CFI Preview - NASA EOSDIS Survey   ✕   +

← → C 🔒 cfigroupfed.gov1.qualtrics.com/jfe/preview/previewId/a13a9426-984e-4768-aeec...

📍 Maps   🔤 Translate   📁 Other bookmarks

Restart Survey   Go to Bookmark   Clear | Tools ⌄   📱   ⤴

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.
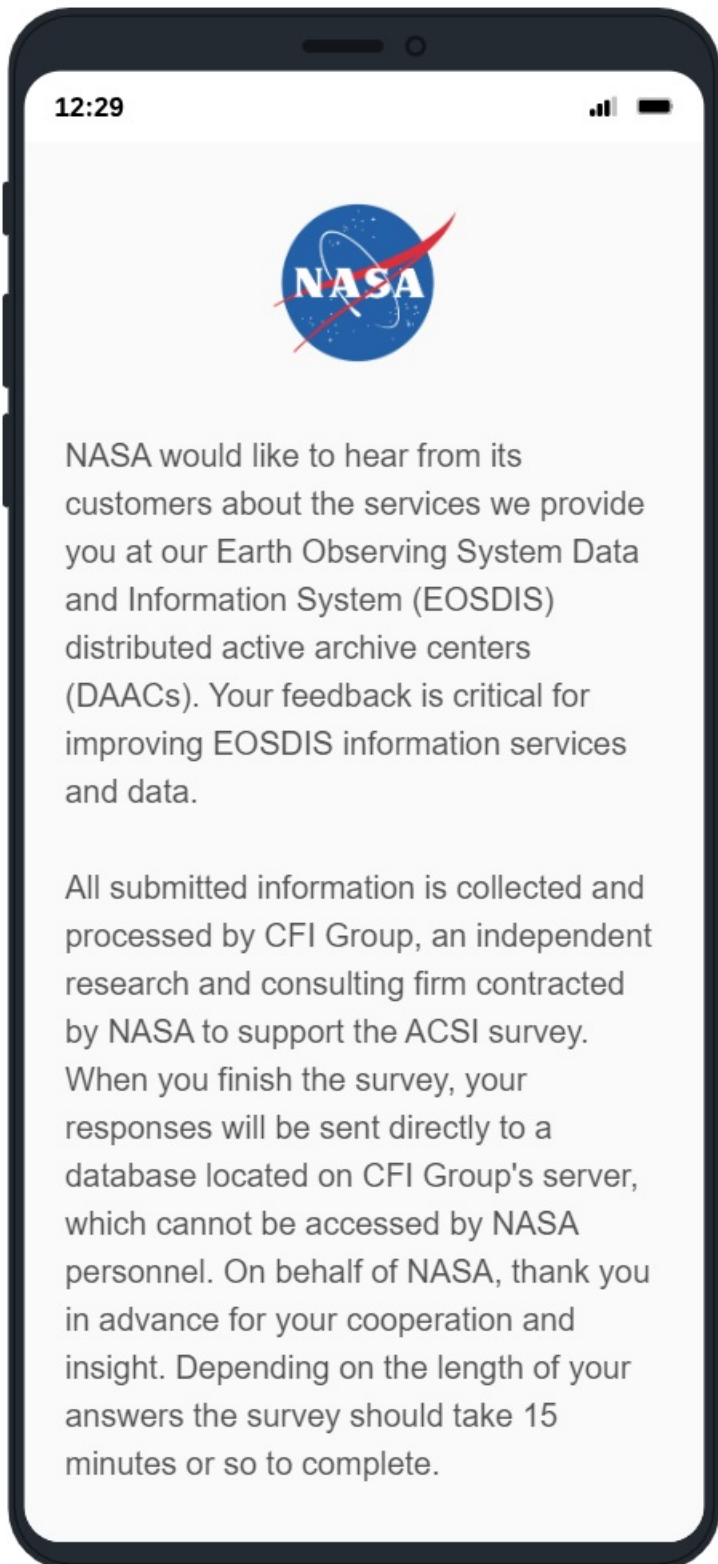
Questions or problems with the survey? Email _NASASurvey@cfigroup.com_.

Please click the "Next" button to begin.

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Maps   Translate   Other bookmarks

Restart Survey   Go to Bookmark   Clear   Tools ⌄   📱   ⌸

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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Mobile preview:

12:29

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.

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○ Atmospheric Science Data Center - ASDC-LaRC

○ Alaska Satellite Facility - ASF - DAAC

○ Crustal Dynamics Data Information System - CDDIS

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

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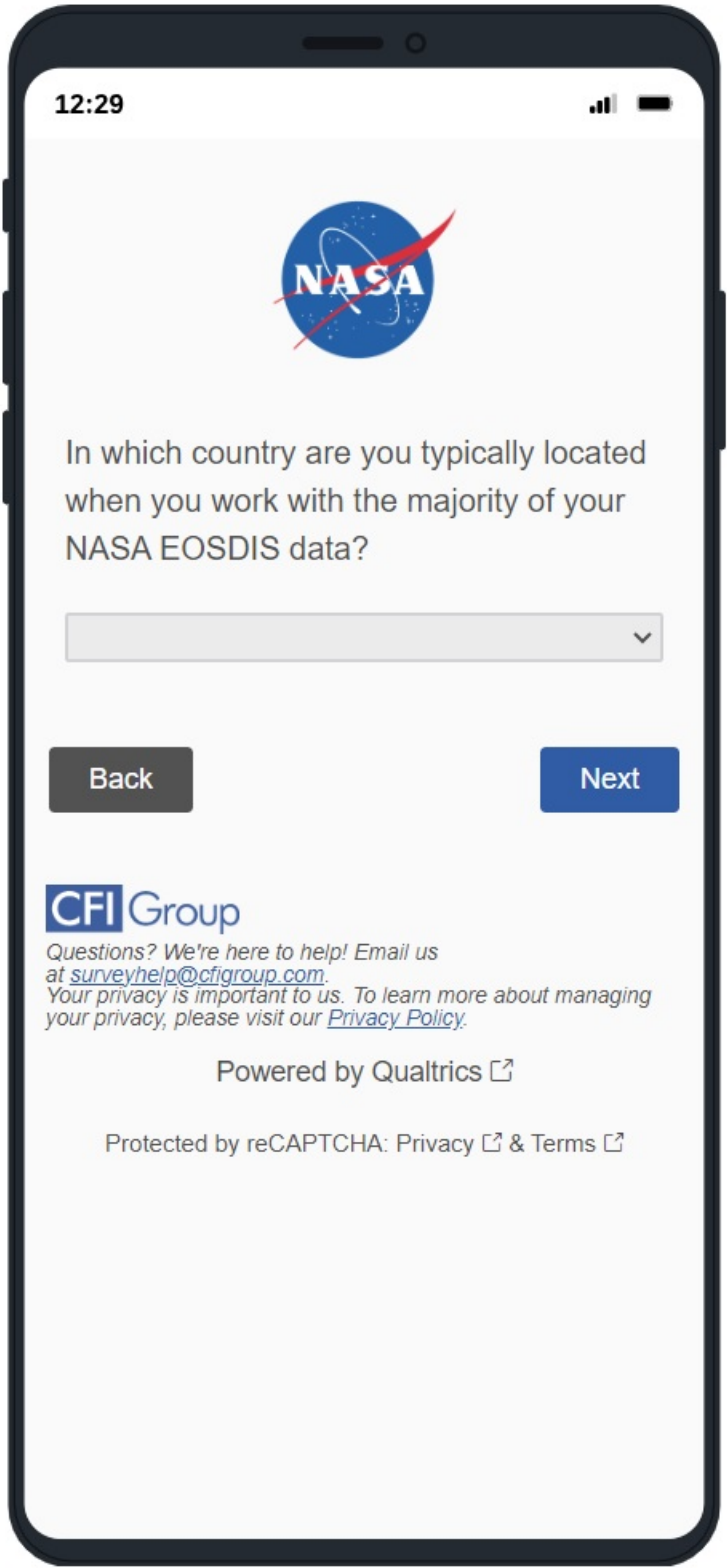In which country are you typically located when you work with the majority of your NASA EOSDIS data?
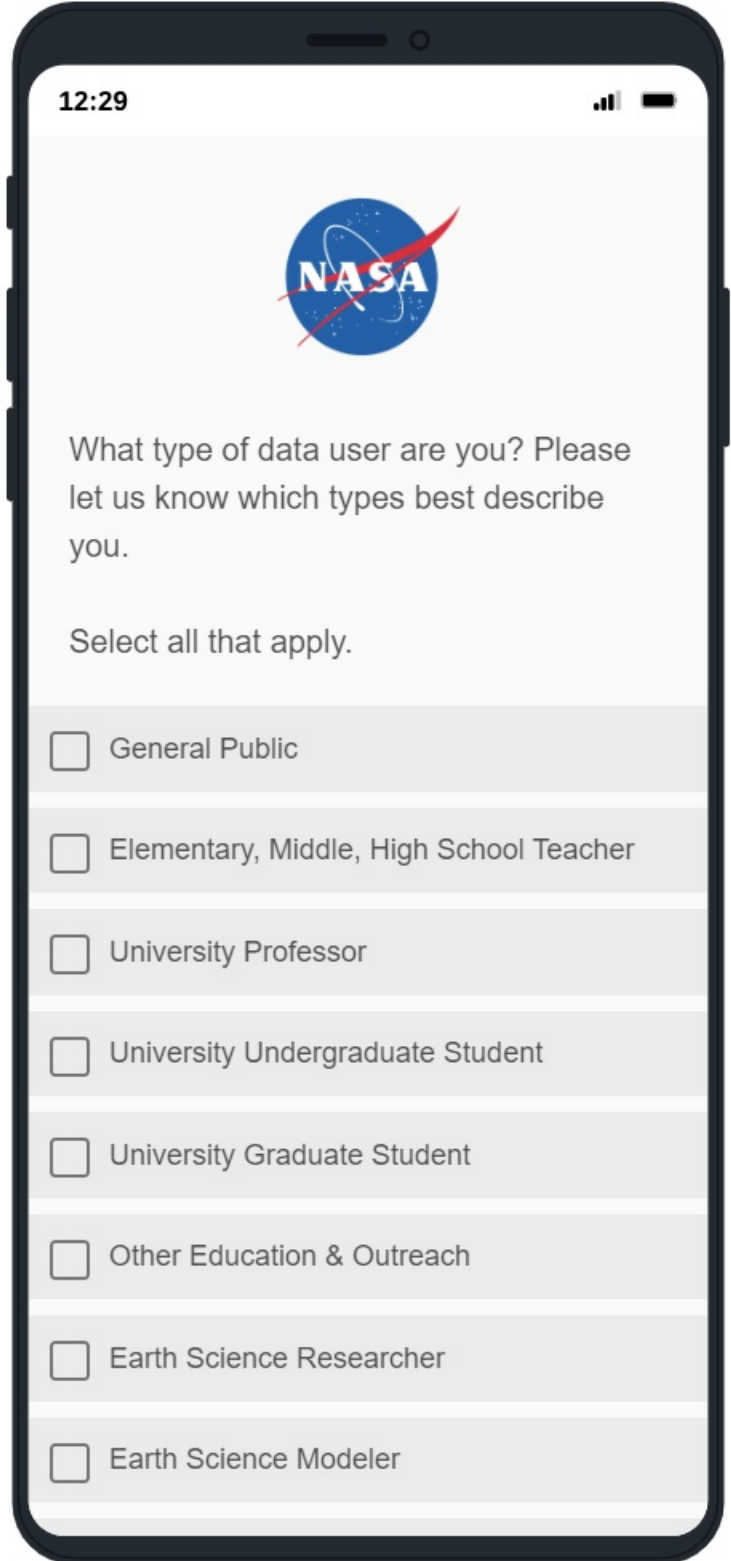
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12:29

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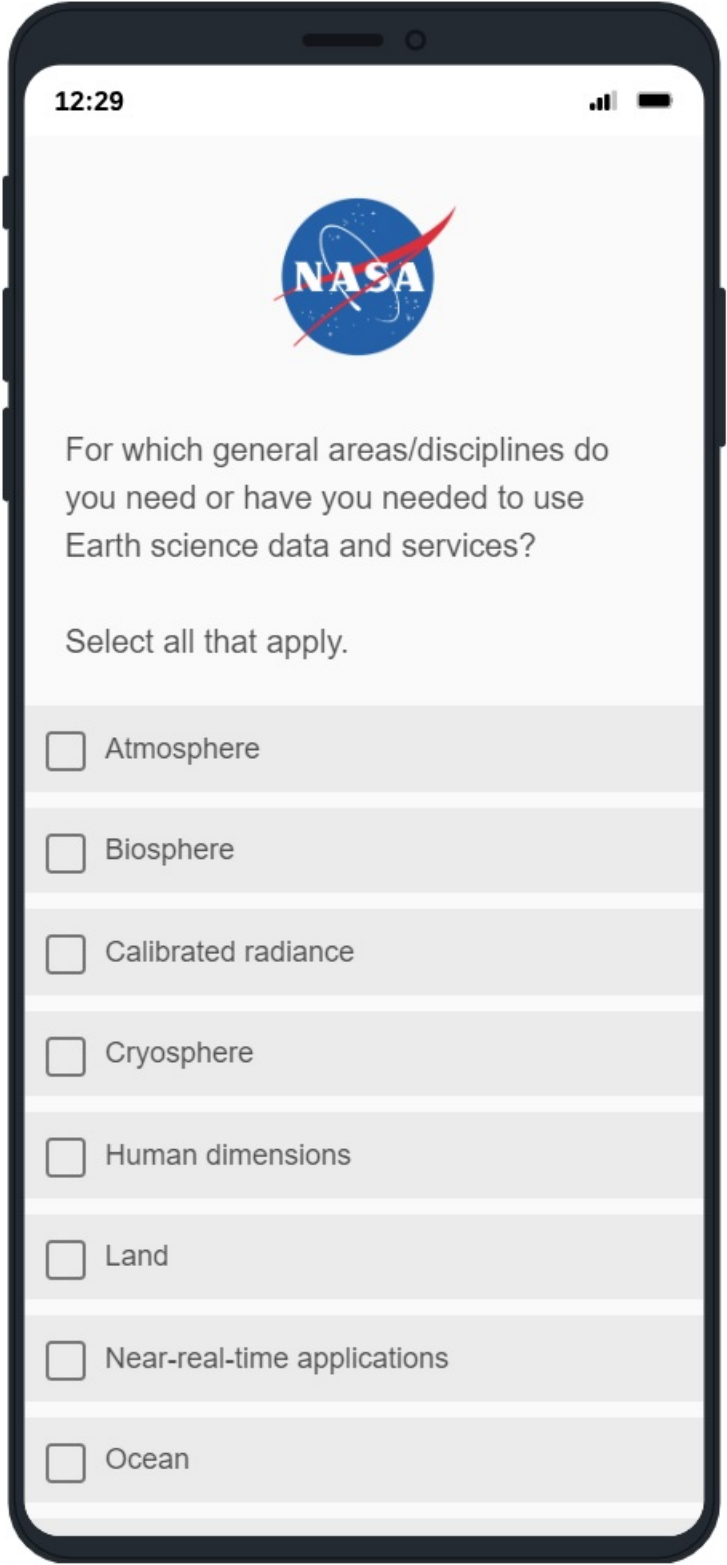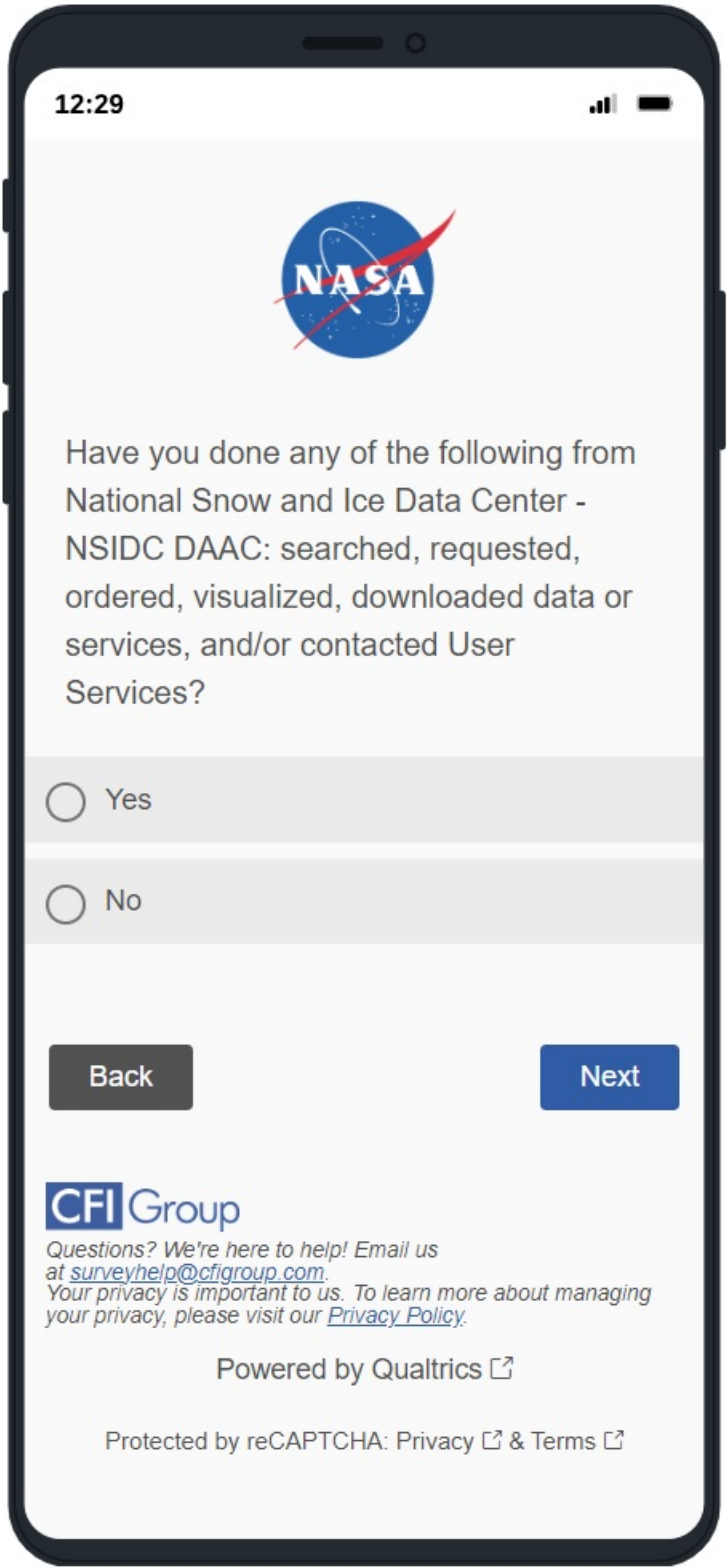
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Maps   Translate   Other bookmarks

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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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12:29

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

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)
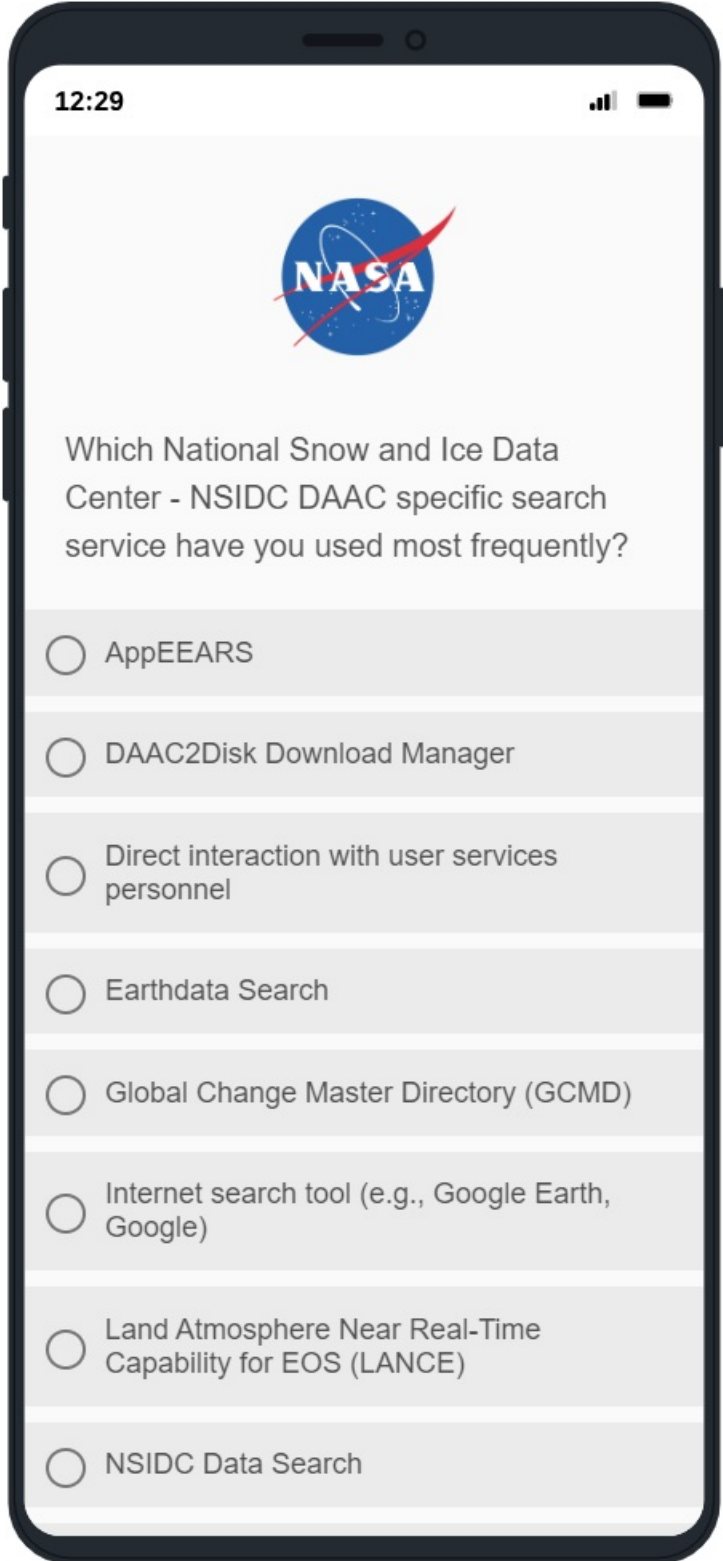
- [ ] Not Applicable

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Have you done any of the following from National Snow and Ice Data Center - NSIDC DAAC: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

○ Yes

○ No

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Which National Snow and Ice Data Center - NSIDC DAAC specific search service have you used most frequently?

