



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.

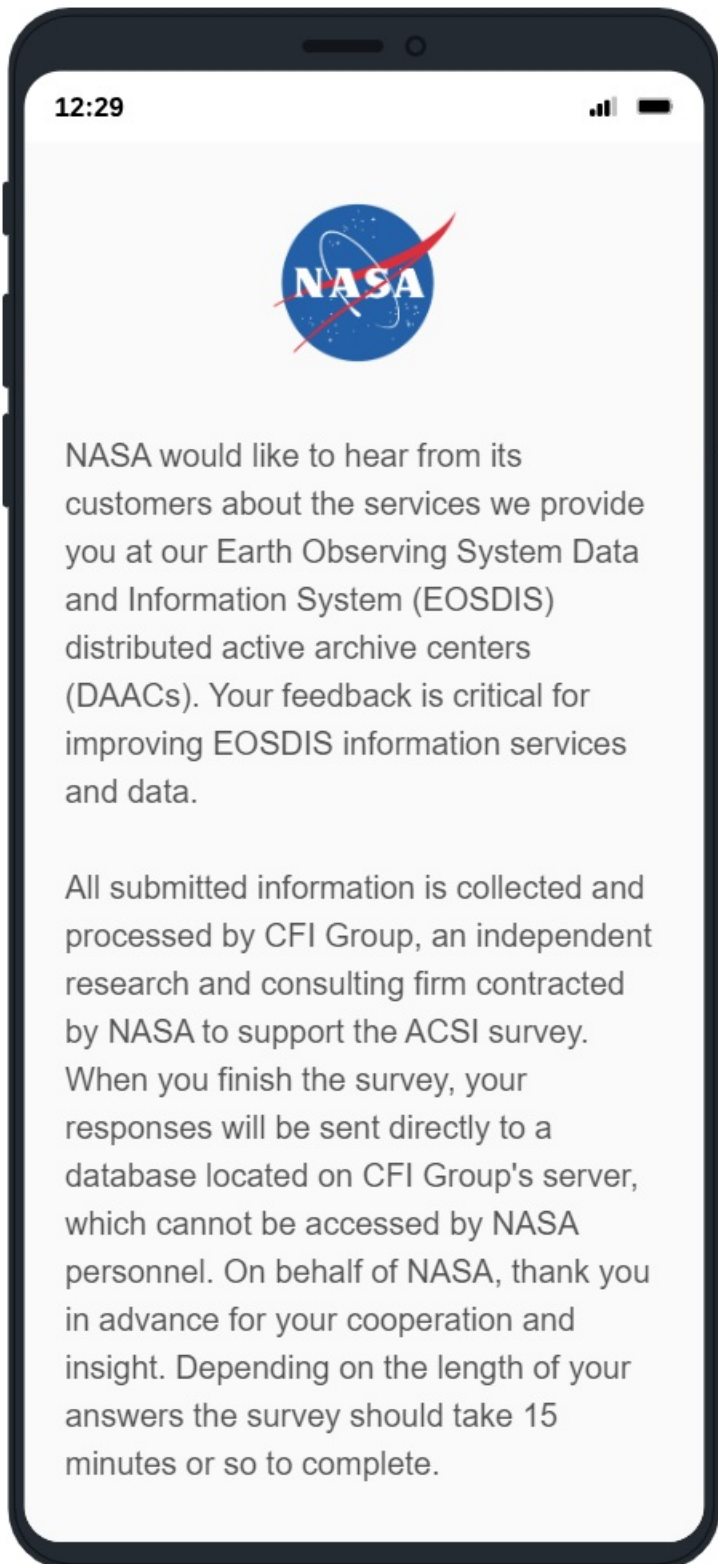
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

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.](#)

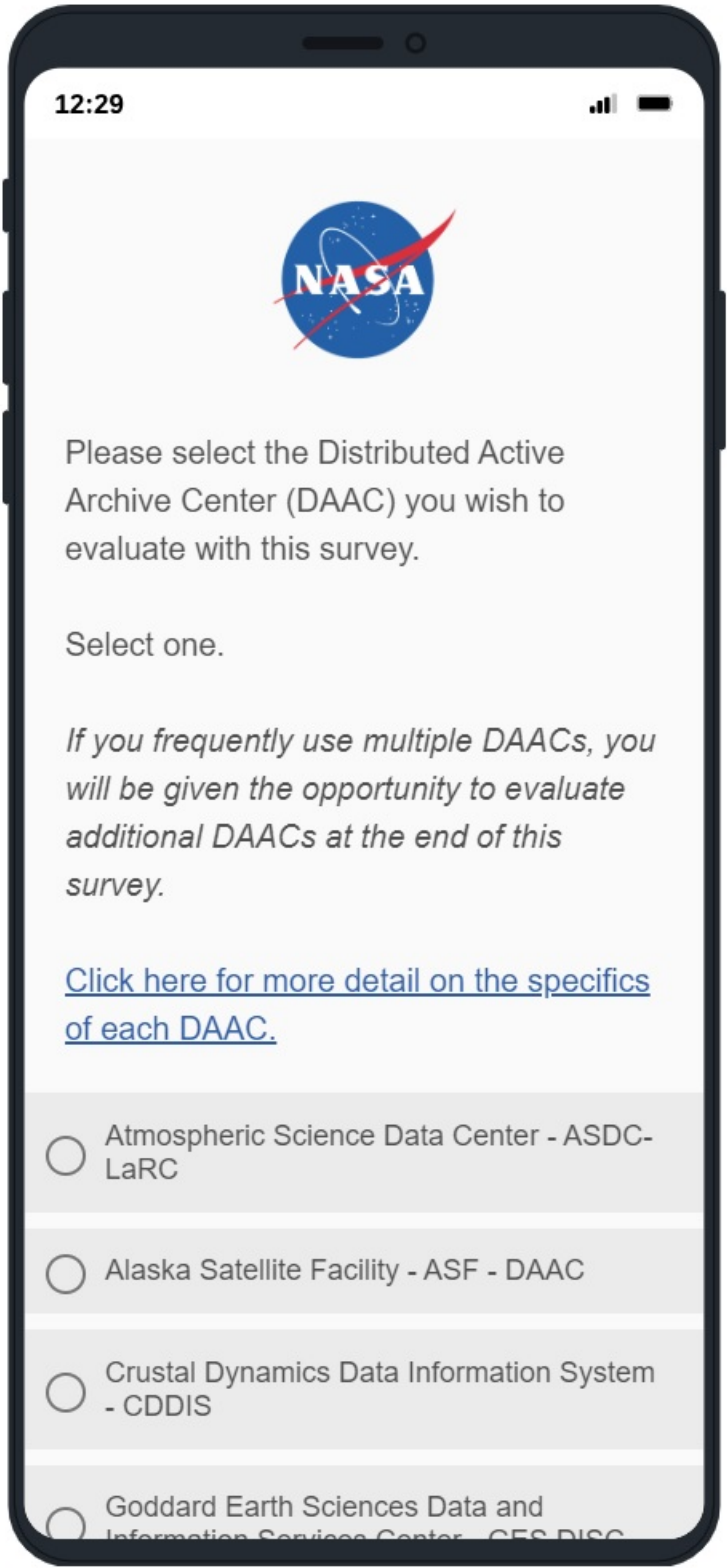
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1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

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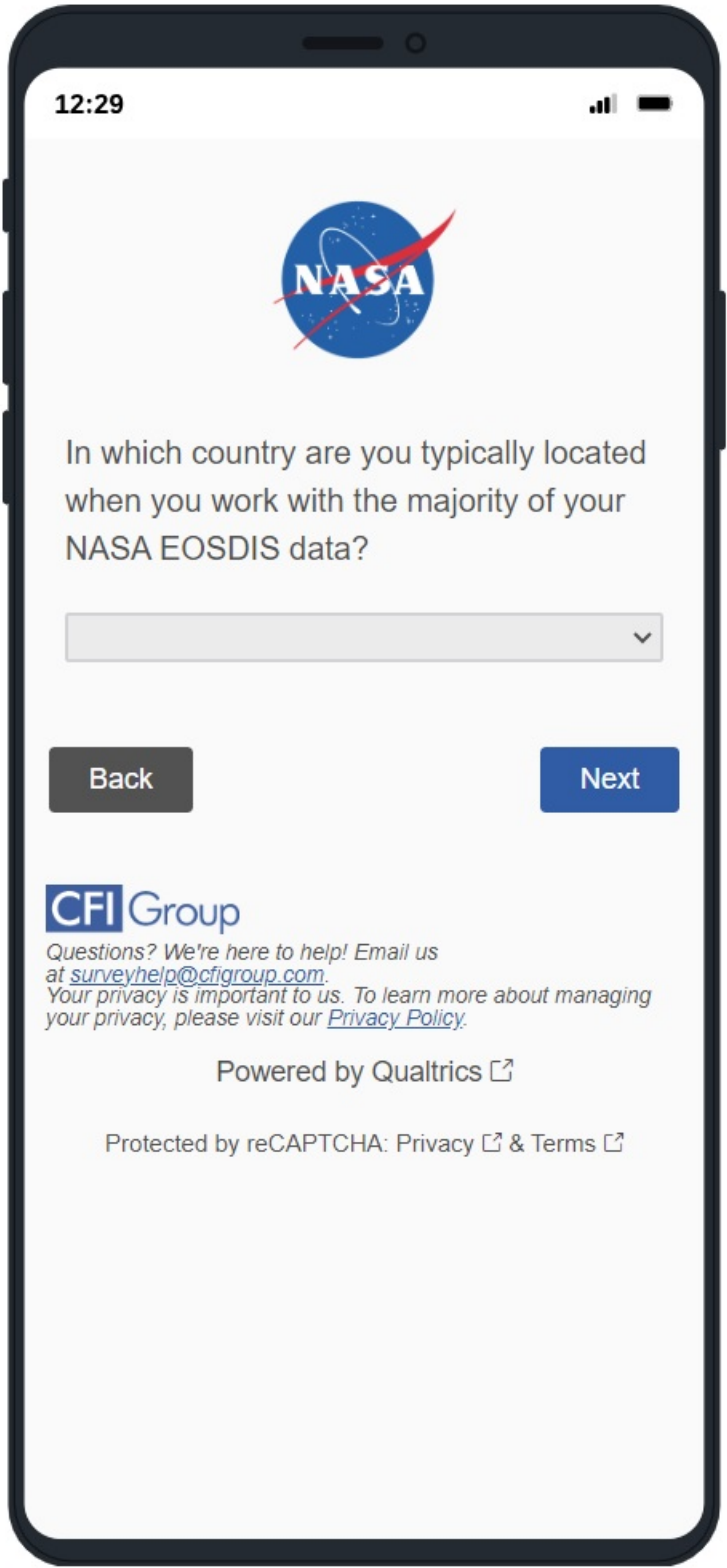
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What type of data user are you? Please let us know which types best describe you.

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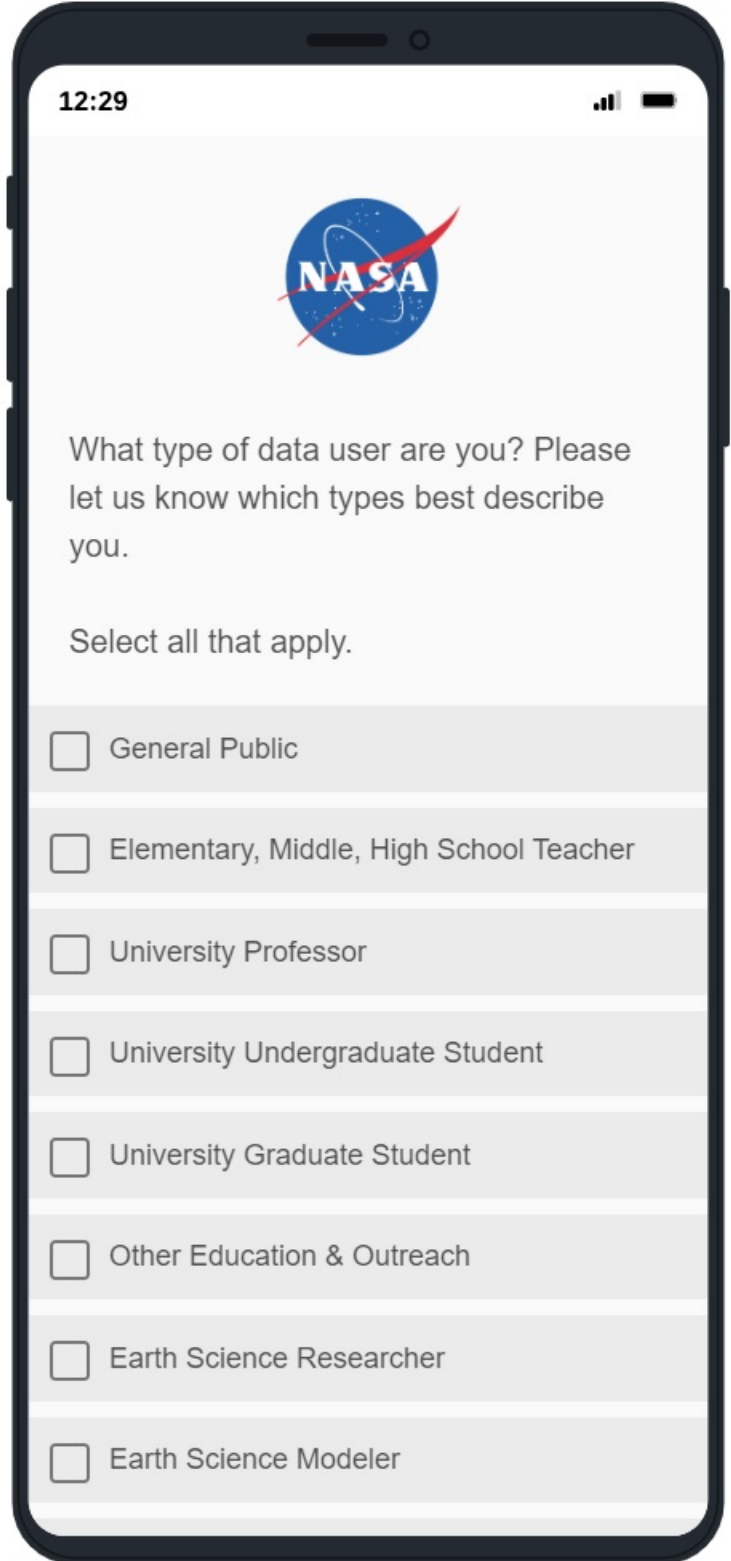
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What type of data user are you? Please let us know which types best describe you.

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

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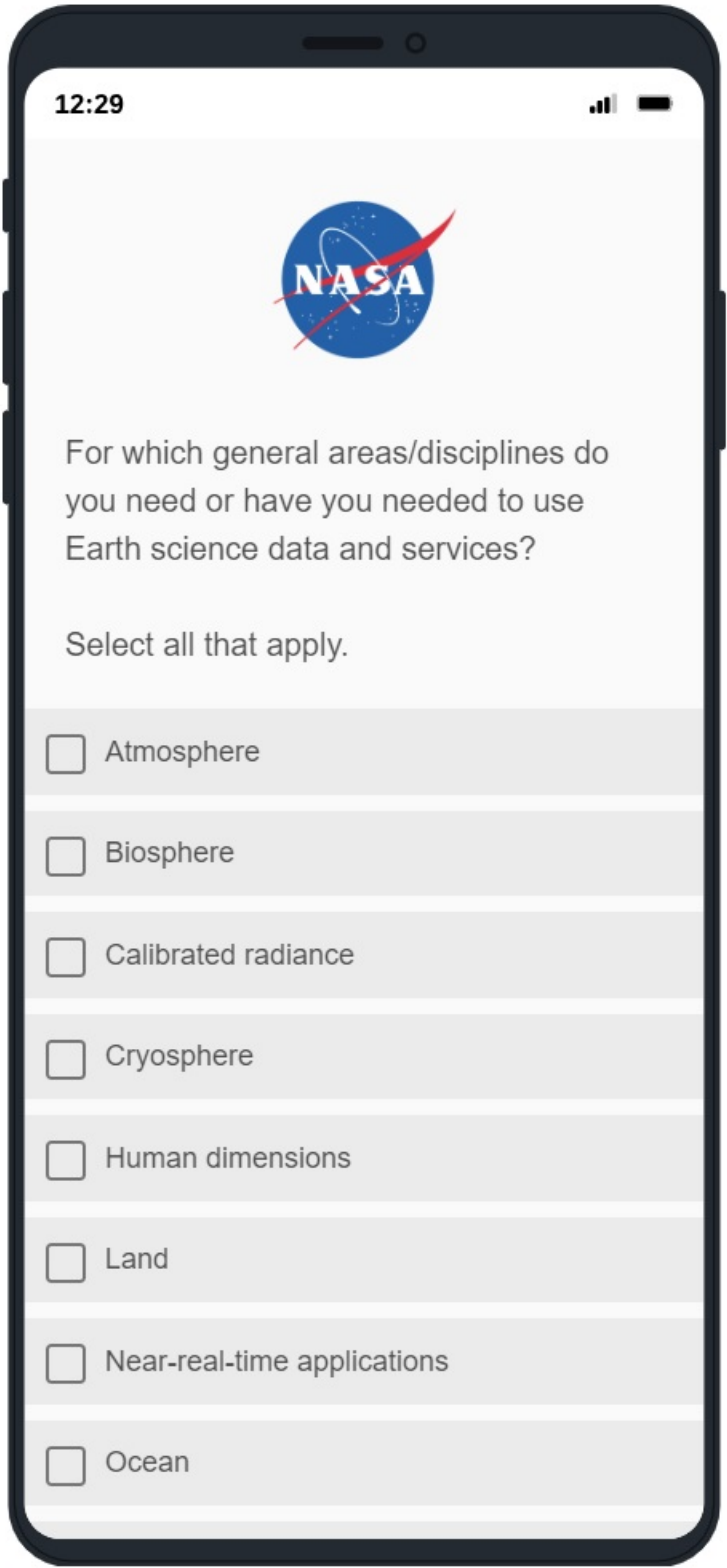
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Tools



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

Yes

No

Back

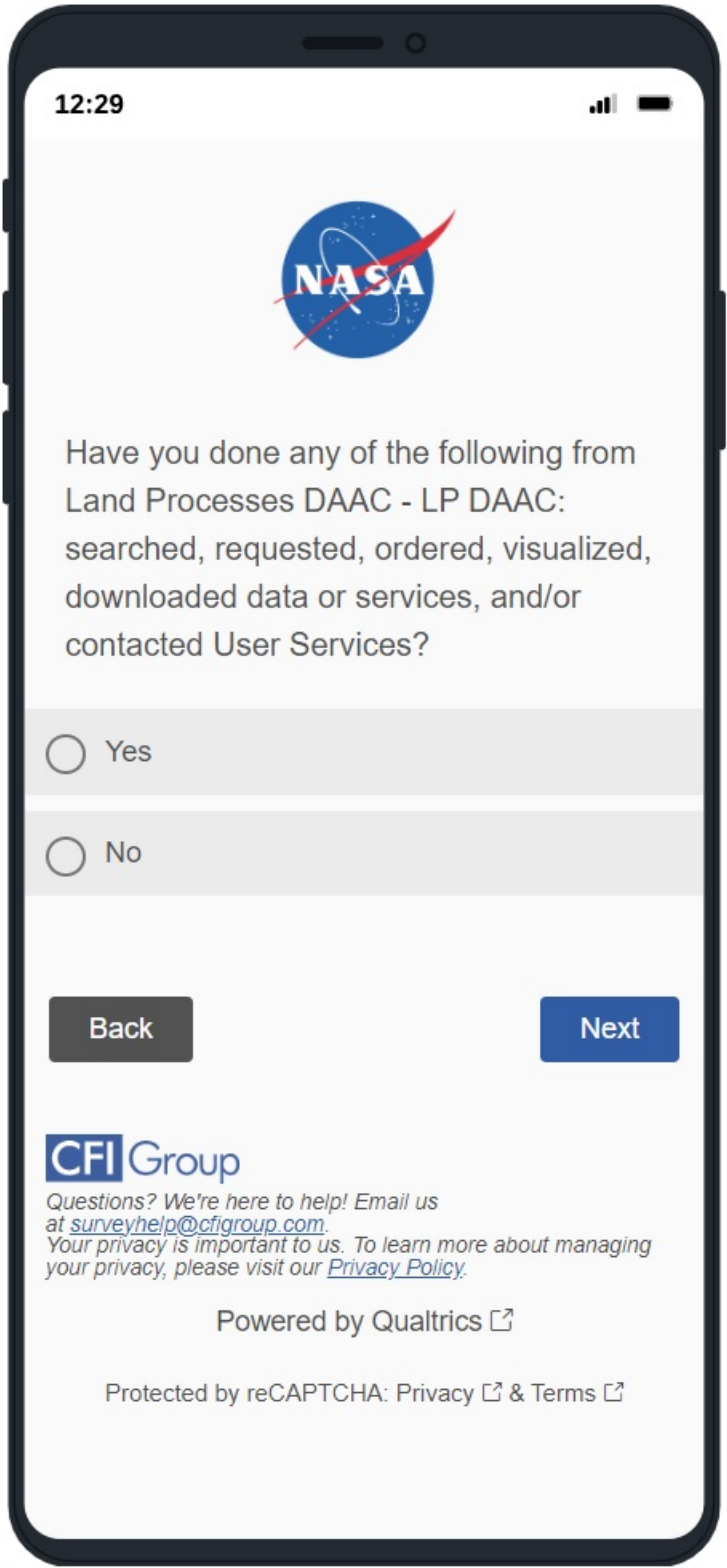
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Yes

No

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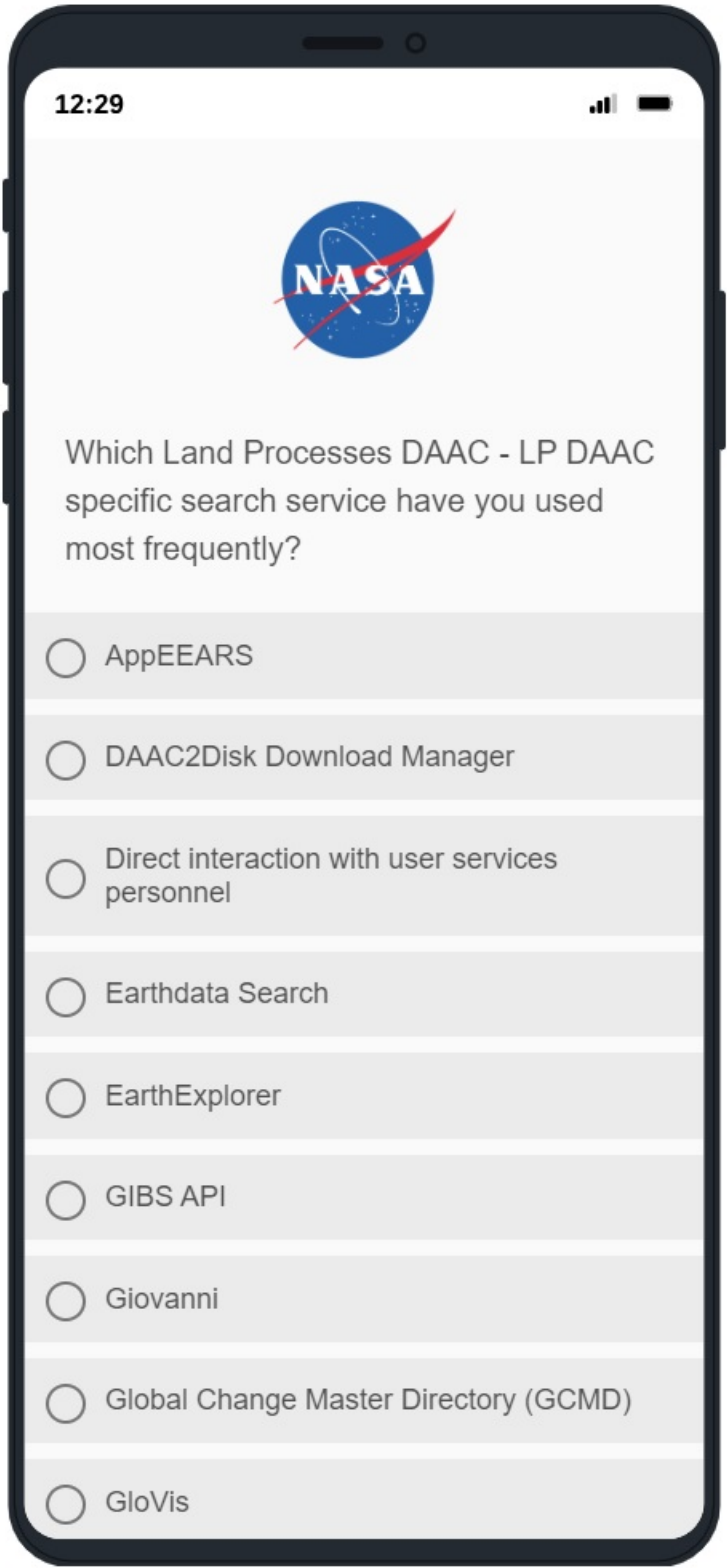




Which Land Processes DAAC - LP DAAC specific search service have you used most frequently?

