



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.

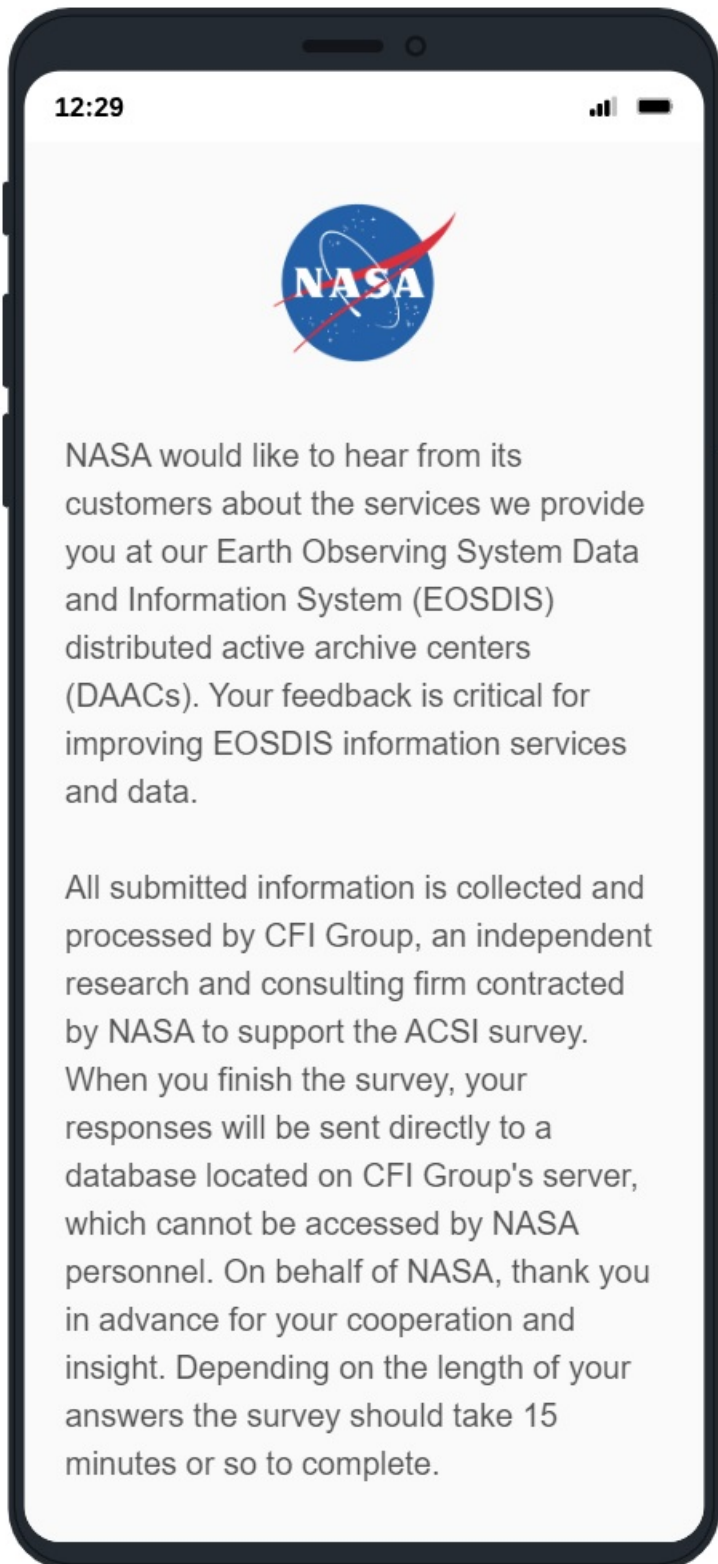
Questions or problems with the survey? Email NASASurvey@cfigroup.com.

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.

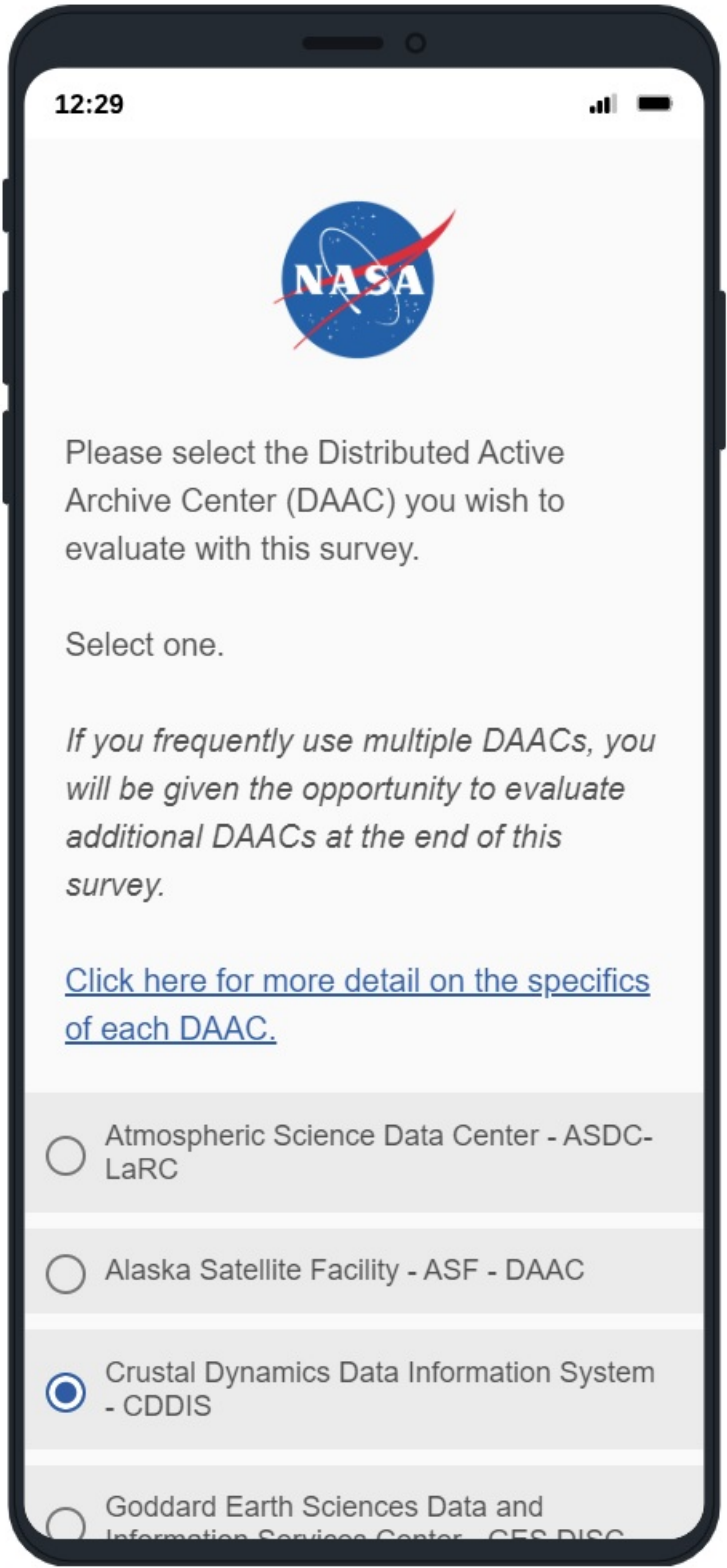
Select one.

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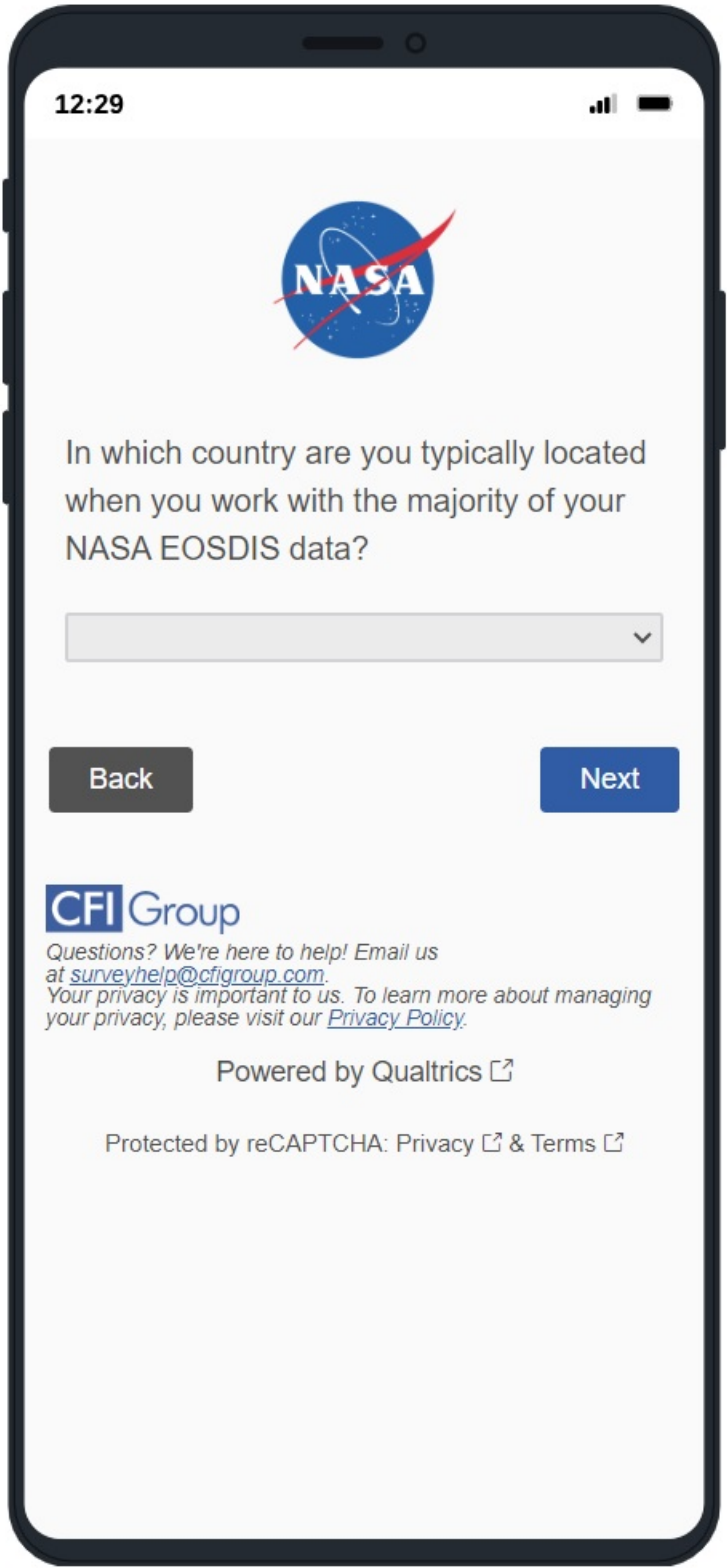
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In which country are you typically located when you work with the majority of your NASA EOSDIS data?

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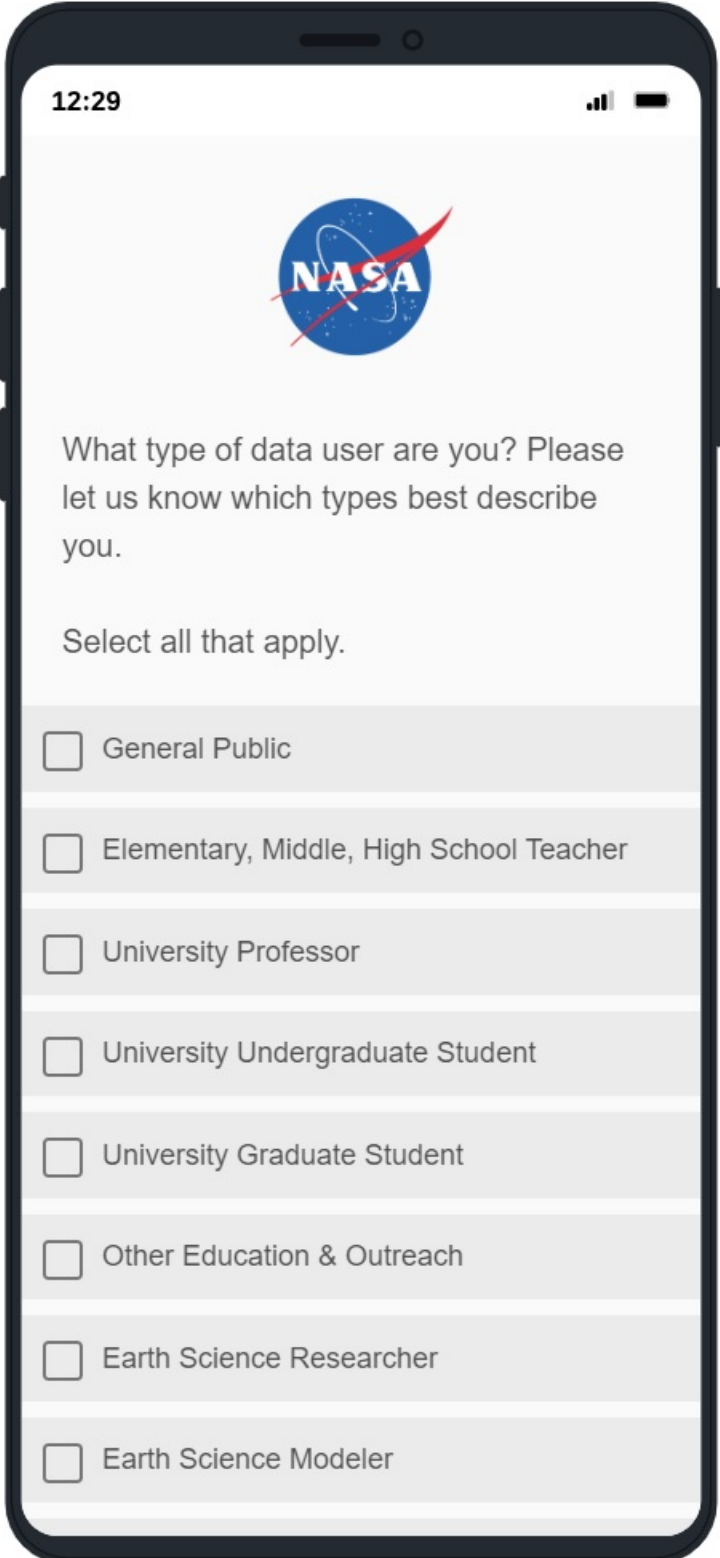
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What type of data user are you? Please let us know which types best describe you.

Select all that apply.

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



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

Select all that apply.

- General Public
- Elementary, Middle, High School Teacher
- University Professor
- University Undergraduate Student
- University Graduate Student
- Other Education & Outreach
- Earth Science Researcher
- 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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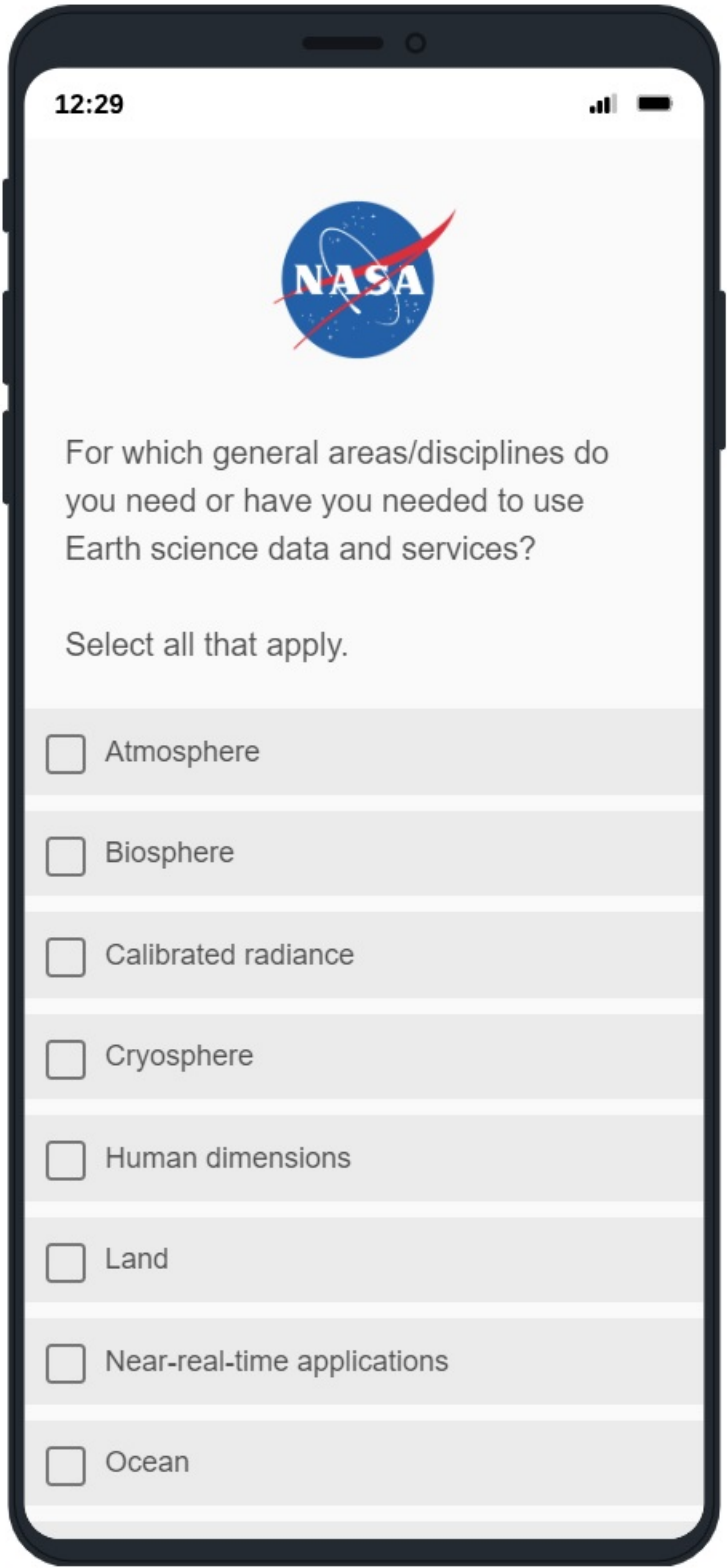
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Have you done any of the following from Crustal Dynamics Data Information System - CDDIS: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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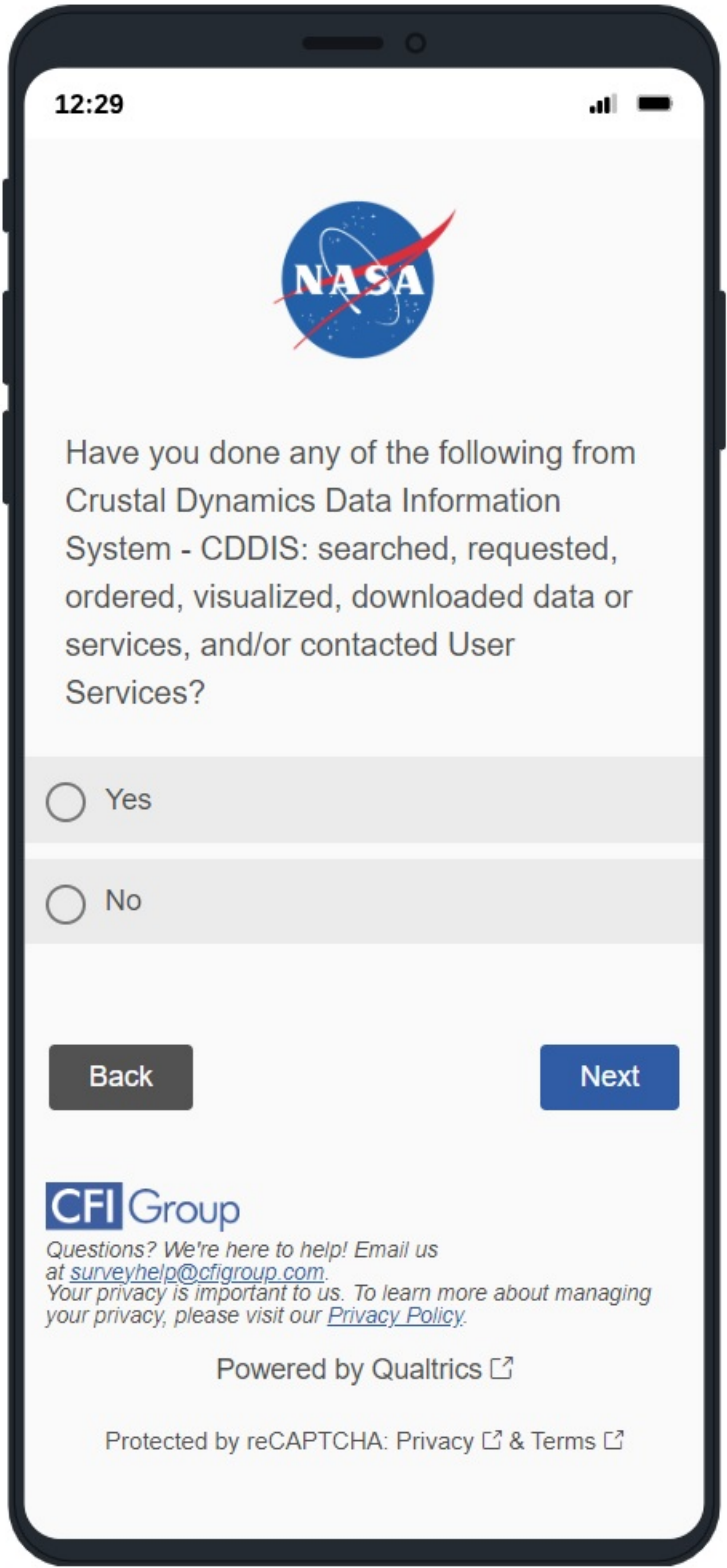
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Have you done any of the following from Crustal Dynamics Data Information System - CDDIS: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?

Yes

No

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Which Crustal Dynamics Data Information System - CDDIS specific search service have you used most frequently?

- 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)
- Other (please specify)
-
- None of the above
- I don't know

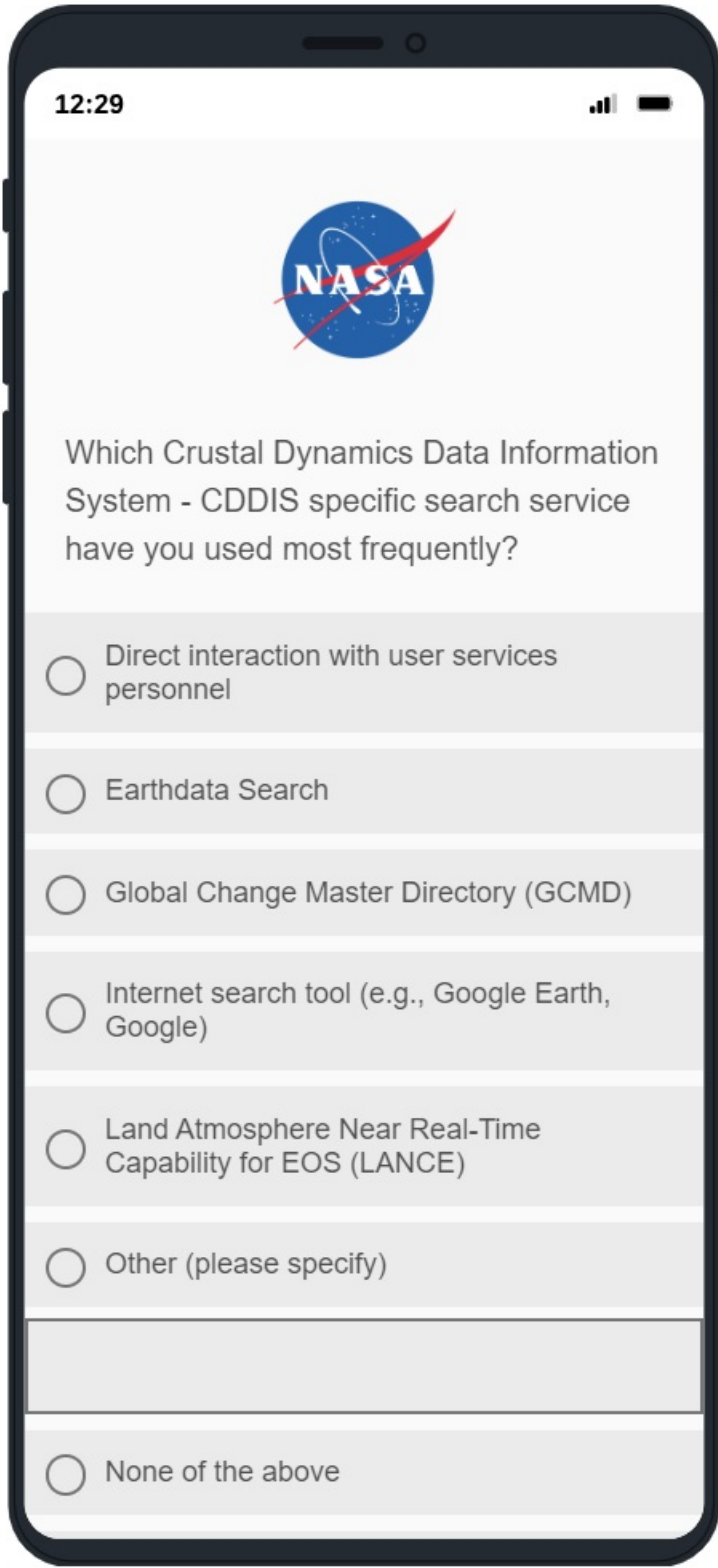
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Thinking about your data or services from Crustal Dynamics Data Information System - CDDIS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of using search tool/capability ^

