



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.

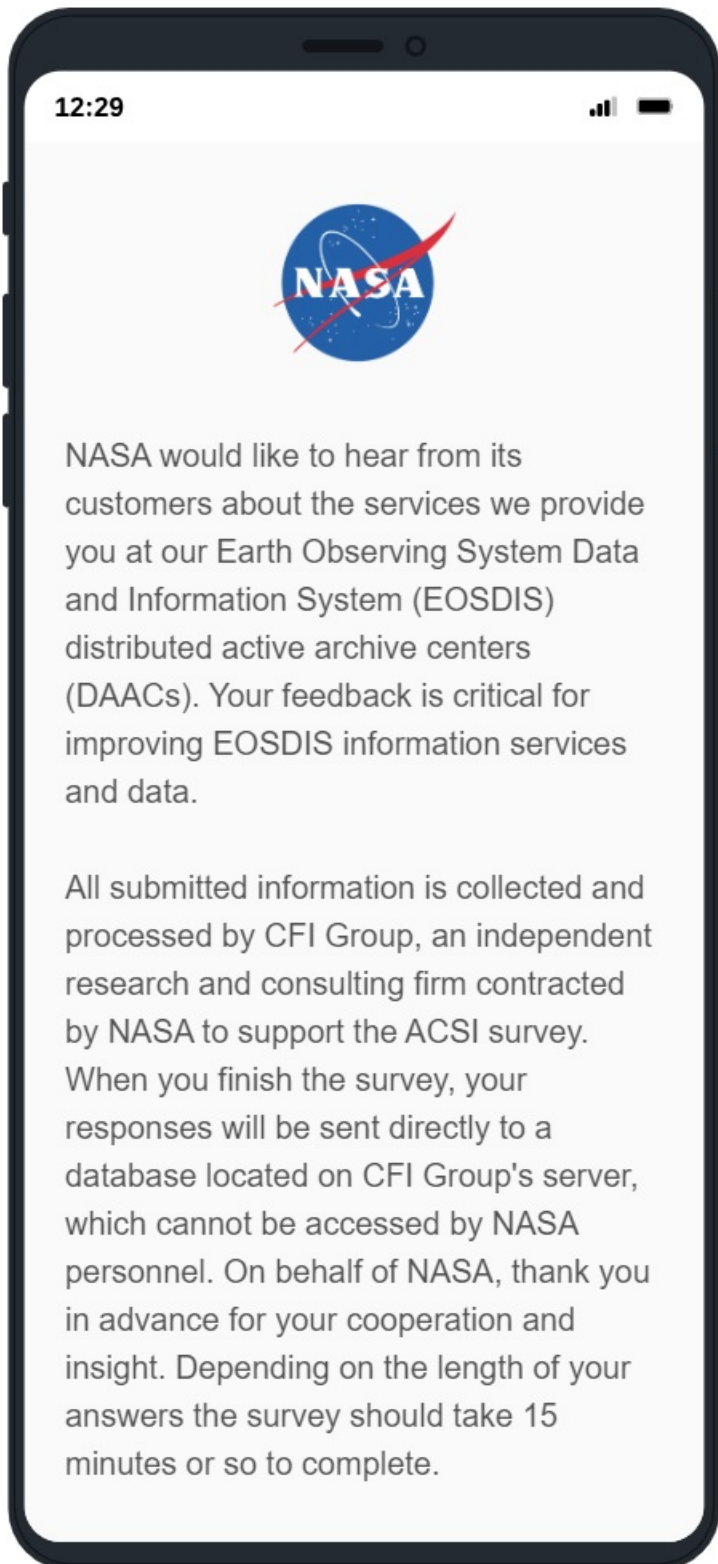
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

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.](#)

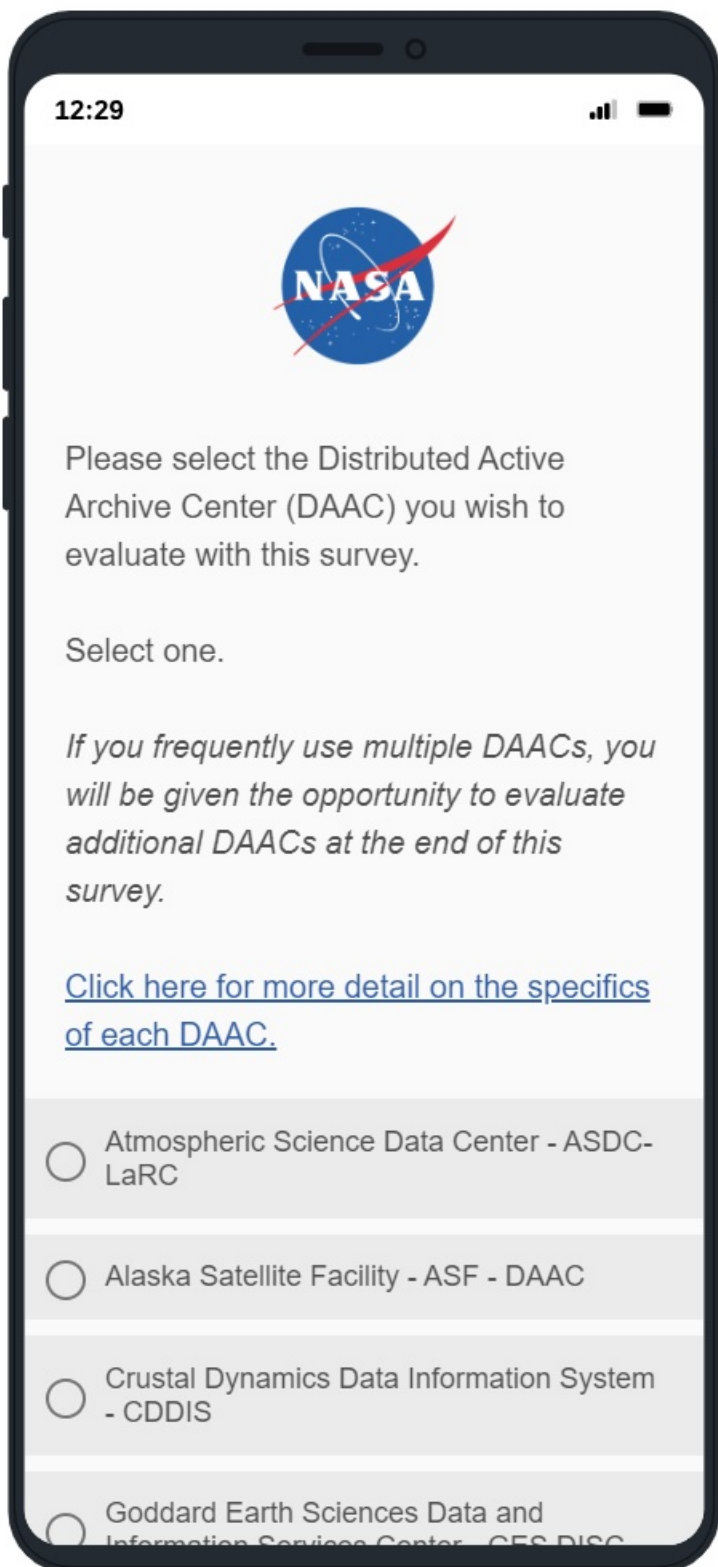
- Atmospheric Science Data Center - ASDC-LaRC
- Alaska Satellite Facility - ASF - DAAC
- Crustal Dynamics Data Information System - CDDIS
- Goddard Earth Sciences Data and Information Services Center - GES DISC
- Global Hydrology Resource Center - GHRC
- Land Processes DAAC - LP DAAC
- MODIS Level 1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



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

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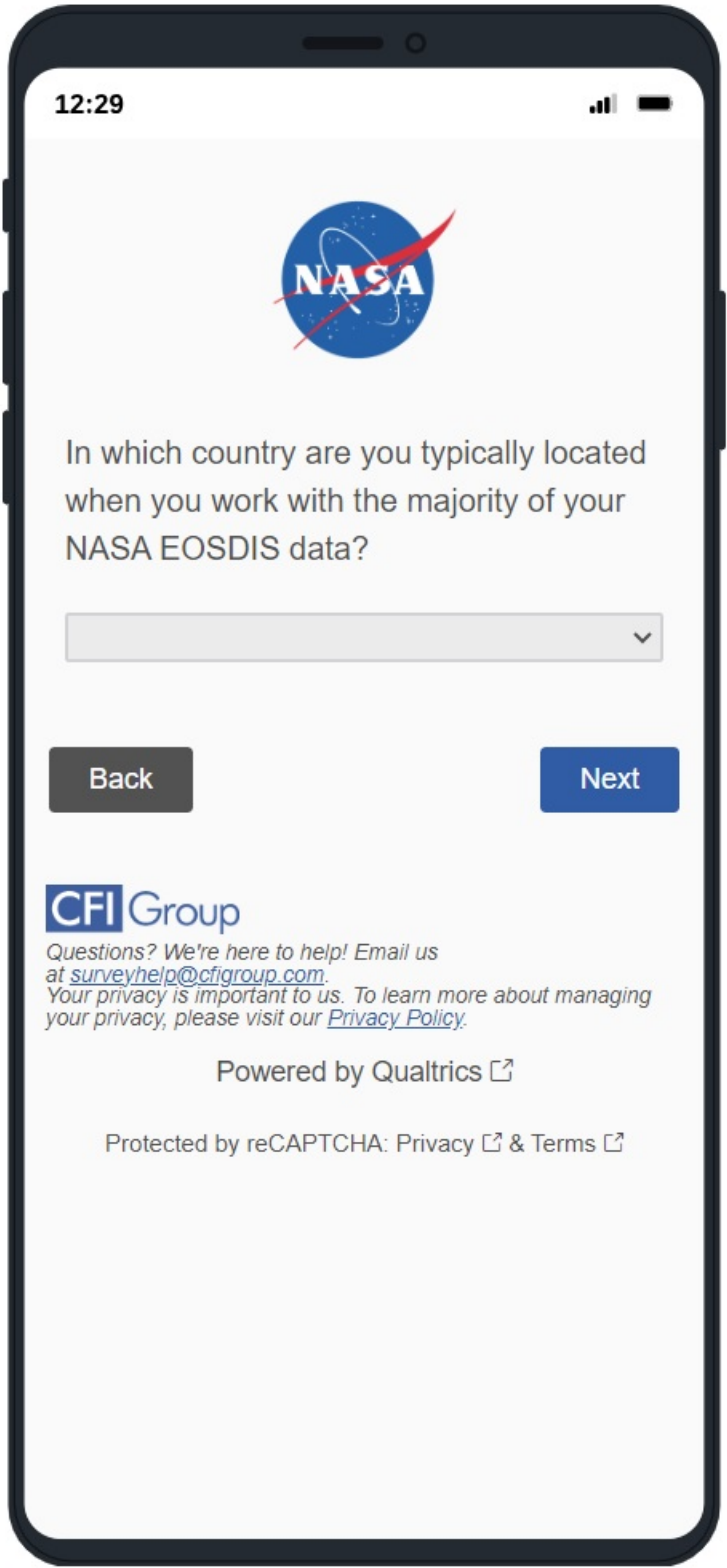
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

Back

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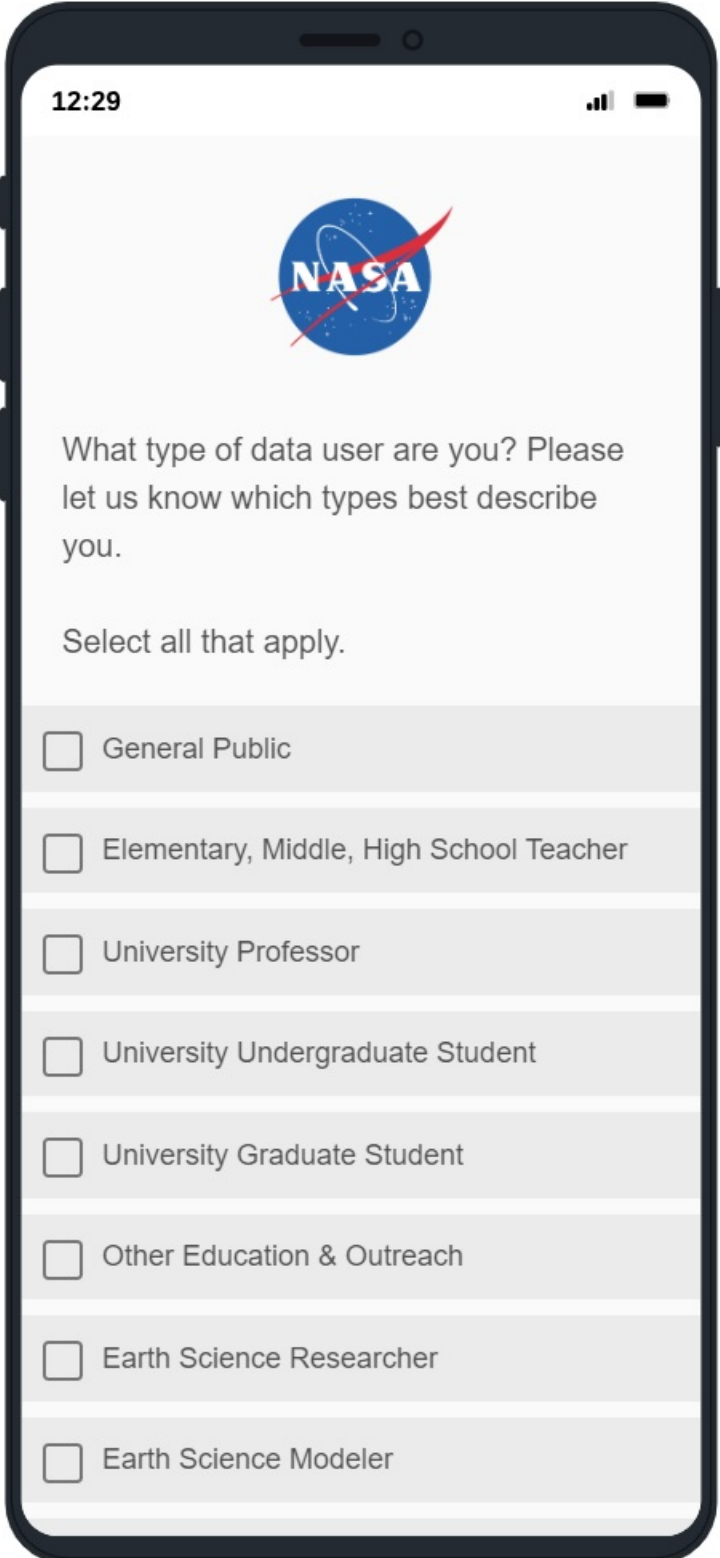
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What type of data user are you? Please let us know which types best describe you.

Select all that apply.

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



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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
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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

Back

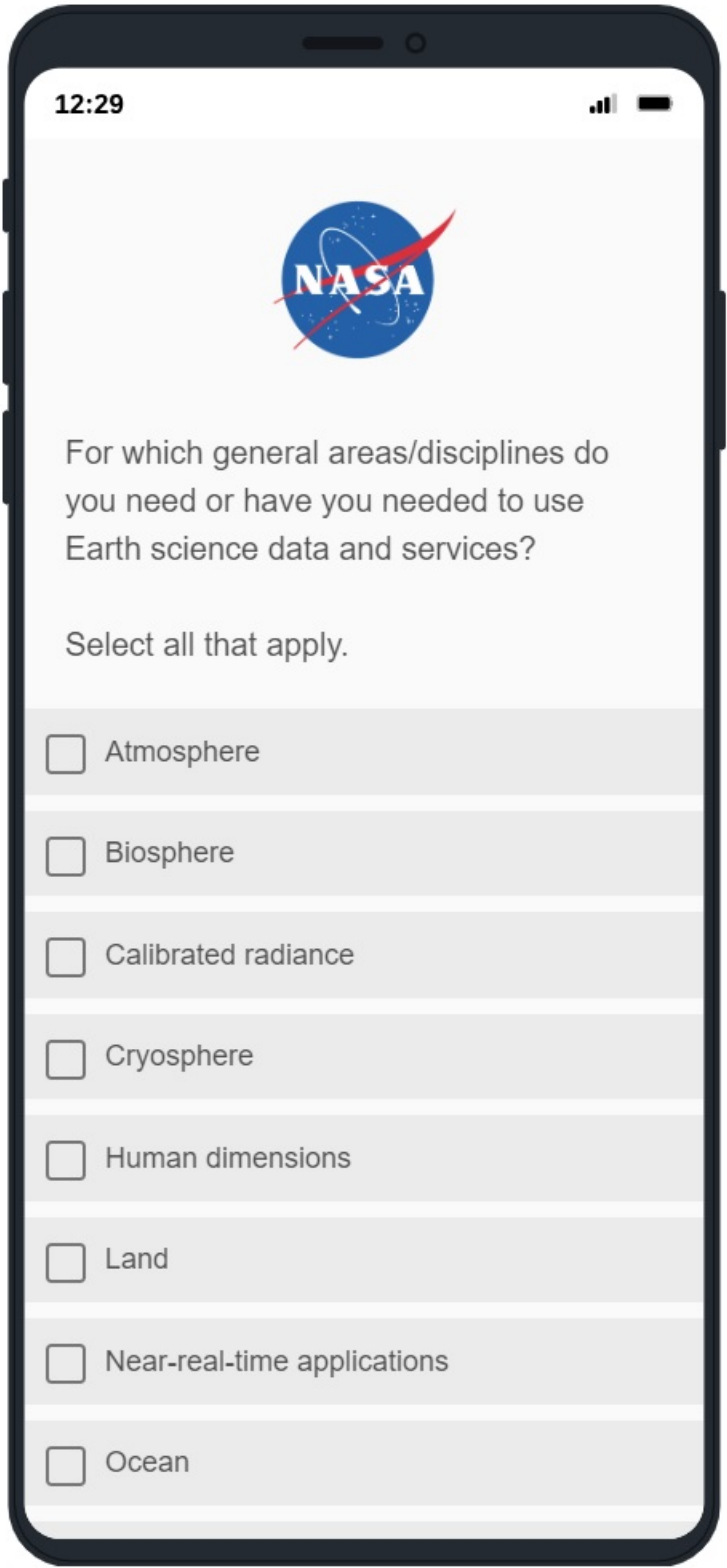
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Have you done any of the following from Atmospheric Science Data Center - ASDC-LaRC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

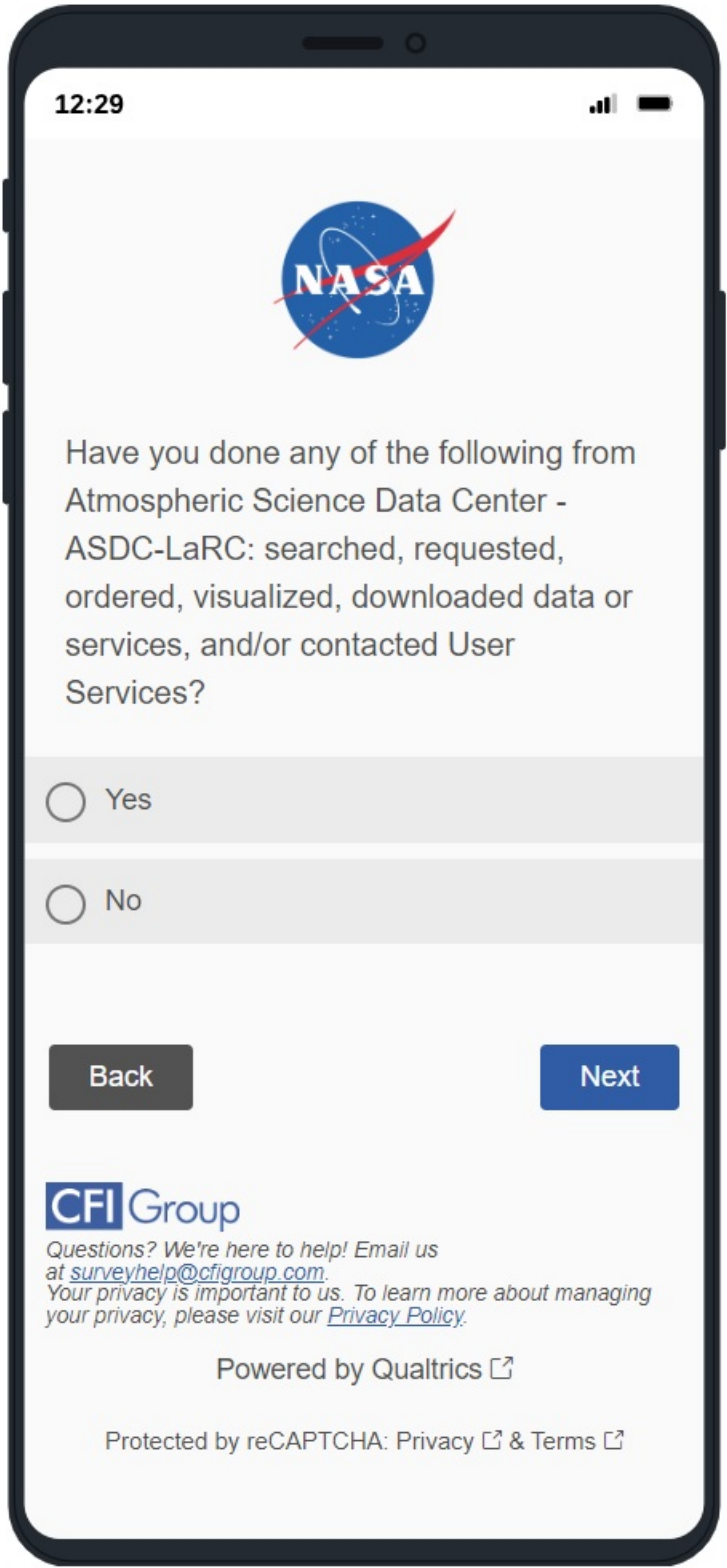
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Yes

No

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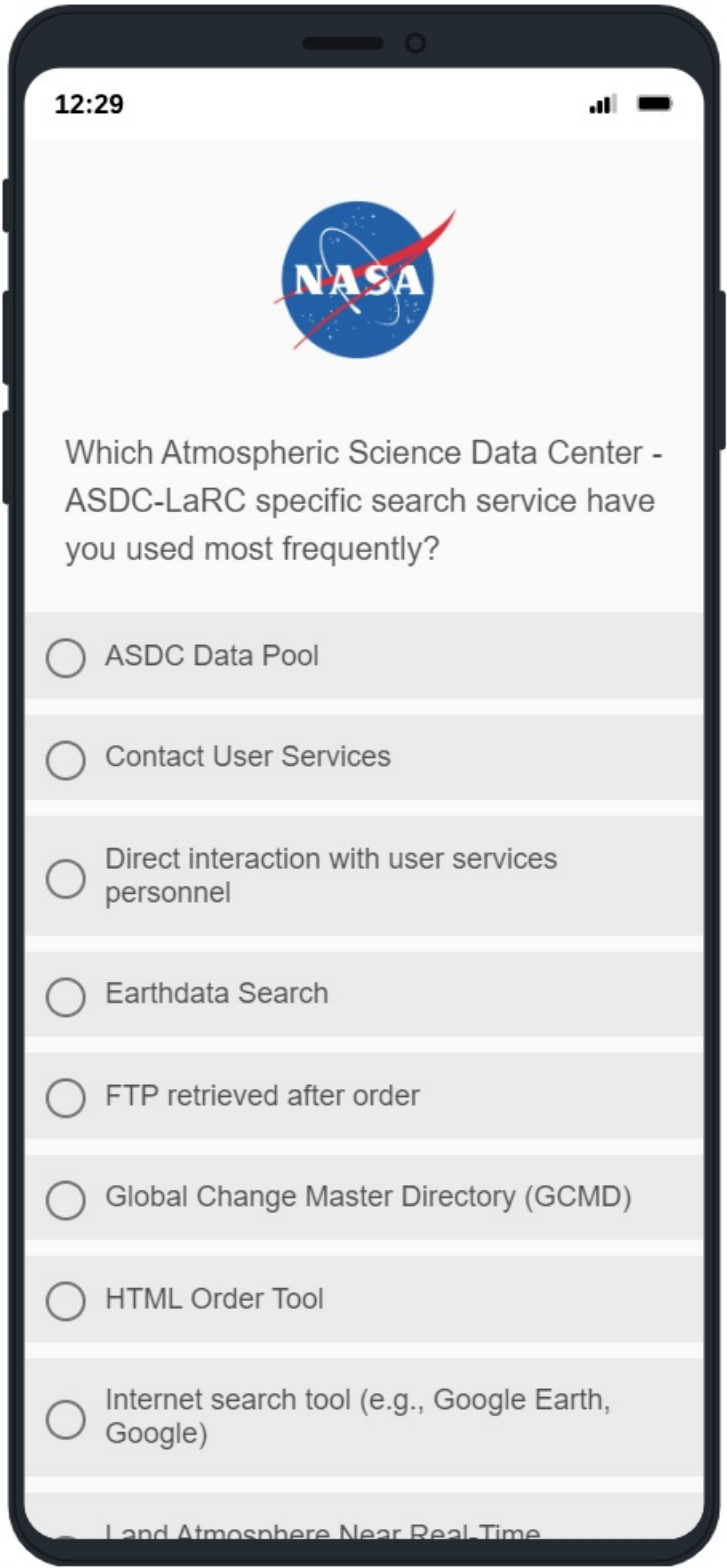
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Which Atmospheric Science Data Center - ASDC-LaRC specific search service have you used most frequently?