- AppEEARS
- DAAC2Disk Download Manager
- Direct interaction with user services personnel
- Earthdata Search
- EarthExplorer
- GIBS API
- Giovanni
- Global Change Master Directory (GCMD)
- GloVis
- Internet search tool (e.g., Google Earth, Google)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- LP DAAC Data Pool
- OPeNDAP
- Simple Subset Wizard
- Other (please specify)
- 
- None of the above
- I don't know

Next





Thinking about your data or services from Land Processes DAAC - LP 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

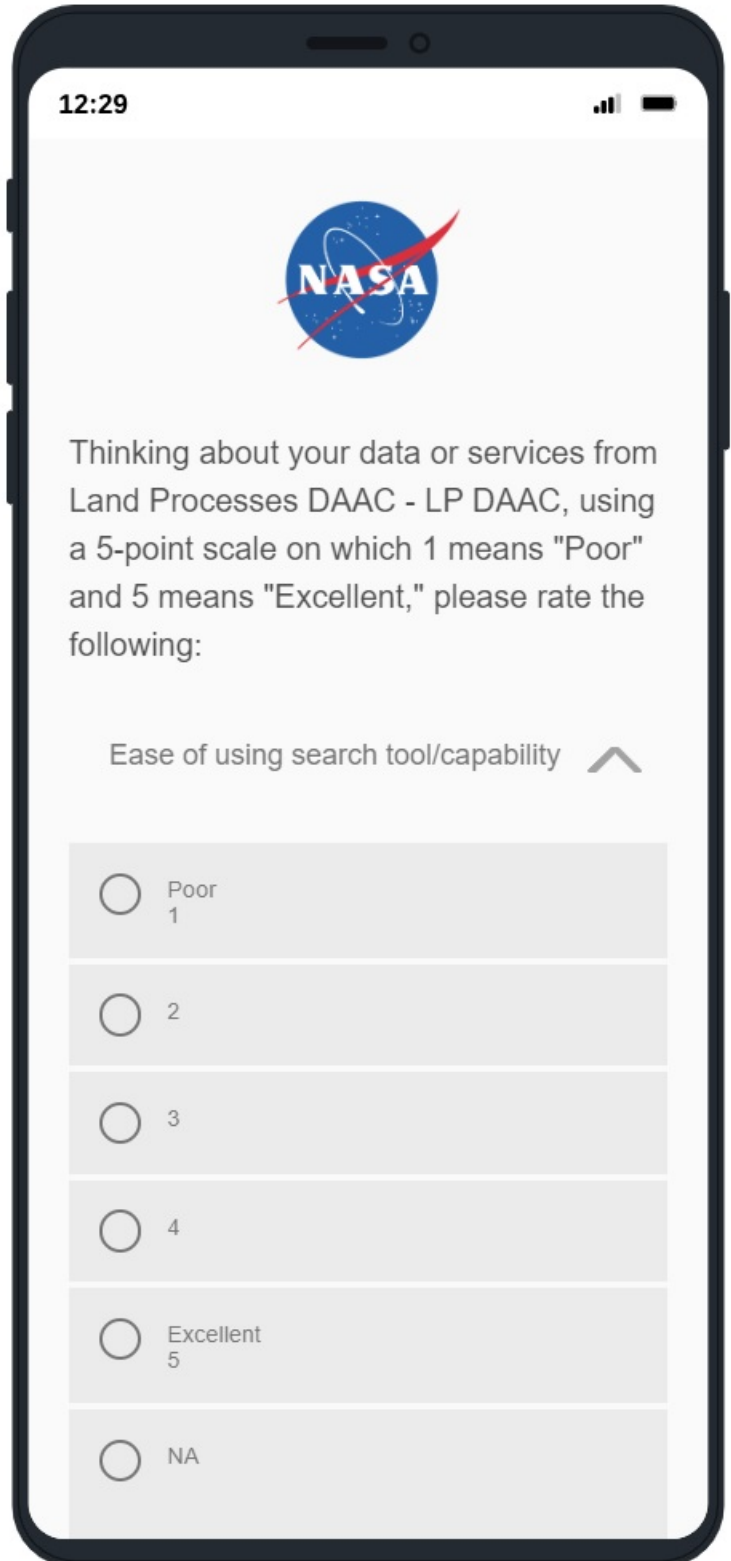
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Thinking about your data or services from Land Processes DAAC - LP DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent  
5



How well the search results met your needs



Poor  
1

2

3

4

Excellent  
5

NA

Back

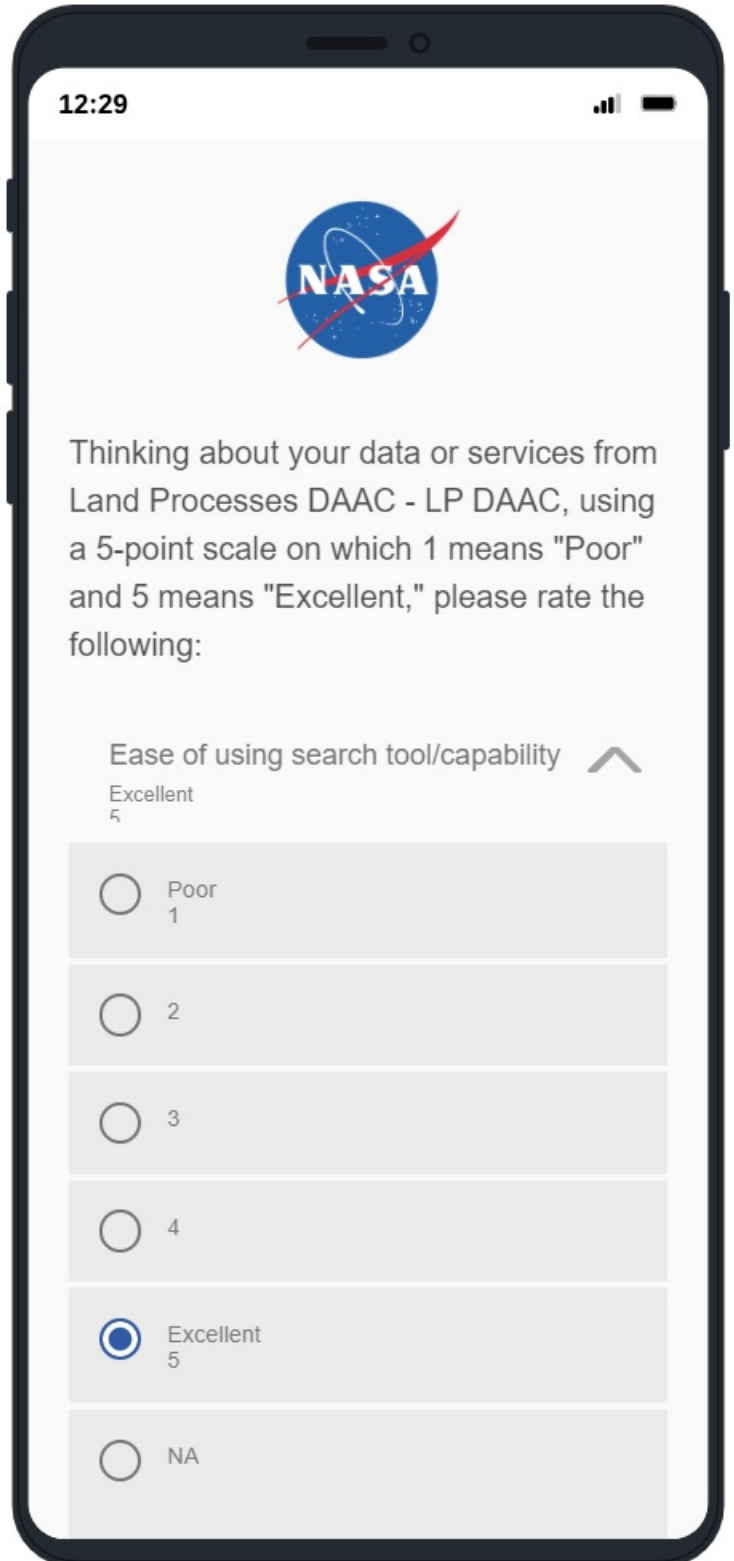
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Clear

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

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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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Go to Bookmark

Clear

Tools



Please comment on your experience with the search method(s) you used for Land Processes DAAC - LP 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 box for user feedback.

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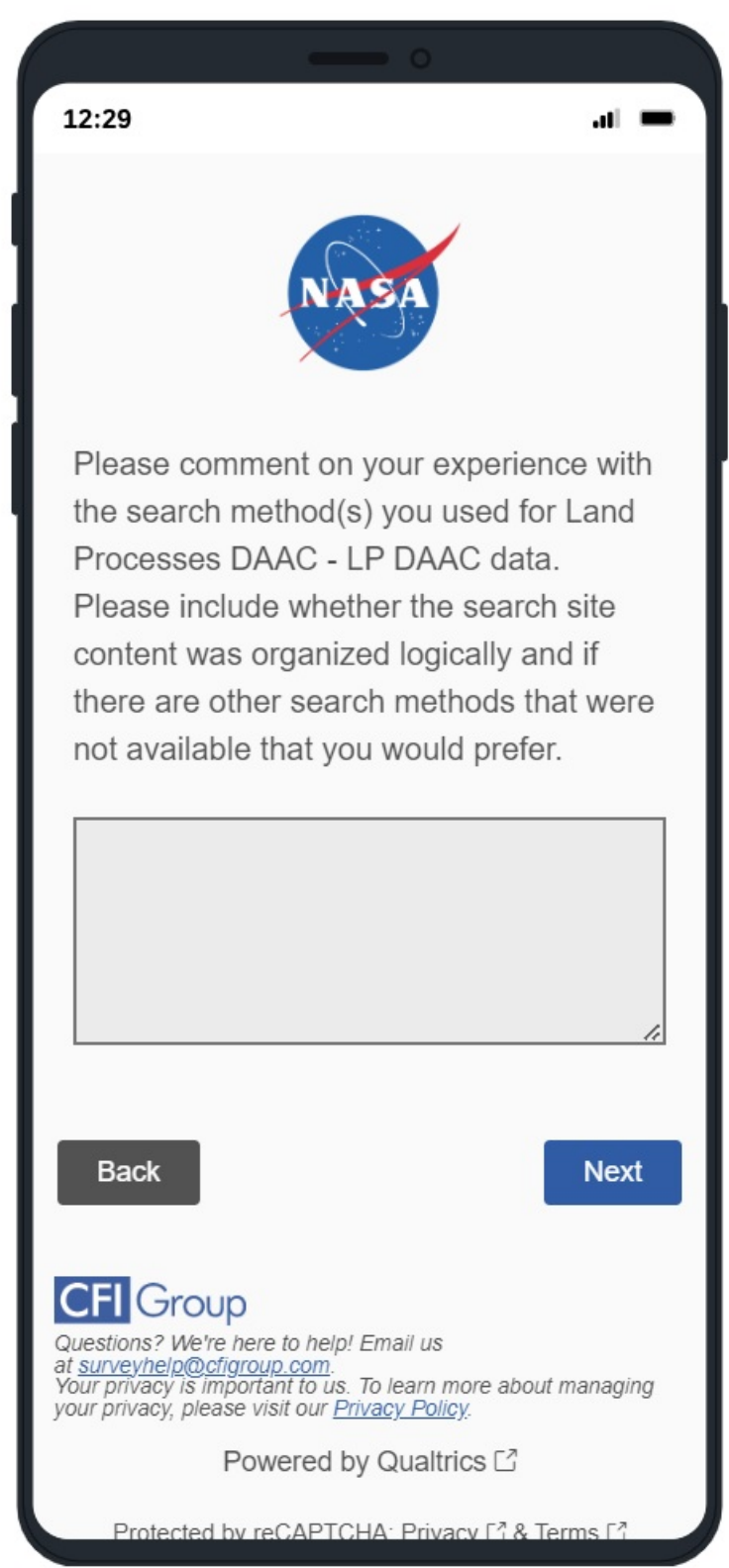
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Did you request/acquire data products from Land Processes DAAC - LP DAAC in the last year?

Yes

No

Back

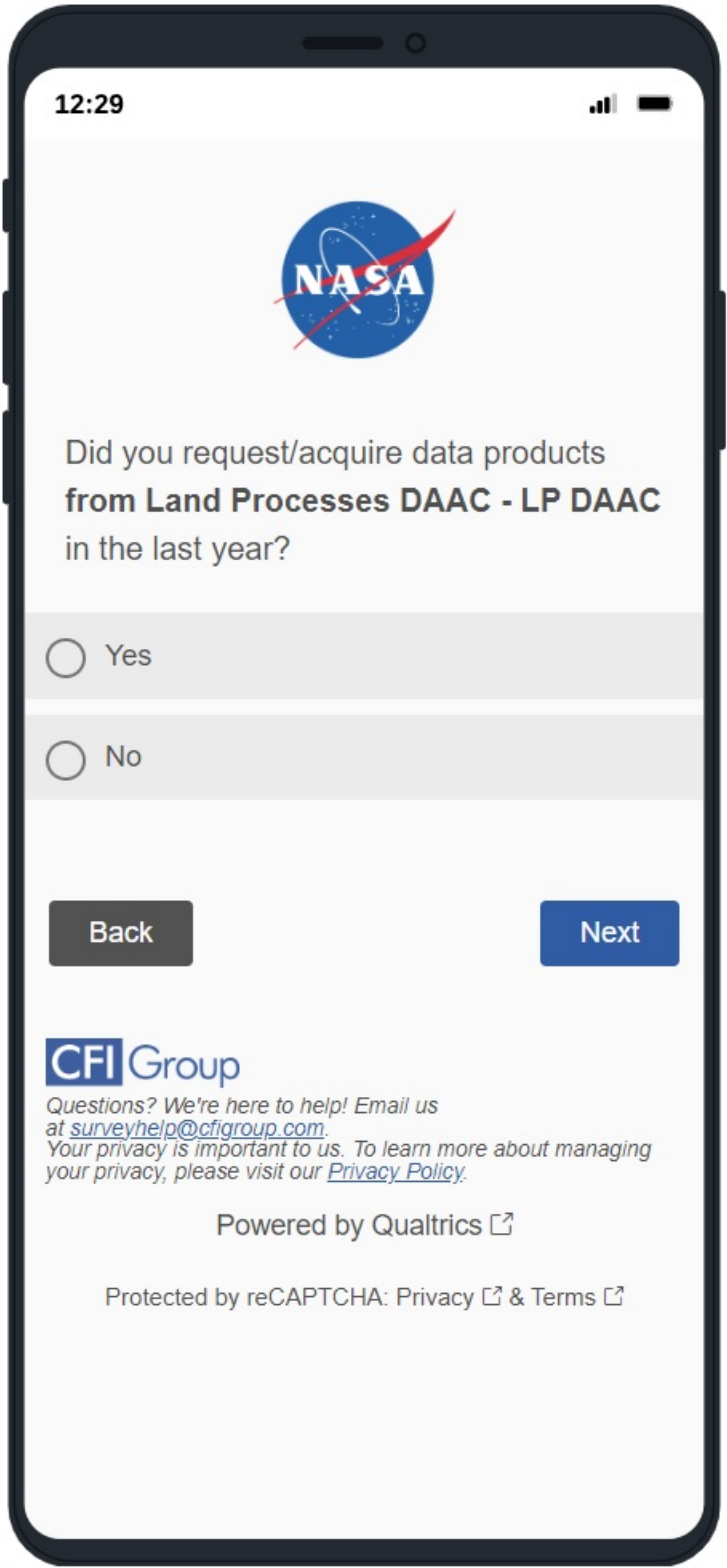
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No

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

Ease of selecting data products ^

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

Ease of requesting or ordering data products v

Direct downloads v

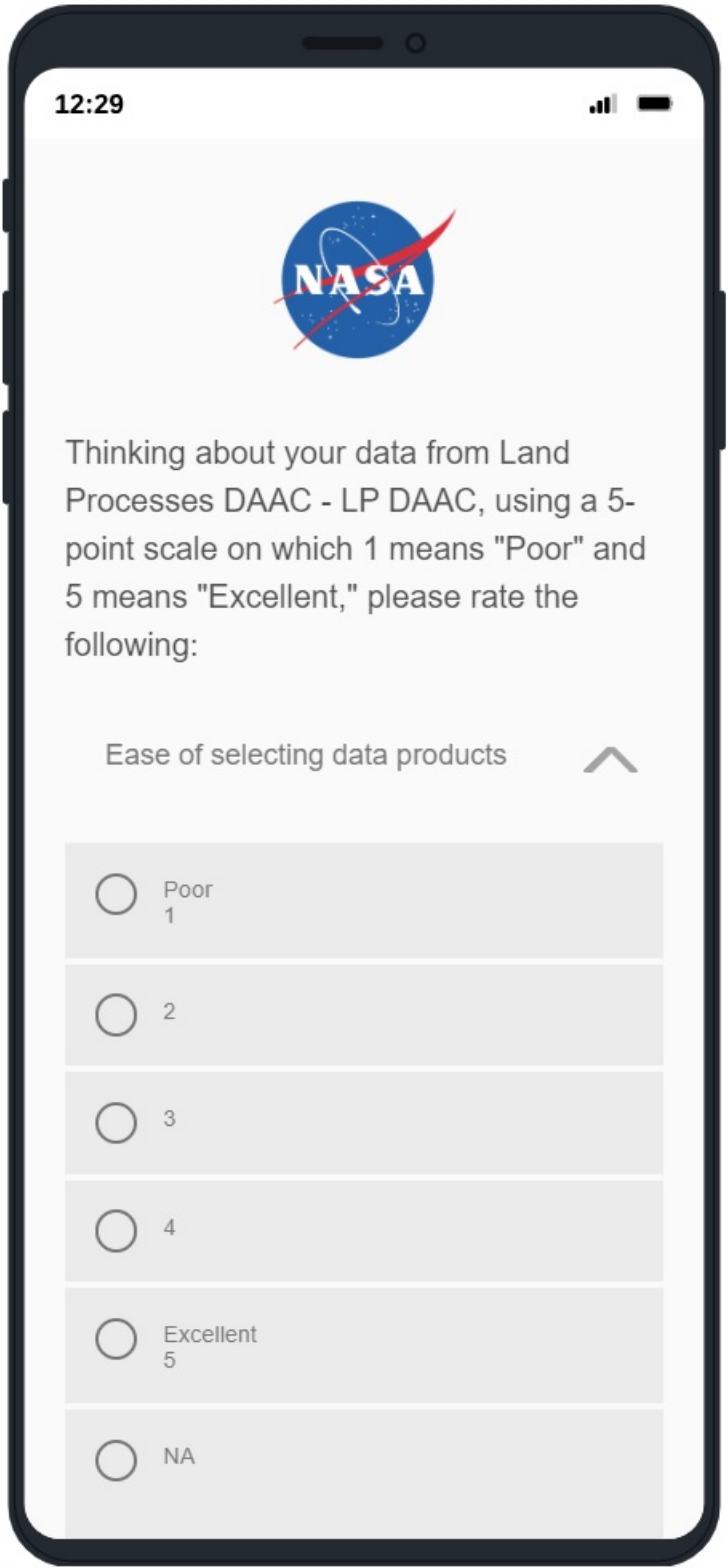
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Ease of selecting data products ^

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



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

Ease of selecting data products

Excellent  
5



Ease of requesting or ordering data products



Poor  
1

2

3

4

Excellent  
5

NA

Direct downloads



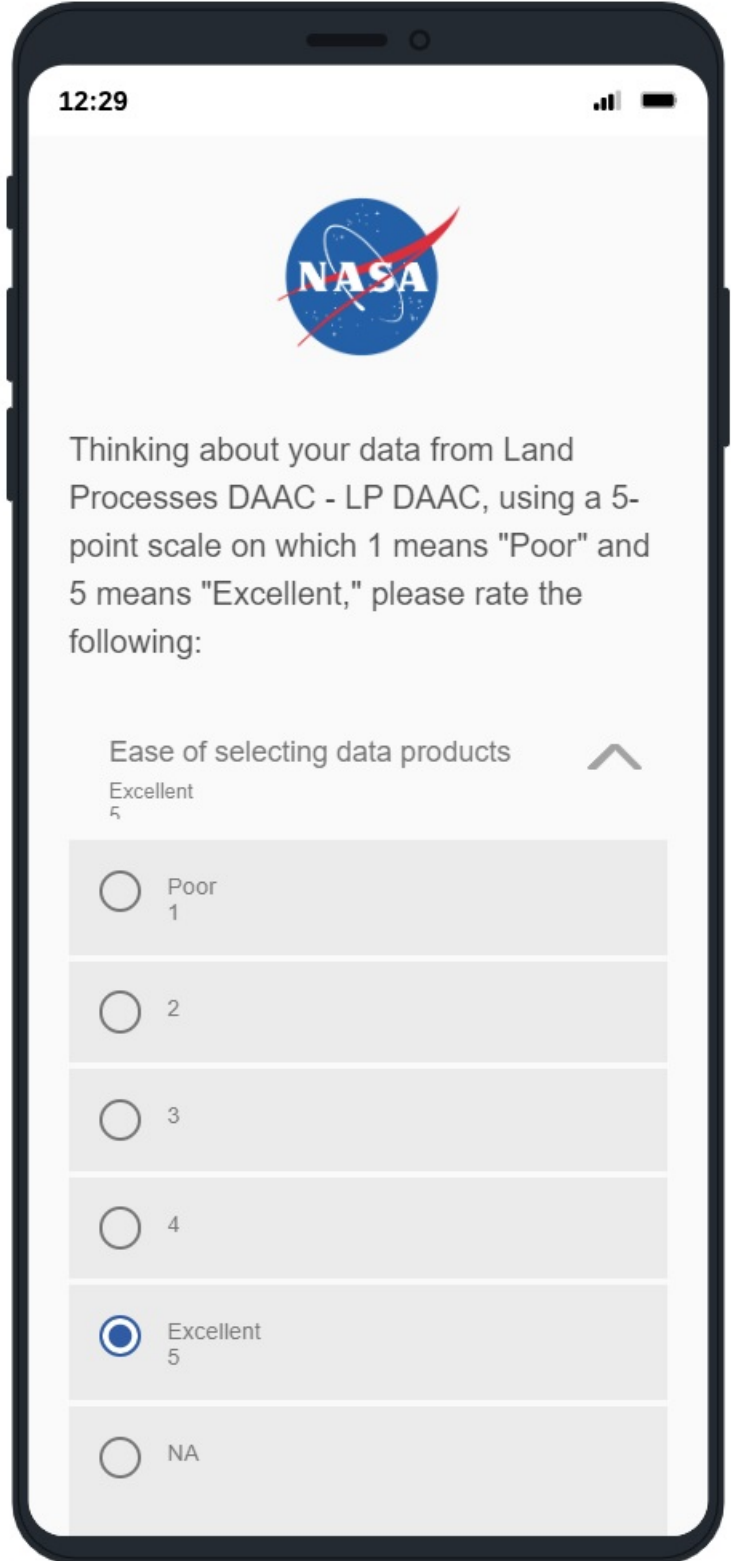
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Thinking about your data from Land Processes DAAC - LP DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products  
Excellent  
5

Ease of requesting or ordering data products  
Excellent  
5

Direct downloads

Poor  
1

2

3

4

Excellent  
5

NA

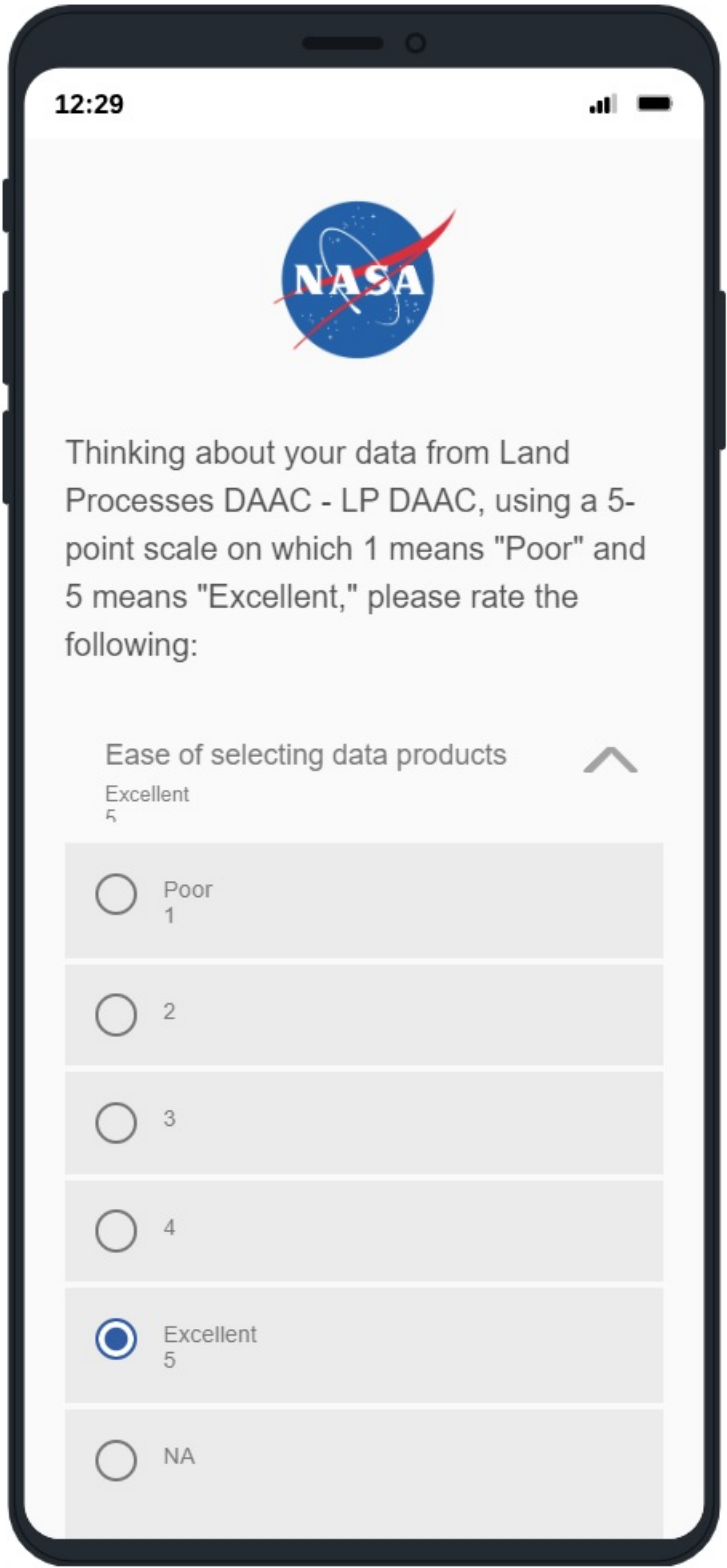
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Did you download data or receive data from Land Processes DAAC - LP DAAC?