- ○ AppEEARS
- ○ DAAC2Disk Download Manager
- ○ 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)
- ○ NSIDC Data Search
- ○ Operation IceBridge Portal
- ○ Worldview
- ○ Other (please specify)

- ○ None of the above
- ○ I don't know

Next

Restart Survey   Go to Bookmark   Clear   Tools

Thinking about your data or services from National Snow and Ice Data Center - NSIDC 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

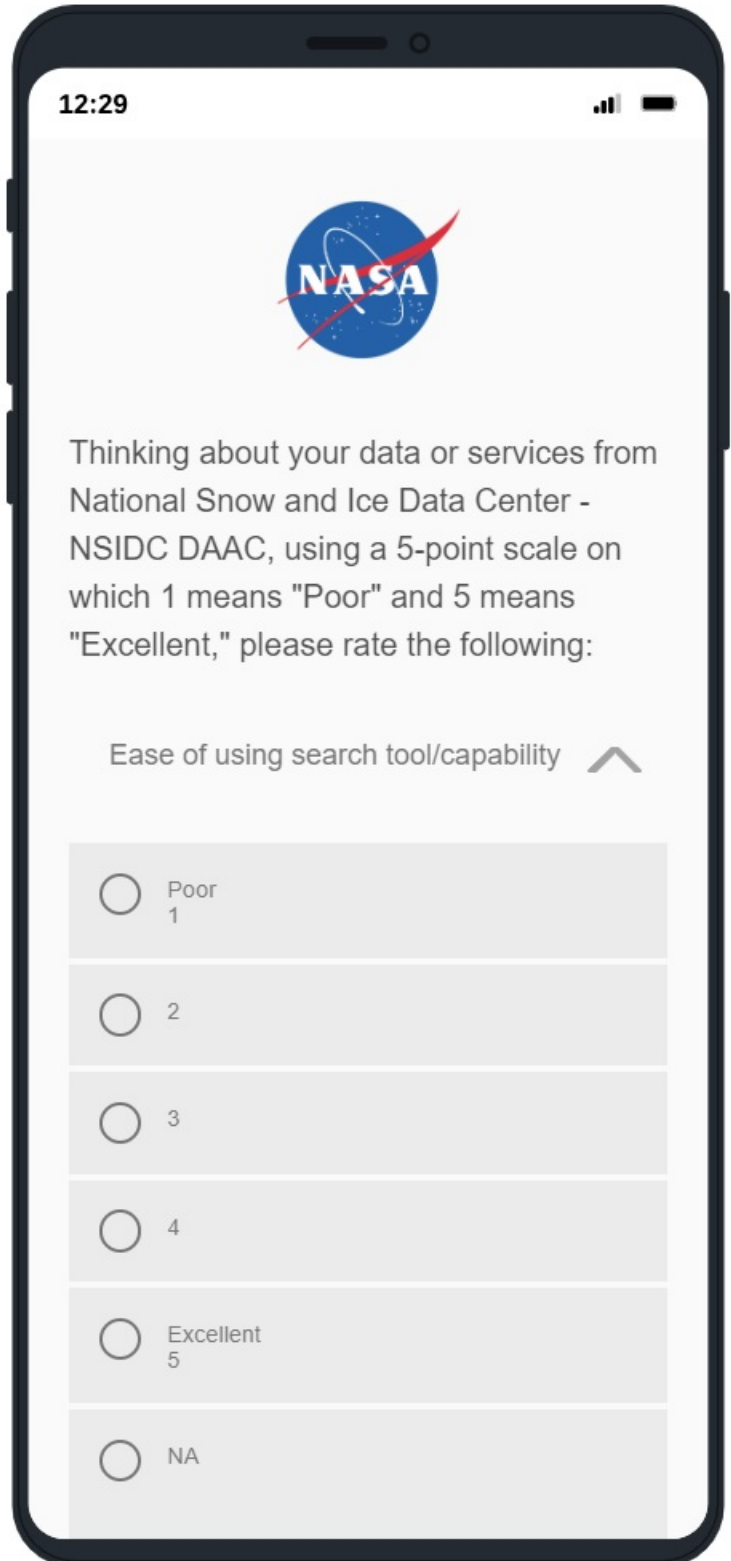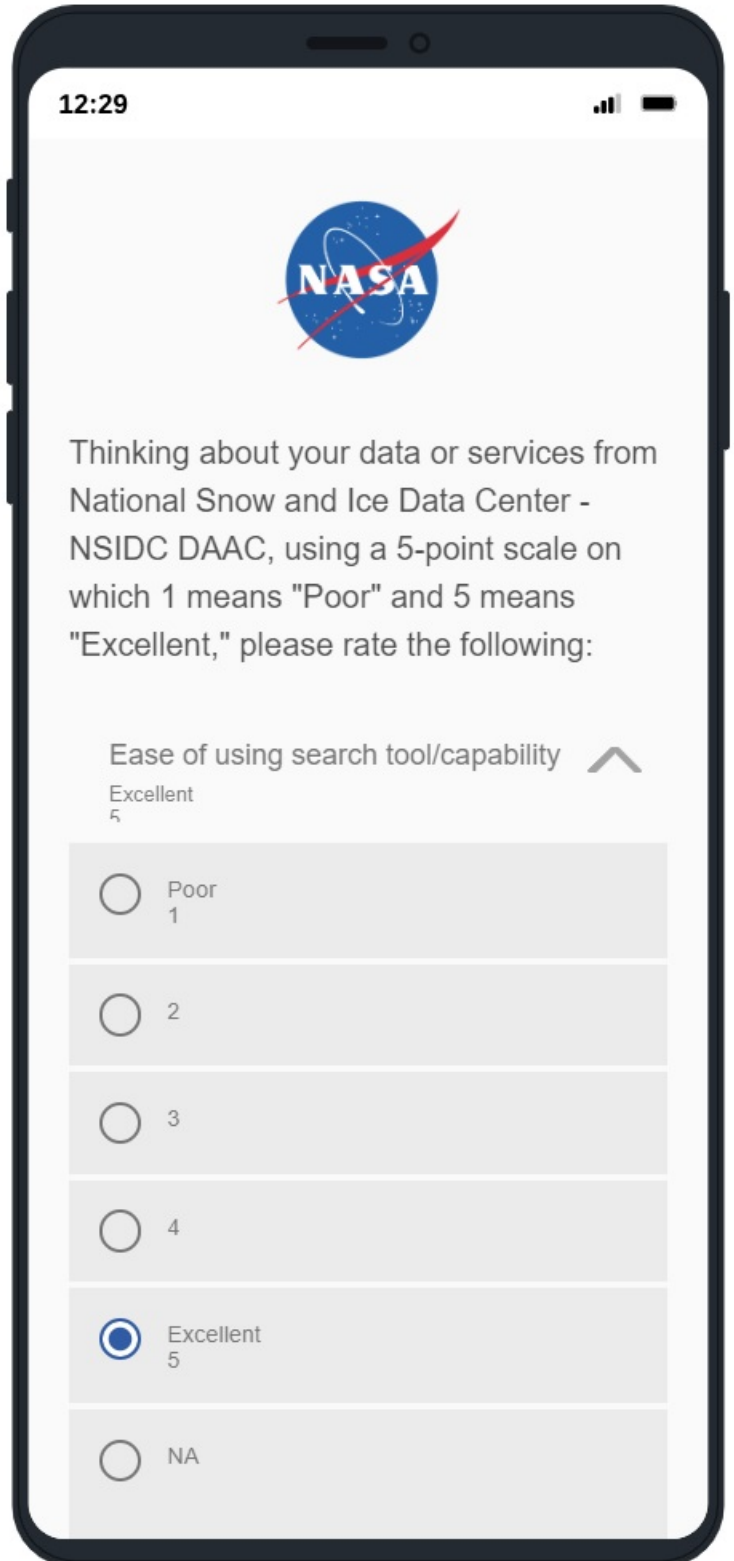How well the search results met your needs

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Thinking about your data or services from National Snow and Ice Data Center - NSIDC 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

Restart Survey   Go to Bookmark   Clear   Tools

Thinking about your data or services from National Snow and Ice Data Center - NSIDC 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

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Thinking about your data or services from National Snow and Ice Data Center - NSIDC 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

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

2:05 PM
9/6/2023

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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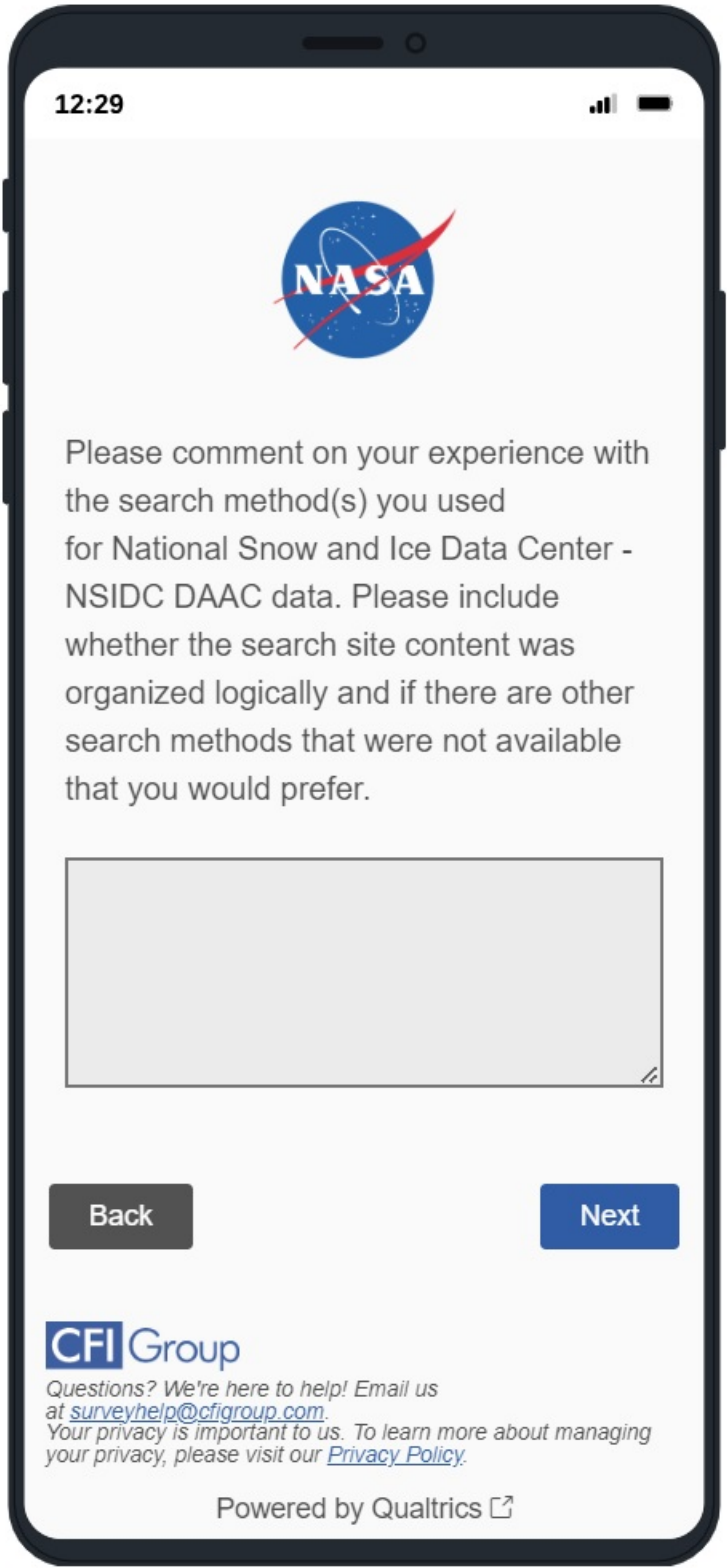
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Please comment on your experience with the search method(s) you used for National Snow and Ice Data Center - NSIDC DAAC data. Please include whether the search site content was organized logically and if there are other search methods that were not available that you would prefer.
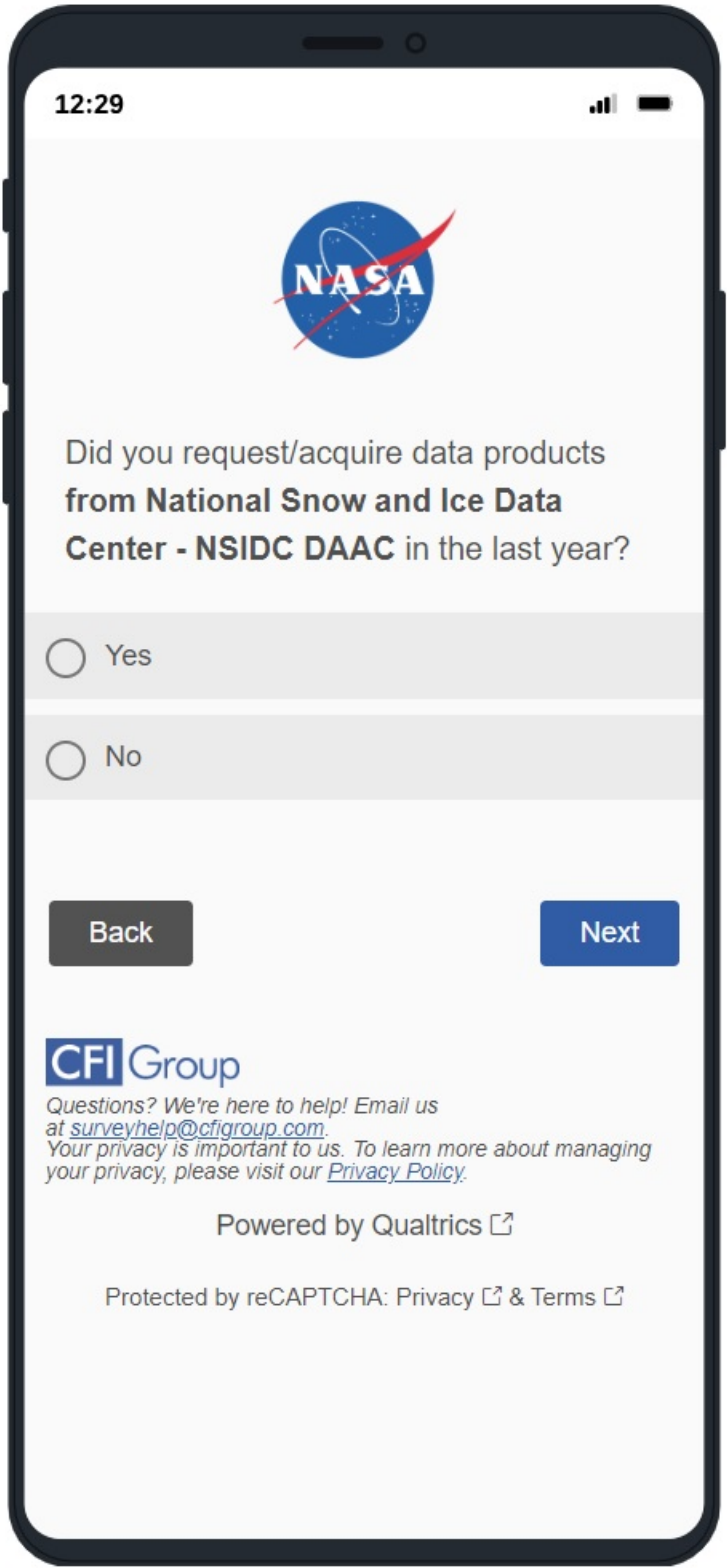
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Restart Survey   Go to Bookmark   Clear   Tools

Did you request/acquire data products from National Snow and Ice Data Center - NSIDC DAAC in the last year?
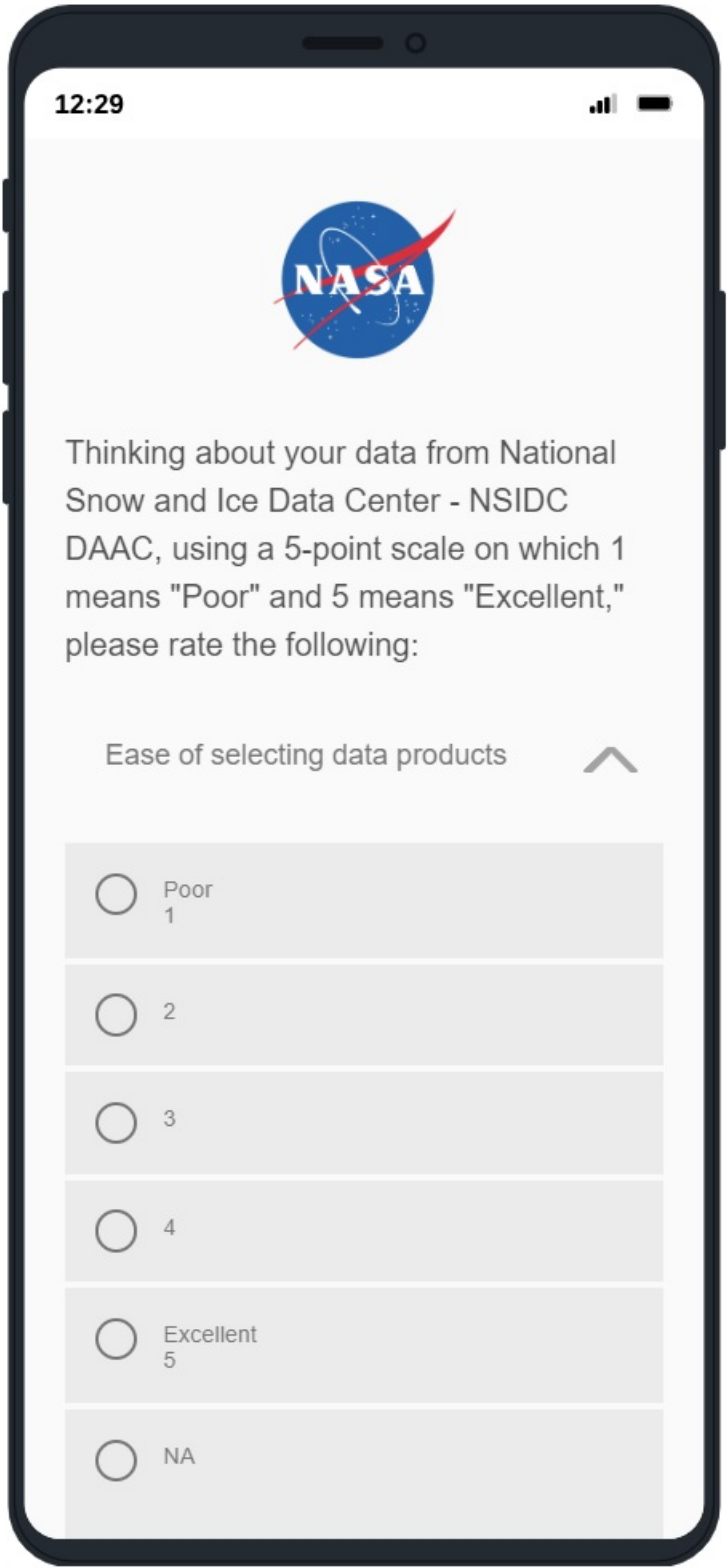
○ Yes

○ No

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12:29

Did you request/acquire data products from National Snow and Ice Data Center - NSIDC DAAC in the last year?
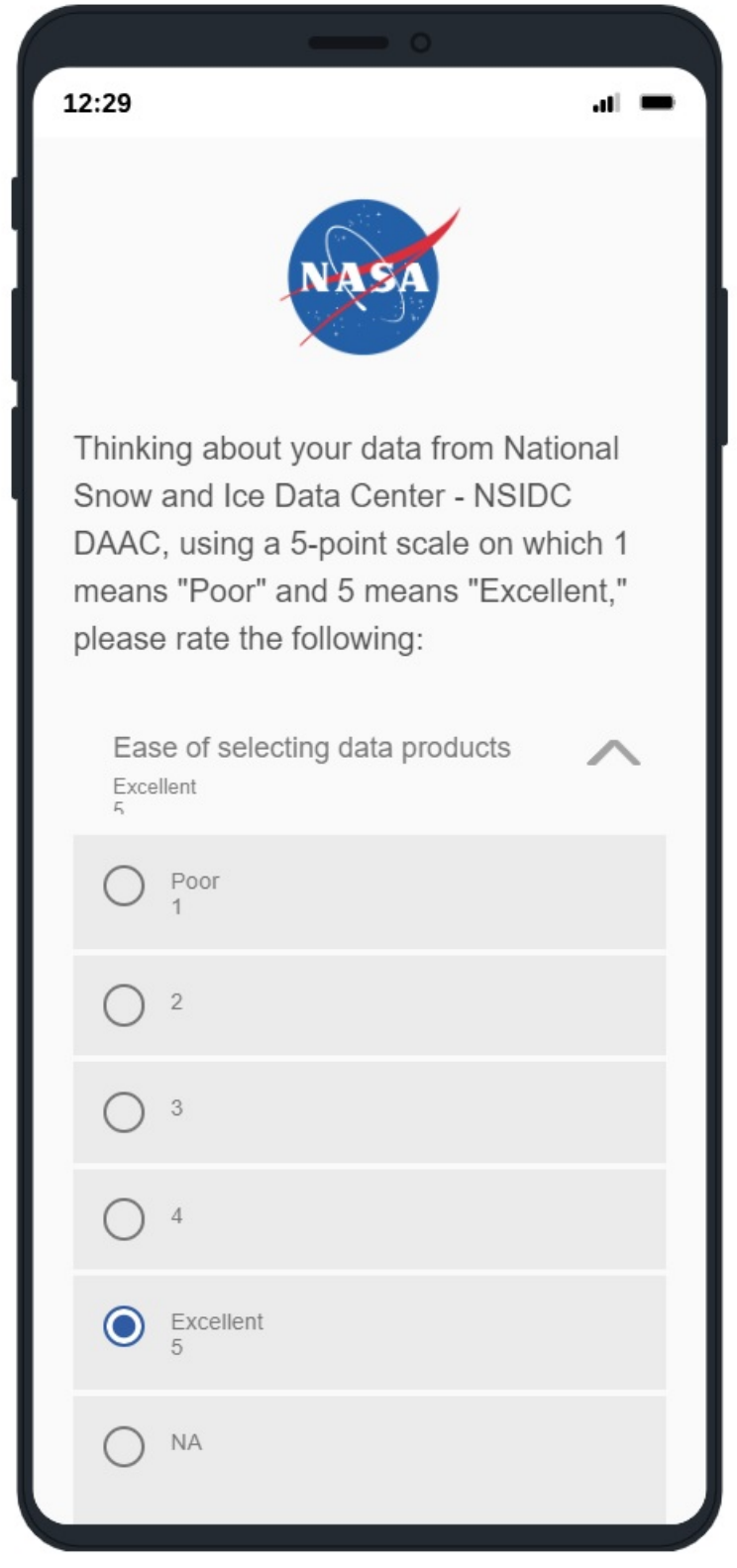
○ Yes

○ No

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2:06 PM
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12:29

Thinking about your data from National Snow and Ice Data Center - NSIDC 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   ∨

Direct downloads   ∨

Thinking about your data from National Snow and Ice Data Center - NSIDC 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

Next

Restart Survey | Go to Bookmark | Clear | Tools ⌄ | 📱 | 🔗

Thinking about your data from National Snow and Ice Data Center - NSIDC 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
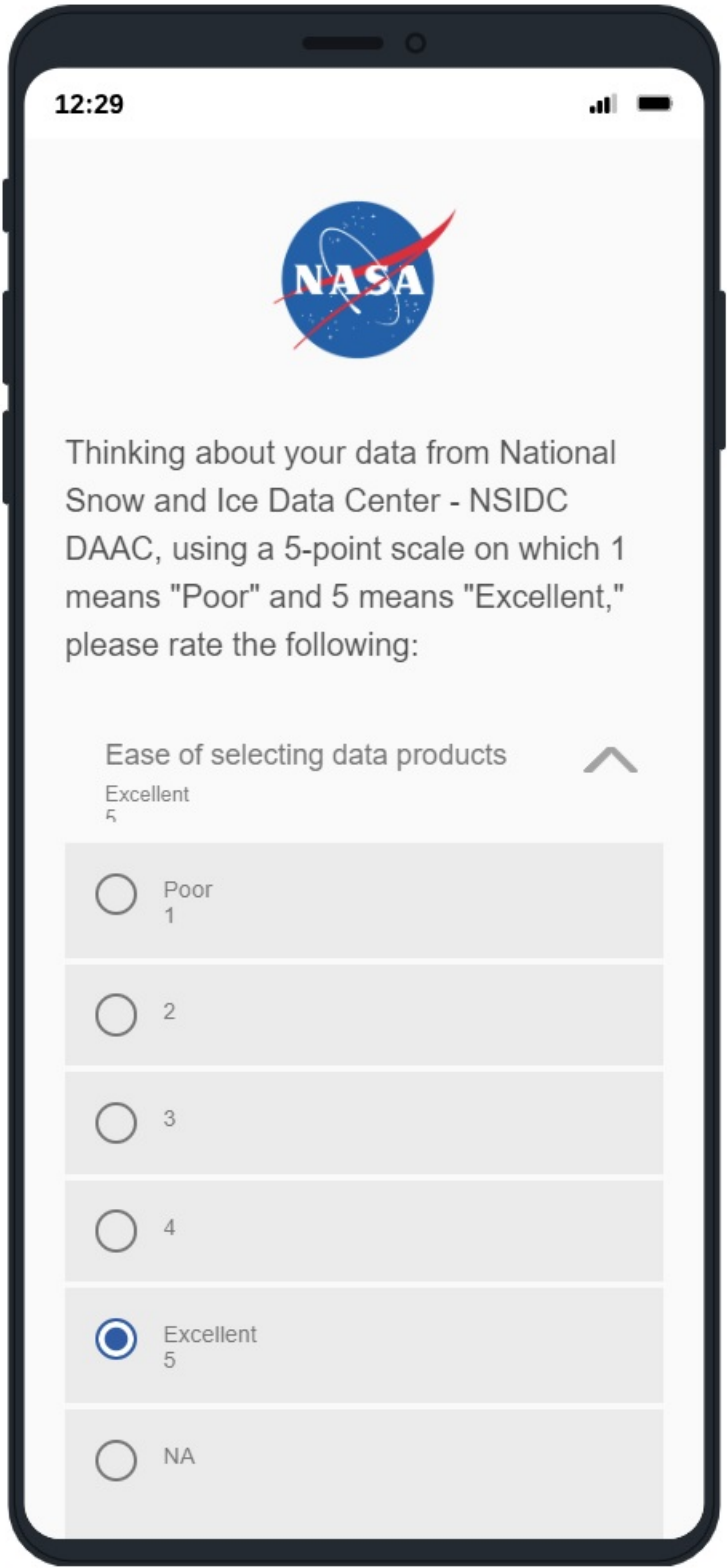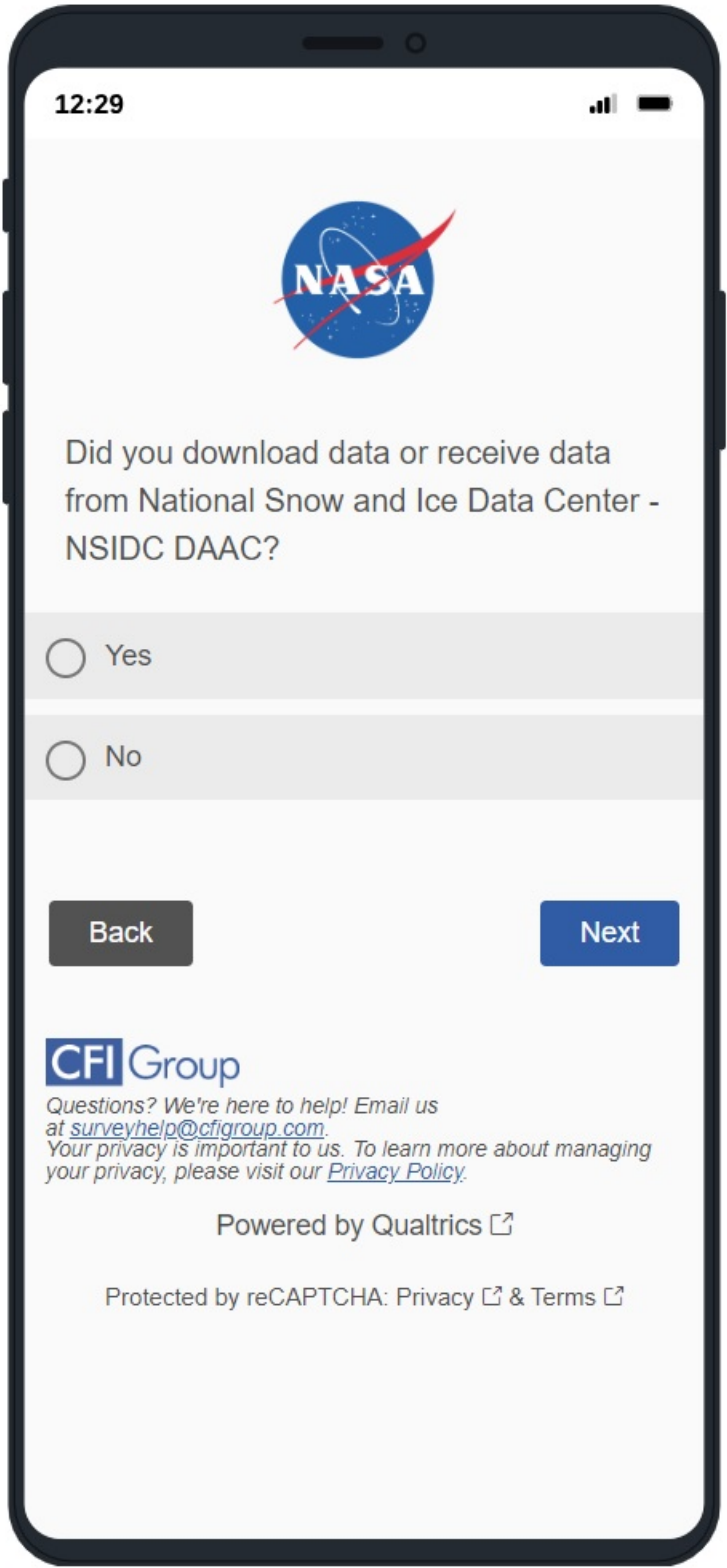
○ Excellent
5

