

2021

# National Cemetery Administration

## National Cemeteries Satisfaction Survey



**VA**



U.S. Department  
of Veterans Affairs

National Report  
August 2021

## Index

Executive Summary .....	3
Overall Satisfaction Measures and Key Metrics .....	6
Trust .....	24
Satisfaction with Information and Communication: Next of Kin .....	29
Satisfaction with Information and Communication: Funeral Directors .....	46
Satisfaction with Committal Service(s): Next of Kin .....	61
Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors .....	71
Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin .....	82
Satisfaction with Cemetery Appearance and Visitor Accommodations .....	88
State or Tribal Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin .....	98
Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors .....	103
Appendix B: Methodology and Survey Instruments .....	136
Appendix C: User Guide .....	160
Appendix D: Question Locator .....	164
Appendix E: Response Rates .....	170
Appendix F: Survey Results by Question .....	179

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## Executive Summary

### SECTION DESCRIPTION

- This section presents an overview of the contents of this report and key findings from next of kin and funeral directors who have had experiences at national cemeteries.

### Report Overview

Data for this survey were collected from next of kin and funeral directors from April 14, 2021, to June 23, 2021. Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) and Automated Monument Application System (AMAS) database of interments. The survey was mailed to 41,218 next of kin who had interred a loved one during the time period of January 1, 2020, through December 31, 2020. The survey was also mailed to 11,140 funeral directors who had worked with national, private, and state or tribal Veteran cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 52,385 survey questionnaires (41,218 to Next of Kin and 11,140 to Funeral Directors) were mailed for this survey. A total of 21,003 completed questionnaires (18,992 NoK and 2,011 FD) were returned, which resulted in an overall survey response rate of 41.53% (47.78% NoK and 18.62% for FD).

In this report survey findings are presented in nine sections:

- The first section -- Overall Satisfaction Measures and Key Metrics -- presents findings from survey items that provide information on next of kin and funeral directors' overall satisfaction with their experiences at a national cemetery. Combined responses are presented for all respondents, as well as for next of kin and funeral directors separately. Data for each District are presented for comparative purposes.
- The eight sections that follow present survey findings on specific areas of satisfaction for each group (next of kin and funeral directors). Each section begins with overall satisfaction measures within the content area, followed by responses to individual survey items. Data for each District are presented for comparative purposes.

Six appendices follow the main body of the report. They are:

- Appendix A: Respondent Characteristics – presents self-reported demographic information for next of kin and funeral directors in the respondent sample.
- Appendix B: Methodology and Survey Instruments – describes the methodology used to administer the survey. Copies of the 2021 next of kin and the national cemetery component of the Funeral Director surveys are also included in this appendix.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where the data can be found.
- Appendix E: Response Rates – presents response rates for each national cemetery included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

## EXECUTIVE SUMMARY: Highlights of Findings

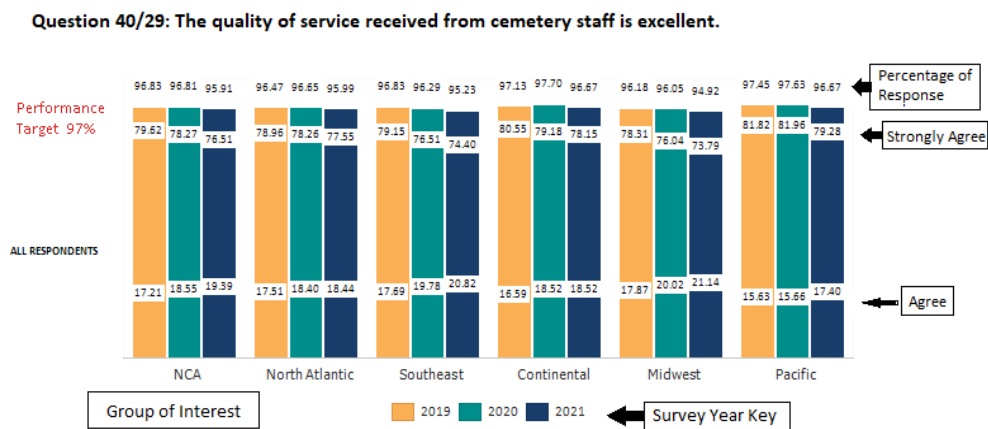
Questions asked of all respondents unless designated NoK for Next of Kin and FD for Funeral Director.

OVERALL SATISFACTION		TRUST		CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Overall Experience	97.15%	Maintain as National Shrines	98.19%	Gravesite Appearance is Excellent (NoK)	96.39%
Quality of Service	95.90%	Honors all Veterans	98.00%	Upkeep is Excellent	97.23%
Courteous Staff	97.21%	INFORMATION & COMMUNICATION		Committal shelter was private, clean and free of safety hazards	98.40%
Professional Staff	96.36%	Satisfaction with Information Provided (NoK)	96.10%	HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Cemetery Appearance	98.72%	Top way to find out about benefits: Family member/friend (NoK)	59.00%	Satisfaction with length of time for placement (NoK)	93.72%
Recommend Cemetery	98.56%	Best way to convey Information: E-mail (NoK)	33.33%	Satisfaction with quality and appearance (NoK)	92.44%
COMMITTAL SERVICES		Satisfaction with Communication (FD)	93.80%	Accurate Inscription (NoK)	85.38%
Satisfaction with Committal Service (NoK)	94.10%	Characterize Communication as Good or Excellent (FD)	95.03%	STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Ease of Scheduling Process (FD)	80.27%	Provides most information re: policies & procedures: VA/NCA Website (FD)	42.44%	Appearance compared favorably (NoK)	84.74%
Received the support needed from Cemetery Staff (FD)	96.93%	Best way to Communicate: Email (FD)	59.68%	Quality of Service compared favorably (NoK)	78.00%
Service is superior or better than Private Cemetery (FD)	67.84%			Honor of interment is equivalent (NoK)	64.10%

## Overall Satisfaction Measures and Key Metrics

### SECTION DESCRIPTION

- This section presents survey findings from next of kin (NoK) and funeral directors (FD) on overall measures of satisfaction.
- Results are also presented for five key measures of satisfaction.
- Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.
- Throughout this report, stacked bar graphs are used which show the percentage of participants responding positively to survey items across all respondents (NoK and Funeral Directors combined), as well as NoK and Funeral Directors separately. A sample stacked bar graph is presented below with labels to aid in interpretation of these graphs used throughout this report. A fuller explanation of how to understand and interpret the graphs and tables used in this report can be found in Appendix C (page 159) of this report.



## Overall Satisfaction Measures and Key Metrics

### Committal Service Attendance: Next of Kin

The majority of next of kin who completed this survey attended the committal service (64.30%).

Attended*	n	%
Yes	12,211	64.30%
No	2,293	12.07%
Unknown	4,488	23.63%

Respondents who attended the committal service had a higher percentage of agreement for the five key measures of satisfaction compared to respondents who did not attend the committal service. The p-values for the five questions are significant at the .001 level.\*\*\*

NoK Survey Question Number**	Key Measure of Satisfaction	ATTENDED COMMITTAL SERVICE (n=12,211)	DID NOT ATTEND COMMITTAL SERVICE (n=2,293)	Overall NoK Agreement (%)
		Percent (%) Agreement	Percent (%) Agreement	
12	Satisfaction with the service received from the National Cemetery Scheduling Office (n=5,249)	98.04%	94.79%	97.41%
23	Satisfaction with length of time for product placement (n=18,091)	94.98%	89.89%	93.72%
40	Quality of Service (n=17,676)	96.56%	92.35%	95.89%
45	Overall Appearance (n=18,127)	98.94%	97.65%	98.74%
47	Recommend Cemetery (n=18,407)	98.96%	97.83%	98.73%

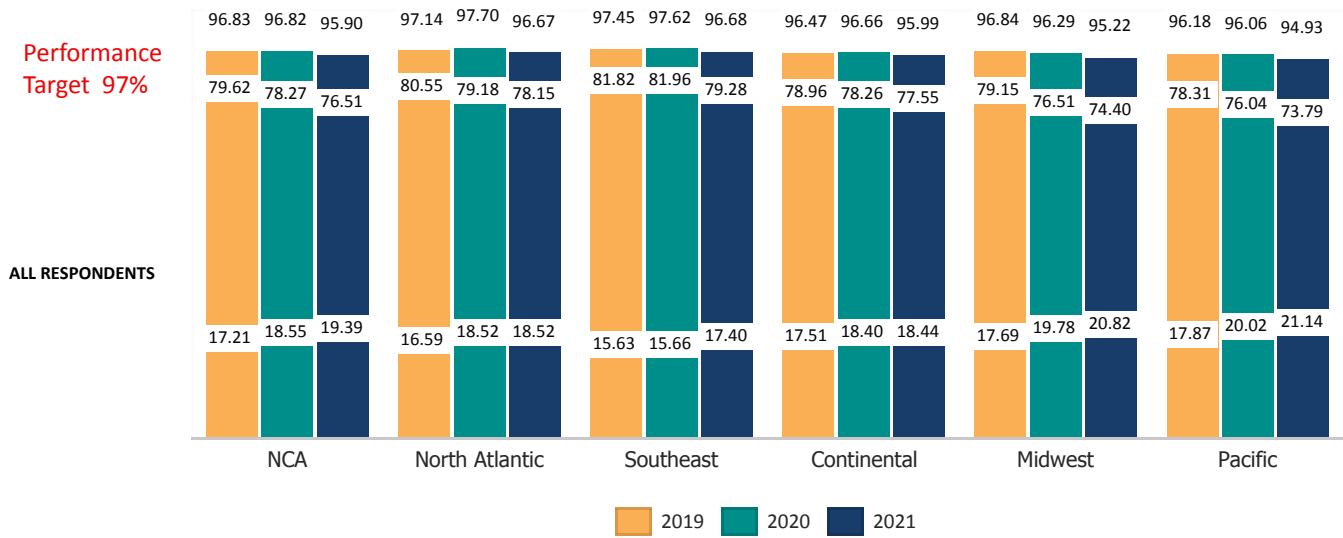
\*The respondent's attendance at the committal service is not self-reported. Committal service attendance is recorded by the national cemetery and captured in the NCA database.

\*\*The agreed category consists of the top two response options of the scale for the referenced survey questions. For Questions 12 and 23, the agreed category consists of the "very satisfied" and "somewhat satisfied" responses. For all other measures (Questions 40, 45, and 47), the agreed category consists of the "strongly agree" and "agree" responses.

\*\*\* The p-values provided in this report refer to the probability that the difference is due to "chance." The threshold for p-values is related to the alpha level which is most commonly set at alpha equal to or less than 0.05. This means that the 95 times out of 100 the difference observed is not due to chance (i.e., 5 times out of 100). For a p-value of 0.01 refers to 99 out of 100, and a p-value of 0.001 refers to 999 out of 1,000.

## Overall Satisfaction Measures and Key Metrics

Question 40/29: The quality of service received from cemetery staff is excellent.

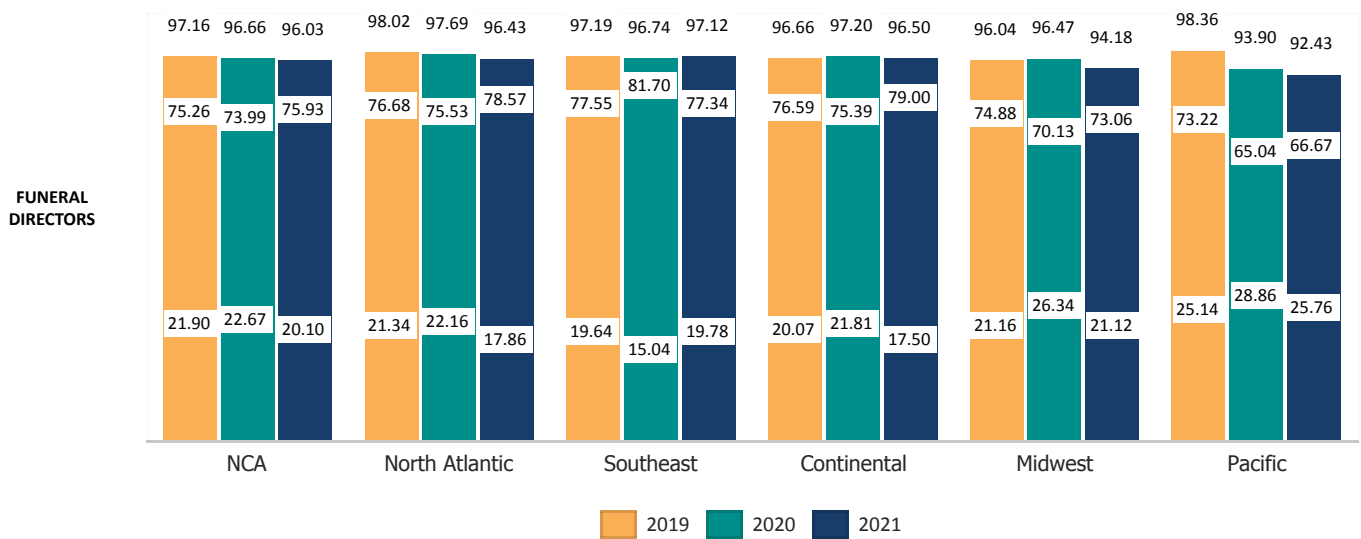


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25874	20210	19641	4220	3434	3478	5810	4240	4116	3507	3054	2993	5841	4823	4586	5983	4645	3941
Strongly agree		79.62%	78.27%	76.51%	80.55%	79.18%	78.15%	81.82%	81.96%	79.28%	78.96%	78.26%	77.55%	79.15%	76.51%	74.40%	78.31%	76.04%	73.79%
Agree		17.21%	18.55%	19.39%	16.59%	18.52%	18.52%	15.63%	15.66%	17.40%	17.51%	18.40%	18.44%	17.69%	19.78%	20.82%	17.87%	20.02%	21.14%
Neither agree nor disagree		2.41%	2.56%	3.02%	2.35%	1.81%	2.70%	1.96%	2.08%	2.45%	2.68%	2.72%	2.91%	2.43%	2.94%	3.49%	2.76%	3.06%	3.70%
Disagree		0.49%	0.46%	0.71%	0.28%	0.35%	0.46%	0.41%	0.19%	0.58%	0.57%	0.49%	0.63%	0.55%	0.62%	0.87%	0.57%	0.58%	0.99%
Strongly disagree		0.27%	0.17%	0.37%	0.24%	0.15%	0.17%	0.17%	0.12%	0.29%	0.29%	0.13%	0.47%	0.19%	0.15%	0.41%	0.50%	0.30%	0.38%



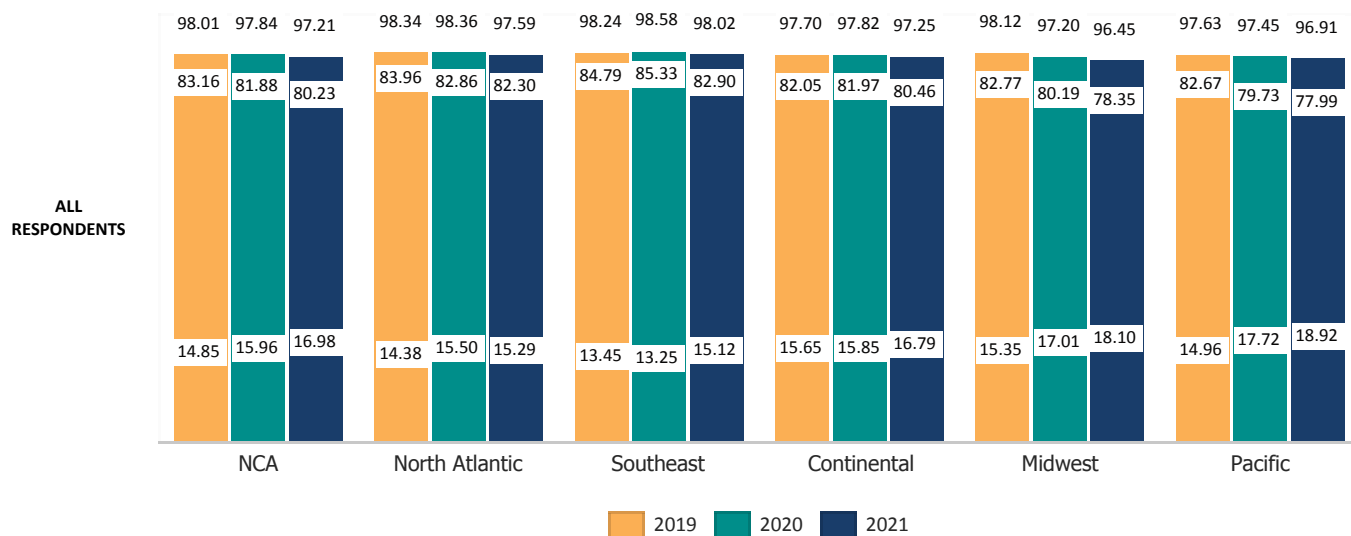
## Overall Satisfaction Measures and Key Metrics

**Question 40/29: The quality of service received from cemetery staff is excellent.**



## Overall Satisfaction Measures and Key Metrics

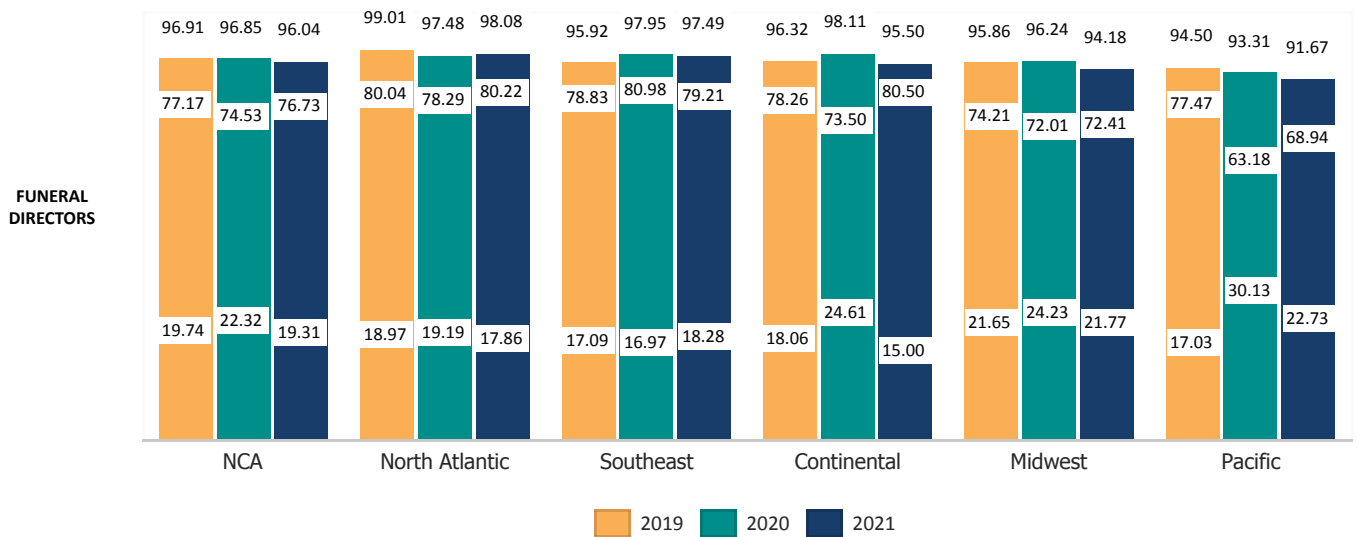
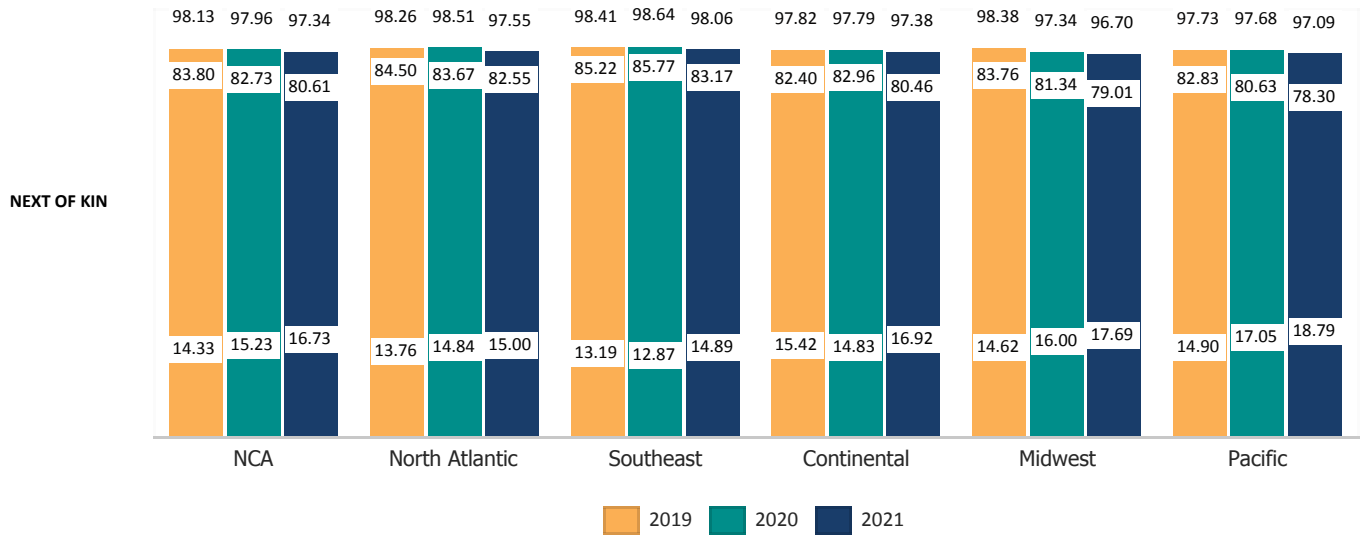
### Question 41/30: The national cemetery staff was courteous.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25994	20042	19808	4234	3407	3498	5852	4205	4153	3515	3028	3025	5851	4756	4618	6029	4632	3985
Strongly agree		83.16%	81.88%	80.23%	83.96%	82.86%	82.30%	84.79%	85.33%	82.90%	82.05%	81.97%	80.46%	82.77%	80.19%	78.35%	82.67%	79.73%	77.99%
Agree		14.85%	15.96%	16.98%	14.38%	15.50%	15.29%	13.45%	13.25%	15.12%	15.65%	15.85%	16.79%	15.35%	17.01%	18.10%	14.96%	17.72%	18.92%
Neither agree nor disagree		1.50%	1.85%	2.18%	1.35%	1.41%	2.03%	1.37%	1.26%	1.49%	1.74%	1.98%	2.18%	1.44%	2.40%	2.71%	1.66%	2.05%	2.43%
Disagree		0.27%	0.24%	0.39%	0.12%	0.18%	0.31%	0.27%	0.10%	0.36%	0.34%	0.20%	0.26%	0.26%	0.34%	0.54%	0.36%	0.35%	0.45%
Strongly disagree		0.22%	0.07%	0.22%	0.19%	0.06%	0.06%	0.12%	0.07%	0.12%	0.23%	0.00%	0.30%	0.19%	0.06%	0.30%	0.35%	0.15%	0.20%

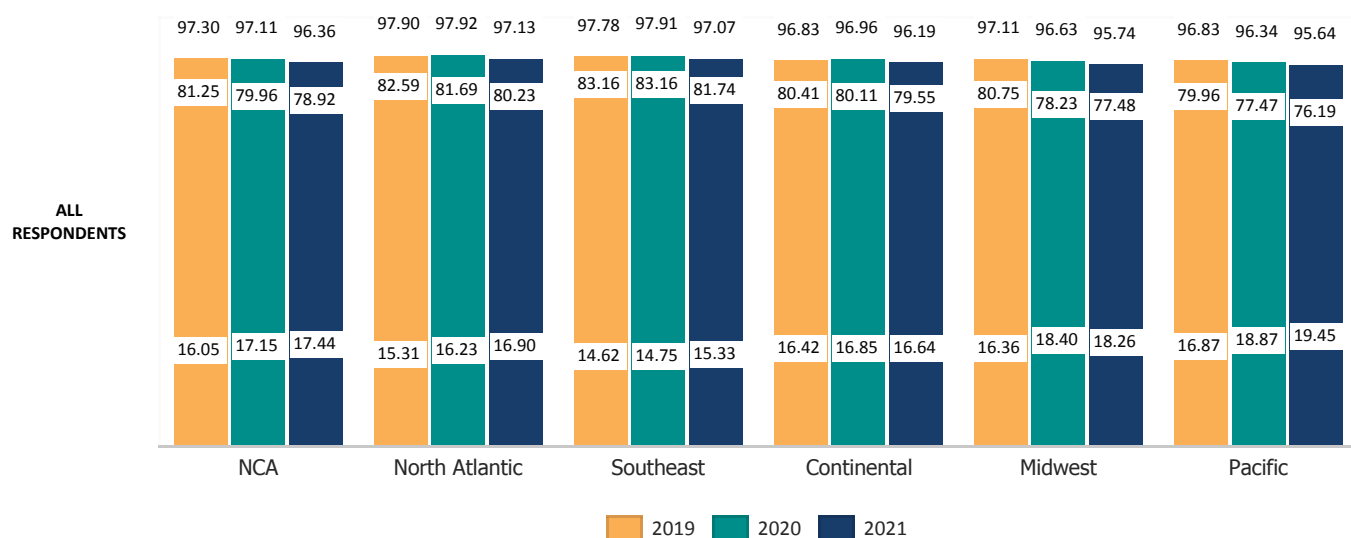
## Overall Satisfaction Measures and Key Metrics

### Question 41/30: The national cemetery staff was courteous.



## Overall Satisfaction Measures and Key Metrics

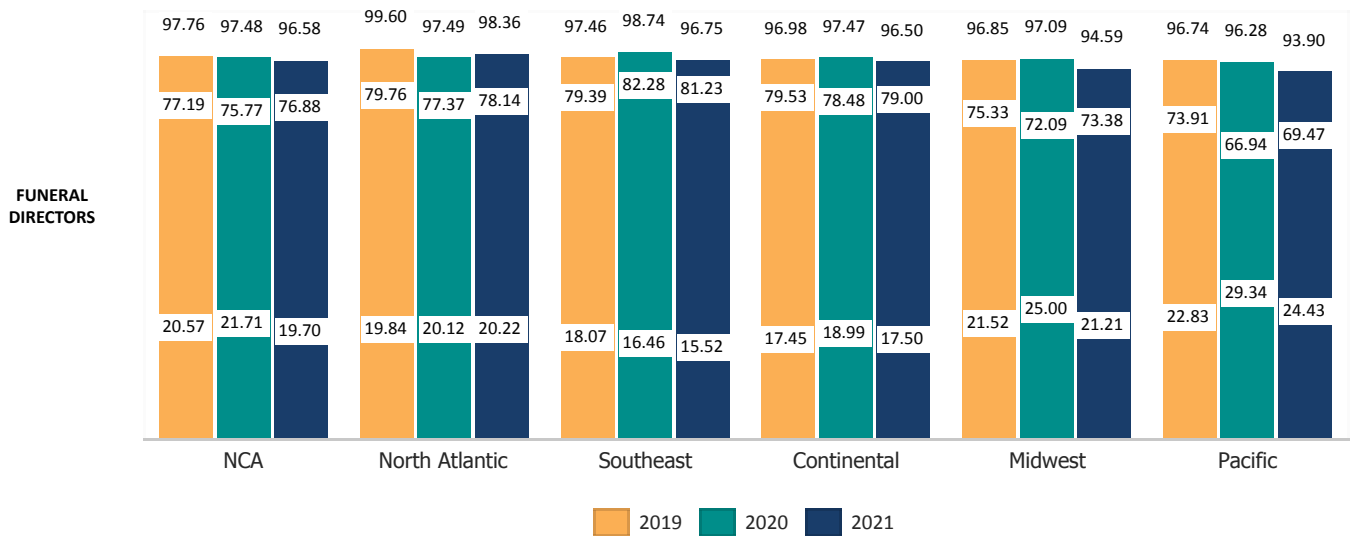
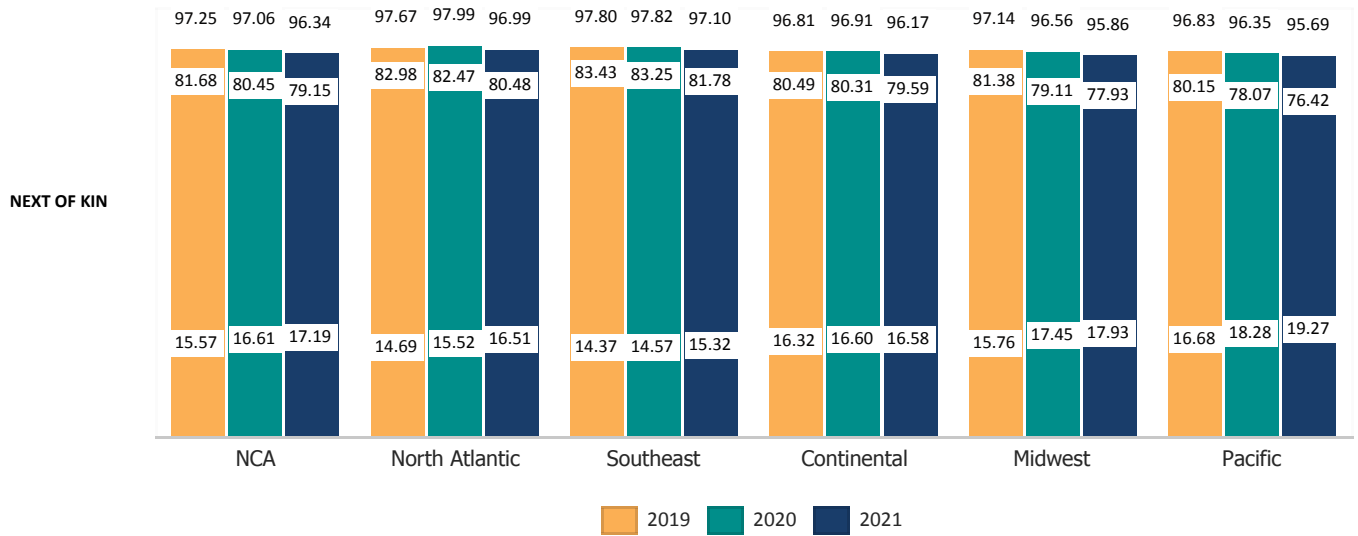
**Question 42/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25918	19596	19714	4194	3358	3480	5843	4067	4129	3502	2967	3017	5845	4658	4595	6023	4532	3965
Strongly agree		81.25%	79.96%	78.92%	82.59%	81.69%	80.23%	83.16%	83.16%	81.74%	80.41%	80.11%	79.55%	80.75%	78.23%	77.48%	79.96%	77.47%	76.19%
Agree		16.05%	17.15%	17.44%	15.31%	16.23%	16.90%	14.62%	14.75%	15.33%	16.42%	16.85%	16.64%	16.36%	18.40%	18.26%	16.87%	18.87%	19.45%
Neither agree nor disagree		2.06%	2.27%	2.73%	1.74%	1.67%	2.36%	1.69%	1.70%	2.11%	2.57%	2.53%	2.85%	2.28%	2.64%	3.26%	2.17%	2.69%	3.20%
Disagree		0.38%	0.46%	0.61%	0.17%	0.24%	0.32%	0.36%	0.22%	0.61%	0.37%	0.44%	0.56%	0.39%	0.52%	0.67%	0.56%	0.79%	0.88%
Strongly disagree		0.25%	0.17%	0.29%	0.19%	0.18%	0.20%	0.17%	0.17%	0.22%	0.23%	0.07%	0.40%	0.22%	0.21%	0.33%	0.43%	0.18%	0.28%

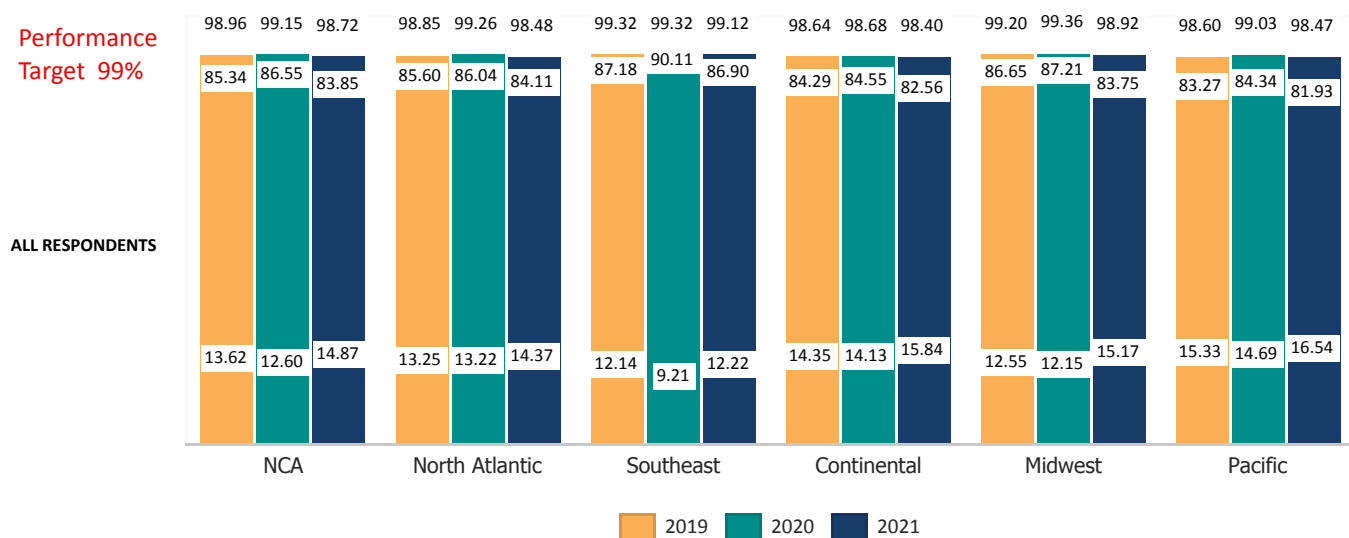
## Overall Satisfaction Measures and Key Metrics

**Question 42/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**



## Overall Satisfaction Measures and Key Metrics

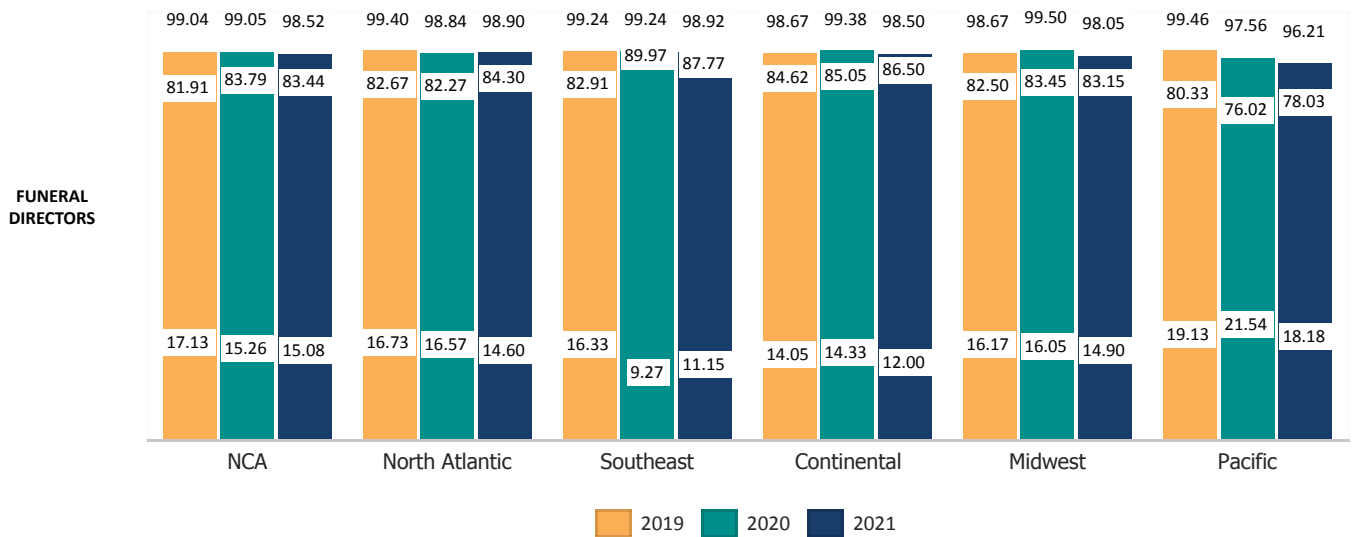
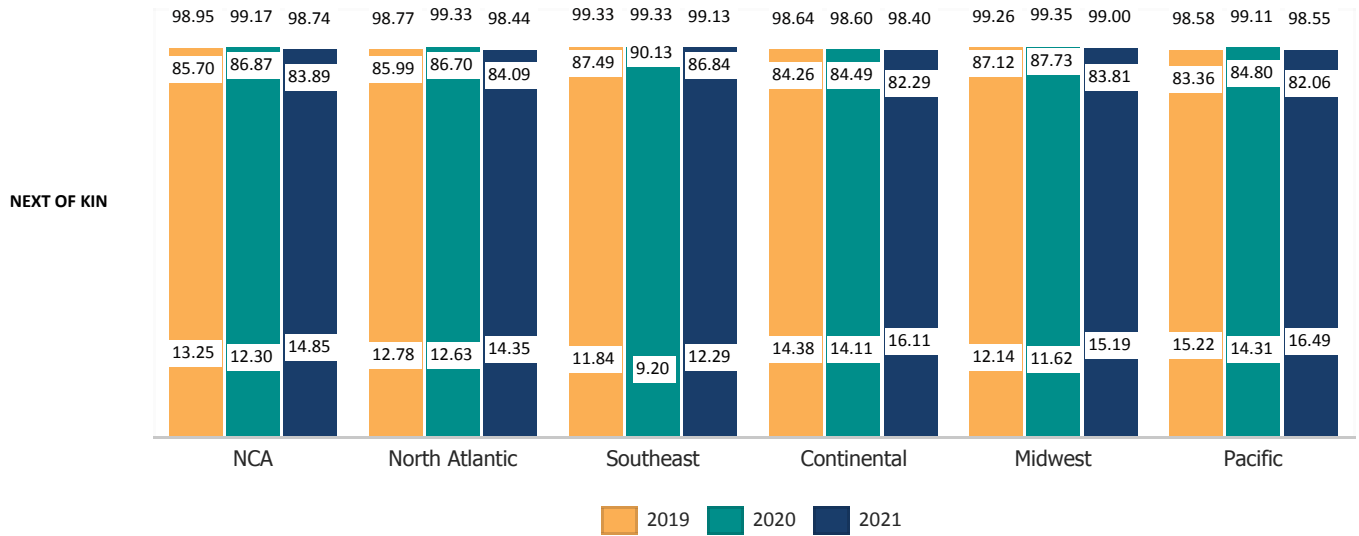
Question 45/34: The overall appearance of the national cemetery is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		26125	20465	20090	4243	3473	3555	5867	4278	4183	3532	3093	3080	5887	4888	4695	6085	4719	4050
Strongly agree		85.34%	86.55%	83.85%	85.60%	86.04%	84.11%	87.18%	90.11%	86.90%	84.29%	84.55%	82.56%	86.65%	87.21%	83.75%	83.27%	84.34%	81.93%
Agree		13.62%	12.60%	14.87%	13.25%	13.22%	14.37%	12.14%	9.21%	12.22%	14.35%	14.13%	15.84%	12.55%	12.15%	15.17%	15.33%	14.69%	16.54%
Neither agree nor disagree		0.85%	0.67%	1.06%	0.99%	0.75%	1.32%	0.53%	0.54%	0.79%	1.02%	0.81%	1.30%	0.68%	0.53%	0.92%	1.13%	0.78%	1.16%
Disagree		0.14%	0.12%	0.16%	0.16%	0.00%	0.14%	0.12%	0.07%	0.05%	0.20%	0.45%	0.19%	0.07%	0.04%	0.13%	0.16%	0.11%	0.32%
Strongly disagree		0.06%	0.06%	0.06%	0.00%	0.00%	0.06%	0.03%	0.07%	0.05%	0.14%	0.06%	0.10%	0.05%	0.06%	0.04%	0.10%	0.08%	0.05%

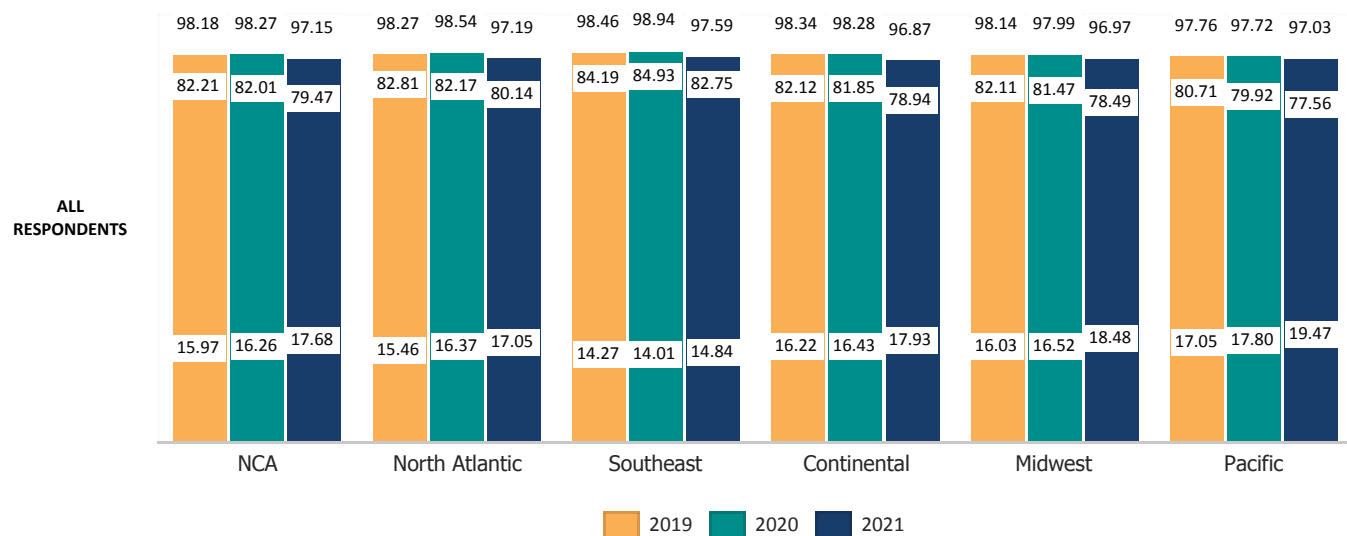
## Overall Satisfaction Measures and Key Metrics

**Question 45/34: The overall appearance of the national cemetery is excellent.**



## Overall Satisfaction Measures and Key Metrics

Question 46/35: Overall, I am satisfied with my experience at the national cemetery.

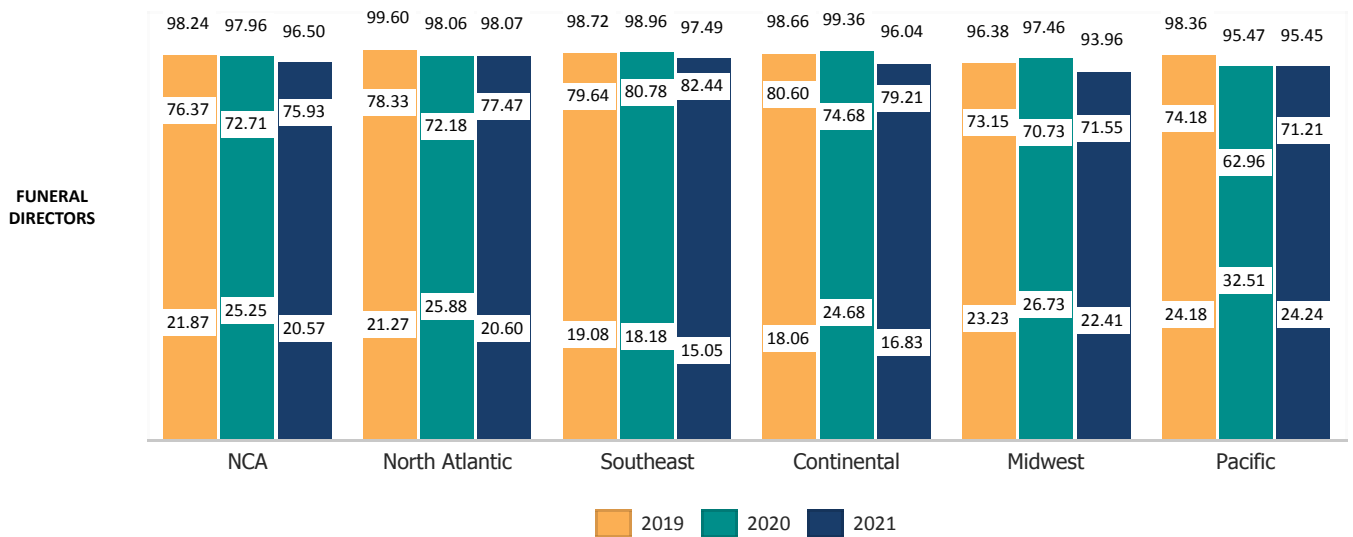
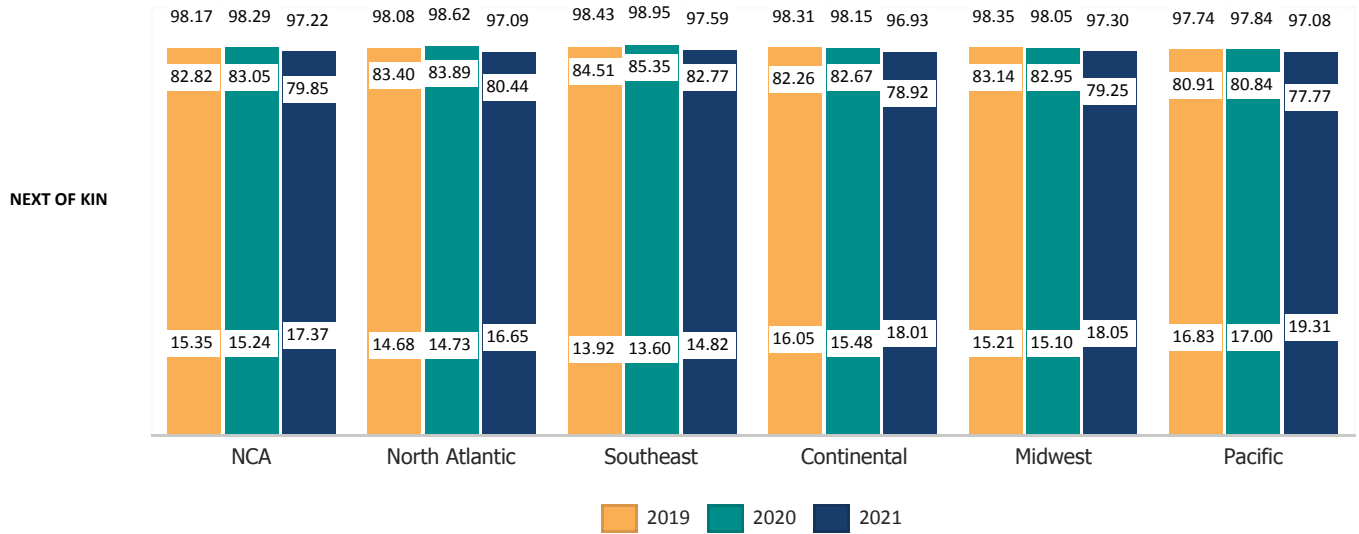


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		26288	20412	20283	4269	3488	3595	5894	4254	4226	3558	3074	3101	5926	4862	4724	6128	4720	4109
Strongly agree		82.21%	82.01%	79.47%	82.81%	82.17%	80.14%	84.19%	84.93%	82.75%	82.12%	81.85%	78.94%	82.11%	81.47%	78.49%	80.71%	79.92%	77.56%
Agree		15.97%	16.26%	17.68%	15.46%	16.37%	17.05%	14.27%	14.01%	14.84%	16.22%	16.43%	17.93%	16.03%	16.52%	18.48%	17.05%	17.80%	19.47%
Neither agree nor disagree		1.22%	1.15%	1.80%	1.22%	0.92%	2.06%	1.02%	0.75%	1.28%	1.04%	1.11%	2.10%	1.27%	1.30%	1.91%	1.50%	1.57%	1.85%
Disagree		0.34%	0.47%	0.71%	0.35%	0.49%	0.42%	0.34%	0.19%	0.85%	0.22%	0.55%	0.71%	0.37%	0.53%	0.72%	0.38%	0.57%	0.80%
Strongly disagree		0.26%	0.12%	0.34%	0.16%	0.06%	0.33%	0.19%	0.12%	0.28%	0.39%	0.07%	0.32%	0.22%	0.19%	0.40%	0.36%	0.15%	0.32%



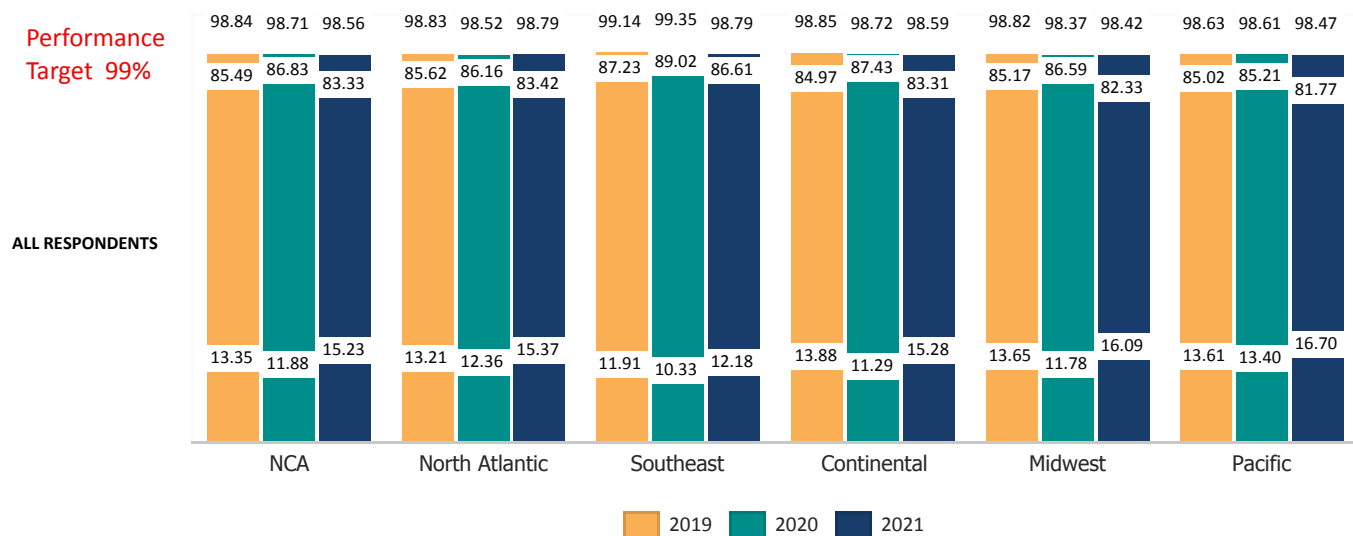
## Overall Satisfaction Measures and Key Metrics

Question 46/35: Overall, I am satisfied with my experience at the national cemetery.



## Overall Satisfaction Measures and Key Metrics

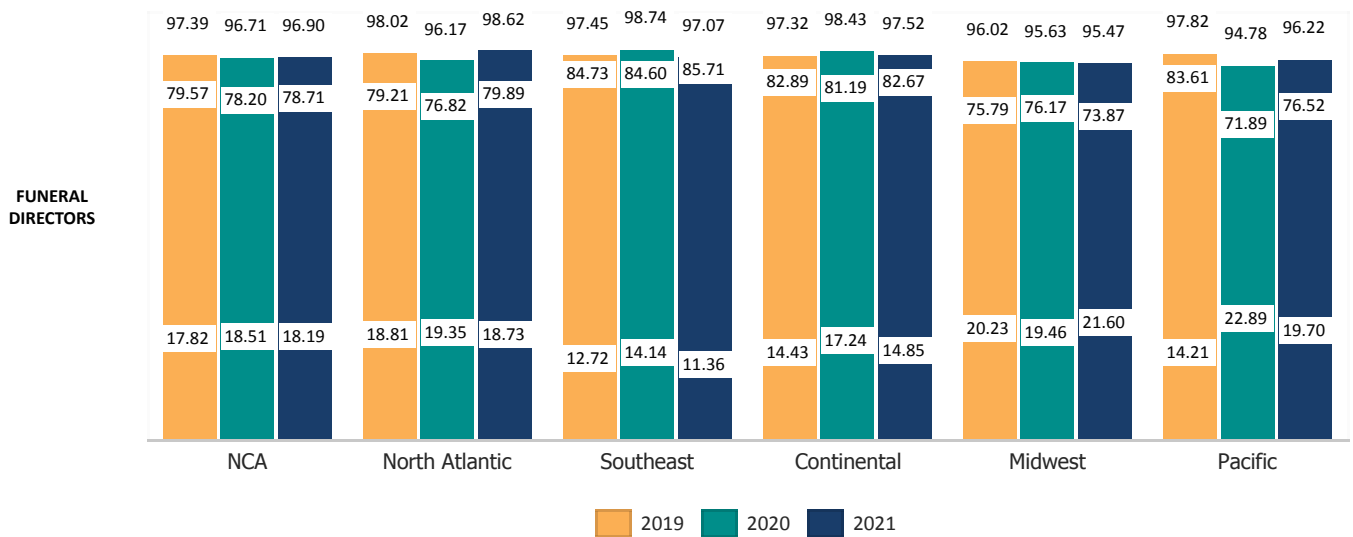
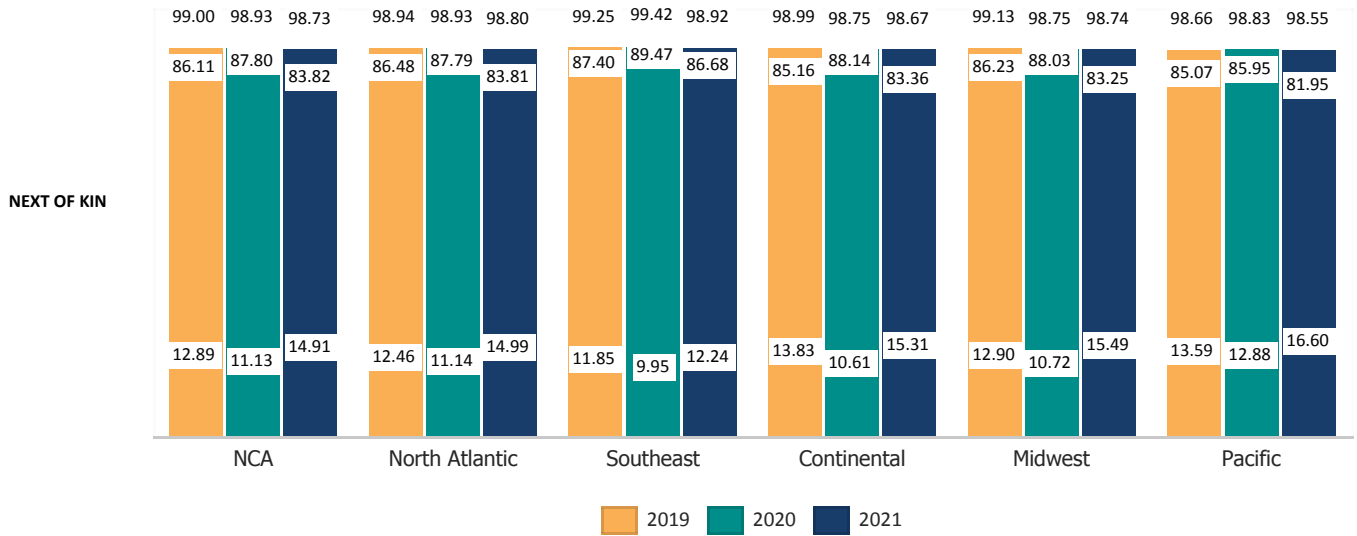
Question 47/36: I would recommend the cemetery to Veteran families during their time of need.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		26359	20633	20370	4285	3520	3618	5919	4307	4243	3560	3110	3116	5935	4907	4737	6150	4775	4126
Strongly agree		85.49%	86.83%	83.33%	85.62%	86.16%	83.42%	87.23%	89.02%	86.61%	84.97%	87.43%	83.31%	85.17%	86.59%	82.33%	85.02%	85.21%	81.77%
Agree		13.35%	11.88%	15.23%	13.21%	12.36%	15.37%	11.91%	10.33%	12.18%	13.88%	11.29%	15.28%	13.65%	11.78%	16.09%	13.61%	13.40%	16.70%
Neither agree nor disagree		0.94%	1.14%	1.18%	1.05%	1.42%	0.94%	0.74%	0.56%	1.01%	0.84%	1.16%	1.19%	0.99%	1.47%	1.29%	1.02%	1.13%	1.31%
Disagree		0.11%	0.09%	0.16%	0.05%	0.06%	0.19%	0.08%	0.05%	0.12%	0.17%	0.13%	0.10%	0.05%	0.10%	0.19%	0.18%	0.10%	0.10%
Strongly disagree		0.11%	0.06%	0.11%	0.07%	0.00%	0.08%	0.03%	0.05%	0.07%	0.14%	0.00%	0.13%	0.13%	0.06%	0.11%	0.16%	0.15%	0.12%

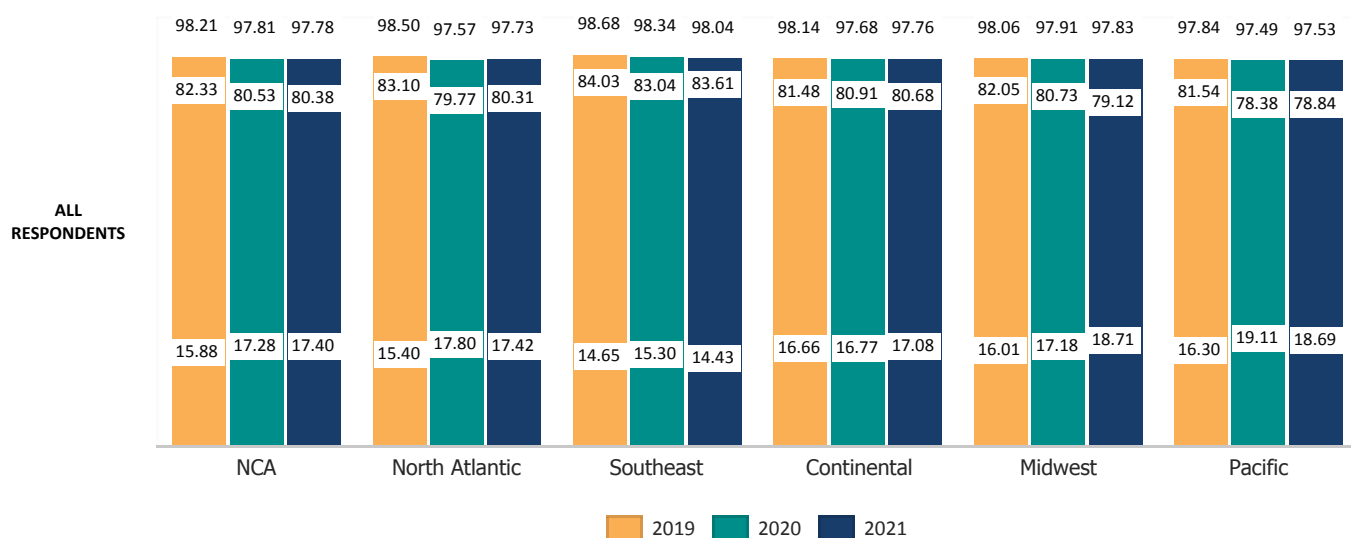
## Overall Satisfaction Measures and Key Metrics

**Question 47/36: I would recommend the cemetery to Veteran families during their time of need.**



## Overall Satisfaction Measures and Key Metrics

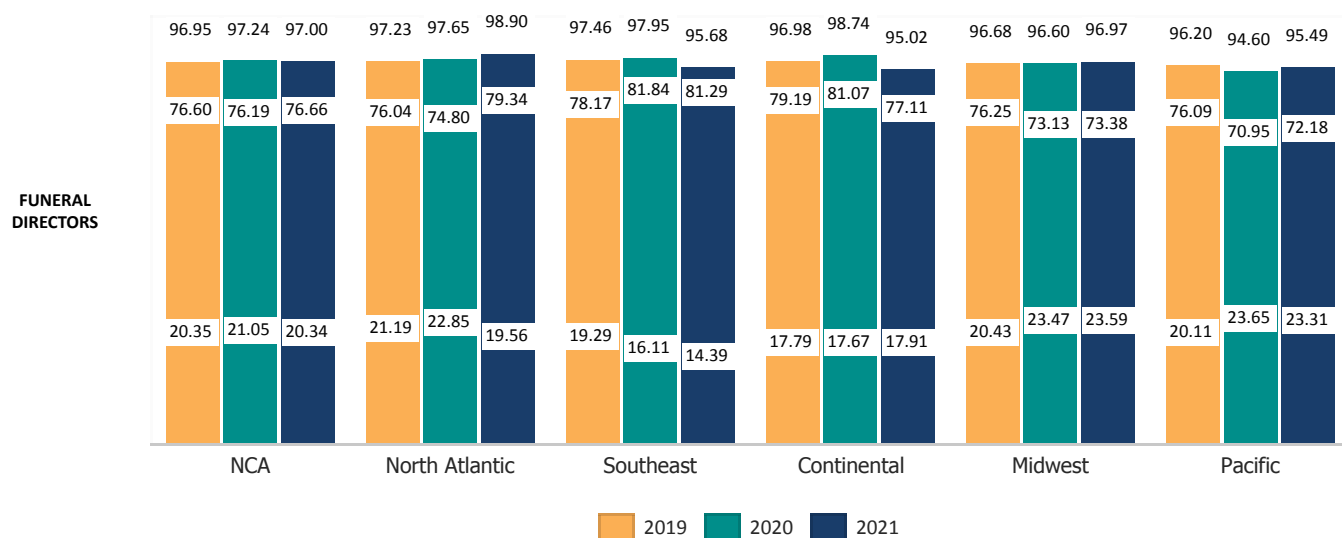
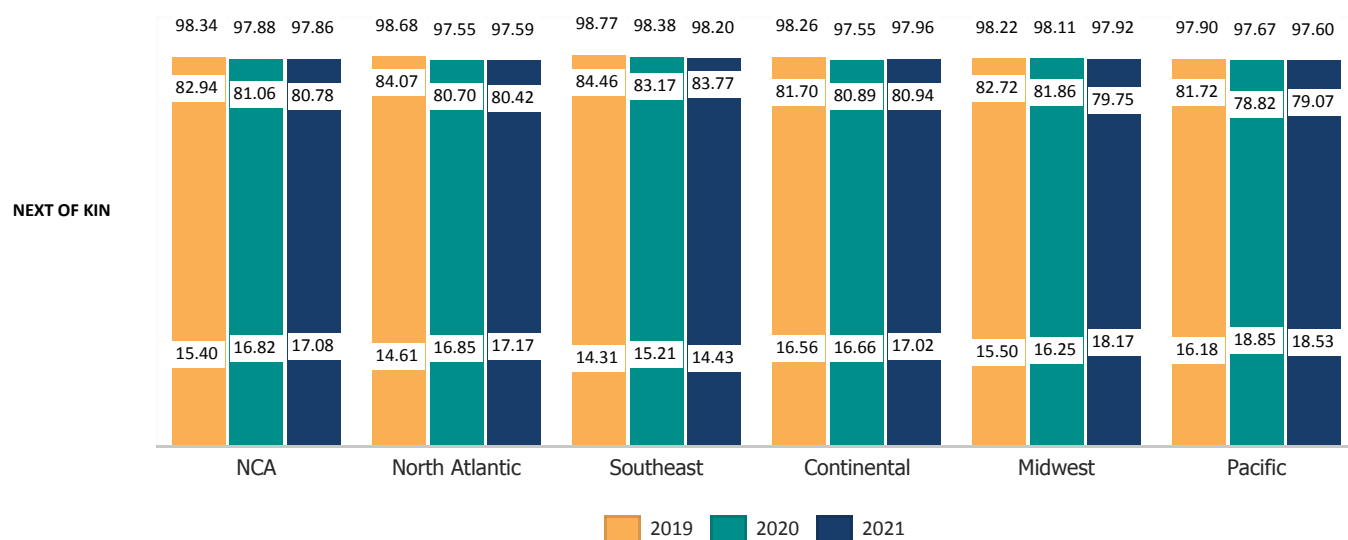
**Question 48/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25895	18919	19904	4202	3242	3519	5817	3921	4173	3505	2886	3039	5833	4546	4640	6025	4311	4003
Strongly agree		82.33%	80.53%	80.38%	83.10%	79.77%	80.31%	84.03%	83.04%	83.61%	81.48%	80.91%	80.68%	82.05%	80.73%	79.12%	81.54%	78.38%	78.84%
Agree		15.88%	17.28%	17.40%	15.40%	17.80%	17.42%	14.65%	15.30%	14.43%	16.66%	16.77%	17.08%	16.01%	17.18%	18.71%	16.30%	19.11%	18.69%
Neither agree nor disagree		1.49%	2.01%	1.94%	1.36%	2.28%	2.02%	1.13%	1.56%	1.77%	1.40%	2.08%	1.91%	1.65%	1.89%	1.79%	1.78%	2.30%	2.27%
Disagree		0.17%	0.14%	0.18%	0.02%	0.12%	0.17%	0.12%	0.08%	0.12%	0.26%	0.24%	0.20%	0.22%	0.13%	0.28%	0.18%	0.16%	0.10%
Strongly disagree		0.13%	0.04%	0.11%	0.12%	0.03%	0.09%	0.07%	0.03%	0.07%	0.20%	0.00%	0.13%	0.07%	0.07%	0.11%	0.20%	0.05%	0.10%

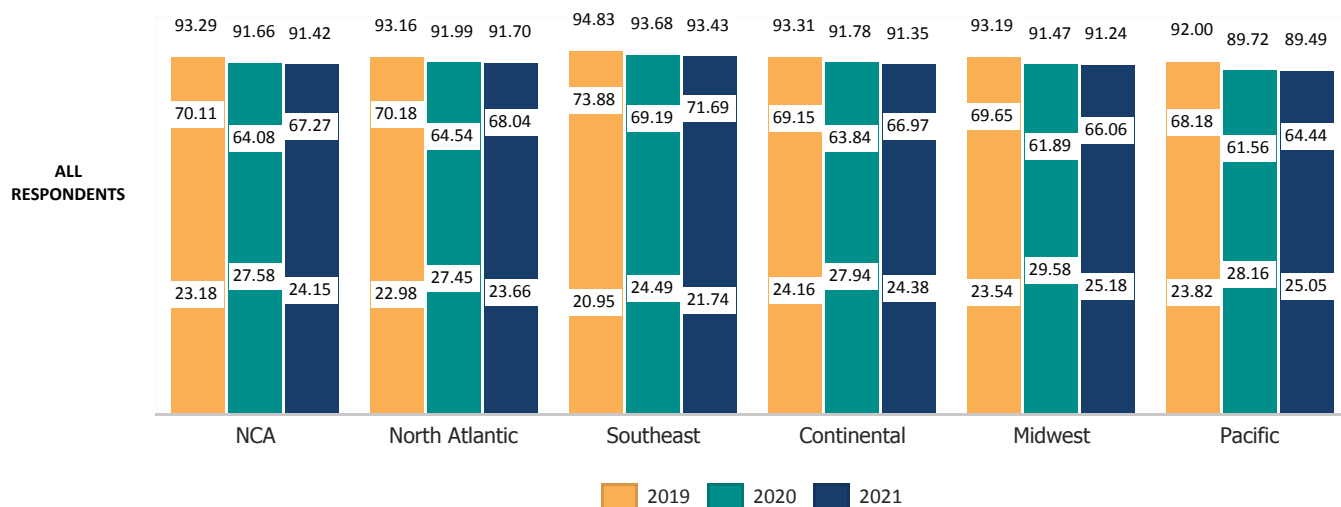
## Overall Satisfaction Measures and Key Metrics

**Question 48/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**



## Overall Satisfaction Measures and Key Metrics

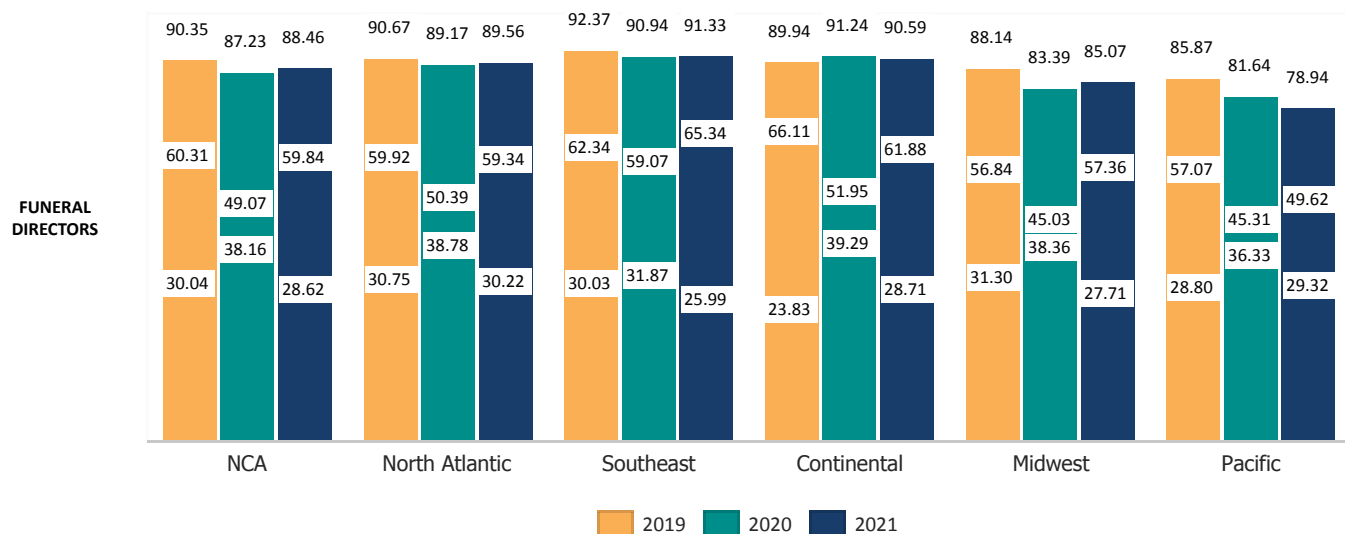
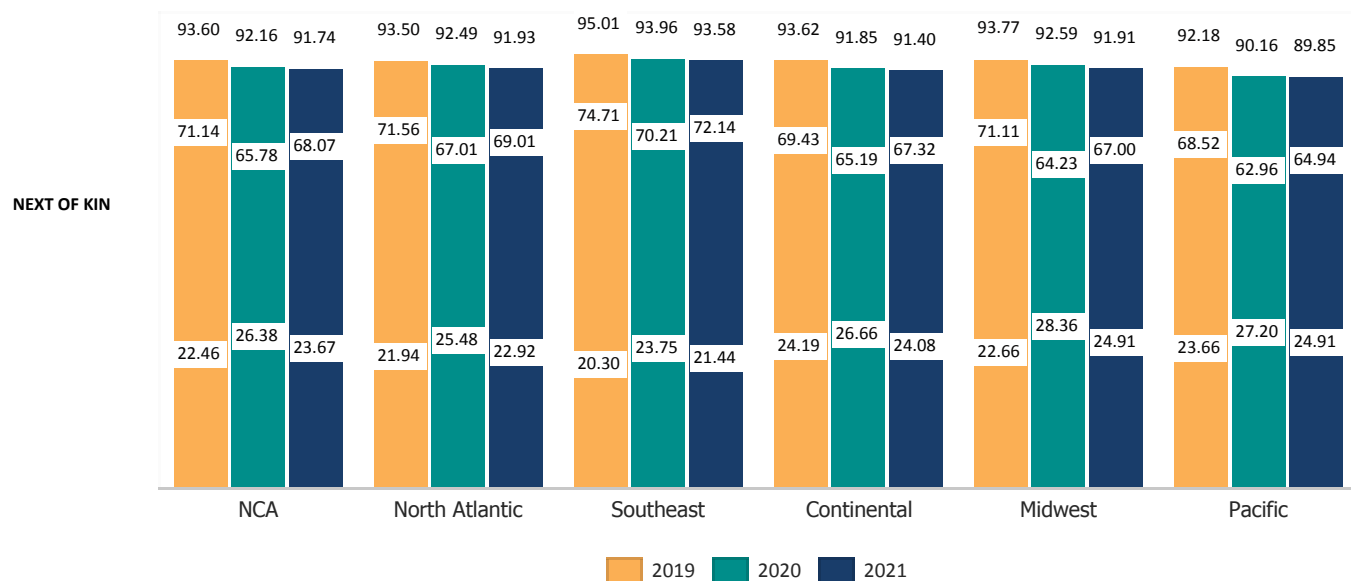
### Question 50/39: My experiences with the national cemetery exceeded my expectations.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		26295	20090	20265	4273	3424	3601	5904	4193	4232	3556	3031	3097	5917	4791	4714	6134	4638	4092
Strongly agree		70.11%	64.08%	67.27%	70.18%	64.54%	68.04%	73.88%	69.19%	71.69%	69.15%	63.84%	66.97%	69.65%	61.89%	66.06%	68.18%	61.56%	64.44%
Agree		23.18%	27.58%	24.15%	22.98%	27.45%	23.66%	20.95%	24.49%	21.74%	24.16%	27.94%	24.38%	23.54%	29.58%	25.18%	23.82%	28.16%	25.05%
Neither agree nor disagree		5.59%	7.42%	6.93%	6.08%	7.27%	6.97%	4.13%	5.77%	5.10%	5.51%	7.13%	6.97%	5.70%	7.43%	7.09%	6.57%	9.16%	8.60%
Disagree		0.79%	0.76%	1.18%	0.47%	0.61%	1.03%	0.69%	0.43%	1.09%	0.84%	0.89%	1.19%	0.85%	0.94%	1.21%	1.03%	0.91%	1.39%
Strongly disagree		0.33%	0.16%	0.46%	0.28%	0.12%	0.31%	0.34%	0.12%	0.38%	0.34%	0.20%	0.48%	0.27%	0.17%	0.47%	0.41%	0.22%	0.51%

## Overall Satisfaction Measures and Key Metrics

Question 50/39: My experiences with the national cemetery exceeded my expectations.