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

How well the search results met your needs v

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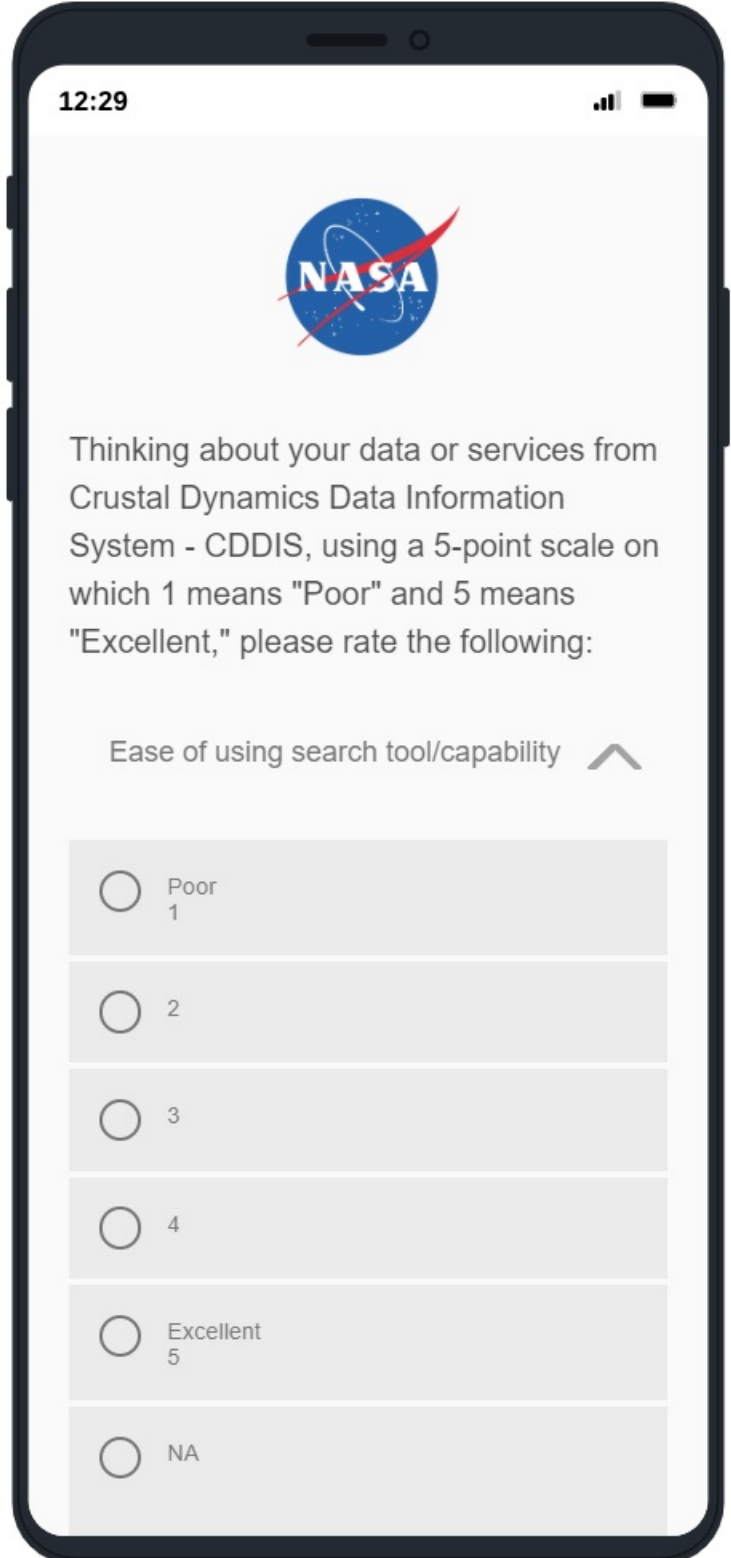
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Thinking about your data or services from Crustal Dynamics Data Information System - CDDIS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

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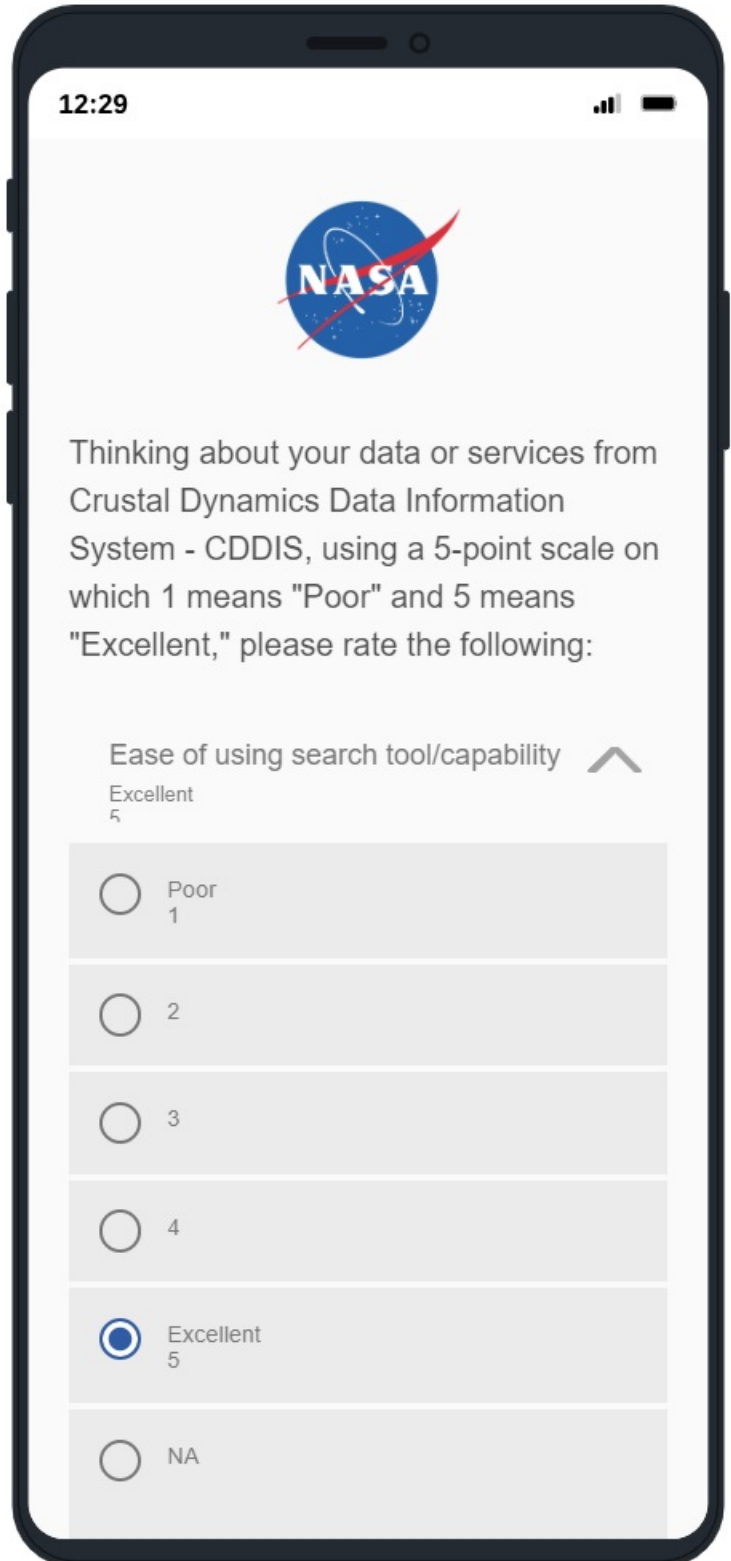
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How often did you generally find what you were looking for?

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

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

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

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Tools



Please comment on your experience with the search method(s) you used for Crustal Dynamics Data Information System - CDDIS 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 for user comments.

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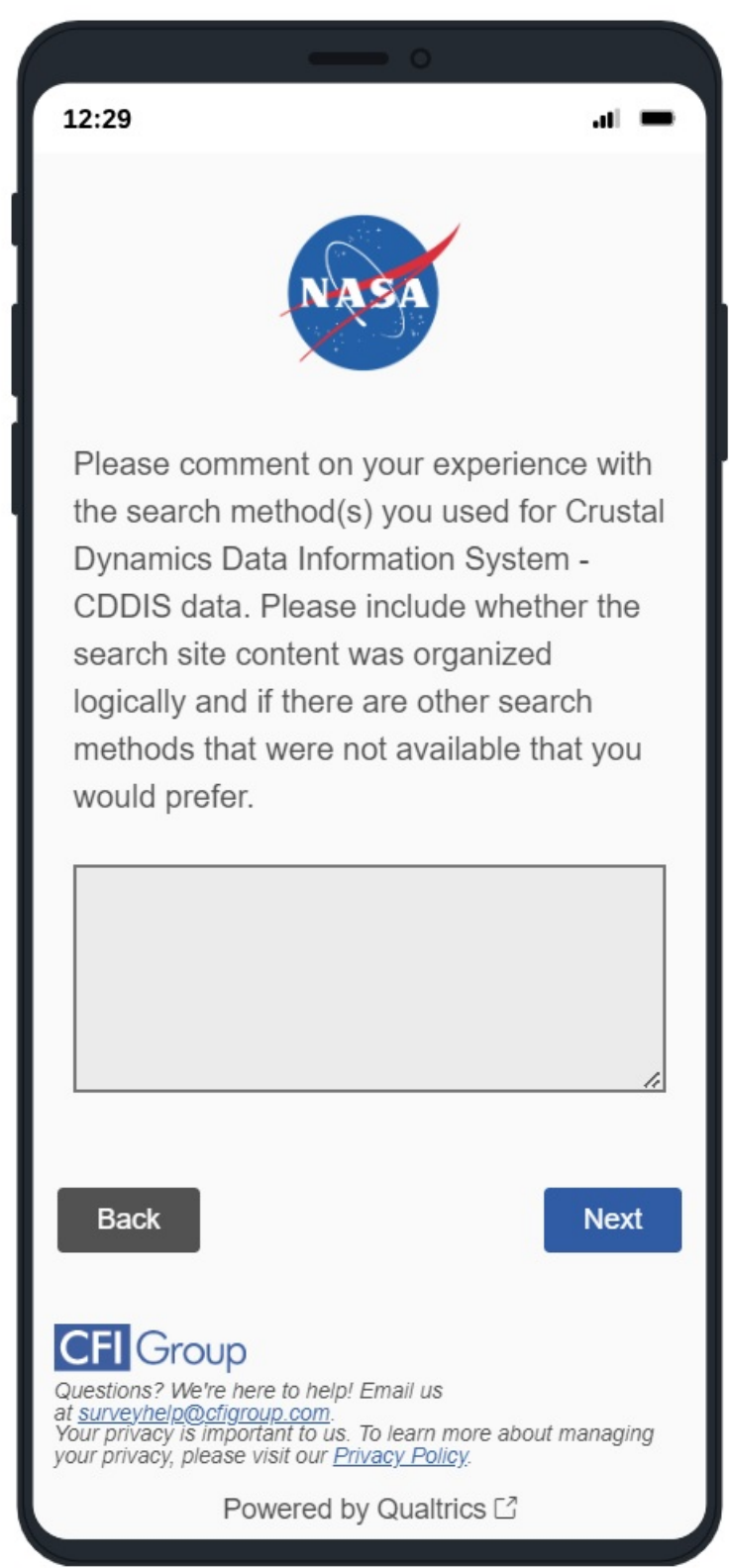
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Did you request/acquire data products from **Crustal Dynamics Data Information System - CDDIS** in the last year?

Yes

No

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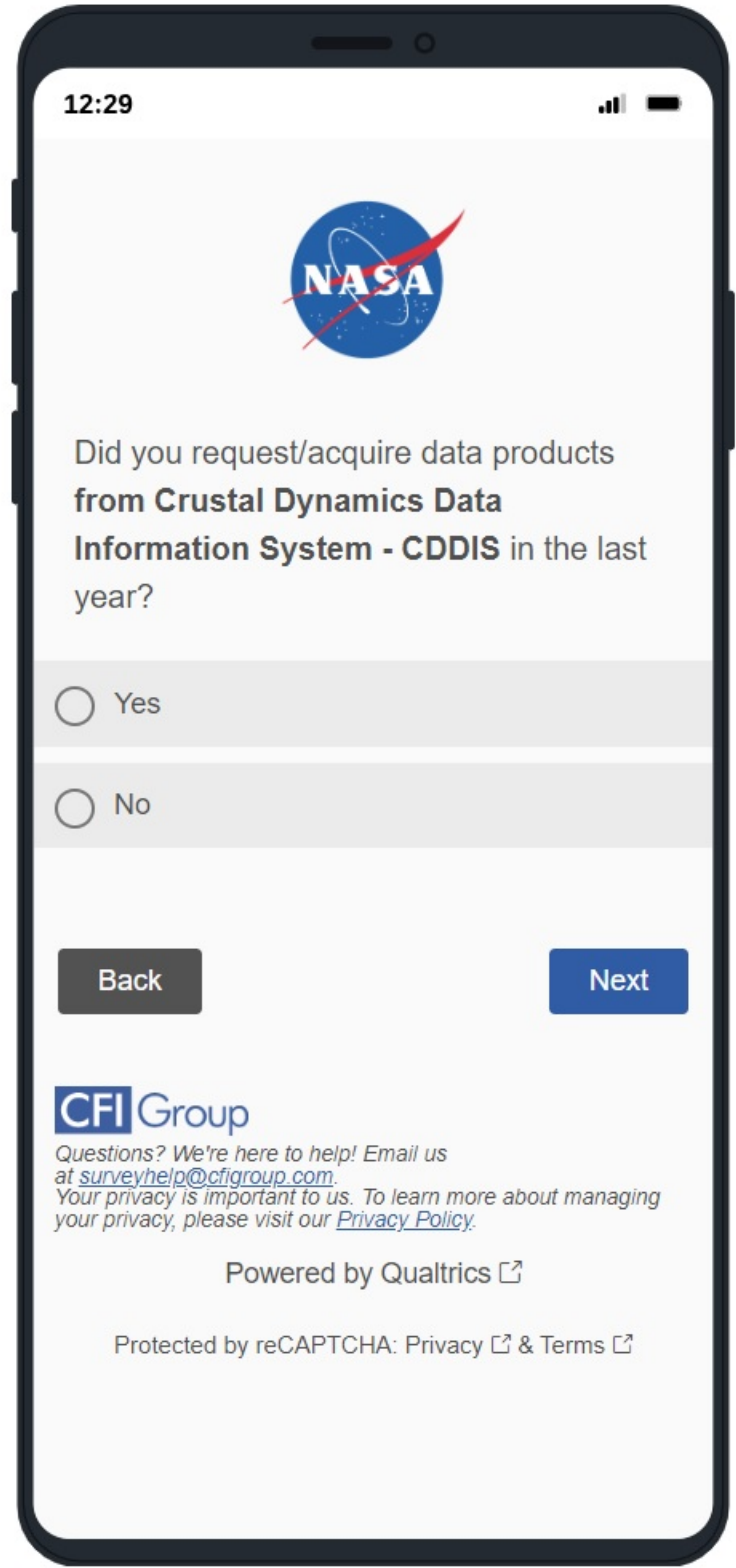
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Did you request/acquire data products from **Crustal Dynamics Data Information System - CDDIS** in the last year?

Yes

No

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Tools



Thinking about your data from Crustal Dynamics Data Information System - CDDIS, 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



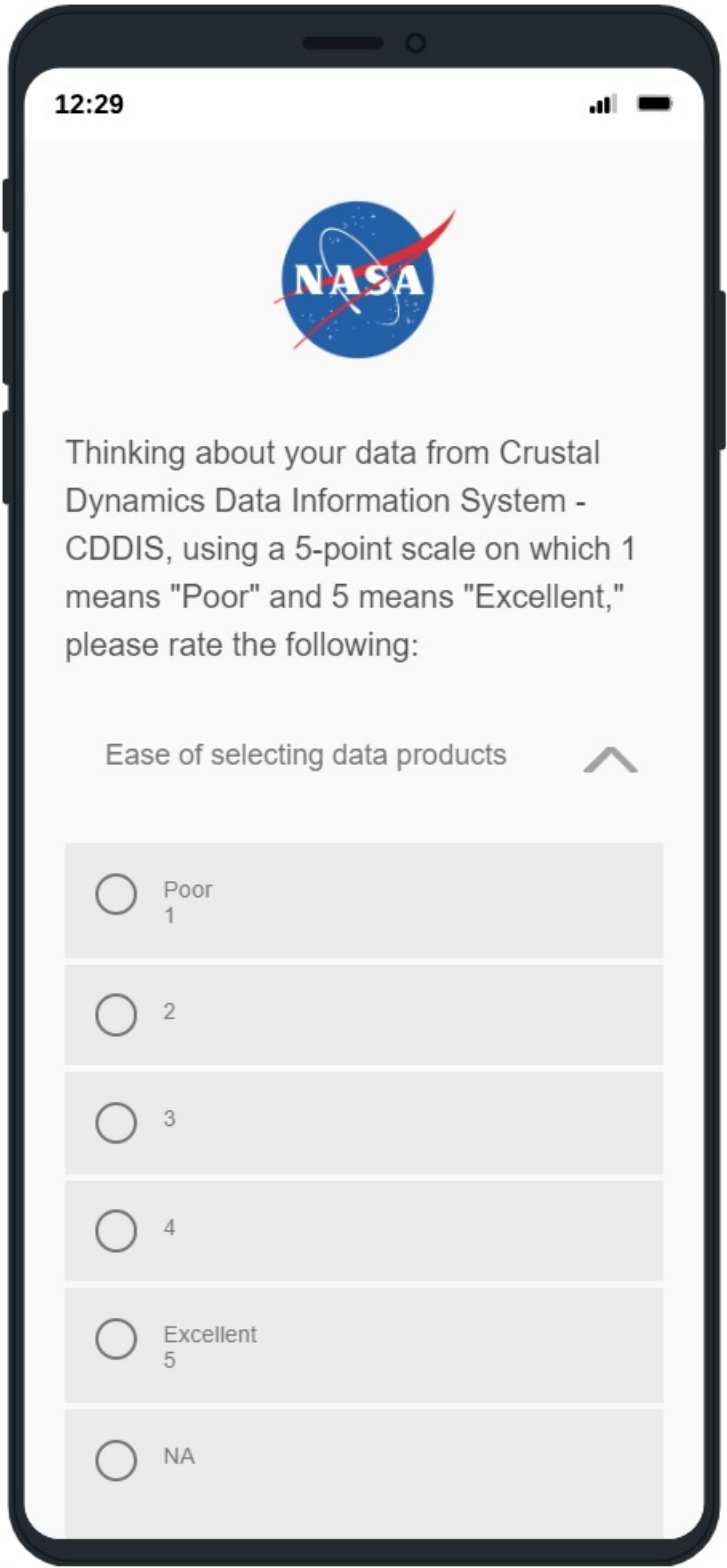
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Thinking about your data from Crustal Dynamics Data Information System - CDDIS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products



Poor 1

2

3

4

Excellent 5

NA



Thinking about your data from Crustal Dynamics Data Information System - CDDIS, 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

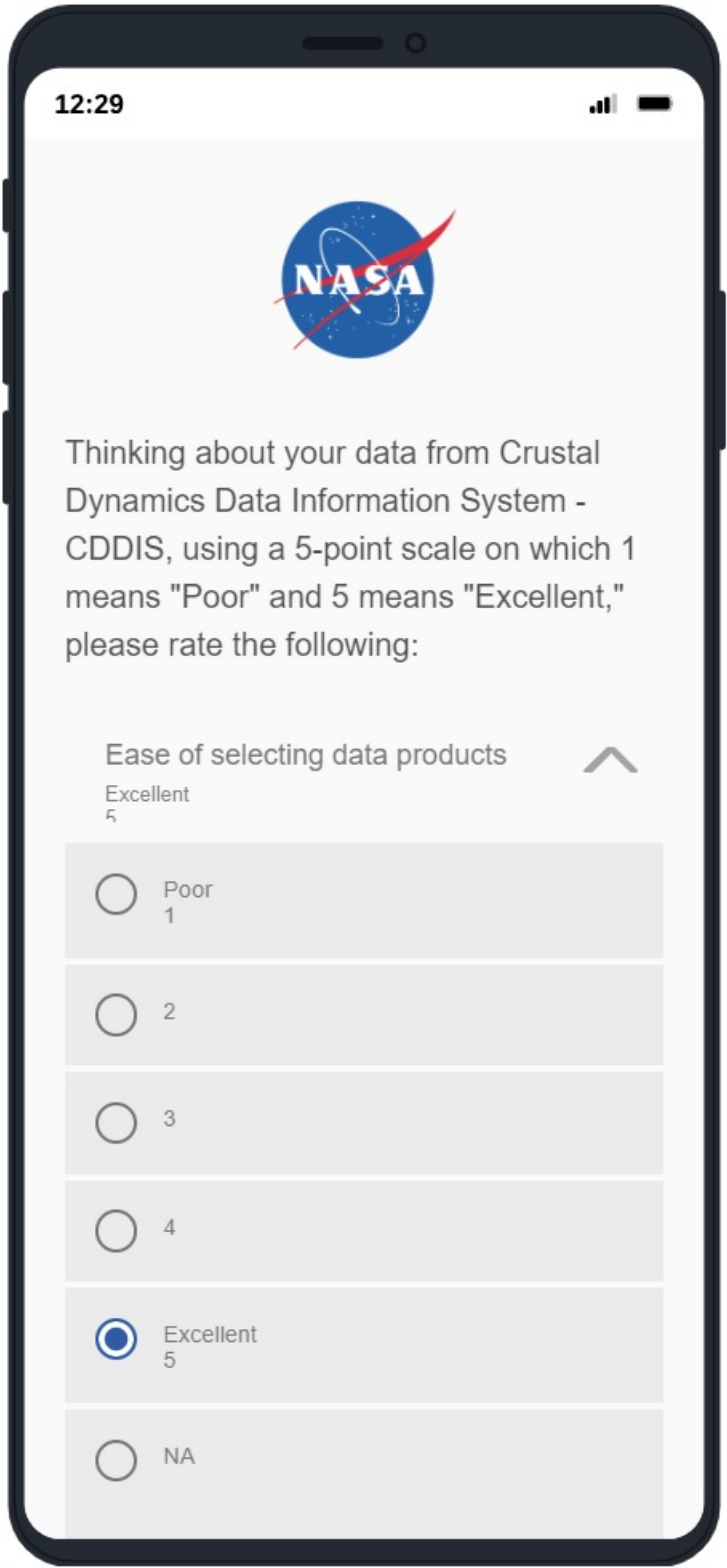
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Tools



Thinking about your data from Crustal Dynamics Data Information System - CDDIS, 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

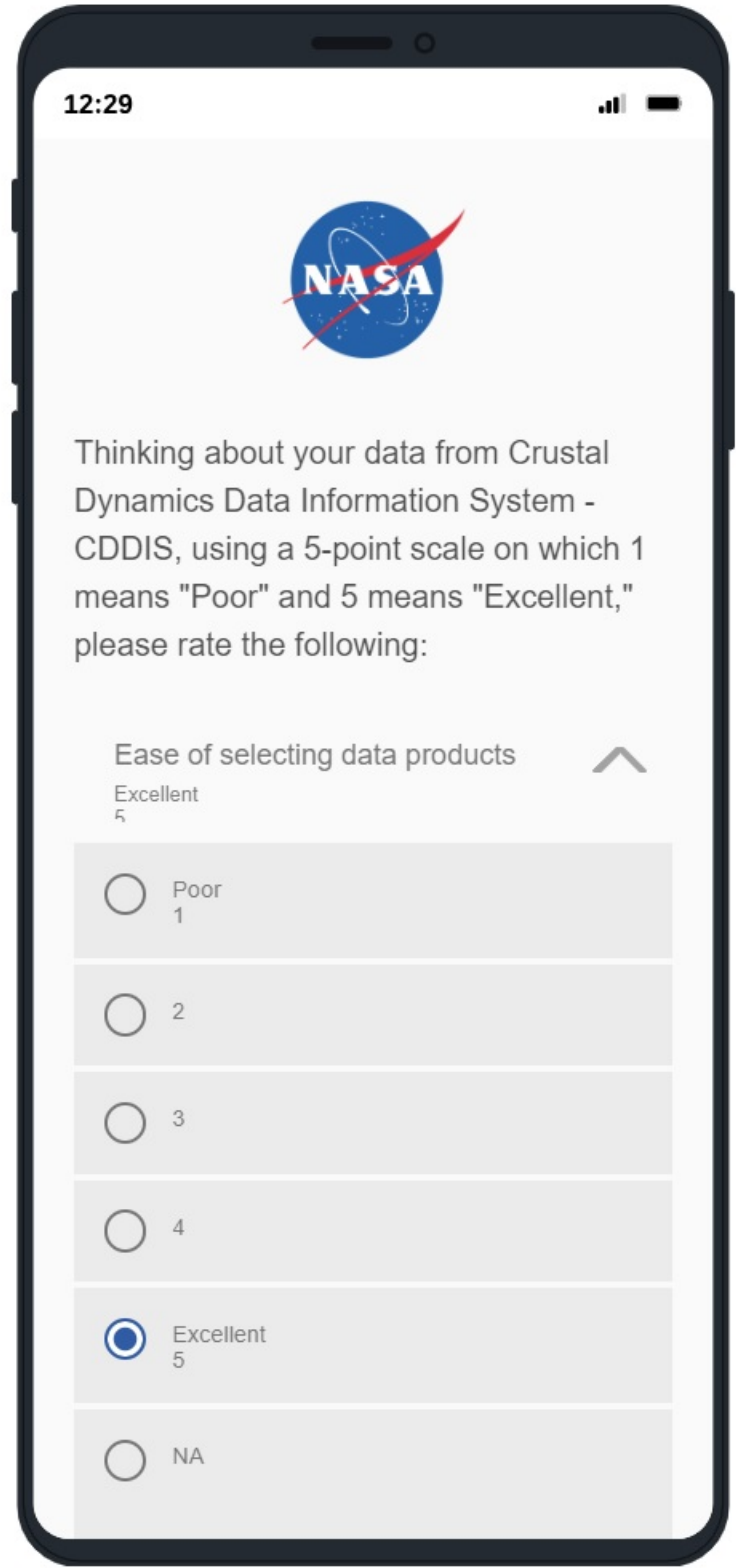
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Thinking about your data from Crustal Dynamics Data Information System - CDDIS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Ease of selecting data products

Excellent
5



Poor
1

2

3

4

Excellent
5

NA



Did you download data or receive data from Crustal Dynamics Data Information System - CDDIS?

