

Qualitative Interview Scripts

On-site Visitor Contact Script

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 project involves an interview about your experience and will be conducted by phone at your convenience. The interview will take about 30 minutes to complete and all of your answers are voluntary.

The Paperwork Reduction Act requires approval of all federal government surveys by the Office of Management and Budget. This interview has been approved under this Act. The Office of Management and Budget control number and expiration date, as well as further information, is contained on the Information Sheet.

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

Would you be willing to be interviewed?

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

YES → Thank you.

What is your name?

What is your phone number?

When will you be leaving Glacier Bay?

When is a good time to contact you?

Glacier Bay Qualitative Interview 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

In this study, you will be interviewed by phone about your trip experiences in Glacier Bay. The phone interview is estimated to take 30 minutes on average to complete. We are asking people who want to participate to provide their names and phone numbers.

Privacy

All responses you provide are voluntary. We ask for your name and phone number so that we can call and interview you. Your name will not be placed on the interview notes or included in the final database. All name and phone 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 Your name will not be published in the results of the study.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. You are not required to answer any question. 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 and phone number is requested for interviewing purposes only. When analysis of the interviews is completed, all name and phone number files will be destroyed. Thus permanent data will be anonymous and will not include your phone number. 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 interview is estimated to average **30** minutes. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D. Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

Onsite Gatekeeper Interview Script

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 Consent Form (see below)— give them time to review].

There are a few key points that I'd like to reiterate while you're looking it over:

- The purpose of this consent form is to assure you that the interview process is completely voluntary.
- You have the option of stopping the interview at any time
- You don't have to answer any question you don't want to.

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 Paperwork Reduction Act requires approval of all federal government surveys by the Office of Management and Budget. This survey has been approved under this Act. The Office of Management and Budget control number and expiration date, as well as further information, is included on the Consent Form. The questions I would like to ask will only take about **15** minutes to complete. All of your answers are voluntary.

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

Would you be willing to be interviewed?

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

YES → Thank you. Would you please sign the consent form in duplicate? I will be leaving one copy with 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 consent purposes only and will not be associated with your responses. 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 interview is estimated to average **15** minutes per respondent. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D. Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

UNIVERSITY OF WASHINGTON CONSENT FORM

GLACIER BAY EXPERIENCE GATEKEEPER INTERVIEWS

Investigator:

Jane Swanson, Ph.D.
University of Washington
College of Forest Resources
PASRU
(206) 685-9150
swansonj@u.washington.edu

RESEARCHER'S STATEMENT

I am asking you to be in a research study. The purpose of this consent form is to give you the information you will need to help you decide whether to be in the study or not. Please read the form carefully. You may ask questions about the purpose of the research, what I would ask you to do, the possible risks and benefits, your rights as a volunteer, and anything else about the research or this form that is not clear. When all your questions have been answered, you can decide if you want to be in the study or not. This process is called 'informed consent.' I will give you a copy of this form for your records.

PURPOSE AND BENEFITS

Park managers are interested in learning about visitors and their trips to Glacier Bay National Park and Preserve. Your input will help managers and planners provide high quality experiences to visitors. If you do not visit the park again, you may not directly

benefit from this study. You will receive no pay or compensation for participating in this study.

PROCEDURES

If you choose to participate, you will be asked a few questions about your trips to Glacier Bay National Park and Preserve. I will ask about the things you did in Glacier Bay National Park and Preserve, about your experiences there, and about the effects, if any, of different motorized vehicles on your experience. Interviews take approximately 15 minutes.

RISKS, STRESS & DISCOMFORTS

There are no known risks associated with completing these interviews. Some people may feel that certain questions invade privacy.

VOLUNTARY PARTICIPATION

Participation in this survey is voluntary. You are not required to answer any of the questions. You are free to stop the interview at any time.

PRIVACY

We will not link your name on this consent form with the information you provide in the interview. Your name will not be published in any report or document.

Printed name of researcher

Signature of researcher

Date

SUBJECT'S STATEMENT

This study has been explained to me. I volunteer to take part in this research. I have had a chance to ask questions. If I have questions later on about the research I can ask the investigator listed above. If I have questions about my rights as a research subject, I can call the University of Washington Human Subjects Division at (206) 543-0098. I will receive a copy of this consent form.

Signature of subject

Printed name

Date