Yes

No

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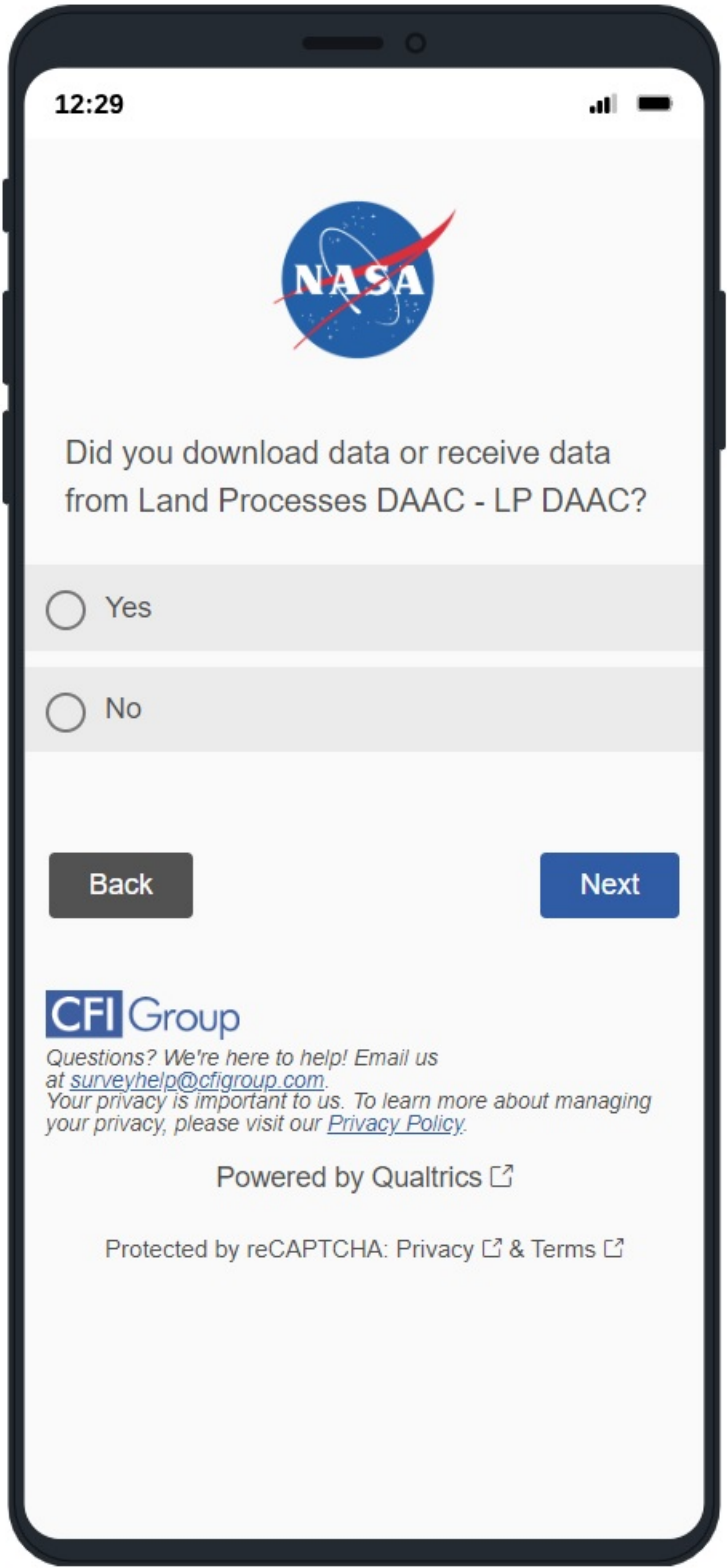
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Did you download data or receive data from Land Processes DAAC - LP DAAC?

Yes

No

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Thinking about your data from Land Processes DAAC - LP 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



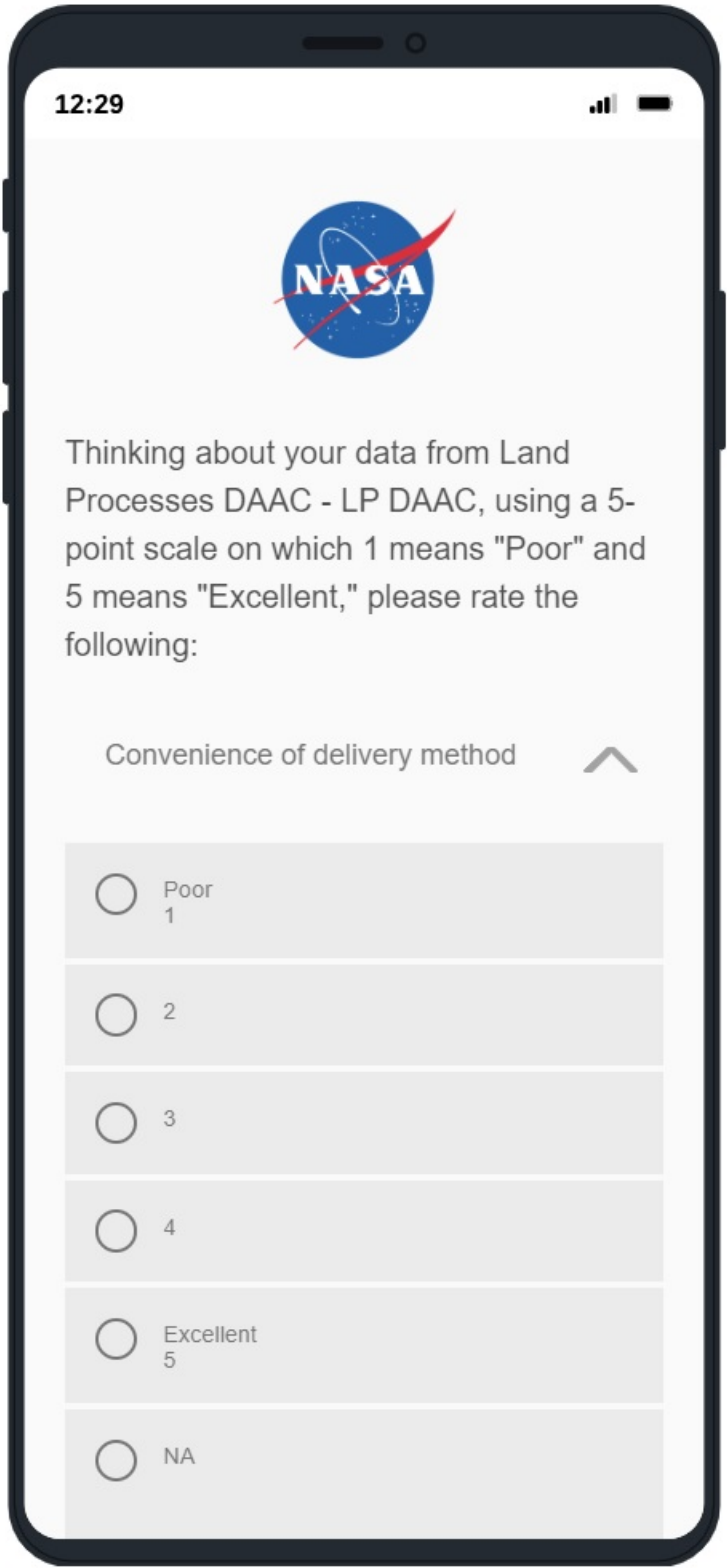
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Convenience of delivery method



Poor 1

2

3

4

Excellent 5

NA

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Tools



Thinking about your data from Land Processes DAAC - LP 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

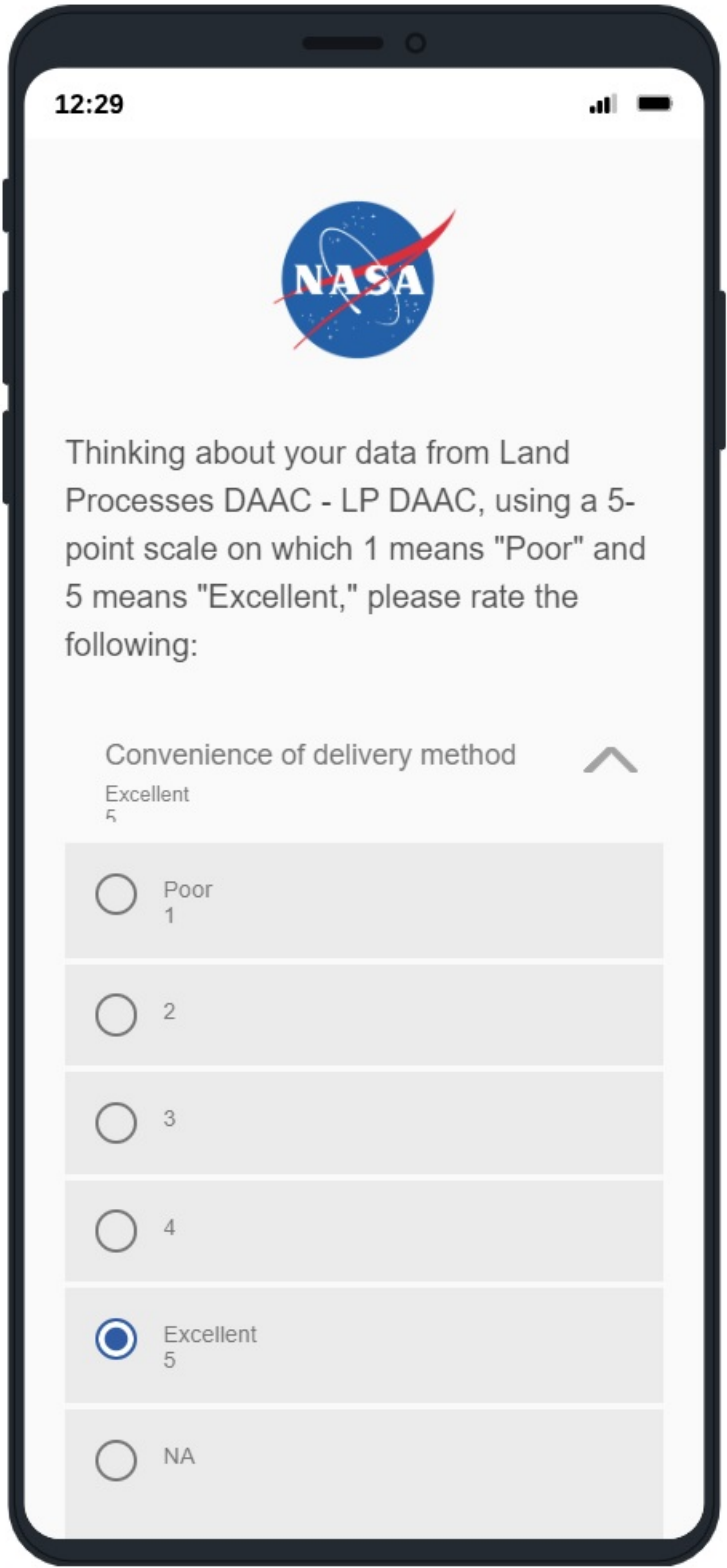
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Please comment on your experience with the delivery method(s) you used for Land Processes DAAC - LP DAAC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there are other delivery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

Empty text input area for user feedback.

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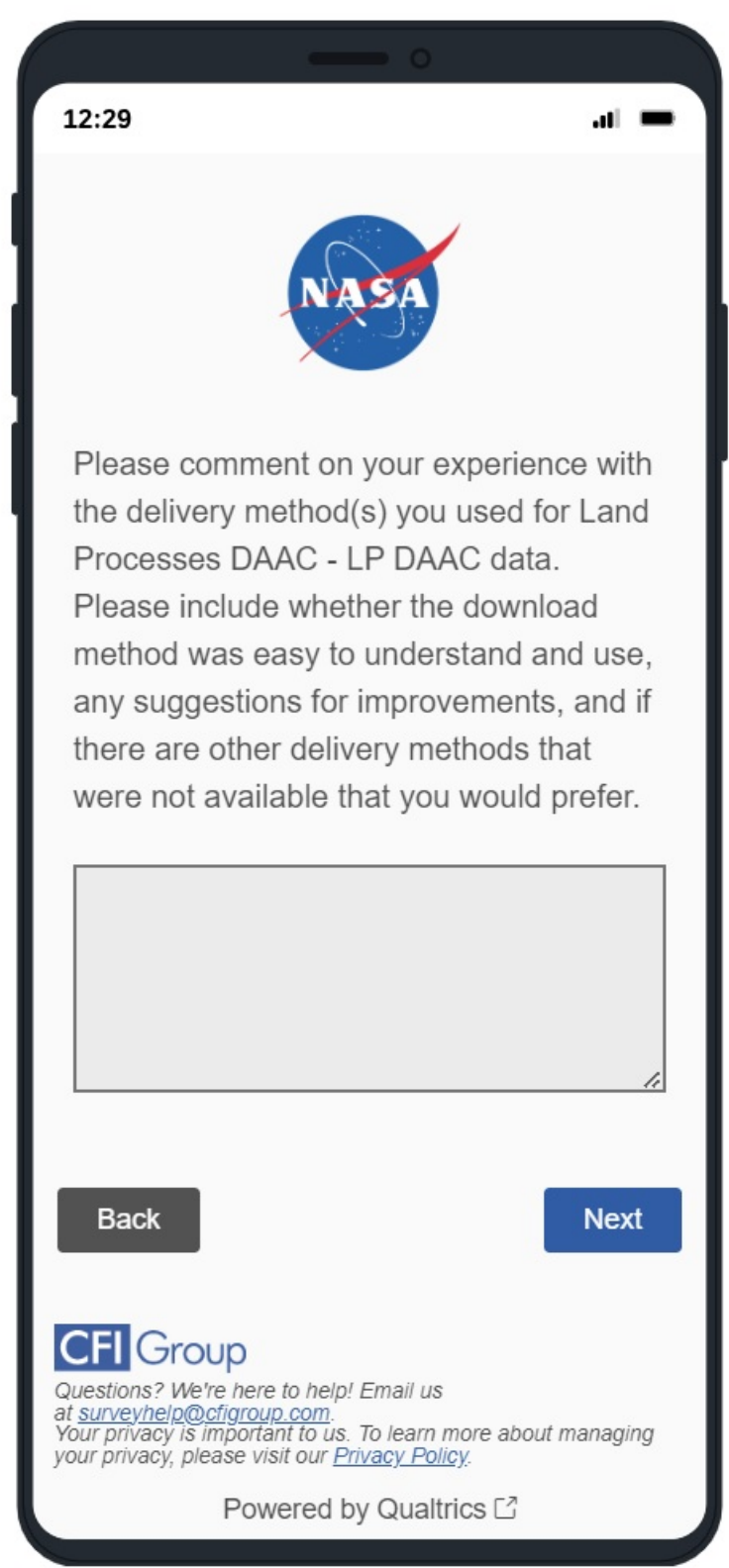
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA

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

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

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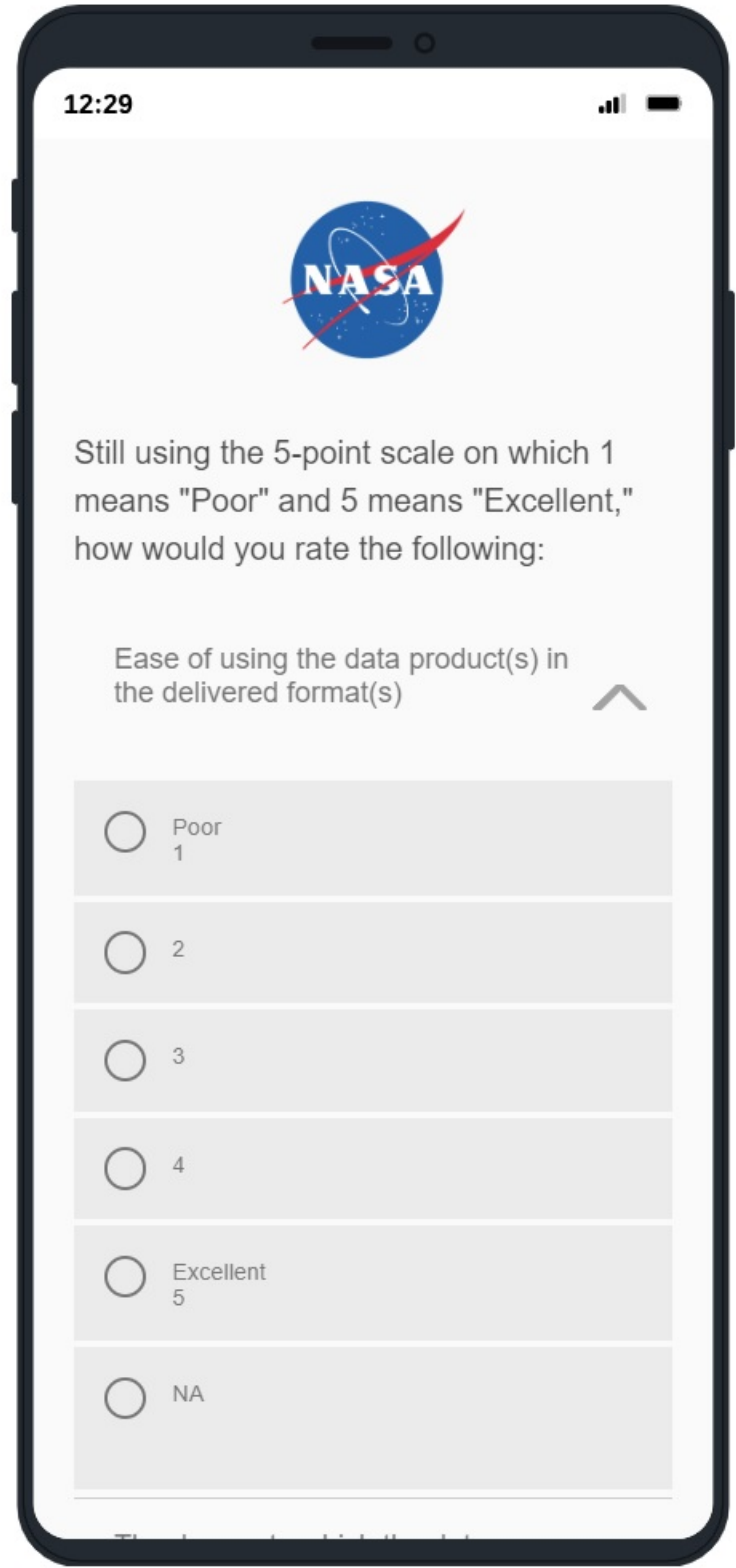
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Ease of using the data product(s) in the delivered format(s) ^

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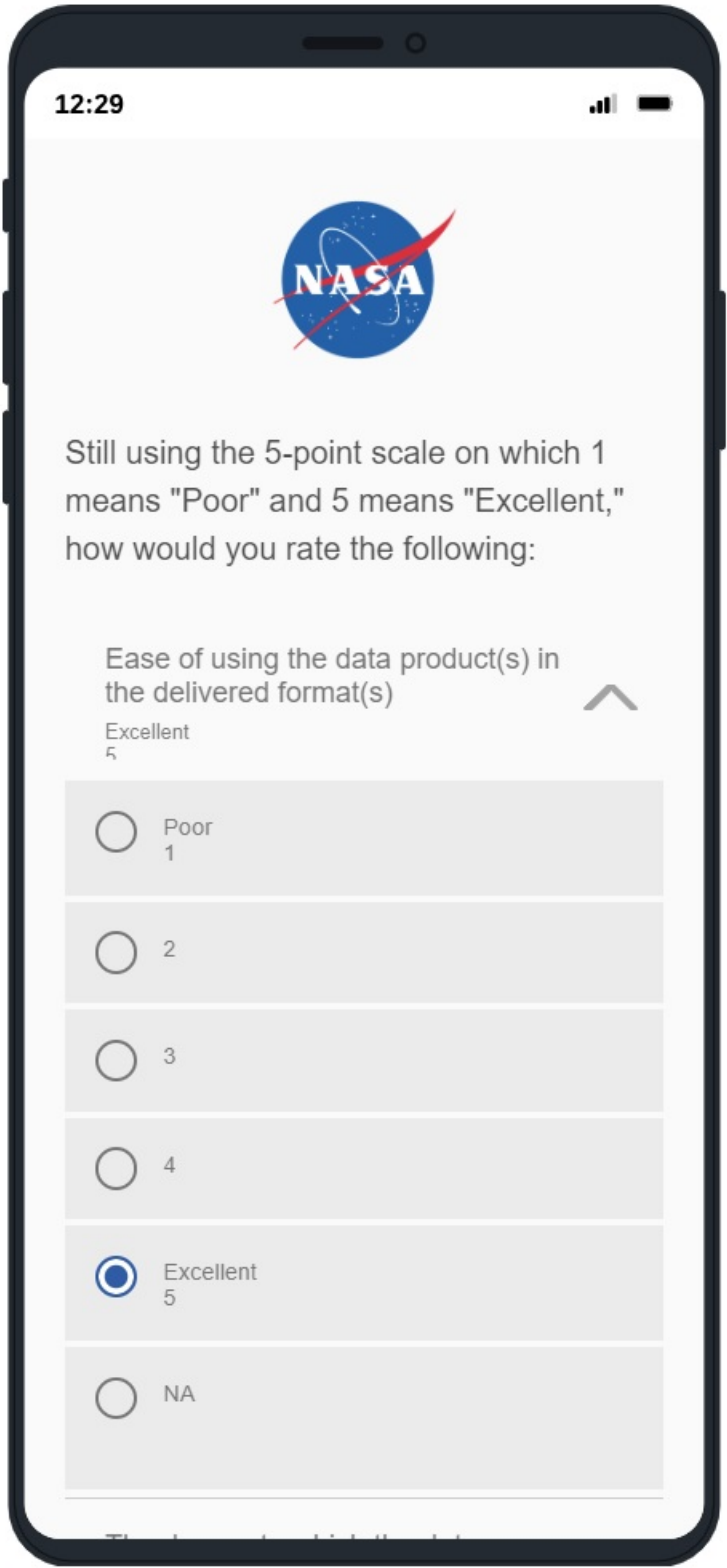
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Excellent 5



