

Google Forms + My County Parks

Laura Carr
Administrative Assistant
Hardin County Conservation



Service Animal Policy

Headquarters Office

15537 S Avenue
Ackley, Iowa 50601
Phone: 641-648-4361
Email: conservationhq@hardincountyia.gov



Calkins Nature Area

18335 135th Street
Iowa Falls, Iowa 50126
Phone: 641-648-9878
Email: calkins@hardincountyia.gov

Pet Policy:

No pets allowed in the cabins. A therapy animal is considered the same as a pet under the law and this policy, and therefore is not a service animal or service-animal-in-training.

Service Animal Policy:

A service animal or service-animal-in-training is not a pet. A person with a disability has a right to be accompanied by a service animal or service-animal-in-training, provided the animal is under control, without being required to make a payment for lodging.

A service animal or service-animal-in-training will not be asked about a disability or require medical documentation of a disability. A person with a disability will not be asked to provide special identification or training documentation of the service animal or service-animal-in-training or require a demonstration of the work and animal performs. A person with a service animal or service-animal-in-training will not be charged an extra fee or be segregated from other patrons.

A service animal or service-animal-in-training may be asked if the animal is required because of a disability. A person representing the service animal or service-animal-in-training may be asked what work or task the animal is trained to perform.

It is a civil violation for a person to intentionally misrepresent an animal as a service animal or service-animal-in-training (Iowa Code 216C.11 (2022)). All persons using or controlling or handling a service animal or service-animal-in-training must sign this policy as an acknowledgment that it is illegal to knowingly misrepresent an animal as a service animal or service-animal-in-training.

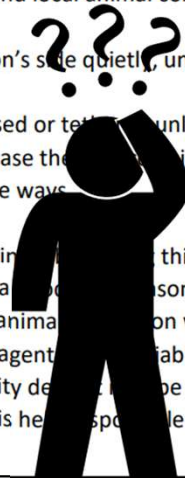
By signing this policy, the person with the service animal or service-animal-in-training acknowledges and agrees to the following:

1. Service animal or service-animal-in-training will be under control at all times and will not pose a threat to the health and safety of others.
2. Service animal or service-animal-in-training must comply with state and local animal control laws and show proof of vaccinations.
3. Service animal or service-animal-in-training should be kept at a person's side quietly, unless performing a specific task.
4. Service animal or service-animal-in-training must be leashed, harnessed or tethered unless this may interfere with the animal's work, or if a disability prevents their use, in which case the service animal or service-animal-in-training must be controlled by voice, hand signals or other effective ways.

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Persons declaring their animal is a service animal or service-animal-in-training by signing this policy acknowledge that Hardin County and Hardin County Conservation or their agents have a good faith reason to believe the animal is a service animal or service-animal-in-training and the person using the animal is a person with a disability, and therefore by law Hardin County and Hardin County Conservation or their agents are not liable for injury or damage caused by the animal. (Iowa Code 216C.11 (2022)) All or part of the security deposit may be retained against costs or damages incurred. If the deposit does not cover such costs, the renter is held responsible for additional payment.



Persons declaring their animal is a service animal or service-animal-in-training by signing this policy acknowledge that Hardin County and Hardin County Conservation or their agents have a good faith reason to believe the animal is a service animal or service-animal-in-training and the person using the animal is a person with a disability, and therefore by law Hardin County and Hardin County Conservation or their agents are not liable for injury or damage caused by the animal. (Iowa Code 216C.11 (2022)) All or part of the security deposit may be retained against costs or damages incurred. If the deposit does not cover such costs, the renter is held responsible for additional payment.

