NICODEMUS
NATIONAL HISTORIC SITE

Nicodemus National Historic Site Visitor Study

Summer 2005

University of Idaho

Nicodemus National Historic Site

Visitor Study
Summer 2005

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Visitor Services Project
Nicodemus National Historic Site
Report Summary

- This report describes the results of a visitor study at Nicodemus National Historic Site (NHS) during July 23–September 13, 2005. A total of 302 questionnaires were distributed to visitor groups. Of those, 208 questionnaires were returned, resulting in a 68.9% response rate.

- This report profiles a random sample of Nicodemus NHS visitors. 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.

- Forty-nine percent of visitor groups were in groups of two, 22% were in groups of three or four, and 13% were groups of five or more. Fifty-two percent of the visitor groups were family groups. Fifty-three percent of visitors were ages 41-65 years and 12% were ages 15 years or younger.

- Seventy-seven percent of visitors visited Nicodemus NHS for the first time in their lifetime and 68% visited for the first time since 1996. Twenty-eight percent of visitors had a bachelor's degree and 28% had some college education, and 24% held a graduate degree.

- United States visitors were from Kansas (46%), Nebraska (8%), Colorado (8%), and 28 other states. International visitors, comprising <1% of the total visitation, had too few respondents to provide reliable data.

- Prior to this visit, visitor groups most often obtained information about Nicodemus NHS through friends/relatives/word of mouth (43%), newspaper/magazine articles (26%), and previous visits (26%). Nine percent of visitor groups did not obtain any information about the park before their visit. Most groups (82%) received the information they needed about the park.

- Sixty-three percent of visitor groups' reason for traveling to the Nicodemus NHS area (within 1-hour drive of park) was to visit Nicodemus NHS, while 49% came to learn African American history. The most common primary reasons for visiting the Nicodemus area were visiting Nicodemus NHS (24%) and attend Homecoming events (15%).

- 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 services/facilities by the 201 visitor groups included the visitor center (96%), indoor exhibits and information panels (87%), park history brochure (81%), and assistance from park staff (77%). The services/facilities that received the highest combined proportions of "extremely important" and "very important" ratings included visitor center (92%, N=183), assistance from park staff (89%, N=145), and indoor exhibits and information panels (86%, N=163). The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings included assistance from park staff (96%, N=142), indoor exhibit and information panels (90%, N=162), and visitor center (87%, N=179).

- The average total expenditures in and outside the park (within 1-hour drive of park) per visitor group was $143. The median visitor group expenditure (50% of groups spent more, 50% of group spent less) was $35. The average per capita expenditure was $46.

- Most visitor groups (73%) rated the overall quality of services, facilities, and recreational opportunities at Nicodemus NHS as "very good" or "good." Nine percent of groups rated the overall quality as "very poor" or "poor."

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INTRODUCTION

This report describes the results of a visitor study at Nicodemus NHS during July 23–September 13, 2005 by the National Park Service (NPS) Visitor Services Project (VSP), a 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. Instead, the results are presented in the following order:

- *Demographics*
- *Information Prior to Visit*
- *Information During Visit*
- *Ratings of the Park Services, Facilities, Elements, Attributes, Resources, and Value for Fee Paid*
- *Expenditures*
- *Information about Future Preferences*
- *Overall Quality*
- *Visitor Comments*

Section 3: **Appendices**

Appendix 1: The *Questionnaire* contains a copy of the original questionnaire distributed to groups.

Appendix 2: *Additional Analysis* contains 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 of this study is published.

Appendix 3: Decision rules for checking non-response bias

Appendix 4: *Visitor Services Project Publications* contains a complete list of publications by the PSU. Copies of these reports can be obtained by contacting the PSU office or visiting the website: http://www.psu.uidaho.edu/vsp/reports.htm

Visitor Comments Appendix: A separate appendix contains 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!** on the graph shows 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 proportions of responses in each category.

5: In most graphs, percentages provide additional information.

N= 692 individuals*

10 or more — 10%

5-9 — 11%

Number of visits

2-4 — 18%

1 — 60%

Number of respondents
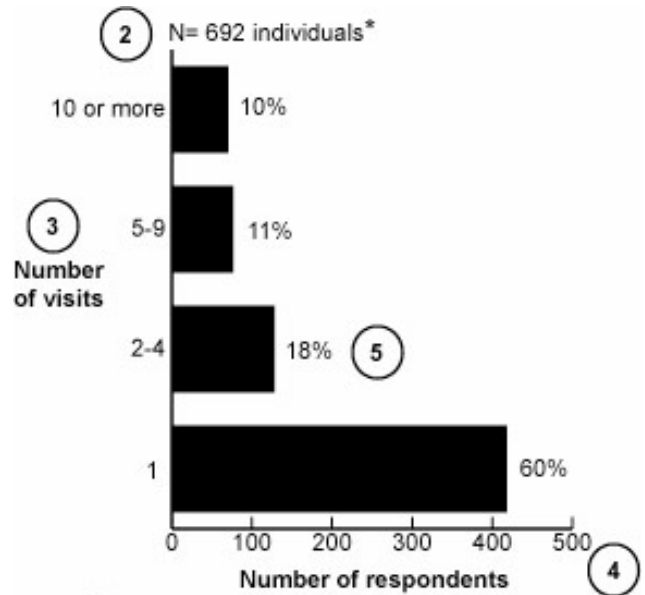
Figure 4: Number of visits

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* (2000). Based on this methodology, the sample size was calculated based on park visitation statistics of previous years.

Brief interviews were conducted with visitor groups, and 302 questionnaires were distributed to a random sample of visitor groups that arrived at Nicodemus NHS visitor center during the period from July 23–September 13, 2005. The extended sampling period was needed because fewer than expected visitor groups attended the annual Homecoming event, traditionally held on the last weekend in July. The VSP team conducted the sampling from July 23-30, then trained two park rangers to continue conducting the survey until at least 300 questionnaires were distributed.

Questionnaire design

The Nicodemus NHS 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 Nicodemus NHS. 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 Nicodemus NHS 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, an interview lasting approximately two minutes was used to determine group size, group type, and the age of the group member (at least 16 years of age) who would complete the questionnaire. These individuals were asked for their names, addresses, and telephone numbers to mail them a reminder/thank you postcard and follow-ups. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it 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 Package for the Social Sciences (SPSS), and an SQL/PHP custom designed application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized.

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 July 23–September 13, 2005. 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 survey dates were chosen to include the annual Emancipation/ Homecoming event that is traditionally held during the last weekend in July. The temperatures were very hot during the survey period, ranging from the high 90's to 105ºF, with hot winds and, at times, high humidity. The temperatures may have contributed to the small number of visitors attending the 2005 Homecoming event. It is not known what other factors may have been involved in low visitation at other times during the sampling period.

Checking Non-response Bias

At Nicodemus NHS, 306 visitor groups were contacted and 302 of these groups (99%) accepted the questionnaire. Questionnaires were completed and returned by 208 visitor groups, resulting in a 68.9% response rate for this study. The two variables used to check non-response bias were age of the group member who actually completed the questionnaire and group size.

Table 1 shows that there is no significant difference between respondent and non-respondent ages and insignificant differences in group sizes. Therefore, the non-response bias was judged to be insignificant, so the data is a good representation of a larger population of visitors to Nicodemus NHS during the study time period. See Appendix 3 for more details of the non-response bias checking procedure.

Table 1: Comparison of respondents and non-respondents

Variable	Respondent N	Average	Non-respondent N	Average	p-value (t-test)
Age	53.2	201	51.6	93	0.37
Group size	2.7	180	2.5	94	0.12

Both p-values are greater than 0.05; therefore, non-response bias was judged to be insignificant.

Note: Some visitor groups reported very large group sizes (up to 56 people) in their questionnaires after initially reporting only one or two people in their group during their interview. Because questionnaires were distributed to individual groups traveling together, it is likely that these people have been counted more than once. These groups that reported a group size of 10 or larger have been dropped from this comparison.

RESULTS

Demographics

Visitor group size

Question 15a

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

Results

- 63% of visitors were in groups of two or three (see Figure 1).

- 21% were in groups of four or more.

Note: Some visitor groups reported very large group sizes (up to 56 people) in their questionnaires after initially reporting only one or two people in their group during their interview. Because questionnaires were distributed to individual groups traveling together, it is likely that these people have been counted more than once. These groups that reported a group size of 10 or larger have been dropped from this comparison.
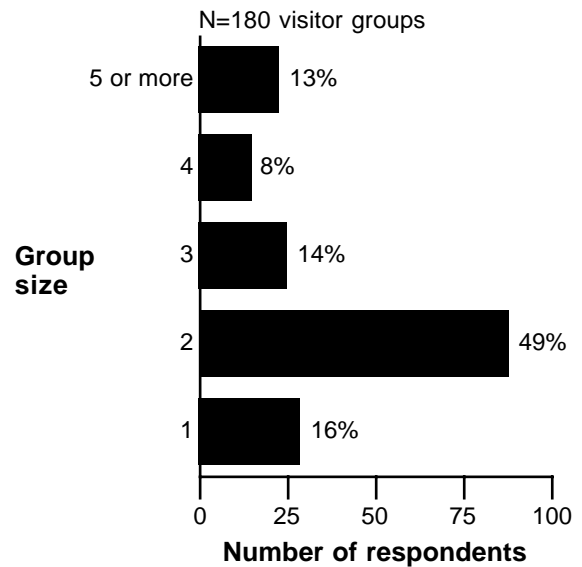
Figure 1: Visitor group size

Visitor group type

Question 12

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

Results

- 52% of visitor groups were with their family (see Figure 2).

- 17% were with friends.

- 15% were alone.

- "Other" groups (5%) as listed by visitor groups included:

> Tour group
> Business associates
> Vendor
> Church group
> Bus group
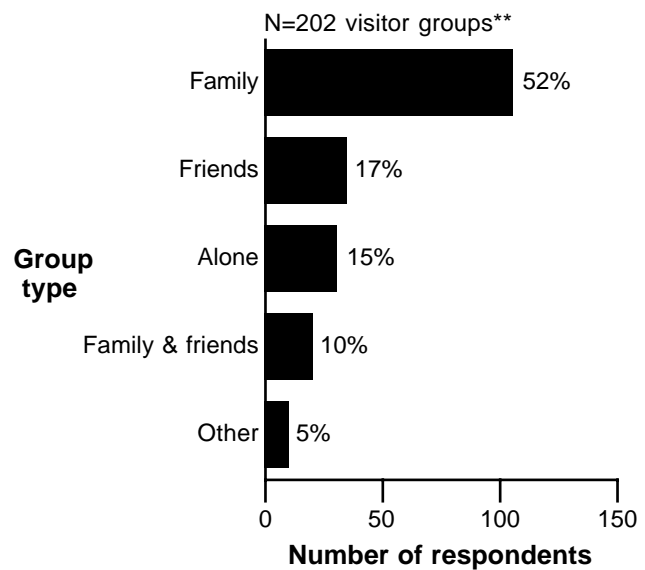
Figure 2: Visitor group type

*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 11a
    On this visit, were you with a guided tour group?

Results
- 4% of visitor groups were traveling with a guided tour group (see Figure 3).

N=197 visitor groups

With guided tour group?

Yes | 4%

No | 96%

Number of respondents

Figure 3: Visitors traveling with a guided tour group

Question 11b
    On this visit, were you with a school/educational group?

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

N=193 visitor groups

With school/ educational group?

Yes | 2%

No | 98%

Number of respondents
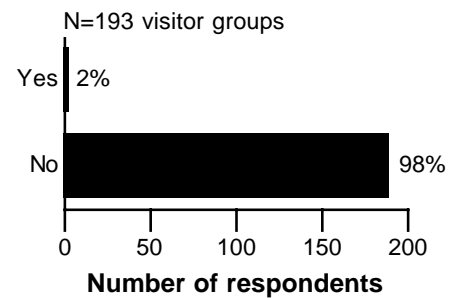
Figure 4: Visitors traveling with a school/ educational group

Visitor level of education

Question 17
    For you and each of the members (age 16 and over) in your personal group on this visit, please indicate the highest level of education completed.

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

Results
- 28% held a Bachelor's degree (see Figure 5).

- 28% of visitor groups completed some college.

- 24% completed a graduate degree.

N=434 individuals*

Highest level of education

Graduate degree | 24%

Bachelor's degree | 28%

Some college | 28%

High school diploma/GED | 15%

Some high school | 4%

Number of respondents
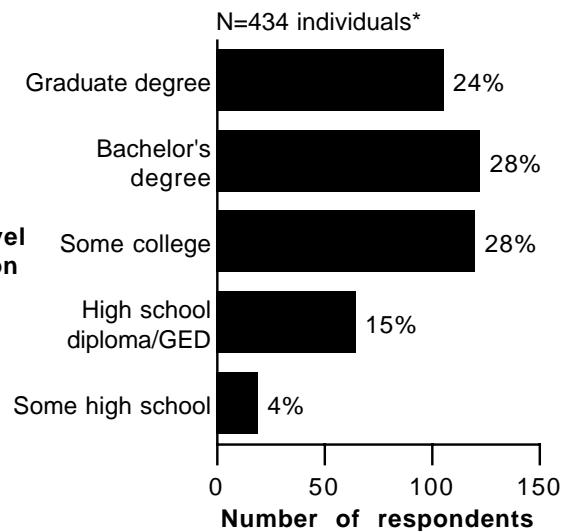
Figure 5: Visitor level of education

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

Visitor age

Question 16a
  For you and your personal group (up to
  seven members), what is your current
  age?

Results
  • Visitor ages ranged from 1 to 87 years
    old.

  • 46% of visitors were in the 46-65 years
    age group (See Figure 6).

  • 12% were 15 years or younger.

  • 7% were 76 years or older.

N=494 individuals

Age group (years)	
76 or older	7%
71-75	5%
66-70	6%
61-65	12%
56-60	14%
51-55	10%
46-50	10%
41-45	7%
36-40	4%
31-35	4%
26-30	3%
21-25	4%
16-20	2%
11-15	5%
10 or younger	7%

Number of respondents

Figure 6:   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

9

Respondent ethnicity

Question 13a
For you only, are you Hispanic or
Latino?

Results
• 2% of respondents were of
Hispanic or Latino ethnicity (see
Figure 7).

N=196 individuals
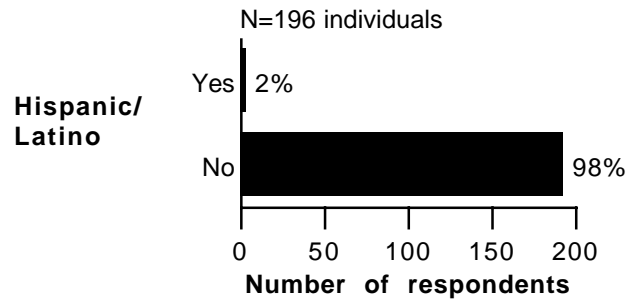
Figure 7: Respondent ethnicity

Respondent race

Question 13b
For you only, which of these categories
best describes your race?

Results
• 65% of respondents were White (see
Figure 8).

• 37% were Black or African American.

N=201 individuals**

Figure 8: Respondent race

*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 disabilities/impairments
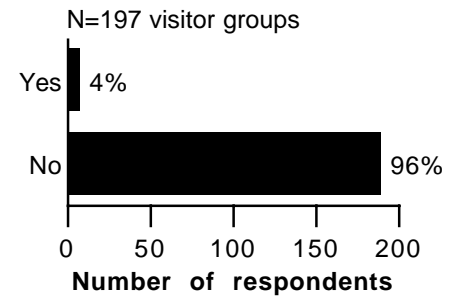
Question 14a
Does anyone in your group have any disabilities/impairments that limited their ability to visit Nicodemus NHS? (Township Hall Visitor Center and 4 other historic buildings).

Results
•   4% of visitor groups had members with disabilities/impairments that affected their park experience (see Figure 9).

N=203 visitor groups

Group member with disabilities/ impairments?

Yes   4%

No   96%

0   50   100   150   200
Number of respondents

Figure 9:   Visitors with disabilities/ impairments

Question 14b
If Yes, because of this disability/impairment, did you and your group encounter any access/service problems in Nicodemus NHS?

Results - **Interpret with CAUTION!**
•   14% of visitor groups that had at least one member with a disability or impairment who encountered access/service problems in the park (see Figure 10).

N=28 visitor groups

Encounter access problems?

Yes   14%   **CAUTION!**

No   86%

0   10   20   30
Number of respondents

Figure 10:   Visitors who encountered access/ service problems due to disabilities/impairments

Question 14c
If Yes, what was the problem?

Results - **Interpret with CAUTION!**
•   18% (N=5) of visitor groups with disabilities/impairments answered this question.

•   Problems mentioned by visitor groups included:

Accessibility around the site
Stairs to restrooms posed a problem
Not forewarned about there not being a gift shop
Have more seats around interpretive signs

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

Number of visits to the park since 1996

Question 16c
How many times have you visited the park since 1996 (including this visit)?

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

Results
• 68% of visitors were visiting Nicodemus NHS for the first time since 1996 (see Figure 11).

• 17% visited four or more times.

• 15% visited two or three times.

N=391 individuals
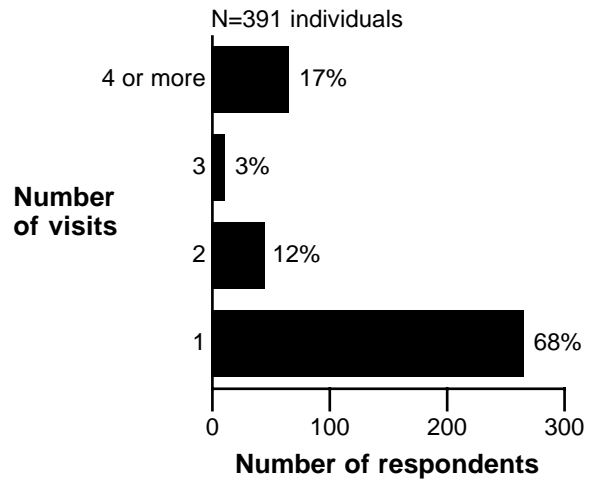
Figure 11:   Number of visits to park since 1996

Number of visits to the park in visitors' lifetime

Question 16d
How many times have you visited the park in your lifetime (including this visit)?

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

Results
• 77% of visitors visited Nicodemus NHS for the first time (see Figure 12).

• 12% visited two or three times.

• 11% visited four or more times.

