



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.

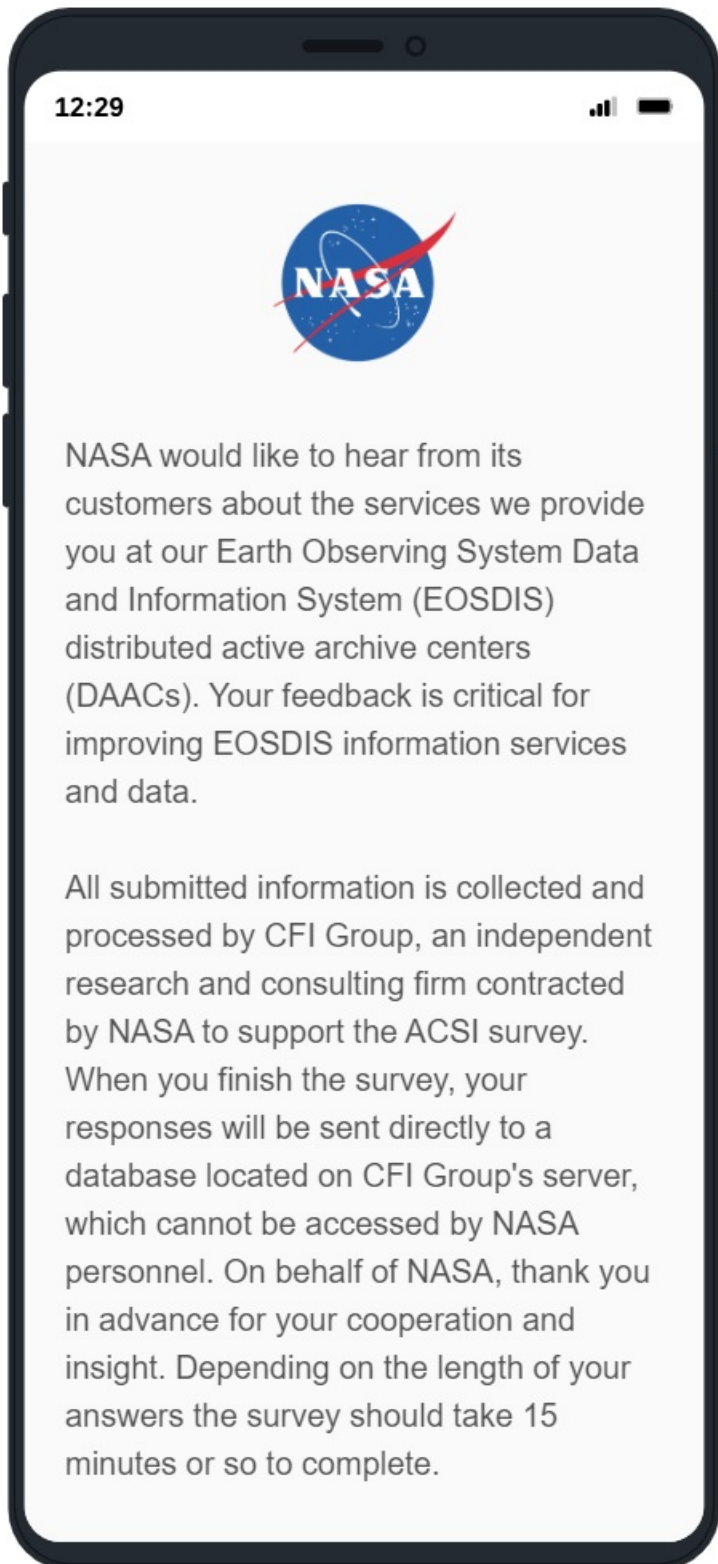
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

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.](#)

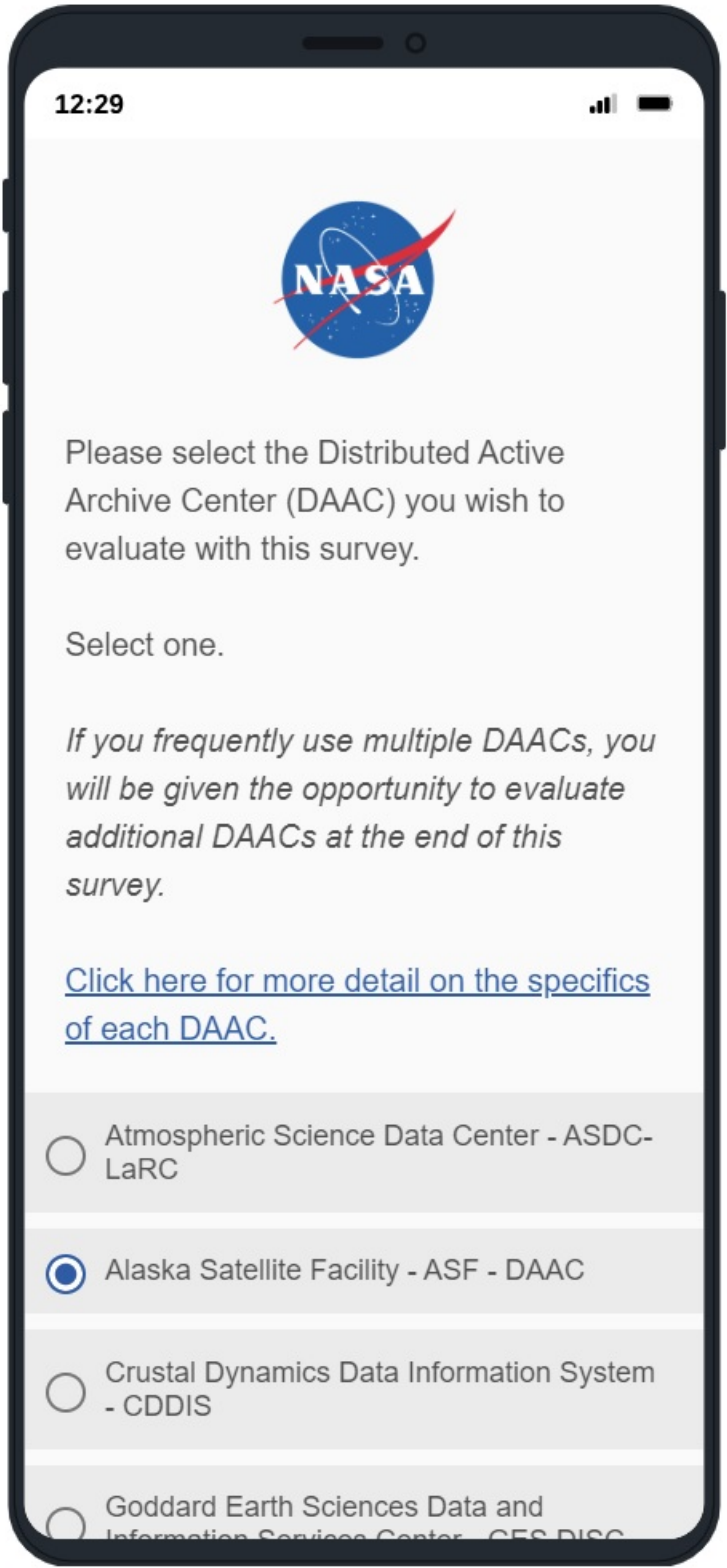
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1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

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Tools



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

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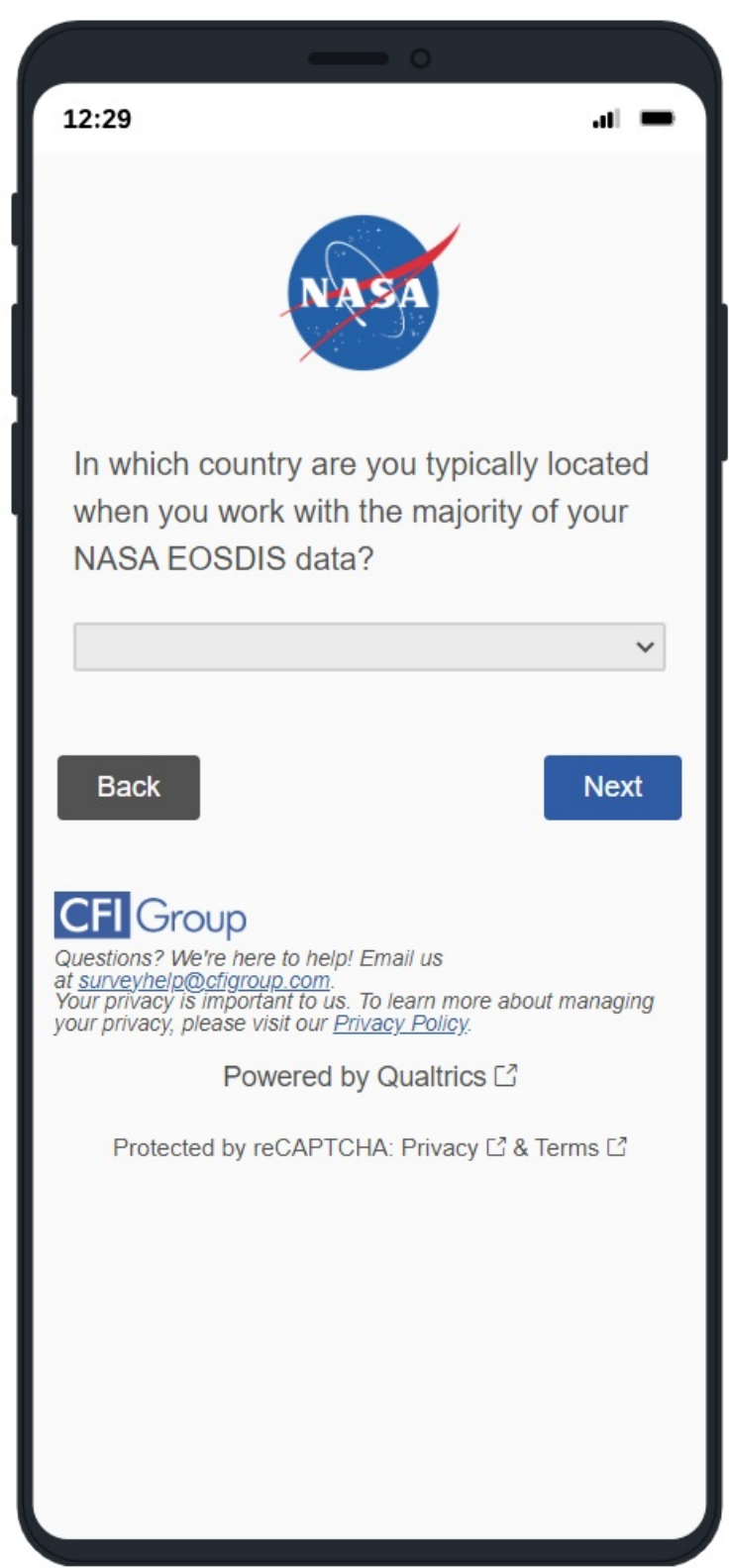
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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

Select all that apply.

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

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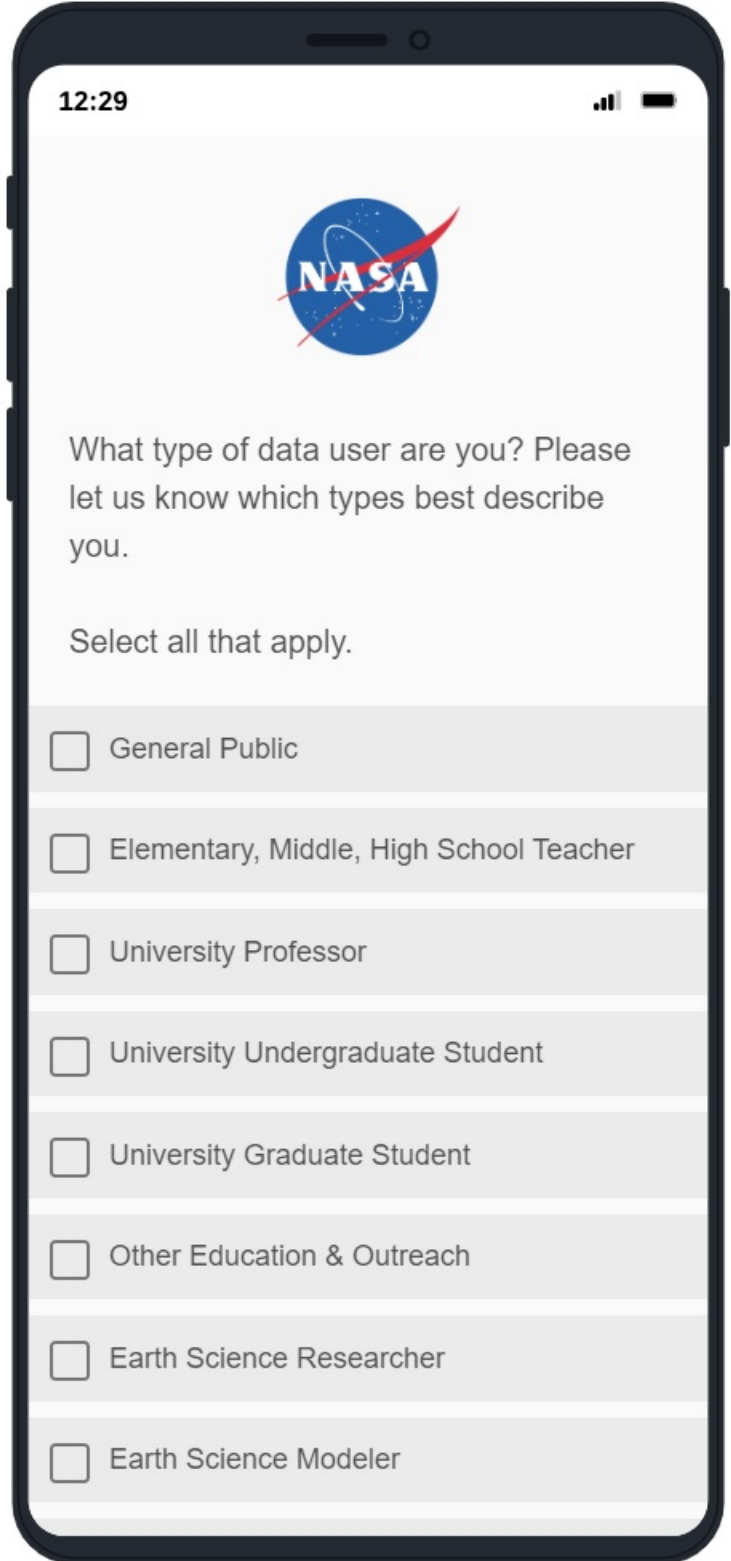
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Select all that apply.

- 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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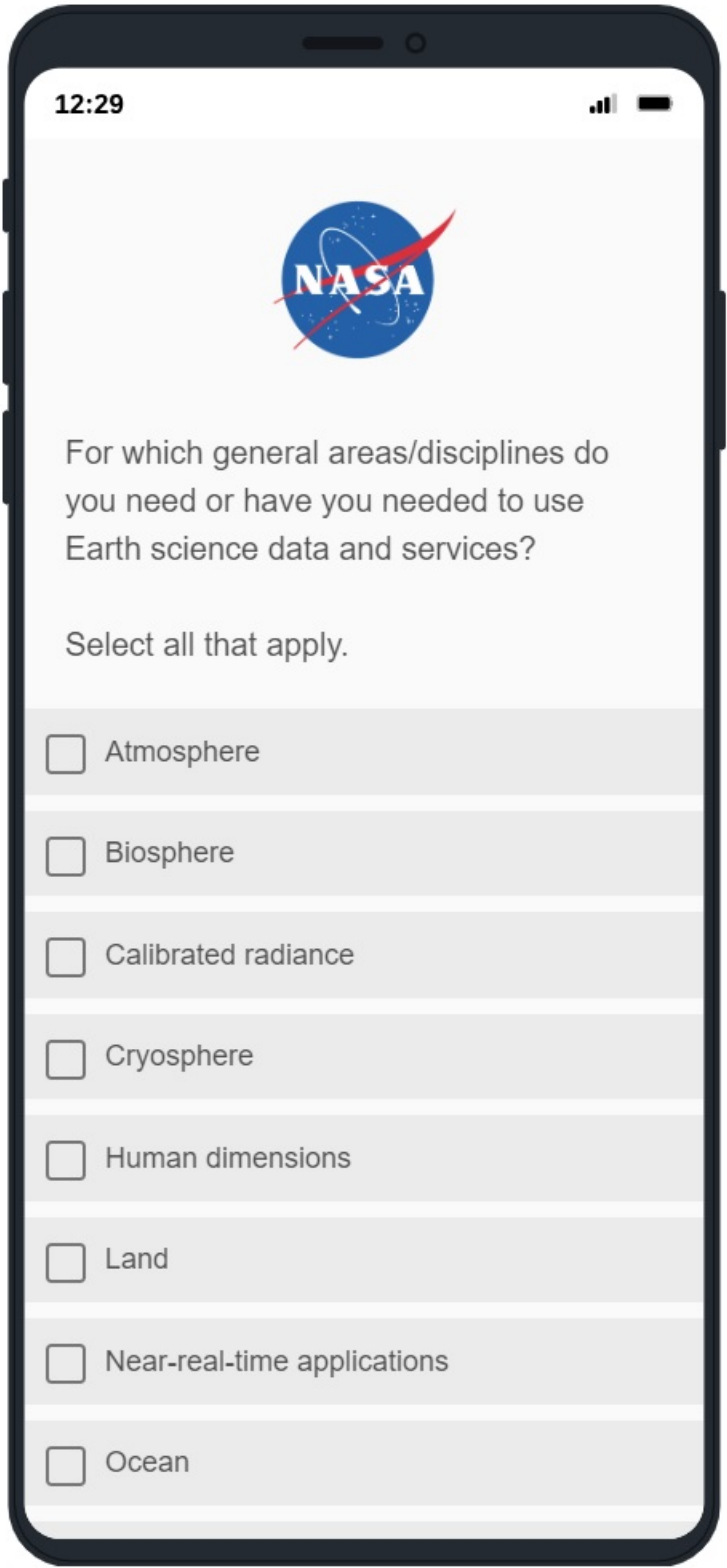
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Have you done any of the following from Alaska Satellite Facility - ASF - DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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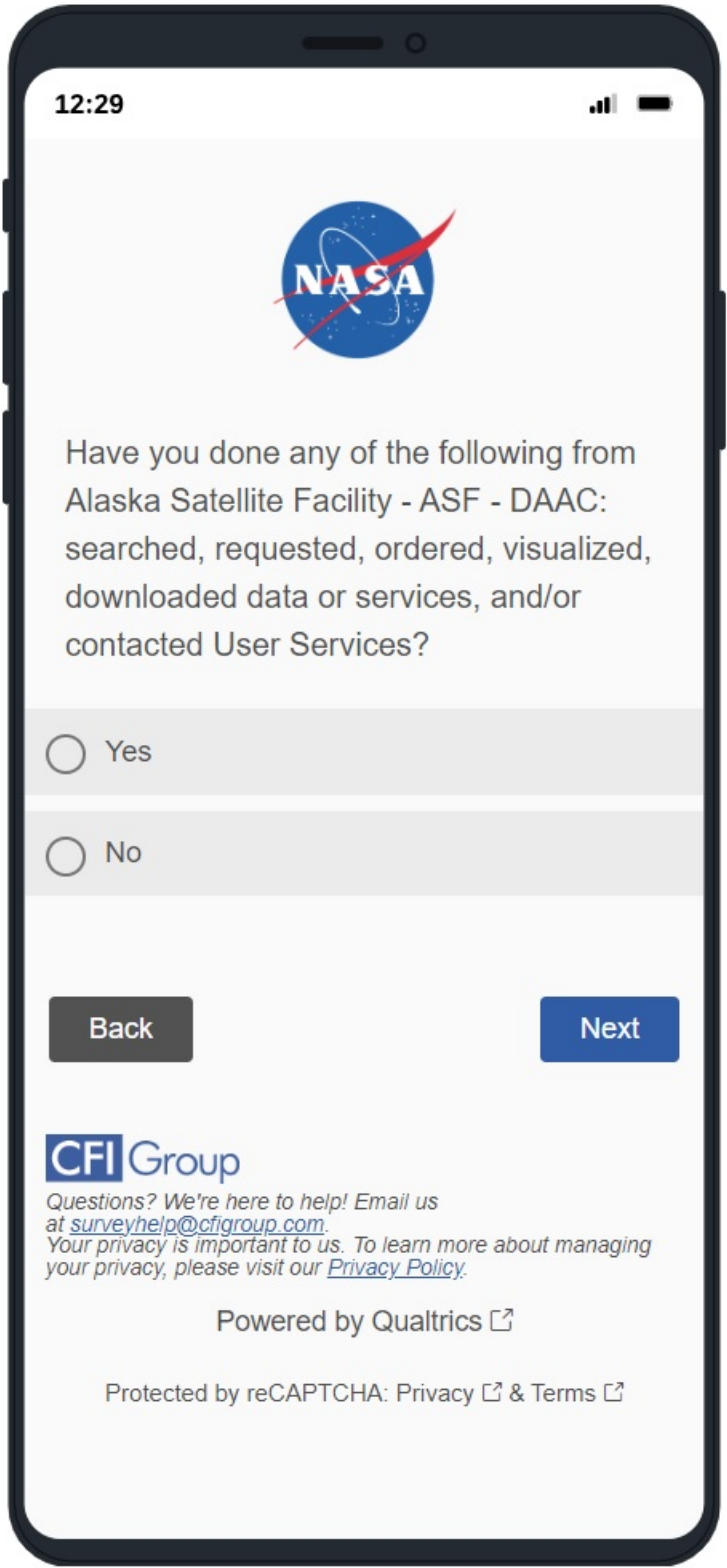
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Have you done any of the following from Alaska Satellite Facility - ASF - DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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Which Alaska Satellite Facility - ASF - DAAC specific search service have you used most frequently?