Yes

No

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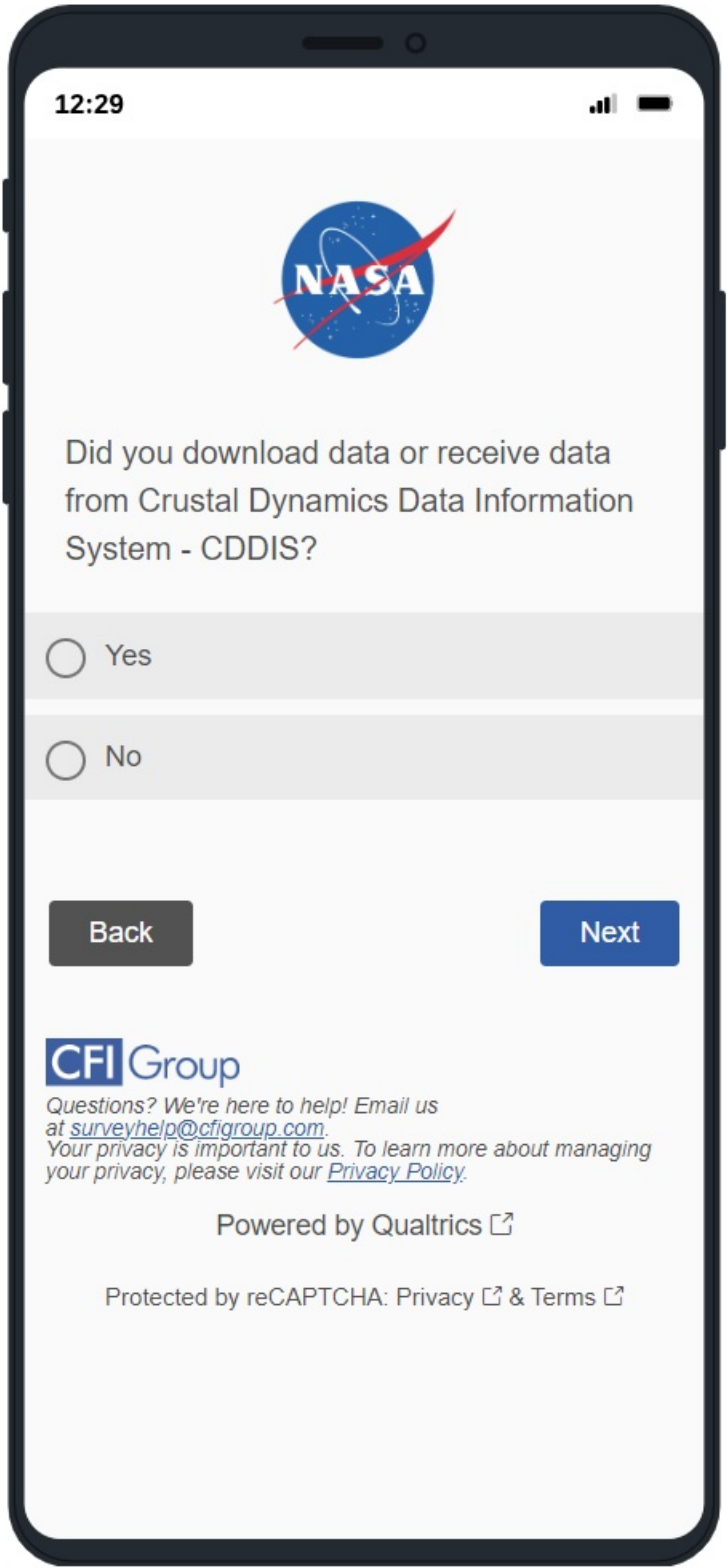
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Did you download data or receive data from Crustal Dynamics Data Information System - CDDIS?

Yes

No

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Thinking about your data from Crustal Dynamics Data Information System - CDDIS, 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

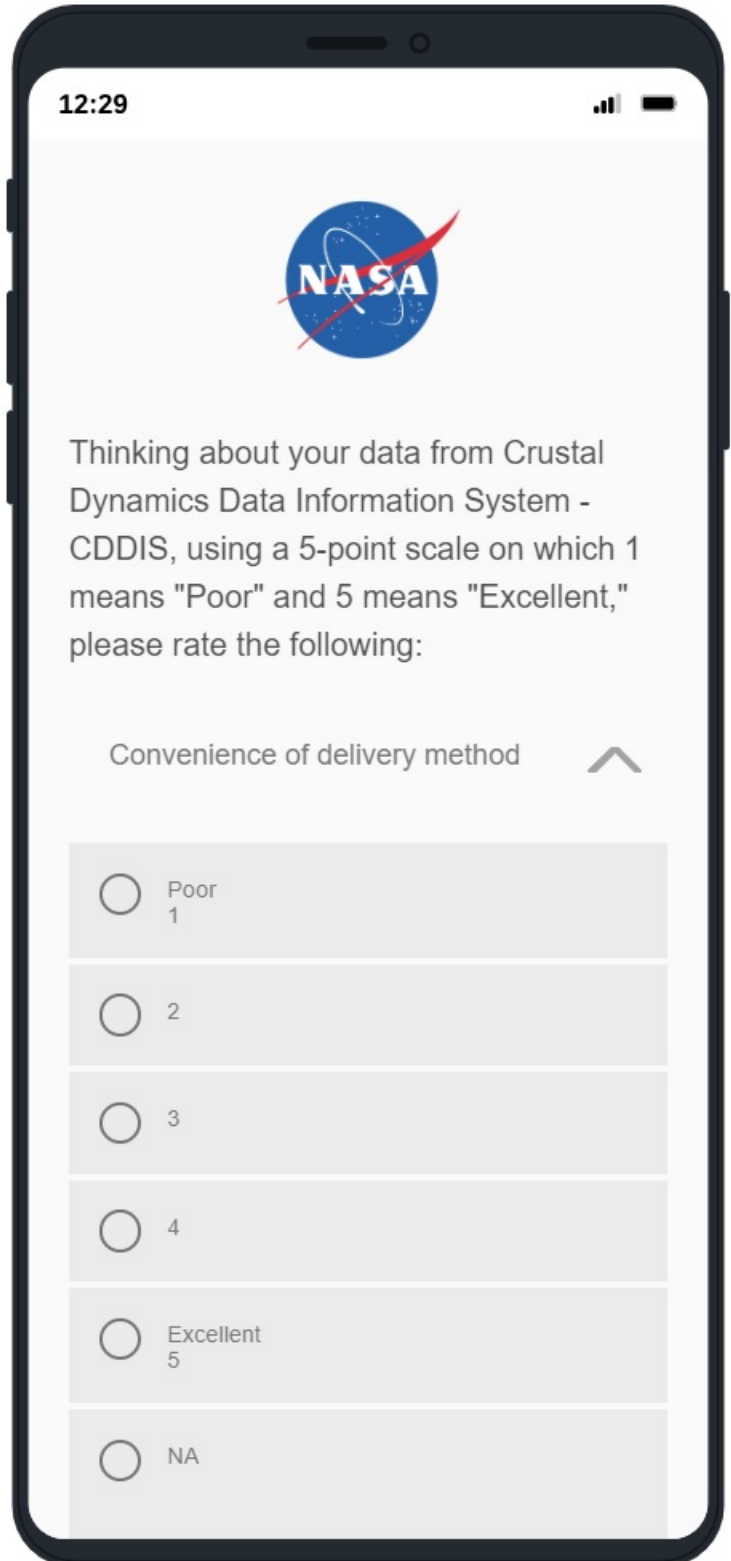
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Convenience of delivery method ^

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



Thinking about your data from Crustal Dynamics Data Information System - CDDIS, using a 5-point scale on which 1 means "Poor" and 5 means "Excellent," please rate the following:

Convenience of delivery method

Excellent
5



Speed of delivery method



Poor
1

2

3

4

Excellent
5

NA

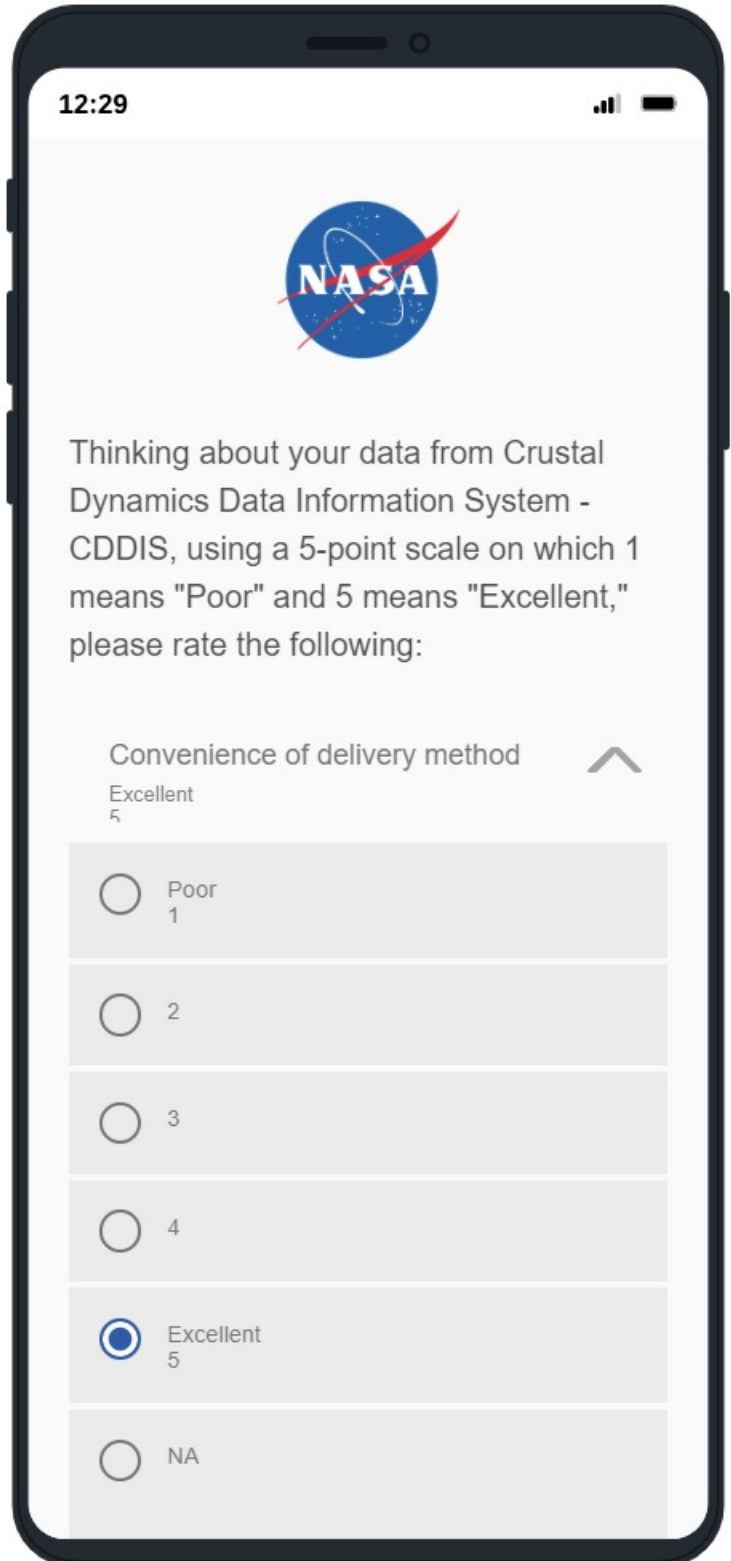
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Please comment on your experience with the delivery method(s) you used for Crustal Dynamics Data Information System - CDDIS data. Please include whether the download method was easy to understand and use, any suggestions for improvements, and if there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

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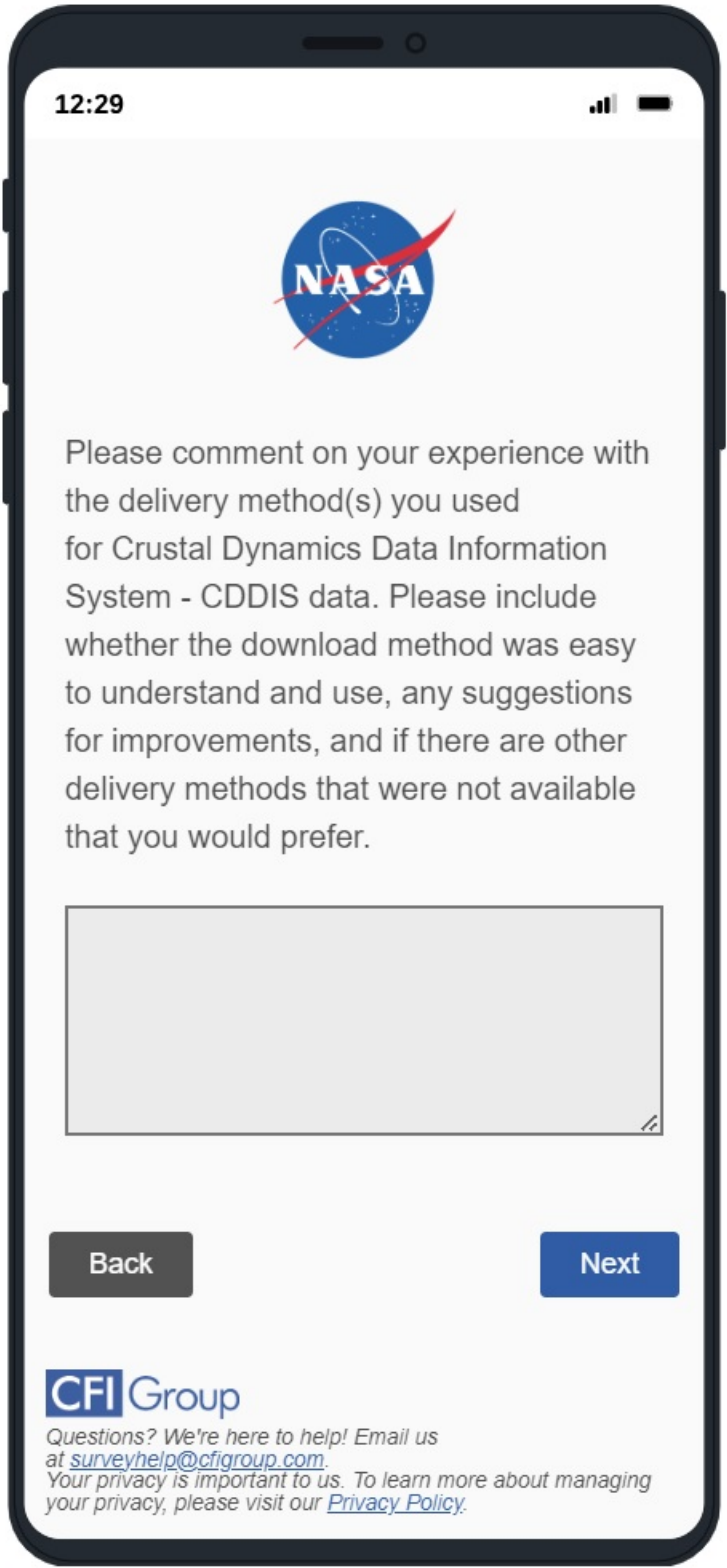
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Tools



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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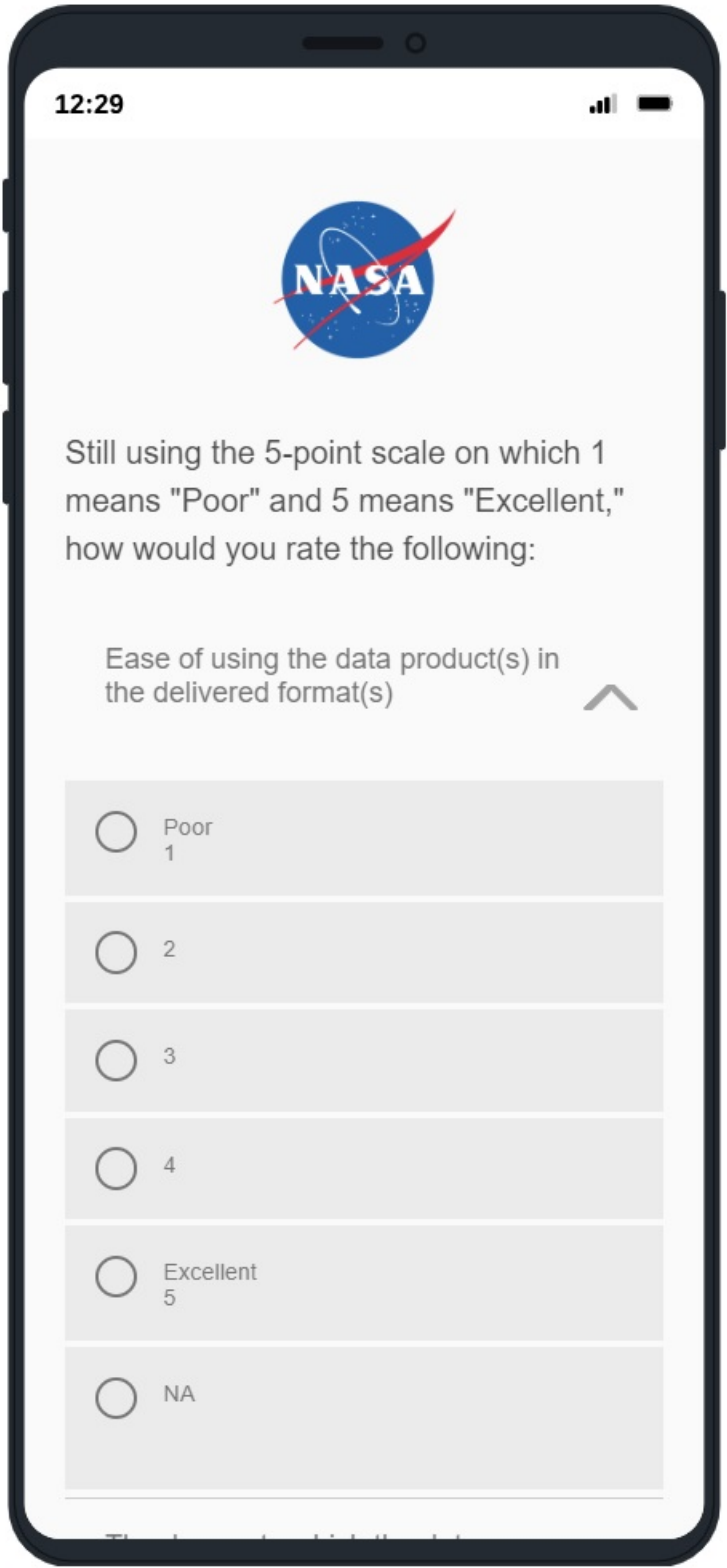
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Tools



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

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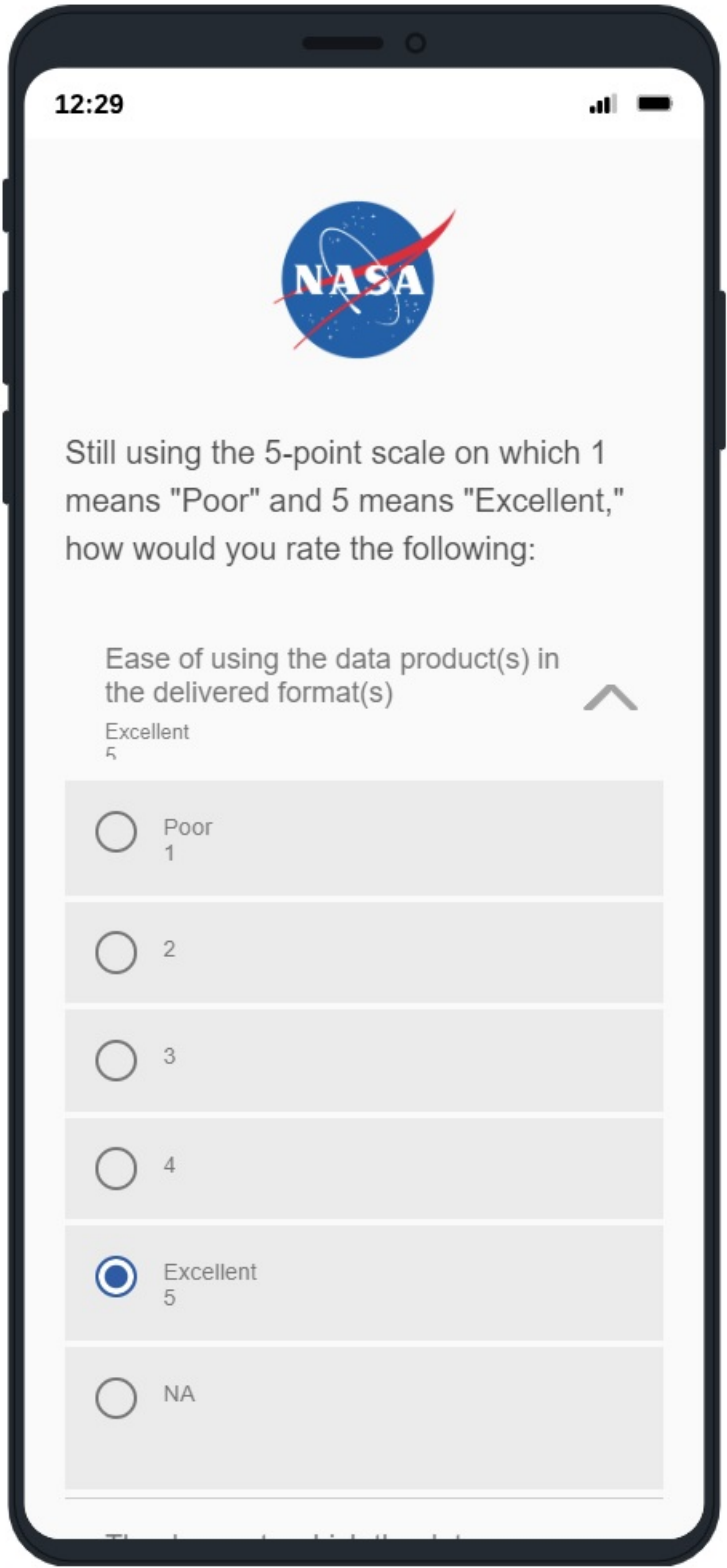
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate the following:

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

Excellent 5

Poor 1

2

3

4

Excellent 5

NA



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

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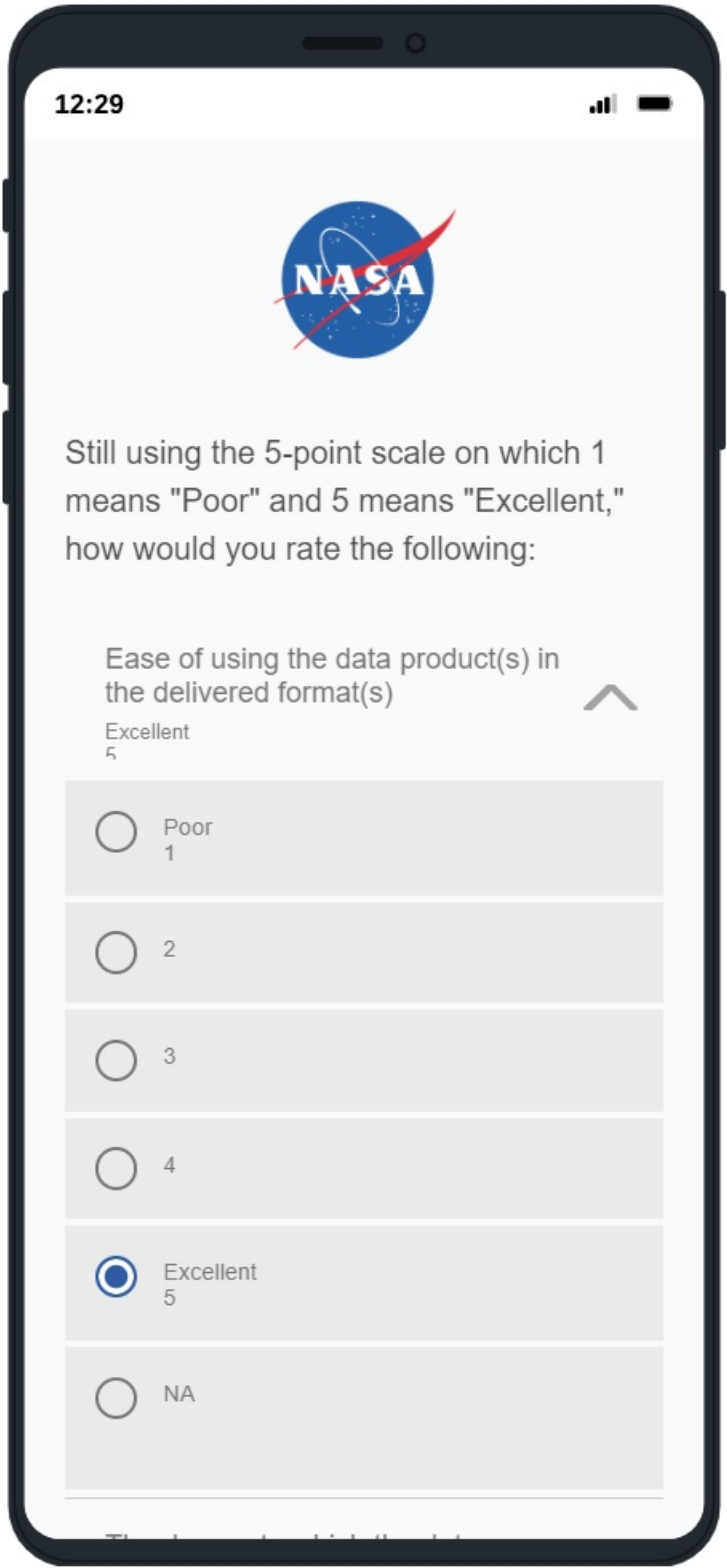
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Thinking about your most recent experience with data from Crustal Dynamics Data Information System - CDDIS, did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