N=287 individuals
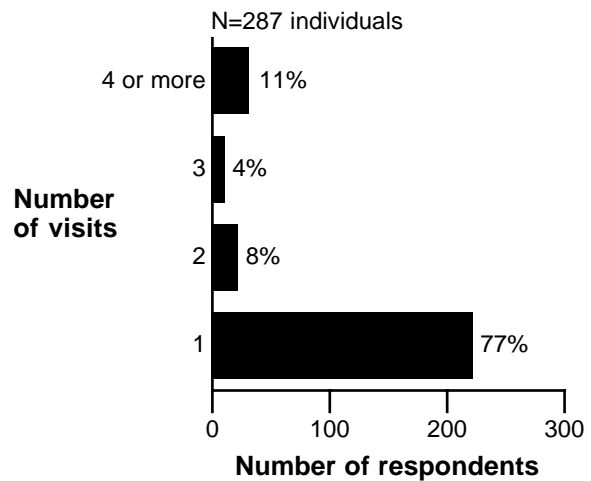
Figure 12:   Number of visits to park in visitor's lifetime

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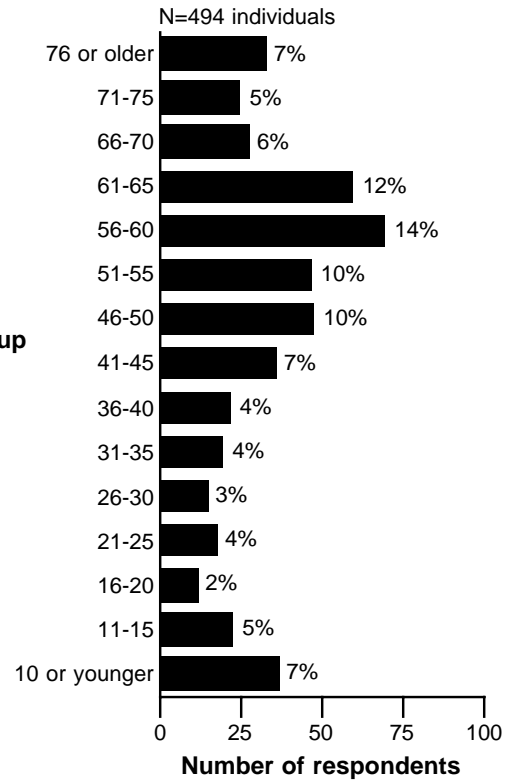**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence

Question 16b
    What is your state of residence?

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

Results
- U.S. visitors comprised 99.5% of total visitors to park (see Table 2 and Map 1).

- 46% of visitors came from Kansas.

- 8% came from Nebraska and Colorado respectively.

- Smaller proportions came from 28 other states.

Table 2: United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=410 individuals	Percent of total visitors N=412 individuals
Kansas	188	46	46
Nebraska	34	8	8
Colorado	32	8	8
California	18	4	4
Missouri	17	4	4
Illinois	14	3	3
Arkansas	11	3	3
Texas	11	3	3
Minnesota	9	2	2
Florida	7	2	2
Indiana	6	1	1
New York	6	1	1
Mississippi	5	1	1
Arizona	5	1	1
Wyoming	5	1	1
Oregon	5	1	1
Wisconsin	4	1	1
Virginia	4	1	1
New Jersey	3	1	1
12 other states	26	6	6
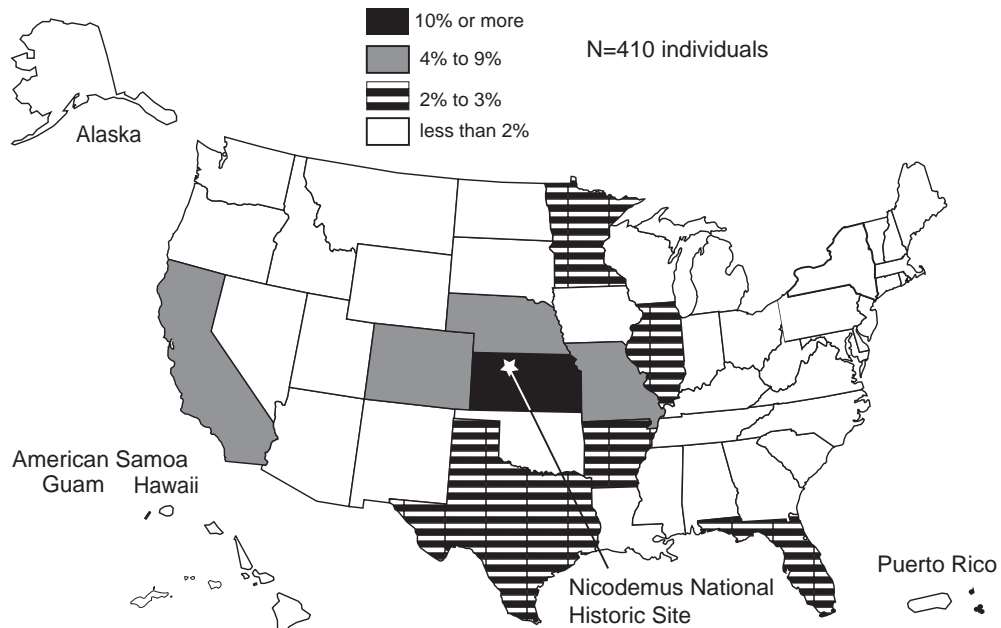
Map 1: Proportions of United States visitors by state of residence
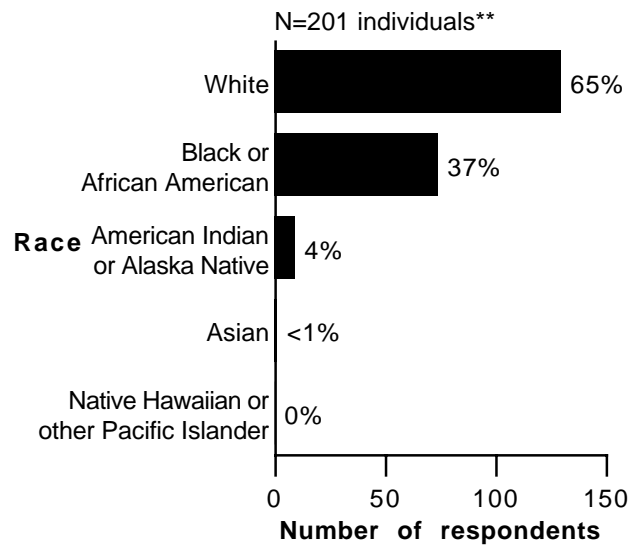
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence

Question 16b
 What is your country of residence (other than U.S.)?

Results - **Interpret with CAUTION!**
- As shown in Table 3, international visitors comprised less than 1% of total visitation to Nicodemus NHS.

- The two international visitors came from Canada and Spain.

Table 3: International visitors by country of residence
CAUTION!

Country	Number of visitors	Percent of international visitors N=2 individuals	Percent of total visitors N=412 individuals
Canada	1	50	<1
Spain	1	50	<1

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

Information Prior to Visit

Information sources prior to visit

Question 1a
Prior to your visit, how did you and your group obtain information about Nicodemus NHS?

Results
- 9% of visitor groups did not obtain any information about the park prior to their visit (see Figure 13).

- As shown in Figure 14, of those who obtained some information (91%), the most common sources of information included:

      43% Friends/relatives/word of mouth
      26% Newspaper/magazine articles
      26% Previous visits
      19% Travel guides/tour books

- "Other" sources of information (23%) are listed below in Table 4.

N=201 visitor groups

Obtained information about park prior to visit?

Yes 91%
No 9%

Number of respondents
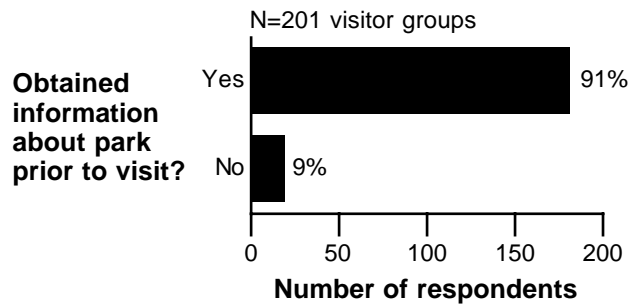
Figure 13: Visitors who obtained information about park prior to this visit

Table 4: "Other" sources of information
N=44 comments

Comments	Number of times mentioned
NPS Passport program	12
State map/atlas	7
Live in the area	5
Learned about in class/education	3
Highway signs	2
Other comments	16

N=182 visitor groups**

Source

Friends/relatives/word of mouth 43%
Newspaper/magazine articles 26%
Previous visits 26%
Travel guides/tour books 19%
Part of my family heritage 16%
Park website 15%
Videos/television/radio programs 12%
Other NPS sites 8%
Visitor information radio 7%
Other websites 7%
Telephone/email/written inquiry 5%
State welcome center/Chamber of Commerce 3%
Other 23%

Number of respondents

Figure 14: Sources of information used by visitor groups prior to this 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 group receive the type of information about the park that you needed?

Results
   • 82% obtained information they needed to prepare for this trip to Nicodemus NHS (see Figure 15).

N=101 visitor groups

Received needed information?

Number of respondents
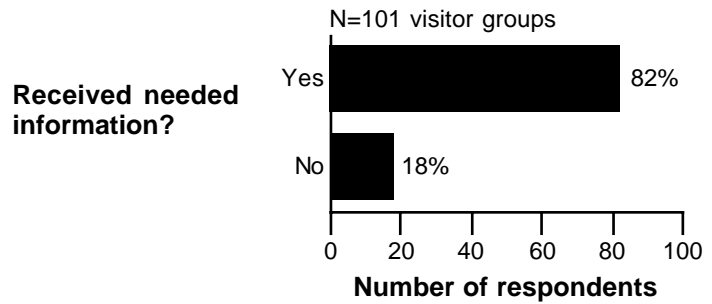
Figure 15: Visitor groups who obtained needed information prior to this visit to Nicodemus NHS

Question 1d
   If No, what additional information did you and your group need?

Results
   • 75% of visitor groups (N=28) answered this question.

   • Additional information that visitor groups needed but was not available through these sources is listed in Table 5.

Table 5: Information not available to visitor groups
N=21 comments;
some visitors made more than one comment.

Comments	Number of times mentioned
Directions to park	4
Hours of operation	4
Description of historic value	4
More written information	3
Lodging in area	2
Local events/activities	2
Other comments	8

*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 preferred to use in planning future visits

Question 1b
On future visits to Nicodemus NHS, what sources would you and your group prefer to use to obtain information in planning your visit?

Results
- As shown in Figure 16, the most preferred sources of information to use in planning a future visit were:

  58% Park website
  30% Travel guides/books
  30% Newspaper/magazine articles
  26% Previous visits

- "Other" sources of information (6%) are listed in Table 5 on the previous page.

N=125 visitor groups**

Source	
Park website	58%
Travel guides/tour books	30%
Newspaper/magazine articles	30%
Previous visits	26%
Videos/television/radio programs	20%
State welcome center/ Chamber of Commerce	19%
Other NPS sites	17%
Friends/relatives/word of mouth	17%
Other websites	16%
Telephone/email/written inquiry	16%
Visitor information radio	14%
Part of my family heritage	3%
Other	6%

Number of respondents

Figure 16: Preferred sources of information to use in planning 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

Information During Visit

Reasons for visiting Nicodemus NHS area

Question 5
> For this trip, what were the reasons that you and your group visited the Nicodemus NHS area (within a 1-hour drive of the park)?

Results
- 5% of visitor groups were residents of the local area (see Figure 17).

- As shown in Figure 18, the most common reasons for visiting the Nicodemus NHS area were:

  > 63% Visit Nicodemus NHS
  > 49% Learn African American history
  > 36% Travel through to other destinations
  > 33% Attend Homecoming events

- "Other" primary reasons (47%) for visiting are included in Table 6.

N=203 visitor groups
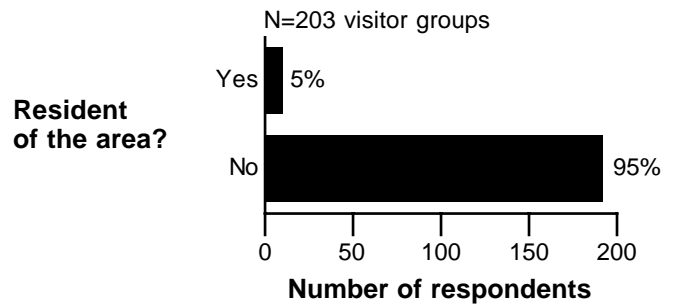
Figure 17:   Resident of the Nicodemus NHS area (within a 1-hour drive of park)

N=193 visitor groups**
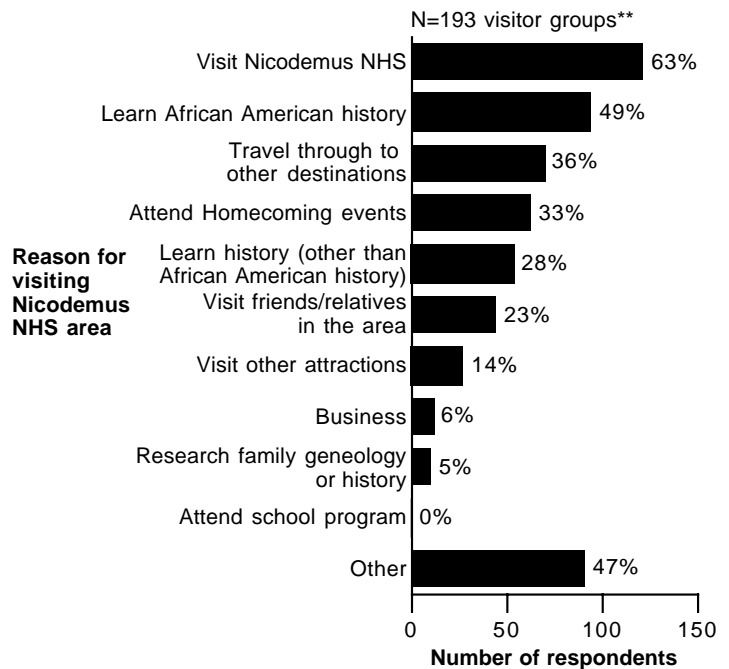
Figure 18:   Reason for visiting the Nicodemus NHS area (within a 1-hour drive of the park)

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

Two most important reasons for visiting the Nicodemus NHS area

Question 5b

From the list above, please list the two most important reasons for visiting the area (within 1-hour drive of the park).

Results

- As shown in Figure 19, the most common primary reasons for visiting the Nicodemus NHS area were:

    24% Visit Nicodemus NHS
    15% Attend Homecoming events
    12% Travel through to other destinations

- "Other" primary reasons (23%) for visiting are included in Table 6.

N=179 visitor groups

Primary reason for visiting Nicodemus NHS area

Visit Nicodemus NHS	24%
Attend Homecoming events	15%
Travel through to other destinations	12%
Visit friends/relatives in the area	11%
Learn African American history	7%
Learn history (other than African American history)	5%
Business	3%
Research family genealogy or history	0%
Visit other attractions in the area	0%
Attend a school program	0%
Other	23%

Number of respondents

Figure 19: Primary reason for visiting the Nicodemus NHS area (within a 1-hour drive of the park)

Results

- As shown in Figure 20, the most common secondary reasons for visiting the Nicodemus NHS area (see Figure 20) were:

    20% Learn African American history
    11% Visit other attractions in the area

- "Other" secondary reasons (28%) for visiting are included in Table 6.

N=149 visitor groups*

Secondary reason for visiting Nicodemus NHS area

Learn African American history	20%
Visit Nicodemus NHS	11%
Travel through to other destinations	9%
Attend Homecoming events	9%
Visit friends/relatives in the area	9%
Learn history (other than African American history)	7%
Research family genealogy or history	2%
Visit other attractions in the area	2%
Business	1%
Attend a school program	0%
Other	28%

Number of respondents

Figure 20: Secondary reason for visiting the Nicodemus NHS area (within a 1-hour drive of 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

**Table 6: "Other" reasons for visiting the
Nicodemus NHS area**
N=100 comments;
some visitors made more than one comment.

Comments	Number of times mentioned
Historical value	18
Curiosity	9
NPS Passport stamp	7
Scenery	8
Interest in NPS	5
Recreation	4
Reunion	4
African American significance	3
Barbeque	3
In route to another destination	3
Junior Ranger program	3
Own property in area	2
Pancake feed	2
Other comments	29

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

Activities

Question 7
> On this visit, what activities did you and your group participate in while at Nicodemus NHS?

Results
- As shown in figure 21, the most common activities mentioned by visitor groups were:

  91% Visiting visitor center
  83% Viewing exhibits
  77% Talking to park rangers

- "Other" activities (13%) are shown in Table 7.

Table 7: "Other" activities mentioned by visitor groups
N=27 comments;
some visitors made more than one comment.

Comments	Number of times mentioned
Eating BBQ/picnicking	5
Shopping/viewing vendors	3
Letting children play on playground	2
Talking with a Nicodemus resident	2
Other comments	15

N=203 visitor groups**
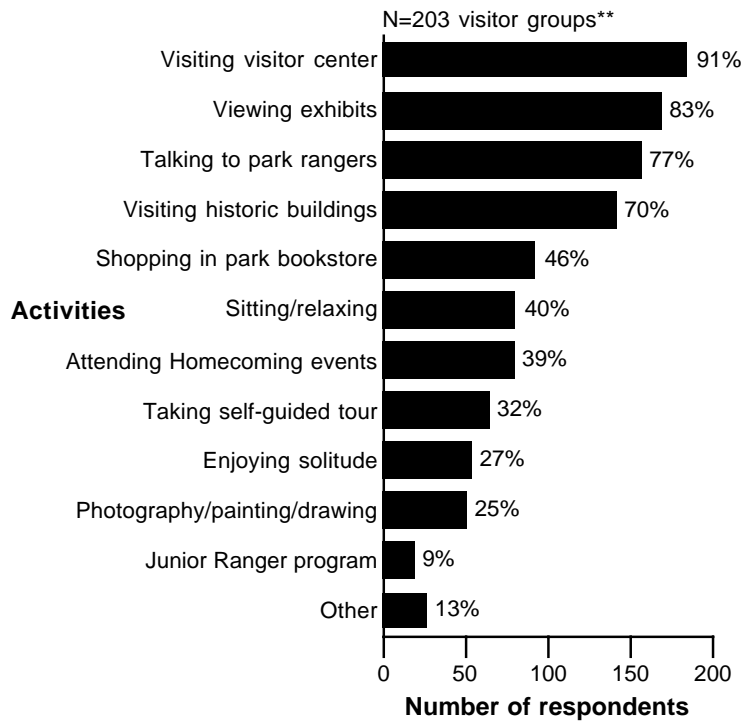
Figure 21: Visitor activities on this visit

*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 area sites

Question 2a
  Prior to this visit to the Nicodemus NHS area (within a 1-hour drive of the park) were you and your group aware of the existence of the following sites?

Results
  • 76% of visitor groups were aware of Sternberg Museum (Figure 22).

  • 53% were aware of Webster State Park.

  • 40% were aware of Cottonwood Ranch State Historic Site.

N=123 visitor groups**

Aware of site prior to visit?

Site	Percent
Sternberg Museum	76%
Webster State Park	53%
Cottonwood Ranch State Historic Site	40%
Hansen Memorial Museum	36%

Number of respondents

Figure 22: Visitor awareness of area sites

Area sites visited

Question 2b
  Please check all the sites that you and your group visited on this trip to Nicodemus NHS.

Results
  • 56% of visitor groups visited Webster State Park (see Figure 23).

  • 53% visited Sternberg Museum.