- ASF API
- ASF Data Search - Vertex
- Direct interaction with user services personnel
- Earthdata Search
- Global Change Master Directory (GCMD)
- Internet search tool (e.g., Google Earth, Google)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- URSA
- Other (please specify)
- None of the above
- I don't know

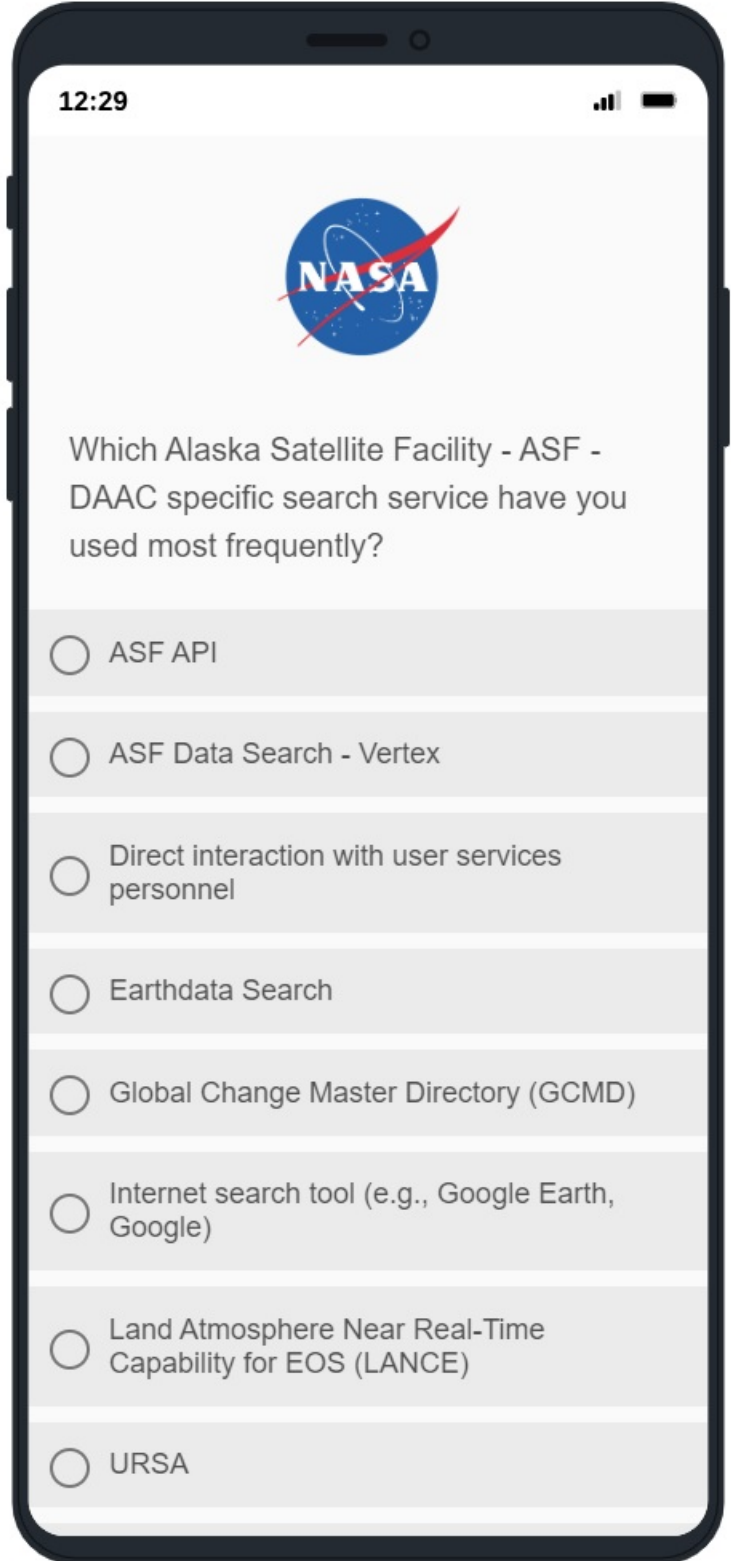
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Thinking about your data or services from Alaska Satellite Facility - ASF - DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

Poor 1

2

3

4

Excellent 5

NA

How well the search results met your needs v

Back

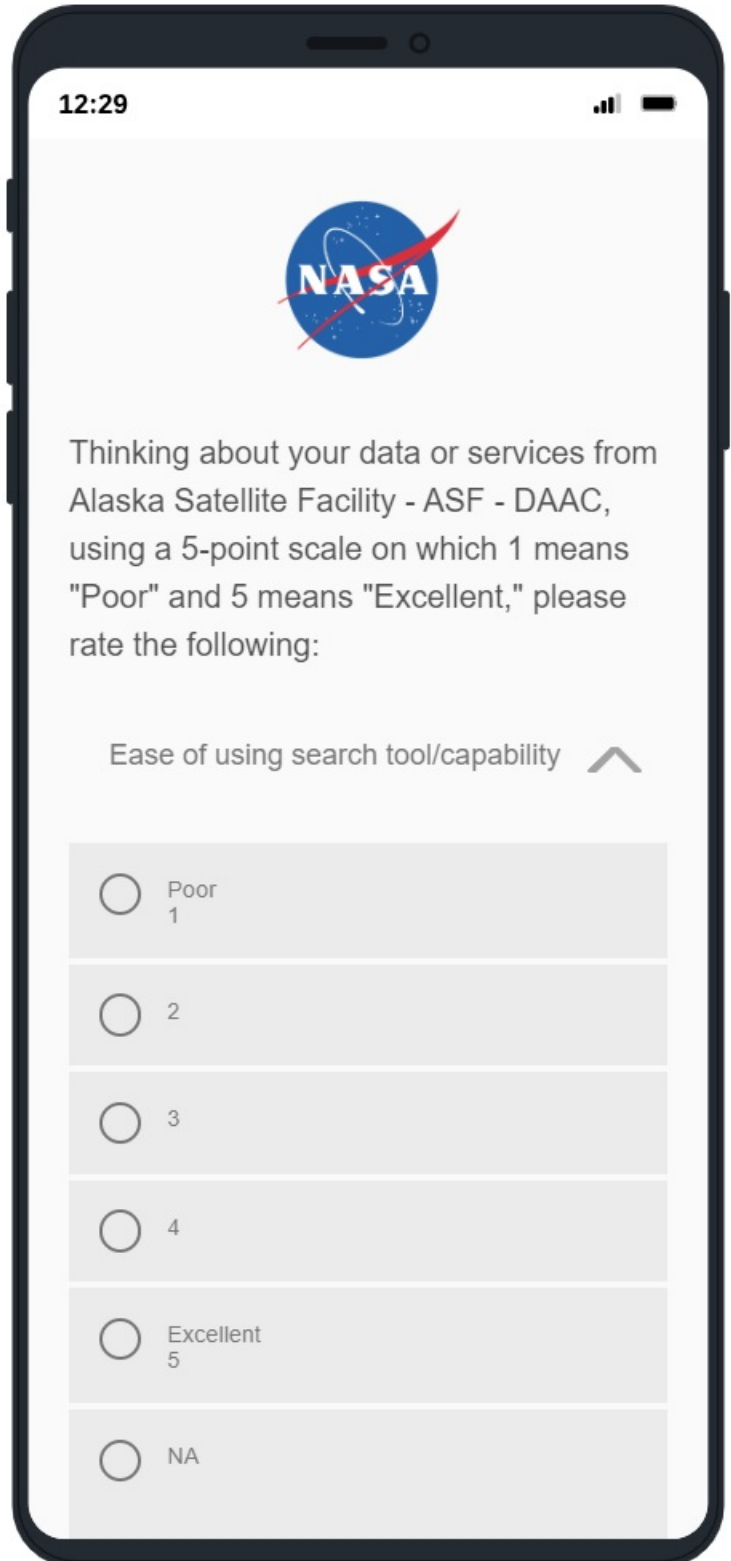
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Thinking about your data or services from Alaska Satellite Facility - ASF - DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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

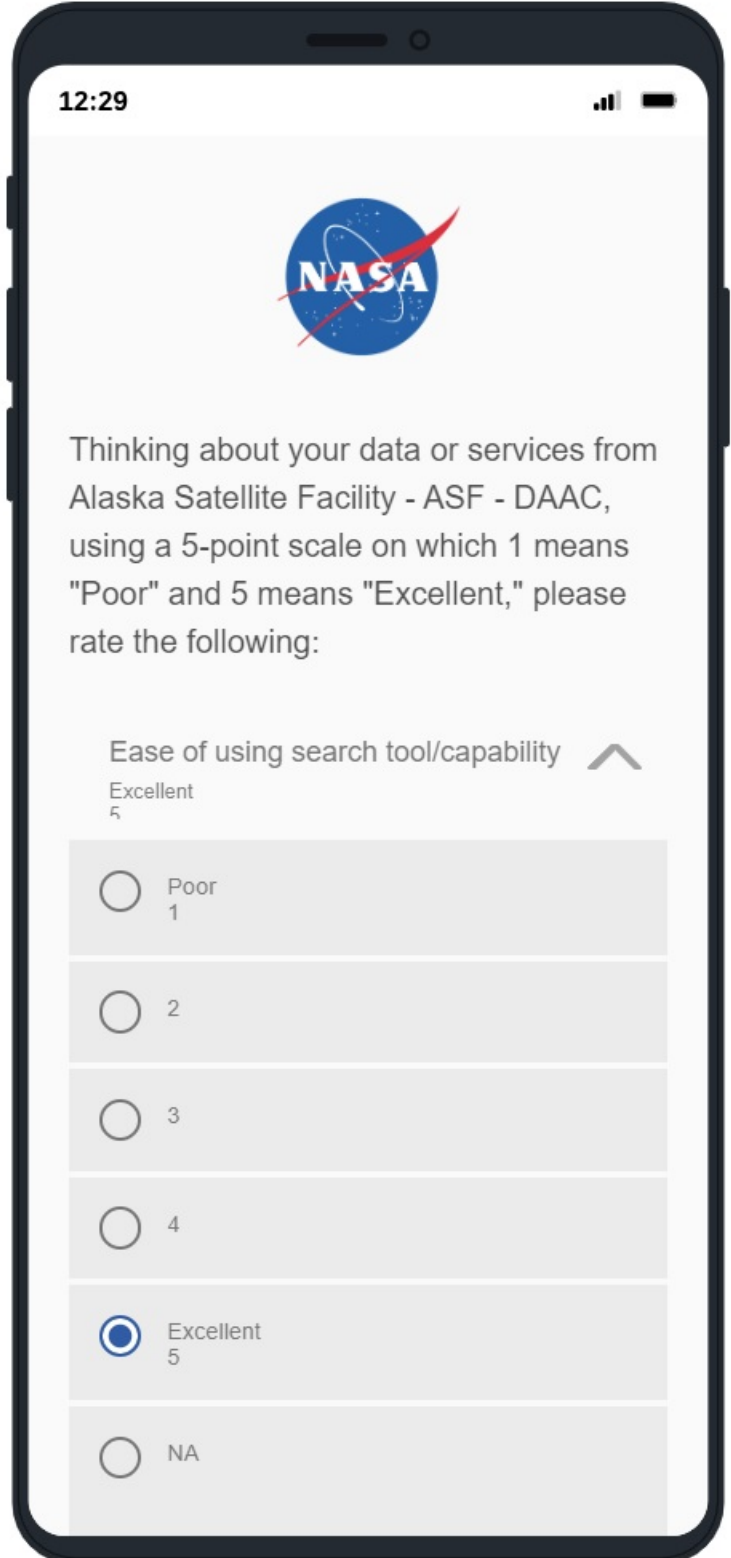
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How often did you generally find what you were looking for?

- 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 Alaska Satellite Facility - ASF - DAAC data. Please include whether the search site content was organized logically and if there are other search methods that were not available that you would prefer.

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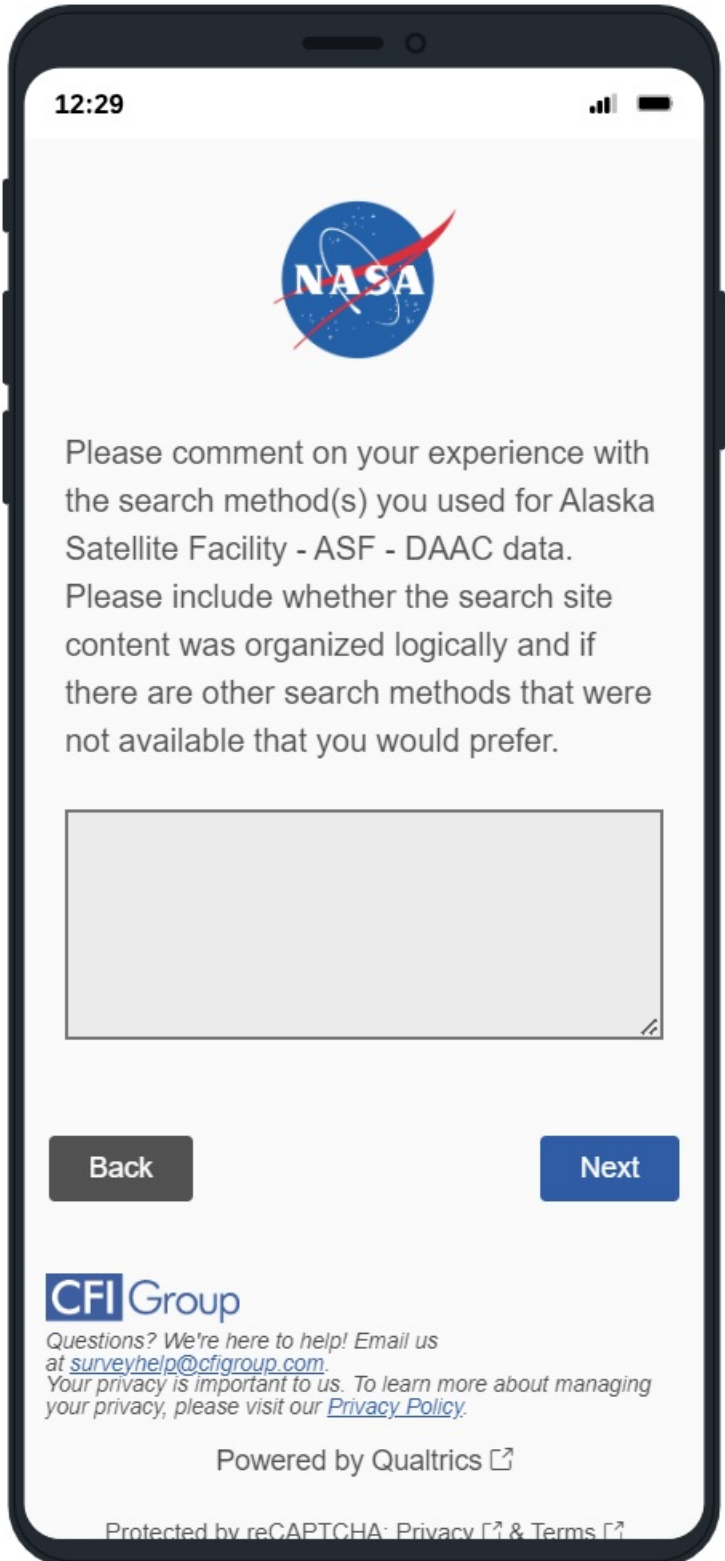
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Did you request/acquire data products from Alaska Satellite Facility - ASF - DAAC in the last year?

Yes

No

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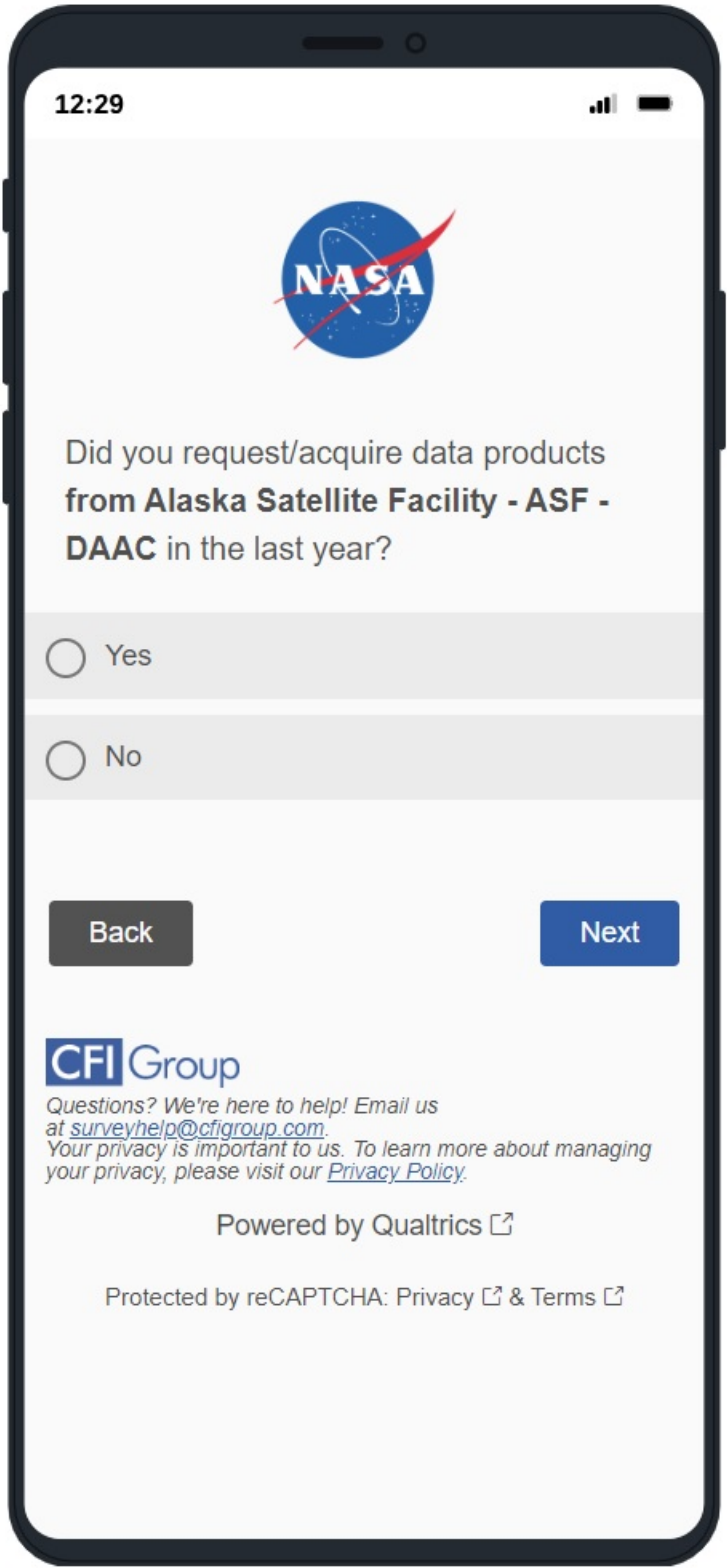
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Tools



Thinking about your data from Alaska Satellite Facility - ASF - 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

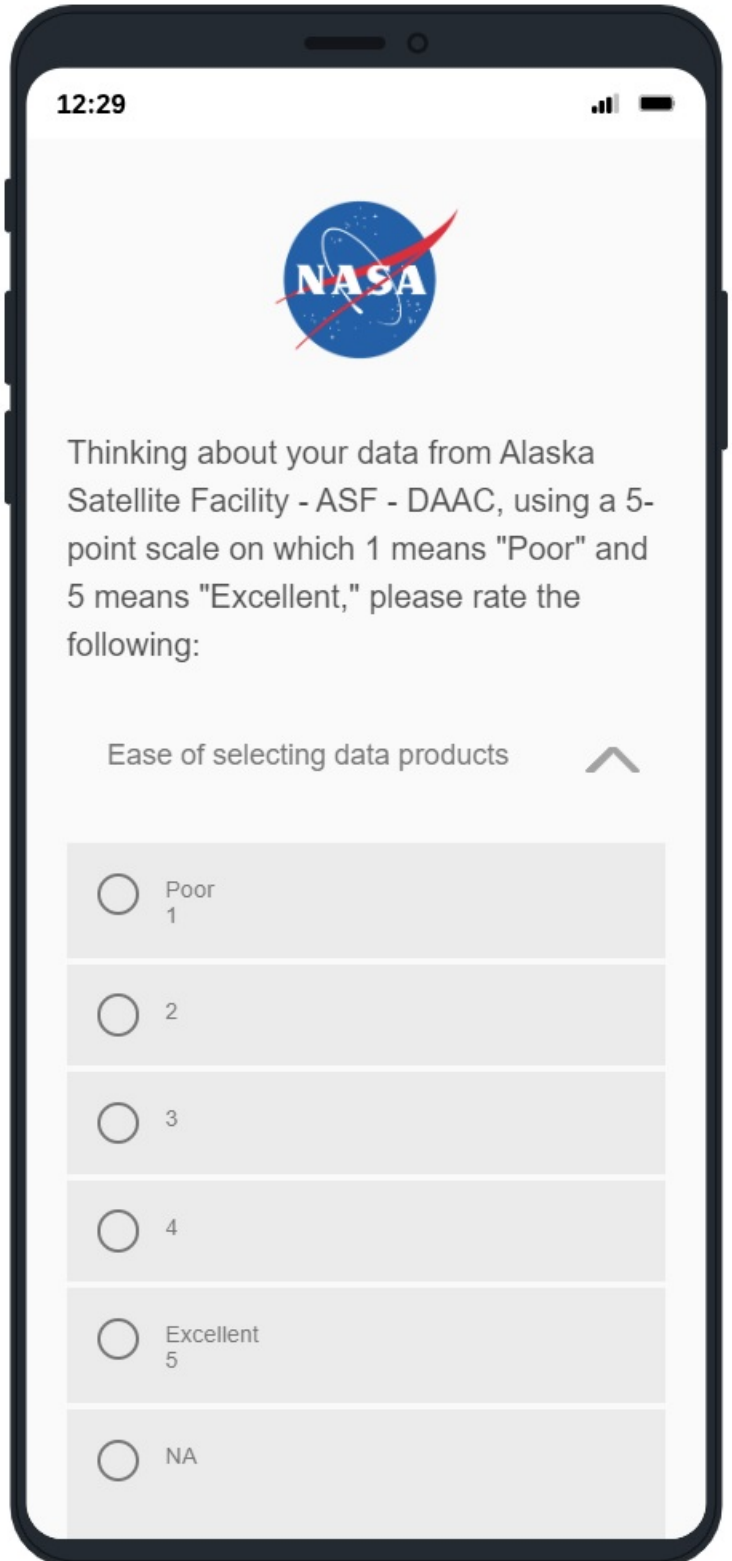
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Ease of selecting data products ^

Poor 1

2

3

4

Excellent 5

NA

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Tools



Thinking about your data from Alaska Satellite Facility - ASF - 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



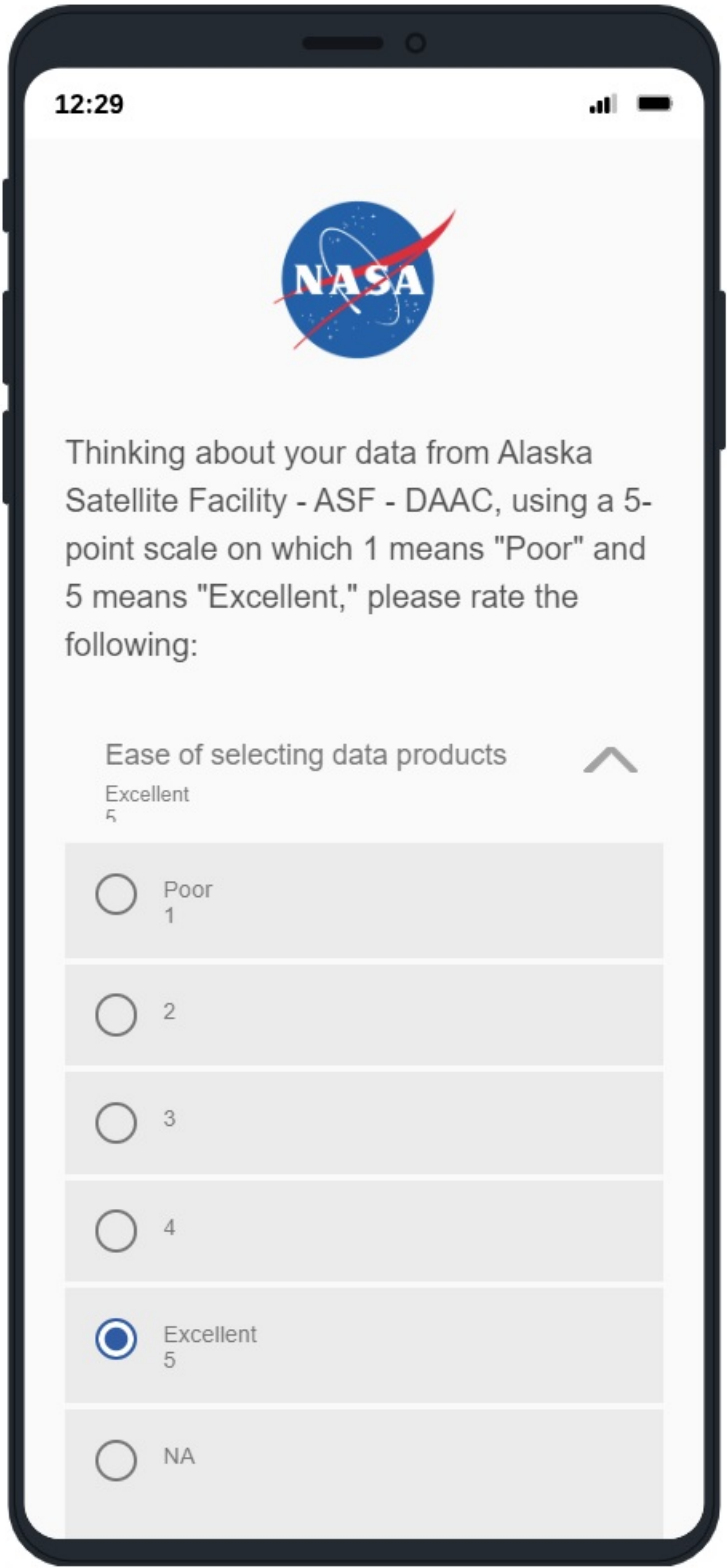
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Thinking about your data from Alaska Satellite Facility - ASF - DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products
Excellent
5

Ease of requesting or ordering data products
Excellent
5

Direct downloads

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

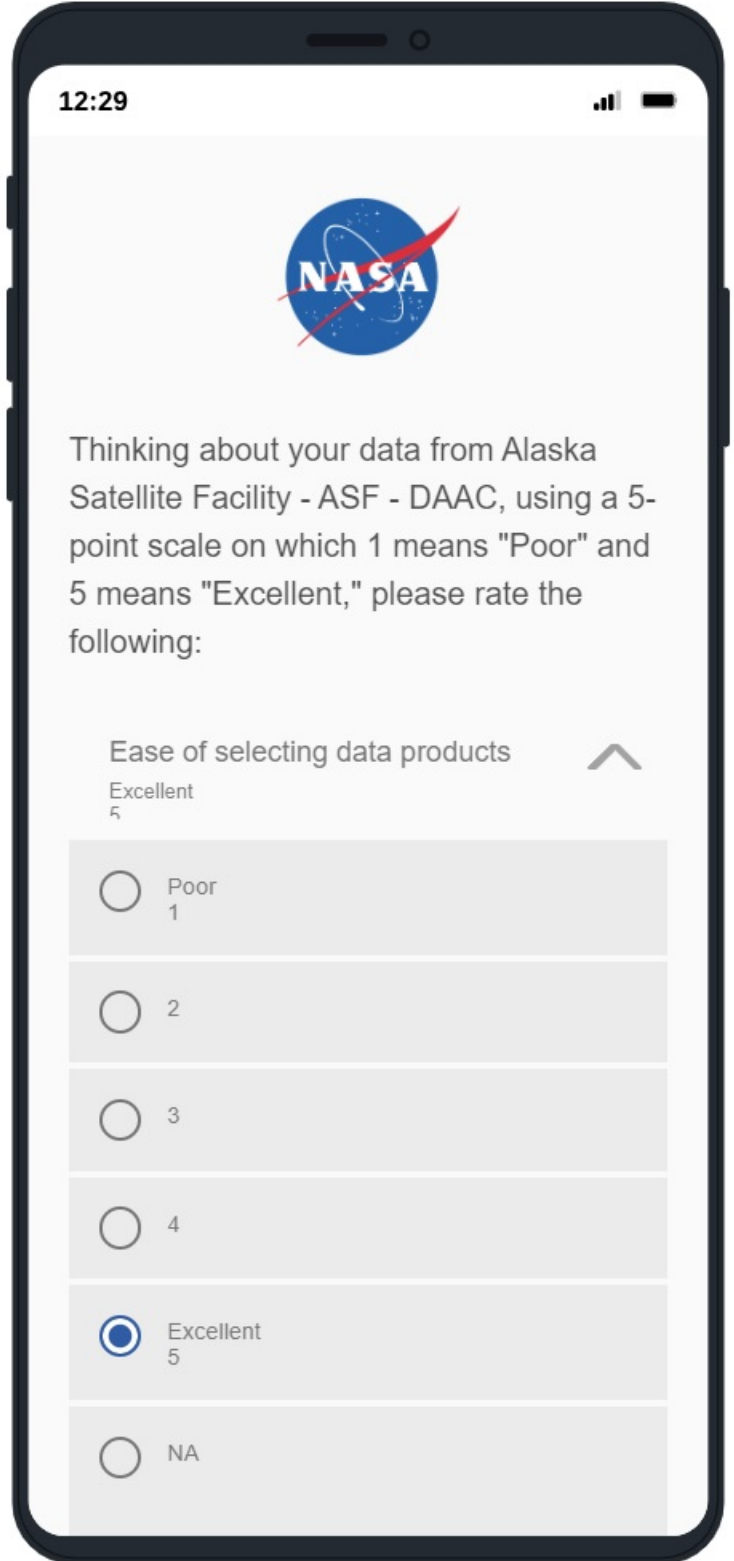
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Tools



Did you download data or receive data from Alaska Satellite Facility - ASF - DAAC?

