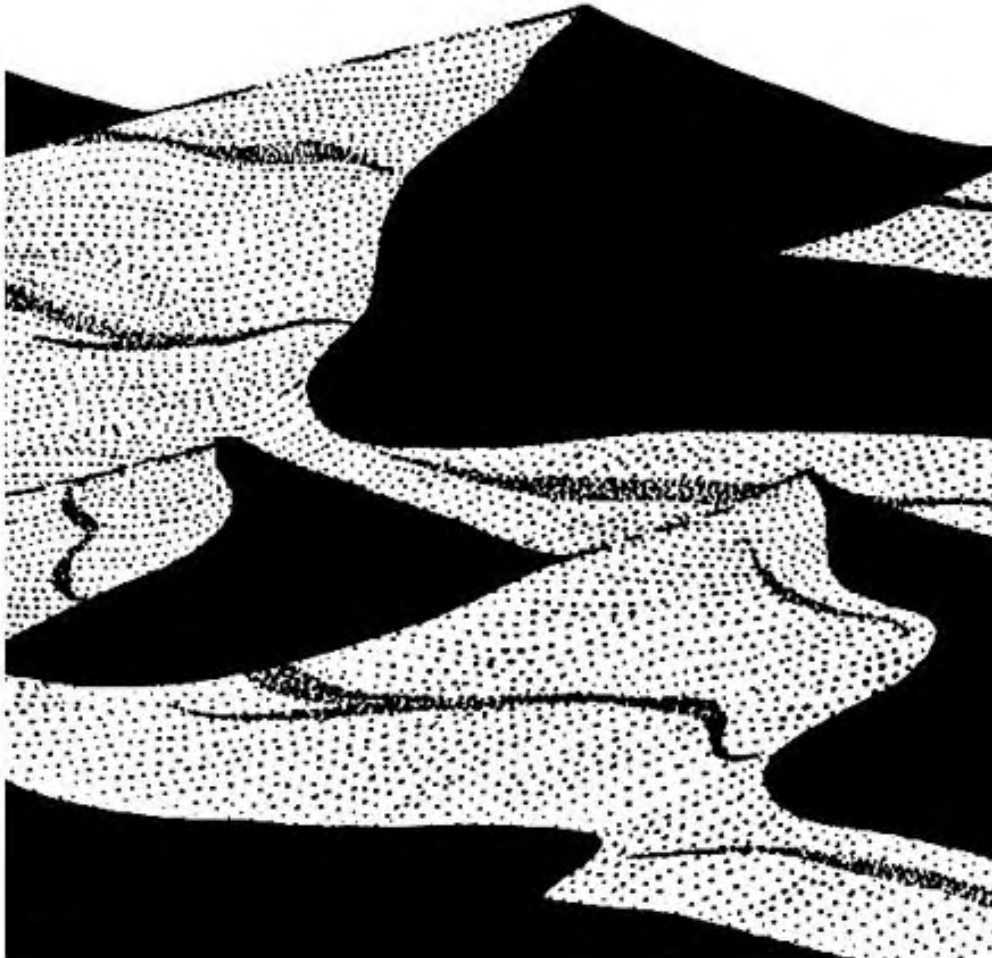




National Park Service
U.S. Department of the Interior

Visitor Services Project

Great Sand Dunes National Monument and Preserve Visitor Study



**United States Department of the Interior**

NATIONAL PARK SERVICE
Great Sand Dunes National Monument
and Preserve
11999 Highway 150
Mosca, CO 81146-9798

IN REPLY REFER TO:

June, 2002

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Great Sand Dunes National Monument and Preserve. 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, Cooperative Park Studies Unit, College of Natural Resources, P.O. Box 441133, University of Idaho, Moscow, Idaho 83844-1133, phone 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.
Sincerely,

A handwritten signature in cursive script that reads "Steve W. Chaney".

Steve W. Chaney
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 12 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 

**YOUR VISIT TO GREAT SAND DUNES NATIONAL MONUMENT
AND PRESERVE (Nat'l. Mon. & Preserve)**

1. a) **Prior to this trip** , how did you and your group obtain information about Great Sand Dunes Nat'l. Mon. & Preserve? Please check () **all** that apply in the column on the left.
- b) On future trips to Great Sand Dunes Nat'l. Mon. & Preserve, what sources would you and your group prefer to use to obtain information in planning your visit? Please check () **all** that apply in the column on the right.