- 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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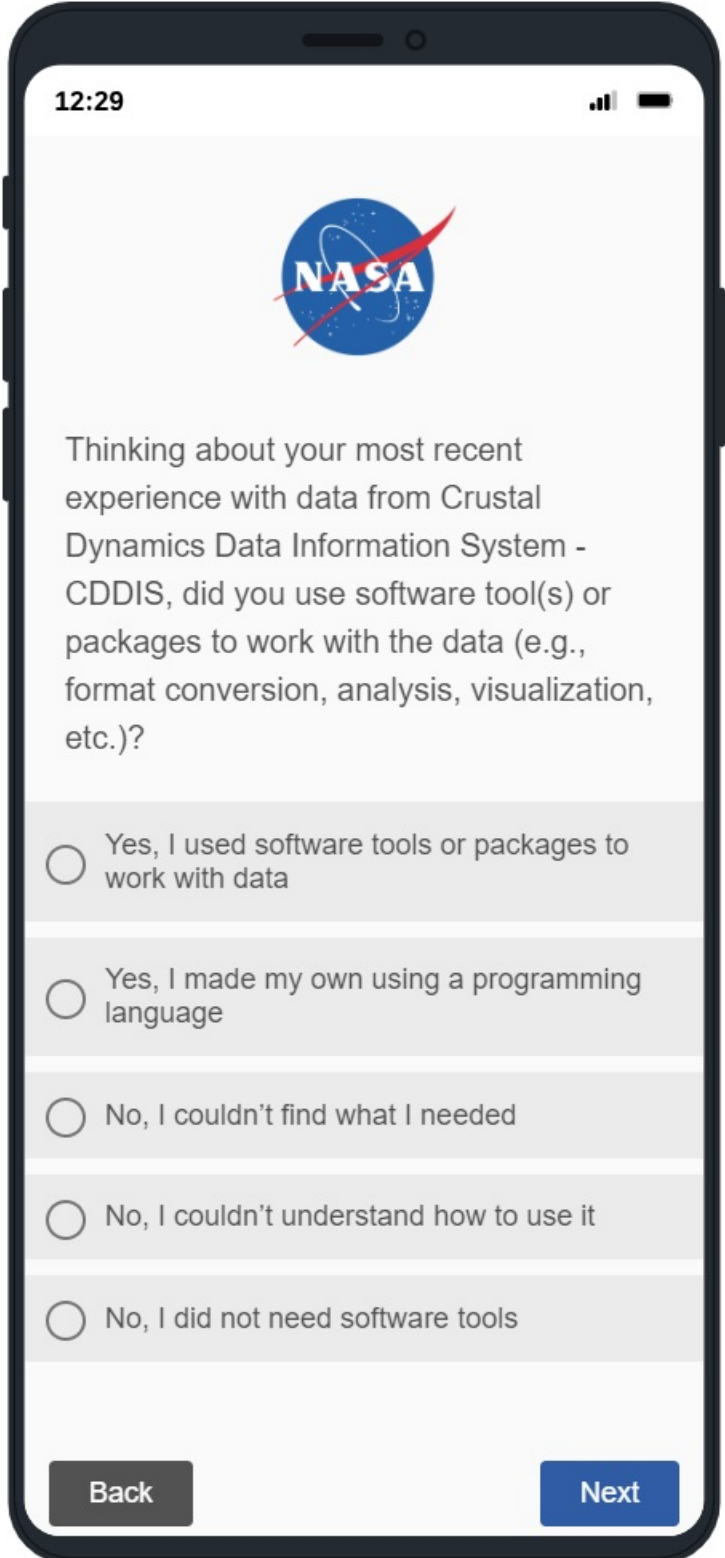
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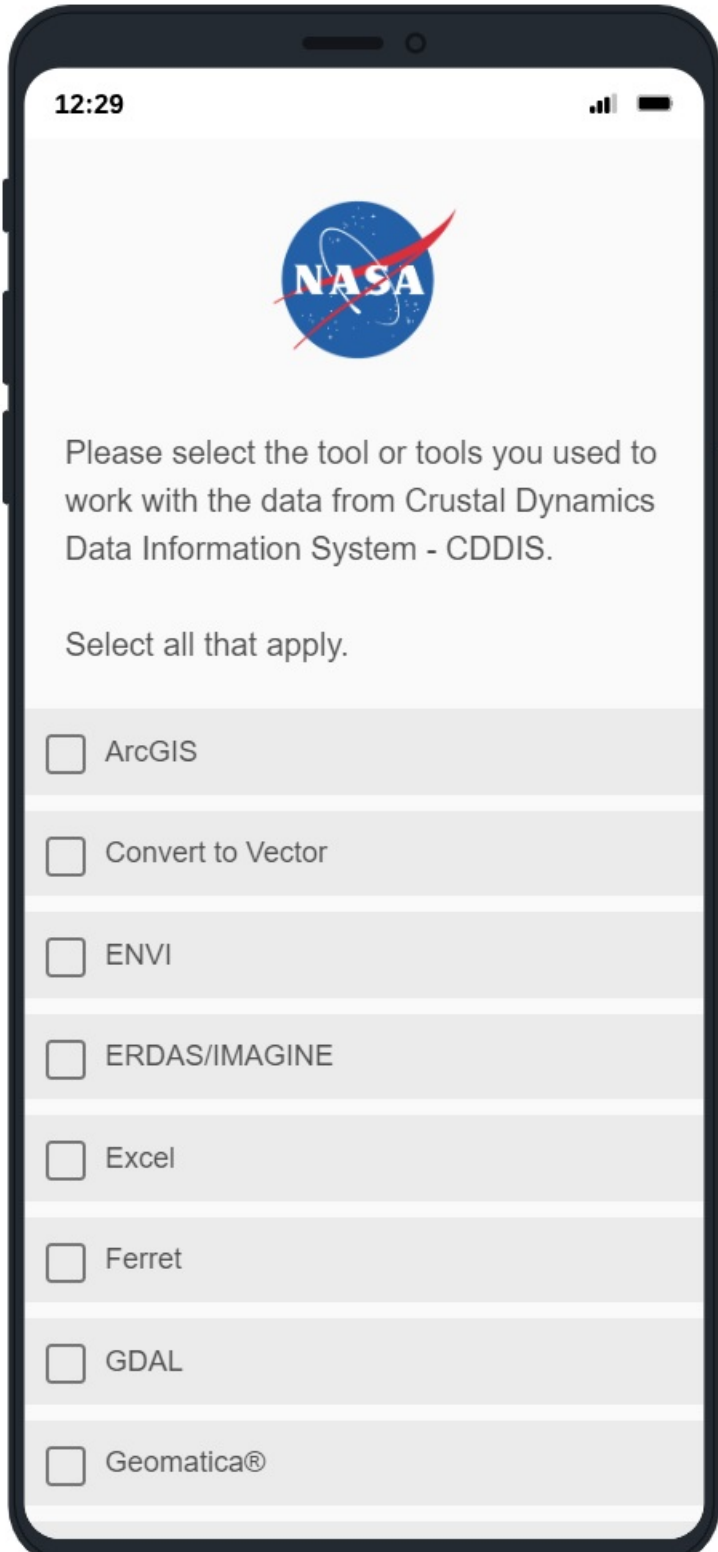




Please select the tool or tools you used to work with the data from Crustal Dynamics Data Information System - CDDIS.

Select all that apply.

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



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Tools



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

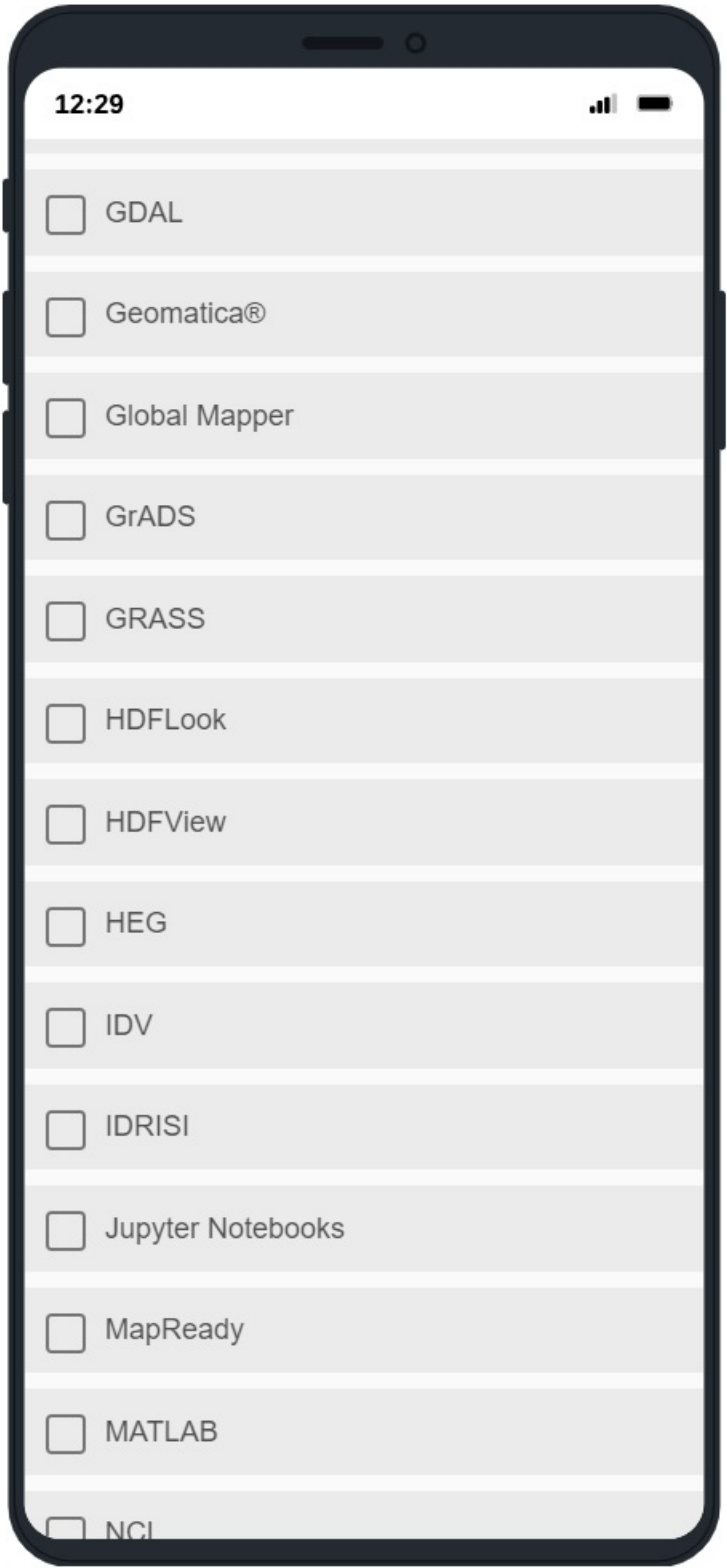
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Which programming language do you generally use to work with data?

Select all that apply.

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

Don't know/Not applicable

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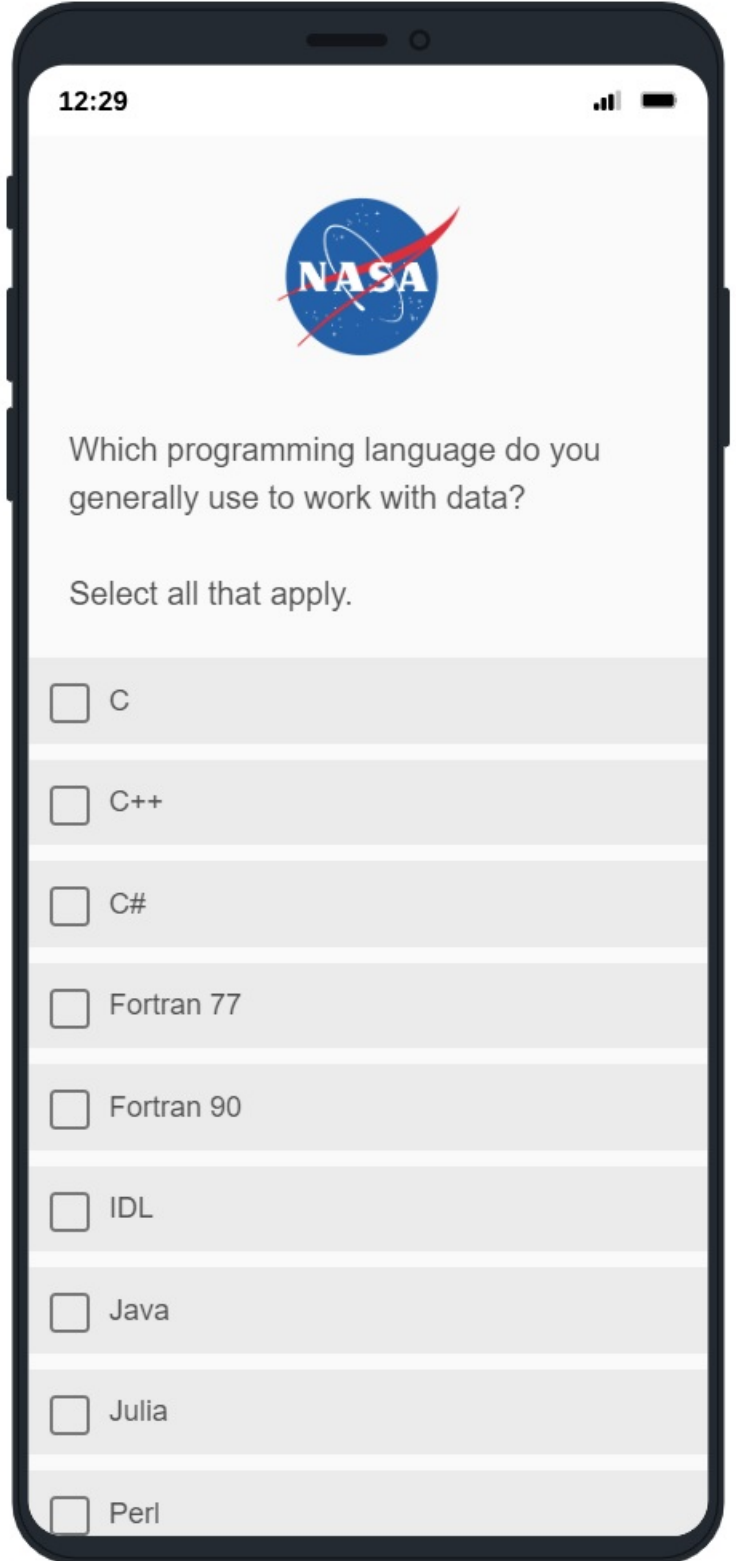
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

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

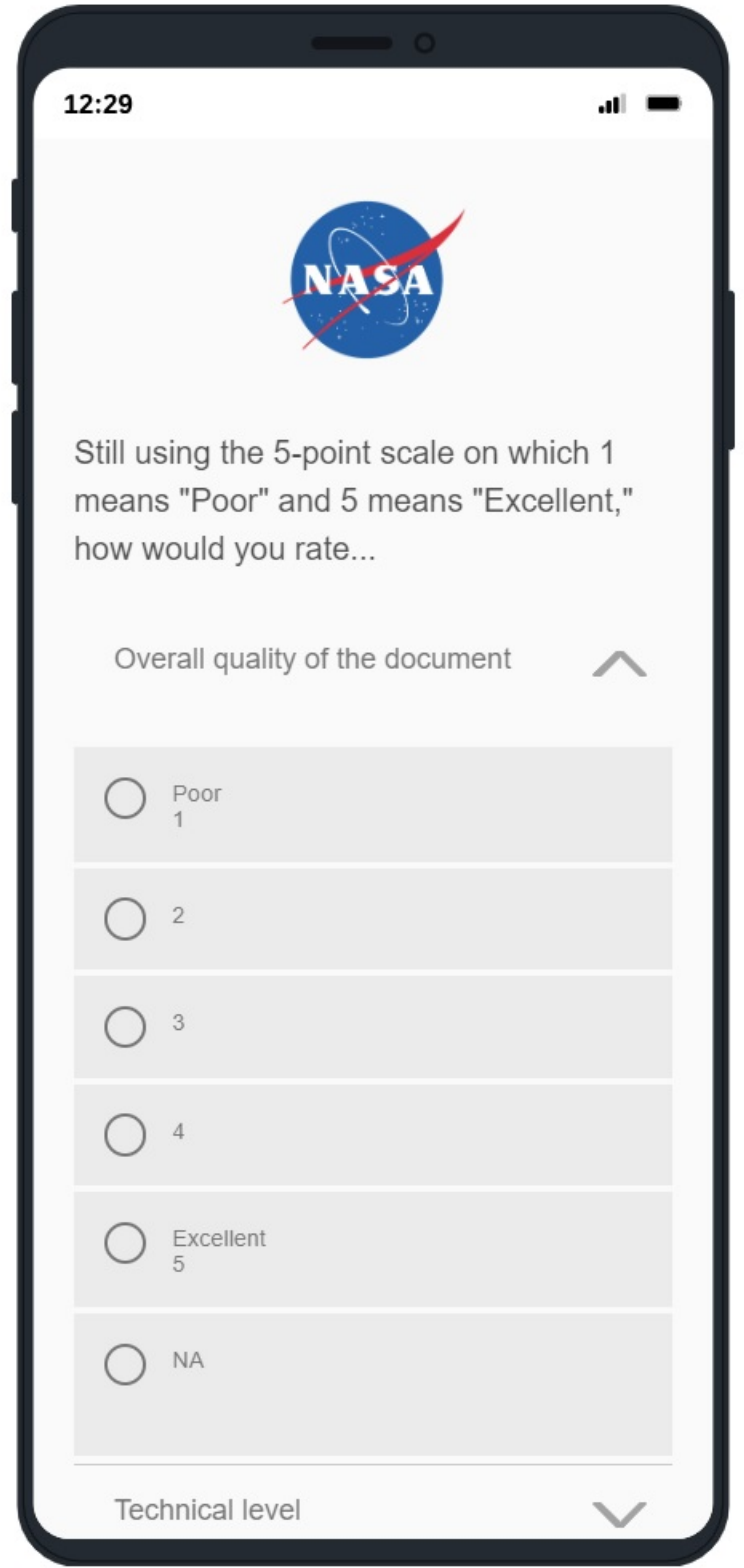
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12:29



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



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

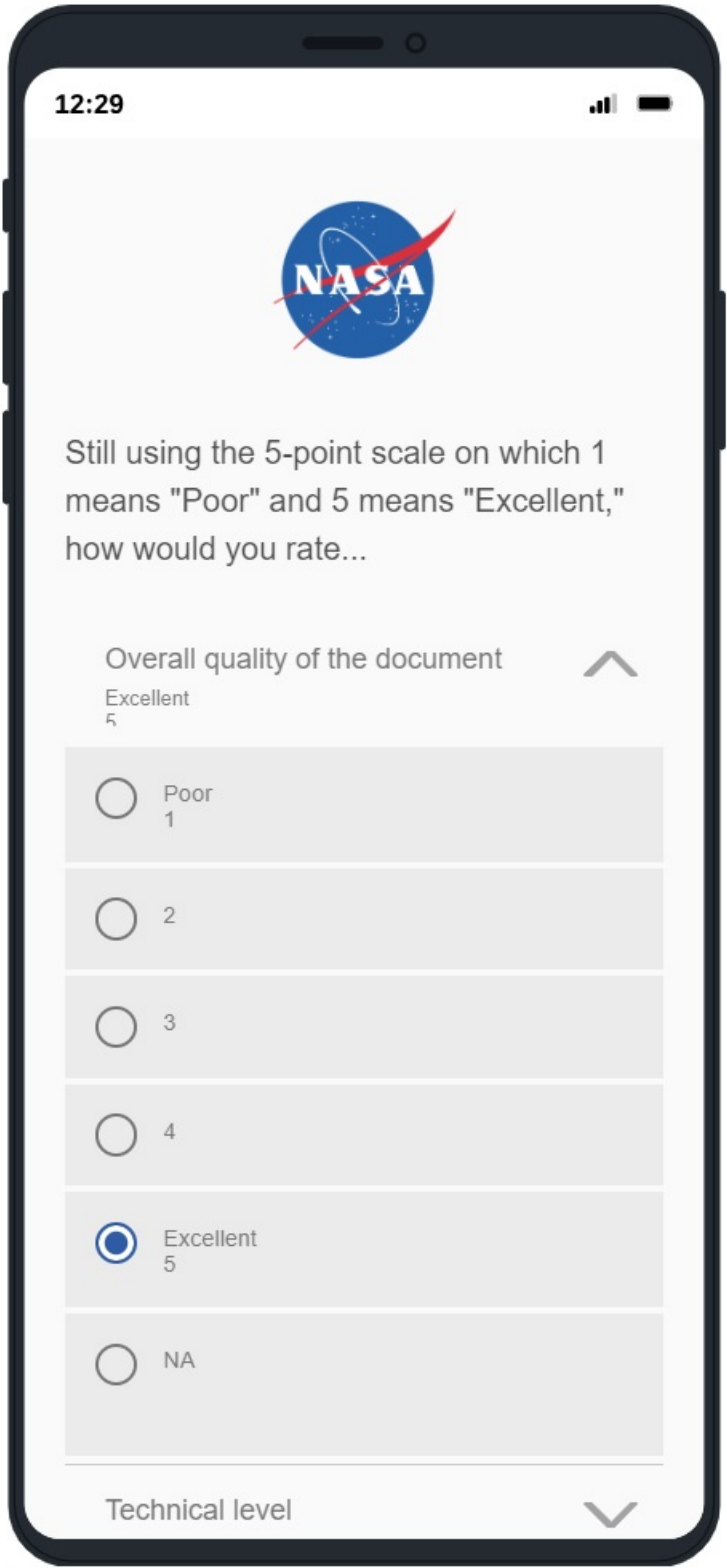
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Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document
Excellent
5

Technical level
Excellent
5

Organization

Poor
1

2

3

4

Excellent
5

NA

Clarity and usefulness

Extent to which the data documentation helped you use the data

Back

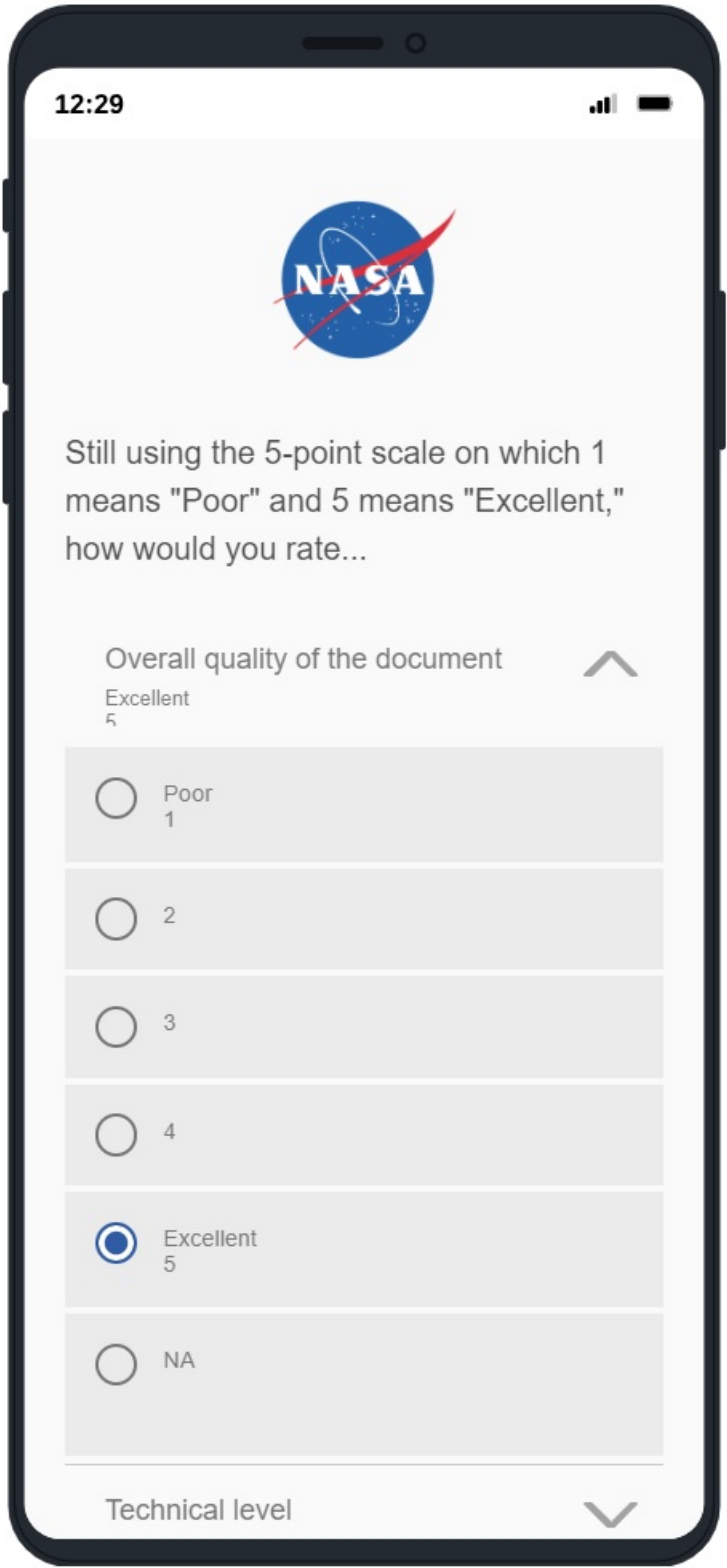
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Restart Survey

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

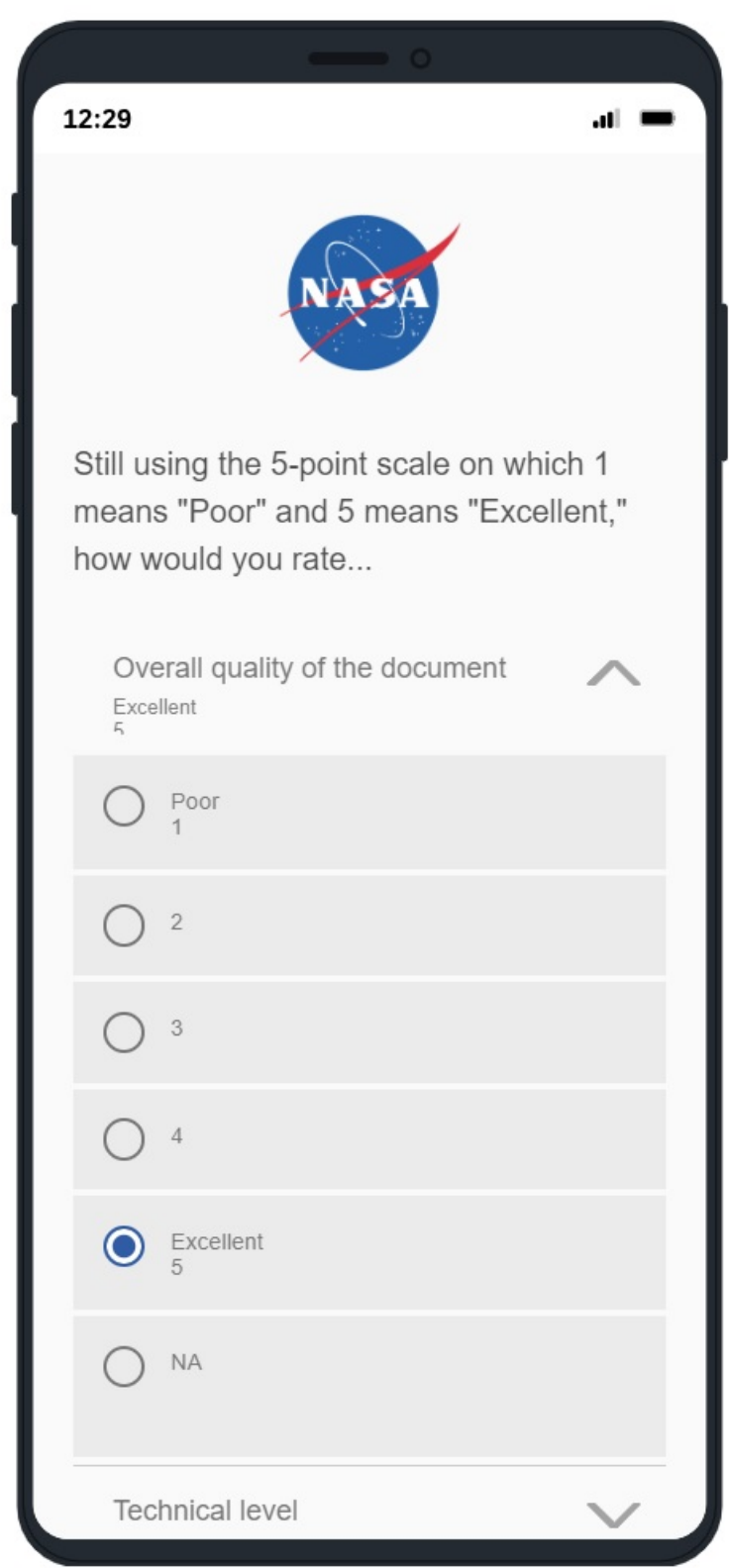
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Still using the 5-point scale on which 1 means "Poor" and 5 means "Excellent," how would you rate...

