



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

Visitor Services Project



Martin Van Buren National Historic Site Visitor Study

Summer 2009

University of Idaho
A LEGACY OF LEADING

Park Studies Unit
Visitor Services Project
Report 223



**Social Science Program
National Park Service
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Summer 2009

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Visitor Services Project
Martin Van Buren National Historic Site
Report Summary

- This report describes the results of a visitor study at Martin Van Buren National Historic Site (NHS) during August 8 - September 5, 2009. A total of 339 questionnaires were distributed to visitor groups. Of those, 267 questionnaires were returned resulting in a 78.8% response rate.
- This report profiles a systematic random sample of Martin Van Buren NHS visitors. Most results are presented in graphs and frequency tables.
- Fifty-six percent of visitor groups were in groups of two and 31% were in groups of three or four. Seventy-one percent of visitor groups were in family groups.
- United States visitors comprised 99% of total visitation during the survey period, with 52% from New York and smaller proportions from 32 other states and Washington, D.C. There were too few international visitors to provide reliable results.
- Eighty-six percent of visitors were visiting the park for the first time and 9% had visited two times.
- Sixty-six percent of visitors were ages 46-75 years, 13% were ages 15 years or younger, and 4% were ages 76 or older. Fifty percent of respondents had a graduate degree.
- Most visitor groups (85%) obtained information about the park prior to their visit. Prior to this visit, visitor groups most often obtained information about the park through the Martin Van Buren NHS website (46%), and most (92%) received the information they needed. To obtain information for a future visit, 70% of visitor groups would use the park website.
- For 49% of non-resident visitor groups, the primary reason for visiting the park area (within 50 miles) was to visit Martin Van Buren NHS.
- Forty-five percent of visitor groups stayed overnight in the area within 50 miles of the park, of which 31% percent stayed four or more nights.
- Fifty-seven percent of visitor groups spent two or more hours visiting the park, and the average length of visit was 1.6 hours.
- The most common activities were visiting the visitor center (88%) and taking ranger-led tours of the Martin Van Buren home (86%).
- For 67% of visitor groups, the primary reason for visiting the park was to take a ranger-led tour of the Martin Van Buren home. Most visitor groups (95%) found the tour to be about the right length and almost all (99%) found the tour topics of interest.
- The visitor services and facilities most commonly used by visitor groups were the ranger-led tour of the Martin Van Buren home (90%) and restrooms (70%). The service/facility that received the highest combined proportion of “extremely important” and “very important” ratings was the ranger-led tour of the Martin Van Buren home (98%, N=210). The services/facilities that received the highest combined proportion of “very good” and “good” quality ratings was assistance from park staff (98%, N=119).
- Most visitor groups (90%) rated the overall quality of facilities, services, and recreational opportunities at Martin Van Buren NHS as “very good” or “good.” No visitor groups rated the overall quality as “very poor” or “poor.”

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

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INTRODUCTION

This report describes the results of a visitor study at Martin Van Buren National Historic Site (NHS) in Kinderhook, NY, conducted August 8 – September 5, 2009 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

The National Park Service website for Martin Van Buren NHS describes it: “Politics before the Civil War was a whirlwind of opposing interest groups. Martin Van Buren was able to unite those groups becoming president in 1837, but he was unable to gain a second term. As frustration and violence over the extension of slavery grew in the 1840's, Van Buren ran for the presidency twice more from this house. He hoped for re-election but failed, ultimately, just as the union” (www.nps.gov/mava, retrieved April, 2010).

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 study results.

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

Section 3: Appendices

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

Appendix 2: *Additional Analysis.* A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report.

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

Appendix 4: *Visitor Services Project Publications.* A complete list of publications by the VSP.

Copies of these reports can be obtained by visiting the website:

www.psu.uidaho.edu/vsp/reports.htm or by contacting the VSP office at (208) 885-7863.

Presentation of the results

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

SAMPLE ONLY

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

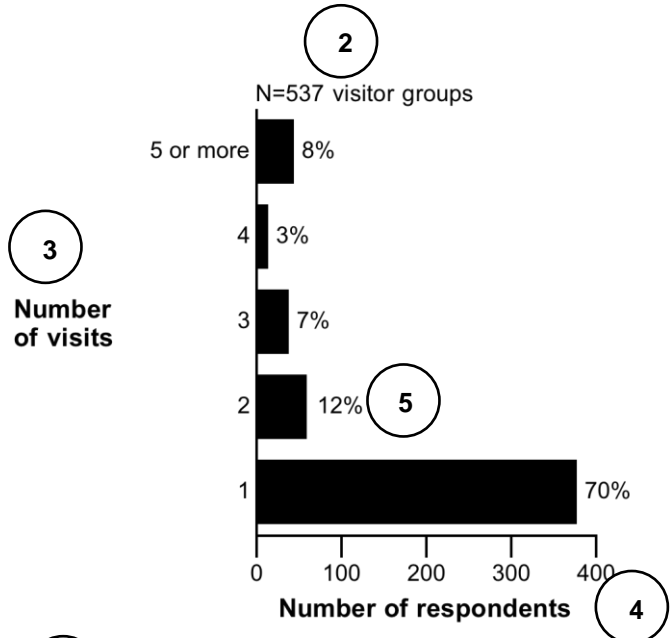


Figure 14: Number of visits to park in past 12 months

METHODS

Survey Design

Sample size and sampling plan

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

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at the visitor center parking lot of Martin Van Buren NHS during August 8 – September 5, 2009. Visitors were surveyed between the hours of 9 a.m. and 5 p.m. During this survey, 351 visitor groups were contacted and 339 of these groups (96.6%) accepted questionnaires. The average acceptance rate for 205 VSP visitor studies conducted from 1988 through 2008 is 90.9%. Questionnaires were completed and returned by 267 visitor groups resulting in a 78.8% response rate for this study. The average response rate for the 205 VSP visitor studies is 74.2%.

Questionnaire design

The Martin Van Buren 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 Martin Van Buren 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 Martin Van Buren NHS questionnaire. However, all questions followed Office of Management and Budget (OMB) guidelines and/or were used in previous surveys, thus the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

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

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants who provided a valid mailing address (see Table 1). 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. In order to distribute all 340 questionnaires, the survey period was extended. This resulted in a second round of follow-up mailings.

Table 1: Follow-up mailing distribution

Round 1 mailing	Date	U.S.	International	Total
Postcards	September 8, 2009	187	1	188
1 st Replacement	September 22, 2009	83	1	84
2 nd Replacement	October 13, 2009	65	0	65
Round 2 mailing	Date	U.S.	International	Total
Postcards	September 22, 2009	146	1	147
1 st Replacement	October 6, 2009	50	1	51
2 nd Replacement	October 26, 2009	33	0	33

Data Analysis

Returned questionnaires were coded and the visitor responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), and a custom designed FileMaker Pro® application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

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 August 8 – September 5, 2009. The results present a 'snapshot-in-time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "CAUTION!" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The weather during the survey period was generally sunny and warm, with occasional breezy periods. Temperatures varied from the upper 60s to the upper 80s, with variable winds and occasional rain showers. No special events occurred in the area that would have affected the type and the amount of visitation to the park.

Checking Non-response Bias

Four variables were used to check non-response bias: respondents' age, travel distance from home to the park, overall quality rating score, and level of education. There were no significant differences between early and late responders in any of these variables (see Tables 2 and 3). Non-response bias is thus judged to be insignificant. See Appendix 3 for more details of the non-response bias checking procedures.

Table 2: Comparison of respondents at different mailing waves

Variable	Before 1 st replacement	Between 1 st and 2 nd replacement	After 2 nd replacement	p-value (ANOVA)
Age (years)	50.17	49.02	50.13	0.839
Travel distance to park (miles)	875	835	695	0.117
Overall quality rating (from 1 to 5 scale)	3.86	3.88	3.57	0.407

**Table 3: Comparison of respondents at different mailing waves
(number of respondents)**

Education level	Before 1 st replacement	Between 1 st and 2 nd replacement	After 2 nd replacement	p-value (chi- square)
Some high school	1	0	0	
High school diploma/GED	8	5	3	
Some college	33	14	5	
Bachelor's degree	67	16	6	
Graduate degree	63	16	6	
p-value (chi-square)				0.633

RESULTS

Group and Visitor Characteristics

Visitor group size

Question 29b

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

Results

- 56% of visitors were in groups of two (see Figure 1).
- 31% were in groups of three or four.
- 9% were alone.

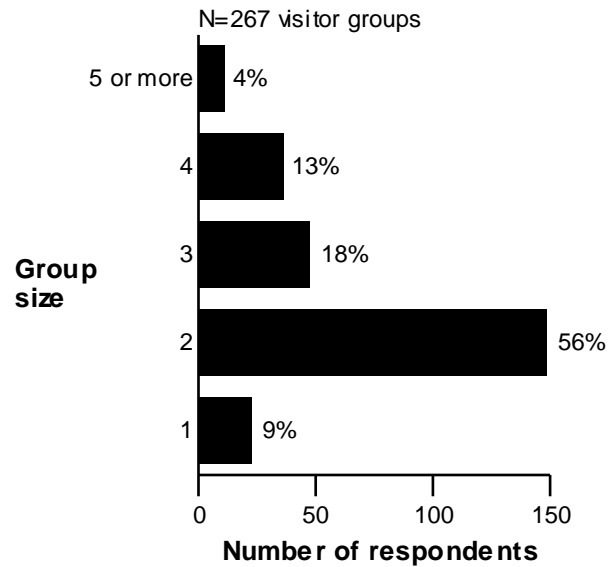


Figure 1: Visitor group size

Visitor group type

Question 29a

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

Results

- 71% of visitor groups were made up of family members (see Figure 2).
- 14% were with friends.

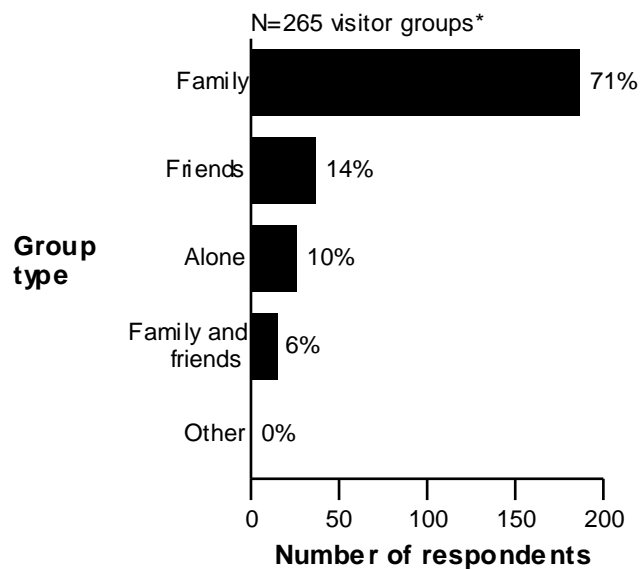


Figure 2: Visitor group type

*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 28a

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

Results

- 2% of visitor groups were part of a commercial guided tour group (see Figure 3).

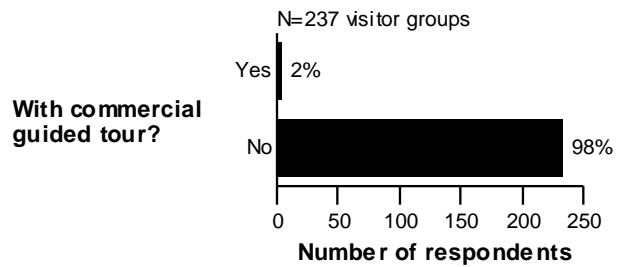


Figure 3: Visitors with a commercial guided tour group

Question 28b

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

Results

- 1% of visitor groups were part of a school/educational group (see Figure 4).

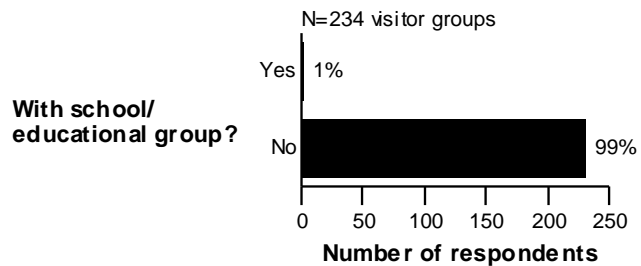


Figure 4: Visitors with a school/educational group

Question 28c

On this visit, were you and your personal group part of an "other" organized group (scouts, work, church, etc.)?

Results

- 1% of visitor groups were part of an "other" organized group (see Figure 5).

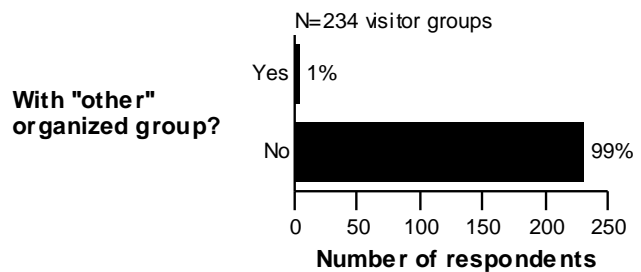


Figure 5: Visitors with an "other" organized group

*total percentages do not equal 100 due to rounding

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

Question 28d

If you were with one of these organized groups, how many people, including yourself, were in this group?

Results - Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 6).

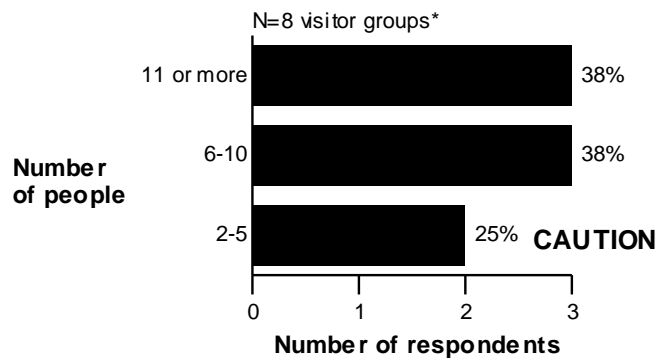


Figure 6: Organized group size

*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 31b

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

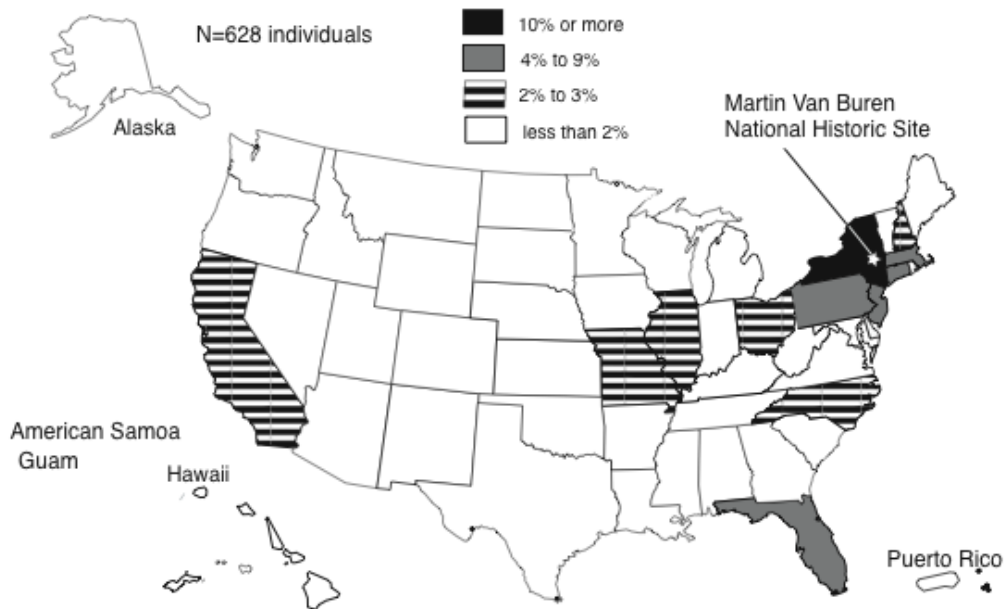
Table 4: United States visitors by state of residence*

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

Results

- U.S. visitors were from 33 states and Washington, D.C. and comprised 99% of total visitation to the park during the survey period.
- 52% of U.S. visitors came from New York (see Table 4 and Map 1).
- Smaller proportions of U.S. visitors came from 32 other states and Washington, D.C.

State	Number of visitors	Percent of U.S. visitors N=628 individuals	Percent of total visitors N=636 individuals
New York	324	52	51
Massachusetts	41	7	6
Connecticut	31	5	5
Pennsylvania	27	4	4
New Jersey	26	4	4
Florida	23	4	4
Missouri	15	2	2
Ohio	14	2	2
North Carolina	13	2	2
New Hampshire	12	2	2
California	11	2	2
Illinois	10	2	2
21 other states and Washington, D.C.	81	13	13



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 31b

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

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

Results – Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Table 5).

Table 5: International visitors by country of residence *
CAUTION!

Country	Number of visitors	Percent of international visitors N=8 individuals	Percent of total visitors N=636 individuals
Germany	4	50	1
Canada	3	38	<1
France	1	13	<1

*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

Question 31c

For you and your personal group on this visit, how many times have you visited Martin Van Buren NHS in your lifetime (including this visit)?

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

Results

- 86% of visitors were visiting the park for the first time (see Figure 7).
- 9% visited two times.

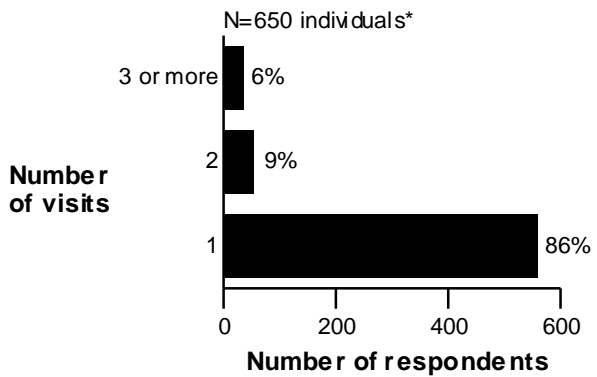


Figure 7: Number of visits to park in lifetime

*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 31a

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

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

Results

- Visitor ages ranged from 1 to 93 years.
- 50% of visitors were in the 51-70 years age group (see Figure 8).
- 13% were 15 years or younger.
- 13% were 71 or older.

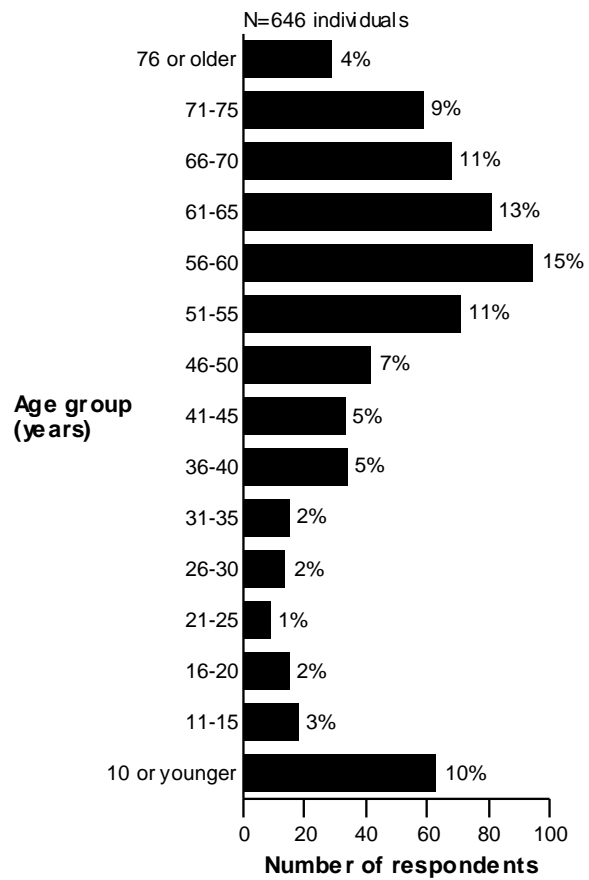


Figure 8: Visitor age

*total percentages do not equal 100 due to rounding

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

Visitors with physical conditions

Question 30a

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

Results

- 11% of visitor groups had members with physical conditions that could make it difficult to access or participate in park activities or services (see Figure 9).

