



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project



Carl Sandburg Home National Historic Site Visitor Study

Spring 2008



University of Idaho

Park Studies Unit
Visitor Services Project
Report 201



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December 2008

Yen Le
Nancy Holmes
Eleonora Papadogiannaki
Douglas Eury
Steven J. Hollenhorst

Dr. Yen Le is the VSP Assistant Director, Nancy Holmes and Eleonora Papadogiannaki are Research Assistants with the Visitor Services Project and Dr. Steven Hollenhorst is the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho. Dr. Douglas Eury is a Park Planning and Management Consultant who oversaw the survey fieldwork. We thank Jessica Helsley and the staff of Carl Sandburg Home National Historic Site for assisting with the survey, and David Vollmer and Yanyin Xu for their technical assistance.

Visitor Services Project
Carl Sandburg Home National Historic Site
Report Summary

- This report describes the results of a visitor study at Carl Sandburg Home National Historic Site (NHS) during April 19-27, 2008. A total of 338 questionnaires were distributed to visitor groups. Of those, 259 questionnaires were returned, resulting in a 76.6% response rate.
 - This report profiles a systematic random sample of Carl Sandburg Home NHS. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
 - Fifty percent of visitor groups were in groups of two and 29% were in groups of three or more. Fifty-three percent of visitor groups were in family groups and 22% were alone.
 - United States visitors comprised 99% of total visitors, with 63% from North Carolina, 10% from South Carolina, and smaller proportions from 27 other states. International visitors represented less than 1% of total visitation, but this data should be viewed with CAUTION! due to the low number of respondents.
 - Forty-one percent of visitors were ages 56-70 years, 11% were 71 years or older, and 15% were ages 15 years or younger. Thirty-five percent of visitor groups reported physical conditions that made it difficult to access or participate in park activities or services. Seventy-six percent of visitor groups had members who had difficulty walking from the parking lot to the Sandburg Home.
 - Regarding respondents' level of education, 34% had a graduate degree, 30% had a bachelor's degree, and 29% had some college education.
 - Forty-two percent of visitor groups visited the park for the first time, while 30% had visited occasionally during the year, but not every month.
 - Prior to this visit, 89% of visitor groups were aware of who Carl Sandburg was. Fifty-six percent of visitor groups learned about him in a school class/program and 38% knew about him because they live near his home.
 - Eighty-nine percent of visitors obtained information about the park prior to their visit. Prior to this visit, visitor groups most often obtained information about Carl Sandburg Home NHS through previous visits (53%) and friends/relatives/word of mouth (47%). Forty-six percent indicated that for a future visit, they would prefer to obtain information from the park website.
 - Forty-eight percent of visitor groups spent two hours visiting the park. The average time spent in the park was 1.7 hours. Nine percent of visitor groups visited the park on more than one day.
 - The most common reasons for visiting the area within 30 miles of the park were to visit friends/relatives in the area (26%) and visit other attractions in the area (24%). The most common reasons for visiting the park were to participate in recreation (48%) and to learn about Carl Sandburg (21%). Fifty-seven percent of visitor groups were residents of the area.
 - The most visited sites were the barn (68%), and the trail around Front Lake (49%). The most common visitor activities included walking/hiking (81%) and visiting goats at the barn (67%).
 - On a future visit, 66% of visitor groups would prefer self-guided tours to learn about the park, and 63% would prefer using exhibits.
-

Visitor Services Project
Carl Sandburg Home National Historic Site
Report Summary
(continued)

- Regarding use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The most used visitor services/facilities included parking lot (85%), restrooms (71%), and trails (70%). The visitor services/facilities that received the highest combined proportions of “extremely important” and “very important” ratings included Carl Sandburg Home tour (91%, N=84) and trails (88%, N=156). The visitor services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were assistance from park staff (95%, N=72) and Carl Sandburg Home tour (94%, N=77).
- Regarding the importance of protecting the park’s cultural and natural attributes/experiences, it is important to note the number of visitor groups that responded to each question. The attributes/experiences that received the highest combined proportions of “extremely important” and “very important” ratings included clean air (91%, N=243), clean water (89%, N=235), and scenic views (89%, N=240).
- Most visitor groups (97%) rated the overall quality of visitor facilities, services and recreational opportunities at Carl Sandburg Home NHS as “very good” or “good.” No visitor groups rated the overall quality as “very poor” or “poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-7863 or the following website <http://www.psu.uidaho.edu>.

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INTRODUCTION

“The home of America's poet, Carl Sandburg, is quite a baronial estate for an old socialist. It was designated as a National Historic Site in 1968 to honor Carl Sandburg's compelling collection of stories about the American people; their plights, struggles, joys and hopes as told through Sandburg's poetry, prose, journalism and biography.” (Carl Sandburg Home National Historic Site, National Park Service, Department of the Interior website: www.nps.gov/carl October, 2008)

This report describes the results of a visitor study at Carl Sandburg Home National Historic Site, conducted April 19-27, 2008 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

Section 1: Methods. This section discusses the procedures, limitations, and special conditions that may affect the results of the study.

Section 2: Results. This section provides summary information for each question in the questionnaire and includes a summary of visitor comments. The presentation of the results of this study does not follow the same order of questions in the questionnaire.

Section 3: Appendices

Appendix 1: *The Questionnaire.* A copy of the questionnaire distributed to groups.

Appendix 2: *Additional Analysis.* A list of options for cross-references and cross comparisons. These comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report as they may only be requested after the results of this study have been published.

Appendix 3: *Decision rules for checking non-response bias.* An explanation of how the non-response bias was determined.

Appendix 4: *Visitor Services Project Publications.* A complete list of publications by the PSU. Copies of these reports can be obtained by contacting the PSU office at (208) 885-7863 visiting the website: <http://www.psu.uidaho.edu/vsp/reports.htm>.

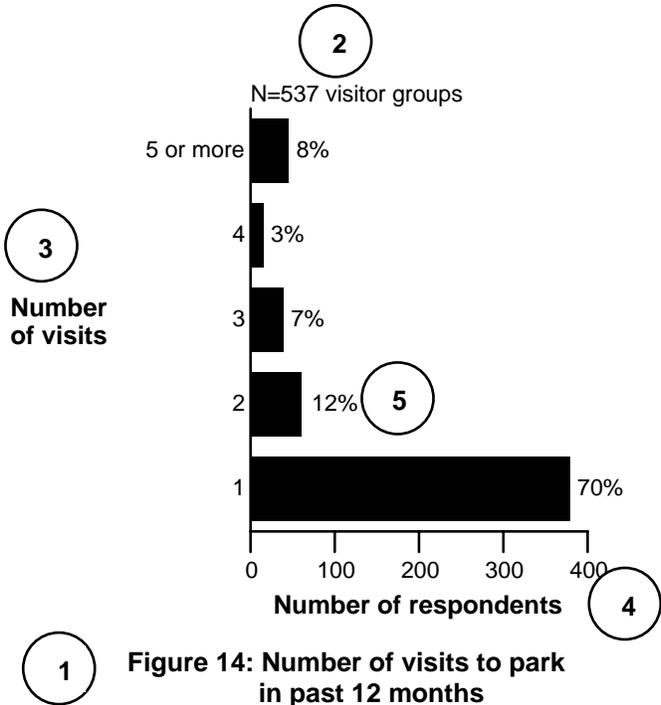
Visitor Comments Appendix: A separate appendix provides visitor responses to open-ended questions. It is bound separately from this report due to its size.

Presentation of the results

Results are represented in the form of graphs (see example below), scatter plots, pie charts, tables, or text.

SAMPLE ONLY

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.
- * appears when total percentages do not equal 100 due to rounding.
- ** appears when total percentages do not equal 100 because visitors could select more than one answer choice.
- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportion of responses in each category.
- 5: In most graphs, percentages provide additional information.



METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this methodology, the sample size was calculated based on the park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at Carl Sandburg Home National Historic Site during April 19-27, 2008. During this survey, 344 visitor groups were contacted and 338 of these groups (98.3%) accepted questionnaires (average acceptance rate for 183 VSP visitor studies is 90.9%). All questionnaires were distributed at the parking lot. Visitors were surveyed between the hours of 8 a.m. and 5 p.m. Questionnaires were completed and returned by 259 visitor groups resulting in a 76.6% response rate for this study. The average response rate for the 183 VSP visitor studies conducted from 1988 through 2007 was 74.9%.

Questionnaire design

The Carl Sandburg Home National Historic Site questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Carl Sandburg Home National Historic Site. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Carl Sandburg Home National Historic Site questionnaire. However, all questions followed OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. The individual was asked for their name, address, and telephone number in order to mail them a reminder/thank you postcard and follow-ups. Visitors were asked to complete the survey after their visit, and return the questionnaire by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical Analysis Software (SAS), and a custom designed FileMaker Pro application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized. The data were entered twice—by two independent data entry staff—and validated by a third staff member.

Limitations

Like all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study period of April 19 - 27, 2008. The results present a 'snapshot-in-time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "CAUTION!" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The weather during the survey period was variable, generally partly cloudy with cool temperatures and occasional showers.

Checking Non-response Bias

The three variables used to check non-response bias were group type, age of the group member who actually completed the questionnaire, and group size.

Table 1 shows insignificant differences between group types. As shown in Table 2, there are significant differences between respondent and non-respondent ages and insignificant differences between respondent and non-respondent group sizes. See Appendix 3 for more details of the non-response bias checking procedure.

Table 1: Comparison of respondents and non-respondents group type

Group type	Respondents	Non-respondents	Total
Alone	56	20	76
Family	134	42	176
Friends	40	9	49
Family and friends	22	9	31
Other	1	1	2
Total	253	81	334

Chi-square = 2.22 df = 4 p-value = 0.695

Table 2: Comparison of respondents and non-respondents age and group size

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Group size	254	2.8	80	2.4	0.419
Age	257	57.1	79	46.7	<0.001

There are insignificant differences in group size and group type between respondents and non-respondents. A five-year difference is detected in average age of respondents compared to non-respondents. However, the differences may due to the fact that an older person in the group completed the survey while a younger person accepted the survey at the park. Occasionally, survey respondents may answer the age question incorrectly with the oldest person in the first slot which was designated for the respondents (see Appendix 3). Moreover, the survey was designed to collect group information, not individual information. Since the two group parameters were the same for both respondents and non-respondents the response bias is judged to be insignificant. The data is a good representation of a larger Carl Sandburg Home National Historic Site visitor population for the duration of the survey period.

RESULTS

Visitor and Group Characteristics

Visitor group size

Question 23

On this visit, how many people were in your personal group, including yourself?

Results

- 50% of visitors were in groups of two (see Figure 1).
- 29% were in groups of three or more.

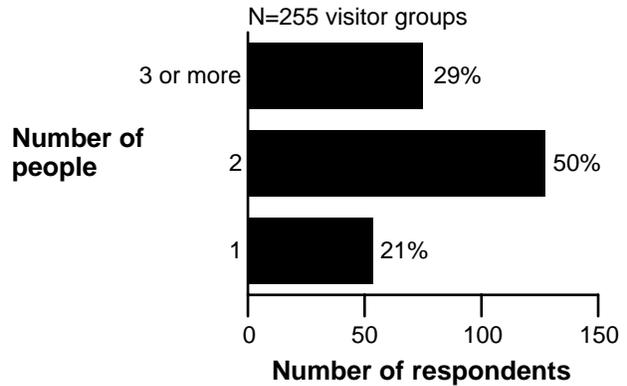


Figure 1: Group size

Visitor group type

Question 22

On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?

Results

- 53% of visitor groups were made up of family members (see Figure 2).
- 22% were alone.
- 16% were with friends.
- “Other” group type (<1%) was:

Church group

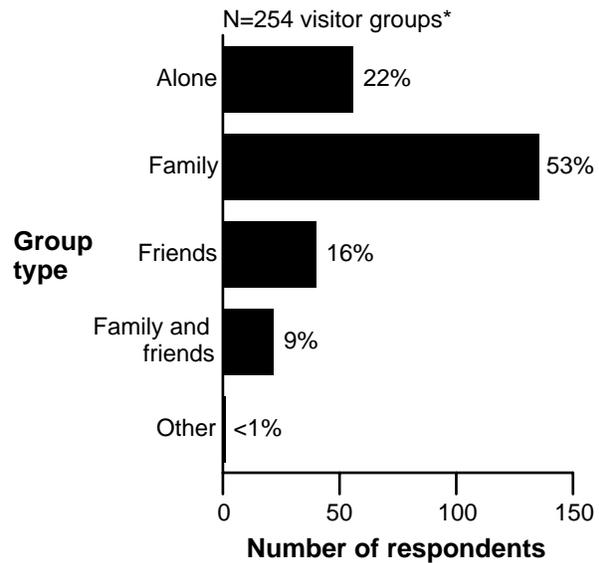


Figure 2: Group type

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with organized groups

Question 21a

On this visit, were you and your personal group part of a commercial guided tour group?

Results

- 1% of visitor groups were part of a commercial guided tour group (see Figure 3).

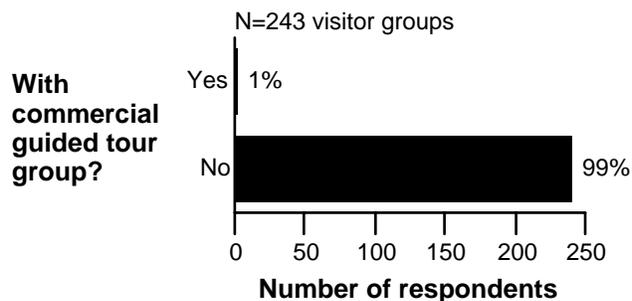


Figure 3: Visitors with a commercial guided tour group

Question 21b

On this visit, were you and your personal group part of a school/educational group?

Results

- 2% of visitor groups were part of a school/educational group (see Figure 4).

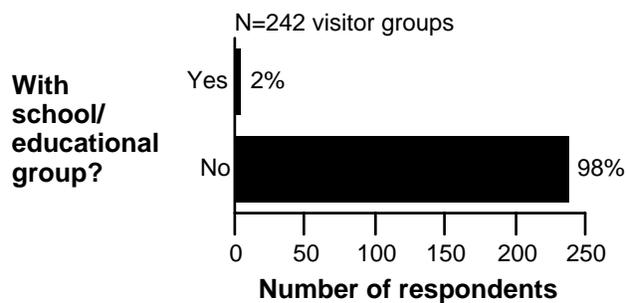


Figure 4: Visitors with a school/educational group

Question 21c

On this visit, were you and your personal group part of an other organized group (such as business group, scout group, etc.)?

Results

- 2% of visitor groups were part of an other organized group (see Figure 5).

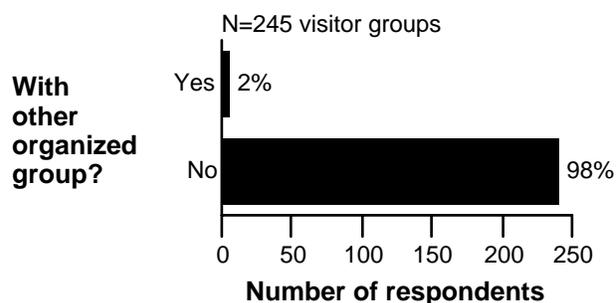


Figure 5: Visitors with an other organized group

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence

Question 26b

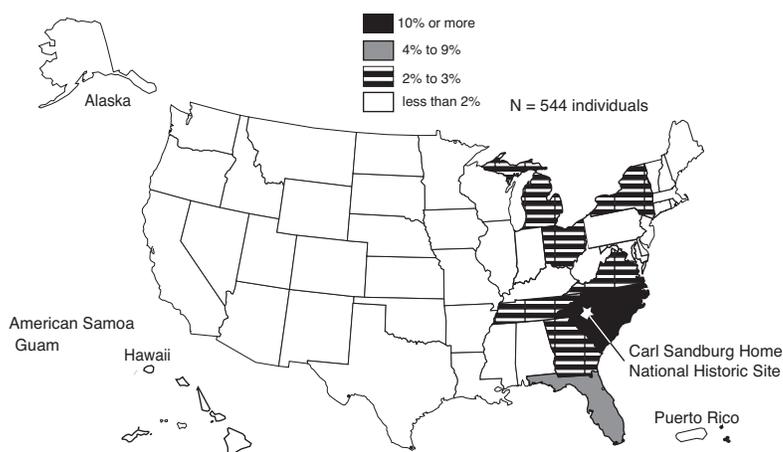
For you and your personal group on this visit what is your state of residence?

Table 3: United States visitors by state of residence*

	State	Number of visitors	Percent of U.S. visitors N=544 individuals	Percent of total visitors N=549 individuals
Note: Response was limited to seven members from each visitor group.	North Carolina	340	63	62
	South Carolina	54	10	10
	Florida	21	4	4
	Tennessee	12	2	2
	Georgia	11	2	2
	Michigan	11	2	2
	Ohio	11	2	2
	New York	9	2	2
	Virginia	9	2	2
	Illinois	7	1	1
	New Hampshire	6	1	1
	California	5	1	1
	Indiana	5	1	1
	Massachusetts	4	1	1
	Pennsylvania	4	1	1
	Texas	4	1	1
	Washington	4	1	1
	New Jersey	3	1	1
	Vermont	3	1	1
Wisconsin	3	1	1	
9 other states		13	2	2

Results

- U.S. visitors were from 29 states and comprised 99% of total visitation to the park during the survey period.
- 63% of U.S. visitors came from North Carolina (see Table 3 and Map 1).
- 10% came from South Carolina.
- Smaller proportions of U.S. visitors came from 27 other states.



Map 1: Proportions of United States visitors by state of residence

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence

Question 26b
For you and your personal group on this visit, what is your country of residence?

Note: Response was limited to seven members from each visitor group.

Results – Interpret data with **CAUTION!**

- International visitors were from 3 countries and comprised less than 1% of total visitation to the park during the survey period (see Table 4).

Table 4: International visitors by country of residence *
CAUTION!

Country	Number of visitors	Percent of international visitors N=5 individuals	Percent of total visitors N=549 individuals
Australia	2	40	<1
United Kingdom	2	40	<1
Canada	1	20	<1

Frequency of visits to the park

Question 26c
For you and your personal group on this visit, how often do you visit Carl Sandburg Home NHS?

Note: Response was limited to seven members from each visitor group.

Results

- 42% of visitors visited the site for the first time in their lifetime (see Figure 6).
- 30% visited the site occasionally during the year, but not every month.

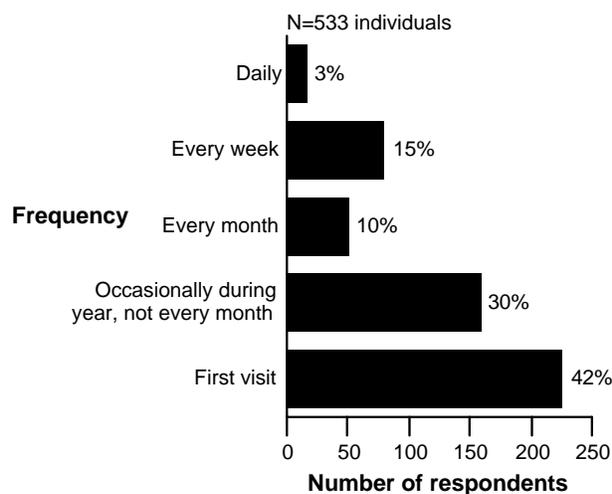


Figure 6: Frequency of visits to the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 26a

For you and your personal group on this visit, what is your current age?

