Dear Visitor:

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

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take about 20 minutes to complete after your visit.

When your visit is over, please complete this questionnaire. Seal it in the postage-paid envelope provided 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, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Martha Bogle
Superintendent
**Paperwork Reduction Act Statement:** The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Shenandoah National Park. Your response is voluntary. Your name and address have been requested for follow-up purposes only. At the completion of this collection all names and personal information will be destroyed and in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. We estimate that it will take an average of 20 minutes to complete the survey associated with this collection of information. You may send comments concerning the burden estimates or any aspect of this information collection to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.
d) If NO, what type of park information did you and your personal group need that was not available? Please be specific.

2. When did you and your personal group make the decision to visit Shenandoah NP? Please mark (●) one.
   - 0 On the day of the visit
   - O 2-7 days before the visit
   - O 8-30 days before the visit
   - O 1-6 months before the visit
   - O More than 6 months but less than a year before the visit
   - O A year or more before the visit

3. a) On this trip, did you and your personal group stay overnight away from your permanent residence in Shenandoah NP or in the area within 50 miles of any entrance point?
   - O Yes
   - O No ➔ Go to Question 4
   
   b) If YES, please list the number of nights you and your personal group stayed.
   - ______ Number of nights inside Shenandoah NP
   - ______ Number of nights outside park within 50 miles of any entrance point

   c) and d) In which types of accommodations did you and your personal group spend the night(s)? Please mark (●) all that apply.

   c) Inside park
   - O Lodge, motel, cabin, rented condo/home, or B&B
   - O RV/trailer camping
   - O Tent camping in developed campground
   - O Backcountry campsite
   - O Backcountry cabin

   d) Outside park
   - O Personal seasonal residence
   - O Residence of friends or relatives
   - O Inside park (Specify) __________________________
   - O Outside park (Specify) __________________________

4. a) On this visit, in which activities did you and your personal group participate within Shenandoah NP? Please mark (●) all that apply in column (a).

   b) Whether or not you and your personal group participated in an activity, please rate the importance of each activity to your visit to Shenandoah NP. Please mark (●) one for each activity in column (b).

   a) Participated Activity
   - O Not at all important
   - Slightly important
   - Moderately important
   - Very important
   - Extremely important

   - O Attend ranger-led programs
   - O Participate in other educational opportunities
   - O Enjoy solitude
   - O Enjoy sounds of nature
   - O Experience night sky
   - O Experience wilderness
   - O Explore historic features
   - O Hike 2 hours or more
   - O Hike less than 2 hours
   - O Picnic
   - O Stay overnight in a natural setting
   - O Stay overnight in an historic setting
   - O View wildlife/plants
   - O Visit a national park
   - O Other (Please specify)

5. a) How many vehicles did you and your personal group use to arrive at Shenandoah NP? Please write “0” if you did not arrive by vehicle.
   - ______ Number of vehicles

   b) On this visit, how many times did you and your personal group enter Shenandoah NP?
   - ______ Number of entries
c) On this visit, which forms of transportation did you and your personal group use to travel between sites inside Shenandoah NP? Please mark (*) all that apply.

- Private vehicle (car, SUV, pickup, van, etc.)
- Bicycle
- Motorcycle
- RV (rental or private)
- School bus
- Rental vehicle (other than RV)
- Tour bus
- Other (Please specify) __________________________

8. During this visit to Shenandoah NP, how did the following sounds affect your personal group’s park experience? Please mark (*) one answer for each sound.

<table>
<thead>
<tr>
<th>Sound</th>
<th>Detracted from</th>
<th>No effect</th>
<th>Added to</th>
<th>Did not experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sounds of aircraft</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Sounds of generators</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Sounds of motorcycles</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Sounds made by other visitors</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Other sounds (Please specify)</td>
<td>O n/a</td>
<td>O n/a</td>
<td>O n/a</td>
<td></td>
</tr>
</tbody>
</table>

9. On this visit to Shenandoah NP, which of the following sites did you and your personal group visit? Please mark (*) all that apply on the map below.
10. On this trip, how much time did you and your personal group spend in Shenandoah NP? Please list partial hours as ¼, ½, ¾.
   _____ Number of hours, if less than 24 hours
   OR
   _____ Number of days, if 24 hours or more