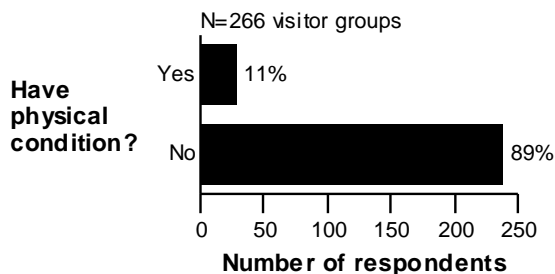


Figure 9: Visitor groups that had members with physical conditions

Question 30b

If YES, what services or activities were difficult to access/participate in? (open-ended)

Results – Interpret with **CAUTION!**

- 25 visitor groups commented on the services and activities that were difficult to access or participate in (see Table 6).

Table 6: Services/activities that were difficult to access/participate in

N=31 comments;

some visitor groups made more than one comment.

CAUTION!

Service	Number of times mentioned
Long walk to house	10
Stairs	8
Stairs (2nd floor access)	4
Walking	4
Both of us are deaf	1
House tour	1
Lack of places to sit on tour	1
Restroom too far from house	1
Tour (nephew is autistic)	1

*total percentages do not equal 100 due to rounding

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

Respondents' level of education

Question 32

For you only, what is the highest level of education you have completed?

Results

- 50% of respondents had a graduate degree (see Figure 10).
- 30% had a bachelor's degree.

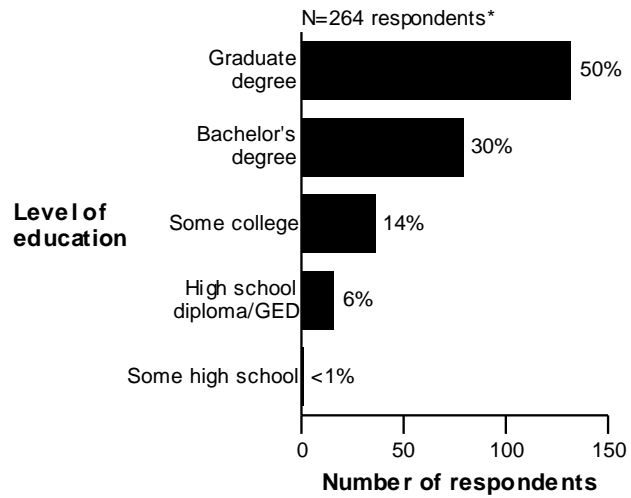


Figure 10: Respondents' level of education

*total percentages do not equal 100 due to rounding

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

Household income

Question 36a

Which category best represents your annual household income?

Results

- 20% of respondents reported a household income of \$50,000-\$74,999 (see Figure 11).
- 19% had an income of \$75,000-\$99,999.
- 17% had an income of \$100,000-\$149,999.

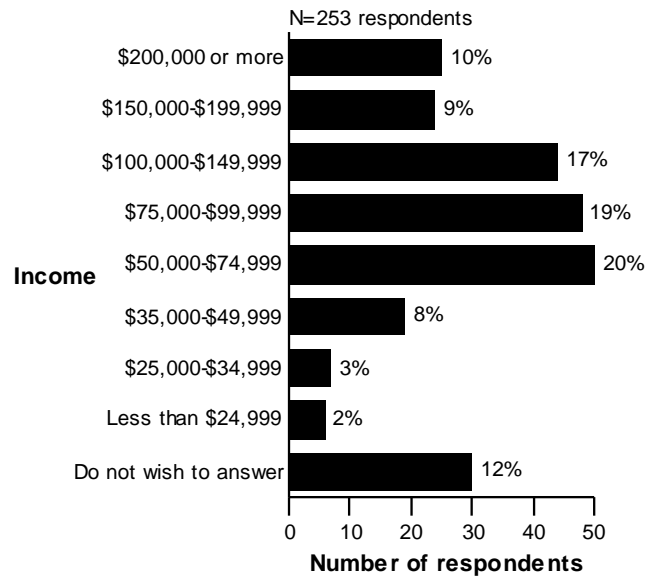


Figure 11: Annual household income

Household size

Question 36b

How many people are in your household?

Results

- 55% of respondents had two people in their household (see Figure 12).
- 16% had four or more people.
- 16% had one person.

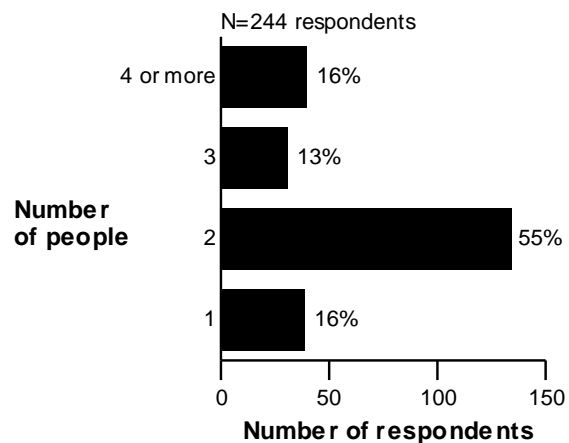


Figure 12: Number of people in household

*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 park management

Question 2

Prior to this visit, were you and your personal group aware that Martin Van Buren NHS is a unit of the National Park System?

Results

- 65% of visitor groups were aware that Martin Van Buren NHS is a unit of the National Park System prior to their visit (see Figure 13).

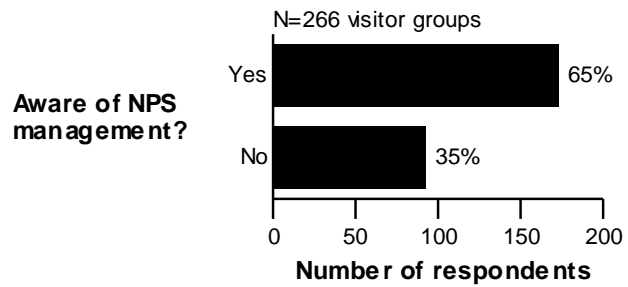


Figure 13: Visitor groups that were aware that Martin Van Buren NHS is a unit of the National Park System

*total percentages do not equal 100 due to rounding

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

Friends of Lindenwald

Question 3a

Prior to your visit, had you and your personal group ever heard of the Friends of Lindenwald group? This group supports the park through advocacy of future plans, fundraising, etc.

Results

- 9% of visitor groups were aware of the Friends of Lindenwald prior to their visit (see Figure 14).

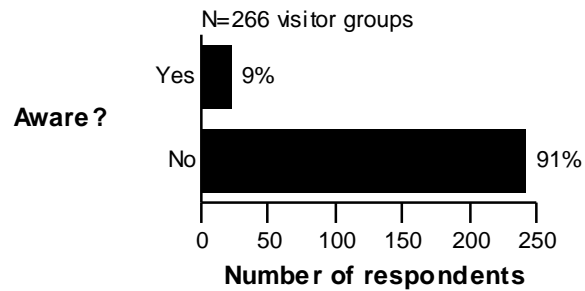


Figure 14: Visitor groups that were aware of the Friends of Lindenwald

Question 3b

Are you or members of your personal group interested in learning more about the Friends of Lindenwald?

Results

- 12% of visitor groups were interested in learning about the Friends of Lindenwald (see Figure 15).

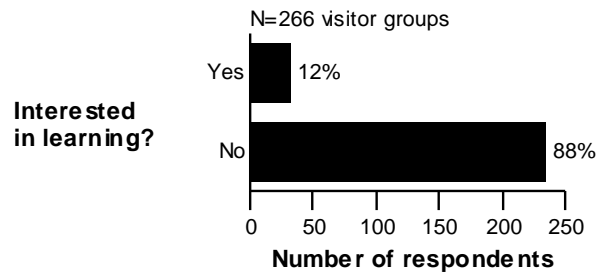


Figure 15: Visitor groups that were interested in learning about the Friends of Lindenwald

Question 3c

Would you or members of your personal group have any interest in joining the Friends of Lindenwald?

Results

- 8% of visitor groups were interested in joining the Friends of Lindenwald (see Figure 16).
- 1% were already members.

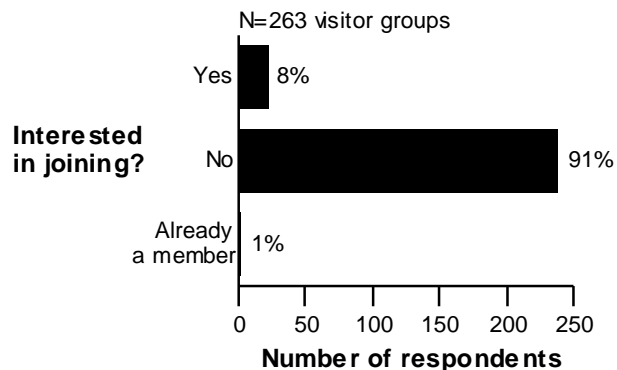


Figure 16: Visitor groups that were interested in joining the Friends of Lindenwald

*total percentages do not equal 100 due to rounding

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

Hudson River Valley National Heritage Area

Question 20a

Prior to your visit, were you and your personal group aware that Martin Van Buren NHS was part of the Hudson River Valley National Heritage Area (which includes sites such as the Kendall Sculpture Garden, Kykuit-Rockefeller Estate, Vanderbilt Mansion, Saratoga National Battlefield and other significant sites)?

Results

- 30% of visitor groups were aware that Martin Van Buren NHS is a part of the Hudson River Valley National Heritage Area (see Figure 17).

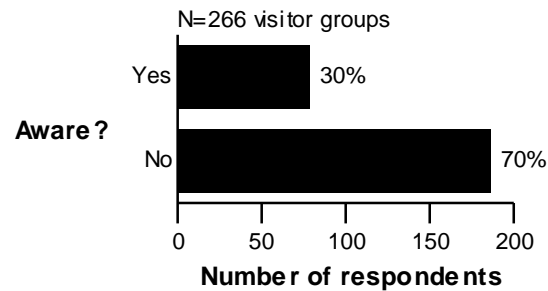


Figure 17: Visitor groups that were aware that Martin Van Buren NHS is part of the Hudson River Valley National Heritage Area

Question 20b

Do you and your personal group have any interest in learning more about the Hudson River Valley National Heritage Area?

Results

- 71% of visitor groups were interested in learning about the Hudson River Valley National Heritage Area (see Figure 18).

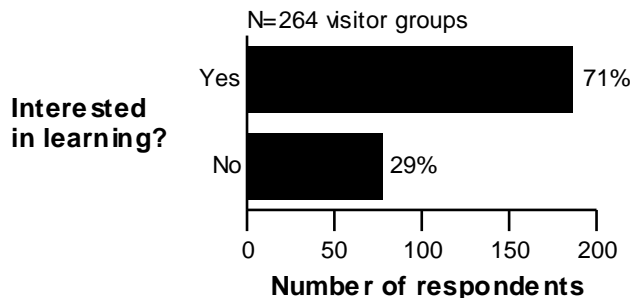


Figure 18: Visitor groups that were interested in learning about the Hudson River Valley National Heritage Area

*total percentages do not equal 100 due to rounding

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

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to your visit, how did you and your personal group obtain information about Martin Van Buren NHS?

Results

- 85% of visitor groups obtained information about Martin Van Buren NHS prior to their visit (see Figure 19).
- As shown in Figure 20, among those visitor groups that obtained information about Martin Van Buren NHS prior to their visit, the most common sources were:

- 46% Park website
- 32% Travel guides/tour books
- 31% Maps/brochures

- “Other” sources (12%) were:

- Driving past/
spontaneous drop-in
- From my line of work
- History books
- Information at FDR site
- Live in the area
- National Park Passport
- Road/local signs
- Work in the area

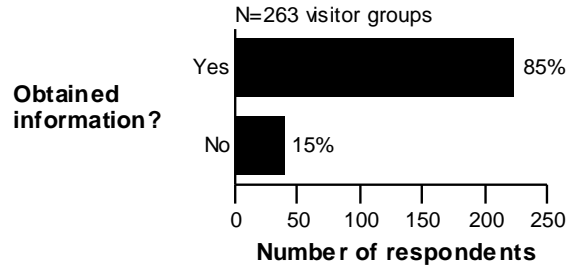


Figure 19: Visitor groups that obtained information about Martin Van Buren NHS prior to visit

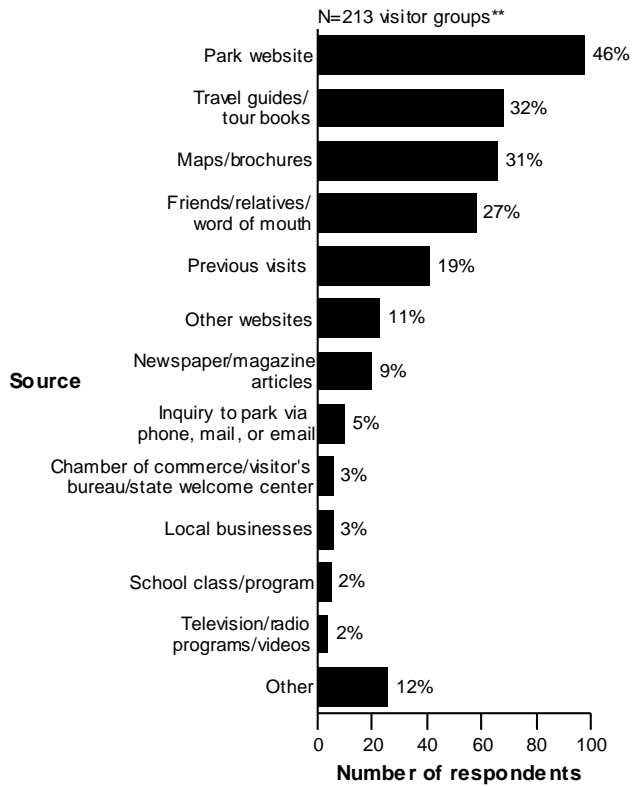


Figure 20: Sources of information used by visitor groups prior to visit

*total percentages do not equal 100 due to rounding

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

Question 1c

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

Results

- 92% of visitor groups received needed information prior to their visit (see Figure 21).

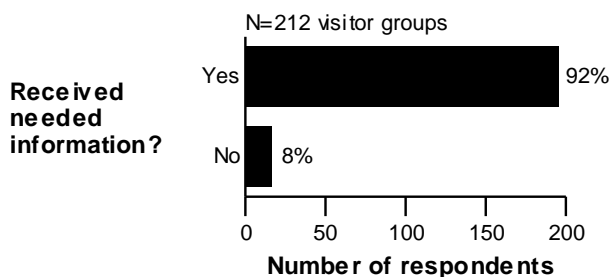


Figure 21: Visitor groups that received needed information prior to their visit

Question 1d

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

Results – Interpret with **CAUTION!**

- 13 visitor groups listed information they needed but was not available (see Table 7).

Table 7: Needed information

N=18 comments;
some visitor groups made more than one comment.
CAUTION!

Type of information	Number of times mentioned
Directions	6
Hours of operation	4
Exact location	2
Price of admission	2
Details about the site	1
Handicap accessibility	1
Length of the tour	1
Schedule of all events	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 sources for future visit

Question 1b

If you were to visit Martin Van Buren NHS in the future, how would you and your personal group prefer to obtain information about the park?

Results

- As shown in Figure 22, visitor groups' most preferred sources of information to plan a future visit were:

70% Park website
33% Travel guides/tour books
31% Maps/brochures

- "Other" sources of information (3%) were:

History books
National Parks Passport Book
Postal mail

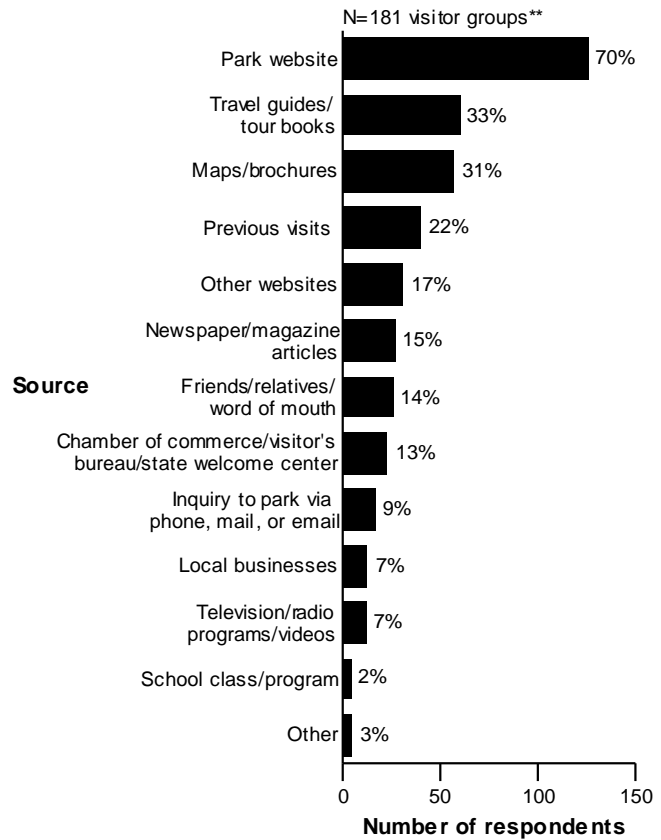


Figure 22: Sources of information to use for a future visit

*total percentages do not equal 100 due to rounding

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

Primary reason for visiting park area

Question 4

On this trip, what was the primary reason that you and your personal group came to the Kinderhook area?

Results

- 22% of visitor groups were residents of the area (see Figure 23).

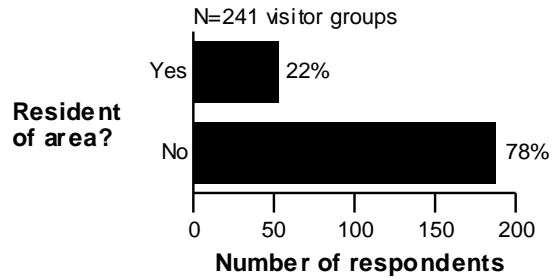


Figure 23: Residents of the area (within 50 miles) of Martin Van Buren NHS

- As shown in Figure 24, the primary reason for visiting the area (within 50 miles) of Martin Van Buren NHS among visitor groups that were not residents was:

49% Visit Martin Van Buren NHS

- “Other” primary reasons (7%) were:

- An open-ended, exploratory day trip
- Ballooning
- Exploring capital district
- Free admission to the park
- Genealogy research
- Get a national park stamp for passport
- Junior Ranger
- Like visiting presidents' childhood homes
- Passing through area
- Show area to visiting relatives/friends
- Stay at timeshare
- To educate and entertain our grandchildren
- Vacation in the Catskills
- Visit Hyde Park
- Weekend in the Berkshires

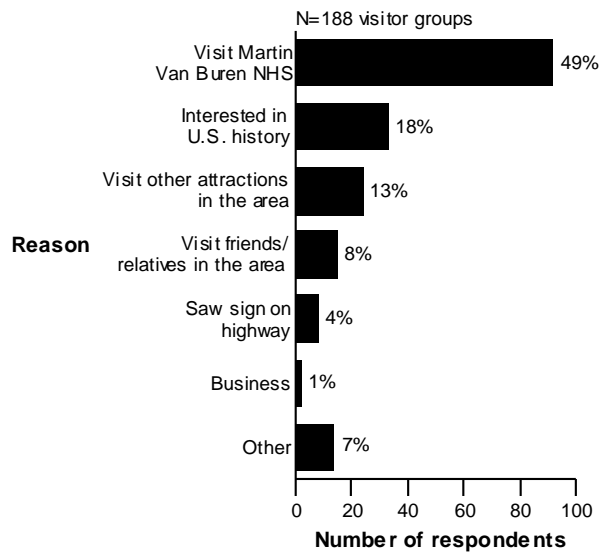


Figure 24: Primary reason for visiting the area (within 50 miles) of Martin Van Buren NHS

*total percentages do not equal 100 due to rounding

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

Location on night prior to visit

Question 5a

In what town/city did you and your personal group stay on the night before your arrival at Martin Van Buren NHS? If you stayed at home, please write the name of your hometown and state. (open-ended)

Results

- Table 8 shows the locations (N=135) in which visitor groups (N=259) stayed on the night prior to visiting Martin Van Buren NHS.