Problem Solving

~~Additional Agreement for Hickory Cabin : 11/21/2023 - 11/23/2023~~

- I have read and understand the cancellation and refund policy as listed above
- I understand that a non-refundable processing fee of \$4.00 will be charged to
- I understand that I must provide a security deposit check in the amount of \$25

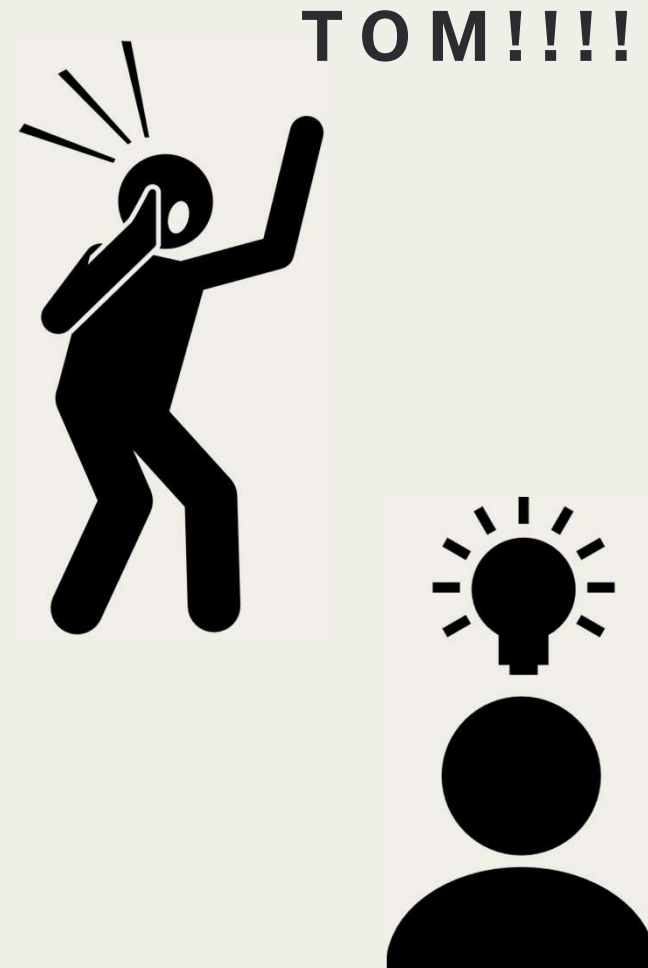
~~date and if I fail to do so, I may become ineligible to utilize this facility.~~

- **INDIVIDUALIZED**

~~Special Needs / Accommodations / Comments~~

~~Please enter in any special needs that are required.~~

- **LIMIT RESPONSE**



Google Form: Service Pet Registration

CUSTOMER VIEW

The screenshot shows a web browser window displaying the 'Hickory Cabin' reservation page on the mycountyparks.com website. The browser's address bar shows the URL: mycountyparks.com/County/Hardin/Park/Tower-Rock/Facility/Hickory-Cabin.aspx. The website header includes the mycountyparks.com logo, navigation links for 'EVENTS', 'COUNTIES', and 'MAKE RESERVATIONS', and utility links for 'Interactive Guide', 'Contact Us', 'Cart', 'My Account', '(Admin)', and 'Logout'. The main banner features a scenic image of a log cabin and a river with a boat, with the text 'HARDIN - TOWER ROCK' and 'Reservation' overlaid. Below the banner, a breadcrumb trail reads 'Home > Counties > Hardin > Parks > Tower Rock > Facilities > Hickory Cabin'. A left sidebar contains links for 'Tower Rock', 'Facilities', 'Activities', and 'Back to Hardin County'. The main content area is titled 'Hickory Cabin' and includes a '<< back to listing' link. A large image of the cabin's exterior is shown with a navigation arrow and a dot indicator. To the right of the image is a reservation box with the address '20392 Co Hwy556, Steamboat Rock, IA, 50672', a 'Book Now' button, and three links: 'Check Availability', 'View Special Regulations', and 'View Facility Contract'. Below the image, a green text box states: 'Between December and April, take advantage of our off-season rates of \$75 per night on weekdays and \$90 per night on weekends.' The main text describes the cabin's location and amenities, mentioning it is handicap accessible and sleeps 4 people. It also notes that the cabin is equipped with a toaster and coffee maker.

Google Form: Service Pet Registration

ADMINISTRATIVE VIEW

The screenshot displays the Google Forms administrative interface. At the top, the browser address bar shows the URL `docs.google.com/forms/u/0/`. The page header includes the 'Forms' logo, a search bar, and a user profile icon. The main content area is divided into two sections: 'Start a new form' and 'Recent forms'.

