Global Land Cover Facility - User Survey

The purpose of this survey is to learn how the Global Land Cover Facility could serve its users better.

The data collected is CONFIDENTIAL There is no identification associated with your answers 3 pages, 17 questions (Nov 2000 version) 1. Your areas of interest (mark all that apply): ____ Global Change Research ____ Natural Resources ____ Socio-Economic ____ Hazards ____ Human Impact Habitat/Ecology ____ Land Cover ____ Other (describe): Education 2. Type of community you represent when using GLCF (mark all that apply): Research Teaching Student *University:* __ Teacher __ Student K-12 education: __ Government __ Business __ Non-profit (other than university) Other (describe): 3. How did you find the GLCF: __ search engine __ mentioned in a paper __ colleague recommendation __ link from other page:_____ advertisement __ other: ____ 4. How often do you use earth science data in your activities? often ___ once in a while __ rarely first time 5. How many times total have you visited the GLCF website? once ___ 1-5 times __ 5-10 times more than 10 times

In the most recent session at GLCF

7. I	Did you find w l yes	hat	yo		00	kin	g f	or?	•			
8. What problems did you encounter?technical problems:with searchwith download other:I figured out that what I was looking for was not available at GLCFI could not figure out if it was available or not at GLCFcommunication problems with staffother/explain:												
When using the GLCF website, how easy was it to:												
	Navigate the w Easy 1 Comments:			e in 4				8	Difficult 9	N/A		
10.	Find the data Easy 1 Comments:			rvi 4					Difficult	N/A		
11.	Preview data Easy 1 Comments:	2	3	4	5	6	7	8	Difficult 9	N/A		
12.	Order data Easy 1 Comments:	2	3	4	5	6	7	8	Difficult 9	N/A		
	Download da Easy 1 Comments:	2	_	4	5	6	7	8	Difficult 9	N/A		

14. Get assistance from GLCF staff										
Easy	Difficult	N/A								
1 2 3 4 5 6 7 8		1 1/1 1								
	9									
Comments:										
15. How long did you have to wait to get the data you ordered? more than 5 days 5 days or less no waiting (used the download)										
How satisfied are you with that w										
Very	Very	N/A								
Dissatisfied	Satisfied									
1 2 3 4 5 6 7 8	0									
	9									
Comments:										
16. OVERALL how do you rate your	satisfaction	with GLCF?								
Very	Very									
Dissatisfied	•									
	Satisfied									
1 2 3 4 5 6 7 8	9									
What is the WORST thing about O	GLCF?									
g										
What is the DECT this a shoot CI	CE9									
What is the BEST thing about GLCF?										
17. OTHER SUGGESTIONS										
e.g. How could we IMPROVE the existing services? (search, processing, staff										
assistance, etc.)										
What NEW kind of earth science DATA should we provide?										
		ve provide:								
What NEW SERVICES should we provide?										