

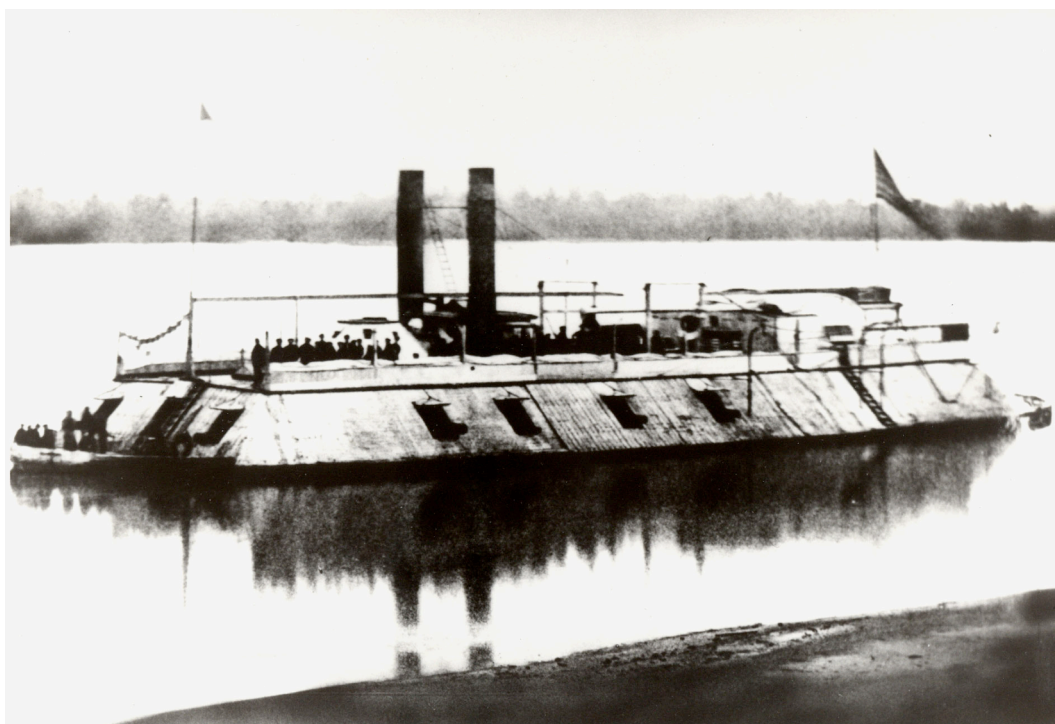


Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project

Fort Donelson National Battlefield

Visitor Study



OMB Approval #1024-0224 (NPS #07-020)
Expiration Date: 01/01/2008



United States Department of the Interior

NATIONAL PARK SERVICE

Fort Donelson National Battlefield

P.O. Box 434

Dover, TN 37058-0434

IN REPLY REFER TO:

July, 2007

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Fort Donelson National Battlefield. This information will help us improve our management of this site and better serve you, our visitor.

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

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

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

We appreciate your help.

Sincerely,





Steven A. McCoy
Superintendent

This visitor study is partially funded by Recreation Fee Program funding.

DIRECTIONS

At the end of your visit:

- 1) Please have the selected individual complete this questionnaire.
- 2) Answer the questions carefully since each question is different.
- 3) For questions that use circles (O), please mark your answer by filling in the circle with black or blue ink, or a pencil with dark (e.g. #2) lead.

Like this:  Not like this:   

- 4) Seal it with the stickers provided.
- 5) Drop it in a U.S. mailbox.

Thank you!

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:

6 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Burden estimate statement: Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; phone: 208-885-7863; fax: 208-885-4261.

Please go on to the next page →

Your Visit To Fort Donelson National Battlefield

In this questionnaire, your **personal group** is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scout, or tour groups.