Overall quality of the document
Excellent
5

Poor
1

2

3

4

Excellent
5

NA

Technical level

Restart Survey

Go to Bookmark

Clear

Tools



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

Overall quality of the document
Excellent
5

Technical level
Excellent
5

Organization
Excellent
5

Clarity and usefulness
Excellent
5

Extent to which the data documentation helped you use the data

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

Back

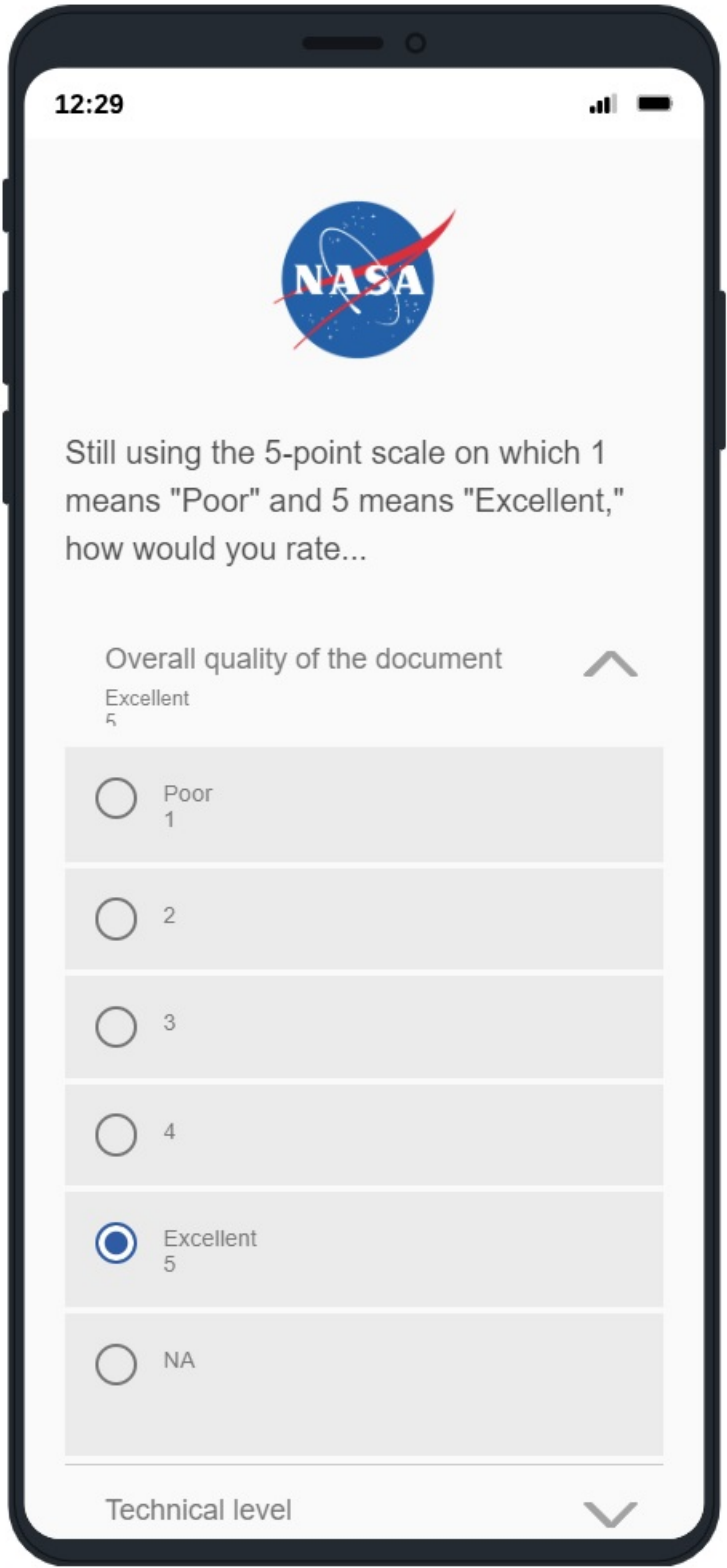
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Restart Survey

Go to Bookmark

Clear

Tools



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

Empty text input field for specifying documentation type.

Back

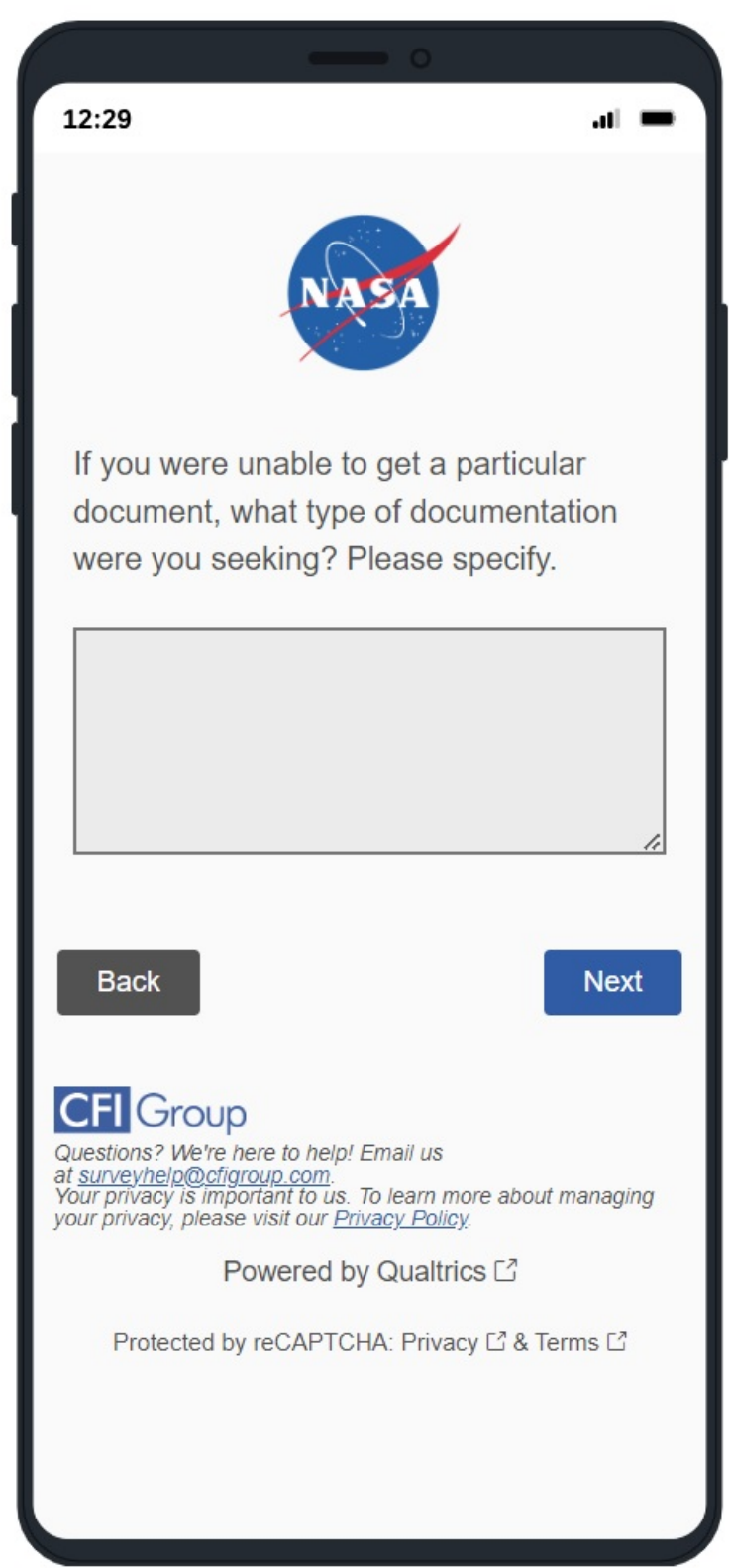
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If you were unable to get a particular document, what type of documentation were you seeking? Please specify.

Empty text input field on mobile screen.

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Go to Bookmark

Clear

Tools



During the past year have you contacted the **Crustal Dynamics Data Information System - CDDIS's** user services office or interacted with DAAC personnel?

Yes

No

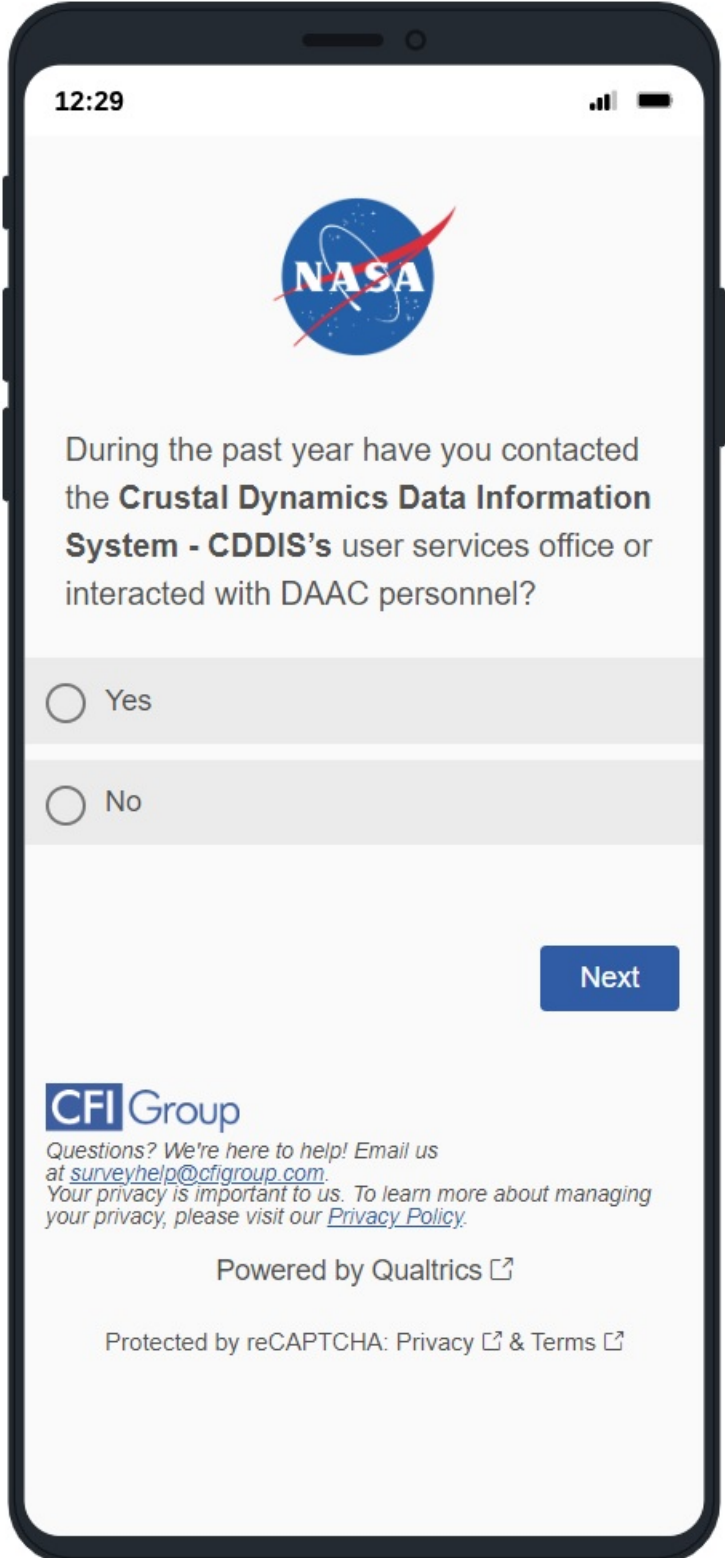
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During the past year have you contacted the **Crustal Dynamics Data Information System - CDDIS's** user services office or interacted with DAAC personnel?

Yes

No

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Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Crustal Dynamics Data Information System - CDDIS** 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

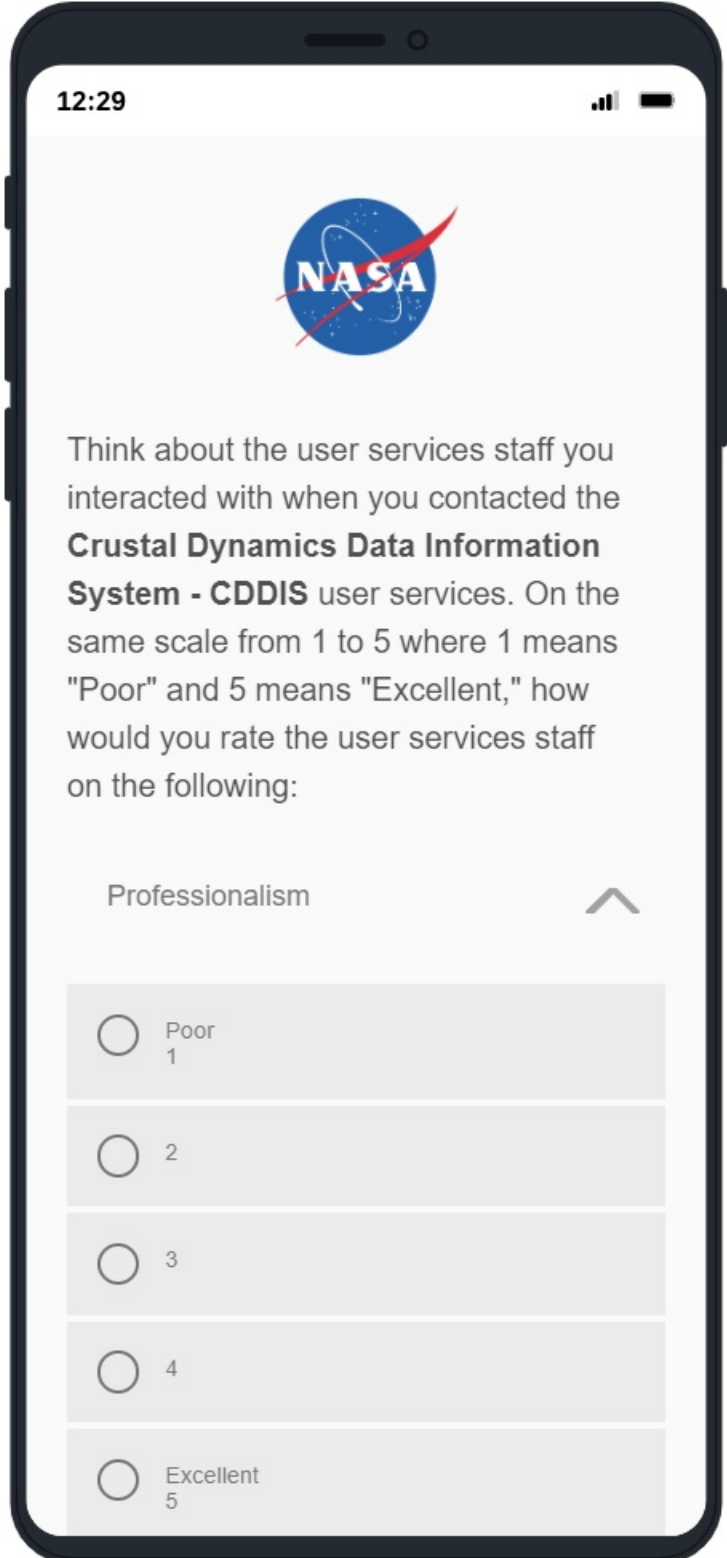
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Restart Survey

Go to Bookmark

Clear

Tools



Think about the user services staff you interacted with when you contacted the **Crustal Dynamics Data Information System - CDDIS** 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

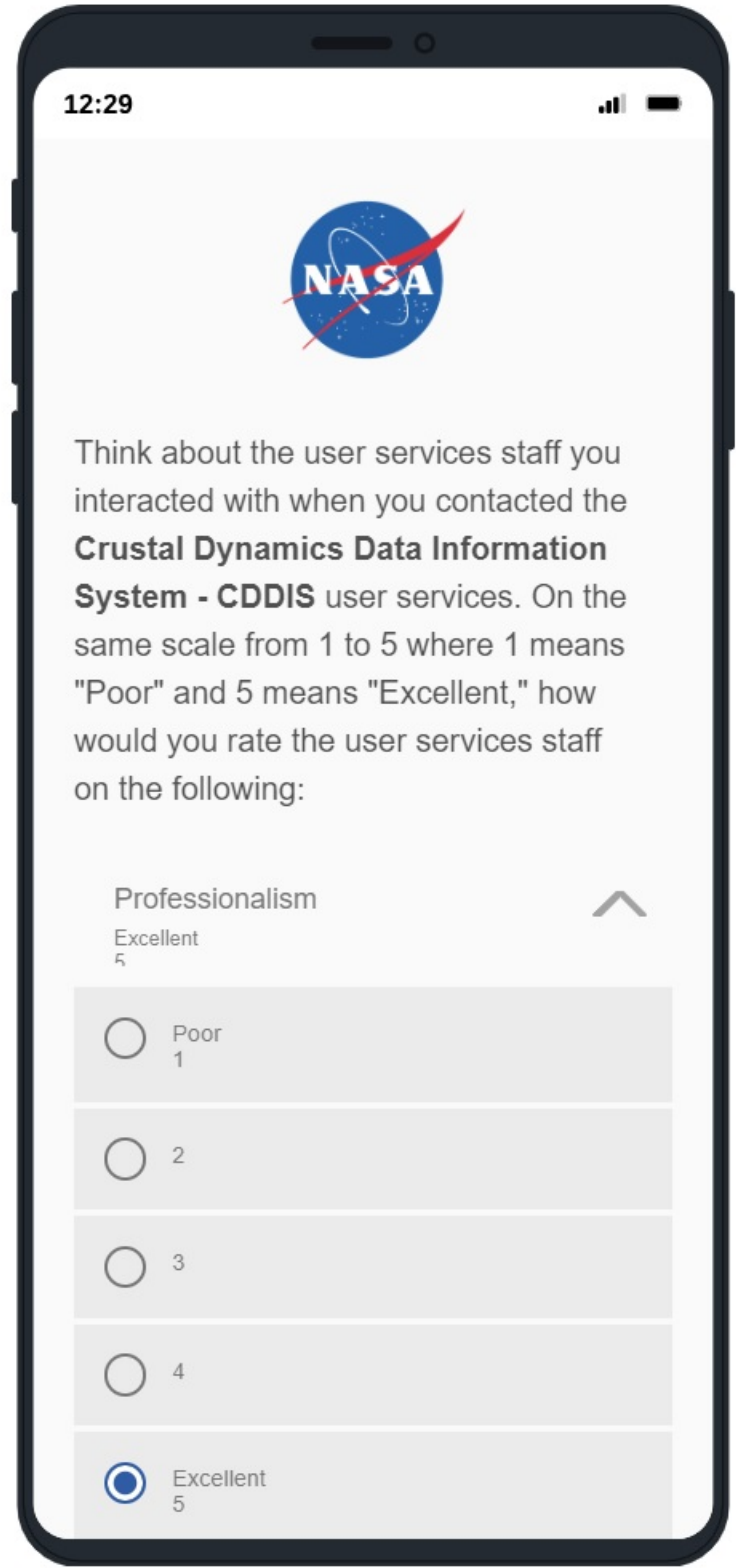
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Professionalism
Excellent
5

Technical knowledge
Excellent
5

Helpfulness in resolving a problem

Poor
1

2

3

4

Excellent
5

NA

Speed of response

Back

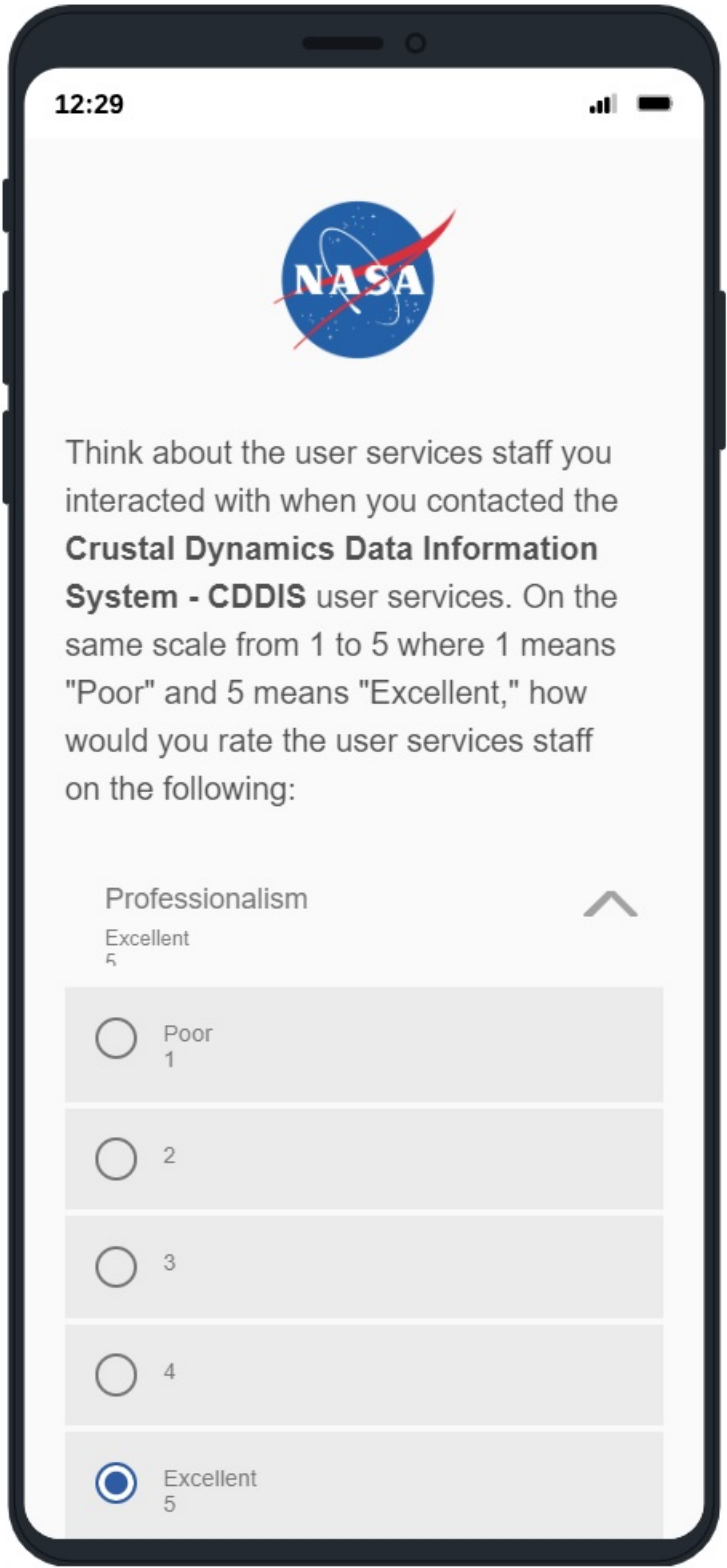
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Think about the user services staff you interacted with when you contacted the **Crustal Dynamics Data Information System - CDDIS** user services. On the same scale from 1 to 5 where 1 means "Poor" and 5 means "Excellent," how would you rate the user services staff on the following:

Professionalism Excellent 5 ▼

Technical knowledge Excellent 5 ▼

Helpfulness in resolving a problem Excellent 5 ▼

Speed of response ▲

Poor 1

2

3

4

Excellent 5

NA

Back

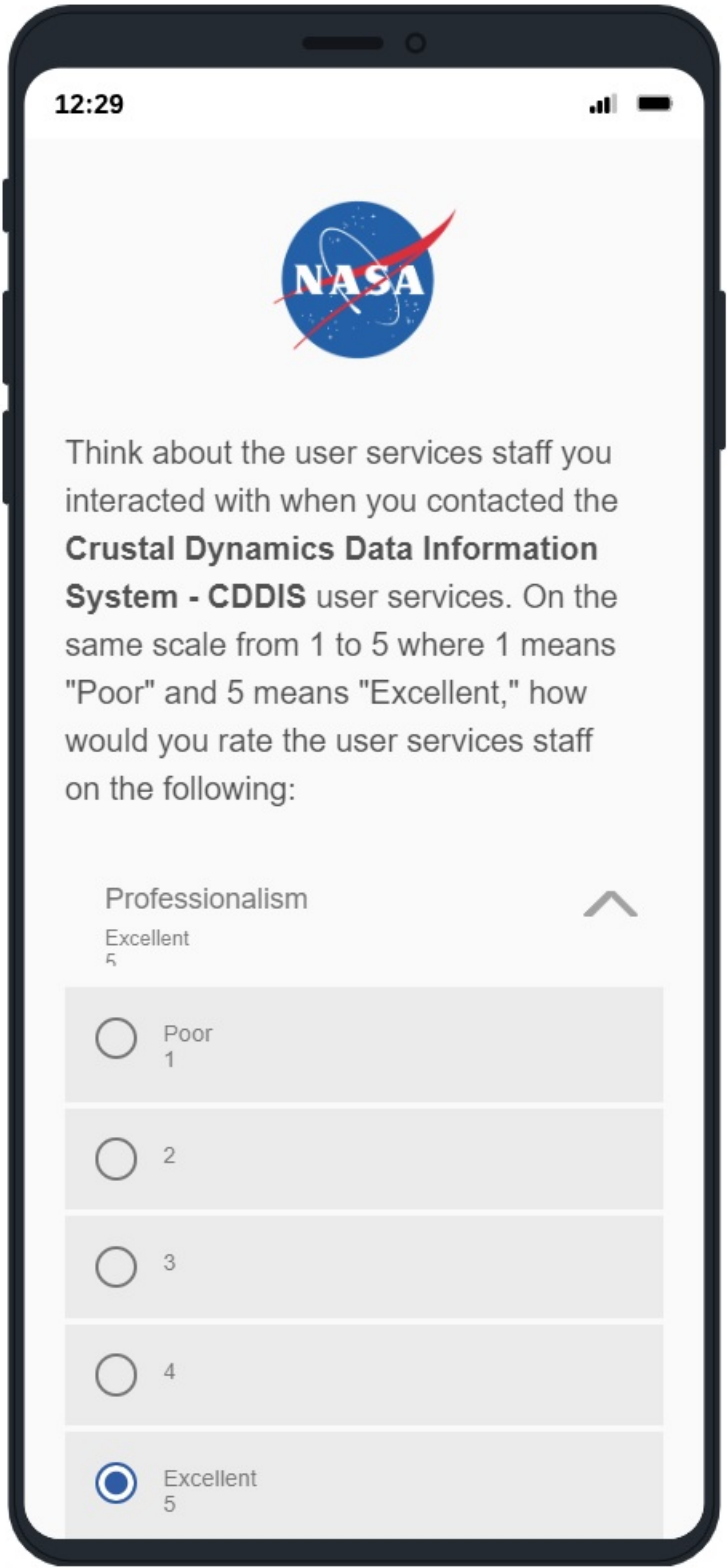
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Restart Survey

Go to Bookmark

Clear

Tools



Following this survey, would you like to be contacted by the Crustal Dynamics Data Information System - CDDIS user services office for any additional support?

