NASA Earth Observing System
Data and Information System
2017 Customer Satisfaction Questionnaire
7/18/17

Category headers will not appear
[DAAC] DAAC name

Introduction

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. The survey should take no longer than 15 to 20 minutes to complete.

Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires on September 30, 2018.

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

QDAAC1. Our records indicate that you are a customer of **[DAAC]**.

Please select the Distributed Active Archive Center (DAAC) you wish to evaluate with this survey, whether it is the DAAC indicated above or another one. (Select one.) *If you frequently use multiple DAACs you will be given the opportunity to evaluate additional DAACs at the end of this survey.*

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

Click here for more detail on the specifics of each DAAC

Background

BG1**.** In which country are you typically located when you work with the majority of your NASA EOSDIS data? **(drop down list) (NOTE - USING ISO 3166 LIST OF COUNTRY NAMES)** To find your country quickly type the first few letters into the search box.

1. UNITED STATES
2. AFGHANISTAN
3. ÅLAND ISLANDS
4. ALBANIA
5. ALGERIA
6. AMERICAN SAMOA
7. ANDORRA
8. ANGOLA
9. ANGUILLA
10. ANTARCTICA
11. ANTIGUA AND BARBUDA
12. ARGENTINA
13. ARMENIA
14. ARUBA
15. AUSTRALIA
16. AUSTRIA
17. AZERBAIJAN
18. BAHAMAS
19. BAHRAIN
20. BANGLADESH
21. BARBADOS
22. BELARUS
23. BELGIUM
24. BELIZE
25. BENIN
26. BERMUDA
27. BHUTAN
28. BOLIVIA, PLURINATIONAL STATE OF
29. BONAIRE, SINT EUSTATIUS AND SABA
30. BOSNIA AND HERZEGOVINA
31. BOTSWANA
32. BOUVET ISLAND
33. BRAZIL
34. BRITISH INDIAN OCEAN TERRITORY
35. BRUNEI DARUSSALAM
36. BULGARIA
37. BURKINA FASO
38. BURUNDI
39. CAMBODIA
40. CAMEROON
41. CANADA
42. CAPE VERDE
43. CAYMAN ISLANDS
44. CENTRAL AFRICAN REPUBLIC
45. CHAD
46. CHILE
47. CHINA
48. CHRISTMAS ISLAND

49. COCOS (KEELING) ISLANDS
50. COLOMBIA
51. COMOROS
52. CONGO
53. CONGO, THE DEMOCRATIC REPUBLIC OF THE
54. COOK ISLANDS
55. COSTA RICA
56. CÔTE D'IVOIRE
57. CROATIA
58. CUBA
59. CURAÇAO
60. CYPRUS
61. CZECH REPUBLIC
62. DENMARK
63. DJIBOUTI
64. DOMINICA
65. DOMINICAN REPUBLIC
66. ECUADOR
67. EGYPT
68. EL SALVADOR
69. EQUATORIAL GUINEA
70. ERITREA
71. ESTONIA
72. ETHIOPIA
73. FALKLAND ISLANDS (MALVINAS)
74. FAROE ISLANDS
75. FIJI
76. FINLAND
77. FRANCE
78. FRENCH GUIANA
79. FRENCH POLYNESIA
80. FRENCH SOUTHERN TERRITORIES
81. GABON
82. GAMBIA
83. GEORGIA
84. GERMANY
85. GHANA
86. GIBRALTAR
87. GREECE
88. GREENLAND
89. GRENADA
90. GUADELOUPE
91. GUAM
92. GUATEMALA
93. GUERNSEY
94. GUINEA
95. GUINEA-BISSAU
96. GUYANA
97. HAITI
98. HEARD ISLAND AND MCDONALD ISLANDS
99. HOLY SEE (VATICAN CITY STATE)
100. HONDURAS
101. HONG KONG
102. HUNGARY
103. ICELAND
104. INDIA
105. INDONESIA

106. IRAN, ISLAMIC REPUBLIC OF
107. IRAQ
108. IRELAND
109. ISLE OF MAN
110. ISRAEL
111. ITALY
112. JAMAICA
113. JAPAN
114. JERSEY
115. JORDAN
116. KAZAKHSTAN
117. KENYA
118. KIRIBATI
119. KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF
120. KOREA, REPUBLIC OF
121. KUWAIT
122. KYRGYZSTAN
123. LAO PEOPLE'S DEMOCRATIC REPUBLIC
124. LATVIA
125. LEBANON
126. LESOTHO
127. LIBERIA
128. LIBYA
129. LIECHTENSTEIN
130. LITHUANIA
131. LUXEMBOURG
132. MACAO
133. MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF
134. MADAGASCAR
135. MALAWI
136. MALAYSIA
137. MALDIVES
138. MALI
139. MALTA
140. MARSHALL ISLANDS
141. MARTINIQUE
142. MAURITANIA
143. MAURITIUS
144. MAYOTTE
145. MEXICO
146. MICRONESIA, FEDERATED STATES OF
147. MOLDOVA, REPUBLIC OF
148. MONACO
149. MONGOLIA
150. MONTENEGRO
151. MONTSERRAT
152. MOROCCO
153. MOZAMBIQUE
154. MYANMAR
155. NAMIBIA
156. NAURU
157. NEPAL
158. NETHERLANDS
159. NEW CALEDONIA
160. NEW ZEALAND
161. NICARAGUA
162. NIGER

163. NIGERIA
164. NIUE
165. NORFOLK ISLAND
166. NORTHERN MARIANA ISLANDS
167. NORWAY
168. OMAN
169. PAKISTAN
170. PALAU
171. PALESTINIAN TERRITORY, OCCUPIED
172. PANAMA
173. PAPUA NEW GUINEA
174. PARAGUAY
175. PERU
176. PHILIPPINES
177. PITCAIRN
178. POLAND
179. PORTUGAL
180. PUERTO RICO
181. QATAR
182. RÉUNION
183. ROMANIA
184. RUSSIAN FEDERATION
185. RWANDA
186. SAINT BARTHÉLEMY
187. SAINT HELENA, ASCENSION AND TRISTAN DA CUNHA
188. SAINT KITTS AND NEVIS
189. SAINT LUCIA
190. SAINT MARTIN (FRENCH PART)
191. SAINT PIERRE AND MIQUELON
192. SAINT VINCENT AND THE GRENADINES
193. SAMOA
194. SAN MARINO
195. SAO TOME AND PRINCIPE
196. SAUDI ARABIA
197. SENEGAL
198. SERBIA
199. SEYCHELLES
200. SIERRA LEONE
201. SINGAPORE
202. SINT MAARTEN (DUTCH PART)
203. SLOVAKIA
204. SLOVENIA
205. SOLOMON ISLANDS
206. SOMALIA
207. SOUTH AFRICA
208. SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS
209. SOUTH SUDAN
210. SPAIN
211. SRI LANKA
212. SUDAN
213. SURINAME
214. SVALBARD AND JAN MAYEN
215. SWAZILAND
216. SWEDEN
217. SWITZERLAND
218. SYRIAN ARAB REPUBLIC
219. TAIWAN

