



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

Visitor Services Project



Saint-Gaudens National Historic Site Visitor Study

**Summer 2004
Report 160**



University of Idaho

Park Studies Unit



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Summer 2004

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Visitor Services Project
Saint-Gaudens National Historic Site
Report Summary

This report describes the results of a visitor study at Saint-Gaudens National Historic Site (NHS) during August 14-22, 2004. A total of 346 questionnaires were distributed to visitor groups. Visitor groups returned 285 questionnaires for an 82% response rate.

This report profiles Saint-Gaudens NHS visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.

Forty-five percent of visitor groups consisted of two people and 34% had three or four people. Fifty-five percent of visitor groups were family groups and 25% were with friends. Seventy-one percent of visitors were aged 41-75 years, 10% were 76 or older, and 10% were aged 15 years or younger. Ten percent of visitors were with a group member who had disabilities/impairments that affected their visit to the park. Thirty-eight percent of visitors held a graduate degree, 35% held a bachelor's degree, and 16% had some college education. Three percent of visitors were with a guided tour group and less than 1% were with an educational/school group.

There was not enough data to provide reliable information about international visitors. United States visitors were from New Hampshire (30%), Vermont (17%), Massachusetts (12%), 27 other states, and Washington, D.C.

Prior to this visit, visitor groups most often obtained information about Saint-Gaudens NHS through friends/relatives/word of mouth (48%), previous visits (34%), and travel guides/tour books (19). Most groups (89%) received the information they needed about the park.

Primary reasons for visiting the Saint-Gaudens NHS area included visiting Saint-Gaudens NHS (64%) and visiting friends/relatives (17%). Primary reasons for visiting the park included seeing sculptures/art by Augustus Saint-Gaudens (34%) and learning about Augustus Saint-Gaudens (22%). On this visit, the most common sites visited were the visitor center (89%), gardens (89%), and New Gallery (81%).

In regard to use, importance, and quality of park services and facilities, it is important to note the number of visitor groups that responded to each question. The most used visitor services and facilities by the 257 respondents included restrooms (81%) and park brochure/map (79%). The visitor services and facilities that received the highest combined proportions of "extremely important" and "very important" ratings included restrooms (95%, N=188) and self-guided trail brochures (92%, N=37). Sunday concerts (97%, N=60), assistance from park staff (95%, N=115), and restrooms (95%, N=177) were the services and facilities that received the highest combined proportions of "very good" and "good" quality ratings.

The average visitor group expenditure during this visit was \$162. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$30. The average per capita expenditure was \$71.

Most visitor groups (98%) rated the overall quality of visitor services at Saint-Gaudens NHS as "very good" or "good." One percent of visitor groups rated the overall quality of visitor services as "poor" and no visitor groups rated the overall quality as "very poor."

For more information about the Visitor Services Project, please visit the University of Idaho
Park Studies Unit website: www.psu.uidaho.edu

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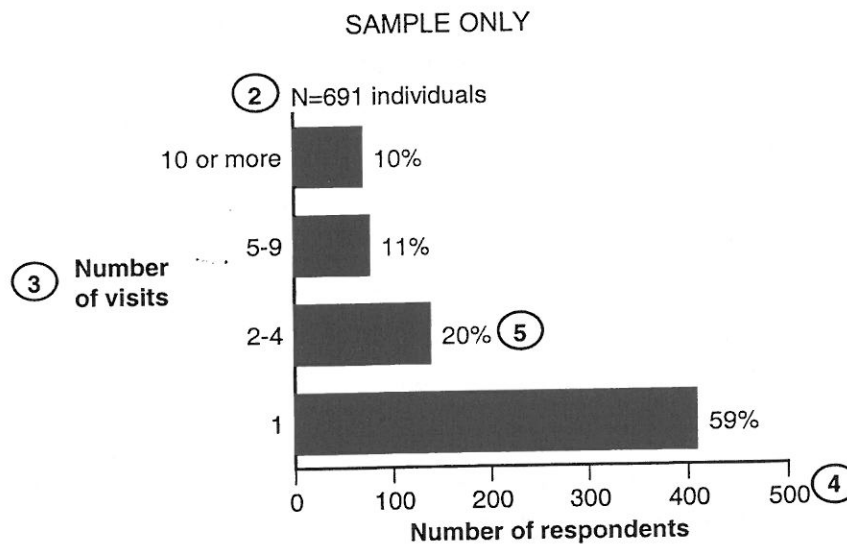
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INTRODUCTION

This report describes the results of a visitor study at Saint-Gaudens National Historic Site (NHS). This visitor study was conducted from August 14-22, 2004 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit at the University of Idaho.

The report is organized into four sections. The **Methods** section discusses the procedures and limitations of the study. The **Results** section provides summary information for each question in the questionnaire and includes a summary of visitor comments. An **Additional Analysis** section is included to help managers request additional analyses. The final section includes a copy of the **Questionnaire**. The separate appendix includes comment summaries and visitors' unedited comments.

Most of this report's graphs resemble the example below. The large numbers refer to explanations following the graph.



① **Figure 4: Number of visits**

- 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. Interpret data with an "N" of less than 30 with **CAUTION!** as the results may be unreliable.
- 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.

METHODS

Questionnaire design and administration

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). The Saint-Gaudens 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; others were customized for Saint-Gaudens NHS. Many questions asked visitors to choose answers from a list that was provided, often with an open-ended option, while others were completely open-ended.

Interviews were conducted with, and 346 questionnaires were distributed to a sample of visitor groups who arrived at Saint-Gaudens NHS during the period from August 14-22, 2004. Eighty-three percent of the questionnaires were distributed at the visitor center (N=288) and 17% were distributed at Sunday concerts (through two weekends) (N=58). These locations were selected by park staff and the proportion of questionnaires distributed was based on park visitation statistics.

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, an interview lasting approximately two minutes was used to determine group size, group type, and the age of the group member (at least 16 years of age) who would complete the questionnaire. These individuals were then asked for their names, addresses, and telephone numbers in order to mail them a reminder/thank you postcard and follow-ups if needed. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it by mail. The questionnaires were pre-addressed and pre-stamped.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires were mailed to visitors who still had not returned their questionnaires.

Data analysis

Returned questionnaires were coded and the information was entered into a computer using a standard statistical software package—Statistical Analysis System (SAS). Frequency distribution and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized.

Sample size, missing data, and reporting items

This study collected information on both visitor groups and individual group members. Thus, the sample size ("N") varies from figure to figure. For example, while Figure 1 shows information for 281 visitor groups, Figure 5 presents data for 813 individuals. A note above each graph or table specifies the information illustrated.

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions result in missing data and cause the number in the sample to vary from figure to figure. For example, although Saint-Gaudens NHS visitors returned 285 questionnaires, Figure 1 shows data for only 281 respondents. Questions answered incorrectly due to carelessness, misunderstood directions, and so forth turn up in the data as reporting errors. These create small data inconsistencies.

Limitations

Like all surveys, this study has limitations that should be considered when interpreting the results.

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visit the park.
2. The data reflect visitor use patterns of visitors to the selected sites during the study period of August 14-22, 2004. The results 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, or table.

Special conditions

Weather conditions during the visitor study were mostly overcast with periods of rain/drizzle and occasional periods of sunshine. These conditions were untypical of August weather for the Saint-Gaudens NHS area during this time of year

RESULTS

Visitor groups contacted

At Saint-Gaudens NHS, 353 visitor groups were contacted and 346 of these groups (98%) accepted questionnaires. Questionnaires were completed and returned by 285 visitor groups, resulting in an 82% response rate for this study.

Table 1 compares age and group size information collected from the total sample of visitors who participated, with age and group size of visitors who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be insignificant.

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Average	N	Average
Age of respondents	341	56.7	279	57.6
Group size	346	2.8	281	3.1

Demographics

Group size: Figure 1 shows visitor group sizes, which ranged from one person to 12 people. Forty-five percent of visitor groups consisted of two people, while another 34% had three or four people, and 14% had five or more people.

Group type: Fifty-five percent of visitor groups were made up of family members, 25% were with friends, and 9% traveled alone, as shown in Figure 2. "Other" group types included Red Hat Society members and houseguests. Three percent of visitor groups were with a guided tour group (see Figure 3) and less than 1% of visitors were with an educational/school group (see Figure 4).

Age: Forty-two percent of the visitors were in the 56-70 age group, 10% were 76 years or older, and 10% were 15 years or younger (see Figure 5).

Ethnicity/race: One percent of visitors were of Spanish, Hispanic, or Latino ethnicity (see Figure 6). Ninety-eight percent of visitors were of White racial background (see Figure 7).

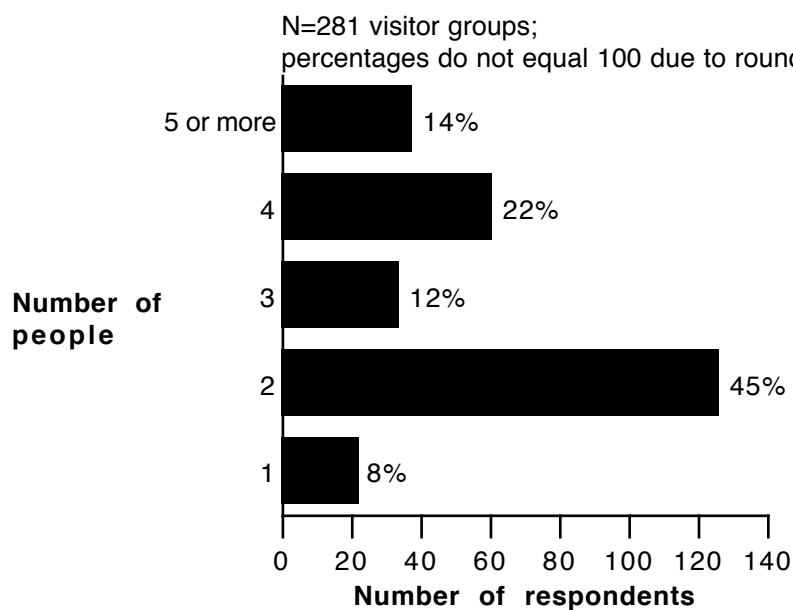
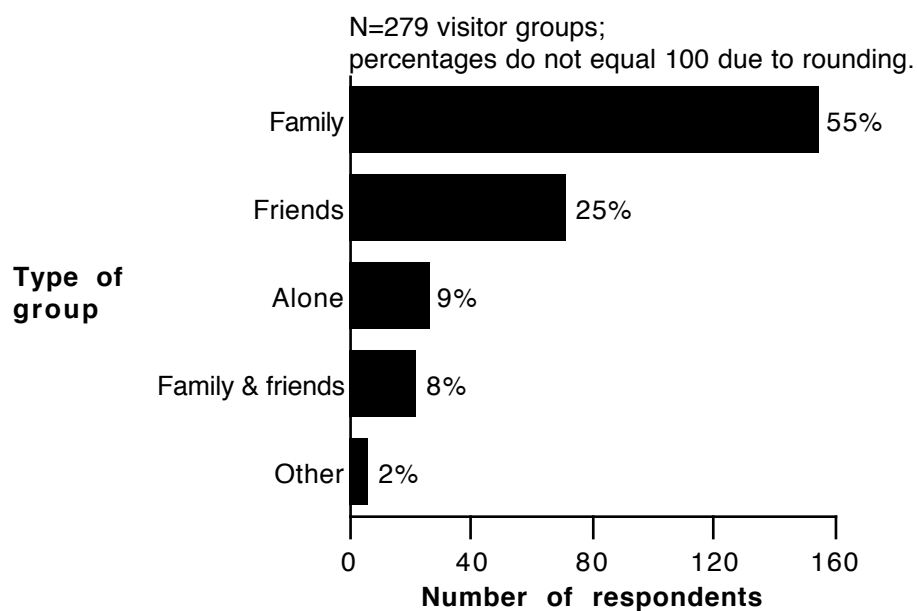
Number of visits: Visitors were asked the number of times they visited Saint-Gaudens NHS including this visit. In the past 12 months, most visitors (80%) were visiting the park for the first time (see Figure 8). In the past five years, 64% of visitors reported this was their first visit to the park (see Figure 9). In their lifetime, 68% percent of visitors reported this was their first visit to the park (see Figure 10).

Education: Visitors 18 years or older were asked their highest level of education. Thirty-eight percent of visitors held a graduate degree, 35% held a bachelor's degree, and 16% had some college education, as shown in Figure 11.

Disabilities/impairments: Ten percent of visitors were with a group member who had disabilities/impairments that affected their visit to Saint-Gaudens NHS (see Figure 12). Visitor groups who had members with disabilities/impairments were then asked to report the types of disabilities/impairments (see Figure 13). Not enough visitor groups responded to provided reliable data. Twenty percent of visitor groups encountered access/service problems because of disabilities/impairments on this visit to the park (see Figure 14). Problems that visitors encountered included irregular steps on walkway to house, lack of handrails along brick steps and garden stairs, no complementary wheelchair service, and difficulty maneuvering a stroller.

Country of residence: Two percent of visitors were international, however, there were not enough international visitors to provide reliable data (see Table 2).

State of residence: Ninety-eight percent of visitors were from the United States. The largest proportions of United States visitors were from New Hampshire (30%), Vermont (17%), and Massachusetts (12%), as shown in Map 1 and Table 3. Smaller proportions of U.S. visitors came from 27 other states and Washington, D.C.

**Figure 1: Visitor group size****Figure 2: Visitor group type**

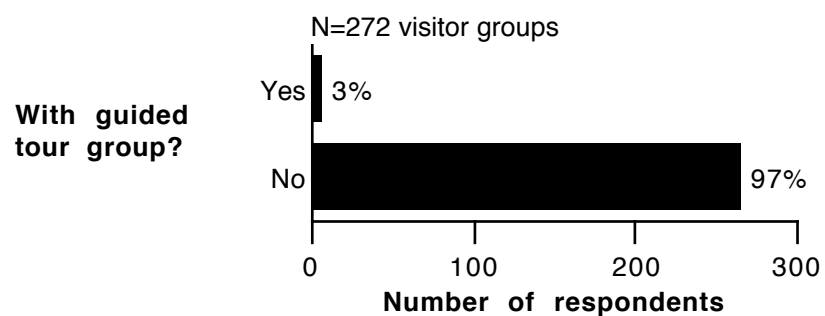


Figure 3: Visitors traveling with a guided tour group

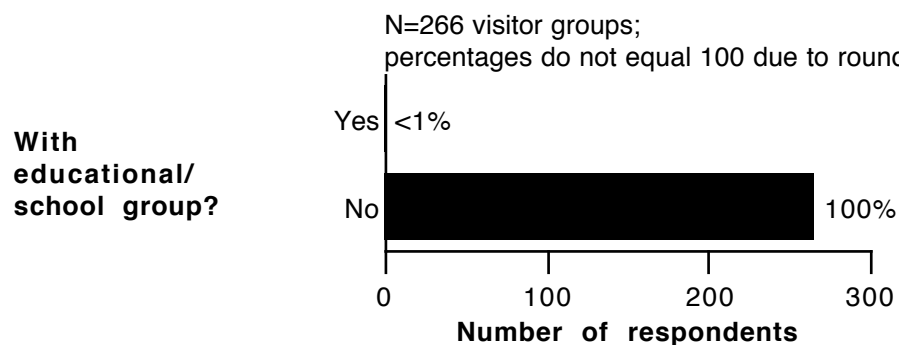
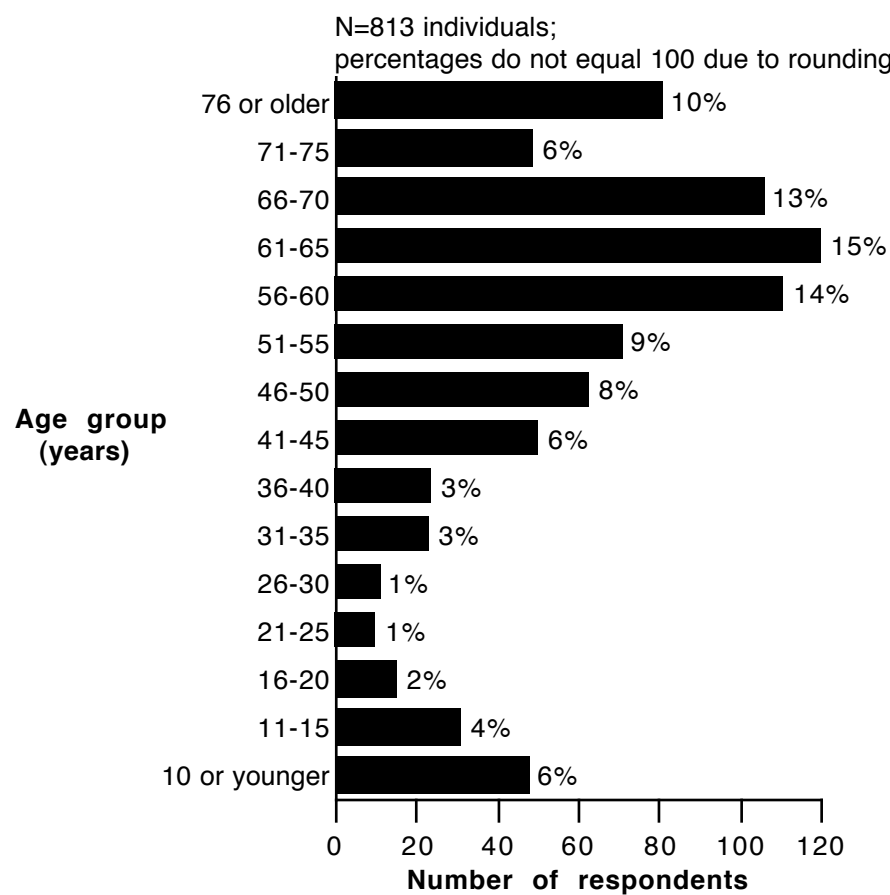
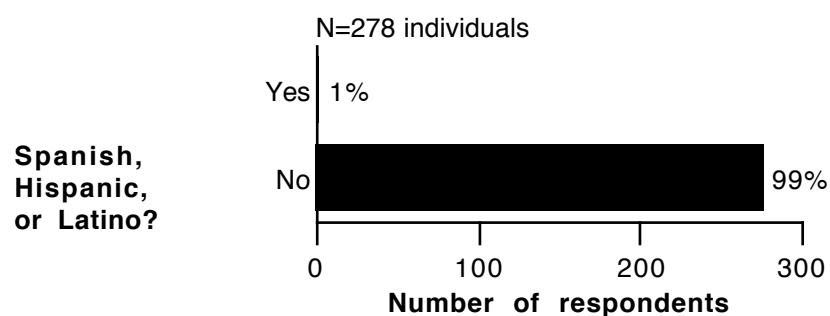
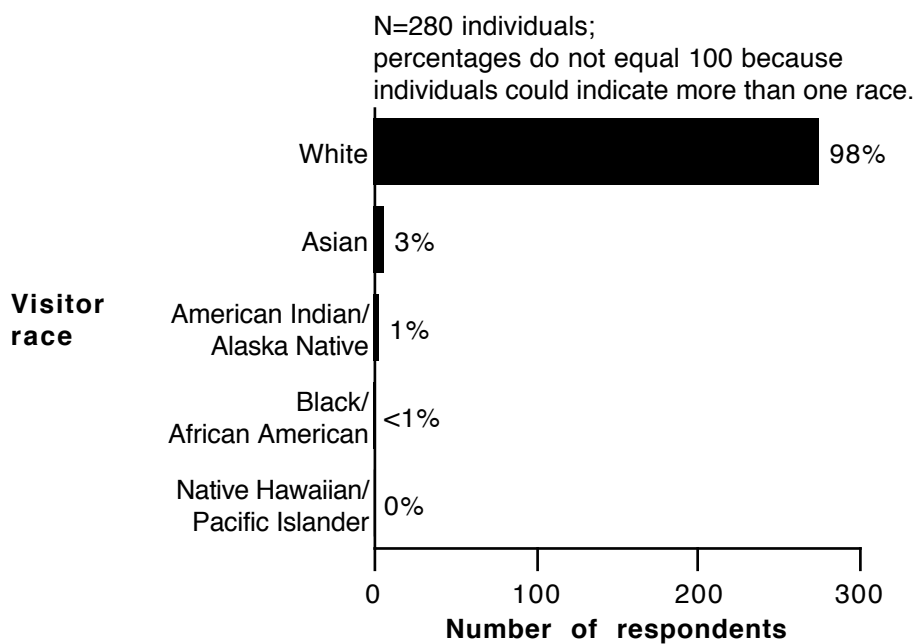
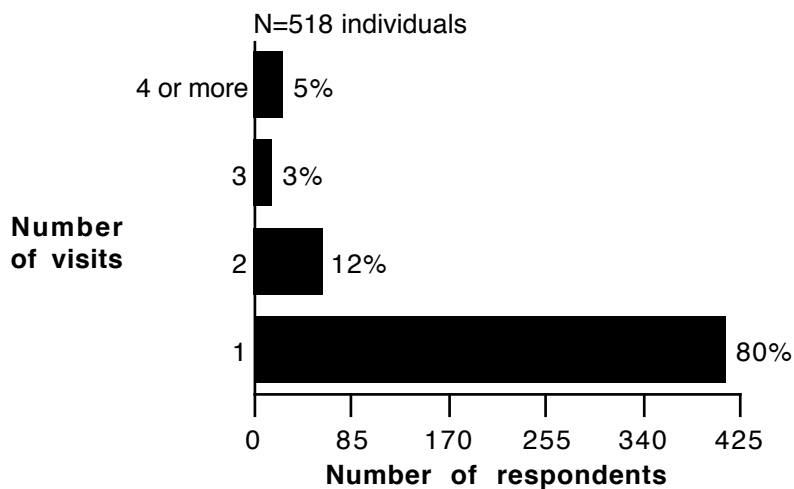
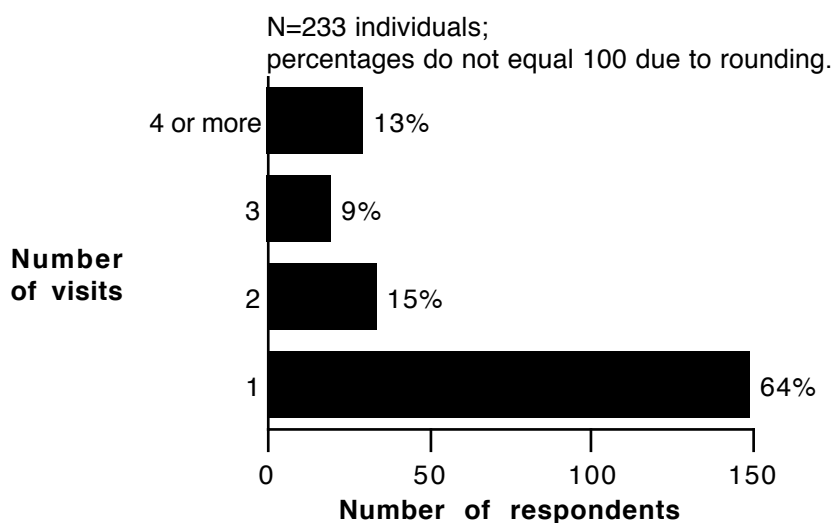


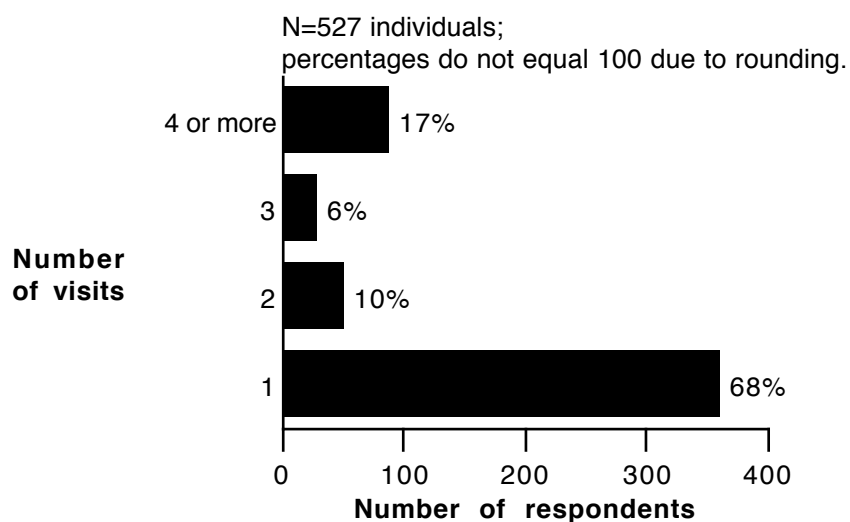
Figure 4: Visitors traveling with educational/school group

**Figure 5: Visitor age****Figure 6: Visitors of Spanish, Hispanic, or Latino ethnicity**

**Figure 7: Visitor race****Figure 8: Number of visits in the past 12 months
(including this visit)**



**Figure 9: Number of visits in the past 5 years
(including this visit)**



**Figure 10: Number of visits in visitors' lifetime
(including this visit)**

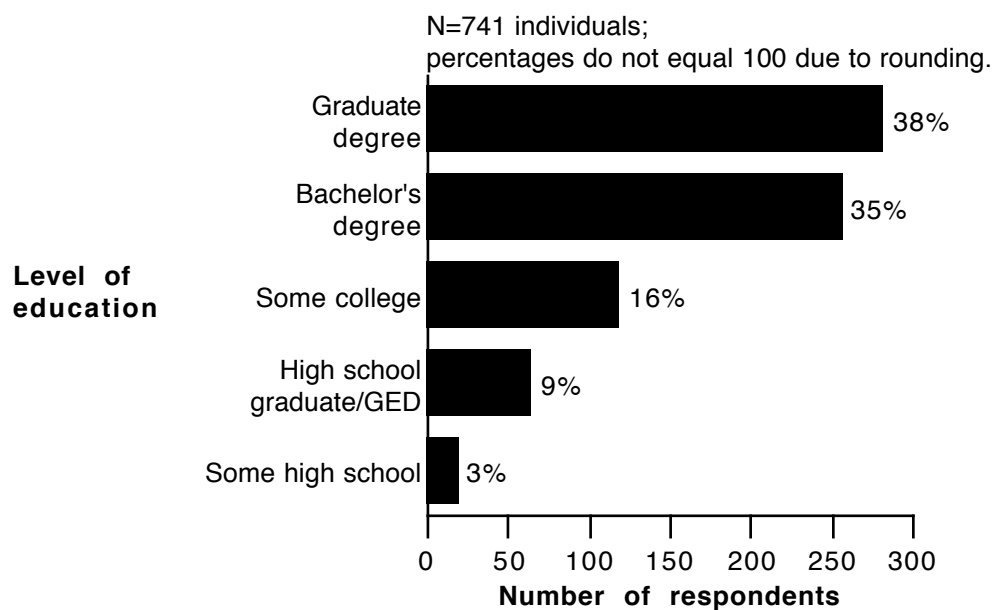


Figure 11: Visitor level of education

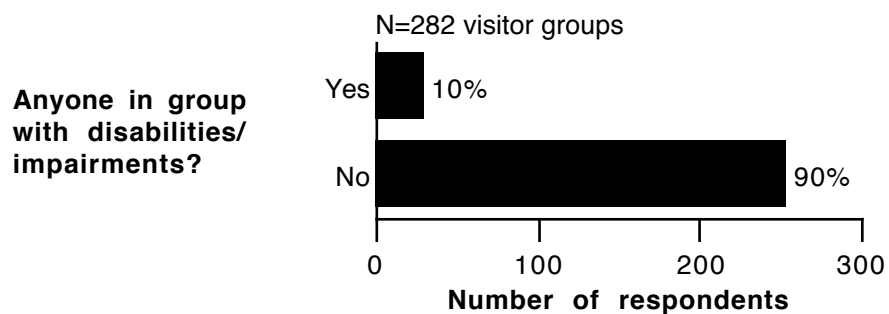


Figure 12: Visitors with disabilities/impairments that affected their ability to visit Saint-Gaudens NHS

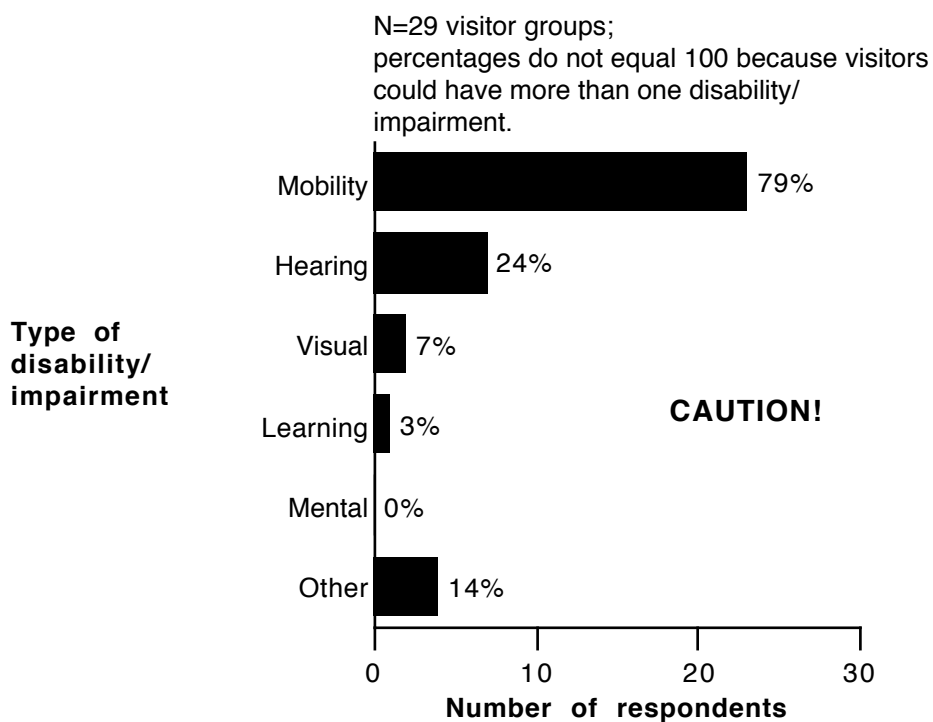


Figure 13: Types of visitor disabilities/impairments

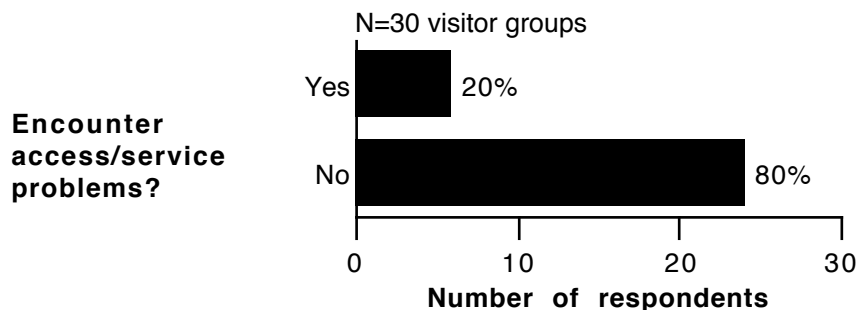


Figure 14: Visitors who encountered access/service problems at park due to disability/impairment

Table 2: International visitors by country of residence

Percentages do not equal 100 due to rounding.