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## Trust

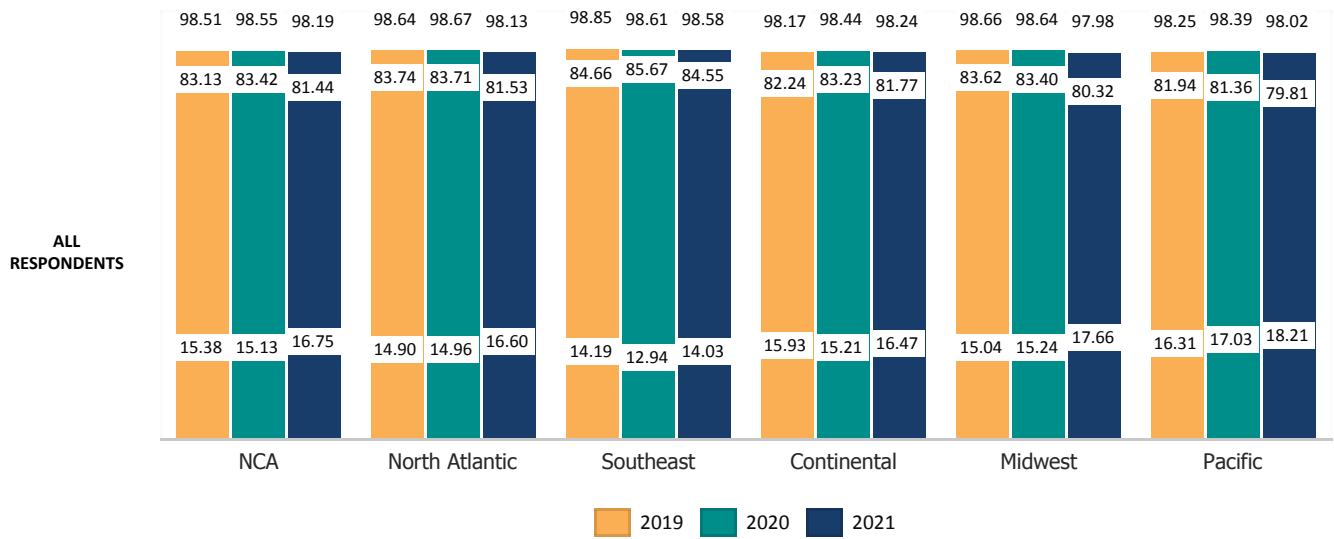
### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a national cemetery's commitment to maintain cemeteries as national shrines and to honor all Veterans.
- Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.



## Trust

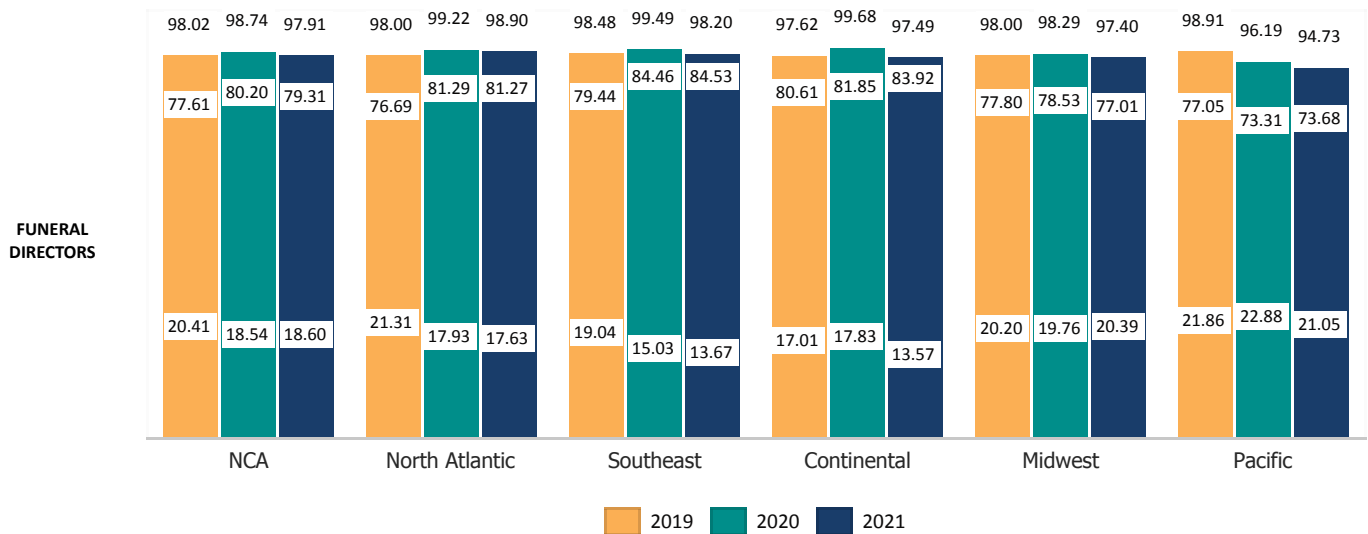
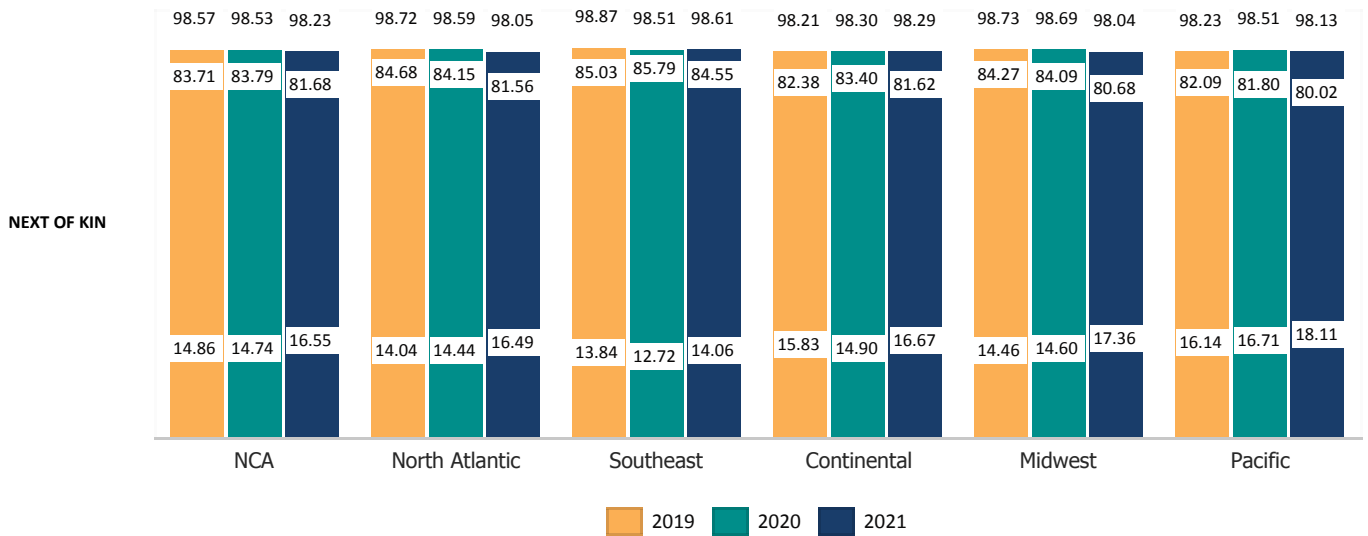
**Question 49/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		26188	19901	20194	4256	3408	3584	5893	4151	4219	3541	3012	3066	5896	4724	4700	6095	4592	4097
Strongly agree		83.13%	83.42%	81.44%	83.74%	83.71%	81.53%	84.66%	85.67%	84.55%	82.24%	83.23%	81.77%	83.62%	83.40%	80.32%	81.94%	81.36%	79.81%
Agree		15.38%	15.13%	16.75%	14.90%	14.96%	16.60%	14.19%	12.94%	14.03%	15.93%	15.21%	16.47%	15.04%	15.24%	17.66%	16.31%	17.03%	18.21%
Neither agree nor disagree		1.28%	1.36%	1.62%	1.25%	1.23%	1.70%	1.07%	1.25%	1.23%	1.38%	1.49%	1.53%	1.14%	1.25%	1.79%	1.49%	1.59%	1.88%
Disagree		0.13%	0.04%	0.12%	0.07%	0.03%	0.11%	0.07%	0.05%	0.12%	0.28%	0.07%	0.16%	0.15%	0.06%	0.19%	0.10%	0.00%	0.05%
Strongly disagree		0.08%	0.05%	0.06%	0.05%	0.06%	0.06%	0.02%	0.10%	0.07%	0.17%	0.00%	0.07%	0.05%	0.04%	0.04%	0.16%	0.02%	0.05%

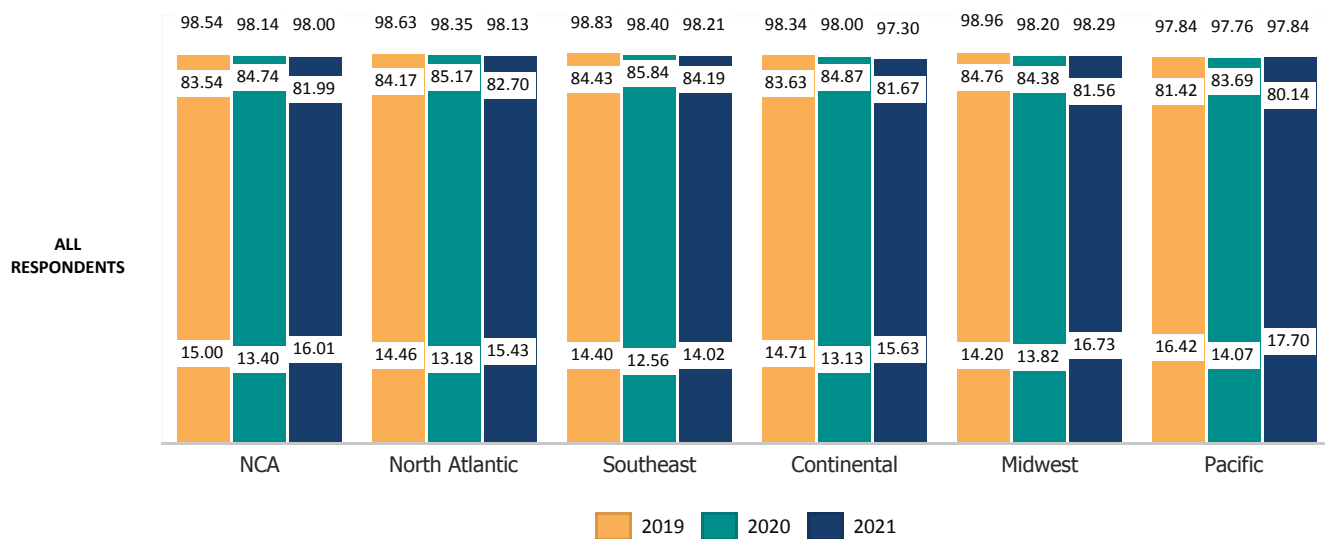
## Trust

**Question 49/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**



## Trust

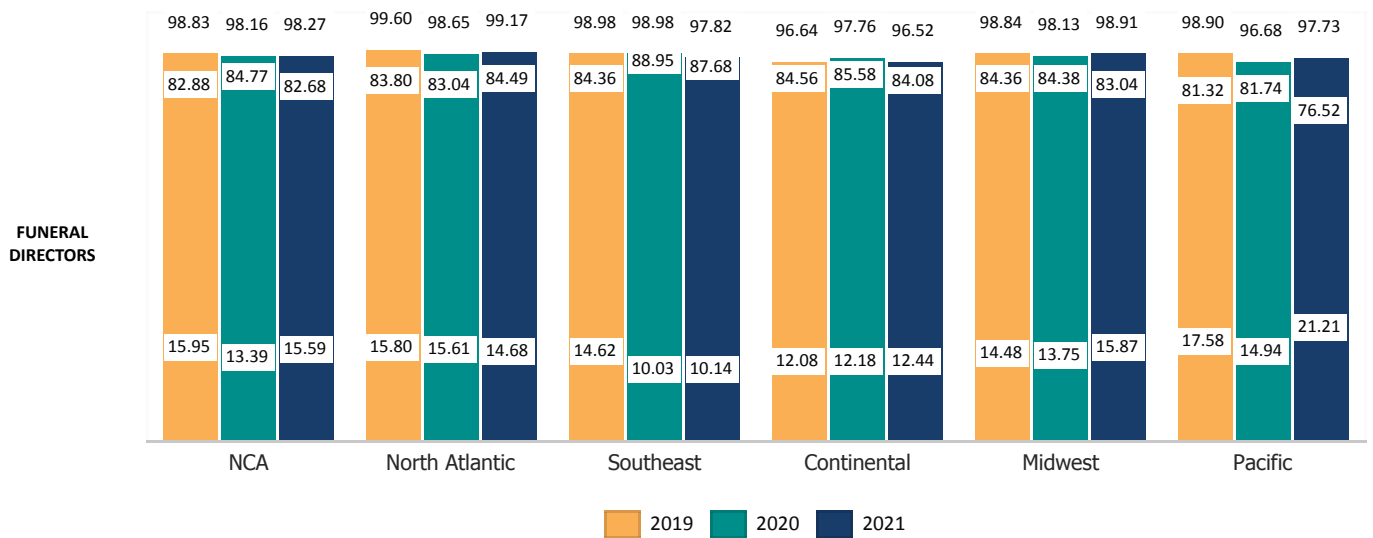
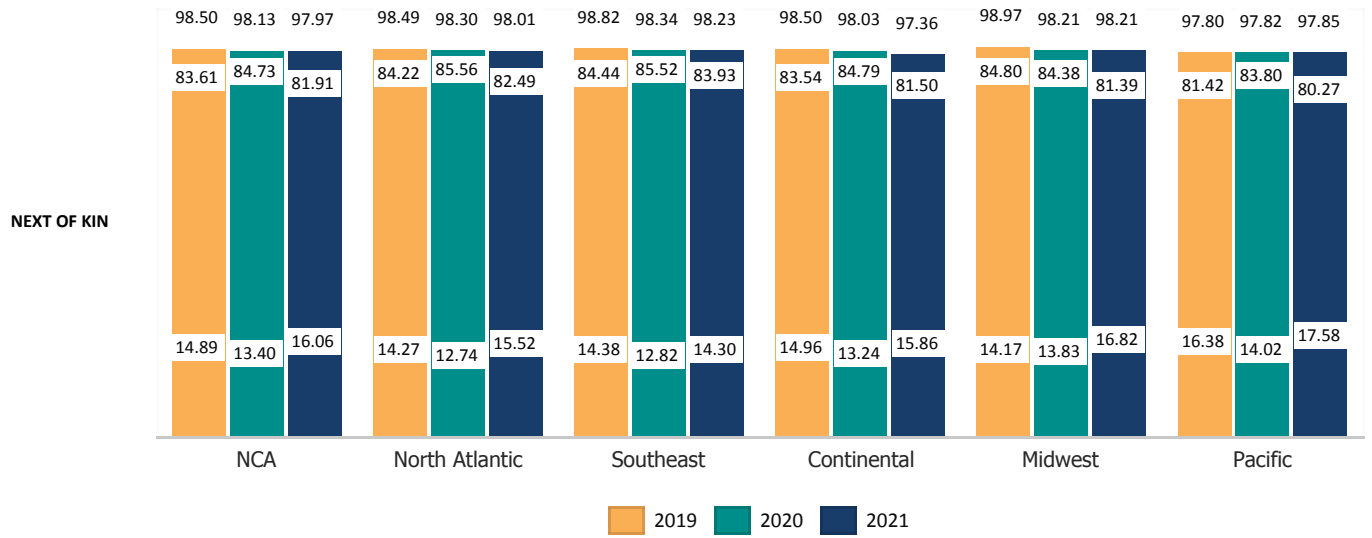
### Question 38/27: The cemetery honors all Veterans and their service to our nation.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25478	19831	19484	4143	3399	3480	5730	4132	4073	3427	2994	2963	5753	4725	4538	5914	4569	3903
Strongly agree		83.54%	84.74%	81.99%	84.17%	85.17%	82.70%	84.43%	85.84%	84.19%	83.63%	84.87%	81.67%	84.76%	84.38%	81.56%	81.42%	83.69%	80.14%
Agree		15.00%	13.40%	16.01%	14.46%	13.18%	15.43%	14.40%	12.56%	14.02%	14.71%	13.13%	15.63%	14.20%	13.82%	16.73%	16.42%	14.07%	17.70%
Neither agree nor disagree		1.25%	1.64%	1.65%	1.11%	1.53%	1.44%	0.99%	1.43%	1.45%	1.43%	1.84%	2.13%	0.89%	1.54%	1.59%	1.88%	1.90%	1.79%
Disagree		0.14%	0.14%	0.22%	0.19%	0.09%	0.29%	0.10%	0.15%	0.20%	0.09%	0.03%	0.37%	0.14%	0.21%	0.11%	0.17%	0.15%	0.20%
Strongly disagree		0.08%	0.08%	0.13%	0.07%	0.03%	0.14%	0.07%	0.02%	0.15%	0.15%	0.13%	0.20%	0.02%	0.04%	0.02%	0.12%	0.18%	0.15%

## Trust

### Question 38/27: The cemetery honors all Veterans and their service to our nation.



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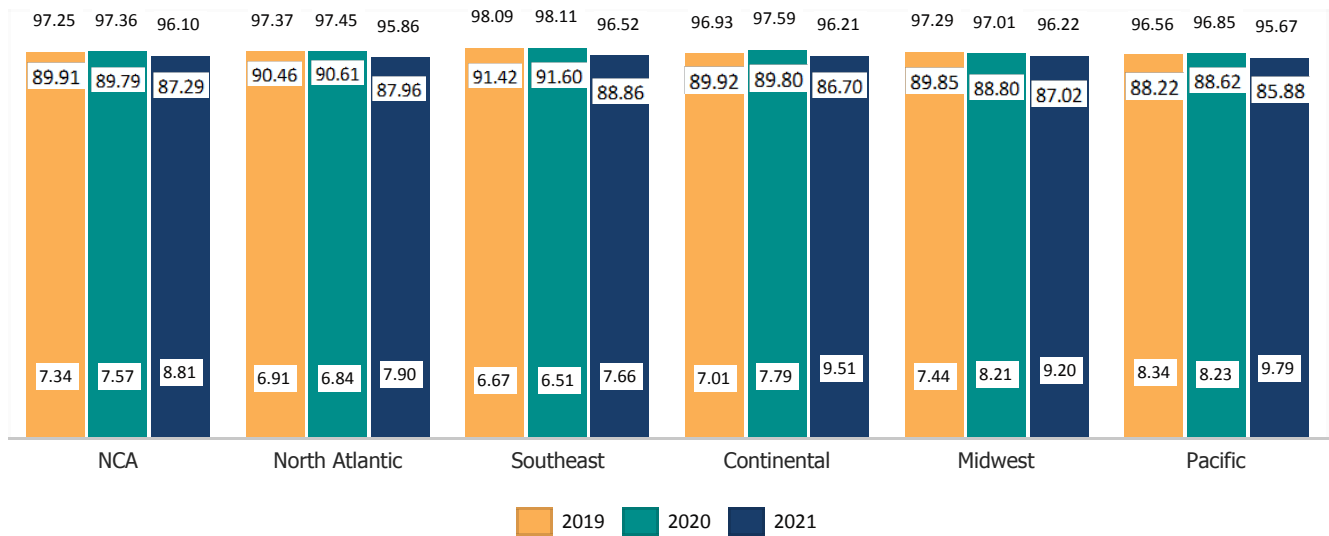
## Satisfaction with Information and Communication: Next of Kin

### SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the national cemetery where their loved one was interred.
- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## Satisfaction with Information and Communication: Next of Kin

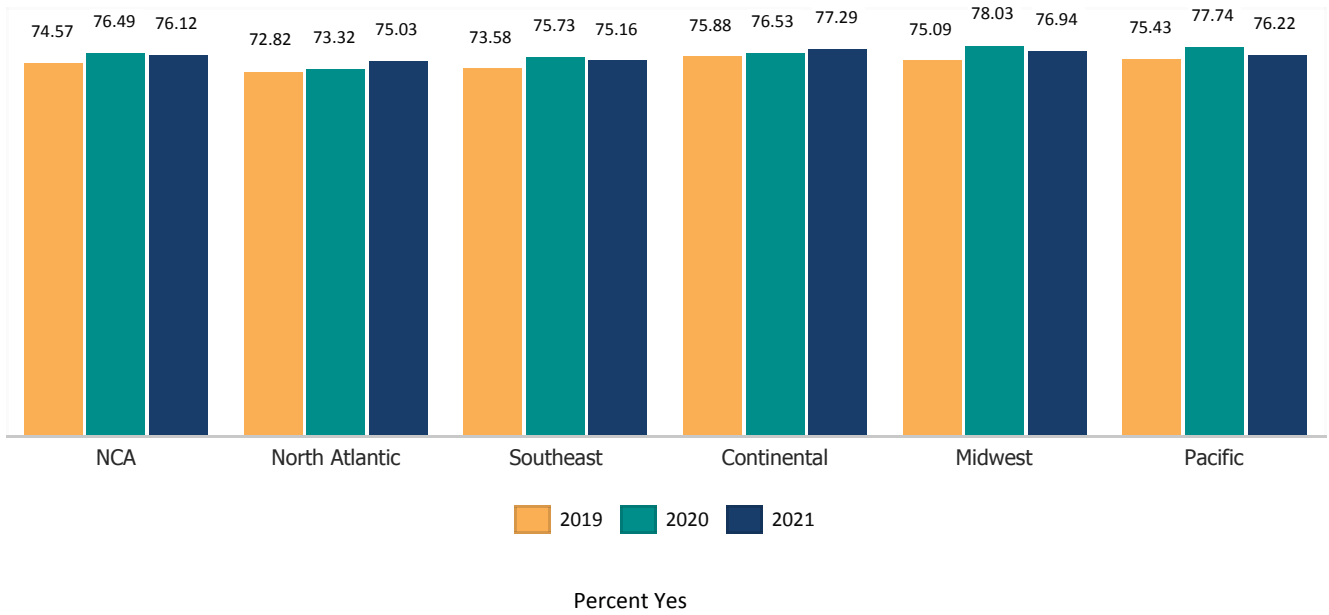
**Question 9: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23719	18132	18723	3765	2938	3330	5489	3822	4049	3224	2736	2933	5283	4224	4346	5958	4412	4065
Very satisfied		89.91%	89.79%	87.29%	90.46%	90.61%	87.96%	91.42%	91.60%	88.86%	89.92%	89.80%	86.70%	89.85%	88.80%	87.02%	88.22%	88.62%	85.88%
Somewhat satisfied		7.34%	7.57%	8.81%	6.91%	6.84%	7.90%	6.67%	6.51%	7.66%	7.01%	7.79%	9.51%	7.44%	8.21%	9.20%	8.34%	8.23%	9.79%
Neither satisfied nor dissatisfied		1.67%	1.77%	2.55%	1.73%	1.80%	2.97%	0.93%	1.36%	2.12%	2.17%	1.50%	2.42%	1.68%	1.92%	2.32%	2.03%	2.13%	2.95%
Somewhat dissatisfied		0.62%	0.60%	0.83%	0.48%	0.61%	0.60%	0.56%	0.39%	0.72%	0.56%	0.62%	0.85%	0.64%	0.69%	0.99%	0.77%	0.68%	0.93%
Very dissatisfied		0.46%	0.26%	0.52%	0.42%	0.14%	0.57%	0.42%	0.13%	0.64%	0.34%	0.29%	0.51%	0.38%	0.38%	0.46%	0.64%	0.34%	0.44%

## Satisfaction with Information and Communication: Next of Kin

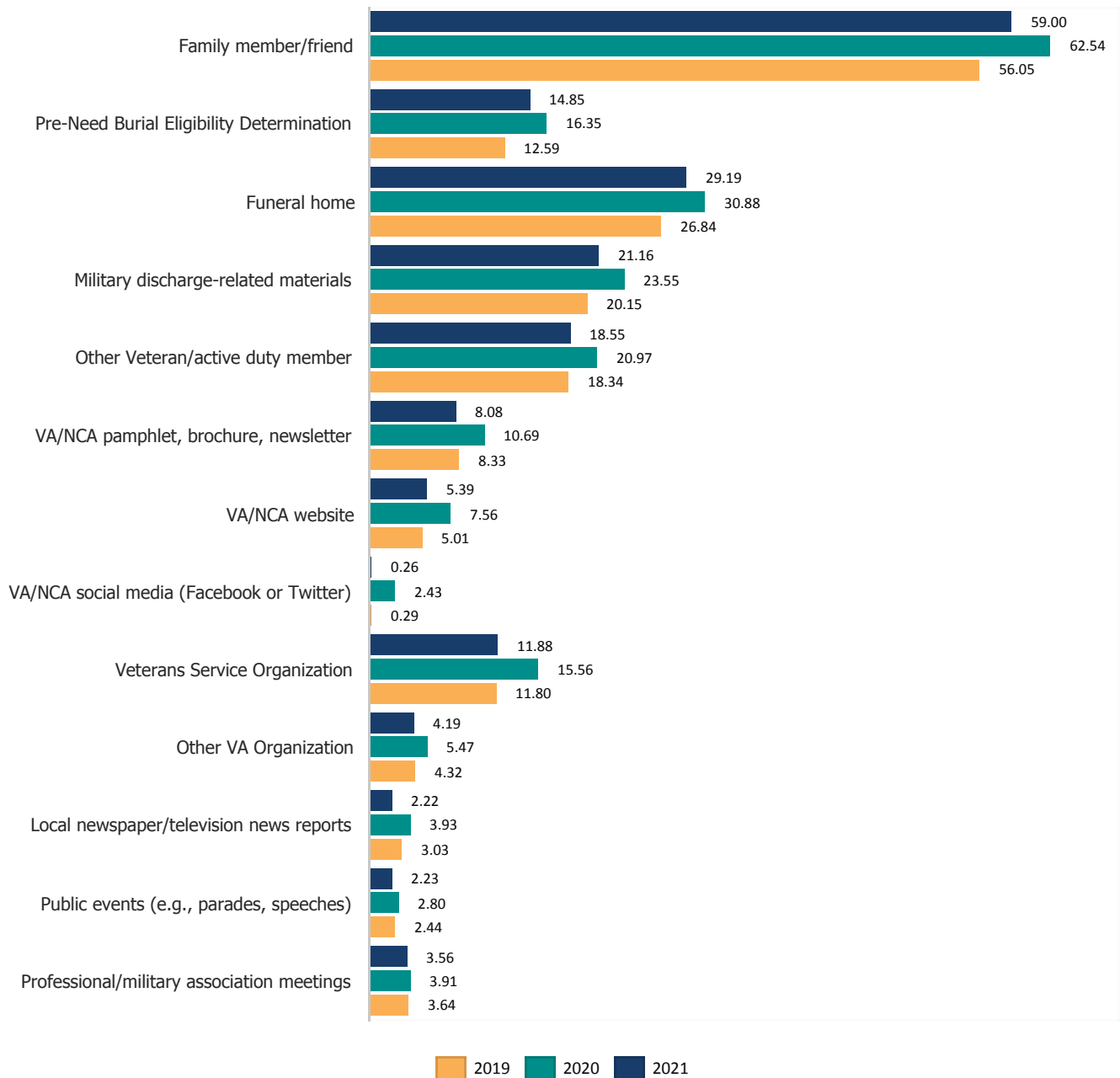
**Question 6: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23980	18109	18687	3800	2923	3320	5529	3820	4022	3263	2727	2933	5347	4215	4337	6041	4424	4075
Yes		74.57%	76.49%	76.12%	72.82%	73.32%	75.03%	73.58%	75.73%	75.16%	75.88%	76.53%	77.29%	75.09%	78.03%	76.94%	75.43%	77.74%	76.22%
No		25.43%	23.51%	23.88%	27.18%	26.68%	24.97%	26.42%	24.27%	24.84%	24.12%	23.47%	22.71%	24.91%	21.97%	23.06%	24.57%	22.26%	23.78%

## Satisfaction with Information and Communication: Next of Kin

### Question 7: How did you learn of these benefits prior to time of need? (Mark all that apply)



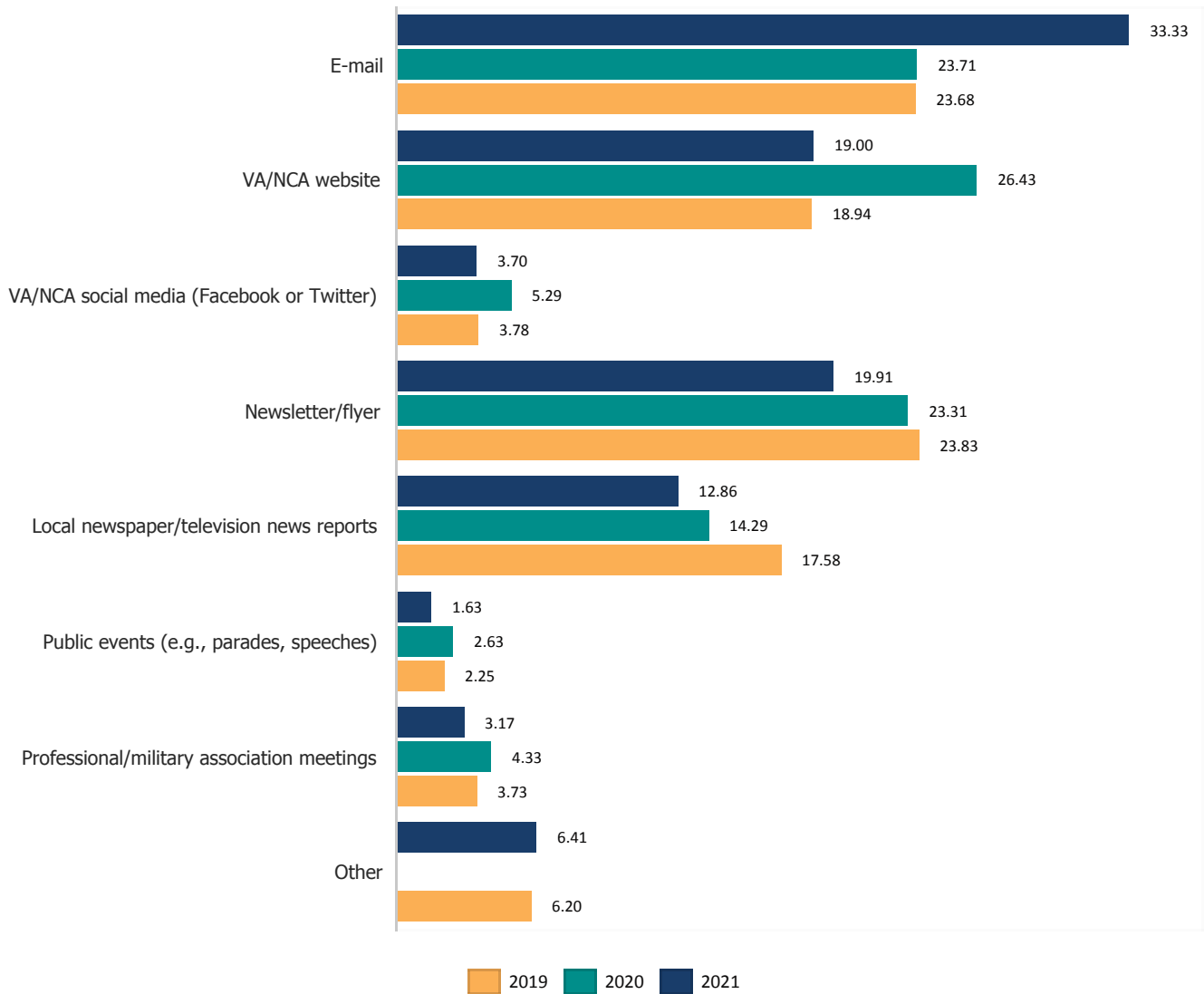
2019: n = 17,875 2020: n = 13,550 2021: n = 13,701

Note: As respondents could select more than one response option, percentages may not sum to 100.

Only respondents who indicated "Yes" to Question 6 (NoK) received this question.



### Question 8: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?

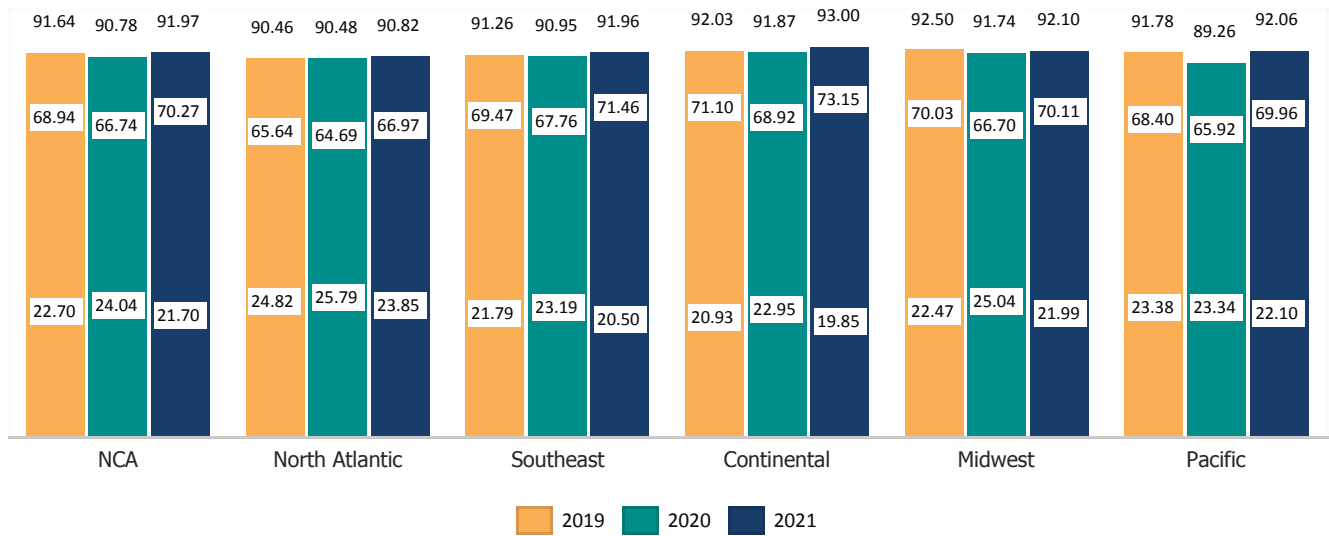


2019: n = 21,141 2020: n = 12,782 2021: n = 16,885

Note: 2020 survey data is not available for "Other" responses.

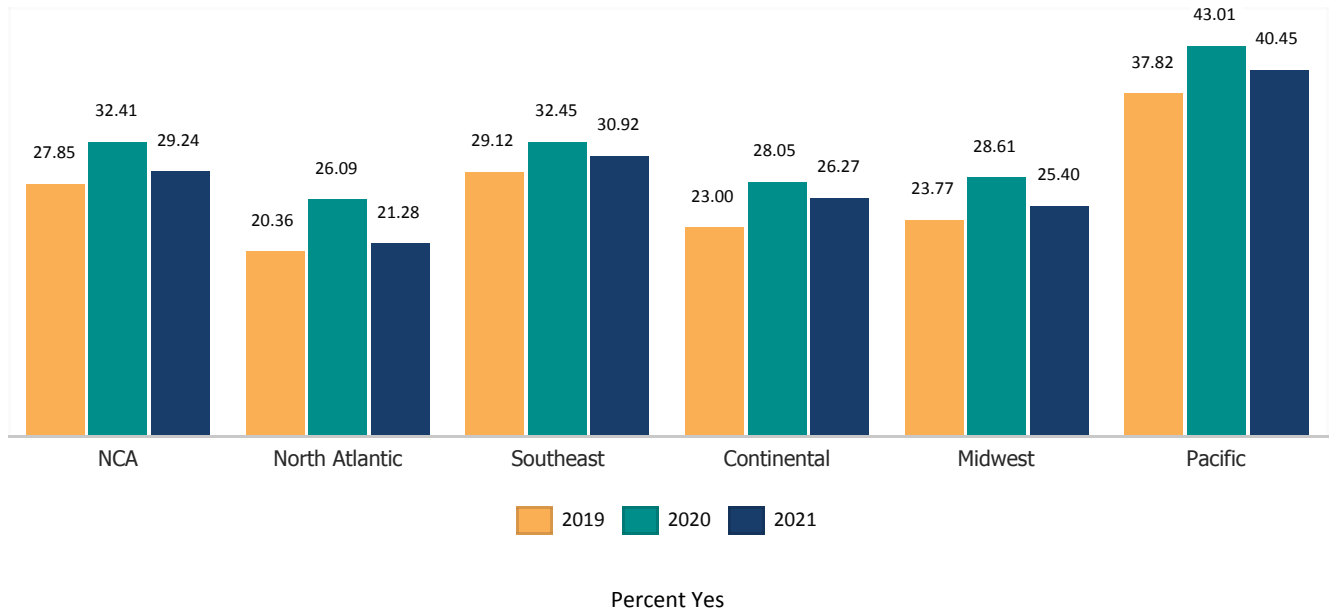
## Satisfaction with Information and Communication: Next of Kin

**Question 10: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23608	18006	14301	3743	2920	2625	5453	3794	3083	3215	2719	2242	5269	4186	3392	5928	4387	2959
Very informed		68.94%	66.74%	70.27%	65.64%	64.69%	66.97%	69.47%	67.76%	71.46%	71.10%	68.92%	73.15%	70.03%	66.70%	70.11%	68.40%	65.92%	69.96%
Somewhat informed		22.70%	24.04%	21.70%	24.82%	25.79%	23.85%	21.79%	23.19%	20.50%	20.93%	22.95%	19.85%	22.47%	25.04%	21.99%	23.38%	23.34%	22.10%
Neither informed nor uninformed		4.58%	4.81%	4.18%	5.69%	5.31%	4.91%	4.73%	4.82%	4.35%	4.11%	3.68%	3.66%	4.18%	4.09%	3.89%	4.37%	5.86%	4.09%
Somewhat uninformed		2.12%	2.60%	2.10%	1.98%	2.47%	2.36%	2.33%	2.35%	1.91%	2.15%	3.02%	1.83%	2.05%	2.44%	2.30%	2.07%	2.80%	2.03%
Very uninformed		1.65%	1.80%	1.76%	1.87%	1.75%	1.90%	1.69%	1.87%	1.78%	1.71%	1.43%	1.52%	1.27%	1.74%	1.71%	1.77%	2.07%	1.82%

### Question 11: Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23168	17648	18104	3709	2882	3229	5334	3713	3907	3156	2670	2855	5199	4114	4212	5770	4269	3901
Yes		27.85%	32.41%	29.24%	20.36%	26.09%	21.28%	29.12%	32.45%	30.92%	23.00%	28.05%	26.27%	23.77%	28.61%	25.40%	37.82%	43.01%	40.45%
No, a funeral director scheduled it on my behalf		72.15%	67.59%	70.76%	79.64%	73.91%	78.72%	70.88%	67.55%	69.08%	77.00%	71.95%	73.73%	76.23%	71.39%	74.60%	62.18%	56.99%	59.55%

Prior to 2020 the question wording was: Did you or a family member personally schedule the interment through the NCA scheduling center?

## Question 12: How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?



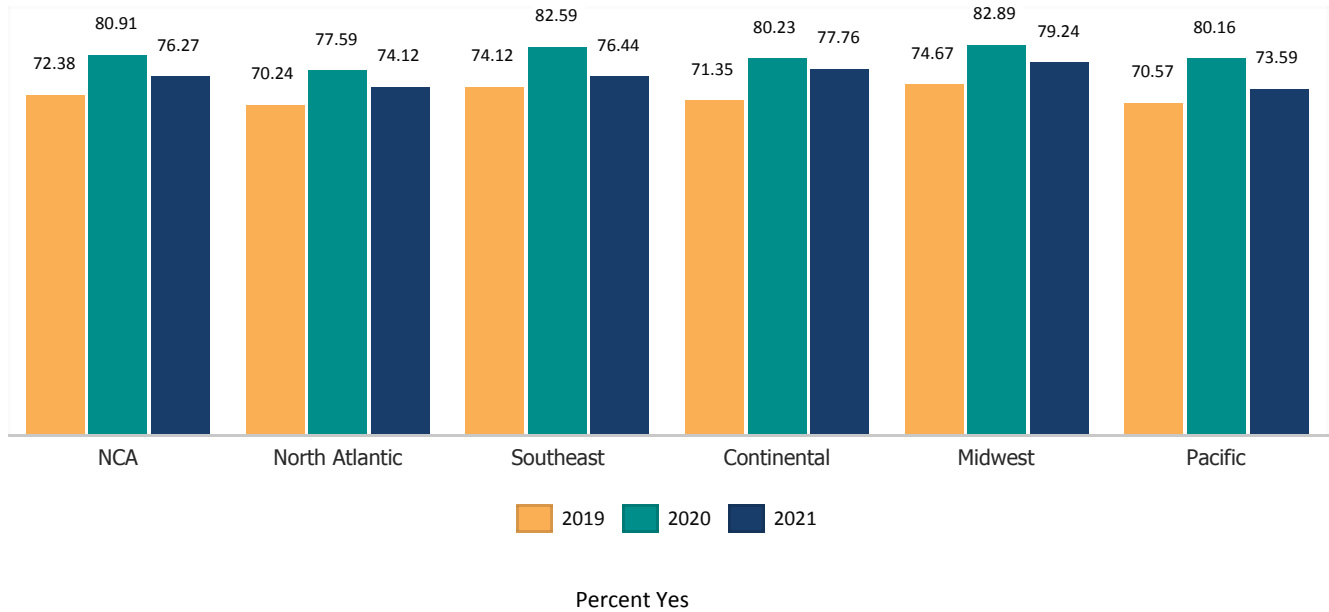
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		6406	5633	5249	750	741	682	1539	1191	1198	722	734	746	1222	1159	1058	2173	1808	1565
Very satisfied		92.94%	92.69%	91.31%	96.13%	96.22%	92.67%	93.24%	94.04%	93.32%	93.91%	91.83%	90.62%	93.04%	91.54%	91.40%	91.26%	91.43%	89.46%
Somewhat satisfied		5.25%	5.47%	6.10%	2.53%	3.37%	5.57%	5.39%	4.45%	4.84%	4.16%	6.13%	5.76%	5.48%	6.21%	5.95%	6.30%	6.25%	7.54%
Neither satisfied nor dissatisfied		0.64%	0.87%	1.45%	0.53%	0.27%	1.17%	0.26%	0.59%	0.92%	0.83%	0.95%	1.88%	0.65%	0.69%	1.61%	0.87%	1.38%	1.66%
Somewhat dissatisfied		0.81%	0.76%	0.88%	0.53%	0.13%	0.29%	0.71%	0.76%	0.67%	0.83%	0.95%	1.21%	0.57%	1.21%	0.85%	1.10%	0.66%	1.15%
Very dissatisfied		0.36%	0.21%	0.27%	0.27%	0.00%	0.29%	0.39%	0.17%	0.25%	0.28%	0.14%	0.54%	0.25%	0.35%	0.19%	0.46%	0.28%	0.19%

Only respondents who indicated "Yes" to Question 11 (NoK) received this question.

Prior to 2020 the question wording was: How satisfied were you with the service you or your family member received from the NCA scheduling center?

## Satisfaction with Information and Communication: Next of Kin

**Question 26: If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?**

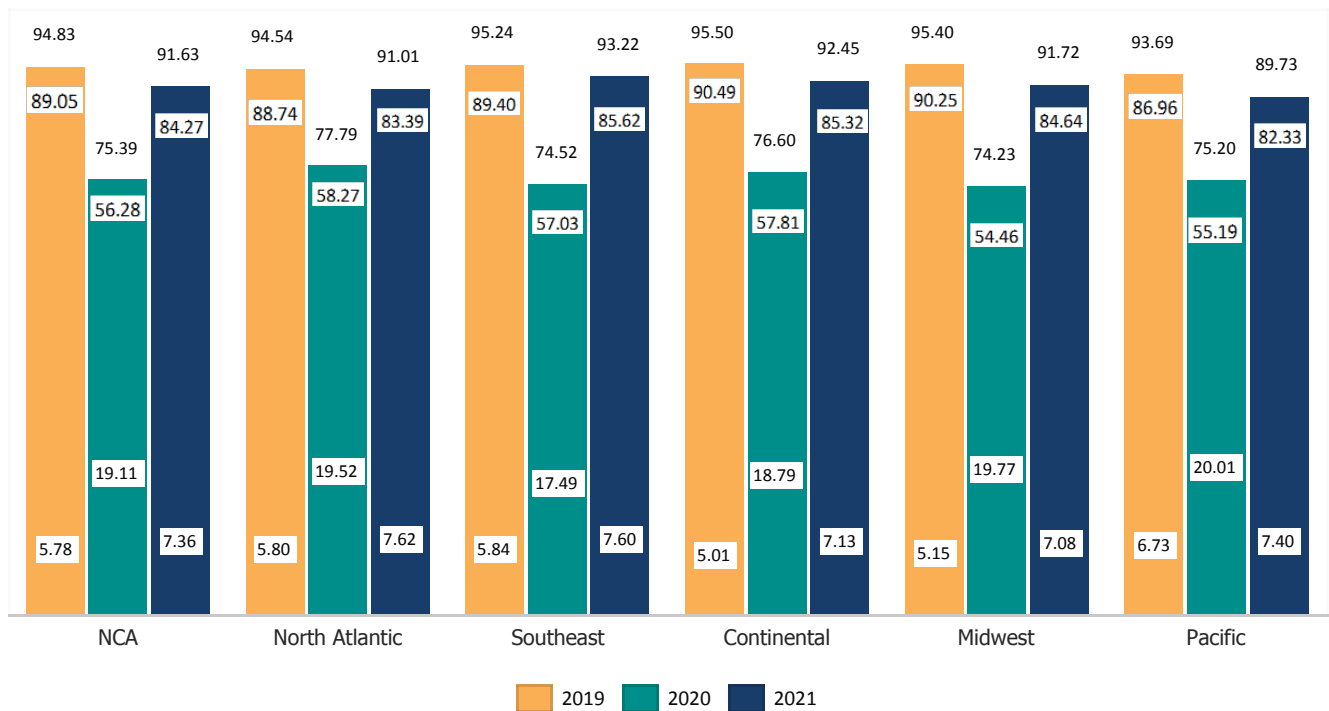


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		16938	13452	14149	2634	2142	2434	4015	2940	3124	2279	2028	2230	3790	3051	3256	4220	3291	3105
Yes		72.38%	80.91%	76.27%	70.24%	77.59%	74.12%	74.12%	82.59%	76.44%	71.35%	80.23%	77.76%	74.67%	82.89%	79.24%	70.57%	80.16%	73.59%
No		27.62%	19.09%	23.73%	29.76%	22.41%	25.88%	25.88%	17.41%	23.56%	28.65%	19.77%	22.24%	25.33%	17.11%	20.76%	29.43%	19.84%	26.41%

Only respondents whose loved one was a Veteran received this question.

Prior to 2020 the question wording was: If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

## Question 27: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		11870	13656	10526	1794	1977	1758	2877	3202	2329	1577	2022	1696	2738	3197	2513	2884	3258	2230
Very satisfied		89.05%	56.28%	84.27%	88.74%	58.27%	83.39%	89.40%	57.03%	85.62%	90.49%	57.81%	85.32%	90.25%	54.46%	84.64%	86.96%	55.19%	82.33%
Somewhat satisfied		5.78%	19.11%	7.36%	5.80%	19.52%	7.62%	5.84%	17.49%	7.60%	5.01%	18.79%	7.13%	5.15%	19.77%	7.08%	6.73%	20.01%	7.40%
Neither satisfied nor dissatisfied		3.67%	11.77%	6.36%	4.07%	11.38%	6.88%	3.30%	10.71%	5.54%	3.30%	11.23%	5.13%	3.18%	12.64%	6.37%	4.47%	12.52%	7.71%
Somewhat dissatisfied		0.90%	6.36%	0.85%	0.89%	5.26%	1.02%	0.73%	7.18%	0.69%	0.89%	6.33%	1.00%	0.88%	6.47%	0.88%	1.11%	6.11%	0.72%
Very dissatisfied		0.60%	6.48%	1.17%	0.50%	5.56%	1.08%	0.73%	7.59%	0.56%	0.32%	5.84%	1.42%	0.55%	6.66%	1.03%	0.73%	6.17%	1.84%

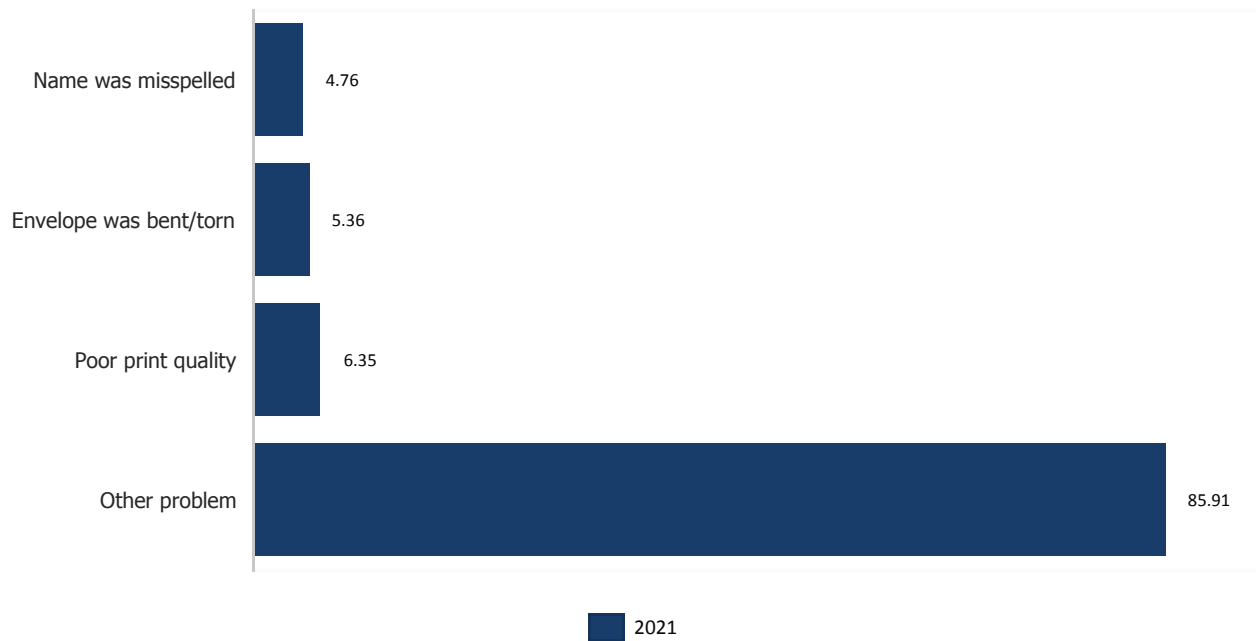
Only respondents who indicated "Yes" to Question 26 (NoK) received this question.

Prior to 2020 the question wording was: How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from VA?

Note: The 2021 and 2019 results should not be compared to 2020 results as the 2020 results were calculated from eight answer options (the 5 -point satisfaction scale and three reasons for why NoK may not be satisfied).

## Satisfaction with Information and Communication: Next of Kin

**Question 28: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)**



2021: n = 504

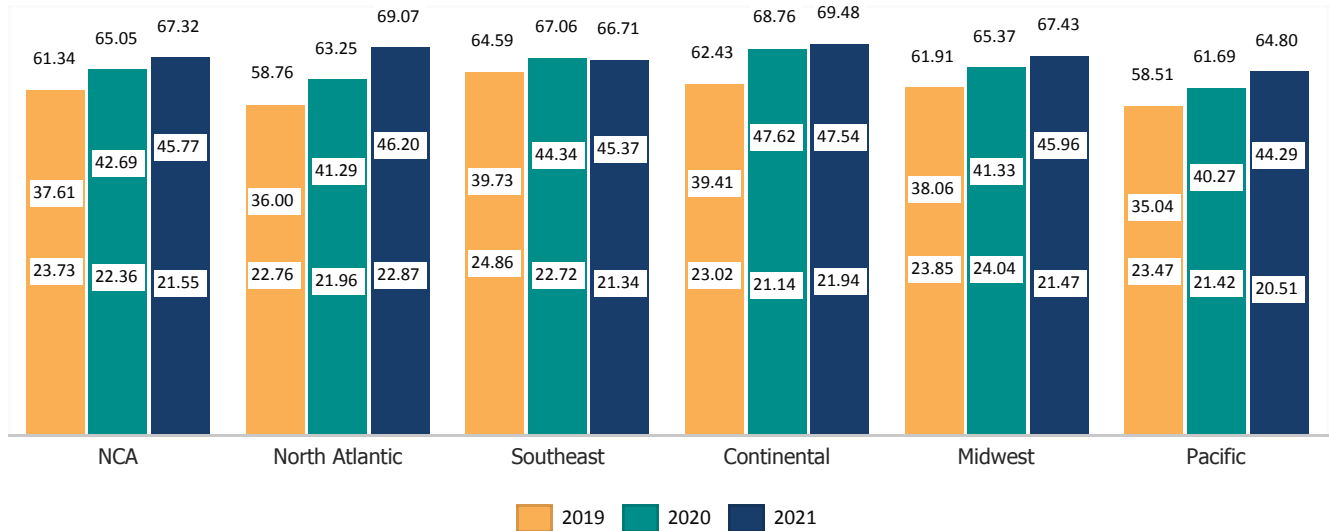
Only respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 27 (NoK) received this question.

Note: In the 2020 survey, the responses to the new 2021 Question 28 displayed above were included in Question 27 in the 2020 survey. For the 2021 survey, a separate question was created to specifically ask why the NoK was not satisfied with the quality of the certificate signed by the President of the United States honouring the Veteran's service.

As respondents could select more than one response option, percentages may not sum to 100%.

## Satisfaction with Information and Communication: Next of Kin

**Question 29: Receiving the certificate signed by the President of the United States honoring the Veterans service at the committal service (rather than receiving it in the mail) enhances the meaning of the recognition.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		11729	10209	10378	1775	1562	1723	2844	2280	2301	1568	1533	1668	2717	2388	2487	2825	2446	2199
Strongly agree		37.61%	42.69%	45.77%	36.00%	41.29%	46.20%	39.73%	44.34%	45.37%	39.41%	47.62%	47.54%	38.06%	41.33%	45.96%	35.04%	40.27%	44.29%
Agree		23.73%	22.36%	21.55%	22.76%	21.96%	22.87%	24.86%	22.72%	21.34%	23.02%	21.14%	21.94%	23.85%	24.04%	21.47%	23.47%	21.42%	20.51%
Neither agree nor disagree		33.38%	30.72%	28.85%	34.82%	32.52%	27.57%	31.01%	28.82%	29.90%	32.91%	27.07%	26.74%	32.65%	30.40%	28.71%	35.82%	33.93%	30.51%
Disagree		4.31%	2.81%	2.94%	5.58%	2.75%	2.90%	3.48%	2.68%	2.56%	3.57%	2.80%	2.88%	4.31%	2.81%	2.85%	4.74%	2.98%	3.50%
Strongly disagree		0.98%	1.42%	0.90%	0.85%	1.47%	0.46%	0.91%	1.45%	0.83%	1.08%	1.37%	0.90%	1.14%	1.42%	1.01%	0.92%	1.39%	1.18%

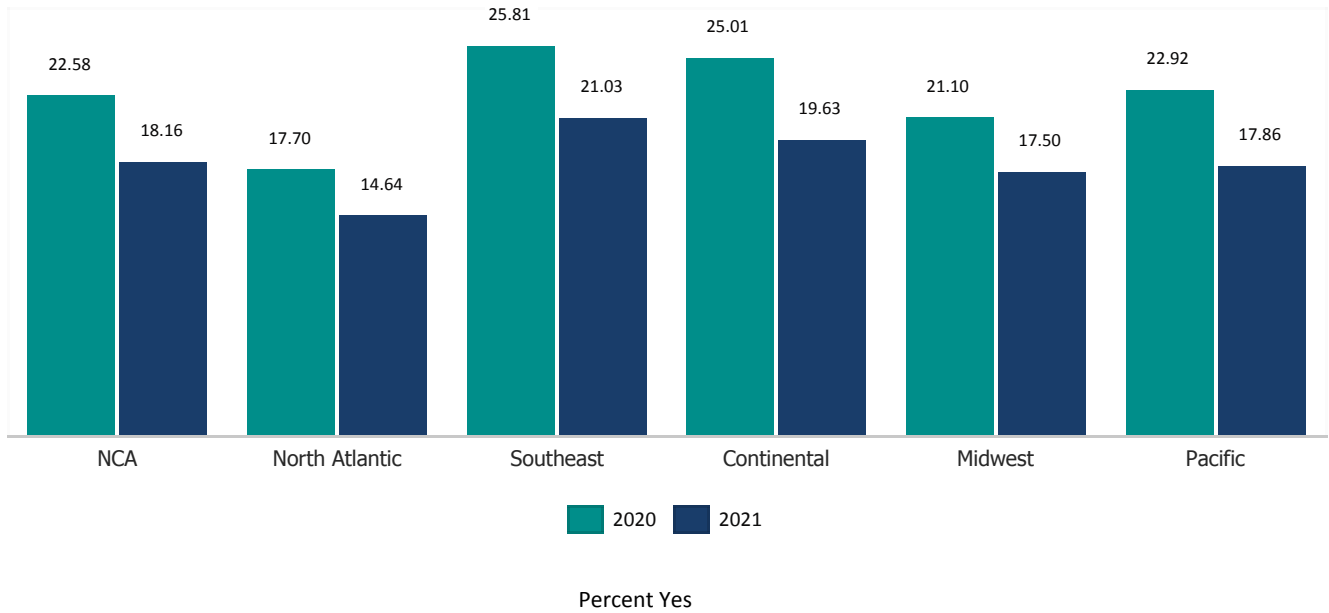
Only respondents who indicated "Yes" to Question 26 (NoK) received this question.

Prior to 2020 the question wording was: Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition?



## Satisfaction with Information and Communication: Next of Kin

### Question 30a: NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?

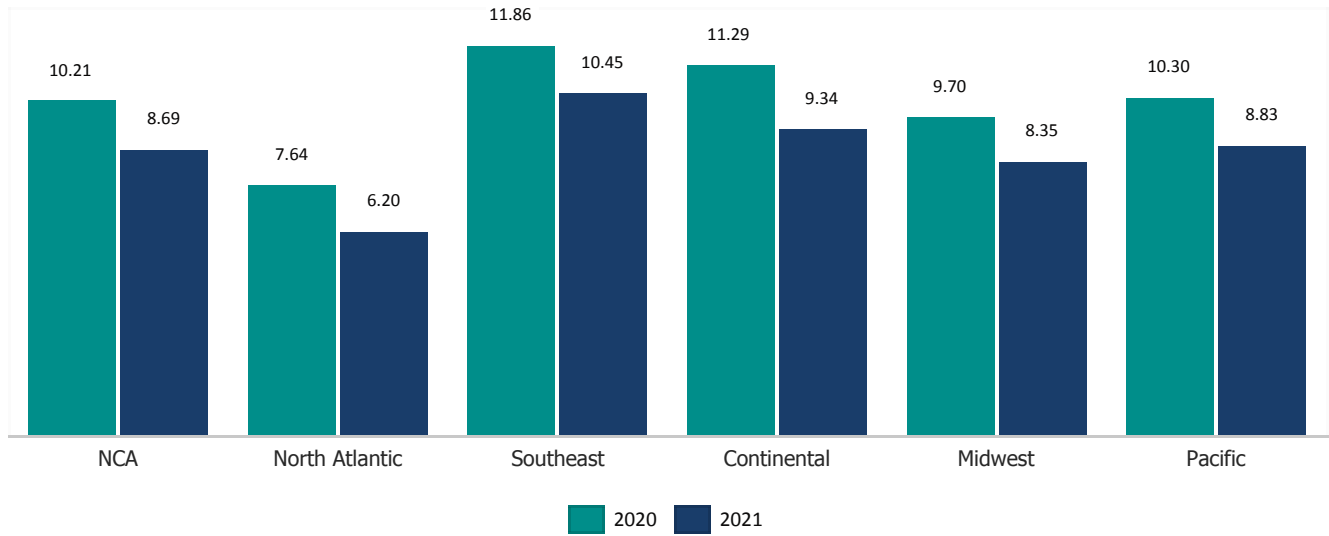


		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
n		16038	16424	2570	2924	3352	3476	2463	2628	3748	3823	3905	3573
Yes		22.58%	18.16%	17.70%	14.64%	25.81%	21.03%	25.01%	19.63%	21.10%	17.50%	22.92%	17.86%
No		77.42%	81.84%	82.30%	85.36%	74.19%	78.97%	74.99%	80.37%	78.90%	82.50%	77.08%	82.14%

Note: Question 30a was added to the 2020 survey and only displays the current year's and 2020 results.

## Satisfaction with Information and Communication: Next of Kin

### Question 30b: NCA Pre-Need Eligibility Process: Have you applied?



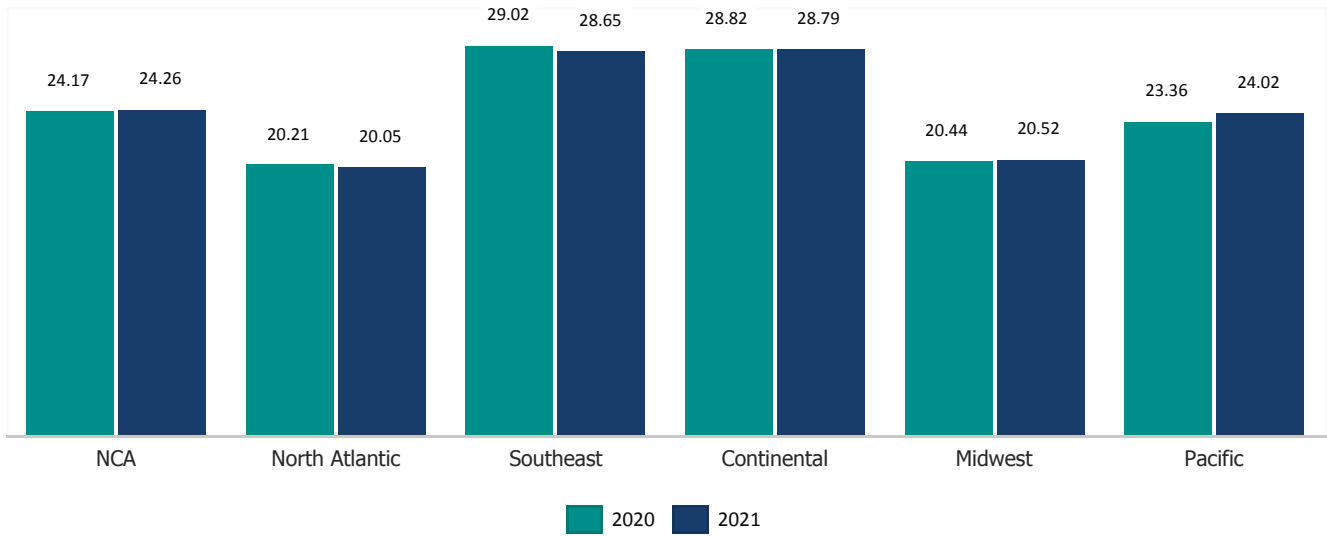
Percent Yes

		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
n		12941	11020	2054	1886	2630	2297	2038	1842	3084	2538	3135	2457
Yes		10.21%	8.69%	7.64%	6.20%	11.86%	10.45%	11.29%	9.34%	9.70%	8.35%	10.30%	8.83%
No		89.79%	91.31%	92.36%	93.80%	88.14%	89.55%	88.71%	90.66%	90.30%	91.65%	89.70%	91.17%

Note: Question 30b was added to the 2020 survey and only displays the current year's and 2020 results.

