



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

Visitor Services Project

# Horseshoe Bend National Military Park

## Visitor Study



**United States Department of the Interior**

NATIONAL PARK SERVICE  
Horseshoe Bend National Military Park  
11288 Horseshoe Bend Rd.  
Daviston, AL 36256

IN REPLY REFER TO:

March - April 2008

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Horseshoe Bend National Military Park. This information will assist us in our efforts to better manage this park and to serve you, our visitor.

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

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

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

We appreciate your help.





Sincerely,

Marianne M. Mills  
Superintendent

**DIRECTIONS**

At the end of your visit:

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

Like this:  Not like this:   

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

Thank you!

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**

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

**Burden estimate statement:** Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: [littlej@uidaho.edu](mailto:littlej@uidaho.edu).

## Your Visit To Horseshoe Bend National Military Park

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

1. a) Prior to your visit, how did you and your personal group get information about Horseshoe Bend National Military Park (NMP)? Please mark (●) **all** that apply in column (a).
- b) If you were to visit Horseshoe Bend NMP in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

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

- |   |                       |
|---|-----------------------|
| <input type="radio"/> Obtained no information prior to visit → <b>Go to part b of this question</b> | <input type="radio"/> |
| <input type="radio"/> E-mail/telephone/written inquiry to park                                      | <input type="radio"/> |
| <input type="radio"/> Friends/relatives/word of mouth   | <input type="radio"/> |
| <input type="radio"/> Maps/brochures  | <input type="radio"/> |
| <input type="radio"/> Newspaper/magazine articles   | <input type="radio"/> |
| <input type="radio"/> Previous visits   | <input type="radio"/> |
| <input type="radio"/> Park website: <a href="http://www.nps.gov/hobe/">www.nps.gov/hobe/</a>        | <input type="radio"/> |
| <input type="radio"/> Other websites  | <input type="radio"/> |
| <input type="radio"/> School class/educational program  | <input type="radio"/> |
| <input type="radio"/> State tourism website   | <input type="radio"/> |
| <input type="radio"/> State welcome center  | <input type="radio"/> |
| <input type="radio"/> Television/radio programs/videos  | <input type="radio"/> |
| <input type="radio"/> Travel guides/tour books (such as AAA, etc.)                                  | <input type="radio"/> |
| <input type="radio"/> Other historical parks/sites (Please specify below)                           | <input type="radio"/> |

This visit \_\_\_\_\_ Future visit \_\_\_\_\_

- |  |                       |
|--|-----------------------|
| <input type="radio"/> Other (Please specify below) | <input type="radio"/> |
|--|-----------------------|

This visit \_\_\_\_\_ Future visit \_\_\_\_\_

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

Yes  No

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

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2. **Prior to this visit**, were you and your personal group aware that Horseshoe Bend NMP is a unit of National Park System?

Yes  No

3. On this visit, were the signs directing you and your personal group to Horseshoe Bend NMP adequate? Please mark (●) **one** answer for each.

a) Signs on interstates  Yes  No  Did not use

b) Signs on state highways  Yes  No  Did not use

c) City street signs in communities  Yes  No  Did not use

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

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4. On this visit to Horseshoe Bend NMP, which park sites did you and your personal group visit? Please mark (●) **all** that apply.

Battlefield/Barricade site

River access

Battlefield overlook

Tohopeka Village site

Nature trail

Visitor center

Picnic areas

Other (Please specify) \_\_\_\_\_

5. On this visit to Horseshoe Bend NMP, how long did you and your personal group spend visiting the park? List partial hours or days as 1/4, 1/2, 3/4.

\_\_\_\_\_ Number of hours, **if less than 24 hours** (i.e. 1/4 hr, 1 1/2 hrs, 5 3/4 hrs)

\_\_\_\_\_ Number of days, **if 24 hours or more** (i.e. 1 1/4 day, 2 1/2 days, 3 3/4 days)

6. a) In some national park units, the National Park Service policy involves setting fires under prescribed weather and burning conditions to meet specific resource management objectives, such as reduction of non-native plants, restoration of native vegetation, and removal of unnatural levels of woody or grassy material that could cause a catastrophic fire. Prior to this visit to Horseshoe Bend NMP, were you aware of this prescribed fire policy?

Yes                       No

- b) If you and your personal group were to visit Horseshoe Bend NMP in the future, would you be willing to tolerate short periods (up to 2 days) of occasional smoke or reduced visibility caused by prescribed burns?

