



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.

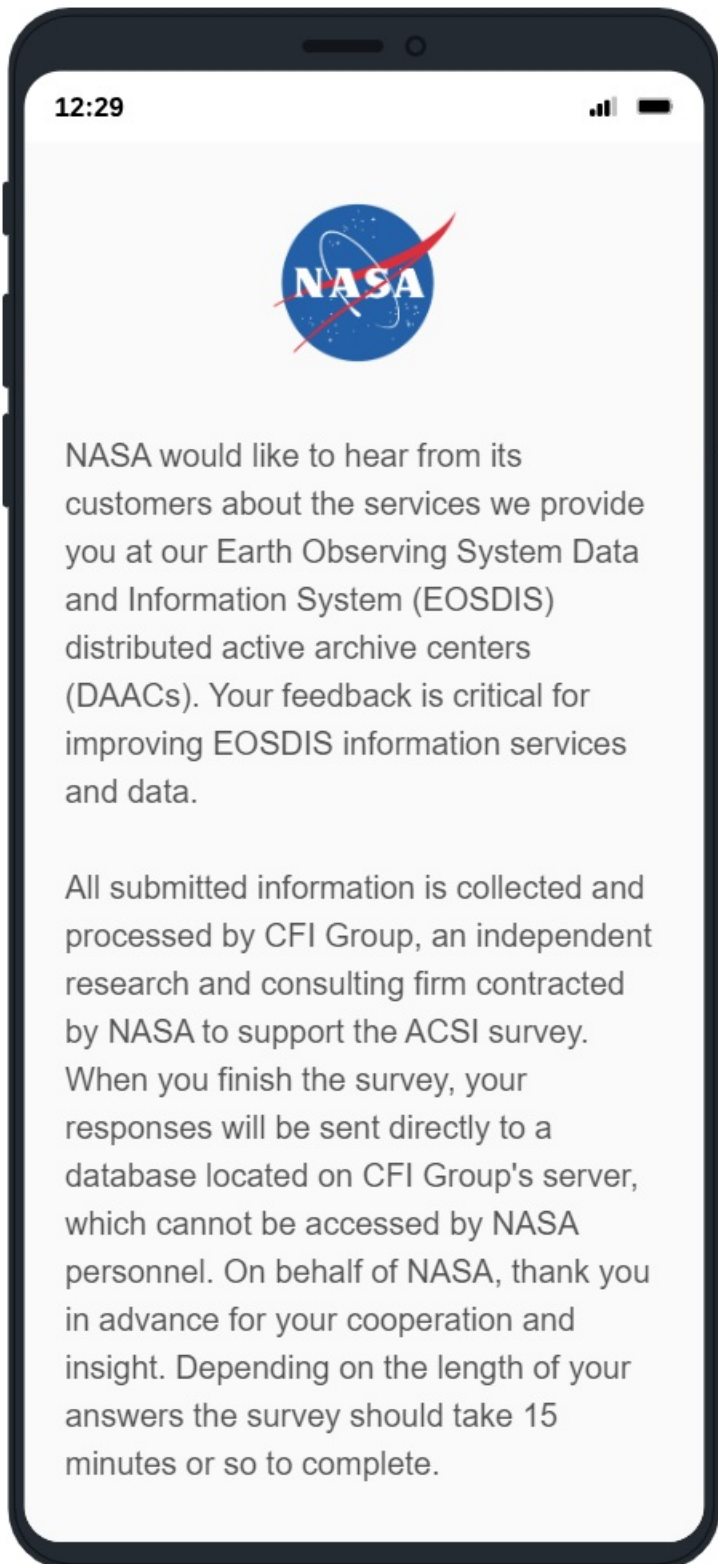
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

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.

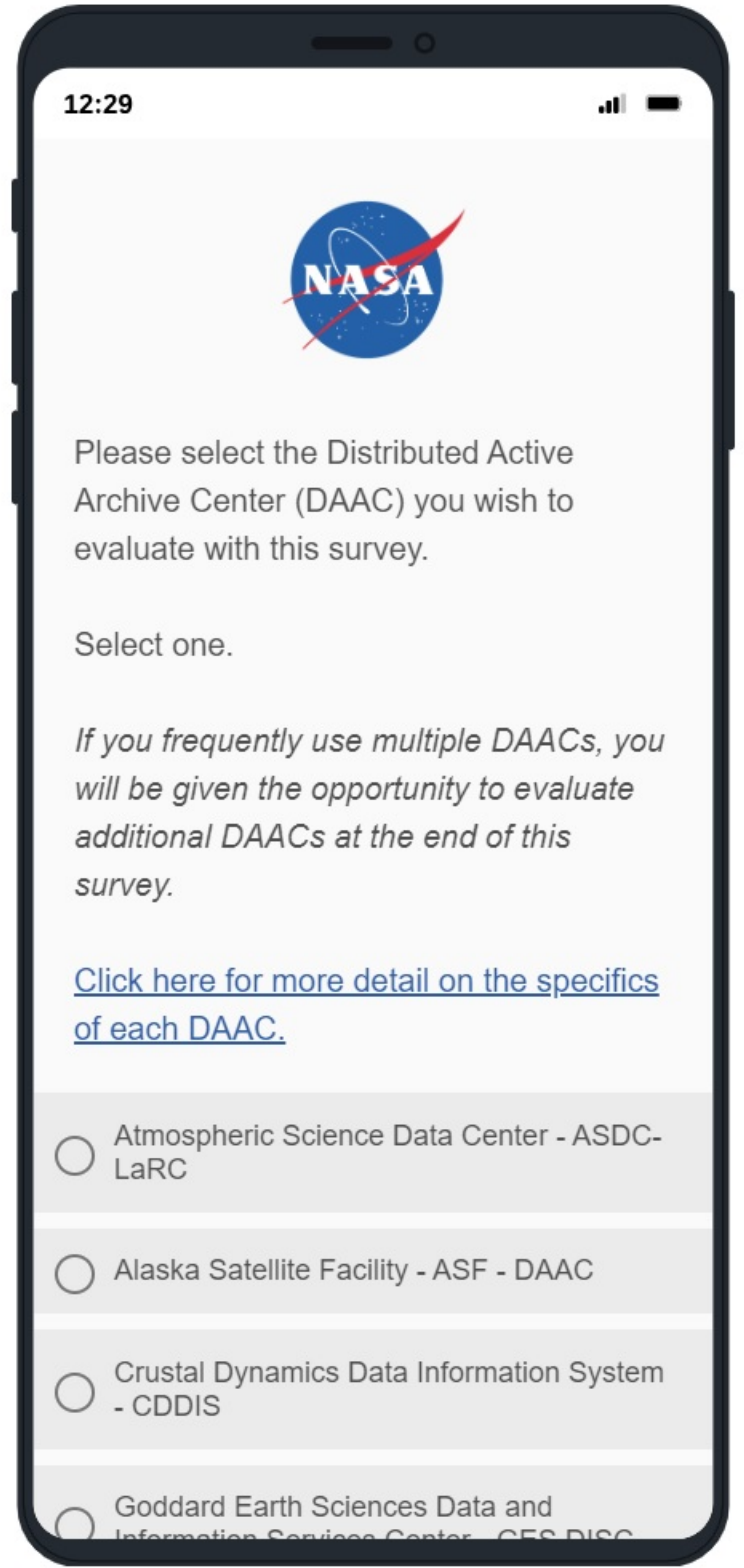
Select one.

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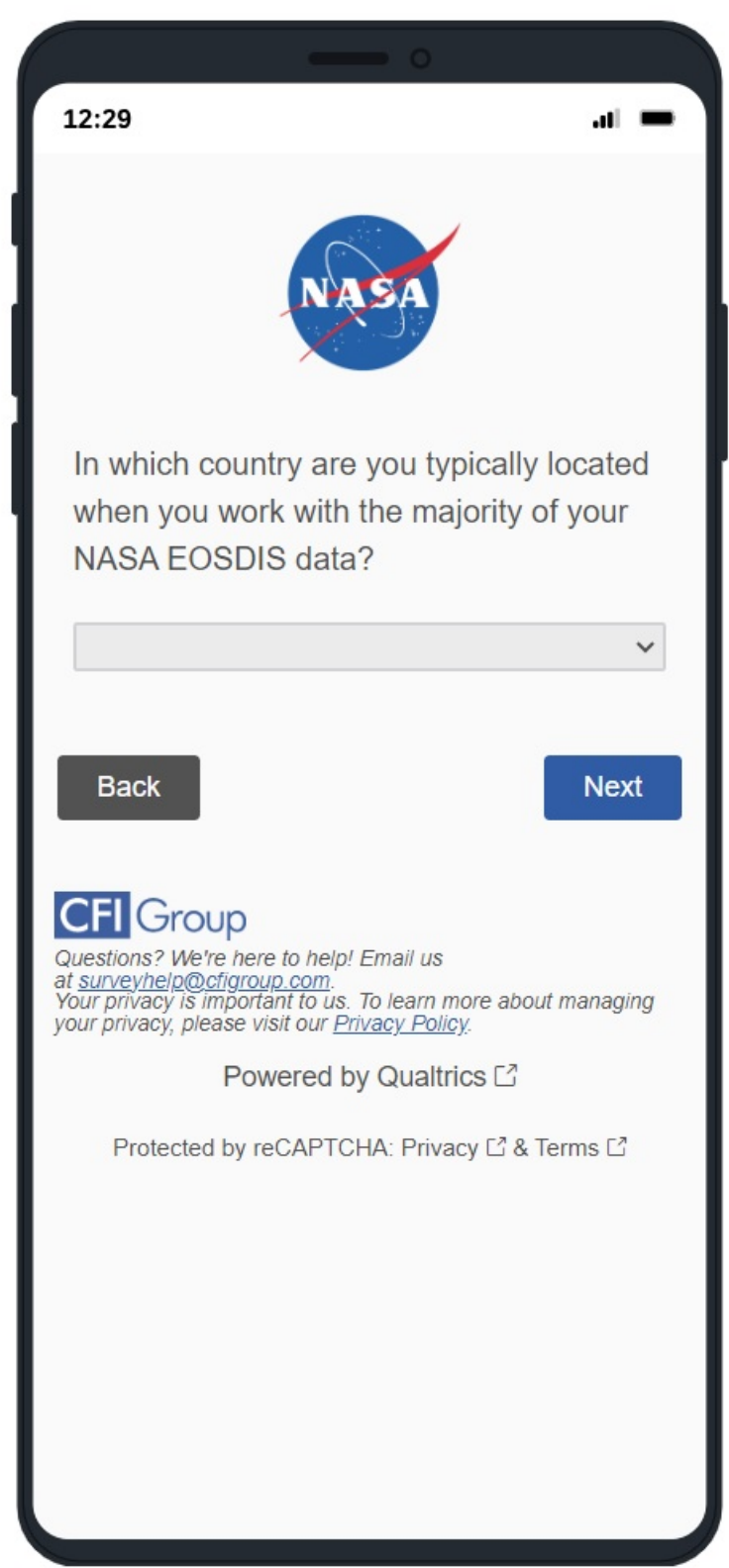
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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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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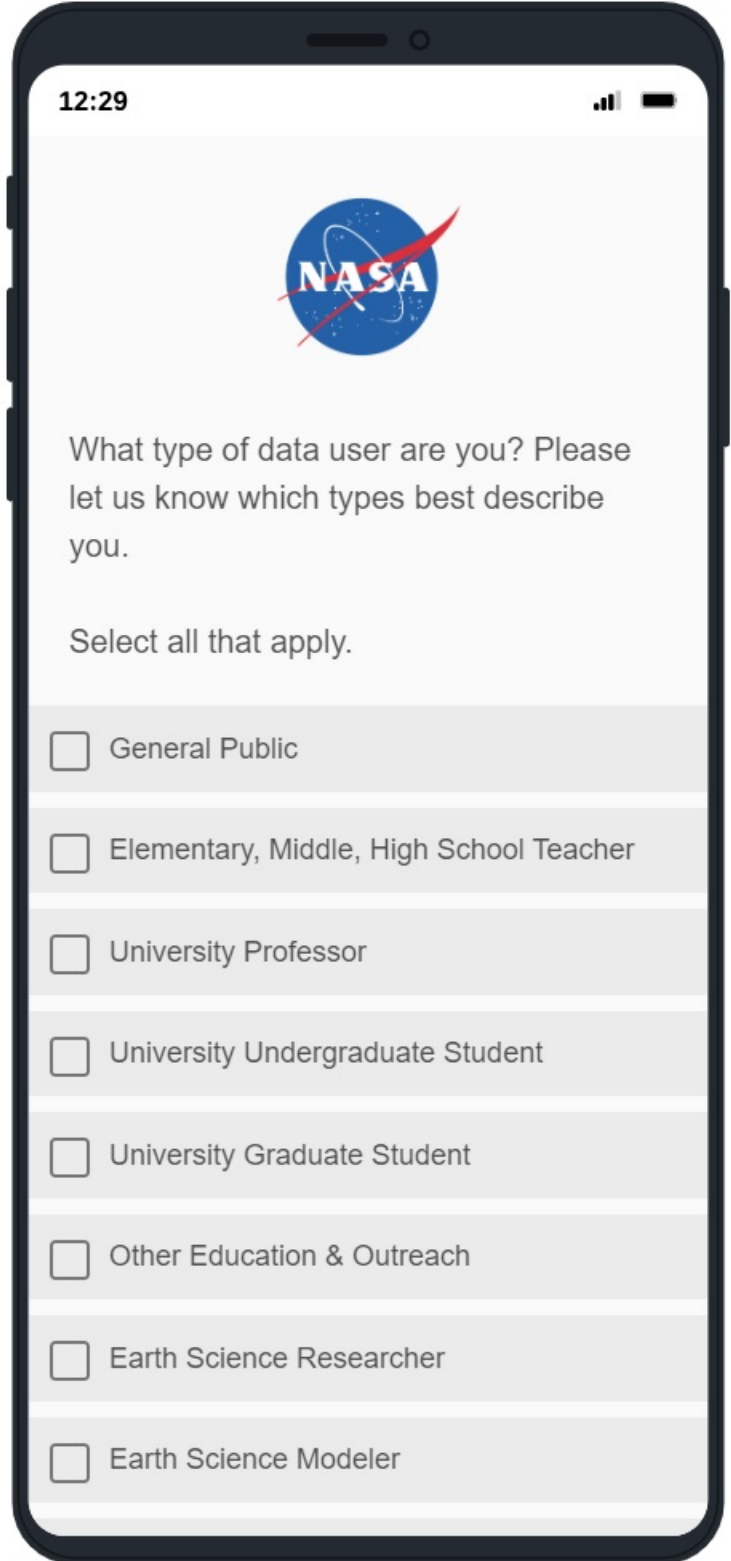
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Tools



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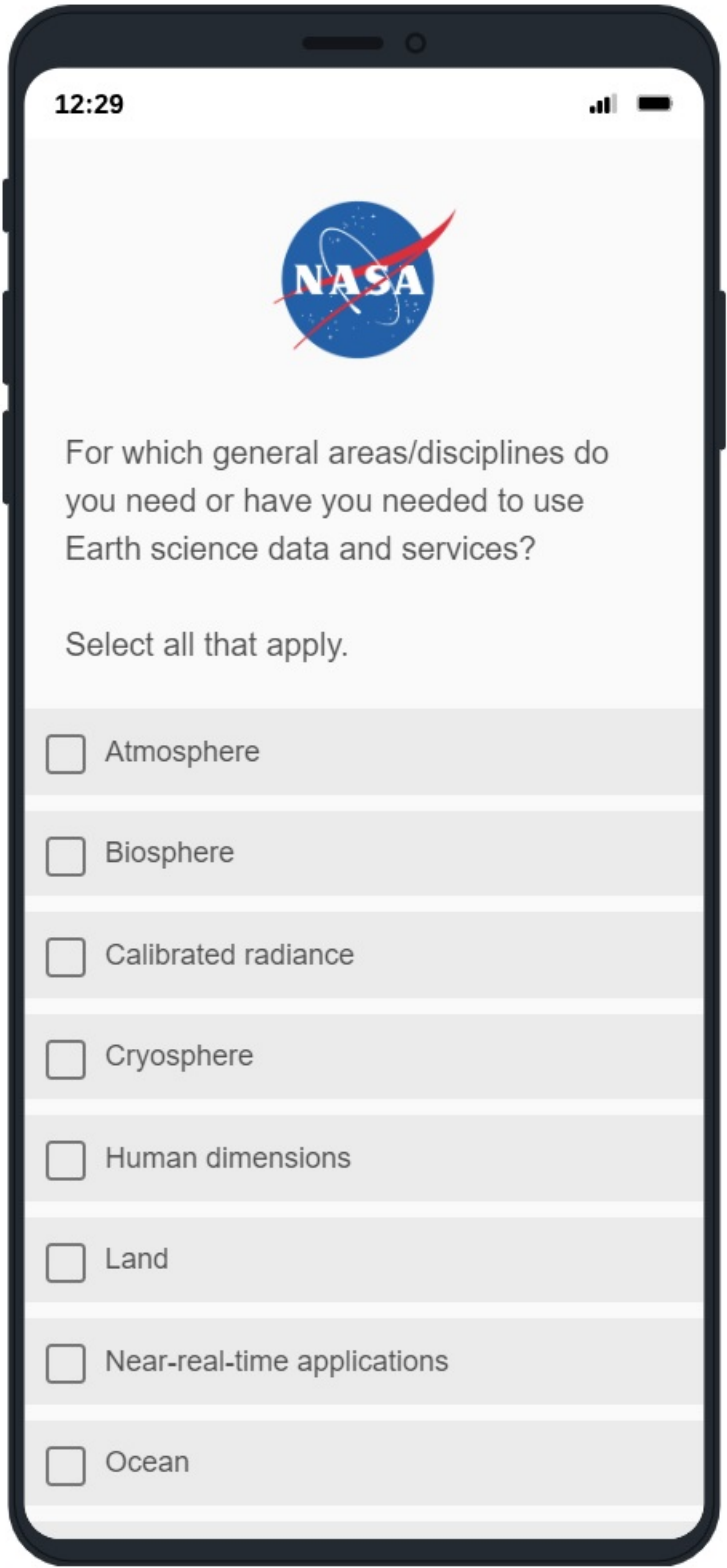
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Have you done any of the following from Atmospheric Science Data Center - ASDC-LaRC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

Back

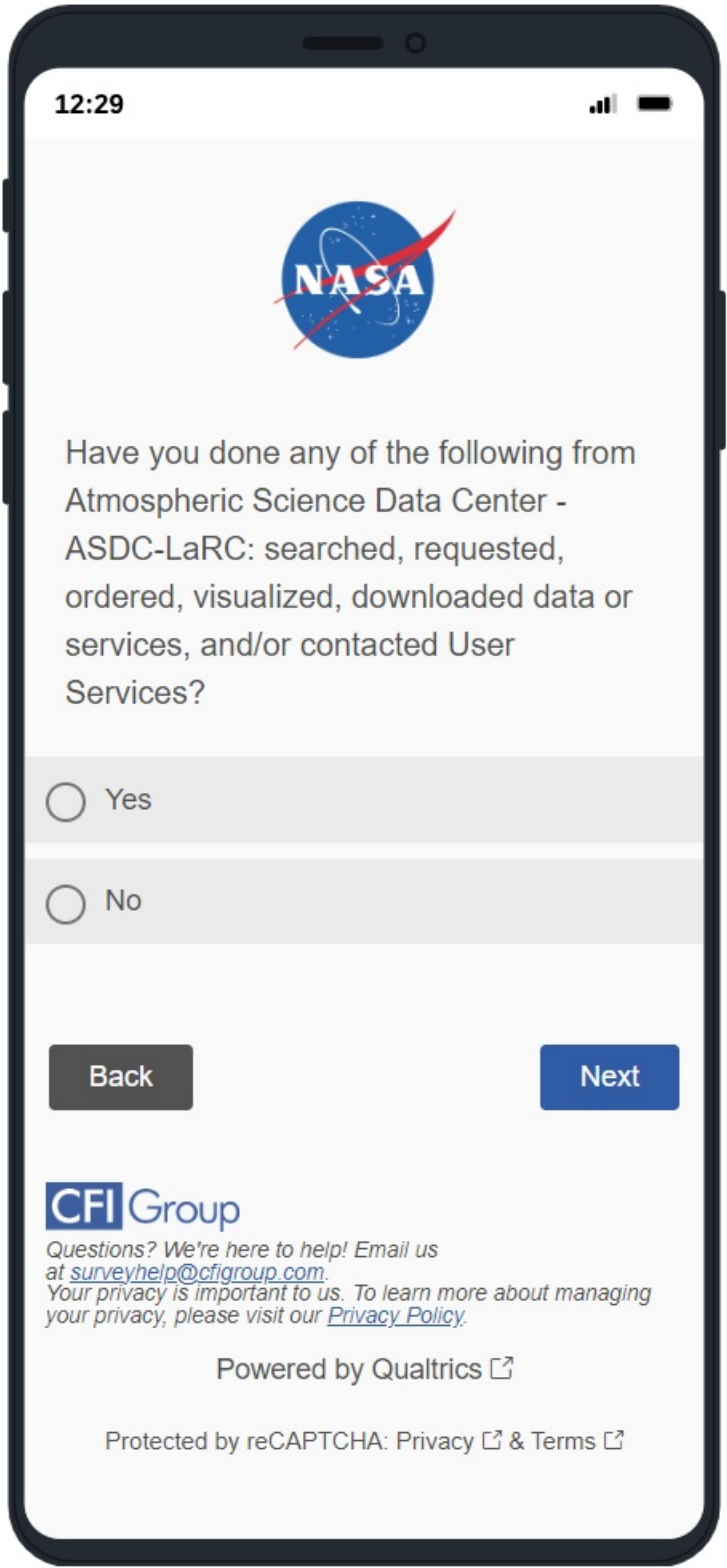
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Yes

No

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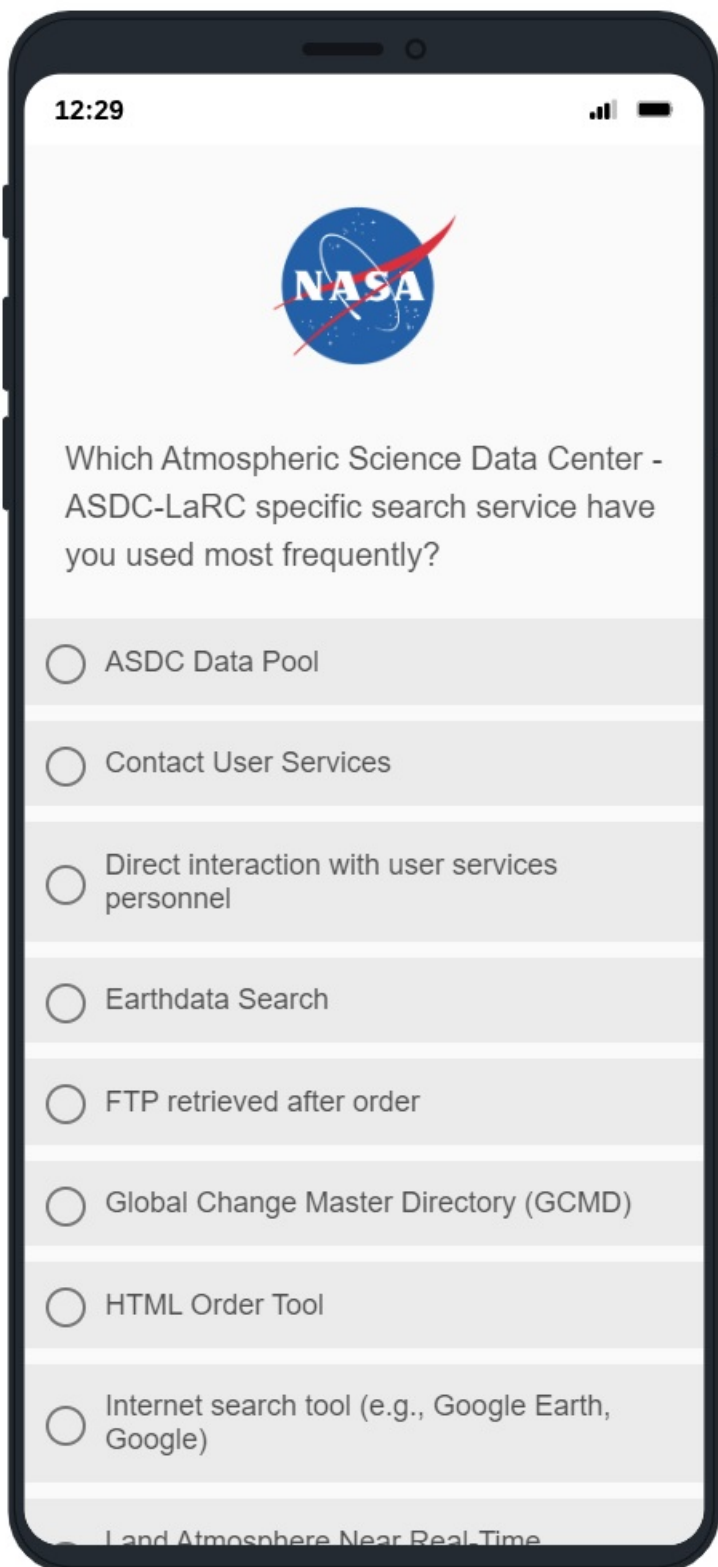
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Which Atmospheric Science Data Center - ASDC-LaRC specific search service have you used most frequently?