220. TAJIKISTAN
221. TANZANIA, UNITED REPUBLIC OF
222. THAILAND
223. TIMOR-LESTE
224. TOGO
225. TOKELAU
226. TONGA
227. TRINIDAD AND TOBAGO
228. TUNISIA
229. TURKEY
230. TURKMENISTAN
231. TURKS AND CAICOS ISLANDS
232. TUVALU
233. UGANDA
234. UKRAINE
235. UNITED ARAB EMIRATES
236. UNITED KINGDOM
237. UNITED STATES MINOR OUTLYING ISLANDS
238. URUGUAY
239. UZBEKISTAN
240. VANUATU
241. VENEZUELA, BOLIVARIAN REPUBLIC OF
242. VIET NAM
243. VIRGIN ISLANDS, BRITISH
244. VIRGIN ISLANDS, U.S.
245. WALLIS AND FUTUNA
246. WESTERN SAHARA
247. YEMEN
248. ZAMBIA
249. ZIMBABWE

BG2 . What type of data user are you? Please let us know which types best describe you. (Select all of the categories below that apply)

1. General Public
2. Elementary, Middle, High School Educator
3. University Professor
4. University Undergraduate Student
5. University Graduate Student
6. Other Education & Outreach
7. Earth Science Researcher
8. Earth Science Modeler
9. NASA-affiliated Scientist
10. Non-NASA-affiliated Scientist
11. NASA Science Team Member
12. Data Provider or Tool Developer
13. Decision Support Systems Analyst
14. Interdisciplinary user
15. Applications Scientist
16. Other (Please specify) **(OPEN END)**

BG3. For which general areas/disciplines do you need or have you needed to use Earth science data and services? (Select all that apply)

Atmosphere
1. Biosphere
2. Calibrated radiance
3. Cryosphere
4. Emergency/Planning Management
5. Human dimensions
6. Hydrology
7. Land
8. Natural hazards
9. Near-real-time applications
10. Ocean
11. Space geodesy
12. Other (please specify) **(OPEN END)**
13. Not Applicable

BG4. Have you done any of the following from <DAAC>: searched, requested, ordered, visualized, downloaded data or services, and/or contacted User Services?
1. Yes
2. No (**SKIP TO DOC1**)

Search

SRCH2. Which <DAAC> specific search services have you used? (Select all that apply)

Show response options based on DAAC Search Grid.

SRCH2 Response Grid	ASDC	ASF	CDDIS	GES	GHRC	LP	MODAPS	NSIDC	OB	ORNL	PO	SEDAC
AppEEARS						Y		Y				
Arctic MEaSUREs				Y			Y		Y			
ASDC Data Pool	Y											
ASF API		Y										
ASF MapServer				Y			Y		Y			
Browse by theme												Y
DAAC2Disk Download Manager						Y		Y				
Data Collection browse										Y		Y
Direct interaction with user services personnel	y	y	y	y	y	y	y	y	y	y	y	Y
"Data Search" feature										Y		Y
Data Set browse										Y		Y
Data Subscription					Y				Y			
Earthdata Search	y	y	y	y	Y	y	y	y	y	y	y	Y
EarthExplorer				Y		Y	Y		Y			
GDEx				Y		Y	Y		Y			
GIBS API	Y					Y		Y				

Giovanni				Y		Y	Y	Y	Y			
Global Change Master Directory (GCMD)	y	y	y	y	Y	y	y	y	y	y	y	y
GloVis				Y		Y	Y		Y			
HITIDE				Y			Y		Y		Y	
HTML Order Tool	Y											
HyDRO 2.0					Y							
Internet search tool (e.g., Google Earth , Google)	y	y	y	y	Y	y	y	y	y	y	y	y
Keyword Search	Y				Y			Y			Y	
LAADS				Y			Y		Y			
Land Atmosphere Near Real-Time Capability for EOS (LANCE)	y	y	y	y	Y	y	y	y	y	y	y	y
Live Access Server (LAS)				Y			Y	Y	Y		Y	
LP DAAC Data Pool				Y		Y	Y		Y			
Mercury (Advanced Product Search)				Y		Y	Y		Y			
Mirador				Y			Y		Y			
MISR Order Tool	Y			Y			Y		Y			
MIST				Y			Y		Y			
MODAPS Web Services (MWS)				Y			Y	Y	Y			
MODIS Land Products Subsets				Y			Y	Y	Y	Y		
MRT Web (MODIS Reprojection Tool on the Web)				Y		Y	Y	Y	Y			
NSIDC Data Search				Y			Y	Y	Y			
Ocean Color Web Portal				Y			Y		Y			
OPeNDAP	Y			Y	Y	Y	Y	Y	Y	Y	Y	
OGC Web service via subscription (WMS, WCS, WFS, etc. that are NOT OPeNDAP)	Y							Y		Y		
Operation IceBridge Portal				Y			Y	Y	Y			
ORNL DAAC Daymet data services										Y		
PO.DAAC Dataset Discovery				Y			Y		Y		Y	
PO.DAAC Web Services											Y	
SEDAC Theme Browser												Y
"Search by DOI" feature	Y							Y		Y		
"Search ORNL DAAC" website feature										Y		
Simple Subset Wizard					Y	Y						
SOTO											Y	
Spatial Data Access Tool (SDAT)				Y			Y		Y	Y		

Subsetters for CERES, CALIPSO, TES or MOPITT	Y											
TAD	Y											
Terrestrial Ecology				Y			Y		Y	Y		
THREDDS				Y			Y		Y	Y	Y	
Vertex		Y		Y			Y		Y			
Wetlands MEaSUREs				Y			Y		Y			
Worldview	Y				Y			Y				
Other (please specify)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
None of the above [EXCLUSIVE]	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
I don't know [EXCLUSIVE]	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Thinking about your data or services from <DAAC>, using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate …

S1. Ease of using search tool/capability

S2. How well the search results met your needs

SRCH4. 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

SRCH3. Please comment on your experience with the search method(s) you used for <DAAC> data. Please include whether the search site content was organized logically, whether you required additional support to find data and if there are other search methods that were not available that you would prefer.