Note: Response was limited to seven members from each visitor group.

Results

- Visitor ages ranged from 1 to 90 years.
- 41% of visitors were between 56-70 years age group (see Figure 7).
- 15% were 15 years or younger.
- 11% were 71 years or older.

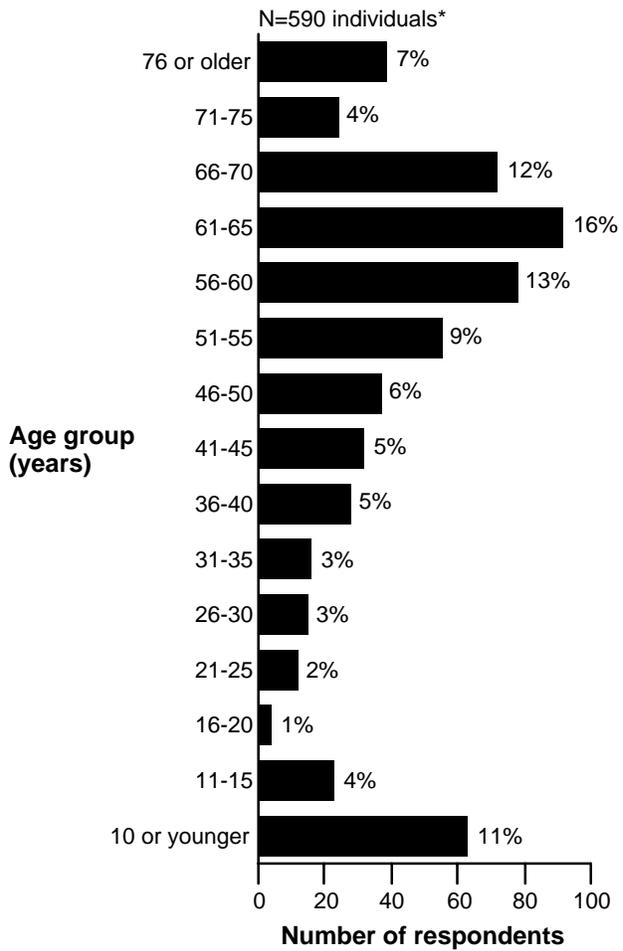


Figure 7: Visitor age

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Language used for speaking

Question 24a

When visiting an area such as Carl Sandburg Home NHS, what one language do you and most members of your personal group prefer to use for speaking?

Results

- Almost 100% of visitor groups preferred to use English for speaking (see Figure 8).
- Less than 1% preferred to use German.

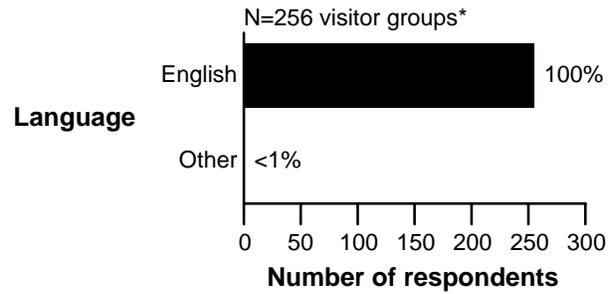


Figure 8: Preferred language for speaking

Language used for speaking

Question 24b

When visiting an area such as Carl Sandburg Home NHS, what one language do you and most members of your personal group prefer to use for reading?

Results

- Almost 100% of visitors groups preferred to use English for reading (see Figure 9).
- Less than 1% preferred to use German.

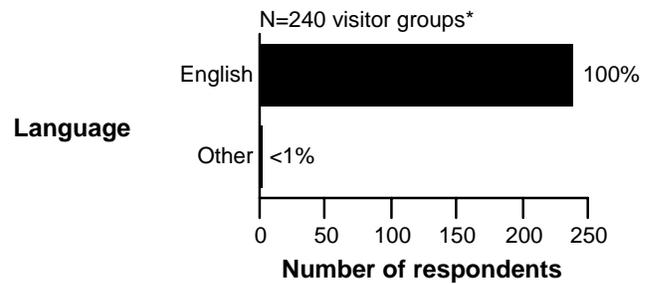


Figure 9: Preferred language for reading

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Services in other languages

Question 24c

In your opinion, what services in the park need to be provided in languages other than English?

Results

- 84% of visitor groups needed services in languages other than English (see Figure 10).
- Table 5 shows the services visitor groups preferred in other languages.

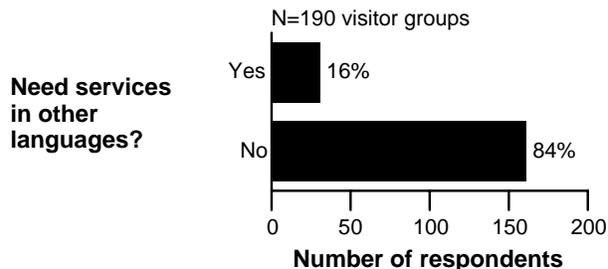


Figure 10: Need for services in other languages

Table 5: Services preferred in languages other than English

N=46 comments;
some visitor groups made more than one comment.

Service	Number of times mentioned
Restroom information	8
Signage	8
Brochures	4
Audio tours	3
House tour	3
Printed material	3
Directions	2
General information	2
Tours	2
Video	2
Emergency information	1
Information guides	1
Maps	1
Rules and regulations	1
Trail directions	1
Trail information	1
Trail markers	1
Unigrid	1
Warning signs	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with physical conditions/impairments

Question 27a

Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Results

35% of visitor groups had members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 11).

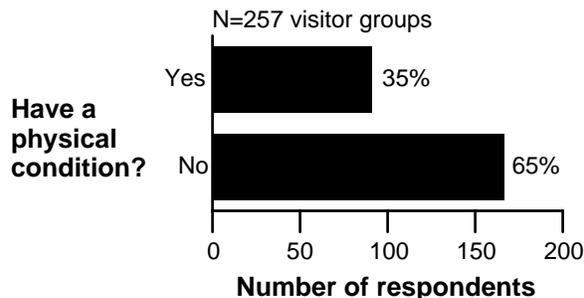


Figure 11: Visitors with physical conditions

Question 27c

What activities or services were difficult to participate in/access?

Results

- 76% of visitor groups had members who had difficulty walking from the parking lot to the Sandburg Home (see Figure 12).
- 30% had difficulty touring the Sandburg Home.
- “Other” activities or services (19%) included:

- Activities restricted for wheelchairs
- Walking up hills
- Hiking Glassy Mountain
- Hiking trails

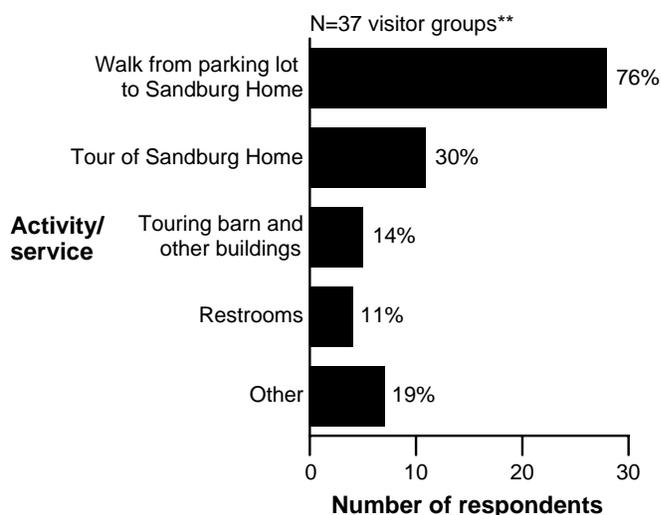


Figure 12: Activities or services visitors had difficulty participating in/accessing

Question 27b

A phone for visitors needing assistance to reach Sandburg Home is located in the parking lot. If you and your personal group needed assistance, did you find this phone to request a van ride to the Sandburg Home?

Results

- 42% of visitor groups that had members with physical conditions were able to locate the phone to request a van ride (see Figure 13).

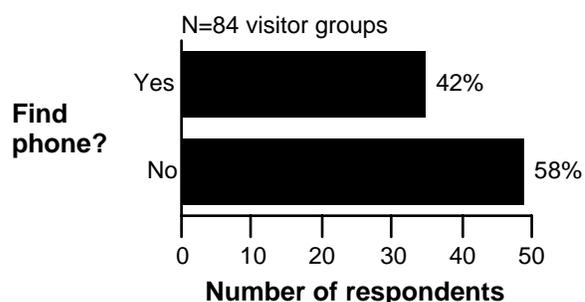


Figure 13: Visitor groups’ ability to locate courtesy phone for van ride

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Respondents' level of education

Question 25

For you only, please indicate the highest level of education completed.

Results

- 34% of respondents had a graduate degree (see Figure 14).
- 30% had a bachelor's degree.
- 29% had some college education.

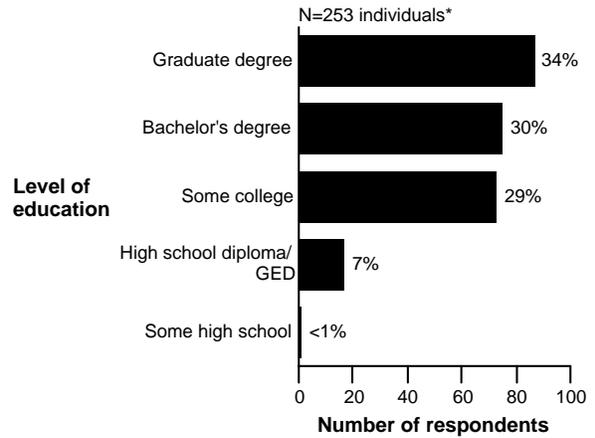


Figure 14: Respondents' level of education

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Awareness of Carl Sandburg

Question 2a

Prior to this visit, did you know who Carl Sandburg was?

Results

- 89% of visitor groups knew who Carl Sandburg was prior to this visit (see Figure 15).

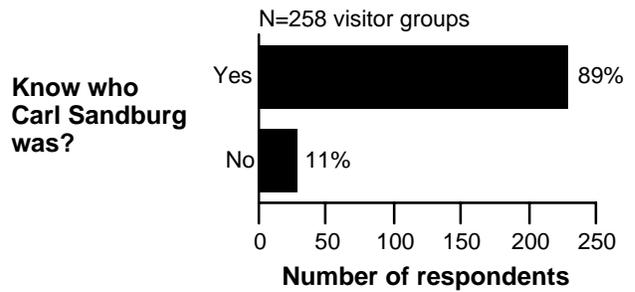


Figure 15: Awareness of Carl Sandburg

Question 2b

If YES, how did you learn about him?

Results

- As shown in Figure 16, the most common sources that visitor groups used to learn about Carl Sandburg were:

56% School class/program
 38% Live near his home
 33% Read book

- 8% of visitor groups did not know or did not remember how they learned about Carl Sandburg.

- “Other” sources (12%) were:

Common knowledge
 Conversation
 English major
 Family member
 Flat Rock Playhouse
 Friends
 Information at Lincoln National Park
 Live in Illinois where he was born
 Locals
 National Park signs
 Previous visits
 Recall as a poet laureate
 Volunteer at the site

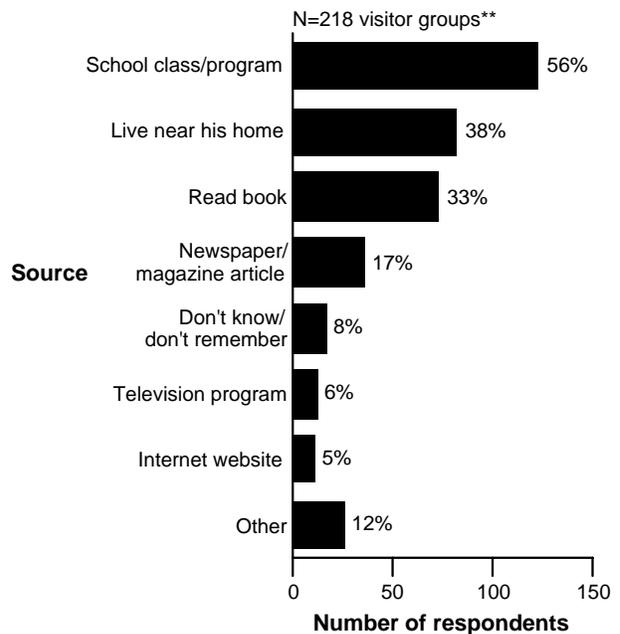


Figure 16: Sources used to learn about Carl Sandburg

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Awareness of NPS management

Question 3

Prior to your visit, were you and your personal group aware that Carl Sandburg Home NHS is managed by the National Park Service?

Results

- 62% of visitor groups were aware that Carl Sandburg Home NHS is managed by the National Park Service (see Figure 17).

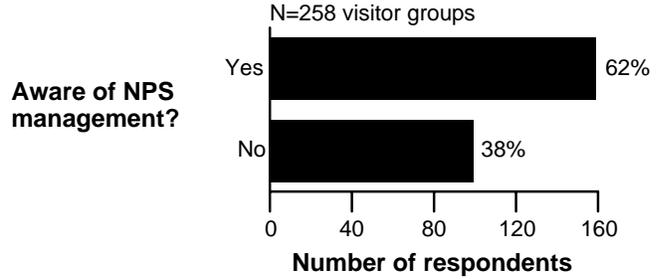


Figure 17: Visitor group awareness of NPS management

Awareness of Friends Group

Question 4

Prior to your visit, were you and your personal group aware of the “Friends of Carl Sandburg at Connemara” organization, a volunteer group providing support for activities at Carl Sandburg Home NHS?

Results

- 32% of visitor groups were aware of the Friends of Carl Sandburg at Connemara group (see Figure 18).

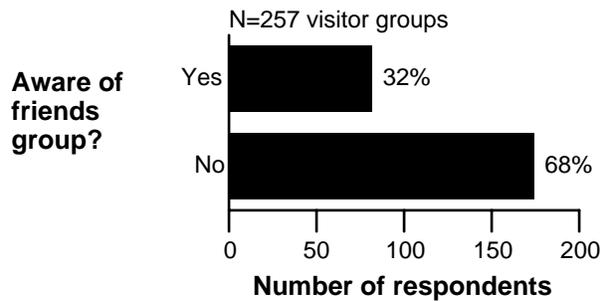


Figure 18: Visitor group awareness of friends group

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Awareness of General Management Plan

Question 29a

Carl Sandburg Home NHS recently developed and is beginning to implement a new General Management Plan. Are you aware of this plan?

Results

- 9% of visitor groups were aware of the General Management Plan (see Figure 19).

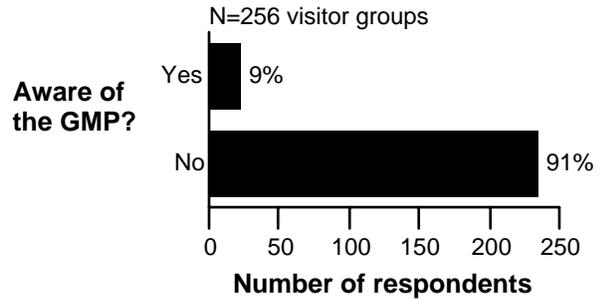


Figure 19: Awareness of the General Management Plan

Question 29b

Are you aware of what the General Management Plan proposes for the park's future?

Results

- 5% of visitor groups were aware of the General Management Plan's proposals for the park's future (see Figure 20).

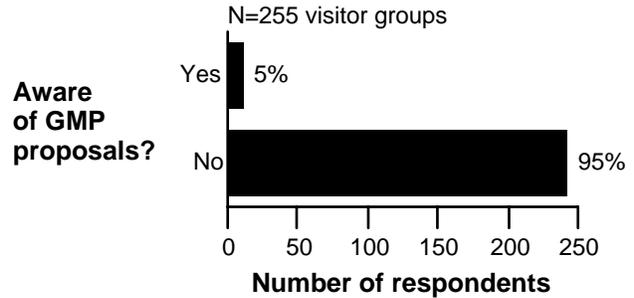


Figure 20: Awareness of the General Management Plan proposals

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to your visit, how did you and your personal group obtain information to plan your visit to Carl Sandburg Home NHS?

Results

- 89% of visitor groups obtained information about Carl Sandburg Home NHS prior to their visit (see Figure 21).
- As shown in Figure 22, of those who obtained information prior to their visit, the most common sources were:
 - 53% Previous visits
 - 47% Friends/relatives/word of mouth
 - 20% Newspaper/magazine articles
- “Other” sources (6%) were:
 - General knowledge
 - NPS information
 - NPS Passport
 - Rangers
 - Signs (interstate, highway, roadside)
 - Tour group

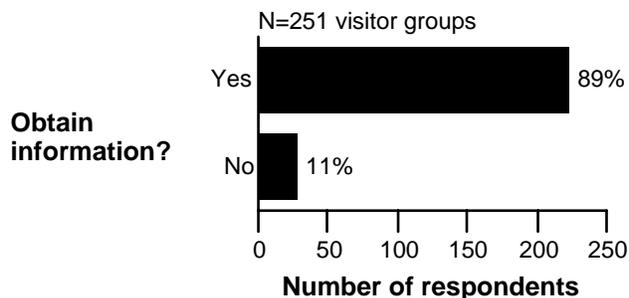


Figure 21: Visitor groups who obtained information about Carl Sandburg Home NHS prior to visit

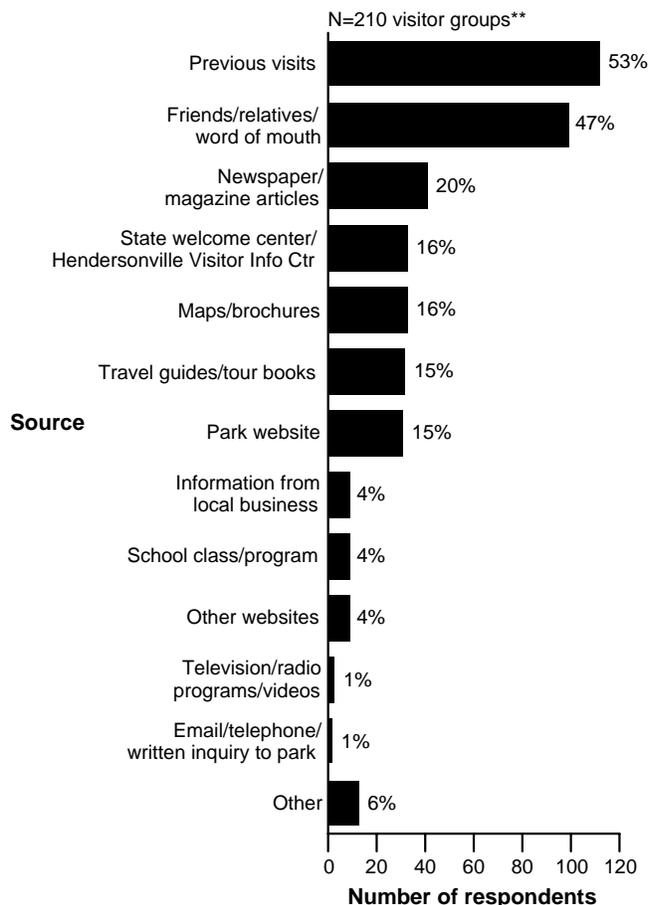


Figure 22: Sources of information used prior to visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 1c

From the sources you used prior to this visit, did you and your personal group receive the type of information about the park that you needed?