Table 8: Location of lodging on night before visit
N=135 comments

Location	Number of times mentioned
Albany, NY	17
Hyde Park, NY	10
Catskill, NY	9
Hudson, NY	8
Schenectady, NY	8
East Greenbush, NY	7
Kinderhook, NY	7
Troy, NY	7
Poughkeepsie, NY	6
Rhinebeck, NY	6
Valatie, NY	6
Clifton Park, NY	4
Ghent, NY	4
Kingston, NY	4
Stuyvesant, NY	4
Colonie, NY	3
Cooperstown, NY	3
Delmar, NY	3
Pittsfield, MA	3
Rensselaer, NY	3
Saugerties, NY	3
Athens, NY	2
Ballston Lake, NY	2
Binghampton, NY	2
Cobleskill, NY	2
Copake, NY	2
Elizaville, NY	2
Goldens Bridge, NY	2
Guilderland, NY	2
Hancock, MA	2
Lake George, NY	2
Nassau, NY	2
Niskayuna, NY	2
Niverville, NY	2

*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: Location of lodging on night before visit
(continued)

Location	Number of times mentioned
Palenville, NY	2
Selkirk, NY	2
Spencertown, NY	2
Springfield, MA	2
Stockbridge, MA	2
Windham, NY	2
Alcove, NY	1
Alps, NY	1
Austerlitz, NY	1
Averill Park, NY	1
Batavia, NY	1
Bayside, NY	1
Bennington, VT	1
Boston, MA	1
Brandon, VT	1
Brooklyn, NY	1
Caanan, NY	1
Castleton, VT	1
Castleton-on-Hudson, NY	1
Chappaqua, NY	1
Charlestown, MA	1
Chatham, NY	1
Cheshire, CT	1
Churchtown, NY	1
Claremont, NH	1
Claverack, NY	1
Craryville, NY	1
Dayton, NJ	1
Delanson, NY	1
Derry, NH	1
Dix Hills, NY	1
East Islip, NY	1
East Nassau, NY	1
Egremont, MA	1
Ellenburg Depot, NY	1
Enfield, CT	1
Fair Haven, VT	1
Gallatin, NY	1
Glenmont, NY	1
Glenville, NY	1
Great Barrington, MA	1
Greenfield, NY	1
Guilford, VT	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: Location of lodging on night before visit
(continued)

Location	Number of times mentioned
Haines Falls, NY	1
Hartford, CT	1
Hillsdale, NY	1
Hingham, MA	1
Hopewell Junction, NY	1
Hunter, NY	1
Killington, VT	1
Lenox, MA	1
Livingston, NY	1
Madison, CT	1
Malden, NY	1
Milan, NY	1
Millerton, NY	1
Monroe, NY	1
Montgomery, NY	1
New Milford, CT	1
North Chatham, NY	1
Northampton, MA	1
Oak Ridge, NJ	1
Old Chatham, NY	1
Oneonta, NY	1
Oyster Bay, NY	1
Philadelphia, PA	1
Philmont, NY	1
Potsdam, NY	1
Poughquag, NY	1
Providence, RI	1
Queensbury, NY	1
Red Hook, NY	1
Redwood, NY	1
Ridgefield Park, NJ	1
Rotterdam, NY	1
Saratoga, NY	1
Schodack Landing, NY	1
Scotia, NY	1
Shawnee, PA	1
Shee, MA	1
Shelton, CT	1
Slingerlands, NY	1
Speculator, NY	1
Stockport, NY	1
Stuyvesant Falls, NY	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: Location of lodging on night before visit
(continued)

Location	Number of times mentioned
Ticonderoga, NY	1
Vergennes, VT	1
West Brookfield, MA	1
Walpole, NH	1
Wappingers Falls, NY	1
Warwick, NY	1
Washington, DC	1
West Cornwall, CT	1
West Ghent, NY	1
West Hartford, CT	1
West Point, NY	1
Westerlo, NY	1
White Plains, NY	1
Williamstown, MA	1
Winsted, CT	1

*total percentages do not equal 100 due to rounding

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

Location on night after visit

Question 5b

In what town/city did you and your personal group stay on the night after your departure from Martin Van Buren NHS? If you stayed at home, please write the name of your hometown and state. (open-ended)

Results

- Table 9 shows the locations (N=151) in which visitor groups (N=256) stayed on the night after leaving Martin Van Buren NHS.

Table 9: Location of lodging on night after visit

N=151 comments

Location	Number of times mentioned
Albany, NY	11
Catskill, NY	8
Hyde Park, NY	7
Poughkeepsie, NY	7
Schenectady, NY	7
East Greenbush, NY	6
Hudson, NY	6
Kinderhook, NY	6
Rhinebeck, NY	6
Troy, NY	6
Valatie, NY	5
Rensselaer, NY	4
Clifton Park, NY	3
Delmar, NY	3
Elizaville, NY	3
Fishkill, NY	3
Ghent, NY	3
Hancock, MA	3
Kingston, NY	3
Saratoga Springs, NY	3
Stuyvesant, NY	3
Williamstown, MA	3
Windham, NY	3
Ballston Lake, NY	2
Bennington, VT	2
Brooklyn, NY	2
Cobleskill, NY	2
Colonie, NY	2
Copake, NY	2
Guilderland, NY	2
Lake George, NY	2
Manhattan, NY	2
Nassau, NY	2
New York, NY	2
Niskayuna, NY	2

*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: Location of lodging on night after visit
(continued)

Location	Number of times mentioned
Palenville, NY	2
Selkirk, NY	2
Spencertown, NY	2
Stockbridge, MA	2
Alcove, NY	1
Alps, NY	1
Arlington, MA	1
Athens, NY	1
Averill Park, NY	1
Bastham, MA	1
Bath, NY	1
Bethlehem, PA	1
Bloomsburg, PA	1
Booneville, NY	1
Boston, MA	1
Brattleboro, VT	1
Bristol, CT	1
Buffalo, NY	1
Caanan, NY	1
Canandaigua, NY	1
Castile, NY	1
Castleton, VT	1
Castleton-on-Hudson, NY	1
Chappaqua, NY	1
Chatham, NY	1
Cheshire, CT	1
Chestertown, NY	1
Chicago, IL	1
Churchtown, NY	1
Claremont, NH	1
Concord, NH	1
Craryville, NY	1
Danbury, CT	1
Dayton, NJ	1
Defiance, PA	1
Delanson, NY	1
East Nassau, NY	1
Egremont, MA	1
Ellenburg Depot, NY	1
Enfield, CT	1
Erie, PA	1
Fall River, MA	1

*total percentages do not equal 100 due to rounding

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

Fryeburg, ME

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: Location of lodging on night after visit
(continued)

Location	Number of times mentioned
Gallatin, NY	1
Gansevoort, NY	1
Glenmont, NY	1
Glenville, NY	1
Great Barrington, MA	1
Great Neck, NY	1
Hague, NY	1
Hillsdale, NY	1
Ho-Ho-Kus, NJ	1
Hopewell Junction, NY	1
Hunter, NY	1
Hurley, NY	1
Kennebunk, ME	1
Lemoyne, PA	1
Lenox, MA	1
Lewisburg, PA	1
Ludlow, VT	1
Mahwah, NJ	1
Malden, NY	1
Marlton, NJ	1
Mentor, OH	1
Middletown, CT	1
Milan, NY	1
Millerton, NY	1
Monroe, NY	1
Montgomery, NY	1
Montreal, Canada	1
Moorestown, NJ	1
Moravia, NY	1
Morris, CT	1
New Haven, CT	1
New York Mills, NY	1
Niverville, NY	1
North Adams, MA	1
North Chatham, NY	1
Northampton, MA	1
Northport, NY	1
Norton, MA	1
Old Chatham, NY	1
Old Saybrook, CT	1
Ottawa, Canada	1
Pasadena, CA	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: Location of lodging on night after visit
(continued)

Location	Number of times mentioned
Phillipsburg, NJ	1
Philmont, NY	1
Pine Grove, PA	1
Pleasant Valley, NY	1
Poughquag, NY	1
Ridgefield Park, NJ	1
Rocky Hill, CT	1
Rotterdam, NY	1
Schodack Landing, NY	1
Scotia, NY	1
Shee, MA	1
Slingerlands, NY	1
Somerville, NJ	1
Springfield, MA	1
Stamford, CT	1
Stockport, NY	1
Sturbridge, MA	1
Stuyvesant Falls, NY	1
Syracuse, NY	1
Thousand Oaks, CA	1
Walpole, NH	1
Wappingers Falls, NY	1
Warwick, NY	1
West Cornwall, CT	1
West Ghent, NY	1
Westerlo, NY	1
White Plains, NY	1
Winsted, CT	1
Wrentham, MA	1

*total percentages do not equal 100 due to rounding

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

Adequacy of directional signs

Question 7

On this visit, were the signs directing you and your personal group to Martin Van Buren NHS adequate?

Results

a. Interstate signs

- 41% of visitor groups found the interstate signs directing them to the park adequate (see Figure 25).

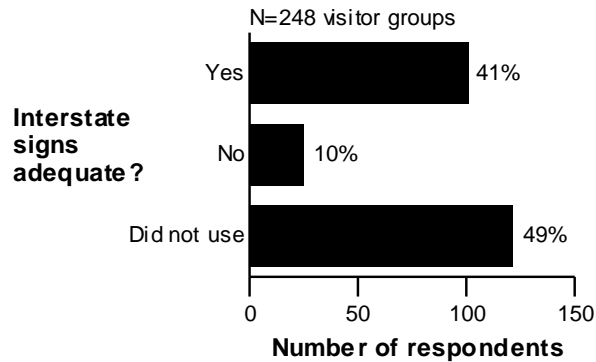


Figure 25: Visitor groups' opinions on adequacy of interstate signs

b. State highway signs

- 56% of visitor groups found the state highway signs directing them to the park adequate (see Figure 26).

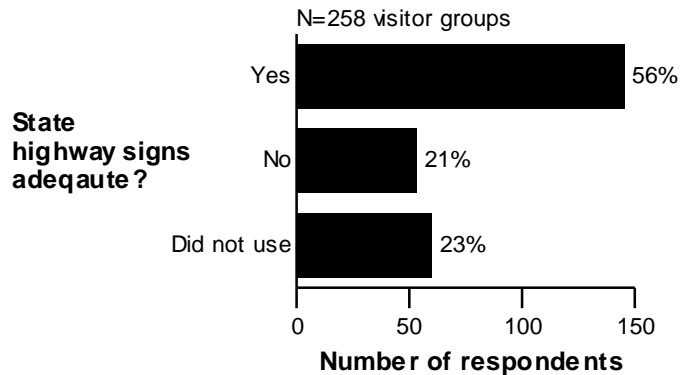


Figure 26: Visitor groups' opinions on adequacy of state highway signs

c. Signs in local communities

- 62% of visitor groups found the signs in local communities directing them to the park adequate (see Figure 27).

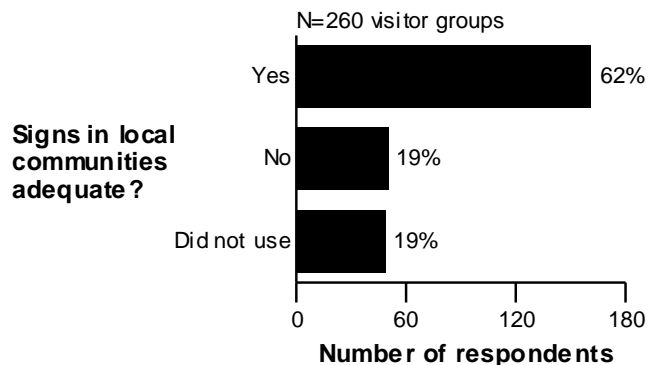


Figure 27: Visitor groups' opinions on adequacy of signs in the local communities

*total percentages do not equal 100 due to rounding

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

Question 7d

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

Results

- 80 visitor groups commented on problems with directional signs (see Table 10).

Table 10: Comments on directional signs

N=103 comments;
some visitor groups made more than one comment.

Sign type	Comment	Number of times mentioned
Interstate	Didn't see any signs	15
	Only saw one sign	4
	Didn't know which way to turn after exiting interstate	2
	Had to ask for directions from local resident	1
	Needed earlier advising on Route 9	1
	Notification/exit sign came too quickly to exit	1
	Signs difficult to see	1
	Signs need to be more prominent and welcoming	1
	Signs were infrequent and confusing	1
State highway	Didn't see any signs	15
	Signs too infrequent and small	5
	Signs difficult to see/trees obscuring them	4
	Saw no signs until the site	3
	Signs confusing/misleading	2
	Got lost	1
	Had to ask for directions from local resident	1
	Lack of signs at critical junctions	1
	Need to include distances on signs	1
	Signs variable (some good, some virtually absent)	1
	Too much effort required to find signs	1
	Signs in local communities	Didn't see any signs
Too few signs		6
Got lost		3
Had to stop and ask for directions		3
Sign hidden behind trees		3
Signs not helpful/misleading		3
Didn't see signs until we were there		2
Signs too small/easy to miss		2
Had trouble finding the site		1
Hard to find		1
Need more signs further from the park		1
Need signs at intersections		1
No signs/directions in local businesses		1
One sign was missing		1
Sign in town says turn left 2 miles - no sign at highway		1
Signs did not match map		1
Signs don't give enough warning for turning	1	
Signs in town inadequate	1	
Signs need to be more prominent	1	

*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 vehicles

Question 29c

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

Results

- 98% of visitor groups used one vehicle to arrive at the park (see Figure 28).

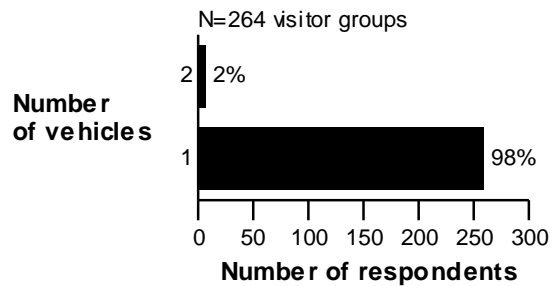


Figure 28: Number of vehicles used to arrive at the park

Overnight stays

Question 6a

On this trip, did you and your personal group stay overnight away from your permanent residence in the area (within 50 miles of Martin Van Buren NHS)?

Results

- 45% of visitor groups stayed overnight away from their permanent residence within 50 miles of the park (see Figure 29).

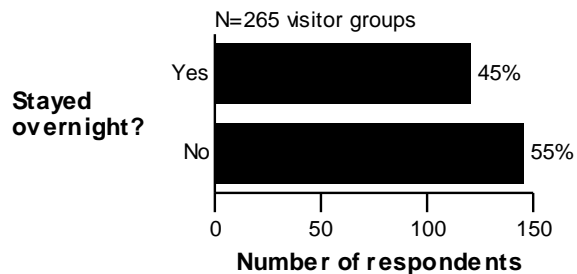


Figure 29: Visitor groups that stayed overnight within 50 miles of the park

Question 6b

If YES, please list the number of nights you and your personal group stayed within 50 miles of Martin Van Buren NHS.

Results

- 31% of visitor groups stayed four or more nights within 50 miles of Martin Van Buren NHS (see Figure 30).
- 30% stayed two nights.

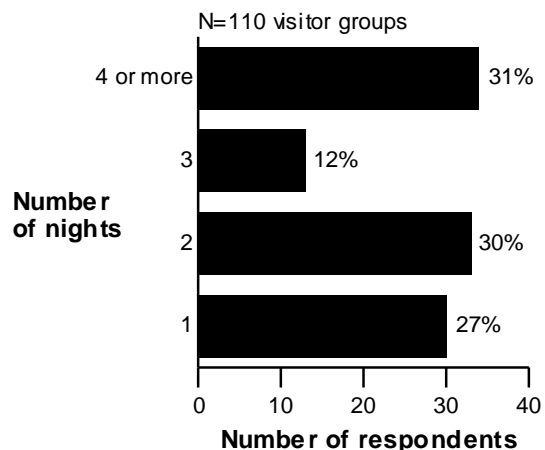


Figure 30: Number of nights spent within 50 miles of the park

*total percentages do not equal 100 due to rounding

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

Lodging used in the area

Question 6c

In which types of lodging did you and your personal group spend the night(s) in the area within 50 miles of Martin Van Buren NHS?

Results

- 66% of visitor groups stayed in a lodge, hotel, motel, vacation rental, B&B, etc. (see Figure 31).
- 19% stayed at the residence of friends or relatives.

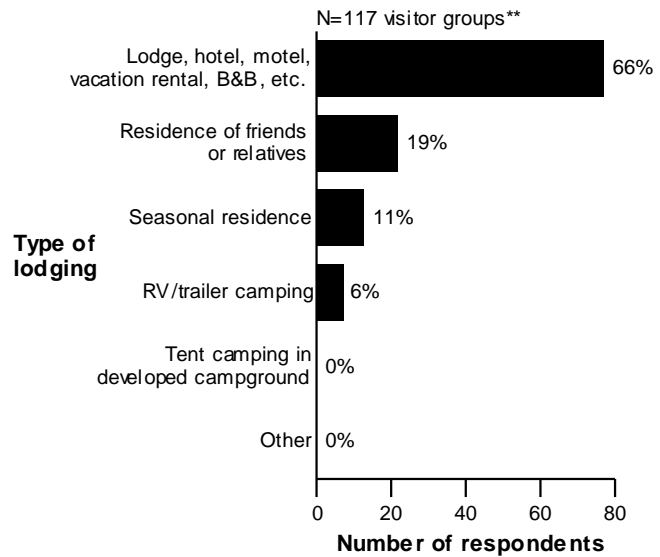


Figure 31: Lodging used in the area within 50 miles of the park

*total percentages do not equal 100 due to rounding

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

Length of visit

Question 9

On this visit, how much time did you and your personal group spend at Martin Van Buren NHS?

Results

- 57% of visitor groups spent 2 hours visiting the park (see Figure 32).
- 30% spent 1 hour.
- The average length of visit was 1.6 hours.

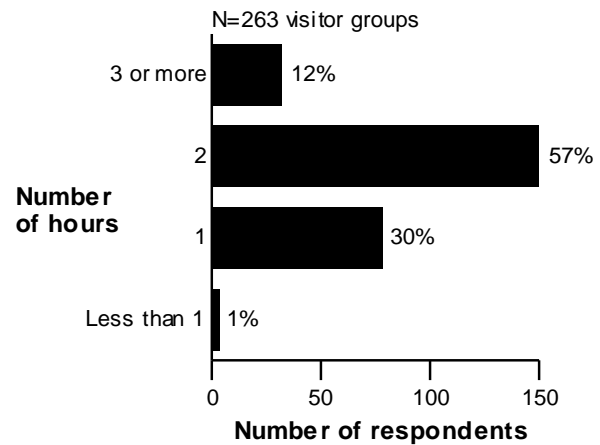


Figure 32: Number of hours spent visiting the park

Planned length of visit versus actual visit in the park

Question 8

Compared to what you had planned, how much time did you and your personal group spend visiting Martin Van Buren NHS?