## Satisfaction with Information and Communication: Next of Kin

### Question 30c: NCA Pre-Need Eligibility Process: Do you intend to apply?



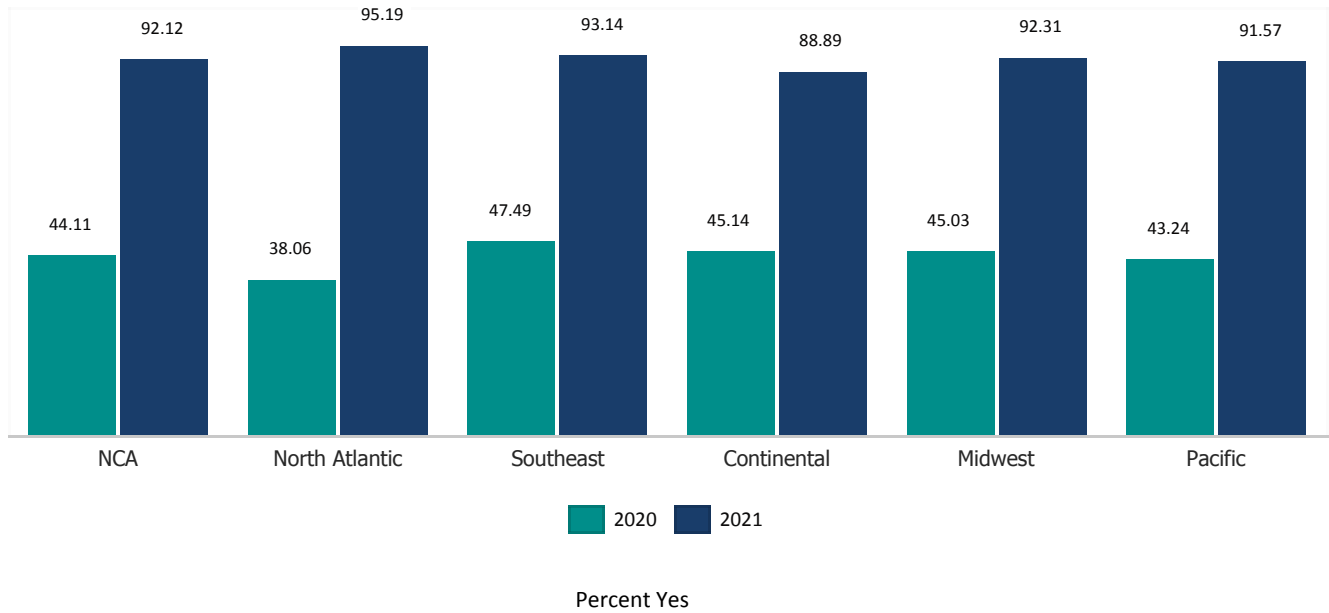
Percent Yes

		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
n		10010	9055	1583	1576	2054	1878	1558	1490	2422	2096	2393	2015
Yes		24.17%	24.26%	20.21%	20.05%	29.02%	28.65%	28.82%	28.79%	20.44%	20.52%	23.36%	24.02%
No		75.83%	75.74%	79.79%	79.95%	70.98%	71.35%	71.18%	71.21%	79.56%	79.48%	76.64%	75.98%

Note: Question 30c was added to the 2020 survey and only displays the current year's and 2020 results.

## Satisfaction with Information and Communication: Next of Kin

**Question 30d: NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?**

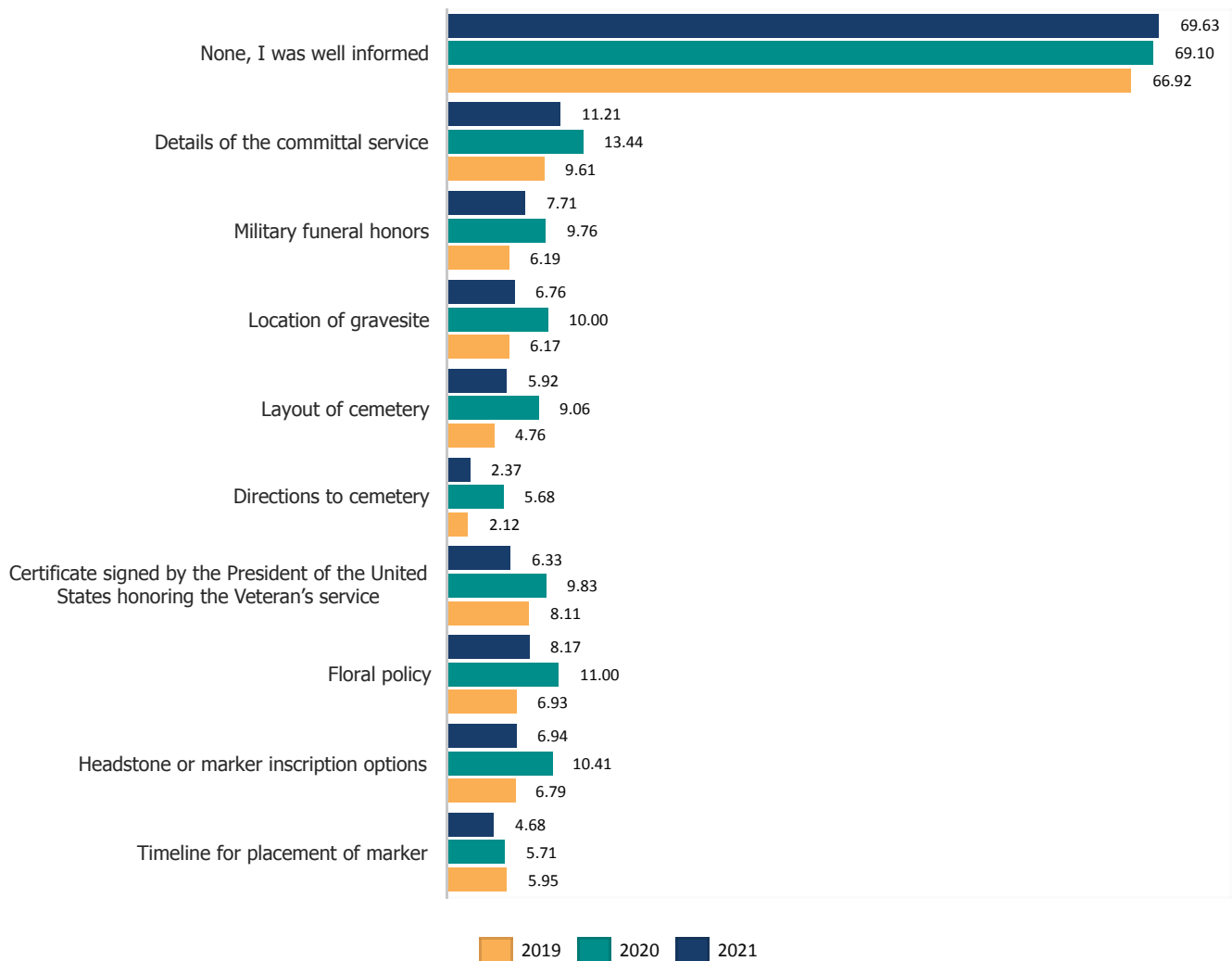


		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
n		4049	825	599	104	878	204	627	144	946	195	999	178
Yes		44.11%	92.12%	38.06%	95.19%	47.49%	93.14%	45.14%	88.89%	45.03%	92.31%	43.24%	91.57%
No		55.89%	7.88%	61.94%	4.81%	52.51%	6.86%	54.86%	11.11%	54.97%	7.69%	56.76%	8.43%

Note: Question 30d was added to the 2020 survey and only displays the current year's and 2020 results.

## Satisfaction with Information and Communication: Next of Kin

**Question 31: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)**



2019: n = 24,202 2020: n = 17,802 2021: n = 17,982

Note: In the 2021 survey the answer option "Presidential Memorial Certificate" was changed to "Certificate signed by the President of the United States honoring the Veteran's service."

Note: As respondents could select more than one response option, percentages may not sum to 100.

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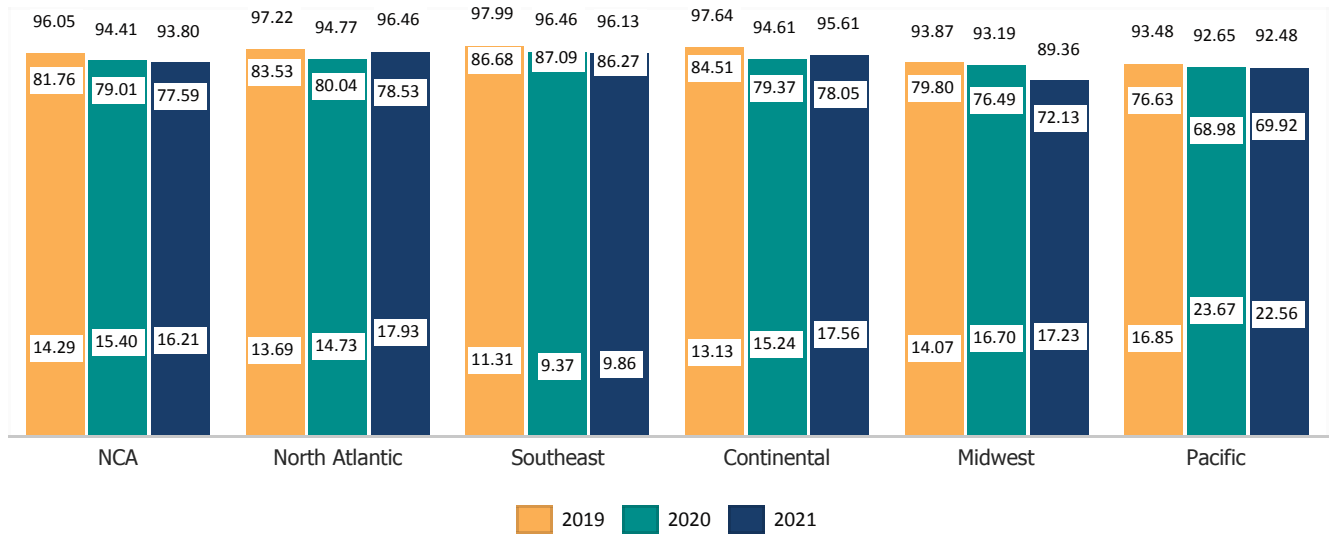
## Satisfaction with Information and Communication: Funeral Directors

### SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the national cemetery with which they most frequently do business.
- Measures of overall satisfaction with information and communication are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## Satisfaction with Information and Communication: Funeral Directors

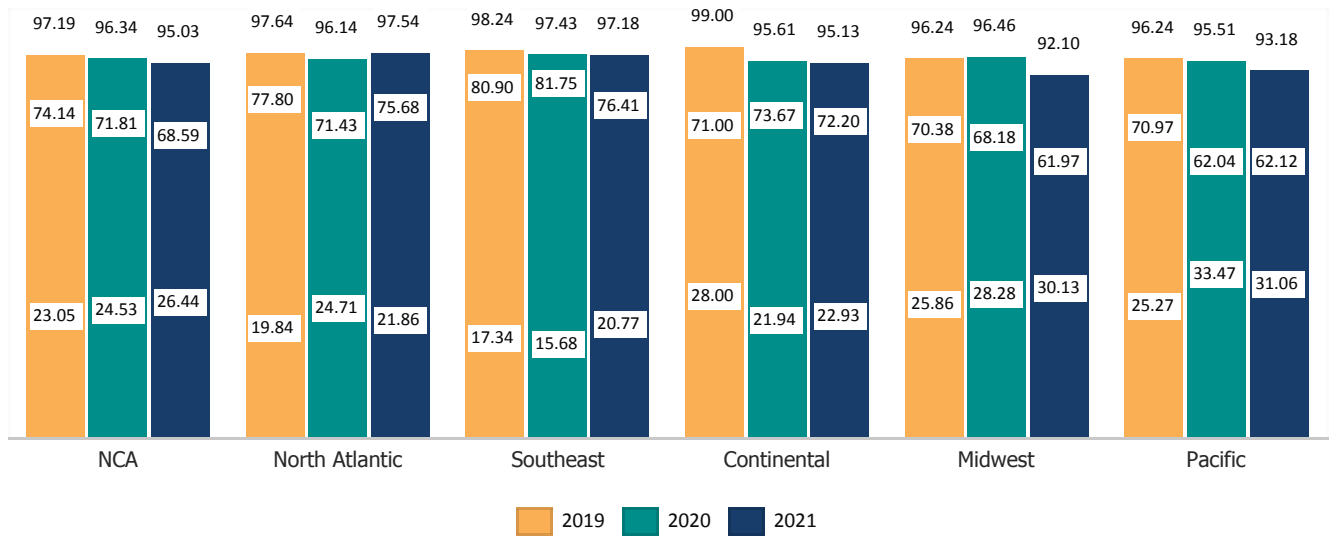
**Question 10: Overall, how satisfied are you with the communication between your funeral home and the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2506	2072	1999	504	516	368	398	395	284	297	315	205	604	587	470	184	245	133
Very satisfied		81.76%	79.01%	77.59%	83.53%	80.04%	78.53%	86.68%	87.09%	86.27%	84.51%	79.37%	78.05%	79.80%	76.49%	72.13%	76.63%	68.98%	69.92%
Somewhat satisfied		14.29%	15.40%	16.21%	13.69%	14.73%	17.93%	11.31%	9.37%	9.86%	13.13%	15.24%	17.56%	14.07%	16.70%	17.23%	16.85%	23.67%	22.56%
Neither satisfied nor dissatisfied		2.63%	3.52%	3.30%	1.98%	3.10%	2.45%	1.76%	2.28%	1.76%	1.68%	4.44%	1.95%	3.81%	4.09%	5.32%	3.80%	4.08%	3.76%
Somewhat dissatisfied		0.88%	1.54%	2.00%	0.20%	1.74%	1.09%	0.00%	0.51%	1.76%	0.67%	0.95%	1.95%	1.99%	2.04%	2.98%	1.63%	2.45%	2.26%
Very dissatisfied		0.44%	0.53%	0.90%	0.60%	0.39%	0.00%	0.25%	0.76%	0.35%	0.00%	0.00%	0.49%	0.33%	0.68%	2.34%	1.09%	0.82%	1.50%

## Satisfaction with Information and Communication: Funeral Directors

**Question 5: How would you characterize the overall communication from the national cemetery to your funeral home?**

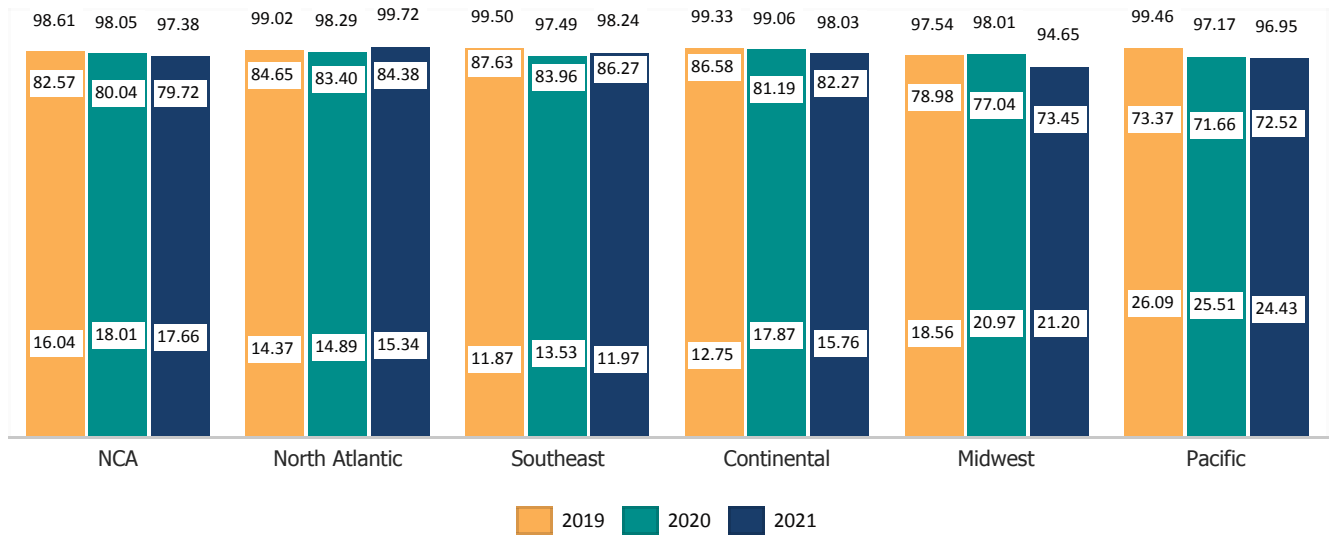


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2529	2079	1993	509	518	366	398	389	284	300	319	205	611	594	468	186	245	132
Excellent		74.14%	71.81%	68.59%	77.80%	71.43%	75.68%	80.90%	81.75%	76.41%	71.00%	73.67%	72.20%	70.38%	68.18%	61.97%	70.97%	62.04%	62.12%
Good		23.05%	24.53%	26.44%	19.84%	24.71%	21.86%	17.34%	15.68%	20.77%	28.00%	21.94%	22.93%	25.86%	28.28%	30.13%	25.27%	33.47%	31.06%
Fair		2.17%	2.89%	3.41%	1.77%	3.09%	2.46%	1.26%	2.06%	2.11%	1.00%	4.08%	4.39%	3.11%	2.53%	4.49%	2.69%	3.27%	3.03%
Poor		0.63%	0.77%	1.56%	0.59%	0.77%	0.00%	0.50%	0.51%	0.70%	0.00%	0.31%	0.49%	0.65%	1.01%	3.42%	1.08%	1.22%	3.79%



## Satisfaction with Information and Communication: Funeral Directors

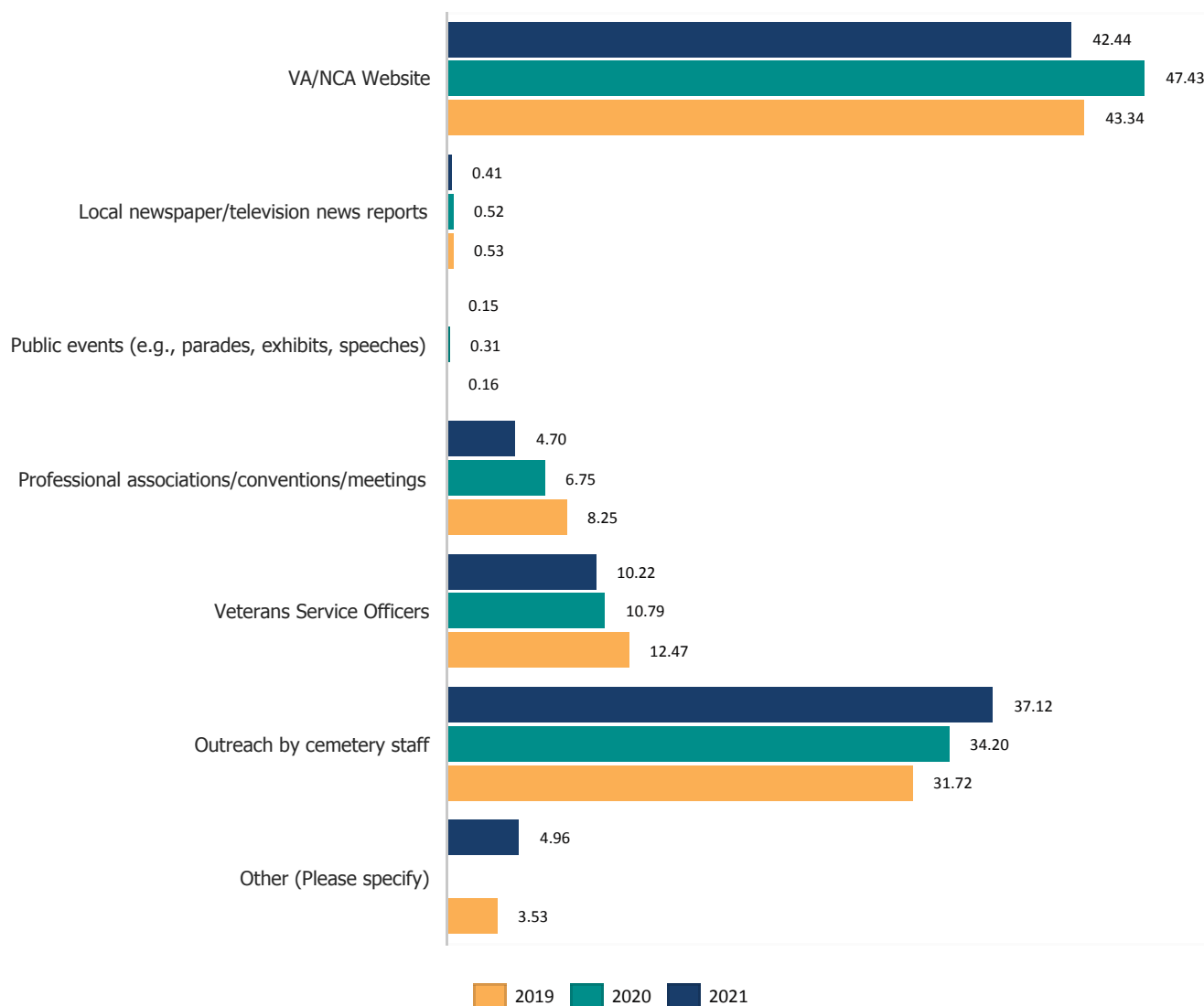
### Question 6: Do you feel that you are well informed by the national cemetery of its policies and procedures?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2519	2104	1987	508	524	365	396	399	284	298	319	203	609	601	467	184	247	131
Yes, well informed		82.57%	80.04%	79.72%	84.65%	83.40%	84.38%	87.63%	83.96%	86.27%	86.58%	81.19%	82.27%	78.98%	77.04%	73.45%	73.37%	71.66%	72.52%
Yes, somewhat well informed		16.04%	18.01%	17.66%	14.37%	14.89%	15.34%	11.87%	13.53%	11.97%	12.75%	17.87%	15.76%	18.56%	20.97%	21.20%	26.09%	25.51%	24.43%
No, not well informed		1.39%	1.95%	2.62%	0.98%	1.72%	0.27%	0.51%	2.51%	1.76%	0.67%	0.94%	1.97%	2.46%	2.00%	5.35%	0.54%	2.83%	3.05%

## Satisfaction with Information and Communication: Funeral Directors

**Question 7: In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures?**

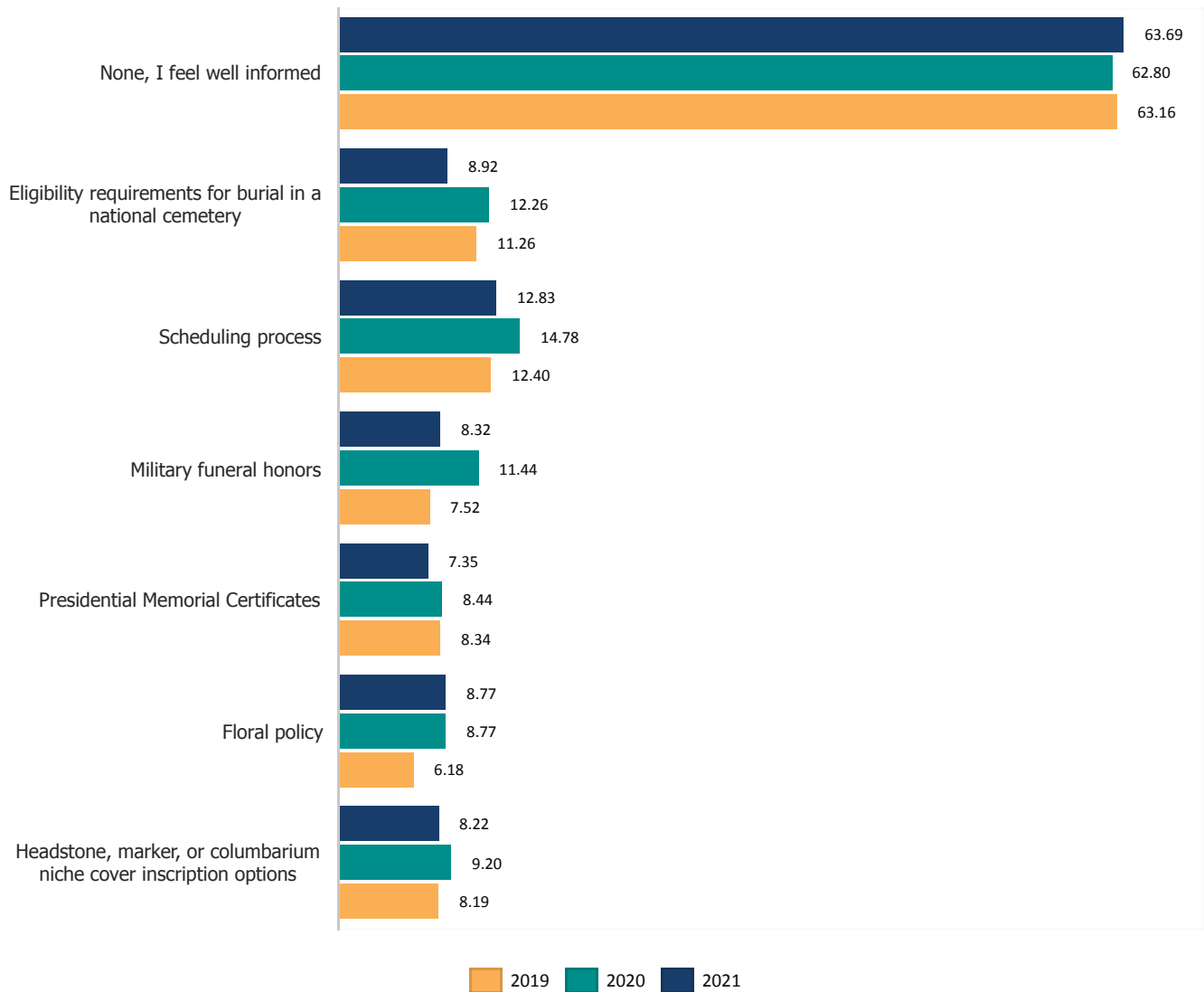


2019: n = 2,462 2020: n = 1,927 2021: n = 1,937

Note: 2020 survey data is not available for "Other" responses.

## Satisfaction with Information and Communication: Funeral Directors

**Question 8: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)**

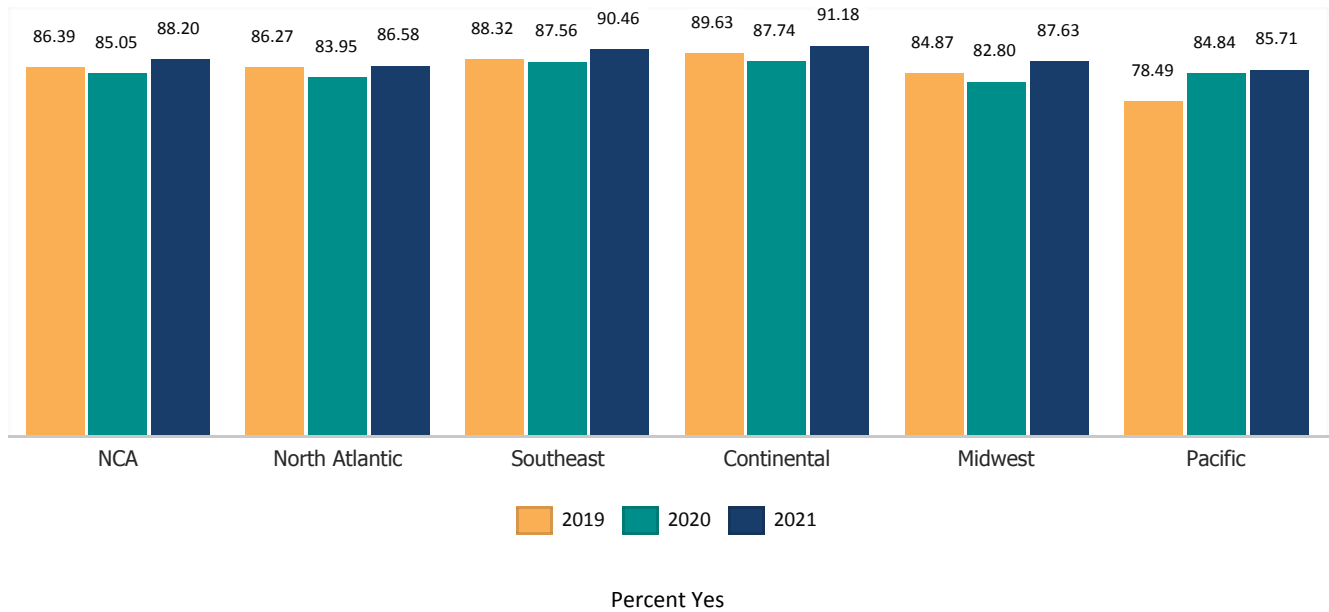


2019: n = 2,541 2020: n = 2,097 2021: n = 1,972

Note: As respondents could select more than one response option, percentages may not sum to 100.

## Satisfaction with Information and Communication: Funeral Directors

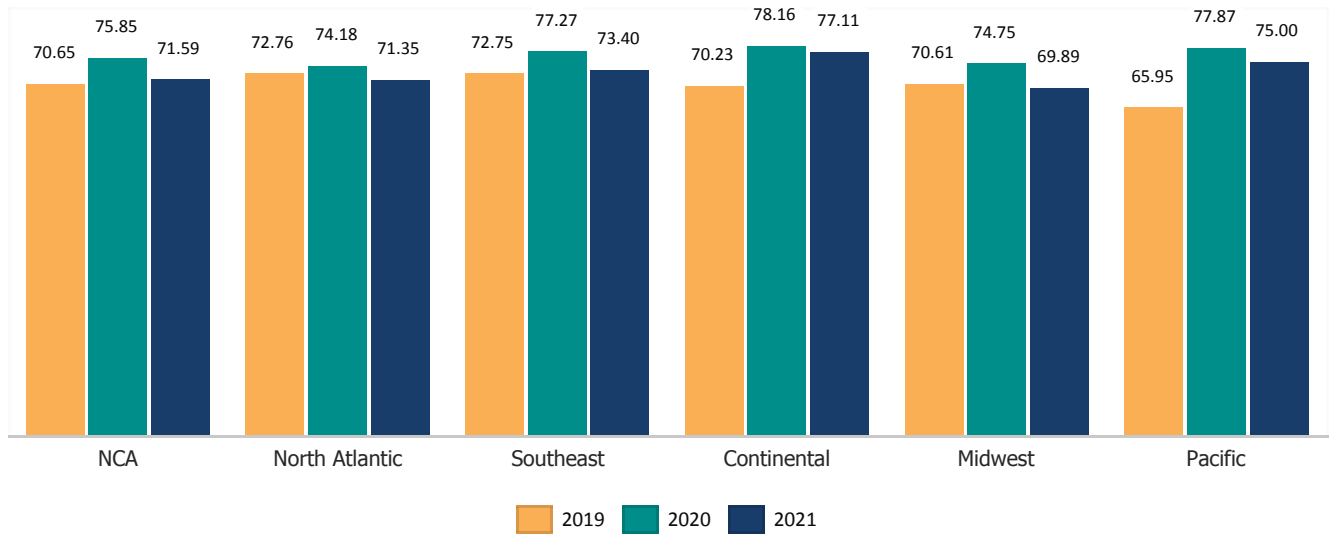
**Question 12: Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2520	2080	1992	510	517	365	394	394	283	299	318	204	608	593	469	186	244	133
Yes		86.39%	85.05%	88.20%	86.27%	83.95%	86.58%	88.32%	87.56%	90.46%	89.63%	87.74%	91.18%	84.87%	82.80%	87.63%	78.49%	84.84%	85.71%
No		13.61%	14.95%	11.80%	13.73%	16.05%	13.42%	11.68%	12.44%	9.54%	10.37%	12.26%	8.82%	15.13%	17.20%	12.37%	21.51%	15.16%	14.29%

## Satisfaction with Information and Communication: Funeral Directors

### Question 13: Are you aware there are resources available for Funeral Directors on the NCA Website?

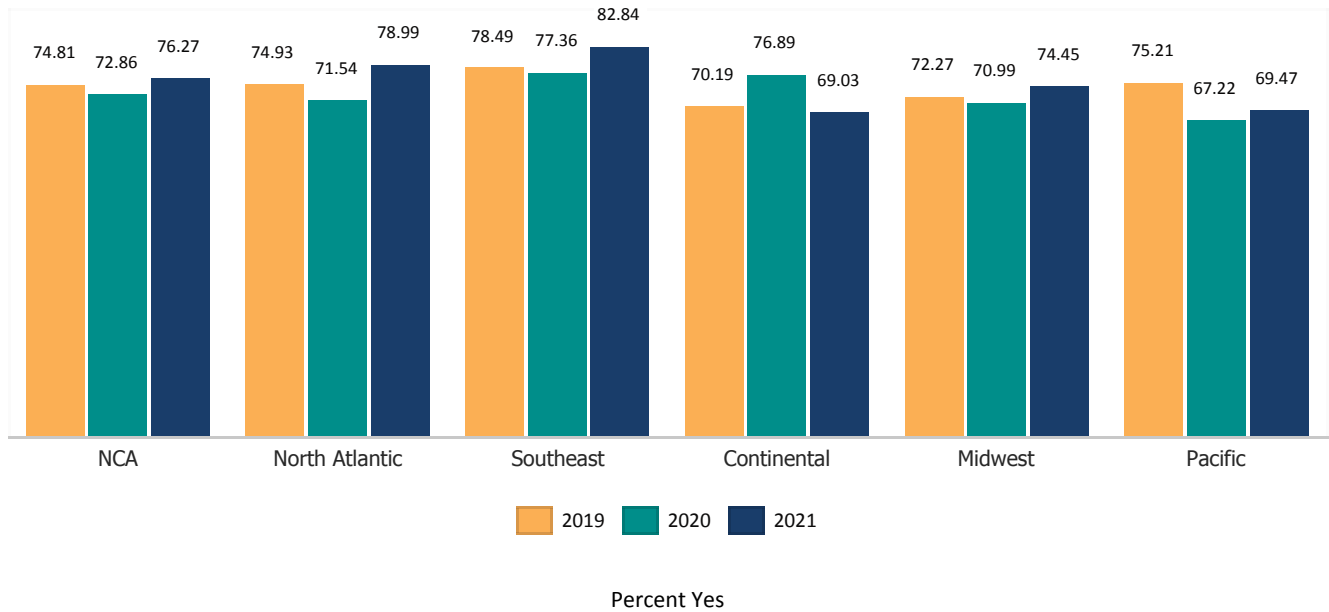


Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2504	2079	1978	503	519	363	389	396	282	299	316	201	609	590	465	185	244	132
Yes		70.65%	75.85%	71.59%	72.76%	74.18%	71.35%	72.75%	77.27%	73.40%	70.23%	78.16%	77.11%	70.61%	74.75%	69.89%	65.95%	77.87%	75.00%
No		29.35%	24.15%	28.41%	27.24%	25.82%	28.65%	27.25%	22.73%	26.60%	29.77%	21.84%	22.89%	29.39%	25.25%	30.11%	34.05%	22.13%	25.00%

## Satisfaction with Information and Communication: Funeral Directors

**Question 14: Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?**

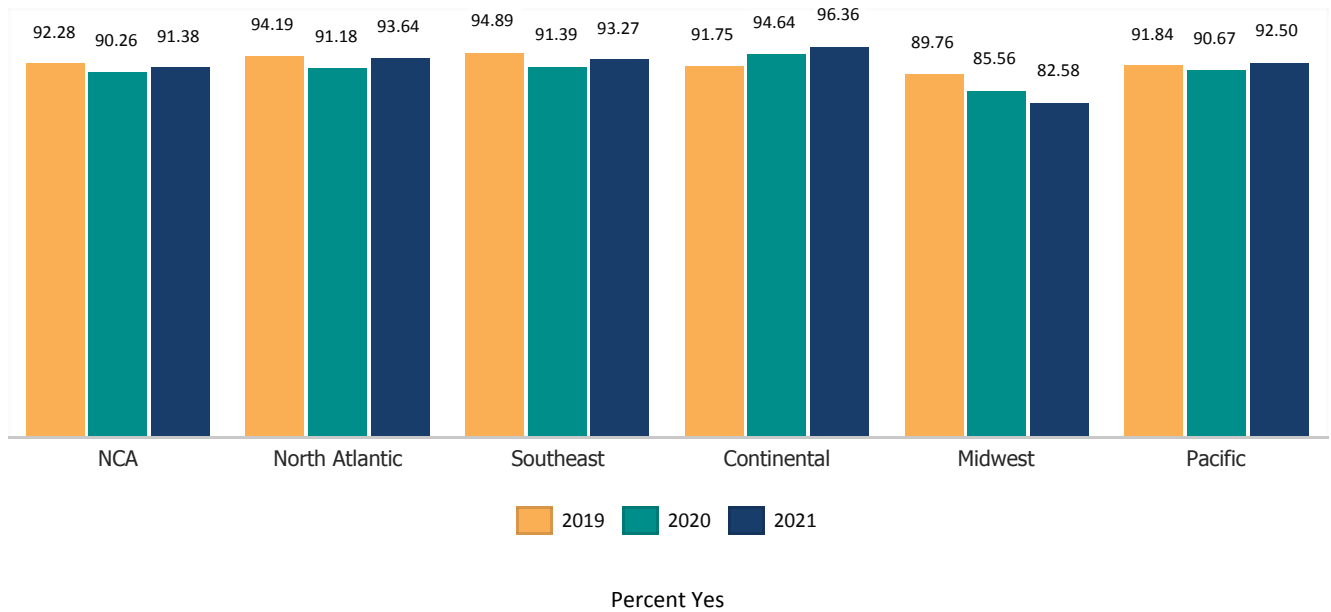


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		1731	1522	1395	359	376	257	279	296	204	208	238	155	422	424	321	117	180	95
Yes		74.81%	72.86%	76.27%	74.93%	71.54%	78.99%	78.49%	77.36%	82.84%	70.19%	76.89%	69.03%	72.27%	70.99%	74.45%	75.21%	67.22%	69.47%
No		25.19%	27.14%	23.73%	25.07%	28.46%	21.01%	21.51%	22.64%	17.16%	29.81%	23.11%	30.97%	27.73%	29.01%	25.55%	24.79%	32.78%	30.53%

Only respondents who indicated "Yes" to Question 13 (FD) received this question.

## Satisfaction with Information and Communication: Funeral Directors

**Question 15: Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?**

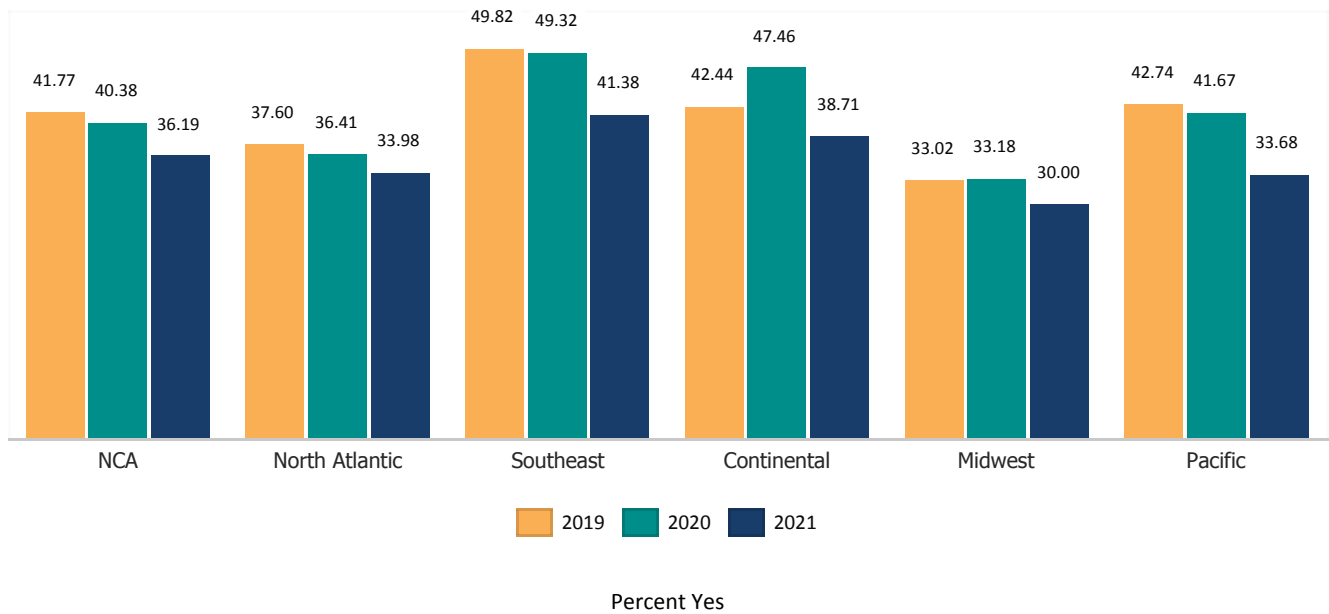


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		777	698	603	155	170	110	137	151	104	97	112	55	166	187	132	49	75	40
Yes		92.28%	90.26%	91.38%	94.19%	91.18%	93.64%	94.89%	91.39%	93.27%	91.75%	94.64%	96.36%	89.76%	85.56%	82.58%	91.84%	90.67%	92.50%
No		7.72%	9.74%	8.62%	5.81%	8.82%	6.36%	5.11%	8.61%	6.73%	8.25%	5.36%	3.64%	10.24%	14.44%	17.42%	8.16%	9.33%	7.50%

Only respondents who indicated "Yes" to Question 13 (FD) received this question.

## Satisfaction with Information and Communication: Funeral Directors

**Question 16: Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?**



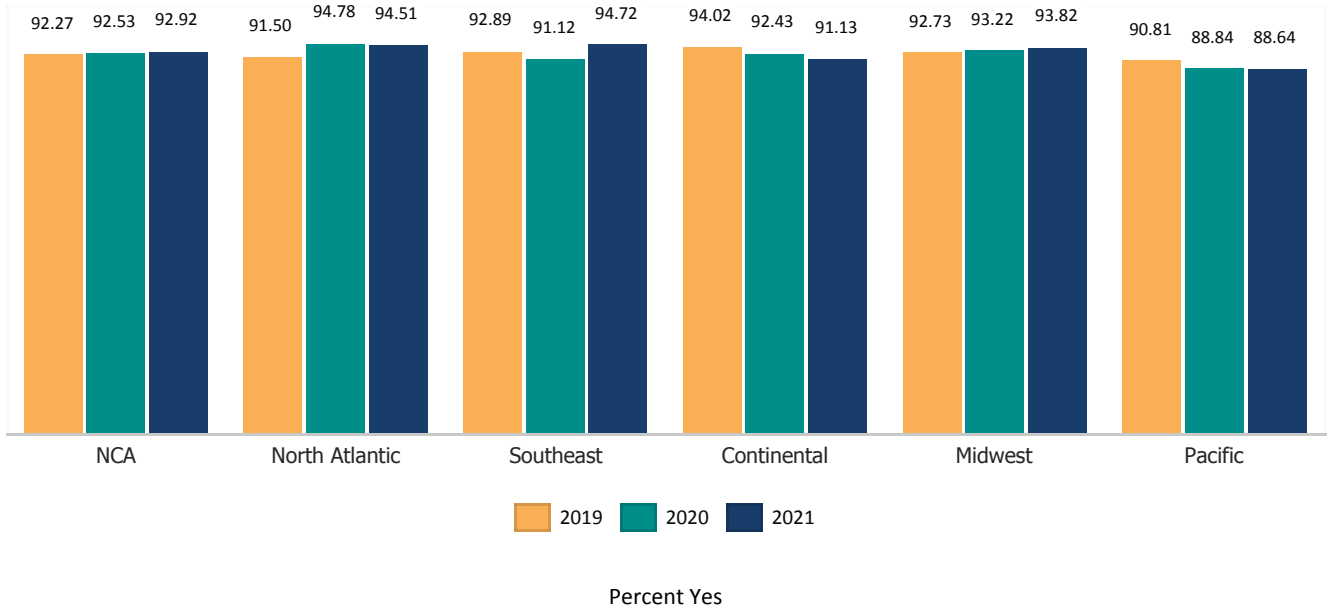
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		1726	1513	1387	359	368	256	279	296	203	205	236	155	421	425	320	117	180	95
Yes		41.77%	40.38%	36.19%	37.60%	36.41%	33.98%	49.82%	49.32%	41.38%	42.44%	47.46%	38.71%	33.02%	33.18%	30.00%	42.74%	41.67%	33.68%
No		58.23%	59.62%	63.81%	62.40%	63.59%	66.02%	50.18%	50.68%	58.62%	57.56%	52.54%	61.29%	66.98%	66.82%	70.00%	57.26%	58.33%	66.32%

Only respondents who indicated "Yes" to Question 13 (FD) received this question.



## Satisfaction with Information and Communication: Funeral Directors

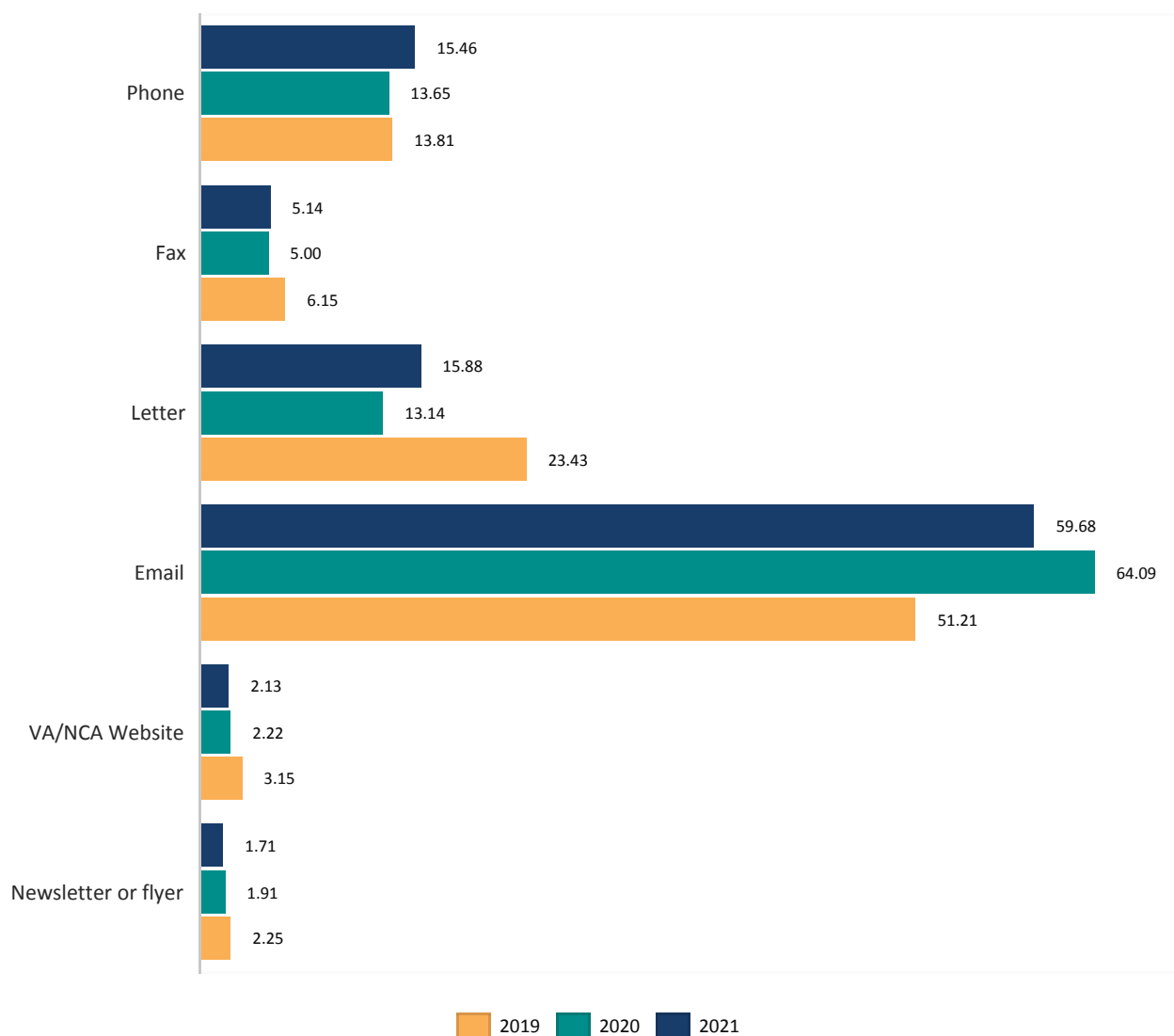
**Question 17: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2509	2074	1991	506	517	364	394	394	284	301	317	203	605	590	469	185	242	132
Yes		92.27%	92.53%	92.92%	91.50%	94.78%	94.51%	92.89%	91.12%	94.72%	94.02%	92.43%	91.13%	92.73%	93.22%	93.82%	90.81%	88.84%	88.64%
No		7.73%	7.47%	7.08%	8.50%	5.22%	5.49%	7.11%	8.88%	5.28%	5.98%	7.57%	8.87%	7.27%	6.78%	6.18%	9.19%	11.16%	11.36%

## Satisfaction with Information and Communication: Funeral Directors

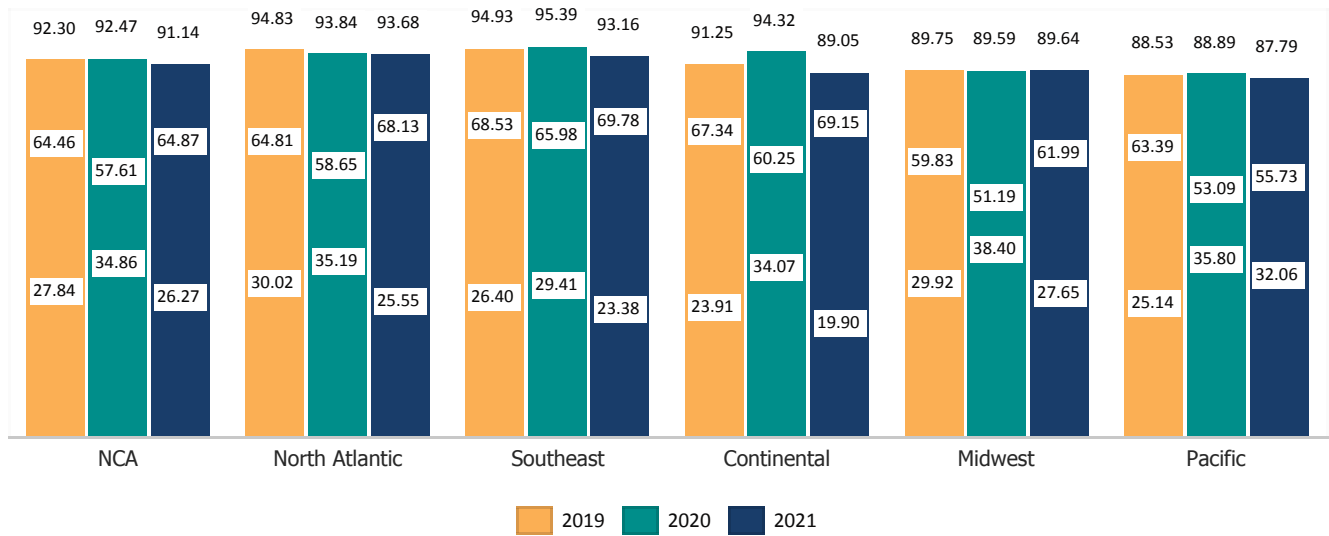
**Question 9: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures?**



2019: n = 2,441 2020: n = 1,941 2021: n = 1,927

## Satisfaction with Information and Communication: Funeral Directors

**Question 32: The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.**



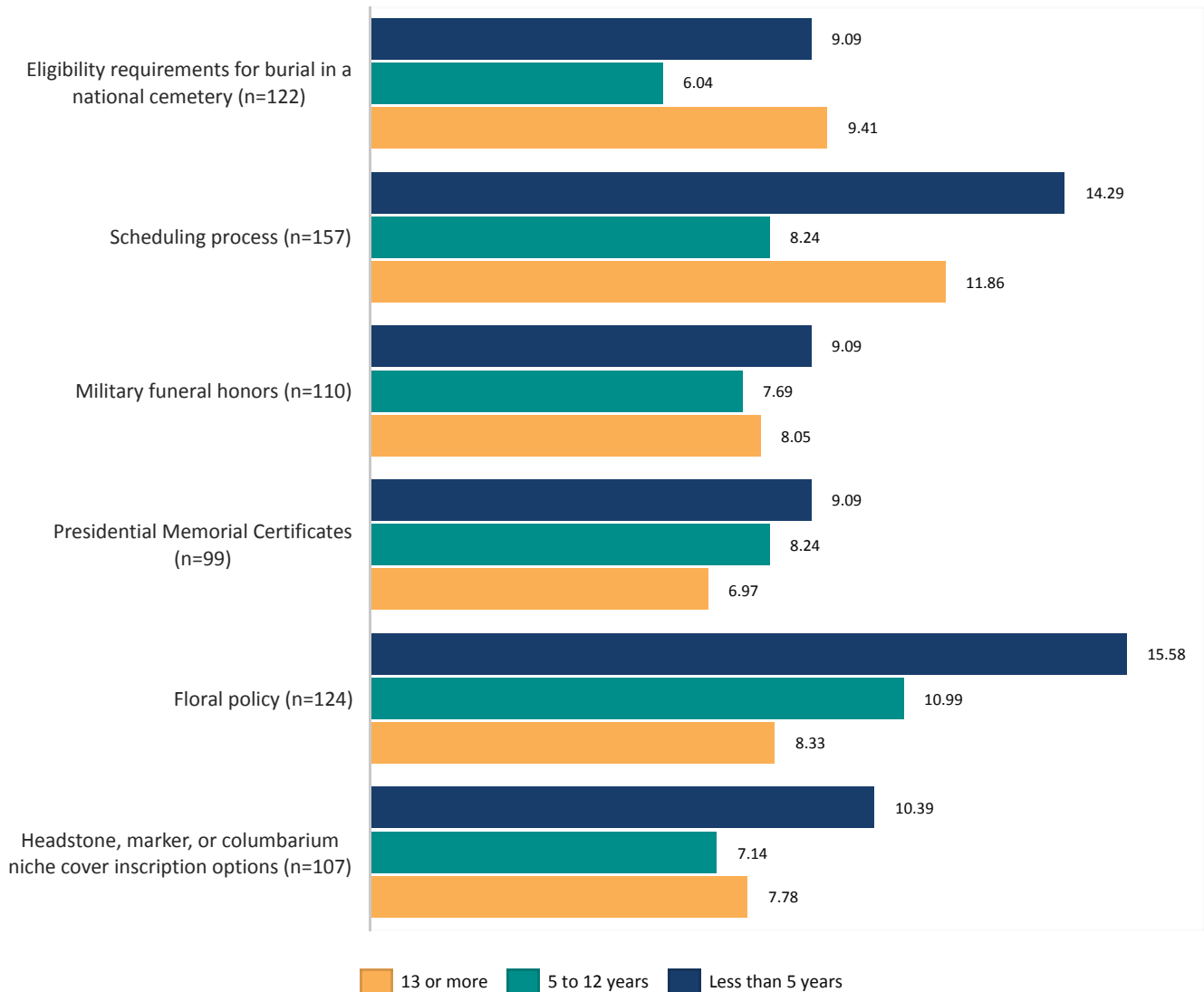
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2493	2071	1964	503	520	364	394	391	278	297	317	201	605	586	463	183	243	131
Strongly agree		64.46%	57.61%	64.87%	64.81%	58.65%	68.13%	68.53%	65.98%	69.78%	67.34%	60.25%	69.15%	59.83%	51.19%	61.99%	63.39%	53.09%	55.73%
Agree		27.84%	34.86%	26.27%	30.02%	35.19%	25.55%	26.40%	29.41%	23.38%	23.91%	34.07%	19.90%	29.92%	38.40%	27.65%	25.14%	35.80%	32.06%
Neither agree nor disagree		5.42%	5.26%	5.60%	3.38%	4.81%	4.40%	4.06%	3.84%	5.04%	5.05%	3.47%	5.47%	7.11%	6.83%	5.83%	7.65%	7.41%	9.16%
Disagree		1.76%	1.83%	1.88%	1.59%	1.15%	1.37%	0.76%	0.26%	0.72%	3.03%	2.21%	4.48%	2.31%	2.90%	2.59%	2.73%	2.88%	0.00%
Strongly disagree		0.52%	0.43%	1.37%	0.20%	0.19%	0.55%	0.25%	0.51%	1.08%	0.67%	0.00%	1.00%	0.83%	0.68%	1.94%	1.09%	0.82%	3.05%

### ELEMENT OF COMPARISON

**Influence of length of time working with national cemetery and the need for more information about national cemetery policies or procedures.**

Question 8: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

Question 3: How long has your funeral home worked with the national cemetery?



Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: Percentages reflect proportions of respondents within each Question 3 subgroup.

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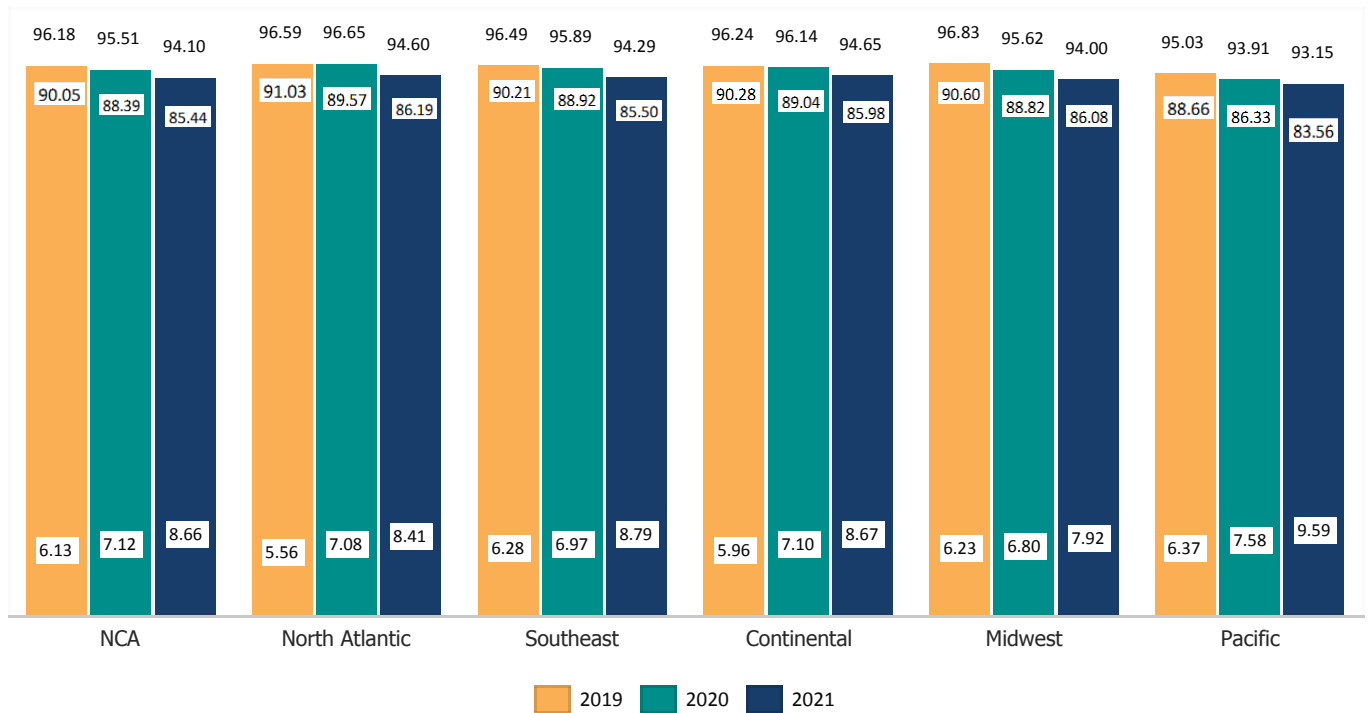
## **Satisfaction with Committal Service(s): Next of Kin**

### **SECTION DESCRIPTION**

- This section presents survey findings from next of kin on their satisfaction with the committal service at the national cemetery where their loved one was interred.
- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions relating to various aspects of the committal service. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## Satisfaction with Committal Service(s): Next of Kin

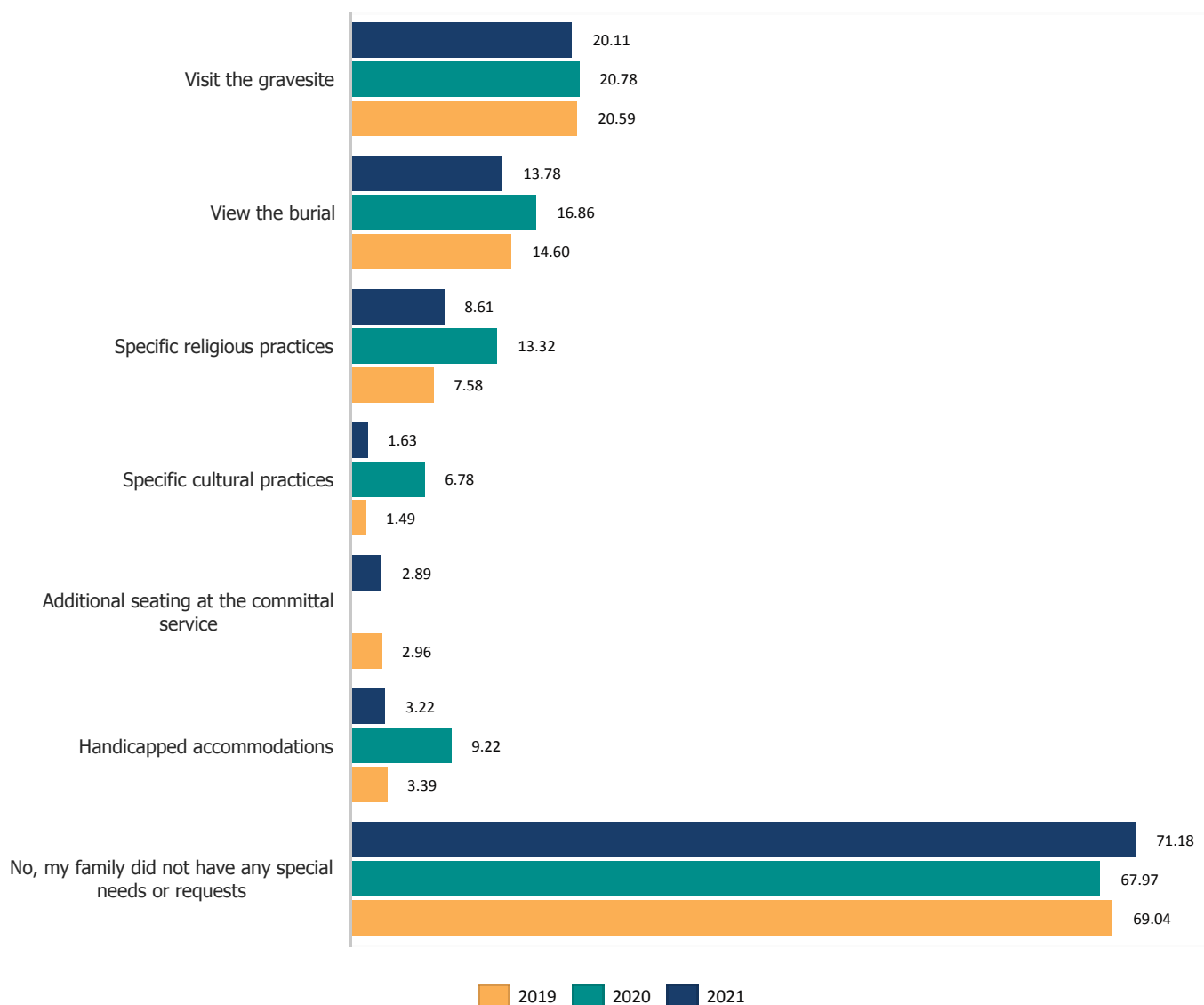
### Question 20: Overall, how satisfied were you with the committal service at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23592	17885	14169	3759	2895	2592	5447	3771	3062	3219	2719	2225	5278	4161	3370	5889	4339	2920
Very satisfied		90.05%	88.39%	85.44%	91.03%	89.57%	86.19%	90.21%	88.92%	85.50%	90.28%	89.04%	85.98%	90.60%	88.82%	86.08%	88.66%	86.33%	83.56%
Somewhat satisfied		6.13%	7.12%	8.66%	5.56%	7.08%	8.41%	6.28%	6.97%	8.79%	5.96%	7.10%	8.67%	6.23%	6.80%	7.92%	6.37%	7.58%	9.59%
Neither satisfied nor dissatisfied		2.62%	3.25%	3.88%	2.55%	2.52%	3.67%	2.28%	3.08%	3.53%	2.39%	2.83%	3.37%	2.10%	2.91%	3.65%	3.57%	4.49%	5.10%
Somewhat dissatisfied		0.76%	0.88%	1.23%	0.59%	0.48%	0.96%	0.77%	0.77%	1.21%	0.81%	0.74%	1.30%	0.74%	1.11%	1.54%	0.87%	1.11%	1.06%
Very dissatisfied		0.43%	0.36%	0.79%	0.27%	0.35%	0.77%	0.46%	0.27%	0.98%	0.56%	0.29%	0.67%	0.32%	0.36%	0.80%	0.54%	0.48%	0.68%

## Satisfaction with Committal Service(s): Next of Kin

**Question 13: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)**



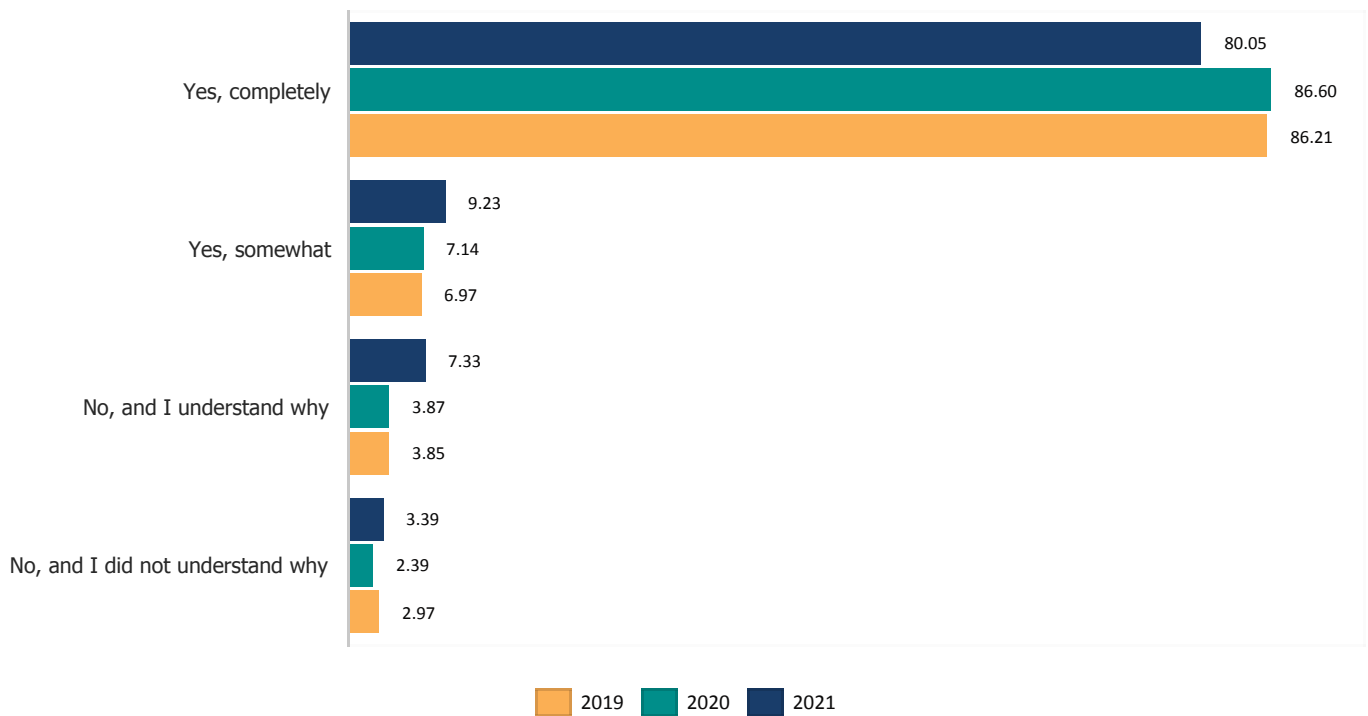
2019: n = 24,219 2020: n = 18,242 2021: n = 14,193

Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: The answer option "Additional seating at the committal service" was not included in the 2020 survey.