CAUTION!

Country	Number of individuals	Percent of international visitors N=26 individuals	Percent of total visitors N=750 individuals
England	10	38	1
Canada	6	23	1
Scotland	3	12	<1
South Africa	3	12	<1
Isle of Man	2	8	<1
Kenya	1	4	<1
Mexico	1	4	<1



Map 1: Proportion of United States visitors by state of residence

Table 3: United States visitors by state of residence

Percentages may not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors N=724 individuals	Percent of total visitors N=750 individuals
New Hampshire	217	30	30
Vermont	126	17	17
Massachusetts	89	12	12
New York	66	9	9
New Jersey	29	4	4
Connecticut	26	4	3
California	25	3	3
Pennsylvania	18	2	2
North Carolina	17	2	2
Florida	14	2	2
Virginia	13	2	2
Texas	10	1	1
Arizona	7	1	1
Illinois	7	1	1
Maine	6	1	1
Ohio	6	1	1
Indiana	5	1	1
Missouri	5	1	1
Rhode Island	4	1	1
Wisconsin	4	1	1
10 other states & Washington, D.C.	30	4	4

Visitor awareness of Friends group and/or Trustees of the Saint-Gaudens Memorial

Visitor groups were asked, "Prior to, or during your visit, did you become aware of the Friends group &/or Trustees of the Saint-Gaudens Memorial (both groups help sponsor activities such as Sunday concert series and Picture Gallery exhibits)." Forty-eight percent of visitor groups were aware of these organizations prior to this visit or had become aware during the visit, 47% were not aware, and 5% were "not sure" (see Figure 15).

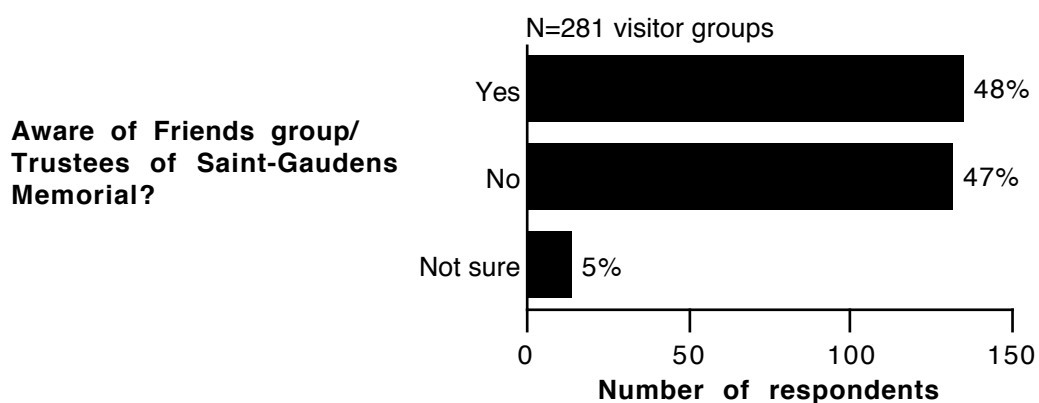


Figure 15: Visitor awareness of Friends group and/or Trustees of the Saint-Gaudens Memorial

Sources of information

Visitor groups were asked to indicate how they obtained information about Saint-Gaudens NHS prior to their visit. Most visitor groups (95%) obtained information prior to their visit, while 5% did not (see Figure 16). Of those groups who obtained information, the most common sources included friends/relatives/word of mouth (48%), previous visits (34%), travel guides/tour books (19%), highway signs (18%), and maps/brochures (17%), as shown in Figure 17. “Other” sources of information included Saint-Gaudens mailing list, National Park Passport book, living in the area, hotel/inn/B&B/resort employee/literature, reenactors, Philadelphia Mint, and a visit to National Portrait Gallery (Shaw and Adams Memorials).

Visitor groups who obtained information about Saint-Gaudens NHS prior to this visit were then asked whether they received the needed information. Most visitor groups (89%) reported they received the information they needed (see Figure 18). However, 5% of visitor groups reported they did not receive the information they needed and 5% were “not sure.”

The information visitor groups needed but were unable to obtain included hours of operation, tour and fee information, general park information, and driving directions distances.

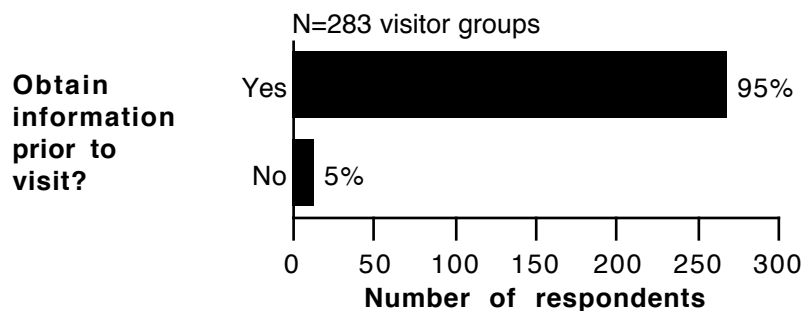


Figure 16: Visitors who obtained information about Saint-Gaudens NHS prior to this visit

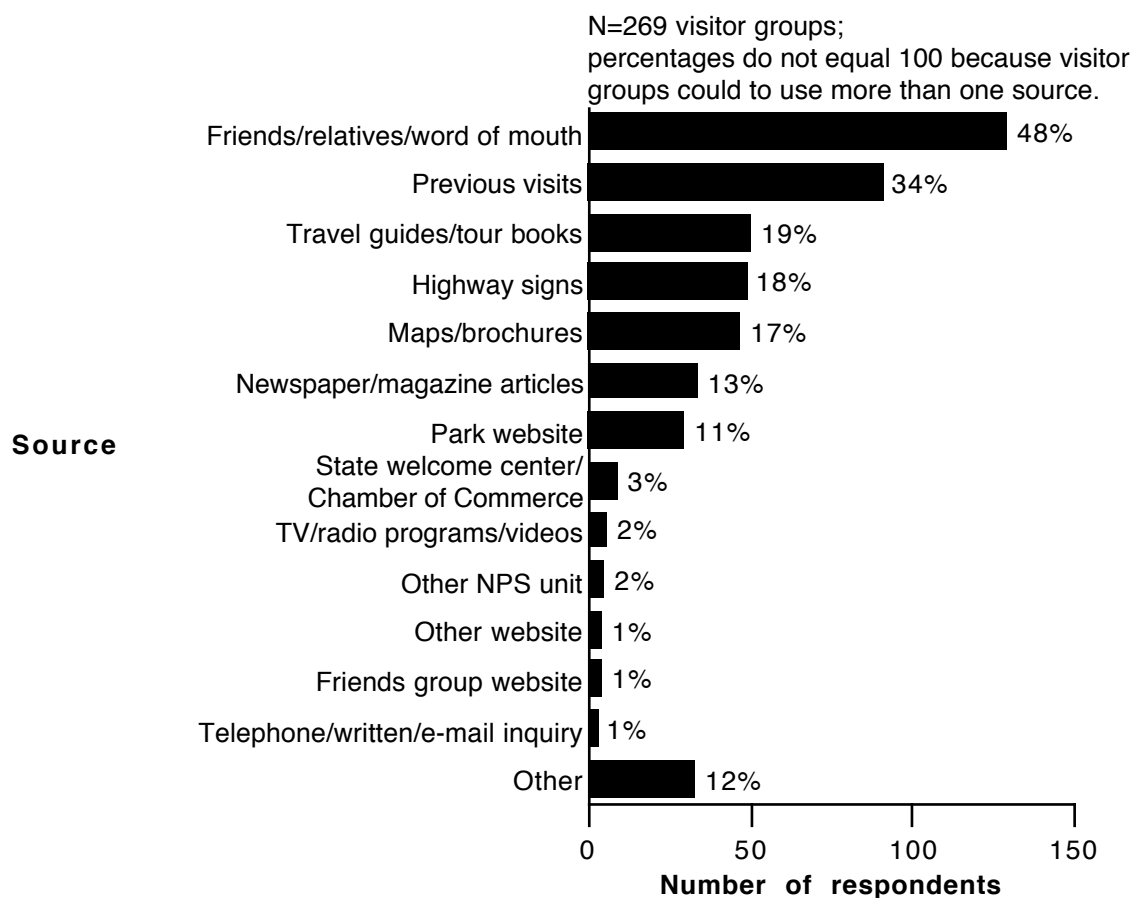


Figure 17: Sources of information used by visitor groups prior to this visit

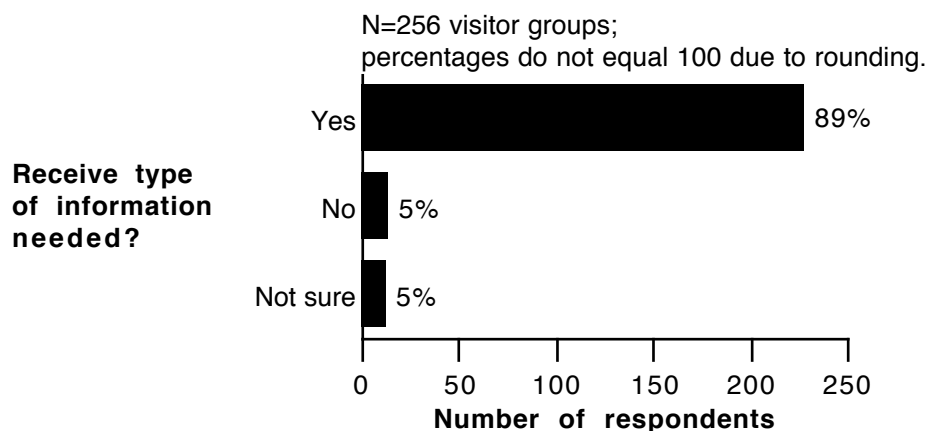


Figure 18: Visitor groups who received needed information prior to this visit

Primary reason for visiting the area
Primary reason for visiting the park

Primary reason for visiting the area: Visitor groups were asked their primary reason for visiting the Saint-Gaudens NHS area (within 1/2-hour drive). Twenty percent of visitors were residents of the local area (see Figure 19). Sixty-four percent of visitor groups reported visiting Saint-Gaudens NHS was their primary reason for visiting the area, followed by visiting friends/relatives (17%), and visiting other area attractions (13%), as shown in Figure 20. Other area attractions visitors listed as their primary reason for visiting the area are listed in Table 4.

Primary reason for visiting the park: Visitor groups were also asked to report their primary reason for visiting Saint-Gaudens NHS. Thirty-four percent of visitor groups reported they came to see sculptures/art by Augustus Saint-Gaudens, followed by attending Sunday concert/special event (23%), and learning about Augustus Saint-Gaudens (22%), as shown in Figure 21. No visitor groups reported seeing exhibits in picture gallery, walking for exercise/walking dog, or walking the trails as their reason for visiting the park. "Other" primary reasons for visiting the park included tour home and sculpture workshop, see grounds, see models for coins of 1907, obtain Golden Passport, bring people who had never previously visited, Cornish Art Colony, picnic, and heard it was a beautiful site.

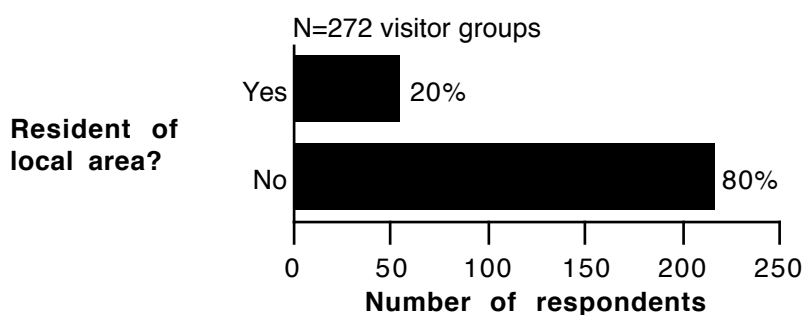
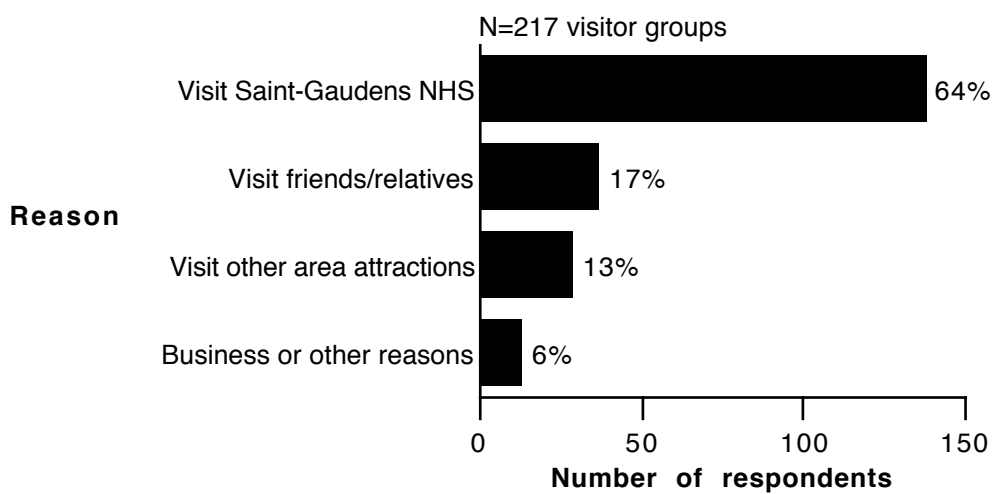


Figure 19: Visitor groups who were residents of the Saint-Gaudens NHS area (within 1/2-hour drive)



**Figure 20: Primary reason for visiting the Saint-Gaudens NHS area
(within 1/2-hour drive of park)**

Table 4: Other area attractions

N=38 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Sunday afternoon concert	3
All national park sites	1
Amish Center	1
Boston, MA	1
Canterbury, NH	1
Coming home from one week vacation	1
Cornish Colony Museum	1
Cornish Fair	1
Dartmouth College	1
Dorr Mill Store	1
Franconia, NH	1
Hanover, NH	1
Home Hill Farm	1
It was a rainy day	1
Juniper Hill Inn	1
Local horse trails	1
Marsh-Billings-Rockefeller NHP	1
Maxfield Parish, VT	1
Mount Ascutney State Park, VT	1
Norwich, VT	1
Quechee Gorge, VT	1
Sightseeing	1
Simon Pierce Glass	1
White River Junction, VT	1
Trapp Family Lodge	1
Traveling through Vermont and this was close	1
Traveling; this was home base for VT/NH sites	1
Varied	1
New London, NH	1
Visiting friends/family in Vermont	1
Windsor Bridge, VT	1
Woodstock area	1

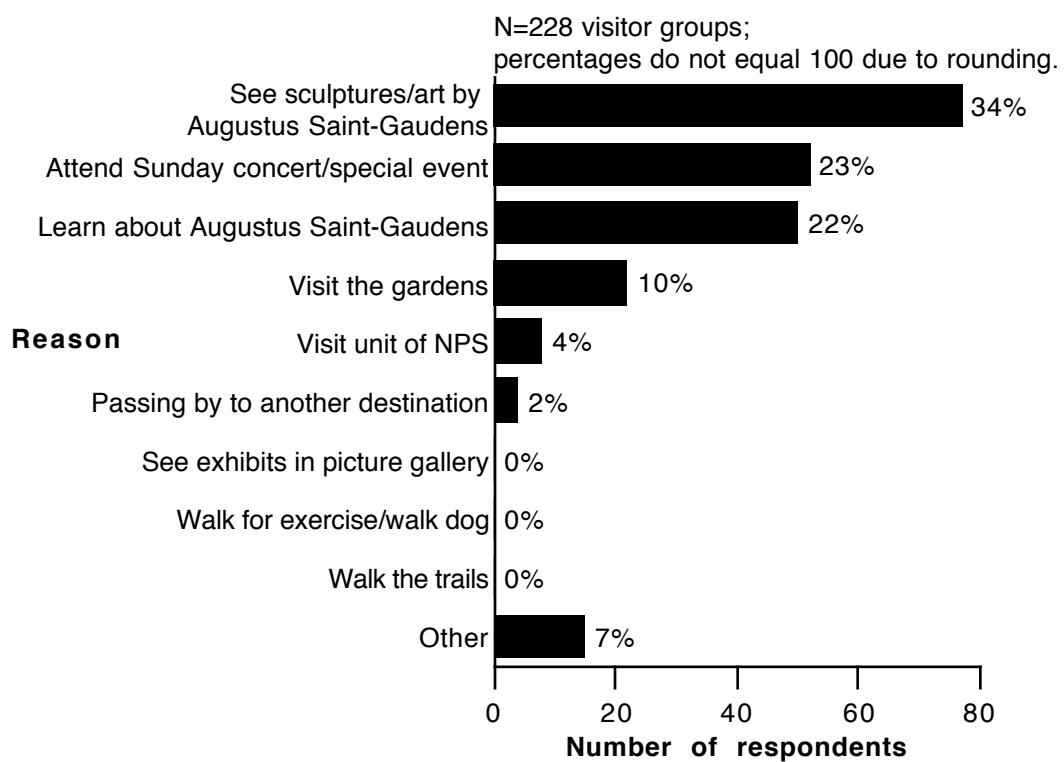


Figure 21: Primary reason for visiting Saint-Gaudens NHS

Number of vehicles used to arrive at park

Visitor groups were asked to list the number of vehicles they used to arrive at Saint-Gaudens NHS. On this visit, most visitor groups (89%) arrived in one vehicle, while 11% used two or more vehicles (see Figure 22).

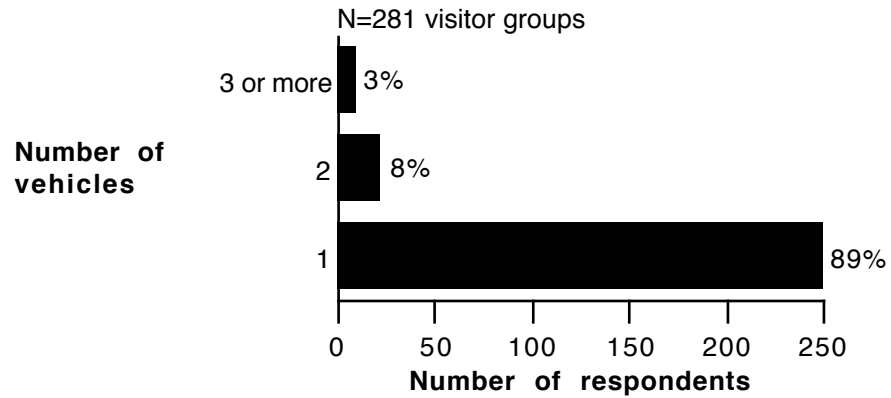


Figure 22: Number of vehicles used to arrive at park

Adequacy of directional signs

Visitor groups were asked to indicate the adequacy of signs directing them to Saint-Gaudens NHS on New Hampshire interstates, Vermont interstates, state highways, and in communities.

Signs on New Hampshire interstates: Forty-eight percent of visitor groups reported the signs were adequate, while 7% thought they were not, and 45% were “not sure” (see Figure 23).

Signs on Vermont interstates: Thirty-one percent of visitor groups reported the signs were adequate, while 11% thought they were not, and 58% were “not sure” (see Figure 24).

Signs on state highways: Eighty-two percent of visitor groups reported the signs were adequate, while 7% thought they were not, and 11% were “not sure” (see Figure 25).

Signs in communities: Seventy-four percent of visitor groups reported the signs were adequate, while 8% thought they were not, and 18% were “not sure” (see Figure 26).

Inadequacy of directional signs: Visitor groups who felt the signs were inadequate were asked to indicate which signs were inadequate and how they were inadequate. Table 5 lists visitor responses.

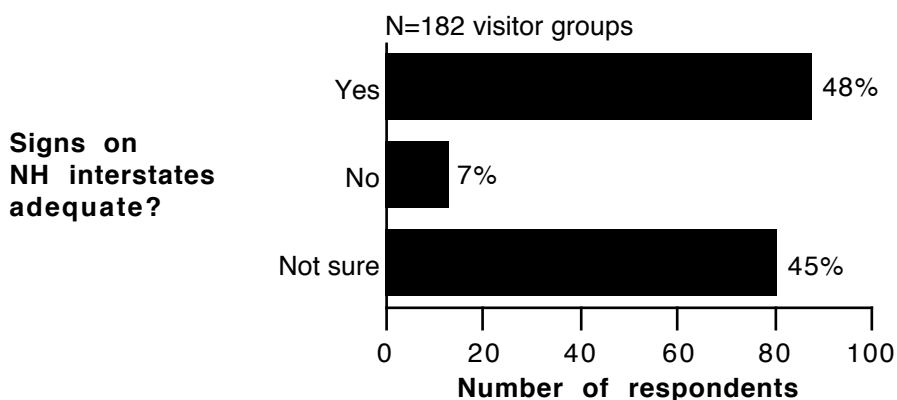


Figure 23: Adequacy of signs on New Hampshire interstates

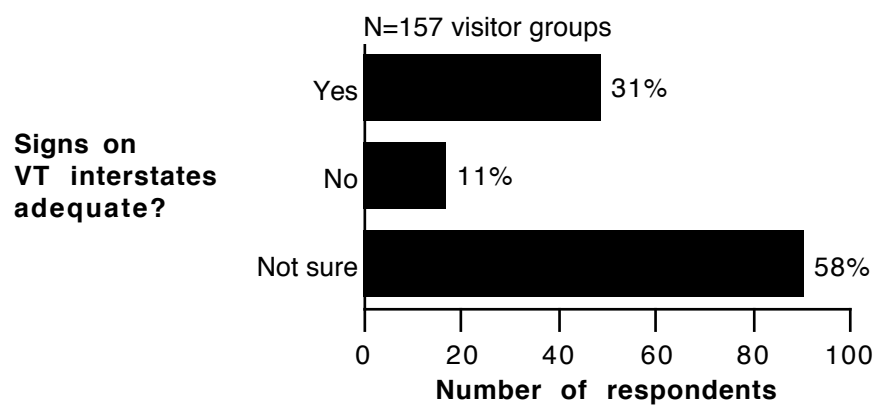


Figure 24: Adequacy of signs on Vermont interstates

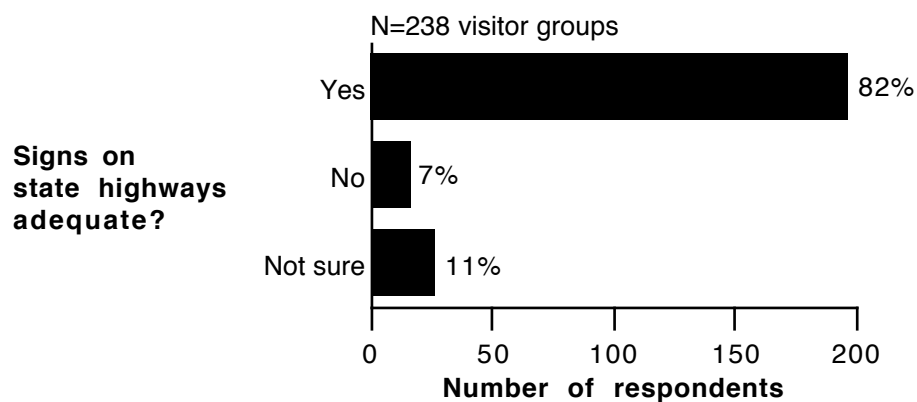


Figure 25: Adequacy of signs on state highways

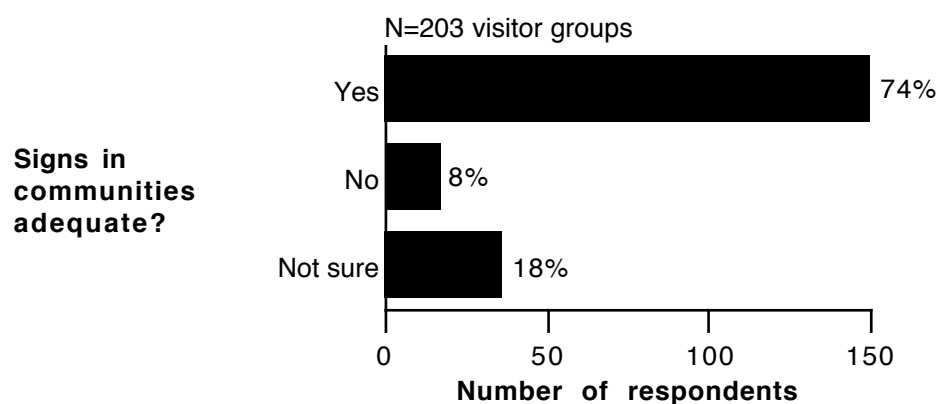


Figure 26: Adequacy of signs in communities

Table 5: Inadequate directional signs

N=29 comments;

some visitors made more than one comment.