Yes

No

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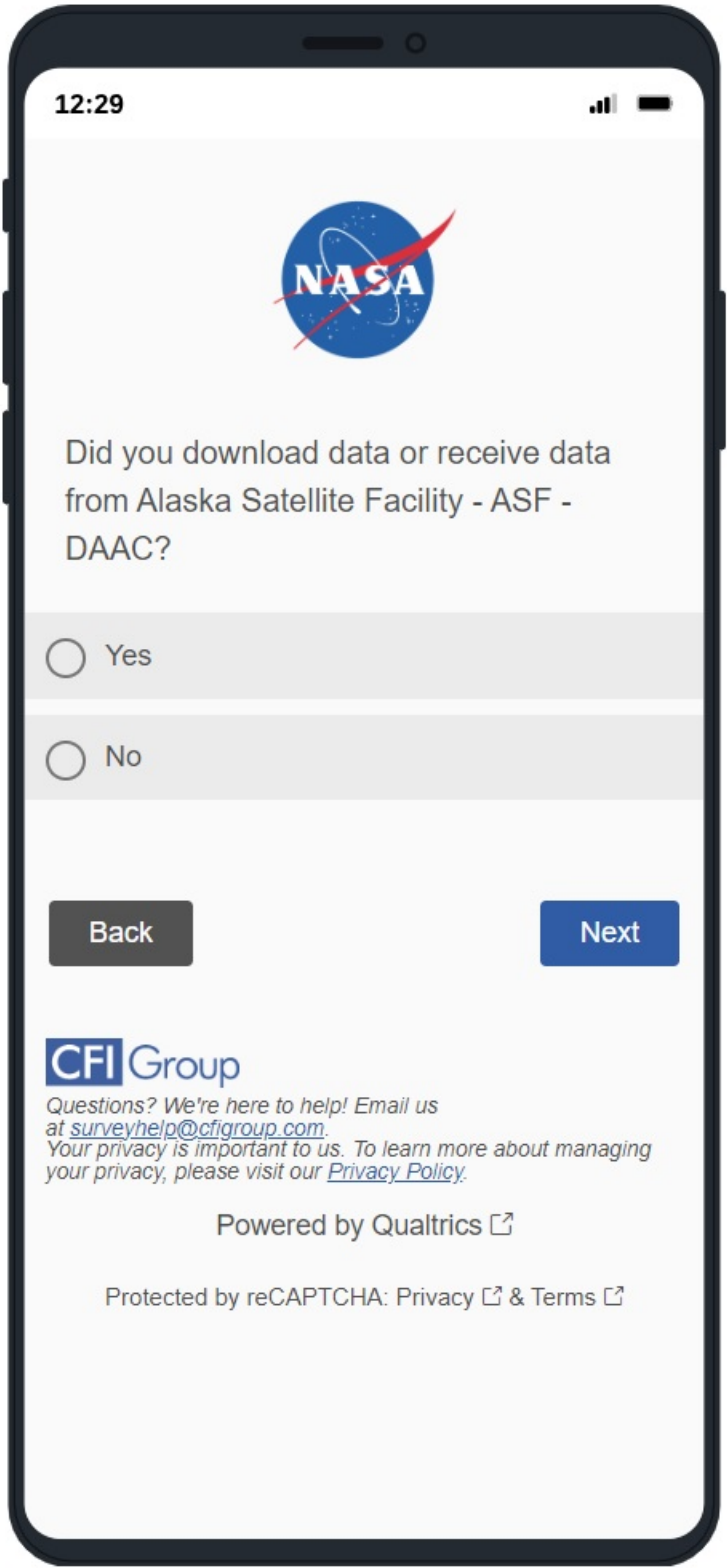
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Did you download data or receive data from Alaska Satellite Facility - ASF - DAAC?

Yes

No

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Tools



Thinking about your data from Alaska Satellite Facility - ASF - 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



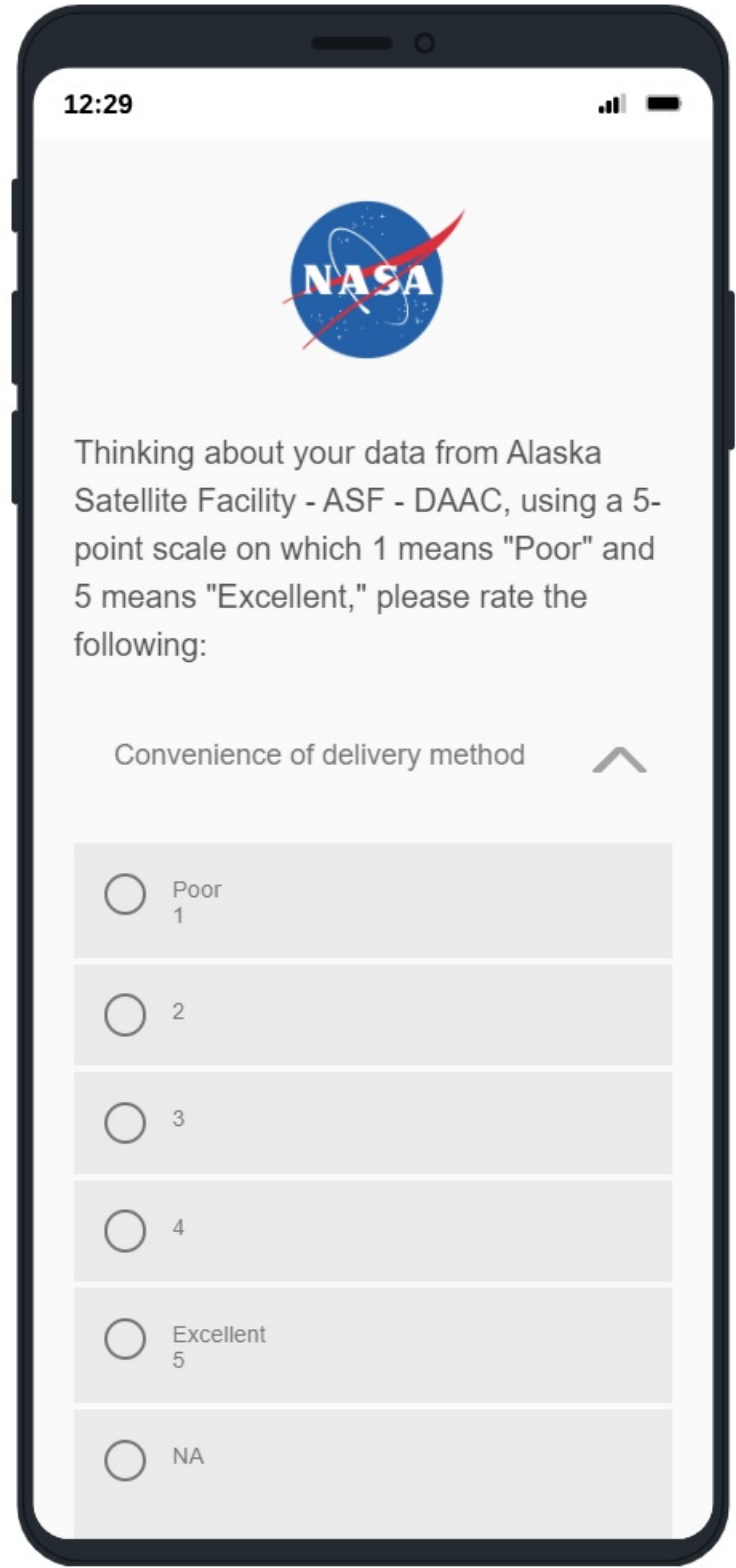
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Thinking about your data from Alaska Satellite Facility - ASF - DAAC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent
5



Speed of delivery method



Poor
1

2

3

4

Excellent
5

NA

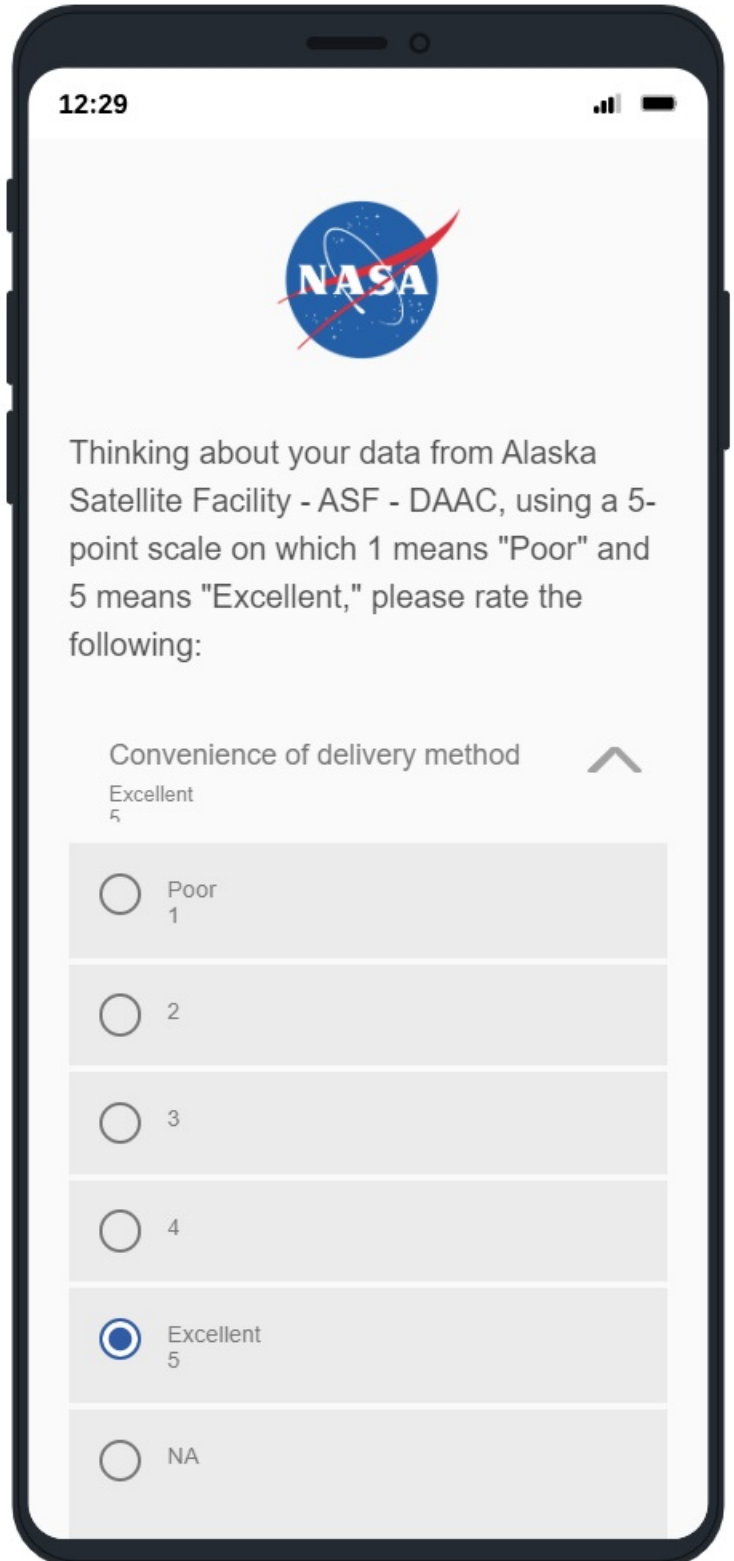
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Please comment on your experience with the delivery method(s) you used for Alaska Satellite Facility - ASF - DAAC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there are other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

Empty text input box for user comments.

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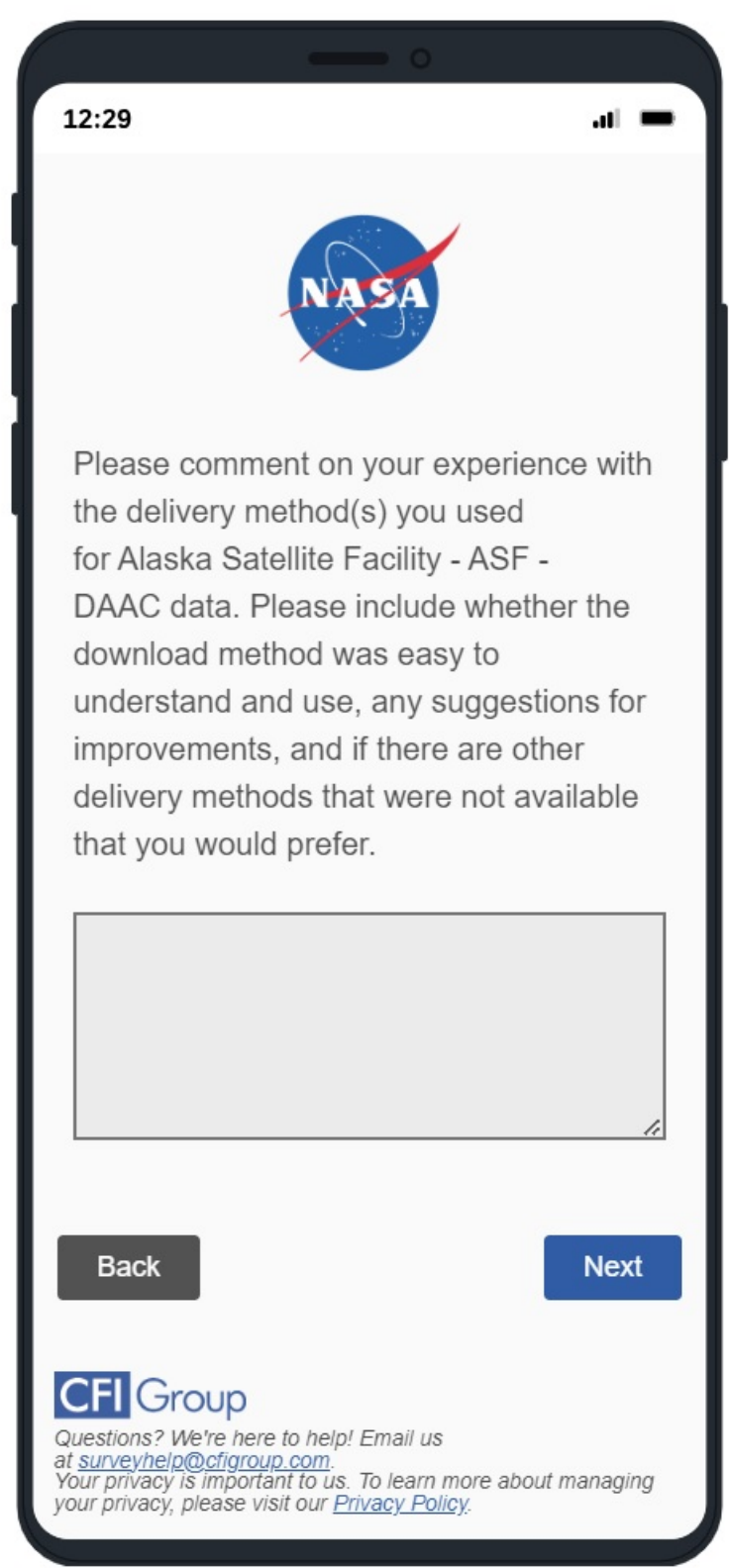
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Empty text input box on mobile screen.

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Tools



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

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



Poor 1

2

3

4

Excellent 5

NA

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



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



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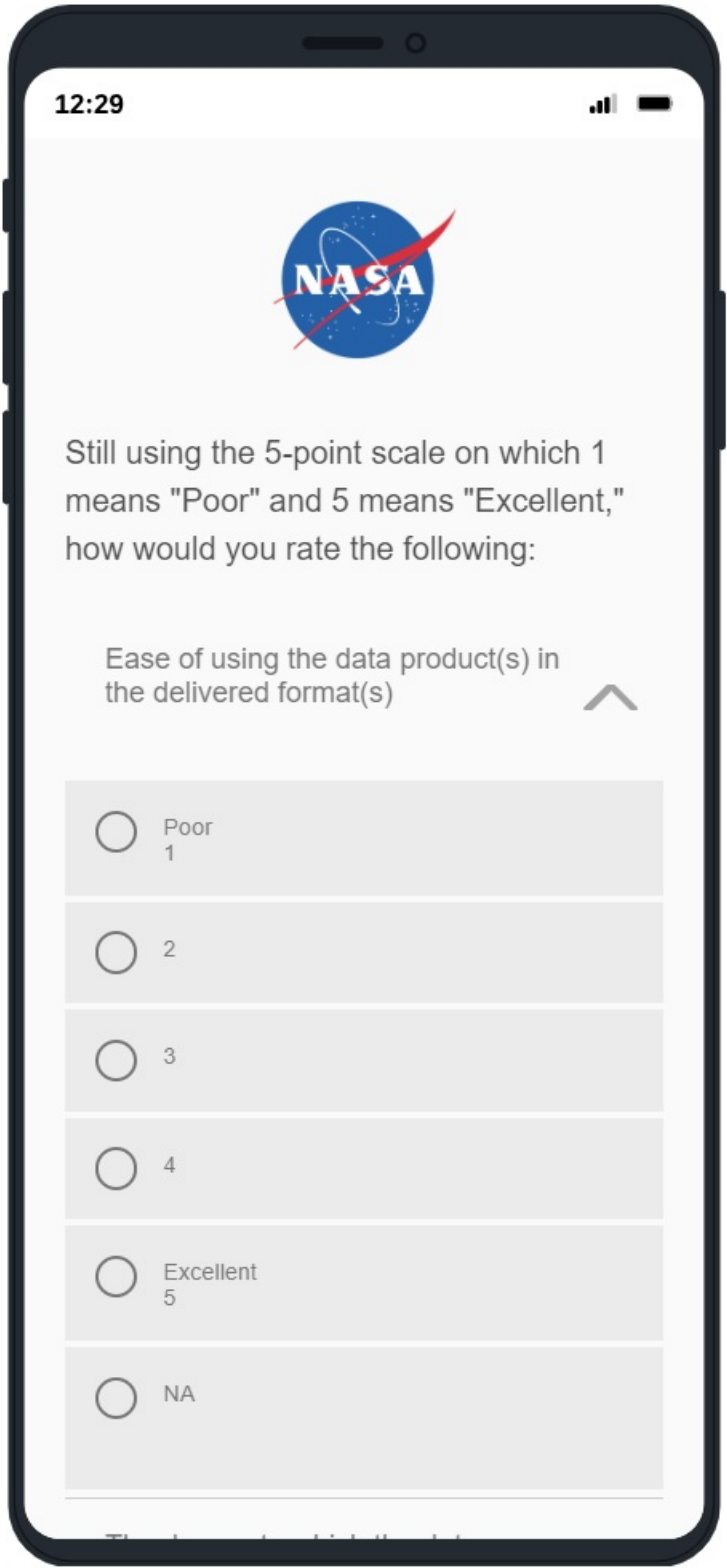
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

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

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

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

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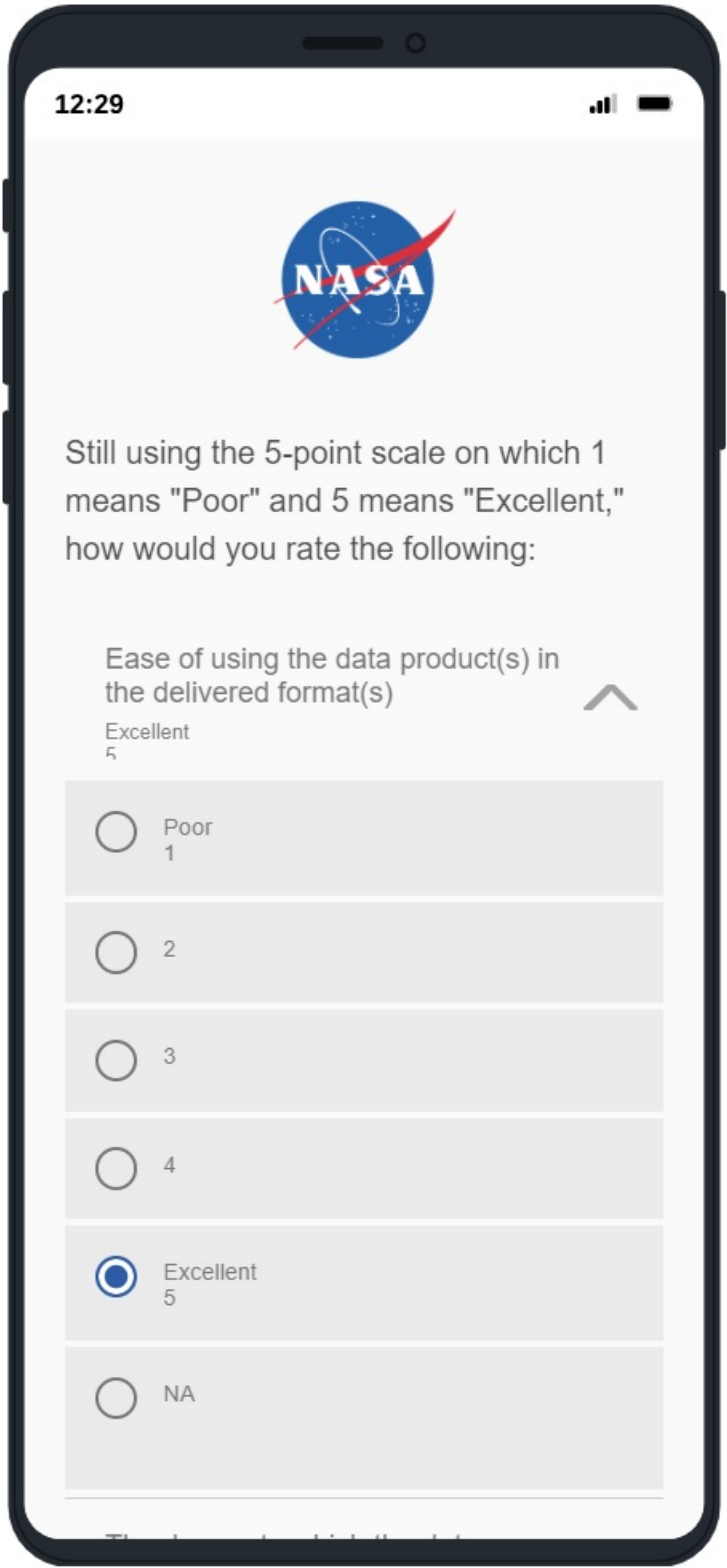
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Ease of using the data product(s) in the delivered format(s) Excellent 5