Results

- 95% of visitor groups received the information they needed prior to their visit (see Figure 23).

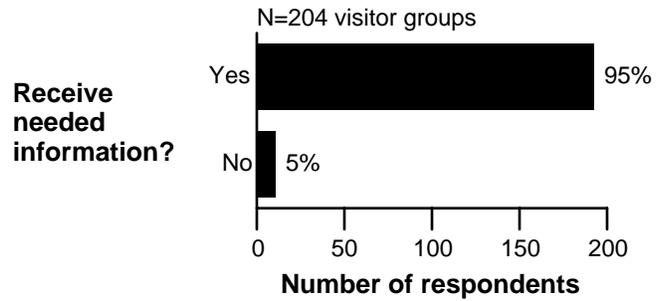


Figure 23: Visitor groups who received needed information prior to their visit

Question 1d

If NO, what type of park information did you and your personal group need that was not available?

Results

- Additional information that visitor groups needed were:
 - Better maps
 - Descriptions of hiking trails
 - How beautiful the park and the house are
 - Map of the trails
 - That it is mandatory to go on a tour of the house
 - Van operation
 - When the baby goats were expected to be born

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Information sources for future visit

Question 1b

Prior to a future visit, how would you and your personal group prefer to obtain information about Carl Sandburg Home NHS?

Results

- As shown in Figure 24, the most common sources of information visitor groups preferred to use for a prior future visit were:
 - 46% Park website
 - 37% Previous visits
 - 26% Newspaper/magazine articles
- “Other” sources of information (3%) were:
 - Rangers
 - Information at the park

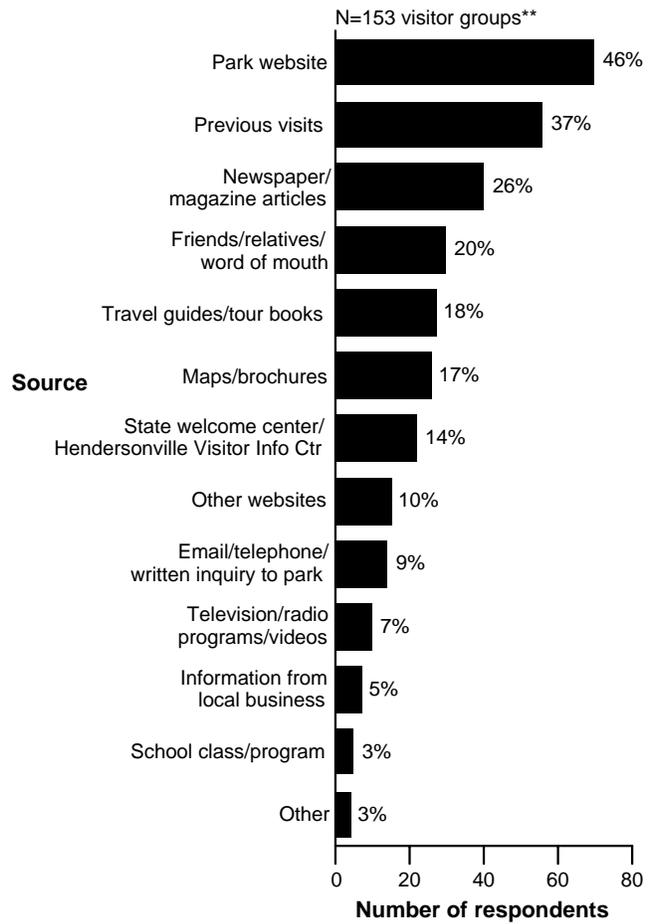


Figure 24: Sources of information preferred for a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Primary reason for visiting the area

Question 5

For this visit, what was the primary reason that you and your personal group visited the area within 30 miles of Carl Sandburg Home NHS?

Results

- 57% of visitor groups were residents of the area (see Figure 25).
- As shown in Figure 26, non-residents' primary reasons for visiting the area included:

- 26% Visit friends/relatives in the area
- 24% Visit other attractions in the area

- "Other" reasons (11%) were:

- Activity for wives of college board meeting
- Attend a wedding in the area
- Bring family for a visit
- Church retreat
- Daily walks
- Hiking
- Looking at future retirement areas
- Remember past visits
- See the goats
- Visit with Boy Scouts for badge

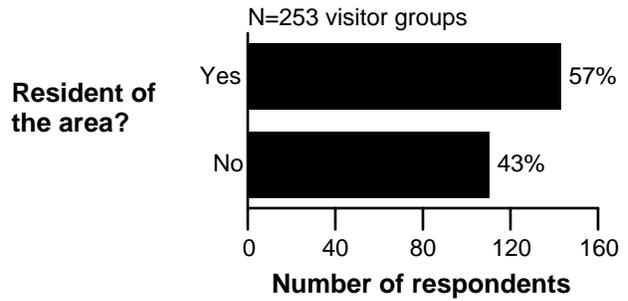


Figure 25: Residents of the area

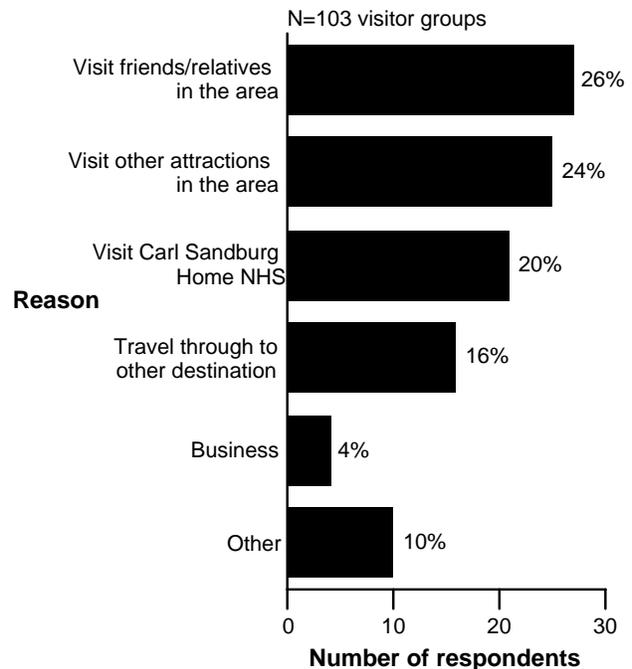


Figure 26: Primary reason for visiting Carl Sandburg Home NHS area

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Primary reason for visiting Carl Sandburg Home NHS

Question 6

On this visit, what was the primary reason that you and your personal group visited Carl Sandburg Home NHS?

Results

- As shown in Figure 27, visitor groups' primary reasons for visiting Carl Sandburg included:

48% Participate in recreation
21% Learn about Carl Sandburg

- "Other" reasons (13%) were:

- Bus tour
- Buy a National Park Pass
- Exercise
- Learn history of Connemara
- Hiking/walking
- Looked interesting
- On a date
- Photograph for an article
- Planned activity
- See the goats
- To inspire my children
- To obtain information for a magazine article
- Visit family friend at Goat Barn

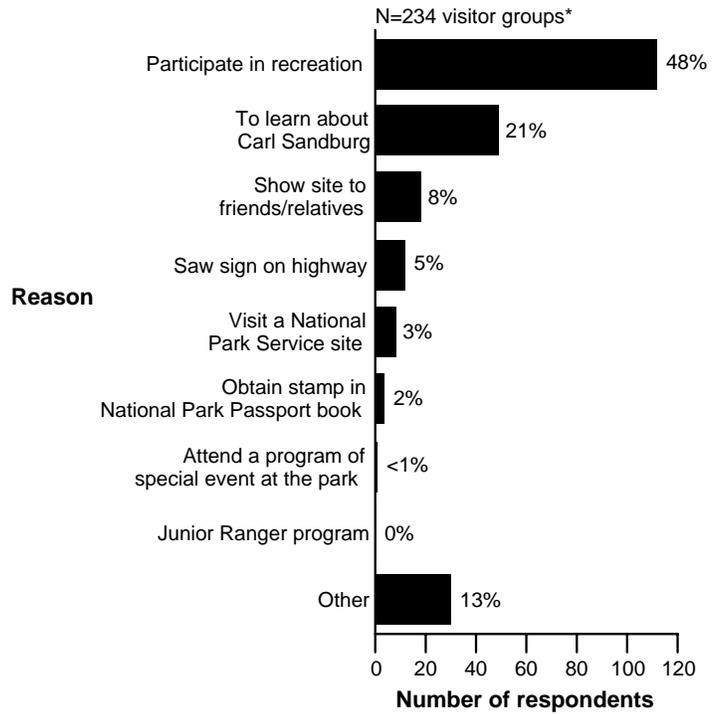


Figure 27: Primary reason for visiting Carl Sandburg Home NHS

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Adequacy of directional signs

Question 7a

On this visit, were the interstate signs directing you and your personal group to Carl Sandburg Home NHS adequate?

Results

- 54% of visitor groups did not use interstate signs to direct them to the site (see Figure 28).
- 45% of visitor groups indicated that interstate signs were adequate to direct them to the site

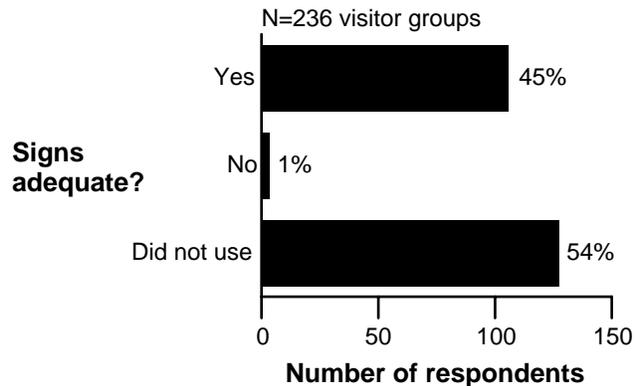


Figure 28: Adequacy of interstate signs

Question 7b

On this visit, were the state highway signs directing you and your personal group to Carl Sandburg Home NHS adequate?

Results

- 40% of visitor groups did not use state highway signs to direct them to the site (see Figure 29).
- 58% of visitor groups indicated that state highway signs were adequate to direct them to the site.

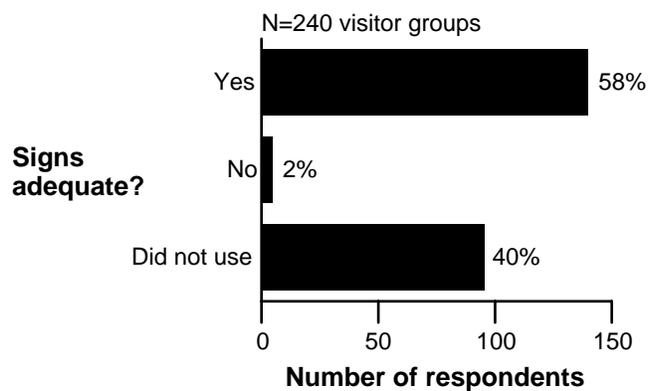


Figure 29: Adequacy of state highway signs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 7c

On this visit, were the signs in the park directing you and your personal group around Carl Sandburg Home NHS adequate?

Results

- 78% of visitor groups indicated that signs in the park were adequate to direct them around the park (see Figure 30).

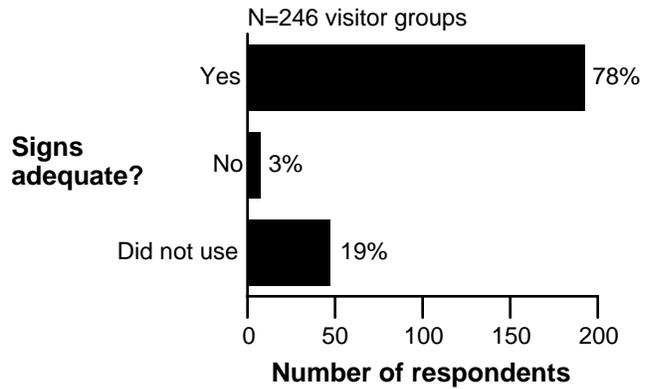


Figure 30: Adequacy of signs in the park

Question 7d

On this visit, were the parking lot signs to help visitors in need of assistance to obtain van ride adequate?

Results

- 46% of visitor groups did not use parking lot signs to help visitors in need of assistance to obtain a van (see Figure 31).
- 53% of visitor groups indicated that parking lot signs to help obtain a van ride were adequate.

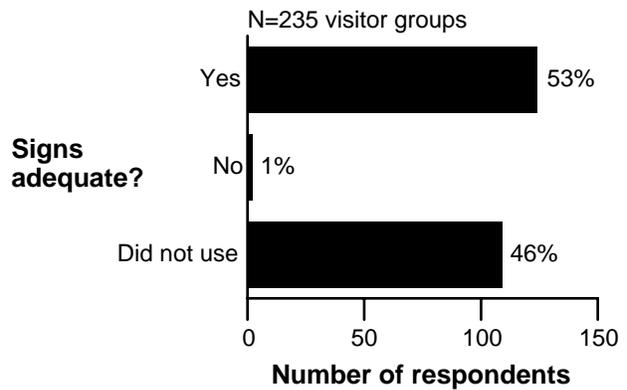


Figure 31: Adequacy of parking lot signs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 7

If you answered NO for any of the above, please explain.

Results – Interpret with **CAUTION!**

- Fourteen visitor groups provided comments on directional signs (see Table 6).

Table 6: Comments on directional signs
 N=16 comments;
 some visitor groups made more than one comment.

Sign location	Comment
Interstate signs	Did not notice any signs Need more signs Signs are not clear
State highway signs	Confusing because they are not placed appropriately Need more signs Need sign before park on Little River Road coming from Kanuga Road Signs were not clear There was only one sign from Henderson
Signs in the park	Need better signs on trails Did not know where the house was Had to ask a visitor for directions to visitor center Had trouble finding road from house to parking lot Need more trail signs Was not sure where to park
Parking lot signs	Did not notice any signs Wondered how elderly could access site; finally saw signs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Finding way to site from parking lot

Question 8a

On this visit, did you and your personal group have any difficulty finding your way from the parking lot to the Carl Sandburg Home?

Results

- 3% of visitor groups reported that they had difficulty finding their way from the parking lot to Carl Sandburg Home (see Figure 32).

Have difficulty finding way?

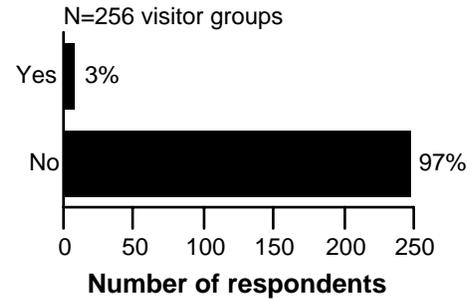


Figure 32: Visitor groups who had difficulty finding their way from the parking lot to Carl Sandburg Home

Question 8b

If YES, what was the problem?

Results – Interpret with **CAUTION!**

- Five visitor groups provided comments.
- The problems visitors had finding their way from the parking lot to Carl Sandburg Home were:
 - Had to ask a visitor for directions to visitor center
 - No van available in parking lot
 - Trouble getting uphill by foot
 - Wasn't sure where it was
 - Way to drive up for handicapped not marked
 - We couldn't see the house and thought there was another entrance

Number of vehicles

Question 23b

On this visit, how many vehicles did you and your personal group use to arrive at the park?

Results

- 93% of visitors used one vehicle to arrive at the park (see Figure 33).

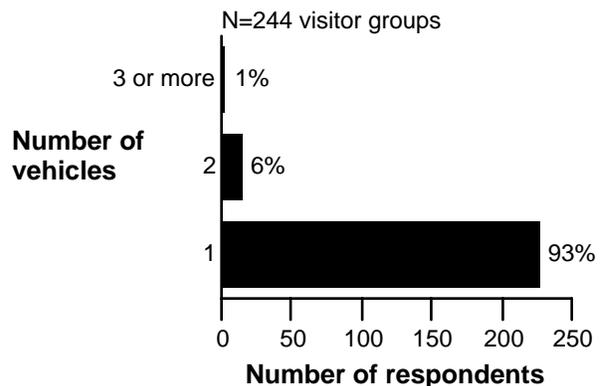


Figure 33: Number of vehicles used to arrive at the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Parking

Question 20a

On this or past visits, have you and your personal group experienced parking problems at Carl Sandburg Home NHS?

Results

- 34% of visitor groups reported that they had experienced parking problems (see Figure 34).

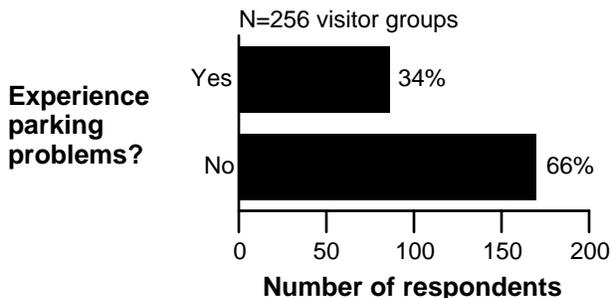


Figure 34: Visitor groups who experienced parking problems at the site

Question 20b

If YES, what problems did you experience?

Results

- As shown in Table 7, eighty-five visitor groups provided comments on parking problems experienced at Carl Sandburg Home NHS.

Table 7: Parking problems
N=88 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
The parking lot was full	27
Not enough available parking spaces	20
At peak times there is not enough parking	11
The parking lot was crowded	8
Had to park at the Park Rock Playhouse	6
Had to park on the side of the road	6
People come to walk and parking is difficult	2
There was a theater event and people attending parked at the site parking lot	2
Dog was not kept on leash	1
Inadequate parking for handicap	1
Keep making circles to find a parking spot	1
Overflow from Flat Rock Playhouse	1
The van was not running	1
Tour bus was blocking the parking	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Length of visit

Question 14a

On this visit, how long did you and your personal group spend visiting Carl Sandburg Home NHS?

Results

- The average length of visit was 1.7 hours.
- 48% of visitor groups spent two hours (see Figure 35).
- 37% spent one hour.

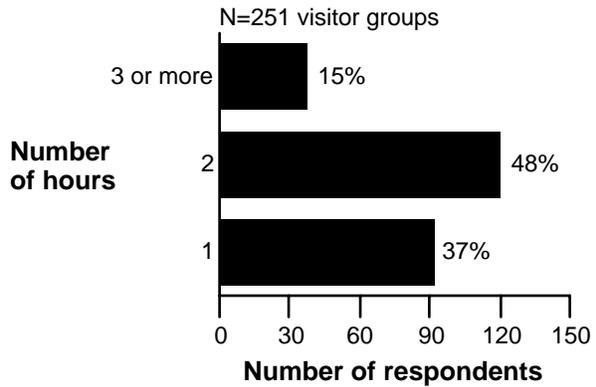


Figure 35: Number of hours visiting the park

Question 14b

On this visit, did you and your personal group visit the park on more than one day?

Results

- 9% of visitor groups reported visiting the site on more than one day (see Figure 36).