## Satisfaction with Committal Service(s): Next of Kin

**Question 14: Was the cemetery able to accommodate these special needs or requests to your satisfaction?**



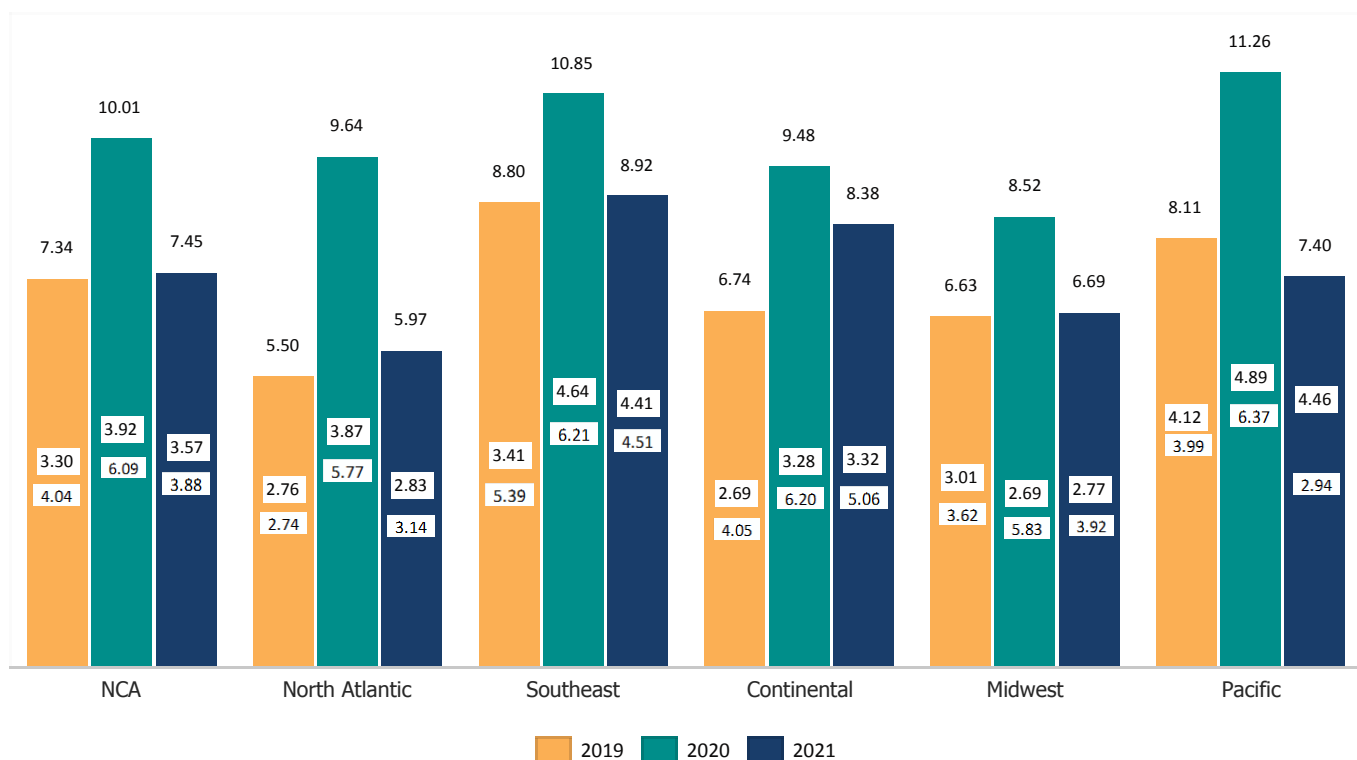
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		6832	5224	4040	953	740	658	1720	1200	938	823	722	588	1339	1109	860	1997	1453	996
Yes, completely		86.21%	86.60%	80.05%	86.57%	87.70%	79.18%	87.27%	88.58%	83.48%	83.96%	85.32%	79.59%	86.03%	84.67%	79.65%	86.18%	86.51%	78.01%
Yes, somewhat		6.97%	7.14%	9.23%	6.30%	6.35%	8.36%	6.16%	5.92%	6.72%	8.26%	8.03%	9.52%	6.65%	7.84%	10.81%	7.66%	7.57%	10.64%
No, and I understand why		3.85%	3.87%	7.33%	4.30%	3.65%	9.57%	3.84%	3.25%	6.72%	4.62%	4.43%	6.63%	3.88%	4.87%	6.40%	3.30%	3.44%	7.63%
No, and I did not understand why		2.97%	2.39%	3.39%	2.83%	2.30%	2.89%	2.73%	2.25%	3.09%	3.16%	2.22%	4.25%	3.44%	2.61%	3.14%	2.85%	2.48%	3.71%

Respondents who indicated "No, my family did not have any needs or requests" to Question 13 (NoK) did not receive this question.



## Satisfaction with Committal Service(s): Next of Kin

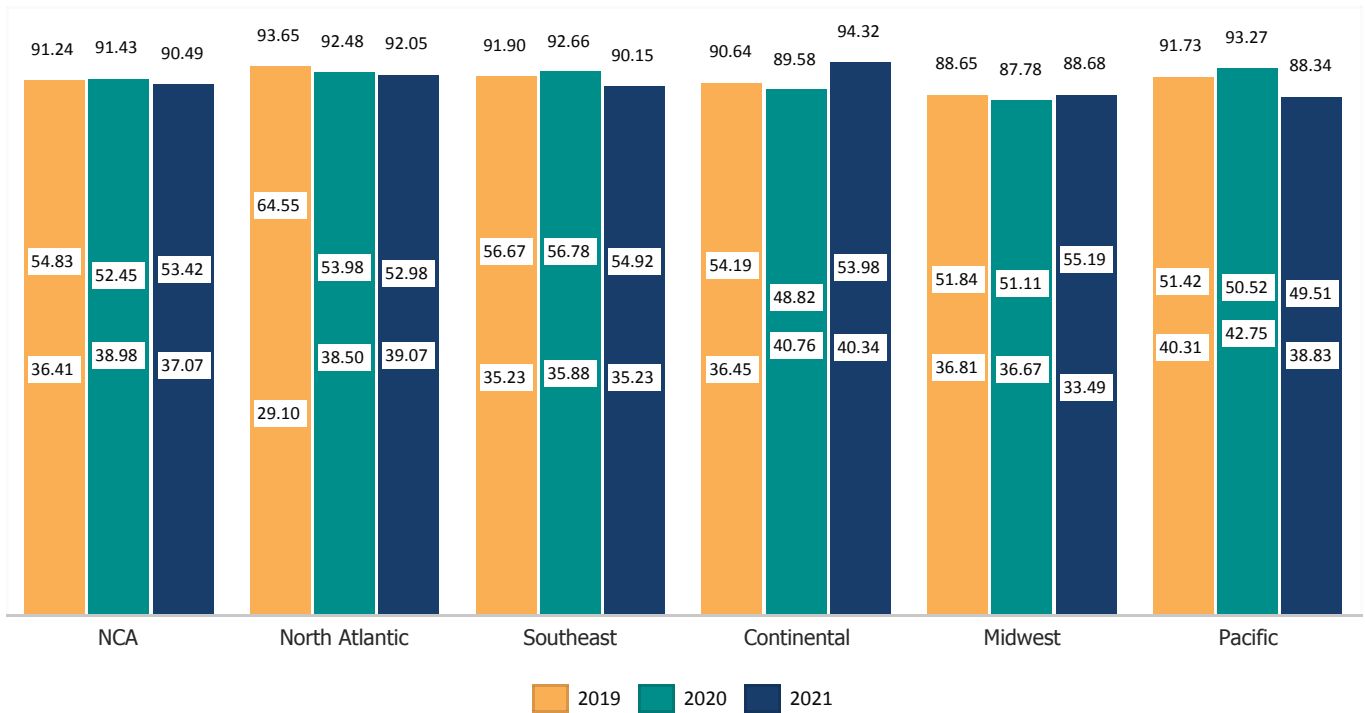
**Question 16: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23762	18201	14257	3763	2945	2613	5491	3816	3061	3233	2744	2232	5309	4235	3390	5966	4461	2961
Yes, I viewed it online		3.30%	3.92%	3.57%	2.76%	3.87%	2.83%	3.41%	4.64%	4.41%	2.69%	3.28%	3.32%	3.01%	2.69%	2.77%	4.12%	4.89%	4.46%
Yes, the funeral director provided it		4.04%	6.09%	3.88%	2.74%	5.77%	3.14%	5.39%	6.21%	4.51%	4.05%	6.20%	5.06%	3.62%	5.83%	3.92%	3.99%	6.37%	2.94%
No		92.66%	90.00%	92.55%	94.50%	90.36%	94.03%	91.20%	89.15%	91.08%	93.26%	90.52%	91.62%	93.37%	91.48%	93.30%	91.89%	88.75%	92.60%

## Satisfaction with Committal Service(s): Next of Kin

**Question 17: The video(s) helped me understand the burial process at the national cemetery.**

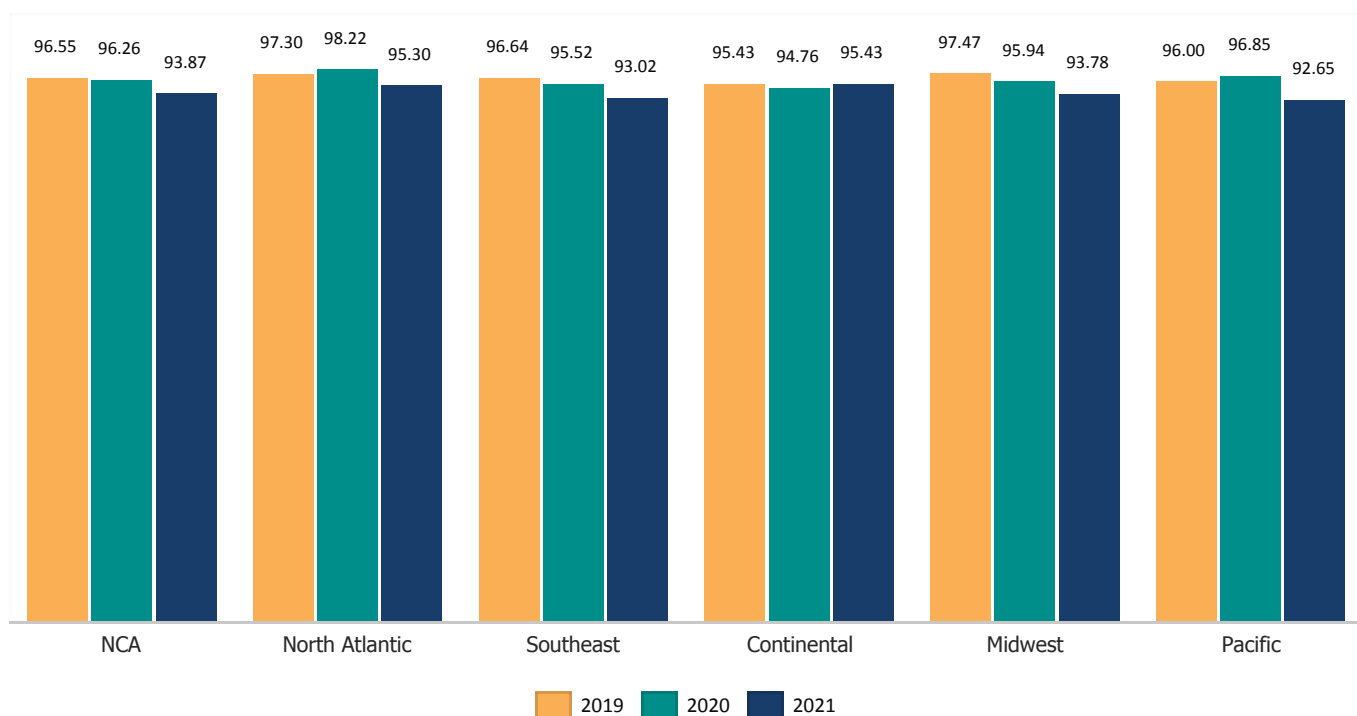


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		1634	1447	1009	189	226	151	457	354	264	203	211	176	326	270	212	459	386	206
Strongly agree		54.83%	52.45%	53.42%	64.55%	53.98%	52.98%	56.67%	56.78%	54.92%	54.19%	48.82%	53.98%	51.84%	51.11%	55.19%	51.42%	50.52%	49.51%
Agree		36.41%	38.98%	37.07%	29.10%	38.50%	39.07%	35.23%	35.88%	35.23%	36.45%	40.76%	40.34%	36.81%	36.67%	33.49%	40.31%	42.75%	38.83%
Neither agree nor disagree		8.57%	7.81%	8.72%	5.82%	6.64%	7.28%	7.88%	6.50%	9.09%	8.87%	9.48%	4.55%	11.35%	11.11%	10.38%	8.28%	6.48%	11.17%
Disagree		0.06%	0.35%	0.30%	0.53%	0.88%	0.00%	0.00%	0.00%	0.38%	0.00%	0.47%	0.00%	0.00%	0.37%	0.47%	0.00%	0.26%	0.49%
Strongly disagree		0.12%	0.41%	0.50%	0.00%	0.00%	0.66%	0.22%	0.85%	0.38%	0.49%	0.47%	1.14%	0.00%	0.74%	0.47%	0.00%	0.00%	0.00%

Only respondents who indicated "Yes" to Question 16 (NoK) received this question.

## Satisfaction with Committal Service(s): Next of Kin

**Question 18: Was your experience at the national cemetery similar to the video on service options you viewed?**



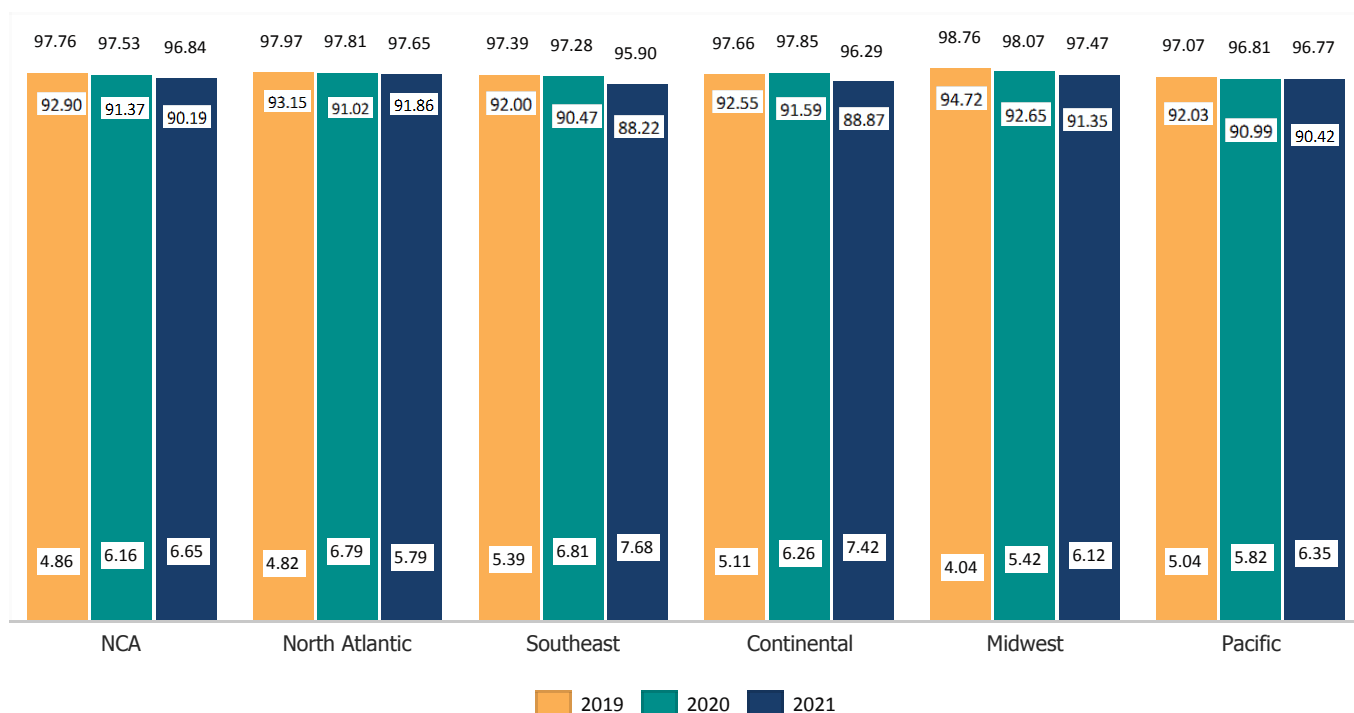
Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		1594	1444	995	185	225	149	446	357	258	197	210	175	316	271	209	450	381	204
Yes		96.55%	96.26%	93.87%	97.30%	98.22%	95.30%	96.64%	95.52%	93.02%	95.43%	94.76%	95.43%	97.47%	95.94%	93.78%	96.00%	96.85%	92.65%
No		3.45%	3.74%	6.13%	2.70%	1.78%	4.70%	3.36%	4.48%	6.98%	4.57%	5.24%	4.57%	2.53%	4.06%	6.22%	4.00%	3.15%	7.35%

Only respondents who indicated "Yes" to Question 16 (NoK) received this question.

## Satisfaction with Committal Service(s): Next of Kin

**Question 19: If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		15967	11662	9641	2511	1870	1744	3714	2467	2097	2135	1772	1482	3715	2788	2335	3892	2765	1983
Very satisfied		92.90%	91.37%	90.19%	93.15%	91.02%	91.86%	92.00%	90.47%	88.22%	92.55%	91.59%	88.87%	94.72%	92.65%	91.35%	92.03%	90.99%	90.42%
Somewhat satisfied		4.86%	6.16%	6.65%	4.82%	6.79%	5.79%	5.39%	6.81%	7.68%	5.11%	6.26%	7.42%	4.04%	5.42%	6.12%	5.04%	5.82%	6.35%
Neither satisfied nor dissatisfied		1.19%	1.34%	1.74%	1.15%	1.07%	1.72%	1.29%	1.38%	2.00%	0.89%	1.07%	1.62%	0.59%	1.18%	1.63%	1.85%	1.81%	1.71%
Somewhat dissatisfied		0.65%	0.71%	0.90%	0.64%	0.59%	0.46%	0.75%	0.89%	1.38%	0.75%	0.62%	1.42%	0.40%	0.57%	0.56%	0.72%	0.83%	0.81%
Very dissatisfied		0.41%	0.42%	0.52%	0.24%	0.53%	0.17%	0.57%	0.45%	0.72%	0.70%	0.45%	0.67%	0.24%	0.18%	0.34%	0.36%	0.54%	0.71%

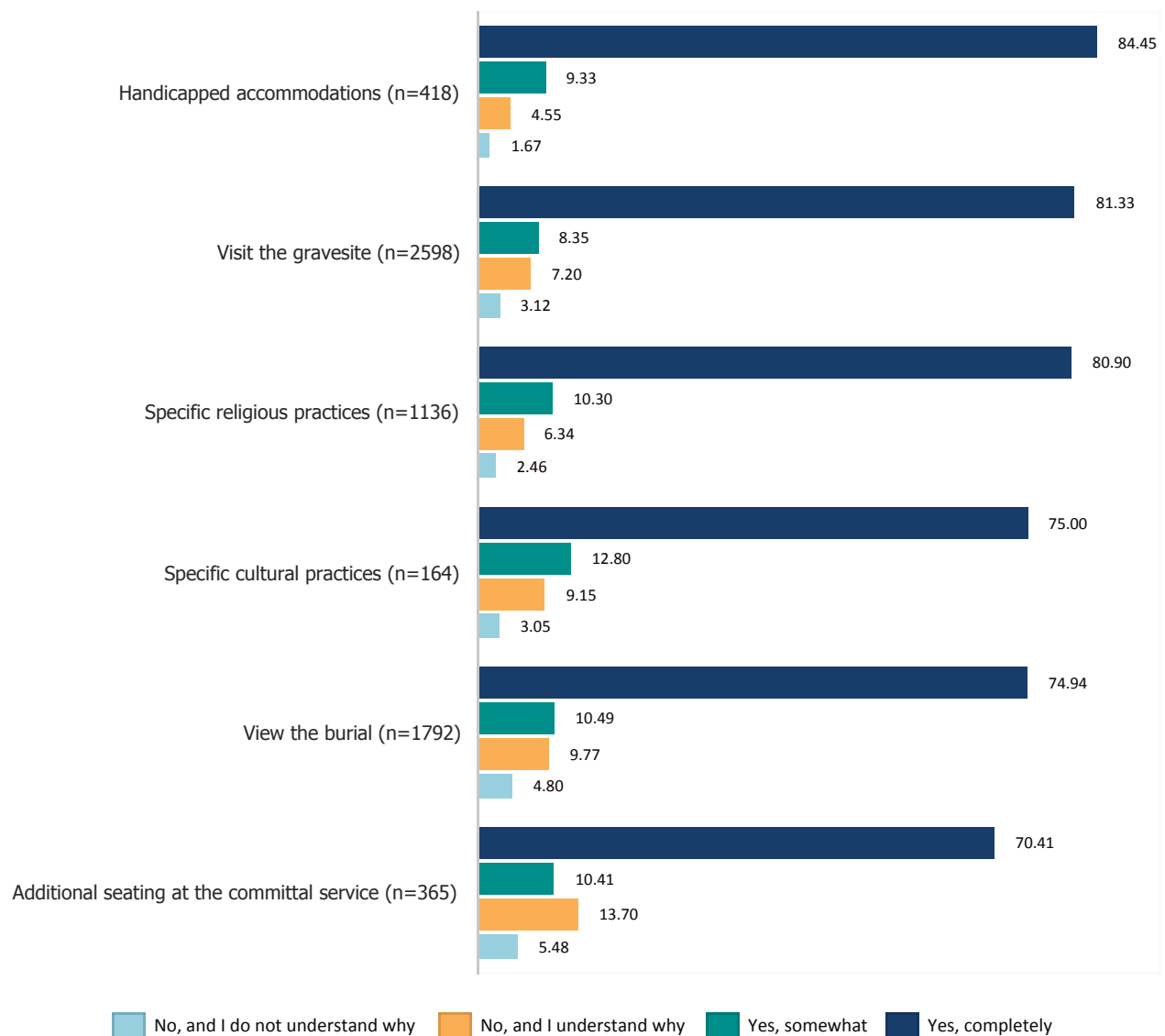
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

**By special need requested, how satisfied was the requestor with the cemetery's ability to accommodate the request?**

Question 13: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

Question 14: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



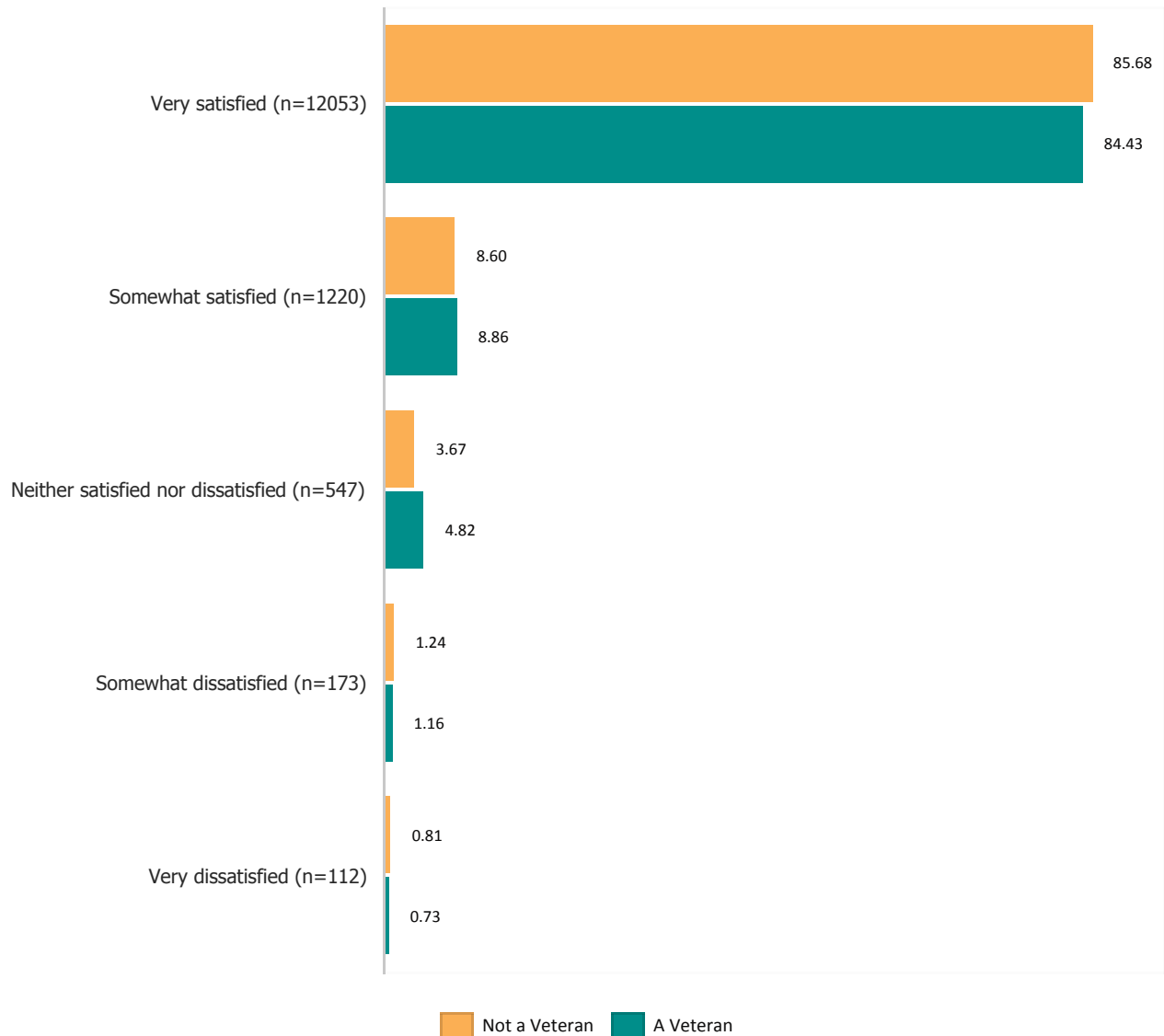
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

#### Satisfaction with the quality of the committal service at the national cemetery by Veteran status.

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 20: Overall, how satisfied were you with the committal service at the national cemetery?



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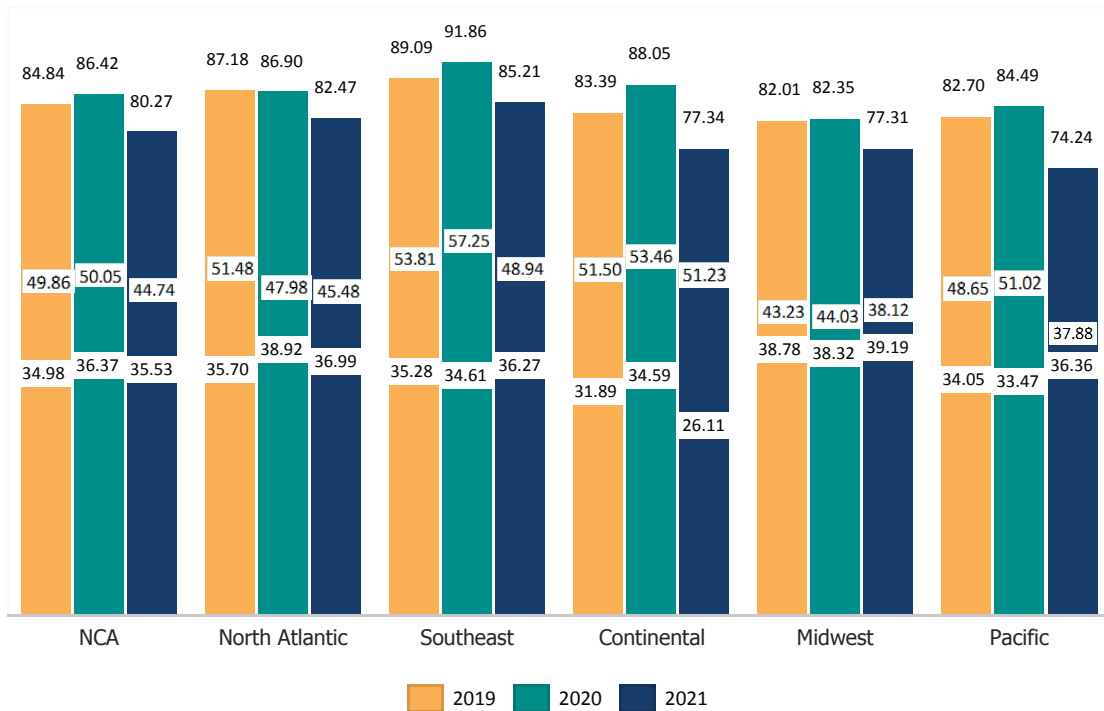
## **Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors**

### **SECTION DESCRIPTION**

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the national cemetery with which they most frequently do business.
- Measures of overall satisfaction with the committal service are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## Question 18: How easy is the process of scheduling an interment at the national cemetery?

Performance  
Target 87%



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2513	2084	1987	507	519	365	394	393	284	301	318	203	606	595	467	185	245	132
Very easy		49.86%	50.05%	44.74%	51.48%	47.98%	45.48%	53.81%	57.25%	48.94%	51.50%	53.46%	51.23%	43.23%	44.03%	38.12%	48.65%	51.02%	37.88%
Somewhat easy		34.98%	36.37%	35.53%	35.70%	38.92%	36.99%	35.28%	34.61%	36.27%	31.89%	34.59%	26.11%	38.78%	38.32%	39.19%	34.05%	33.47%	36.36%
Neither easy nor hard		8.75%	8.11%	9.31%	6.71%	7.13%	6.85%	8.12%	4.07%	8.45%	10.63%	8.81%	9.36%	9.24%	11.09%	9.85%	7.03%	8.57%	15.91%
Somewhat hard		5.17%	4.51%	6.89%	5.33%	5.01%	7.12%	2.28%	3.56%	4.58%	5.32%	3.14%	8.87%	6.27%	5.04%	7.92%	8.65%	5.31%	5.30%
Very hard		1.23%	0.96%	3.52%	0.79%	0.96%	3.56%	0.51%	0.51%	1.76%	0.66%	0.00%	4.43%	2.48%	1.51%	4.93%	1.62%	1.63%	4.55%



## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**Question 19: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?**

Performance  
Target 77%

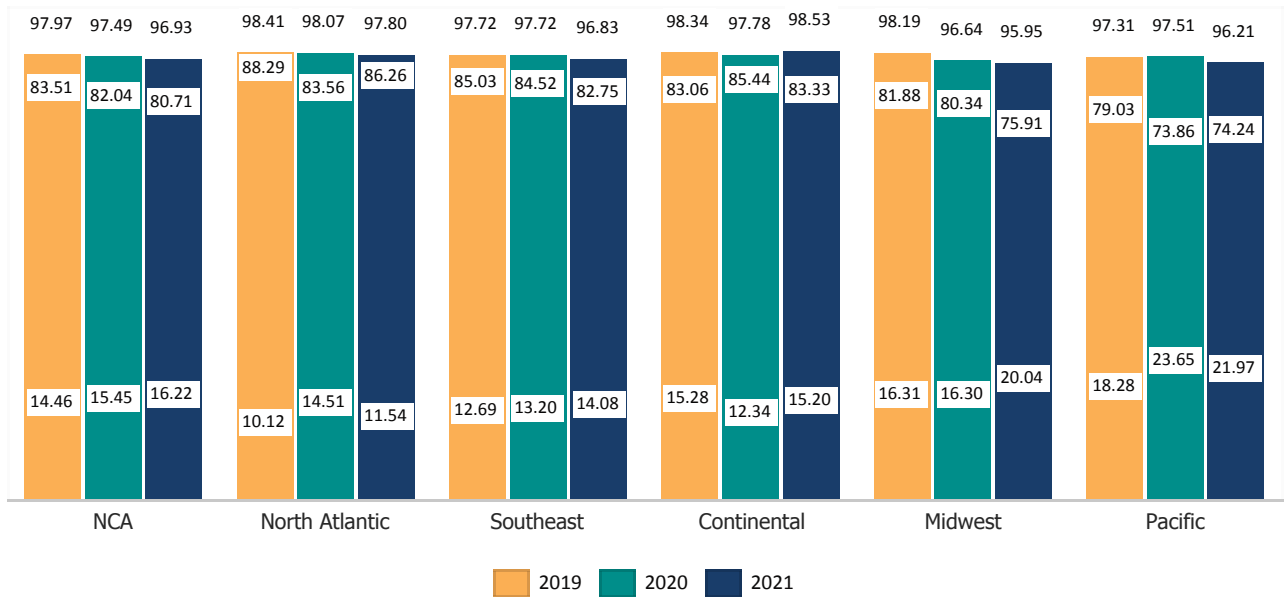


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2510	2077	1990	504	517	366	394	390	284	300	318	202	606	594	468	185	244	132
Very satisfied		54.06%	44.10%	36.13%	58.33%	44.29%	34.70%	59.90%	53.33%	40.85%	54.00%	49.69%	36.63%	46.86%	39.56%	30.34%	47.57%	30.74%	21.21%
Somewhat satisfied		30.00%	31.68%	28.29%	26.39%	34.24%	32.24%	30.20%	30.26%	30.63%	27.33%	27.99%	19.80%	33.99%	32.32%	30.13%	29.19%	33.20%	24.24%
Neither satisfied nor dissatisfied		7.93%	11.12%	12.31%	7.14%	10.25%	13.39%	5.84%	6.92%	10.21%	8.00%	9.75%	17.33%	8.75%	14.14%	11.97%	11.35%	14.75%	18.18%
Somewhat dissatisfied		6.41%	10.21%	14.42%	7.34%	9.28%	12.84%	3.05%	8.21%	13.73%	9.00%	10.69%	13.86%	8.25%	9.60%	17.52%	8.11%	15.98%	21.21%
Very dissatisfied		1.59%	2.89%	8.84%	0.79%	1.93%	6.83%	1.02%	1.28%	4.58%	1.67%	1.89%	12.38%	2.15%	4.38%	10.04%	3.78%	5.33%	15.15%

Prior to 2020, the question wording was: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

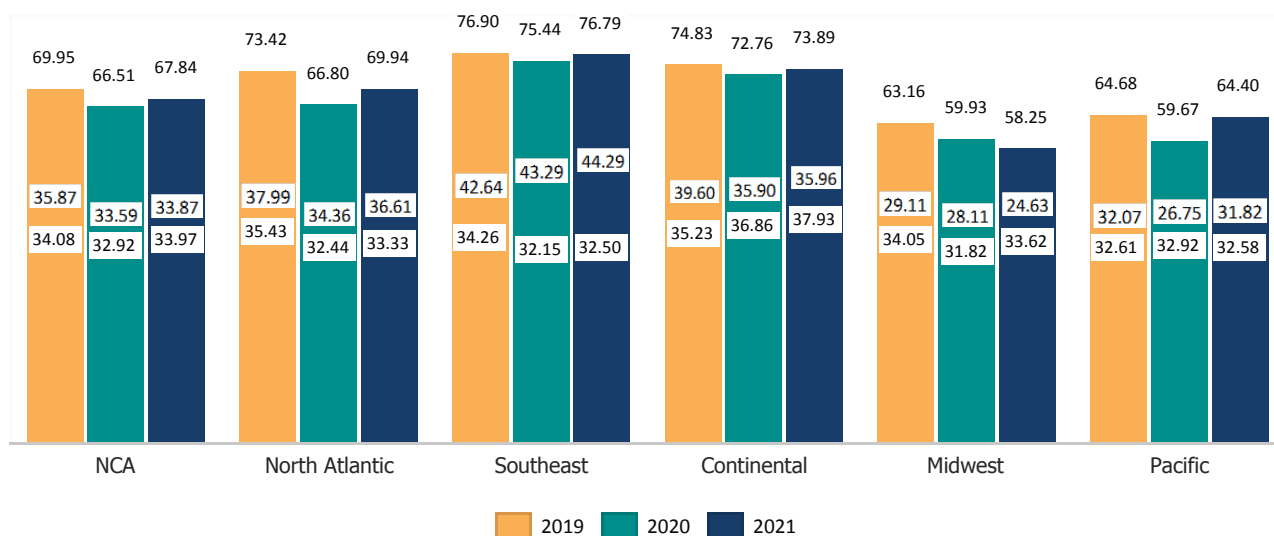
## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**Question 20: During committal services, how often do you receive the support you need from cemetery staff?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2511	2077	1991	504	517	364	394	394	284	301	316	204	607	595	469	186	241	132
Always		83.51%	82.04%	80.71%	88.29%	83.56%	86.26%	85.03%	84.52%	82.75%	83.06%	85.44%	83.33%	81.88%	80.34%	75.91%	79.03%	73.86%	74.24%
For the most part		14.46%	15.45%	16.22%	10.12%	14.51%	11.54%	12.69%	13.20%	14.08%	15.28%	12.34%	15.20%	16.31%	16.30%	20.04%	18.28%	23.65%	21.97%
Occasionally		1.63%	2.02%	2.41%	0.99%	1.74%	2.20%	1.78%	1.27%	2.46%	1.66%	2.22%	0.98%	1.65%	2.52%	3.62%	1.61%	2.49%	2.27%
Never		0.40%	0.48%	0.65%	0.60%	0.19%	0.00%	0.51%	1.02%	0.70%	0.00%	0.00%	0.49%	0.16%	0.84%	0.43%	1.08%	0.00%	1.52%

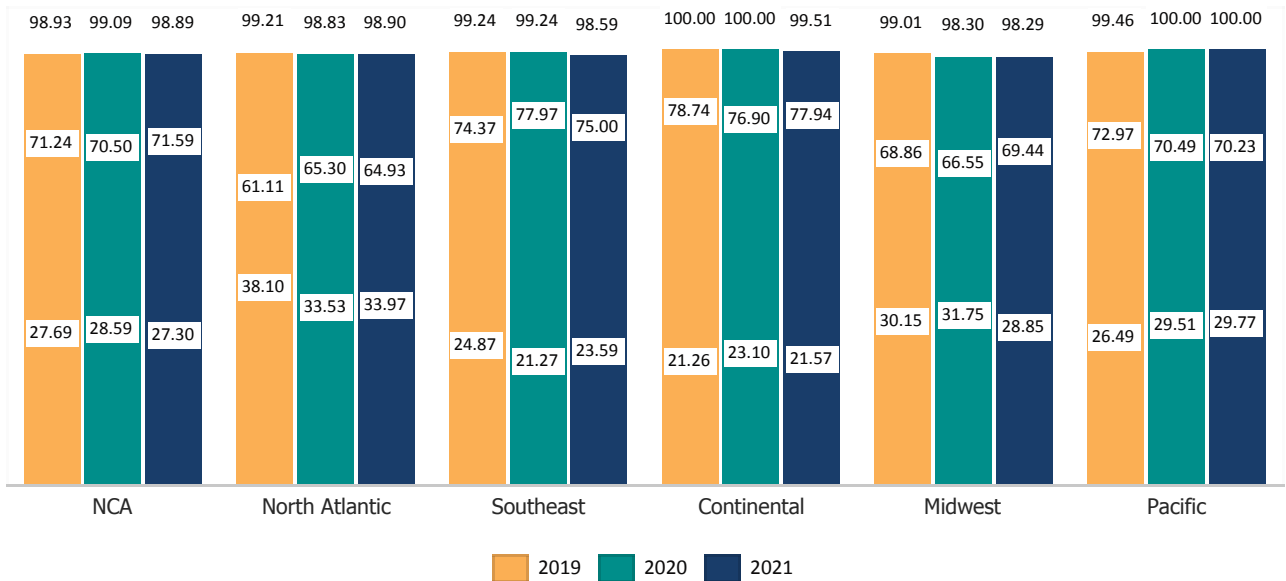
**Question 11: Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2509	2078	1981	508	521	366	394	395	280	298	312	203	608	594	467	184	243	132
Superior to private cemeteries		35.87%	33.59%	33.87%	37.99%	34.36%	36.61%	42.64%	43.29%	44.29%	39.60%	35.90%	35.96%	29.11%	28.11%	24.63%	32.07%	26.75%	31.82%
Better than private cemeteries		34.08%	32.92%	33.97%	35.43%	32.44%	33.33%	34.26%	32.15%	32.50%	35.23%	36.86%	37.93%	34.05%	31.82%	33.62%	32.61%	32.92%	32.58%
About the same		27.94%	30.75%	28.32%	24.61%	30.52%	27.05%	22.59%	23.29%	21.07%	24.16%	25.32%	22.66%	33.22%	36.87%	35.97%	32.07%	34.98%	33.33%
Worse than private cemeteries		1.79%	2.45%	2.78%	1.77%	2.50%	2.19%	0.25%	1.01%	2.14%	1.01%	1.92%	2.46%	2.96%	2.69%	3.85%	3.26%	4.94%	1.52%
Much worse than private cemeteries		0.32%	0.29%	1.06%	0.20%	0.19%	0.82%	0.25%	0.25%	0.00%	0.00%	0.00%	0.99%	0.66%	0.51%	1.93%	0.00%	0.41%	0.76%

## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

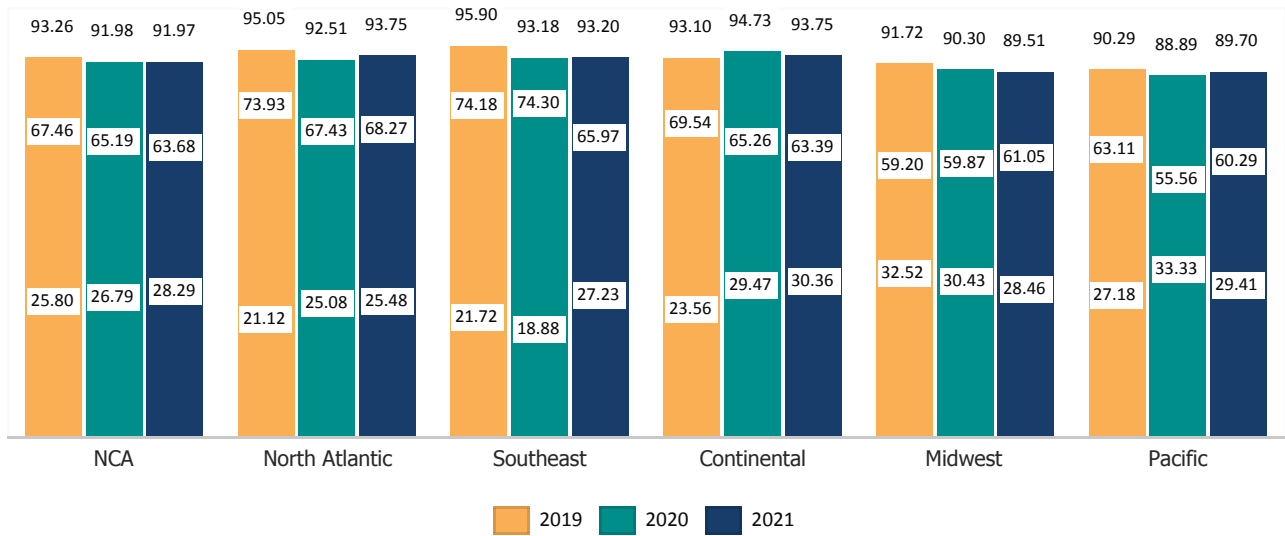
### Question 21: Generally, how often do committal services at the national cemetery start on time?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2510	2071	1985	504	513	365	394	395	284	301	316	204	607	589	468	185	244	131
Always		71.24%	70.50%	71.59%	61.11%	65.30%	64.93%	74.37%	77.97%	75.00%	78.74%	76.90%	77.94%	68.86%	66.55%	69.44%	72.97%	70.49%	70.23%
For the most part		27.69%	28.59%	27.30%	38.10%	33.53%	33.97%	24.87%	21.27%	23.59%	21.26%	23.10%	21.57%	30.15%	31.75%	28.85%	26.49%	29.51%	29.77%
Occasionally		0.96%	0.82%	1.01%	0.79%	1.17%	1.10%	0.76%	0.51%	1.06%	0.00%	0.00%	0.49%	0.99%	1.53%	1.50%	0.54%	0.00%	0.00%
Never		0.12%	0.10%	0.10%	0.00%	0.00%	0.00%	0.00%	0.25%	0.35%	0.00%	0.00%	0.00%	0.00%	0.17%	0.21%	0.00%	0.00%	0.00%

## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

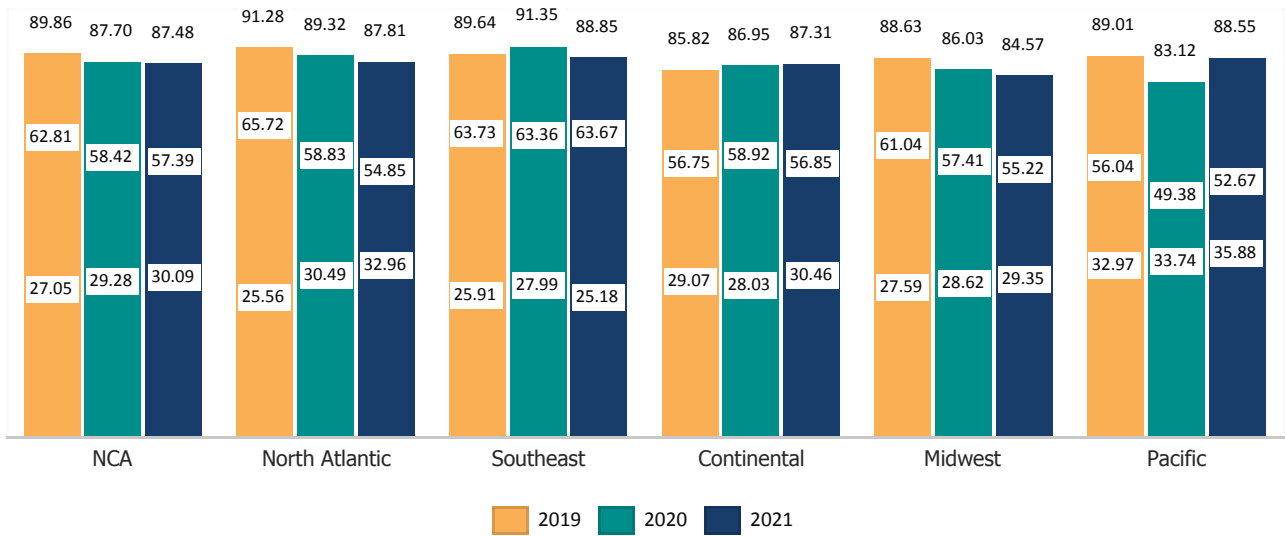
**Question 22: If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		1469	1198	1184	303	307	208	244	249	191	174	190	112	326	299	267	103	144	68
Very successful		67.46%	65.19%	63.68%	73.93%	67.43%	68.27%	74.18%	74.30%	65.97%	69.54%	65.26%	63.39%	59.20%	59.87%	61.05%	63.11%	55.56%	60.29%
Somewhat successful		25.80%	26.79%	28.29%	21.12%	25.08%	25.48%	21.72%	18.88%	27.23%	23.56%	29.47%	30.36%	32.52%	30.43%	28.46%	27.18%	33.33%	29.41%
Neither successful nor unsuccessful		4.70%	6.18%	5.57%	3.30%	6.84%	3.85%	2.87%	4.42%	5.24%	4.60%	3.16%	3.57%	5.52%	7.02%	6.74%	5.83%	9.72%	7.35%
Somewhat unsuccessful		1.57%	1.00%	1.52%	1.32%	0.33%	1.44%	0.82%	1.20%	1.57%	2.30%	1.05%	2.68%	1.53%	1.67%	2.25%	3.88%	0.69%	1.47%
Very unsuccessful		0.48%	0.83%	0.93%	0.33%	0.33%	0.96%	0.41%	1.20%	0.00%	0.00%	1.05%	0.00%	1.23%	1.00%	1.50%	0.00%	0.69%	1.47%

## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

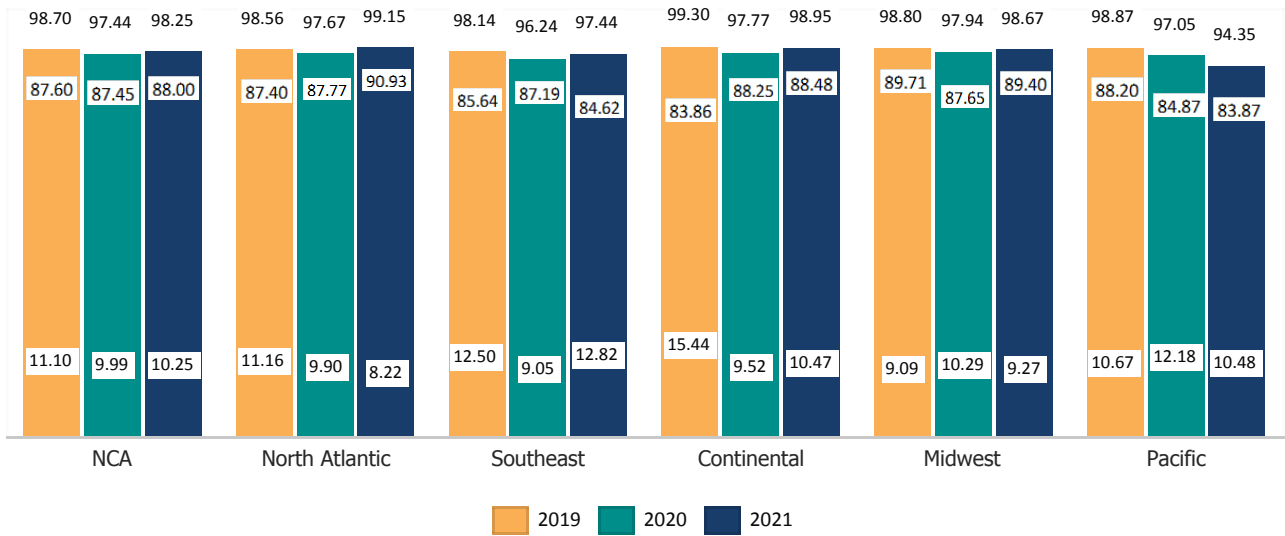
### Question 23: How easy is it to schedule military honors at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2436	2066	1941	493	515	361	386	393	278	289	314	197	598	587	460	182	243	131
Very easy		62.81%	58.42%	57.39%	65.72%	58.83%	54.85%	63.73%	63.36%	63.67%	56.75%	58.92%	56.85%	61.04%	57.41%	55.22%	56.04%	49.38%	52.67%
Somewhat easy		27.05%	29.28%	30.09%	25.56%	30.49%	32.96%	25.91%	27.99%	25.18%	29.07%	28.03%	30.46%	27.59%	28.62%	29.35%	32.97%	33.74%	35.88%
Neither easy nor hard		6.65%	7.55%	7.06%	6.49%	7.57%	8.31%	8.29%	4.83%	6.83%	9.34%	8.60%	7.61%	5.69%	8.18%	7.17%	7.14%	9.05%	8.40%
Somewhat hard		3.04%	4.21%	4.53%	2.03%	2.91%	3.05%	2.07%	3.56%	4.32%	4.15%	4.14%	4.57%	4.85%	4.77%	6.30%	3.30%	7.00%	2.29%
Very hard		0.45%	0.53%	0.93%	0.20%	0.19%	0.83%	0.00%	0.25%	0.00%	0.69%	0.32%	0.51%	0.84%	1.02%	1.96%	0.55%	0.82%	0.76%

## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

### Question 24: To what extent is the quality of military honors acceptable?



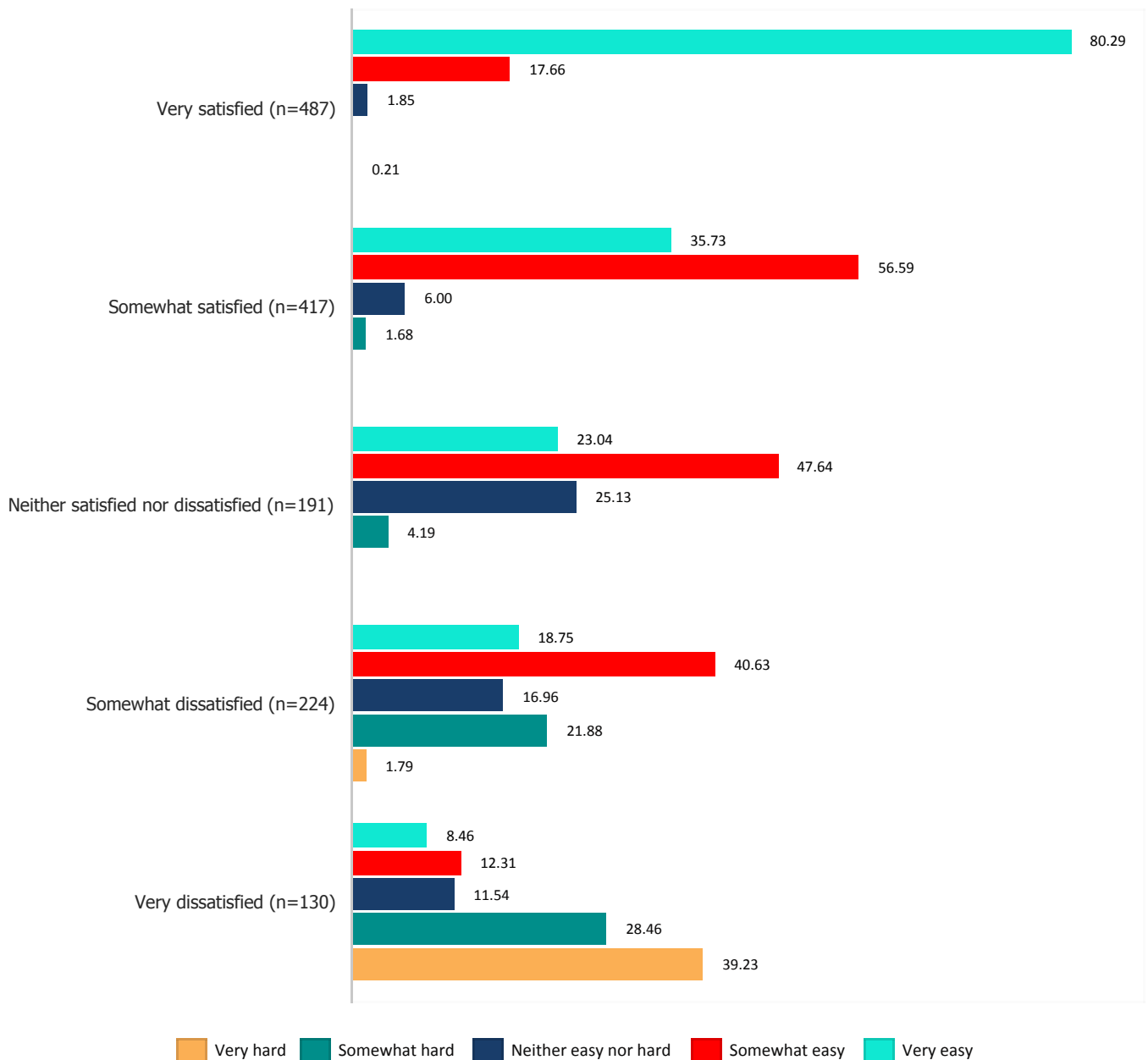
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		2379	2063	1892	484	515	353	376	398	273	285	315	191	583	583	453	178	238	124
Very acceptable		87.60%	87.45%	88.00%	87.40%	87.77%	90.93%	85.64%	87.19%	84.62%	83.86%	88.25%	88.48%	89.71%	87.65%	89.40%	88.20%	84.87%	83.87%
Somewhat acceptable		11.10%	9.99%	10.25%	11.16%	9.90%	8.22%	12.50%	9.05%	12.82%	15.44%	9.52%	10.47%	9.09%	10.29%	9.27%	10.67%	12.18%	10.48%
Neither acceptable or unacceptable		0.97%	2.04%	1.06%	1.03%	1.94%	0.85%	1.33%	2.51%	0.73%	0.70%	1.90%	0.52%	0.86%	1.89%	1.32%	0.56%	2.10%	3.23%
Somewhat unacceptable		0.29%	0.44%	0.32%	0.21%	0.39%	0.00%	0.53%	1.01%	0.73%	0.00%	0.00%	0.52%	0.34%	0.17%	0.00%	0.56%	0.84%	1.61%
Very unacceptable		0.04%	0.10%	0.37%	0.21%	0.00%	0.00%	0.00%	0.25%	1.10%	0.00%	0.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.81%

### ELEMENT OF COMPARISON

**Satisfaction with length of time needed to schedule an interment by how easy it is to schedule an interment.**

Question 18: How easy is the process of scheduling an interment at the national cemetery?

Question 19: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?



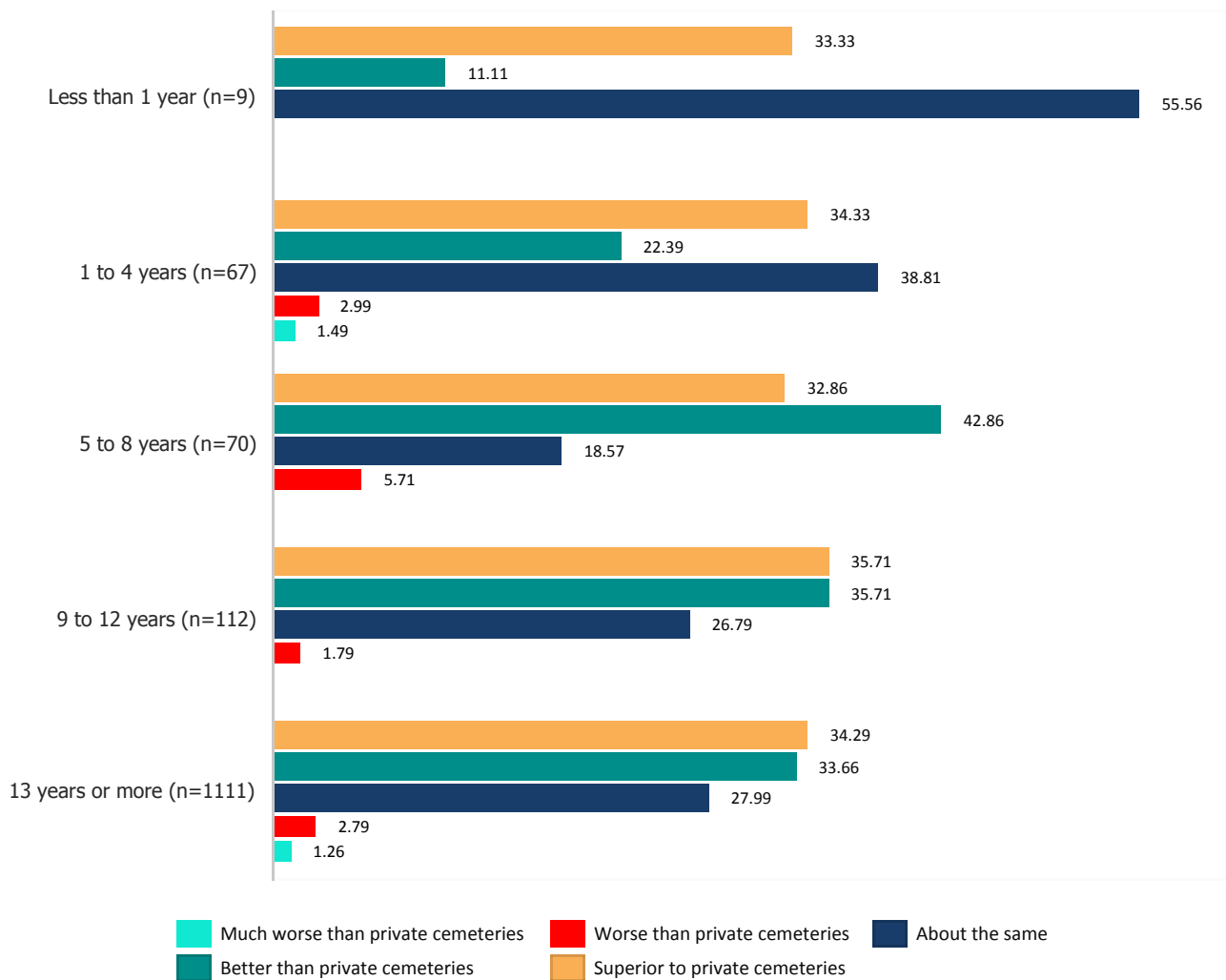


### ELEMENT OF COMPARISON

**Comparing the level of service at the national cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the national cemetery.**

Question 11: Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the national cemetery?



