



# Eisenhower National Historic Site Visitor Study

*Summer 2017*



**ON THE COVER**

Photograph of Eisenhower Farmstead

Photograph courtesy of Eisenhower NHS

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*Summer 2017*

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## Executive Summary

This visitor study profiles a systematic random sample of Eisenhower National Historic Site visitors during June 15 - July 2, 2017. A total of 455 questionnaires were distributed to visitor groups. Of those, 304 questionnaires were returned, resulting in a 66.8% completion rate.

<b>Group size and type</b>	Fifty-nine percent of visitor groups consisted of one to two people, 28% were visiting in groups of three to four and 13% were visiting in groups of five or more. Eighty-one percent of visitor groups consisted of family groups.
<b>State or country of residence</b>	United States visitors were from 44 states and comprised 98.9% of total visitation during the survey period, with 29% from Pennsylvania. International visitors came from three different countries and comprised 1.1% of total visitation during the survey period.
<b>Frequency of visits</b>	For 98% of visitors, this was their first visit to the park in the past 12 months. Two percent of visitors have now visited twice in the past 12 months.
<b>Age and gender</b>	Fifty-nine percent of visitors were 50 years old or older, 19% were between 31 and 50 years old, and 16% were 17 years old or younger. Forty-nine percent of visitors were male, 50% were female, and 1% selected the “no answer” option.
<b>Sources of information</b>	Eighty-three percent of visitor groups obtained information about the park prior to their visit. Some of the most common sources of information obtained prior to the visit were the Gettysburg National Military Park website (47%), the Eisenhower National Historic Site website (39%), maps/brochures (20%), friends/relatives/word of mouth (20%), and previous visits (17%). Ninety-five percent of visitors said they received the type of information about the park they needed.
<b>Travel plans and reasons for visiting the park</b>	Sixty-two percent of visitor groups indicated that visiting Eisenhower National Historic Site was one of several destinations during travel. Nine percent of visitor groups indicated the park was their primary destination.
<b>Transportation to the park</b>	Ninety-three percent of visitor groups traveled to the park in one vehicle. Seven percent of visitor groups traveled to the park in two or more vehicles.
<b>Awareness of tour reservation system</b>	Forty-one percent of visitor groups were aware of the tour reservation system at the site. Among those that were aware of the reservation system, 44% scheduled their tour prior to their visit. Of those visitors that scheduled a tour reservation, 47% used the Gettysburg Foundation website, 37% used the National Park Service website, and 16% called the phone number.

## **Executive summary (continued)**

### **Length of time in local community and overnight accommodations**

Seventy-eight percent of visitor groups spent more than one day in the local communities on this trip. Of those who spent more than one day, the average stay was four days, with a minimum of one and a maximum of 100 days. Of those who only visited on one day, the average length of stay was six hours. For those visitor groups that stayed overnight in the area, the most common accommodations used included hotel, motel, B&B, etc. (80%), camping (16%), and residence of friends or relatives (4%).

### **Shuttle bus**

Ninety-six percent of visitor groups used the Eisenhower Shuttle. Eighty-four percent would “definitely” use the shuttle again and 13% would “probably” use it again. The most important proposed items for improvement include more frequent shuttle bus service (18%), more parking (13%), better defined parking areas (10%), and “other” items included on site parking, reduce cost/senior discounts, better explanation of bus route, and signage.

### **Services**

Services that visitor groups indicated were important to them include indoor exhibits (89%), outdoor exhibits (81%), park brochure/map (79%), assistance from park rangers (75%), ranger-led programs (74%), park website used before or during the visit (62%), and visitor center movies/videos (58%). The services that visitor groups rated highest in quality included indoor exhibits (96%), assistance from park rangers (94%), ranger-led programs (94%), park newspaper (93%), and park brochure/map (92%).

### **Importance and effects of factors on visit**

The factor that would impact visitor groups’ visit the most are shuttle wait time (12%), parking shortages (12%), parking congestion (11%) and six visitor groups indicated an “other” reason not listed, which included cost for visiting a National Park, unable to transport stroller, and listening to the ranger talk in the hot sun.

### **Overall quality**

Ninety-six percent of visitor groups rated the overall quality of the facilities, services, and recreational opportunities provided as “Good” or “Very good.”

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## **About the Authors**

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## **Introduction**

This report describes the results of a visitor study at Eisenhower National Historic Site (NHS) located in Southern Pennsylvania, conducted between June 15 and July 2, 2017 by the National Park Service (NPS) and the Social and Economic Sciences Research Center (SESRC) at Washington State University.

According to Ed Clark, Superintendent, Eisenhower NHS and Michael Caldwell, Regional Director, Northeast Region (2016), Eisenhower NHS consists of “690 acres” and “the purpose of Eisenhower National Historic Site is to preserve and interpret the home and farms of the Eisenhower family as a fitting and enduring memorial to the life, work, and times of General Dwight David Eisenhower, 34th president of the United States, and to the events of far-reaching importance that occurred on the property” (p.3 and 5).

## Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

### Key

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the Results may be unreliable.

\* appears when the total percentages do not equal 100 due to rounding.

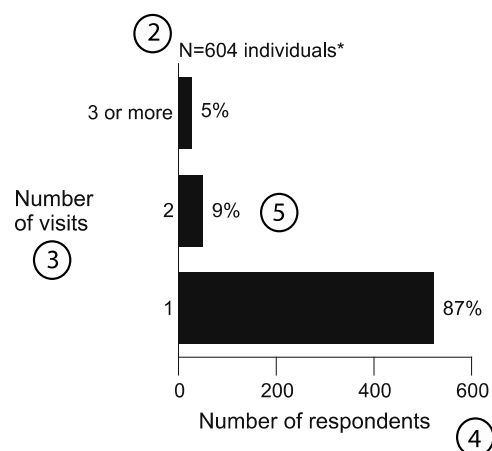
\*\* appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

### Example 1



① **Figure 14.** Number of visits to the park in past 12 months

\*total percentages do not equal 100 due to rounding

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

## Methods

### Survey Design and Procedures

#### *Sample size and sampling plan*

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

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at two sites between June 15 and July 2, 2017. Visitors were surveyed between the hours of 8:00am and 5:00pm. Table 1 shows the participation break down for the two sampling locations and Table 2 shows number of questionnaires distributed and returned, and the completion rate for each location. During the survey period, 1,389 visitor groups were contacted and 455 of these groups (32.8%) accepted questionnaires. Questionnaires were completed and returned by 304 respondents, resulting in a completion rate of 66.8% and an overall response rate of 50.8% for this study.

Table 1. Total sample disposition

<b>Sampling Site (total contacted)</b>	<b>Disposition</b>	<b>N</b>	<b>%</b>
Shuttle Bus (471)	Distributed/Accepted	409	32.8%
	Ineligible		
	Language, non-visitor, etc.	1	37.9%
	Previously participated	22	2.7%
	Unknown	0	16.3%
	Refusal	39	10.3%
Visitor Center (918)	Distributed/Accepted	46	32.8%
	Ineligible		
	Language, non-visitor, etc.	525	37.9%
	Previously participated	16	2.7%
	Unknown	227	16.3%
	Refusal	104	10.3%
<b>Total</b>		<b>1,389</b>	

Table 2. Accepted questionnaire distribution

<b>Sampling site</b>	<b>Distributed</b>		<b>Returned</b>		<b>Returned</b>
	<b>N</b>	<b>%</b>	<b>N</b>	<b>% by site</b>	<b>% of total</b>
Shuttle Bus	409	89.9%	279	68.2%	91.8%
Visitor Center	46	10.1%	25	54.3%	8.2%
<b>Total</b>	<b>455</b>		<b>304</b>		

\*total percentages do not equal 100 due to rounding

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

Of those who responded to the survey, 63.8% provided their responses via web-survey and 36.2% mailed back a paper questionnaire. Of those who did not respond, 5.3% were not able to receive follow-up communications due to providing a bad address or they refused to participate. Table 3 shows the details of the final sample disposition at the end of data collection.

Table 3. Final disposition of the sample

<b>Disposition</b>	<b>N</b>	<b>%*</b>
<b>Provided responses</b>		
Completed web-survey	187	41.1%
Paper questionnaire	110	24.2%
Partially completed web-survey	7	1.5%
<b>Did not respond</b>		
Non-response	143	31.4%
Return to sender	7	1.5%
Refusal	1	<1%
<b>Total</b>	<b>455</b>	

### ***Questionnaire design***

The Eisenhower National Historic Site questionnaire was developed through collaborative communication between park management and SESRC staff to prioritize questions and design the instrument. Some of the questions used are similar to questions used in other SESRC studies conducted at other NPS locations. Other questions were designed for Eisenhower National Historic Site to shed light on issues specific to Eisenhower. Most questions ask respondents to select answers from a list of responses, often with an open-ended option, while others are completely open-ended.

No pilot study was conducted to test the Eisenhower National Historic Site questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument have been tested and supported.

### ***Survey procedure***

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 18 years old) had the next birthday. The individual with the next birthday was selected to complete an online questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age and sex of the member completing the questionnaire. These individuals were asked their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank-you postcard and follow-up contacts. Participants were asked to complete the survey online after their visit.

\*total percentages do not equal 100 due to rounding

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

Survey invitations were handed out in one, three-week block. Two weeks after survey distribution was completed, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Table 4). A total of 451 postcards were mailed out. Paper questionnaires were mailed to all participants, including those who had specifically requested a paper copy. Within a month after mailing the first questionnaire, a replacement questionnaire was mailed out. Approximately two weeks after the replacement mailing, a final reminder letter was mailed to participants who still had not returned their questionnaire.

Table 4. Follow-up mailing distribution

<b>Contacts</b>	<b>Date mailed</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcard	July 14, 2017	443	8	451
Paper questionnaire	July 24, 2017	445	8	453
Final replacement	August 16, 2017	230	5	235
Reminder letter	August 28, 2017	197	0	197

### **Data analysis**

All visitor responses were entered twice and double-key validation was performed on numeric and short text responses. Responses to open-ended questions were categorized and summarized prior to data analysis.

Numeric data were processed and statistics and graphics were generated using Statistical Analysis Software® (SAS), IBM SPSS Statistics, and R.

### **Limitations**

As with all surveys, this study has limitations that should be considered when interpreting the Results.

- This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
- The data reflect visitor use patterns at the selected sites during the study period of June 15 - July 2, 2017. The Results present a 'snapshot in time' and do not necessarily apply to visitors during other times of the year.
- Caution is advised when interpreting any data with a sample size of less than 30, as the Results may be unreliable. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
- Occasionally, there may be inconsistencies in the Results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or

\*total percentages do not equal 100 due to rounding

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

poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the Results.

***Special conditions***

The weather during the survey period varied from sunny and warm, to overcast, windy, rainy, and cool.

No special events occurred in the area that would have affected the type and amount of visitation to the park.

\*total percentages do not equal 100 due to rounding

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

**Checking non-response bias**

Five variables were used to check non-response bias: group size, length of stay in hours, reported parking problems, participant's observed gender, and the proximity of the participant's home to the park. Respondents and non-respondents were found to be significantly different in personal group size (see Table 5 - Table 8). No significant differences were found between respondents and non-respondents in terms of length of stay in hours, encountering parking problems, participant's observed gender, and the proximity of participant's home to the park. See Appendix D for more details of the non-response bias checking procedures.

Table 5. Comparison of respondents and non-respondents by group size

Variable	Respondents***	Non-respondents***	p-value (non-parametric median)
Group size	2	3	0.002
Length of stay (hours)	1.5	1.5	0.091

\*\*\* Median values shown for each group

Table 6. Comparison of respondents and non-respondents by reported parking problems

Parking problems	Respondents	Non-respondents*	p-value (fisher's)
Yes	24 (8%)	16 (9%)	0.158
No	273 (90%)	157 (86%)	
Did not drive	7 (2%)	10 (5%)	

Table 7. Comparison of respondents and non-respondents by gender

Gender	Respondents	Non-respondents	p-value (fisher's)
Female	163 (54%)	126 (50%)	0.351
Male	141 (46%)	128 (50%)	

Table 8. Comparison of respondents and non-respondents by distance from home to park

Distance	Respondents*	Non-respondents*	p-value (fisher's)
Less than 100 mi	70 (23%)	49 (27%)	0.331
100 to less than 500 mi	77 (25%)	51 (28%)	
500 to less than 1000 mi	71 (23%)	31 (17%)	
More than 1000 mi	82 (27%)	47 (26%)	
International	4 (1%)	5 (3%)	

\*total percentages do not equal 100 due to rounding

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



## Results

### Planning your Visit

#### *Preparation prior to trip*

##### Question 1

How would you describe your planning for this trip?

Results:

- As shown in Figure 1, 89% of the visitor group performed some type of pre-planning to visit Eisenhower National Historic Site, while 11% did no planning for the trip.
- 20% of visitor groups carefully planned out their trip.
- 44% did some pre-planning.
- 25% did very little pre-planning.

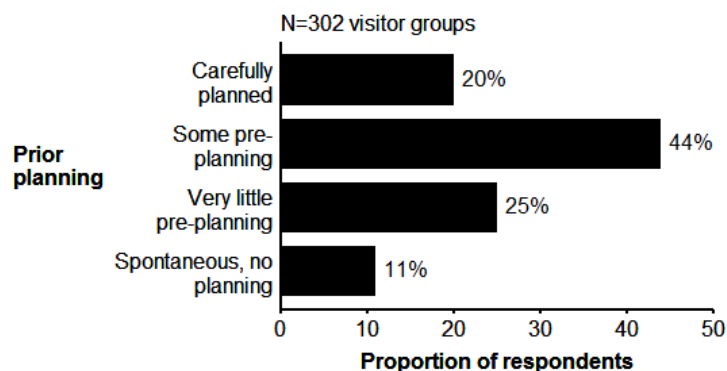


Figure 1. Planning amount prior to this visit

### *Travel plans*

##### Question 2

How did your visit to Eisenhower National Historic Site fit into your travel plans?

Results:

- As shown in Figure 2, only 9% of visitor groups indicated Eisenhower National Historic Site as their primary destination.
- 62% indicated Eisenhower NHS was one of several destinations.
- 9% were just passing through to their primary destination.
- 20% did not plan on visiting.

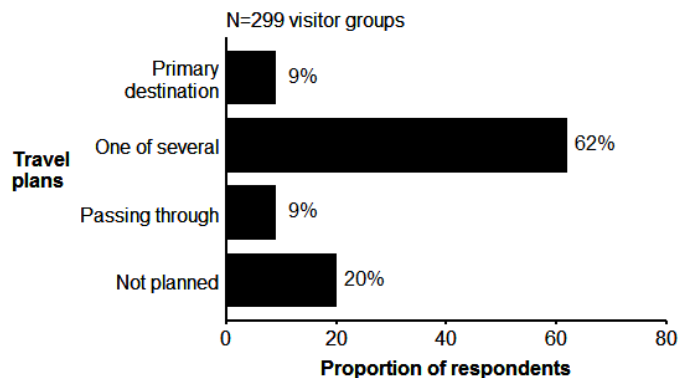


Figure 2. How visit to site fit in with travel plans

\*total percentages do not equal 100 due to rounding

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

**Information sources prior to visit****Question 3a**

Prior to this visit, how did you and your personal group obtain information about Eisenhower National Historic Site?

Results:

- 83% of visitor groups obtained information about Eisenhower National Historic Site prior to their visit (see Figure 3).
- As shown in Figure 4, among those visitor groups that obtained information about Eisenhower NHS prior to their visit, the most used sources were:

47% Gettysburg National Military Park (NMP) website

39% Eisenhower National Historic Site (NHS) website

20% Maps/brochures

20% Friends/relatives/word of mouth

17% Previous visits

13% Travel guides/tour books

“Other” sources of information (6%) were:

Interested in/read about President Eisenhower  
NPS passport book  
Tours (bus/battlefield/etc.)  
Battlefield Museum  
Farm reenactment  
General knowledge

Other websites (4%) used to obtain information prior to visit were:

roadsideamerica.com  
nps.gov  
tripadvisor.com

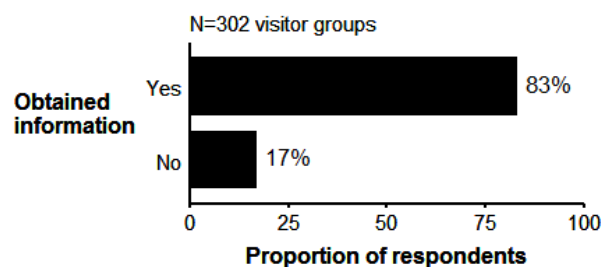


Figure 3. Visitors who obtained information prior to their visit

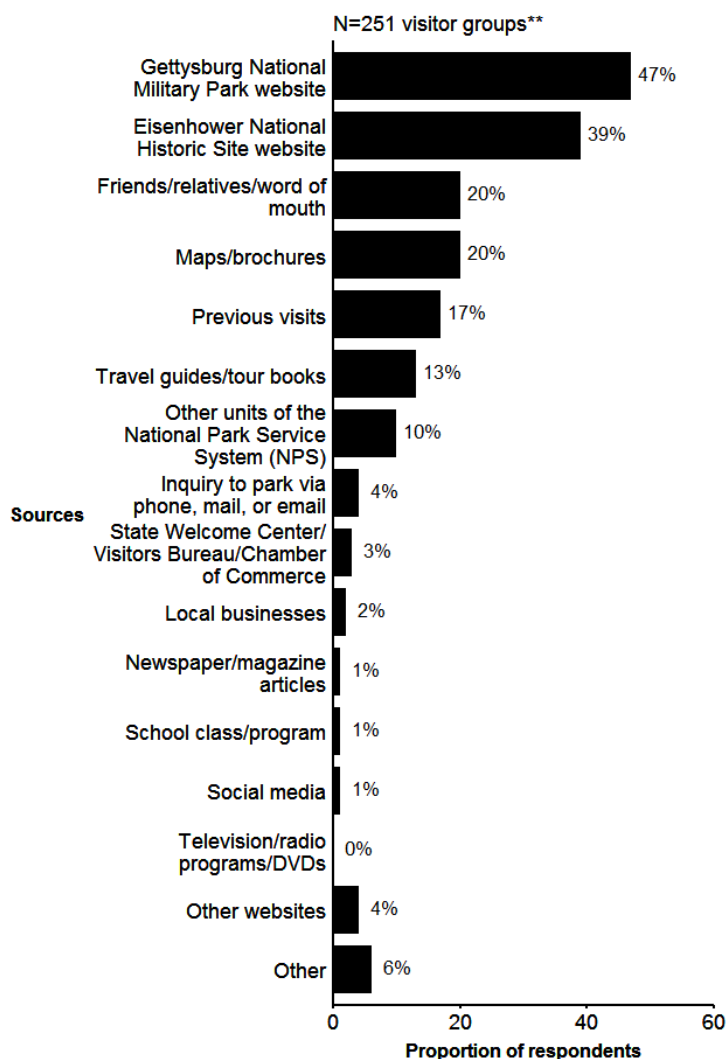


Figure 4. Sources of information used prior to this visit

\*total percentages do not equal 100 due to rounding

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

**Question 3b**

From the sources marked above, did you and your personal group receive the type of information about the park that you needed?

Results:

- 95% of visitor groups received the information they needed (see Figure 5).

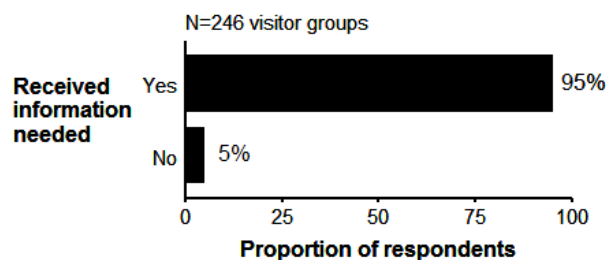


Figure 5. Visitor groups who received the type of information needed

**Question 3b**

If NO, what type of park information did your group need that was not available?

Results:

- Among those visitor groups that needed unavailable park information, 12 visitor groups (100%) provided one or more comments regarding the type information they needed (see Table 9).

Table 9. Information needed that was not available

Comment	Number of comments	Percent of comments* (N=13)
How to access the site/tickets, parking, shuttle bus/tour	6	46%
Accessibility to food/water/picnic tables	1	8%
Attractions at the museum	1	8%
Duration of the tour	1	8%
Eisenhower NHS part of Gettysburg site	1	8%
Importance and significance of site	1	8%
Prices	1	8%
That park was commercialized	1	8%
<b>Total</b>	<b>13</b>	

**CAUTION!**

\*total percentages do not equal 100 due to rounding

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

## ***Awareness of potential parking issues***

### **Question 4**

When you planned this trip to Eisenhower National Historic Site, did you think about the possibility that it might be difficult to find on site parking?

Results:

- 84% of visitor groups did not think about the possibility of potential difficulties to find parking on site (see Figure 6).

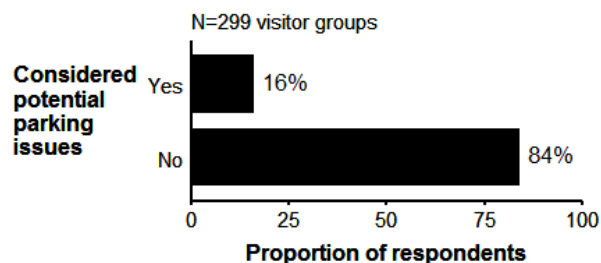


Figure 6. Visitor groups considered the potential difficulties to find parking

## **Current Visit**

### ***Mode of transportation***

#### **Question 5a**

What forms of transportation did you and your group use to arrive at the Gettysburg National Military Park Museum and Visitor Center?

Results:

- 88% of visitor groups used a private or rental vehicle to arrive at Gettysburg National Military Park Museum and Visitor Center (see Figure 7).
- 13% arrived by tour motorcoach/bus.
- About 4% indicated their arrival was by hotel shuttle van/courtesy bus, on foot, or by bicycle.
- No visitor groups listed an “other” form of transportation or that a taxi/limousine/Uber was used.

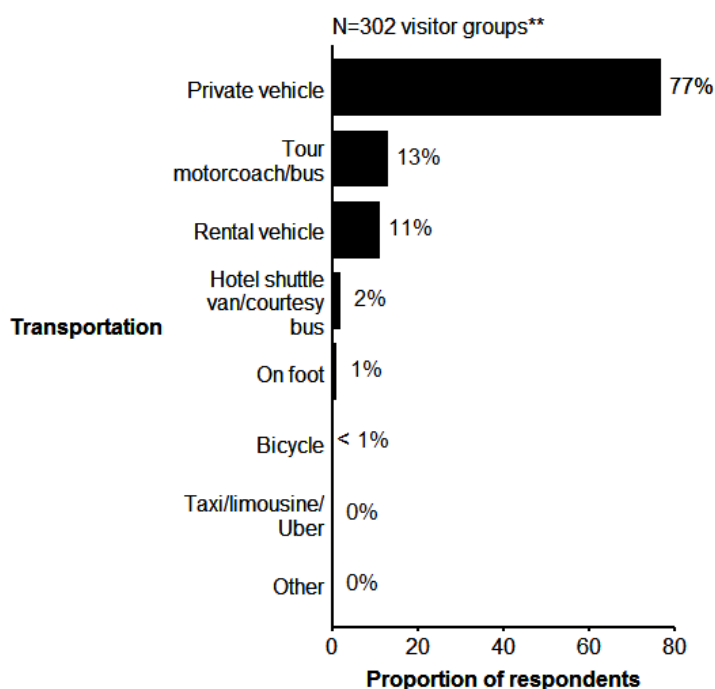


Figure 7. Transportation mode used by visitor groups

\*total percentages do not equal 100 due to rounding

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

**Question 5b**

If your group arrived at the Gettysburg National Military Park Museum and Visitor Center in private or rental vehicles, how many vehicles did you and your group use?

Results:

- Among the visitor groups who indicated they arrived in a private or rental vehicle (see Figure 8).

93% arrived in one car.

5% arrived in two cars.

2% arrived in three or more cars.

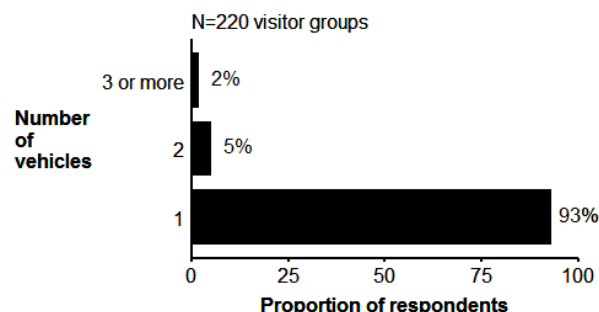


Figure 8. Number of private or rental vehicles visitor groups used to arrive at site

**Tour reservation system****Question 6a**

Were you aware of the tour reservation system at Eisenhower National Historic Site?

Results:

- 41% of visitor groups indicated that they were aware of the tour reservation system (see Figure 9).

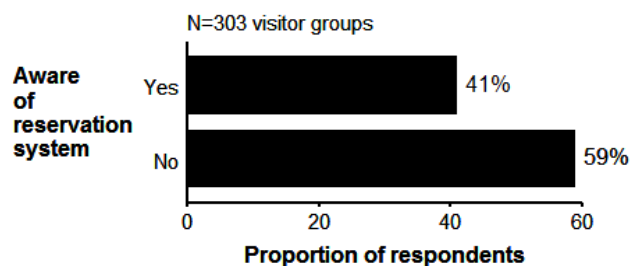


Figure 9. Awareness of tour reservation system

**Question 6b**

If YES, did you use it to make reservations prior to your visit?

Results:

- Among those aware of the reservation system, 44% used the system to schedule their tour prior to the visit (see Figure 10).

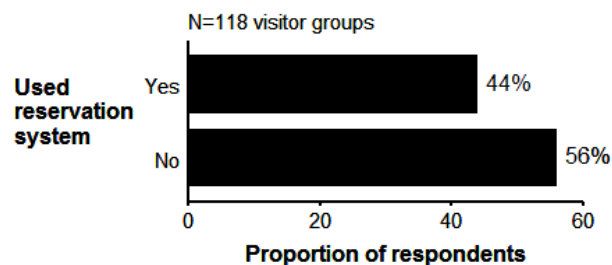


Figure 10. Visitor groups used reservation system

\*total percentages do not equal 100 due to rounding

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

**Question 6c**

*If NO, how did you learn about the tours?*

**Results:**

- Among those unaware of the reservation system, 167 visitor groups (93%) provided one or more comments regarding how they came to learn about the tours. Table 10 summarizes the most common comments about how visitors learned about the tours.

Table 10. How visitor groups learned about the tours

<b>Comment</b>	<b>Number of comments</b>	<b>Percent of comments* (N=173)</b>
Visitor center/museum/information desk	91	53%
At the park/site	24	14%
Ticket counter	21	12%
Website/online	9	5%
Previous visit	8	5%
Literature, brochure, pamphlet	7	4%
Friends/relatives/word of mouth	3	2%
Tour bus/guide	2	1%
Friends of the park	1	1%
General knowledge	1	1%
Hotel	1	1%
KOA campground	1	1%
Park service	1	1%
Township	1	1%
TripAdvisor	1	1%
Workshop at Gettysburg	1	1%
<b>Total</b>	<b>173</b>	

\*total percentages do not equal 100 due to rounding

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

**Question 7**

If you responded YES to Question 6b, did you get the tour reservation by calling the toll-free telephone number, by going online to the National Park Service website, or Gettysburg Foundation website?

Results:

- Figure 11 shows 84% of those visitor groups who used the tour reservation system went online. 47% used the Gettysburg Foundation website, and 37% used the National Park Service website.
- 16% called the phone number.

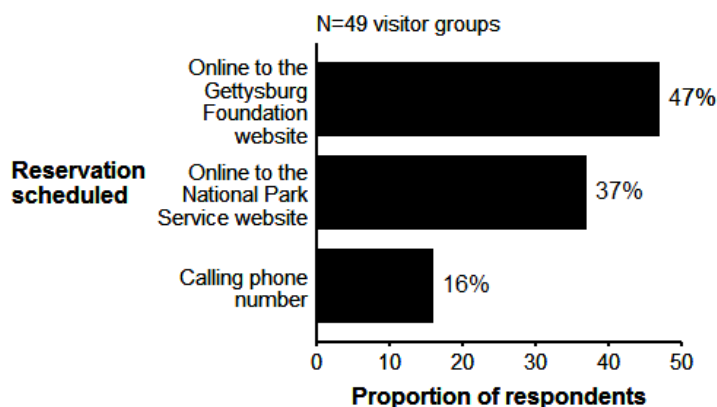


Figure 11. How tour reservation was made

**Adequacy of locating the site through technology****Question 8a**

Please mark *all* mapping devices that you and your personal group used to arrive at Eisenhower National Historic Site on this visit.

Results:

- 66% of visitor groups used a mapping device to arrive at Eisenhower National Historic Site (see Figure 12).