11. a) Please mark (●) all of the concession services and facilities that you and your personal group used during this visit to Shenandoah NP.
   b) For only those services and facilities that you and your personal group used, please rate their importance from 1-5.
   c) For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

   a) Concession service/facility used
      Mark (●)

      | Service/Facility                          | Importance | Quality  |
      |------------------------------------------|------------|----------|
      | Assistance from lodging, restaurant, or retail staff | 1=Not at all important | 1=Very poor |
      | Elkwallow                                 | 2=Slightly important | 2=Poor |
      | O  Campstore/gift shop                    | 3=Moderately important | 3=Average |
      | O  Food counter                           | 4=Very important | 4=Good |
      | O  Dining room/tap room                   | 5=Extremely important | 5=Very good |
      | O  Gift shop                              |            |          |
      | O  Horseback riding                       |            |          |
      | O  Lodging                                |            |          |

      | Service/Facility                          | Importance | Quality  |
      |------------------------------------------|------------|----------|
      | Lewis Mountain Campground                 |            |          |
      | O  Campstore                             |            |          |

      | Service/Facility                          | Importance | Quality  |
      |------------------------------------------|------------|----------|
      | Big Meadows Lodge                        |            |          |
      | O  Gift shop                             |            |          |
      | O  Dining room/tap room                  |            |          |
      | O  Lodging                               |            |          |

12. a) Please mark (●) all of the concession services and facilities that you and your personal group used during this visit to Shenandoah NP.
   b) For only those services and facilities that you and your personal group used, please rate their importance from 1-5.
   c) For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

   a) Concession service/facility used
      Mark (●)

      | Service/Facility                          | Importance | Quality  |
      |------------------------------------------|------------|----------|
      | Big Meadows Wayside                      |            |          |
      | O  Campstore/gift shop                   |            |          |
      | O  Food service                          |            |          |
      | O  Gas station                           |            |          |
      | O  Showers/laundry                       |            |          |

      | Service/Facility                          | Importance | Quality  |
      |------------------------------------------|------------|----------|
      | Loft Wayside                             |            |          |
      | O  Campstore/showers/laundry             |            |          |
      | O  Gift shop                             |            |          |
      | O  Restaurant                            |            |          |

13. a) On this visit to Shenandoah NP, did you and your personal group bring any electronic devices (cell phone, laptop computer, etc.) with you?
   O  Yes ➔ Go to part (b) of this question
   O  No ➔ Go to part (c) of this question
   b) What did you and your personal group use the device(s) for? Please mark (●) all that apply.
      O  Access park information
      O  Entertainment
      O  Call for emergency help
      O  Navigation
      O  Communicate with friends/relatives/others outside park
      O  Other (Please specify)
c) If you were to visit Shenandoah NP in the future, which types of park information would you and your personal group like to be able to access via electronic devices? Please mark (•) all that apply.

- None ➔ Go to Question 14
- Availability of campgrounds
- Availability of services in park
- Current road conditions
- Other (Please specify)

14. a) Please mark (•) all of the information services and facilities that you and your personal group used at Shenandoah NP during this visit.

b) For only those services and facilities that you and your personal group used, please rate their importance to your visit from 1-5.

c) For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

<table>
<thead>
<tr>
<th>a) Information service/facility used</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance from park staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directional signs inside park</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directional signs outside park</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibit panels at overlooks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibit panels at trailheads</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free trail maps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park brochure/map</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park films/exhibits at visitor centers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park newspaper (Shenandoah Overlook)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park radio station (AM 1610)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ranger-led programs/walks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales publications at visitor centers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. a) Please mark (•) all of the visitor services and facilities that you and your personal group used at Shenandoah NP during this visit.

b) For only those services and facilities that you and your personal group used, please rate their importance to your visit from 1-5.

c) For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

<table>
<thead>
<tr>
<th>a) Visitor service/facility used</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backcountry trail shelters and huts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Byrd Visitor Center (overall)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dickey Ridge Visitor Center (overall)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park campgrounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Picnic areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trails</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. a) If you were to attend a ranger-led program at Shenandoah NP in the future, which program length would you and your personal group prefer? Please mark (•) one.

