

# **Arlington House The Robert E. Lee Memorial Visitor Study**



**The  
Visitor Services  
Project**

August, 1992

Dear Visitor:

Thank you for participating in this study. Our goal is to learn the visitors to Arlington House, the Robert E. Lee Memorial, the activities or programs you enjoyed, the places you visited, and to get your opinions about your visit.

This questionnaire is only being given to a select number of visitors. Your participation is very important! It should only take a few minutes of your time during your visit to Arlington House.

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

If you have any questions, about this study please contact Dr. Gary E. Machlis, Sociology Project Leader, Cooperative Park Studies Unit, University of Idaho, Moscow, Idaho 83843.

We appreciate your help.

Sincerely,

Kitty L. Roberts  
Superintendent

## DIRECTIONS

One adult in your group should complete the questionnaire. It should only take a few minutes. When you have completed the questionnaire, please seal it with the sticker provided and drop it in any U.S. mailbox. We appreciate your help.

**PRIVACY ACT AND PAPERWORK REDUCTION ACT statement:** 16 U.S.C 1a-7 authorizes the collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law.

**Burden estimate statement:** Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Service Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington D.C. 20014-7127; and to the Office of Management and Budget, Paperwork Reduction Project, 1024-0106, Washington D.C. 20503.

PLEASE GO ON TO NEXT PAGE



**PLACES YOU VISITED**

1. On the map below, please, check the box showing the direction you and your group came from to enter the Arlington House grounds. Please **check** ( ) only **one**.

### YOUR ACTIVITIES

2. How did you and your group reach the Arlington House Site after you arrived at Arlington National Cemetery? Please **check ( ) only one**.

\_\_\_\_\_ WALKING FROM THE CEMETERY VISITORS CENTER

\_\_\_\_\_ RIDING THE TOURMOBILE SHUTTLE SERVICE

\_\_\_\_\_ OTHER (Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_.)

3. On the list below, please check the facilities that you and your group visited at the Arlington House Site . Please check ( ) **all** that apply.

\_\_\_\_\_ GROUNDS OF THE HOUSE

\_\_\_\_\_ INSIDE OF ARLINGTON HOUSE

\_\_\_\_\_ MUSEUM ON ROBERT E. LEE'S LIFE

\_\_\_\_\_ RESTROOMS

\_\_\_\_\_ BOOK STORE

\_\_\_\_\_ FLOWER GARDEN

\_\_\_\_\_ SLAVE QUARTERS

\_\_\_\_\_ OTHER (Please describe: \_\_\_\_\_)

**PLEASE GO ON TO NEXT PAGE**



4. Although Arlington House is a National Park Service site, it is physically located within Arlington National Cemetery. Please check the services and facilities used while visiting Arlington National Cemetery. Please check ( ) **all** that apply.

**Use service?**

( )

\_\_\_\_\_ ARLINGTON NATIONAL CEMETERY VISITOR CENTER

\_\_\_\_\_ VISITOR CENTER BOOK SHOP

\_\_\_\_\_ GRAVE LOCATOR SERVICE

\_\_\_\_\_ INFORMATION DESK

\_\_\_\_\_ DISPLAYS

\_\_\_\_\_ ARLINGTON CEMETERY MAP

\_\_\_\_\_ RESTROOMS

\_\_\_\_\_ TOMB OF THE UNKNOWNNS

\_\_\_\_\_ TOMB OF THE UNKNOWNNS MEMORIAL DISPLAY ROOM

\_\_\_\_\_ OTHER (Please describe:\_\_\_\_\_)

## YOU AND YOUR OPINIONS

5. How much time did you and your group spend at the Arlington House Site and Arlington Cemetery this visit?

NUMBER OF \_\_\_\_\_ HOURS AND \_\_\_\_\_ MINUTES AT ARLINGTON HOUSE SITE.

NUMBER OF \_\_\_\_\_ HOURS AND \_\_\_\_\_ MINUTES AT ARLINGTON NATIONAL CEMETERY.