Results

- 47% of visitor groups did not have a planned amount of time to visit the park (see Figure 33).
- 37% spent about the same amount of time as planned.
- Table 11 shows visitor groups' explanations as to why their visits were longer or shorter than planned.

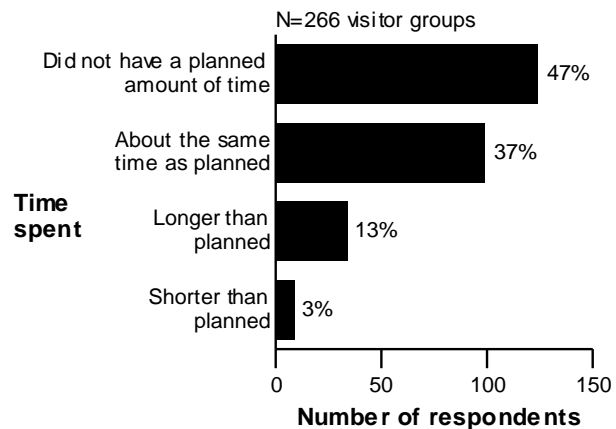


Figure 33: Time spent compared to time planned

*total percentages do not equal 100 due to rounding

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

Table 11: Reasons for length of visit different than planned

N=49 comments

Comment	Number of times mentioned
Visit longer than planned (N=39)	
Liked our tour guide	6
Tour was longer than expected	5
Wandered grounds/grave site	5
Excellent tour	3
Fascinating site	2
Wanted to see the video	2
Asked a lot of questions after tour	1
Enjoyed tour and the group very much	1
Enjoyed visitor center	1
Excellent experience	1
Had to wait one hour for tour	1
It was interesting	1
Terrific tour guide engaged our interest in exploring trails	1
Stayed for picnic lunch	1
Thought it was closed at 4:30	1
Took tour of home	1
Tour included former family who lived at Lindenwall	1
Tour was too lengthy	1
Tour was very thorough	1
Visit was more interesting than anticipated	1
Waiting for group	1
Wanted to see interior of the house	1
Visit was shorter than planned (N=10)	
A large tour group booked the house tours	1
Arrived late	1
Attended Junior Ranger event	1
Behind schedule	1
Daughter was crabby	1
Handicap person had no place to rest	1
Left dog in hot car	1
Missed tour	1
Only stayed as long as guide had time to after the tour	1
Tour was full; didn't want to wait another until next tour	1

*total percentages do not equal 100 due to rounding

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

Sites visited in the area

Question 17

On this trip to Martin Van Buren NHS, which other historic sites did you and your personal group visit within Columbia County?

Results

- 33% of visitor groups visited other historic sites within Columbia County (see Figure 34).
- As shown in Figure 35, of visitor groups that visited other historic sites in Columbia County, the most common site was:

56% Olana State Historic Site

- Note: some visitor groups listed other historic sites outside of Columbia County. "Other" historic sites specified (21%) were:

Benedict Arnold House
Eleanor Roosevelt home at Val-Kill
FDR National Historic Site
Firemen's Museum
General Burgoyne House
Howe Caverns
Hudson Opera House
Kinderhook Reformed Church
Martin Van Buren birthplace marker
Martin Van Buren grave
Statue of Martin Van Buren

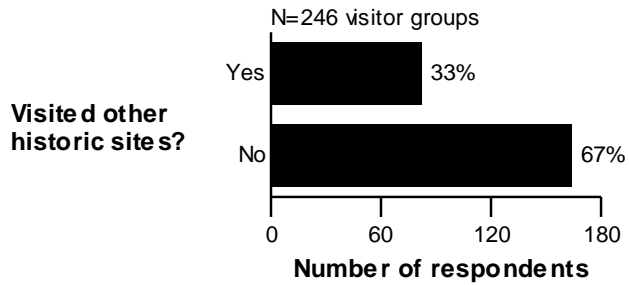


Figure 34: Visitor groups that visited other historic sites within Columbia County

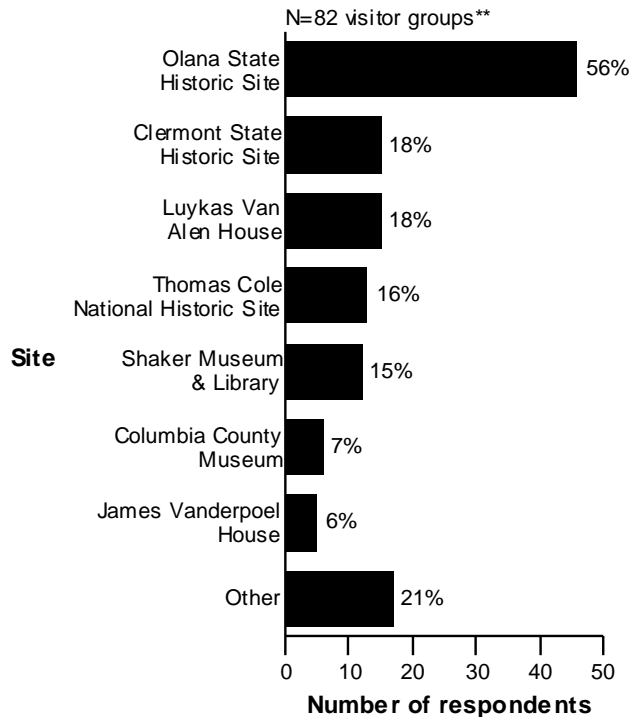


Figure 35: Other historic sites visited within Columbia County

*total percentages do not equal 100 due to rounding

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

Question 18a

Did you and your personal group notice any differences between Lindenwald farm and other historic sites in the Hudson River Valley?

Results

- 25% of visitor groups noticed differences between Lindenwald farm and other historic sites (see Figure 36).

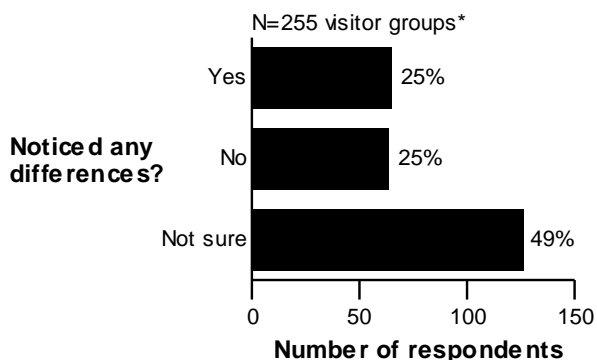


Figure 36: Visitor groups that noticed differences between Lindenwald farm and other Hudson River Valley historic sites

Question 18b

If YES, what differences did you notice?

Results

- 59 visitor groups commented on differences between Lindenwald farm and other Hudson River Valley historic sites (see Table 12).

Table 12: Differences between Lindenwald farm and other historic sites

N=68 comments;

some visitors made more than one comment.

Comment	Number of times mentioned
Different styles	4
Different time period	3
Lindenwald has beautiful surroundings	3
Lindenwald is very well maintained	3
Expanded center with more interpretive information	2
Less crowded at Lindenwald	2
Very real place of relatively modest scale	2
Architecture and original furnishings	1
Better access to the home	1
Better parking	1
Condition of house was better	1
Different setting	1
Doesn't have the same degree of prominence	1
Each had its own character, size, wealth, brightness, social interaction, etc.	1
Excellent tour guide	1
FDR site had a visitor center and more amenities	1
FDR site was much better attended	1
Had a few actual farms and fruit trees	1
Historically and economically different - cannot be compared	1
Home better maintained	1
House was better maintained than some, but not as good as others	1
Inadequate signs	1

*total percentages do not equal 100 due to rounding

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

Table 12: Differences between Lindenwald farm and other historic sites
(continued)

Comment	Number of times mentioned
Lack of color and natural/historic landscape	1
Larger with a more informative visitor center	1
Lindenwald guide had more detailed information	1
Lindenwald had a much better tour	1
Lindenwald more relaxing than FDR home	1
Lindenwald smaller, more personal, comfortable, and friendly	1
Lindenwald was more authentic	1
Lindenwald was newly painted and refurbished	1
Lindenwald well-maintained and peaceful	1
Martin Van Buren had more things outdoors	1
Martin Van Buren was more general	1
More extensively restored and furnished	1
More handicap accessible than other sites	1
Much nicer and more organized	1
NPS does an excellent job preserving and explaining	1
New carpet and wallpaper	1
No animals or agriculture at Van Buren NHS	1
No connectivity between Lindenwald and Hyde Park	1
No tours or personnel at Van Allen house	1
Other homes feel more homey and not so stark	1
Other sites had more attractive and interesting visitor centers	1
Other sites were larger	1
Park rangers more informed, personable, and helpful at Lindenwald	1
Parking lots not available	1
Poor quality visitor center	1
River view was very good at other sites	1
Small gift shop	1
They are all a little different	1
Tour guides better at Lindenwald	1
Van Buren house more rustic	1
Visitor center is not successfully integrated into the historic appearance of the property	1
Visitor center was not as impressive	1
Visitor center wasn't as extensive as others	1
Visitor center is very small compared to others	1

*total percentages do not equal 100 due to rounding

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

Activities on this visit

Question 13a

On this visit, in which activities did you and your personal group participate at Martin Van Buren NHS?

Results

- As shown in Figure 37, the most common activities in which visitor groups participated were:

- 88% Visiting visitor center
- 86% Taking ranger-led tours of Martin Van Buren home

- “Other” activities (6%) were:

- Buying senior national park pass
- Junior Ranger program
- Learning about other activities at his site
- Purchasing items in store
- Talking to ranger in visitor center
- Using the restroom
- Visiting his grave
- Visiting the cemetery

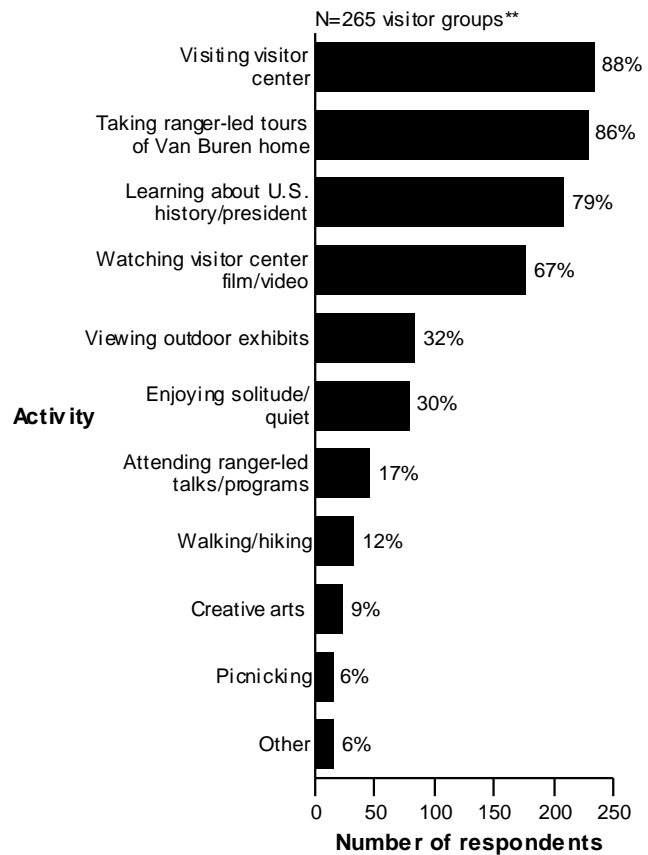


Figure 37: Activities on this visit

*total percentages do not equal 100 due to rounding

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

Primary reason for this visit

Question 13b

Which one of the above activities was the primary reason you and your personal group visited Martin Van Buren NHS on this visit?

Results

- As shown in Figure 38, the most common primary reason visitor groups visited to Martin Van Buren NHS was:
 - 67% Taking ranger-led tour of Martin Van Buren home
- “Other” reason (<1%):
 - Junior Ranger event

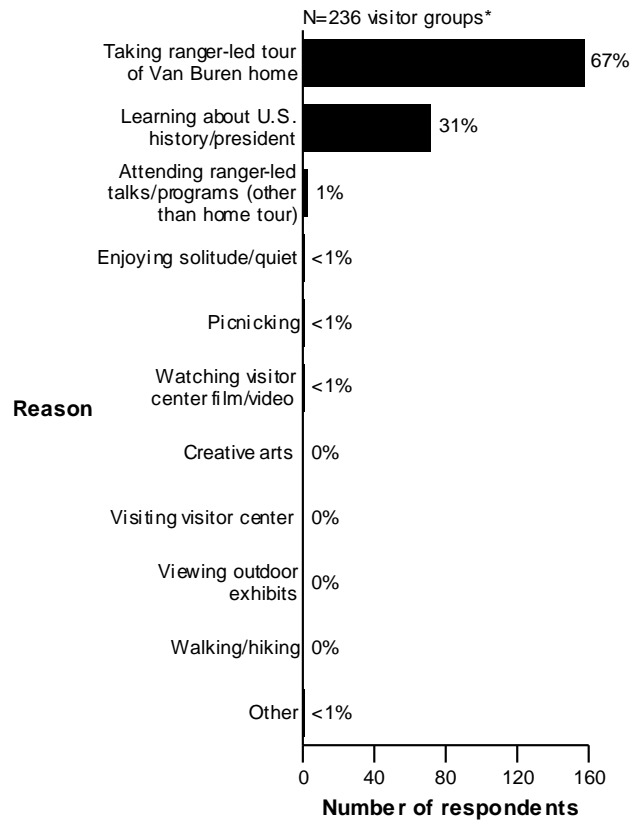


Figure 38: Primary reason for visiting Martin Van Buren NHS

*total percentages do not equal 100 due to rounding

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

Walking preferences

Question 12a

On this visit, did you and your personal group walk from the visitor center parking lot to the Martin Van Buren home?

Results

- 93% of visitor groups walked from the visitor center parking lot to the Martin Van Buren home (see Figure 39).

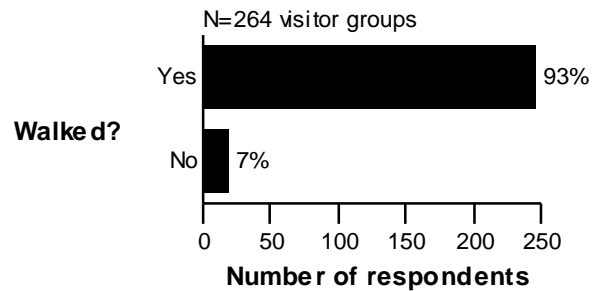


Figure 39: Visitor groups that walked from the visitor center parking lot to the Martin Van Buren home

Question 12b

If YES, did any member of your group have difficulty walking this distance?

Results

- 7% of visitor groups had members who experienced difficulty walking this distance (see Figure 40).

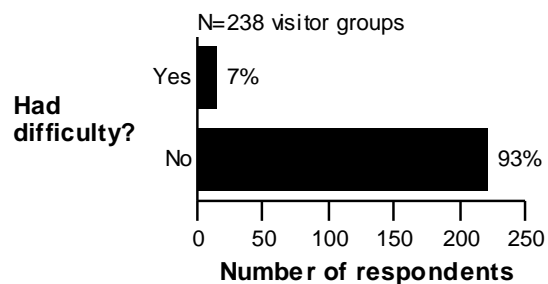


Figure 40: Visitor groups with members who had difficulty walking from visitor center parking lot to Martin Van Buren home

*total percentages do not equal 100 due to rounding

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

Tour use, opinions, and preferences

Question 10a

On this visit, did you and your personal group take a tour of the Martin Van Buren home?

Results

- 93% of visitor groups took the tour of the Martin Van Buren home (see Figure 41).

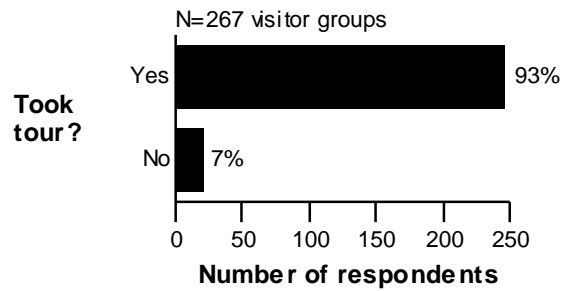


Figure 41: Visitor groups that took the home tour

*total percentages do not equal 100 due to rounding

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

Question 10b

If YES, what were your reasons for taking it?

Results

- 96% of visitor groups took the home tour to view the home where Martin Van Buren lived (see Figure 42).
- 93% took the home tour to learn about Martin Van Buren.
- “Other” reasons (9%) were:

- 8-year-old grandson loves United States presidents
- Architecture and design
- Did a report on Martin Van Buren in grade school
- Enjoy NPS talks
- Junior Ranger
- Painting
- Son was interested
- To interest my granddaughter in history and presidents
- To see a house of the period
- To see architectural furnishings
- To see artifacts
- Try to go to all national historical sites
- Visit all presidential homes

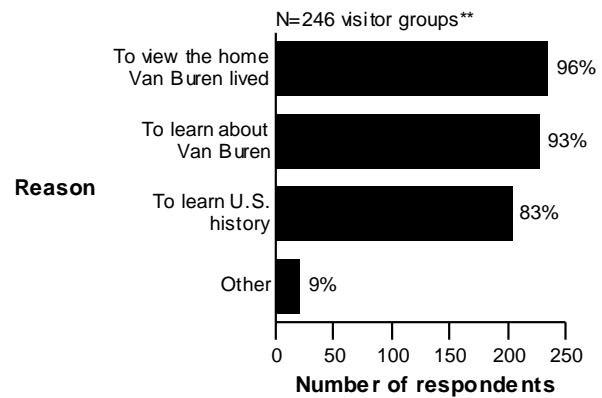


Figure 42: Reasons for taking the home tour

Question 10c

If NO, why not?

Results - Interpret results with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 43).
- “Other” reasons (63%) were:

- Arrived just before closing
- Did not have enough time
- Junior Ranger event
- Last tour of the day was full
- No air conditioning and it was very hot

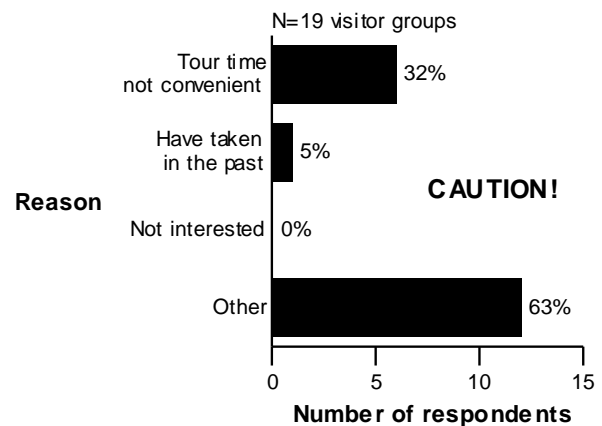


Figure 43: Reasons for not taking the home tour

*total percentages do not equal 100 due to rounding

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

Question 11

Please mark one response for each of the following aspects of the tour.

Results

a. Historic appearance of rooms in the home

- 99% of visitor groups found the historic appearance of rooms in the home be “very good” or “good” (see Figure 44).

