



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

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

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

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

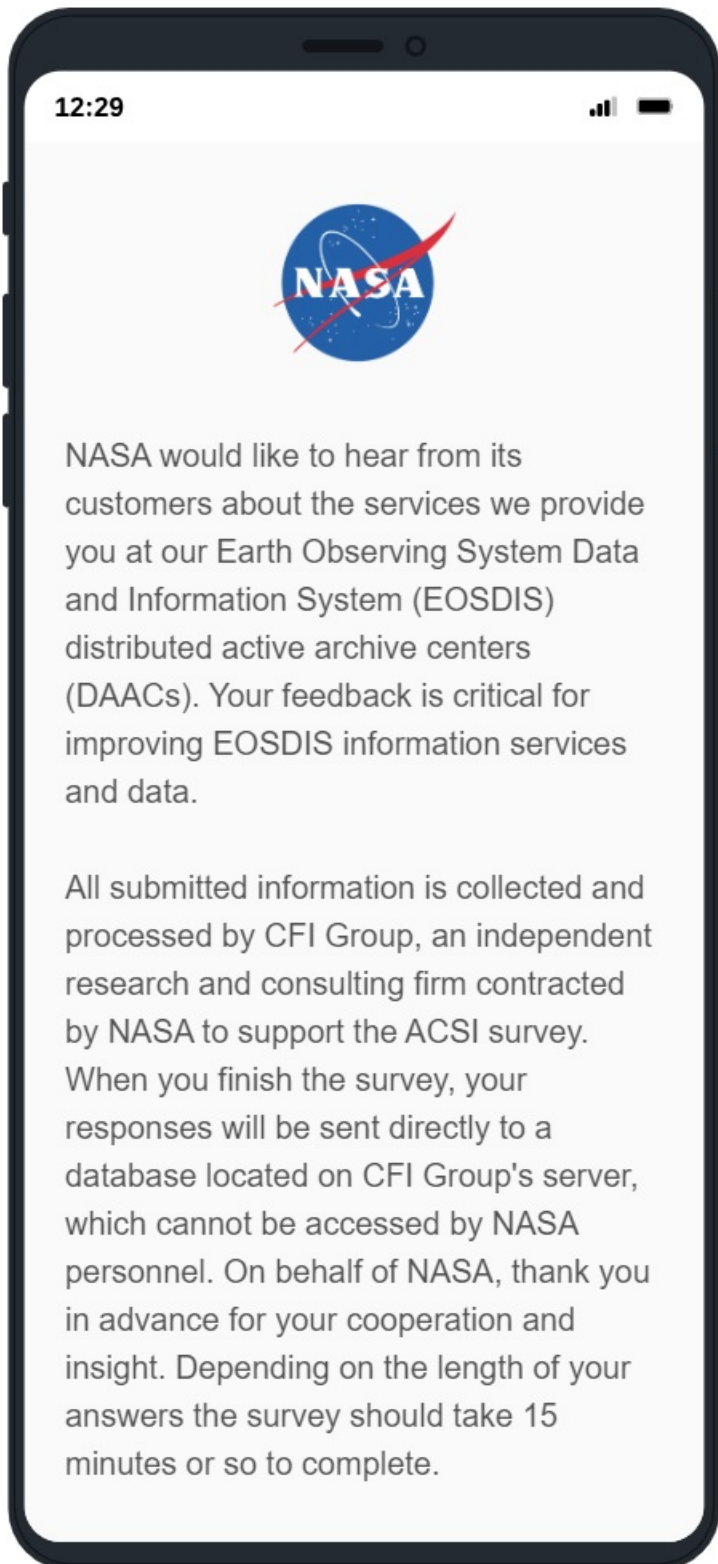
**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

Please click the "Next" button to begin.

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

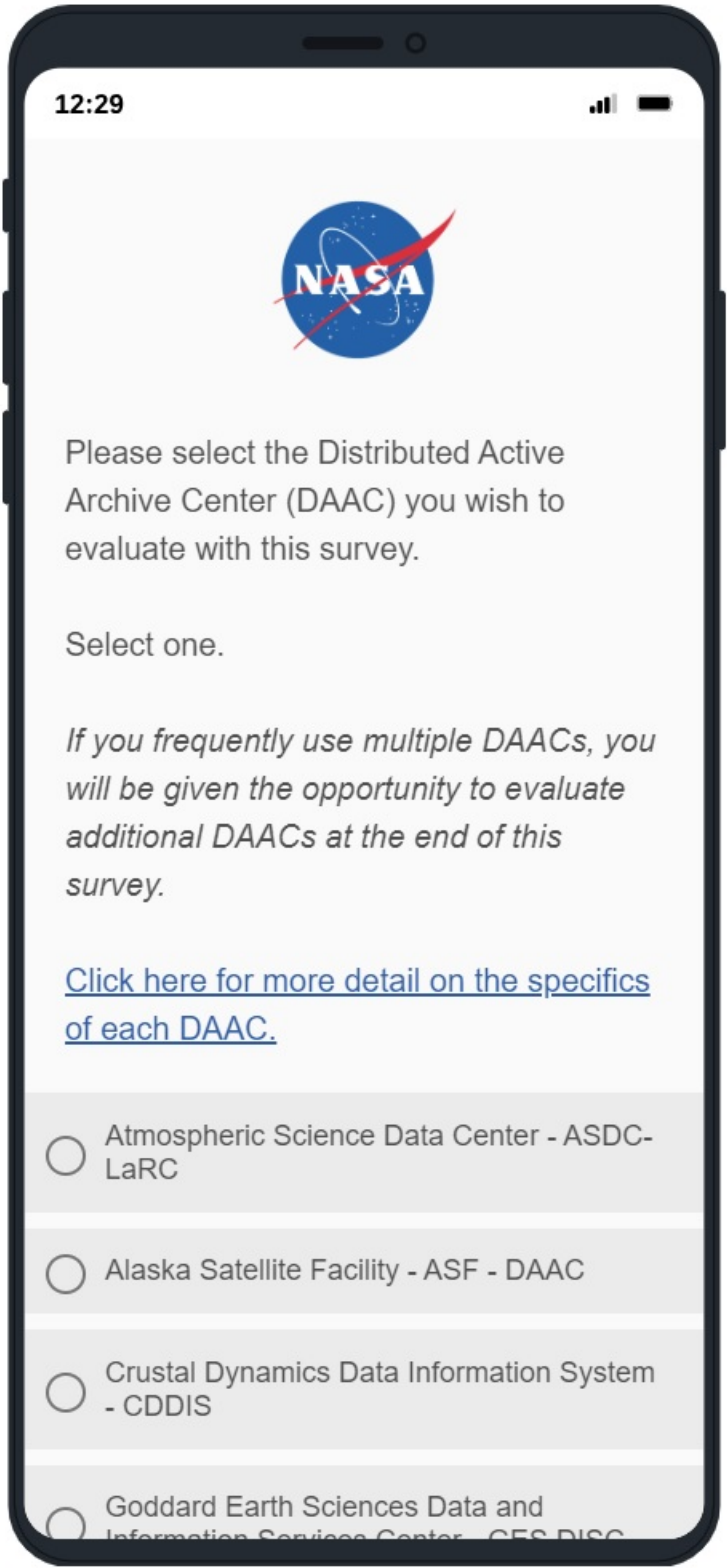
Select one.

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

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

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

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

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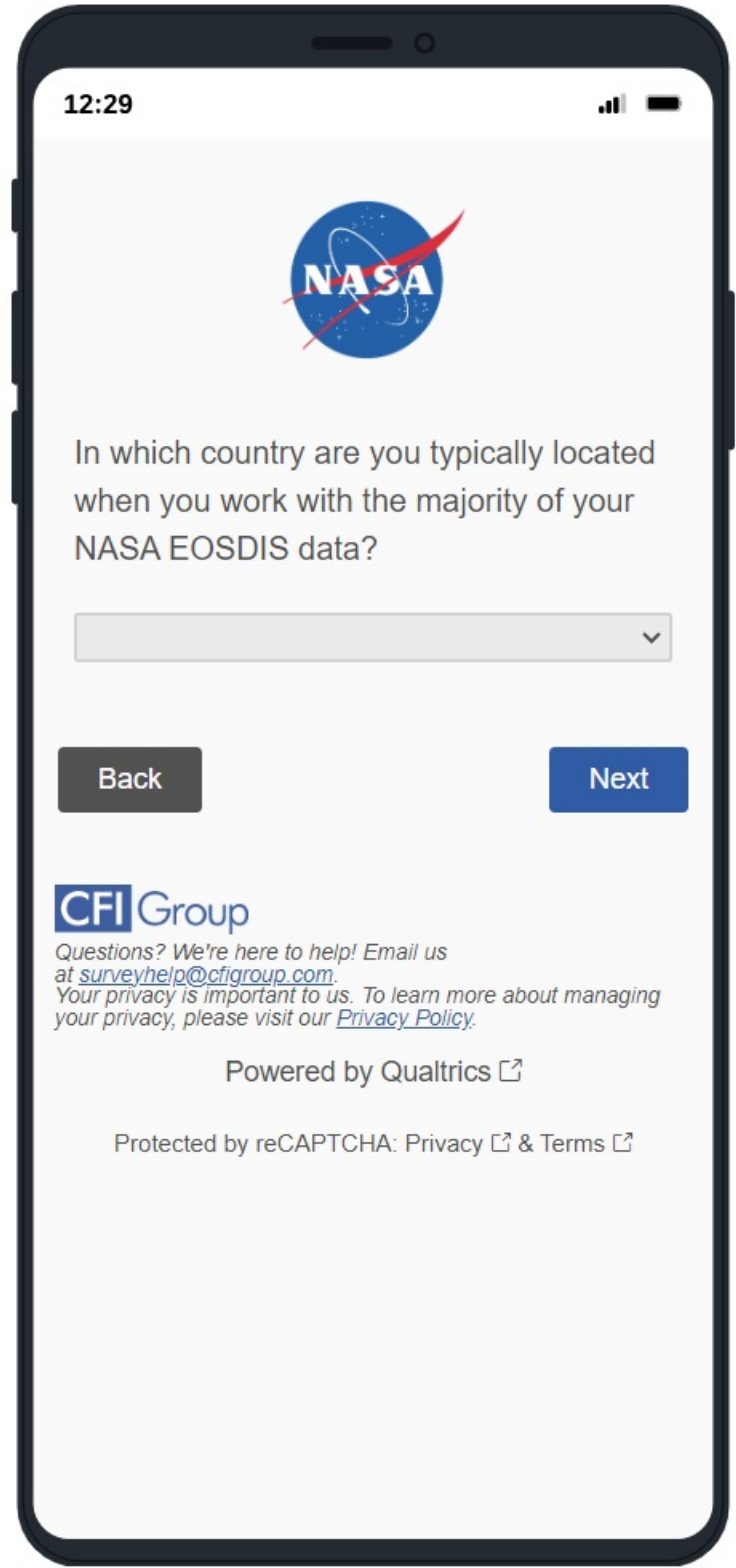
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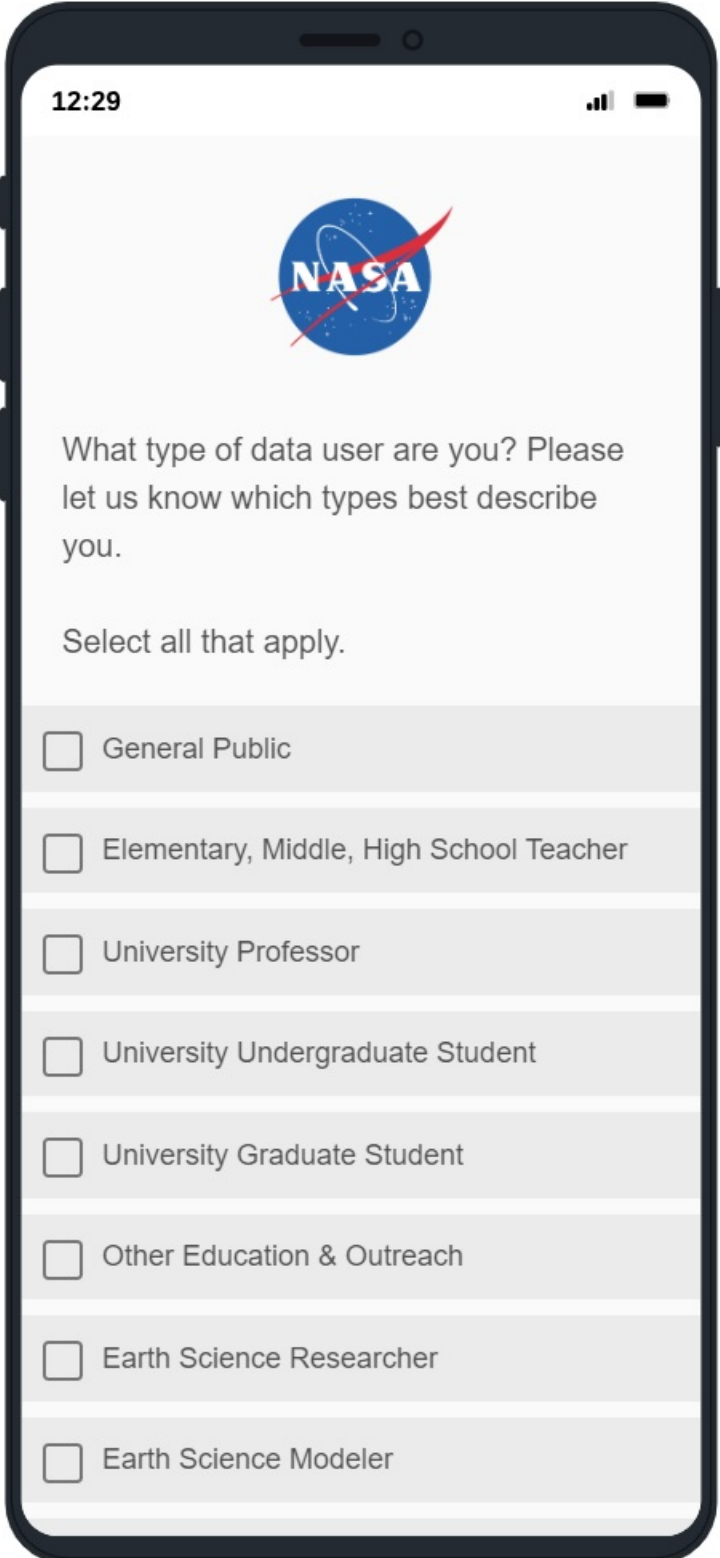
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What type of data user are you? Please let us know which types best describe you.

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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Select all that apply.

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- Elementary, Middle, High School Teacher
- University Professor
- University Undergraduate Student
- University Graduate Student
- Other Education & Outreach
- Earth Science Researcher
- Earth Science Modeler

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

Select all that apply.

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

Not Applicable

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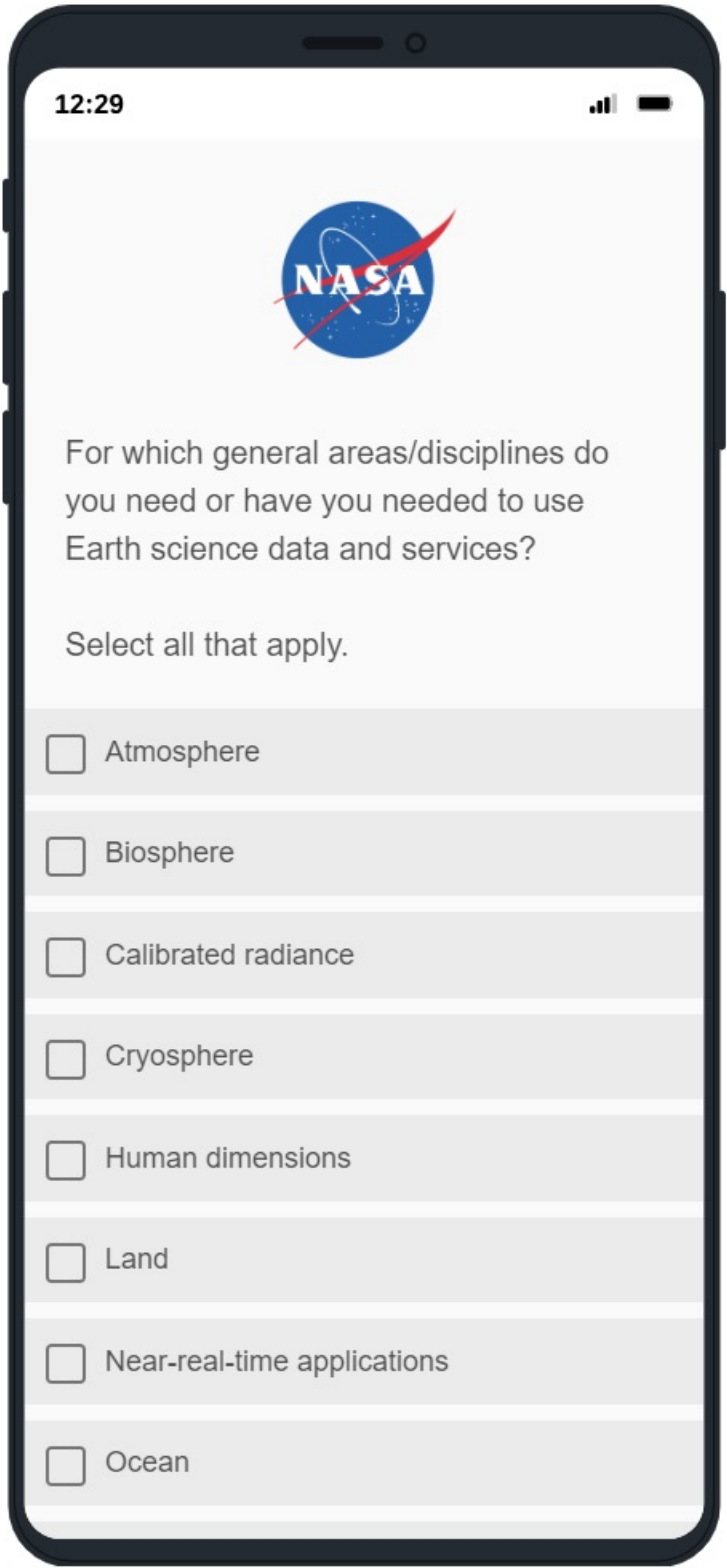
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Have you done any of the following from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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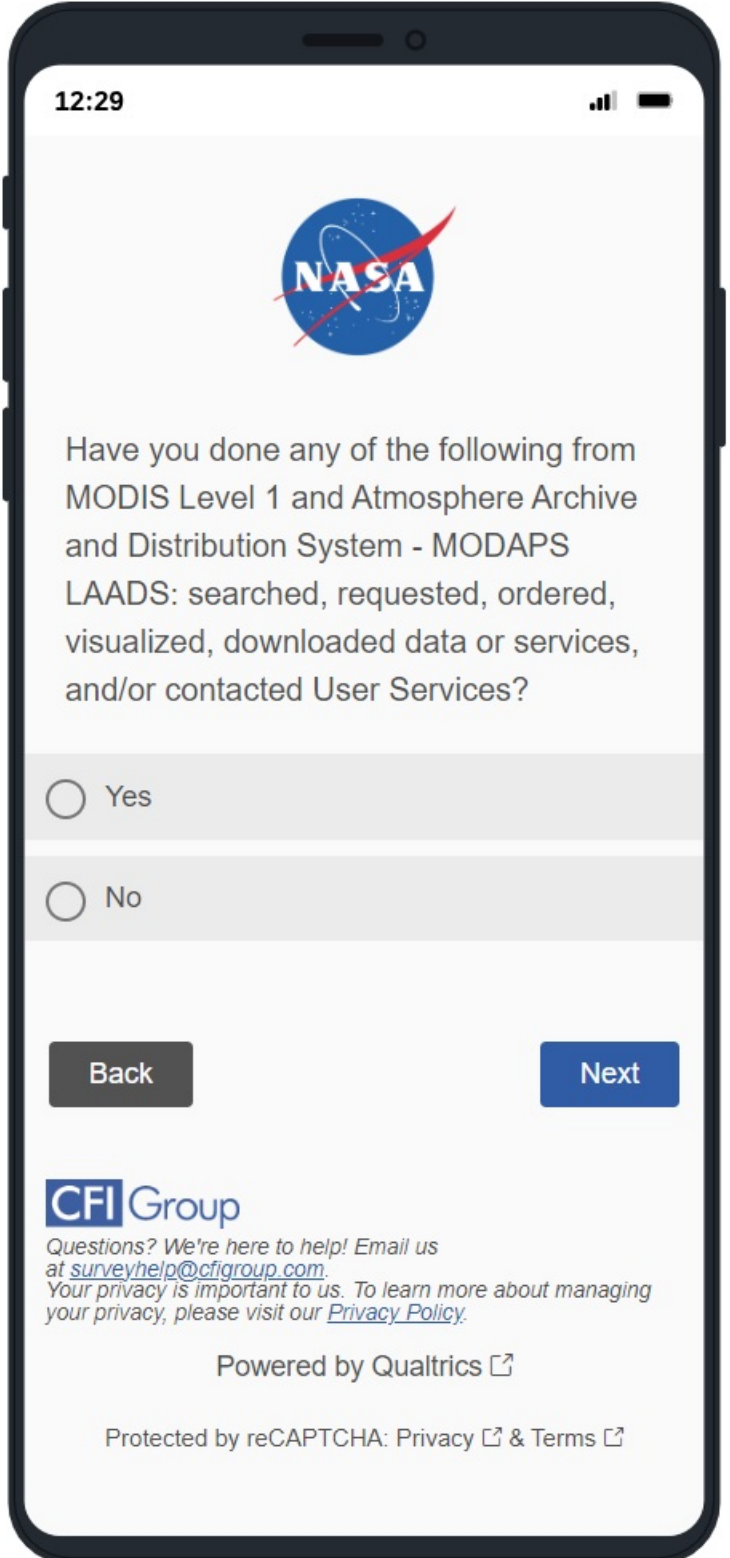
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Yes