Poor 1

2

3

4

Excellent 5

NA





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

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

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

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

Poor 1

2

3

4

Excellent 5

NA

Back

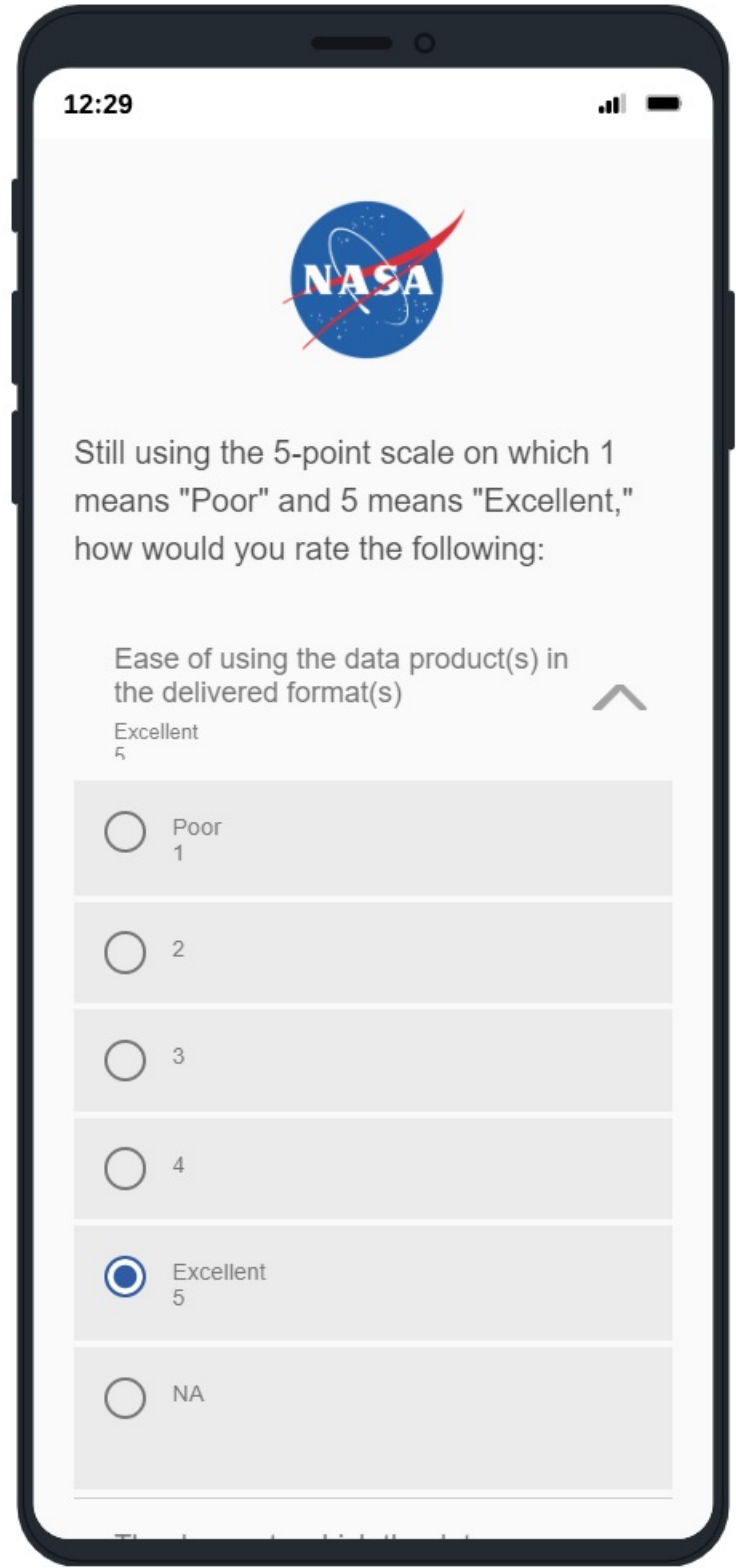
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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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Tools



Thinking about your most recent experience with data from Land Processes DAAC - LP DAAC, did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

- Yes, I used software tools or packages to work with data
- Yes, I made my own using a programming language
- No, I couldn't find what I needed
- No, I couldn't understand how to use it
- No, I did not need software tools

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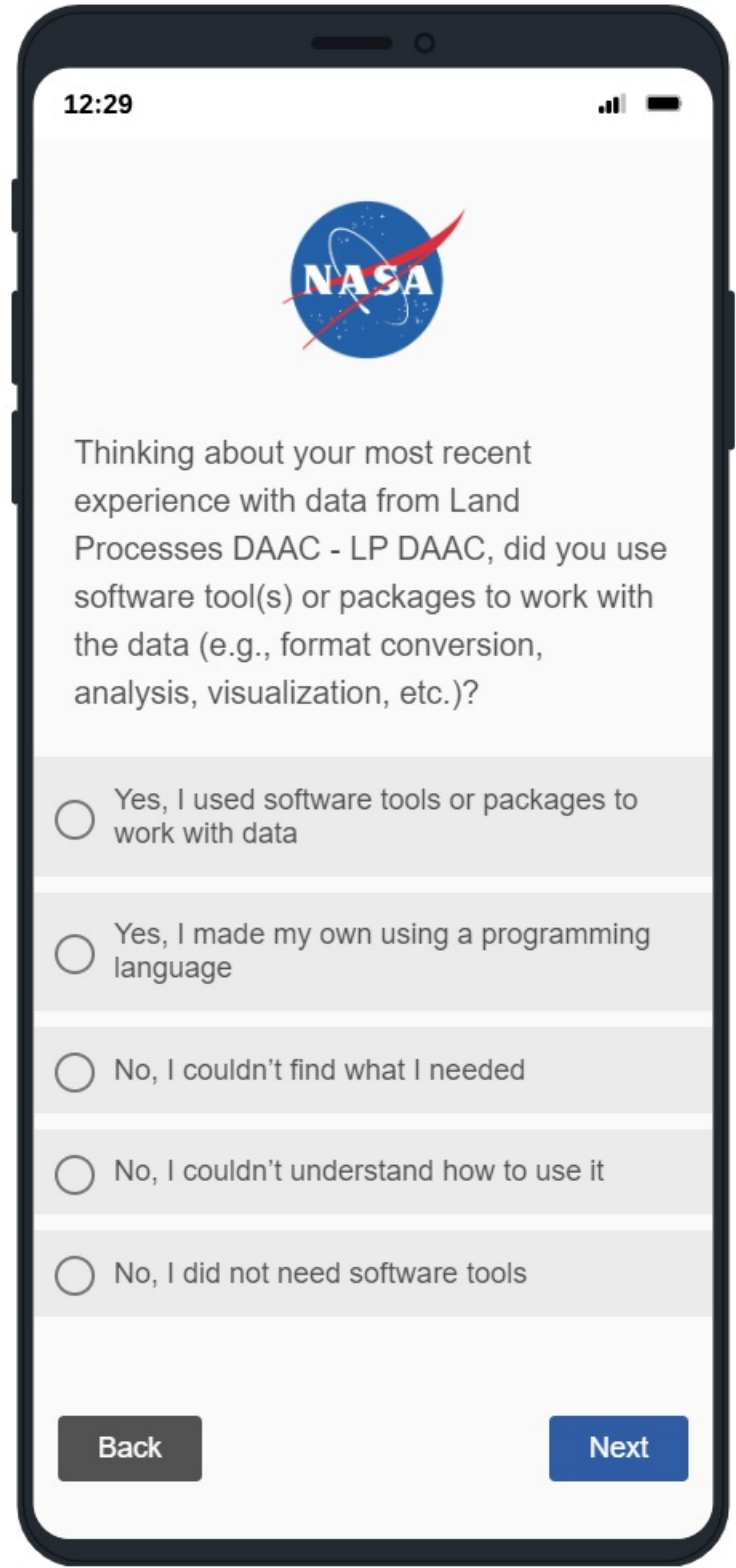
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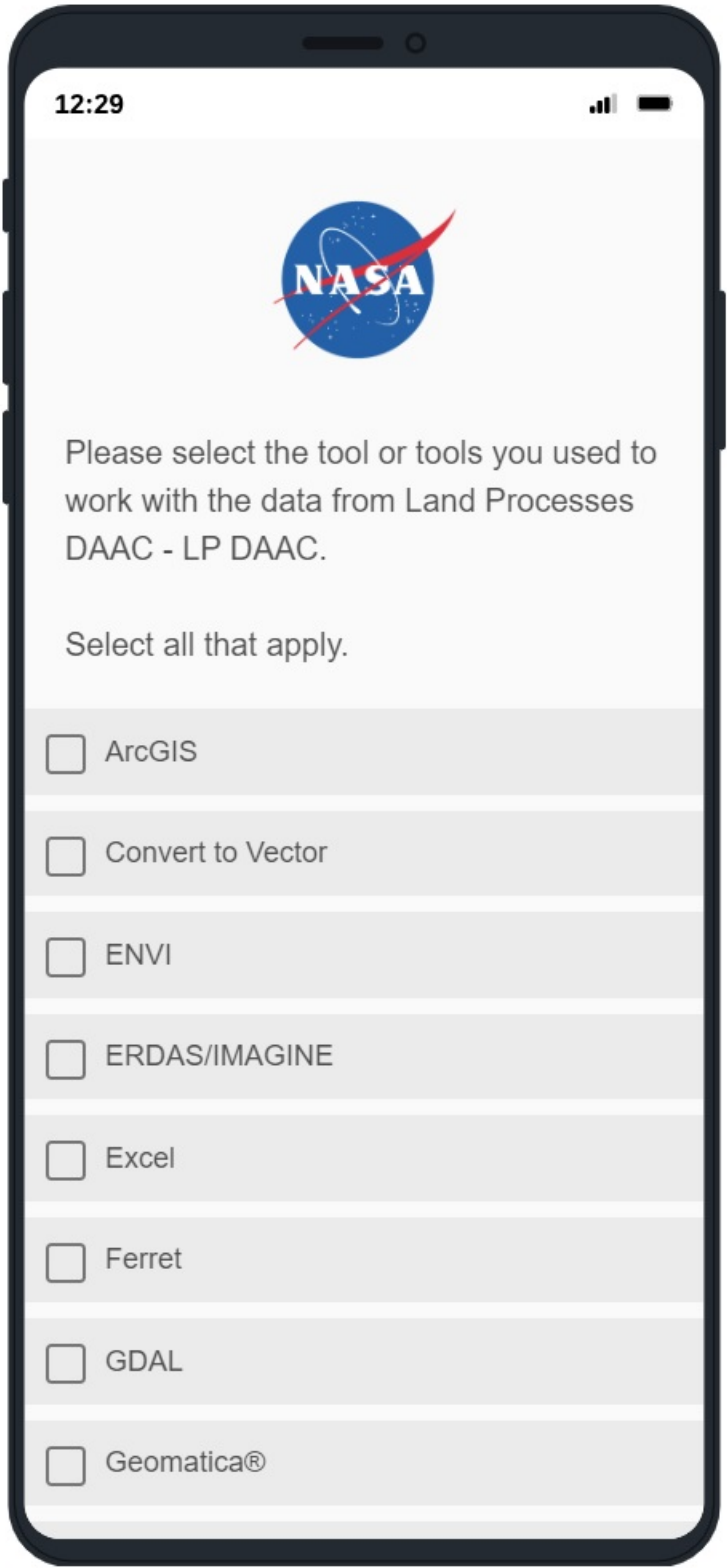




Please select the tool or tools you used to work with the data from Land Processes DAAC - LP DAAC.

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 Land Processes DAAC - LP 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

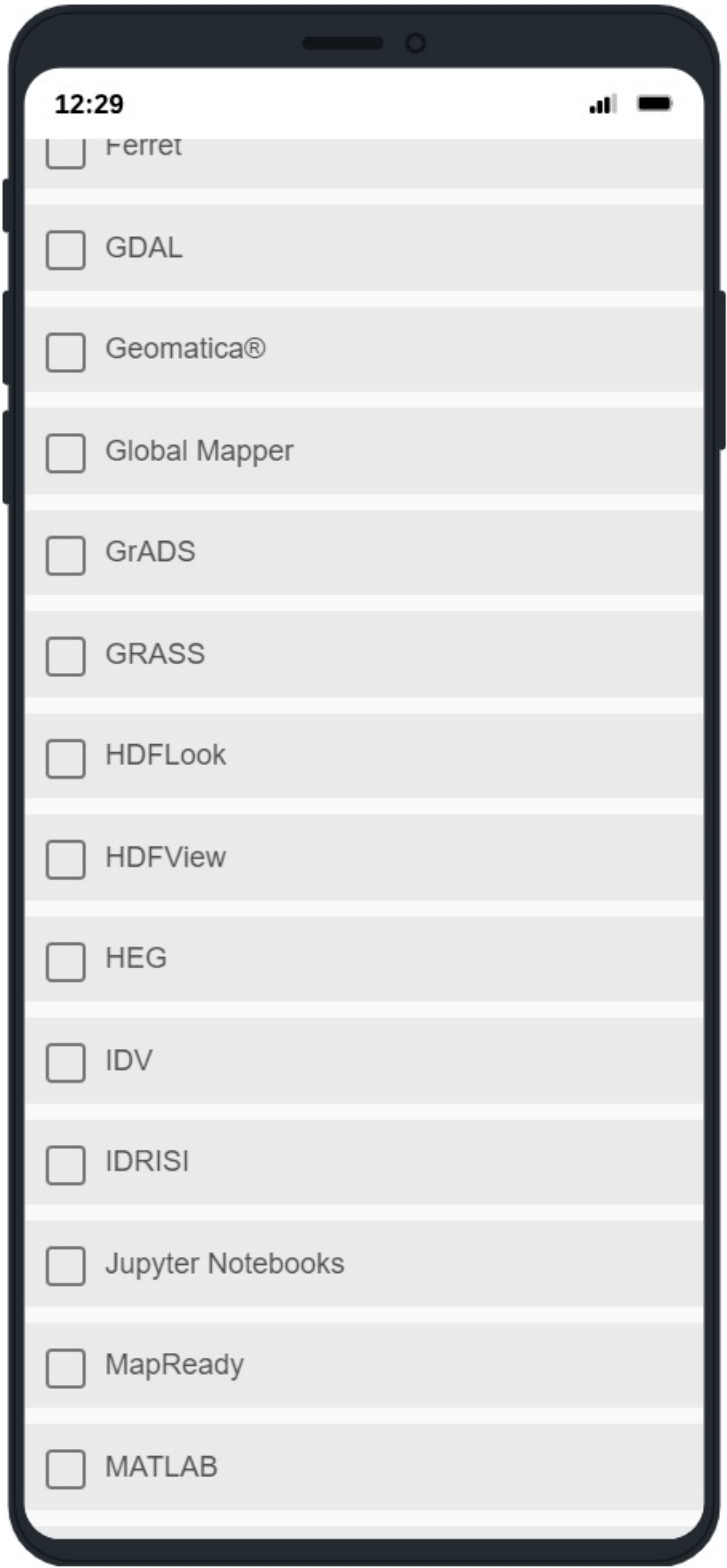
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Tools



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

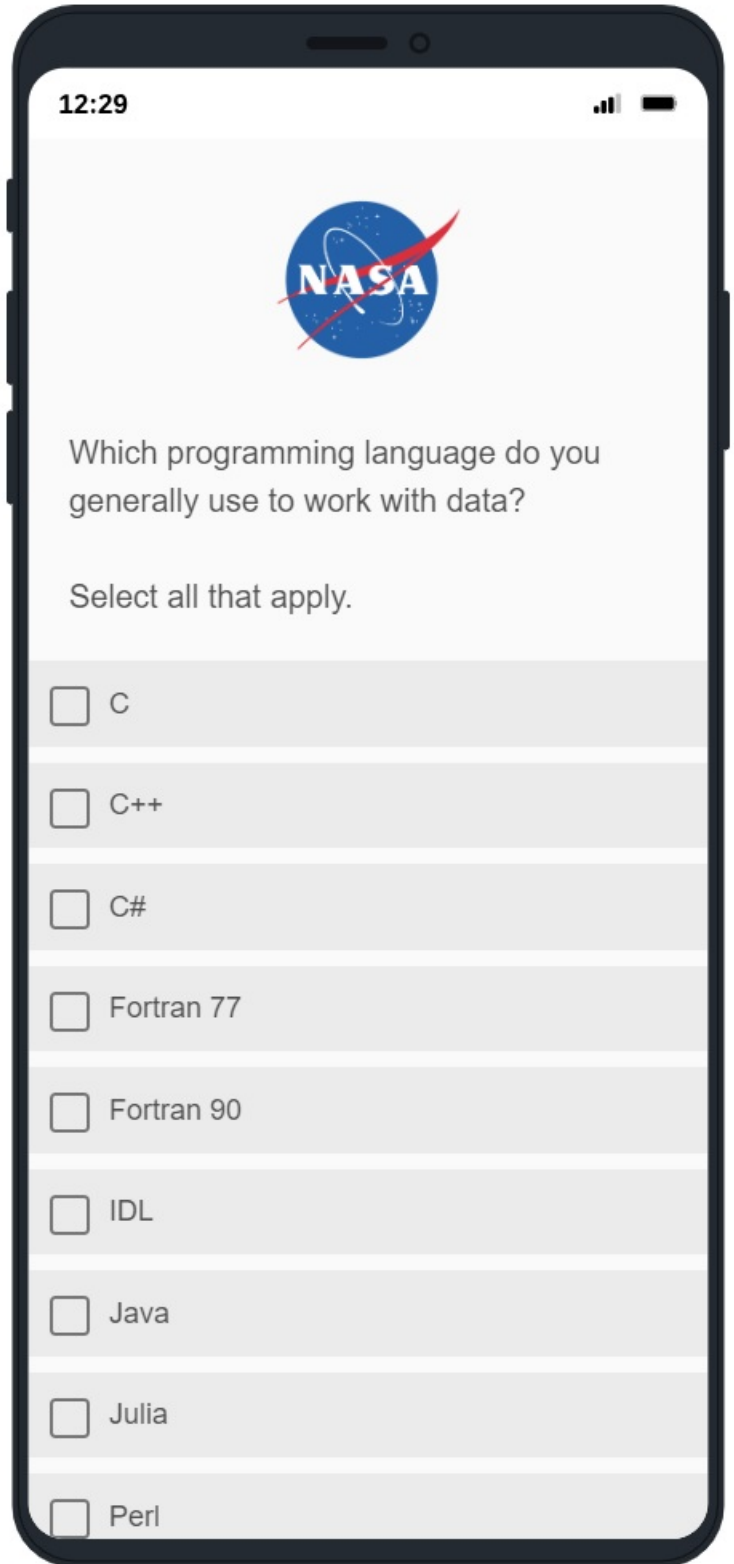
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Did you look for or get documentation related to the data?

Yes

No

Back

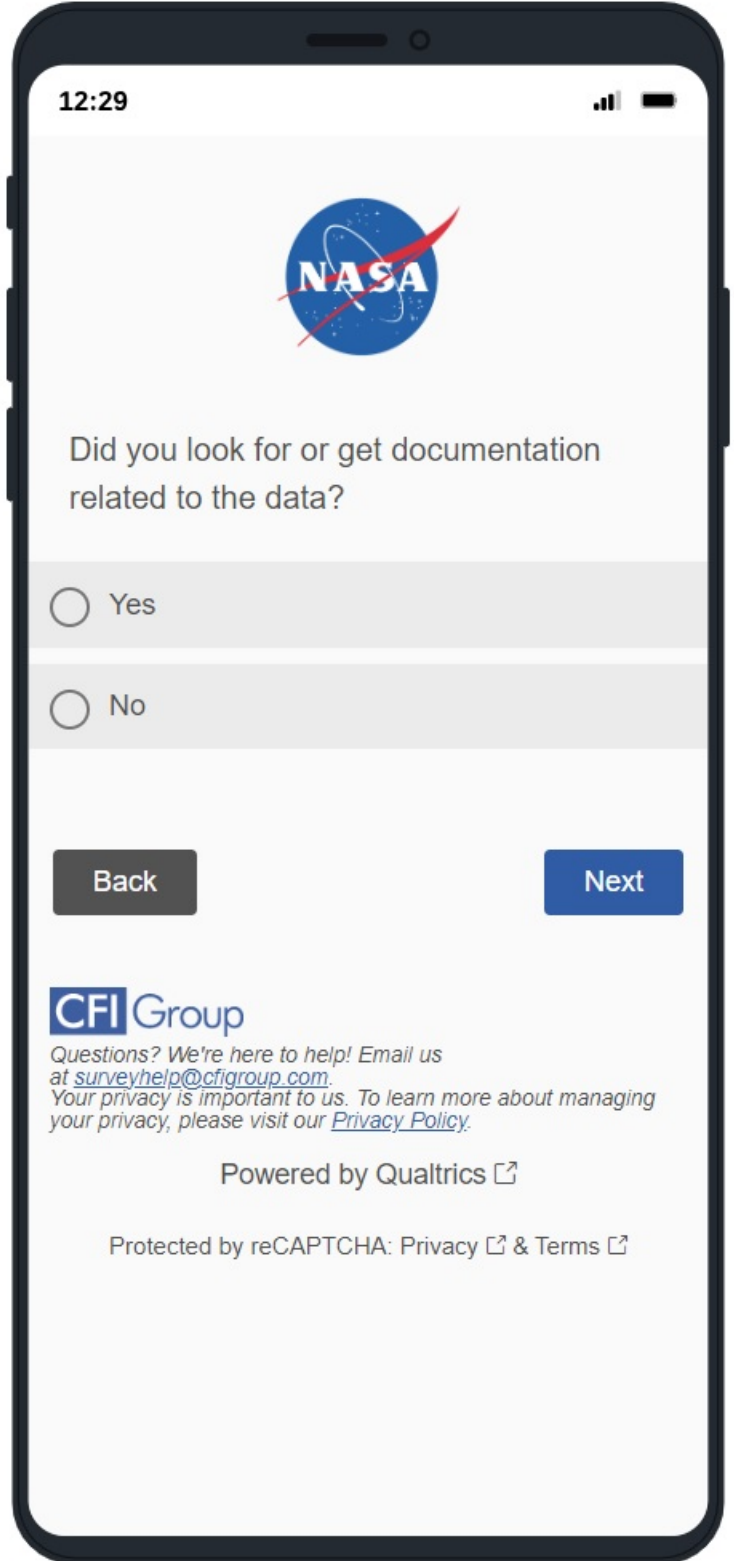
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Did you look for or get documentation related to the data?