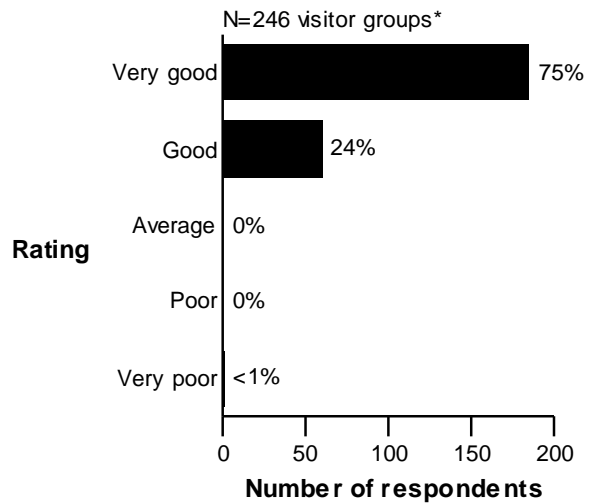


Figure 44: Visitor groups’ ratings of the historic appearance of rooms in the home

b. Tour length

- 95% of visitor groups found the tour length to be about right (see Figure 45).

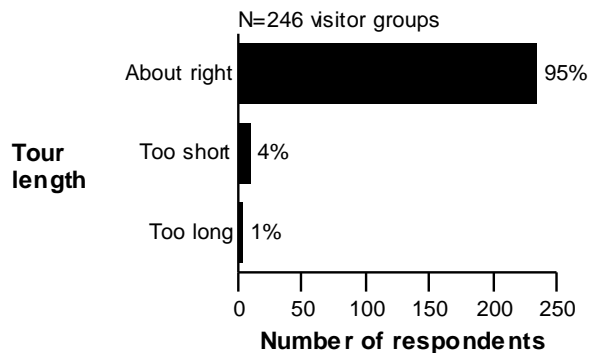


Figure 45: Visitor groups’ opinions about the length of the tour

c. Taking tour at desired time

- 99% of visitor groups were able to take the home tour at the desired time (see Figure 46).

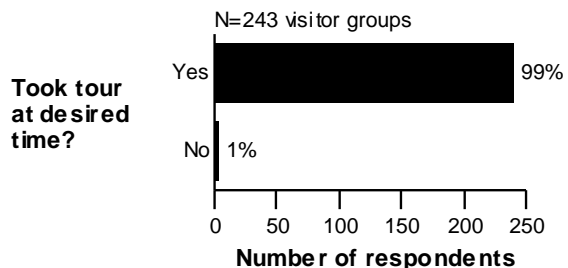


Figure 46: Visitor groups that were able to take tour at desired time

*total percentages do not equal 100 due to rounding

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

d. Ability to see interior of rooms due to tour size

- 99% of visitor groups were able to see the interior of the rooms (see Figure 47).

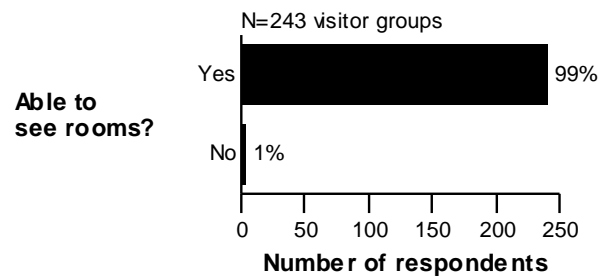


Figure 47: Visitor groups' ability to see interior of rooms due to tour size

e. Topics discussed on tour

- 99% of visitor groups found the topics discussed on the tour interesting (see Figure 48).

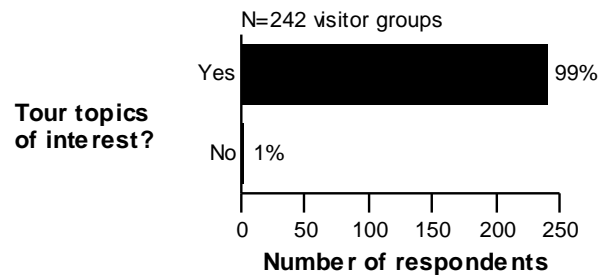


Figure 48: Visitor groups that found the topics discussed interesting

Question 11f

On the tour, did you learn something about Martin Van Buren that is relevant or meaningful to your life today?

Results

- 75% of respondents on the home tour learned something relevant or meaningful to their life (see Figure 49).

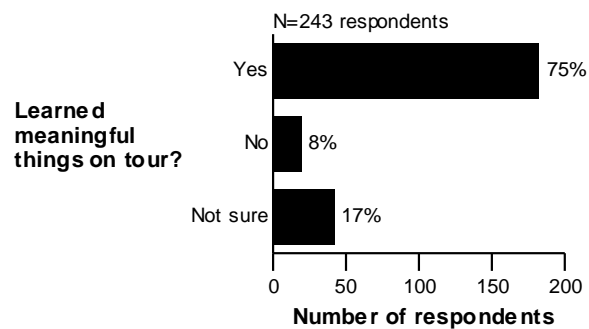


Figure 49: Respondents that learned something relevant or meaningful to their life

*total percentages do not equal 100 due to rounding

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

Question 25

Currently, tours of the Martin Van Buren NHS home are provided daily from 9 a.m. to 4 p.m. from mid-May through October each year. In your opinion, should tours be offered in the evening?

Results

- 20% of visitor groups thought tours should be offered in the evening (see Figure 50).

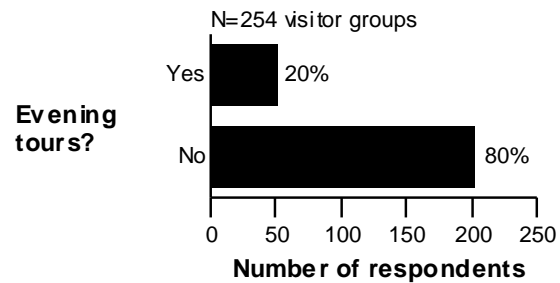


Figure 50: Visitor groups that thought tours should be offered in the evening

Lawn maintenance preferences

Question 15

In recent years, the area surrounding Martin Van Buren’s home has been maintained as a modern, mowed lawn. However, research reveals that during President Van Buren’s residence, the area was more typical of a farm field with grasses of different heights with a rustic appearance. In your opinion, which of the following options should be used to maintain the lawn?

Results

- 45% of visitor groups thought the lawn should be maintained as a modern, mowed lawn (see Figure 51).
- “Other” options (2%) were:
 - If it's cost effective, keep it historic
 - Mowed with a high cut
 - Partly mowed, partly rustic
 - Whatever is least expensive

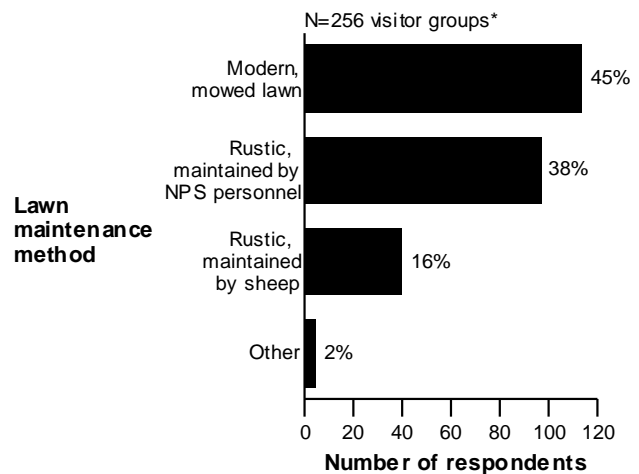


Figure 51: Lawn maintenance preferences

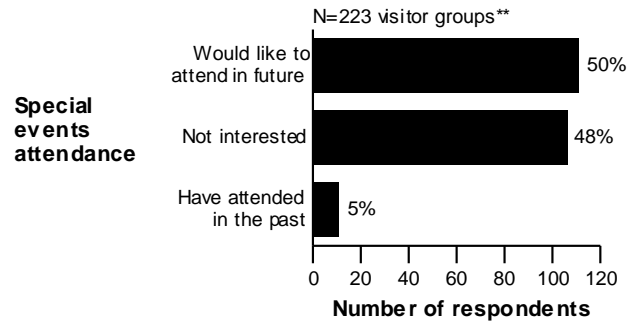
*total percentages do not equal 100 due to rounding

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

Special events

Question 22a

Martin Van Buren NHS occasionally holds special events, such as Harvest Day in September and Lindenwald Winter Celebration in December, and is considering holding additional ones. Have you and your personal group ever attended any of these events, or would you like to attend in the future?



Results

- 50% of visitor groups would like to attend special events in the future (see Figure 52).

Figure 52: Visitor groups' past and future attendance to special events

Question 22b

Whether or not you have attended these special events, please rate their importance to you and your personal group.

Results

- As shown in Figure 53, the events receiving the highest combined proportions of "extremely important" and "very important" ratings were:

- 49% Lectures on different topics from U.S. history
- 39% Demonstrations of historic crafts and skills

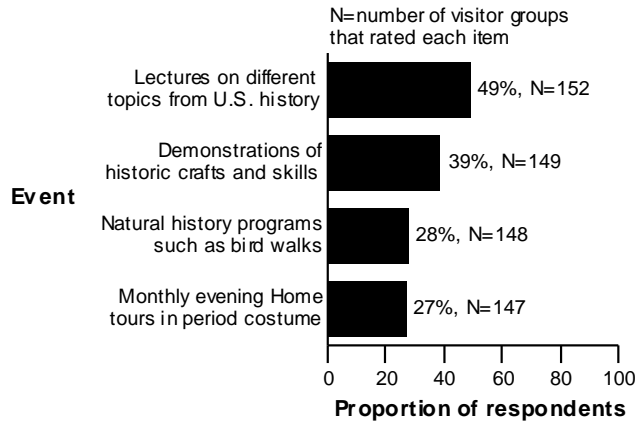


Figure 53: Visitor groups' past and future attendance to special events

- Figures 54 to 57 show the importance ratings for each special event.
- The special event receiving the highest "not important" rating that was rated by 30 or more visitor groups was:

- 29% Monthly evening Home tours in period costume

*total percentages do not equal 100 due to rounding

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

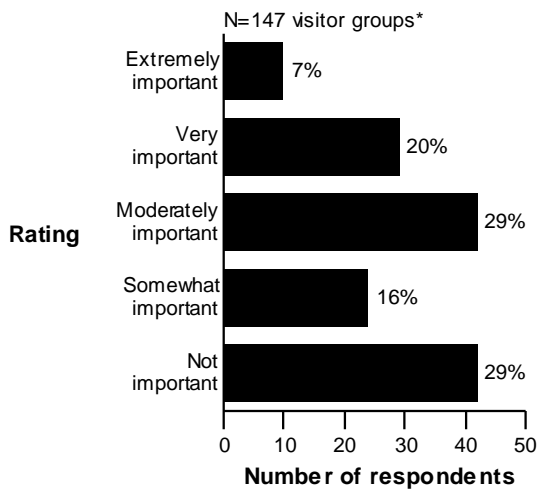


Figure 54: Importance of monthly evening Home tours in period costume

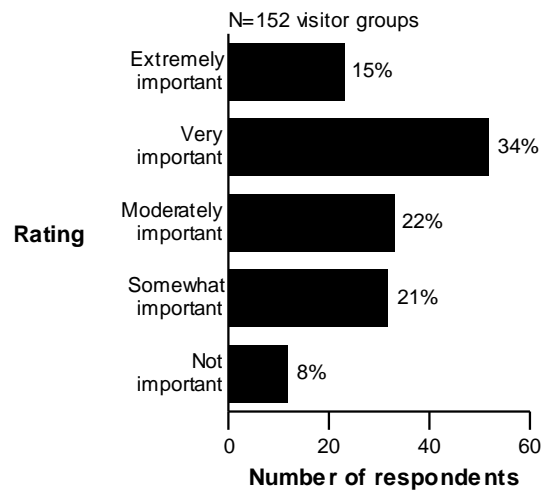


Figure 55: Importance of lectures on different topics from U.S. history

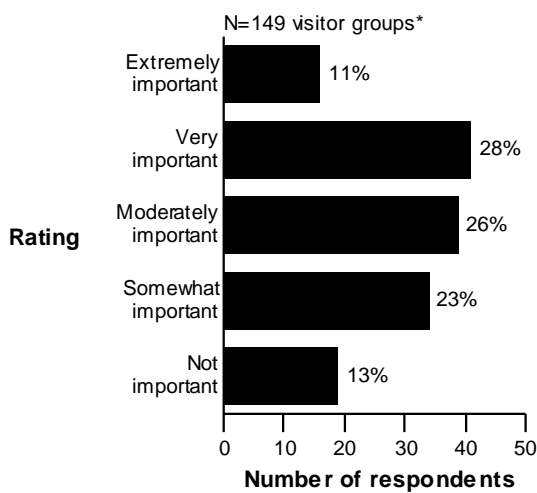


Figure 56: Importance of demonstrations of historic crafts and skills

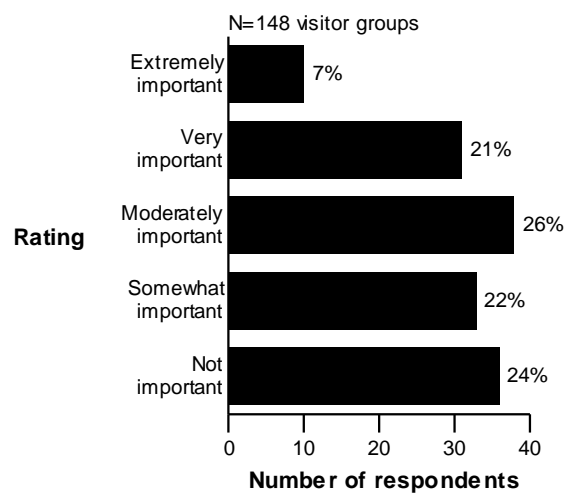


Figure 57: Importance of natural history programs such as bird walks

*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, Attributes, and Resources

Visitor services and facilities used

Question 14a

Please mark all the visitor services and facilities that you or your personal group used at Martin Van Buren NHS during this visit.

Results

- As shown in Figure 58, the most common visitor services and facilities used by visitor groups were:

90% Ranger-led tour of Martin Van Buren home
70% Restrooms
66% Video/film in visitor center

- The least used service/facility was:

5% Junior Ranger program

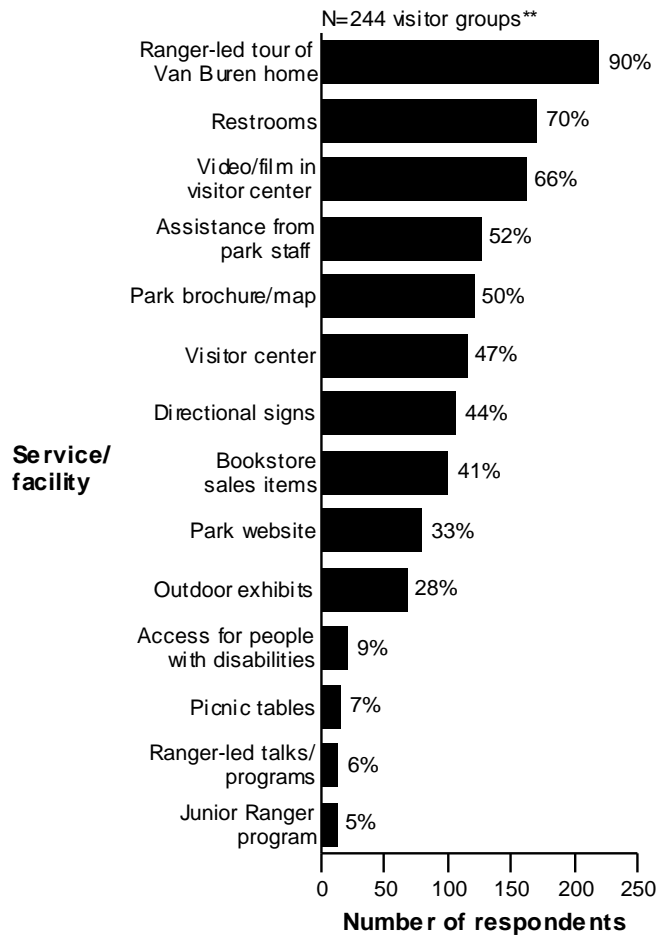


Figure 58: Visitor services and facilities used

*total percentages do not equal 100 due to rounding

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

Importance ratings of visitor services and facilities

Question 14b

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

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

Results

- Figure 59 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 and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 98% Ranger-led tour of Martin Van Buren home
- 89% Restrooms
- 86% Park website

- Figures 60 to 73 show the importance ratings for each service and facility.
- The services and facilities receiving the highest “not important” ratings that were rated by 30 or more visitor groups were:

- 3% Bookstore sales items
- 3% Park website

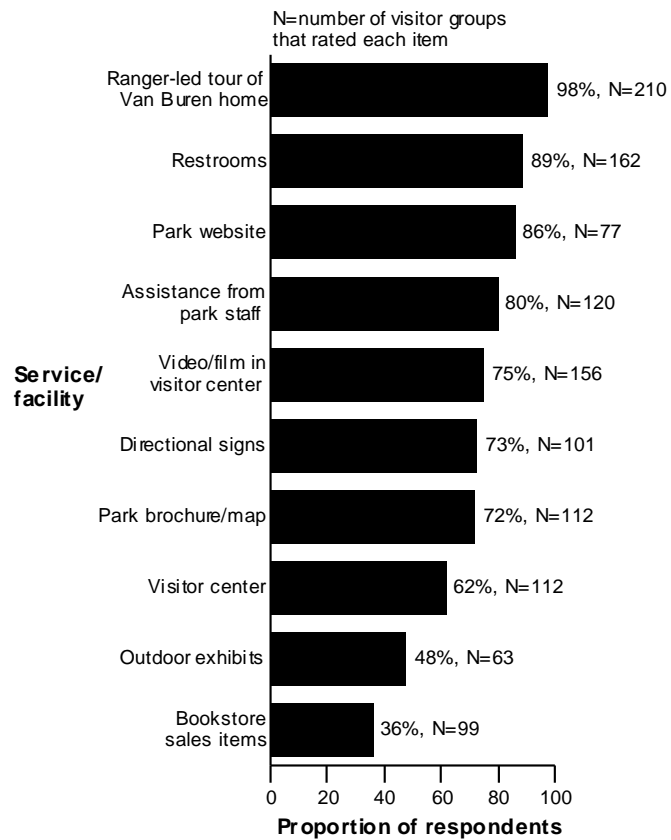


Figure 59: Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

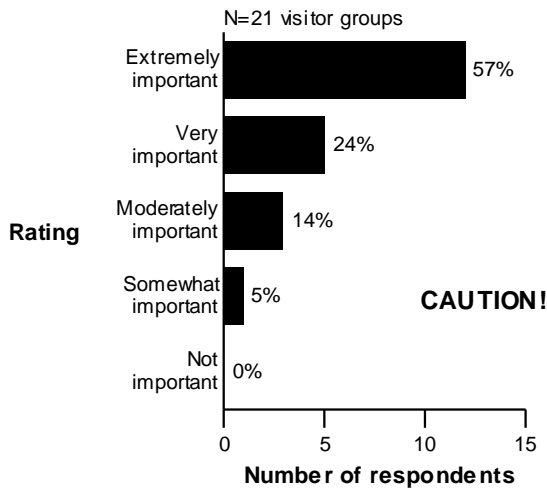


Figure 60: Importance of access for people with disabilities

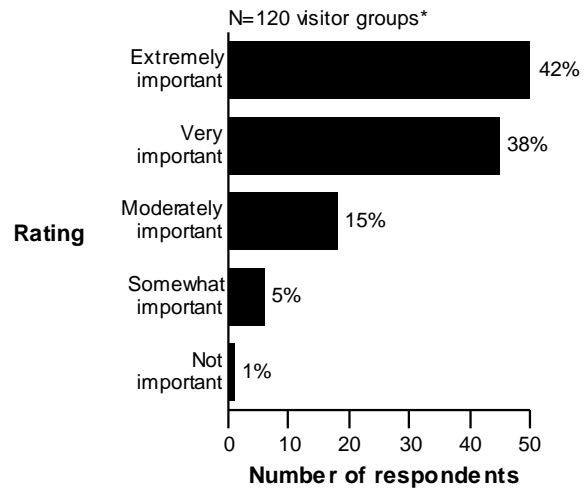


Figure 61: Importance of assistance from park staff

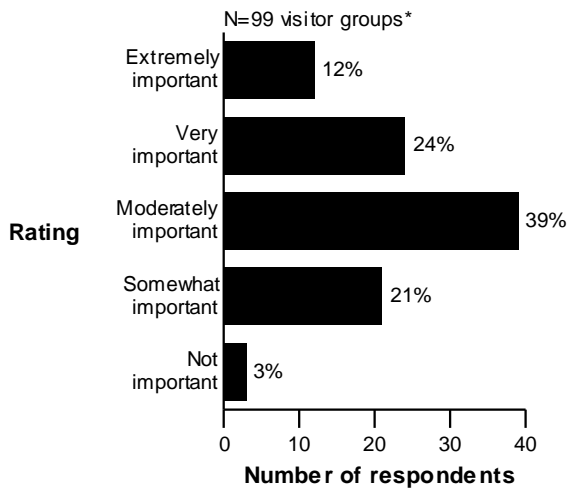


Figure 62: Importance of bookstore sales items (selection, price, etc.)