No

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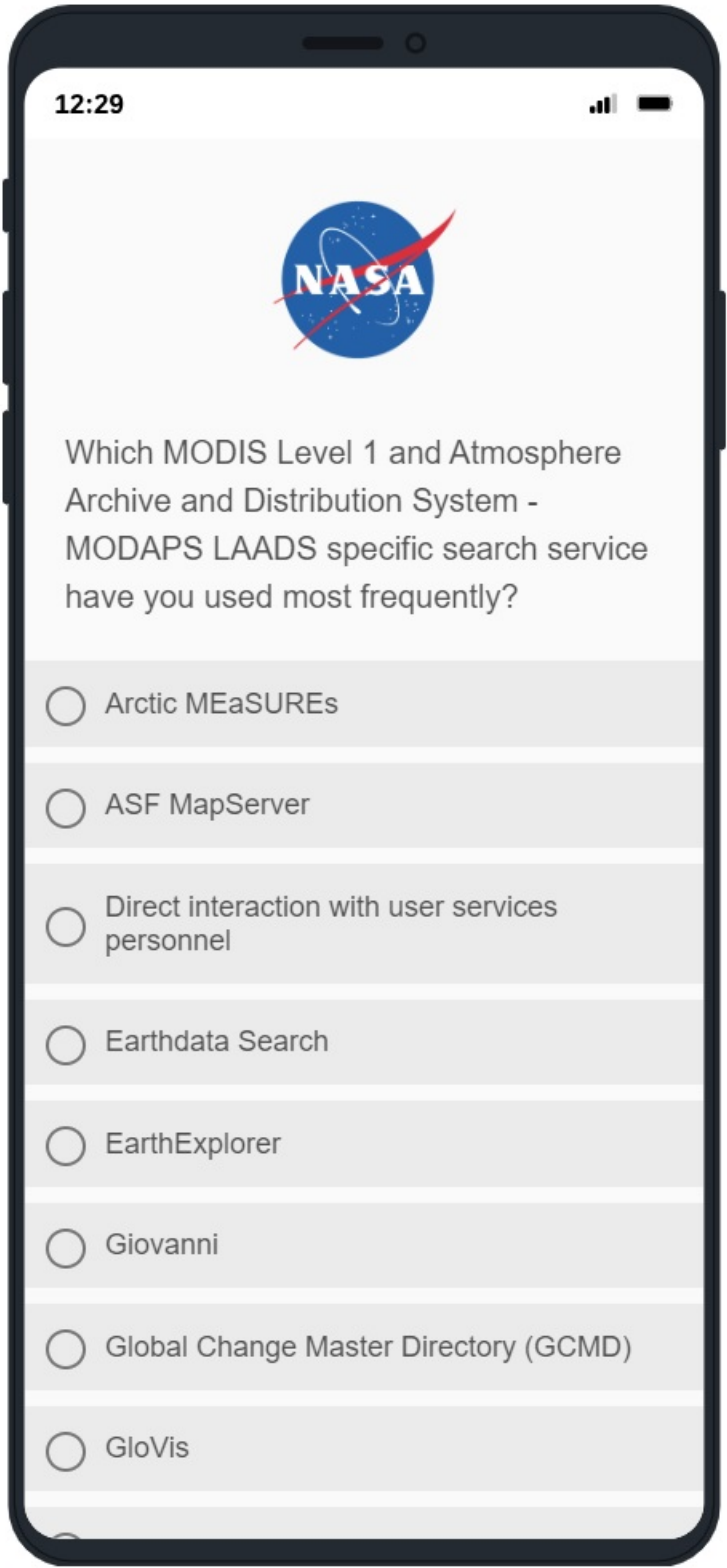
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Which MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS specific search service have you used most frequently?

- Arctic MEaSURES
- ASF MapServer
- Direct interaction with user services personnel
- Earthdata Search
- EarthExplorer
- Giovanni
- Global Change Master Directory (GCMD)
- GloVis
- HITIDE
- Internet search tool (e.g., Google Earth, Google)
- LAADS Find Data Interface
- LAADS Web Services (LWS)
- Land Atmosphere Near Real-Time Capability for EOS (LANCE)
- Live Access Server (LAS)
- LP DAAC Data Pool
- MISR Order Tool
- MIST
- MODAPS Web Services (MWS)
- MODIS Land Products Subsets
- NSIDC Data Search



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Clear

Tools



- Live Access Server (LAS)
- LP DAAC Data Pool
- MISR Order Tool
- MIST
- MODAPS Web Services (MWS)
- MODIS Land Products Subsets
- NSIDC Data Search
- Ocean Color Web Portal
- OPeNDAP
- Operation IceBridge Portal
- PO.DAAC Dataset Discovery
- Terrestrial Ecology
- THREDDS
- URSA
- Vertex
- Wetlands MEaSURES
- Other (please specify)

- None of the above
- I don't know

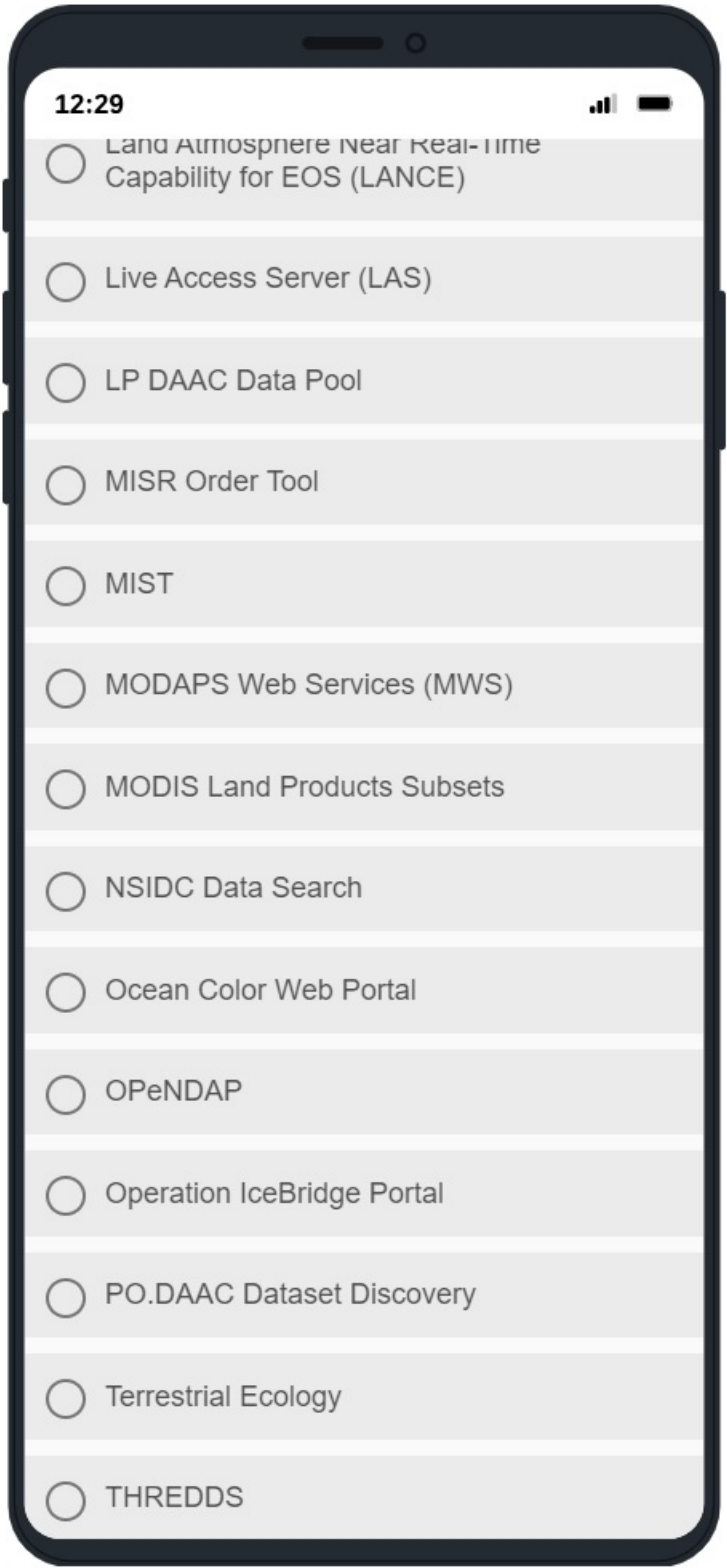
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Tools



Thinking about your data or services from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, 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



Back

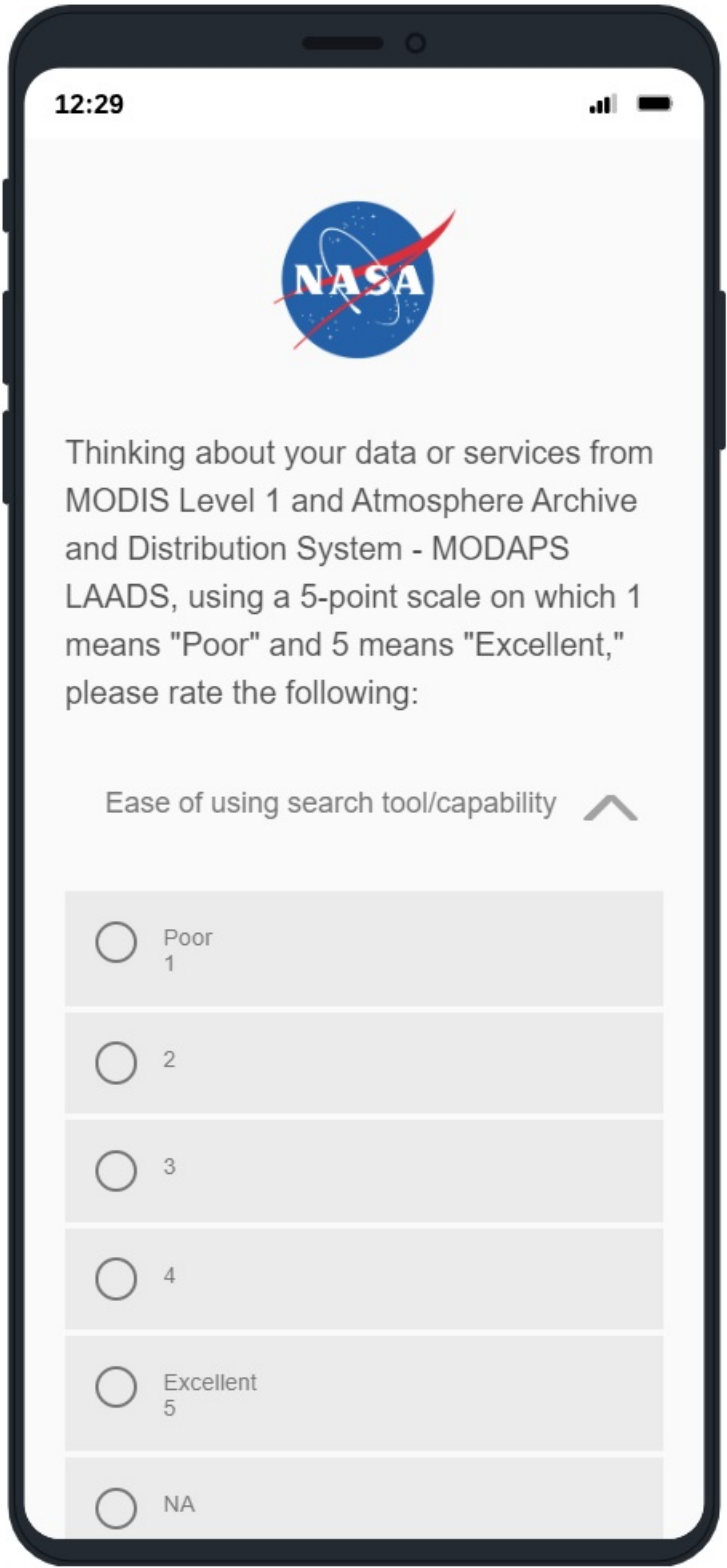
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Tools



Thinking about your data or services from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability

Excellent  
5



How well the search results met your needs



Poor  
1

2

3

4

Excellent  
5

NA

Back

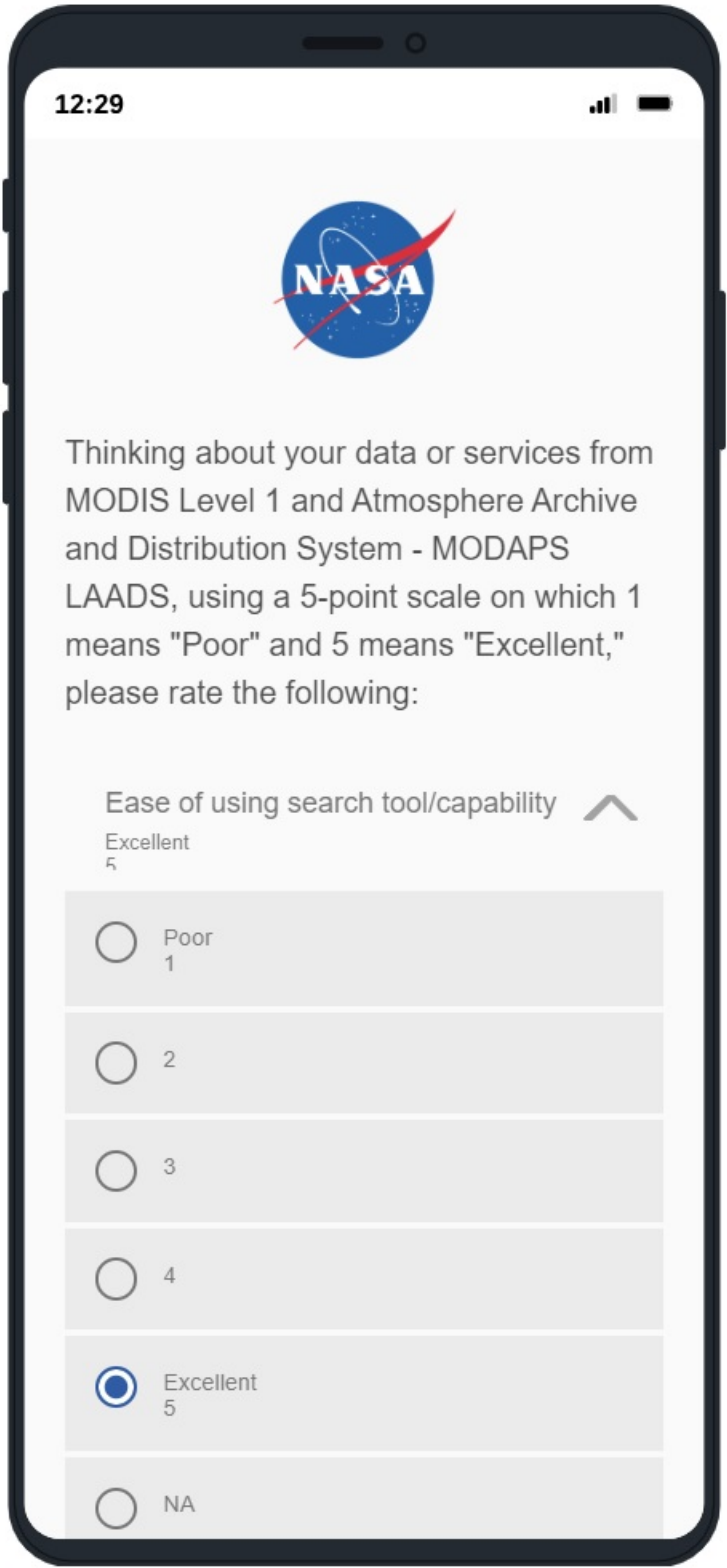
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How often did you generally find what you were looking for?

- I never find what I am looking for
- Less than 25% of the time
- About 25% of the time
- About 50% of the time
- About 75% of the time
- Just about every time

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Please comment on your experience with the search method(s) you used for MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS 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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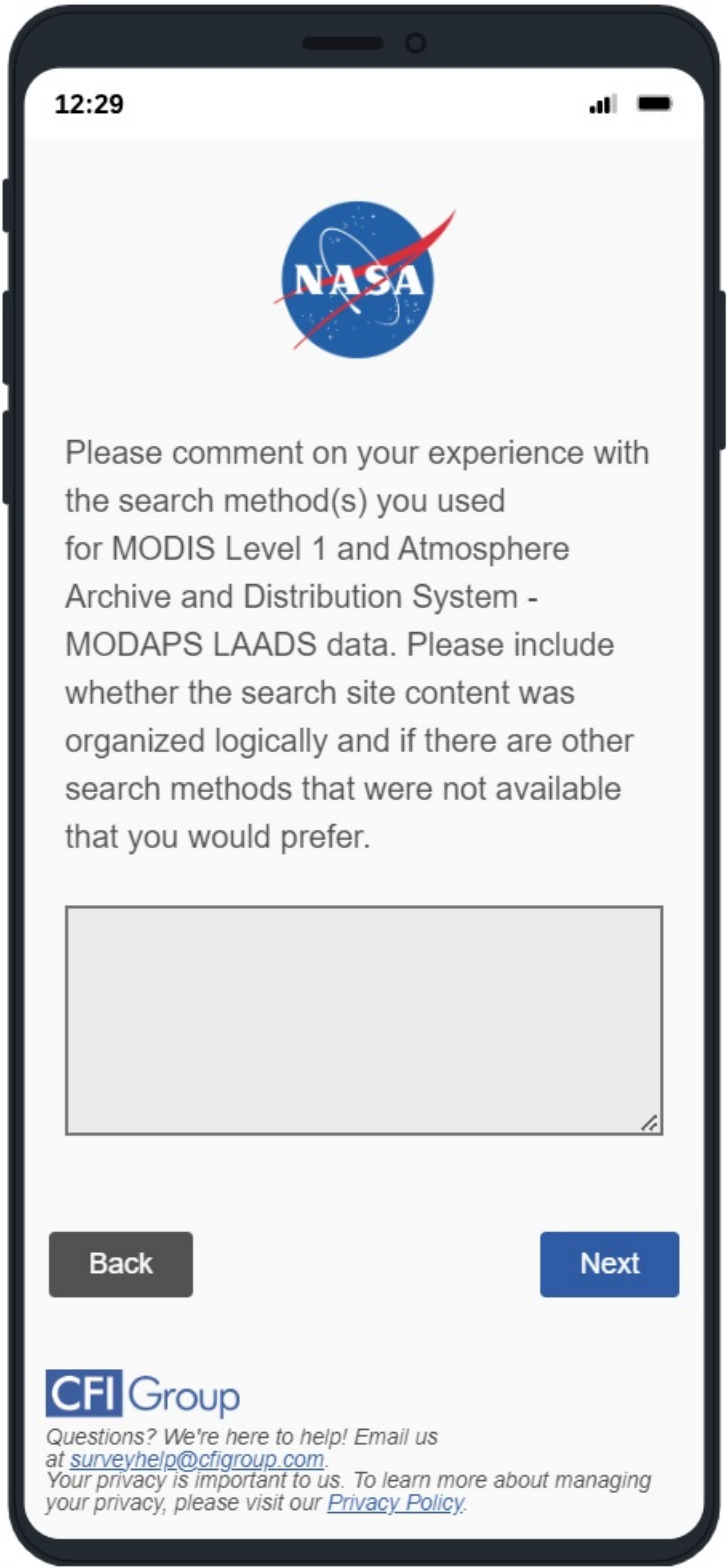
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Clear

Tools



Did you request/acquire data products from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS in the last year?