N=55 visitor groups**

Site

Site	Percent
Webster State Park	56%
Sternberg Museum	53%
Cottonwood Ranch State Historic Site	33%
Hansen Memorial Museum	24%

Number of respondents
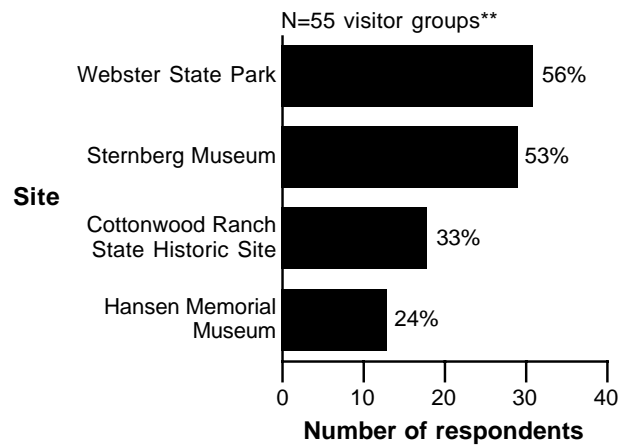
Figure 23: Area sites visited

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

How Nicodemus NHS fit into travel plans

Question 3
>   How did this visit to Nicodemus fit into your travel plans?

Results
- 45% of visitor groups visited Nicodemus NHS as their "primary destination" (see Figure 24).

- 32% visited the park as one of several destinations.

- 23% reported that the park was not a planned destination.

N=202 visitor groups

How did visit fit into travel plans?

Primary destination	45%
One of several destinations	32%
Not a planned destination	23%

Number of respondents
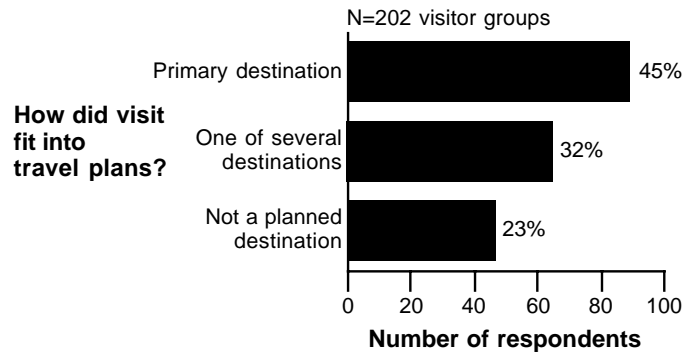
Figure 24: How Nicodemus NHS fit into travel plans

Number of vehicles

Question 15b
>   For this visit, please list the number of vehicles in which you and your group arrived.

Results
- 88% of visitor groups used one vehicle to arrive at the park (see Figure 25).

- 8% used three or more vehicles.

N=199 visitor groups*

Number of vehicles

3 or more	8%
2	5%
1	88%

Number of respondents
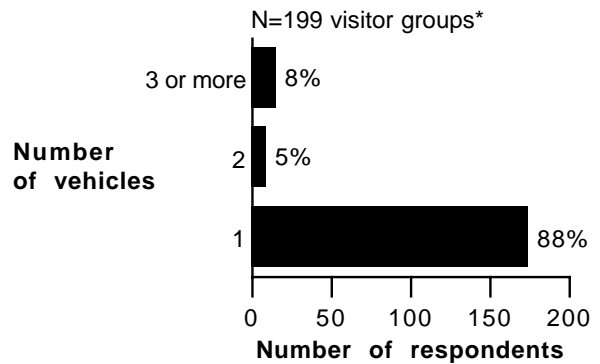
Figure 25: Number of vehicles used to arrive at park

Number of park entries

Question 8a
>   During your stay in the area (within a 1-hour drive of the park), how many times did you and your group enter the town of Nicodemus?

Results
- 70% of visitor groups entered the town of Nicodemus once (see Figure 26).

- 20% entered three or more times.

N=187 visitor groups

Number of entries

4 or more	14%
3	6%
2	10%
1	70%

Number of respondents
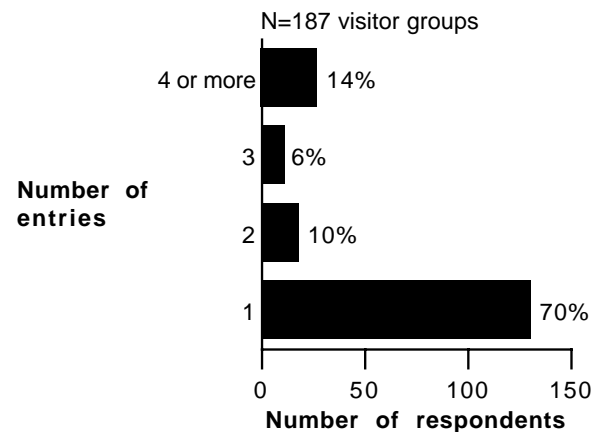
Figure 26: Number of entries into town of Nicodemus

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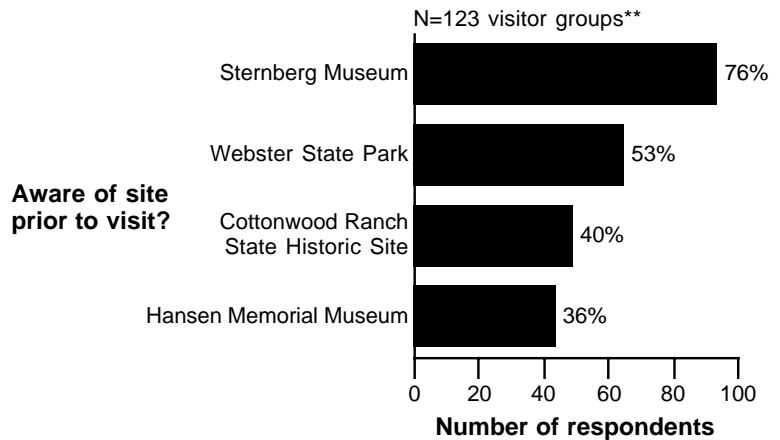**total percentages do not equal 100 because visitors could select more than one answer

Town/city where trip began on day of visit to Nicodemus NHS

Question 4a

   Where did your trip begin on the day you and your group visited Nicodemus NHS?

Results

- As shown in Table 8, the towns/cities where most trips began were:

   13% Topeka, KS
   10% Hays, KS
    6% Denver, CO
    6% Hill City, KS

Table 8: Start location on day of park visit

N=187 visitor groups

City/Town and State	Number of times mentioned
Topeka, KS	24
Hays, KS	18
Hill City, KS	13
Denver, CO	12
Wichita, KS	10
Manhattan, KS	6
Colorado Springs, CO	5
Dodge City, KS	5
Colby, KS	4
Stockton, KS	4
Bogue, KS	3
Central City, NE	3
Concordia, KS	3
Hoxie, KS	3
Junction City, KS	3
Kansas City, MO	3
Lawrence, KS	3
Wakeeney, KS	3
Abilene, KS	2
Alma, NE	2
Boulder, CO	2
Kansas City, KS	2
Kearney, NE	2
Larned, KS	2
Limon, CO	2
Norton, KS	2
Omaha, NE	2
Plainville, KS	2
Salina, KS	2
Sidney, NE	2
Ashland, VA	1
Atlanta, GA	1
Beatrice, NE	1
Beaver City, NE	1
Boley, OK	1
Boulder, CO	1
Burlington, CO	1
Cheney Reservoir SP, KS	1
Cheyenne, WY	1
Chicago, IL	1
Clarks, NE	1
Clay Center, KS	1
Damar, KS	1
Estes Park, CO	1
Fort Collins, CO	1
Glasco, KS	1
Golden, CO	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: Start location on day of park visit
(continued)

City/Town and State	Number of times mentioned
Great Bend, KS	1
Herndon, KS	1
Hutchinson, KS	1
Lakewood, CO	1
Leavenworth, KS	1
Lincoln, NE	1
Linn, KS	1
Marion, KS	1
McCook, NE	1
Miami, FL	1
Morland, KS	1
Newton, KS	1
Nicodemus, KS	1
Oakley, KS	1
Oberlin, KS	1
Ogallala, NE	1
Ord, NE	1
Osborne, KS	1
Overbrook, KS	1
Overland Park, KS	1
Park City, KS	1
Phillipsburg, KS	1
Randolph, KS	1
Saint Paul, NE	1
Scandia, KS	1
Sheridan Lake campsite, KS	1
Sidney, NE	1
South Platte, NE	1
Studley, KS	1
Superior, NE	1
Van Buren, AR	1
Yankton, SD	1

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

Planned destination on day of departure from Nicodemus NHS

Question 4b
    Where was your planned destination on the day you and your group left Nicodemus NHS?

Results
- As shown in Table 9, the towns/cities that visitor groups departed for were:

    10% Topeka, KS
    9% Hays, KS
    8% Hill City, KS
    7% Nicodemus, KS

Table 9: Planned destination on day of departure
N=170 visitor groups

City/Town and State	Number of times mentioned
Topeka, KS	17
Hays, KS	15
Hill City, KS	13
Nicodemus, KS	12
Colby, KS	9
Denver, CO	9
Wichita, KS	8
Manhattan, KS	6
Omaha, NE	4
Overland Park, KS	4
Abilene, KS	3
Central City, NE	3
Colorado Springs, CO	3
Kansas City, KS	3
Lawrence, KS	3
Salina, KS	3
Great Bend, KS	2
Burlington, CO	2
Garden City, KS	2
Goodland, KS	2
Hoxie, KS	2
Larned, KS	2
Linn, KS	2
Plainville, KS	2
Stockton, KS	2
Wakeeney, KS	2
Alma, NE	1
Aurora, NE	1
Badlands, SD	1
Bogue, KS	1
Boulder, CO	1
Breckenridge, CO	1
Byers, CO	1
Clarks, NE	1
Clay Center, KS	1
Clayton, NM	1
Columbia, MO	1
Concordia, KS	1
Council Grove, KS	1
Damar, KS	1
Dodge City, KS	1
Estes Park, CO	1
Fort Collins, CO	1
Fort Hays, KS	1
Franklin, NE	1
Glasco, KS	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 9: Planned destination on day of departure
(continued)

City/Town and State	Number of times mentioned
Gregory, SD	1
Hillsboro, KS	1
Homestead NM of America	1
Jackson, WY	1
Joplin, MO	1
Junction City, KS	1
Kansas City, MO	1
Lansing, KS	1
Leavenworth, KS	1
Lindsborg, KS	1
Littleton, CO	1
Los Angeles, CA	1
Loveland, CO	1
Manhattan, KS	1
Marysville, KS	1
Medicine Lodge, KS	1
Morland, KS	1
Naponee, NE	1
North Platte, NE	1
Norton, KS	1
Oberlin, KS	1
Olathe, KS	1
Osborne, KS	1
Overbrook, KS	1
Phillipsburg, KS	1
Pueblo, CO	1
Russell, KS	1
Superior, NE	1
Sydney, NE	1
Tonkawa, OK	1
Topeka, KS	1
Trousdale, KS	1
Wamego, KS	1
Yankton, SD	1

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

Community support services

Question 4c
In what community did you obtain support services (e.g., information, gas, food, or lodging) for this visit to Nicodemus NHS?

Results

- As shown in Figure 27, the most used communities for support services were:

    42% Hill City
    31% Hays

- "Other" communities (35%) where support services were obtained are shown in Table 10.

N=179 visitor groups**

Community where support services were obtained

Community	Percentage
Hill City	42%
Hays	31%
Stockton	13%
Wakeeney	7%
Phillipsburg	4%
Norton	3%
Ellis	2%
Other	35%

Number of respondents
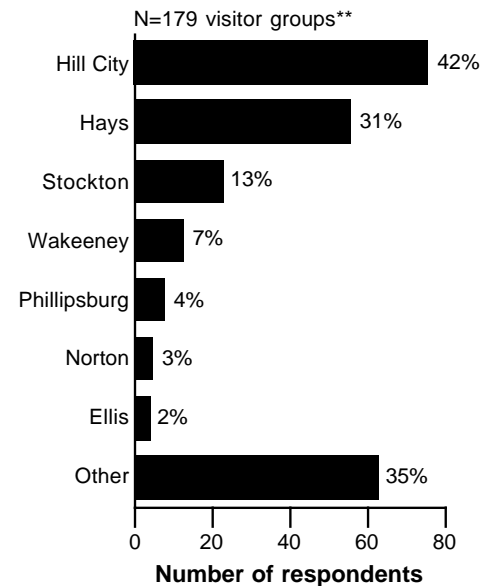
Figure 27: Communities where visitor groups used support services for their visit to Nicodemus NHS

Table 10: "Other" communities where support services were obtained
N=63 comments;
some visitor groups listed multiple "other" communities.

City/Town and State	Number of times mentioned
Colby, KS	17
Beloit, KS	5
Plainville, KS	5
Russell, KS	4
Bogue, KS	3
Salina, KS	3
Osborne, KS	3
Concordia, KS	2
Hoxie, KS	2
Nicodemus, KS	2
Oakley, KS	2
Oberlin, KS	2
Smith Center, KS	2
Other communities	11

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

Question 4d
    Were you and your group able to obtain all of the services that you needed in these communities?

Results
    • 92% of visitor groups were able to obtain all of the services that they needed in the local communities (see Figure 28).
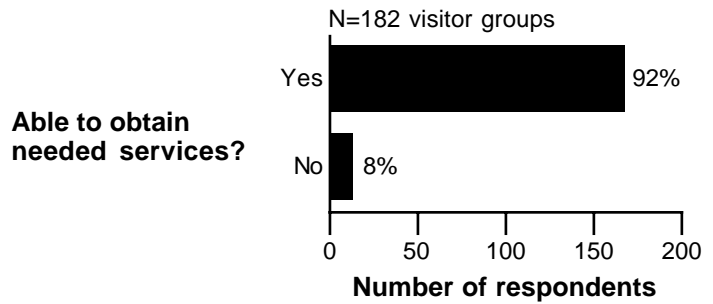

N=182 visitor groups

Able to obtain needed services?

Yes — 92%

No — 8%

Number of respondents

Figure 28: Able to obtain needed services in communities?

Question 4e
    If No, what services did you and your group need that were not available?

Results - **Interpret with CAUTION!**
    • Table 11 shows the services that visitor groups needed (N=14) that were not available.

Table 11: Services that visitor groups needed
N=16 comments;
some groups made more than one comment.
CAUTION!

Service	Comment
Car mechanical support	No additional comment made
Bathrooms Restaurants	We were not familiar with the area and had problems finding bathrooms and places to get refreshments
Food	No additional comment made
Food	Limited choices
More selections for food	No additional comment made
Food service	No additional comment made
Eating establishments	When we got to Nicodemus it was closed for lunch, nowhere nearby to get lunch.
Eating establishments	No additional comment made
Hotel rooms	Stayed with aunt in her room
Lodging	Could affect future visits
Showers	No additional comment made
More restroom locations	No additional comment made
Hotel	Didn't know it was the reunion (Homecoming) and so there were no hotels from Colby to Stockton. We slept in the car.
Information	No additional comment made
Information	Motel owners knew nothing of Nicodemus; had been there (!) (motel was in Stockton)

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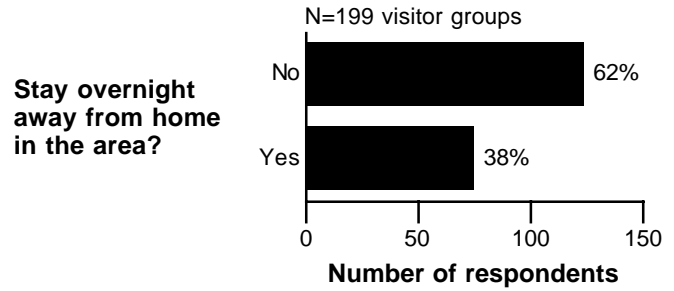**total percentages do not equal 100 because visitors could select more than one answer

Overnight accommodations

Question 8b

On this visit, did you and your group stay overnight away from home in the Nicodemus NHS area (within 1-hour drive of the park)?

Results

- 38% of visitor groups stayed overnight away from home in the Nicodemus NHS area (see Figure 29).

N=199 visitor groups

Stay overnight away from home in the area?

No 62%
Yes 38%

Number of respondents

Figure 29: Visitor groups that stayed overnight away from home in the Nicodemus NHS area

Question 8c

If Yes, please list the number of nights you and your group stayed.

Results

- 59% of visitor groups who stayed overnight in the area stayed one night (see Figure 30).

- 41% stayed three or more nights.

N=44 visitor groups

Number of nights

4 or more 23%
3 18%
2 0%
1 59%

Number of respondents
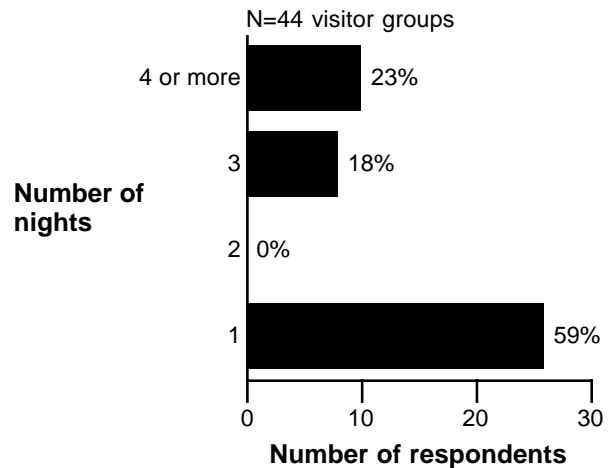
Figure 30: Number of nights visitor groups stayed in the Nicodemus NHS area

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

Question 8d
In what type of lodging did you and your group spend the nights?

Results

• 51% of visitor groups that stayed overnight stayed in lodges, motels, cabins, rented condos/homes, or bed & breakfasts (see Figure 31).

• 20% stayed in a campground/trailer park.

• "Other" (2%) types of lodging were motor homes.

N=45 visitor groups

Type of lodging

Lodge/motel/hotel/cabin/ rented condo/B&B, etc. 51%

Campground/trailer park 20%

Residence of friends or relatives 18%

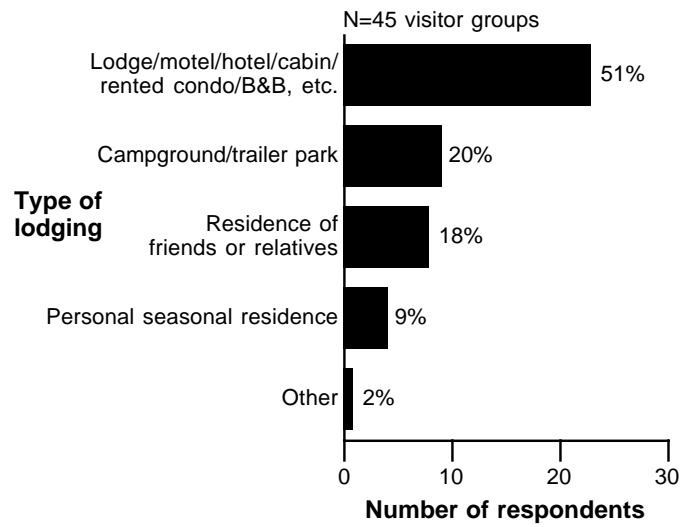Personal seasonal residence 9%

Other 2%

Number of respondents

Figure 31: Type of lodging visitor groups used in the Nicodemus NHS area

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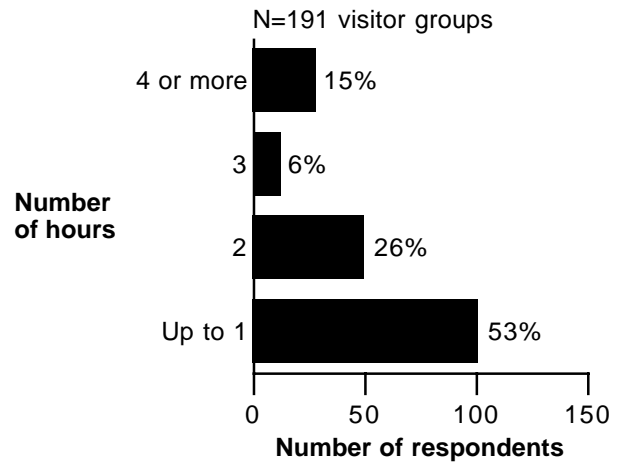**total percentages do not equal 100 because visitors could select more than one answer

Length of visit

Question 6a
   On this visit, how long did you and your group spend visiting the visitor center and 4 other historic buildings that are part of Nicodemus NHS?