○ NA

Direct downloads ⌄

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12:29

Thinking about your data from National Snow and Ice Data Center - NSIDC 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

○ Poor
1

○ 2

○ 3

○ 4

◉ Excellent
5

○ NA

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Browser view:

Thinking about your data from National Snow and Ice Data Center - NSIDC 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
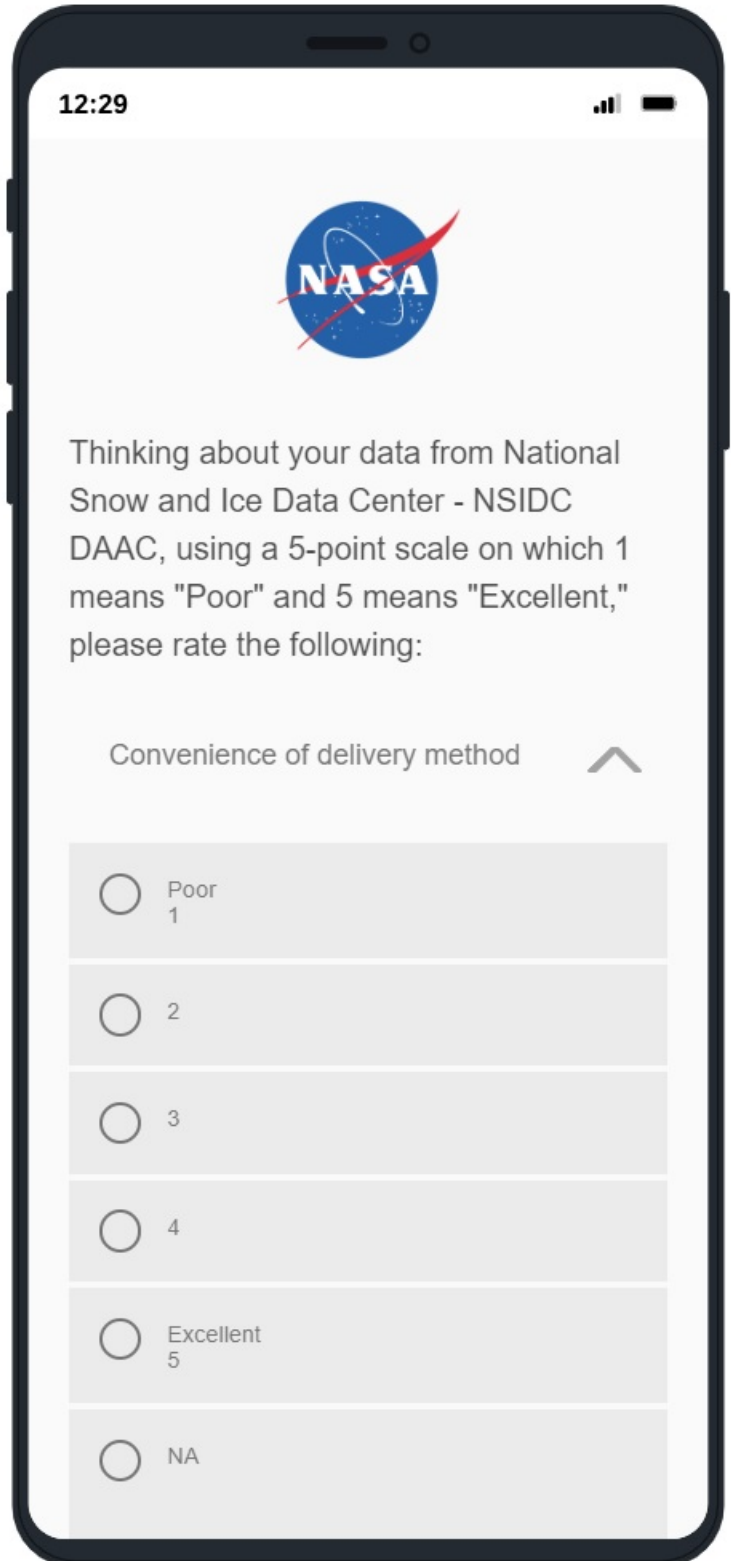 1

○ 2

○ 3

○ 4

○ Excellent
  5

○ NA

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Mobile view:

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Thinking about your data from National Snow and Ice Data Center - NSIDC 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

○ Poor
  1

○ 2

○ 3

○ 4

◉ Excellent
  5

○ NA

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Maps Translate Other bookmarks

Restart Survey Go to Bookmark Clear Tools

Thinking about your data from National Snow and Ice Data Center - NSIDC 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 ⌄

Next

Thinking about your data from National Snow and Ice Data Center - NSIDC 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
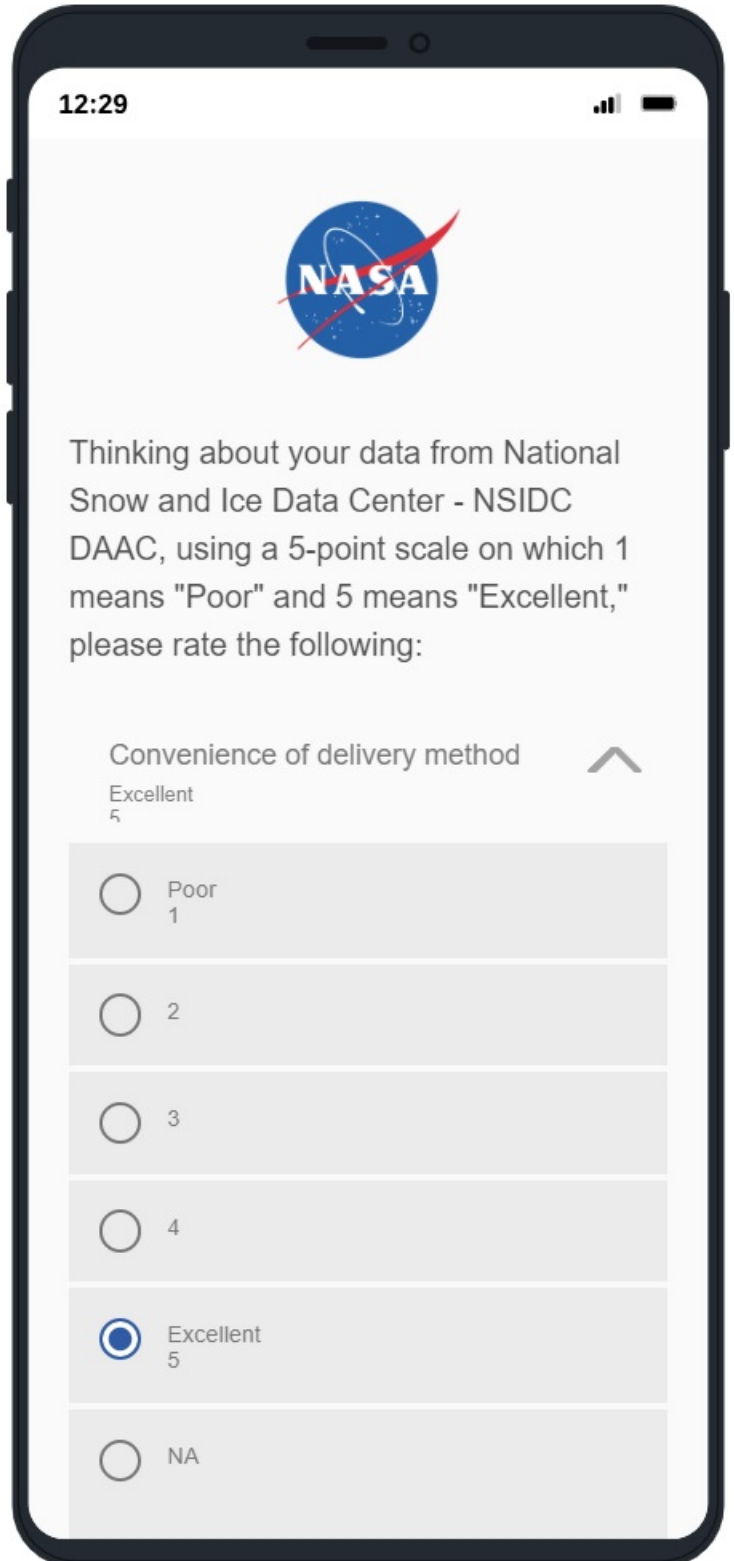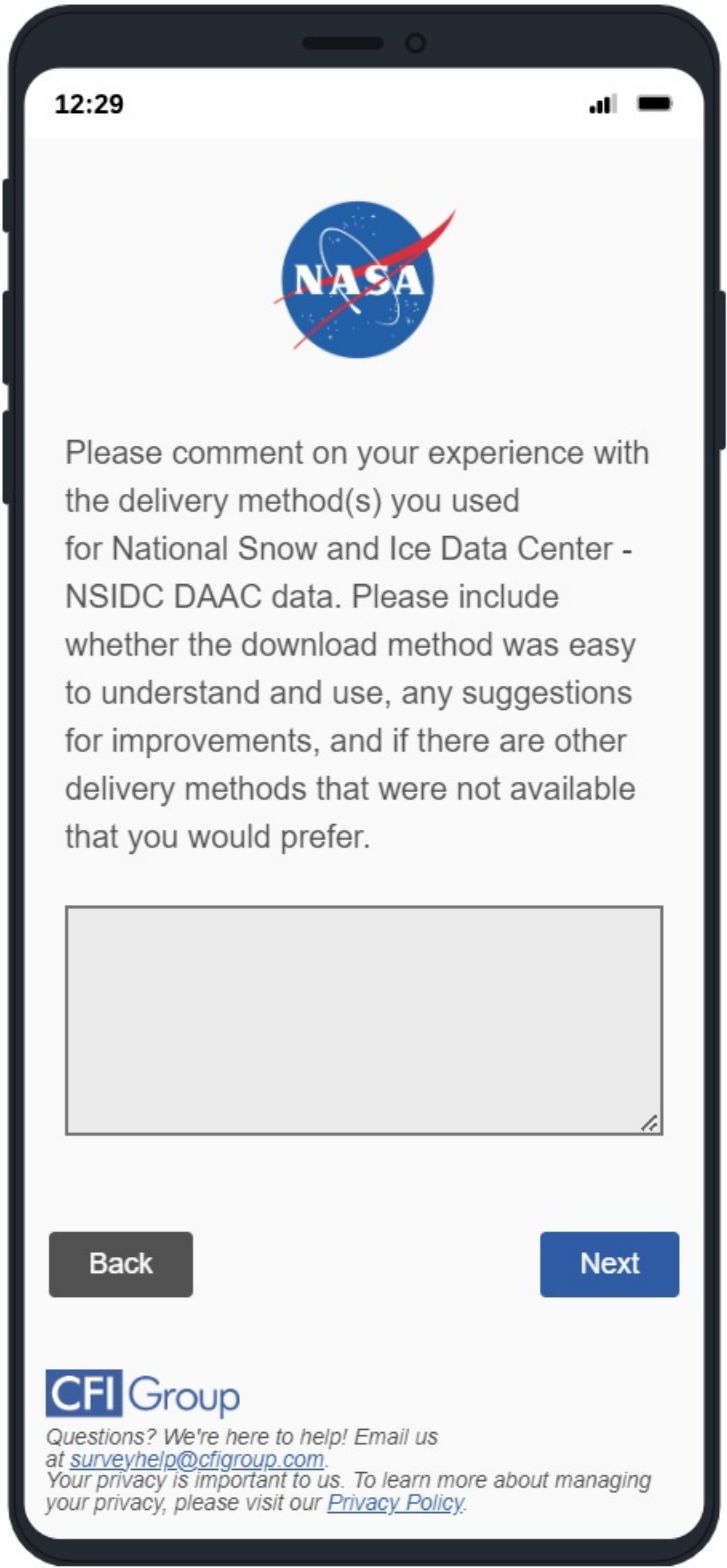- ○ 2
- ○ 3
- ○ 4
- ○ Excellent 5
- ○ NA

12:29

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Maps   Translate   Other bookmarks

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Thinking about your data from National Snow and Ice Data Center - NSIDC 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

Next

12:29

Thinking about your data from National Snow and Ice Data Center - NSIDC 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

○ Poor
1

○ 2

○ 3

○ 4

⦿ Excellent
5

○ NA

2:09 PM
9/6/2023

Restart Survey   Go to Bookmark   Clear   Tools

Please comment on your experience with the delivery method(s) you used for National Snow and Ice Data Center - NSIDC 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.

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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 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

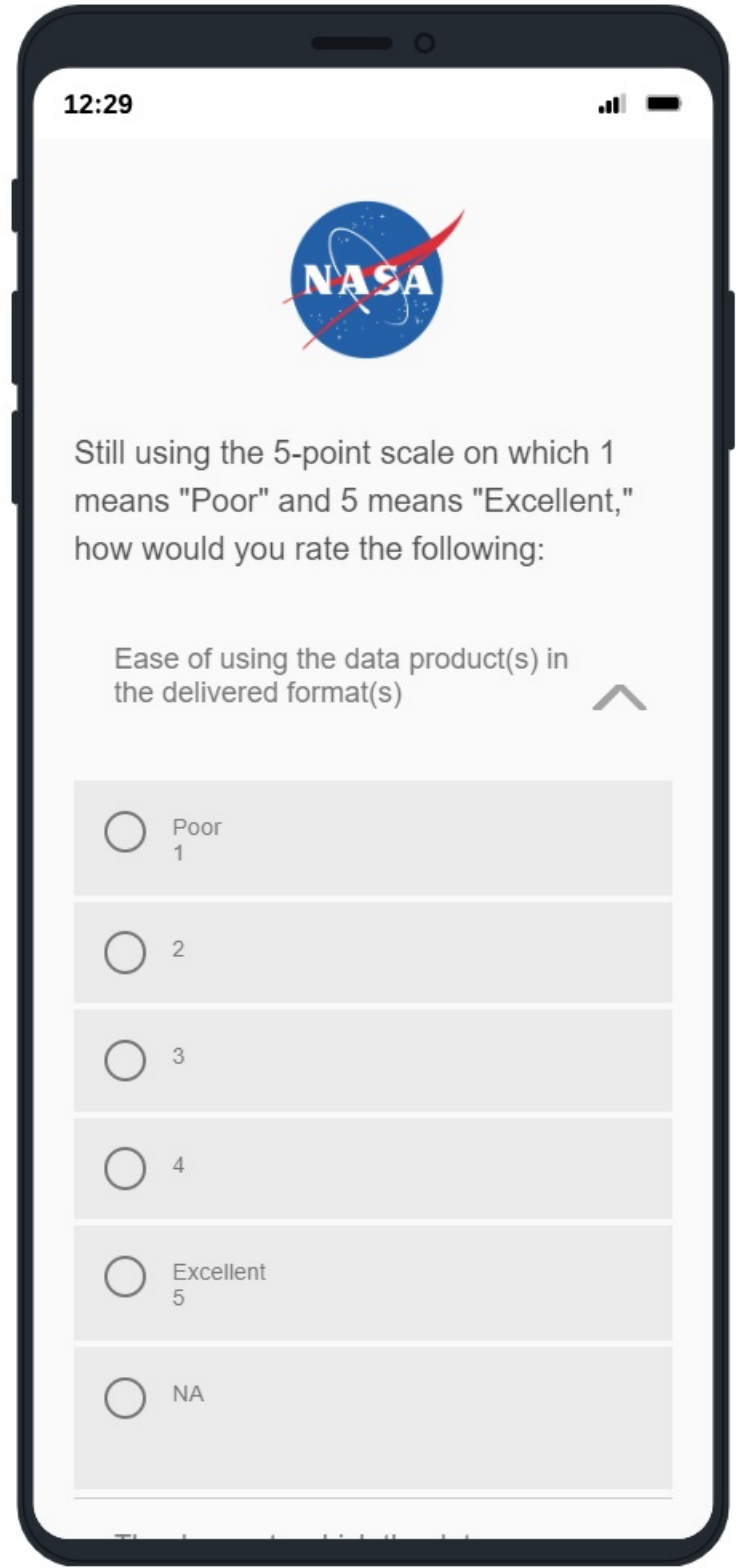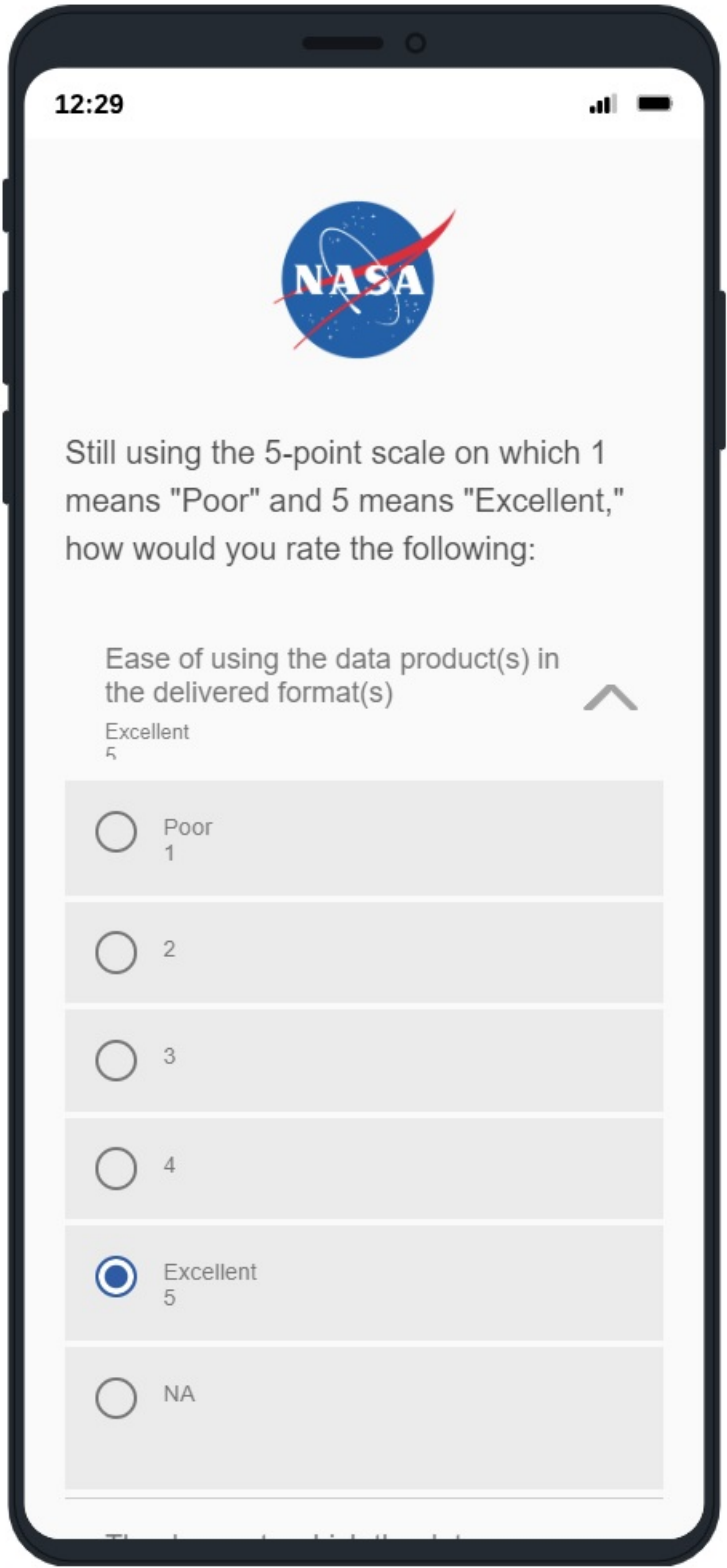The degree to which the data product(s) helped you accomplish your intended goals

Back   Next

(Mobile preview)

12:29

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

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Maps   Translate   Other bookmarks

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 the following:

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

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

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

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

Back | Next

Phone (right side):

12:29

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

2:10 PM
9/6/2023

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 the following:

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

The degree to which the data product(s) matched what you originally intended to order
Excellent
5

The degree to which the data product(s) helped you accomplish your intended goals
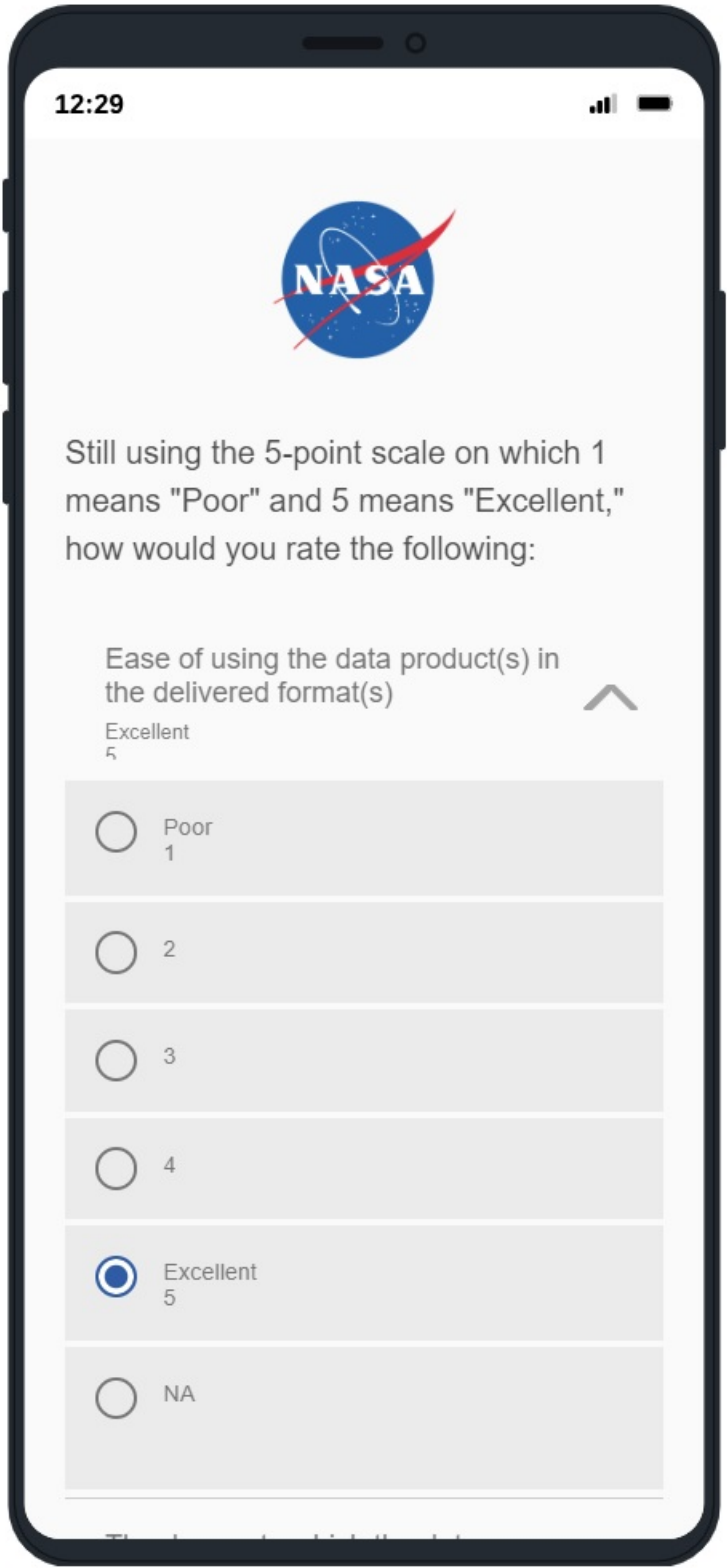
○ Poor
1