- 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

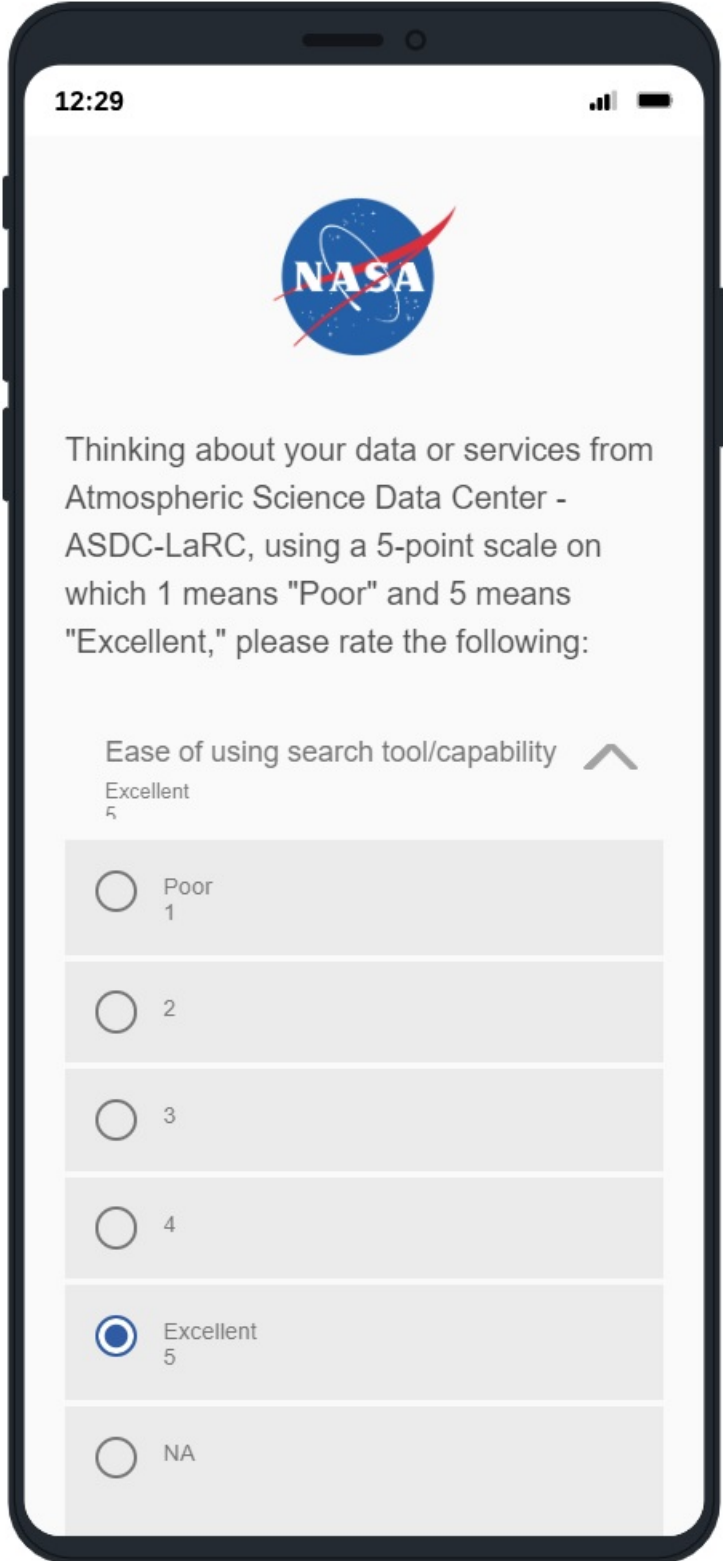
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Thinking about your data or services from Atmospheric Science Data Center - ASDC-LaRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent
5



How well the search results met your needs

Excellent
5



Poor
1

2

3

4

Excellent
5

NA

Back

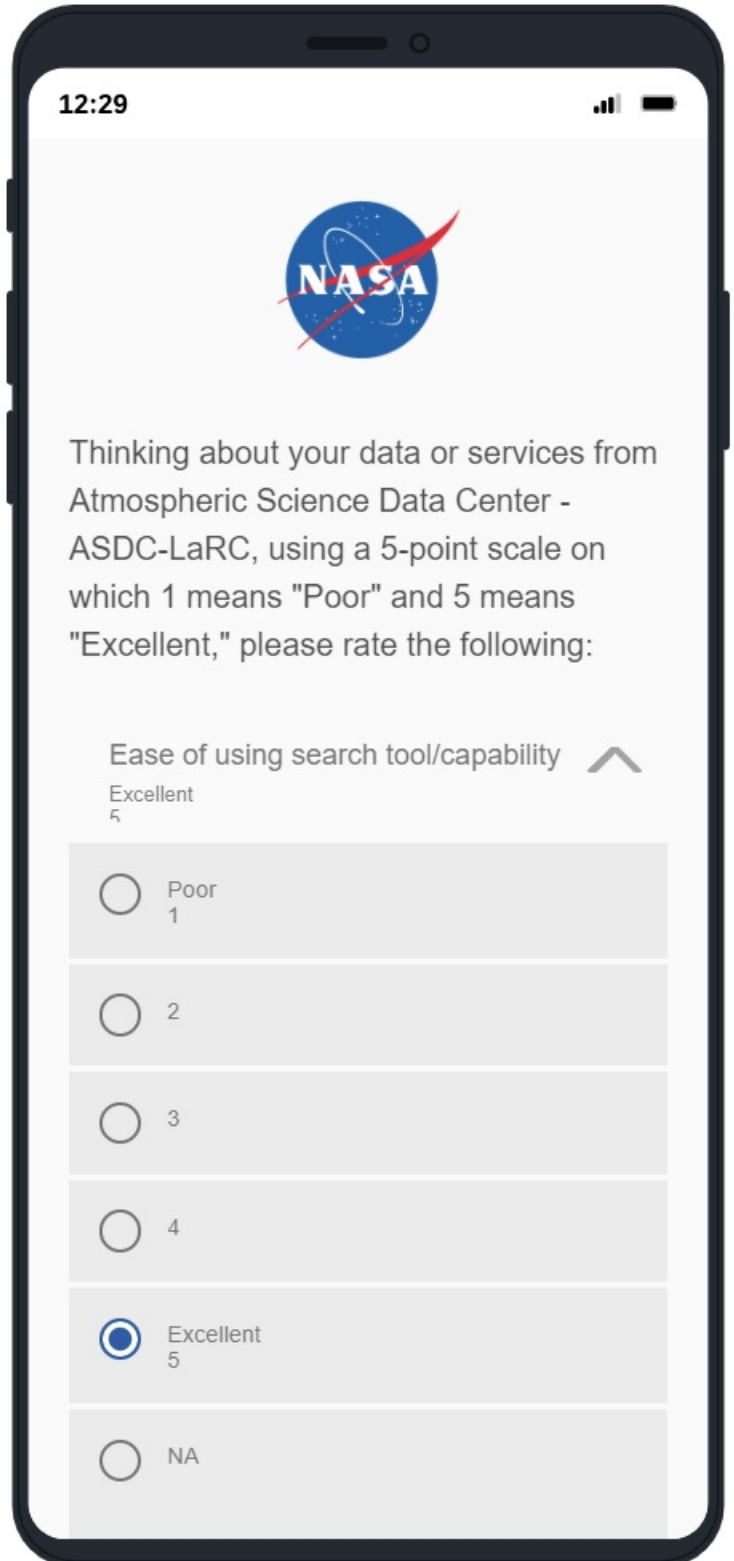
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Tools



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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Clear

Tools



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.

Text input area for survey response

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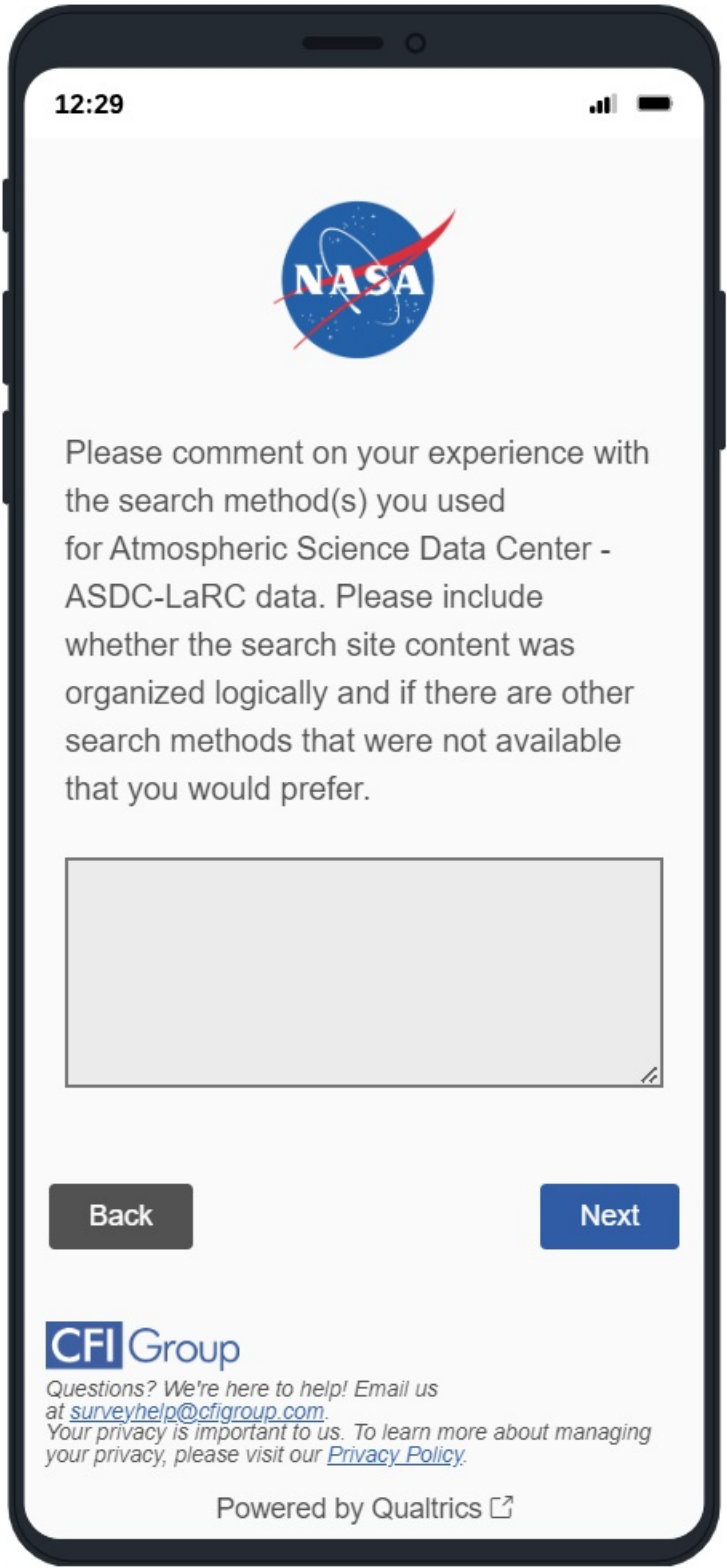
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Text input area for survey response on mobile

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Tools



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

Yes

No

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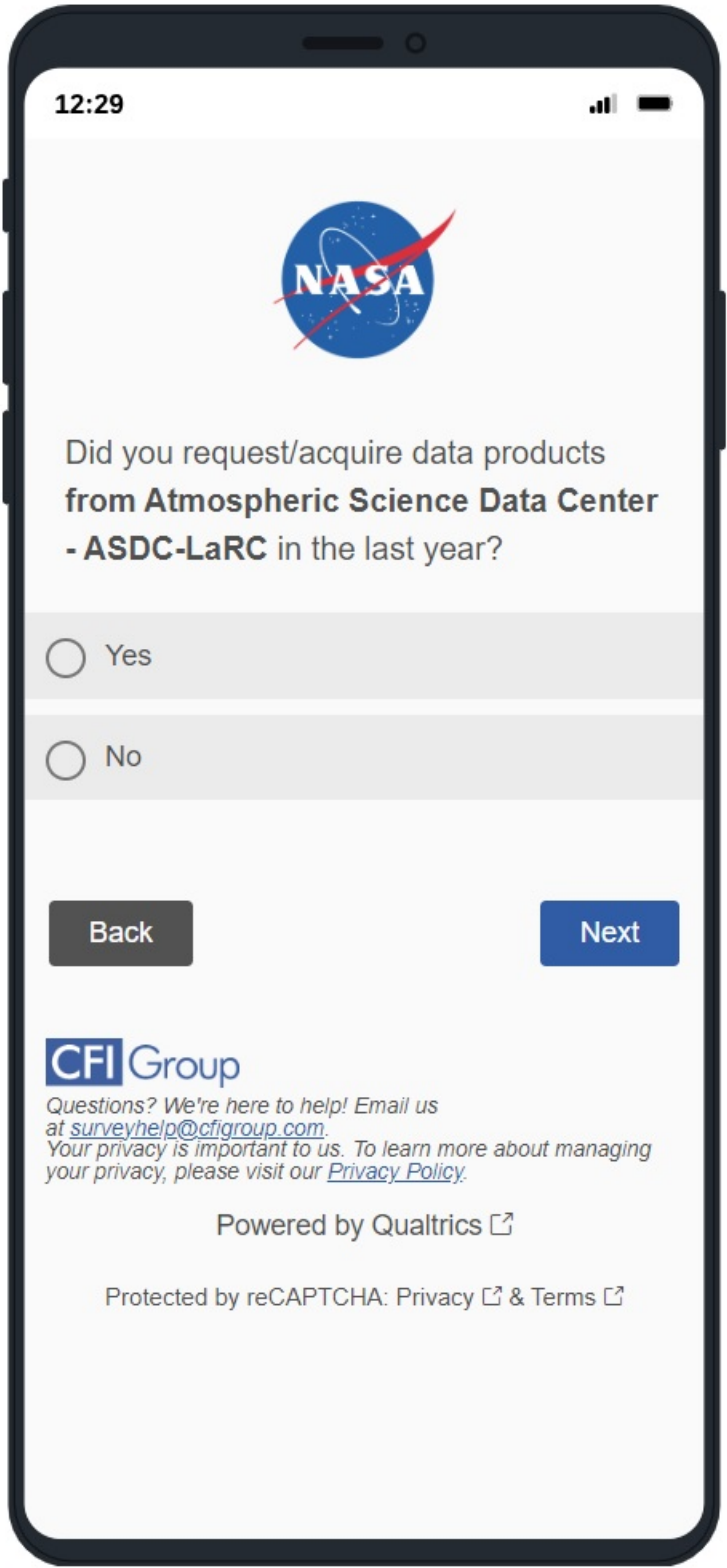
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Did you request/acquire data products from **Atmospheric Science Data Center - ASDC-LaRC** in the last year?

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



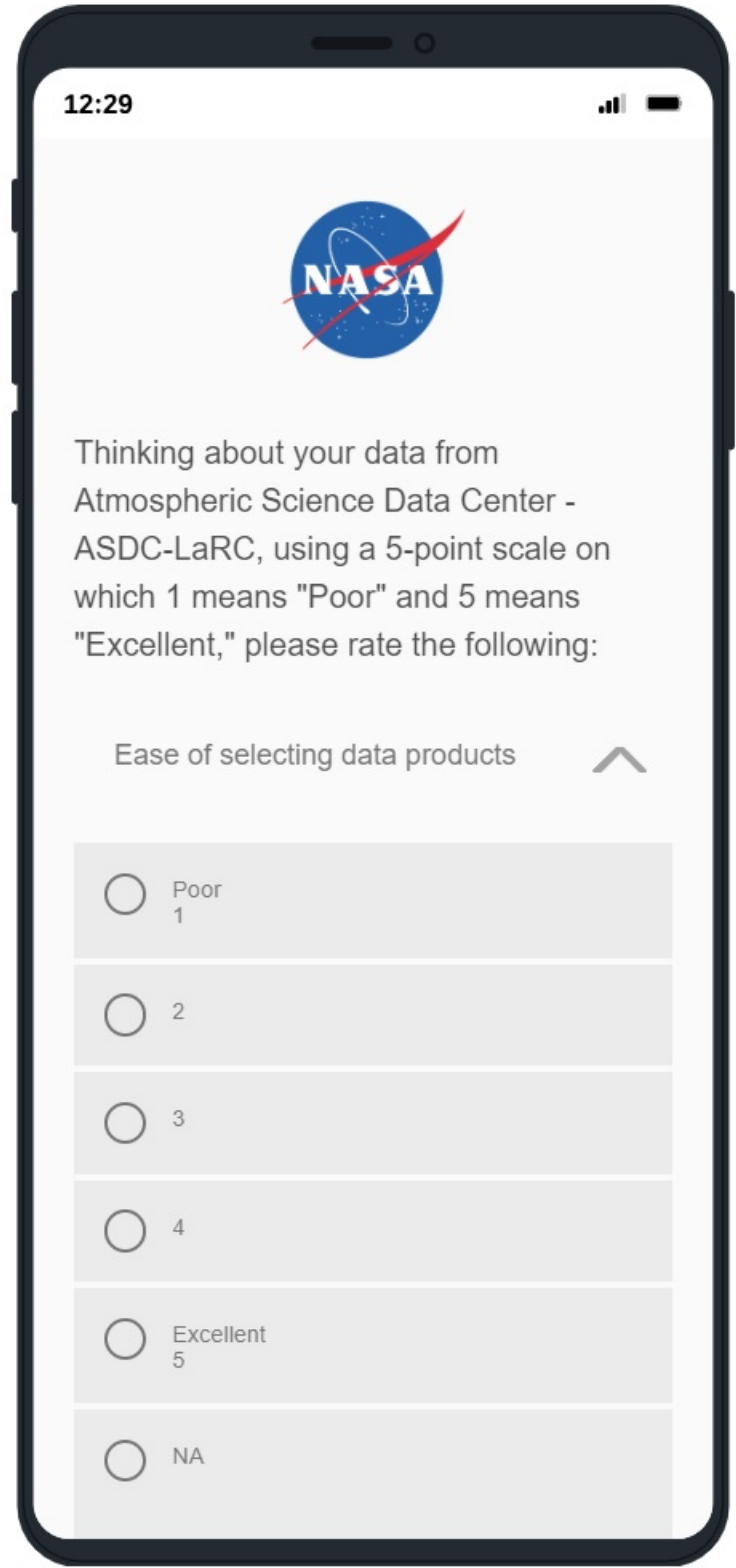
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Ease of selecting data products



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



Poor 1

2

3

4

Excellent 5

NA

Direct downloads



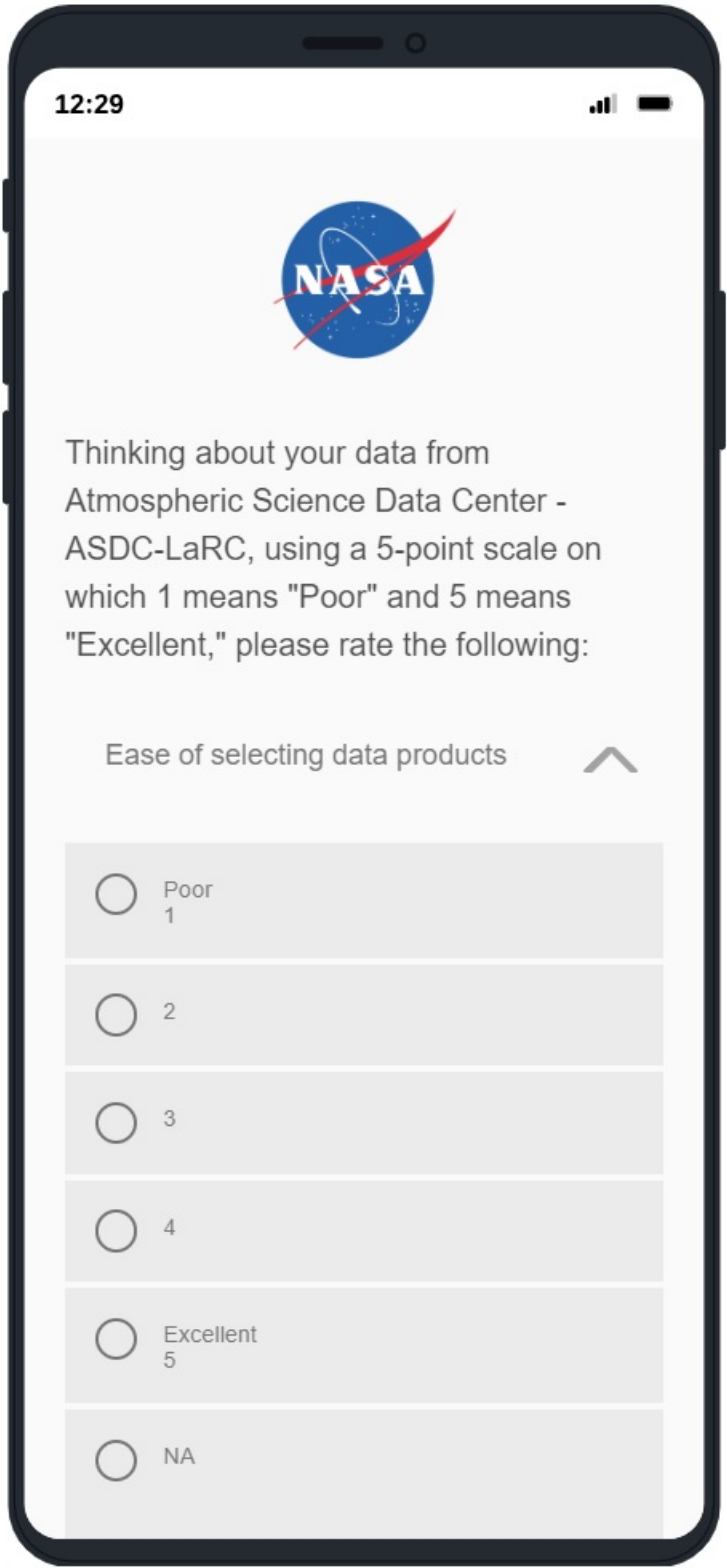
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Ease of selecting data products



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

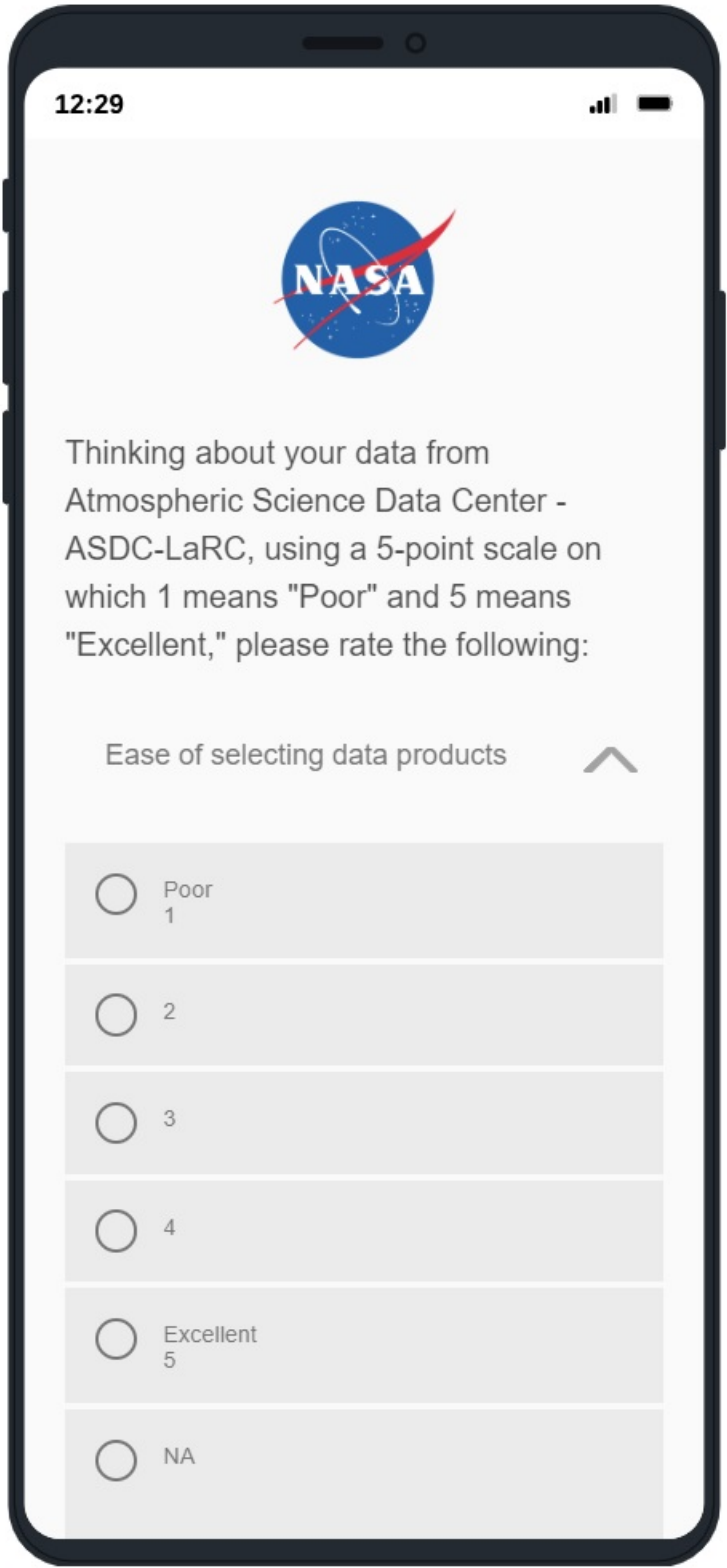
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Thinking about your data from Atmospheric Science Data Center - ASDC-LaRC, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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

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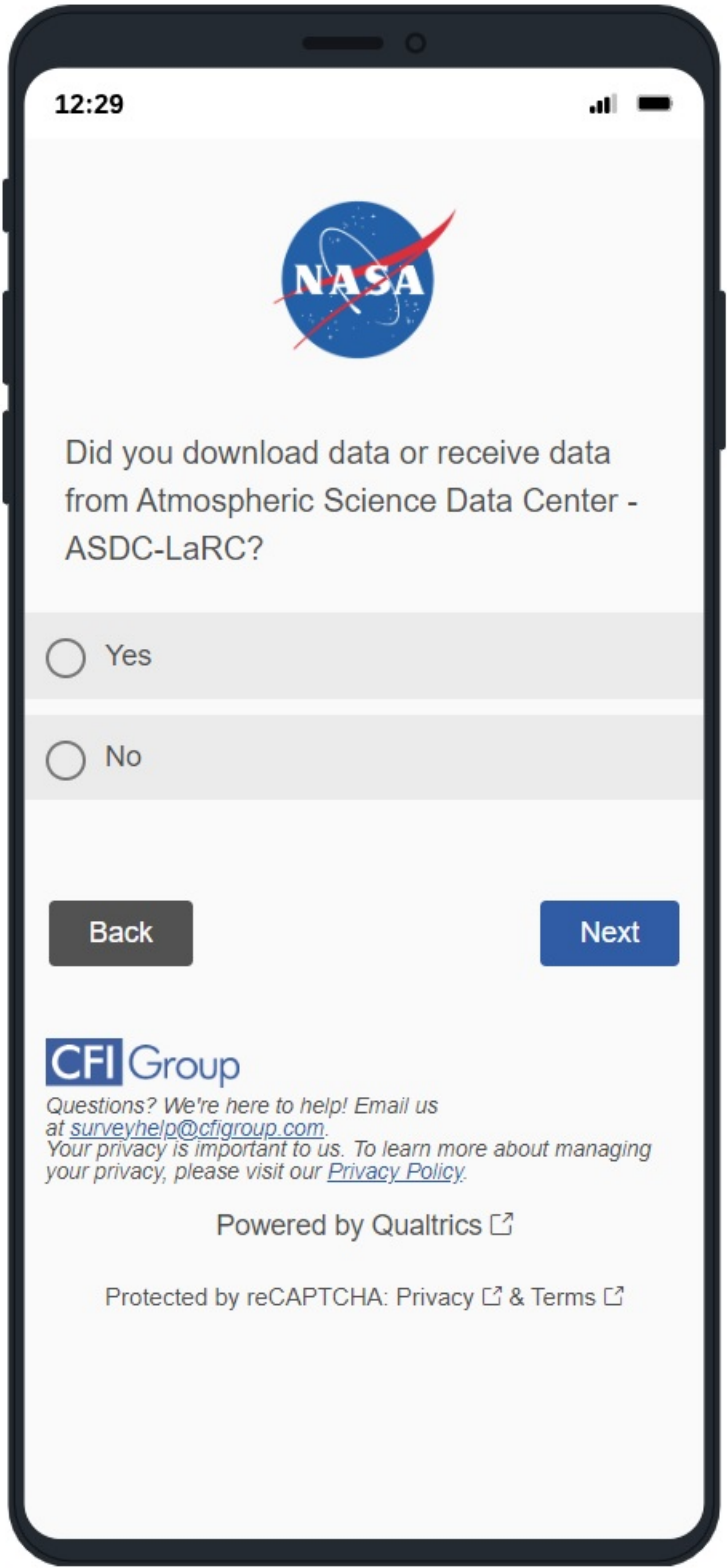
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Did you download data or receive data from Atmospheric Science Data Center - ASDC-LaRC?

