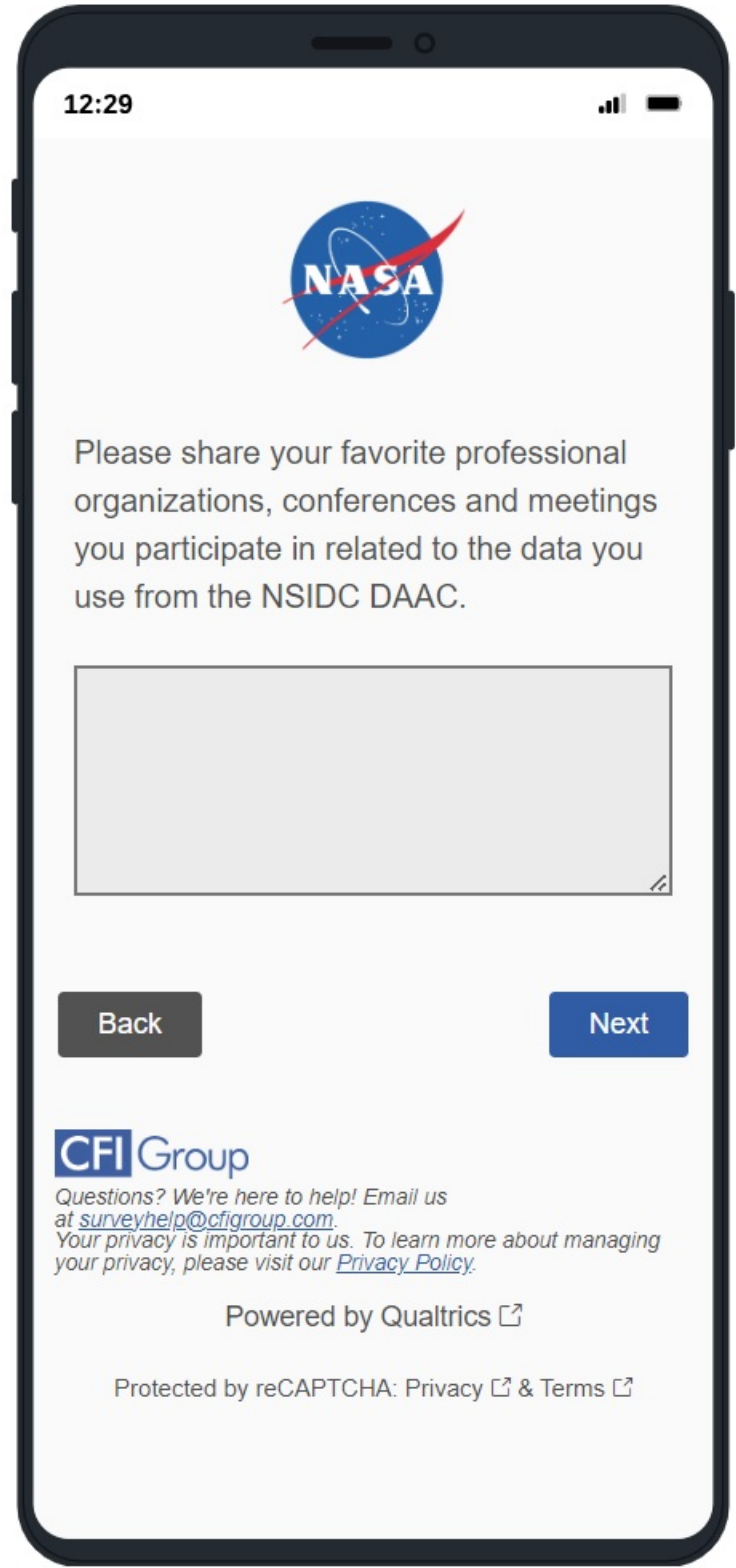
Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Next

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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