Start a new form

This section features a 'Template gallery' with six options:

- Blank
- Contact Information
- RSVP
- Party Invite
- T-Shirt Sign Up
- Event Registration

Recent forms

This section displays a list of four recently opened forms, each with a thumbnail, title, and opening time:

- Service Animal Registrati...** (Opened 10:44 AM)
- Tower Rock Cabin - Satisf...** (Opened Aug 28, 2023)
- The Lodge - Satisfaction ...** (Opened May 31, 2023)
- Contact Information** (Opened Jan 25, 2023)

Other Application of Google Forms

SATISFACTION SURVEYS: CABINS

- HOW SATISFIED ARE YOU WITH YOUR STAY?
- HOW LIKELY ARE YOU TO RENT THIS CABIN AGAIN?
- HOW CAN WE IMPROVE THE CABIN AND/OR CUSTOMER SERVICE TO BETTER ACCOMMODATE YOUR NEEDS?
- HOW DID YOU HEAR ABOUT THE TOWER ROCK CABINS?

 Provides quantitative & qualitative data to drive decision making!

Google Form: Satisfaction Surveys

CUSTOMER VIEW

The screenshot displays an Outlook web interface. The left sidebar shows the 'Inbox' and 'Folders' sections. The main content area shows an email from Laura Carr titled 'Tower Rock Cabin - Satisfaction Survey'. The email body contains a thank-you message and a link to a Google Form. Below the text is a preview of the survey form, which includes a title 'Tower Rock Cabin - Satisfaction Survey' and a 'forms.gle' link. The email also includes contact information for Laura Carr, an administrative/marketing assistant at Hardin County Conservation, and a quote from Abraham Maslow.

Mail - Laura Carr - Outlook

outlook.office365.com/mail/inbox/id/AAQkADI0ZGU1NDc1LWJyWEtNDBkMCG4NTBhLTUyMmMxMjM0MDRINAQAQAPFKa1V%2BWMIEuhLrPva9Y%2B0%3D

Outlook

Home View Help

New mail Delete Archive Report Sweep Move to Reply Reply all Forward Read / Unread Categorize Flag / Unflag Pin / Unpin Snooze Assign policy

Laura - Anniversary Tomorrow 9:00 AM

Favorites

Inbox 1

Sent Items

Deleted I... 562

Add favorite

Folders

Inbox 1

Board Meeti...

Board Files

Campgroun...

Claims

Court House

Leases

Marketing

MCP

Other Cor... 1

Water Ana...

Payroll/TI... 1

Personal

Rental Faci...

Drill Rent

Inbox

MCP.com E-Commerce S...

E-Commerce Su...

Hardin County Tourism

Today

Laura Carr

Tower Rock Cabin - Sa... 11:22 AM

Thank you again for choosing to sta...

Brooke Muldoon: AgSource Ac... 9:57 AM

Invoice Request

The payment on 09/25/2023 in the a...

AGSOURCE_PR...

Brooke Muldoon

Brian Herin W-9 9:35 AM

I went ahead and added him in the s...

Brian Herin W...

Molly Ackerson

Embroidery Inquiry 9:08 AM

Hi Laura. When embroidering the co...

HARDIN C
Conserv

Yesterday

hardinprinters@gmail.com

Scanned from Hardin ... Mon 7:36 PM

Please open the attached document...

UTVWAINERS_2...

Tower Rock Cabin - Satisfaction Survey

Laura Carr

To: Laura Carr

Tue 10/10/2023 11:22 AM

Thank you again for choosing to stay at Hardin County Conservation's Cabin. We hope you enjoyed your stay with us and that many memories were made!

As a valued customer, your feedback is important to us and will help us continue to improve our services. Please consider completing this brief survey by following the link below:

<https://forms.gle/1dt8LemicLn8jxj7>

Tower Rock Cabin - Satisfaction Survey

forms.gle

We thank you in advance and hope you stay with us again soon!