Results
   • 53% of visitors groups visited up to an hour (see Figure 32).

   • 32% stayed two or three hours.

   • 15% stayed four or more hours.

N=191 visitor groups

Number of hours

4 or more   15%
3   6%
2   26%
Up to 1   53%

Number of respondents

Figure 32: Number of hours spent visiting the visitor center and four other historic buildings of Nicodemus NHS

Question 6b
   On this visit, how long (hours) did you and your group stay in the town of Nicodemus?

Results
   • 45% of visitor groups stayed up to an hour (see Figure 33).

   • 31% stayed two or three hours.

   • 23% stayed four or more hours.

N=155 visitor groups*

Number of hours

4 or more   23%
3   8%
2   23%
Up to 1   45%

Number of respondents
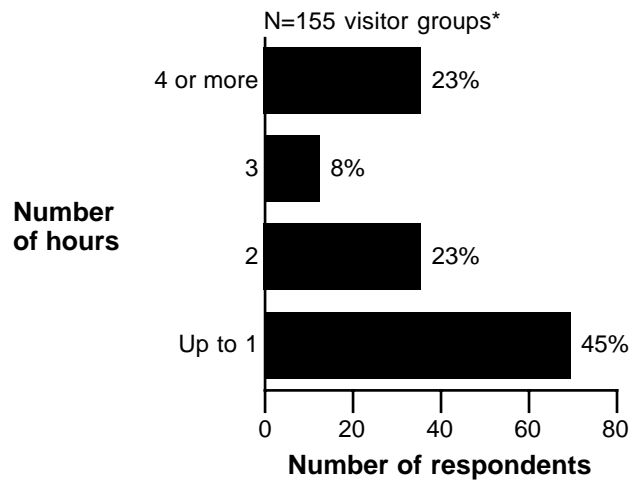
Figure 33: Number of hours spent visiting the town of Nicodemus

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

Question 6b
   On this visit, how long (days) did you
   and your group stay in the town of
   Nicodemus?

Results
   • 60% of visitor groups stayed two or
     three days (see Figure 34).

   • 24% stayed 4 or more days.

   • 15% stayed one day.

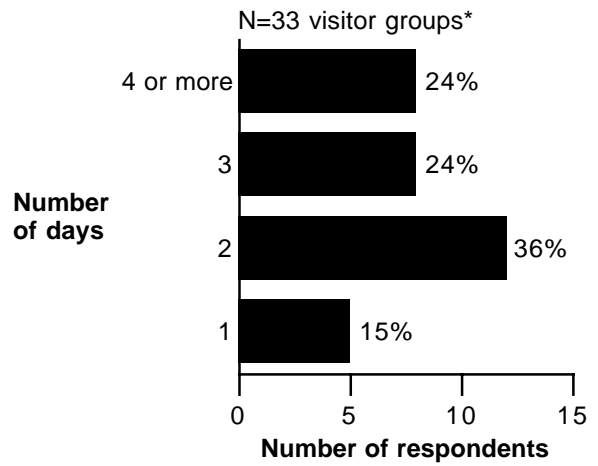N=33 visitor groups*

Figure 34: 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

33

Insight into the culture/people who established the community

Question 20a

As a result of your visit to Nicodemus NHS, have you gained new insights into the culture/people who established this community?

Results

• 18% of visitor groups gained new insights into the culture/people who established Nicodemus community (see Figure 35).

N=117 visitor groups

Gained new insight as a result of visit?
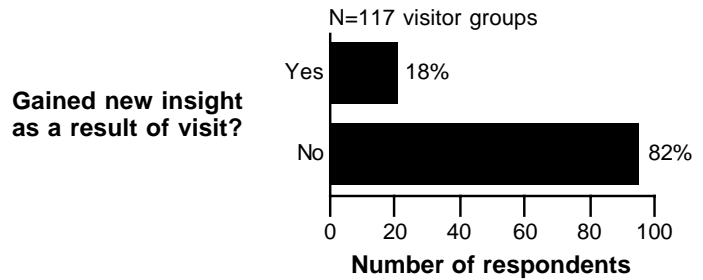
Figure 35: Visitor groups who gained new insights into the culture/people who established the Nicodemus community

Question 20b

If Yes, please explain what you learned.

Results

• 72% of visitor groups (N=149) responded to this question.

• Table 12 shows a summary of the comments.

Table 12: What visitors learned
N=225 comments;
some visitor groups mentioned more than one insight.

Insights learned	Number of times mentioned
Historical context of Nicodemus	68
How the town was settled	47
The struggle the people experienced	36
The existence of Nicodemus	18
Cultural information	12
Nicodemus community	12
Nicodemus traditions	10
Landscape information	3
Land ownership	2
New information learned every visit	2
Preservation	2
Other comments	13

*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 10a

Please check all of the visitor services and facilities that you and your group used during this visit to Nicodemus NHS.

Results

• As shown in Figure 36, the most used visitor services and facilities included:

96% Visitor center
87% Indoor exhibits and information panels
81% Park history brochure

• The least used service and facility was:

9% Access for disabled persons

N=201 visitor groups**
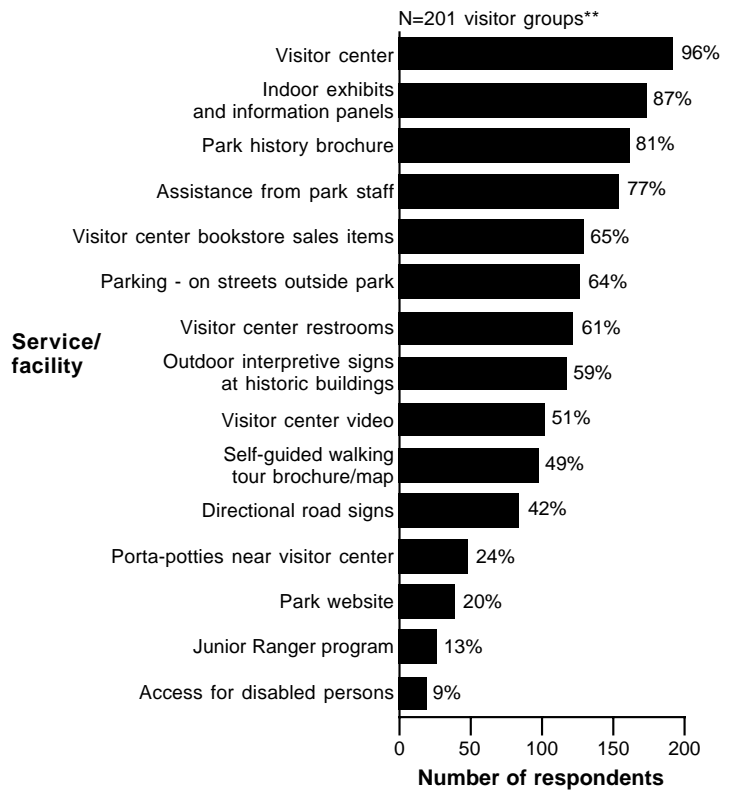
Service/facility

Figure 36: 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

35

Importance ratings of visitor services/facilities

Question 10b
   For only those services that you or your
   group used, please rate their
   importance from 1 to 5.

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

Results
   • Figure 37 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:

         92% Visitor center
         89% Assistance from park staff
         86% Indoor exhibits and
              information panels

   • Figures 38 to 52 show the
     importance ratings for each
     service/facility.

   • The service/facility receiving the
     highest "not important" rating was:

         5% Porta-potties near visitor
              center

N=total number of groups who rated each service.

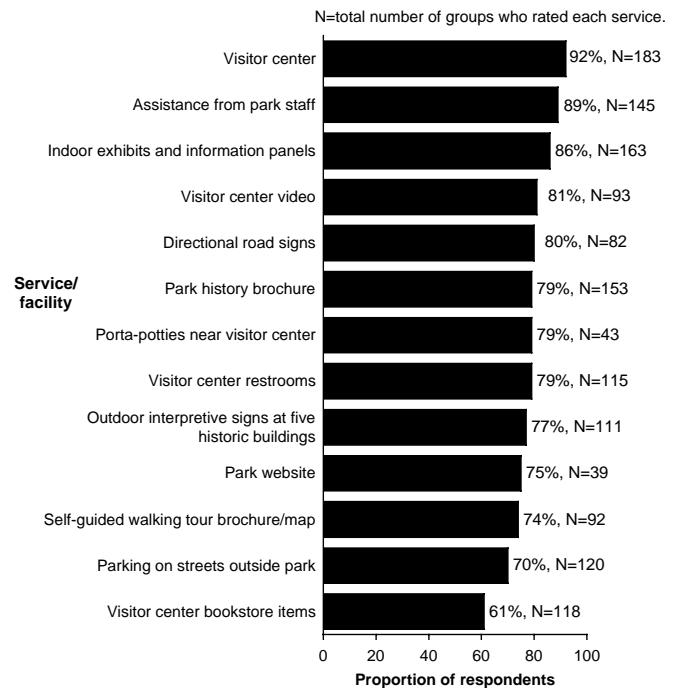**Figure 37: Combined proportions of "extremely important" and "very important" ratings for visitor services and facilities**

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

N=153 visitor groups*

Rating	
Extremely important	38%
Very important	41%
Moderately important	14%
Somewhat important	8%
Not important	0%

Number of respondents

Figure 38: Importance of park history brochure

N=92 visitor groups

Rating	
Extremely important	41%
Very important	33%
Moderately important	14%
Somewhat important	8%
Not important	4%

Number of respondents
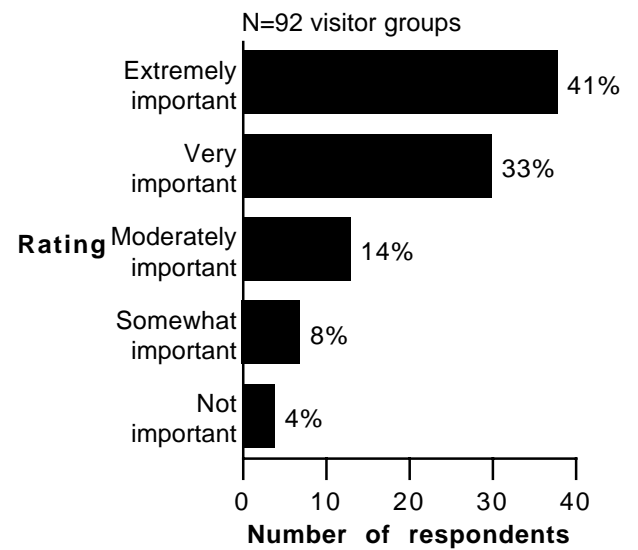
Figure 39: Importance of self-guided walking tour brochure/map

N=111 visitor groups

Rating	
Extremely important	42%
Very important	35%
Moderately important	14%
Somewhat important	8%
Not important	1%

Number of respondents
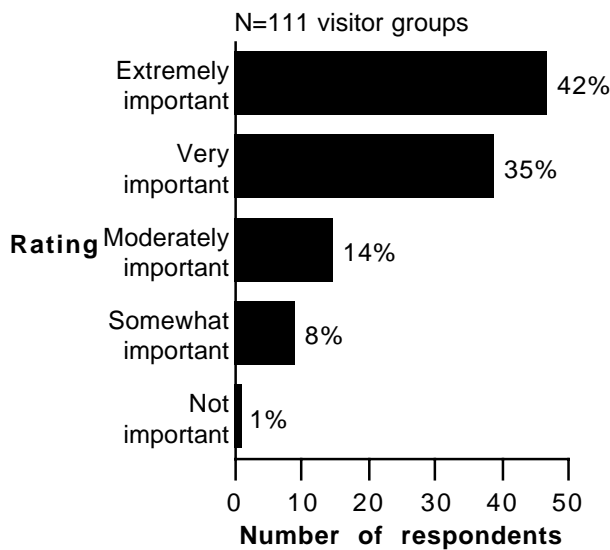
Figure 40: Importance of outdoor interpretive signs at five historic buildings

N=183 visitor groups*

Rating	
Extremely important	66%
Very important	26%
Moderately important	5%
Somewhat important	0%
Not important	2%

Number of respondents

Figure 41: Importance of visitor center

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

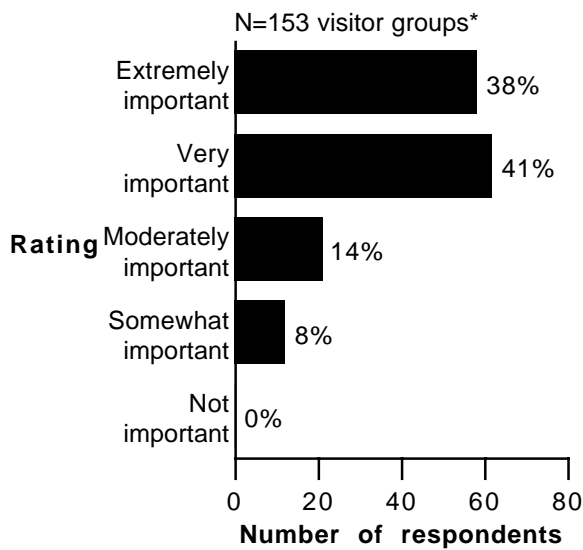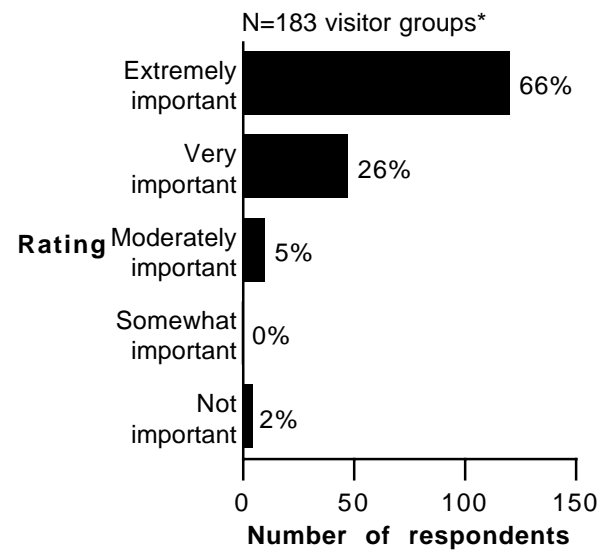N=163 visitor groups

Rating	
Extremely important	55%
Very important	31%
Moderately important	11%
Somewhat important	2%
Not important	1%

Number of respondents

0 25 50 75 100

Figure 42: Importance of indoor exhibits and information panels

N=93 visitor groups

Rating	
Extremely important	54%
Very important	27%
Moderately important	13%
Somewhat important	4%
Not important	2%

Number of respondents

0 10 20 30 40 50
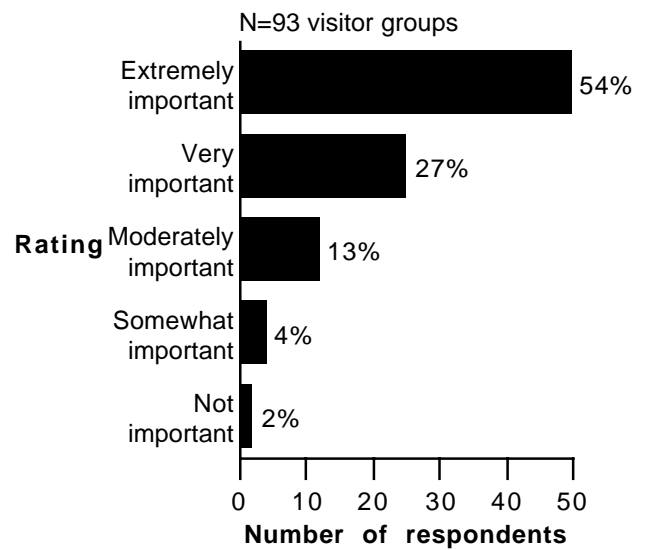
Figure 43: Importance of visitor center video

N=118 visitor groups

Rating	
Extremely important	30%
Very important	31%
Moderately important	25%
Somewhat important	11%
Not important	3%

Number of respondents

0 10 20 30 40
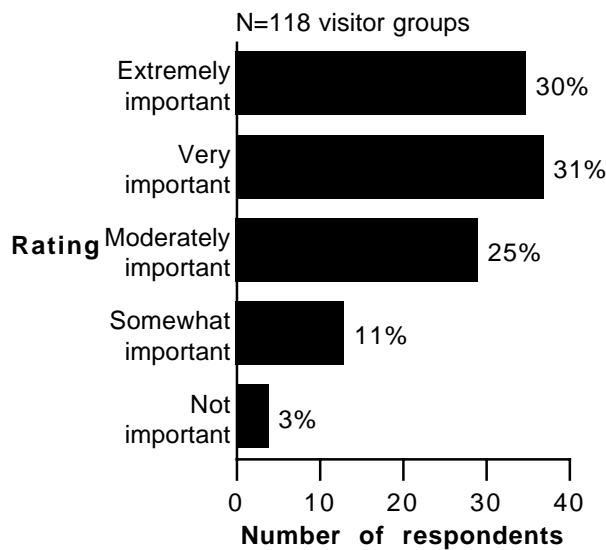
Figure 44: Importance of visitor center bookstore sales items

N=115 visitor groups

Rating	
Extremely important	51%
Very important	28%
Moderately important	13%
Somewhat important	7%
Not important	1%