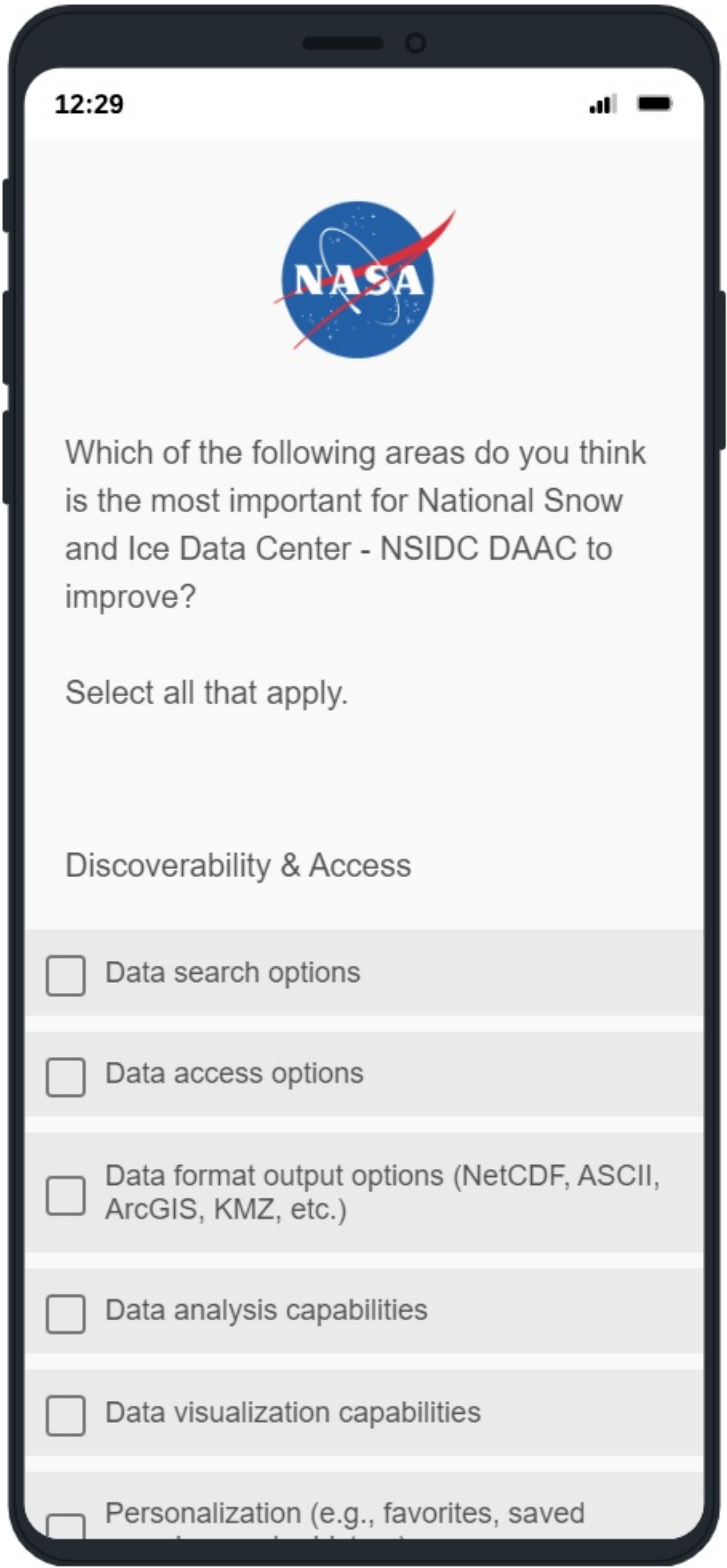
- Data search options
- Data access options
- Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
- Data analysis capabilities
- Data visualization capabilities
- Personalization (e.g., favorites, saved searches, order history)
- Examples of how data are used
- Other (please specify)