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## Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin

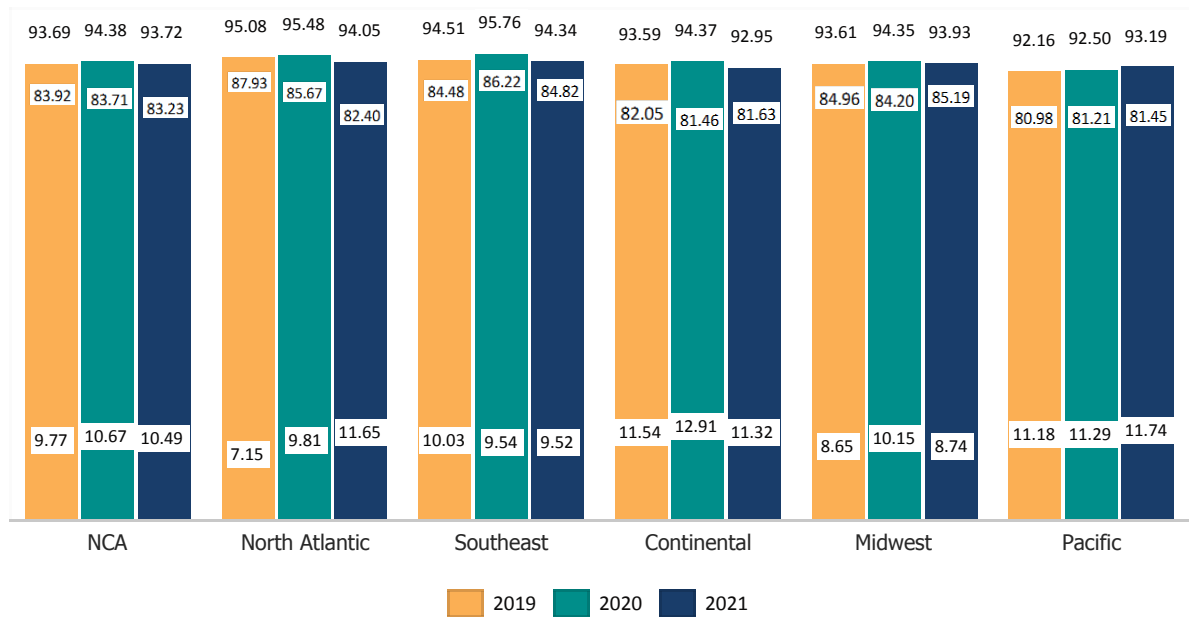
### SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with headstones, markers, medallions, and columbarium niche covers.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

**Question 23: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?**

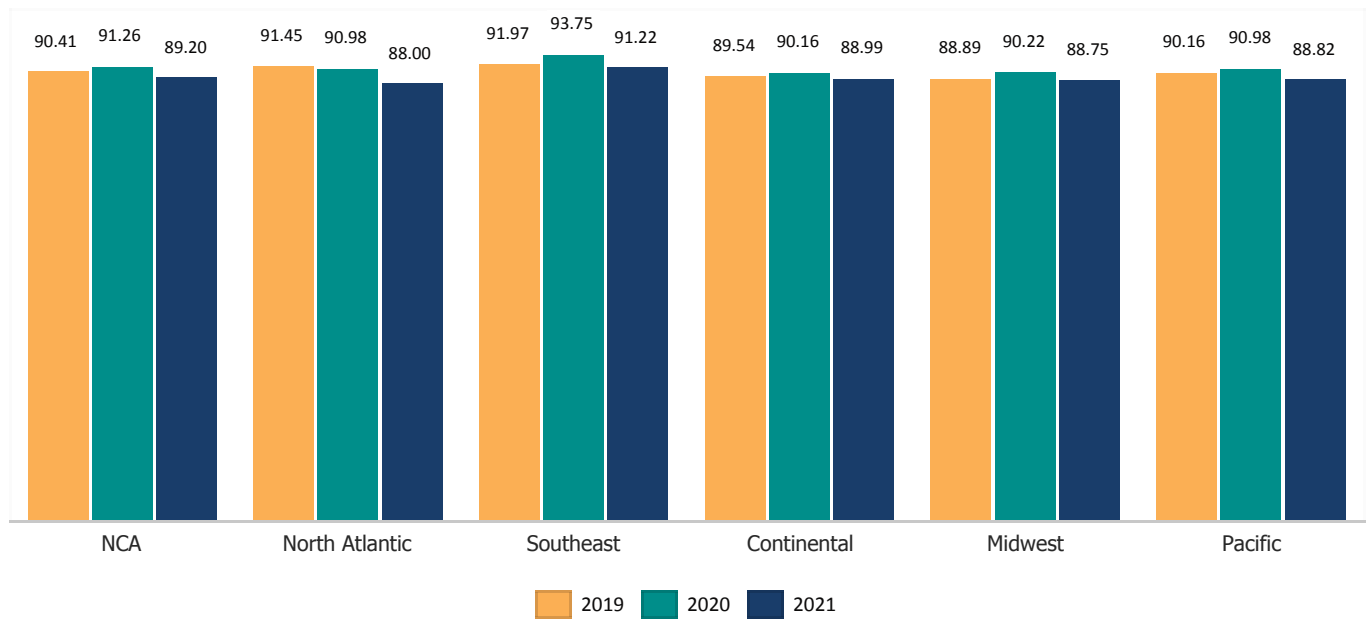
Performance  
Target 95%



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		22208	17540	18091	3495	2792	3193	5192	3702	3919	3059	2681	2863	4935	4070	4165	5527	4295	3951
Very satisfied		83.92%	83.71%	83.23%	87.93%	85.67%	82.40%	84.48%	86.22%	84.82%	82.05%	81.46%	81.63%	84.96%	84.20%	85.19%	80.98%	81.21%	81.45%
Somewhat satisfied		9.77%	10.67%	10.49%	7.15%	9.81%	11.65%	10.03%	9.54%	9.52%	11.54%	12.91%	11.32%	8.65%	10.15%	8.74%	11.18%	11.29%	11.74%
Neither satisfied nor dissatisfied		4.58%	4.03%	4.80%	3.83%	3.58%	4.42%	3.72%	3.13%	4.18%	4.22%	3.62%	5.06%	4.70%	3.93%	4.87%	5.97%	5.42%	5.47%
Somewhat dissatisfied		1.27%	1.09%	1.07%	0.89%	0.61%	1.16%	1.41%	0.89%	0.97%	1.50%	1.42%	1.47%	1.20%	1.13%	0.86%	1.30%	1.33%	1.01%
Very dissatisfied		0.46%	0.51%	0.41%	0.20%	0.32%	0.38%	0.37%	0.22%	0.51%	0.69%	0.60%	0.52%	0.49%	0.59%	0.34%	0.56%	0.75%	0.33%

## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

**Question 21: Were the headstone, marker, or columbarium niche cover inscription options explained to you?**

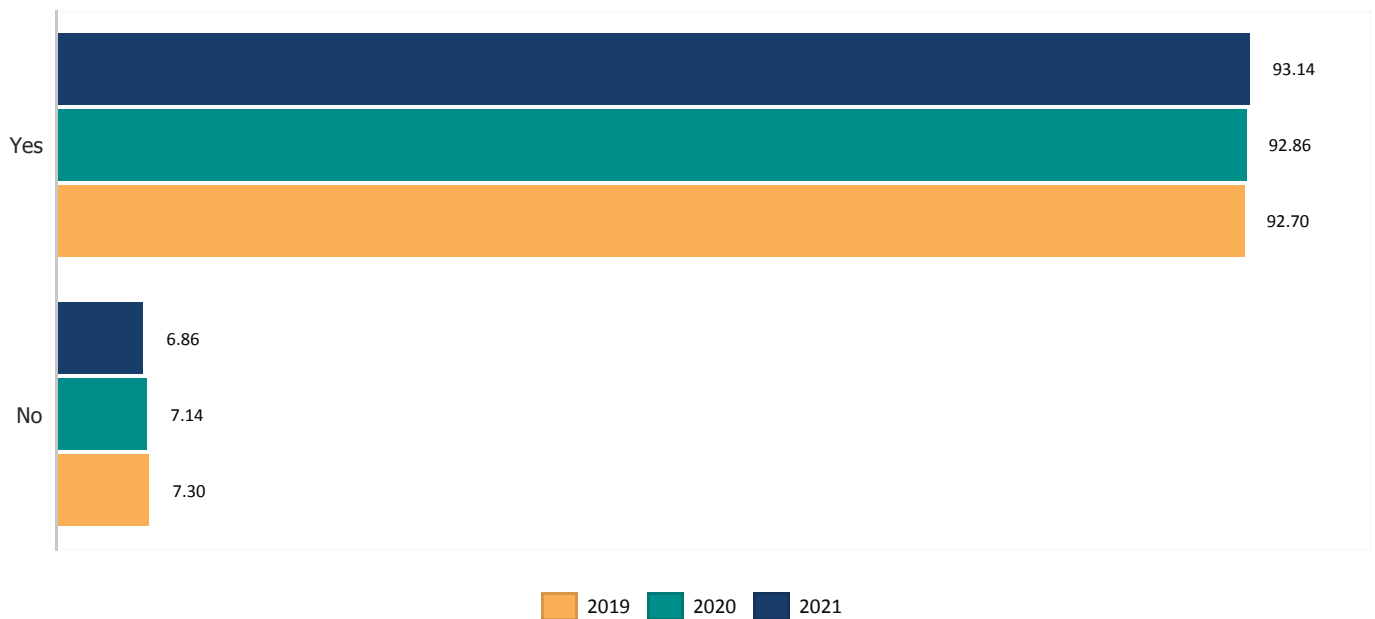


Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23847	18270	18701	3778	2939	3324	5526	3854	4043	3250	2755	2934	5310	4242	4330	5983	4480	4070
Yes		90.41%	91.26%	89.20%	91.45%	90.98%	88.00%	91.97%	93.75%	91.22%	89.54%	90.16%	88.99%	88.89%	90.22%	88.75%	90.16%	90.98%	88.82%
No		4.07%	3.96%	4.70%	3.28%	4.12%	5.29%	3.26%	2.96%	3.29%	5.26%	4.75%	4.98%	4.92%	4.22%	5.15%	3.91%	4.00%	4.94%
Don't know		5.52%	4.77%	6.10%	5.27%	4.90%	6.71%	4.78%	3.30%	5.49%	5.20%	5.08%	6.03%	6.20%	5.56%	6.10%	5.93%	5.02%	6.24%

## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

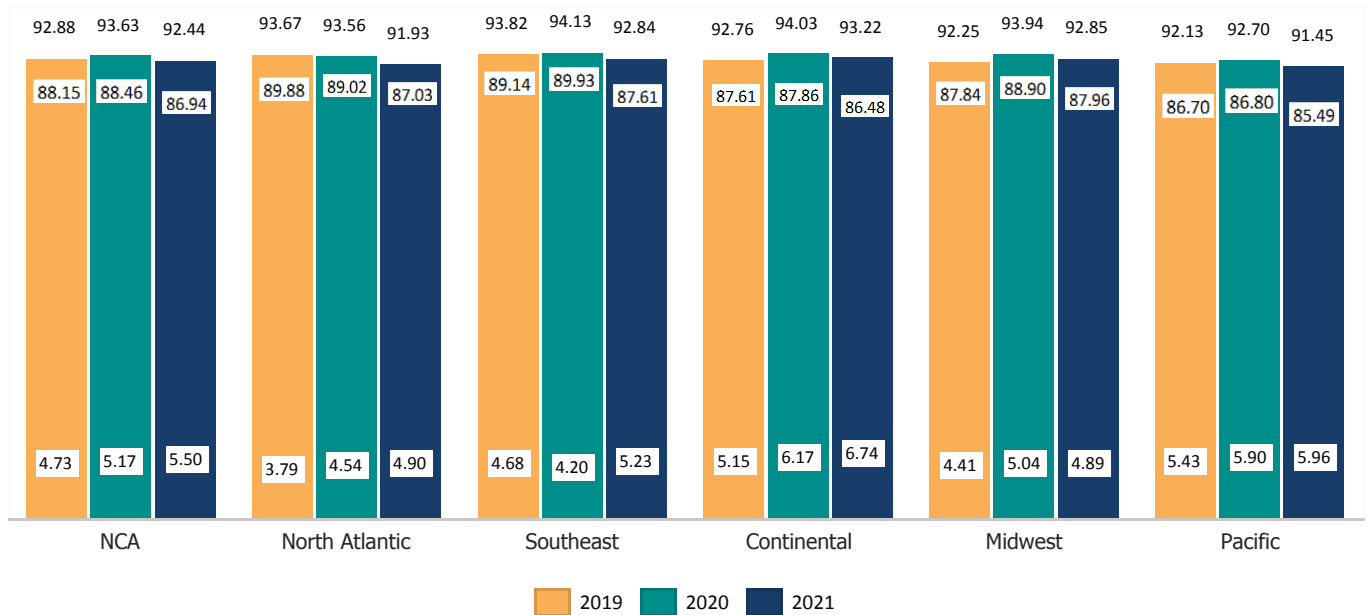
**Question 22: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23818	18136	18618	3779	2921	3302	5517	3830	4017	3246	2731	2919	5292	4210	4310	5984	4444	4070
Yes		92.70%	92.86%	93.14%	92.41%	93.39%	92.34%	93.73%	93.58%	94.03%	92.27%	92.97%	93.25%	92.52%	93.28%	93.04%	92.33%	91.43%	92.95%
No		7.30%	7.14%	6.86%	7.59%	6.61%	7.66%	6.27%	6.42%	5.97%	7.73%	7.03%	6.75%	7.48%	6.72%	6.96%	7.67%	8.57%	7.05%

## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

**Question 25: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?**

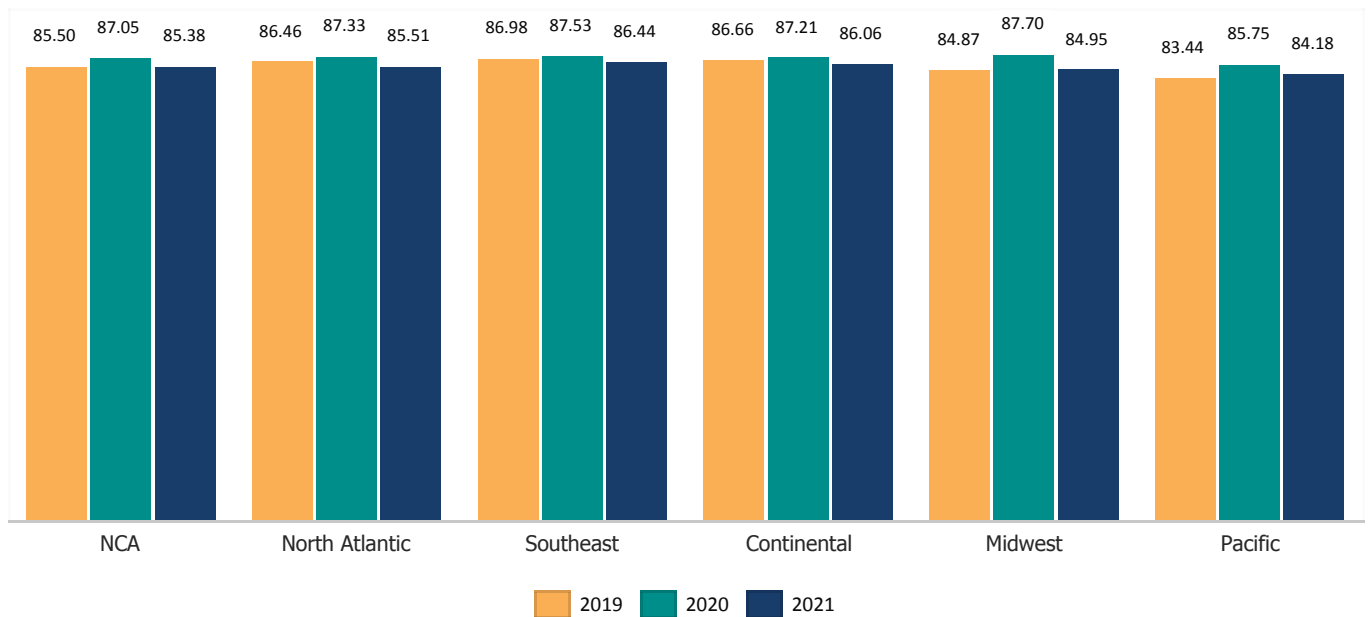


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		21251	16410	17339	3351	2622	3038	4962	3426	3784	2953	2513	2758	4714	3848	3969	5271	4001	3790
Very satisfied		88.15%	88.46%	86.94%	89.88%	89.02%	87.03%	89.14%	89.93%	87.61%	87.61%	87.86%	86.48%	87.84%	88.90%	87.96%	86.70%	86.80%	85.49%
Somewhat satisfied		4.73%	5.17%	5.50%	3.79%	4.54%	4.90%	4.68%	4.20%	5.23%	5.15%	6.17%	6.74%	4.41%	5.04%	4.89%	5.43%	5.90%	5.96%
Neither satisfied nor dissatisfied		5.61%	4.94%	5.77%	5.16%	5.45%	6.09%	4.92%	4.67%	5.52%	5.15%	4.34%	4.89%	5.92%	4.47%	5.32%	6.55%	5.65%	6.89%
Somewhat dissatisfied		0.96%	1.04%	1.15%	0.72%	0.53%	1.05%	0.83%	0.96%	1.03%	1.42%	1.27%	1.41%	1.15%	1.14%	1.13%	0.80%	1.17%	1.16%
Very dissatisfied		0.55%	0.40%	0.64%	0.45%	0.46%	0.92%	0.44%	0.23%	0.61%	0.68%	0.36%	0.47%	0.68%	0.44%	0.71%	0.53%	0.47%	0.50%

Note: Respondents who indicated "Don't know/the marker or headstone has not yet arrived" to Question 23 (NoK) did not receive this question.

## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

**Question 24: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?**



Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		22033	17199	17969	3471	2747	3167	5140	3608	3894	3036	2635	2848	4896	3992	4134	5490	4217	3926
Yes		85.50%	87.05%	85.38%	86.46%	87.33%	85.51%	86.98%	87.53%	86.44%	86.66%	87.21%	86.06%	84.87%	87.70%	84.95%	83.44%	85.75%	84.18%
No		3.17%	3.47%	3.40%	2.62%	2.69%	3.28%	2.82%	3.74%	3.03%	3.79%	3.42%	3.65%	3.10%	3.16%	3.02%	3.55%	4.08%	4.08%
Don't know		11.33%	9.48%	11.22%	10.92%	9.97%	11.21%	10.19%	8.73%	10.53%	9.55%	9.37%	10.29%	12.03%	9.14%	12.02%	13.01%	10.17%	11.74%

Note: Respondents who indicated "Don't know/the marker or headstone has not yet arrived" to Question 23 (NoK) did not receive this question.

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## Satisfaction with Cemetery Appearance and Visitor Accommodations

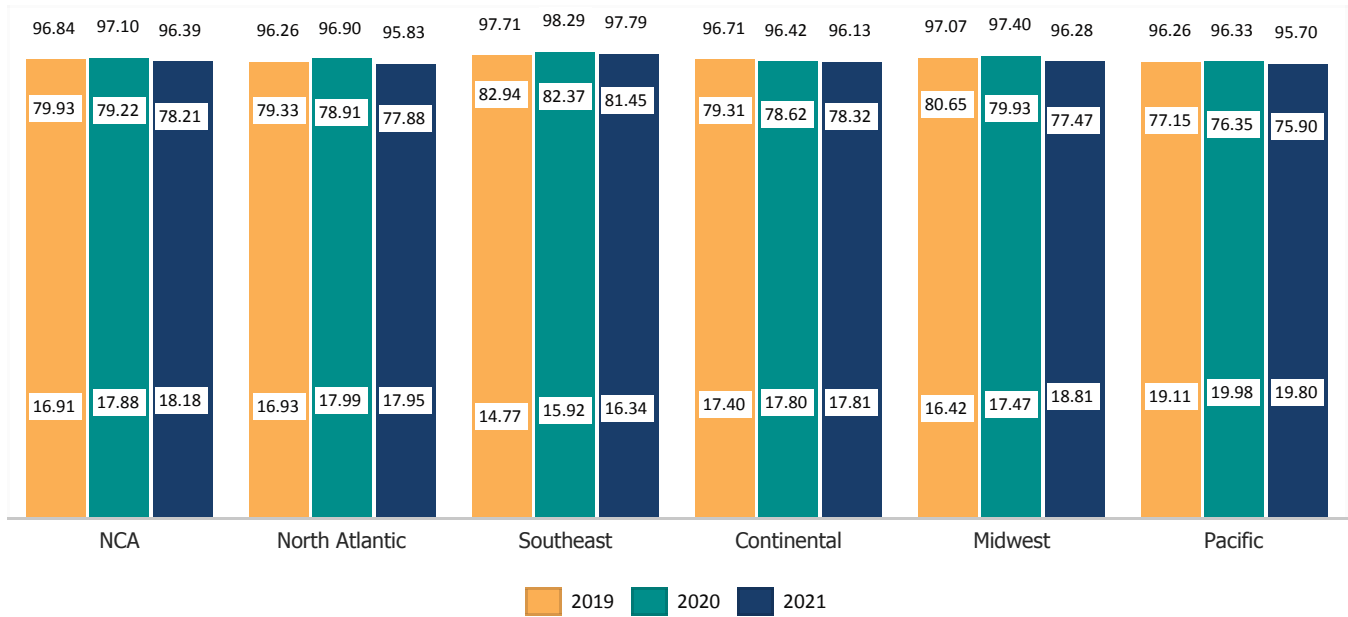
### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their national cemetery's appearance and visitor accommodations.
- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.
- Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.



## Satisfaction with Cemetery Appearance and Visitor Accommodations

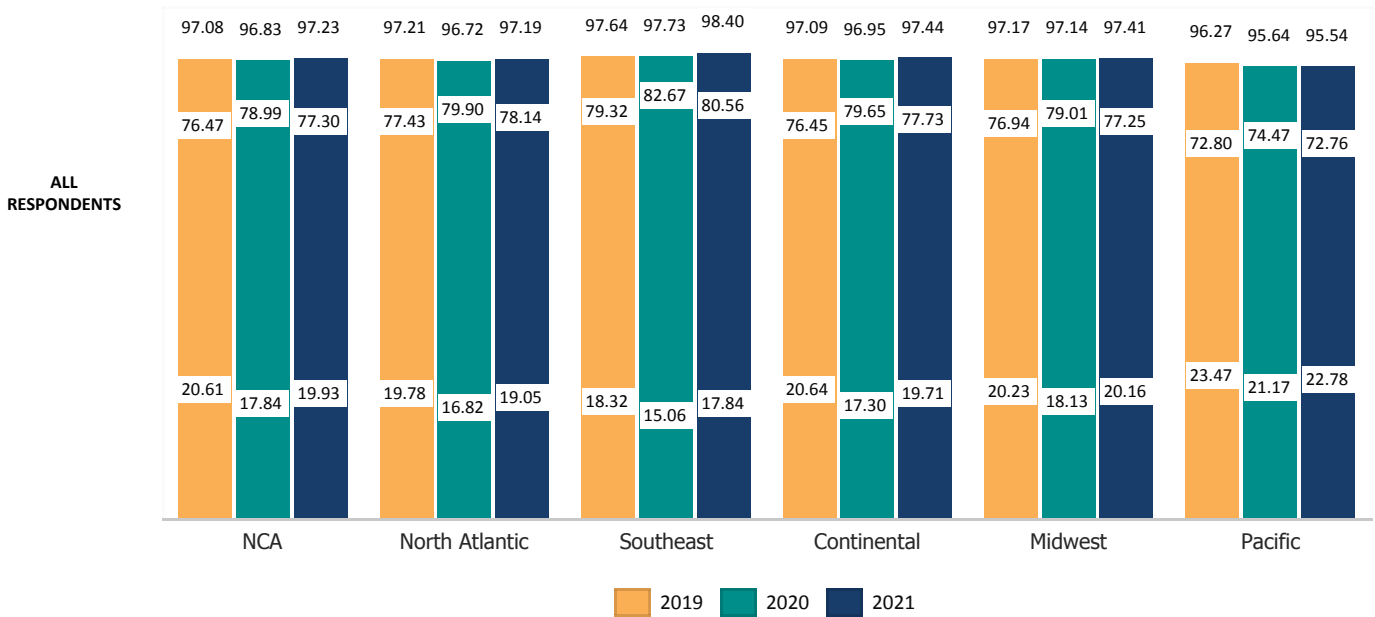
### Question 43: The appearance of my loved one's gravesite/columbaria is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		22058	16923	17098	3449	2674	3002	5212	3618	3715	3040	2596	2740	4904	3916	3960	5453	4119	3681
Strongly agree		79.93%	79.22%	78.21%	79.33%	78.91%	77.88%	82.94%	82.37%	81.45%	79.31%	78.62%	78.32%	80.65%	79.93%	77.47%	77.15%	76.35%	75.90%
Agree		16.91%	17.88%	18.18%	16.93%	17.99%	17.95%	14.77%	15.92%	16.34%	17.40%	17.80%	17.81%	16.42%	17.47%	18.81%	19.11%	19.98%	19.80%
Neither agree nor disagree		2.45%	2.13%	2.79%	2.84%	2.02%	3.16%	1.77%	1.46%	1.70%	2.47%	2.50%	2.81%	2.47%	1.86%	3.08%	2.82%	2.82%	3.26%
Disagree		0.53%	0.55%	0.57%	0.67%	0.86%	0.53%	0.38%	0.22%	0.35%	0.66%	0.77%	0.91%	0.33%	0.54%	0.43%	0.70%	0.51%	0.73%
Strongly disagree		0.18%	0.22%	0.25%	0.23%	0.22%	0.47%	0.13%	0.03%	0.16%	0.16%	0.31%	0.15%	0.14%	0.20%	0.20%	0.22%	0.34%	0.30%

## Satisfaction with Cemetery Appearance and Visitor Accommodations

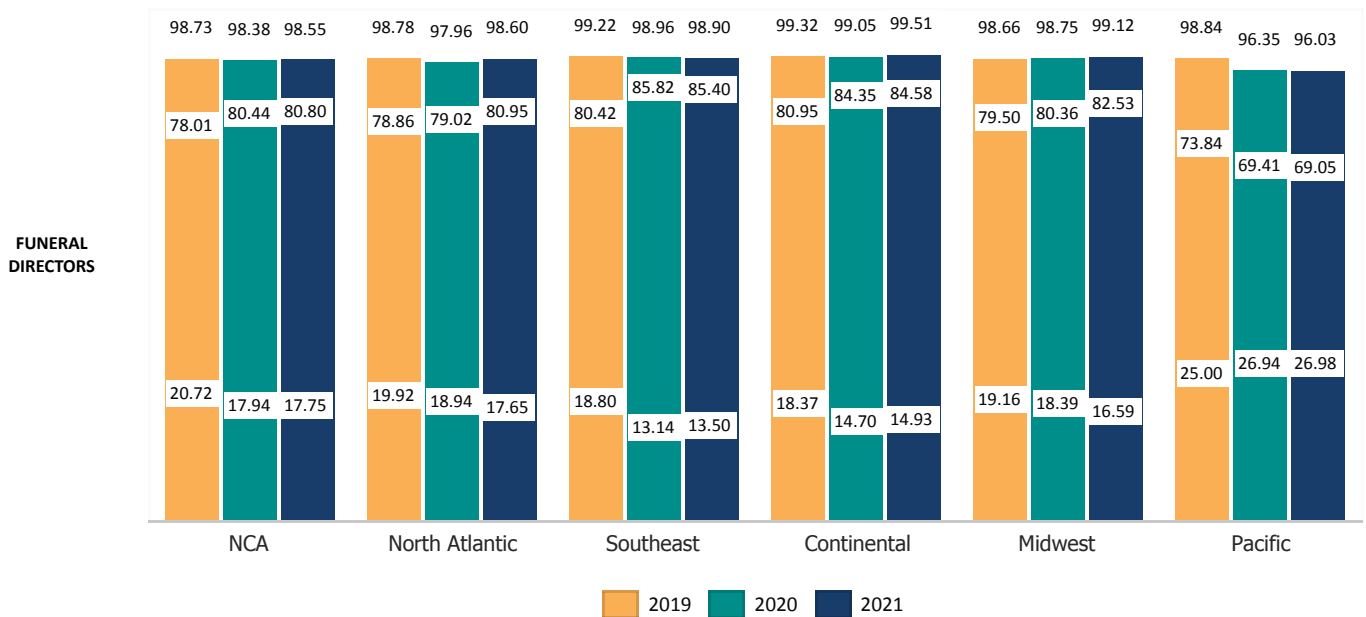
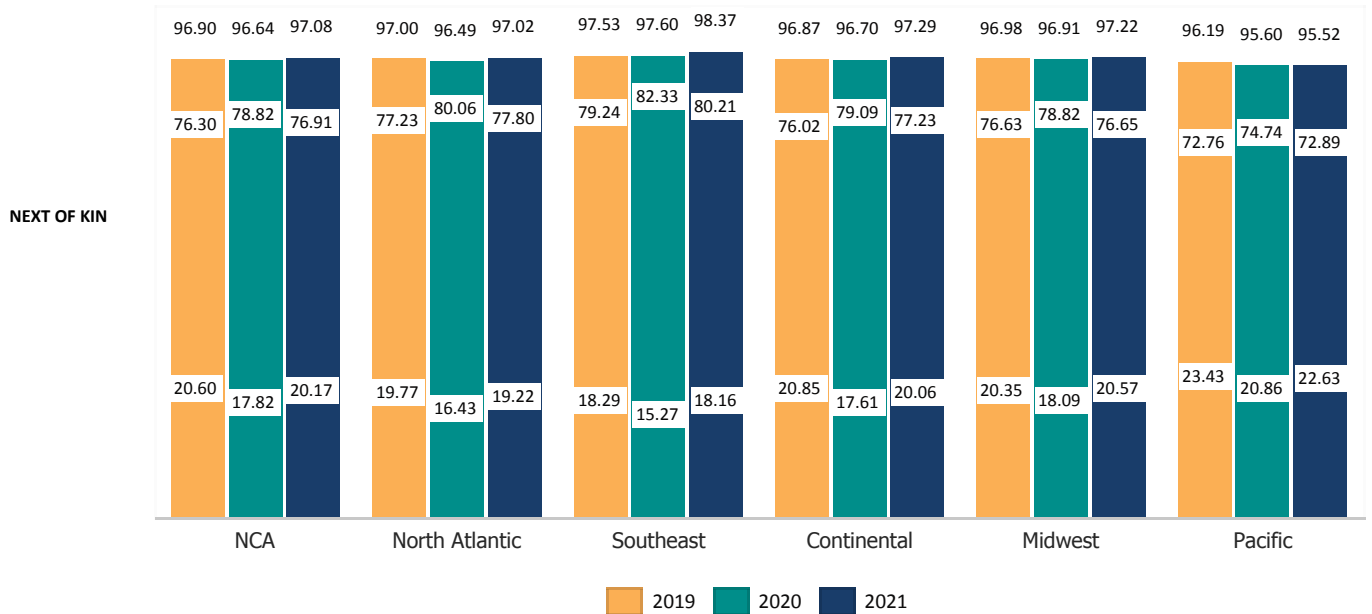
Question 36/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		24509	18917	19164	3983	3199	3380	5556	3970	4018	3368	2919	2968	5508	4507	4449	5602	4309	3833
Strongly agree		76.47%	78.99%	77.30%	77.43%	79.90%	78.14%	79.32%	82.67%	80.56%	76.45%	79.65%	77.73%	76.94%	79.01%	77.25%	72.80%	74.47%	72.76%
Agree		20.61%	17.84%	19.93%	19.78%	16.82%	19.05%	18.32%	15.06%	17.84%	20.64%	17.30%	19.71%	20.23%	18.13%	20.16%	23.47%	21.17%	22.78%
Neither agree nor disagree		2.52%	2.78%	2.25%	2.23%	2.94%	2.28%	2.14%	1.96%	1.37%	2.43%	2.64%	2.16%	2.45%	2.53%	2.00%	3.28%	3.78%	3.68%
Disagree		0.31%	0.30%	0.39%	0.50%	0.28%	0.33%	0.20%	0.25%	0.17%	0.30%	0.21%	0.40%	0.25%	0.27%	0.34%	0.34%	0.44%	0.65%
Strongly disagree		0.09%	0.10%	0.13%	0.05%	0.06%	0.21%	0.02%	0.05%	0.05%	0.18%	0.21%	0.00%	0.13%	0.07%	0.25%	0.11%	0.14%	0.13%

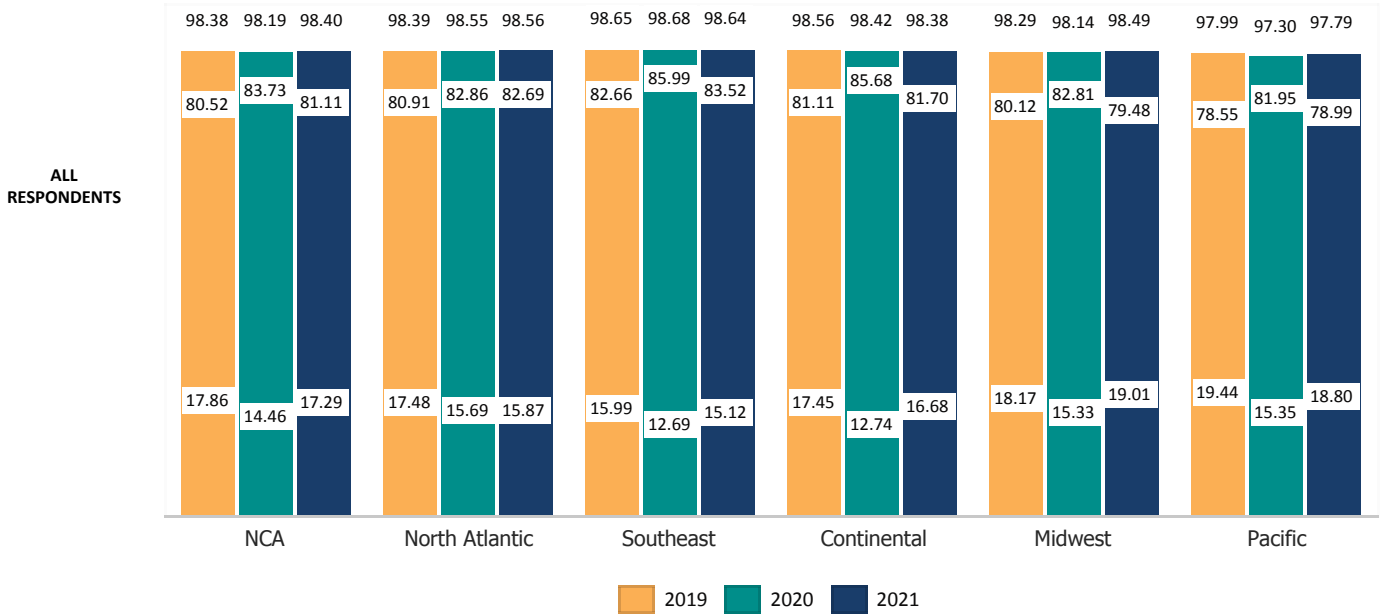
## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 36/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



## Satisfaction with Cemetery Appearance and Visitor Accommodations

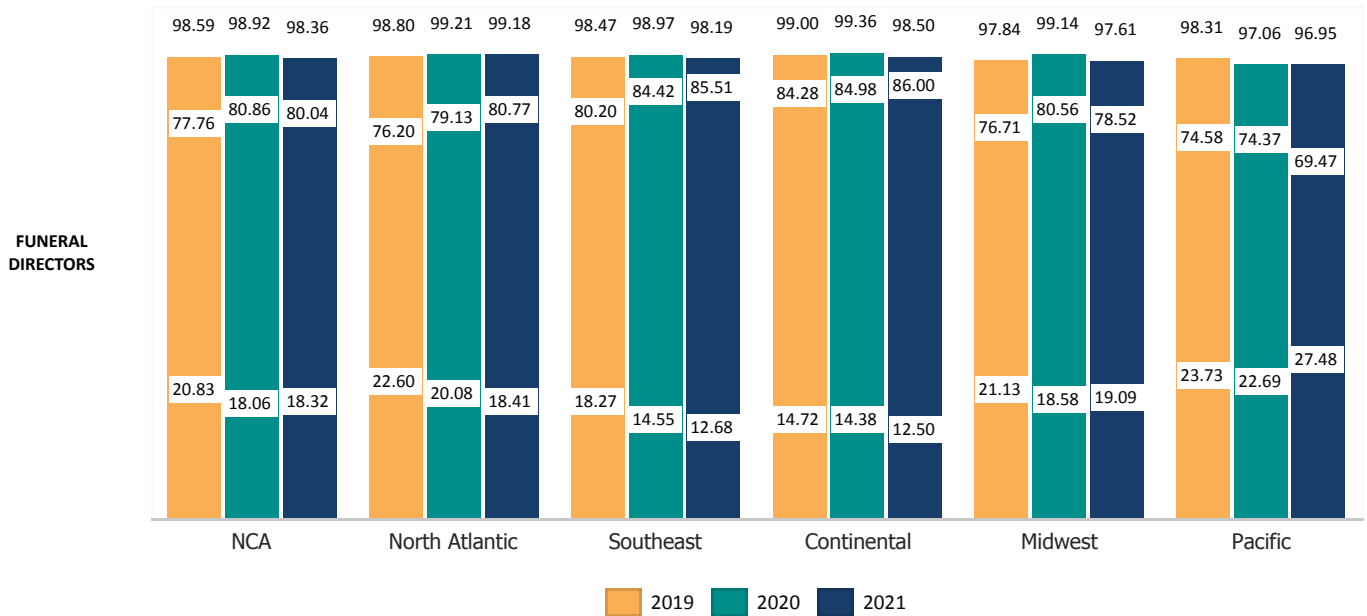
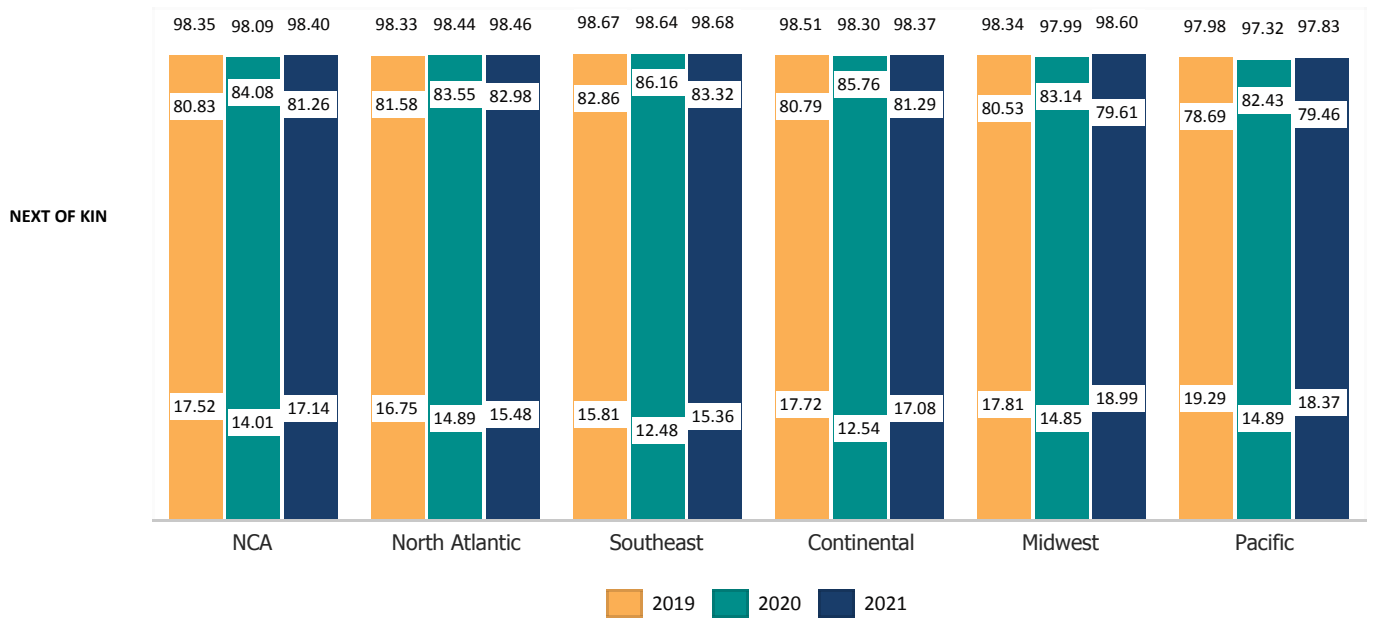
**Question 37/26: The committal shelter used for the service was private, clean, and free of safety hazards.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		24265	18505	15047	4028	3250	2773	5428	3847	3088	3329	2849	2284	5598	4502	3620	5371	4045	2760
Strongly agree		80.52%	83.73%	81.11%	80.91%	82.86%	82.69%	82.66%	85.99%	83.52%	81.11%	85.68%	81.70%	80.12%	82.81%	79.48%	78.55%	81.95%	78.99%
Agree		17.86%	14.46%	17.29%	17.48%	15.69%	15.87%	15.99%	12.69%	15.12%	17.45%	12.74%	16.68%	18.17%	15.33%	19.01%	19.44%	15.35%	18.80%
Neither agree nor disagree		1.39%	1.60%	1.43%	1.37%	1.32%	1.26%	1.16%	1.17%	1.23%	1.23%	1.51%	1.49%	1.48%	1.53%	1.38%	1.71%	2.40%	1.92%
Disagree		0.14%	0.15%	0.09%	0.17%	0.09%	0.11%	0.17%	0.10%	0.03%	0.09%	0.07%	0.09%	0.16%	0.20%	0.08%	0.11%	0.25%	0.18%
Strongly disagree		0.09%	0.06%	0.08%	0.07%	0.03%	0.07%	0.02%	0.05%	0.10%	0.12%	0.00%	0.04%	0.07%	0.13%	0.06%	0.19%	0.05%	0.11%

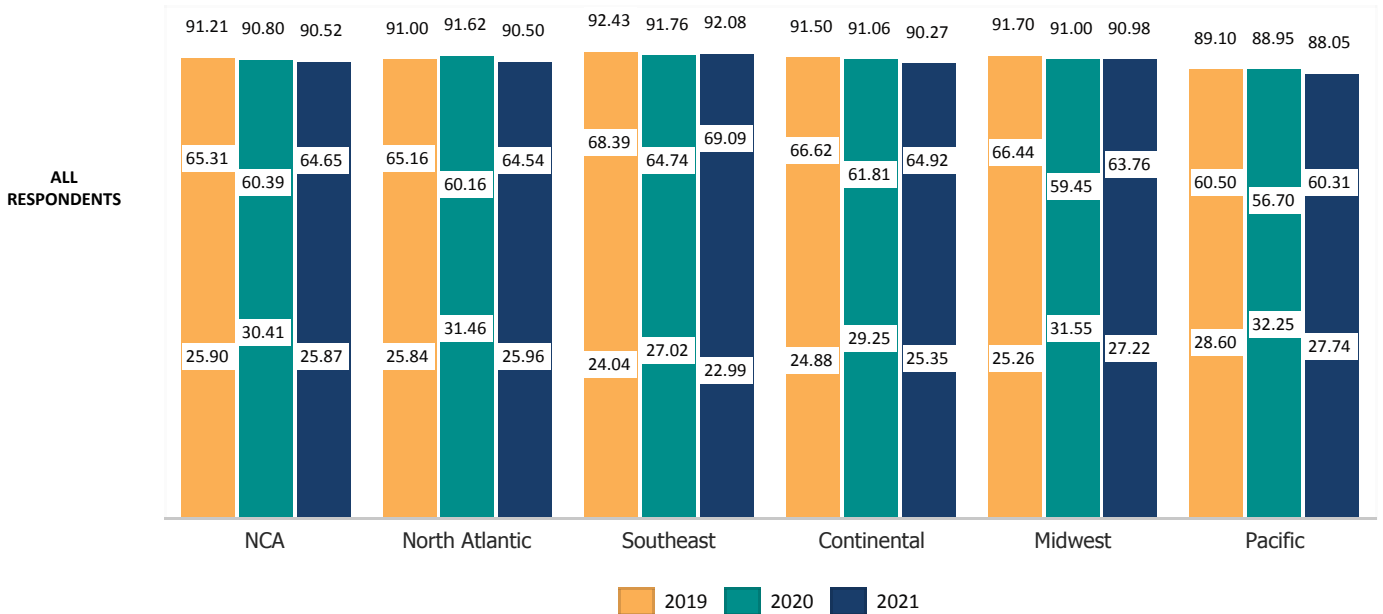
## Satisfaction with Cemetery Appearance and Visitor Accommodations

**Question 37/26: The committal shelter used for the service was private, clean, and free of safety hazards.**



## Satisfaction with Cemetery Appearance and Visitor Accommodations

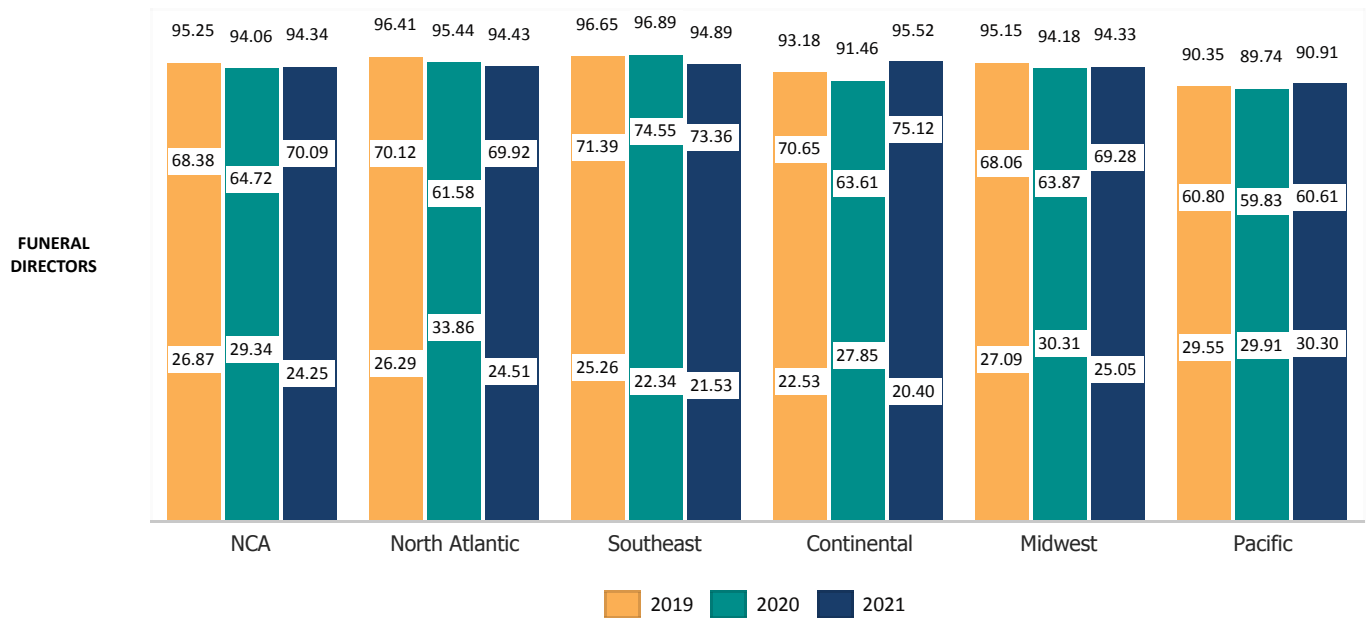
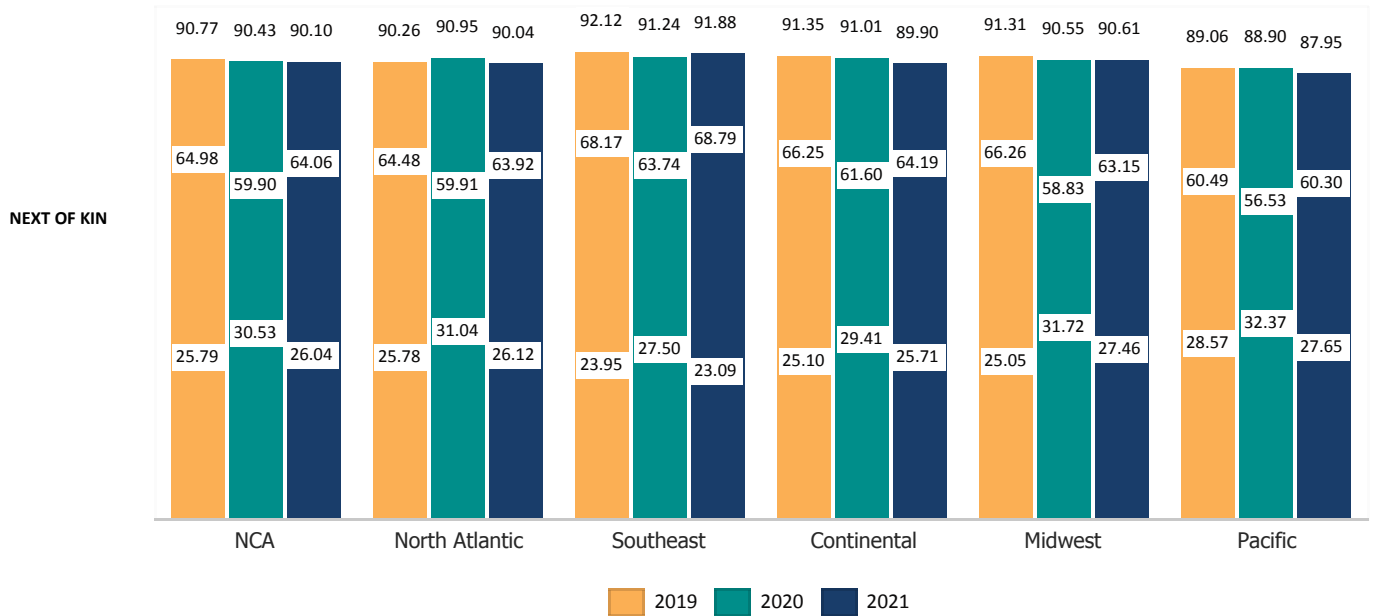
Question 39/28: There are sufficient signs within the cemetery to assist visitors.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25739	19891	19725	4176	3366	3494	5783	4160	4119	3472	3019	3033	5808	4755	4592	5990	4577	3966
Strongly agree		65.31%	60.39%	64.65%	65.16%	60.16%	64.54%	68.39%	64.74%	69.09%	66.62%	61.81%	64.92%	66.44%	59.45%	63.76%	60.50%	56.70%	60.31%
Agree		25.90%	30.41%	25.87%	25.84%	31.46%	25.96%	24.04%	27.02%	22.99%	24.88%	29.25%	25.35%	25.26%	31.55%	27.22%	28.60%	32.25%	27.74%
Neither agree nor disagree		5.48%	5.88%	5.86%	5.46%	5.56%	5.64%	4.63%	5.53%	4.81%	5.21%	5.93%	6.07%	5.44%	5.72%	5.47%	6.74%	6.55%	7.79%
Disagree		2.94%	3.03%	3.09%	3.21%	2.58%	3.35%	2.70%	2.40%	2.74%	2.85%	2.85%	2.93%	2.58%	2.94%	2.98%	3.56%	4.13%	3.58%
Strongly disagree		0.38%	0.30%	0.54%	0.34%	0.24%	0.52%	0.24%	0.31%	0.36%	0.43%	0.17%	0.73%	0.28%	0.34%	0.57%	0.60%	0.37%	0.58%

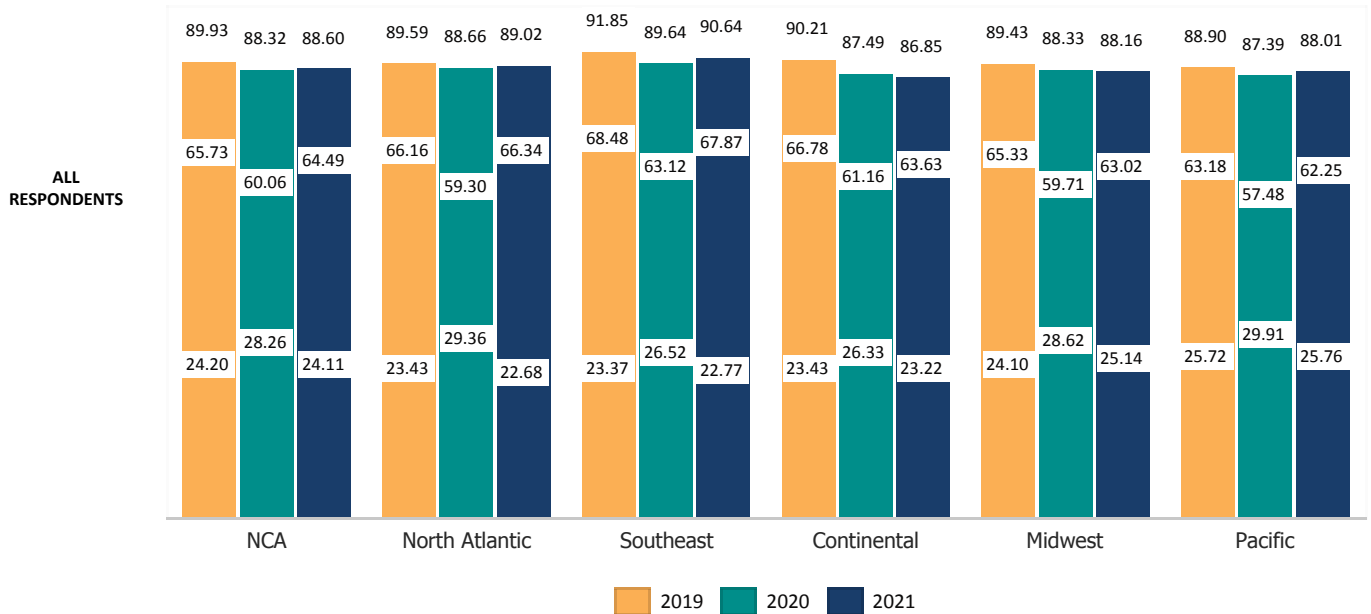
## Satisfaction with Cemetery Appearance and Visitor Accommodations

**Question 39/28: There are sufficient signs within the cemetery to assist visitors.**



## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 44/33: The information kiosks (i.e., gravesite locators) are helpful to me.

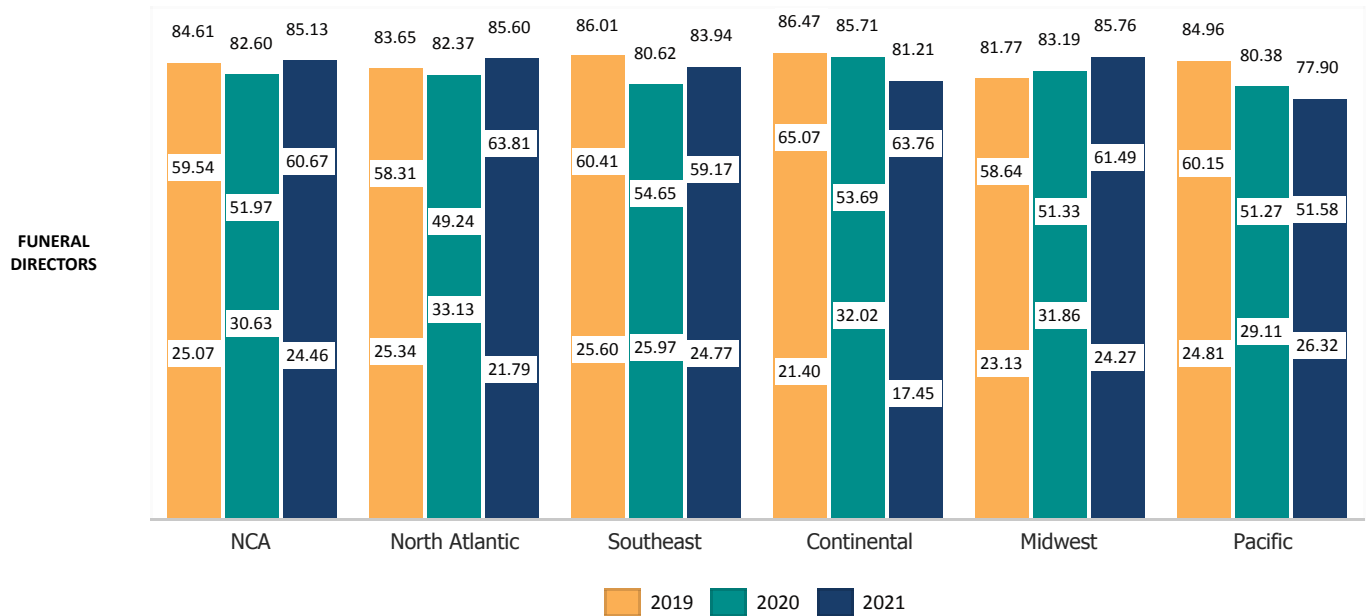
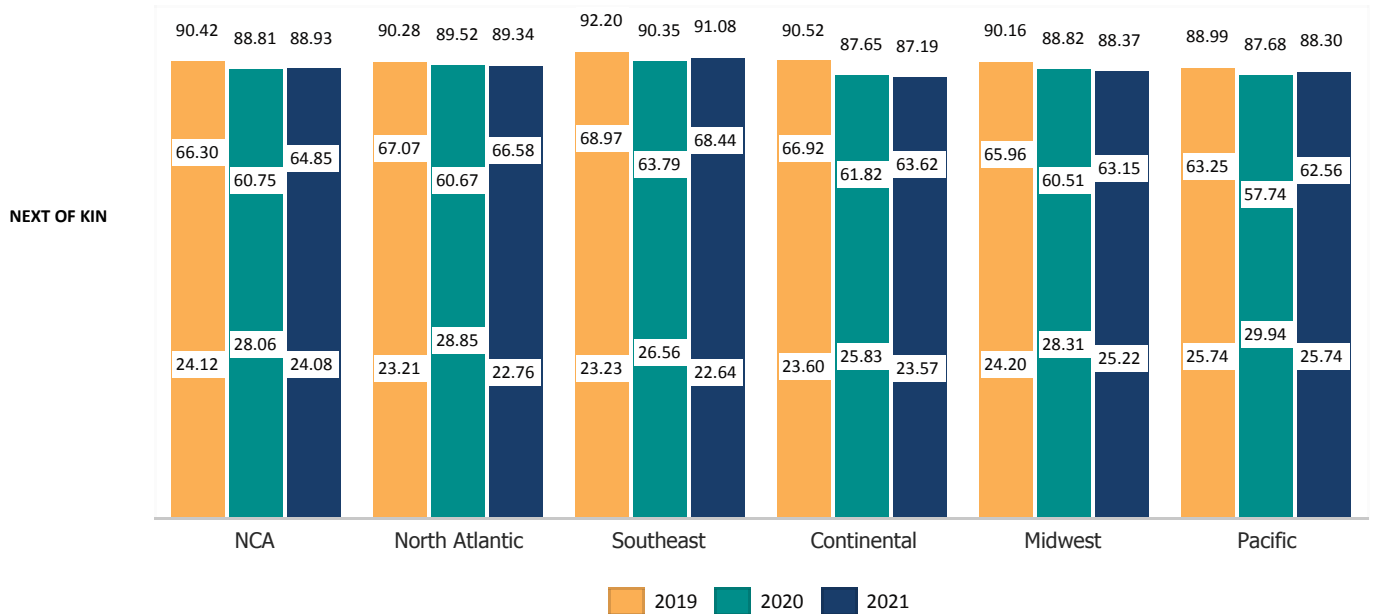


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		22209	16616	16875	3543	2762	2941	5101	3522	3592	2971	2495	2601	4970	3899	3902	5203	3932	3428
Strongly agree		65.73%	60.06%	64.49%	66.16%	59.30%	66.34%	68.48%	63.12%	67.87%	66.78%	61.16%	63.63%	65.33%	59.71%	63.02%	63.18%	57.48%	62.25%
Agree		24.20%	28.26%	24.11%	23.43%	29.36%	22.68%	23.37%	26.52%	22.77%	23.43%	26.33%	23.22%	24.10%	28.62%	25.14%	25.72%	29.91%	25.76%
Neither agree nor disagree		8.56%	10.10%	9.52%	9.26%	9.92%	9.21%	6.82%	8.89%	7.74%	8.35%	10.34%	10.88%	8.77%	10.44%	10.15%	9.28%	10.83%	9.83%
Disagree		1.18%	1.32%	1.36%	0.96%	1.01%	1.12%	1.10%	1.28%	1.22%	1.04%	1.88%	1.38%	1.41%	1.00%	1.36%	1.35%	1.55%	1.69%
Strongly disagree		0.34%	0.26%	0.51%	0.20%	0.40%	0.65%	0.24%	0.20%	0.39%	0.40%	0.28%	0.88%	0.38%	0.23%	0.33%	0.48%	0.23%	0.47%



## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 44/33: The information kiosks (i.e., gravesite locators) are helpful to me.



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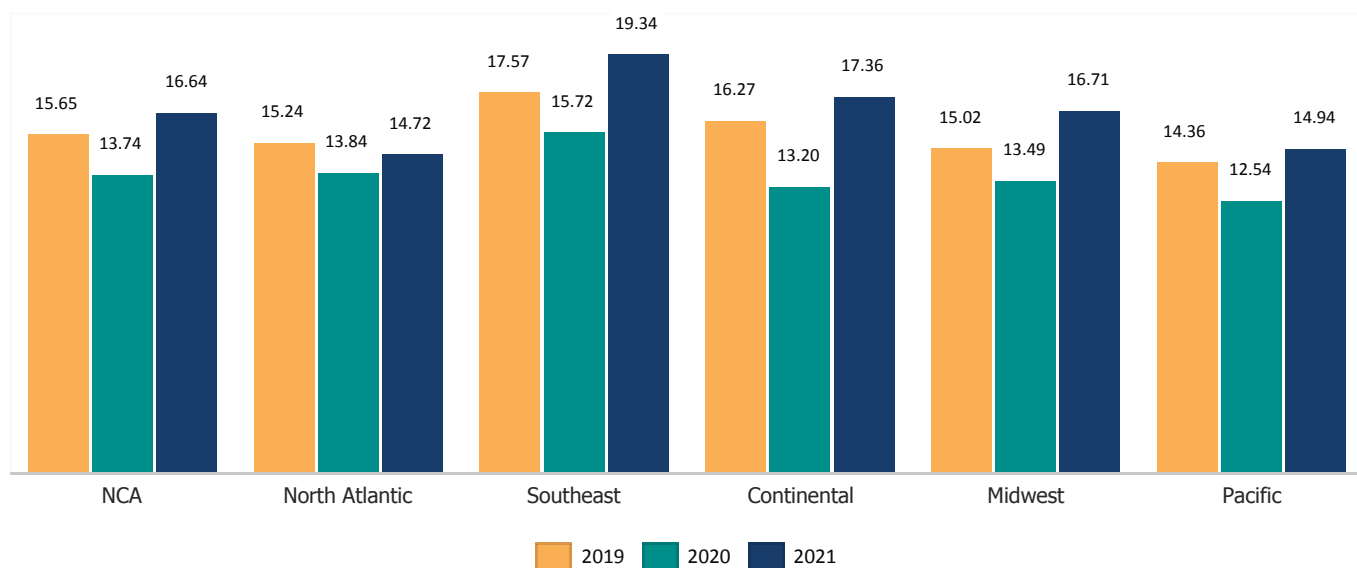
## **State or Tribal Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin**

### **SECTION DESCRIPTION**

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries in comparison to national cemeteries. Measures of comparisons are provided on appearance, quality of service, and honor to Veterans.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

## State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

### Question 51: Have you visited a State or Tribal Veterans Cemetery?

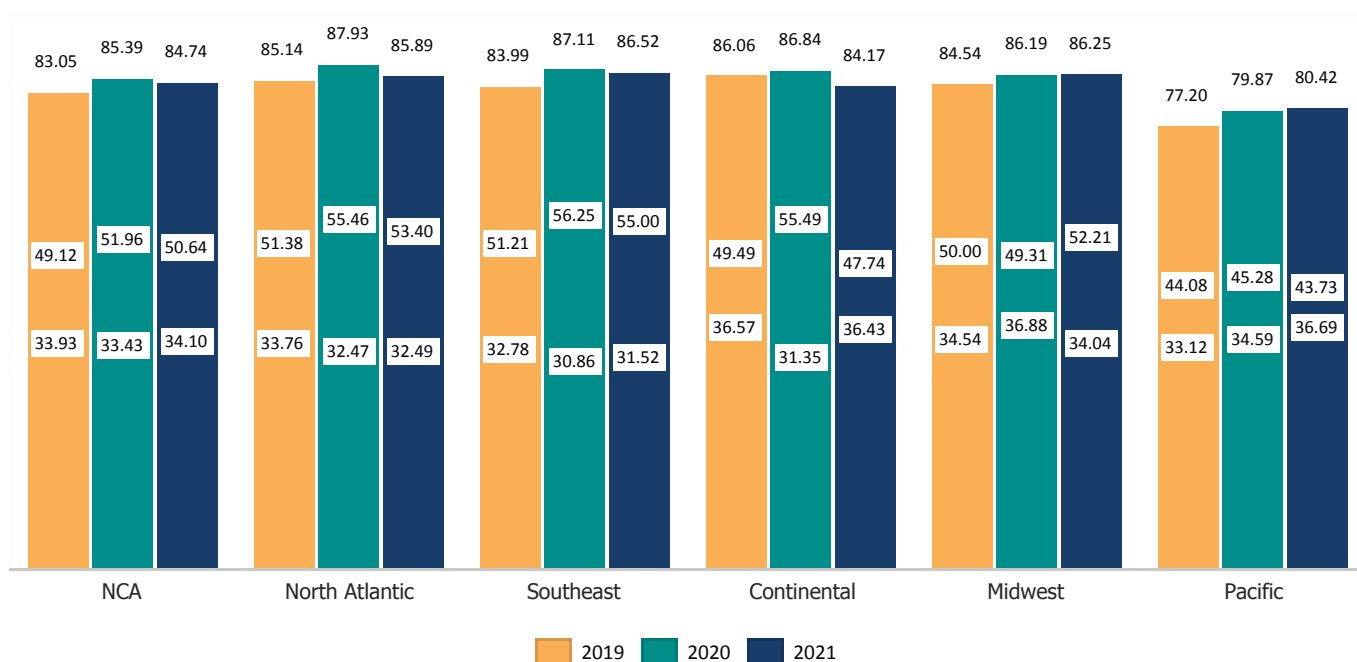


Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		23425	17647	16553	3715	2840	2873	5406	3697	3536	3202	2667	2639	5233	4114	3831	5869	4329	3674
Yes		15.65%	13.74%	16.64%	15.24%	13.84%	14.72%	17.57%	15.72%	19.34%	16.27%	13.20%	17.36%	15.02%	13.49%	16.71%	14.36%	12.54%	14.94%
No		84.35%	86.26%	83.36%	84.76%	86.16%	85.28%	82.43%	84.28%	80.66%	83.73%	86.80%	82.64%	84.98%	86.51%	83.29%	85.64%	87.46%	85.06%

## State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 52: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		3475	2163	2636	545	348	397	906	512	660	495	319	442	744	507	611	785	477	526
Strongly agree		49.12%	51.96%	50.64%	51.38%	55.46%	53.40%	51.21%	56.25%	55.00%	49.49%	55.49%	47.74%	50.00%	49.31%	52.21%	44.08%	45.28%	43.73%
Agree		33.93%	33.43%	34.10%	33.76%	32.47%	32.49%	32.78%	30.86%	31.52%	36.57%	31.35%	36.43%	34.54%	36.88%	34.04%	33.12%	34.59%	36.69%
Neither agree nor disagree		12.81%	11.00%	11.72%	11.01%	9.77%	9.07%	11.92%	10.35%	11.06%	9.49%	9.40%	12.67%	12.90%	10.26%	10.97%	17.07%	14.47%	14.64%
Disagree		3.60%	3.14%	3.22%	3.67%	2.01%	4.03%	3.42%	2.15%	2.42%	3.84%	3.13%	2.49%	2.28%	3.16%	2.62%	4.84%	5.03%	4.94%
Strongly disagree		0.55%	0.46%	0.30%	0.18%	0.29%	1.01%	0.66%	0.39%	0.00%	0.61%	0.63%	0.68%	0.27%	0.39%	0.16%	0.89%	0.63%	0.00%

Only respondents who indicated "Yes" to Question 51 (NoK) received this question.

## State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 53: Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		3320	1992	2568	521	322	386	870	477	644	468	292	429	713	469	597	748	432	512
Strongly agree		44.52%	50.00%	45.72%	47.22%	54.35%	48.19%	47.59%	52.41%	50.00%	45.51%	53.42%	42.89%	45.02%	48.61%	47.91%	37.97%	43.29%	38.28%
Agree		31.54%	32.48%	32.28%	32.05%	29.81%	31.61%	30.46%	33.54%	31.37%	34.19%	31.51%	33.10%	29.59%	32.84%	30.99%	32.62%	33.56%	34.77%
Neither agree nor disagree		20.78%	15.01%	20.09%	18.23%	13.66%	17.62%	18.39%	12.37%	17.55%	17.74%	13.36%	22.38%	23.42%	15.78%	19.60%	24.73%	19.21%	23.83%
Disagree		2.68%	1.96%	1.67%	2.30%	1.86%	2.33%	2.87%	1.47%	0.93%	2.14%	1.37%	1.17%	1.68%	2.35%	1.34%	4.01%	2.55%	2.93%
Strongly disagree		0.48%	0.55%	0.23%	0.19%	0.31%	0.26%	0.69%	0.21%	0.16%	0.43%	0.34%	0.47%	0.28%	0.43%	0.17%	0.67%	1.39%	0.20%

Only respondents who indicated "Yes" to Question 51 (NoK) received this question.

## State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 54: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		21174	8599	9353	3377	1419	1568	4869	1792	1986	2915	1273	1533	4758	2065	2262	5255	2050	2004
Strongly agree		23.79%	34.88%	36.64%	22.92%	33.69%	34.95%	25.41%	36.94%	39.27%	23.74%	37.16%	34.70%	24.97%	35.25%	38.28%	21.81%	32.10%	34.98%
Agree		19.39%	26.47%	27.46%	19.46%	26.71%	29.40%	20.25%	24.94%	27.29%	19.93%	26.71%	28.11%	19.40%	28.28%	28.03%	18.25%	25.66%	24.95%
Neither agree nor disagree		52.30%	32.24%	30.41%	53.04%	31.57%	30.74%	49.99%	31.92%	28.45%	51.66%	30.01%	30.72%	52.00%	31.19%	29.31%	54.60%	35.41%	33.08%
Disagree		3.57%	5.13%	4.27%	3.70%	6.41%	3.13%	3.41%	4.97%	3.98%	3.70%	5.34%	5.28%	2.92%	4.07%	3.58%	4.13%	5.32%	5.44%
Strongly disagree		0.95%	1.29%	1.23%	0.89%	1.62%	1.79%	0.94%	1.23%	1.01%	0.96%	0.79%	1.17%	0.71%	1.21%	0.80%	1.22%	1.51%	1.55%

In 2020, the answer option "Don't know/not applicable" was added to this survey question. The n sizes for 2020 and 2021 are smaller than 2019 as respondents who selected "Don't know/not applicable" are removed from the total.

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## **Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors**

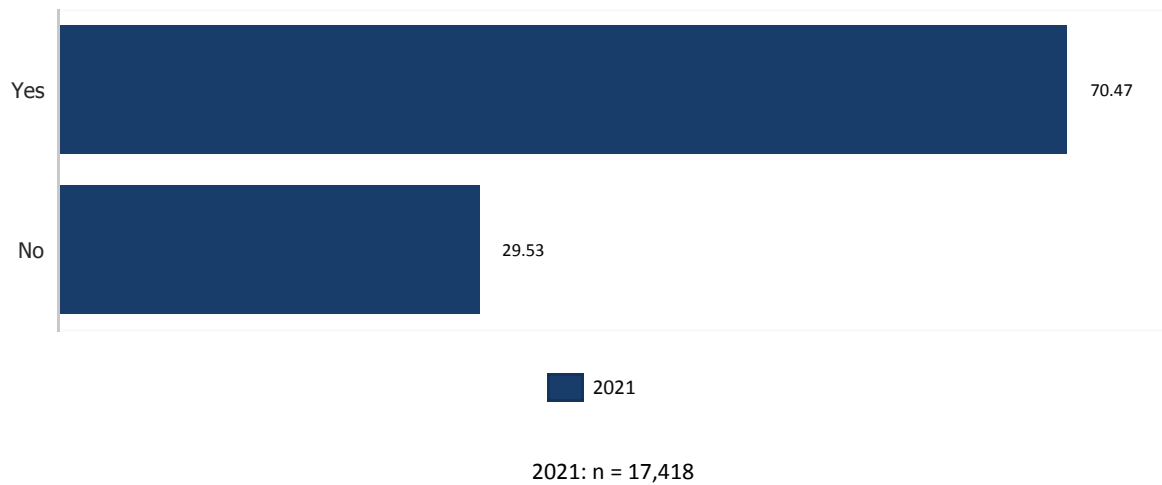
### **SECTION DESCRIPTION**

- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Demographic information is self-reported by the next of kin and funeral directors who completed the survey.
- Question-by-question comparative analyses (Elements of Comparison) are included as well.
- Due to rounding, some percentages may not sum to 100%.

## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

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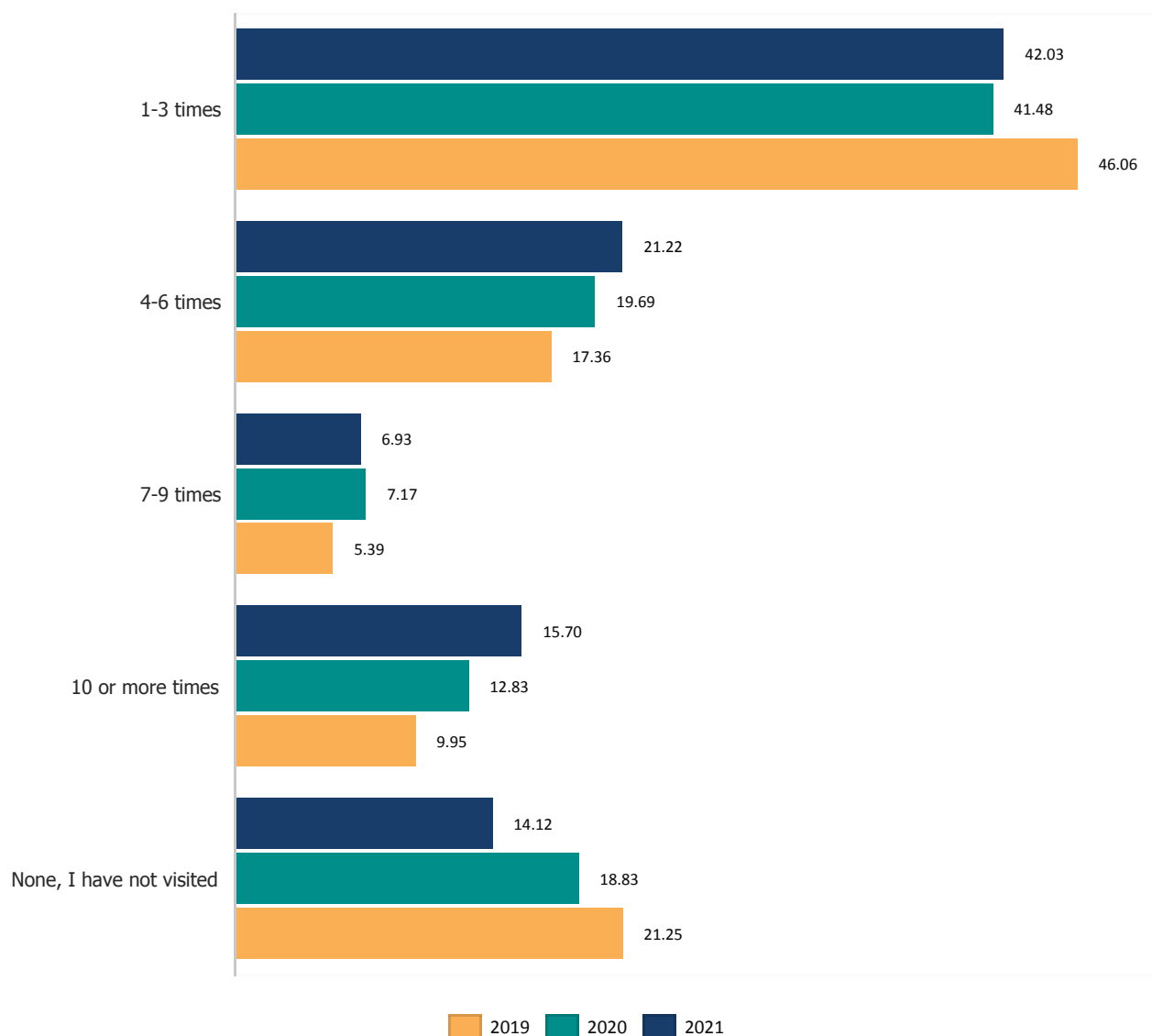
**Question 1: Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?**



Question 1 was added as a new question to the 2021 survey.

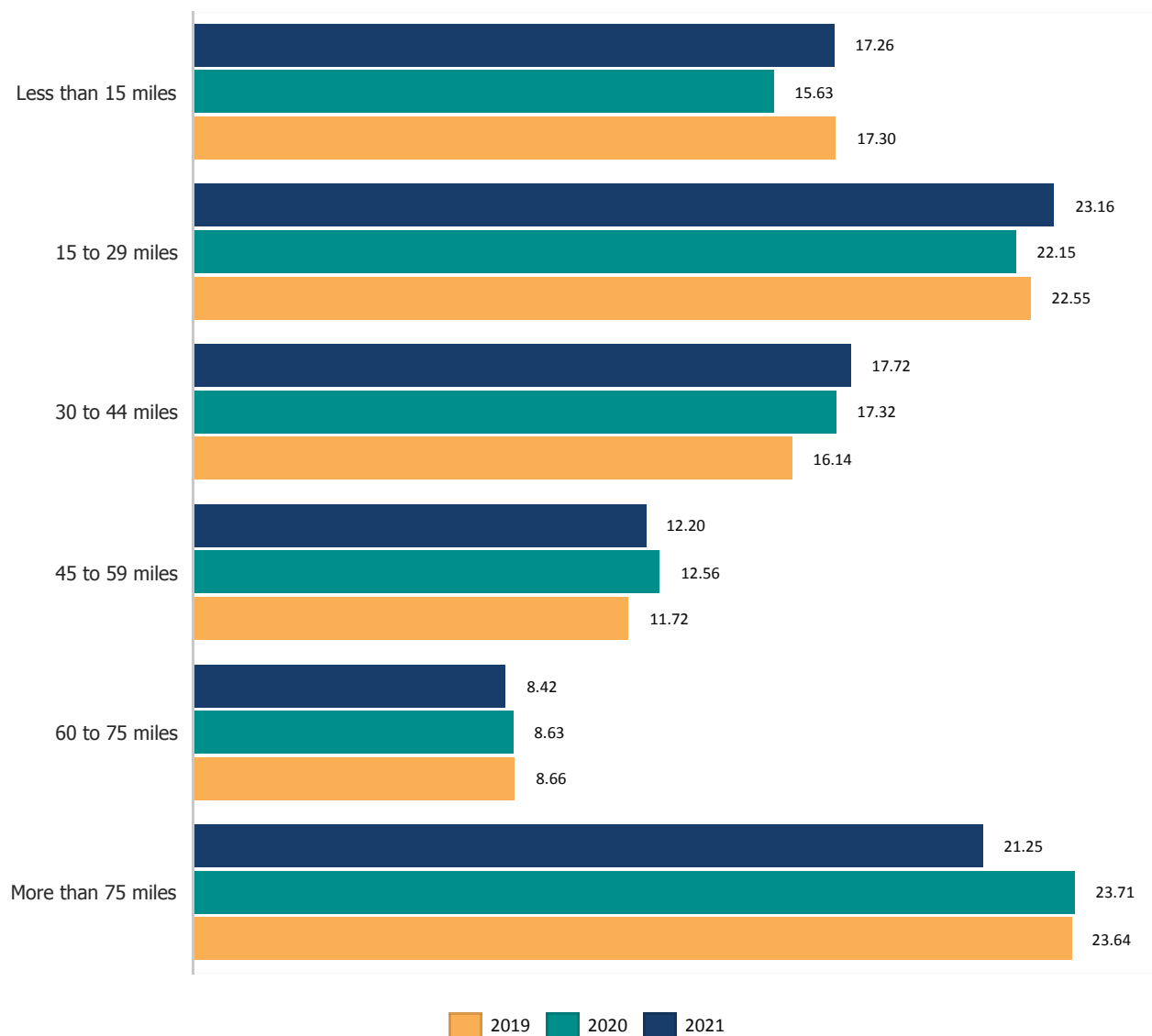


**Question 2: How many times have you visited the national cemetery where your loved one was interred?**



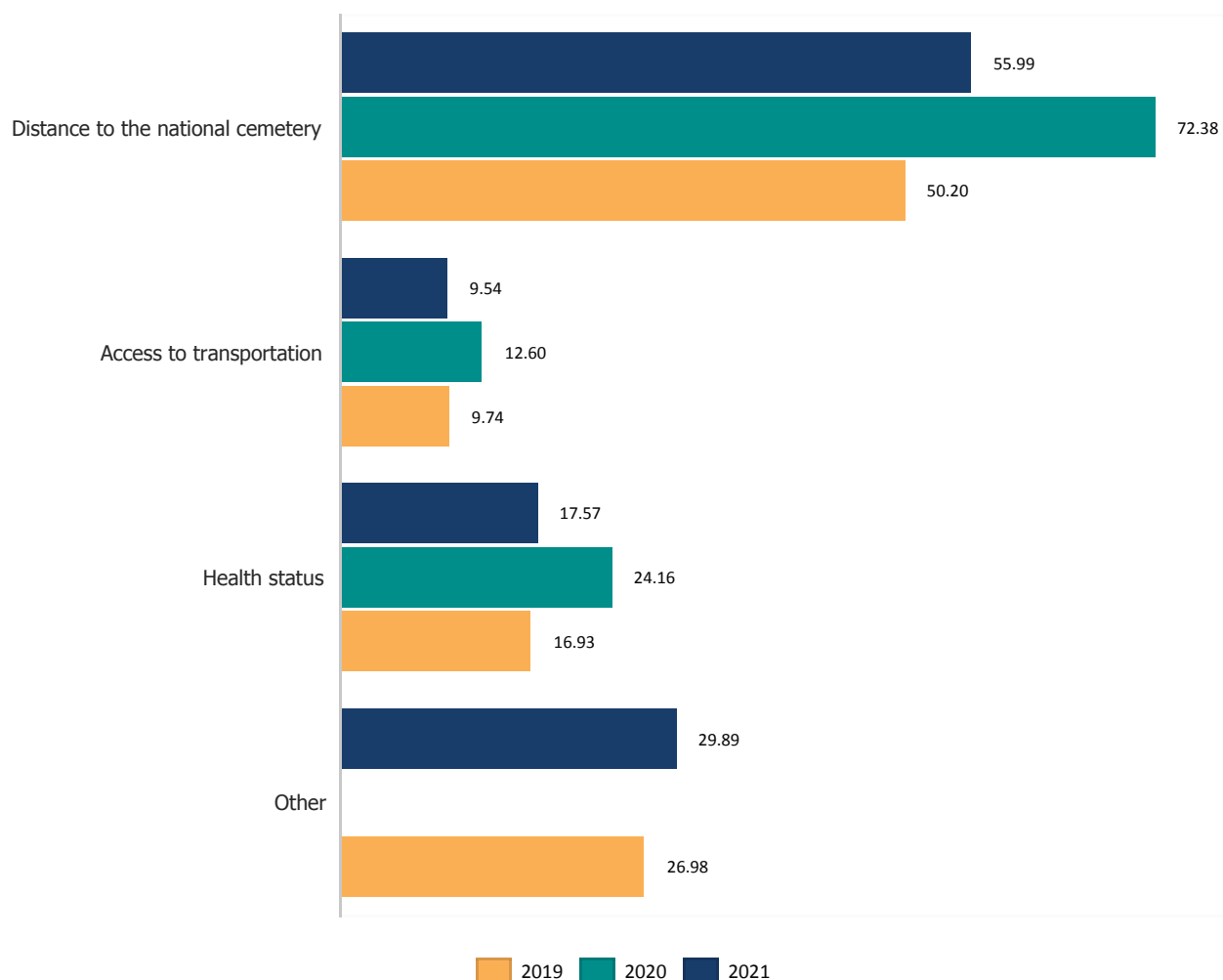
2019: n = 24,050 2020: n = 18,151 2021: n = 18,807

### Question 3: How far do you reside from the national cemetery?



## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

**Question 4: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)**



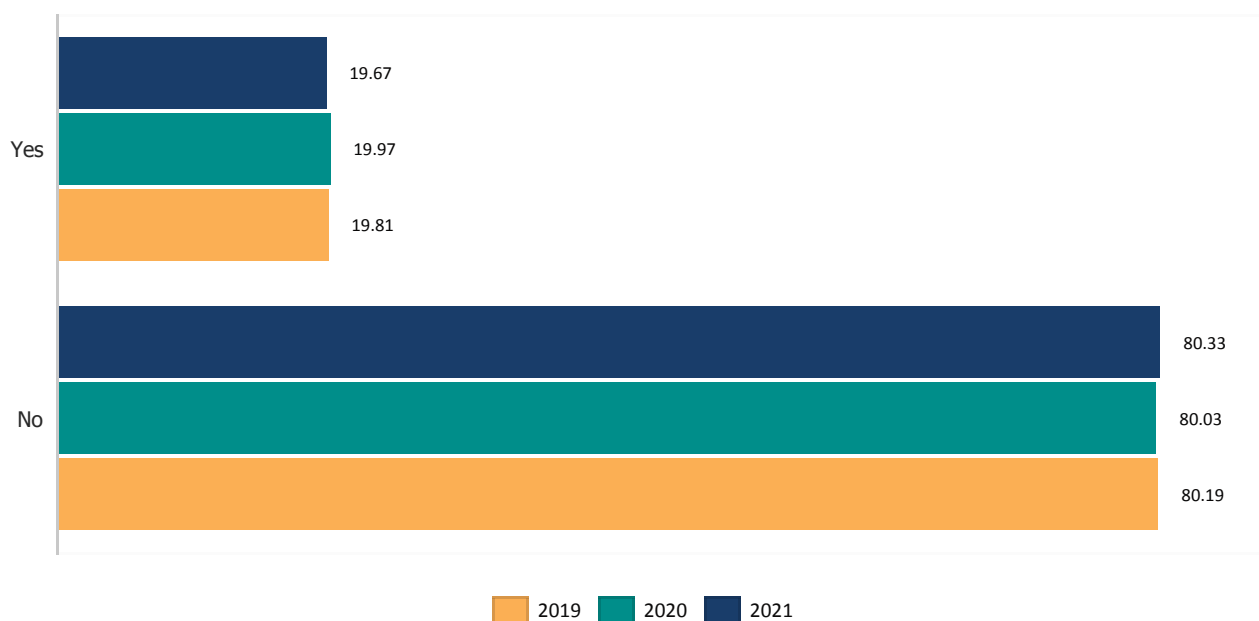
2019: n = 24,126 2020: n = 13,608 2021: n = 16,883

Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: 2020 survey data is not available for "Other" responses.

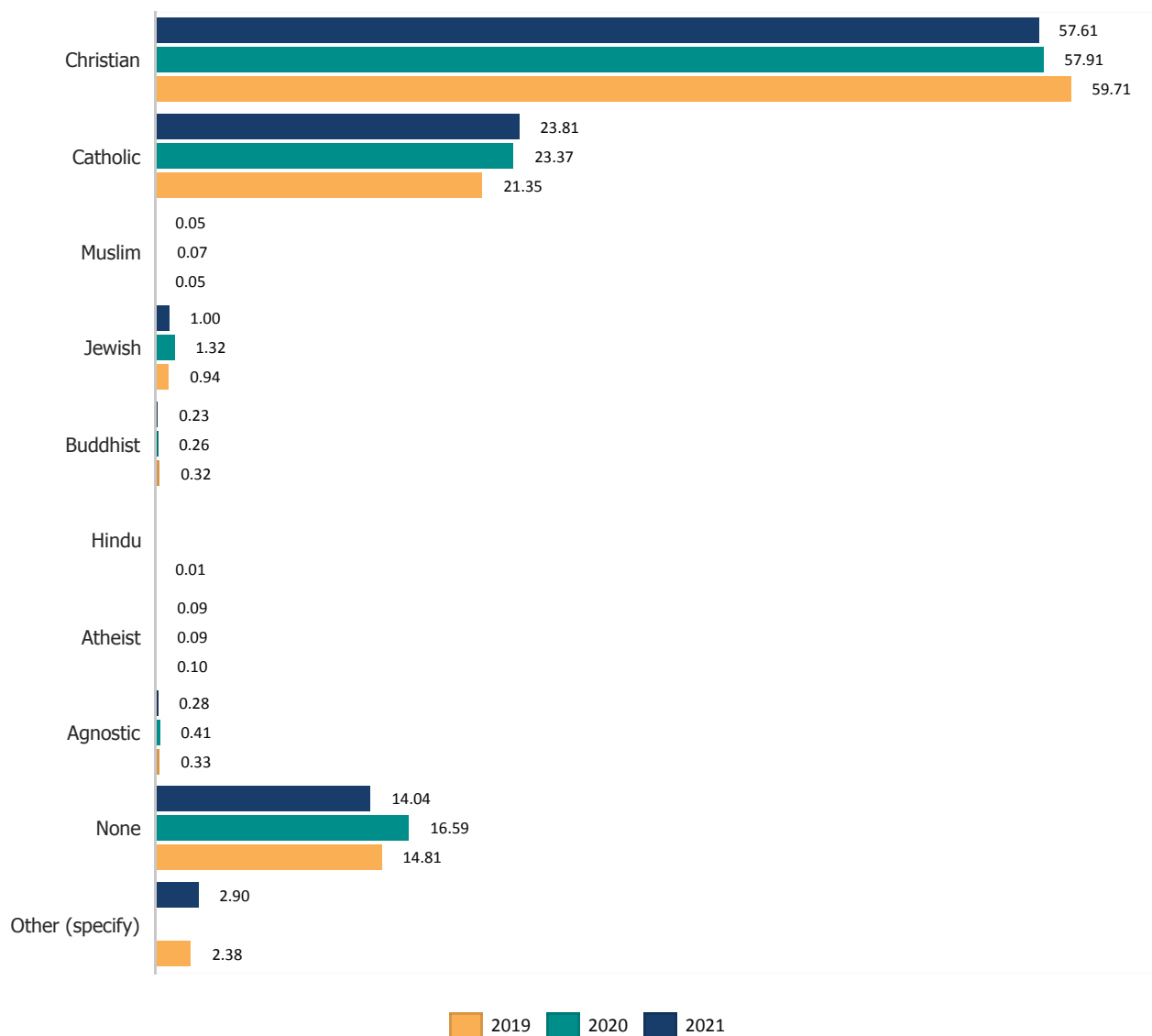
## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

**Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?**



2019: n = 24,059 2020: n = 18,124 2021: n = 18,807

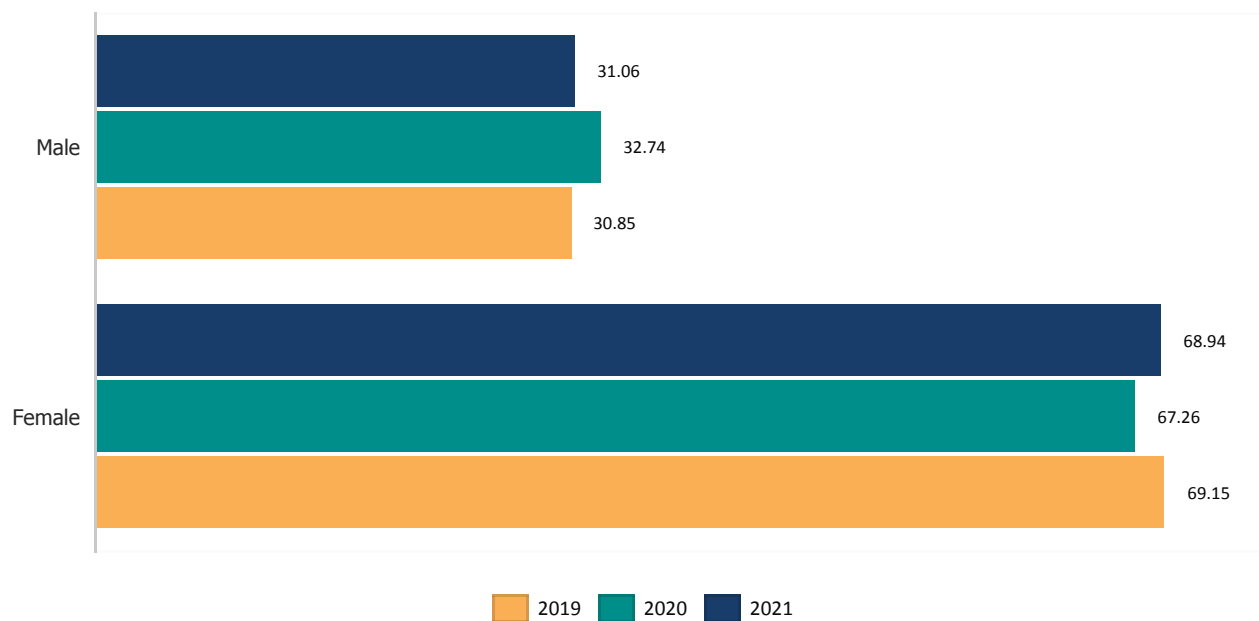
### Question 15: In what religious practice was the burial conducted?



2019: n = 23,485 2020: n = 17,564 2021: n = 14,080

Note: 2020 survey data is not available for "Other" responses.

### Question 32: What is your gender?



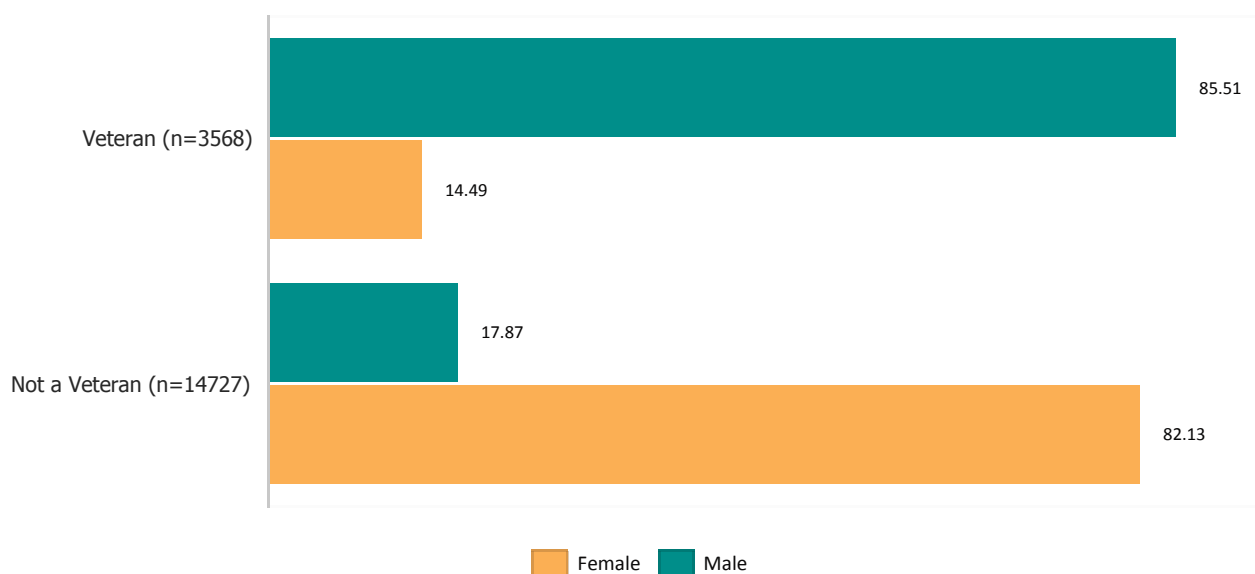
2019: n = 23,903 2020: n = 17,642 2021: n = 18,438

### ELEMENT OF COMPARISON

#### Influence of gender on serving active duty.

Question 32: What is your gender?

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

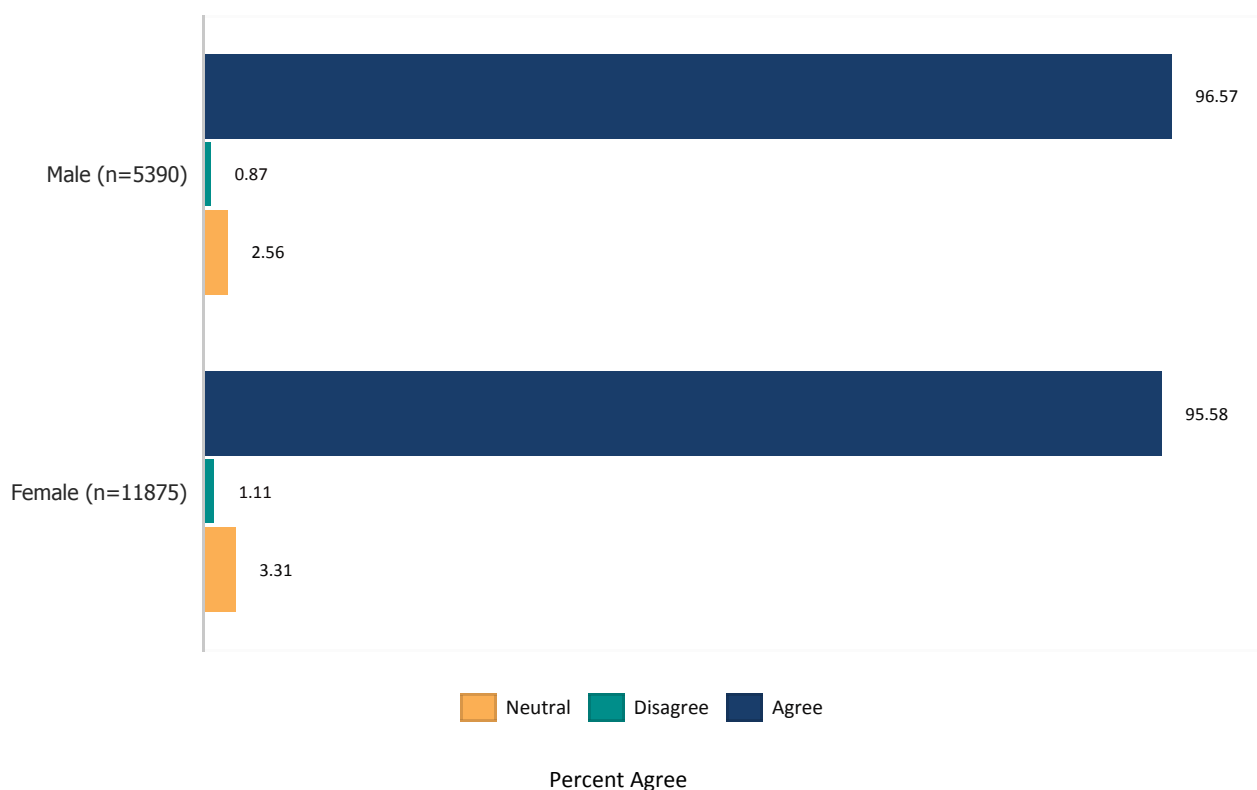


### ELEMENT OF COMPARISON

#### Influence of gender on the perception of quality of service.

Question 32: What is your gender?

Question 40: The quality of service received from cemetery staff is excellent.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.



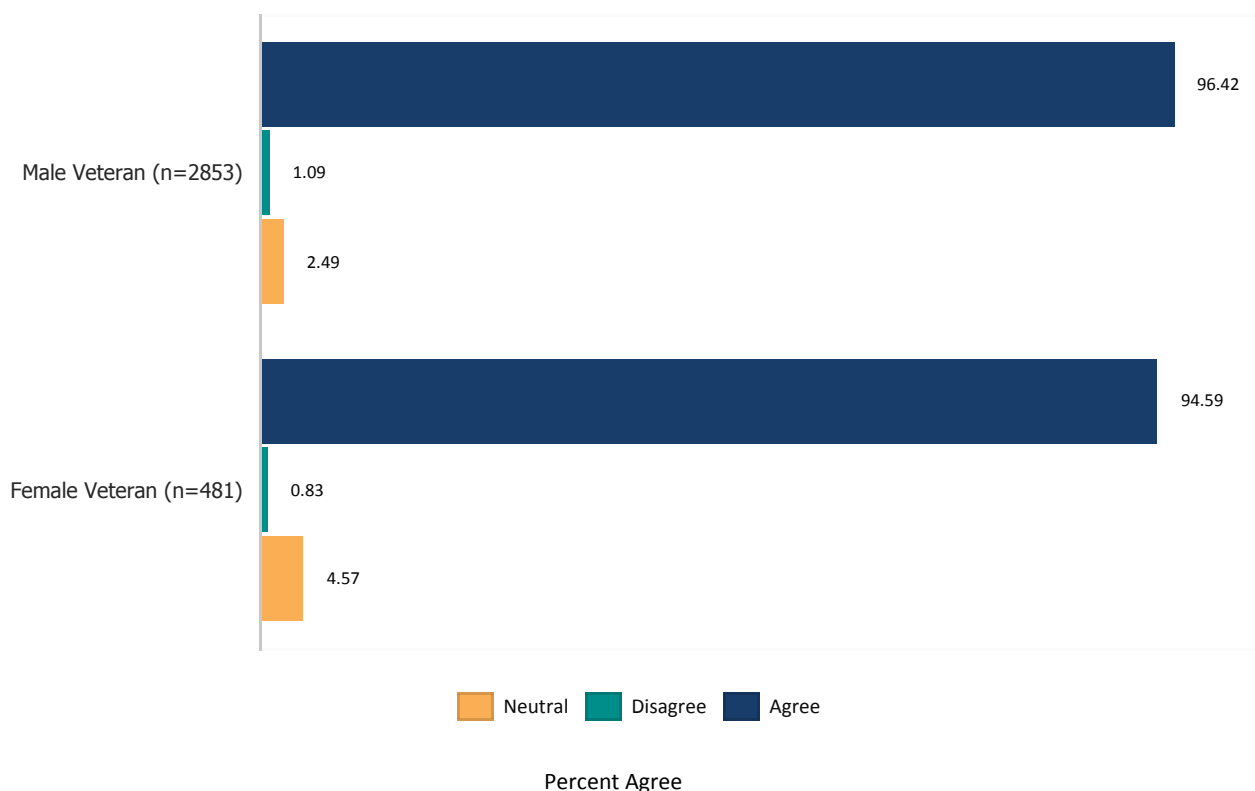
### ELEMENT OF COMPARISON

#### Influence of gender and serving active duty on the perception of quality of service.

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 32: What is your gender?

Question 40: The quality of service received from cemetery staff is excellent.



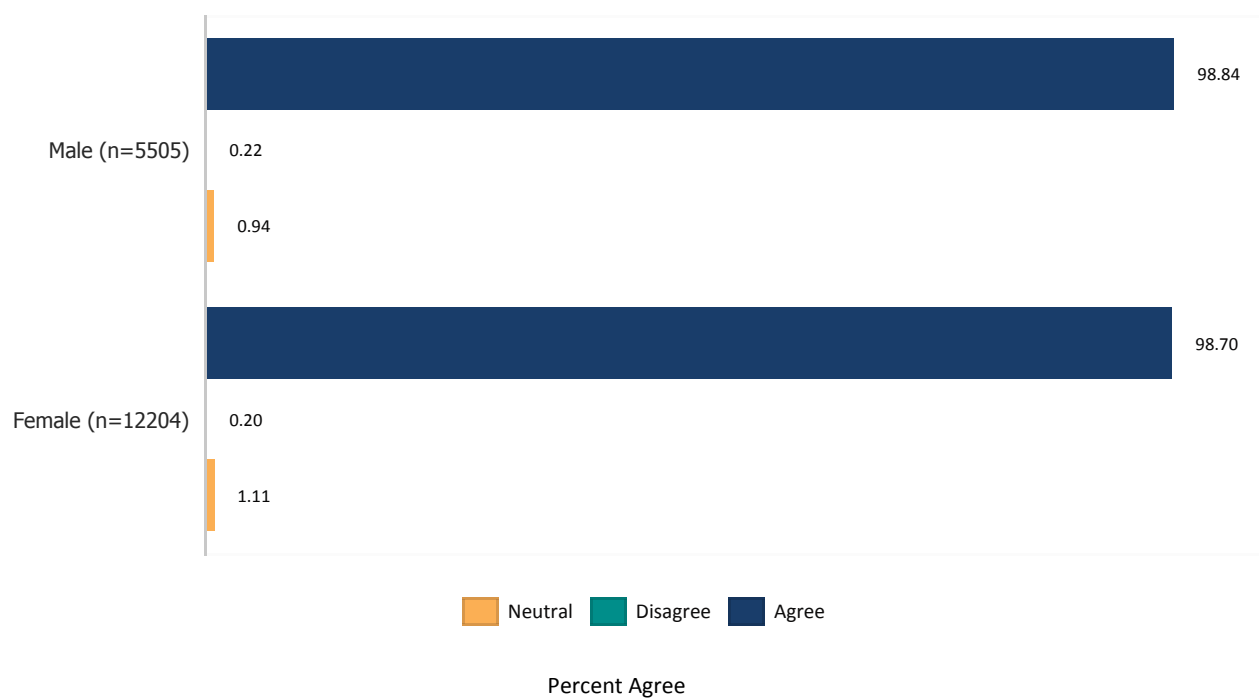
Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

### ELEMENT OF COMPARISON

#### Influence of gender on the perception of overall appearance of the national cemetery.

Question 32: What is your gender?

Question 45: The overall appearance of the national cemetery is excellent.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

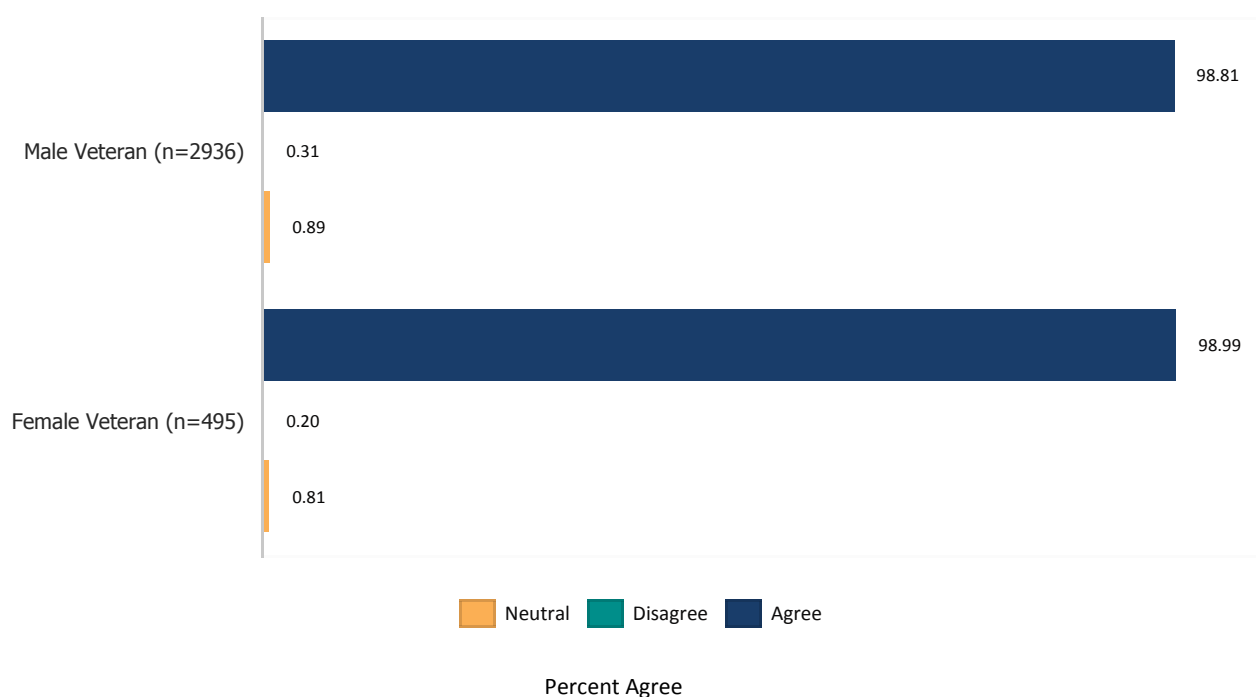
### ELEMENT OF COMPARISON

**Influence of gender and serving active duty on the perception of overall appearance of the national cemetery.**

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 32: What is your gender?

Question 45: The overall appearance of the national cemetery is excellent.



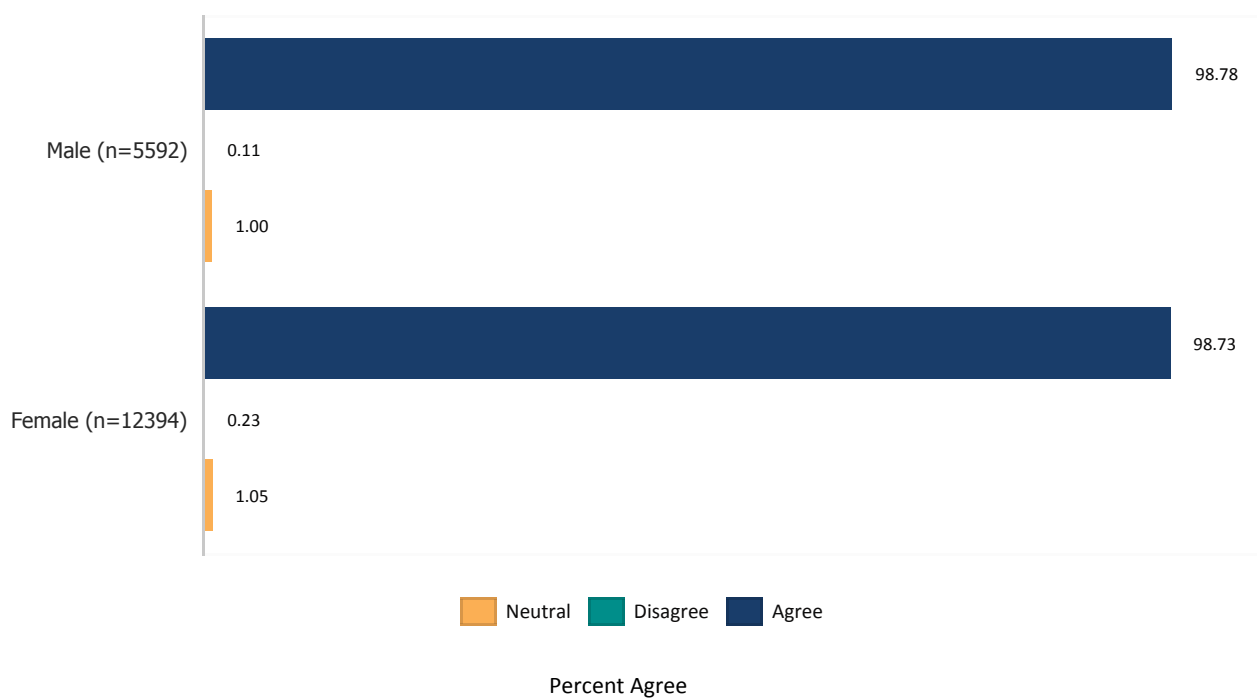
Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

### ELEMENT OF COMPARISON

#### Influence of gender on recommending the cemetery.

Question 32: What is your gender?

Question 47: I would recommend the cemetery to Veteran families during their time of need.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

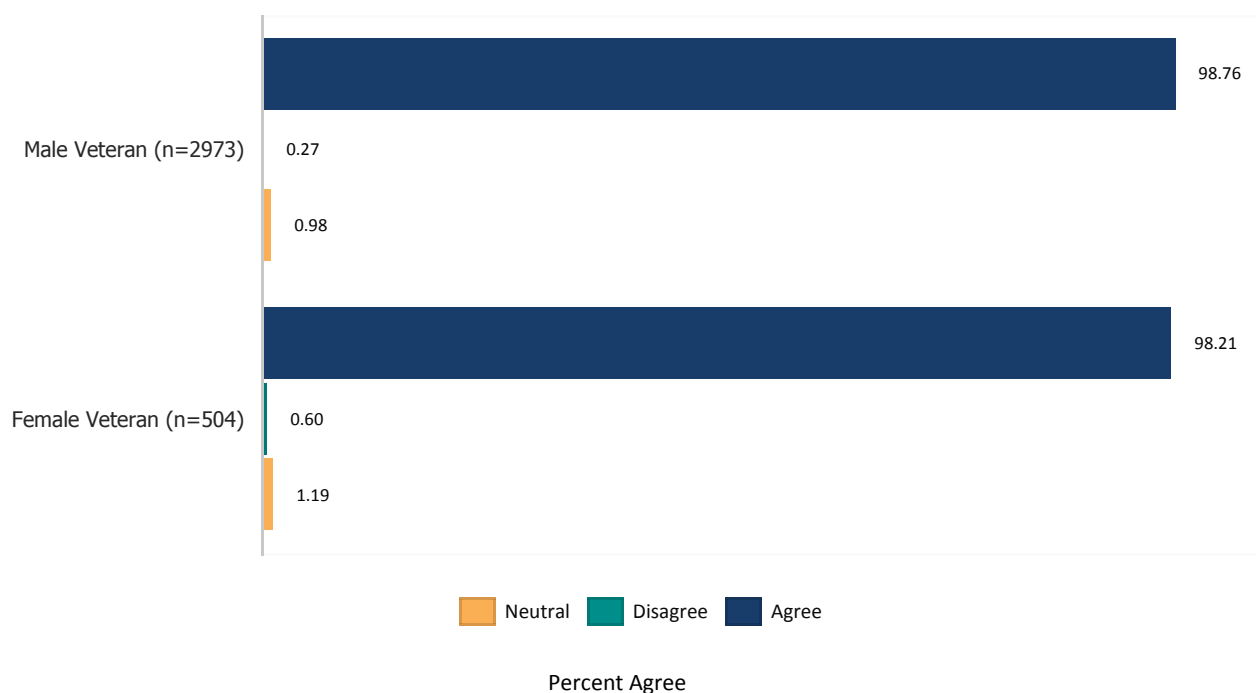
### ELEMENT OF COMPARISON

#### Influence of gender and serving active duty on recommending the cemetery.

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

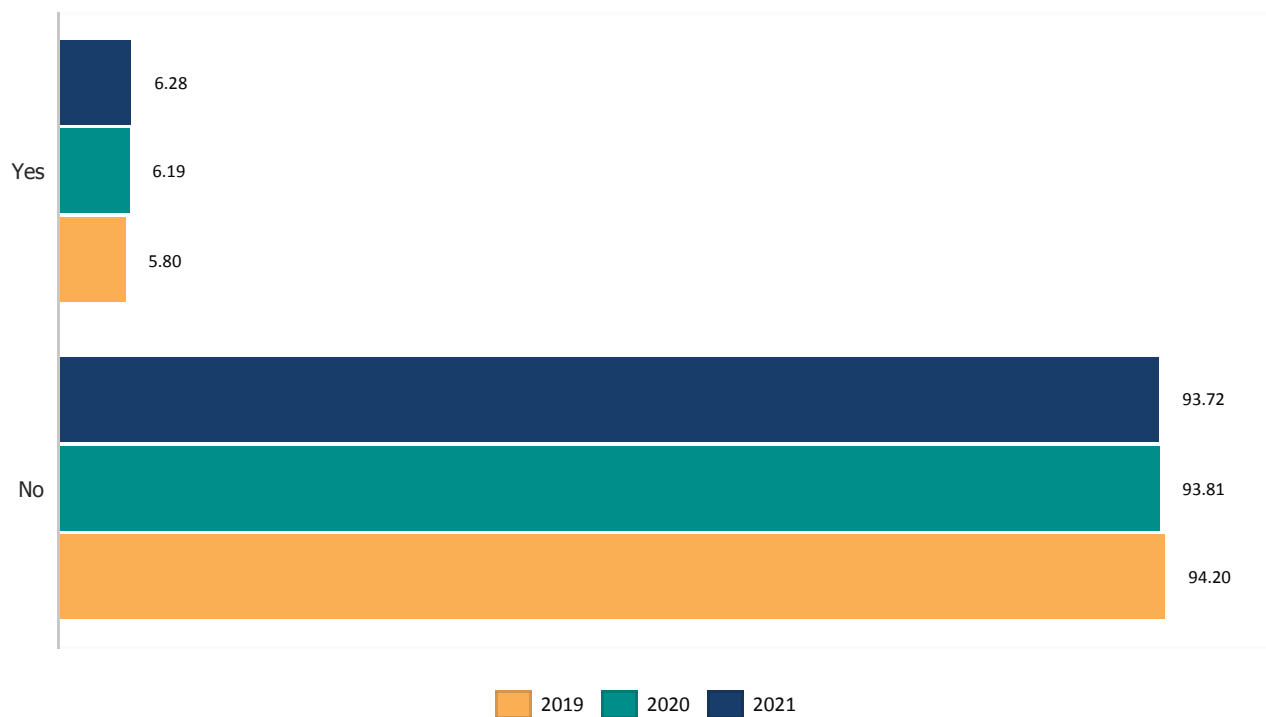
Question 32: What is your gender?

Question 47: I would recommend the cemetery to Veteran families during their time of need.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

### Question 34: Are you Hispanic or Latino?



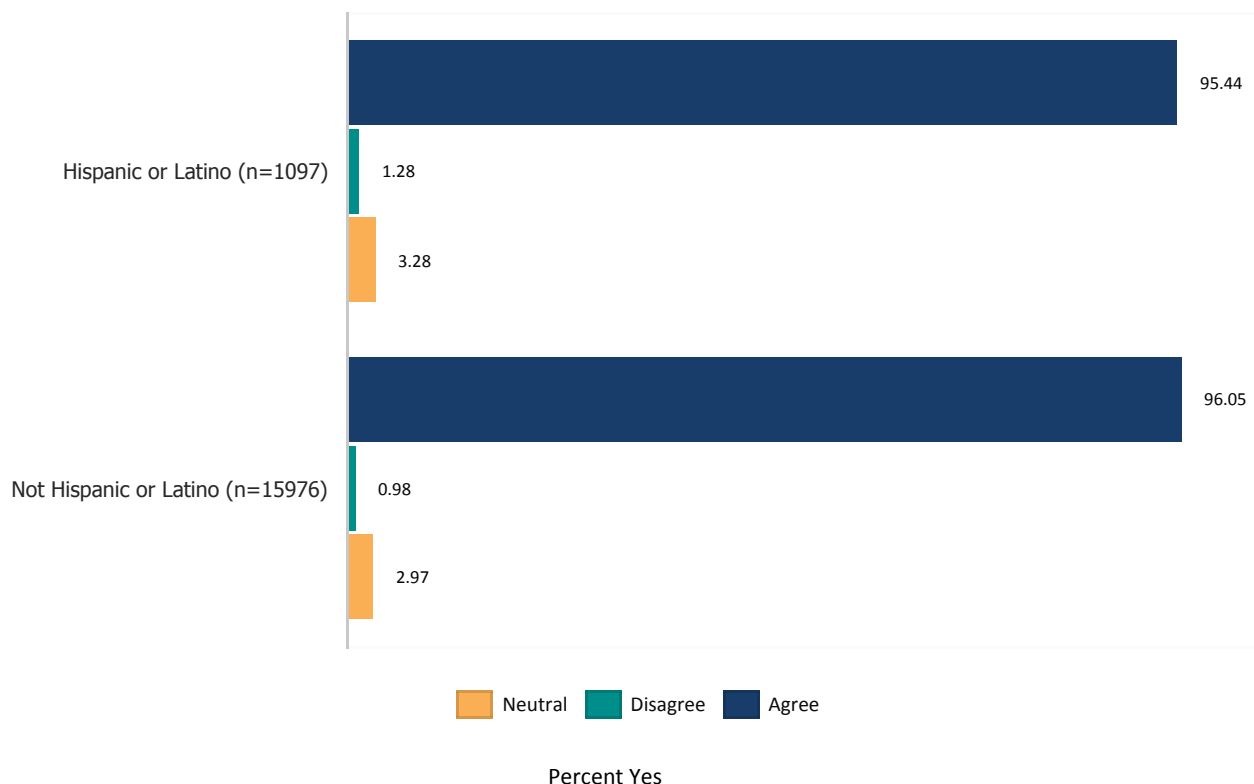
2019: n = 23,546 2020: n = 17,725 2021: n = 18,194

### ELEMENT OF COMPARISON

#### Influence of ethnicity on the perception of quality of service.

Question 34: Are you Hispanic or Latino?

Question 40: The quality of service received from cemetery staff is excellent.



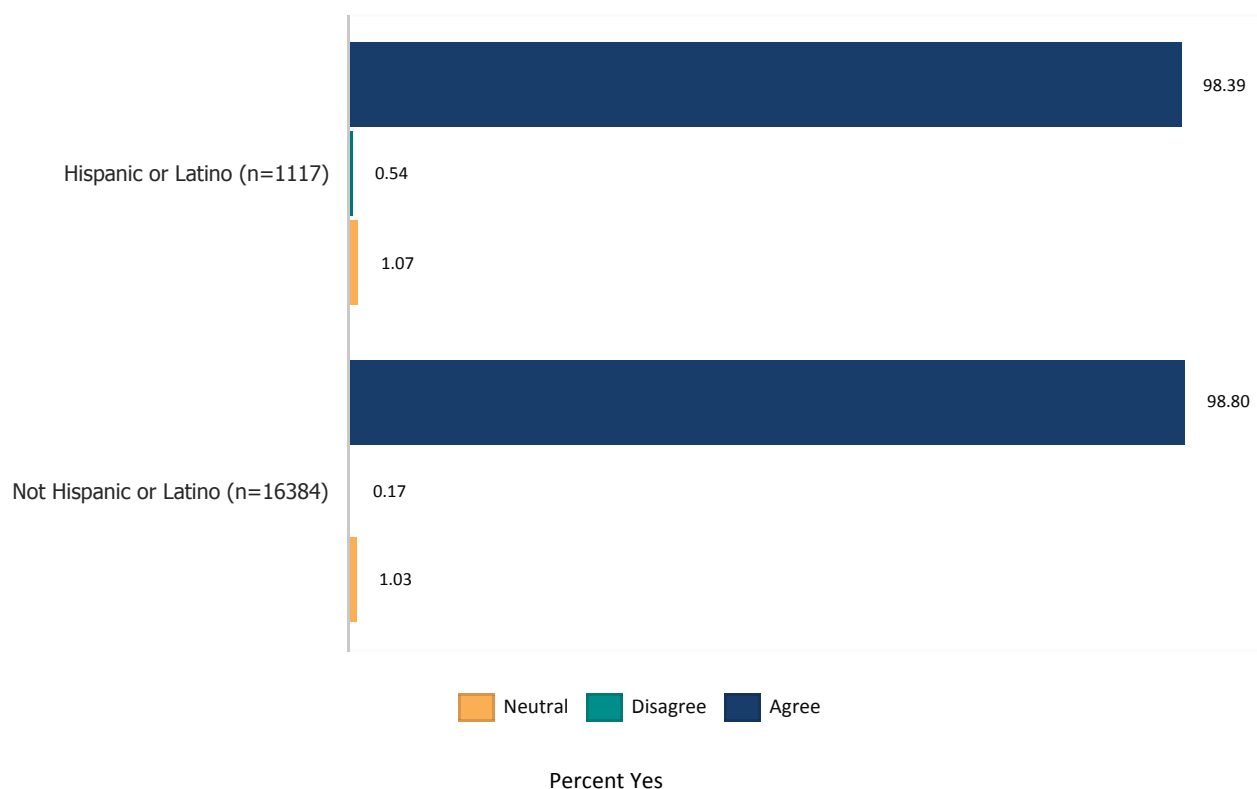
Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

### ELEMENT OF COMPARISON

#### Influence of ethnicity on the perception of overall appearance of the national cemetery.

Question 34: Are you Hispanic or Latino?

Question 45: The overall appearance of the national cemetery is excellent.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

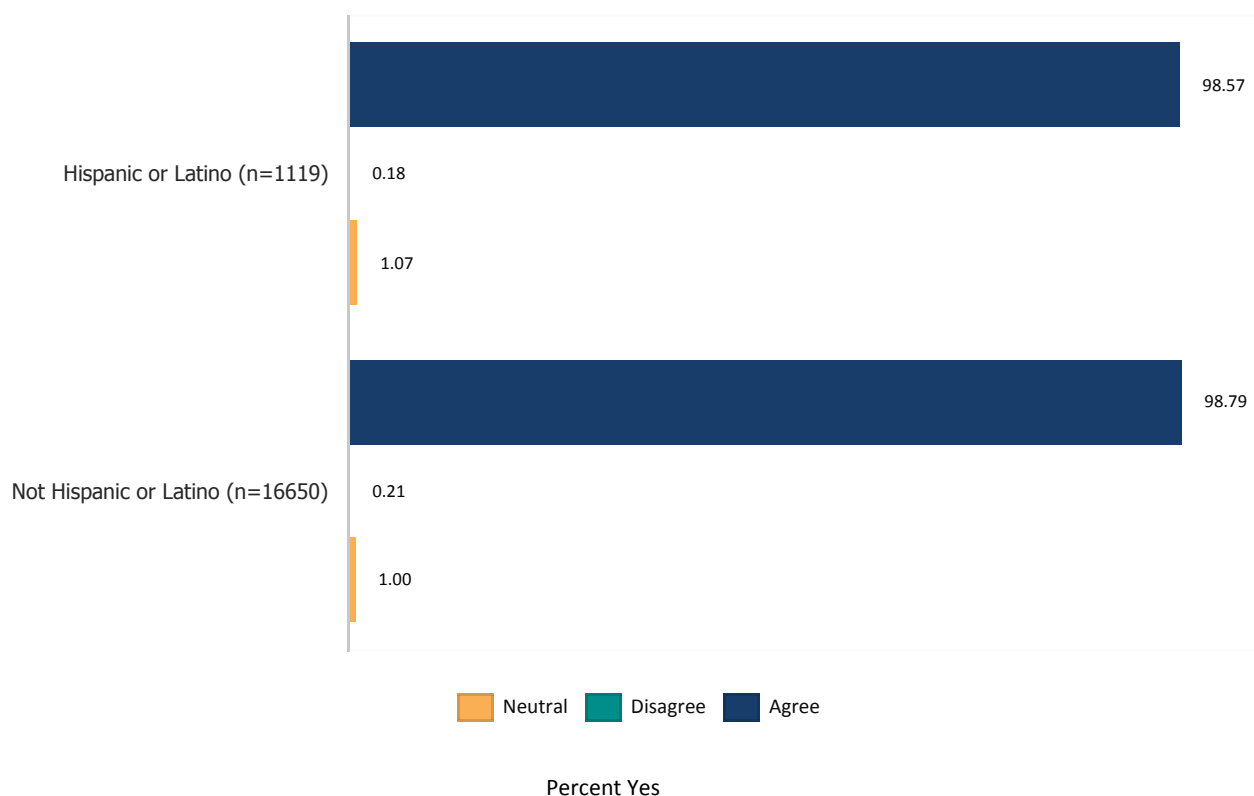


### ELEMENT OF COMPARISON

#### Influence of ethnicity on recommending the cemetery.

Question 34: Are you Hispanic or Latino?

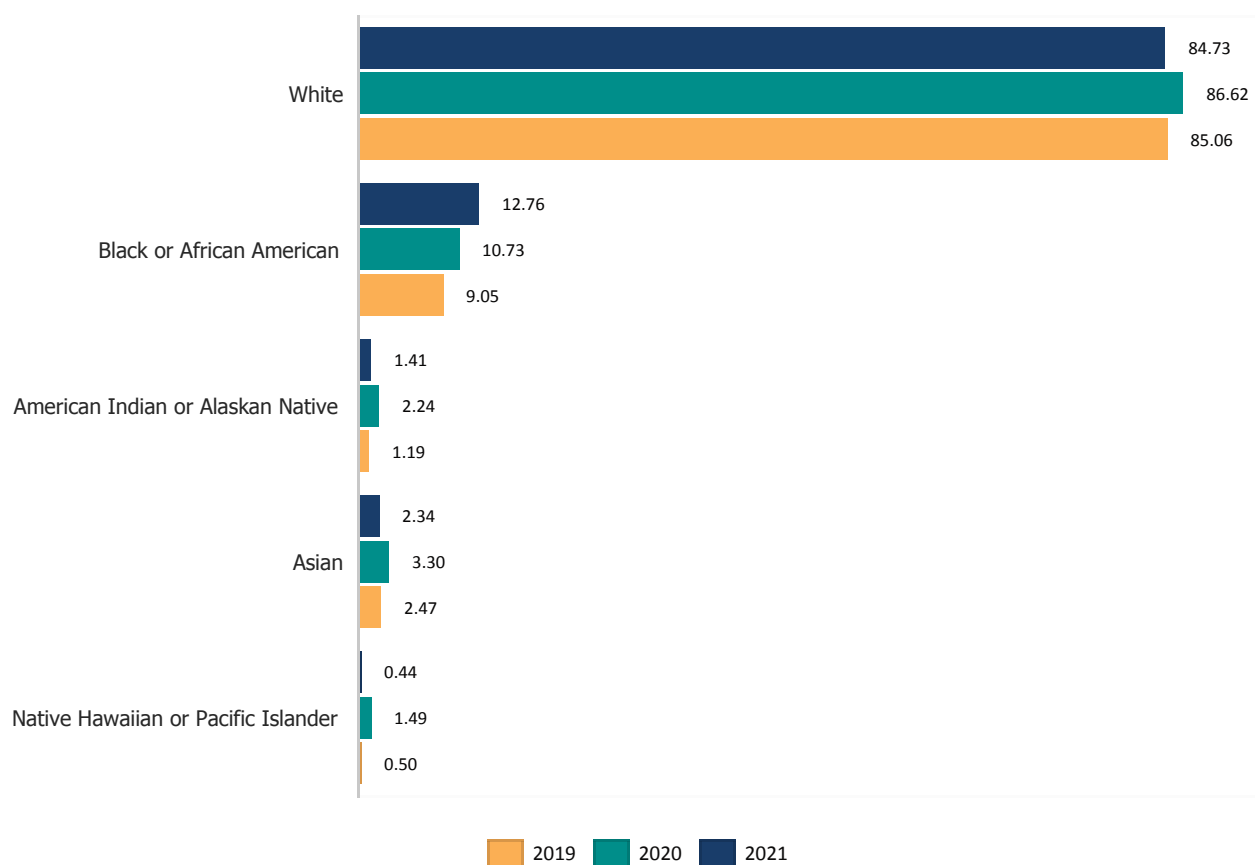
Question 47: I would recommend the cemetery to Veteran families during their time of need.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

### Question 35: What is your race? (Mark all that apply)



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
White		85.06%	86.62%	84.73%	86.92%	88.04%	84.59%	84.54%	85.91%	83.70%	82.30%	83.97%	81.31%	88.51%	88.58%	87.48%	82.79%	86.04%	85.40%
Black or African American		9.05%	10.73%	12.76%	9.91%	11.41%	14.67%	12.05%	13.18%	15.37%	12.05%	13.52%	15.96%	8.67%	10.62%	12.13%	4.45%	6.54%	6.87%
American Indian or Alaskan Native		1.19%	2.24%	1.41%	0.55%	1.30%	0.83%	0.55%	1.56%	0.66%	2.37%	3.51%	2.47%	0.82%	2.00%	1.06%	1.86%	2.89%	2.27%
Asian		2.47%	3.30%	2.34%	0.58%	1.51%	1.16%	0.93%	2.10%	1.27%	1.09%	2.51%	1.62%	0.69%	1.44%	0.47%	7.41%	7.84%	6.98%
Native Hawaiian or Pacific Islander		0.50%	1.49%	0.44%	0.18%	1.03%	0.13%	0.25%	1.27%	0.26%	0.36%	1.44%	0.22%	0.00%	0.89%	0.12%	1.45%	2.60%	1.39%

Note: As respondents could select more than one response option, percentages may not sum to 100.

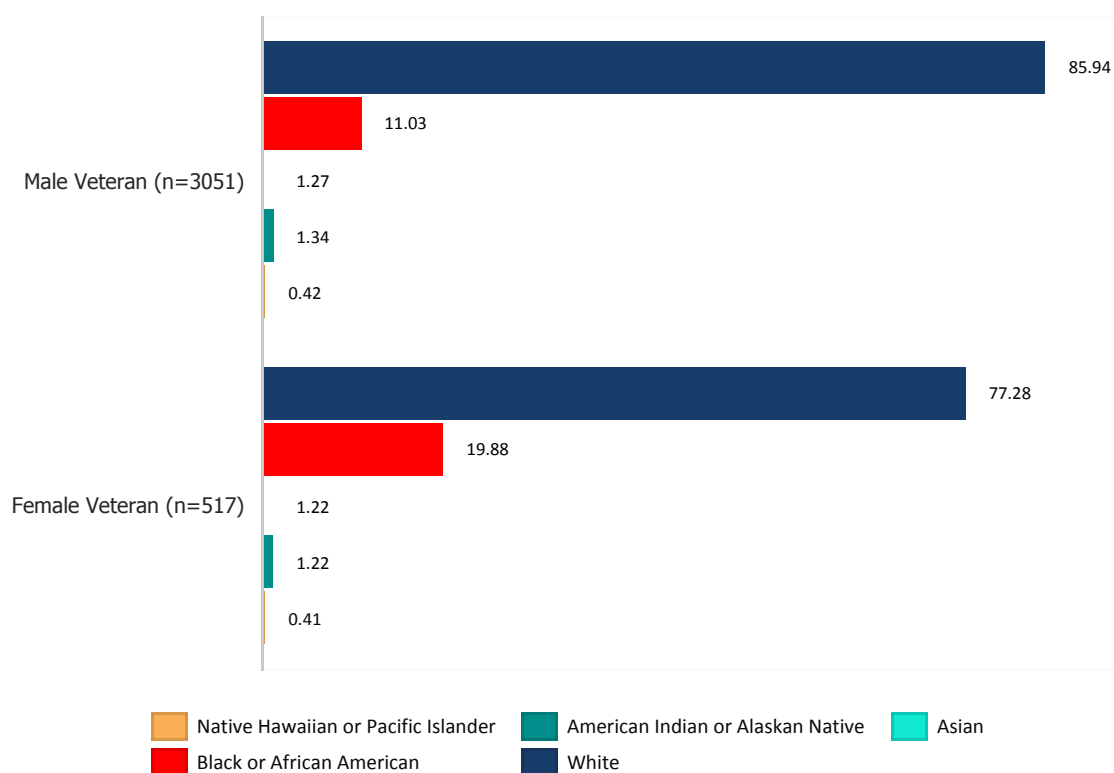
### ELEMENT OF COMPARISON

#### Veteran's race by gender.

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 32: What is your gender?

Question 35: What is your race? (Mark all that apply)

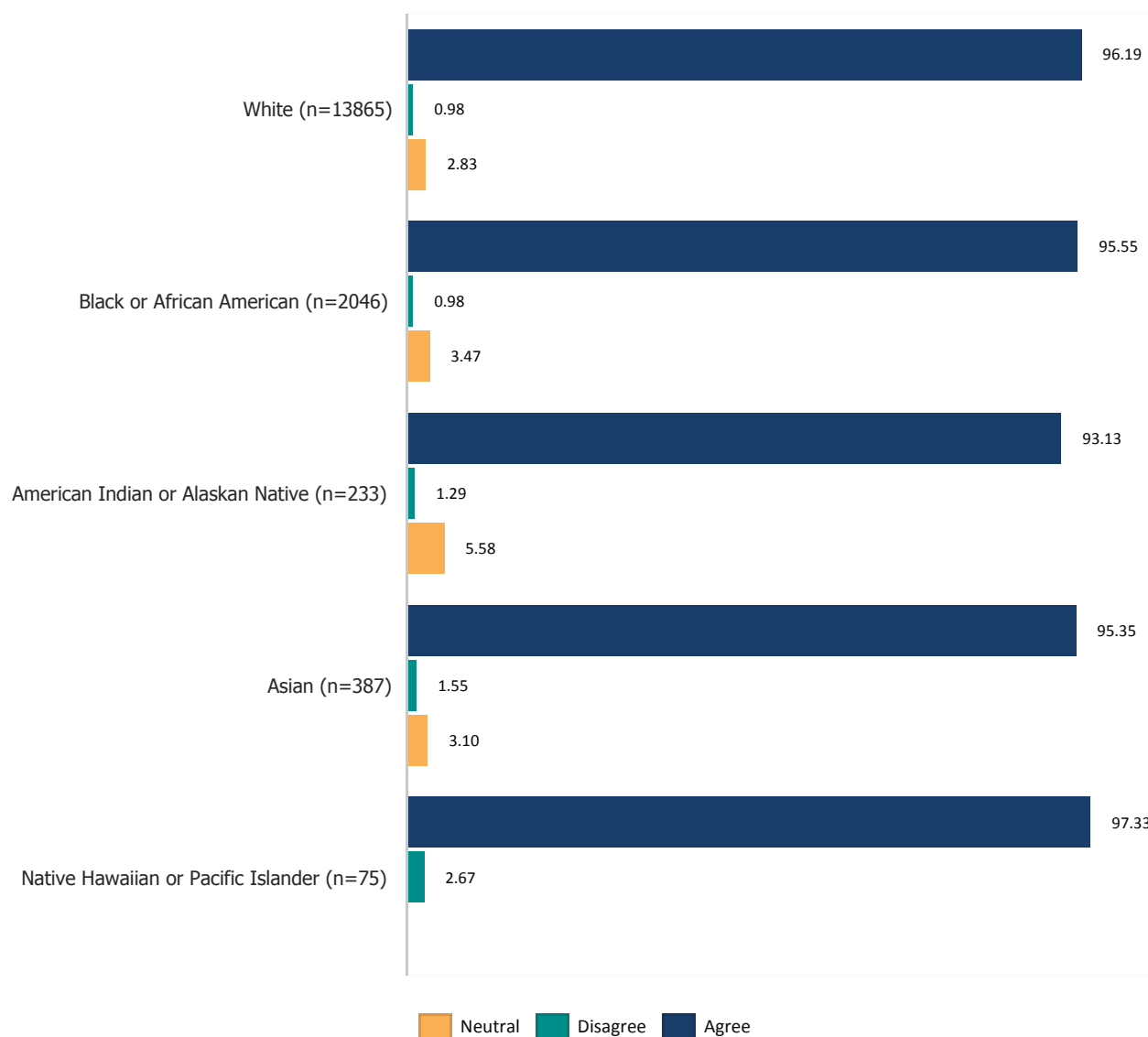


### ELEMENT OF COMPARISON

#### Influence of race on the perception of quality of service.

Question 35: What is your race? (Mark all that apply)

Question 40: The quality of service received from cemetery staff is excellent.



Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

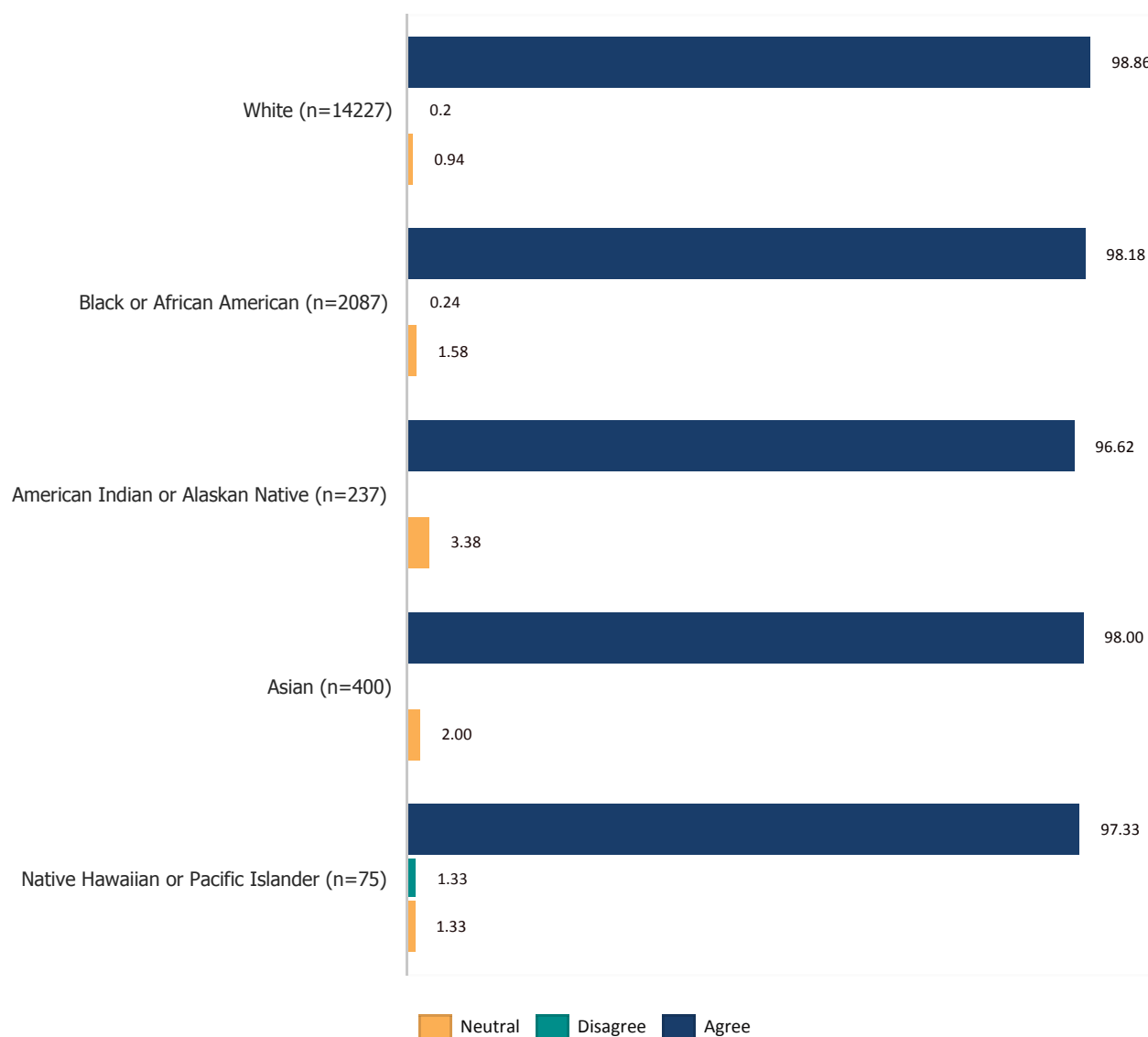
## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

### ELEMENT OF COMPARISON

#### Influence of race on the perception of overall appearance of the national cemetery.

Question 35: What is your race? (Mark all that apply)

Question 45: The overall appearance of the national cemetery is excellent.



