



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

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

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

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

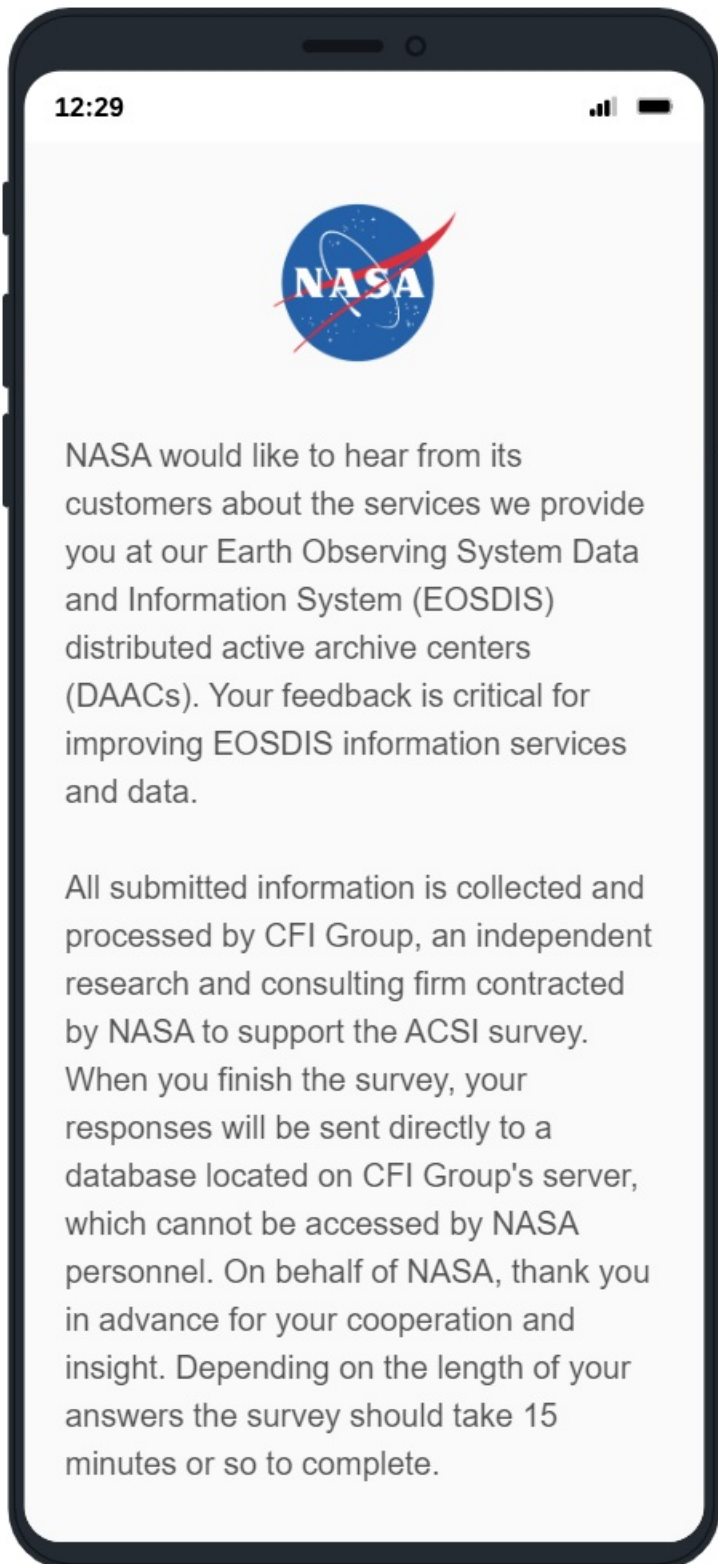
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

Please click the "Next" button to begin.

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

Select one.

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

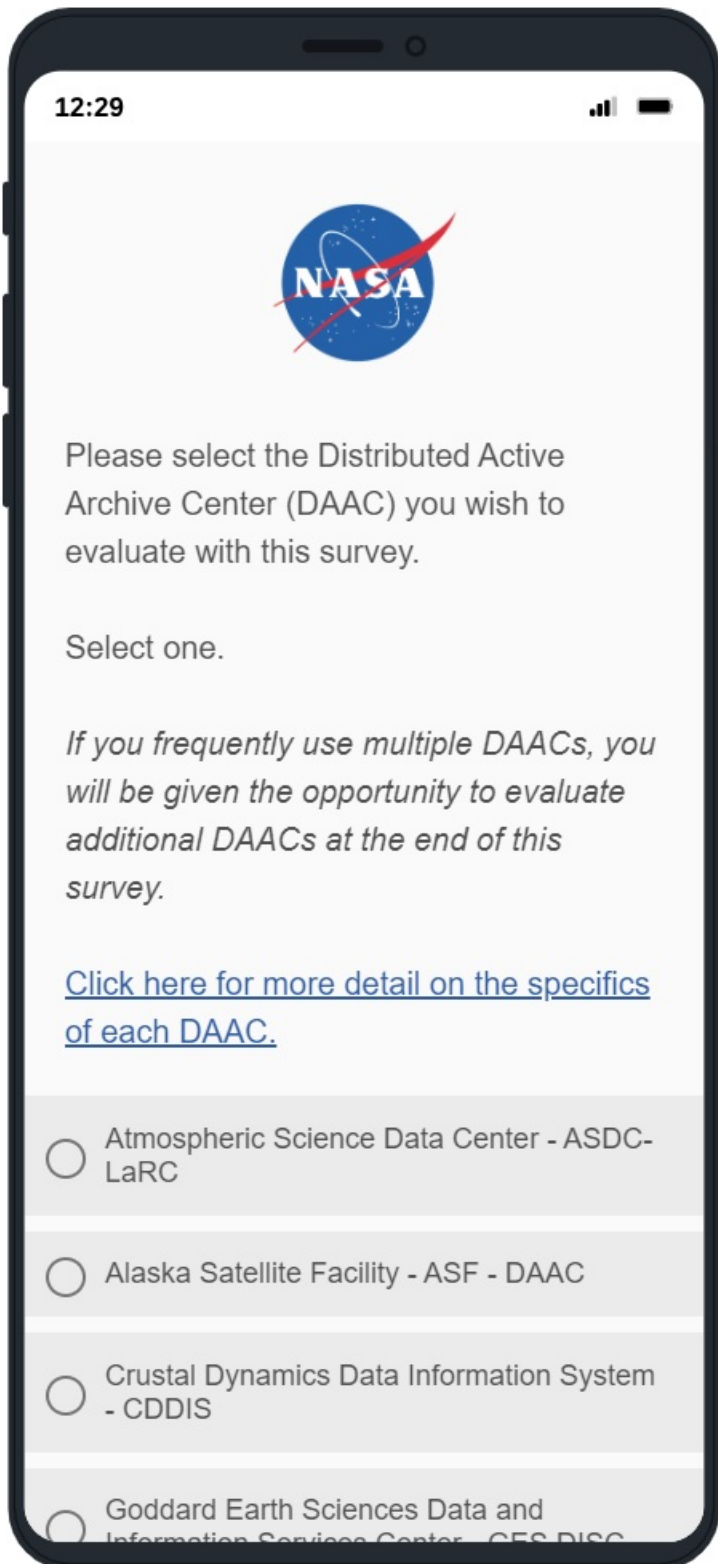
[Click here for more detail on the specifics of each DAAC.](#)

- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS
- National Snow and Ice Data Center - NSIDC DAAC
- Ocean Biology DAAC - OB DAAC
- Oak Ridge National Laboratory DAAC - ORNL DAAC
- Physical Oceanography DAAC - PO DAAC-JPL
- Socioeconomic Data and Applications Center - SEDAC

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Tools



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

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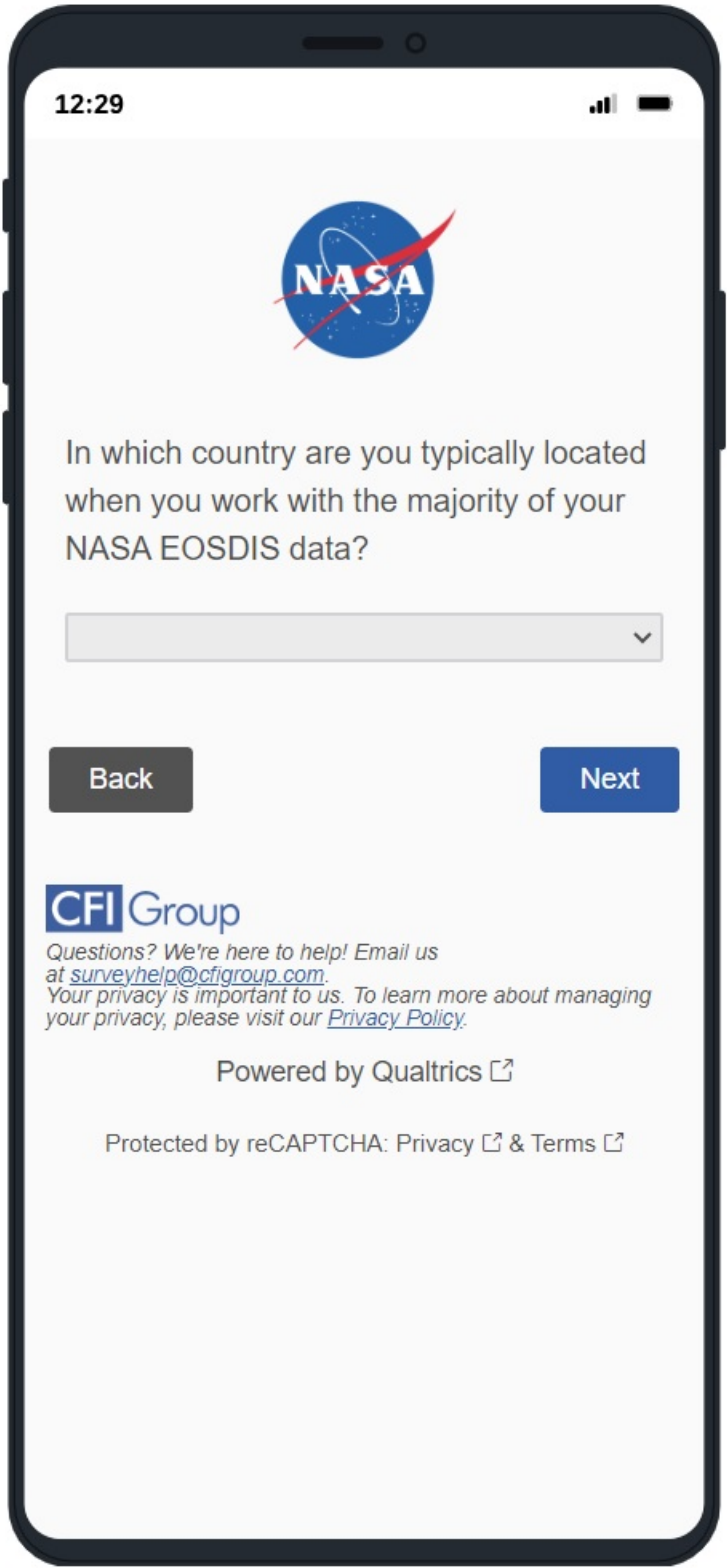
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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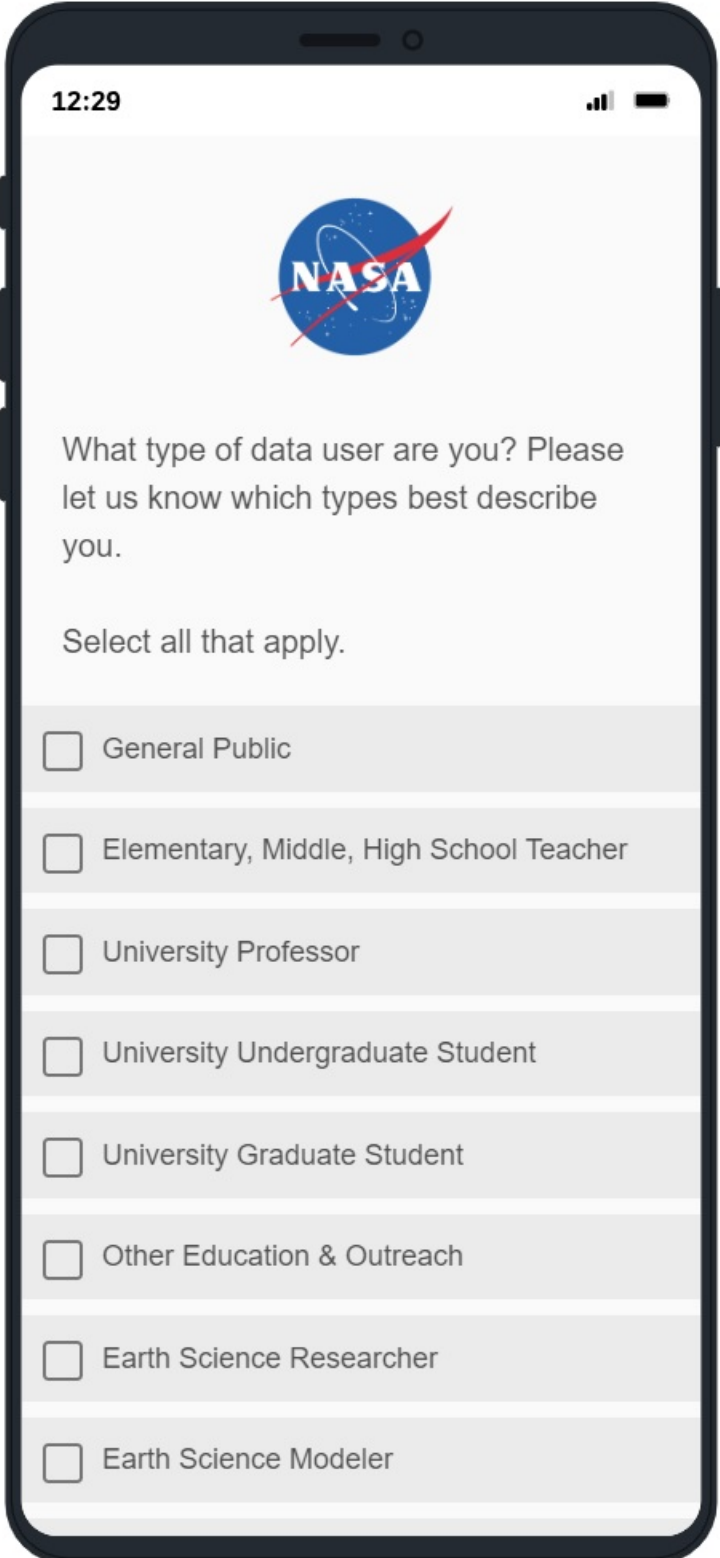
Tools



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

Select all that apply.

- General Public
- Elementary, Middle, High School Teacher
- University Professor
- University Undergraduate Student
- University Graduate Student
- Other Education & Outreach
- Earth Science Researcher
- Earth Science Modeler
- NASA-affiliated Scientist
- Non-NASA-affiliated Scientist
- NASA Science Team Member
- Data Provider or Tool Developer/Decision Support Systems Analyst
- Other (please specify)



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

Select all that apply.

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

Not Applicable

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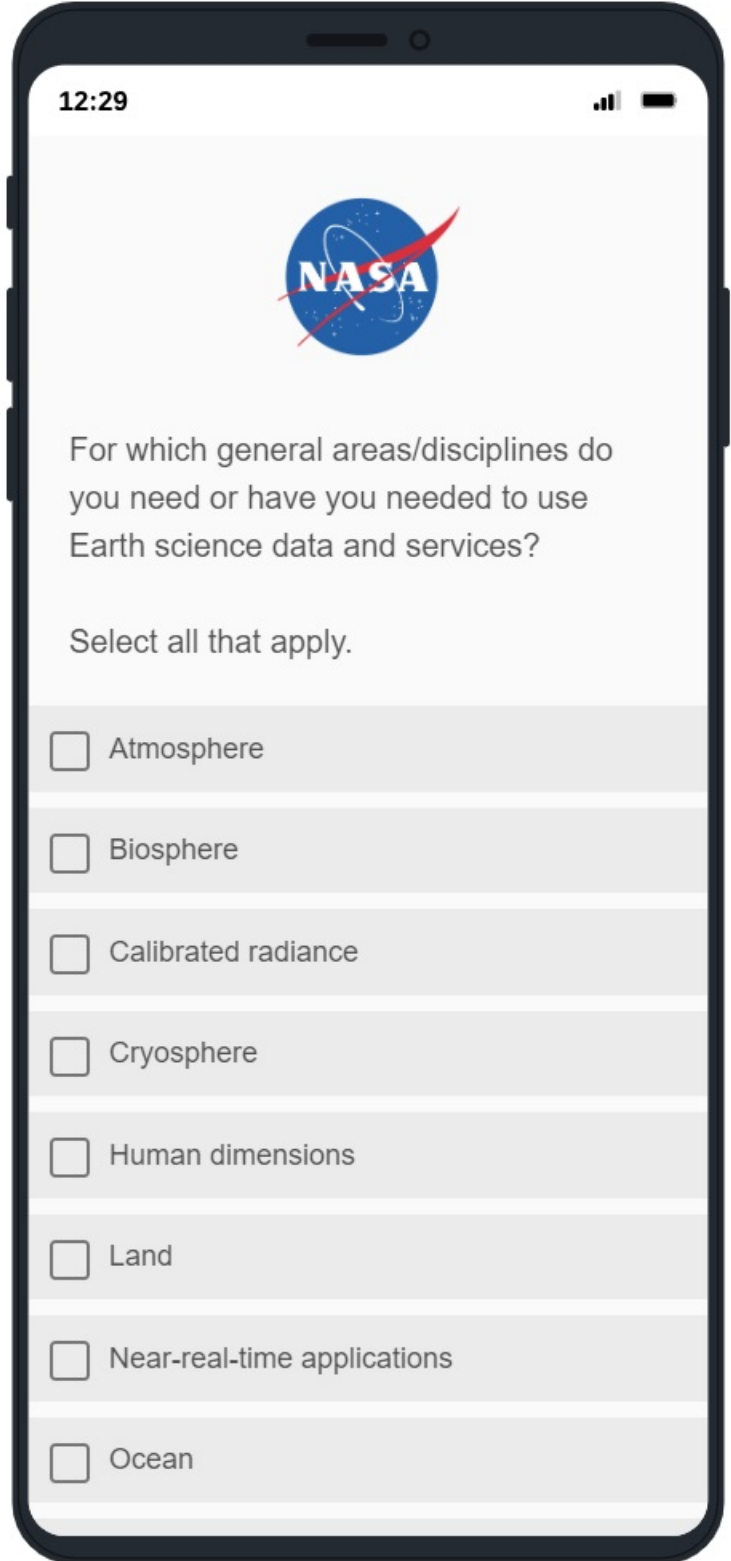
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Tools



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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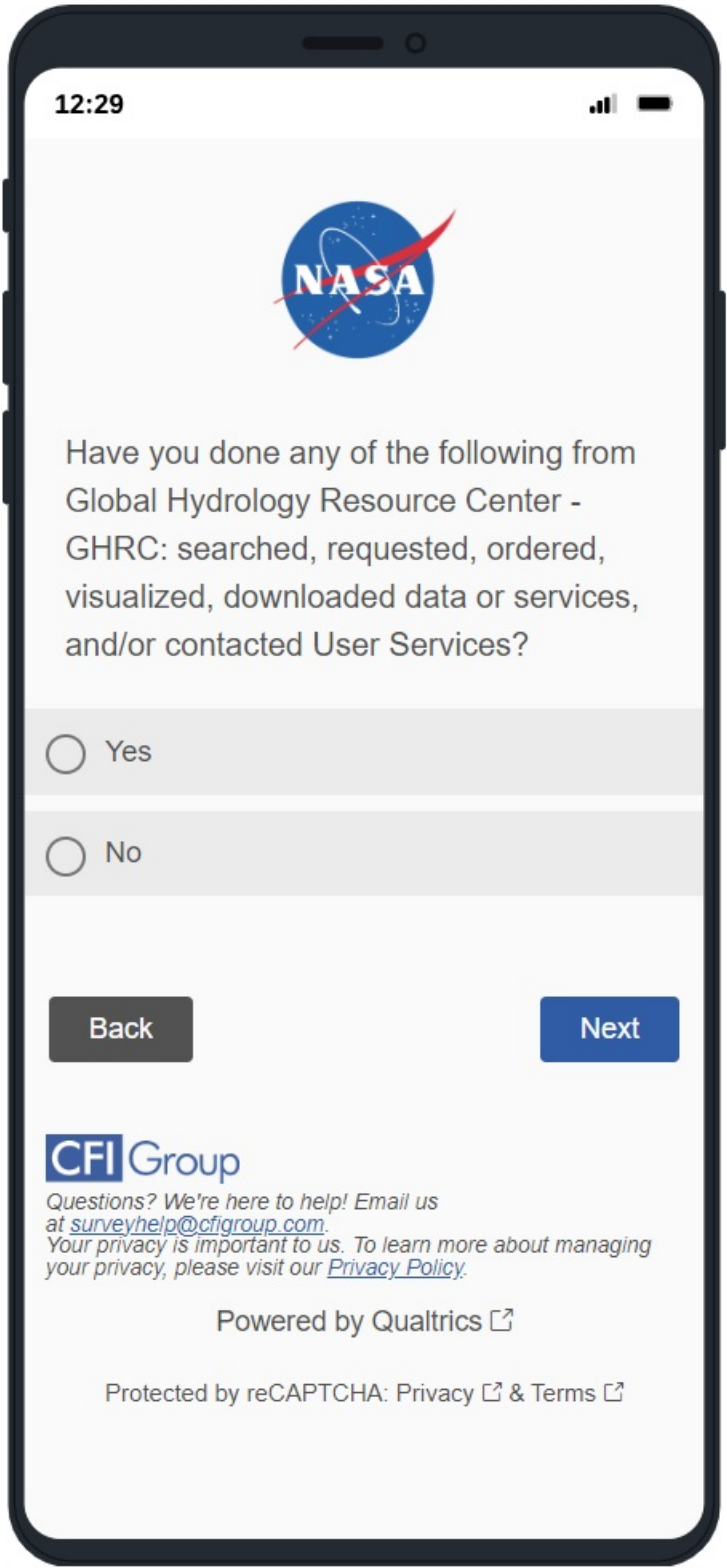
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Yes

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

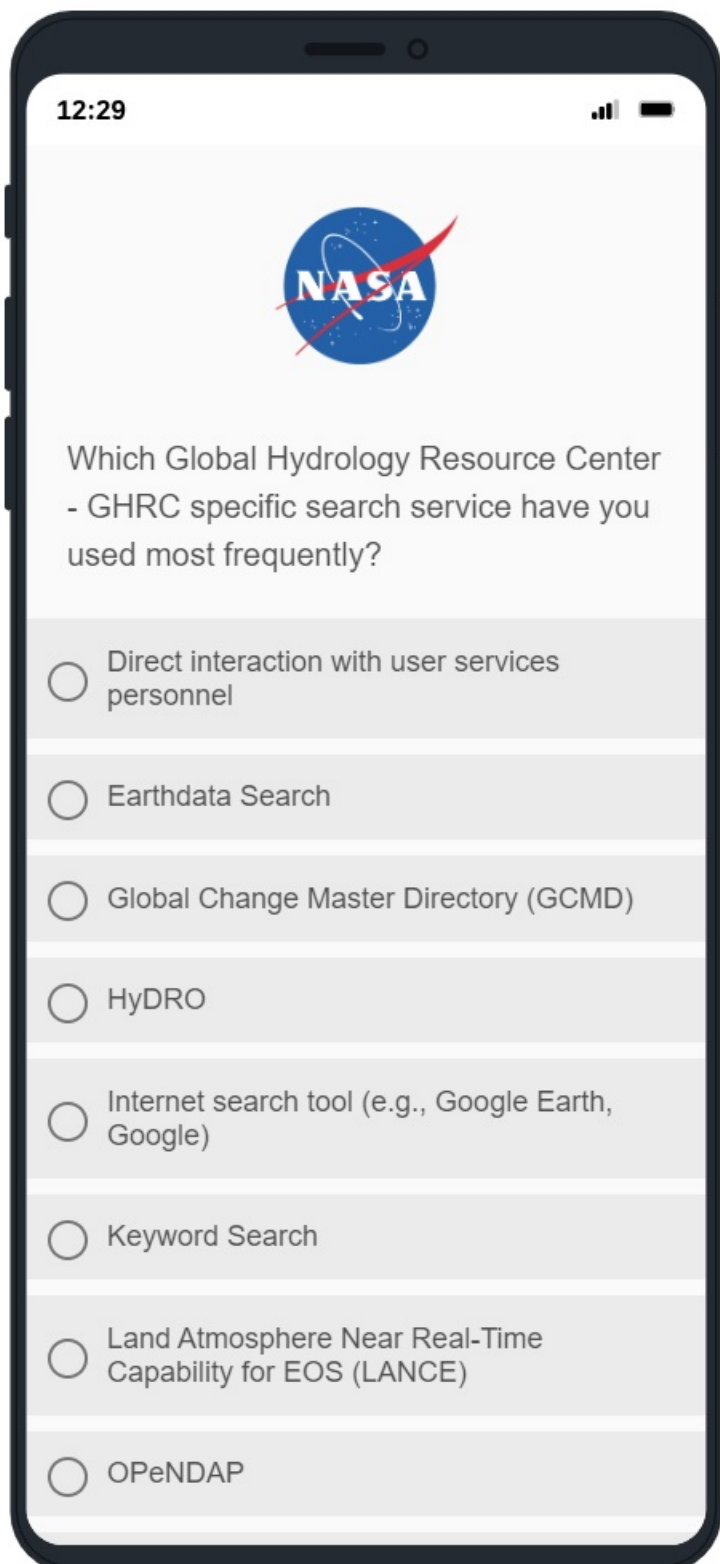
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Thinking about your data or services from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

