



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

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

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

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

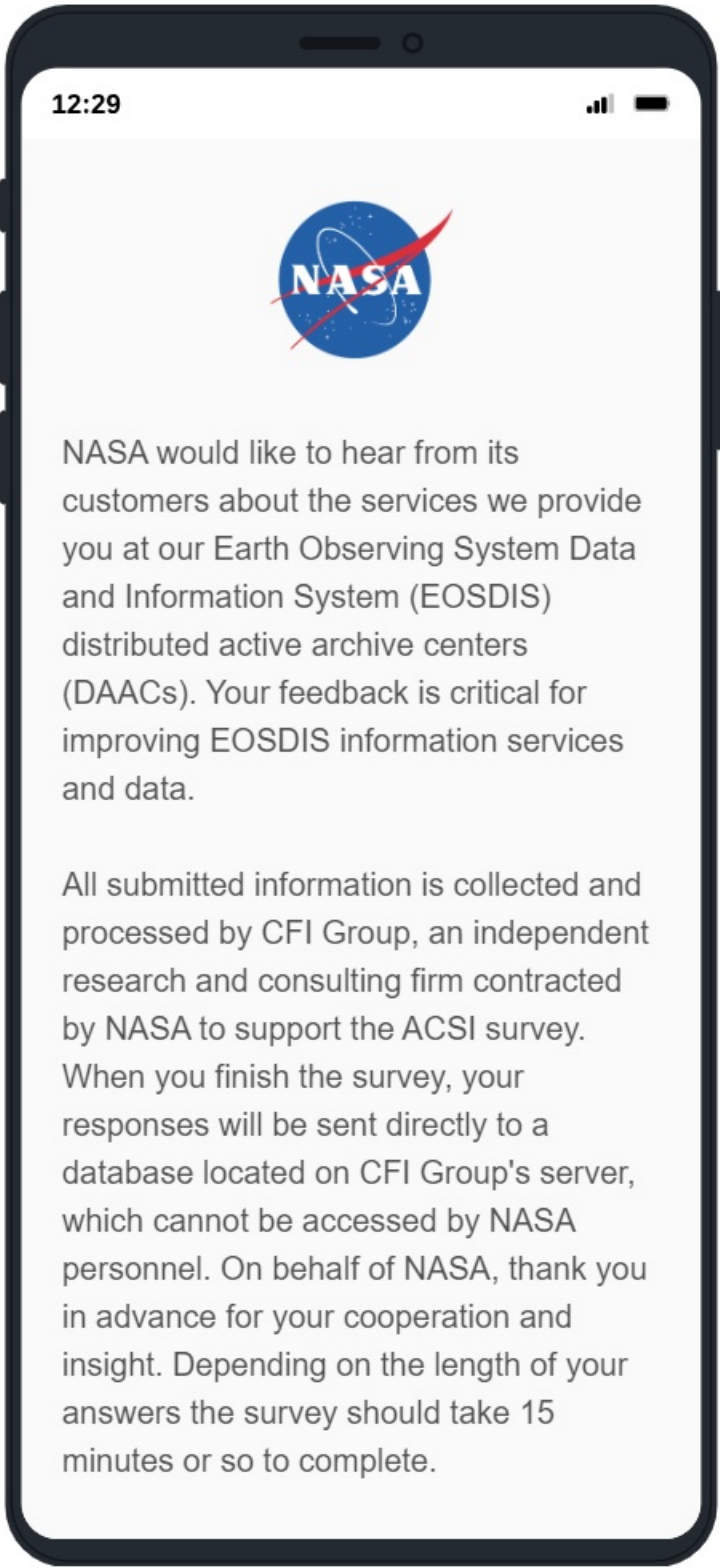
Questions or problems with the survey? Email NASASurvey@cfigroup.com.


Please click the "Next" button to begin.

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

Select one.

If you frequently use multiple DAACs, you will be given the opportunity to evaluate additional DAACs at the end of this survey.