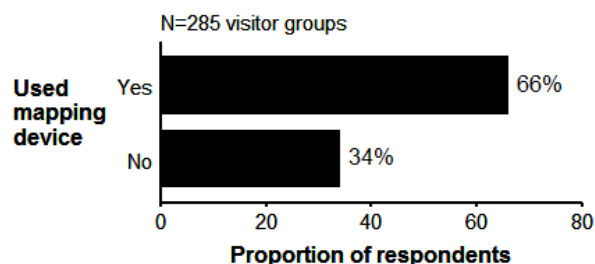


Figure 12. Used a mapping device to arrive at site

- As shown in Figure 13, among those who used a mapping device:

54% used GPS devices.

41% used printed maps/brochures.

40% used smartphone/tablet mapping apps.

15% used online mapping tools.

1 visitor group indicated "other", but no device was listed.

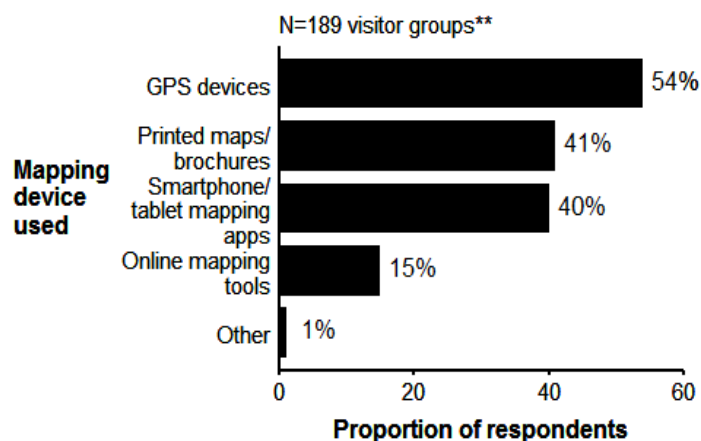


Figure 13. Type of mapping device used to arrive at site

\*total percentages do not equal 100 due to rounding

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

Question 8b

Did you and your personal group have any difficulty locating Eisenhower National Historic Site using the above devices?

Results:

- 96% of visitor groups had no problems locating Eisenhower National Historic Site using the mapping devices listed in Question 8a (see Figure 14).

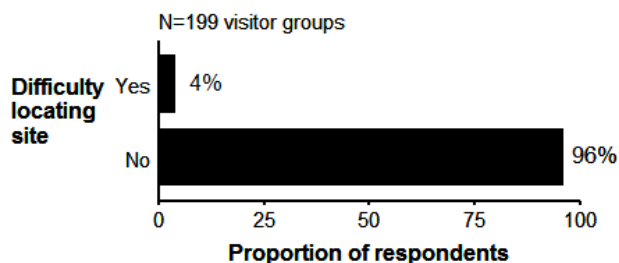


Figure 14. Visitor groups had trouble locating site with mapping devices

Question 8c

If YES, what was the problem?

Results:

- Among those that indicated there was a problem locating Eisenhower National Historic Site, 7 visitor groups (88%) further indicated the problems encountered (see Table 11).

Table 11. Problems visitor groups had locating site

Problem	Number of comments	Percent of comments* (N = 7)
GPS directed us to wrong location (Eisenhower site)	5	71%
iPhone maps could not locate the farm	1	14%
Nothing clearly stated the parking for shuttle and tickets to the home	1	14%
<b>Total</b>	<b>7</b>	

**CAUTION!**

\*total percentages do not equal 100 due to rounding

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

**Impact of factors on visit****Question 9**

To what extent did the following factors impact your visit to Eisenhower National Historic Site?

- 1 = Not at all
- 2 = Very little
- 3 = Somewhat
- 4 = To a great extent
- 5 = Not applicable

**Results:**

- Table 12 shows the impact ratings for each factor.
- As shown in Figure 15, visitor groups rated the following factors impacting their visit to Eisenhower National Historic Site as "Somewhat" or "To a great extent":

12% Shuttle wait time

12% Parking shortages

11% Parking congestion

"Other" factors suggested as having an impact on the visit to Eisenhower National Historic Site (6 visitor groups) were:

Confusion about shuttle destination

Cost for a National Park

Listening to ranger talk in hot sun

Time constraints

Unable to transport stroller

Bus pick up site poorly signed

Poor signage to alternate parking lots

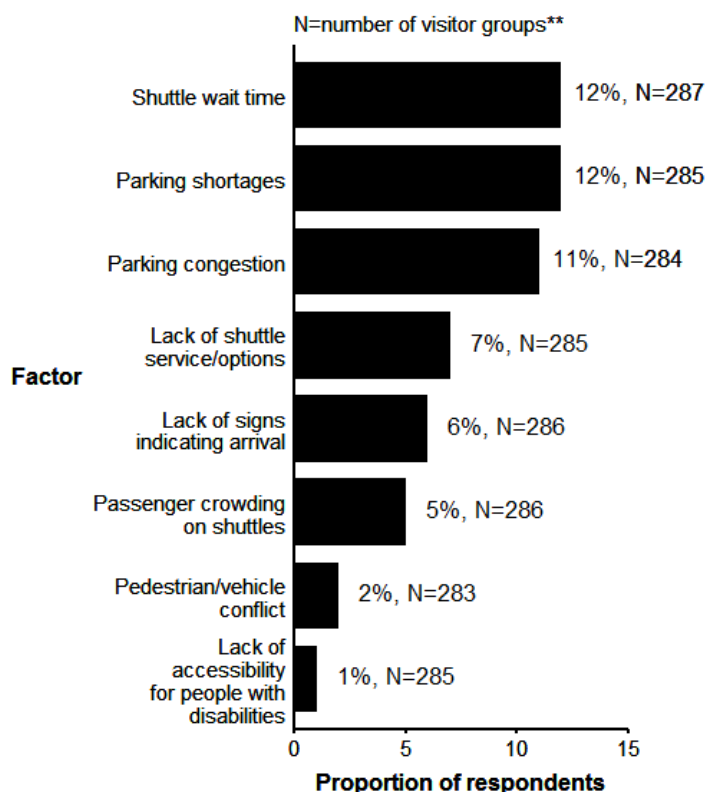


Figure 15. Combined impact ratings of "Somewhat" and "To a great extent" for factors

\*total percentages do not equal 100 due to rounding

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

Table 12. Impact of factors on visit to Eisenhower National Historic Site  
(N=number of visitor groups)

Factor	N	Rating (%)*				
		Not at all	Very little	Somewhat	To a great extent	Not applicable
Shuttle wait time	287	61%	20%	8%	4%	7%
Parking shortages	285	64%	10%	9%	2%	15%
Parking congestion	284	63%	11%	10%	1%	14%
Lack of shuttle service/options	285	76%	9%	5%	3%	7%
Lack of signs indicating arrival	286	71%	7%	3%	3%	16%
Passenger crowding on shuttles	286	77%	10%	3%	1%	7%
Pedestrian/vehicle conflict	283	79%	5%	1%	0%	14%
Lack of accessibility for people with disabilities	285	61%	4%	1%	0%	34%
Other <b>CAUTION!</b>	6	0%	33%	33%	33%	0%

\*Combined rating percentages in Figure 15 may not equal separated rating percentages due to rounding

\*total percentages do not equal 100 due to rounding

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

***Use of shuttle bus*****Question 10a**

On this visit, did you and your personal group use the Eisenhower Shuttle?

Results:

- 96% of visitor groups used the Eisenhower Shuttle (see Figure 16).

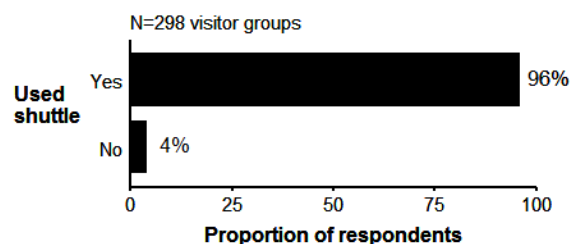


Figure 16. Visitor groups used Eisenhower Shuttle

**Question 10b**

If Yes, Would you use the Eisenhower Shuttle again?

Results:

- Among visitor groups that used the Eisenhower Shuttle:
  - 84% would definitely use it again (see Figure 17).
  - 13% would probably use it again.
  - 3% did not know, or probably would not use it again.
  - 1% will not be back to the park.

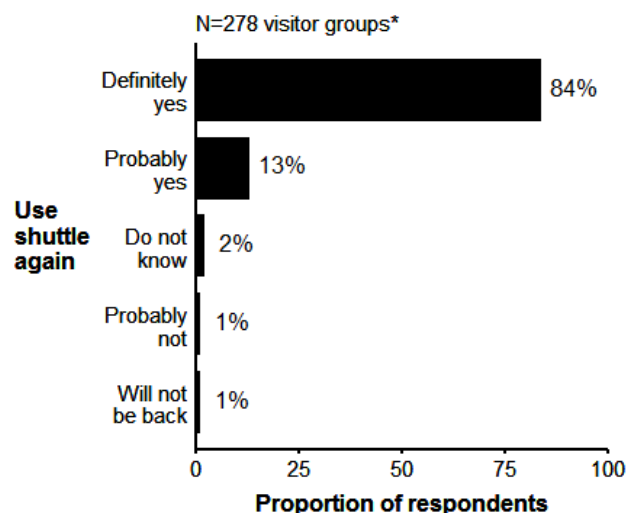


Figure 17. Visitors would use Eisenhower Shuttle again

\*total percentages do not equal 100 due to rounding

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

**Importance of improvements to shuttle bus****Question 11**

If you were to visit Eisenhower National Historic Site again in the future, how important would the following proposed improvements be in your decision to use the shuttle bus?

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

**Results:**

- The importance ratings for each proposed item for improvement are shown in Table 13.
- As shown in Figure 18, visitor groups rated the following proposed items for improvement as "Very important" or "Extremely important":

18% More frequent shuttle bus service

13% More parking

10% Better defined parking areas

"Other" suggested items for improvement (7 visitor groups) were:

On site parking  
Reduce cost/senior discounts  
Better explanation of the bus routes  
Signage

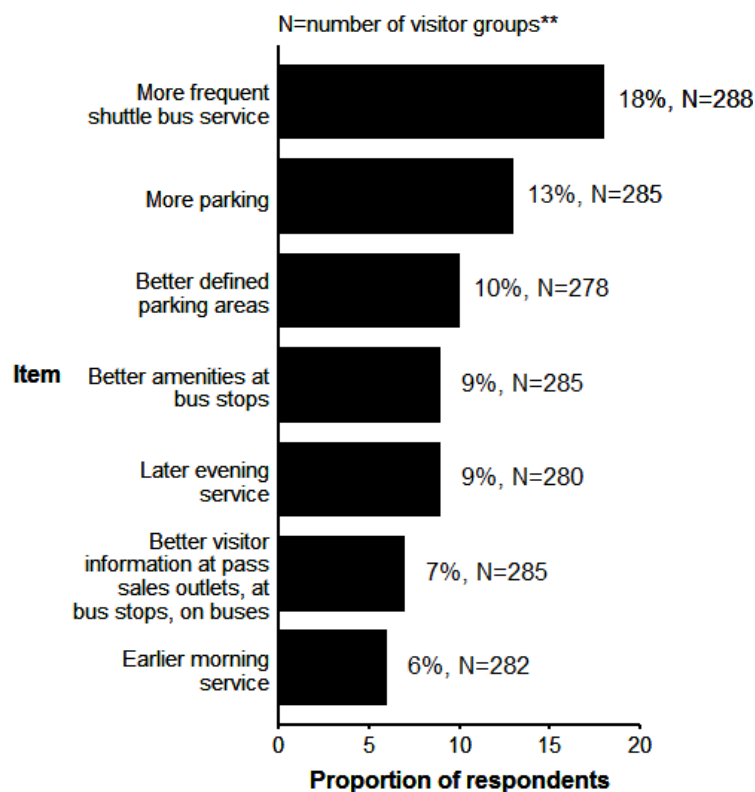


Figure 18. Combined ratings of "Very important" and "Extremely important" for proposed items of improvement

\*total percentages do not equal 100 due to rounding

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

Table 13. Importance of proposed item improvements to shuttle bus  
(N=number of visitor groups)

Item	N	Rating (%)*				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
More frequent shuttle bus service	288	39%	21%	23%	12%	6%
More parking	285	58%	16%	13%	10%	4%
Better defined parking areas	278	62%	16%	12%	7%	3%
Better amenities at bus stops	285	57%	19%	14%	7%	2%
Later evening service	280	55%	19%	18%	8%	1%
Better visitor information at pass sales outlets, at bus stops, on buses	285	58%	21%	15%	5%	2%
Earlier morning service	282	60%	18%	16%	4%	2%
Other <b>CAUTION!</b>	7	0%	14%	0%	57%	29%

\*Combined rating percentages in Figure 18 may not equal separated rating percentages due to rounding

\*total percentages do not equal 100 due to rounding

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

**Transportation issues****Question 12**

What transportation related issues, if any, did you face during your visit to Eisenhower National Historic Site?

Results:

- 212 visitor groups (70%) provided one or more comments regarding transportation related issues encountered during the visit to Eisenhower National Historic Site.
- Table 14 summarizes the most common comments about transportation issues encountered. The complete open-ended comments are in Appendix C.

Table 14. Visitor group comments regarding transportation related issues

<b>Comment</b>	<b>Number of comments</b>	<b>Percent of comments* (N=226)</b>
NA/none/no issues	130	58%
Shuttle worked perfectly	23	10%
More frequent shuttle departures (every half hour); wait times long, buses full/crowded (especially end of day)	16	7%
Parking congestion, unavailability	13	6%
Problems with timing of tour schedules and shuttle schedules	11	5%
Provide on site parking lots	8	4%
Better communication about having to park at the visitor's center, buy tickets, shuttle service times	5	2%
Better signage/directions to shuttle	3	1%
Lack of information about having to take shuttle to the park; it was confusing	2	1%
Long walks to shuttle from parking lot	2	1%
No handicapped parking	2	1%
Problems with getting a return shuttle	2	1%
Shuttle service inconvenient	2	1%
Other comments	7	3%
<b>Total</b>	<b>226</b>	

\*total percentages do not equal 100 due to rounding

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

***Adequacy of directional signs*****Question 13**

Upon arrival, were you able to find Gettysburg National Military Park Museum and Visitor Center using the road signs and maps posted?

Results:

- A majority (70%) of visitor groups found the Gettysburg National Military Park Museum and Visitor Center easily using the road signs and maps posted (see Figure 19).
- 17% did not use the road signs and/or maps posted.
- 13% found the Museum and Visitor Center after some time.
- 1% were unable to locate the Museum and Visitor Center with the road signs and maps posted.

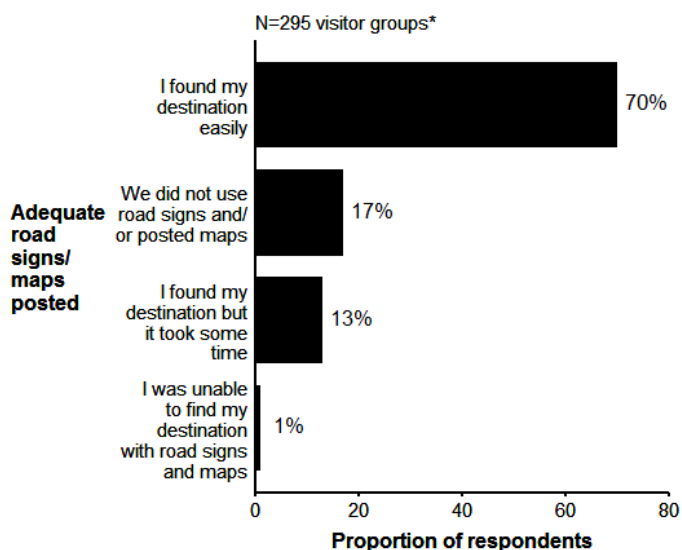


Figure 19. Ability to find the location with signs and maps posted

\*total percentages do not equal 100 due to rounding

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

**Question 14**

Imagine when you arrived at the Gettysburg Museum and Visitor Center a road sign notified you that parking lots were full, but that you could park at another location and ride a shuttle bus to the Museum and Visitor Center where you would be able to ride a different shuttle bus to Eisenhower National Historic Site. What would you do?

Results:

- As shown in Figure 20, a majority (66%) of visitor groups would park in a different lot and ride the shuttle bus.
- 22% would look for parking anyway.
- 9% would leave and come back later.
- 1% would go to a different recreation area instead.
- “Other” comments (2%) provided included:

Not visit/do something else  
Go to downtown Gettysburg  
Park in bus depot lot  
Park in town, shuttle/taxi to visitor center  
Skip Eisenhower; go to the visitor center

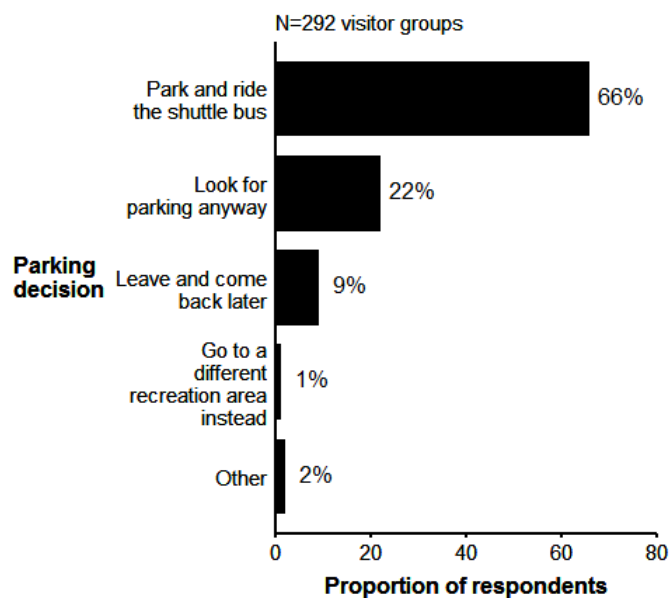


Figure 20. Eisenhower National Historic Site parking decision

**Visitor use of assistive media/equipment****Question 15a**

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would an electric golf cart be used by a member of your group?

Results:

- 22% would use an electric golf cart were it offered (see Figure 21).

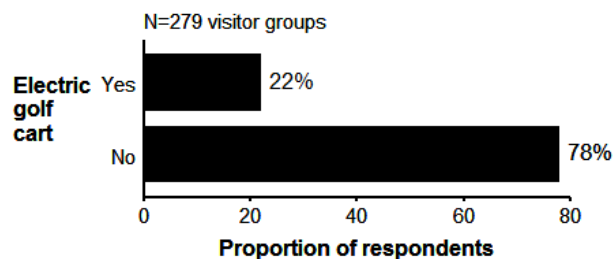


Figure 21. Media/Equipment item: Electric golf cart

\*total percentages do not equal 100 due to rounding

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

Question 15b

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would a loaner wheelchair be used by a member of your group?

Results:

- 7% would use a loaner wheelchair were it offered (see Figure 22).

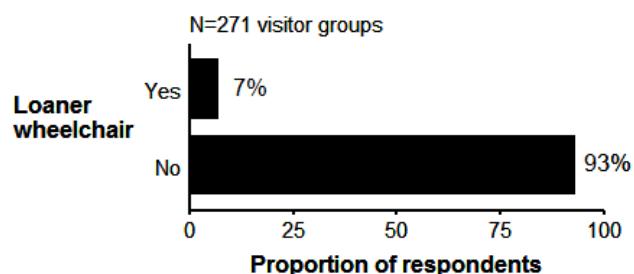


Figure 22. Media/Equipment item: Loaner wheelchair

Question 15c

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would digital media/materials be used by a member of your group?

Results:

- 40% would use digital media/materials were they offered (see Figure 23).

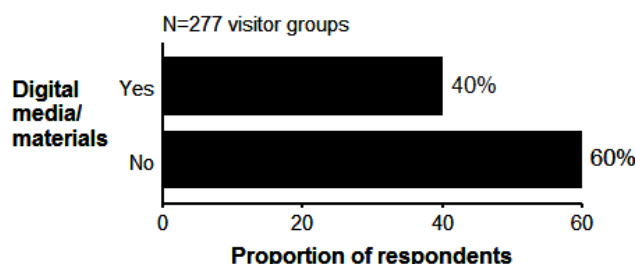


Figure 23. Media/Equipment item: Digital media/materials

Question 15d

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would audio descriptions be used by a member of your group?

Results:

- 42% would use an audio description were it offered (see Figure 24).

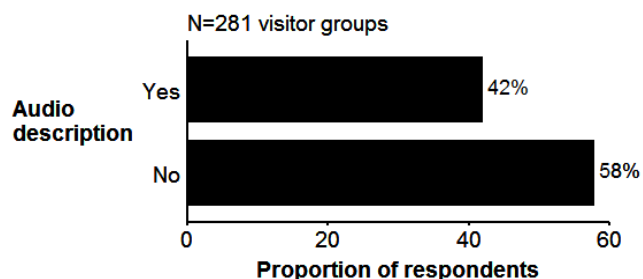


Figure 24. Media/Equipment item: Audio description

\*total percentages do not equal 100 due to rounding

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

**Question 15e**

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would an assistive listening device be used by a member of your group?

Results:

- 13% would use an assistive listening device were it offered (see Figure 25).

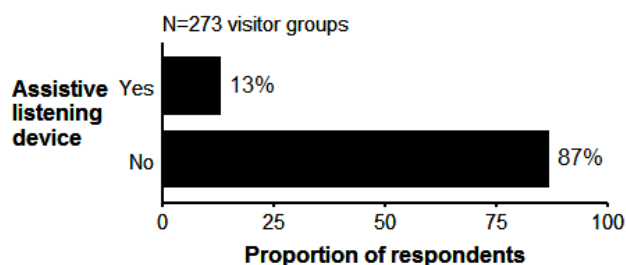


Figure 25. Media/Equipment item: Assistive listening device

**Question 15f**

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would braille or large print media be used by a member of your group?

Results:

- 3% would use braille or large print media were it offered (see Figure 26).

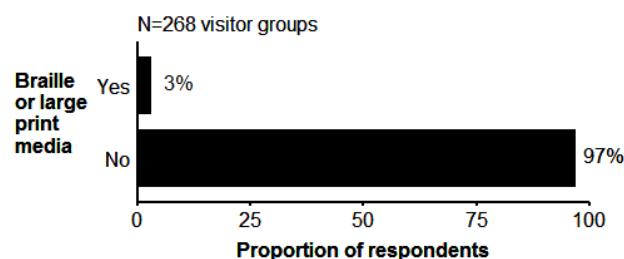


Figure 26. Media/Equipment item: Braille or large print media

**Question 15g**

If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, would an “other” type of assistive media or equipment be used by a member of your group?

Results:

- 2% indicated they would use an assistive media or equipment type other than those listed, however they did not indicate the type of media or equipment (see Figure 27).

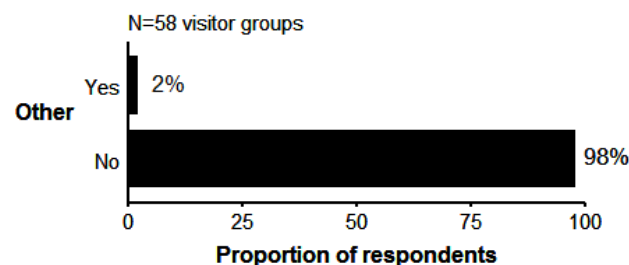


Figure 27. Media/Equipment item: Other

\*total percentages do not equal 100 due to rounding

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

***Length of stay*****Question 16a**

On this visit, did you visit Eisenhower National Historic Site on more than one day?

Results:

- 3% of visitor groups visited Eisenhower National Historic Site for more than one day (see Figure 28).

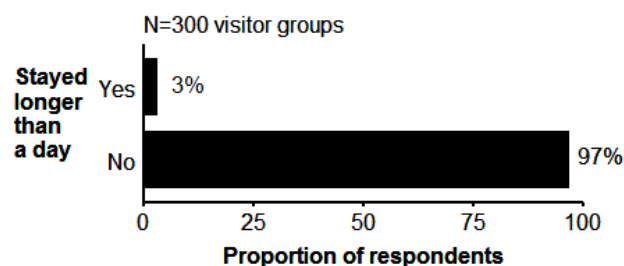


Figure 28. Visitor groups length of stay at site

**Question 16b**

If YES, how many days did you visit the site?

Results:

- Among the 9 visitor groups that visited longer than one day, 100% reported staying for two days.

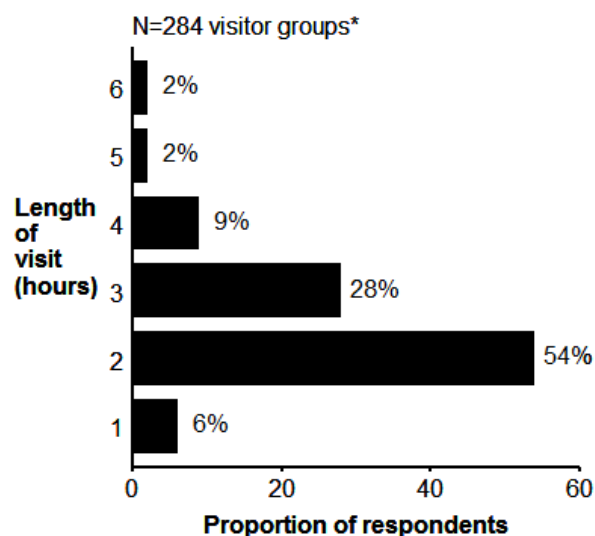


Figure 29. Visitor groups' day trip (hours) length of stay at site

**Question 16c**

If NO, how many hours in total did you spend visiting?

Results:

- Among the visitor groups that did not stay longer than one day, 82% visited the site for two to three hours (see Figure 29).
- The average length of stay was 2.4 hours, with a minimum of one hour and a maximum of six hours.

\*total percentages do not equal 100 due to rounding

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

***Alternative park destinations*****Question 17a**

On this trip, if you and your personal group had not chosen to visit Eisenhower National Historic Site, what other National Park Service site would you have visited instead?

**Results:**

- 217 visitor groups (71%) provided one or more comments regarding alternative National Park Service sites had Eisenhower National Historic Site not been the chosen destination.
- Table 15 summarizes the most common comments about alternative destinations to Eisenhower National Historic Site.

Table 15. Alternative destinations

<b>Alternative destination</b>	<b>Number of comments</b>	<b>Percent of comments* (N = 230)</b>
Gettysburg National Military Park	56	24%
None/ N/A	51	22%
Gettysburg/Gettysburg Downtown	36	16%
I don't know, not sure	15	7%
Antietam	8	3%
Eisenhower NHS was only choice	8	3%
Visited many sites around Gettysburg	7	3%
Driving by/through area	4	2%
Other museums	3	1%
Cemetery	2	1%
Gettysburg Battlefield auto tour	2	1%
Independence Hall	2	1%
Jenny Wade House	2	1%
Monocacy National Battlefield	2	1%
We visited all the sites planned	2	1%
Other comments	30	13%
<b>Total</b>	<b>230</b>	

\*total percentages do not equal 100 due to rounding

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

**Question 17b**

How far is this alternative site from your home?

Results:

- 43% of visitor groups reported alternative destination as less than 250 miles from home (see Figure 30).
- The average distance was 542 miles from visitors homes, with a minimum of zero miles and a maximum of 4,500 miles.

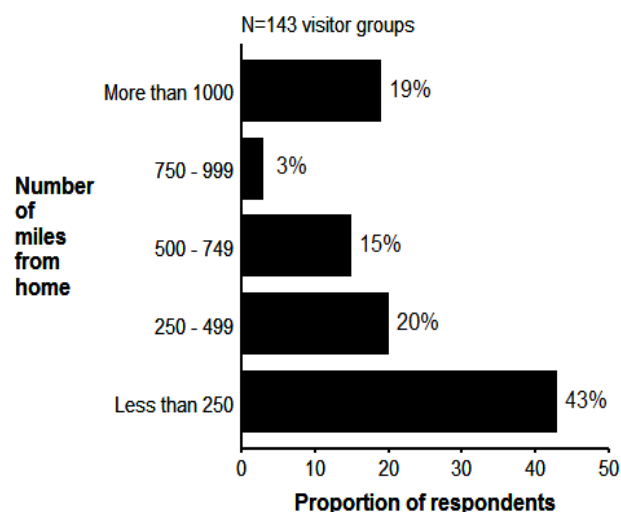


Figure 30. Number of miles alternative site is from visitor group's home

**Local visitor****Question 18a**

Do you live in the local area within 50 miles of Eisenhower National Historic Site?

Results:

- 95% of visitor groups did not live in the local area (see Figure 31).

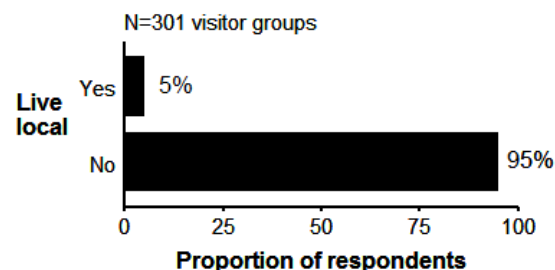


Figure 31. Visitor groups within the local area of site

**Question 18b**

If NO, how much time in total did you spend in the local communities?

Results:

- Among those visitor groups who reported to not live in the local area, 78% spent longer than one day in the local communities (see Figure 32).
- On average, visitor groups spending more than one day in the local communities spent four days, with a minimum of one day and a maximum of 100 days.
- Visitor groups spending less than one day, on average stayed for six hours, with a minimum of one hour and a maximum of 16 hours.