Best,

Laura Carr

Administrative/Marketing Assistant
Hardin County Conservation

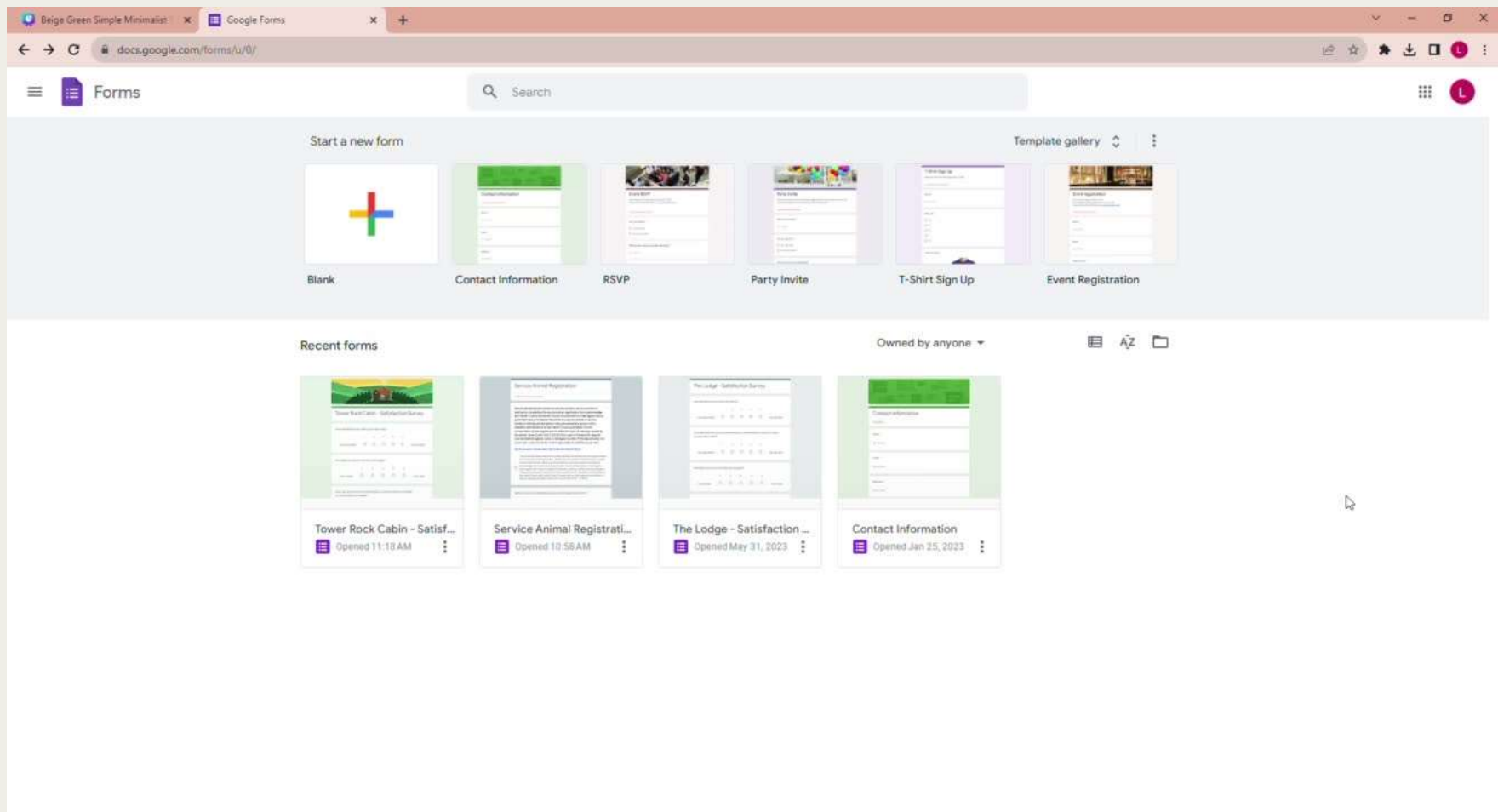
Hours: Monday 8a-4p, Tuesday-Wednesday 8a-2p
Email: lcarr@hardincountya.gov
Phone: 641-648-4361

"In any given moment we have two options: to step forward into growth or to step back into safety." - Abraham Maslow

HARDIN COUNTY
Conservation

Google Form: Satisfaction Surveys

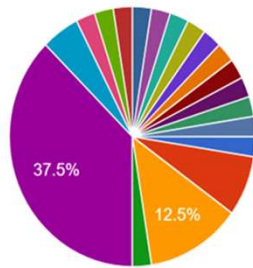
ADMINISTRATIVE VIEW



Survey Results

How did you hear about the Tower Rock cabin?