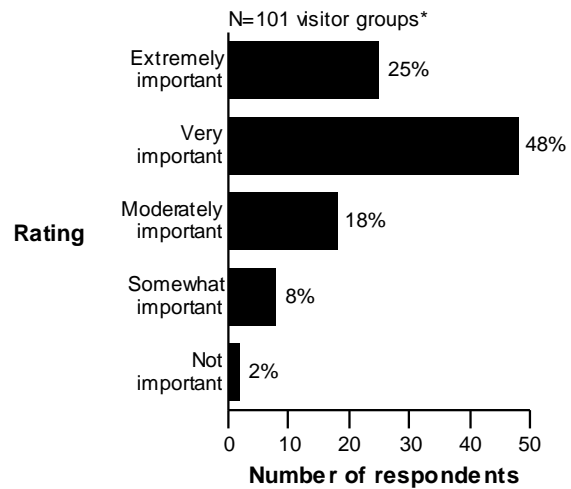


Figure 63: Importance of directional signs

*total percentages do not equal 100 due to rounding

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

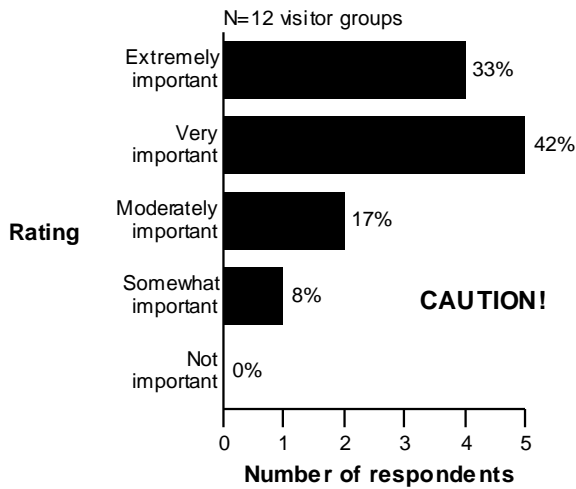


Figure 64: Importance of Junior Ranger program

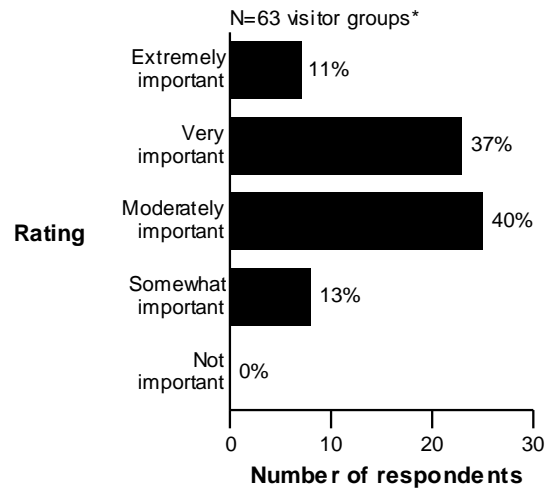


Figure 65: Importance of outdoor exhibits (wayside loop trail)

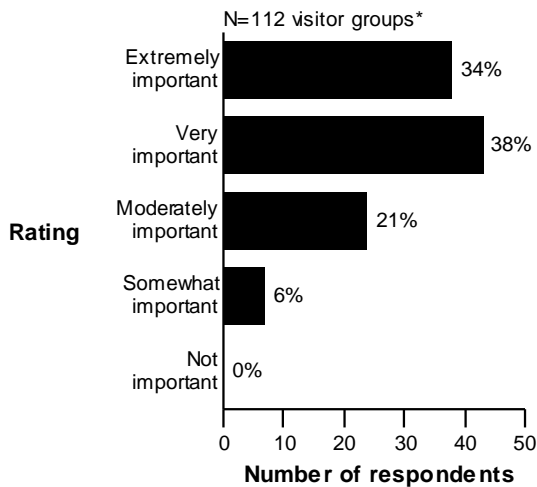


Figure 66: Importance of park brochure/map

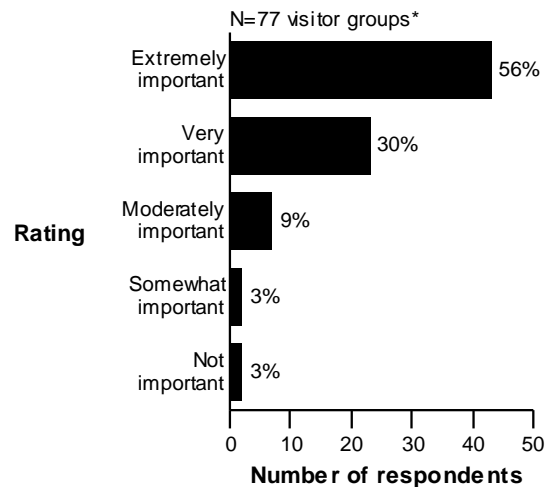


Figure 67: Importance of park website: www.nps.gov/mava used before or during visit

*total percentages do not equal 100 due to rounding

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

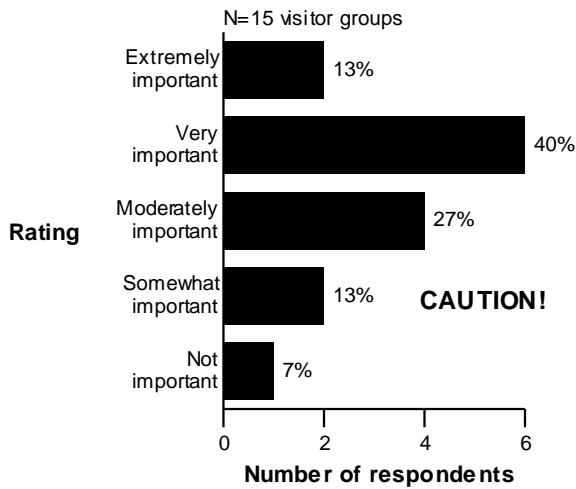


Figure 68: Importance of picnic tables

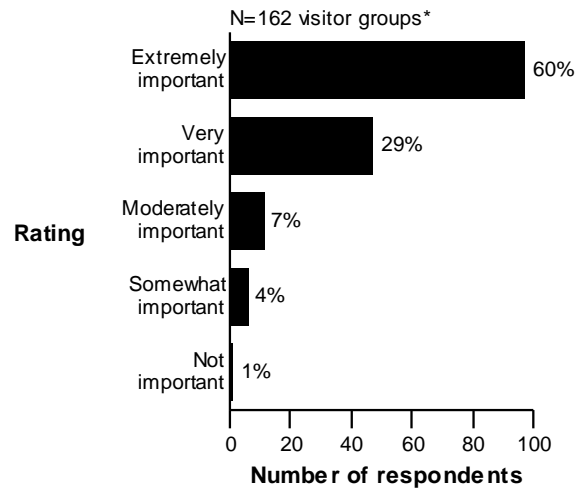


Figure 69: Importance of restrooms

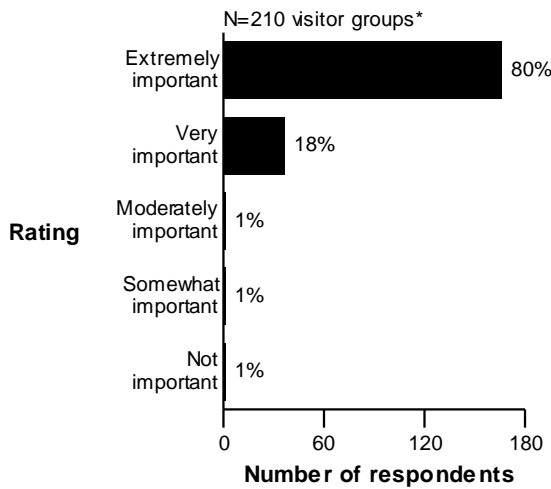


Figure 70: Importance of ranger-led tours of Martin Van Buren home

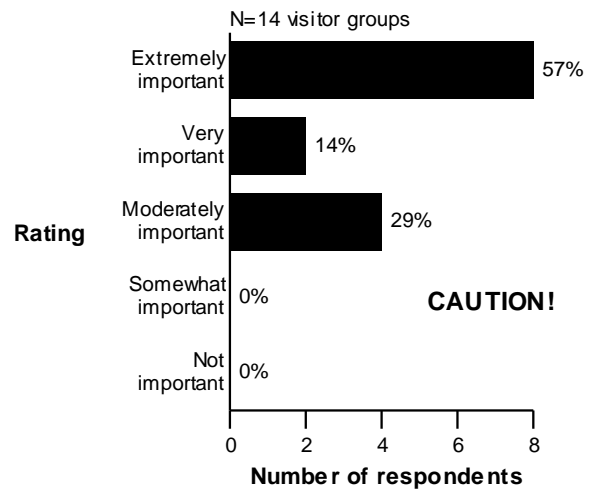


Figure 71: Importance of ranger-led talks/programs (other than tour of home)

*total percentages do not equal 100 due to rounding

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

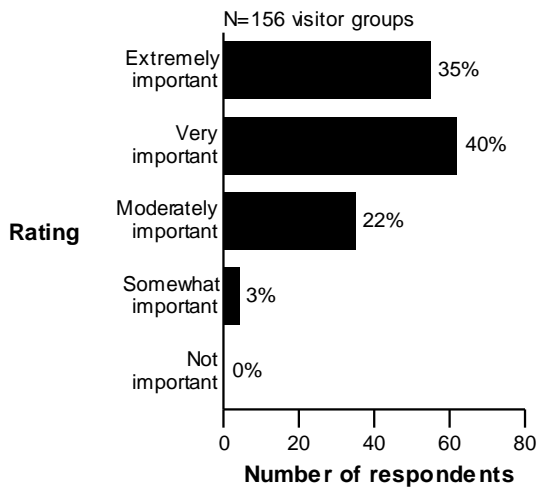


Figure 72: Importance of video/film in visitor center

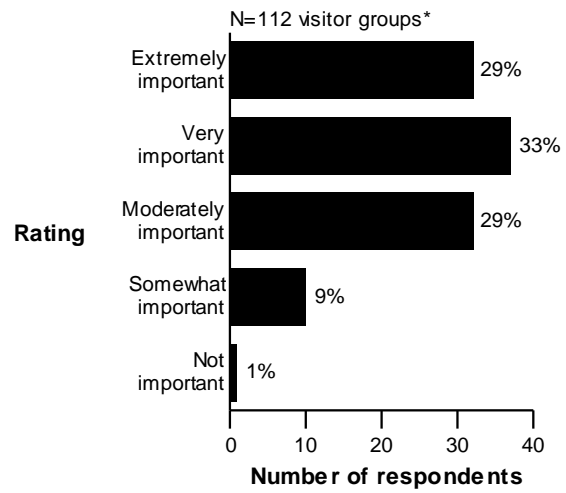


Figure 73: Importance of visitor center (other than restrooms or video/film)

*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 14c

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

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

Results

- Figure 74 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services and facilities that received the highest combined proportions of “very good” and “good” quality ratings were:

- 98% Assistance from park staff
- 95% Ranger-led tour of Martin Van Buren home

- Figures 75 to 88 show the quality ratings for each service and facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:

- 4% Visitor center

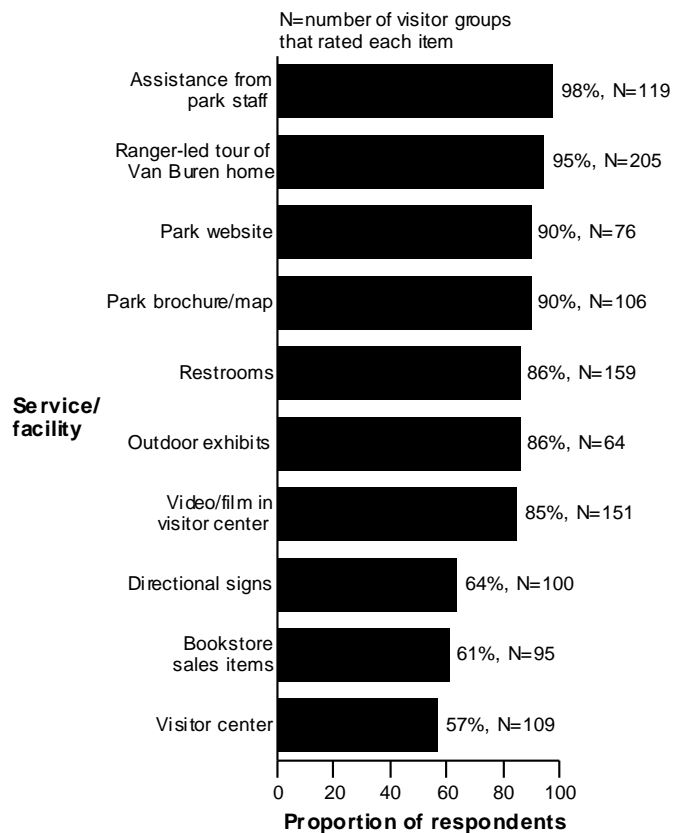


Figure 74: Combined proportions of “very good” and “good” quality ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

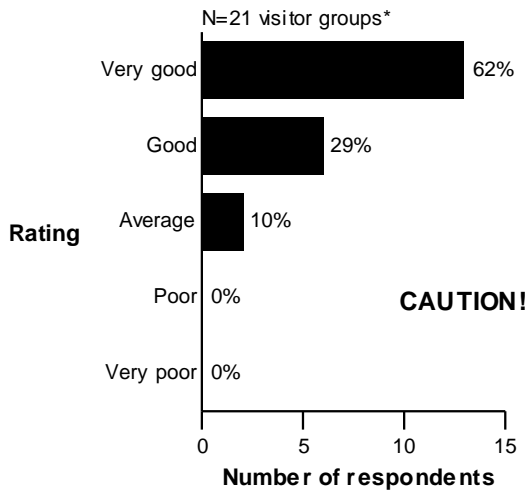


Figure 75: Quality of access for people with disabilities

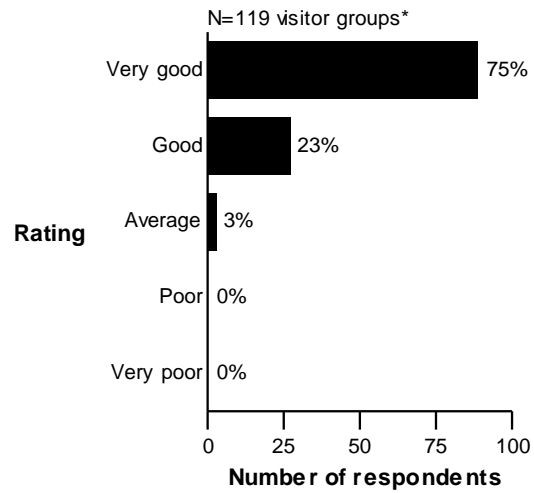


Figure 76: Quality of assistance from park staff

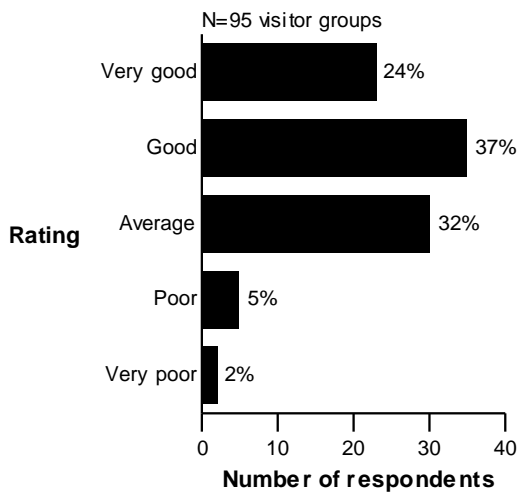


Figure 77: Quality of bookstore sales items (selection, price, etc.)