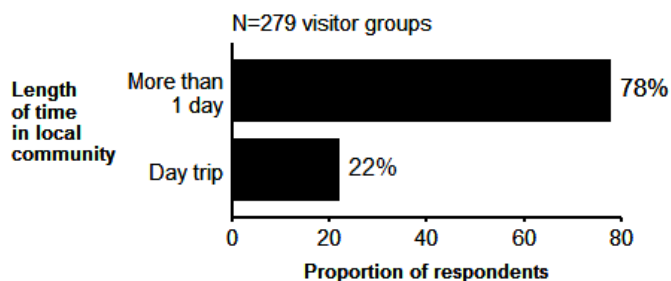


Figure 32. Length of time spent in the local communities

\*total percentages do not equal 100 due to rounding

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

**Overnight accommodations****Question 18c**

If you stayed overnight in the area, what type of accommodation did you use?

Results:

- As shown in Figure 33, 80% of visitor groups stayed in a hotel, motel, B&B, etc.
- 16% went camping.
- About 5% stayed with friends or relatives, or at a personal seasonal residence.
- “Other” accommodation types included staying in an RV.

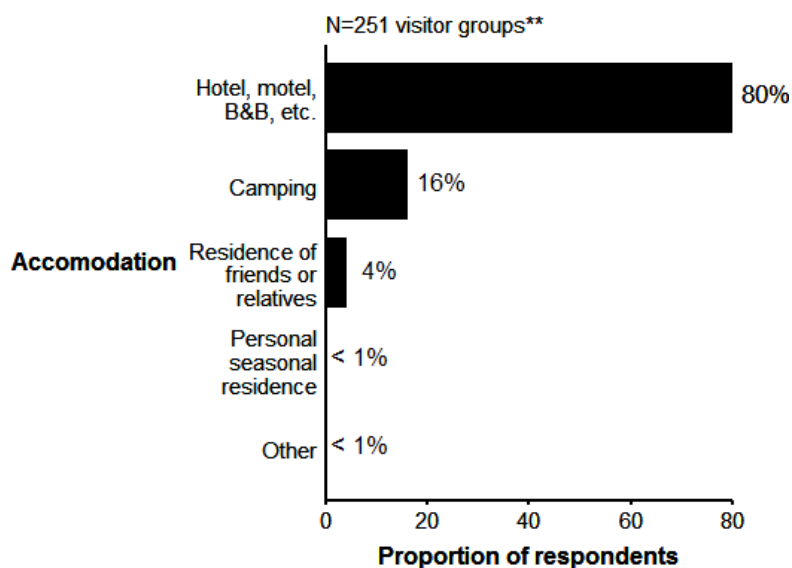


Figure 33. Accommodation used while visiting site

**Visited planned activities****Question 19a**

Were you and your personal group able to visit all the locations at Eisenhower National Historic Site that you planned?

Results:

- 82% of visitor groups were able to visit all their planned locations at Eisenhower National Historic Site (see Figure 34).

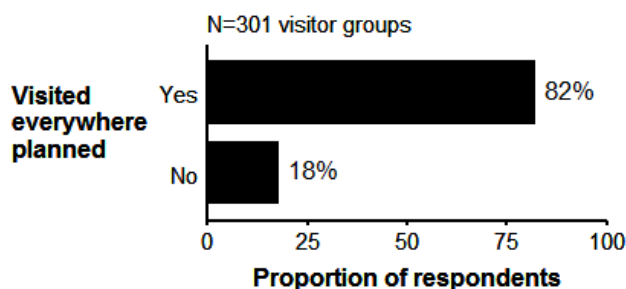


Figure 34. Visitor groups were able to visit all locations planned

\*total percentages do not equal 100 due to rounding

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

**Question 19b**

If NO, what reasons prevented you from visiting these locations?

Results:

- Among the 52 visitor groups (18%) not able to visit all the sites they planned:

73% did not have enough time (see Figure 35).

8% encountered bad weather.

“Other” reasons (31%) reported were:

Shuttle schedule  
 Unable to walk to barns (physical constraints)  
 Areas not open  
 Too hot to hike to barns  
 Cost  
 Tired children  
 Would have liked to see their cars

No visitor groups were prevented from visiting locations due to trail closures, road closure, inadequate display of road signs/maps, or unsafe road.

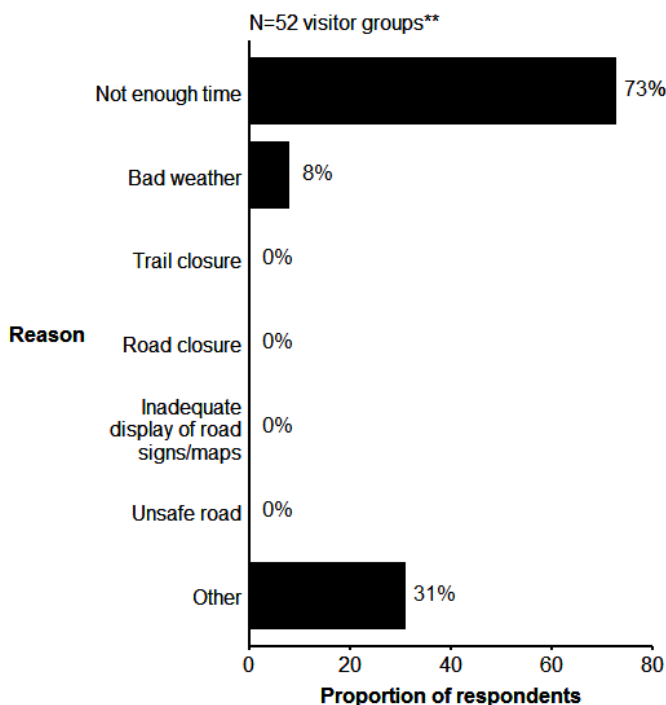


Figure 35. Reasons prevented from visiting all planned locations

\*total percentages do not equal 100 due to rounding

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

***Altered length of stay*****Question 20**

If you and your personal group stayed for a shorter or longer time than planned, what were your reasons for changing your plans?

**Results:**

- 80% of visitor groups stayed for the planned amount of time (see Figure 36).
- As shown in Figure 37, 49% of visitor groups indicated there were more things to do/see than expected
- 15% Longer wait at Eisenhower National Historic Site (NHS) than expected
- 4% Fewer things to do/see than expected
- 2% Unable to obtain a ticket for the shuttle bus
- 2% Shorter wait at Eisenhower NHS than expected
- “Other” commented reasons (35%) included:

Shuttle schedule (wait too long for next shuttle)  
 Needed to return home  
 Schedule conflicts/time constraints  
 Arrival too close to closing  
 Disappointed in tour  
 Personal  
 Tired children

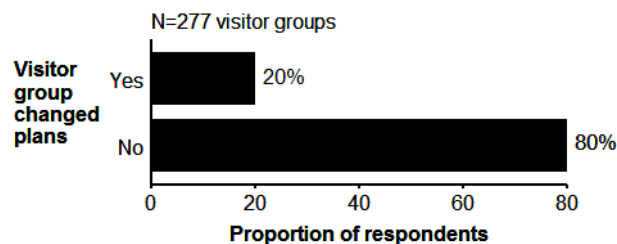


Figure 36. Visitor groups changed plans for length of stay

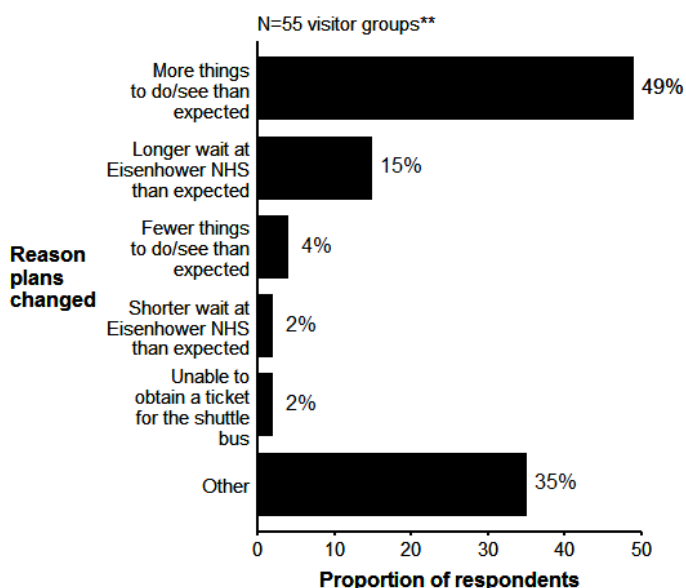


Figure 37. Reasons for plans changed

\*total percentages do not equal 100 due to rounding

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

Question 21

What change(s) would encourage you to stay longer in the Eisenhower National Historic Site area (within 50 miles)?

## Results:

- 154 visitor groups (51%) provided one or more comments regarding what would encourage them to stay longer in the site area.
- Table 16 summarizes the most common encouragements to stay in the area longer. The complete open-ended comments are in Appendix C.

Table 16. Comments regarding encouragements to stay in area longer

Comment	Number of comments	Percent of comments* (N = 166)
None/nothing/NA	67	40%
Additional/more flexible shuttle service; later departures	14	8%
Being able to stay longer	7	4%
Expand/improve exhibits/museum/library/educational programs at EISE (especially the house)	7	4%
Do not know/unsure	6	4%
Provide food service (restaurant, snack bar, air conditioning, in barn)	6	4%
Provide on site parking	6	4%
Everything was good as is	5	3%
Develop narrative of Eisenhower's life in detail (personal/military/presidency/post White House/contributions, etc.)	4	2%
Improve vehicle/truck/farm equipment exhibits; like to be able to see them better, open up cars for visitors to browse	4	2%
Provide more things to do/attractions	4	2%
Extend site hours	3	2%
Improve public parking situation	3	2%
More ranger-led programs	3	2%
Better on site communication/orientation/signage for visitors at EISE (attractions, accessibility, directions, etc.)	2	1%
Improve/develop easily accessible brochures for EISE site with map, schedule, attractions, open/closed areas	2	1%
Other comments	23	14%
<b>Total</b>	<b>166</b>	

\*total percentages do not equal 100 due to rounding

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

***Participated in ranger-led or volunteer-led tour*****Question 22a**

On this visit to Eisenhower National Historic Site, did you take the ranger-led or volunteer-led tour?

Results:

- 91% participated in the ranger-led or volunteer-led tour (see Figure 38).

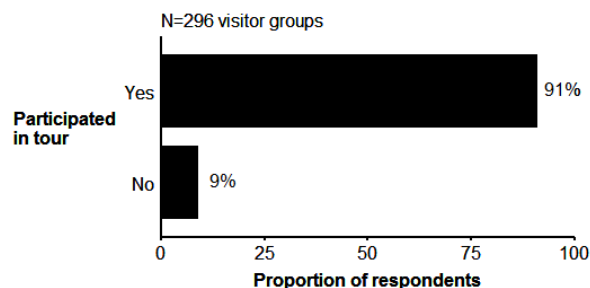


Figure 38. Participated in a ranger-led or volunteer-led tour

If YES, please rate the following aspects of the tour.

**Question 22b**

Topics discussed on the tour.

Results:

- 99% rated the topics on the tour “of interest”, while 1% indicated the topics were “not of interest” (see Figure 39).

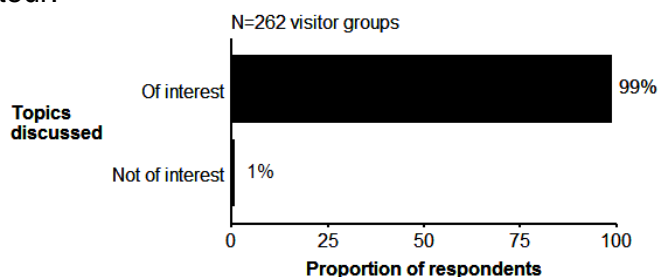


Figure 39. Rating of the topics discussed

**Question 22c**

Tour/program length.

Results:

- 92% reported the length to be about right (see Figure 40).
- 5% reported program length was too short.
- 3% reported program length was too long.

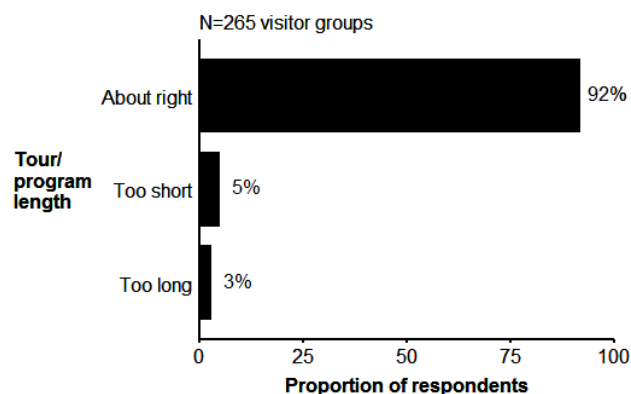


Figure 40. Rating of the tour/program length

\*total percentages do not equal 100 due to rounding

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

**Question 22d**

Timing of the tour/program.

Results:

- 97% were able to take tour at desired time (see Figure 41).
- 3% were not able to take tour at desired time.

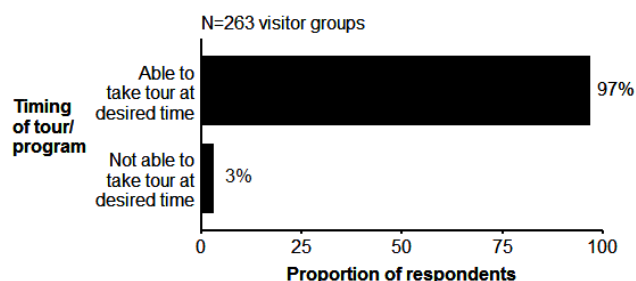


Figure 41. Rating of timing of tour/program

**Question 22e**

Ability to see interior of rooms due to tour size.

Results:

- 98% were able to see the interior of rooms despite tour size (see Figure 42).
- 2% were not able to see the interior of rooms due to tour size.

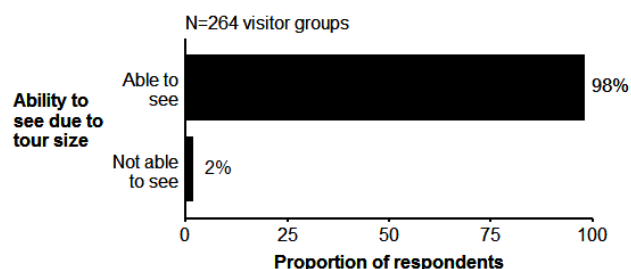


Figure 42. Rating of ability to see the interior of rooms

**Question 22f**

Historic appearance of rooms.

Results:

- 97% rated the historic appearance of rooms as "Very good" or "Good" (see Figure 43).
- 2% rated the historic appearance as "Average".
- Less than 1% rated the historic appearance as "Very poor".
- No visitor groups rated the appearance as "Poor".

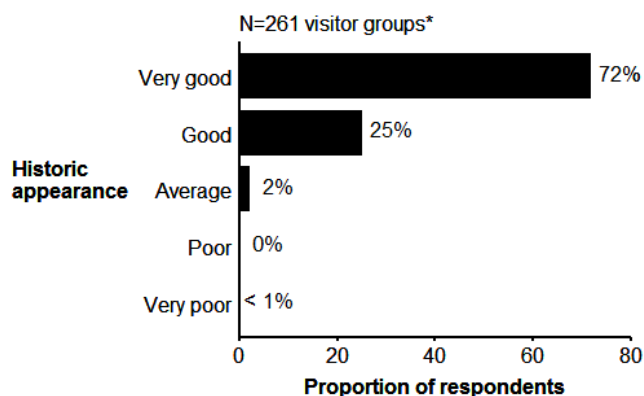


Figure 43. Rating of historic appearance of rooms

\*total percentages do not equal 100 due to rounding

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

**Question 23**

If you or any group member did NOT take the tour, what were your/their reasons for not taking the tour?

Results:

- As shown in Figure 44, 30% were not interested in taking a tour.
- 27% were not aware of a tour/program being offered.
- 10% were not able to take a tour at the desired time.
- 10% took the tour during previous visit(s).
- “Other” reasons (30%) for not taking the tour were:

Cost  
Listened in  
Time constraints  
Too crowded  
We were shown the house

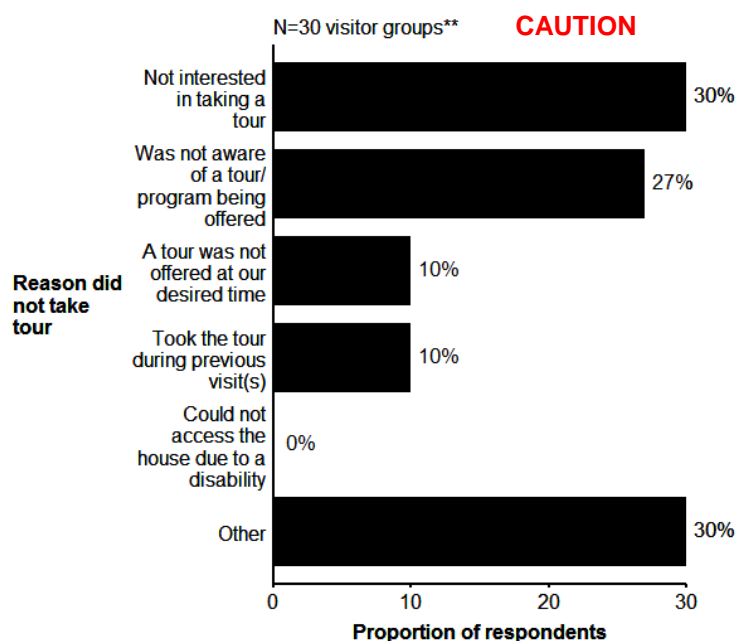


Figure 44. Reasons for not participating in a tour

\*total percentages do not equal 100 due to rounding

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

**Importance of services****Question 24a**

Please rate the importance of the services listed to your visit from 1-5 where:

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

**Results:**

- Table 17 shows the importance ratings for each service and facility.
- As shown in Figure 45, visitor groups rated the following services as “Very important” or “Extremely important”:

89% Indoor exhibits

81% Outdoor exhibits

79% Park brochure/map

75% Assistance from park rangers

74% Ranger-led programs

62% Park website used before or during the visit

58% Visitor center movies/videos

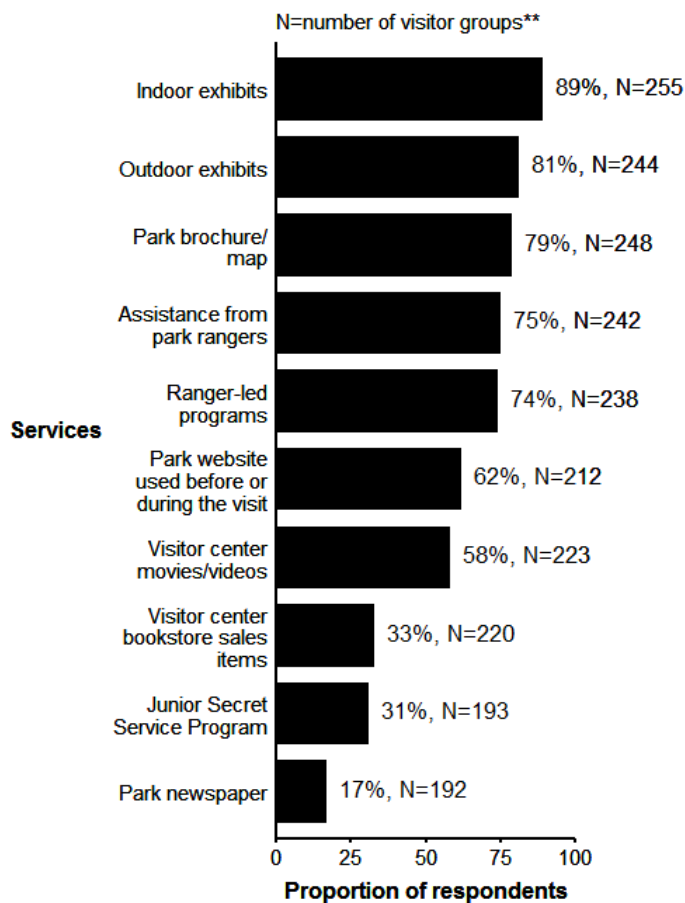


Figure 45. Combined ratings of “Very important” and “Extremely important” for services in the park

\*total percentages do not equal 100 due to rounding

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

Table 17. Importance ratings of services  
(N = number of visitor groups)

Service	N	Rating (%)*				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Indoor exhibits	255	2%	2%	7%	33%	57%
Outdoor exhibits	244	2%	5%	12%	33%	48%
Park brochure/map	248	4%	5%	13%	30%	48%
Assistance from park rangers	242	6%	5%	14%	34%	41%
Ranger-led programs	238	6%	6%	14%	31%	44%
Park website used before or during the visit	212	19%	5%	14%	21%	41%
Visitor center movies/videos	223	7%	9%	26%	28%	30%
Visitor center bookstore sales items	220	21%	17%	30%	14%	19%
Junior Secret Service Program	193	50%	5%	15%	15%	16%
Park newspaper	192	34%	28%	21%	9%	8%

\*Combined rating percentages in Figure 45 may not equal separated rating percentages due to rounding

\*total percentages do not equal 100 due to rounding

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

**Use of services****Question 24b**

Please mark all the visitor services that you or your personal group used during this visit.

Note: Respondents responded to a series of “Yes” or “No” questions to determine usage.

**Results:**

- As shown in Figure 46, visitor groups used the following services during their visit to the park:

98% Indoor exhibits

90% Park brochure/map

90% Outdoor exhibits

79% Ranger-led programs

75% Assistance from park rangers

61% Visitor center movies/videos

57% Visitor center bookstore sales items

52% Park website before or during the visit

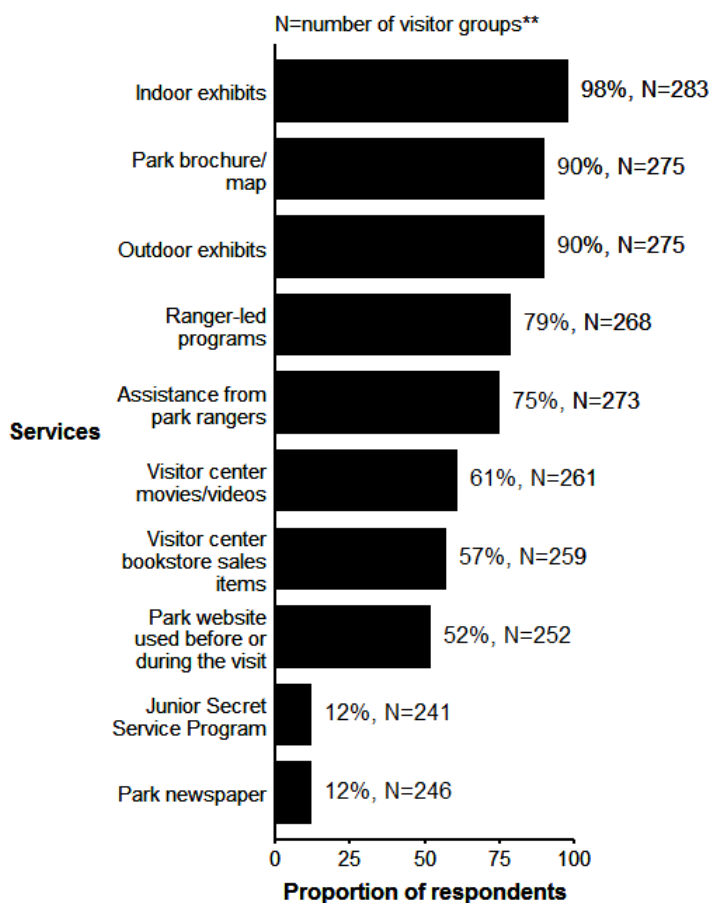


Figure 46. Services used during this visit to the park

\*total percentages do not equal 100 due to rounding

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

**Quality of services used****Question 24c**

For only those services that you or your personal group used, please rate their quality from 1-5 where:

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

**Results:**

- Table 18 shows the quality ratings for each service and facility.
- As shown in Figure 47, visitor groups rated the following services and facilities as “Good” or “Very good”:

96% Indoor exhibits

94% Ranger-led programs

94% Assistance from park rangers

93% Park newspaper

92% Park brochure/map

89% Outdoor exhibits

88% Visitor center movies/videos

85% Park website used before or during visit

82% Junior Secret Service Program

73% Visitor center bookstore sales items

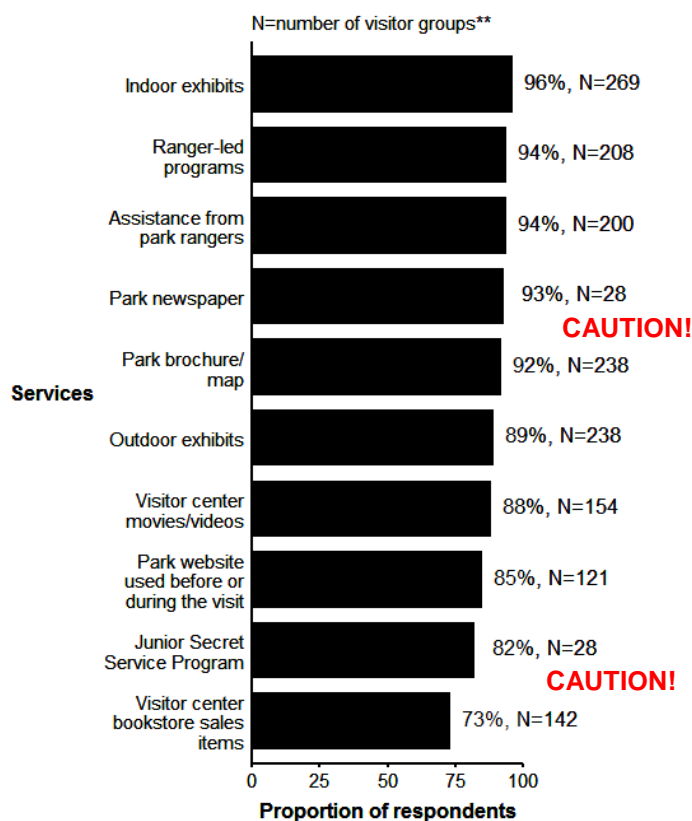


Figure 47. Combined ratings of “Good” and “Very good” for services in the park

\*total percentages do not equal 100 due to rounding

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

Table 18. Quality ratings of services  
(N = number of visitor groups)

Service	N	Rating (%) <sup>*</sup>				
		Very poor	Poor	Average	Good	Very good
Indoor exhibits	269	1%	0%	3%	29%	66%
Ranger-led programs	208	1%	2%	4%	19%	75%
Assistance from park rangers	200	0%	1%	5%	21%	74%
Park newspaper <b>CAUTION!</b>	28	0%	0%	7%	43%	50%
Park brochure/map	238	0%	1%	8%	27%	64%
Outdoor exhibits	238	0%	1%	10%	31%	58%
Visitor center movies/videos	154	0%	2%	10%	33%	56%
Park website used before or during the visit	121	1%	1%	13%	35%	50%
Junior Secret Service Program <b>CAUTION!</b>	28	4%	0%	14%	36%	46%
Visitor center bookstore sales items	142	1%	4%	22%	30%	43%

\*Combined rating percentages in Figure 47 may not equal separated rating percentages due to rounding

#### Question 24d

If you rated the quality of any of the services as “Poor” or “Very poor” please explain.

Results:

- Among those visitor groups that provided a “Poor” or “Very poor” quality rating for a service, or services, used by their group, 20 (100%) provided one or more comments further explaining their rating. Table 19 shows the complete open-ended comments further explaining the “Poor” or “Very poor” quality rating.

\*total percentages do not equal 100 due to rounding

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

Table 19. Complete list of comments for "Poor" or "Very poor" service quality ratings

<b>Service Category</b>	<b>Service (Reported by visitor group)</b>	<b>Comment (N = 23) CAUTION!</b>
<b>Indoor exhibits</b>	Air conditioning	Was too hot in house
	House tour	Racist, snarky guide; my students were offended
	Indoor exhibits	Too dark due to window shades; use UV-blocking glass for protection while letting in more visible light
<b>Junior Secret Service Program</b>	Junior	We are retired; no one in that age group
<b>Park website</b>	Park website	Has issues, couldn't get on site No cell Not on the internet a lot
<b>Ranger-led program</b>	Ranger-led Program	Too long - gossipy - opinionated
	Ranger talk on secret service	Topic might have been secret service or CIA but was boring and way too long and drawn out Very hot outside in barn
	Ranger-led program	I did not use it because it was not properly announced (It had already started when I learned that it was taking place at a different location from the one announced.) Not scheduled well with the shuttle schedule
<b>Visitor center bookstore sales items</b>	Gift store	Thought it was very small and offered fairly generic items
	Visitor center	There just wasn't that much there Prices too high
	Visitor center bookstore	What bookstore Everyone was helpful and this is best NPS site (Bookstore people went well beyond to help wife find book on civil war, buying pitcher)
	Visitor center bookstore sales items	Too pricey! Prices inflated, especially post cards Items too expensive Out of item I wanted to buy
<b>Visitor center movies/videos</b>	Video/audio	Showing age of use
	Visitor center movies/videos	Screening room is in the middle of the visitor center and there was too much noise and pedestrian traffic to hear the video

\*total percentages do not equal 100 due to rounding

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

**Overall site quality****Question 25**

Overall, how would you and your personal group rate the quality of the facilities, services, and recreational opportunities at Eisenhower National Historic Site during this visit?

