Visitor Comment Card Data Entry

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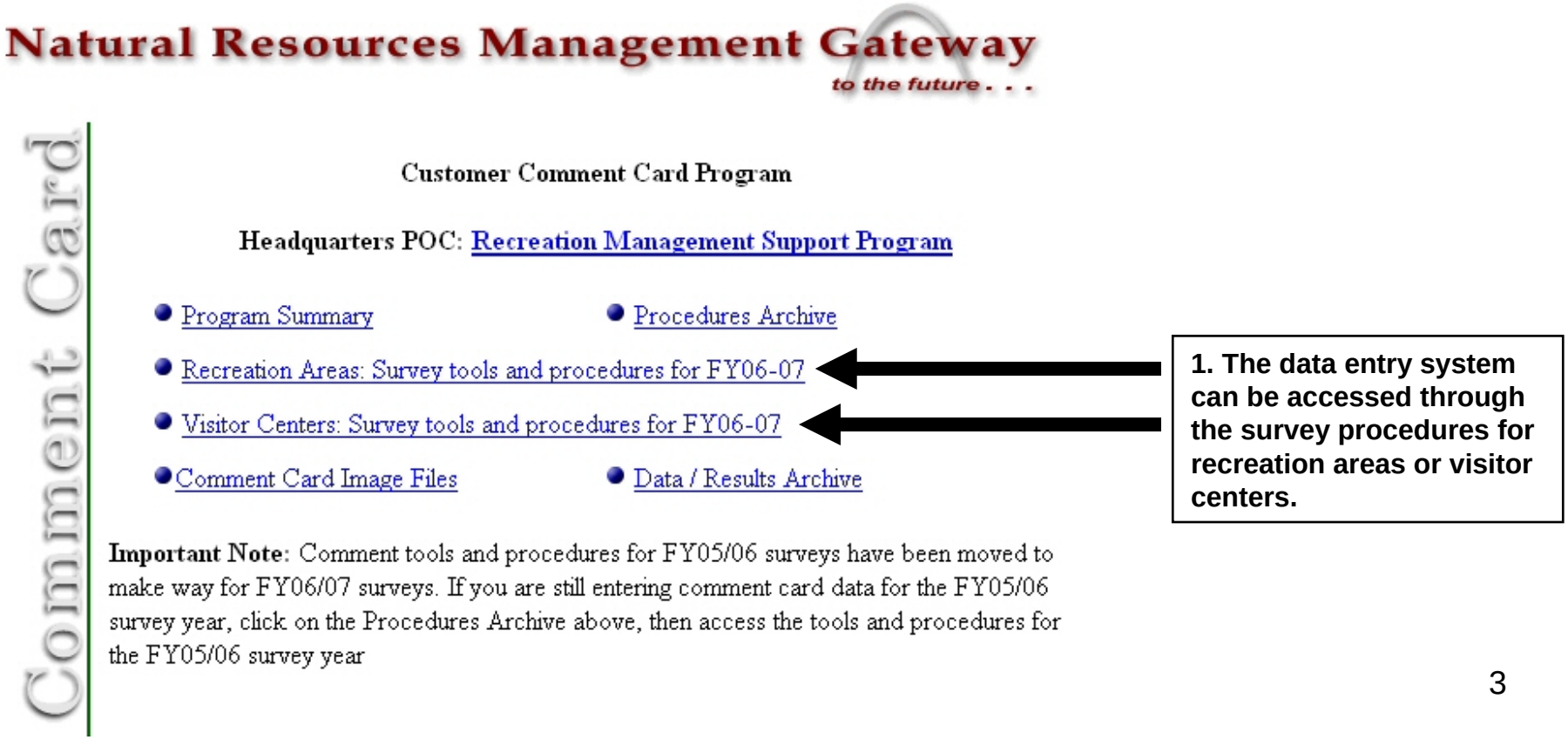
Overview of Comment Card Survey Process

- The comment card survey process involves three steps:
  1. Develop a survey schedule using survey planning tool you can download from the NRM Gateway.
  2. Conduct the comment card survey at the locations and days indicated in your schedule using the standard procedures described in the comment card documentation on the NRM Gateway.
  3. Enter comment card responses into the comment card database using the data entry tools available on the Gateway.
- This set of slides describes the data entry process.
- For overall information on the Comment Card Program go to, http://corpslakes.usace.army.mil/employees/commentcard/commentcard.html

Accessing Comment Card Survey Tools On the NRM Gateway

All current comment card survey procedures, tools and documentation, including the comment card data entry system can be accessed through the comment card survey main page on the NRM Gateway at: http://corpslakes.usace.army.mil/employees/commentcard/commentcard.html, where you will see the screen shown below.