- ASDC Data Pool
- Contact User Services
- Direct interaction with user services personnel
- Earthdata Search
- FTP retrieved after order
- Global Change Master Directory (GCMD)
- HTML Order Tool
- Internet search tool (e.g., Google Earth, Google)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- MISR Order Tool
- ODISEES
- OPeNDAP
- OGC Web service via subscription (WMS, WCS, WFS, etc. that are NOT OPeNDAP)
- Subsetters for CERES, CALIPSO, TES or MOPITT
- TAD
- Web-based Visualization tool
- Web bulk download
- Web download
- Other (please specify)





Thinking about your data or services from Atmospheric Science Data Center - ASDC-LaRC, 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 well the search results met your needs 

Back

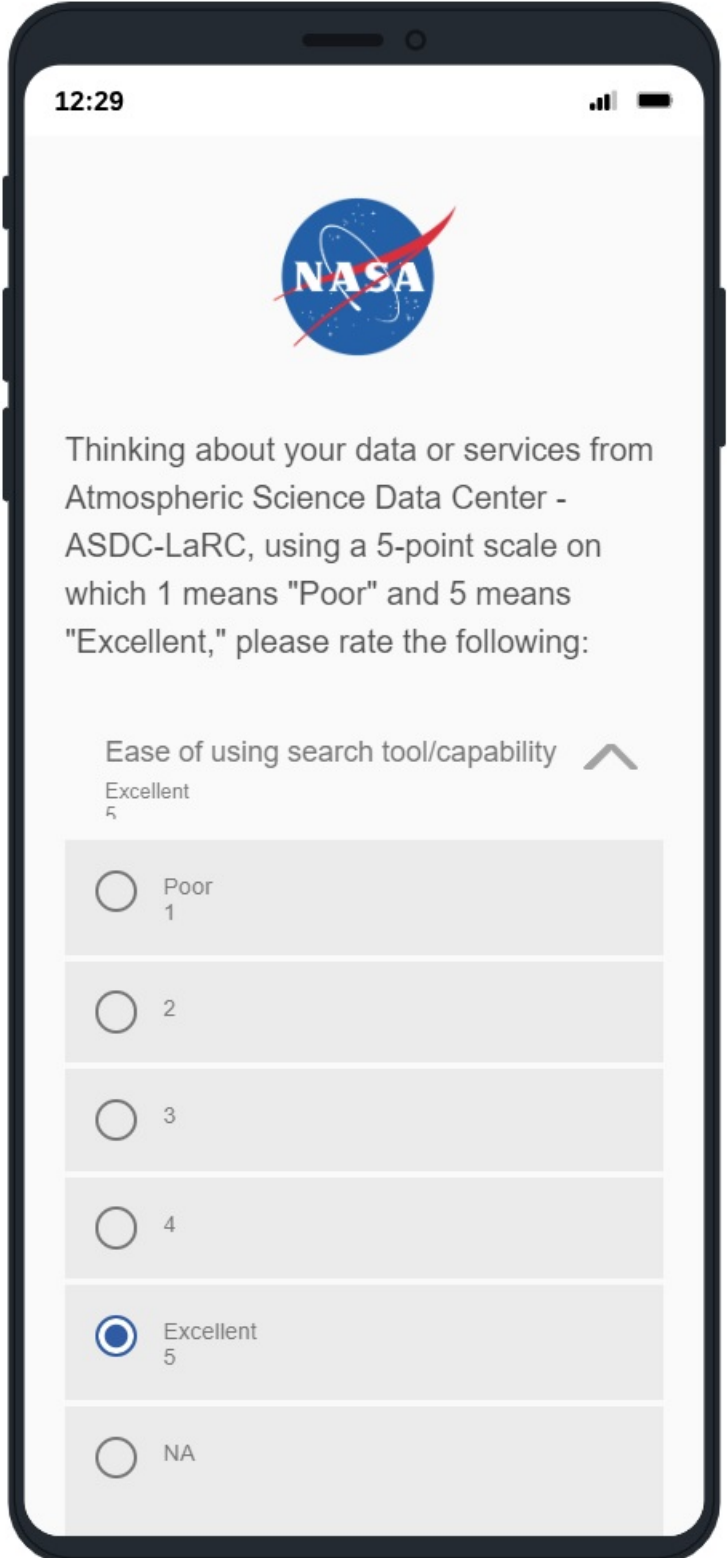
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Ease of using search tool/capability

Excellent
5



How well the search results met your needs

Excellent
5



Poor
1

2

3

4

Excellent
5

NA

Back

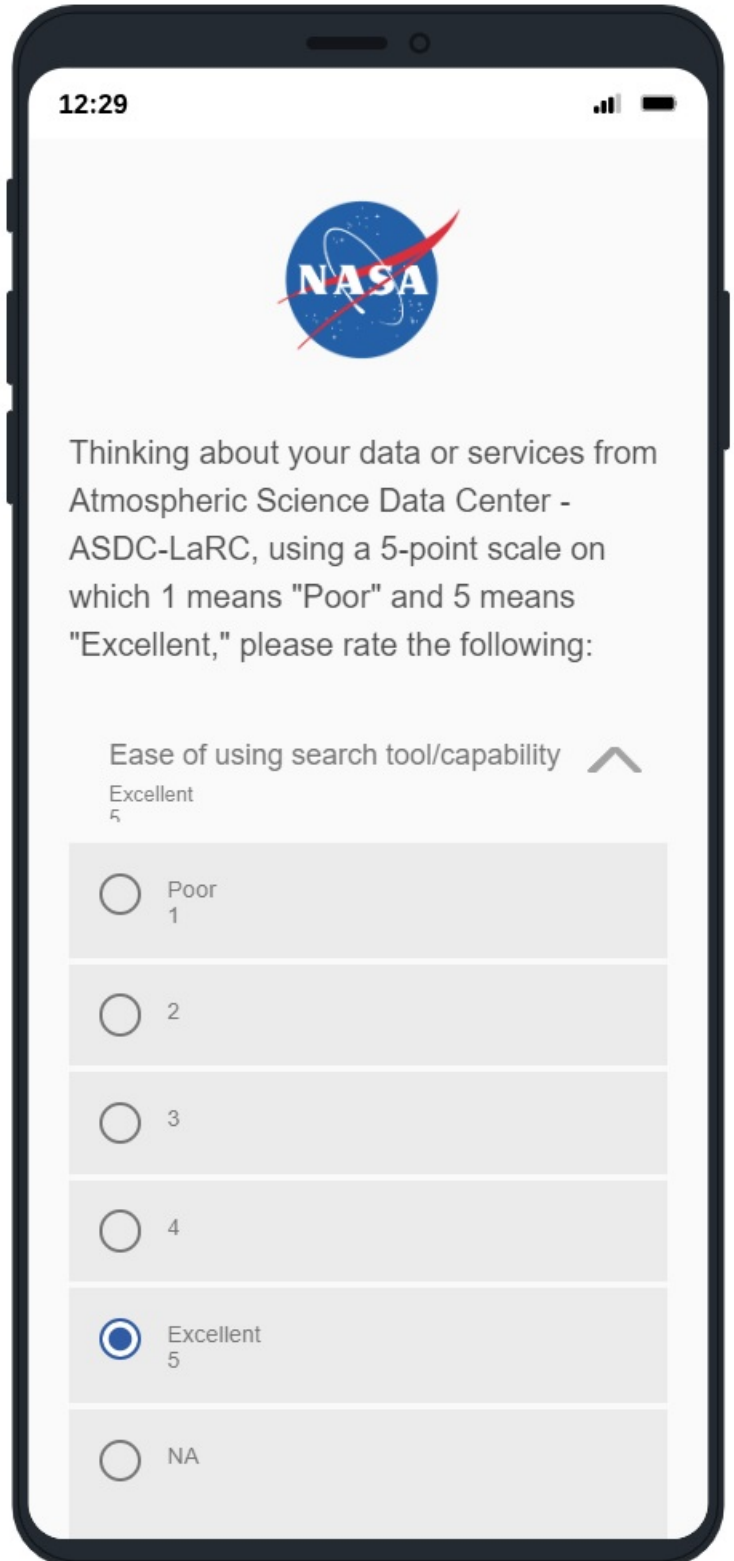
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Thinking about your data or services from Atmospheric Science Data Center - ASDC-LaRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent
5



Poor
1

2

3

4

Excellent
5

NA

Restart Survey

Go to Bookmark

Clear

Tools



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

I never find what I am looking for

Less than 25% of the time

About 25% of the time

About 50% of the time

About 75% of the time

Just about every time

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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 Atmospheric Science Data Center - ASDC-LaRC 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]

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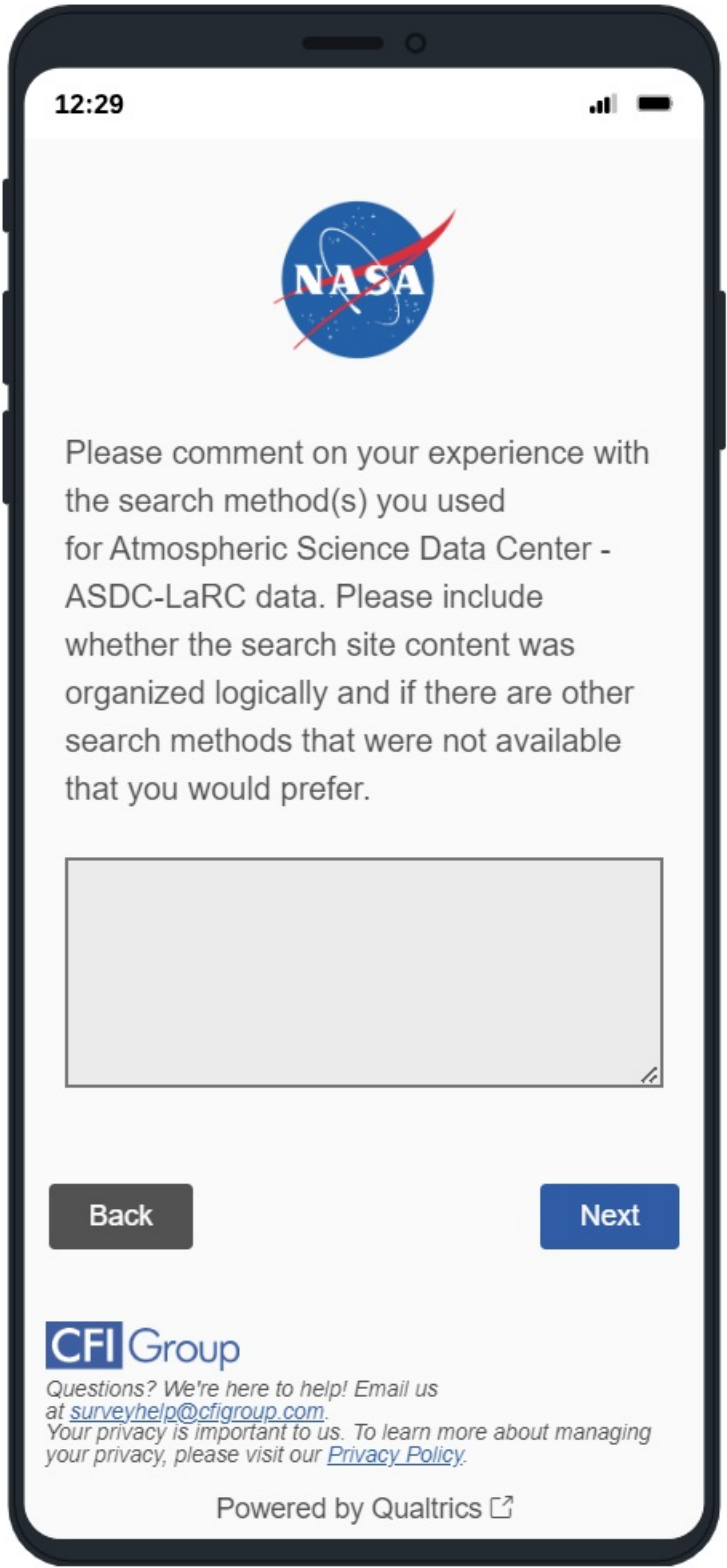
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Tools



Did you request/acquire data products from Atmospheric Science Data Center - ASDC-LaRC in the last year?

Yes

No

Back

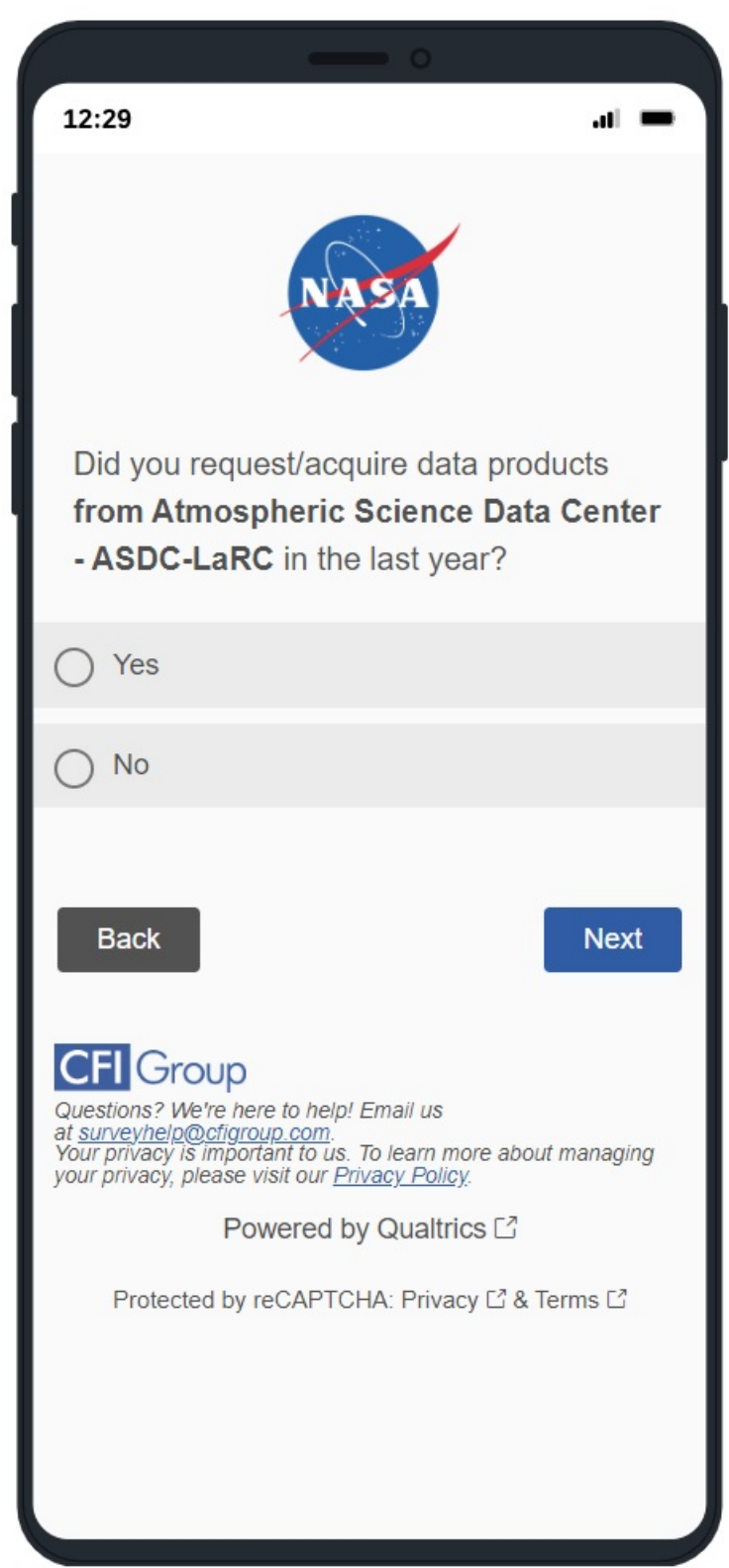
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Did you request/acquire data products from Atmospheric Science Data Center - ASDC-LaRC in the last year?

Yes

No

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Tools



Thinking about your data from Atmospheric Science Data Center - ASDC-LaRC, 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



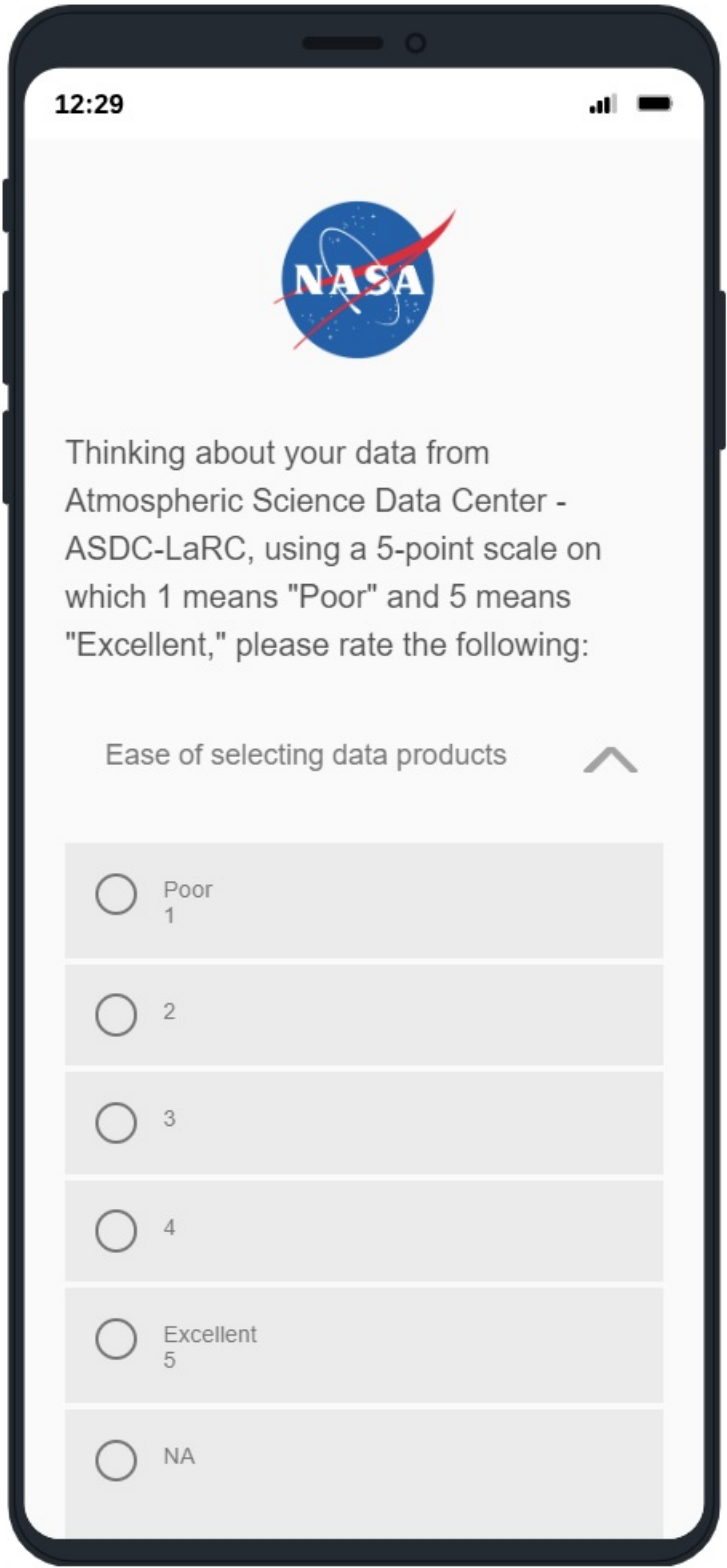
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Ease of selecting data products

Ease of requesting or ordering data products

Poor 1

2

3

4

Excellent 5

NA

Direct downloads

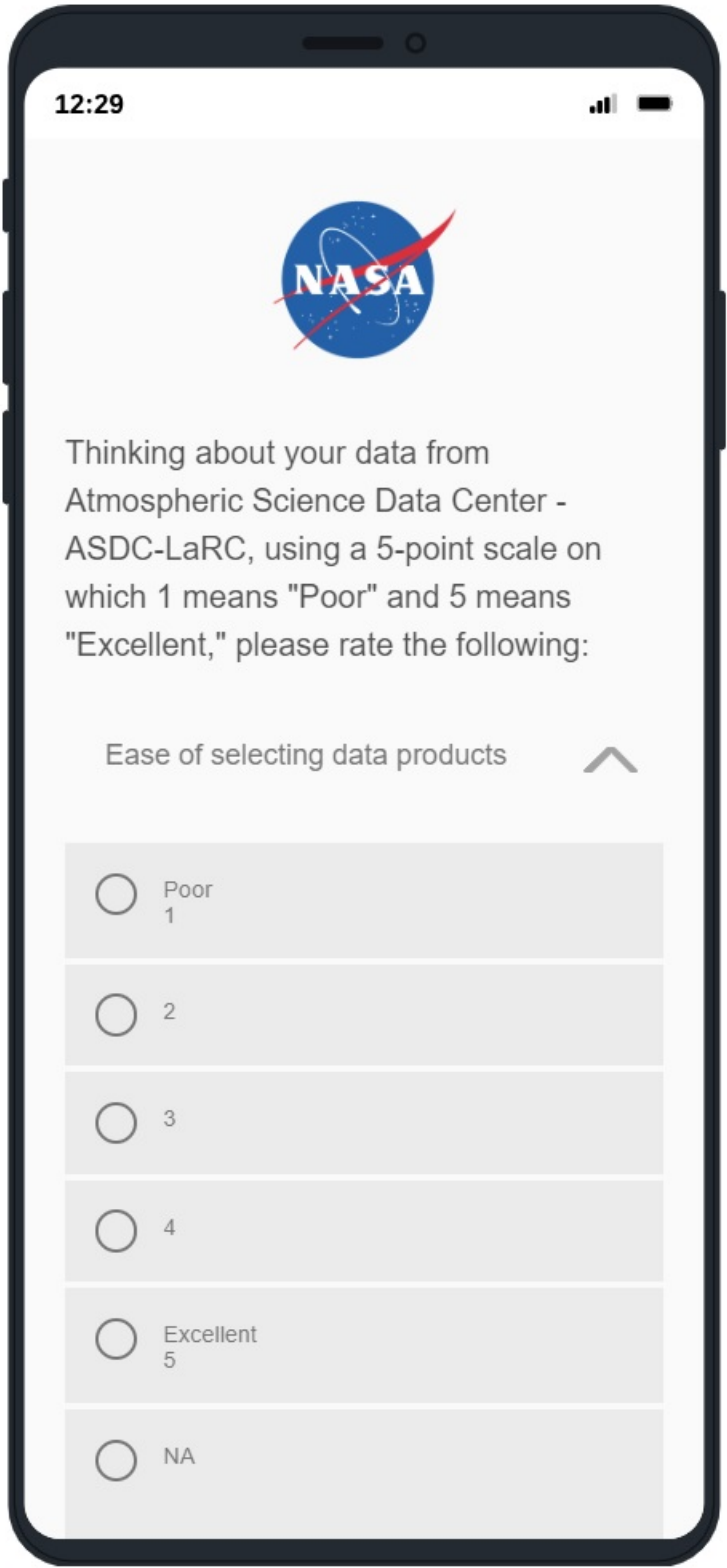
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Ease of selecting data products

Poor 1

2

3

4

Excellent 5

NA

Restart Survey

Go to Bookmark

Clear

Tools



Thinking about your data from Atmospheric Science Data Center - ASDC-LaRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products

Ease of requesting or ordering data products

Direct downloads

Poor 1

2

3

4

Excellent 5

NA

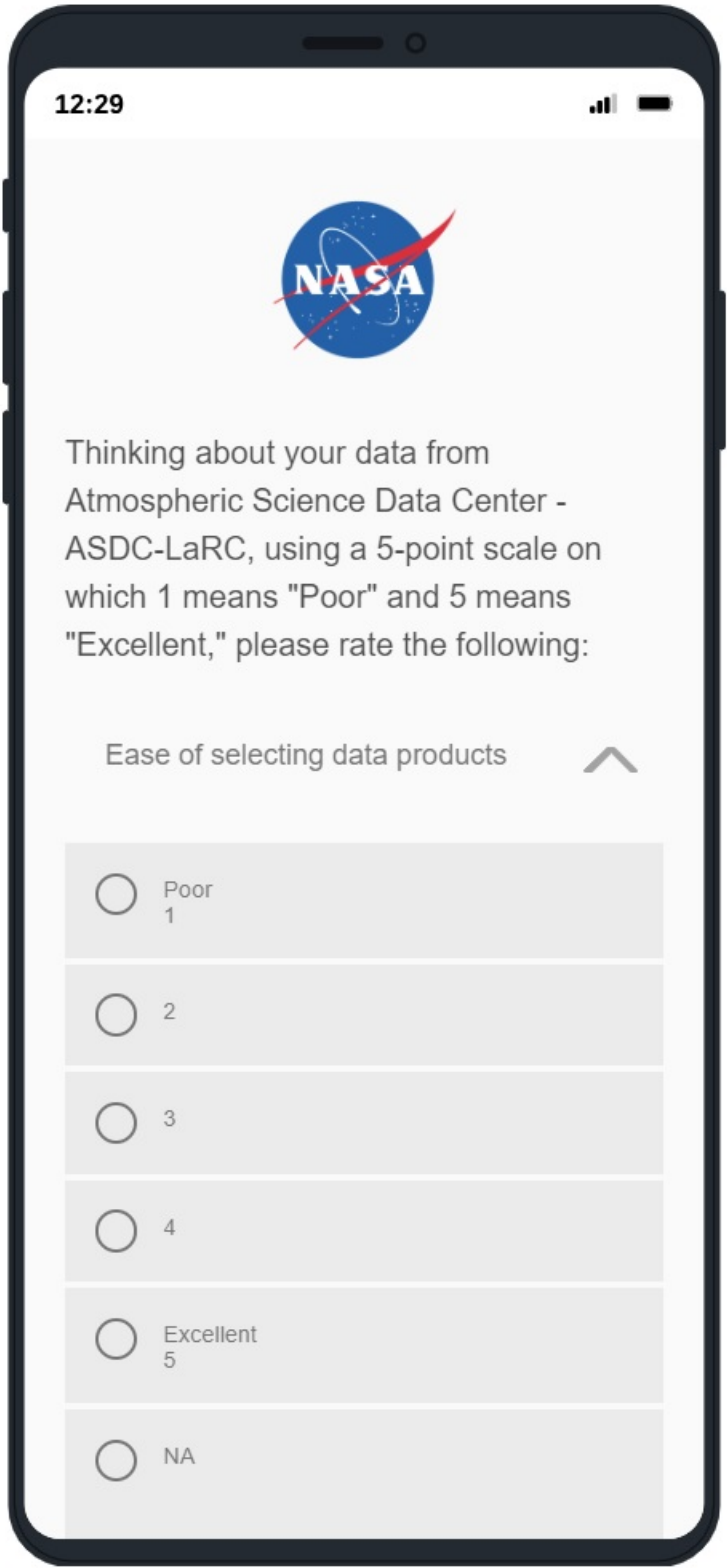
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Thinking about your data from Atmospheric Science Data Center - ASDC-LaRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products

Poor 1

2

3

4

Excellent 5

NA



Did you download data or receive data from Atmospheric Science Data Center - ASDC-LaRC?

Yes

No

Back

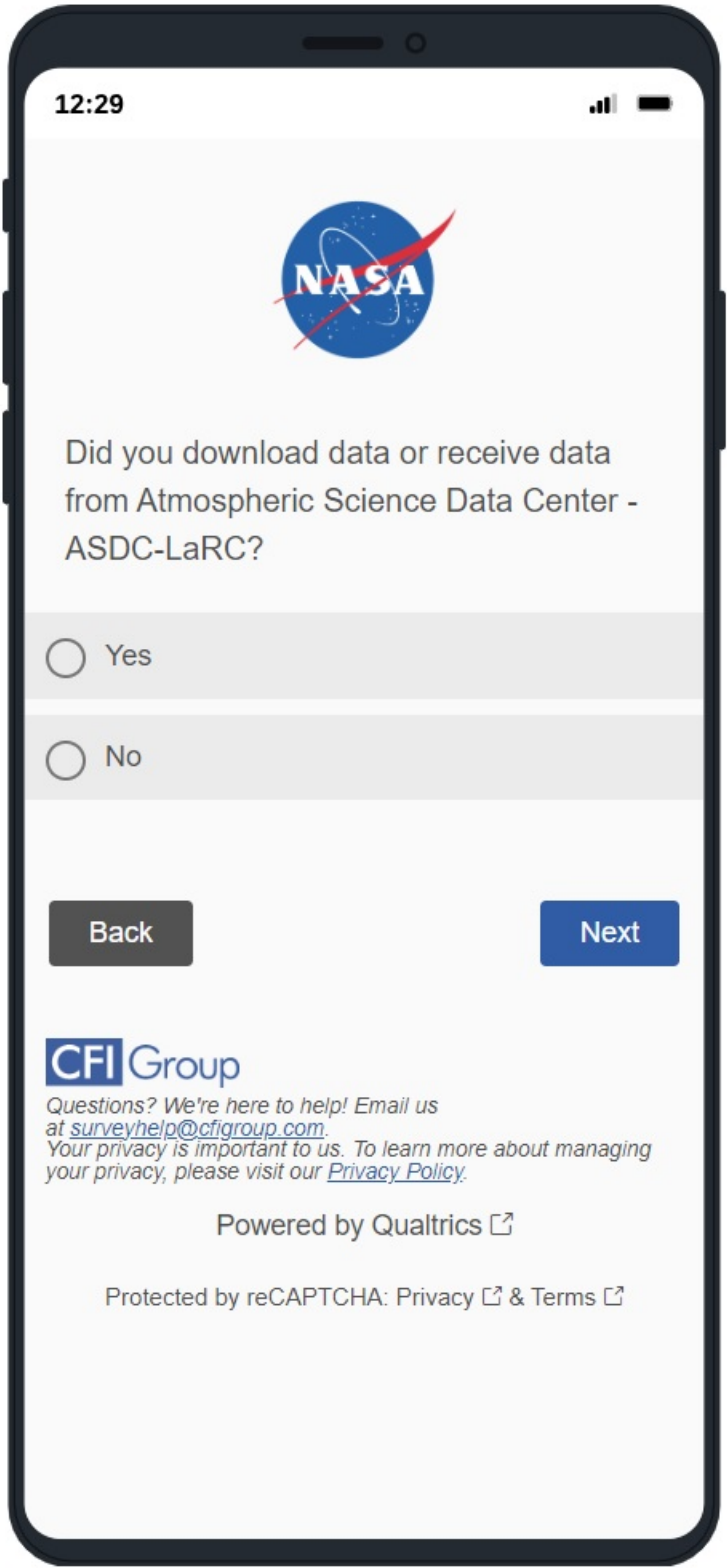
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Did you download data or receive data from Atmospheric Science Data Center - ASDC-LaRC?

