

## External satisfaction metrics for ESA Science Archives

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## Possible external feedback metrics



- Why ?
  - To complement the surveys with more concrete feedback by users
- Possible metrics:
  - For logged-in users we can send a post session email to ask for their specific feedback.
  - For non-logged-in users, we can maybe offer a five-star rating function and a feedback box after downloading data.
- What does the AAUG think?