You can access comment card data entry either by starting here and following the screens or by going directly to data entry at **http://corpslakes.usace.army.mil/employees/commentcard/survey-visit-data.html**.



Survey Tools and Procedures for Recreation Areas

If you follow the screens via the recreation area survey page, you can access data entry by clicking on “Access to Data Entry” from the list of survey tool and documentation options shown below.

Comment Card

Recreation Areas: Survey Tools and Procedures for FY06-07

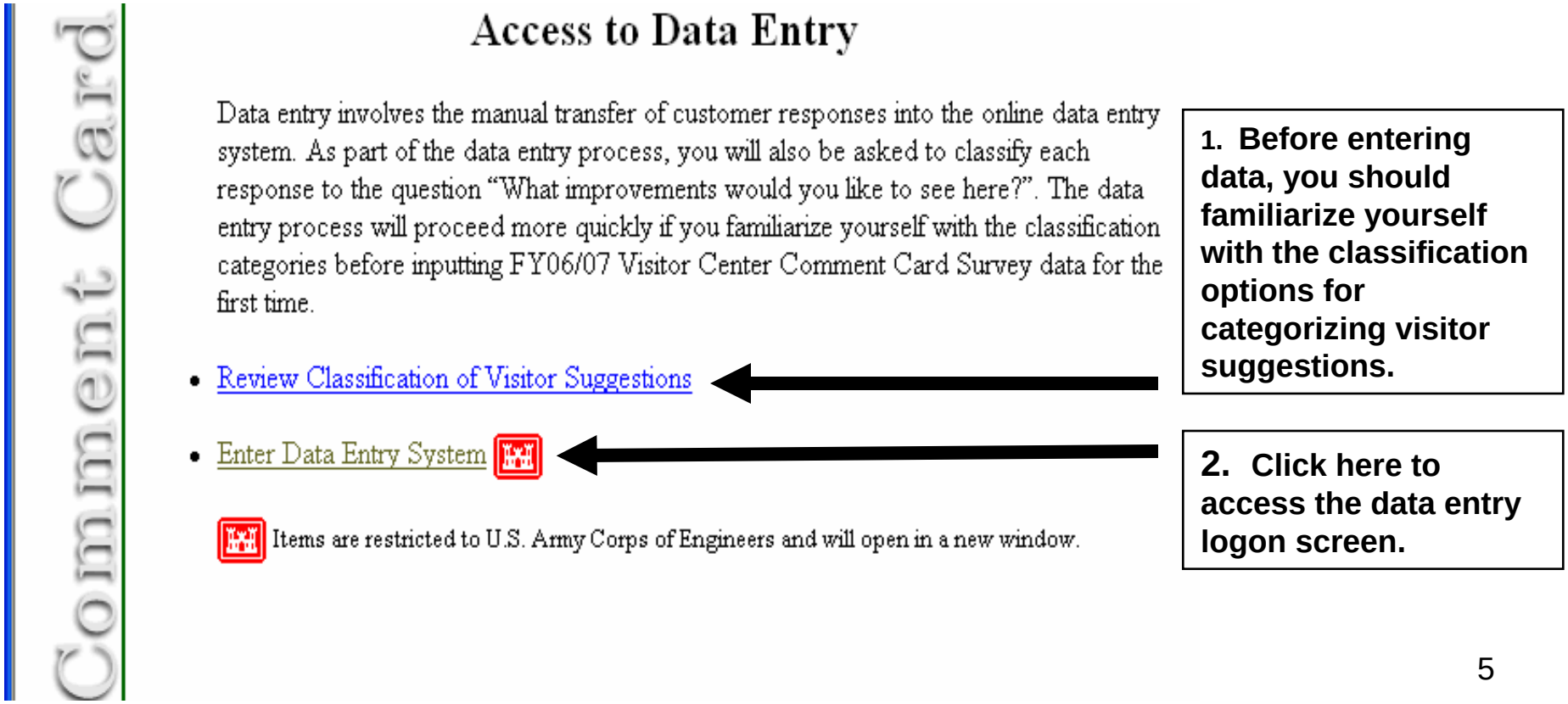
- Which Projects Should Participate In This Survey?
- What's New in 2006?
- Survey Planning
- Download the Survey Schedule Generator *(**Do not run this program from the server.** To download the Generator, **right click** on the link and select “Save link target as” to save file to your computer).*
- Comment Card Image Files *(New format and OMB approval)*
- Data Collection Procedures
- Access to Data Entry
- Access to Project Summary Reports
- FAQ's
- Have Questions or Need Help?
- Print Complete Survey Planning and Data Collection Instructions

Items are restricted to U.S. Army Corps of Engineers and will open in a new window.