Number of respondents

0 20 40 60

Figure 45: Importance of visitor center restrooms

*total percentages do not equal 100 due to rounding
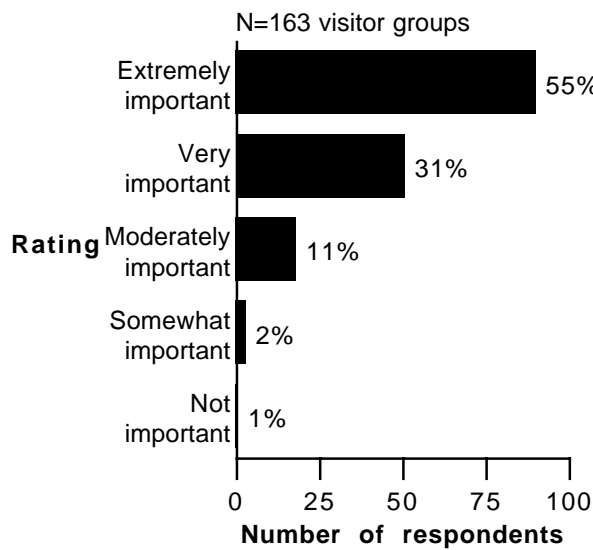**total percentages do not equal 100 because visitors could select more than one answer
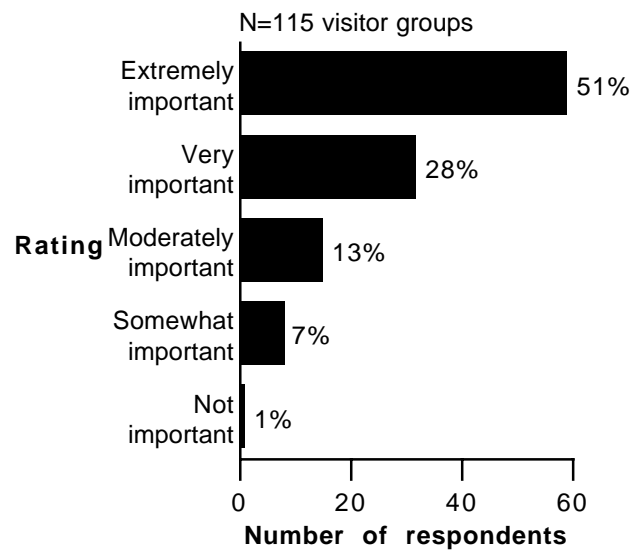
N=43 visitor groups

Rating	
Extremely important	44%
Very important	35%
Moderately important	14%
Somewhat important	2%
Not important	5%

0   5   10   15   20
Number of respondents

Figure 46: Importance of porta-potties near visitor center

N=145 visitor groups

Rating	
Extremely important	59%
Very important	30%
Moderately important	9%
Somewhat important	2%
Not important	0%

0   25   50   75   100
Number of respondents
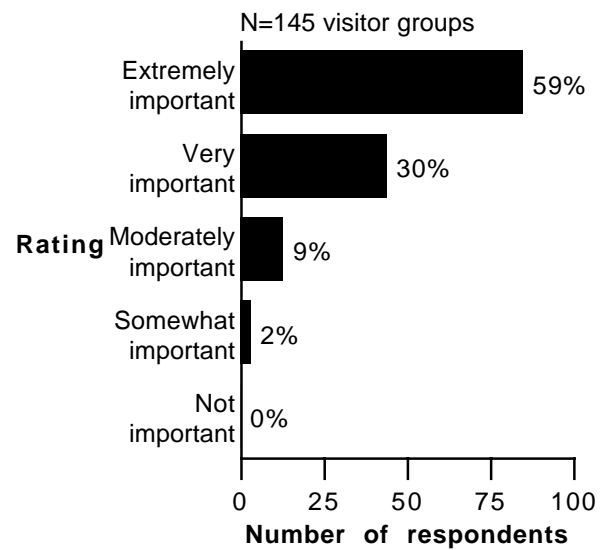
Figure 47: Importance of assistance from park staff

N=82 visitor groups*

Rating	
Extremely important	51%
Very important	29%
Moderately important	12%
Somewhat important	7%
Not important	0%

0   10   20   30   40   50
Number of respondents
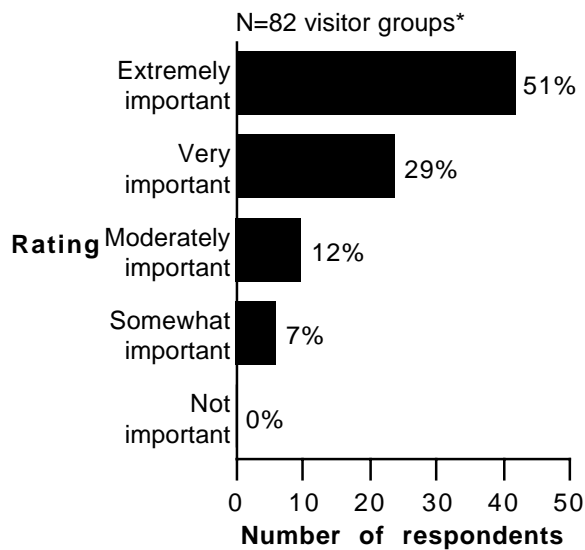
Figure 48: Importance of directional road signs

N=120 visitor groups

Rating	
Extremely important	38%
Very important	32%
Moderately important	19%
Somewhat important	11%
Not important	0%

0   10   20   30   40   50
Number of respondents

Figure 49: Importance of parking on streets outside park

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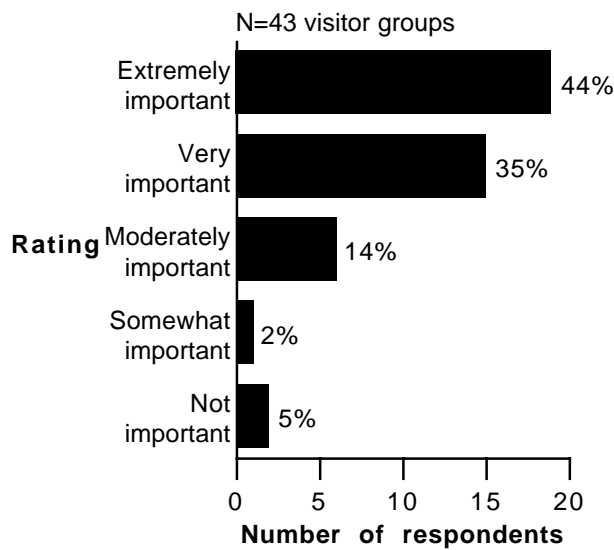**total percentages do not equal 100 because visitors could select more than one answer

N=39 visitor groups*

Extremely important   44%

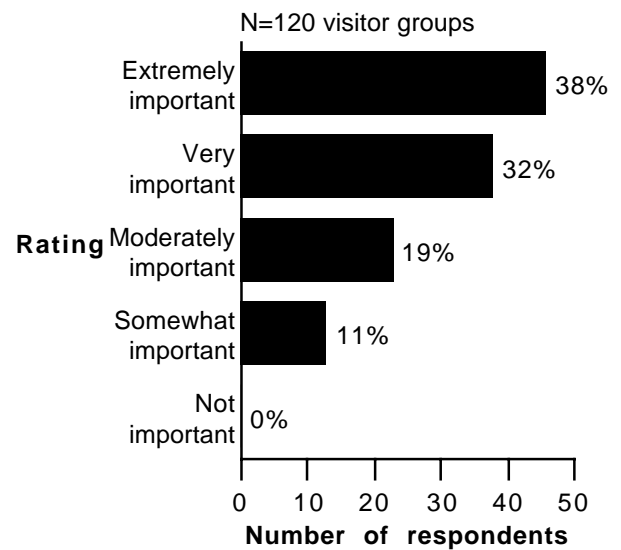Very important   31%

Rating Moderately important   21%

Somewhat important   5%

Not important   0%

0   5   10   15   20
Number of respondents

**Figure 50:   Importance of park website (used
before or during visit)**

N=24 visitor groups*

Extremely important   63%

Very important   13%

Rating Moderately important   17%

Somewhat important   4%

CAUTION!

Not important   4%

0   5   10   15
Number of respondents
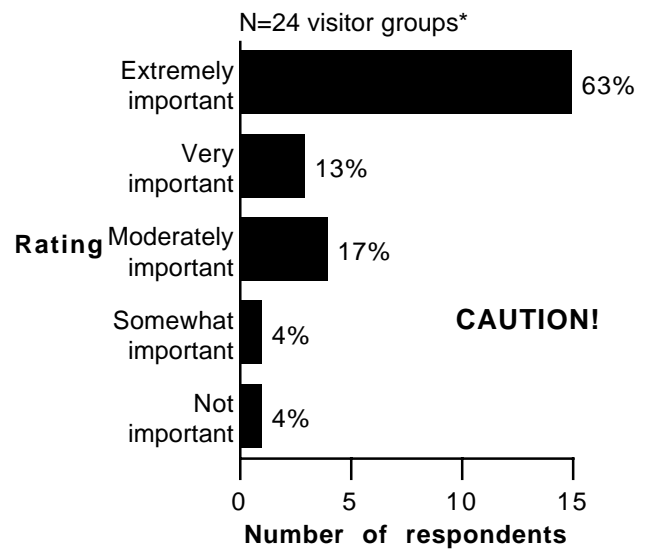
**Figure 51:   Importance of Junior Ranger
program (for children)**

N=18 visitor groups*

Extremely important   72%

Very important   6%

Rating Moderately important   17%

Somewhat important   6%

CAUTION!

Not important   0%

0   5   10   15
Number of respondents

**Figure 52:   Importance of access for disabled
persons**

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

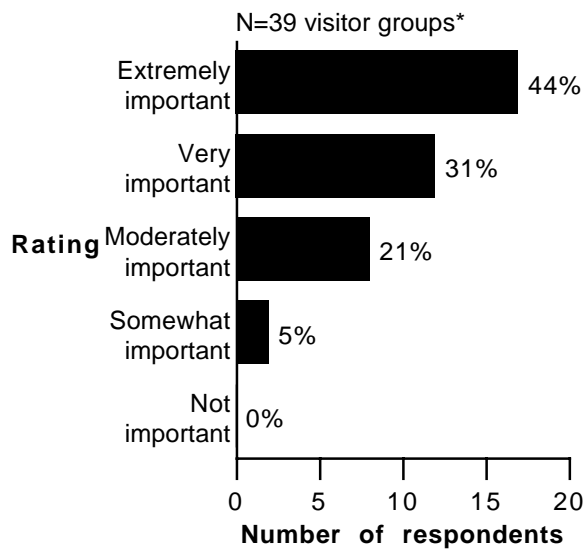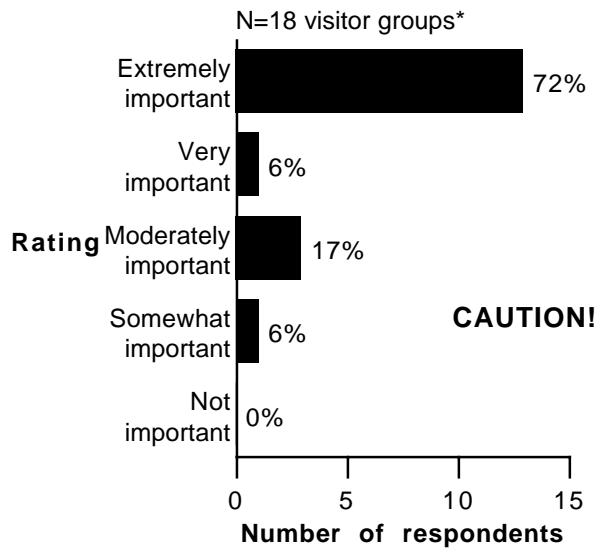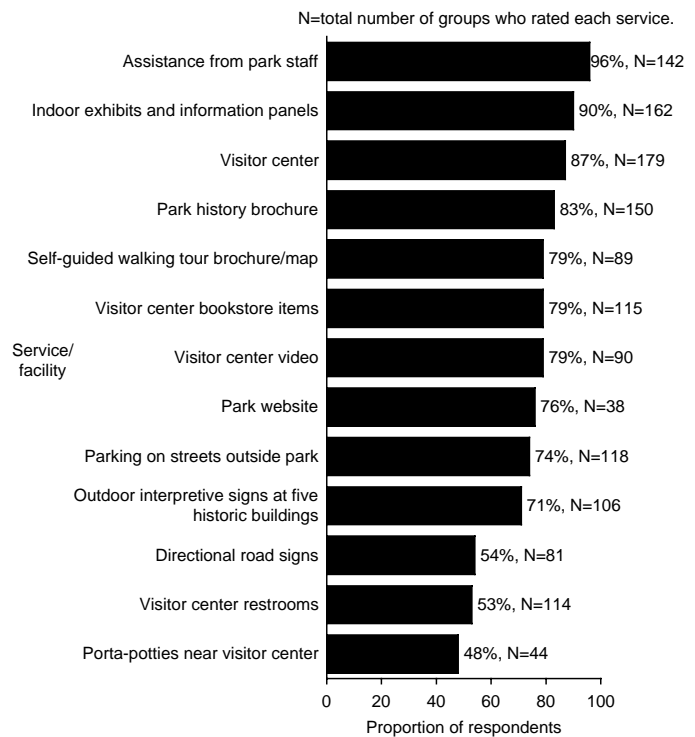## Quality ratings of visitor services and facilities

Question 10c

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

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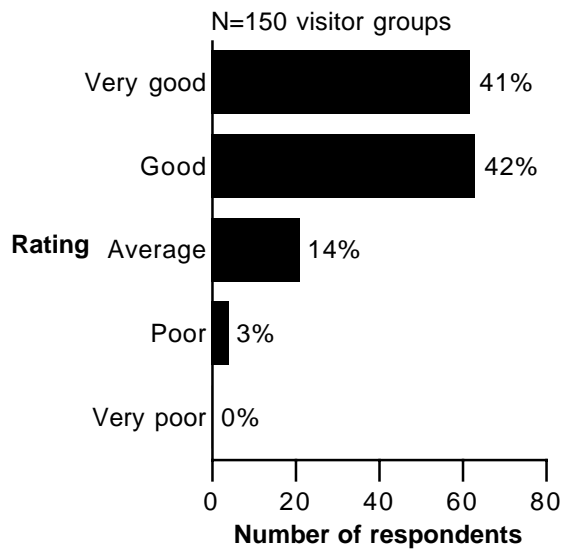   3=Average
        4=Good
        5=Very good

Results

- Figure 53 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:

        96% Assistance from park staff
        90% Indoor exhibits and
             information panels
        87% Visitor center

- Figures 54 to 68 show the quality ratings for each service/facility.

- The service/facility receiving the highest "very poor" quality rating was:
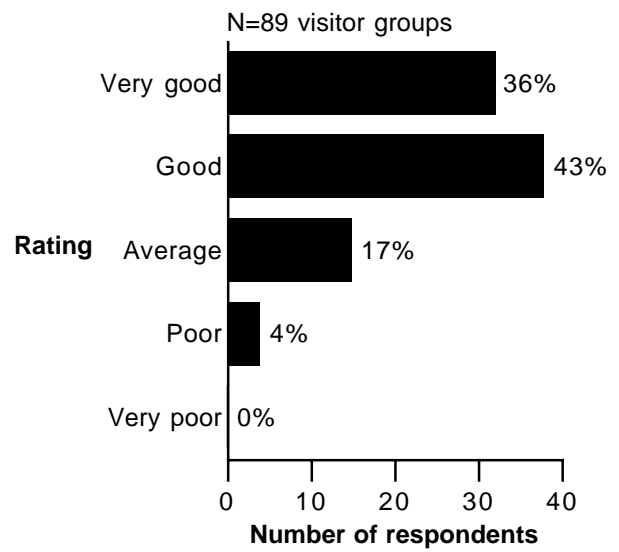
        8% Visitor center restrooms

N=total number of groups who rated each service.

Service/facility	Proportion
Assistance from park staff	96%, N=142
Indoor exhibits and information panels	90%, N=162
Visitor center	87%, N=179
Park history brochure	83%, N=150
Self-guided walking tour brochure/map	79%, N=89
Visitor center bookstore items	79%, N=115
Visitor center video	79%, N=90
Park website	76%, N=38
Parking on streets outside park	74%, N=118
Outdoor interpretive signs at five historic buildings	71%, N=106
Directional road signs	54%, N=81
Visitor center restrooms	53%, N=114
Porta-potties near visitor center	48%, N=44

Proportion of respondents

Figure 53: Combined proportions of "very good" and "good" quality ratings for visitor services and facilities
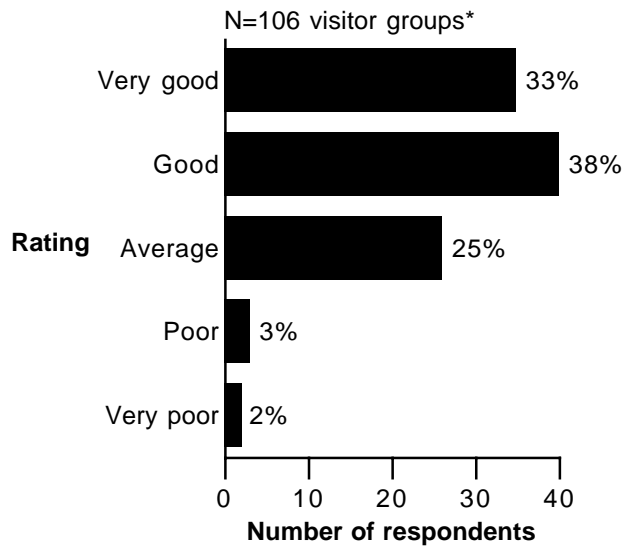
 *total percentages do not equal 100 due to rounding
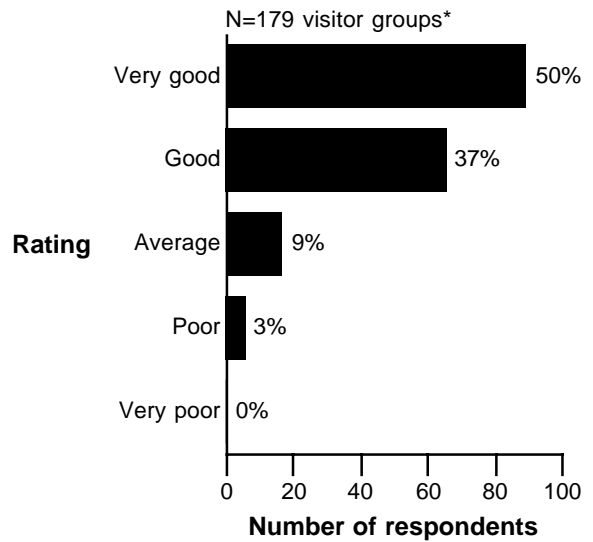**total percentages do not equal 100 because visitors could select more than one answer

N=150 visitor groups

Rating	
Very good	41%
Good	42%
Average	14%
Poor	3%
Very poor	0%

0   20   40   60   80
Number of respondents

Figure 54: Quality of park history brochure

N=89 visitor groups

Rating	
Very good	36%
Good	43%
Average	17%
Poor	4%
Very poor	0%

0   10   20   30   40
Number of respondents

Figure 55: Quality of self-guided walking tour brochure/map

N=106 visitor groups*

Rating	
Very good	33%
Good	38%
Average	25%
Poor	3%
Very poor	2%

0   10   20   30   40
Number of respondents

Figure 56: Quality of outdoor interpretive signs at five historic buildings

N=179 visitor groups*

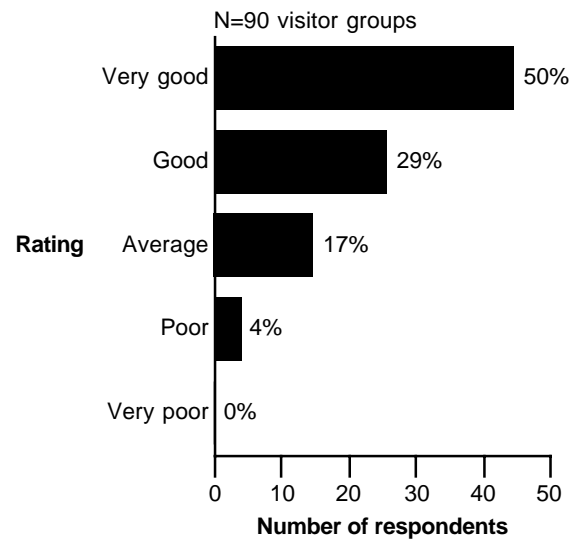| Rating	
Very good	50%
Good	37%
Average	9%
Poor	3%
Very poor	0%