[Click here for more detail on the specifics of each DAAC.](#)

☐ Atmospheric Science Data Center - ASDC-LaRC

☐ Alaska Satellite Facility - ASF - DAAC

☐ Crustal Dynamics Data Information System - CDDIS

☐ Goddard Earth Sciences Data and Information Services Center - GES DISC

☒ Global Hydrology Resource Center - GHRC

☐ Land Processes DAAC - LP DAAC

☐ MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS

☐ National Snow and Ice Data Center - NSIDC DAAC

☐ Ocean Biology DAAC - OB DAAC

☐ Oak Ridge National Laboratory DAAC - ORNL DAAC

☐ Physical Oceanography DAAC - PO DAAC-JPL


☐ Socioeconomic Data and Applications Center - SEDAC

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<https://www.earthdata.nasa.gov/eosdis/daacs> [qualtrics](#)



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☐ Atmospheric Science Data Center - ASDC-LaRC

☐ Alaska Satellite Facility - ASF - DAAC

☐ Crustal Dynamics Data Information System - CDDIS

☐ Goddard Earth Sciences Data and Information Services Center - GES DISC



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

⌵

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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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☐ 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



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



Have you done any of the following from Global Hydrology Resource Center - GHRC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

☐ Yes

☐ No

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☐ Yes

☐ No

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Which Global Hydrology Resource Center - GHRC specific search service have you used most frequently?

☐ Direct interaction with user services personnel

☐ Earthdata Search

☐ Global Change Master Directory (GCMD)

☐ HyDRO

☐ Internet search tool (e.g., Google Earth, Google)

☐ Keyword Search

☐ Land Atmosphere Near Real-Time Capability for EOS (LANCE)

☐ OPeNDAP

☐ Simple Subset Wizard

☐ Worldview

☐ Other (please specify)

☐ None of the above

☐ I don't know


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☐ Internet search tool (e.g., Google Earth, Google)

☐ Keyword Search

☐ Land Atmosphere Near Real-Time Capability for EOS (LANCE)

☐ OPeNDAP



Thinking about your data or services from Global Hydrology Resource Center - GHRC, 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

⤵

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Ease of using search tool/capability

⤴

☐ Poor 1


☐ 2

☐ 3

☐ 4

☐ Excellent 5

☐ NA



Thinking about your data or services from Global Hydrology Resource Center - GHRC, 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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Thinking about your data or services from Global Hydrology Resource Center - GHRC, 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

☐ Poor
1


☐ 2

☐ 3

☐ 4

☒ Excellent
5

☐ NA



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 Global Hydrology Resource Center - GHRC 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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Did you request/acquire data products **from Global Hydrology Resource Center - GHRC** in the last year?

☐ Yes

☐ No

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☐ Yes

☐ No

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Thinking about your data from Global Hydrology Resource Center - GHRC, 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