Results:

- As shown in Figure 48, 96% rated the quality of facilities, services, and recreational opportunities at Eisenhower National Historic Site as “Very good” or “Good”.
- 3% Rated quality as “Average”.
- Less than 1% rated quality as “Poor”.
- No visitor groups rated quality as “Very poor”.

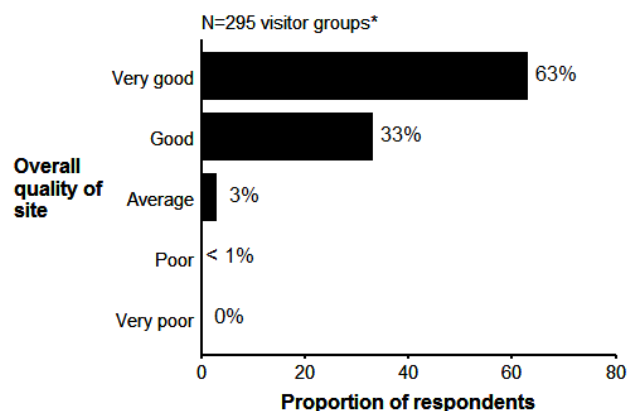


Figure 48. Overall quality of site during visit.

**Visit again****Question 26a**

Would you consider visiting Eisenhower National Historic Site again?

Results:

- 64% would visit site again (see Figure 49).
- 19% would not visit site again.
- 17% are unsure if they would visit site again.

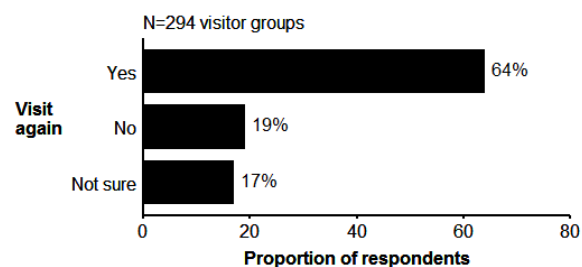


Figure 49. Visitor groups consider visiting site again

\*total percentages do not equal 100 due to rounding

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

**Question 26b**

If YES, why?

Results:

- Among those visitor groups that would visit the site again, 179 (95%) provided one or more comments regarding why they would visit Eisenhower National Historic Site again. Table 20 summarizes the most common reasons provided. The complete open-ended comments are in Appendix C.

Table 20. Why visitor groups would visit site again

<b>Reason</b>	<b>Number of comments</b>	<b>Percent of comments* (N = 212)</b>
Return to learn/see more of the park/house/grounds	51	24%
Park very beautiful/interesting/fun/educational	50	24%
Return to share with friends/family	32	15%
Interested in history/historical sites	20	9%
Like/interested learning about President/Mamie Eisenhower; historical significance	13	6%
Enjoyed/loved the site; the house, the tour, the grounds	12	6%
Experience different perspective/information from visit/tour	7	3%
Interested in presidential sites/history	5	2%
Visit again when in the area	4	2%
Interesting tour, knowledgeable guides, makes history come alive	3	1%
Return to take ranger-led tour	3	1%
Return when less crowded	2	1%
Would like to visit during better weather, see the grounds	2	1%
Other comments	8	4%
<b>Total</b>	<b>212</b>	

\*total percentages do not equal 100 due to rounding

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

Question 26c

If NO, why not?

## Results:

- Among those visitor groups that would not visit the site again, or were unsure, 65 (62%) provided one or more comments regarding why they would not, or not sure if they would, visit Eisenhower National Historic Site again. Table 21 summarizes the most common reasons provided. The complete open-ended comments are in Appendix C.

Table 21. Why visitor groups would not visit site again

Reason	Number of comments	Percent of comments (N = 69)
This visit was enough to see everything we wanted to see	37	54%
Many other interesting places to visit	6	9%
Distance; live too far away	5	7%
Have visited multiples times	5	7%
Wouldn't return unless something new added to the site	3	4%
Enjoyed the park/would recommend to others, but other interesting things to see	2	3%
If in the area, would stop again	2	3%
Wait times for shuttles too long; not able to enjoy the park	2	3%
Other comments	7	10%
<b>Total</b>	<b>69</b>	

\*total percentages do not equal 100 due to rounding

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

## Group and Visitor Characteristics

### *Visitors with organized groups*

#### Question 27aa

On this visit, was your personal group part of a commercial guided tour group (e.g. package tour)?

Results:

- 4% of visitor groups were part of a commercial guided tour group (see Figure 50).

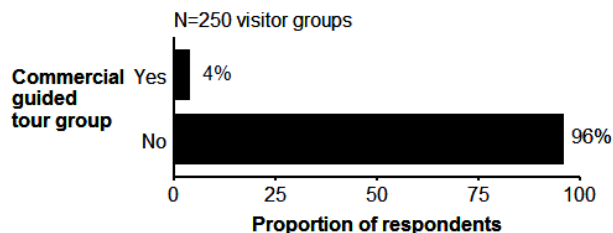


Figure 50. Organized group type: Commercial guided tour group

#### Question 27ab

On this visit, was your personal group part of a school/educational group?

Results:

- 1% of visitor groups were part of a school/educational group (see Figure 51).

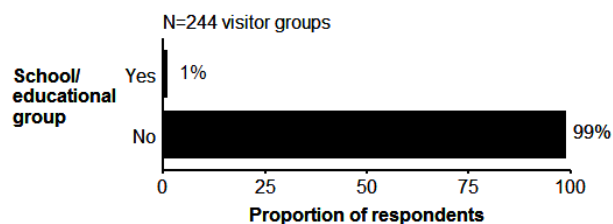


Figure 51. Organized group type: School/educational group

#### Question 27ac

On this visit, was your personal group part of a special interest club (e.g. historical society)?

Results:

- Less than 1% of visitor groups were part of a special interest club (see Figure 52).

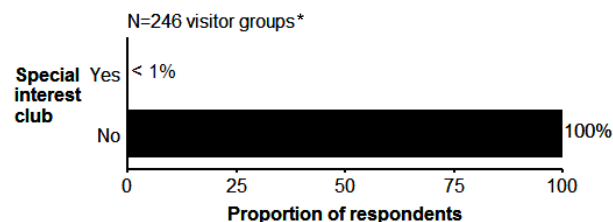


Figure 52. Organized group type: Special interest club

#### Question 27ad

On this visit, was your personal group part of an “other” type of organized group?

Results:

- 5% of visitor groups were with an “other” type of organized group (see Figure 53).

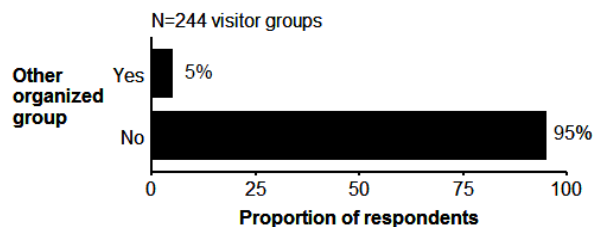


Figure 53. Organized group type: “Other” organized group

\*total percentages do not equal 100 due to rounding

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

**Question 27b**

On this visit, how many people were in the organized group including yourself?

Results:

- 61% of organized groups consisted of 5 people or less (see Figure 54).
- 15% of organized groups consisted of 6 to 10 people.
- 5% of organized group consisted of 11 to 15 people.
- 20% of organized groups had 16 or more people.

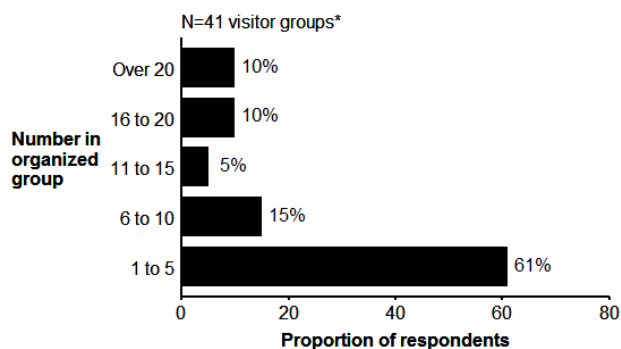


Figure 54. Number of people in organized group

**Visitor group type****Question 28**

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

Results:

- 81% consisted of family groups (see Figure 55).
- 9% of groups consisted of just the individual respondent.
- 7% of groups consisted of friends.
- 1 visitor group reported "Other" but did not list a group type.

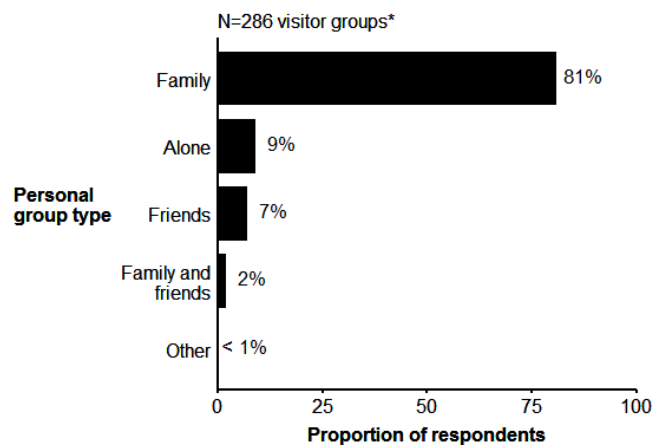


Figure 55. Personal group type

\*total percentages do not equal 100 due to rounding

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

**Visitor group size****Question 29**

Including yourself, how many people were in your personal group during your visit to Eisenhower National Historic Site on the day you were contacted for this survey?

**Results:**

- 87% of groups consisted of one to four people (see Figure 56).
- 13% were in groups of five or more.

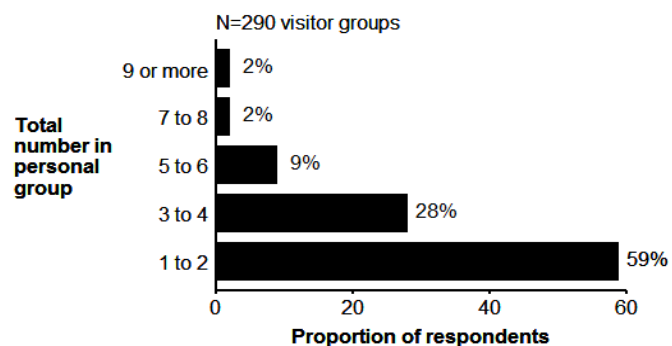


Figure 56. Visitor personal group sizes

**Visitor age****Question 30a**

For your personal group on this visit, what is each member's current age?

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

**Results**

- Visitor ages ranged from 1 to 86 years.
- 59% of visitors were over 50 years old (see Figure 57).
- 19% of visitors were 31-50 years old
- 16% of visitors were 17 years old or younger.
- 6% of visitors were between 18 and 30 years old.

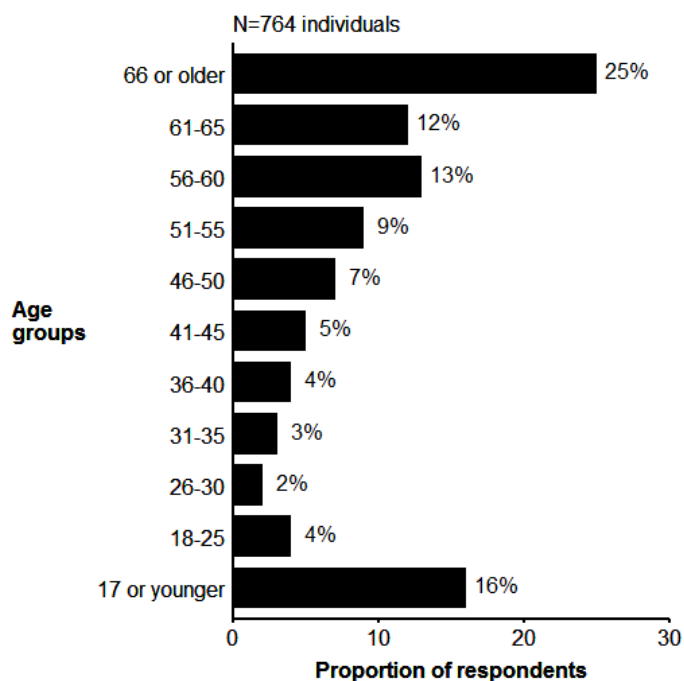


Figure 57. Visitor age groups

\*total percentages do not equal 100 due to rounding

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

**United States visitors by state of residence****Question 30b**

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

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

**Results**

- U.S. visitors came from 44 states and comprised 99% of total visitation to the park during the survey period (see Table 22).
- 30% of U.S. visitors came from Pennsylvania.
- 14% of U.S. visitors came from Ohio and New York.
- 11% of U.S. visitors came from North Carolina and Virginia.
- 8% of U.S. visitors came from California and New Jersey.
- Approximately 13% of U.S. visitors came from Indiana, Michigan, Wisconsin, Texas, and Connecticut.
- Smaller proportions came from 32 other states (see Figure 58).

Table 22. Number of visitors by state

State	Number of visitors	Percent of U.S. visitors (N = 710)	Percent of total visitors (N = 718)*
Pennsylvania	210	30%	29%
Ohio	49	7%	7%
New York	48	7%	7%
North Carolina	41	6%	6%
Virginia	37	5%	5%
California	31	4%	4%
New Jersey	31	4%	4%
Indiana	24	3%	3%
Michigan	20	3%	3%
Wisconsin	20	3%	3%
Texas	16	2%	2%
Connecticut	15	2%	2%
32 other states	168	24%	23%
<b>Total</b>	<b>710</b>		

\*total percentages do not equal 100 due to rounding

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

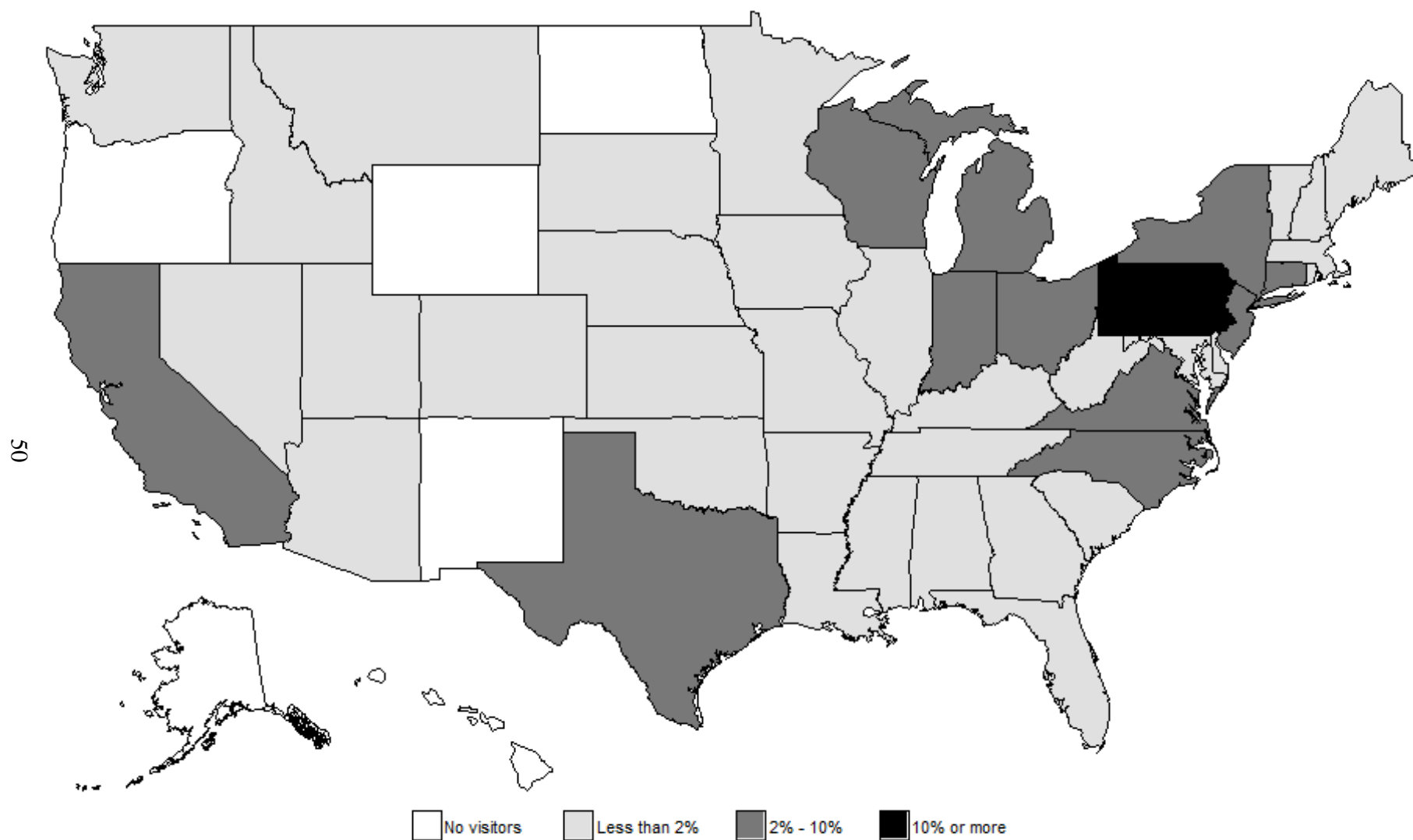


Figure 58. Map of U.S. visitors by state of residence

***Pennsylvania visitors by county of residence*****Question 30b**

For your personal group on this visit, were you a resident of Pennsylvania State?

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

**Results**

- 15% of visitors from Pennsylvania (PA) came from Montgomery County (see Table 23).
- 13% of visitors from PA came from Allegheny County.
- 10% of PA visitors came from Berks County.
- Approximately 17% of PA visitors came from Lehigh County, Lancaster County, or Washington County.
- Smaller proportions came from 28 other counties (see Figure 59).

Table 23. Number of visitors by county (Pennsylvania)

<b>County</b>	<b>Number of visitors</b>	<b>Percent of PA visitors (N = 210)</b>
Montgomery	31	15%
Allegheny	27	13%
Berks	22	10%
Lehigh	13	6%
Lancaster	12	6%
Washington	10	5%
28 other counties	95	45%
<b>Total</b>	<b>210</b>	

***Ohio visitors by county of residence*****Question 30b**

For your personal group on this visit, were you a resident of Ohio State?

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

**Results**

- 14% of visitors from Ohio (OH) came from Clark County (see Table 24).
- 10% of OH visitors came from Marion County.
- 24% of OH visitors came from Crawford County, Meigs County, or Warren County.
- 12 % of OH visitors came from Cuyahoga County, or Hamilton County.
- Smaller proportions came from 11 other counties (see Figure 59).

Table 24. Number of visitors by county (Ohio)

<b>County</b>	<b>Number of visitors</b>	<b>Percent of OH visitors* (N = 49)</b>
Clark	7	14%
Marion	5	10%
Crawford	4	8%
Meigs	4	8%
Warren	4	8%
Cuyahoga	3	6%
Hamilton	3	6%
11 other counties	19	39%
<b>Total</b>	<b>49</b>	

\*total percentages do not equal 100 due to rounding

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

***New York visitors by county of residence*****Question 30b**

For your personal group on the visit, were you a resident of New York State?

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

**Results**

- 17% of visitors from New York (NY) came from Onondaga County (see Table 25).
- 30% of NY visitors came from Monroe County and Oswego County.
- 8% of NY visitors came from Broome County.
- Smaller proportions came from 10 other counties (see Figure 59).

Table 25. Number of visitors by county (New York)

County	Number of visitors	Percent of NY visitors* (N = 48)
Onondaga	8	17%
Monroe	7	15%
Oswego	7	15%
Broome	4	8%
10 other counties	22	46%
<b>Total</b>	<b>48</b>	

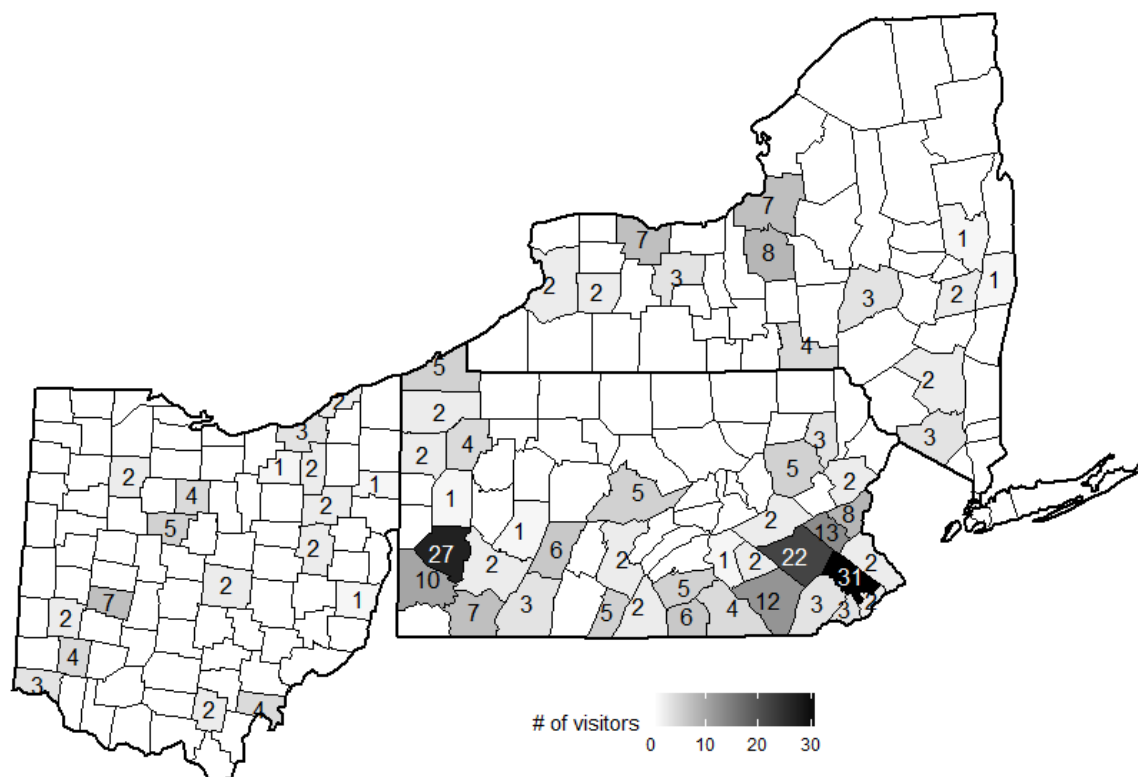


Figure 59. Map of Pennsylvania, Ohio, and New York visitors by county

\*total percentages do not equal 100 due to rounding

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

**International visitors by country of residence****Question 30b**

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

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

**Results**

- International visitors came from three different countries and comprised 1.1% of total visitation during the survey period.
- 50% of international visitors came from Canada (see Table 26).
- Four visitors came from Germany and The Netherlands.

Table 26. Number of visitors by country of residence

Country	Number of visitors	Percent of international visitors (N = 8)
Canada	4	50%
Germany	2	25%
The Netherlands	2	25%
<b>Total</b>	<b>8</b>	

**Number of visits in the past 12 months****Question 30c**

For you and your personal group on this visit, how many times have you visited Eisenhower NHS in the past 12 months (including this visit)?

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

**Results**

- 98% of visitors have visited the park once in the past 12 months (see Figure 60).
- 2% of visitors have visited the park twice in the past 12 months.

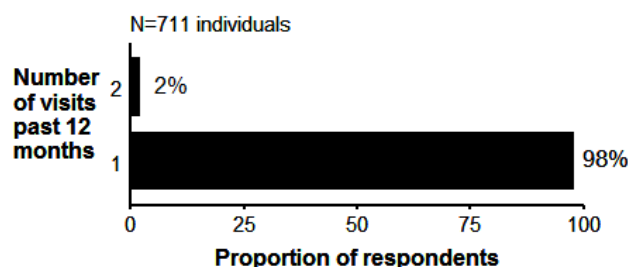


Figure 60. Number of visits in the past 12 months

\*total percentages do not equal 100 due to rounding

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

**Visitor gender****Question 30d**

For you and your personal group on this visit, what is each member's gender?

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

**Results**

- 50% of visitors were female (see Figure 61).
- 49% of visitors were male.
- 1% of visitors selected the “no answer” option.

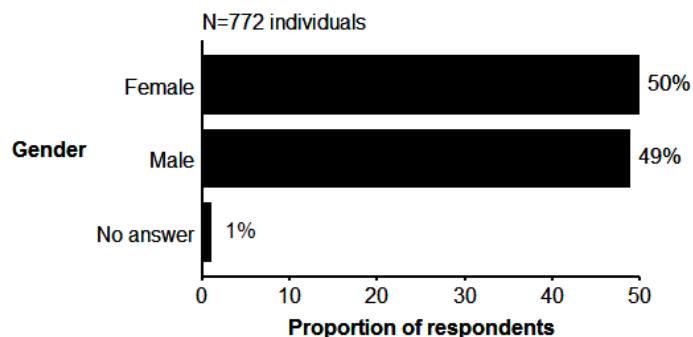


Figure 61. Reported visitor gender

**Visitors with a physical condition****Question 33a**

Did anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services, during your visit to Eisenhower National Historic Site?

**Results:**

- As shown in Figure 62, 94% of visitor groups did not have members with a physical condition.
- 6% of visitor groups had members with a physical condition.

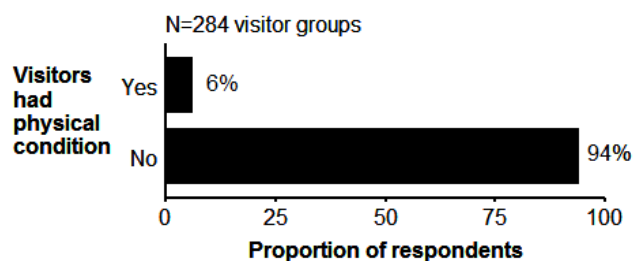


Figure 62. Visitor groups with members who had a physical condition

**Question 33b**

If YES, in what activities, services, or facilities did the person(s) have difficulty participating or accessing?

**Results:**

- Among those visitor groups with members who had a physical condition that made accessing or participating in certain activities difficult, 17 (100%) provided one or more comments regarding which activities were challenging. Table 27 summarizes all the activities listed by the visitor groups.

\*total percentages do not equal 100 due to rounding

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

Table 27. Activities difficult for members who had a special condition

Activity	Number of comments	Percent of comments (N = 20)
Stairs/climbing to upper floors	6	30%
Walking	6	30%
Walking to barns	3	15%
Walking around grounds	2	10%
Hearing ranger	1	5%
Standing	1	5%
Walking to presentation	1	5%
<b>Total</b>	<b>20</b>	

**CAUTION!**Question 33c

Because of the physical condition, what specific problems did the person(s) have during this visit to Eisenhower National Historic Site?

## Results:

- Visitor groups in which members had a physical condition experienced the following problem on this visit to the park (see Figure 63):

93% Mobility

7% Hearing

“Other” specific problems (7%) were:

Not having enough seats

No visitor groups reported experiencing difficulties visually.

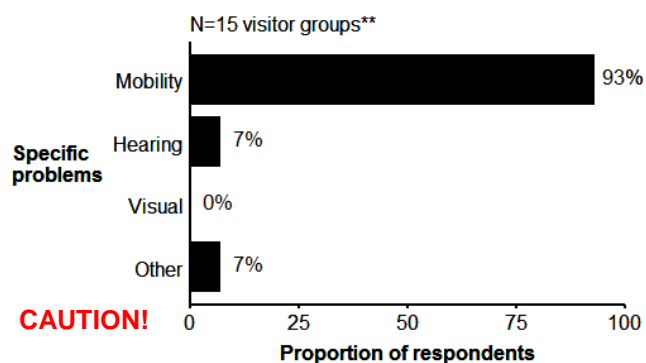


Figure 63. Problems that members of visitor groups had due to a physical condition

\*total percentages do not equal 100 due to rounding

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

## Future Visit

### *Interest in ranger-led programs*

#### Question 34a

If you were to visit Eisenhower National Historic Site in the future, would you and your personal group be interested in attending ranger-led programs?

Results:

- 84% would be interested in attending a ranger-led program (see Figure 64).
- 5% would not be interested.
- 12% were not sure.

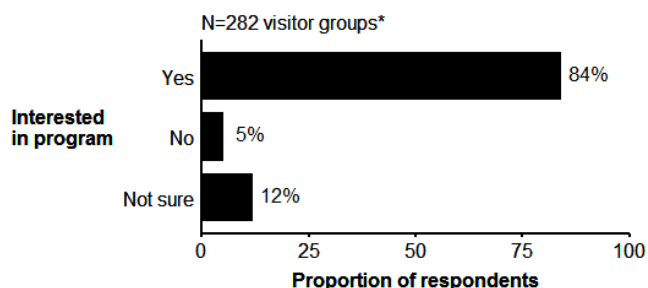


Figure 64. Visitor groups' interest in ranger-led program

#### Question 34b

If YES, what length of program would you like to attend?