Yes, likely                       No, unlikely                       Not sure

- c) If you and your personal group were to visit Horseshoe Bend NMP in the future, would you be willing to tolerate temporarily blackened fields or trees resulting from prescribed burns?

Yes, likely                       No, unlikely                       Not sure

7. Please mark (●) **all** places in Alabama (within 75 miles of Horseshoe Bend NMP) that you and your personal group visited.

- a) In column (a), please mark (●) **all** places that you and your personal group visited on **past trips** to the area.

- b) In column (b), please mark (●) **all** places that you and your personal group visited on **this trip** to Horseshoe Bend NMP.

- c) In column (c), please mark (●) **all** places that you and your personal group would be interested in visiting on **future trips** to the area.

	a) Past trips	b) This trip	c) Future trips
Cheaha State Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fort Mims	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fort Toulouse – Fort Jackson State Historic Site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jule Collins Smith Museum of Fine Art (Auburn University)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
William Weatherford Monument	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wind Creek State Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Past trips	This trip	Future trips

8. On this visit to Horseshoe Bend NMP, please indicate how the following items affected your park experience. Please mark (●) **one** answer for each item.

Item	Added to	No effect	Detracted from	Did not experience
Large tour or school group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manicured grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people's pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sound of motorboats on the river	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sound of overflights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic on Highway 49	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic on tour road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. a) During this visit to Horseshoe Bend NMP, did you and your personal group learn about the following topics? Please mark (●) Yes or No for each topic.

b) If you were to visit Horseshoe Bend NMP in the future, please mark (●) all topics that you and your personal group would be interested in learning about.

a) **Learned on this visit?**      b) **Future Interest?**

Topic	(●) Yes	(●) No	(●) Yes	(●) No
Creek Indian culture previous to the battle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events of the battle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact of battle on American history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact of battle on Andrew Jackson's career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact of battle on Creek Indian history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural setting when events occurred	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c) Please list any additional topics you and your personal group are interested in learning about on a future visit to Horseshoe Bend NMP.

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d) In your opinion, which stories presented at Horseshoe Bend NMP need to be emphasized or strengthened?

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10. a) As you were planning your trip, what activities did you and your personal group **expect** to include on this visit? Please mark (●) **all** that apply in column (a).
- b) On this visit, what activities did you and your personal group **participate** in within Horseshoe Bend NMP? Please mark (●) **all** that apply in column (b).

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

- |                       |  |                       |
|-----------------------|--|-----------------------|
| <input type="radio"/> | Attending ranger-led talks             | <input type="radio"/> |
| <input type="radio"/> | Attending special events               | <input type="radio"/> |
| <input type="radio"/> | Birdwatching/nature study              | <input type="radio"/> |
| <input type="radio"/> | Boating                                | <input type="radio"/> |
| <input type="radio"/> | Conducting genealogical research       | <input type="radio"/> |
| <input type="radio"/> | Fishing                                | <input type="radio"/> |
| <input type="radio"/> | Learning about American Indian history | <input type="radio"/> |
| <input type="radio"/> | Learning about the War of 1812         | <input type="radio"/> |
| <input type="radio"/> | Painting/drawing/taking photographs    | <input type="radio"/> |
| <input type="radio"/> | Picnicking                             | <input type="radio"/> |
| <input type="radio"/> | Shopping in visitor center bookstore   | <input type="radio"/> |
| <input type="radio"/> | Taking the auto tour                   | <input type="radio"/> |
| <input type="radio"/> | Walking on trail                       | <input type="radio"/> |
| <input type="radio"/> | Other (Please specify below)           | <input type="radio"/> |

Expected \_\_\_\_\_ Participated in \_\_\_\_\_

- c) Which **one** of the above activities was the primary reason you and your personal group visited Horseshoe Bend NMP on this visit?

\_\_\_\_\_

11. a) On this trip, did you and your personal group visit Horseshoe Bend NMP during the anniversary of the battle weekend (March 29-30, 2008)?

- Yes                       No → **Go to Question 12**



- b) If YES, which special event activities did you and your personal group participate in? Please mark (●) **all** that apply in column (b).
- c) For activities you and your personal group participated in during the anniversary of the Battle of Horseshoe Bend, please rate their quality.

b) Activity	c) What quality?				
	Very poor	Poor	Average	Good	Very good
<input type="radio"/> Cannon firing demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Creek Hunting Camp demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Creek Stomp Dance demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Fire department snack stand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Military camp demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Military drilling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- d) How long did you and your personal group spend attending all special event activities?