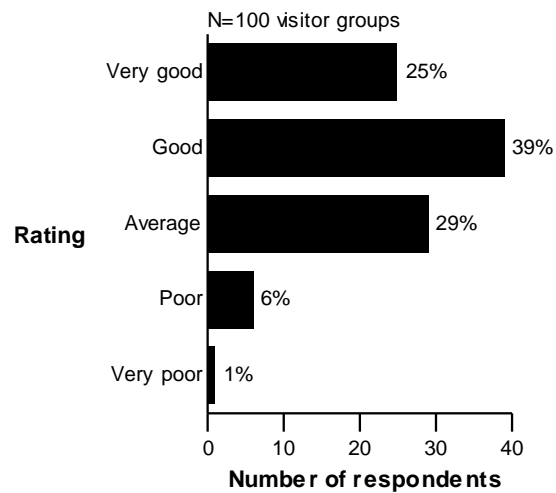


Figure 78: Quality of directional signs

*total percentages do not equal 100 due to rounding

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

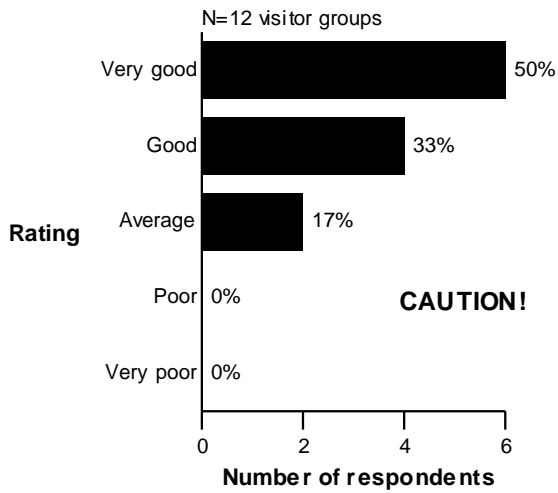


Figure 79: Quality of Junior Ranger program

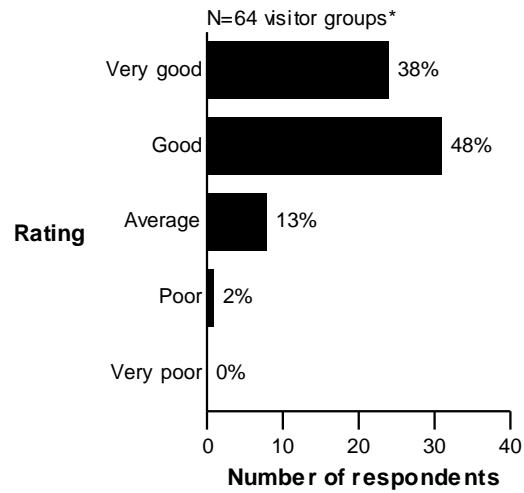


Figure 80: Quality of outdoor exhibits (wayside loop trail)

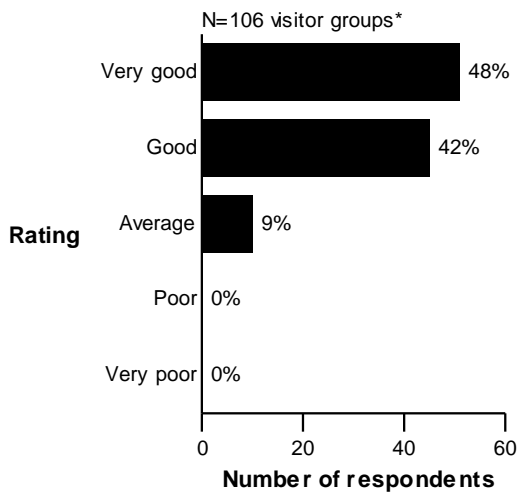


Figure 81: Quality of park brochure/map

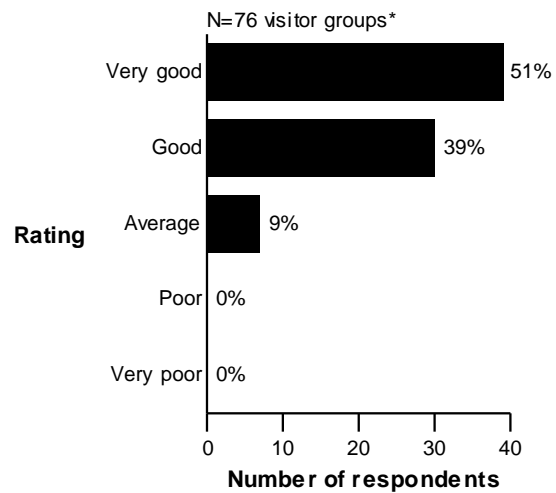


Figure 82: Quality of park website: www.nps.gov/mava used before or during visit

*total percentages do not equal 100 due to rounding

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

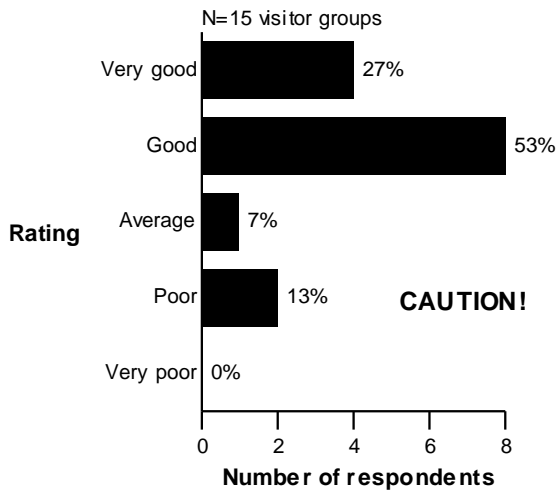


Figure 83: Quality of picnic tables

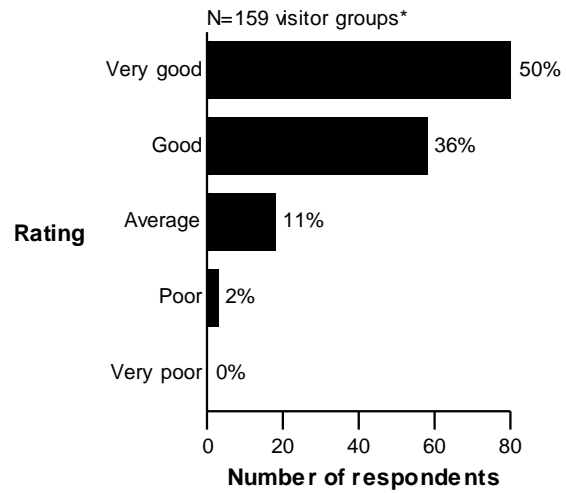


Figure 84: Quality of restrooms

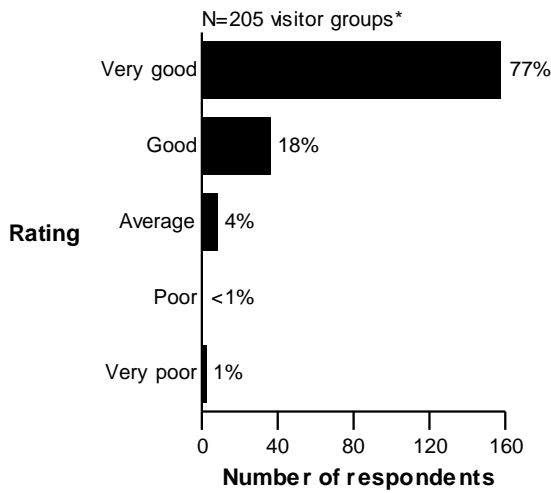


Figure 85: Quality of ranger-led tour of Martin Van Buren home

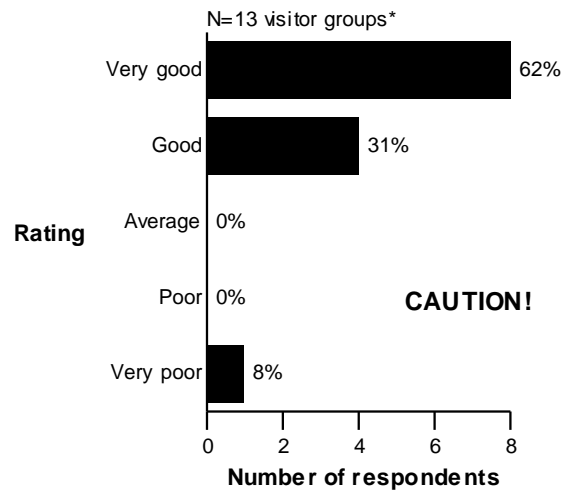


Figure 86: Quality of ranger-led talks/ programs (other than tour of home)

*total percentages do not equal 100 due to rounding

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

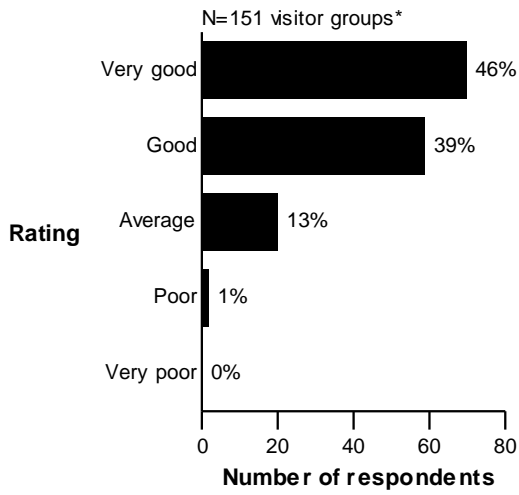


Figure 87: Quality of video/film in visitor center

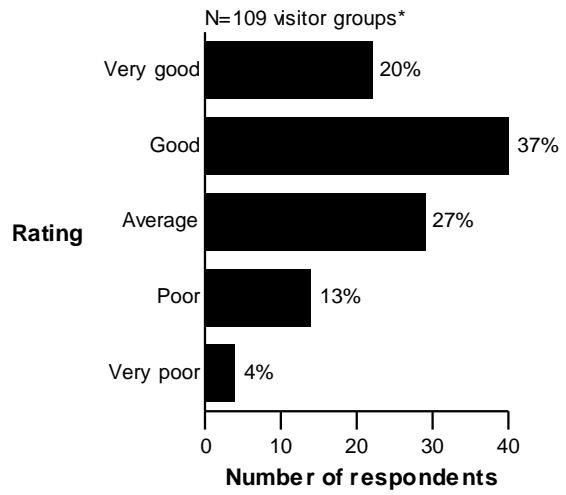


Figure 88: Quality of visitor center (other than restrooms or video/film)

*total percentages do not equal 100 due to rounding

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

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

- Figures 89 and 90 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

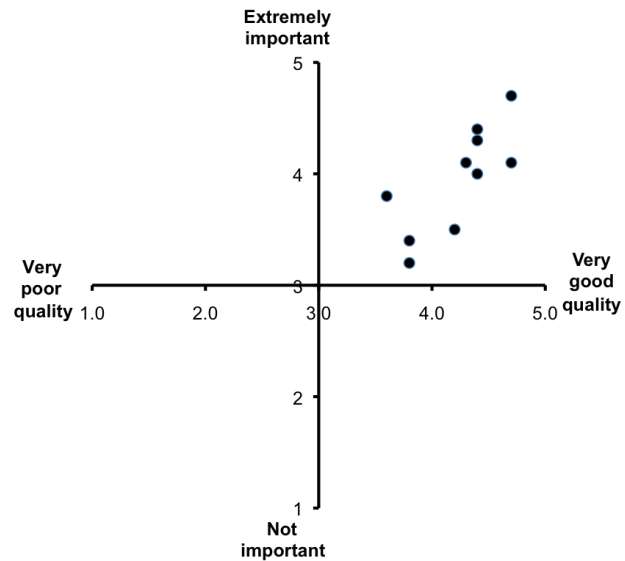


Figure 89: Mean scores of importance and quality ratings for visitor services and facilities

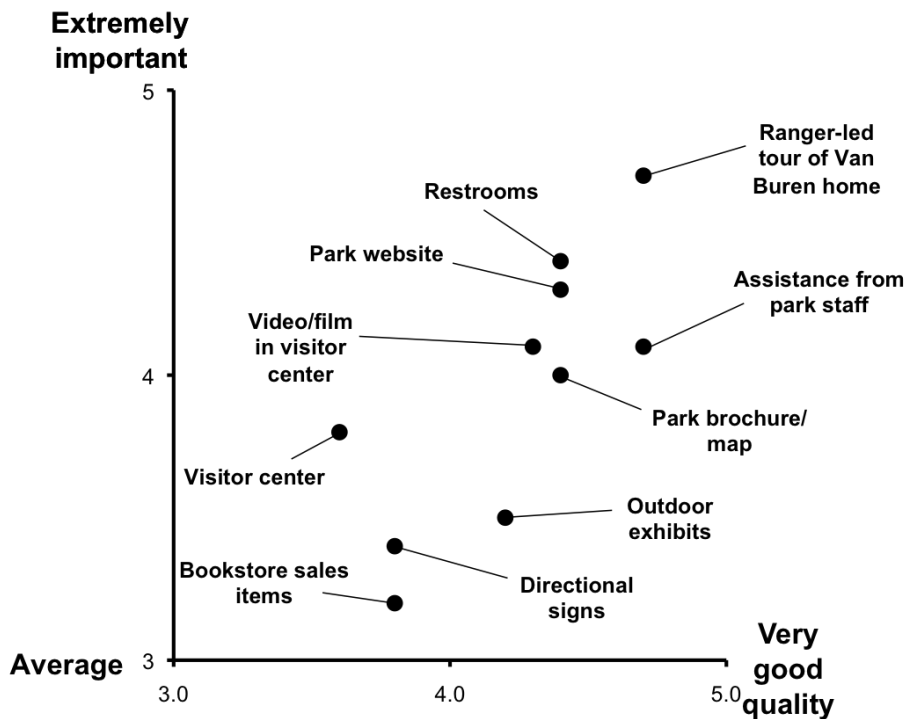


Figure 90: Detail of Figure 89

*total percentages do not equal 100 due to rounding

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

Quality of personal interaction with a park ranger

Question 23a

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

Results

- 75% of visitor groups had a personal interaction with a park ranger other than on the Home tour (see Figure 91).

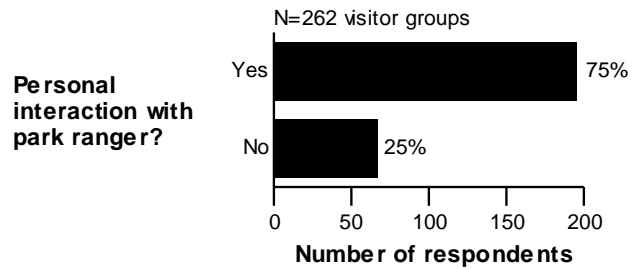


Figure 91: Visitor groups that had personal interactions with park rangers

Question 23b

If YES, please rate the quality of your interaction with the park ranger.

Results

- Visitor groups rated the quality of their interaction with park rangers as “very good” or “good” as follows (see Figure 92):

97% Helpfulness
96% Quality of information provided
96% Courteousness

- Figures 93-95 show visitor groups’ rating of the quality of each element of interactions with park rangers.

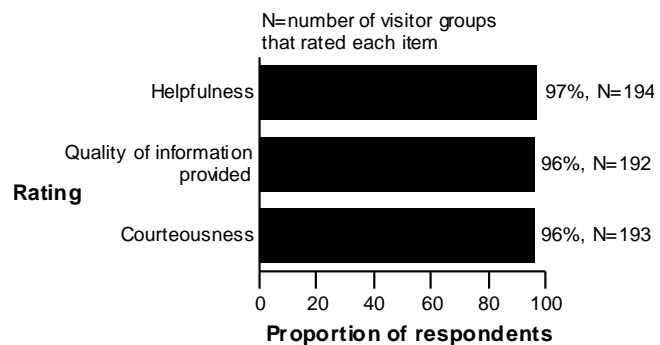


Figure 92: Combined proportions of “very good” and “good” quality ratings of interactions with park rangers

*total percentages do not equal 100 due to rounding

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

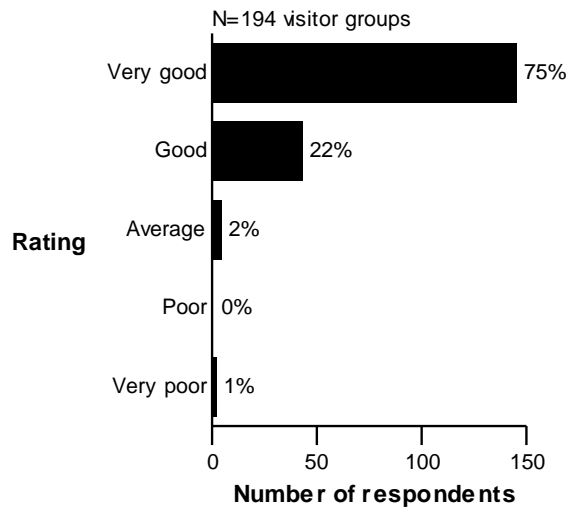


Figure 93: Quality of interaction: Helpfulness

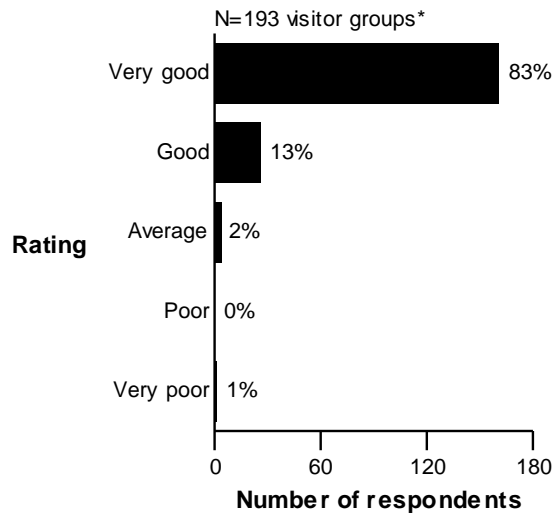


Figure 94: Quality of interaction: Courteousness

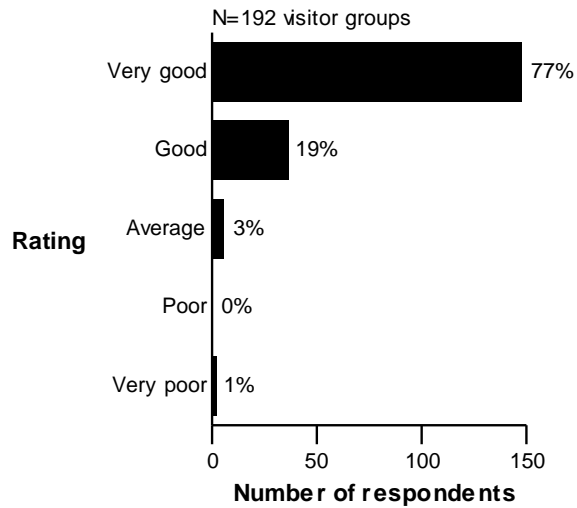


Figure 95: Quality of interaction: Information provided

*total percentages do not equal 100 due to rounding

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

Preferences for future visit

Preferred methods to learn about the park

Question 19

If you were to visit Martin Van Buren NHS in the future, how would you and your personal group prefer to learn about cultural and natural history/features of Martin Van Buren NHS?

Results

- 92% of visitor groups were interested in learning about the park on a future visit (see Figure 96).
- As shown in Figure 97, among those visitor groups that were interested in learning about the park, the most common methods were:
 - 72% Ranger-led interpretive programs
 - 61% Films, movies, slideshows
- “Other” method (1%) was:
 - Specialty tours that discuss in detail architecture, furnishings, etc.

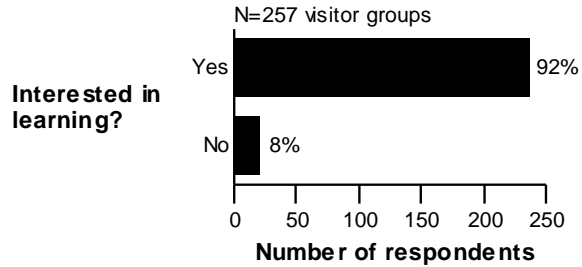


Figure 96: Visitor groups that were interested in learning about the park

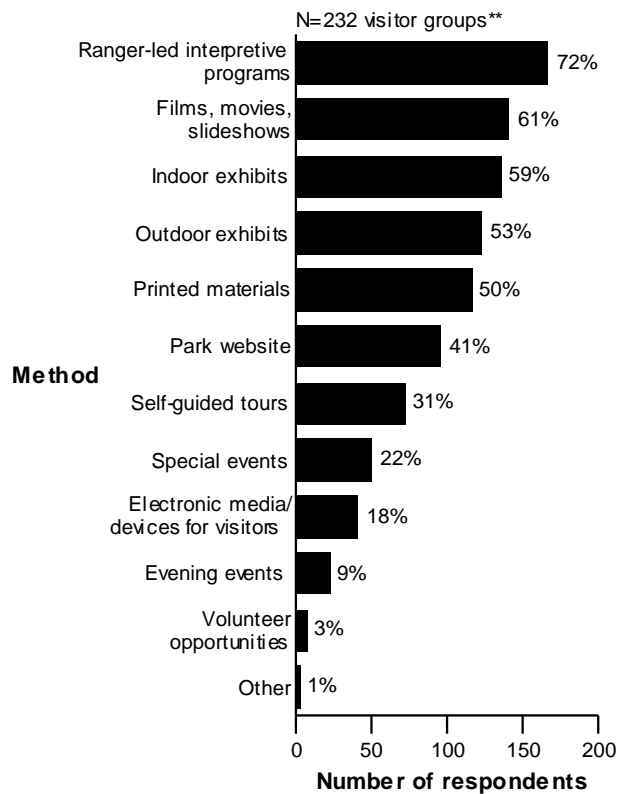


Figure 97: Preferred methods for learning

*total percentages do not equal 100 due to rounding

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

Preferred topics to learn on future visit

Question 26

If you were to visit Martin Van Buren NHS in the future, what topics would you and your personal group like to learn about in interpretive programs?