Yes

No

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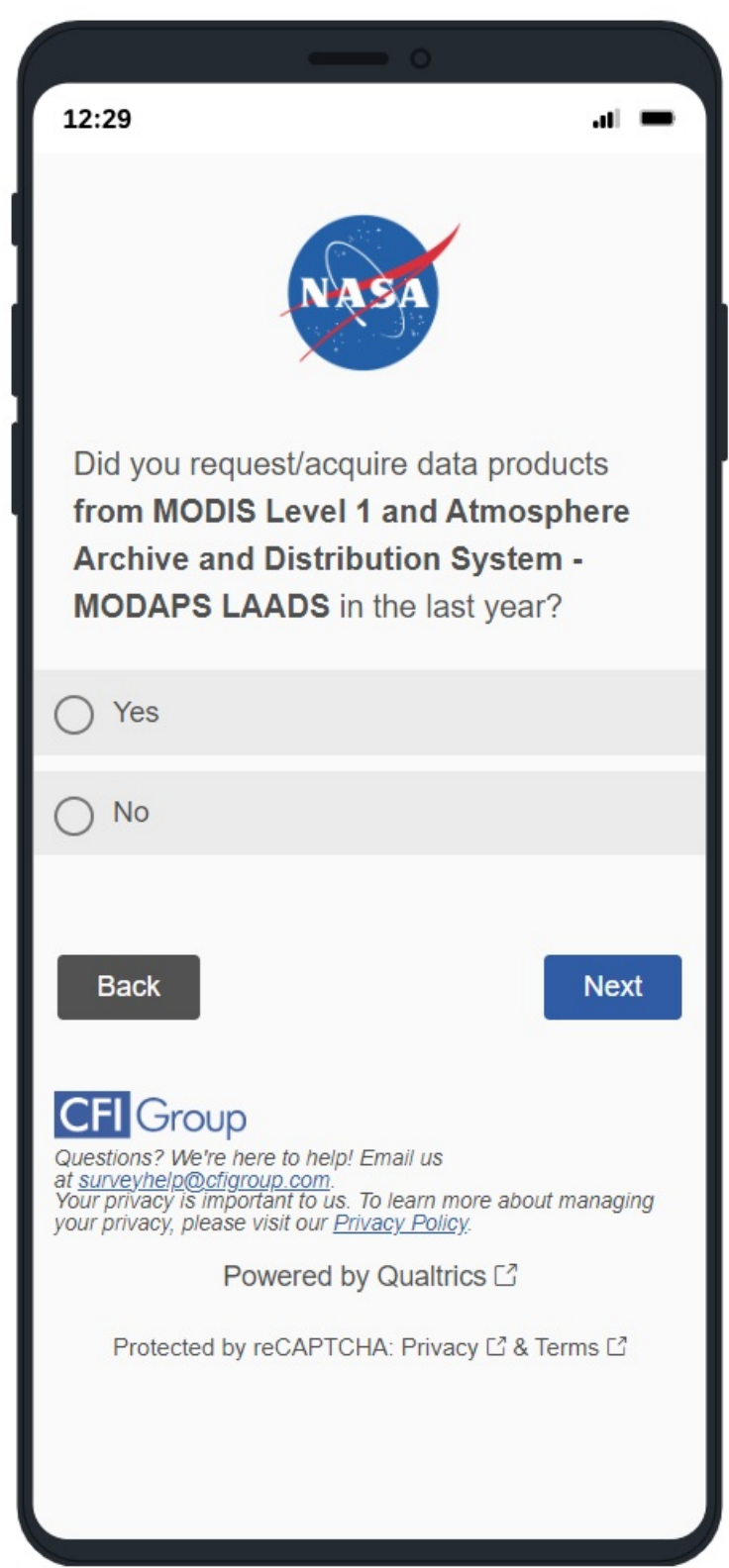
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Yes

No

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Thinking about your data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products ^

Poor 1

2

3

4

Excellent 5

NA

Ease of requesting or ordering data products v

Direct downloads v

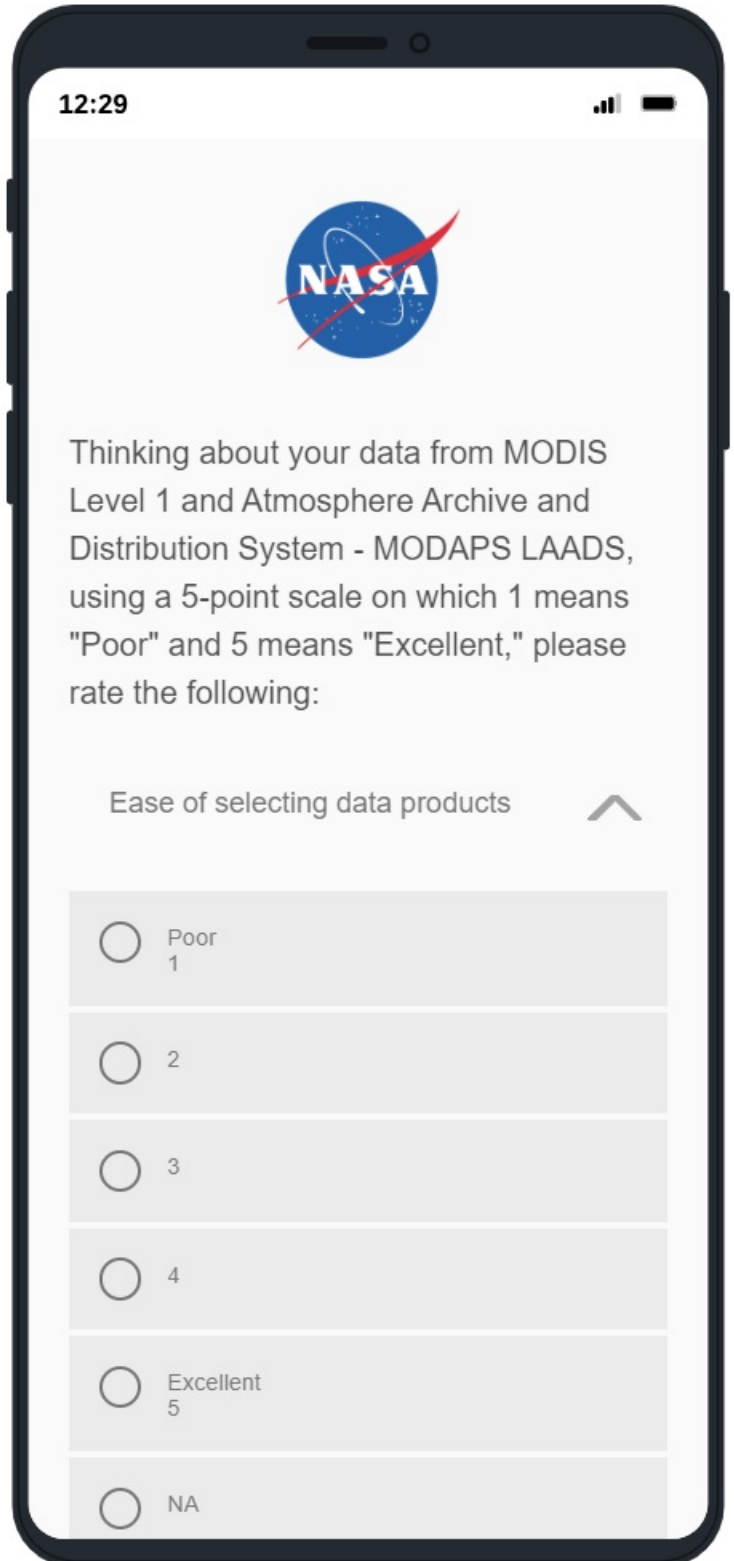
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Thinking about your data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products

Excellent  
5



Ease of requesting or ordering data products



Poor  
1

2

3

4

Excellent  
5

NA

Direct downloads



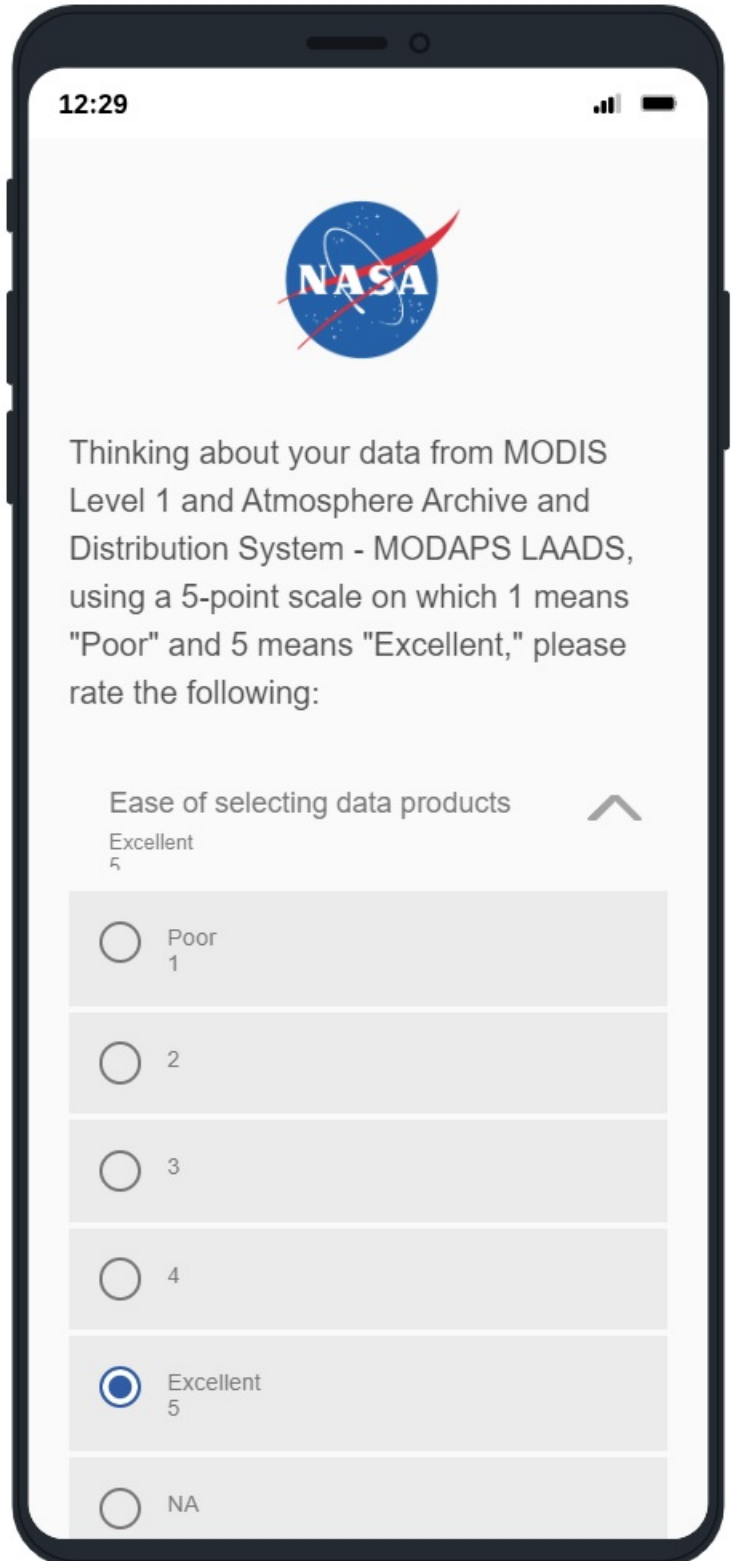
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Clear

Tools



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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

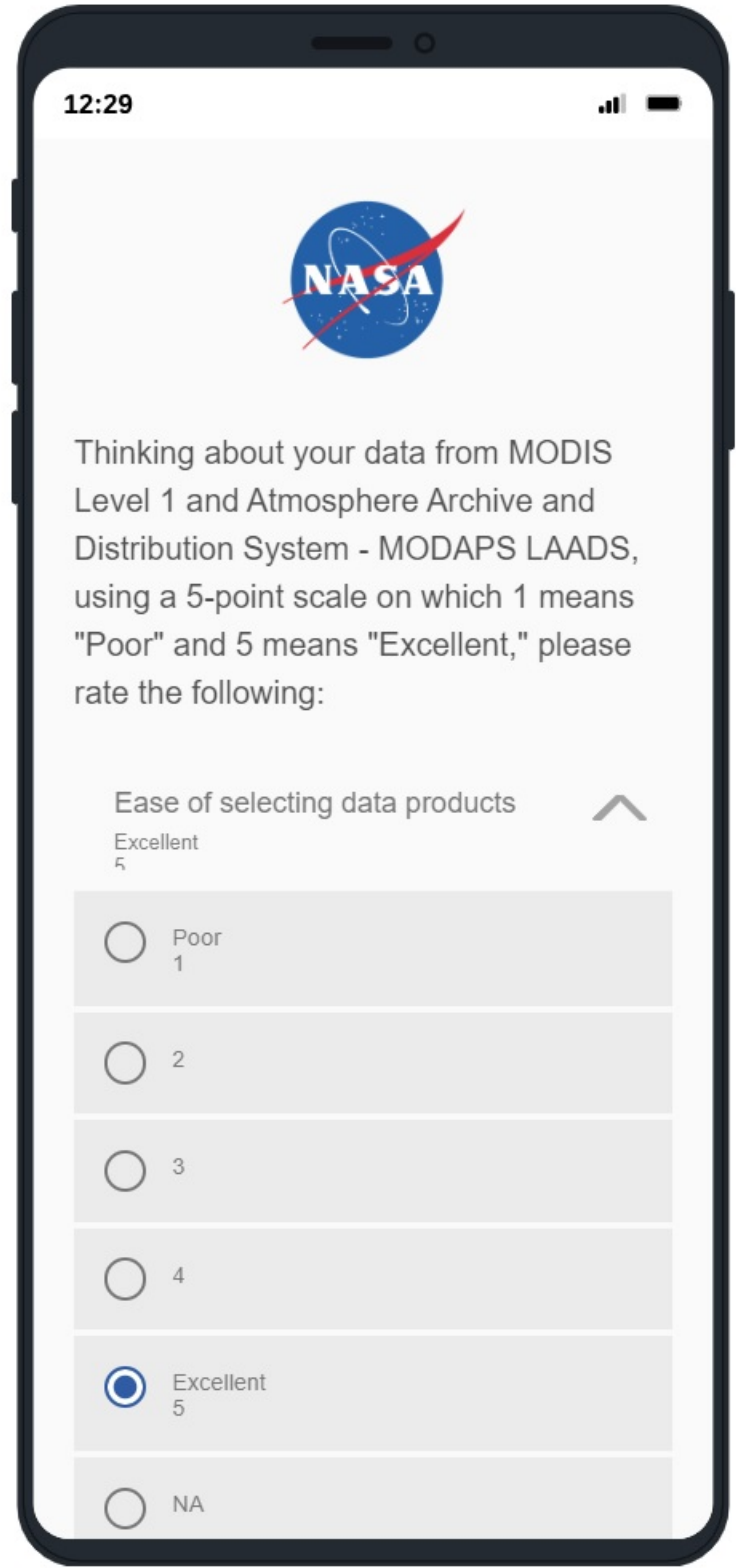
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Thinking about your data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products

Excellent  
5



Poor  
1

2

3

4

Excellent  
5

NA



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Tools



Did you download data or receive data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS?

Yes

No

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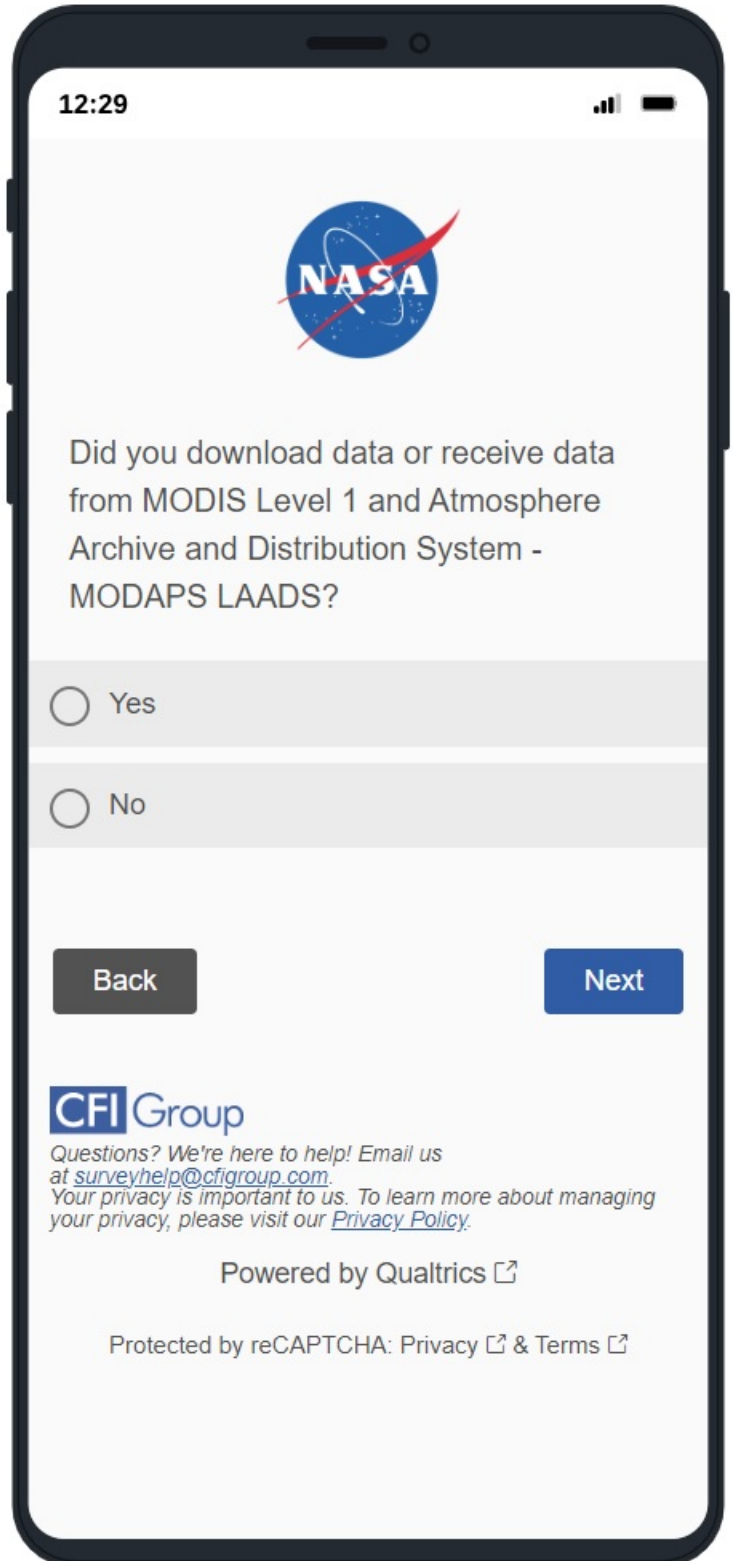
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Did you download data or receive data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS?

Yes

No

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Thinking about your data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, 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

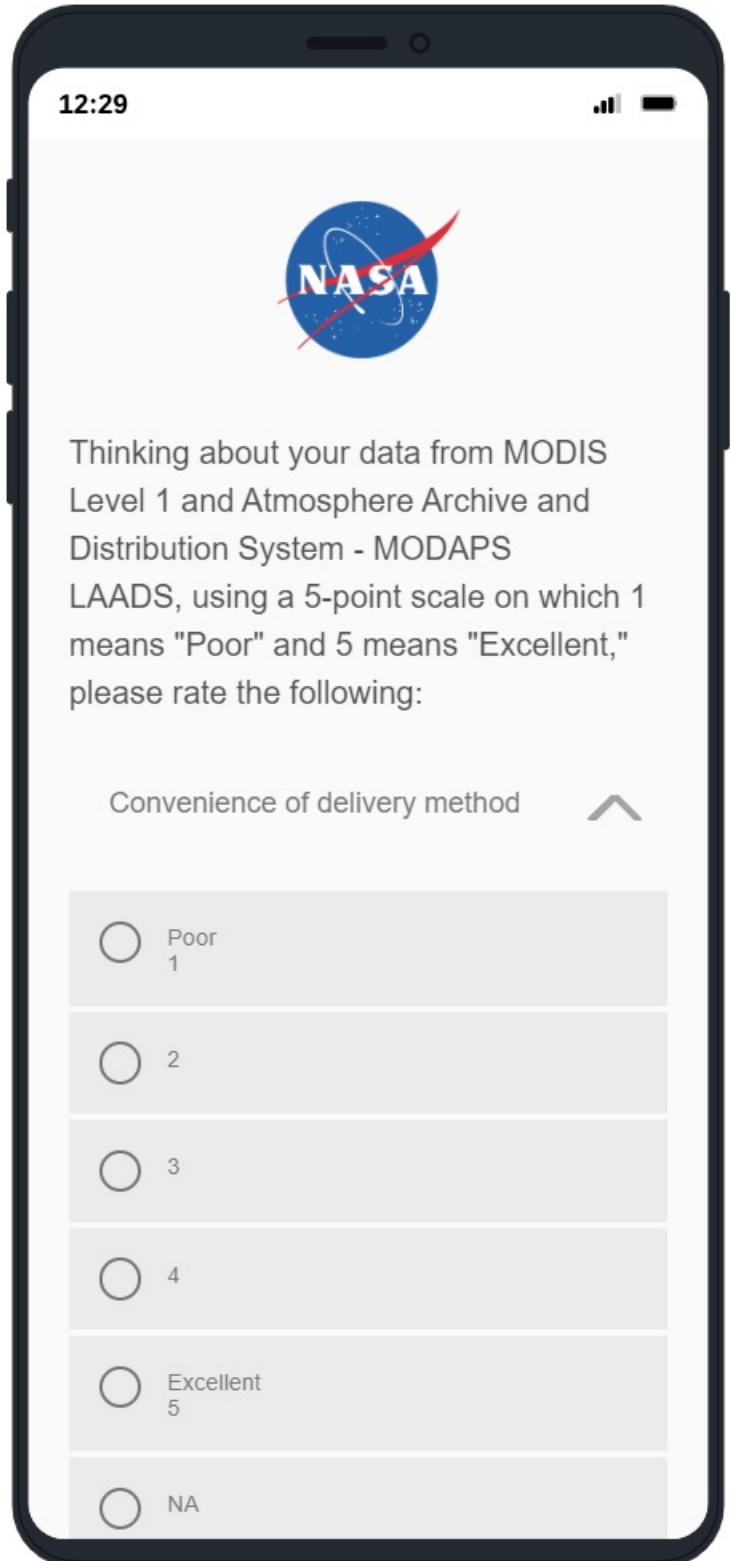
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Convenience of delivery method ^

Poor 1

2

3

4

Excellent 5

NA



Thinking about your data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent  
5



