October, 1999

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Cumberland Gap National Historical Park. This information will assist us in our efforts to better manage this site and to serve you, the visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take a few minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Coordinator, Park Studies Unit, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, Idaho 83844-1139, phone 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Mark Woods
Superintendent
DIRECTIONS

One adult in your group should complete the questionnaire. It should only take a few minutes. When you have completed the questionnaire, please seal it with the stickers provided and drop it in any U.S. mailbox. We appreciate your help.

PRIVACY ACT and PAPERWORK REDUCTION ACT statement: 16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Burden estimate statement: Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

Please go on to the next page ➔
VISITING CUMBERLAND GAP NATIONAL HISTORICAL PARK

1. Prior to your visit to Cumberland Gap National Historical Park, were you aware that this site is managed by the National Park Service? Please check (√) only one.
   
   _____ YES, LIKELY   _____ NO, UNLIKELY   _____ NOT SURE

2. Prior to this visit, how did you and your group get information about Cumberland Gap National Historical Park? Please check (√) all that apply.

   _____ RECEIVED NO INFORMATION PRIOR TO VISIT- GO ON TO QUESTION 3
   _____ LIVE IN THE LOCAL AREA
   _____ PREVIOUS VISIT(S)
   _____ STATE TOURIST INFORMATION CENTER
   _____ CONVENTION/VISITOR BUREAU OR CHAMBER OF COMMERCE
   _____ FRIENDS OR RELATIVES
   _____ HOTEL/MOTEL
   _____ PREVIOUS VISIT(S)
   _____ CONTACTED CUMBERLAND GAP NATIONAL HISTORICAL PARK BY PHONE OR MAIL
   _____ OTHER NATIONAL PARK
   _____ TRAVEL GUIDE/Tour BOOK
   _____ WORLD WIDE WEB SITE
   _____ NEWSPAPER/MAGAZINE
   _____ HIGHWAY INFORMATION SIGNS
   _____ OTHER (Please specify_________________________________)
3. a) On the list below, please check (✓) all of the activities that you and your group participated in at Cumberland Gap National Historical Park during this visit.

b) On past visits to Cumberland Gap National Historical Park within the last 12 months, please check (✓) all of the activities which you and members of your group participated.

a) This visit (✓)                                                                                     b) Past visits (✓)

_____ HIKING                                                                                     _____

_____ HORSEBACK RIDING                                                                            _____

_____ PICNICKING                                                                                  _____

_____ CAMPING IN DEVELOPED CAMPGROUNDS                                                              _____

_____ OVERNIGHT BACKPACKING                                                                        _____

_____ VIEWING FALL COLORS                                                                        _____

_____ BIRDWATCHING                                                                               _____

_____ VIEWING WILDFLOWERS                                                                         _____

_____ GEOLOGIC STUDY/CAVE STUDY                                                                  _____

_____ STUDY/LEARN ABOUT HISTORY                                                                 _____

_____ STUDY APPALACHIAN FOLK CULTURE                                                               _____

_____ GENEALOGICAL STUDY                                                                          _____

_____ RANGER-GUIDED ACTIVITIES                                                                   _____

_____ BUYING SALES ITEMS IN THE VISITOR CENTER                                                   _____

_____ OTHER (Please specify__________________________)                                           _____

4. On this trip, how much time did you and your group spend at Cumberland Gap National Historical Park?

If less than 24 hours: _____ NUMBER OF HOURS

If 24 hours or more: _____ NUMBER OF DAYS

Please go on to the next page ➤
5. a) On this visit to Cumberland Gap National Historical Park, please check (√) all of the following sites you and your group visited. Use the map to help you locate where you visited.

b) On past visits to Cumberland Gap National Historical Park within the last 12 months, please indicate which sites you and your group visited. Check (√) all that apply.

a) This visit (√) b) Past visits (√)

- PINNACLE OVERLOOK
- VISITOR CENTER
- IRON FURNACE
- HENSLEY SETTLEMENT
- CAMPGROUNDS
- SAND CAVE
- SKYLIGHT CAVE
- WHITE ROCKS
- SUGAR RUN PICNIC AREA
- BARTLETT PARK PICNIC AREA

6. On this trip, what other places did you visit in addition to Cumberland Gap National Historical Park? Please check (√) all that apply.

- WILDERNESS ROAD STATE PARK
- ABRAHAM LINCOLN MUSEUM
- HISTORIC TOWN OF CUMBERLAND GAP
- P-38 AND OTHER RESTORATION PROJECTS
- PINE MOUNTAIN STATE RESORT PARK
- BENHAM COAL MINERS MUSEUM
- OTHER (Please specify ____________________________)

Please go on to the next page ➔
7. On this visit, what were your and your group’s reasons for visiting Cumberland Gap National Historical Park? Please check (✓) all that apply.