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

How well the search results met your needs v

Back

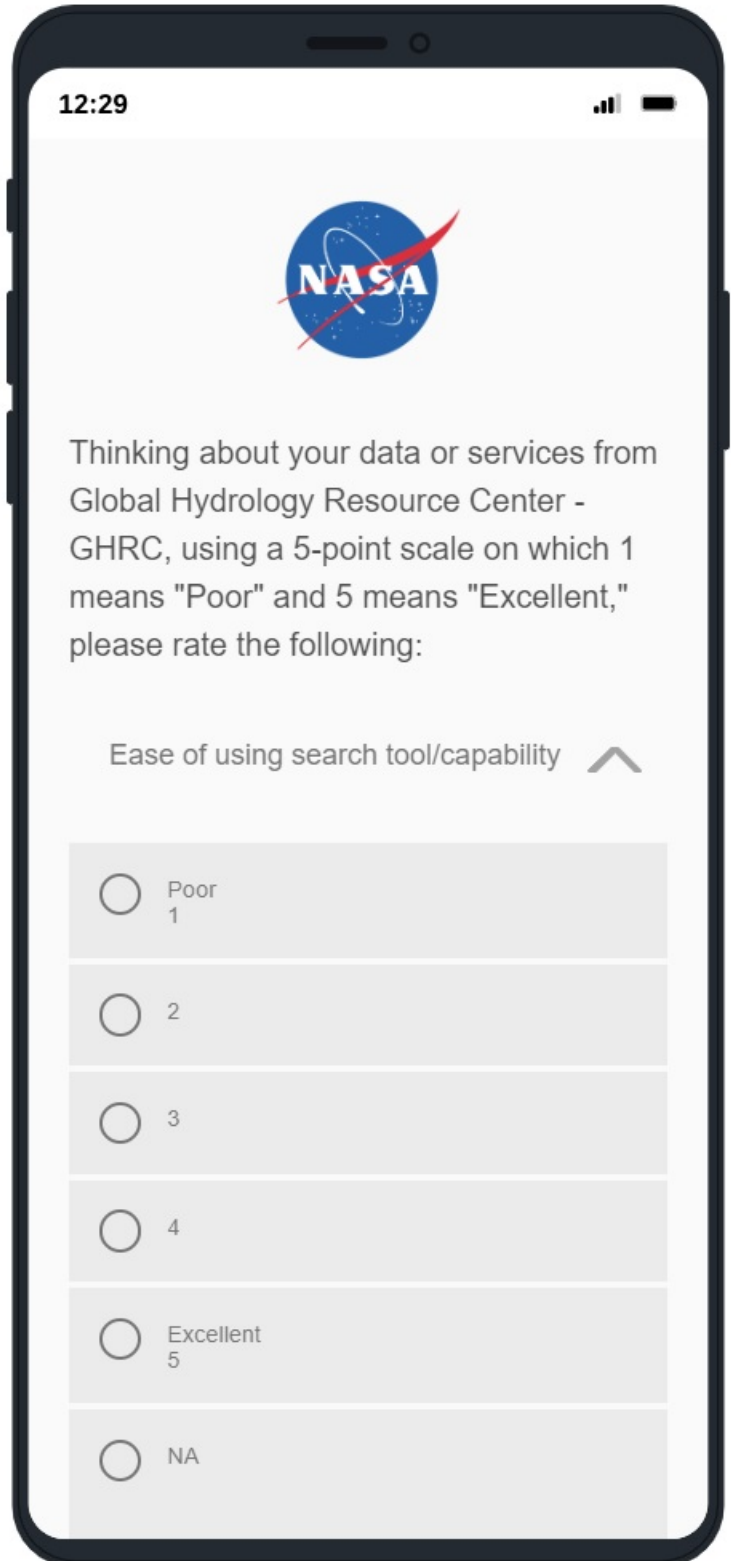
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- Poor 1
- 2
- 3
- 4
- Excellent 5
- NA





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

Back

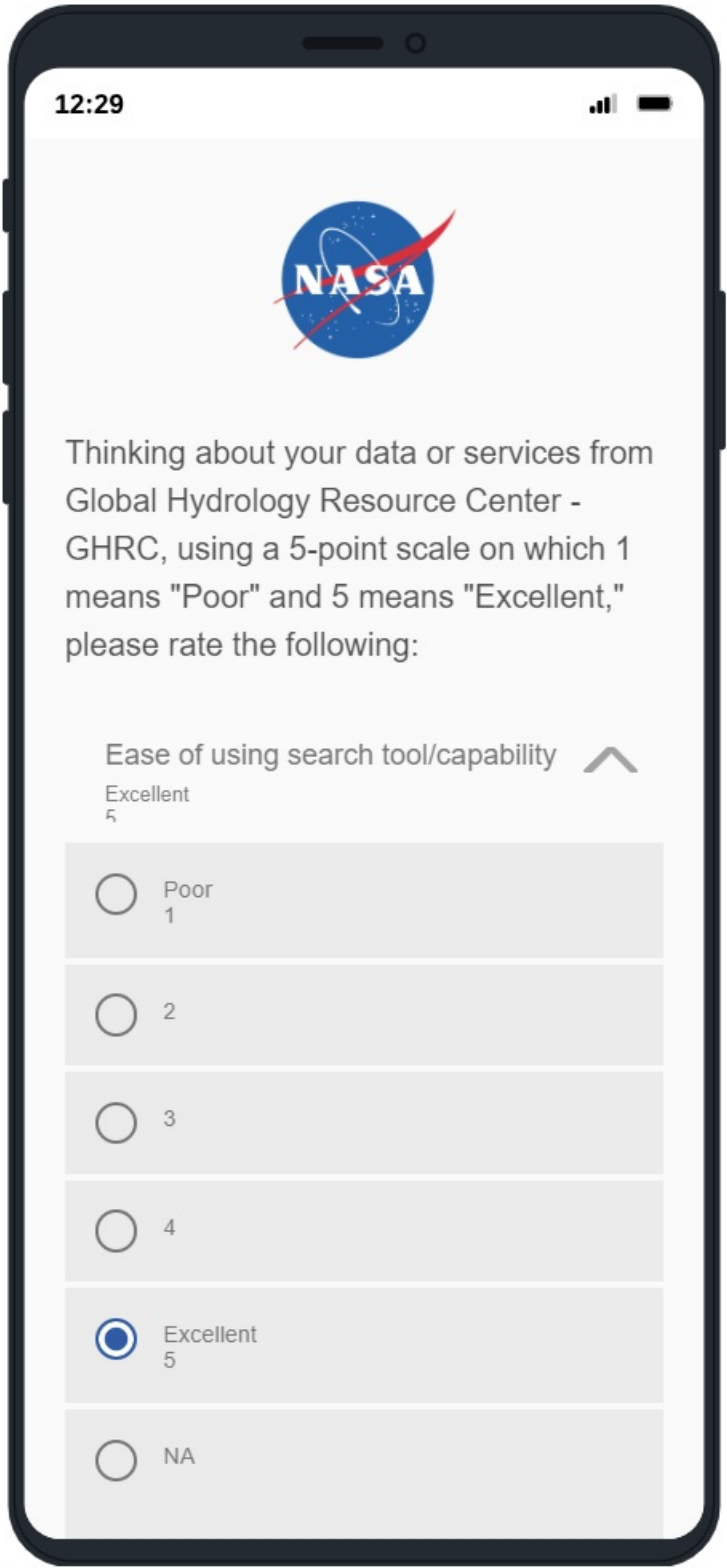
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Tools



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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Tools



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.

Empty text input box for user comments.

Back

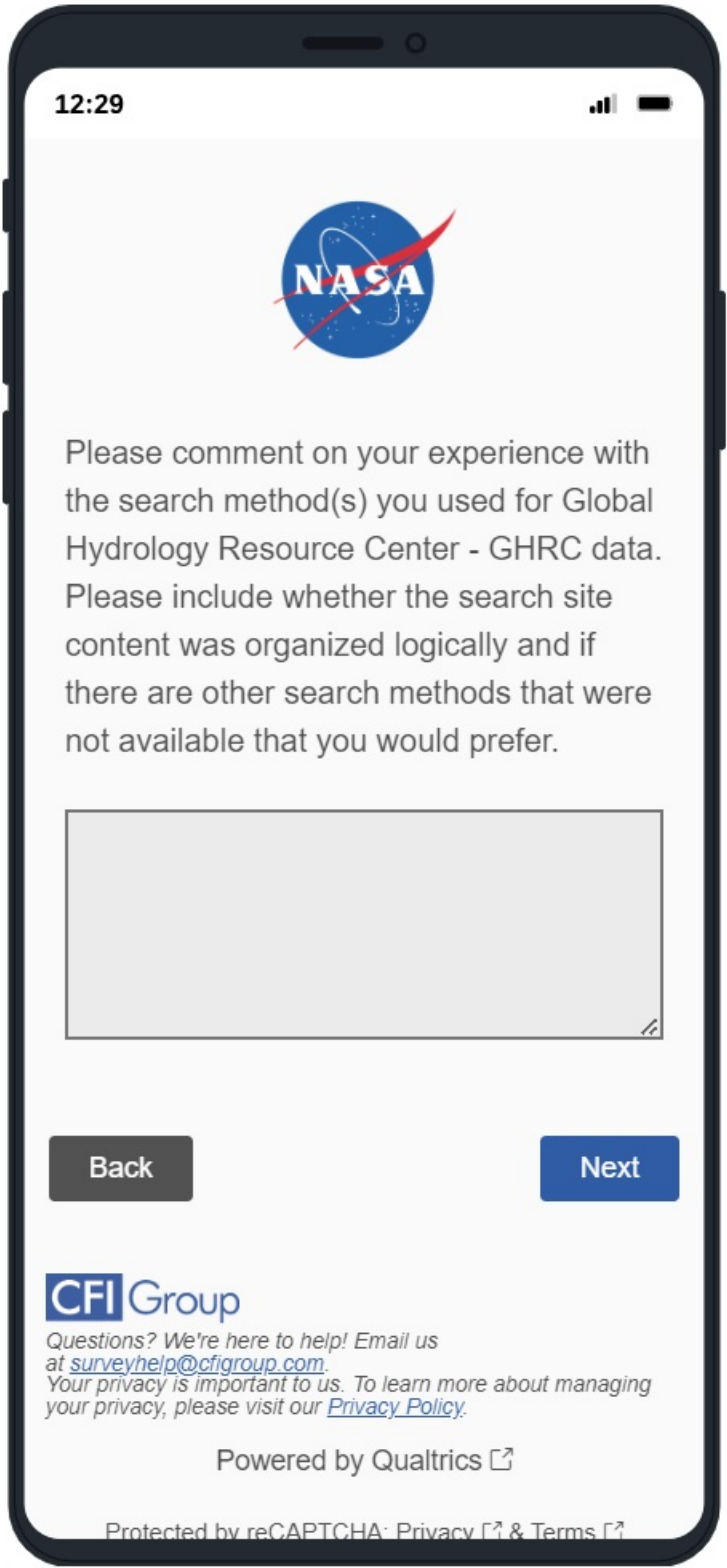
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Tools



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

Yes

No

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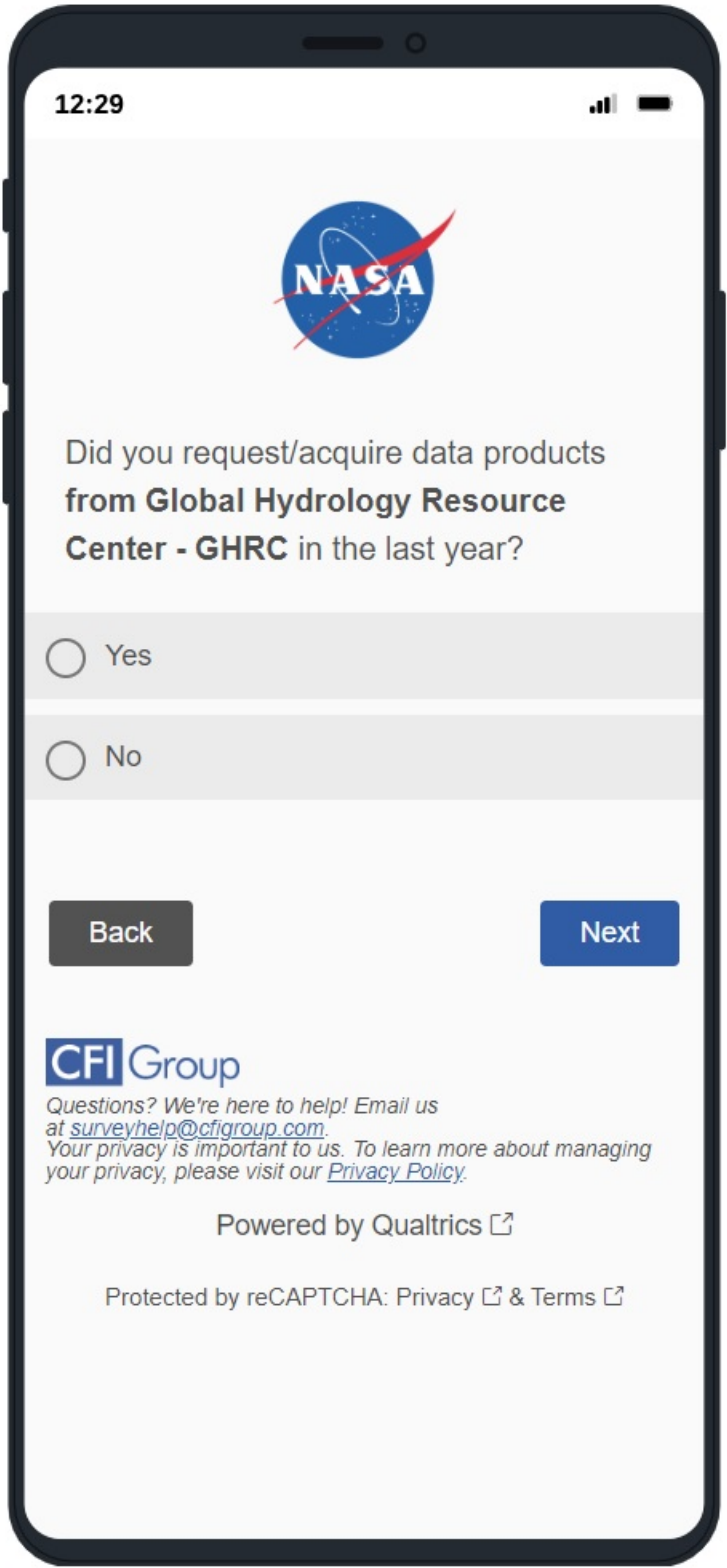
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Thinking about your data from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products ^

Poor  
1

2

3

4

Excellent  
5

NA

Ease of requesting or ordering data products v

Direct downloads v

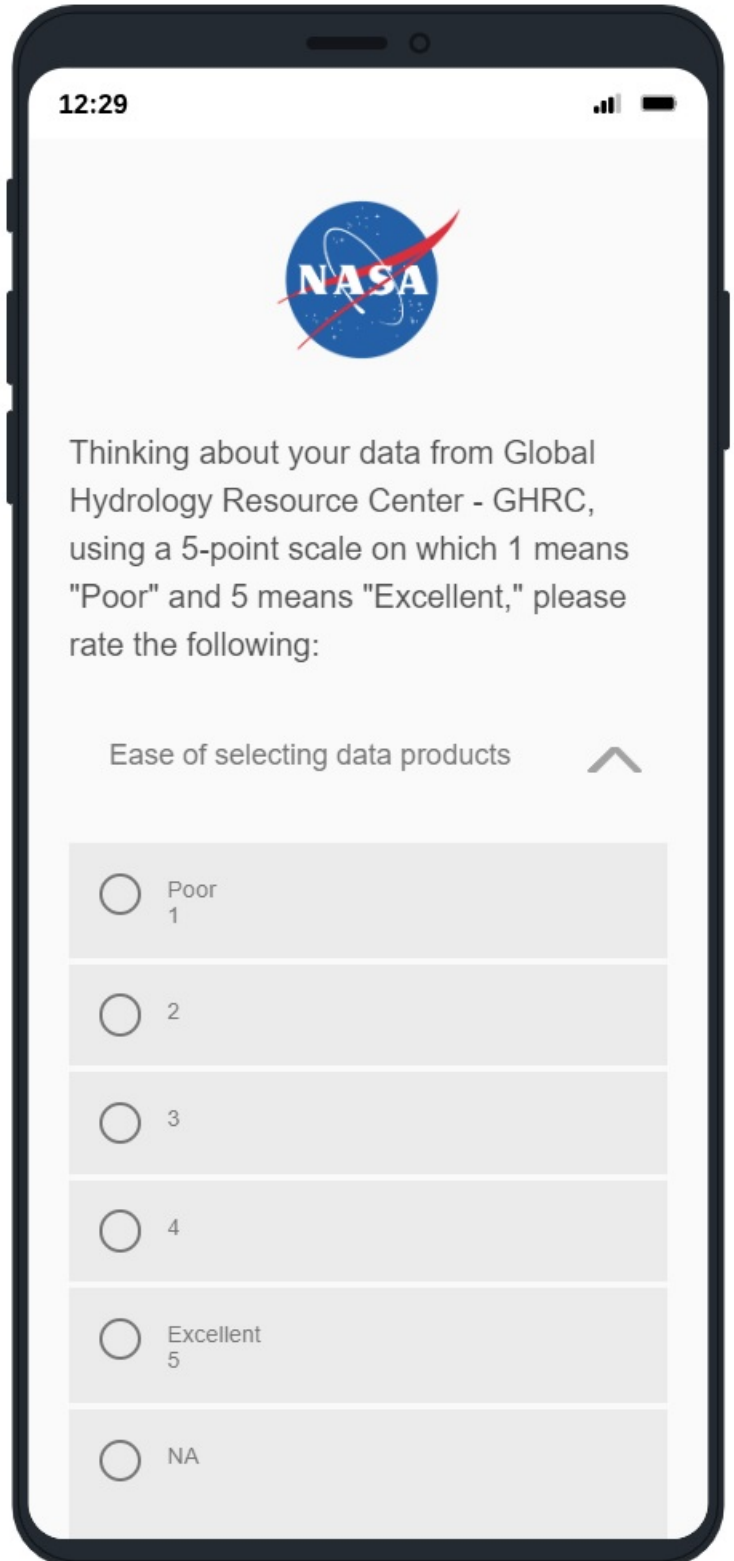
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Ease of selecting data products ^

Poor  
1

2

3

4

Excellent  
5

NA



Thinking about your data from 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

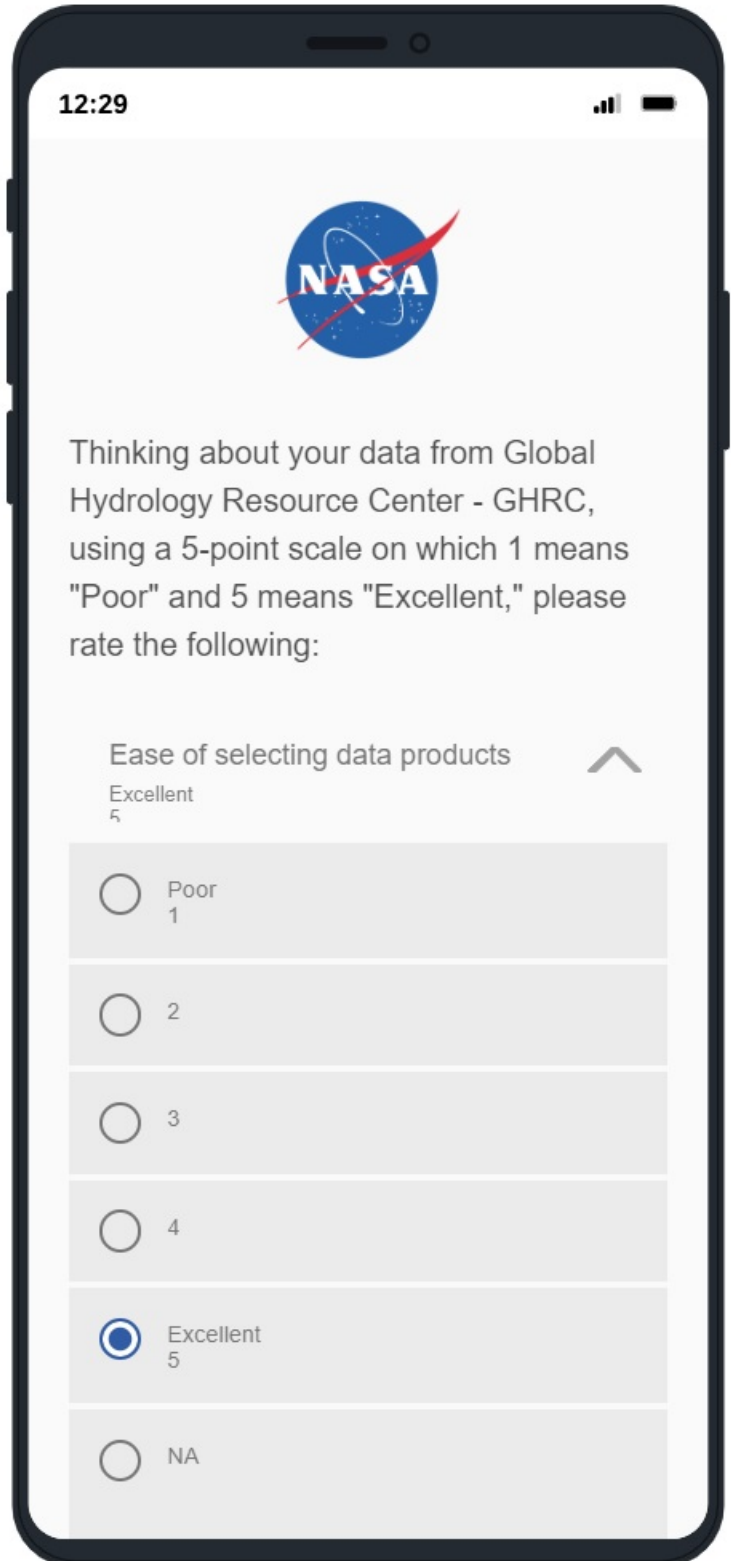
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Thinking about your data from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products Excellent 5

Ease of requesting or ordering data products Excellent 5

Direct downloads

Poor 1

2

3

4

Excellent 5

NA

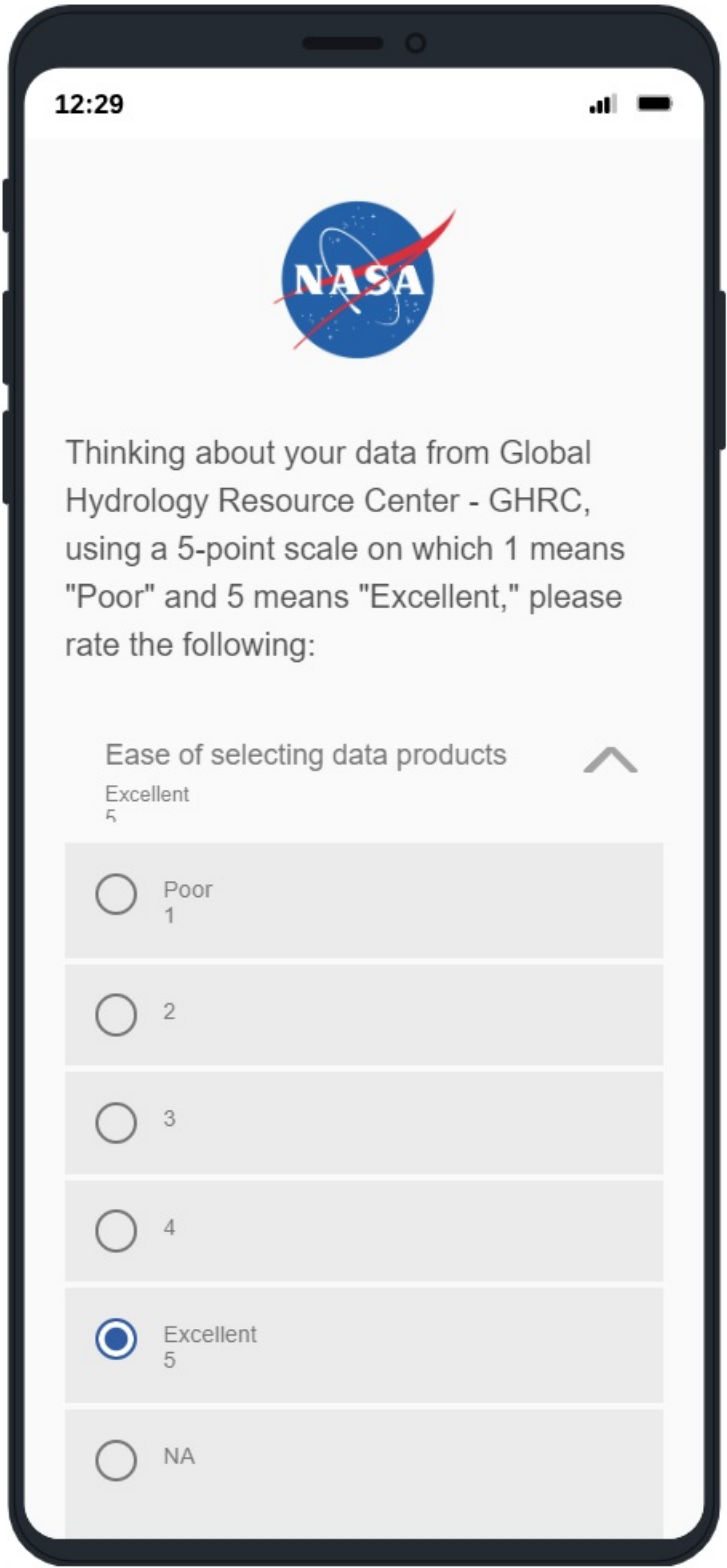
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Did you download data or receive data from Global Hydrology Resource Center - GHRC?

