



*“Our mission is working with others to conserve, protect, and enhance fish, wildlife, and plants and their habitats for the continuing benefit of the American people.”*

Thank you for visiting this National Wildlife Refuge. We hope you enjoyed your time here. Before you leave, please take 5-10 minutes to complete this survey. Your participation will help us do a better job serving you. Once finished, please drop it off in the marked box. Your individual responses are voluntary and confidential; they will be processed by our contractor who will give us aggregate results and analyses. We appreciate your time and attention.

**FWS National Wildlife Refuges Visitor Satisfaction Survey**

1. Why did you visit this National Wildlife Refuge? Please check only your primary purpose.
 

<input type="checkbox"/> Hunting	<input type="checkbox"/> Environmental education/Interpretation (e.g., nature talks, outdoor lab, exhibits)	<input type="checkbox"/> Vacation/Relaxation
<input type="checkbox"/> Fishing	<input type="checkbox"/> Drive through/Incidental (e.g., in order to get to another destination, rest stop)	<input type="checkbox"/> Hiking
<input type="checkbox"/> Wildlife/Nature observation and photography (including birds)		<input type="checkbox"/> Other (please specify - e.g., biking, boating, picnicking, official business) _____
  
2. Maps and/or signs made it easy for me to find the National Wildlife Refuge. Please circle one. Circle “N/A” (not applicable) if you have no basis for judging.
 

	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	N/A
	1	2	3	4	5	
  
3. Approximately how far did you travel from your home to get to the National Wildlife Refuge on this trip? \_\_\_\_\_ miles
4. Before you saw this survey, did you know that this area is a National Wildlife Refuge managed by the U.S. Fish and Wildlife Service?  Yes  No
5. How many times (including today) have you visited this National Wildlife Refuge over the past 12 months? \_\_\_\_\_
6. How many people are in your personal group?
 

<input type="checkbox"/> adults (18 and over)	<input type="checkbox"/> children (under 12)	<input type="checkbox"/> teenagers (13-17)
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7. How did you learn about this National Wildlife Refuge? Please check all that apply.
 

<input type="checkbox"/> U.S. Fish & Wildlife Service (FWS) web site	<input type="checkbox"/> FWS printed information (e.g., brochure)
<input type="checkbox"/> Other web site (e.g., www.rec.gov), please specify _____	<input type="checkbox"/> Highway sign
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Map (other than FWS map)
<input type="checkbox"/> Media communication (e.g., newspaper, television, radio)	<input type="checkbox"/> Other (please specify) _____
8. Over the past 12 months, how many **other** National Wildlife Refuges have you visited?
 

<input type="checkbox"/> None	<input type="checkbox"/> 1-3	<input type="checkbox"/> 4-6	<input type="checkbox"/> 7-9	<input type="checkbox"/> 10-12	<input type="checkbox"/> more than 12	<input type="checkbox"/> Don't know
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9. **Excluding** the National Wildlife Refuge employee or volunteer who handed you this survey, did you see or talk with National Wildlife Refuge employees or volunteers during this visit?
 

<input type="checkbox"/> no	<input type="checkbox"/> very briefly (e.g., pay fee)	<input type="checkbox"/> spent several minutes or more
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10. **Including** the National Wildlife Refuge employee or volunteer who handed you the survey, please circle one based on your experiences this visit. Circle “N/A” (not applicable) if you have no basis for judging.

	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	
a. Employees or volunteers answered my questions about this National Wildlife Refuge.	1	2	3	4	5	N/A
b. Employees or volunteers answered my questions about the National Wildlife Refuge System (e.g., location of other refuges, purpose of the National Wildlife Refuge System).	1	2	3	4	5	N/A
c. Employees or volunteers answered my questions about fish, wildlife, plants, and/or their habitats.	1	2	3	4	5	N/A
d. Employees or volunteers answered my questions about recreational opportunities on this National Wildlife Refuge.	1	2	3	4	5	N/A
e. Employees or volunteers were courteous.	1	2	3	4	5	N/A



19. The value of the recreation opportunities and services I experienced was at least equal to the fee I paid. Please circle one. Circle "N/A" (not applicable) if you have no basis for judging.

strongly disagree	disagree	Neither agree nor disagree	agree	strongly agree	N/A
1	2	3	4	5	

20. Do you plan to visit this National Wildlife Refuge or another unit of the National Wildlife Refuge System within the next 2 years? Please check one.

Yes, likely       No, unlikely       Don't know

21. Considering my overall experiences with this National Wildlife Refuge, I am satisfied with the quality of the recreational/educational experience. Please circle one. Circle "N/A" (not applicable) if you have no basis for judging.

strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	N/A
1	2	3	4	5	

22. What is your Zip Code? \_\_\_\_\_

23. What is your age? Please check one.

18-21     22-30     31-40     41-50     51-60     61-70     71 or over

24. What is the highest level of formal education you have completed? Please check one.

Less than high school       Some college or associate degree       Post-graduate degree  
 High school graduate       College graduate

25. Are you Hispanic or Latino/Latina?  Yes  No

26. What do you consider your race? Please check all that apply.

American Indian/Alaska Native       Black/African American       White  
 Asian       Native Hawaiian/Pacific Islander

27. What is your gender?  Male  Female

28. Are you a United States citizen?  Yes  No

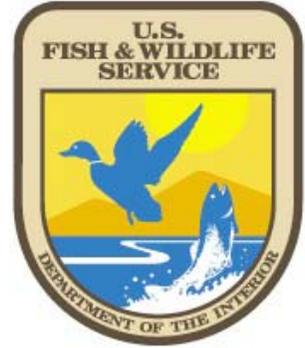
29. What is the primary language you speak at home? Please check one.

English     Spanish     Chinese     Japanese     French     German     Other (please specify)\_\_\_\_\_

30. Is there anything else you would like to tell us about your experience(s) at this National Wildlife Refuge?

31. Approximately what time of day did you complete this survey? Please check one.

9 am     10 am     11 am     noon     1 pm     2 pm     3 pm     4 pm     5 pm



**PRIVACY ACT and PAPERWORK REDUCTION ACT Statement:**

16 U.S.C. 1a-7 authorizes collection of this information. The U.S. Fish & Wildlife Service will use this information to better serve the public. Response is voluntary. No action may be taken against you for refusing to supply information requested. Permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. 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.

Public reporting burden for this form is estimated to average 10 minutes, including the time for instructions and returning the survey. Direct comments regarding burden estimate or any aspect of this form to the Department of the Interior, U.S. Fish & Wildlife Service, Planning & Evaluation, Customer Service Information Collection Coordinator, 1849 C St., NW, MS 3012, Washington, DC 20240, Telephone No. (202) 208-4564.

**Thank you for completing this survey.**