Speed of delivery method



Poor  
1

2

3

4

Excellent  
5

NA

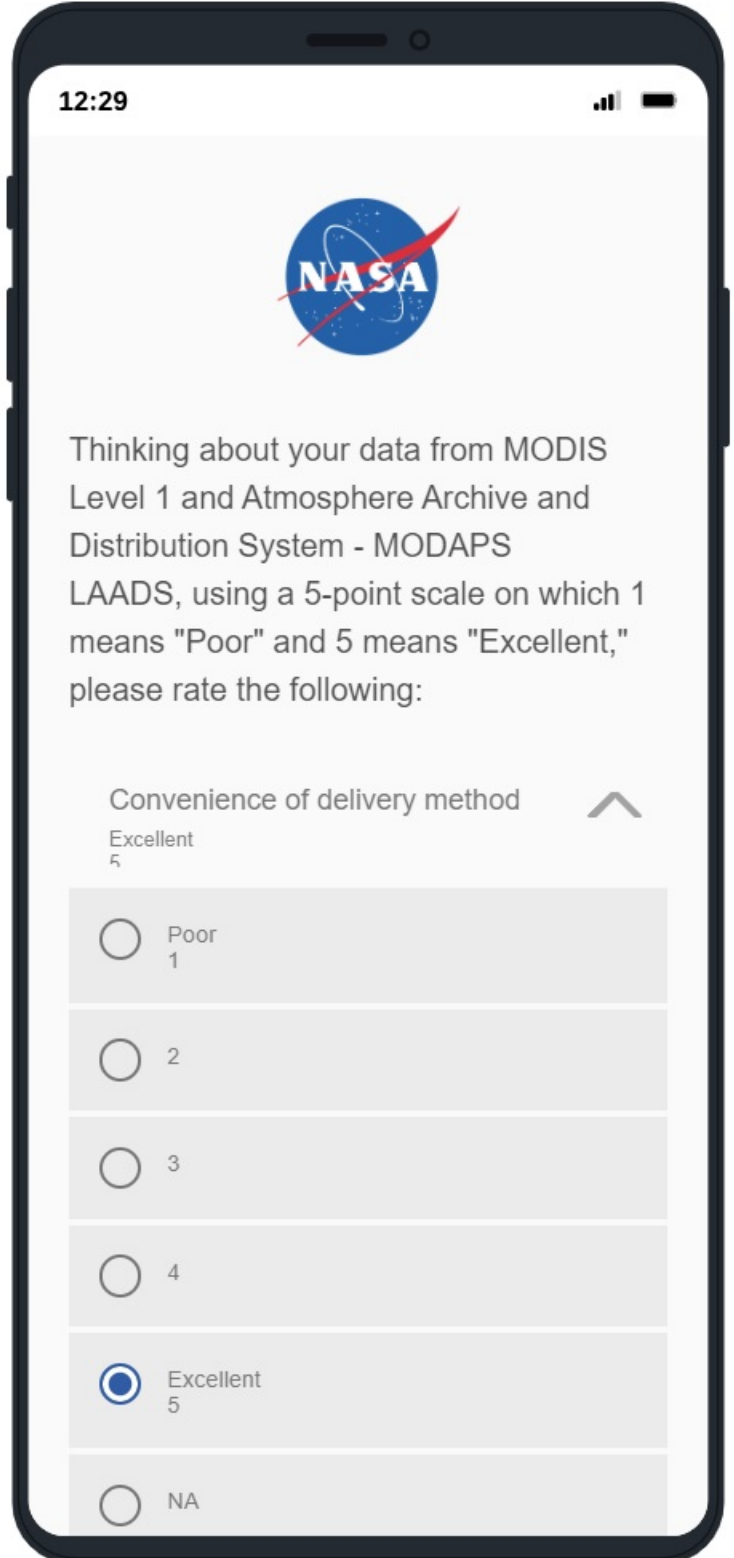
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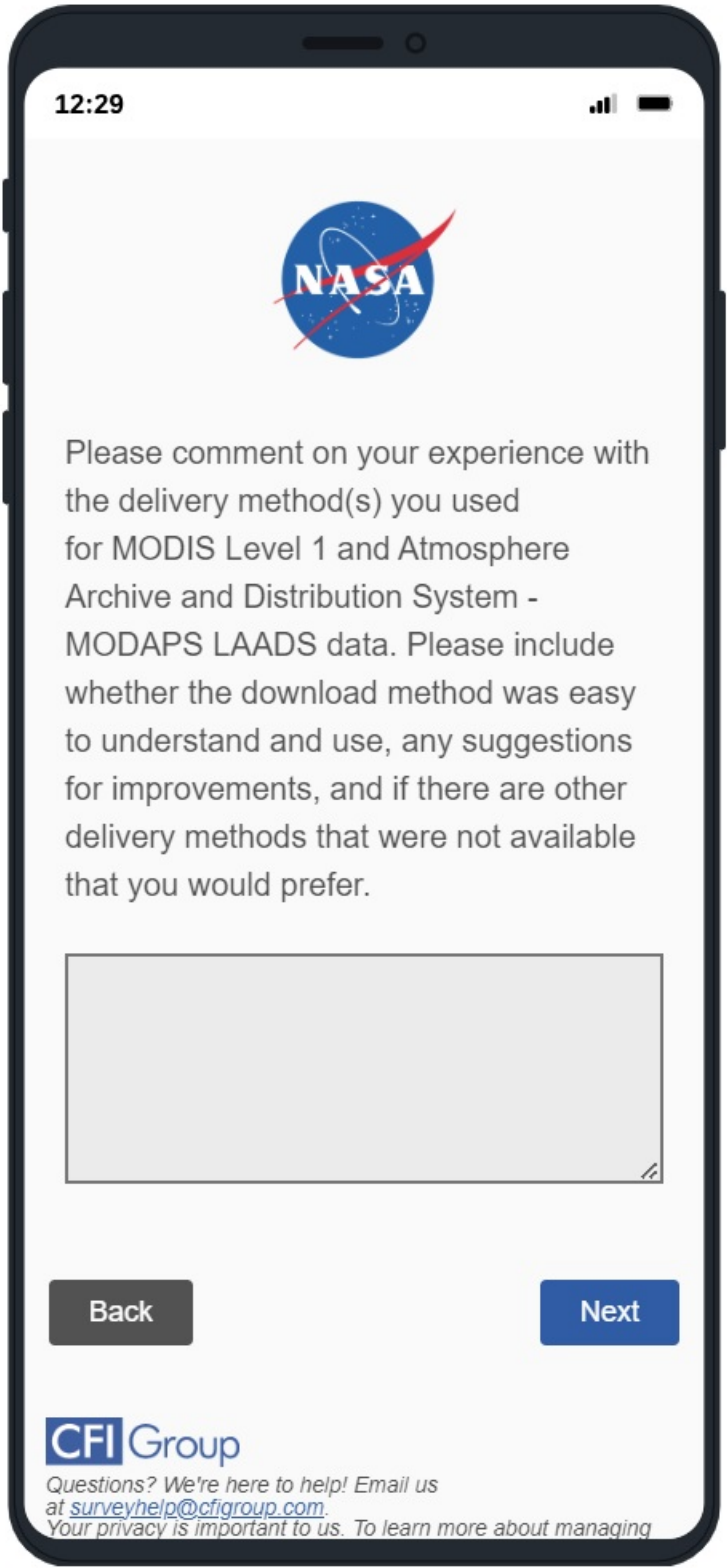
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Tools



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

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



Poor 1

2

3

4

Excellent 5

NA

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



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



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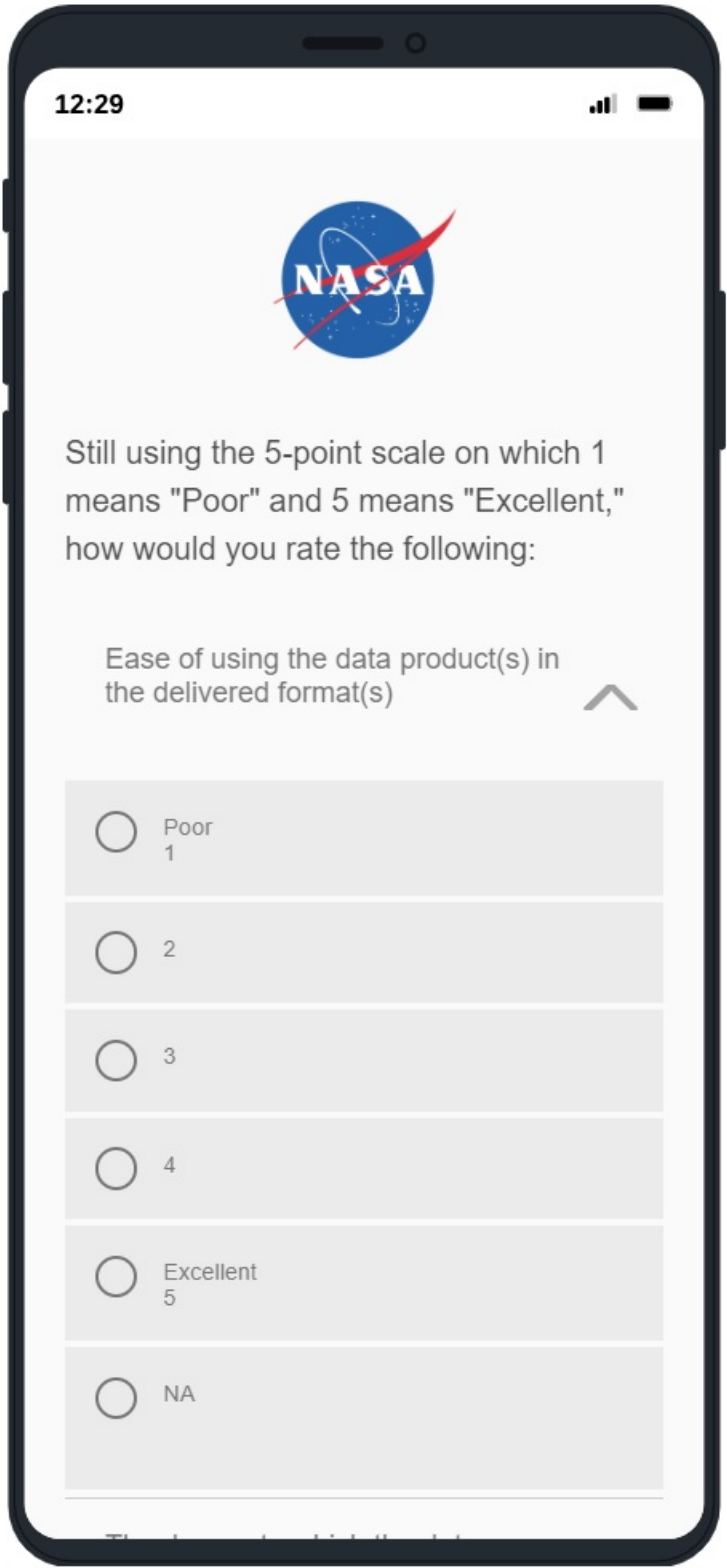
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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



Poor 1

2

3

4

Excellent 5

NA



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

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

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

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

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

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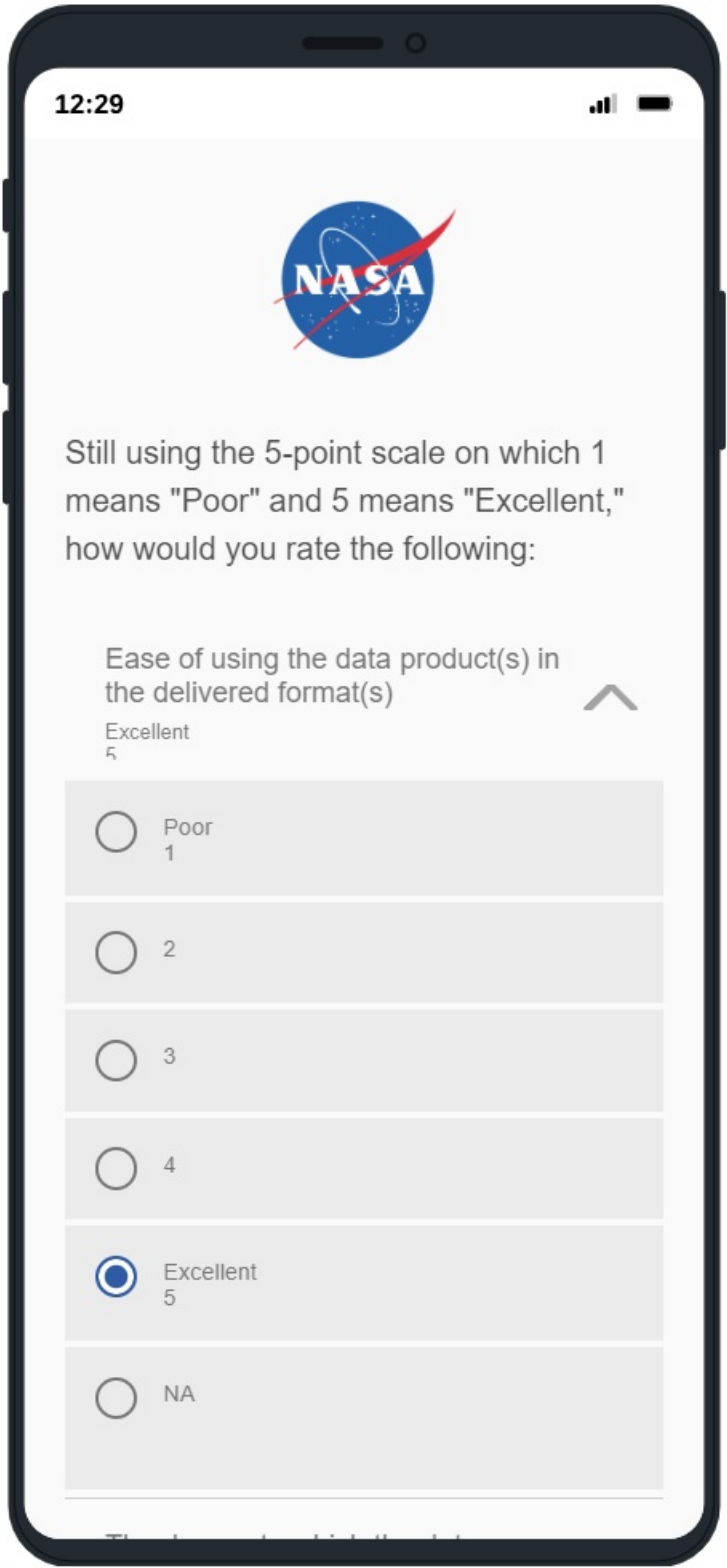
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Ease of using the data product(s) in the delivered format(s) Excellent 5

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

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

Poor 1

2

3

4

Excellent 5

NA

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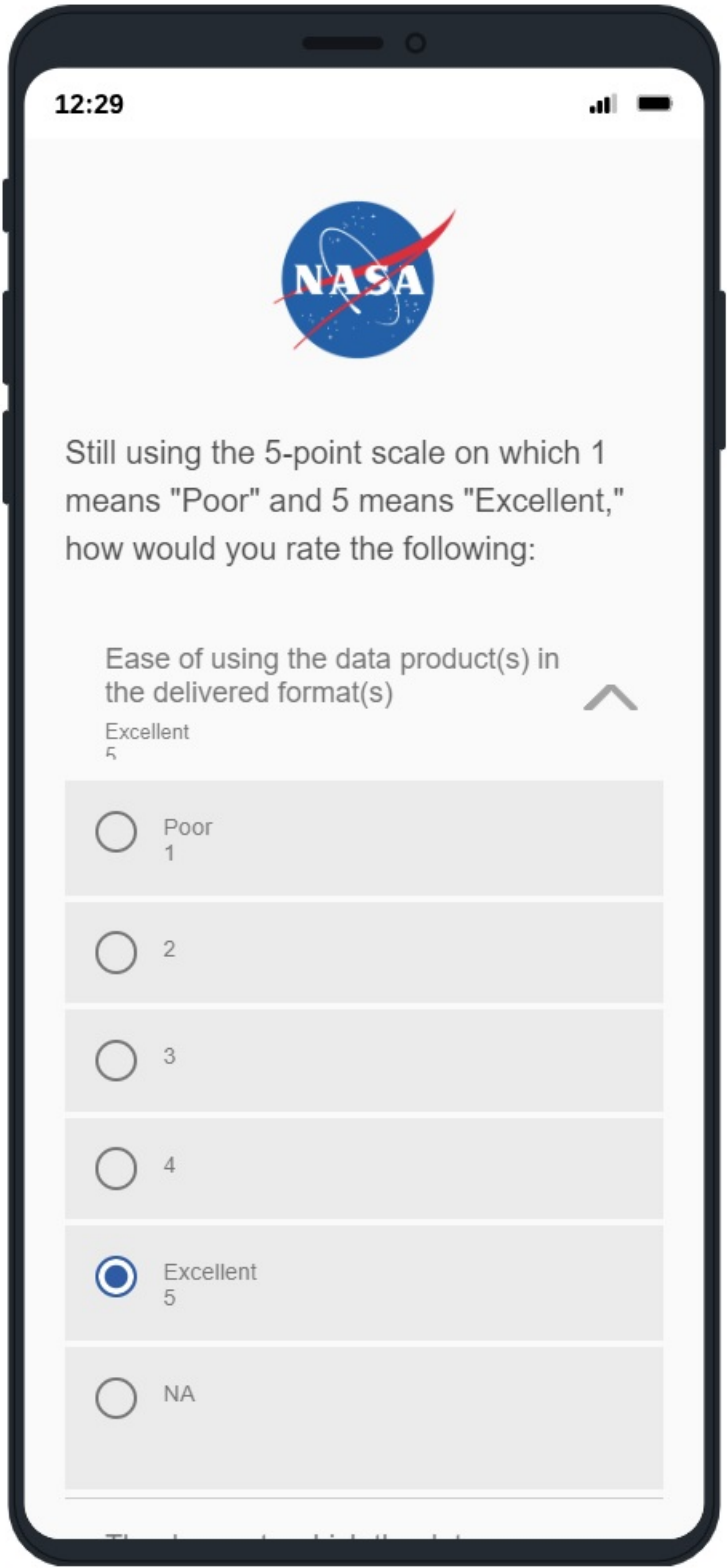
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Poor 1

2

3

4

Excellent 5

NA



Thinking about your most recent experience with data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS, 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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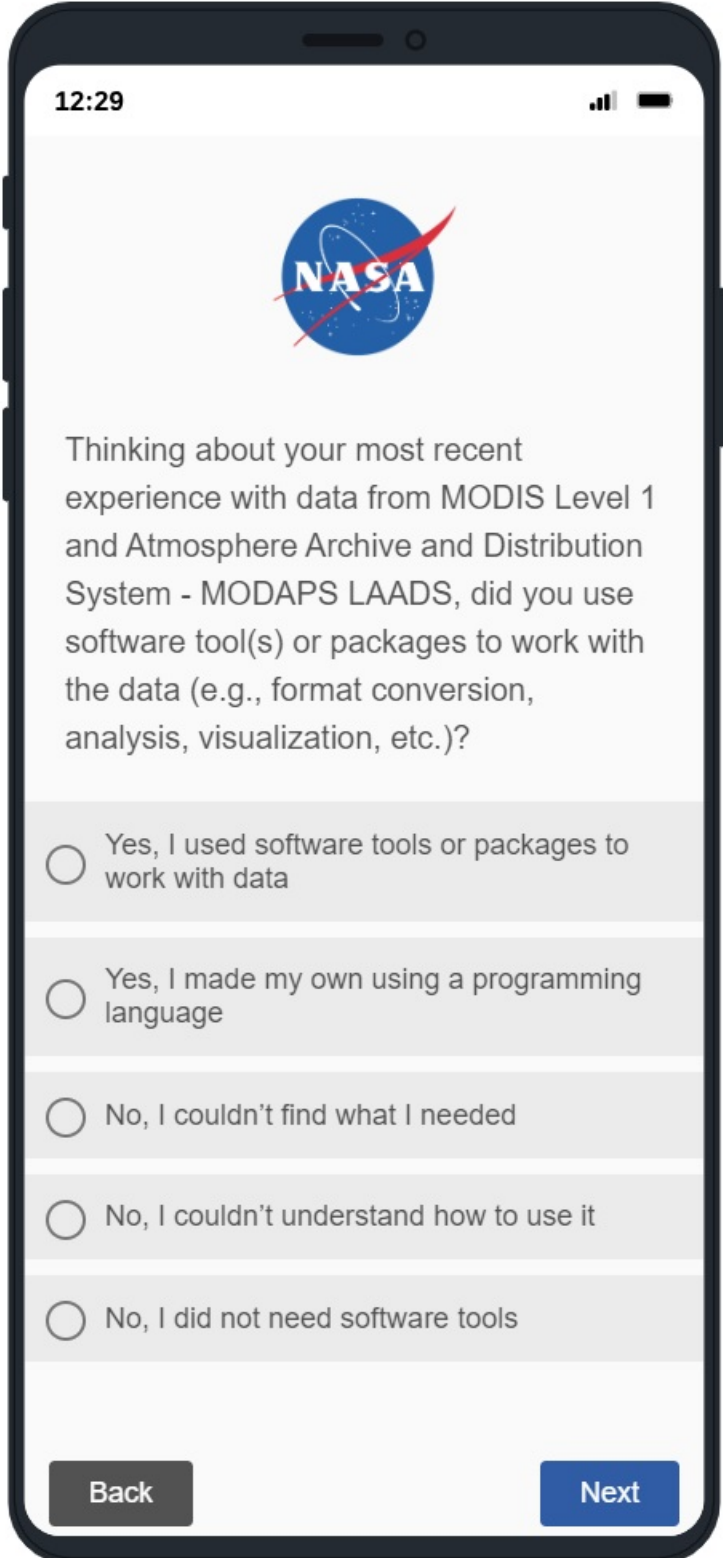
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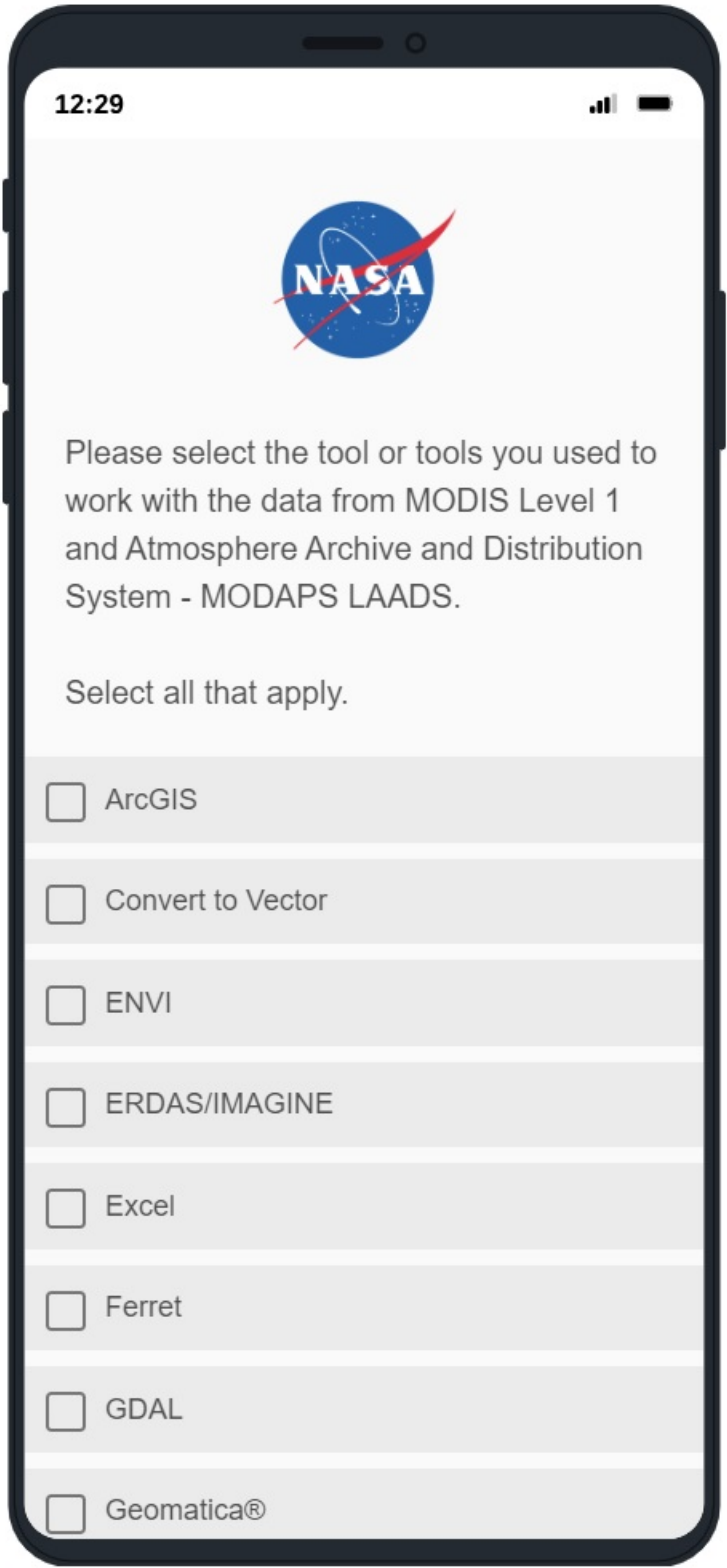




Please select the tool or tools you used to work with the data from MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS.