Yes

No

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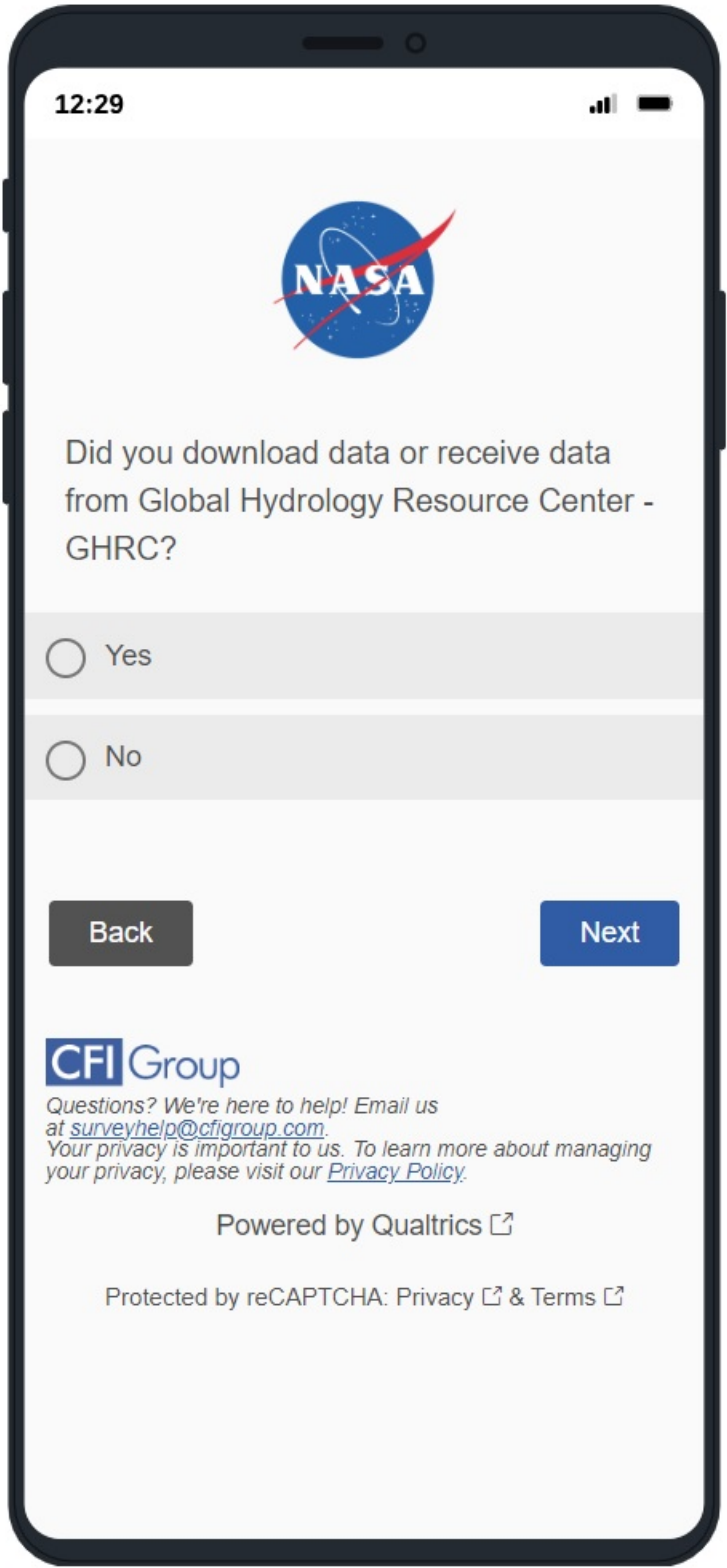
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Did you download data or receive data from Global Hydrology Resource Center - GHRC?

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 v

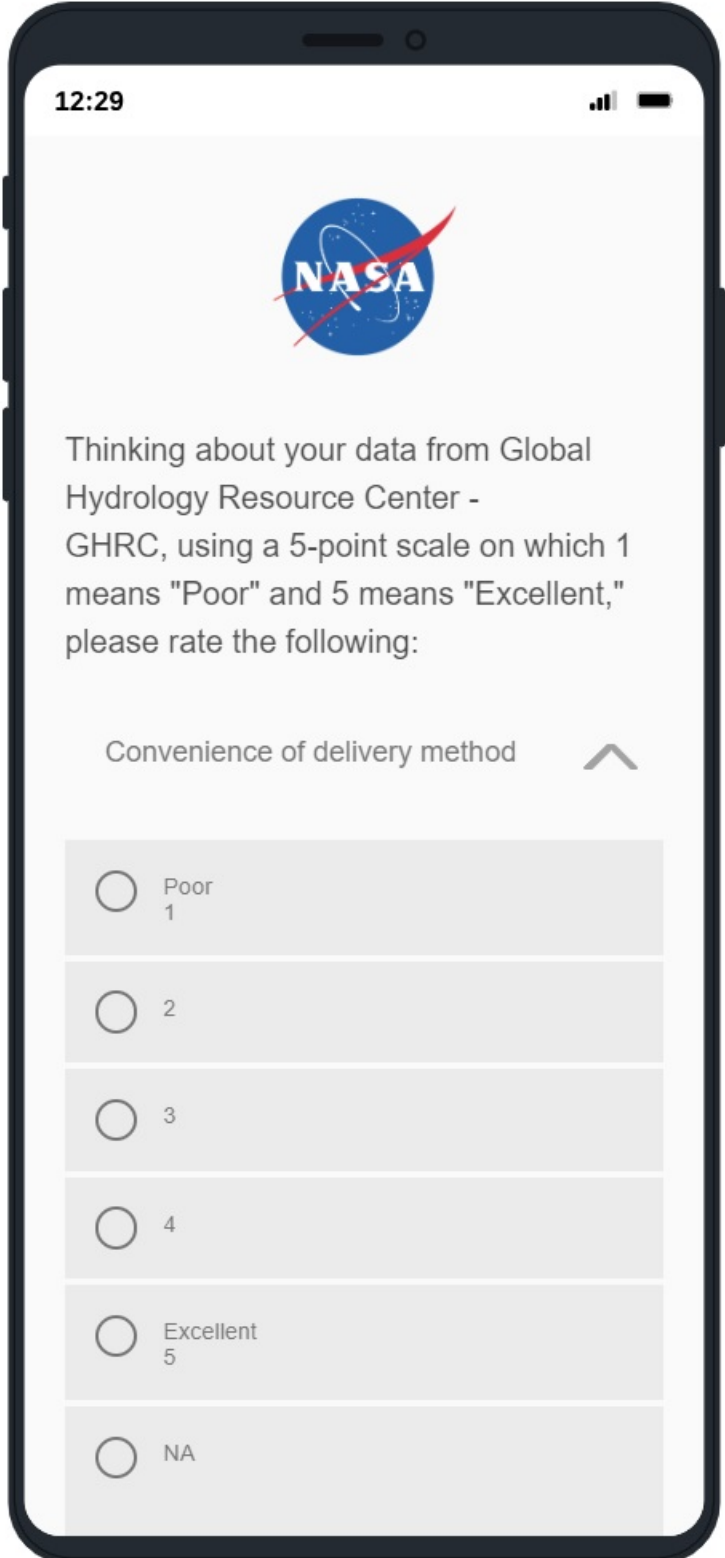
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Thinking about your data from Global Hydrology Resource Center - GHRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent  
5



Speed of delivery method



Poor  
1

2

3

4

Excellent  
5

NA

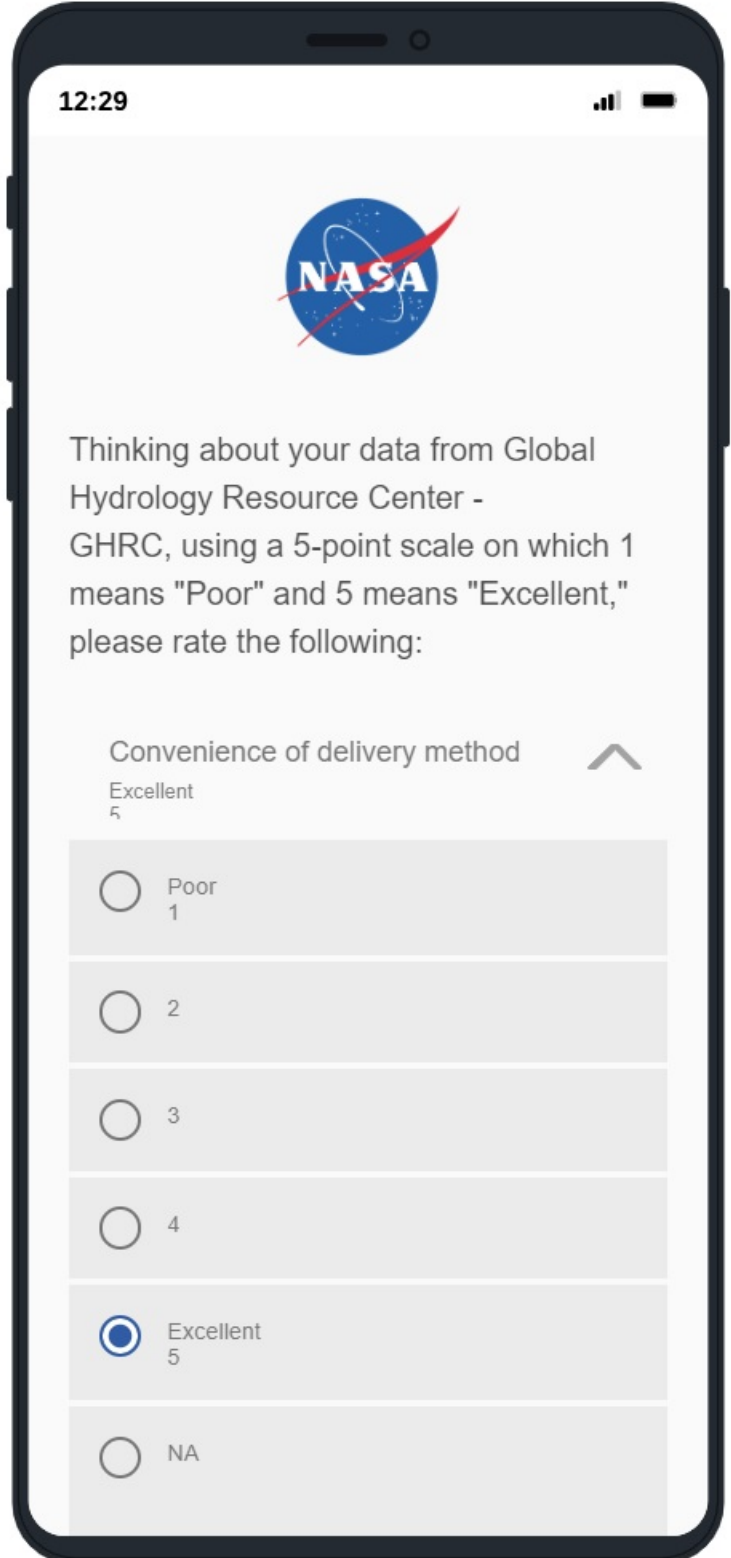
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Please comment on your experience with the delivery method(s) you used for Global Hydrology Resource Center - GHRC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there are other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

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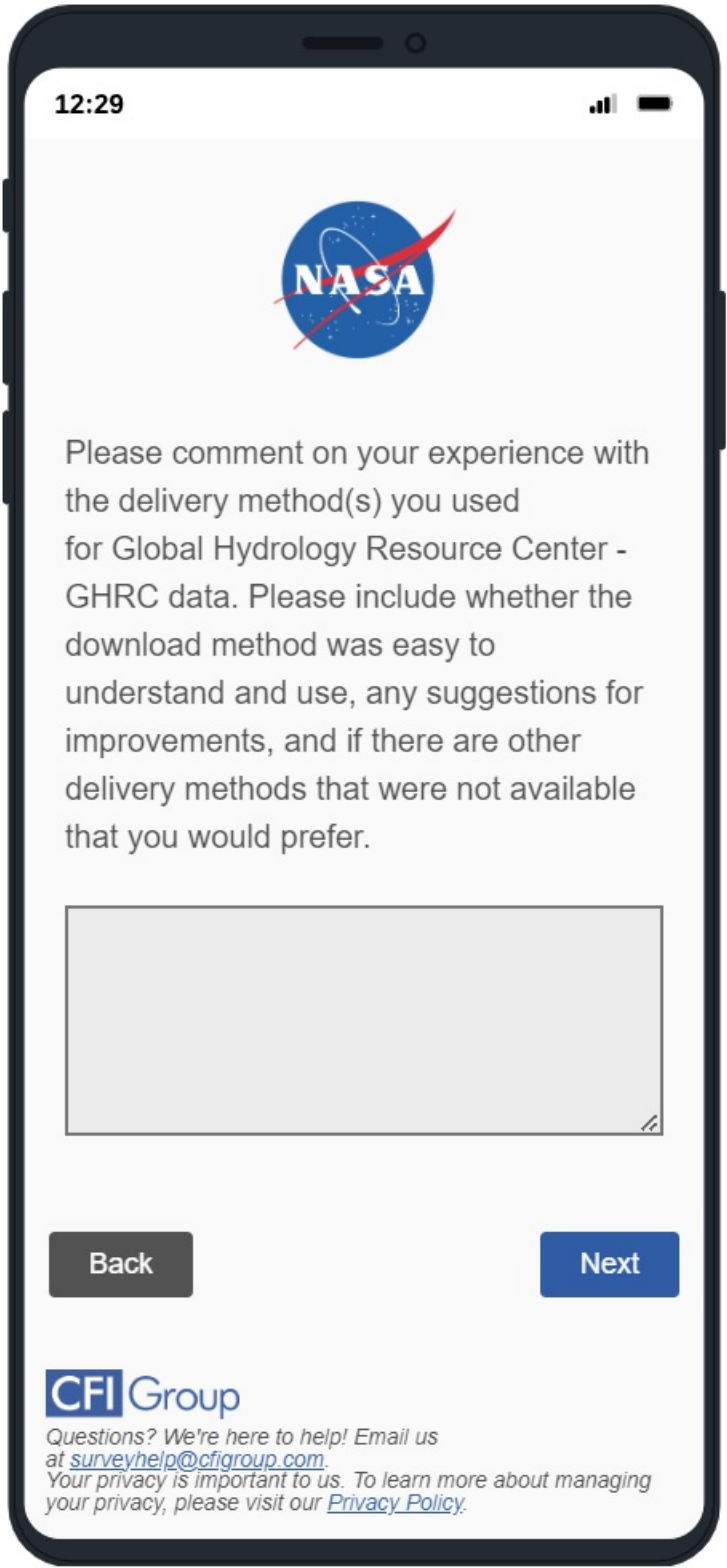
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Back

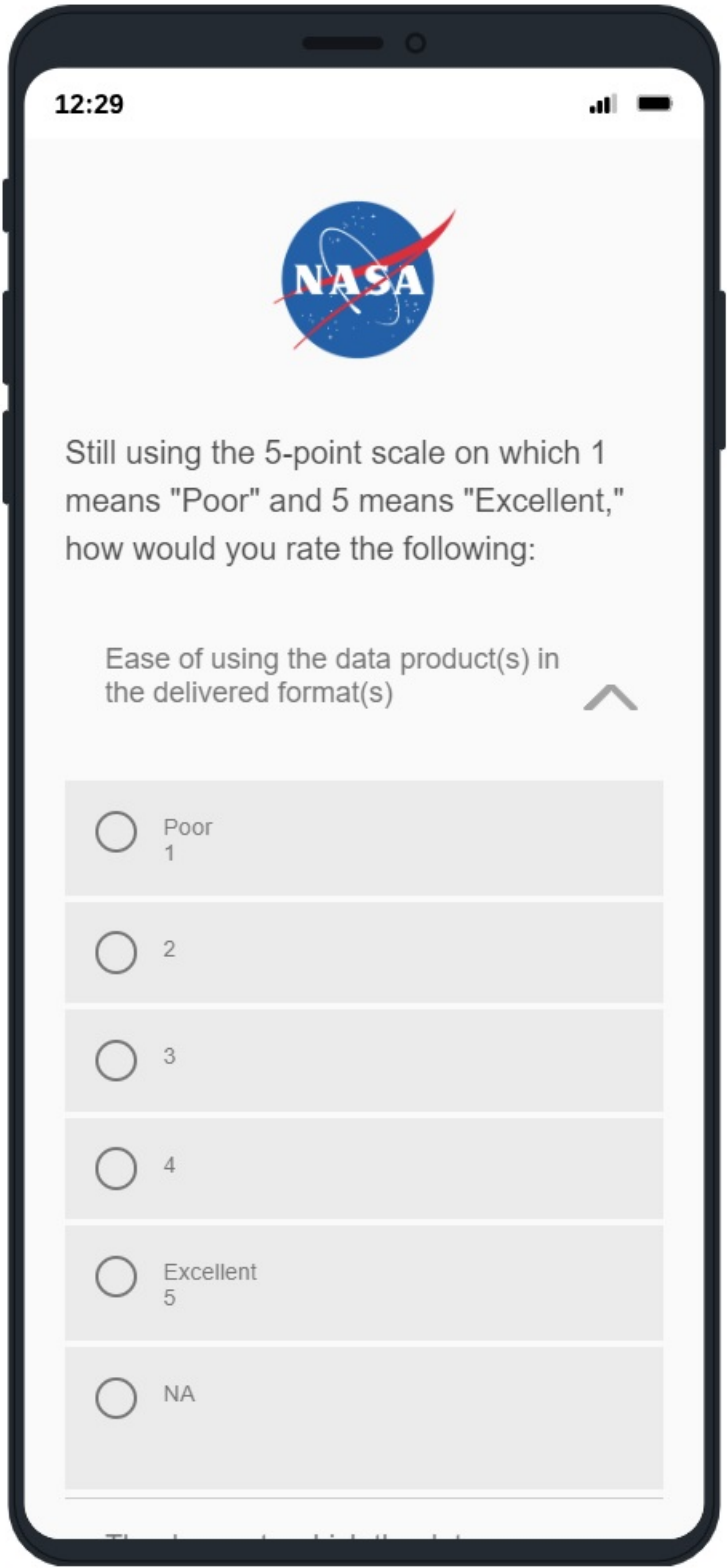
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

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

Back

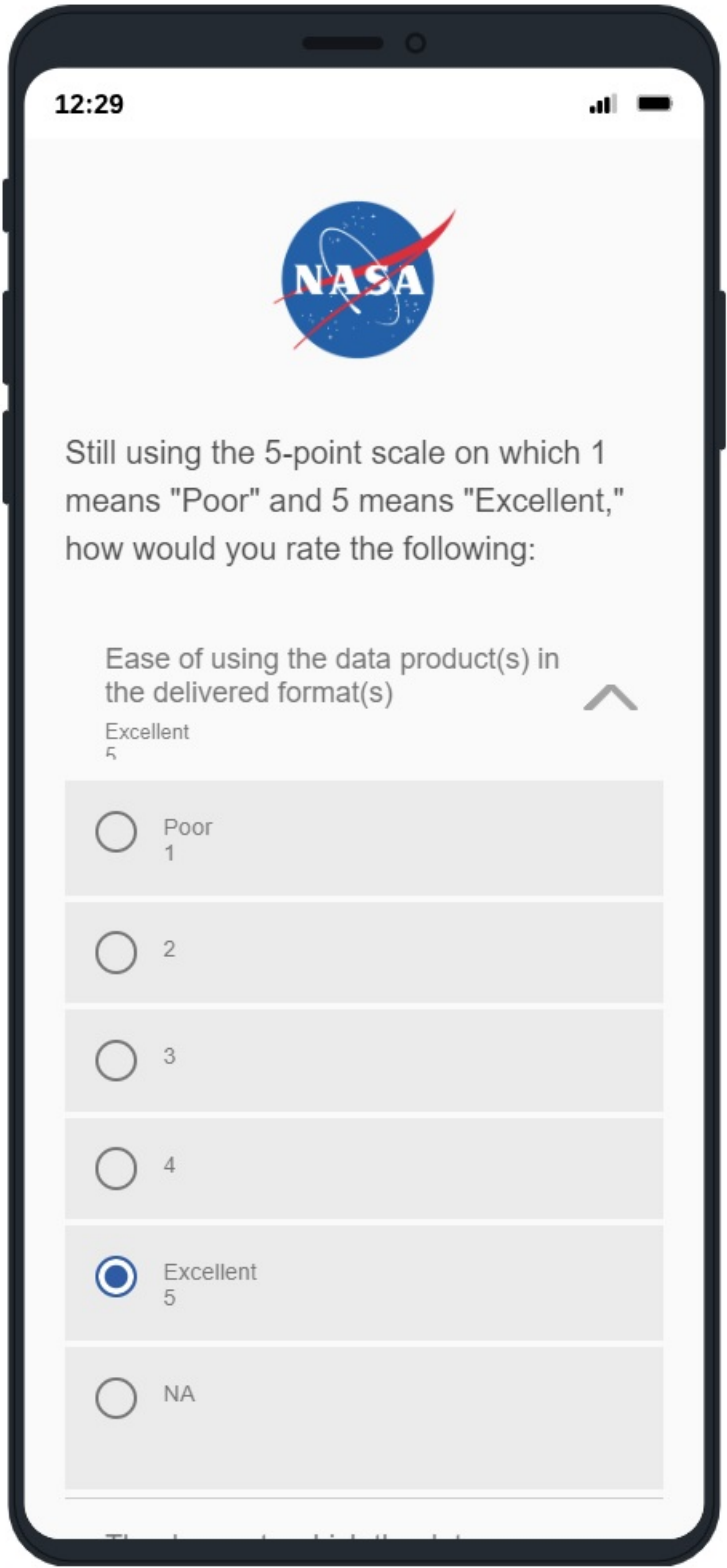
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

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

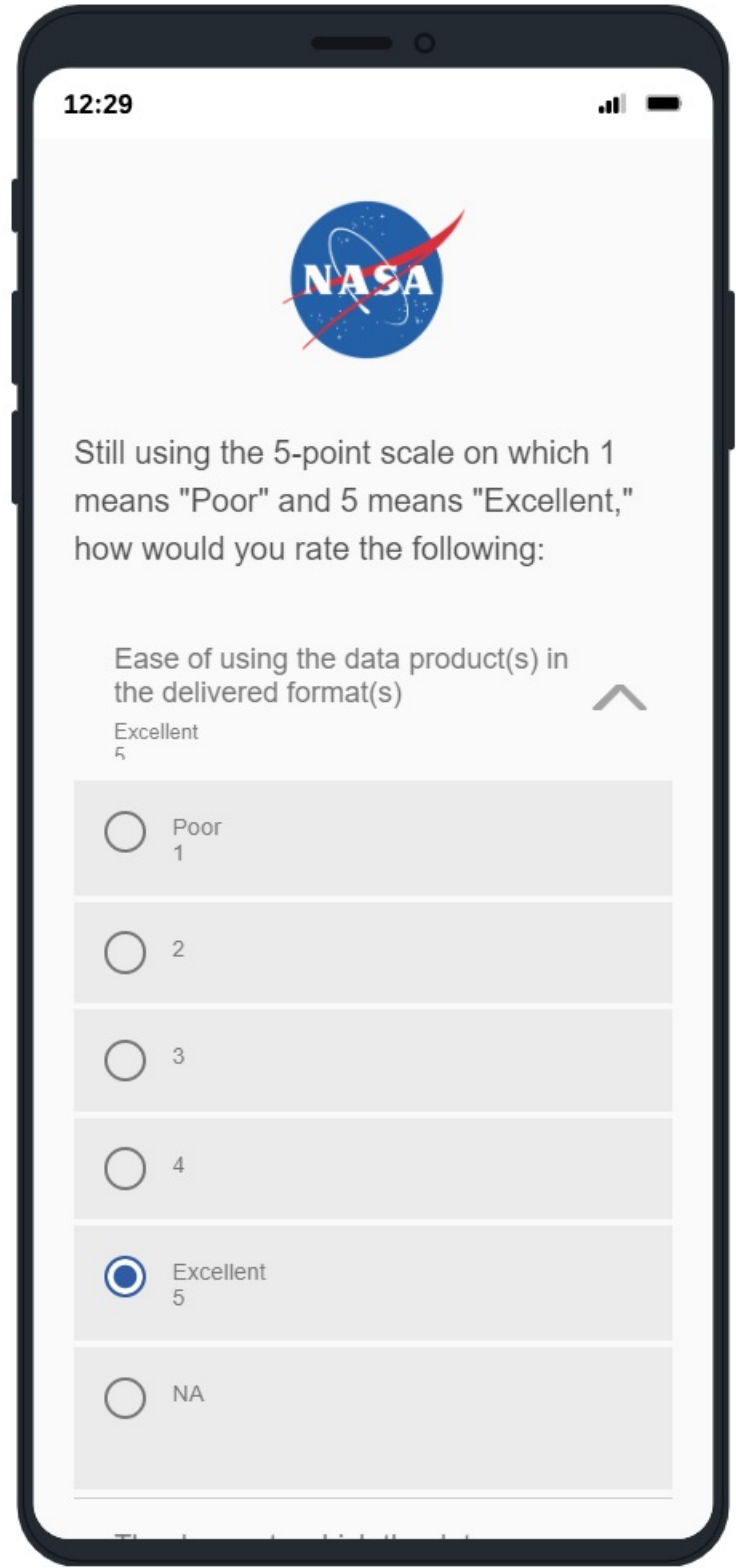
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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 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