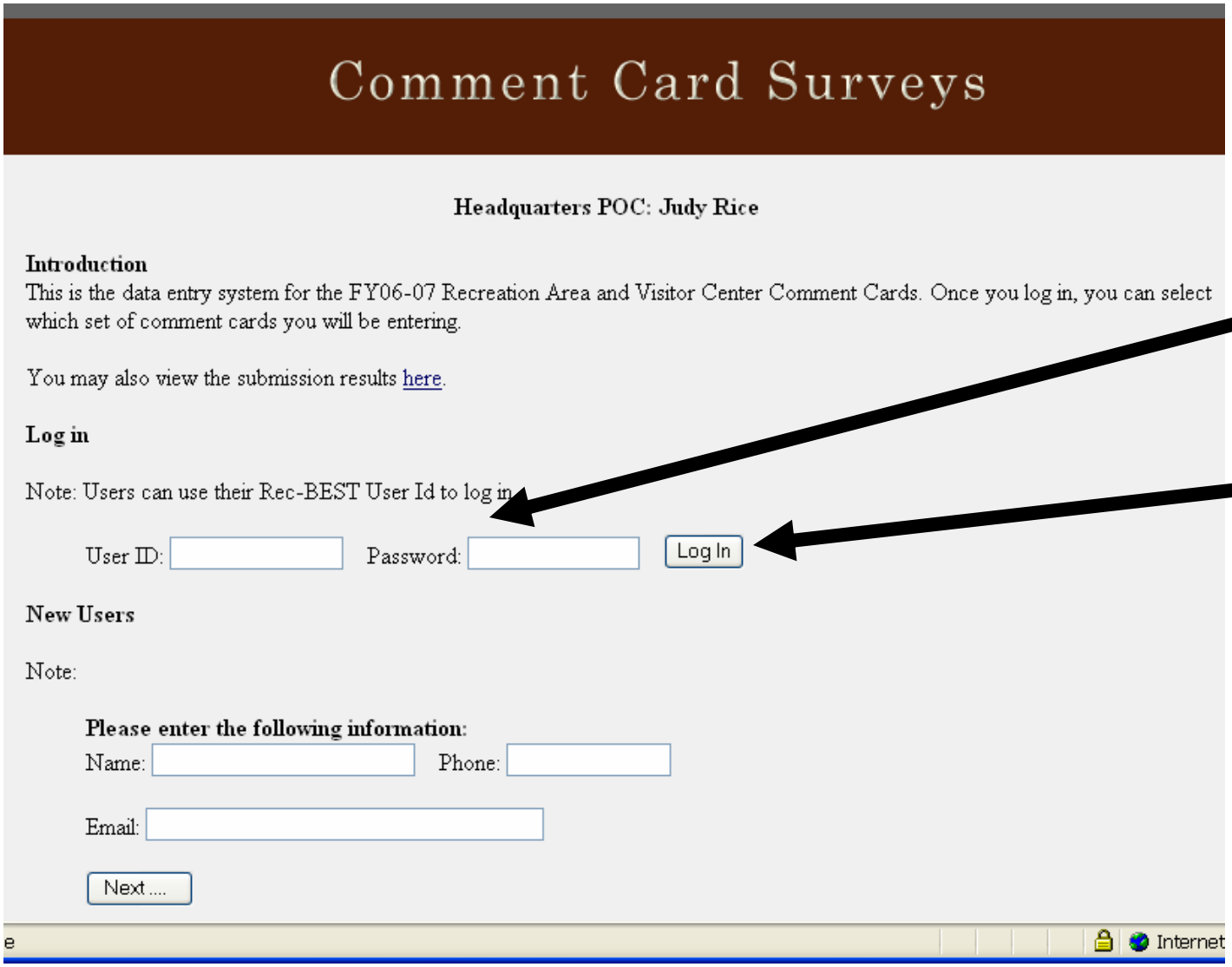
1. Click here for access to comment card data entry system.

Accessing Data Entry System:

Clicking on “Access to Data Entry” on the previous screen or going directly to **http://corpslakes.usace.army.mil/employees/commentcard/survey-visit-data.html** will take you the data entry access screen shown below.



Logon Screen



Type in your User ID and Password, then click on “Log In” box.