⌵

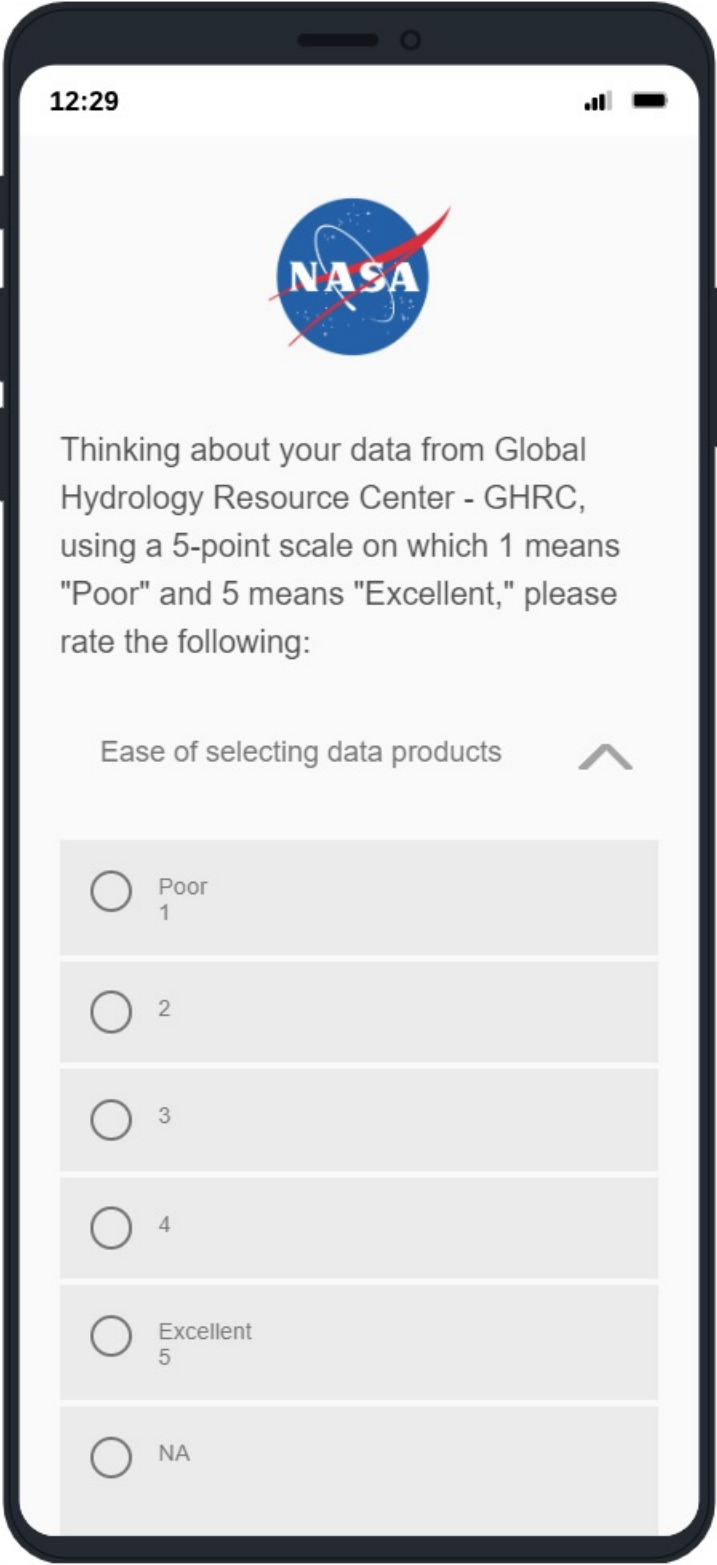
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Thinking about your data from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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 Global Hydrology Resource Center - GHRC, 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

☐ Poor
1


☐ 2

☐ 3

☐ 4

☒ Excellent
5

☐ NA



Thinking about your data from Global Hydrology Resource Center - GHRC, 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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Thinking about your data from Global Hydrology Resource Center - GHRC, 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

☐ Poor
1

☐ 2

☐ 3

☐ 4

☒ Excellent
5

☐ NA



Did you download data or receive data from Global Hydrology Resource Center - GHRC?

☐ Yes

☐ No

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Did you download data or receive data from Global Hydrology Resource Center - GHRC?

☐ Yes

☐ No

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Thinking about your data from Global Hydrology Resource Center - GHRC, 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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Preview - NASA EOSDIS Survey

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📍 Maps

🌐 Translate

🔖 Other bookmarks

Restart Survey


Go to Bookmark

Clear

Tools

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Thinking about your data from Global Hydrology Resource Center - GHRC, 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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Thinking about your data from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent
5

⌶

☐ 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 Global Hydrology Resource Center - GHRC 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.

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

☐ Poor 1


☐ 2

☐ 3

☐ 4

☐ Excellent 5

☐ NA



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

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

Excellent
5

▼

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

▲

☐ Poor
1

☐ 2

☐ 3

☐ 4

☐ Excellent
5

☐ NA

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

▼

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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

