

2021

National Cemetery Administration State or Tribal Veterans Cemeteries Satisfaction Survey



VA



U.S. Department
of Veterans Affairs

National Report
August 2021

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Executive Summary

SECTION DESCRIPTION

- This section presents an overview of the content of this report and key findings from the next of kin and funeral directors who have had experiences at State Veterans Cemeteries. The next of kin survey data and analysis presented in this report only pertains to next of kin and funeral director experiences with State Veterans Cemeteries. Since there were no tribal cemetery interment records available in BOSS, no surveys were mailed to next of kin about Tribal Veterans Cemeteries. One funeral director completed the survey about a Tribal Veterans Cemetery.

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 16,319 next of kin who had interred a loved one at a State Veterans cemetery 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 Veterans cemeteries during the designated time period. A total of 27,469 survey questionnaires (16,329 to next of kin and 11,140 to funeral directors) were mailed for this survey. A total of 7,928 completed questionnaires (7,319 next of kin and 609 funeral directors) were returned, which resulted in an overall survey response rate of 29.80% (46.32% for next of kin and 5.64% for funeral directors).
- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. Since there were no records of tribal cemetery interments in the BOSS database, no records were sent to next of kin about Tribal Veterans Cemeteries. One funeral director completed the survey about a Tribal Veterans Cemetery.
- 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 State or Tribal Veterans Cemetery. Combined responses are presented for all respondents, as well as for next of kin and funeral directors separately.
 - 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.
- Six appendices follow the main body of the report:
 - 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 State or Tribal Veterans 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 the data can be found.
 - Appendix E: Response Rates – presents response rates for each State or Tribal Veterans 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: STVC HIGHLIGHTS OF FINDINGS

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

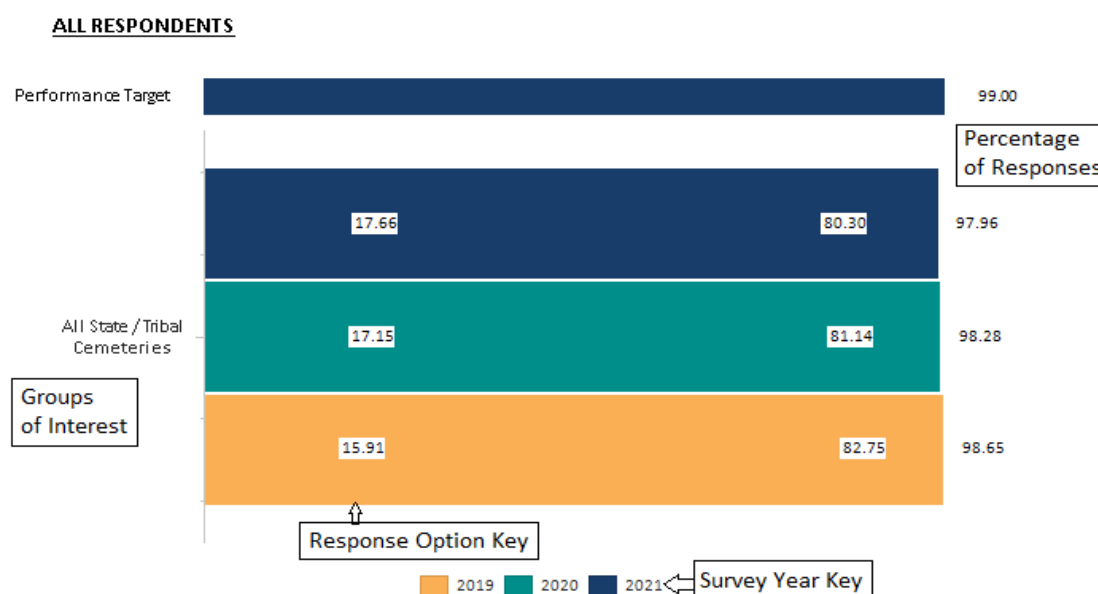
OVERALL SATISFACTION		TRUST		CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Overall Experience	96.68%	Maintain as National Shrines	97.52%	Gravesite Appearance is Excellent (NoK)	94.69%
Quality of Service	94.78%	Honors all Veterans	97.94%	Upkeep is Excellent	95.86%
Courteous Staff	96.79%	INFORMATION & COMMUNICATION		Committal shelter was private, clean and free of safety hazards	97.55%
Professional Staff	95.51%	Satisfaction with Information Provided (NoK)	95.06%	HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Cemetery Appearance	97.96%	Top way to find out about benefits: Family member/friend (NoK)	54.82%	Satisfaction with length of time for placement (NoK)	91.75%
Recommend Cemetery	98.19%	Best way to convey Information: E-mail (NoK)	29.69%	Satisfaction with quality and appearance (NoK)	93.40%
COMMITTAL SERVICES		Satisfaction with Communication (FD)	94.01%	Accurate Inscription (NoK)	95.88%
Satisfaction with Committal Service (NoK)	94.05%	Characterize Communication as Good or Excellent (FD)	96.33%	STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Ease of Scheduling Process (FD)	91.80%	Provides most information re: policies & procedures: State or Tribal/VA/NCA Website (FD)	44.57%	Appearance compared favorably (NoK)	86.55%
Received the support needed from Cemetery Staff (FD)	97.52%	Best way to Communicate: Email (FD)	47.46%	Quality of Service compared favorably (NoK)	78.26%
Service is superior or better than Private Cemetery (FD)	65.26%			Honor of interment is equivalent (NoK)	80.21%