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

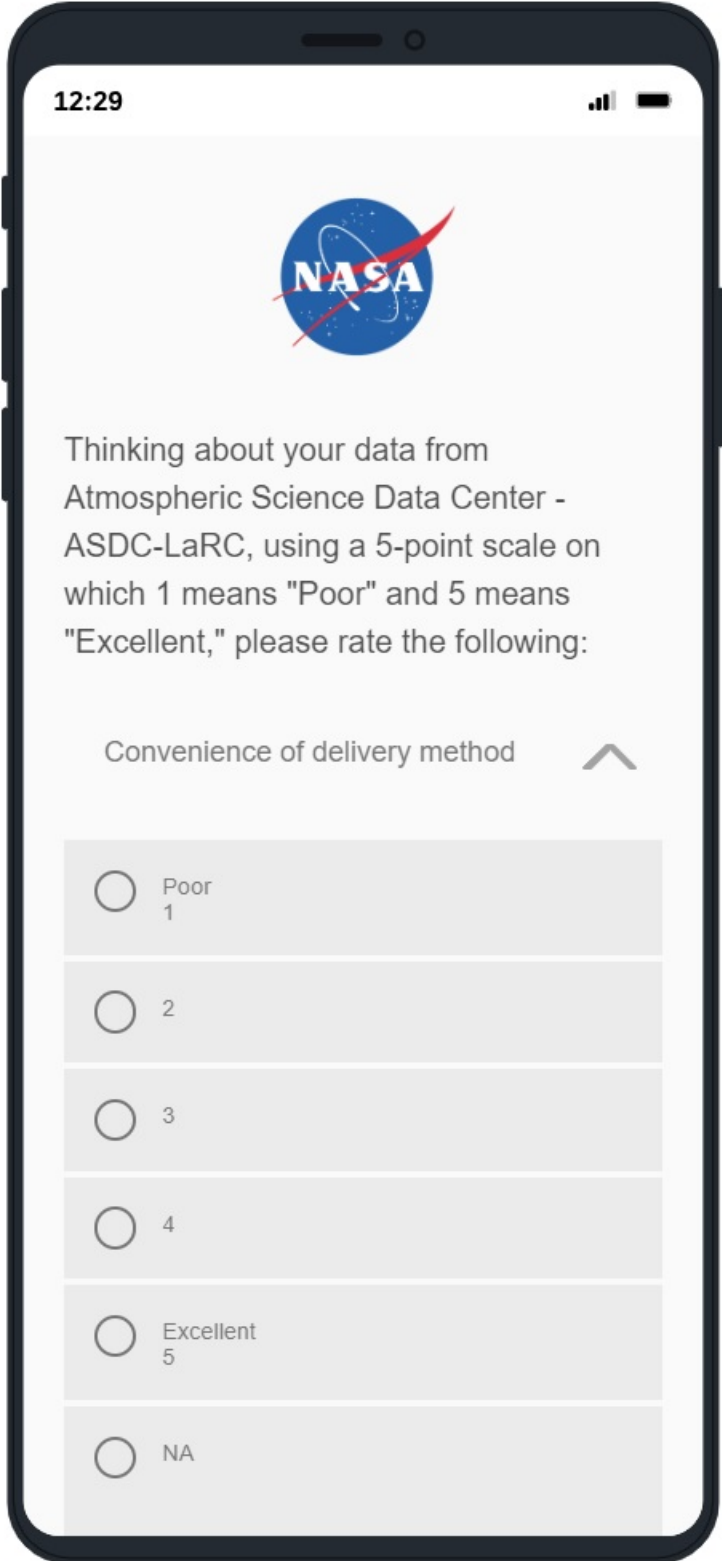
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Tools



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 for user feedback.

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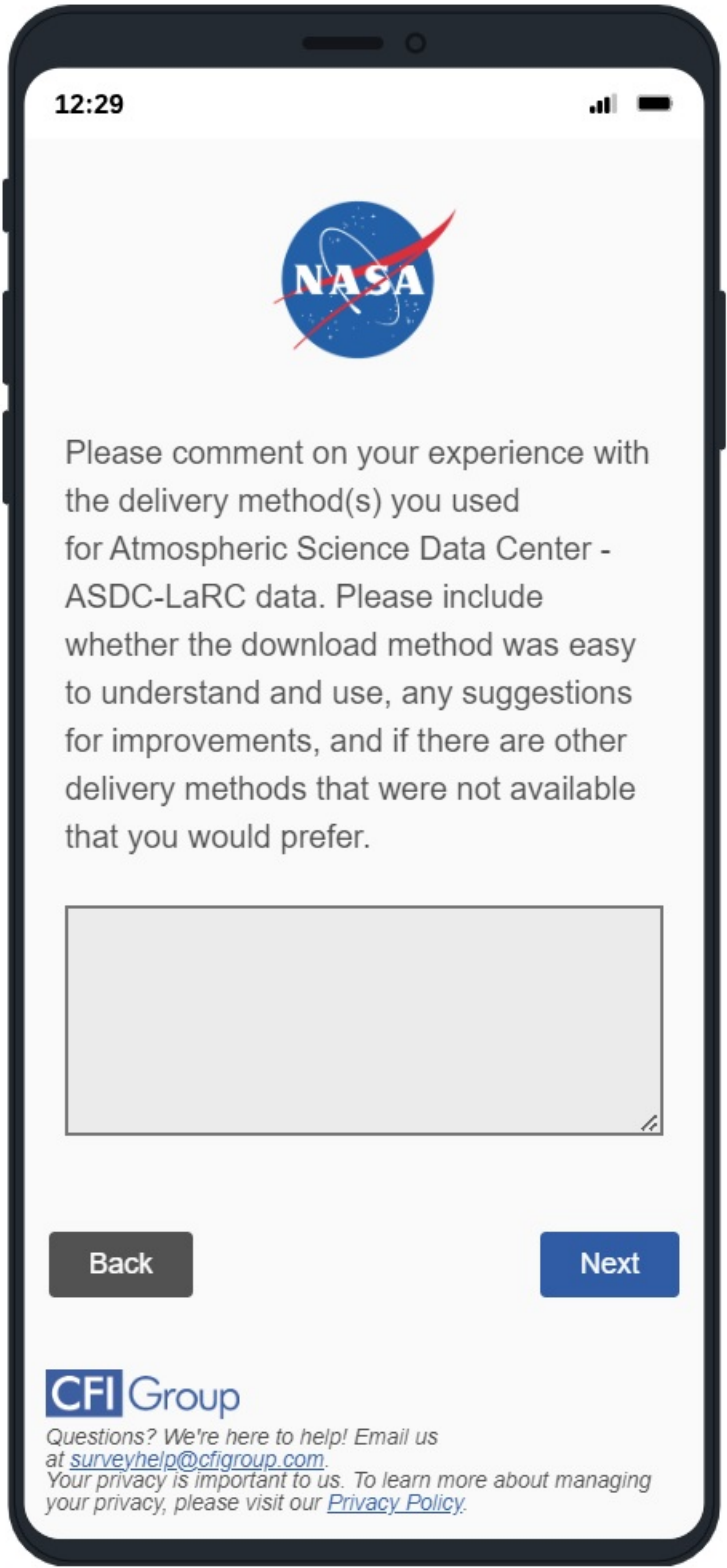
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Empty text input box for user feedback on mobile view.

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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)



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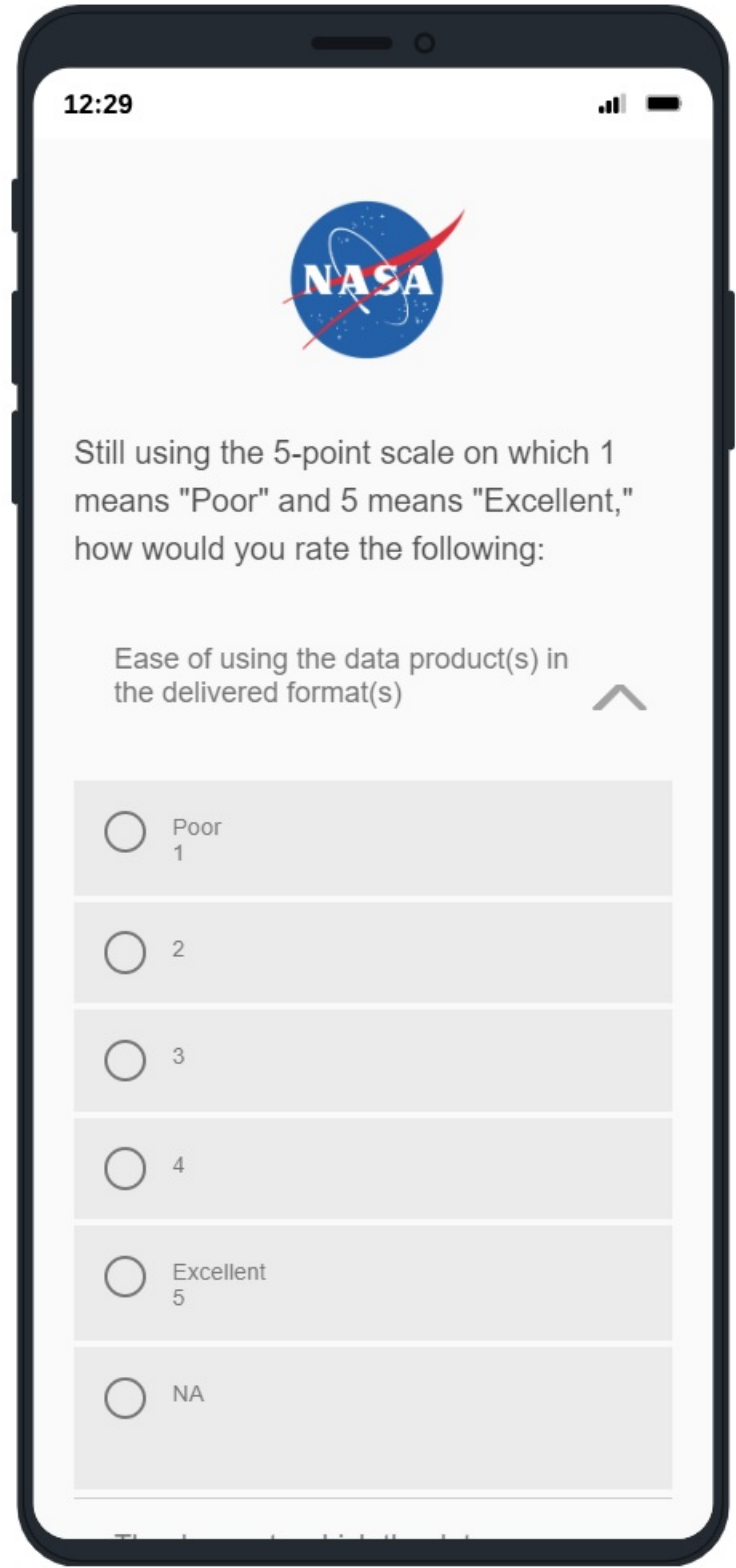
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Ease of using the data product(s) in the delivered format(s)



Poor 1

2

3

4

Excellent 5

NA

Restart Survey

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Tools



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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

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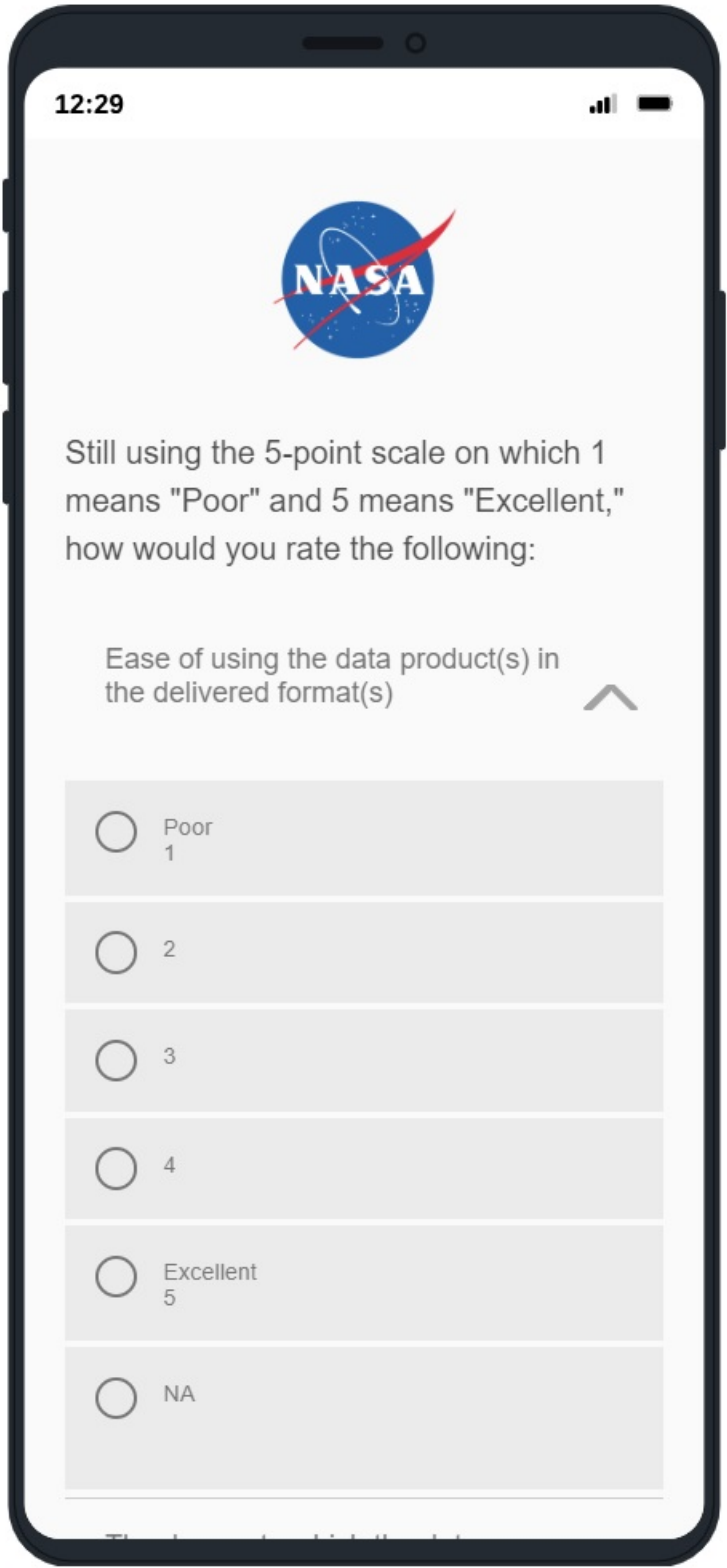
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Tools



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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

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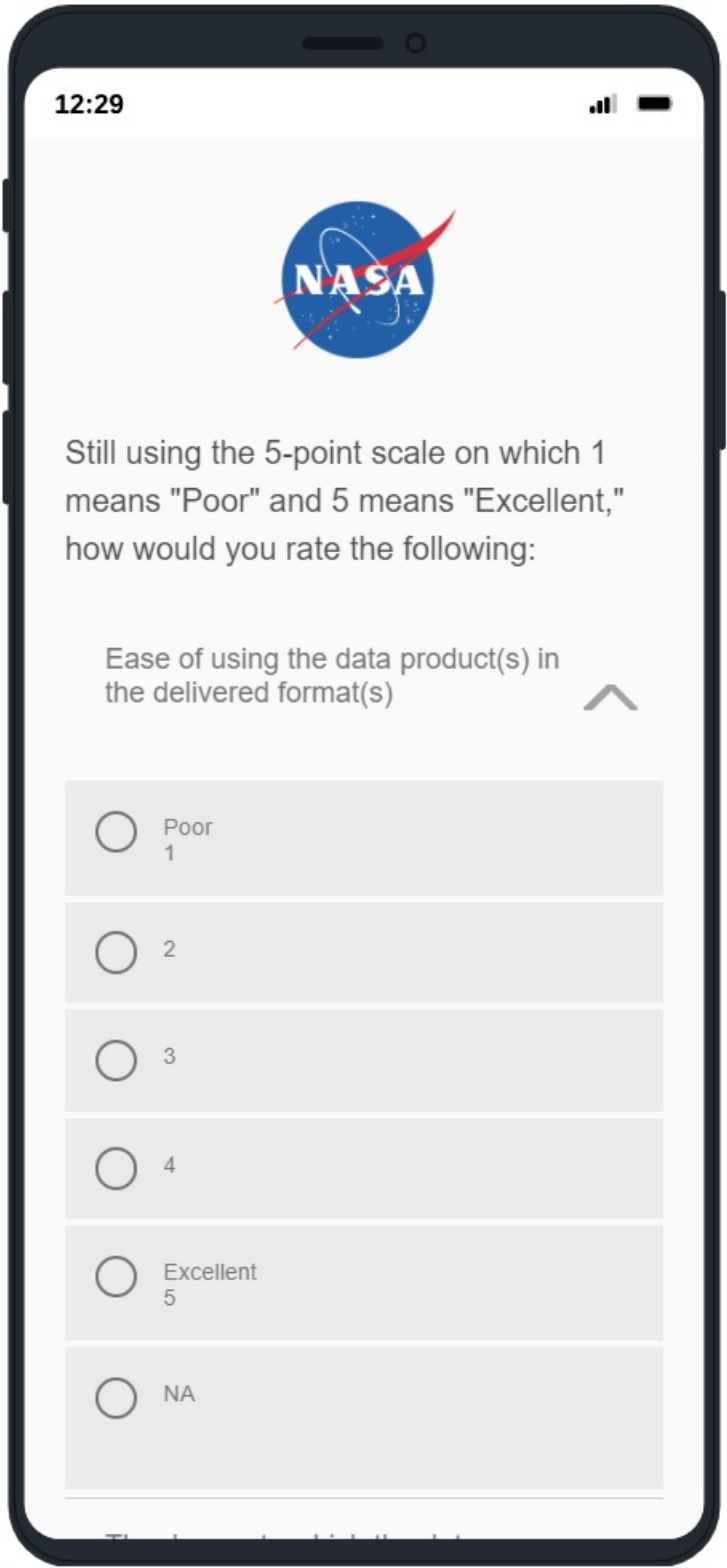
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

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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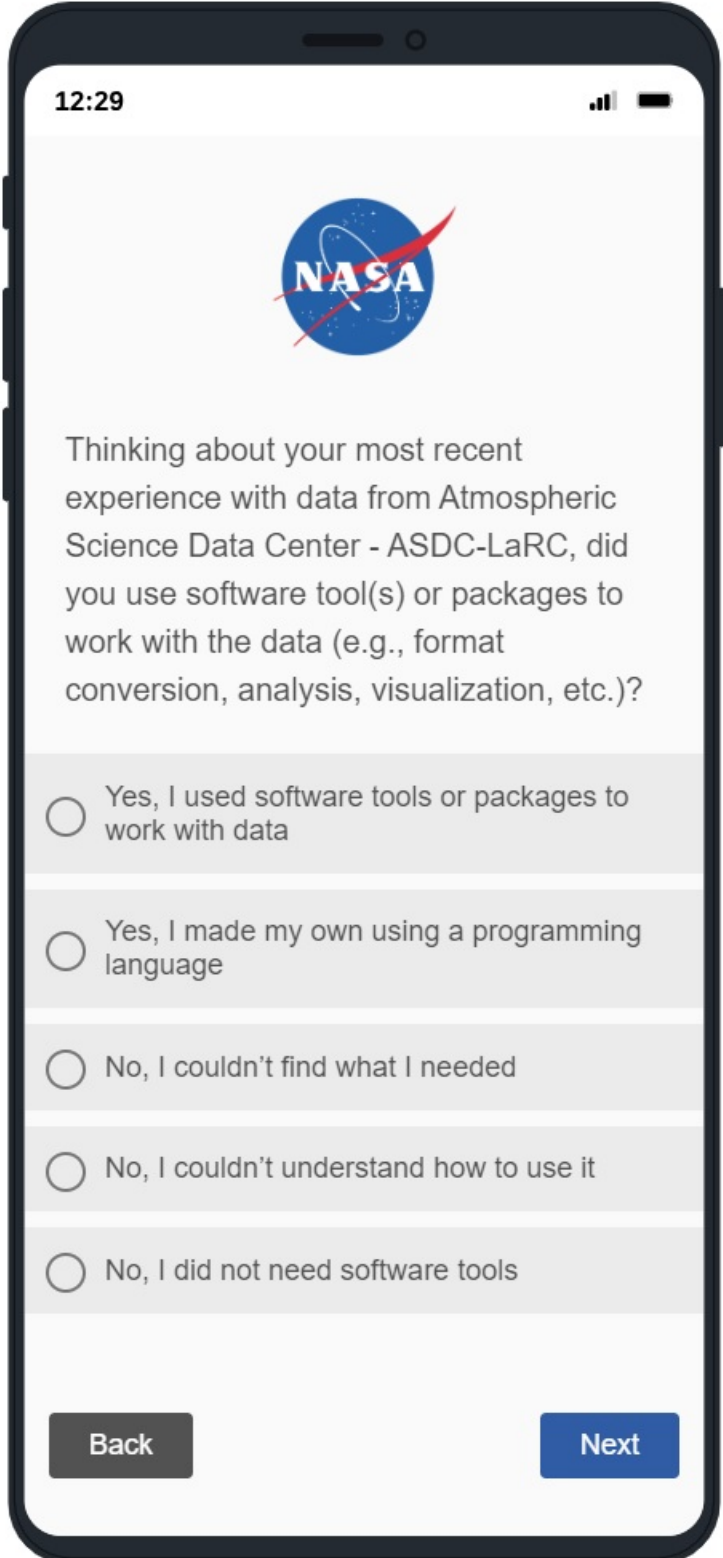
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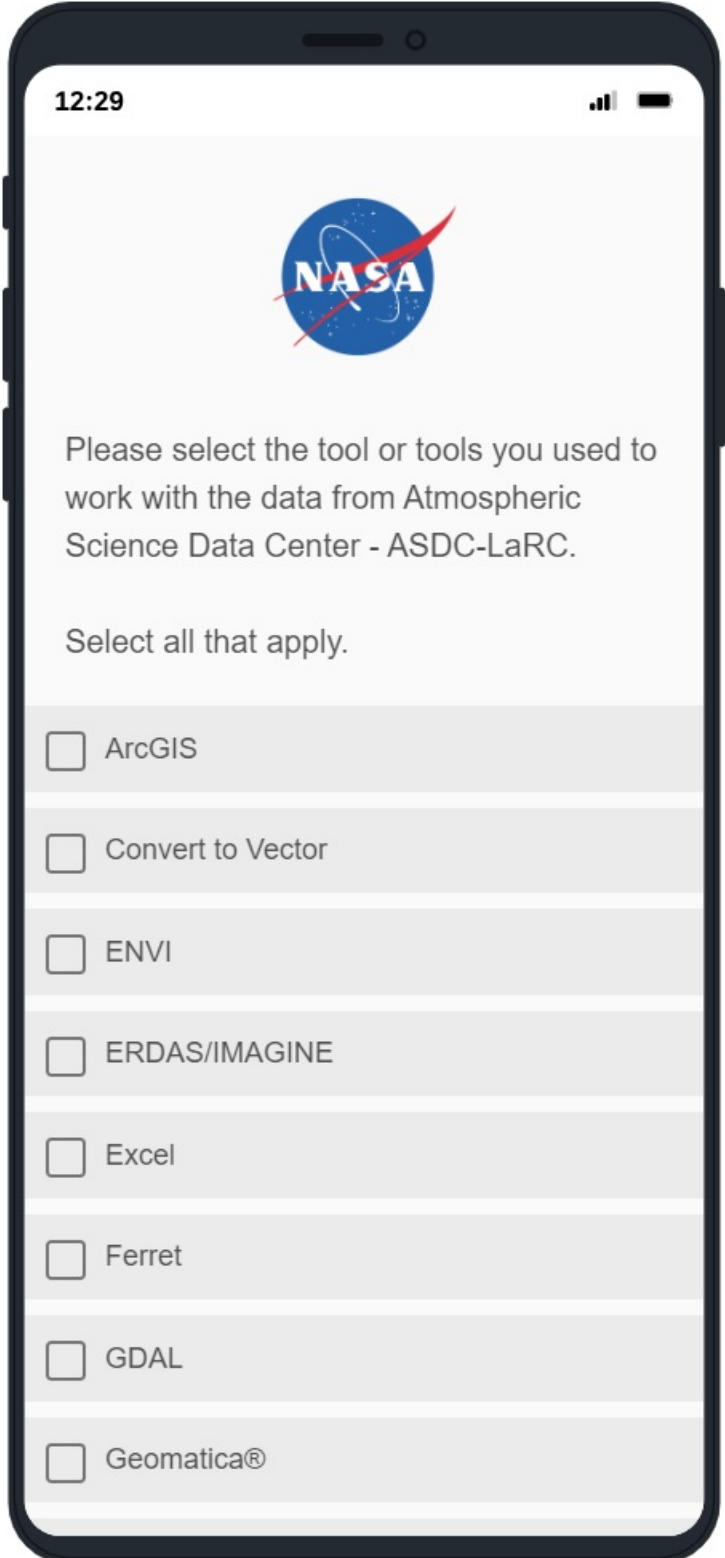
Tools



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

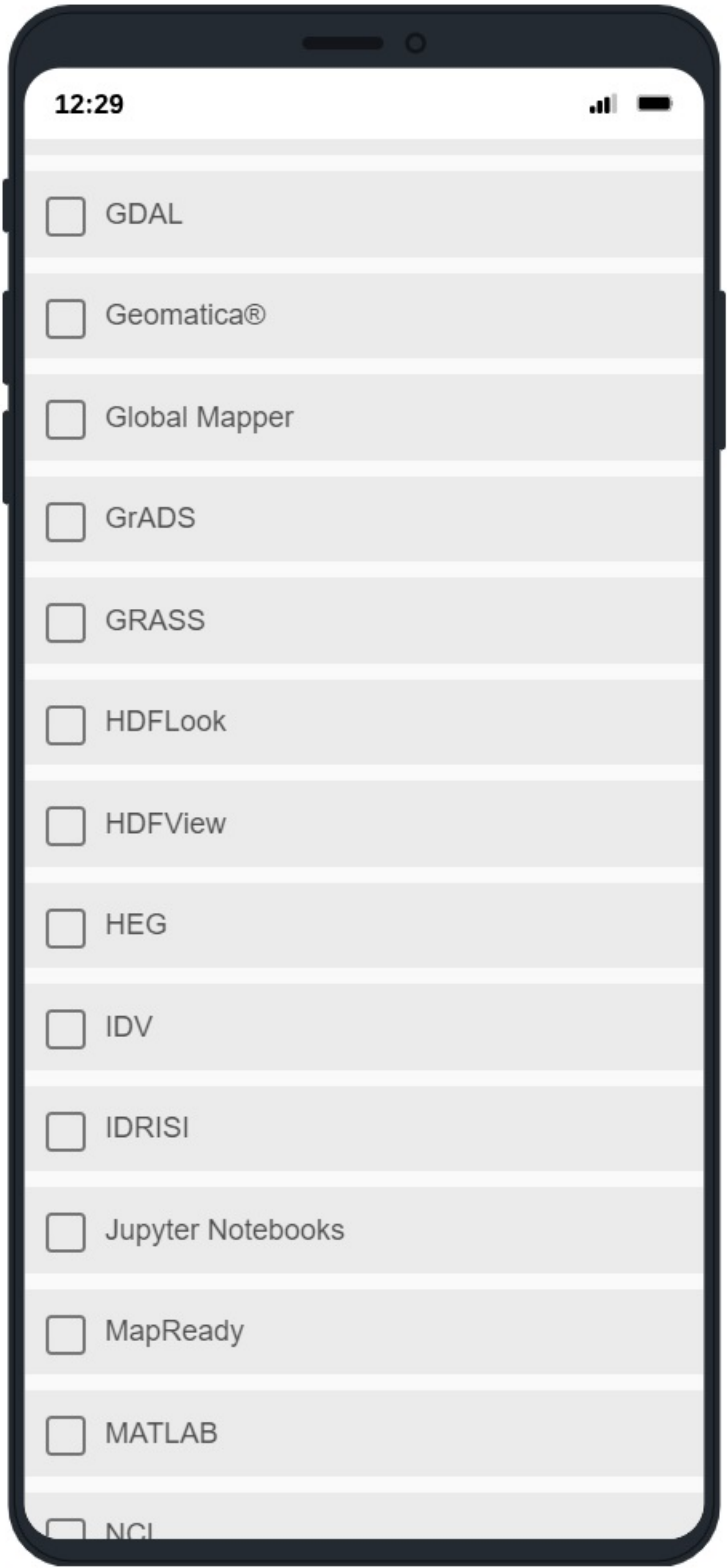
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Which programming language do you generally use to work with data?