_____ RECEIVED NO INFORMATION PRIOR TO VISIT → **Go on to Question 2**

Prior to this visit? ()	Prior to future visits? ()
_____ PREVIOUS VISIT(S)	_____
_____ FRIENDS/ RELATIVES/ WORD OF MOUTH	_____
_____ TRAVEL GUIDE/ TOUR BOOK	_____
_____ MAPS/ BROCHURES	_____
_____ STATE WELCOME CENTER/CHAMBER OF COMMERCE	_____
_____ TELEPHONE INQUIRY TO MONUMENT	_____
_____ WRITTEN INQUIRY TO MONUMENT	_____
_____ NEWSPAPER/ MAGAZINE ARTICLES	_____
_____ TELEVISION/ RADIO	_____
_____ REI STORE WITH NPS INFORMATION DESK	_____
_____ NPS WEB SITE (www.nps.gov/grsa/)	_____
_____ OTHER INTERNET/ WEBSITE	_____
_____ OTHER NATIONAL PARK (Please specify: _____)	_____
_____ OTHER TOURIST SITE (Please specify: _____)	_____
_____ OTHER (Please specify: _____)	_____

- c) Was the information you received from all of the above sources all that you and your group needed?

_____ NO _____ YES → **Go on to Question 2**



- d) If not, what additional information did you and your group need?

2. How did this visit to Great Sand Dunes Nat'l. Mon. & Preserve fit into your travel plans?

_____ GREAT SAND DUNES NAT'L. MON. & PRESERVE WAS PRIMARY DESTINATION

_____ GREAT SAND DUNES NAT'L. MON. & PRESERVE WAS ONE OF SEVERAL DESTINATIONS

_____ GREAT SAND DUNES NAT'L. MON. & PRESERVE WAS NOT A PLANNED DESTINATION

3. a) Did you or any members of your group go hiking or horseback riding on this visit to Great Sand Dunes Nat'l. Mon. & Preserve?

_____ YES _____ NO ➔ **Go on to Question 4**



- b) During this visit which of the following sites in Great Sand Dunes Nat'l. Mon. & Preserve did you and your group access **by hiking or horseback** ? Use the map on the next page to help you locate the sites. Please check () **all** that apply in the column on the left.

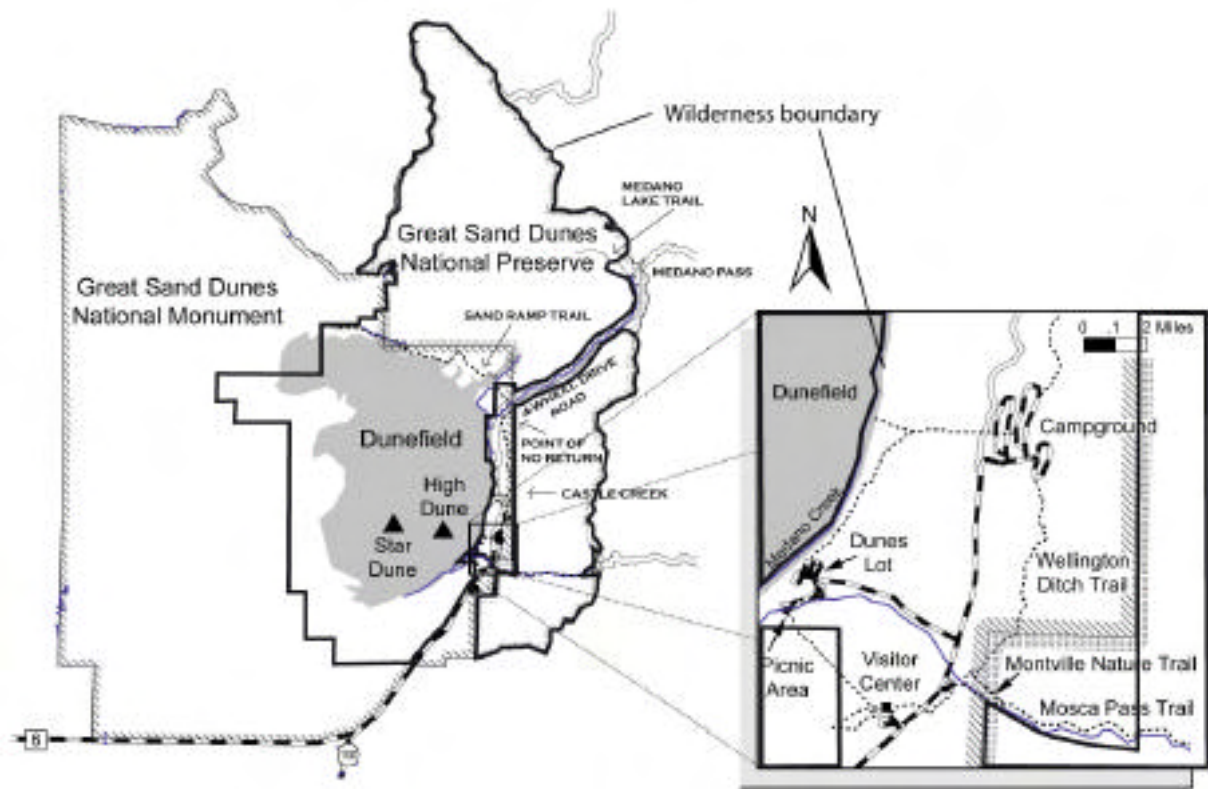
- c) On previous visits which of the following sites in Great Sand Dunes Nat'l. Mon. & Preserve did you and your group access **by hiking or horseback** ? Please check () **all** that apply in the column on the right.