0   20   40   60   80   100
Number of respondents

Figure 57: Quality of visitor center

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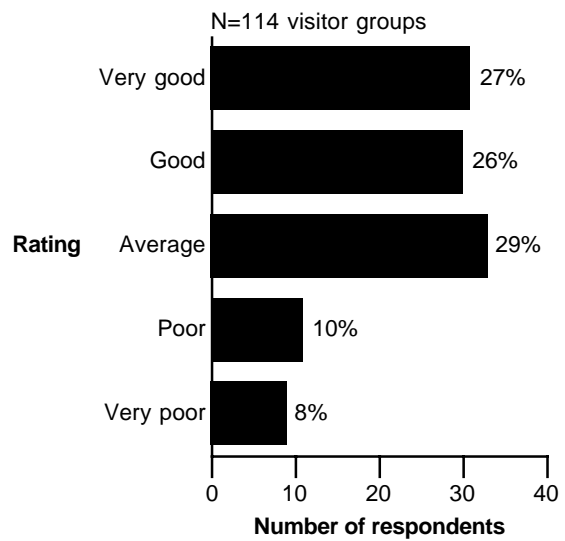**total percentages do not equal 100 because visitors could select more than one answer

N=162 visitor groups*

Very good ████████████████████ 54%

Good █████████████ 36%

Rating Average ███ 10%

Poor | 1%

Very poor | 0%

0   20   40   60   80   100
Number of respondents
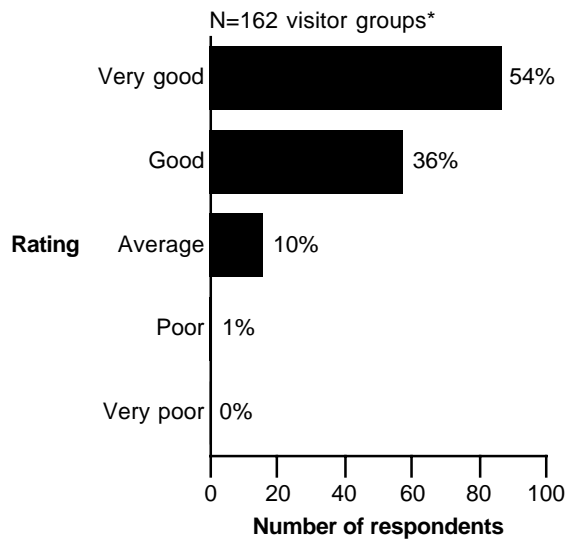
Figure 58: Quality of indoor exhibits and information panels

N=90 visitor groups

Very good ████████████████████ 50%

Good ██████████ 29%

Rating Average ██████ 17%

Poor █ 4%

Very poor | 0%

0   10   20   30   40   50
Number of respondents

Figure 59: Quality of visitor center video

N=115 visitor groups*

Very good ███████████████ 37%

Good █████████████████ 42%

Rating Average ███████ 17%

Poor █ 3%

Very poor | 0%

0   10   20   30   40   50
Number of respondents
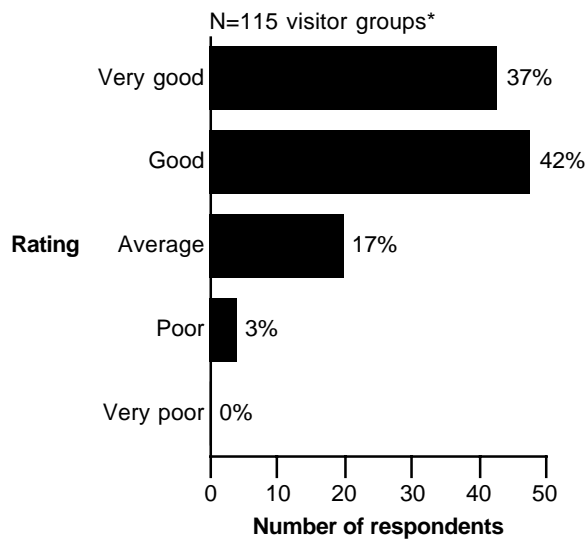
Figure 60: Quality of visitor center bookstore sales items

N=114 visitor groups

Very good ████████████ 27%

Good ████████████ 26%

Rating Average █████████████ 29%

Poor ████ 10%

Very poor ███ 8%

0   10   20   30   40
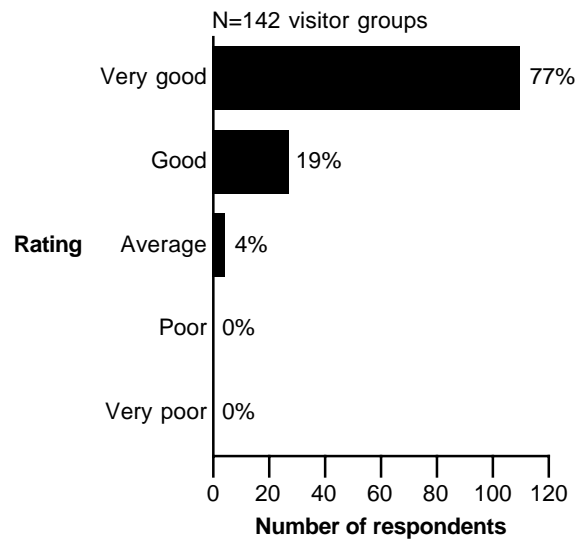**Number of respondents**

Figure 61: Quality of visitor center restrooms

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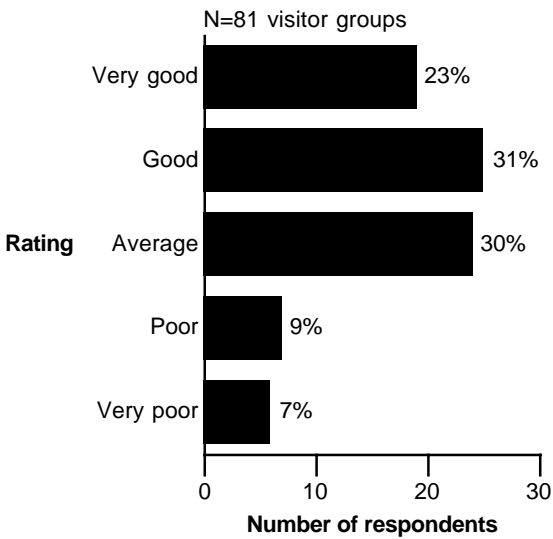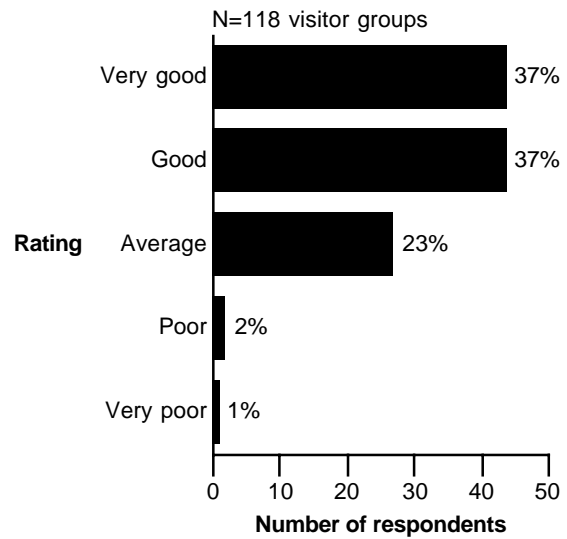**total percentages do not equal 100 because visitors could select more than one answer

N=44 visitor groups*

Rating	
Very good	18%
Good	30%
Average	32%
Poor	14%
Very poor	7%

Number of respondents
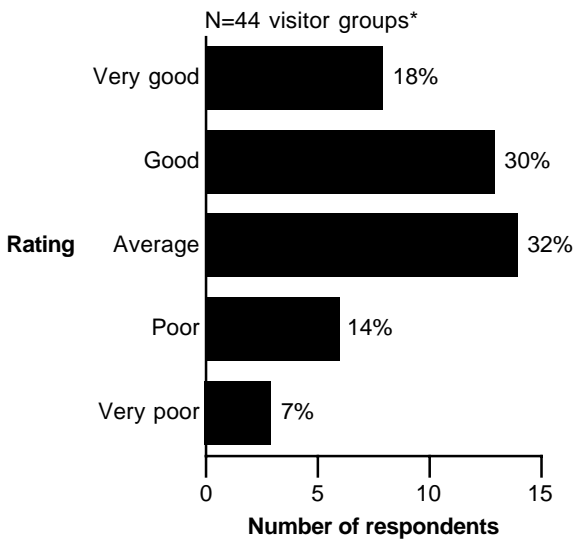
Figure 62: Quality of porta-potties near visitor center

N=142 visitor groups

Rating	
Very good	77%
Good	19%
Average	4%
Poor	0%
Very poor	0%

Number of respondents

Figure 63: Quality of assistance from park staff

N=81 visitor groups

Rating	
Very good	23%
Good	31%
Average	30%
Poor	9%
Very poor	7%

Number of respondents

Figure 64: Quality of directional road signs

N=118 visitor groups

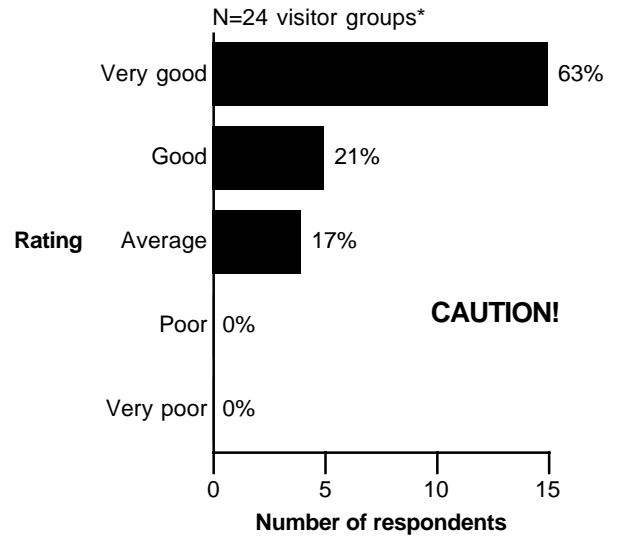| Rating	
Very good	37%
Good	37%
Average	23%
Poor	2%
Very poor	1%

Number of respondents

Figure 65: Quality of parking on streets outside park
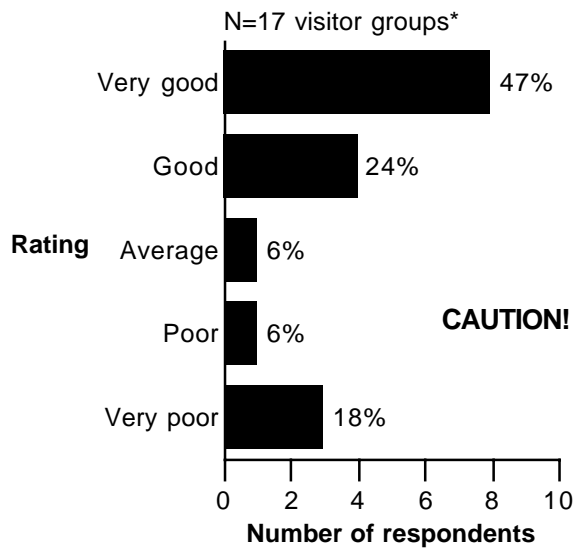
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

N=38 visitor groups

Very good ▓▓▓▓▓▓▓▓▓▓▓▓ 42%

Good ▓▓▓▓▓▓▓▓▓ 34%

Rating Average ▓▓▓▓▓ 21%

Poor ▌ 3%

Very poor 0%

0   5   10   15   20

Number of respondents
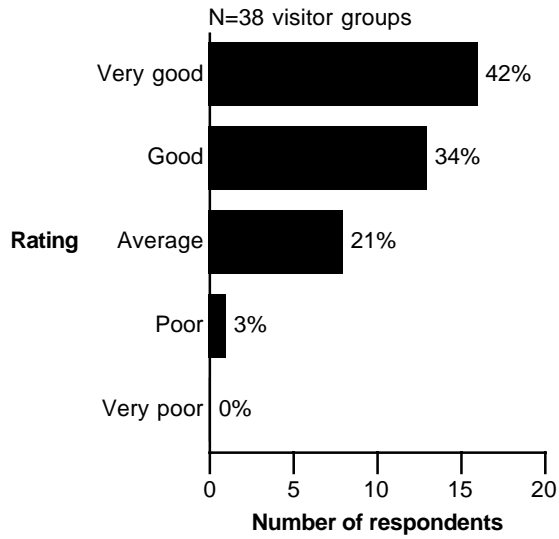
Figure 66: Quality of park website (used before or during visit)

N=24 visitor groups*

Very good ▓▓▓▓▓▓▓▓▓▓▓▓▓▓ 63%

Good ▓▓▓▓ 21%

Rating Average ▓▓▓ 17%

Poor 0%   **CAUTION!**

Very poor 0%

0   5   10   15

Number of respondents

Figure 67: Quality of Junior Ranger program

N=17 visitor groups*

Very good ▓▓▓▓▓▓▓▓▓ 47%

Good ▓▓▓▓ 24%

Rating Average ▌ 6%

Poor ▌ 6%   **CAUTION!**

Very poor ▓▓▓ 18%

0   2   4   6   8   10

Number of respondents

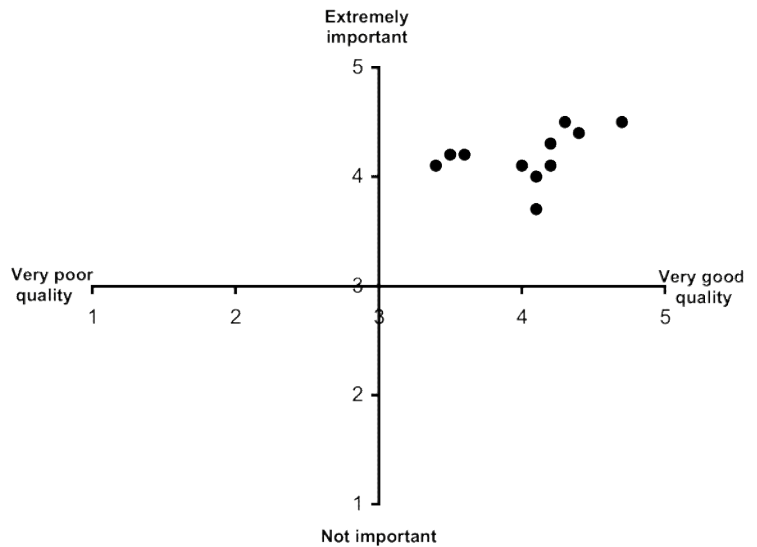**Figure 68: Quality of access for disabled persons**
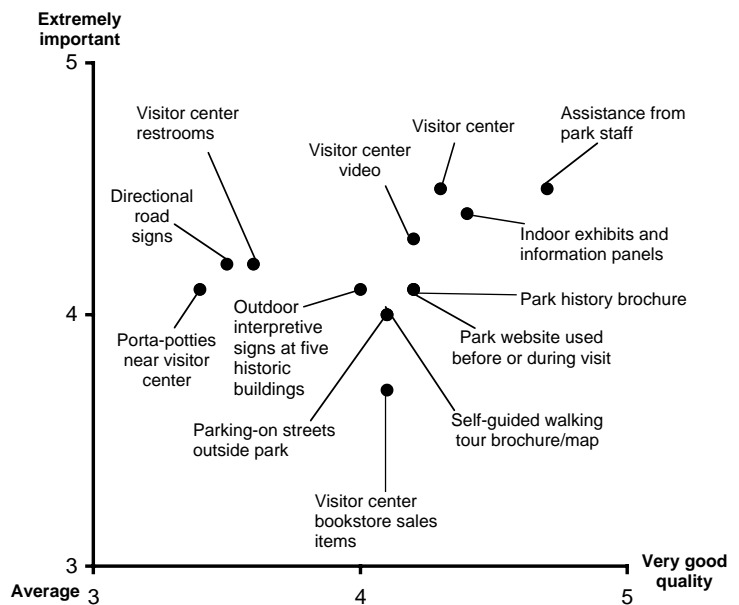
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings

- Figures 69 and 70 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.

- All visitor services and facilities were rated above average in importance and quality.

Figure 69: Mean scores of importance and quality ratings for visitor services and facilities

Figure 70: Detail of Figure 69

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

Elements affecting park experience

Question 9
Please indicate how the following elements may have affected your park experience on this visit.

Results
- Table 13 shows visitor group responses to this question.

- Access to historic buildings (45%) "added to" visitor groups' experiences in the park the most.

- Condition of historic buildings (22%) was the element that "detracted from" experiences the most.

Table 13: Elements affecting park experience*
N=number of visitor groups who rated each element

Element	N	Rating (%)			
		Detracted from	No effect	Added to	Did not experience
Access to historic buildings	190	16	26	45	13
Condition of historic buildings	188	22	37	34	7
Availability of restrooms	194	14	31	39	15
Condition of restrooms	188	14	38	31	17
Availability of shade	189	14	36	36	14
Availability of seating	190	12	38	37	13

*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 historic protection and preservation

Question 19a

Congress gave the National Park Service the responsibility of working with the people of Nicodemus to protect and preserve the historic structures, landscapes, and history of Nicodemus. How important do you and your group think it is to protect the following features and values?

Results

- Table 14 shows the importance ratings for historic protection and preservation of features/values, as rated by visitor groups.

- As shown in Figure 71, the highest combined proportions of "extremely important" and "very important" ratings included:

    96% Historic buildings
    94% Historic artifacts
    93% Stories from settlers/residents

- The feature/value that received the highest "not important" rating was quietness in town (9%).

N=total number of groups who rated each service.
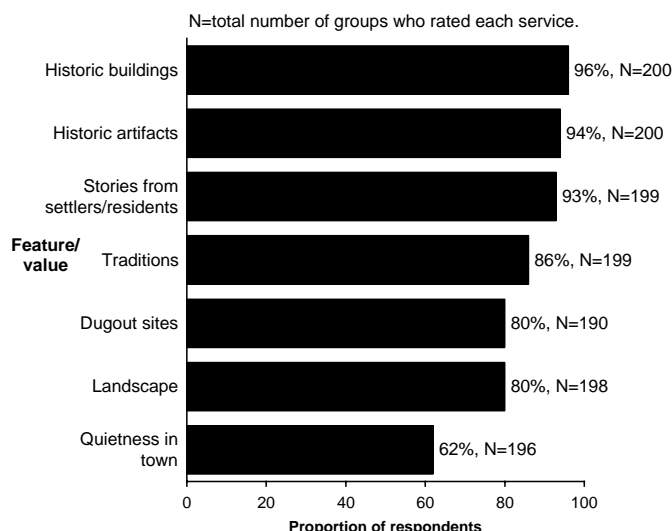
Figure 71: Combined proportions of "extremely important" and "very important" ratings for features/values

Table 14: Importance of historic protection and preservation*
N=number of visitor groups who rated each feature/value

| Feature/value | N | Rating (%) | | | | |
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Dugout sites/other archeological sites	190	2	4	14	29	51
Historic buildings	200	1	0	4	22	74
Historic artifacts (such as photos, papers, tools, furniture, etc.)	200	1	0	6	20	74
Stories from settlers/residents	199	1	1	5	17	76
Landscape (in town & agricultural setting)	198	1	3	16	27	53
Traditions (Homecoming, canning, quilting, etc.)	199	2	2	10	26	60
Quietness in town	196	9	7	22	23	39

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

Question 19b
Please list any of the above features or values that you think the National Park Service should not be helping residents preserve.