Yes

No

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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

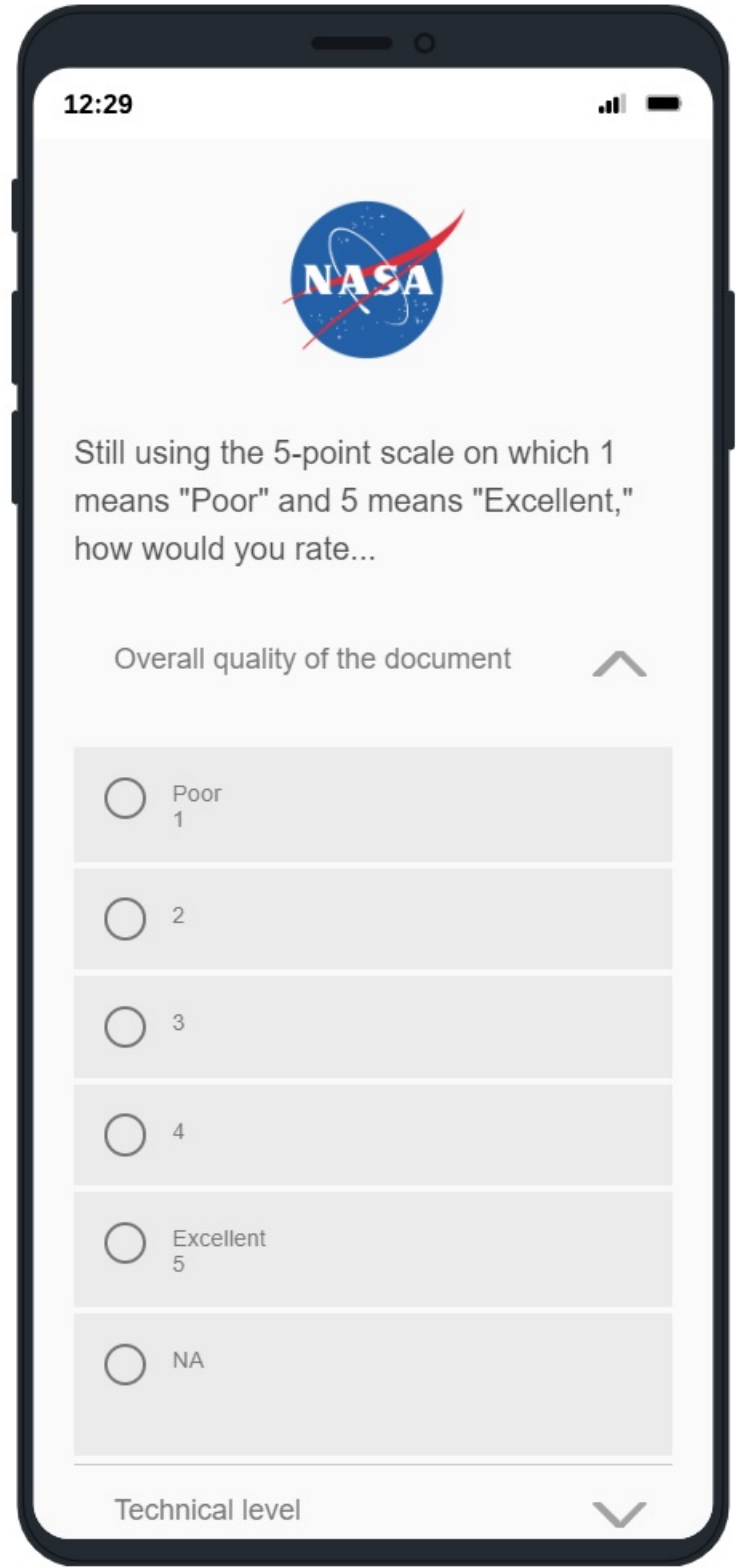
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

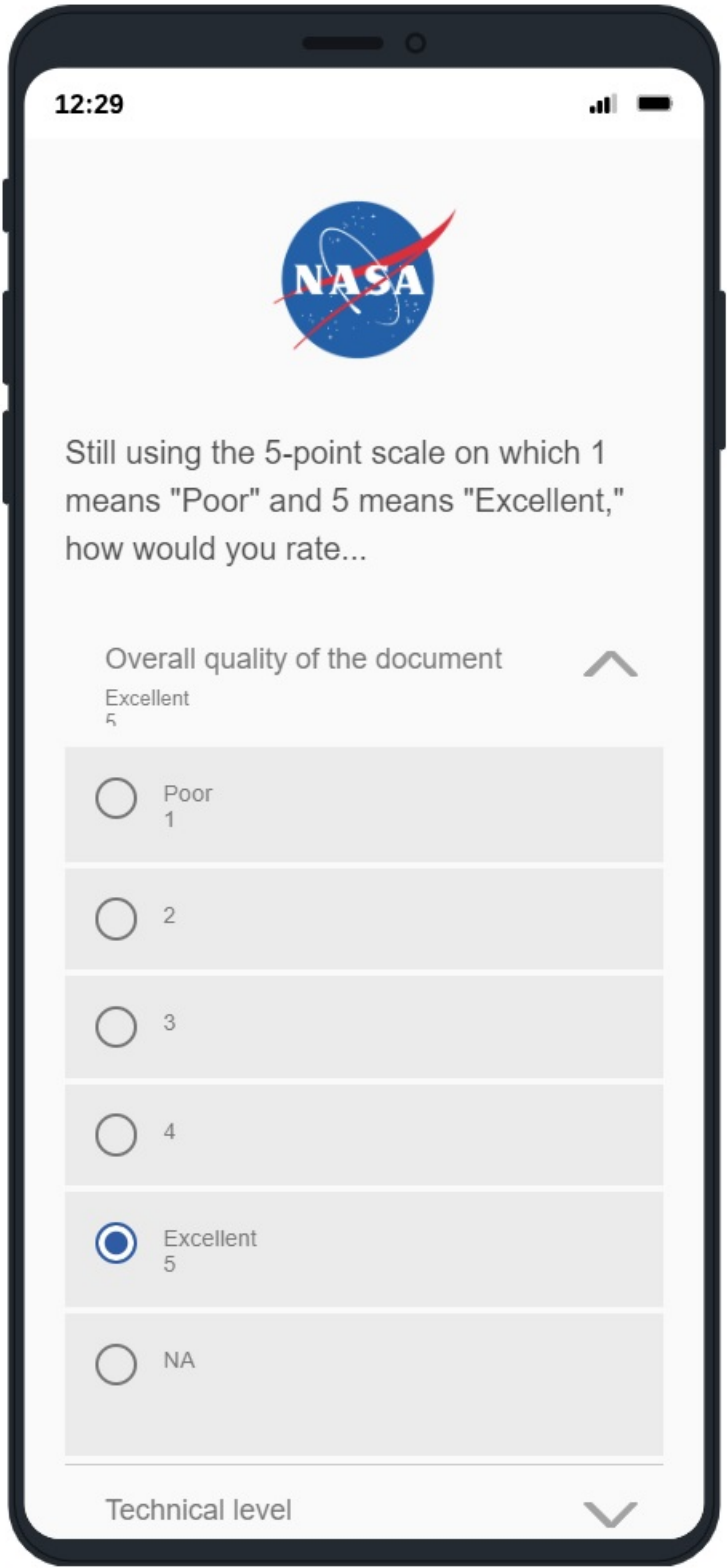
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document  
Excellent  
5

Technical level  
Excellent  
5

Organization

Poor  
1

2

3

4

Excellent  
5

NA

Clarity and usefulness

Extent to which the data documentation helped you use the data

Back

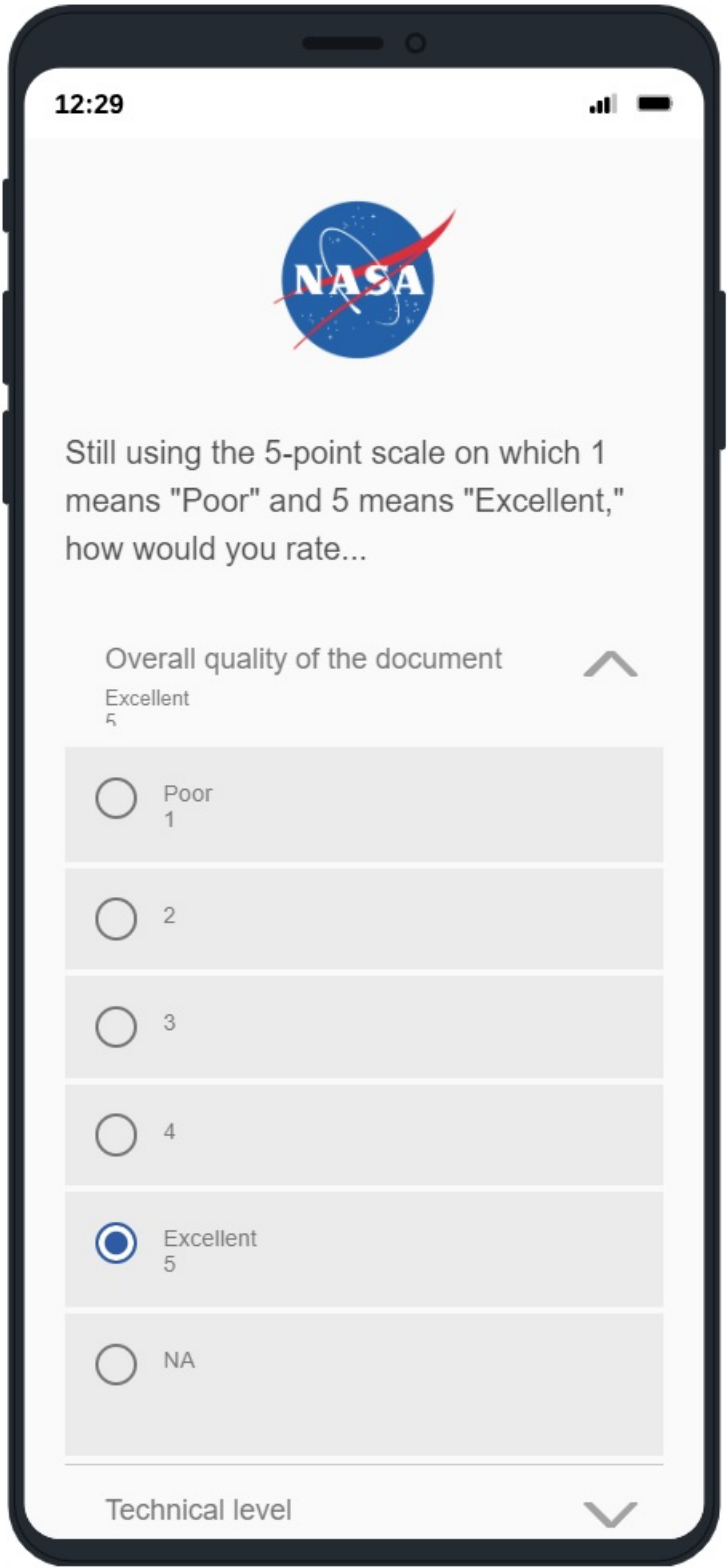
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Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document  
Excellent  
5

Technical level  
Excellent  
5

Organization  
Excellent  
5

Clarity and usefulness

Poor  
1

2

3

4

Excellent  
5

NA

Extent to which the data documentation helped you use the data

Back

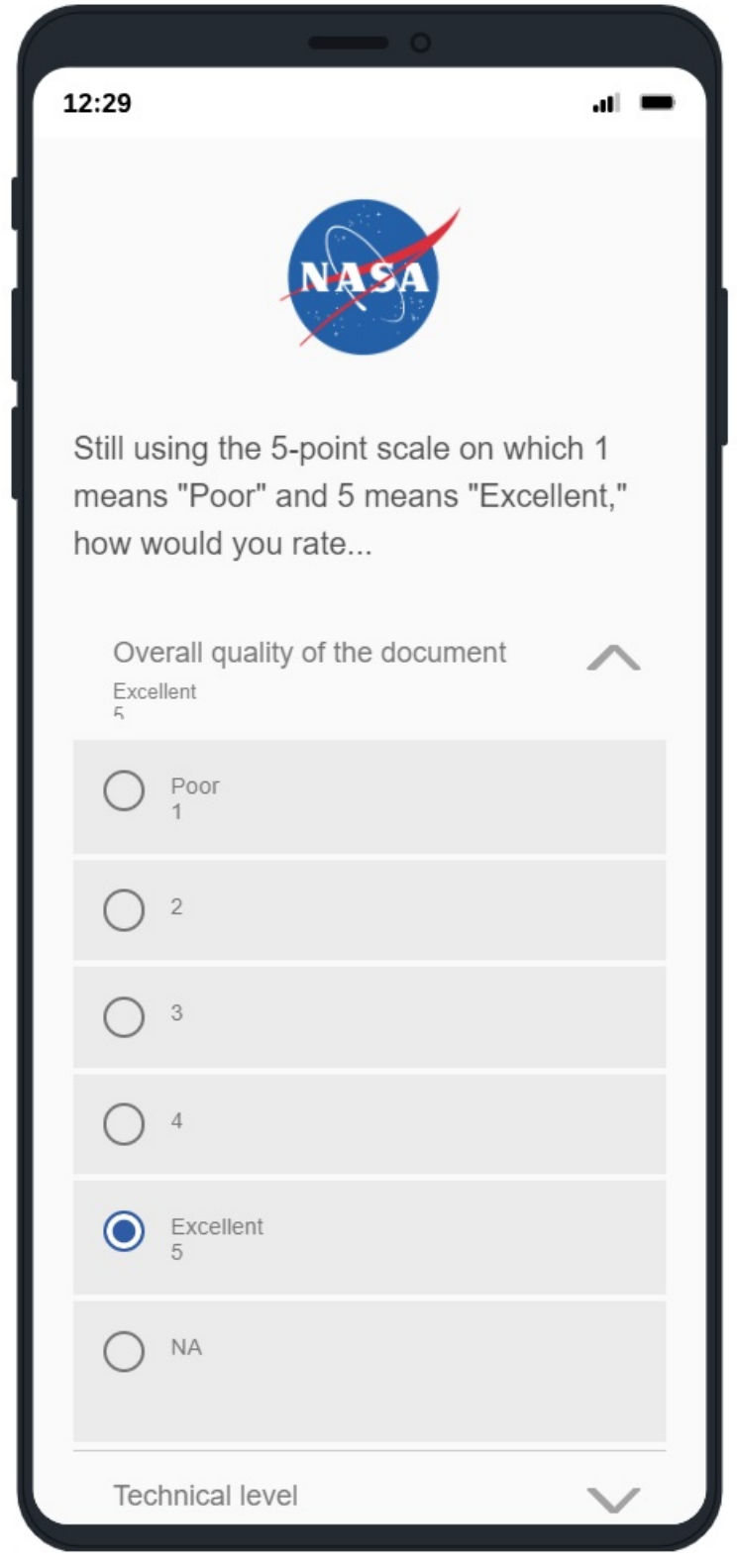
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document  
Excellent  
5

Poor  
1

2

3

4

Excellent  
5

NA

Technical level

Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document

Excellent 5



Technical level

Excellent 5



Organization

Excellent 5



Clarity and usefulness

Excellent 5



Extent to which the data documentation helped you use the data



Poor 1

2

3

4

Excellent 5

NA

Back

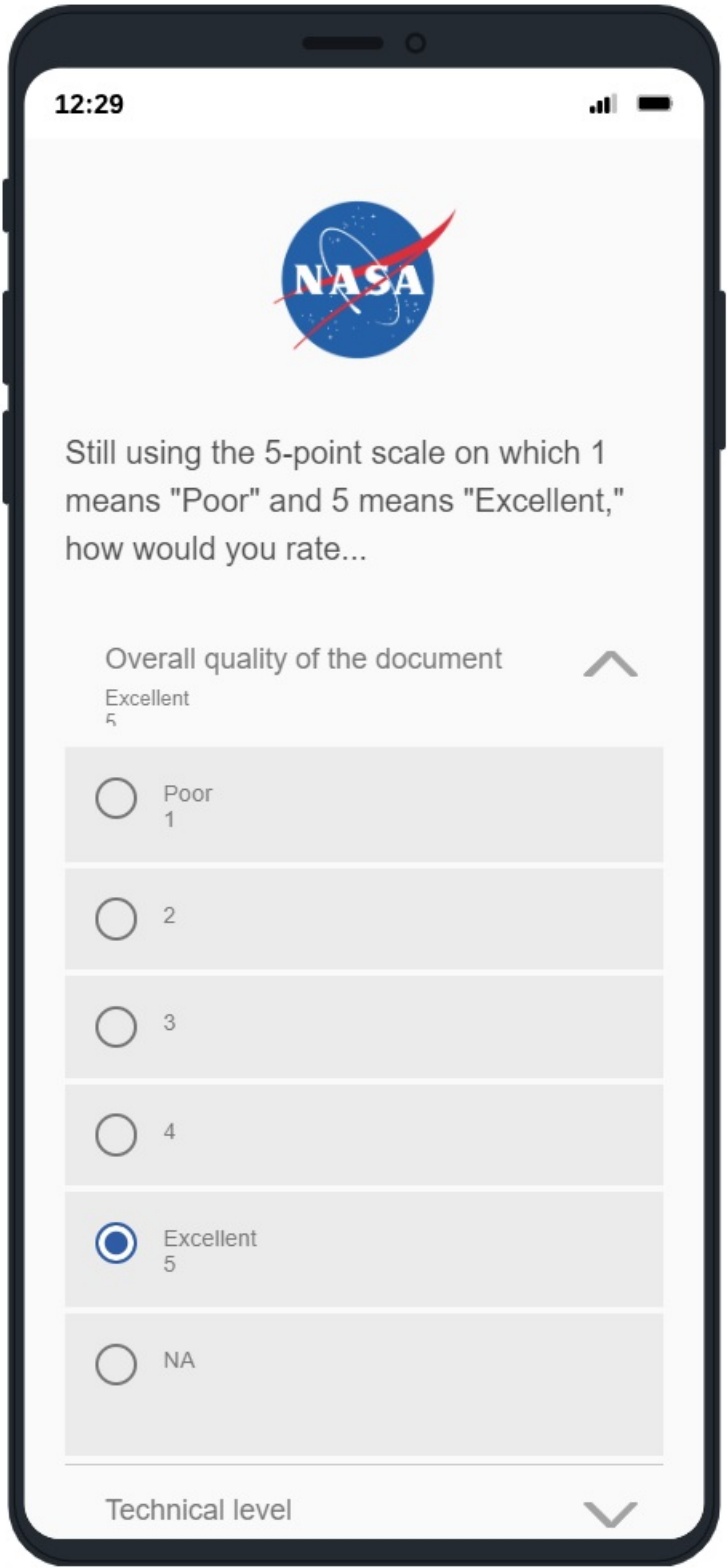
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

Excellent 5



Poor 1

2

3

4

Excellent 5

NA

Technical level



Restart Survey

Go to Bookmark

Clear

Tools



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

Empty text input field for specifying documentation type.

Back

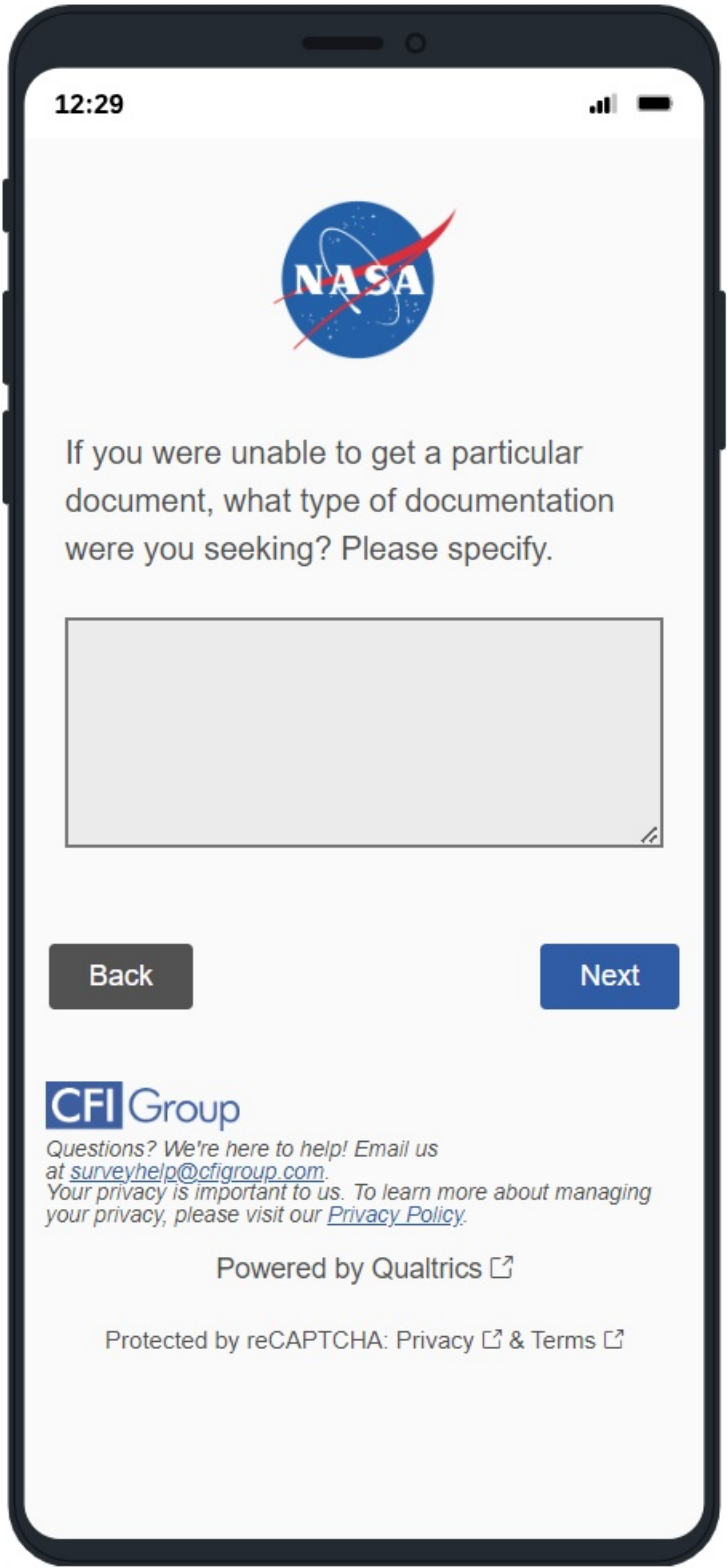
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Empty text input field for specifying documentation type on mobile view.

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Tools



During the past year have you contacted the **Land Processes DAAC - LP DAAC's** user services office or interacted with DAAC personnel?