Yes

No

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Thinking about your data from Atmospheric Science Data Center - ASDC-LaRC, 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

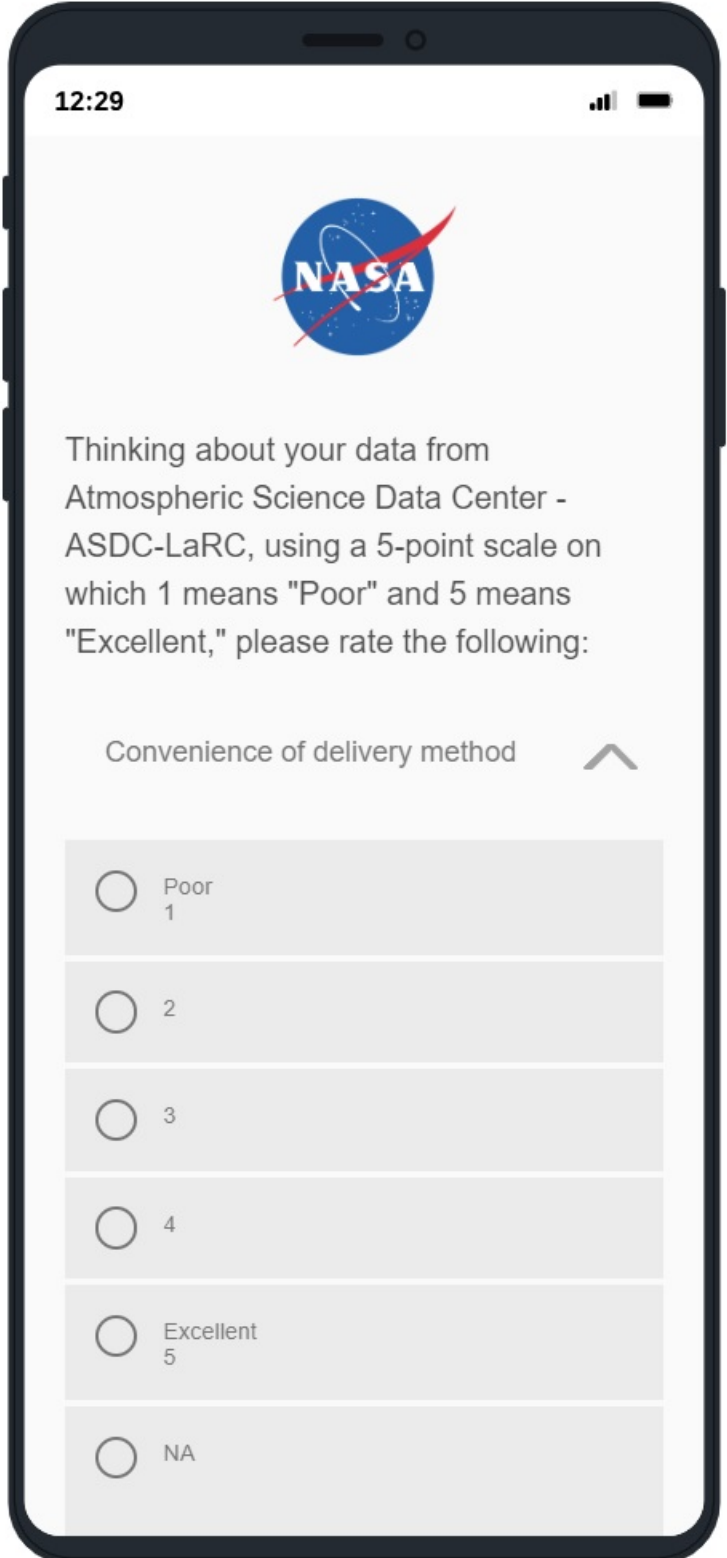
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Please comment on your experience with the delivery method(s) you used for Atmospheric Science Data Center - ASDC-LaRC data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there are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

[Empty text input box]

Back

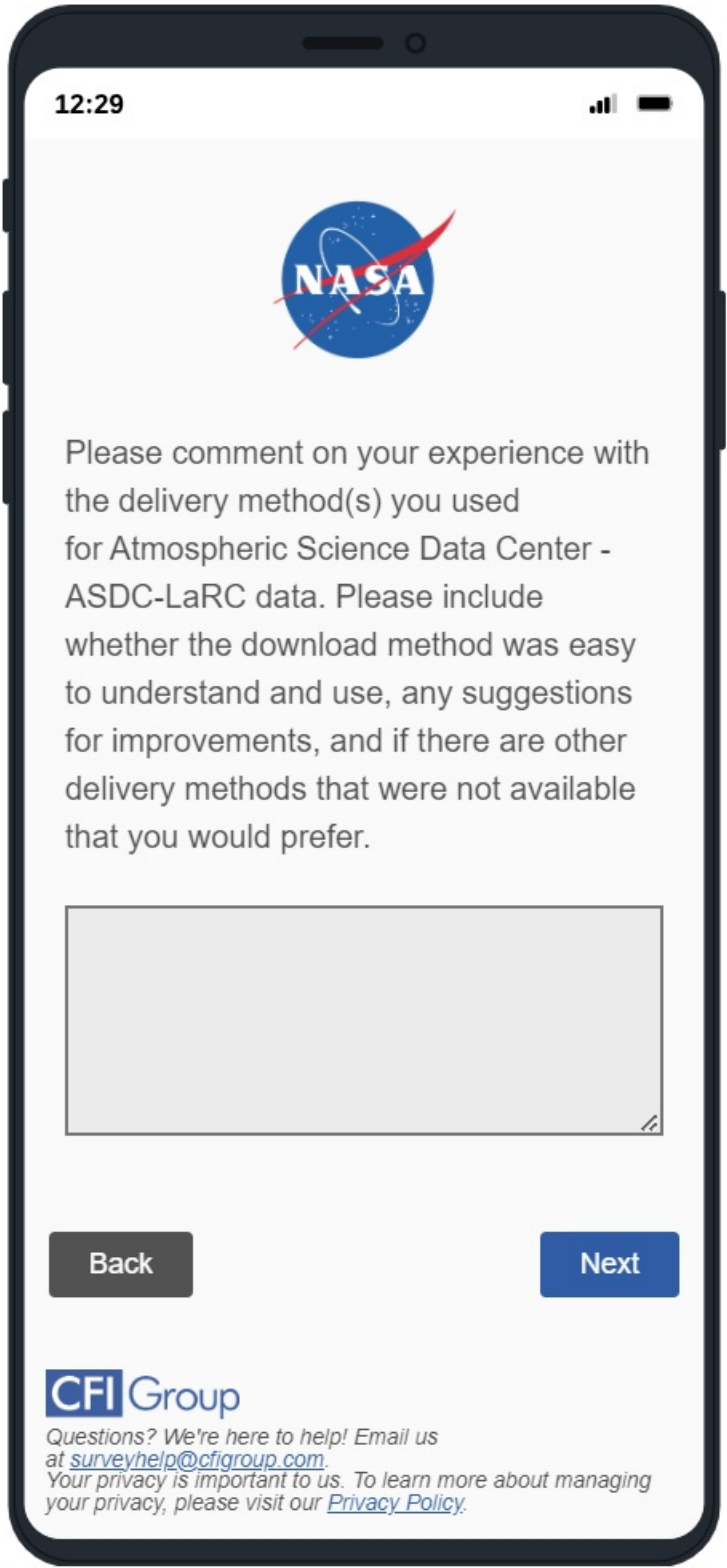
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[Empty text input box]

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Go to Bookmark

Clear

Tools



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

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



Poor 1

2

3

4

Excellent 5

NA

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



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



Back

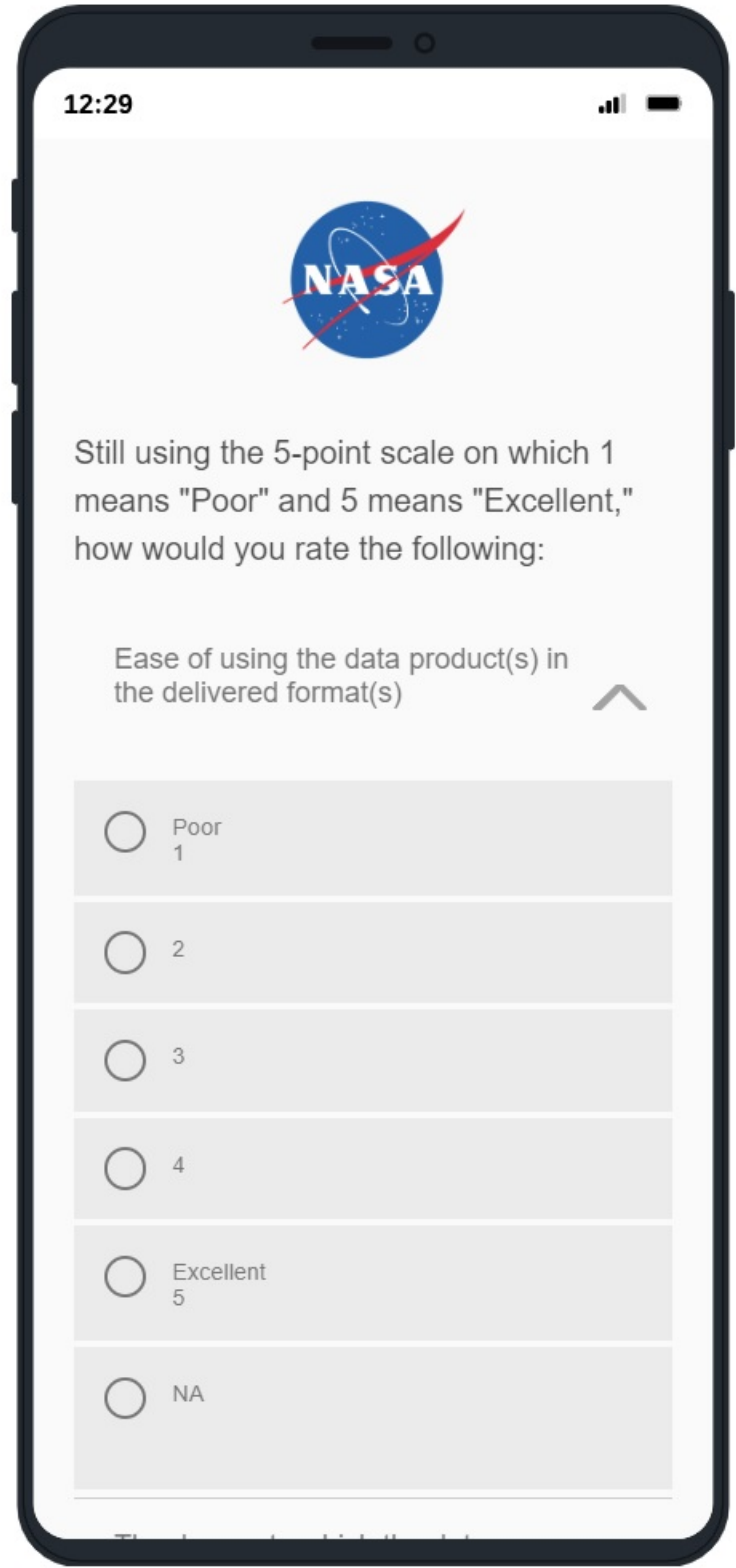
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Ease of using the data product(s) in the delivered format(s)



Poor 1

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4

Excellent 5

NA

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Clear

Tools



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

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



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

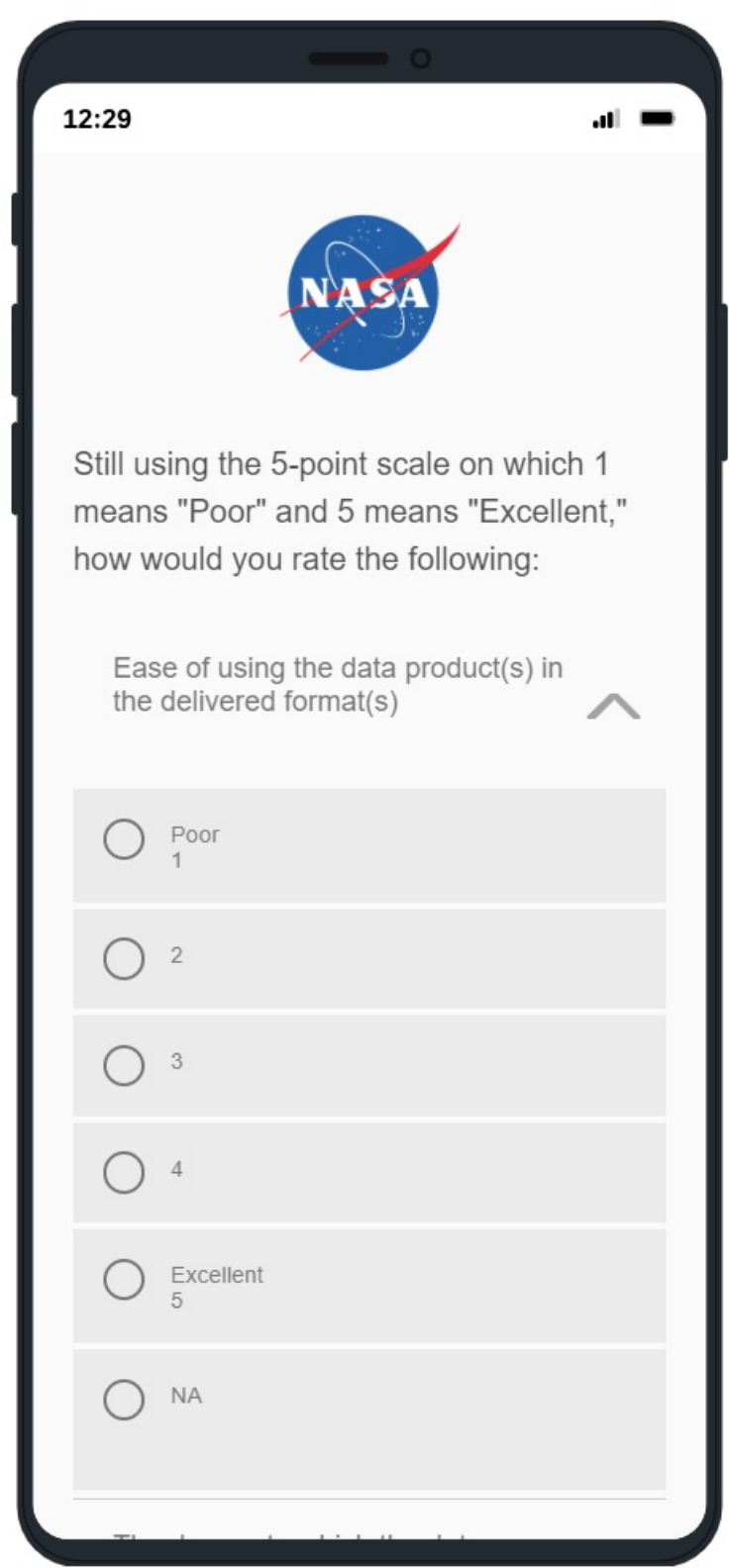
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Clear

Tools



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

Ease of using the data product(s) in the delivered format(s) [dropdown arrow]

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

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

Poor 1

2

3

4

Excellent 5

NA

Back

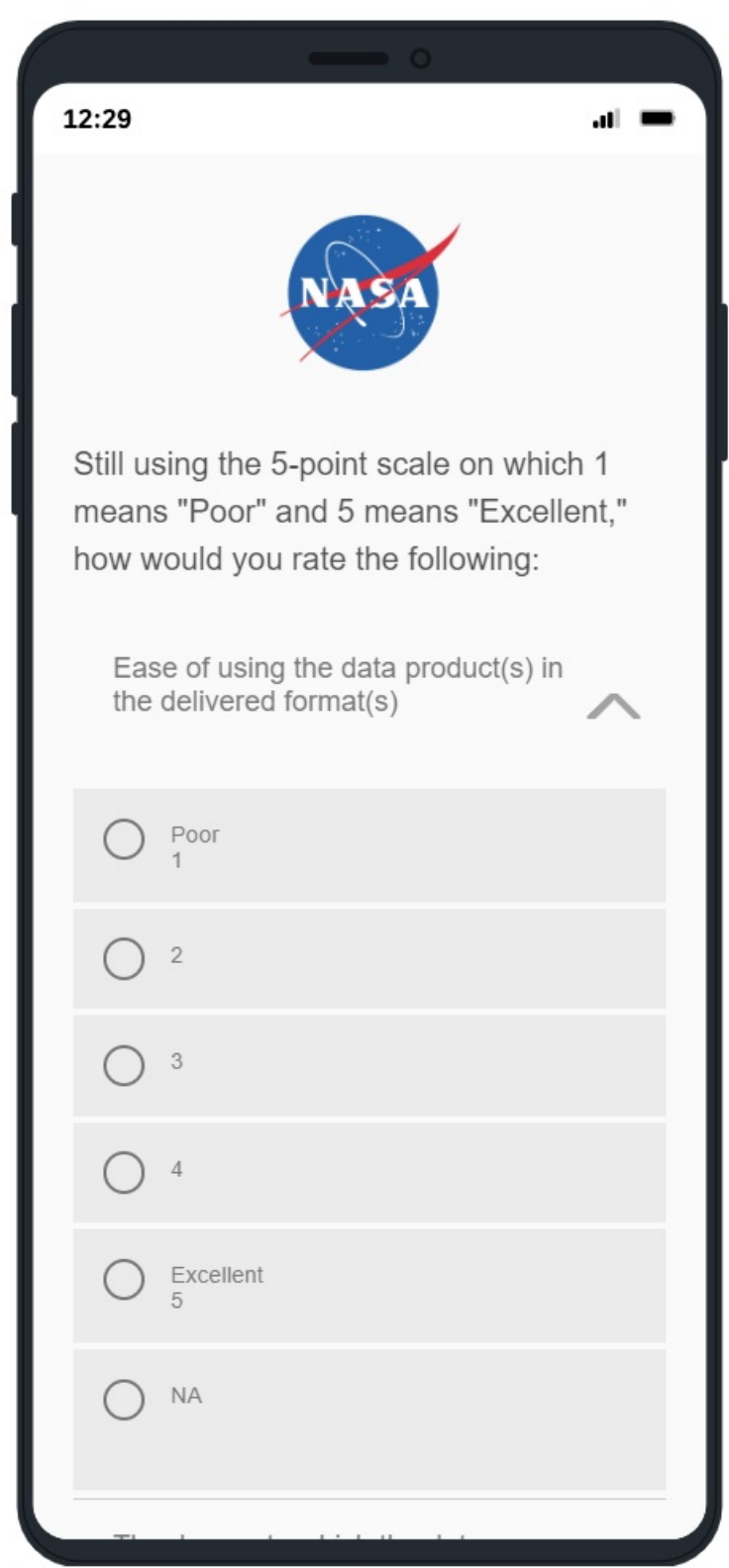
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

Ease of using the data product(s) in the delivered format(s) [dropdown arrow]

Poor 1

2

3

4

Excellent 5

NA



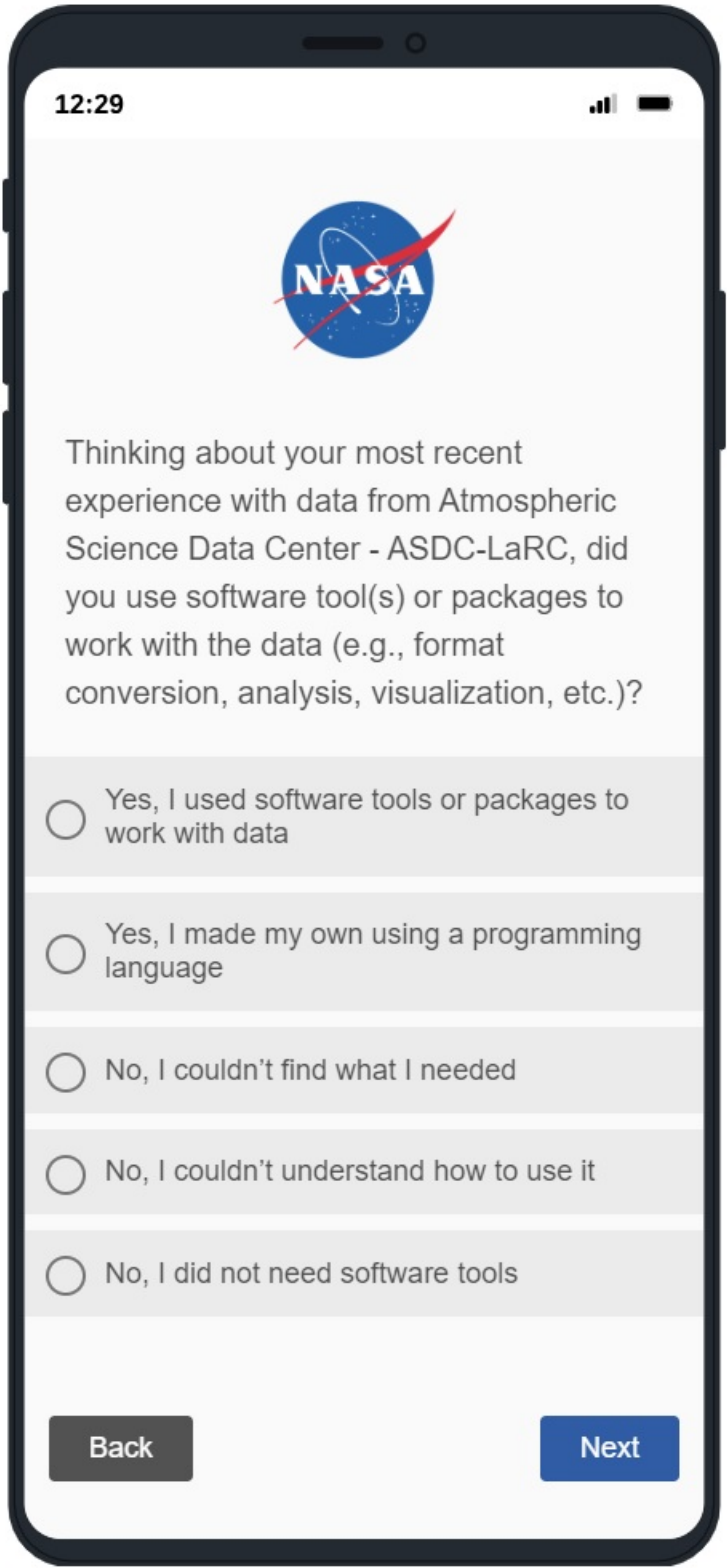
Thinking about your most recent experience with data from Atmospheric Science Data Center - ASDC-LaRC, did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

- 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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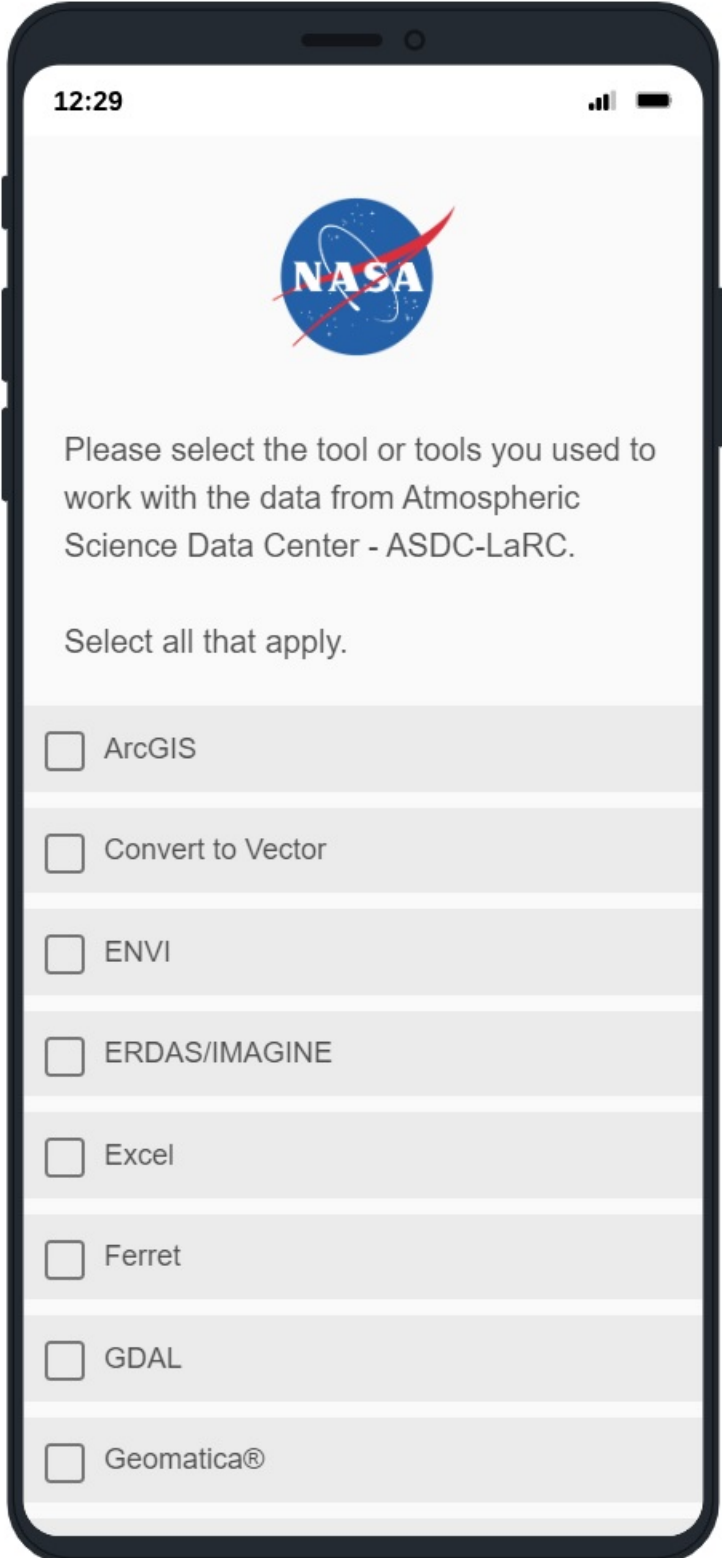
Tools



Please select the tool or tools you used to work with the data from Atmospheric Science Data Center - ASDC-LaRC.

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



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

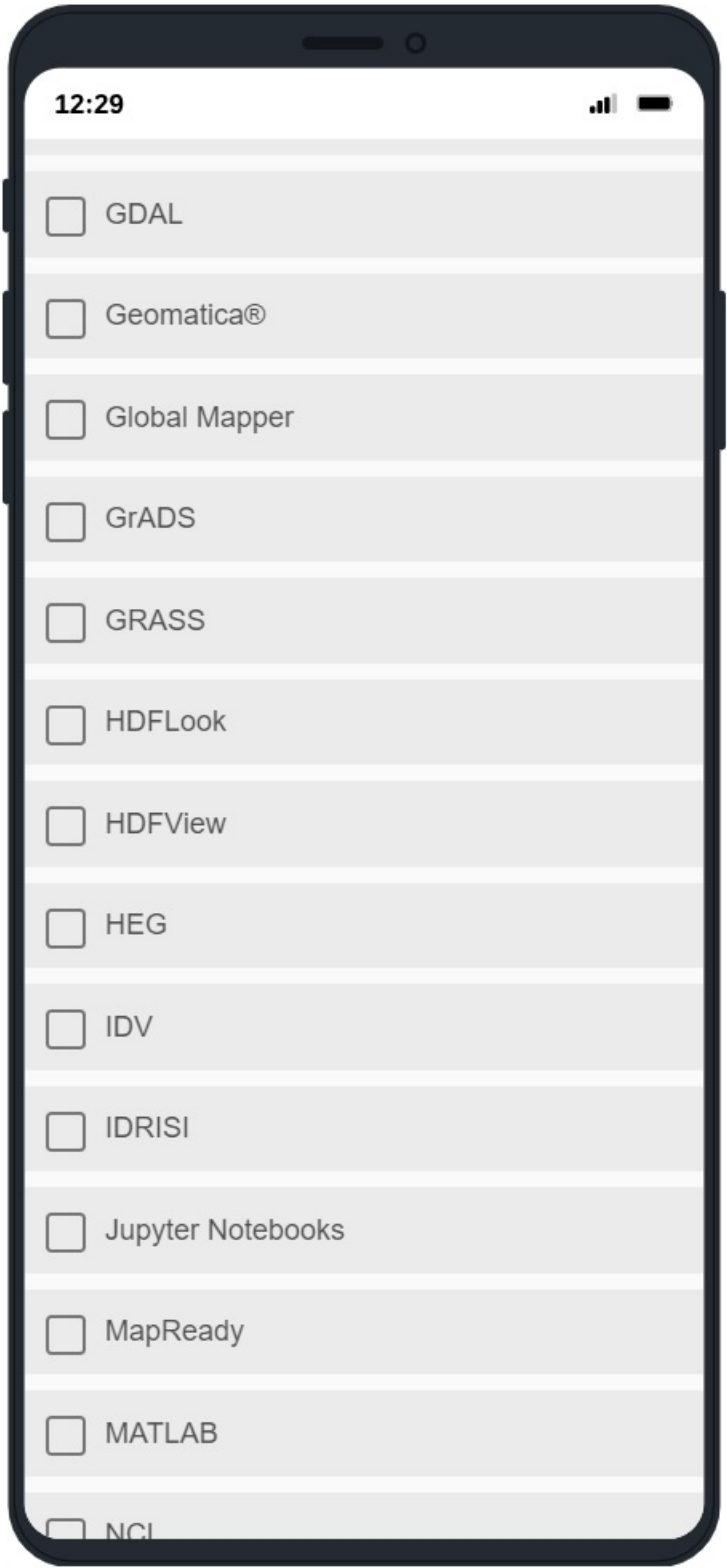
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Tools



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

Select all that apply.

