Visitor Comment Card Data Entry Tutorial

Original Tutorial Contributed by:
Scott Moore
Walla Walla District

Updated by:
Christine Wibowo
ERDC (August 2021)

Overview of Comment Card Survey Process

- Read overall information of the Comment Card Program on the NRM Gateway https://corpslakes.erdc.dren.mil/employees/commentcard/commentcard.cfm

- The Comment Card Survey process involves three steps:

  1. Develop a survey plan using the Survey Schedule Generator that you can download from the Comment Card page.

  2. Conduct the comment card survey at the locations and on the dates indicated in your schedule using the standard procedures described in the Comment Card page documentation.

  3. Enter survey responses into the Comment Card Database using the Data Entry System. This set of slides describes the data entry process.

Accessing Comment Card Survey Tools, Procedures, Data Entry, and Documentation on the NRM Gateway

All current comment card survey procedures, tools and documentation, including the data entry system can be accessed through the Comment Card Main Page on the NRM Gateway at:

https://corpslakes.erdc.dren.mil/employees/commentcard/commentcard.cfm

Customer Comment Card Program

Headquarters POC: Recreation Management Support Program

NEW: No separate survey process for Visitor Centers. Visitor Centers are no longer considered as stand-alone PSAs; thus there is no more need to conduct a separate survey process for them. Visitor Centers are now included in the list of all PSAs in the Survey Calendar Generator and use the same Comment Card images.

Optional and Mandatory Year:
2021-22 is OPTIONAL year to conduct Comment Card Survey. The last mandatory year was 2018-19. Please see the most current memorandum for details. Below is the schedule for the next six years based on the requirement to conduct the surveys every three years:

- 2021-22 (April to May) ☐ Optional
- 2022-23 (April to May) ☐ Mandatory
- 2023-24 (April to May) ☐ Optional

Link to Data Entry – Comment Card Main Page, NRM Gateway

Survey Card Images:

Leftover survey cards should NOT be used. The OMB Control #: 0710-0019 has been renewed and the expiration date of 02/28/2 new cards.

Customization is required before printing the cards. Please download and follow the Printing Instructions properly comment card survey.

Printing Instructions and Comment Card Images:

- Comment Cards in English (for all PSAs, including visitor centers)
  - Printing Instructions
  - Comment Card Image
- Comment Cards in Spanish* (for all PSAs, including visitor centers))
  - Printing Instructions
  - Comment Card Image

Data Entry:

The last day to enter data collected as part of the 2020-21 survey year is 30 June 2021. After this date, the 2020-21 data entry tools will be taken offline and the 2021-22 data entry tools will be brought online.

- Survey Tools and Procedures
- Data Collection Procedures
- Access to Data Entry
- Program Summary
- Procedures Archive
- Have Questions or Need Help?

- Survey Planning
- Comment Card Image Files
- Access to Project Summary Reports
- Data/Results Archive
- Most Frequently Asked Questions

> **The Customer Comment Card Program home page, NRM Gateway**

> **The data entry system can be accessed through the Access to Data Entry link.**

Accessing Data Entry System

Access to Data Entry

You are asked to classify each response to the question "What improvements would you like during data entry. The data entry process will proceed more quickly if you familiarize yourse classification categories before imputing 2020-2021 Comment Card Survey data for the first

Review Classification of Visitor Suggestions

Data Entry Tutorial (Contributed by Scott Moore, NWW, updated by Christine Wibowo, ERDC)

Enter Data Entry System 🏰

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

1. Before entering data, you should familiarize yourself with the classification options for categorizing visitor suggestions.

2. Click here to access the Data Entry System Login screen.

Login Screen

Introduction

This is the data entry system for the Recreation Area Comment Cards including Visitor Centers since Visitor Centers are no longer considered as stand-alone PSAs. Once you log in, you can select which set of comment cards you will be entering.

You may also view the submission results here.

Log in

Note: Users can use their Rec-Assessment User ID to log in.

User ID: [   ]   Password: [   ]   [Log In]

Type in your User ID
and Password, then
click on "Log In" button.