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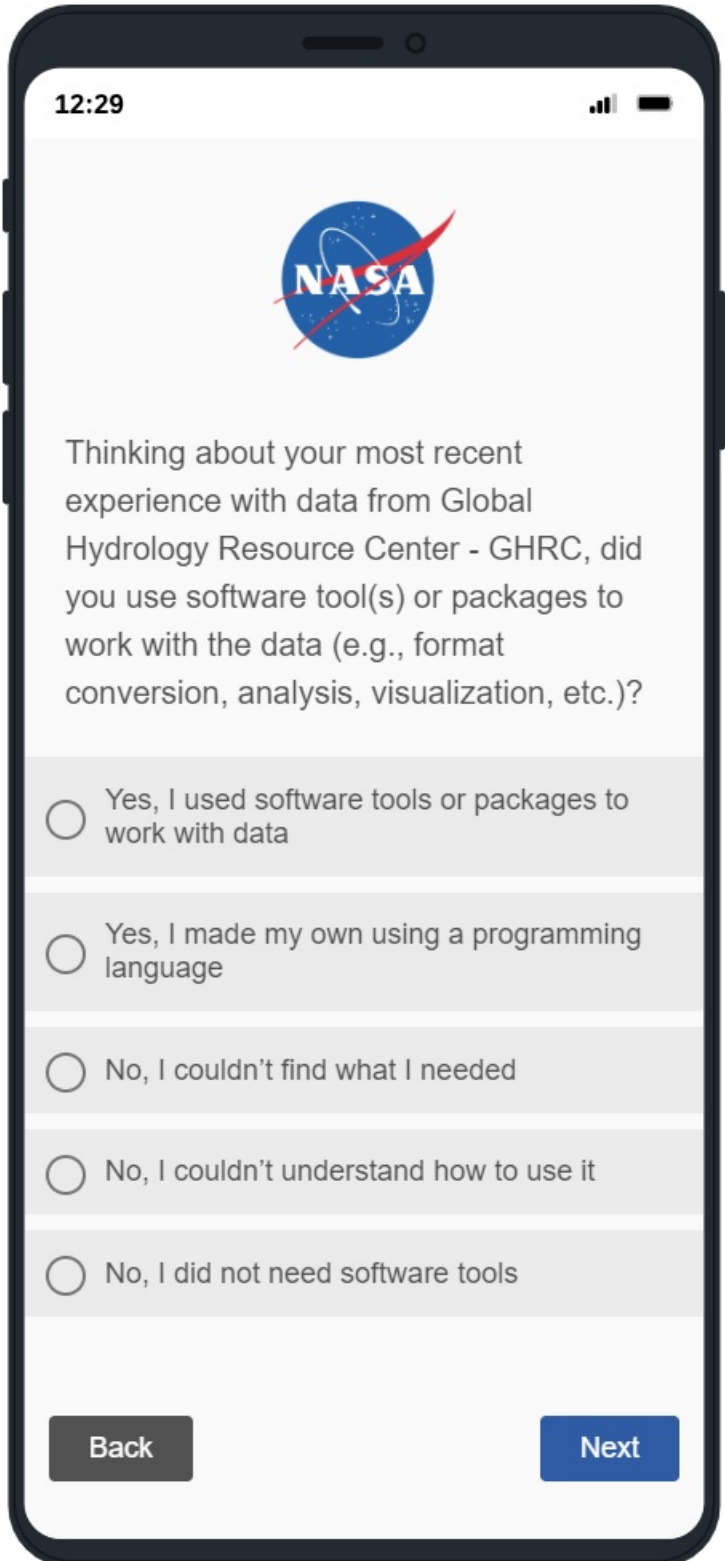
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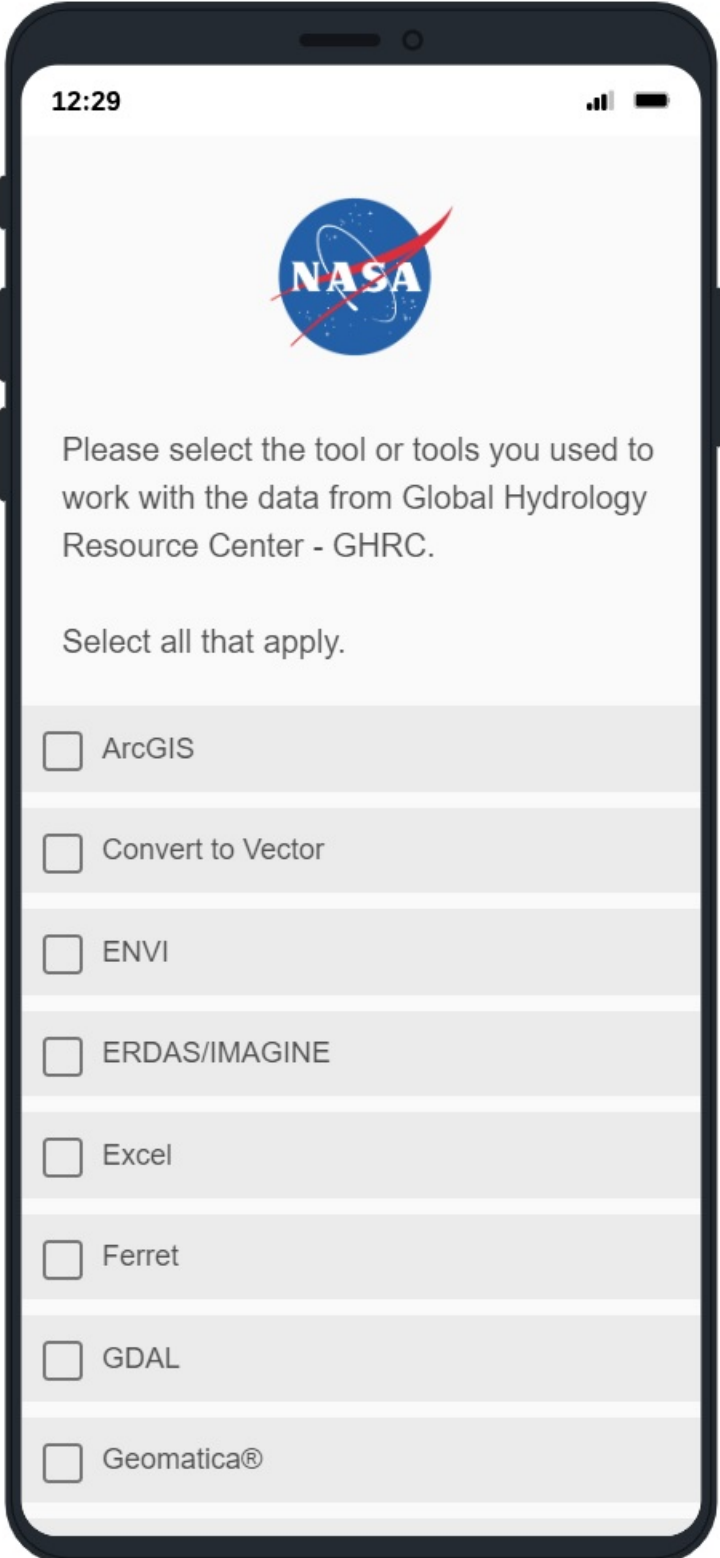
Tools



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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Tools



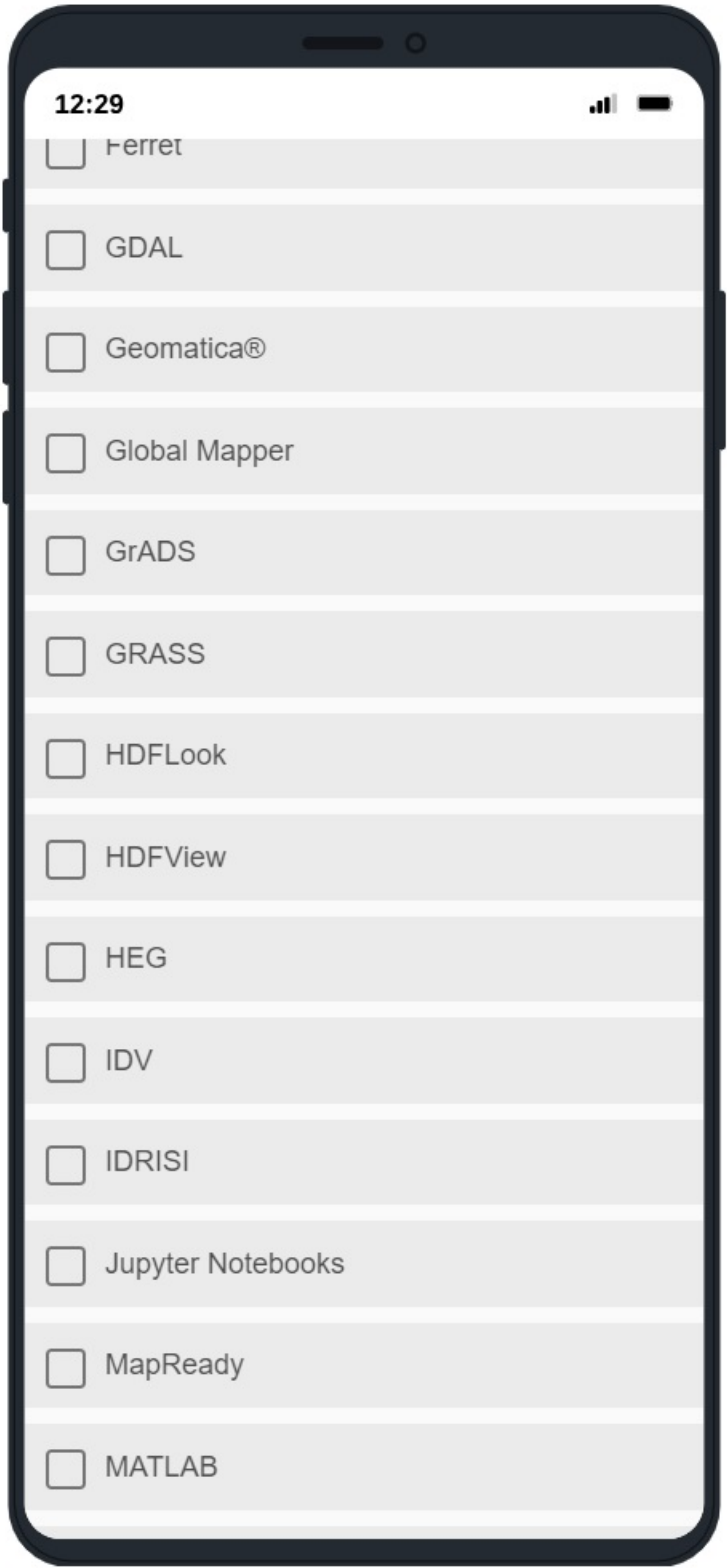
- GDAL
- Geomatica®
- Global Mapper
- GrADS
- GRASS
- HDFLook
- HDFView
- HEG
- IDV
- IDRISI
- Jupyter Notebooks
- MapReady
- MATLAB
- NCL
- Panoply
- Quantum GIS (QGIS)
- SeaDAS
- Other/open source (please specify)
- Don't know/Not applicable

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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

Next

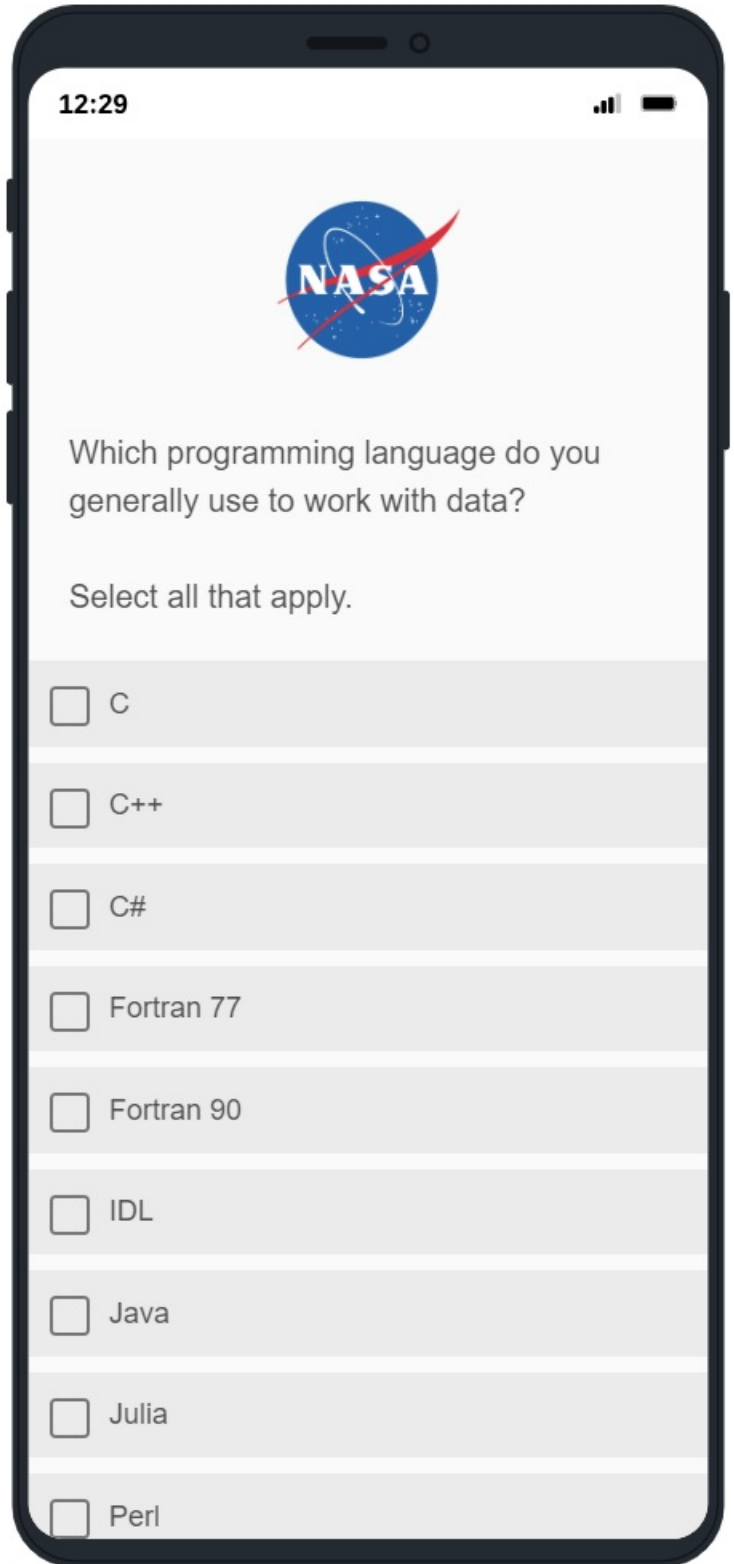
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Did you look for or get documentation related to the data?

Yes

No

Back

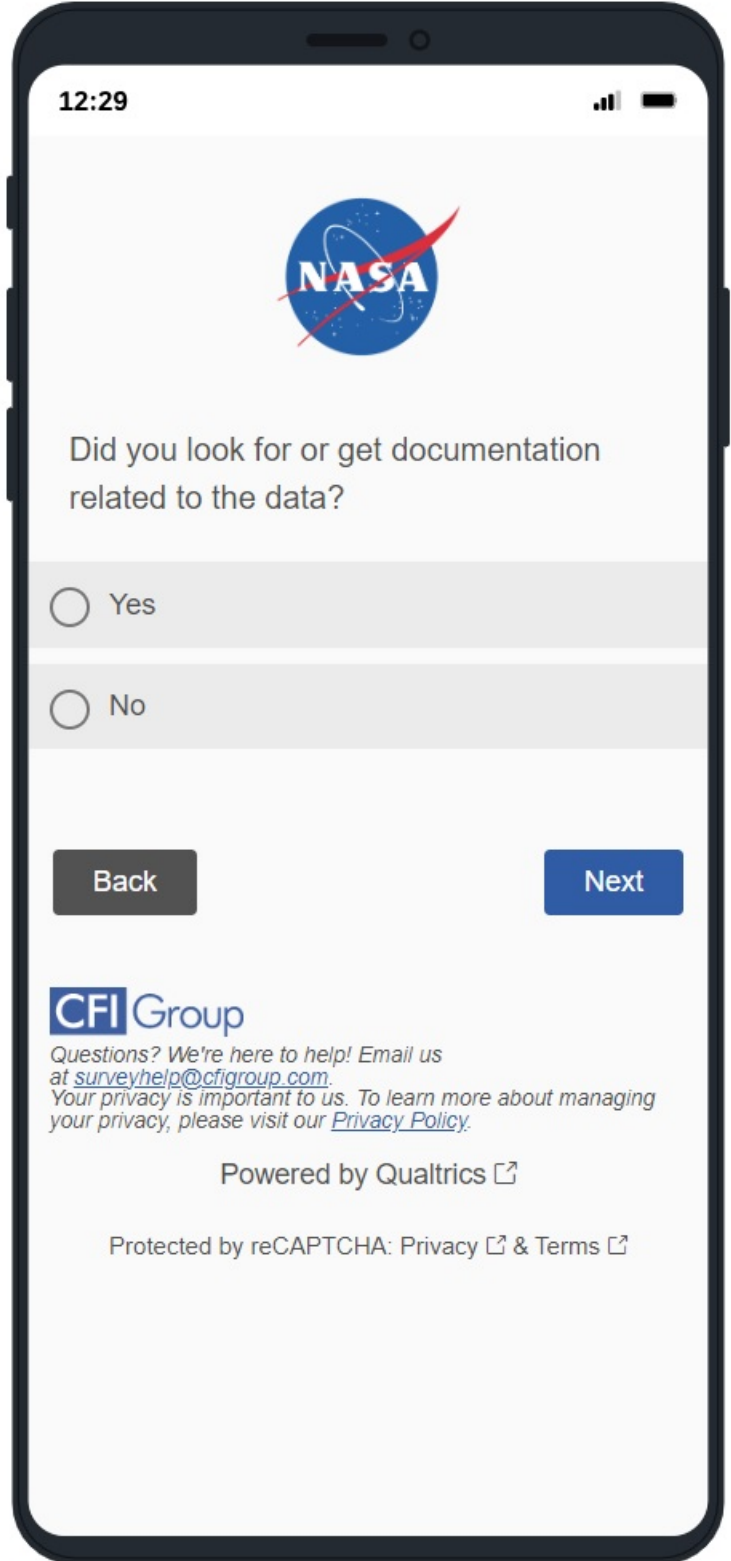
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Did you look for or get documentation related to the data?

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

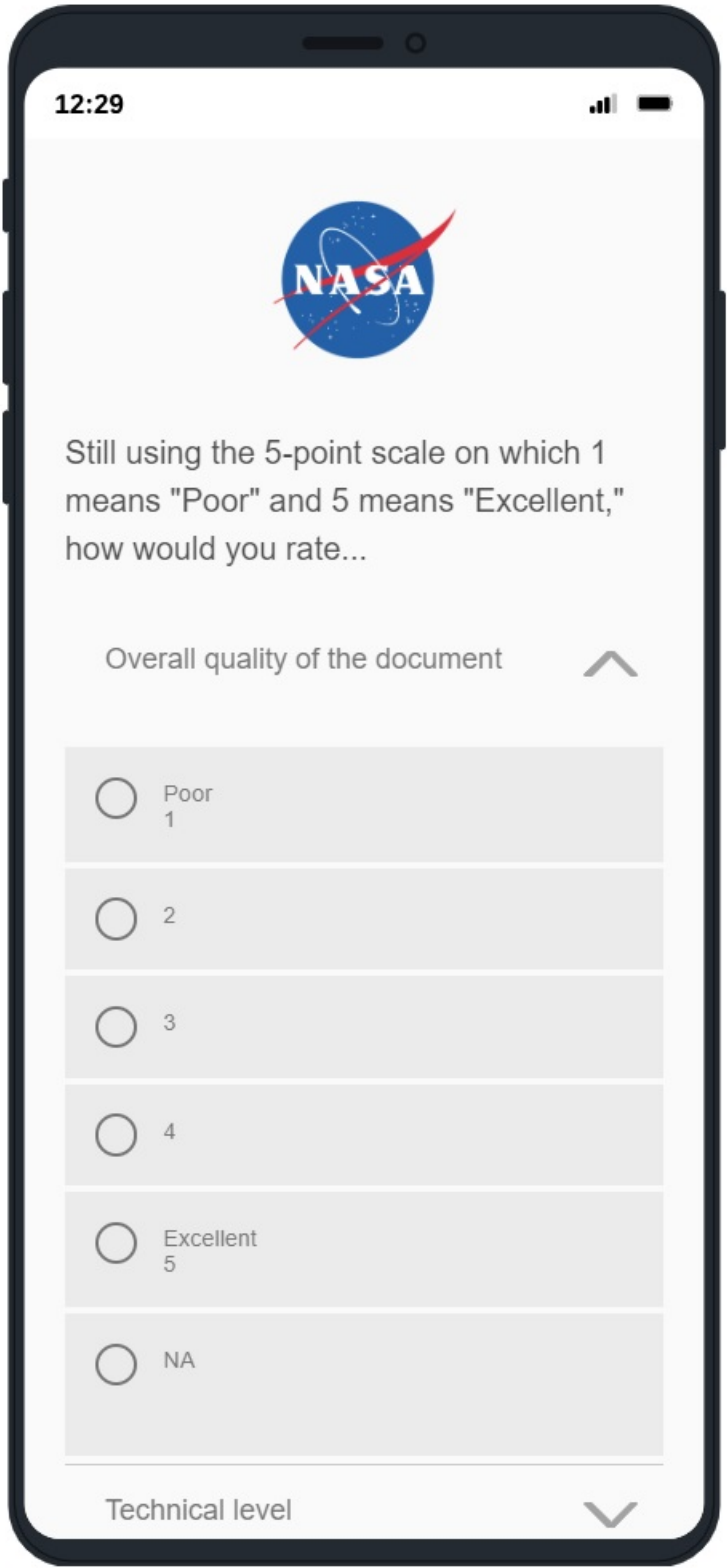
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Clear

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

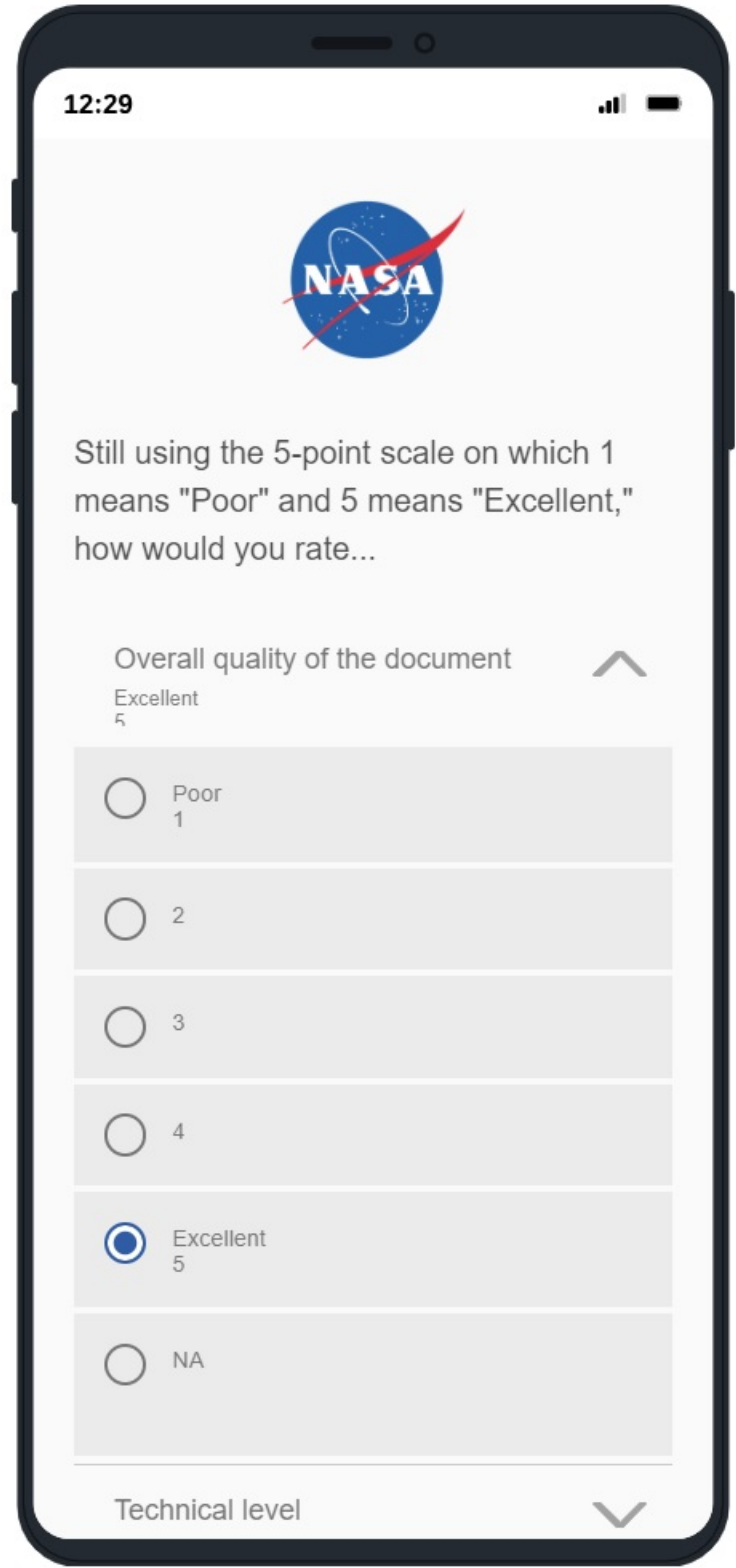
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Clear

Tools



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

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

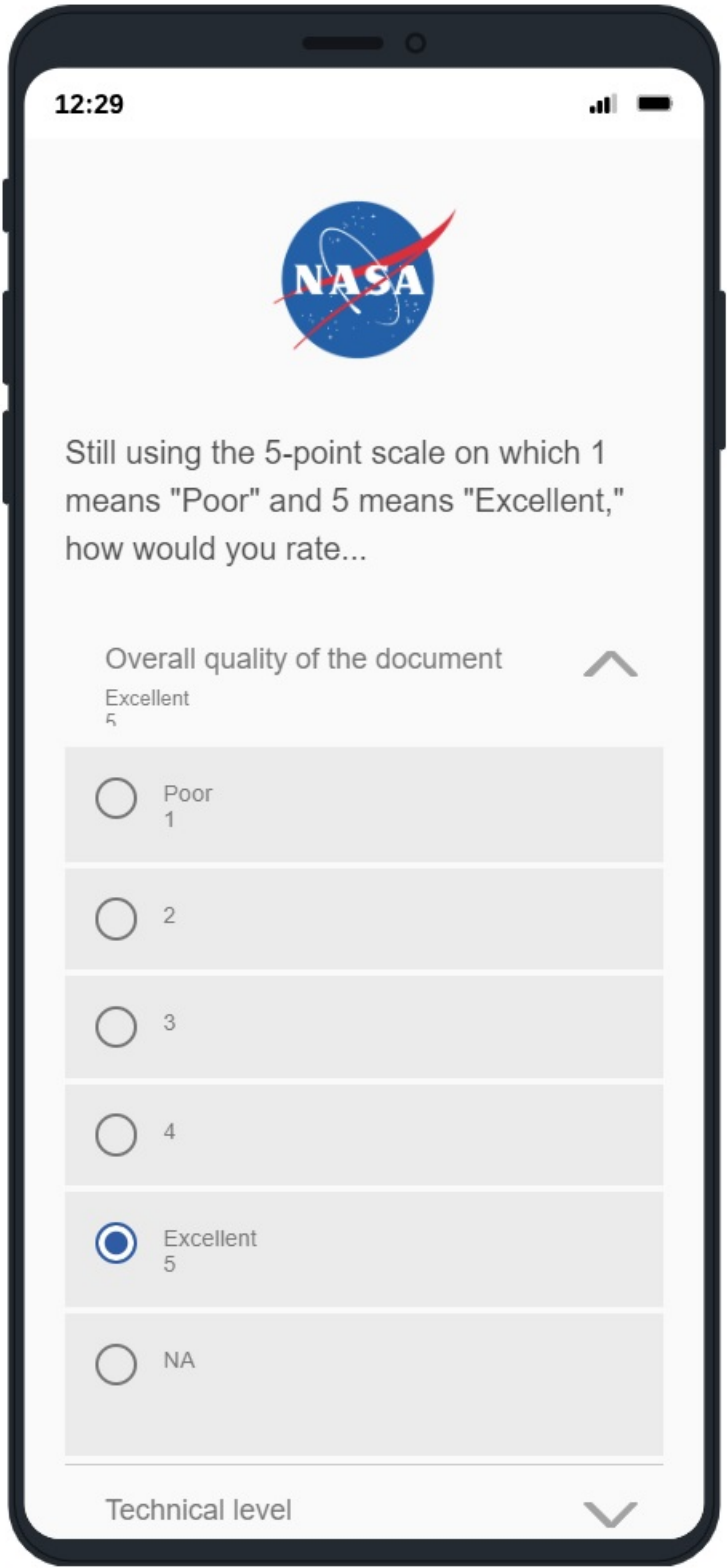
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Tools