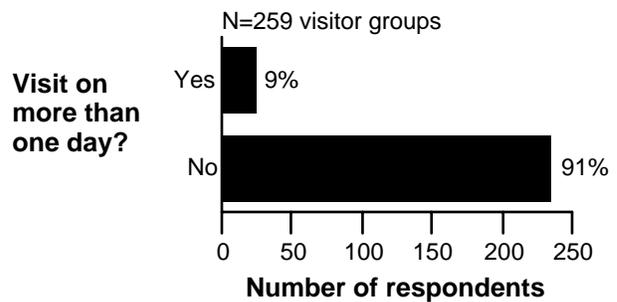


Figure 36: Visitor groups that visited the park on more than one day

Question 14c

If YES, how many days did you visit the site?

Results - Interpret the results with CAUTION!

- Not enough visitor groups responded to this question to provide reliable data (see Figure 37).

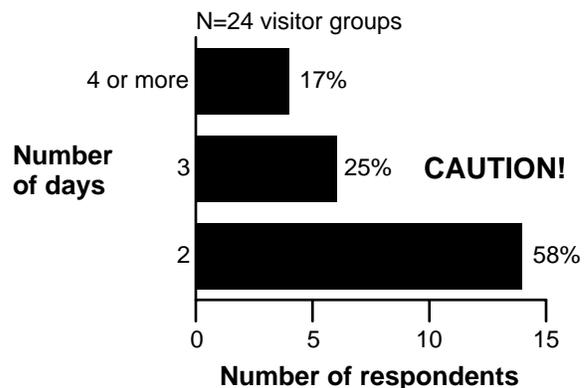


Figure 37: Number of days visiting the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sites visited

Question 9

On this visit, which of the following sites at Carl Sandburg Home NHS did you and your personal group visit?

Results

- As shown in Figure 38, the most commonly visited sites by visitor groups at Carl Sandburg Home NHS were:

68% Barn
 49% Trail around Front Lake
 45% Carl Sandburg Home

- “Other” sites (8%) were:

Area around the house
 Bookstore
 Garage
 Lake
 Memminger Trail
 Other trails in the area
 Pasture
 Picnic area
 Restrooms
 Shady Glade Trail

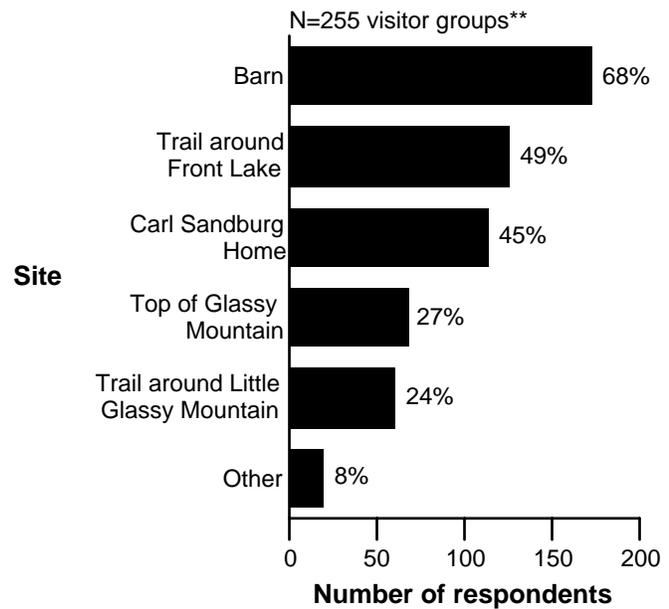


Figure 38: Sites visited

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Opinions of the historic barn

Question 12a

On this visit, did you and your personal group visit the barn?

Results

- 68% of visitor groups visited the barn (see Figure 39).

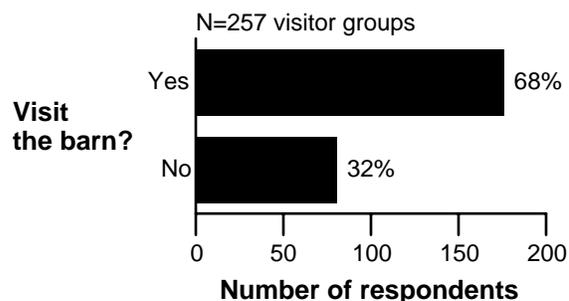


Figure 39: Visits to the barn

Question 12b

If YES, what were your reasons for visiting the barn?

Results

- Sixty-two percent (N=159) of visitor groups responded this question.
- Reasons for visiting the barn were:
 - Because we could do it without going on the tour
 - Check the gardens
 - Curiosity
 - Enjoyed it before
 - Find out when to get manure
 - For fun
 - Further classroom discussion on genetics
 - Get an idea of the property
 - Had goats when growing up
 - Interested in how they became attracted
 - It was there
 - Just visiting
 - Learn about Mrs. Sandburg's work
 - Learn about that part of the Sandburgs' life
 - Looked interesting
 - Love animals
 - Love goats
 - Nature lovers
 - Nice barn/field
 - On a hike
 - Part of the whole tour
 - Reflect on the goat business they had
 - See baby goats
 - See the cats

Reasons, continued

- See the goats
- Show the goats to family members
- Take photographs
- Saw a sign
- See the barn
- See the goat program
- Serenity
- Show it to friends
- To see everything offered
- To see the equipment
- To watch kids with kids
- Visit the old dairy facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 12c

Through your visit to the barn, did you learn something about Mrs. Sandburg that is relevant or meaningful to your life today?

Results

- 52% of visitor groups indicated that they learned something about Mrs. Sandburg that was meaningful or relevant to their lives (see Figure 40).

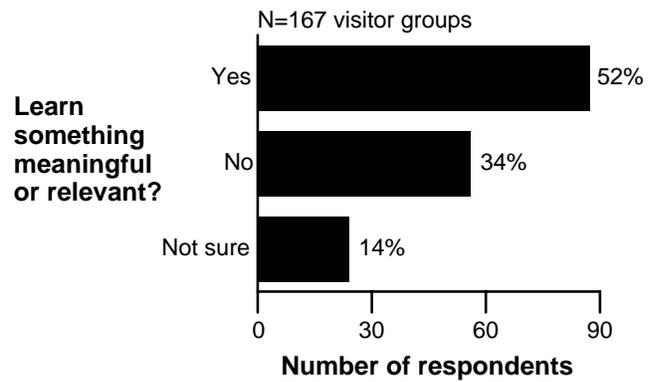


Figure 40: Learned something relevant or meaningful about Mrs. Sandburg

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Tour of Carl Sandburg Home

Question 10a

On this visit, did you and your personal group take a tour of the Carl Sandburg Home?

Results

- 34% of visitor groups took the tour of the Carl Sandburg Home (see Figure 41).

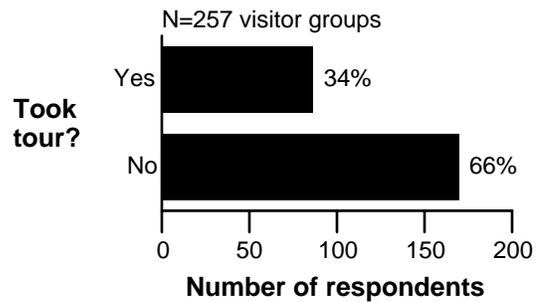


Figure 41: Visitor groups who took the tour of Carl Sandburg Home

Question 10b

If YES, what were your reasons for taking it?

Results

- 94% of visitor groups reported viewing the home where Carl Sandburg lived for 22 years as the reason for taking the tour (see Figure 42).
- “Other” reasons (10%) were:
 - Purchase books
 - Exercise
 - Inspire children to read
 - Interested in historic homes
 - Learn about Connemara
 - More understanding of great mind and man
 - To get information for magazine article
 - To learn the history of the house (pre-civil war)
 - Walk the ground

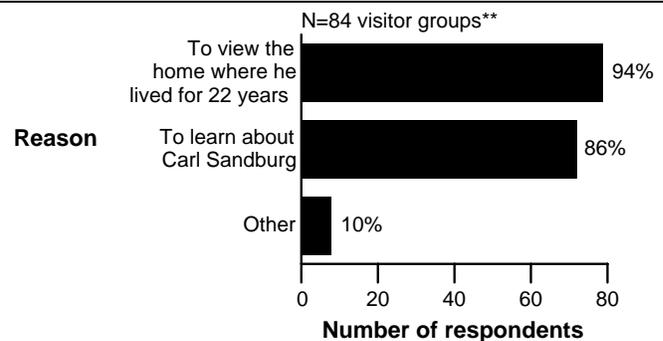


Figure 42: Reasons for taking the tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 10c
If NO, why not?

Results

- 65% of visitor groups reported having taken it in the past as the reason for not taking the tour on this visit (see Figure 43).
- “Other” reasons (19%) were:
 - Came here to hike
 - Cost
 - Did not know it was free
 - Had dogs with the group
 - Had children in the group
 - Lack of time
 - Not on personal schedule
 - Plan to come back
 - The tour was full
 - Too nice outside to be inside the house
 - Worked in the house in the past

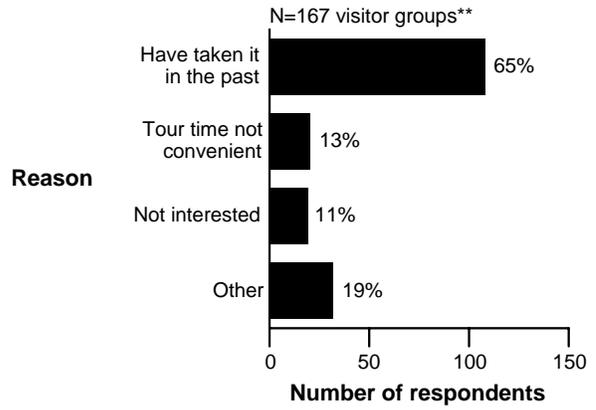


Figure 43: Reasons for not taking the tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Opinions of Carl Sandburg Home tour

Question 11a

If you and your personal group took a tour of the Carl Sandburg Home on this visit, what is your opinion of the tour length?

Results

- 92% of visitor groups thought the tour length was “about right” (see Figure 44).

Note: the tour length in 2008 was 30 minutes.

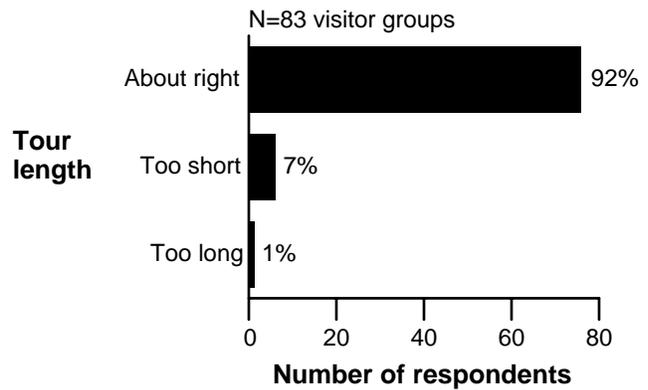


Figure 44: Opinions of tour length

Question 11b

If you and your personal group took a tour of the Carl Sandburg Home on this visit, were you able to take it at the desired time?

Results

- 90% of visitor groups were able to take the tour at desired time (see Figure 45).

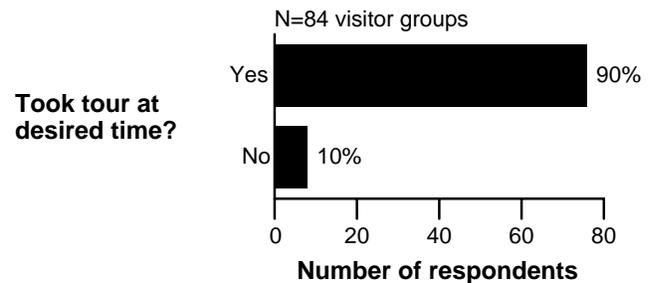


Figure 45: Visitor groups’ ability to take the tour at desired time

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 11c

On this visit, if you and your personal group took a tour of the Carl Sandburg Home, were you able to view interior of rooms because of tour size?

Results

- 92% of visitor groups were able to view the interior of rooms (see Figure 46).

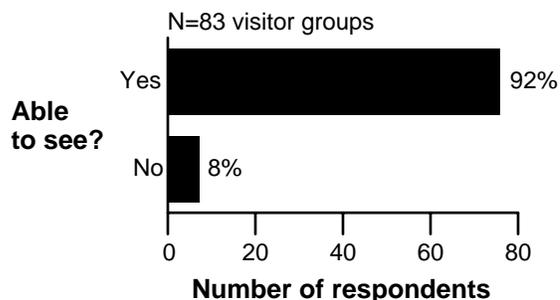


Figure 46: Ability to view rooms' interiors

Question 11d

If you and your personal group took a tour of the Carl Sandburg Home on this visit, were the topics discussed on the tour of interest?

Results

- 99% of visitor groups indicated that topics discussed on the tour were of interest (see Figure 47).

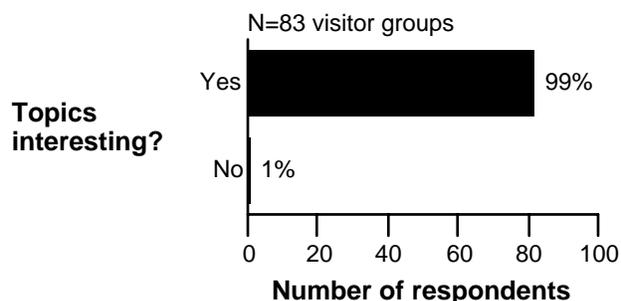


Figure 47: Interest in topics discussed on the tour

Question 11e

On the tour, did you learn something about Carl Sandburg that is relevant or meaningful to your life today?

Results

- 35% of visitor groups indicated that they learned something about Carl Sandburg during the tour that was meaningful or relevant to their lives (see Figure 48).

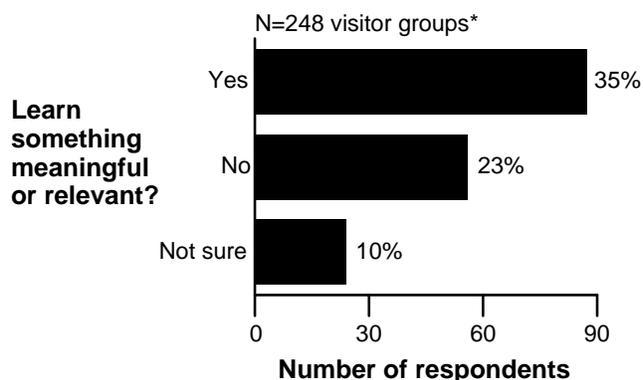


Figure 48: Learned something meaningful or relevant on the tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activities on this visit

Question 13

On this visit, what activities did you and your personal group participate in while visiting Carl Sandburg Home NHS?

Results

- As shown in Figure 49, the most common activities visitor groups participated in were:

81% Walking/hiking
67% Visiting goats at barn

- Ranger-led programs, besides the Home tour, that visitor groups attended were (4%):

National Park program
Junior Ranger Day
Poetry/drama of Sandburg poetry

- “Other” activities (2%) were:

Discussion with rangers
Letter boxing
Running
Seeing how they were working
Using the restrooms

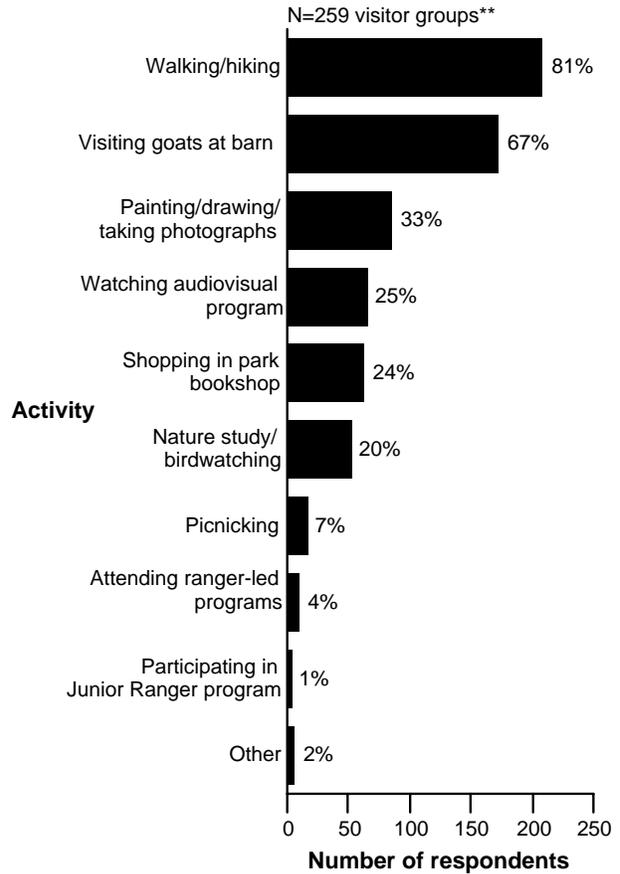


Figure 49: Activities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Safety

Question 19a

During this visit to Carl Sandburg Home NHS, how safe did you and your personal group feel?

Results

- 83% of visitor groups felt “very safe” (see Figure 50).
- 11% of visitor groups felt “somewhat safe.”

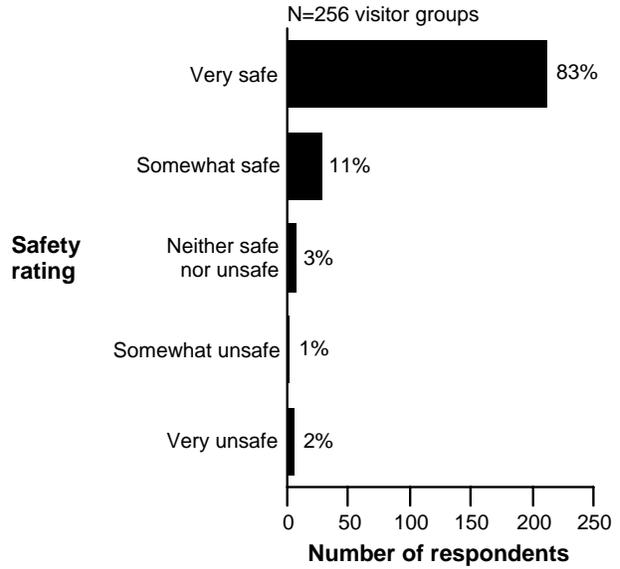


Figure 50: Visitor opinions about safety

Question 19b

If you rated safety “very unsafe” or “somewhat unsafe,” please explain.

Results – Interpret with CAUTION!

- Two visitor groups responded to this question.
- Reasons for feeling “very unsafe” or “somewhat unsafe” were:

Scared to walk the woods alone. The Carl Sandburg Home was much safer.
The trail around the lake was uneven.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Visitor Services, Facilities, Elements, Attributes and Resources

Visitor services and facilities used

Question 15a

Please indicate all of the visitor services and facilities that you and your group used at Carl Sandburg Home NHS during this visit.