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

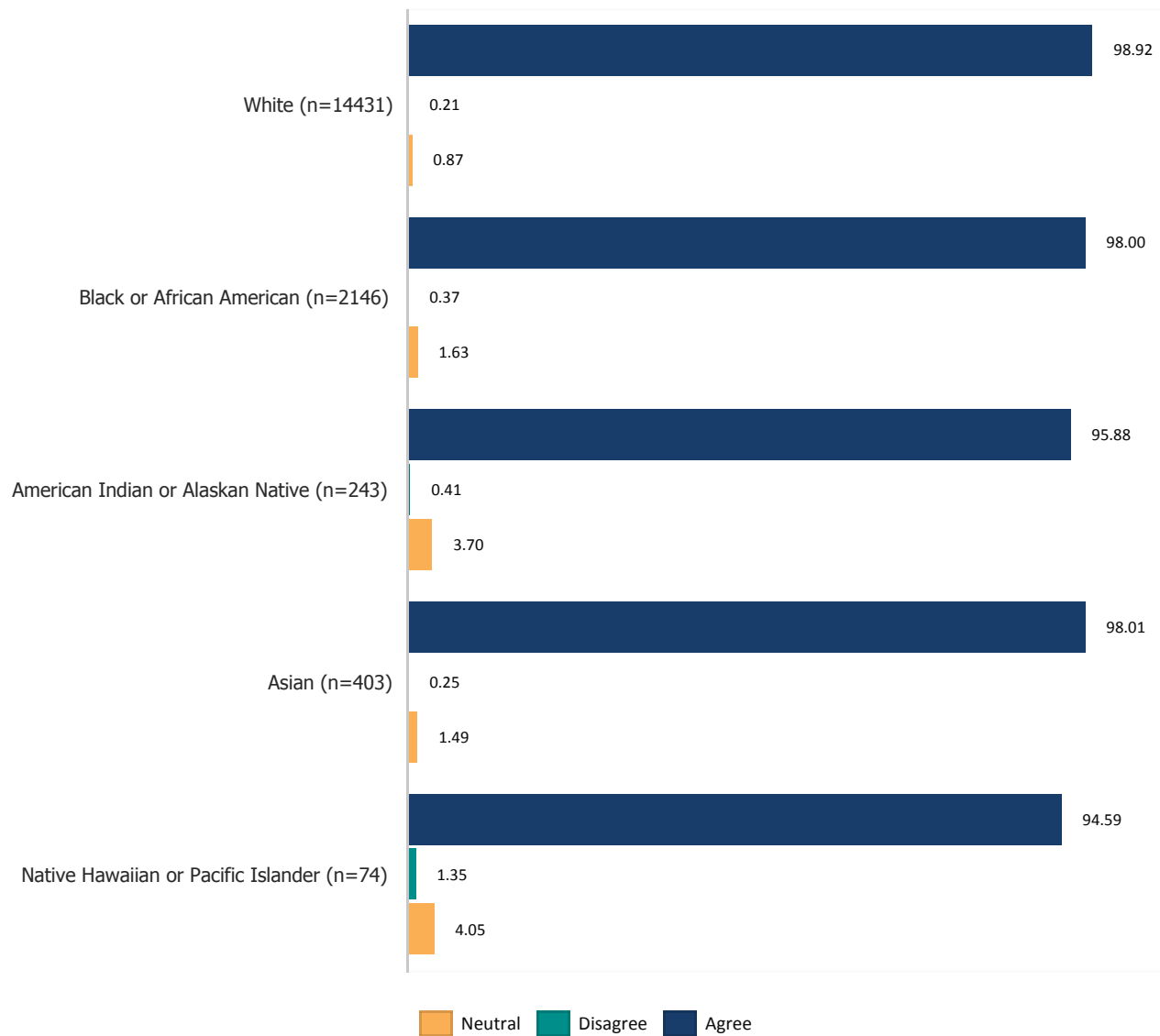
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## ELEMENT OF COMPARISON

### Influence of race on recommending the cemetery.

Question 35: What is your race? (Mark all that apply)

Question 47: I would recommend the cemetery to Veteran families during their time of need.



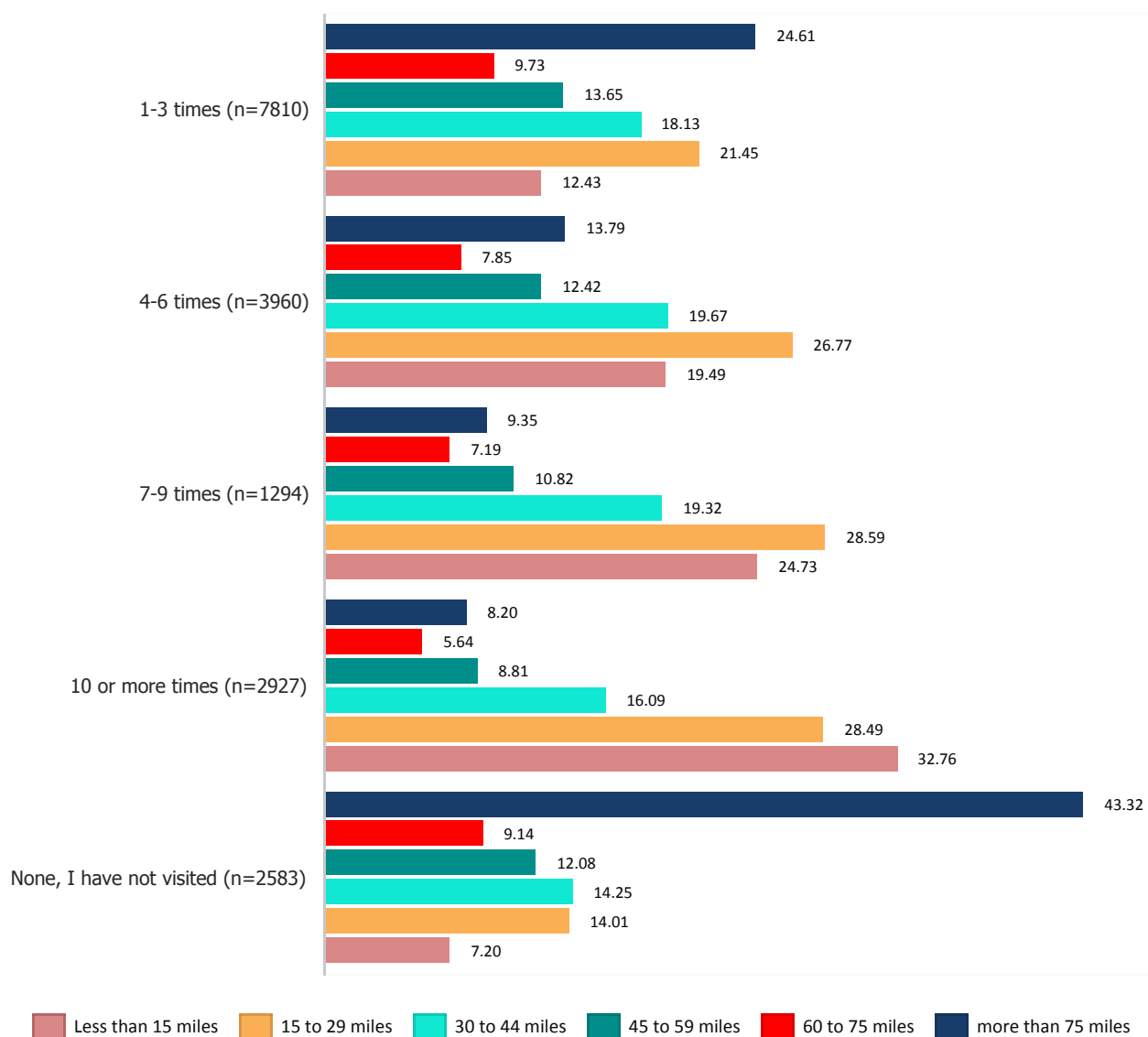
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

### ELEMENT OF COMPARISON

#### Number of times you have visited the national cemetery by the distance to cemetery.

Question 2: How many times have you visited the national cemetery where your loved one was interred?

Question 3: How far do you reside from the national cemetery?



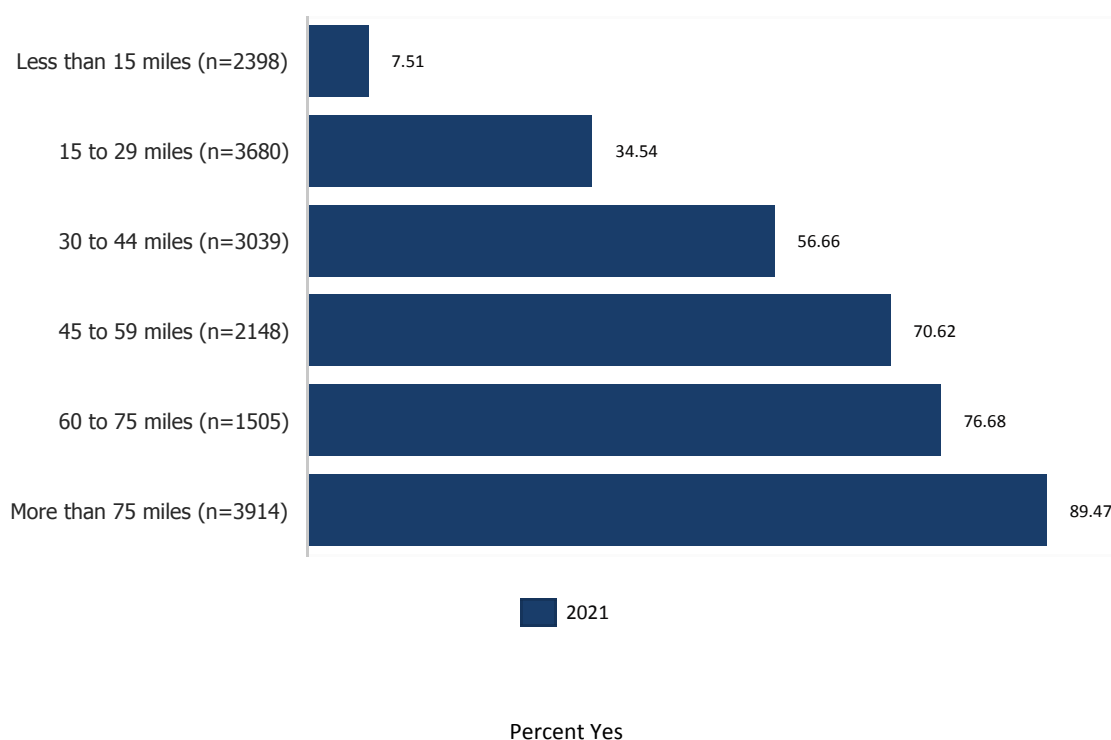
### ELEMENT OF COMPARISON

#### Factors influencing visiting by the distance to cemetery.

Question 3: How far do you reside from the national cemetery?

Question 4a: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

#### ■ Distance to the national cemetery





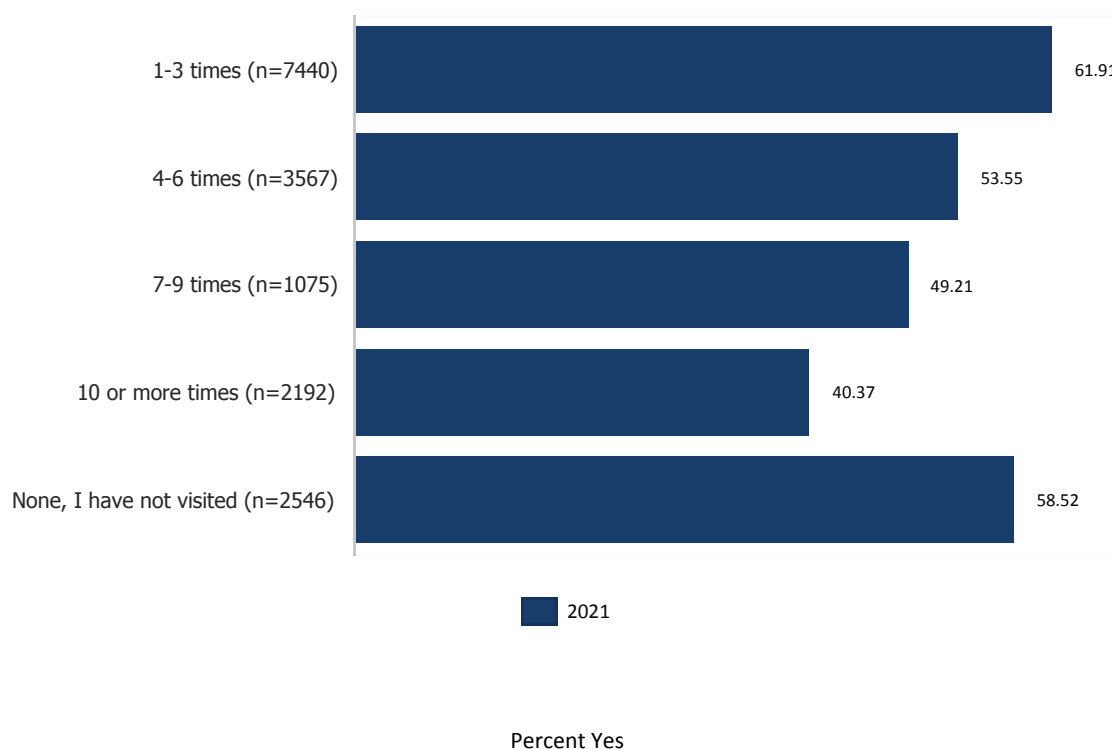
### ELEMENT OF COMPARISON

#### Factors influencing visiting by number of times visiting the national cemetery.

Question 2: How many times have you visited the national cemetery where your loved one was interred?

Question 4a: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

#### ■ Distance to the national cemetery



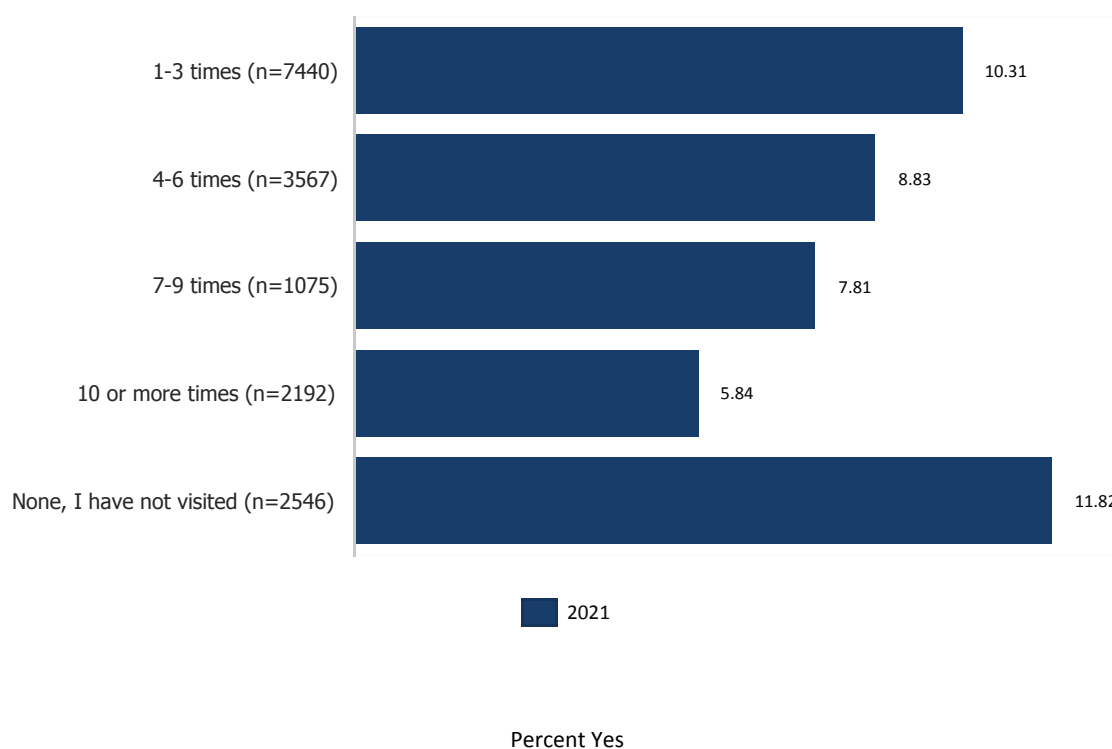
### ELEMENT OF COMPARISON

#### Factors influencing visiting by number of times visiting the national cemetery.

Question 2: How many times have you visited the national cemetery where your loved one was interred?

Question 4b: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

#### ■ Access to transportation



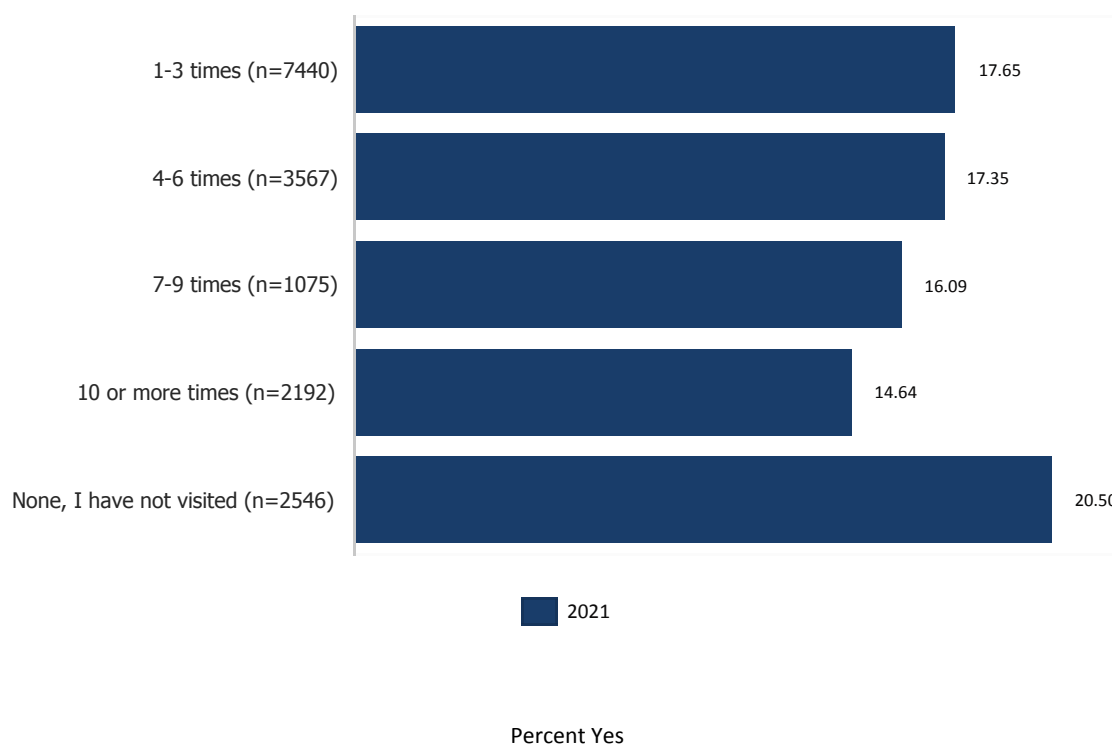
### ELEMENT OF COMPARISON

#### Factors influencing visiting by number of times visiting the national cemetery.

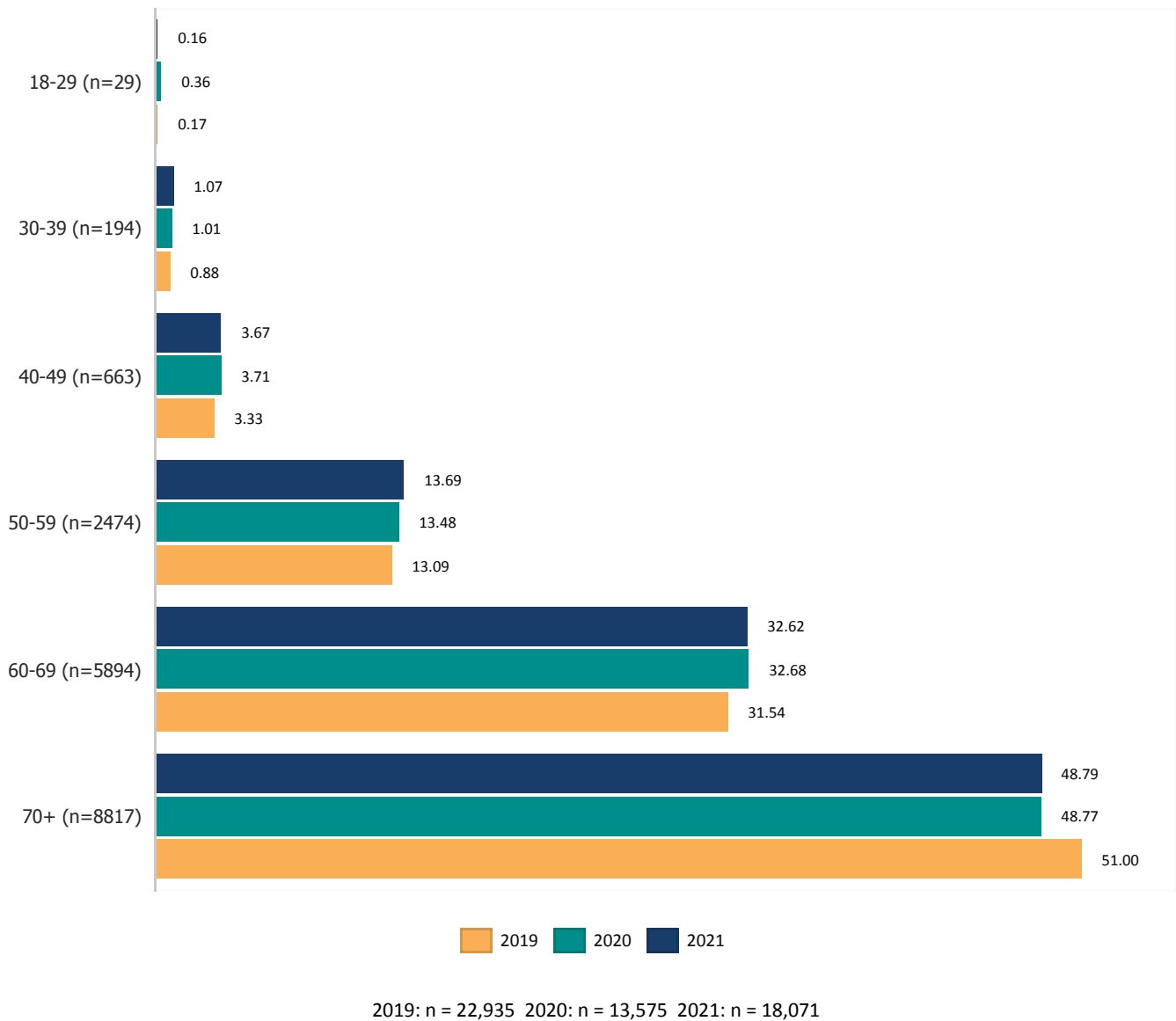
Question 2: How many times have you visited the national cemetery where your loved one was interred?

Question 4c: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

#### ■ Health status

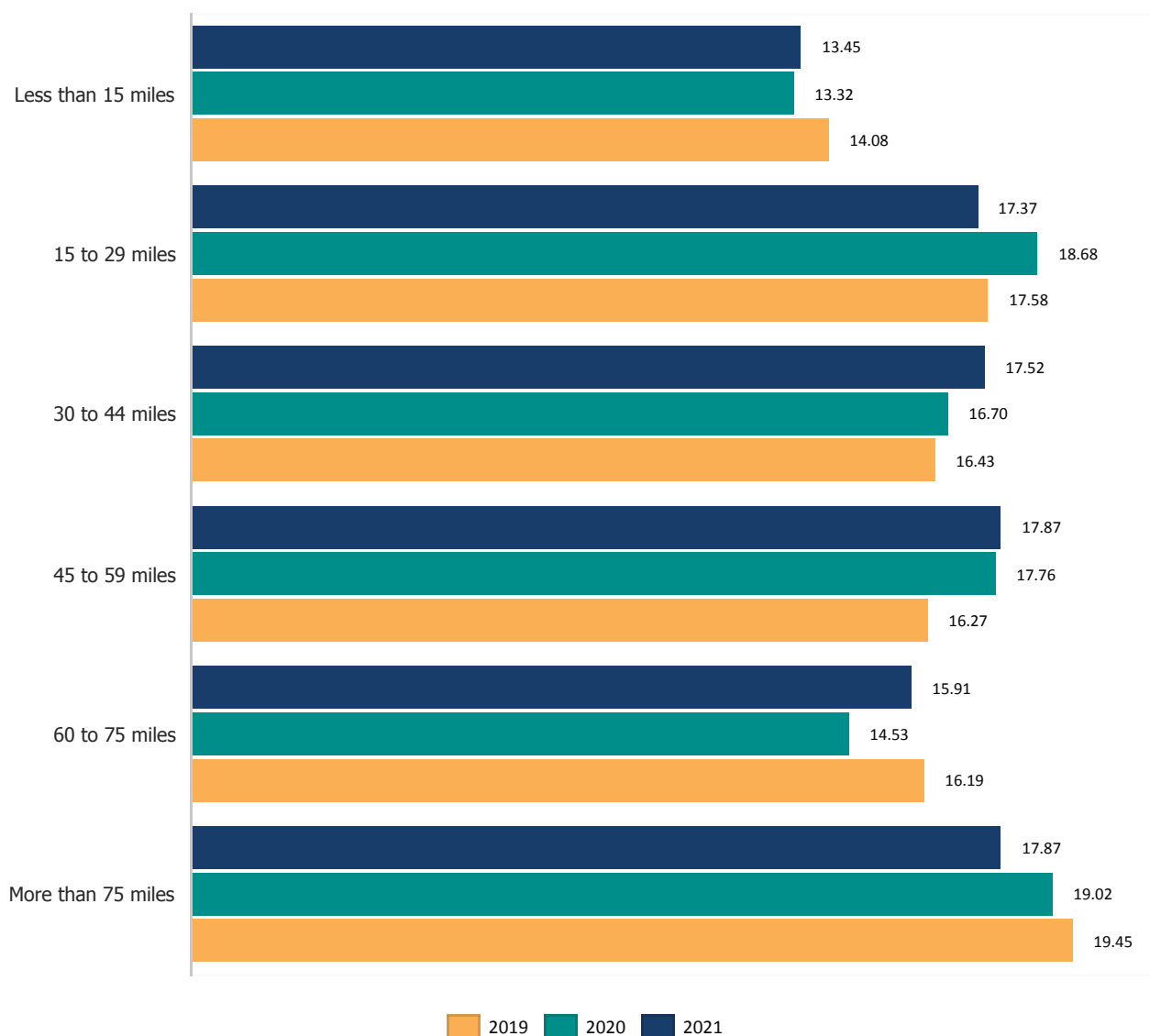


### Question 33: In what year were you born? (Age group)

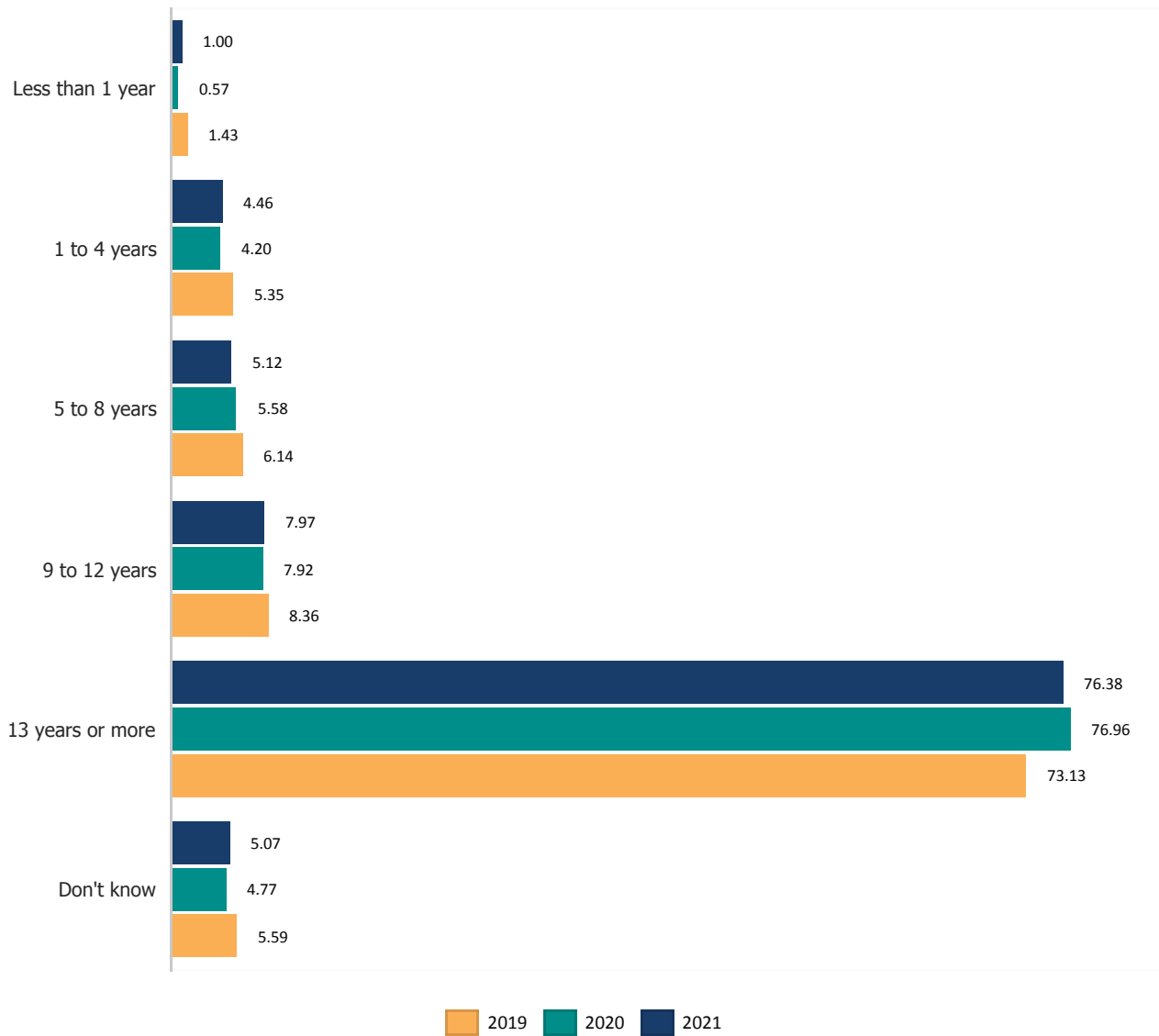


## Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

**Question 2: How far is your funeral home from the national cemetery with which you most frequently do business?**



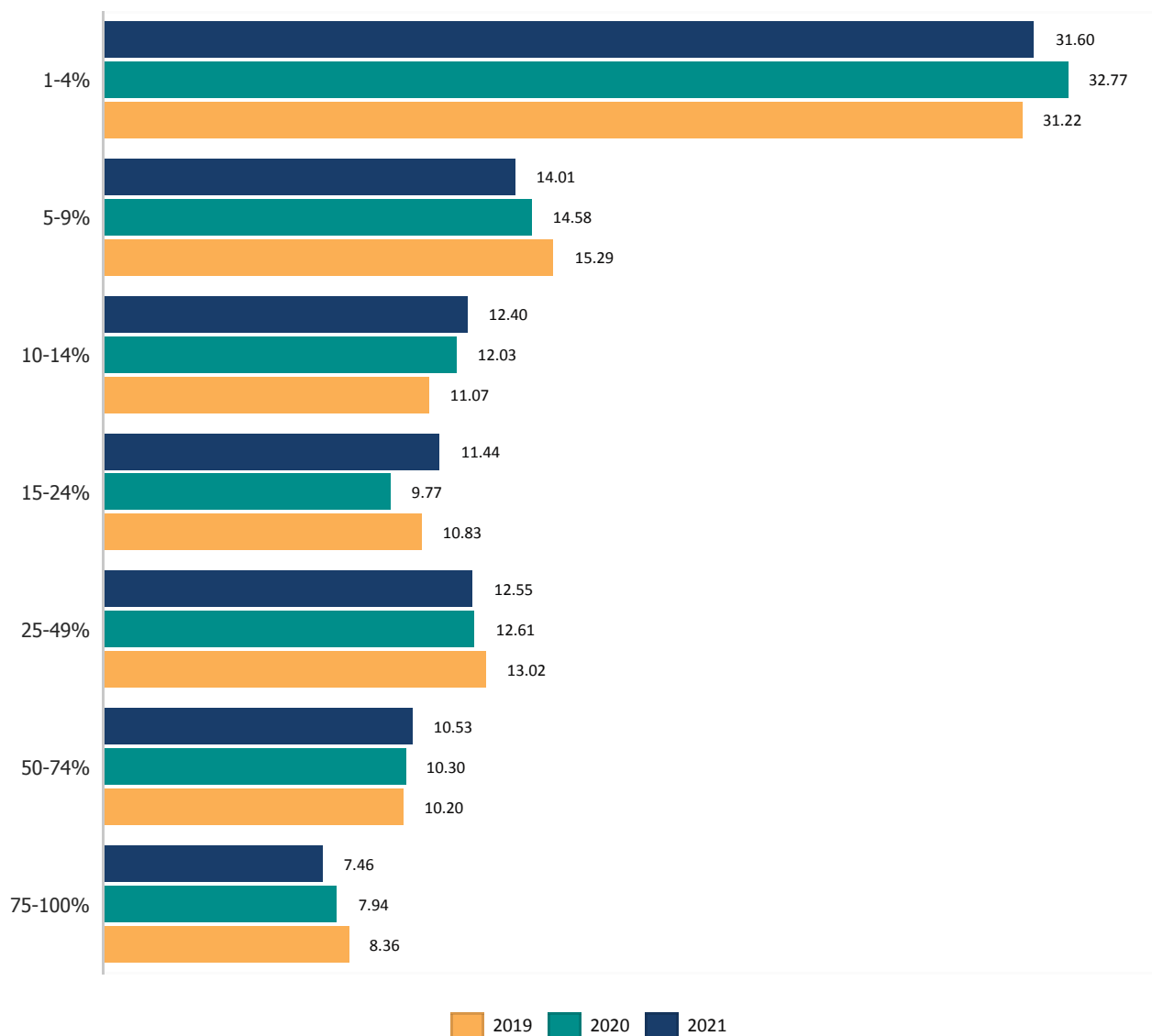
### Question 3: How long has your funeral home worked with the national cemetery?



2019: n = 2,511 2020: n = 2,078 2021: n = 1,984

## Appendix A: Respondent characteristics: Next of kin and Funeral Directors

**Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?**



2019: n = 2,511 2020: n = 2,078 2021: n = 1,984

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## **Appendix B: Methodology and Survey Instruments**

### **SECTION DESCRIPTION**

- Presented within this appendix is a detailed description of the methodology used to develop and administer the 2021 NCA Survey of Satisfaction with National Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- A summary of the types and number of calls received to the survey help line and email address established to respond to survey respondents' questions or concerns about the survey is included.
- Finally, the 2021 national cemetery survey for next of kin, and the national cemetery component of the Funeral Director survey are included as well for reference.



### Project Background

To better assess satisfaction with services provided by national cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2021 Survey of Satisfaction with National Cemeteries. The 2021 survey represents the twenty-first full administration of this satisfaction survey and the eighth time a web survey option was offered to respondents.

The national cemeteries survey was fielded to next of kin and funeral directors from April 14 to June 23, 2021. Mailing data was extracted from NCA's Automated Monument Application System (AMAS) database and the Burial Operations Support System (BOSS) for records with interment dates from January 1, 2020, to December 31, 2020.

Surveys were mailed to 41,218 next of kin who had interred a loved one at a national cemetery. Surveys were also mailed to 11,140 funeral directors who had worked with national, private, and State or Tribal Veterans Cemeteries.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2021 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2021 Survey Instruments

### Survey Development

The survey instrument used for the 2021 survey administration was developed from the 2020 survey instrument. Several modifications were made to the 2020 survey instruments to develop the 2021 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2021 questionnaires.

The final 2021 questionnaires included a total of 55 questions for next of kin, and 40 questions for funeral directors.

#### 2021 National Cemetery Next of Kin Survey

The next of kin 2021 survey instrument revisions were as follows:

- Question 1: A COVID-19 question was added as the first question to the survey to determine if the 2020 NCA service or interments were impacted by the COVID-19 pandemic (e.g., when families were not able to mourn their loved ones in person during the 2020 interment period). The wording was as follows:
  - Q1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?
    - Yes
    - No
    - Don't know
- Question 2: "Since the committal service" was removed from the beginning stem of the question:
  - Q2. How many times have you visited the national cemetery where your loved one was interred?
- The wording of the description regarding the Presidential Memorial Certificates after Question 26 was changed from "Presidential Memorial Certificate" and replaced with "certificate signed by the President of the United States honoring the Veteran's service."

*"For more information about the certificate signed by the President of the United States honoring the Veteran's service, or to order more copies, please visit our web page at [www.cem.va.gov/pmc.asp](http://www.cem.va.gov/pmc.asp)."*
- Question 13: The answer option "Additional seating at the committal service" was added back into the questionnaire. It had previously been included in the survey, but was removed from the 2020 version of the survey.
- Question 27 was split into two separate questions for the 2021 survey. NoK who selected "Very satisfied" or "Satisfied" were directed to go to Question 29.

## Appendix B: Methodology and Survey Instruments

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- 27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?
  - Very satisfied - Go To 29
  - Satisfied - Go To 29
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
- 28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply.)
  - Envelope was bent/torn
  - Name was misspelled
  - Poor print quality
  - Other problem (specify)\_\_\_\_\_
- Question 30: The question header was changed from "Are you aware of the Pre-Need eligibility process?" to "NCA Pre-Need Eligibility Process."
- Question 30a: "NCA" was added before "Pre-Need."
- Question 31: The answer option "Presidential Memorial Certificate" was changed to "Certificate signed by the President of the United States honoring the Veteran's service."
- Question 51: The answer option "Don't know/not applicable" was added.
- Questions 52 and 53: The answer option "Don't know/not applicable" was removed.

### 2021 Funeral Director Survey

The funeral director 2021 survey instrument revisions were as follows:

- The text within the IMPORTANT statement on page 2 and under Question 1 was changed from "last 12 months" to "2020 calendar year."
- Question 8: The text "(the certificate signed by the President of the United States honoring the Veteran's service)" was added after the answer option "Presidential Memorial Certificate."

## Appendix B: Methodology and Survey Instruments

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- The text “(the certificate signed by the President of the United States honoring the Veteran’s service)” was added after “Presidential Memorial Certificate” in the text below Question 8.

### Sampling

#### Sampling Frame

The sampling frame for the 2021 next of kin national cemetery survey included all national cemeteries where a Veteran or family member was eligible to be interred during the 2020 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2021 survey fielding there were 152 national cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2021 surveys was provided to Vistra by NCA by quarter. The initial step was to clean the data and remove records that included fields with missing data critical for successful mailing. Reasons for exclusion in descending order of frequency were:

- 1) Duplicate addresses;
- 2) No NoK name and address;
- 3) No street address;
- 4) Invalid names\*; and
- 5) No NoK state and/or city.

Summary of Reasons for Record Exclusion	
Reason Record Excluded	Number
Duplicate address	4,635
No name AND no address	1,549
No street address	1,392
Invalid names	147
No state and/or city	37
Total excluded	7,760
Total available	131,622
Percent excluded	5.90%

\*Names provided that were not valid next of kin. Examples include the names of coroners, mortuaries, and lawyers for unclaimed remains.

Of the total available records, 5.90% of National NoK records were excluded from sampling selection due to missing data required to have a “usable” record to include for sampling purposes.

## Appendix B: Methodology and Survey Instruments

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As in previous iterations, the funeral director survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys, and over 100,000 records were removed as a result of various de-duplication (“de-duping”).

The records that were deemed eligible, or usable, were based on the American Association for Public Opinion Research (AAPOR) referenced by the federal government. AAPOR classifies the eligibility of data by disposition codes for mail surveys\*\* into categories of “mail surveys of specifically named persons” and “internet surveys of specifically named persons.” AAPOR’s disposition codes inform which records are eligible, or usable, from which to draw sample. Of the 131,622 and 168,821 records available for next of kin and funeral directors, respectively, 123,862 and 11,918 were deemed usable for sample selection.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
National Nok	131,622	123,862
Funeral Directors	168,821	11,918

\*\*The American Association for Public Opinion Research. 2015. Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 8th edition. AAPOR.

### Sample Selection

The 2021 sample selections for next of kin and funeral directors had the overarching goal of achieving comparability with past administrations of the NCA Customer Satisfaction Surveys to avoid a break in the series of survey administration and strive for full comparability from survey administrations in recent years.

As in previous iterations, the national cemetery next of kin survey employed sampling whereas the funeral director survey used a census, which included every available unduplicated record.

The second stage of sampling for the national next of kin survey utilized stratification by creating subgroups, or strata, from which records were selected using simple random sampling (SRS) with different percentages applicable to certain stratum. For example, a policy decision of NCA over all survey administrations has been to select 100% (or a census) of interments at any cemetery with 100 or fewer interments. The cut points and percent of records selected, or probability, within each stratum are provided in the table below. For stratum that contained fewer interments, a 5 percent “buffer” was added to ensure an adequate number of records would be returned for analysis but which did not introduce bias by oversampling.

Stratum Creation by Cemetery Size	
Number of Interments per Cemetery	Percent of Available Records
100 or less	100.00%
101-199	75.00%
200-449	55.00%
450-749	40.00%
750 or more	30.00%

For the national cemetery next of kin survey, probability-based sampling was used which took into account confidence levels, margin of error, variance, and population size. Probability based sampling means that the likelihood of selection for the sample drawn from the population will be known. In contrast, non-probability samples such as convenience samples will gather information from any group that happens to be available at a given place or time so they are not representative. Sampling at random removes sources of error that can bias estimates.

The confidence level for this 2021 survey was 95 percent ( $\alpha = 1 - 0.95$ , or  $\alpha = 0.05$ ) which is in accordance with other federal surveys. A 95 percent confidence level means that 5 times out of 100 the response could be due to chance. The margin of error (MOE) is 3 percent which is frequently used with opinion research. The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. With an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma ( $\sigma$ ) is the standard deviation, and n is the sample size.

## Appendix B: Methodology and Survey Instruments

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Based on this approach, of the final 123,862 usable next of kin records, 43,577 were sampled (35.18%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 41,218 NoK. 11,918 “de-duplicated” funeral directors were sampled and 11,140 were mailed surveys after the NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2020 until December 31, 2020; (2) assisted with interments at State or Tribal Veterans Cemeteries during that same period; or (3) who assisted with obtaining memorial products for interments during that period. Vistra mailed each funeral director three survey instruments contained in one physical survey package: the National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Satisfaction Survey, and the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience.

The below table presents the number of surveys mailed to next of kin by district.

Number of Surveys Mailed by District: Next of Kin	
Continental District	6,858
Midwest District	8,967
North Atlantic District	7,379
Pacific District	9,272
Southeast District	8,742
Total	41,218



### Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
  - A cover letter signed by the Executive Director of Cemetery Operations for the next of kin national cemetery survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
  - A cover letter signed by the Acting Under Secretary for Memorial Affairs for the funeral director survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
- Wave 2: A reminder/thank you postcard.
- Wave 3: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 4: A reminder/thank you/focus group postcard.

In addition to the traditional reminder and thank you postcard, the Wave 4 postcard included an invitation to participate in a focus group as the NCA seeks to gather more qualitative insights on customer experience. Next of kin and funeral directors were instructed to provide their contact information and how they would be willing to participate (i.e. online, by phone, or in person) and return the postage-paid postcard in the mail.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 297 next of kin and 95 funeral directors.

The mailings took place according to the following schedule:

Wave	Date
Wave 1: First Questionnaire	04/14/2021
Wave 2: First Postcard	05/05/2021
Wave 3: Second Questionnaire	05/26/2021
Wave 4: Second Postcard	06/09/2021
Close of Field Date	06/23/2021

### Survey Help Line

To facilitate responses during the survey administration period, Vistra maintained a survey-specific, toll-free survey help line and email address where respondents could ask questions. A live agent returned all survey-related calls and emails within 24 hours or the next business day.

Overall, during the survey administration period 905 respondents called or emailed (884 calls, 21 emails) the help line with questions pertaining to the 2021 NCA Customer Satisfaction Surveys. Calls and emails were fielded from April 17 to June 24, 2021.

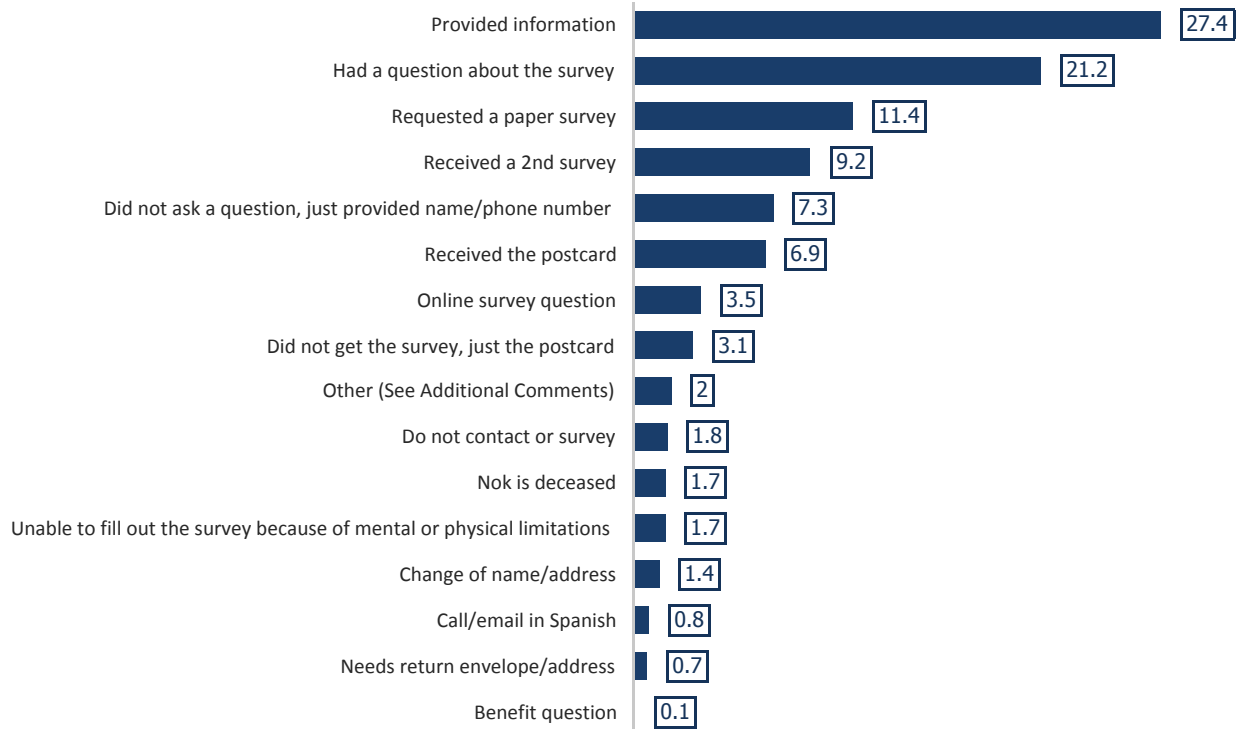
The majority of calls/emails received pertained to one of the following:

- **Provided information**
  - Callers provided general information about the status of their survey. This information included if they sent in the survey, when they would send the survey, or why they would not be completing the survey.
- **Survey-related questions**
  - Questions varied by caller, but common themes included how to answer a particular question, not understanding terminology on the survey, not understanding the difference between a “national” and “state or tribal” cemetery, inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it), whether they could turn the survey in late due to their COVID delaying the service, and how to access the online survey.
- **Requested a paper survey**
  - Callers requested a paper survey for the following reasons: they did not receive the initial survey, they misplaced or discarded the survey, or they could not remember whether they sent in the survey.
- **Request to not be contacted**
  - Callers requested to be removed from the mailing list for the following reasons: they completed the survey and received a second survey or postcard, they did not want to participate in the survey, or because the next of kin is deceased.
- **NCA-related questions and comments**
  - Questions varied by caller, but common themes included requesting a Presidential Memorial Certificate, questions or comments about the interment service, questions about being buried or interred with their spouse, and questions or comments about the headstone, marker, or medallion. As appropriate, these questions were referred to NCA, with the appropriate NCA element making the follow-up contact.

## Appendix B: Methodology and Survey Instruments

The below chart and table show the reasons for the calls/emails.

### Top 5 Call Reasons

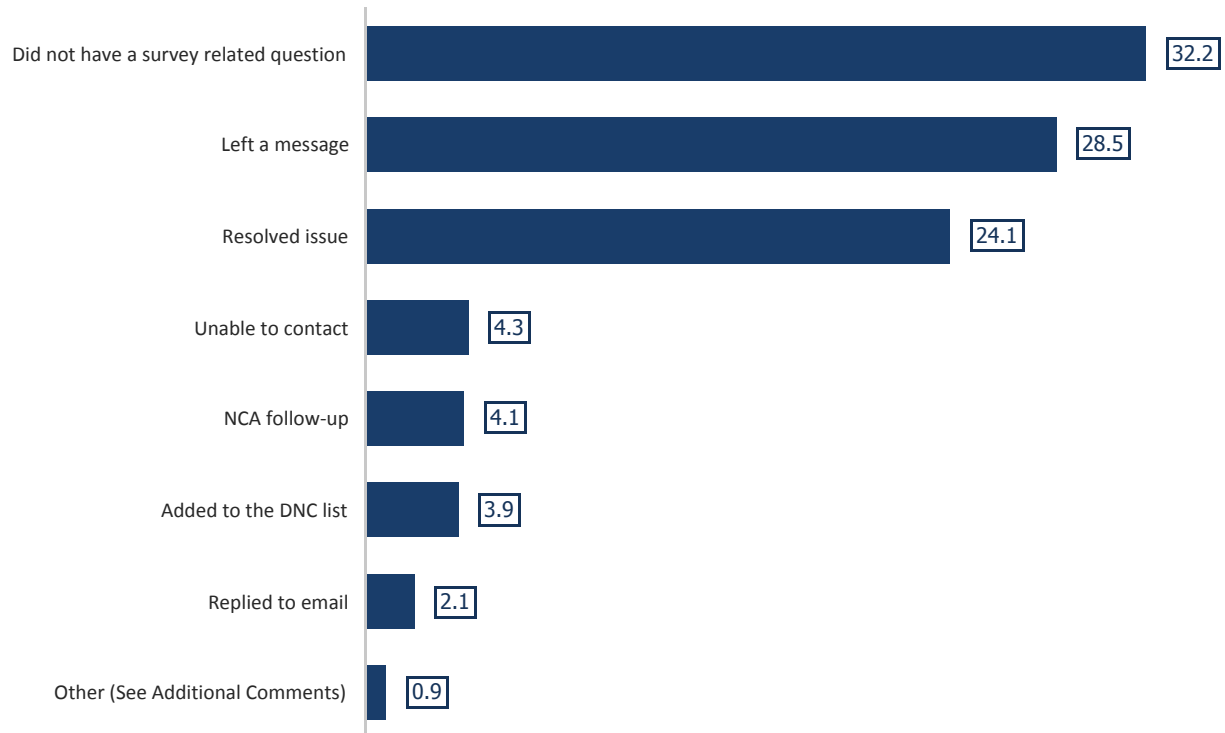


Reasons for calls	N	Percentage
Provided information	248	27.40%
Had a question about the survey	192	21.20%
Requested a paper survey	103	11.40%
Received a 2nd survey	83	9.20%
Did not ask a question, just provided name/phone number	66	7.30%
Received the postcard	62	6.90%
Online survey question	32	3.50%
Did not get the survey, just the postcard	28	3.10%
Other (See Additional Comments)	18	2.00%
Do not contact or survey	16	1.80%
Unable to fill out the survey because of mental or physical limitations	15	1.70%
Nok is deceased	15	1.70%
Change of name/address	13	1.40%
Call/email in Spanish	7	0.80%
Needs return envelope/address	6	0.70%
Benefit question	1	0.10%
<b>Grand Total</b>	<b>905</b>	<b>100%</b>

## Appendix B: Methodology and Survey Instruments

The below chart and table show the call/email resolutions.

### Top 5 Call Resolutions



Resolutions	N	Percentage
Did not have a survey related question	291	32.20%
Left a message	258	28.50%
Resolved issue	218	24.10%
Unable to contact	39	4.30%
NCA follow-up	37	4.10%
Added to the DNC list	35	3.90%
Replied to email	19	2.10%
Other (See Additional Comments)	8	0.90%
Grand Total	905	100%

OMB Control Number 2900-0571  
Estimated Completion Time: 20 Minutes

**U.S. DEPARTMENT OF VETERANS AFFAIRS  
NATIONAL CEMETERY ADMINISTRATION**

**NATIONAL CEMETERIES:  
2021 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY**



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

**Marking Instructions**

**The survey will take about 20 minutes to complete.**

Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

**Correct Mark**



**Incorrect Marks**



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069  
or [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).**



NATIONAL CEMETERY ADMINISTRATION  
295127-2

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p><i>Please complete this survey based on your experiences at the national cemetery where your loved one was interred.</i></p> <p><b>1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p> <p><b>2. How many times have you visited the national cemetery where your loved one was interred?</b></p> <p><input type="radio"/> 1 – 3</p> <p><input type="radio"/> 4 – 6</p> <p><input type="radio"/> 7 – 9</p> <p><input type="radio"/> 10 or more</p> <p><input type="radio"/> None, I have not visited</p> <p><b>3. How far do you reside from the national cemetery?</b></p> <p><input type="radio"/> Less than 15 miles</p> <p><input type="radio"/> 15 to 29 miles</p> <p><input type="radio"/> 30 to 44 miles</p> <p><input type="radio"/> 45 to 59 miles</p> <p><input type="radio"/> 60 to 75 miles</p> <p><input type="radio"/> More than 75 miles</p> <p><b>4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)</b></p> <p><input type="radio"/> Distance to the national cemetery</p> <p><input type="radio"/> Access to transportation</p> <p><input type="radio"/> Health status</p> <p><input type="radio"/> Other (specify) _____</p> <p><b>5. Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><b>6. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → Go To #8</p>		<p><b>7. How did you learn of these benefits prior to your time of need? (Mark all that apply)</b></p> <p><input type="radio"/> Family member/friend</p> <p><input type="radio"/> Pre-Need Burial Eligibility Determination</p> <p><input type="radio"/> Funeral home</p> <p><input type="radio"/> Military discharge-related materials</p> <p><input type="radio"/> Other Veteran/active duty member</p> <p><input type="radio"/> VA/NCA pamphlet, newsletter, brochure,</p> <p><input type="radio"/> VA/NCA website</p> <p><input type="radio"/> VA/NCA social media (Facebook or Twitter)</p> <p><input type="radio"/> Veterans Service Organization</p> <p><input type="radio"/> Other VA organization</p> <p><input type="radio"/> Local newspaper/news report</p> <p><input type="radio"/> Public events (e.g., parades, speeches)</p> <p><input type="radio"/> Professional/military association meetings</p> <p><b>8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)</b></p> <p><input type="radio"/> E-mail</p> <p><input type="radio"/> VA/NCA website</p> <p><input type="radio"/> VA/NCA social media (Facebook or Twitter)</p> <p><input type="radio"/> Newsletter/flyer</p> <p><input type="radio"/> Local newspaper/television news reports</p> <p><input type="radio"/> Public events (e.g., parades, speeches)</p> <p><input type="radio"/> Professional/military association meetings</p> <p><input type="radio"/> Other (specify) _____</p> <p><b>9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?</b></p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><b>10. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?</b></p> <p><input type="radio"/> Very informed</p> <p><input type="radio"/> Somewhat informed</p> <p><input type="radio"/> Neither informed nor uninformed</p> <p><input type="radio"/> Somewhat uninformed</p> <p><input type="radio"/> Very uninformed</p>	

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- 2 -



## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>11. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No, a funeral director scheduled it on my behalf → Go To #13</p> <p><input type="radio"/> Don't know → Go To #13</p> <p>12. How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>13. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <p><input type="radio"/> Visit the gravesite</p> <p><input type="radio"/> View the burial</p> <p><input type="radio"/> Specific religious practices (e.g., blessing the gravesite)</p> <p><input type="radio"/> Specific cultural practices (e.g., spreading placement of earth/soil into the grave)</p> <p><input type="radio"/> Additional seating at the committal service</p> <p><input type="radio"/> Handicapped accommodations</p> <p><input type="radio"/> No, my family did not have any special needs or requests → Go To #15</p> <p>14. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <p><input type="radio"/> Yes, completely</p> <p><input type="radio"/> Yes, somewhat</p> <p><input type="radio"/> No, and I understand why</p> <p><input type="radio"/> No, and I did not understand why</p> <p>15. In what religious practice was the burial conducted?</p> <p><input type="radio"/> Christian</p> <p><input type="radio"/> Catholic</p> <p><input type="radio"/> Muslim</p> <p><input type="radio"/> Jewish</p> <p><input type="radio"/> Buddhist</p> <p><input type="radio"/> Hindu</p> <p><input type="radio"/> Atheist</p> <p><input type="radio"/> Agnostic</p> <p><input type="radio"/> None</p> <p><input type="radio"/> Other (specify) _____</p>	<p>16. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?</p> <p><input type="radio"/> Yes, I viewed it online</p> <p><input type="radio"/> Yes, the funeral director provided it</p> <p><input type="radio"/> No → Go To #19</p> <p>Please indicate your level of agreement with the following statement:</p> <p>17. The video(s) helped me understand the burial process at the national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>18. Was your experience at the national cemetery similar to the video on service options you viewed?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>19. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><input type="radio"/> My loved one did not receive military funeral honors</p> <p>20. Overall, how satisfied were you with the committal service at the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>21. Were the headstone, marker, or columbarium niche cover inscription options explained to you?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Not sure/don't know</p>		

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>22. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>23. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <input type="radio"/> Don't know/the marker or headstone has not yet arrived → Go To #26</p> <p>24. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know</p> <p>25. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p> <p><u>If your loved one was NOT a Veteran please go to Question 30.</u></p> <p>26. If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Yes <input type="radio"/> No → Go To #30</p> <p><i>For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>.</i></p> <p>27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Very satisfied → Go To #29 <input type="radio"/> Somewhat satisfied → Go To #29 <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)</p> <p><input type="radio"/> Envelope was bent/torn <input type="radio"/> Name was misspelled <input type="radio"/> Poor print quality <input type="radio"/> Other problem (specify) _____</p> <p>Please indicate your level of agreement with the following statement:</p> <p>29. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</p> <p><input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree</p> <p>30. NCA Pre-Need Eligibility Process:</p> <p>a. Are you aware of the NCA Pre-Need Eligibility Process? <input type="radio"/> Yes <input type="radio"/> No</p> <p>b. Have you applied? <input type="radio"/> Yes <input type="radio"/> No</p> <p>c. Do you intend to apply? <input type="radio"/> Yes <input type="radio"/> No</p> <p>d. If you applied, were you satisfied with the length of time it took to receive a certificate of approval? <input type="radio"/> Yes <input type="radio"/> No</p> <p>31. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I was well informed <input type="radio"/> Details of the committal service <input type="radio"/> Military funeral honors <input type="radio"/> Location of gravesite <input type="radio"/> Layout of cemetery (maps) <input type="radio"/> Directions to cemetery <input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service <input type="radio"/> Floral policy <input type="radio"/> Headstone or marker inscription options <input type="radio"/> Timeline for placement of headstone/ marker</p> <p>32. What is your gender?</p> <p><input type="radio"/> Male <input type="radio"/> Female</p>

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- 4 -



## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>			
<p>33. In what year were you born?</p> <p>_____</p> <p>34. Are you Hispanic or Latino?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>35. What is your race? (Mark one or more)</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Black or African American</p> <p><input type="radio"/> American Indian or Alaska Native</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Native Hawaiian or other Pacific Islander</p>					
<div style="border: 1px solid black; display: inline-block; padding: 5px; margin: 10px auto; width: 60%;">                     For the following series of statements please indicate your level of agreement.                 </div>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
36. The upkeep of the headstones, markers, or columbarium niche covers is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The committal shelter used for the service was private, clean, and free of safety hazards .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The cemetery honors all Veterans and their service to our nation. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. There are sufficient signs within the cemetery to assist visitors. .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The quality of service received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The national cemetery staff was courteous. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The appearance of my loved one's gravesite/columbaria is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. The information kiosks (i.e., gravesite locators) are helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. The overall appearance of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Overall, I am satisfied with my experience at the national cemetery .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. I would recommend the cemetery to Veteran families during their time of need .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. My experiences with the national cemetery exceeded my expectations .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>51. Have you visited a State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No -&gt; Go To #54</p> <p><input type="radio"/> Don't know/not applicable -&gt; Go To #54</p> <p>Please indicate your level of agreement with the following statements.</p> <p>52. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p>	<p>53. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>54. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p><input type="radio"/> Don't know/not applicable</p>
<p>55. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>Note:</b> If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):</p> <p>_____</p> <p>Thank you very much for taking the time to complete this questionnaire.</p> <p>PLEASE mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:</p> <p>DEPARTMENT OF VETERANS AFFAIRS VA NCA CUSTOMER SATISFACTION SURVEY PO BOX 510570 LIVONIA, MI 48151</p> <p>If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or <a href="mailto:VistraResearch@ConsultVistra.com">VistraResearch@ConsultVistra.com</a>.</p>	

OMB Control Number 2900-0571  
Estimated Completion Time: 20-30 Minutes

## U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

### 2021 FUNERAL DIRECTOR SATISFACTION SURVEY

*(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)*



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

#### Marking Instructions

##### **The survey will take about 20-30 minutes to complete.**

Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

##### **Correct Mark**



##### **Incorrect Marks**



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069  
or [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).**



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NATIONAL CEMETERY ADMINISTRATION  
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- 1 -

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



## NATIONAL CEMETERIES SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:** Did you conduct business at a National Cemetery during the 2020 calendar year?

☐ Yes -> Go to Question 1

☐ No -> Go to the Memorial Products Service Satisfaction Survey on Page 5

1. In the survey packet, look at the form labeled "INSTRUCTIONS FOR COMPLETING THE NATIONAL CEMETERIES SATISFACTION SURVEY QUESTION 1" to identify which national cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.

	0	0
	1	1
	2	2
	3	3
	4	4
	5	5
	6	6
	7	7
	8	8
	9	9

Please complete this survey based on your experiences at this national cemetery within the 2020 calendar year.

2. How far is your funeral home from the national cemetery with which you most frequently do business?

☐ Less than 15 miles    ☐ 45 to 59 miles  
☐ 15 to 29 miles    ☐ 60 to 75 miles  
☐ 30 to 44 miles    ☐ More than 75 miles

3. How long has your funeral home worked with the national cemetery?

☐ Less than 1 year    ☐ 9 to 12 years  
☐ 1 to 4 years    ☐ 13 years or more  
☐ 5 to 8 years    ☐ Don't Know

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?

☐ 1-4%    ☐ 25-49%  
☐ 5-9%    ☐ 50-74%  
☐ 10-14%    ☐ 75-100%  
☐ 15-24%

5. How would you characterize the overall communication from the national cemetery to your funeral home?

☐ Excellent  
☐ Good  
☐ Fair  
☐ Poor

6. Do you feel that you are well informed by the national cemetery of its policies and procedures?

☐ Yes, well informed  
☐ Yes, somewhat well informed  
☐ No, not well informed

7. In general, of the following services, which one provides you the **MOST** information about national cemetery policies and procedures? (Mark only one)

☐ VA/NCA Website  
☐ Local newspaper/television news reports  
☐ Public events (e.g., parades, exhibits, speeches)  
☐ Professional associations/conventions/ meetings  
☐ Veterans Service Officers  
☐ Outreach by cemetery staff  
☐ Other (specify): \_\_\_\_\_

8. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

☐ None, I feel well informed  
☐ Eligibility requirements for burial in a national cemetery  
☐ Scheduling process  
☐ Military funeral honors  
☐ Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)  
☐ Floral policy  
☐ Headstone, marker, or columbarium niche cover inscription options

For information about the Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service) or to order more copies, please visit our web page at [www.cem.va.gov/pmc.asp](http://www.cem.va.gov/pmc.asp).

9. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

☐ Phone  
☐ Fax  
☐ Letter  
☐ Email  
☐ VA/NCA Website  
☐ Newsletter or flyer

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- 2 -



## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p><b>10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?</b></p> <p> <input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied                 </p> <p><b>11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?</b></p> <p> <input type="radio"/> Superior to private cemeteries  <input type="radio"/> Better than private cemeteries  <input type="radio"/> About the same  <input type="radio"/> Worse than private cemeteries  <input type="radio"/> Much worse than private cemeteries  <input type="radio"/> Don't know/not applicable                 </p> <p><b>12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?</b></p> <p> <input type="radio"/> Yes    <input type="radio"/> No                 </p> <p><i>For general information about eligibility for interment at a national cemetery, please visit our web page at <a href="http://www.cem.va.gov/ceem/burial_benefits/eligible.asp">www.cem.va.gov/ceem/burial_benefits/eligible.asp</a>.</i></p> <p><b>13. Are you aware there are resources available for Funeral Directors on the NCA website?</b></p> <p> <input type="radio"/> Yes    <input type="radio"/> No-&gt; Go to #17                 </p> <p><b>14. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?</b></p> <p> <input type="radio"/> Yes    <input type="radio"/> No                 </p> <p><b>15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Did not view the videos                 </p> <p><b>16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?</b></p> <p> <input type="radio"/> Yes    <input type="radio"/> No                 </p>		<p><b>17. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?</b></p> <p> <input type="radio"/> Yes    <input type="radio"/> No                 </p> <p><b>18. How easy is the process of scheduling an interment at the national cemetery?</b></p> <p> <input type="radio"/> Very easy  <input type="radio"/> Somewhat easy  <input type="radio"/> Neither easy nor hard  <input type="radio"/> Somewhat hard  <input type="radio"/> Very hard                 </p> <p><b>19. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?</b></p> <p> <input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied                 </p> <p><b>20. During committal services, how often do you receive the support you need from cemetery staff?</b></p> <p> <input type="radio"/> Always  <input type="radio"/> For the most part  <input type="radio"/> Occasionally  <input type="radio"/> Never                 </p> <p><b>21. Generally, how often do committal services at the national cemetery start on time?</b></p> <p> <input type="radio"/> Always  <input type="radio"/> For the most part  <input type="radio"/> Occasionally  <input type="radio"/> Never                 </p> <p><b>22. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?</b></p> <p> <input type="radio"/> Very successful  <input type="radio"/> Somewhat successful  <input type="radio"/> Neither successful nor unsuccessful  <input type="radio"/> Somewhat unsuccessful  <input type="radio"/> Very unsuccessful  <input type="radio"/> Don't know/Not applicable                 </p>	

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.      Correct Mark ○ ○ ● ○      Incorrect Marks ✓ ✗ • ◉

**23. How easy is it to schedule military honors at the national cemetery?**

☐ Very easy  
☐ Somewhat easy  
☐ Neither easy nor hard  
☐ Somewhat hard  
☐ Very hard

**24. To what extent is the quality of military honors acceptable?**

☐ Very acceptable  
☐ Somewhat acceptable  
☐ Neither acceptable or unacceptable  
☐ Somewhat unacceptable  
☐ Very unacceptable

**For the following series of statements please indicate your level of agreement.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The committal shelter used for the service was private, clean, and free of safety hazards .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The cemetery honors all Veterans and their service to our nation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. There are sufficient signs within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The quality of service received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The national cemetery staff was courteous.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The information kiosks (i.e., gravesite locators) are helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The overall appearance of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am satisfied with my experience at the national cemetery .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I would recommend the cemetery to Veteran families during their time of need .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. My experiences with the national cemetery exceeded my expectations .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

☐

☐

☒

☐

Incorrect Marks

☒

☒

☒

☒

40. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

**Note:** If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):

- 5 -

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## Appendix C: User Guide

### SECTION DESCRIPTION

- This section presents an explanation of how to understand and interpret the graphs and tables used in this report:
  - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “strongly agree” to “strongly disagree”).
  - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).

