

Appendix L: On-site Contact Script for Quantitative Survey

Hello, my name is *Insert first and last name*. I work for the Protected Area Social Research Unit at the University of Washington. Along with Glacier Bay National Park and Preserve, we are doing a survey of visitors to Glacier Bay. Here is some information about the survey for you to review [hand person copy of Information Sheet (see below)—give them time to review].

As you can see, park management is interested in learning about visitors and their trips to Glacier Bay to help them provide the best quality of visitor experiences in this area. The survey has two parts. The first part of the survey takes less than five minutes and asks about the planning of your trip and your traveling party. The second part of the survey is a mail questionnaire that asks about your trip experiences and opinions on possible changes in park policy. It is estimated to take on average 25 minutes. This survey is voluntary.

Do you have any questions about the study? *If yes, answer questions. If no, continue.*

Would you be willing to participate in the first part of the survey? It will take less than five minutes to complete.

NO → Thank you for your time. Have a nice day.

YES → **Thank you. Here is the questionnaire** [give them copy of contact questionnaire]. **Please complete it and return it to me.**

Glacier Bay Visitor Survey Information Sheet

Purpose of Study

Park management is interested in learning about visitors and their trips to Glacier Bay. Your input will help managers and planners provide quality experiences for visitors to the area.

Overview of Study

There are two parts to this study. The first part takes less than 5 minutes to complete and asks about the planning of your trip and your traveling party. The second part is a mail questionnaire that asks about your trip experiences. This questionnaire is estimated to take 25 minutes on average to complete.

Privacy

All responses you provide are voluntary. We ask for your name so that we can send you the mail questionnaire and thank you/reminders. A code number is included on the questionnaire. We will check your code number off the mailing list when the questionnaire is returned. Your name will not be placed on the questionnaire or included in the final database. All name and address information will be destroyed within nine months of being contacted (December 2008). Your name will not be published in the results of the study.

Risks

There are NO KNOWN RISKS associated with completing this survey. It should be noted that some people feel that providing information is an invasion of privacy.

Voluntary Participation

Participation in this survey is voluntary. If you come to a question you prefer not to answer, just skip over it. You are free to stop at any time.

Contact Information

If you have questions about this survey, please contact Jane Swanson at the Protected Area Social Research Unit, University of Washington. She can be reached at (206) 685-9150 or by email at swansonj@u.washington.edu.

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 permanent data will be anonymous. 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 for this form is estimated to average **3** minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

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