- C
- C++
- C#
- Fortran 77
- Fortran 90
- IDL
- Java
- Julia
- Perl
- PHP
- Python
- R
- Others (please specify)
- Don't know/Not applicable

Back

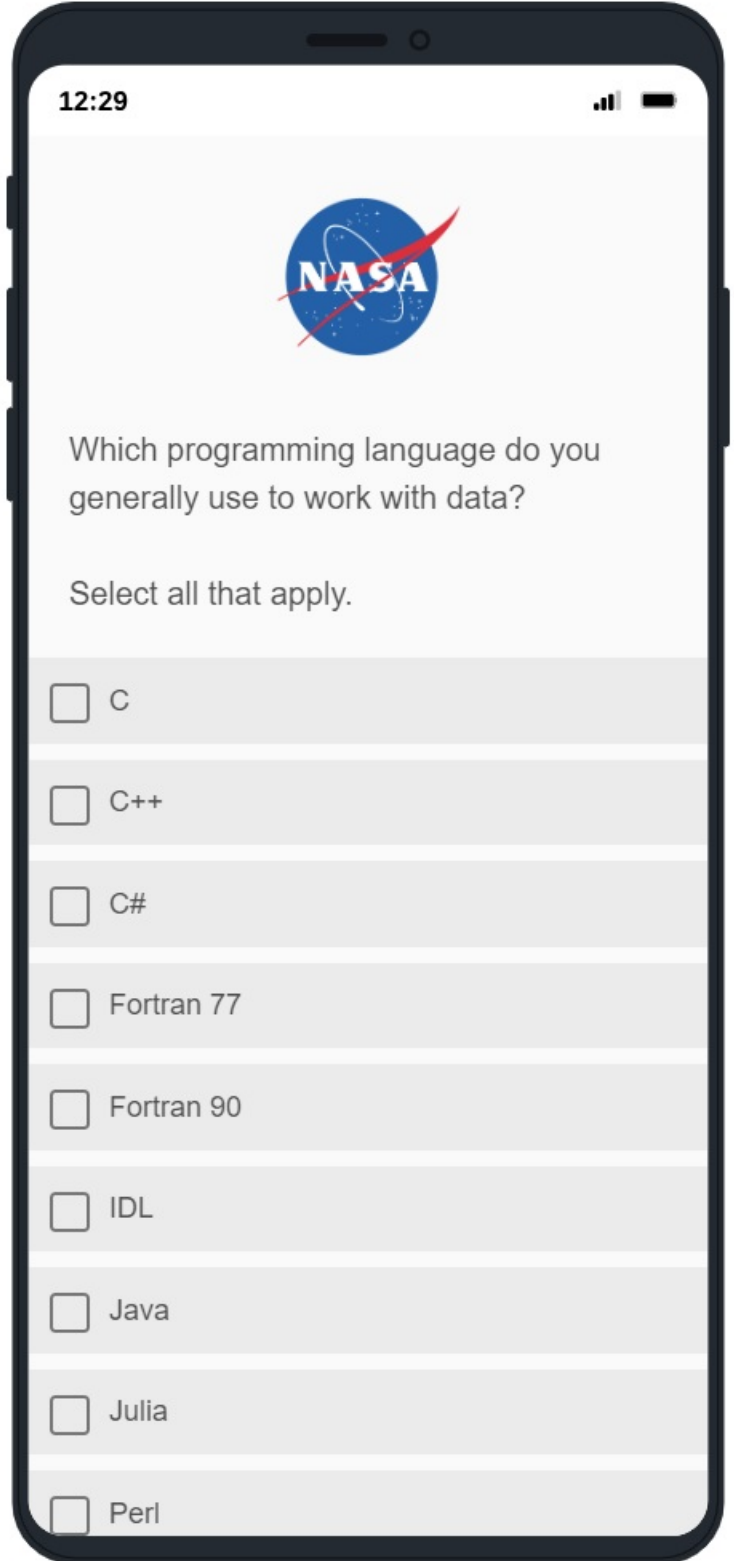
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Did you look for or get documentation related to the data?

Yes

No

Back

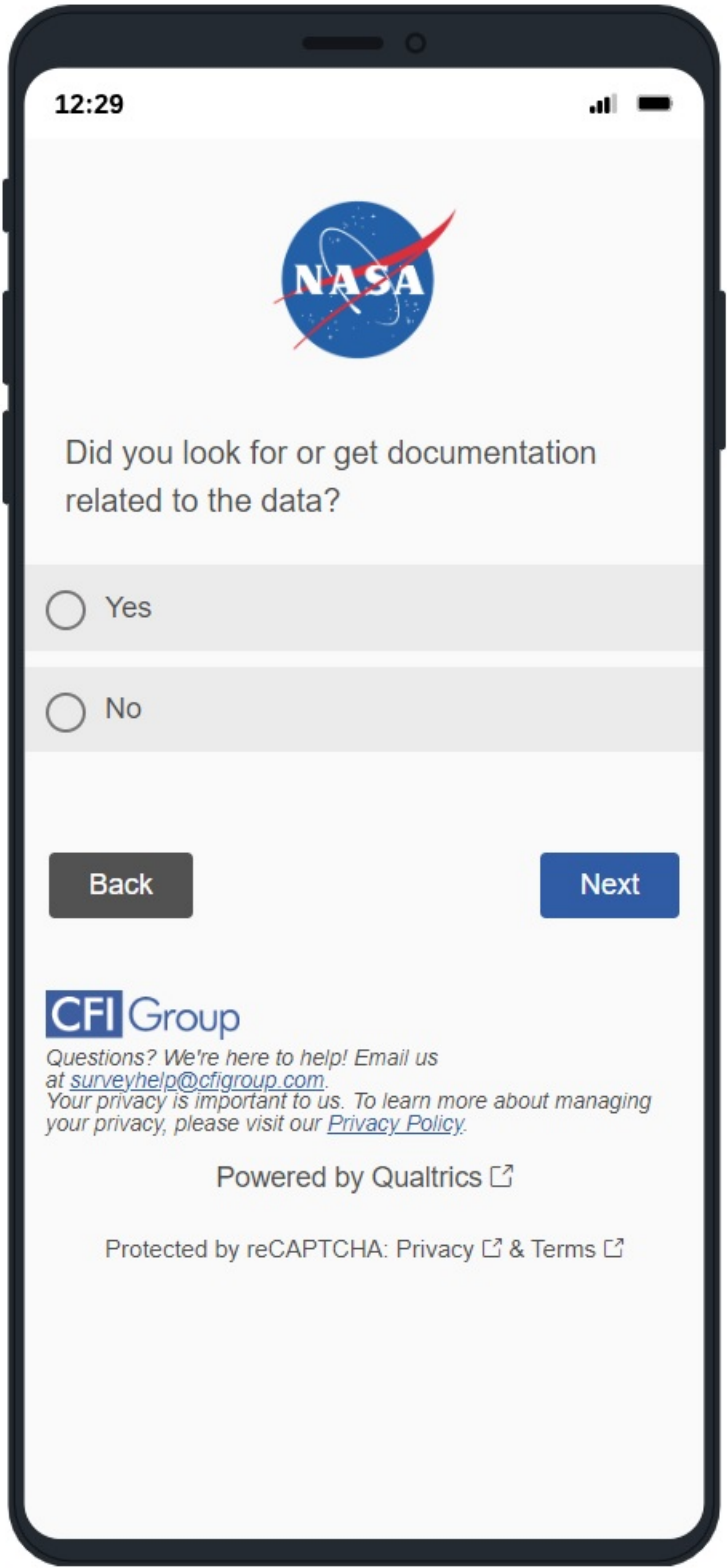
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Did you look for or get documentation related to the data?

Yes

No

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

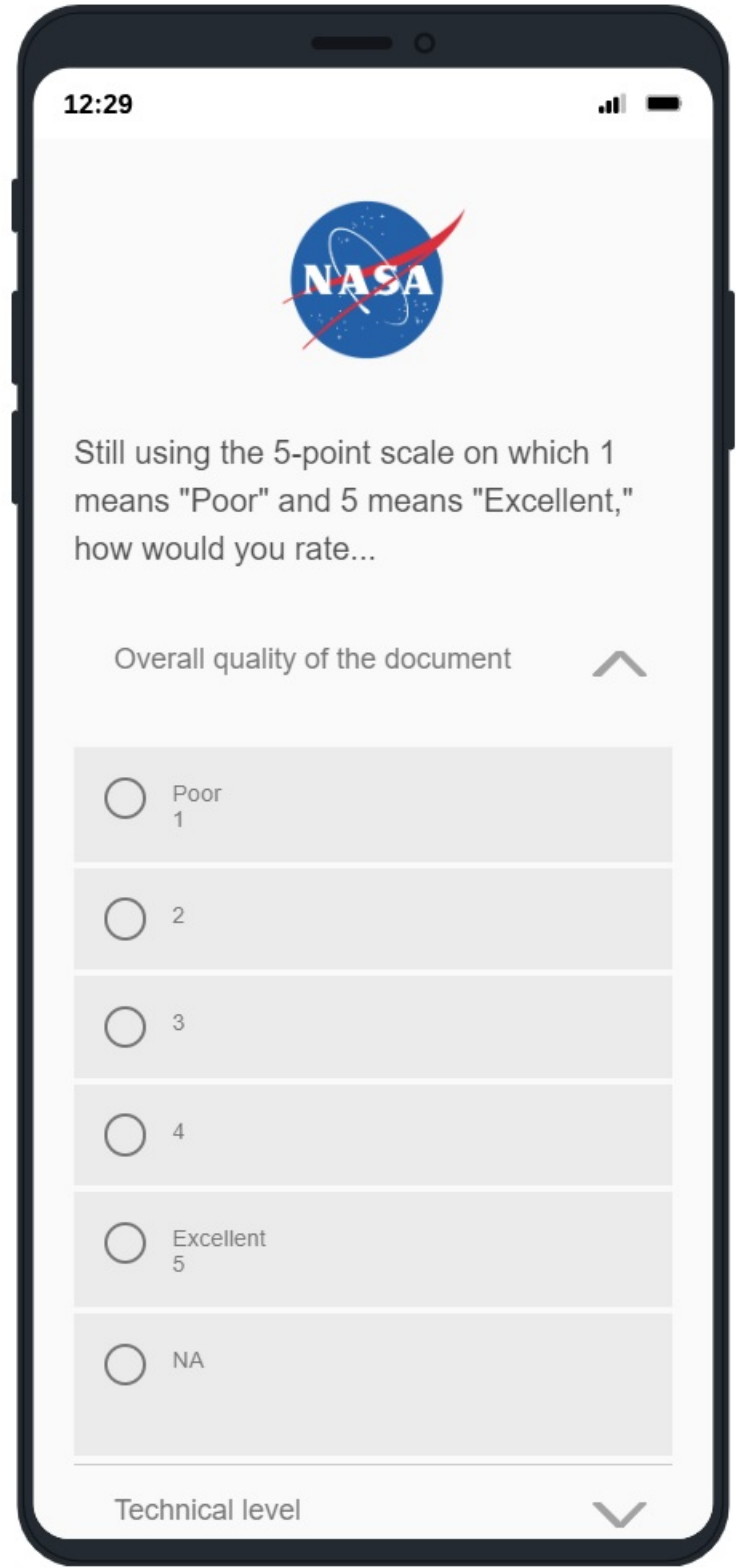
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

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

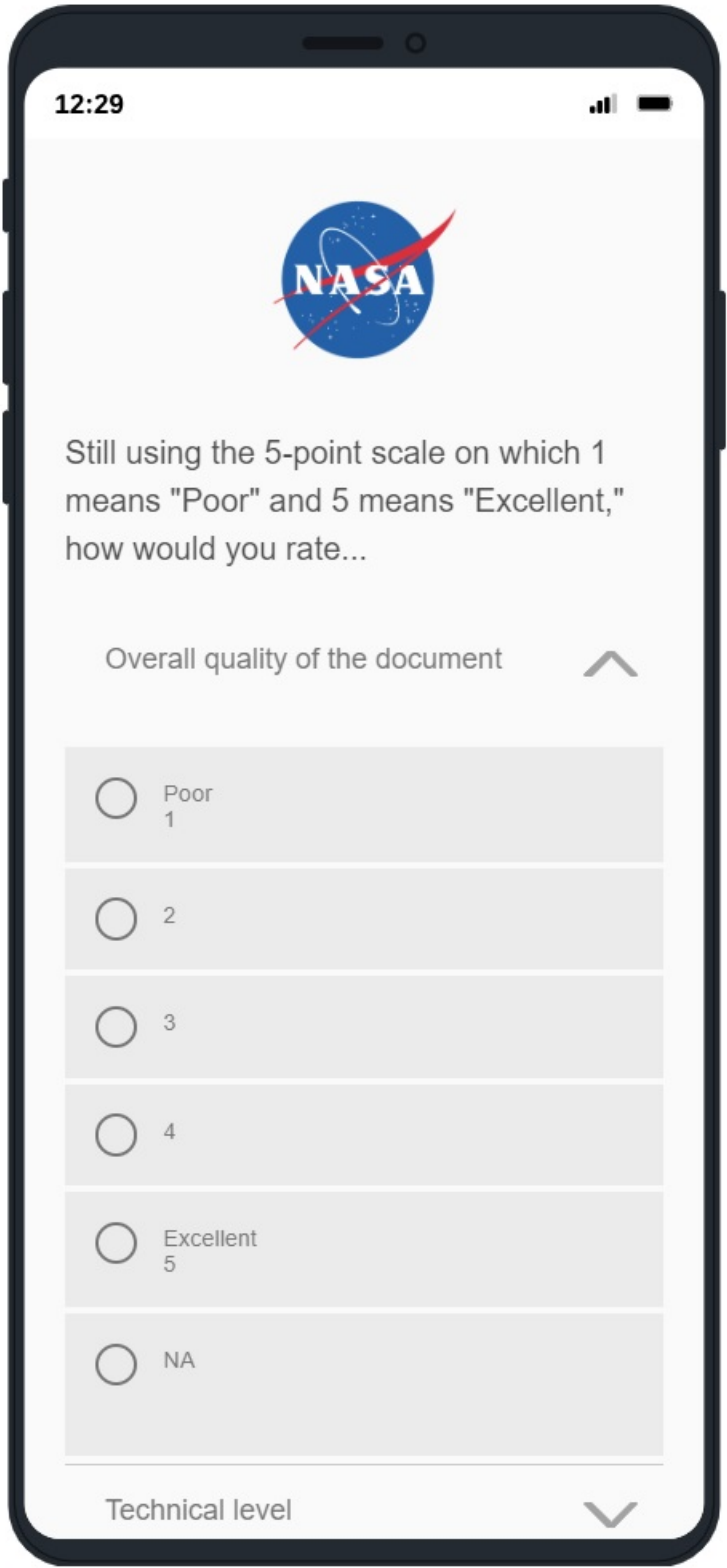
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Restart Survey

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

Technical level

Organization

Poor 1

2

3

4

Excellent 5

NA

Clarity and usefulness

Extent to which the data documentation helped you use the data

Back

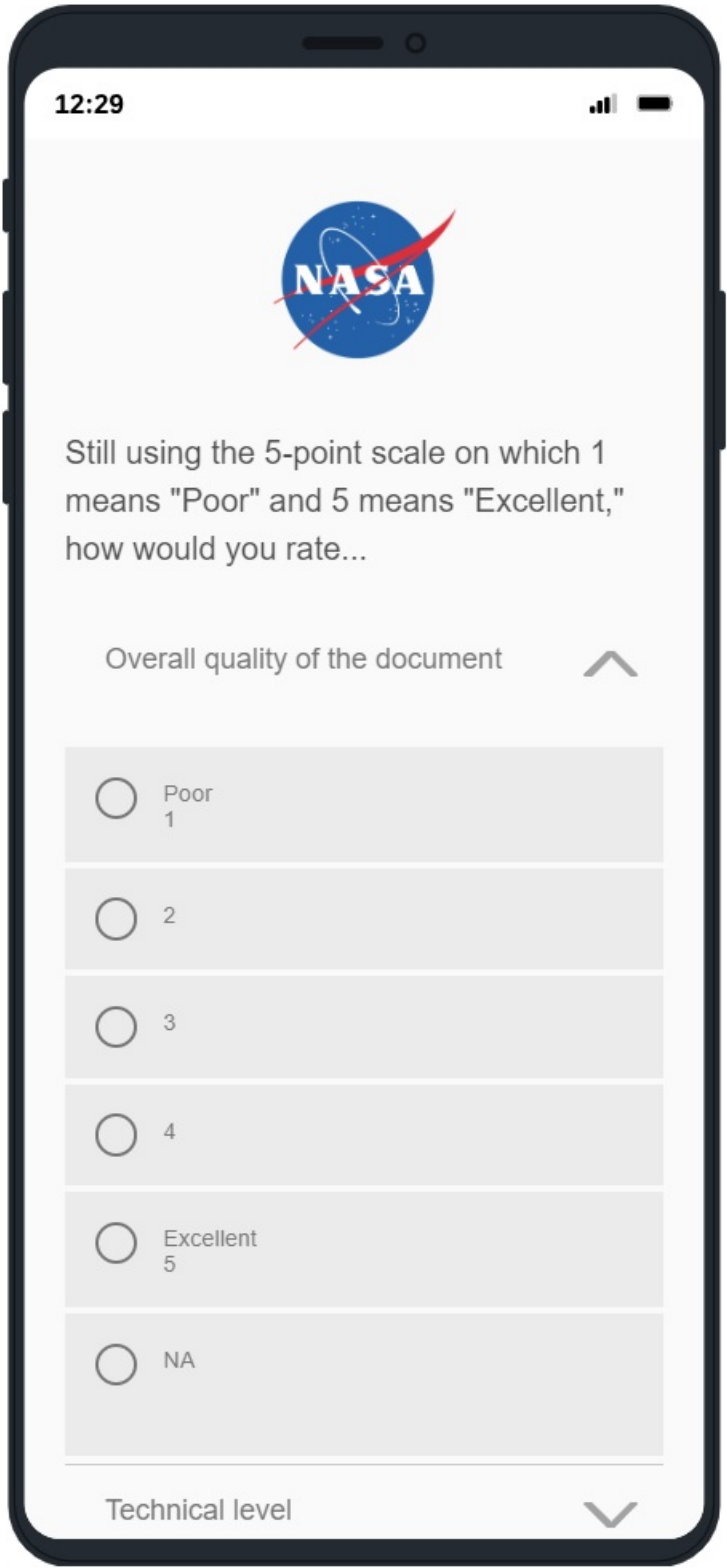
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

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

Technical level

Organization

Clarity and usefulness

Poor 1

2

3

4

Excellent 5

NA

Extent to which the data documentation helped you use the data

Back

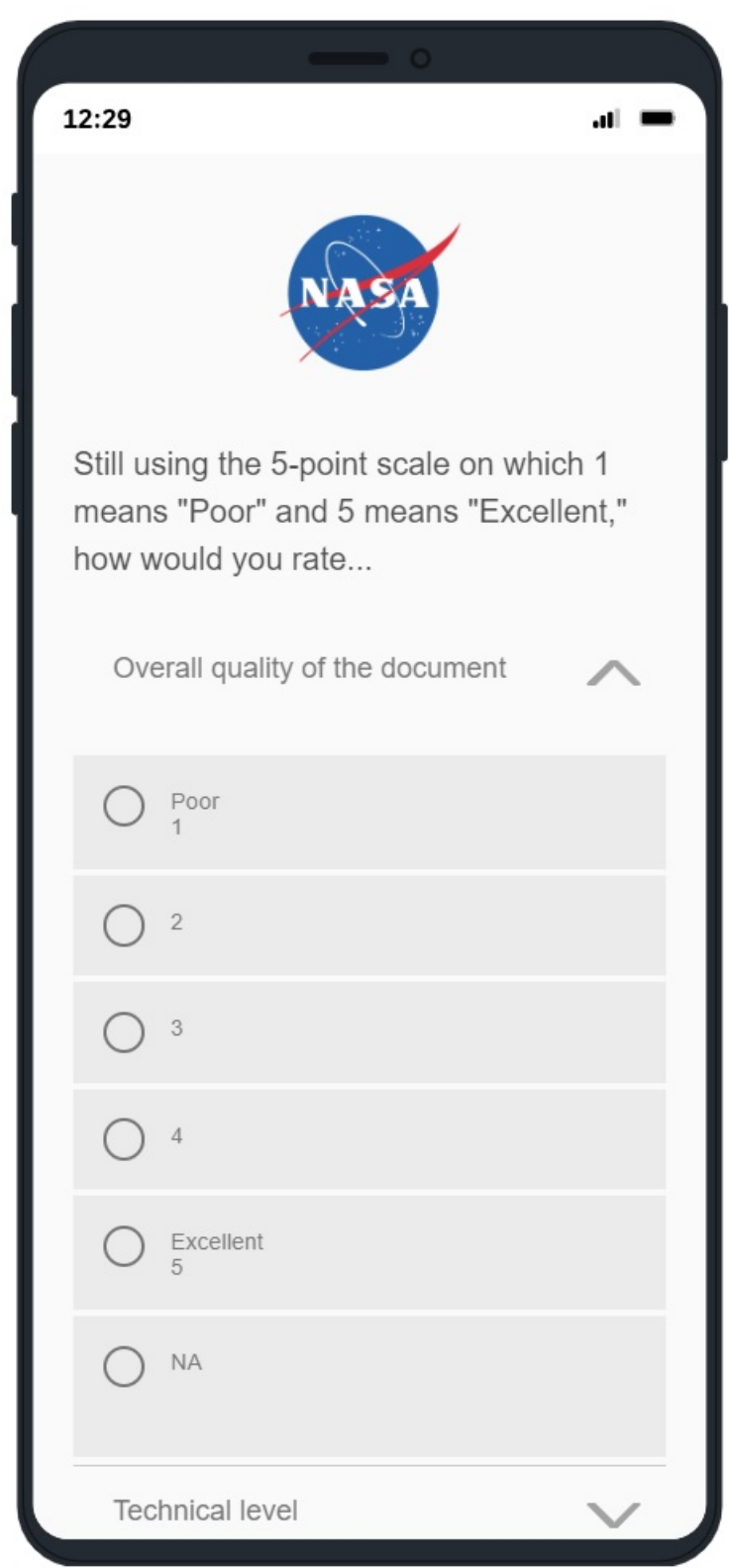
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document

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 [Dropdown Arrow]

Technical level [Dropdown Arrow]

Organization [Dropdown Arrow]

Clarity and usefulness [Dropdown Arrow]

Extent to which the data documentation helped you use the data [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

NA

Back

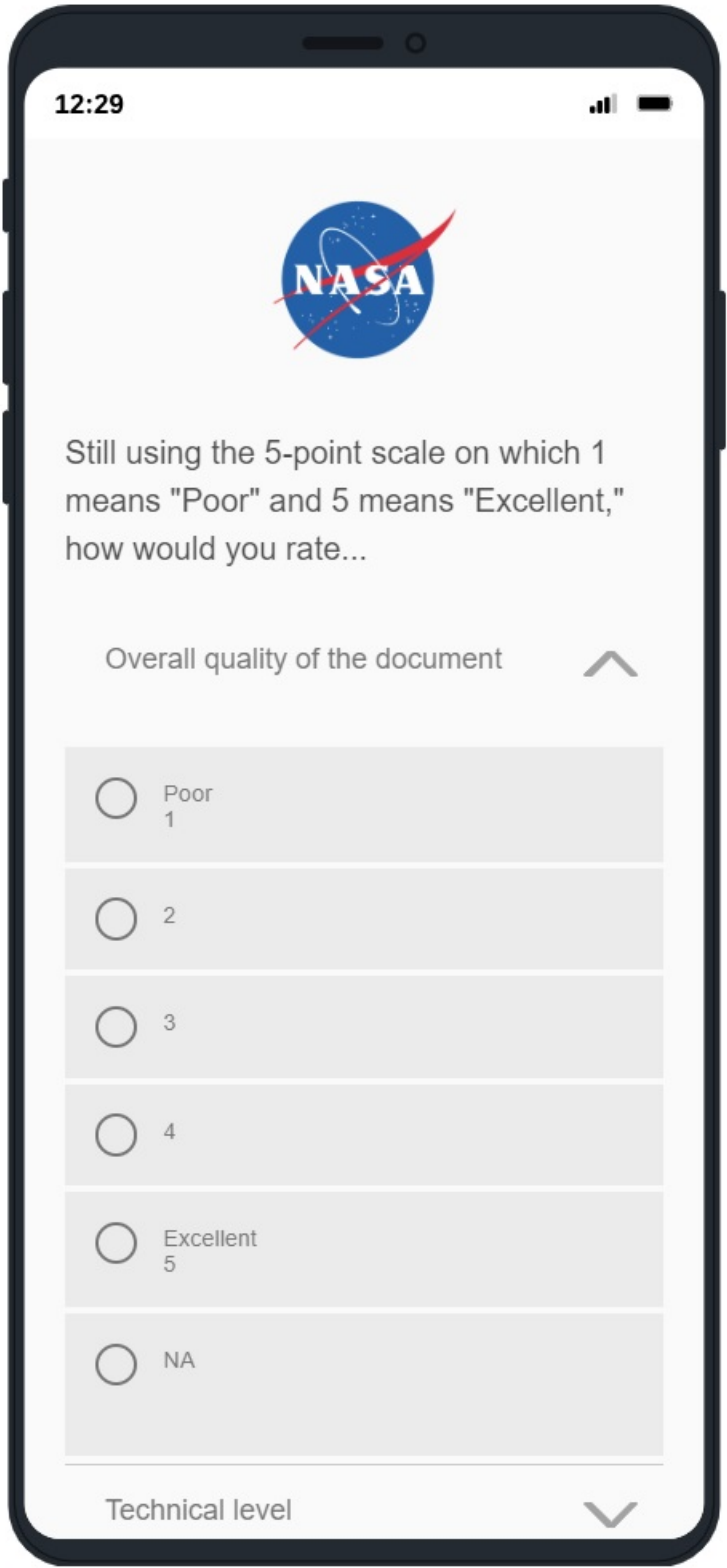
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

NA

Technical level [Dropdown Arrow]

Restart Survey

Go to Bookmark

Clear

Tools



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

Empty text input field for documentation type.

