

APPENDIX I: Experience “Gatekeeper” Interview Guide

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.

- ***Sign your line in advance and point out the line where they'll sign.***

Thank you for participating. Please feel free to stop me at any time for clarification. Feel free to talk through your answers in some detail.

[The topics addressed by the questions listed below will be discussed but not necessarily in the order below]

1. Have you ever modified your itinerary to minimize your clients' exposure to other water or air craft?

If yes...

- a. Are you doing so currently? In the past? Both?
- b. Can you tell me more about why you do?
- c. What types of craft are you concerned about, and how do you adjust your itinerary?
- d. On how many trips a season do you modify your itinerary?
- e. For how many seasons have you been doing so?

f. Have you modified your strategies over time? If so, how, why, and when?

If no...

g. Can you tell me more about why you don't?

If perceive a problem with other craft but don't modify itinerary...

h. What types of craft cause problems for you?

i. On how many trips a season do you have problems with other craft?

j. For how many seasons have other craft been an issue for you?

If perceive no problem with other craft...continue below

2. If there were 2 cruise ships entering the bay every day, would that affect you? If so, how?

We have come to the end of our interview. I would really like to thank you again for taking the time out of your day to talk with me. Your input will be a great help to park managers.

- If you have any questions for me in the future, or any concerns regarding our study, contact information is included on your copy of the consent form.
- Thanks very much! *Offer to shake their hand.*

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:

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3100 National Park Road
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Email: scott_gende@nps.gov

UNIVERSITY OF WASHINGTON CONSENT FORM

GLACIER BAY EXPERIENCE GATEKEEPER INTERVIEWS

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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