Location	Comment
New Hampshire interstates	They may be okay - have not seen any on NH interstates. Put northbound Rt. 89 sign up on highway as well as on exit ramp.
Vermont interstates	Site was found through directions in tour book. We took Rt. 5 from Wethersfield, VT. Coming from the west, I missed the covered bridge and wound up at a precision museum. Please put sign showing left to turn. Signs either didn't exist or hard to see. On I-91 in VT, no sign to exit for St. Gaudens. We had a map, and directed ourselves. Signs were not specific to Saint-Gaudens site. We did not see any on interstates. I took 12A from Claremont - a long way. Needs signage. We never saw any. We saw only one sign as we got close and one at entrance. There should be more signs to say going the right way. Could use more signs. I missed the covered bridge right. I don't remember seeing any.
State highways	They may be okay - have not seen any on VT interstates. We didn't see any signs on I-89. I drove from Maine to Western VT. I saw the sign last year, but didn't go far enough. I asked directions this year. I didn't see any signs and took wrong turn. We didn't see any signs. There is not enough signage - all places. We saw only 2 signs and were not sure if we were always heading in right direction. Needed to have 'advance' signs with turn off. I was confused after exit #9 on 91. Would have appreciated signs in Windsor, VT. There are not enough signs indicating distance and direction. We traveled on both the VT and NH roads and saw no signs that said St. Gaudens. Signs were not large enough; SGNHS should be written on these signs and mileage indicated.
Communities	I was not looking for signs in the one community I drove through.

Communities visited

In addition to Saint-Gaudens NHS, visitor groups were asked whether they visited other communities within a 1/2-hour drive of the park. Sixty-seven percent of visitors reported they had visited other communities in the area (see Figure 27). Windsor, VT (37%), Cornish or Cornish Flat, NH (27%), and Lebanon, NH (23%) were the communities that visitor groups most often visited, as shown in Figure 28. "Other" (36%) places that visitor groups visited are listed in Table 6.

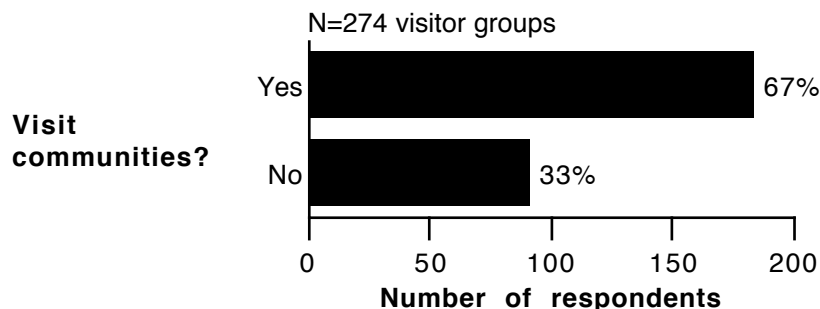


Figure 27: Visitors who visited communities within 1/2-hour drive of park

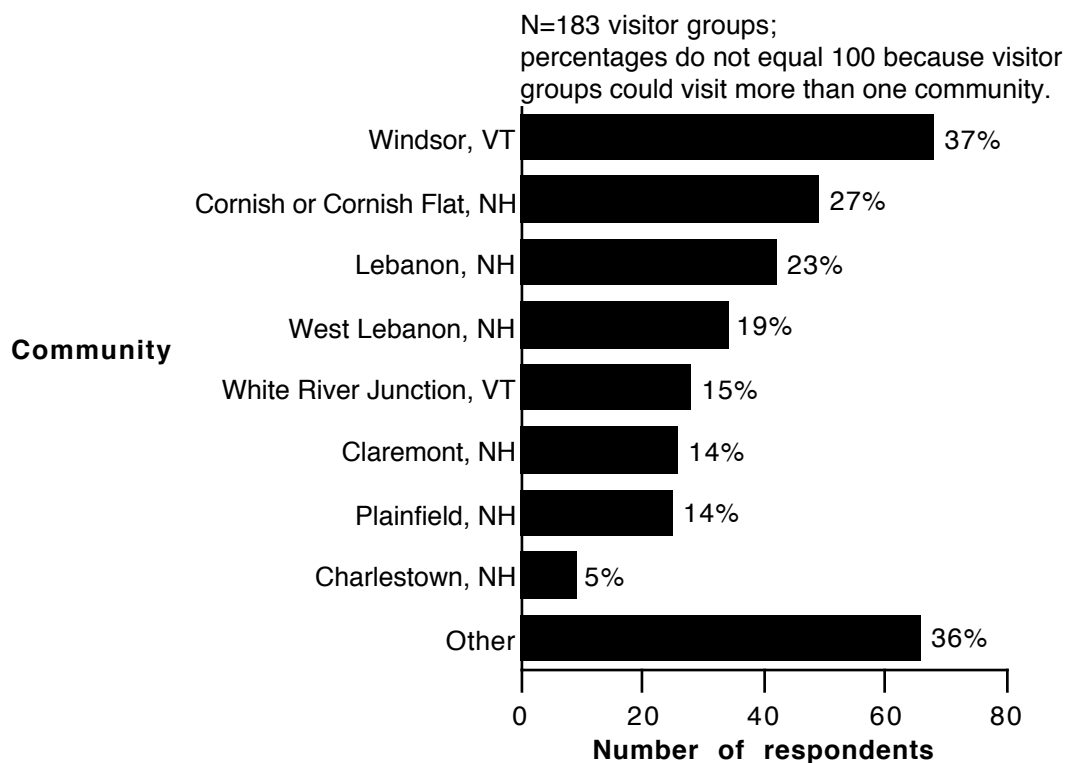


Figure 28: Communities visited within 1/2-hour drive of park

Table 6: Other places visited in the area

N=68 comments;

some visitor groups visited more than one community.

Community	Number of times mentioned
Hanover, NH	15
Woodstock, VT	10
Quechee, VT	6
Enfield, NH	4
Norwich, VT	4
Mt. Ascutney, VT	2
Mt. Sunapee, NH	2
New London, NH	2
Walpole, NH	2
Bethlehem, NH	1
Brattleboro, VT	1
Brownsville, VT	1
Cabot Creamery, Cabot, VT	1
Calvin Coolidge Homestead, VT	1
Chester, VT	1
Cornish Colony Museum	1
Etna, NH	1
Grantham, NH	1
Hartland, VT	1
Lancaster, NH	1
Ludlow, VT	1
Lyme, NH	1
Maxfield Parish, VT	1
Meredith, NH	1
North Sutton, NH	1
Plainfield Christian Camp	1
Springfield, NH	1
Springfield, VT	1
Weston, VT	1
Williamstown, MA	1

Number of park entries Length of visit

Park entries: Visitors were asked if they entered the park more than once on this visit. Most visitor groups (95%) did not enter Saint-Gaudens NHS more than once on this visit (see Figure 29). Visitor groups who entered the park more than once were then asked to report the number of times they entered the park. Not enough visitors responded to provide reliable data (see Figure 30).

Length of visit: Visitor groups were asked how long they stayed at Saint-Gaudens NHS on this visit. Thirty-eight percent of visitor groups spent two hours visiting the park, while 34% spent three hours, as shown in Figure 31.

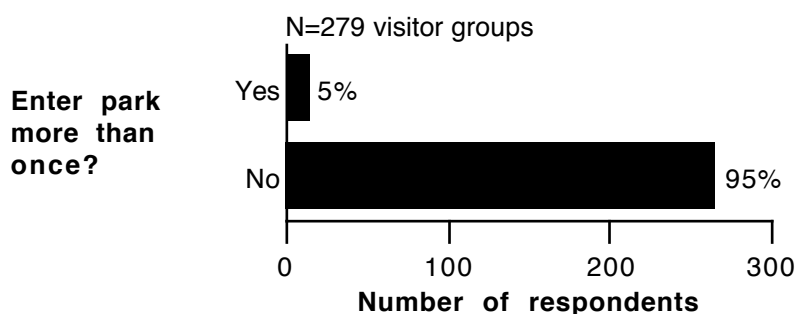


Figure 29: Visitors who entered park more than once

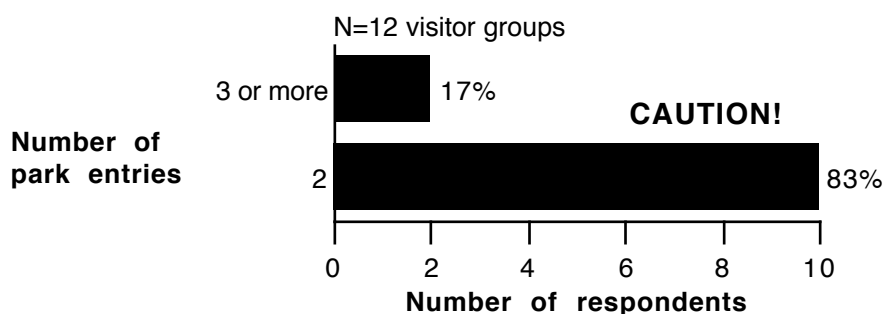


Figure 30: Number of park entries

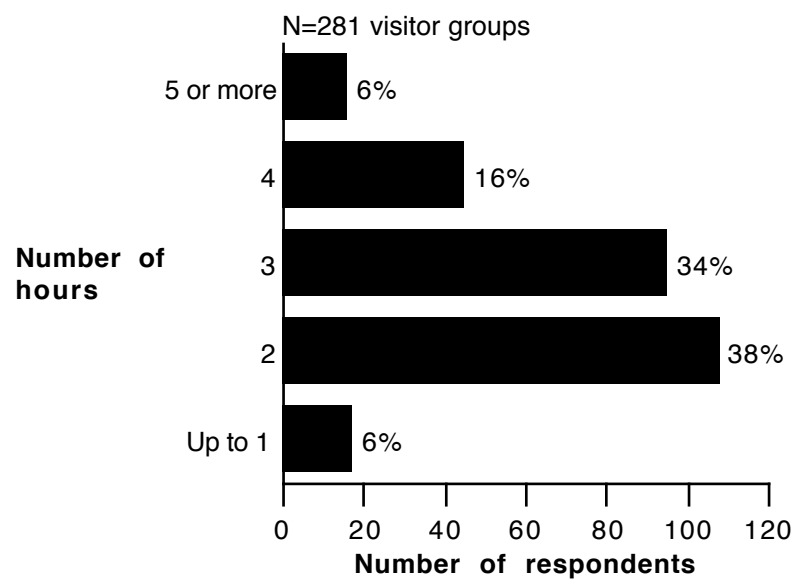


Figure 31: Number of hours spent visiting Saint-Gaudens NHS

Overnight accommodations

Visitor groups were asked a series of questions concerning their overnight accommodations in Saint-Gaudens NHS area (within 1/2-hour drive). First, visitor groups were asked if they stayed overnight away from home in the area. Twenty-three percent of visitor groups stayed away from home in the area (see Figure 32). Of those who stayed overnight away from home in the area, 43% stayed three or more nights, 39% stayed two nights, and 18% stayed one night (see Figure 33).

The most common types of lodging that visitor groups used were a lodge, motel, cabin, rented condo/home, or Bed and Breakfast (57%), followed by residence of friends or relatives (27%), as shown in Figure 34. "Other" types of lodging included inn and Ascutney Mountain Resort.

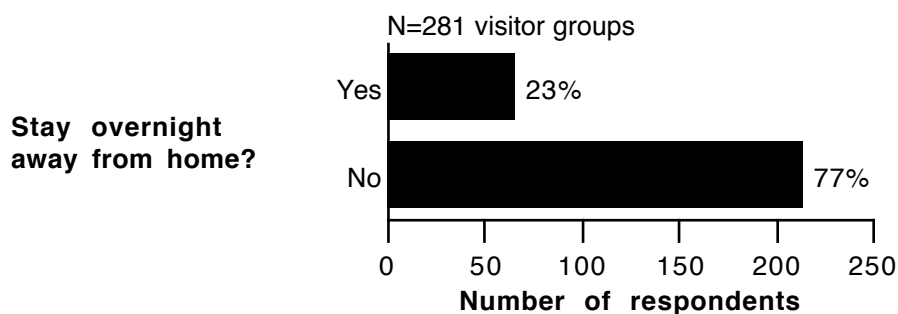


Figure 32: Visitor groups who stayed overnight away from home in the Saint-Gaudens NHS area (within 1/2-hour drive)

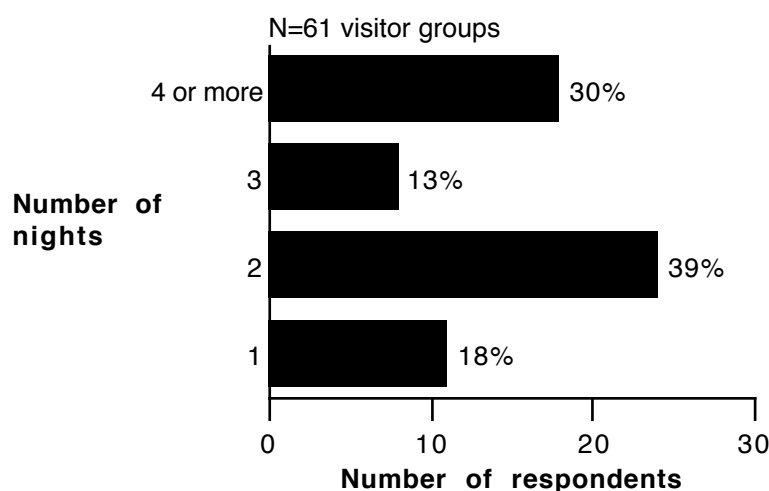
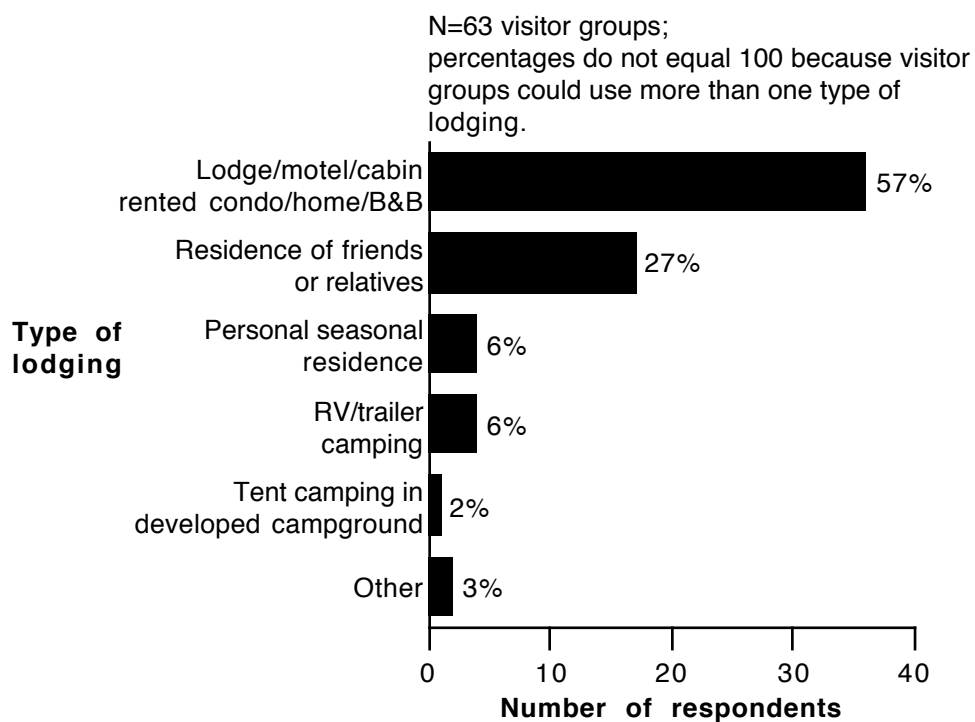


Figure 33: Number of nights stayed overnight in the area (within 1/2-hour drive)



**Figure 34: Type of lodging used in the area
(within 1/2-hour drive)**

Wayfinding inside the park

Visitor groups were asked if they had any difficulty finding their way from the parking lot to the visitor center and if they did, what problems they encountered. One percent of visitor groups had problems finding their way to the visitor center (see Figure 35). Problems visitors encountered included never saw a visitor center, not expecting a tent, no signs at major intersections, and sign was pointing left and visitor center was to the right.

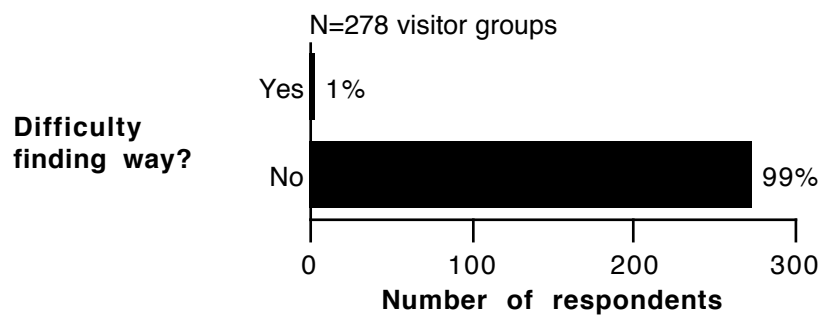


Figure 35: Visitors with difficulty finding way from parking lot to visitor center

Sites visited

Visitors groups were asked which sites they visited on this visit to Saint-Gaudens NHS. The most common sites visited were visitor center (89%), gardens (89%), New Gallery (81%), Little Studio (79%), and Picture Gallery (75%), as shown in Figure 36. The least visited site was Blow-me-down Trail (7%). "Other" sites visited included Shaw, Adams, Farragut, and Sherwood sculptures; guest sculptures on the green area; and outdoor mobiles.

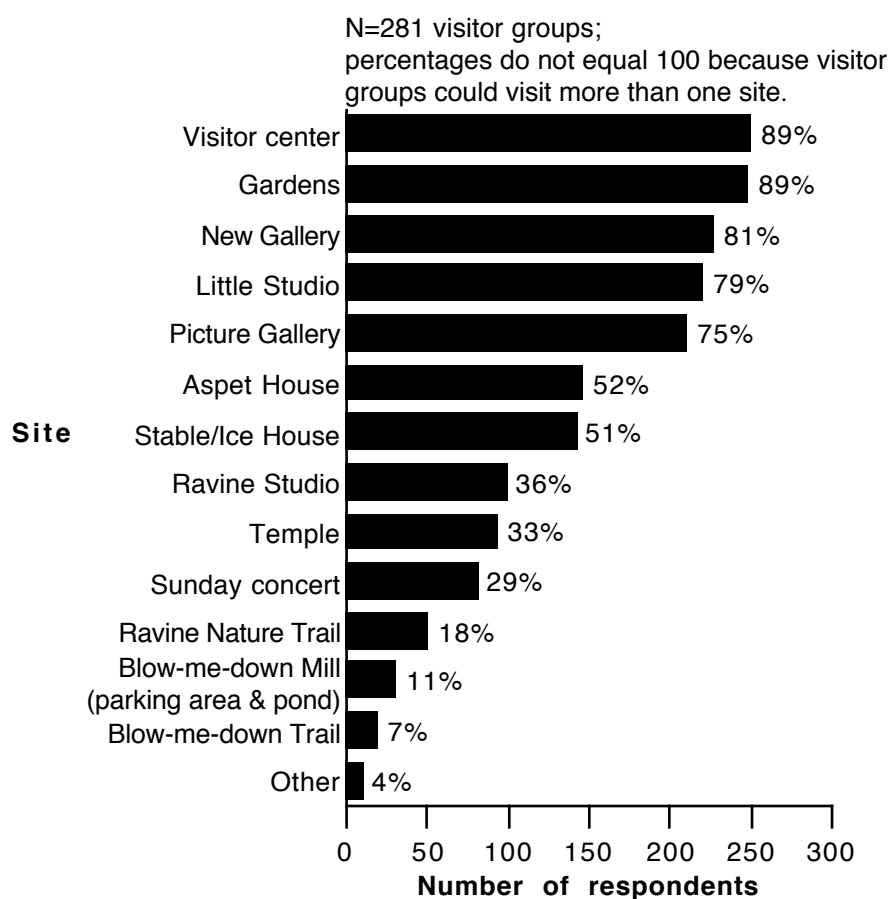


Figure 36: Sites visited

Visitor services and facilities: use

Visitors were asked to note the visitor services and facilities they used during this visit to Saint-Gaudens NHS. The most used services and facilities included the park restrooms (81%), park brochure/map (79%), and assistance from park staff (51%), as shown in Figure 37. The least used services and facilities were Junior Ranger Program (1%) and foreign language brochures (0%).

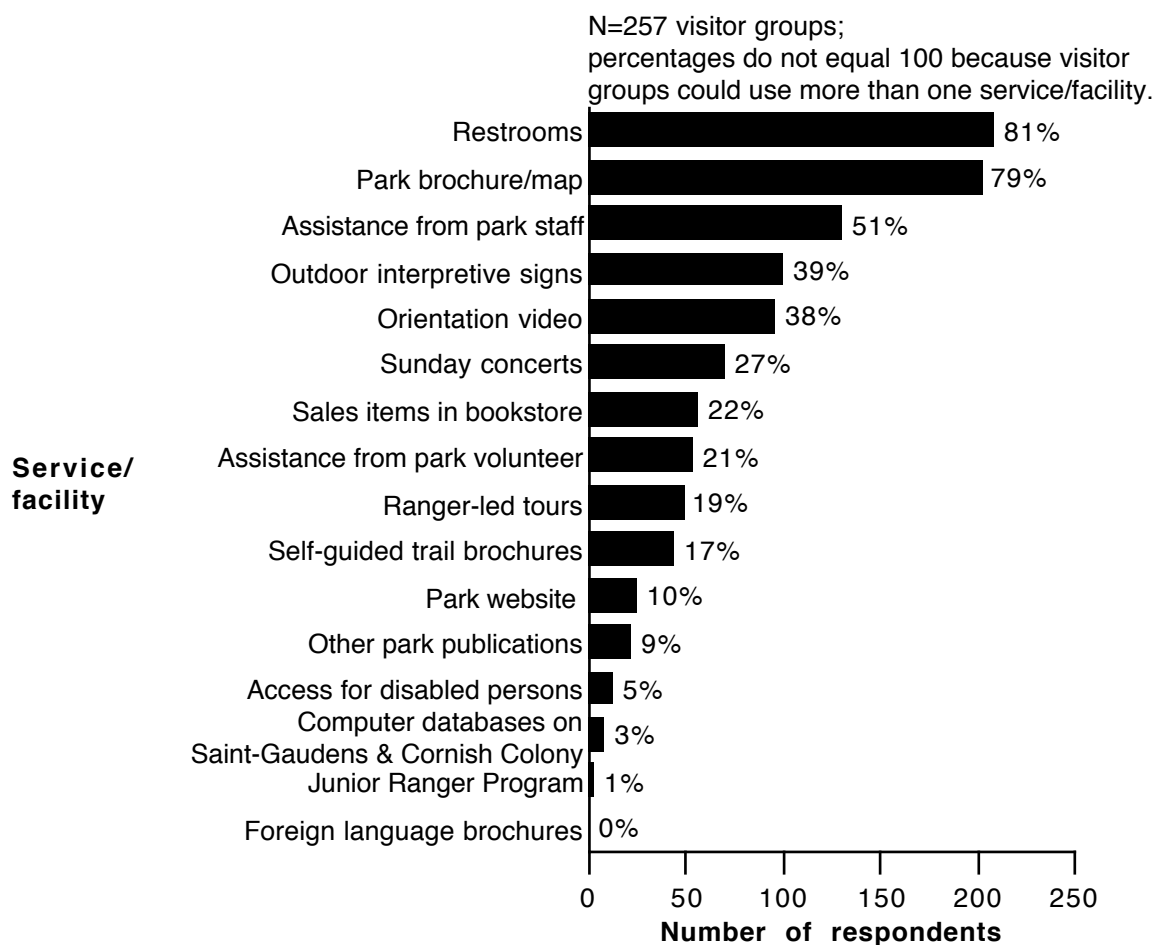


Figure 37: Visitor services and facilities used

Visitor services and facilities: importance and quality

Visitor groups rated the importance and quality of each of the visitor services and facilities they used. The following five-point scales were used in the questionnaire.

IMPORTANCE

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

QUALITY

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

The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used each service and facility. Figures 38 and 39 show the average importance and quality ratings for each of the park services and facilities. All services and facilities were rated above average in importance and quality. Note: other park publications, Junior Ranger Program, computer databases on Saint-Gaudens and Cornish Colony, access for disabled persons, and park website were not rated by enough visitors to provide reliable data. No visitor groups used foreign language brochures.

Figures 40-54 show the importance ratings that were provided by visitor groups for each of the services/facilities. As shown in Figure 55, the services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings included restrooms (95%, N=188), self-guided trail brochures (92%, N=37), orientation video (89%, N=92), and ranger-led tours (89%, N=44). The service/facility receiving the highest “not important” rating was for bookstore sales items (6%, N=52).

Figures 56-70 show the quality ratings that were provided by visitor groups for each of the services/facilities. As shown in Figure 71, the services/facilities receiving the highest combined proportions of “very good” and “good” quality ratings included Sunday concerts (97%, N=60), assistance from park staff (95%, N=115), restrooms (95%, N=177), and orientation video (94%, N=83). The service/facility receiving the highest “very poor” rating by visitor groups was assistance from park volunteer (4%, N=46).