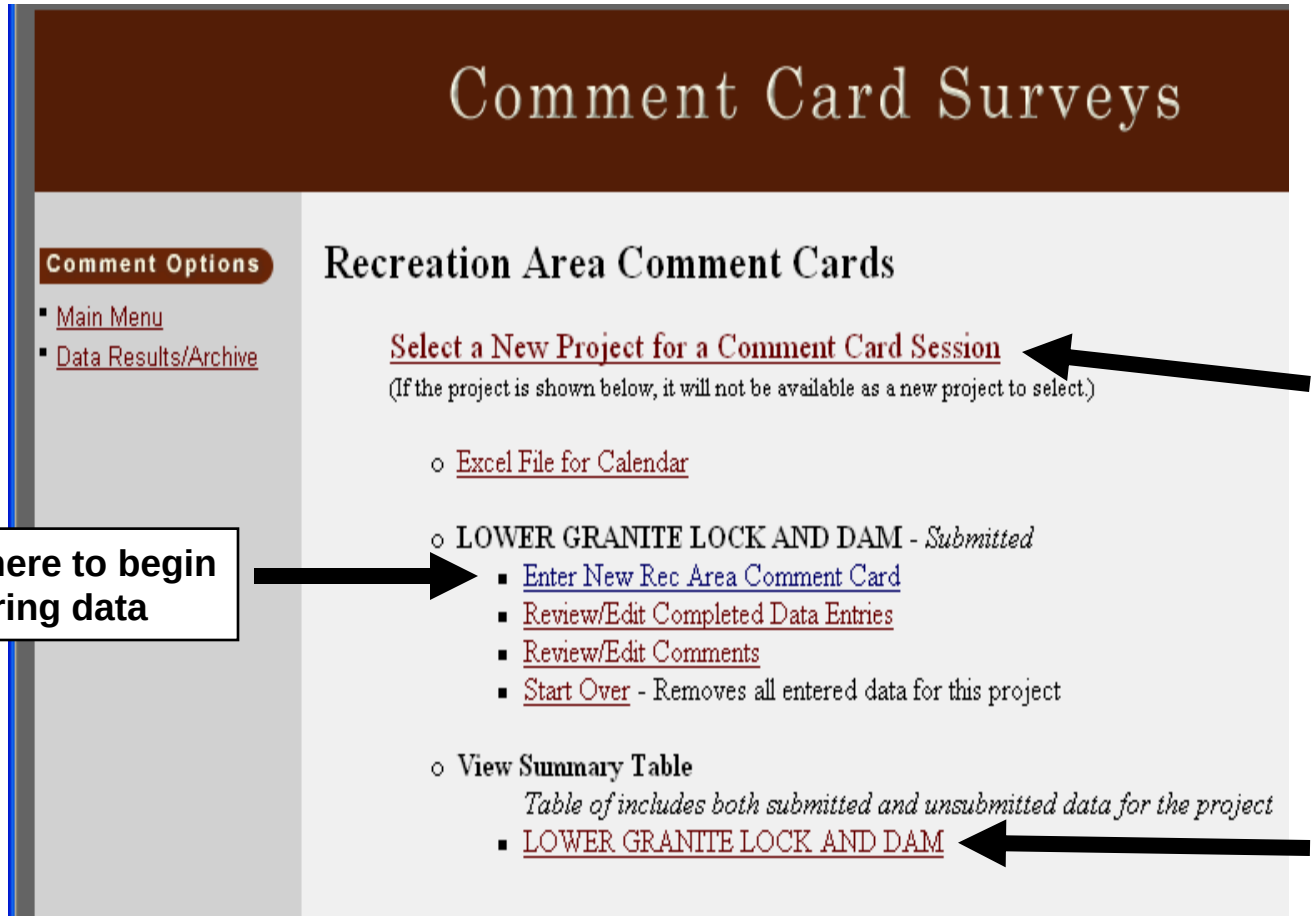
Select Recreation Area or Visitor Center Data Entry

The screen below appears immediately after you successfully log in. On this screen, click on “Recreation Area Submissions” if you are entering data from the recreation area survey. Click on “Visitor Center Submissions” if you are entering data obtained from the visitor center survey.

If you conducted both recreation area and visitor center surveys, first enter your data for one survey and then come back to this point and enter your data for the other survey.

Data entry for recreation areas and visitor centers are similar. This tutorial will show to the data entry process for recreation areas.

