

Recommendations/Action Plan for the June 2003 NESDIS Data Users Workshop

Feedback

Constituent Recommendations		Government Action Plan				
Recommendations for the Category: Feedback	Freq. of Recommendation	Action Status	Responsible Data Center	Data Center Point of Contact	Action Plan	Implementation Date
Feedback: Continue user workshops	9	Complete	All	Joint	Plans are now being made to have the next data users workshop in June 2004 at Kansas City, MO	2/25/2004
Feedback: Create data user panels to make recommendations to NESDIS offices	8	Complete	All	Bates	Archive Requirement Working Group established	12/31/2004
Feedback: Create newsletters/listservers to keep user community informed	7	Complete	All	Joint	Listservers are currently available at the data centers. An NCDC sponsored newsletter is planned for quarterly distribution. It will be geared toward new products and services for our constituents.	9/30/2004
Feedback: Create online, moderated user forums	7	TBD	TBD	TBD	TBD	TBD
Feedback: Create web based customer survey tied to online ordering system	7	Continuing	NCDC	Anders	A web based customer survey will be implemented as part of the NNDC order checkout process.	2/28/2005
Feedback: Continue user workshops at professional meetings (AMS, AGU, Oceans, etc.)	4	Complete	All	Joint	NGDC plans to have a session at the next AGU meeting; NCDC will plan a session at the 2005 AMS meeting	5/15/2004
Feedback: Ensure outreach to users is customer driven in regard to new system development and training	4	Continuing	All	Joint	The data centers are committed to getting feedback from the user community prior to putting a new system and putting it online. Examples of these are numerous (e.g. new NCDC homepage, CLIM20 system)	12/31/2006
Feedback: Establish partnerships between the government and private sector utilizing the strengths of the each group to solve problems	3	TBD	TBD	TBD	TBD	TBD
Feedback: Post results of user survey and client comments on the web	3	Complete	All	Steurer	User survey and recommendations from the users workshop will be posted to the workshop web page	12/31/2003
Feedback: Ensure feedback from users reach administrative levels within Centers	2	Complete	NCDC	Steurer	With the user survey and recommendations from the users workshop will be posted to the workshop web page, NESDIS will be able to view the results. Also, a status report will be reported at quarterly intervals to NESDIS headquarters.	10/21/2003
Feedback: Ensure satisfaction surveys target all users	2	Continuing	NCDC	Lott	The previous satisfaction survey targeted all users who ordered data. The next survey will allow all users who visit NESDIS web sites to participate.	2/28/2005
Feedback: Continue user workshops alternating among NESDIS centers	1	Not Accepted	All	Joint	The next user workshop will be a continuation of the joint conference that was just held. Future workshops may alternate among the NESDIS centers	10/21/2003
Feedback: Continue user workshops with an all NOAA data users workshop	1	Not Accepted	All	Joint	The next user conference will be a continuation of the joint conference that was just held. Future workshops may involve all NOAA.	10/21/2003
Feedback: Continue user workshops; combine with GOES User Conference	1	Not Accepted	All	Joint	The data users workshop is intended as a meeting to address more general issues. The GOES conference is intended to address more specific issues. Keeping the conferences separate is considered the better approach for NESDIS users.	10/21/2003
Feedback: Create NPOESS data users working group	1	TBD	TBD	TBD	TBD	TBD
Feedback: Ensure requirements for customer service are received from constituents	1	Complete	All	Joint	The current user survey and June 2003 workshop allowed constituents to provide requirements for customer service and also rate that service. Future surveys and workshops will continue to monitor this and note changes.	10/21/2003
Feedback: Ensure user community has input in testing online web systems	1	Complete	All	Joint	The data centers are committed to getting feedback from the user community prior to putting a new system online. Examples of these are numerous (e.g. new NCDC homepage, CLIM20 system)	12/31/2004

Feedback: Place emphasis on educational users to provide feedback at workshops

1

Complete

All

Joint

Educational users are an important constituent group to NOAA. Users with .edu domains have free access to web data. The K-12 domain user group has now been added to this free access group for web data.

5/15/2004