○ 2

○ 3

○ 4

○ Excellent
5

○ NA

Back   Next

12:29

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

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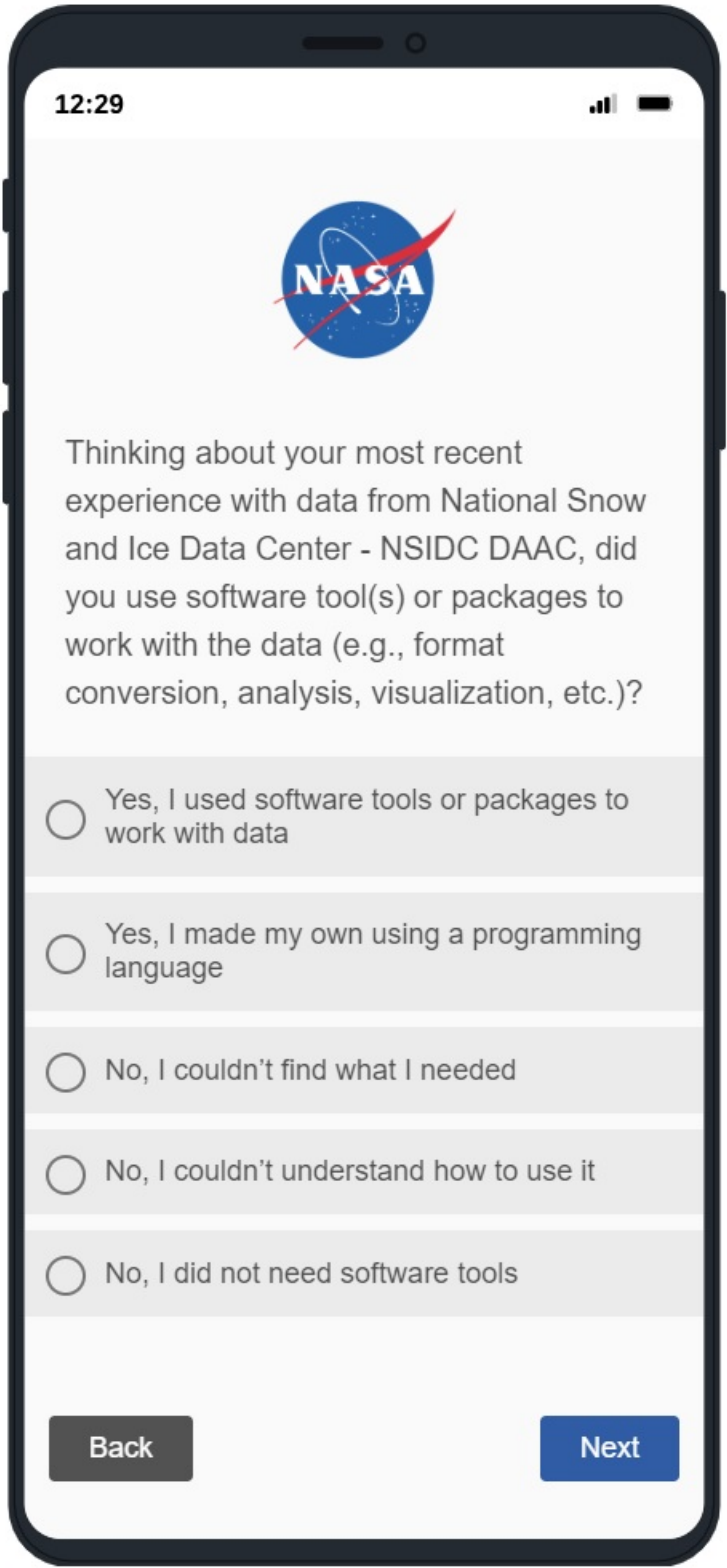Excellent
5

○ Poor
1

○ 2

○ 3

○ 4

◉ Excellent
5

○ NA

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cfigroupfed.gov1.qualtrics.com/jfe/preview/previewId/a13a9426-984e-4768-aeec...

Maps   Translate   Other bookmarks
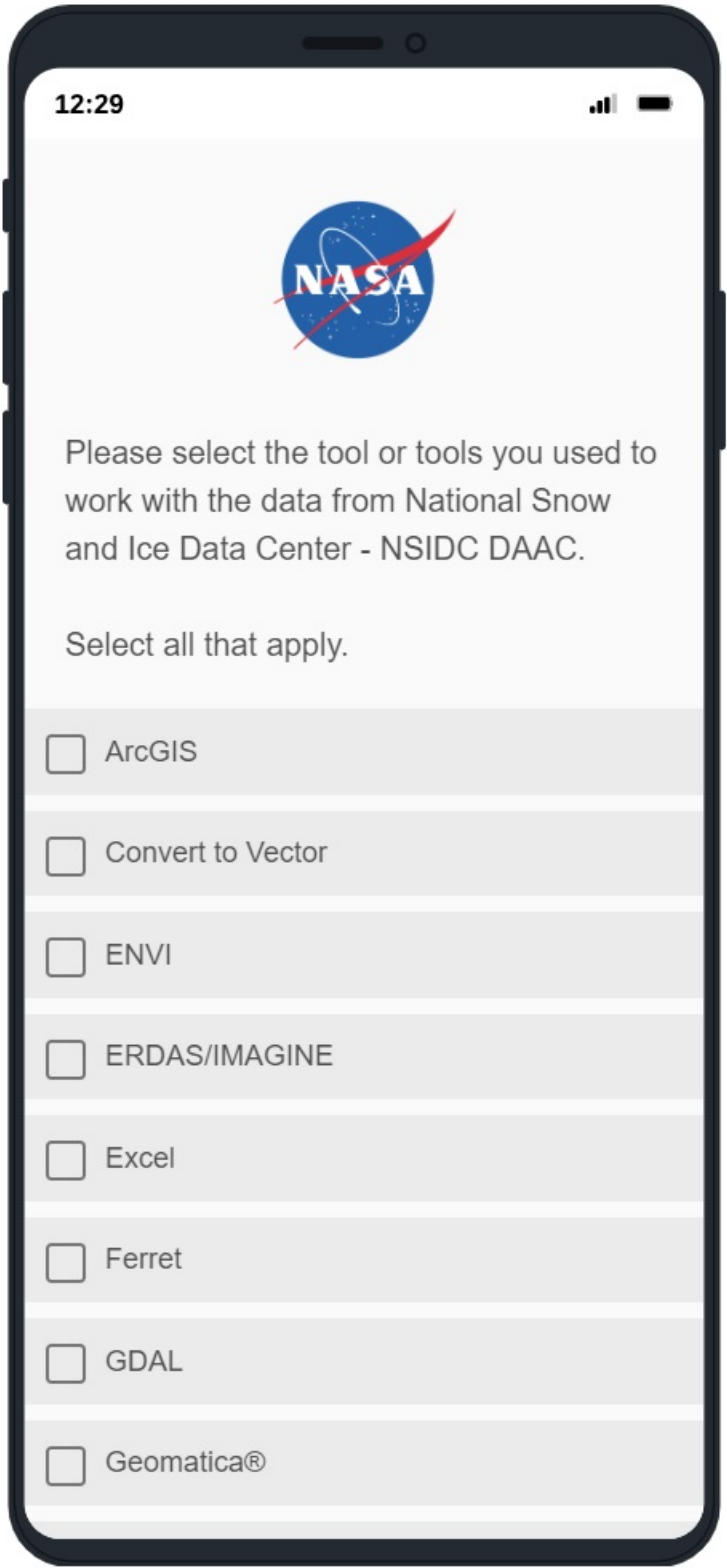
Restart Survey   Go to Bookmark   Clear   Tools

Please select the tool or tools you used to work with the data from National Snow and Ice Data Center - NSIDC 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

12:29

Please select the tool or tools you used to work with the data from National Snow and Ice Data Center - NSIDC DAAC.

Select all that apply.

- [ ] ArcGIS
- [ ] Convert to Vector
- [ ] ENVI
- [ ] ERDAS/IMAGINE
- [ ] Excel
- [ ] Ferret
- [ ] GDAL
- [ ] Geomatica®

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- ☐ GDAL
- ☐ Geomatica®
- ☐ Global Mapper
- ☐ GrADS
- ☐ GRASS
- ☐ HDFLook
- ☐ HDFView
- ☐ HEG
- ☐ IDV
- ☐ IDRISI
- ☐ Jupyter Notebooks
- ☐ MapReady
- ☐ MATLAB
- ☐ NCL
- ☐ Panoply
- ☐ Quantum GIS (QGIS)
- ☐ SeaDAS
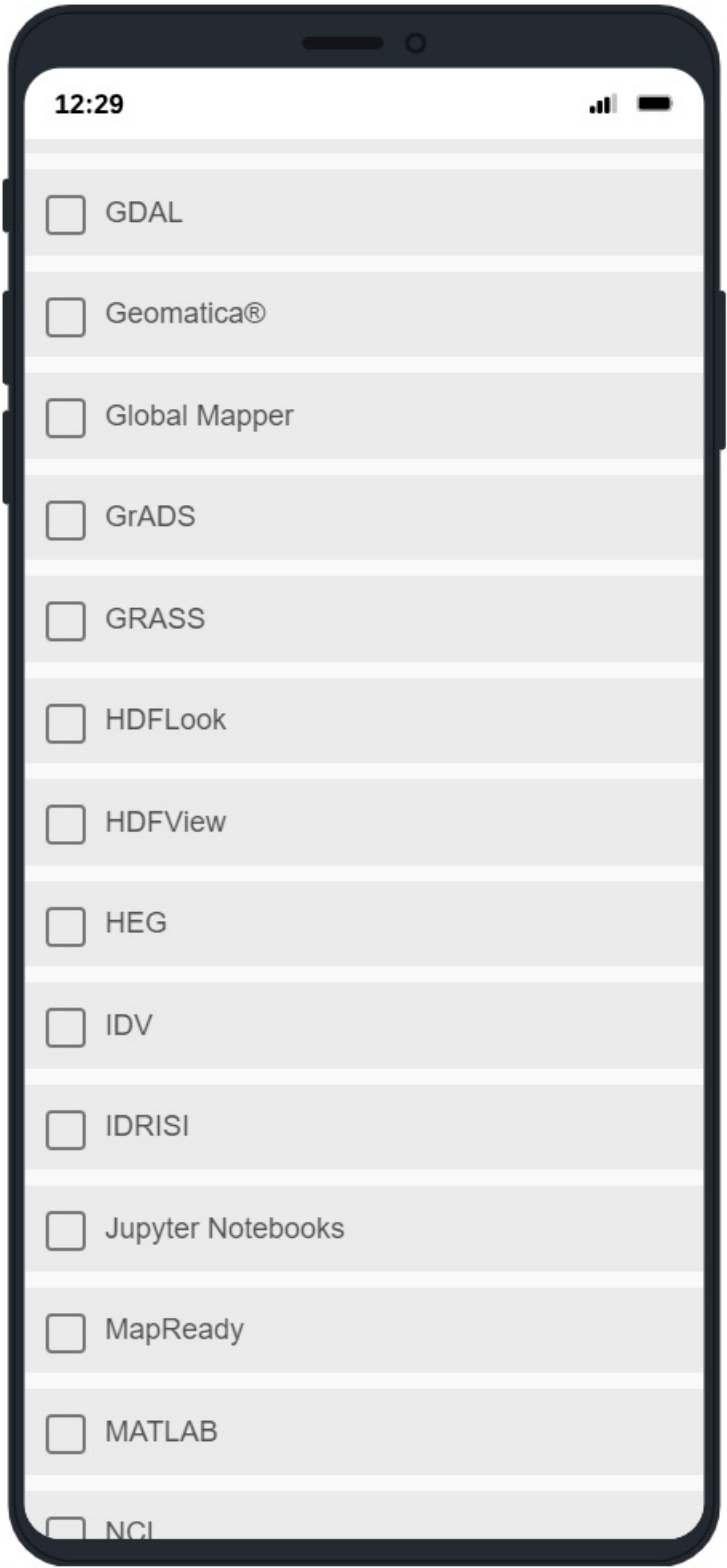- ☐ Other/open source (please specify)

- ☐ Don't know/Not applicable

Next

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

Select all that apply.

- [ ] C
- [ ] C++
- [ ] C#
- [ ] Fortran 77
- [ ] Fortran 90
- [ ] IDL
- [ ] Java
- [ ] Julia
- [ ] Perl
- [ ] PHP
- [ ] Python
- [ ] R
- [ ] Others (please specify)

- [ ] Don't know/Not applicable

Back   Next

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Maps   Translate   Other bookmarks

Restart Survey   Go to Bookmark   Clear   Tools

Did you look for or get documentation related to the data?
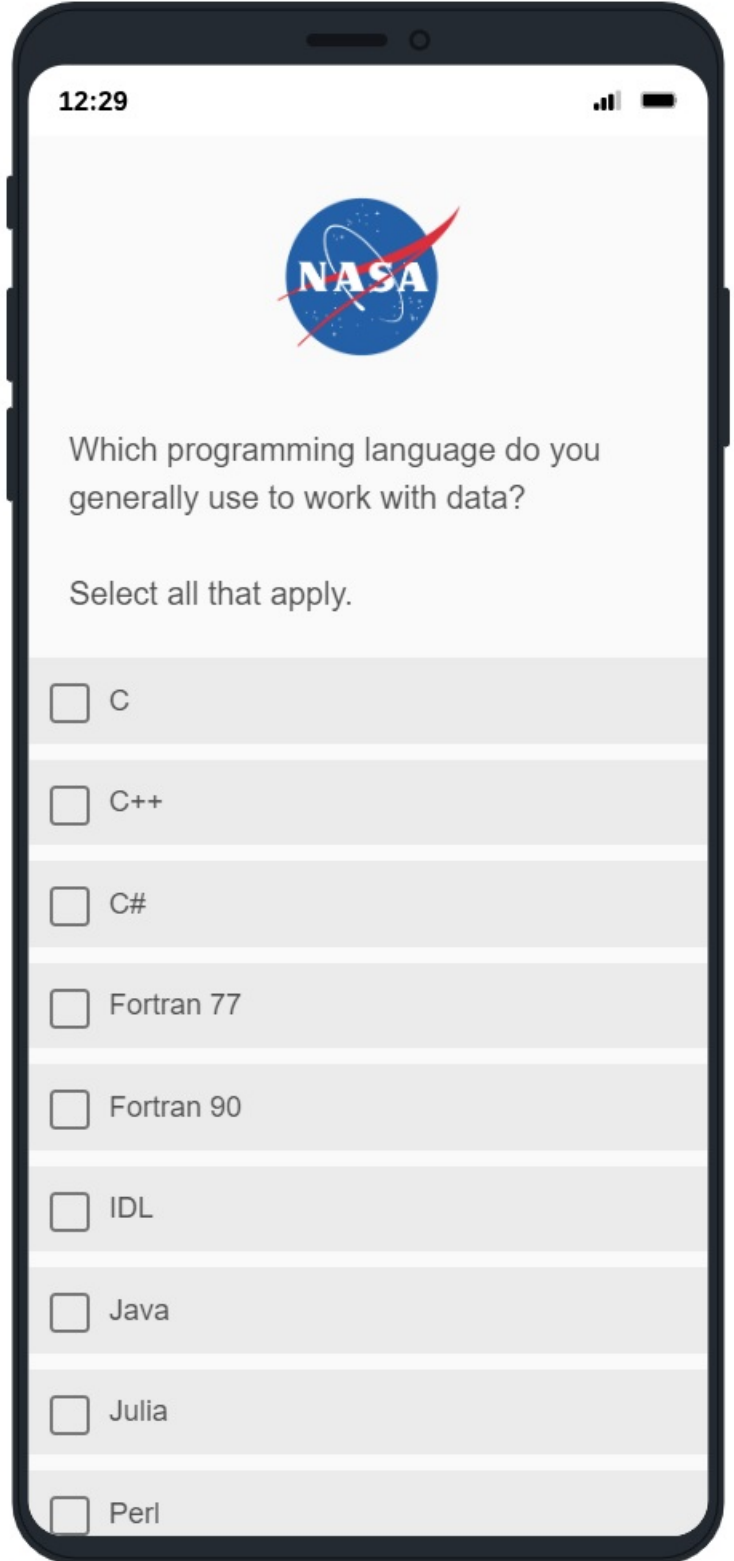
- ○ Yes
- ○ No

Back   Next

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12:29

Did you look for or get documentation related to the data?
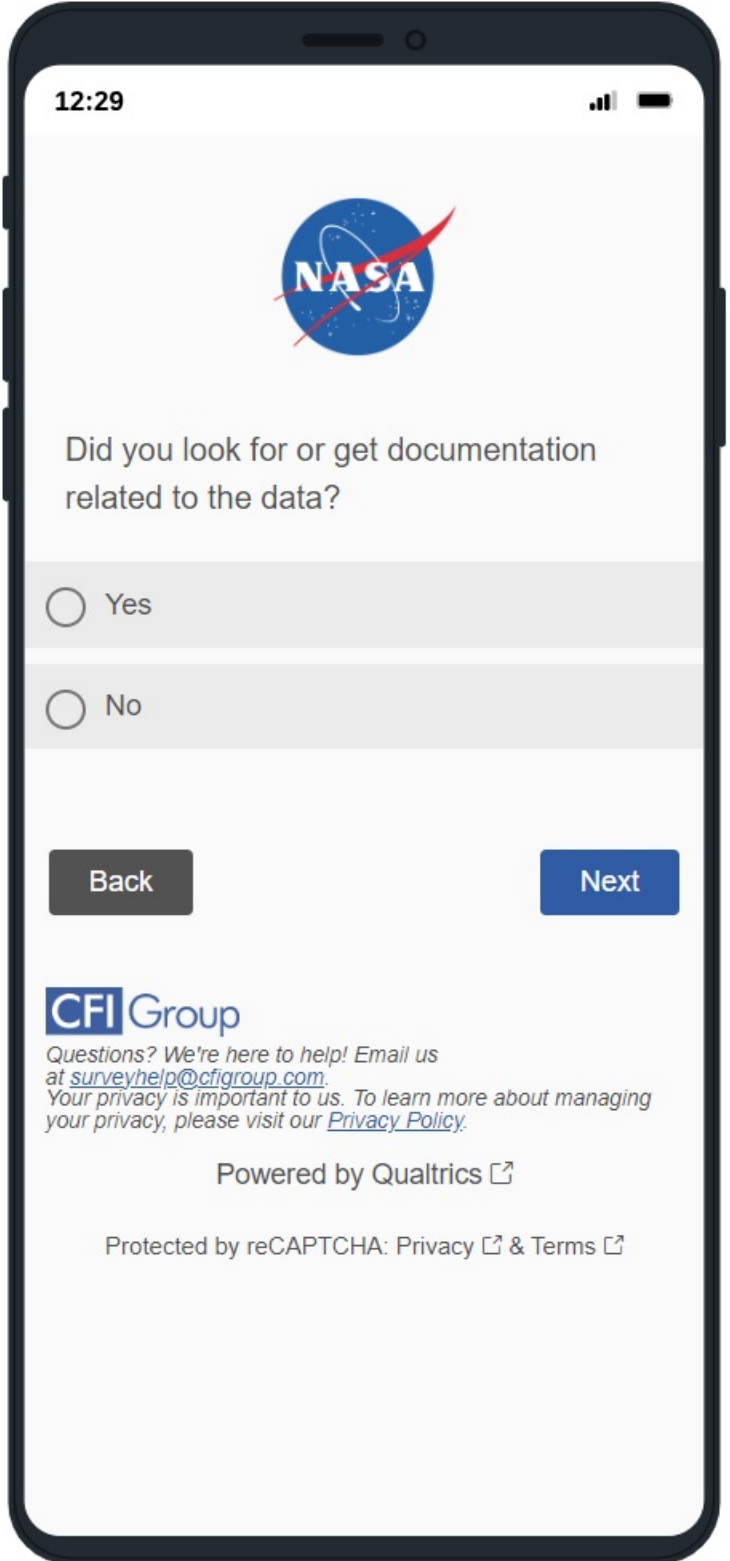
- ○ Yes
- ○ No

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

Overall quality of the document ⌃

○ Poor
  1

○ 2

○ 3

○ 4

○ Excellent
  5

○ NA

Technical level ⌄

Organization ⌄

Clarity and usefulness ⌄

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

Back   Next

Mobile view:

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 ⌃

○ Poor
  1

○ 2
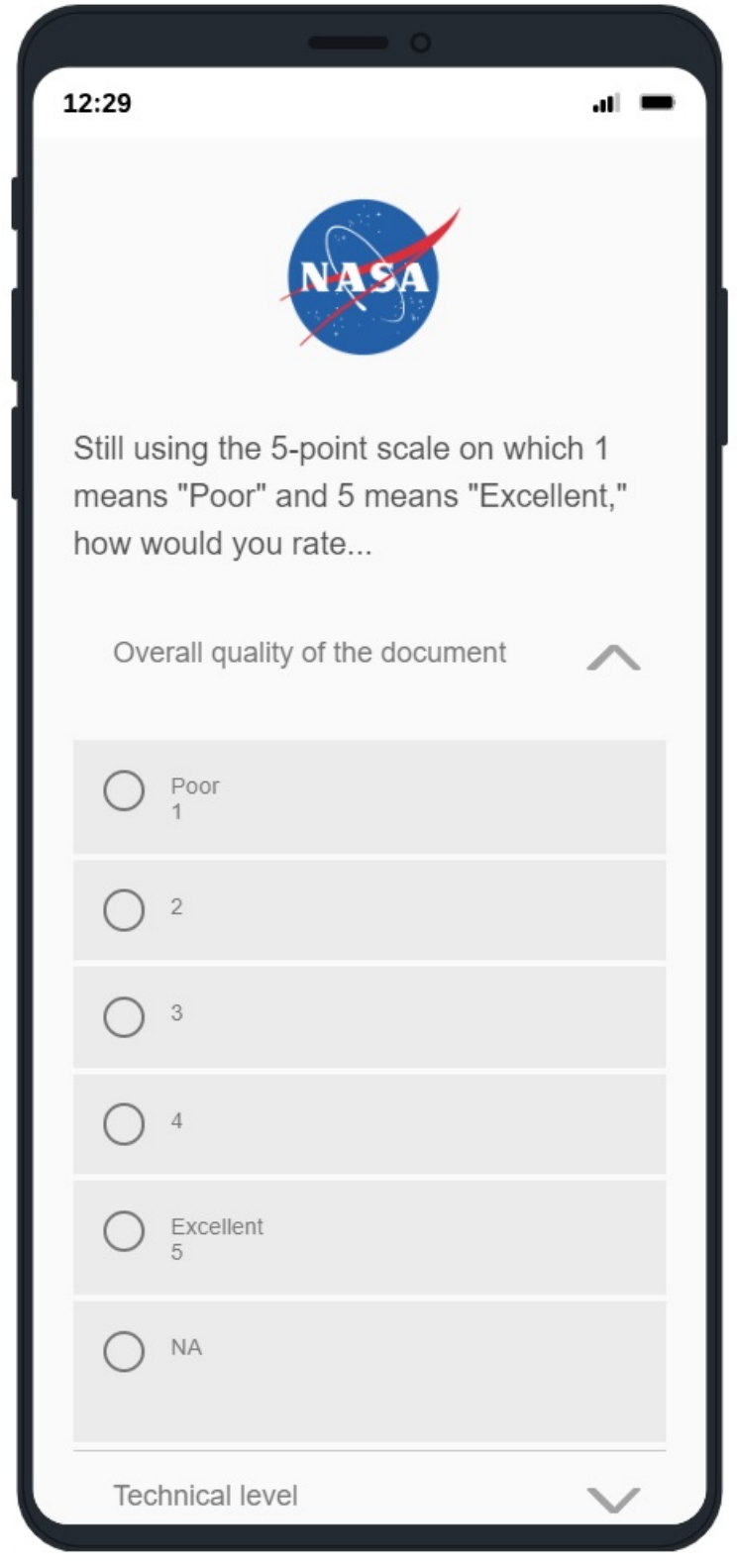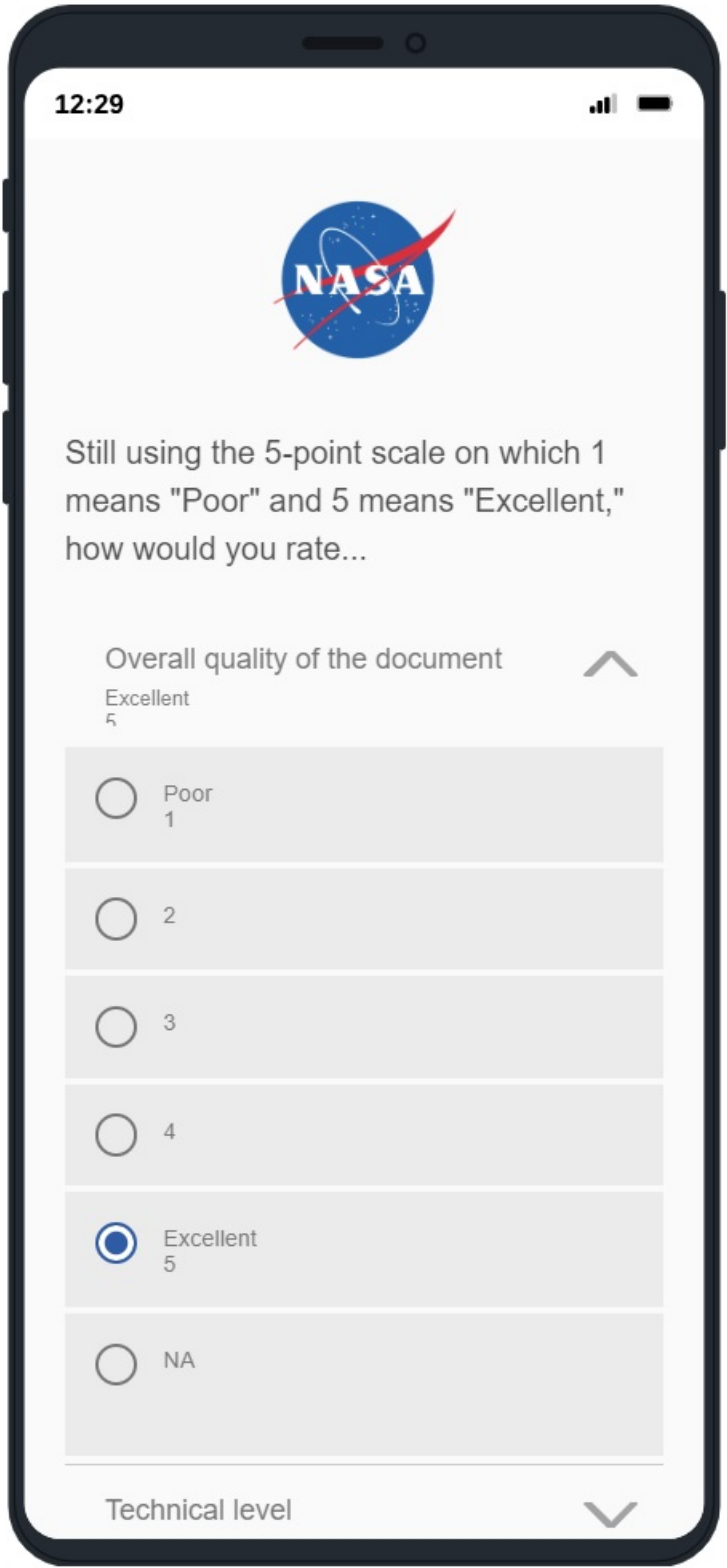
○ 3