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

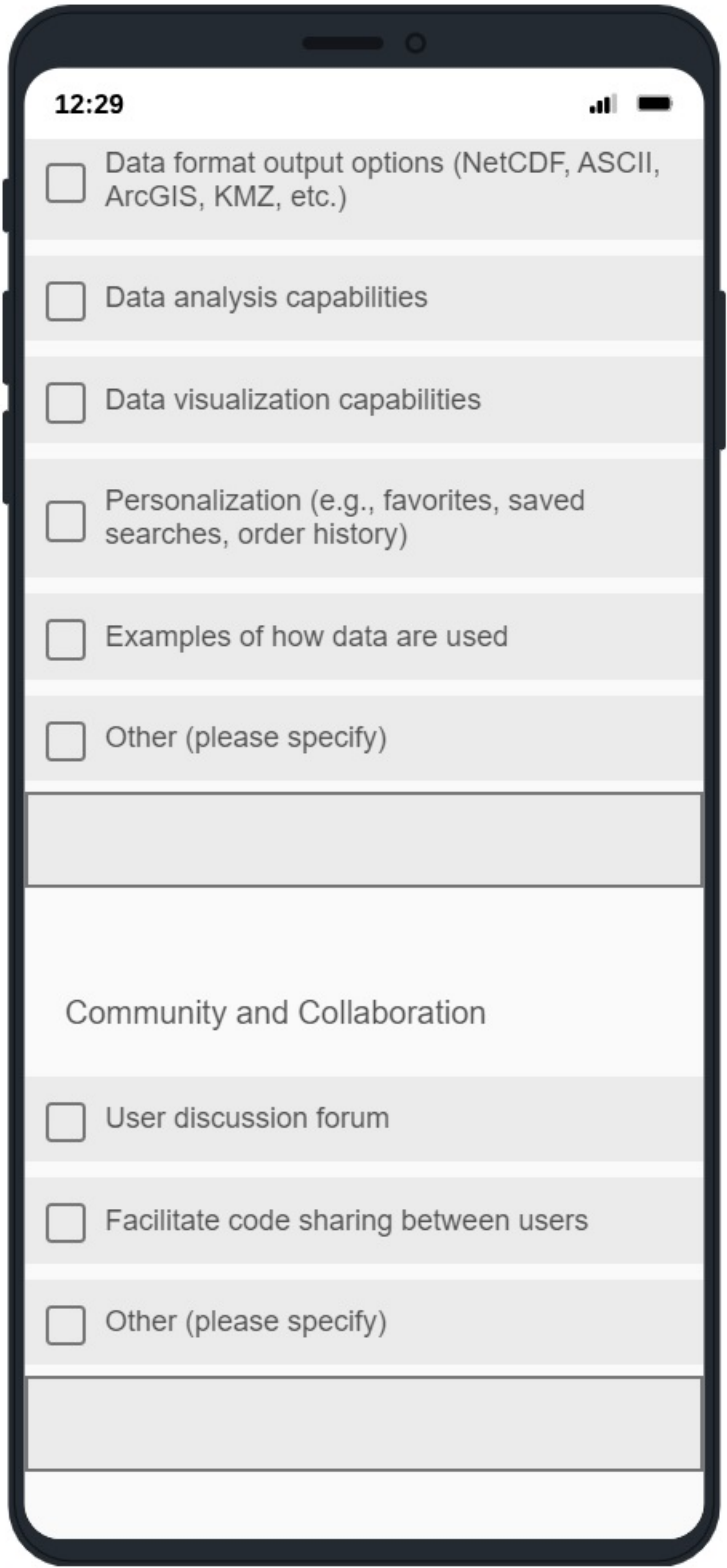
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)





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

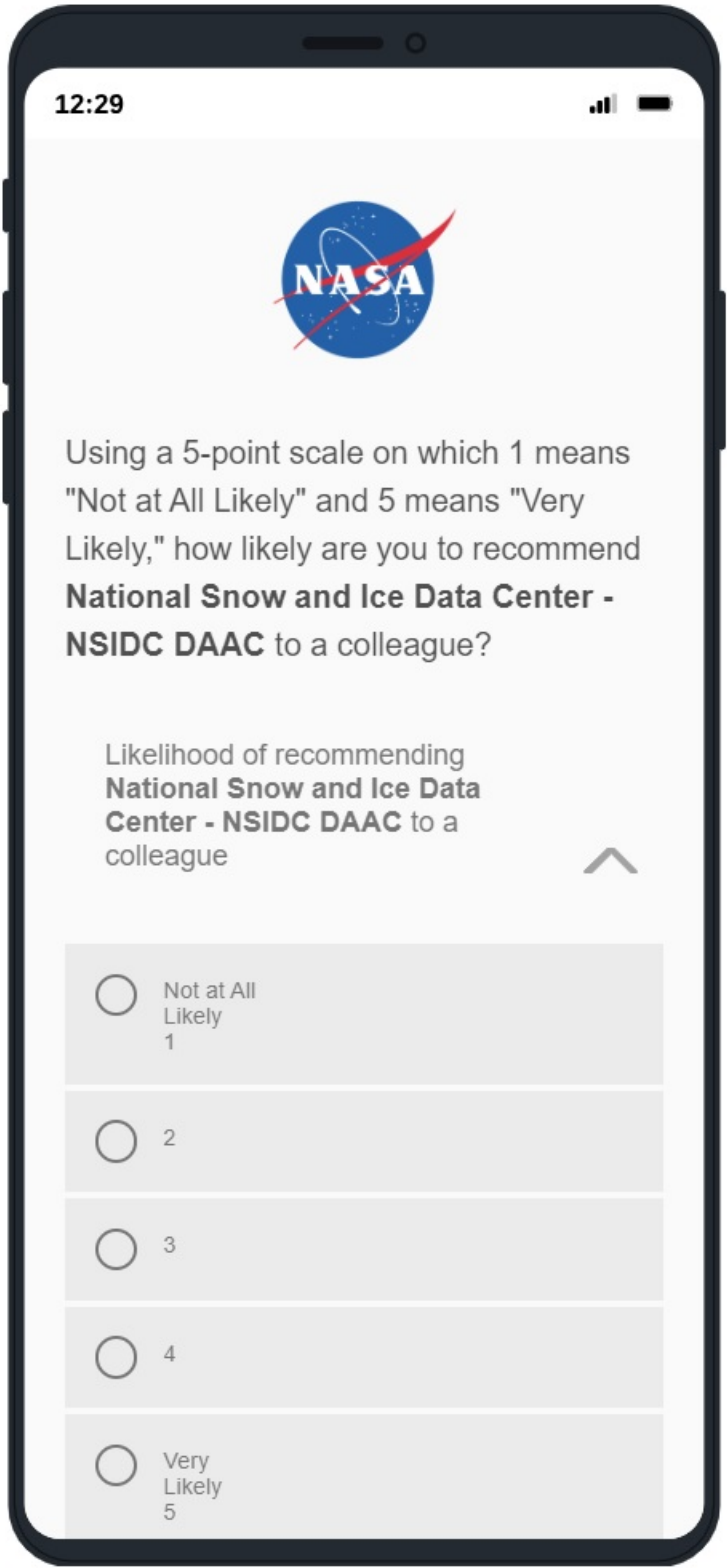
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