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5

☐ NA

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

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

Excellent
5

▲

☐ Poor
1

☐ 2

☐ 3

☐ 4

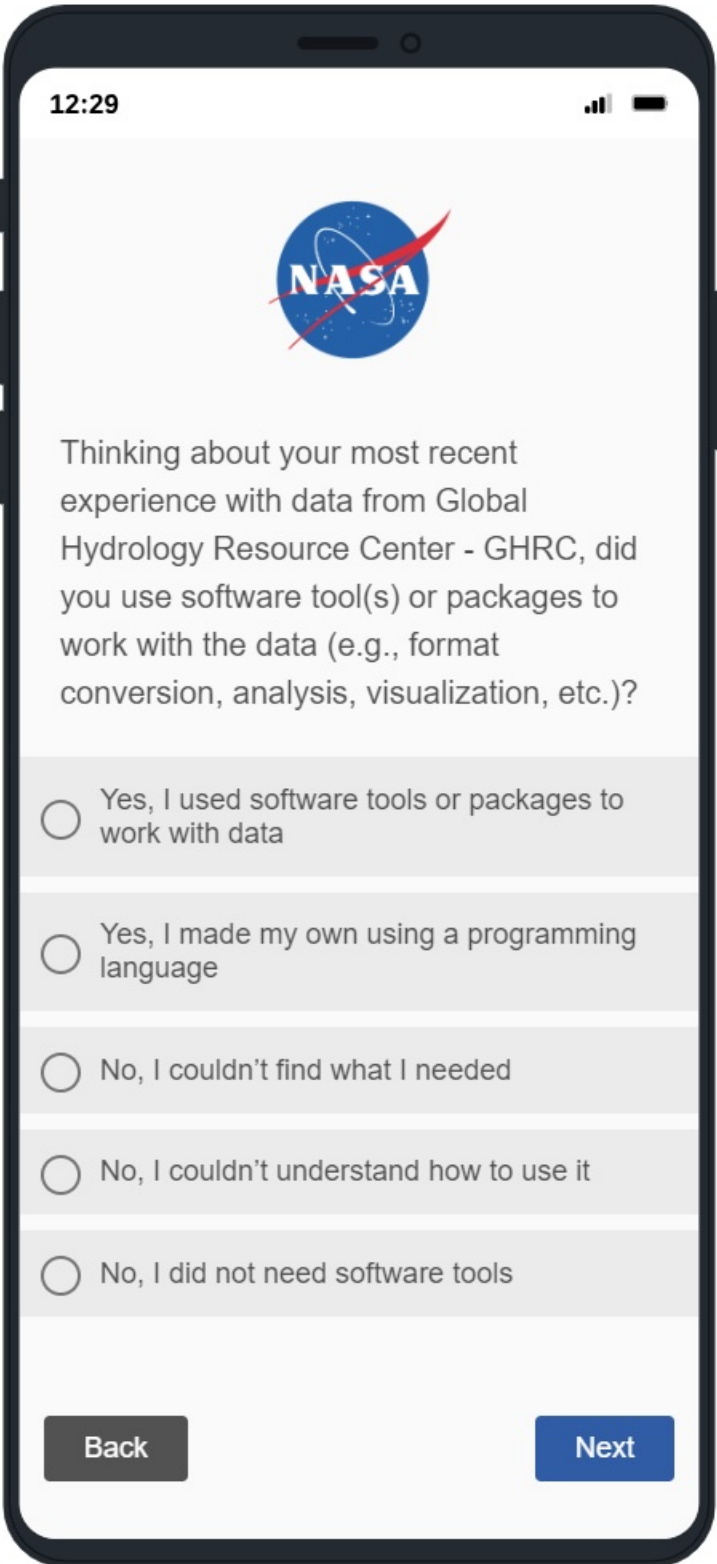
☒ Excellent
5


☐ NA



Thinking about your most recent experience with data from Global Hydrology Resource Center - GHRC, 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





Please select the tool or tools you used to work with the data from Global Hydrology Resource Center - GHRC.

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 Global Hydrology Resource Center - GHRC.

Select all that apply.

☐ ArcGIS

☐ Convert to Vector

☐ ENVI

☐ ERDAS/IMAGINE

☐ Excel

☐ Ferret

☐ GDAL

☐ Geomatica®

☐ 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

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☐ Ferret

☐ GDAL

☐ Geomatica®

☐ Global Mapper

☐ GrADS

☐ GRASS

☐ HDFLook

☐ HDFView

☐ HEG

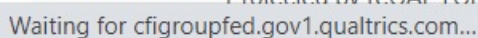
☐ IDV


☐ IDRISI

☐ Jupyter Notebooks

☐ MapReady

☐ MATLAB





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

☐ Yes

☐ No

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☐ 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

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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

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☐ 4

☐ Excellent
5

☐ NA

Technical level v



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

Overall quality of the document

Excellent
5

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▲

☐ Poor
1

☐ 2

☐ 3

☐ 4

☐ Excellent
5

☐ NA

Organization

▼

Clarity and usefulness

▼

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Overall quality of the document