○ 4

○ Excellent
  5

○ NA

Technical level ⌄

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Maps   Translate   Other bookmarks

Restart Survey   Go to Bookmark   Clear   Tools

NASA

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   Next

Phone view (12:29)

NASA

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

2:13 PM
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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

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   Next

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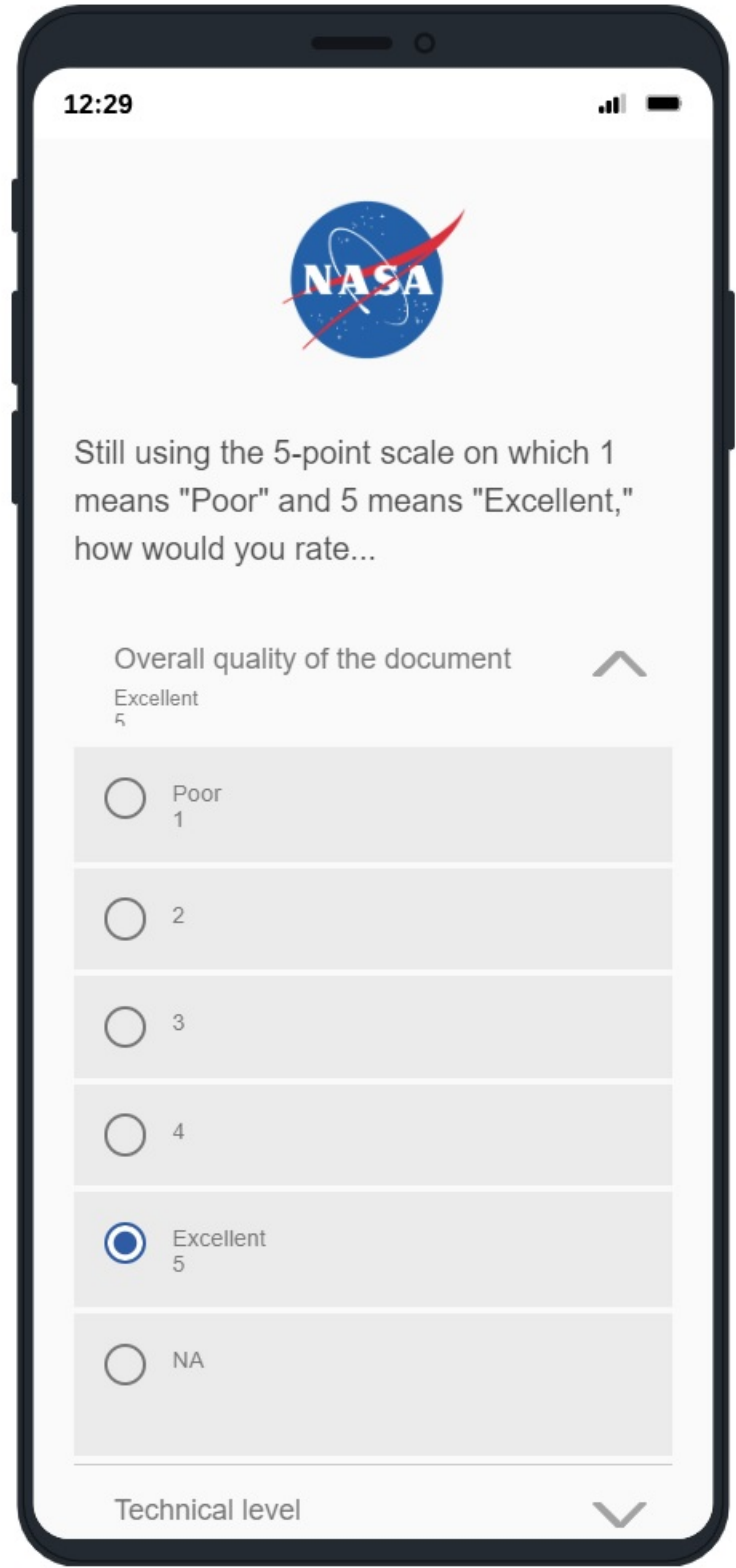
Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

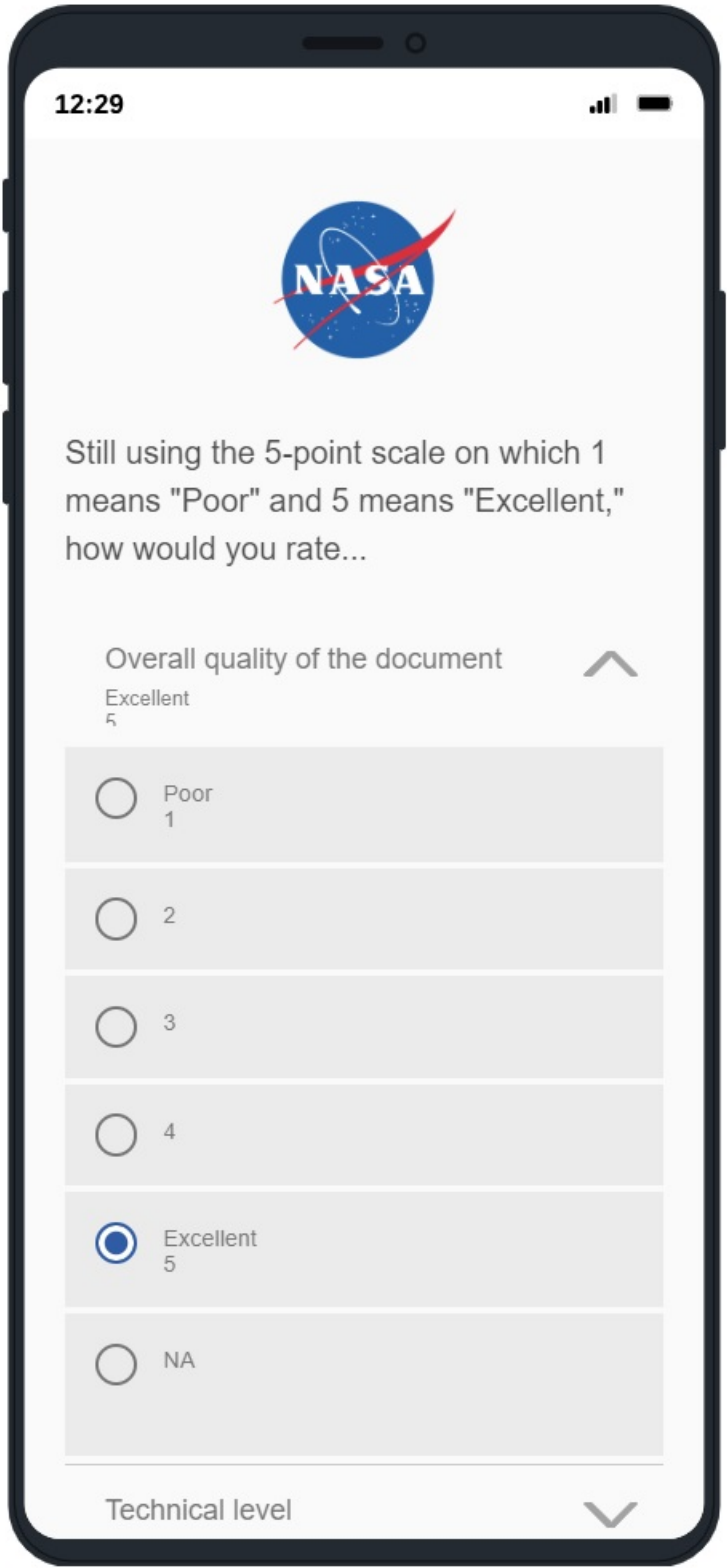Extent to which the data documentation helped you use the data ⌄

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Mobile preview:

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 ⌄

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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

Technical level
Excellent
5

Organization
Excellent
5

Clarity and usefulness
Excellent
5

Extent to which the data documentation helped you use the data

○ Poor
1

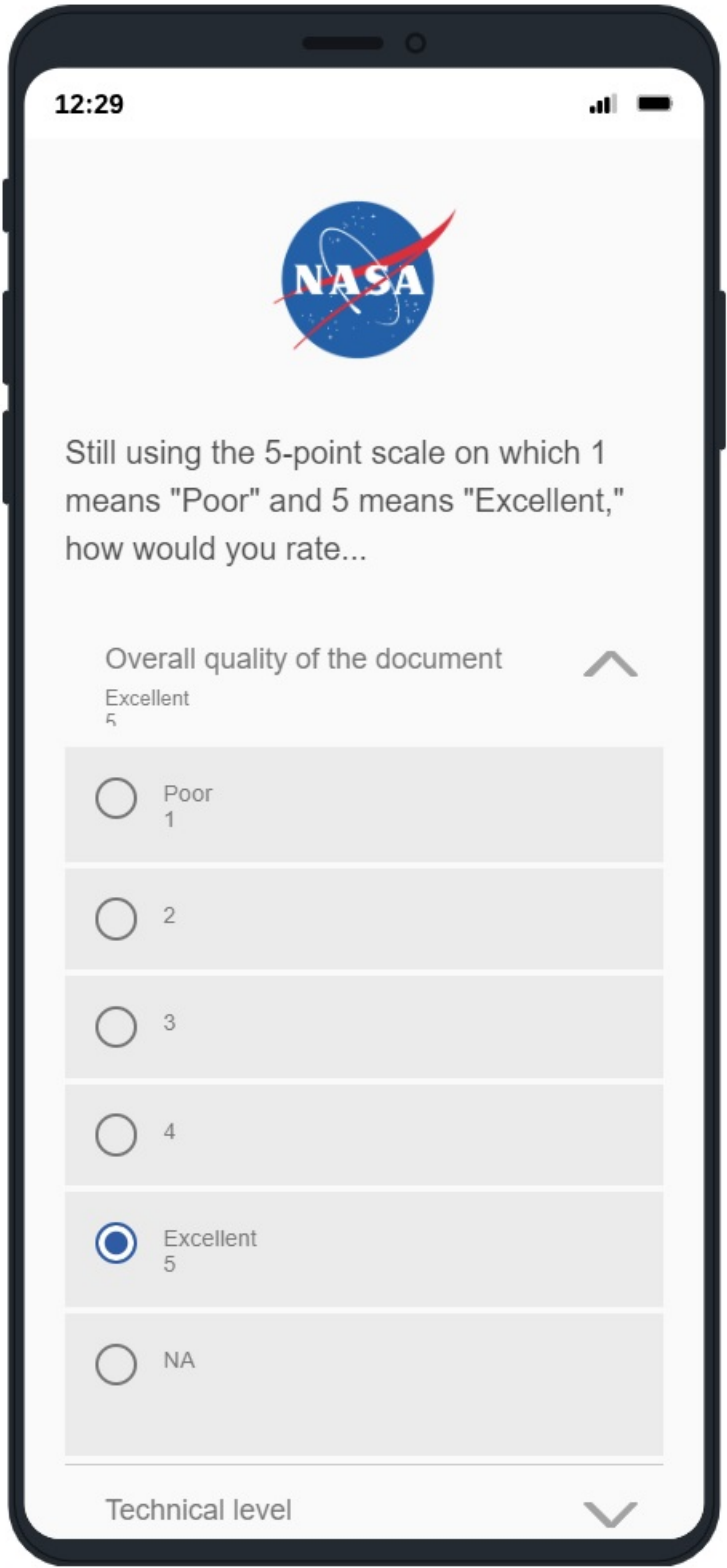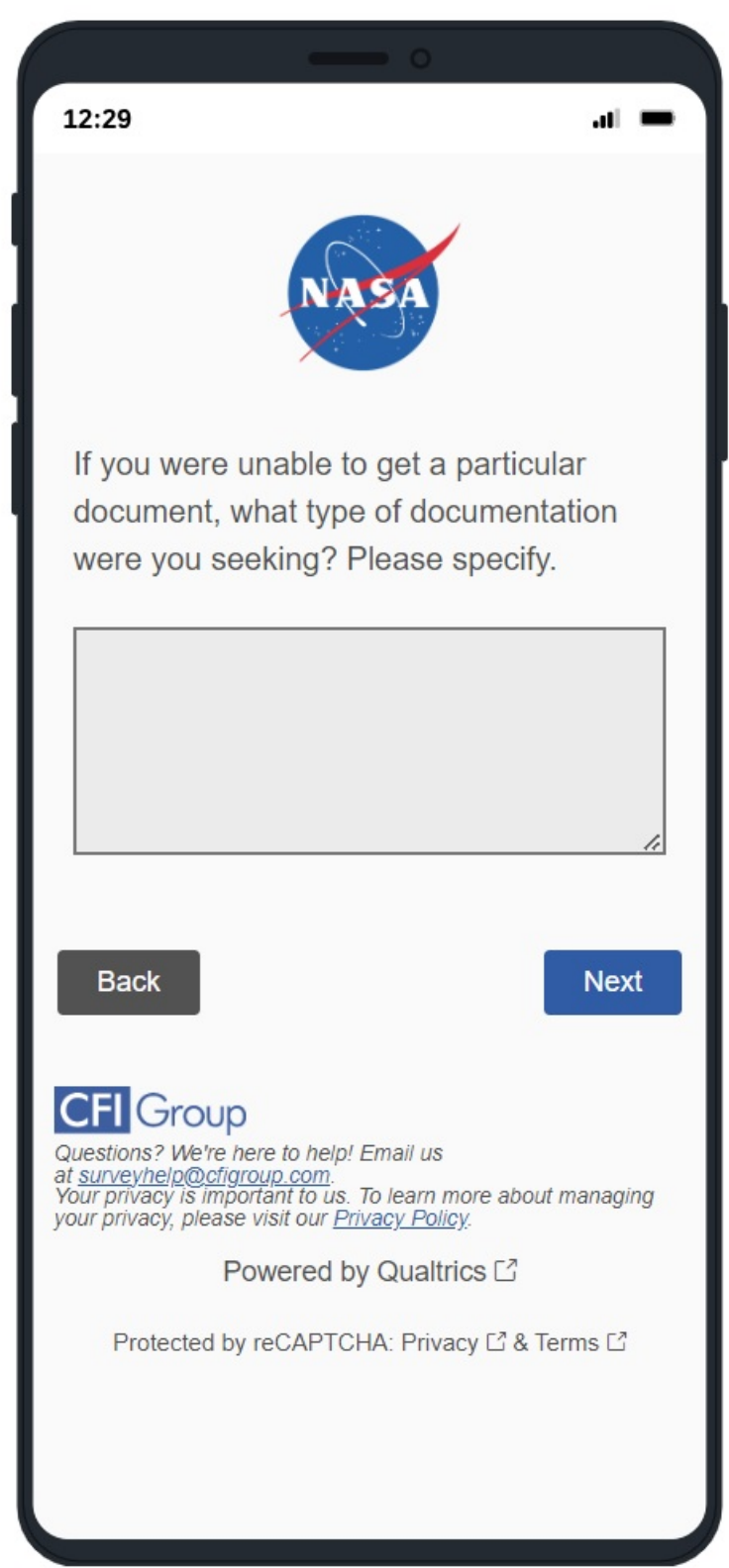○ 2

○ 3

○ 4

○ Excellent
5

○ NA

Back   Next

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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

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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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During the past year have you contacted the **National Snow and Ice Data Center - NSIDC DAAC's** user services office or interacted with DAAC personnel?

○ Yes

○ No

Next

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During the past year have you contacted the **National Snow and Ice Data Center - NSIDC DAAC's** user services office or interacted with DAAC personnel?
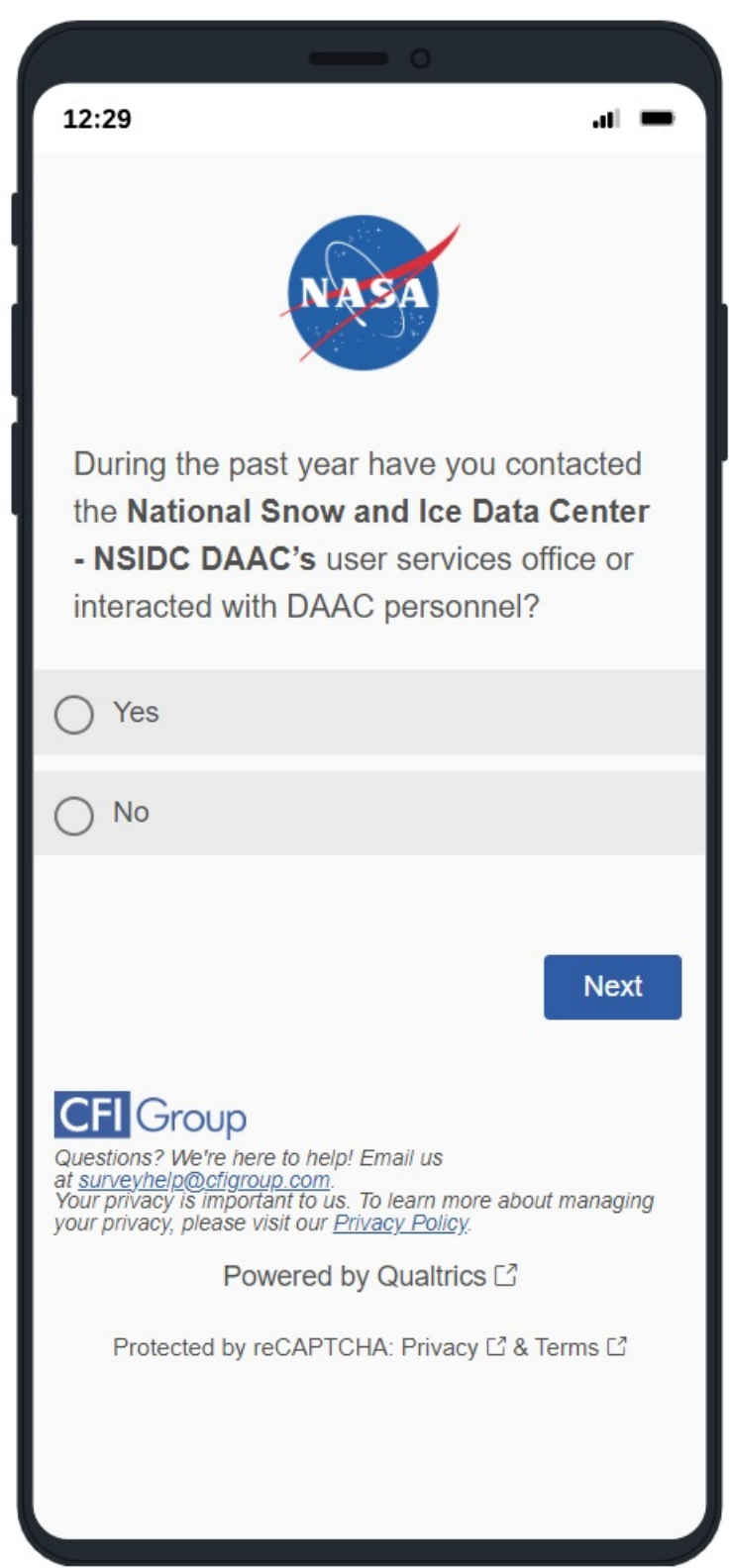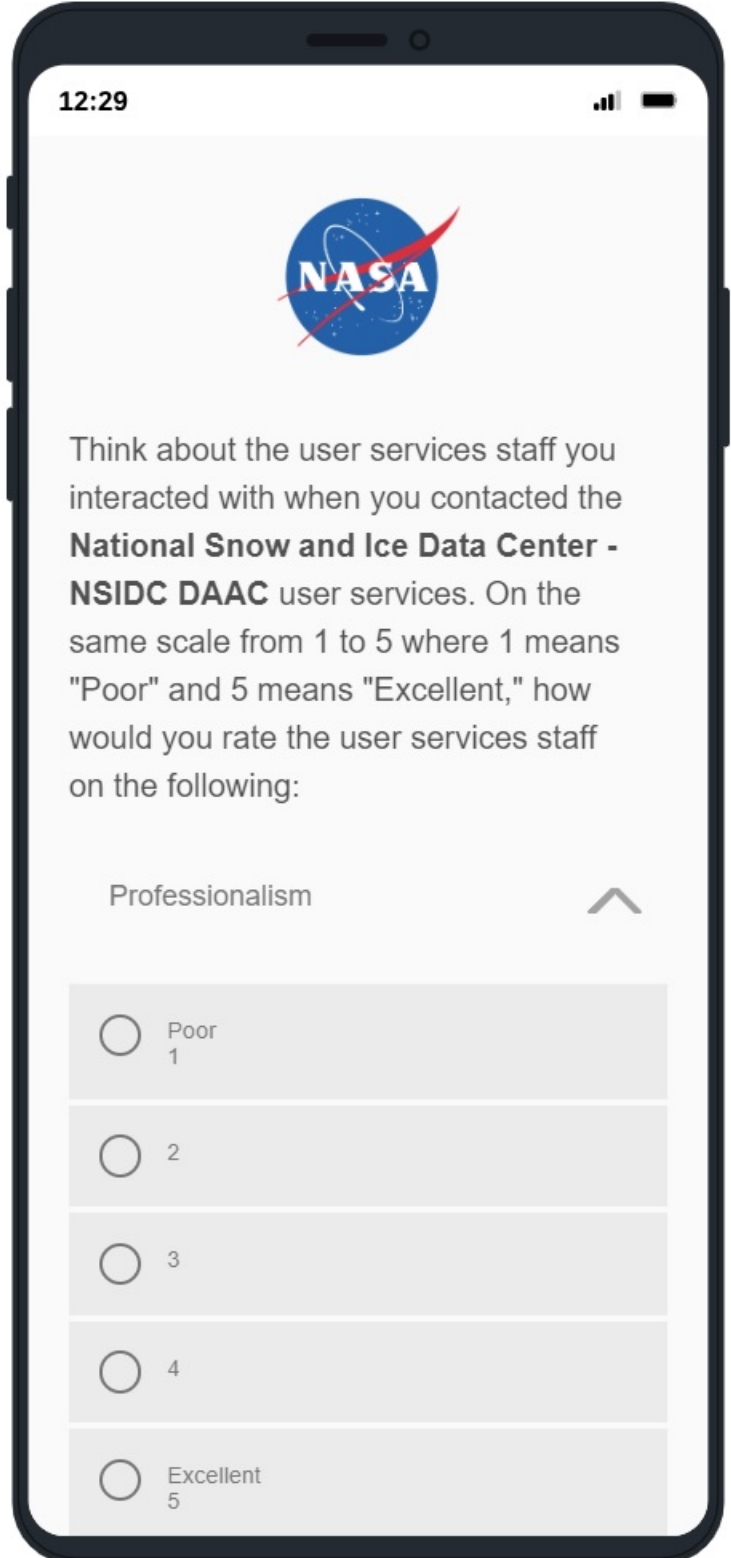
○ Yes