Yes

No

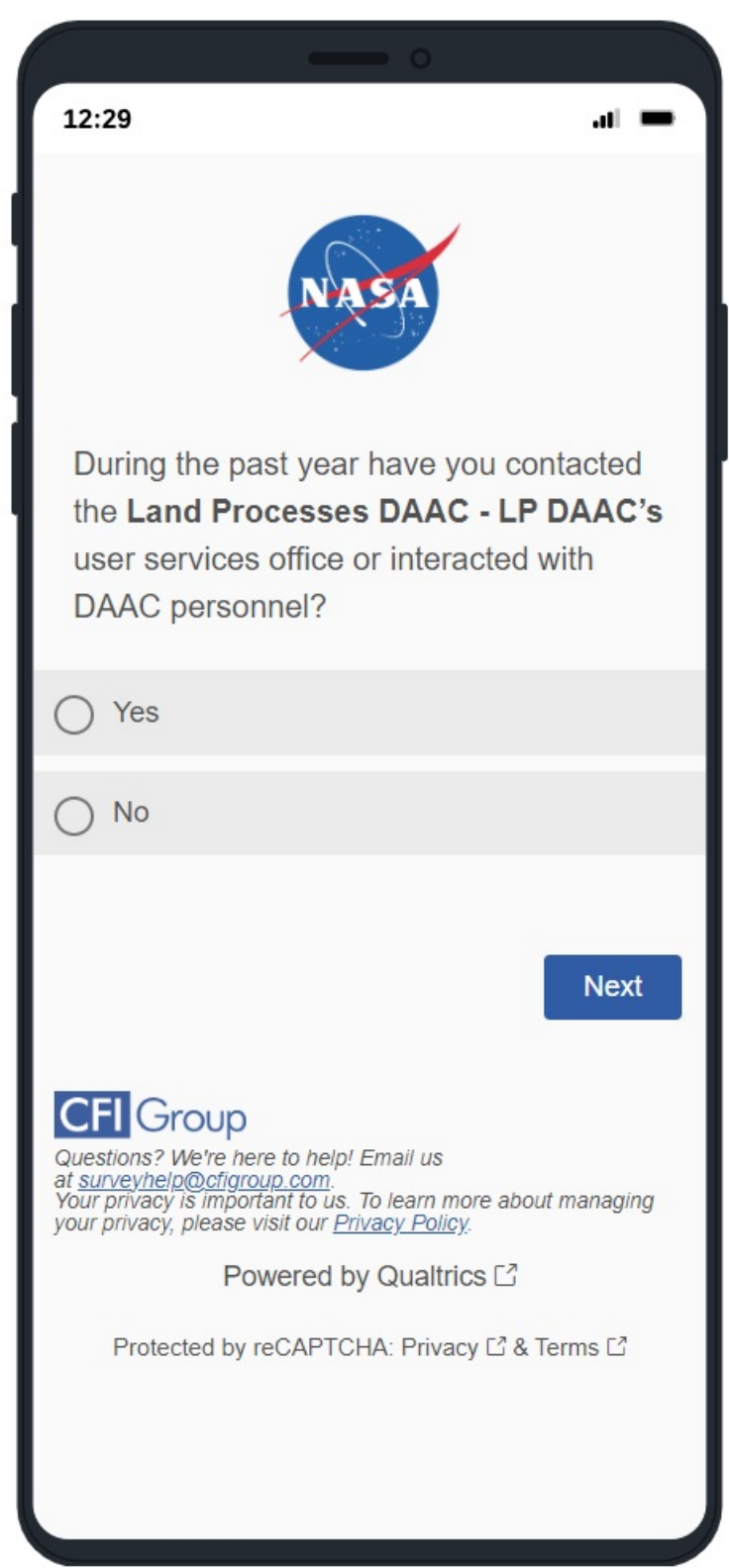
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Yes

No

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Clear

Tools



Think about the user services staff you interacted with when you contacted the **Land Processes DAAC - LP 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



Helpfulness in resolving a problem



Speed of response



Back

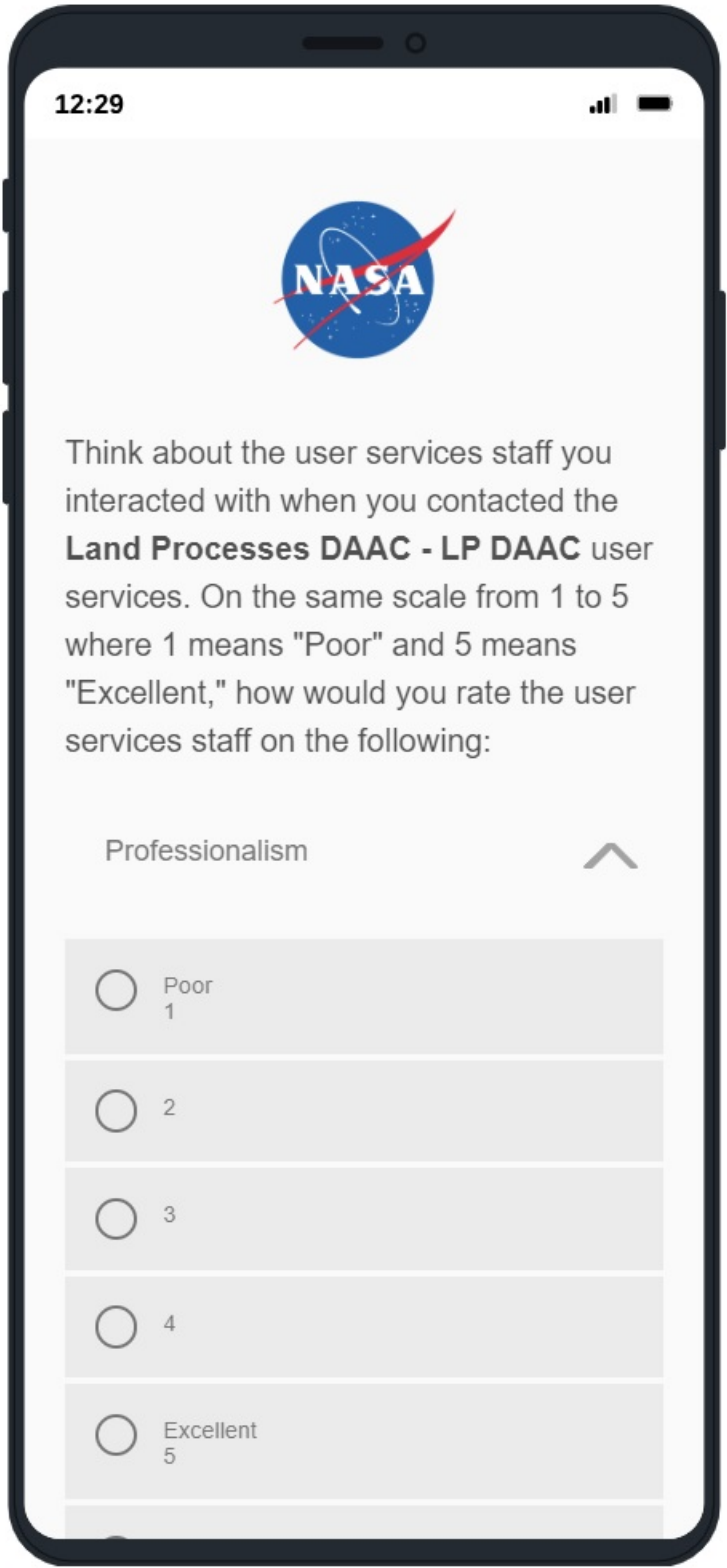
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Think about the user services staff you interacted with when you contacted the **Land Processes DAAC - LP DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on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

Professionalism



Poor 1

2

3

4

Excellent 5

Restart Survey

Go to Bookmark

Clear

Tools



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

Professionalism Excellent 5

Technical knowledge

Poor 1

2

3

4

Excellent 5

NA

Helpfulness in resolving a problem

Speed of response

Back

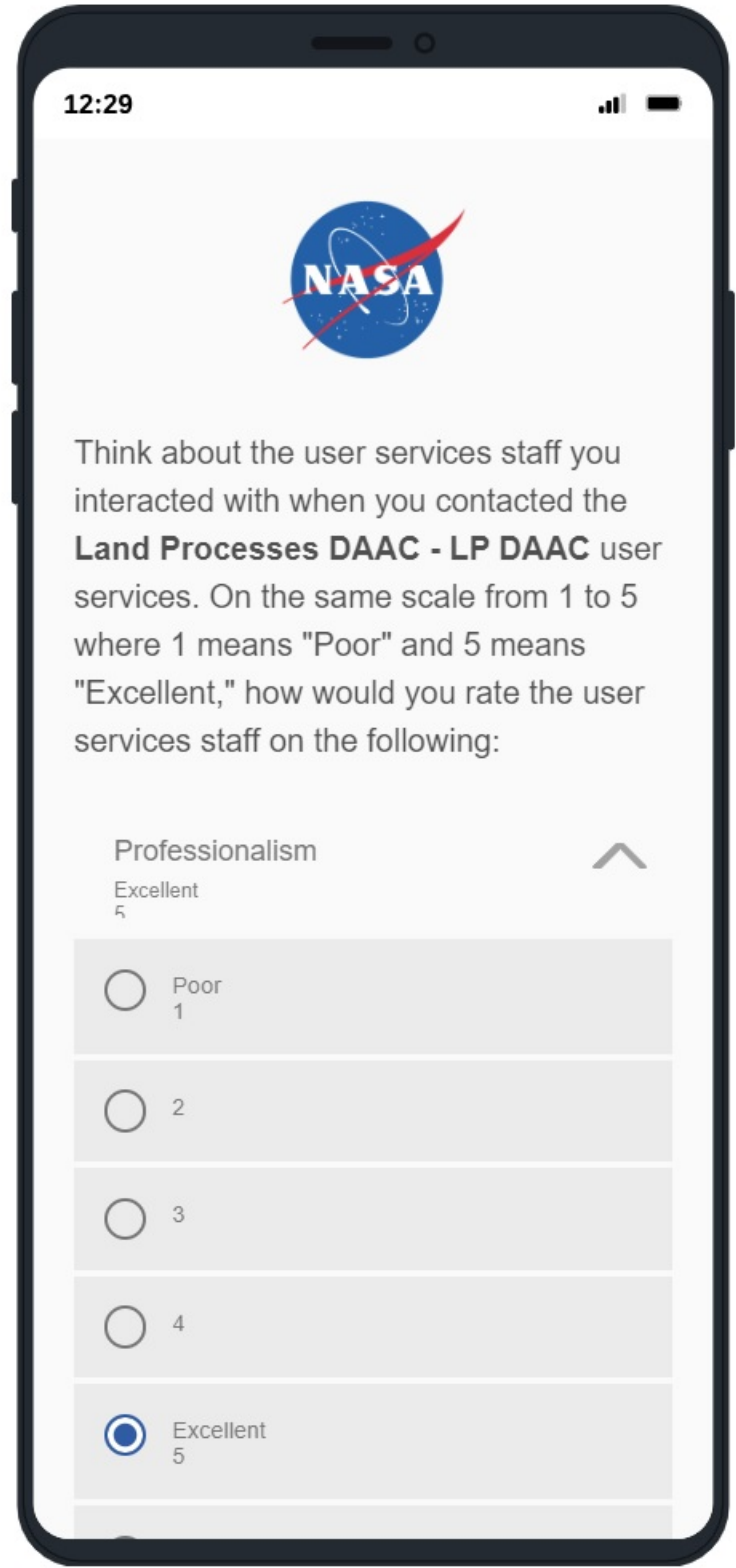
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Think about the user services staff you interacted with when you contacted the **Land Processes DAAC - LP DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on 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

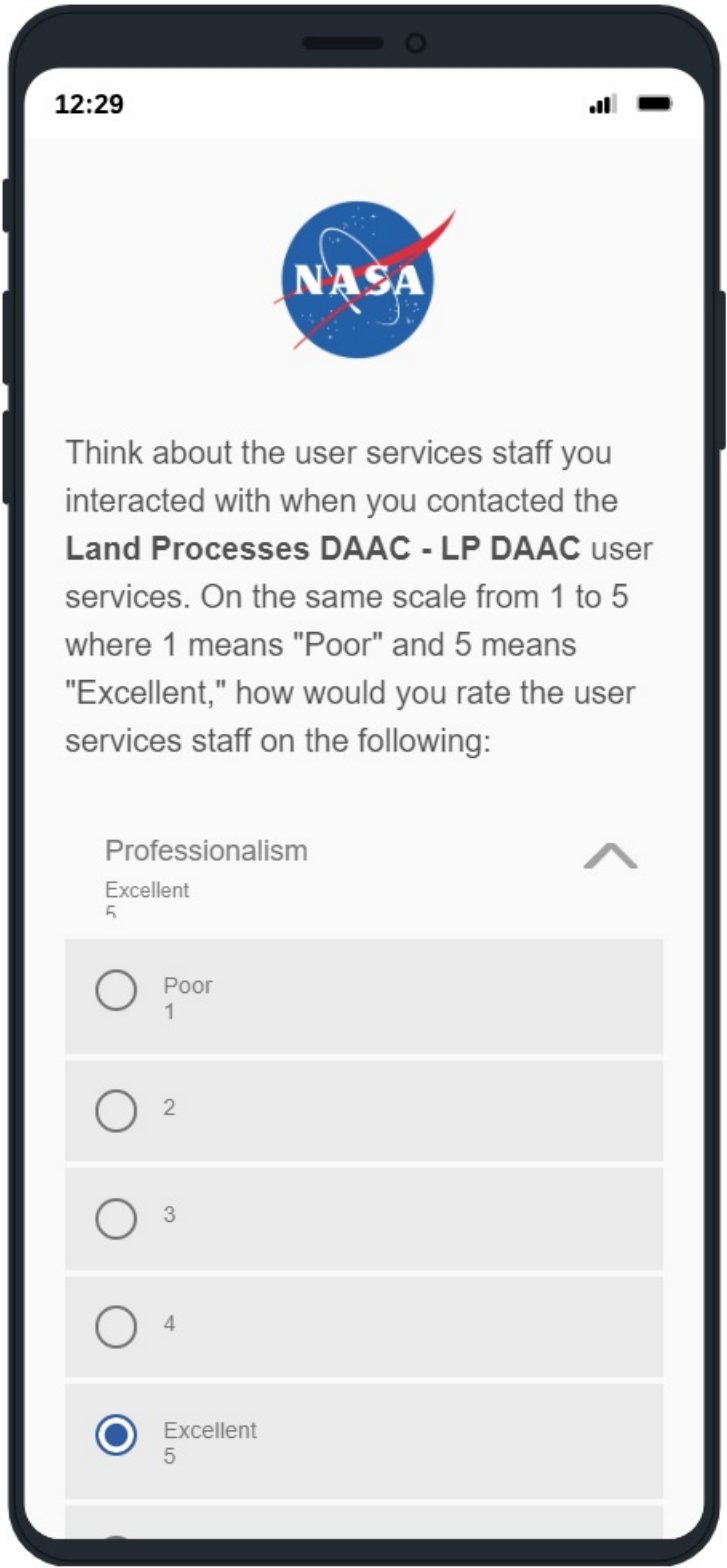
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Think about the user services staff you interacted with when you contacted the **Land Processes DAAC - LP DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on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

Professionalism  
Excellent  
5

Poor  
1

2

3

4

Excellent  
5



Think about the user services staff you interacted with when you contacted the **Land Processes DAAC - LP 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

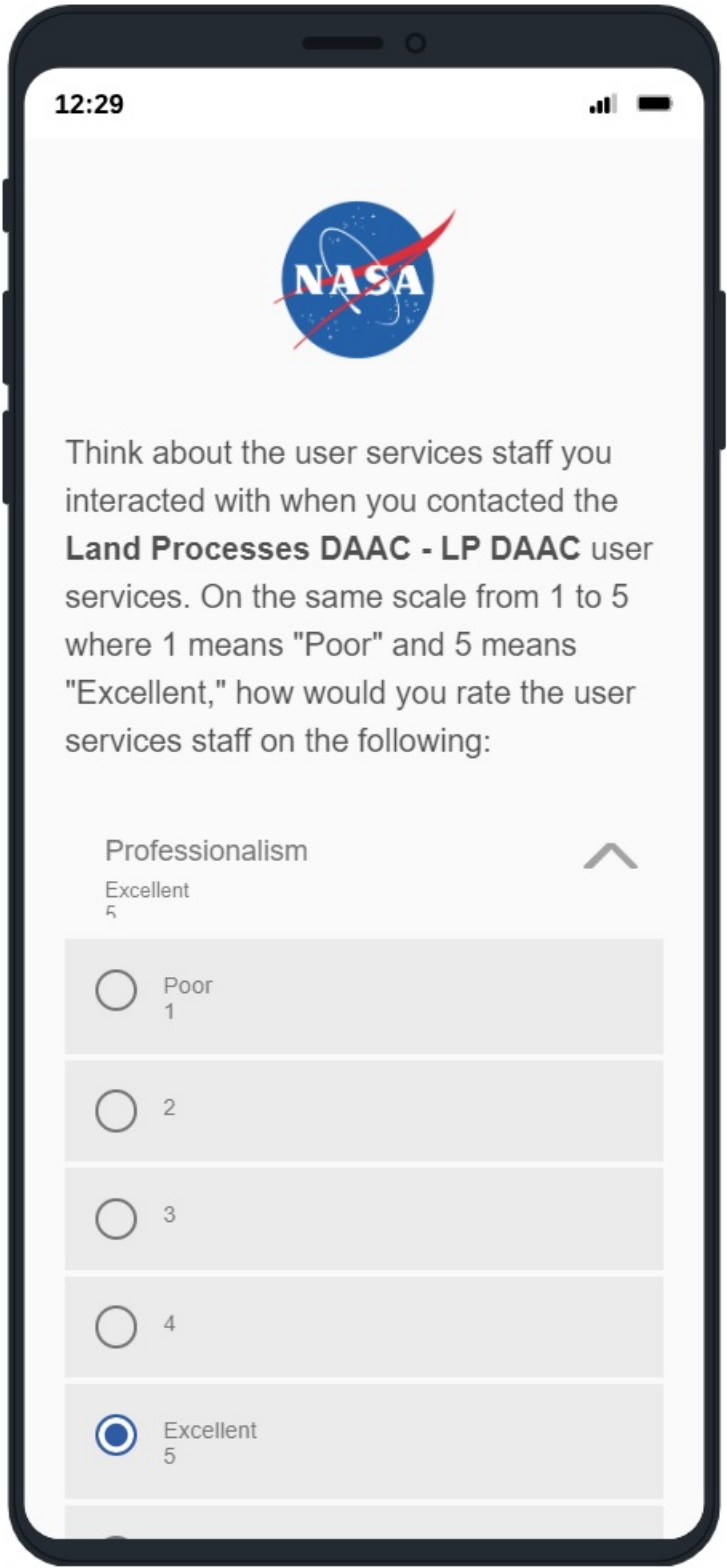
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Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Land Processes DAAC - LP DAAC user services office for any additional support?

Yes

No

Back

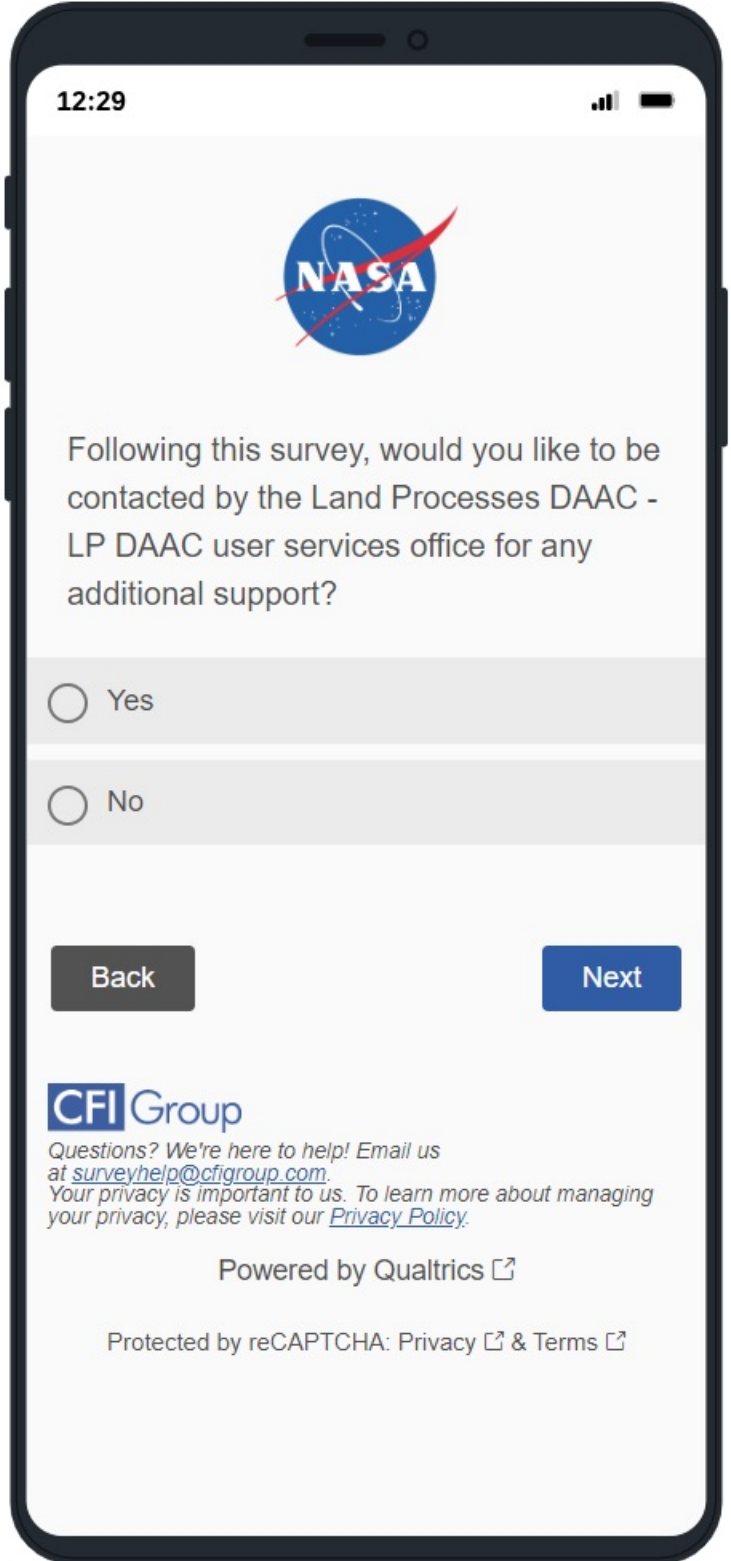
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Following this survey, would you like to be contacted by the Land Processes DAAC - LP DAAC user services office for any additional support?

Yes

No

Back

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

Overall satisfaction with the data products and services provided by **Land Processes DAAC - LP DAAC**

Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

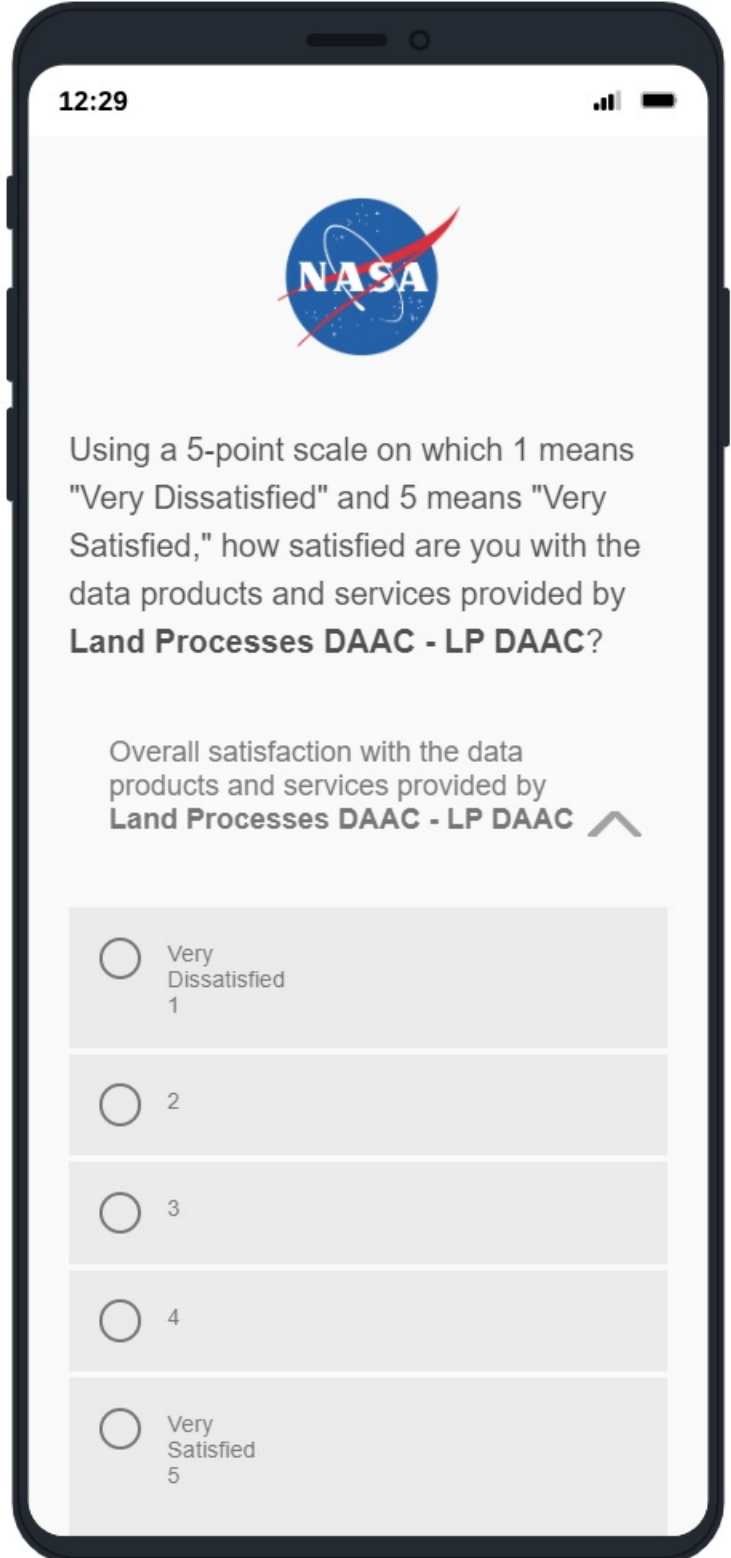
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Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **Land Processes DAAC - LP DAAC?**

Overall satisfaction with the data products and services provided by **Land Processes DAAC - LP DAAC**

Very Dissatisfied 1

2

3

4

Very Satisfied 5

Restart Survey

Go to Bookmark

Clear

Tools



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

Extent to which the data products and services provided by **Land Processes DAAC - LP DAAC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