Excellent
5

▲

☐ Poor
1

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☐ 4

☒ Excellent
5

☐ NA

Technical level

▼



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

Overall quality of the document

Excellent
5

▼

Technical level

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

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Overall quality of the document

Excellent
5

▲

☐ Poor
1

☐ 2

☐ 3


☐ 4

☒ Excellent
5

☐ NA

Technical level

▼



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

Overall quality of the document

Excellent
5

⌵

Technical level

Excellent
5

⌵

Organization

Excellent
5

⌵

Clarity and usefulness

⬆

☐ Poor
1

☐ 2

☐ 3

☐ 4

☐ Excellent
5

☐ NA

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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

⌵



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

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☐ Excellent
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☐ NA

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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

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☐ 4

☒ Excellent
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☐ NA

Technical level

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During the past year have you contacted the **Global Hydrology Resource Center - GHRC's** user services office or interacted with DAAC personnel?

☐ Yes

☐ No

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During the past year have you contacted the **Global Hydrology Resource Center - GHRC's** user services office or interacted with DAAC personnel?

☐ Yes

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Think about the user services staff you interacted with when you contacted the **Global Hydrology Resource Center - GHRC** 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

⤵

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Professionalism

⤴


☐ Poor 1

☐ 2

☐ 3

☐ 4

☐ Excellent 5



Think about the user services staff you interacted with when you contacted the **Global Hydrology Resource Center - GHRC** 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

▼

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Professionalism

Excellent
5

▲

☐ Poor
1


☐ 2

☐ 3

☐ 4

☒ Excellent
5





Think about the user services staff you interacted with when you contacted the **Global Hydrology Resource Center - GHRC** 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

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Professionalism

Excellent
5

▲

☐ Poor
1

☐ 2

☐ 3

☐ 4

☒ Excellent
5

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Following this survey, would you like to be contacted by the Global Hydrology Resource Center - GHRC user services office for any additional support?

☐ Yes

☐ No

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☐ Yes

☐ No

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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 **Global Hydrology Resource Center - GHRC**?

Overall satisfaction with the data products and services provided by **Global Hydrology Resource Center - GHRC**



