Article

Supplementary materials of the study:
On the use of the eStation developed in the GMES & Africa EU projet: Results from the user survey

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1. list of questions

Here is the complete list of questions sent for completing the survey. Note that questions finishing with a star requirend at least one answer. The others were optional.

Section 1: Person
1. Surname and name
2. Email address*

Section 2: Introduction
3. Which consortium do you depend on?*

- ACMAD
- AGEOS
- Agrhymet
- CICOS
- CSIR
- CSE
- CSSTE
- ICPAC
- MOI
- NARSS
- OSS
- RCMRD
- SADC
- SASSCAL
- Univ. Ghana
- African Union
- European partner

4. Please specify your GMES & Africa partner institution/laboratory*

Section 3: Access, Operation
5. During the year 2019 did you have or did you have access to one (or more) eStations?*

- Yes, several
- Yes, one
- Yes, through a partner
- No

6. What type of eStation installation were you using?*

- MESA station
- Windows
- Online
- None

7. If you have a MESA station what was the average availability of the station(s) in the year 2019 (0 –> completely unusable 100 –> available all the time 50 –> one station available 6 months or every second station)

8. The main problems you encountered were of what kind?

   - Technical: antenna, reception
   - Technical: electrical resources, computer
   - Technical: software
   - Theme: non comprehension of products
   - Theme: absence of desired products
   - Other

9. How do you feel about the support you've had?

   - Very satisfactory
   - Satisfactory
   - Neutral
   - Unsatisfactory
   - Not satisfactory at all

10. How often do you use this data?*

    - Daily
    - Weekly
    - Monthly
    - In case of special situations
    - Never

Section 4: Operational use

11. How many users (institute public or private organization company) do you have?*

    - 0
    - Between 1 to 3
    - More than 3

12. How much time did you have to respond or offer products to your users?*

    - Within the day
    - Within the week
    - Within the month
    - No particular deadline

13. What do you use the eStation for?*

    - Seasonal monitoring
    - Estimation of impacts
    - Forecasts
    - Vulnerability study
    - Climate trends

14. Which format of interaction do you have with users? How structured and formalized is the interaction with your user communities?*

    - Informal discussions
    - Meetings
    - Publications
    - None
    - Other

15. Which frequency do you meet your users?*

- Daily
- Weekly
- Monthly
- Yearly
- When needed
- Never
- Other

16. What type of products do you deliver to users?*

- Scientific support (advice, expertise)
- Maps, figures, scientific results
- Recommendations
- Other

17. To what extent do you think eStation information supports decision-making at highest level?*

- Strongly
- Moderately
- Weakly
- Don't know
- Other

18. In your opinion what is the level of user satisfaction?*

Section 5: Ergonomics, Evaluation

19. Have you received any feedback from users on the products/information delivered?*

- Yes, regularly
- Yes, occasionally
- Never
- Other

20. If yes have they reported any errors or problems in the products or answers provided based on eStation data?
21. If so can you give a brief description
22. How would you rate the overall ergonomics of the eStation (1 –> not satisfying at all 5 –> very satisfying)*
23. What do you see as the main strengths of the eStation?*

- Large amount of data
- Inter-free data access
- Ergonomics of the site, ease to use
- Generation of complex products
- Quality of information visualization
- Technical and scientific support
- None
- Other

24. What do you see as the main weaknesses of the eStation?*

- Mack of data
- Data resolution
- Access / operation problems
- Ergonomics of the site, difficult of use
- Products too complex
- Quality of information visualization
- Lack of technical and scientific supports
- None
- Other

25. Are you satisfied with the maps generated by the eStation? (1 –> not at all 5 –> yes totally)*
26. Are you satisfied with the graphics generated by the eStation? (1 –> not at all 5 –> yes totally)*
27. Do you have any comments on the graphs and maps generated by the eStation?
28. Do you use work spaces with multiple cards and/or figures?*

29. Do you use work spaces that you have already generated?*
30. Do you use polygons to define sub-regions?*

    - Yes, those predefined in the administrative layer tab
    - Yes, I define my own regions
    - No

31. Do you use the following time series functions?*

    - Profile
    - Cumulative
    - Rank
    - Matrix
    - None

Section 6: Data

32. What products did you use?*

    - Vegetation
    - Precipitation
    - Fire
    - Inland water
    - Oceanography
    - None

33. Generally how many different data (products) do you use?*
34. Is the data you use on the eStation recent?*

    - Last days
    - Last weeks
    - Last months
    - Use of the entire available database
    - Specific period in the past
    - Other

35. What is your level of knowledge of the satellite products (Sentinel SPOT MODIS LANDSAT) available in the eStation?*

    - Very hight
    - High
    - Medium
    - Low
    - Very low
    - I don't know

36. What is your level of knowledge of derivative products (OPFish SPI ...) available in the eStation?*

    - Very high
    - High
    - Medium
    - Low
    - Very low
    - I don't know

37. Do you use eStation data to generate derived products?*
38. If so would you like these products to be later directly integrated into the eStation? If no do not reply
39. If so can you give a brief description of this data? if no do not reply*

Section 7: Training

40. How many training events (organised by the JRC EUMETSAT or by the institution managing the consortium) did you attend?*
41. If so what did they bring you? If no do not answer

- Installation / Use of the eStation
- Better use / optimization of software and products
- Better understanding of the developed products and indices
- Better use of the eStation in an operation context
- Other

42. Do you need more training for a better understanding of the products available?*
43. If so, in which topic?

- Technical, how to use the eStation
- Thematic, what are the best products for your requirements
- Other

Section 8: Future of the eStation and its use

44. Would you say that in the future (within the next 4 years) your use of the eStation will:*

- Increase a lot
- Slightly increase
- Staying pretty much the same
- Slickly decrease
- Decrease a lot

45. What improvements do you expect in the short term (by end of 2020)?
46. What do you expect to be the most important improvements in the longer term (as part of the continuation of GMES & Africa)?