New Users

Note:

Please enter the following information:
Name: [   ]   Phone: [   ]

Email: [   ]

[Next ....]

Select Recreation Area for All PSAs for Data Entry

The screen below appears immediately after you successfully log in.

- Click on "Recreation Area Submissions" which also includes submissions for Visitor Centers since Visitor Centers are no longer considered as stand-alone PSAs.

Select Your Project

Comment Card Surveys

Recreation Area Comment Cards

Select a New Project for a Comment Card Session
(If the project is shown below, it will not be available as a new project to select.)

Click the link to select your project.

This page will show up.

Recreation Area Comment Card

Step 1: Select a project from the list (projects are listed alphabetically using the names appear in OMBIL).

```
ABIQUIU DAM
Alabama River Lakes Multi-Purpose Project
ALAMO LAKE DAM, AZ
ALBENI FALLS DAM
ALLATOONA LAKE
ALMOND LAKE
ALUM CREEK LAKE
ALVIN R BUSH DAM
```

Select the project for which you want to enter data.

Data Entry Form - Survey Plan Option

Comment Card Surveys

Recreation Area Comment Card

DWORSHAK D AND R

What survey plan option did you elect?

1. ● Separate surveys for camping and day-use visitors
2. ○ Day-use survey only
3. ○ Camping survey only
4. ○ Day-Use Non-Fee
5. ○ Combined survey of camping and day-use visitors
6. ○ Combined survey of camping and day-use visitors with low sample option
7. ○ No survey

If you selected option 6 (low sample option) or 7 (no survey), enter justification below:

N/A

Next ....

Comment Options

- Menu

Comment Cards

- DWORSHAK D AND R WALLA WALLA NORTHWESTERN DIVISION

Comment Menu

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

This page appears only one time for each project. Please answer carefully.

As per your generated Survey Calendar, which is based on the visitation (day use and camping).

Please enter the justification or comment as needed.

Your Elected Survey Plan Option

Data Entry Form

Recreation Area Comment Card

Project: DWORSHAK D AND R

Survey Date: [_____]   **Scheduled Survey:** [Select ▾]
(mm/dd/yy)

Recreation Area: [BIG EDDY RECREATION AREA ▾]   Add a Recreation Area not in list on left

---

Previous visits to this recreation area:

1. Is this your first visit to this recreation area?
○ Yes   ● No

2. If not, how many other times have you visited this area in the last 12 months? [0]   *(Enter number)*

Use of park facilities at this area:

Did you do any of the following *at this recreation area during your current visit*?

☐ Stay overnight in campground
☐ Use restrooms or showers
☐ Use swimming beach
☐ Use a recreation trail
☐ Use picnic facilities
☐ Use boat or facilities *at a marina*
☐ Launch a boat
☐ Other [_____]

How did you hear about this recreation area?

☐ Family/Friend   ☐ Highway/Road Signs
☐ Map/Brochure   ☐ Info/staff at local business
☐ www.corpslakes.us   ☐ Info/staff at local motel

Begin inputting the survey results from the comment cards to the electronic form by area.

You can add a recreation area not listed.

When you have entered all visitor and rating data, click on "Next Comments …" to enter visitor response to the first of two open-ended questions.

First Open-Ended Question: "What did you *like most* about this area?"

Comment Card Surveys

Recreation Area Comment Card

Comment Options

- Menu

Comment Cards

- DWORSHAK D AND R
  WALLA WALLA
  NORTHWESTERN
  DIVISION

Comment Menu

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

Project: DWORSHAK D AND R

What did you *like most* about this area?

[text input box]

Next ...

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

2nd Open-Ended Question: "What *improvements* would you like to see in this area?"

Comment Card Surveys

Recreation Area Comment Card

Project: DWORSHAK D AND R

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

Step 1. Enter entire text of comment(s) received

Comment Options
- Menu

Comment Cards
- DWORSHAK D AND R
  WALLA WALLA
  NORTHWESTERN
  DIVISION

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

Next ...

Type verbatim visitor response in this space.

Click "Next" button to classify suggestion offered by visitor.