☐ Very Dissatisfied
1

☐ 2

☐ 3

☐ 4

☐ Very Satisfied
5

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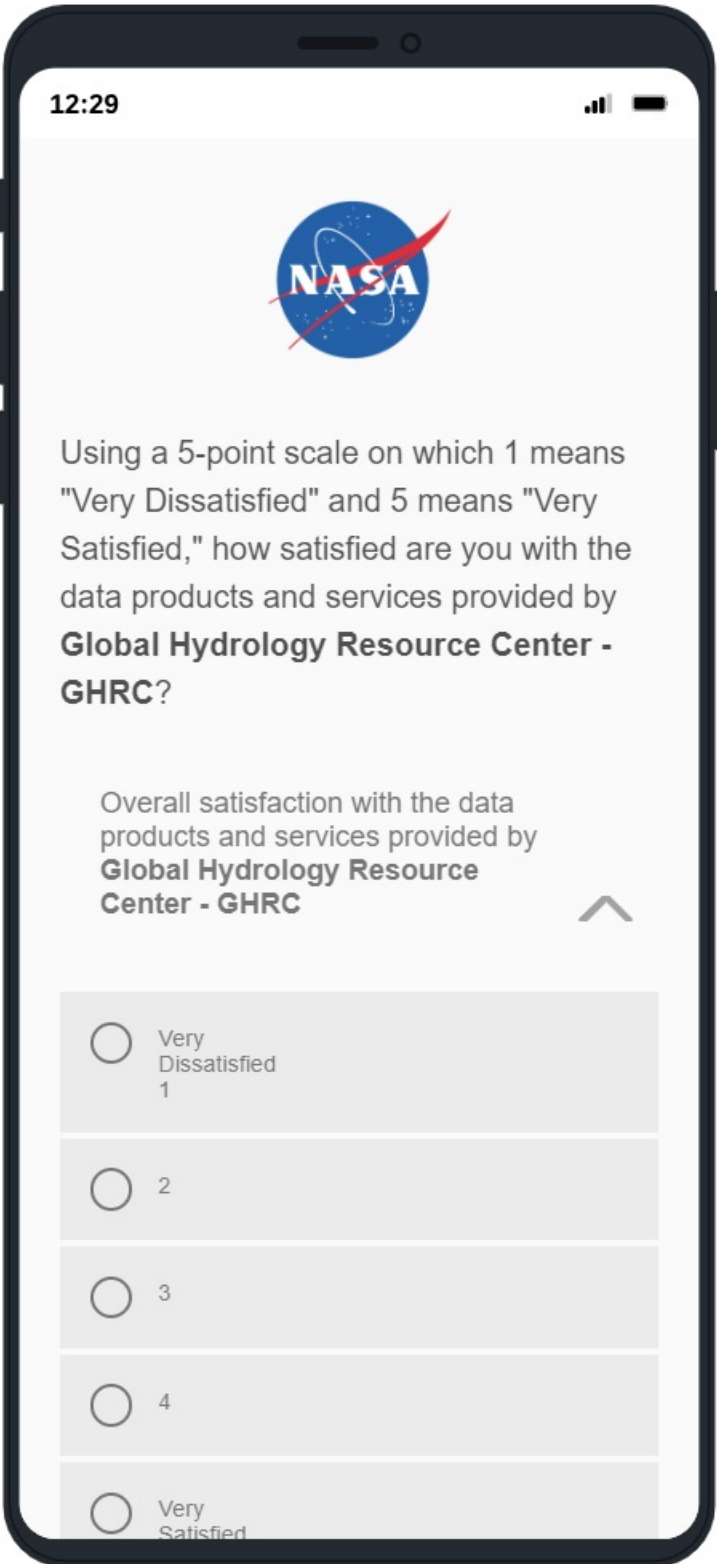
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Are you finding what you need on the GHRC web site?

☐ Yes

☐ No (please specify)

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Are you finding what you need on the GHRC web site?

☐ Yes

☐ No (please specify)

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What other information do you want to see (e.g., data set recommendations, latest publications, application examples of projects and data, data use guides, etc.)?

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Would you find it useful to be able to search the GHRC data holdings based on weather events, geophysical phenomena, or parameters?

☐ Yes, it would be useful

☐ No, it would not be useful

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What weather events, geophysical phenomena, or other events are most important to you?

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What weather events, geophysical phenomena, or other events are most important to you?

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What data format do you prefer to use? (netCDF, GeoTIFF, HDF, ASCII, etc.)

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How would you like to explore our data before you download?

Select all that apply.

☐ Interactive visualization tools (ArcMap, Python, ENVI, Tableau, etc.)

☐ Data analytics tools (Matlab, IDL, Python, R, C, Tableau, etc.)

☐ Documentation (micro articles, news announcements, user guides)

☐ Other (please specify)

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Select all that apply.

☐ Interactive visualization tools (ArcMap, Python, ENVI, Tableau, etc.)

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☐ Documentation (micro articles, news announcements, user guides)

☐ Other (please specify)

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In general, what data visualization tools do you typically use? Please specify.

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In general, what data visualization tools do you typically use? Please specify.

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What kinds of tools for data analysis do you use? Please specify.

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What kinds of tools for data analysis do you use? Please specify.

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What documentation or other types of relevant information are most important to you?

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🔖 Other bookmarks

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If you have downloaded data from GHRC, how did you access the data?

☐ Directly downloaded the data to your machine via HyDRO 2.0 file list

☐ Ordered data using the 'Order this dataset' cart functionality in HyDRO 2.0

☐ Used the script provided with a program like IDL or Python to download the data

☐ Utilized a machine accessible service like OPeNDAP

☐ Queried the Common Metadata Repository (CMR) API

☐ Visited the Earthdata Search portal

☐ Other (please specify)

☐ None of the above

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How did you download the data?

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How did you download the data?

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Which additional datasets (from any source) do you most often couple with GHRC data? Please give some examples.

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In your opinion, what would be the most helpful change or addition to the GHRC website?

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9/5/2023



Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Global Hydrology Resource Center - GHRC** to a colleague?