On this visit ()	On previous visits ()
_____ HIGH DUNES	_____
_____ STAR DUNE	_____
_____ WELLINGTON DITCH TRAIL	_____
_____ MOSCA PASS	_____
_____ MEDANO LAKE TRAIL	_____
_____ MEDANO CREEK BED	_____
_____ SAND RAMP TRAIL	_____
_____ MONTVILLE NATURE TRAIL	_____
_____ VISITOR CENTER LOOP TRAIL	_____
_____ DUNES AT CASTLE CREEK OR SAND PIT	_____
_____ CAMPGROUND TRAIL TO DUNES	_____
_____ MOUNTAIN PEAK	_____
_____ OFF-TRAIL (not on dune field)	_____
_____ OTHER DUNES	_____
_____ OTHER (Please specify: _____)	_____

Please go on to the next page ➔

4. a) During this visit to Great Sand Dunes Nat'l. Mon. & Preserve, which of the following sites in did you and your group access **by automobile** ? Use the map below to help you locate the sites. Please check () **all** that apply in the column on the left.
- b) On past visits Great Sand Dunes Nat'l. Mon. & Preserve, which of the following sites in did you and your group access **by automobile** ? Please check () **all** that apply in the column on the right.

On this visit ()	On past visits ()
_____ DUNES PARKING LOT	_____
_____ VISITOR CENTER	_____
_____ MONTVILLE TRAILHEAD/ MOSCA PASS TRAILHEAD	_____
_____ 4-WHEEL DRIVE ROAD	_____
_____ POINT OF NO RETURN	_____
_____ CASTLE CREEK	_____
_____ DUNES PICNIC AREA	_____
_____ MEDANO LAKE TRAILHEAD	_____
_____ MEDANO PASS	_____
_____ OTHER (Please specify: _____)	_____



5. The "Great Sand Dunes National Park and Preserve Act" was signed into law in November 2000. As a result, the former national monument was tripled in size, and Great Sand Dunes National Preserve was created just east of the dunes in order to protect the entire natural system affecting the Great Sand Dunes. **Prior to this visit**, were you aware of the Great Sand Dunes National Preserve?

_____ YES _____ NO _____ NOT SURE

6. a) Due to the expansion resulting from the "Great Sand Dunes National Park and Preserve Act" there may be increased visitor opportunities in the newly designated areas of Great Sand Dunes National Monument (most activities in the National Preserve have remained the same as before the expansion). What facilities/ uses would you consider appropriate for these newly designated areas of the monument? Please check () **all** that apply.