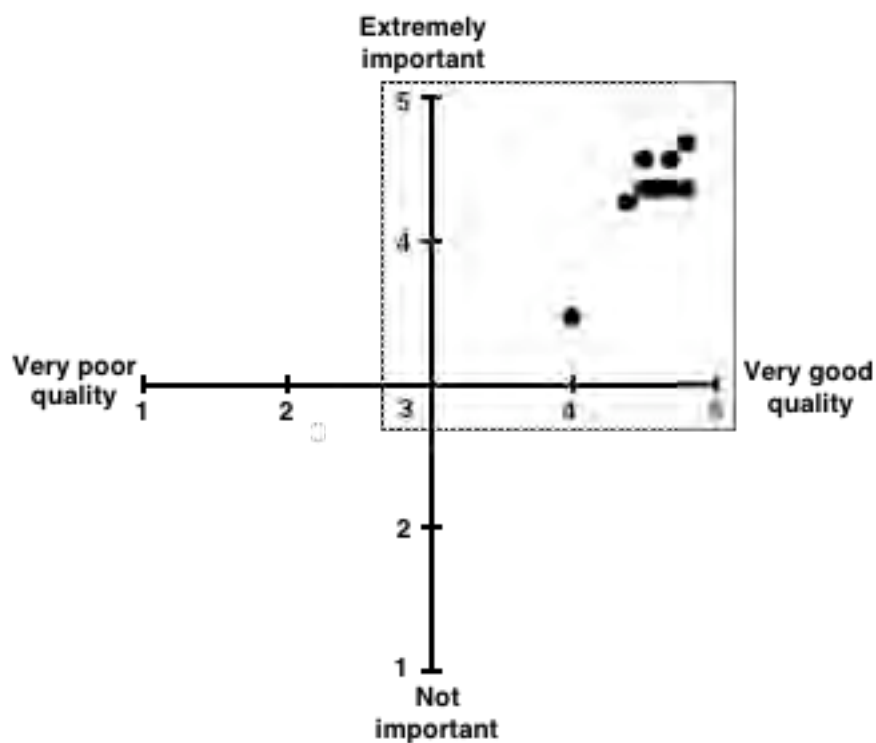


Figure 38: Average importance and quality ratings for visitor services and facilities

