

## Introduction

*Noting the importance of feedback from OSI SAF users' community to improve our services, every user is kindly requested to complete this online survey questionnaire.*

- *Please note that the questions will require the experience of both scientific and administrators users.*
- *Only one answered questionnaire by user is allowed.*
- *Data must be entered in only one session.*
- *In order to have a quick look of the full questionnaire, a PDF copy has been provided with the email announcement.*
- *The deadline for submitting the survey is 15th October 2014.*
- *The survey results will be available in the Operations Report 1st Half 2015.*

*For any question or clarification, please contact [osi-saf.manager@meteo.fr](mailto:osi-saf.manager@meteo.fr).*

## Your Profile (optional)

First name:

Family name:

mail adress:

## General Points

- 1) How do you know the OSI SAF ?  Internet  Colleague  Conference/Workshop  Other *please precise :*
- 2) What is your interest in the OSI SAF ? ( for example SST products, visualisation, documentation ... ) *please precise :*
- 3) Would you recommend the OSI SAF website or products ?  Yes  No *Why ?*

## Services

	Very good	Good	Sufficient	Bad	Very bad
4) What do you think about the OSI SAF website in general aspect ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Did you find easily what you were looking for ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Is it simple to access to the other OSI SAF consortium websites from the OSI SAF central website ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Are the utilization, navigation, presentation and interaction between all OSI SAF websites well coordinated ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) What do you think of the user registration and request systems ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
And of the other services ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9) Are you satisfied with our news, information and service messages ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it useful for you ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10) Are you satisfied with the swiftness of the helpdesk service ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11) Is the OSI SAF documentation useful ?	<input type="radio"/> Yes	<input type="radio"/> No	<i>Why ?</i>	<input type="text"/>	
And is it sufficient ?	<input type="radio"/> Yes	<input type="radio"/> No	<i>Why ?</i>	<input type="text"/>	
12) You consider that the information and training material made available to OSI SAF products users are:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13) What would be your suggestion to improve it ?	<input type="text"/>				

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Products (1/2)

14) For which type of institute/organization/entity do you need OSI SAF products ?  Public  Private  Personal (*if just for you*)

15) Which OSI SAF products do you use ?

Sea Surface Temperature (SST)  (*only if you use all products SST*)

Atlantic High Latitude SST  Global SST  North Atlantic Region SST  MetaGRanule SST

METEOSAT SST  GOES-E SST

Fluxes  (*only if you use all products Fluxes*)

Atlantic High Latitude DLI  Atlantic High Latitude SSI  METEOSAT DLI  METEOSAT SSI  GOES-E DLI  GOES-E SSI

Sea Ice  (*only if you use all products Sea Ice*)

Global Sea Ice Concentration  Global Sea Ice Edge  Global Sea Ice Type  Low Resolution Sea Ice Drift

Wind  (*only if you use all products Wind*)

Metop-A ASCAT 25 km Wind  Metop-B ASCAT 25 km Wind  Metop-A ASCAT 12.5 Wind  Metop-A ASCAT Coastal Wind

Metop-B ASCAT Coastal Wind  OCEANSAT-II 50km Wind  OCEANSAT-II 25km Wind (experimental)

16) What is(are) the utilization(s) of these OSI SAF products ?  Operational  R&D  Other(s)

17) Which type(s)of data access do you need ?

Near real time  Archived

18) Which means do you use to access to OSI SAF products ?

EUMETCAST  FTP  EUMETSAT Data Center

Other

19) Are you generally satisfied with the data distribution ?

Very good  Good  Sufficient  Bad  Very bad

20) Would you like to have other ways to access to OSI SAF products ?

Yes  No *If yes, please detail:*

**Products (2/2)**

21) Are you generally satisfied with the OSI SAF products you use ?  Yes  No *If no, please explain :*

22) Among the product(s) you use (see question 15), choose one to describe its level of satisfaction for the following items :

	Very good	Good	Sufficient	Bad	Very bad	<i>Not concerned</i>
Format	<input type="radio"/>					
Spatial Resolution	<input type="radio"/>					
Temporal Resolution	<input type="radio"/>					
Spatial coverage	<input type="radio"/>					
Temporal coverage	<input type="radio"/>					
Projection	<input type="radio"/>					
Inherent precision	<input type="radio"/>					
Error/Bias estimation	<input type="radio"/>					
Quality indicator	<input type="radio"/>					
Timeliness	<input type="radio"/>					

If you have some comments on other OSI SAF products listed in question 15 you need to tell us, notably about their quality, availability etc., please write freely :

23) Among the products provided by the OSI SAF, which satellite products and/or variables do you think are missing ?

For these missing products/variables, are you aware of other suppliers ?  Yes  No *If yes, please detail :*

**Conclusion**

24) We'd appreciate any other feedback at your convenience. *Please elaborate :*