Yes

No

Back

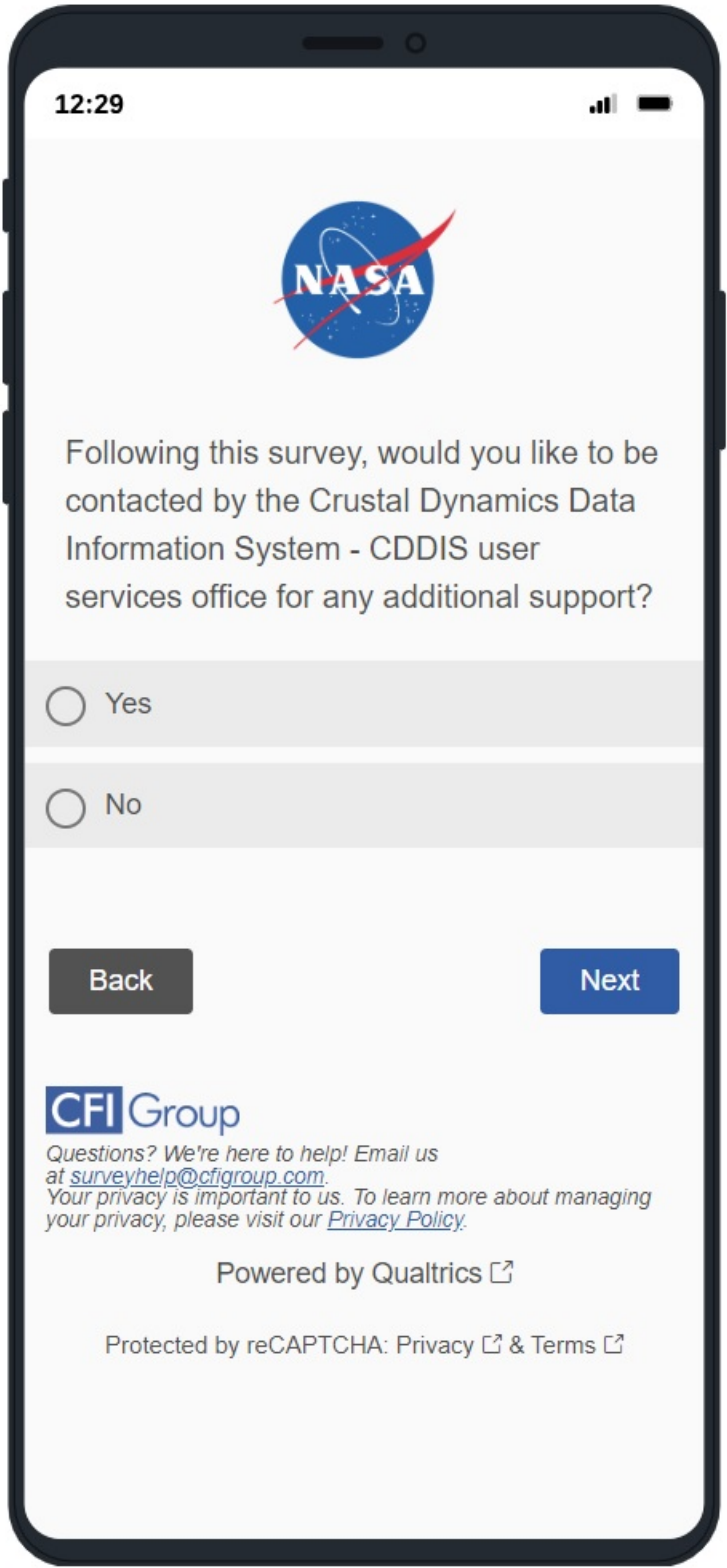
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Following this survey, would you like to be contacted by the Crustal Dynamics Data Information System - CDDIS user services office for any additional support?

Yes

No

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 **Crustal Dynamics Data Information System - CDDIS?**

Overall satisfaction with the data products and services provided by **Crustal Dynamics Data Information System - CDDIS**



Very Dissatisfied 1

2

3

4

Very Satisfied 5

Back

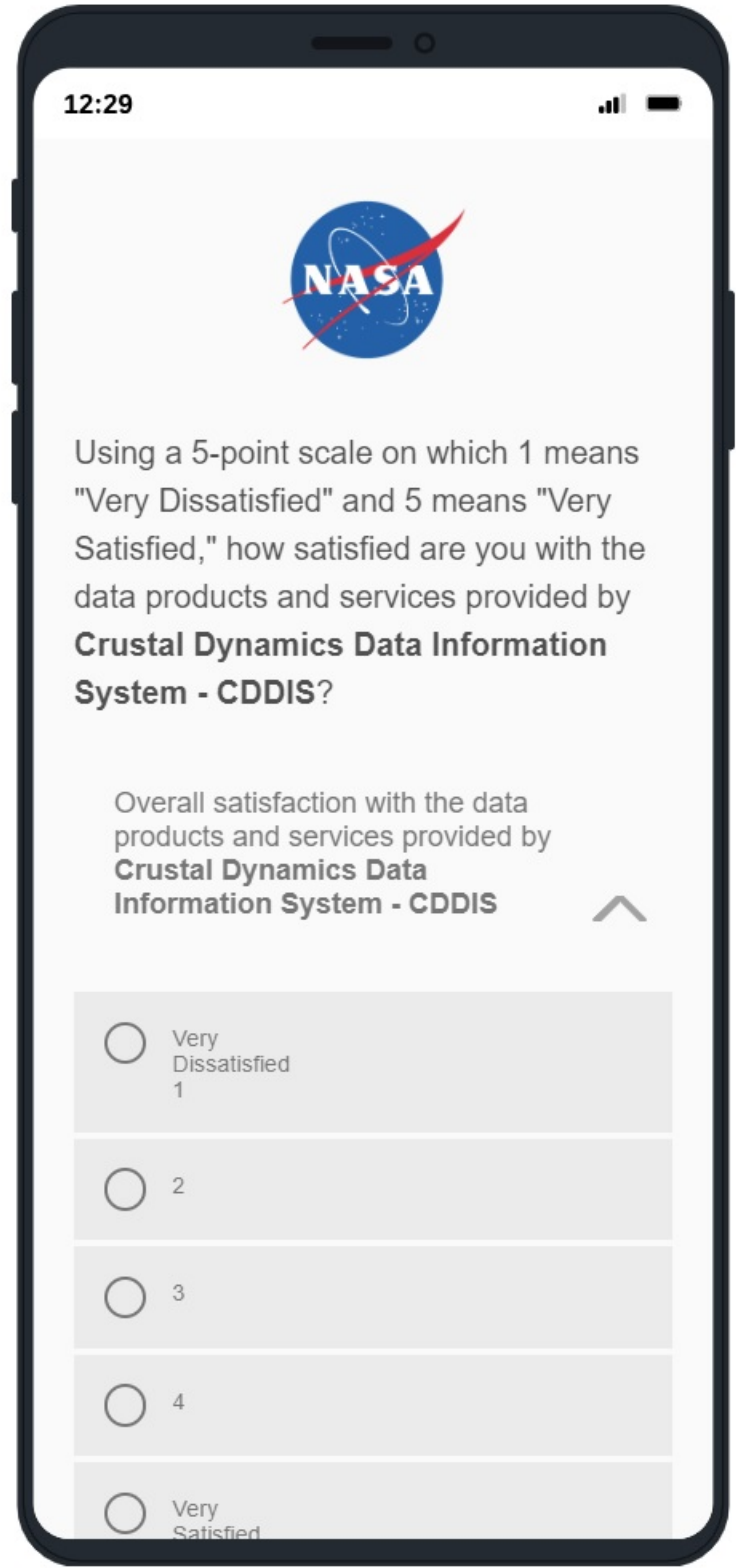
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Using a 5-point scale on which 1 means "Very Dissatisfied" and 5 means "Very Satisfied," how satisfied are you with the data products and services provided by **Crustal Dynamics Data Information System - CDDIS?**

Overall satisfaction with the data products and services provided by **Crustal Dynamics Data Information System - CDDIS**



Very Dissatisfied 1

2

3

4

Very Satisfied

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 **Crustal Dynamics Data Information System - CDDIS** fallen short of or exceeded your expectations?

Extent to which the data products and services provided by **Crustal Dynamics Data Information System - CDDIS** have fallen short of or exceeded your expectations

Falls Short of Your Expectations 1

2

3

4

Exceeds Your Expectations 5

Back

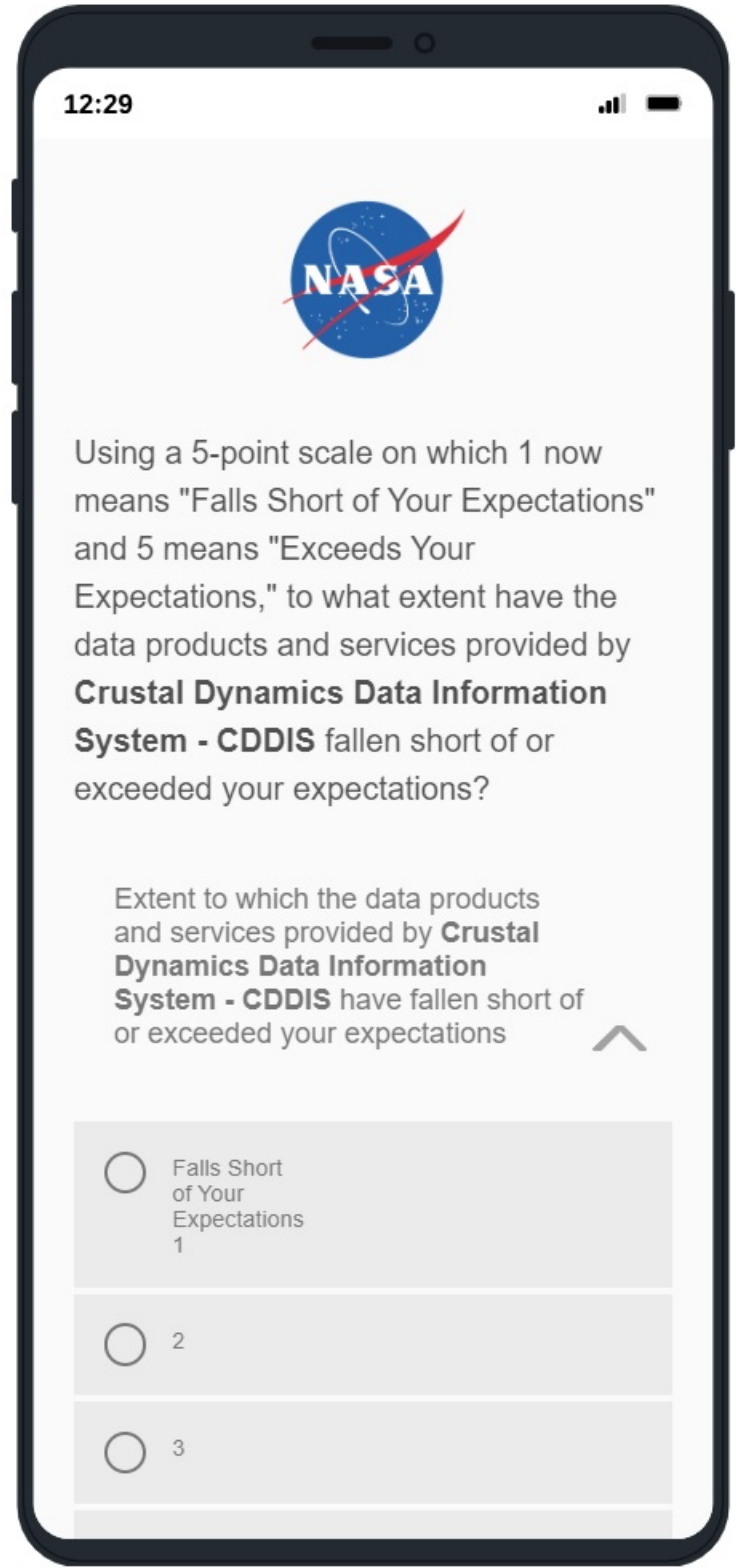
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Restart Survey

Go to Bookmark

Clear

Tools



Now, imagine an ideal provider of scientific data products and services. How close does **Crustal Dynamics Data Information System - CDDIS** 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 **Crustal Dynamics Data Information System - CDDIS** 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

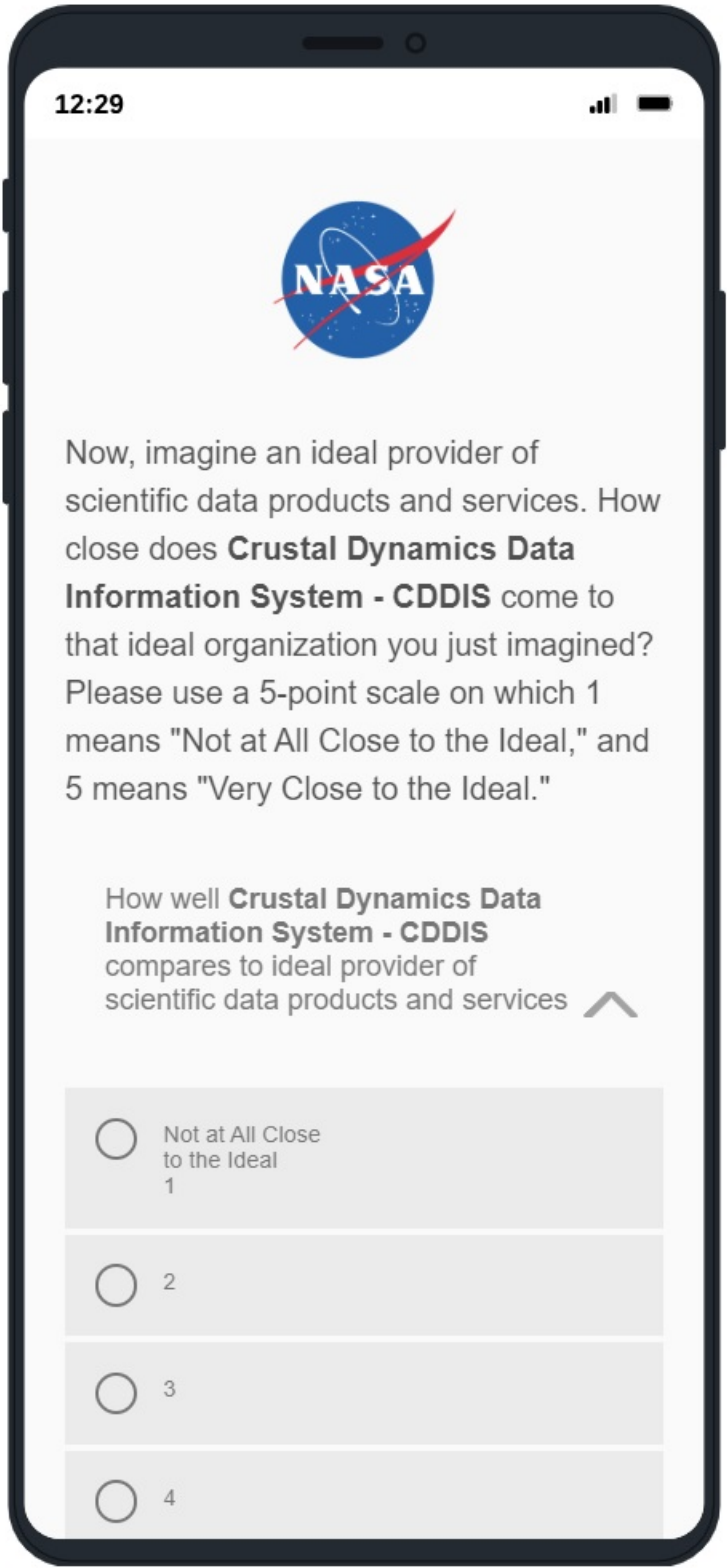
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Now, imagine an ideal provider of scientific data products and services. How close does **Crustal Dynamics Data Information System - CDDIS** come to that ideal organization you just imagined? Please use a 5-point scale on which 1 means "Not at All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

How well **Crustal Dynamics Data Information System - CDDIS** compares to ideal provider of scientific data products and services



Not at All Close to the Ideal 1

2

3

4

Restart Survey

Go to Bookmark

Clear

Tools



What changes can staff make to improve your experience with Crustal Dynamics Data Information System - CDDIS data access and discovery?

Empty text input field

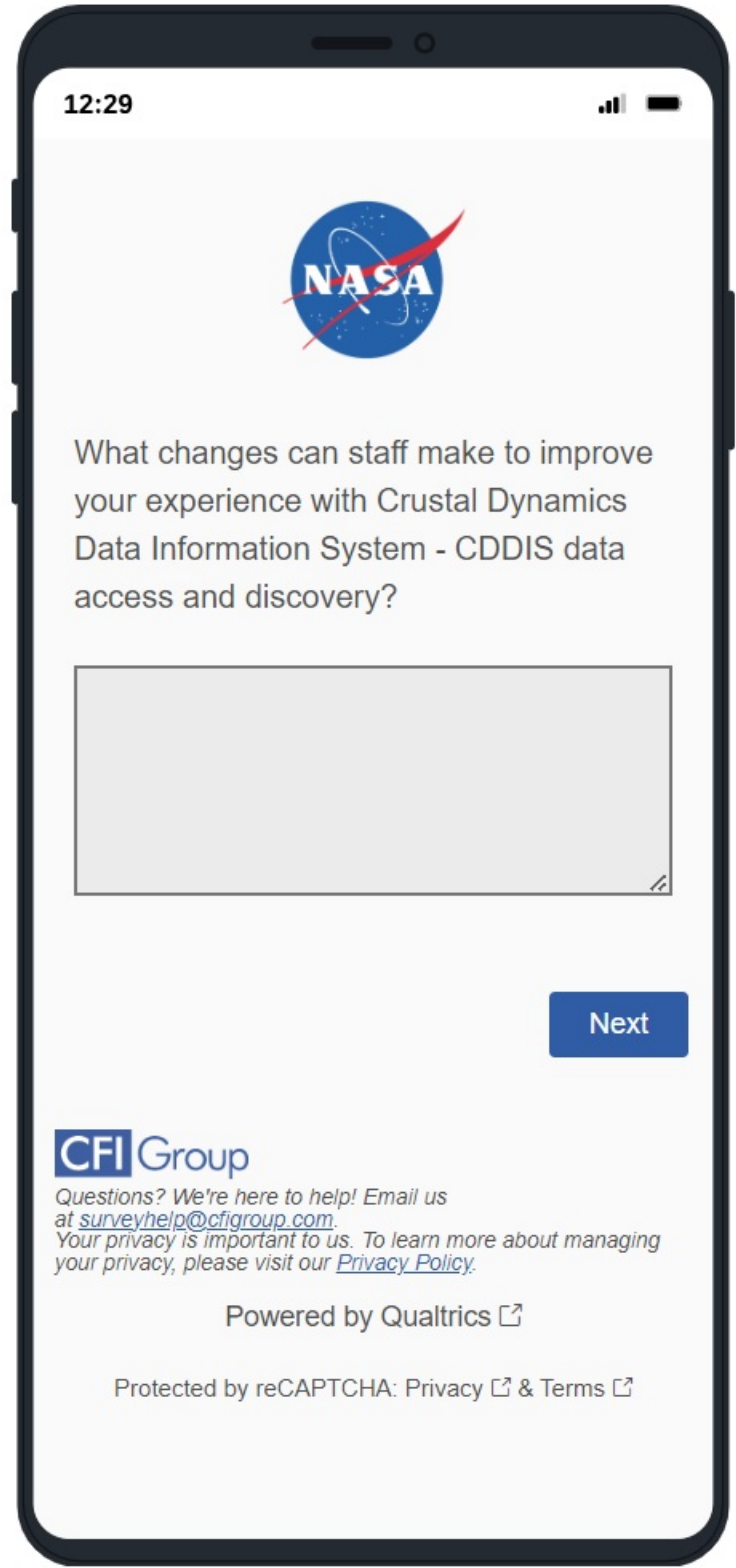
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What changes can staff make to improve your experience with Crustal Dynamics Data Information System - CDDIS data access and discovery?

Empty text input field

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Restart Survey

Go to Bookmark

Clear

Tools



What data is most important to you at CDDIS?

Select all that apply.

GNSS data

GNSS products

SLR data

SLR products

VLBI data

VLBI products

DORIS data

DORIS products

Other (please list, separated by commas)

None of the above

Back

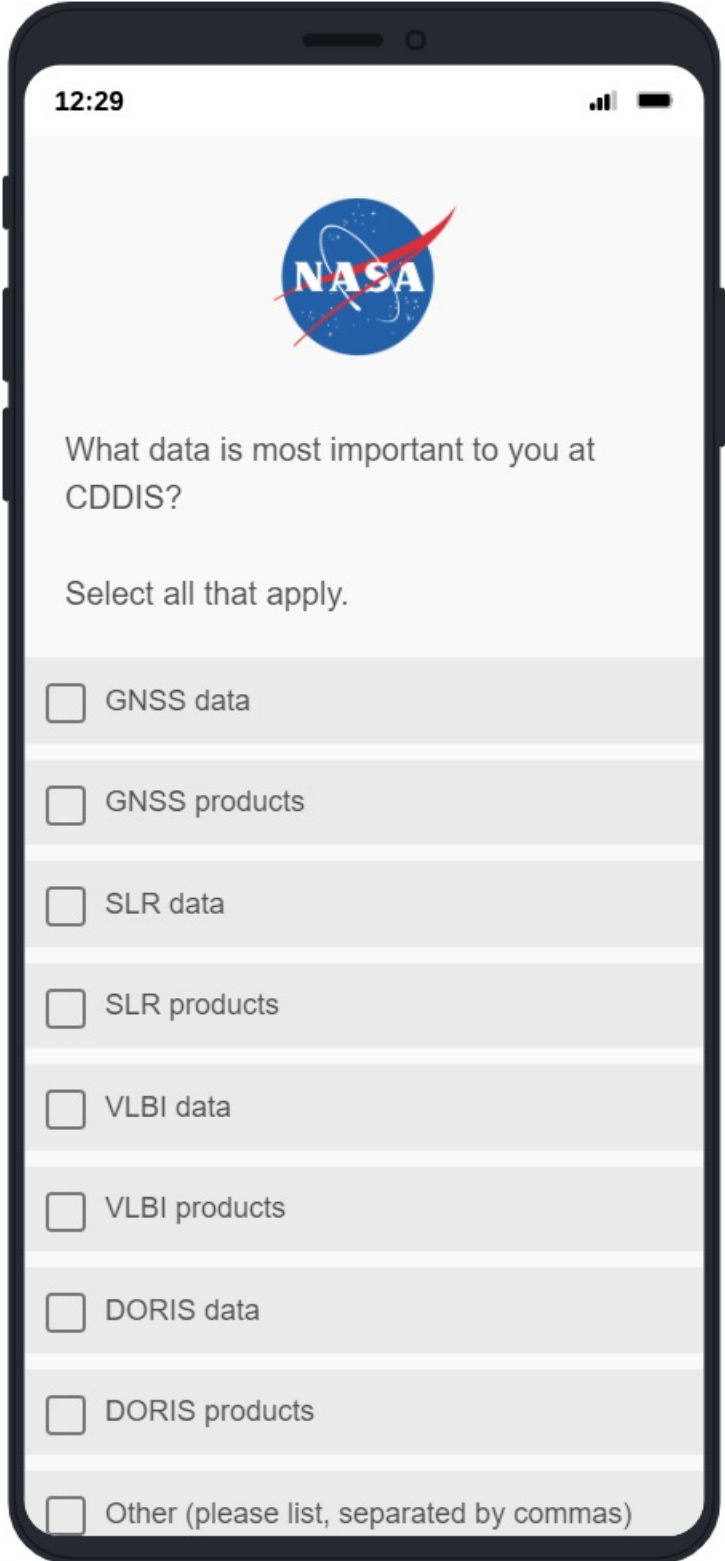
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Restart Survey

Go to Bookmark

Clear

Tools



For what applications do you use CDDIS data or derived products?