Results:

- As shown in Figure 65, 23% would attend a program that was 1/2 hour or less.
- 60% would attend a program between 1/2 hour and one hour.
- 17% would attend a program between one to two hours.
- All "Other" comments were: it depends on the content, weather, program, or speaker.

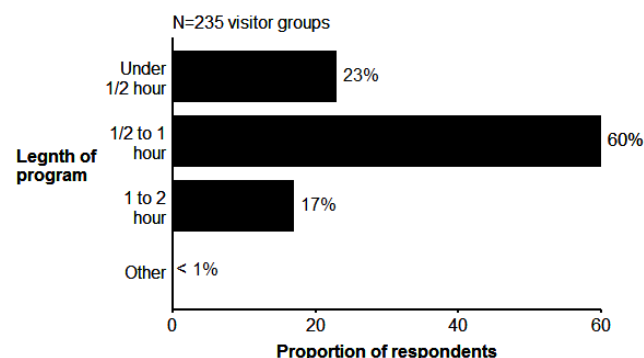


Figure 65. Length of ranger-led program visitor groups would attend

\*total percentages do not equal 100 due to rounding

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

**Question 34c**

What would encourage you to attend a ranger-led activity/program?

Results:

- Among visitor groups that would be interested attending a ranger-led program, 86% could be further encouraged (see Figure 66) for the following reasons:

74% Greater variety of program topics  
(see Figure 67)

33% Programs scheduled more often

23% Greater variety of activities

“Other” reasons listed (7%) included:

More time in our schedule  
Ranger programs are  
worthwhile/educational  
Advance notice  
Advertising on website  
D-Day was fascinating  
Group size  
Higher quality  
Human interest stories  
Learn more from knowledgeable  
people  
More historical in-depth information  
More information  
N/A live too far away  
Relevance and personal interest  
Seating

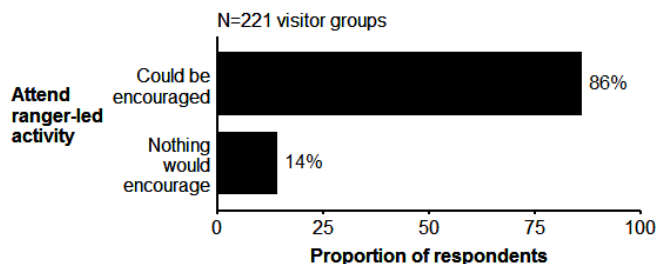


Figure 66. Visitor groups further encouraged to attend ranger-led program

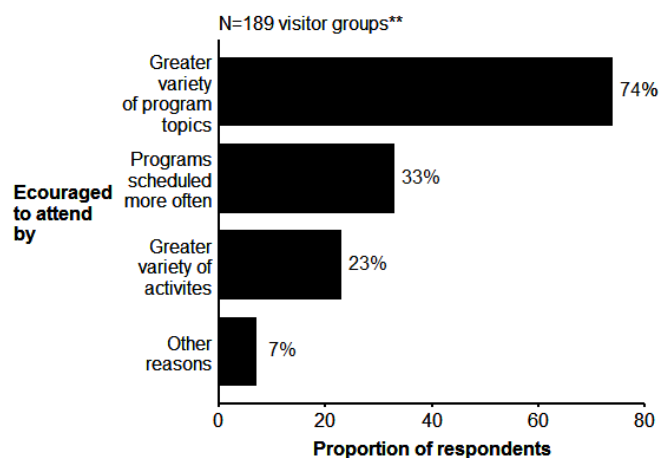


Figure 67. Reasons visitor groups would be encouraged to attend a ranger-led program

\*total percentages do not equal 100 due to rounding

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

## Topics of interest

### Question 35

If you were to visit Eisenhower National Historic Site in the future, which subjects would you be interested in learning more about?

Results:

- 95% were interested in learning more about the following topics (see Figure 68):

78% Dwight Eisenhower's presidential career (see Figure 69)

70% Dwight Eisenhower's military career

65% Mamie Eisenhower

38% Conservation farming and cattle operations history

33% Civil Rights Movement

"Other" topics (7%) listed were:

Cold war

D-Day

Daily home life

Development of the property over the years

Dwight Eisenhower's personal life

Entire extended family

Holidays

How they connected locally to Gettysburg

Interstate highway system

More history of people visiting Ike

More secret service detail operations on the farm

Servant life

Where/what is done with the cattle

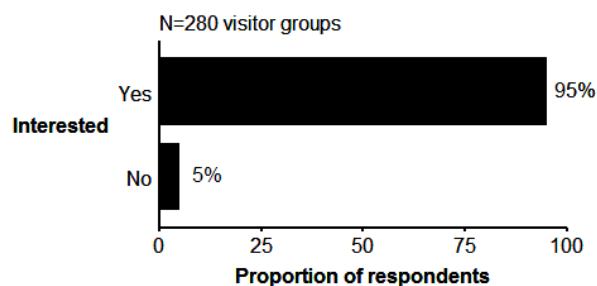


Figure 68. Visitor groups interested in learning more about topics

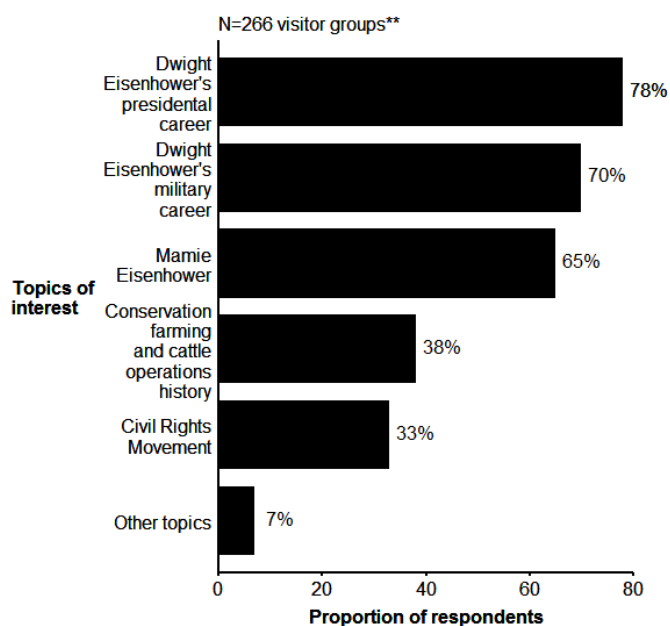


Figure 69. Topics visitor groups want to learn more about.

\*total percentages do not equal 100 due to rounding

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

***Use of interpretive programs/information services*****Question 36**

On a future visit to Eisenhower National Historic Site, what interpretive programs/information services would you and your personal group like to have available at the park?

Results:

- As shown in Figure 70, 88% of visitor groups who responded would be interested in the following interpretive programs:

75% Exhibits (38% indoor, 37% outdoor)  
(See Figure 71)

68% Roving rangers available to answer questions

40% Electronic media/devices available to visitors

35% Rangers at the Show Barn

“Other” programs (3%) included:

Ability to walk close to vehicles  
A much shorter survey  
Fine as is  
Free movie about site at  
Gettysburg  
The volunteers did a great job

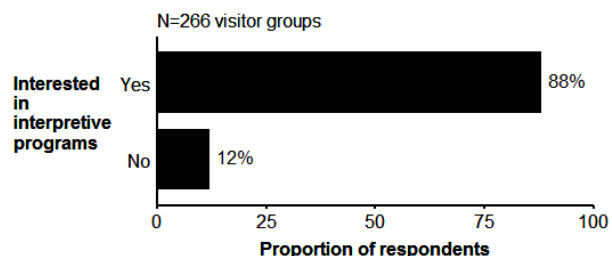


Figure 70. Visitor groups interested in interpretive programs.

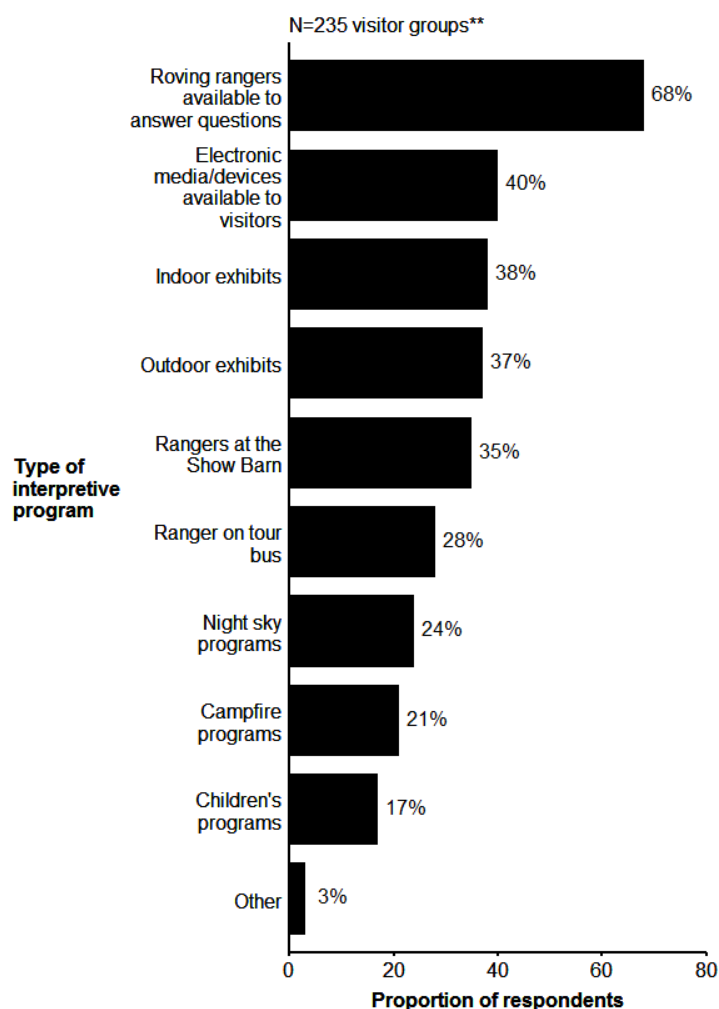


Figure 71. Type of interpretive program interested in having available

\*total percentages do not equal 100 due to rounding

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

## Visitor Comment Summaries

### *What visitor groups like most and least*

#### Question 31

What did you and your personal group like most about your visit to Eisenhower National Historic Site?

#### Results:

- 273 visitor groups (90%) provided one or more comments regarding what they liked most. Responses are in five distinct categories: facilities, general, interpretive programs, personnel, and resource management. Summaries of these comments are in Table 28. The complete open-ended comments are in Appendix C.

#### Question 32

What did you and your personal group like least about your visit to Eisenhower National Historic Site?

#### Results:

- 215 visitor groups (71%) responded to this question. Responses are in four distinct categories: facilities, general, interpretive programs, and policy management. Summaries of these comments are in Table 29. The complete open-ended comments are in Appendix C.

\*total percentages do not equal 100 due to rounding

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

Table 28. What visitor groups liked most about their visit to Eisenhower NHS

<b>Comment</b>	<b>Number of comments (N = 383)</b>
<b>Facilities (8%)</b>	
Estate and grounds/scenery/landscaping/maintenance	26
Other comments	4
	<b>30</b>
<b>General (15%)</b>	
All of it/everything	21
Beauty of the property	10
Nostalgia/1950s time capsule	8
Ability to visit at leisure	2
Other comments	17
	<b>58</b>
<b>Interpretive programs (65%)</b>	
House interior/restoration/exhibits/antiques/personal items	91
Eisenhower's history personal, military, presidency, significance, etc.	36
History of the farm/home and its significance	25
House tour	20
Ranger presentation/information on WWII/D-Day/equipment	11
Junior Secret Service/Junior Ranger Program/booklet	9
Educational/informative	8
Personal/family stories of the Eisenhowers	8
Farm and farm equipment exhibits	5
Antique vehicle exhibits	4
Guided tour	4
Secret service tour by the intern	3
Bus tour and knowledge of bus drivers	2
Farm tour	2
Personal tour/talk with knowledgeable ranger	2
Library/books displayed on their shelves	2
Putting greens	2
Other comments	15
	<b>249</b>
<b>Personnel (7%)</b>	
Rangers/tour guides/volunteers were excellent; informative/knowledgeable	25
	<b>25</b>
<b>Resource Management (5%)</b>	
Authenticity of the site/restoration	11
Barns/animals/cattle	10
	<b>21</b>

\*total percentages do not equal 100 due to rounding

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

Table 29. What visitor groups liked least about their visit to Eisenhower NHS

<b>Comment</b>	<b>Number of comments (N = 234)</b>
<b>Facilities (9%)</b>	
Bathrooms; not easily accessible/stable bathroom	4
No AC	3
Darkness of the interior	2
Improve handicap access	2
Not enough outside seating (shade)	2
Parking	2
Other comments	7
	<b>22</b>
<b>General (45%)</b>	
Nothing - all good/liked it all	59
N/A	12
Heat	10
Not enough time	5
Walking	3
Couldn't find the barn/skeet shooting area	2
Weather	2
Other comments	12
	<b>105</b>
<b>Interpretive programs (24%)</b>	
Crowd/crowded tours/narrow stairs/difficult to see into rooms	7
Inability to see everything; vehicles inside garage, porch area	12
Signage; around barns, parking lots	4
Barn exhibit	2
Book/gift store	2
Other comments	30
	<b>57</b>
<b>Policy Management (21%)</b>	
Shuttle wait/timing/schedules	34
Not being able drive/park on site; dependency on shuttles	9
Expensive	2
Other comments	5
	<b>50</b>

\*total percentages do not equal 100 due to rounding

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

**Additional comments****Question 37**

Is there anything else you and your personal group would like to tell us about your visit to Eisenhower National Historic Site?

**Results:**

- 159 visitor groups (52%) provided one or more additional comments. Responses are in five distinct categories: facilities, general, interpretive programs, personnel, and policy management. Summaries of these comments are in
- Table 30. The complete open-ended comments are in Appendix C.

Table 30. Additional comments

<b>Comment</b>	<b>Number of comments (N = 258)</b>
<b>Facilities (8%)</b>	
Provide more covered outdoor eating/sitting places; need shade	6
Provide golf carts for accessibility	3
Other comments	11
	<b>20</b>
<b>General (56%)</b>	
Enjoyed our visit	36
No, none, n/a	25
Beautiful and peaceful, well-maintained	11
Thank you all very much	11
Awesome! Great experience!	6
Will visit again	6
We loved everything	5
Great visit	4
We loved the park	4
Would recommend to others	3
Disappointing, better in past	2
Everyone was friendly and helpful	2
Everything was very nice/great	2
Wonderful addition to our trip	2
Not enough time	2
Other comments	23
	<b>144</b>

\*total percentages do not equal 100 due to rounding

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

Table 29. Additional comments (continued)

<b>Comments</b>	<b>Number of comments (N = 258)</b>
<b>Interpretive programs (20%)</b>	
Interesting, informative, and enjoyable	8
Enjoyed the tours	3
Great tour	3
Junior Ranger/Secret Service program was great	3
Tour was very well managed, good length, informative	3
Appreciate park promoting and preserving history	2
Display farm equipment better	2
Improve/increase exhibits at the park	2
Other comments	25
	<b>51</b>
<b>Personnel (7%)</b>	
Rangers/volunteers informative/knowledgeable/helpful	13
Other comments	5
	<b>18</b>
<b>Policy management (10%)</b>	
Survey too long	5
Provide more shuttle buses, run later	2
Other comments	18
	<b>25</b>

\*total percentages do not equal 100 due to rounding

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

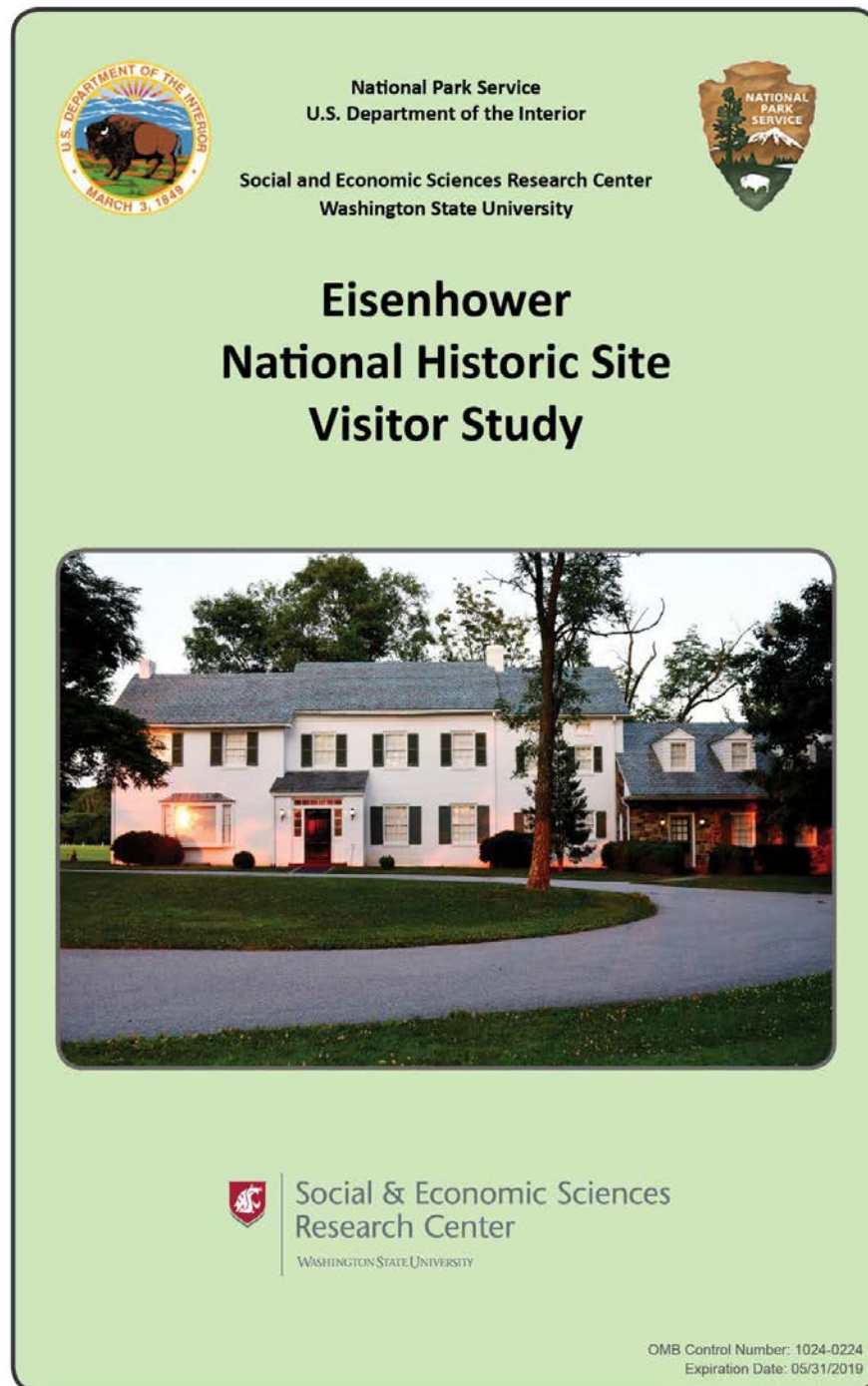
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## Appendix A: Contact Documents

### Sample invitation card



«sid»

**United States Department of the Interior**

**NATIONAL PARK SERVICE**  
Eisenhower National Historic Site  
1195 Baltimore Street  
Gettysburg, PA 17325



Summer 2017

Dear Visitor,

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Eisenhower National Historic Site. The information we collect will assist us in our efforts to better manage the park and to serve you.

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take about 15 minutes after your visit to complete.

To access the questionnaire, please enter the following web address into the address bar on your web browser. Once the survey page is displayed please enter the red access code listed below.

**Web Address:** <http://opinion.wsu.edu/Eisenhower/>

**Access code:** «respid»

If you have any questions or require assistance accessing the survey online, please contact Kristen Petersen, Survey Coordinator at 1615 NE Eastgate Blvd, Suite F, Pullman, Washington 99164-1801, (509)335-1724 (phone), [sesrcweb5@wsu.edu](mailto:sesrcweb5@wsu.edu) (email).

Thank you for your help.

Sincerely,

Ed W. Clark  
Superintendent

Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Eisenhower National Historic Site. Your response is voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed and will in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB Control Number.

We estimate that it will take about 15 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Matt Strawn, Study Director, SESRC, Wilson-Short Hall #133, Washington State University, Pullman, WA 99164-4014, 509-335-2350 (phone).

**Mailing 1: Postcard reminder/thank you**

Dear Visitor:

Thank you for participating in the Eisenhower National Historic Site visitor study. Your opinions are very important to us! If you have not yet completed the online survey, please do so right away.

To access the questionnaire, please enter the following web address into the address bar on your web browser. Once the survey page is displayed please enter the red access code listed below.

**Web Address:**  
<http://opinion.wsu.edu/Eisenhower>

**Access code: «respid»**

Your feedback will provide valuable information which we will use to better serve our visitors.

Sincerely,

Ed W. Clark, Superintendent  
Eisenhower National Historic Site

«FNAME» «LNAME»  
«ADDR1» «ADDR2»  
«CITY», «STATE»  
«ZIP»  
«COUNTRY»

«SID»



## Mailing 2: Letter and questionnaire



United States Department of the Interior  
NATIONAL PARK SERVICE  
Eisenhower National Historic Site  
1195 Baltimore Street  
Gettysburg, PA 17325



Dear «FNAME» «LNAME»,

The National Park Service thanks you for participating in the Eisenhower National Historic Site Visitor Study. Your opinion is very important to us and we want to ensure that you have had every opportunity to participate.

Our records indicate that we have not yet received your completed response. Please complete the enclosed paper questionnaire and mail it back in the included postage paid envelope right away.

Alternatively, the internet-based version is still available for you to access online. To complete the questionnaire online, please go to a computer, open a web browser, and enter the web address (in blue) listed below *in the address bar*. Once the webpage loads, please enter the access code (in red) listed below.

**Web Address:** [www.opinion.wsu.edu/Eisenhower](http://www.opinion.wsu.edu/Eisenhower)

**Access code:** «RespID»

If you have any questions, please contact the project coordinator, Kristen Petersen, at 1615 NE Eastgate Blvd, Suite F, Pullman, Washington 99164-1801, (509)335-1724 (phone), [sesreweb5@wsu.edu](mailto:sesreweb5@wsu.edu) (email).

Thank you for sharing your opinions with us!

Sincerely,

Ed W. Clark  
Superintendent

**Mailing 3: Final replacement letter and questionnaire**

**United States Department of the Interior**  
NATIONAL PARK SERVICE  
Eisenhower National Historic Site  
1195 Baltimore Street  
Gettysburg, PA 17325



August 16, 2017

Dear «fname» «lname»,

The National Park Service thanks you for participating in the Eisenhower National Historic Site Visitor Study. We greatly value your opinion and want to ensure that you have every opportunity to participate. Our records indicate that we have not yet received your response to the survey. If you mailed back a paper version or completed the survey online within the past day or two, thank you, no further action is needed on your part.

If you have filled out a paper survey but have not mailed it back, please do so right away. If the previous paper questionnaire has been misplaced, please complete the enclosed questionnaire and mail it back in the included postage paid envelope. Additionally, the internet-based version is still available for you to use. If you prefer to complete the survey online you are welcome to go to a computer, open a web browser, and enter the web address (in blue) listed below *in the address bar*. Once the webpage loads, please enter the access code (in red) listed below.

**Web Address:** <http://opinion.wsu.edu/Eisenhower>

**Access code:** «RespID»

If you have any questions, do not hesitate to contact the project manager, Kristen Petersen, at 1615 NE Eastgate Blvd, Suite F, Pullman, Washington 99164-1801, (509) 335-1724 (phone), sesrcweb5@wsu.edu (email).

Thank you for sharing your opinions with us!

Sincerely,

Ed W. Clark  
Superintendent

«respId»  
OMB Control Number: 1024-0224  
Expiration Date: 05/31/2019

**Mailing 4: Final reminder letter**

**United States Department of the Interior**  
NATIONAL PARK SERVICE  
Eisenhower National Historic Site  
1195 Baltimore Street  
Gettysburg, PA 17325



August 2017

Dear «fname» «lname»,

The National Park Service thanks you for participating in the Eisenhower National Historic Site Visitor Study. We greatly value your opinion and want to ensure that you have every opportunity to participate. Our records indicate that we have not yet received your response to the survey. If you mailed back a paper version or completed the survey online within the past day or two, thank you, no further action is needed on your part.

We are nearing the end of the data collection period and this is your last chance to have your responses included in our study of the Eisenhower National Historic Site. If you have filled out a paper survey but have not mailed it back, please do so right away. Additionally, the internet-based version is still available for you to use. To access the questionnaire online, please enter the following web address directly *into the address bar* on your web browser. Once the survey page is displayed, please enter the red access code listed below.

**Web Address:** <http://opinion.wsu.edu/Eisenhower>

**Access code:** «RespID»

If you have any questions, do not hesitate to contact the project manager, Kristen Petersen, at 1615 NE Eastgate Blvd, Suite F, Pullman, Washington 99164-1801, (509) 335-1724 (phone), [sesrcweb5@wsu.edu](mailto:sesrcweb5@wsu.edu) (email).


Thank you for sharing your opinions with us!

Sincerely,


Ed W. Clark  
Superintendent

«respId»  
OMB Control Number: 1024-0224  
Expiration Date: 05/31/2019

## Appendix B: Questionnaire





**National Park Service**  
U.S. Department of the Interior



**Social and Economic Sciences Research Center**  
Washington State University

# Eisenhower National Historic Site Visitor Study





**Social & Economic Sciences  
Research Center**  
WASHINGTON STATE UNIVERSITY

OMB Control Number: 1024-0224  
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Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 54 U.S.C. 170001. We will use this information to evaluate visitor experiences and expectations at Eisenhower National Historic Site in order to better manage the resources in the park. Your response is voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed and will in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB Control Number.

Burden Estimate: We estimate that it will take about 20 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Matt Strawn, Study Director, SESRC, Wilson-Short Hall #133, Washington State University, Pullman, WA 99164-4014, 1-800-833-0867 (phone), matthew.strawn@wsu.edu (email).

#### DIRECTIONS

For multiple choice questions, please indicate your response by **filling in the boxes or bubbles completely** with black or blue ink.

Like this: ☐ Not like this: ☒ ☐ ☐ ☐

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

## YOUR VISIT TO EISENHOWER NATIONAL HISTORIC SITE

**Q1. How would you describe your planning for this trip? Please mark (●) only one.**

- ☐ Carefully planned
- ☐ Some pre-planning
- ☐ Very little pre-planning
- ☐ Spontaneous, no planning

**Q2. How did your visit to Eisenhower National Historic Site fit into your travel plans? Please mark (●) only one.**

- ☐ Eisenhower National Historic Site is my primary destination
- ☐ Eisenhower National Historic Site is one of several destinations
- ☐ I am passing through Eisenhower Historic Site to my primary destination
- ☐ I did not plan to visit Eisenhower National Historic Site

**Q3a. Prior to this visit, how did you and your personal group obtain information about Eisenhower National Historic Site? Please mark (•) all that apply.**

☐ Did not obtain information prior to this visit

**Go to Question 4**

☐ Friends/relatives/word of mouth

☐ Inquiry to park via phone, mail, or email

☐ Eisenhower National Historic Site website (nps.gov/eise)

☐ Gettysburg National Military Park website (nps.gov/gett)

☐ Other websites, please specify

☐ Local businesses (e.g., hotels, motels, restaurants, etc.)

☐ Maps/brochures

☐ Newspaper/magazine articles

☐ Other units of the National Park Service System (NPS)

☐ Previous visits

☐ School class/program

☐ Social media (e.g., Facebook, Twitter, etc.)

☐ State Welcome Center/Visitors Bureau/Chamber of Commerce

☐ Television/radio programs/DVDs

☐ Travel guides/tour books (e.g., AAA, etc.)

☐ Other, please specify

**Q3b. From the sources marked above, did you and your personal group receive the type of information about the park that you needed?**

☐ Yes

☐ No → **If NO, what type of park information did your group need that was not available? Please be specific.**

**Q4. When you planned this trip to Eisenhower National Historic Site, did you think about the possibility that it might be difficult to find on site parking?**

☐ Yes

☐ No

**Q5a. What forms of transportation did you and your group use to arrive at the Gettysburg National Military Park Museum and Visitor Center? Please mark (•) all that apply.**

- ☐ Private vehicle (e.g., car, SUV, pickup, RV, motorcycle, etc.)
- ☐ Rental vehicle
- ☐ Hotel shuttle van/courtesy bus
- ☐ Tour motorcoach/bus
- ☐ Taxi/limousine/Uber
- ☐ Bicycle
- ☐ On foot
- ☐ Other, please specify

**Q5b. If your group arrived at the Gettysburg National Military Park Museum and Visitor Center in private or rental vehicles, how many vehicles did you and your group use?**

Number of vehicles

**Q6a. Were you aware of the tour reservation system at Eisenhower National Historic Site?**

☐ Yes

☐ No



**Q6b. If YES, did you use it to make reservations prior to your visit?**

- ☐ Yes
- ☐ No

**Q6c. If NO, how did you learn about the tours?**

**Q7. If you responded YES to the question above, did you get the tour reservation by calling the toll-free telephone number, by going online to the National Park Service website, or Gettysburg Foundation website? Please mark (•) only one.**

- ☐ Calling phone number
- ☐ Online to the National Park Service website
- ☐ Online to the Gettysburg Foundation website

**Q8a. Please mark (●) *all* mapping devices that you and your personal group used to arrive at Eisenhower National Historic Site on this visit.**

☐ None

[Go to Question 9](#)

☐ GPS devices

☐ Online mapping tools (e.g., Google Maps, MapQuest, etc.)