Select Your Project



2. If necessary, click here to select a different project.

3. Click here to begin entering data

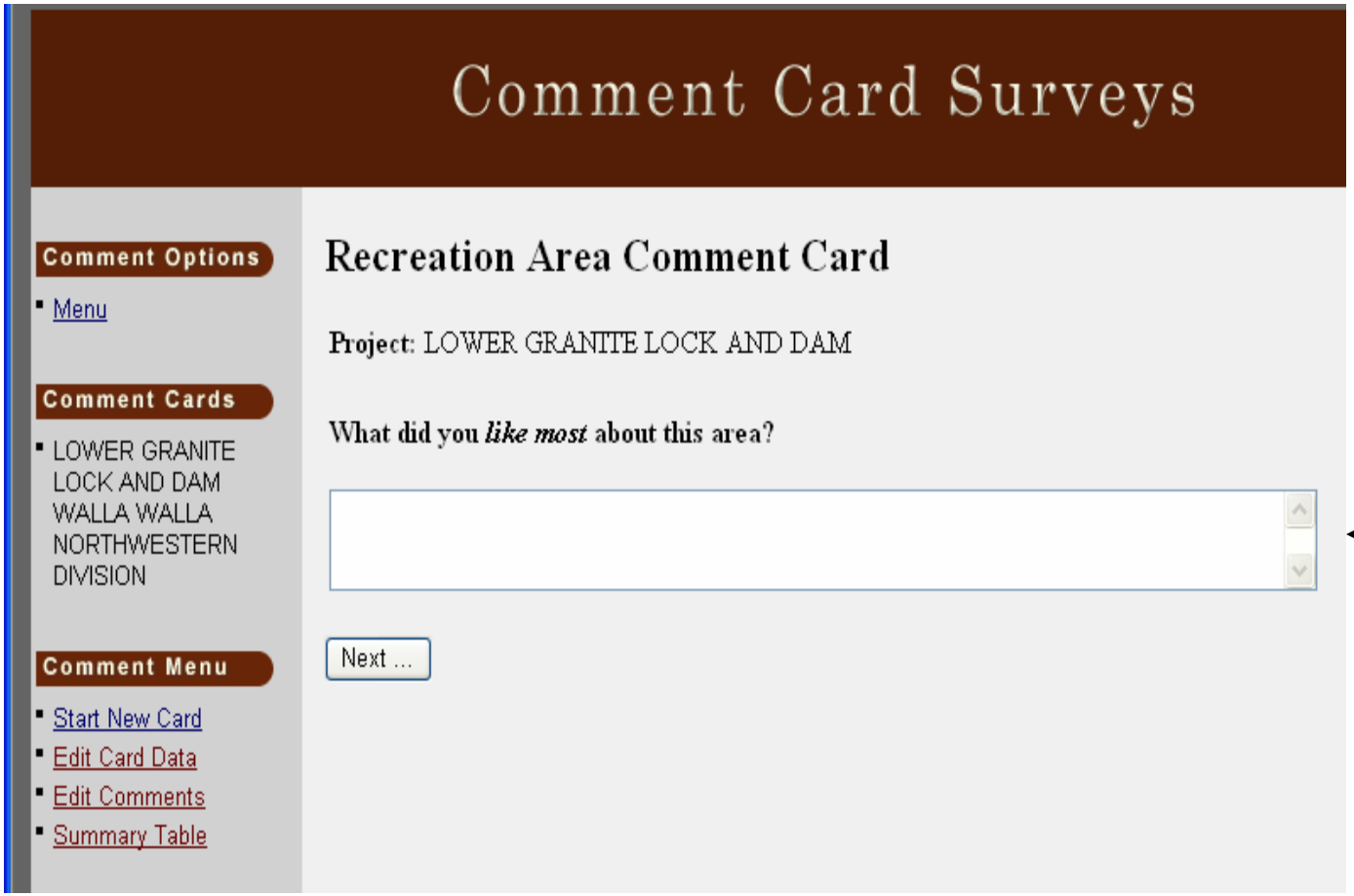
1. Verify the project for which you want to enter data.

Data Entry Form

Begin copying data from the comment cards to this electronic form. When you have entered all visitor and rating information, click on “Next Comments” to enter visitor responses to the first of two open-ended questions.

First, Enter Response to Question:

"*What did you like most about this area?*"



Type verbatim visitor response in this space. Then click on "Next".