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

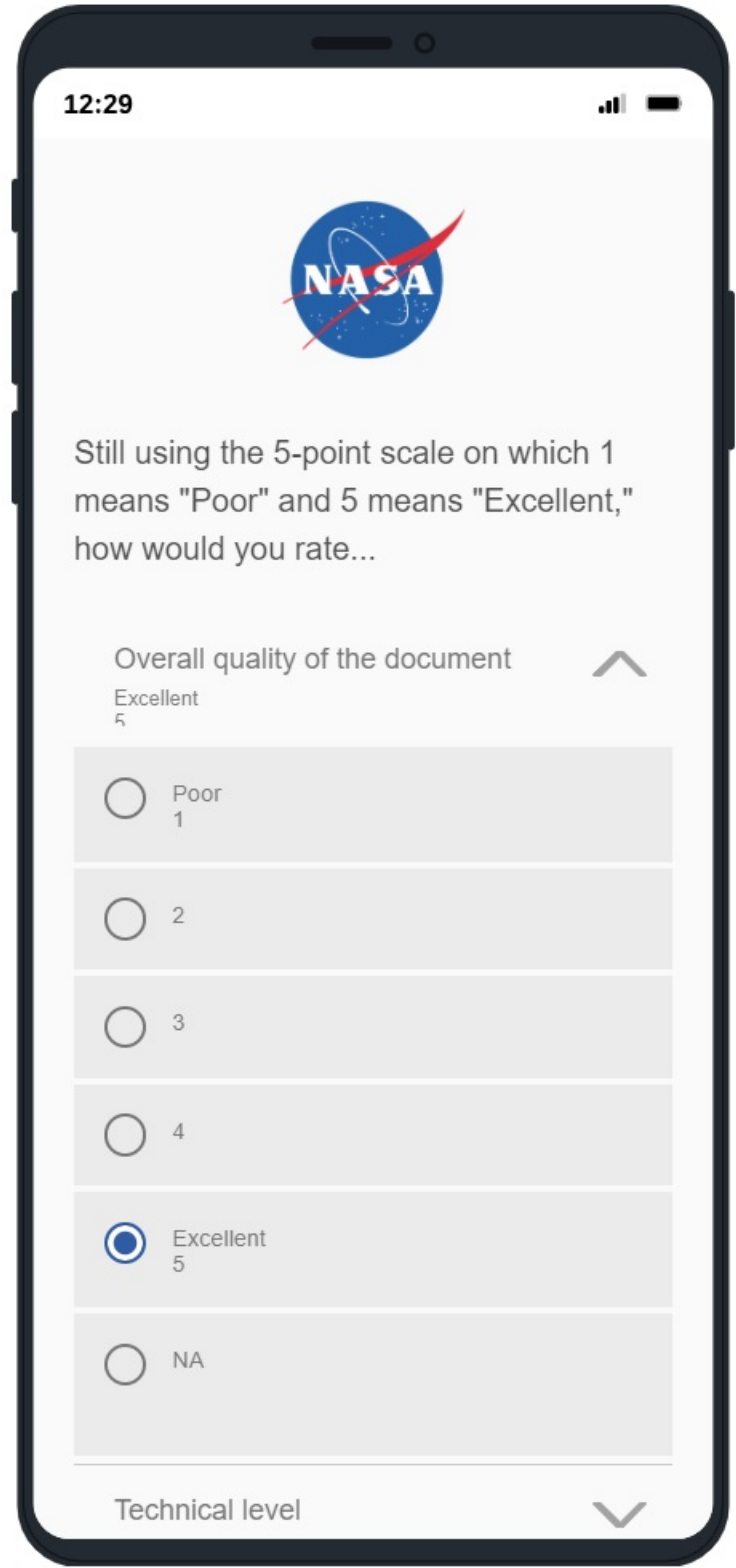
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

Excellent 5

Poor 1

2

3

4

Excellent 5

NA

Technical level



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

Overall quality of the document  
Excellent  
5

Technical level  
Excellent  
5

Organization  
Excellent  
5

Clarity and usefulness  
Excellent  
5

Extent to which the data documentation helped you use the data

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

Back

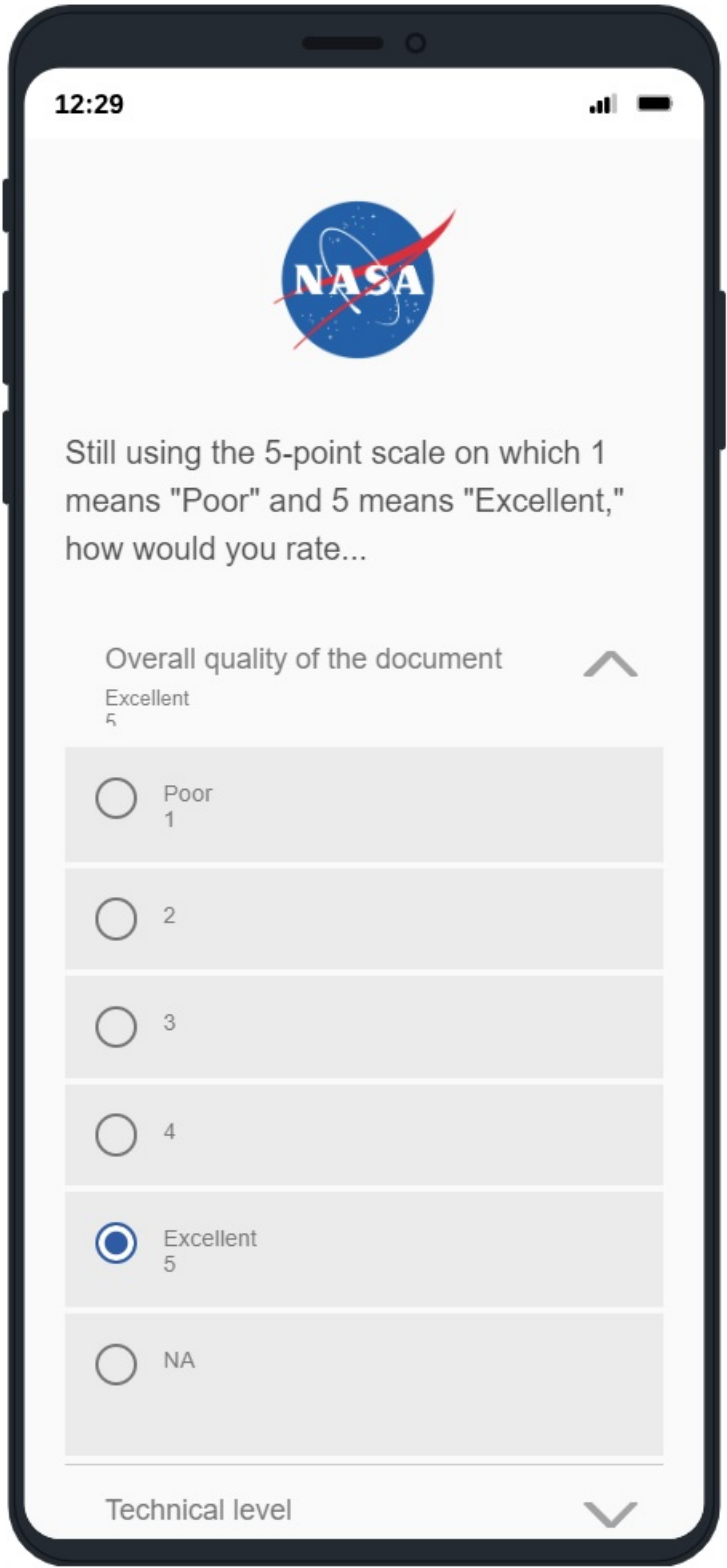
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Back

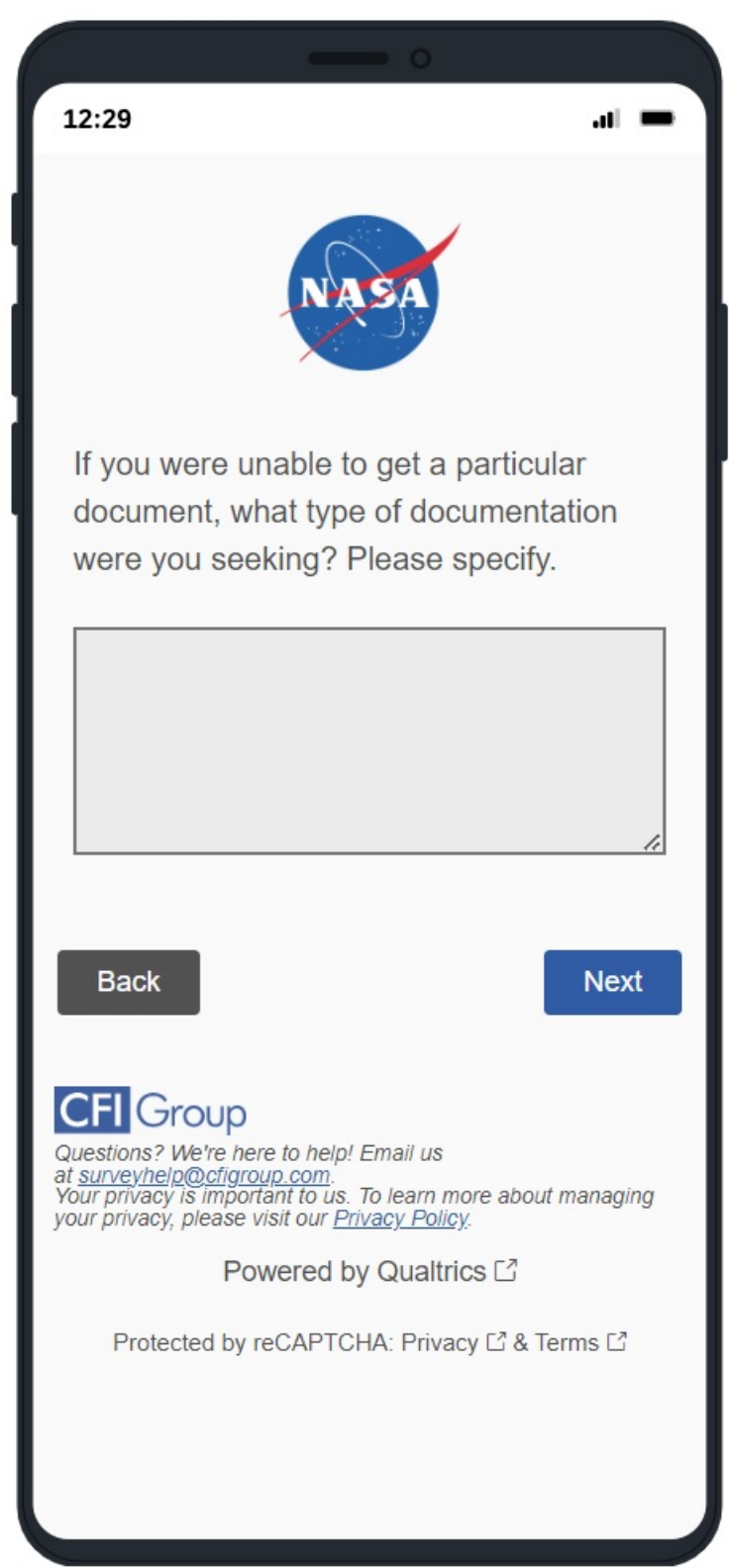
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Tools



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

Yes

No

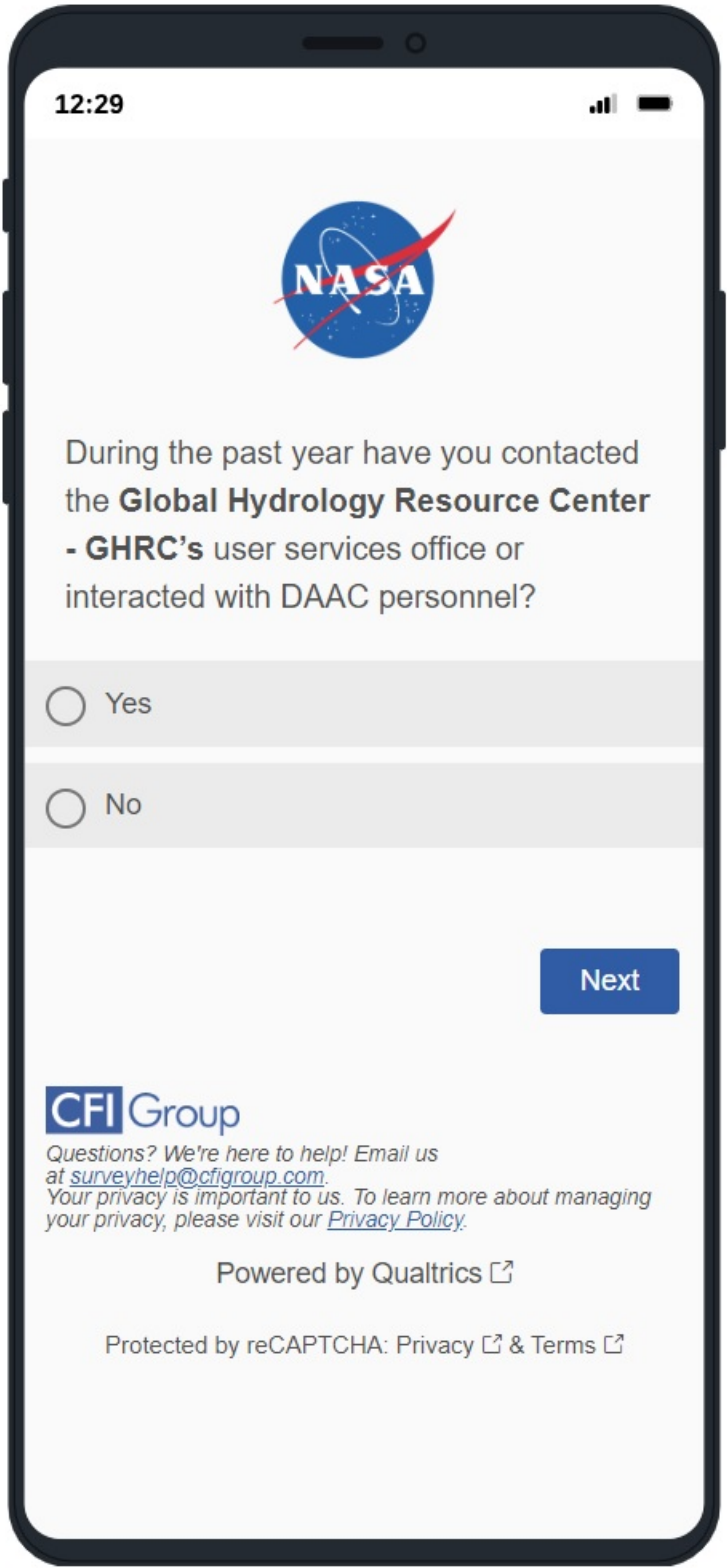
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Yes

No

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Clear

Tools



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



Back

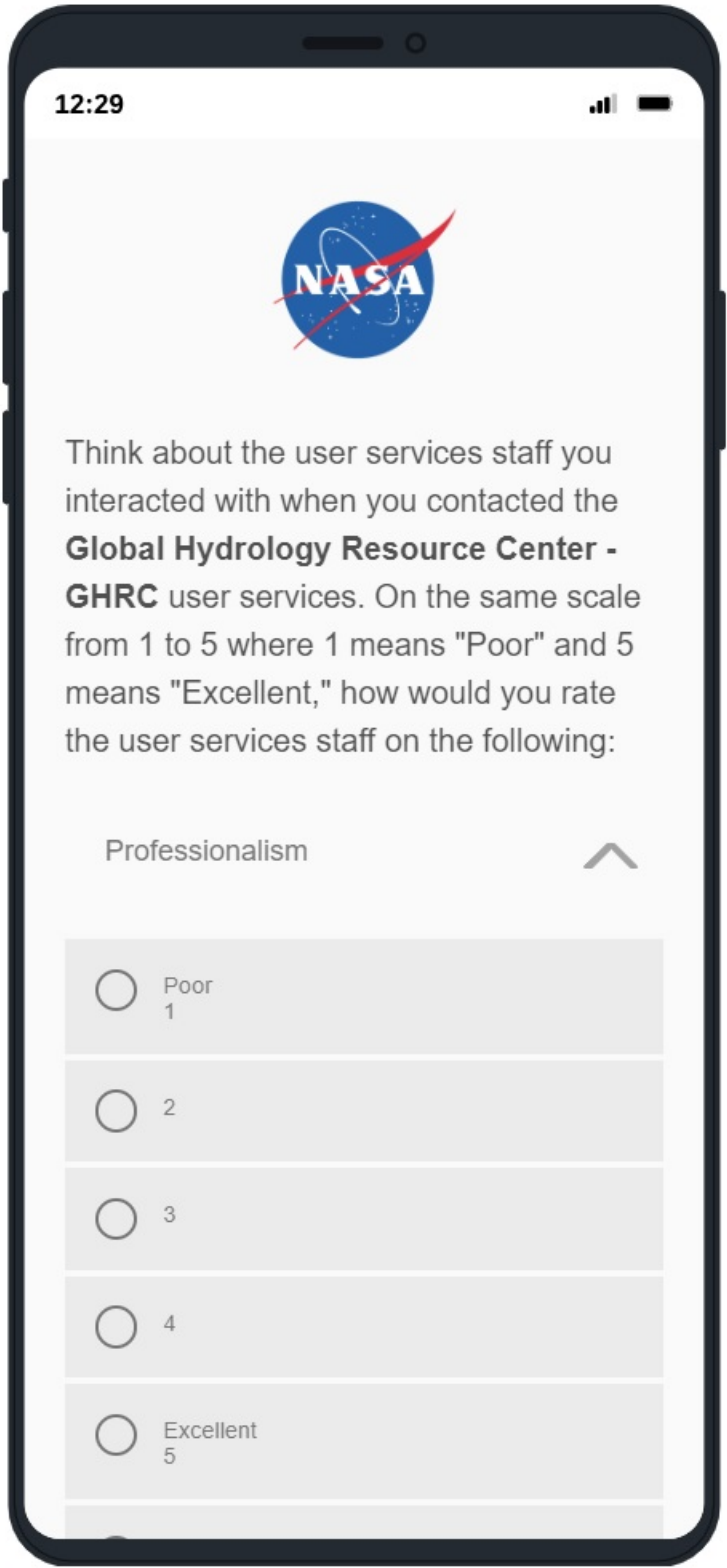
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Professionalism



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

Back

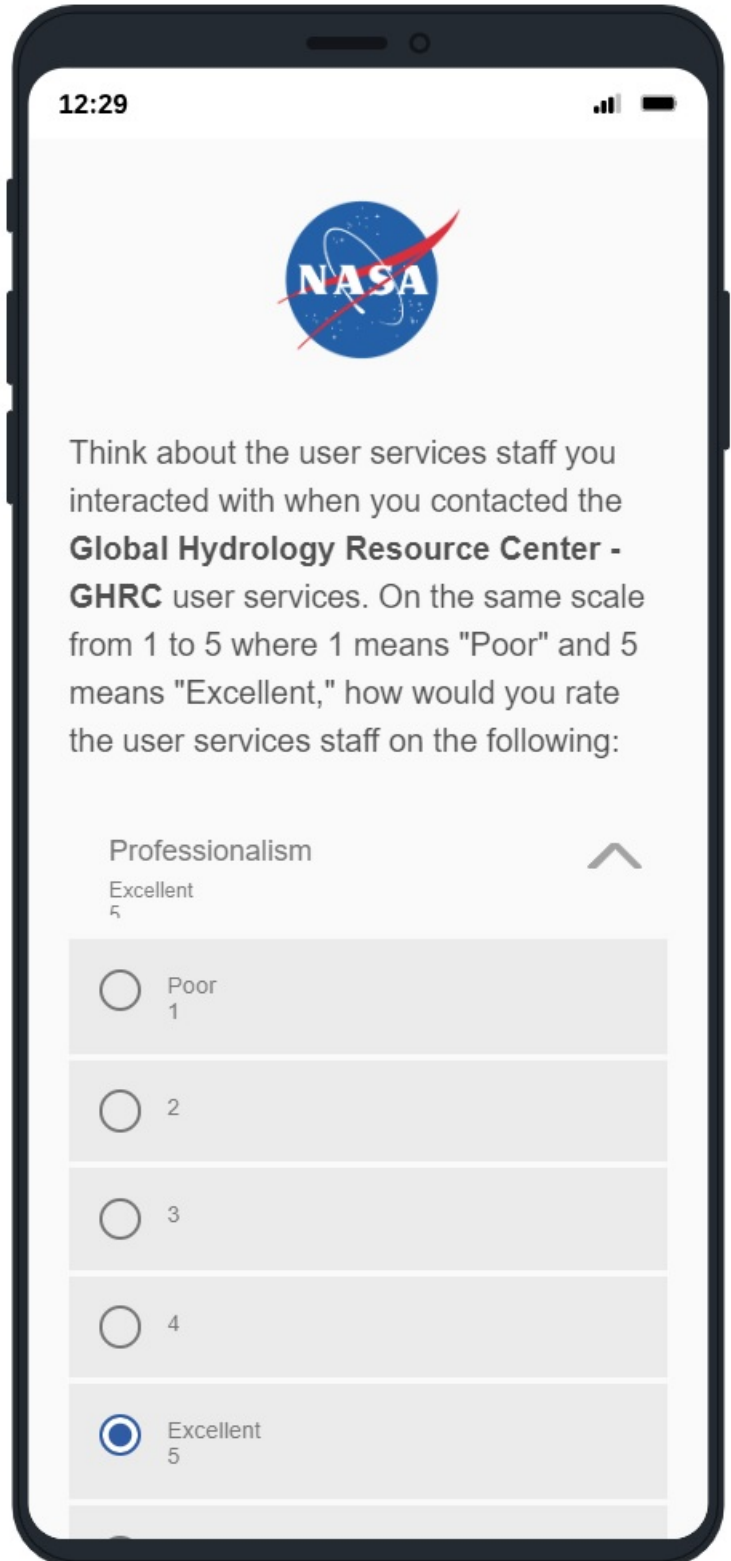
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Professionalism  
Excellent  
5

Technical knowledge  
Excellent  
5

Helpfulness in resolving a problem

Poor  
1

2

3

4

Excellent  
5

NA

Speed of response

Back

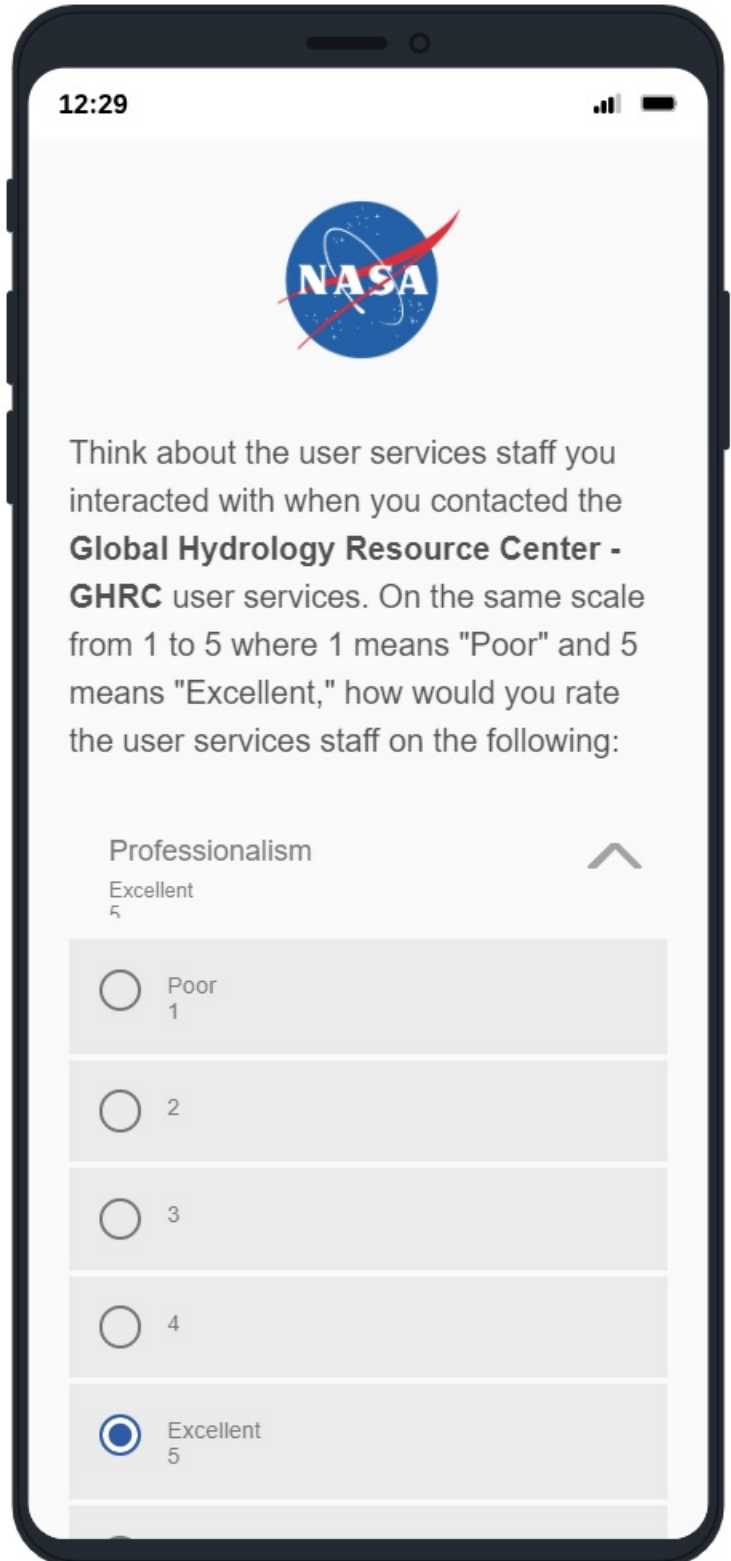
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Professionalism  
Excellent  
5