Order

OR1. Did you request/acquire data products **from <DAAC>** in the last year?
OR1.1. Yes.
OR1.2. No **(SKIP TO DOC1)**

Thinking about your data from <DAAC>, using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate…
OR2. Ease of selecting data products
OR3. Ease of requesting/ordering data products
OR4. Direct downloads

Delivery

D1. Did you download data or receive data <from DAAC>?
- D1.1. Yes
- D1.2. No **(SKIP TO DOC1)**

Thinking about your data from <DAAC>, using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate the following...

D2. Convenience of delivery method
D3. Speed of delivery method

D4. Please comment on your experience with the delivery method(s) you used for <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. **(OPEN END)**

Format

Still using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate the…

F1. Ease of using the data product(s) in the delivered format(s)
F2. The degree the data product(s) matched what you originally intended to order
F3. The degree to which the data product(s) helped you accomplish your intended goals

F4. Thinking about your most recent experience with data from <DAAC>…Did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

1. Yes, I used software tools or packages to work with data
2. Yes, I made my own using a programming language**(SKIP TO F6 if only this is chosen)**
3. No, I couldn’t find what I needed **(SKIP TO DOC1)**
4. No, I couldn’t understand how to use it **(SKIP TO DOC1)**
5. No, I did not need software tools (**SKIP TO DOC1)**

F5. Please select the tool or tools you used to work with the data from <DAAC>. (Select all that apply)

1. ArcGIS
2. Convert to Vector
3. ENVI
4. ERDAS/IMAGINE
5. Excel
6. Ferret
7. Geomatica®
8. Global Mapper
9. GrADS
10. GRASS
11. HDFLook
12. HDFView
13. HEG
14. IDL
15. IDV
16. IDRISI
17. MapReady

18. MATLAB
19. MODIS Reprojection Tool (MRT)
20. NCL
21. Panoply
22. Quantum GIS (QGIS)

23. R
24. SeaDAS
25. Other/open source (please specify) **(OPEN END)**
26. Don't know / Not applicable

F6. Which programming language do you generally use to work with data? (Select all that apply)

1. C
2. C++
3. C#
4. Fortran 77
5. Fortran 90
6. IDL
7. Java
8. Perl
9. PHP
10. Python
11. Others (please specify) **(OPEN END)**
12. Don't know / Not applicable

Documentation

DOC1. Did you look for or get documentation related to the data?

DOC1.1 Yes
DOC1.2 No (**SKIP TODOC4)**

Still using the 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate…

DOC2. Overall quality of the document
Technical level
Organization
Clarity and usefulness

DOC3. Extent to which the data documentation helped you use the data

DOC4. If you were unable to get a particular document, what type of documentation were you seeking? Please specify (**OPEN END)**

Customer Service

CS1. During the past year have you contacted the <**DAAC>**'s user services office or interacted with DAAC personnel?

CS1.1 Yes
CS1.2 No **(SKIP TO ACSI1)**

Think about the user services staff you interacted with when you contacted the <**DAAC name**> user services. On the same scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," how would you rate the user services staff on…

CS2. Professionalism
CS3. Technical knowledge

CS4. Helpfulness in resolving a problem
CS5. Speed of response

CS6. Would you like to be contacted by the <DAAC> user services office for any additional support on your data orders?
CS6.1 Yes
CS6.2 No

ACSI

ACSI1. Using a 10-point scale on which 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with the data products and services provided by <**DAAC name**>?

ACSI2. Using a 10-point scale on which 1 now means "Falls short of your expectations" and 10 means "Exceeds your expectations," to what extent have the data products and services provided by **<DAAC name>** fallen short of or exceeded your expectations?

ACSI3. Now, imagine an ideal provider of scientific data products and services. How close does **<DAAC name>** come to that ideal organization you just imagined? Please use a 10-point scale on which 1 means "Not at all close to the ideal," and 10 means "Very close to the ideal."

Closing

CL1. Using a 10-point scale on which "1" means "Not at all likely" and "10" means "Very likely," how likely are you to recommend **<DAAC name>** to a colleague?

CL2. Using a 10-point scale, on which "1" means "Not at all likely" and "10" means "Very likely," how likely are you to use the services provided by **<DAAC name>** in the future?

OPT19. 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? (please comment)

. Please click NEXT to proceed to the final DAAC questions. **(DISPLAY "NEXT" BUTTON) [PLACE COMPLETE VARIABLE HERE]**

CLOSE:

You have reached the end of the survey. Please click on the "Finish" button below to send your responses to CFI Group's secure database. You will also receive a prompt to respond for another DAAC. **(DISPLAY "FINISH" BUTTON –go to END)**

END:

Your survey responses have been received.
NASA appreciates your input and will use this feedback to better serve its customers.

If you would like to respond to this survey for another DAAC, please click here or save the URL below to respond at another time.

WORDING FOR FIRST QUESTION IN UNAUTHENTICATED VERSION

Please select the DAAC (other than the previously select DAAC) which you wish to evaluate with this survey. (Select one.)

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

OPTIONAL SECTION (if DAAC = GES DISC)

GES1. Are you finding what you need on the GES DISC web site (https://disc.gsfc.nasa.gov/)?

1. Yes (please tell us the reason)
2. No (please specify data, document, or tools) **(OPEN END)**

GES2. Please indicate your preferred format(s) of GES DISC data. (Select all that apply)

1. ASCII (please indicate the software used to work with the ASCII data) **(OPEN END)**
2. Binary
3. GRIB
4. GeoTIFF
5. HDF4
6. HDF5
7. JPEG, GIF, PNG, TIFF
8. KMZ/KML
9. NetCDF 4
10. NetCDF Classic
11. Other GIS (GRID, BIL, e00, etc.) **(OPEN END)**
12. SHP (shape file)
13. Other (Please specify) **(OPEN END)**

GES3. What operating system do you use most often when you work with data?