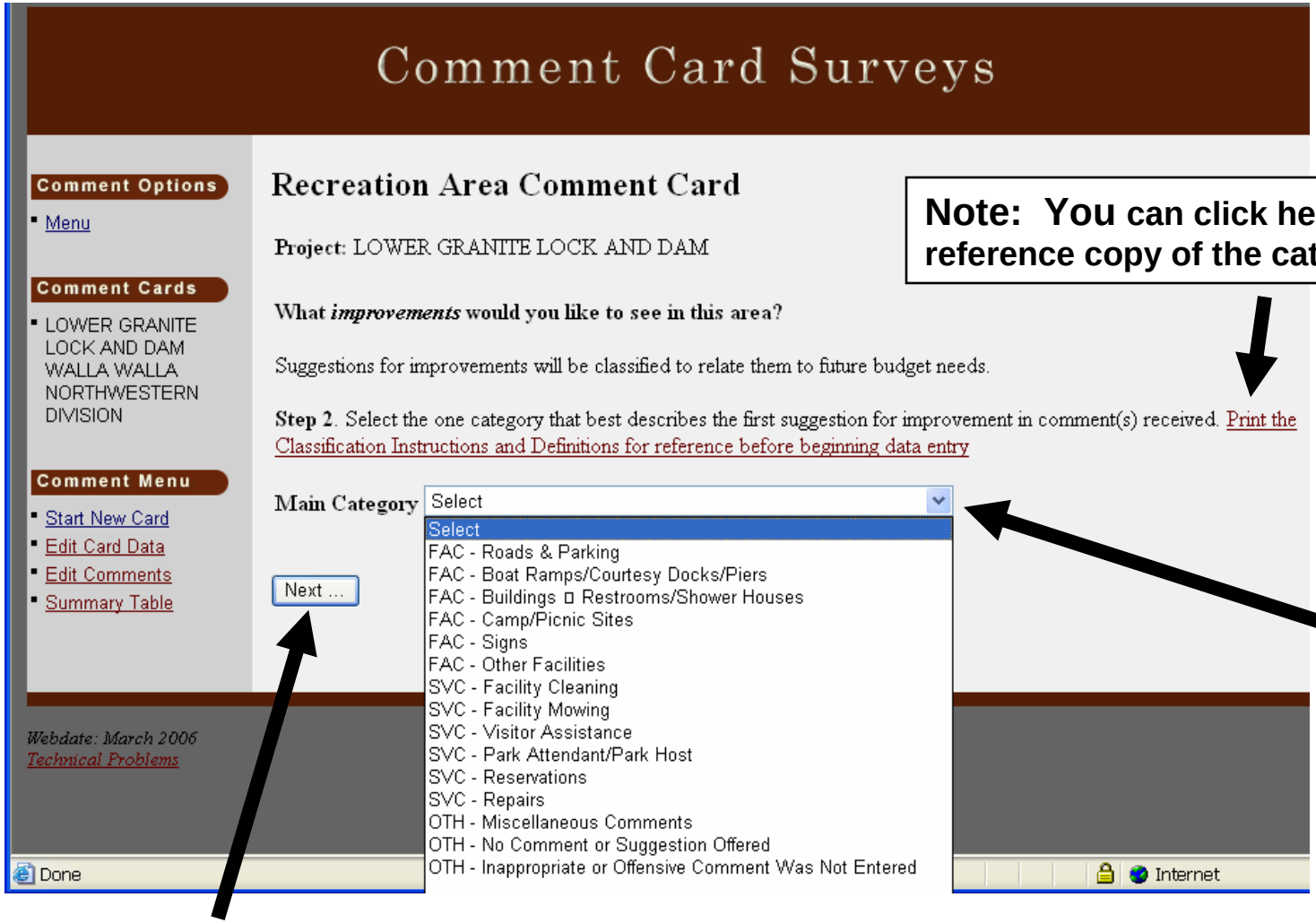
Next, Enter Response to Question:

"*What improvements would you like to see in this area?*"

1. Type verbatim visitor response in this space.

2. Click next to classify suggestion offered by visitor.

Finally, Categorize Visitor Improvement Indicated in Question: "*What improvements would you like to see in this area?*"



Note: You can click here to print a reference copy of the category definitions.