Tools



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

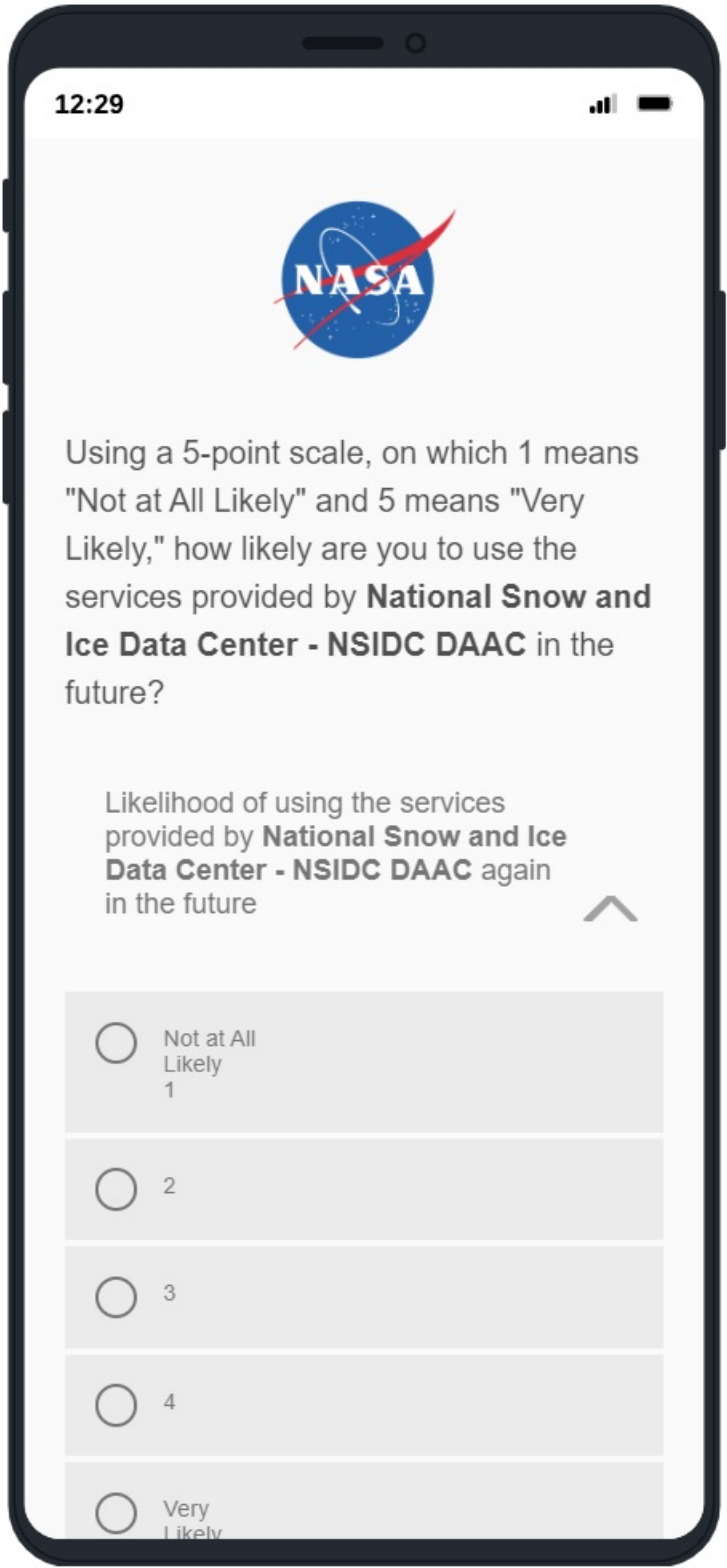
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