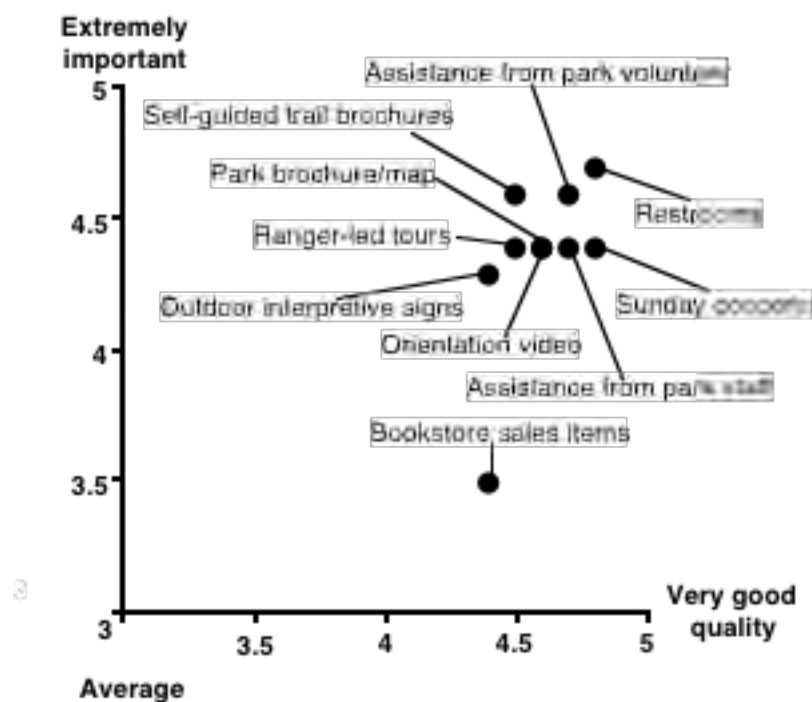


Figure 39: Detail of Figure 38

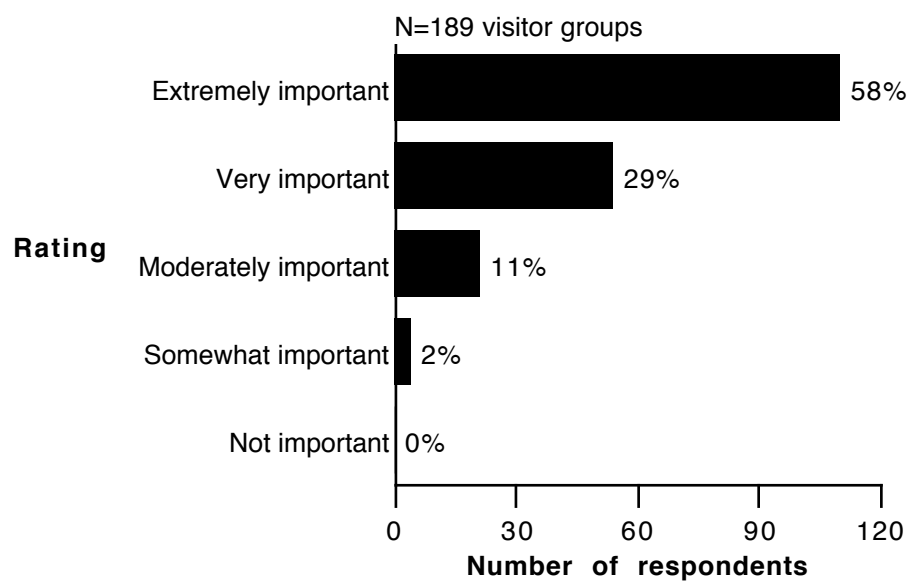


Figure 40: Importance of park brochure/map

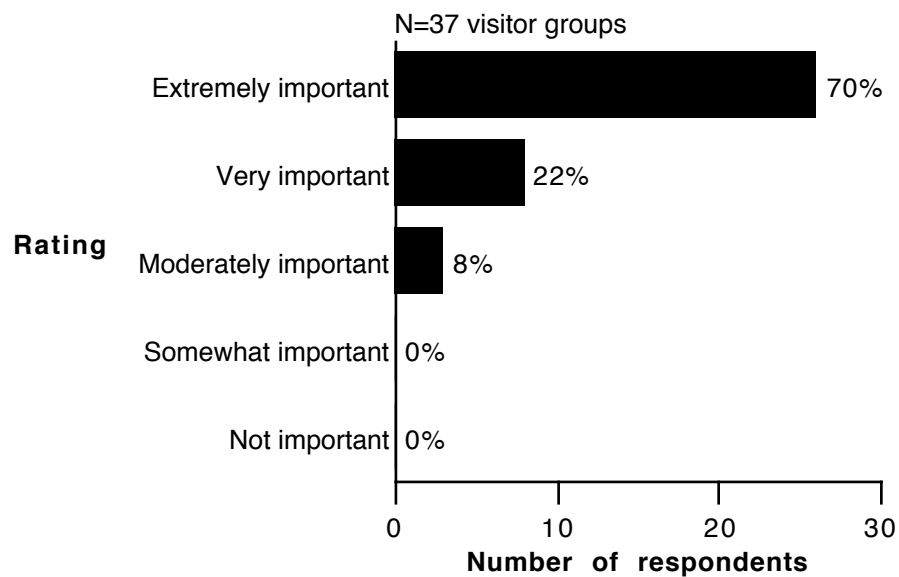


Figure 41: Importance of self-guided trail brochures

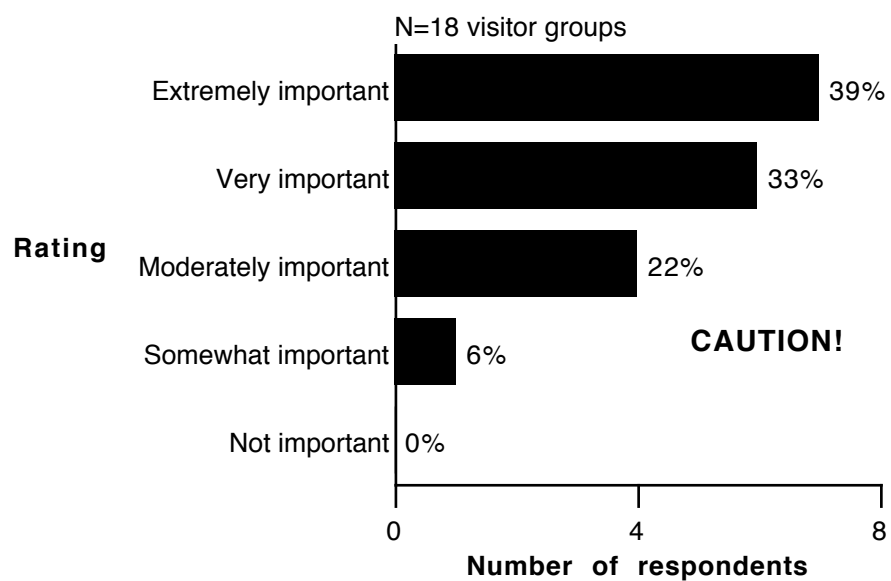


Figure 42: Importance of other park publications

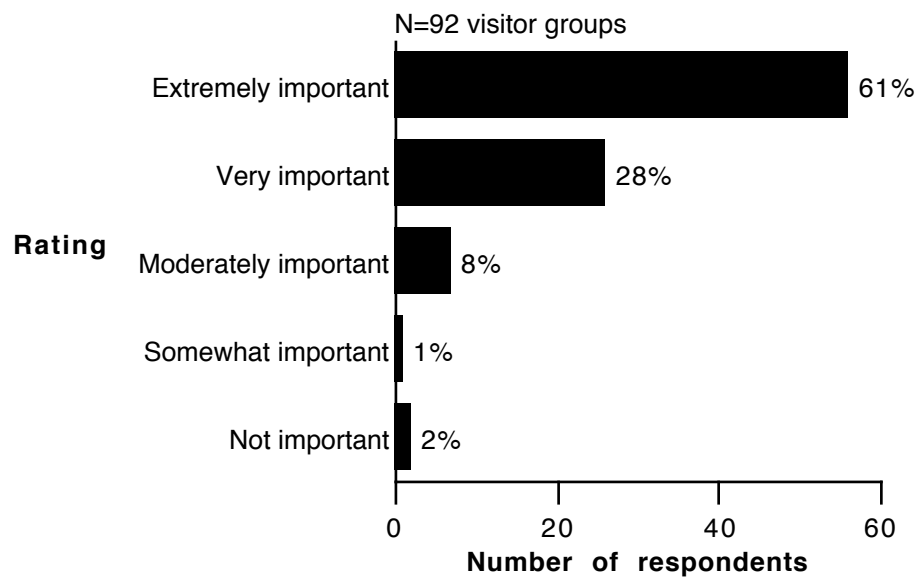


Figure 43: Importance of orientation video at visitor center

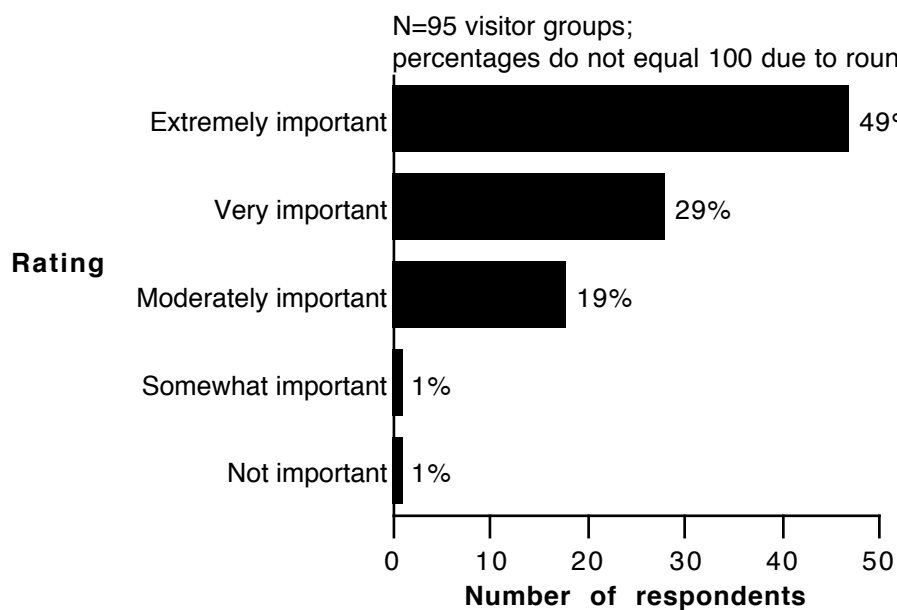


Figure 44: Importance of outdoor interpretive signs

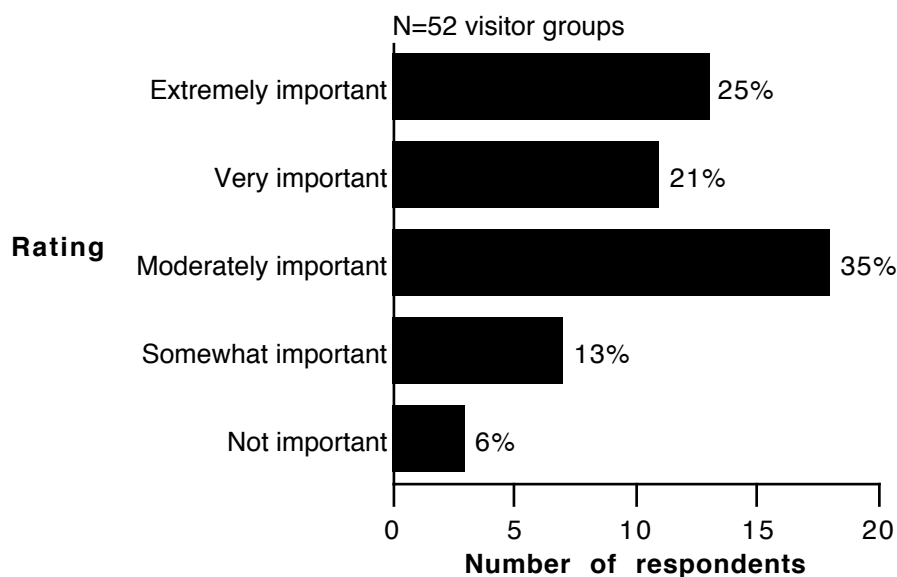


Figure 45: Importance of bookstore sales items

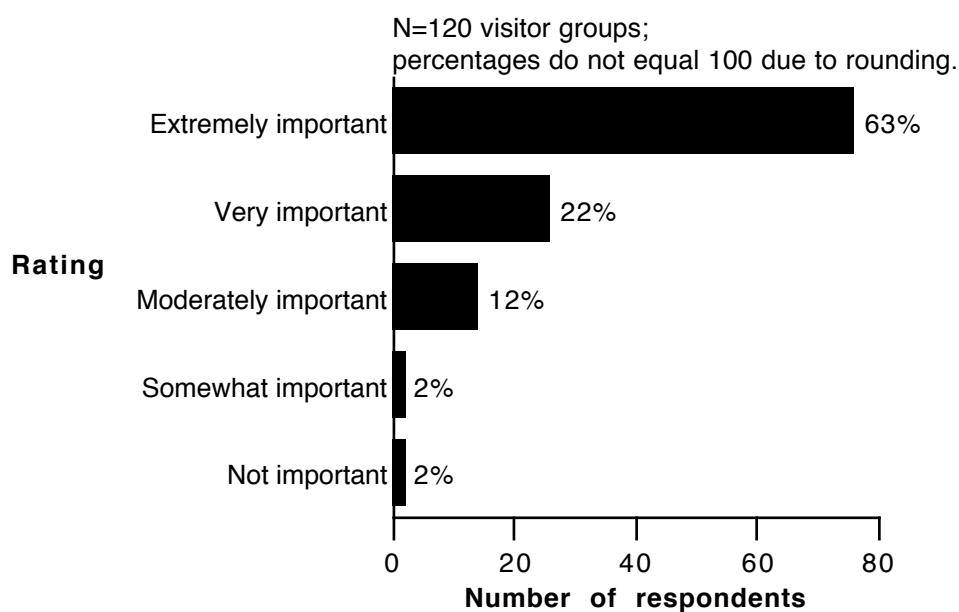


Figure 46: Importance of assistance from visitor center staff

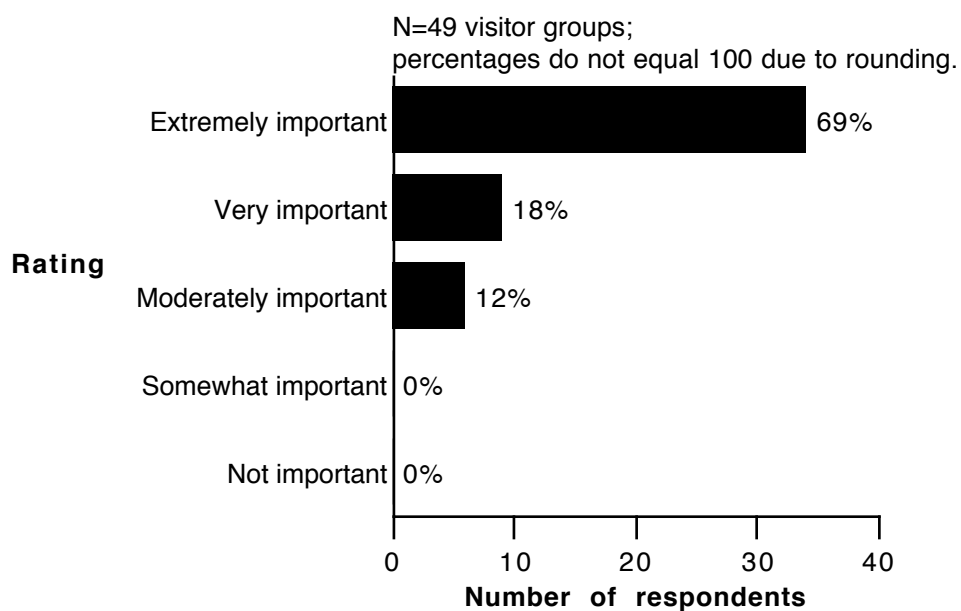


Figure 47: Importance of assistance from park volunteer

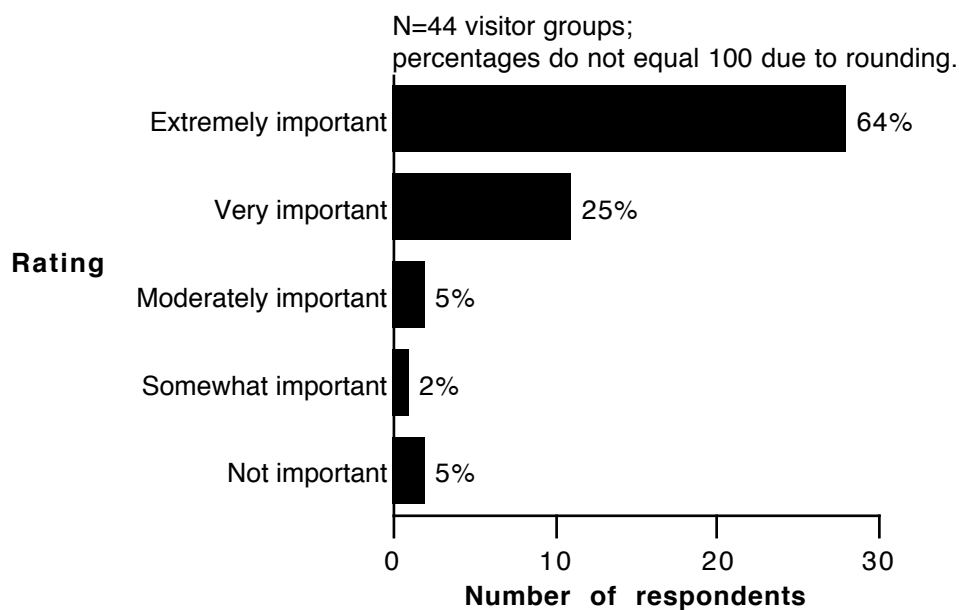


Figure 48: Importance of ranger-led tours

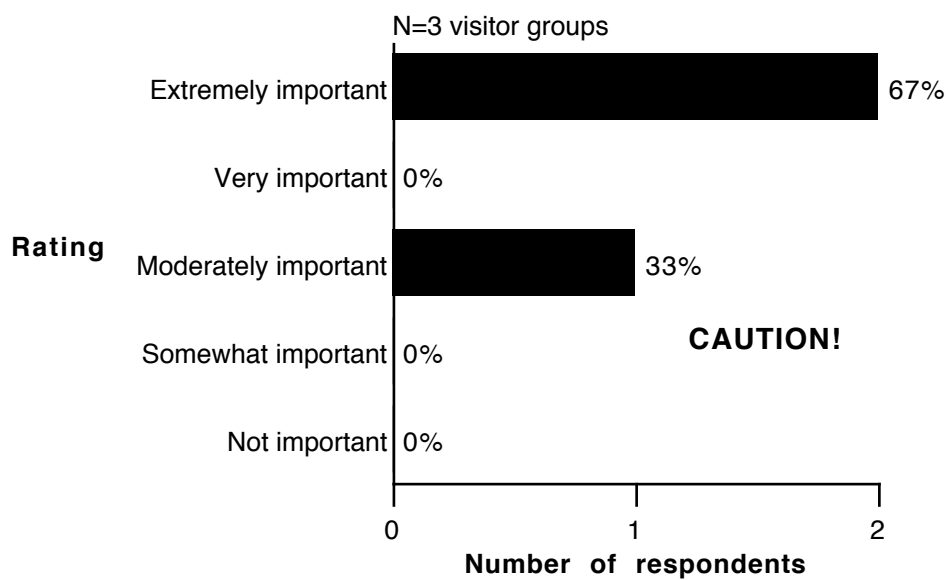


Figure 49: Importance of Junior Ranger Program

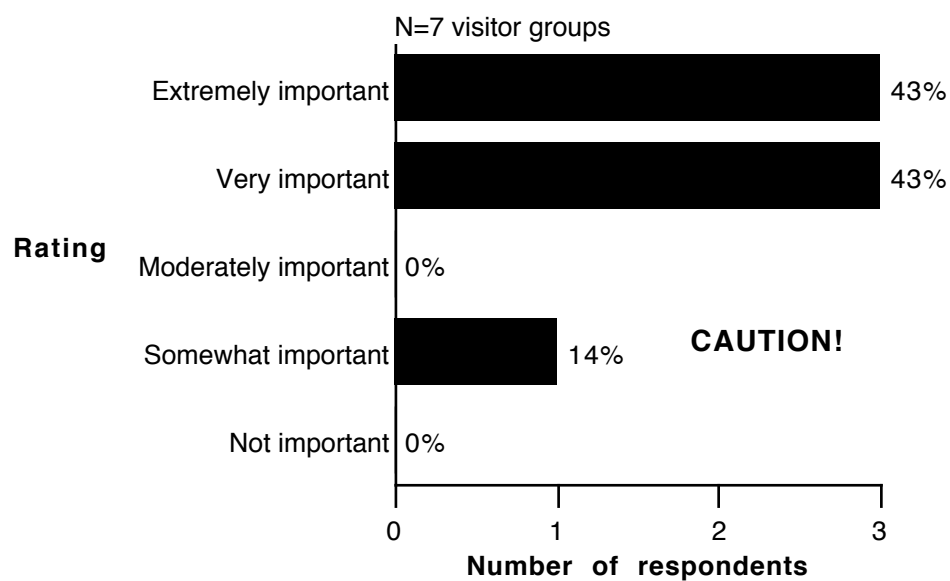


Figure 50: Importance of computer databases on Saint-Gaudens and Cornish Colony

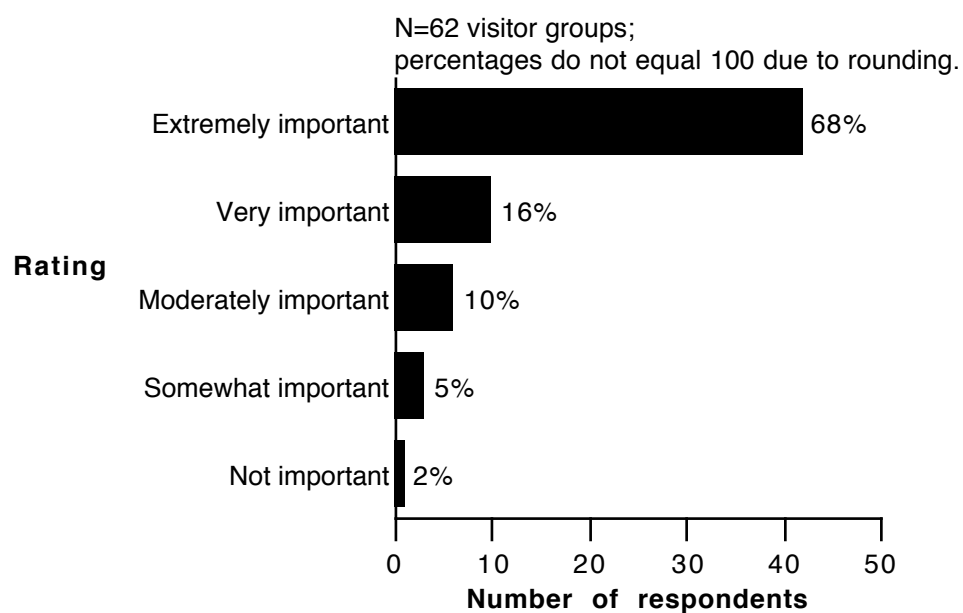


Figure 51: Importance of Sunday concerts

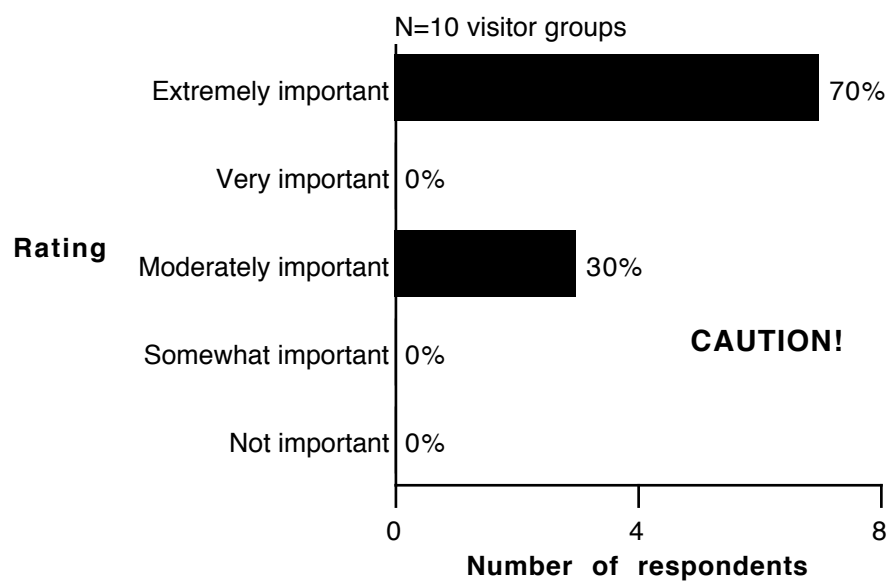


Figure 52: Importance of access for disabled persons

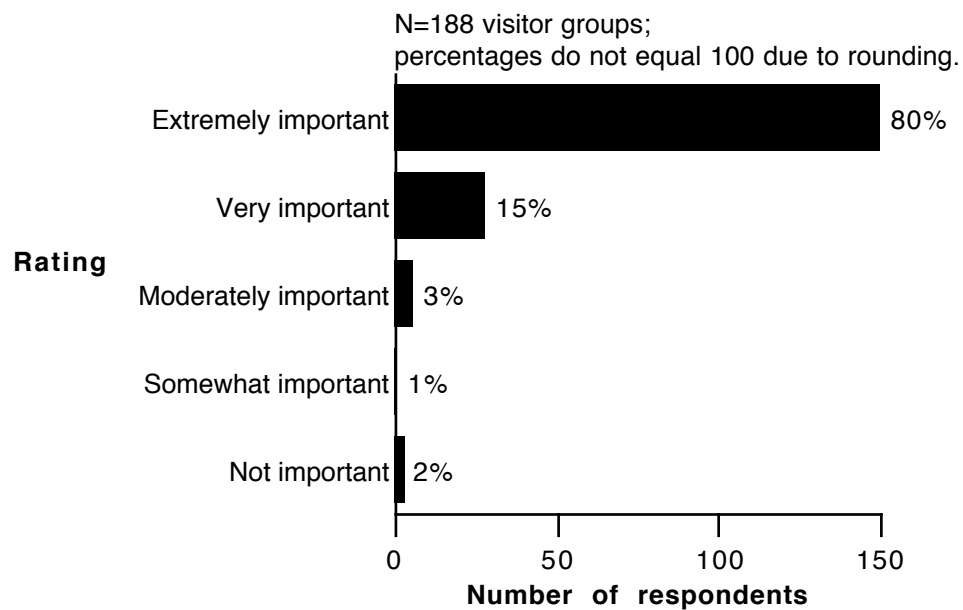


Figure 53: Importance of restrooms

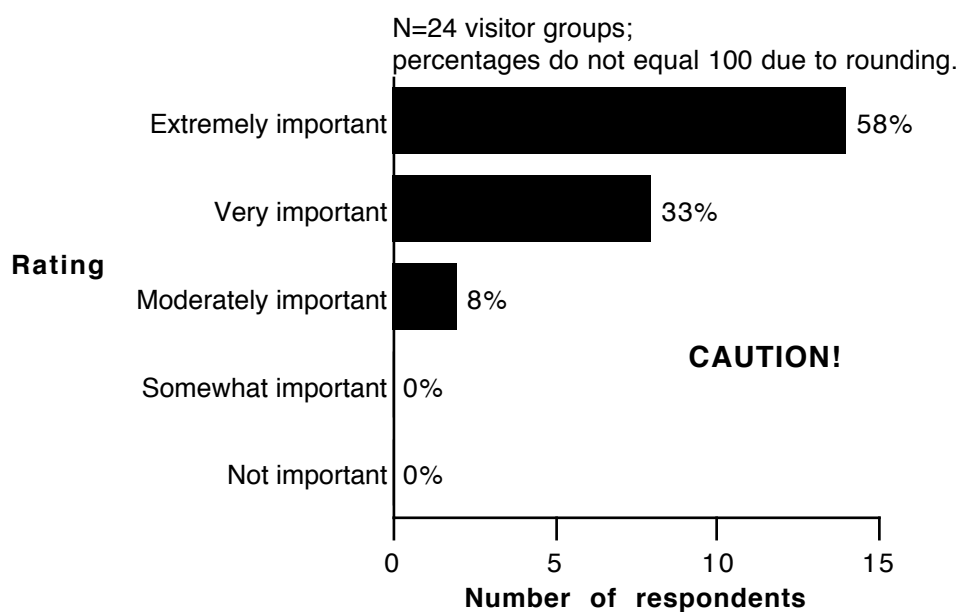


Figure 54: Importance of park website

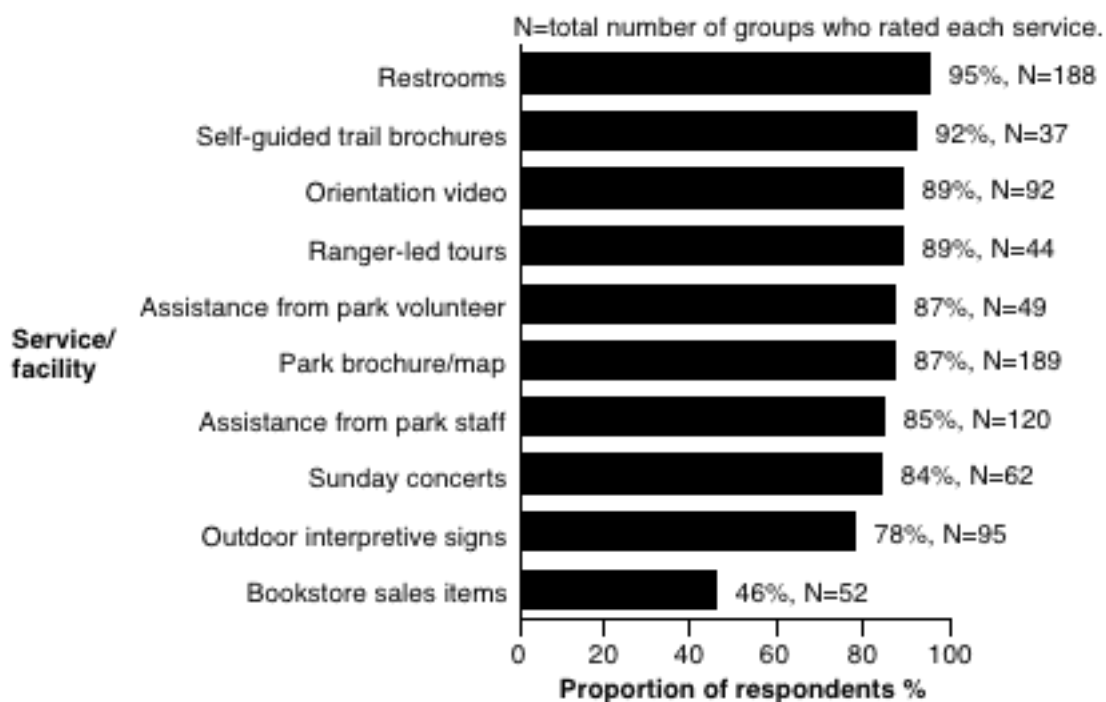


Figure 55: Combined proportions of “extremely important” and “very important” ratings for visitor services and facilities

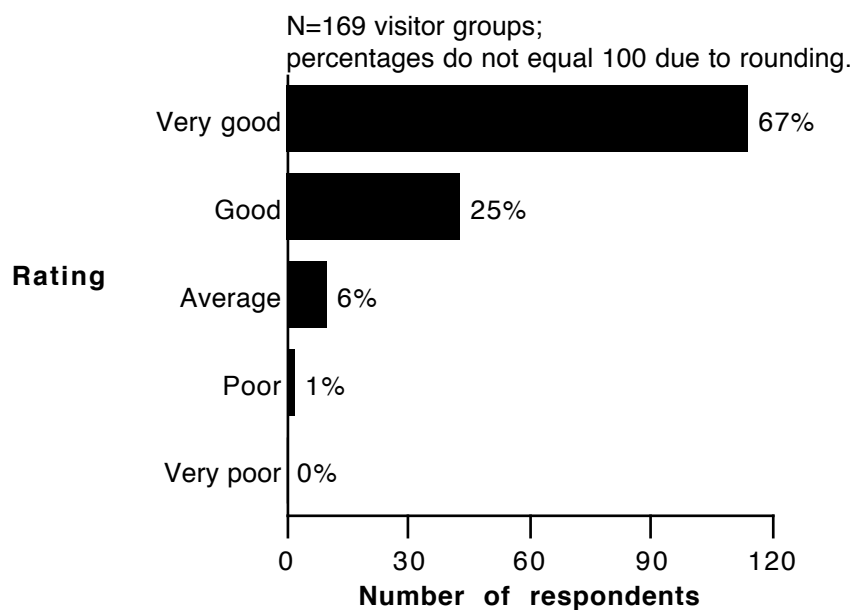


Figure 56: Quality of park brochure/map

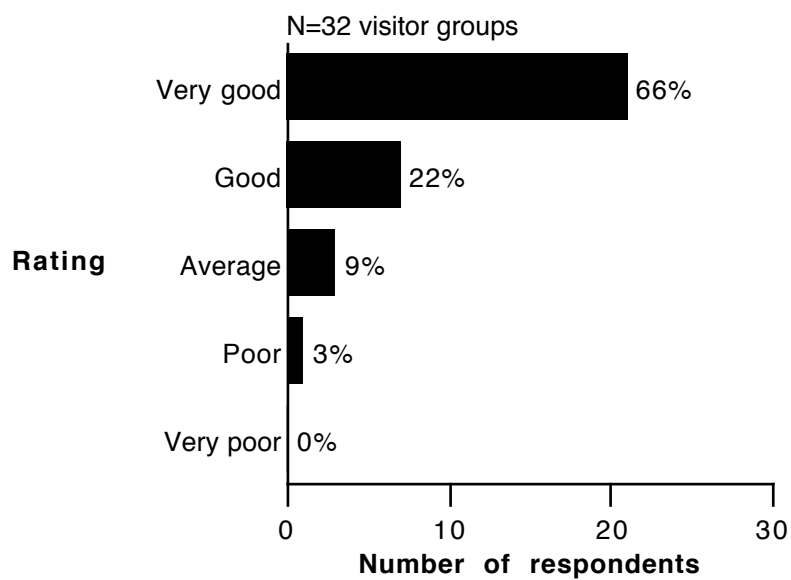


Figure 57: Quality of self-guided trail brochures

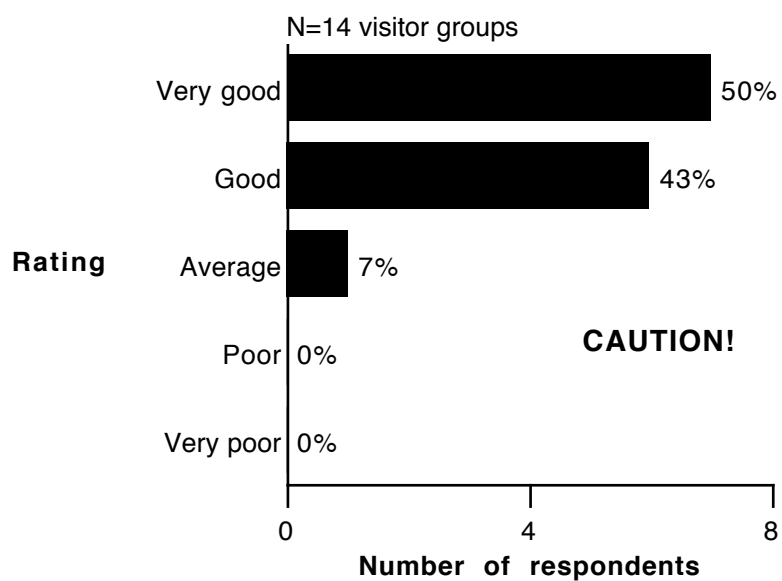


Figure 58: Quality of other park publications

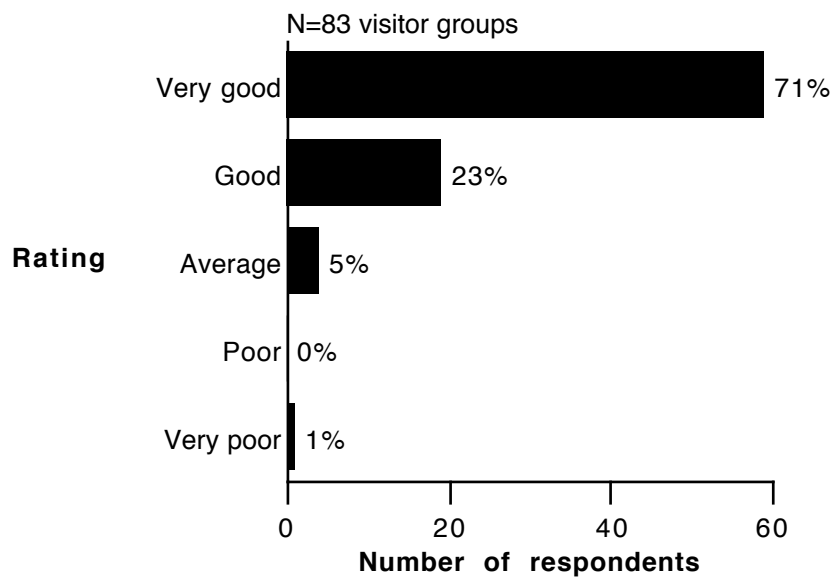


Figure 59: Quality of orientation video at visitor center

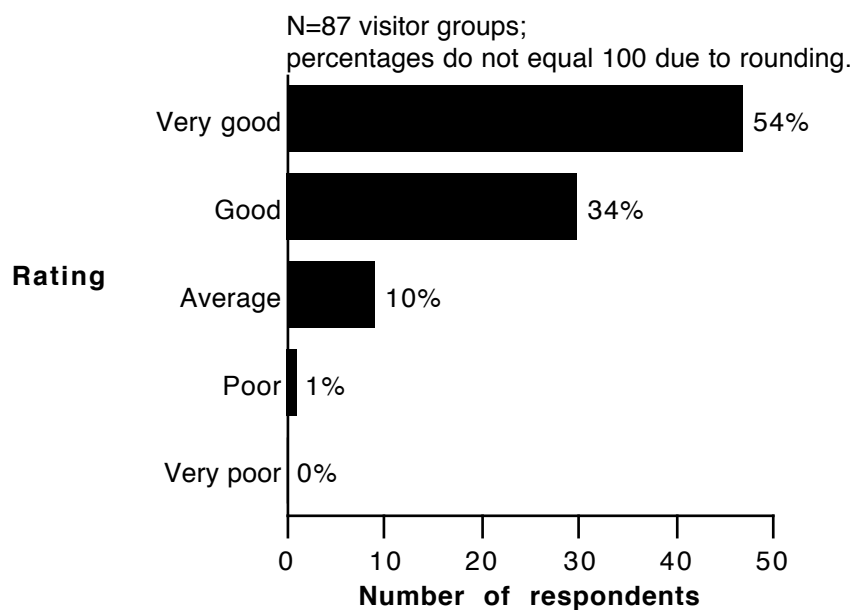


Figure 60: Quality of outdoor interpretive signs

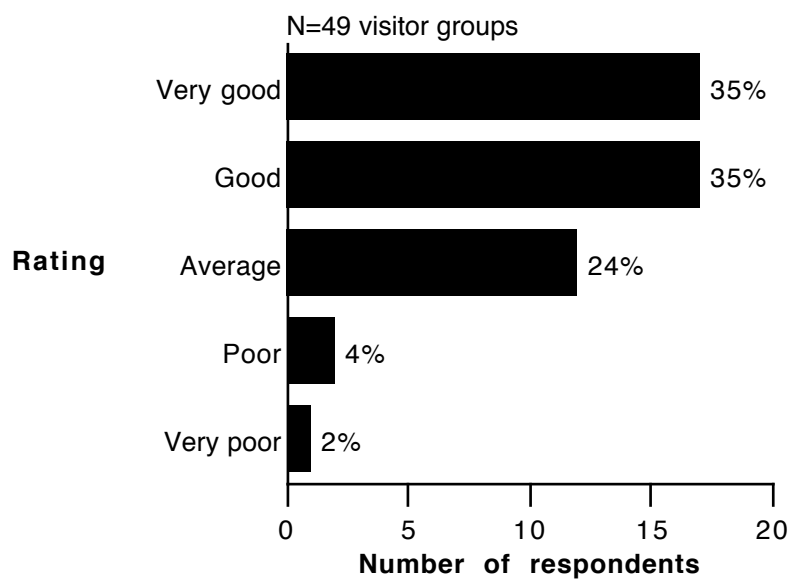


Figure 61: Quality of bookstore sales items

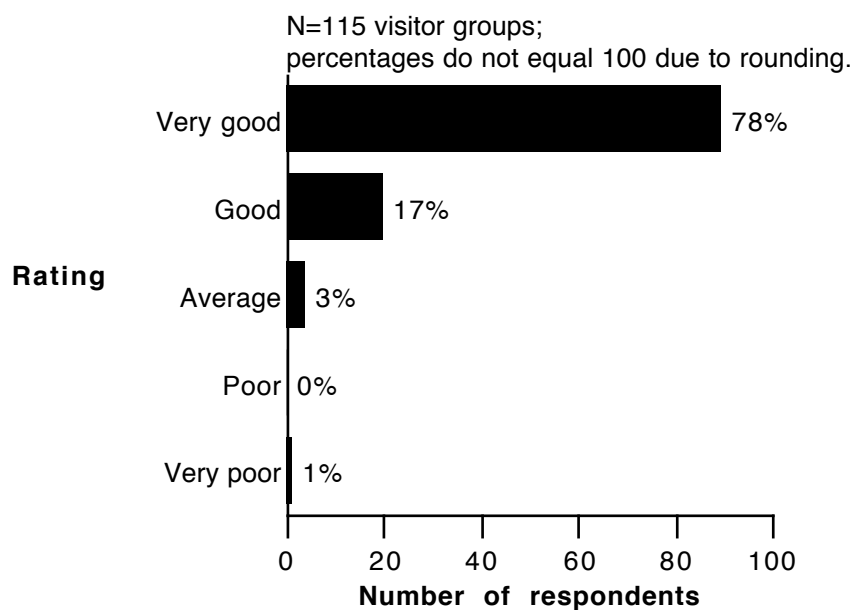


Figure 62: Quality of assistance from park staff

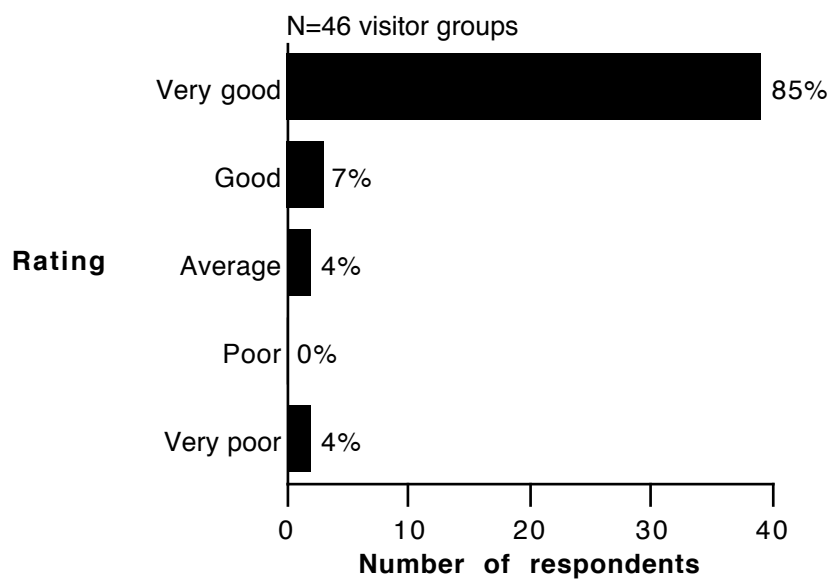
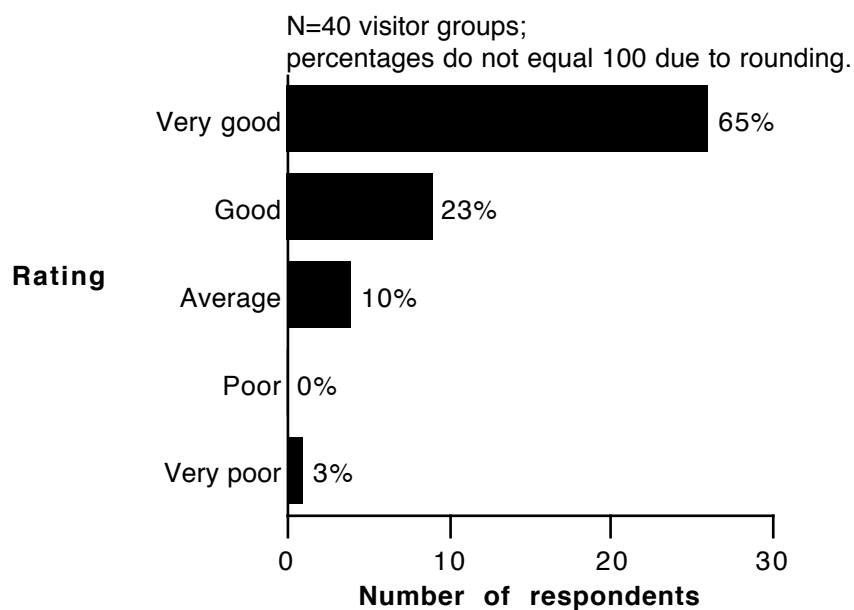
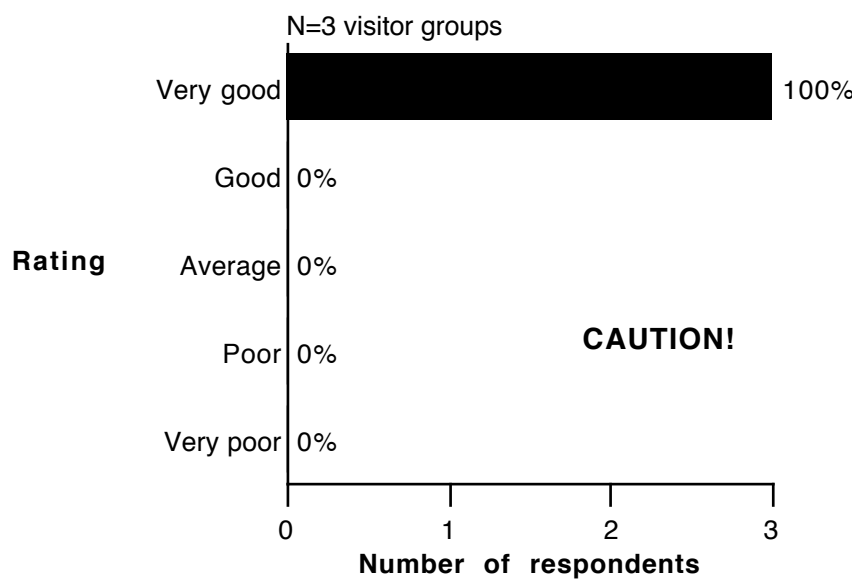


Figure 63: Quality of assistance from park volunteer

**Figure 64: Quality of ranger-led tours****Figure 65: Quality of Junior Ranger Program**

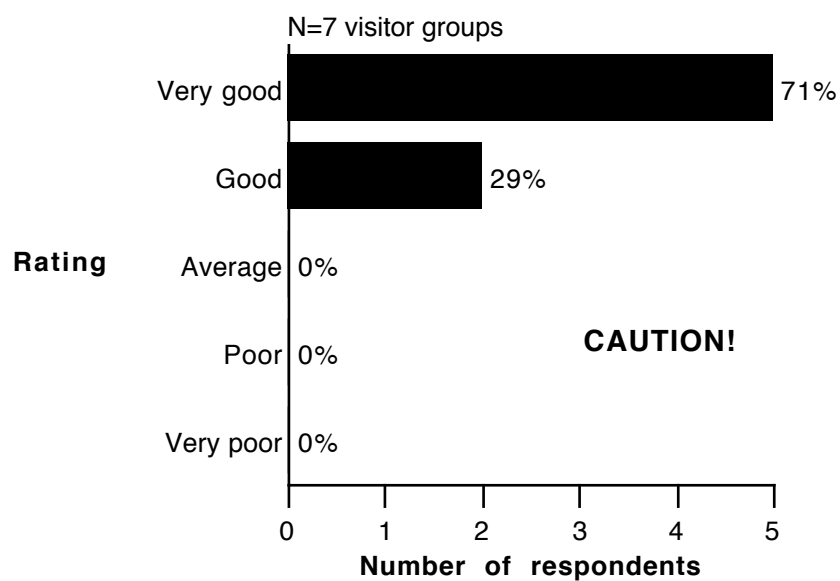


Figure 66: Quality of computer databases on Saint-Gaudens and Cornish Colony

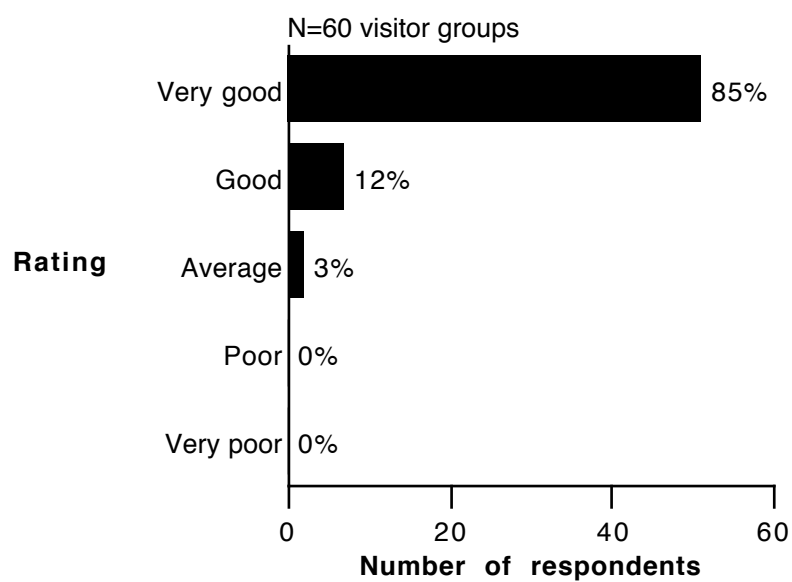


Figure 67: Quality of Sunday concerts

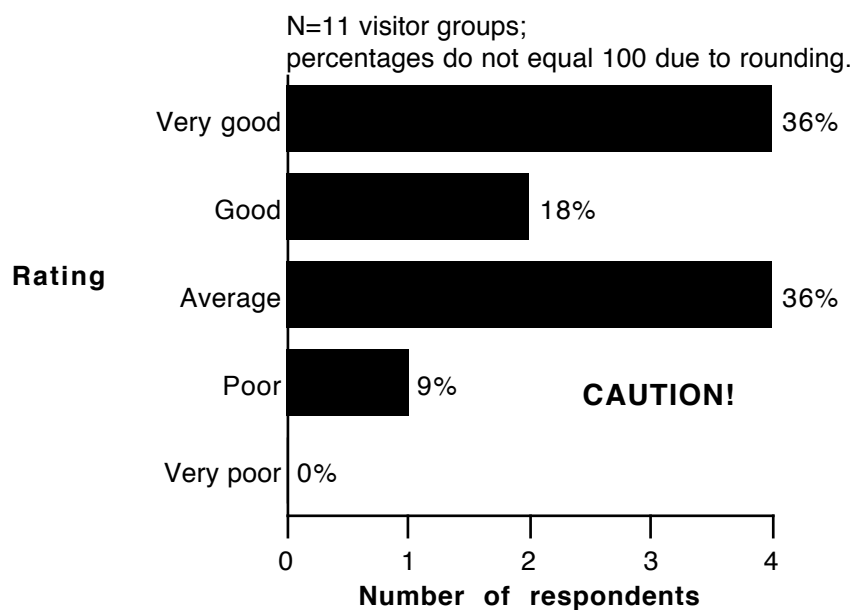


Figure 68: Quality of access for disabled persons

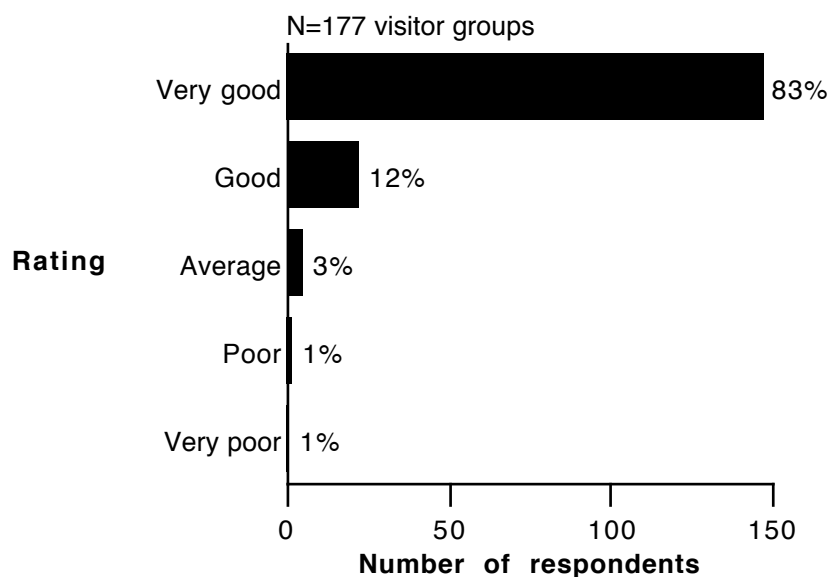


Figure 69: Quality of restrooms

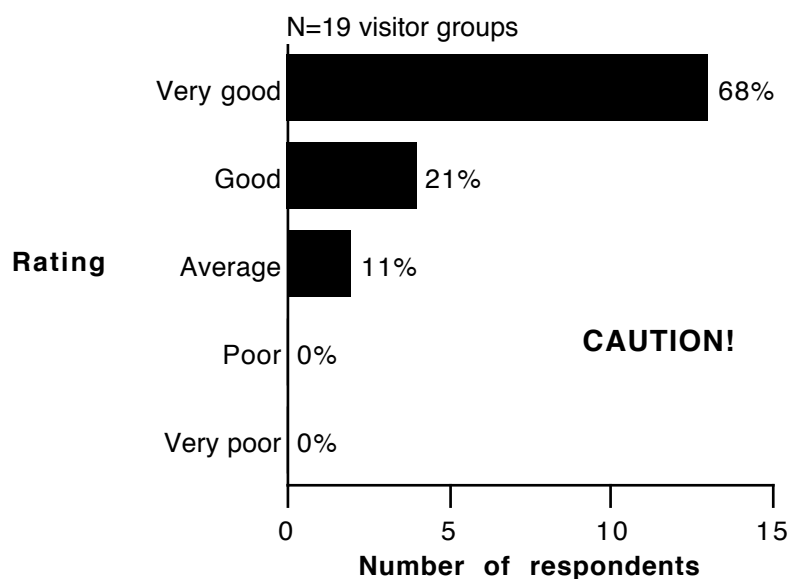


Figure 70: Quality of park website



Figure 71: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

Importance of selected park resources/qualities

It is the National Park Service's responsibility to protect Saint-Gaudens NHS natural, scenic, and cultural resources/qualities while at the same time providing for public enjoyment. Visitors were asked to rate the importance of protecting selected park resources/qualities. Table 7 shows the importance ratings for each resource/quality and Figure 72 shows the combined proportions of "extremely important" and "very important" ratings. Sculptures/art (97%, N=285), gardens and grounds (96%, N=285), and historic structures (95%, N=284) were the resources/qualities that received the highest combined proportions of "extremely important" and "very important" ratings. Solitude (3%) was the resource/quality that received the highest "not important" rating.