   _____ EXPERIENCE SOLITUDE/QUIET
   _____ RECREATIONAL OPPORTUNITIES (hiking, camping, etc.)
   _____ NATURE STUDY
   _____ HISTORICAL/CULTURAL STUDY
   _____ VIEW WILDLIFE
   _____ VIEW FALL COLORS
   _____ VIEW SCENERY
   _____ VISIT A NATIONAL PARK SERVICE SITE
   _____ EXERCISE
   _____ EXPERIENCE TRAVEL THROUGH THE TUNNEL
   _____ OTHER (Please specify _________________________)

8. a) During this visit to Cumberland Gap National Historical Park, was there anything specific that you or your group expected to see or do, but were not able to?

   _____ YES                _____ NO - GO ON TO QUESTION 9

b) If YES, what was it you expected to see or do? __________________________

   __________________________________________________________

   __________________________________________________________

   __________________________________________________________

c) What kept you from seeing or doing what you expected to?______________

   __________________________________________________________

   __________________________________________________________

   __________________________________________________________
9. On this visit, how many people were in your immediate group, including yourself?

_____ NUMBER OF PEOPLE

10. On this visit, were you with a guided tour?

_____ YES  _____ NO

11. On this visit, were you with an educational group?

_____ YES  _____ NO

12. On this visit, what kind of group were you with? Please check (✓) only one.

_____ ALONE
_____ FRIENDS
_____ FAMILY
_____ FAMILY AND FRIENDS
_____ OTHER (Please describe:______________________________)

13. For you and your group on this visit, please indicate:

<table>
<thead>
<tr>
<th>CURRENT AGE</th>
<th>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</th>
<th>NUMBER OF VISITS TO CUMBERLAND GAP NHP (INCLUDING THIS VISIT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>YOURSELF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #3</td>
<td></td>
<td></td>
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<tr>
<td>MEMBER #4</td>
<td></td>
<td></td>
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<tr>
<td>MEMBER #5</td>
<td></td>
<td></td>
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<tr>
<td>MEMBER #6</td>
<td></td>
<td></td>
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<tr>
<td>MEMBER #7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please go on to the next page ➤
14. In what ethnicity and race would you place yourself?

Ethnicity:
- _____ HISPANIC OR LATINO
- _____ NOT HISPANIC OR LATINO

Race:
- _____ AMERICAN INDIAN OR ALASKA NATIVE
- _____ ASIAN
- _____ BLACK OR AFRICAN AMERICAN
- _____ HISPANIC OR LATINO
- _____ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- _____ WHITE
- _____ DO NOT WISH TO ANSWER

15. a) On this visit to Cumberland Gap National Historical Park, did you go to the visitor center?

- _____ YES
- _____ NO

b) If YES, what were your reasons for visiting the visitor center? Please check (√) all that apply.

- _____ OBTAIN INFORMATION FROM PARK STAFF
- _____ VIEW THE EXHIBITS
- _____ OBTAIN A MAP
- _____ USE THE RESTROOMS
- _____ USE A TELEPHONE
- _____ PURCHASE SALES ITEMS
- _____ PAY USER FEE / OBTAIN PERMIT
- _____ VIEW VISITOR CENTER MOVIE
- _____ STAMP “PARK PASSPORT”
- _____ OTHER (Please specify ___________________________)

10
16. a) What did you and your group like most about the visitor center exhibits at Cumberland Gap National Historical Park?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

b) What did you and your group like least about the visitor center exhibits at Cumberland Gap National Historical Park?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

17. On a future visit to Cumberland Gap National Historical Park, how would you and your group prefer to learn about the cultural and natural history of the park? Please check (✓) all that apply.

_____ PRINTED MATERIALS (books, brochures, maps, etc.)

_____ AUDIO-VISUAL PROGRAMS (videos, movies, slide shows, etc.)

_____ RANGER-GUIDED WALKS/TOURS

_____ ROVING RANGERS AVAILABLE TO ANSWER QUESTIONS

_____ LIVING HISTORY (ranger in costume programs)

_____ INDOOR EXHIBITS

_____ OUTDOOR EXHIBITS

_____ ROADS/TRAILSIDE EXHIBITS

_____ OTHER (Please specify:__________________________________________)

Please go on to the next page ➔
18. On a future visit to Cumberland Gap National Historical Park, what subjects would you be most interested in learning about? Please check (✓) all that apply.