○ No

Next

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Restart Survey   Go to Bookmark   Clear   Tools

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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   Next

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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

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Maps · Translate · Other bookmarks

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12:29

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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 · Next

Mobile view:

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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
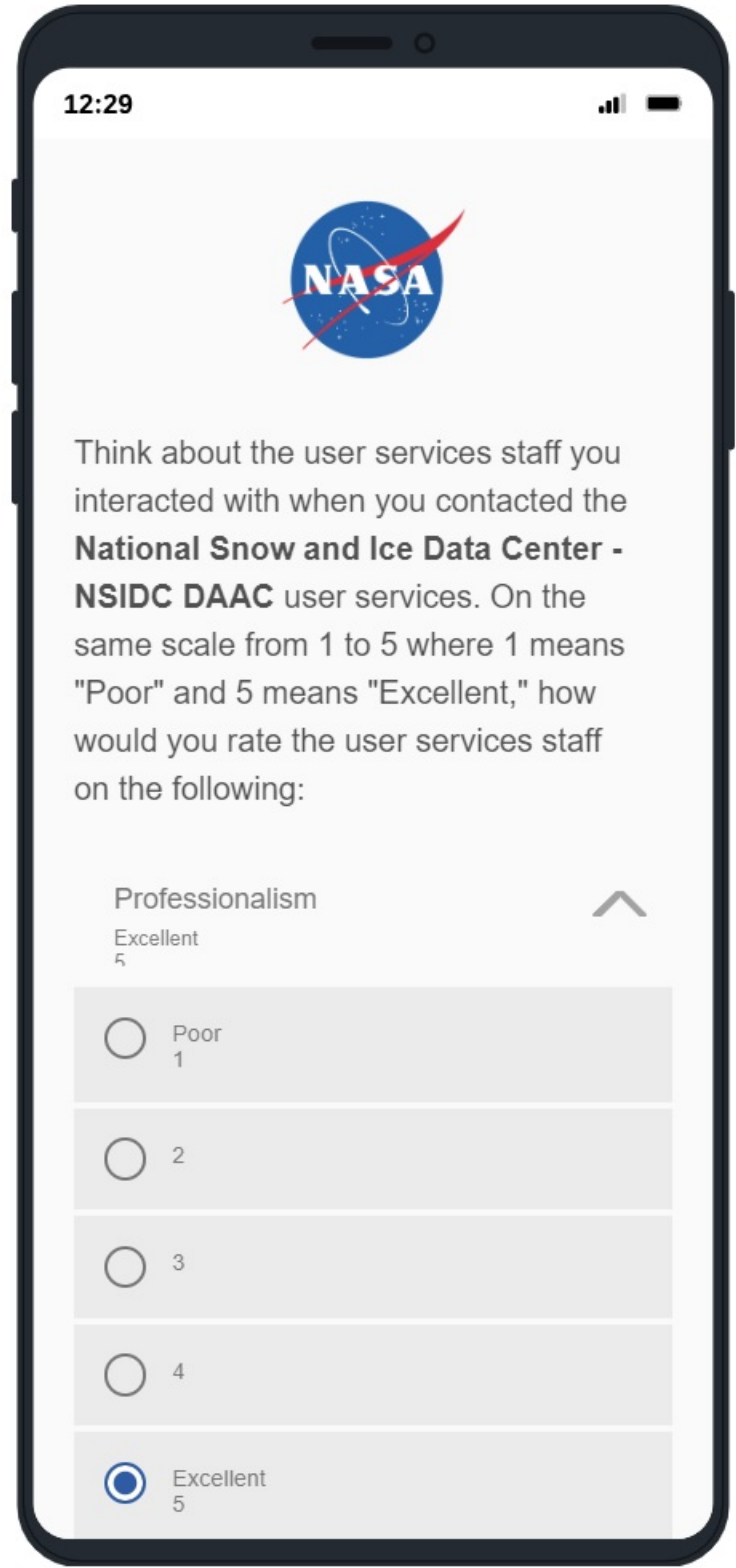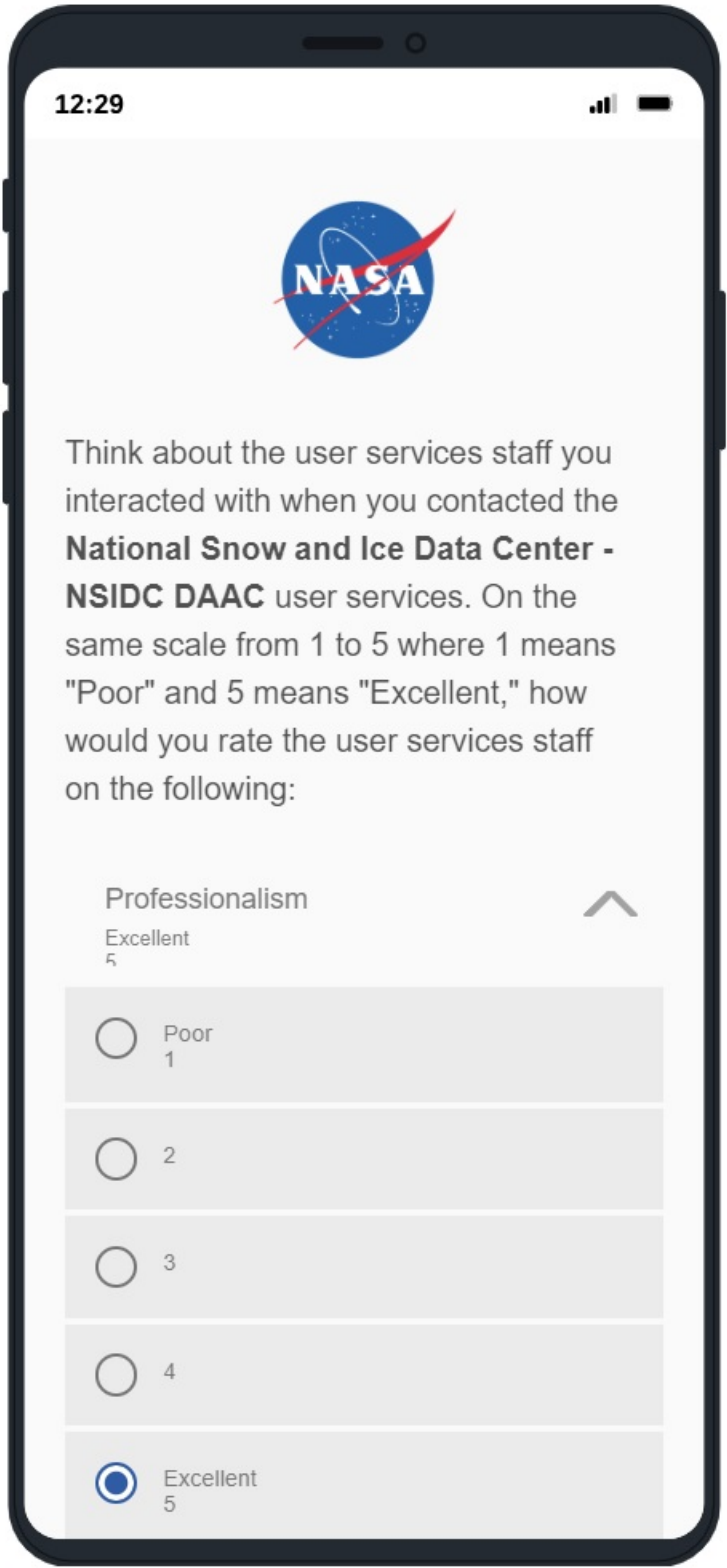5

○ Poor
   1

○ 2

○ 3

○ 4

⦿ Excellent
   5

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🗺 Maps   Translate   📁 Other bookmarks

Restart Survey   Go to Bookmark   Clear | Tools ⌄   📱   ⌇

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

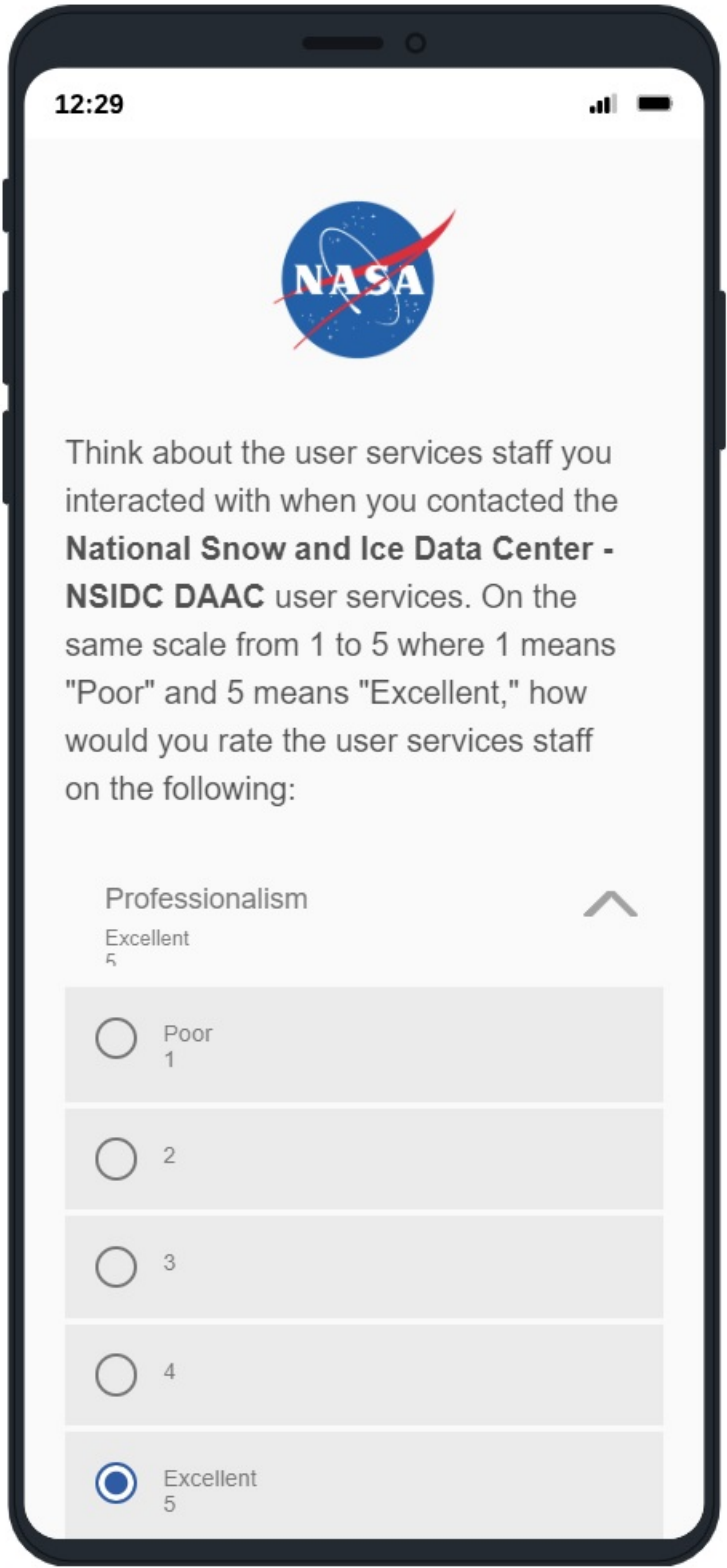○ NA

Speed of response   ⌄

Back   Next

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Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

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📍 Maps   Translate   Other bookmarks

Restart Survey | Go to Bookmark | Clear | Tools ⌄ | 📱 | 🔗

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

12:29   📶 🔋

Think about the user services staff you interacted with when you contacted the **National Snow and Ice Data Center - NSIDC 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

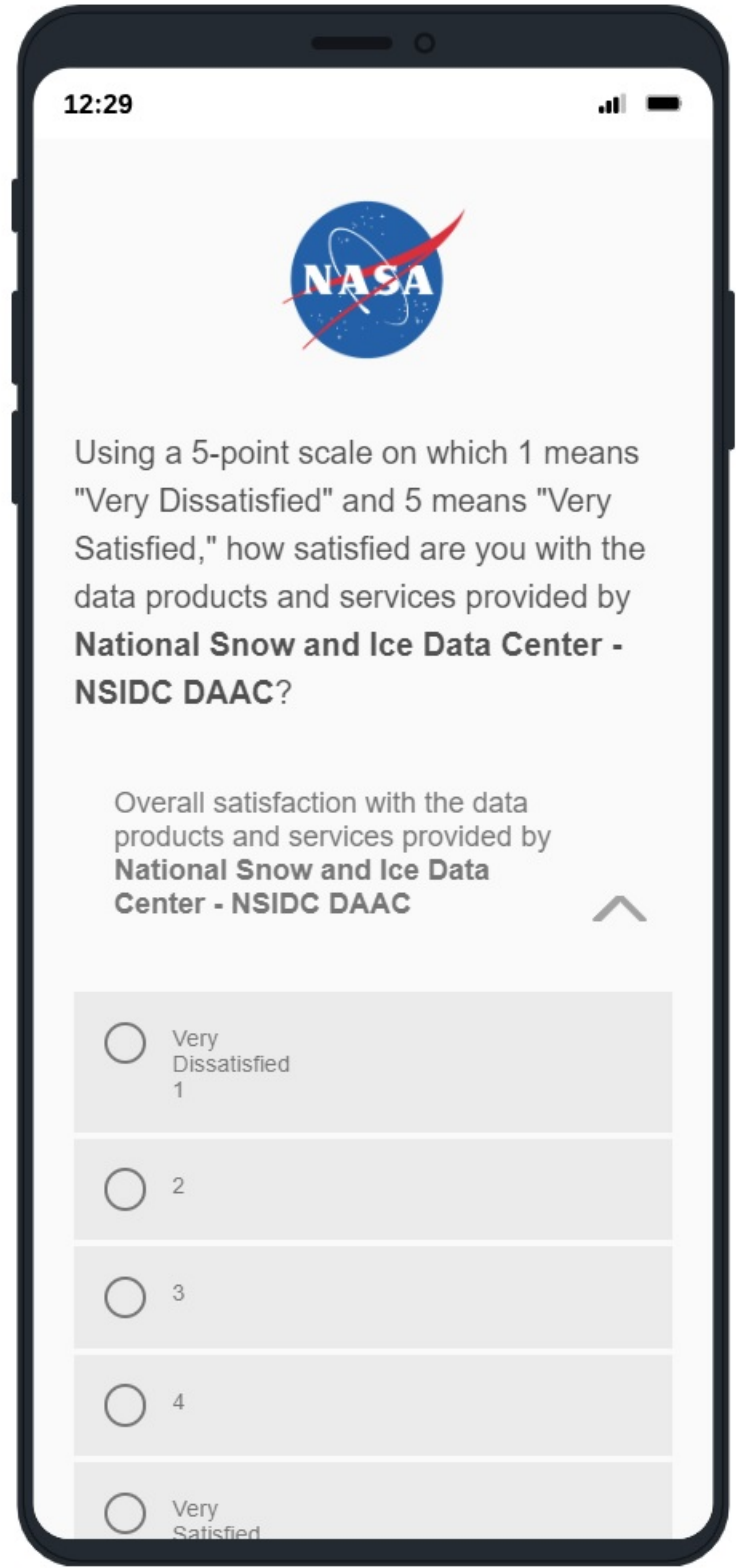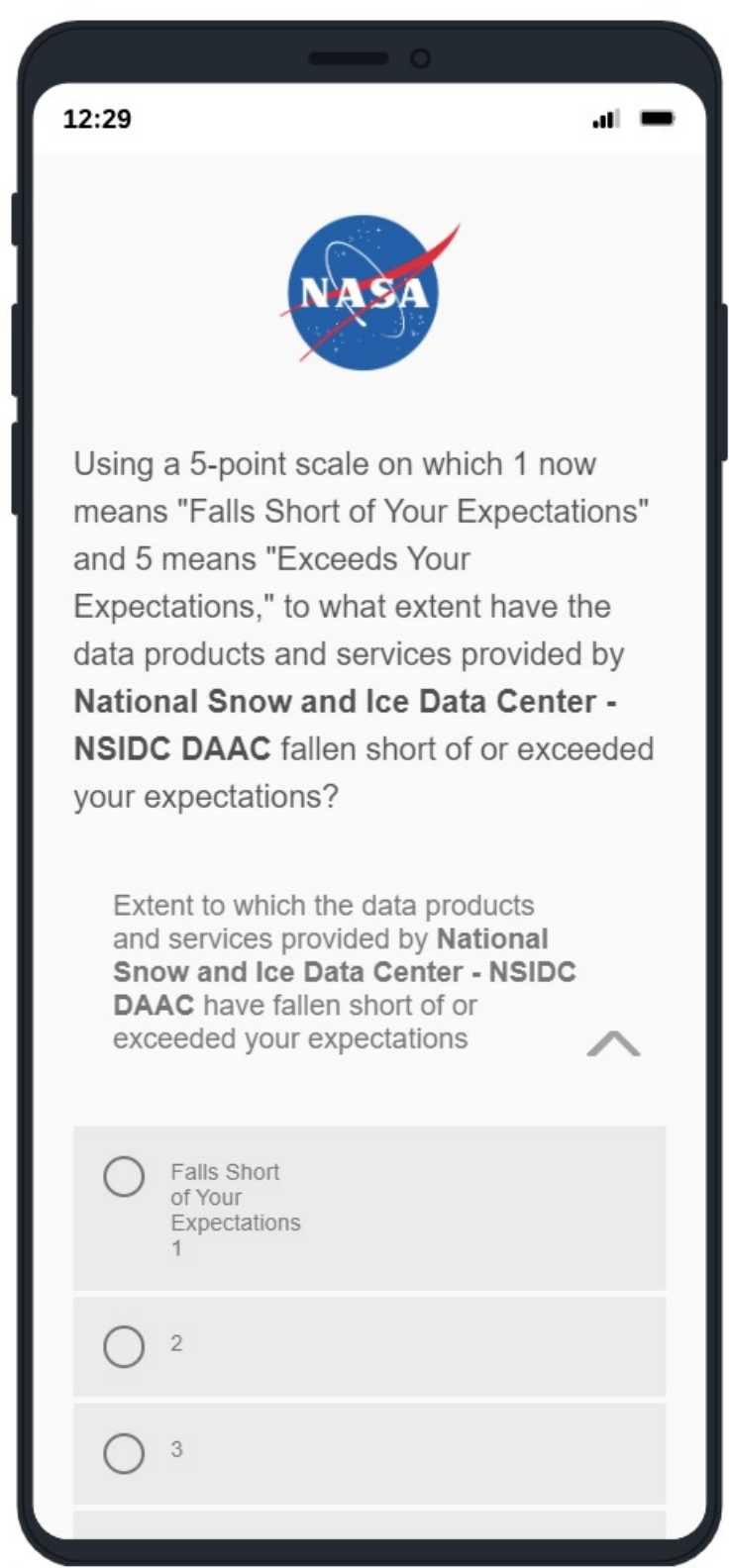Back   Next

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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 **National Snow and Ice Data Center - NSIDC DAAC**?

Overall satisfaction with the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** ⌃

- ◯ 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 **National Snow and Ice Data Center - NSIDC DAAC**?

Overall satisfaction with the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** ⌃

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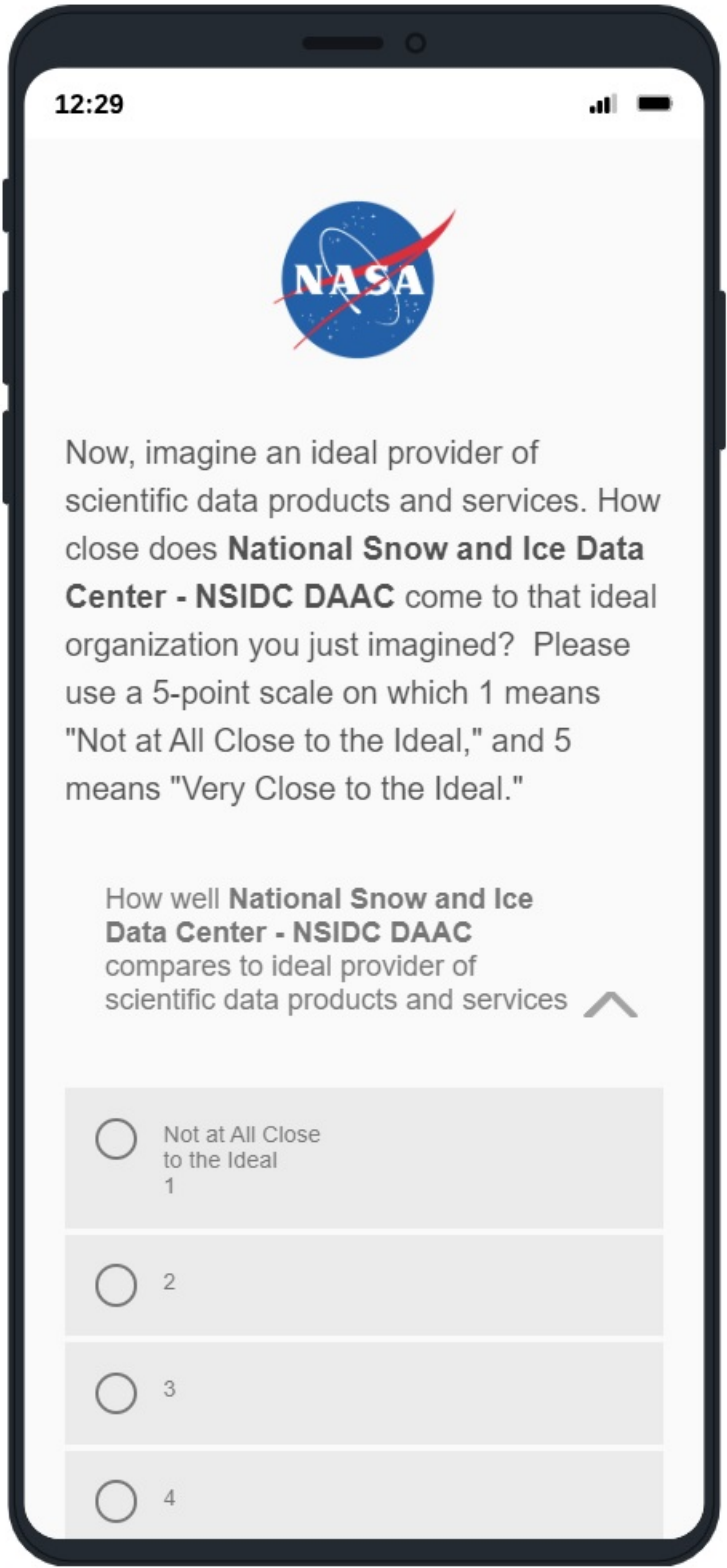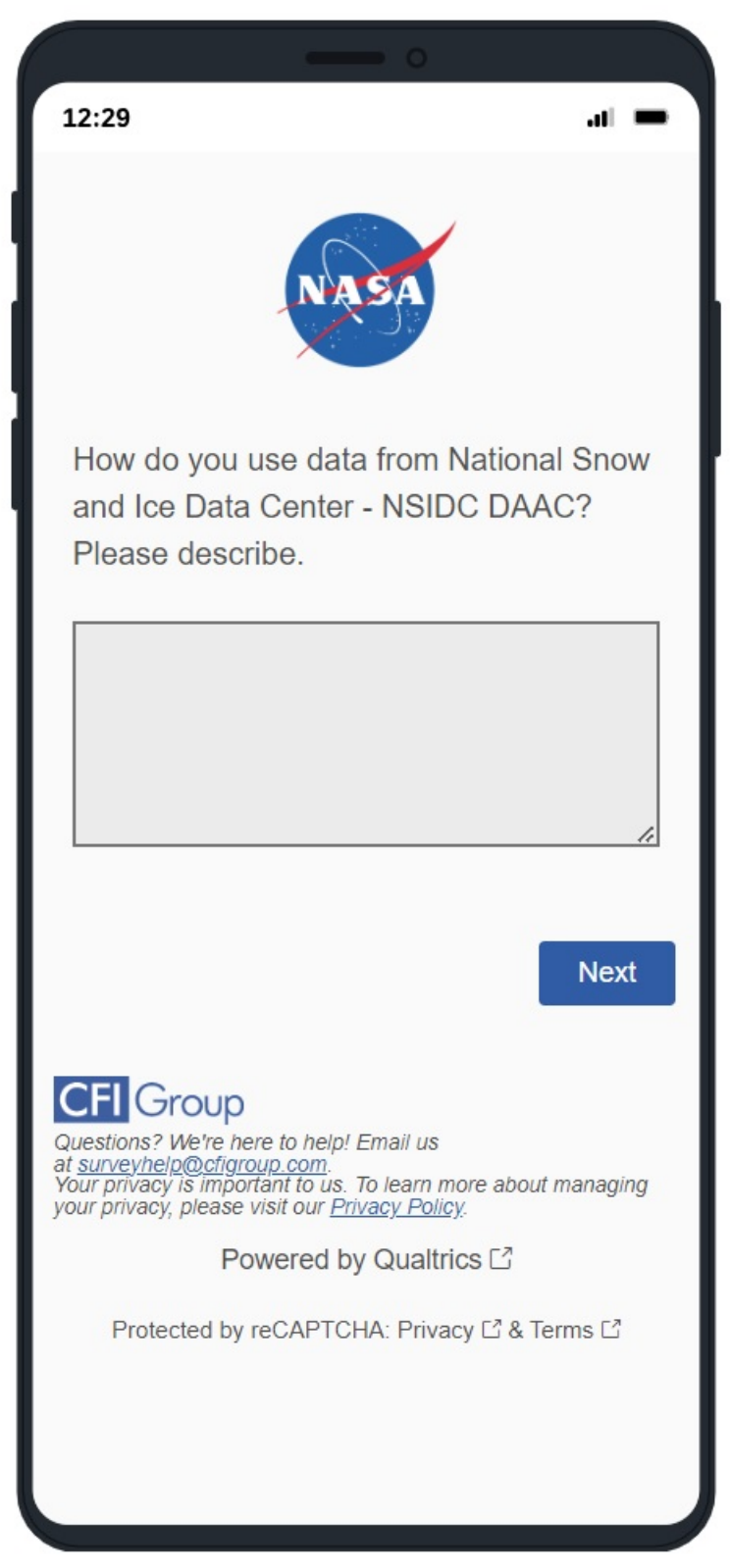- ◯ 2
- ◯ 3
- ◯ 4
- ◯ Very Satisfied