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

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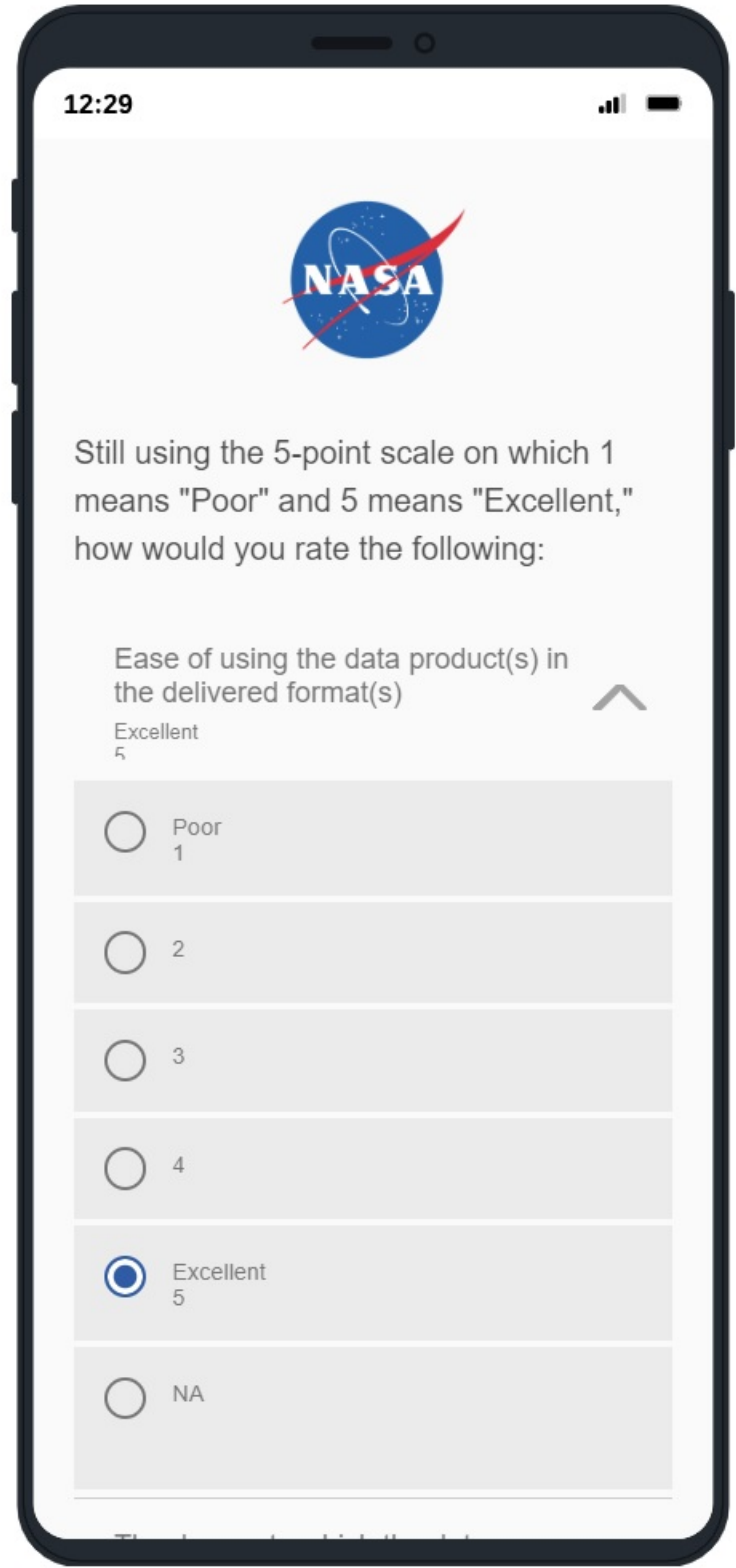
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA



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

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

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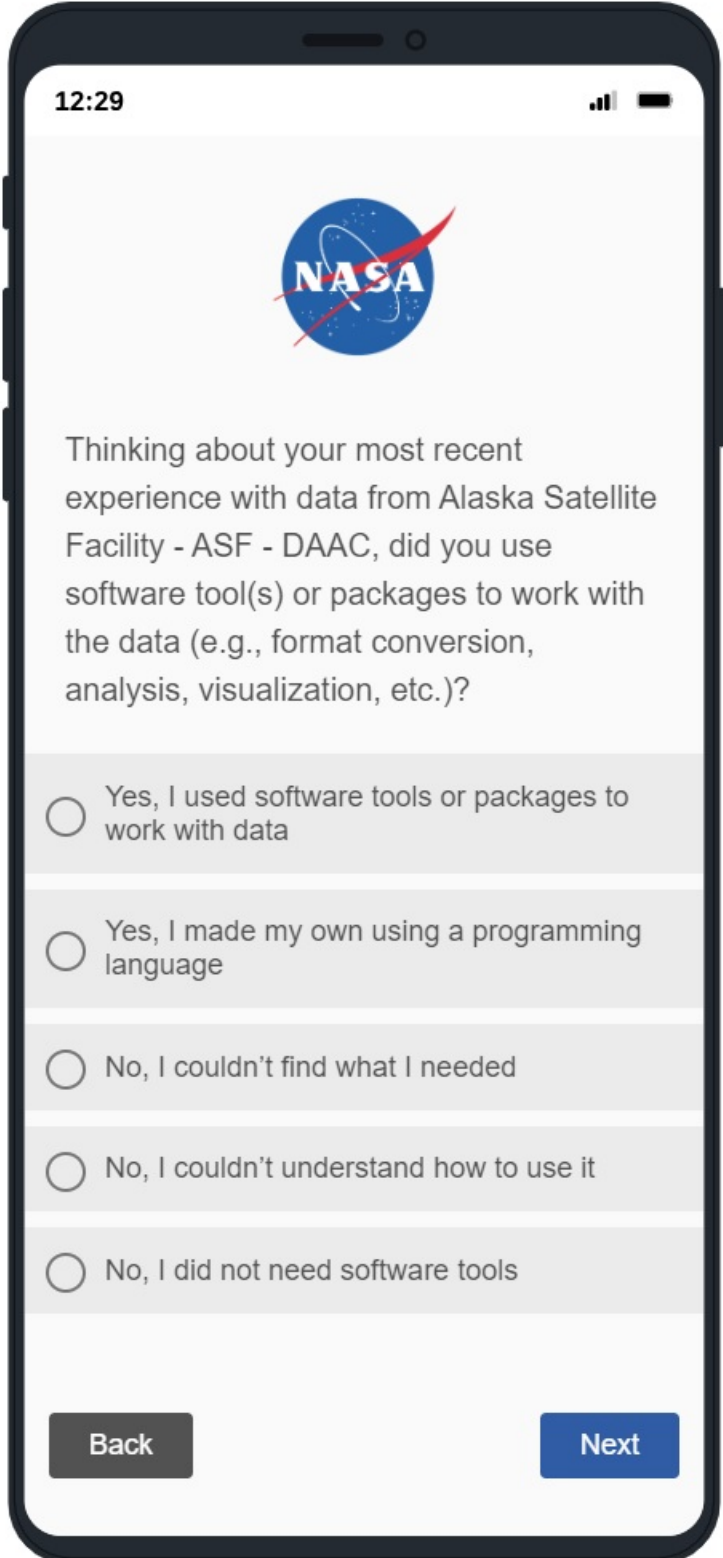
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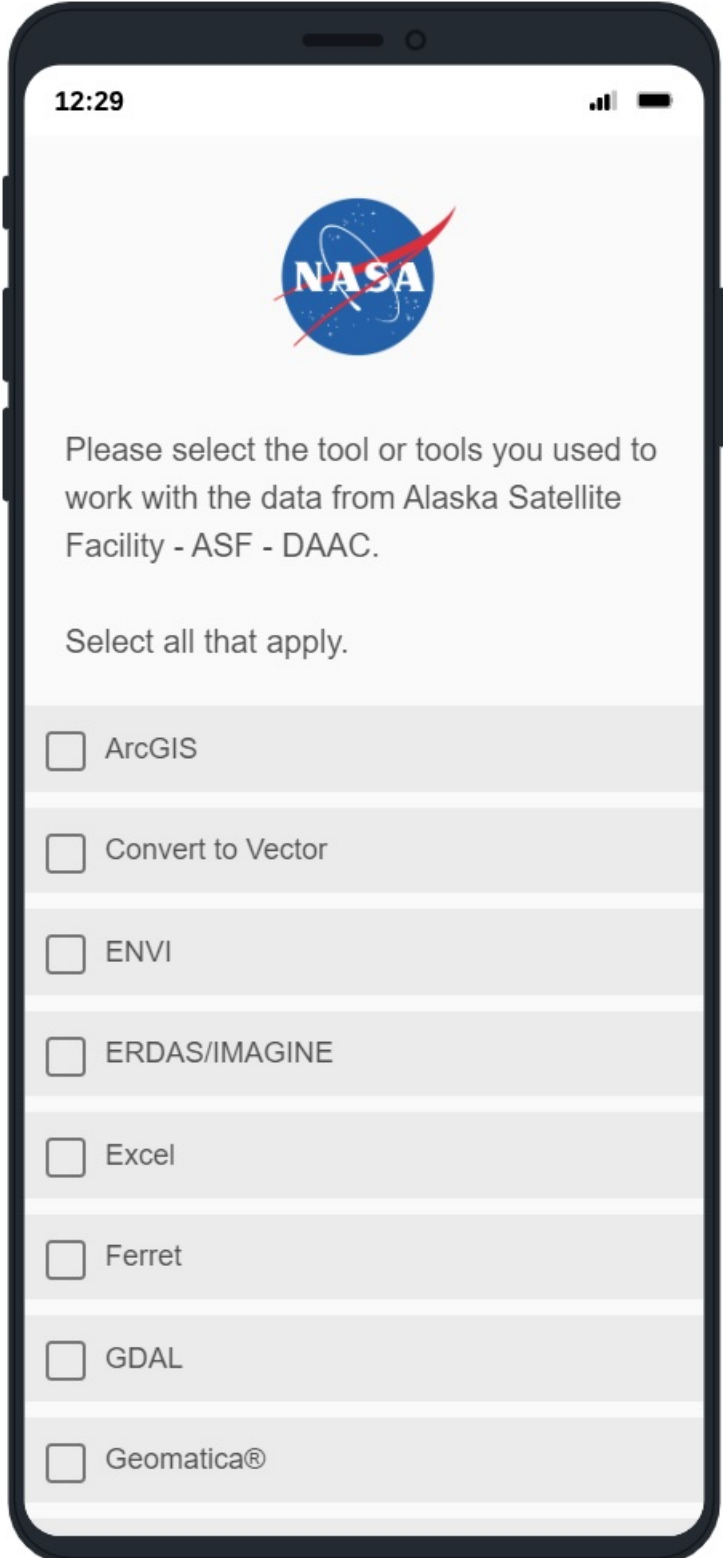
Tools



Please select the tool or tools you used to work with the data from Alaska Satellite Facility - ASF - DAAC.

Select all that apply.

- ArcGIS
- Convert to Vector
- ENVI
- ERDAS/IMAGINE
- Excel
- Ferret
- GDAL
- Geomatica®
- Global Mapper
- GrADS
- GRASS
- HDFLook
- HDFView
- HEG
- IDV
- IDRISI
- Jupyter Notebooks
- MapReady
- MATLAB
- NCL



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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

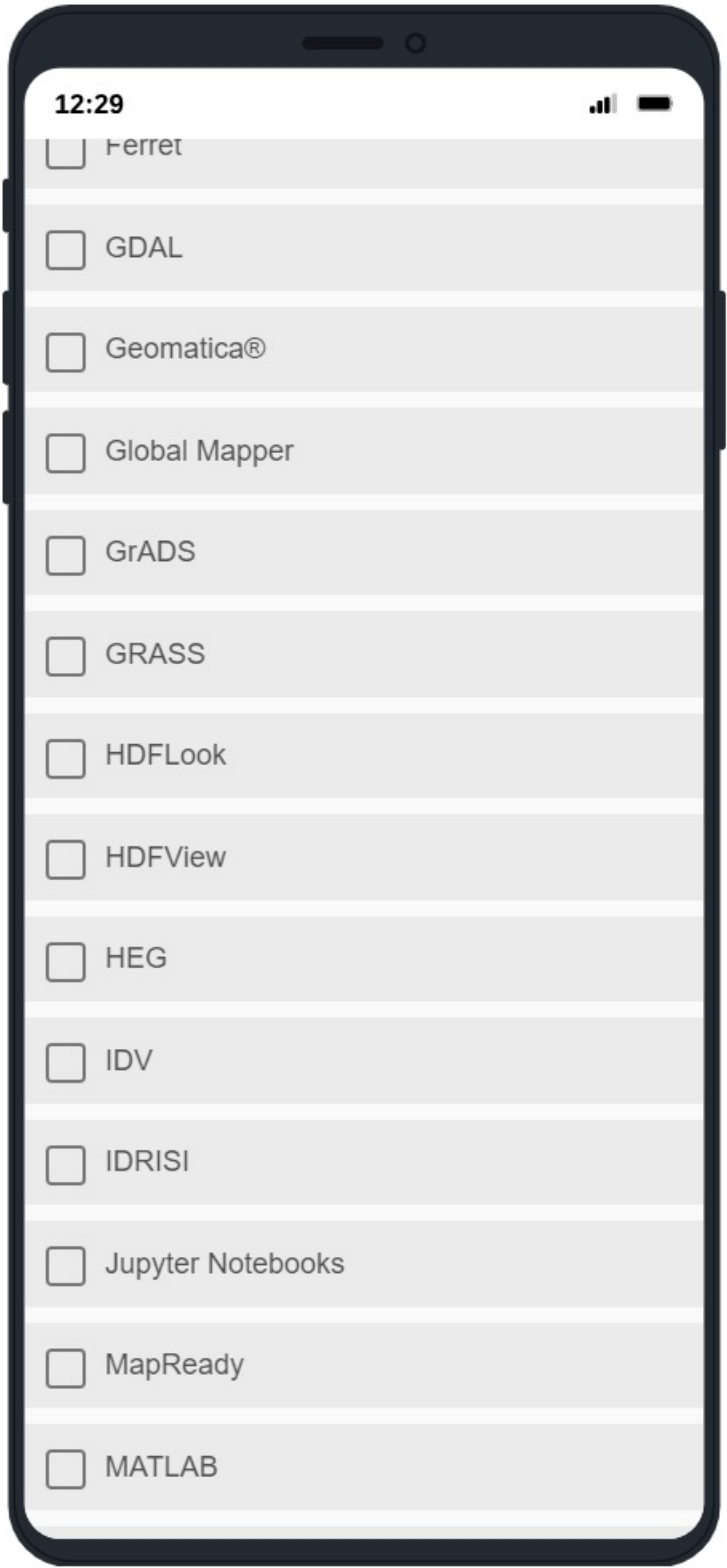
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Which programming language do you generally use to work with data?

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

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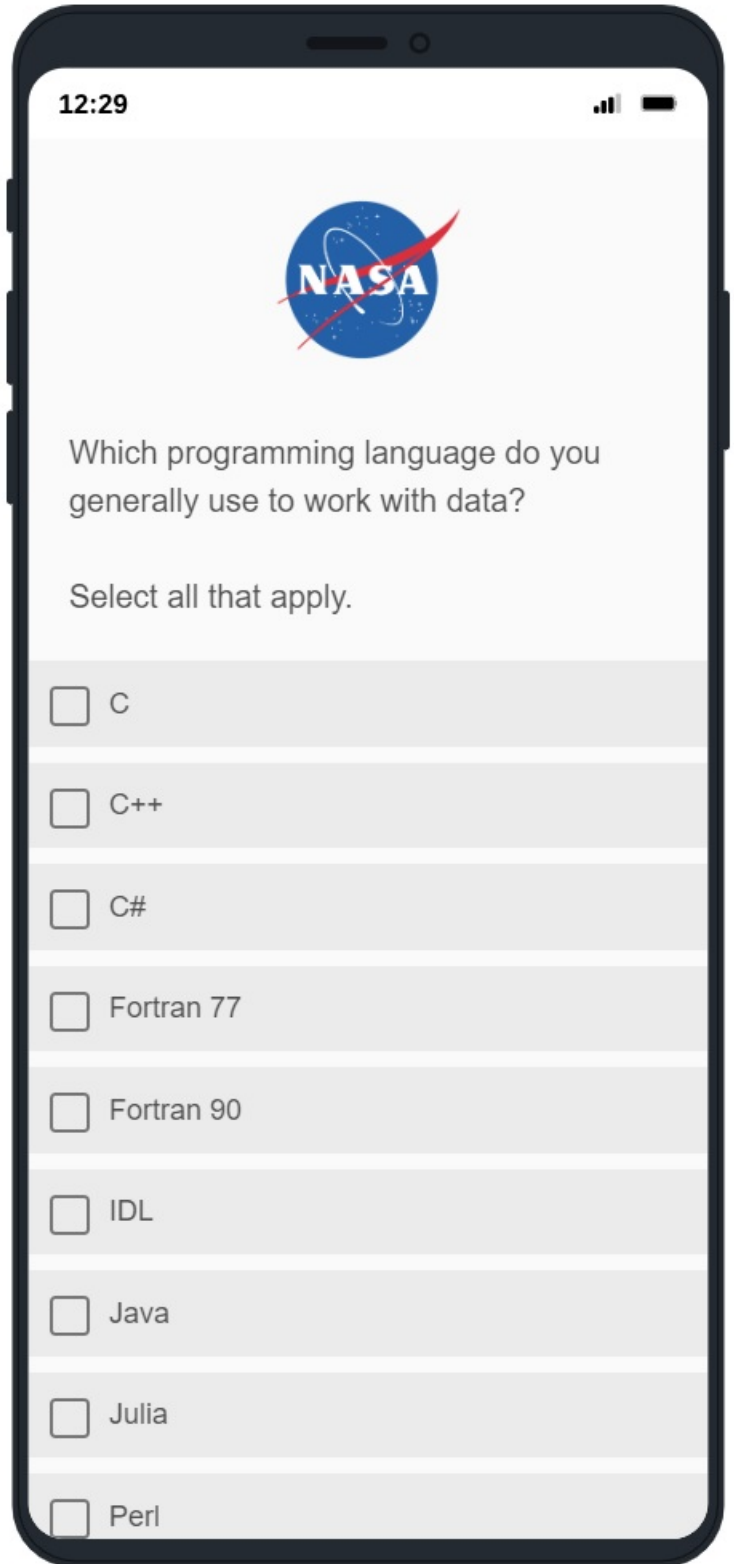
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Clear

Tools



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

Yes

No

Back

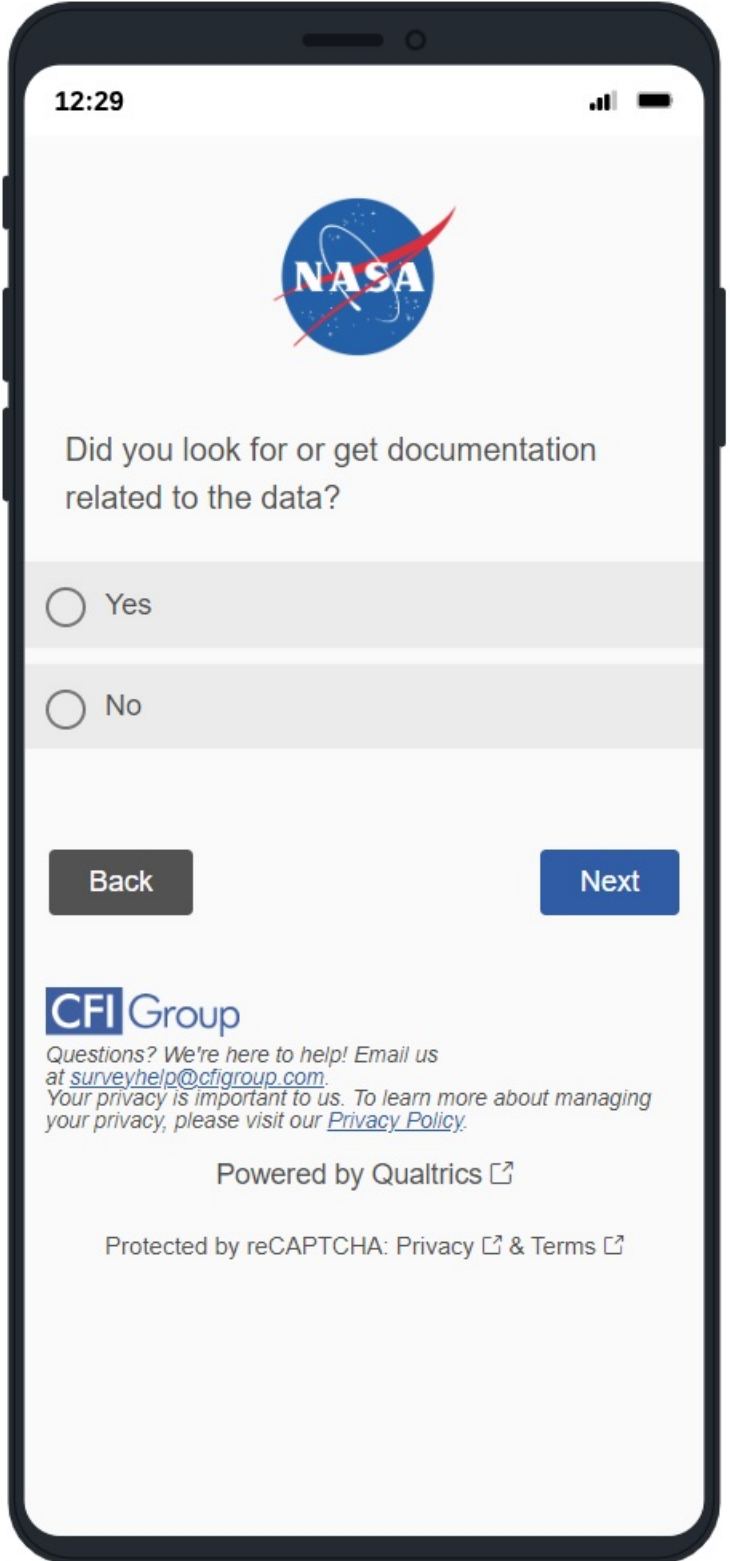
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document ^

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

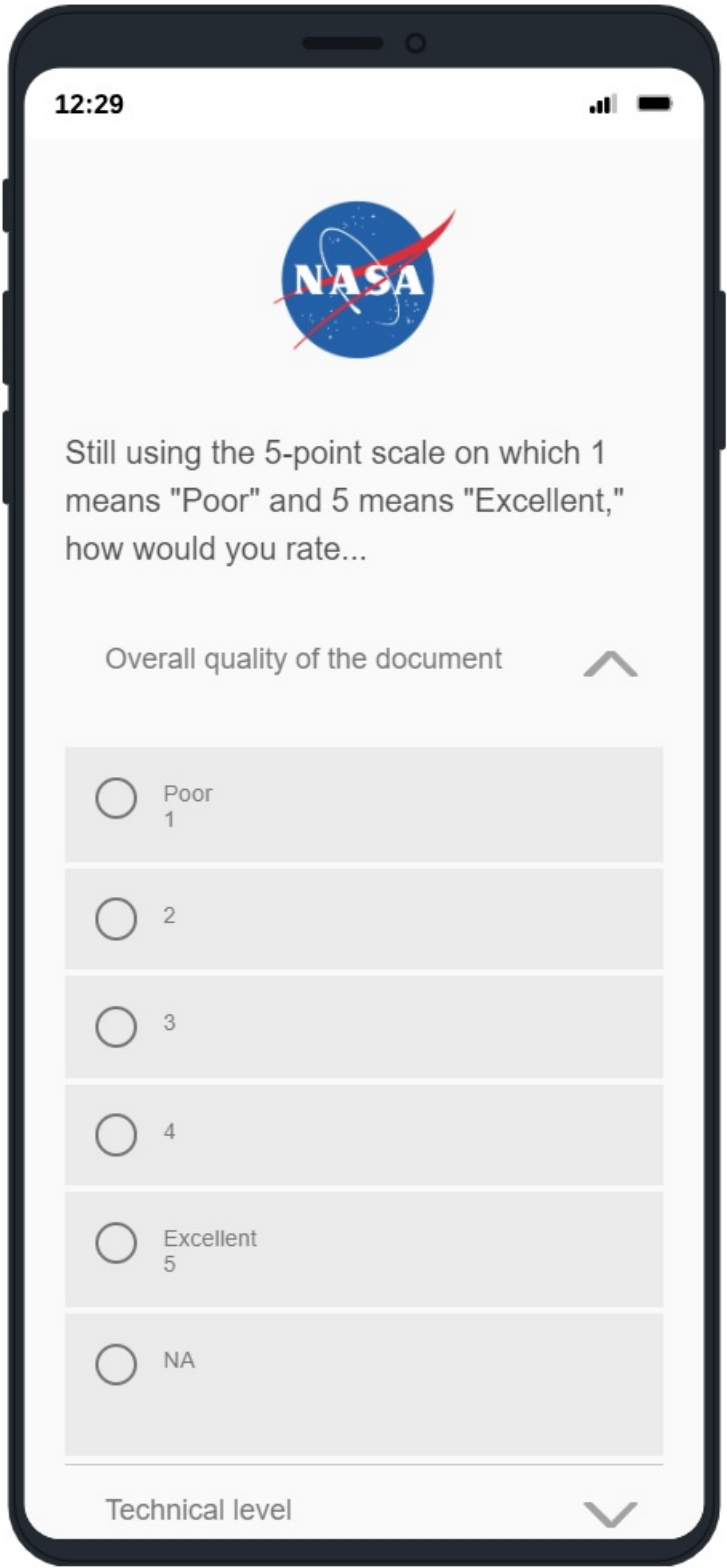
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document ^