Results

- As shown in Figure 51, the most commonly used visitor services and facilities were:

85% Parking lot
71% Restrooms
70% Trails

- The least used service/facility was:

2% Junior Ranger program

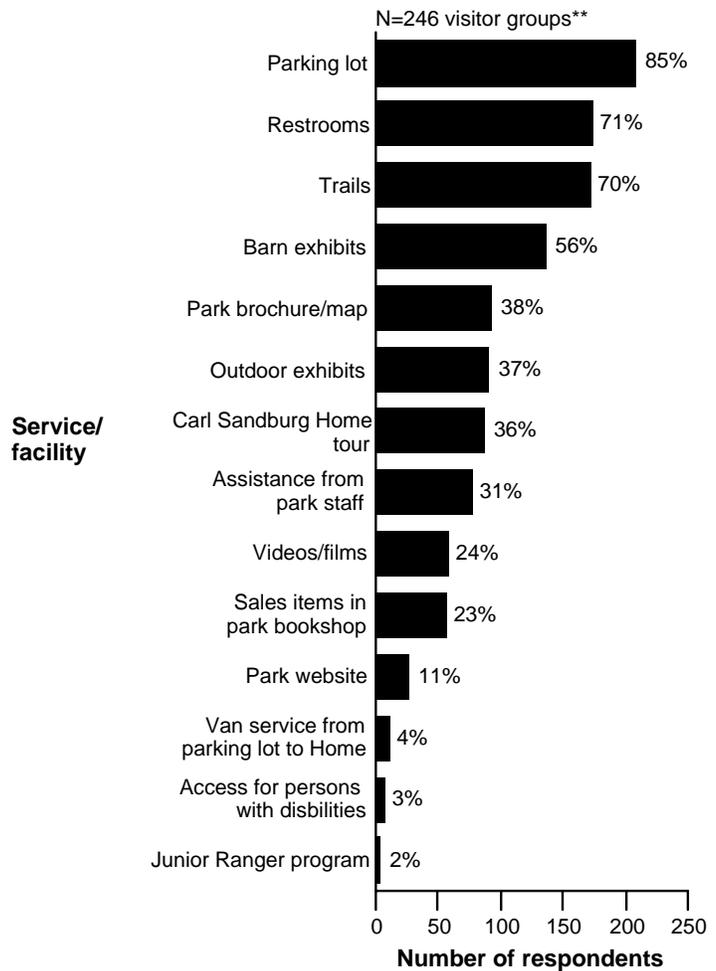


Figure 51: Visitor services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of visitor services and facilities

Question 15b

Next, for only those services and facilities that you or your group used, please rate their importance to your visit from 1 to 5.

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 52 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 91% Carl Sandburg Home tour
 - 88% Trails
 - 87% Parking lot
 - 86% Restrooms
- Figures 53 to 66 show the importance ratings for each service/facility.
- The service/facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:
 - 5% Sales items in park bookshop

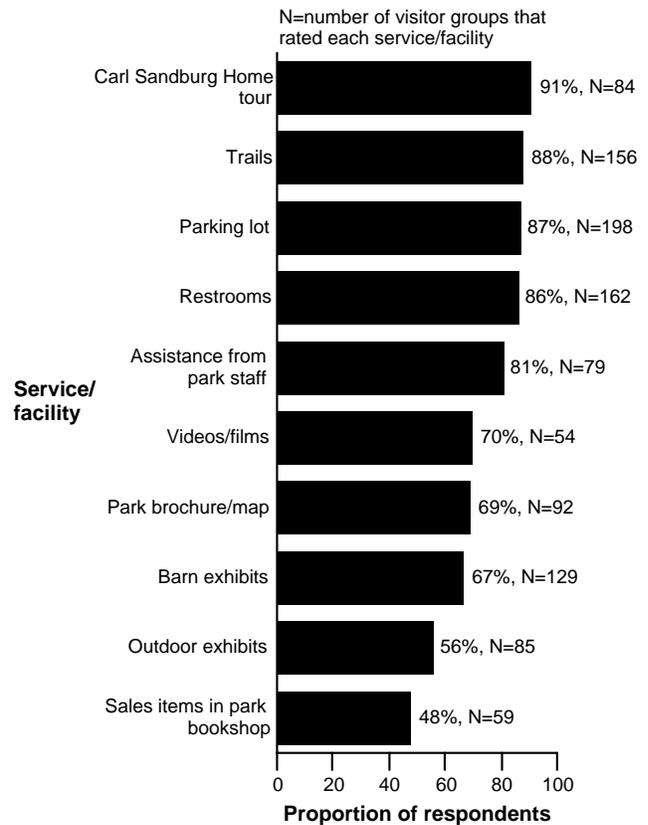


Figure 52: Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

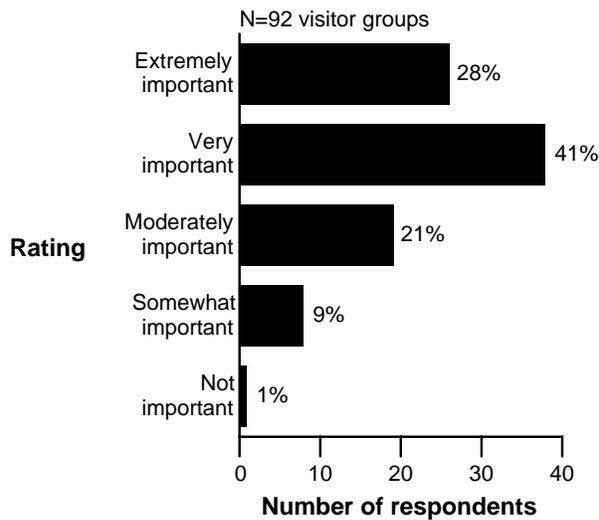


Figure 53: Importance of park brochure/map

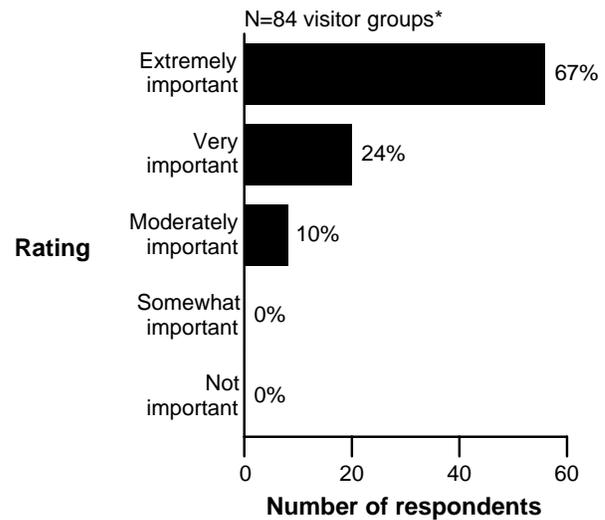


Figure 54: Importance of Carl Sandburg Home tour

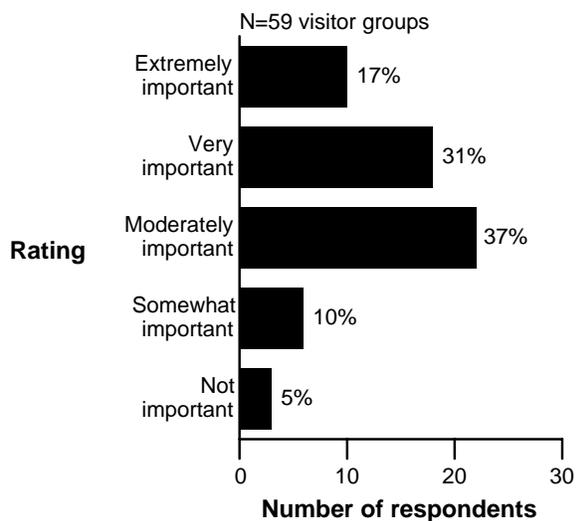


Figure 55: Importance of sales items in park bookshop (selection, price, etc.)

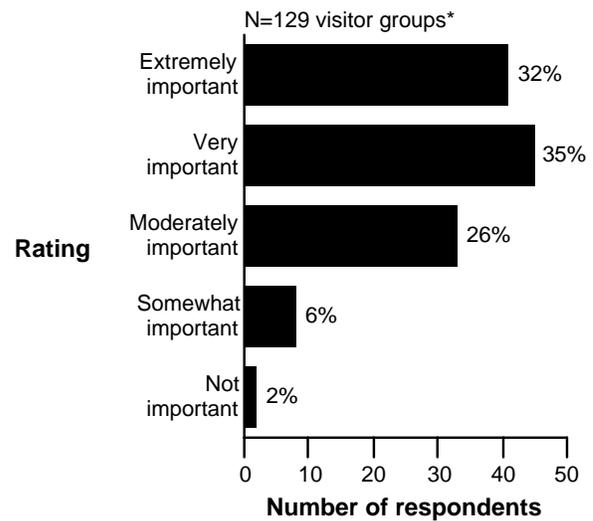


Figure 56: Importance of barn exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

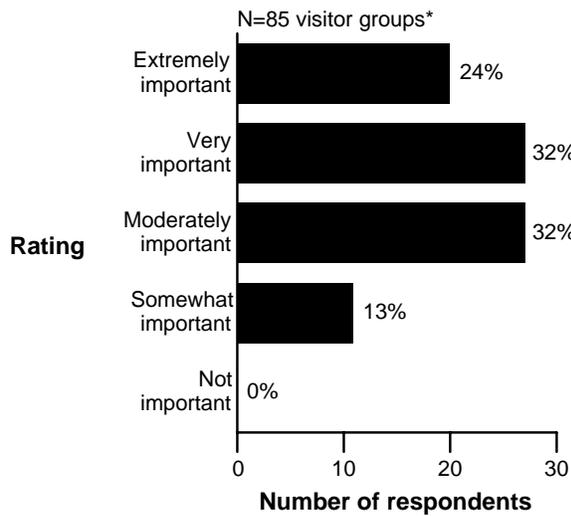


Figure 57: Importance of outdoor exhibits (including at park entrance)

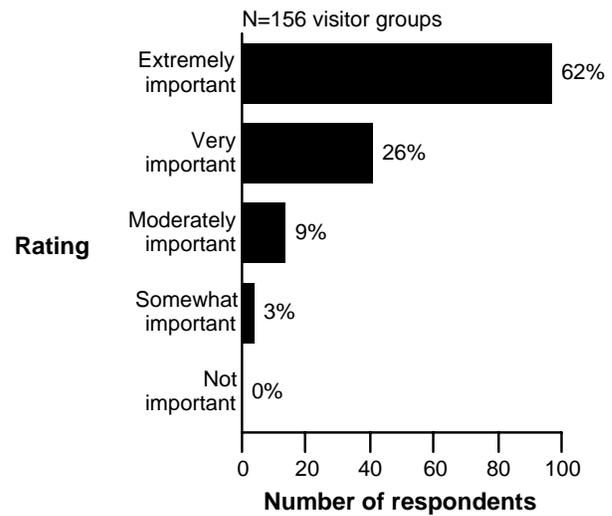


Figure 58: Importance of trails

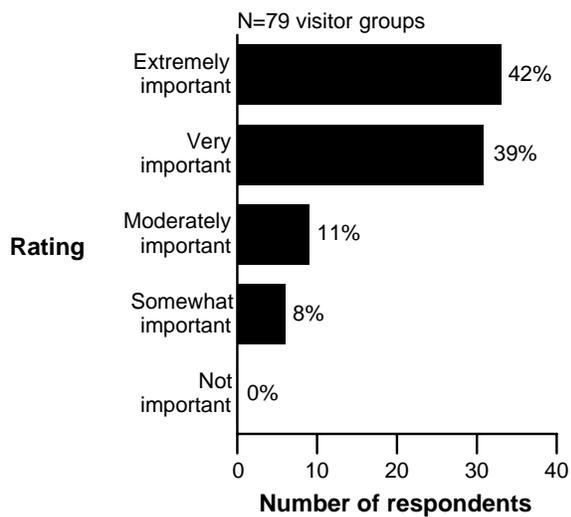


Figure 59: Importance of assistance from park staff

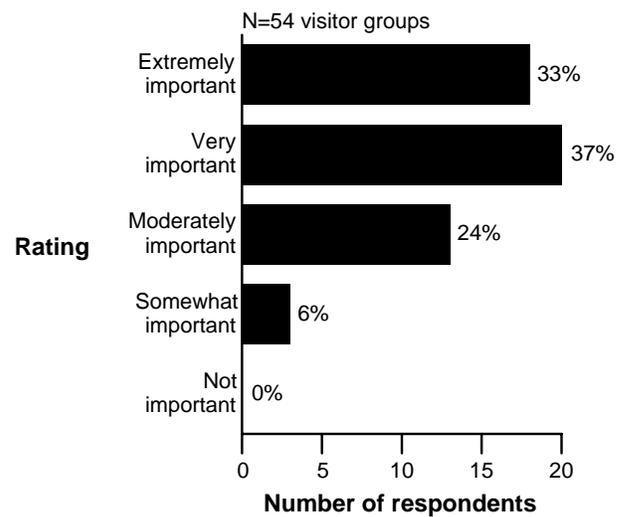


Figure 60: Importance of videos/films

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

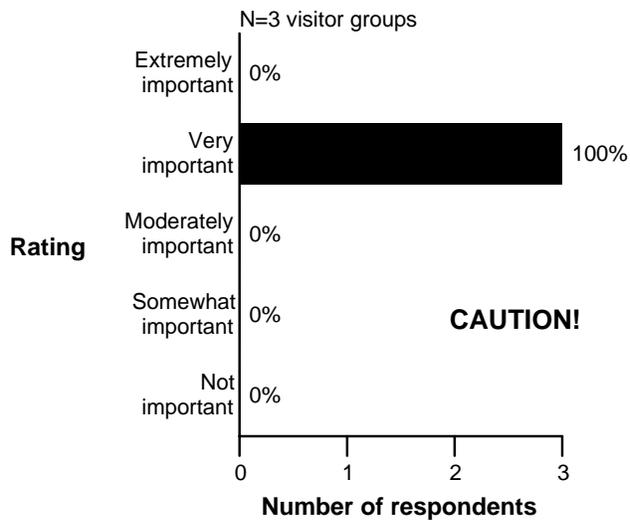


Figure 61: Importance of Junior Ranger program

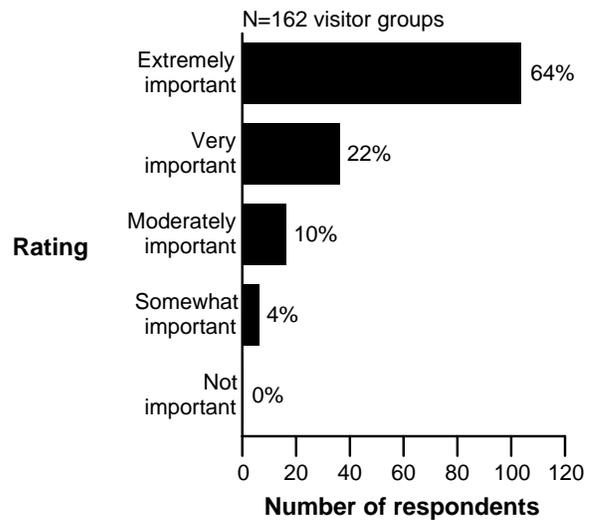


Figure 62: Importance of restrooms

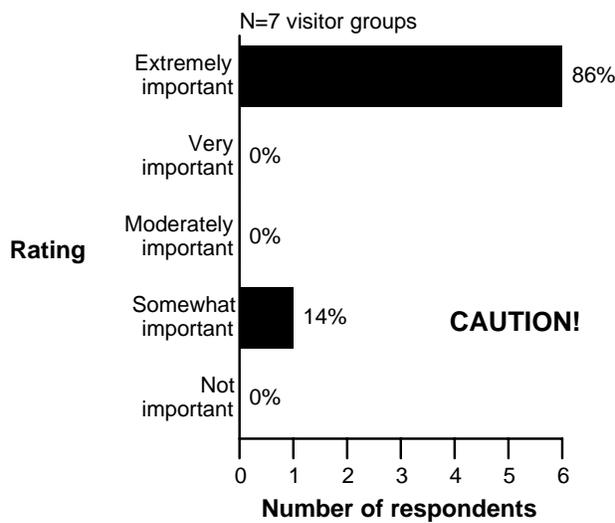


Figure 63: Importance of access for persons with disabilities

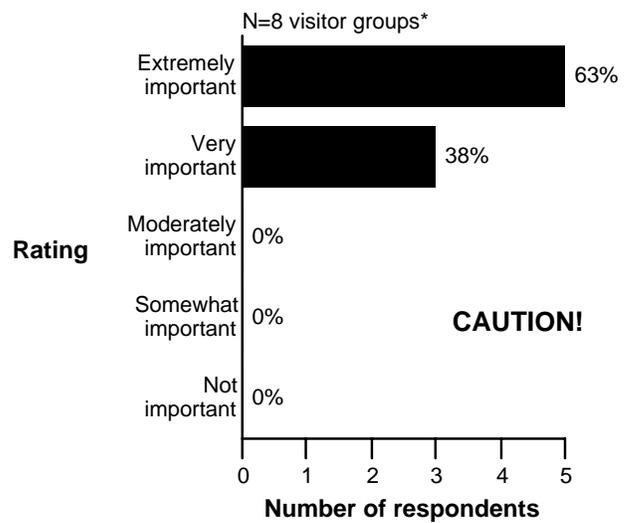


Figure 64: Importance of van service from parking lot to Home

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

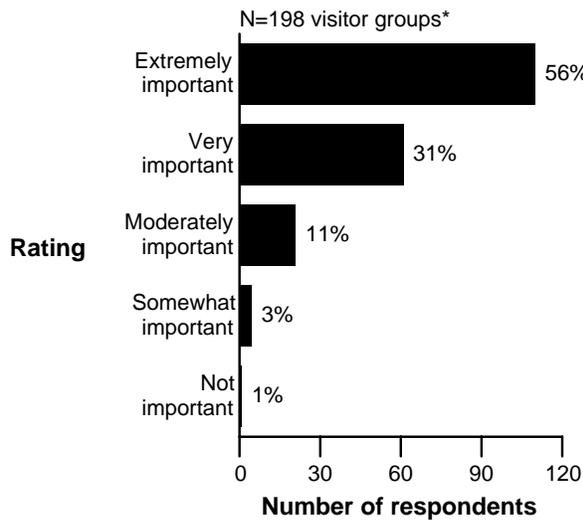


Figure 65: Importance of parking lot

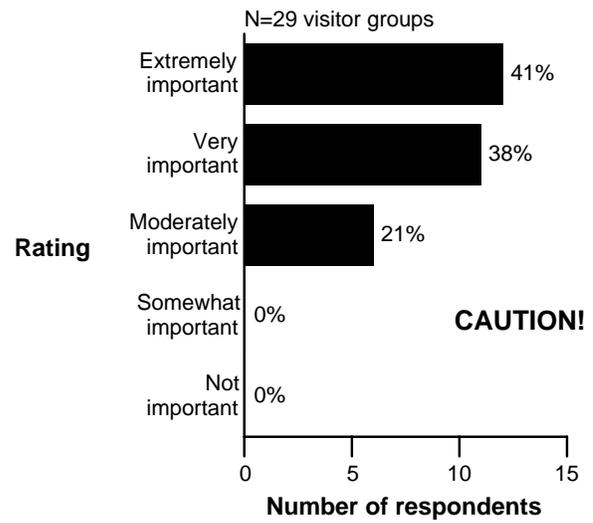


Figure 66: Importance of park website: www.nps.gov/carl (used before visit)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor services and facilities

Question 15c

Finally, for only those services and facilities that you or your group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 67 shows the combined proportions of “very good” and “good” quality ratings for visitor services/facilities that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 95% Assistance from park staff
 - 94% Carl Sandburg Home tour
 - 91% Park brochure/map
 - 90% Restrooms
- Figures 68 to 81 show the quality ratings for each service/facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:
 - 1% Barn exhibits