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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 **National Snow and Ice Data Center - NSIDC DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** have fallen short of or exceeded your expectations

- ○ Falls Short of Your Expectations 1
- ○ 2
- ○ 3
- ○ 4
- ○ Exceeds Your Expectations 5

Back   Next

12:29

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 **National Snow and Ice Data Center - NSIDC DAAC** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **National Snow and Ice Data Center - NSIDC DAAC** have fallen short of or exceeded your expectations

- ○ Falls Short of Your Expectations 1
- ○ 2
- ○ 3

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Restart Survey   Go to Bookmark   Clear   Tools

Now, imagine an ideal provider of scientific data products and services. How close does **National Snow and Ice Data Center - NSIDC 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 **National Snow and Ice Data Center - NSIDC 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   Next

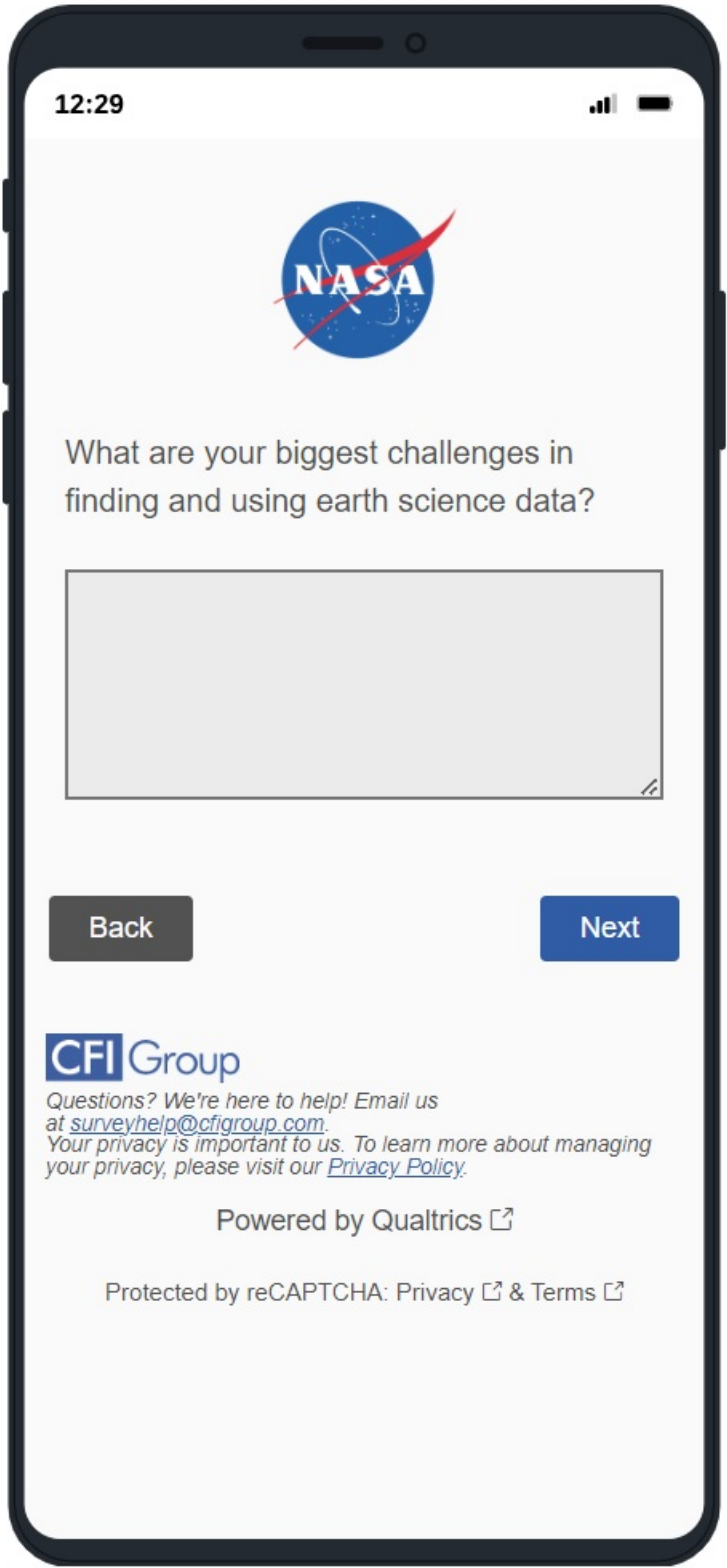**CFI Group**

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12:29

Now, imagine an ideal provider of scientific data products and services. How close does **National Snow and Ice Data Center - NSIDC 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 **National Snow and Ice Data Center - NSIDC DAAC** compares to ideal provider of scientific data products and services

- ○ Not at All Close to the Ideal 1
- ○ 2
- ○ 3
- ○ 4

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Maps　Translate　　　　　　　　　　　　　　　　Other bookmarks

Restart Survey　　Go to Bookmark　　Clear　　　Tools ⌄

How do you use data from National Snow and Ice Data Center - NSIDC DAAC? Please describe.

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12:29

How do you use data from National Snow and Ice Data Center - NSIDC DAAC? Please describe.
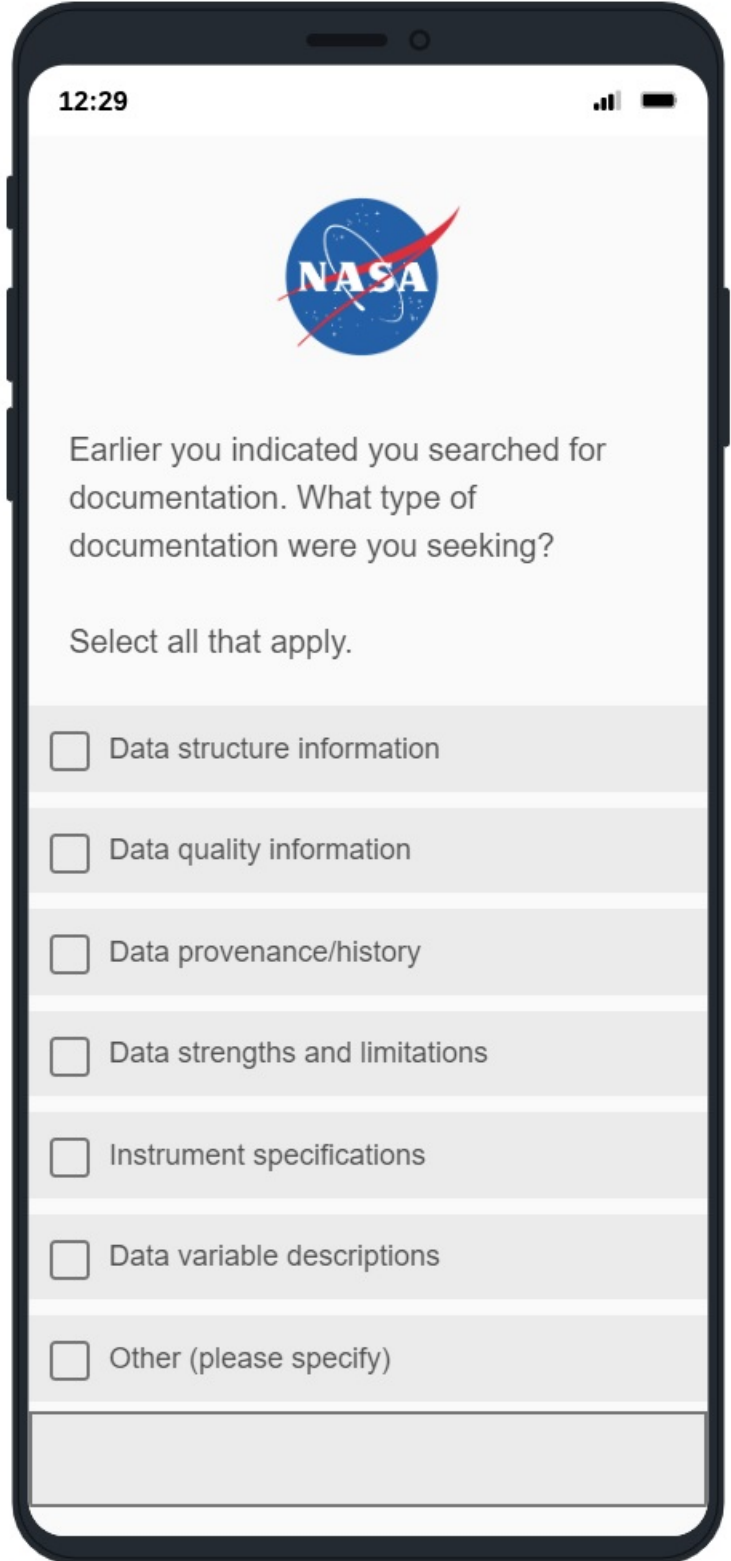
Next

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What are your biggest challenges in finding and using earth science data?

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12:29

What are your biggest challenges in finding and using earth science data?
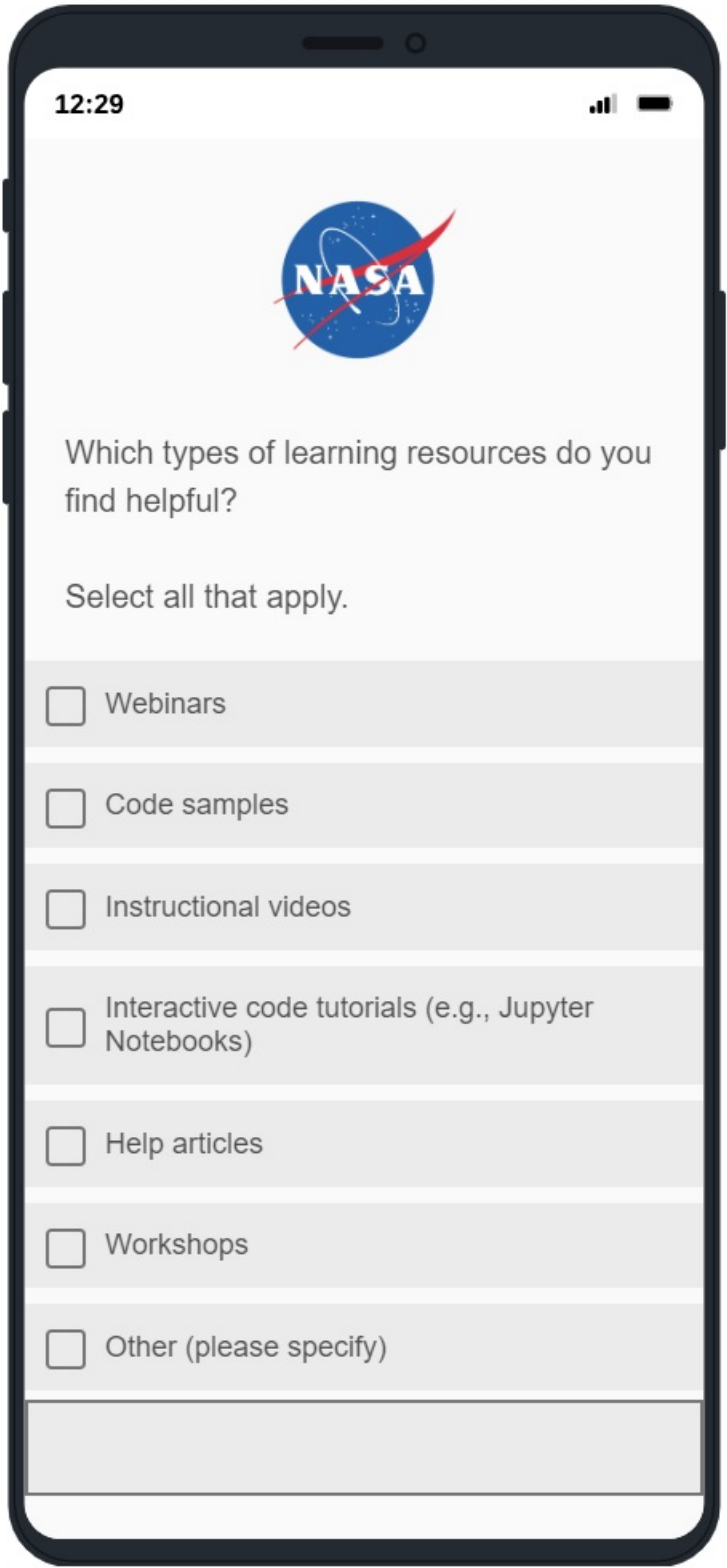
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What data file format(s) do you require and/or prefer?

Select all that apply.

- [ ] HDF
- [ ] GeoTIFF
- [ ] NetCDF
- [ ] CSV
- [ ] Cloud optimized format (Zarr, Cloud Optimized GeoTIFF, other)
- [ ] Other (please specify)

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What data file format(s) do you require and/or prefer?

Select all that apply.

- [ ] HDF
- [ ] GeoTIFF
- [ ] NetCDF
- [ ] CSV
- [ ] Cloud optimized format (Zarr, Cloud Optimized GeoTIFF, other)
- [ ] Other (please specify)
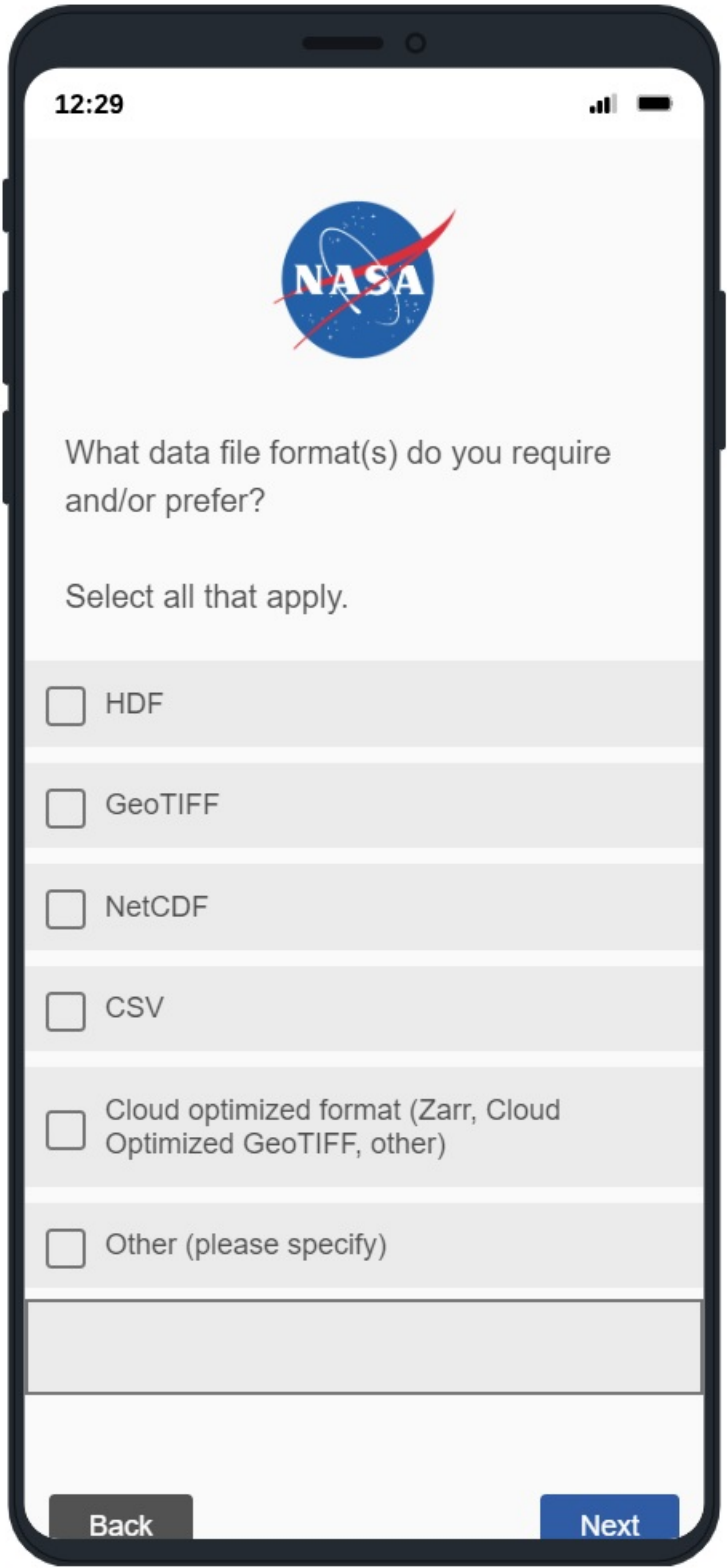
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Earlier you indicated you searched for documentation. What type of documentation were you seeking?

Select all that apply.

- [ ] Data structure information
- [ ] Data quality information
- [ ] Data provenance/history
- [ ] Data strengths and limitations
- [ ] Instrument specifications
- [ ] Data variable descriptions
- [ ] Other (please specify)

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Which types of learning resources do you find helpful?

Select all that apply.

- [ ] Webinars
- [ ] Code samples
- [ ] Instructional videos
- [ ] Interactive code tutorials (e.g., Jupyter Notebooks)
- [ ] Help articles
- [ ] Workshops
- [ ] Other (please specify)

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Preview - NASA EOSDIS Survey

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If you had access to cloud processing, would you use it? Please tell us how you would use it or why not.
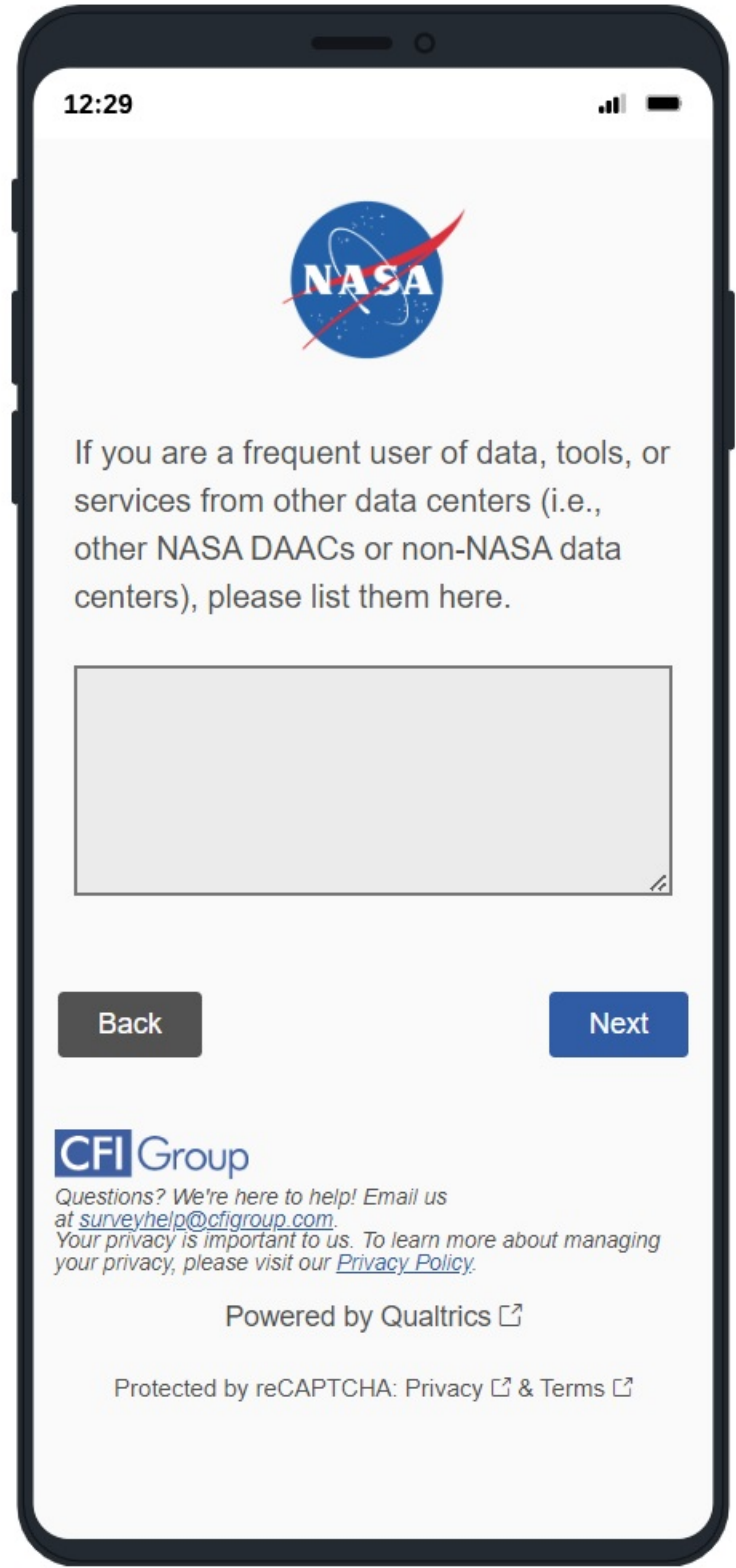
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Maps Translate

Other bookmarks

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If you are a frequent user of data, tools, or services from other data centers (i.e., other NASA DAACs or non-NASA data centers), please list them here.
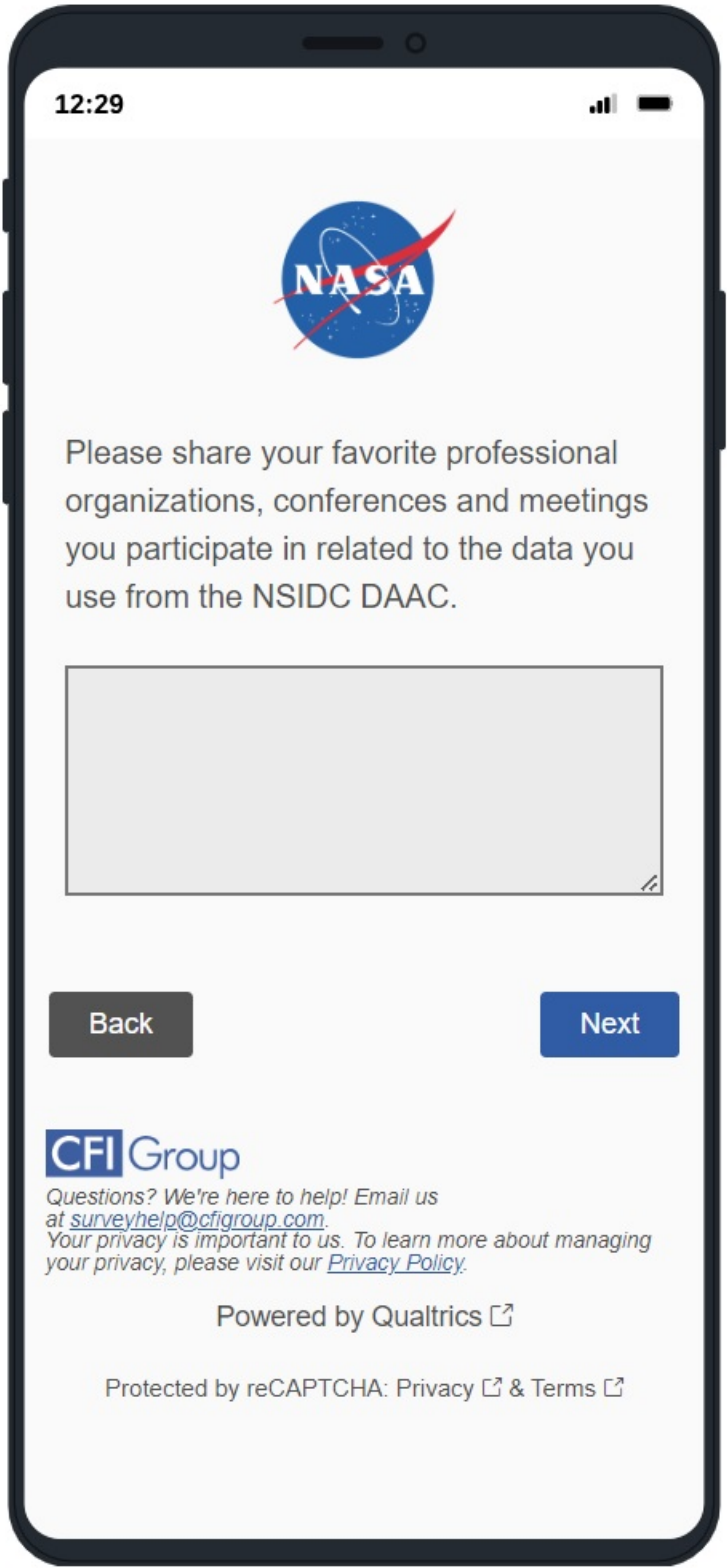
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Please share your favorite professional organizations, conferences and meetings you participate in related to the data you use from the NSIDC DAAC.