\_\_\_\_\_ Hours and \_\_\_\_\_ Minutes

- e) Compared to what you and your personal group expected, how crowded did you feel during the anniversary weekend?

- Less crowded than expected
- About what was expected
- More crowded than expected
- Did not have any expectation

- 12. Horseshoe Bend NMP is in the process of preparing for the bicentennial anniversary of the War of 1812 and Creek Indian War. In your opinion, what would be the most appropriate way to commemorate these events at Horseshoe Bend NMP? Please mark (●) **one**.

- As a separate event (not in conjunction with current weekend anniversary of the Horseshoe Bend battle)
- As a weeklong event (in conjunction with current weekend anniversary of the Horseshoe Bend battle)
- As an event in a series of War of 1812 commemorations held at other parks such as Fort Toulouse, Fort Jackson State Historic Site, etc.
- Don't know/no opinion
- Other (Please specify) \_\_\_\_\_

13. a) Please mark (●) **all** of the visitor services and facilities that you or your personal group **used** at Horseshoe Bend NMP during this visit.
- b) Next, for only those services and facilities that you or your personal group **used**, please rate their importance to your visit from 1-5.
- c) Finally, for only those services and facilities that you or your personal group **used**, please rate their quality from 1-5.

a) Visitor services/facilities used?	b) If used, how important?	c) If used, what quality?
Mark (●)	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good

- |   |       |       |
|---|-------|-------|
| <input type="radio"/> Assistance from park staff  | _____ | _____ |
| <input type="radio"/> Boat ramp   | _____ | _____ |
| <input type="radio"/> Junior Ranger program   | _____ | _____ |
| <input type="radio"/> Living history/costumed interpretation  | _____ | _____ |
| <input type="radio"/> Outdoor exhibits  | _____ | _____ |
| <input type="radio"/> Park brochure/map   | _____ | _____ |
| <input type="radio"/> Park orientation film   | _____ | _____ |
| <input type="radio"/> Park website: <a href="http://www.nps.gov/hobe/">www.nps.gov/hobe/</a><br>(used before or during visit) | _____ | _____ |
| <input type="radio"/> Picnic area   | _____ | _____ |
| <input type="radio"/> Ranger-led programs   | _____ | _____ |
| <input type="radio"/> Restrooms   | _____ | _____ |
| <input type="radio"/> Trails  | _____ | _____ |
| <input type="radio"/> Visitor center exhibits   | _____ | _____ |
| <input type="radio"/> Visitor center bookstore sales items<br>(selection, price, quality, etc.)                               | _____ | _____ |

d) What items or materials would you and your group like to have available in the visitor center bookstore?

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14. Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Horseshoe Bend NMP during this visit? Please mark (●) **one**.

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

15. a) There are other Creek Indian War/War of 1812 sites in Alabama. Some sites are not under National Park Service nor Alabama State Park management, such as Emuckfaw. Others are in need of repair, such as Fort Toulouse (part of a state historic site). In your opinion, how important is it to protect these sites as historical parks? Please mark (●) **one**.

Not important	Somewhat important	Moderately important	Very important	Extremely important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) In your opinion, who should manage these sites? Please mark (●) **one**.

- Alabama State Parks
- National Park Service
- Don't know/no opinion
- Other (Please specify) \_\_\_\_\_

16. Please rate how appropriate you feel the following activities are at Horseshoe Bend NMP. Please mark (●) **one** answer for each activity.

Activity	Very inappropriate	Somewhat inappropriate	No opinion	Somewhat appropriate	Very appropriate
Biking off road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canoeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gathering berries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for arrowheads and artifacts (metal detecting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorboating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking cars along the road for car shows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Throwing footballs, frisbees, baseballs, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. It is the National Park Service’s responsibility to protect Horseshoe Bend NMP’s natural and cultural resources/attributes and visitor experiences that depend on them. How important is the protection of the following to you and your personal group? Please mark (●) **one** answer for each resource/attribute/experience.

Resource/attribute/experience	Not important	Somewhat important	Moderately important	Very important	Extremely important
Archeological & historical sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean air	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wildlife & birds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. On this visit, were you and your personal group part of the following types of groups?