1. a) **Prior to your visit**, how did you and your personal group obtain information about Fort Donelson National Battlefield? Please mark (●) **all** that apply in column a.
- b) **On future trips** to Fort Donelson National Battlefield, what sources would you and your personal group prefer to use to obtain information in planning your visit? Please mark (●) **all** that apply in column b.

a) **Prior to this visit** (●) _____ b) **Prior to future visits** (●) _____

- | | |
|---|-----------------------|
| <input type="radio"/> Obtained no information prior to visit → Go on to part b | |
| <input type="radio"/> Previous visits | <input type="radio"/> |
| <input type="radio"/> Friends/relatives/word of mouth | <input type="radio"/> |
| <input type="radio"/> Travel guides/tour books/publications | <input type="radio"/> |
| <input type="radio"/> Telephone/written/email inquiry to the park | <input type="radio"/> |
| <input type="radio"/> Newspaper/magazine articles | <input type="radio"/> |
| <input type="radio"/> Videos/television/radio programs | <input type="radio"/> |
| <input type="radio"/> Fort Donelson website: www.nps.gov/fodo | <input type="radio"/> |
| <input type="radio"/> Other websites | <input type="radio"/> |
| <input type="radio"/> Other National Park Service sites | <input type="radio"/> |
| <input type="radio"/> Chamber of Commerce/Visitor Bureau | <input type="radio"/> |
| <input type="radio"/> Local businesses | <input type="radio"/> |
| <input type="radio"/> School class/program | <input type="radio"/> |
| <input type="radio"/> Part of my family heritage | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below.) | <input type="radio"/> |

a) _____ b) _____

- c) 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?

☐ No ☐ Yes → **Go on to Question 2**

- d) If NO, what type of information did you and your personal group need that was not available? Please be specific.

2. a) Prior to this visit, were you and your personal group aware that Fort Donelson National Battlefield is a unit of the National Park System?

☐ No
↓
☐ Yes → **Go on to Question 3**

- b) If NO, how did you find out? Please mark (●) **all** that apply.

☐ Saw road signs
☐ Read park exhibits
☐ Read park publications/map
☐ Talked to park rangers
☐ Talked to local people/businesses
☐ This questionnaire
☐ Other (Please specify: _____)

3. On this trip, how did Fort Donelson National Battlefield fit into your personal group travel plans? Please mark (●) **only one**.

☐ Fort Donelson National Battlefield was the primary destination
☐ Fort Donelson National Battlefield was one of several destinations
☐ Fort Donelson National Battlefield was not a planned destination

4. a) On this visit to Fort Donelson National Battlefield, did you and your personal group visit the park on more than one day?

☐ Yes
↓
☐ No
↓

- b) If YES, on how many days did you visit Fort Donelson National Battlefield?

- c) If NO, how many hours did you visit Fort Donelson National Battlefield?

_____ Number of days
(Please list partial days/hours as 1/4, 1/2, or 3/4.)

_____ Number of hours

- d) How did the amount of time you and your personal group spend at Fort Donelson National Battlefield compare with the time you had planned to stay there? Please mark (●) **only one**.

☐ Did not have a planned amount of time → **Go on to Question 5**
☐ Spent longer time than planned
☐ Spent about the time planned
☐ Spent less time than planned

Please go on to the next page →

5. a) What services did you and your personal group use in the communities of Dover, Clarksville, Paris, TN or Murray, KY, that were specifically related to this park visit? Please mark (●) **all** that apply in column a.

☐ Did not use any services → **Go on to part c of this question**

- b) In what communities did you obtain these support services? Please mark (●) **all** that apply in column b.

a) Used on this visit (●)	b) Community (●)			
	Dover	Clarksville	Paris	Murray
<input type="radio"/> Buy gasoline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Eat a meal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Use a drink/vending machine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Stay overnight in a motel/hotel/B&B	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Stay overnight in a campground/RV park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Obtain information about Fort Donelson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Obtain other travel/tourist information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Visit other nature/historic/museum sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Other (Please specify: _____)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- c) Do you have any comments about these services, or services you would like to see provided in Dover, Clarksville, Paris, TN or Murray, KY?