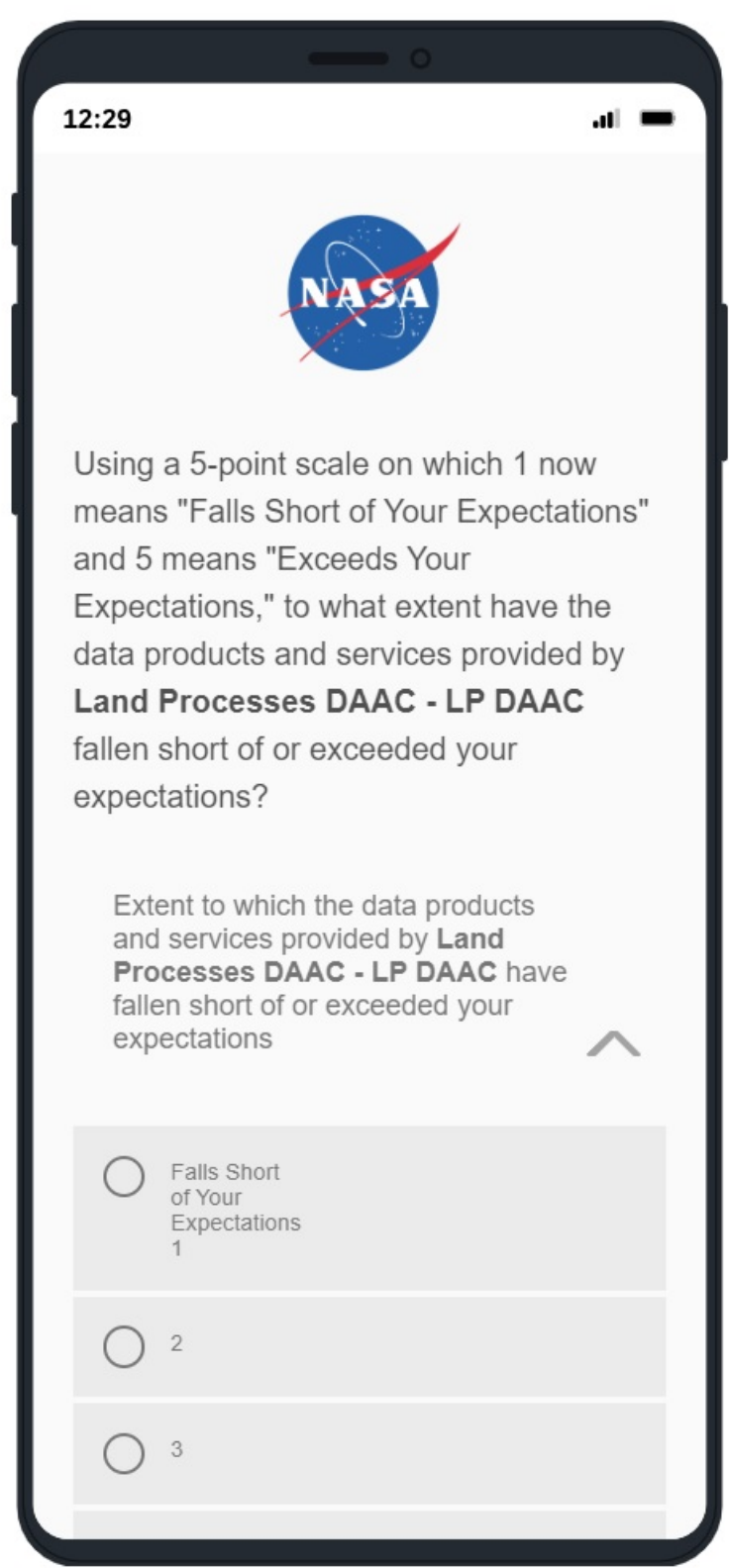
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Land Processes DAAC - LP DAAC** fallen short of or exceeded your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

Extent to which the data products and services provided by **Land Processes DAAC - LP 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 **Land Processes DAAC - LP 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 **Land Processes DAAC - LP 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

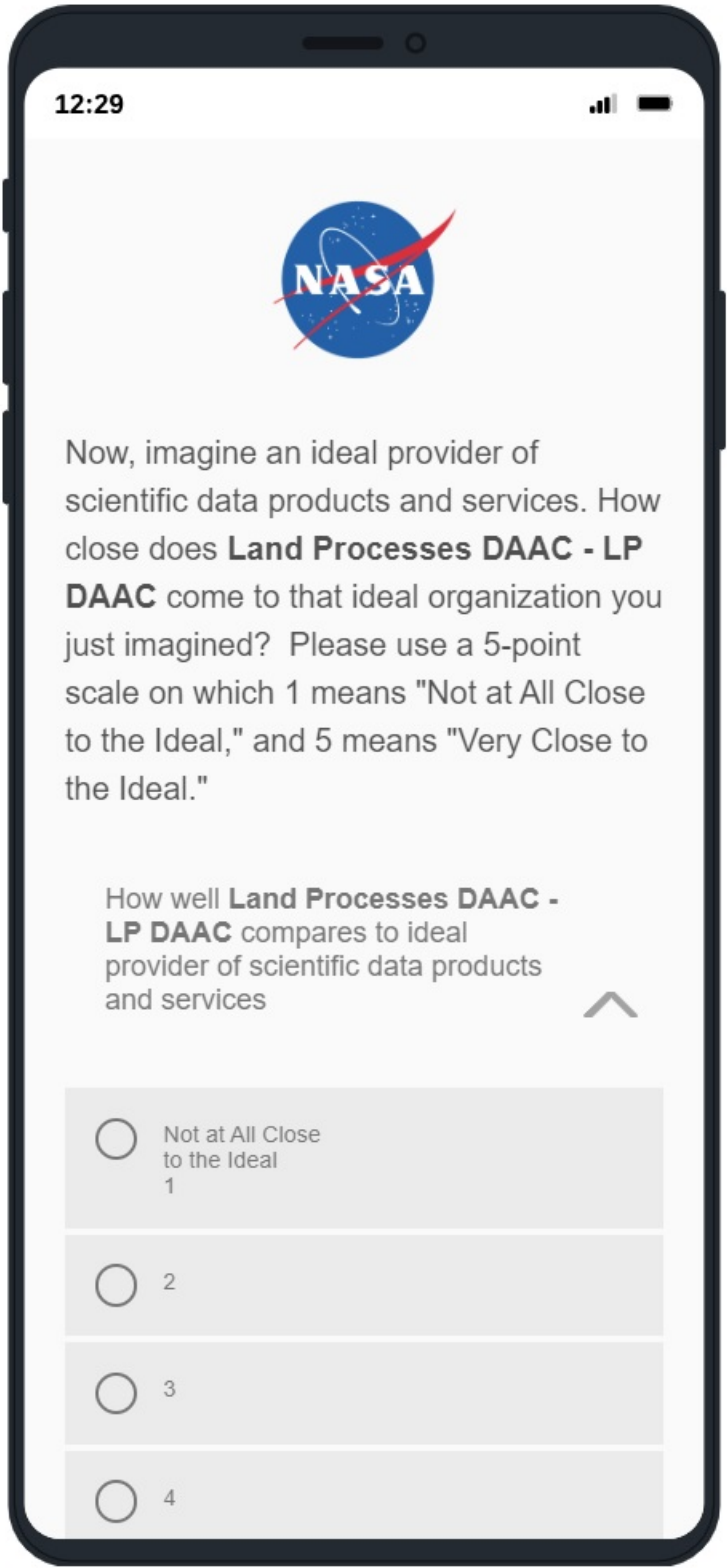
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Now, imagine an ideal provider of scientific data products and services. How close does **Land Processes DAAC - LP DAAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the Ideal,"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

How well **Land Processes DAAC - LP 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



Are you finding what you need on the LP DAAC website?

Yes

No (please specify)

Text input field for specifying reasons for 'No'.

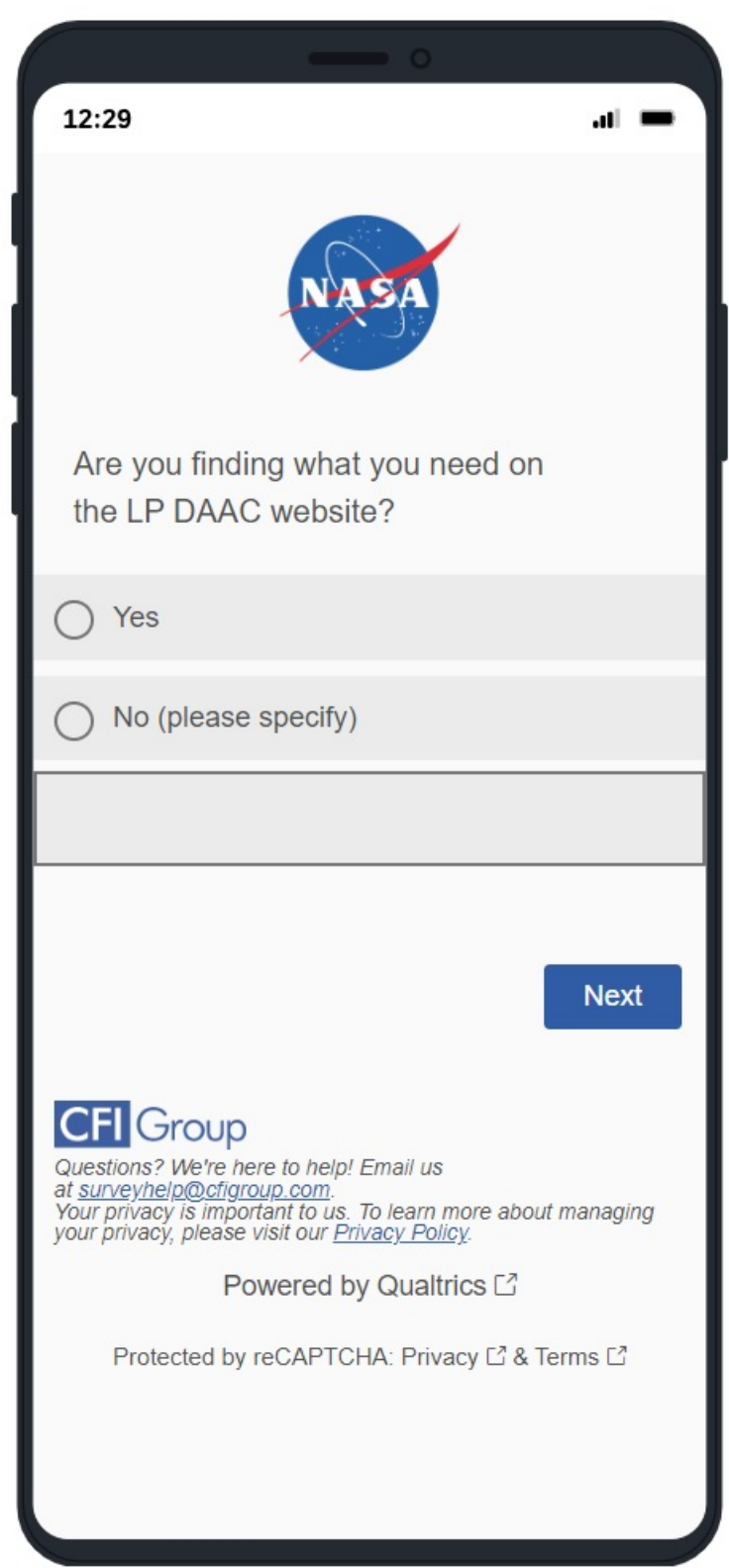
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12:29



Are you finding what you need on the LP DAAC website?

Yes

No (please specify)

Text input field for specifying reasons for 'No' on mobile device.

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Go to Bookmark

Clear

Tools



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

Select all that apply.

- OGC (e.g., WMS, WCS, WFS)
- OPeNDAP (e.g., THREDDS, Hyrax)
- REST based web calls
- SOAP based web calls
- Remote Procedure Call (RPC)
- Programming Language Library (please specify)
- 
- Other (please specify)
- 
- I am not interested in web services

Back

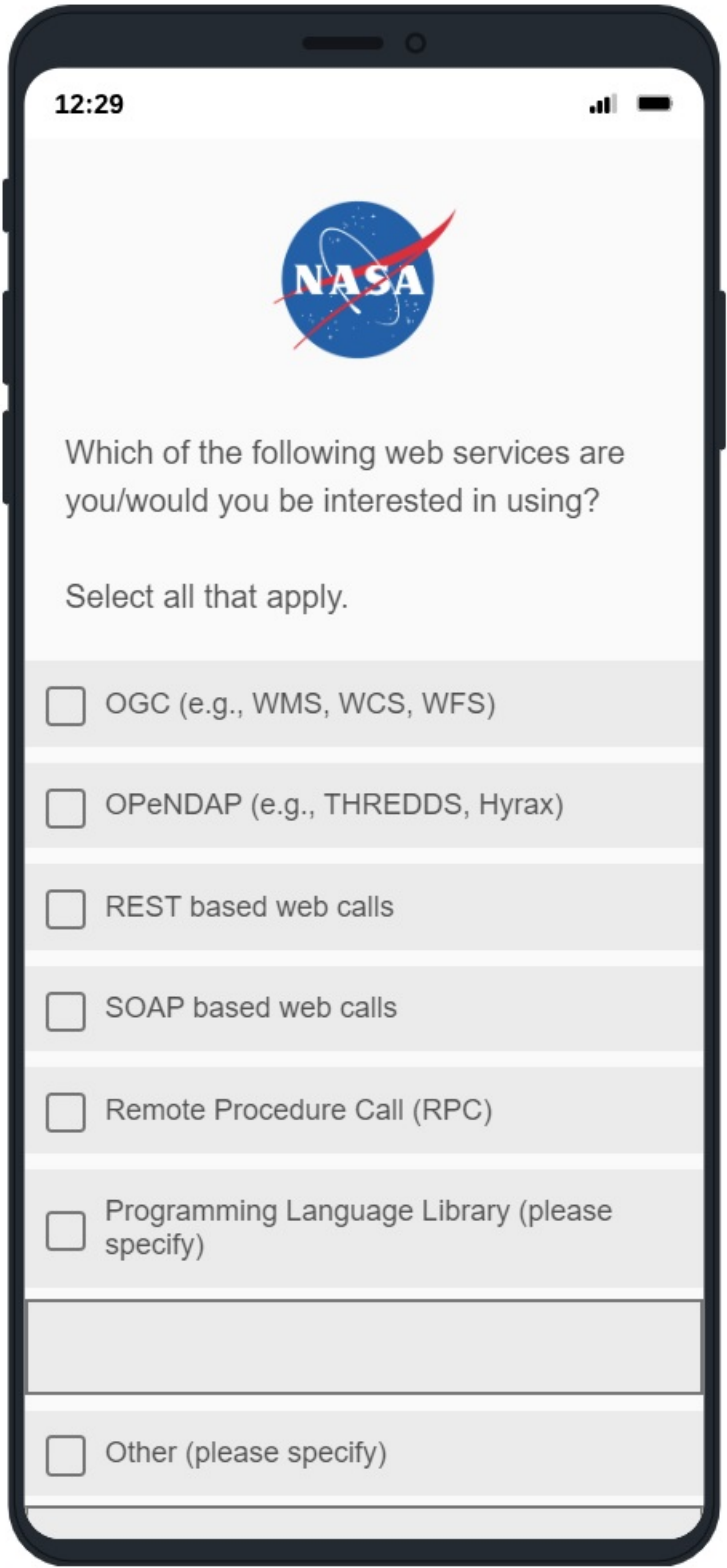
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Which of the following web services are you/would you be interested in using?

Select all that apply.

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- OPeNDAP (e.g., THREDDS, Hyrax)
- REST based web calls
- SOAP based web calls
- Remote Procedure Call (RPC)
- Programming Language Library (please specify)
- 
- Other (please specify)

Restart Survey

Go to Bookmark

Clear

Tools



What would be your preferred method for consuming web services?

Select all that apply.

- Scripting language (e.g., Python, R)
- Own application
- DAAC-provided application
- Command Line
- Commercial Software application
- Other (please specify)

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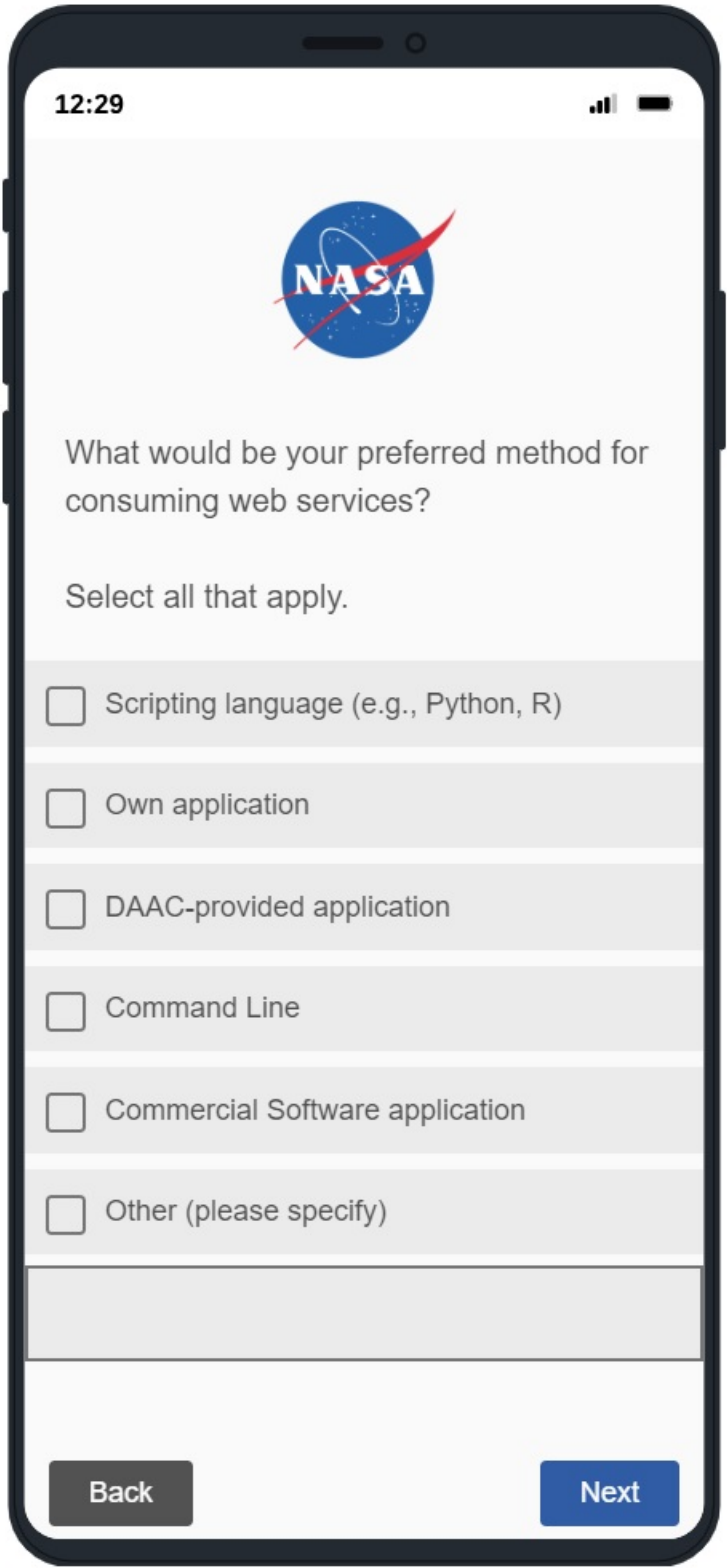
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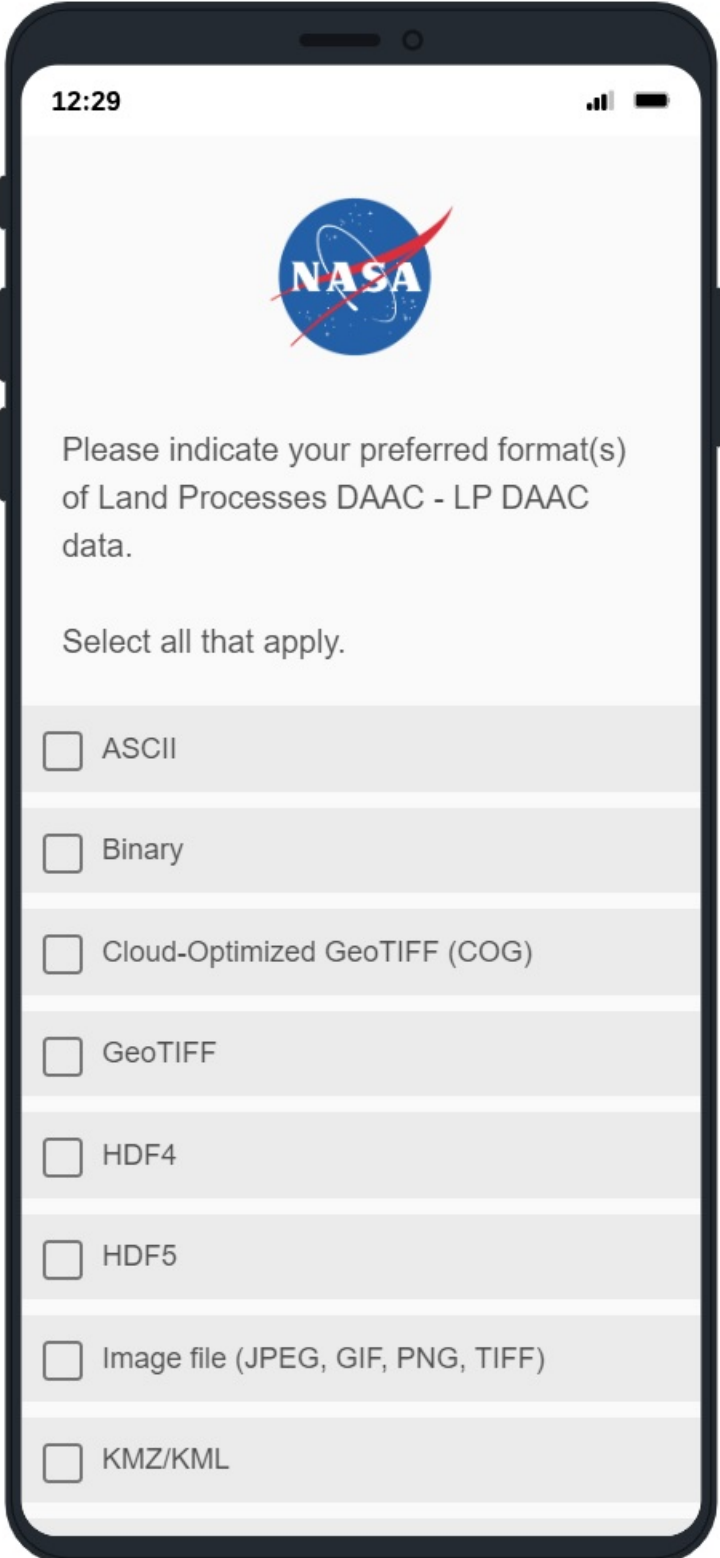




Please indicate your preferred format(s) of Land Processes DAAC - LP DAAC data.

Select all that apply.

- ASCII
- Binary
- Cloud-Optimized GeoTIFF (COG)
- GeoTIFF
- HDF4
- HDF5
- Image file (JPEG, GIF, PNG, TIFF)
- KMZ/KML
- NetCDF 4
- NetCDF Classic
- Other GIS (GRID, BIL, e00, etc.)
- Shapefile
- Zarr
- Other (please specify)



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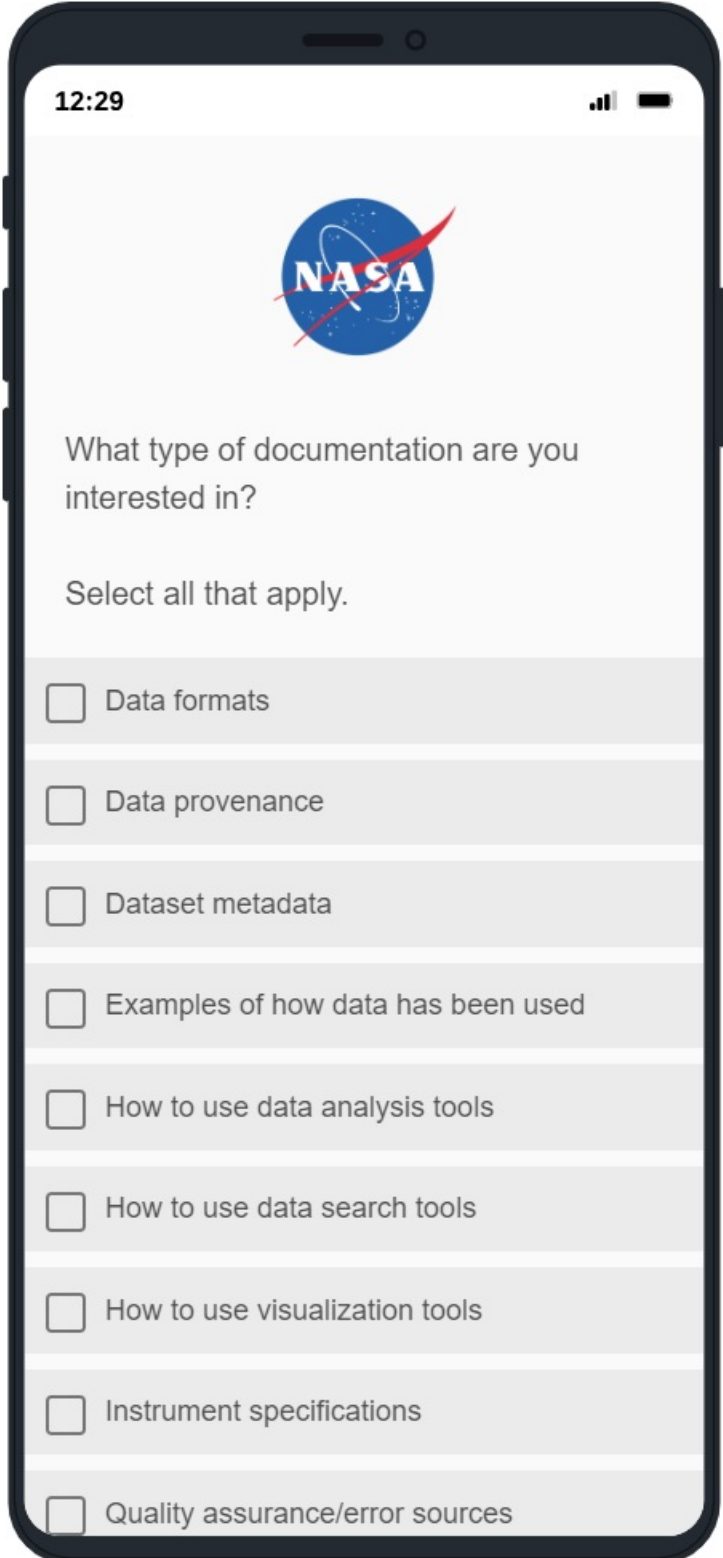
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What type of documentation are you interested in?