6. How many people were in your group?

\_\_\_\_\_ NUMBER OF PEOPLE

7. What kind of group were you with? Please check ( ) **one**.

\_\_\_\_\_ ALONE

\_\_\_\_\_ FAMILY

\_\_\_\_\_ FRIENDS

\_\_\_\_\_ FAMILY AND FRIENDS

\_\_\_\_\_ ORGANIZED TOUR GROUP

\_\_\_\_\_ OTHER (Please describe: \_\_\_\_\_)

**PLEASE GO ON TO NEXT PAGE**



8

8. For you and your group, please indicate:

	<b>CURRENT AGE</b>	<b>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</b>	<b># TIMES VISITED (INCLUDING THIS VISIT)</b>
YOURSELF	_____	_____	_____
MEMBER #2	_____	_____	_____
MEMBER #3	_____	_____	_____
MEMBER #4	_____	_____	_____
MEMBER #5	_____	_____	_____
MEMBER #6	_____	_____	_____
MEMBER #7	_____	_____	_____

9. In the future the National Park Service plans to develop a Visitor Center for the Arlington House site. What services and facilities do you think are needed in this structure?

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10. a) During this visit did you and your group use any of the following interpretive services at the Arlington House Site? Please check ( ) **all** that apply.

b) Next rate (from 1-5) the quality of each interpretive service you or your group used during this visit to the Arlington House Site

- 1= VERY GOOD
- 2= GOOD
- 3= AVERAGE
- 4= POOR
- 5= VERY POOR

**Use service?**  
( )

**What quality?**  
(1-5)

_____	ORIENTATION MAPS/SIGNS	_____
_____	INTRODUCTORY TALK IN THE ARLINGTON HOUSE CENTER HALL	_____
_____	INTERPRETIVE TALK ON THE 2ND FLOOR OF THE ARLINGTON HOUSE	_____
_____	INTERPRETIVE TALK IN ANOTHER AREA OF THE ARLINGTON HOUSE	_____
_____	MUSEUM EXHIBITS	_____
_____	ARLINGTON HOUSE BROCHURE	_____
_____	OUTDOOR HISTORICAL SIGNS	_____
_____	OUTDOOR INTERPRETIVE TALKS	_____
_____	OTHER (Please describe: _____ )	_____

**PLEASE GO ON TO NEXT PAGE**



11. The National Park Service is considering using different tour systems for visitors to tour the Arlington House in the future. Which of the following alternatives would you prefer? Please **check** ( ) only **one**.

\_\_\_\_\_ A FULL GUIDED TOUR

\_\_\_\_\_ TOUR HOUSE AT YOUR OWN PACE AND HEAR INFORMAL TALKS ABOUT EACH ROOM

\_\_\_\_\_ AN INTRODUCTORY TALK, FOLLOWED BY TOURING THE HOUSE ON YOUR OWN WITH SELF GUIDING BROCHURE.

\_\_\_\_\_ TOURING THE HOUSE ON YOUR OWN WITH SELF GUIDING BROCHURE ONLY.

12. The National Park Service is planning new museum exhibits to complement a visit to Arlington House. Please indicate those subjects in our current museum that you found most interesting.

**Please check ( ) only three.**

\_\_\_\_\_ ORIGINAL ARTIFACTS

\_\_\_\_\_ THE DIORAMA, (Scale model of house interior with audio tape explanation)

\_\_\_\_\_ PHOTOGRAPHIC DISPLAYS

\_\_\_\_\_ ROBERT E. LEE'S CHILDHOOD AND WEST POINT CADET YEARS

\_\_\_\_\_ ROBERT E. LEE'S U.S. ARMY CAREER

\_\_\_\_\_ ROBERT E. LEE'S CAREER AS A CONFEDERATE GENERAL

\_\_\_\_\_ ROBERT E. LEE'S LIFE AFTER THE CIVIL WAR

\_\_\_\_\_ FAMILY LINEAGE

\_\_\_\_\_ ARLINGTON SLAVES

\_\_\_\_\_ WHAT HAPPENED TO THE ARLINGTON ESTATE DURING THE CIVIL WAR

\_\_\_\_\_ OTHER (Please explain:\_\_\_\_\_)



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**OFFICIAL BUSINESS**

**Visitor Services Project  
Cooperative Park Studies Unit  
Department of Forest Resources  
College of Forestry, Wildlife and  
Range Sciences  
University of Idaho  
Moscow, Idaho 83843**