Empty text input field

Back

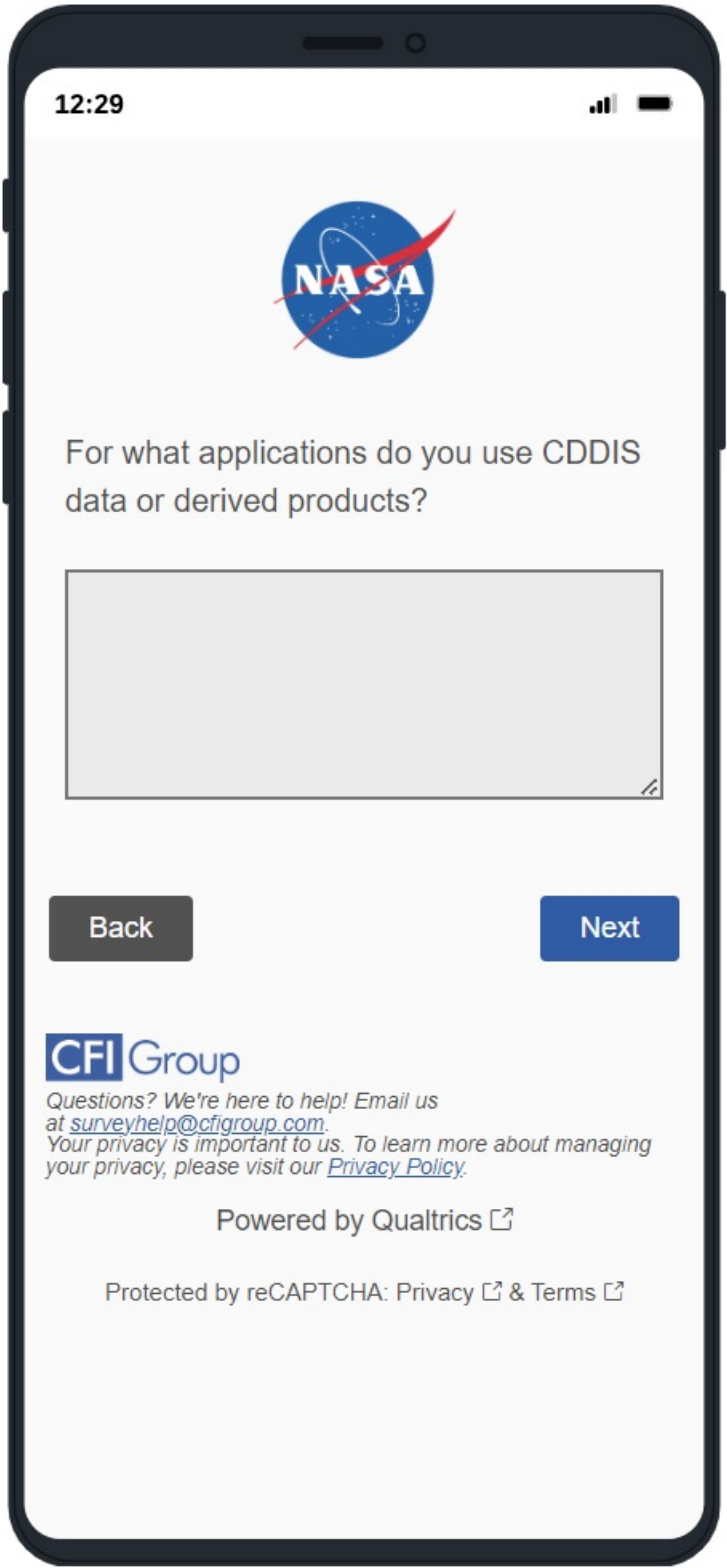
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For what applications do you use CDDIS data or derived products?

Empty text input field

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Which method of data retrieval do you currently use?

Select all that apply.

- Encrypted FTP
- HTTPS
- Custom developed application
- CMR API
- Other (please specify)

Back

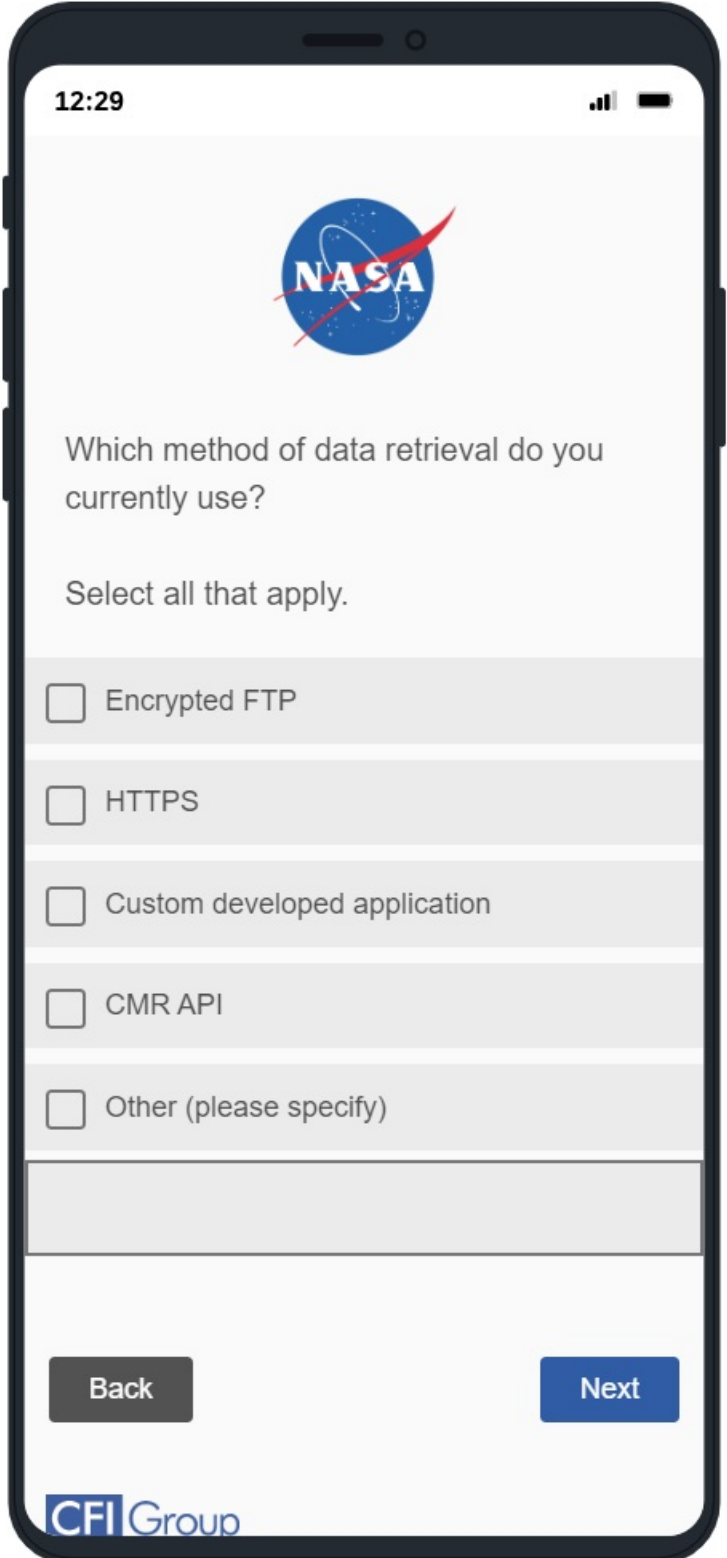
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Which method of data delivery would you prefer to use?

Select all that apply.

- Encrypted FTP
- HTTPS
- Web-based visualization tool
- OPeNDAP
- API (JSON, SOAP, etc.)
- Other (please specify)

Back

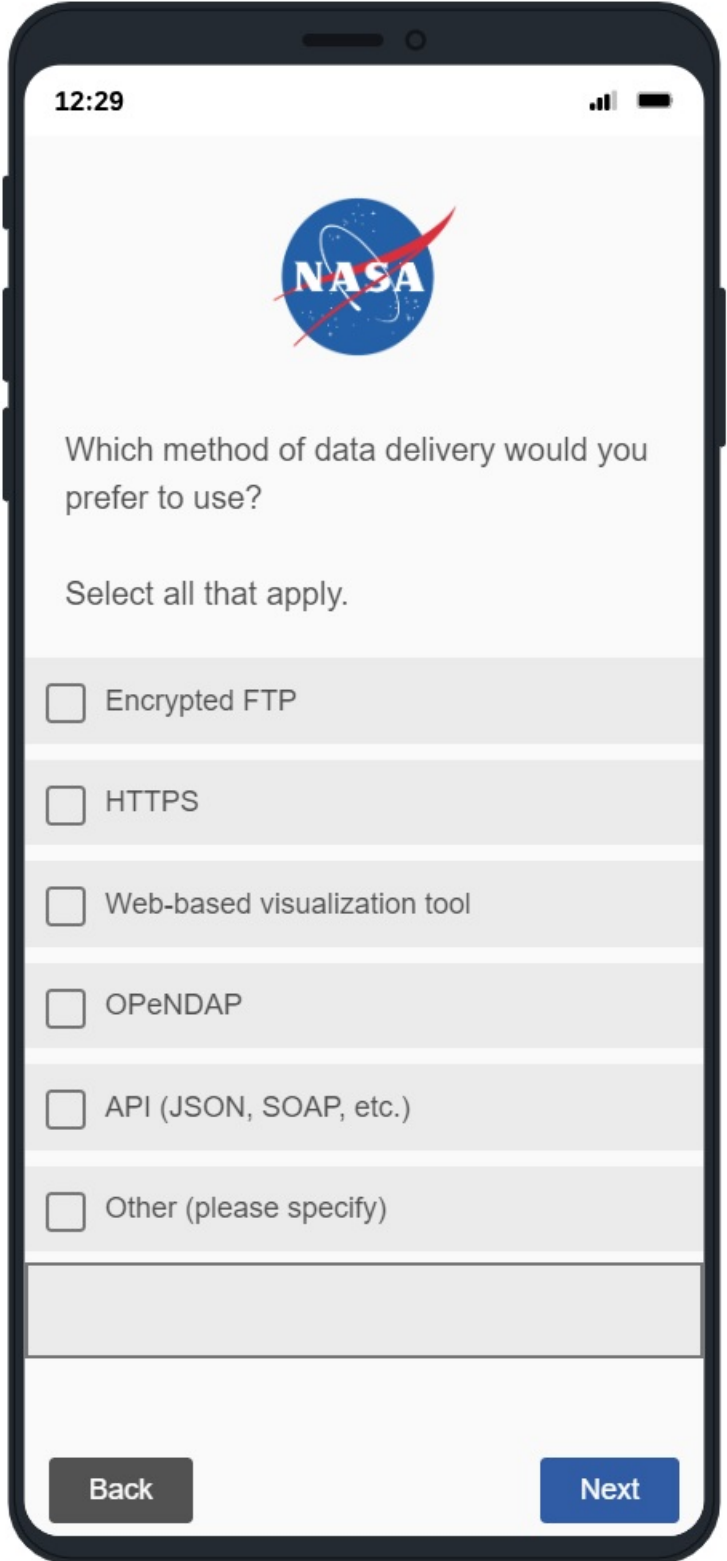
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Do you know that you can get real-time Global Navigation Satellite System (GNSS) data and products from almost 400 ground stations through the CDDIS data caster?

Yes

No

Back

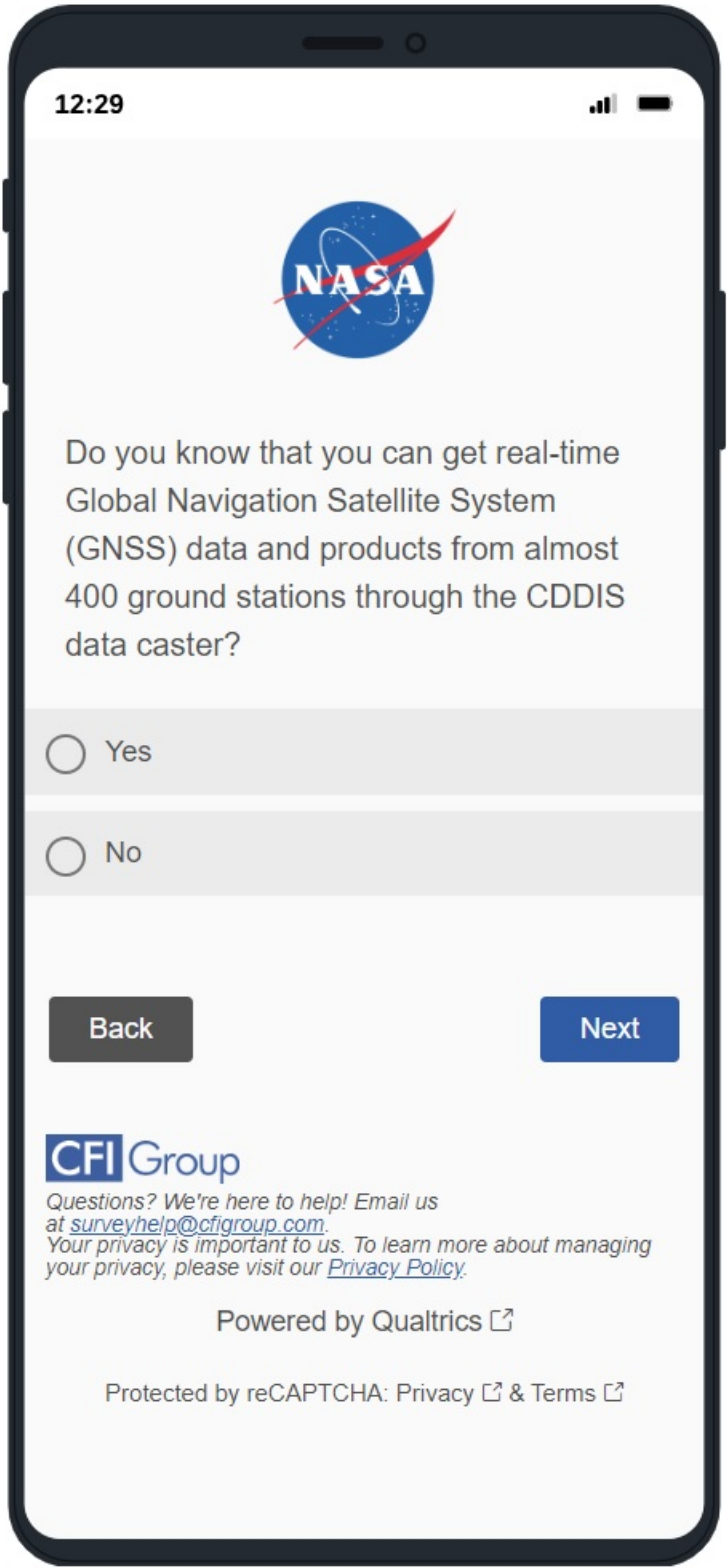
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Do you know that you can get real-time Global Navigation Satellite System (GNSS) data and products from almost 400 ground stations through the CDDIS data caster?

Yes

No

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Go to Bookmark

Clear

Tools



Please comment on other data services, if any, that would be useful. (e.g., subscription service, subsetting applications, saved user preferences, etc.)

Empty text input area

Back

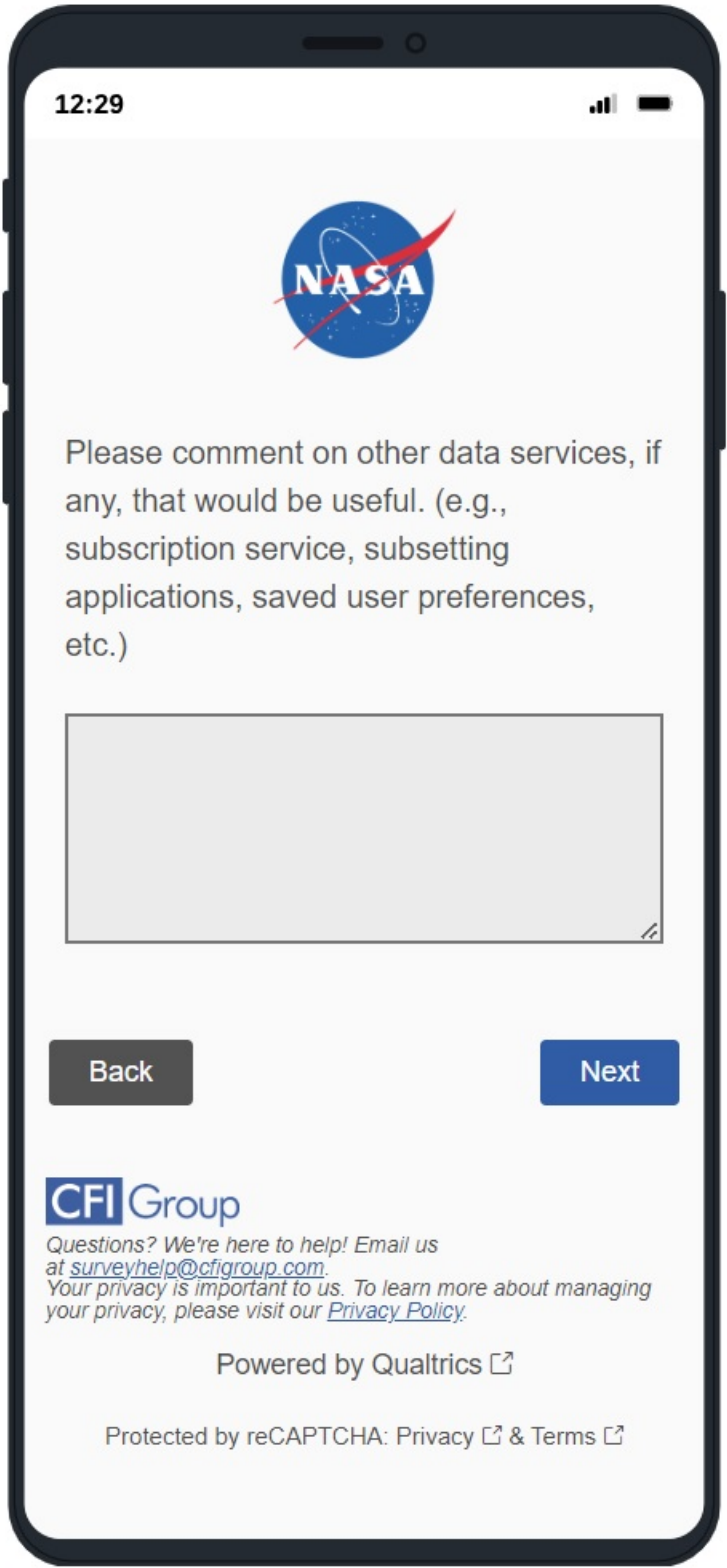
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Empty text input area

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Do you use visualization software with CDDIS data?

Yes

No

Back

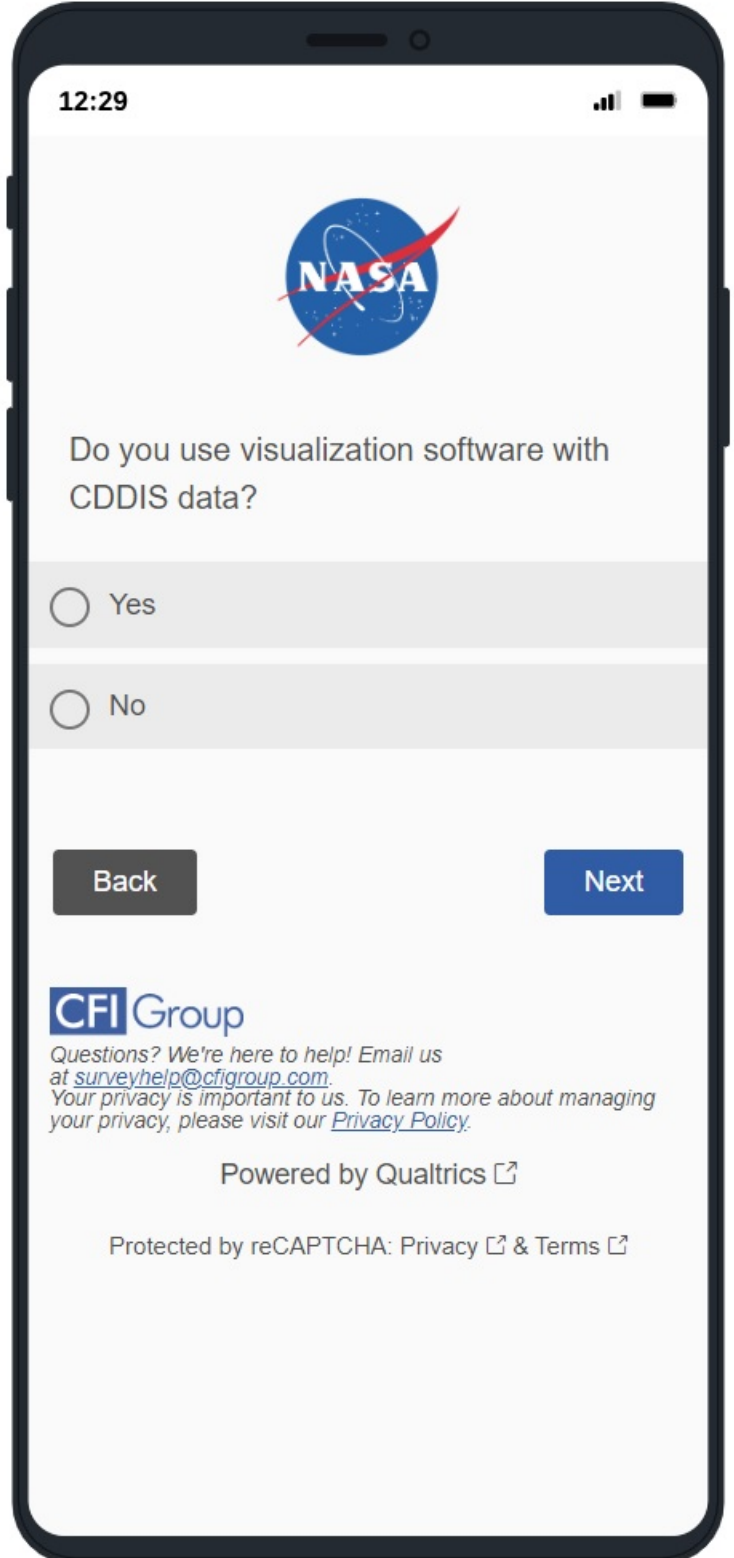
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What tools did you use to visualize the data?

Select all that apply.

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

Back

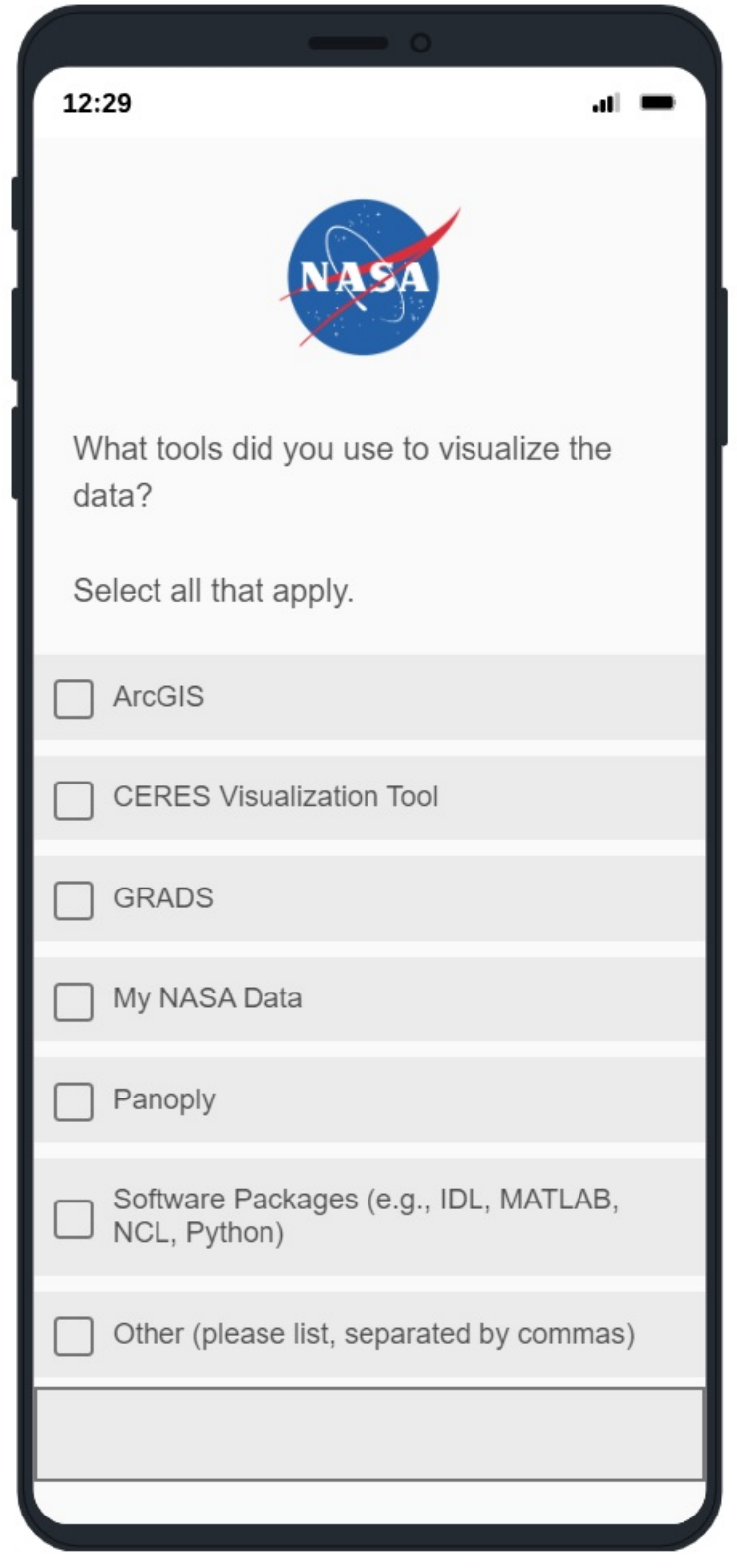
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Restart Survey

Go to Bookmark

Clear

Tools



If CDDIS data is available in the cloud (AWS) would your usage and/or processing be able to take advantage of the benefits of the cloud?