Restart Survey

Go to Bookmark

Clear

Tools



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.

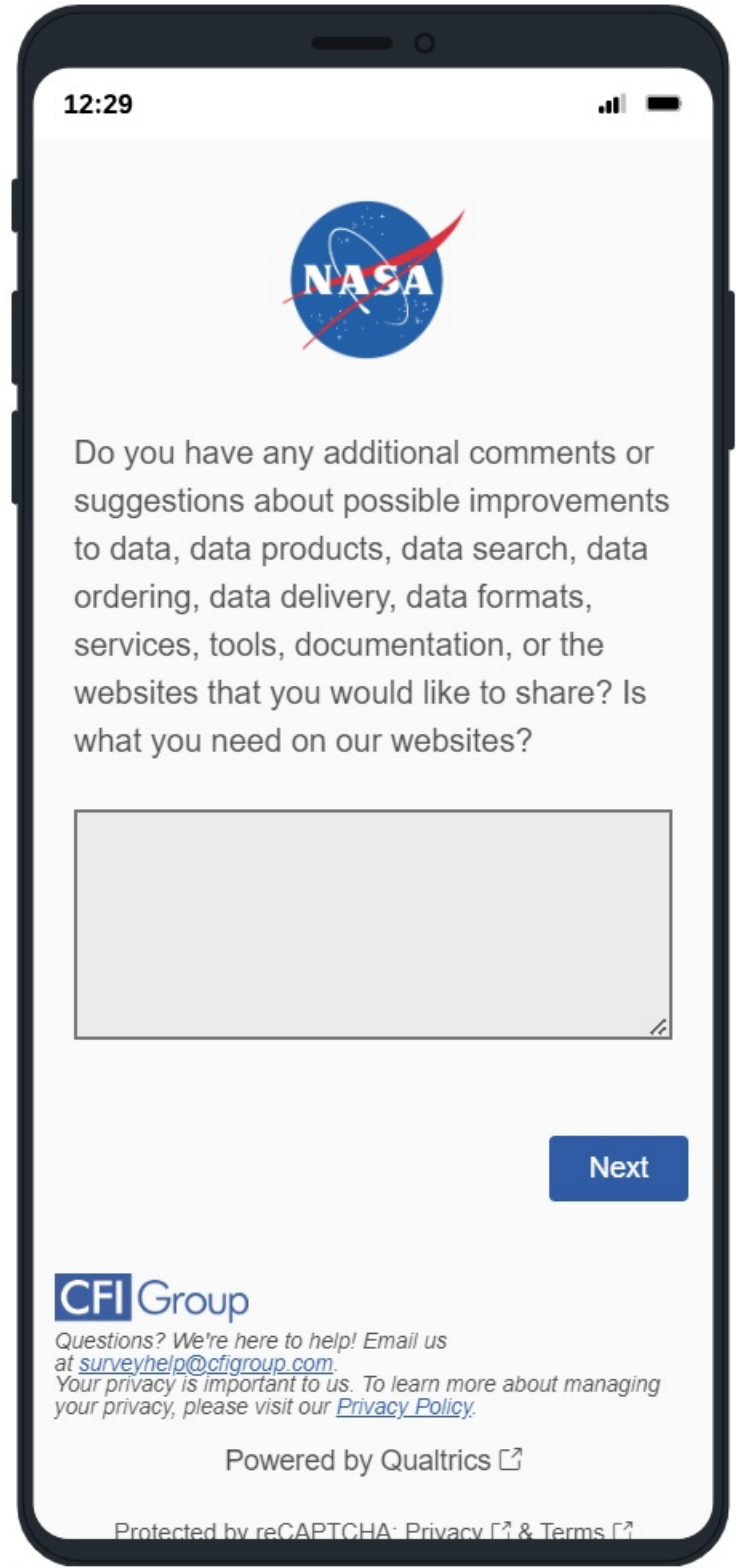
Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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

Empty text input area for comments.

