

THE VISITOR SERVICES PROJECT NEWSLETTER

SPRING 1994

VOL. 8, NO.1

THE VISITOR SERVICES PROJECT, UNIVERSITY OF IDAHO CPSU,
COLLEGE OF FORESTRY, WILDLIFE AND RANGE SCIENCES
MOSCOW, IDAHO 83844-1133

1993 Parks - Western Coordinator

Santa Monica Mountains National Recreation Area: Final response rate was 67%. Final workshops were held for park staff and public on January 11, 1994. Final report was sent to the park in February.

Sitka National Historical Park: Final response rate was 83%. Final workshops were held for park and Sitka Chamber of Commerce on January 5, 1994. Final report was sent to the park in March.

Redwood National Park: Final response rate was 79%. Final workshop will be held in May 1994. Final report was sent to the park in April.

Pecos National Monument: Final response rate was 84%. Final workshop will be held in May 1994. Final report will be sent to the park in May or June.

Canyon de Chelly National Monument: Final response rate was 82%. Final workshop will be held in May or June 1994. Final report will be sent to the park in June.



1993 Parks - Eastern Coordinator

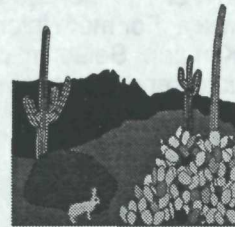
Belle Haven Park/ Dyke Marsh Preserve: Final response rate was 76%. Final workshop was held on January 21, 1994. Final report was given to the park at the workshop.

Whitman Mission National Historic Site: Final response rate was 83%. Final workshop was held on January 10, 1994. Final report was given to the park at the workshop.

Indiana Dunes National Lakeshore: Final response rate was 70%. Final workshop was held on March 14, 1994. Final report was given to the park at the workshop.

Channel Islands National Park: Final response rate was 72%. Final workshop was held on March 28, 1994. Final report was given to the park at the workshop.

Bryce Canyon National Park: Final response rate was 84%. Final workshop will be held in May. Final report will be given to the park at the workshop.



1994/95 Parks - Western Coordinator

Death Valley National Monument: Fieldwork was conducted March 21-27, 1994.

San Antonio Missions National Historical Park: Fieldwork was conducted April 6-12, 1994.

Alaska Public Lands Information Center: Fieldwork is scheduled for June 21-27, 1994.

Nez Perce National Historical Park: Fieldwork is scheduled for July 17-23, 1994.

San Juan Island National Historical Park: Fieldwork is scheduled for August 10-16, 1994.

Grand Teton & Yellowstone National Parks: Fieldwork is scheduled for February, 1995.

1994 Parks - Eastern Coordinator

Wolf Trap Farm for the Performing Arts:

Fieldwork is scheduled for July 9-18, 1994.

Edison National Historic Site:

Fieldwork is scheduled for August 7-13, 1994.

Canaveral National Seashore:

Fieldwork is scheduled for August 21-27, 1994.

Indiana Dunes National Lakeshore:

Fieldwork is scheduled for September 17-23, 1994.

Gettysburg National Military Park/Eisenhower National Historic Site: Fieldwork is scheduled for October 10-16, 1994.



Visitor Services Project Advisory Committee Meeting

The VSP Advisory Committee is scheduled to hold its annual meeting on May 20, 1994 in Northern Virginia on the George Washington Memorial Parkway. For more information contact Joan Klingler. Selecting parks for FY95 VSP studies and other committee business will be discussed.



Employee Development

Dwight Madison and Margaret Littlejohn attended the NAI conference in Crystal City, Virginia during November. Dr. Machlis conducted the following NPS training sessions: "Defining The Visitor Experience" at the 3rd annual Grand Canyon Futures Forum, Flagstaff, Arizona, October 9, 1993, "Visitor Studies And Tourism", presented to greater El Paso Chamber of Commerce and Friends of Chamizal National Memorial, El Paso, Texas, January 27, 1994, and "Future Parks/Future Visitors," presented at Chief Ranger Conference, Atlantic City New Jersey, April 15, 1994.

Special Projects

Additional Analysis

Additional analyses has been requested by Santa Monica Mountains National Recreation Area and Indiana Dunes National Lakeshore.

Visitor Services Project Database

The pilot phase of the VSP Database was completed in February 1994. During the pilot phase, selected clients were able to access the database through Nancy Medlin. Clients were asked to evaluate the pilot database in terms of its usefulness and efficiency, and make recommendations on how it could be improved. A report on the results of their evaluations and a proposal on how the database should proceed are being prepared by Nancy Mediin and Dr. Machiis.

Belle Haven/Dyke Marsh video report

The Belle Haven/Dyke Marsh video report, which is a videotape that will be used to compliment the Belle Haven/Dyke Marsh written report, was completed by Dwight Madison and the UI College of Forestry media lab. It will be sent to the George Washington Memorial Parkway in May 1994.

Special Report On Customer Services

Serving the Visitor: A Report on Customers of the National Park Service, by Dr. Machlis and Nancy Medlin, is being published in May, 1994. This booklet presents park visitors quality ratings of twelve different visitor services, from campgrounds to interpretive programs. The information for the report comes from the VSP database, and represents survey responses from over 18,000 visitor groups in 44 units of the NPS. The booklet will be distributed throughout the park system.



Mailing List

The Visitor Services project staff can be reached on cc mail.

Do you know of anyone who would like to be on the VSP mailing list? Please let us know.

VSP Staff

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