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Which of the following areas do you think is the most important for National Snow and Ice Data Center - NSIDC DAAC to improve?

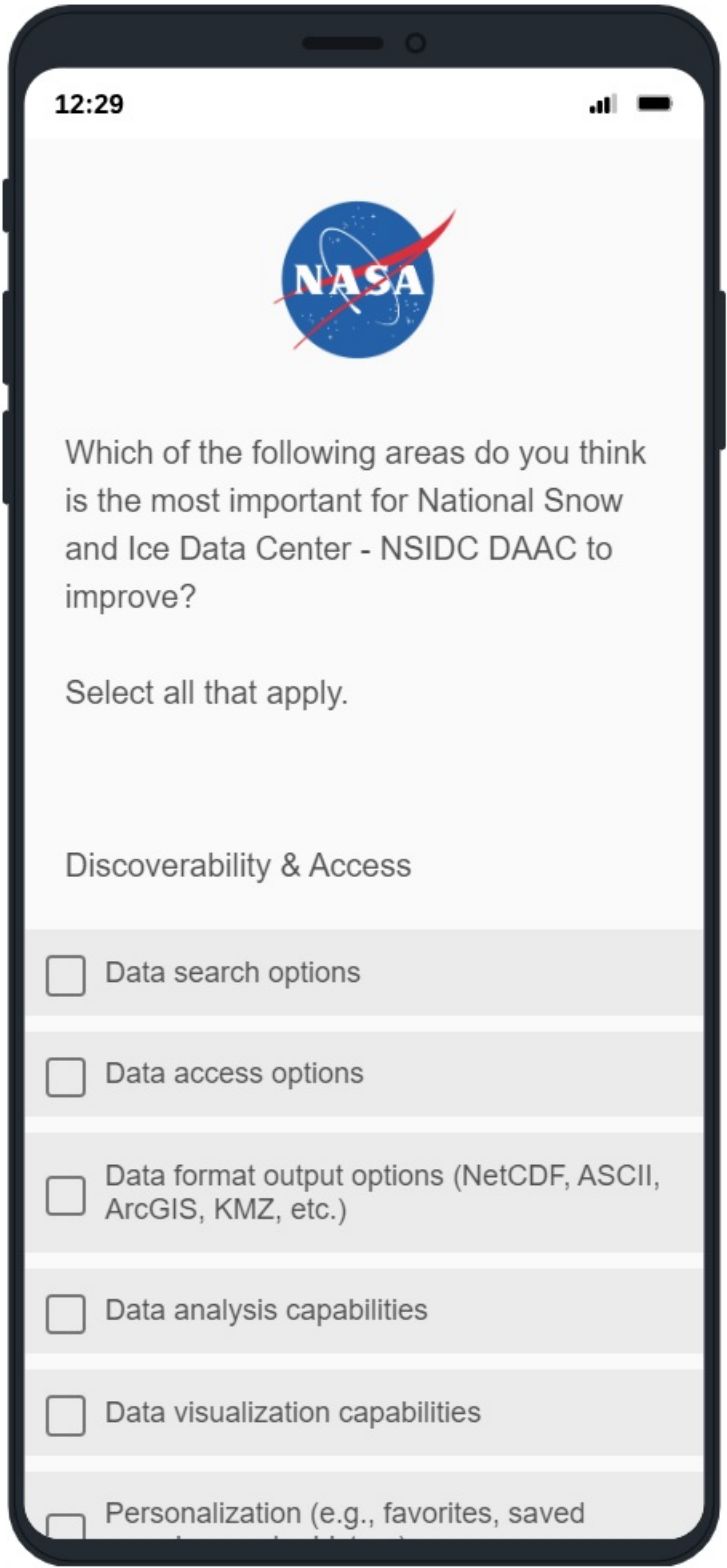Select all that apply.

Discoverability & Access

- [ ] Data search options
- [ ] Data access options
- [ ] Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
- [ ] Data analysis capabilities
- [ ] Data visualization capabilities
- [ ] Personalization (e.g., favorites, saved searches, order history)
- [ ] Examples of how data are used
- [ ] Other (please specify)

Community and Collaboration

- [ ] User discussion forum
- [ ] Facilitate code sharing between users
- [ ] Other (please specify)

Documentation and Resources

- [ ] Tutorials and Webinars

Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)

Data analysis capabilities

Data visualization capabilities

Personalization (e.g., favorites, saved searches, order history)

Examples of how data are used

Other (please specify)

Community and Collaboration

User discussion forum

Facilitate code sharing between users

Other (please specify)

Documentation and Resources

Tutorials and Webinars

Tools for data analysis and visualization

Code examples in common software formats (Python, R, MATLAB, etc.)

Other (please specify)

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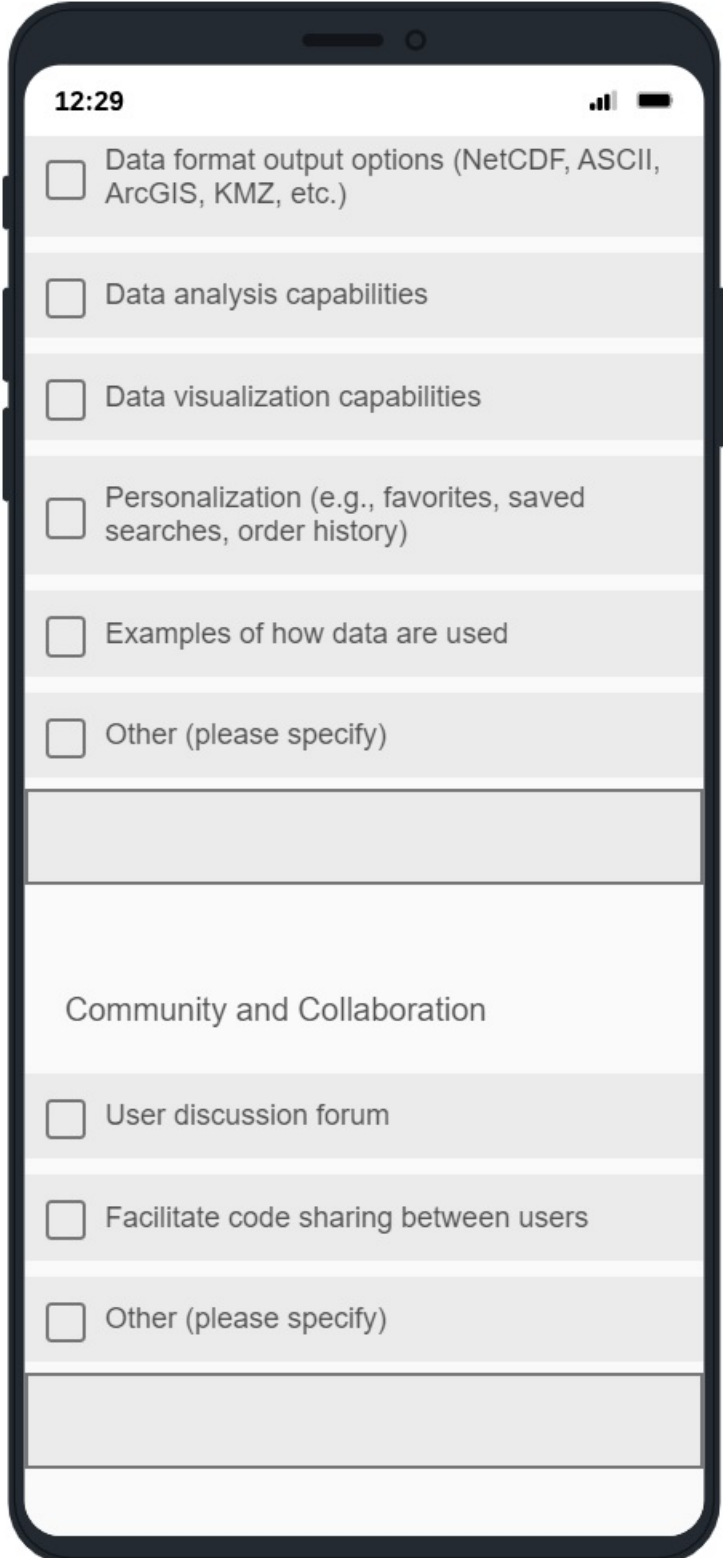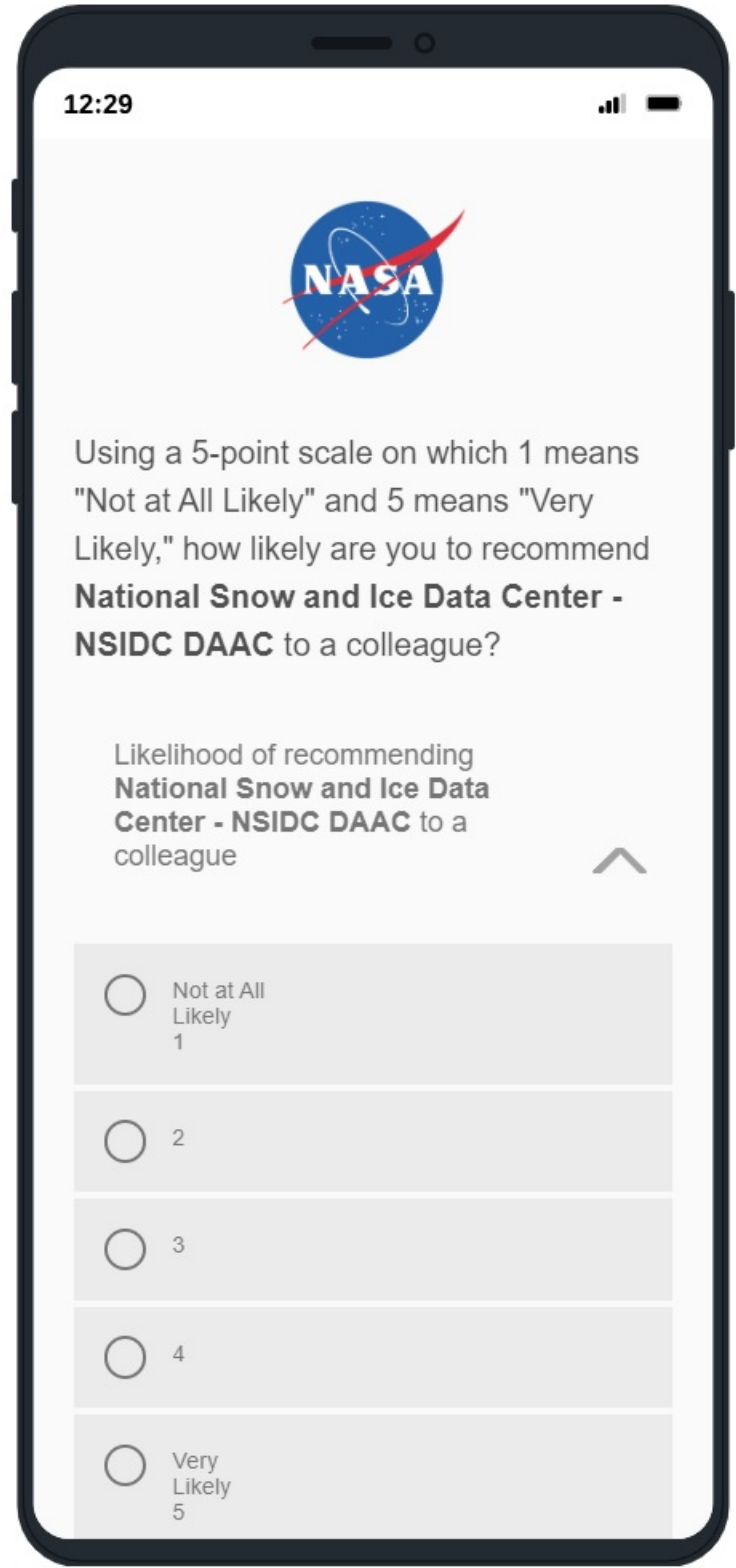
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **National Snow and Ice Data Center - NSIDC DAAC** to a colleague?

Likelihood of recommending **National Snow and Ice Data Center - NSIDC 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 **National Snow and Ice Data Center - NSIDC DAAC** in the future?

Likelihood of using the services provided by **National Snow and Ice Data Center - NSIDC DAAC** again in the future

- ○ Not at All Likely 1
- ○ 2
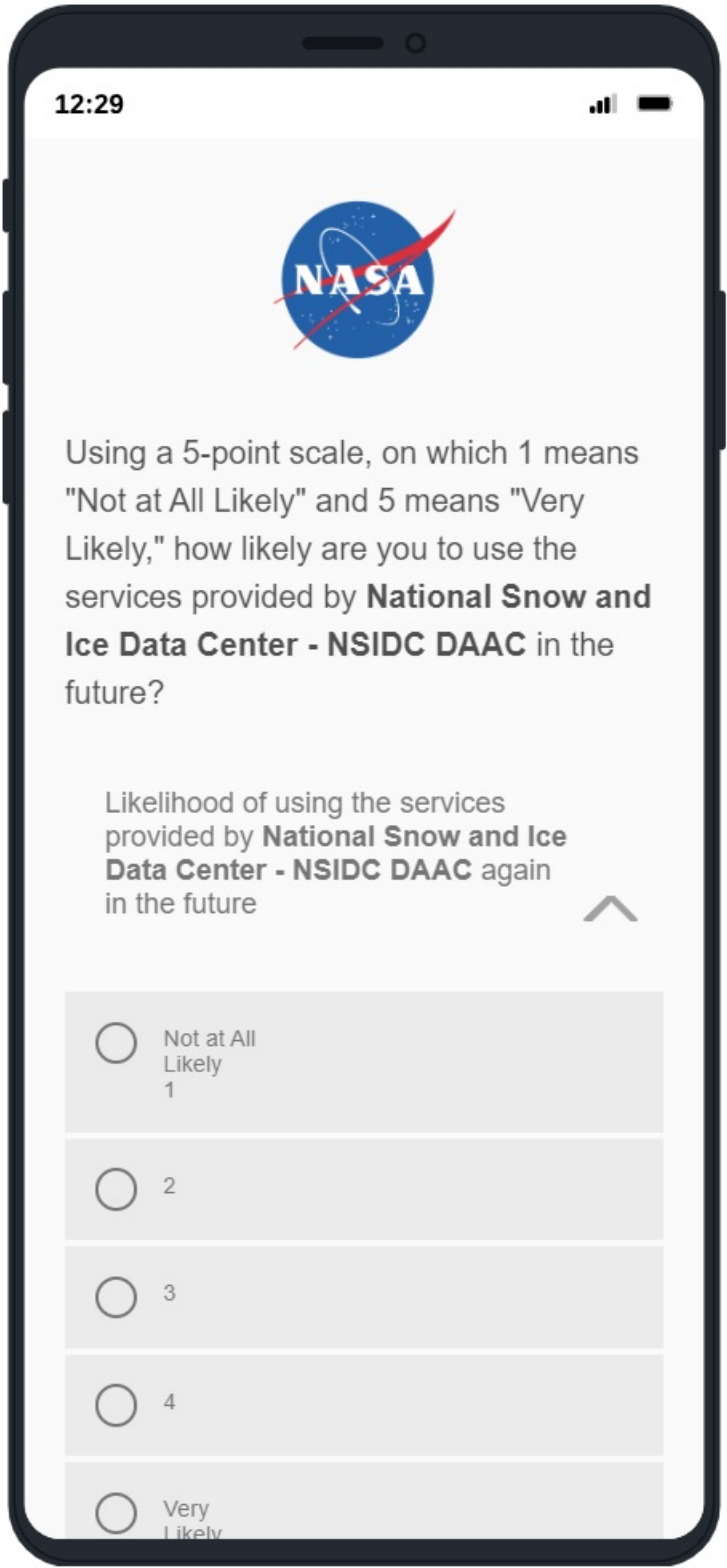- ○ 3
- ○ 4
- ○ Very Likely 5
- ○ NA

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12:29

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 **National Snow and Ice Data Center - NSIDC DAAC** in the future?

Likelihood of using the services provided by **National Snow and Ice Data Center - NSIDC DAAC** again in the future

- ○ Not at All Likely 1
- ○ 2
- ○ 3
- ○ 4
- ○ Very Likely

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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?
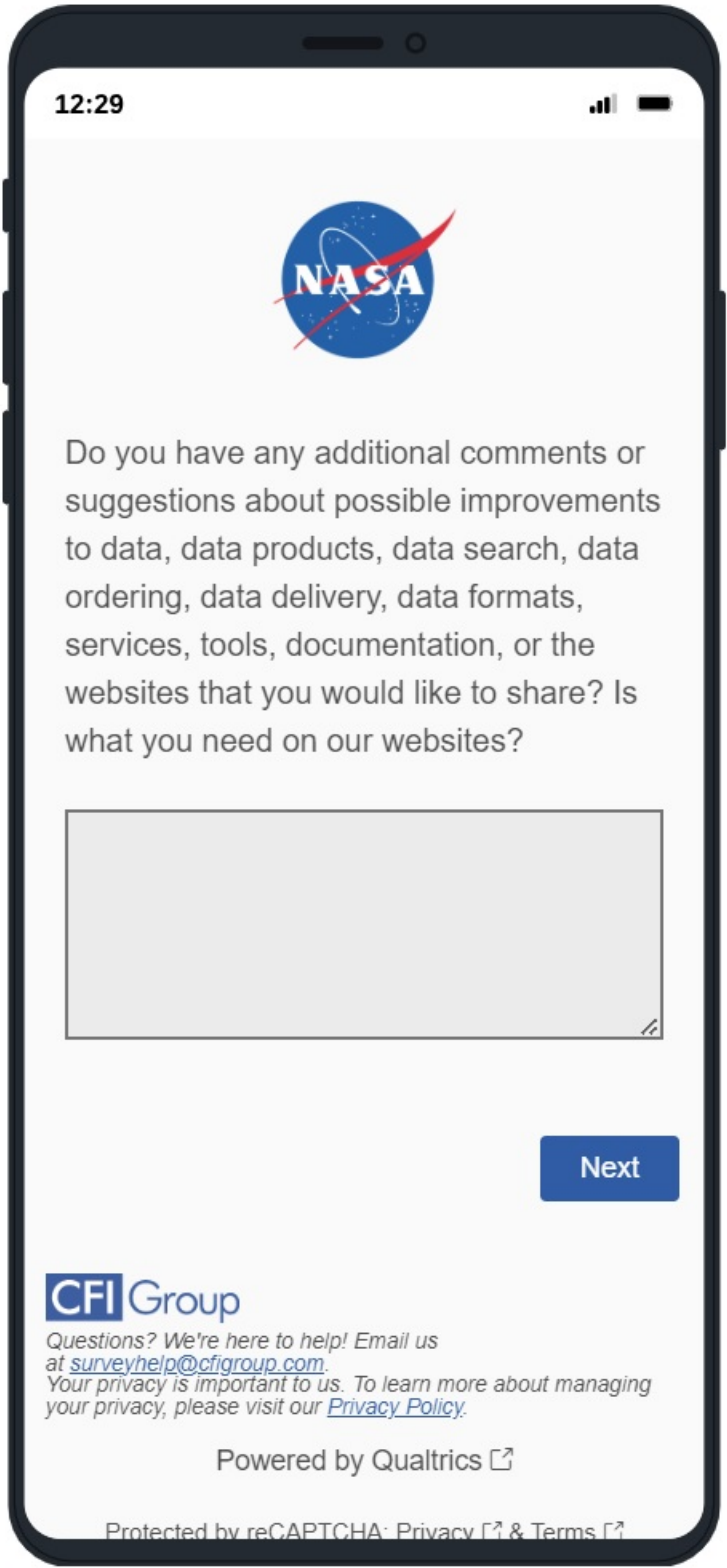
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12:29

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.
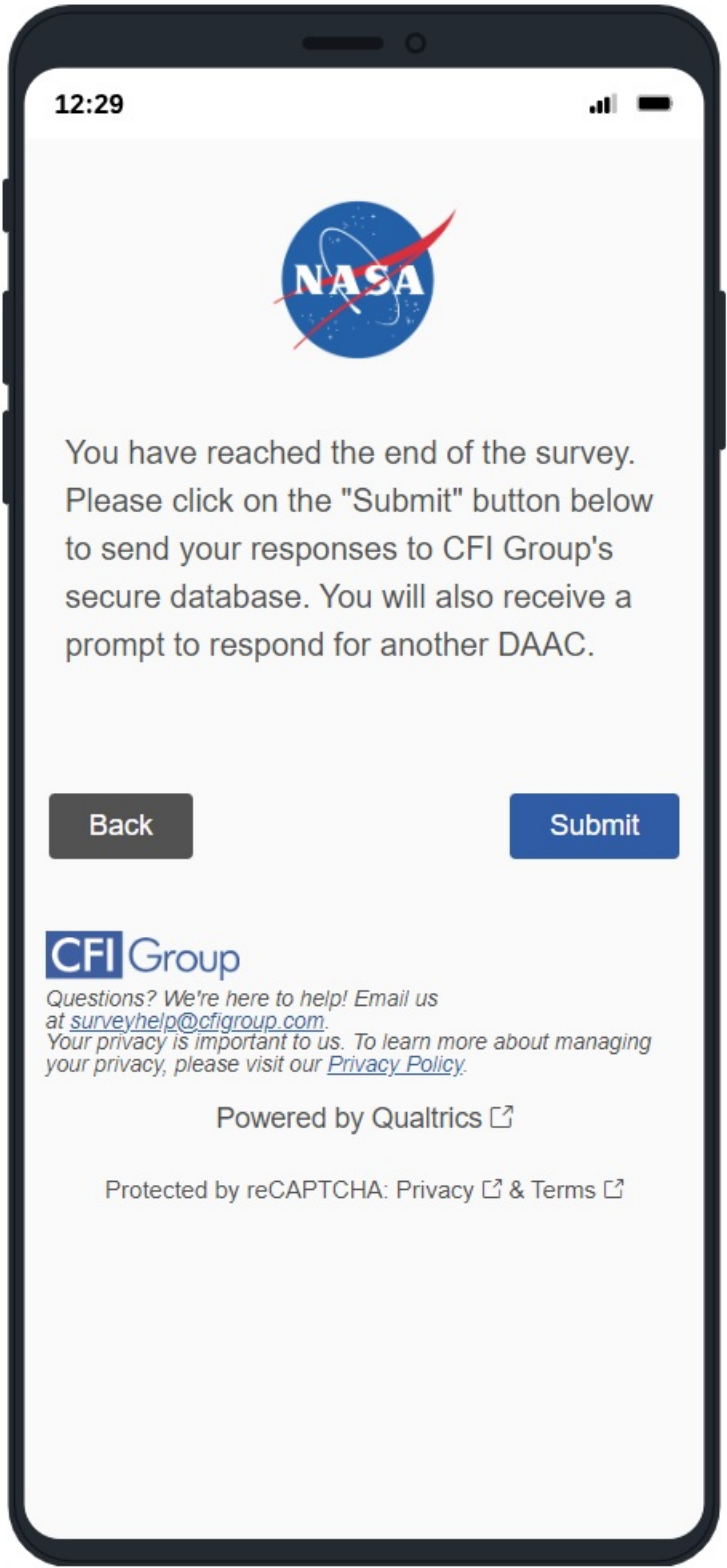
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