☐ Printed maps/brochures

☐ Smartphone/tablet (e.g., iPad, iPhone, Android, etc.) mapping apps

☐ Other, *please specify*

**Q8b. Did you and your personal group have any difficulty locating Eisenhower National Historic Site using the above devices?**

☐ Yes

☐ No

**Q8c. If YES, what was the problem?**

**Q9. To what extent did the following factors impact your visit to Eisenhower National Historic Site? Please mark (●) *only one* response for each factor.**

Factor	Not at all	Very little	Somewhat	To a great extent	Not applicable
Lack of signs indicating arrival	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking shortages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of shuttle service/options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shuttle wait time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passenger crowding on shuttles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of accessibility for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedestrian/vehicle conflict	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, <i>please specify</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10a. On this visit, did you and your personal group use the Eisenhower Shuttle?**

☐ Yes

☐ No

**Go to Question 11**

**Q10b. If YES, would you use the Eisenhower Shuttle again?**

☐ Definitely yes

☐ Probably yes

☐ Don't know

☐ Probably not

☐ Definitely not

☐ Will not be back

**Q11. If you were to visit Eisenhower National Historic Site again in the future, how important would the following proposed improvements be in your decision to use the shuttle bus? Please mark (●) only *one* response for each item.**

Item	Not important	Somewhat important	Moderately important	Very important	Extremely important
More frequent shuttle bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earlier morning service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later evening service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better visitor information at pass sales outlets, at bus stops, on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better defined parking areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better amenities at bus stops (e.g., shelters, restrooms, etc.)	<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"/>	<input type="radio"/>

**Q12. What transportation related issues, if any, did you face during your visit to Eisenhower National Historic Site? Please be specific.**

**Q13. Upon arrival, were you able to find Gettysburg National Military Park Museum and Visitor Center using the road signs and maps posted? Please mark (●) one.**

- ☐ Yes, I found my destination easily
- ☐ Yes, I found my destination but it took some time
- ☐ No, I was unable to find my destination with road signs and maps
- ☐ We didn't use road signs and/or posted maps

**Q14. Imagine when you arrived at the Gettysburg Museum and Visitor Center a road sign notified you that parking lots were full, but that you could park at another location and ride a shuttle bus to the Museum and Visitor Center where you would be able to ride a different shuttle bus to Eisenhower National Historic Site. What would you do? Please mark (●) one response.**

- ☐ Drive into Gettysburg Museum and Visitor Center to look for parking anyway
- ☐ Park in the lot near the Museum and Visitor Center and ride the shuttle bus into Eisenhower National Historic Site
- ☐ Leave and come back later in the day when you could find parking at the Museum and Visitor Center
- ☐ Go to a different recreation area instead. Please specify
- ☐ Other, please specify

**Q15. If Eisenhower National Historic Site were to offer assistive media or equipment for visitor use, which of the following would be used by a member of your group? Please mark (●) YES or NO for each media or equipment.**

Media/Equipment	Need to use?	
	Yes	No
Electric golf cart	<input type="radio"/>	<input type="radio"/>
Loaner wheelchair	<input type="radio"/>	<input type="radio"/>
Digital media/materials	<input type="radio"/>	<input type="radio"/>
Audio description	<input type="radio"/>	<input type="radio"/>
Assistive listening device	<input type="radio"/>	<input type="radio"/>
Braille or large print media	<input type="radio"/>	<input type="radio"/>
Other, please specify <input type="text"/>	<input type="radio"/>	<input type="radio"/>

**Q16a. On this visit, did you visit Eisenhower National Historic Site on more than one day?**

☐ Yes

☐ No



**Q16b. If YES, on how many days did you visit the site?**

**Q16c. If NO, how many hours in total did you spend visiting?**

Number of days

Number of hours

**Q17a. On this trip, if you and your personal group had not chosen to visit Eisenhower National Historic Site, what other National Park Service site would you have visited instead?**

**Q17b. How far is this alternative site from your home?**

Number of miles

**Q18a. Do you live in the local area within 50 miles of Eisenhower National Historic Site?**

☐ Yes

**Go to Question 19**

☐ No

**Q18b. If NO, how much time in total did you spend in the local communities?**

Number of hours, if day trip

Number of days, if more than 24 hours

**Q18c. If you stayed overnight in the area, what type of accommodation did you use?**  
Please mark (•) *all* that apply.

☐ Hotel, motel, B&B, etc.

☐ Camping

☐ Personal seasonal residence

☐ Residence of friends or relatives

☐ Other, please specify

**Q19a. Were you and your personal group able to visit all the locations at Eisenhower National Historic Site that you planned?**

- ☐ Yes  
☐ No

**Q19b. If NO, what reasons prevented you from visiting these locations? Please mark (●) all that apply.**

- ☐ Not enough time  
☐ Trail closure  
☐ Road closure  
☐ Bad weather  
☐ Inadequate display of road signs/maps  
☐ Unsafe road  
☐ Other, please specify

**Q20. If you and your personal group stayed for a shorter or longer time than planned, what were your reasons for changing your plans? Please mark (●) all that apply.**

- ☐ Not applicable - Stayed for planned amount of time  
☐ Fewer things to do/see than expected  
☐ More things to do/see than expected  
☐ Longer wait at Eisenhower National Historic Site than expected  
☐ Shorter wait at Eisenhower National Historic Site than expected  
☐ Unable to obtain a ticket for the house tour  
☐ Other, please specify

[Go to Question 21](#)

**Q21. What change(s) would encourage you to stay longer in the Eisenhower National Historic Site area (within 50 miles)?**

**Q22a. On this visit to Eisenhower National Historic Site, did you take the ranger-led or volunteer-led tour?**

☐ Yes

☐ No

**Go to Question 23**

**If YES, please rate the following aspects of the tour. Please mark (●) one for each.**

**Q22b. Topics discussed on the tour were:**

☐ Of interest

☐ Not of interest

**Q22c. Tour/program length was:**

☐ Too short

☐ About right

☐ Too long

**Q22d. Timing of the tour/program:**

☐ Able to take tour at desired time

☐ Not able to take tour at desired time

**Q22e. Ability to see interior of rooms due to tour size:**

☐ Able to see

☐ Not able to see

**Q22f. Historic appearance of rooms:**

Very poor

Poor

Average

Good

Very good

☐

☐

☐

☐

☐

**Q23. If you or any group member did NOT take the tour, what were your/their reasons for not taking the tour? Please mark (●) all that apply.**

☐ Was not aware of a tour/program being offered

☐ Took the tour during previous visit(s)

☐ Not interested in taking a tour

☐ A tour was not offered at our desired time

☐ Could not access the house due to a disability

☐ Other, please specify

Below are the list of visitor services provided at Eisenhower National Historic Site

Q24a. Please rate the importance of the services listed to your visit from 1-5 in column (a).

Q24b. Next, *please mark (●) all the visitor services that you or your personal group used during this visit in column (b).*

Q24c. Finally, for only those services that you or your personal group used, please rate their quality from 1-5 in column (c).

**a) Importance:**

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

**b) Used on this visit**

Yes No

**c) Quality:**

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

Service	Yes	No	
Assistance from park rangers	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Ranger-led programs	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Indoor exhibits	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Outdoor exhibits	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Park brochure/map	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Park newspaper	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Visitor center bookstore sales items	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Visitor center movies/videos	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Junior Secret Service Program	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Park website (nps.gov/eise) used before or during the visit	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

d) If you rated the quality of any of the above services as "poor" or "very poor" please explain.

Service	Comment
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Q25. Overall, how would you and your personal group rate the quality of the facilities, services, and recreational opportunities at Eisenhower National Historic Site during this visit? Please mark (●) *only one*.

Very poor      Poor      Average      Good      Very good

☐      ☐      ☐      ☐      ☐

**Q26a. Would you consider visiting Eisenhower National Historic Site again? Please mark (●) one.**

- ☐ Yes
- ☐ No
- ☐ Not sure

**Q26b. If YES, why?**

**Q26c. If NO, why not?**

**Q27a. On this visit, were you and your personal group with the following types of organized groups? Please mark (●) one for each.**

Organized group type	Yes	No
Commercial guided tour group (e.g. package tour)	<input type="radio"/>	<input type="radio"/>
School/educational group	<input type="radio"/>	<input type="radio"/>
Special interest club (e.g. historical society)	<input type="radio"/>	<input type="radio"/>
Other organized group (e.g. business, church, scout, etc.)	<input type="radio"/>	<input type="radio"/>

**Q27b. On this visit, how many people were in the organized group including yourself?**

Number of people

**Q28. On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? Please mark (●) one.**

- ☐ Alone
- ☐ Family
- ☐ Friends
- ☐ Family and friends
- ☐ Other, please specify

**Q29. Including yourself, how many people were in your personal group during your visit to Eisenhower National Historic Site on the day you were contacted for this survey?**

Number of people 18 years or older

Number of people under 18 years old

**Q30. For you and your personal group on this visit, please provide the following. If you do not know the answer, enter "DK."**

	a) Current age	b) Zip code or name of country other than U.S.	c) Number of visits to Eisenhower NHS in past 12 months (including this visit)	d) Gender (mark one for each member)		
				Female	Male	No answer
Yourself	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q31. What did you and your personal group like most about your visit to Eisenhower National Historic Site?**

**Q32. What did you and your personal group like least about your visit to Eisenhower National Historic Site?**

**Q33a. Did anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services, during your visit to Eisenhower National Historic Site?**

☐ Yes

☐ No

**Go to Question 34**

**Q33b. If YES, in what activities, services, or facilities did the person(s) have difficulty participating or accessing? Please be specific.**

**Q33c. Because of the physical condition, what specific problems did the person(s) have during this visit to Eisenhower National Historic Site? Please mark (●) all that apply.**

☐ Hearing (e.g., difficulty hearing ranger programs, audio-visual exhibits or programs, or reservation desk staff, even with hearing aid)

☐ Visual (e.g., difficulty seeing exhibits, directional signs, visual aids that are part of programs)

☐ Mobility (e.g., difficulty accessing facilities, services, or programs, even with walking aid and/or wheelchair)

☐ Other, please describe

If you were to visit Eisenhower National Historic Site in the future....

**Q34a. Would you and your personal group be interested in attending ranger-led programs?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**Q34b. If YES, what length of program would you like to attend?**

- ☐ Under 1/2 hour
- ☐ 1/2 to 1 hour
- ☐ 1 to 2 hour
- ☐ Other, please specify

**Q34c. What would encourage you to attend a ranger-led activity/program?**

*Please mark (•) all that apply.*

- ☐ Nothing
- ☐ Programs scheduled more often
- ☐ Greater variety of program topics
- ☐ Greater variety of types of activities
- ☐ Other reasons, please specify

**Q35. If you were to visit Eisenhower National Historic Site in the future, which subjects would you be interested in learning more about? Please mark (•) all that apply.**

- ☐ Nothing
- ☐ Dwight Eisenhower's military career
- ☐ Dwight Eisenhower's presidential career
- ☐ Mamie Eisenhower
- ☐ Civil Rights Movement
- ☐ Conservation farming and cattle operations history
- ☐ Other topics, please specify

**Go to Question 36**

**Q36. On a future visit to Eisenhower National Historic Site, what 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

**Go to Question 37**

☐ Roving rangers available to answer questions

☐ Ranger on tour bus

☐ Rangers at the Show Barn

☐ Campfire programs

☐ Night sky programs

☐ Children's programs

☐ Indoor exhibits

☐ Outdoor exhibits

☐ Electronic media/devices available to visitors (e.g., downloadable digital files, podcasts, cell phone tours/apps, interactive computer tours, audio, etc.)

☐ Other, please specify

**Q37. Is there anything else you and your personal group would like to tell us about you visit to Eisenhower National Historic Site?**

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

## Appendix C: Visitor comments

### Transportation issues during visit

#### Question 12

What transportation related issues, if any, did you face during your visit to Eisenhower National Historic Site?

- Although preserving the integrity of the farm is important, parking lots on site would be very helpful.
- Crowded parking for our rental car in the Gettysburg Nat. Park parking lots; we had to walk quite a distance to catch the shuttle bus
- Disappointed private cars were not allowed.
- Everything flowed. No problem. Maybe more frequent departures from the Center. Perhaps every half hour.
- Finding a parking space was a challenge
- Great service, guides, bus drivers. Excellent service.
- Had no issues.
- I didn't think we could park at the site so we parked at the Military Park and got a great spot. We got our tickets waited on a short while for a shuttle bus and it was fine.
- I had a scheduled tour of the battleground at 11:00. I had made it before arriving at the Eisenhower. When I got on the shuttle bus, I was told the next bus leaving the Eisenhower home would be 10:30. This made my schedule extremely tight and I feared I would miss my scheduled tour. I should have been made aware of this situation when I purchased my ticket, not after I was on the bus headed to the Eisenhower home.
- I visited Eisenhower's farm as a child, so my memory is vague and slightly inaccurate. I made all reservations online, but didn't realize when I did so that the farm is inaccessible to cars, and the shuttle is basically required. This wasn't an issue for me, and I find it quite nice, but I wasn't informed of this when I picked up my tickets at will call before our cyclorama ticket time. I was wondering around the Gettysburg visitor center trying to find the direction of the farm, before I was able to find someone to tell me it was a bus ticket that I had in my hand. Just slight confusion, nothing too bad.
- I wanted to run back to buy an item but the bus was leaving in 2 minutes so I didn't have time.
- I was not aware that the shuttle was the only way to experience Eisenhower and it negatively affected our day.
- I would like to park onsite. GPS was confusing.
- Just had to wait a few minutes for shuttle to arrive. This gave us time in bookstore.
- Just parking at visitor center took a while to find a spot.
- Lack of information about parking, and parking lot was a long walk from museum.

- Main bldg not visible first time there, had to ask which way to go when parked!
- Mainly that we couldn't drive our car there & park onsite. Thus we had to buy shuttle tickets, wait for our assigned shuttle window. Open shuttles, rather than a specific one at a specific time would be helpful
- Most of the parking spots were taken at the visitor center so we had to spend some time looking for a spot.
- My family would have preferred more frequent shuttle service.
- My sons would not sit with anyone else, and we were told we could not sit three across. I fixed this on the way back, and they sat together and I sat by myself. One of my sons is Autistic and has to stay close to my side usually.
- N.A.
- n/a
- No
- No issues
- No issues
- No issues used the tour bus
- no problems, worked very well, enjoyed time at home
- No Transportation issues occurred on our visit. We arrived in the AM at the visitors center, purchased our tickets and walked to the shuttle bus. The next shuttle bus was the next bus waiting behind another tour bus. That was it, no issues.
- "No transportation issues.
- It was easy to get around.
- The bus drivers were very friendly!!!!!!!!!"
- No.
- None
- None
- None
- None
- None
- None
- None
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- -None-
- "none using the shuttle bus was the best way to go, enjoyed talking to the volunteer on the bus"
- None - I was told we had to take a shuttle to visit the home and we did.
- None - loved it.
- None - the shuttle worked. Now, we rushed at the end to be sure we caught our return shuttle since we knew we would have an additional one hour wait.
- None - took shuttle.
- None - used shuttle!
- None - was there for the first bus. Went very smoothly.
- None -- we arrived early and did not experience a lot of crowds.
- none at all
- None at all. We used the shuttle. It was great
- None shuttle came in one minute and was air conditioned. Driver had useful info
- none, the bus system was very easy and comfortable
- none, very well managed
- None.
- None.
- None.
- None.
- None.
- none. I had a 10:00 reservation, but was easily able to exchange it for a 9:00.
- None. I took the shuttle bus.
- None. The tour bus delivered us to the site.
- None. Would like to have been able to drive ourselves there at our convenience.
- None. it was very easy.
- None.e
- None-used bus.

- Nothing other than the aforementioned issues with not knowing that we had to park at the visitors center. The bus service, and drivers, were wonderful.
- Nothing prepared us, in writing, the fact we would have to park, buy tickets, and shuttle in to the house.
- On my first visit to Gettysburg I didn't plan enough time to take in the Eisenhower house. My second trip to Gettysburg was to specifically see the Eisenhower house. At that time I thought the tour was inconvenient . Having to go buy a tour ticket and waiting for the bus to take me to and from the Gettysburg Visitor Center . Going back and forth probably doubled my time at Gettysburg that day .
- only that you have to take shuttle
- Operator waited for a scheduled tour that didn't show, and out time passed before we departed
- Our schedule/timetable was somewhat limited, and due to less-frequent shuttle bus service, we had to cut our visit to the the Eisenhower National Historic Site shorter than we would have liked.
- Parking
- parking
- parking at Visitor Center very crowded
- Parking congestion at the visitor center.
- really didnt have any issues. I thought only way to the site was via the Eisnehower shuttle from the visitor center which worked very well.
- Return shuttle to Visitor's Center did not have sufficient capacity for the number of passengers waiting. Driver had to request a second shuttle which arrived fairly quickly but resulted in additional waiting time of about 15 minutes.
- Shuttle frequency and future day plans forced me to cut short my visit by ~30min
- Shuttle schedule did not match up well with the program talk schedule at the Eisenhower site. We were on the first shuttle to the sight in the morning. The first progam talk was not until after the arrival of the second shuttle. To stay for the talk would have required us to spend an addtioanl hour at the site before another shuttle would be returning to teh Visitor's Center.
- Shuttle too crowded. People had to wait for another shuttle (leaving Eisenhower).
- Shuttle worked perfect for us. Very easy leaving car at Gettysburg Visitor Center.
- Shuttles can fill up quickly, near the end of the day.
- Shuttles were on time, not crowded and the driver was very informative. Enjoyed the trip to and back
- Spent a long time trying to find a parking space at the Visitors Center. Very frustrating.
- The biggest such problem was their signage directing traffic between the different parking lots.
- The gift shop said that it was no need to hurry to the bus and when we tried to get on at the time it was full. Another bus should have been sent we had to wait for the next

one. this should have been better communicated. Not blaming the gift shop blaming the visitor center they should have said get on the bus since once it is full there would not be other bus till the schedule time. Over all it was enjoyable visit,

- The only way in was by shuttle.
- The shuttle times were very strict. It was difficult to get back to the Gettysburg Visitor Center for other scheduled tours. My son and I made two trips to the Eisenhower site in order to experience it thoroughly. Our first visit with my son's boy scout troop was very rushed due to upcoming tours.
- The visitor center where you parked was awful full and the parking spots were to small. Also, I would include more outdoor eating places and covered eating area's. A lot of families were eating out by their cars. The picnic tables were nice, but to hot to sit in the open sun.
- there were no issues at all - we were the last tour for the day
- Trying to finish our visit in time to catch a shuttle (without having to wait around too long for the following shuttle).
- Unable to bring a stroller. Bringing a stroller would have been helpful in accessing all parts of the Eisenhower property.
- Waited quite a while for departure shuttle.
- Waiting for return bus to Gettysburg visitor center
- was some confusion with where to pick up bus to site. several people told us it was down the walkway farther on the left, not on the right side
- We arrived late in the afternoon and got the last bus at 4p. Would have liked more time but had to catch the last bus out at 5p. Summertime hours could be extended.
- We cut our tour short because we didn't want to wait the hour for the next shuttle. I would have liked to spent more time in the "museum".
- We didn't have any problems, was very convenient.
- "We had a party of six and had to get tickets on the 12 pm shuttle. It was 9:50 am and there were spots available but the shuttle was going to be departing at 10am. Not sure why we could not get on since there were 10 min before departure. The 11am shuttle only had 5 spots available so we were then given the option of 12pm. We had already walked through the visitor enter the previous day so we had debated to skip the Eisenhower visit. We ultimately decide to start the battlefield driving tour and got back in time for the shuttle. On the way back from the Eisenhower Site our return shuttle became completely filled and a second shuttle was sent 10-15 minutes later to pick us up. The second shuttle was just about filled to capacity. I think a more frequent shuttle schedule on the weekend would have solved both issues listed. Now knowing I could reserve spot in advance would have helped the first issue but someone else would have had my first issue. Not sure if they would have taken the later shuttle."
- We had some trouble parking at the battlefield, but once we did that the shuttle was no problem at all.

- We had to park and walk to the visitors center but we expected that because we visited the weekend of the Gettysburg Reenactment.
- We rode on the shuttle. Parking at the Gettysburg Center was crowded and all handicapped was full.
- We visited last year and no problem parking our truck and trailer, and we had no problem this year either. We don't always find this nice of a parking area for our size.
- "WE visited on the 4th of July Weekend. We were really only interested in the Eisenhower site. However we had to park at the Gettysburg Visitor's center which was extremely crowded. We ended up in overflow parking. I would have rather parked at the Eisenhower Site.
- Also there was more I wanted to see at the Eisenhower Site but the Shuttle bus was leaving and there wasn't another one for an hour so we took the bus rather than waiting."
- We wanted time to get to farthest barn, but would have had to spend an hour to get next shuttle - also had to go to Gettysburg museum on same day.
- We were a party of 2. we were there on a Monday. We arrived at the National Military Visitor's Information Center around 10:30 am We got to see the historical film first and then took the 12 noon shuttle to the Eisenhower Farm. No problems.
- We were told by the bus driver that we could get a return visit at either 4:30pm or 5:15pm. We were then told to wait inside at the gift shop for the bus since it was hot/humid and the gift shop has a short film and air conditioning that we could enjoy. We were finished with the tour of the house and grounds by 4:00pm and decided to wait inside the gift shop as suggested. The bus arrived by about 4:15pm. We decided to stay and finish watching the film and then get onto the bus for the 4:30pm return visit. When we went to get onto the bus, the bus driver said it's full and we'll have to wait for the next bus. Mind you, we have 4 children and 2 adults in our group. There were 4 other people wanting to get onto the bus, as well, that couldn't. This could've easily been a non-issue if the bus driver had mentioned that other groups could also get onto the bus and it's a first come first served basis. We would've easily entered the bus and not waited in the gift shop and would've gone on with our day. Instead, we had to entertain the 4 children for another 45 min. after already seeing the house, grounds, and gift shop/film. It was very disappointing after we really enjoyed the house and grounds. It caused us problems with the rest of our vacation plans that day since we were on a time frame!!
- We would have stayed a little longer but would have needed to wait a whole hour for the shuttle back to the visitor's center, so we left without seeing everything.
- When we were ready to leave the site, the bus driver told the 2 of us he had no room for us. We had to wait until the next bus came. We thought it was strange because it was the same group we rode there with. We were the only ones left behind.
- While we wanted to explore more of the facility, we didn't want to wait another hour for the next shuttle, so we left without seeing all that we wanted to.

- Wished shuttle ran more often
- Would like private car parking available to people with disabilities. We were told none available.
- You can only take the shuttle. Would of been easier to take personal vehicles for less wait time

### **Encouragements to stay at site area longer**

#### Question 21

What change(s) would encourage you to stay longer in the Eisenhower National Historic Site area (within 50 miles)?

- 2 hours was plenty of time to visit the home and other buildings.
- 30 minute shuttles
- A person portraying Eisenhower and giving accounts of things that went on at the farm.
- A restaurant or snack facility. Lots of walking w/o liquids or snacks.
- A tour guide be with us for the entire tour of the Eisenhower Farm.
- A tour narrative that told Eisenhower's story; historical facts; personal informationWe saw many paintings and artifacts but the guide didn't refer to them or explain them. For example, we were told that the Eisenhowers received gifts from many different heads of state, but none of these were referred to or evident in the actual tour....
- A tour that included the Confederate sites at the Military Park as only the Northern sites were on the tour.
- Added exhibits at Eisenhower NHS. I envision a museum similar to the George C. Marshall Museum at VMI. So many possibilities for exhibits from his military background, presidency, and life after the White House. The farm equipment (tractors)really need to be better displayed and housed in a museum showcasing Ike's life on the farm. The barn is cool, but the tractors old truck kind of just sit stuck in time. With a little investment the Eisenhower NHS could be its' own destination and not just an added addition to Gettysburg NMP. Ike's uniforms could be displayed in a similar style like Elvis's outfits at Graceland. Ike's medals could be on full display. It would take a large fund raising initiative, but Ike's place could be the Graceland of Pennsylvania.
- Additional shuttle departure times from Eisenhower Home. Agenda and map of what areas within the Site would be open and have special activities/events that day. Snack and drink café.
- air conditioned place to eat lunch
- Automated audio description of each room and who stayed in that room.
- Available attractions need to be made More Clear !!!!!!! The museum visitors center needs more info laid out in a better easier to access way . The tours and attractions need better signage in a out of the way place so a newcomer can take the time to look over the situation and make a Clear Unrushed choice.

- Better coordination between visiting Eisenhower site and Gettysburg military park
- Better on-site communication about accessible areas at E.N.A.
- Better orientation of visitor when debarking bus. We just stood around as no one was there. No signage.
- Can't say. Prefer to make day trips from the D.C. area.
- do not know
- Extended park hours.
- Finding alternatives to the parking situation at the visitors center.
- golf carts to see more of the property
- Good public transportation to get around Gettysburg and good public parking areas if touring by car
- Greater explanation of some item, callout, and explain in print. Greater explanation of Ike in W.W.II. Talk more about the highway system he pushed and civil rights he stood for. Didn't the park program start under Ike?
- had time to stay as long as we wanted
- Have a restaurant in the barn would bring a lot of people
- Have the shuttle do more pick ups. Bathrooms- I had to walk in the barn while a park ranger was giving a presentation. This is uncomfortable and disruptive.
- Having his cars open to browse
- I think everything is great. I had my five year old with me, so my shorter stay was more to not wanting to overload my daughter with historic sites when she had a promise of Hershey Park the following day. This day was for myself and my mother, but I didn't want to overdo it with my daughter the way my grandfather did when I was five. I had horrible memories of Gettysburg and Eisenhower's home, but now, after this visit, those memories have softened.
- I thought more artifacts concerning DDE would help and if labeled better\* the gift shop lights were not working properly maybe a short film documented DDE career actual footage for example: many people are not aware of his involvements with Little Rock, the McCarthy hearings, the Federal Highway system, & his "Only Mistake" Earl Warren
- I would stay longer. I only had 2 days available to stay on this trip
- If there was a little food counter or restaurant.
- If there were more in the little museum there we might have stayed longer.
- Interpretive exhibitions, library, education programs
- It would be great if you guys opened the security room that was used and showed off the vehicles better. The rest of the place was great but just adding those two parts would add some more history.
- Later bus departures, maybe keep site open until 7p
- Less commercialization and cost
- Longer group tour of grounds and house.
- Longer visit to the area.

- maybe if return shuttle left every 1/2 hour instead of hourly we could have stayed longer
- Maybe more information in the house. The barn was very interesting and I would have liked more info on the house.
- More assurance that the wait for a bus would not be long and that we should take all the time we need.
- More exhibits like those that are in the entrance to your current gift shop
- More exhibits.
- More flexible shuttle times.
- more frequent shuttle times from the museum/visitor center.
- More frequent shuttles back to visitor's center or on site parking
- More frequent shuttles from the site. On site parking
- More livestock viewing
- More places to sit outside and enjoy the beauty and rest.
- More ranger programs
- More ranger/volunteer programs
- more ranger-led programs
- more shuttle service times
- More talks and programming I guess.
- more things to do
- More time to roam the grounds maybe shorter intro presentations so we can tour longer.
- More to do at the site. We felt like we saw everything in a quick amount of time. Although it was peaceful and beautiful.
- More to see
- More tourist attractions.
- More vacation time for my husband.
- My only complaint is no onsite parking.
- N.A.
- N/A
- N/A
- N/A
- N/A
- n/a
- N/A
- N/A
- N/a
- N/A
- N/A
- N/A - we were just visiting some national parks while on our way to DC for vacation.