_____ FOOT ACCESS
 _____ PAVED ROAD ACCESS TO SOME AREAS
 _____ FOUR-WHEEL DRIVE ROADS TO SOME AREAS
 _____ DEVELOPED CAMPGROUNDS
 _____ WILDERNESS CAMPSITES
 _____ WILDERNESS DESIGNATION
 _____ OTHER (Please specify: _____)

- b) In your opinion, what is most important about the newly designated Great Sand Dunes National Preserve and expanded National Monument?

7. a) **Prior to this visit**, were you aware that most of the area around and including all of the sand dunes and extending down to Medano Creek is designated as part of the National Wilderness Preservation System (see map on previous page)?

_____ YES _____ NO _____ NOT SURE

- b) Did this wilderness designation affect your experience?

_____ YES _____ NO _____ NOT SURE _____ DID NOT VISIT WILDERNESS → **Go on to Question 8**

- c) How important is solitude to your visit in the designated wilderness area?

Not important	Somewhat important	Important	Very important	No opinion
1	2	3	4	5

Please go on to the next page 

8. On the list below, please check () **all** of the activities that you and your group participated in at Great Sand Dunes Nat'l. Mon. & Preserve during this trip.

- _____ PLAYING IN THE WATER
- _____ CLIMBING DUNES
- _____ ATTENDING RANGER PROGRAMS
- _____ CAMPING IN VEHICLE ACCESS CAMPGROUND
- _____ HIKING TRAILS
- _____ PICNICKING
- _____ BACKCOUNTRY CAMPING
- _____ VISITING VISITOR CENTER
- _____ FISHING
- _____ WILDLIFE VIEWING
- _____ SCENIC DRIVING OR PHOTOGRAPHY
- _____ DUNE SLIDING
- _____ ATHLETIC TRAINING (e.g. jogging, rollerblading, etc.)
- _____ ATTENDING SPECIAL EVENTS (concerts, amphitheater programs, etc.)
- _____ OTHER (Please specify: _____)

9. On this trip, what other places did you visit in addition to Great Sand Dunes Nat'l. Mon. & Preserve? Please check () **all** that apply.

_____ DID NOT VISIT ANY OF THE FOLLOWING PLACES → **Go on to Question 10**

- | | |
|---|---|
| _____ ALLIGATOR FARM | _____ ZAPATA FALLS |
| _____ SAN LUIS LAKE STATE PARK | _____ CUMBRES TOLTEC RAILROAD |
| _____ STATIONS OF THE CROSS
(SAN LUIS) | _____ SANGRE DE CRISTO
TRAILHEADS |
| _____ FORT GARLAND MUSEUM | _____ AREA HISTORICAL MUSEUMS |
| _____ ALAMOSA AND/ OR MONTE
VISTA WILDLIFE REFUGES | _____ AREA HOT SPRINGS |
| _____ LOS CAMINOS ANTIGUOS | _____ MEDANO-ZAPATA RANCH
(The Nature Conservancy) |
| _____ OTHER NATIONAL PARKS | _____ OTHER (Please specify:
_____) |

10. On this visit, how much time did you and your group spend at Great Sand Dunes Nat'l. Mon. & Preserve?

_____ NUMBER OF HOURS (Please list partial hours as 1/2, 1/4, 3/4)

_____ NUMBER OF DAYS (Please list partial days as 1/2, 1/4, 3/4)

11. a) On this trip, did you and your group stay overnight away from home within 1 hour of Great Sand Dunes Nat'l. Mon. & Preserve?

_____ YES _____ NO ➔ **Go on to Question 12**



- b) Please list the number of nights your group stayed.

NUMBER OF NIGHTS IN MONUMENT _____

NUMBER OF NIGHTS OUTSIDE MONUMENT (within 1 hour) _____

- c) In what type of lodging did you and your group spend the night(s)? Please check () on the left side for inside the monument and on the right for outside the monument.

INSIDE MONUMENT ()	OUTSIDE MONUMENT ()
_____ LODGE, MOTEL, CABIN, RENTED CONDO/ HOME, B&B	_____
_____ CAMPGROUND/ TRAILER PARK	_____
_____ BACKCOUNTRY CAMPSITE	_____
_____ SEASONAL RESIDENCE	_____
_____ RESIDENCE OF FRIENDS OR RELATIVES	_____
_____ OTHER	_____
(Please specify: _____)	

- d) During your stay in the area, how many times did you and your group enter the monument ?