Yes

No

Back

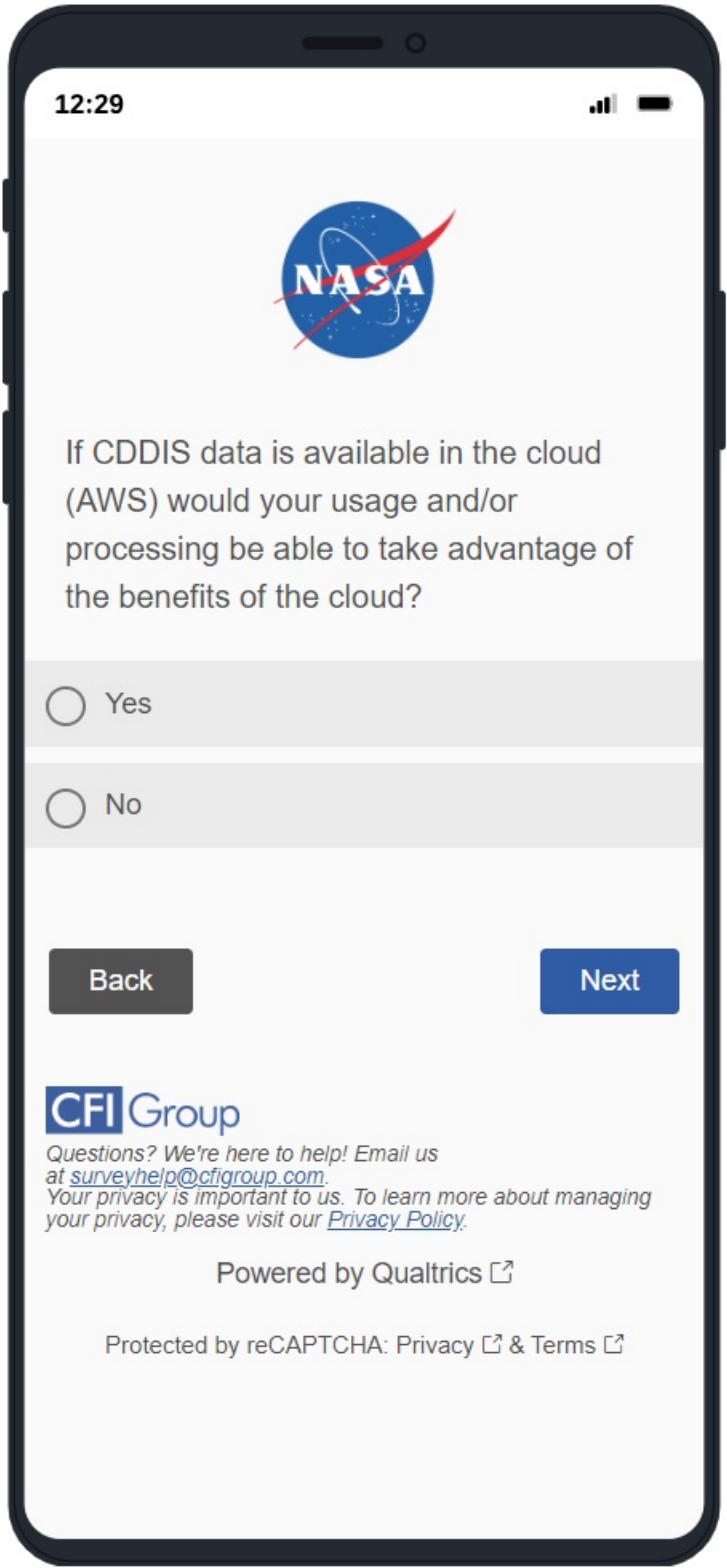
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If CDDIS data is available in the cloud (AWS) would your usage and/or processing be able to take advantage of the benefits of the cloud?

Yes

No

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Clear

Tools



Are you aware that you can get assistance with your data and services needs via the Earthdata User Forum?

Yes

No

Back

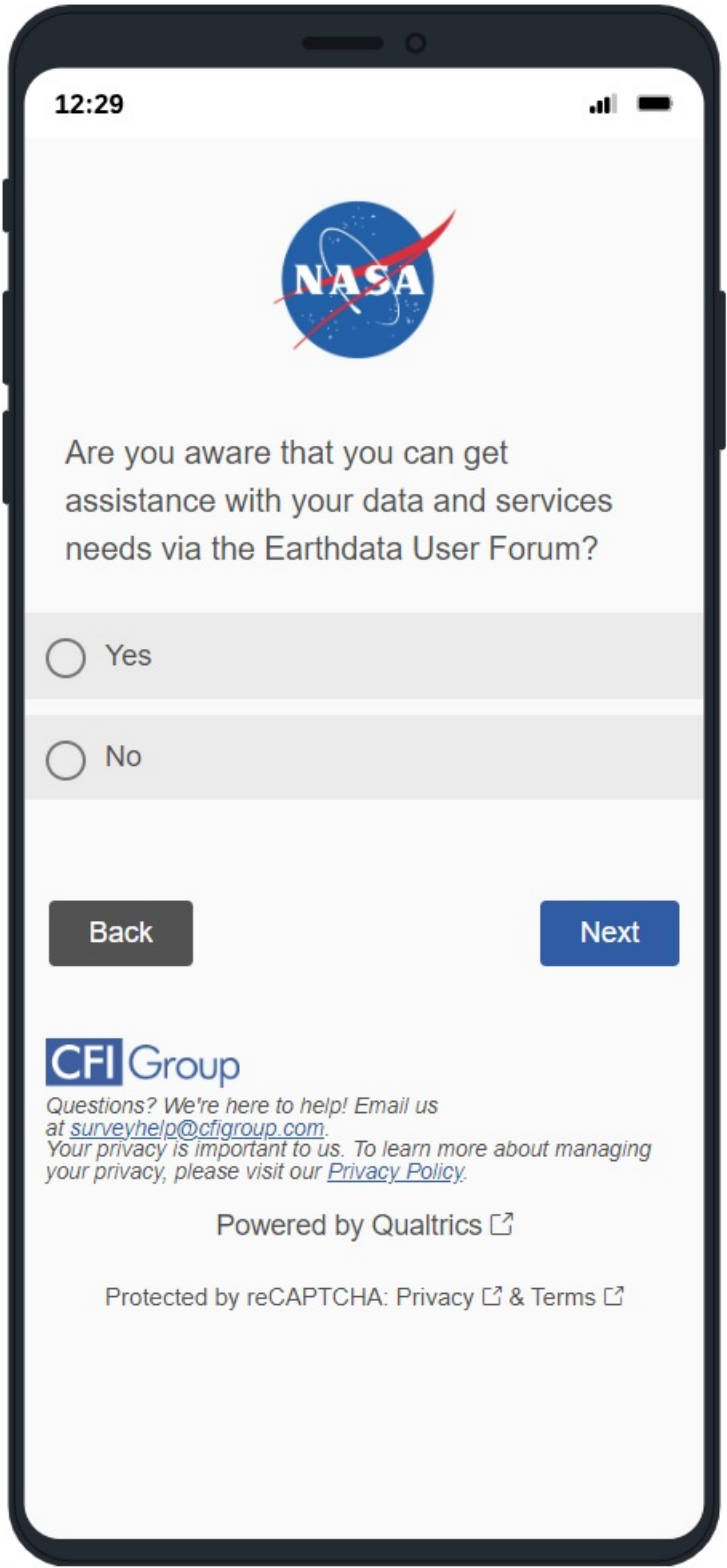
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Are you aware that you can get assistance with your data and services needs via the Earthdata User Forum?

Yes

No

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Restart Survey

Go to Bookmark

Clear

Tools



On a scale of 1 to 5 with 1 being "Least Comfortable" and 5 being "Most Comfortable," how comfortable are you with posting questions to a public forum?

Level of comfort with posting questions to a public forum



Least Comfortable 1

2

3

4

Most Comfortable 5

Back

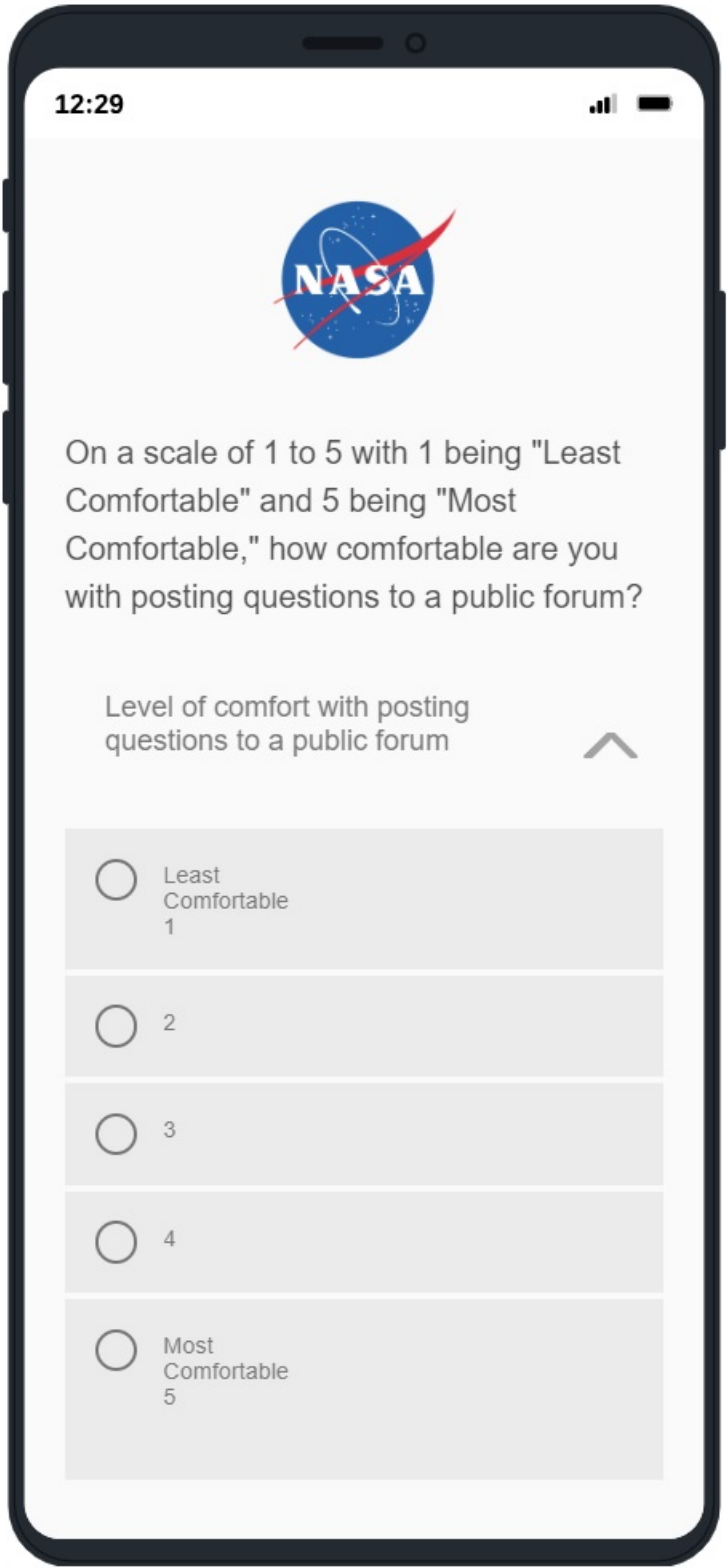
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12:29



On a scale of 1 to 5 with 1 being "Least Comfortable" and 5 being "Most Comfortable," how comfortable are you with posting questions to a public forum?

Level of comfort with posting questions to a public forum



Least Comfortable 1

2

3

4

Most Comfortable 5



Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Crustal Dynamics Data Information System - CDDIS** to a colleague?

Likelihood of recommending **Crustal Dynamics Data Information System - CDDIS** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

NA

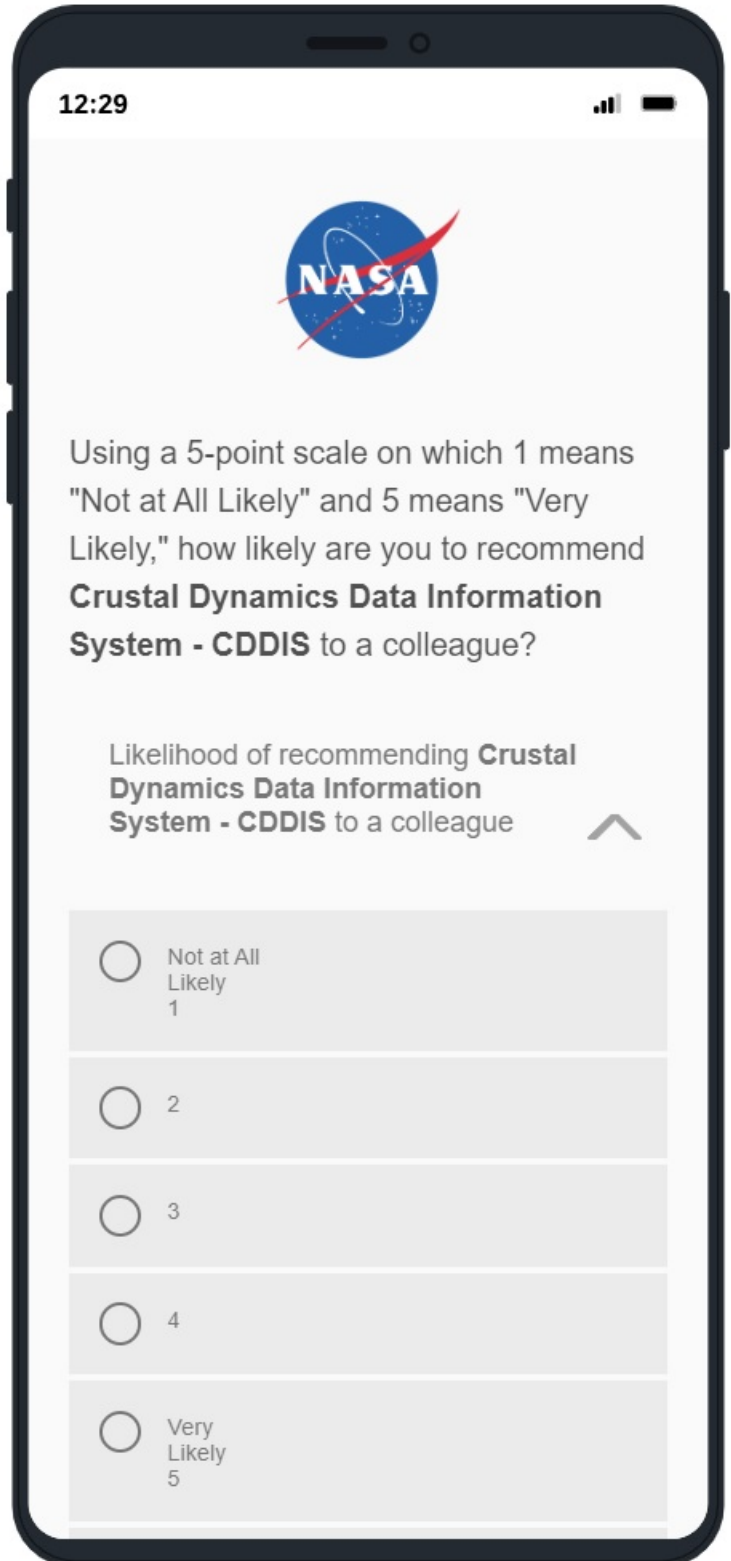
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Using a 5-point scale on which 1 means "Not at All Likely" and 5 means "Very Likely," how likely are you to recommend **Crustal Dynamics Data Information System - CDDIS** to a colleague?

Likelihood of recommending **Crustal Dynamics Data Information System - CDDIS** to a colleague ^

Not at All Likely 1

2

3

4

Very Likely 5

Restart Survey

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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 **Crustal Dynamics Data Information System - CDDIS** in the future?

Likelihood of using the services provided by **Crustal Dynamics Data Information System - CDDIS** again in the future



Not at All Likely 1

2

3

4

Very Likely 5

NA

Back

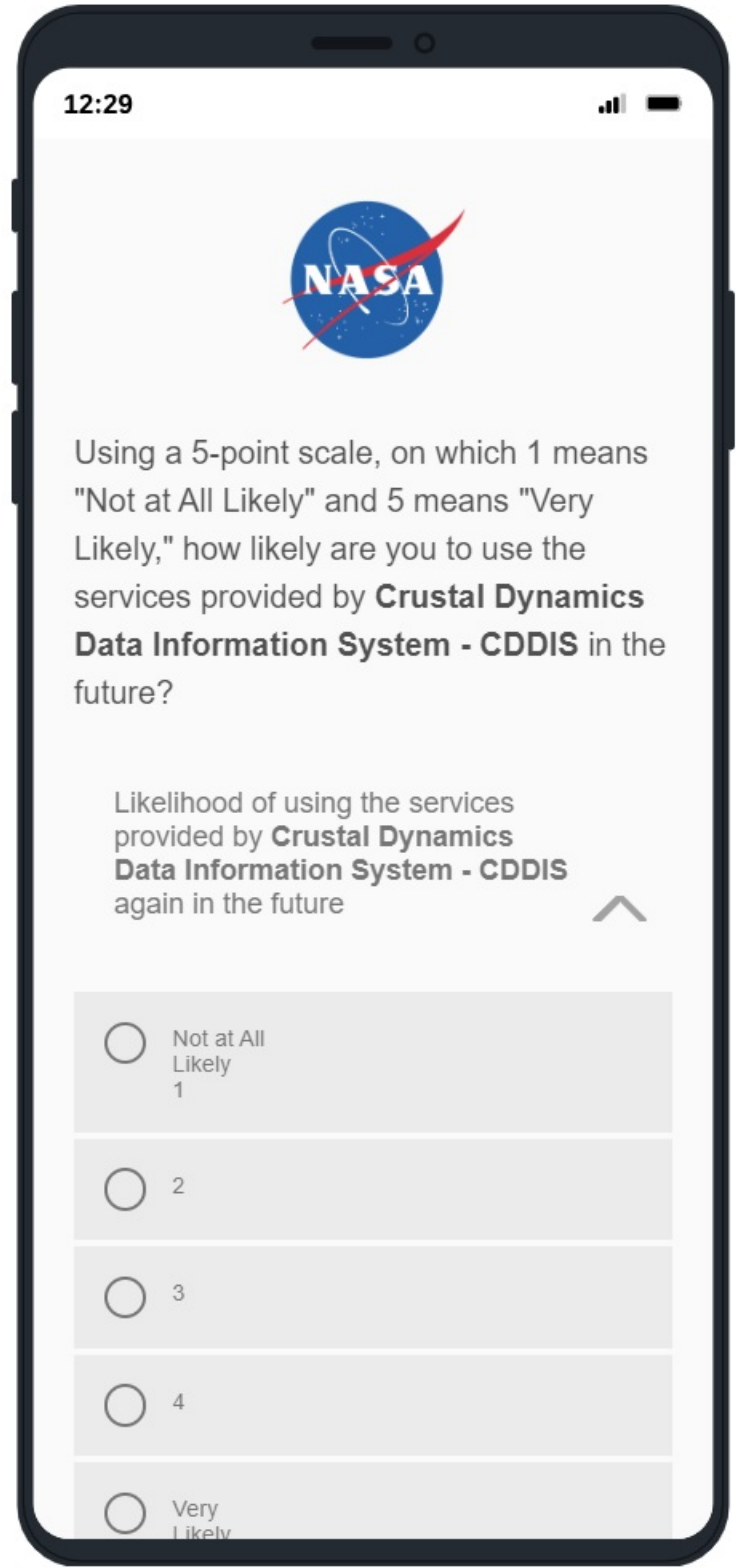
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Likelihood of using the services provided by **Crustal Dynamics Data Information System - CDDIS** again in the future



Not at All Likely 1

2

3

4

Very Likely

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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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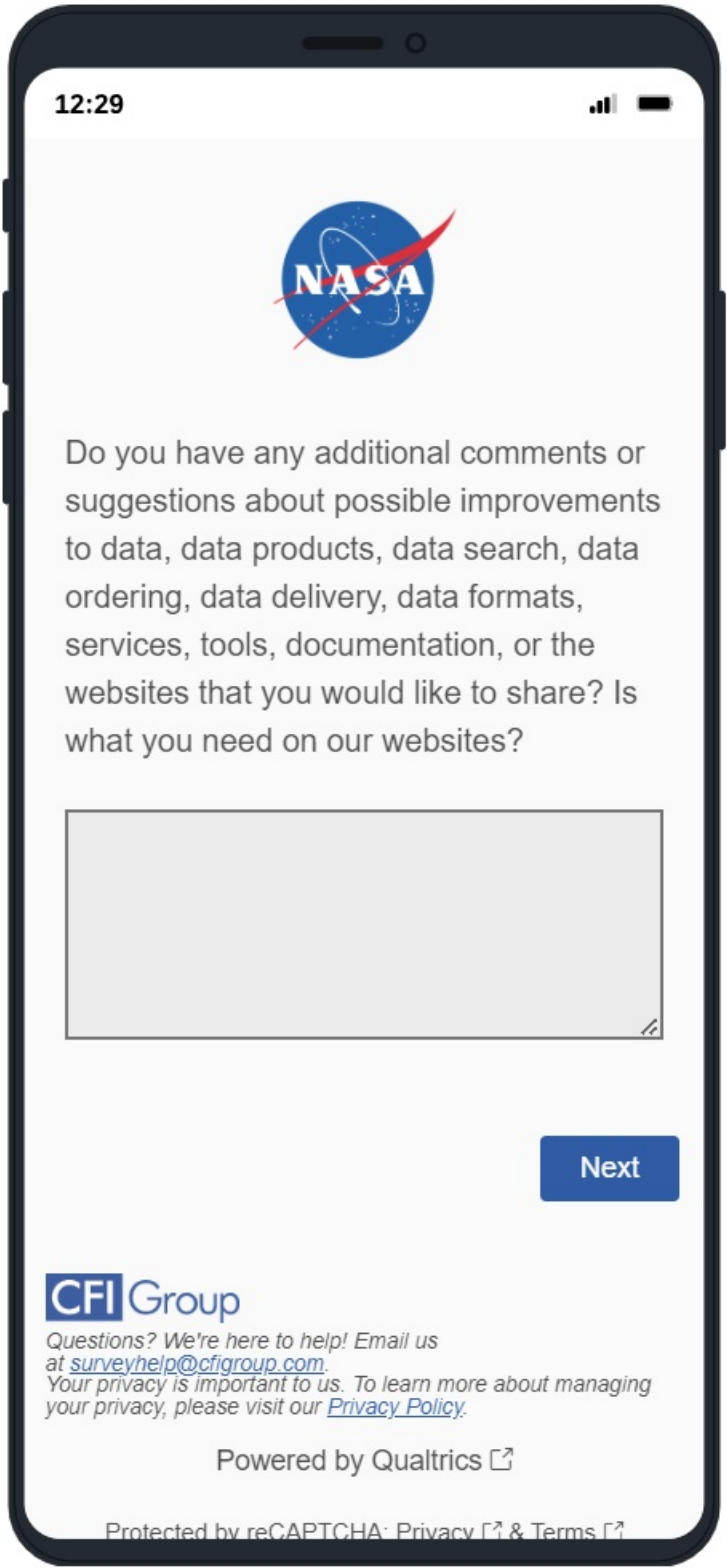
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Do you have any additional comments or suggestions about possible improvements to data, data products, data search, data ordering, data delivery, data formats, services, tools, documentation, or the websites that you would like to share? Is what you need on our websites?

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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.

Back

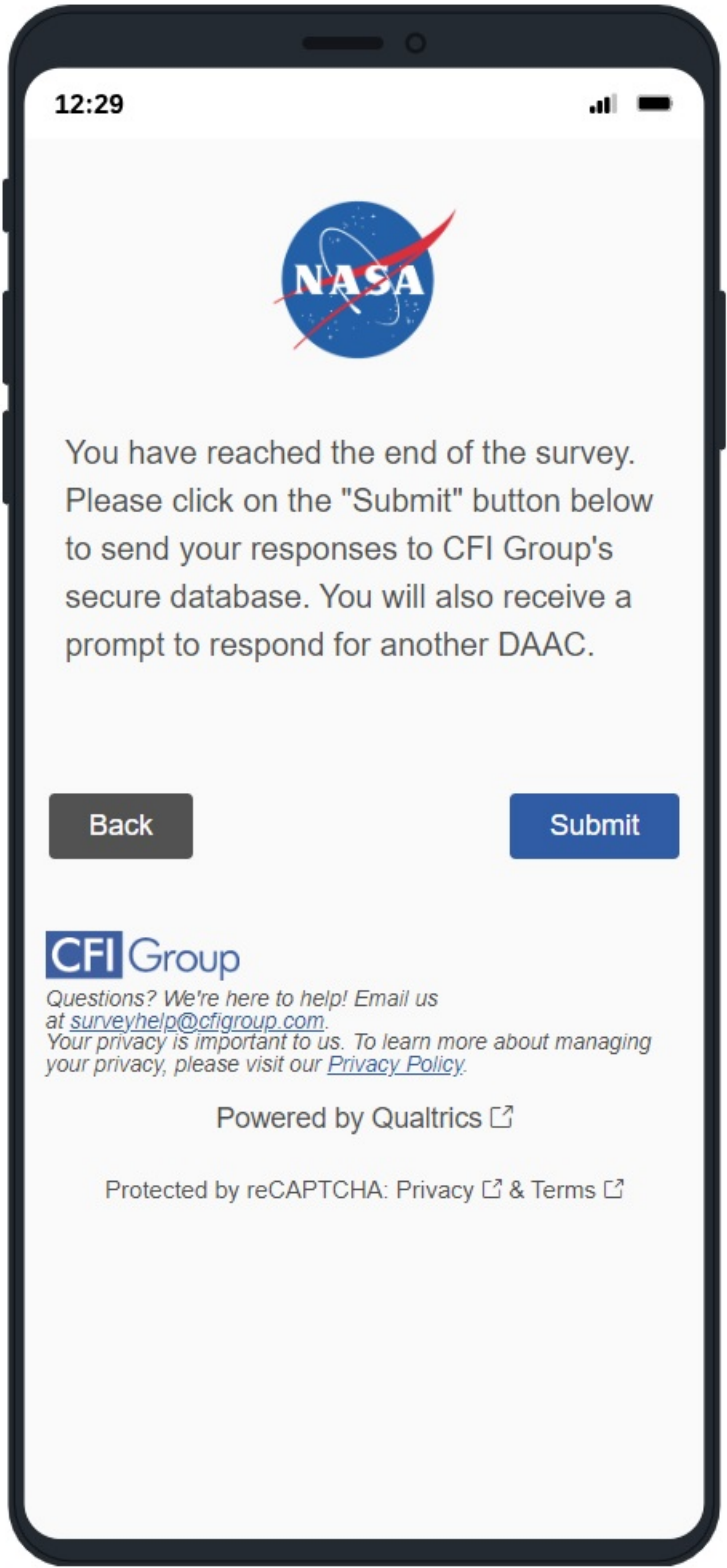
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