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



Restart Survey

Go to Bookmark

Clear

Tools



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

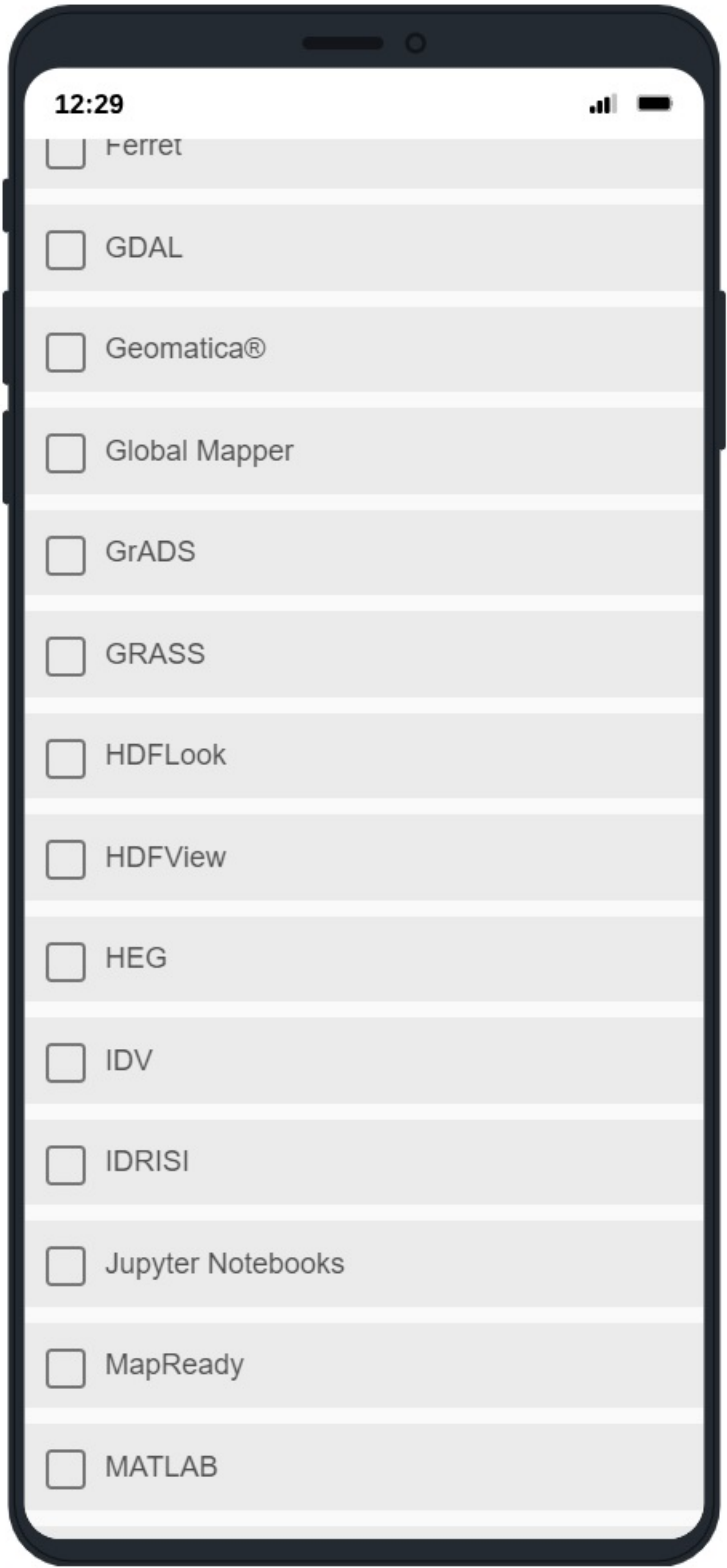
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Which programming language do you generally use to work with data?

Select all that apply.

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

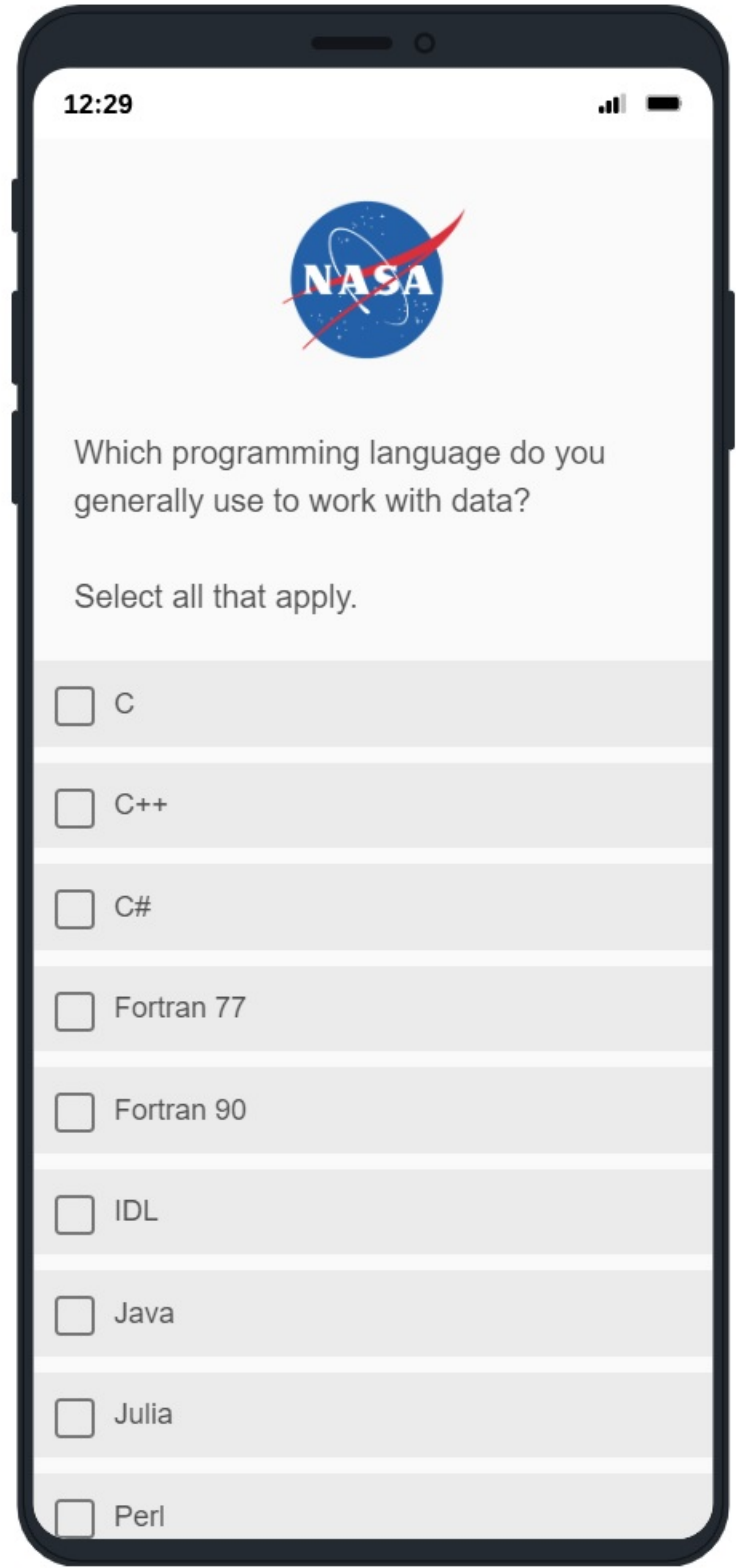
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Tools



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

Yes

No

Back

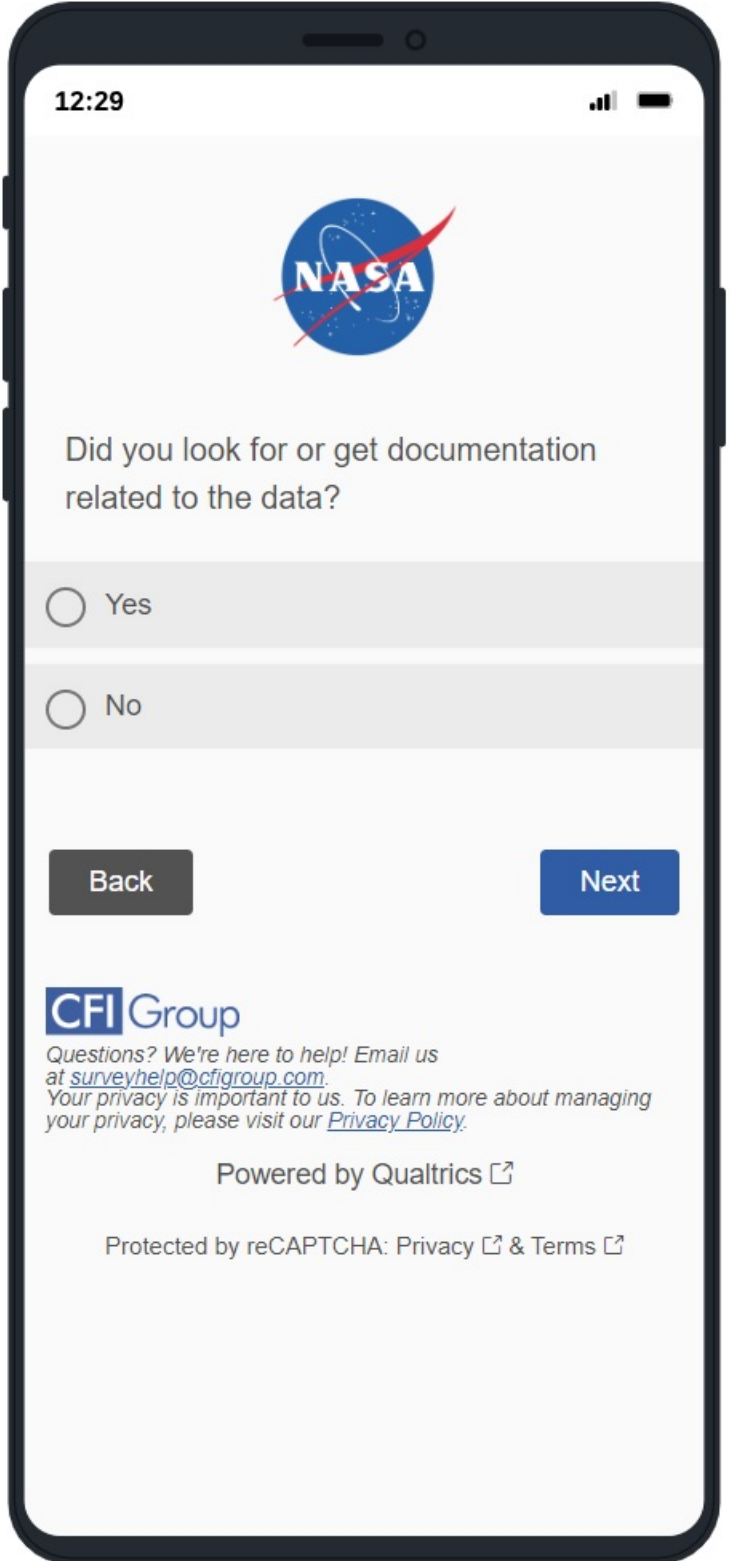
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document ^

Poor 1

2

3

4

Excellent 5

NA

Technical level v

Organization v

Clarity and usefulness v

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

Back

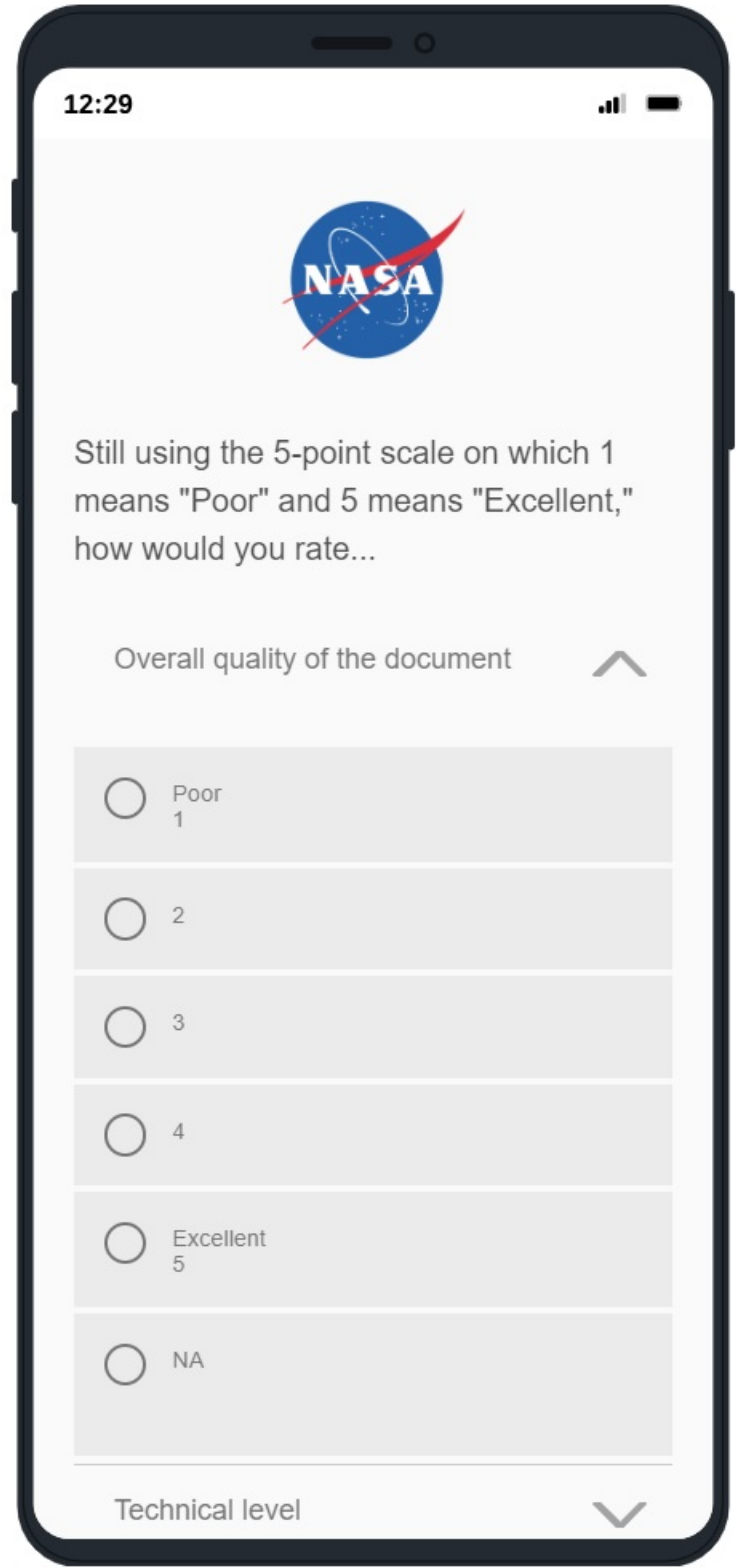
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Restart Survey

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



Poor  
1

2

3

4

Excellent  
5

NA

Organization



Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

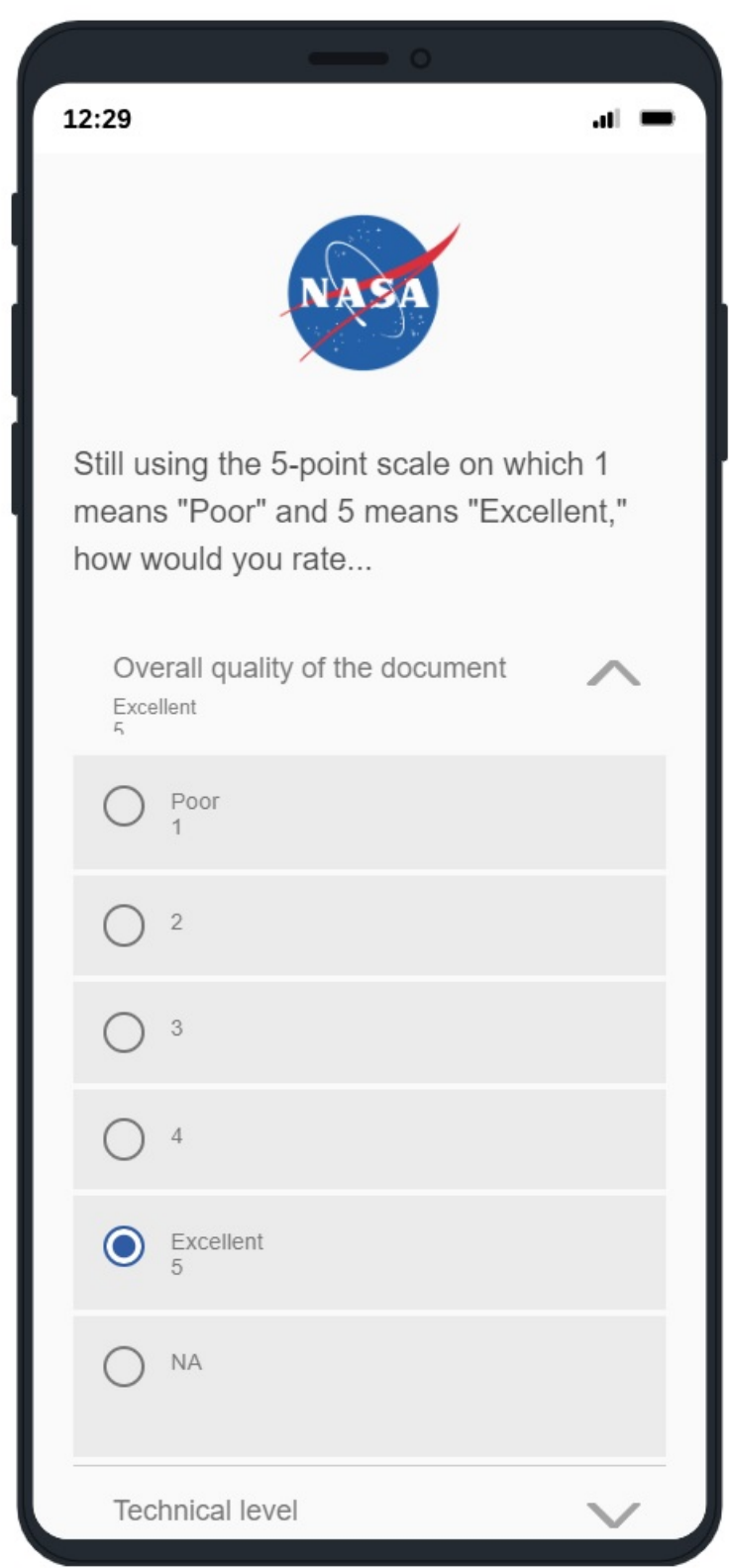
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Go to Bookmark

Clear

Tools



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

Overall quality of the document

Excellent  
5



Technical level

Excellent  
5



Organization



Poor  
1

2

3

4

Excellent  
5

NA

Clarity and usefulness



Extent to which the data documentation helped you use the data



Back

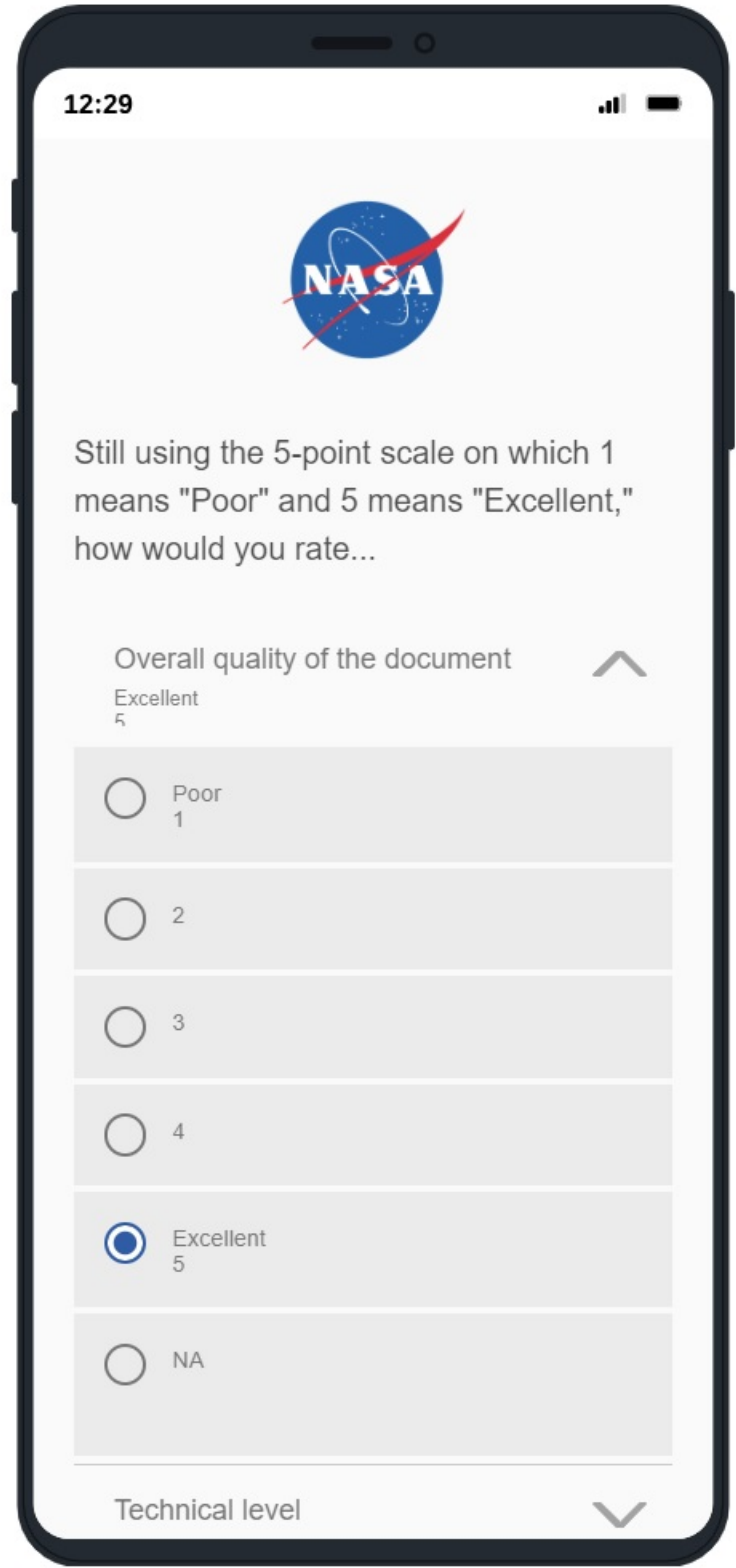
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Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document  
Excellent  
5