Poor 1

2

3

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 ▼

Technical level ▲

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

Organization ▼

Clarity and usefulness ▼

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

Back

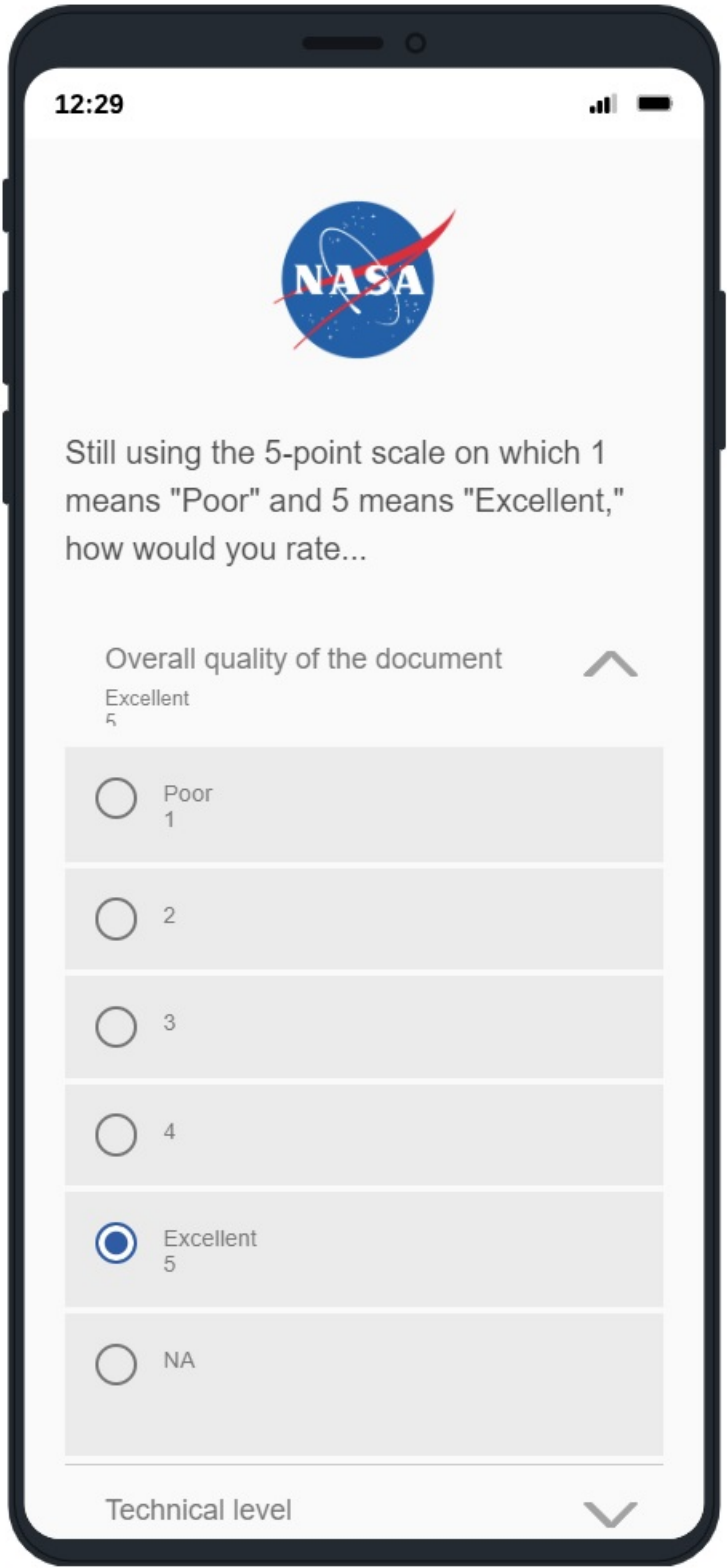
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Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document

Excellent
5



Technical level

Excellent
5



Organization



Poor
1

2

3

4

Excellent
5

NA

Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

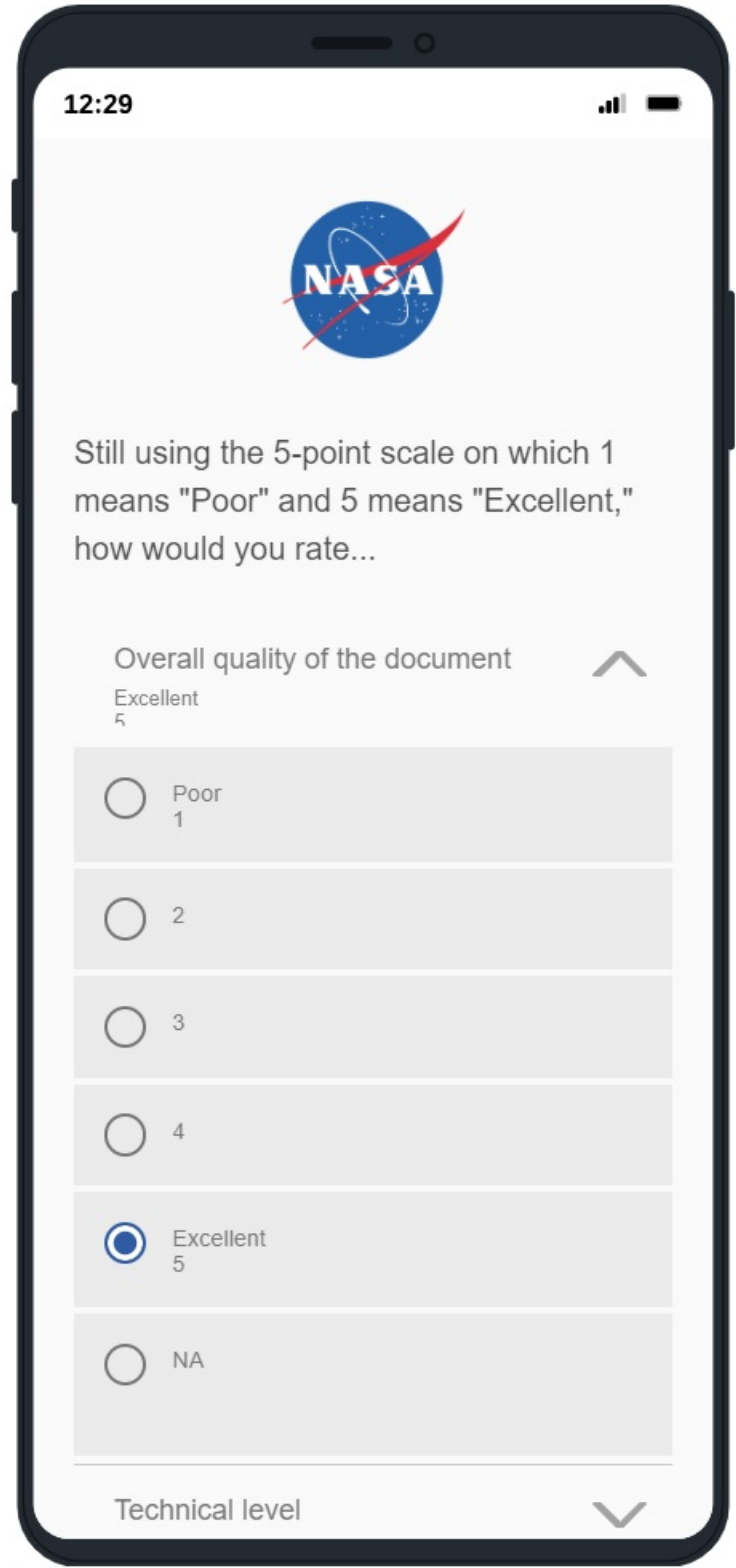
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

Poor
1

2

3

4

Excellent
5

NA

Extent to which the data documentation helped you use the data

Back

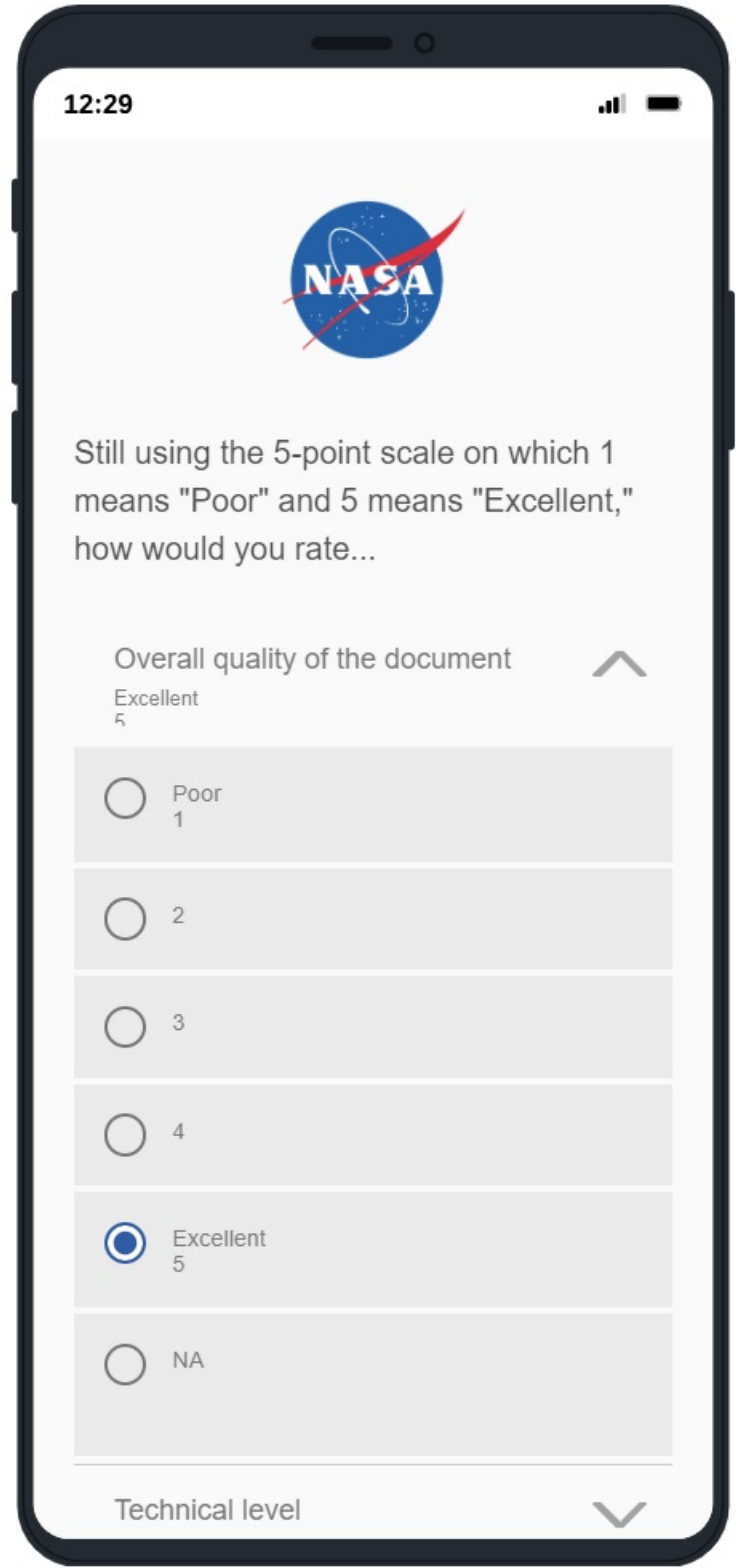
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12:29



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

Overall quality of the document
Excellent
5

Poor
1

2

3

4

Excellent
5

NA

Technical level

Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document

Excellent 5



Technical level

Excellent 5



Organization

Excellent 5



Clarity and usefulness

Excellent 5



Extent to which the data documentation helped you use the data



Poor 1

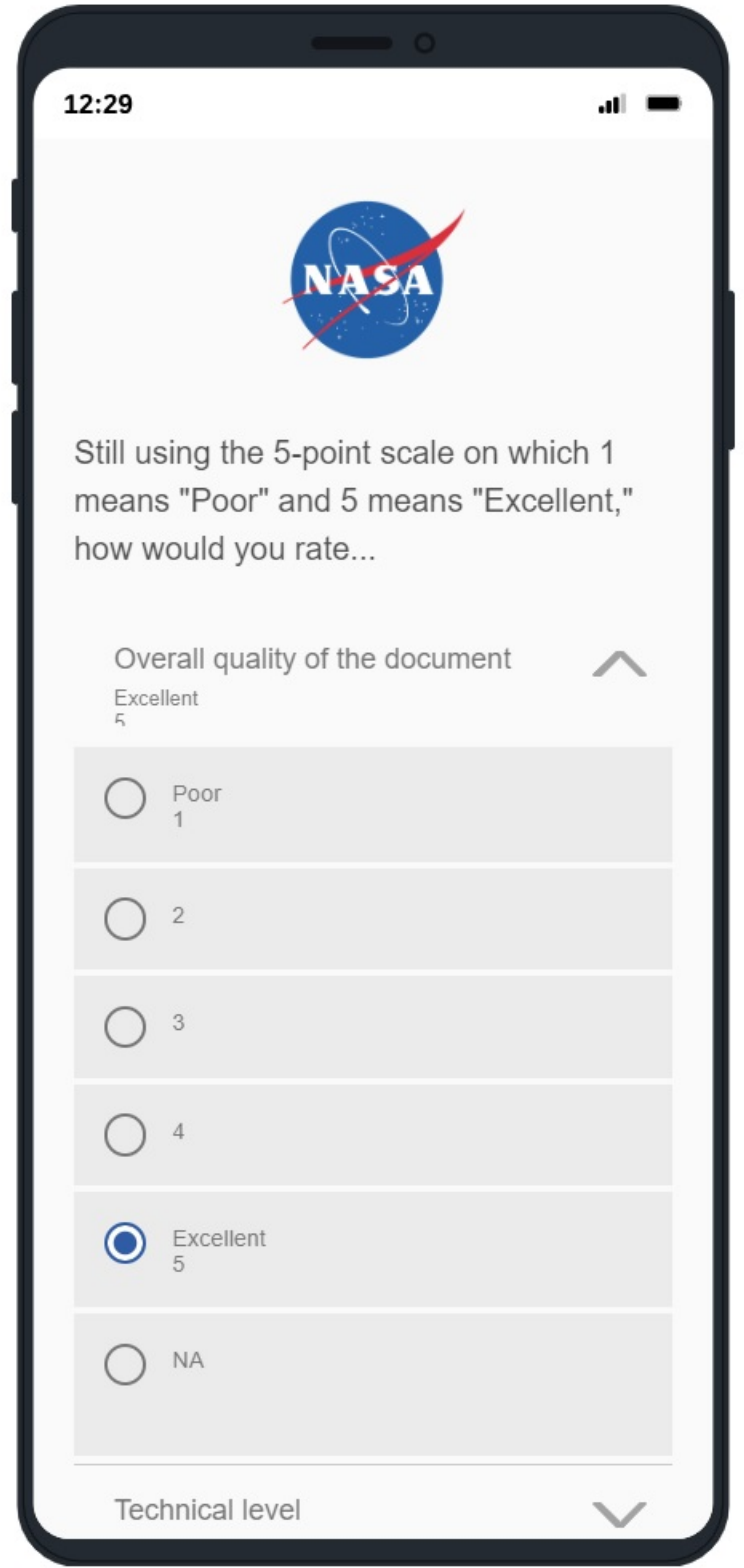
2

3

4

Excellent 5

NA



12:29



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

Overall quality of the document

Excellent 5



Poor 1

2

3

4

Excellent 5

NA

Technical level



Back

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Restart Survey

Go to Bookmark

Clear

Tools



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

Back

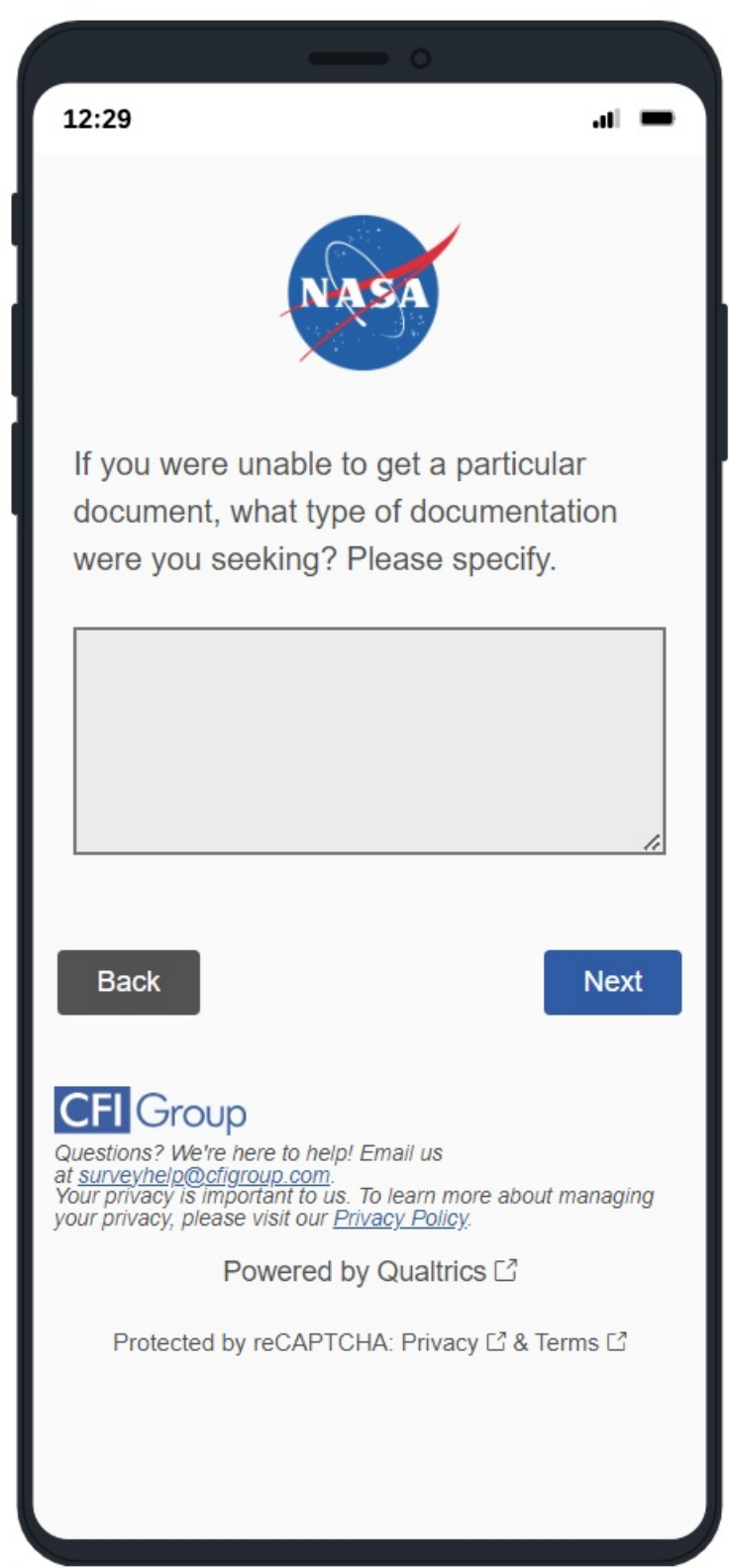
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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Go to Bookmark

Clear

Tools



During the past year have you contacted the **Alaska Satellite Facility - ASF - DAAC's** user services office or interacted with DAAC personnel?

Yes

No

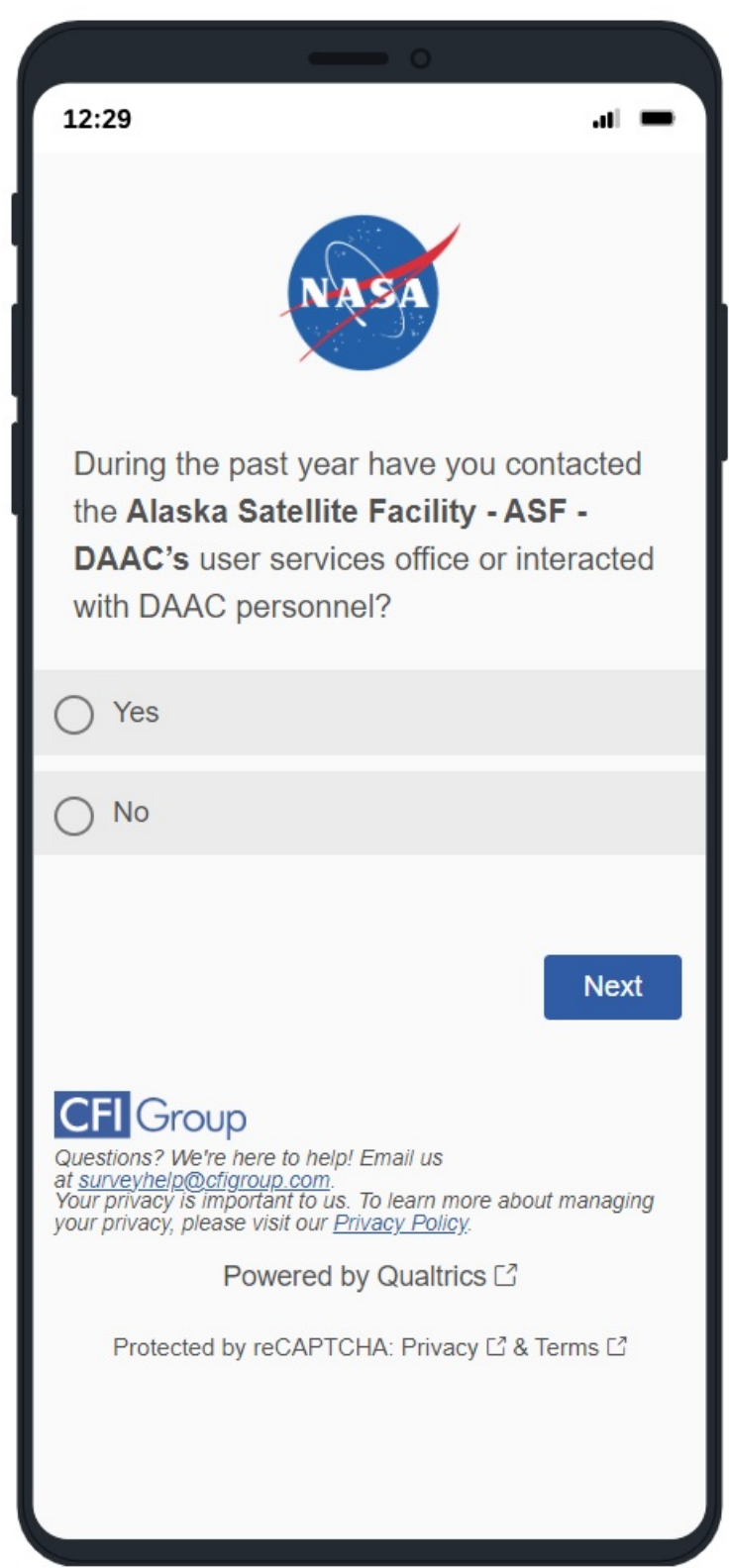
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During the past year have you contacted the **Alaska Satellite Facility - ASF - DAAC's** user services office or interacted with DAAC personnel?