Technical knowledge  
Excellent  
5

Helpfulness in resolving a problem  
Excellent  
5

Speed of response

Poor  
1

2

3

4

Excellent  
5

NA

Back

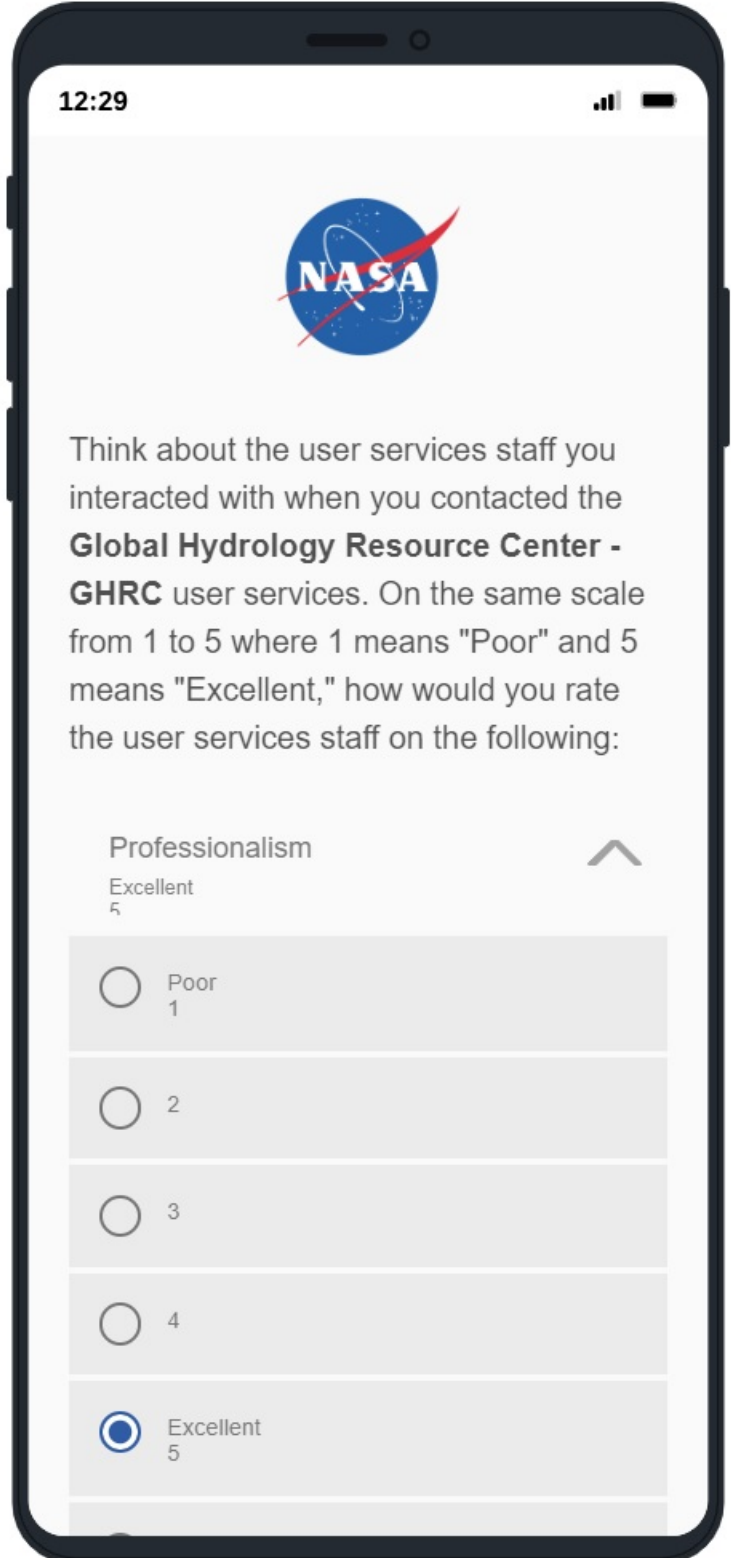
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Clear

Tools



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

Back

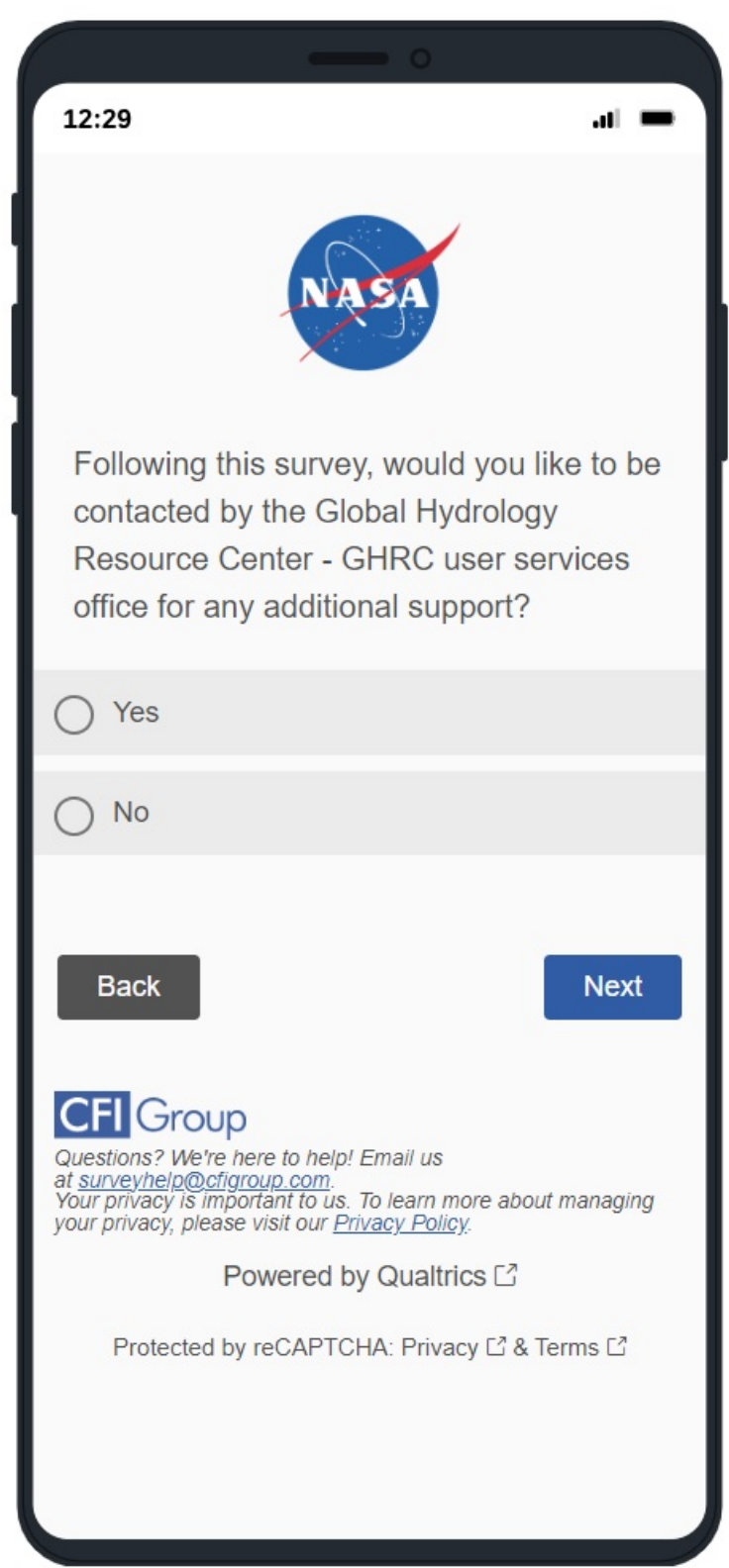
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Yes

No

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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 **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

Back

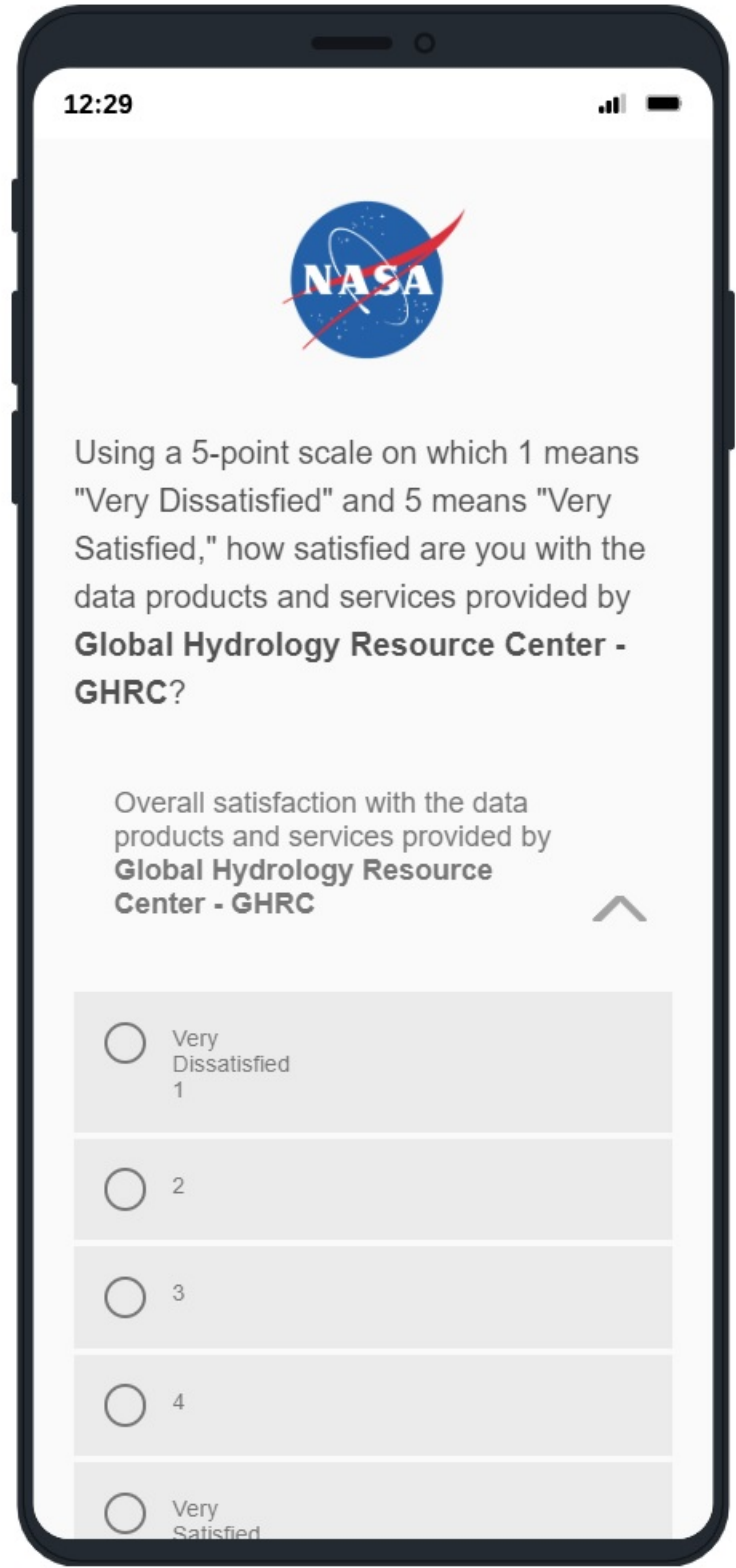
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Global Hydrology Resource Center - GHRC** fallen short of or exceeded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

Extent to which the data products and services provided by **Global Hydrology Resource Center - GHRC** have fallen short of or exceeded your expectations

Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

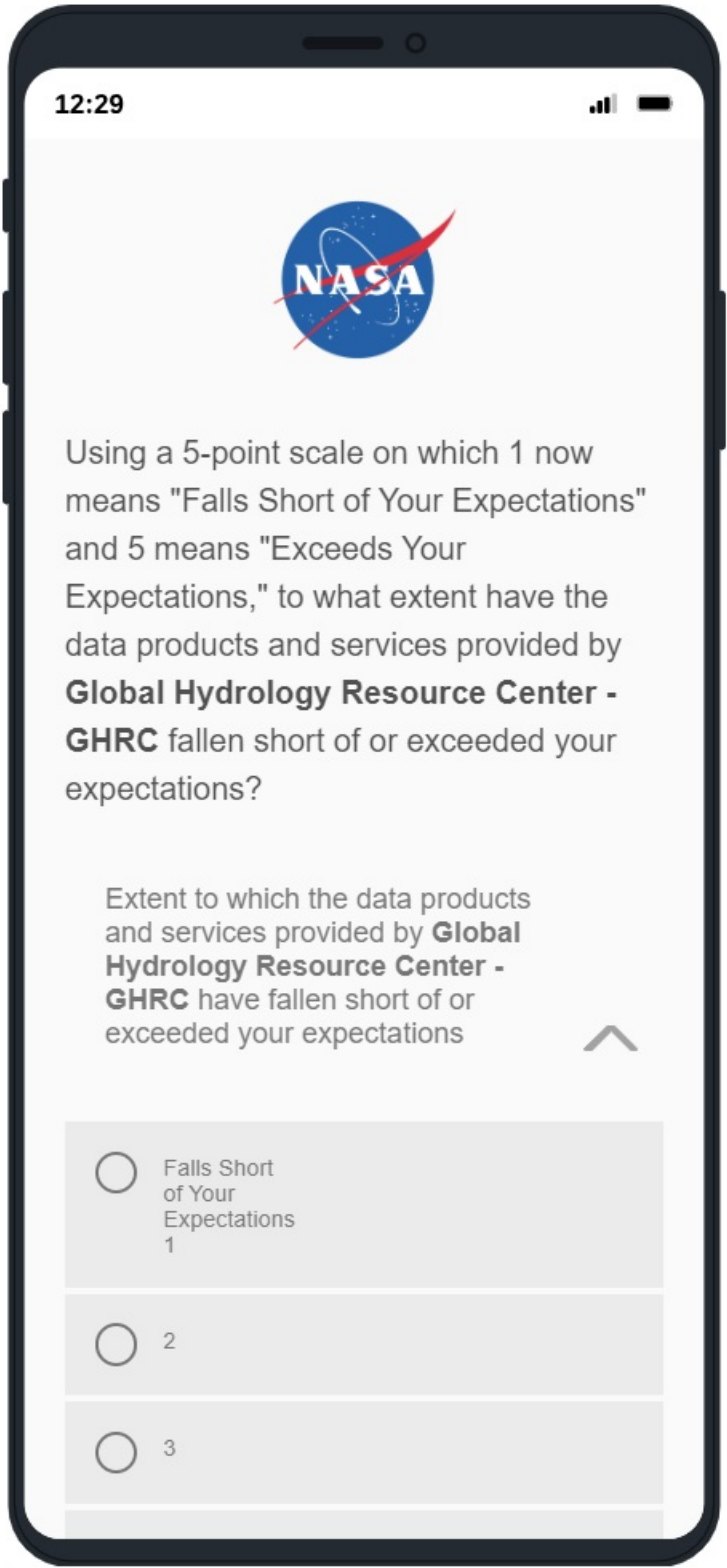
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Global Hydrology Resource Center - GHRC** fallen short of or exceeded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

Extent to which the data products and services provided by **Global Hydrology Resource Center - GHRC** 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 **Global Hydrology Resource Center - GHRC** 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 **Global Hydrology Resource Center - GHRC** 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

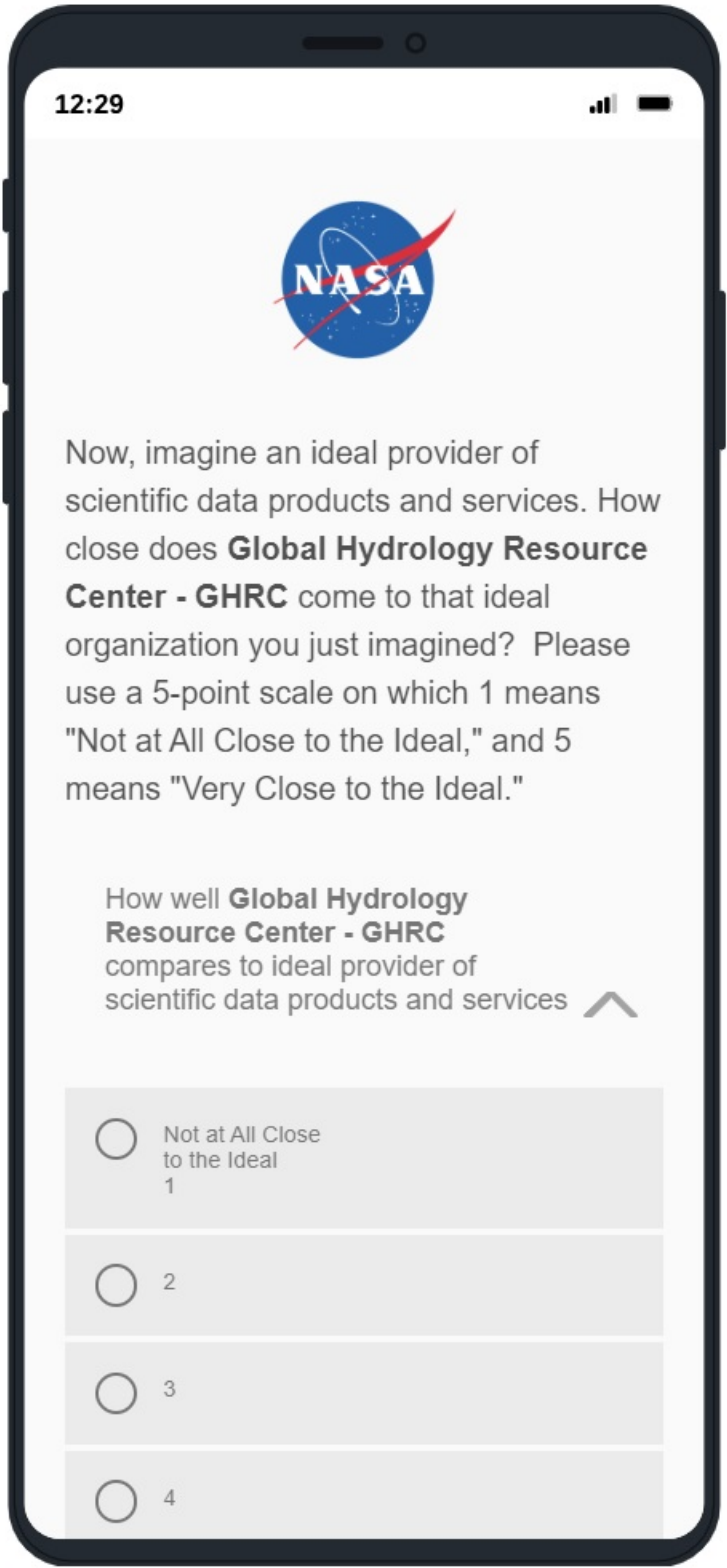
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How well **Global Hydrology Resource Center - GHRC** compares to ideal provider of scientific data products and services



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 GHRC web site?

Yes

No (please specify)

Text input field for specifying reasons.

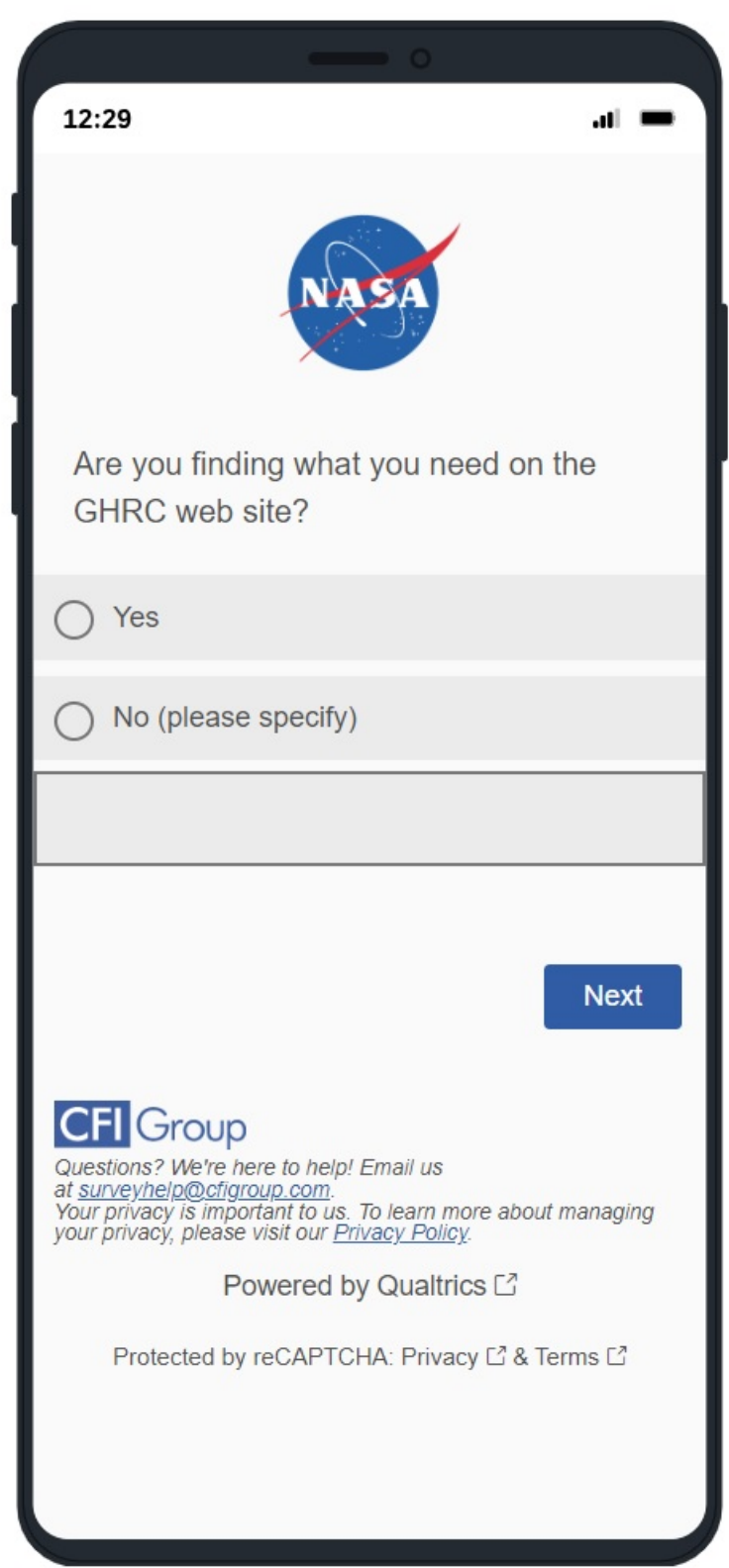
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Yes

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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.)?

[Empty text input field]

Back

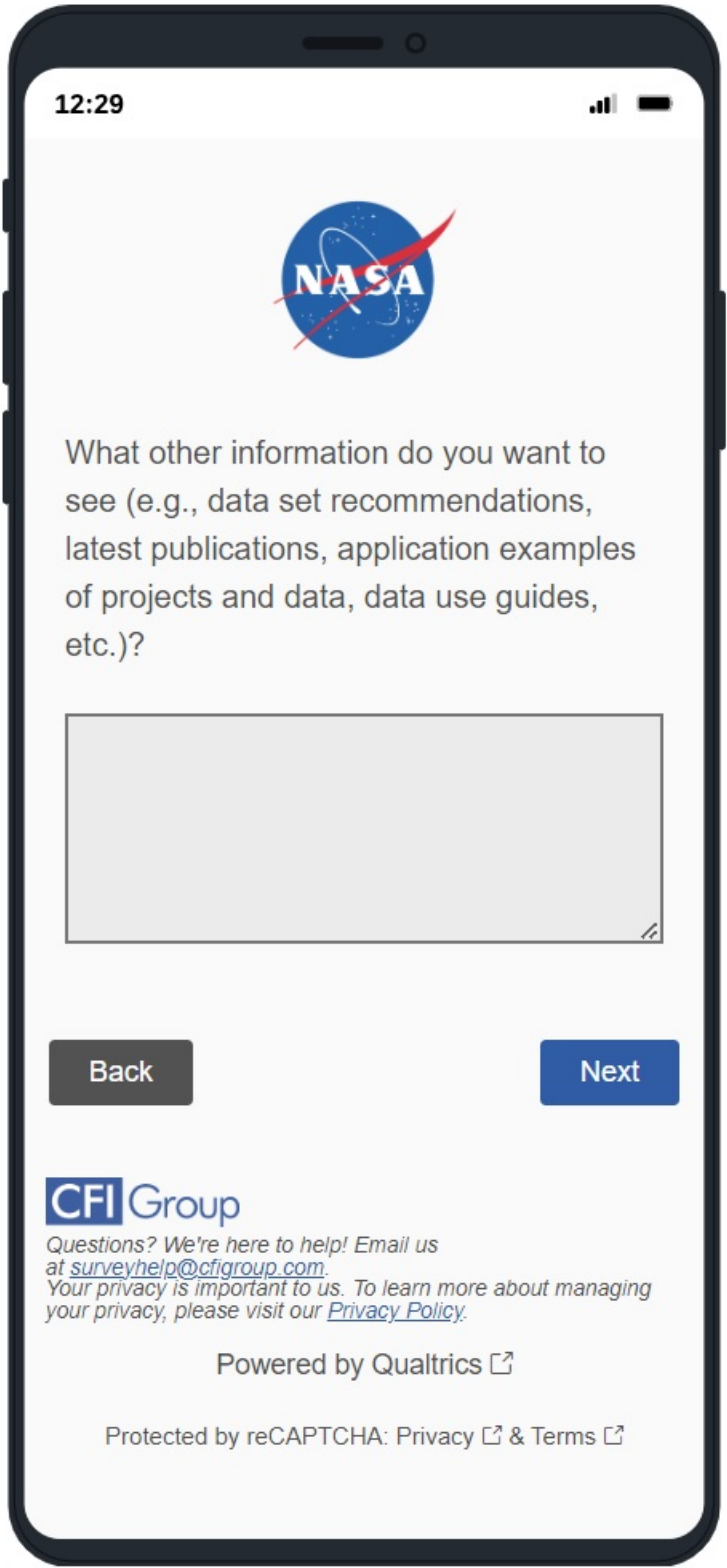
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[Empty text input field]

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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