Back

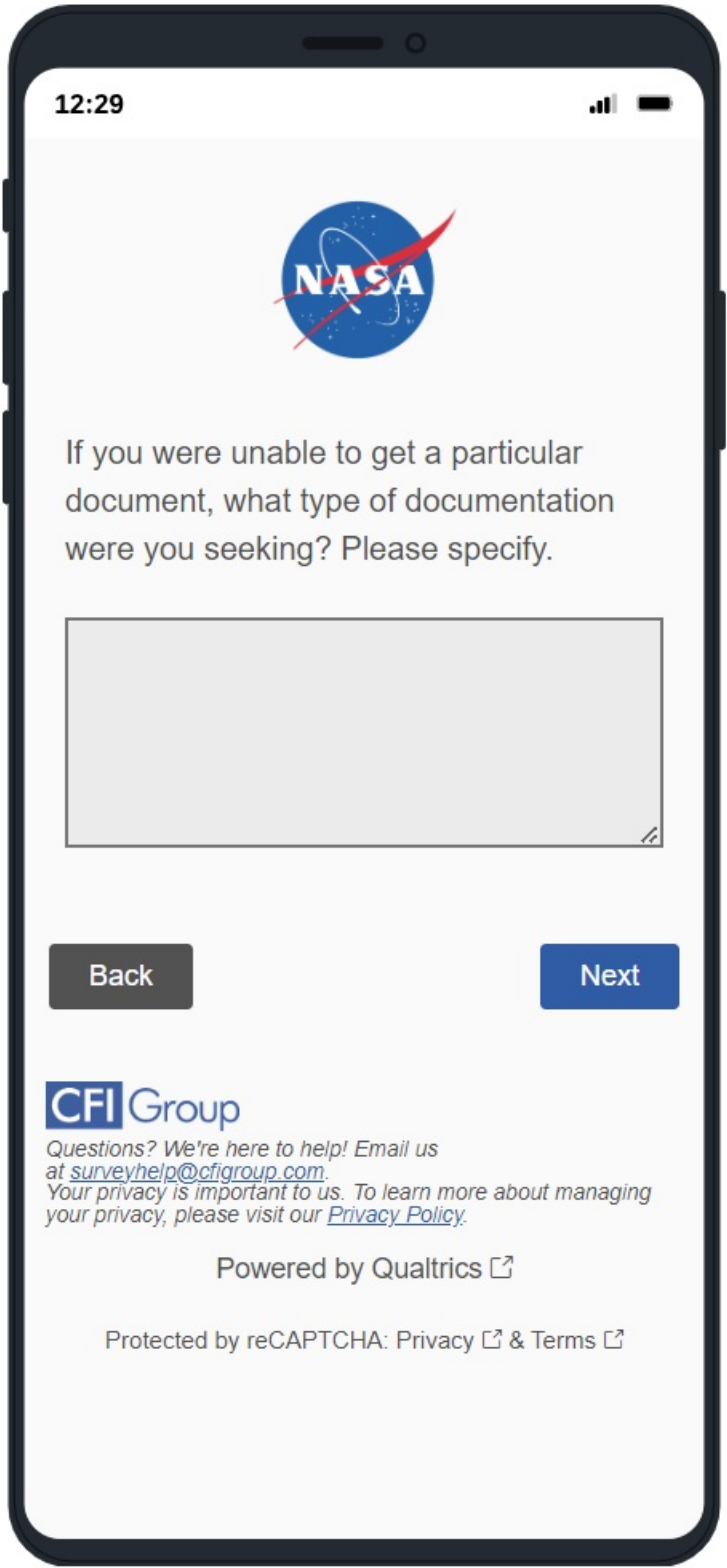
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Empty text input field for documentation type.

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Clear

Tools



During the past year have you contacted the **Atmospheric Science Data Center - ASDC-LaRC's** user services office or interacted with DAAC personnel?

Yes

No

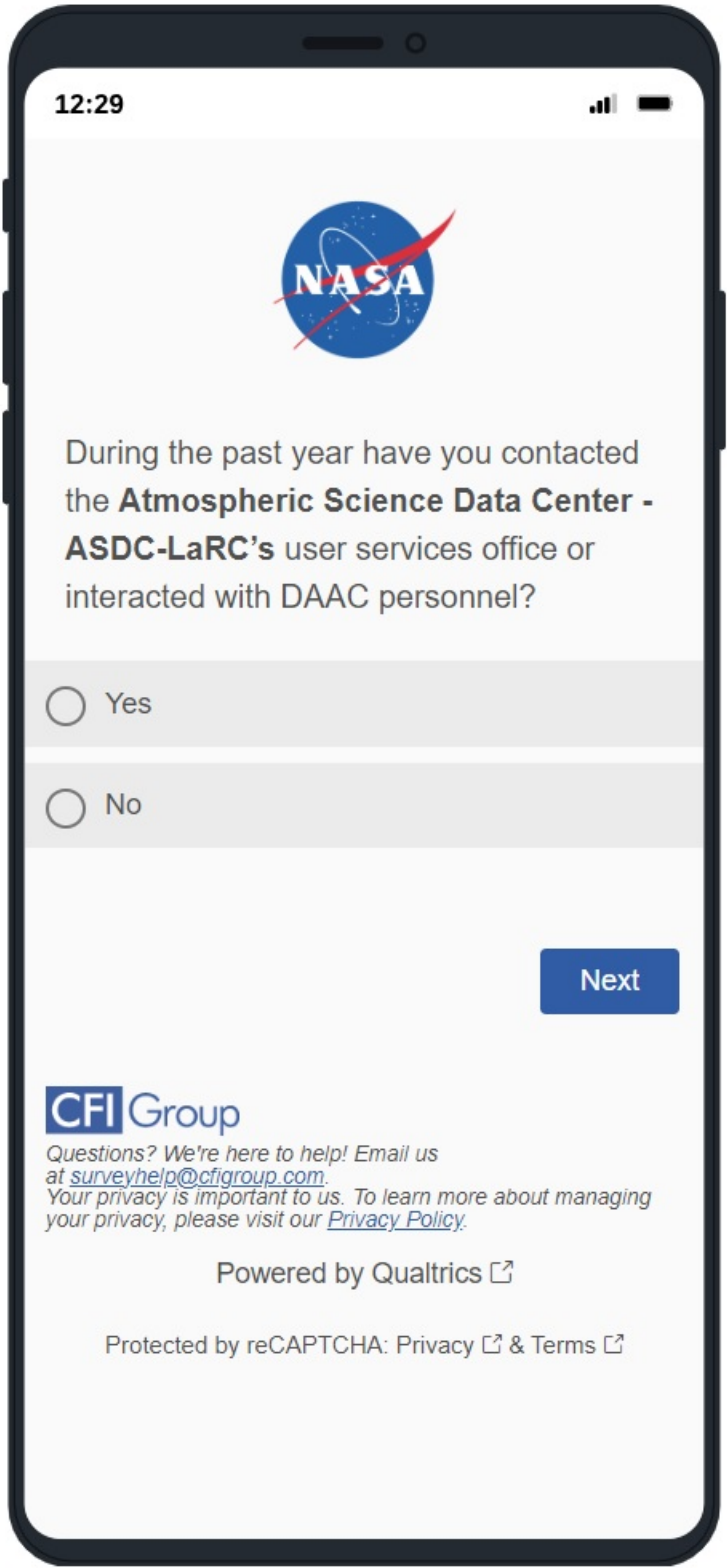
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During the past year have you contacted the **Atmospheric Science Data Center - ASDC-LaRC's** user services office or interacted with DAAC personnel?

Yes

No

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Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism ^

Poor 1

2

3

4

Excellent 5

NA

Technical knowledge v

Helpfulness in resolving a problem v

Speed of response v

Back

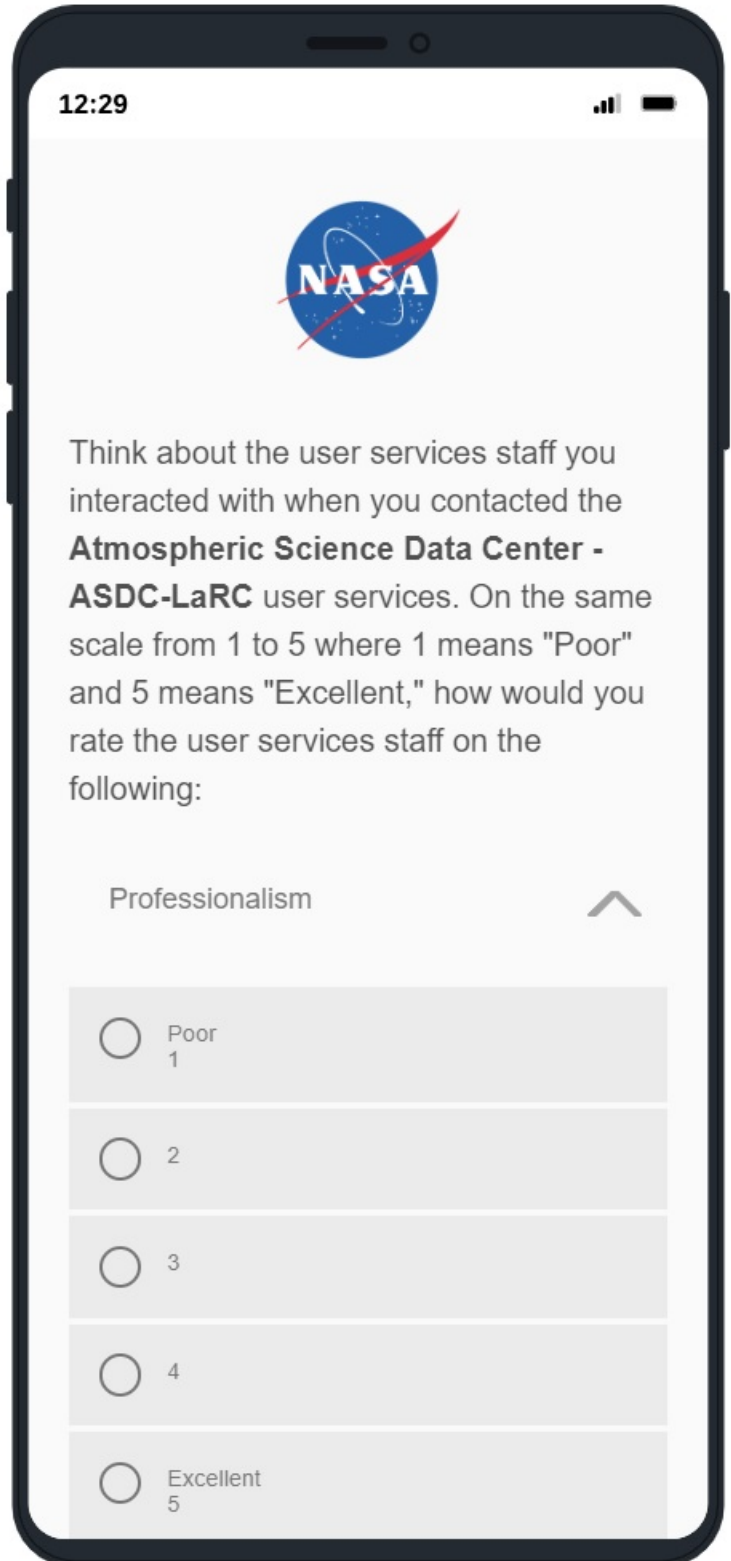
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Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism ∨

Technical knowledge ∧

Poor 1

2

3

4

Excellent 5

NA

Helpfulness in resolving a problem ∨

Speed of response ∨

Back

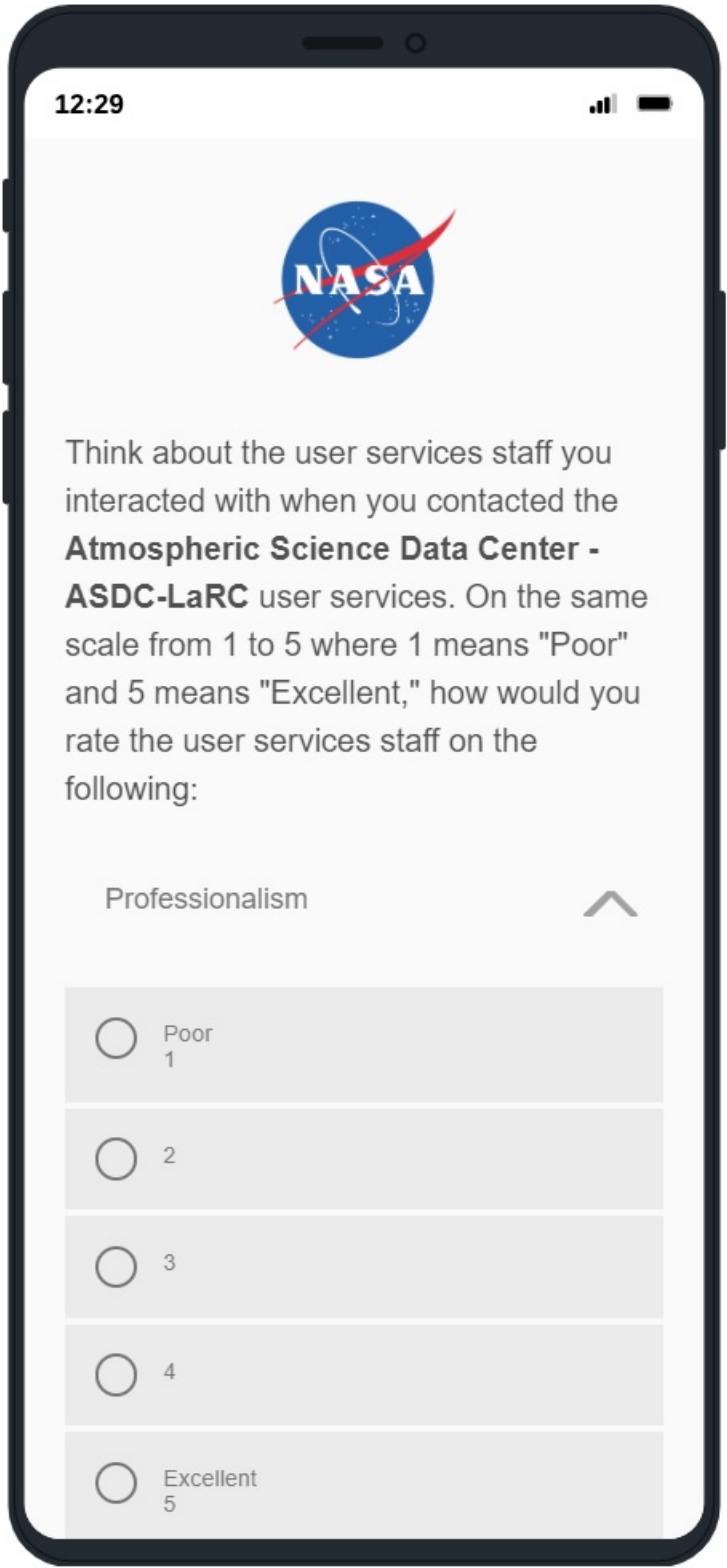
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Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism ∧

Poor 1

2

3

4

Excellent 5



Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** 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 [Dropdown Arrow]

Technical knowledge [Dropdown Arrow]

Helpfulness in resolving a problem [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

NA

Speed of response [Dropdown Arrow]

Back

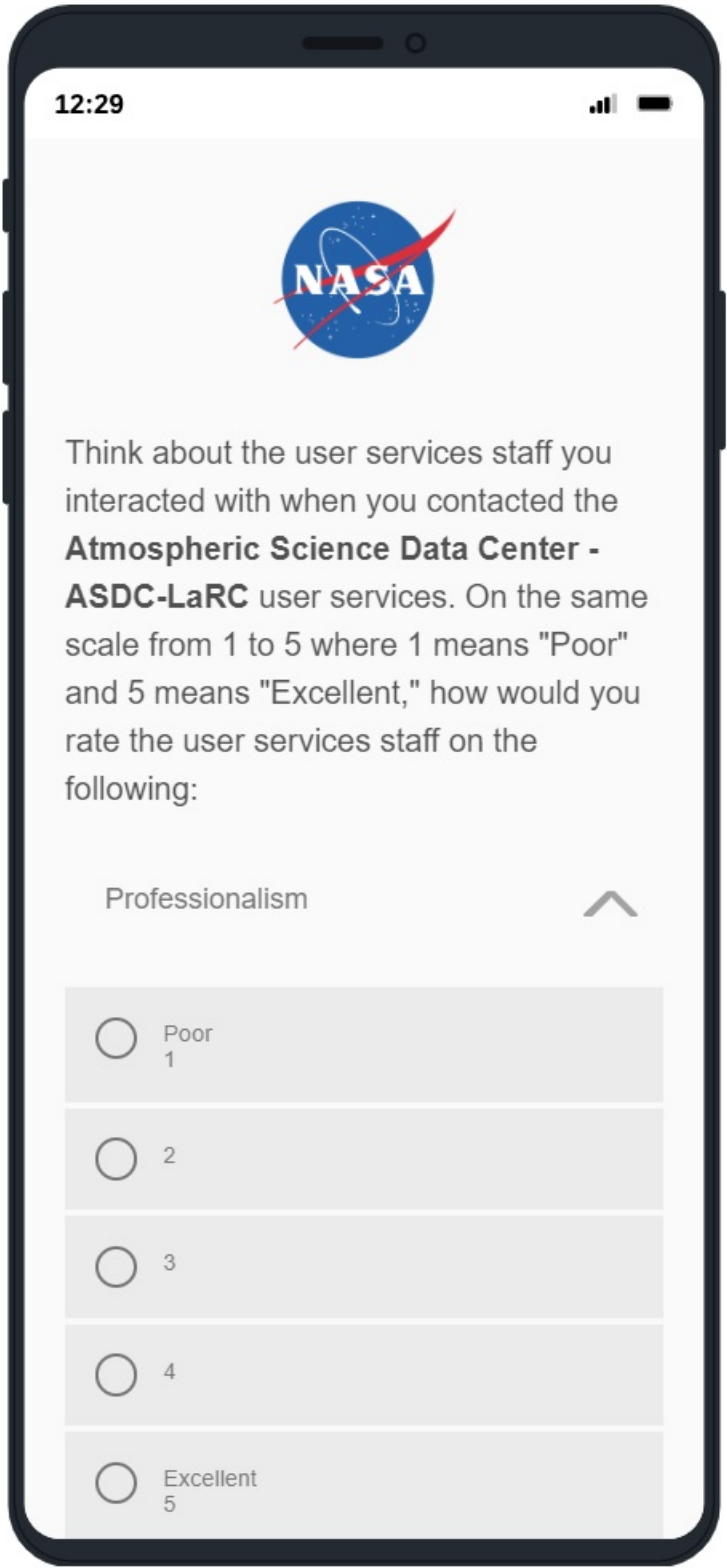
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Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** 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

Technical knowledge

Helpfulness in resolving a problem

Speed of response

Poor 1

2

3

4

Excellent 5

NA

Back

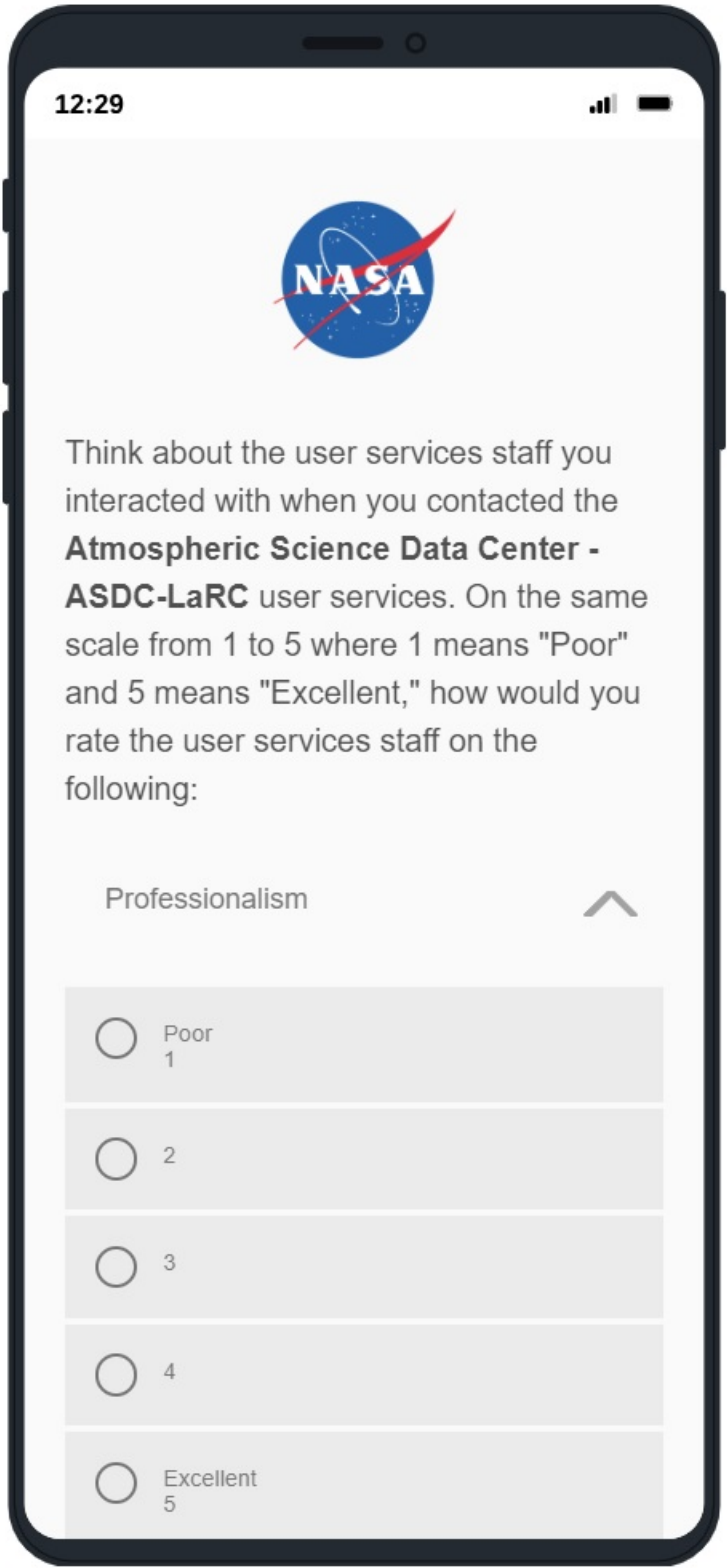
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Think about the user services staff you interacted with when you contacted the **Atmospheric Science Data Center - ASDC-LaRC** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism

Poor 1

2

3

4

Excellent 5

Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Atmospheric Science Data Center - ASDC-LaRC user services office for any additional support?

Yes

No

Back

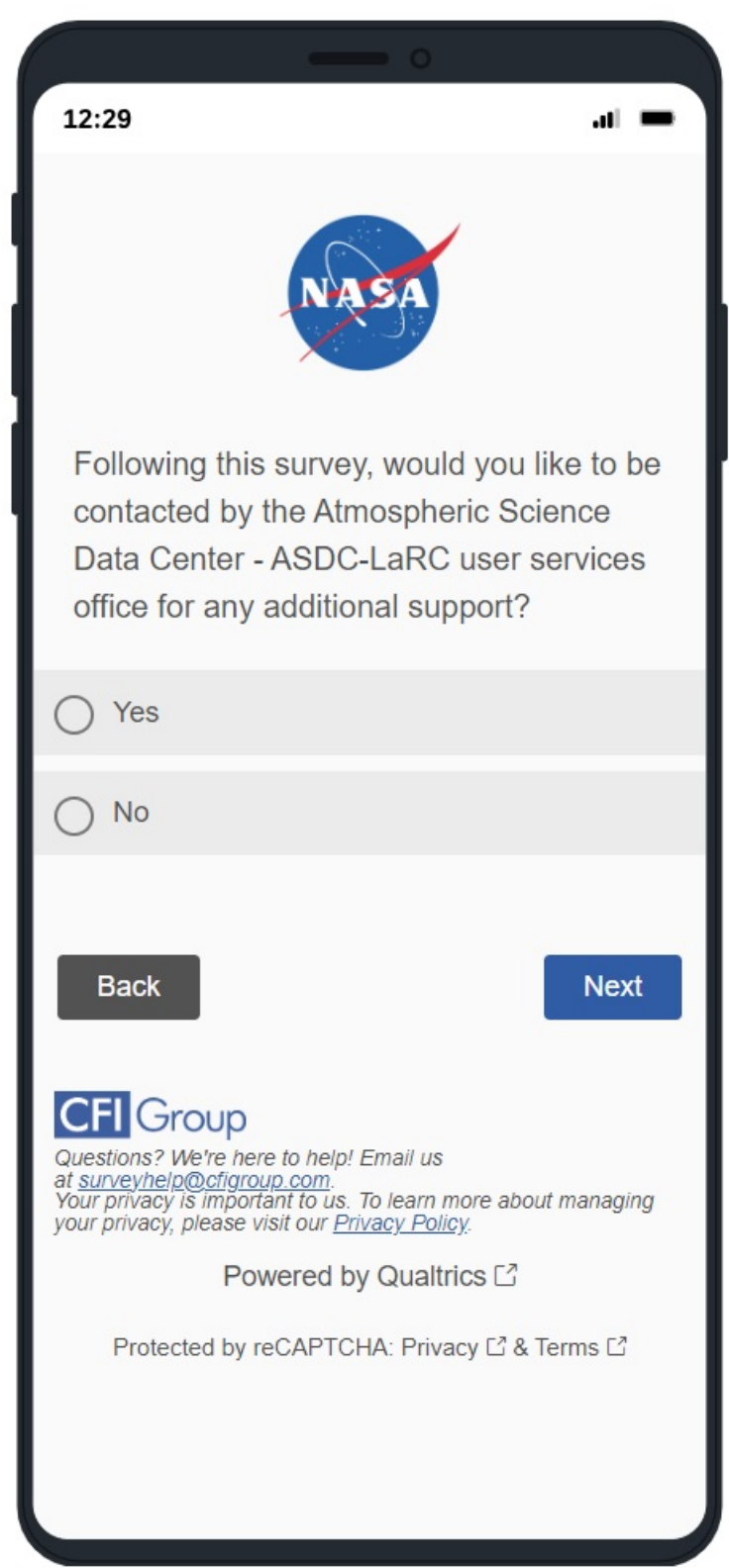
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Following this survey, would you like to be contacted by the Atmospheric Science Data Center - ASDC-LaRC user services office for any additional support?