Select all that apply.

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



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Clear

Tools



Once LP DAAC data are available in the cloud how will you conduct your data analysis?

- In the cloud via GEE
- In the cloud via R/Jupyter notebooks
- In your own cloud environment via Python/Jupyter notebooks
- Download the data first and then complete your analysis outside of the cloud

Back

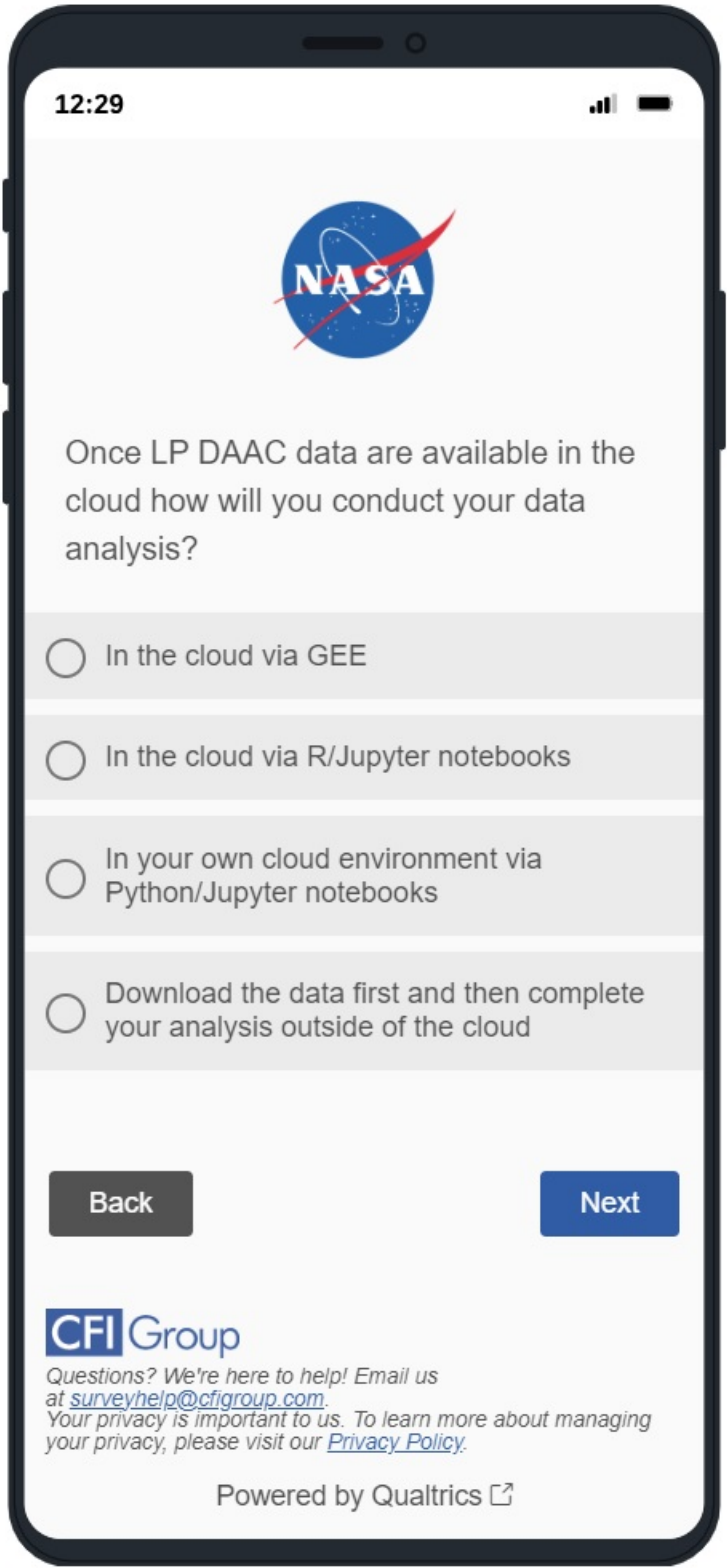
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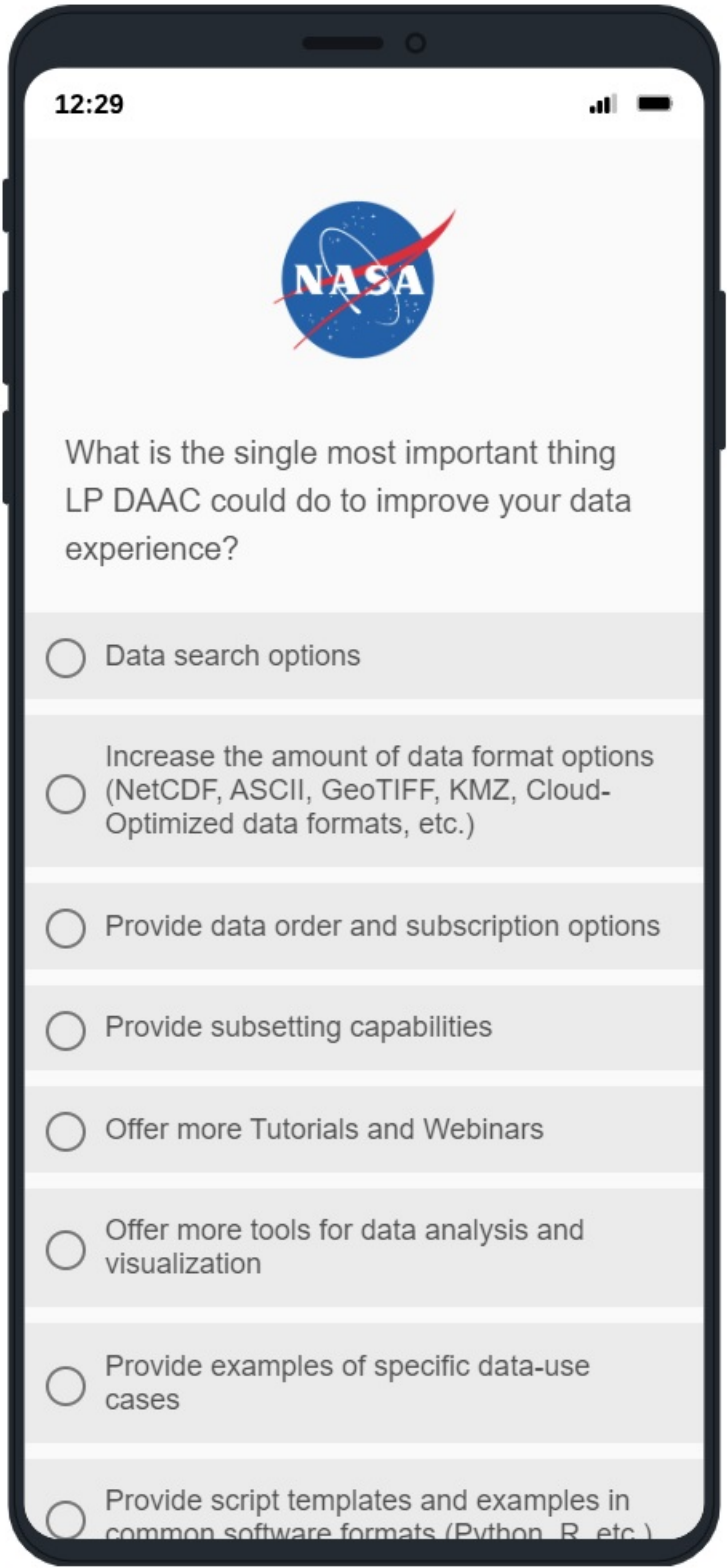


What is the single most important thing LP DAAC could do to improve your data experience?

- Data search options
- Increase the amount of data format options (NetCDF, ASCII, GeoTIFF, KMZ, Cloud-Optimized data formats, etc.)
- Provide data order and subscription options
- Provide subsetting capabilities
- Offer more Tutorials and Webinars
- Offer more tools for data analysis and visualization
- Provide examples of specific data-use cases
- Provide script templates and examples in common software formats (Python, R, etc.)
- Provide more documentation
- Improve data delivery
- Other (please specify)

Please provide specific improvements that can be made in the area selected.

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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 **Land Processes DAAC - LP DAAC** to a colleague?

Likelihood of recommending **Land Processes DAAC - LP DAAC** to a colleague ^

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

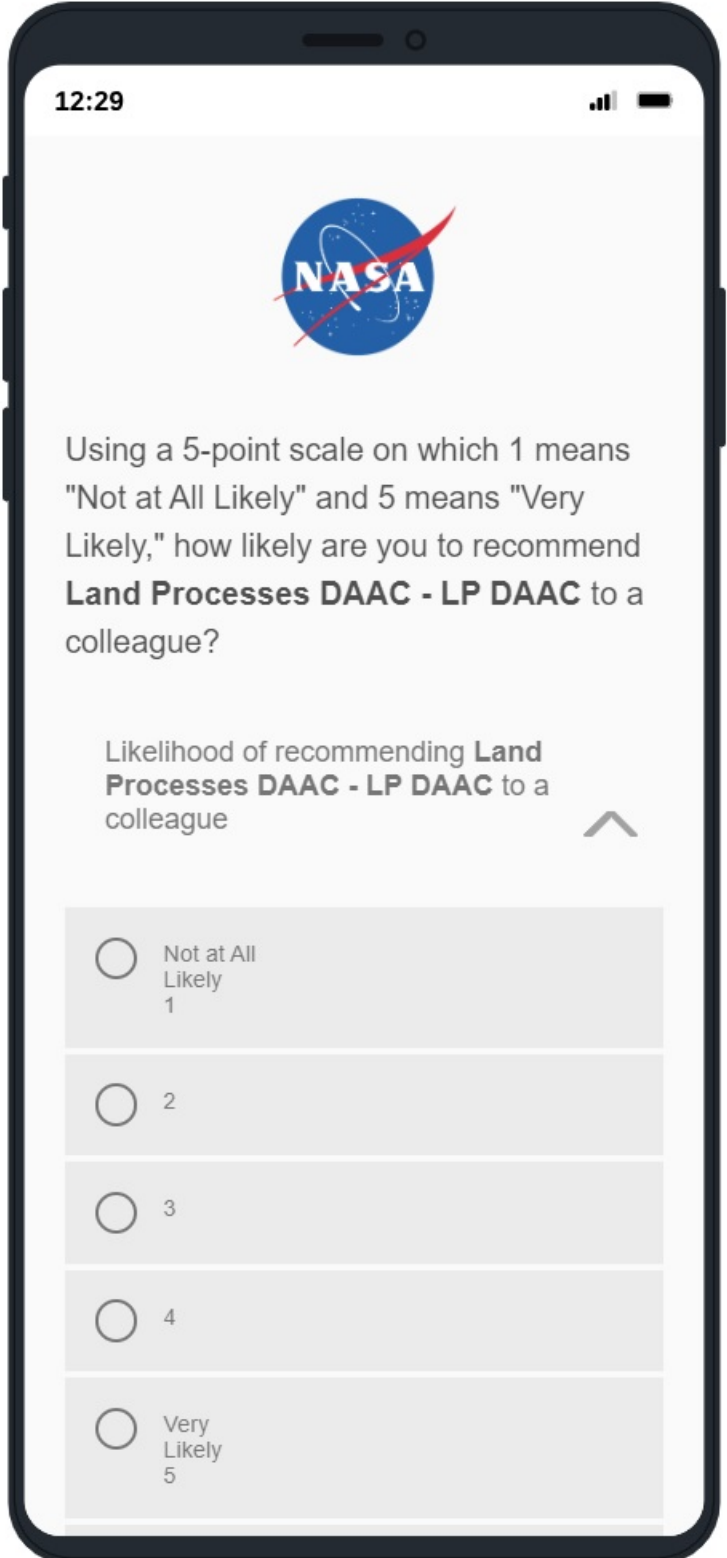
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Land Processes DAAC - LP DAAC** in the future?

Likelihood of using the services provided by **Land Processes DAAC - LP DAAC** again in the future



Not at All Likely  
1

2

3

4

Very Likely  
5

NA

Back

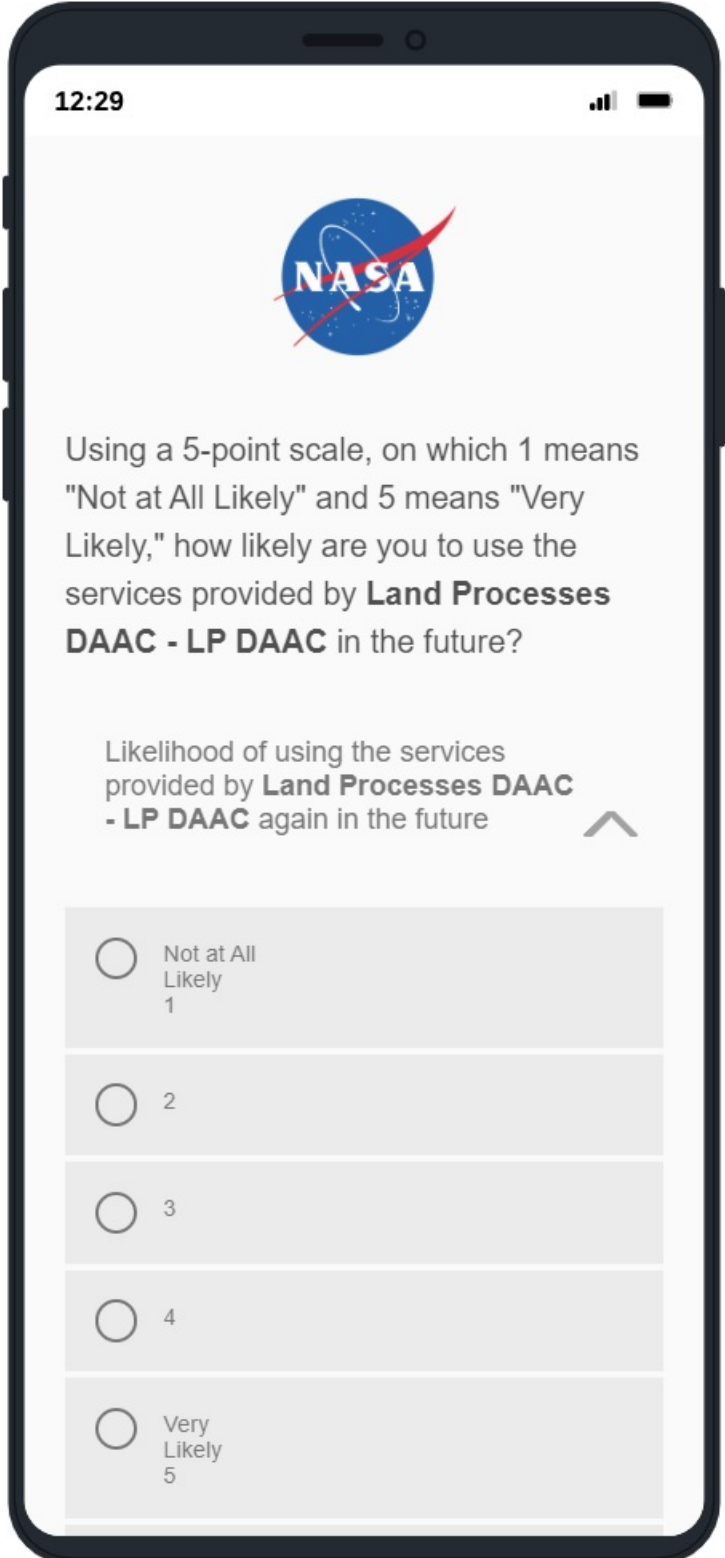
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Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you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

Empty text input area

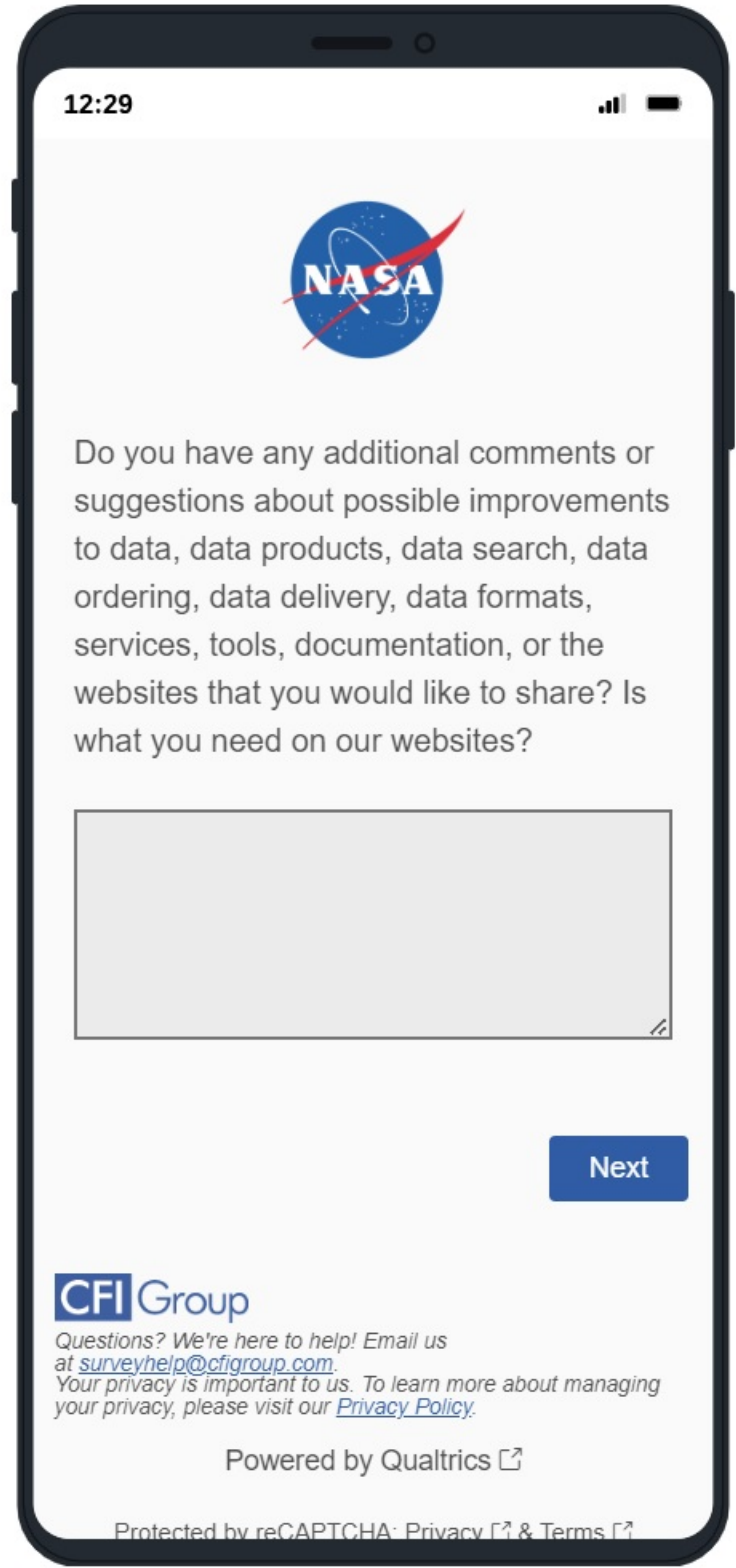
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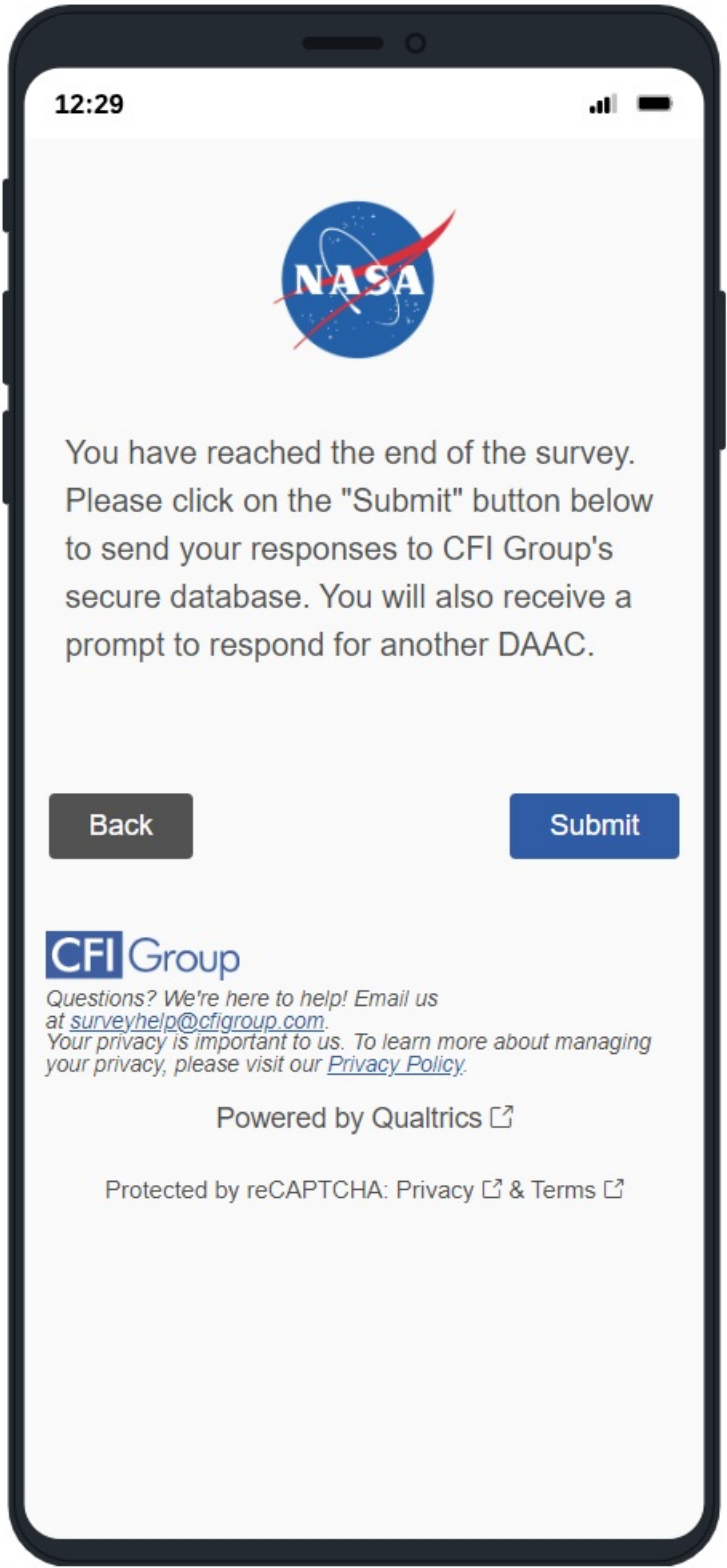
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