Service (list)	Community (name)	Comment (please be specific)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

6. This question lists activities available to visitors at Fort Donelson National Battlefield.
- a) As you were planning your trip, what activities did you and your personal group expect to include on this visit? Please mark (●) **all** that apply in column a.
- b) On this visit, what activities did you and your personal group participate in? Please mark (●) **all** that apply in column b.

a) Activities expected (●) **b) Activities on this visit (●)**

- | | |
|--|-----------------------|
| <input type="radio"/> Self guided tour | <input type="radio"/> |
| <input type="radio"/> Audio-tape tour | <input type="radio"/> |
| <input type="radio"/> Commercial battlefield tour guide service | <input type="radio"/> |
| <input type="radio"/> Researching family genealogy | <input type="radio"/> |
| <input type="radio"/> Viewing exhibits in visitor center | <input type="radio"/> |
| <input type="radio"/> Viewing movies in visitor center | <input type="radio"/> |
| <input type="radio"/> Attending living history demonstration | <input type="radio"/> |
| <input type="radio"/> Attending ranger-led programs | <input type="radio"/> |
| <input type="radio"/> Participating in Junior Ranger program | <input type="radio"/> |
| <input type="radio"/> Picnicking | <input type="radio"/> |
| <input type="radio"/> Shopping in visitor center bookstore | <input type="radio"/> |
| <input type="radio"/> Bicycling | <input type="radio"/> |
| <input type="radio"/> Hiking/walking | <input type="radio"/> |
| <input type="radio"/> Birdwatching | <input type="radio"/> |
| <input type="radio"/> Wildlife viewing (other than birdwatching) | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below.) | <input type="radio"/> |

a) _____ b) _____

c) Were there activities that you had expected to do, but were unable to?

- ☐ Yes ☐ No → **Go on to Question 7**

d) If YES, what prevented you from doing the activities?

- ☐ Weather conditions ☐ Time constraints
- ☐ Services not available at time of visit
- ☐ Other reasons (Please specify: _____)

Please go on to the next page →

7. a) For this visit, please mark (●) **all** sites that you and your personal group visited at Fort Donelson National Battlefield. If you did not visit a site, please leave that line blank. Please use the map on page 9 to help you locate the sites.

- | | |
|---|--|
| <input type="radio"/> Visitor center | <input type="radio"/> Picnic area |
| <input type="radio"/> Confederate Monument | <input type="radio"/> French's Battery |
| <input type="radio"/> Fort Donelson | <input type="radio"/> Forge Road |
| <input type="radio"/> Log Huts | <input type="radio"/> Dover Hotel |
| <input type="radio"/> River Batteries | <input type="radio"/> Grave's Battery |
| <input type="radio"/> Union Camp | <input type="radio"/> Fort Heiman |
| <input type="radio"/> Smith's Attack | <input type="radio"/> Fort Henry/LBL |
| <input type="radio"/> Fort Donelson National Cemetery | <input type="radio"/> Hiking on trails |
| <input type="radio"/> Other (Please specify:_____) | |

- b) Which **one** site was the most important to your visit?

- c) Why did you choose **not** to visit the other sites? Please mark (●) **all** that apply.

- | | |
|--|--|
| <input type="radio"/> Inconvenient traffic/transportation | <input type="radio"/> Not interested |
| <input type="radio"/> No parking available at the site | <input type="radio"/> Lack of time |
| <input type="radio"/> Lack of ranger programs at the site | <input type="radio"/> Weather conditions |
| <input type="radio"/> Did not know about the existence of site | |
| <input type="radio"/> Did not know about the availability of interpretive services at the site | |
| <input type="radio"/> Could not locate the site due to poor signage/map | |
| <input type="radio"/> Other reasons (Please specify:_____) | |