Results
• Table 15 shows the responses that visitor groups offered to this question.

Table 15: Features/values that the National Park Service should <u>not</u> help residents preserve
N=38 comments;
some visitor groups listed more than one feature/value.

Comments	Number of times mentioned
Preserve none of the features/values	9
Preserve all features/values	8
Quietness in town	6
Historic buildings	3
Traditions	3
Dugout sites/other archeological sites	2
Don't know	2
Other comments	5

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

Expenditures

Total expenditures inside and outside of the park

Question 18

For you and your group, please estimate tour expenditures for the items listed below for this visit to Nicodemus NHS and the surrounding area (within 1-hour drive of the park). Please write "0" if no money was spent in a particular category.

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Nicodemus NHS.

Results

- 52% of visitor groups spent up to $100 (see Figure 72).

- 39% spent $101 or more.

- 9% did not spend any money.

- The average visitor group expenditure was $143.

- The median expenditure (50% of groups spent more and 50% of groups spent less) was $35.

- Average total expenditure per person (per capita) was $46.

- As shown in Figure 73, the largest proportions of total expenditures in and outside the park were:

  20% Hotels, motels, cabins, B&B, etc.
  19% All other purchases (souvenirs, film, books, sporting goods, clothes, etc.)
  16% Gas and oil
  15% Restaurants and bars
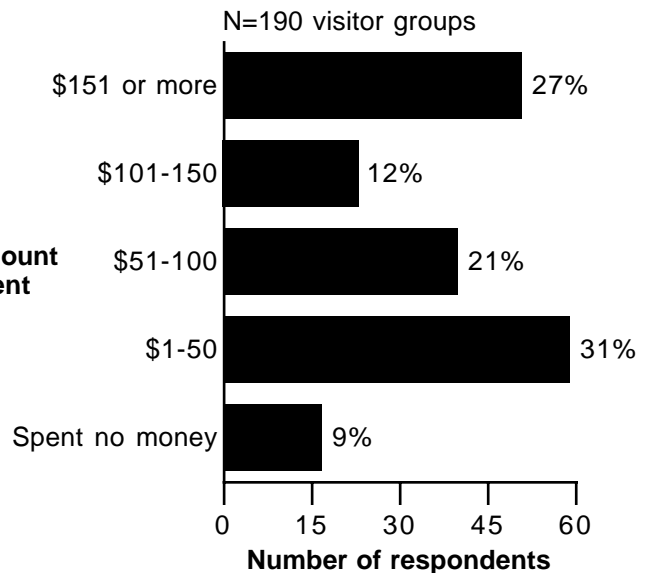
Figure 72: Total expenditures in and outside of the park
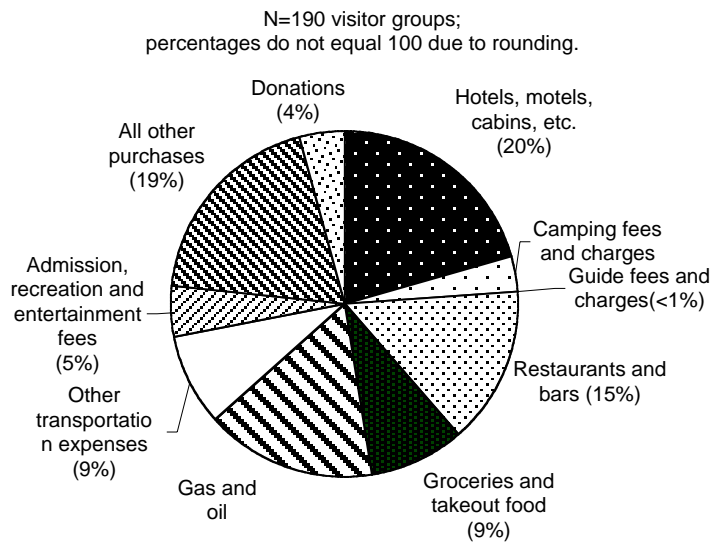
Figure 73: Proportions of total expenditures in and outside of the park

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

Number of adults covered by expenditures

Question 18c
> How many adults do these expenses cover?

Results
- 56% of visitor groups had two adults covered by expenditures (see Figure 74).

- 25% of groups had one adult.

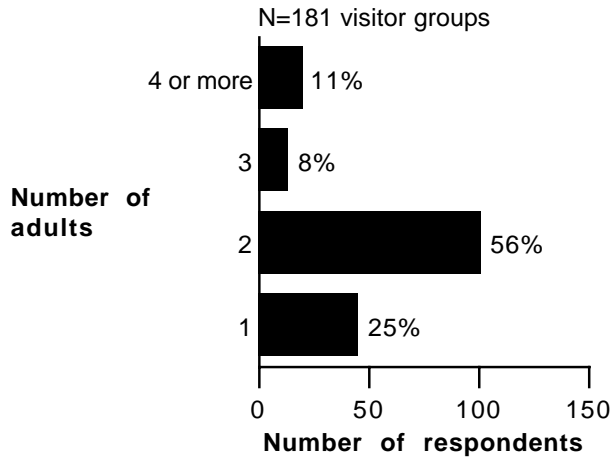- 19% of groups had three or more adults covered by expenditures.

N=181 visitor groups

Number of adults

Figure 74: Number of adults covered by expenditures

Number of children covered by expenditures

Question 18c
> How many children do these expenses cover?

Results
- 46% of visitor groups had one or two children covered by expenditures (see Figure 75).

- 11% had three or more children covered by expenditures.

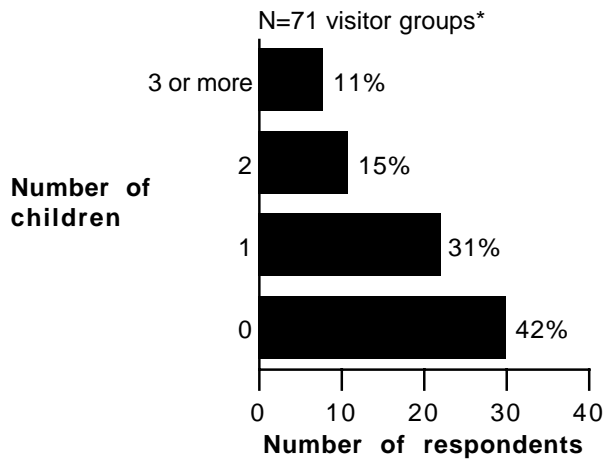- 42% of visitor groups had no children covered by expenditures.

N=71 visitor groups*

Number of children

Figure 75: Number of children covered by expenditures

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

Expenditures inside the park

Question 18a
   Please list your group's total
   expenditures inside Nicodemus
   NHS.

Note: Surrounding area residents
      should only include expenditures
      that were directly related to this
      visit to Nicodemus NHS.

Results

- 64% of visitor groups spent
  $1-50 inside the park (see
  Figure 76).

- 15% spent no money.

- The average visitor group
  expenditure was $34.

- The median expenditure (50%
  of groups spent more and 50%
  of groups spent less) was $20.

- Average total expenditure per
  person (per capita) was $7.

- As shown in Figure 77, the
  largest proportion of total
  expenditures inside the park
  was all other purchases—
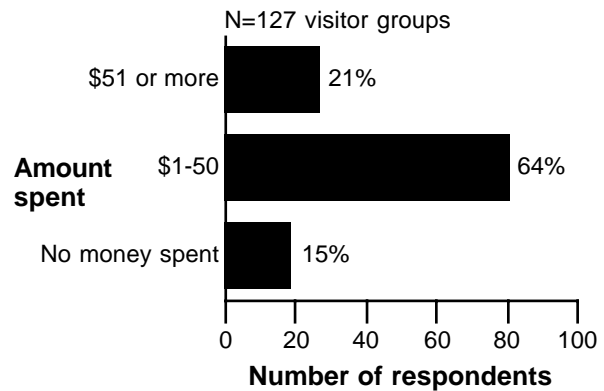 souvenirs, film, books, sporting
  goods, clothes, etc.—(81%).

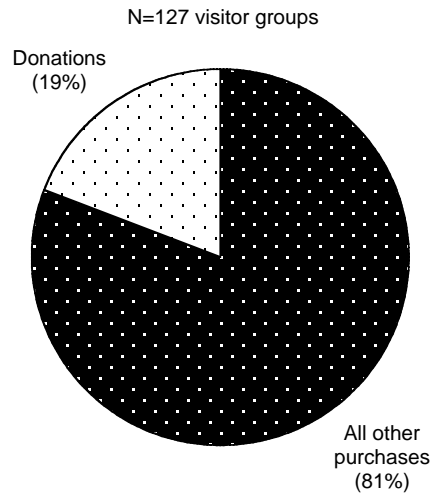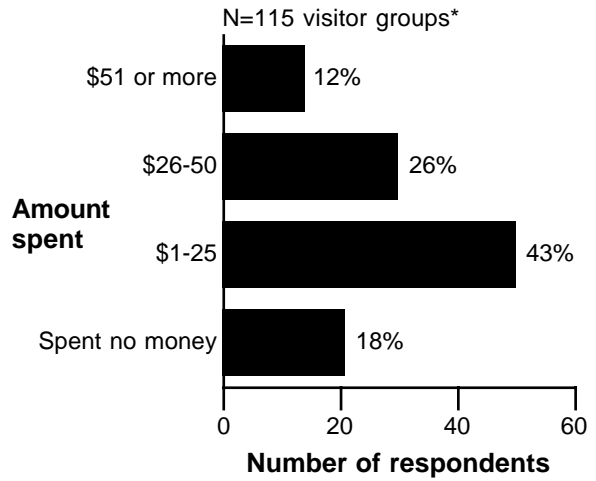**Figure 76: Total expenditures inside the park**

**Figure 77: Proportions of total expenditures
             inside 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
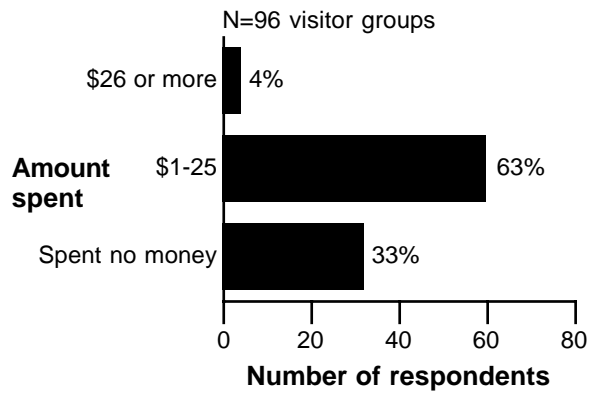
All other purchases

- 69% of visitor groups spent up to $50. (see Figure 78).

- 18% did not spend any money.

N=115 visitor groups*

Figure 78: Expenditures for all other purchases inside the park

Donations

- 63% of visitor groups spent up to $25 (see Figure 79).

- 33% did not spend any money.

N=96 visitor groups

Figure 79: Expenditures for donations inside 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

Expenditures outside the park

Question 18b
  Please list your group's total
  expenditures in the surrounding
  area within a 1-hour drive of the
  park.

Note: Surrounding area residents
  should only include
  expenditures that were directly
  related to this visit to
  Nicodemus NHS.

Results

- 50% of visitor groups spent
  up to $100 outside the park
  (see Figure 80).

- 30% spent $101 or more.

- 19% did not spend any
  money.

- The average visitor group
  expenditure was $122.

- The median expenditure
  (50% of groups spent more
  and 50% of groups spent
  less) was $55.

- Average total expenditure per
  person (per capita) was $39.

- As shown in Figure 81, the
  largest proportions of total
  expenditures outside the park
  were:

      24% Hotels, motels,
             cabins, B&B, etc.
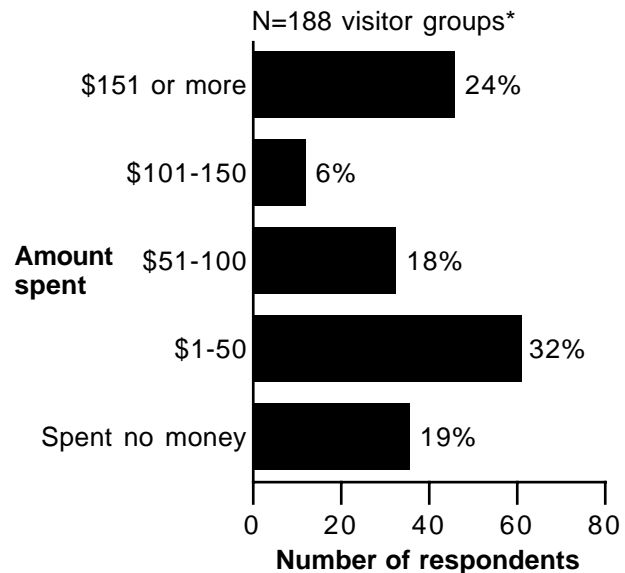   19% Gas and oil
      18% Restaurants and bars

N=188 visitor groups*

Amount spent

$151 or more — 24%
$101-150 — 6%
$51-100 — 18%
$1-50 — 32%
Spent no money — 19%

Number of respondents

Figure 80: Total expenditures outside the park

N=188 visitor groups;
total percentages do not equal 100 due to rounding.

All other purchases (8%)
Donations (1%)
Admission, recreation entertainment fees (5%)
Hotel, motel, cabin, etc. (24%)
Other transportation expenses (10%)
Camping fees and charges (4%)
Guide fees and charges (<1%)
Gas and oil (19%)
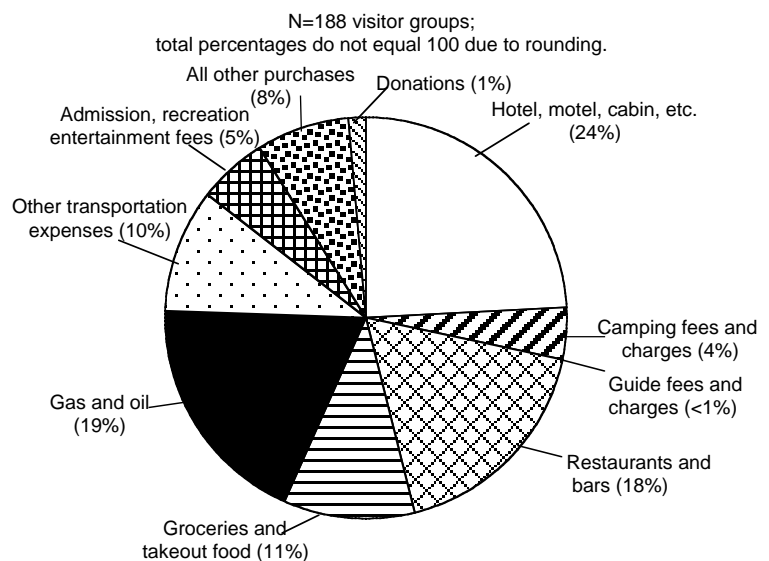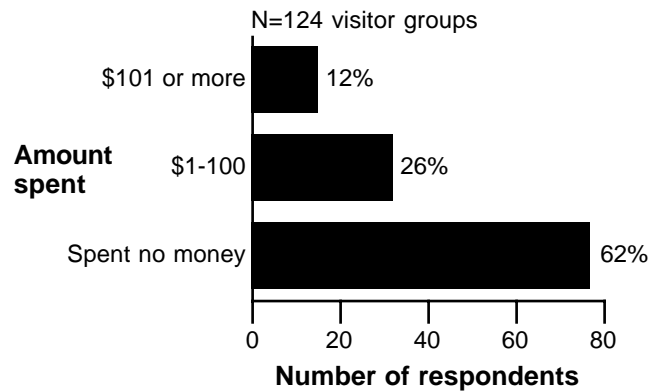Restaurants and bars (18%)
Groceries and takeout food (11%)

Figure 81: Proportions of total expenditures outside 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
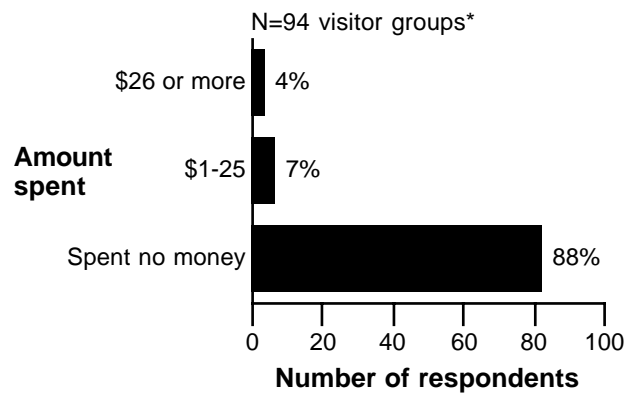
Lodges, hotels, motels, cabins, B&B, etc.

- 62% of visitor groups did not spend any money (see Figure 82).

- 26% spent up to $100.

N=124 visitor groups

Amount spent

$101 or more — 12%

$1-100 — 26%

Spent no money — 62%

Number of respondents

Figure 82: Expenditures for lodges, hotels, motels, cabins, B&B, etc. outside the park
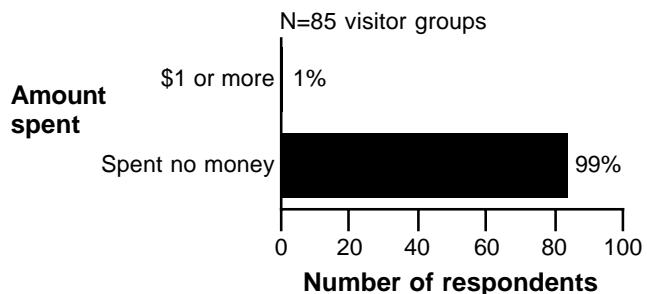

Camping fees and charges

- 88% of visitor groups did not spend any money (see Figure 83).

- 7% spent up to $25.

N=94 visitor groups*

Amount spent

$26 or more — 4%

$1-25 — 7%

Spent no money — 88%

Number of respondents

Figure 83: Expenditures for camping fees and charges outside the park

Guide fees and charges

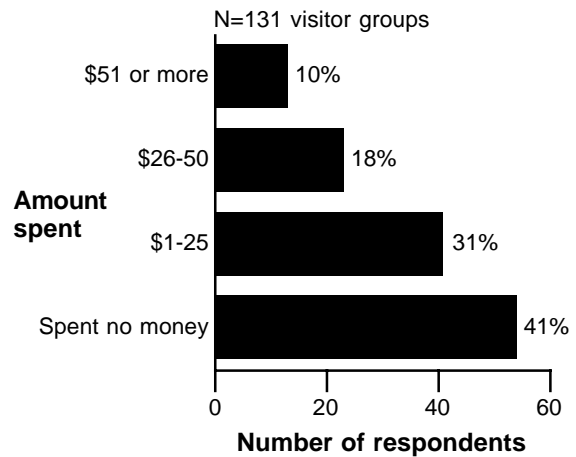- 99% of visitor groups did not spend any money (see Figure 84).