Yes

No

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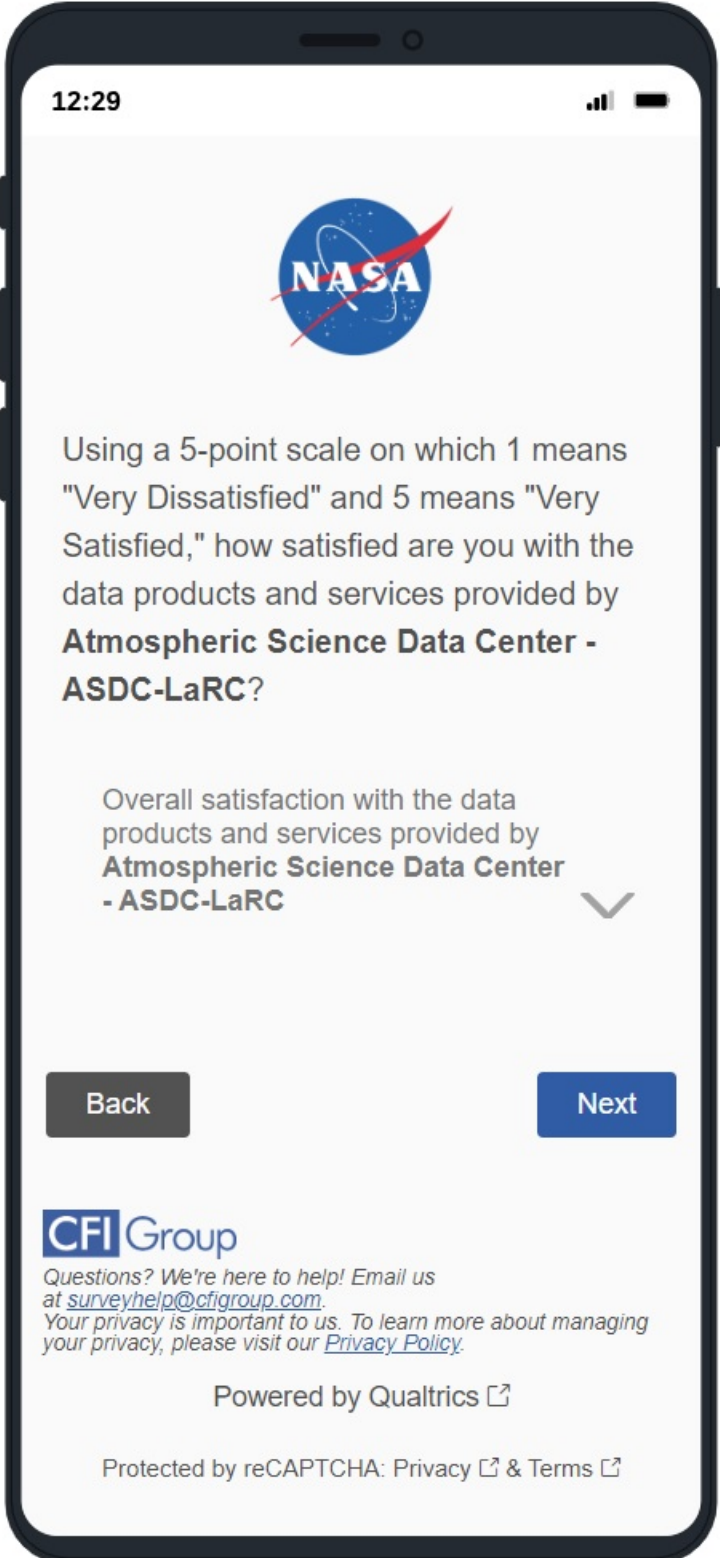


Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC?**

Overall satisfaction with the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** ^

- Very Dissatisfied 1
- 2
- 3
- 4
- Very Satisfied 5

Back Next



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 **Atmospheric Science Data Center - ASDC-LaRC?**

Overall satisfaction with the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** v

Back Next

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 **Atmospheric Science Data Center - ASDC-LaRC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** have fallen short of or exceeded your expectations



Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

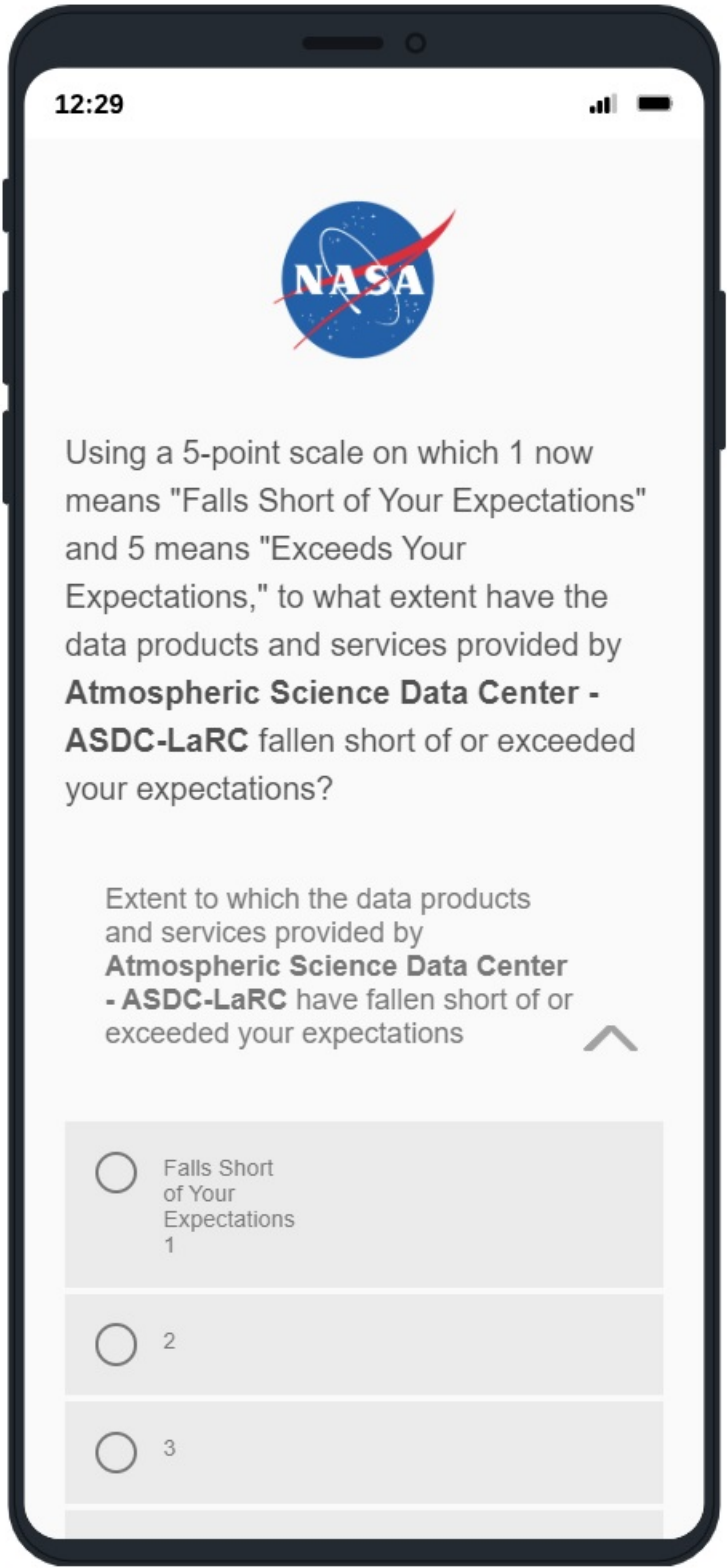
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** fallen short of or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

Extent to which the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** 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 **Atmospheric Science Data Center - ASDC-LaRC** 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 **Atmospheric Science Data Center - ASDC-LaRC** 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

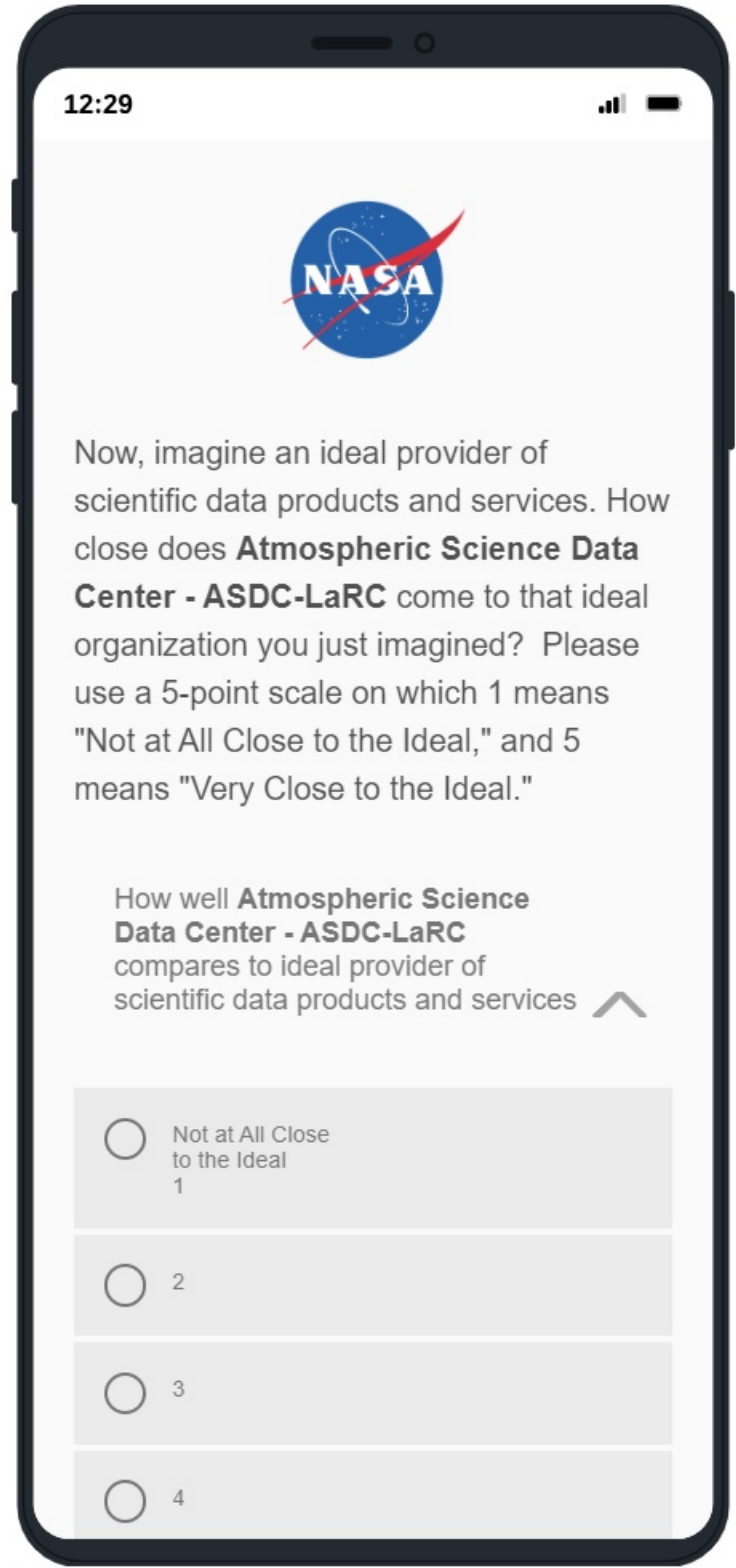
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Restart Survey

Go to Bookmark

Clear

Tools



Consider your most recent experience. Do you prefer to use software tool(s) or packages provided by the ASDC to work with the data (e.g., format conversion, analysis, visualization, etc.) or do you prefer to use/create your own?

Use ASDC

Use/Create my own

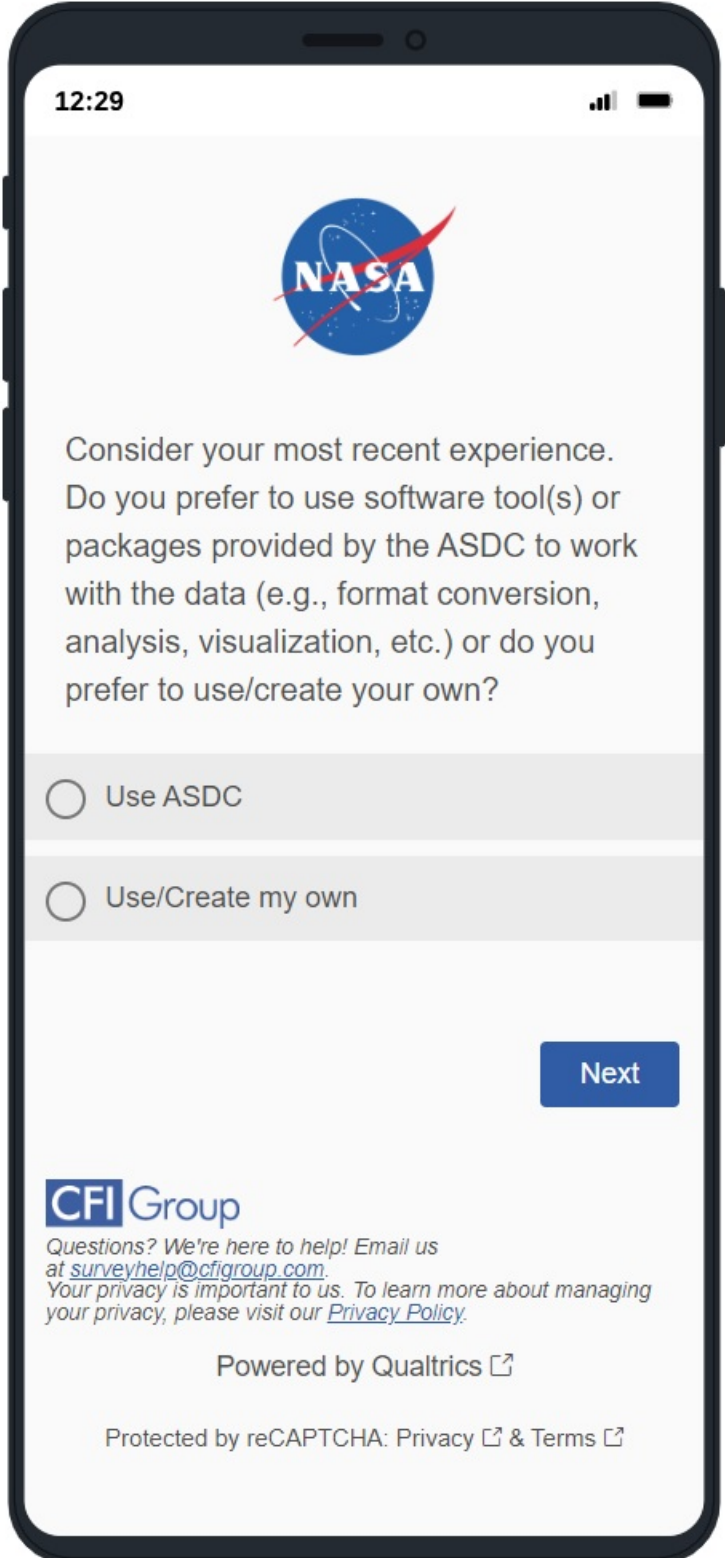
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12:29



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Use ASDC

Use/Create my own

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Please use the space below to comment on whether you found the ASDC website content organized logically and if there are other search methods that were not available that you would prefer or if you are not finding documentation, etc. that you expect on our website.

Back

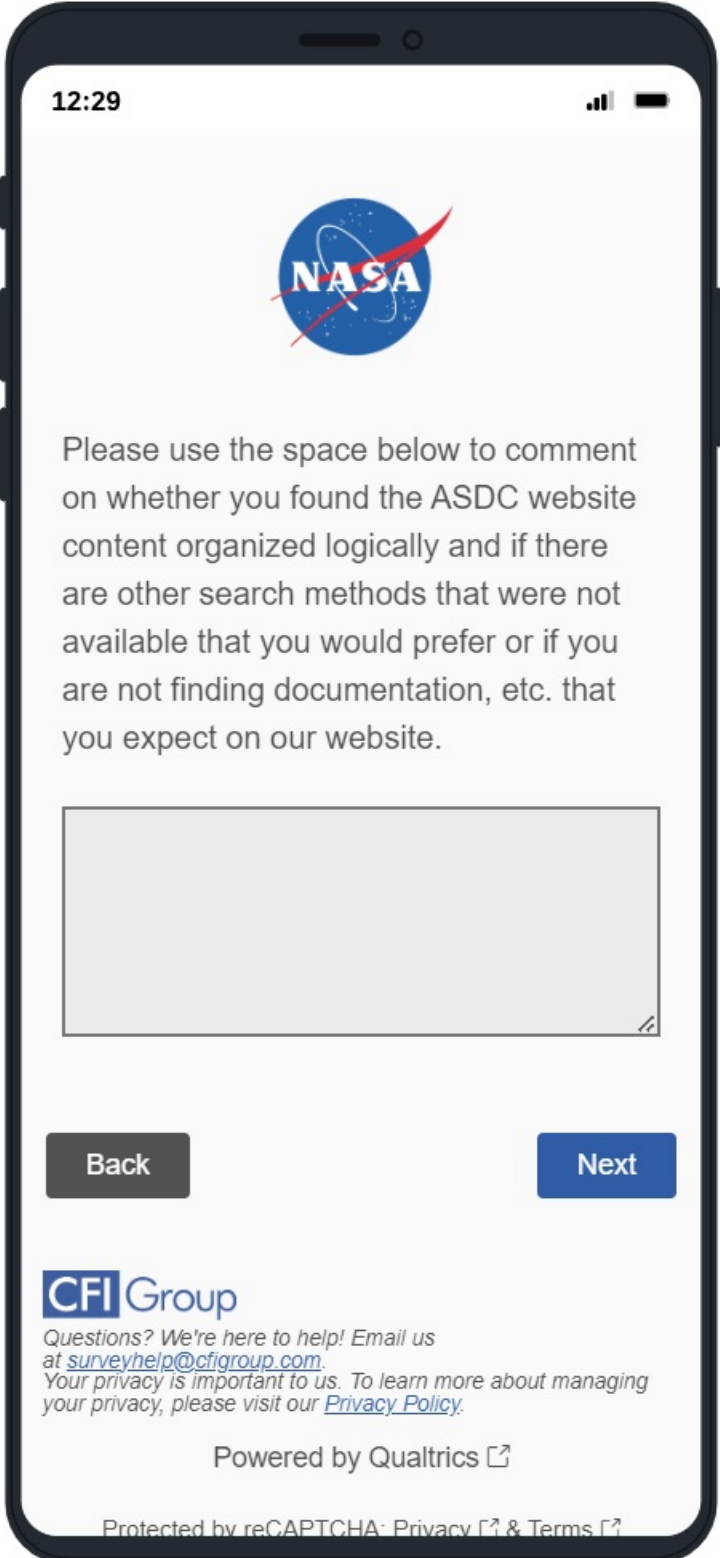
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Go to Bookmark

Clear

Tools



Please use the space below to comment on data services, if any, that you would find useful (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

Empty text input area for comments.

Back

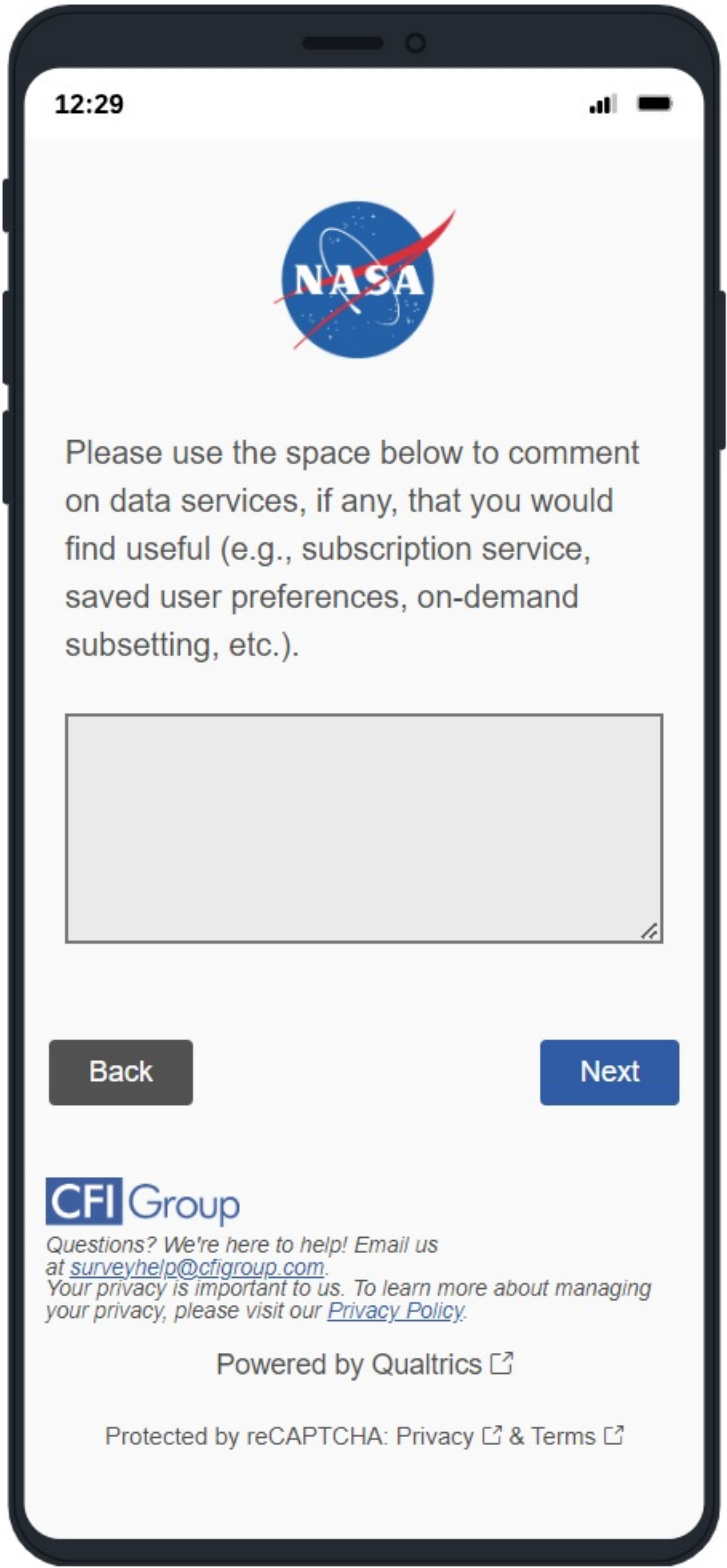
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Please use the space below to comment on data services, if any, that you would find useful (e.g., subscription service, saved user preferences, on-demand subsetting, etc.).

Empty text input area for comments.

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Tools



What data did you download?

Select all that apply.

Airborne data

CATS

CERES

CALIPSO

DSCOVR

ISCCP

MISR

MOPITT

SAGE

SSE/POWER

TES

Other (please list, separated by commas)

Back

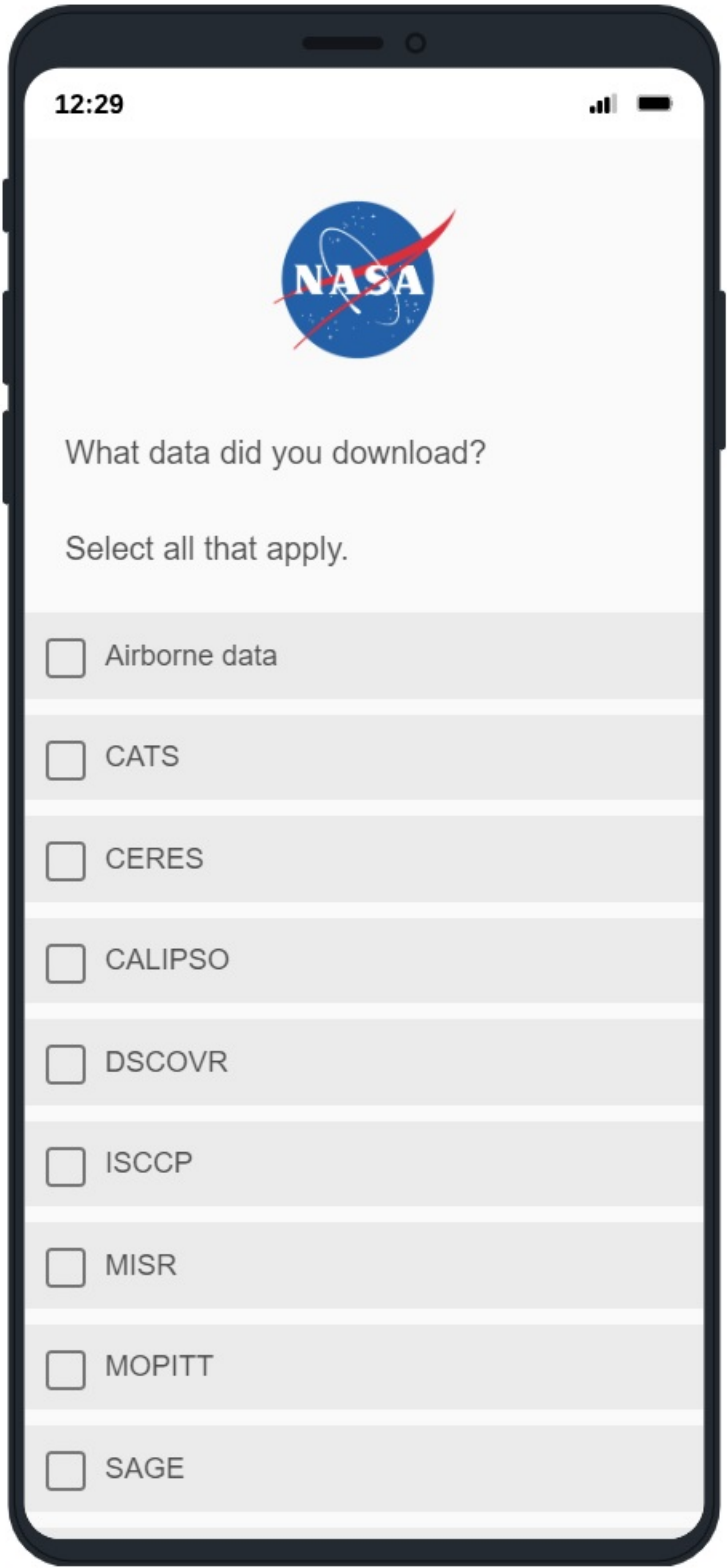
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Go to Bookmark

Clear

Tools



Which method of data delivery do you prefer?

Select all that apply.

- Web download (http)
- Web bulk download (http)
- Data Pool
- FTP
- Subscription
- Web-based visualization tool
- OPeNDAP
- OGC Web service via subscriptions (e.g., WMS, WCS, WFS, etc. that are NOT OPeNDAP)
- Other (please list, separated by commas)

Back

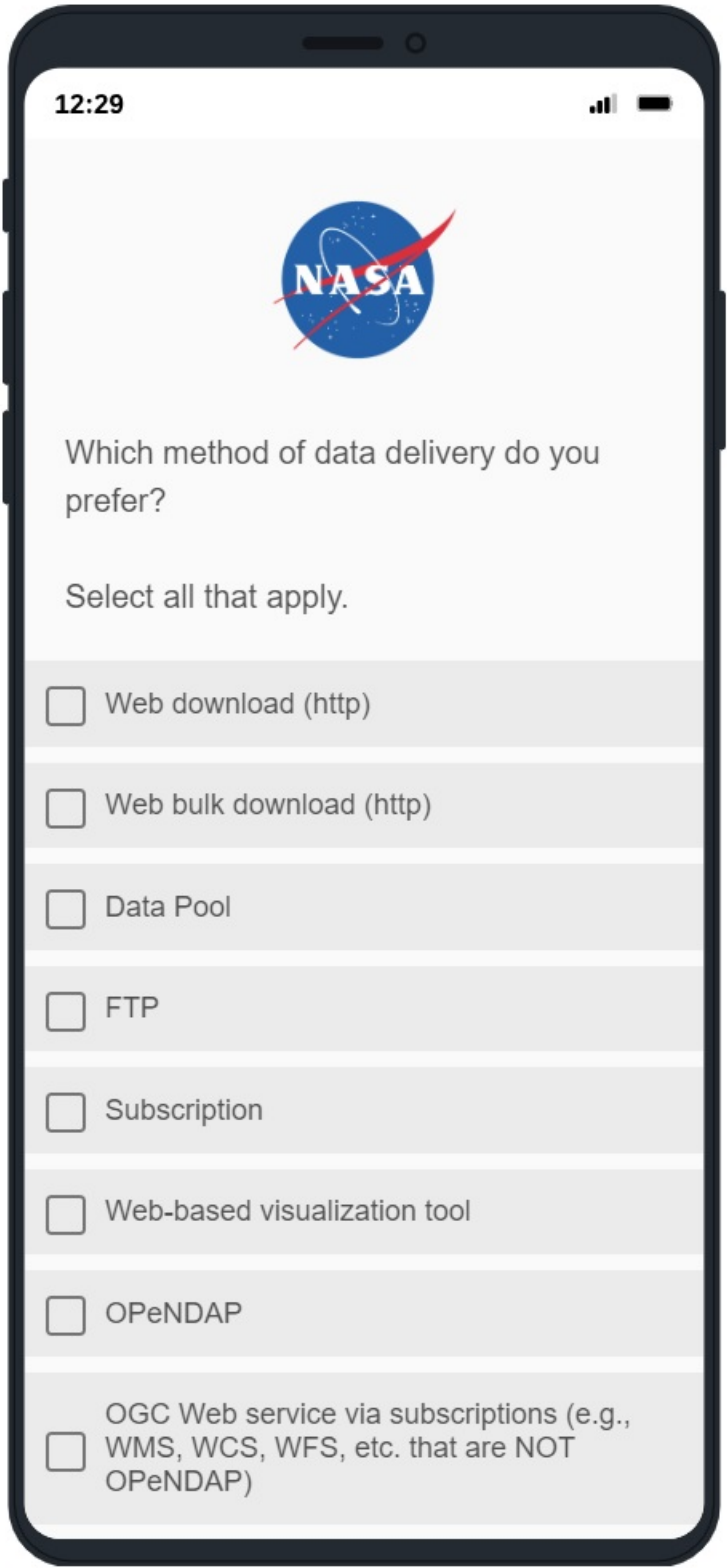
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What tools did you use to visualize the data?

Select all that apply.