Likelihood of recommending **Global Hydrology Resource Center - GHRC** to a colleague

☐ Not at All Likely
1

☐ 2

☐ 3

☐ 4

☐ Very Likely
5

☐ NA

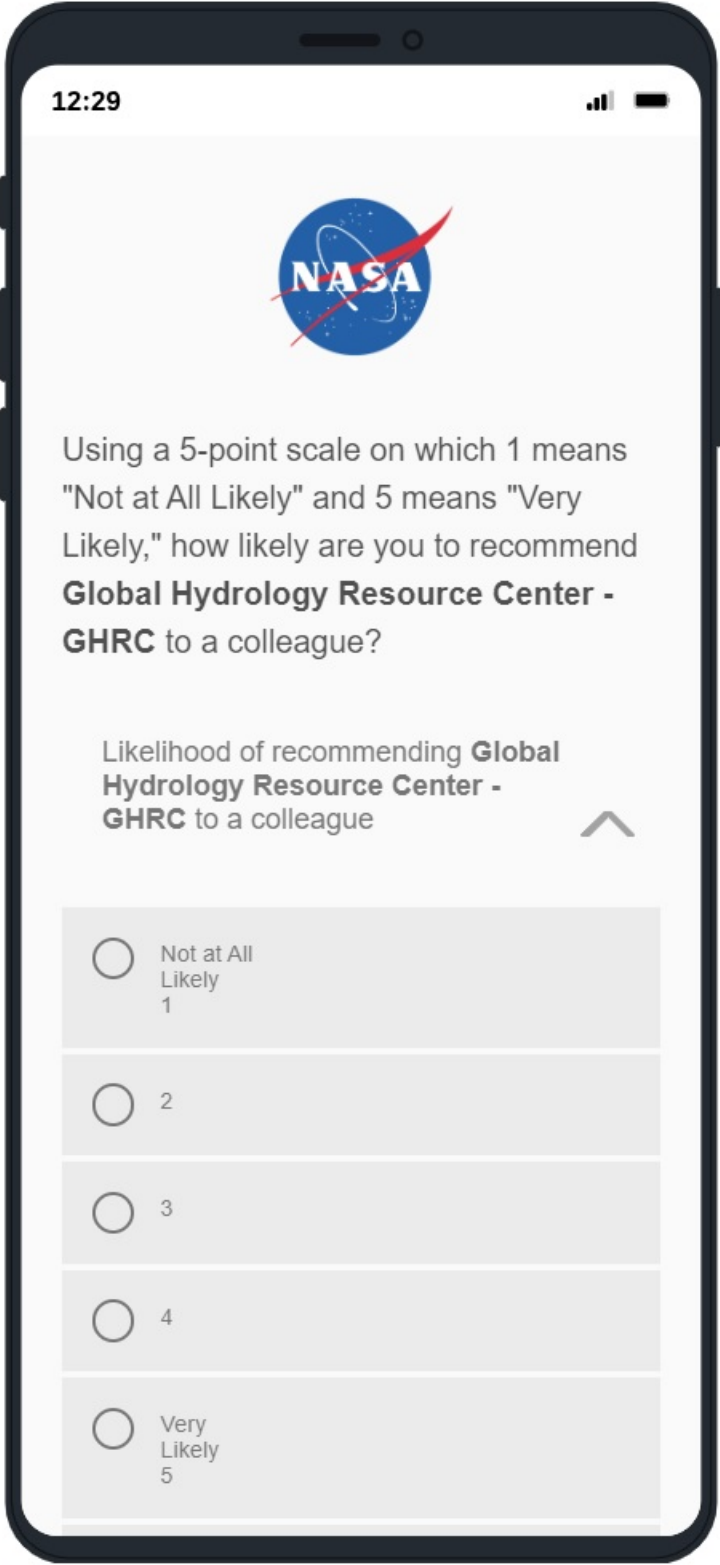
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Likelihood of using the services provided by **Global Hydrology Resource Center - GHRC** again in the future

- ☐ 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 **Global Hydrology Resource Center - GHRC** in the future?

Likelihood of using the services provided by **Global Hydrology Resource Center - GHRC** again in the future


- Not at All Likely
1

- 2

- 3

- 4

- Very Likely
5



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?

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