- N/A as live farther than 50 miles away
- none
- NA
- NA
- No changes
- No suggestions
- None
- None
- None
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- None
- None - I expect some problems when visiting in peak vacation periods.
- none - stayed an adequate amount of time
- None - we saw what we came to see.
- None needed except for shuttle more often
- None- We might have stayed longer but we personally had a tight schedule!
- none. we visited from the Netherlands
- none: a week was excellent. We road our tandem bike to town, visitors center, all sites. We had a great time at Gettsburg. Took two bus tours and price was right and guides and drivers were excellent. Parking could be added.
- Not having really hot humid weather! We will come in the fall next time.
- Not sure I can suggest any changes the the Eisenhower visit. It was scheduled and planned well.
- Not sure. Visited a lot of cities and sites on this vacation.
- Nothing
- Nothing
- Nothing - was an ideal addition to visiting the Gettysburg National Military Park Museum and Visitor Center
- Nothing for my wife and I. However, I have college educated children, the oldest is thirty, with an undergraduate degree at a liberal arts college and and a Doctorate in pharmacy. She knew Ike was a president, but was unaware of of his WW2 contributions. My youngest, who just graduated with a Professional Accounting degree from a liberal arts college, and took AP American history in HS, knew the name was important, but nothing else. I would encourage change in our education system which should teach American history in a good light. Not the negative shite which doesn't "Make America great again.":
- Nothing I thought it was GREAT! I loved that the staff was on top of their game and if we asked an odd ball question that they didn't know the answer they looked it up for us.
- Nothing-I think the site is well done, just need more time on vacation to fully explore the farm area besides just the house.

- On Site Parking right at the site. For the general area I think there is enough to do. We have visited Gettysburg multiple times but this was the first time at the Eisenhower site. For this trip we came from Philadelphia but had to make a side trip to DC before going home so our time was limited by personnel plans.
- On site parking would be fantastic (the park doesn't get too much traffic so the parking spot wouldn't have to be big, or even paved!). Alternatively, increase shuttle frequency to half an hour.
- Parking at the site.
- plan more days to stay
- Replace the home's window glass with UV-blocking glass so the "shades" don't have to be drawn, making the home unnaturally dark and very unlike how the Eisenhowers actually lived and experienced the home. I feel I did not get a realistic experience of the home. New UV-blocking glass technology now allows the interior to be fully protected from fading and deterioration while also allowing normal, non-damaging visible sunlight to illuminate the interior. The unnatural darkness of the home, unlike how the Eisenhowers lived, was a MAJOR DISAPPOINTMENT.
- Short
- Shuttle facilities from main house to show barn.
- some refreshments
- The only thing would be if you could drive there you could spend more time and see more things. But I would recommend the shuttle because it shows up almost every half hour to an hour between.
- Unsure
- Unsure
- We needed to catch the last shuttle back to the visitor's center. We would have stayed longer if there was a later shuttle.
- We took the last shuttle to Eisenhower's home and we felt very rushed. We couldn't see the barn on the other side of the field, which would have been nice. We only toured the home and had little time for anything else. We couldn't go into the gift shop or anything else
- will not have reservations as early and would of spent more time at the house. did no realize there was so much to see
- Would like to have been able to see the vehicles in person rather than thru the windows.
- Would like to see longer hours on the weekends, but overall, I can't imagine ever needing to spend 3-4 hrs on site, unless there was a special event or party that would justify the time.

**Visit again****Question 26b**

Would you consider visiting Eisenhower National Historic Site again? YES.

- a nice place to visit and walk around
- Additional info
- Amazing piece of American history meant to be shared!
- Among other things, historically it is fascinating to see the golf cart that Winston Churchill sat in on his trip here or just where the Eisenhower's lived and what were their interests.
- An interesting man, I want my children to know more about.
- Bad weather so did not see all of site.
- because Eisenhower was a very admirable person
- Because history is very important and family who comes later in the summer needs an opportunity to learn from this historic site.
- Because I like visiting places like that and might hear or see something I missed before.
- Bring my parents. Uniquely preserves 1970s in time.
- Bring other family to show some of our history. Excellent time capsule of material items with historic value. I learned things I did not know before going.
- Can always learn more.
- Close (local) and missed the show barn..
- Did not get to see everything I wanted to see.
- didn't get to see it all
- Didn't have time to see the farm.
- Different tours might offer different info. Each tour guide gives slightly different info.
- Enjoy historical homes.
- Enjoy the history. Bring family members to visit.
- Enjoyable
- Enjoyed it
- Enjoyed it very much - more to see than one visit allowed.
- Enjoyed learning about the personal life of a past President.
- Enjoyed our visit very much. If we are in the area again we would stop.
- Enjoyed ourselves
- Enjoyed the grounds and the home. Interesting info presented during tour.
- Enjoyed the house and furniture - brought back great memories.
- Enjoyed the house tour and the grounds.
- Enjoyed the tour and seeing the inside of the house and personal items.
- Enjoyed the visit, would probably see things missed first time
- Every time I visit I learn something New.
- Everything was great and a lot of information

- excellent atmosphere
- Excellent exhibits/park. Less known as well so it keeps the crowds away allowing for a more personal experience!
- Get a more in depth experience of living there.
- Good, unique experience and knowledgeable guides
- Great
- Grounds lovely. Tour guides are knowledgeable and nice. Property well maintained.
- Historical interest
- Historical significance
- I didn't realize how much time I would need to explore the site. I was a little rushed due to a previously booked tour. I would like to go back and take my time.
- I enjoy it (history in my days), would like my family to see.
- I enjoyed them.
- I grew up during the Eisenhower years. He is part of who we are today.
- I like history.
- I like Ike. And history - I like the opportunities the NPS and DOI give us to see our country's history and memory, natural or otherwise.
- I like the history and feel of the place.
- I liked it a lot and wish I'd had more time to visit but had to be nearly to Pittsburg by night fall.
- I love the Ranger led program as well as the volunteer program. I also liked that we did not feel rushed or pushed through the house tour. The information and history of the different items in the house were great.
- I loved this park. It is a National treasure.
- I would bring other people with me to experience this site.
- I would like to bring our family back to enjoy the site and spend more time exploring.
- I would like to but it may not be likely. We do live a long way away. We had not been in PA since I worked there about 20 years ago.
- I would like to come again to spend more time and to bring other family members.
- I would like to revisit when I'm a less distracted mom. This is of no fault of the site, just a 5 year old in tow is difficult and I knew that going in.
- I would like to spend more time walking around the grounds.
- If I came to Gettysburg w/friends who have not been here before.
- If I visit, it won't be for a while. This is my second visit in 10 years.
- If I was with other people who had not previously visited.
- If in the area, I probably would, but I have a lot more history of this country to see.
- If other friends/fam wanted to see.
- If someone in my party had not been there, I would return with them. However, I feel I got a fairly complete coverage in my visit
- Ike was a very important leader in the history of our great nation and it is not tiring to go over his accomplishments to protect the liberty that we enjoy in the USA!!!!

- I'm very interested in General Eisenhower and his life, especially at Gettysburg
- interested in the subject
- Interested to explore the outdoor areas a bit more since we didn't have time to previously. Also interested to take a ranger-led tour of inside the house.
- Interesting
- Interesting historical site.
- Interesting, would like to bring our grandchildren.
- Interesting.
- It a great place to the history. I just love what it's all about.
- It is a very historical and interesting site and I enjoyed the ranger's talk on D-day and the materials carried in a soldier's pack. Would like to hear other ranger talks if I visited again.
- It is excellent.
- It is very interesting
- It was a very enjoyable experience.
- It was a very interesting tour. It makes history real to us.
- It was beautiful. I had been to Gettysburg twice previously but never had know how to get out to the Eisenhower home. Would love to see more to do out there. Or access as part of the Gettysberg drive.
- It was great and information can't all be digested in one visit. We came on n anniversary weekend and it was crowded but we beat the 100Th.
- It was interesting
- It was interesting and fun!
- It was interesting and very well kept.
- It was interesting.would like to see some animals
- It was very interesting and I would go again.
- It was very interesting and some of our children are too young to remember this trip.
- It was very interesting. It would be nice to see the cars and more money invested into the grounds.
- It was very interesting. Mamie Eisenhower is one of my idols.
- It was very interesting. The guides were very good. Would like to hear other perspectives.
- It was very pleasant and interesting.
- It was very well done and I know I missed some of the things.
- ITs a great experience and always learn new things.
- It's a part of history.
- It's fun.
- It's interesting.
- It's really a wonderful place to visit, see and learn about President Eisenhower and his family and how they lived. It's part of our American history. We absolutely loved our visit there and hope to bring our kids and grandkids to visit it someday.

- just want to
- Lot to see and do
- Love history, interesting place.
- Love the history.
- Loved it very much - love all of the history.
- Loved seeing the time period (furniture) furnishings.
- Loved the history.
- more grounds to see then my time allowed
- More things to see.
- More time to enjoy everything, especially the outside as it was a little rainy. Also, the guides each have an individual perspective on things.
- More time to tour farm and grounds
- More to see!
- My family was not with me. It was interesting. Went with my aunt.
- My favorite President.
- My husband wasn't with me, and he would enjoy it.
- Needed more time to see& visit everything.
- nice site
- Our family loves historical sites. Anytime we have visitors in from out of state, we like to do the entire Gettysburg experience.
- Our troop does a rotation of visiting 1 of 4 historical sites each year
- real interesting
- See again
- See the rest of it.
- Show to my visitor guests. I live in Arlington, VA.
- Site is so relaxing and beautiful. Any future trip to Gettysburg would definitely require another visit to the General's home.
- Something new can always be learned about the Eisenhowers
- spend more time
- Take a friend, relative, or grandchild.
- Take other people there
- The grounds and surrounding area is beautiful. I'd love the rest of my family to see it.
- The tour and house were very good and would like to return with less of a crowd so it would be more enjoyable.
- There is so much more to see.
- To help others learn the importance of Ike in the history of our country.
- to learn more about the site, may have missed or over looked something at the site
- To notice more from the exhibits the second time that I might have missed on my first visit. Ask more questions of the knowledgeable volunteers and rangers about the site and it's history.

- To see improvements upon the site. New exhibits, etc.
- To see more of the grounds
- to see the few things we missed on this trip
- To see what we were not able to get to.
- To share with friends and family.
- To soak in all that history again.
- To take my spouse
- To take other family members who have not been there.
- Very beautiful and interesting.
- very educational
- Very enjoyable and informative.
- Very enjoyable want to see more.
- Very fun and educational
- Very informative.
- Very interested in presidential sites and Civil War history.
- Very interesting
- Very Interesting
- Very interesting
- Very interesting and the Guide added a lot ---- when you have good guides you always learn something new. In addition, it was a beautiful and well kept site.
- very interesting place
- Very interesting tour.
- Very interesting, due to time saw house but didn't get to walk through the farm and would like to in the future
- Very interesting. I like history and found the visit very informative.
- Very interesting...love of history.
- Very nice and interesting
- Visit during a different season and learn new stories. Tours in general tend to differ due to the ranger/tour guide because of their knowledge and personal interests. I thought it was pretty interesting to see all of the marks on the floor by the president's desk from his golf shoes. My wife had taken the tour the previous year and that was not mentioned. It is also a beautiful site and very peaceful. Not surprising the Eisenhowers picked that location for their home.
- Want to go at my pace, not the crowds and on a cooler day!
- Was reasonably priced. Was interesting and relaxing.
- We didn't get to see the working farm.
- We liked seeing the house and might want to look at more of the farm.
- We loved it.
- We loved seeing the home, hearing about their private lives. We only had 1 hour because it was the last tour - didn't get a chance to enjoy the visitor center or outside area. Rainy day.

- WE missed a few of the barn exhibits. We also visit a lot of historic homes. It was really nice to see one that was more recent built and furnished.
- We really enjoyed the visit. Showed how down to earth Eisenhower was.
- We really like US history. I am a big fan of pres. gen eisenhower
- we thoroughly enjoyed it
- We were somewhat rushed (our scheduling problem, not NPS'S.) I'd linger a bit longer!
- We weren't able to visit all we wanted.
- We will come with other people.
- We would have liked to spend more time on the grounds and in the indoor exhibit area.
- Well, I would hope for more specific stories of things that took place there and I love presidential history. It also helps that it is connected to Gettysburg.
- Why not??? It's great history...
- Would be able to see even more of the site.
- Would bring grandchildren when they are older.
- Would have stayed longer to walk the grounds and watch the videos/look in bookstore if our own personal time would have allowed it. Will be back!
- Would like more time to take Ranger led program and see the farm
- Would like to bring grandchildren.
- would like to bring other family members
- Would like to spend more time on grounds and share experience with family.
- would like to visit again with other family members
- You always see something on 2nd visit that you missed on the first visit.

Question 26c

Would you consider visiting Eisenhower National Historic Site again? NO.

- already seen it
- Already seen it now
- Already seen it once.
- Because I've seen it and want to travel elsewhere.
- Been there
- Been there - done that.
- Been there done that
- Been there done that.
- Commercialization and cost for a National Park
- Delighted we were there. We are seniors and have other places to see and enjoy. Plus limited income.
- Did see all of it already
- Distance, may if passing through.
- Don't need to see the site again.
- Felt we did a thorough job and saw everything we could
- Have been there many times, 5 times.
- Have seen it already so would probably not return
- Have visited twice
- Having seen it I don't think we will return.
- I already saw it.
- I feel I got enough e=information when I was there. I toured the rooms and attended a WWII presentation. I felt that this was enough
- I have seen it
- I saw everything that was offered.
- I think I have seen everything at the site. I don't think it would be worth a revisit unless there is something new.
- It's far away.
- I've already seen it. Not enough to do.
- I've seen it twice.
- I've visited two times already.
- Live 6+ hours away.
- Live pretty far away
- "need better in depth information. the volunteers were informative but I felt the tour was more like a tour of a 1950 slice of life and not nearly enough about DDE"
- No need to again.
- No reason
- Not a site that is interesting enough to warrant another visit.

- not much was missed this visit. Would not pay again to see a little bit more. If there were additional shuttle times we would have stayed here longer. 1 shuttle per hour is too few.
- Not necessary to see again.
- Not until you do away with the window shades in favor of using UV-blocking window glass.
- Not worth the time and effort to have to schedule and see nothing new.
- nothing more to see there
- Nothing worth coming back
- Once is enough.
- Once is sufficient
- Once is sufficient.
- Once was good enough.
- One of those sites that stays the same so no reason to re-visit.
- Probably not since we took our time and enjoyed everything there is to see.
- Saw everything and have many other places to visit.
- Saw everything we planned on seeing.
- Saw it once. Was interesting but doesn't require another visit.
- So many things to see in this wonderful country, if going by may stop again.
- The shuttle bus was over booked and there wasn't enough shuttles. Wasted time waiting in the bus!!
- The site is far from our home and our travels most likely will not take us into the area again.
- There are too many other places to see.
- Too far from Iowa.
- Unless new things would be added to the tour, I don't believe it would be worth the trip.
- We are from California, so we were only in the area specifically to see the Gettysburg battlefields. While the Eisenhower site was interesting to see once, I don't think anyone in the group felt like it needed to be visited more than once.
- We are seniors and have been in the area 3 times in our lives already!
- We are trying to hit as many national parks as we can over the next few years - since we spent a considerable amount of time at Gettysburg and later Antietam, it is unlikely we will be back through this way any time soon.
- We enjoyed the beautiful farm, but there are so many other interesting things to see!
- We have been there 2 times.
- We have SO much left to see in the US that this was our first return trip to Gettysburg in over 20 years.
- We learned what we wanted to in one visit.
- We saw it very good this first time.

- We usually do not go back to a place we've already visited.
- We were very pleased with our visit and see no need to go back.
- We would recommend it to others, but we are going to tour elsewhere with our family.

### **Liked most**

#### **Question 31**

What did you and your personal group like most about this visit to Eisenhower National Historic Site?

- 1.House. 2.Farm equipment (would have liked it to be displayed better).
- 1950's furnishings and the fact that you kept it authentic; family photos
- All
- All of it!!
- Always wanted to see Eisenhower's retirement home. Enjoyed it - so 50's! And learned more about Mr. and Mrs. Eisenhower.
- Antiques
- Authenticity of site.
- Authenticity of the household furnishings
- Battlefield tour, a sense of how he and Mamie lived.
- Beautiful Grounds House.
- beautiful scenery and location combined with the interior furnishing.
- Beautiful site all around!
- Beautiful soroundings
- Being surrounded by the battlefield.
- Bucolic environments; VErY engaged volunteer guides
- buildings
- Children's Secret Service Activity
- Contents of the exhibits.
- Convenience all around
- Cyclorama. Most other films were plagerized from the History channel.
- Eisenhower's Den
- Eisenhower's paintings. They were a surprise.
- Enjoyed the house & information that was shared.
- Enjoyed the house and info that the guide gave.
- Enjoyed the whole experience!
- Enjoyed tour of Ike's farm also Gettysburg tour!
- Everything
- Everything
- Everything
- Everything
- Everything

- Everything
- Everything
- Everything
- Everything
- Everything but the lack of shade.
- Everything!
- Everything! We loved the history of Eisenhower and the stories about some of the items in the house.
- Getting to know the history of the site and how it came to be in the Eisenhower family.
- Grounds and interior rooms.
- Having just finished the Bret Baier book on Eisenhower, the tour was extremely interesting.
- Heard a lot about it - been meaning to see this site for years - like about 60 years!
- Hearing about their personal lives.
- Hearing stories about President Eisenhower and seeing what their home was like. The grounds were beautiful.
- His biography - the story of the man both military presidential and personal.
- Historic facts.
- Historic significance
- Historical Factors
- Historical facts presented.
- Historical perspective
- Historically interesting, especially since we were around when Eisenhower was President.
- History
- History
- History of the grounds and construction history.
- History of the man.
- History, Home, scenery.
- Home interior and farm implements.
- Home tour
- Home tour
- Home tour and history of property.
- Home.
- house
- house
- House
- house
- House and farm
- House and furnishings.

- House brns
- House kept as it was when they lived in it
- House restored very well.
- House tour
- house tour and jr secret service
- House tour.
- How friendly the guides were.
- How much the house looked like the Eisenhower's could just walk right in and all would be as they left it.
- How well it was all displayed and do at your leisure.
- I enjoyed finding a few new things that I didn't see on my last visit five years ago.
- I enjoyed seeing the home and learning the history of the Eisenhower family. My son enjoyed the Junior Ranger program while exploring the site looking for clues.
- I enjoyed the glimpse via the home and farm operation into the real person Eisenhower was.
- I enjoyed the personal tour by a knowledgeable park ranger and the stories on how he acquired the home and who lived and stayed there and a look into each room of the home. I enjoyed the putting greens and the well-kept outdoors as well.
- I had taken a class through our local junior college about Mrs. Ike and I wanted to visit the farm site.
- I liked seeing the historic pieces in the home and hearing its history from the ranger.
- I liked seeing the location and the period house
- I liked the historical artifacts and vehicles. My wife enjoyed the furnishings and the property.
- I liked the way the house was preserved with all of the personal artifacts so that you could really get a sense of the home life of the Eisenhowers.
- I love seeing historical things and like to visit past presidents homes and libraries if I'm traveling near them.
- I loved the house and history. The guys all loved the barns and stories.
- I loved the openness of it and the ability to walk throughout the house.
- I most liked the organization of the Eisenhower home tour and friendly, knowledgeable staff which made understanding and enjoying the site a very fulfilling experience.
- In general it was nice to see a historic home that was decorated from this time period. there isn't much preserved from that time period. The other enjoyable aspect was the view from the house and the peaceful atmosphere after all the congestion around the visitor's center.
- Info got from tour guide
- inside house & details
- Inside house, memorabilia,
- Interior of house, with guide information/tour
- Interior of the rooms

- It was all great.
- It was an amazing spot in the world, beautiful views, seemed like a surprisingly simple home for a President of the United States, very interesting.
- It was an authentic trip back in history. I loved feeling like the Eisenhowers were so much like my grandparents.
- It was like stepping back in time.
- Junior Ranger Program
- Just a great tour.
- Learning about Eisenhower's life from childhood through retirement. Also, we loved seeing the house as it would have been in the 50s-60s.
- Learning about history and Eisenhower 's accomplishments
- Learning about President Eisenhower and seeing where he and Maimie lived. The history of the home ect..
- Learning about the history of the farm and the role in played in Eisenhower's life and our Country's history
- Learning about the home, stories of visiting dignitaries, post-presidency use, the agriculture uses, the landscape
- Learning about the person President Eisenhower was.
- Learning more about the Eisenhowers, the fact that the home looked like they just left it yesterday and the special program we heard by the ranger on D-Day. Also, the ability to freely walk the farm grounds and explore the different buildings and garden.
- Learning the history
- Like the wide open vistas.
- Liked the personal interest stories. What happened at the farm. What Ike did while there. What things/objects came from where. That Ike painted while there. That Ike signed certain bills while there recuperating. Loved the drapes which is also the material in Mamie's dress on the brochure cover. Liked that their actual furnishings and personal things are there. Liked the tidbits of information relating to their personal lives.
- Listening to the personal history of the Eisenhowers and how their home played in that history.
- Lots of personal items in the house. Self led tours for part of it. The beginning ranger led program about military equipment on D Day.
- Loved Eisenhower's house.
- Loved the history, the barns, wish tour was more detailed, maybe if you're not busy make tours a little longer love to hear the personal stories. If busy of course you have to shorten the tours.
- Mamie's museum.
- My grandson loved the junior secret service program. He enjoyed the info about the cars and the secret service men and women. I think this is a wonderful program for kids it keeps them interested and involved during the entire visit. The rangers and

volunteers were also very interested in helping the kids complete their books and find information. Wonderful wonderful program.

- My husband loved the cattle! My aunt and I enjoyed the house.
- Nostalgic
- Nothing specific, this site in general.
- Opportunity to wander around. Access to information thru smartphone was excellent.
- Our intern Talia was fantastic! She was knowledgeable and so passionate about her work. Learned so much in her Monuments Men presentation.
- Personal stories, information house tour.
- Ranger-talk outside of Ike's Connection to Gettysburg.
- Really enjoyed the WWII history information, my son loves WWII history. He is the one who insisted we go on the tour after he read about it in brochures from Gettysburg. My husband and I had been there about 20 years ago.
- Rich in information and in showing President Eisenhower's home life and personality. Also that it is a hidden gem park!
- Rooms still maintained as the Eisenhower's lived.
- Scenery
- seeing all the activities he engaged in after his retirement, the diverse visitors to the farm, and his basic values and way of life
- seeing Eisenhower's personal items and learning more about him as a man and a husband
- seeing how a former famous General and past President lived in retirement and the history of the couple
- Seeing how a leader of our country lived after his contributions to America
- Seeing how President Eisenhower lived - learning his personal hobbies and interests.
- Seeing Ike and Mame personal residence . Barbecue and putting green.
- Seeing inside of main house.
- Seeing such a well-preserved preserve of history, that painted a very clear picture about how the president and his wife lived.
- Seeing the Eisenhower's home
- Seeing the farm and understanding more about why he moved there
- Seeing the inside of the home and the presentation outside about the soldier's gear.
- Seeing the inside of the home.
- seeing the personal living space of the family and the gifts they had been given
- Seeing their home.
- Shade trees; guided tour,
- Such a wonderful part of US history. Learned a lot. Liked the barns/animals/landscaping. Will come back. Such a good use of tax dollars!
- talking to the young volunteer and the initial intro by park ranger
- That it was left just as it was when they lived there.

- that the house and the grounds are preserved as they were when the Eisenhower's lived there
- The ability to see a true historic treasure. The rangers were well informed and took pride in their presentation.
- The antique cars, 1970s home decor, the secret service command post
- The barns and scenery.
- The beautiful surrounding landscape.
- The beauty of the site.
- The beauty of the site: the vistas, the lovely condition of the home and grounds and the farm
- The bus tour and knowledge of the guides and bus drivers!
- The care that is taken to upkeep the house and the grounds. Love the trail from house to the farm area.
- The cars and vehicles that were used by the Eisenhowers
- The Eisenhower N.H.S. was a wonderful surprise for us. Our primary intent was to visit Gettysburg. However our visit to the E.N.H.S. proved to be the high light of our family trip. 2 members of the group were young teenagers when the Eisenhowers were on the scene. 1 of our group is retired from the Army and is a big fan of "Ike."
- The fact that 97% of the artifacts belonged to the Eisenhowers and how well they are displayed.
- "The Farmhouse
- The history of his life including WW 2 and his family life"
- The furnishings and history behind the objects in the house. It brought the Eisenhowers to life for me as real people.
- The gardens and barn.
- The good quality of the House and grounds. Everything kept in good and excellent condition!
- The grounds.
- The guided indoor tour
- The guided tour. They have so much knowledge
- The historical history of the house.
- the history
- The history
- The history and nostalgia of the home. Unable to ever visit White house again, so able to visit a President's home. Only President to be liked by both parties.
- The history behind the stories presented at the site.
- The history of the buildings and how the facility was used.
- The history of the Eisenhowers. Knowing more about their personal lives. The importance of the times they lived in and how the decisions made then and successful outcomes reflect the world we live in today.
- The home

- The home and items were interesting. We had a really great experience with a ranger as we were leaving and stayed for 10 more minutes listening to him. It was unplanned and by chance as we were leaving the house.
- The home.
- The house
- The house
- The house
- the house
- The house and being able to tour through it.
- The house and farm related buildings
- The house and show barn.
- the house and the grounds
- The house and the prize cattle barn.
- The house interior.
- The house itself.
- the house tour
- the house tour and walking around the nice paths with flowers
- The house tour.
- The house tour.
- "The house tour.
- Me personally, the summer kitchen and putting green."
- The house was 98% the way the Eisenhower's lived in it. The stories about the family.
- The house, the pictures and furniture, the history lesson, please make living room brighter - hard to see after coming inside from sun!
- The house.
- The house. Would like to see his cars better.
- The information about the President and how it served his family and our nation. The beauty of the place.
- the information and seeing the house.
- The information given by the volunteer staff and the farmhouse in general.
- The interior home rooms and the show barn tour
- The interior of the house.
- The interior of the house.
- The interior of the house. I especially liked seeing the books displayed on their shelves.
- the interior rooms
- The Junior Ranger program was awesome for our 7-year old who was along. Not only did he learn a thing or two, but so did we. We loved having to answer the questions and being focused ourselves while helping him.
- The kids enjoyed completing the Junior Ranger booklet, and being able to run around near the stables.

- The knowledgeable rangers.
- The learning experience.
- The National Park Service guide was very knowledgeable and engaging, and we enjoyed the "frozen in time" quality of the Eisenhower home.
- the overall tour and guide info provided proved very interesting
- The park ranger/tour guide. Loved him. I could tell he took great pride in his job, and wanted to display the site to the best of his ability. The volunteers, the young kids, were just as dedicated. Not sure if it is due to personal interest, or due to the lead guy rubbing off onto them. They were all excellent.
- The presentation by one park ranger about the equipment used by the soldiers on D-Day during WWI. That was very interesting.
- The presentation on D Day by the Park Ranger. It put the President's importance in perspective for my 10 year old.
- The preservation of house and grounds.
- The property was beautifully maintained and the volunteers and rangers did a great job providing information that enhanced the tour. We really enjoyed seeing the furnishings and interior of the home and learning about the history.
- The ranger led tours for the both the exterior and the interior. Both guides were superb.
- The ranger's discussion about "D" Day, what the soldiers wore. Also enjoyed the movie.
- The ranger-talk held outside about the Secret Service during Eisenhower's time at the home.
- The residence and ranger talk.
- The restoration of the house and the beauty of the property.
- The road side cannons and monument.
- The Secret Service Junior Ranger program was VERY fun to complete!
- The Secret Service special tour given by the intern was wonderful. We learned so much about Ike and Mamie, their relationship with the Secret Service, and the logistics of the Secret Service having to provide protection for them. The intern did an outstanding job!
- The side tour regarding D-Day.
- The sight of the entire farm with all the buildings. Then the interior of the house!
- the talk by the volunteer
- The tour guide info.
- The tour guide was very informative. We liked listening to her talk and walking the grounds.
- The tour guides
- The tour of the Eisenhower's home and the expertise of the guides
- The tour of the house and grounds very well kept - like a time capsule. The park ranger was very informative of the Eisenhowers and how they lived.

- The tour of the house.
- the unrestricted time allowed to visit the Eisenhower's home
- the upkeep of the grounds, the authenticity of the home and the maintenance of the historical content
- The way the house was kept just the way it was when they died. All the beautiful personal possessions and paintings around the house. The beautiful grounds were kept nice. Great tour guide.
- The whole place.
- The WWII presentation and personal conversation with Ranger.
- Their home
- there wasn't really a highlight
- Thinking of Pres. and Mrs. Eisenhowers' lives and picturing them in their beautiful and comfortable home. The grounds were wonderful and so peaceful.
- To see where the Eisenhowers lived.
- Tour and scenery
- Tour guide was very informative. House was clean and narrative given not too lengthy.
- Tour of Eisenhower home.
- Tour of home
- Touring home
- Touring the grounds and seeing the views
- Touring the home
- Very authentic, well maintained, interesting info about a president that in my opinion isn't a more "known" one.
- Very cool
- very educational we are from Boone Ia and that is were Mamie is from
- Very informative
- Very informative.
- Very informative...
- very interesting history facts about the president.
- Visiting the home to see the interior and hearing the volunteer describe their life there.
- Visiting the house and hearing the stories.
- Visiting the house.
- Walking into the home, it felt like I was walking into an untouched time capsule.
- Walking through the house and grounds.
- Walking thru the house, I felt I had been transported back to the 50's and in a time capsule. To boot, I'm reading "The Fifties" by David Halberstam.
- We enjoyed seeing the cars and learning about how the president lived.
- We enjoyed seeing the house and grounds.
- We enjoyed the house the most. The intern info about the ss was great. Overall, we enjoyed it. We were old enough to know Ike's historical significance . For younger

people, our education system is failing us when it comes to history. You have your work cut out for you.

