Land Processes DAAC

MODIS User Feedback

John Dwyer
Raytheon ITSS
USGS EROS Data Center
dwyer@usgs.gov

July 22-24, 2002   MODIS Science Team Meeting

Feedback from Users of MODIS Land Products

Outline

- User support model
- Breakdown of contact logs
- Types of questions
- Summary

User Support Model

- Web-based system used to log
    customer contacts and responses
- Consultation "tree"
    - User Services
    - Science Operations
    - Science Support
    - MODLAND
- Publish FAQs
- Metrics formulation and reporting

Breakdown of Contact Logs

- Data availability and applications
- Data set characteristics
- Data search and order
- Data distribution
- Software tools

Data Availability and Applications

- Product-specific applications
  - MOD09 vs MOD43B4 (image classification)
  - MOD11A1 vs MOD11B1 emissivity
- Turn-around from acquisition to availability
- Availability of validated products
- Availability of 250 products
- How to access and use QC flags

Data Set Characteristics

- Product formats and metadata
- Questions about data and information from other sites
- Projection and grid characteristics
- What is used for the land mask?

Data Search and Order

- How to search…simple….complex

- Re-submission of failed orders

- Spatial and temporal subscriptions

- Browse availability

- Order size and media

- EDG connectivity issues

Data Distribution

- Order status and tracking

- FTP distribution
  - Residence time
  - Firewall
  - Notifications
  - Download problems

- Failed orders

- Changes to orders
  - contact information
  - media

Software Tools

- Use of COTS

- File formats

- Geo-location

- Visualization

- QC bits

Summary

- Positive response to overall level of service

- The user community is alive and growing

- Future developments

  - CPU upgrade to local EDG client

  - Implementation of Data Pools

  - Improve links to information and alternative data sources

- Workshops have provided excellent feedback