

Post Consultant/Empathy Grant Survey

* Required



1. How often do you interact with the public on average? *

- About once a week
- A few times a week
- About once a day
- Multiple times a day

2. In general, how do you feel about interacting with the public? *

- I do not like interacting with the public
- I don't mind interacting with the public but would prefer not to
- I enjoy interacting and engaging with the public

3. If you answered "I do not like interacting with the public" on the previous question, explain why.

4. As a zookeeper, where do you think guest interactions fall within your job duties? *

- I think guest interactions are an important part of zookeeping and just as important as my other duties.
- I think guest interactions are necessary but are not as important as my other duties.
- I think guest interactions should be left to education/other staff and not a part of zookeeper duties.
- I am not a zookeeper/animal care staff

5. What is your favorite way to interact with the public/guests? *

- Scheduled daily demos
- Impromptu guest interactions and conversations
- Birthday parties
- Zoo camps/Education programs
- I do not enjoy any of them
- I enjoy all of them

6. What is your least favorite way to interact with public/guests? *

- Scheduled daily demos
- Impromptu guest interactions and conversations
- Birthday parties
- Zoo camps/Education programs
- I do not enjoy any of them

7. How would you rate your public speaking skills? *

1-very poor 2-poor 3-average 4-good 5-excellent



8. How comfortable are you when public speaking? *

1-very uncomfortable 2-uncomfortable 3-tolerable 4-comfortable 5-very comfortable

1	2	3	4	5
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9. How often did you tie conservation messaging into your keeper chats, demos, camp presentations, birthday presentations, media presentations, etc this past season? *

1-never 2-rarely 3-sometimes 4-often 5-always

1	2	3	4	5
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10. On average, after a scheduled animal demo or presentation, what do you feel guests leave your presentation with? *

(select all that apply)

- Excitement about the individual animal(s)
- Excitement about the species
- General knowledge about the individual animal(s)
- General knowledge about the species
- Knowledge of species specific threats and conservation
- Empathy for the animal/species
- A desire to do something for the animals/species
- Tangible ways to help or protect the species
- Knowledge about the zoos conservation programs or Dakota Zoo Conservation Fund
- I am not sure
- Other

11. If you selected "other" on the previous question, explain.

12. What is your level of understanding when it comes to empathy and how to use it to make connections with guests? *

- I know/understand very little to nothing about empathy
- I am somewhat familiar with empathy but do not understand how to use it in guest interactions.
- I am familiar with empathy and use it sometimes in guest interactions.
- I am very familiar with empathy and use it every time I connect with guests.

13. How beneficial was the KUZO group training and consulting you received this year? *

- Very beneficial and needed
- Beneficial but not needed
- Not beneficial/Waste of time
- I am not sure

14. What were the highlights for you from the last year of KUZO consulting and changes in empathy programming (wild happenings/trading cards/camps/etc)? *

15. What were the challenges for you from the last year of KUZO consulting and changes in empathy programming (wild happenings/trading cards/camps/etc). *

16. Please note any "soft data" you collected this year. (General guest feedback, specific quotes from guests or board members, overall impressions, etc.) *

17. How can the zoo continue to grow when it comes to empathy and connecting animals with our visitors? *

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