N=85 visitor groups

Amount spent

$1 or more — 1%

Spent no money — 99%

Number of respondents

Figure 84: Expenditures for guide fees and charges outside 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
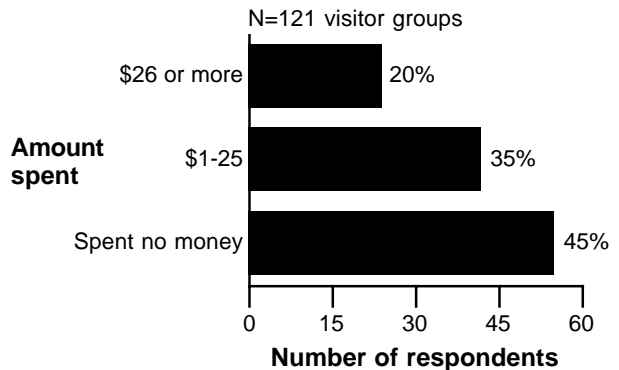
Restaurants and bars

- 41% of visitor groups did not spend any money (see Figure 85).

- 49% spent up to $50.

N=131 visitor groups

Figure 85: Expenditures for restaurants and bars outside the park
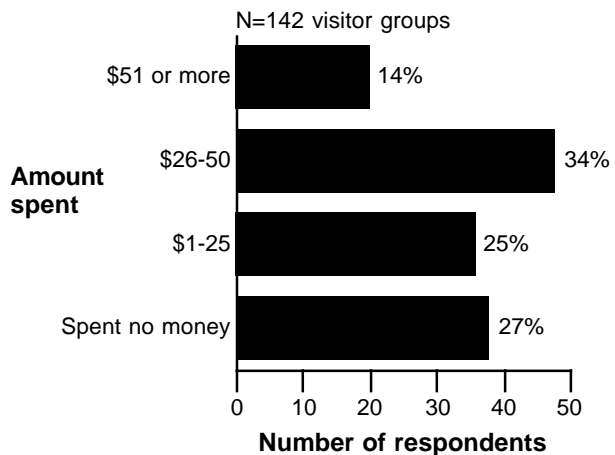
Groceries and takeout food

- 45% of visitor groups did not spend any money (see Figure 86).

- 35% spent up to $25.

N=121 visitor groups

Figure 86: Expenditures for groceries and takeout food outside the park

Gas and oil

- 27% of visitor groups did not spend any money (see Figure 87).

- 59% spent up to $50.

N=142 visitor groups

Figure 87: Expenditures for gas and oil outside 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

Other transportation expenses

- 82% of visitor groups did not spend any money (see Figure 88).

- 10% spent up to $100.

N=87 visitor groups

Amount spent

$101 or more ▮ 8%

$1-100 ▮ 10%

Spent no money ▮▮▮▮▮ 82%

Number of respondents

Figure 88: Expenditures for other transportation expenses outside the park

Admission, recreation, and entertainment fees

- 74% of visitor groups did not spend any money (see Figure 89).

- 21% spent up to $50.

N=95 visitor groups

Amount spent

$51 or more ▮ 5%

$1-50 ▮▮ 21%

Spent no money ▮▮▮▮▮ 74%

Number of respondents

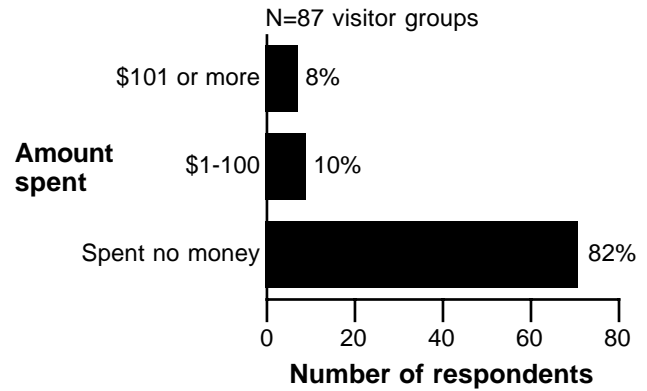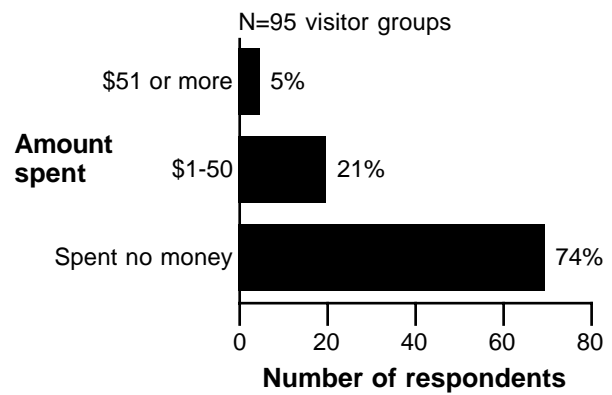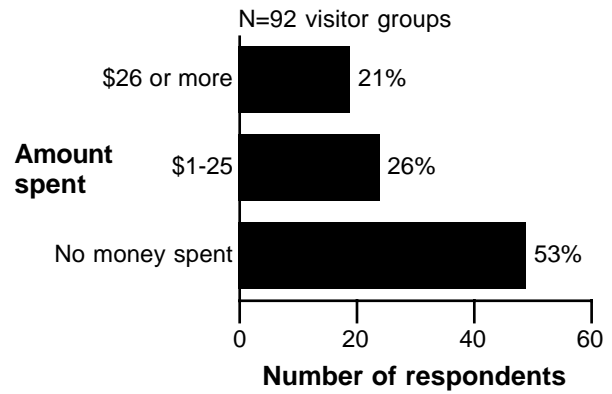**Figure 89: Expenditures for admission, recreation, and entertainment fees outside the park**

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

All other purchases

- 53% of visitor groups did not spend any money (see Figure 90).

- 26% spent up to $25.

N=92 visitor groups

Figure 90: Expenditures for all other purchases outside the park

Donations

- 76% of visitor groups did not spend any money (see Figure 91).

- 24% spent $1 or more.

N=75 visitor groups

Figure 91: Expenditures for donations outside 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

Information about future preferences
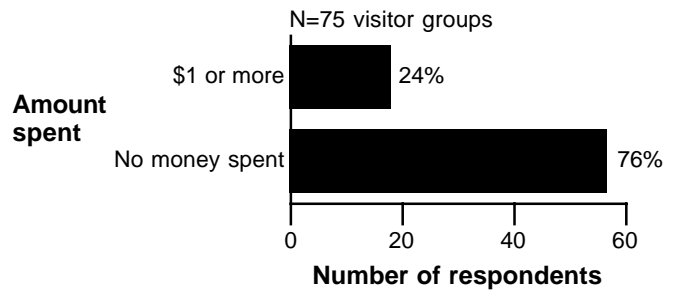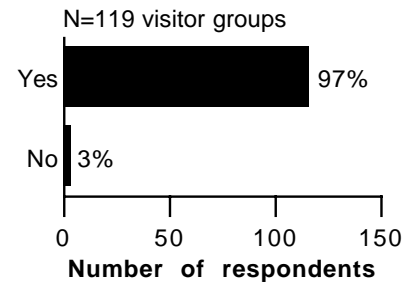
Question 21

On a future visit to Nicodemus NHS, how would you and your group prefer to learn about the cultural and natural history of the park?

Results

- 97% of visitor groups were interested in learning about the park's cultural and natural history on a future visit (see Figure 92).

- As shown in Figure 93, the most preferred methods of learning on a future visit were:

  77% Listening to history/ stories from residents
  66% Indoor exhibits and information panels

- "Other" preferred methods of learning (13%) are shown in Table 16.

N=119 visitor groups

Interested in learning on a future visit?

Figure 92: Visitor groups interested in learning about the park's cultural and natural history on a future visit
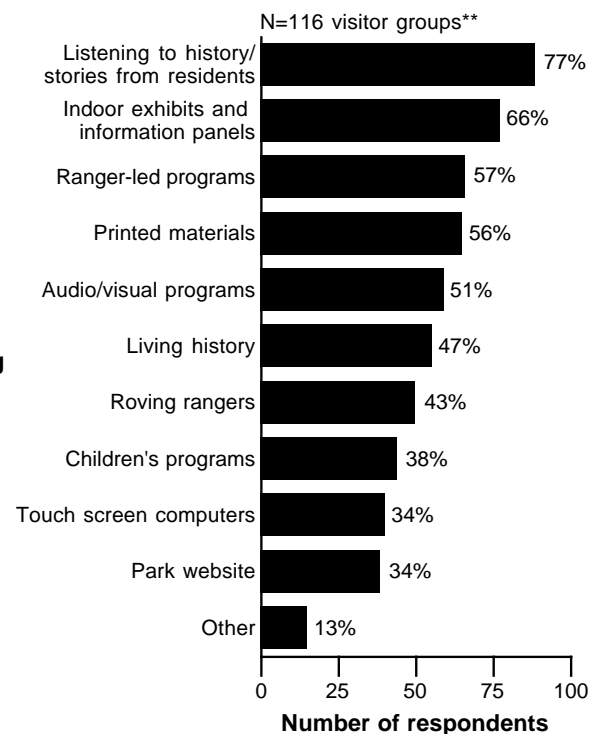
Table 16: "Other" preferred methods of learning on a future visit
N=19 comments;
some visitors had more than one comment.

Comments	Number of times mentioned
Open buildings for viewing and tours	7
Restore buildings	5
Self-guided tours	3
Other comments	4

Preferred methods of learning

Figure 93: Preferred methods of learning on 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

Overall Quality

Question 25
Overall, how would you and your group rate the quality of the services, facilities, and recreational opportunities provided to you and your group at Nicodemus NHS during this visit?

Results
- 73% of visitor groups rated the overall quality as "very good" or "good" (see Figure 94).

- 9% rated the overall quality as "very poor" or "poor."

N=124 visitor groups*

Rating

Very good	26%
Good	47%
Average	19%
Poor	9%
Very poor	0%

Number of respondents

Figure 94: Overall quality of visitor services, facilities, and recreational opportunities

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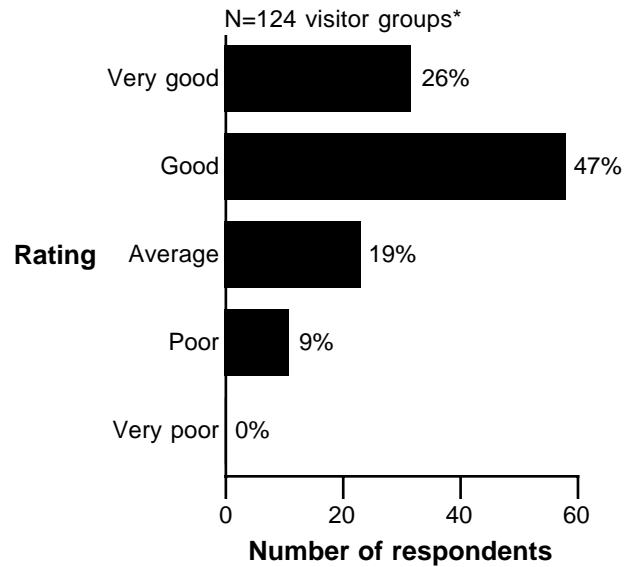**total percentages do not equal 100 because visitors could select more than one answer

What visitors liked most

Question 22a
   What did you and your group like most about
   this visit to Nicodemus NHS?

Results
- 88% of visitor groups (N=182) responded to this question.

- Table 17 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 17: What visitors liked most
N=294 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Informative ranger available for interaction/ information	43
Staff knowledge and help	4
INTERPRETIVE SERVICES	
Interpretive information	28
Historic value	17
Exhibits	14
History of site	13
Video	9
Photos	8
Walking tours	5
Junior Ranger program	3
HOMECOMING	
Homecoming events	9
Fashion show	6
Parade	5
Health program	3
FACILITIES/MAINTENANCE	
Historic buildings	16
Visitor center	11
Church	11
POLICIES/MANAGEMENT	
Comments	3
RESOURCE MANAGEMENT	
Preservation	4
Scenery	2

Table 17: What visitors liked most
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Interaction with residents/visitors/others	34
Nicodemus community	19
Peacefulness/calmness/quietness	9
Everything	8
Existence of site	4
Authenticity of site	2
Other comments	4

What visitors liked least

Question 22b
   What did you and your group like least about
   this visit to Nicodemus NHS?

Results
- 69% of visitor groups (N=143) responded to this question.

- Table 18 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 18: What visitors liked least
N=168 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers not available	2
INTERPRETIVE SERVICES	
Lack of interpretation	8
Other comment	1
FACILITIES/MAINTENANCE	
Condition of historic buildings	16
Condition of restrooms	9
No local area accommodations	8
Lack of directional signs to park	5
Park ground maintenance	5
Porta-potties	3
Lack of facilities	2
Parking	2
POLICIES/MANAGEMENT	
No access into buildings	17
Hours of operation	4
Lack of vendors at Homecoming events	4
Lack of organization with Homecoming events	2
Lack of sales items/souvenirs	2
Other comment	1
GENERAL COMMENTS	
Nothing	23
Weather	22
No commercial activity in area	10
Lack of visitors	3
Lack of time	3
Other comments	16

Planning for the future

Question 23

If you were a park manager planning for the future of Nicodemus NHS, what would you propose?

Results

- 70% of visitor groups (N=146) responded to this question.

- Table 19 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 19: Planning for the future
N=252 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Comment	1
INTERPRETIVE SERVICES	
Improve interpretation information	22
Increase activity & event planning	15
Living history	10
Offer storytelling by locals	9
Walking/driving tours	8
Provide local area information	4
Offer more African American history & culture	8
Show more artifacts	4
More exhibits	3
Other comment	1
FACILITIES/MAINTENANCE	
Improve specific NPS facilities	8
Add more directional signs to park	9
Develop concession services	7
Improve restroom facilities	6
More rest areas throughout park site	6
Improve signs within park	4
Improve park maintenance	3
Other comments	3
POLICIES/MANAGEMENT	
Historic building restoration and preservation	40
More advertising and exposure	20
Allow access to historical buildings	16
Have a community-centered focus	16
Dugout site restoration	7
Improve Homecoming planning and organization	3
Other comment	1

**Table 19: Planning for the future
(continued)**

Comment	Number of times mentioned
GENERAL COMMENTS	
Overnight accommodation facilities needed in area	13
Keep up the good work	3
Other comments	2

Additional comments

Question 28
Is there anything else you and your group would like to tell us about your visit to Nicodemus NHS?

Results
- 49% of visitor groups (N=101) responded with additional comments.

- Table 20 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 20: Additional comments
N=182 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff friendly/helpful	21
Other comments	2
INTERPRETIVE SERVICES	
Educational	3
Emulate Brown vs. Board of Education	3
Good exhibits	3
Add living history	2
Needed more information	2
Other comments	7
FACILITIES/MAINTENANCE	
Comments	10
POLICIES/MANAGEMENT	
Continue improving	5
Preserve site	5
Connect park and community	3
Establish at least one resident-run business	3
Open more buildings	3
Other comments	7
RESOURCE MANAGEMENT	
Comments	2

Table 20: Additional comments
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Enjoyed visit	29
Enjoyed history	7
Enjoyed Homecoming	6
Interesting site	5
Enjoyed camaraderie	4
Important site	4
Nice people	3
Will recommend	3
Plan to return	3
Good work	2
Return visit	2
Thanks	2
Other comments	29

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.

- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Awareness of sites (within a 1-hour drive of the park)
- Sites visited (within a 1-hour drive of the park)
- How Nicodemus NHS fit into travel plans
- Communities where support services were obtained
- Obtain all needed services?
- Reason for visiting the Nicodemus NHS area (within a 1-hour drive of park)
- Length of stay visiting visitor center and 4 historic buildings
- Length of stay visiting town of Nicodemus
- Activities participated in
- Number of entries into the park

- Overnight away from home in Nicodemus NHS area
- Number of nights
- Lodging accommodations outside park
- Elements affecting park experience
- Visitor services and facilities used
- Importance of visitor services and facilities
- Quality of visitor services and facilities
- Guided tour group
- School/educational group
- Group type
- Respondent ethnicity
- Respondent race
- Visitors with disabilities/ impairments
- Encounter access/service problems
- Group size
- Number of vehicles used
- Visitor age
- Zip code/state of residence
- Country of residence

- Number of times visited the park since 1996
- Number of lifetime visits
- Visitor level of education
- Total expenditures in and outside of park
- Expenditures inside park
- Expenditures outside park
- Number of adults covered by expenses
- Number of children covered by expenses
- Importance of protecting/ preserving historic structures, landscapes, and history
- Able to gain new insights into the culture/people who established this community
- Preferred learning methods on a future visit
- Overall quality of visitor services, facilities, and recreational opportunities

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; Stoop 2004). In this study, group size and age of the group member (at least 16 years old) completing the survey were two variables that were used to check for non-response bias.

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. Average age of respondents – average age of non-respondents = 0

2. Average group size of respondents – average group size of non-respondents = 0

As shown in Table 1, the p-values for both of these tests are greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias is judged to be insignificant.

References
Filion F. L. (Winter 1975-Winter 1976) Estimating Bias due to Non-response in Mail Surveys. *Public Opinion Quarterly*, Vol 39 (4): 482-492.
Dey, E.L. (1997) Working with Low Survey Response Rates: The Efficacy of Weighting Adjustment. *Research in Higher Education*, 38(2): 215-227.
Dillman D. A. (2000) *Mail and Internet Surveys: The Tailored Design Method*, 2nd Edition, New York: John Wiley and Sons, Inc.
Dillman D. A. and Carley-Baxter L. R. (2000) *Structural determinants of survey response rate over a 12-year period*, 1988-1999, Proceedings of the section on survey research methods, 394-399, American Statistical Association, Washington, D.C.
Goudy, W. J. (1976) Non-response Effect on Relationships Between Variables. *Public Opinion Quarterly*. Vol 40 (3): 360-369.
Mayer C. S. and Pratt Jr. R. W. (Winter 1966-Winter 1967) A Note on Non-response in a Mail Survey. *Public Opinion Quarterly*. Vol 30 (4): 637-646.
Salant, P. and Dillman, D. A. (1994) *How to Conduct Your Own Survey*. U.S.: John Wiley and Sons, Inc.
Stoop, I. A. L. (2004) Surveying Non-respondents. *Field Methods*, 16 (1): 23.

Appendix 4: Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted or from the UI PSU. 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 Preserve (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)
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
    (summer & 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 &
     Preserve (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
132. Dry Tortugas National Park
133. Pinnacles National Monument
134. Great Sand Dunes National Monument & 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

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

2003 (continued)
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
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
164. San Francisco Maritime National Historical Park
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

For more information about the Visitor Services Project, please contact
University of Idaho Park Studies Unit at http://www.psu.uidaho.edu

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.