Yes

No

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Clear

Tools



Think about the user services staff you interacted with when you contacted the **Alaska Satellite Facility - ASF - 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

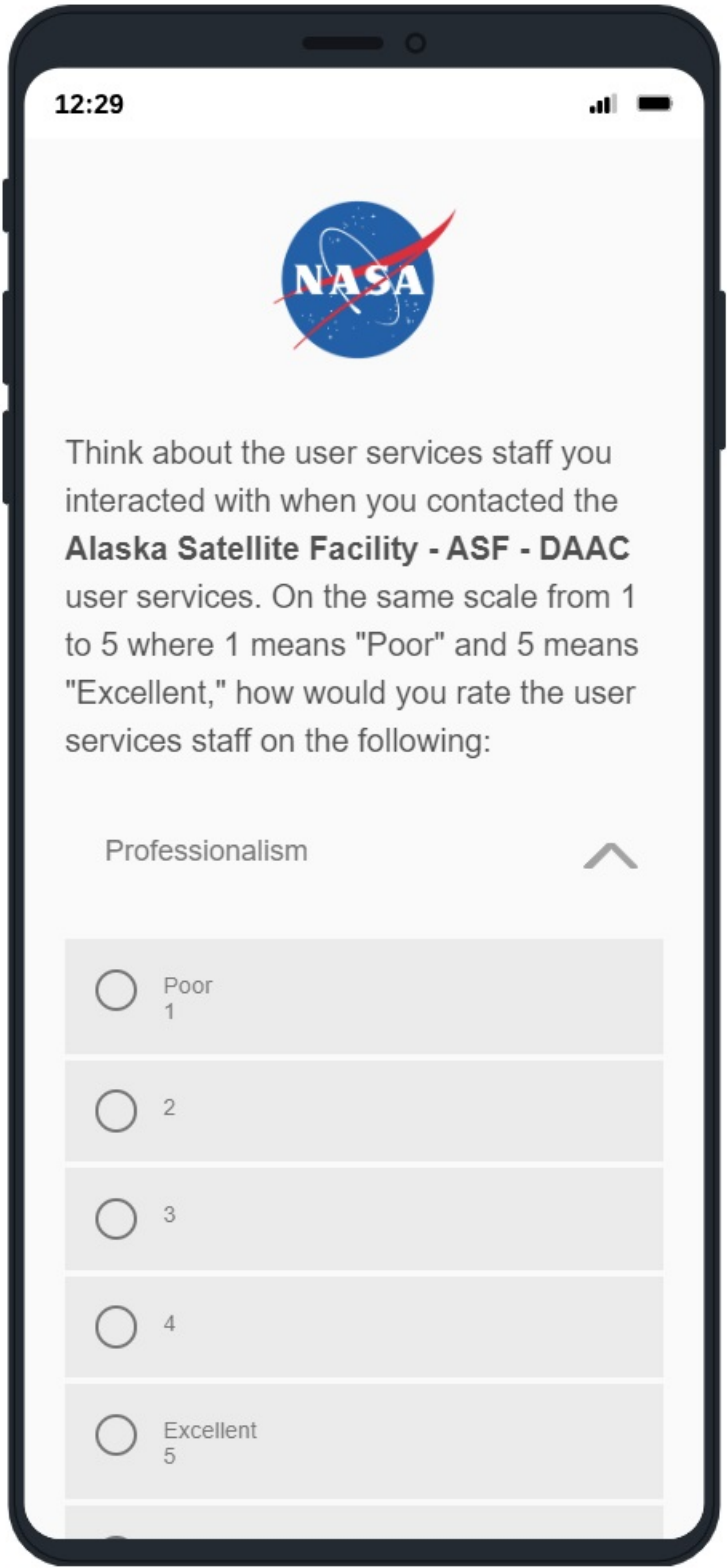
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Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Alaska Satellite Facility - ASF - 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

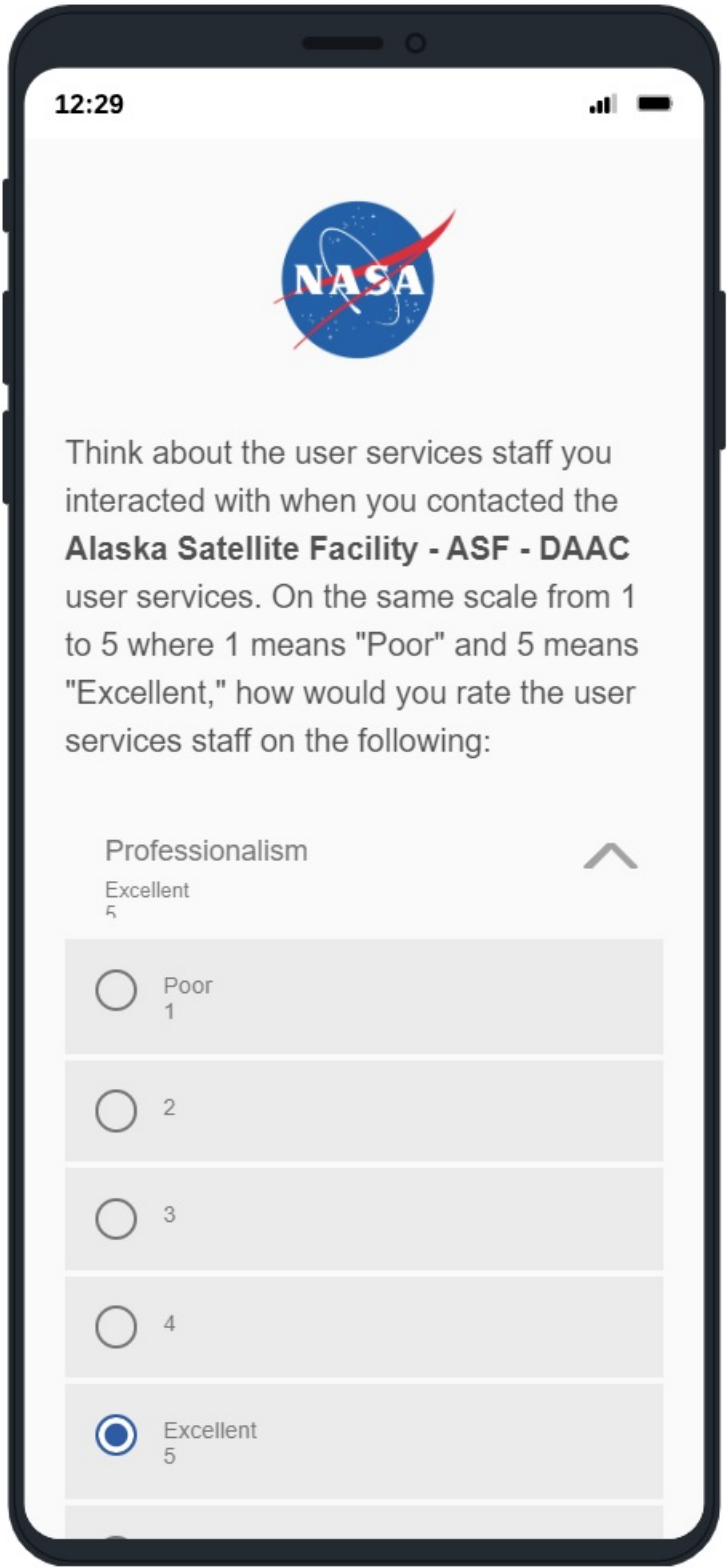
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Think about the user services staff you interacted with when you contacted the **Alaska Satellite Facility - ASF - DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services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

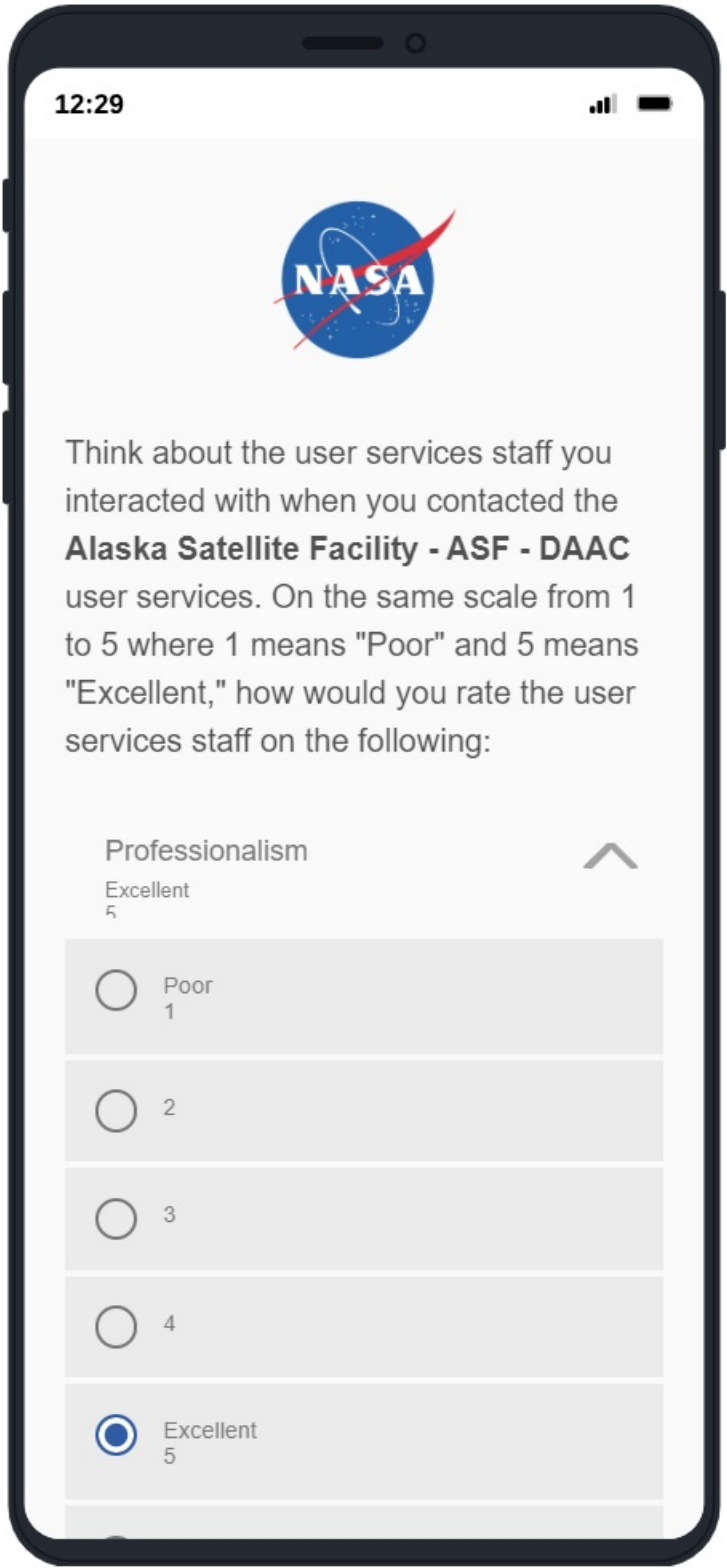
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Restart Survey

Go to Bookmark

Clear

Tools



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

Professionalism
Excellent
5

Technical knowledge
Excellent
5

Helpfulness in resolving a problem
Excellent
5

Speed of response

Poor
1

2

3

4

Excellent
5

NA

Back

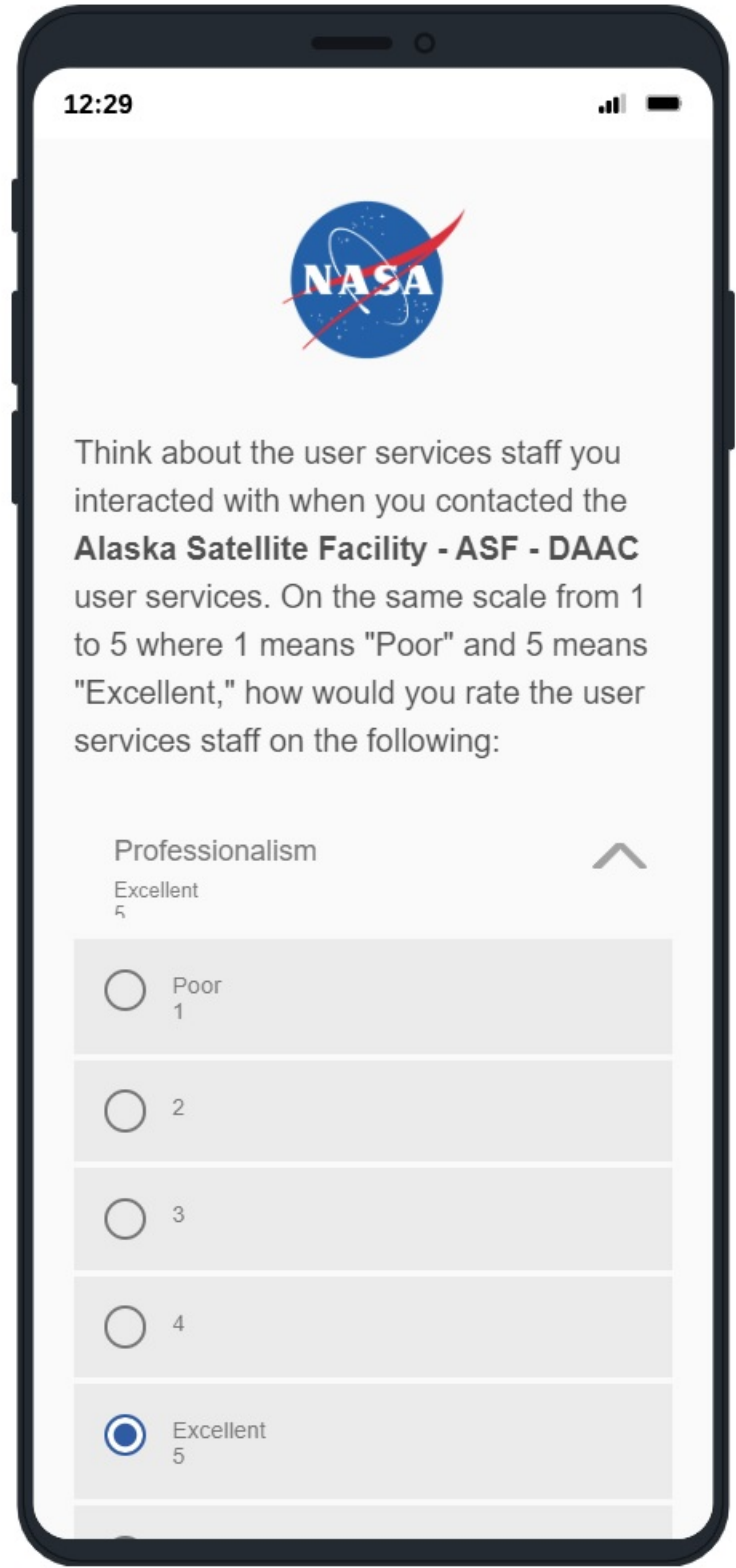
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Think about the user services staff you interacted with when you contacted the **Alaska Satellite Facility - ASF - DAAC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services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

Professionalism
Excellent
5

Poor
1

2

3

4

Excellent
5

Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Alaska Satellite Facility - ASF - DAAC user services office for any additional support?

Yes

No

Back

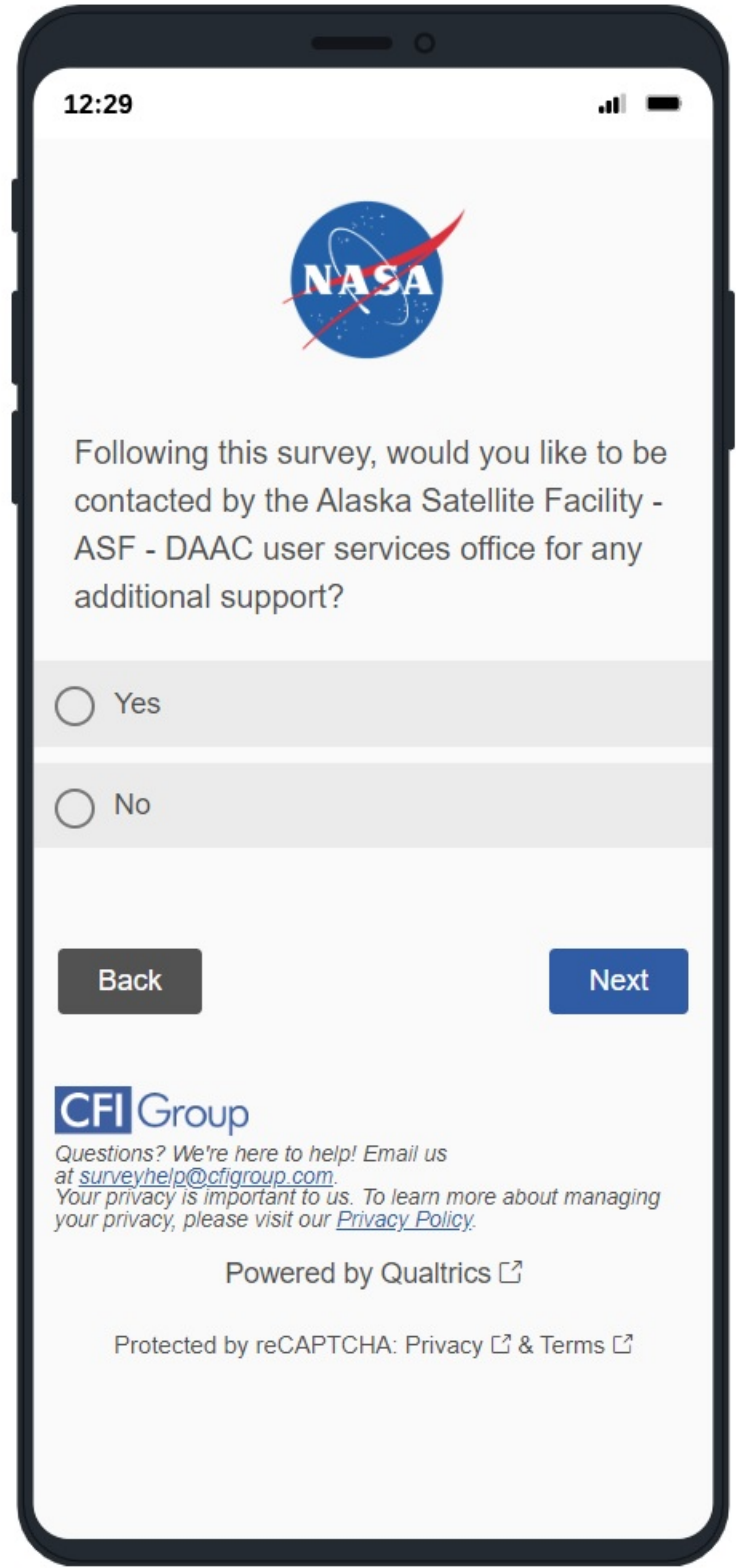
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Following this survey, would you like to be contacted by the Alaska Satellite Facility - ASF - DAAC user services office for any additional support?

Yes

No

Back

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Restart Survey

Go to Bookmark

Clear

Tools



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

Overall satisfaction with the data products and services provided by **Alaska Satellite Facility - ASF - DAAC**

Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

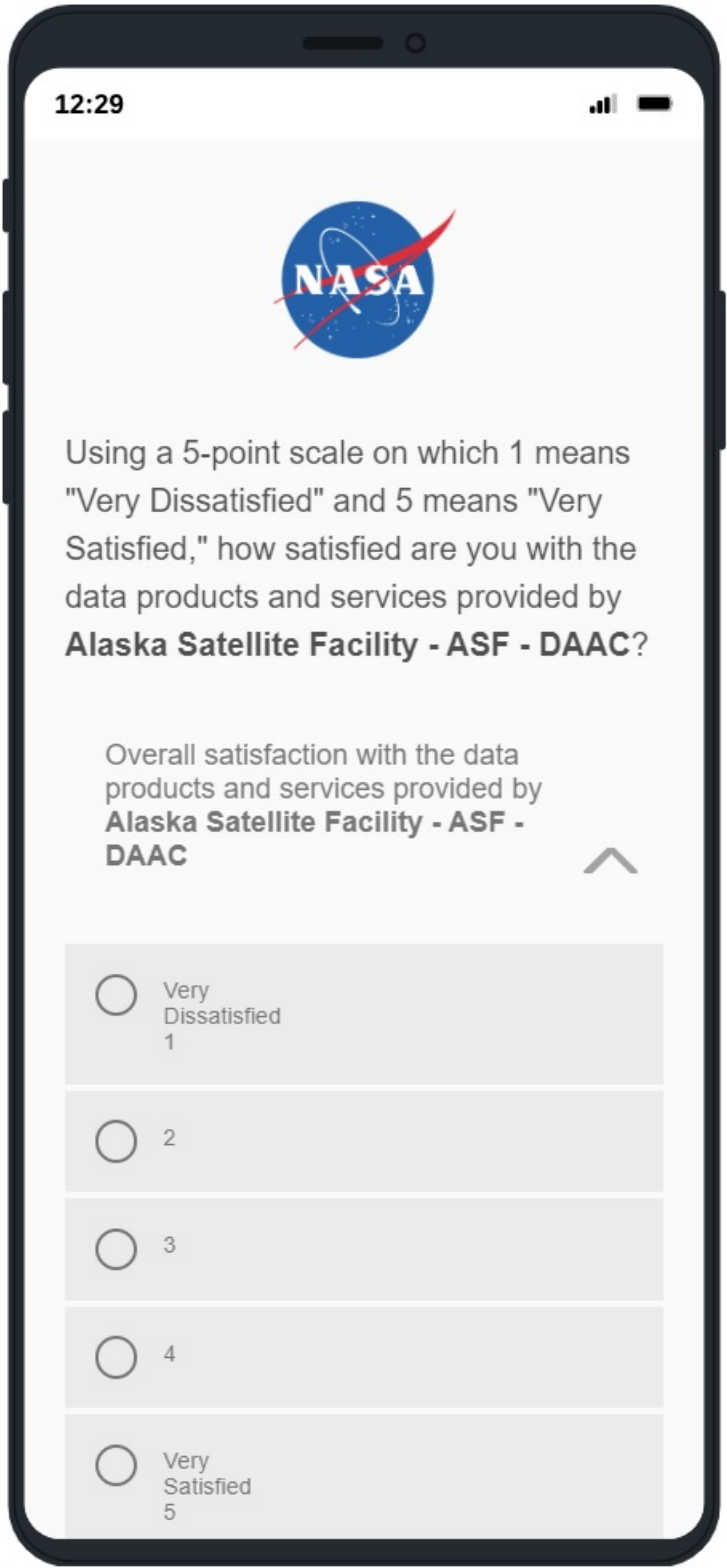
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Restart Survey

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 **Alaska Satellite Facility - ASF - DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Alaska Satellite Facility - ASF - DAAC** have fallen short of or exceeded your expectations

Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

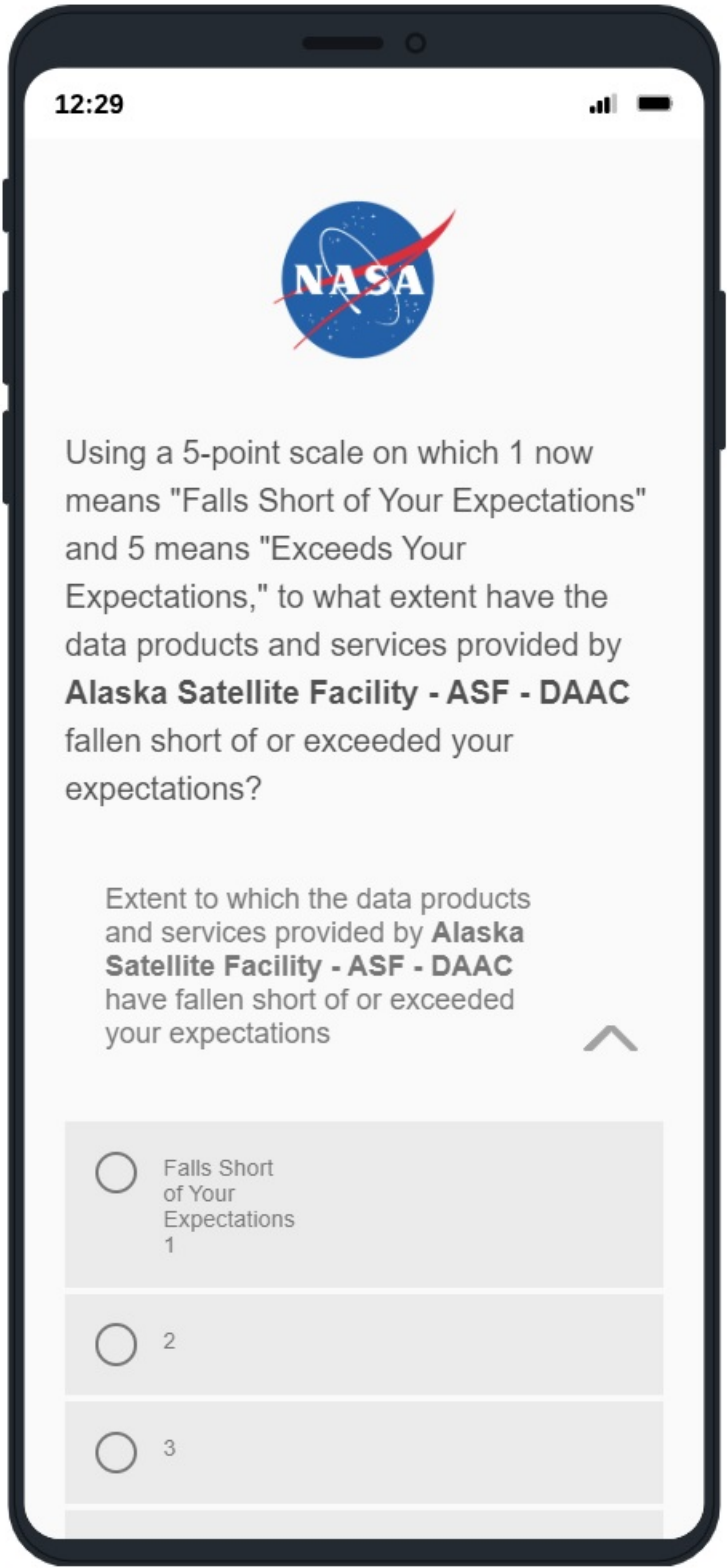
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Alaska Satellite Facility - ASF - DAAC** fallen short of or exceeded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

Extent to which the data products and services provided by **Alaska Satellite Facility - ASF - 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 **Alaska Satellite Facility - ASF - 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 **Alaska Satellite Facility - ASF - 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