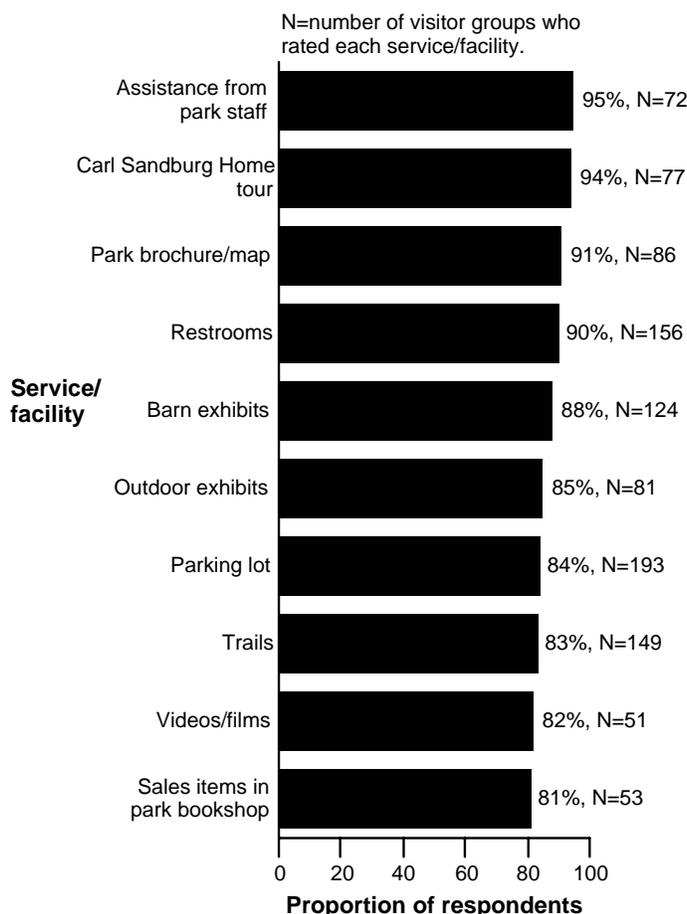


Figure 67: Combined proportions of “very good” and “good” quality ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

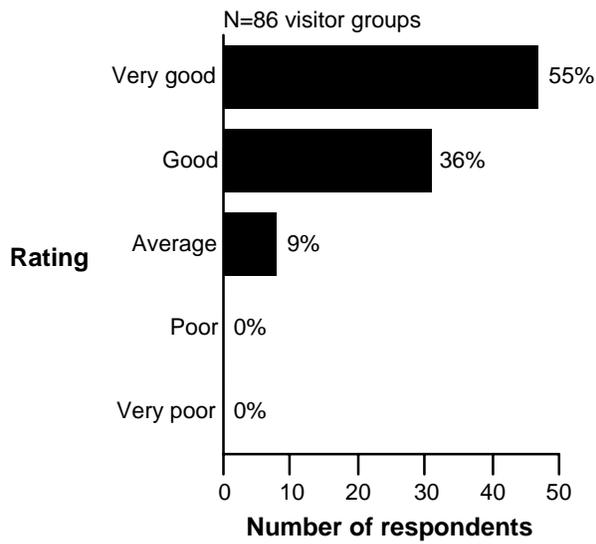


Figure 68: Quality of park brochure/map

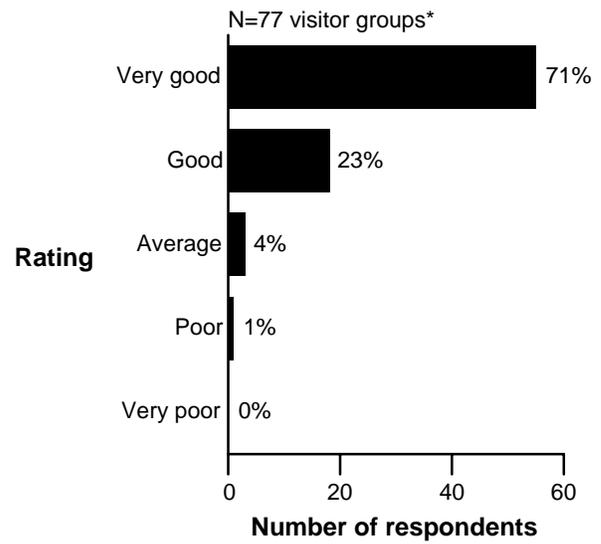


Figure 69: Quality of Carl Sandburg Home tour

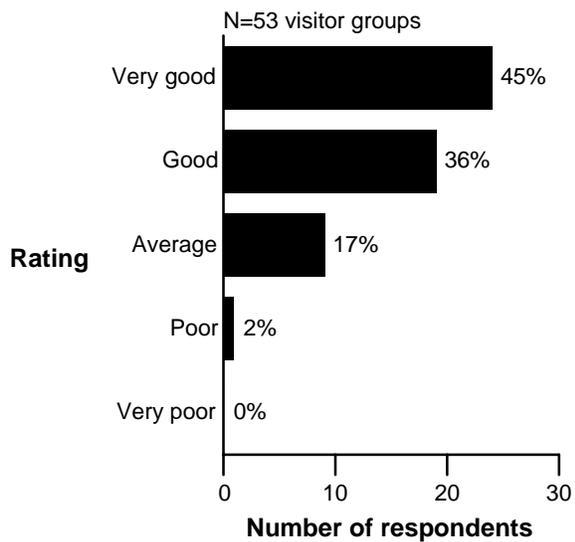


Figure 70: Quality of sales items in park bookshop (selection, price, etc.)

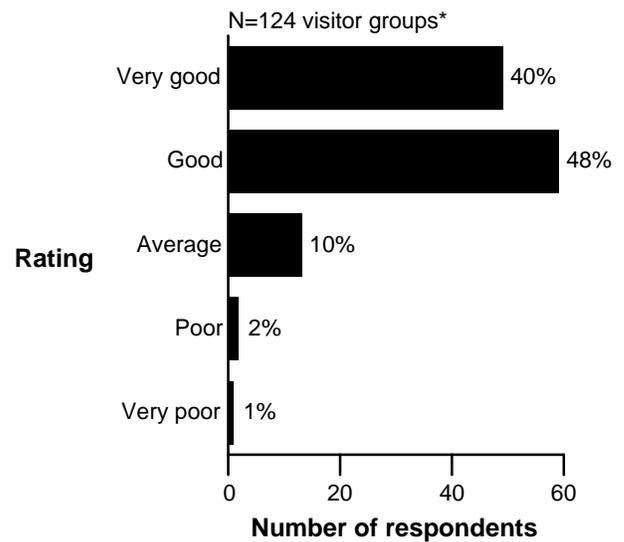


Figure 71: Quality of barn exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

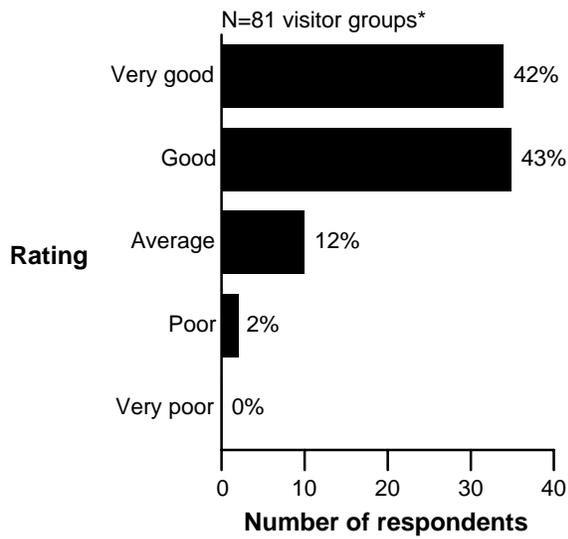


Figure 72: Quality of outdoor exhibits (including at park entrance)

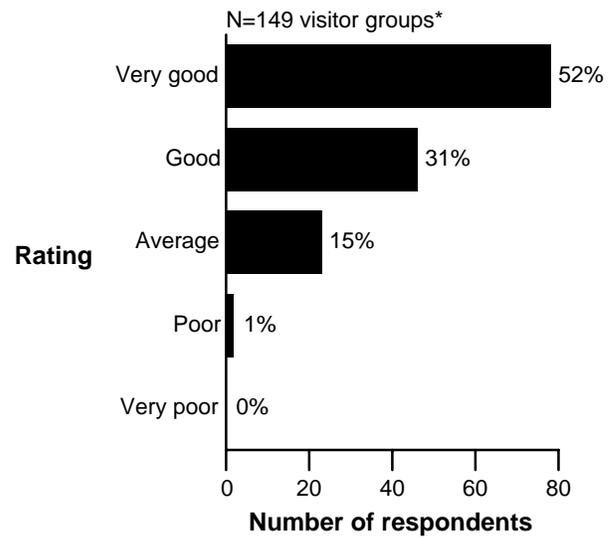


Figure 73: Quality of trails

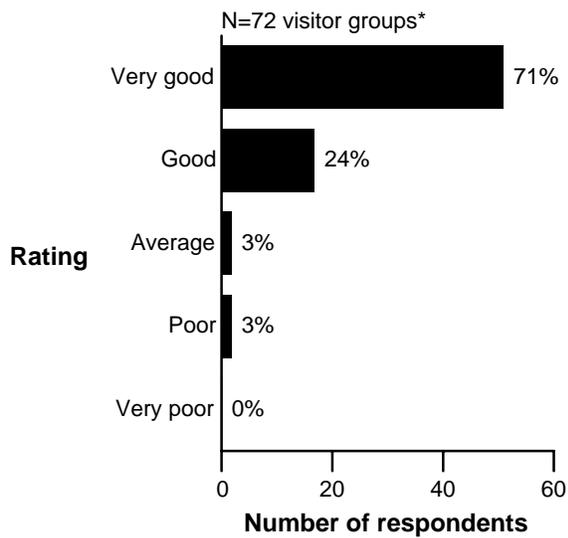


Figure 74: Quality of assistance from park staff

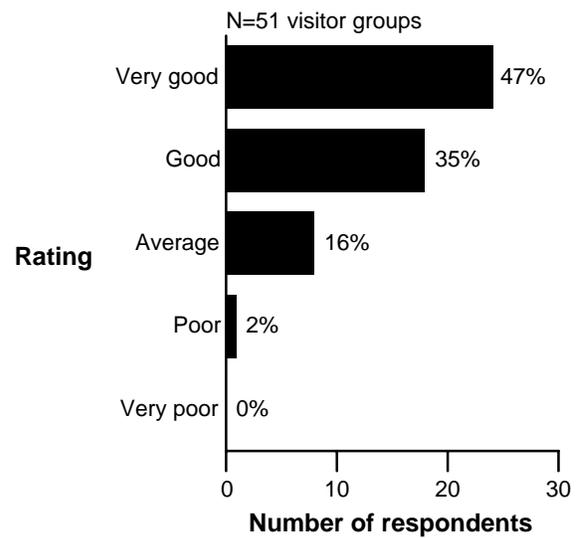


Figure 75: Quality of videos/films

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

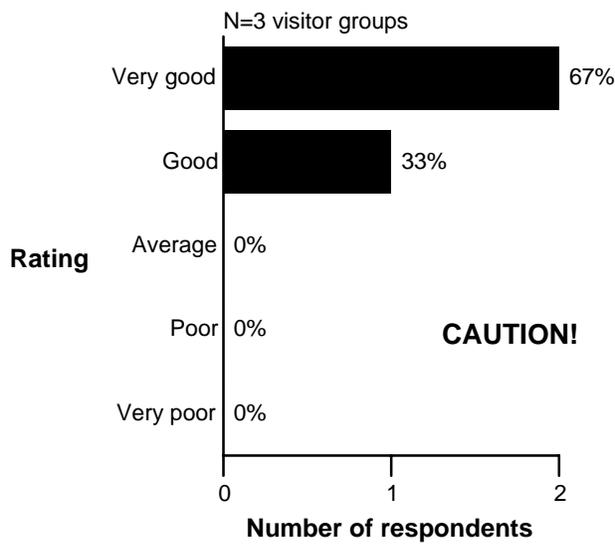


Figure 76: Quality of Junior Ranger program

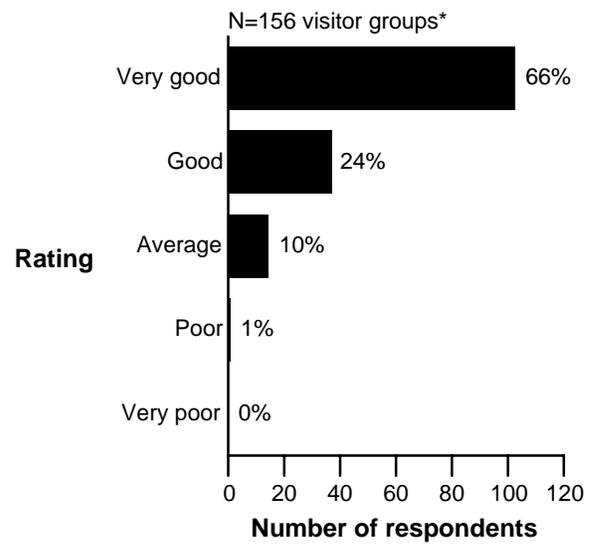


Figure 77: Quality of restrooms

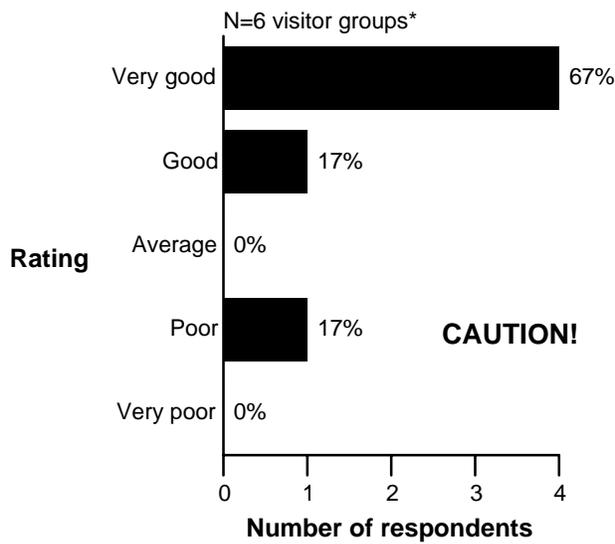


Figure 78: Quality of access for persons with disabilities

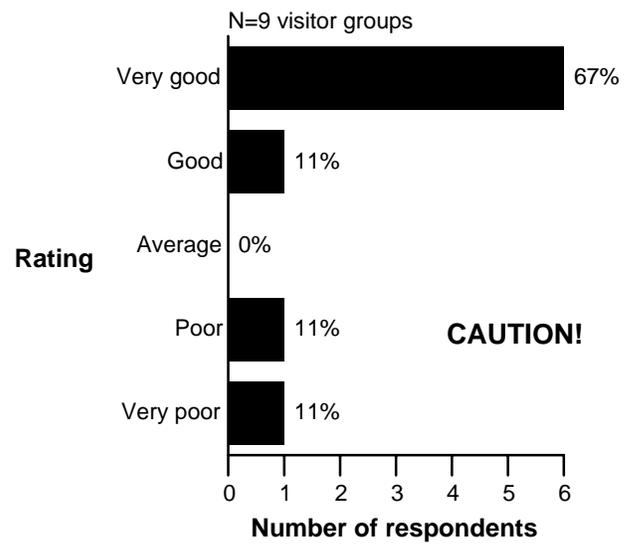


Figure 79: Quality of van service from parking lot to Home

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

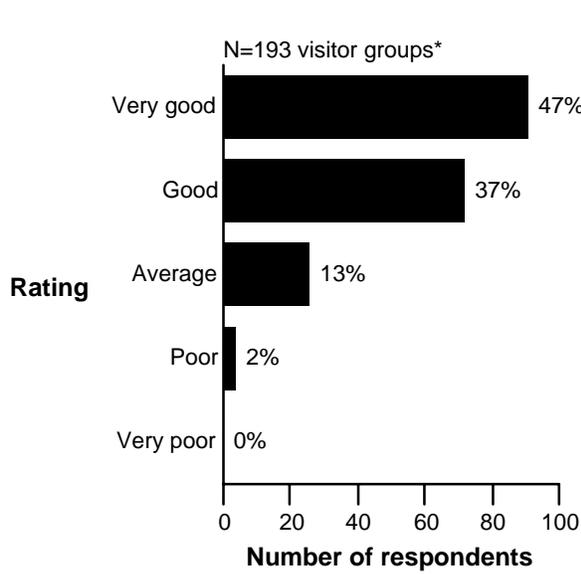


Figure 80: Quality of parking lot

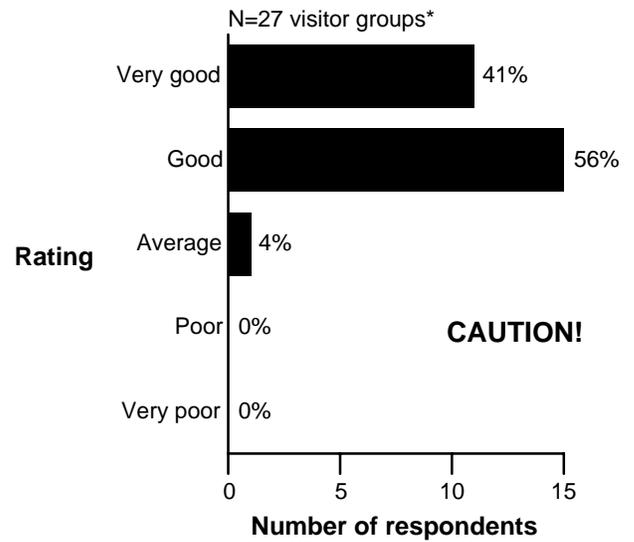


Figure 81: Quality of park website: www.nps.gov/carl (used before visit)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings for visitor services and facilities

- Figures 82 and 83 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

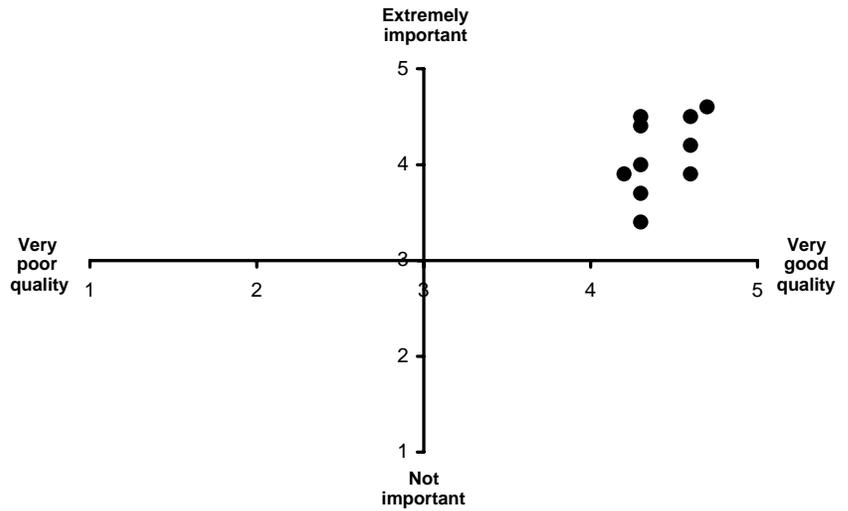


Figure 82: Mean scores of importance and quality ratings for visitor services/facilities

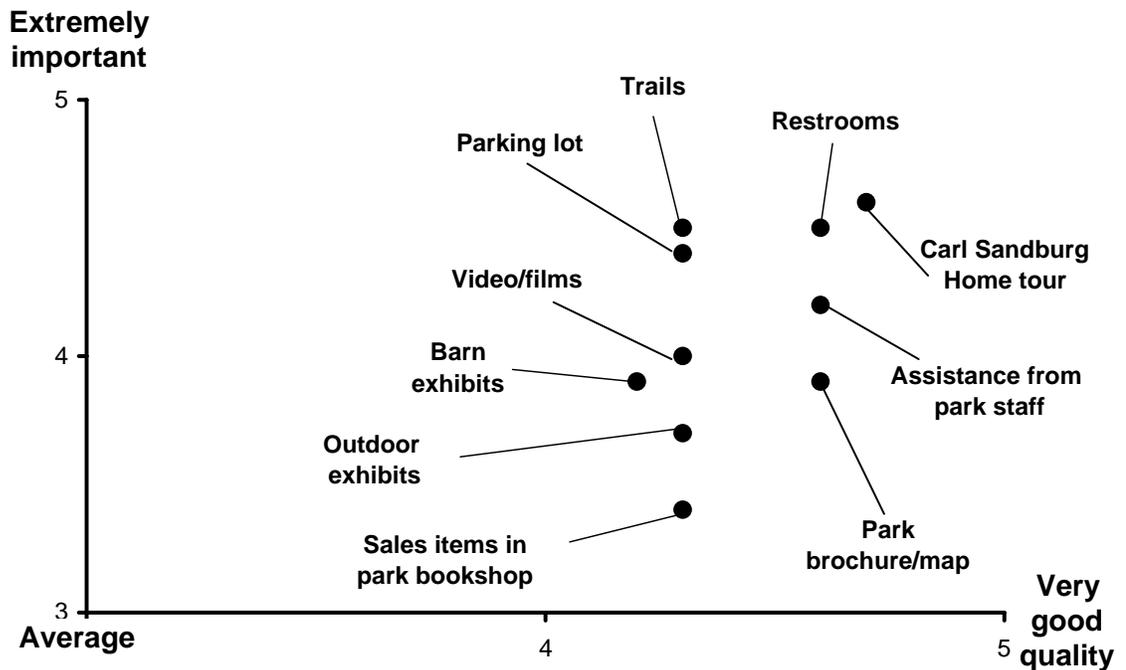


Figure 83: Detail of Figure 82

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 15d

If you and your personal group have comments on any of the above services and facilities, please list them below.