1. Microsoft Windows
2. Apple Mac OS
3. Linux
4. Other (please specify) **(OPEN END)**

GES4. Which method of data delivery do you prefer? (Select all that apply)

1. Web download (HTTPS)
2. Web bulk download (HTTPS)
3. Subscription
4. Web-based visualization tool (Giovanni)
5. OPeNDAP
6. THREDDS
7. GDS (GrDAS Data Server)
8. OGC Web service via subscriptions (WMS, WCS, WFS, etc. that are NOT OPeNDAP)
9. Other (please specify) **(OPEN END)**

GES5. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) [Ask if DOC1 = Yes]

1. Data usage guideline or Readme
2. How to read and analyze data
3. Instrument spécifications
4. Quality assurance/error so urces
5. Science algorithm description
6. Other (please specify) **(OPEN END)**

GES6. Did you use GES DISC's Data How-to (step-by-step tutorials, https://disc.gsfc.nasa.gov/information/howto)?

1. Yes
2. No **(skip to C)**

If yes, using the 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate the…

1. Ease of using the Data How-to(s)
2. The degree to which the Data How-to(s) helped you accomplish your intended goals
3. What Data How-to topics you wish to add? Please be as specific as possible **(OPEN END)**

GES7. Would you like to leave any additional feedback for (or about) the GES DISC? **(OPEN END)**

GES8. To improve our data services, may we follow up with you if having a specific question?

1. Yes (please provide us your name and email and/or phone number)
2. No

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = MODAPS LAADS or OB.DAAC)

GMO1. Please comment on other data services that <DAAC> doesn't currently offer, if any, that would be useful. (e.g., subscription service, saved user preferences, on-demand subsetting …)

GMO2. Please indicate your preferred format(s) of <DAAC> data. (Select all that apply)

14. ASCII
15. Binary
16. CEOS format (SIR-C/SAR data)
17. GeoTIFF
18. HDF4
19. HDF5
20. JPEG, GIF, PNG, TIFF
21. KMZ/KML
22. NetCDF 4
23. NetCDF Classic
24. Other GIS (GRID, BIL, e00, etc.)
25. SHP
26. Other (Please specify) **(OPEN END)**

GMO3. If you ordered data from <DAAC>, did you have it reformatted before delivery?

1. Yes, I had it reformatted
2. No, I did not have it reformatted
3. I did not order data from <DAAC>

GMO4. Are you currently using a DAAC application programming interface (API)?

1.Yes
2.No

GMO5. Which of the following web services would you be interested in using?

1. OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
2. OPeNDAP (e.g., THREDDS, Hyrax)
3. REST based web calls (DAAC created; DAAC specific)
4. SOAP based web calls (DAAC created; DAAC specific)
5. Remote Procedure Call (RPC)
6. Other (please specify) **(OPEN END)**
7. I am not interested in web services [exclusive] [Skip to GMO7]

GMO6. What would be your preferred method for utilizing web services?

1. Scripts
2. Own client
3. Command line (hand executed)
4. Commercial software application (e.g., ENVI/ArcGIS)
5. Access from a programming language (e.g., Java, MATLAB, R)
6. Other (please specify) **(OPEN END)**

GMO7. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) [Ask if DOC1 = Yes]

1.Data formats

2.Data provenance

3.Dataset metadata

4.Examples of how data has been used

5.How to use data analysis tools

6.How to use data search tools

7.How to use visualization tools

8.Instrument specifications

9.Quality assurance/error sources

10.Science algorithm description

11.Other (please specify) **(OPEN END)**

GMO8. How did you access the documentation? (Select all that apply) **[Ask if DOC1 = Yes]**

1.Data center website
2.FAQ (Frequently Asked Questions)
3.Instructional Tutorials

4.Production code

5.Readme file
6.Search & order interface (Reverb, etc.)
7.Search engine (e.g., Google)
8. Other (please specify)
9. Not found

GMO9. How did you contact <**DAAC name>**'s User Services office? (Select all that apply) **(ASK if CS1 = 1)**

1.By phone
2.By email
3.Website feedback/contact form
4.Other (please specify) **(OPEN END)**

OPT18. What was the reason for your contact with User Services? **[ASK if CS1 = 1]**

1.Couldn't find what I was looking for
2.Data quality
3.Did not receive expected data
4.Documentation needed

5.Error messages
6.How to access data
7.Incomplete information
8.Science questions
9.Service interruptions
10.Technical questions
11.Updates
12.Other (please specify) **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = ASDC)

ASDC1. Consider your most recent experience. Do you prefer to use software tool(s) or packages provided by the ASDC to work with the data (e.g., format conversion, analysis, visualization, etc.) or do you prefer to use/create your own? **[Ask if OR1=1 or D1=1]**

1. Use ASDC
2. Use/Create my own

ASDC2. Please use the space below to comment on whether you found the ASDC website content organized logically and if there are other search methods that were not available that you would prefer or if you are finding documentation, etc. that you expect our website. [Ask if OR1=1 or D1=1]

ASDC3. Please use the space below to comment on data services, if any, that you would find useful (e.g., subscription service, saved user preferences, on-demand subsetting, etc.)

ASDC12 What data did you download? (check all that apply) **[Ask if OR1=1 or D1=1]**

1. Airborne data
2. CATS
3. CERES
4. CALIPSO
5. DSCOVR
1. ISCCP
6. MISR
7. MOPITT
8. SAGE
9. SSE/POWER
10. TES
11. Other (please list, separated with a comma) **(OPEN END)**

ASDC4. Which method of data delivery do you prefer? (Select all that apply)

10. Web download (http)
11. Web bulk download (http)
12. Data Pool
13. FTP
14. Subscription
15. Web-based visualization tool
16. OPeNDAP
17. OGC Web service via subscriptions (e.g. WMS, WCS, WFS, etc. NOT from OPeNDAP)
18. Other (please specify) **(OPEN END)**

ASDC13. What tools did you use to visualize the data? (Select all that apply) **[Ask if OR1=1 or D1=1]**

1. ArcGIS
2. CERES Visualization Tool
3. Assistance from ASDC User Services
4. GRADS
5. My NASA Data

6. Panoply
7. Software Packages (e.g. IDL, Matlab, NCL, Python)
8. Other (please list, separated by commas) **(OPEN END)**

ASDC5. Have you ever ordered data and had it reformatted before delivery? **[Ask if OR1=1 or D1=1]**

1. Yes
2. No **(skip to ASDC7)**

ASDC6. Please fill out the table below with the original formats and the output/received format for your last three orders you had reformatted.