40 responses



- Facebook/Social Media
- Search Engine/Google
- Peer Referral
- Newspaper/Magazine
- My County Parks Website
- Hardin County Website
- We camped at Steamboat Rock camp...
- Driving by & saw them

▲ 1/3 ▼

- Marketing Decisions
- Overall Performance
- Improvements

Tower Rock Cabin - Satisfaction Survey (Responses)					
File Edit View Insert Format Data Tools Extensions Help					
Q Menus 100% \$ % .0 .00 123 Defaul... 10 B I					
A1	Timestamp	How satisfied are you with	How likely are you to rent	How can we improve the	How did you hear about the
2	8/2/2022 17:17:26	5		4 Bedroom ran hot. Would	My County Parks Website
3	8/15/2022 11:46:14	5		5 The Cabin and surroundi	My County Parks Website
4	8/15/2022 13:28:52	5		3 We had to haul a lot of st	My County Parks Website
5	8/16/2022 7:19:26	5		5 i felt everything provided	We camped at Steamboat F
6	8/30/2022 9:46:07	5		5 I thought everything was	Driving by & saw them
7	8/30/2022 10:04:37	5		5 Need an exterminator for	Hardin County Website
8	9/5/2022 8:41:38	5		3 Better vacuum cleaner, it	Peer Referral
9				Lots of roaches througho	
				Full size pull-out sofa bec	
	9/13/2022 11:15:20	3		3 Also, oven was not worki	My County Parks Website
10	9/21/2022 12:30:10	5		5	Peer Referral
11	9/29/2022 14:55:57	5		5	My County Parks Website
12	10/11/2022 11:48:09	5		5 Shower ran hot then cold	And then stayed here before
13	10/17/2022 11:02:27	5		5 Nothing. The cabin was c	My County Parks Website
14	10/18/2022 9:43:05	5		5 Cabin was perfect!	My County Parks Website
15	10/24/2022 13:02:57	5		5	Hardin County Website
16	10/26/2022 8:32:27	4		4 Put the dial back on the f	My County Parks Website
17	11/1/2022 14:09:43	5		5 Possibly have a small ca	My County Parks Website
18	11/7/2022 16:52:14	5		5 Back deck of the Oak cal	Seen cabins while canoeing
19	11/28/2022 8:08:59	5		5 Email sent to administrat	Husband frequently goes to
20	1/2/2023 15:58:23	5		5 We found a dish towel bu	Had stayed before and hike
21	1/30/2023 13:50:15	5		5 N/A - we loved it	My County Parks Website
22	1/31/2023 6:03:41	5		5 I so wish you would cons	My County Parks Website
23	4/3/2023 15:31:51	5		5	Peer Referral
24	4/4/2023 6:34:55	4		3 Bedroom needed dusting	My County Parks Website
25	4/5/2023 20:22:38	5		5 Thank you for plowing th	Newspaper/Magazine
26	5/31/2023 14:49:44	5		3 Great cabin and service.	My County Parks Website
27	6/5/2023 7:38:49	5		4	
28	7/3/2023 15:18:15	5		5	Search Engine/Google
29				Better trail for river acces	
	7/3/2023 22:42:20	5		5 Cabins	Conference Fundraiser
30	7/4/2023 9:35:23	5		4 Not sure it could be impr	Search Engine/Google
31	7/4/2023 9:35:35				Search Engine/Google
32	7/5/2023 10:58:28	5		5 Everything was great	My County Parks Website



Questions?

Thank you.