- a) Commercial guided tour group  Yes  No
- b) School/educational group  Yes  No
- c) Other organized group (such as business group, scout group, etc.)  Yes  No

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

- Alone  Friends
- Family  Family and friends
- Other (Please specify)\_\_\_\_\_

20. a) On this visit, how many people were in your personal group, including yourself?

\_\_\_\_\_ Number of people

b) On this visit, how many vehicles did you and your personal group use to enter the park?

\_\_\_\_\_ Number of vehicles

- c) On this visit, how many times did you and your personal group enter Horseshoe Bend NMP during your stay in the area?

\_\_\_\_\_ Number of entries

21. For you and your personal group on this visit, please provide the following. If you do not know the answer, leave blank.

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	c) Number of visits to Horseshoe Bend NMP lifetime (including this visit)
Yourself	_____	_____	_____
Member #2	_____	_____	_____
Member #3	_____	_____	_____
Member #4	_____	_____	_____
Member #5	_____	_____	_____
Member #6	_____	_____	_____
Member #7	_____	_____	_____

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

Yes                       No → **Go to Question 23**

b) If YES, what services or activities were difficult to access/participate in?

\_\_\_\_\_

23. If you were to visit Horseshoe Bend NMP in the future, which of the following additional facilities would you like to have available? Please mark (●) **all** that apply.

- Additional hiking trails                       Horseback riding trails
- Reconstruction of Tohopeka Village                       Camping facilities
- Reconstruction of historic barricade across the Horseshoe Bend

24. a) What did you and your personal group like **most** about your visit to Horseshoe Bend NMP?

\_\_\_\_\_

\_\_\_\_\_

- b) What did you and your personal group like **least** about your visit to Horseshoe Bend NMP?

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25. If you were to visit Horseshoe Bend NMP in the future, how would you and your personal group prefer to learn about cultural and natural history/features of Horseshoe Bend NMP? Please mark (●) **all** that apply.

- Not interested in learning about the park → **Go to Question 26**
- Indoor exhibits  Outdoor exhibits
- Park website: [www.nps.gov/hobe](http://www.nps.gov/hobe)  Self-guided tours
- Volunteer opportunities  Special events
- Audiovisual programs (DVD, video, or movie)
- Electronic media/devices available to visitors (downloadable podcasts, MP3, Windows Media™, etc.)
- Interactive computer programs tours
- Living history/costumed interpretive programs
- Printed materials (brochures, books, maps, etc.)
- Other (Please specify) \_\_\_\_\_

26. a) If you were to visit Horseshoe Bend NMP in the future, would you and your group be likely to participate in a children's program? Please mark (●) **one**.

- Yes, likely
- No, not likely, we don't have/won't be traveling with children
- No, we have children, but are not interested
- Not sure

- b) Which of the following programs would you and your group like to have available at Horseshoe Bend NMP? These programs could be completed in one day or less. Please mark (●) **all** that apply.

- Junior Ranger program  History camp
- Living history demonstration/play  Nature camp

27. If you were a manager planning for the future of Horseshoe Bend NMP, what would you propose? Please be specific.

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28. a) If you were to visit Horseshoe Bend NMP in the future, what information on the park website (<http://www.nps.gov/hobe>) would you and your group like to have available? Please mark (●) **all** that apply in column (a).

Not interested in using the website → **Go to part b**

b) In your opinion, what information on the park website needs enhancement? Please mark (●) **all** that apply in column (b).

Did not use park website/no opinion → **Go to Question 29**

**a) Available on next visit (●)** \_\_\_\_\_ **b) Needs enhancement (●)**

- |  |                       |
|--|-----------------------|
| <input type="radio"/> Family history research  | <input type="radio"/> |
| <input type="radio"/> Information about how to communicate with the park                               | <input type="radio"/> |
| <input type="radio"/> Information about volunteer opportunities in the park                            | <input type="radio"/> |
| <input type="radio"/> Information to plan visit (directions, operating hours, fees, things to do etc.) | <input type="radio"/> |
| <input type="radio"/> Links to other War of 1812 parks   | <input type="radio"/> |
| <input type="radio"/> Schedule of special events   | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below)   | <input type="radio"/> |

Available \_\_\_\_\_ Enhancement \_\_\_\_\_

29. Is there anything else you and your personal group would like to tell us about your visit to Horseshoe Bend NMP?

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

**OFFICIAL BUSINESS**

**Visitor Services Project  
Park Studies Unit  
College of Natural Resources  
University of Idaho  
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