Results

- Twenty-seven percent (N=67) visitor groups provided comments about visitor services/facilities (see Table 8).

Table 8: Comments on visitor services/facilities
N=100 comments;
some visitor groups made more than one comment.

Service/facility	Comment	Number of times mentioned
Park brochure/map	The map on the brochure was confusing in relation to the actual trails	1
Carl Sandburg Home tour	The tour was great	3
	Had need of repairs	1
	Not enough time	1
	Nothing mentioned about Mr. Sandburg's religion	1
	Provide more information on the history of Connemara	1
	The guide gave a good presentation	1
	The guide was humorous	1
	The guide was interesting	1
	The guide was knowledgeable	1
	The guide was rushing and gave little time to look	1
	The house needs painting	1
	The house was clean	1
	The house was great	1
	Tour schedule is not posted	1
	Very informative	1
Sales items in park bookshop	Not a big selection	1
Barn exhibits	Enjoyed seeing the goats	1
	Need more information on Mrs. Sandburg's goat raising	1
	The goats are very well cared for	1
Outdoor exhibits	Excellent exhibits at railroad	1
	Learned a lot from the pictures and the text	1
Trails	Great trails	2
	Mileage would be great	2
	Well maintained	2
	Big Glassy Trail needs smaller gravel	1
	Do not put coarse gravel on trail	1
	Enjoy the trails	1
	Excellent exercise	1
	Forgive dog owners that don't pick up, 99% of us do	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 8: Comments on visitor services/facilities
(continued)

Service/facility	Comment	Number or times mentioned
Trails (continued)	Glad they were improved	1
	Lack of maintenance	1
	Need a sign before you go up the hill	1
	Need repairing	1
	Need to be better marked	1
	Bridge needs painting	1
	No trash on it	1
Assistance from park staff	The staff was friendly	4
	The staff was excellent	3
	Barn attendants were helpful	2
	Barn attendants were friendly	1
	Did not provide information about the existence of the barn	1
	Park staff was friendly	1
	The personnel were knowledgeable	1
	The staff should inform about construction in the house	1
Volunteer youth at the barn did a great job	1	
Video/films	Did not know video was available until after tour	1
Restrooms	Restrooms were clean	3
	Restrooms were nice	2
	Grateful they exist	1
	Great location	1
	Need something besides porta-johns around house or barn	1
	Need to be upgraded	1
	Remove privies	1
	Restrooms are important	1
	The disinfectant used has a strange odor	1
	The restrooms were new	1
	They were smelly	1
	Wish they were open earlier	1
	Wonderful facility	1
Access for persons with disabilities	Had to beg for permission to drive up	1
	No van service was available	1
	Very difficult	1
Parking lot	More parking space is needed	9
	Too small	3
	Add more parking space without destroying the ambience	1
	Did not see signs for van service from lot to house	1
	Expand it	1
	Inadequate for large crowds	1
	It was full	1
	Missed the entrance	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 8: Comments on visitor services/facilities
(continued)

Service/facility	Comment	Number or times mentioned
Carl Sandburg Home NHS website	Could not access hours information	1
	Could not access some pages	1
	Need to be specific on mandatory tour and hours	1
Spring House	There is nothing that states what it was used for	1

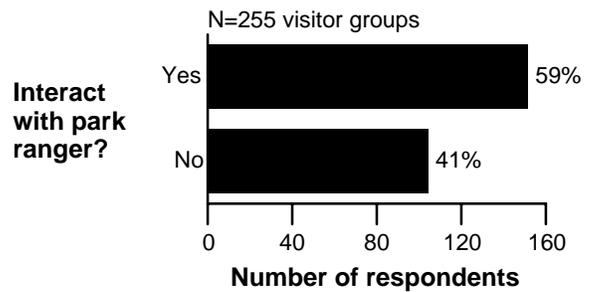
*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality of personal interaction with a park ranger

Question 17a

During this visit to Carl Sandburg Home NHS, did you and your personal group have any personal interaction with a park ranger other than on the Home tour?



Results

- 59% of visitor groups had personal interactions with park rangers other than on the Home tour (see Figure 84).

Figure 84: Interaction with park rangers

Question 17b

If YES, on a scale from 1 to 5, please rate the quality of your interaction with the park ranger.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figures 85 to 87 show visitor groups' ratings of different aspects of their interactions with park rangers.
- 76% of visitor groups rated the courteousness of park staff as "very good."
- 72% rated staff helpfulness as "very good."
- 71% rated staff information as "very good."
- 1% of each aspect received a 1% "very poor" rating.

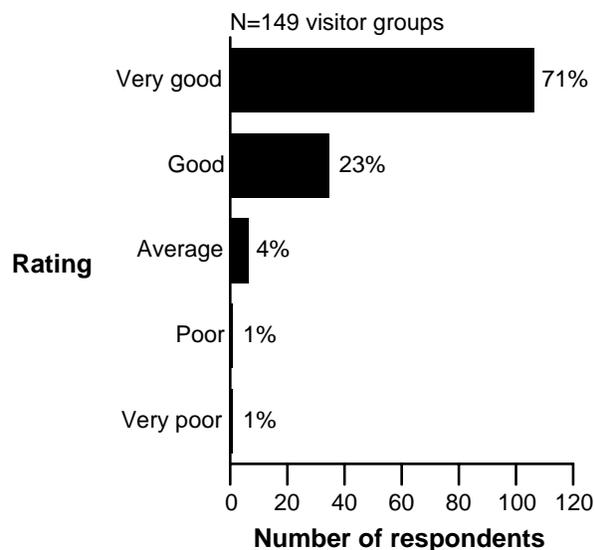


Figure 85: Quality of interaction: Helpfulness

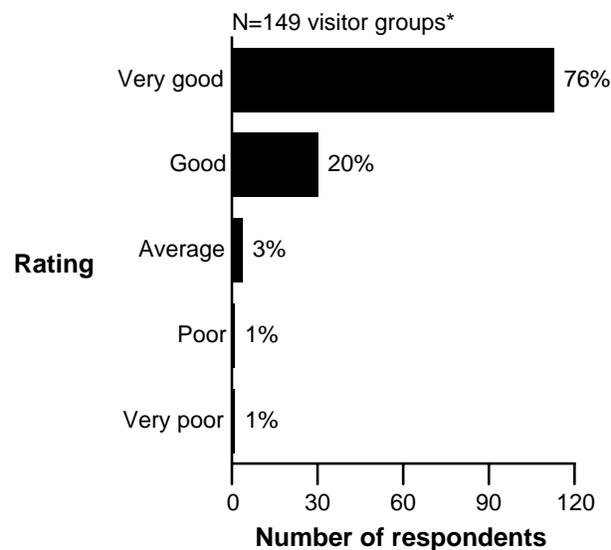
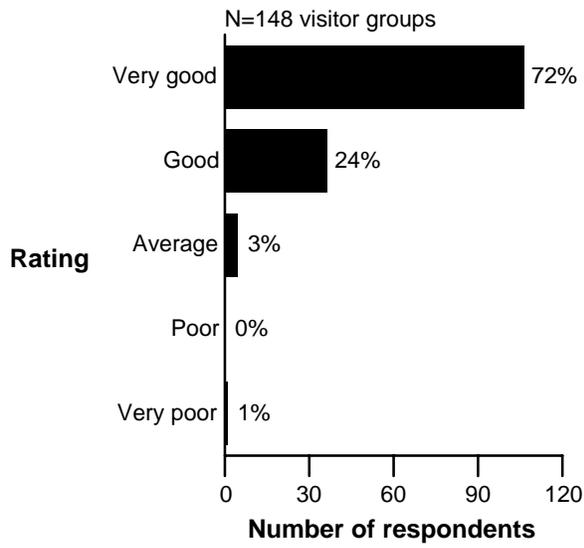


Figure 86: Quality of interaction: Courteousness

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer



**Figure 87: Quality of interaction:
Information**

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance of attributes/experiences

Question 16

It is the National Park Service's responsibility to protect Carl Sandburg Home NHS's cultural and natural attributes, and to provide quality visitor experiences. On this visit, how important were the following attributes and experiences to you?

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 88 shows the combined proportions of “very important” and “extremely important” ratings for attributes and experiences that were rated by 30 or more visitor groups.

- The attributes/experiences that received the highest combined proportions of “very important” and “extremely important” ratings were:

- 91% Clean air
- 89% Clean water
- 89% Scenic views

- Table 9 shows the importance ratings of each attribute/experience that was rated by 30 or more visitor groups.

- The attributes/experiences that received the highest “not important” ratings, and were rated by 30 or more groups, were:

- 23% Educational programs/opportunities
- 23% Objects and furnishings in Sandburg Home

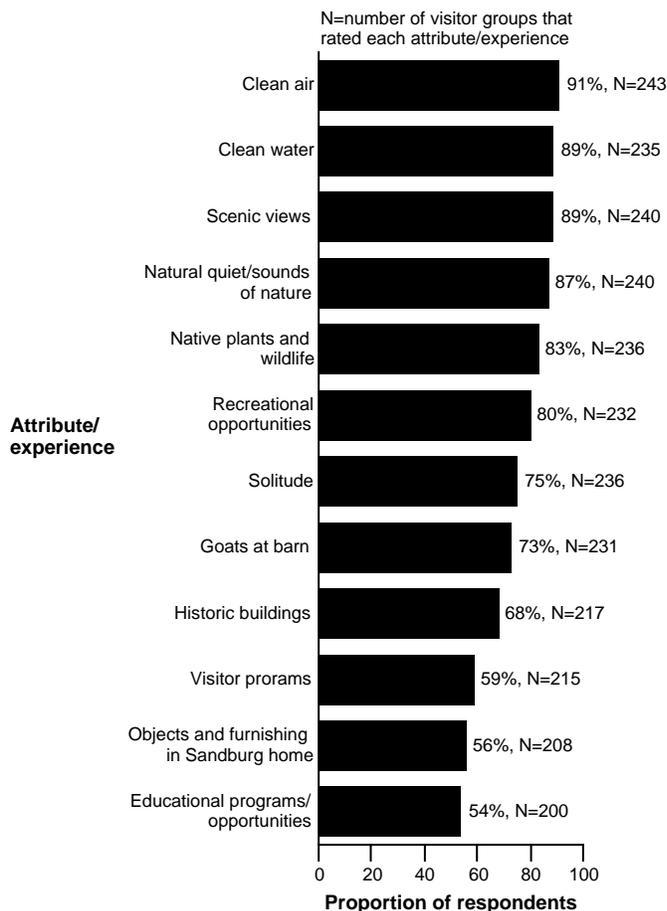


Figure 88: Combined proportions of “extremely important” and “very important” ratings of attributes and experiences

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 9: Importance of protecting of Carl Sandburg Home NHS attributes/experiences*
 N=number of visitor groups who rated each attribute/experience

Attribute/experience	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Visitor programs such as house tour and special events	215	36	23	13	8	19
Educational programs/opportunities	200	22	32	15	9	23
Objects and furnishings in Sandburg Home	208	30	26	14	7	23
Goats at barn	231	40	33	13	6	8
Historic buildings	217	39	29	18	4	10
Recreational opportunities (hiking, birdwatching, etc.)	232	55	25	10	5	4
Natural quiet/sounds of nature	240	60	27	9	3	<1
Solitude	236	49	26	16	5	4
Scenic views	240	60	29	9	1	2
Native plants and wildlife	236	53	30	11	4	1
Clean water	235	62	27	8	1	2
Clean air	243	65	26	5	2	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferences for future visit

Willingness to pay entrance fee

Question 18

Carl Sandburg Home NHS does not currently charge an entrance fee. In the future, an entrance fee may be considered, with the funds used to maintain park facilities and services, such as brochures, exhibits, and audio-visual programs.

If you were to visit in the future, would you and your personal group be willing to pay an entrance fee of \$5/adult (children 15 and under are free, NPS passes would be honored) which includes the home tour?

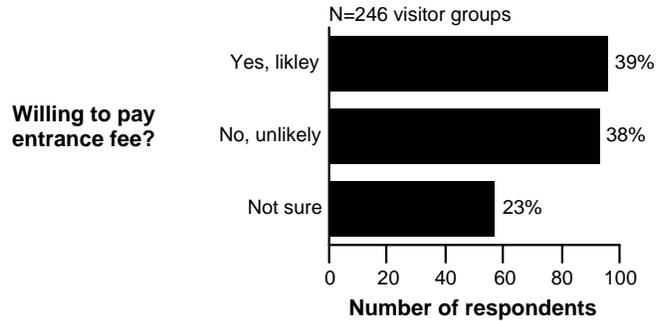


Figure 89: Willingness to pay entrance fee

Results

- 39% of visitor groups were willing to pay an entrance fee on a future visit (see Figure 89).
- 38% were unlikely to be willing to pay a fee.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferred methods to learn about park

Question 28

If you visit in the future, how would you and your personal group prefer to learn about the cultural and natural history at Carl Sandburg Home NHS?

Results

- 89% of visitor groups were interested in learning about the cultural and natural history at the park on a future visit (see Figure 90).
- As shown in Figure 91, of those interested in learning about the park’s cultural and natural history the most preferred methods were:

66% Self-guided tours
 63% Exhibits
 53% Printed materials

- Other methods (5%) included:

Art workshops
 Emails
 Home school group educational programs
 Internet
 Live music
 Living history programs
 Music/theater programs
 Natural resources program
 Ranger presentation on Mrs. Sandburg’s goat raising

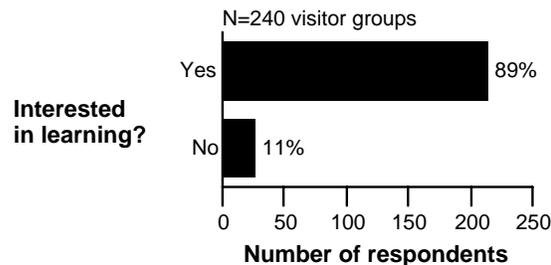


Figure 90: Interest in learning on future visit

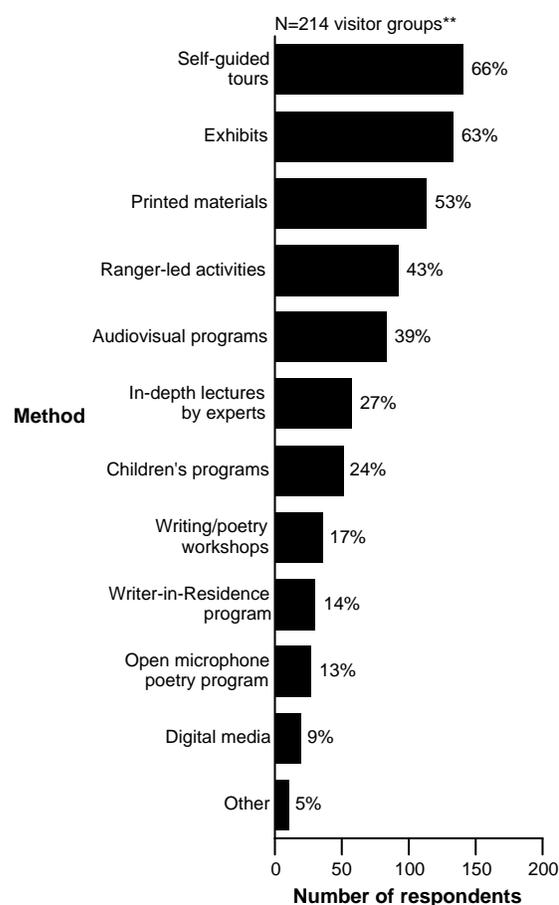


Figure 91: Preferred methods for learning

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 34

Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Carl Sandburg Home NHS during this visit?

Results

- 97% of visitor groups rated the overall quality of visitor facilities, services, and recreational opportunities as “very good” or “good” (see Figure 92).
- No visitor groups rated the overall quality as “very poor” or “poor.”

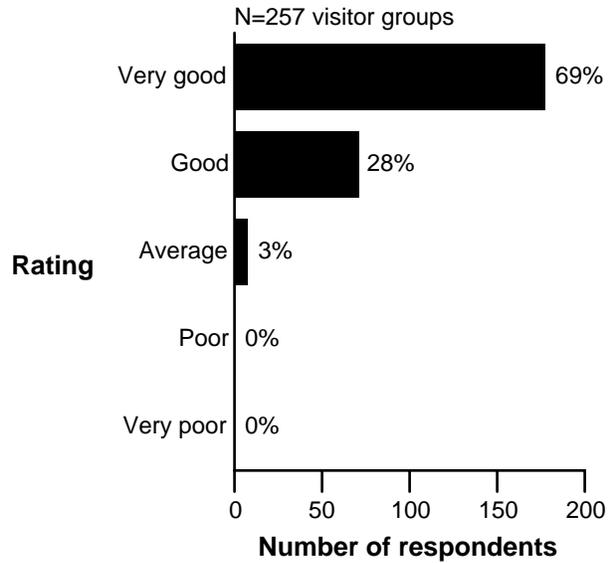


Figure 92: Overall quality rating of visitor facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comments

Centennial celebration suggestions

Question 30

The National Park Service will be celebrating its Centennial in 2016. How would you and your personal group like to see Carl Sandburg Home NHS celebrate this event? (open-ended)

Results

- 46% of visitor groups (N=119) responded to this question.
- Table 10 shows the suggestions visitor groups made.