1. Click here to display a list of classification options, then double click on the best choice.

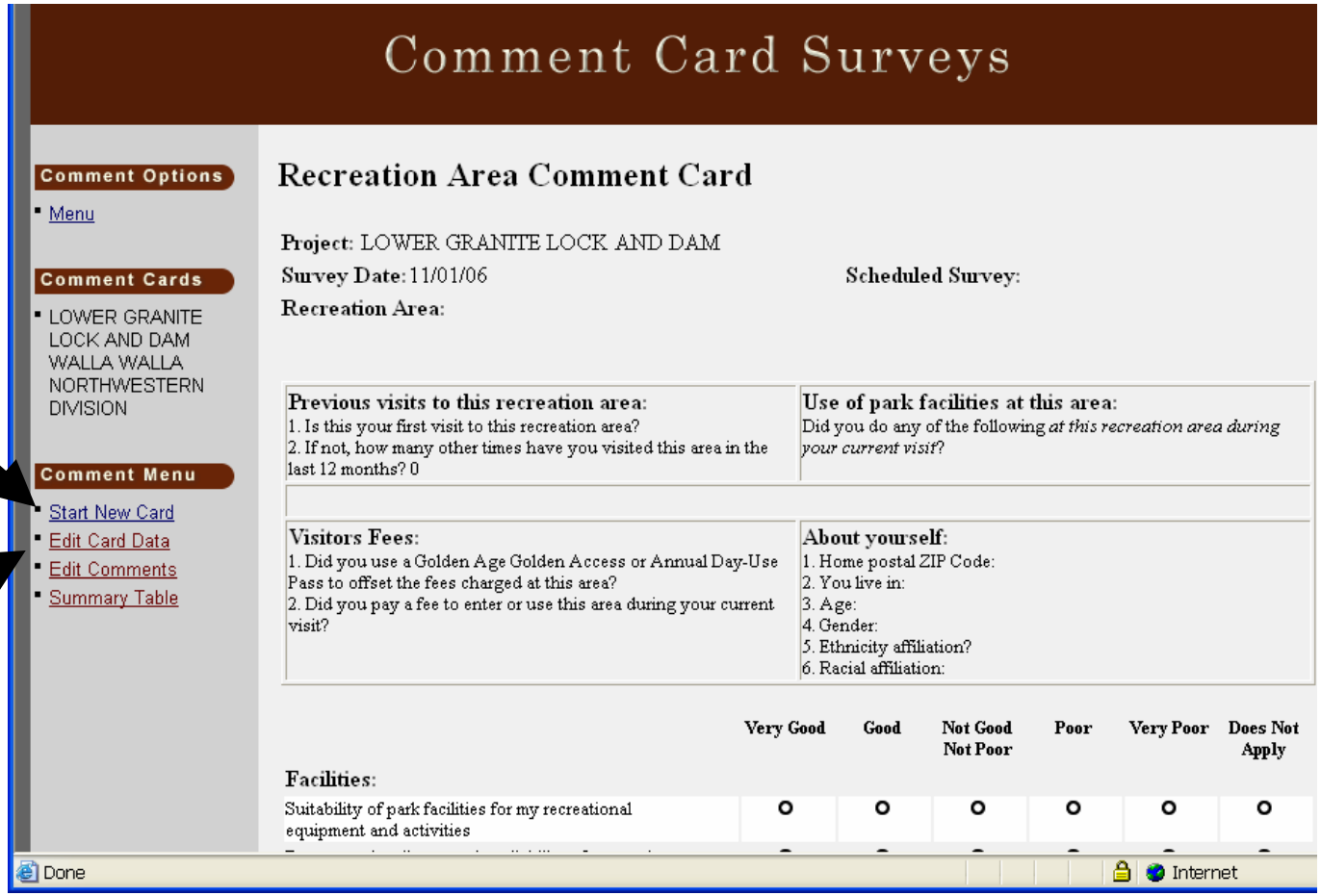
2. You have now completed entering data for this comment card. Click on "Next" or "Start New Card" to begin entering data for the next card.

Review of Entered Data

After each data entry session, you should verify that the rating and comment data you have just added to the database is correct and complete. You can make corrections at this time.

Note: You can review and edit your data at any time during a data entry session. You can then return to data entry by clicking on "Start New Card"