Select all that apply.

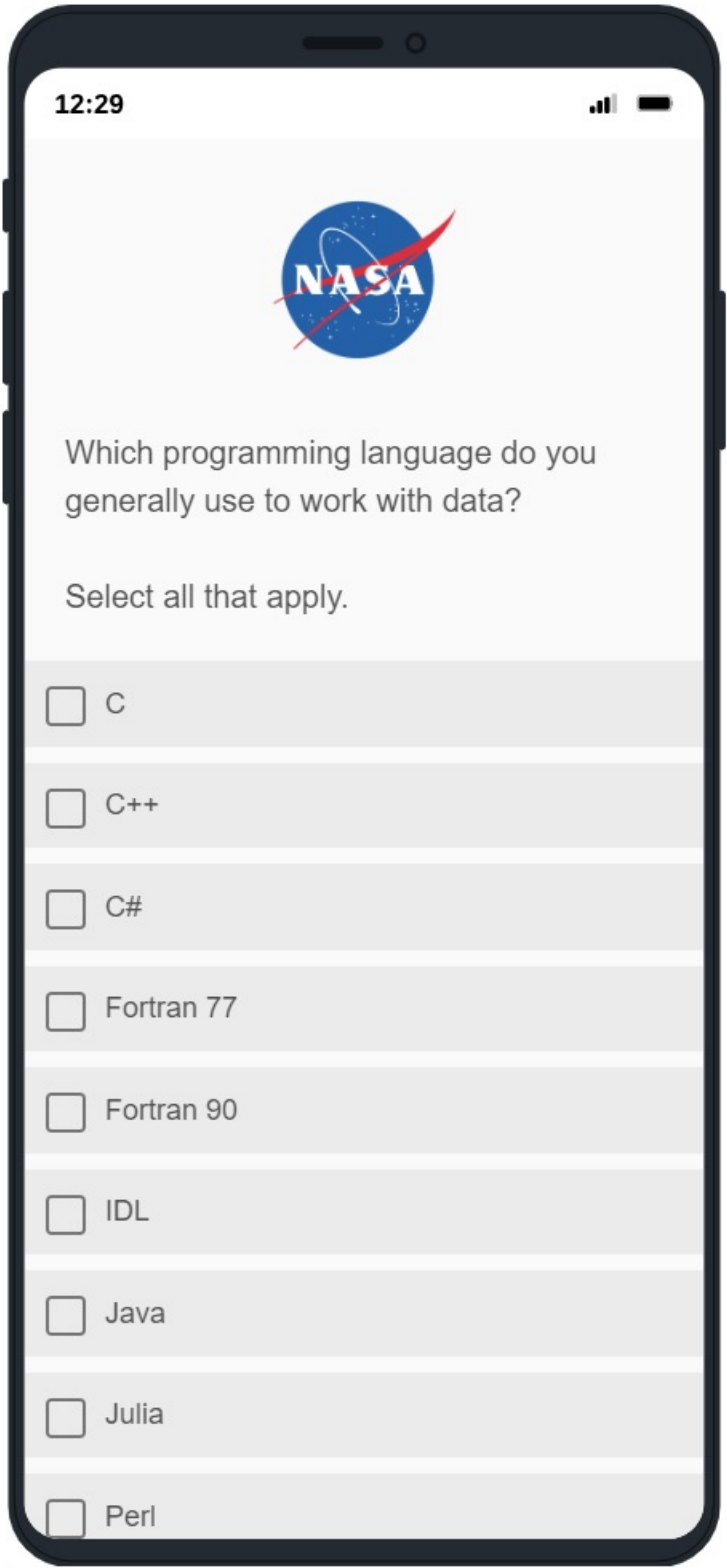
- C
- C++
- C#
- Fortran 77
- Fortran 90
- IDL
- Java
- Julia
- Perl
- PHP
- Python
- R
- Others (please specify)
- Don't know/Not applicable

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

Yes

No

Back

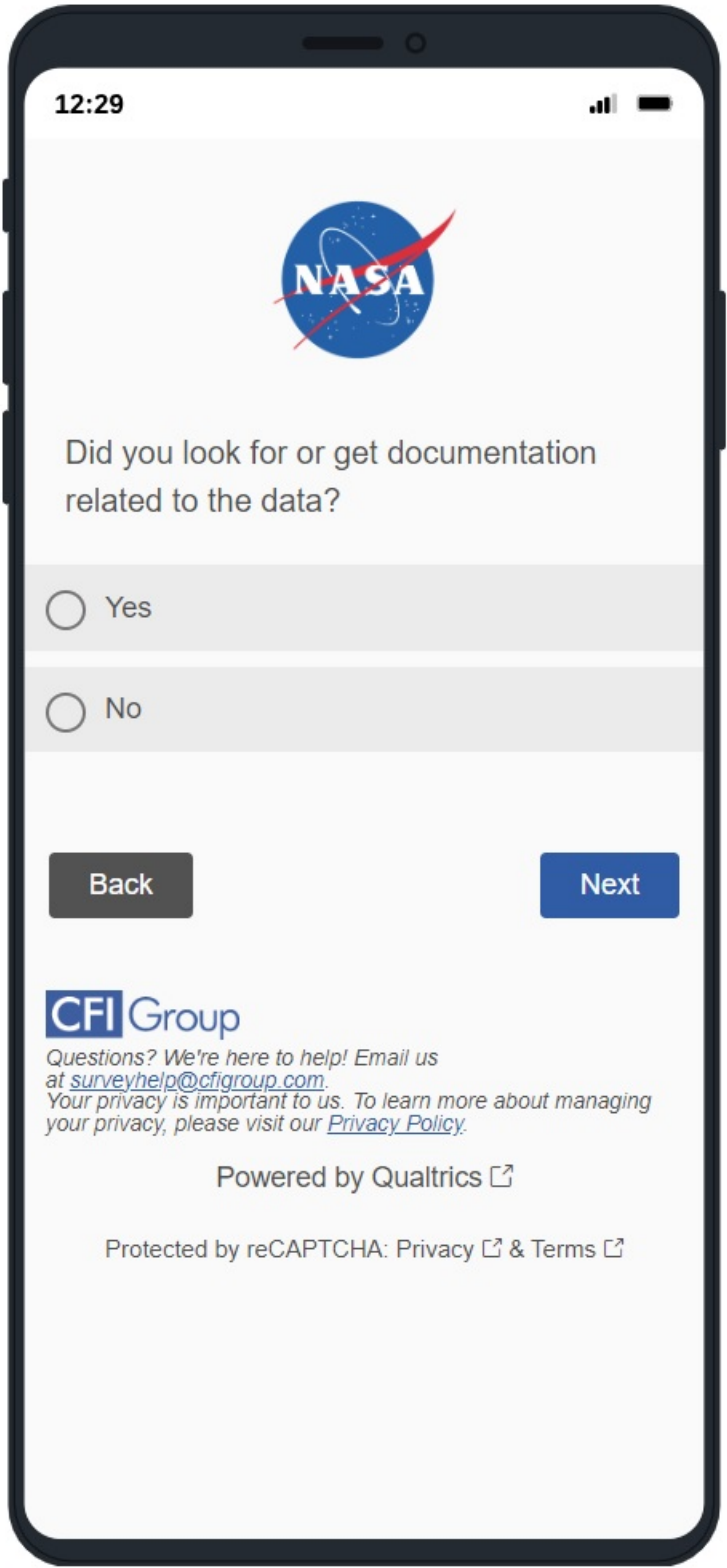
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Did you look for or get documentation related to the data?

Yes

No

Back

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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



Poor 1

2

3

4

Excellent 5

NA

Technical level



Organization



Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

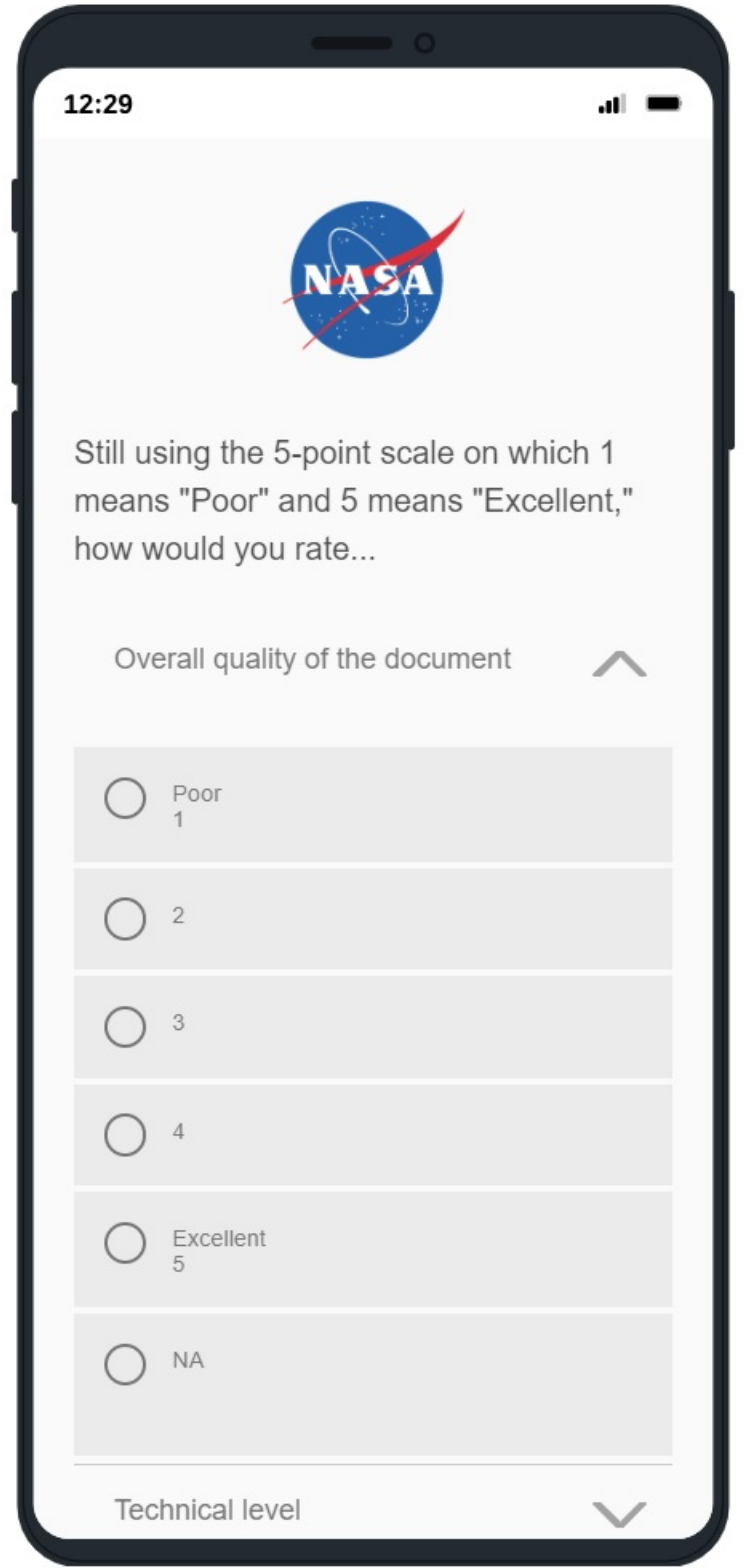
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document



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

Technical level

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

Organization

Clarity and usefulness

Extent to which the data documentation helped you use the data

Back

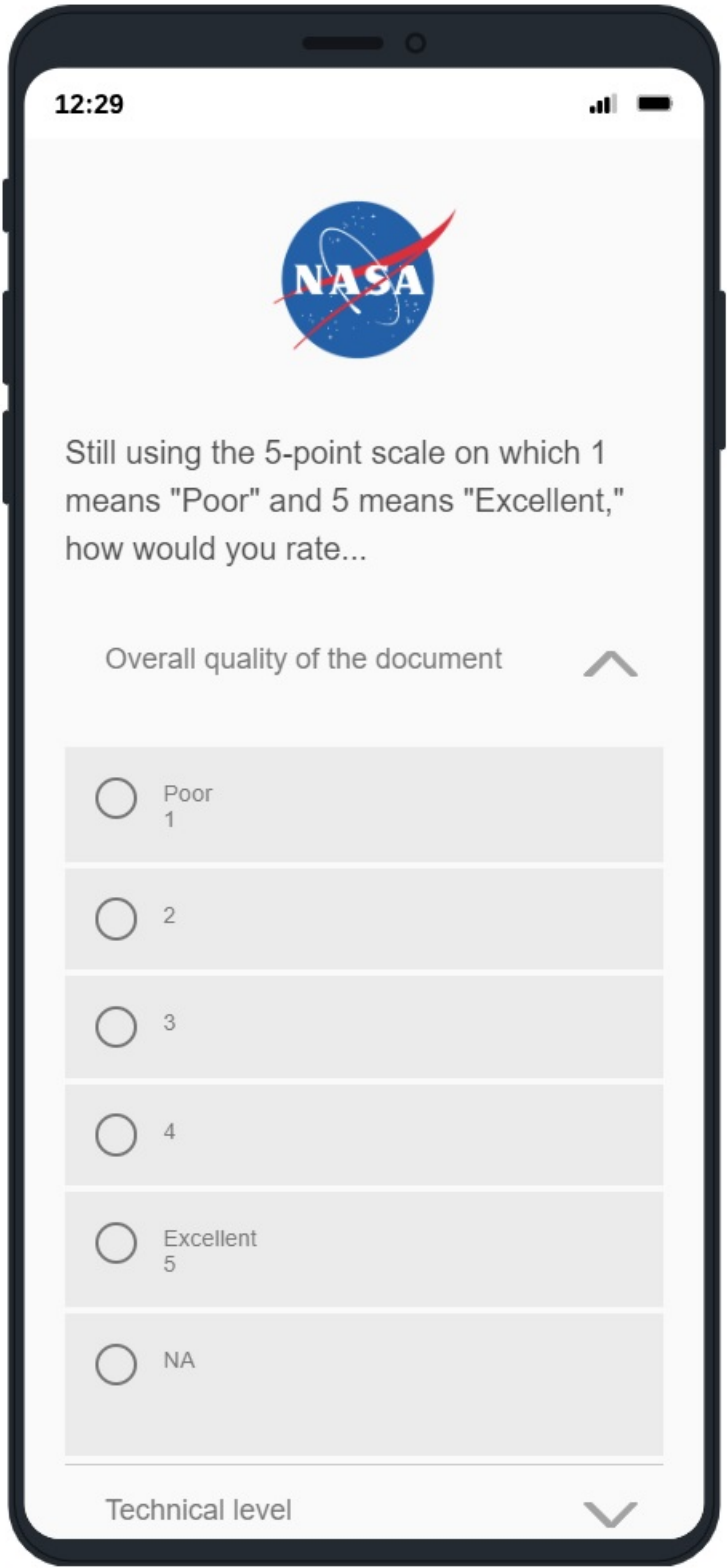
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document [Dropdown Arrow]

Technical level [Dropdown Arrow]

Organization [Dropdown Arrow]

Poor 1

2

3

4

Excellent 5

NA

Clarity and usefulness [Dropdown Arrow]

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

Back

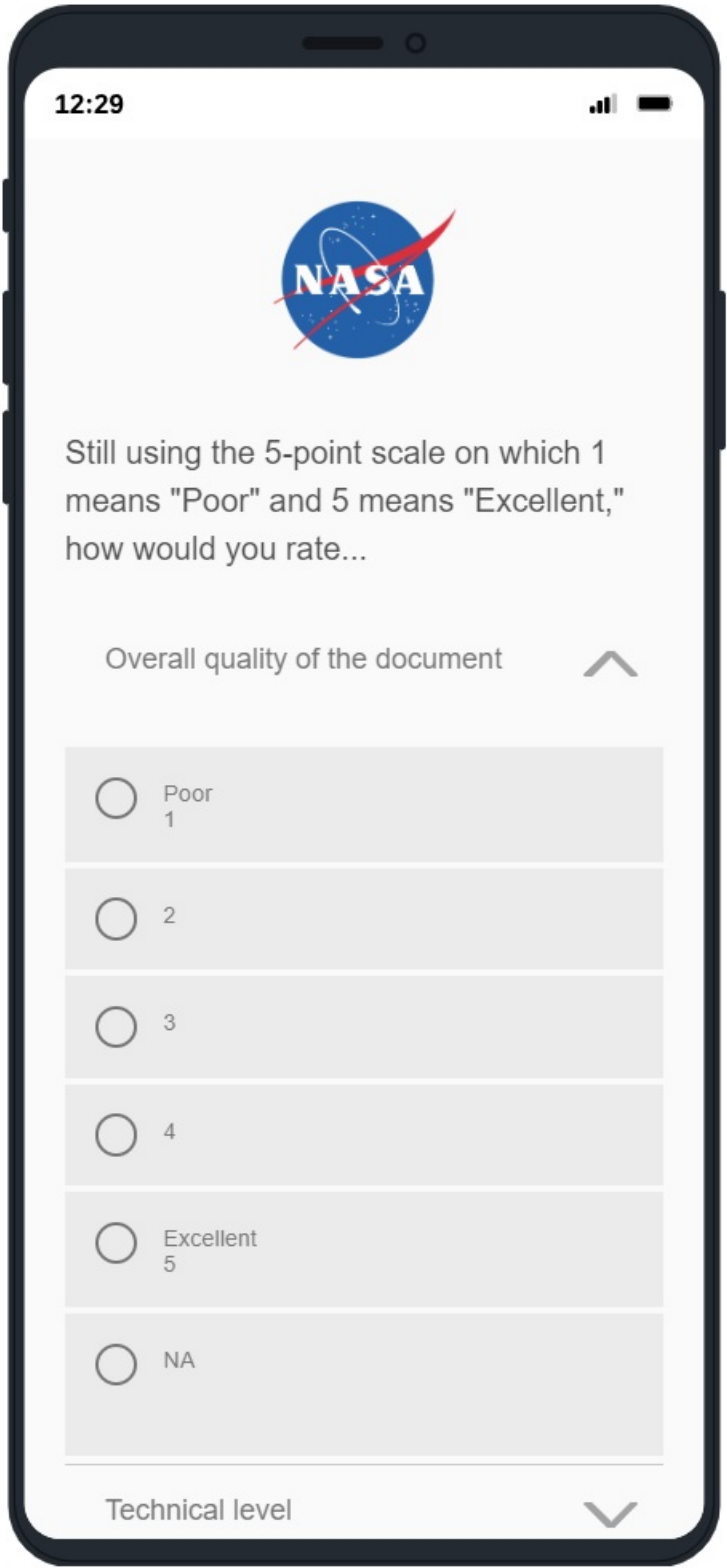
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Technical level

Organization

Clarity and usefulness

Poor 1

2

3

4

Excellent 5

NA

Extent to which the data documentation helped you use the data

Back

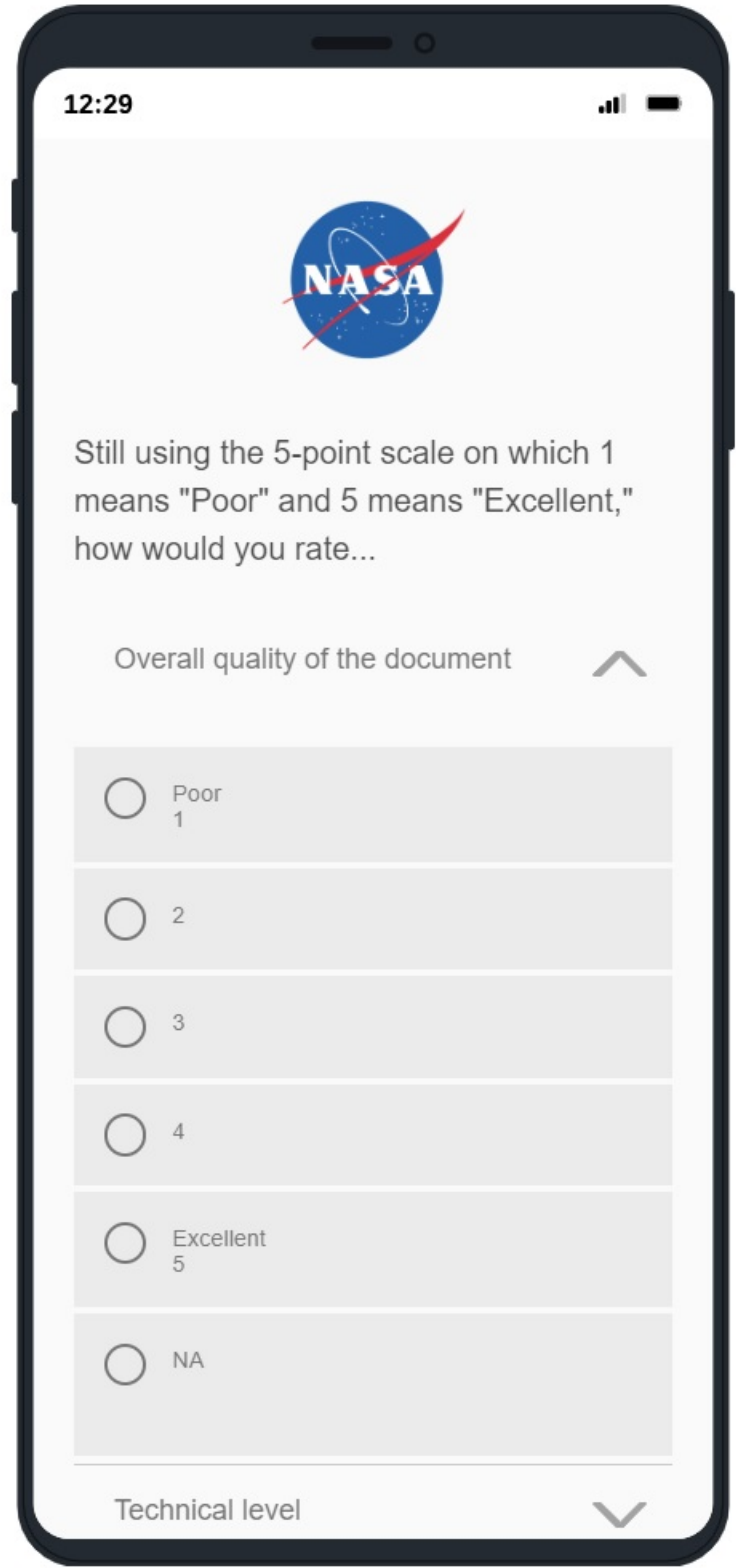
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Tools



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Overall quality of the document

Technical level

Organization

Clarity and usefulness

Extent to which the data documentation helped you use the data

Poor 1

2

3

4

Excellent 5

NA

Back

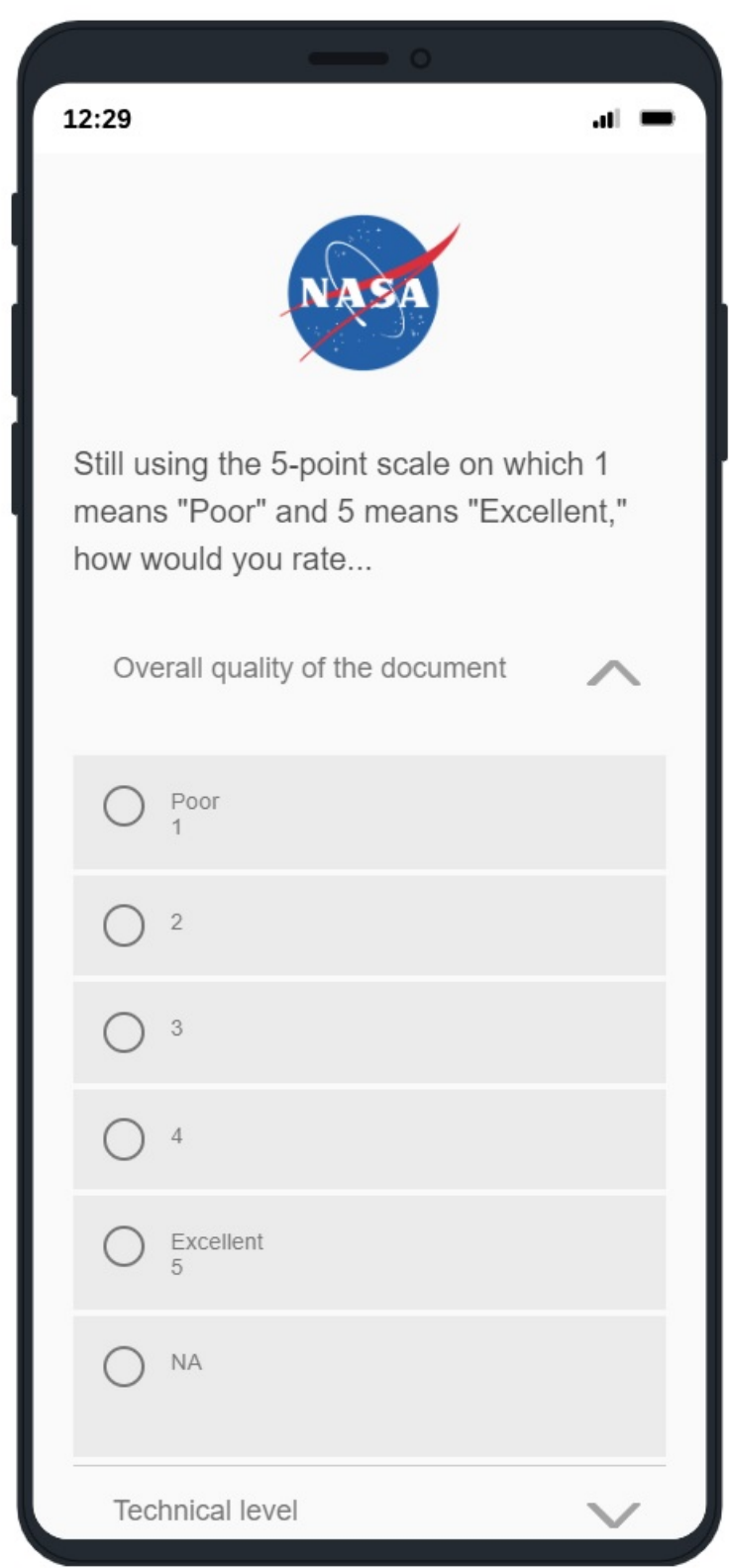
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Tools