Original Format	Output/Received Format
(OPEN END)	**(OPEN END)**
(OPEN END)	**(OPEN END)**
(OPEN END)	**(OPEN END)**

ASDC7. Please indicate what format(s) of <DAAC> data you ordered

1. ASCII
2. Binary
3. CEOS format
4. GeoTIFF
5. HDF4
6. HDF-EOS profile of HDF4
7. HDF-EOS2
8. HDF-EOS5
9. JPEG, GIF, PNG, TIFF
10. KMZ/KML
11. NetCDF classic
12. NetCDF4
13. Other GIS (GRID, BIL, e00, etc.)
14. SHP
15. I don't know
16. Other (please specify) **(OPEN END)**

ASDC8. What operating system do you use most often when you work with data?

5. Microsoft Windows
6. Apple Mac OS
7. Linux
8. UNIX
9. Other (please specify) **(OPEN END)**

ASDC9. Which of the following web services would you be interested in using?

1. Cloud Services
2. OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
3. Nothing Specific
4. Other (please specify) **(OPEN END)**
5. I am not interested in web services [exclusive] [Skip to ASDC11]

ASDC10. What is your preferred method for using web services?

1. Scripts/Command line
2. Commercial software application (e.g., ENVI/ArcGIS/IDL)
3. Open Source software applications (e.g. Panoply, GRADDS)
4. Access from a programming language (e.g., Java, MATLAB, R)
5. Other (please specify) **(OPEN END)**

ASDC11. In which area(s) would you like to see the most improvement? (Select all that apply)

1. Data search options
2. Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
3. Data order and subscription options
4. Subsetting capabilities
5. Tutorials and Webinars
6. Streamlined Order Tools
7. Tools for data analysis and visualization
8. Examples of specific data-use cases
9. Templates and examples in common software formats (IDL, Matlab, etc.)
10. Assistance with documentation
11. User forum and/or Wiki
12. Improved data delivery
13. Other (please specify) **(OPEN END)**

If DOC1.1 was YES ask OPT15 thru OPT16; if DOC1.1 was NO, skip to OPT17>

OPT15. When you searched for documentation, what type of documentation were you seeking? (Select all that apply) **[IF DOC1=yes]**

1. Data formats
2. Data provenance
3. Dataset metadata
4. Data quality information User Guide
5. Examples of how data has been used
6. How to use data analysis tools
7. How to use data search tools
8. How to use visualization tools
9. Instrument specifications
10. Quality assurance/error sources
11. Readme file
12. Science algorithm description
13. Other (Please specify) **(OPEN END)**

OPT16. How did you access the documentation? (Select all that apply) **[IF DOC1=yes]**

1. <DAAC> website
2. User Forum
3. FAQ (Frequently Asked Questions)
4. Instructional Tutorials
5. Search & order interface (Reverb, etc.)
6. Search engine (e.g., Google)
7. Other (please specify) **(OPEN END)**
8. Not found

OPT17. How did you contact <**DAAC name>**'s User Services office? (Select all that apply**) [IF CS1=1]**

1. By phone
2. By email
3. Website feedback/contact form
4. In person
5. Other (please specify) **(OPEN END)**

OPT18. What was the reason for your contact with User Services? (Select all that apply.) **[IF CS1=1]**

1. Couldn't find what I was looking for in my search
2. Data quality
3. Did not receive expected data
4. Error messages
5. How to access data
6. Better understanding of services available
7. Service interruptions
8. Science/Technical questions
9. Updates
10. Other (please specify) **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = LP DAAC)

LP1. Which of the following web services are you/would you be interested in using?

1. OGC (e.g., WMS, WCS, WFS)
2. OPeNDAP (e.g., THREDDS, Hyrax)
3. REST based web calls
4. SOAP based web calls
5. Remote Procedure Call (RPC)
6. Programming Language Library (please specify) **(OPEN END)**
7. Other (please specify) **(OPEN END)**
8. I am not interested in web services **(skip to LP4)**

LP2. What would be your preferred method for consuming web services? (Select all that apply)

1. Scripting language (e.g., Python, R)
2. Own application
3. DAAC-provided application
4. Command Line
5. Commercial Software application
6. Other (please specify) **(OPEN END)**

LP3. Please indicate your preferred format(s) of <DAAC> data. (Select all that apply)

1. ASCII
2. Binary
3. GeoTIFF
4. HDF4
5. HDF5
6. Image file (JPEG, GIF, PNG, TIFF)
7. KMZ/KML

8. NetCDF 4
9. NetCDF Classic
10. Other GIS (GRID, BIL, e00, etc.)
11. Shapefile
12. Other (please specify) **(OPEN END)**

LP4. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) **(ASK IF DOC1 = Yes)**

1. Data formats
2. Data provenance
3. Dataset metadata
4. Examples of how data has been used
5. How to use data analysis tools
6. How to use data search tools
7. How to use visualization tools
8. Instrument specifications
9. Quality assurance/error sources
10. Science algorithm description
11. Other (please specify) **(OPEN END)**

LP5. How did you access the documentation? (Select all that apply)

1. <DAAC> website
2. User Forum
3. FAQ (Frequently Asked Questions)
4. Instructional Tutorials
5. Search & order interface (Reverb, etc.)
6. Search engine (e.g., Google)
7. Other (please specify) **(OPEN END)**

LP6. Earlier you indicated you contacted User Services for the <DAAC>. What was the reason for your contact? **[ASK if CS1 = 1]**

1. Couldn't find what I was looking for
2. Data quality
3. Did not receive expected data
4. Documentation needed
5. Error messages
6. How to access data
7. Incomplete information
8. Science questions
9. Service interruptions
10. Technical questions
11. Updates

12. Other (please specify) **(OPEN END)**
13. None of the above [exclusive]

LP7. What is the single most important thing LP DAAC could do to improve your data experience? **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = NSIDC DAAC)

NSIDC1. How do you use data from <DAAC>? Please describe **(OPEN END) [Ask if OR1=1 or D1=1]**

NSIDC3. What software tools or packages did you need? (**OPEN END)**

NSIDC4. Are you finding what you need on the NSIDC DAAC website? If not, please specify what you were looking for.