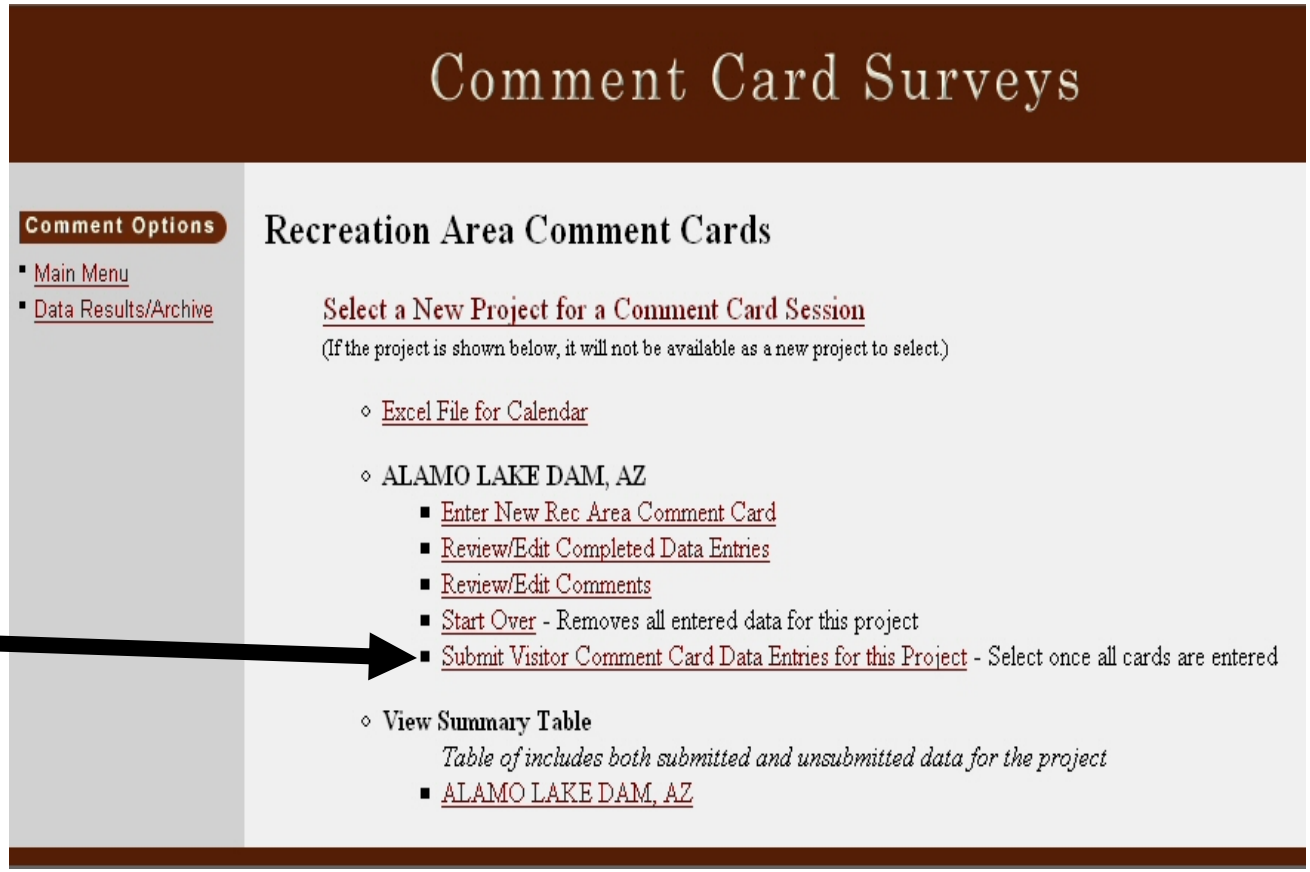
1. Click on "Edit Card Data" or "Edit Comments" to review and/or edit your comment card entries



Submitting Final Data

After entering and verifying data for all comment cards associated with the current survey year, you should submit the completed comment card data for the project. Submitting the data:

- **Signals that the data you entered is accurate and no more data will be entered for the current year.**
- **Triggers a brief survey asking you to characterize conditions that occurred during to the survey period that have the potential to influence the survey results for your project.**



1. Submit data by clicking here only when all data for the survey year has been entered.

Obtaining Summary Results

You can view and print a summary report of visitor ratings and comments based on data entered to date at any time. But note that any data you enter today will not appear in the summary report until tomorrow morning. If any data you enter does not appear in the Summary Table after 24 hrs, notify the Help Desk for assistance.

Click on "Summary Table" or "Printer Friendly Version" to display a summary available rating and comment data.

You may experience a short wait while your summary report is retrieved from the database.

Comment Card Surveys

Comment Options

- Menu
- Print Friendly Version

Comment Cards

- LOWER GRANITE LOCK AND DAM WALLA WALLA NORTHWESTERN DIVISION

Comment Menu

- Start New Card
- Edit Card Data
- Edit Comments
- Summary Table

Summary of Recreation Area Survey June - November 2006
LOWER GRANITE LOCK AND DAM

Customer Satisfaction Item	No. of Visitor Responses	Response Distribution (Percent)						Mean Response (1-5 Scale)
		Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Total	
Facilities:								
Suitability of park facilities for my recreational equipment and activities	304	55%	41%	3%	1%	0%	100%	4.5
Restroom cleanliness and availability of conveniences	284	45%	46%	6%	2%	1%	100%	4.3
Appearance of park grounds	312	48%	44%	7%	1%	0%	100%	4.4
Adequacy of signs providing directions and information	300	44%	46%	7%	2%	1%	100%	4.3
Parking space availability during my visit	314	60%	32%	5%	1%	2%	100%	4.5
Condition of roads and parking areas in the park	308	52%	39%	6%	2%	1%	100%	4.4
Employees:								
Availability of park rangers and	264	40%	42%	12%	3%	4%	100%	4.1

Done Trusted sites