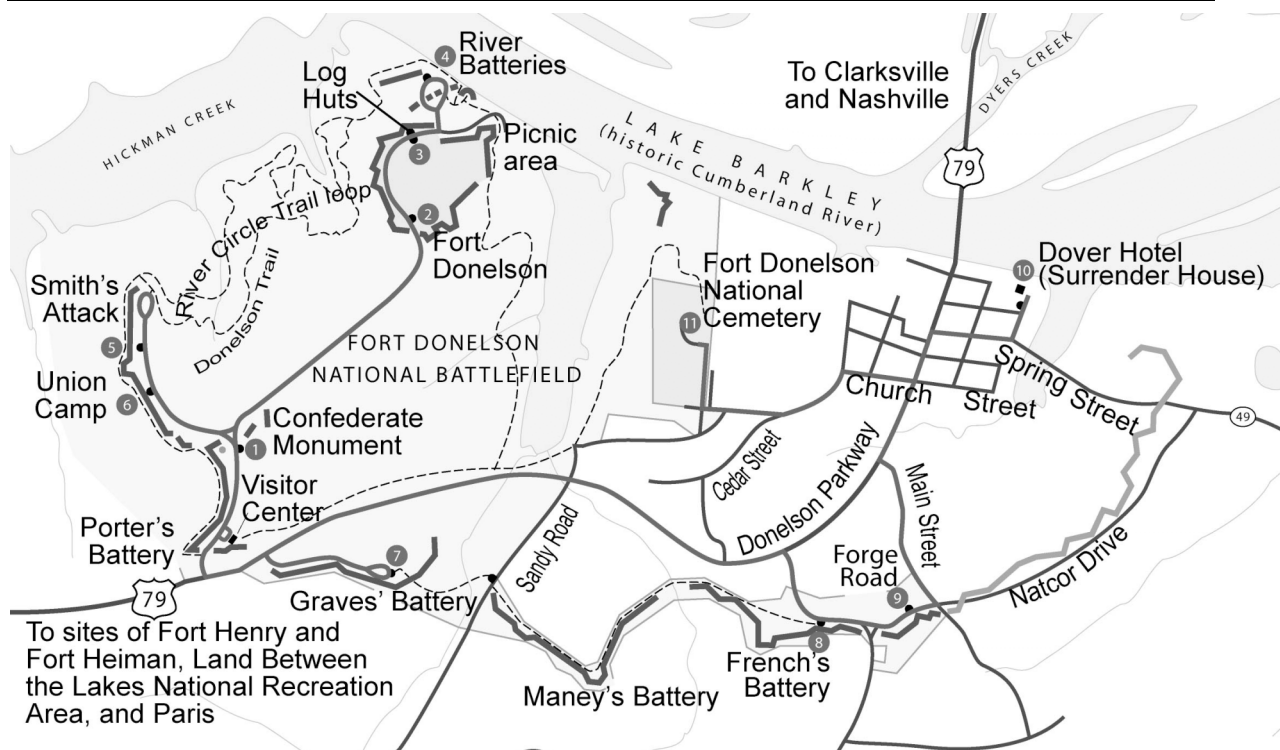
- d) On a future visit to Fort Donelson National Battlefield, would you and your personal group like to visit Fort Heiman or Fort Henry?

- ☐ Yes ☐ No → **Go on to Question 8**



- e) What would you like to have available there? Please mark (●) **all** that apply.

- | | | |
|---|---------------------------------------|---------------------------------|
| <input type="radio"/> Exhibits | <input type="radio"/> Trails | <input type="radio"/> Restrooms |
| <input type="radio"/> Visitor center/information desk | <input type="radio"/> Ranger programs | |
| <input type="radio"/> Other (Please specify:_____) | | |



8. It is the National Park Service's responsibility to protect the natural, scenic, and cultural resources at Fort Donelson National Battlefield while providing for public enjoyment. On this visit, how important were the following attributes/resources to you and your personal group? Please mark (●) **only one** answer for each attribute/resource.

Attribute/resource	Not important	Somewhat important	Moderately important	Very important	Extremely important
Preservation of historical/cultural resources (earthworks, cannons, buildings, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Escape from urban setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of development and modern intrusions along Cumberland River and park boundary (historic view)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wildlife and habitat to support populations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy research opportunities (data bases, archives, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landscape restored to historic 1862 appearance (fields of native grasses, lack of development and modern intrusions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. a) During this visit to Fort Donelson National Battlefield, did you and your personal group learn about the following topics? Please mark (●) **one** answer for each topic in column a.
- b) Would you and your personal group be interested in learning about these topics on a future visit to Fort Donelson National Battlefield? Please mark (●) **one** answer for each topic in column b.