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

Back

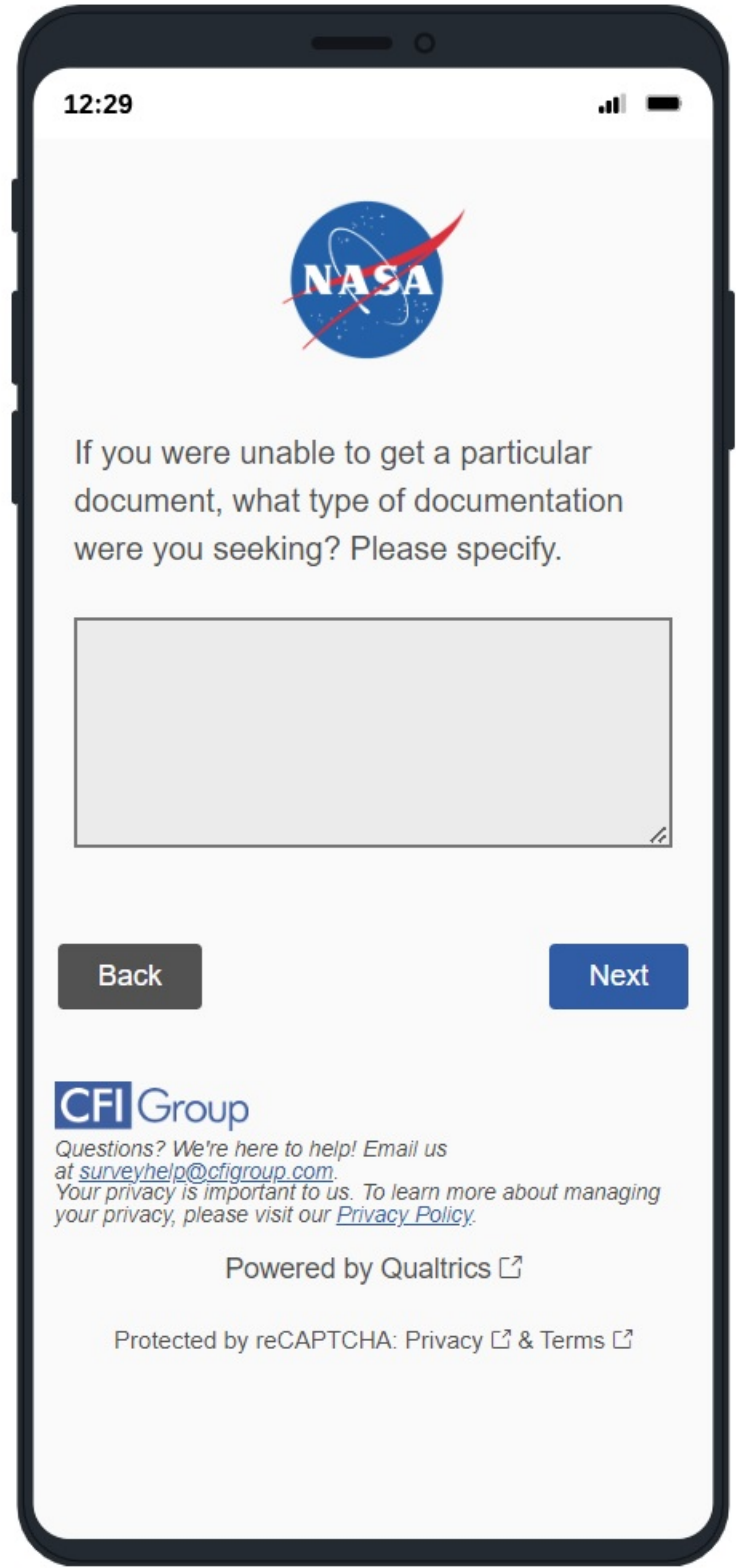
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

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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

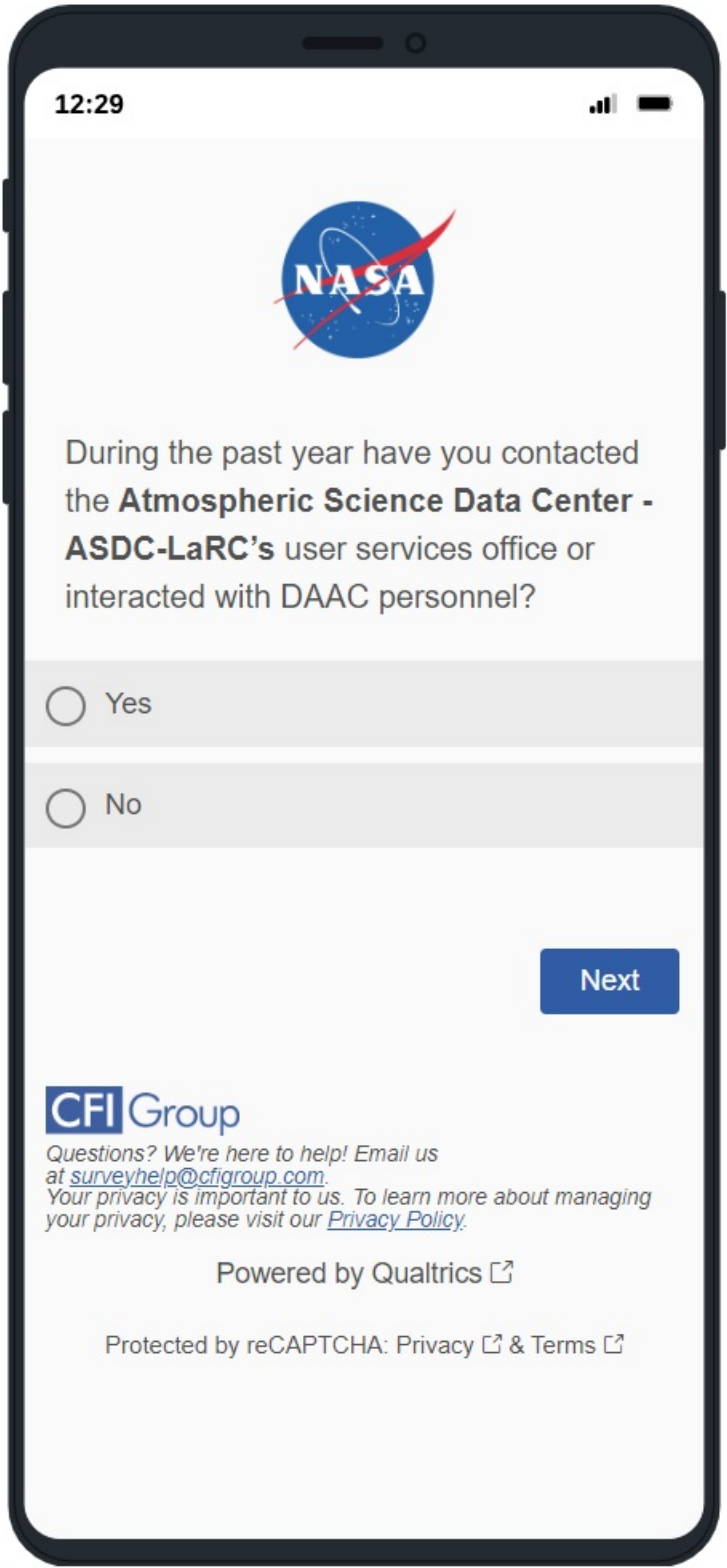
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Yes

No

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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 ^

Poor 1

2

3

4

Excellent 5

NA

Technical knowledge v

Helpfulness in resolving a problem v

Speed of response v

Back

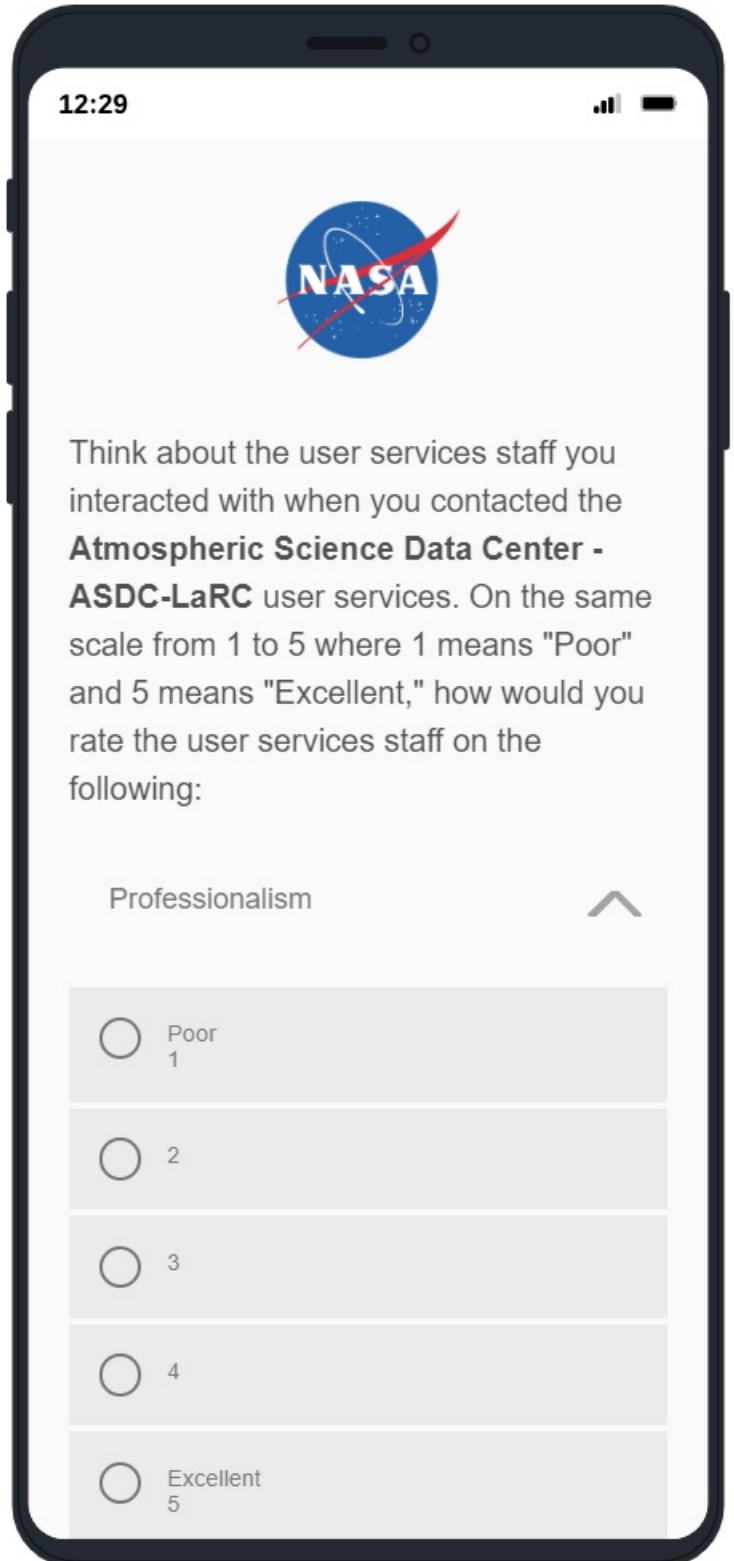
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Tools



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Professionalism



Technical knowledge



Poor 1

2

3

4

Excellent 5

NA

Helpfulness in resolving a problem



Speed of response



Back

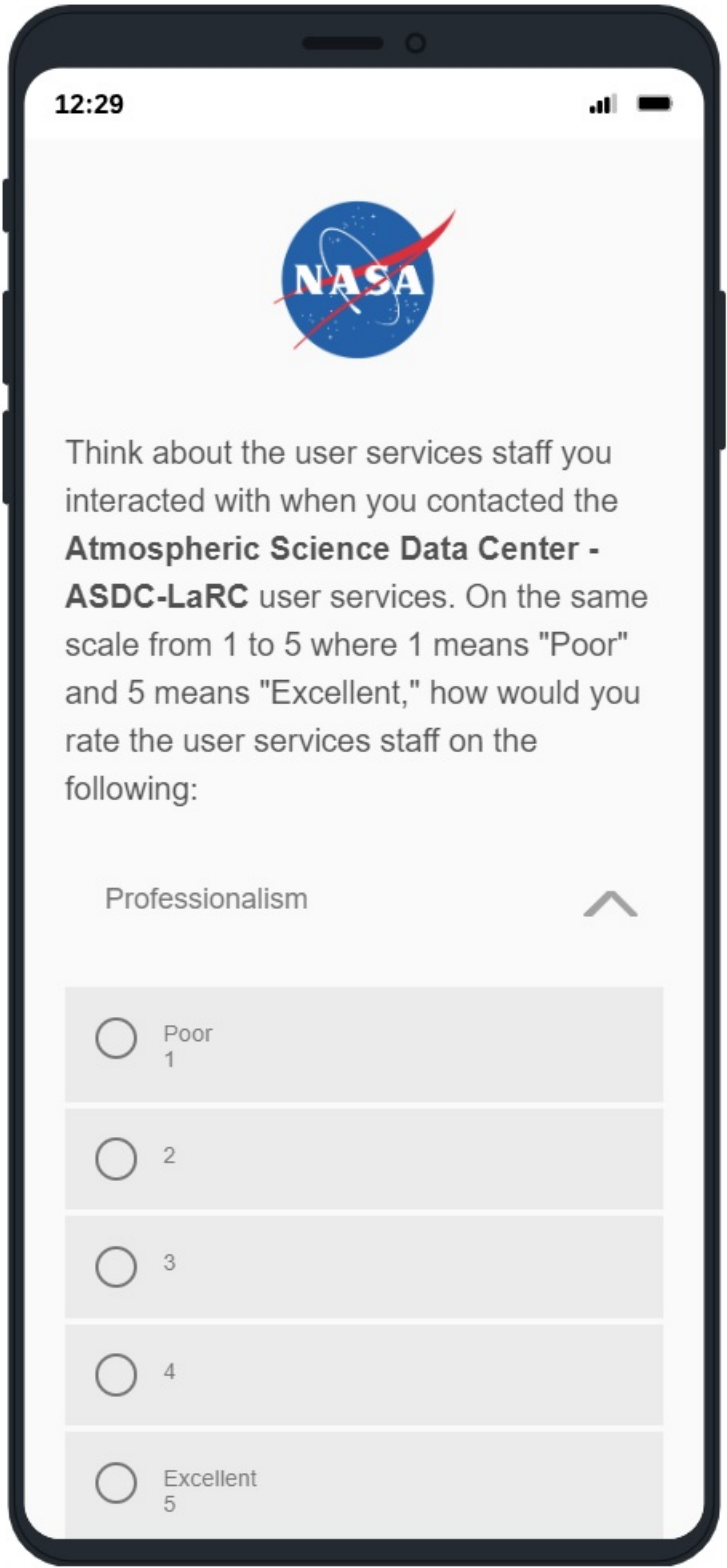
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Professionalism



Poor 1

2

3

4

Excellent 5



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Professionalism ∨

Technical knowledge ∨

Helpfulness in resolving a problem ∧

Poor 1

2

3

4

Excellent 5

NA

Speed of response ∨

Back

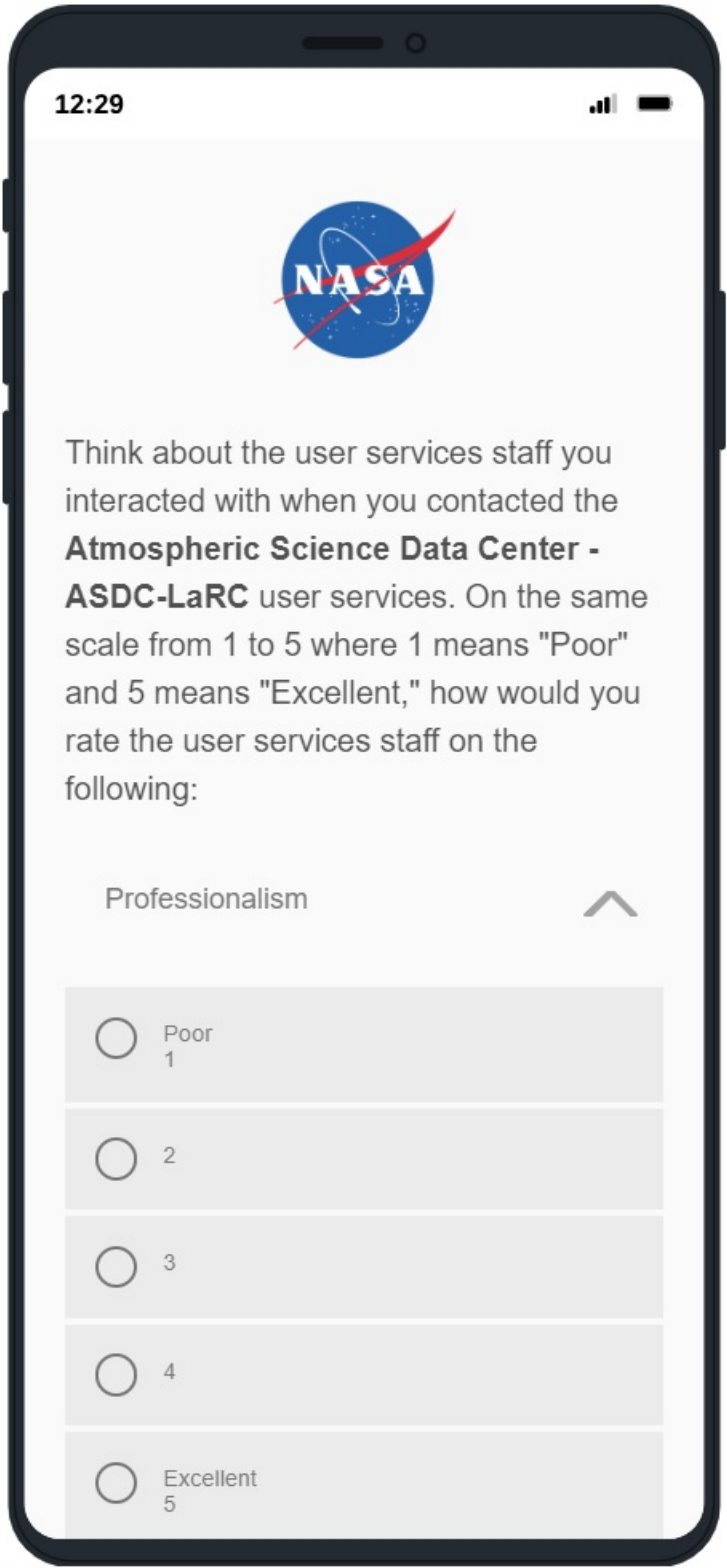
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Professionalism ∧

Poor 1

2

3

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Excellent 5



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Professionalism ∨

Technical knowledge ∨

Helpfulness in resolving a problem ∨

Speed of response ∧

Poor 1

2

3

4

Excellent 5

NA

Back

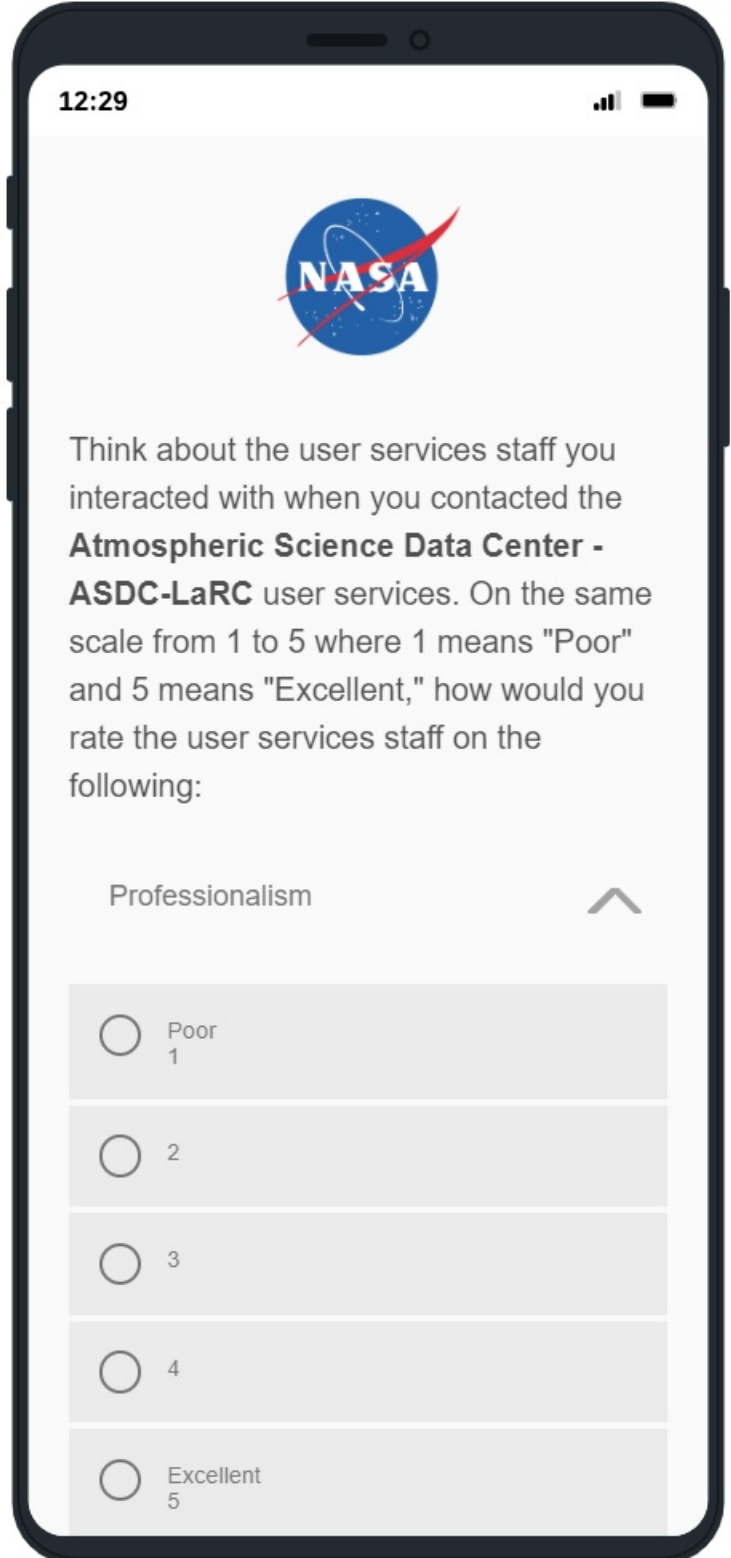
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Professionalism ∧

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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

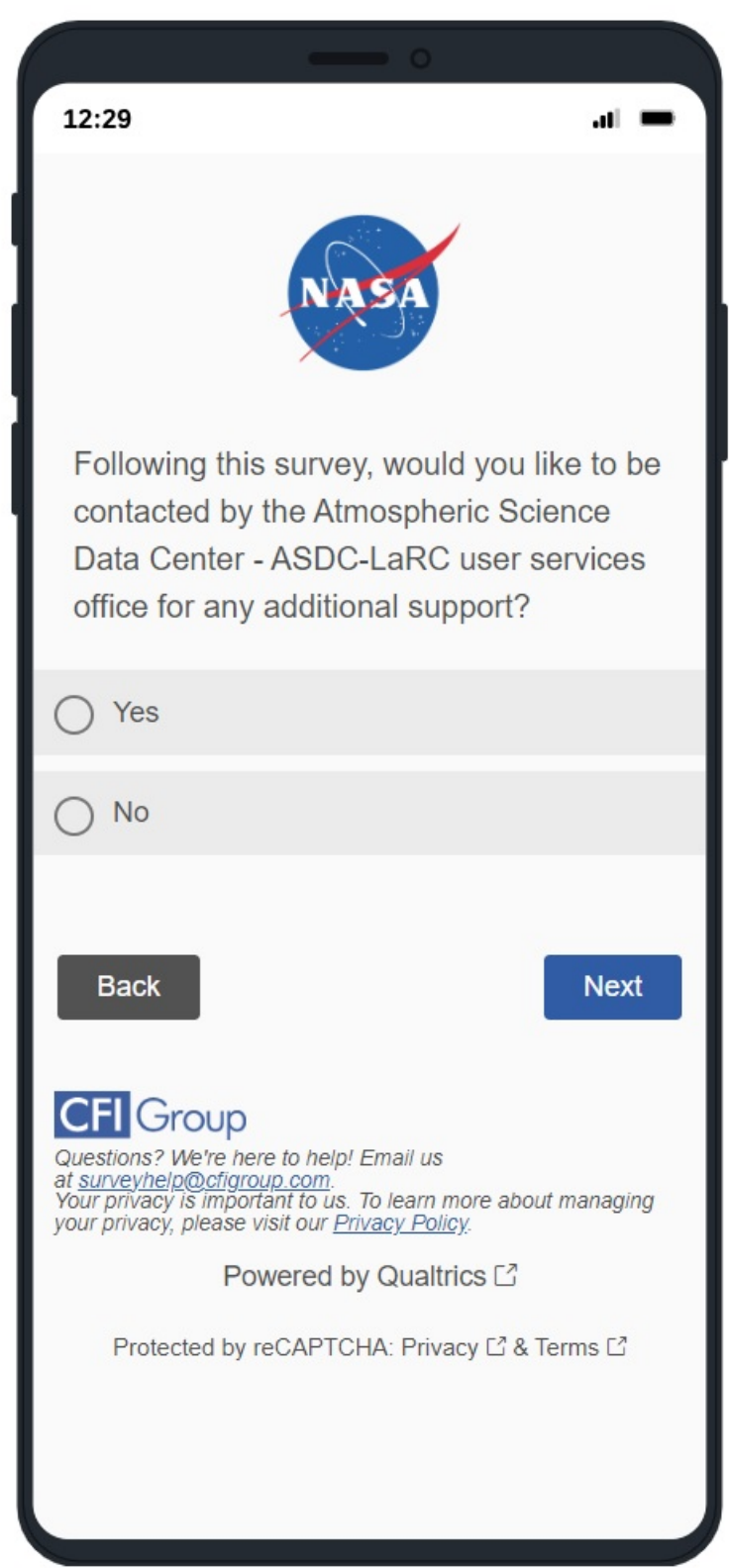
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Following this survey, would you like to be contacted by the Atmospheric Science Data Center - ASDC-LaRC user services office for any additional support?