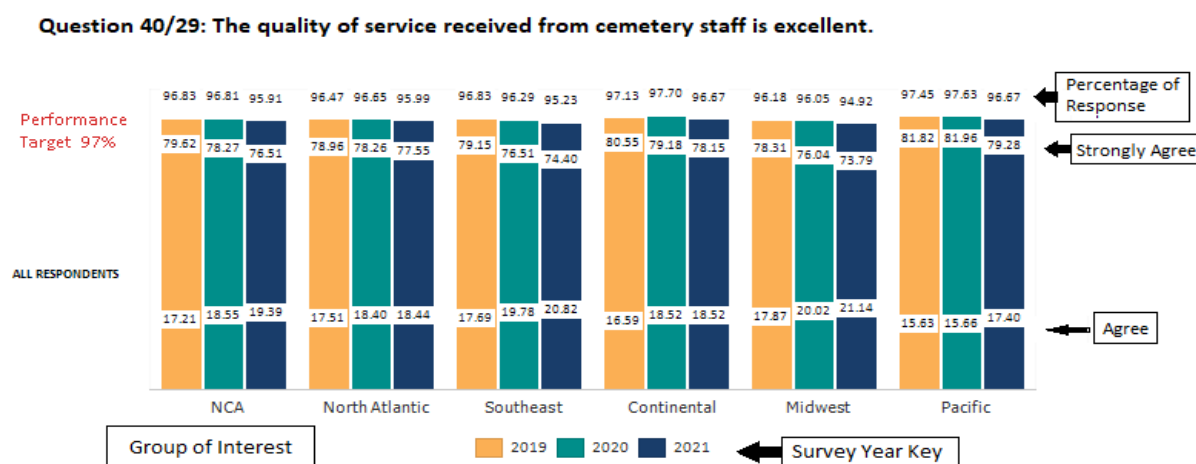


### Question Numbers

Questions that were asked of both next of kin and funeral directors are combined in All Respondents graphs followed by the next of kin and funeral directors in separate graphs. When presented together, the first number presented for the question is the question number in the survey instrument asked of next of kin, while the second number is the question number in the survey instrument asked of funeral directors. In the below example, Question 40 was asked of next of kin in the national cemetery satisfaction survey, while Question 29 was asked of funeral directors in the funeral director survey.

### Stacked Bar Graphs

Stacked bar graphs are used in this report to illustrate the results of survey items with a continuous response scale (e.g., “strongly agree” to “strongly disagree”). The graphs depict the frequency of positive responses to an item, while maintaining the distinction between the degree of endorsement (e.g., “agree” and “strongly agree”). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all NCA survey participants. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.



A survey year key is located at the bottom of the graph. When data are available, the graph will display data from the current year and the previous two years. According to the key in this example, 2021 data are shown by the blue bars (darkest shade), 2020 data are shown by the green bars (medium shade), and 2019 data are shown by the yellow bars (lightest shade).

The top percentages represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the bottom percentages are the moderate responses (in this case, “Agree”). For example, in the above graph 19.39% of all NCA respondents selected “agree” in 2021 and 76.51% selected “strongly agree,” so in total, 95.91% of participants responded positively to this item.

When an NCA performance target exists for an item, the performance target is presented at the top left of the graph. This is meant to aid with the comparison between NCA’s performance target on the item and the actual satisfaction survey data. In this example, the performance target is 97%, while the actual satisfaction scores on this item have ranged from 95% to 98%. Note that performance targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not depict a performance target.

## Appendix C: User Guide

### Data Tables

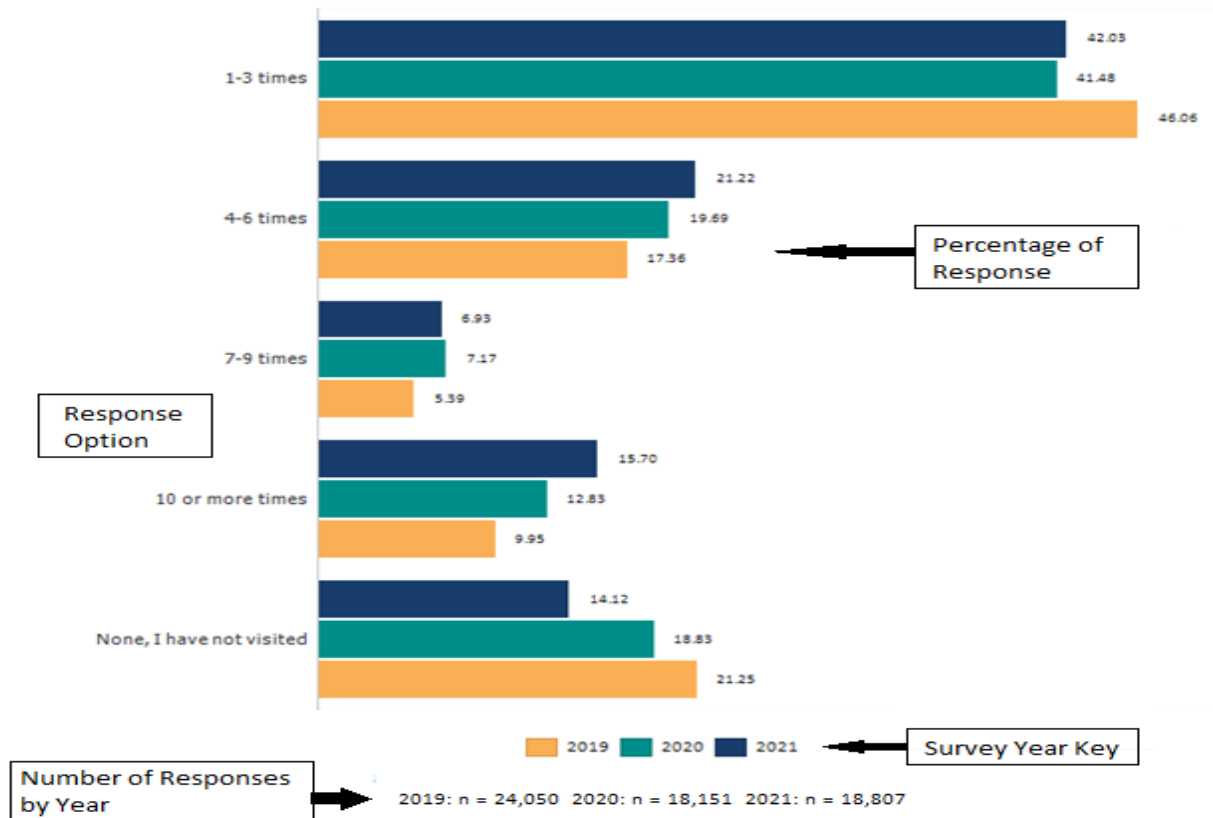
Accompanying each stacked bar graph is a data table that presents detailed item-level results for the current year and the previous two years (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
n		25874	20210	19641	4220	3434	3478	5810	4240	4116	3507	3054	2993	5841	4823	4586	5983	4645	3941
Strongly agree		79.62%	78.27%	76.51%	80.55%	79.18%	78.15%	81.82%	81.96%	79.28%	78.96%	78.26%	77.55%	79.15%	76.51%	74.40%	78.31%	76.04%	73.79%
Agree		17.21%	18.55%	19.39%	16.59%	18.52%	18.52%	15.63%	15.66%	17.40%	17.51%	18.40%	18.44%	17.69%	19.78%	20.82%	17.87%	20.02%	21.14%
Neither agree nor disagree		2.41%	2.56%	3.02%	2.35%	1.81%	2.70%	1.96%	2.08%	2.45%	2.68%	2.72%	2.91%	2.43%	2.94%	3.49%	2.76%	3.06%	3.70%
Disagree		0.49%	0.46%	0.71%	0.28%	0.35%	0.46%	0.41%	0.19%	0.58%	0.57%	0.49%	0.63%	0.55%	0.62%	0.87%	0.57%	0.58%	0.99%
Strongly disagree		0.27%	0.17%	0.37%	0.24%	0.15%	0.17%	0.17%	0.12%	0.29%	0.29%	0.13%	0.47%	0.19%	0.15%	0.41%	0.50%	0.30%	0.38%

All cemeteries with 30 or more responses from next of kin and funeral directors are reported. Individual cemetery reports were not produced for cemeteries that did not meet this threshold. All cemeteries' responses are included in the total sample for the national and District-level reports.

### Standard Bar Graphs

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “strongly agree” to “strongly disagree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 2021 data are represented by the top blue bars, 2020 data are represented by the middle green bars, and 2019 data are represented by the bottom yellow bars. Thus, 42.03% of respondents selected 1-3 times in 2021, 41.48% selected 1-3 times in 2020, and 46.06% selected 1-3 times in 2019.

The graph above depicts an example item in which respondents could select only one option, so that for each year, data will sum to approximately 100% across the possible response options (the total may vary slightly due to rounding).

Items on which respondents were instructed to “mark all that apply” may also be depicted with standard bar graphs, but percentages may not sum to 100. Despite this difference, the graphs can be interpreted in the same manner.

Data tables are not provided for these items because the standard bar graphs depict the full range of response options, unlike the stacked bar graphs that present only the positive response options.

Since a data table is not provided, the total number of respondents for each of the three years is presented at the bottom of the graph.

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## Appendix D: Question Locator

### SECTION DESCRIPTION

- Appendix D provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.

## Appendix D

### Questions for All Participants

Question #		Question Text	Report Page #
NK	FD		Report Page #
36	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	90 - 91
37	26	The committal shelter used for the service was private, clean, and free of safety hazards.	92 - 93
38	27	The cemetery honors all Veterans and their service to our nation.	27 - 28
39	28	There are sufficient signs within the cemetery to assist visitors.	94 - 95
40	29	The quality of service received from cemetery staff is excellent.	8 - 9
41	30	The national cemetery staff was courteous.	10 - 11
42	31	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	12 - 13
44	33	The information kiosks (i.e., gravesite locators) are helpful to me.	96 - 97
45	34	The overall appearance of the national cemetery is excellent.	14 - 15
46	35	Overall, I am satisfied with my experiences at the national cemetery.	16 - 17
47	36	I would recommend the cemetery to Veteran families during their time of need.	18 - 19
48	37	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	20 - 21
49	38	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	25 - 26
50	39	My experiences with the national cemetery exceeded my expectations.	22 - 23

## Appendix D

### Questions for Next of Kin

Question #	Question Text	Report Page #
NK		Report Page #
1	Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	104
2	How many times have you visited the national cemetery where your loved one was interred?	105
3	How far do you reside from the national cemetery?	106
4	Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	107
5	Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?	108
6	Prior to the time of need, were you aware of the benefits related to burial in a national cemetery?	31
7	How did you learn of these benefits prior to your time of need? (Mark all that apply)	32
8	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	33
9	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	30
10	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	34
11	Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	35
12	How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?	36
13	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	63
14	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	64
15	In what religious practice was the burial conducted?	109
16	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	65
17	The video(s) helped me understand the burial process at the national cemetery.	66
18	Was your experience at the national cemetery similar to the video on service options you viewed?	67
19	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	68
20	Overall, how satisfied were you with the committal service at the national cemetery?	62
21	Were the headstone, marker, or columbarium niche cover inscription options explained to you?	84
22	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	85
23	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	83
24	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	87

## Appendix D

Question #	Question Text	Report Page #
NK		Report Page #
25	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	86
26	If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?	37
27	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	38
28	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	39
29	Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	40
30	NCA Pre-Need Eligibility Process:	41 - 44
31	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	45
32	What is your gender?	110
33	In what year were you born? (Age group)	132
34	Are you Hispanic or Latino?	118
35	What is your race? (Mark one or more)	122
43	The appearance of my loved one's gravesite/columbaria is excellent.	89
51	Have you visited a State or Tribal Veterans Cemetery?	99
52	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	100
53	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	101
54	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	102

## Appendix D

### Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the national cemetery with which you most frequently do business?	133
3	How long has your funeral home worked with the national cemetery?	134
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	135
5	How would you characterize the overall communication from the national cemetery to your funeral home?	48
6	Do you feel that you are well informed by the national cemetery of its policies and procedures?	49
7	In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	50
8	What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	51
9	What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	58
10	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	47
11	Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	75
12	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	52
13	Are you aware there are resources available for Funeral Directors on the NCA Website?	53
14	Are you aware that the Funeral Director resources on the NCA Website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	54
15	Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	55
16	Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?	56
17	Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?	57
18	How easy is the process of scheduling an interment at the national cemetery?	72
19	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?	73
20	During committal services, how often do you receive the support you need from the cemetery staff?	74
21	Generally, how often do committal services at the national cemetery start on time?	76
22	If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	77
23	How easy is it to schedule military honors at the national cemetery?	78
24	To what extent is the quality of military honors acceptable?	79



## Appendix D

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Question #	Question Text	Report Page #
FD		Report Page #
32	The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	59

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## **Appendix E: Response Rates**

### **SECTION DESCRIPTION**

- This appendix provides detailed information about the response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction.

### National Response Rates

Nationally, the survey yielded a response rate of 41.55% (47.78% for next of kin and 18.62% for funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.

The funeral director response rate is reported only at the national level.

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable. 1,806 undeliverable pieces of mail (3.45%) were received over the course of the 2021 survey. The following number of surveys were defined as undeliverable and not delivered to the respondent and returned to the post office:

Undeliverable Reason	Number of Surveys Returned/Percent			
	Next of Kin		Funeral Directors	
Not deliverable as addressed	627	42.74%	123	36.28%
Attempted – Not known	291	19.84%	65	19.17%
Insufficient address	274	18.68%	18	5.31%
Vacant	62	4.23%	19	5.60%
Forward time expired	56	3.82%	10	2.95%
No mail receptacle	39	2.66%	81	23.89%
No such number	29	1.98%	10	2.95%
Unclaimed	22	1.50%	6	1.77%
No comment	21	1.43%	2	0.59%
Deceased	18	1.23%	0	0.00%
Refused	17	1.16%	2	0.59%
No such street	11	0.75%	3	0.88%

## Appendix E: Response Rates

The table below presents information about the overall response rates for the next of kin and funeral director surveys.

Survey Response Rates			
	Next of Kin	Funeral Directors	Total
Total Sample	41,218	11,140	52,358
Undeliverable	1,467	339	1,806
Total Eligible Questionnaires	39,751	10,801	50,552
Total Returned Surveys	18,992	2,011	21,003
English Surveys Returned	18,858	1,995	20,853
Spanish Surveys Returned	134	16	150
Total Response Rate (Returned/Eligible)	47.78%	18.62%	41.55%

The tables below present survey returns by District and completion method.

Survey Returns by District				
	Next of Kin		Funeral Directors	
Continental District	2,976	15.67%	205	9.91%
Midwest District	4,398	23.16%	471	22.78%
North Atlantic District	3,367	17.73%	370	17.89%
Pacific District	4,148	21.84%	133	6.43%
Southeast District	4,103	21.60%	284	13.73%
Total Returned Surveys	18,992	100.00%	1,463*	70.74%*

\*For funeral directors, the Total Returned Surveys does not add up to 100% as some returned questionnaires did not include a specific cemetery.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	2,441	12.85%	333	16.56%
	Spanish	17	0.09%	3	0.15%
	Total	2,458	12.94%	336	16.71%
Paper Completes	English	16,417	86.44%	1,662	82.65%
	Spanish	117	0.62%	13	0.65%
	Total	16,534	87.06%	1,675	83.29%
Total Returned Surveys		18,992	100.00%	2,011	100.00%

\*40,921 English-language NoK and 297 Spanish-language survey NoK questionnaires were mailed for this survey; 11,045 English-language FD and 95 Spanish-language FD survey questionnaires were mailed for this survey.

### Cemetery Reports

All cemeteries with 30 or more responses from next of kin and funeral directors are reported. Individual cemetery reports were not produced for cemeteries that did not meet this threshold. All cemeteries' responses are included in the total sample for the national and District-level reports.

## Appendix E

The table below presents response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Abraham Lincoln National Cemetery	1,063	527	49.58%	70
Acadia National Cemetery	13	7	53.85%	0
Alabama National Cemetery	308	149	48.38%	10
Alexandria National Cemetery	26	11	42.31%	2
Alexandria, VA National Cemetery	N/A	N/A	N/A	N/A
Alton National Cemetery	N/A	N/A	N/A	N/A
Annapolis National Cemetery	N/A	N/A	N/A	N/A
Bakersfield National Cemetery	258	117	45.35%	4
Ball's Bluff National Cemetery	N/A	N/A	N/A	N/A
Baltimore National Cemetery	125	61	48.80%	7
Barrancas National Cemetery	417	189	45.32%	7
Bath National Cemetery	149	64	42.95%	6
Baton Rouge National Cemetery	4	1	25.00%	0
Bay Pines National Cemetery	310	157	50.65%	0
Beaufort National Cemetery	232	109	46.98%	10
Benicia Arsenal Post Cemetery	N/A	N/A	N/A	N/A
Beverly National Cemetery	63	33	52.38%	5
Biloxi National Cemetery	221	112	50.68%	12
Black Hills National Cemetery	281	169	60.14%	12
Calverton National Cemetery	2,344	929	39.63%	62
Camp Butler National Cemetery	233	117	50.21%	12
Camp Nelson National Cemetery	206	108	52.43%	10
Cape Canaveral National Cemetery	546	292	53.48%	6
Cave Hill National Cemetery	3	1	33.33%	3
Chattanooga National Cemetery	344	172	50.00%	18
Cheyenne National Cemetery	14	9	64.29%	1
City Point National Cemetery	4	1	25.00%	0
Cold Harbor National Cemetery	N/A	N/A	N/A	N/A
Corinth National Cemetery	49	24	48.98%	2
Crown Hill National Cemetery	N/A	N/A	N/A	N/A
Culpeper National Cemetery	147	71	48.30%	8
Cypress Hills National Cemetery	N/A	N/A	N/A	N/A
Dallas / Fort Worth National Cemetery	1,251	573	45.80%	38
Danville, IL National Cemetery	118	58	49.15%	9
Danville, KY National Cemetery	N/A	N/A	N/A	N/A
Danville, VA National Cemetery	18	5	27.78%	0
Dayton National Cemetery	340	149	43.82%	22

## Appendix E

The table below presents response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Eagle Point National Cemetery	277	134	48.38%	3
Fargo National Cemetery	129	83	64.34%	7
Fayetteville National Cemetery	172	90	52.33%	6
Finn's Point National Cemetery	29	14	48.28%	0
Florence National Cemetery	161	89	55.28%	14
Florida National Cemetery	1,651	810	49.06%	30
Fort Bayard National Cemetery	82	44	53.66%	1
Fort Bliss National Cemetery	367	153	41.69%	6
Fort Custer National Cemetery	372	200	53.76%	17
Fort Devens Post Cemetery	N/A	N/A	N/A	N/A
Fort Douglas Post Cemetery	3	1	33.33%	0
Fort Gibson National Cemetery	213	101	47.42%	25
Fort Harrison National Cemetery	3	3	100.00%	1
Fort Jackson National Cemetery	310	158	50.97%	19
Fort Lawton Post Cemetery	1	0	0.00%	0
Fort Leavenworth National Cemetery	64	26	40.63%	3
Fort Logan National Cemetery	1,038	482	46.44%	14
Fort Lyon National Cemetery	29	13	44.83%	2
Fort McPherson National Cemetery	145	77	53.10%	12
Fort Meade National Cemetery	N/A	N/A	N/A	N/A
Fort Missoula Post Cemetery	3	2	66.67%	0
Fort Mitchell National Cemetery	220	86	39.09%	12
Fort Richardson National Cemetery	126	72	57.14%	1
Fort Rosecrans National Cemetery	246	113	45.93%	3
Fort Sam Houston National Cemetery	1,134	488	43.03%	25
Fort Scott National Cemetery	96	53	55.21%	8
Fort Sheridan National Cemetery	70	38	54.29%	0
Fort Sill National Cemetery	235	112	47.66%	19
Fort Smith National Cemetery	181	78	43.09%	3
Fort Snelling National Cemetery	1,229	609	49.55%	54
Georgia National Cemetery	620	292	47.10%	30
Gerald B. H. Solomon Saratoga National Cemetery	349	205	58.74%	20
Glendale National Cemetery	N/A	N/A	N/A	N/A
Golden Gate National Cemetery	113	67	59.29%	1
Grafton National Cemetery	N/A	N/A	N/A	N/A
Great Lakes National Cemetery	1,161	622	53.57%	53

## Appendix E

The table below presents response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Hampton (VAMC) National Cemetery	N/A	N/A	N/A	N/A
Hampton National Cemetery	44	16	36.36%	1
Hot Springs National Cemetery	N/A	N/A	N/A	N/A
Houston National Cemetery	960	390	40.63%	29
Indiantown Gap National Cemetery	647	353	54.56%	67
Jacksonville National Cemetery	502	237	47.21%	13
Jefferson Barracks National Cemetery	1,384	660	47.69%	44
Jefferson City National Cemetery	N/A	N/A	N/A	N/A
Keokuk National Cemetery	64	38	59.38%	3
Kerrville National Cemetery	N/A	N/A	N/A	N/A
Knoxville National Cemetery	11	4	36.36%	4
Leavenworth National Cemetery	284	134	47.18%	34
Lebanon National Cemetery	87	41	47.13%	9
Lexington National Cemetery	N/A	N/A	N/A	N/A
Little Rock National Cemetery	48	23	47.92%	6
Long Island National Cemetery	411	202	49.15%	6
Los Angeles National Cemetery	224	94	41.96%	1
Loudon Park National Cemetery	1	1	100.00%	0
Louisiana National Cemetery	196	72	36.73%	8
Marietta National Cemetery	13	10	76.92%	0
Marion National Cemetery	177	70	39.55%	17
Massachusetts National Cemetery	644	326	50.62%	32
Memphis National Cemetery	70	25	35.71%	4
Mill Springs National Cemetery	84	41	48.81%	4
Miramar National Cemetery	729	369	50.62%	6
Mobile National Cemetery	2	2	100.00%	0
Morovis National Cemetery	N/A	N/A	N/A	N/A
Mound City National Cemetery	41	20	48.78%	4
Mountain Home National Cemetery	201	82	40.80%	10
Nashville National Cemetery	103	41	39.81%	11
Natchez National Cemetery	81	37	45.68%	4
National Cemetery of the Alleghenies	493	276	55.98%	56
National Memorial Cemetery of Arizona	921	459	49.84%	7
National Memorial Cemetery of the Pacific	254	143	56.30%	1
New Albany National Cemetery	71	33	46.48%	5



## Appendix E

The table below presents response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
New Bern National Cemetery	14	4	28.57%	1
Northwoods National Cemetery	12	9	75.00%	3
Ohio Western Reserve National Cemetery	802	389	48.50%	49
Omaha National Cemetery	263	155	58.94%	16
Philadelphia National Cemetery	2	2	100.00%	0
Pike's Peak National Cemetery	225	123	54.67%	3
Port Hudson National Cemetery	80	32	40.00%	2
Prescott National Cemetery	157	94	59.87%	2
Puerto Rico National Cemetery	312	149	47.76%	12
Quantico National Cemetery	409	200	48.90%	19
Quincy National Cemetery	N/A	N/A	N/A	N/A
Raleigh National Cemetery	15	8	53.33%	1
Richmond National Cemetery	N/A	N/A	N/A	N/A
Riverside National Cemetery	2,047	823	40.21%	15
Rock Island National Cemetery	220	112	50.91%	10
Roseburg National Cemetery	145	65	44.83%	1
Sacramento Valley National Cemetery	915	440	48.09%	19
Salisbury National Cemetery	285	115	40.35%	32
San Antonio National Cemetery	N/A	N/A	N/A	N/A
San Francisco National Cemetery	27	13	48.15%	0
San Joaquin Valley National Cemetery	339	150	44.25%	10
Santa Fe National Cemetery	375	180	48.00%	7
Sarasota National Cemetery	671	358	53.35%	12
Seven Pines National Cemetery	N/A	N/A	N/A	N/A
Sitka National Cemetery	10	3	30.00%	0
Snake River Canyon National Cemetery	47	28	59.57%	1
South Florida National Cemetery	724	343	47.38%	13
Springfield National Cemetery	73	40	54.79%	5
St. Augustine National Cemetery	N/A	N/A	N/A	N/A
Staunton National Cemetery	N/A	N/A	N/A	N/A
Tahoma National Cemetery	739	348	47.09%	24
Tallahassee National Cemetery	171	93	54.39%	14
Togus National Cemetery	N/A	N/A	N/A	N/A
Vancouver Barracks National Cemetery	23	6	26.09%	0

## Appendix E

The table below presents response rates for each national cemetery included in the 2021 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Washington Crossing National Cemetery	641	325	50.70%	36
West Virginia National Cemetery	147	70	47.62%	3
Western NY National Cemetery	31	24	77.42%	2
Willamette National Cemetery	843	386	45.79%	26
Wilmington National Cemetery	10	6	60.00%	1
Winchester National Cemetery	N/A	N/A	N/A	N/A
Wood National Cemetery	81	43	53.09%	7
Woodlawn National Cemetery	94	46	48.94%	4
Yellowstone National Cemetery	120	73	60.83%	0
Zachary Taylor National Cemetery	19	8	42.11%	2

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## **Appendix F: Survey Results by Question**

### **SECTION DESCRIPTION**

- This appendix provides the 2021 next of kin and funeral director survey results by question.

## Appendix F: Survey Results by Question

### Survey Results by Question: Next of Kin

1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,418	n=3,082	n=3,711	n=2,745	n=4,117	n=3,763
Yes	70.47%	72.74%	70.22%	70.42%	73.69%	65.37%
No	29.53%	27.26%	29.78%	29.58%	26.31%	34.63%
2. How many times have you visited the national cemetery where your loved one was interred?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,807	n=3,344	n=4,062	n=2,943	n=4,366	n=4,092
1-3 times	42.03%	43.18%	42.20%	39.52%	42.46%	42.25%
4-6 times	21.22%	19.35%	22.03%	23.24%	20.38%	21.36%
7-9 times	6.93%	6.61%	7.11%	7.58%	7.12%	6.35%
10 or more times	15.70%	15.67%	15.98%	17.87%	14.50%	15.18%
None, I have not visited	14.12%	15.19%	12.68%	11.79%	15.53%	14.86%
3. How far do you reside from the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,655	n=3,296	n=4,025	n=2,933	n=4,325	n=4,076
Less than 15 miles	17.26%	15.08%	16.02%	21.92%	18.57%	15.48%
15-29 miles	23.16%	21.84%	20.05%	28.84%	24.37%	21.91%
30-44 miles	17.72%	20.60%	17.19%	15.41%	18.91%	16.29%
45-59 miles	12.20%	12.68%	14.29%	8.22%	12.69%	12.07%
60 to 75 miles	8.42%	8.98%	10.39%	5.86%	6.91%	9.47%
More than 75 miles	21.25%	20.81%	22.06%	19.74%	18.54%	24.78%
4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,883	n=2,979	n=3,665	n=2,632	n=3,870	n=3,737
Distance to the national cemetery	55.99%	57.40%	57.03%	51.63%	52.82%	60.21%
Access to transportation	9.54%	11.38%	9.03%	8.81%	9.61%	8.99%
Health status	17.57%	17.19%	18.69%	19.26%	16.74%	16.46%
Other	29.89%	27.96%	27.15%	31.91%	33.59%	28.85%
5. Have you ever served on active duty in the U.S. Armed Forces either in the regular military or a National Guard or Reserve Unit?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,807	n=3,338	n=4,057	n=2,946	n=4,358	n=4,108
Yes	19.67%	16.54%	20.61%	22.40%	19.07%	19.96%
No	80.33%	83.46%	79.39%	77.60%	80.93%	80.04%

## Appendix F: Survey Results by Question

6. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,687	n=3,320	n=4,022	n=2,933	n=4,337	n=4,075
Yes	76.12%	75.03%	75.16%	77.29%	76.94%	76.22%
No	23.88%	24.97%	24.84%	22.71%	23.06%	23.78%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,701	n=2,396	n=2,908	n=2,186	n=3,226	n=2,985
Family member/friend	59.00%	62.02%	55.81%	55.58%	61.00%	60.03%
Pre-Need Burial Eligibility Determination	14.85%	11.56%	17.16%	15.78%	12.24%	17.39%
Funeral home	29.19%	32.80%	27.75%	28.00%	31.71%	25.83%
Military discharge related materials	21.16%	18.32%	20.60%	25.94%	20.61%	21.07%
Other Veteran/active duty member	18.55%	16.32%	19.09%	19.26%	19.09%	18.73%
VA/NCA pamphlet, brochure, newsletter	8.08%	6.97%	9.08%	8.14%	7.59%	8.48%
VA/NCA website	5.39%	4.47%	5.50%	5.76%	4.74%	6.47%
VA/NCA social media (Facebook or Twitter)	<1%	<1%	<1%	<1%	<1%	<1%
Veterans Service Organization	11.88%	10.06%	11.52%	11.30%	13.73%	12.09%
Other VA organization	4.19%	3.42%	4.20%	4.21%	4.46%	4.49%
Local newspaper/news report	2.22%	1.92%	2.41%	1.83%	2.67%	2.08%
Public events (e.g., parades, speeches)	2.23%	1.96%	2.03%	2.42%	3.01%	1.68%
Professional/military association meetings	3.56%	2.38%	3.65%	4.07%	3.97%	3.62%
8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,885	n=3,001	n=3,678	n=2,679	n=3,874	n=3,653
E-mail	33.33%	35.32%	33.71%	35.61%	29.14%	34.05%
VA/NCA website	19.00%	17.83%	17.35%	18.07%	19.13%	22.17%
VA/NCA social media (Facebook or Twitter)	3.70%	3.47%	3.92%	3.81%	4.13%	3.12%
Newsletter/flyer	19.91%	19.89%	20.17%	18.74%	22.30%	17.96%
Local newspaper/television news reports	12.86%	13.46%	13.19%	11.87%	14.38%	11.17%
Public events (e.g., parades, speeches)	1.63%	1.67%	1.47%	1.72%	1.88%	1.42%
Professional/military association meetings	3.17%	2.43%	3.59%	3.14%	3.59%	2.93%
Other	6.41%	5.93%	6.61%	7.05%	5.45%	7.17%

## Appendix F: Survey Results by Question

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,723	n=3,330	n=4,049	n=2,933	n=4,346	n=4,065
Very satisfied	87.29%	87.96%	88.86%	86.70%	87.02%	85.88%
Somewhat satisfied	8.81%	7.90%	7.66%	9.51%	9.20%	9.79%
Neither satisfied nor dissatisfied	2.55%	2.97%	2.12%	2.42%	2.32%	2.95%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
10. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,301	n=2,625	n=3,083	n=2,242	n=3,392	n=2,959
Very informed	70.27%	66.97%	71.46%	73.15%	70.11%	69.96%
Somewhat informed	21.70%	23.85%	20.50%	19.85%	21.99%	22.10%
Neither informed nor uninformed	4.18%	4.91%	4.35%	3.66%	3.89%	4.09%
Somewhat uninformed	2.10%	2.36%	1.91%	1.83%	2.30%	2.03%
Very uninformed	1.76%	1.90%	1.78%	1.52%	1.71%	1.82%
11. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,104	n=3,229	n=3,907	n=2,855	n=4,212	n=3,901
Yes	29.24%	21.28%	30.92%	26.27%	25.40%	40.45%
No, a funeral director scheduled it on my behalf	70.76%	78.72%	69.08%	73.73%	74.60%	59.55%
12. How satisfied were you with the service you or your family member received from the NCA scheduling Office?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=5,249	n=682	n=1,198	n=746	n=1,058	n=1,565
Very satisfied	91.31%	92.67%	93.32%	90.62%	91.40%	89.46%
Somewhat satisfied	6.10%	5.57%	4.84%	5.76%	5.95%	7.54%
Neither satisfied nor dissatisfied	1.45%	1.17%	<1%	1.88%	1.61%	1.66%
Somewhat dissatisfied	<1%	<1%	<1%	1.21%	<1%	1.15%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question

13. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,193	n=2,599	n=3,044	n=2,224	n=3,375	n=2,951
Visit the gravesite	20.11%	17.74%	23.13%	17.94%	18.07%	23.04%
View the burial	13.78%	9.08%	16.29%	11.83%	11.97%	18.87%
Religious practice	8.61%	8.39%	7.65%	7.78%	7.70%	11.45%
Cultural practice	1.63%	1.39%	2.00%	1.39%	1.27%	2.03%
Additional seating	2.89%	3.31%	2.89%	1.89%	3.17%	2.95%
Handicapped accommodations	3.22%	3.16%	2.76%	2.65%	3.59%	3.76%
No, my family did not have any special needs or requests	71.18%	74.37%	69.05%	73.47%	73.90%	65.71%
14. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,040	n=658	n=938	n=588	n=860	n=996
Yes, completely	80.05%	79.18%	83.48%	79.59%	79.65%	78.01%
Yes, somewhat	9.23%	8.36%	6.72%	9.52%	10.81%	10.64%
No, and I understand why	7.33%	9.57%	6.72%	6.63%	6.40%	7.63%
No, and I did not understand why	3.39%	2.89%	3.09%	4.25%	3.14%	3.71%
15. In what religious practice was the burial conducted?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,080	n=2,581	n=3,030	n=2,220	n=3,350	n=2,899
Christian	57.61%	46.38%	64.75%	64.64%	58.15%	54.12%
Catholic	23.81%	37.62%	17.43%	19.95%	24.81%	19.97%
Muslim	<1%	<1%	<1%	0.00%	<1%	<1%
Jewish	1.00%	1.59%	2.05%	<1%	<1%	<1%
Buddhist	<1%	0.00%	<1%	<1%	0.00%	<1%
Hindu	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Atheist	<1%	<1%	<1%	0.00%	<1%	<1%
Agnostic	<1%	<1%	<1%	<1%	<1%	<1%
None	14.04%	11.27%	13.10%	10.90%	13.97%	19.97%
Other	2.90%	2.91%	2.24%	3.56%	2.57%	3.45%

## Appendix F: Survey Results by Question

16. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,257	n=2,613	n=3,061	n=2,232	n=3,390	n=2,961
Yes, I viewed it online	3.57%	2.83%	4.41%	3.32%	2.77%	4.46%
Yes, the funeral director provided it	3.88%	3.14%	4.51%	5.06%	3.92%	2.94%
No	92.55%	94.03%	91.08%	91.62%	93.30%	92.60%
17. The video(s) helped me understand the burial process at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,009	n=151	n=264	n=176	n=212	n=206
Strongly agree	53.42%	52.98%	54.92%	53.98%	55.19%	49.51%
Agree	37.07%	39.07%	35.23%	40.34%	33.49%	38.83%
Neither agree nor disagree	8.72%	7.28%	9.09%	4.55%	10.38%	11.17%
Disagree	<1%	0.00%	<1%	0.00%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	1.14%	<1%	0.00%
18. Was your experience at the national cemetery similar to the video on service options you viewed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=995	n=149	n=258	n=175	n=209	n=204
Yes	93.87%	95.30%	93.02%	95.43%	93.78%	92.65%
No	6.13%	4.70%	6.98%	4.57%	6.22%	7.35%
19. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,641	n=1,744	n=2,097	n=1,482	n=2,335	n=1,983
Very satisfied	90.19%	91.86%	88.22%	88.87%	91.35%	90.42%
Somewhat satisfied	6.65%	5.79%	7.68%	7.42%	6.12%	6.35%
Neither satisfied nor dissatisfied	1.74%	1.72%	2.00%	1.62%	1.63%	1.71%
Somewhat dissatisfied	<1%	<1%	1.38%	1.42%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
20. Overall, how satisfied were you with the committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,169	n=2,592	n=3,062	n=2,225	n=3,370	n=2,920
Very satisfied	85.44%	86.19%	85.50%	85.98%	86.08%	83.56%
Somewhat satisfied	8.66%	8.41%	8.79%	8.67%	7.92%	9.59%
Neither satisfied nor dissatisfied	3.88%	3.67%	3.53%	3.37%	3.65%	5.10%
Somewhat dissatisfied	1.23%	<1%	1.21%	1.30%	1.54%	1.06%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%



## Appendix F: Survey Results by Question

21. Were the headstone, marker, or columbarium niche cover inscription options explained to you?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,701	n=3,324	n=4,043	n=2,934	n=4,330	n=4,070
Yes	89.20%	88.00%	91.22%	88.99%	88.75%	88.82%
No	4.70%	5.29%	3.29%	4.98%	5.15%	4.94%
Don't know	6.10%	6.71%	5.49%	6.03%	6.10%	6.24%
22. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,618	n=3,302	n=4,017	n=2,919	n=4,310	n=4,070
Yes	93.14%	92.34%	94.03%	93.25%	93.04%	92.95%
No	6.86%	7.66%	5.97%	6.75%	6.96%	7.05%
23. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,091	n=3,193	n=3,919	n=2,863	n=4,165	n=3,951
Very satisfied	83.23%	82.40%	84.82%	81.63%	85.19%	81.45%
Somewhat satisfied	10.49%	11.65%	9.52%	11.32%	8.74%	11.74%
Neither satisfied nor dissatisfied	4.80%	4.42%	4.18%	5.06%	4.87%	5.47%
Somewhat dissatisfied	1.07%	1.16%	<1%	1.47%	<1%	1.01%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
24. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,969	n=3,167	n=3,894	n=2,848	n=4,134	n=3,926
Yes	85.38%	85.51%	86.44%	86.06%	84.95%	84.18%
No	3.40%	3.28%	3.03%	3.65%	3.02%	4.08%
Don't know	11.22%	11.21%	10.53%	10.29%	12.02%	11.74%
25. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,339	n=3,038	n=3,784	n=2,758	n=3,969	n=3,790
Very satisfied	86.94%	87.03%	87.61%	86.48%	87.96%	85.49%
Somewhat satisfied	5.50%	4.90%	5.23%	6.74%	4.89%	5.96%
Neither satisfied nor dissatisfied	5.77%	6.09%	5.52%	4.89%	5.32%	6.89%
Somewhat dissatisfied	1.15%	1.05%	1.03%	1.41%	1.13%	1.16%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question

26. If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,149	n=2,434	n=3,124	n=2,230	n=3,256	n=3,105
Yes	76.27%	74.12%	76.44%	77.76%	79.24%	73.59%
No	23.73%	25.88%	23.56%	22.24%	20.76%	26.41%
27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,526	n=1,758	n=2,329	n=1,696	n=2,513	n=2,230
Very satisfied	84.27%	83.39%	85.62%	85.32%	84.64%	82.33%
Somewhat satisfied	7.36%	7.62%	7.60%	7.13%	7.08%	7.40%
Neither satisfied nor dissatisfied	6.36%	6.88%	5.54%	5.13%	6.37%	7.71%
Somewhat dissatisfied	<1%	1.02%	<1%	1.00%	<1%	<1%
Very dissatisfied	1.17%	1.08%	<1%	1.42%	1.03%	1.84%
28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=504	n=85	n=76	n=89	n=112	n=142
Envelope was bent/torn	5.36%	5.88%	3.95%	5.62%	5.36%	5.63%
Name was misspelled	4.76%	3.53%	7.89%	2.25%	7.14%	3.52%
Poor print quality	6.35%	9.41%	3.95%	5.62%	7.14%	5.63%
Other problem	85.91%	87.06%	86.84%	87.64%	82.14%	86.62%
29. Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,378	n=1,723	n=2,301	n=1,668	n=2,487	n=2,199
Strongly agree	45.77%	46.20%	45.37%	47.54%	45.96%	44.29%
Agree	21.55%	22.87%	21.34%	21.94%	21.47%	20.51%
Neither agree nor disagree	28.85%	27.57%	29.90%	26.74%	28.71%	30.51%
Disagree	2.94%	2.90%	2.56%	2.88%	2.85%	3.50%
Strongly disagree	<1%	<1%	<1%	<1%	1.01%	1.18%
30a. NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,424	n=2,924	n=3,476	n=2,628	n=3,823	n=3,573
Yes	18.16%	14.64%	21.03%	19.63%	17.50%	17.86%
No	81.84%	85.36%	78.97%	80.37%	82.50%	82.14%

## Appendix F: Survey Results by Question

30b. NCA Pre-Need Eligibility Process: Have you applied?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=11,020	n=1,886	n=2,297	n=1,842	n=2,538	n=2,457
Yes	8.69%	6.20%	10.45%	9.34%	8.35%	8.83%
No	91.31%	93.80%	89.55%	90.66%	91.65%	91.17%
30c. NCA Pre-Need Eligibility Process: Do you intend to apply?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,055	n=1,576	n=1,878	n=1,490	n=2,096	n=2,015
Yes	24.26%	20.05%	28.65%	28.79%	20.52%	24.02%
No	75.74%	79.95%	71.35%	71.21%	79.48%	75.98%
30d. NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=825	n=104	n=204	n=144	n=195	n=178
Yes	92.12%	95.19%	93.14%	88.89%	92.31%	91.57%
No	7.88%	4.81%	6.86%	11.11%	7.69%	8.43%
31. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,982	n=3,192	n=3,901	n=2,810	n=4,167	n=3,912
None, I was well informed	69.63%	68.48%	70.55%	69.96%	70.12%	68.89%
Details of the committal service	11.21%	11.53%	10.72%	10.64%	10.61%	12.50%
Military funeral honors	7.71%	6.99%	8.82%	8.61%	6.46%	7.90%
Location of gravesite	6.76%	6.92%	6.15%	6.55%	7.34%	6.75%
Layout of cemetery	5.92%	5.76%	5.43%	6.16%	6.38%	5.85%
Directions to cemetery	2.37%	2.51%	2.20%	2.14%	2.52%	2.43%
Presidential Memorial Certificate	6.33%	6.99%	6.90%	5.73%	5.50%	6.54%
Floral policy	8.17%	7.89%	9.23%	8.26%	8.35%	7.08%
Headstone or marker inscription options	6.94%	7.68%	5.82%	7.19%	6.65%	7.59%
Timeline for placement of marker	4.68%	5.33%	4.08%	5.23%	4.56%	4.50%
32. What is your gender?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,438	n=3,276	n=3,987	n=2,904	n=4,260	n=4,011
Male	31.06%	32.60%	29.09%	30.03%	32.04%	31.46%
Female	68.94%	67.40%	70.91%	69.97%	67.96%	68.54%

## Appendix F: Survey Results by Question

33. In what year were you born? (Age group)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,071	n=3,187	n=3,907	n=2,851	n=4,185	n=3,941
18-29	0.16%	0.25%	0.18%	0.14%	0.12%	0.13%
30-39	1.07%	1.13%	1.13%	1.19%	1.19%	0.76%
40-49	3.67%	4.58%	3.02%	3.89%	3.97%	3.10%
50-59	13.69%	16.13%	13.18%	13.19%	13.31%	12.99%
60-69	32.62%	32.85%	31.58%	31.53%	33.74%	33.04%
70+	48.79%	45.06%	50.91%	50.05%	47.67%	49.99%
34. Are you Hispanic or Latino?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,194	n=3,203	n=3,952	n=2,872	n=4,197	n=3,970
Yes	6.28%	2.75%	6.60%	12.53%	1.57%	9.27%
No	93.72%	97.25%	93.40%	87.47%	98.43%	90.73%
35. What is your race? (Mark one or more)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,409	n=3,115	n=3,792	n=2,713	n=4,049	n=3,740
White	84.73%	84.59%	83.70%	81.31%	87.48%	85.40%
Black or African American	12.76%	14.67%	15.37%	15.96%	12.13%	6.87%
American Indian or Alaska Native	1.41%	<1%	<1%	2.47%	1.06%	2.27%
Asian	2.34%	1.16%	1.27%	1.62%	<1%	6.98%
Native Hawaiian or other Pacific Islander	<1%	<1%	<1%	<1%	<1%	1.39%
36. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,232	n=3,023	n=3,744	n=2,767	n=3,991	n=3,707
Strongly agree	76.91%	77.80%	80.21%	77.23%	76.65%	72.89%
Agree	20.17%	19.22%	18.16%	20.06%	20.57%	22.63%
Neither agree nor disagree	2.37%	2.38%	1.39%	2.28%	2.13%	3.67%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	0.00%	<1%	<1%

## Appendix F: Survey Results by Question

37. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,093	n=2,409	n=2,812	n=2,084	n=3,159	n=2,629
Strongly agree	81.26%	82.98%	83.32%	81.29%	79.61%	79.46%
Agree	17.14%	15.48%	15.36%	17.08%	18.99%	18.37%
Neither agree nor disagree	1.42%	1.33%	1.17%	1.49%	1.30%	1.86%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
38. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,527	n=3,119	n=3,797	n=2,762	n=4,078	n=3,771
Strongly agree	81.91%	82.49%	83.93%	81.50%	81.39%	80.27%
Agree	16.06%	15.52%	14.30%	15.86%	16.82%	17.58%
Neither agree nor disagree	1.69%	1.54%	1.45%	2.14%	1.64%	1.80%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
39. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,779	n=3,135	n=3,845	n=2,832	n=4,133	n=3,834
Strongly agree	64.06%	63.92%	68.79%	64.19%	63.15%	60.30%
Agree	26.04%	26.12%	23.09%	25.71%	27.46%	27.65%
Neither agree nor disagree	6.05%	5.77%	4.92%	6.21%	5.56%	7.80%
Disagree	3.30%	3.67%	2.81%	3.11%	3.24%	3.68%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
40. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,676	n=3,114	n=3,838	n=2,793	n=4,122	n=3,809
Strongly agree	76.58%	78.10%	79.42%	77.44%	74.55%	74.04%
Agree	19.31%	18.59%	17.22%	18.51%	20.79%	20.98%
Neither agree nor disagree	3.07%	2.67%	2.48%	3.01%	3.44%	3.65%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question

41. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,840	n=3,134	n=3,874	n=2,825	n=4,154	n=3,853
Strongly agree	80.61%	82.55%	83.17%	80.46%	79.01%	78.30%
Agree	16.73%	15.00%	14.89%	16.92%	17.69%	18.79%
Neither agree nor disagree	2.12%	2.11%	1.50%	2.12%	2.53%	2.31%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
42. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,750	n=3,114	n=3,852	n=2,817	n=4,133	n=3,834
Strongly agree	79.15%	80.48%	81.78%	79.59%	77.93%	76.42%
Agree	17.19%	16.51%	15.32%	16.58%	17.93%	19.27%
Neither agree nor disagree	2.77%	2.44%	2.10%	2.88%	3.19%	3.16%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
43. The appearance of my loved one's gravesite/ columbaria is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,098	n=3,002	n=3,715	n=2,740	n=3,960	n=3,681
Strongly agree	78.21%	77.88%	81.45%	78.32%	77.47%	75.90%
Agree	18.18%	17.95%	16.34%	17.81%	18.81%	19.80%
Neither agree nor disagree	2.79%	3.16%	1.70%	2.81%	3.08%	3.26%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
44. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,436	n=2,684	n=3,374	n=2,452	n=3,593	n=3,333
Strongly agree	64.85%	66.58%	68.44%	63.62%	63.15%	62.56%
Agree	24.08%	22.76%	22.64%	23.57%	25.22%	25.74%
Neither agree nor disagree	9.10%	8.76%	7.23%	10.44%	9.82%	9.51%
Disagree	1.43%	1.19%	1.30%	1.47%	1.45%	1.71%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question

45. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,127	n=3,192	n=3,905	n=2,880	n=4,232	n=3,918
Strongly agree	83.89%	84.09%	86.84%	82.29%	83.81%	82.06%
Agree	14.85%	14.35%	12.29%	16.11%	15.19%	16.49%
Neither agree nor disagree	1.06%	1.35%	<1%	1.28%	<1%	1.17%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
46. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,314	n=3,231	n=3,947	n=2,899	n=4,260	n=3,977
Strongly agree	79.85%	80.44%	82.77%	78.92%	79.25%	77.77%
Agree	17.37%	16.65%	14.82%	18.01%	18.05%	19.31%
Neither agree nor disagree	1.73%	2.07%	1.27%	2.04%	1.64%	1.79%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
47. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,407	n=3,255	n=3,970	n=2,914	n=4,274	n=3,994
Strongly agree	83.82%	83.81%	86.68%	83.36%	83.25%	81.95%
Agree	14.91%	14.99%	12.24%	15.31%	15.49%	16.60%
Neither agree nor disagree	1.03%	<1%	<1%	1.13%	1.01%	1.25%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
48. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,937	n=3,156	n=3,895	n=2,838	n=4,178	n=3,870
Strongly agree	80.78%	80.42%	83.77%	80.94%	79.75%	79.07%
Agree	17.08%	17.17%	14.43%	17.02%	18.17%	18.53%
Neither agree nor disagree	1.87%	2.12%	1.59%	1.73%	1.68%	2.25%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question

49. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,232	n=3,221	n=3,941	n=2,867	n=4,239	n=3,964
Strongly agree	81.68%	81.56%	84.55%	81.62%	80.68%	80.02%
Agree	16.55%	16.49%	14.06%	16.67%	17.36%	18.11%
Neither agree nor disagree	1.60%	1.77%	1.22%	1.46%	1.75%	1.77%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
50. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,298	n=3,237	n=3,955	n=2,895	n=4,252	n=3,959
Strongly agree	68.07%	69.01%	72.14%	67.32%	67.00%	64.94%
Agree	23.67%	22.92%	21.44%	24.08%	24.91%	24.91%
Neither agree nor disagree	6.70%	6.67%	5.03%	6.94%	6.63%	8.28%
Disagree	1.14%	1.05%	1.04%	1.21%	1.03%	1.36%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
51. Have you visited a State or Tribal Veterans Cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,553	n=2,873	n=3,536	n=2,639	n=3,831	n=3,674
Yes	16.64%	14.72%	19.34%	17.36%	16.71%	14.94%
No	83.36%	85.28%	80.66%	82.64%	83.29%	85.06%
52. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,636	n=397	n=660	n=442	n=611	n=526
Strongly agree	50.64%	53.40%	55.00%	47.74%	52.21%	43.73%
Agree	34.10%	32.49%	31.52%	36.43%	34.04%	36.69%
Neither agree nor disagree	11.72%	9.07%	11.06%	12.67%	10.97%	14.64%
Disagree	3.22%	4.03%	2.42%	2.49%	2.62%	4.94%
Strongly disagree	<1%	1.01%	0.00%	<1%	<1%	0.00%



## Appendix F: Survey Results by Question

53. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,568	n=386	n=644	n=429	n=597	n=512
Strongly agree	45.72%	48.19%	50.00%	42.89%	47.91%	38.28%
Agree	32.28%	31.61%	31.37%	33.10%	30.99%	34.77%
Neither agree nor disagree	20.09%	17.62%	17.55%	22.38%	19.60%	23.83%
Disagree	1.67%	2.33%	<1%	1.17%	1.34%	2.93%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
54. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,353	n=1,568	n=1,986	n=1,533	n=2,262	n=2,004
Strongly agree	36.64%	34.95%	39.27%	34.70%	38.28%	34.98%
Agree	27.46%	29.40%	27.29%	28.11%	28.03%	24.95%
Neither agree nor disagree	30.41%	30.74%	28.45%	30.72%	29.31%	33.08%
Disagree	4.27%	3.12%	3.98%	5.28%	3.58%	5.44%
Strongly disagree	1.23%	1.79%	1.01%	1.17%	<1%	1.55%

## Appendix F: Survey Results by Question

### Survey Results by Question: Funeral Directors

2. How far is your funeral home from the national cemetery with which you most frequently do business?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,992	n=368	n=280	n=205	n=468	n=131
Less than 15 miles	13.45%	12.50%	16.07%	15.61%	13.46%	17.56%
15-29 miles	17.37%	19.29%	15.36%	21.46%	16.67%	19.08%
30-44 miles	17.52%	18.48%	16.79%	17.56%	18.38%	13.74%
45-59 miles	17.87%	15.76%	21.07%	10.73%	19.23%	18.32%
60 to 75 miles	15.91%	16.85%	21.43%	15.61%	13.89%	12.21%
More than 75 miles	17.87%	17.12%	9.29%	19.02%	18.38%	19.08%
3. How long has your funeral home worked with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,994	n=366	n=281	n=203	n=469	n=132
Less than 1 year	1.00%	<1%	0.00%	<1%	1.07%	<1%
1 to 4 years	4.46%	2.19%	7.83%	5.42%	4.26%	5.30%
5 to 8 years	5.12%	3.28%	6.05%	7.39%	3.41%	7.58%
9 to 12 years	7.97%	8.74%	9.25%	4.93%	7.25%	7.58%
13 years or more	76.38%	79.23%	71.89%	79.31%	79.53%	72.73%
Don't Know	5.07%	5.74%	4.98%	2.46%	4.48%	6.06%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,984	n=365	n=281	n=205	n=468	n=130
1-4%	31.60%	36.16%	29.18%	20.49%	34.62%	11.54%
5-9%	14.01%	14.25%	12.46%	12.20%	16.45%	8.46%
10-14%	12.40%	11.23%	12.10%	13.17%	10.47%	15.38%
15-24%	11.44%	8.77%	13.52%	12.20%	11.11%	17.69%
25-49%	12.55%	15.89%	12.10%	14.15%	11.32%	15.38%
50-74%	10.53%	8.22%	12.46%	14.63%	10.04%	18.46%
75-100%	7.46%	5.48%	8.19%	13.17%	5.98%	13.08%

## Appendix F: Survey Results by Question

5. How would you characterize the overall communication from the national cemetery to your funeral home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,993	n=366	n=284	n=205	n=468	n=132
Excellent	68.59%	75.68%	76.41%	72.20%	61.97%	62.12%
Good	26.44%	21.86%	20.77%	22.93%	30.13%	31.06%
Fair	3.41%	2.46%	2.11%	4.39%	4.49%	3.03%
Poor	1.56%	0.00%	<1%	<1%	3.42%	3.79%
6. Do you feel that you are well informed by the national cemetery of its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,987	n=365	n=284	n=203	n=467	n=131
Yes, well informed	79.72%	84.38%	86.27%	82.27%	73.45%	72.52%
Yes, somewhat well informed	17.66%	15.34%	11.97%	15.76%	21.20%	24.43%
No, not well informed	2.62%	<1%	1.76%	1.97%	5.35%	3.05%
7. In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,937	n=351	n=278	n=201	n=457	n=130
VA/NCA website	42.44%	43.87%	39.21%	48.26%	45.08%	42.31%
Local newspaper/television news reports	<1%	<1%	<1%	<1%	<1%	<1%
Public events (e.g., parades, exhibits, speeches)	<1%	0.00%	0.00%	0.00%	0.00%	0.00%
Professional associations/conventions/meetings	4.70%	6.55%	3.24%	2.49%	5.03%	2.31%
Veterans Service Officers	10.22%	5.70%	10.07%	10.95%	9.85%	7.69%
Outreach by cemetery staff	37.12%	38.18%	42.45%	34.83%	33.92%	40.00%
Other	4.96%	5.41%	4.68%	2.99%	5.69%	6.92%
8. What national cemetery policies or procedures do you feel you could use more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,972	n=362	n=283	n=204	n=463	n=130
None, I feel well informed	63.69%	59.94%	67.49%	67.65%	61.77%	66.15%
Eligibility requirements for burial in a national cemetery	8.92%	11.60%	7.07%	10.78%	8.21%	6.92%
Scheduling process	12.83%	12.15%	6.71%	9.80%	17.06%	6.15%
Military funeral honors	8.32%	8.84%	7.42%	8.33%	8.42%	5.38%
Presidential Memorial Certificates	7.35%	6.08%	8.83%	4.41%	7.78%	9.23%
Floral policy	8.77%	9.12%	13.07%	7.84%	8.64%	7.69%
Headstone, marker, or columbarium niche cover inscription options	8.22%	7.73%	6.71%	9.80%	8.21%	11.54%

## Appendix F: Survey Results by Question

9. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,927	n=360	n=275	n=196	n=459	n=125
Phone	15.46%	13.06%	17.09%	14.80%	13.51%	9.60%
Fax	5.14%	8.06%	5.82%	1.53%	3.92%	2.40%
Letter	15.88%	19.17%	18.91%	16.84%	15.69%	12.80%
Email	59.68%	55.00%	54.55%	62.76%	63.40%	69.60%
VA/NCA Website	2.13%	3.33%	2.18%	1.53%	2.18%	2.40%
Newsletter or flyer	1.71%	1.39%	1.45%	2.55%	1.31%	3.20%
10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,999	n=368	n=284	n=205	n=470	n=133
Very satisfied	77.59%	78.53%	86.27%	78.05%	72.13%	69.92%
Somewhat satisfied	16.21%	17.93%	9.86%	17.56%	17.23%	22.56%
Neither satisfied nor dissatisfied	3.30%	2.45%	1.76%	1.95%	5.32%	3.76%
Somewhat dissatisfied	2.00%	1.09%	1.76%	1.95%	2.98%	2.26%
Very dissatisfied	<1%	0.00%	<1%	<1%	2.34%	1.50%
11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,981	n=366	n=280	n=203	n=467	n=132
Superior to private cemeteries	33.87%	36.61%	44.29%	35.96%	24.63%	31.82%
Better than private cemeteries	33.97%	33.33%	32.50%	37.93%	33.62%	32.58%
About the same	28.32%	27.05%	21.07%	22.66%	35.97%	33.33%
Worse than private cemeteries	2.78%	2.19%	2.14%	2.46%	3.85%	1.52%
Much worse than private cemeteries	1.06%	<1%	0.00%	<1%	1.93%	<1%
12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,992	n=365	n=283	n=204	n=469	n=133
Yes	88.20%	86.58%	90.46%	91.18%	87.63%	85.71%
No	11.80%	13.42%	9.54%	8.82%	12.37%	14.29%
13. Are you aware there are resources available for Funeral Directors on the NCA website?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,978	n=363	n=282	n=201	n=465	n=132
Yes	71.59%	71.35%	73.40%	77.11%	69.89%	75.00%
No	28.41%	28.65%	26.60%	22.89%	30.11%	25.00%

## Appendix F: Survey Results by Question

<b>14. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,395</b>	<b>n=257</b>	<b>n=204</b>	<b>n=155</b>	<b>n=321</b>	<b>n=95</b>
Yes	76.27%	78.99%	82.84%	69.03%	74.45%	69.47%
No	23.73%	21.01%	17.16%	30.97%	25.55%	30.53%
<b>15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=603</b>	<b>n=110</b>	<b>n=104</b>	<b>n=55</b>	<b>n=132</b>	<b>n=40</b>
Yes	91.38%	93.64%	93.27%	96.36%	82.58%	92.50%
No	8.62%	6.36%	6.73%	3.64%	17.42%	7.50%
<b>16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,387</b>	<b>n=256</b>	<b>n=203</b>	<b>n=155</b>	<b>n=320</b>	<b>n=95</b>
Yes	36.19%	33.98%	41.38%	38.71%	30.00%	33.68%
No	63.81%	66.02%	58.62%	61.29%	70.00%	66.32%
<b>17. Do you understand the headstone, marker, or columbarium niche cover inscription options available to Next of Kin?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,991</b>	<b>n=364</b>	<b>n=284</b>	<b>n=203</b>	<b>n=469</b>	<b>n=132</b>
Yes	92.92%	94.51%	94.72%	91.13%	93.82%	88.64%
No	7.08%	5.49%	5.28%	8.87%	6.18%	11.36%
<b>18. How easy is the process of scheduling an interment at the national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,987</b>	<b>n=365</b>	<b>n=284</b>	<b>n=203</b>	<b>n=467</b>	<b>n=132</b>
Very easy	44.74%	45.48%	48.94%	51.23%	38.12%	37.88%
Somewhat easy	35.53%	36.99%	36.27%	26.11%	39.19%	36.36%
Neither easy nor hard	9.31%	6.85%	8.45%	9.36%	9.85%	15.91%
Somewhat hard	6.89%	7.12%	4.58%	8.87%	7.92%	5.30%
Very hard	3.52%	3.56%	1.76%	4.43%	4.93%	4.55%

## Appendix F: Survey Results by Question

19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,990	n=366	n=284	n=202	n=468	n=132
Very satisfied	36.13%	34.70%	40.85%	36.63%	30.34%	21.21%
Somewhat satisfied	28.29%	32.24%	30.63%	19.80%	30.13%	24.24%
Neither satisfied nor dissatisfied	12.31%	13.39%	10.21%	17.33%	11.97%	18.18%
Somewhat dissatisfied	14.42%	12.84%	13.73%	13.86%	17.52%	21.21%
Very dissatisfied	8.84%	6.83%	4.58%	12.38%	10.04%	15.15%
20. During committal services, how often do you receive the support you need from cemetery staff?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,991	n=364	n=284	n=204	n=469	n=132
Always	80.71%	86.26%	82.75%	83.33%	75.91%	74.24%
For the most part	16.22%	11.54%	14.08%	15.20%	20.04%	21.97%
Occasionally	2.41%	2.20%	2.46%	<1%	3.62%	2.27%
Never	<1%	0.00%	<1%	<1%	<1%	1.52%
21. Generally, how often do committal services at the national cemetery start on time?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,985	n=365	n=284	n=204	n=468	n=131
Always	71.59%	64.93%	75.00%	77.94%	69.44%	70.23%
For the most part	27.30%	33.97%	23.59%	21.57%	28.85%	29.77%
Occasionally	1.01%	1.10%	1.06%	<1%	1.50%	0.00%
Never	<1%	0.00%	<1%	0.00%	<1%	0.00%
22. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,184	n=208	n=191	n=112	n=267	n=68
Very successful	63.68%	68.27%	65.97%	63.39%	61.05%	60.29%
Somewhat successful	28.29%	25.48%	27.23%	30.36%	28.46%	29.41%
Neither successful nor unsuccessful	5.57%	3.85%	5.24%	3.57%	6.74%	7.35%
Somewhat unsuccessful	1.52%	1.44%	1.57%	2.68%	2.25%	1.47%
Very unsuccessful	<1%	<1%	0.00%	0.00%	1.50%	1.47%

## Appendix F: Survey Results by Question

23. How easy is it to schedule military honors at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,941	n=361	n=278	n=197	n=460	n=131
Very easy	57.39%	54.85%	63.67%	56.85%	55.22%	52.67%
Somewhat easy	30.09%	32.96%	25.18%	30.46%	29.35%	35.88%
Neither easy nor hard	7.06%	8.31%	6.83%	7.61%	7.17%	8.40%
Somewhat hard	4.53%	3.05%	4.32%	4.57%	6.30%	2.29%
Very hard	<1%	<1%	0.00%	<1%	1.96%	<1%
24. To what extent is the quality of military honors acceptable?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,892	n=353	n=273	n=191	n=453	n=124
Very acceptable	88.00%	90.93%	84.62%	88.48%	89.40%	83.87%
Somewhat acceptable	10.25%	8.22%	12.82%	10.47%	9.27%	10.48%
Neither acceptable or unacceptable	1.06%	<1%	<1%	<1%	1.32%	3.23%
Somewhat unacceptable	<1%	0.00%	<1%	<1%	0.00%	1.61%
Very unacceptable	<1%	0.00%	1.10%	0.00%	0.00%	<1%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,932	n=357	n=274	n=201	n=458	n=126
Strongly agree	80.80%	80.95%	85.40%	84.58%	82.53%	69.05%
Agree	17.75%	17.65%	13.50%	14.93%	16.59%	26.98%
Neither agree nor disagree	1.24%	1.40%	1.09%	<1%	<1%	3.97%
Disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
26. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,954	n=364	n=276	n=200	n=461	n=131
Strongly agree	80.04%	80.77%	85.51%	86.00%	78.52%	69.47%
Agree	18.32%	18.41%	12.68%	12.50%	19.09%	27.48%
Neither agree nor disagree	1.48%	<1%	1.81%	1.50%	1.95%	3.05%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%

## Appendix F: Survey Results by Question

27. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,957	n=361	n=276	n=201	n=460	n=132
Strongly agree	82.68%	84.49%	87.68%	84.08%	83.04%	76.52%
Agree	15.59%	14.68%	10.14%	12.44%	15.87%	21.21%
Neither agree nor disagree	1.23%	<1%	1.45%	1.99%	1.09%	1.52%
Disagree	<1%	<1%	<1%	1.49%	0.00%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	<1%
28. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,946	n=359	n=274	n=201	n=459	n=132
Strongly agree	70.09%	69.92%	73.36%	75.12%	69.28%	60.61%
Agree	24.25%	24.51%	21.53%	20.40%	25.05%	30.30%
Neither agree nor disagree	4.11%	4.46%	3.28%	3.98%	4.58%	7.58%
Disagree	1.18%	<1%	1.82%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	<1%
29. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,965	n=364	n=278	n=200	n=464	n=132
Strongly agree	75.93%	78.57%	77.34%	79.00%	73.06%	66.67%
Agree	20.10%	17.86%	19.78%	17.50%	21.12%	25.76%
Neither agree nor disagree	2.54%	3.02%	2.16%	1.50%	3.88%	5.30%
Disagree	<1%	<1%	0.00%	1.50%	1.51%	1.52%
Strongly disagree	<1%	0.00%	<1%	<1%	<1%	<1%
30. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,968	n=364	n=279	n=200	n=464	n=132
Strongly agree	76.73%	80.22%	79.21%	80.50%	72.41%	68.94%
Agree	19.31%	17.86%	18.28%	15.00%	21.77%	22.73%
Neither agree nor disagree	2.74%	1.37%	1.43%	3.00%	4.31%	6.06%
Disagree	<1%	<1%	<1%	1.00%	1.08%	<1%
Strongly disagree	<1%	0.00%	<1%	<1%	<1%	<1%



## Appendix F: Survey Results by Question

31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,964	n=366	n=277	n=200	n=462	n=131
Strongly agree	76.88%	78.14%	81.23%	79.00%	73.38%	69.47%
Agree	19.70%	20.22%	15.52%	17.50%	21.21%	24.43%
Neither agree nor disagree	2.39%	1.64%	2.17%	2.50%	3.90%	4.58%
Disagree	<1%	0.00%	1.08%	<1%	1.08%	<1%
Strongly disagree	<1%	0.00%	0.00%	<1%	<1%	<1%
32. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,964	n=364	n=278	n=201	n=463	n=131
Strongly agree	64.87%	68.13%	69.78%	69.15%	61.99%	55.73%
Agree	26.27%	25.55%	23.38%	19.90%	27.65%	32.06%
Neither agree nor disagree	5.60%	4.40%	5.04%	5.47%	5.83%	9.16%
Disagree	1.88%	1.37%	<1%	4.48%	2.59%	0.00%
Strongly disagree	1.37%	<1%	1.08%	1.00%	1.94%	3.05%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,439	n=257	n=218	n=149	n=309	n=95
Strongly agree	60.67%	63.81%	59.17%	63.76%	61.49%	51.58%
Agree	24.46%	21.79%	24.77%	17.45%	24.27%	26.32%
Neither agree nor disagree	14.04%	14.01%	15.60%	18.12%	13.92%	21.05%
Disagree	<1%	<1%	0.00%	0.00%	<1%	1.05%
Strongly disagree	<1%	0.00%	<1%	<1%	0.00%	0.00%
34. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,963	n=363	n=278	n=200	n=463	n=132
Strongly agree	83.44%	84.30%	87.77%	86.50%	83.15%	78.03%
Agree	15.08%	14.60%	11.15%	12.00%	14.90%	18.18%
Neither agree nor disagree	1.07%	1.10%	1.08%	1.50%	1.51%	<1%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	3.03%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%

## Appendix F: Survey Results by Question

35. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,969	n=364	n=279	n=202	n=464	n=132
Strongly agree	75.93%	77.47%	82.44%	79.21%	71.55%	71.21%
Agree	20.57%	20.60%	15.05%	16.83%	22.41%	24.24%
Neither agree nor disagree	2.44%	1.92%	1.43%	2.97%	4.31%	3.79%
Disagree	<1%	0.00%	1.08%	<1%	1.08%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
36. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,963	n=363	n=273	n=202	n=463	n=132
Strongly agree	78.71%	79.89%	85.71%	82.67%	73.87%	76.52%
Agree	18.19%	18.73%	11.36%	14.85%	21.60%	19.70%
Neither agree nor disagree	2.55%	1.38%	2.93%	1.98%	3.89%	3.03%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	<1%	<1%	<1%
37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,967	n=363	n=278	n=201	n=462	n=133
Strongly agree	76.66%	79.34%	81.29%	77.11%	73.38%	72.18%
Agree	20.34%	19.56%	14.39%	17.91%	23.59%	23.31%
Neither agree nor disagree	2.59%	1.10%	4.32%	4.48%	2.81%	3.01%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
Strongly disagree	<1%	0.00%	0.00%	<1%	0.00%	<1%
38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,962	n=363	n=278	n=199	n=461	n=133
Strongly agree	79.31%	81.27%	84.53%	83.92%	77.01%	73.68%
Agree	18.60%	17.63%	13.67%	13.57%	20.39%	21.05%
Neither agree nor disagree	1.89%	1.10%	1.44%	2.51%	2.17%	5.26%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%

## Appendix F: Survey Results by Question

39. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,967	n=364	n=277	n=202	n=462	n=133
Strongly agree	59.84%	59.34%	65.34%	61.88%	57.36%	49.62%
Agree	28.62%	30.22%	25.99%	28.71%	27.71%	29.32%
Neither agree nor disagree	9.10%	9.62%	6.14%	7.43%	11.26%	18.05%
Disagree	1.58%	<1%	1.81%	<1%	2.81%	2.26%
Strongly disagree	<1%	0.00%	<1%	<1%	<1%	<1%