Table 7: Importance ratings for selected resources/qualities N=number of visitor groups who rated each resource/quality; percentages may not equal 100 due to rounding.							
Resource/quality	N	Rating (%)					
		Extremely important	Very important	Moderately important	Somewhat important	Not important	Don't know
Sculptures/art	285	80	17	2	0	0	<1
Wildlife (including birds)	279	54	27	13	3	1	1
Natural quiet/sounds of nature	281	64	25	7	2	1	1
Solitude	281	50	28	14	5	3	0
Educational opportunities	280	45	34	14	5	1	3
Gardens & grounds	285	76	20	4	<1	0	0
Historic structures	284	76	19	4	1	0	<1

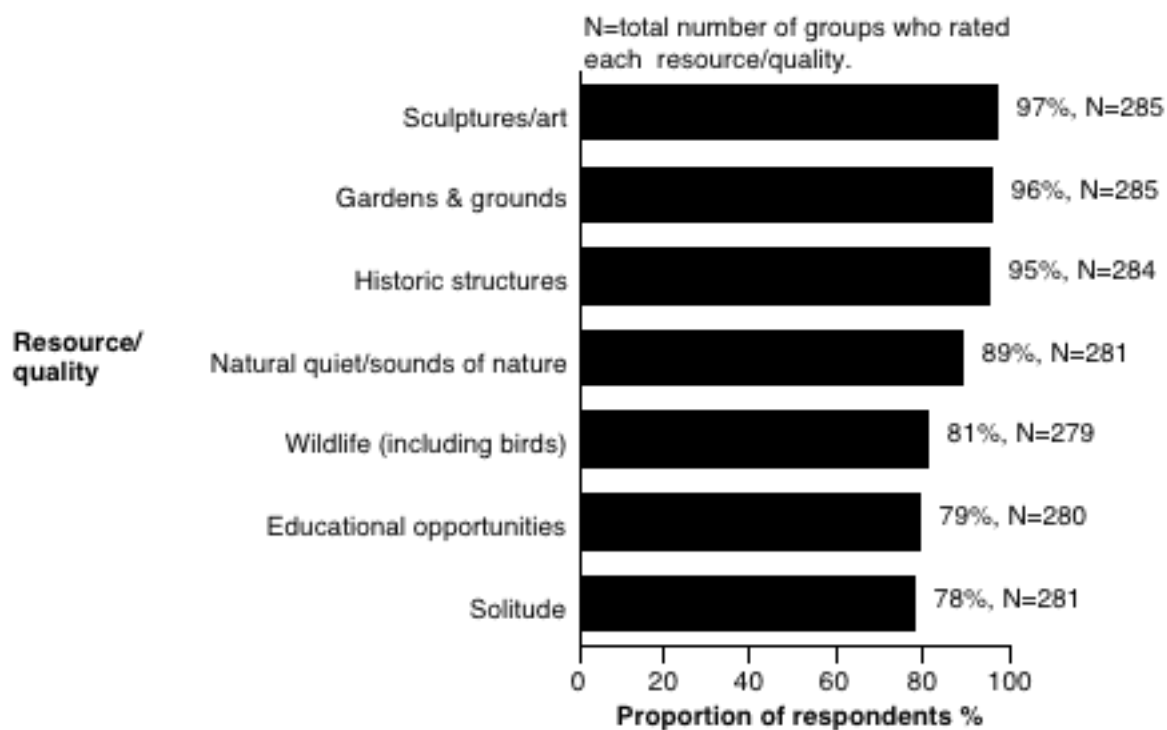


Figure 72: Combined proportions of “extremely important” and “very important” ratings for selected resources/qualities

Expenditures inside and outside park
Number of adults and children covered by expenditures

Visitor groups were asked to list their expenditures on this visit to Saint-Gaudens NHS. Groups were asked to list the amounts they spent for lodging; camping fees; guide fees; restaurants and bars; groceries and takeout food; gas and oil; other transportation expenses; admission, recreation, and entertainment fees; all other purchases; and donations.

Total expenditures inside and outside park: For total expenditures inside and outside of Saint-Gaudens NHS, 51% of visitor groups spent between \$1 and \$50 during their visit, while 40% spent \$51 or more (see Figure 73). The greatest proportions of expenditures were for hotels, motels, cabins, etc. (34%) and restaurants and bars (29%), as shown in Figure 74.

Average expenditures inside and outside park: The average visitor group expenditure during the visit was \$162. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$30. The average per capita expenditure was \$71.

Number of adults and children covered by expenditures: Visitor groups were asked to list the number of adults (18 years or older) and children (under 18 years) were covered by their expenditures. Fifty-seven percent of visitor groups had two adults covered by their expenditures, while 11% had one adult, and 11% had three adults (see Figure 75). Thirty-seven percent of visitor groups did not visit with children, 29% had one child, and 23% had two children covered by their expenditures (see Figure 76).

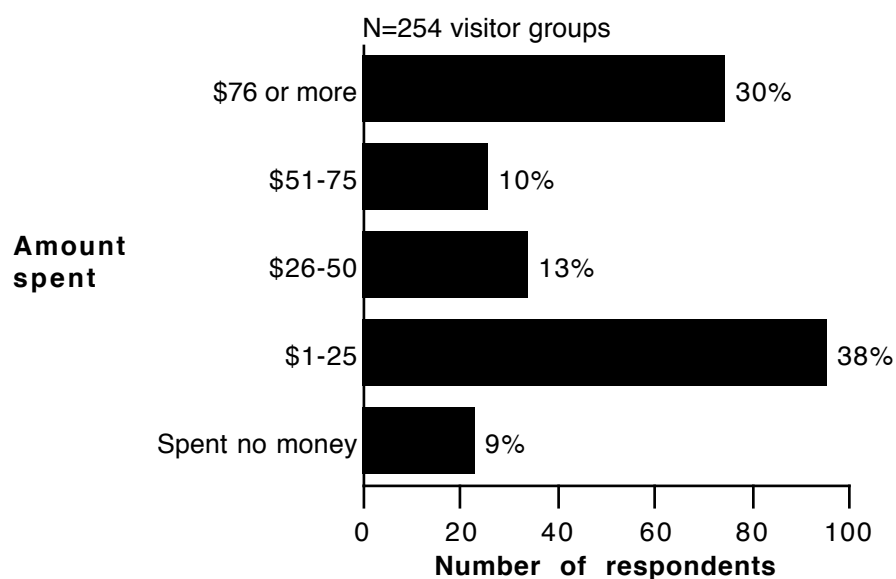


Figure 73: Total expenditures inside and outside park during this visit to Saint-Gaudens NHS

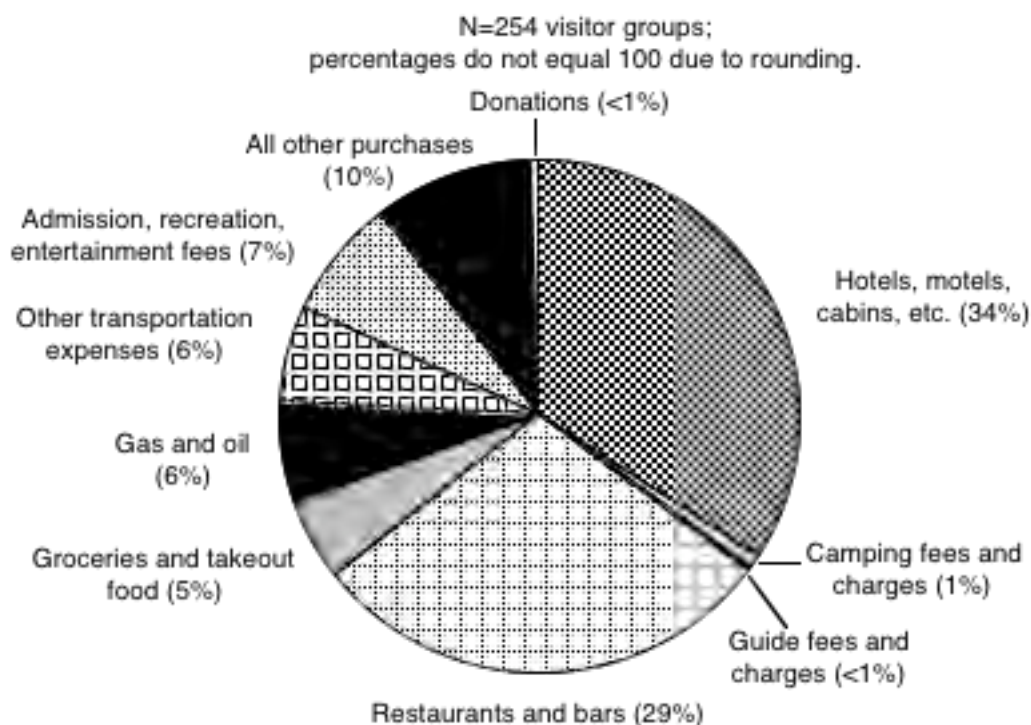


Figure 74: Proportions of total expenditures inside and outside park during this visit to Saint-Gaudens NHS

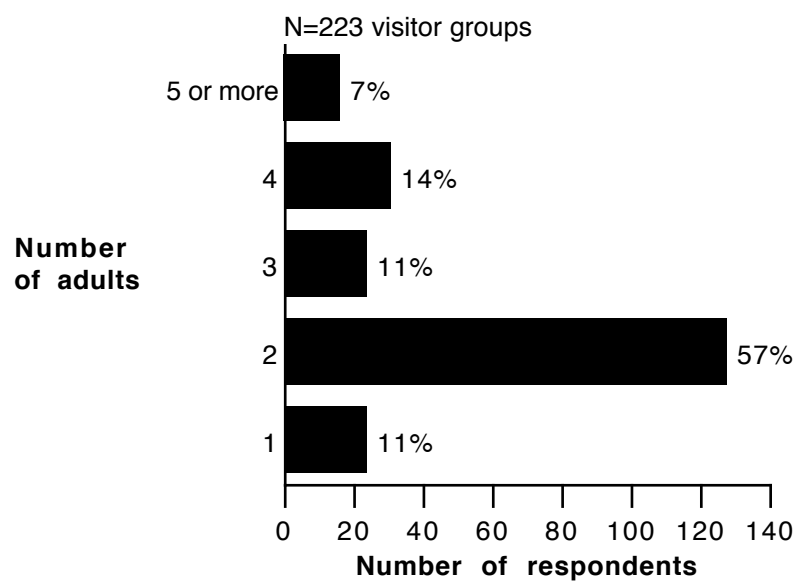


Figure 75: Number of adults covered by expenditures

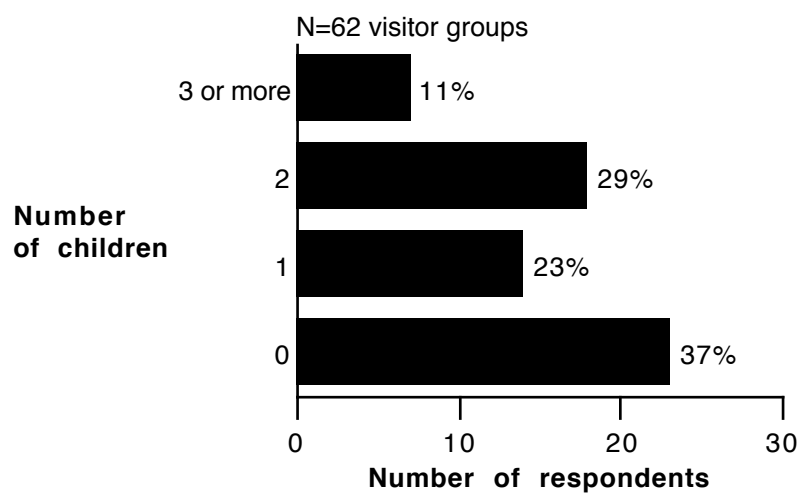


Figure 76: Number of children covered by expenditures

Expenditures inside park

Total expenditures inside park: Seventy-two percent of visitor groups spent up to \$25, while 14% did not spend any money (see Figure 77). Admission, recreation, and entertainment fees accounted for 65% of total expenditures inside Saint-Gaudens NHS, followed by all other purchases (32%), as shown in Figure 78.

Average expenditures inside park: The average visitor group expenditure inside the park during this visit was \$16. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$10. The average per capita expenditure was \$7.

Admission, recreation, and entertainment inside park: Most visitor groups (79%) spent up to \$25, while 15% spent no money (see Figure 79).

All other purchases inside park: Sixty-four percent of visitor groups spent no money, while 29% spent up to \$25 (see Figure 80).

Donations inside park: Most visitor groups (75%) did not donate any money, while 25% donated up to \$25 (see Figure 81).

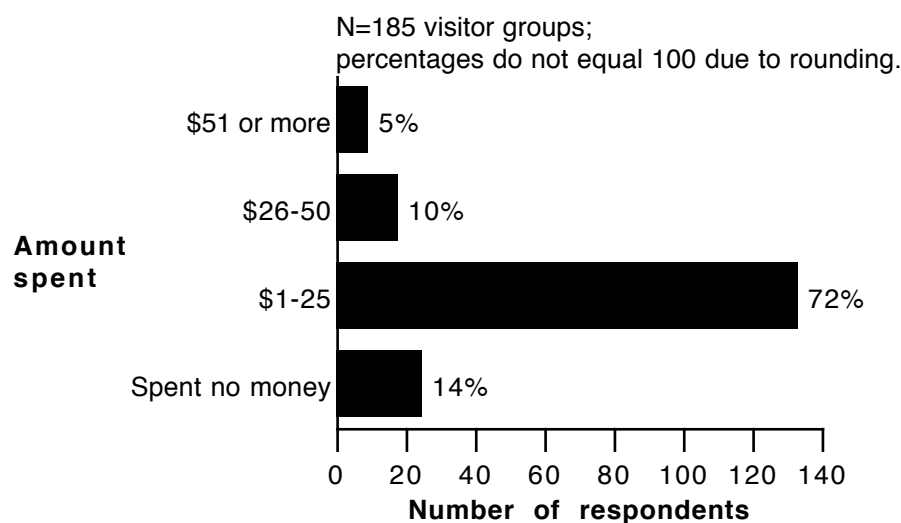


Figure 77: Total expenditures inside park

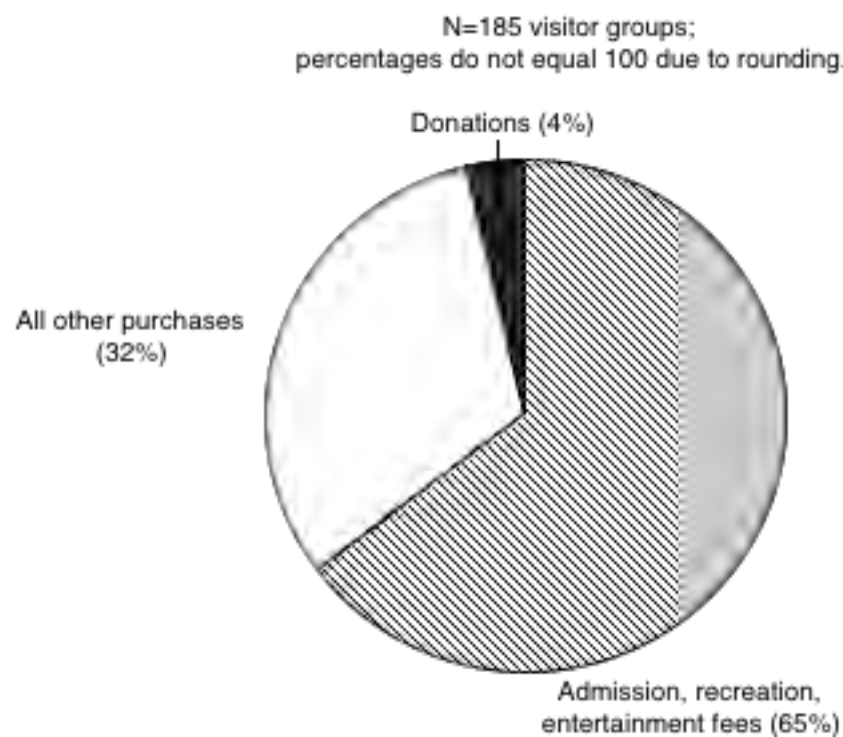


Figure 78: Proportions of expenditures inside park

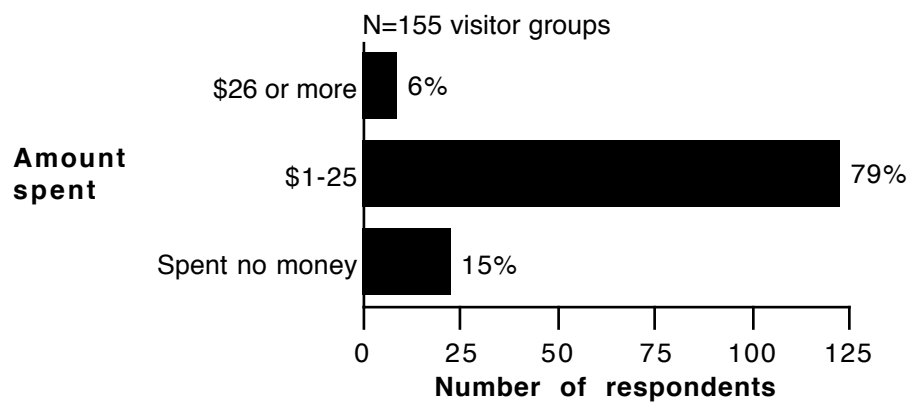


Figure 79: Expenditures for admission, recreation, and entertainment fees inside park

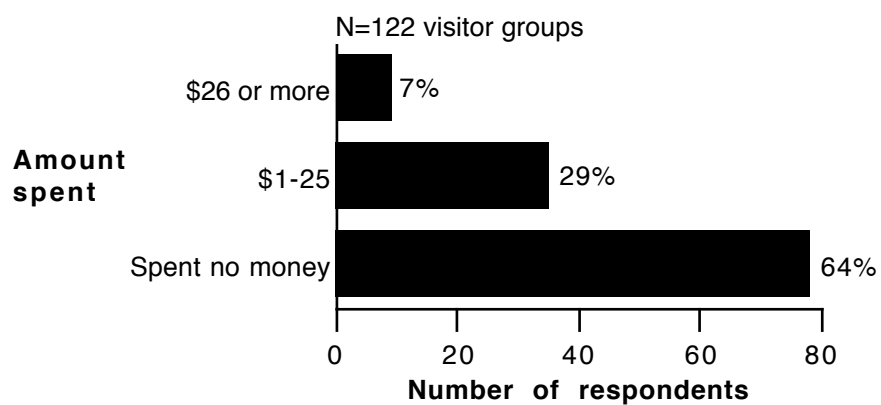


Figure 80: Expenditures for all other purchases inside park

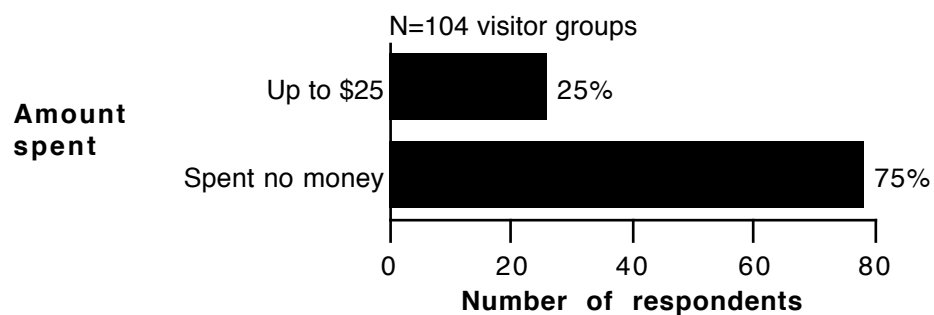


Figure 81: Expenditures for donations inside park

Expenditures outside park (within 1/2-hour drive)

Total expenditures outside park: Thirty-nine percent of visitor groups spent \$51 or more, 37% spent up to \$50, while 24% spent no money (see Figure 82). The largest proportions of expenditures outside Saint-Gaudens NHS were hotels, motels, cabins, B&B. etc. (34%) and restaurants and bars (29%), as shown in Figure 83.

Average expenditures outside park: The average visitor group expenditure outside park during this visit was \$177. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$26. The average per capita expenditure was \$102.

Hotels, motels, cabins, B&B, etc. outside park: Most visitor groups (77%) spent no money, while 11% spent up to 200, and 12% spent \$201 or more (see Figure 84).

Camping fees and charges outside park: Most visitor groups (97%) spent no money on this visit (see Figure 85).

Guide fees and charges outside park: Most visitor groups (96%) spent no money on this visit (see Figure 86).

Restaurants and bars outside park: Forty-six percent of visitor groups spent no money, while 38% spent \$26 or more (see Figure 87).

Groceries and takeout food outside park: Most visitor groups (72%) spent no money, while 19% spent up to \$25 (see Figure 88).

Gas and oil outside park: Forty-five percent of visitor groups spent no money, while 43% spent up to \$25 (see Figure 89).

Other transportation expenses outside park: Most visitor groups (93%) spent no money (see Figure 90).

Admission, recreation, and entertainment fees outside park: Sixty-nine percent of visitor groups spent no money, while 23% spent up to \$25 (see Figure 91).

All other purchases outside park: Most visitor groups (73%) spent no money, while 18% spent \$26 or more (see Figure 92).

Donations outside park: Most visitor groups (93%) spent no money (see Figure 93).

