IN31D-1134
Fall AGU Meeting,
Washington DC
December 12, 2018

The Importance of User Feedback in Sustaining Trusted Repositories

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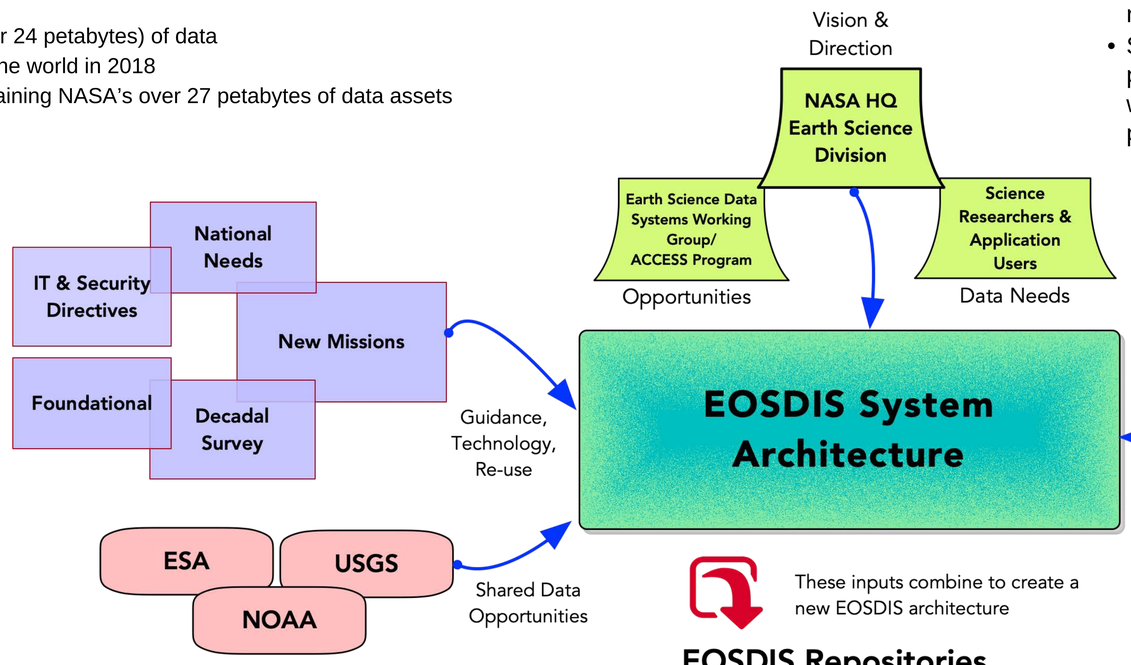
EOSDIS: a network of trusted repositories on Earth Science data since the 1990s

- Provides data services for NASA and related missions from orbiting, airborne, field campaign and related investigations
- Has distributed over 1.6 billion products (over 24 petabytes) of data
- Over 4.1 Million science users from around the world in 2018
- Has a robust stewardship program for maintaining NASA's over 27 petabytes of data assets

Acronyms	
ACSI	American Customer Satisfaction Index
ASAC	Applied Sciences Advisory Committee
DAAC	Distributed Active Archive Center
EOSDIS	Earth Observing System Data and Information system
ERG	EOSDIS Review Group
ESA	European Space Agency
ESDSWG	Earth Science Data Systems Working Group
NewDISS	New Data and Information Systems and Services StrategyTeam
NOAA	National Oceanic and Atmospheric Administration
NRC	National Research Council
UI	User Interface
USGS	United States Geological Survey
UWG	User Working Group
UX	User Experience



Feedback is a critical input to sustaining the EOSDIS architecture

- General requirements feed into the system through directives, policy, national reports, programmatic efforts
- Specific requirements and feedback from NASA HQ Earth Science Division provides direction along with specific programs like ACCESS and MEaSUREs which provide opportunities to prototype new techniques and Early Adopter programs to enable data applications
- Agencies provide input to our program through cooperative engagements, shared tools and services, etc.
- Direct feedback provided by components within the EOSDIS itself

Techniques to Collect and Act on User Feedback

- Each of 12 EOSDIS Distributed Active Archive Centers (DAACs) has a User Working Group composed of members of the science community who advise the DAACs on tools, services, performance
- Webinar feedback allows thousands of people to interact with specific Earth Science data system techniques and tools
- Contracted with BLINK to evaluate our UI/UX and ACSI/CFI Group to evaluate our performance
- "Feedback" button on https://earthdata.nasa.gov/
- Earth Science Information Partnership, founded by NASA Earth Science, provides opportunities to collect feedback from other agencies and entrepreneurs
- Earth Science Data Systems Working Groups allow NASA funded staff to work together on specific problems in Earth Science Data Systems
- System Engineering Technical Interchange Meetings provide the opportunity for collaborative engineering

http://earthdata.nasa.gov