- We like everything we saw. No complaints.
- We like Ike! We did not like the condescending, rude, and racist woman inside the house.
- We like to visit historical residences.
- We liked seeing the home and the different things in the living room. Walking around and seeing the farm with the cows and farm equipment was peaceful and cool to get a sense of the President.
- We liked the history and stories about the Eisenhowers. We had fun doing the Junior Ranger Activity with my youngest child.
- We loved the bus driver and the interior of the house and barn
- We loved the short program on D Day. The next thing would be talking to the rangers.
- We were both very impressed with the whole facility. Great job!
- We were not aware this site was in Gettysburg, was a pleasant surprise!
- What I really appreciated was how humble or down to earth the Eisenhowers seemed. They seemed to be like normal Americans, except she had a few servants.
- WWII discussion, the estate and grounds

### **Liked Least**

#### Question 32

What did you and your personal group like least about this visit to Eisenhower National Historic Site?

- A little spread out, hard to get to all the sites and we got there a little late.
- A refreshment stand selling cold water would have been nice.
- all good
- All was good
- Although Ike did many things and seeing his home shows a side of him and gives contrast to the man, we are most interested in what General Eisenhower did to win W.W.II. and what President Eisenhower accomplished. Don't assume we know all that. Spangler Farm was a much better tour. They did a great job with a tiny fraction of what the Eisenhower site has to work with. We spent more time there and will definitely go back to Spangler.
- barn
- Barn
- Bathrooms
- Bathrooms not easily accessed. Never did find in the barn. Gift shop felt like everyone could hear me. Too hot to walk to the south barns. Perhaps a golf cart shuttle?
- Being a at the mercy of the shuttle schedule.
- Being in the house with all the others, made it feel crowded.
- Book store

- concerns about the shuttle and planning enough time for the visit
- cow barn; wish there had been more displays/exhibits/things to see
- Crowd
- Did not give ourselves enough time at the Site before our time to be back at the visitor center for the film. 1-1/2 hours was not enough for the shuttle ride to and from, and touring all of the grounds. Needed at least 30 more minutes.
- Enjoyed everything.
- Enjoyed visit. Nothing negative to say.
- Everything was fine. I would have liked to go into the barn on the main property.
- Felt a little rush due to limited hours at the visitor center. Overall, had a very nice time well at the site.
- Felt like we were rushed through the house by the ranger, who was giving the tour. Didn't really get to see everything in the living room.
- Felt rushed because of bus times.
- felt rushed because shuttle left on the half hour, didn't want to wait another half hour for next one
- Female friend could not do the stairs - so she only saw bottom floor of the house.
- Few outdoor markers
- Had more time out of the day, a lot to see
- Had to wait about 40 minutes to catch the shuttle bus back to the main visitor center. Would have been nice if the shuttle came every 1/2 hour instead of a whole hour as we were short on time to visit the main museum.
- Having to get a scheduled time to visit.
- Having to take a shuttle bus and be on its schedule vs. my own
- Heat
- Hot
- I can't say I recalled anything I didn't like.
- I have seen enough of farms. I had no interest in seeing the cow barn. Though I do appreciate Ike's interest in beef cattle.
- I think it is a little expensive. I think the problem for some (not me--I am an Eisenhower fan) is that they are on a family trip and the money just starts to add up. Just a thought.
- I wish there were more stories or pick out an event in world history and tell how the Eisenhowers played their part on the world stage. What I really appreciated was how humble or down to earth the Eisenhowers seemed. They seemed to be like normal Americans, except she had a few servants.
- Inability to see all rooms in the house
- Interior tours have too many people. Group size needs cut down to 12 or so to make it enjoyable.
- interruptions of the tour guide's talk by children's irrelevant questions
- It is a bit of hindrance waiting on shuttle - could run it a few more times per hour.

- It was a hot day.
- It was fine. It happened to be a gorgeous day, too.
- It was great.
- It was hot.
- It was really hot outside that day.
- Just being able to see the vehicles through windows.
- Lack of shuttle buses.
- Left a little early to catch the bus or have to stay another hour.
- Length of time guide spoke in front of the house, and this survey is too long.
- Liked it all!
- Liked it all.
- Limited bus timing
- Little details were available about elaboration on Ike's involvement in service, Cold War, WWII. Need exhibits! Garage wasn't lit or accessible enough. No original bloodline of cattle were present.
- My only complaint would be the shuttle times. I would have liked to see some of Mrs. Eisenhower's dresses on display, or more pictures of the family.
- My son is 8 years old. I fear some day the younger generation will not even know who President Eisenhower was let alone have an interest in coming to see his home in Gettysburg. I think the secret service program for the kids is a good idea, but maybe if they can make something for the little older kids. Note that my son didn't participate in the program so I can't say for sure, but he wasn't interested. We talked to him prior to our arrival a little bit about President Eisenhower so he understood what we were going to see.
- N/A
- N/A
- N/A
- N/A
- n/a
- N/A
- N/A
- N/A
- N/A
- N/A
- NA
- Needing to take a bus instead of being on our own schedule with our own vehicle.
- No "leasts"
- No AC
- No access to the cars
- No cows in the furthest barns.
- No dislikes

- No dislikes.
- No one to greet/orient us as we debused. No signage.
- No outdoor chairs in the shade, not enough outdoor seating while waiting for bus
- No parking on site and dependency on shuttles.
- No parking personal vehicles.
- no POV parking, having to take a particular shuttle at a particular time
- No significant complaints
- none
- none
- not able to see vehicles
- not applicable
- Not being able to drive self there. Could use rails to go into buildings for people with disabilities. Could use some places to sit outside.
- Not being able to go into the garage where the Eisenhower vehicles were kept.
- Not being able to see into the porch area, where a lot of history was made with foreign leaders
- Not being able to view the vehicles other than thru the windows.
- not being told that if you were not on the bus then you had to wait till the next
- not enough access to the automobile collection.
- Not enough benches to enjoy the view and site.
- Not enough time for the house tour. Too many people at one time.
- Not enough time to fully explore.
- Not frequent enough shuttle
- nothing
- nothing
- Nothing
- nothing
- nothing
- nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- nothing
- Nothing
- Nothing
- Nothing
- nothing

- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing - liked it all.
- Nothing - very interesting.
- Nothing all good
- Nothing except the bad weather
- Nothing- It was all very good!
- nothing special...maybe the pretty small video room but that was fine too
- Nothing to report.
- Nothing!
- Nothing!
- Nothing!
- Nothing.
- Nothing.
- Nothing.
- Nothing. Not that the site had much control, but the weather was perfect for late June. I do not have one thing to complain about this visit. Wish I could offer constructive criticism to improve things, but it was seriously a perfect day.
- Our initial program by ranger rambled on and shortened the time to see everything else. We had to skip the barn trip all together.
- Outside area.
- Outside tour difficult.
- parking
- Parking
- Parking and ticketing was confusing.
- Perhaps the shuttle bus departure times can also be posted on the outside of the Reception Center as well as inside.
- Ranger programs had different topics on different days/time. The program most interested in was not offered this day/time.
- Really, it was fine. It would be fun to have a few more choices of interest talks maybe (offered at different times) in addition to the guided tours.
- Seeing all the rooms which we did not.
- Seeing the surrounding grounds. This needs to be paid more attention too.
- Shuttle schedule (literally change it from 1hr to 30 min that's all!)
- Shuttle wait (not bad though).

- Since we visited in the summer, we had to follow the schedule of the shuttle. We like to spend as little time or as much time as we like at a given place and do not like to have to wait for a shuttle.
- Size of group
- So very hot in summer - cannot do anything about that though.
- Stable bathrooms
- stairs going upstairs, hallways were tight with a group, hard to see when some people blocked rooms, but it was not worth fighting about.
- That I could stay longer.
- That they changed the whole original little house--they did save the beams for Ike's man room....
- That we were unable to drive to the site.
- That you have to take a bus to get there & that it isn't very well advertised that you can only take a bus to go to the site.
- The air conditioning was not working that day!
- The bathrooms
- the bookstore
- The bus shuttle service. There needs to be more times and/or the bus driver needs to be specific and say it's a first come-first serve basis to get a return trip!!! We had to wait 45 minutes with 4 children that were hot, tired, and had seen the house and grounds and gift shop film already!! It turned a enjoyable trip into a negative!
- The cars were not on display!
- The farm equipment was not being cared for.
- The high temperature and dew point.
- The improperly announced program. (There was a sign at the service center that said "The Program starts here." I was waiting there with two other people. But it had already started at another location when one of us asked a park ranger about it.)
- the infrequent buses (hourly)
- The only thing we didn't like was the fact that there was trouble with the A.C. and 1 of our group had to leave the house before touring it.
- The outdoor ranger talk about security provided by secret service or CIA. Lost our interest as it was too long and very boring.
- The poor signage in the parking lots.
- The ranger introduction to the site was too long.
- The transportation issues
- The visit was great!
- The volunteer guides within the Eisenhower home could use a refresher training - There was a bit too much redundancy between what the exterior guide and interior guide were talking about.
- the wait for the next shuttle bus
- The walking that you had to do from site to site.

- The way the NP used other things as part of the NP
- The way too dark interior of the home and the proscription of even flashless photography inside the home.
- The weather:)
- There was nothing to dislike.
- There was nothing we could find fault with. Had a great visit. Enjoyed it all
- Too dark in living room.
- Too hot outside.
- tour narrative
- Trapped by taking the shuttle.
- wait for crowded buses, not being able to park on site
- Wait for the fall.
- wait time for the return buss shuttle
- Waiting for the bus
- Waiting for the shuttle when we were ready to go because we missed the previous one
- Walking between the house and the barns area. There also wasn't a lot of signage around the barns.
- Wanted longer ranger/guided tour.
- Was not dissatisfied in any way.
- was quite happy with the visit nothing negative
- wasn't able to see all of the video because it was so interesting.
- We couldn't find skeet shooting area.
- we did not have enough time due to dinner reservations
- We did not like the condescending, rude, and racist woman inside the house.
- We didn't dislike it, but the little museum there just didn't have that much of interest.
- we enjoyed it all
- WE enjoyed it all, but if you want something then it would have to be that the rubber walkway did not go all the way to the barns.
- We enjoyed the facilities; it was just hot and a lot of walking. :)
- We had to cut our time there short in order to stick to our schedule of activities for the day. Had the shuttle bus run more frequently (say every 30 minutes rather than every 90 minutes) then we could have stayed longer.
- We just barely missed the 1 hour bus and had a long wait for the next one.
- We liked everything!
- We liked everything.
- We liked it all.
- We liked it better before the park service was involved.
- We need about 1/2 an hour more but we didn't want to have to wait for the shuttle.

- We rushed out of the visitor center without seeing everything to get to the bus on time because the bus would leave and not return for another hour.
- WE took the last shuttle in and felt way too rushed. It should be open at least a half hour to an hour longer than it was to see more of the grounds.
- We weren't prepared ahead for the timing of the Gettysburg stuff and the Eisenhower estate - especially the timing of trolleys.
- We would have liked to see his cars.
- We would have liked to see the Presidential car and golf cart.
- We would have stayed longer if return shuttle was every 1/2 hour instead of every hour, it was a very hot day to walk around, may have been able to get to show barn if a little cooler and had a little more time.
- Wish I could use my NPS Access Pass. A bit pricey otherwise.
- Wish shuttles ran more often.
- With two small kids, they lost interest in tour guide quickly.
- Would have liked more anecdotes about them?
- Would have liked to see more of the house.
- Would have liked to see the cars.
- Would like to have better view of the vehicles in the garage

### **Anything else?**

#### Question 37

Is there anything else you and your personal group would like to tell us about your visit to Eisenhower National Historic Site?

- Added exhibits at Eisenhower NHS. I envision a museum similar to the George C. Marshall Museum at VMI. So many possibilities for exhibits from his military background, presidency, and life after the White House. The farm equipment (tractors) really need to be better displayed and housed in a museum showcasing Ike's life on the farm. The barn is cool, but the tractors old truck kind of just sit stuck in time. With a little investment the Eisenhower NHS could be its' own destination and not just an added addition to Gettysburg NMP. Ike's uniforms could be displayed in a similar style like Elvis's outfits at Graceland. Ike's medals could be on full display. It would take a large fund raising initiative, but Ike's place could be the Graceland of Pennsylvania.
- Again, I love the openness of it.
- Again, the Secret Service Junior Ranger program was well designed in a way that we learned together and had fun. Some are too difficult and this was done "just right". Adults learn just as much as the "junior" ranger in this process, so this is not "kids stuff". Thanks for offering it!
- Available attractions need to be made More Clear !!!!!!! The museum visitors center needs more info laid out in a better easier to access way . The tours and attractions

need better signage in a out of the way place so a newcomer can take the time to look over the situation and make a Clear Unrushed choice.

- AWESOME!
- Bathrooms not easily accessed. Never did find in the barn. Gift shop felt like everyone could hear me. Too hot to walk to the south barns. Perhaps a golf cart shuttle?
- Coach tour buses are clean, safe and on time.
- Drinking stations would be nice.
- Encourage the group to watch the movie available. Make sure the group knows the location and length of time of the movie.
- Enjoyed immensely
- Enjoyed our visit very much.
- Enjoyed our visit.
- Enjoyed the overall tour of the home.
- Enjoyed the visit.
- Every one was helpful. We went to Gettysburg College to see where Eisenhower had his office. The ladies were so nice and gave us infor and showed us around when they didn't have to.
- Everyone associated we dealt with at ENHS was helpful and friendly.
- Everything looked very well maintained and the rangers were very friendly and knowledgeable. Thanks!
- Everything was great except the shuttle bus.
- Everything was very nice. Enjoyed the home, and about The Family.
- Excellent last minute addition for our trip. I am just surprised we did not know about it while we were planning. It seems to be one of those little known sites.
- Farm equipment (would have liked it to be displayed better).
- Great - survey too long.
- Great jobs by rangers. Everyone was friendly and helpful, especially the shuttle bus driver Cindy who volunteered to retrieve a package I accidentally left behind in the barn. Thanks Cindy!
- Great park really! Definitely top 10!
- Great servive, guides, bus drivers. Excellant service.
- great tour
- Great tour
- Greater explanation of some item, callout, and explain in print. Greater explanation of Ike in W.W.II. Talk more about the highway system he pushed and civil rights he stood for. Didn't the park program start under Ike?
- Had a good time, will recommend to friends.
- Having more than 2 weeks to see all of Pennsylvania. We traveled a big loop from Philadelphia to almost Pittsburgh and back and missed a lot, but historic sites were big in our travel plans.
- House visits are just that. The D-Day lecture was the best part of the tour.

- I discovered it towards the end of our time, but I liked using the audio tour to get more information.
- I enjoyed it. It should stay open longer or the last shuttle should leave earlier
- I have already commented about it a few times, but I wish I had been properly informed about the program.
- I like the opportunities the NPS and DOI give us to see our country's history and memory, natural or otherwise.
- I like to listen to the Park Rangers.
- I think everything is great. I had my five year old with me, so my shorter stay was more to not wanting to overload my daughter with historic sites when she had a promise of Hershey Park the following day. This day was for myself and my mother, but I didn't want to overdo it with my daughter the way my grandfather did when I was five. I had horrible memories of Gettysburg and Eisenhower's home, but now, after this visit, those memories have softened.
- I think it could be better advertising the site & also the fact that you can only go on a bus from the visitor's center.
- I think the house needs to be cleaned a little
- "I thought more artifacts concerning DDE would help and if labeled better - \* the gift shop lights were not working properly - maybe a short film documented DDE career actual footage for example: many people are not aware of his involvements with Little Rock, the McCarthy hearings, the Federal Highway system, & his "Only Mistake" Earl Warren"
- I very much enjoyed my visit and the ranger program I attended
- I. We enjoyed it very much!
- I'd like to see greater Federal budget support in general for all NPS sites, National Parks and associated areas. I think NPS does a remarkable job given the present budget constraints.
- If you had golf carts people could see more of the grounds
- I'm thankful we have had the opportunity to visit the Eisenhower home. They seemed to be very normal down to earth people. The scenery from the home and barn was beautiful and very peaceful. I liked the old fireplace and light in the sunroom. Not the kitchen so much, maybe cookies baking in the oven might improve the kitchen. I know not possible. Every body like free cookies.
- It is a top quality site. I don't see much room for improvement. Rangers are available but you don't get bogged down in a long tour.
- It is nice as a home of the 50s and sixties. The home as a site does a very poor job of telling why Ike was important. Nor does it attempt to paint him as a great man or great president. As it is presented today, it is under used maybe even wasted.
- It may have been nice to have a cart to assist people to the barn. Also, the ranger program should be highlighted either on the bus and when they greet you at the bus.
- It was a great experience!

- It was a great visit in our history education tour/vacation for my Grandsons, my son and myself Thank you
- It was a pleasant visit.
- It was a very informative program
- It was a wonderful historic visit. We loved His home and Farm. The cattle made it feel very life like. It was very interesting and enjoyable.
- "It was a wonderful tour!"
- We really enjoyed the film in the visitor's center/gift shop."
- It was an unexpected pleasure to our Gettysburg trip as we never knew it existed!
- It was AWESOME
- It was enjoyable, you're doing good job. Thanks!
- It was excellent. One of the rangers gave us conflicting information on Eisenhower's smoking habits compared to the volunteer who was in the cow barn.
- It was great because they didn't use rangers and the guides were knowledgeable on their subject.
- It was great.
- It was very beautiful and very peaceful. I enjoyed my visit very much. I am glad I was able to visit, even though I only had a short time to visit.
- It was very interesting and informative.
- It was very interesting. It would be nice to see the cars and more money invested into the grounds.
- It was very pleasant. It happened to be a perfect weather day. After visiting the homestead we sat on a bench and looked over the magnificent panorama. Also chatted with some nice people from Wisconsin.
- it was wonderful and informative
- Lack of shade.
- Liked it so much I stayed until a later shuttle arrived. Property is so beautiful!
- Liked the shuttle bus system. More relaxed on the roads and less congestion and safer
- Loved it!
- Loved the history, the barns, wish tour was more detailed, maybe if you're not busy make tours a little longer love to hear the personal stories. If busy of course you have to shorten the tours.
- more shuttle buses to and from site, so to not feel rushed or on site parking to leave at own discretion
- More to do at the site. We felt like we saw everything in a quick amount of time. Although it was peaceful and beautiful.
- My daughter and I were there June 30 between 10-12:30. We enjoyed the Junior Ranger program very much. It was a nice change from typical Jr. ranger programs. I also thoroughly enjoyed both the ranger who toured us around the property before leaving us at the house and the ranger in the cow barn. So much information.

- My grandson loved the junior secret service program. He enjoyed the info about the cars and the secret service men and women. I think this is a wonderful program for kids it keeps them interested and involved during the entire visit. The rangers and volunteers were also very interested in helping the kids complete their books and find information. Wonderful wonderful program.
- My son loves states! And he loved the state seal wallpaper in the house!!
- My wife and I enjoyed the tour of the Eisenhower estate. Especially the information the park rangers offered in the home and the show barn. Thank you
- N/A
- No
- No
- No
- No
- no
- No
- No
- No
- no
- no
- no
- no
- no
- No
- No
- No
- No
- No
- No
- No thank you
- No thank you. Survey too long.
- no, Thank you for an enjoyable trip
- No.
- No.....look forward to visiting again!
- None
- none
- none: a week was excellant. We road our tandem bike to town, visitors center, all sites. We had a great time at Gettsburg. Took two bus tours and price was right and guides and drivers were excellant. Parking could be added.
- Nope - enjoyed the visit but I wish we had more time to see more!
- Nope - had a great visit!
- Nothing for my wife and I. However, I have college educated children, the oldest is thirty, with an undergraduate degree at a liberal arts college and and a Doctorate in

pharmacy. She knew Ike was a president, but was unaware of his WW2 contributions. My youngest, who just graduated with a Professional Accounting degree from a liberal arts college, and took AP American history in HS, knew the name was important, but nothing else. I would encourage change in our education system which should teach American history in a good light. Not the negative shite which doesn't "Make America great again.":

- Nothing I thought it was GREAT! I loved that the staff was on top of their game and if we asked an odd ball question that they didn't know the answer they looked it up for us.
- nothing. we had a great time and would love to make another journey down.
- Our family loves National Parks and how unique they are. Thank you for all of your work creating a special place for so many to enjoy.
- Overall, we enjoyed the visit quite a bit. Also we spoke to one of the rangers there and he was extremely knowledgeable.
- Parking on site as compared to parking at Gettysburg and then taking the shuttle to Eisenhower site
- please make living room brighter - hard to see after coming inside from sun!
- Probably none, Battlefield tours cost too much. Took tours back in the 90's and was very reasonable then. \$45.00 is insane!!
- Replace the home's window glass with UV-blocking glass so the "shades" don't have to be drawn, making the home unnaturally dark and very unlike how the Eisenhowers actually lived and experienced the home. I feel I did not get a realistic experience of the home. New UV-blocking glass technology now allows the interior to be fully protected from fading and deterioration while also allowing normal, non-damaging visible sunlight to illuminate the interior. The unnatural darkness of the home, unlike how the Eisenhowers lived, was a MAJOR DISAPPOINTMENT.
- Room by room description
- Site is very well done and takes advantage of having the Battlefield so close. I can see potential for expanding the number of educational ranger led programs into a number of different topics.
- Students of color matter. My outstanding class was deeply troubled by the guide.
- Survey too long
- Thank you all very much.
- Thank you for preserving this park and making it available. I hope to visit again someday.
- Thank you for what you have and for being interested in improving any weak areas.
- Thank you for working hard to preserve our heritage.
- Thank you!
- Thanks for letting people take movies of the house. We will be back. We loved everything.

- The farm equipment condition was appalling. No farmer would allow such a situation to occur. Not a good representative of a president's farming ability.
- The property is very well maintained and beautiful.
- The rangers and volunteers were very knowledgeable and helpful. Our experience at the Eisenhower National Historic Site was very educational and helpful.
- The rangers are all really friendly and helpful. We had an overall good experience.
- The site tour was very well managed. The rangers were well informed, energetic and willing to try to answer all questions. The length of the tour time was more than sufficient. We were more than satisfied. My wife taught high school history for 38 years and I'm a history buff. We felt reasonably informed before the visit and were delighted with the information provided by the Rangers, much of which we did not know prior to the visit. I don't know of any way it could be improved.
- The site was very nicely maintained. Although I would have liked to park on site and drive down the lane I have to admit the shuttle service nicely restricts how many people are on site at one time and makes the visit more enjoyable. It allows people to see and enjoy the exhibits without being crowded.
- The tour was very informative.
- The trip was very enjoyable
- The visitor center where you parked was awful full and the parking spots were too small. Also, I would include more outdoor eating places and covered eating areas. A lot of families were eating out by their cars. The picnic tables were nice, but too hot to sit in the open sun.
- These questions are ridiculous. I went to Gettysburg, primarily to see the battlefield. This is a bonus destination. I have no idea what on earth you are asking with this question.
- They need some work done on exterior.
- This is not for the Eisenhower site rather the museum visitors center. The Gettysburg museum visitors center has a small restaurant with prices that are Way Too High!!! I definitely would NOT recommend to anyone to eat there.
- This survey is way too long!
- This survey seems like an attempt to add parking at the Eisenhower site, which I know Ike didn't want to see happen. The parking at Gettysburg with shuttle to the house seems just fine to me. If anything, expand some of the parking lots at the Gettysburg site, as there seems to be quite a bit of room between the existing lots to make them a little bigger for peak times.
- Thoroughly enjoyable
- Thoroughly enjoyed the visit
- too far to show barn, golf cart may have helped :)
- Very disappointing. Visited in 2007, and was much better.
- Very enjoyable visit, very interesting, we feel like we know a bit more about our history, would recommend anyone going to Gettysburg to visit...

- Very enjoyable! Ranger [name] was awesome.
- Very enjoyable, learned a lot - thanks!
- Very good experience. The guides were very knowledgeable and friendly. I would recommend other people go there.
- Very interesting and beautiful site.
- Very lovely place and not commercial oriented like Gettysburg
- Very nice mangers.
- Very well organized.
- Was enjoyable. Tour person very knowledgeable and didn't bore us.
- We all enjoyed it.
- We appreciate all you do to promote and preserve our history. Thank You!
- We enjoyed all aspects of our visit. We would be happy to visit again - and would recommend it to others.
- We enjoyed it but did not have time for the barn.
- WE enjoyed it.
- We enjoyed the experience very much!
- We enjoyed the visit very much!
- We hope to return. Great trip!
- We liked it better in 1975.
- We live within a reasonable distance of the park and have gone many times. Our guests were visiting and wanted to see Gettysburg. We did the park in one day and went back for the Eisenhower Site. They enjoyed both.
- We love our national historic sites and parks. We are very active in giving to and visiting different parks in our country. We so appreciate the privilege to pass this on to our children.
- We loved it!
- We loved it! The talk about Khrushchev was very interesting.
- We loved it. Night programs with campfires would be fun
- We loved the place! Wouldn't mind being able to picnic there and enjoy the sunset.
- We really enjoyed our visit, tour of house and grounds. Learned more about Eisenhower, and appreciated all we learned.
- We really enjoyed our visit.
- We thoroughly enjoyed our visit.
- We took the last shuttle to Eisenhower's home and we felt very rushed. We couldn't see the barn on the other side of the field, which would have been nice. We only toured the home and had little time for anything else. We couldn't go into the gift shop or anything else
- We very much enjoyed it. Bus driver was friendly and funny.
- We were on our way home from visiting DC and found this to be a great addition to our vacation.

- We were told by the bus driver that we could get a return visit at either 4:30pm or 5:15pm. We were then told to wait inside at the gift shop for the bus since it was hot/humid and the gift shop has a short film and air conditioning that we could enjoy. We were finished with the tour of the house and grounds by 4:00pm and decided to wait inside the gift shop as suggested. The bus arrived by about 4:15pm. We decided to stay and finish watching the film and then get onto the bus for the 4:30pm return visit. When we went to get onto the bus, the bus driver said it's full and we'll have to wait for the next bus. Mind you, we have 4 children and 2 adults in our group. There were 4 other people wanting to get onto the bus, as well, that couldn't. This could've easily been a non-issue if the bus driver had mentioned that other groups could also get onto the bus and it's a first come first served basis. We would've easily entered the bus and not waited in the gift shop and would've gone on with our day. Instead, we had to entertain the 4 children for another 45 min. after already seeing the house, grounds, and gift shop/film. It was very disappointing after we really enjoyed the house and grounds. It caused us problems with the rest of our vacation plans that day since we were on a time frame!!
- We were very surprised at the low cost to visit the site and hope that it is enough to cover the costs to continue to maintain and improve the site. While we appreciate the low price, we would be okay with an increase, if needed.
- we're glad this place exists
- We're really impressed of how the house was set up and easy to see. Only wish more benches to enjoy the farm, in the shade.
- When the tour guide took us over to the trees and benches there were not enough benches for everyone to sit on. Some elderly people had to stand on a hot day. Can you provide more seating?
- While research is important, this survey is over the top and too time consuming and cumbersome. Your researcher at Eisenhower was pushy. I was there to learn, not be hounded.
- Why is there no military discount on tickets? Considering who's home we are visiting, it seems unpatriotic. I'd like to have seen more "Made in the USA" items available for purchase in the gift shop.
- Wonderful trip we enjoyed with our grandchildren!
- Wonderful visit, very interesting and a beautifully kept monument to the Eisenhower family.
- Worth the visit.
- Would like a picnic area or place to rest outdoors.

## Appendix D: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, we used five variables: group size, length of stay, problems parking, gender of the group member (observed), and visitor's place of residence proximity to the park to check for non-response bias.

Fisher's exact test detects the different in the response rates among different lengths of stay, whether or not parking problems were encountered, group types, visitor's observed gender, and visitor's place of residence and proximity to the park, due to the Chi-square assumption all expected counts are greater than five being violated. The hypothesis, in both tests, was that there is no significant difference across different categories (or groups) between respondents and non-respondents. If the p-value is greater than 0.05, the difference between respondents and non-respondents is judged to be insignificant.

Non-parametric median tests were used to test the differences between respondents and non-respondents median group size and length of stay in hours. The p-values represent the significance levels of these tests. If the p-value is less than 0.05, the two groups are significantly different.

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

1. Median group size is the same across respondents and non-respondents
2. Median length of stay in hours is the same across respondents and non-respondents
3. Respondents and non-respondents are not significantly different in terms of encountering parking problems
4. Respondents and non-respondents are not significantly different in terms of gender
5. Respondents and non-respondents are not significantly different in terms of proximity from their home to the park

As shown in Table 5 to Table 8, the p-values for respondent/non-respondent comparisons for group size and length of stay in hours are less than 0.05, indicating significant differences between respondents and non-respondents. The Results indicate some biases occurred due to non-response. There were no significant differences detected in the remaining variables. Results of the study in this report only reflect the simple frequencies. Inferences of the survey Results should be weighted to counterbalance the effects of nonresponse bias.

The SESRC database website (<http://psu.sesrc.wsu.edu/reports/>) allows data searches for comparisons of data from one or more parks.

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