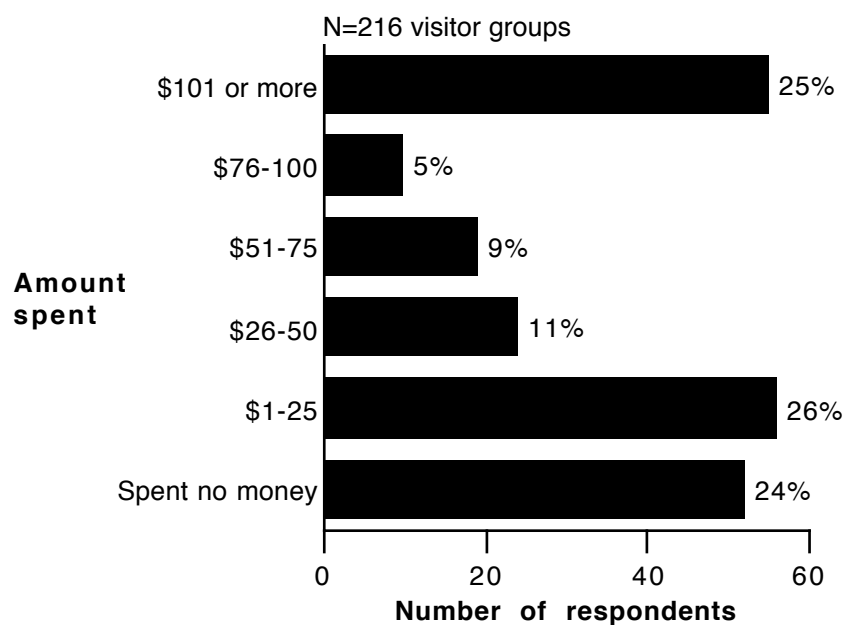


Figure 82: Total expenditures outside park

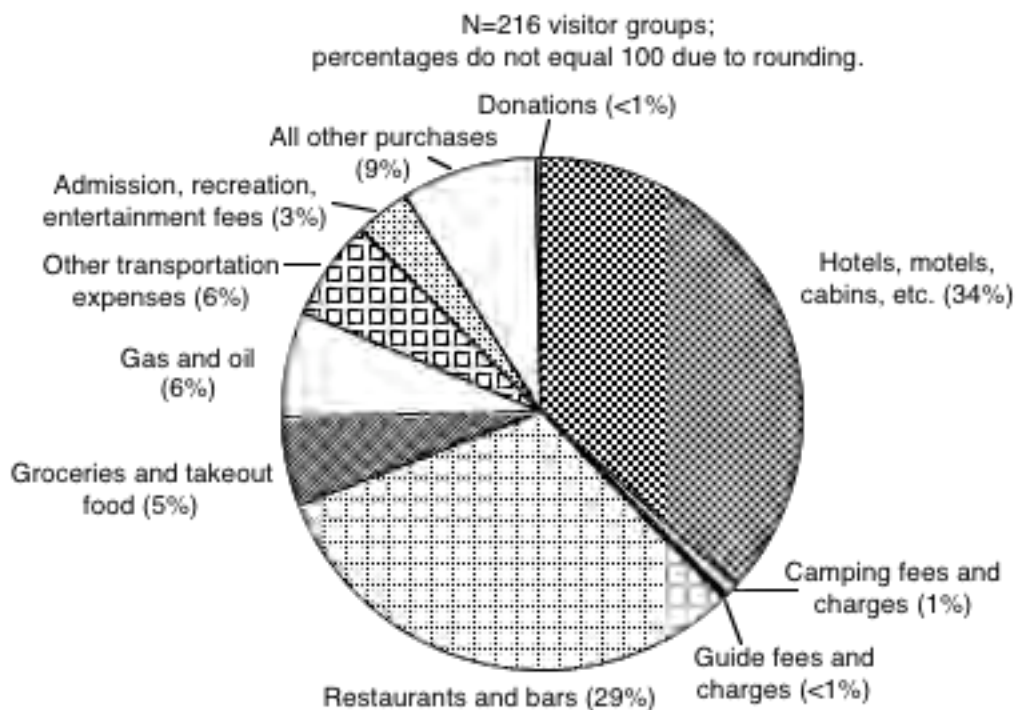


Figure 83: Proportions of total expenditures outside park

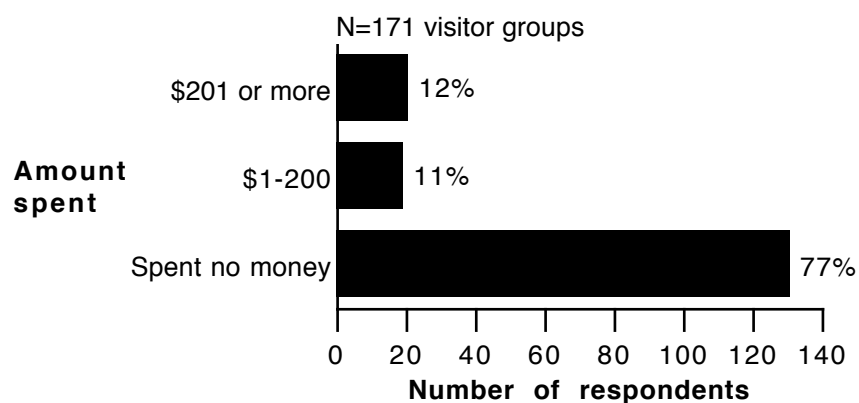


Figure 84: Expenditures for hotels, motels, cabins, B&B, etc. outside park

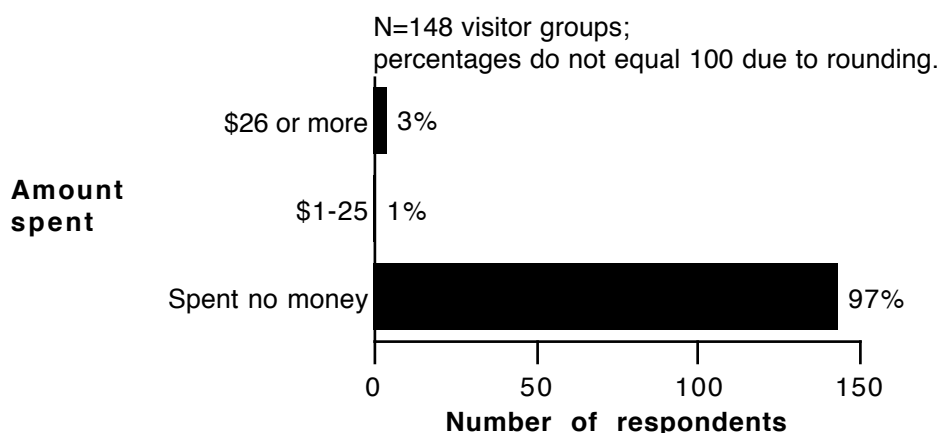


Figure 85: Expenditures for camping fees and charges outside park

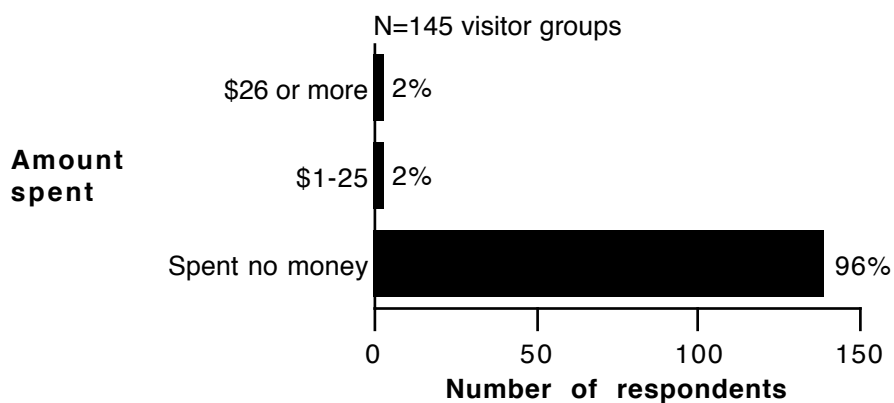


Figure 86: Expenditures for guide fees and charges outside park

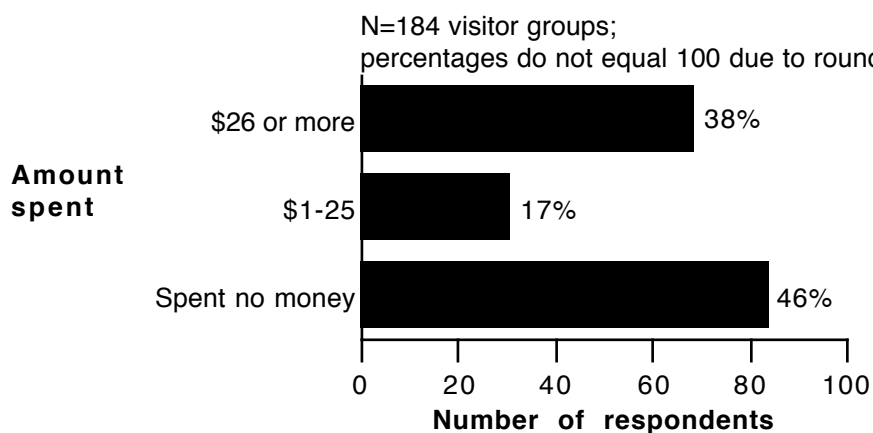


Figure 87: Expenditures for restaurants and bars outside park

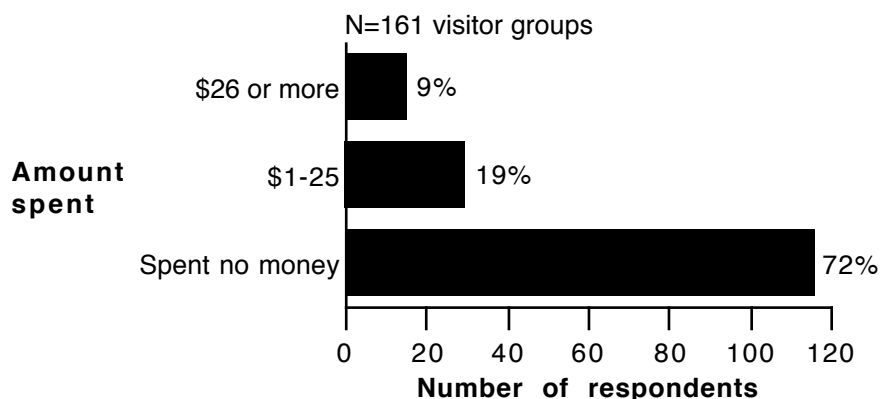


Figure 88: Expenditures for groceries and takeout food outside park

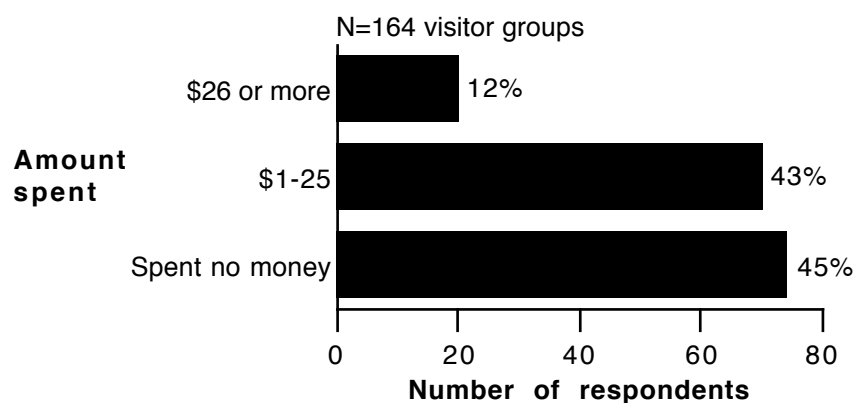


Figure 89: Expenditures for gas and oil outside park

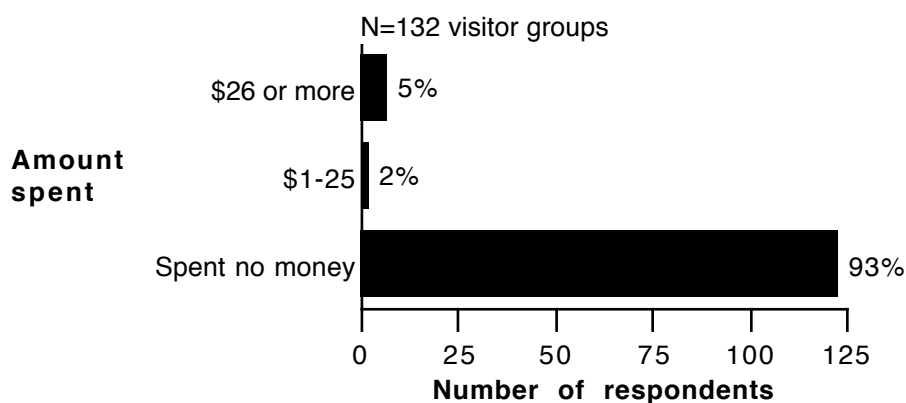


Figure 90: Expenditures for other transportation expenses outside park

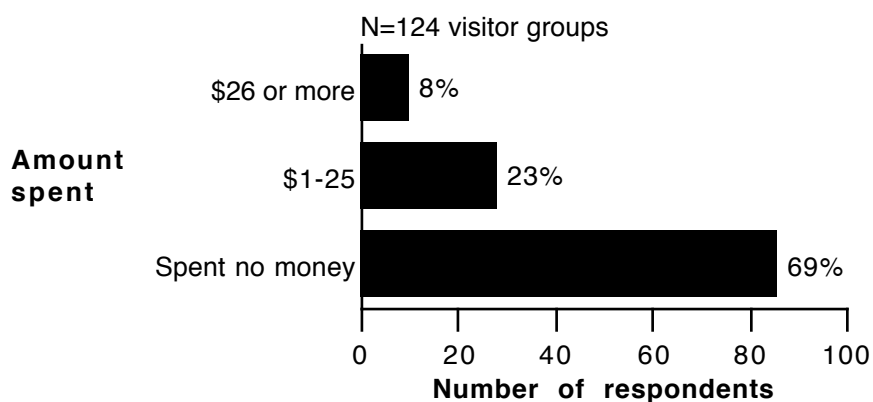


Figure 91: Expenditures for admission, recreation, and entertainment fees outside park

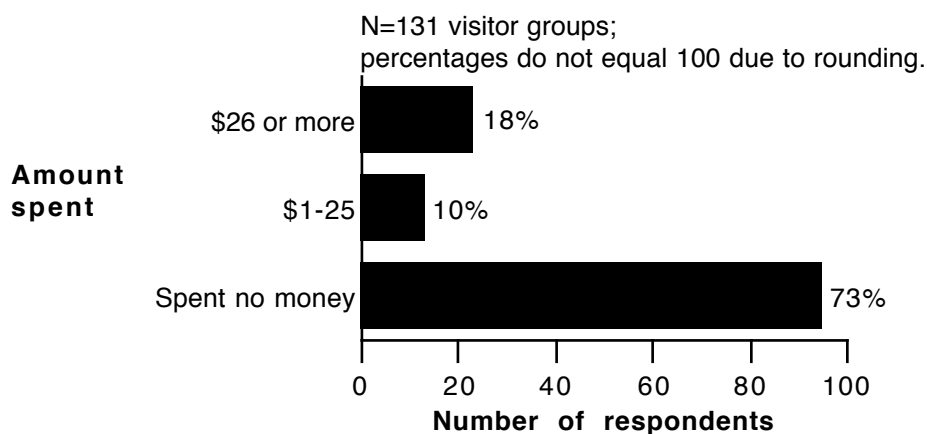


Figure 92: Expenditures for all other purchases outside park

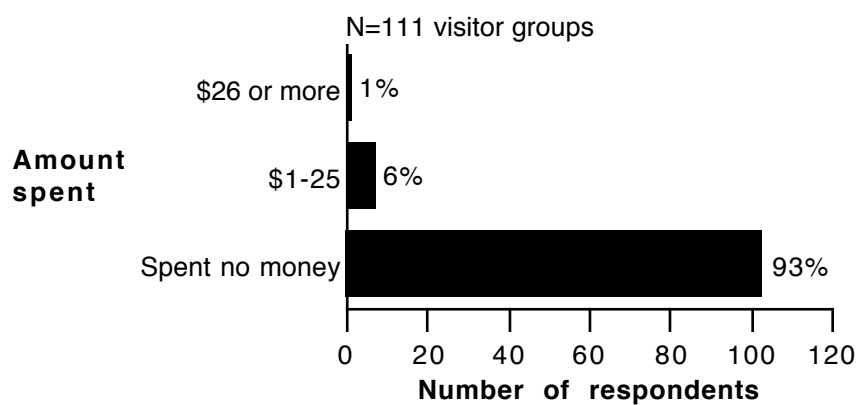


Figure 93: Expenditures for donations outside park

Visitor opinions about fees and prices
Visitor awareness of \$25 annual park pass
Visitor willingness to pay fees for future programs and services

Visitor opinions about fees and prices: Visitors were asked their opinions about current fees and prices.

Entrance fee: The current entrance fee is \$5.00 for adults, good for up to 7 days. This fee is used to support park services, facilities, and preservation projects. Visitors were asked their opinion concerning the appropriateness of the amount of the entrance fee. As shown in Figure 94, the majority of visitor groups (86%) felt the current entrance fee was about right, while 11% felt it was too low.

Visitors were then asked if they would visit the park more frequently if there was no entrance fee. Most visitor groups (73%) responded they would be unlikely to visit more frequently without an entrance fee, while 15% were “not sure” (see Figure 95).

Bookstore sales item prices: Visitors were asked their opinion concerning the current bookstore sales item prices. As shown in Figure 96, the majority of visitor groups (88%) felt the current bookstore sales item prices were about right, while 11% felt they were too high.

Awareness of \$25 annual park pass: Visitor groups were asked if they were aware of the annual park pass for Saint-Gaudens NHS, which costs \$25 and allows entry to the park for one year from date of purchase for pass holder and one carload of guests. Sixty-five percent of visitor groups were not aware of the \$25 annual park pass, while 30% were aware (see Figure 97).

Willingness to pay for future programs and services: Visitors were asked if they would be willing to pay fees for ranger-led tours, special programs/lectures, and special art/sculpting classes (single or series).

Ranger-led tours: As shown in Figure 98, more than half of visitor groups (55%) felt they would be willing to pay \$1 to \$5 for ranger-led tours, however, 26% would be unlikely to pay a fee.

Special programs/lectures: Sixty-one percent of visitor groups felt they would be willing to pay \$1 to \$5 for special programs/lectures, while 21% were “not sure.” Eighteen percent indicated they would be unlikely to pay a fee (see Figure 99).

Special art/sculpting classes (single or series): As shown in Figure 100, most visitor groups (70%) felt they would be unwilling to pay \$75 to \$100 for special art/sculpting classes, while 16% were “not sure.” Nineteen percent indicated they would be likely to pay a fee.

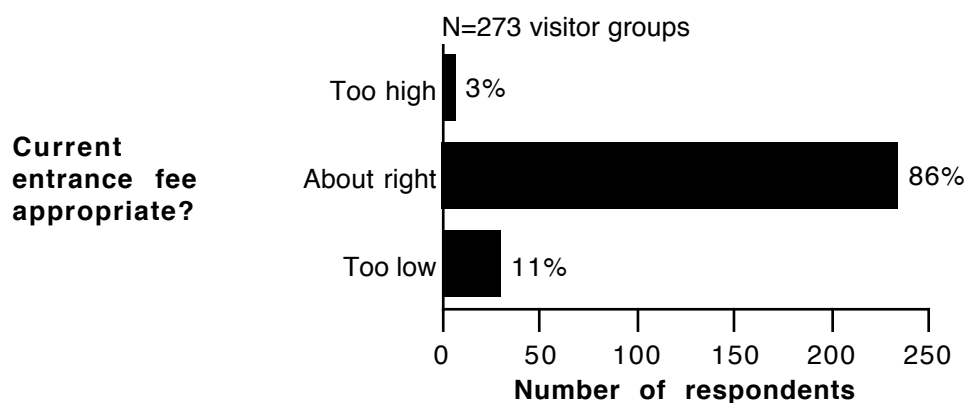


Figure 94: Visitor opinion of appropriateness of amount of current entrance fee

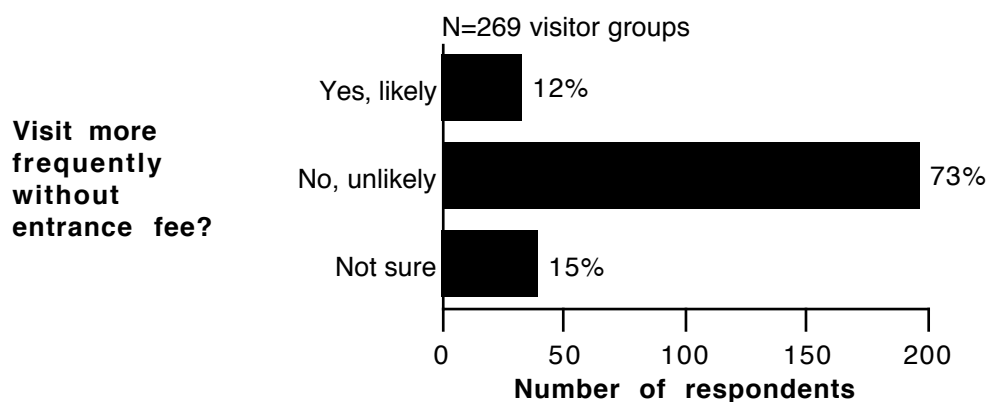


Figure 95: Likelihood of visiting more frequently if there was no entrance fee

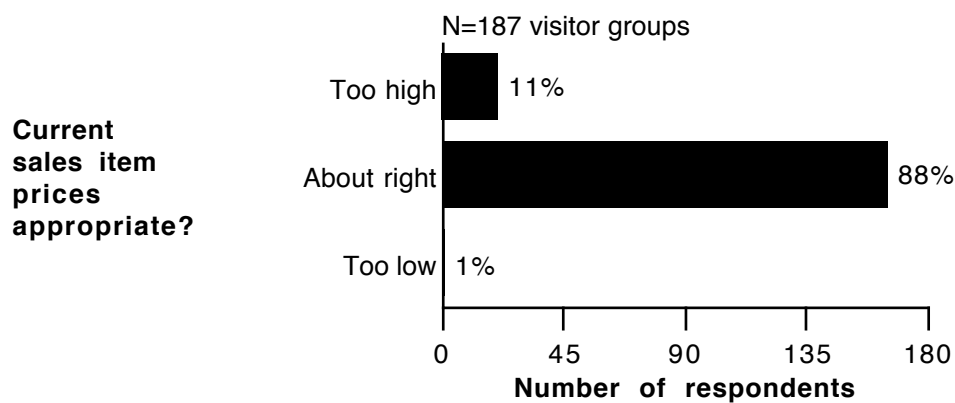


Figure 96: Visitor opinion of current bookstore sales item prices

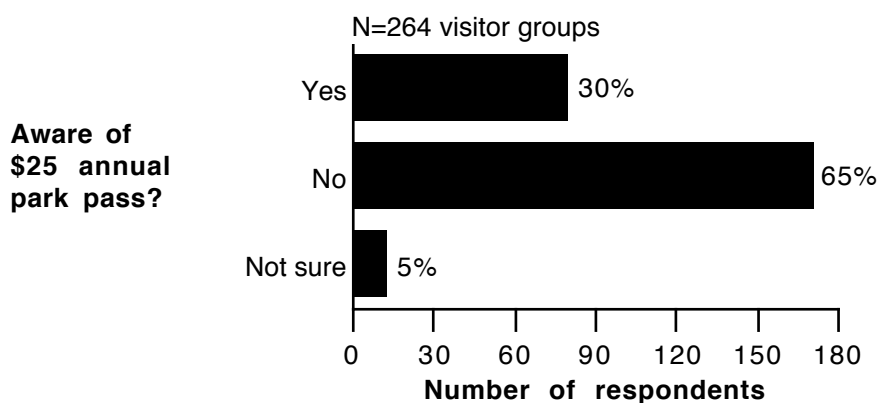


Figure 97: Visitor awareness of \$25 annual park pass

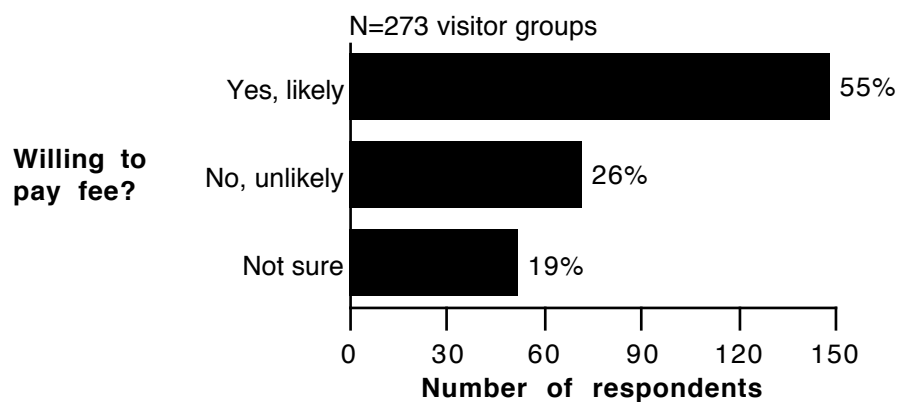


Figure 98: Visitor willingness to pay a small fee (\$1-\$5/person) for a ranger-led tour

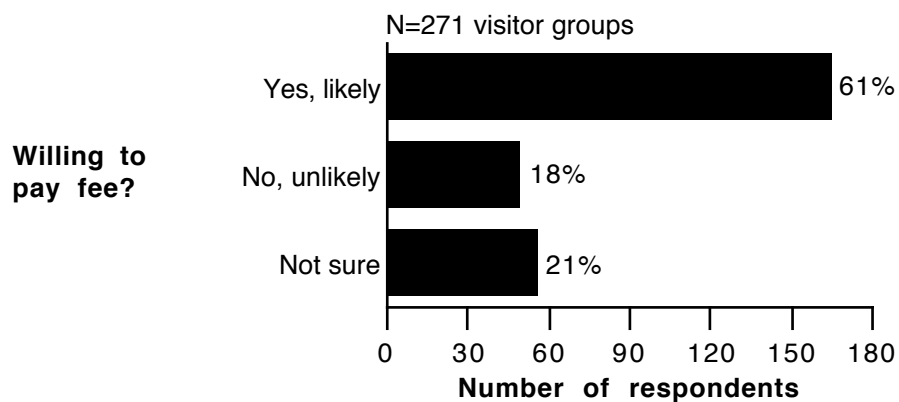


Figure 99: Visitor willingness to pay a small fee (\$1-\$5/person) to attend special programs/lectures

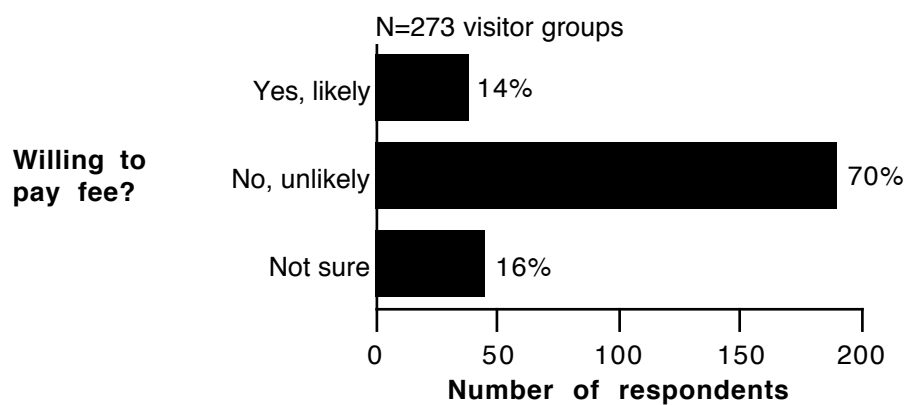


Figure 100: Visitor willingness to pay a fee (\$75-\$100/person) to attend special art/sculpting classes

Visitor willingness to ride shuttle bus on a future visit

Visitor groups were asked if they would be willing to ride a short, free shuttle bus from an off-site parking lot to the park on a future visit. As shown in Figure 101, more than one-half of visitor groups (55%) felt they would be willing to ride a shuttle bus, however, 28% would be unlikely to ride a shuttle bus, and 18% were “not sure.”

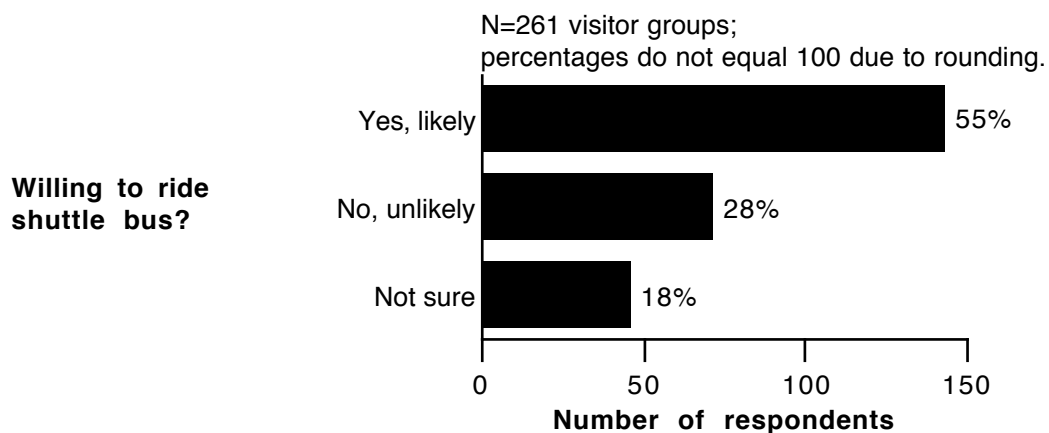


Figure 101: Visitor willingness to ride shuttle bus on a future visit

Future bookstore sales items

Currently the visitor center bookstore sells a variety of publications and related items. Visitor groups were asked, "On a future visit are there any sales items that are not currently sold, that you would like to have for sale?" Visitor comments are listed in Table 8.

Table 8: Future bookstore sales items

N=37 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Autobiography/biography of Augustus Saint-Gaudens	3
Replica/reproductions of Saint-Gaudens' sculptures	3
Post cards	3
Post cards of Saint-Gaudens' work and prints	2
Post cards of grounds	2
Maps, information, and materials on National Park System sites	2
Magnets	2
Children's items/toys	2
A greater variety of items	2
Book of Saint-Gaudens' technique of art	1
Mark Twain's book "The Gilded Age"	1
Books for children	1
Books	1
Small brochure or card of paint mixes left by Mrs. Saint-Gaudens	1
Short history folder or booklet	1
History of gardens	1
Posters of Saint-Gaudens' work	1
Posters	1
Pictures of art works	1
More art works	1
Art/gift items besides books	1
Bird sounds and a picture of each bird on computer discs	1
A garden shop	1
Video of sculptures oriented to children	1
Videos	1

Preferred programs, workshops, tours, and activities on a future visit
Preferred starting times
Preferred days of week

Visitors were asked a series of questions concerning their preference for future programs, workshops, tours, and activities, as well as the preferred starting times and days of week to conduct them.