- ArcGIS
- CERES Visualization Tool
- Assistance from ASDC User Services
- GRADS
- My NASA Data
- Panoply
- Software Packages (e.g., IDL, MATLAB, NCL, Python)
- Other (please list, separated by commas)

Back

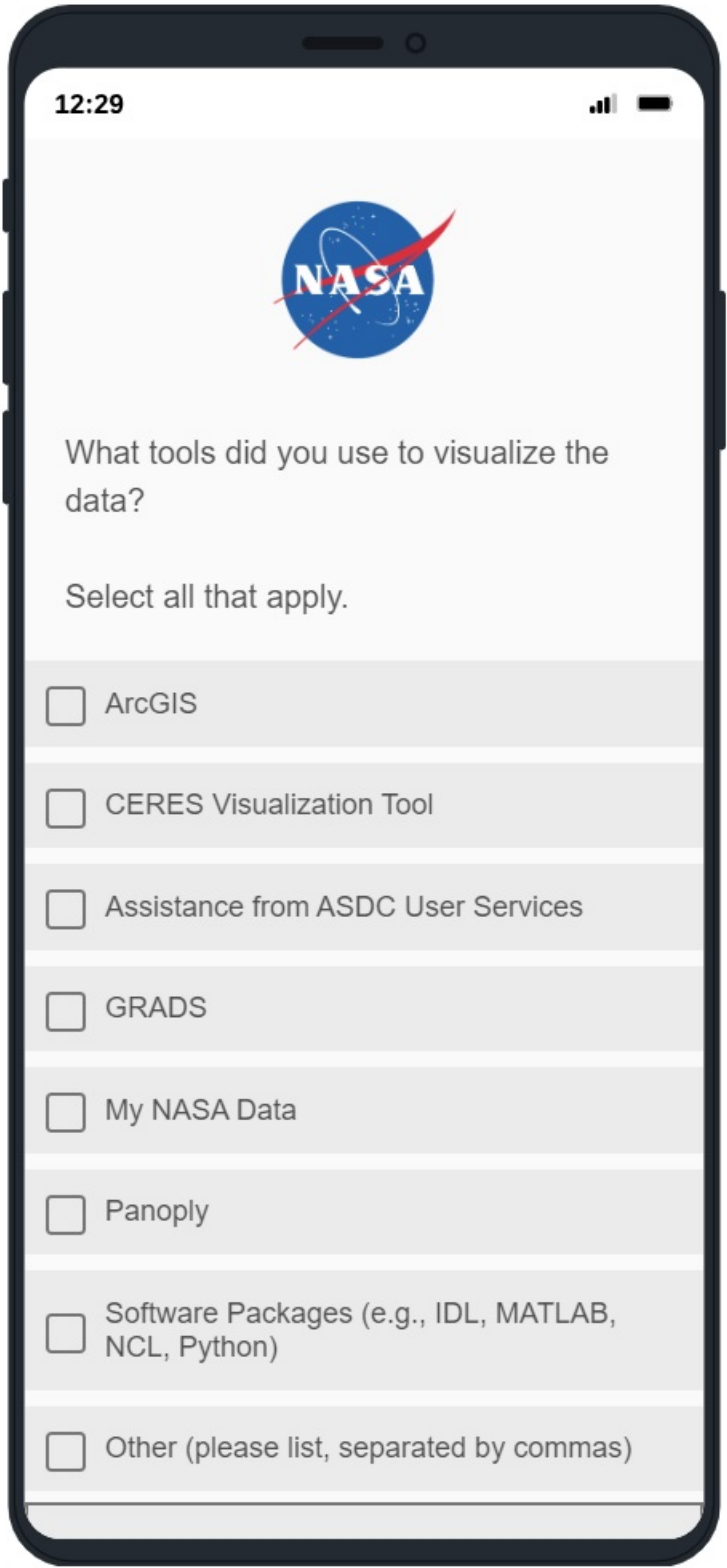
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Go to Bookmark

Clear

Tools



Have you ever ordered data and had it reformatted before delivery?

Yes

No

Back

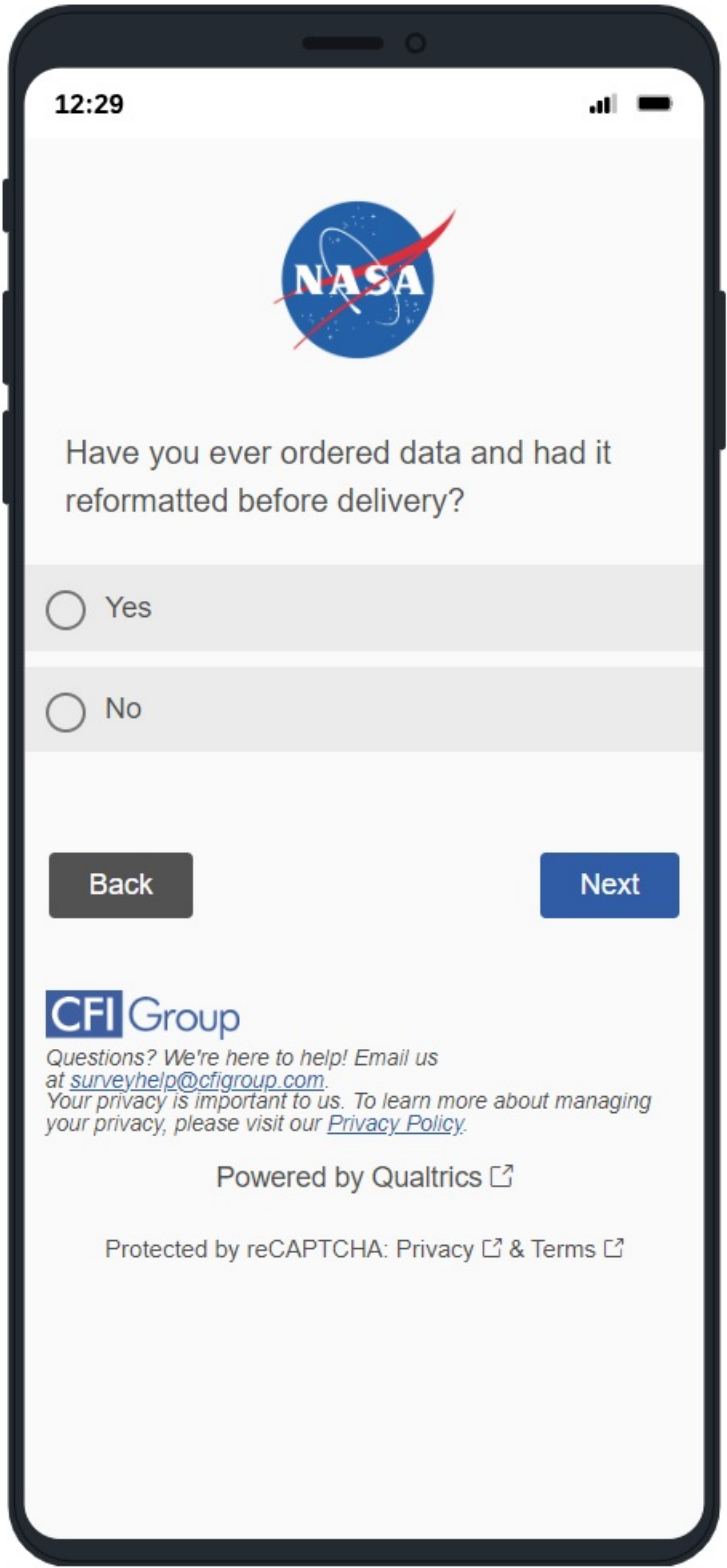
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Have you ever ordered data and had it reformatted before delivery?

Yes

No

Back

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Clear

Tools



Please enter the original formats for your last three orders you had reformatted.

Order #1

Order #2

Order #3

Back

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Restart Survey

Go to Bookmark

Clear

Tools



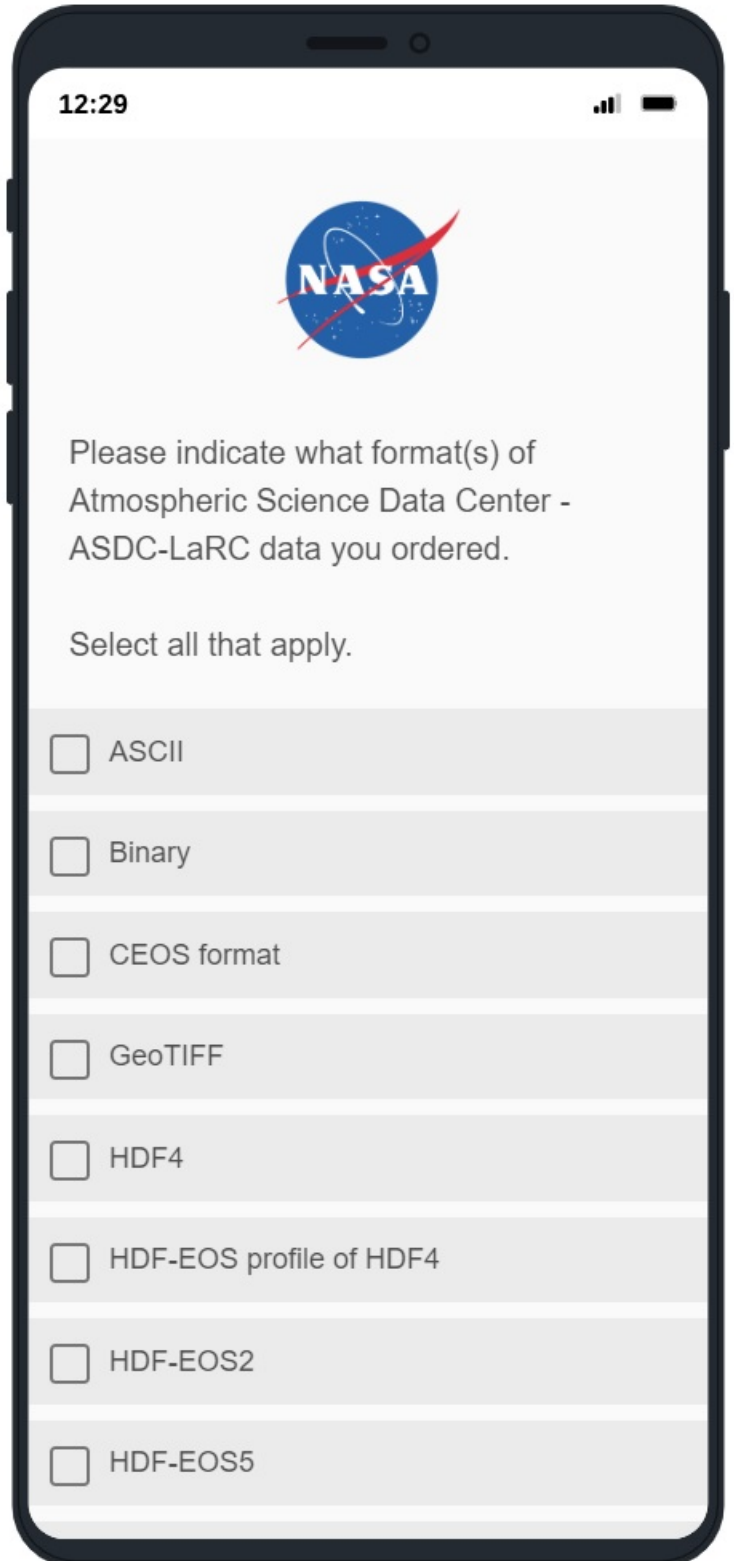
Please indicate what format(s) of Atmospheric Science Data Center - ASDC-LaRC data you ordered.

Select all that apply.

- ASCII
- Binary
- CEOS format
- GeoTIFF
- HDF4
- HDF-EOS profile of HDF4
- HDF-EOS2
- HDF-EOS5
- JPEG, GIF, PNG, TIFF
- KMZ/KML
- NetCDF classic
- NetCDF4
- Other GIS (GRID, BIL, e00, etc.)
- SHP
- I don't know
- Other (please specify)

Back

Next



Restart Survey

Go to Bookmark

Clear

Tools



What operating system do you use most often when you work with data?

Microsoft Windows

Apple Mac OS

Linux

UNIX

Other (please specify)

Back

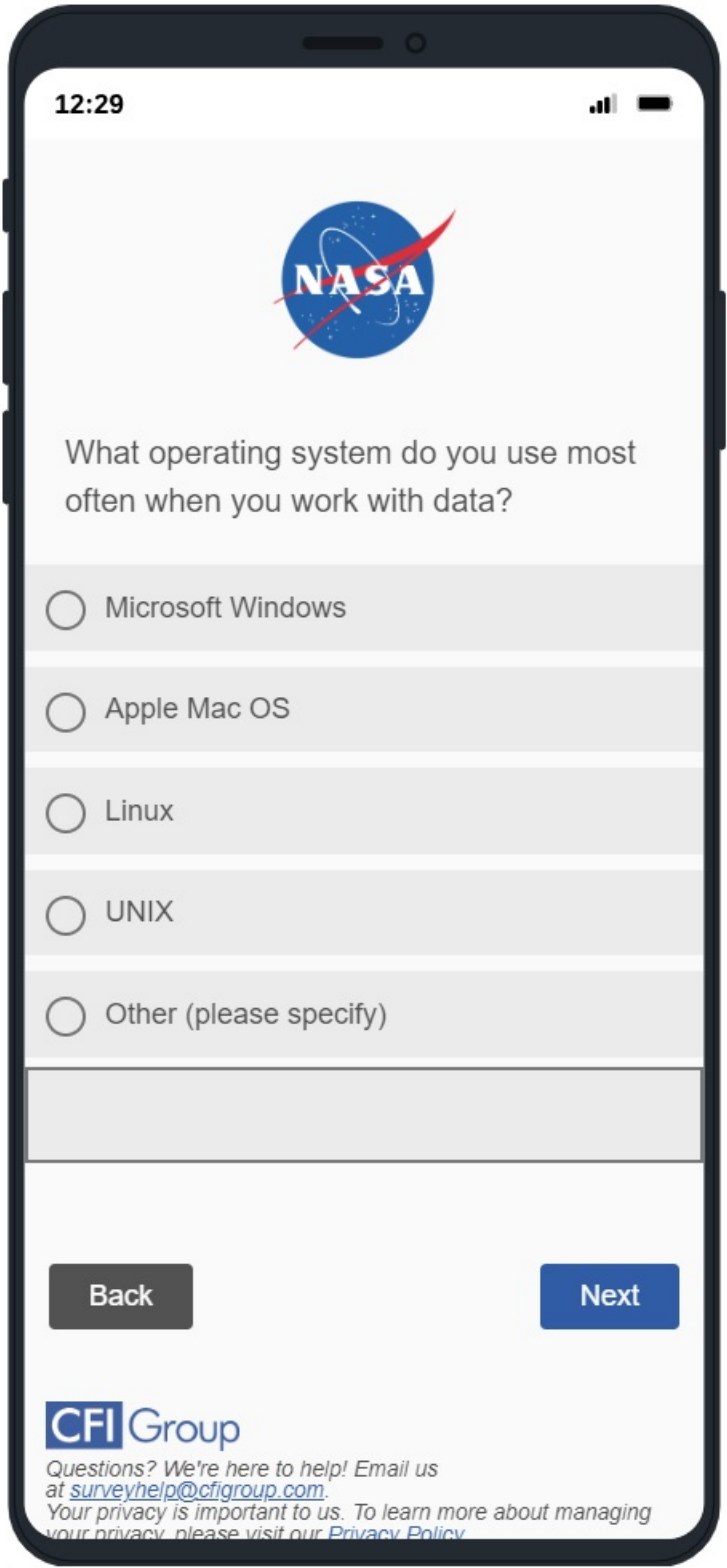
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What operating system do you use most often when you work with data?

Microsoft Windows

Apple Mac OS

Linux

UNIX

Other (please specify)

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

Select all that apply.

- Cloud Services
- OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
- Nothing specific
- Other (please specify)
- I am not interested in web services

Back

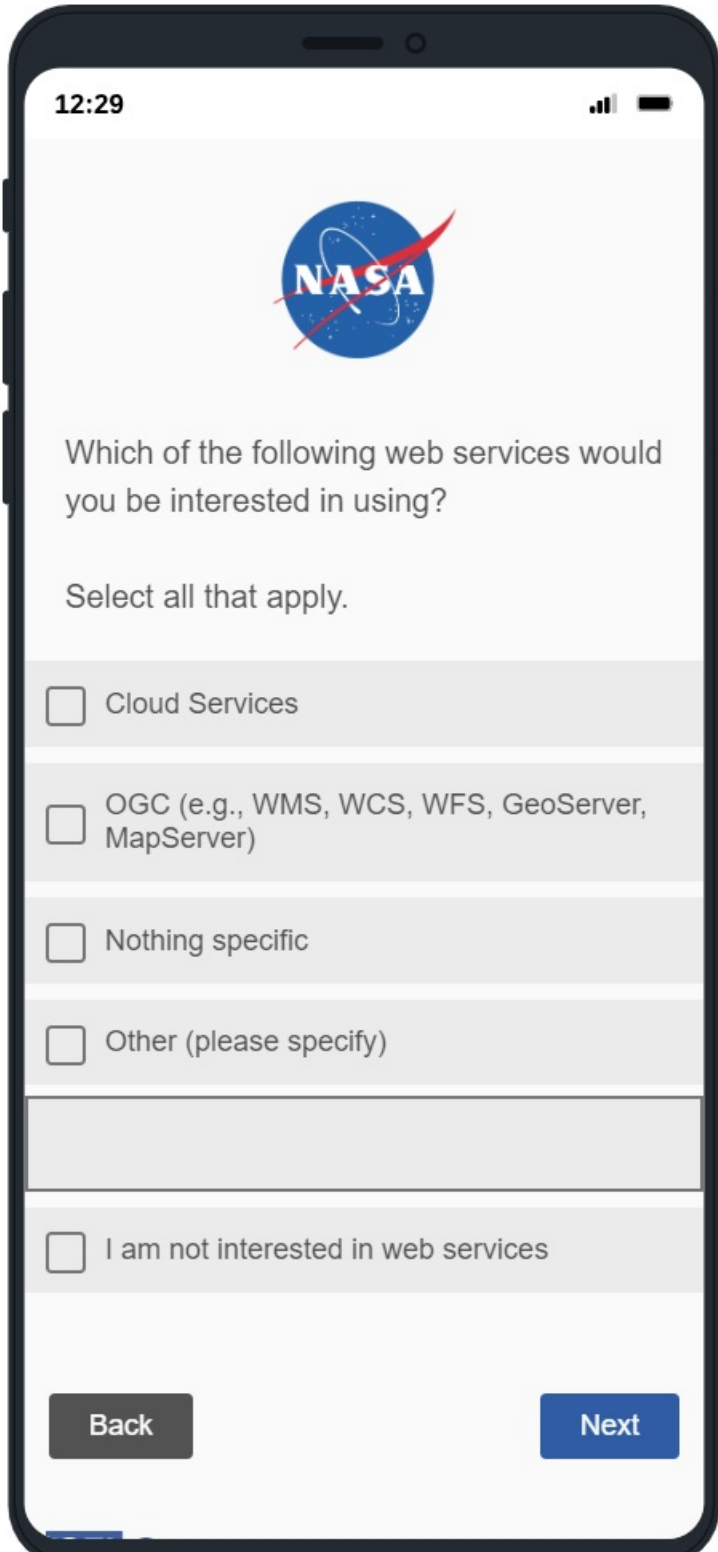
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What is your preferred method for using web services?

- Scripts/Command line
- Commercial software application (e.g., ENVI/ArcGIS/IDL)
- Open Source software applications (e.g., Panoply, GRADDS)
- Access from a programming language (e.g., Java, MATLAB, R)
- Other (please specify)

Back

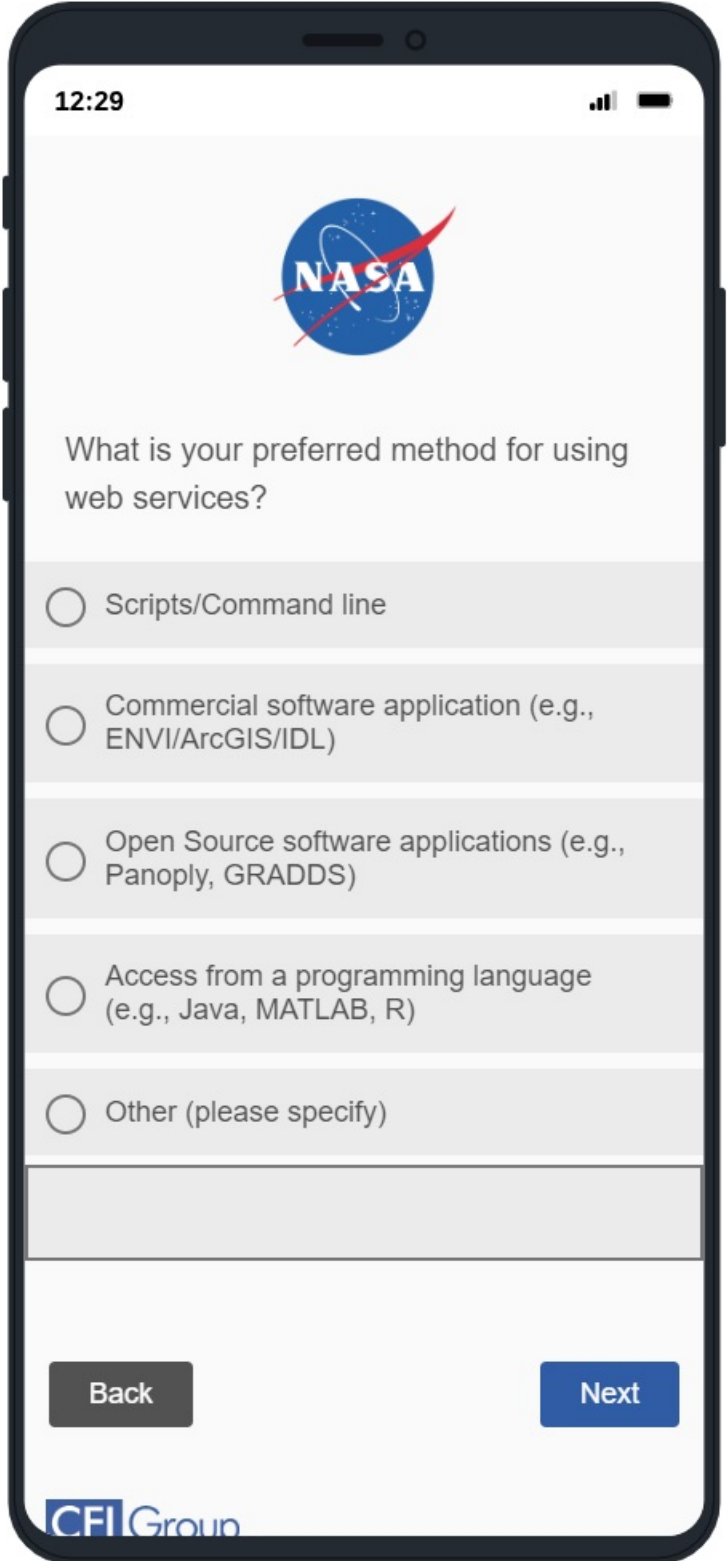
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Tools



In which area(s) would you like to see the most improvement?

Select all that apply.

- Data search options
- Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
- Data order and subscription options
- Subsetting capabilities
- Tutorials and Webinars
- Streamlined Order Tools
- Tools for data analysis and visualization
- Examples of specific data-use cases
- Templates and examples in common software formats (IDL, MATLAB, etc.)
- Assistance with documentation
- User forum and/or Wiki
- Improved data delivery
- Other (please specify)

Empty text input field

Back

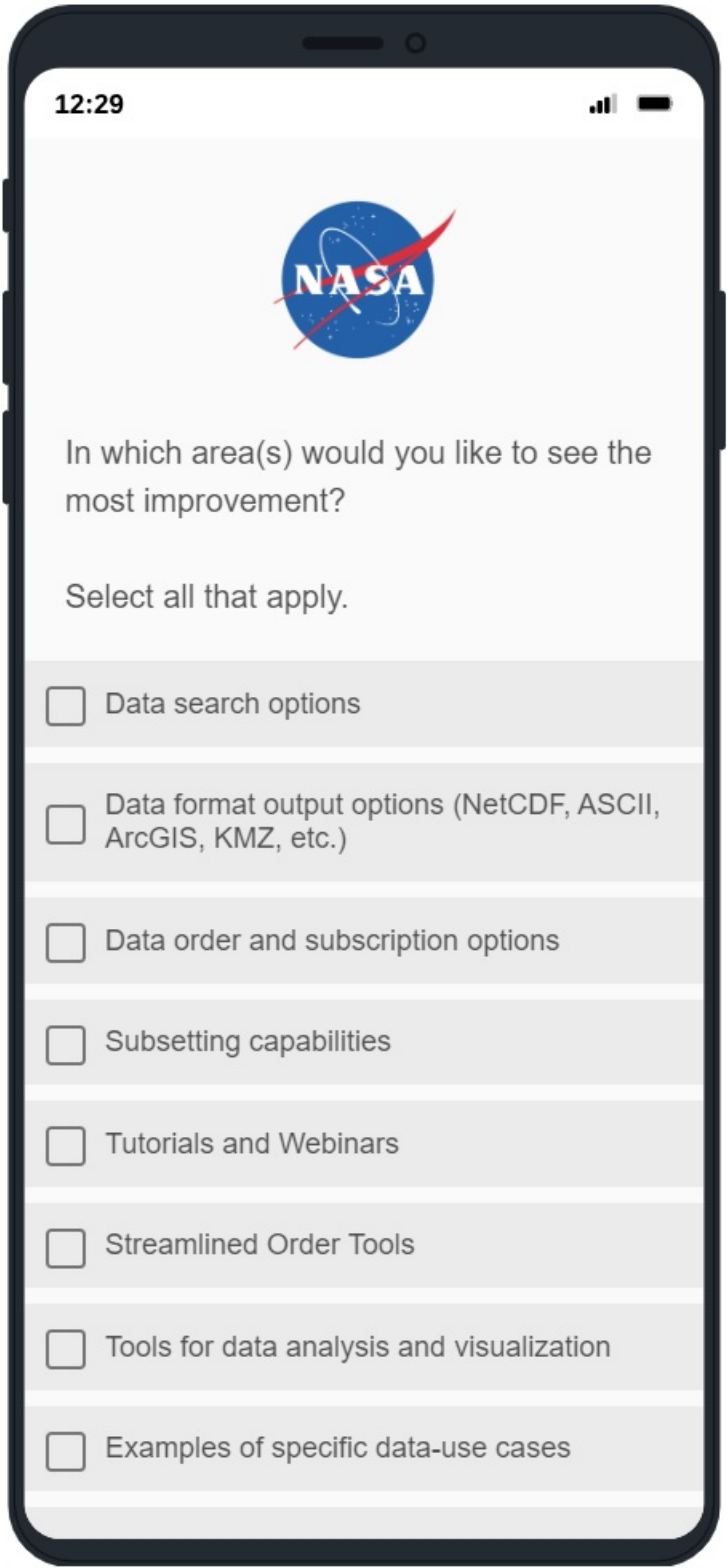
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Tools



When you searched for documentation, what type of documentation were you seeking?

Select all that apply.