Next



Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



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.

Back

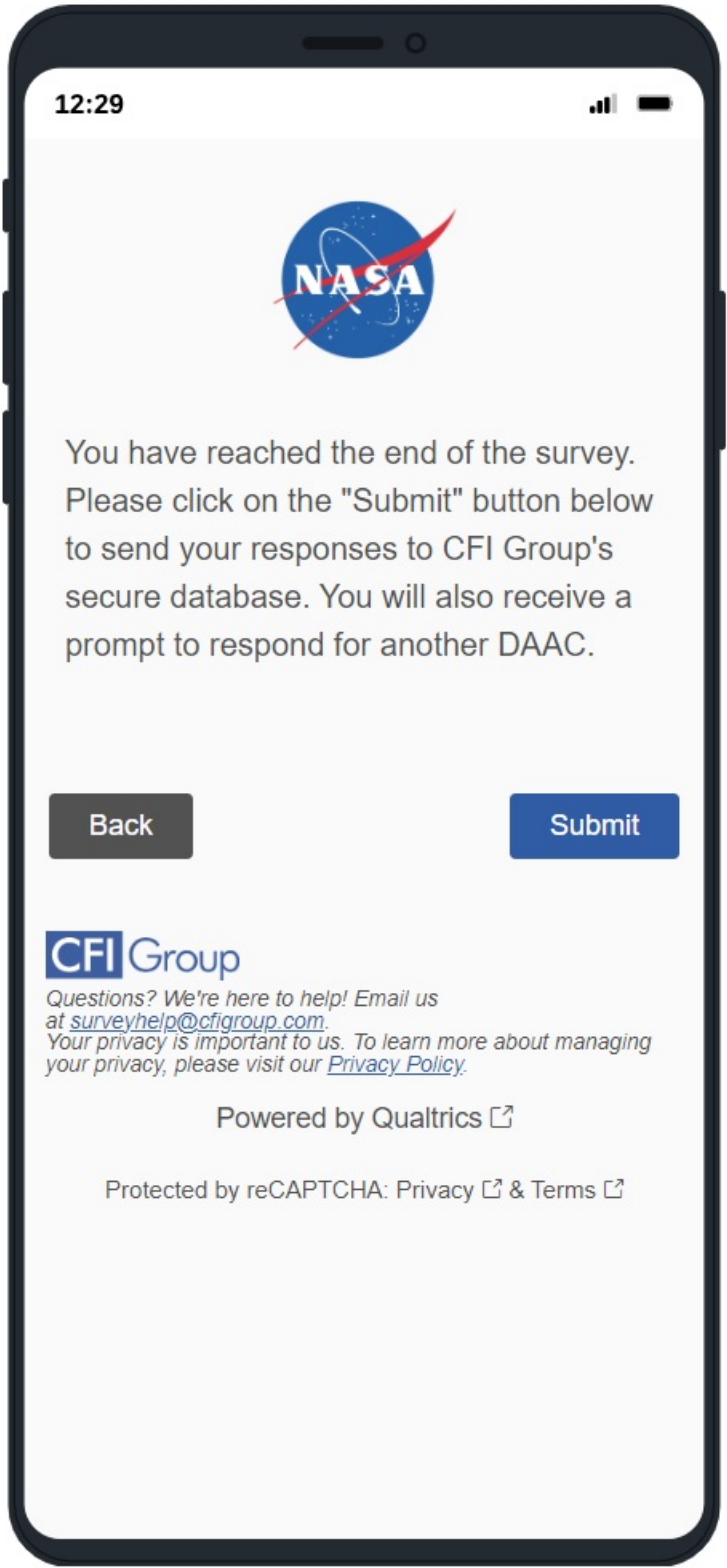
Submit

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)



12:29



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.

Back

Submit

CFI Group

Questions? We're here to help! Email us at surveyhelp@cfigroup.com. Your privacy is important to us. To learn more about managing your privacy, please visit our [Privacy Policy](#).

Powered by Qualtrics

Protected by reCAPTCHA: [Privacy](#) & [Terms](#)