Preferred programs, workshops, tours, and activities: Thirty-two percent of visitor groups reported that they were interested ranger-led tours, followed by self-guided tours (30%), art lectures (25%), and natural history lectures (21%), as shown in Figure 102. “Special evening programs” included concerts, concerts with picnic, light shows, stargazing, movies about artists, and history about artists. “Other” programs included concerts, classical music, other music, tour of Aspet House, garden design, wine and beer, cross country skiing in winter, and open before Memorial Day for special groups.

Preferred starting times: Table 9 lists preferred starting times for future events. The most preferred starting time was 10:00-11:30 A.M. for ranger-led tour/program (60%), art/sculpture workshops (55%), art lectures (49%), children’s activities (45%), and Natural history lectures (42%).

Preferred days of week: The days of the week visitor groups preferred future events to be held was Saturday (38%), Sunday (36%), and Friday (17%), as shown in Figure 103.

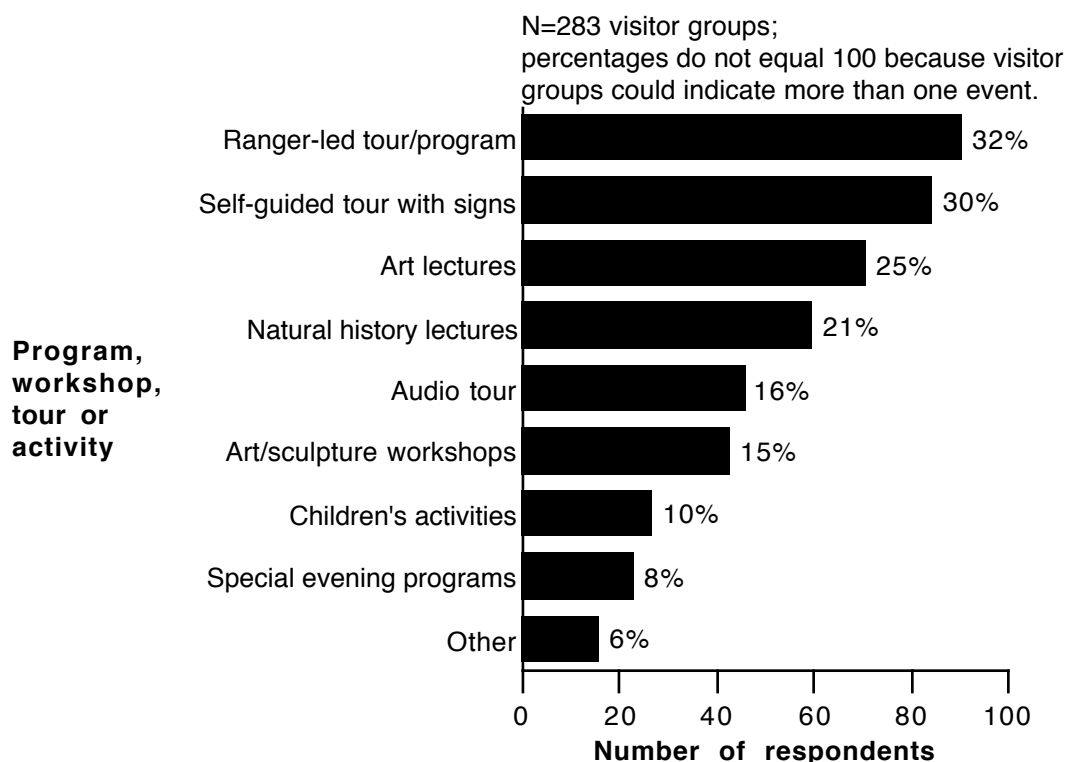


Figure 102: Preferred programs, workshops, tours, and activities on a future visit

Table 9: Preferred starting time for programs, workshops, tours, and activities on a future visit

N=visitor groups; percentages may not equal 100 because visitor groups could indicate more than one starting time

Program	N	A.M.			P.M.		
		8-9:30	10-11:30	12-1:30	2-3:30	4-5:30	6-7:30
Ranger-led tour/program	53	8%	60%	26%	36%	1%	2%
Art/sculpture workshops CAUTION!	20	20%	55%	15%	20%	0%	5%
Art lectures	35	6%	49%	29%	29%	3%	6%
Children's activities CAUTION!	11	9%	45%	45%	9%	0%	9%
Natural history lectures	31	10%	42%	23%	29%	6%	6%
Special evening programs CAUTION!	8	N/A	N/A	13%	0%	13%	75%
Other CAUTION!	5	0%	40%	0%	60%	0%	20%

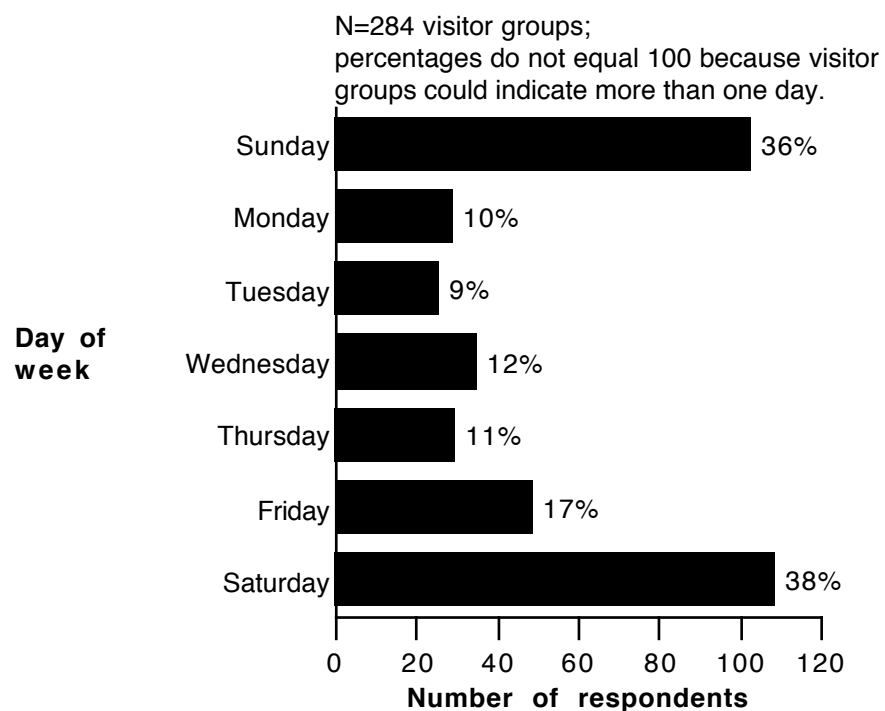


Figure 103: Preferred day of week to hold programs, workshops, tours, and activities on a future visit

Preferred methods of learning about cultural and natural history on a future visit

Visitors were asked how they would prefer to learn about the cultural and natural history on a future visit to Saint-Gaudens NHS. As shown in Figure 104, most visitor groups (90%) reported that they were interested in learning about cultural and natural history on a future visit.

Visitor groups who were interested in learning were then asked to report their preferred learning methods. Ranger-led walks/tours (56%), indoor exhibits (54%), and outdoor exhibits (53%) were the methods that visitor groups most preferred to use, as shown in Figure 105. “Other” learning preferences included audio tour, interactive media, art prints/posters, lectures by Dartmouth art professors, summer concerts, and reenactments of Saint-Gaudens’ family life.

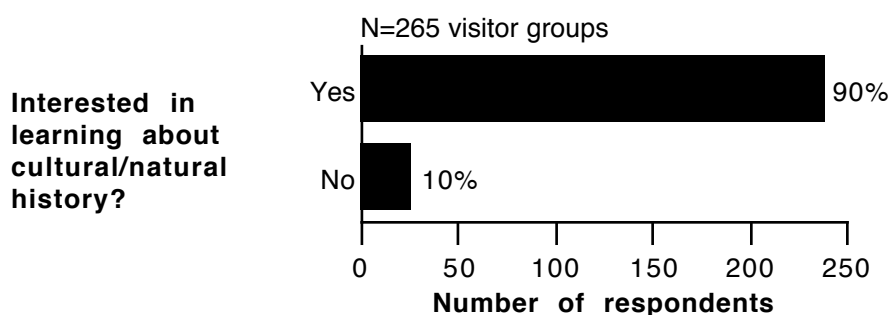


Figure 104: Visitor groups who were interested in learning about cultural and natural history on a future visit

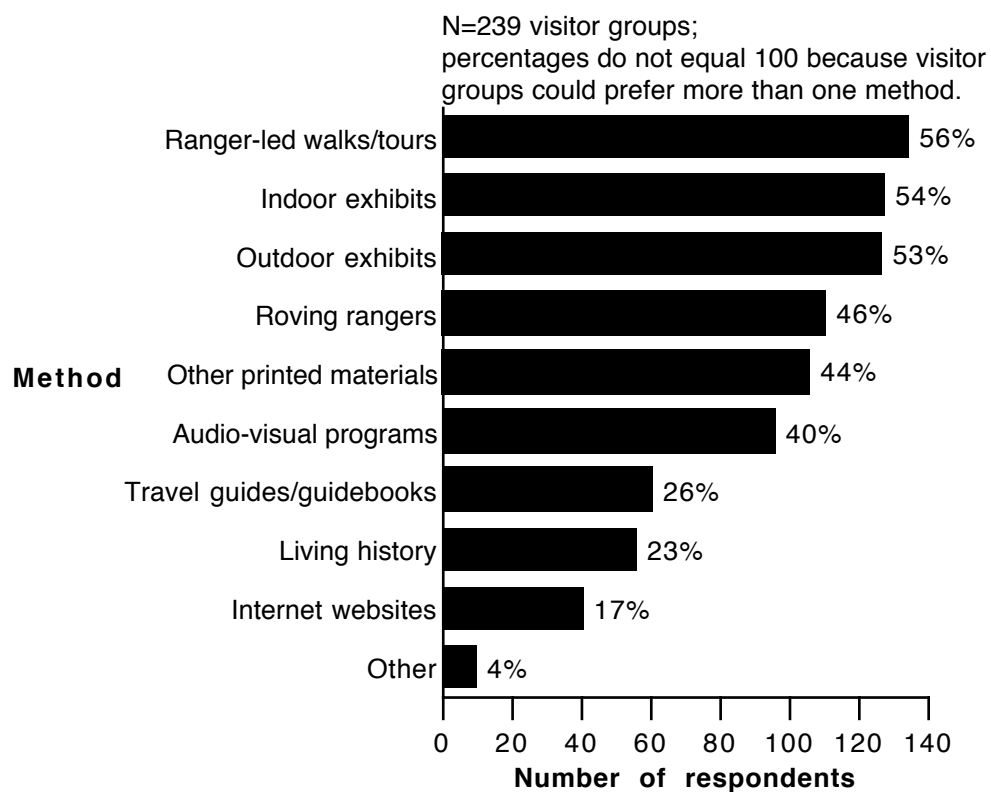


Figure 105: Preferred methods of learning about cultural and natural history on a future visit

Preferred exhibits/activities on a future visit

Visitors were asked which exhibits/activities they would prefer to have available on a future visit to Saint-Gaudens NHS. Most visitor groups (92%) were interested in having exhibits/activities available on a future visit, as shown in Figure 106.

The most common exhibits/activities visitor groups were interested in having available on a future visit included exhibit on Cornish Art Colony (70%), more Augustus Saint-Gaudens' work on display (69%), and sculpture-in-residence program (47%), as shown in Figure 107. "Other hands-on activities" included sketching and bas-relief. "Other" preferred future exhibits/activities included more on Saint-Gaudens' relationship to his times, more traditional art and less modern art, metal/paper, interactive displays such as clay available for molding a sculpture, pottery/painting – how it is designed, video with time line of creating a sculpture from start to finish, lectures or brochures with information about trees and plants, and classical music concerts.

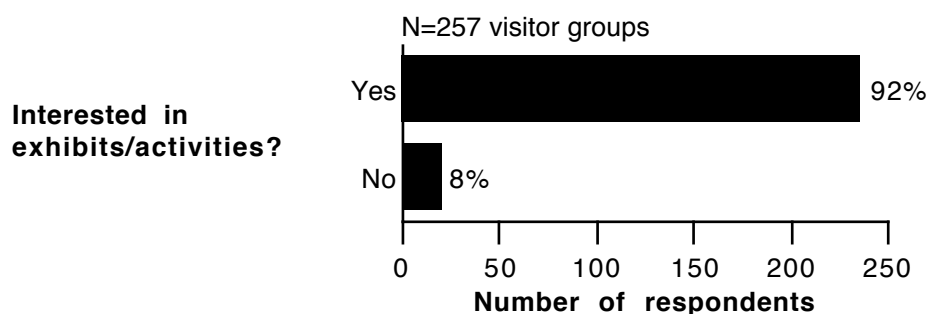


Figure 106: Visitor groups who were interested in exhibits/activities on a future visit

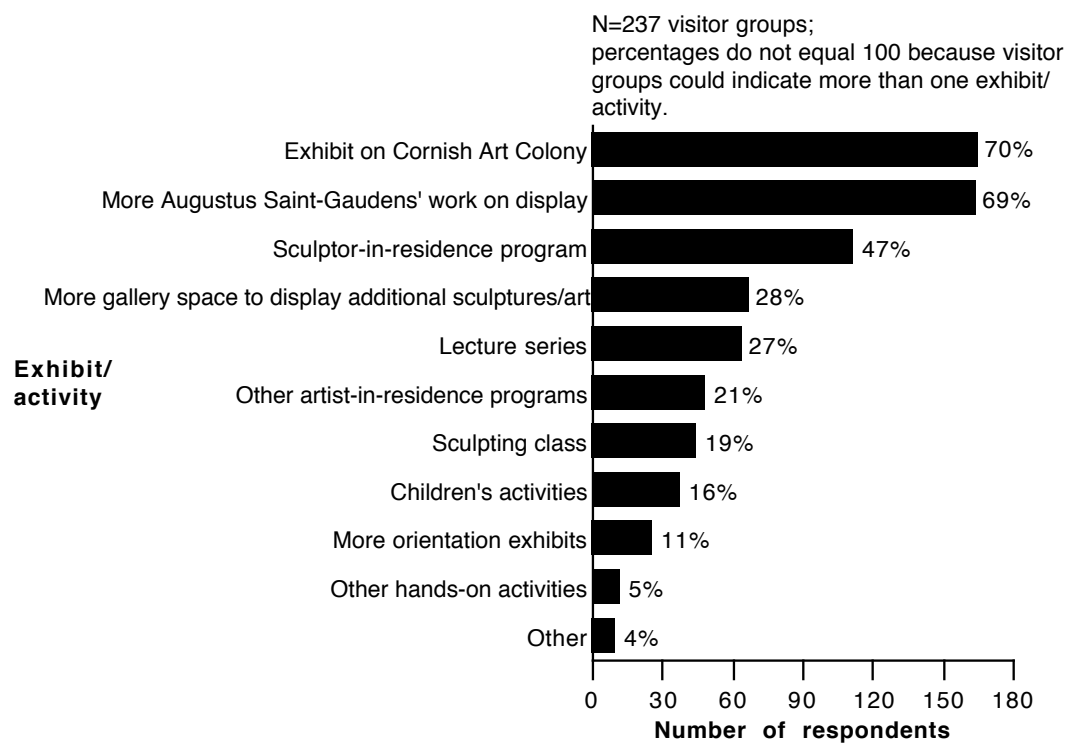


Figure 107: Preferred exhibits/activities on a future visit

Overall quality of visitor services

Visitor groups were asked to rate the overall quality of visitor services on this visit to Saint-Gaudens NHS. Most visitor groups (98%) rated the overall quality as “very good” or “good,” as shown in Figure 108. One percent of visitor groups rated the overall quality as “poor” and no visitor groups rated the overall quality as “very poor.”

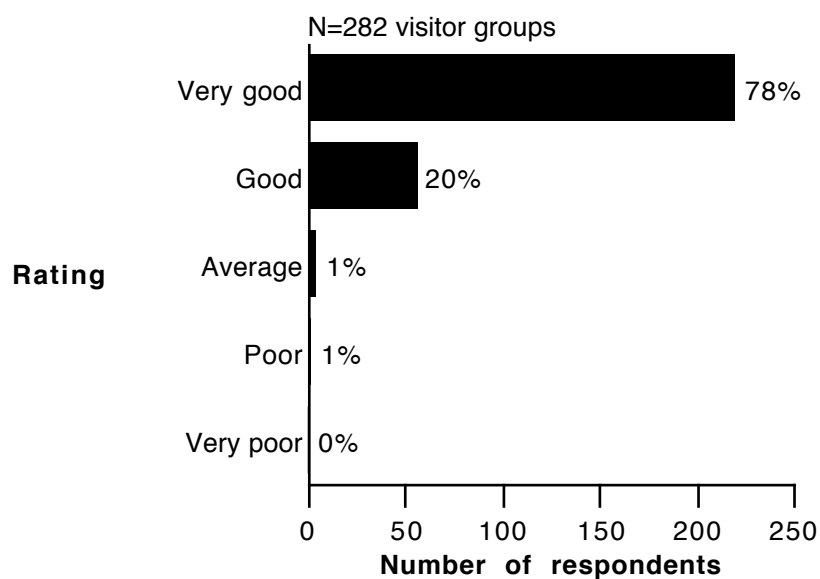


Figure 108: Overall quality of visitor services

What visitor groups liked most about exhibits

Visitor groups were asked what they liked most about the exhibits at Saint-Gaudens NHS. Eighty-six percent of visitor groups (N=245 groups) responded to this question. A summary of their responses is listed below in Table 10 and complete copies of visitor comments are contained in the appendix.

Table 10: What visitor groups liked most about exhibits

N=447 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
INTERPRETIVE SERVICES	
Sculptures	52
Art	21
Saint-Gaudens' sculptures	15
Shaw Memorial	15
Artist/Sculptor in residence	14
Exhibits are well displayed	13
Orientation video	11
Coin exhibit	10
Exhibits	9
Mobiles/moving sculptures	9
Aspet House tour	8
Interpretive signs	8
Kinetic sculptures	8
Outdoor sculptures	8
Contemporary sculptures	5
Educational experience	5
Relationship of art/sculptures to the surroundings	5
George Sherwood's sculptures	4
Historical information	4
Sculpture of Lincoln	4
Adams Memorial	3
Attention to detail of sculptures	3
Guided tours	3
Sculptures by visiting artists	3
Variety/quantity of exhibits	3
Historic sculptures	2
Lawn/meadow art	2
Learning about Saint-Gaudens	2
Other comments	4

Table 10: What visitor groups liked most about exhibits

(continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Gardens	45
Grounds	15
Aspet House	12
Little Studio	6
Pools/fountains	6
Well maintained	6
New Gallery	4
Hiking/walking trails	3
Art galleries	2
Atrium	2
Buildings	2
Historic structures	2
Landscaping	2
Other comments	4
POLICIES/MANAGEMENT	
Ease of access to sculptures/art	6
Other comments	4
RESOURCE MANAGEMENT	
Concerts/music	13
Openness of grounds/buildings/displays	3
GENERAL	
Beautiful setting	23
Everything	14
Nature/flowers/trees	4
Tranquility/peacefulness	4
Beautiful views	3
Ability to visit without interruption	2
Variety of things to see	2
Well done	2
Other comments	3

What visitor groups liked least about exhibits

Visitor groups were asked what they liked least about the exhibits at Saint-Gaudens NHS. Fifty-four percent of visitor groups (N=155 groups) responded to this question. A summary of their responses is listed below in Table 11 and complete copies of visitor comments are contained in the appendix.

Table 11: What visitor groups liked least about exhibits

N=172 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
INTERPRETIVE SERVICES	
Contemporary/modern art	10
Exhibit in Picture Gallery	10
Lack of explanation of exhibits	6
Floor art in New Gallery	4
Sculptures by visiting artists	4
Difficulty finding specific works	3
Glue exhibit in New Gallery	3
Tara Donovan's exhibit	3
Guided tours	2
Missed tour due to lack of tour schedule	2
Special art on fun exhibit	2
Uninteresting exhibits	2
Other comments	5
FACILITIES/MAINTENANCE	
Picture Gallery	5
Noise from maintenance equipment	4
Bookstore	2
Concert shelter inadequate when raining	2
House was too dark	2
Lack of adequate paths between sites	2
Lack of upkeep of gardens	2
Mildew smell/damage in house	2
Ravine Studio	2
Other comments	6

Table 11: What visitor groups liked least about exhibits

(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
House was closed	4
Inconvenient house tour schedule	3
Having to walk from parking lot	2
Unable to tour some parts of house	2
Other comments	3
RESOURCE MANAGEMENT	
Comments	2
GENERAL	
Nothing to dislike	57
Didn't have enough time	5
Rainy weather	5
Noisy patrons	2
Other comments	2

Planning for the future

Visitor groups were asked to provide suggestions or comments to help managers plan for the future of Saint-Gaudens NHS. Forty-one percent of visitor groups (N=117 groups) responded to this question. A summary of their responses is listed below in Table 12 and complete copies of visitor comments are contained in the appendix.

Table 12: Planning for the future

N=177 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Very informative and helpful staff	7
Other comment	1
INTERPRETIVE SERVICES	
Enjoy learning local history	4
More information about Saint-Gaudens' personal and family life	4
Self-guided audio CDs/tapes for rent and sale	4
Live history demonstration	3
Have park brochures available at rest stops	3
More comprehensive tour of Aspet House including upstairs	3
More guided tours	3
Advertise more about the park to public	3
Other comments	10
FACILITIES/MAINTENANCE	
The park is in good condition as it is, keep up the good work	10
Need better directional signs in park	5
Well maintained facilities	5
Add a café/tea room, refreshment stand	5
Easier access to visitor center for people with limited mobility	4
Better seating arrangement at concert so people can hear/see	3
Add picnic tables	2
More parking	2
Other comments	2
POLICIES/MANAGEMENT	
Entrance fee too low for the value the park has to offer, raise fee	4
Hours operation should be longer	3
Other comments	4

Table 12: Planning for the future

(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Wonderful resource	7
Impressed with sculptures in residence	7
Unique area, a great combination of natural beauty and artwork	6
Great concerts	4
More displays of Saint-Gaudens' works	2
The park was established to honor Saint-Gaudens' works which had nothing to do with modern arts, keep them out of park	2
Other comments	3
GENERAL	
Will come back	5
Beautiful	4
Enjoyed our visit	3
Peaceful/serenity	3
Other comments	6

Additional comments

Visitor groups were asked if they would like to provide any additional comments on their visit to Saint-Gaudens NHS. Forty percent of visitor groups (N=114 groups) responded to this question. A summary of their responses is listed below in Table 13 and complete copies of visitor comments are contained in the appendix.

Table 13: Additional comments

N=208 comments

Comment	Number of times mentioned
PERSONNEL	
Helpful staff	8
Friendly staff	5
Knowledgeable/informative staff	4
Excellent staff	2
Gardener does a great job	2
INTERPRETIVE SERVICES	
Educational experience	8
Enjoyed sculptures	7
Enjoyed tours	3
Improve accuracy of map	2
Provide more art by other sculptors	2
Other comments	9
FACILITIES/MAINTENANCE	
Gardens/grounds are well maintained	4
Park is clean/well maintained	4
Other comment	1
POLICIES/MANAGEMENT	
Keep park as is	6
Enjoyed easy access to exhibits	3
Provide food/beverage services	3
Publicize park more in communities	3
Offer more concerts	2
Provide shuttle between sites	2
Other comments	5

Table 13: Additional comments

(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Park is valued asset/resource	5
GENERAL COMMENTS	
Enjoyed visit	34
Park is beautiful	13
Enjoyed concert	12
Repeat visit	11
Will return	7
Peaceful/relaxing place	6
Thank you	6
Wish we had more time	5
Golden Age Passport holder	4
Beautiful gardens	4
Frequently bring guests	4
Good job	3
Park is impressive/well done	3
Place to commune with God and nature	3
Recommended park to others	3
Worthwhile visit	3
Enjoyable for families with children	2
House/galleries are beautiful	2
Inspired by visit	2
Unplanned visit	2
Other comments	14

ADDITIONAL ANALYSIS
Saint-Gaudens National Historic Site
VSP Report 160

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible-you may select a single program/service/facility instead of all that were listed in the questionnaire. Include your name, address, and phone number in the request.

Visitor awareness of Friends group/Trustees of the Saint-Gaudens Memorial	Number of nights stayed away from home in the area	Visitors with disabilities who encountered access/service problems in the park
Sources of information prior to visit	Types of lodging	Visitor ethnicity
Visitor received needed information	Group type	Visitor race
Number of hours	Visitors with guided tour group	Importance of selected park resources/qualities
Number of park entries	Visitors with educational/school group	Expenditures inside and outside park
Primary reason to visit the area	Group size	Expenditures inside park
Communities visited in the area	Number of vehicles per group	Expenditures outside park
Adequacy of directional road signs	Gender	Number of adults covered by expenditures
Primary reason to visit the park	Age	Number of children covered by expenditures
Visitors with difficulty finding way from parking lot to visitor center	State/country of residence	Visitor opinion of current bookstore sales item prices
Willingness to ride shuttle bus from off-site parking	Number of visits in the last 12 months	Preferred future programs/workshops/tours/activities
Activities/sites visited	Number of visits in the last 5 years	Preferred day of week to hold programs/workshops/tours/activities
Visitor services/facilities used	Number of visits in lifetime	Willingness to pay fee for ranger-led tour
Importance of visitor services/facilities	Visitor level of education	Willingness to pay fee for special program/lectures
Quality of visitor services/facilities	Visitors with disability	Willingness to pay fee for special art/sculpting class
Visitors who stayed overnight away from home in park area	Type of disability	Preferred method of learning

ADDITIONAL ANALYSIS
Saint-Gaudens National Historic Site
VSP Report 160
(continued)

Preferred future exhibits/
activities
Visitor opinion on
appropriateness of amount of
current entrance fee

Increased frequency of
visits without entrance fee
Visitor awareness of \$25
annual park pass

Overall quality of visitor
services

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QUESTIONNAIRE

VISITOR SERVICES PROJECT PUBLICATIONS

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit. All other VSP reports listed are available from Park Studies Unit website: www.psu.uidaho.edu. 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 Historic Site

1989

21. Everglades National Park (winter)
22. Statue of Liberty National Historic Site
23. The White House Tours, President's Park
24. Lincoln Home National Historic Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Historic Site

1990

28. Canyonlands National Park (spring)
29. White Sands National Historic Site
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 Historic Site
35. Glacier National Park
36. Scott's Bluff National Historic Site
37. John Day Fossil Beds National Historic Site

1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Historic Site (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

1993

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

VISITOR SERVICES PROJECT PUBLICATIONS (continued)**1994**

- 64. Death Valley National Historic Site 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 Historic Site
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Historic Site
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Historic Site
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

1996

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

1997

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

1998

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

1999

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

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

VISITOR SERVICES PROJECT PUBLICATIONS (continued)**2002**

- 131. Everglades National Park
- 132. Dry Tortugas National Park
- 133. Pinnacles National Historic Site
- 134. Great Sand Dunes National Historic Site & Preserve
- 135. Pipestone National Historic Site
- 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. Catoclin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield

2003

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


2004

- 152. Joshua Tree National Park (spring)
- 153. New River Gorge National River
- 154. George Washington Birthplace National Historic Site
- 155. Craters of the Moon National Historic Site
- 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

For more information about the Visitor Services Project, please visit the University of Idaho, Park Studies Unit website: www.psu.uidaho.edu

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