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

Back

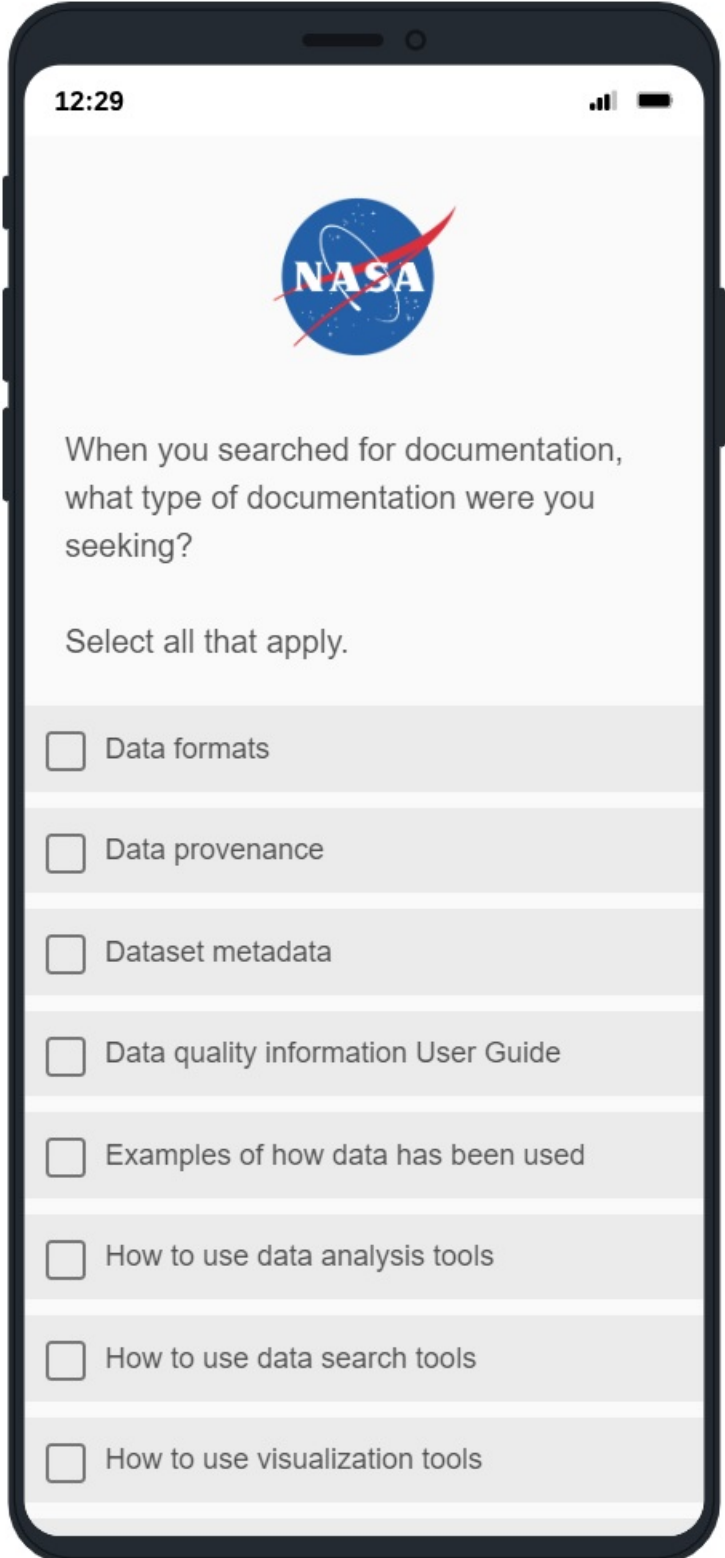
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How did you access the documentation?

Select all that apply.

- Atmospheric Science Data Center - ASDC-LaRC website
- User Forum
- FAQ (Frequently Asked Questions)
- Instructional Tutorials
- Search & order interface (Reverb, etc.)
- Search engine (e.g., Google)
- Other (please specify)

- Not found

Back

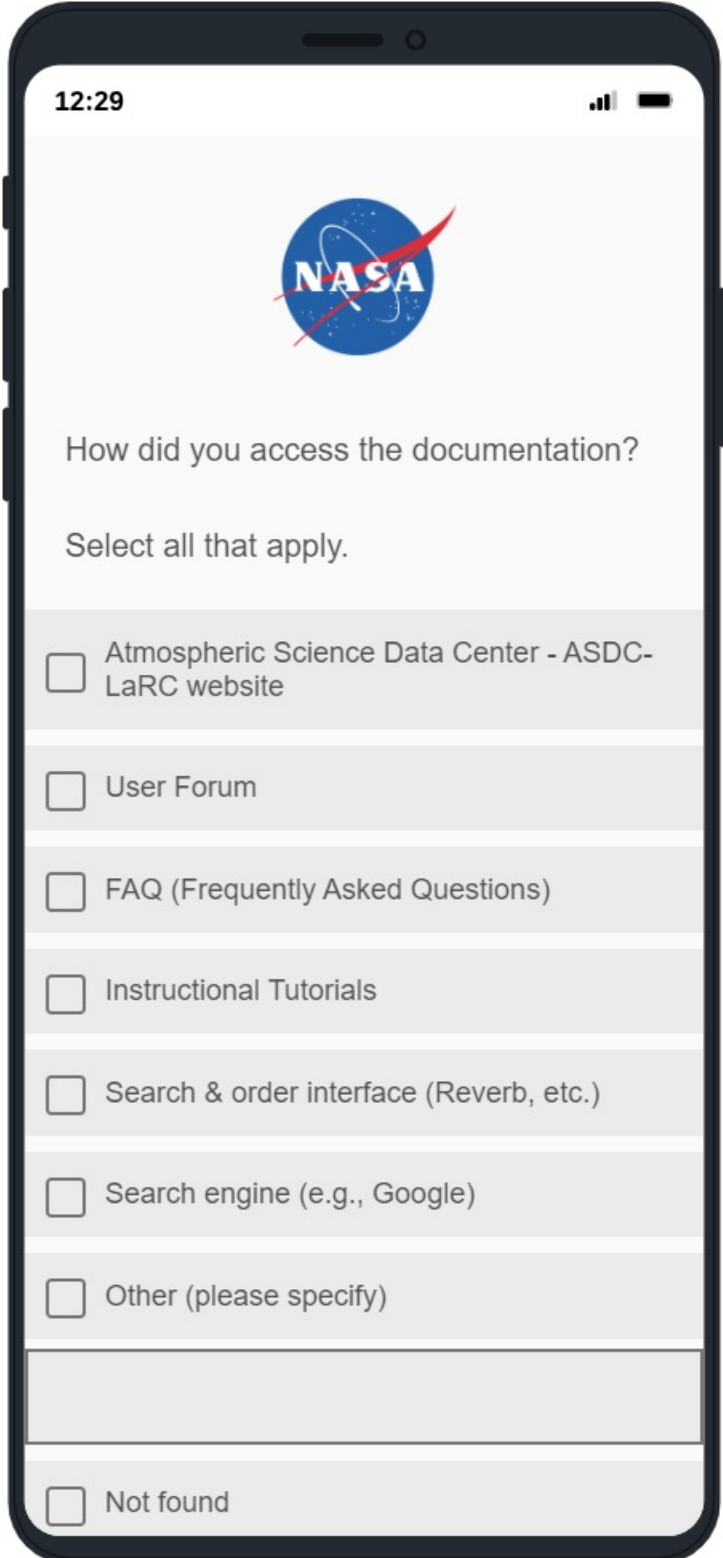
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Tools



How did you contact Atmospheric Science Data Center - ASDC-LaRC's User Services office?

Select all that apply.

- By phone
- By email
- Website feedback/contact form
- In person
- Did not contact User Services office

Back

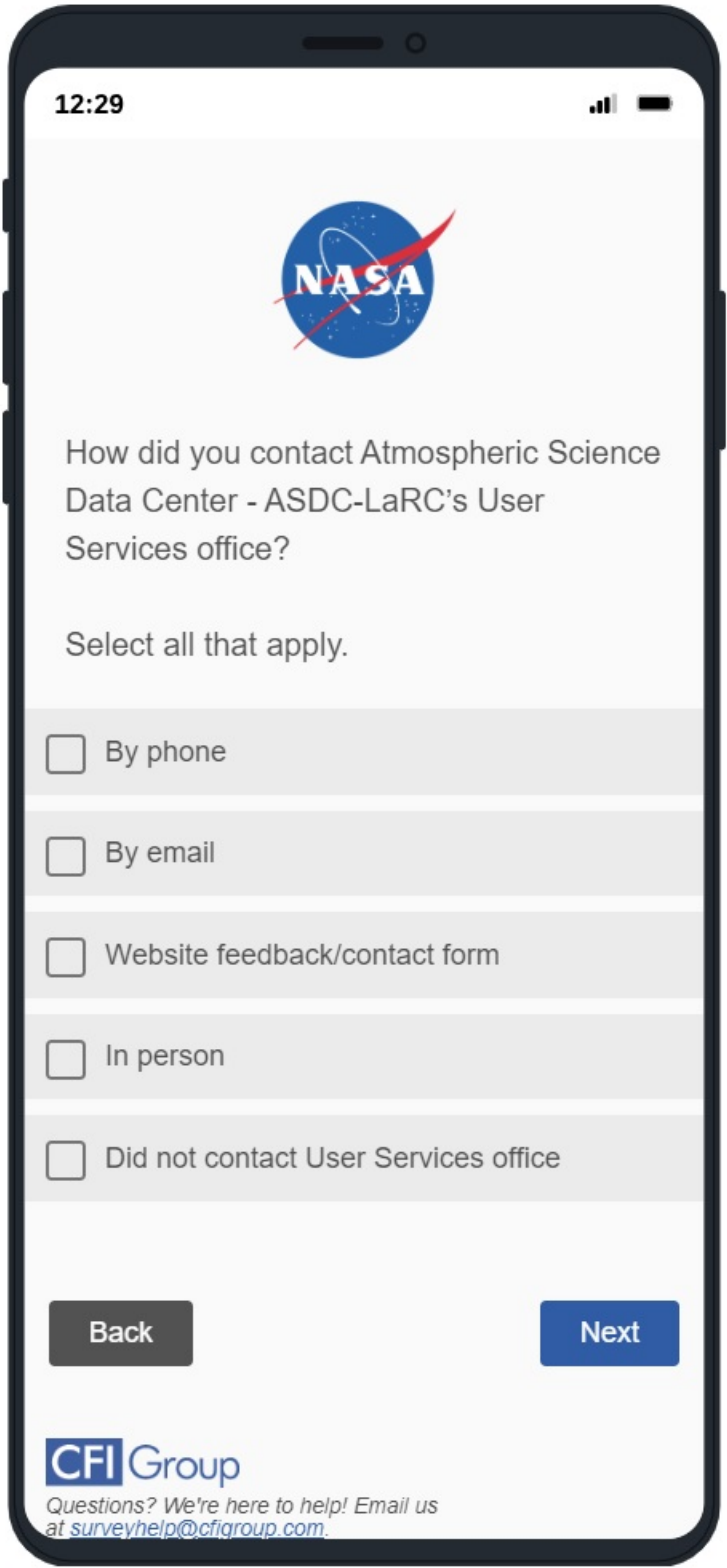
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What was the reason for your contact with User Services?

Select all that apply.

Couldn't find what I was looking for in my search

Data quality

Did not receive expected data

Error messages

How to access data

Better understanding of services available

Service interruptions

Science/Technical questions

Updates

Other (please specify)

Empty text input field

Back

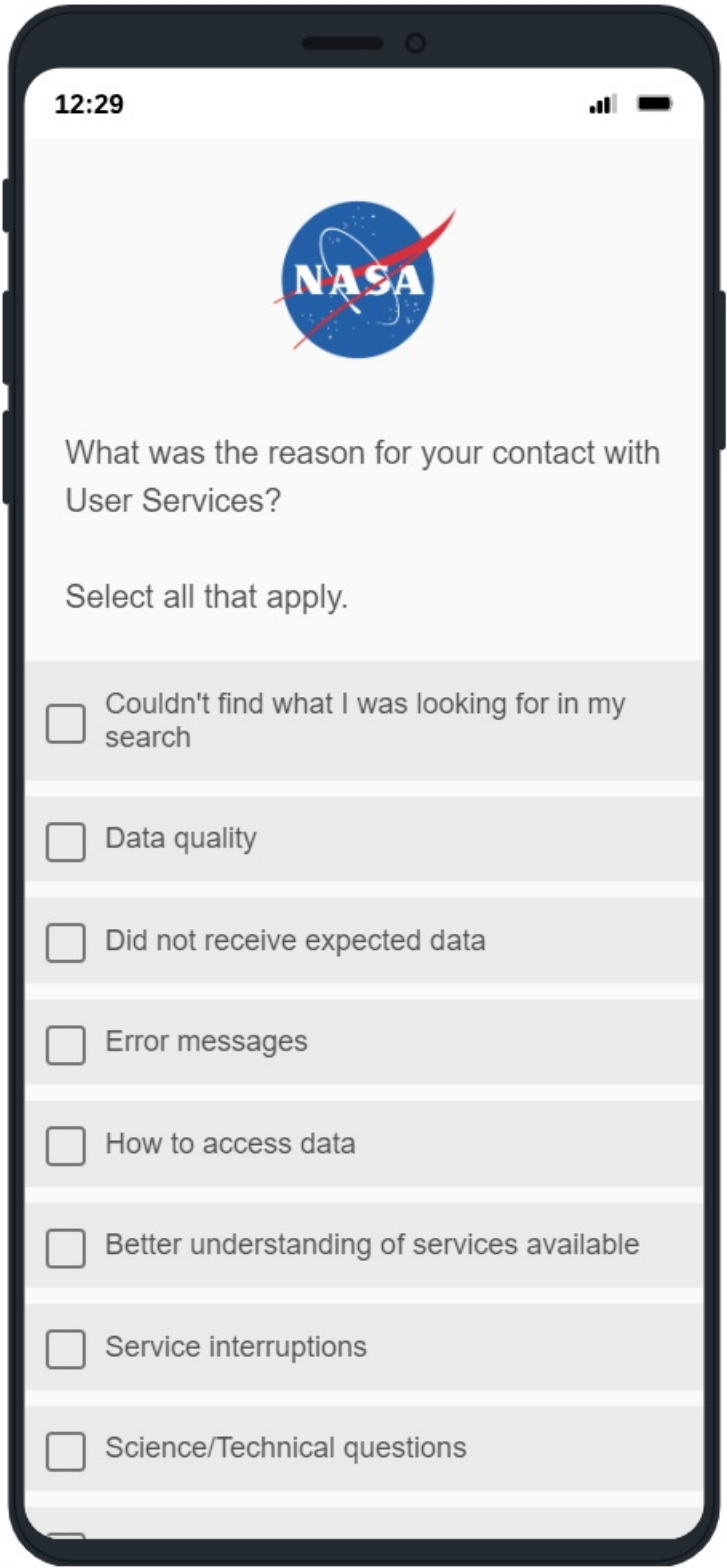
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12:29



What was the reason for your contact with User Services?

Select all that apply.

Couldn't find what I was looking for in my search

Data quality

Did not receive expected data

Error messages

How to access data

Better understanding of services available

Service interruptions

Science/Technical questions



Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Atmospheric Science Data Center - ASDC-LaRC** to a colleague?

Likelihood of recommending **Atmospheric Science Data Center - ASDC-LaRC** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

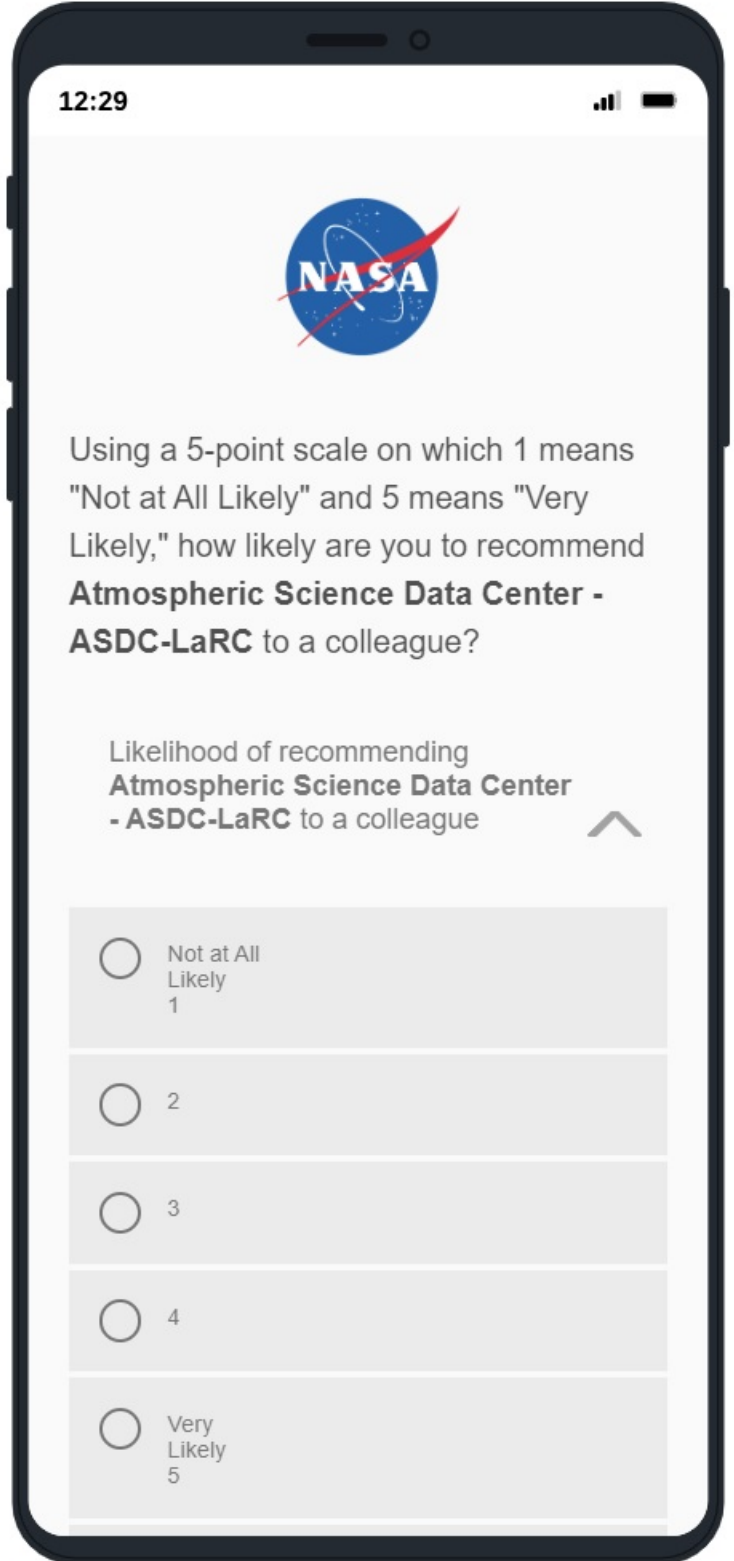
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **Atmospheric Science Data Center - ASDC-LaRC** in the future?

Likelihood of using the services provided by **Atmospheric Science Data Center - ASDC-LaRC** again in the future



Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

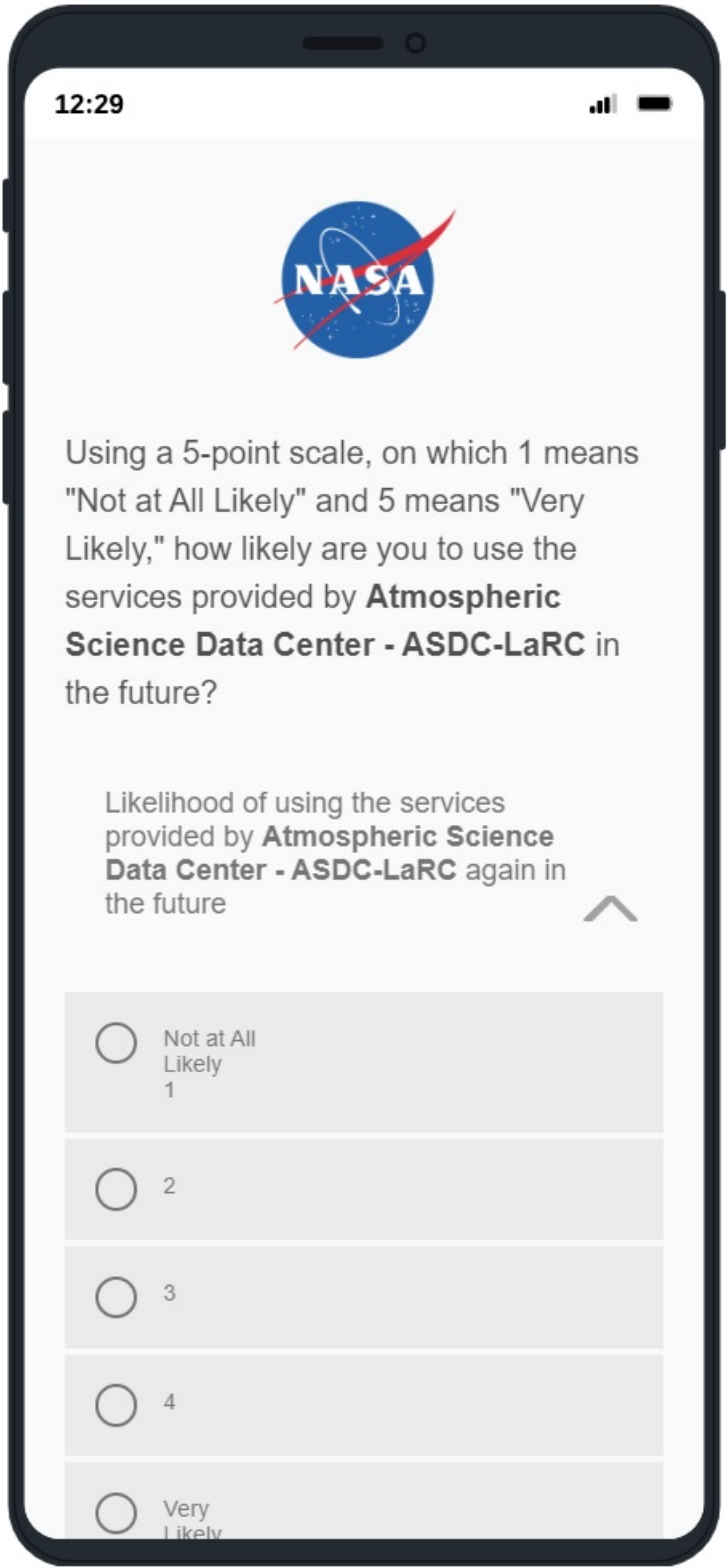
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Tools



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.

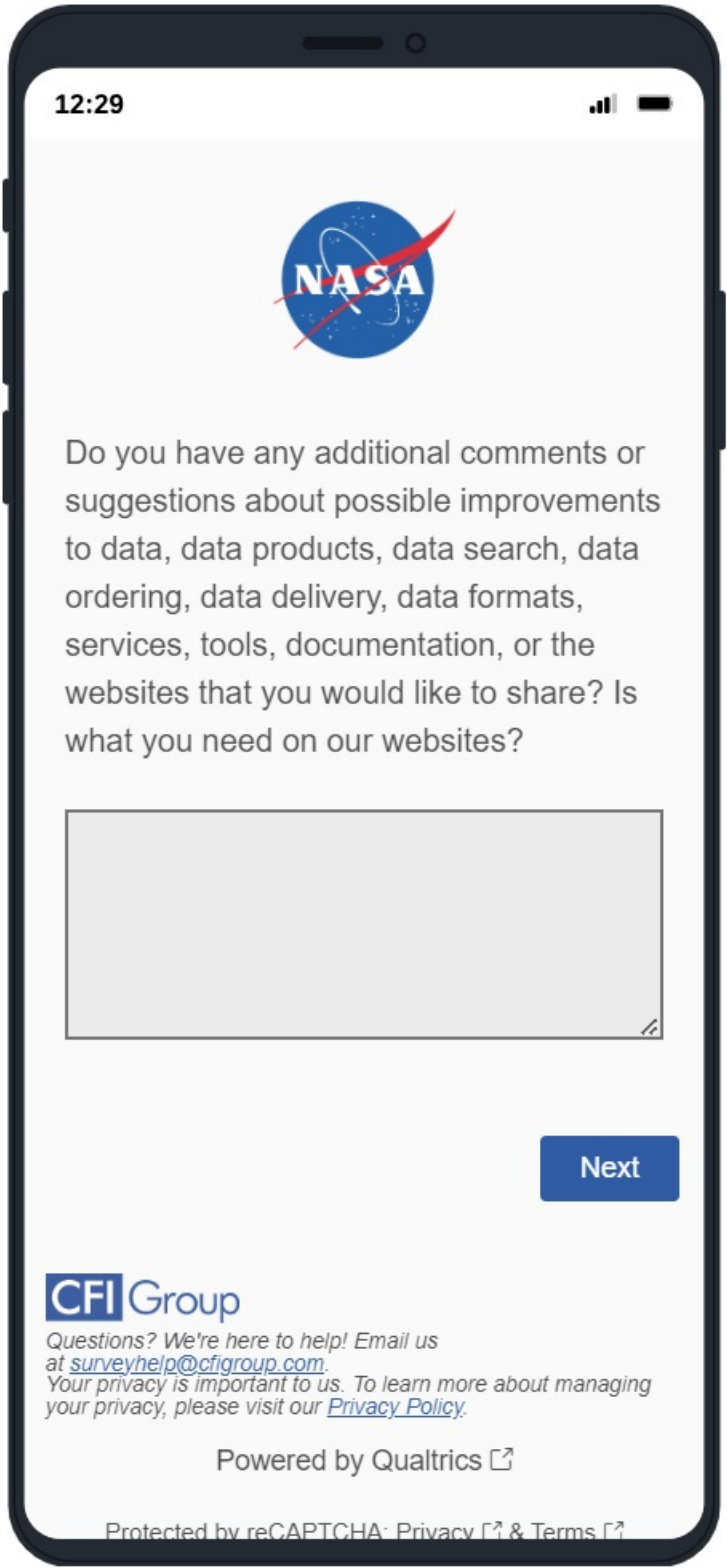
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Back

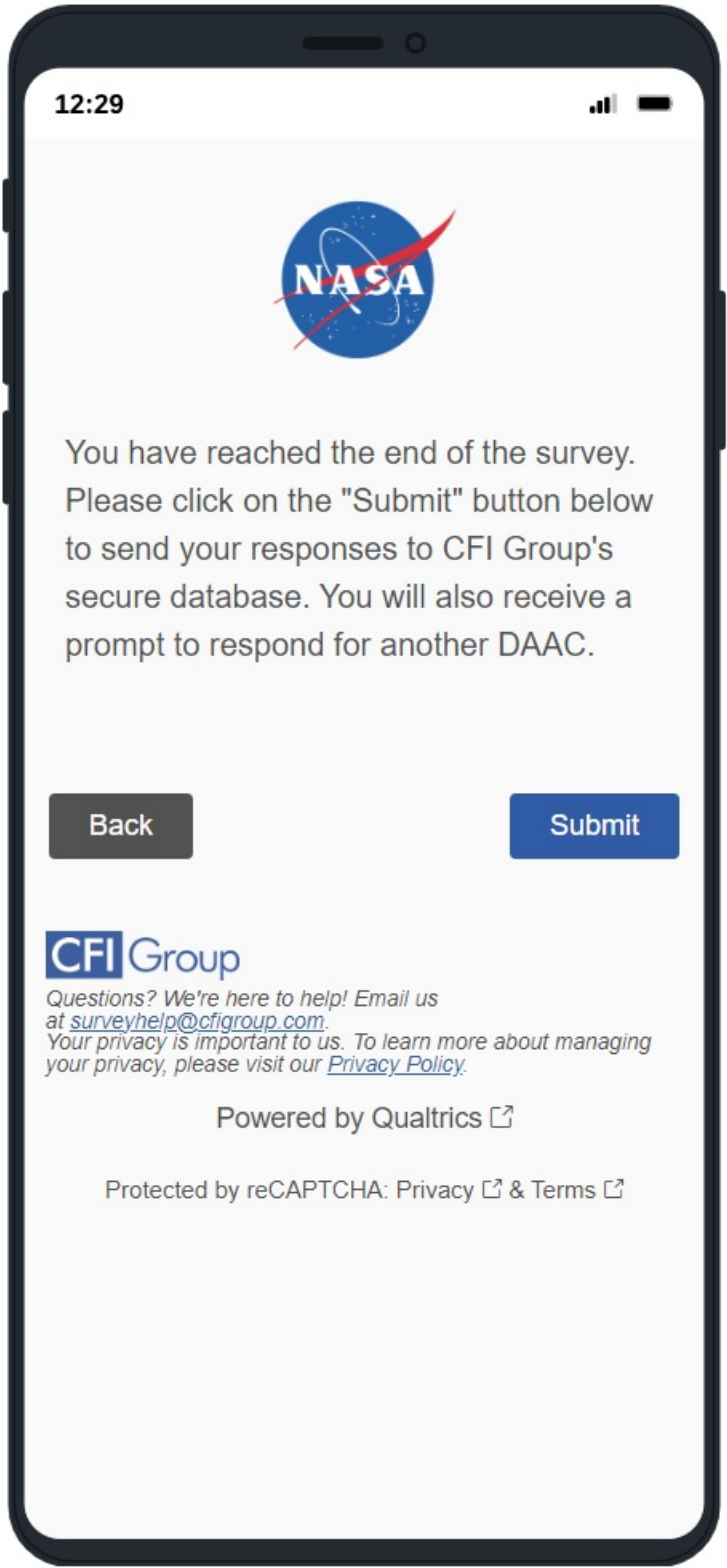
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