Topic	a) This visit?		b) Future visit?	
	Yes	No	Yes	No
Importance of the Tennessee Cumberland River during the Civil War	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tactics/strategies used to take control of the river	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant's military career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Underground Railroad and slavery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection to other Civil War sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact of battle on civilians/region	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural resources in park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How the National Park Service fulfills mission to preserve resources and provide opportunities for visitor enjoyment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify below.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

a) _____ b) _____

10. a) In what town/city did you and your personal group stay on the **night before your arrival** at Fort Donelson National Battlefield? If you stayed at home please write the name of the town where you live.

Nearest town/city: _____ State: _____

- b) In what town/city did you and your personal group stay on the **night after your departure from** Fort Donelson National Battlefield? If you stayed at home please write the name of the town where you live.

Nearest town/city: _____ State: _____

11. a) Please mark (●) **all** the visitor services and facilities that you and your personal group **used** during this visit to Fort Donelson National Battlefield.
- b) Next, for only those services and facilities that you and your personal group **used**, please rate their importance from 1-5.
- c) Finally, for only those services and facilities that you and your personal group **used**, please rate their quality from 1-5.

a) Please mark (●) if you used a service/facility.	b) If used, how important? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Visitor center exhibits	_____	_____
<input type="radio"/> Visitor center movies	_____	_____
<input type="radio"/> Visitor center bookstore sales items	_____	_____
<input type="radio"/> Visitor center restrooms	_____	_____
<input type="radio"/> Ranger-led programs	_____	_____
<input type="radio"/> Junior Ranger program	_____	_____
<input type="radio"/> Park brochure/map	_____	_____
<input type="radio"/> Hiking trails	_____	_____
<input type="radio"/> Assistance from park staff	_____	_____
<input type="radio"/> Picnic areas	_____	_____
<input type="radio"/> Picnic area restrooms	_____	_____
<input type="radio"/> Wayside/trailside exhibits	_____	_____
<input type="radio"/> Directional signs to find park sites	_____	_____
<input type="radio"/> Parking areas	_____	_____
<input type="radio"/> Access for disabled persons	_____	_____
<input type="radio"/> Park website: www.nps.gov/fodo (used during or before visit)	_____	_____

- d) If you rated any items above as “poor” or “very poor,” please explain why.

Please go on to the next page →

12. a) On a **future** visit to Fort Donelson National Battlefield, please indicate how the following elements may affect your park experience. Please mark (●) **one** for each element.

Element	Detract from	No effect	Add to	Not sure
Infrequently mowed native grasses in fields, no trees on earthworks, battlefield restored to 1862 appearance (historic scene)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional commemorative monuments/ memorials/statues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional facilities and services (vending machines, restrooms, RV/bus parking, developed picnic areas-grills, water fountains, etc.) within the battlefield landscape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited development along river and adjacent to the park boundary (preserve views and historic setting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional primitive overnight camping facilities for youth groups (campgrounds without running water and flush toilets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional orientation and informational aids at visitor center (i.e. topographic relief map of battlefield, troop positions and movement, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) Please explain any "detract from" responses.

13. On this visit, were you and your personal group with the following groups?

a) Commercial guided tour	<input type="radio"/>	Yes	<input type="radio"/>	No
b) School/educational group	<input type="radio"/>	Yes	<input type="radio"/>	No
c) Civil War enthusiast group	<input type="radio"/>	Yes	<input type="radio"/>	No
d) Other organized group (church, business, etc.)	<input type="radio"/>	Yes	<input type="radio"/>	No

14. On this visit, what kind of personal group (not guided tour/school/enthusiast/ other organized group) were you with? Please mark (●) **only one**.

- | | |
|---|--|
| <input type="radio"/> Alone | <input type="radio"/> Family |
| <input type="radio"/> Friends | <input type="radio"/> Family and friends |
| <input type="radio"/> Other (Please specify: _____) | |

15. a) For this visit to Fort Donelson National Battlefield, how many people were in your personal group, including yourself?