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

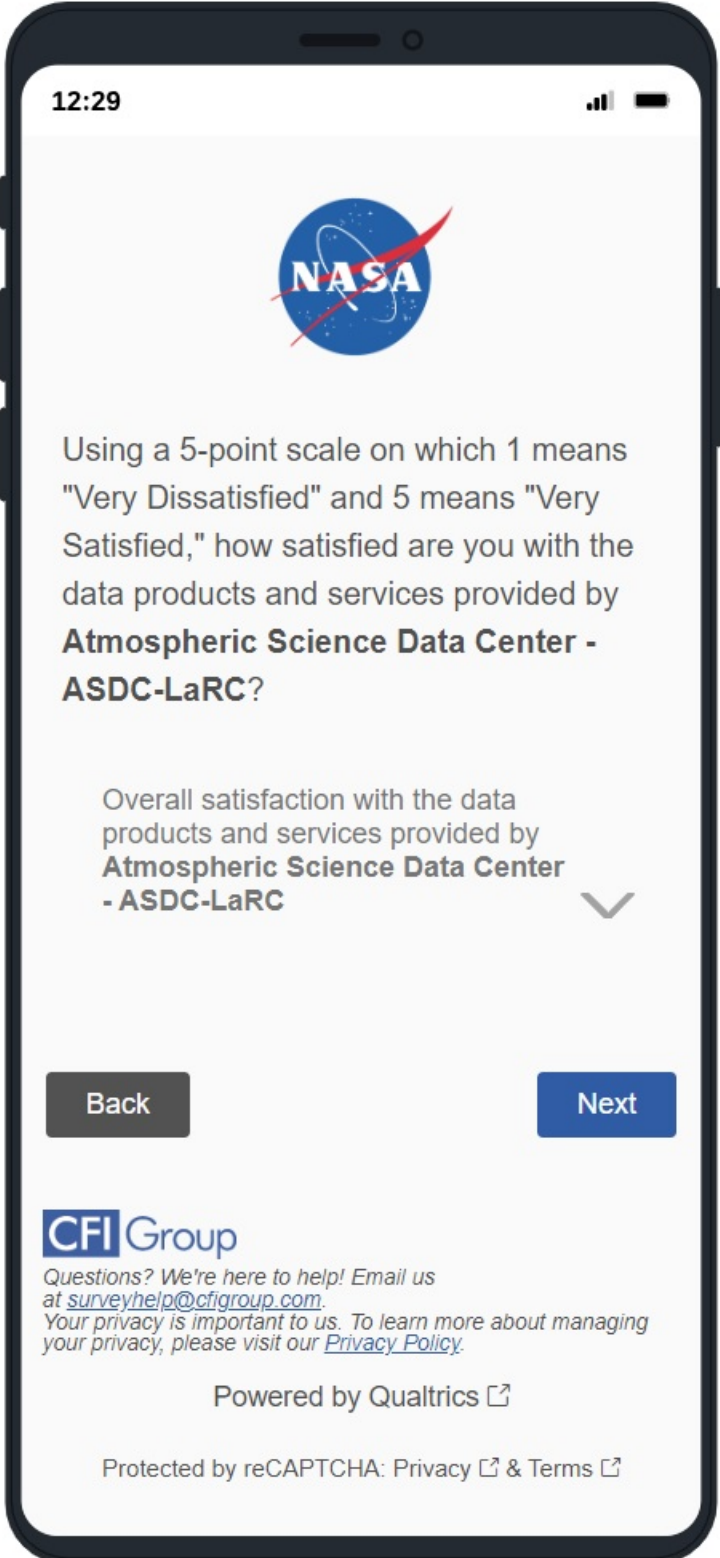
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** fallen short of or 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
- 4
- Exceeds Your Expectations 5

Back

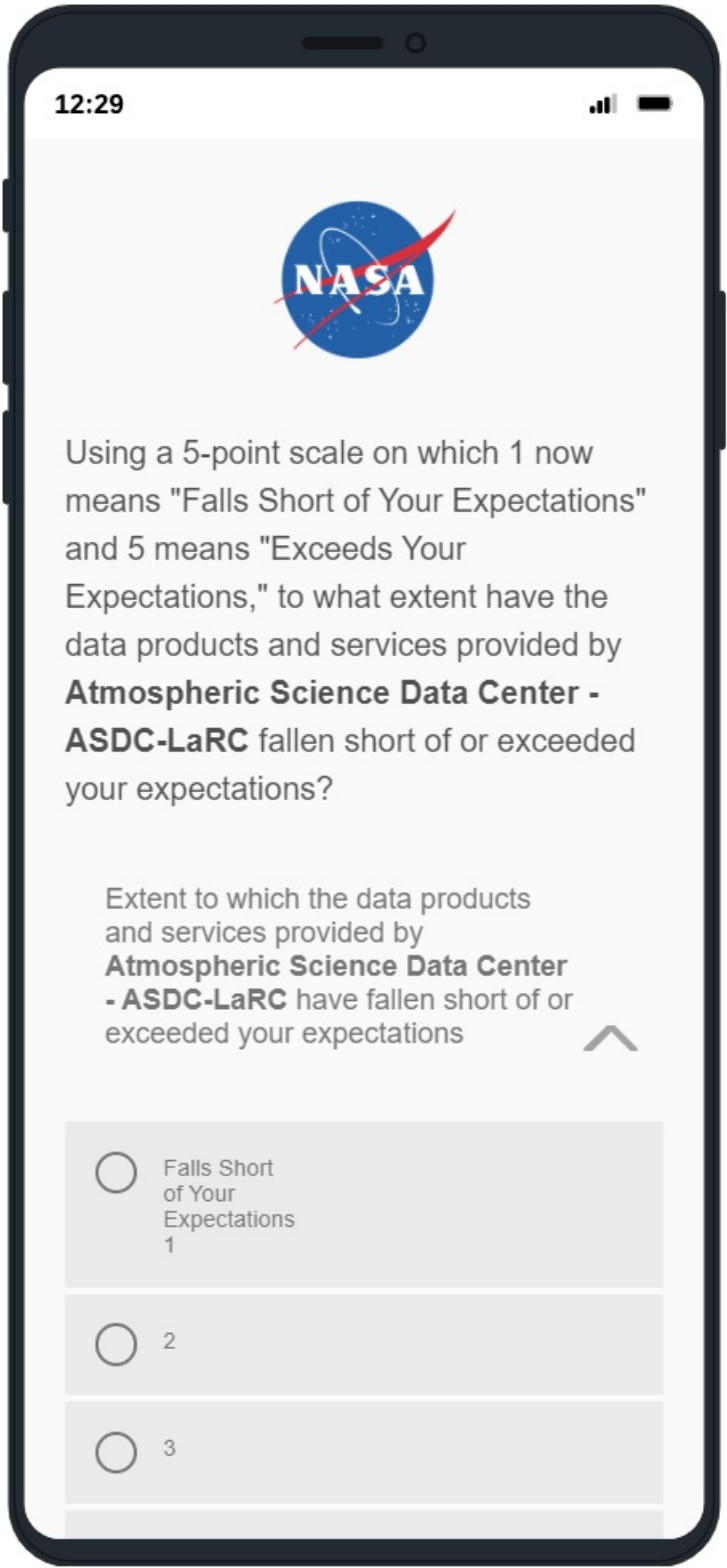
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Using a 5-point scale on which 1 now means "Falls Short of Your Expectations" and 5 means "Exceeds Your Expectations," to what extent have the data products and services provided by **Atmospheric Science Data Center - ASDC-LaRC** fallen short of or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



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

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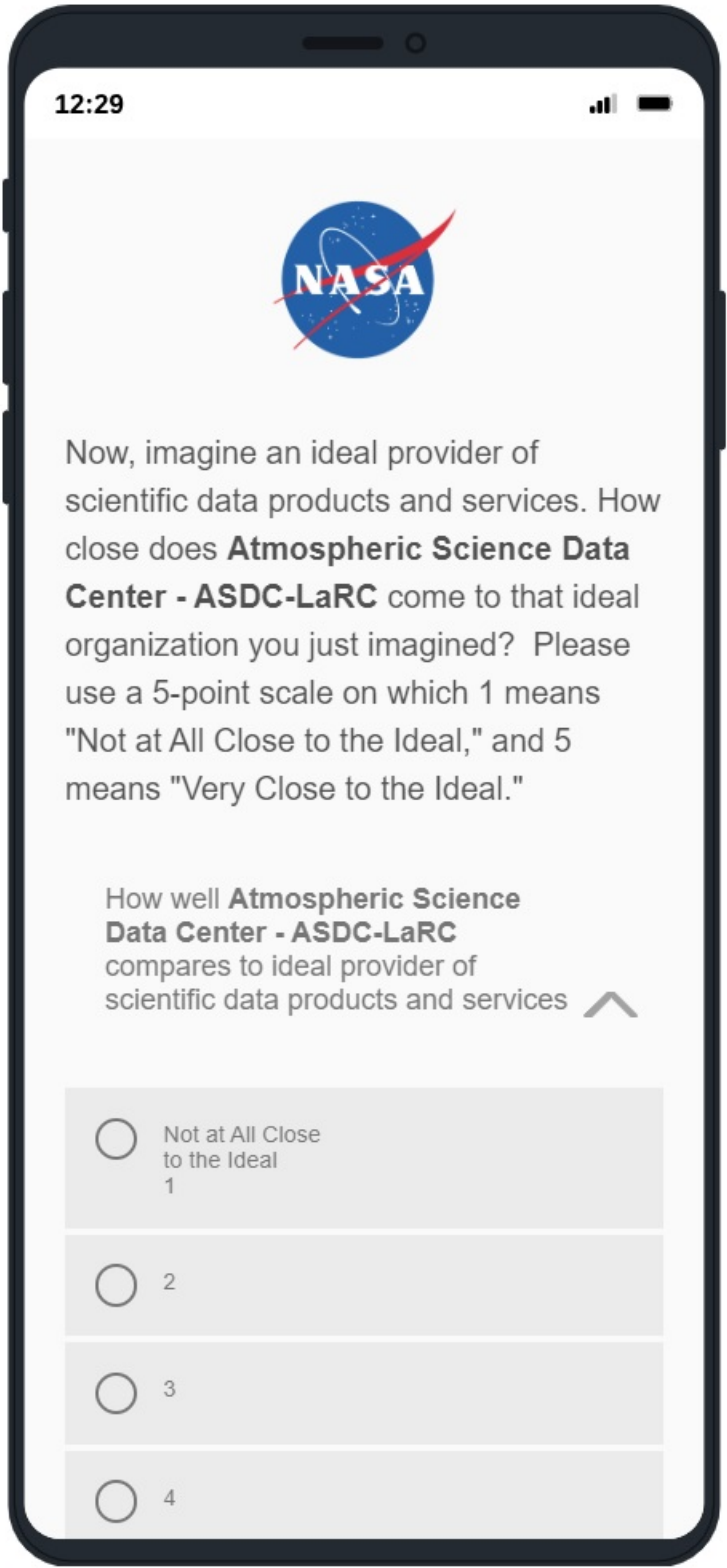
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Tools



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

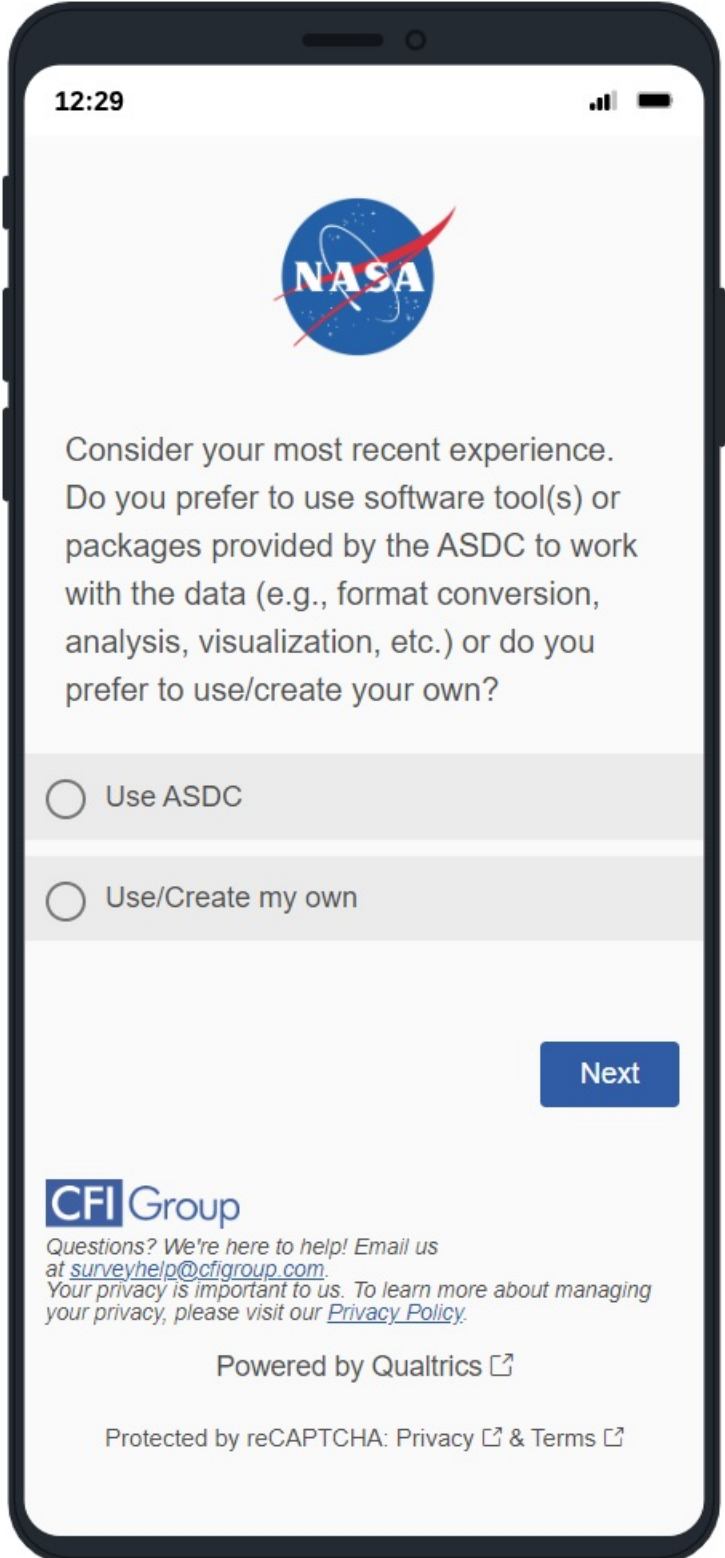
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Use/Create my own

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Tools



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.

Empty text input area for comments.

Back

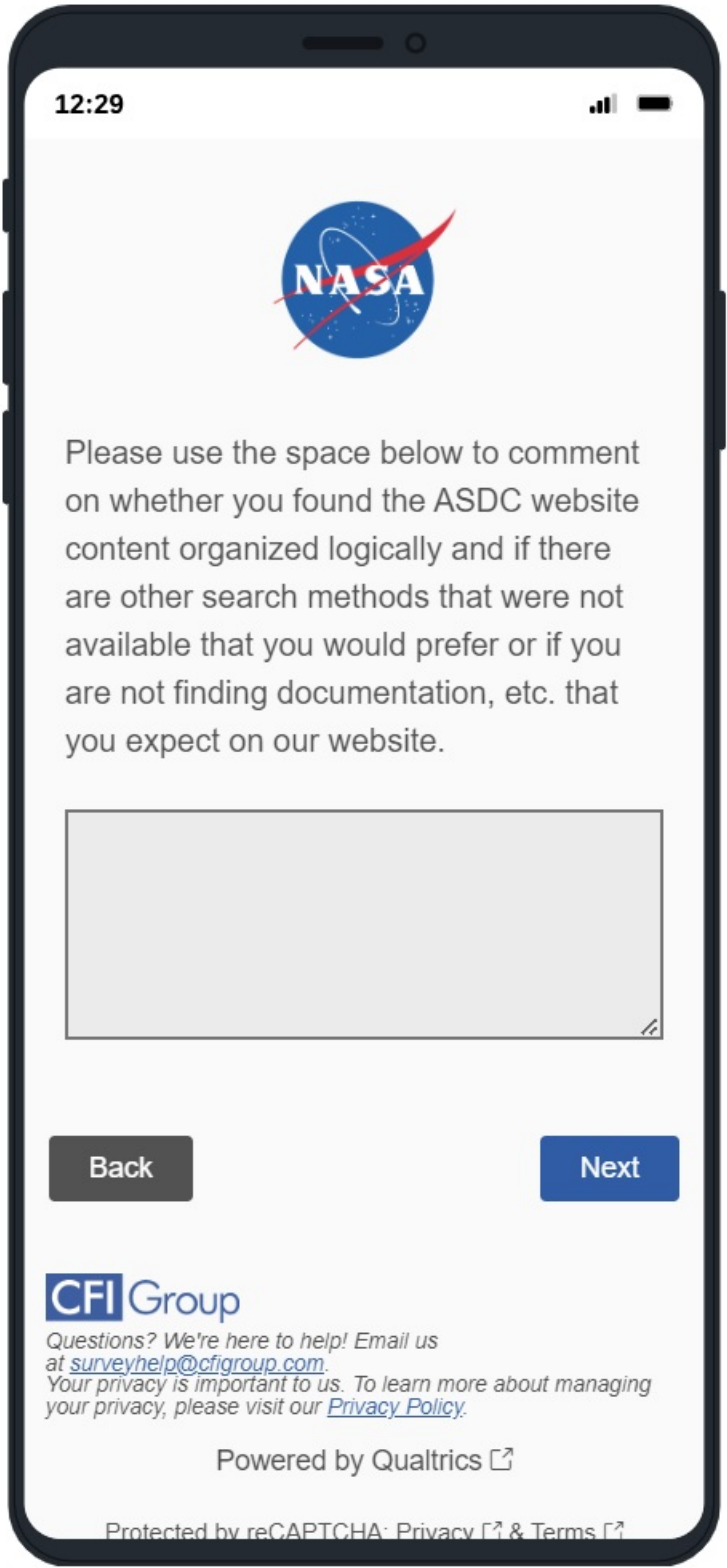
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Clear

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 box for comments

Back

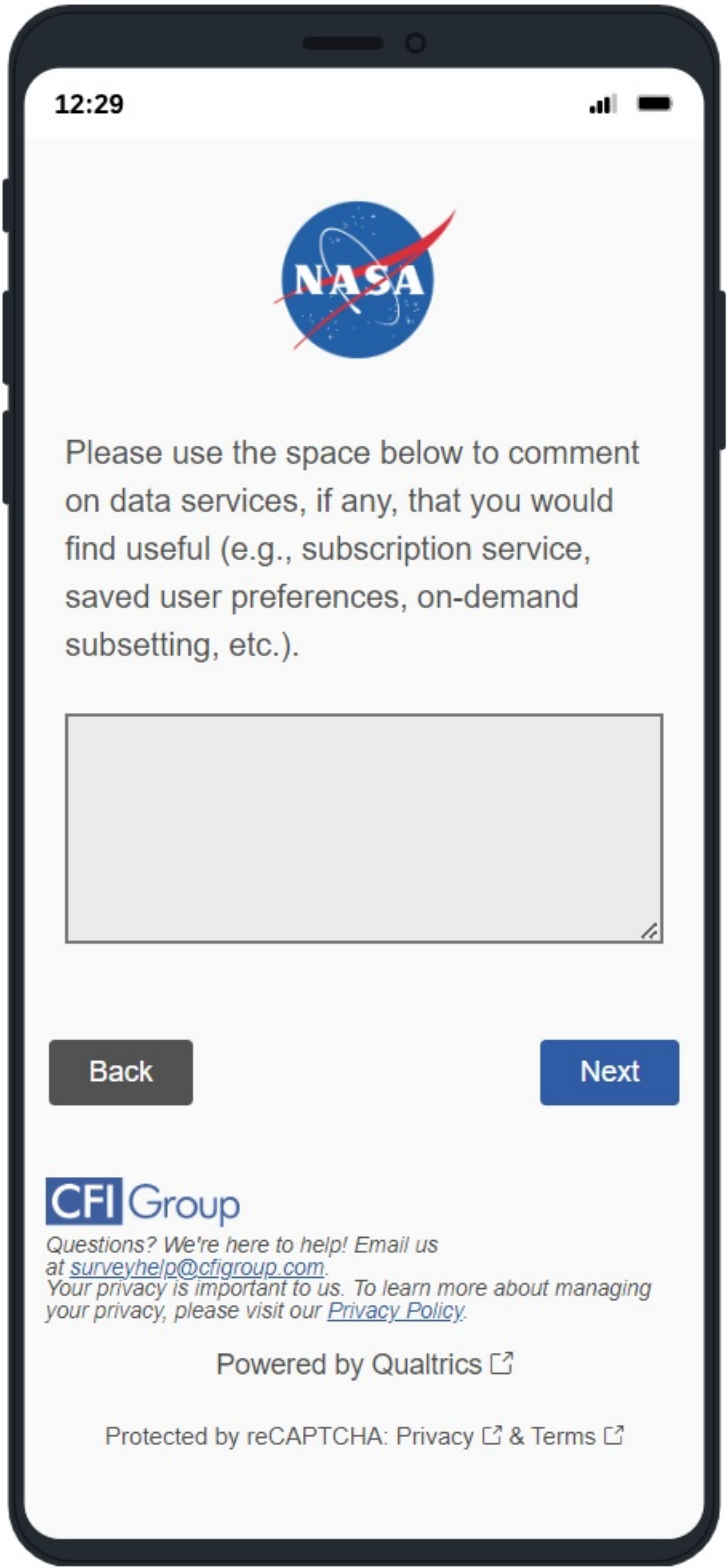
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Tools



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)

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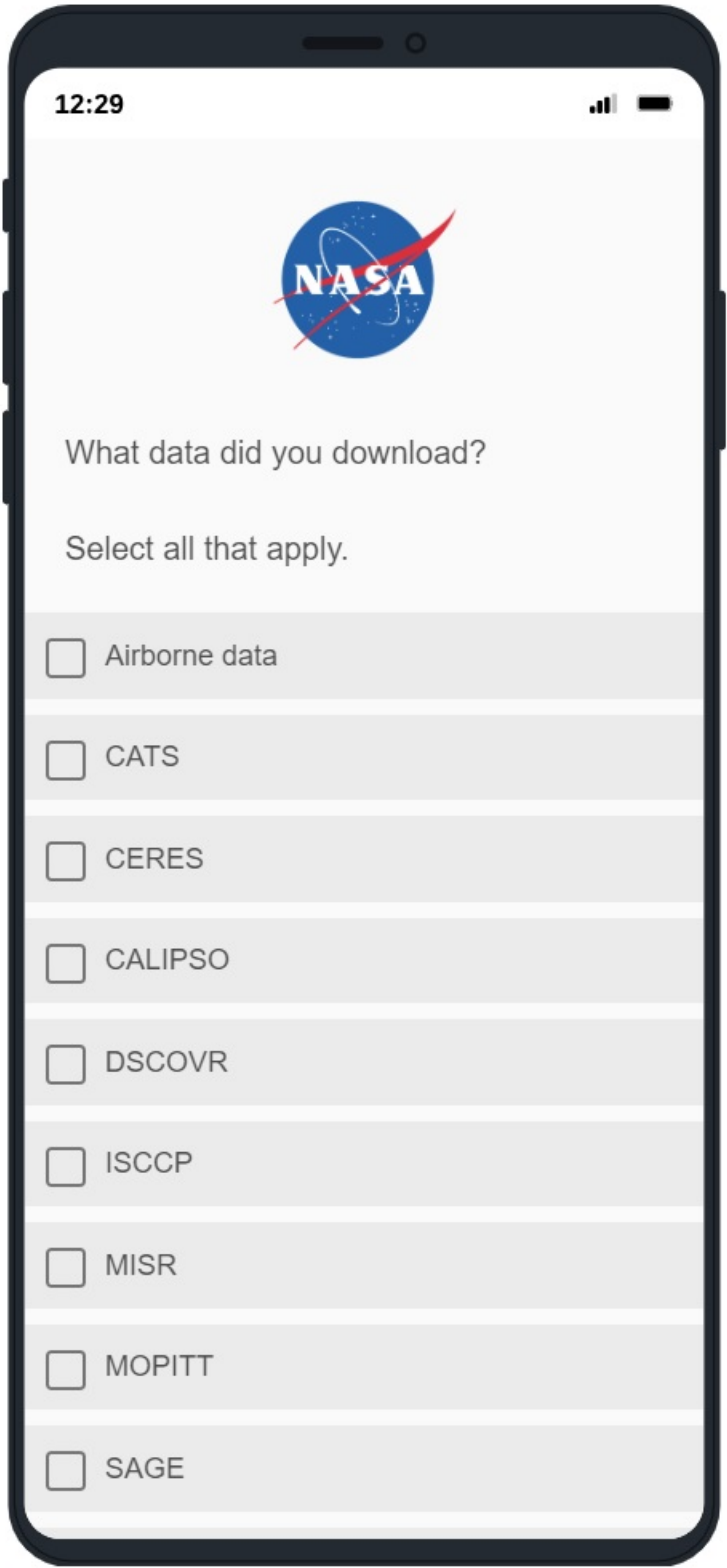
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Which method of data delivery do you prefer?

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)

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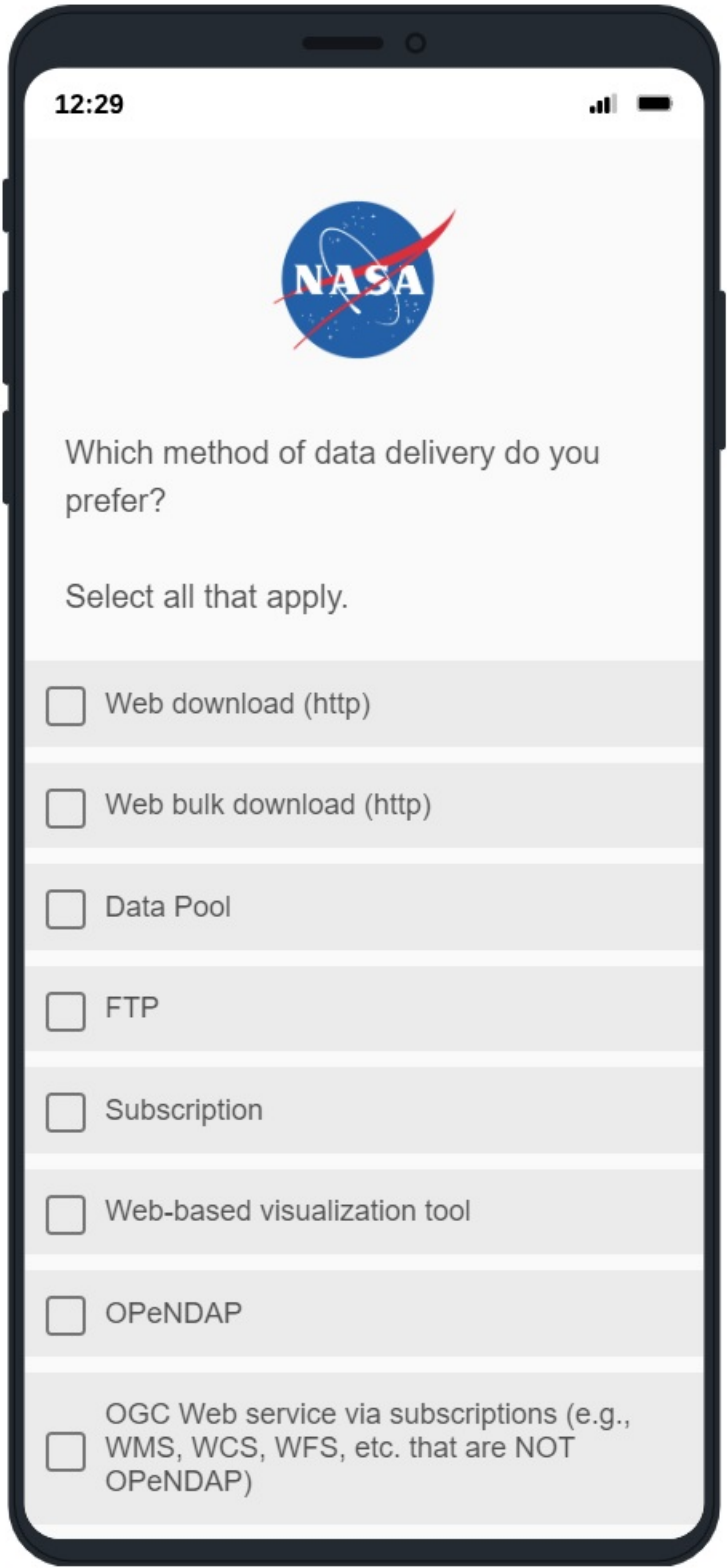
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Which method of data delivery do you prefer?