Technical level  
Excellent  
5

Organization  
Excellent  
5

Clarity and usefulness

Poor  
1

2

3

4

Excellent  
5

NA

Extent to which the data documentation helped you use the data

Back

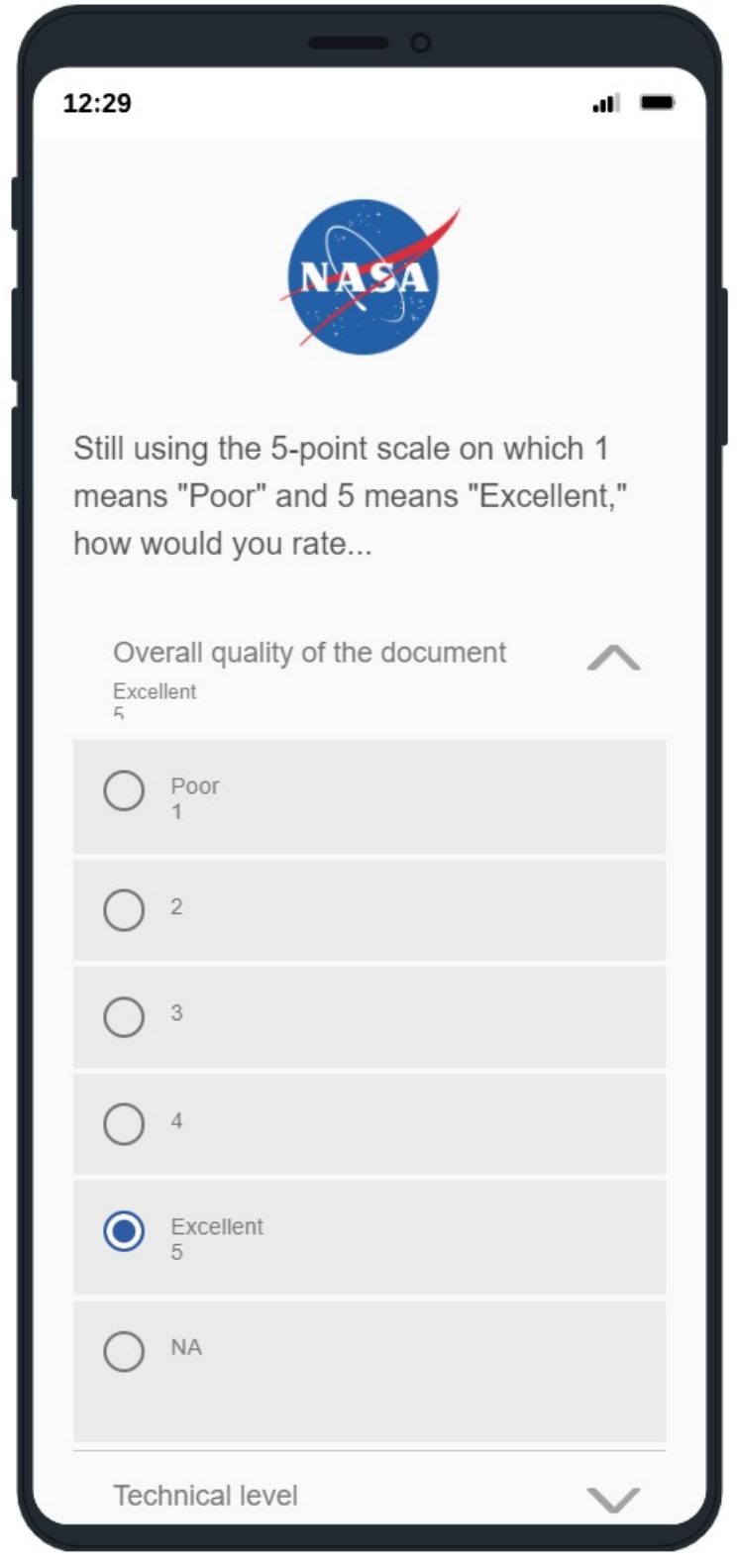
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document  
Excellent  
5

Technical level  
Excellent  
5

Organization  
Excellent  
5

Clarity and usefulness  
Excellent  
5

Extent to which the data documentation helped you use the data

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

Back

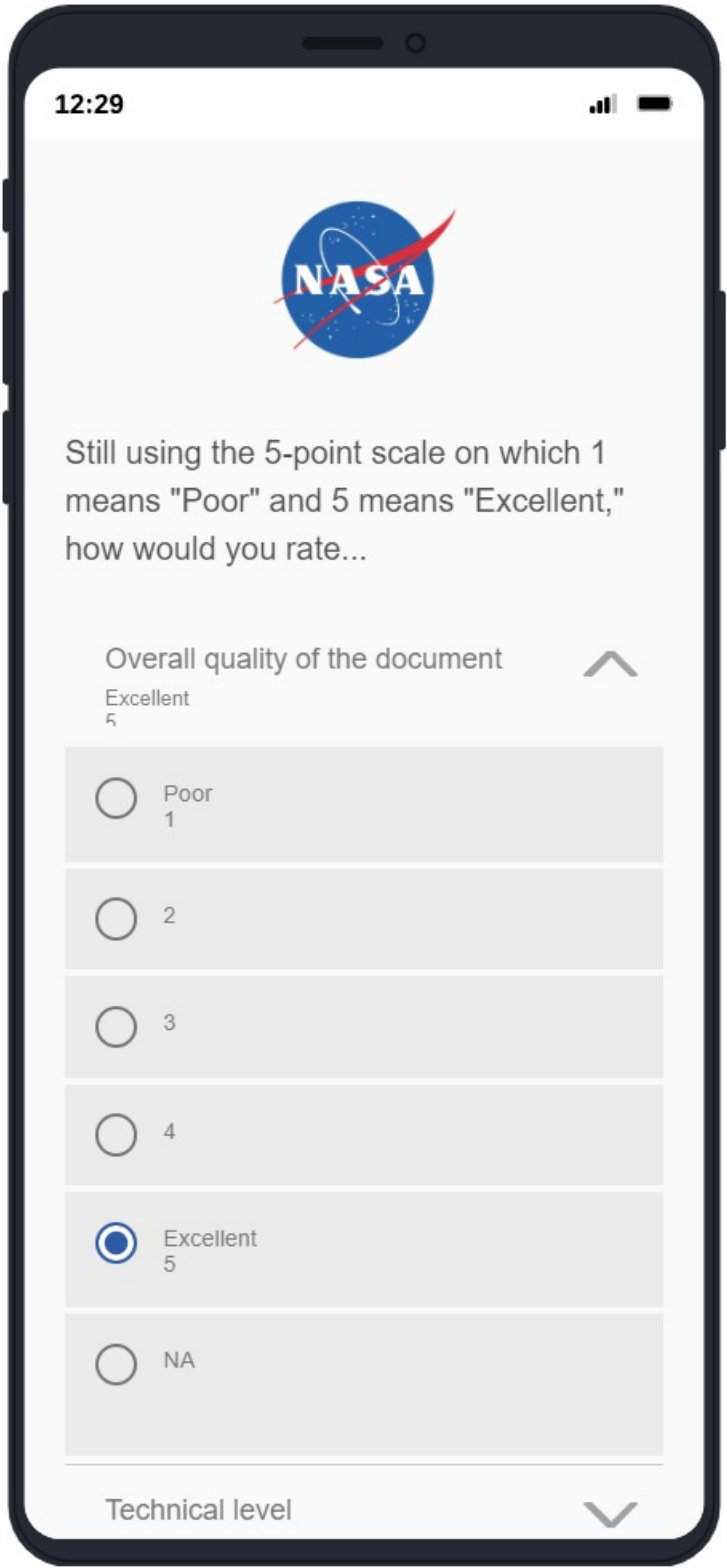
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Clear

Tools



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

Text input area for specifying documentation type.

Back

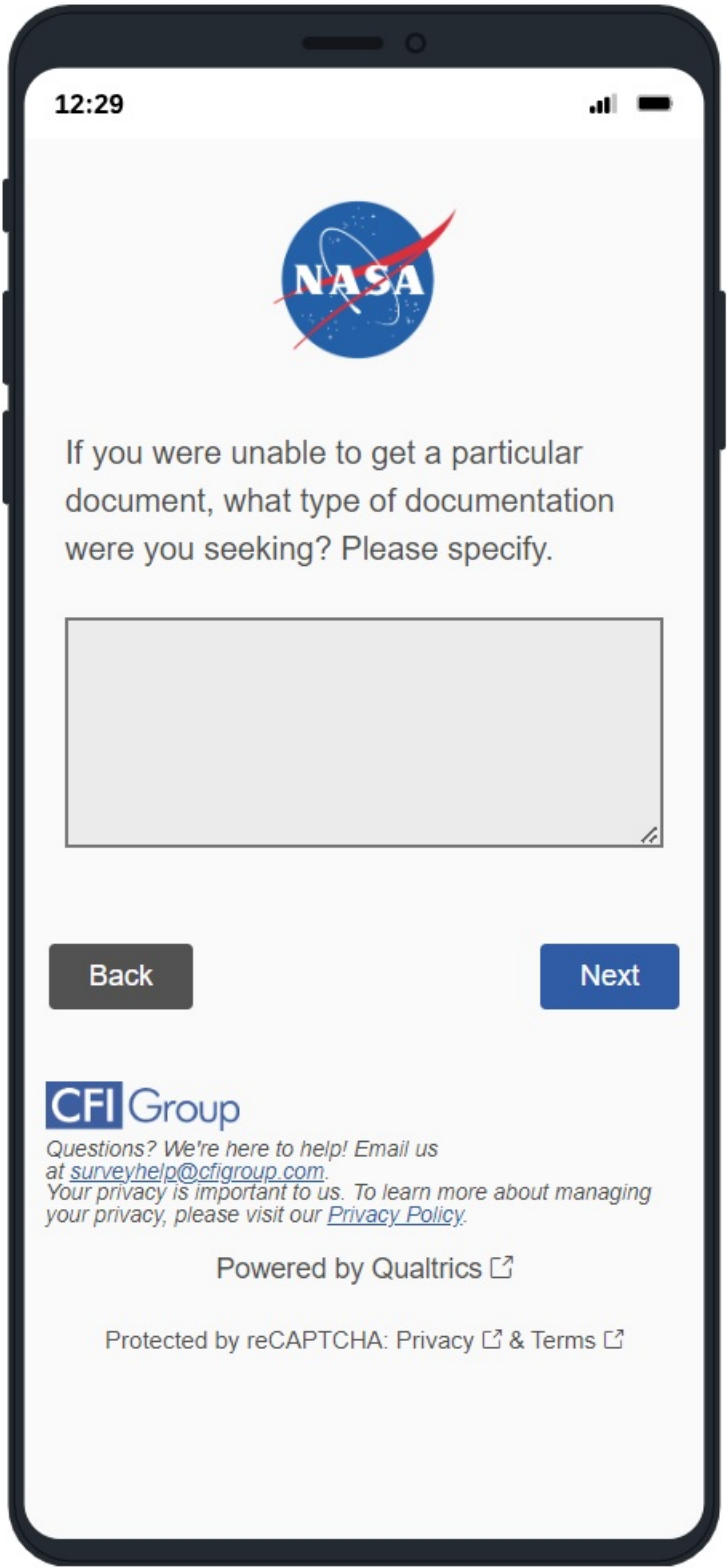
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Text input area for specifying documentation type.

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Clear

Tools



During the past year have you contacted the **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS's** user services office or interacted with DAAC personnel?

Yes

No

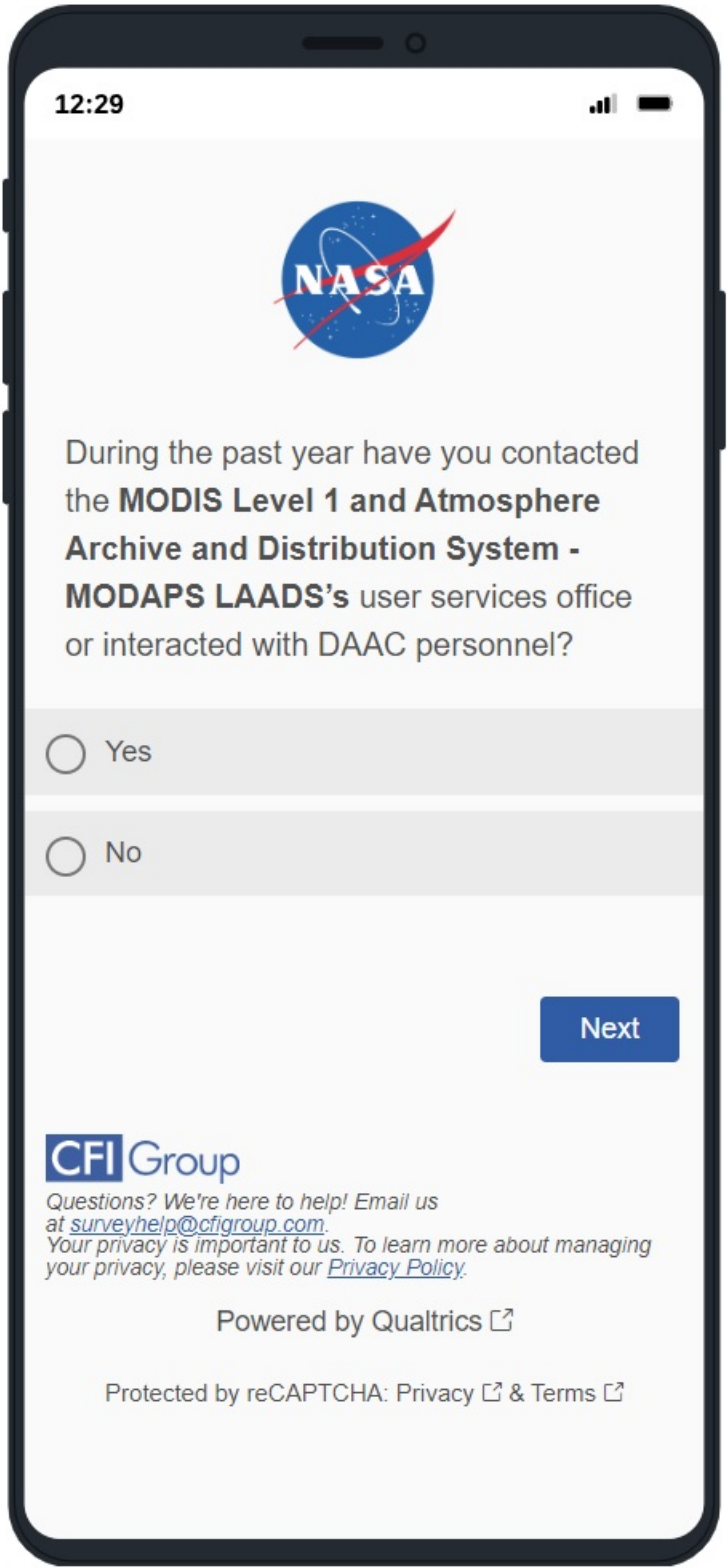
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Yes

No

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Clear

Tools



Think about the user services staff you interacted with when you contacted the MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism



Poor 1

2

3

4

Excellent 5

NA

Technical knowledge



Helpfulness in resolving a problem



Speed of response



Back

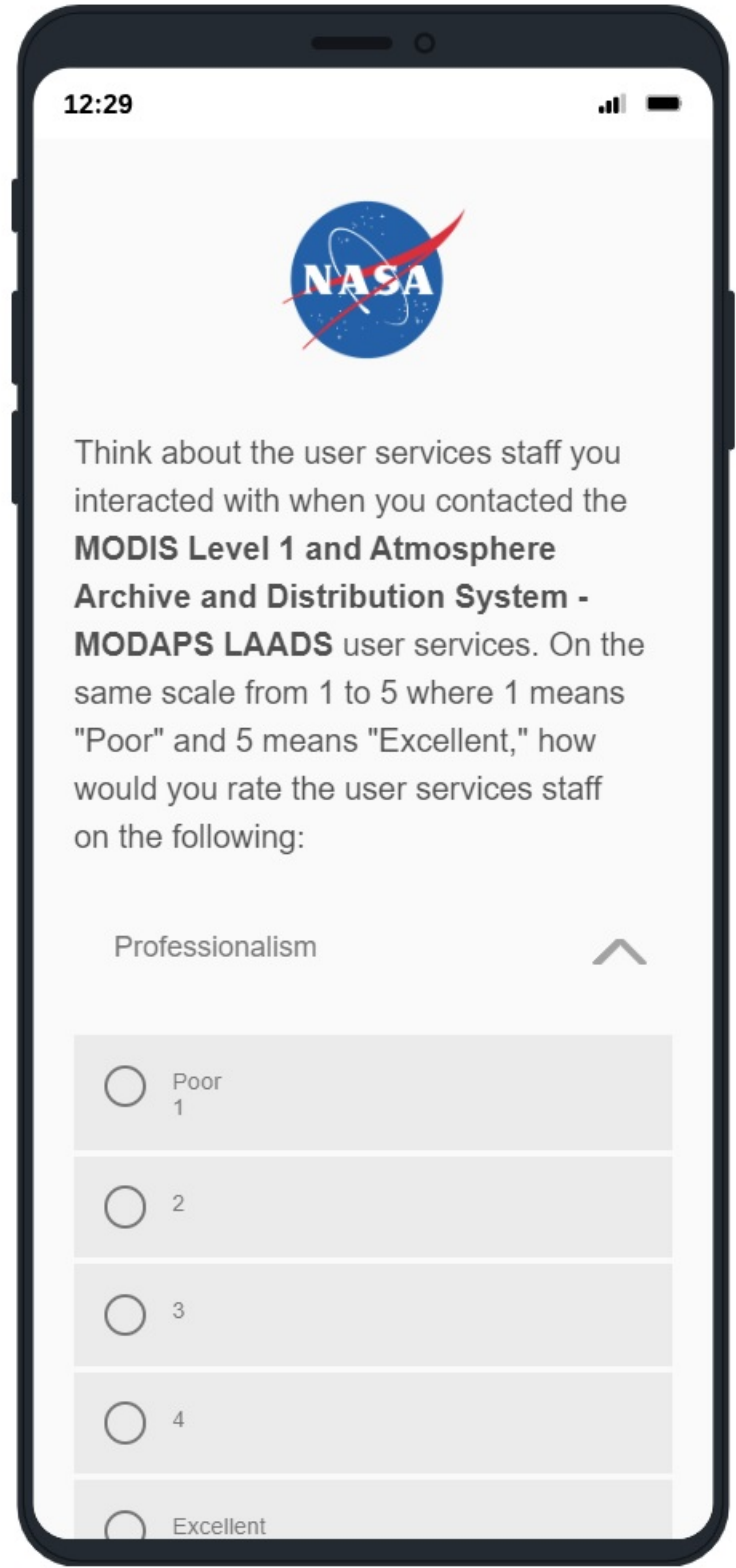
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Professionalism