Results

- 83% of visitor groups were interested in interpretive programs (see Figure 98).
- Of those visitor groups that were interested in interpretive programs on a future visit, 80% would be interested in learning about the daily life and activities at the Lindenwald home and farm (see Figure 99).
- “Other” topics (5%) were:
 - Art and architecture
 - Furniture and decorative arts of the time and era
 - Life in the White House
 - Living descendants
 - More details on "petticoat affair"
 - Natural history
 - Problems and accomplishments of his presidency
 - Social/cultural environment in the Hudson Valley at that time
 - Specific visitors (for example Henry Clay) to Lindenwald
 - Women of this period

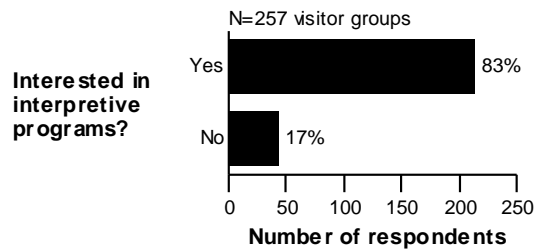


Figure 98: Visitor groups that were interested in interpretive programs

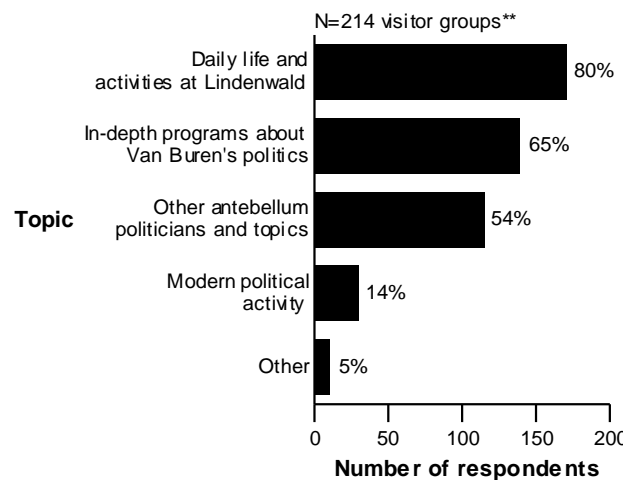


Figure 99: Topics visitor groups would be interested in learning about

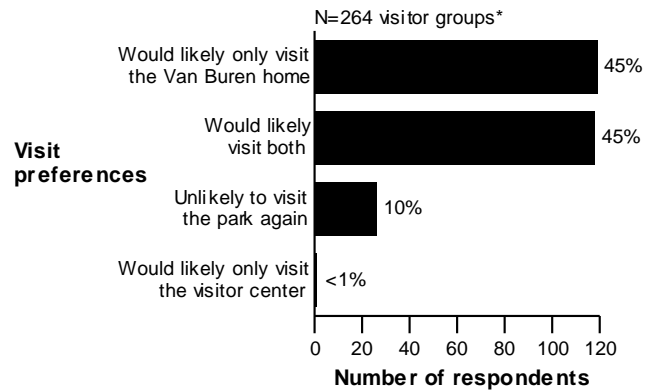
*total percentages do not equal 100 due to rounding

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

Visitor center preferences

Question 16

In the future, Martin Van Buren NHS Visitor Center may move to the Village of Kinderhook, NY, approximately 2 miles from the Martin Van Buren home. The visitor center would have space for exhibits and presentations. If the visitor center were moved, would you and your personal group be likely to visit both the visitor center and the Martin Van Buren home?



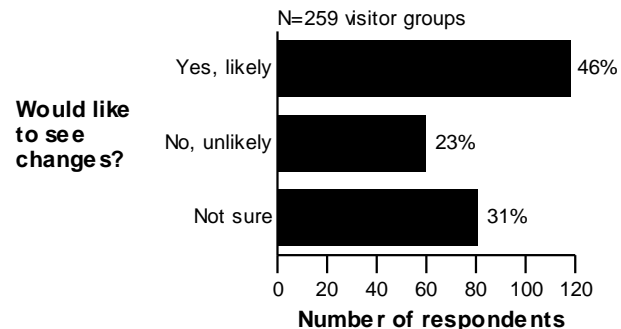
Results

- 45% of visitor groups would be likely to visit the Martin Van Buren home only on a future visit (see Figure 100).
- 45% would be likely to visit both the Martin Van Buren home and the visitor center.

Figure 100: Visitor groups that would be likely to visit the Martin Van Buren home and/or the visitor center on a future visit

Question 24a

The Martin Van Buren NHS Visitor Center currently operates in a small, temporary space that provides limited services such as the park orientation video and bookstore sales items. If you were to visit Martin Van Buren NHS in the future, would you and your personal group like to see any changes to the visitor center, such as different services or resources?



Results

- 46% of visitor groups would like to see changes to the current visitor center (see Figure 101).

Figure 101: Visitors groups that would like to see changes to the current 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

Question 24b

If YES, what changes would you and your personal group like to see? Please be specific. (open-ended)

Results

- 104 visitor groups commented on changes they would like to see to the current visitor center.
- Table 13 shows a summary of visitor comments.

Table 13: Changes to the visitor center
N=147 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Bigger visitor center	29
Improved exhibits	29
Better book/gift selection in store	23
Separate area for film	12
Permanent facility	7
Onsite visitor center	6
Cafe/cafeteria/vending machines	5
More attractive building	4
Display more artifacts	3
More historical information	3
More information	3
A visitor center that fits the time period	2
Better restrooms	2
More local/regional displays	2
Visitor center in a replica barn	2
A museum about Van Buren's life	1
A permanent home in Kinderhook	1
Area to wait for tour	1
Better film	1
Better seating for film	1
Better video capability	1
Build a period building next to house	1
Diorama of aerial views	1
Interactive things for kids	1
More information on Van Buren when he was president	1
More photos/maps on display	1
More rooms in the house	1
More Van Buren pictures (a gallery)	1
Other videos/films to watch	1
Provide guided tour of the grounds	1

*total percentages do not equal 100 due to rounding

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

Walking trail preferences

Question 21a

If you were to visit the park in the future, would you and your personal group be interested in using walking trails to visit more of the Lindenwald farm?

Results

- 66% of visitor groups would be likely to use walking trails to visit more of the Lindenwald farm on a future visit (see Figure 102).

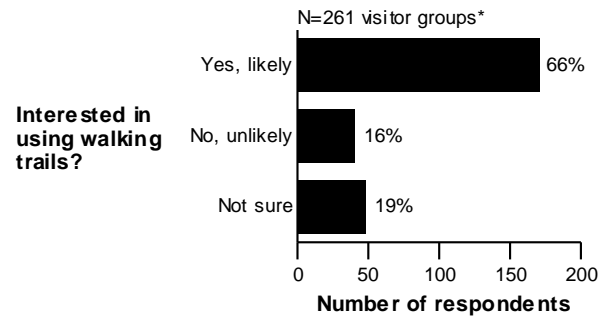


Figure 102: Visitor groups that would be likely to use walking trails

Question 21b

If YES, what lengths of trails would you and your personal group be willing to hike?

Results

- 54% of visitor groups would be willing to hike trails between 1/2 mile and 1 mile in length (see Figure 103).

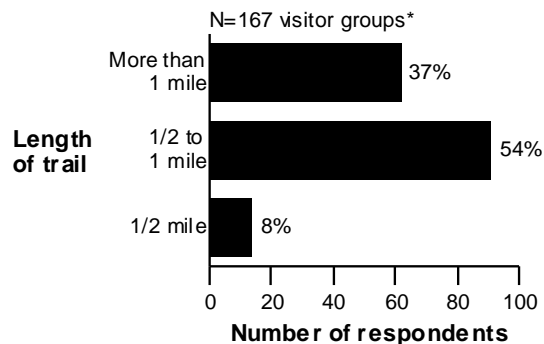


Figure 103: Visitor groups' preferred length of trail

*total percentages do not equal 100 due to rounding

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

Shuttle bus preferences

Question 20c

If you were to visit the park in the future, would you and your personal group be interested in riding a shuttle bus between sites in Columbia County, such as Olana State Historic Site, Clermont State Historic Site, James Vanderpoel's mansion and Shaker Museum & Library?

Results

- 36% of visitor groups would be interested in riding a shuttle between sites (see Figure 104).

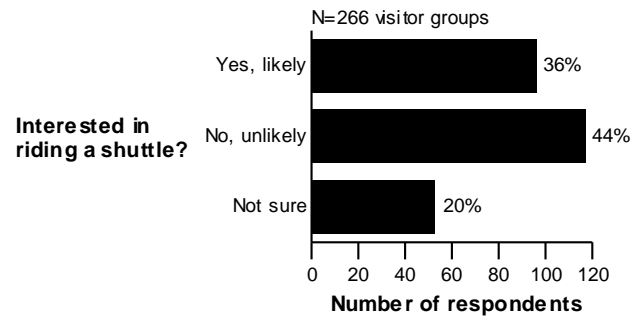


Figure 104: Visitors groups that would be interested in riding a shuttle between sites

Question 20d

The shuttle bus would likely require a fee of \$7 per person, in addition to admission charges at the various sites. Would you be willing to pay this amount to ride the shuttle bus?

Results

- 37% of visitor groups would be willing to pay \$7 to ride a shuttle bus (see Figure 105).

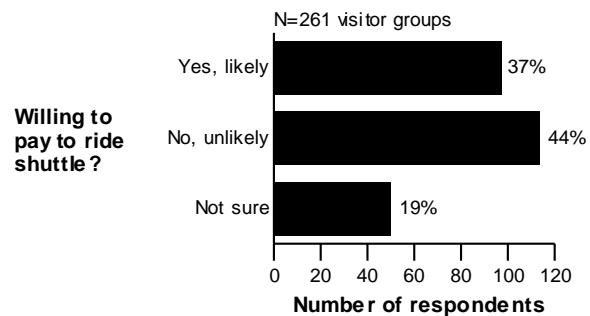


Figure 105: Visitors groups that would be willing to pay \$7 for a shuttle bus ride

*total percentages do not equal 100 due to rounding

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

Future visits to the park

Question 27

What would encourage you and your personal group to visit Martin Van Buren NHS again? (open-ended)

Results

- 58% of visitor groups (N=154) responded to this question.
- Table 14 shows a summary of visitor comments.

Table 14: Incentives for future visit
N=170 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Another visit to the area	22
Bring friend/relative	20
Special events	16
New visitor center	10
More programs	8
New/different programs	8
New information	7
Restoration/renovation	6
See new exhibits	6
More trails	5
Nothing	5
Free time/time off from work	4
Interesting/unusual programs	4
More activities	3
Need no encouragement	3
Develop the farm	2
Lectures	2
Other activities/events in the area	2
Too far away to return	2
Access to the tower	1
A masked ball with period costumes	1
Additional staff	1
Another new stamp	1
Better access to farm and house	1
Changes made to outbuildings to make them more consistent with the time period	1
Cooler weather	1
Demonstrations of daily chores, etc.	1
Discounts	1
Emails about upcoming events	1
Family events	1
Getting a tour of the house	1
Historical information for kids	1
Keeping the house and property as original as possible	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 14: Incentives for future visit
(continued)

Comment	Number of times mentioned
Longer film	1
Media announcing information	1
Money for gas	1
More camping opportunities	1
More flexibility in house tours	1
More period activities	1
More room in the house and grounds	1
My newly purchased Golden Eagle senior pass	1
Older kids	1
Once was enough	1
Other presidents	1
Outdoor exhibits	1
Outside tours	1
Picnic on the grounds	1
See any changes	1
Theatrical events	1
To learn more about history	1
To learn more about President Van Buren	1
To see other houses in Kinderhook area	1
Tour of the grounds	1
View upstairs maids' quarters	1

*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 35

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Martin Van Buren NHS during this visit?

Results

- 90% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 106).
- No visitor groups rated the quality as “very poor” or “poor.”

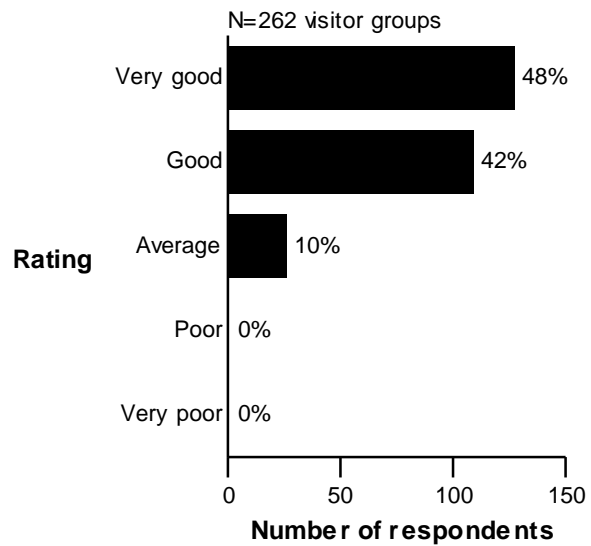


Figure 106: Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

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

Visitor Comments

Planning for the future

Question 33

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

Results

- 64% of visitor groups (N=170) responded to this question.
- Tables 15 and 16 show a summary of visitor comments followed by the hand-written comments.

Table 15: Planning for future
N=216 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
INTERPRETIVE SERVICES (39%)	
More marketing/advertisement	17
Add special events	10
Add exhibits	7
More information about Martin Van Buren	7
Provide more information	6
Reenactments/living history	5
Add period activities/programs/events	2
Continue to maintain current programs	2
Expanded tours	2
Provide self-guided/audio tours	2
Other comments	24
FACILITIES/MAINTENANCE (44%)	
Build a new visitor center	34
Restore farm/garden	15
Expand/upgrade visitor center	9
Provide better directions/signs	5
Add cafe/snack bar/vending machines	4
Improve handicap access	3
Add benches/seats	2
Improve access to and from the house	2
Improve outdoor signage	2
More access to the house	2
More lighting in home	2
Move maintenance garage	2
Restore grounds	2
Other comments	11

Table 15: Planning for the future
(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT (10%)	
Provide package deals with other nearby attractions	5
Access to the tower	4
Don't move the visitor center	4
Other comments	8
CONCESSIONS (1%)	
Improve bookstore	2
Other comment	1
GENERAL (6%)	
Continue doing what you're doing	9
Integrate with other historical sites	2
Other comments	2

Additional comments

Question 34

Is there anything else you and your personal group would like to tell us about your visit to Martin Van Buren NHS? (open-ended)

Results

- 53% of visitor groups (N=142) responded to this question.

Table 16: Additional comments
 N=244 comments;
 some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL (17%)	
Rangers were informative/knowledgeable	18
Rangers were friendly/pleasant	10
Rangers were helpful	5
Rangers were great	3
Staff was knowledgeable	2
Other comments	4
INTERPRETIVE SERVICES (45%)	
Ranger/guide did good job on tour	22
Informative visit/experience	19
Enjoyed home tour	17
Tour was informative	7
Learned about President Van Buren	6
Film was informative	2
History came to life	2
Home tour was full	2
Learned a lot	2
Reduce size of tour	2
Visit was meaningful to our children	2
Other comments	26
FACILITIES/MAINTENANCE (9%)	
House was well kept	9
Need seating for those who have trouble standing	2
Other comments	11
POLICIES/MANAGEMENT (7%)	
Park is well managed	3
Questionnaire is too long	2
Site is not well known in the area	2
Other comments	11

Table 16: Additional comments
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT (1%)	
Comments	2
GENERAL COMMENTS (21%)	
Enjoyed visit	26
Will return	3
Other comments	22

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience, and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

For more information please contact:

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

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

Appendix 3: Decision Rules for Checking Non-response Bias

Non-response bias is one of the major threats to the quality of a survey project. It affects the ability to generalize from a sample to general population (Salant and Dillman 1994; Dillman, 2007; Stoop 2004; Filion 1976; Dey 1997). Since non-response bias is usually caused by participants failing to return their questionnaires, a higher response rate is more desirable. However, higher response rates do not guarantee low non-response bias. Researchers have suggested different methods to detect non-response bias. The most common variables used to detect non-response bias are demographic variables. Some researchers such as Van Kenhove (2002), Groves (2000) also suggest that saliency of topic has an effect on response rate. In this visitor study, visitor satisfaction (overall quality rating) could be considered as one of the salient factors as we aim to collect opinions from both unsatisfied and satisfied visitors. There are also several methods for checking non-response bias suggested in the literature. We decided to follow the method suggested by Groves (2006), De Rada (2005), and Rogelberg and Luong (1998) to compare the demographic characteristics as well as satisfaction scores of respondents in three different mailing waves. This seems to be the most suitable method because the visitor population is generally unknown.

Respondents were categorized based on the date their questionnaire was received. The first wave is defined as surveys received before the 1st replacement was mailed, the second wave is between 1st and 2nd replacement, and the third wave contains surveys received after the 2nd replacement. Analysis of variance was used to detect differences in age, distance of travel to the park, and overall quality rating scores among different mailing waves.

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

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

1. Respondents of different mailing waves had the same average age.
2. On average, respondents of different mailing waves traveled the same distance to the park.
3. Respondents of different mailing waves had the same average satisfaction scores.
4. Respondents of different education levels are equally represented in different mailing waves.

Tables 2 and 3 show no significant difference in age, travel distance, overall quality rating, and level of education. The non-response bias is thus judged to be insignificant.

References

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- Stoop, I. A. L. (2004). Surveying Non-respondents. *Field Methods*, 16 (1): 23.
- Van Kenhove, P., Wijnen, K., and De Wulf K. (2002). The Influence of Topic Involvement on Mail-Survey Response Behavior. *Psychology and Marketing*, Vol 19 (3): 293-301.

Appendix 4: Visitor Services Project Publications

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

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

1989 (continued)

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

1990

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

1991

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

1992

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

Visitor Services Project Publications (continued)

1993

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

1994

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

1995

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

1996

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

1996 (continued)

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

1997

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

1998

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

1999

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

Visitor Services Project Publications (continued)

2000

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

2001

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

2002

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

2003

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

2003 continued

- 151. Mojave National Preserve (fall)

2004

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

2005

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

2006

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

Visitor Services Project Publications (continued)

2007

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

2008

- 197. Blue Ridge Parkway (fall and summer)
- 198. Yosemite National Park (winter)
- 199. Everglades National Park (winter and spring)
- 200. Horseshoe Bend National Military Park (spring)
- 201. Carl Sandburg Home National Historic Site (spring)
- 202. Fire Island National Seashore resident (spring)
- 203. Fire Island National Seashore visitor
- 204. Capitol Reef National Park
- 205.1 Great Smoky Mountains National Park (summer)
- 205.2 Great Smoky Mountains National Park (fall)
- 206. Grand Teton National Park
- 207. Herbert Hoover National Historic Site
- 208. City of Rocks National Reserve

2009

- 209. Fort Larned National Historic Site
- 210. Homestead National Monument of America
- 211. Minuteman Missile National Historic Site

2009 (continued)

- 212. Perry's Victory & International Peace Memorial
- 213. Women's Rights National Historical Park
- 214. Klondike Gold Rush National Historical Park Unit -Seattle
- 215. Yosemite National Park
- 216. Sleeping Bear Dunes National Lakeshore
- 217. James A. Garfield National Historic Site
- 218. Boston National Historical Park
- 219. Bryce Canyon National Park
- 220. Indiana Dunes National Lakeshore
- 221. Acadia National Park
- 222. Laurance S. Rockefeller Preserve
- 223. Martin Van Buren National Historic Site

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

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