- Under 1/2 hour
- 1 - 2 hours
- 1/2 - 1 hour
- Other

b) Which time of day would be most suitable for you and your personal group to attend a ranger-led program? Please mark (•) one.

- 8 - 10 am
- Noon - 2 pm
- After 4 pm
- 10 am - Noon
- 2 pm - 4 pm
- Other (Specify)

17. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Shenandoah NP during this visit? Please mark (•) one.

- Very poor
- Poor
- Average
- Good
- Very good
18. a) Shenandoah NP was established to protect the natural, scenic, and cultural resources while providing for public enjoyment. How important is protection of the following to you and your personal group? Please mark (•) one answer for each attribute/resource/experience.

<table>
<thead>
<tr>
<th>Attribute/resource/experience</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean air (visibility)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Clean water</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Clear, starry night sky</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Cultural landscapes (historic gardens, farmland, etc.)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Historic structures (buildings, walls, etc.)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Native animals (including birds)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Native plants</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Natural quiet/sounds of nature</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Recreational opportunities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Scenic vistas and overlooks</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Scientific research in park</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Solitude/wilderness experience</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

b) Would you and your personal group be interested in learning more about scientific research in the park?

O Yes  O No  ➔ Go to Question 19

c) If YES, which sources would you and your personal group prefer to learn about scientific research in the park? Please mark (●) all that apply.

O Brochures  O Park website
O Exhibits  O Ranger-led programs
O Park newsletter  O Social media (Twitter, Facebook, etc.)
O Other (Please specify) ___________________________

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

O Yes  O No  ➔ Go on to Question 20

b) If YES, what services or activities were difficult to access/participate in?

20. On this visit, were you and your personal group with the following types of organized groups? Please mark (●) one for each.

a) Commercial guided tour group  O Yes  O No
b) School/educational group  O Yes  O No
c) Other group (business, church, scout, etc.)  O Yes  O No
d) If you were with one of these organized groups, how many people, including yourself, were in this organized group?

_____ Number of people in organized group

21. a) On this visit, which type of personal group (not guided tour/school/other organized group) were you with? Please mark (●) one.

O Alone  O Friends
O Family  O Family and friends
O Other (Please specify) ___________________________

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

_____ Number of people in personal group

22. For you and your personal group on this visit, please provide the following. If you do not know the answer, leave blank.

<table>
<thead>
<tr>
<th>a) Current age</th>
<th>b) U.S. ZIP code or name of country other than U.S.</th>
<th>c) Past 5 years</th>
<th>d) Lifetime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #7</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
23. a) Are you or members of your personal group Hispanic or Latino? Please mark (•) one for each group member.

<table>
<thead>
<tr>
<th></th>
<th>Yourself</th>
<th>Member #2</th>
<th>Member #3</th>
<th>Member #4</th>
<th>Member #5</th>
<th>Member #6</th>
<th>Member #7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, Hispanic or Latino</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>No, not Hispanic or Latino</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

b) What is your race? What is the race of each member of your personal group? Please mark (•) one or more for you and each group member.

<table>
<thead>
<tr>
<th></th>
<th>Yourself</th>
<th>Member #2</th>
<th>Member #3</th>
<th>Member #4</th>
<th>Member #5</th>
<th>Member #6</th>
<th>Member #7</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Asian</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Black or African American</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>White</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

24. When visiting an area such as Shenandoah NP, which language(s) do you and most members of your personal group prefer to use for the following?

a) Speaking: O English O Other (Specify) ________________

b) Reading: O English O Other (Specify) ________________

25. For you only, what is the highest level of education you have completed? Please mark (•) one.

O Some high school O Bachelor’s degree
O High school diploma/GED O Graduate degree
O Some college

26. Is there anything else you and your personal group would like to tell us about your visit to Shenandoah NP?

_____________________________________________________________________________

_____________________________________________________________________________

Thank you for your help! Please seal the questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.

Printed on recycled paper