Poor 1

2

3

4

Excellent

Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism  
Excellent  
5



Technical knowledge



Poor  
1

2

3

4

Excellent  
5

NA

Helpfulness in resolving a problem



Speed of response



Back

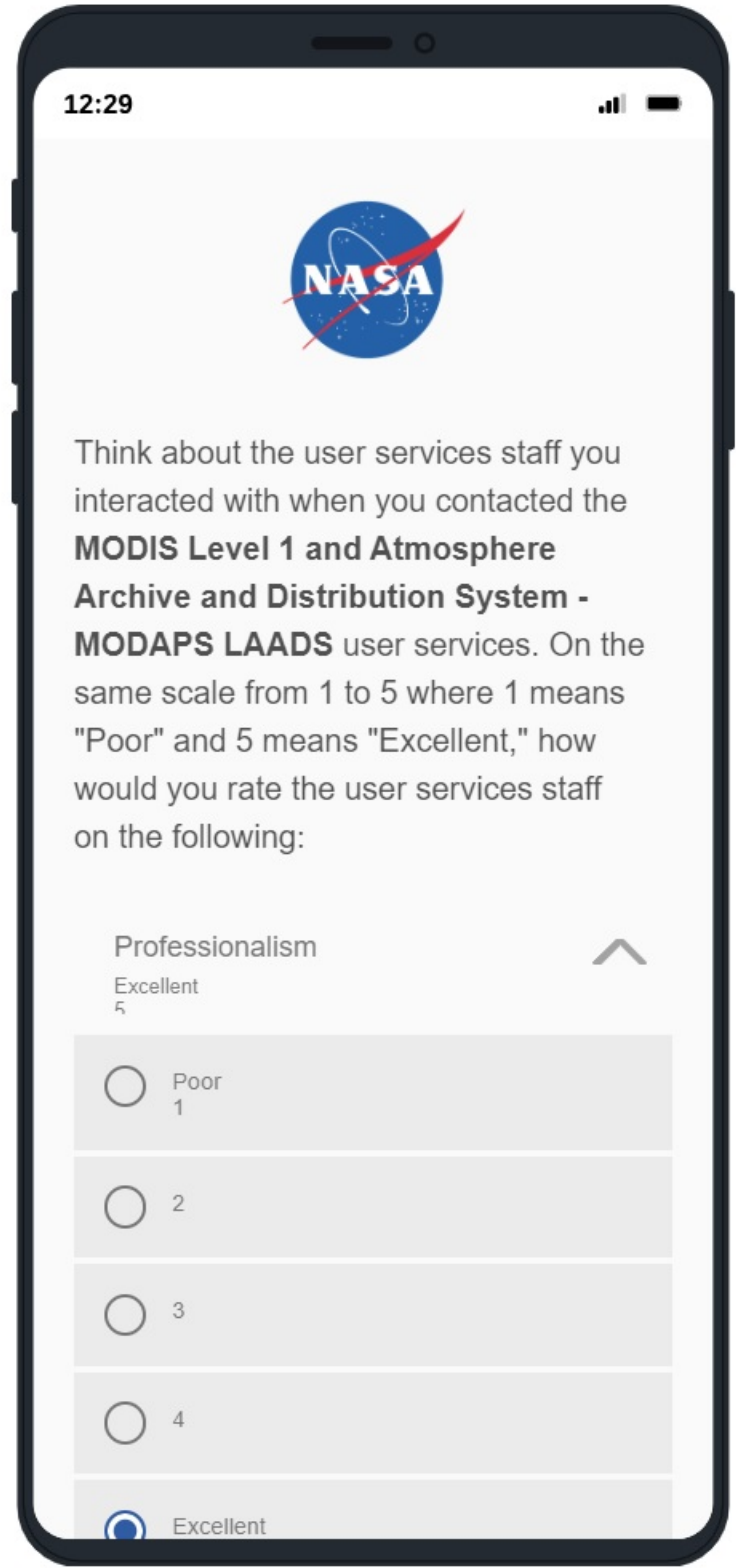
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Professionalism  
Excellent  
5

Technical knowledge  
Excellent  
5

Helpfulness in resolving a problem

Poor  
1

2

3

4

Excellent  
5

NA

Speed of response

Back

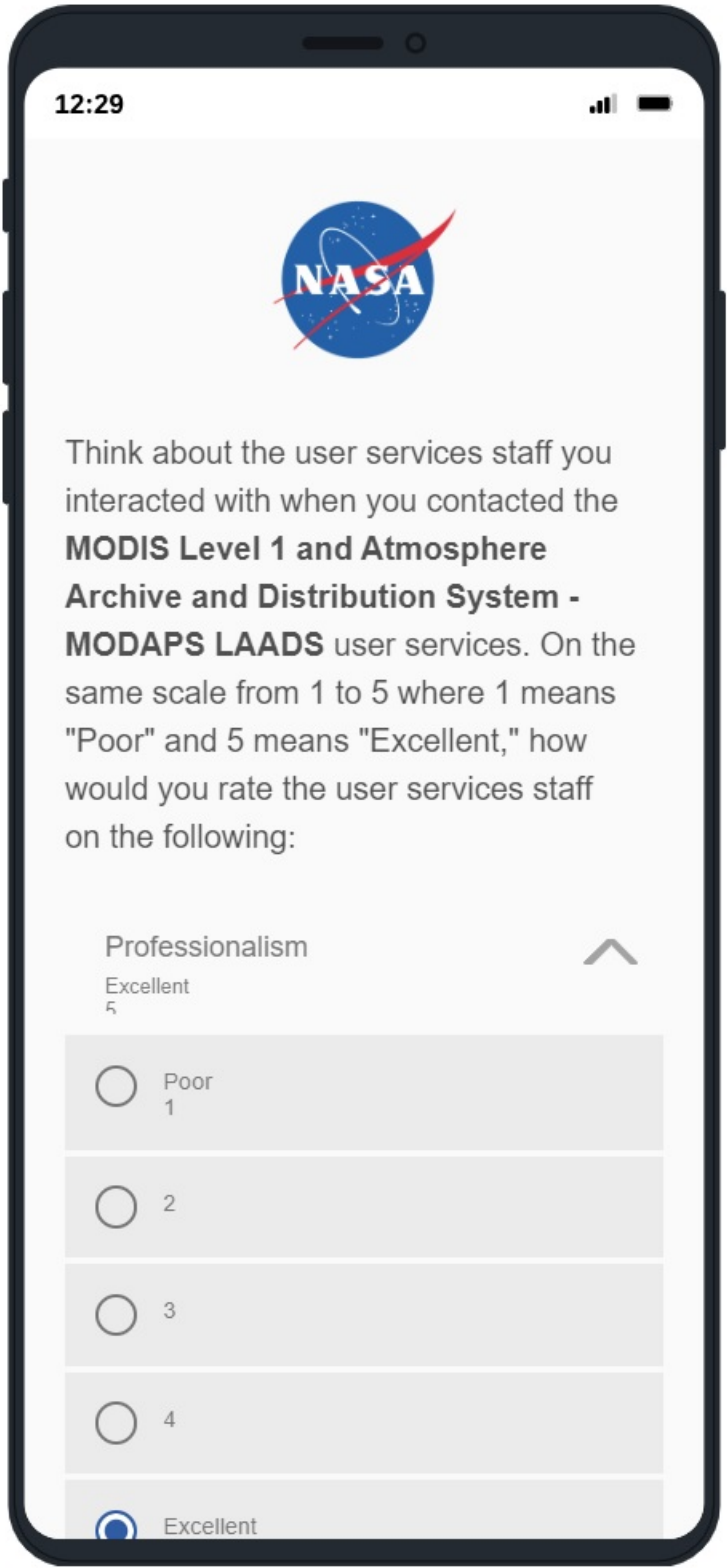
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Clear

Tools



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Professionalism  
Excellent  
5

Technical knowledge  
Excellent  
5

Helpfulness in resolving a problem  
Excellent  
5

Speed of response

Poor  
1

2

3

4

Excellent  
5

NA

Back

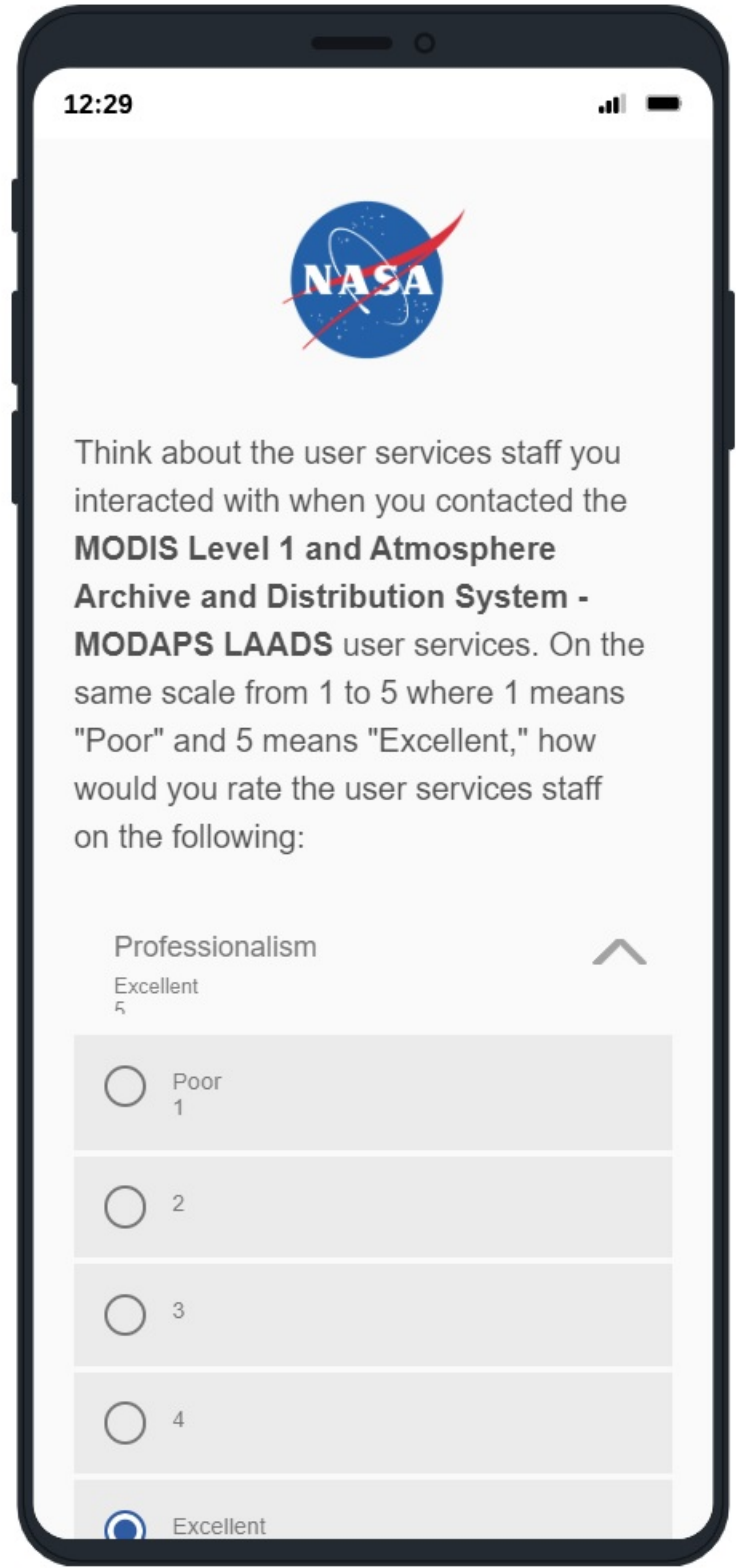
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Professionalism  
Excellent  
5

Poor  
1

2

3

4

Excellent

Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS user services office for any additional support?

Yes

No

Back

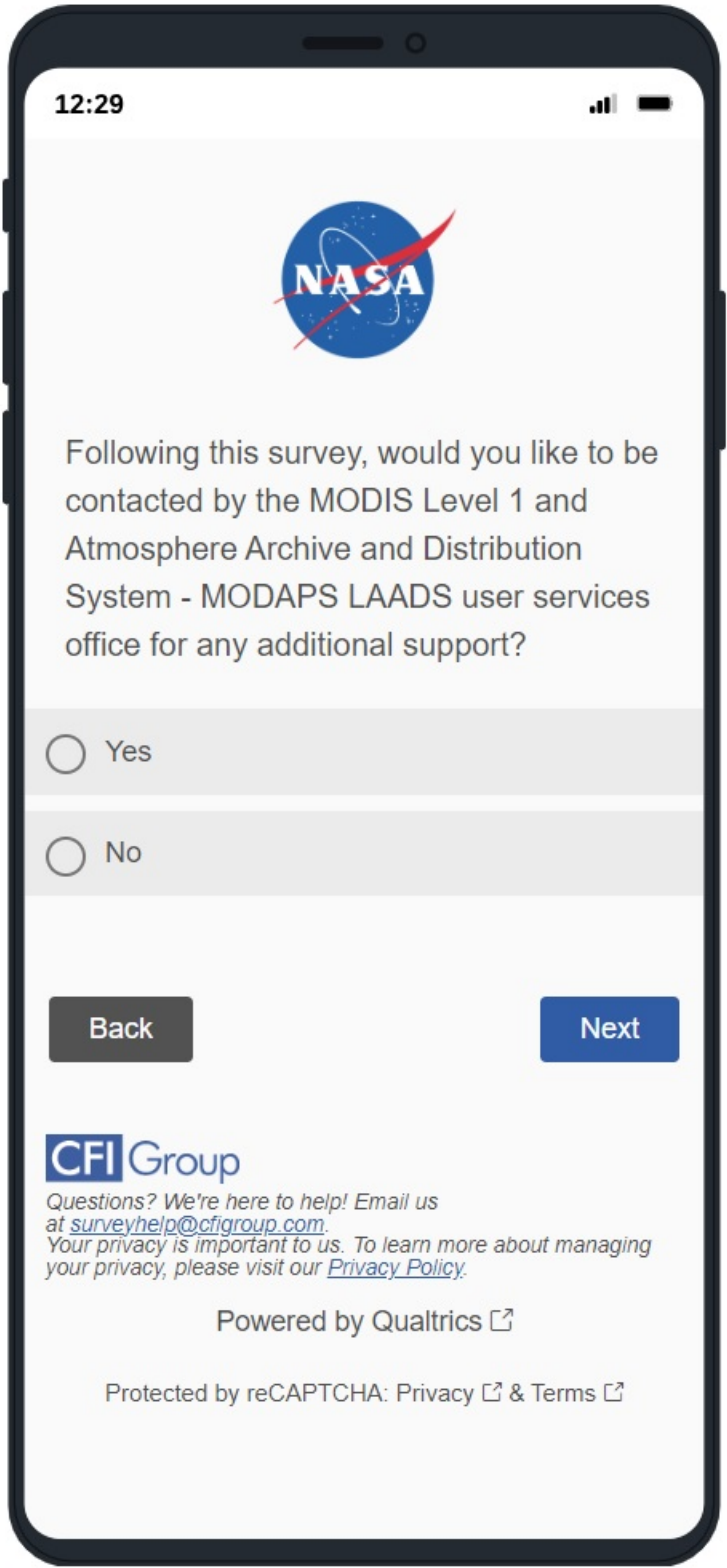
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Following this survey, would you like to be contacted by the MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS user services office for any additional support?

Yes

No

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Restart Survey

Go to Bookmark

Clear

Tools



Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS?**

Overall satisfaction with the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

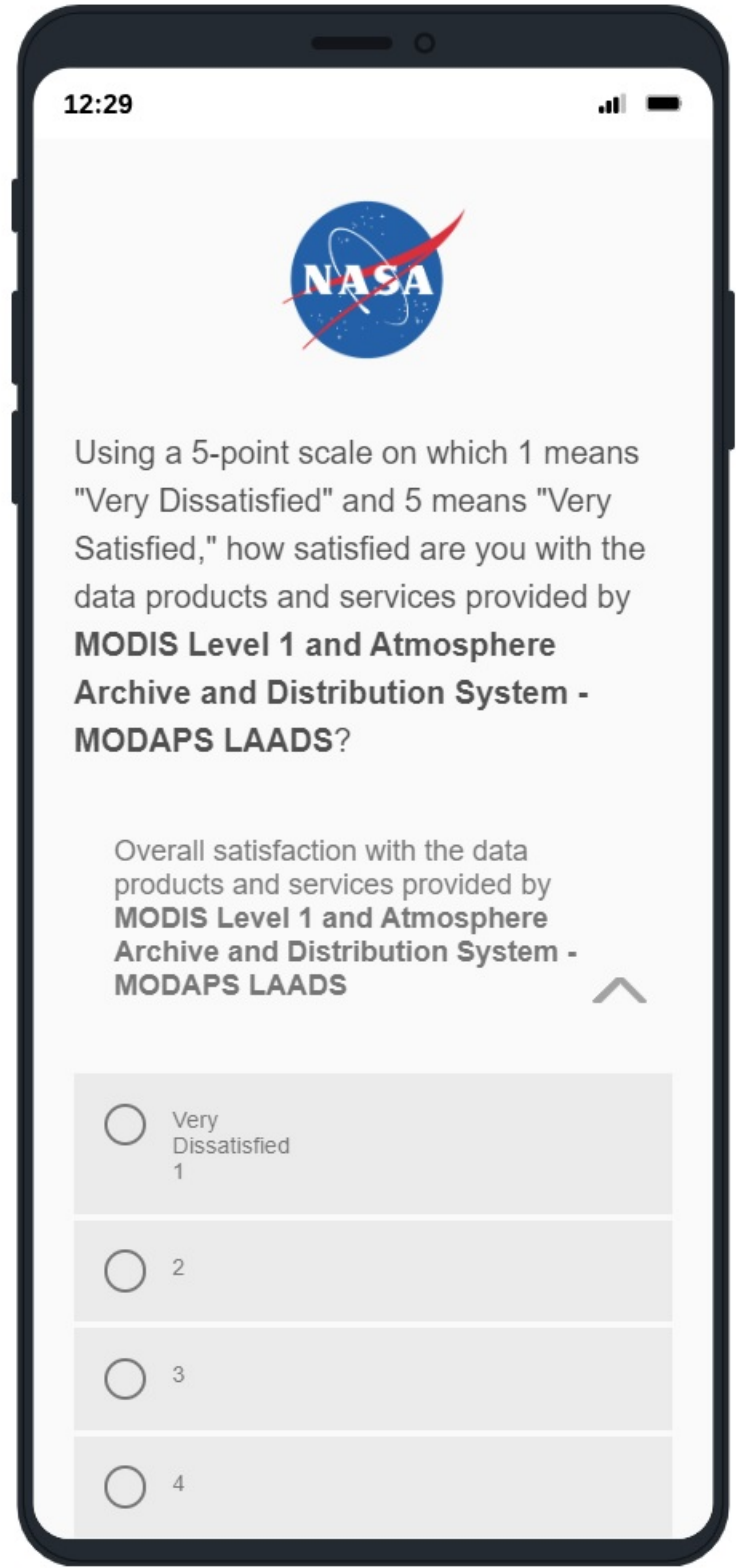
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Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS?**

Overall satisfaction with the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS**



Very Dissatisfied 1

2

3

4

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 **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** have fallen short of or exceeded your expectations

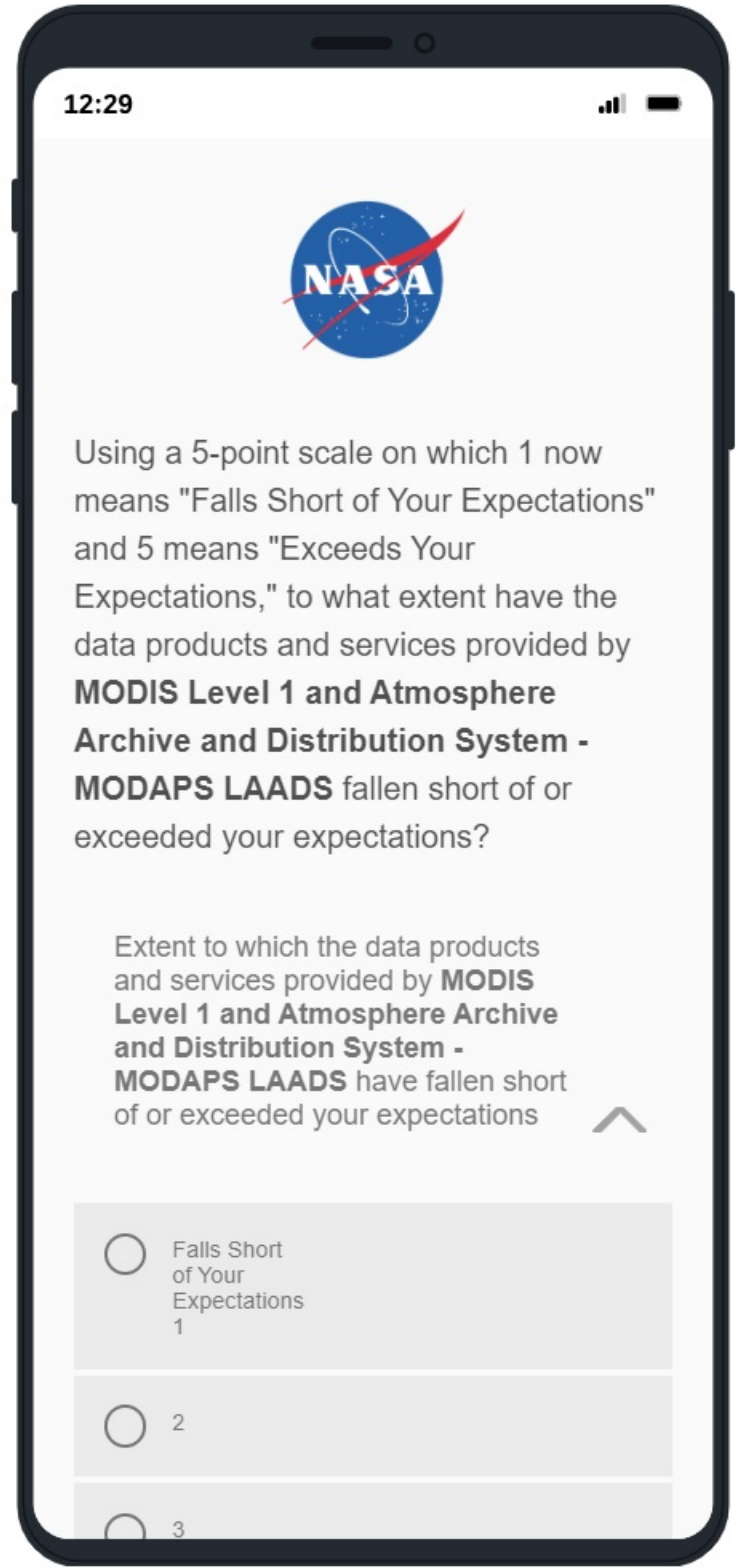
Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5



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 **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** have fallen short of or exceeded your expectations

Falls Short of Your Expectations 1

2

3



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Clear

Tools



Now, imagine an ideal provider of scientific data products and services. How close does **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** 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 **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal  
1

2

3

4

Very Close to the Ideal  
5

Back

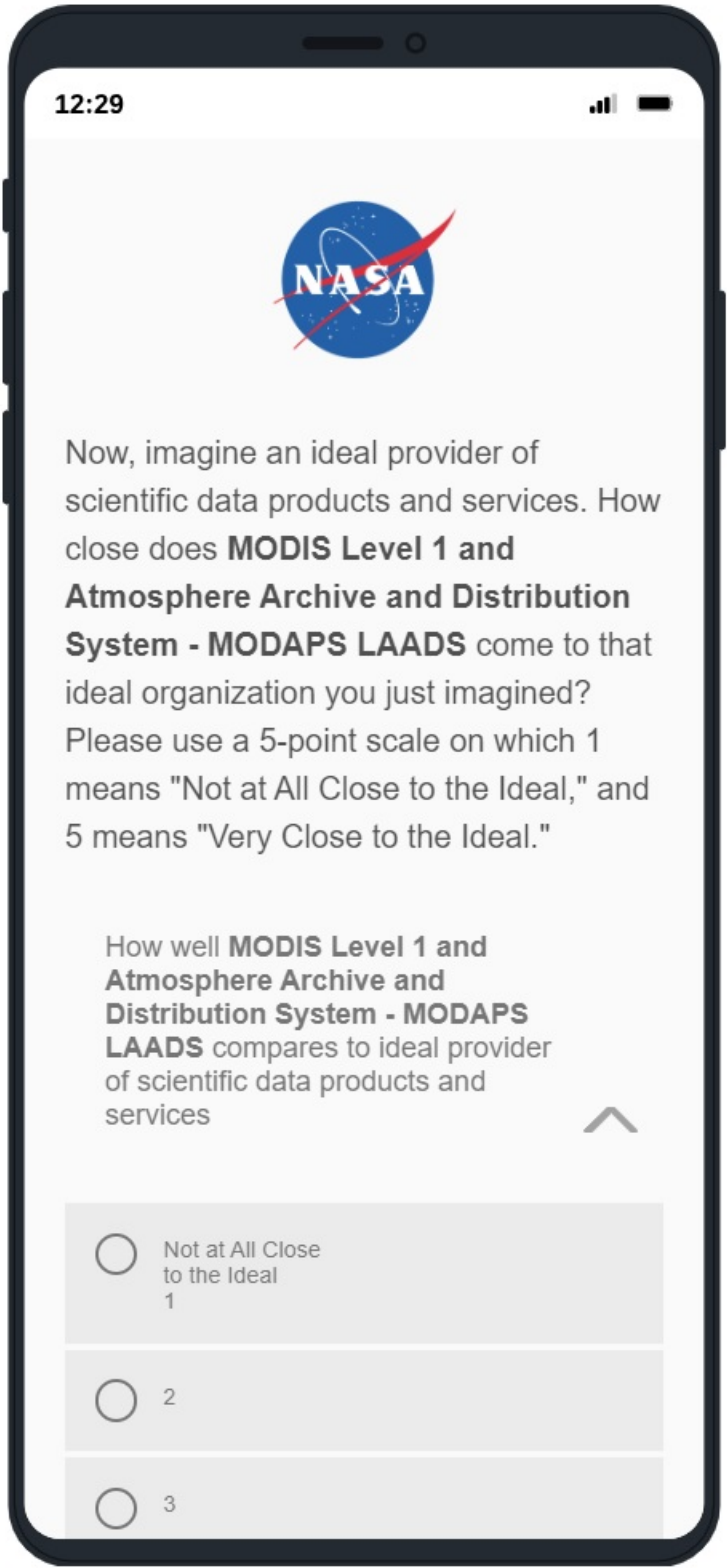
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Now, imagine an ideal provider of scientific data products and services. How close does **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All Close to the Ideal," and 5 means "Very Close to the Ideal."