- GEOLOGIC PROCESSES
- WESTWARD EXPANSION
- APPALACHIAN CULTURE
- CIVIL WAR HISTORY
- AMERICAN INDIAN CULTURE
- NATURAL HISTORY
- CAVES
- CUMBERLAND GAP HIGHWAY TUNNEL
- EARLY INDUSTRIAL DEVELOPMENT (timbering, ironmaking, etc.)
- GENEALOGICAL RESEARCH
- COAL MINING
- OTHER (Please specify ________________________)

19. The historical route through the Cumberland Gap is in the process of being restored. When the restoration is complete, what types of services would you like to have available? Please check (✓) all that apply.

- RANGER-GUIDED TOURS
- SELF-GUIDED WALKING TOURS
- HORSE-DRAWN WAGON TOURS
- OTHER (Please specify ________________________)

20. a) On this visit or during past visits within the last 12 months, did you or members of your group visit the Hensley Settlement?

- YES
- NO - GO ON TO QUESTION 21

b) On a future visit to Cumberland Gap NHP, would you and your group be willing to pay a small fee to observe historic craft demonstrations?

- YES, LIKELY
- NO, UNLIKELY
- NOT SURE
21. a) On the list below, please check (✓) the visitor services and facilities which you or your group **used** during your visit to Cumberland Gap National Historical Park.

b) Next, for only those services and facilities used, please rate their **importance** from 1 to 5.

c) Finally, for only those services and facilities used, please rate their **quality** from 1 to 5.

<table>
<thead>
<tr>
<th>Use service/facility?</th>
<th>If used, how important?</th>
<th>If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check (✓)</td>
<td>Not important 1 2 3 4 5</td>
<td>Extremely important 1 2 3 4 5</td>
</tr>
<tr>
<td>__ RESTROOMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>__ RANGER-GUIDED ACTIVITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>__ VISITOR CENTER MOVIE</td>
<td></td>
<td></td>
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<tr>
<td>__ VISITOR CENTER EXHIBITS</td>
<td></td>
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<tr>
<td>__ VISITOR CENTER BOOK SHOP</td>
<td></td>
<td></td>
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<tr>
<td>__ HIKING TRAILS</td>
<td></td>
<td></td>
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<tr>
<td>__ FITNESS TRAIL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>__ PINNACLE OVERLOOK</td>
<td></td>
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<tr>
<td>__ PICNIC AREAS</td>
<td></td>
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<tr>
<td>__ PARK ROAD DIRECTIONAL SIGNS</td>
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<td></td>
</tr>
<tr>
<td>__ HENSLEY SETTLEMENT</td>
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<td></td>
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<tr>
<td>__ PARK BROCHURE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>__ ROADS</td>
<td></td>
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<tr>
<td>__ PARKING LOTS</td>
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<tr>
<td>__ BACKCOUNTRY CAMP SITES</td>
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<td></td>
</tr>
<tr>
<td>__ WILDERNESS RD CAMPGRND</td>
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</tr>
</tbody>
</table>
2. Please rate the importance (from 1 to 5 or DK for don’t know) of the following park activities and qualities to you and your group during this visit. Circle your answers below.

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>Not important</th>
<th>important</th>
<th>Extremely important</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCENIC VIEWS</td>
<td>1 2 3 4 5 DK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOLITUDE</td>
<td>1 2 3 4 5 DK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WILDERNESS</td>
<td>1 2 3 4 5 DK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIKING OPPORTUNITIES</td>
<td>1 2 3 4 5 DK</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>QUIET</td>
<td>1 2 3 4 5 DK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIR QUALITY</td>
<td>1 2 3 4 5 DK</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23. a) What did you and your group like most about your visit to Cumberland Gap National Historical Park?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

b) What did you and your group like least about your visit to Cumberland Gap National Historical Park?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
24. Overall, how would you rate the quality of the visitor services provided to you and your group at Cumberland Gap National Historical Park? Please circle only one.

   VERY GOOD    GOOD    AVERAGE    POOR    VERY POOR

25. If you were a manager planning for the future of Cumberland Gap National Historical Park, what would you propose? Include park and concession services in your response. Please be specific.

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

26. Is there anything else you and your group would like to tell us about your visit to Cumberland Gap National Historical Park? Please be specific.

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

Thank you for your help! Please seal the questionnaire with the sticker and drop it in any U.S. mailbox.

Printed on recycled paper
OFFICIAL BUSINESS

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University of Idaho
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