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)



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)

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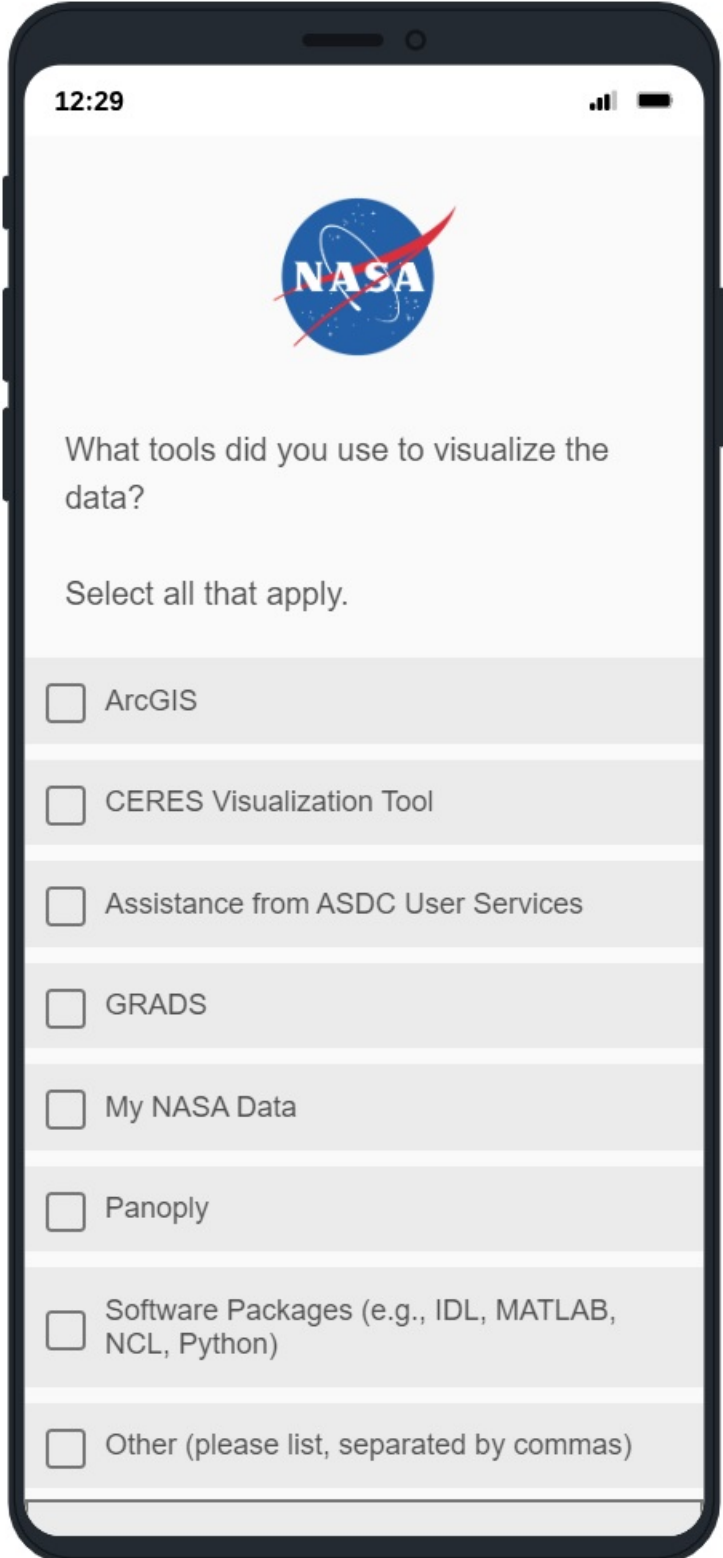
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Tools



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

Yes

No

Back

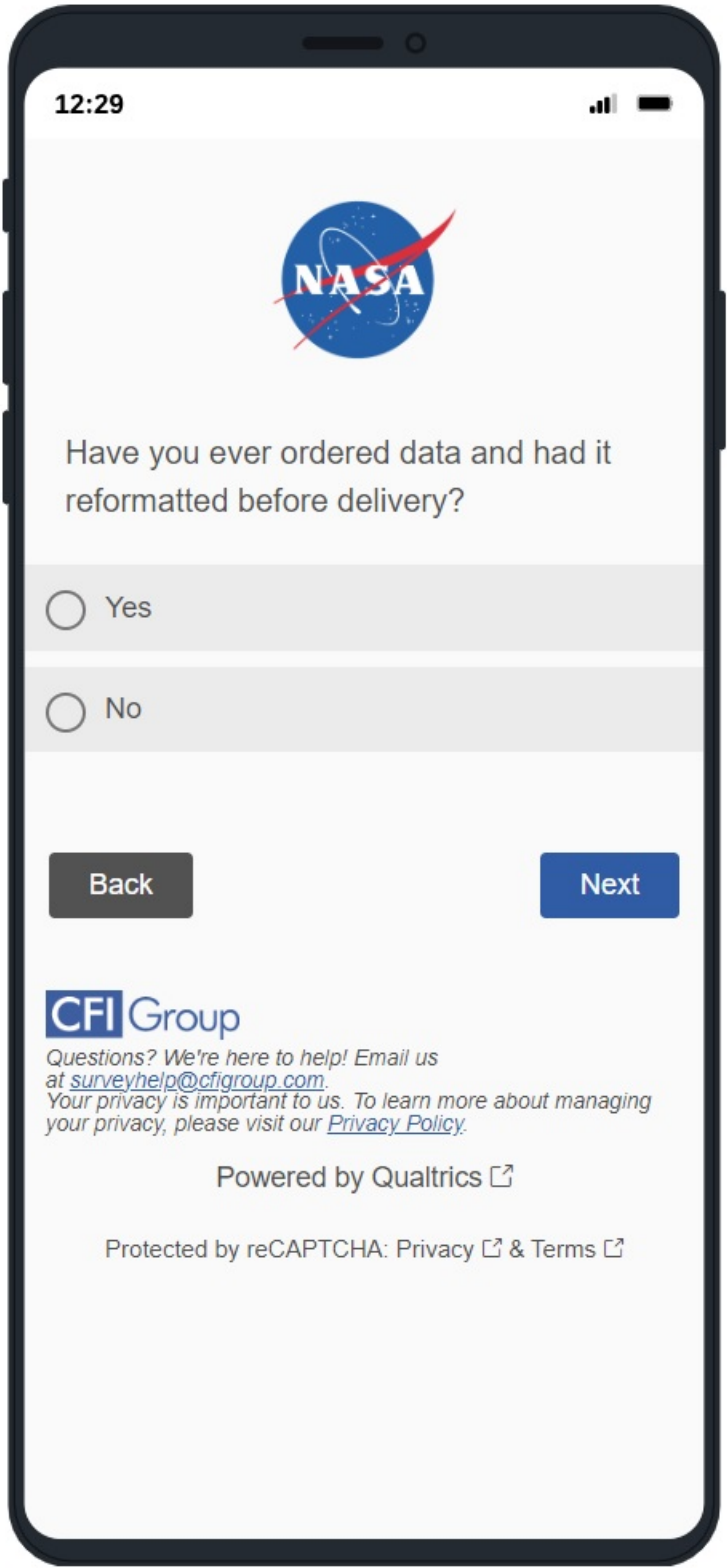
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Have you ever ordered data and had it reformatted before delivery?

Yes

No

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

Order #1

Order #2

Order #3

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Tools



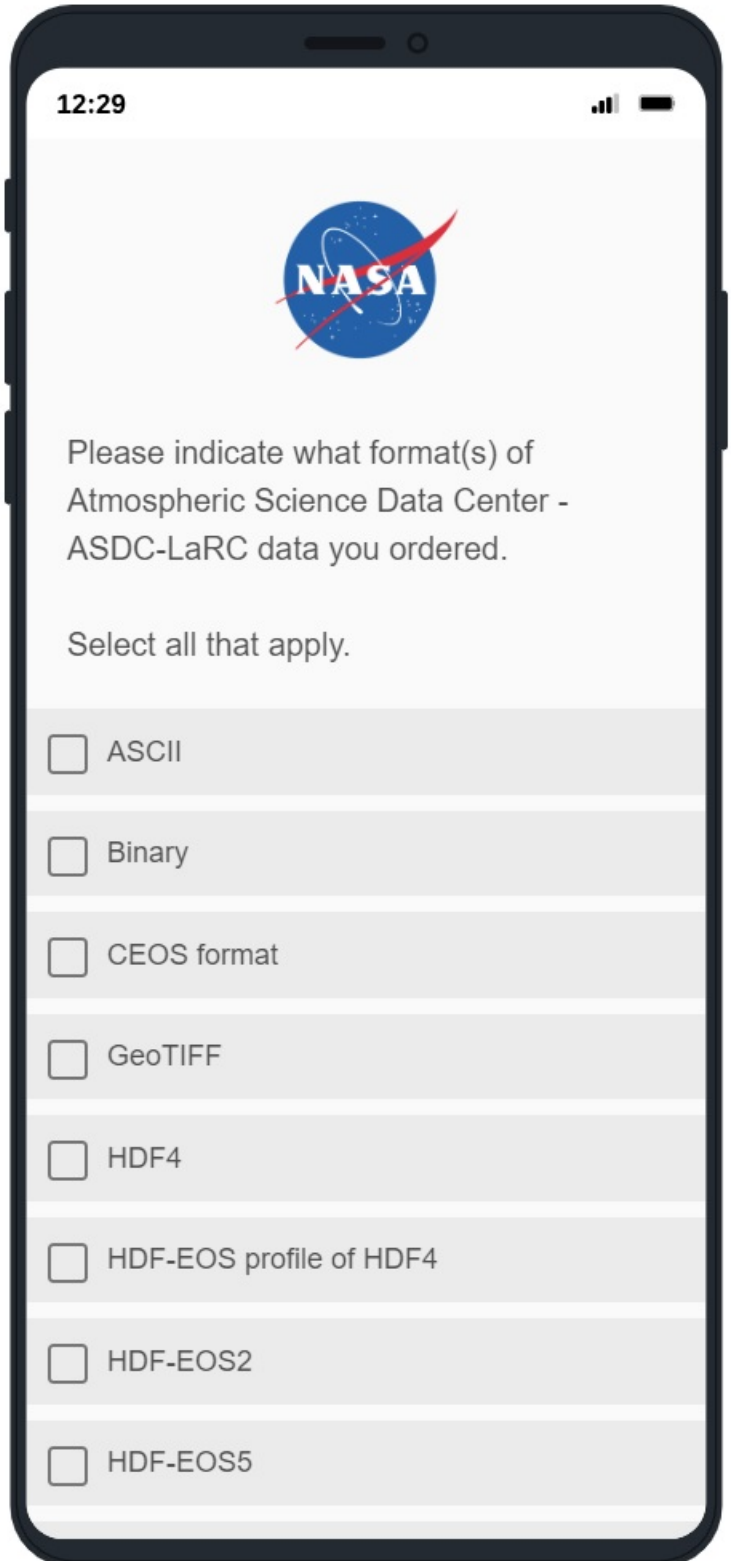
Please indicate what format(s) of Atmospheric Science Data Center - ASDC-LaRC data you ordered.

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)

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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

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)

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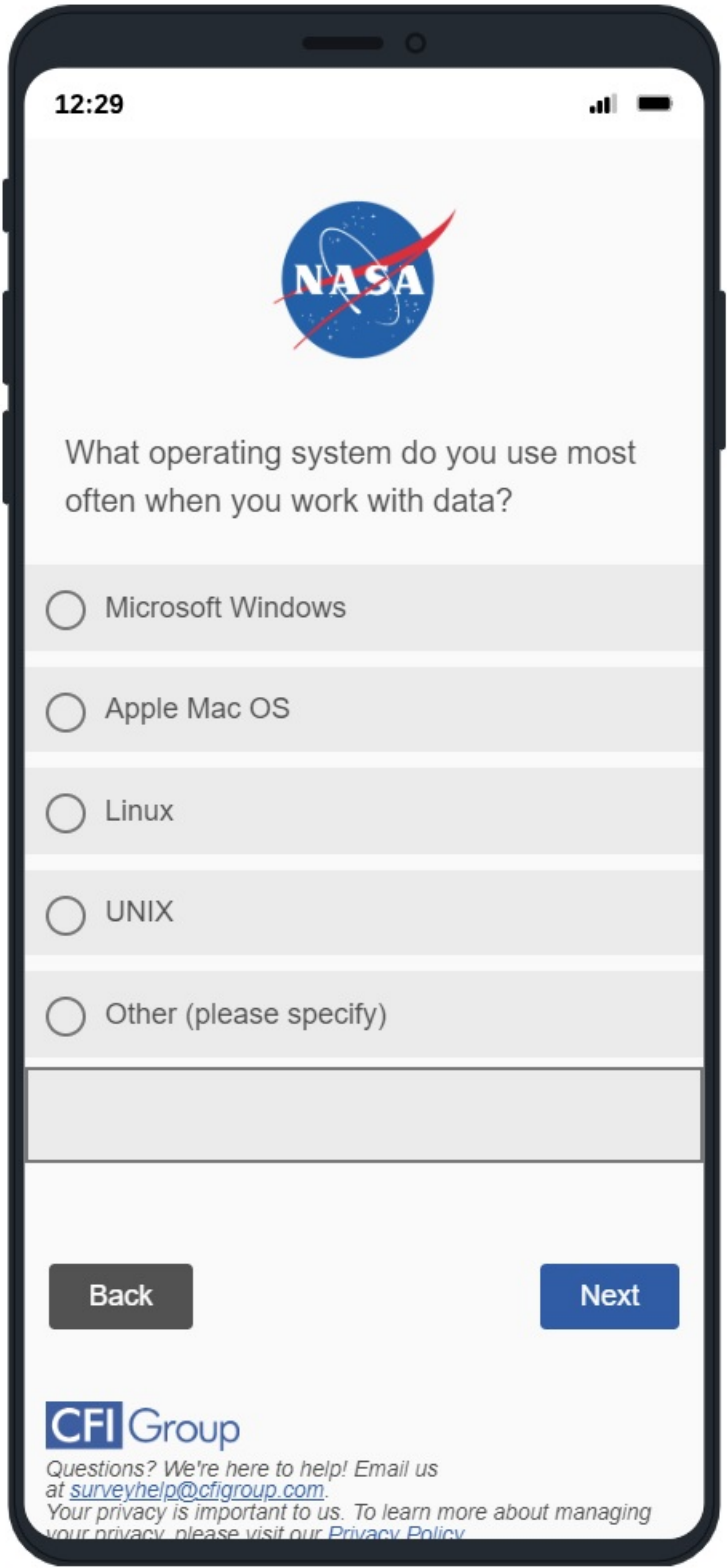
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What operating system do you use most often when you work with data?

Microsoft Windows

Apple Mac OS

Linux

UNIX

Other (please specify)

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Tools



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

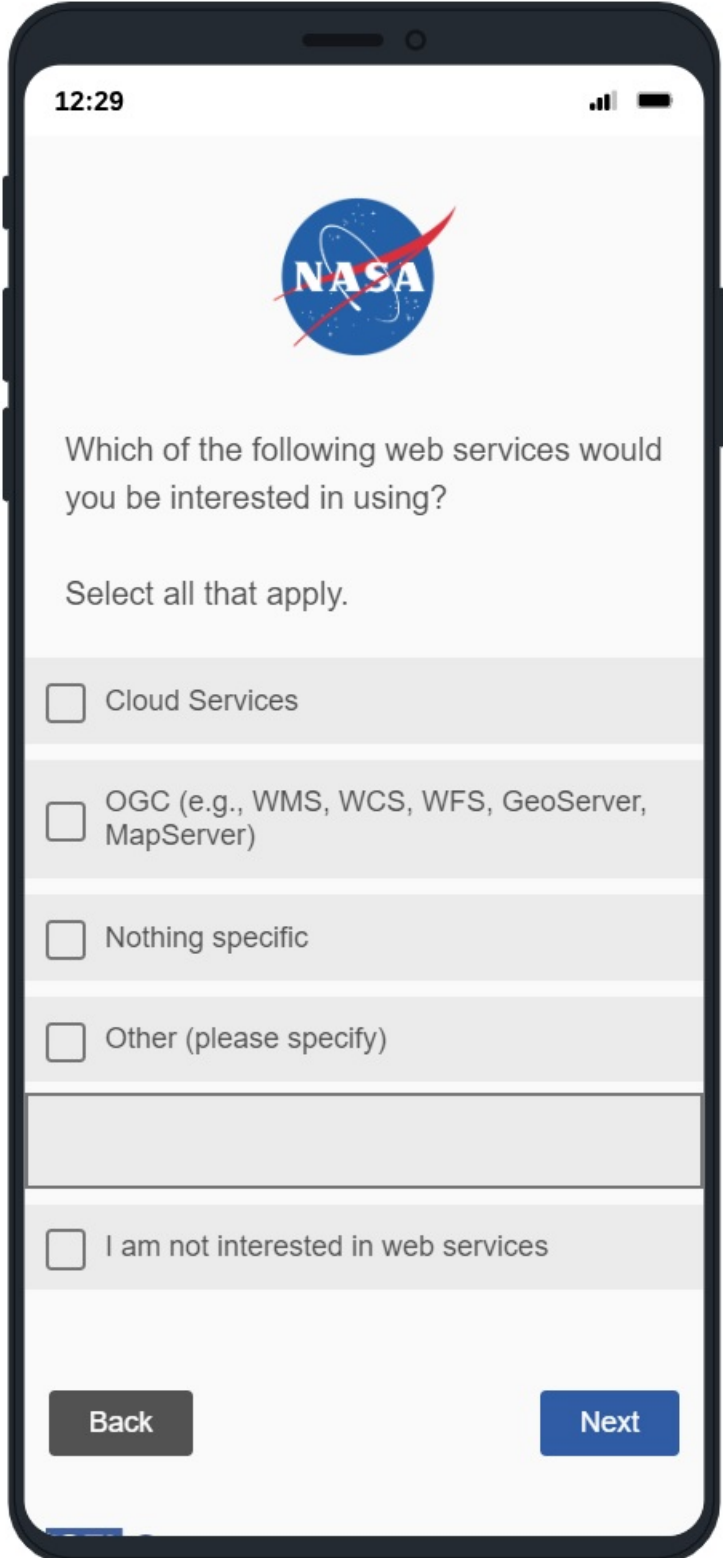
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What is your preferred method for using web services?

- 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)

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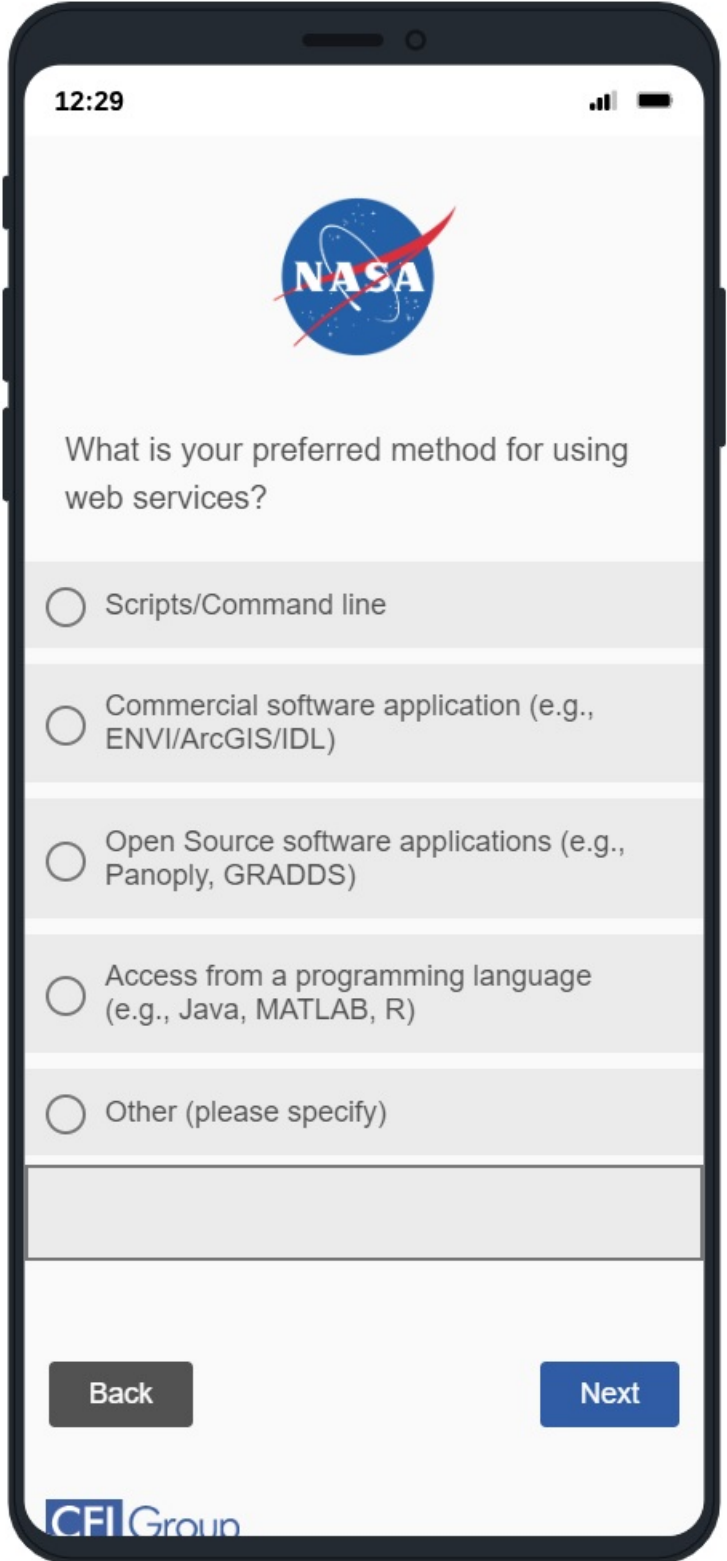
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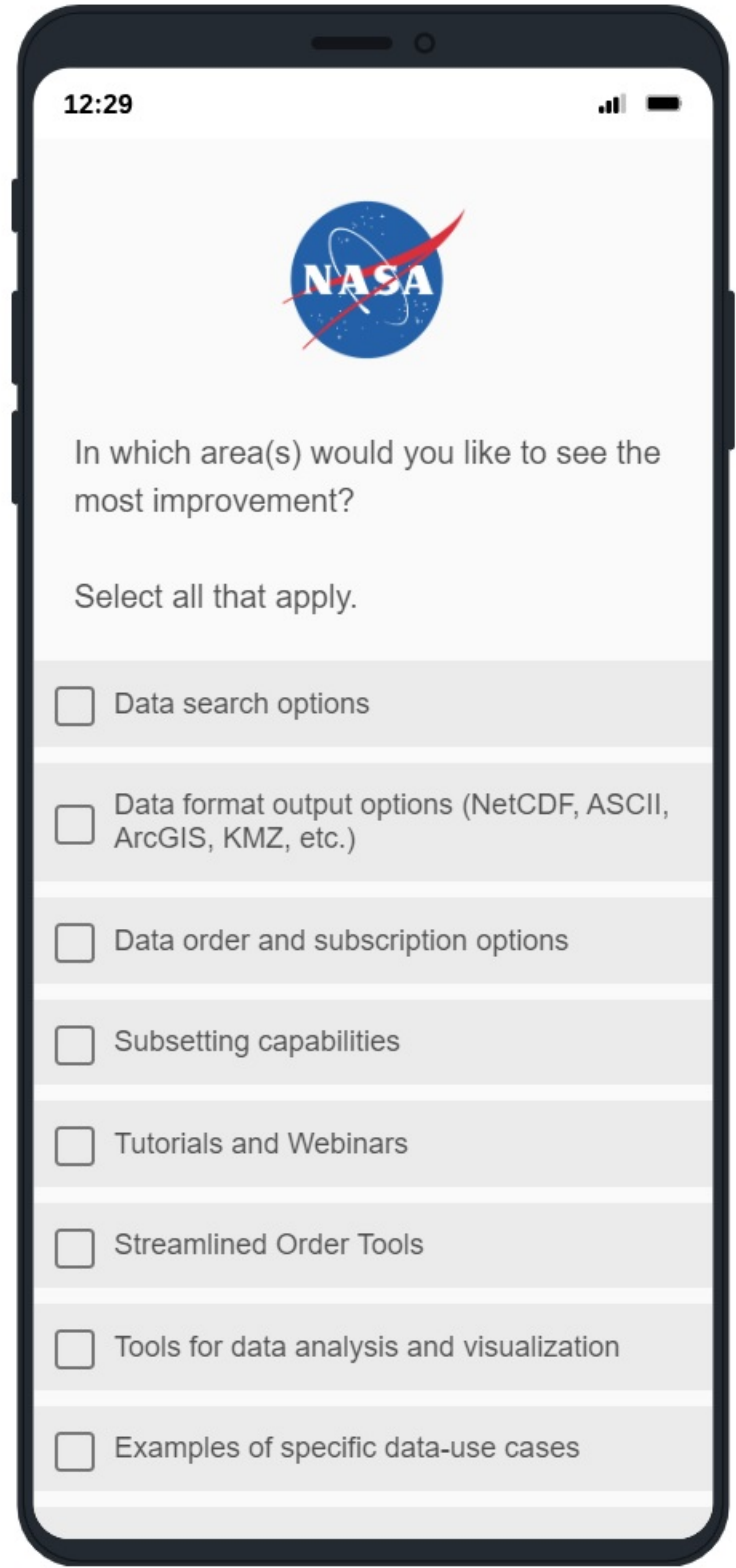




In which area(s) would you like to see the most improvement?