1. Yes
2. No (please specify) (**OPEN END)**

NSIDC5 What are your biggest challenges in finding and working with earth science data? (**OPEN END)**

NSIDC6. What data format(s) do you require and/or prefer for remote sensing data? (Select all that apply)

1. HDF
2. GeoTIFF
3. netCDF
4. ASCII
5. KML
6. Other (please specify) **(OPEN END)**

NSIDC8. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) **(ASK IF DOC1 = Yes)**

1. Data formats
2. Data provenance
3. Dataset metadata
4. Examples of how data have been used
5. Sample data images
6. How to use data analysis tools
7. How to use data search tools
8. How to use visualization tools
9. Instrument specifications
10. Quality assurance/error sources
11. Science algorithm description
12. Data dictionary
13. Other (please specify) **(OPEN END)**

NSIDC9. Which of the following areas do you think is the most important for <DAAC> to improve? (Select all that apply)

1. Data search options
2. Data format output options (NetCDF, ASCII, ArcGIS, KMZ, etc.)
3. Data order and subscription options
4. Subsetting capabilities
5. Tutorials and Webinars
6. Streamlined (fast and simple) Order Tools
7. Tools for data analysis and visualization

8. Drawing tool for spatial filtering
9. Shapefile upload for spatial filtering
10. Examples of specific data-use cases
11. Templates and examples in common software formats (IDL, MATLAB, etc.)
12. DAAC Website (product descriptions, documentation, etc.)
13. User forum and/or Wiki
14. Code sharing
15. Display of order size and processing time before submitting order
16. Journal articles citing data set
17. Improved data delivery
18. Integration with the cloud for storage/sharing (e.g. Google Drive, Dropbox)
19. Integration with the cloud for analysis/processing
20. Personalization (e.g. favorites, saved searches, order history)
21. Other (please specify) **(OPEN END)**

NSIDC10. Please provide specific improvements that can be made in the areas selected – or – if you would you like to be contacted to provide additional feedback on your user experience.
(OPEN END)

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = ASF)

ASF1. Regarding ASF DAAC's Data Recipes, please tell us about the ease of use, accuracy of the steps, relevance, and what recipes you would like to see in the future. **(OPEN END)**

ASF2. If ASF DAAC were to provide a Radiometrically Terrain Corrected (RTC) product for Sentinel-1, which would you prefer?

1. RTC products processed with standard, and fixed, parameters, and available for immediate download
2. RTC processing as a service, with some user-definable parameters, but the user would need to wait for data processing
3. I'm not interested in an RTC product

ASF3. If ASF DAAC were to provide an InSAR product for Sentinel-1, which would you prefer?

1. InSAR products processed with standard, and fixed, parameters, and available for immediate download
2. InSAR processing as a service, with some user-definable parameters, but the user would need to wait for data processing
3. I'm not interested in an InSAR product

ASF4. Would you like to leave any additional feedback for (or about) the Alaska Satellite Facility DAAC?
(OPEN END)

ASF5 . What software tools do you most frequently use? (select all that apply):

1. ArcGIS
2. ENVI
3. Gamma
4. IDL
5. Giant
6. GMTSAR/GMT5SAR
7. ISCE
8. MapReady
9. MATLAB
10. PolSARPro

11. QGIS
12. ROI_PAC
13. Sarscape
14. Sentinel 1 Toolbox (S1TBX)
15. None
16. Custom code
17. Other (Please specify) **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = ORNL DAAC)

ORNL1. Which <DAAC> products and services did you access? (Select all that apply) **[Ask if OR1=1 or D1=1]**

1. Archived data sets
2. MODIS subsets
3. Spatial Data Access Tool (SDAT)
4. THREDDS
5. Daymet data
6. None of the above **[exclusive]**

ORNL2. Which method of data delivery do you prefer? (Select all that apply) **[Ask if OR1=1 or D1=1]**

1. HTTPS
2. Web-based visualization tool
3. Shopping cart
4. One-click download
5. Web Services (REST, OPeNDAP, OGC)
6. Other (please specify) **(OPEN END)**

ORNL3. What software or tools do you use to analyze data? (Select all that apply)

1. Python
2. R
3. Matlab
4. Excel
5. ArcGIS
6. Custom models or scripts not in the languages above
7. Other (please specify) **(OPEN END)**

ORNL4. Please comment on other data services, if any, that would be useful for us to provide in the future. (e.g., subscription service, saved user preferences, on-demand subsetting, etc.)

ORNL5. Did you use the ORNL DAAC provided data set citation in your publication? [Select one]

1. Yes
2. No
3. Did not use the data in publication

ORNL6. Please indicate your preferred format(s) of <DAAC> data. (Select all that apply)

1. csv or text
2. GeoTIFF
3. HDF
4. KMZ/KML

5. NetCDF
6. Shapefile (.shp)
7. Other (Please specify) **(OPEN END)**

ORNL8. What would be your preferred method for utilizing web services?

1. Open source software application (e.g., Panoply, GrADS, R)
2. Commercial software application (e.g., ENVI/ArcGIS/MATLAB)
3. Access from a programming language (e.g., Java, Python)
4. Other (please specify) **(OPEN END)**

ORNL9. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) **[Ask if DOC1 = Yes]**

1. Data formats
2. Data provenance
3. Dataset metadata
4. Examples of how data has been used
5. How to use data analysis tools
6. How to use data search tools
7. How to use visualization tools
8. Instrument specifications
9. Quality assurance/error sources
10. Science algorithm description
11. Other (please specify) **(OPEN END)**

ORNL10. Earlier you indicated you contacted User Services for the <DAAC>. What was the reason for your contact? **[ASK if CS1 = 1]**

1. Couldn't find what I was looking for
2. Data quality
3. Did not receive expected data
4. Documentation needed
5. Error messages
6. How to access data
7. Incomplete information
8. Science questions
9. Service interruptions
10. Technical questions
11. Updates
12. Other (please specify) **(OPEN END)**
13. None of the above [exclusive]

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = PO DAAC-JPL)

PO1. Please comment on other data services (that <DAAC> does not currently offer), if any, that would

be useful to you (e.g., subscription service, saved user preferences, on-demand subsetting …) **(OPEN END)**

PO2. Please indicate your preferred format(s) of <DAAC> data. (Select all that apply)

1. ASCII
2. Binary
3. GeoTIFF
4. HDF
5. KMZ/KML
6. NetCDF 4
7. NetCDF Classic
8. Other GIS (Shapefile, geopackage, e00, etc.) **(OPEN END)**
9. YAML
10. JSON
11. Other (Please specify) **(OPEN END)**

PO3. If you ordered data from <DAAC>, did you have it reformatted before delivery?