Table 10: Suggestions for celebrating Centennial

N=202 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Poetry readings/workshops/contests	24
Musical events/festivals	24
Barbeque/cookout/food stands	13
Theatrical plays	7
Advertise more	6
Free visits/tours	6
Historical reenactments	6
Ranger-led walks/talks/tours	6
Events for children	5
Expand the parking lot	5
Fireworks	4
Guided hikes	4
Have a party/open house	4
Improve the trails	3
Picnic on the grounds	3
Serve goat products (e.g. cheese, milk)	3
Special programs on NPS history and contributions	3
Amateur photography contest	2
Art fair	2
Barbeque/cookout	2
Events with goats	2
Fund raising to raise money for the park	2
Guides dressed as Mr. and Mrs. Sandburg	2
Keep it the way it is	2
Open house	2
Play about Lincoln's work	2
Programs about the history of the property	2
Readings by high profile persons (e.g. actors)	2
School programs/outreach	2
Video on Carl Sandburg	2
Video on the history of National Park Service	2
Writer-in-residence program	2

Table 10: Suggestions for celebrating Centennial
(continued)

Comment	Number of times mentioned
Activities for all ages	1
Audiovisual presentations of the poet reading his works	1
Building for large groups to educate	1
Celebrate writers Sandburg knew	1
Charity hike	1
Child oriented poems	1
Children's writing	1
Demonstrations	1
Display and sell inspiration items	1
Dramatic interpretation of Sandburg poetry	1
Education center	1
Elaboration of other NPS sites for to American writers	1
Event related to Carl Sandburg's life	1
Events celebrating the natural beauty of the area	1
Exhibition concerning the time Sandburg lived	1
Exhibits for or throughout the year 2016	1
Expand park land	1
Flat Rock Playhouse Rootabegga stories	1
Ice cream social	1
Impersonator who sings Carl's songs	1
Keep it pristine	1
Keep the fine guides	1
Lectures	1
Light the house at night	1
Maintain historic building	1
Mass media events	1
Poem exhibits	1
Printed material	1
Programs reflecting the NHS locally	1
Promote his poems through videos	1
Protect the views	1
Provide a shuttle to the house	1
Provide electronic coupons for admission on day of holder's choice	1
Remain open and available to everyone	1
Sandburg events at Lincoln cottage	1
Sell books at the bottom of the hill and not in the visitor center	1
Serve special teas with goat products	1
Show merits and capabilities of his two oldest daughters - although handicapped, were productive	1
Socializing	1
Something weaving what he wrote with working people today of all races and nationalities	1
Special events highlighting Sandburg's writings	1
Special reception with Sandburg family members	1
Square dancing	1
Take the volunteers out to lunch for the great job they do	1

What visitors liked most

Question 32a

What did you and your personal group like most about your visit to Carl Sandburg Home NHS? (open-ended)

Results

- 83% of visitor groups (N=216) responded to this question.
- Table 11 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 11: What visitors liked most
N=440 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff was friendly	4
Seeing the staff working with the goats	2
Staff and volunteers were helpful	2
The staff was knowledgeable	2
Other comments	6
INTERPRETIVE SERVICES	
The home tour	25
Learning about the Sandburgs' life	13
The video	5
Story of Mrs. Sandburg's goats	2
The books in the house	2
Other comments	10
FACILITIES/MAINTENANCE	
Trails	43
The barn/farm	19
The house	6
Cleanliness	3
The new restrooms	2
Other comments	10
POLICIES/MANAGEMENT	
Access to the goats	4
The safety of the area	3
Trail safety	3
Other comments	2

Table 11: What visitors liked most
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
The goats	34
Plants/trees/flowers	11
The newborn goats	10
The authenticity of the house and the items	9
The animals of the site	6
Wildlife	4
The house furnishings	3
The lake	3
Clean air	2
Other comments	7
GENERAL COMMENTS	
Hiking/walking	29
Nature/natural beauty	18
Beautiful site	14
Peace/tranquility	14
Quiet place	10
The scenery	7
The solitude	7
The natural setting	6
Visiting the house	6
Being outdoors in nature	5
Good place to exercise	5
The history	5
The setting	5
Walk the trail around the lake	4
Walking around the property	4
Hiking up Big Glassy Mountain	3
The views	3
Having a peaceful walk	2
Location of the park	2
Love everything	2
Picnicking	2
Playing with the goats	2
Other comments	32

What visitors liked least

Question 32b

What did you and your personal group like least about your visit to Carl Sandburg Home NHS? (open-ended)

Results

- 44% of visitor groups (N=114) responded to this question.
- Table 12 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 12: What visitors liked least
N=127 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Limited parking space	11
Coarse gravel on trails	4
Buildings need repair	2
Grounds need maintenance	2
Home was in disrepair	2
Poor condition of the trails	2
The gift shop	2
The house needs to be painted	2
Other comments	17
INTERPRETIVE SERVICES	
The audiovisual room	2
Too many people on the house tour	2
Tours are not frequent enough	2
Unable to take the tour	2
Other comments	8
POLICIES/MANAGEMENT	
Not being able to tour the house independently	2
Other comments	2
GENERAL COMMENTS	
Nothing to dislike	29
Steep climb to the house	8
It was raining	7
People not cleaning up after their dogs on trails	5
Goat feces	2
Irresponsible dog owners	2
Other comments	10

Planning for the future

Question 31

If you were a manager planning for the future of Carl Sandburg Home NHS, what would you and your personal group propose? (open-ended)

Results

- 52% of visitor groups (N=134) responded to this question.
- Table 13 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 13: Planning for the future
N=197 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Cafe/restaurant	2
PERSONNEL	
Comments	3
INTERPRETIVE SERVICES	
More frequent tours	3
More information about Sandburg	3
More special events	3
Recording of Sandburg reading	3
Better information on tour schedule	2
Create working/living farm	2
Maintain/enhance current programs	2
More hands-on displays	2
More programs/activities for kids	2
Place Sandburg's book on display	2
Post informational signs on buildings/rooms	2
Ranger-led programs	2
Sponsor poetry readings	2
Video/information about Mrs. Sandburg and her goats	2
Other comments	19
FACILITIES/MAINTENANCE	
Increase parking	16
Maintain trails	10
More trails	9
Maintain the house/buildings	7
Improve handicap accessibility	4
Paint the house	3
House/landscaping needs maintenance	2
More picnic areas	2
Nice picnic areas	2
Parking closer to house	2
Provide dog waste bags	2
Other comments	18

Table 13: Planning for the future
(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Do not charge entrance fees to locals	5
No entrance fees	4
Advertise the park	3
Plan events in the community	3
Charge minimal entrance fee	2
Need adequate/additional funding	2
Recognition of local residents	2
Other comments	7
RESOURCE MANAGEMENT	
Preserve original property/artifacts	4
Maintain working goat herd	2
Protect flora/fauna	2
Other comments	2
GENERAL COMMENTS	
Keep it as it is	9
Keep up the good work	4
Expand gift shop/bookstore	3
No suggestions	3
Other comments	10

Additional comments

Question 33

Is there anything else you and your personal group would like to tell us about your visit to Carl Sandburg Home NHS? (open-ended)

Results

- 40% of visitor groups (N=103) responded to this question.
- Table 14 shows a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

Table 14: Additional comments
N=216 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
The staff was great	6
Tour guide was informative	4
Staff is willing to answer questions	2
The guides were friendly and personable	2
Other comments	6
INTERPRETIVE SERVICES	
The visit was informative/educational	3
Other comments	9
FACILITIES/MAINTENANCE	
Cut the branches along the trails	2
The house is wonderful	2
Trails are well maintained	2
Other comments	17
POLICIES/MANAGEMENT	
Admission fees will discourage visitation	7
Encourage people to pick up after their dogs	4
\$5 is too high for admission	2
Other comments	14
RESOURCE MANAGEMENT	
Comments	2

Table 14: Additional comments
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Enjoyed the visit	17
It is beautiful	13
Enjoy hiking in the park	7
The park is a natural treasure	5
Grateful to have the park nearby	4
Will return	4
Did not have enough time to see everything	3
Enjoy seeing the goats	3
Keep up the good work	3
Regular visitors	3
Did not realize there is so much to see	2
Enjoy being in nature	2
Enjoy the landscape	2
Enjoy the natural beauty	2
It is a great resource for the area	2
Like to bring our children to the park	2
Look forward to visiting the house in the future	2
Love the serenity of the place	2
Resident of the area	2
Teach about Sandburg as an educator	2
Walking was strenuous	2
We bring our friends to the park	2
Other comments	46

APPENDICES

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible—you may select a single program/service/facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- Obtained information about park prior to visit?
- Sources of information used prior to visit
- Sources of information preferred for future visits
- Obtained needed information?
- Awareness of Carl Sandburg
- Methods of learning about Carl Sandburg
- Awareness of NPS management
- Awareness of "Friends of Carl Sandburg at Connemara"
- Primary reason for visit to park area
- Primary reason for visiting park
- Adequacy of directional signs
- Difficulty finding the way from parking lot to Home
- Sites visited
- Take the Home tour?
- Reasons for taking the home tour
- Reasons for not taking the home tour
- Aspects of the home tour
- Learn something meaningful about Carl Sandburg?
- Visit the barn?
- Learn something meaningful about Mrs. Sandburg
- Activities during this visit
- Length of visit (hours)
- Visit for more than one day?
- Number of days visited
- Visitor services/facilities used
- Importance of visitor services/facilities
- Quality of visitor services/facilities
- Importance of attributes/experiences
- Interaction with park rangers
- Quality of interaction
- Willingness to pay entrance fee
- Opinions on safety
- Experienced parking problems?
- With commercial guided tour group
- With educational group
- With other organized group
- Group type
- Group size
- Number of vehicles
- Language used for speaking
- Language used for reading
- Respondent level of education
- Visitor age
- State of residence
- Country of residence
- Frequency of visits
- Group member with physical condition making access/participation difficult?
- Find phone for van ride?
- Services/activities that were difficult to participate in/access
- Preferred interpretive programs/services on future visit
- Awareness of new General Management Plan
- Awareness of proposals of General Management Plan
- Overall quality

For more information please contact:

Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, ID 83844-1139

Email: littlej@uidaho.edu
Phone: 208-885-7863
Fax: 208-885-4261
Website:
<http://www.psu.uidaho.edu>

Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman 2000; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

A Chi-square test was used to detect the difference in the response rates among different group types. The hypothesis was that group types are equally represented. If p-value is greater than 0.05, the difference in group type is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Therefore, the hypotheses for checking non-response bias are:

1. Respondents from different group types are equally represented
2. Average age of respondents – average age of non-respondents = 0
3. Average group size of respondents – average group size of non-respondents = 0

Table 1 shows no significant difference in group type.

As shown in Table 2, the p-value for respondent/non-respondent group size test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias for group size is judged to be insignificant. However, the p-value for respondent/non-respondent age test is less than 0.05 indicating significant age differences between respondents and non-respondents. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. In the Carl Sandburg Home National Historic Site survey, 28 respondents reported to be the older person in the group rather than the person who accepted the survey at the park to be the person who completed the survey. Therefore, non-response bias is judged to be insignificant.

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- Stoop, I. A. L. (2004) Surveying Non-respondents. *Field Methods*, 16 (1): 23.

Appendix 4: Visitor Services Project Publications

All VSP reports are available on the Park Studies Unit website at www.psu.uidaho.edu.vsp.reports.htm. All studies were conducted in summer unless otherwise noted.

1982

1. Mapping interpretive services: A pilot study at Grand Teton National Park.

1983

2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method.
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.
4. Mapping visitor populations: A pilot study at Yellowstone National Park.

1985

5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987

10. Colonial National Historical Park (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park (summer & fall)
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

1988

17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Monument

1989

21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park

1989 (continued)

24. Lincoln Home National Historic Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990

28. Canyonlands National Park (spring)
29. White Sands National Monument
30. National Monuments & Memorials, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Battlefield
34. Death Valley National Monument
35. Glacier National Park
36. Scott's Bluff National Monument
37. John Day Fossil Beds National Monument

1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Monument (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/Lake Chelan NRA
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

1992

45. Big Bend National Park (spring)
46. Frederick Douglass National Historic Site (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historic Site
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park, AK
53. Arlington House-The Robert E. Lee Memorial

Visitor Services Project Publications (continued)**1993**

- 54. Belle Haven Park/Dyke Marsh Wildlife Park (spring)
- 55. Santa Monica Mountains National Recreation Area (spring)
- 56. Whitman Mission National Historic Site
- 57. Sitka National Historical Park
- 58. Indiana Dunes National Lakeshore
- 59. Redwood National Park
- 60. Channel Islands National Park
- 61. Pecos National Historical Park
- 62. Canyon de Chelly National Monument
- 63. Bryce Canyon National Park (fall)

1994

- 64. Death Valley National Monument Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap Farm Park for the Performing Arts
- 68. Nez Perce National Historical Park
- 69. Edison National Historic Site
- 70. San Juan Island National Historical Park
- 71. Canaveral National Seashore
- 72. Indiana Dunes National Lakeshore (fall)
- 73. Gettysburg National Military Park (fall)

1995

- 74. Grand Teton National Park (winter)
- 75. Yellowstone National Park (winter)
- 76. Bandelier National Monument
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Monument
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Monument
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

1996

- 84. Everglades National Park (spring)
- 85. Chiricahua National Monument (spring)

1996 (continued)

- 86. Fort Bowie National Historic Site (spring)
- 87. Great Falls Park, Virginia (spring)
- 88. Great Smoky Mountains National Park
- 89. Chamizal National Memorial
- 90. Death Valley National Park (fall)
- 91. Prince William Forest Park (fall)
- 92. Great Smoky Mountains National Park (fall)

1997

- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historic Site (spring)
- 96. Lincoln Boyhood National Memorial
- 97. Grand Teton National Park
- 98. Bryce Canyon National Park
- 99. Voyageurs National Park
- 100. Lowell National Historical Park

1998

- 101. Jean Lafitte National Historical Park & Park (spring)
- 102. Chattahoochee River National Recreation Area (spring)
- 103. Cumberland Island National Seashore (spring)
- 104. Iwo Jima/Netherlands Carillon Memorials
- 105. National Monuments & Memorials, Washington, D.C.
- 106. Klondike Gold Rush National Historical Park, AK
- 107. Whiskeytown National Recreation Area
- 108. Acadia National Park

1999

- 109. Big Cypress National Preserve (winter)
- 110. San Juan National Historic Site, Puerto Rico (winter)
- 111. St. Croix National Scenic Riverway
- 112. Rock Creek Park
- 113. New Bedford Whaling National Historical Park
- 114. Glacier Bay National Park & Preserve
- 115. Kenai Fjords National Park
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park (fall)

Visitor Services Project Publications (continued)**2000**

- 118. Haleakala National Park (spring)
- 119. White House Tour and White House Visitor Center (spring)
- 120. USS Arizona Memorial
- 121. Olympic National Park
- 122. Eisenhower National Historic Site
- 123. Badlands National Park
- 124. Mount Rainier National Park

2001

- 125. Biscayne National Park (spring)
- 126. Colonial National Historical Park (Jamestown)
- 127. Shenandoah National Park
- 128. Pictured Rocks National Lakeshore
- 129. Crater Lake National Park
- 130. Valley Forge National Historical Park

2002

- 131. Everglades National Park (spring)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)
- 134. Great Sand Dunes National Park & Preserve
- 135. Pipestone National Monument
- 136. Outer Banks Group (Cape Hatteras National Seashore, Ft. Raleigh National Historic Site, and Wright Brothers National Memorial)
- 137. Sequoia & Kings Canyon National Parks and Sequoia National Forest
- 138. Catoctin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield (fall)

2003

- 141. Gateway National Recreation Area: Floyd Bennett Field (spring)
- 142. Cowpens National Battlefield (spring)
- 143. Grand Canyon National Park – North Rim
- 144. Grand Canyon National Park – South Rim
- 145. C&O Canal National Historical Park
- 146. Capulin Volcano National Monument
- 147. Oregon Caves National Monument
- 148. Knife River Indian Villages National Historic Site
- 149. Fort Stanwix National Monument
- 150. Arches National Park

2003 continued

- 151. Mojave National Preserve (fall)

2004

- 152. Joshua Tree National Park (spring)
- 153. New River Gorge National River
- 154. George Washington Birthplace National Monument
- 155. Craters of the Moon National Monument & Preserve
- 156. Dayton Aviation Heritage National Historical Park
- 157. Apostle Islands National Lakeshore
- 158. Keweenaw National Historical Park
- 159. Effigy Mounds National Monument
- 160. Saint-Gaudens National Historic Site
- 161. Manzanar National Historic Site
- 162. John Day Fossil Beds National Monument

2005

- 163. Congaree National Park (spring)
- 164. San Francisco Maritime National Historical Park (spring)
- 165. Lincoln Home National Historic Site
- 166. Chickasaw National Recreation Area
- 167. Timpanogos Cave National Monument
- 168. Yosemite National Park
- 169. Fort Sumter National Monument
- 170. Harpers Ferry National Historical Park
- 171. Cuyahoga Valley National Park
- 172. Johnstown Flood National Memorial
- 173. Nicodemus National Historic Site

2006

- 174. Kings Mountain National Military Park (spring)
- 175. John Fitzgerald Kennedy National Historic Site
- 176. Devils Postpile National Monument
- 177. Mammoth Cave National Park
- 178. Yellowstone National Park
- 179. Monocacy National Battlefield
- 180. Denali National Park & Preserve
- 181. Golden Spike National Historic Site
- 182. Katmai National Park and Preserve
- 183. Zion National Park (spring and fall)

Visitor Services Project Publications (continued)

2007

- 184.1. Big Cypress National Preserve (spring)
- 184.2. Big Cypress National Preserve (ORV Permit Holder/Camp Owner)
- 185. Hawaii Volcanoes National Park (spring)
- 186. Glen Canyon National Recreation Area (Spring, Summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post National Historical Site
- 190. Fort Donelson National Battlefield
- 191. Agate Fossil Beds National Monument
- 192. Mount Rushmore National Memorial
- 193. Ebey's Landing National Historical Reserve
- 194. Rainbow Bridge National Monument
- 195. Independence National Historical Park
- 196. Minute Man National Historical Park

2008

- 197. Blue Ridge Parkway (fall 07, spring 08)
- 198. Yosemite National Park (winter)
- 199. Everglades National Park (winter, spring)
- 200. Horseshoe Bend National Military Park (spring)
- 201. Carl Sandburg Home National Historic Site (spring)

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit, website: www.psu.uidaho.edu or phone (208) 885-7863.

Visitor Comments Appendix

This section contains complete visitor comments of all open-ended questions and is bound separately from this report due to its size.