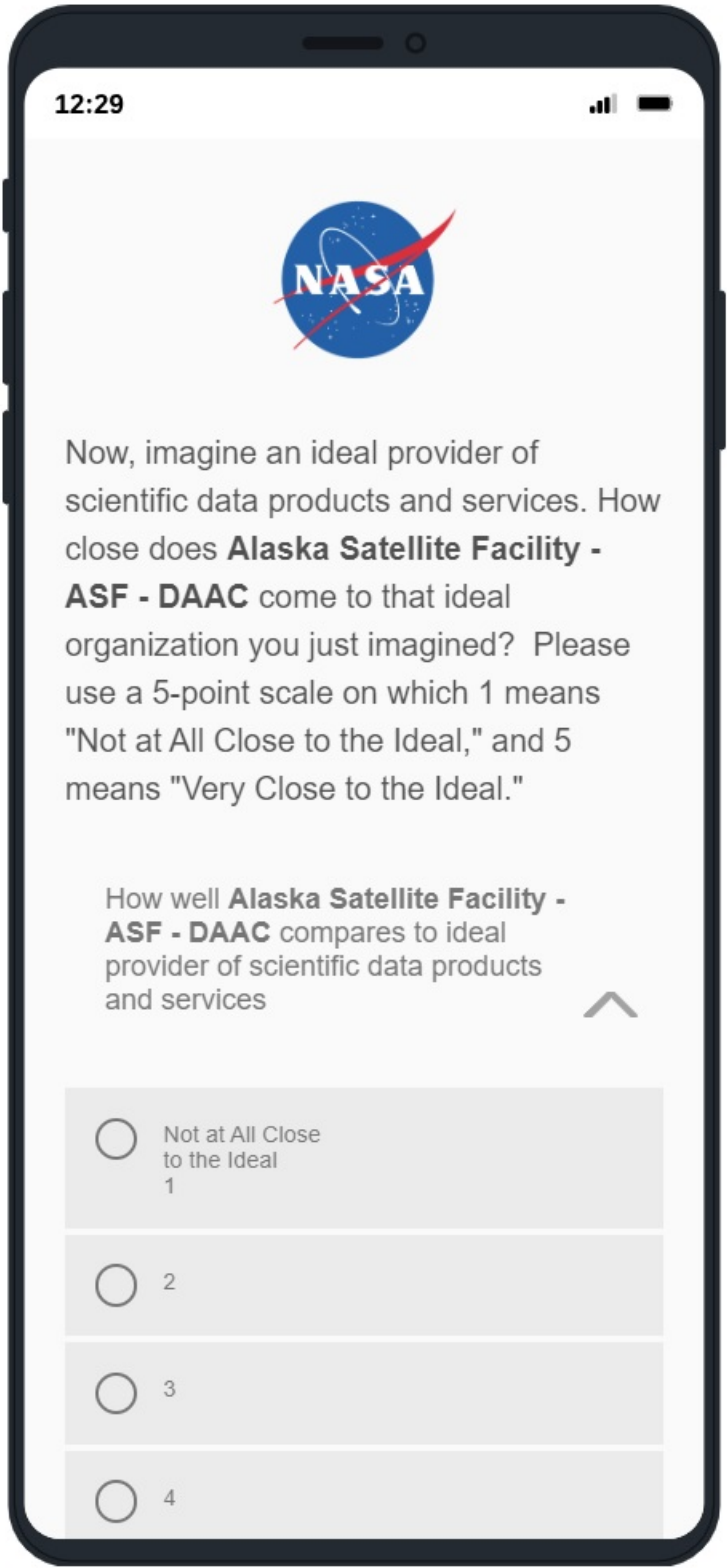
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Now, imagine an ideal provider of scientific data products and services. How close does **Alaska Satellite Facility - ASF - DAAC** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the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

How well **Alaska Satellite Facility - ASF - 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



Now, imagine an ideal provider of scientific data products and services. How close does **Alaska Satellite Facility - ASF - 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 **Alaska Satellite Facility - ASF - 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

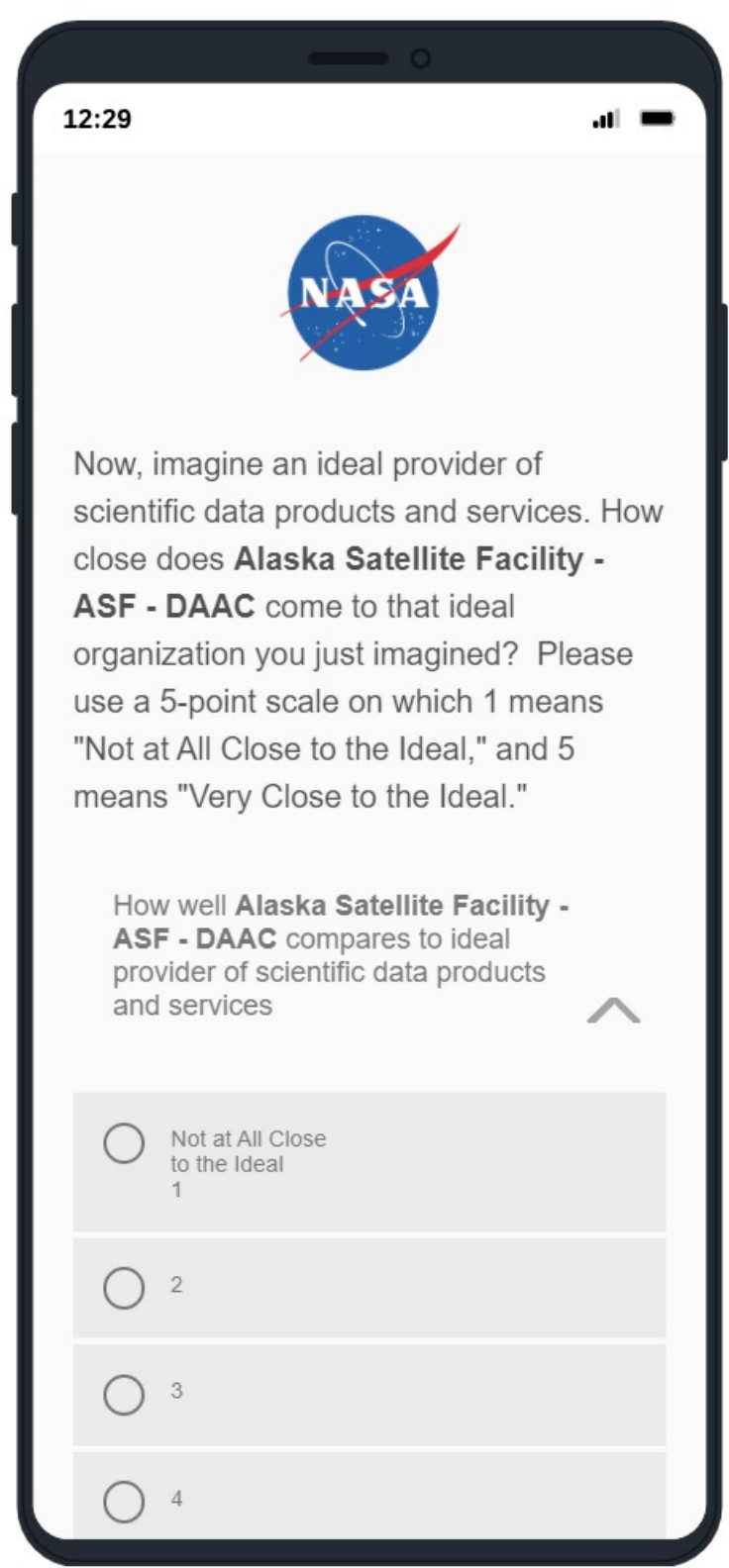
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12:29



Now, imagine an ideal provider of scientific data products and services. How close does **Alaska Satellite Facility - ASF - 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 **Alaska Satellite Facility - ASF - DAAC** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal 1

2

3

4



Current and future SAR mission data files are very large. Downloading and processing large cloud-hosted files can be slow and resource-intensive. Therefore, ASF provides the HyP3 On Demand RTC, InSAR, and feature tracking processing services in the cloud, next to the source data. The products generated are smaller and easier for a user to download.

What additional cloud-based tools or services would benefit you working with large data?

Select all that apply.

- Educational resources to aid in the transition to cloud-based workflows that utilize tools such as Zarr, Kerchunk, and Xarray
- A persistent, low-to-no-cost, cloud-computing environment (sandbox) for developing new cloud-based algorithms (an example being OpenScienceLab)
- Subsetting
- HyP3 On Demand time-series generation
- OGC web services (WFS, WMS, WMTS, WCS, WPS)
- None. I will download and process the data myself
- Other (please specify)

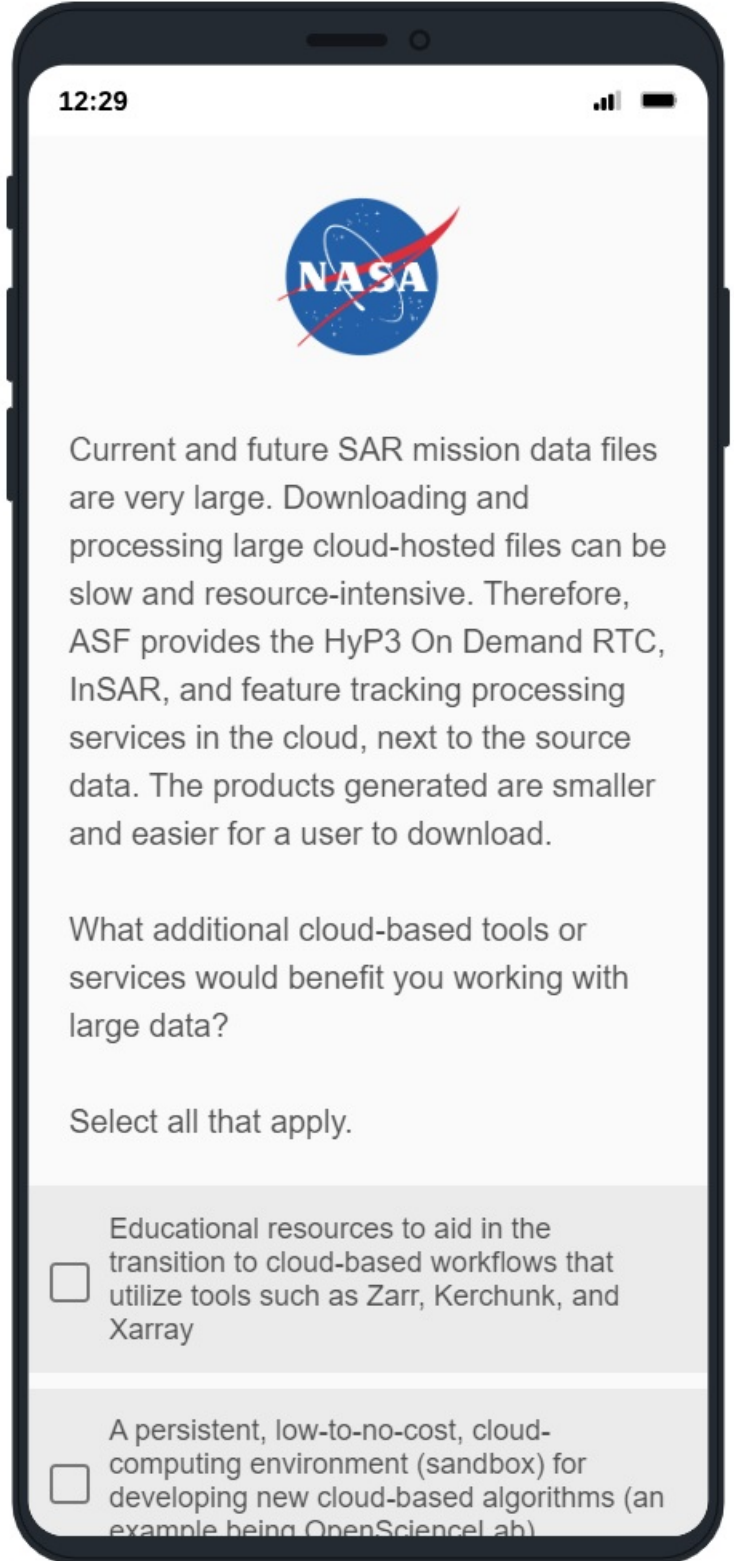
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Restart Survey

Go to Bookmark

Clear

Tools



Which methods of data discovery do you use?

Select all that apply.

- ASF Search API
- asf_search Python module
- Vertex Data search
- Earthdata Search
- Google Earth Engine
- NASA Worldview
- ssara_federated_query API
- OPeNDAP
- OGC web services
- Other (please specify)

Back

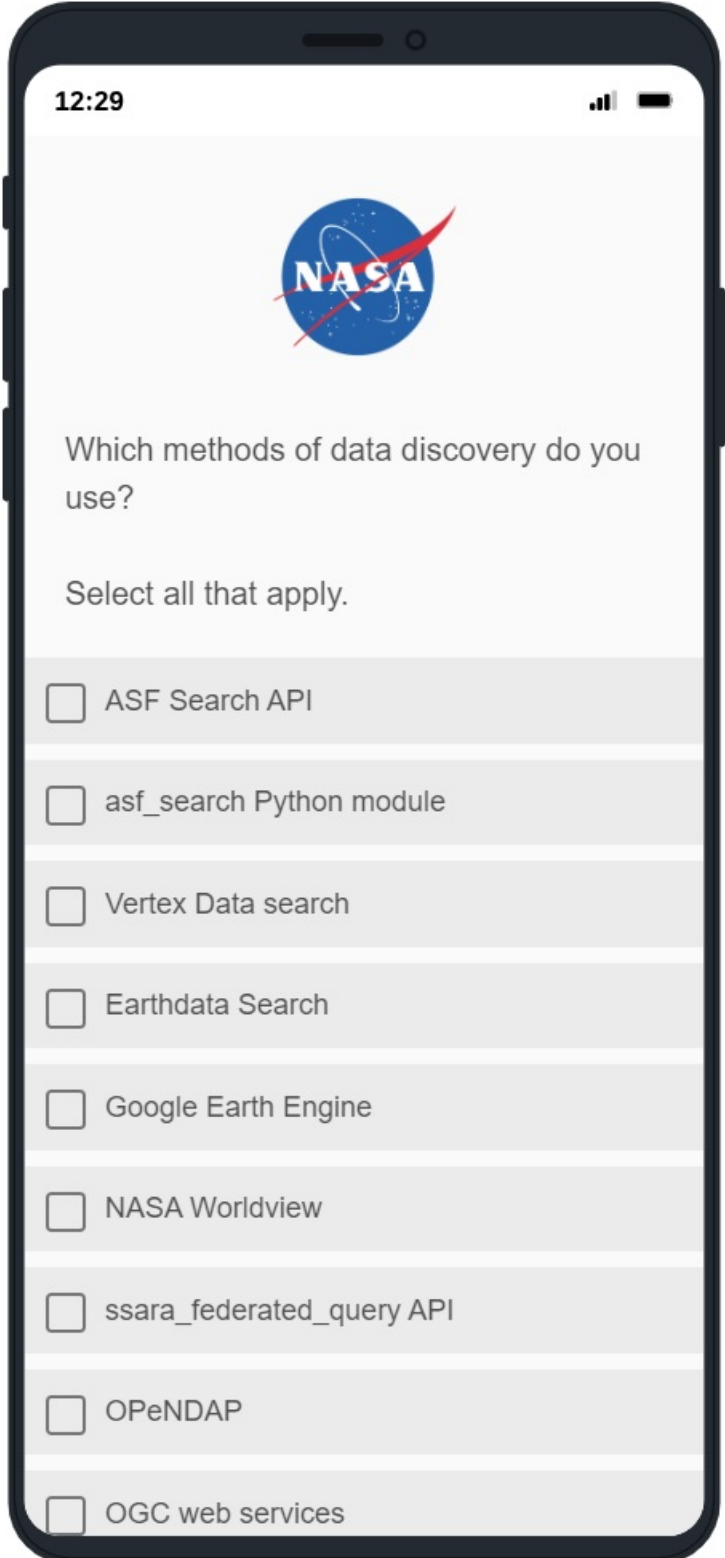
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What method do you find is the most useful for learning?

Please rank by your preference, 1-6.

Step-by-step instructions (Data recipes) ^

1

2

3

4

5

6

Jupyter Notebook tutorials v

Interactive tutorials (StoryMaps) v

Webinars v

Instructional videos v

Other (please specify on next page) v

Back

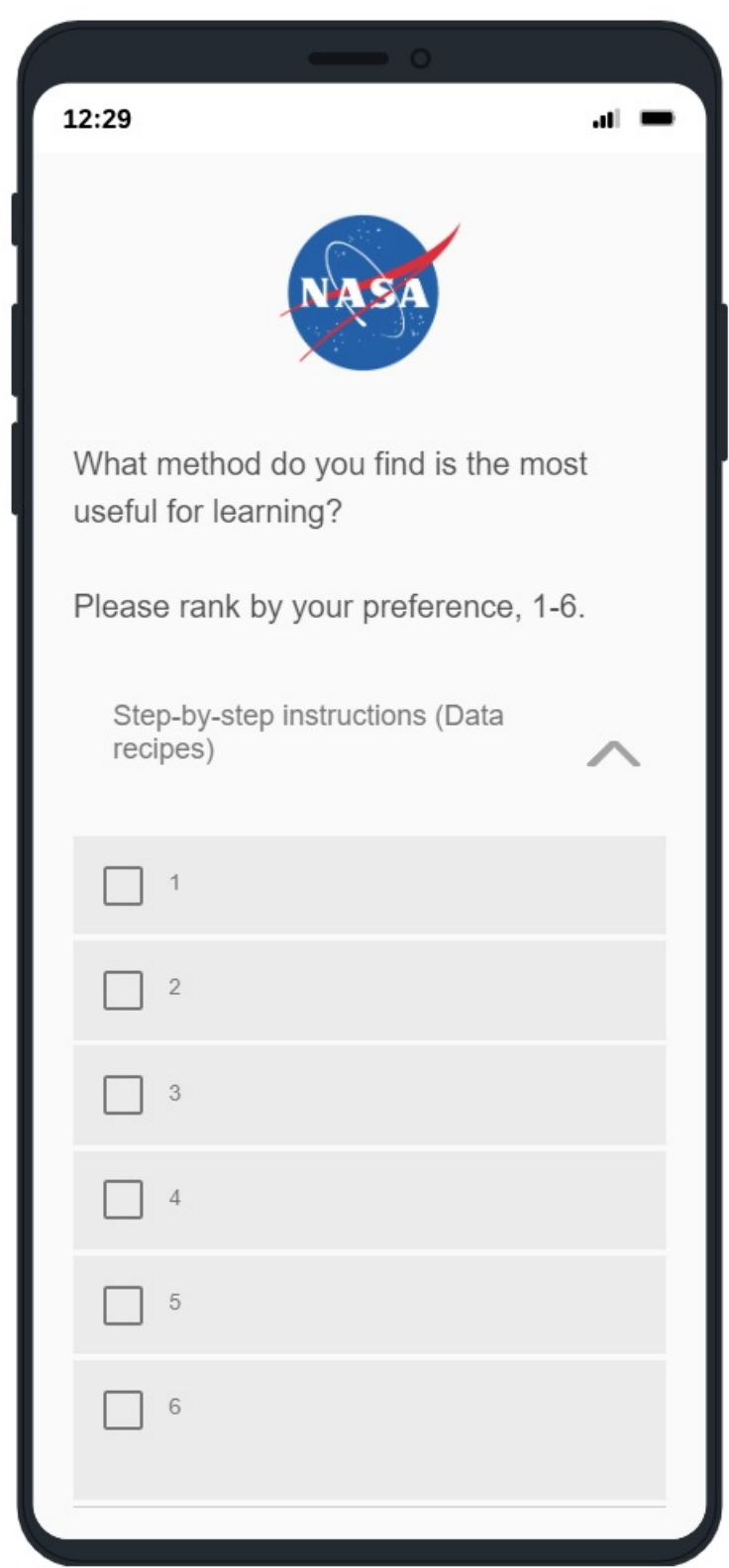
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Restart Survey

Go to Bookmark

Clear

Tools



Please specify "Other" method you find useful for learning.

Back

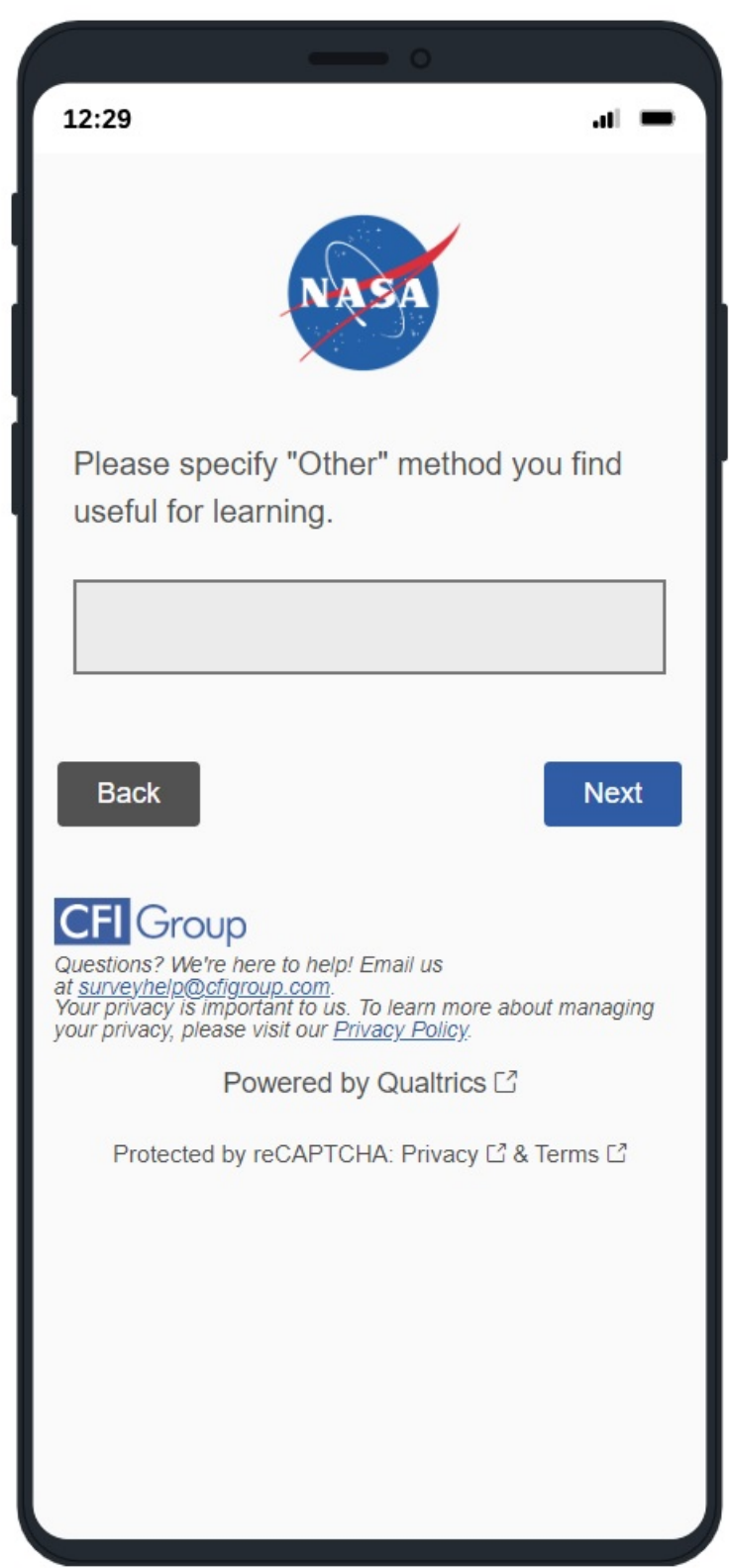
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Please specify "Other" method you find useful for learning.

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Restart Survey

Go to Bookmark

Clear

Tools



If you use ASF's Vertex Data Search, what additional features would make it easier for you to find or download data?