How well **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal  
1

2

3

Restart Survey

Go to Bookmark

Clear

Tools



In what study/application area do you use NASA data?

- Atmospheric Composition
- Air Quality and Health
- Weather and Atmospheric Dynamics
- Earth System Modeling
- Climate Variability and Change
- Water and Energy Cycle
- Carbon Cycle and Ecosystems
- Education/Capacity Building
- Disaster (hurricane, flood, drought, fire, volcanic eruption, heat waves, etc.)
- Food Security and Agriculture
- Oceanography
- Others (please specify)

Empty text input field

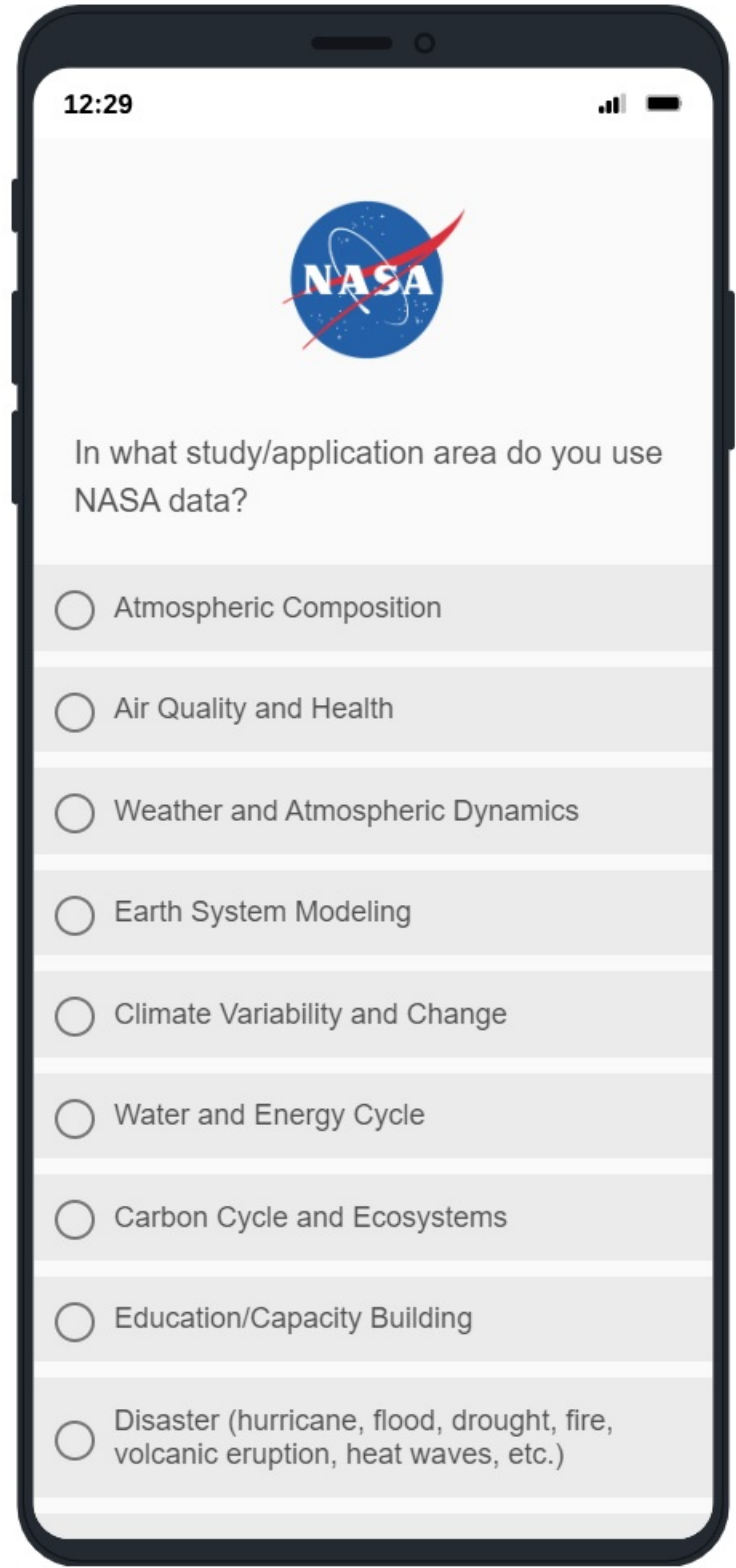
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Restart Survey

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 recommend **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** to a colleague?

Likelihood of recommending **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** to a colleague



Not at All Likely 1

2

3

4

Very Likely 5

NA

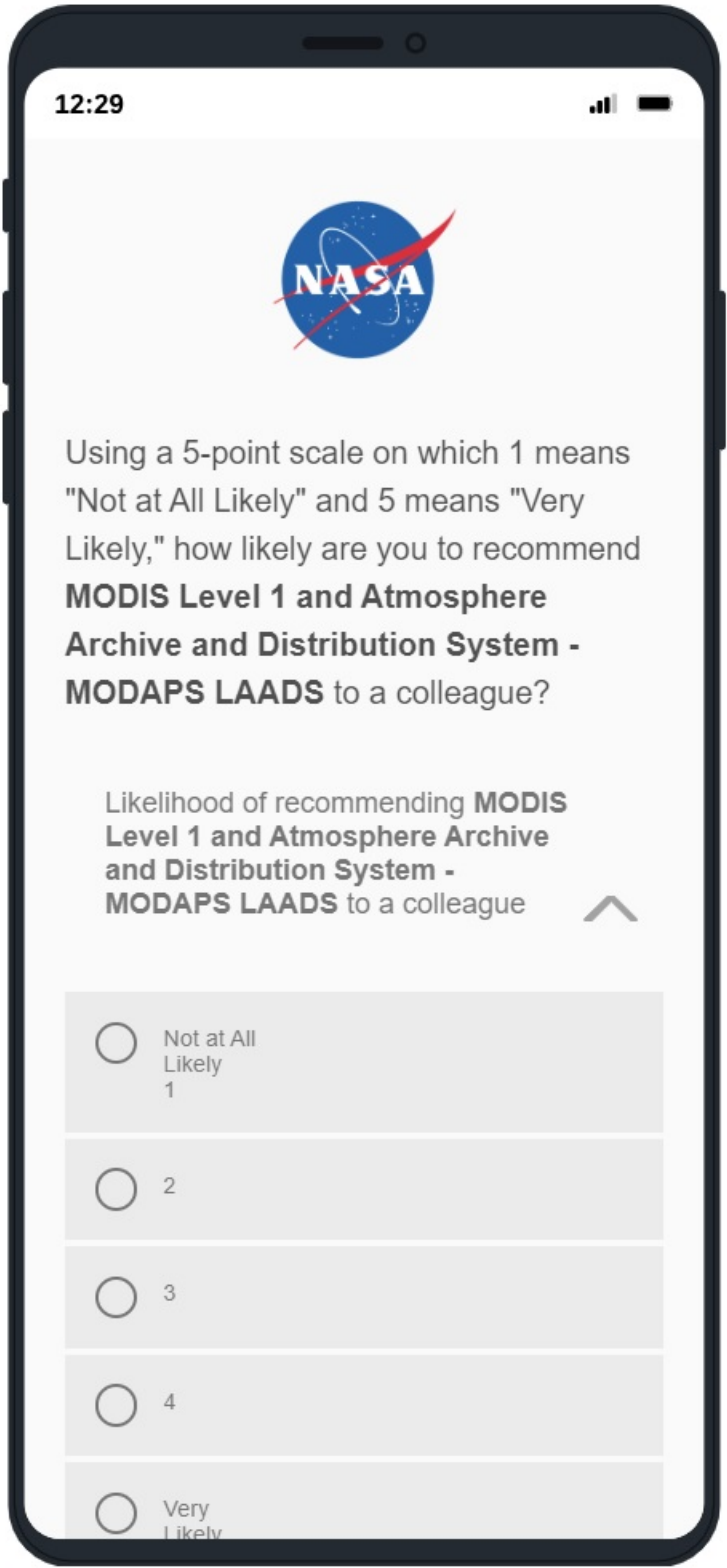
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** to a colleague?

Likelihood of recommending **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** to a colleague



Not at All Likely 1

2

3

4

Very Likely

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 **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** in the future?

Likelihood of using the services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** again in the future

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

Back

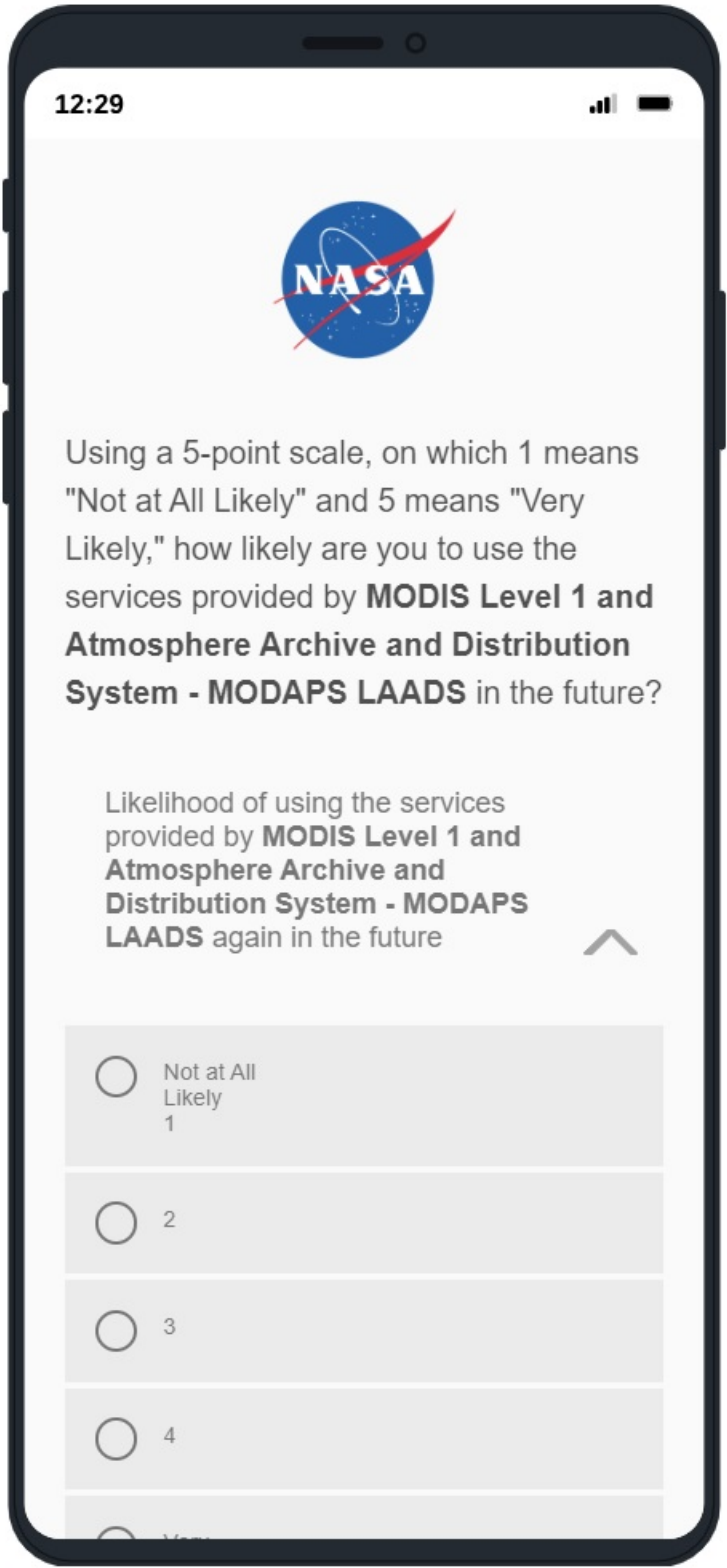
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Using a 5-point scale, on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to use the services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** in the future?

Likelihood of using the services provided by **MODIS Level 1 and Atmosphere Archive and Distribution System - MODAPS LAADS** again in the future

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

Restart Survey

Go to Bookmark

Clear

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.

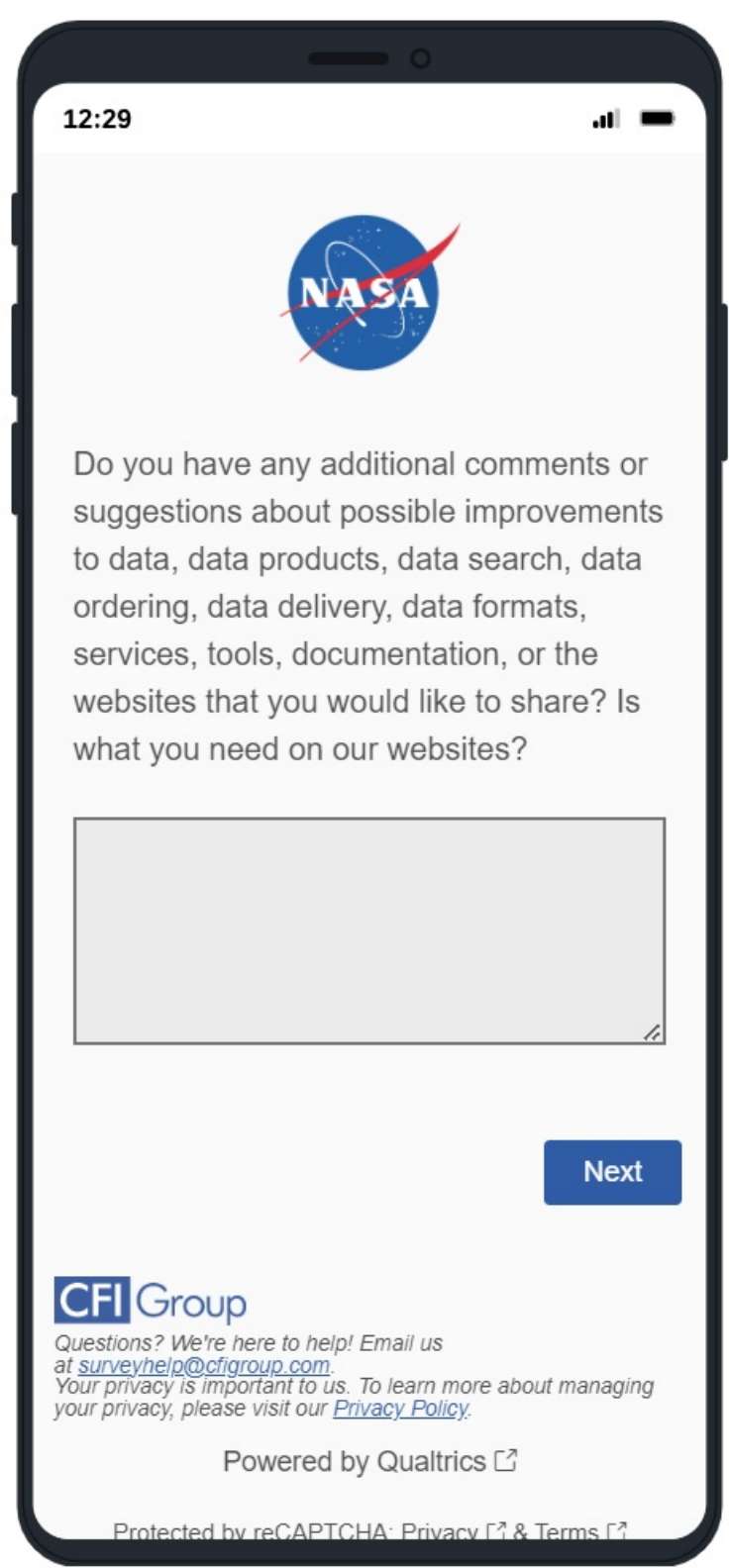
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Restart Survey

Go to Bookmark

Clear

Tools



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Back

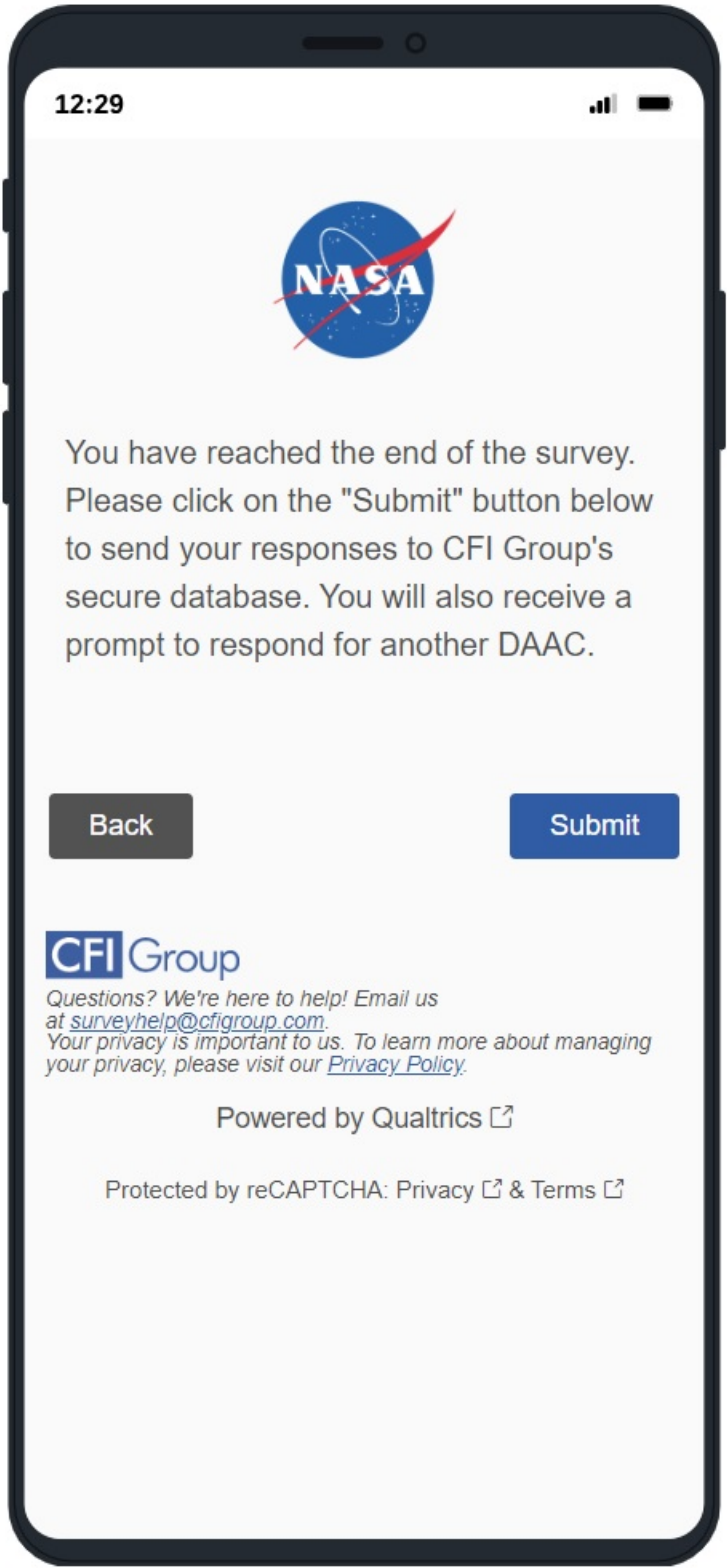
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