NUMBER OF TIMES YOU ENTERED THE MONUMENT _____

12. a) On this trip, where did you and your group spend the night **before you arrived** at Great Sand Dunes Nat'l. Mon. & Preserve?

TOWN/ CITY _____ STATE _____

- b) On this trip, where did you and your group spend the night **after** leaving Great Sand Dunes Nat'l. Mon. & Preserve?

TOWN/ CITY _____ STATE _____

Please go on to the next page ➔

13. On this visit, what kind of **personal** group (not tour/ school group) were you with? Please check () only **one**.

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

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

	Current age	U.S. ZIP Code or name of foreign country	Number of visits to Great Sand Dunes Nat'l. Mon. & Pres. (including this visit)	
			Past 12 months	Lifetime
YOURSELF	_____	_____	_____	_____
MEMBER #2	_____	_____	_____	_____
MEMBER #3	_____	_____	_____	_____
MEMBER #4	_____	_____	_____	_____
MEMBER #5	_____	_____	_____	_____
MEMBER #6	_____	_____	_____	_____
MEMBER #7	_____	_____	_____	_____

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

_____ NUMBER OF PEOPLE

16. a) Does anyone in your group have any disabilities/impairments that limited their ability to visit Great Sand Dunes Nat'l. Mon. & Preserve?

YES NO ➔ **Go on to Question 17**



b) If yes, what kind of disability? Please check () **all** that apply.

- HEARING VISUAL
- MOBILITY LEARNING
- MENTAL OTHER (Please describe _____)

c) Because of the disability/ impairment, did you and your group encounter any access/service problems in the monument?

YES NO ➔ **Go on to Question 17**



d) If YES, what were the problems? _____

17. What one language do you or members of your group prefer to speak and write? Please check () **only one** .

_____ ENGLISH

_____ GERMAN

_____ SPANISH

_____ JAPANESE

_____ FRENCH

_____ OTHER (Please specify:_____)

- 18 Are you Hispanic or Latino?

_____ YES, HISPANIC OR LATINO

_____ NO, NOT HISPANIC OR LATINO

19. What is your race?: (check one or more races to indicate what you consider yourself to be)

_____ AMERICAN INDIAN OR ALASKA NATIVE

_____ ASIAN

_____ BLACK OR AFRICAN AMERICAN

_____ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

_____ WHITE

_____ DO NOT WISH TO ANSWER

20. Great Sand Dunes Nat'l Mon. and Preserve interpretive programs and exhibits discuss the following topics: formation of dunes, ancient human history, modern human history, the role of water, and plants and animals.

- a) During this visit, did you and your group learn about any of these topics?

_____ YES



_____ NO



_____ NOT SURE

→ **Go on to Question 21**

- b) If YES, please check () **all** of the topics you learned about on this visit.

- c) Please, indicate how much your level of understanding of each topic improved during your visit. Please circle one answer for each topic.

Learned about on this visit? (√)

Level of understanding improvement

	Not at all	A little	Don't know	Somewhat	A lot
_____ FORMATION OF DUNES	1	2	DK	4	5
_____ ANCIENT HUMAN HISTORY	1	2	DK	4	5
_____ MODERN HUMAN CULTURES	1	2	DK	4	5
_____ ROLE OF WATER	1	2	DK	4	5
_____ PLANTS AND ANIMALS	1	2	DK	4	5

Please go on to the next page →

21. a) On this visit did you or members of your group have any specific safety concerns in Great Sand Dunes Nat'l. Mon. & Preserve?

_____ YES _____ NO → **Go on to Question 22**



b) If YES, what were the concerns? _____

22. a) Please use the scale below to rate (from 1 to 5) how crowded you and your group felt during this visit. Please circle **only one** .

Not at all crowded		Crowded		Extremely crowded
1	2	3	4	5

b) If you answered the above question by circling 3, 4, or 5, where in Great Sand Dunes Nat'l. Mon. & Preserve were you when you felt crowded? Please be as specific as possible.