1. Yes, I had it reformatted
2. No, I did not have it reformatted
3. I did not order data from <DAAC>

PO4. Are you currently using a DAAC Application Programming Interface (API)

1. Yes
2. No

PO5. Which of the following web services would you be interested in using? (Select all that apply)

1. OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
2. OPeNDAP (e.g., THREDDS, Hyrax)
3. REST based APIs (DAAC created; DAAC specific)
4. Other (please specify) **(OPEN END)**
5. I am not interested in web services [exclusive] [skip to PO7]

PO6. What would be your preferred method for utilizing web services?

1. Scripts
2. Own client
3. Command line (hand executed)
4. Commercial software application (e.g., ENVI/ArcGIS/MATLAB)
5. Access from a programming language (e.g., IDL, Python, R)
6. Other (please specify) **(OPEN END)**

PO7. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) **[Ask if DOC1 = Yes]**

1. Data formats
2. Data provenance
3. Examples of how data has been used
4. How to use data analysis tools

5. How to use data search tools
6. How to use visualization tools
7. Instrument specifications
8. Quality assurance/error sources
9. Science algorithm description
10. Other (please specify) **(OPEN END)**

PO8. How did you access the documentation? (Select all that apply) **[Ask if DOC1 = Yes]**

1. Data center website
2. FAQ (Frequently Asked Questions)
3. Instructional Tutorials
4. Production code
5. Readme file
6. Search & order interface
7. Search engine (e.g., Google)
8. Forum
9. Other (please specify) **(OPEN END)**
10. Not found

PO9. How did you contact the <**DAAC name>**'s user services office? (Select all that apply) **[ASK if CS1 = 1]**

1. By phone
2. By email
3. Website feedback/contact form
4. Other (please specify) **(OPEN END)**

PO10. What was the reason for your contact? **[ASK if CS1 = 1]**

1. Couldn't find what I was looking for
2. Data quality
3. Did not receive expected data
4. Documentation needed
5. Error messages
6. How to access data
7. Incomplete information
8. Science questions
9. Service interruptions
10. Technical questions
11. Updates
12. Other (please specify) **(OPEN END)**

PO11. If PO.DAAC offered its datasets through cloud services, what capabilities would you be interested in? **[ASK if CS1 = 1]**

1. Download datasets as usual but through the cloud service
2. Perform analysis within the cloud environment
3. Integrate diverse datasets for research within the cloud environment
4. Other (please specify) **(OPEN END)**
5. Not interested

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = SEDAC)

SEDAC1. Are there data products that you wish to suggest that <DAAC> should consider for future dissemination? Please be as specific as possible

1. Yes—please specify **(OPEN END)**
2. No

SEDAC2. 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. **(OPEN END)**

SEDAC4. Please indicate your preferred format(s) of <DAAC> data. (Select all that apply)

1. ASCII
2. Binary
3. GeoTIFF
4. KMZ/KML
5. Other GIS (BIL, e00, GRID, SHP, etc.)
6. Other image (JPEG, GIF, PNG, TIFF, etc.)
7. Other (please specify) **(OPEN END)**

SEDAC5. Earlier you indicated you searched for documentation. What type of documentation were you seeking? (Select all that apply) **[Ask if DOC1 = Yes]**

1. Data formats
2. Data provenance
3. Dataset metadata
4. Examples of how data has been used
5. How to use data analysis tools
6. How to use data search tools
7. How to use visualization tools
8. Quality assurance/error sources
9. Data limitations
10. Use restrictions/permissions
11. Other (please specify) **(OPEN END)**

SEDAC6. How did you access the documentation? (Select all that apply) **[Ask if DOC1 = Yes]**

1. Data center website
2. FAQ (Frequently Asked Questions)
3. Instructional Tutorials
4. Readme file
5. Search & order interface (Earthdata Search, etc.)
6. External Search engine (e.g., Google, Bing, etc.)
7. Other (please specify) **(OPEN END)**
8. Not found

SEDAC7. Which of the following web services would you be interested in using? (Select all that apply)

1. OGC (e.g., WMS, WCS, WFS, GeoServer, MapServer)
2. OPeNDAP (e.g., THREDDS, Hyrax)
3. REST based web calls (DAAC created; DAAC specific)
4. SOAP based web calls (DAAC created; DAAC specific)
5. Remote Procedure Call (RPC)
6. Other (please specify) **(OPEN END)**
7. I am not interested in web services **[exclusive] [skip to CLOSE]**

SEDAC8. What would be your preferred method for utilizing web services?

1. Scripts
2. Own client
3. Command line (hand executed)
4. Commercial software application (e.g., ENVI/ArcGIS/IDL)
5. Open Source software application (e.g., Panoply, GRADDS)
6. Access from a programming language (e.g., Java, MATLAB, R)
7. Other (please specify) **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = CDDIS)

CDDIS1. NASA has decided not to allow unencrypted, anonymous ftp access to it's systems in the future (anonymous ftp does not encrypt any information passed through the protocol). In the next year, CDDIS will transition its system to use NASA's approved protocols. We would like user input to the following questions:
As a user, the effect of the loss of anonymous ftp access to CDDIS is:

1. Not a problem
2. Workable -- I will require many weeks of advance notice to update my access procedures
3. Devastating -- I will no longer use CDDIS to acquire data
4. Other (fill in the blank) **(OPEN END)**

CDDIS2. Since CDDIS can no longer allow anonymous ftp access to the system, CDDIS should use: (pick many)

1. https
2. ftp-ssl
3. Specialized EOSDIS/Earthdata ftp
4. Other (fill in the blank) **(OPEN END)**

CDDIS3. What changes can staff make to improve your experience with <DAAC> data access and discovery? **(OPEN END)**

CDDIS4. What data did you download? (Select all that apply) **[Ask if OR1=1 or D1=1]**

1. GNSS data
2. GNSS products
3. SLR data
4. SLR products
5. VLBI data
6. VLBI products
7. DORIS data
8. DORIS products
9. Other (please list, separated with a comma) **(OPEN END)**
10. None of the above

CDDIS5. For what applications do you use CDDIS data or derived products? **[Ask if OR1=1 or D1=1]**

CDDIS6. Which method of data retrieval do you currently use? (Select all that apply) **[Ask if OR1=1 or D1=1]**

1. FTP
2. Web download
3. Web bulk download
4. Other (please specify) **(OPEN END)**

CDDIS7. Which method of data delivery would you prefer to use? (Select all that apply)

1. FTP
2. Web download
3. Web bulk download
4. Web-based visualization tool
5. OPeNDAP
6. Other (please specify) **(OPEN END)**

CDDIS8. Do you know that you can get real-time Global Navigation Satellite System (GNSS) data and products from more than 200 ground stations through the CDDIS data caster?