Back

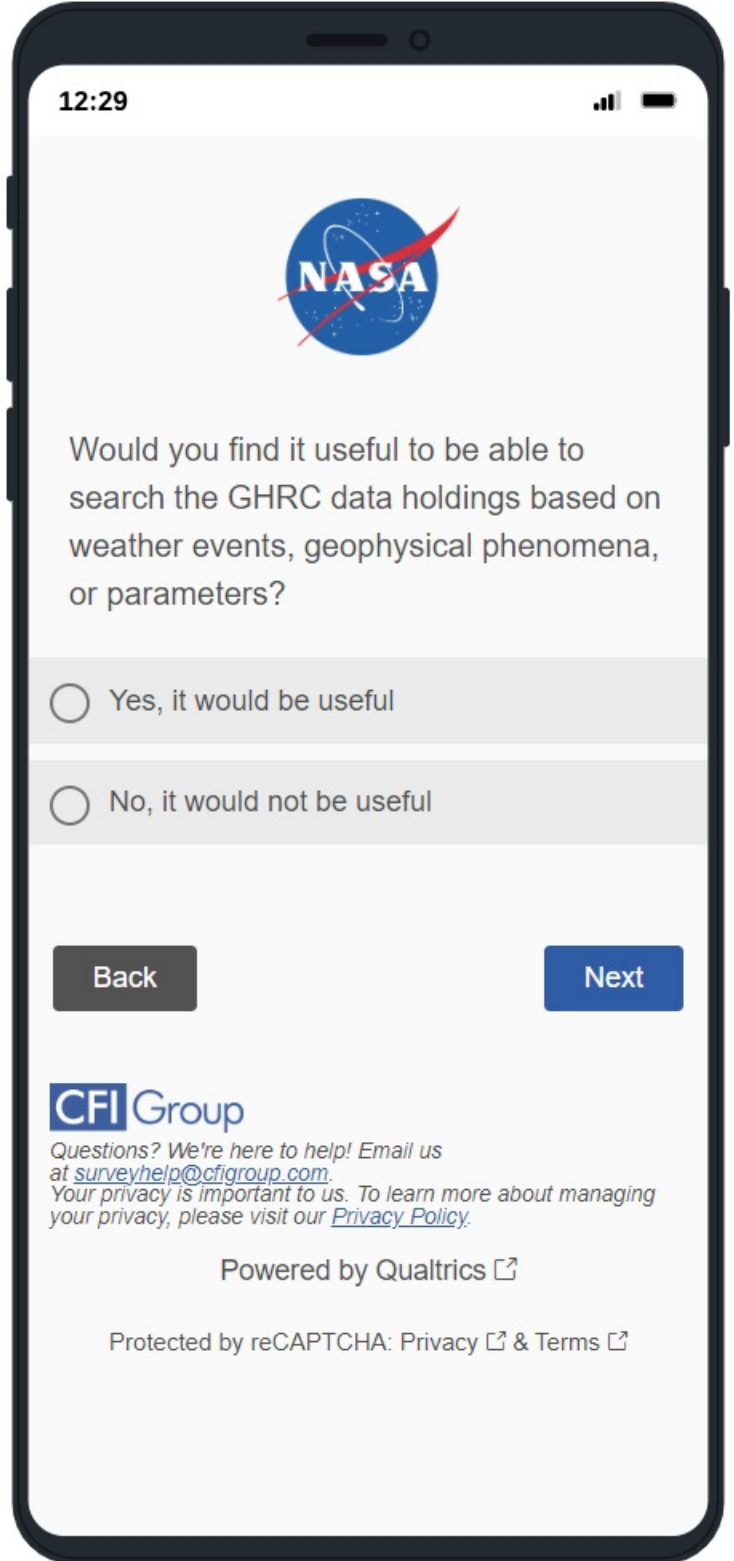
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Tools



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

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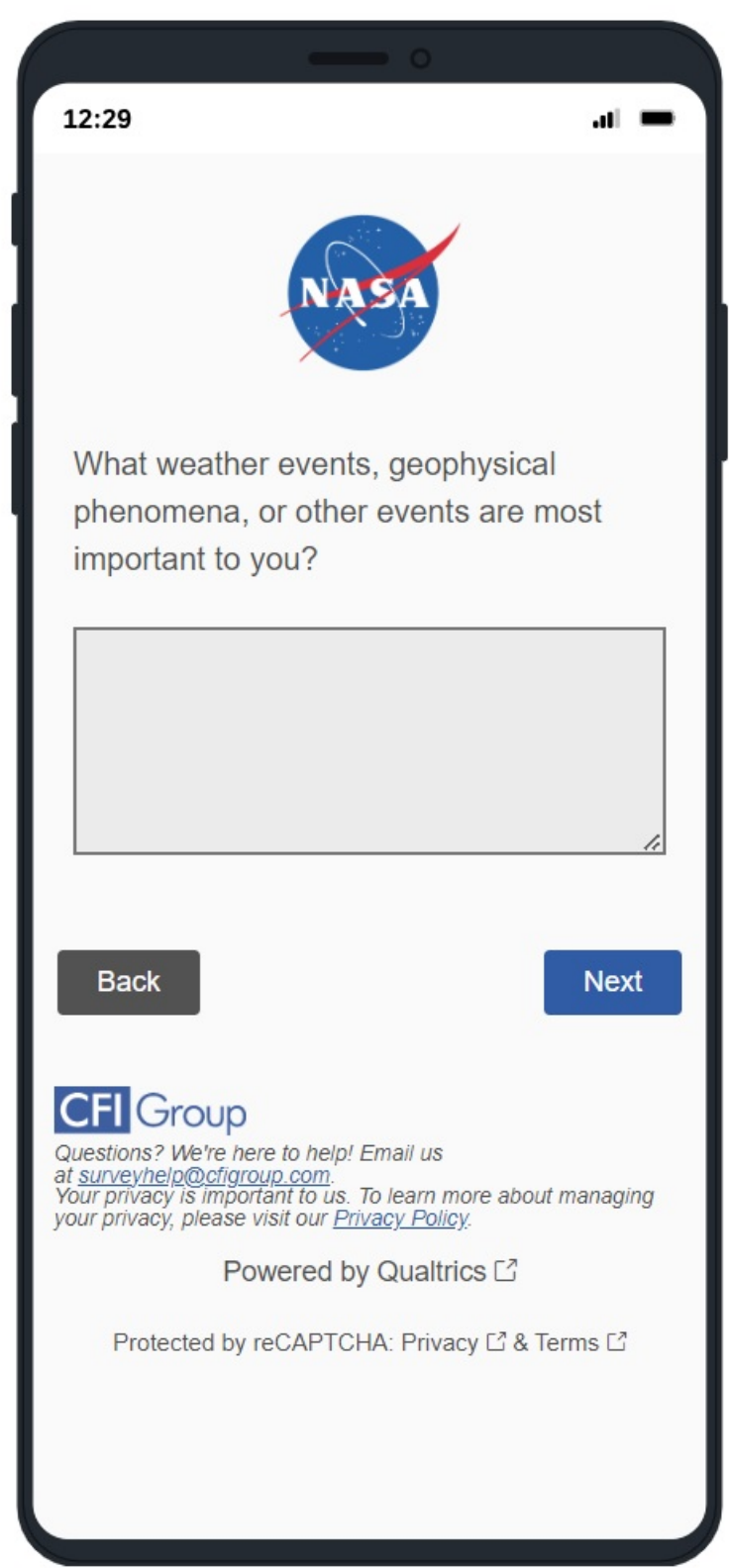
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What weather events, geophysical phenomena, or other events are most important to you?

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Tools



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

Back

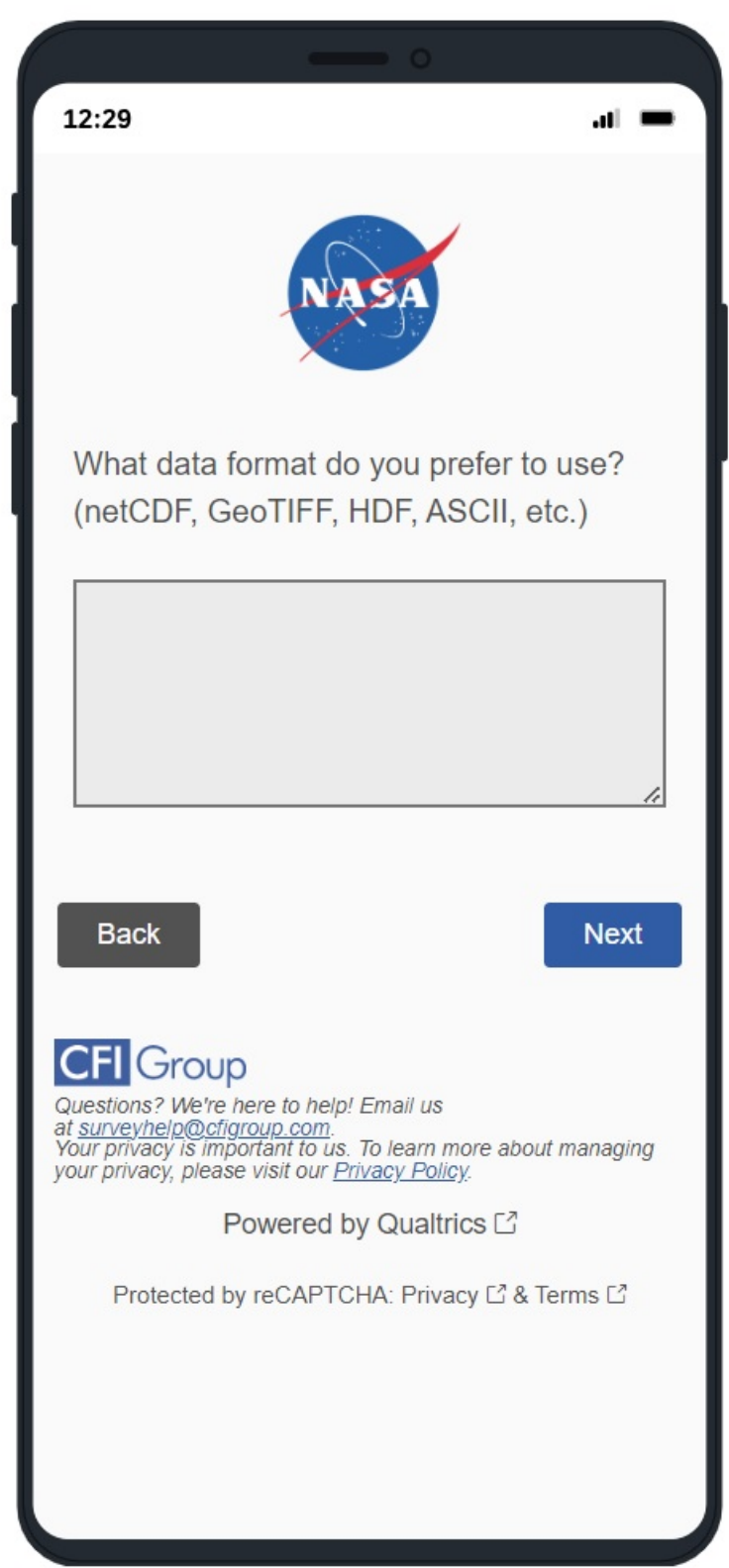
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What data format do you prefer to use? (netCDF, GeoTIFF, HDF, ASCII, etc.)

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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)

Back

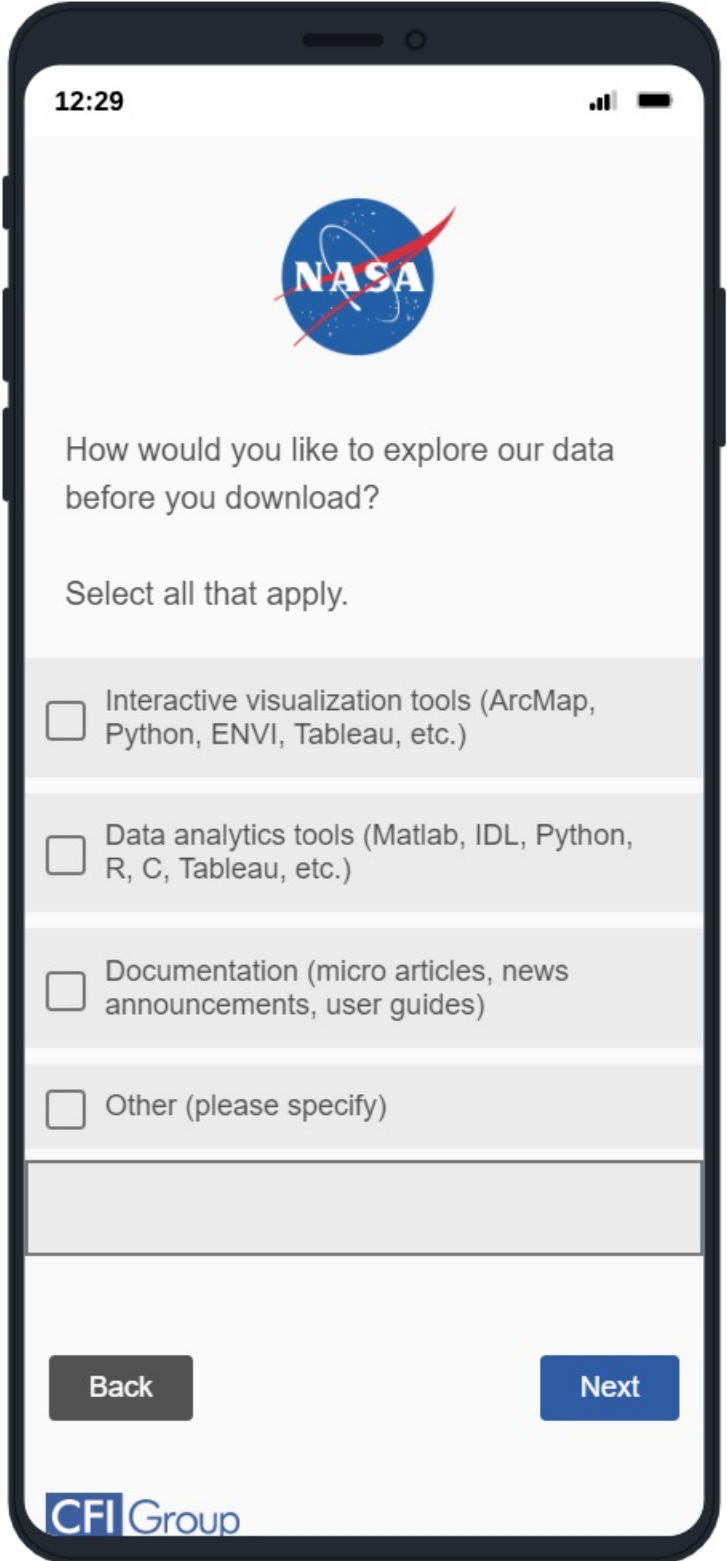
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Tools



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

Empty text input box for specifying data visualization tools.

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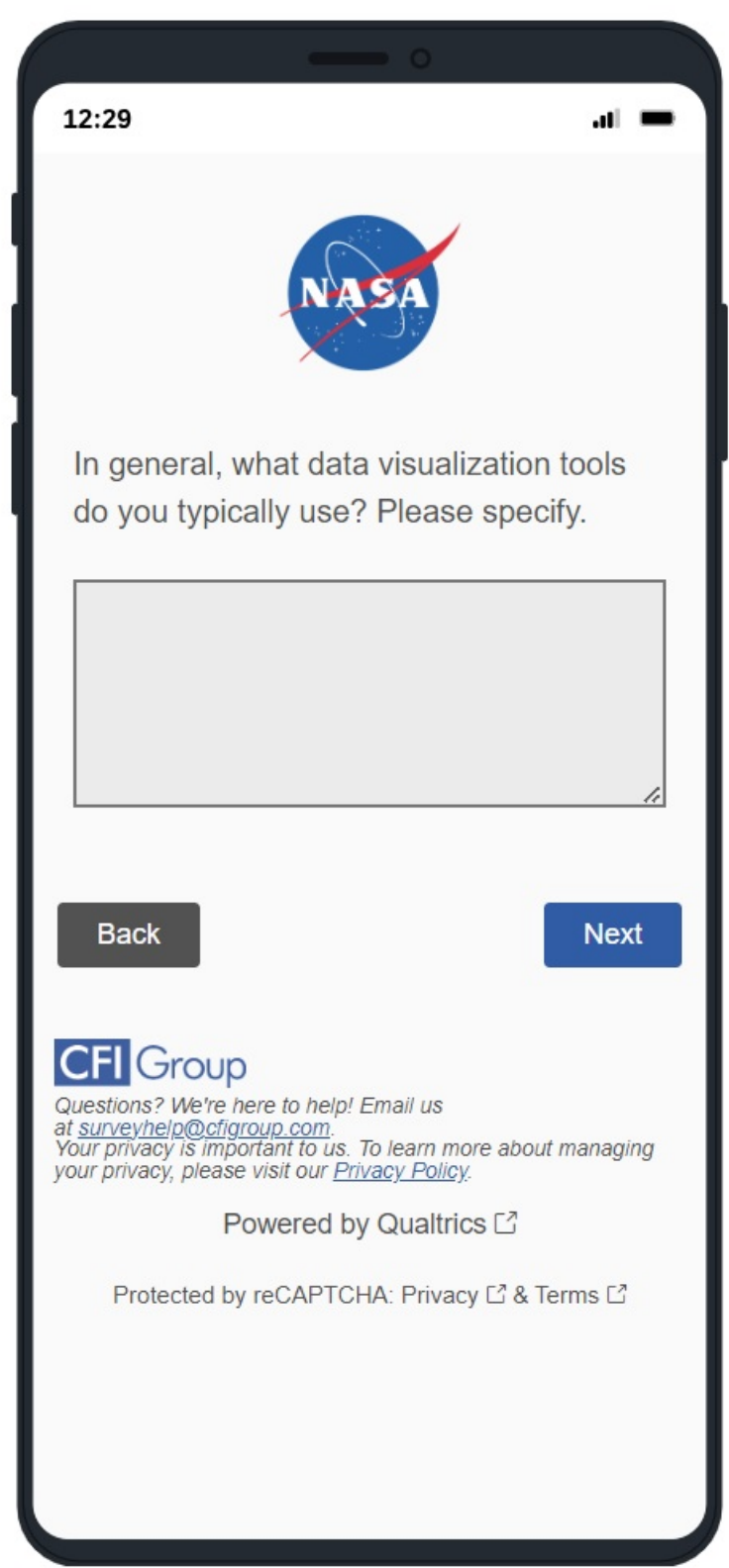
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In general, what data visualization tools do you typically use? Please specify.

Empty text input box for specifying data visualization tools.

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Tools



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

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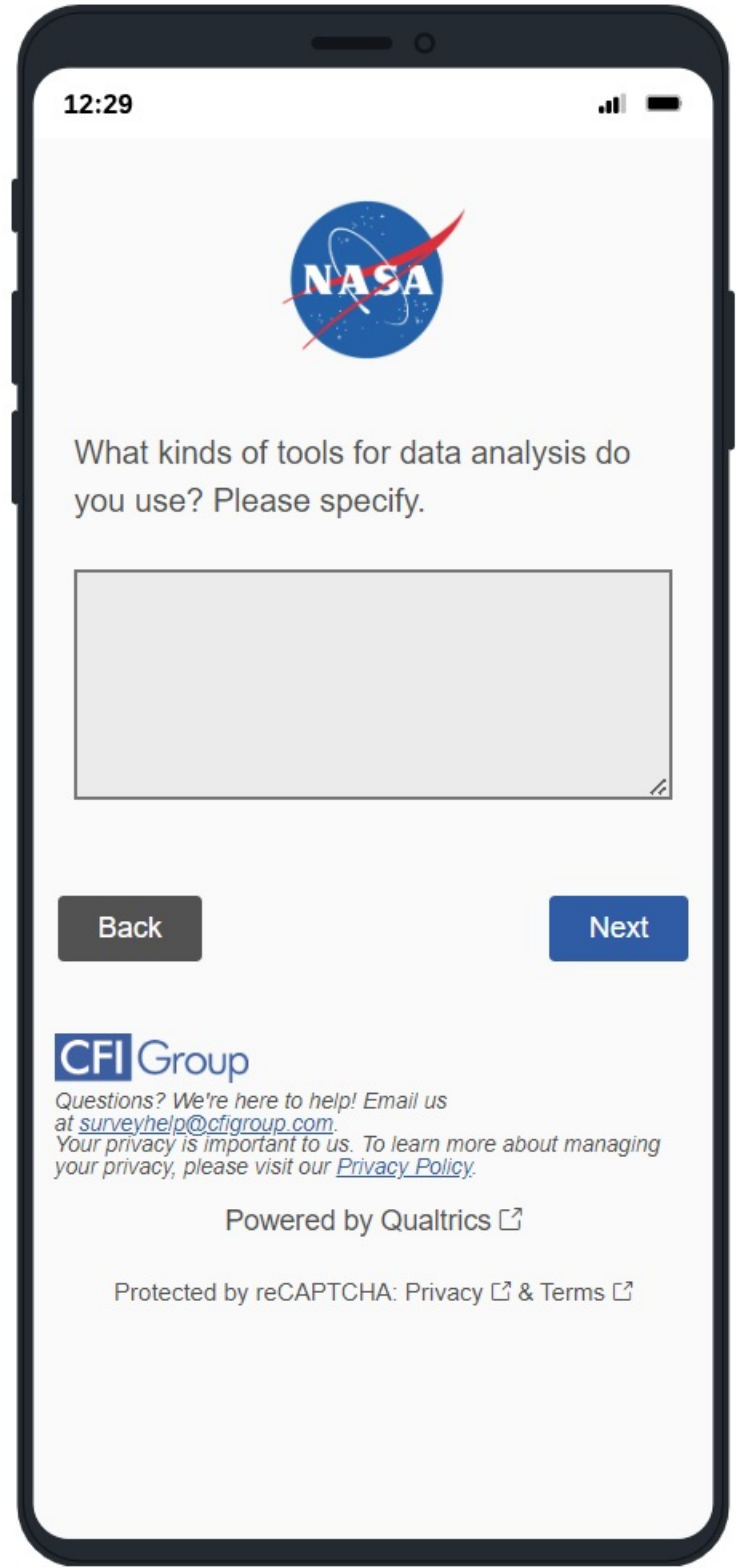
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Tools



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

Empty text input field

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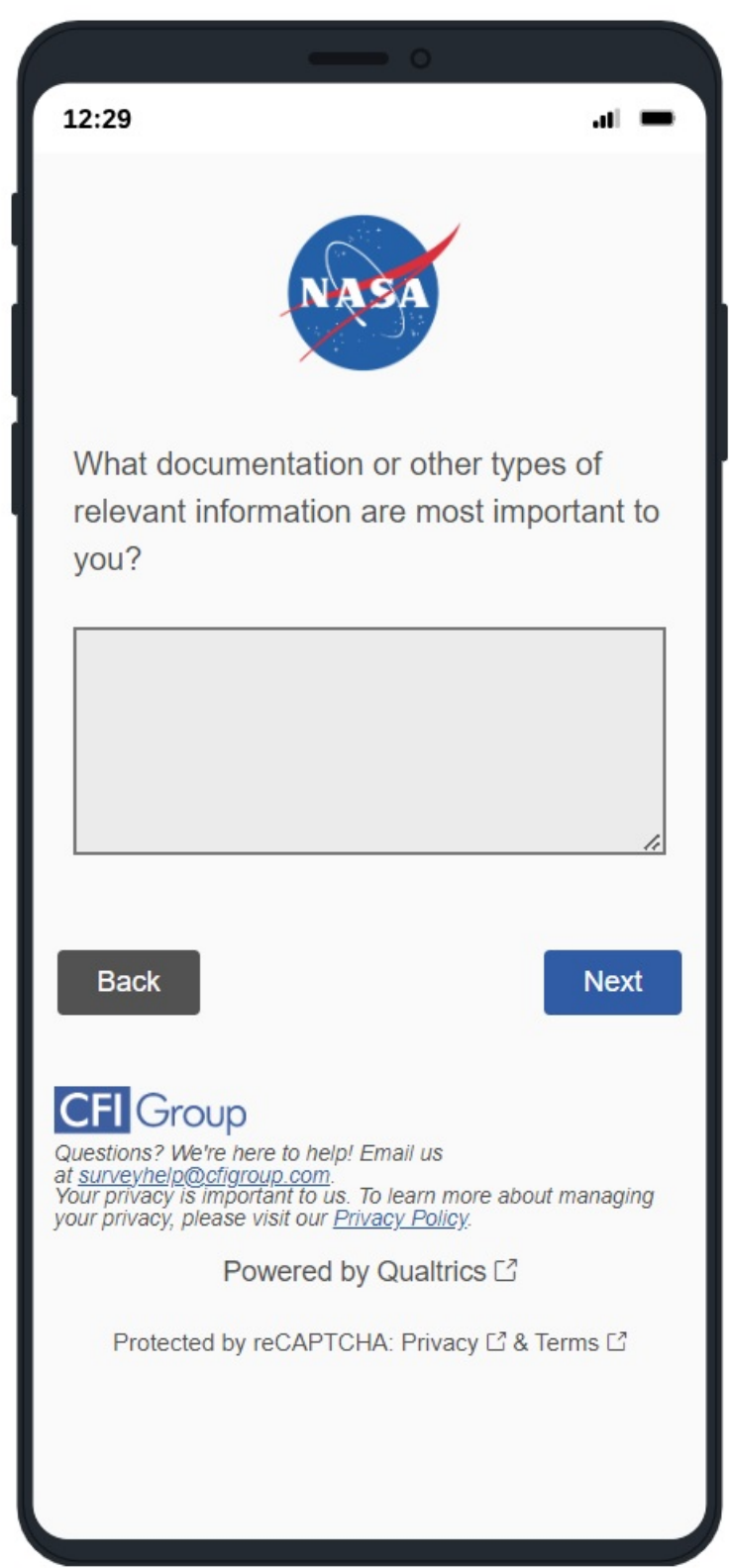
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If you have downloaded data from GHRC, how did you access the data?

- 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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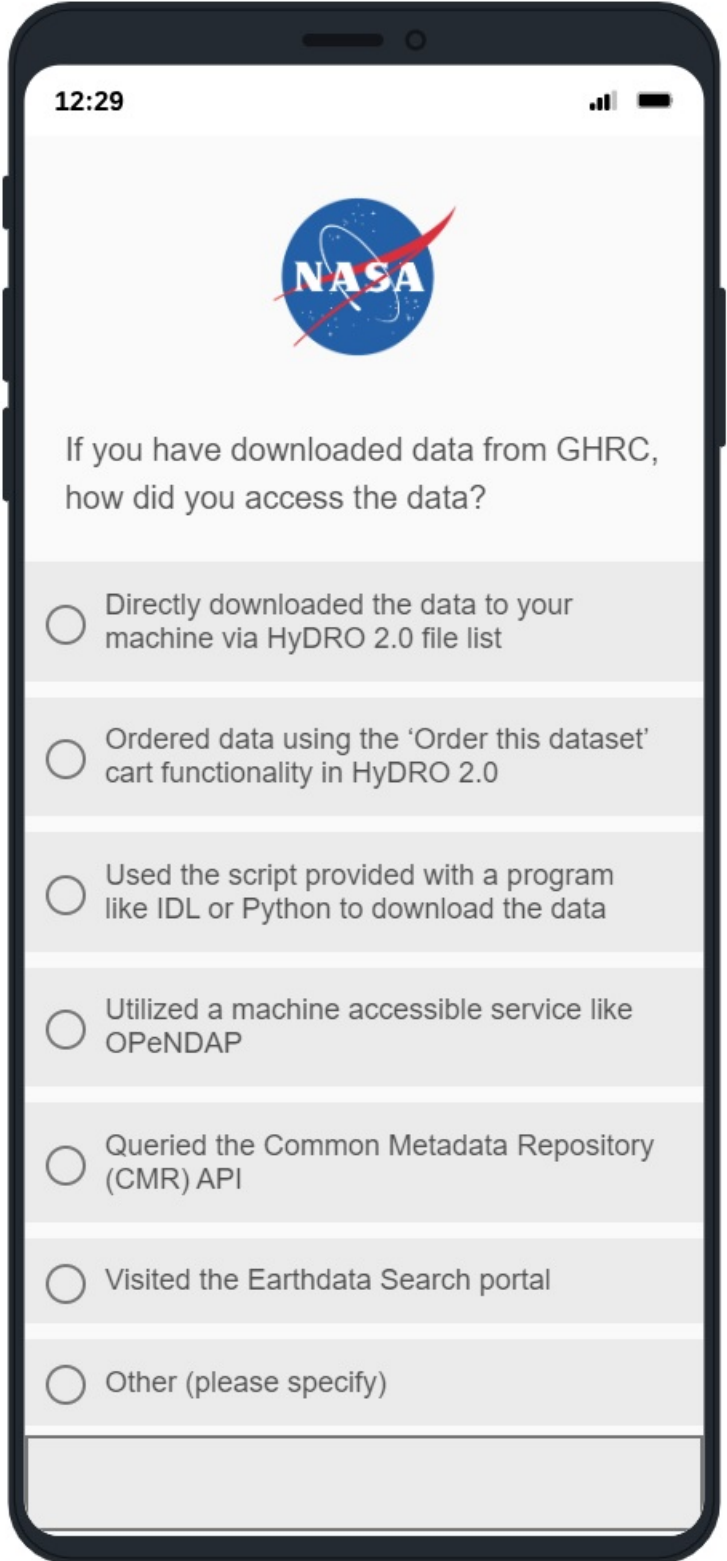
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Tools



How did you download the data?