23. a) Please check () the visitor services and facilities that you or your group **used** during this trip to Great Sand Dunes Nat'l. Mon. & Preserve.

b) Next, for only those services and facilities that you or your group used, please rate their **importance** from 1-5.

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

Use service/ facility?	If used, how important?					If used, what quality?				
	Not		Extremely			Very		Very		
	important		important			poor		good		
Check ()	1	2	3	4	5	1	2	3	4	5
_____ VISITOR CENTER										
_____ VISITOR CENTER RESTROOMS										
_____ DIRECTIONAL ROAD SIGNS										
_____ PAVED ROADS										
_____ UNPAVED ROADS										
_____ TRAILS										
_____ ACCESS FOR DISABLED PERSONS										
_____ PICNIC AREAS										
_____ PARKING										
_____ CAMPERS' STORE (in campground)										

24. a) Please check () the information services which you or your group **used** during this trip to Great Sand Dunes Nat'l. Mon. & Preserve.
- b) Next, for only those services that you or your group used, please rate their **importance** from 1-5.
- c) Finally, for only those services that you or your group used, please rate their **quality** from 1-5.

Use information service? Check ()	If used, how important?					If used, what quality?				
	Not important		Extremely important			Very poor		Very good		
	1	2	3	4	5	1	2	3	4	5
_____ MONUMENT BROCHURE/ MAP										
_____ OTHER PARK BROCHURES/ HANDOUTS (other than brochure/ map above)										
_____ PARK NEWSPAPER (<i>Sand Dunes Breezes</i>)										
_____ BULLETIN BOARDS										
_____ VISITOR CENTER										
_____ VISITOR CENTER BOOKS/SALES ITEMS										
_____ ROADSIDE EXHIBITS										
_____ ASSISTANCE FROM PARK STAFF										
_____ RANGER-LED PROGRAMS (walks, talks, campfire programs)										
_____ SELF-GUIDING TRAIL SIGNS/ BROCHURE										
_____ JUNIOR RANGER PROGRAM										

25. On this visit to Great Sand Dunes Nat'l. Mon. & Preserve, please indicate how the following elements may have affected your park experience.

Affect your park experience?	Added to	No effect	Detracted from	Did not experience
NOISE (airplanes, vehicles, radios, etc.)	_____	_____	_____	_____
HORSES	_____	_____	_____	_____
DOGS	_____	_____	_____	_____
LIGHT POLLUTION AT NIGHT	_____	_____	_____	_____
LACK OF SOLITUDE	_____	_____	_____	_____
OTHER	_____	_____	_____	_____
(Please specify: _____)				

Please go on to the next page ➡

26. a) On this visit to Great Sand Dunes Nat'l. Mon. & Preserve, did you and your group experience any parking problems?

YES NO → **Go on to Question 27**



b) If YES, what parking problems did you encounter? _____

c) Where did you encounter parking problems? _____

27. a) During this visit to Great Sand Dunes Nat'l. Mon. & Preserve, was there anything specific which you and your group wanted to see or do, but were not able to?

YES NO → **Go on to Question 28**

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

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

28. On a future visit to Great Sand Dunes Nat'l. Mon. & Preserve, how would you and your group prefer to learn about the cultural and natural history of the monument? 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

INDOOR EXHIBITS

OUTDOOR EXHIBITS

ROADSIDE/TRAILSIDE EXHIBITS

OTHER (Please specify _____)

29. a) What did you like **most** about your visit to Great Sand Dunes Nat'l. Mon. & Preserve?

b) What did you like **least** about your visit to Great Sand Dunes Nat'l. Mon. & Preserve?

30. If you were a manager planning for the future of Great Sand Dunes Nat'l. Mon. & Preserve, what would you propose? Please be specific.

31. Is there anything else you and your group would like to tell us about your visit to Great Sand Dunes Nat'l. Mon. & Preserve?

32. Overall, how would you rate the quality of the visitor services provided to you and your group at Great Sand Dunes Nat'l. Mon. & Preserve during this trip? Please circle only **one**.

VERY GOOD GOOD AVERAGE POOR VERY POOR

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

OFFICIAL BUSINESS

**Visitor Services Project
Cooperative Park Studies Unit
College of Natural Resources
University of Idaho
P.O. Box 441133
Moscow, Idaho 83844-1133**