

TVA Campground Users Satisfaction Survey

General Information for Telephone Surveys

- The telephone surveys will be conducted during normal business hours and early evening.
- Callers will identify themselves and the purpose of the call.
- Individuals will be asked if they wish to participate in the survey, if they decline another randomly selected participant will be contacted until the target number of responses is received.

Respondent Instructions:

The respondent will be asked to rate the level of their satisfaction on a scale from 1 to 10, with 10 representing the highest satisfaction.

**TVA Campground Users
Satisfaction Survey**

1. How satisfied were you with the quality of campsites at _____ campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
Did not use (do not ask the below) _____											

How could this be improved? _____

2. How satisfied were you with the quality of beach facilities at _____ campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
Did not use/does not exist (do not ask the below) _____											

How could this be improved? _____

3. How satisfied were you with the quality of restroom facilities at _____ campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
Did not use (do not ask the below) _____											

How could this be improved? _____

4. How satisfied were you with the quality of launching ramp(s) at _____ campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
Did not use (do not ask the below) _____											

How could this be improved? _____

5. How satisfied were you with the quality of informational kiosks at _____ campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
Did not use (do not ask the below) _____											

How could this be improved? _____

6. How satisfied were you with the helpfulness of the resident manager/host at _____
campground?

Very dissatisfied	1	2	3	4	5	6	7	8	9	10	Very satisfied
No resident manager/host (do not ask the below) _____											

How could this be improved? _____

7. Overall, how satisfied were you with the _____ Campground? Please use a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied."

Very dissatisfied 1 2 3 4 5 6 7 8 9 10 Very satisfied

8. Are there any facilities not mentioned at _____ campground you would like to comment on?

9. Additional comments? _____

BURDEN ESTIMATE STATEMENT

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden to Agency Clearance Officer, Tennessee Valley Authority, 1101 Market Street (MP 3C), Chattanooga, Tennessee 37402; and to the Office of Management and Budget, Paperwork Reduction Project (3316-01__), Washington, DC 20503