Empty text input field

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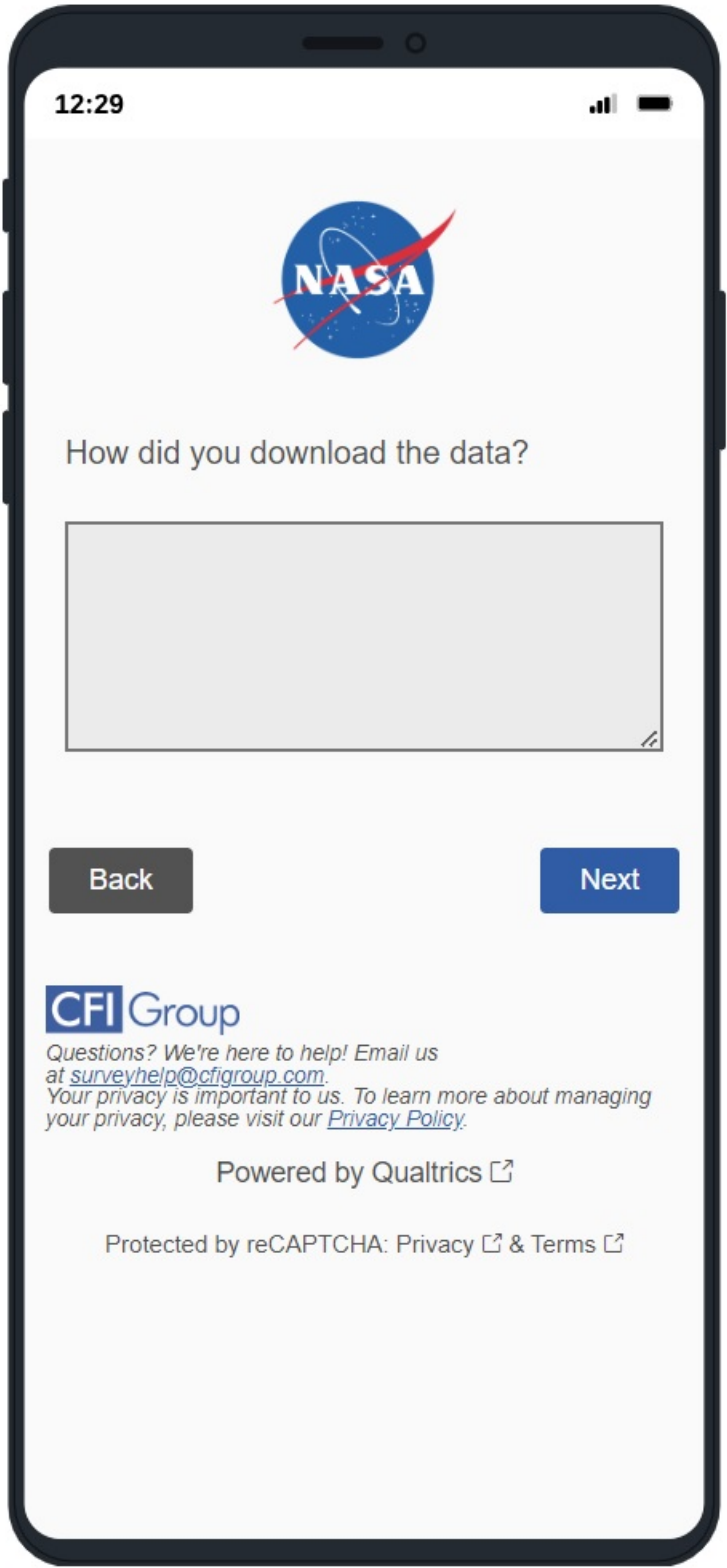
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Tools



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

Empty text input area for user response.

Back

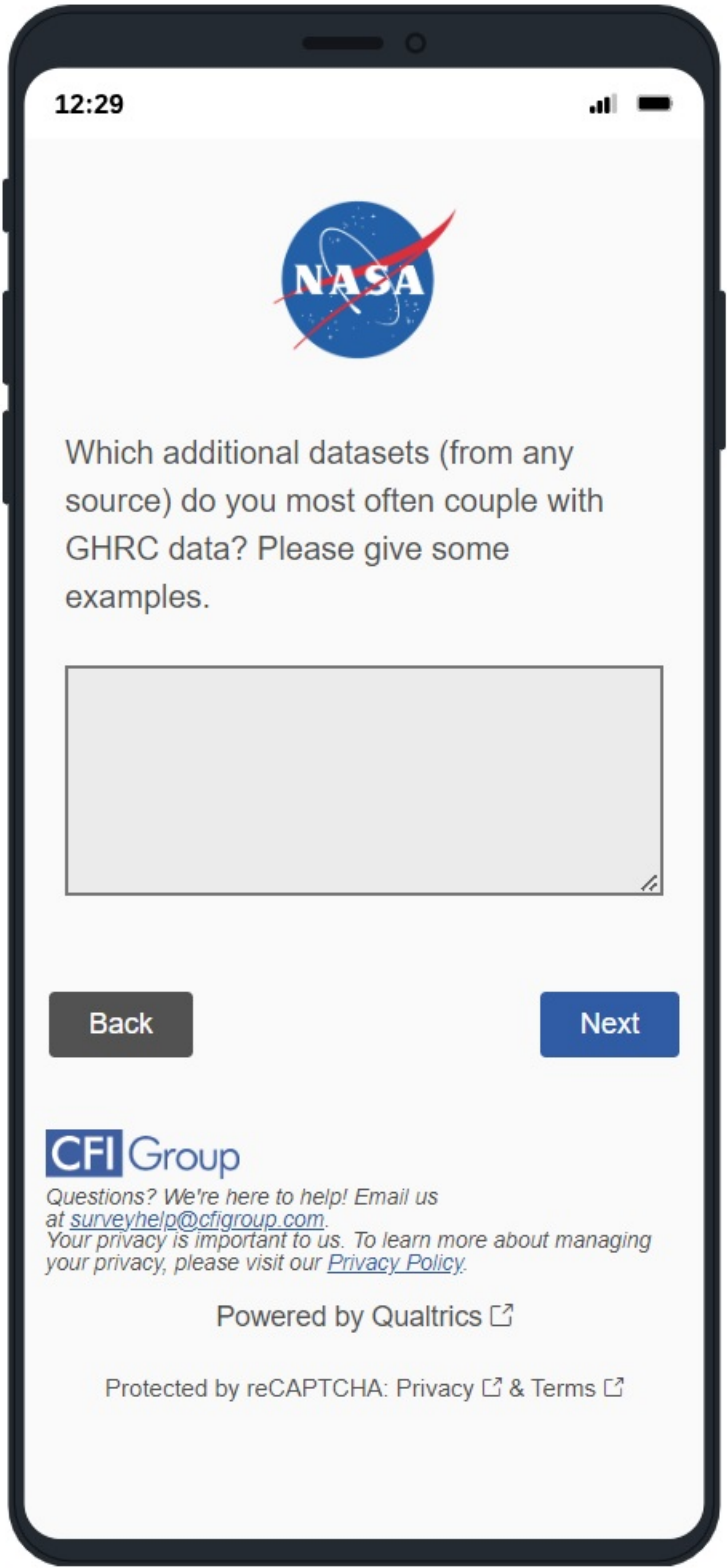
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Tools



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

Text input area for survey response

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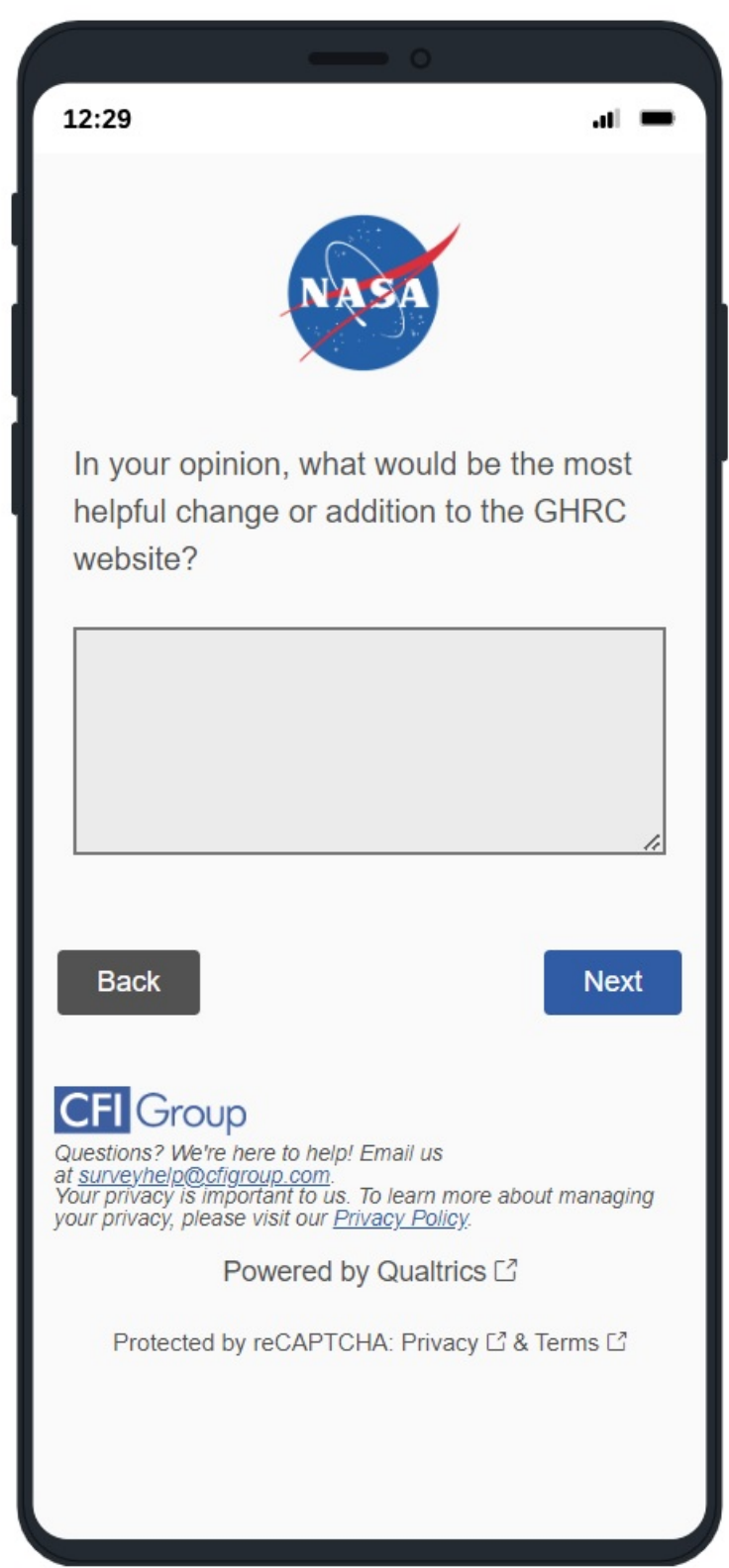
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Global Hydrology Resource Center - GHRC** to a colleague?

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



Not at All Likely 1

2

3

4

Very Likely 5

NA

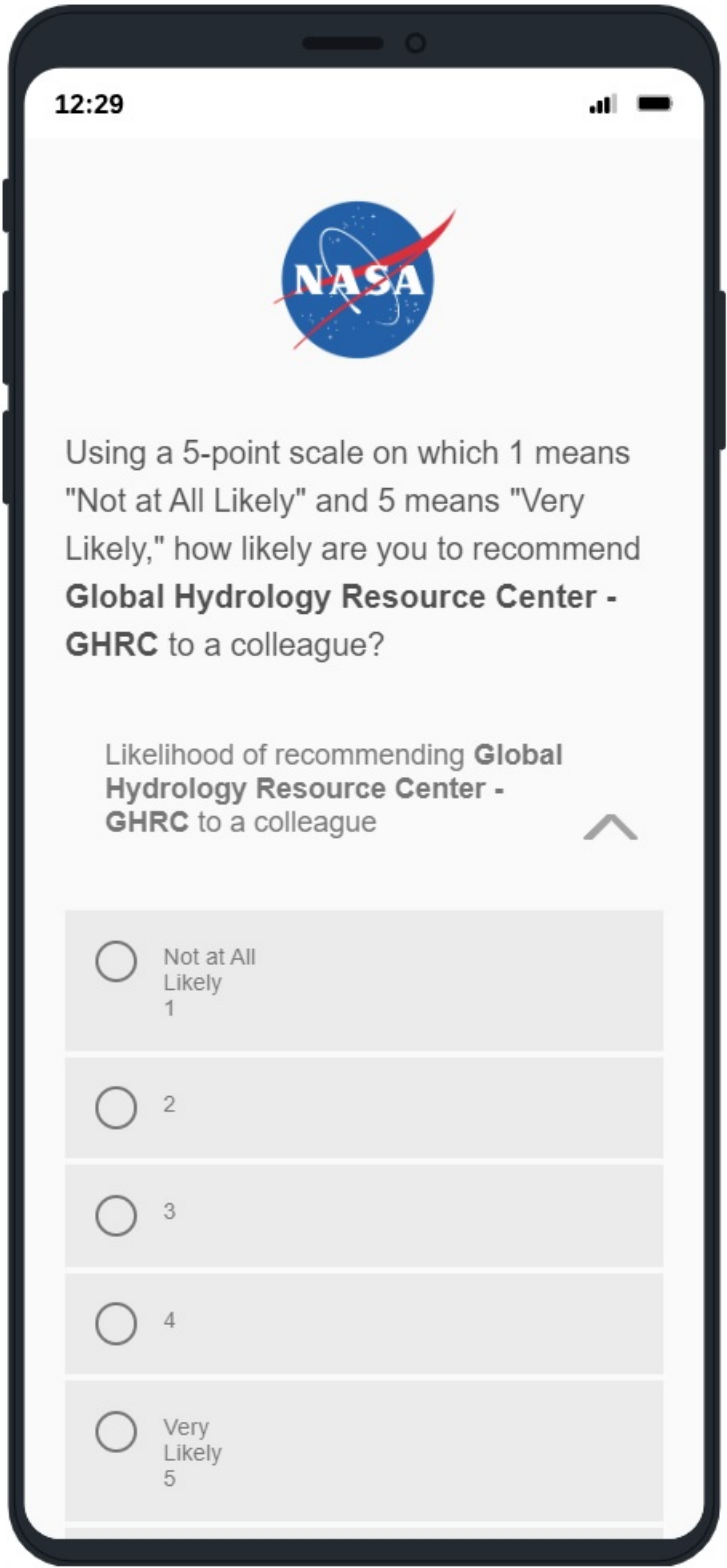
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Global Hydrology Resource Center - GHRC** in the future?

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
- NA

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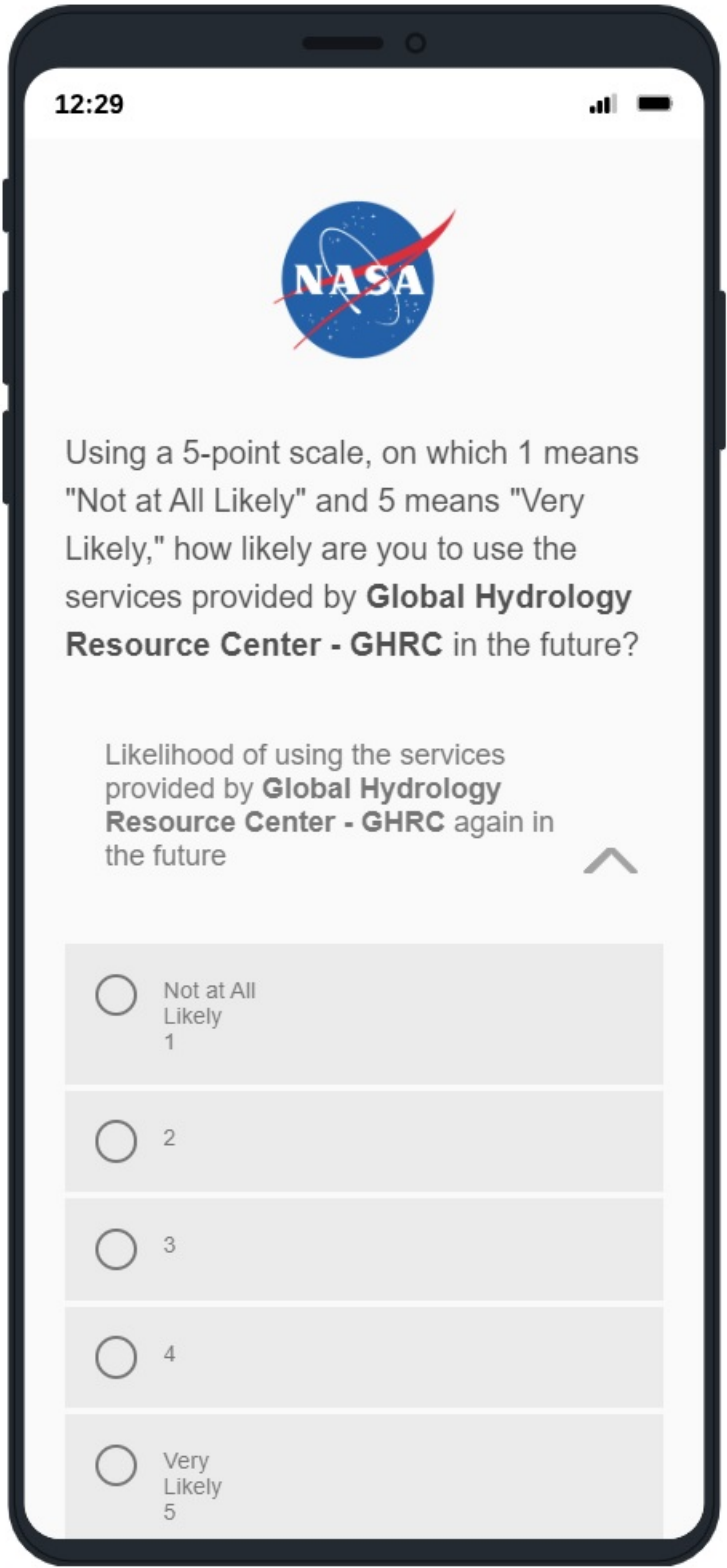
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Tools



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.

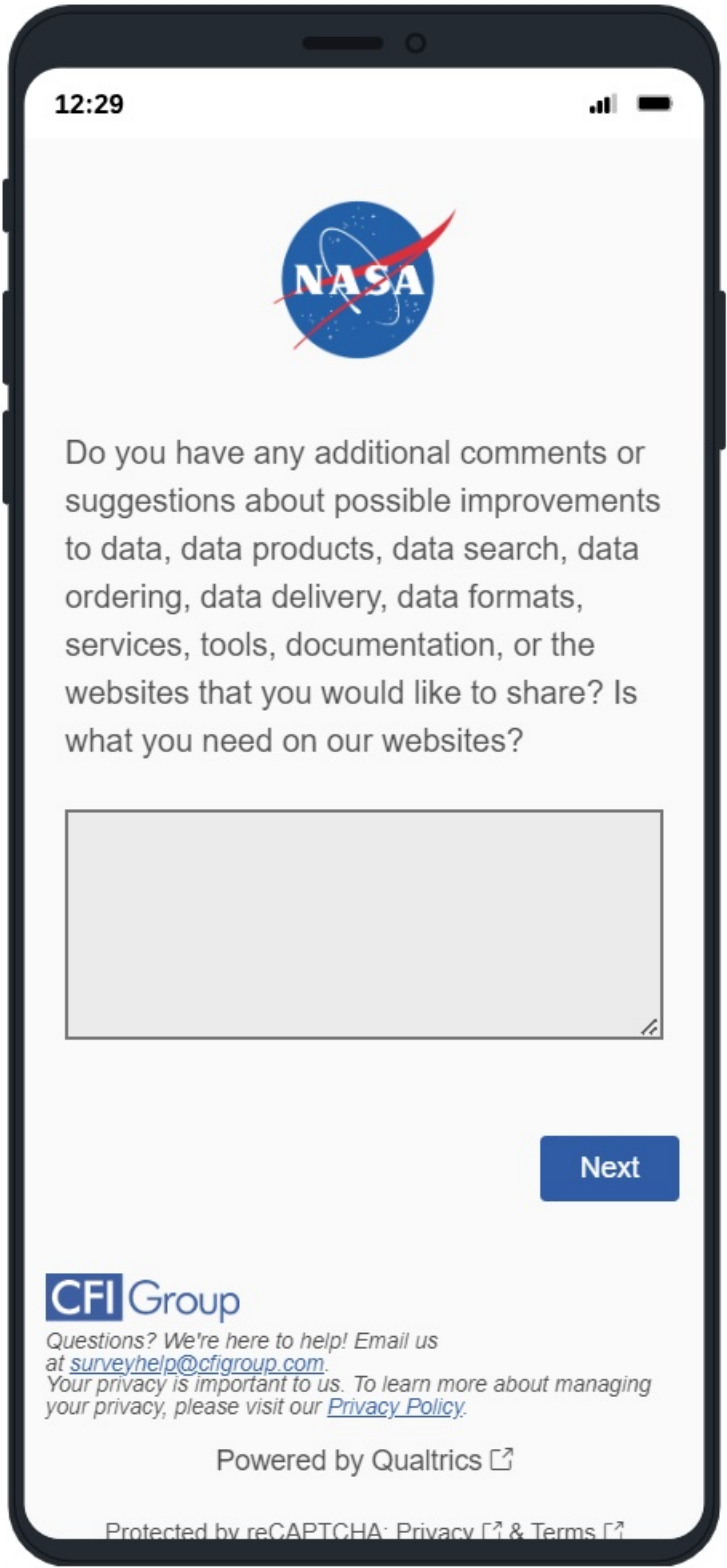
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You have reached the end of the survey. Please click on the "Submit" button below to send your responses to CFI Group's secure database. You will also receive a prompt to respond for another DAAC.

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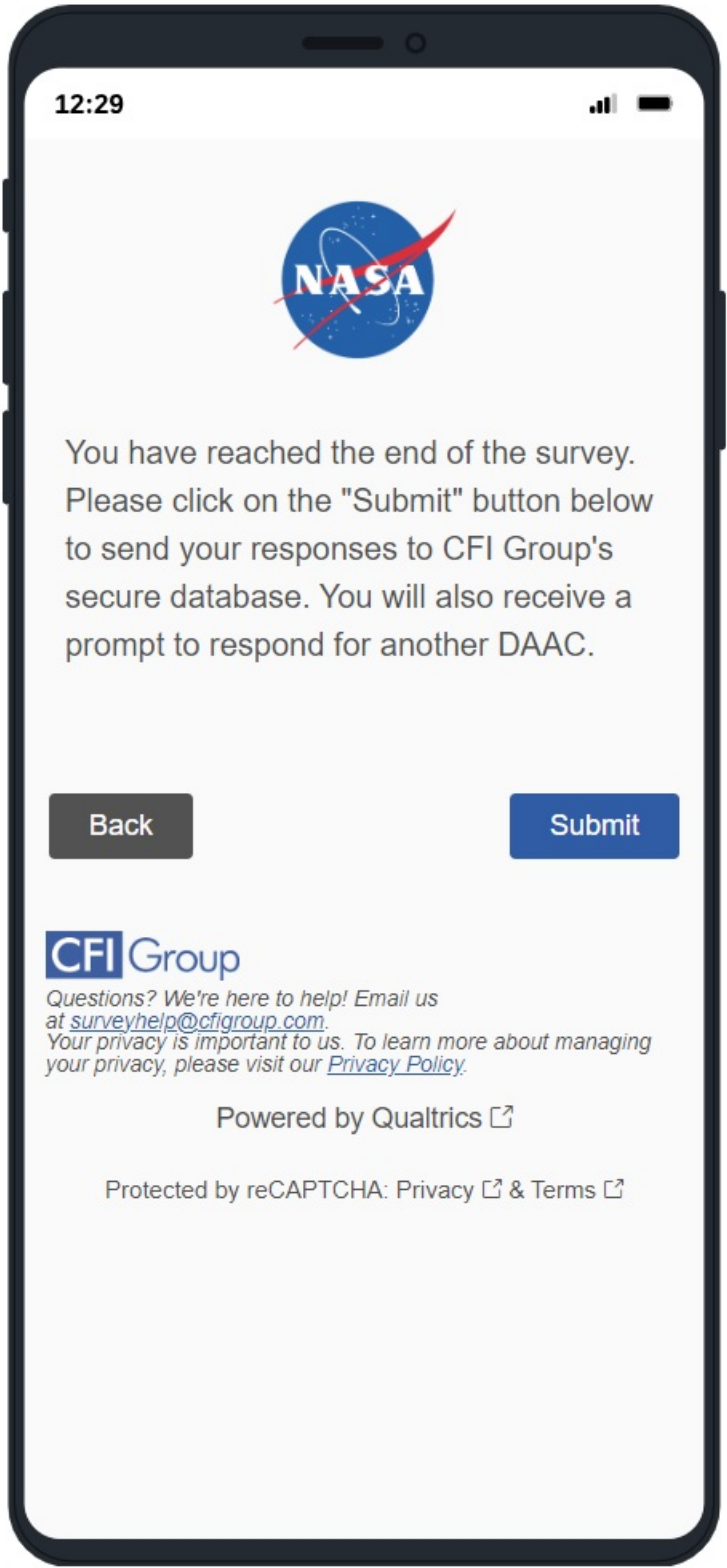
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