Back

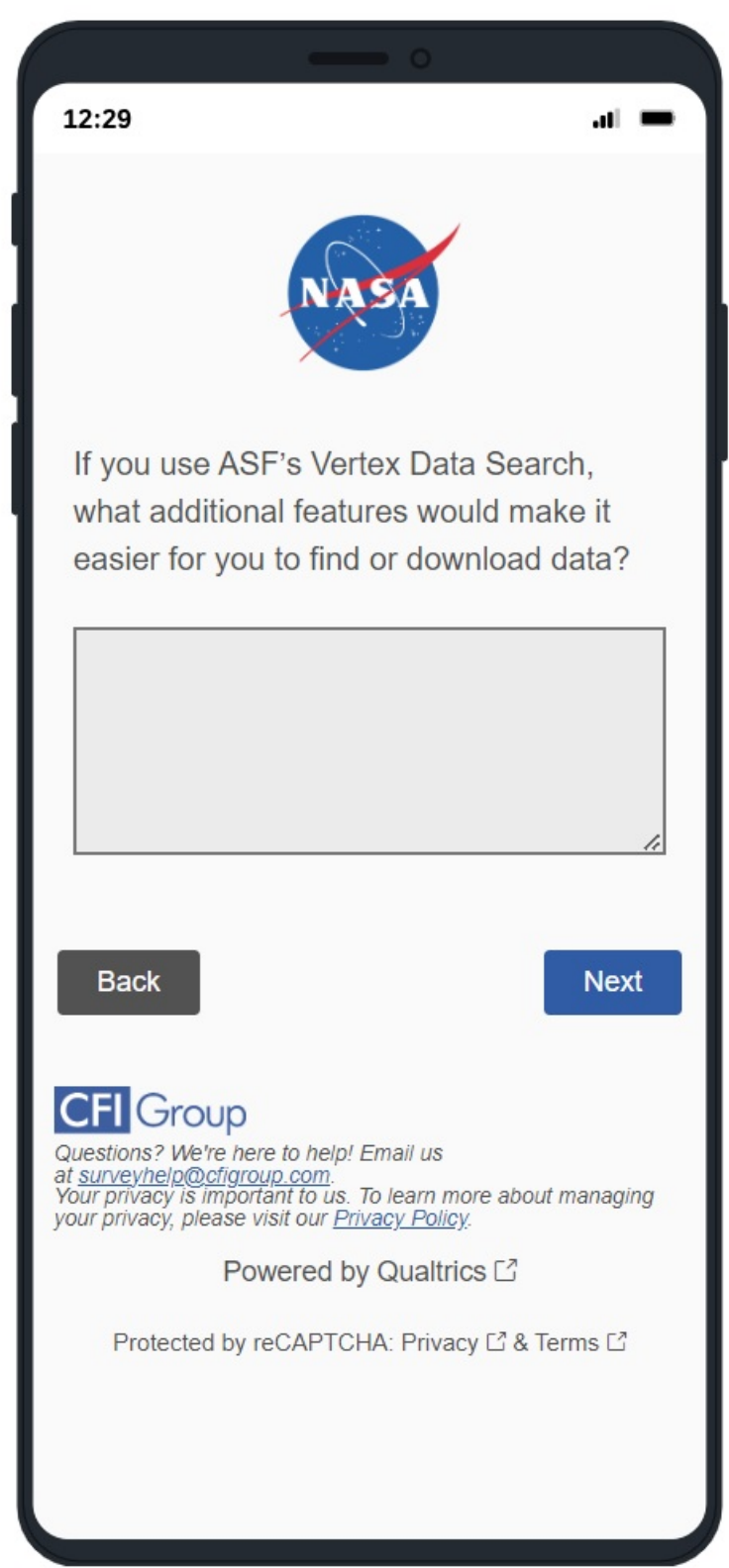
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If you use ASF's Vertex Data Search, what additional features would make it easier for you to find or download data?

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Restart Survey

Go to Bookmark

Clear

Tools



What is something that makes it difficult for you to use SAR data?

Text input area for the survey question.

Back

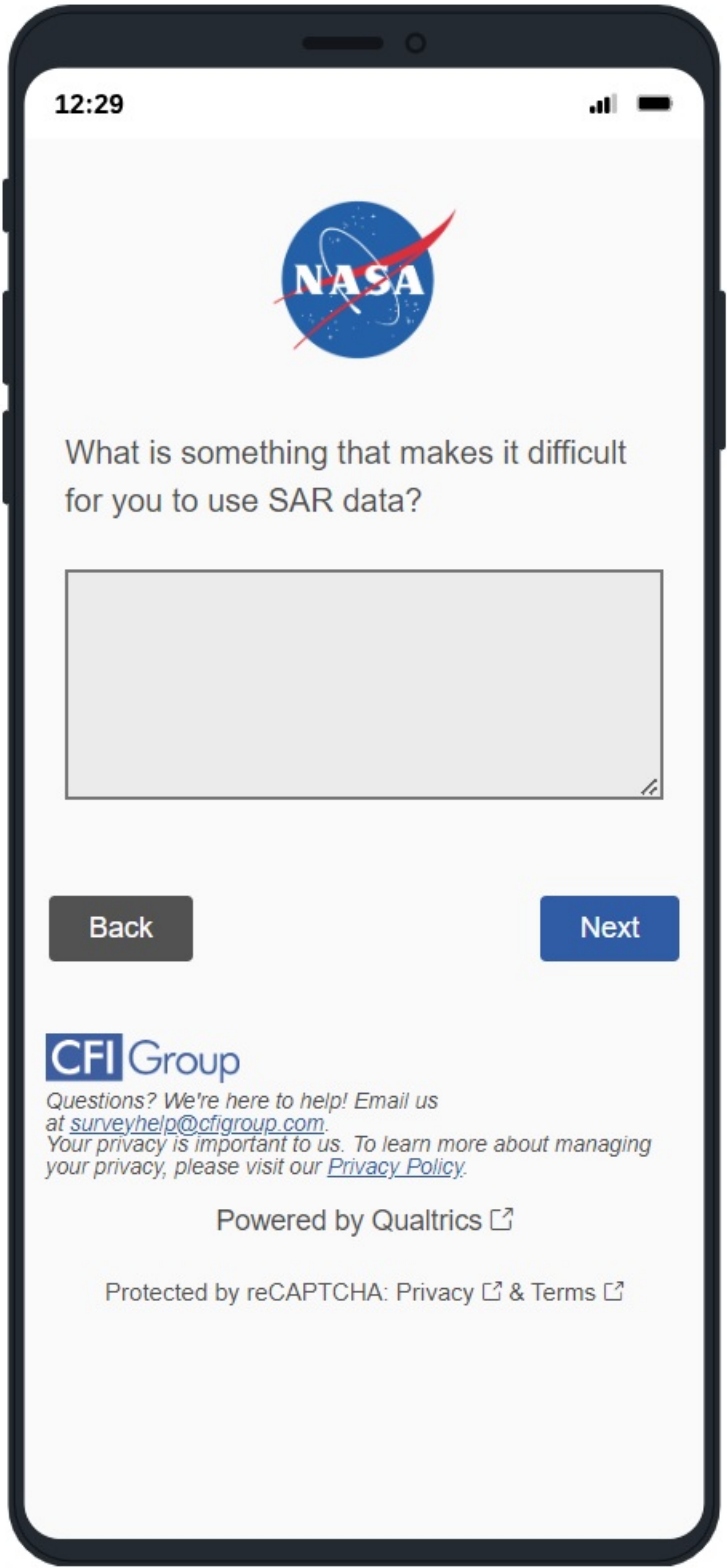
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What is something that makes it difficult for you to use SAR data?

Text input area for the survey question on mobile view.

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Restart Survey

Go to Bookmark

Clear

Tools



What could ASF do better that would allow you to spend less time manipulating data and more time using the data for science or other applications?

Text input area for survey response

Back

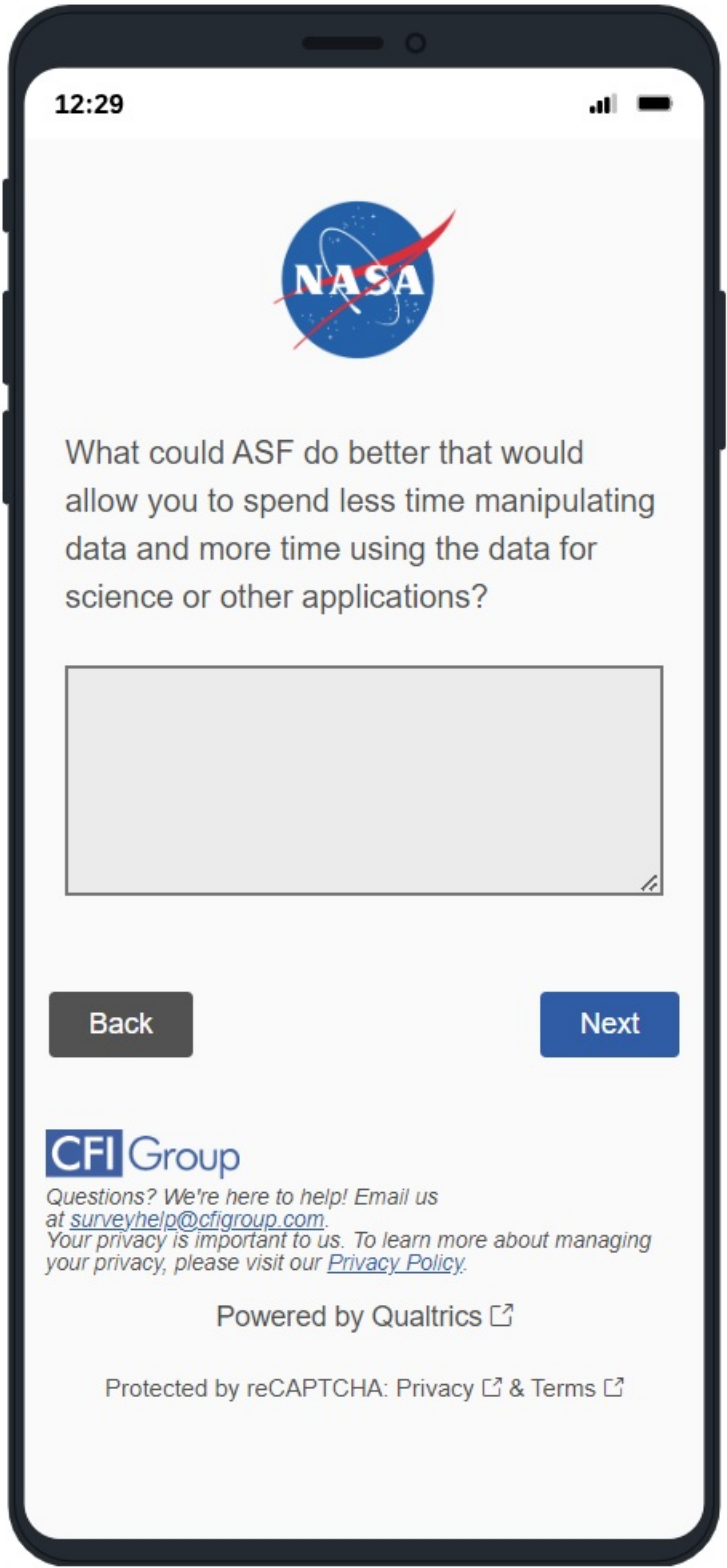
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12:29



What could ASF do better that would allow you to spend less time manipulating data and more time using the data for science or other applications?

Text input area for survey response on mobile

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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 **Alaska Satellite Facility - ASF - DAAC** to a colleague?

Likelihood of recommending **Alaska Satellite Facility - ASF - DAAC** to a colleague



Not at All Likely 1

2

3

4

Very Likely 5

NA

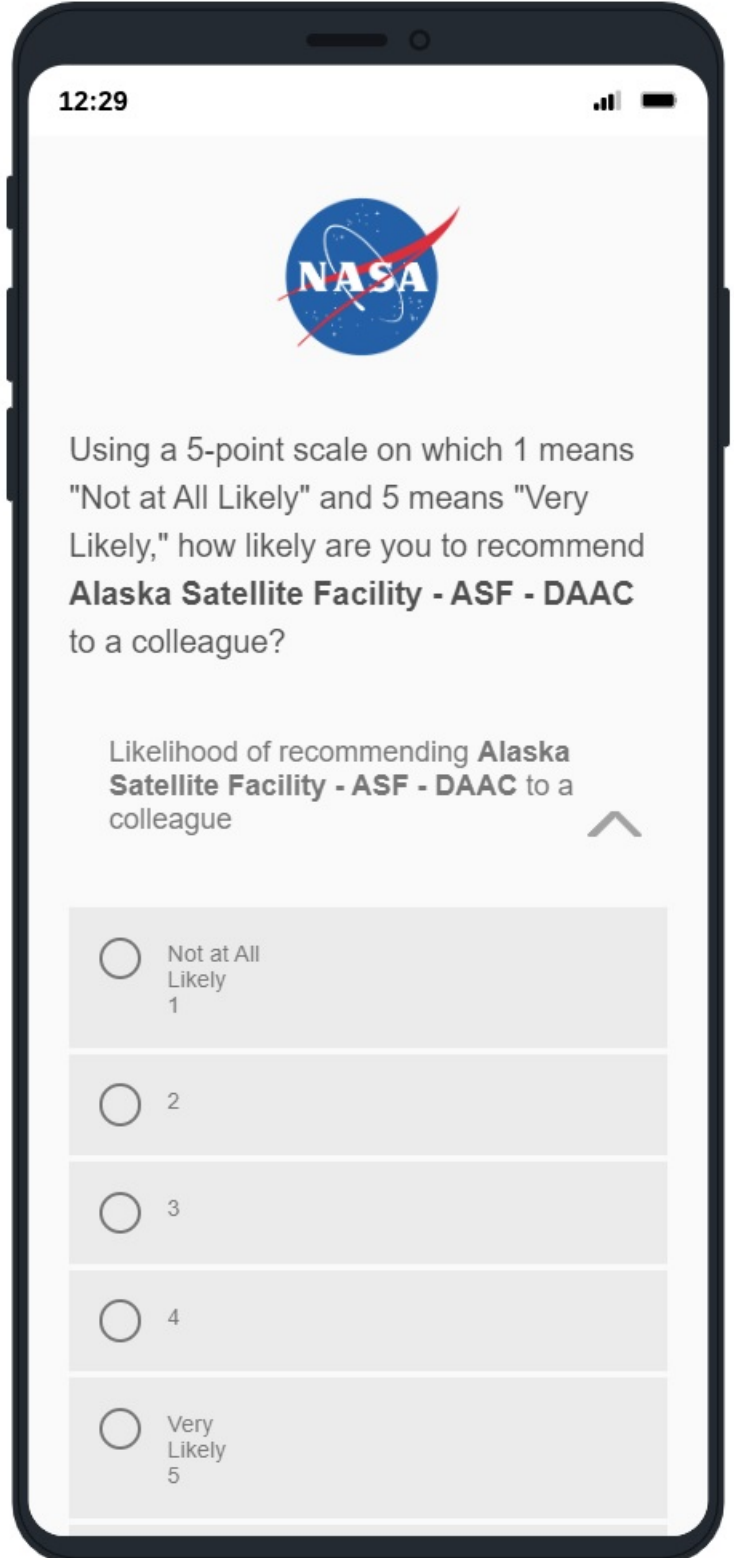
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Alaska Satellite Facility - ASF - DAAC** in the future?

Likelihood of using the services provided by **Alaska Satellite Facility - ASF - DAAC** again in the future ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

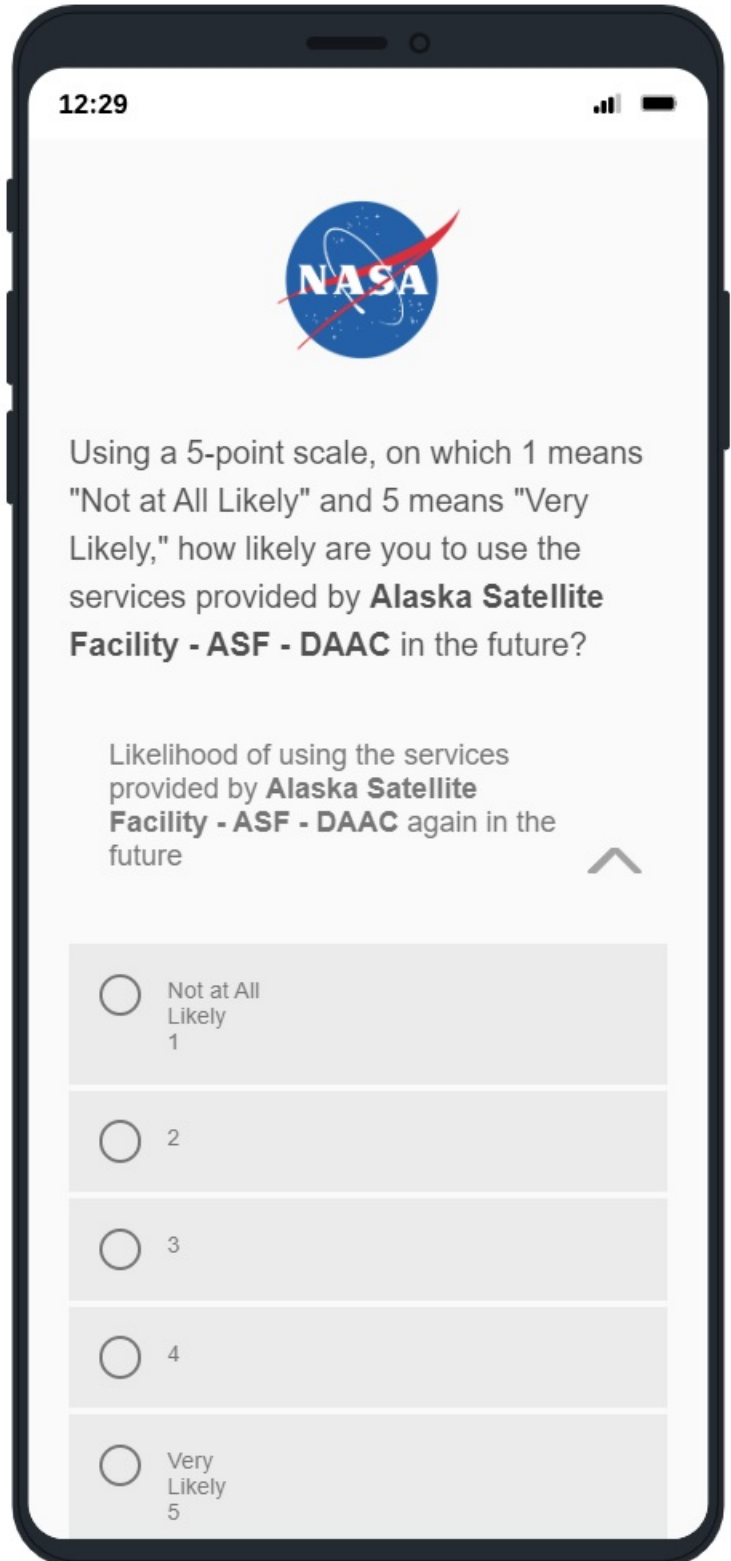
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Not at All Likely 1

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4

Very Likely 5

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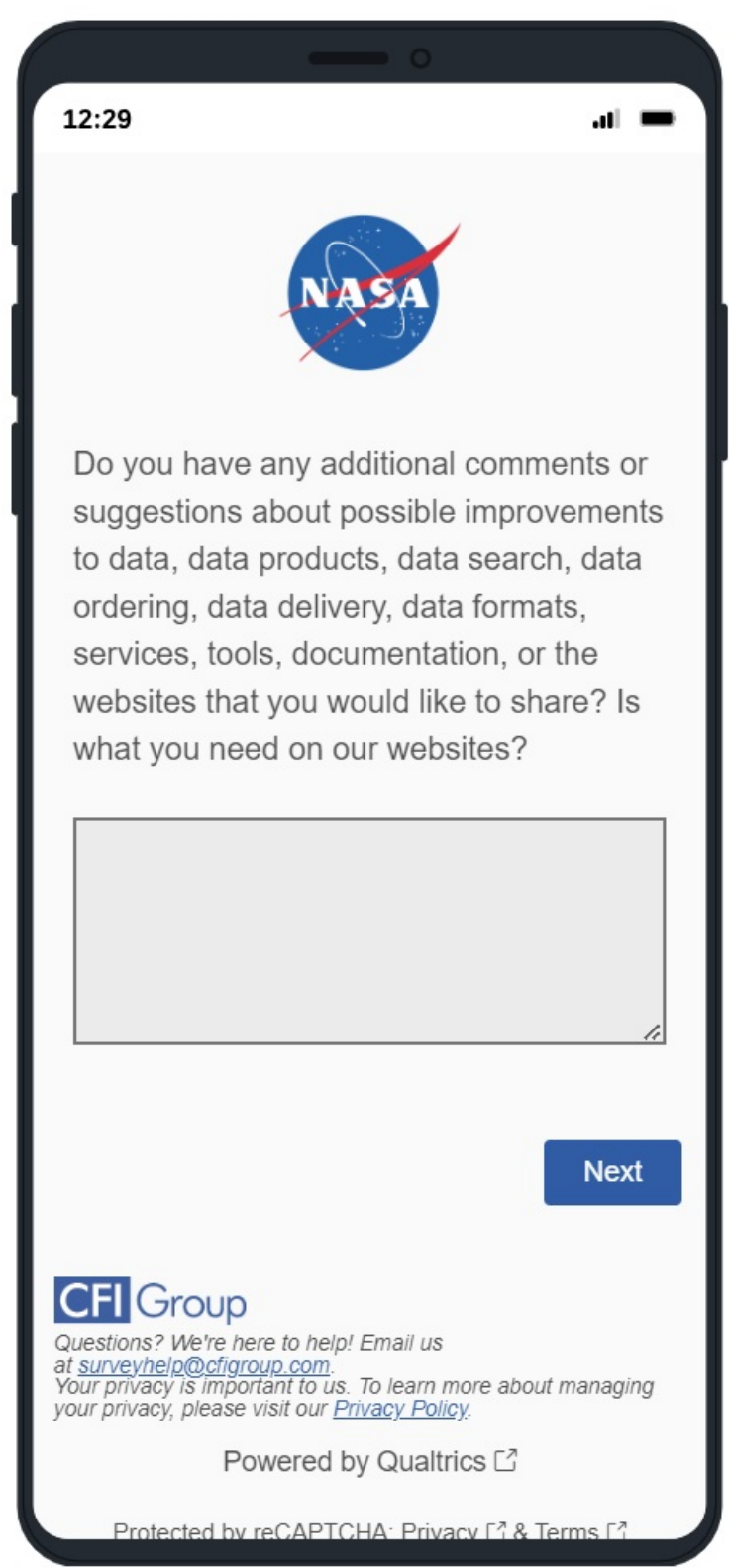
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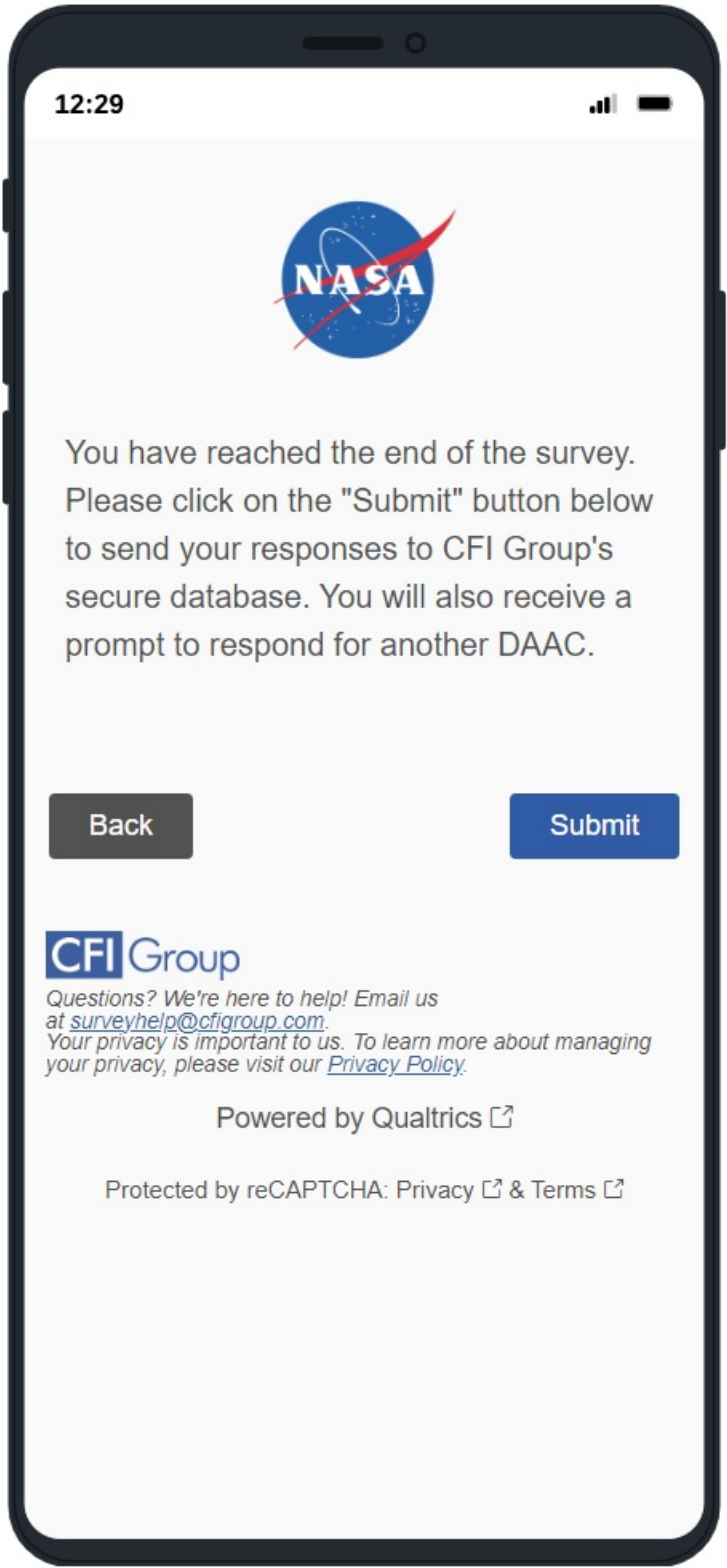
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