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

Review of Entered Data

After each data entry, please verify that the rating and comment data you have just inputted to the database is correct and complete.

Click "Start New Card" to return to the beginning of data entry and start with a new card to enter.

Click "Edit Card Data" to review and edit your data at any time.

Comment Card Surveys

Recreation Area Comment Card
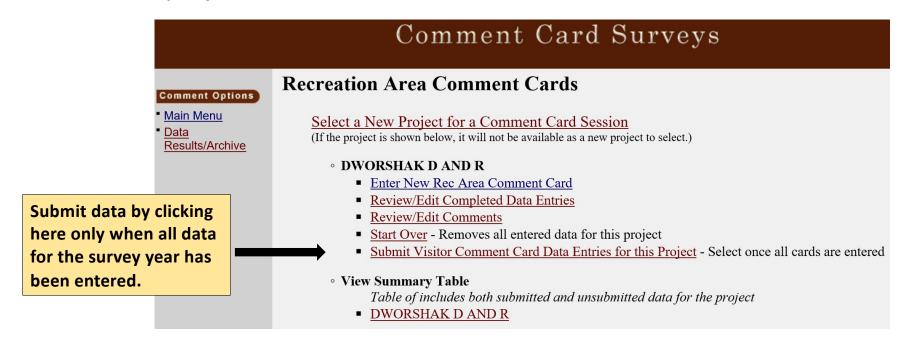
Comment Options
- Menu

Comment Cards
- DWORSHAK D AND R WALLA WALLA NORTHWESTERN DIVISION

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

Project: DWORSHAK D AND R
Survey Date: 07/15/18   **Scheduled Survey:** Day-Use
Recreation Area: BRUCE'S EDDY RECREATION AREA

Previous visits to this recreation area:	Use of park facilities at this area:
1. Is this your first visit to this recreation area? No 2. If not, how many other times have you visited this area in the last 12 months? 0	Did you do any of the following *at this recreation area during your current visit*? Picnic

How did you hear about this recreation area?

Visitors Fees:	About yourself:
1. Did you use a Senior Pass, Access Pass or Annual Day-Use pass to offset the fees charged at this area? NoApply 2. Did you pay a fee to enter or use this area during your current visit? No	1. Home postal ZIP Code: 2. You live in: 3. Age: 4. Gender: 5. Ethnicity affiliation? 6. Racial affiliation:

	Very Good	Good	Not Good Not Poor	Poor	Very Poor	Does Not Apply
Facilities:						
Suitability of park facilities for my recreational equipment and activities	o	o	o	o	o	o
Restroom cleanliness and availability of conveniences	o	o	o	o	o	o
Appearance of park grounds	o	o	o	o	o	o

Submitting Final Data

After you have entered and verified the data for all comment cards associated with the current survey year, you should submit the completed data for the project.

Obtaining Summary Results

You can view and print a Summary Report of Visitor Ratings and Comments based on the data entered to date at any time. You may experience a short wait while your summary report is retrieved from the database.

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

Comment Card Surveys

Summary of Recreation Area Survey July - August 2018
DWORSHAK D AND R

Comment Options
- Menu
- Print Friendly Version

Comment Cards
- DWORSHAK D AND R WALLA WALLA NORTHWESTERN DIVISION

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

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	24	71%	29%	0%	0%	0%	100%	4.7
Restroom cleanliness and availability of conveniences	24	79%	21%	0%	0%	0%	100%	4.8
Appearance of park grounds	24	67%	33%	0%	0%	0%	100%	4.7
Adequacy of signs providing directions and information	23	35%	61%	0%	0%	4%	100%	4.2
Parking space availability during my visit	24	58%	42%	0%	0%	0%	100%	4.6
Condition of roads and parking areas in the park	24	38%	46%	17%	0%	0%	100%	4.2
Employees:								
Availability of park rangers and staff	24	71%	25%	4%	0%	0%	100%	4.7
Helpfulness of park rangers and staff	24	71%	21%	8%	0%	0%	100%	4.6
Environmental Setting:								
Attractiveness of surrounding scenery and	22	68%	32%	0%	0%	0%	100%	4.7