_____ Number of people

- b) On this visit, how many vehicles did you and your personal group use to travel to Fort Donelson National Battlefield?

_____ Number of vehicles

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

	a) Current age	b) U.S. ZIP Code or name of country other than U.S.	c&d) Number of visits to Fort Donelson Nat'l Battlefield (including this visit)	
			past 12 months	lifetime
Yourself	_____	_____	_____	_____
Member #2	_____	_____	_____	_____
Member #3	_____	_____	_____	_____
Member #4	_____	_____	_____	_____
Member #5	_____	_____	_____	_____
Member #6	_____	_____	_____	_____
Member #7	_____	_____	_____	_____

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

☐ Yes

☐ No → **Go on to Question 18**



- b) If YES, what activities or services did the person(s) have difficulty accessing or using? Please mark (●) **all** that apply.

☐ None → **Go on to Question 18**

☐ Park buildings

☐ Restrooms

☐ Trails and picnic areas

☐ Outdoor exhibits

☐ Park produced written publications

☐ Visitor center exhibits

☐ Visitor center audio-visual programs

☐ Interpretive or educational programs or activities

☐ Other (Please specify: _____)

Please go on to the next page →

- c) Because of the physical condition, what specific problems did the person(s) have during this visit to Fort Donelson National Battlefield? Please mark (●) **all** that apply.
- ☐ Hearing (difficulty hearing ranger programs, audio-visual exhibits or programs, or information desk staff, even with hearing aid)
- ☐ Visual (difficulty in seeing exhibits, directional signs, visual aids that are part of programs, even with prescribed glasses or due to blindness)
- ☐ Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchair)
- ☐ Other (Please describe: _____)
18. a) Would you and members of your personal group consider visiting Fort Donelson National Battlefield again in the future?
- ☐ Yes, likely ☐ No, unlikely ☐ Not sure
- b) Would you and members of your personal group recommend visiting Fort Donelson National Battlefield to your friends/relatives?
- ☐ Yes, likely ☐ No, unlikely ☐ Not sure
19. a) What did you and your personal group like **most** about your visit to Fort Donelson National Battlefield?
- _____
- _____
- b) What did you and your group like **least** about your visit to Fort Donelson National Battlefield?
- _____
- _____
20. If you were a manager planning for the future of Fort Donelson National Battlefield, what would you propose?
- _____
- _____
- _____
- _____

21. On a future visit to Fort Donelson National Battlefield, which of the following interpretive programs/information services would you and your personal group like to have available at the park? Please mark (●) **all** that apply.

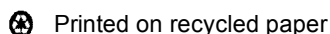
- ☐ Not interested in interpretive programs/interpretive services → **Go on to Question 22**
- | | |
|---|--|
| <input type="radio"/> Indoor exhibits | <input type="radio"/> Outdoor exhibits |
| <input type="radio"/> Junior Ranger program | <input type="radio"/> Children's programs (other than Junior Ranger) |
| <input type="radio"/> Historian/expert lectures/talks | <input type="radio"/> Living history programs (costumed demonstrations) |
| <input type="radio"/> Special events (commemoration of historic events, national cemetery, holidays, anniversaries, etc.) | <input type="radio"/> Interpretive rangers at the visitor center (map talks, overview, etc.) |
| <input type="radio"/> Ranger talks/programs (other than at the visitor center) | <input type="radio"/> Rangers available throughout the battlefield to answer questions |
| <input type="radio"/> Commercial guided tours | <input type="radio"/> Interactive exhibits (displays on computers etc.) |
| <input type="radio"/> Other electronic media for self-guided activities (downloadable digital files, MP3 players, tour receivable via cell phones, palm pilots, etc.) | |
| <input type="radio"/> Other (Please specify: _____) | |

22. Is there anything else you would like to tell us about your visit to Fort Donelson National Battlefield?

23. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Fort Donelson National Battlefield during this trip? Please mark (●) **only one**.

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very poor | Poor | Average | Good | Very good |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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



OFFICIAL BUSINESS

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Park Studies Unit
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University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139**