1. Yes
2. No **(skip to CDDIS9)**

CDDIS9. How did you find out about the CDDIS data caster? (Select all that apply)

1. CDDIS website
2. Earthdata webinar
3. Colleague
4. Social Media
5. Other (please specify) **(OPEN END)**

CDDIS10. Please comment on other data services, if any, that would be useful. (e.g., subscription service, saved user preferences, etc.)

CDDIS11. Do you use visualization software with CDDIS data? **[Ask if OR1=1 or D1=1]**

1. Yes
2. No **(skip to CLOSE)**

CDDIS12. What tools did you use to visualize the data? (Select all that apply) **[Ask if CDDIS=1]**

1. ArcGIS
2. CERES Visualization Tool
3. Assistance from ASDC User Services
4. GRADS
5. My NASA Data
6. Panoply
7. Software Packages (e.g., IDL, MATLAB, NCL, Python)
8. Other (please list, separated by comma) **(OPEN END)**

(GO TO CLOSE)

OPTIONAL SECTION (if DAAC = GHRC)

OPT4.1. How often do you visit the GHRC web site?

1. Once
2. Annually
3. Monthly
4. Multiple times a month
5. Weekly
6. Multiple times a week
7. Daily

OPT4.2 Please indicate your preferred data format(s) of GHRC data. (Select all that apply)

1. ASCII
2. Binary
3. GeoTIFF
4. HDF-4
5. HDF-5
6. HDF-EOS
7. JPG, GIF, PNG
8. KMZ/KML
9. NetCDF-4
10. NetCDF Classic
11. Other GIS (GRID, BIL, e00, etc.)
12. SHP
13. Other (Please specify) **(OPEN END)**

OPT4.3. Earlier you indicated you search for documentation. What type of documentation were you seeking? (Select all that apply) [Ask if DOC1 = Yes]

1. Background/Introductory information
2. Data format specification and file naming conventions
3. Data history or provenance
4. Data Recipes (step-by-step tutorials)
5. Datasets details or metadata
6. Examples of how data has been used
7. How to use data search tools
8. How to use visualization tools
9. Instrument information or specifications
10. Micro Articles
11. Past announcements or news
12. Quality assurance/error sources
13. Related articles or publications
14. Science algorithm description
15. Other (please specify) **(OPEN END)**

OPT4.4. How did you obtain GHRC data? [Ask if OR1 = Yes]

1. Directly downloaded a file using the HyDRO 2.0 file list, HTTPS download
2. Downloaded many files using the URLs script provided by HyDRO 2.0 with a program like WGET
3. Used a machine accessible service like OPeNDAP with software like IDL or Python
4. Used Earthdata Drive (available as of April 2018)
5. Queried the Common Metadata Repository (CMR) API
6. Made a special request through user services
7. Requested a subscription-based delivery
8. Visited the Earthdata Search portal
9. Other (please specify) **(OPEN END)**
10. None of the above

OPT4.5. Which search parameters are most useful to you finding what GHRC data you want?

1. Weather events
2. Geophysical keywords

3. Timelines
4. Study area
5. Collections
6. Hazards
7. Instruments/Satellites used
8. Field Campaigns

OPT4.6. In which area(s) would you like to see changes and improvements made at the GHRC?
1. Data analysis and visualization tools
2. Data format options (netCDF, HDF, ASCII, KMZ, binary, etc.)
3. Data delivery options
4. Data search options
5. Examples or stories of data use/applications
6. Improved documentation, such as data user guides or dataset details
7. Subsetting capabilities
8. Streamlined (fast and simple) Order Tools
9. Tutorials, Data Recipes, and webinars
10. User question forum/FAQs
11. Website improvements, such as organization, site usability, or content
12. Other (Please specify) **(OPEN END)**

OPT4.7. What weather events or geophysical phenomena, such as hurricanes, lightning, etc., are most important to you and your research? **(OPEN END)**

OPT4.8. How do you explore GHRC data specifically before you download more? (Select all that apply)
1. Interactive visualization tools (ArcMap, QGIS, Panoply, HDFView, etc.)
2. Data analytic tools (MatLab, IDL, Python, etc.)
3. Read documentation, such as Micro Articles, new announcements, or user guides
4. Other

OPT4.8.1 Please provide more information about how you like to explore GHRC data before downloading more data. **(OPEN END)**) [Ask if GHRC4.8 = 4]

OPT4.9. Which additional datasets (from any source) do you most often couple with GHRC data? Please give some examples. **(OPEN END)**

OPT4.10. Did you use any of GHRC's Data Recipes (step-by-step tutorials) during the past year? [Y/N]

OPT4.10.1. Using a 10-point scale on which "1" means "Poor" and "10" means "Excellent", how would you rate the following: [Ask if OPT4.10 = Yes]
1. Ease of using the Data Recipe(s)
2. Correctness of steps
3. Degree to which the Data Recipe(s) helped you accomplish your intended goal

OPT4.11. What future tutorials, workflows, or Data Recipes would be helpful for you? **(OPEN END)**

OPT4.12. Have you accessed any of the GHRC Micro Articles on the website? [Y/N]

OPT4.12.1. Did you obtain and use the GHRC data listed in a specific Micro Article after reading? If so, what data? **(OPEN END)** [Ask if OPT4.12 = Yes]

OPT4.12.2. What other Micro Articles would you like to see GHRC develop?
(OPEN END)) [Ask if OPT4.12 = Yes]

(GO TO CLOSE)