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)



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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

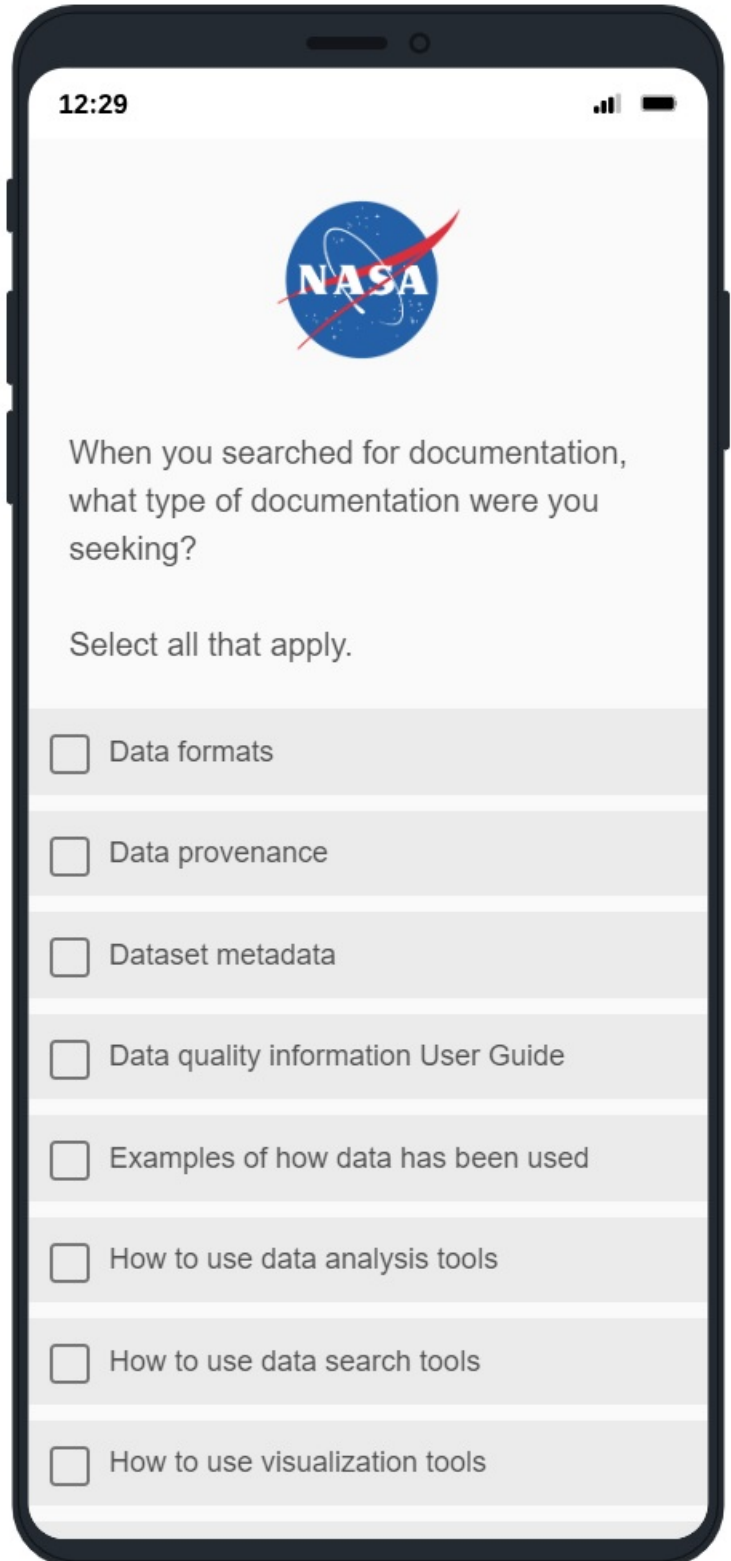
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Clear

Tools



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

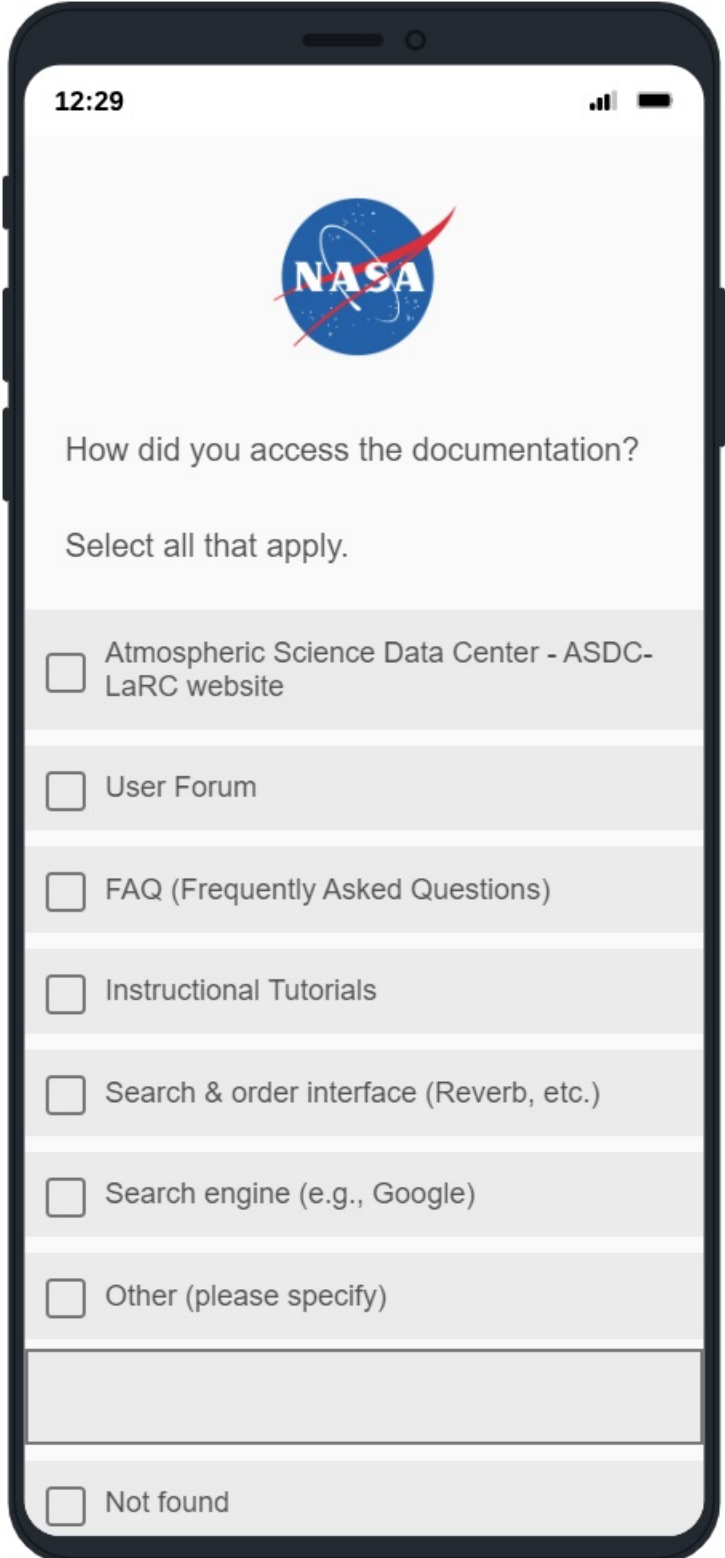
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How did you contact Atmospheric Science Data Center - ASDC-LaRC's User Services office?

Select all that apply.

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

Back

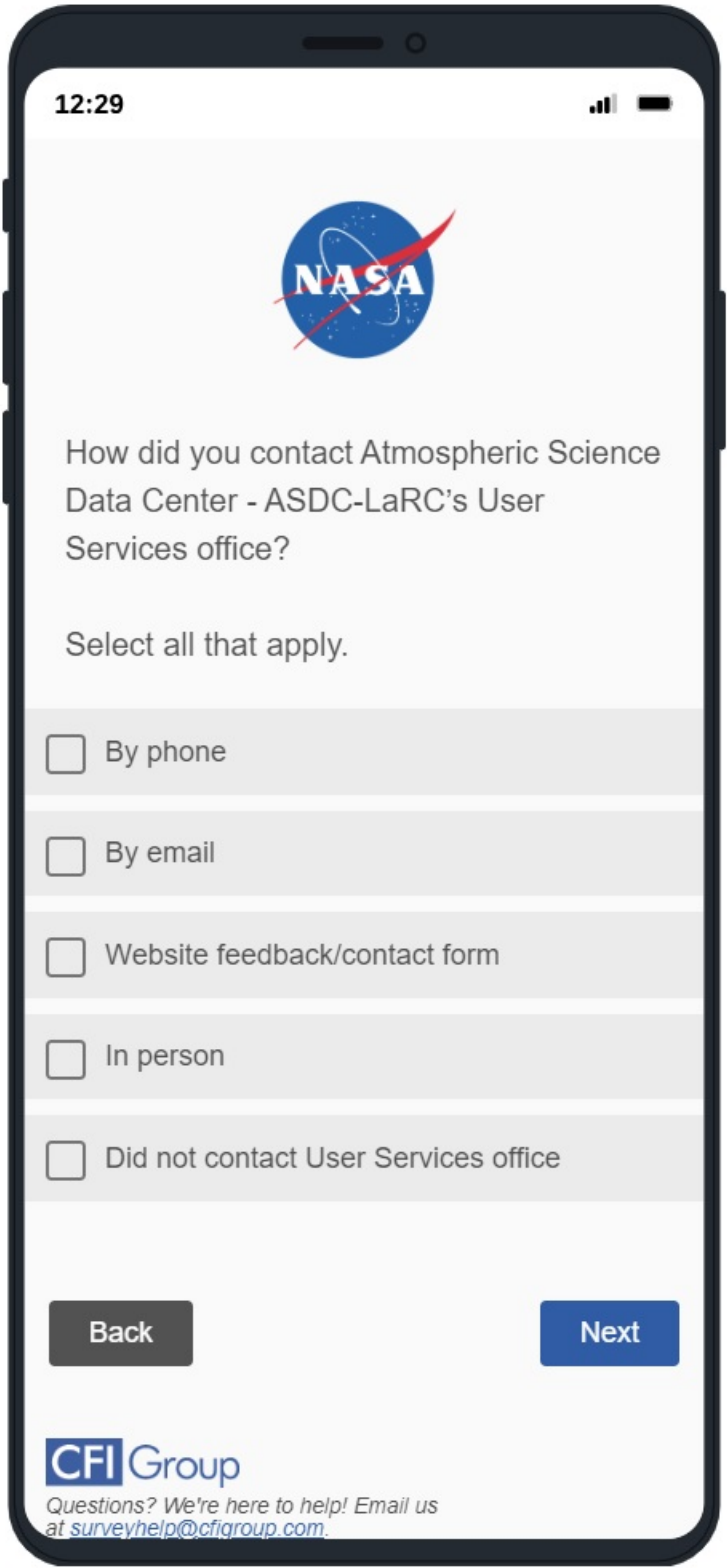
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What was the reason for your contact with User Services?

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

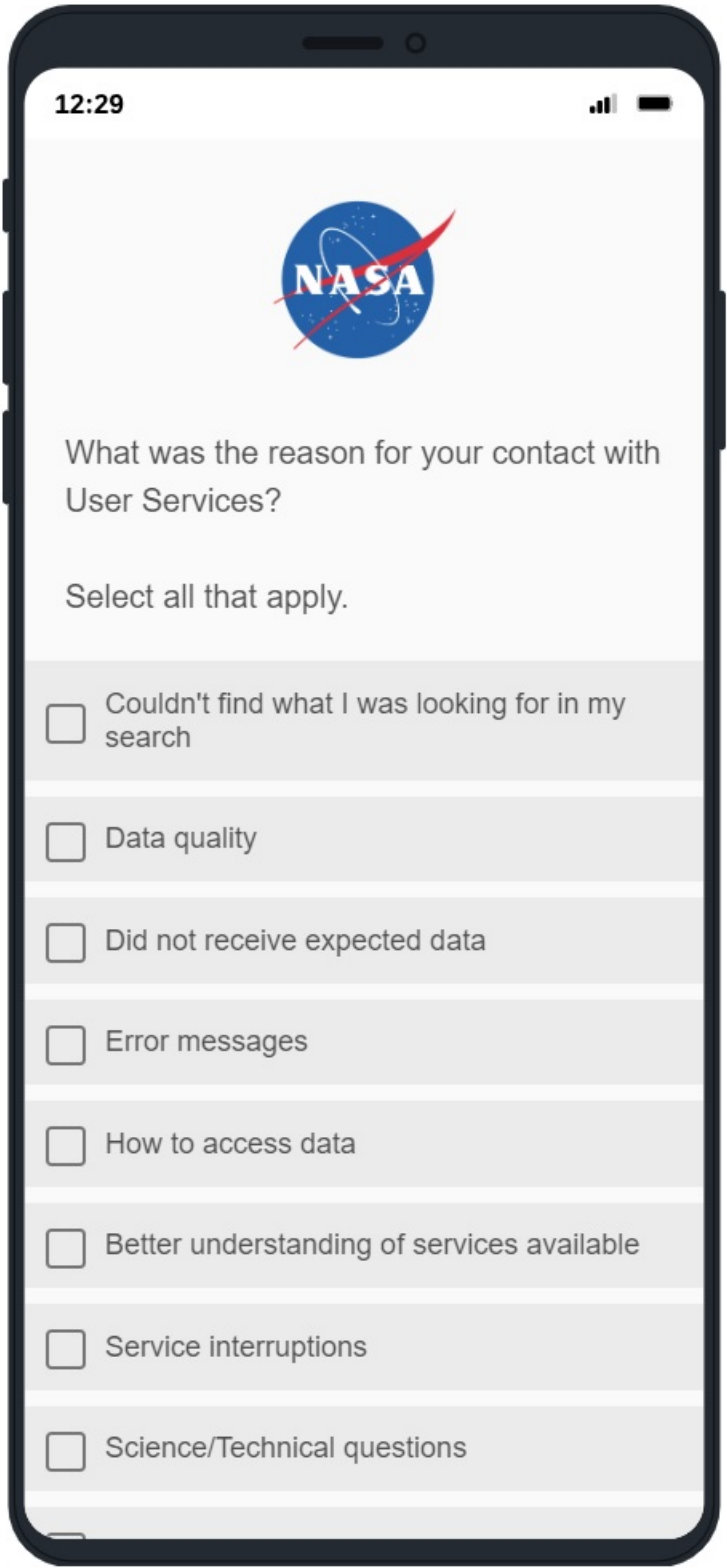
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Better understanding of services available

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

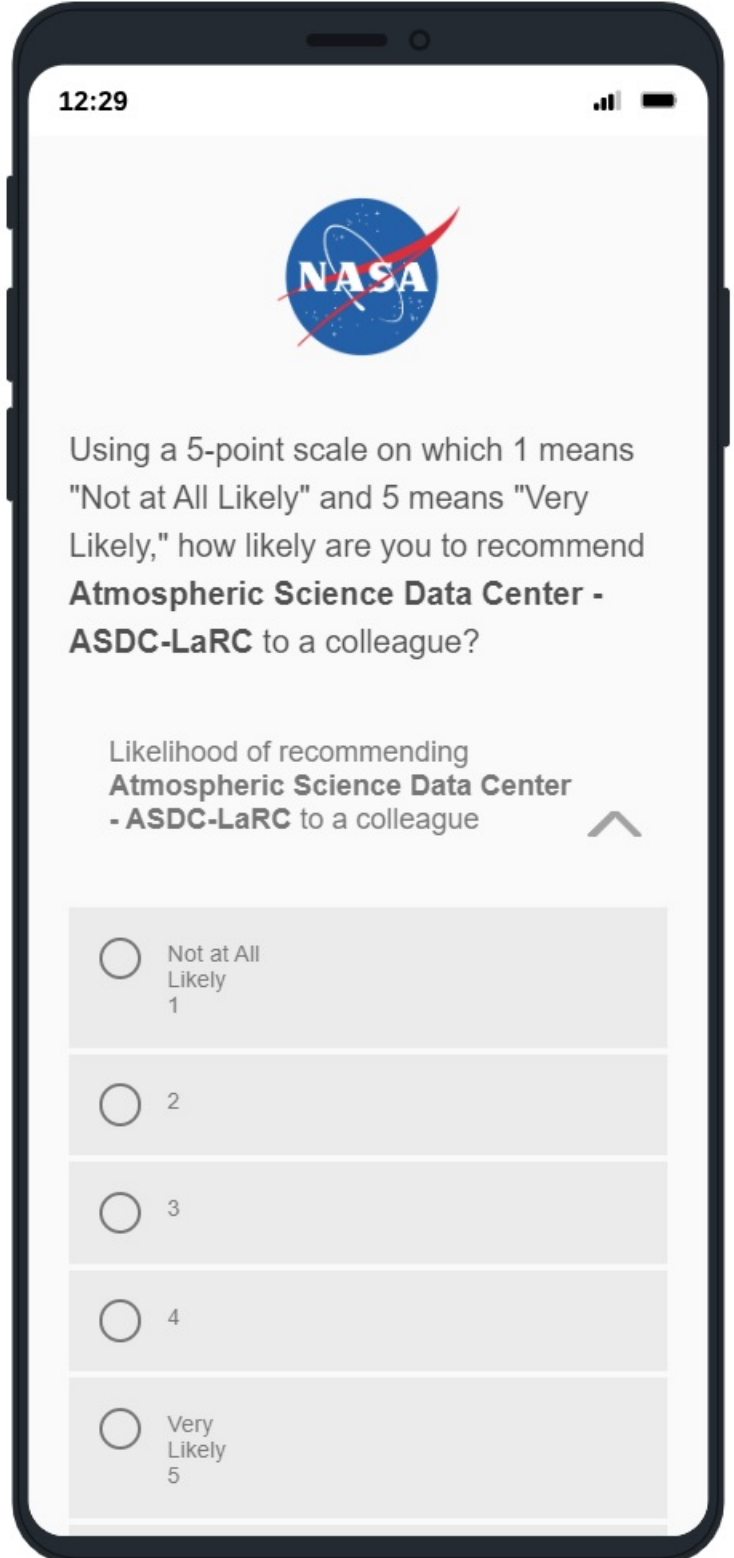
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Likelihood of recommending **Atmospheric Science Data Center - ASDC-LaRC** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

Restart Survey

Go to Bookmark

Clear

Tools



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

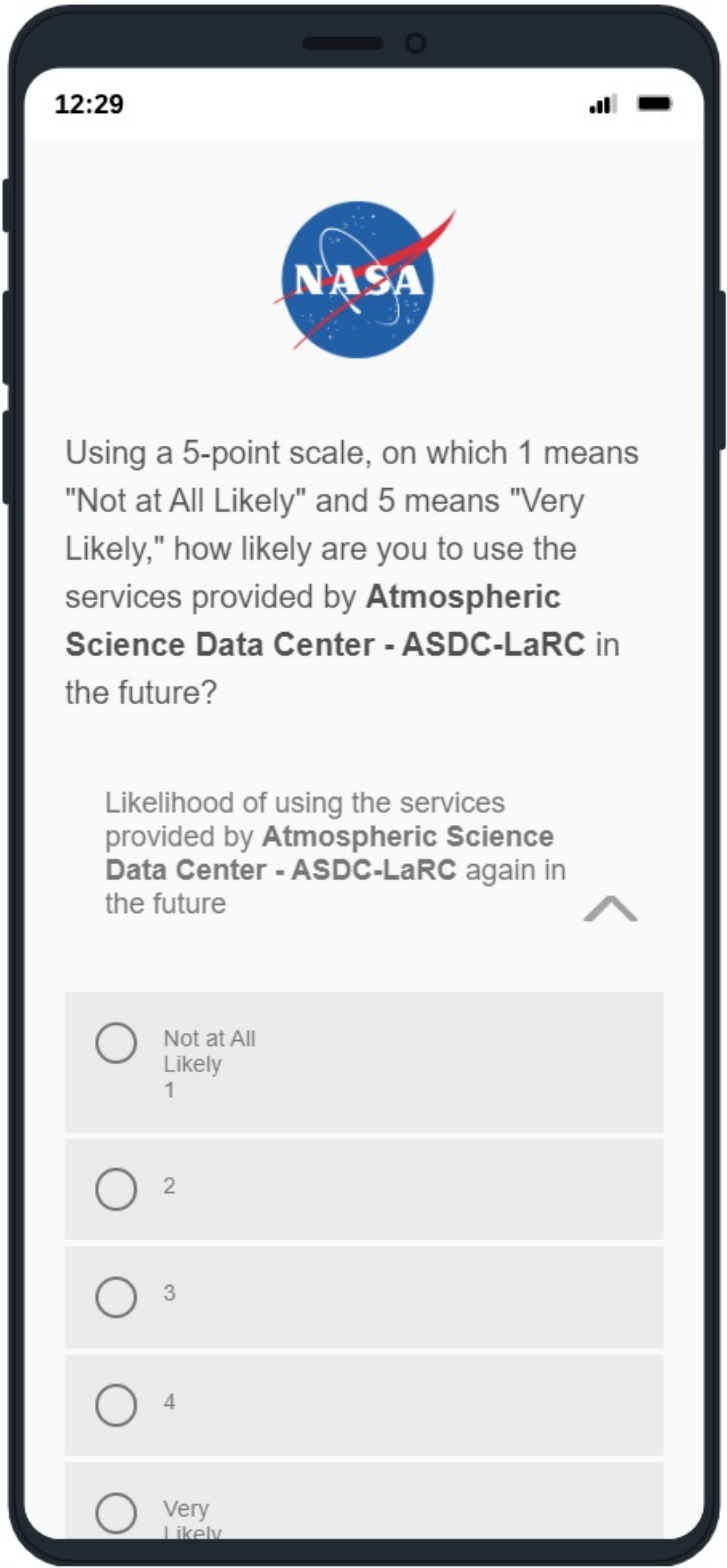
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Tools



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?

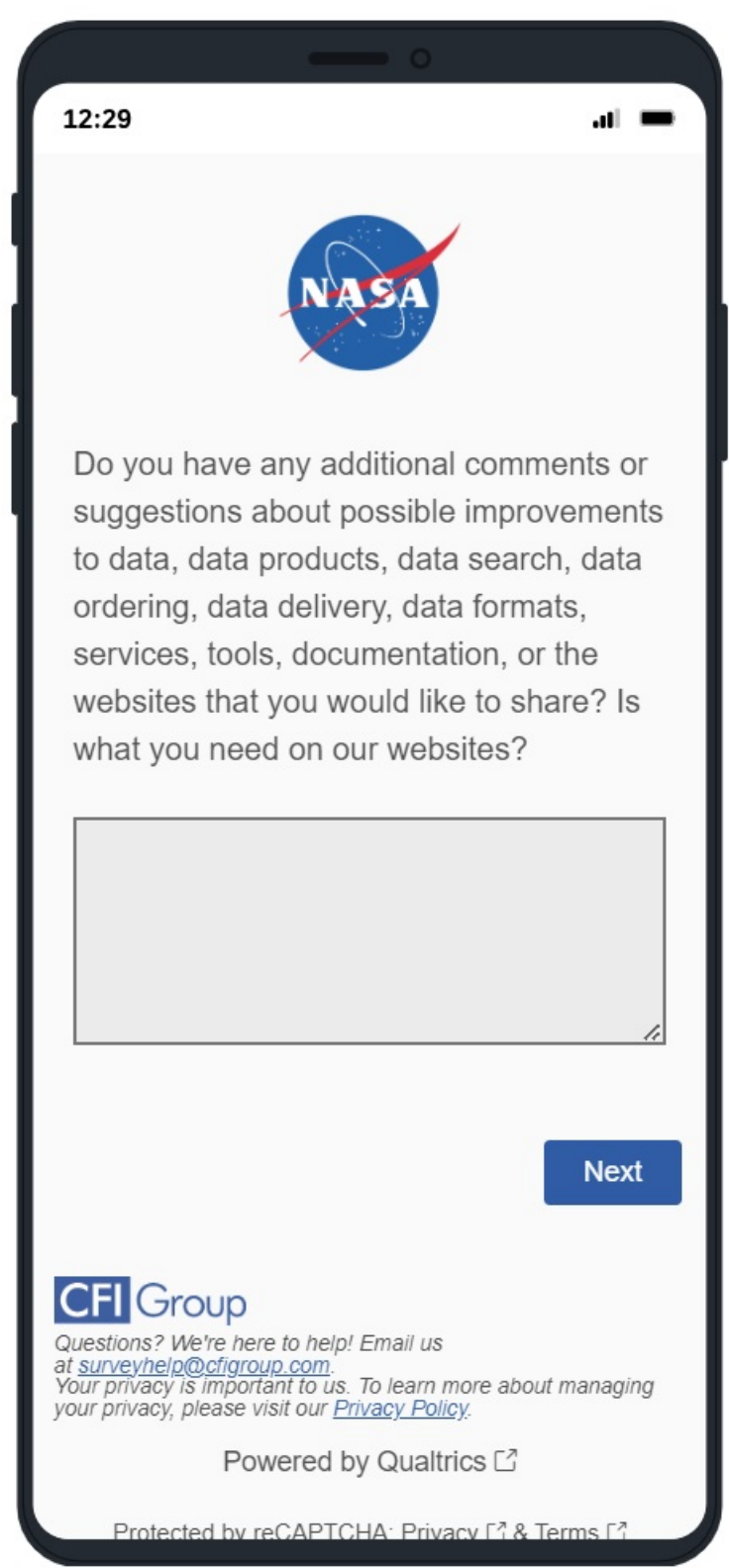
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You have reached the end of the survey. Please click on the "Submit" button below to send your responses to CFI Group's secure database. You will also receive a prompt to respond for another DAAC.

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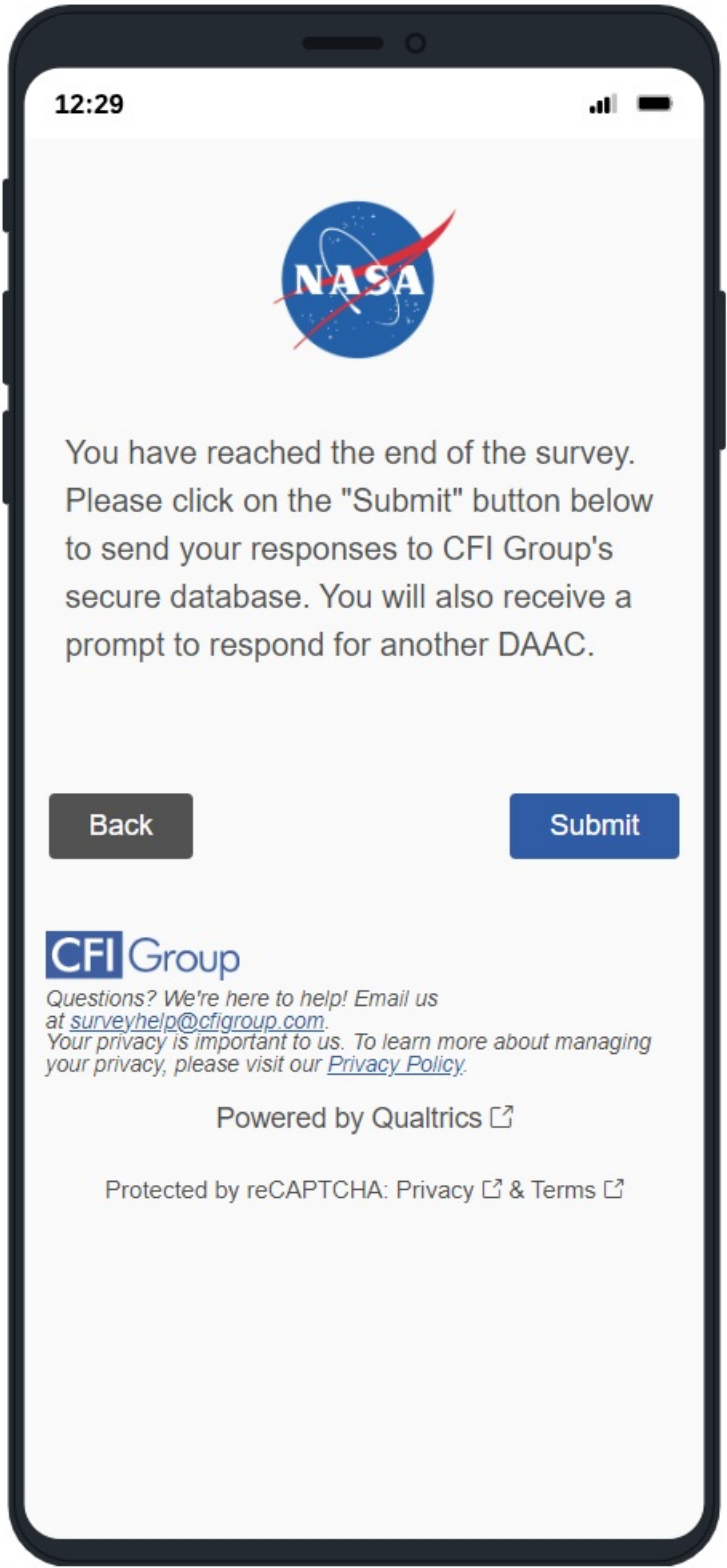
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