Overall Satisfaction Measures and Key Metrics

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on overall measures of satisfaction.
- Results are also presented for eight key measures of satisfaction.
- Questions that were asked of both funeral directors and next of kin are presented together with 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.
- 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 153) of this report.

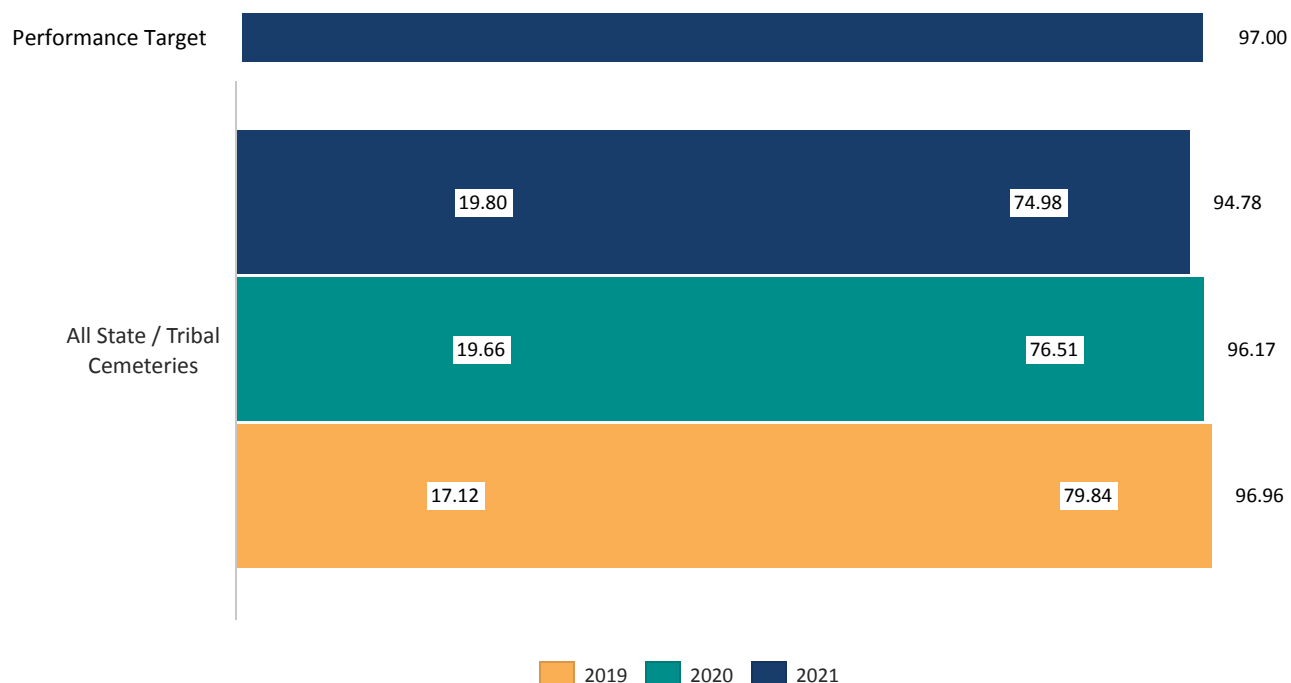
Question 42/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



Overall Satisfaction Measures and Key Metrics

Question 37/29: The quality of service received from cemetery staff is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%
	2020	8412	76.51%	-3.33%	19.66%	2.92%	0.51%	0.39%
	2019	9544	79.84%	3.10%	17.12%	2.14%	0.60%	0.30%

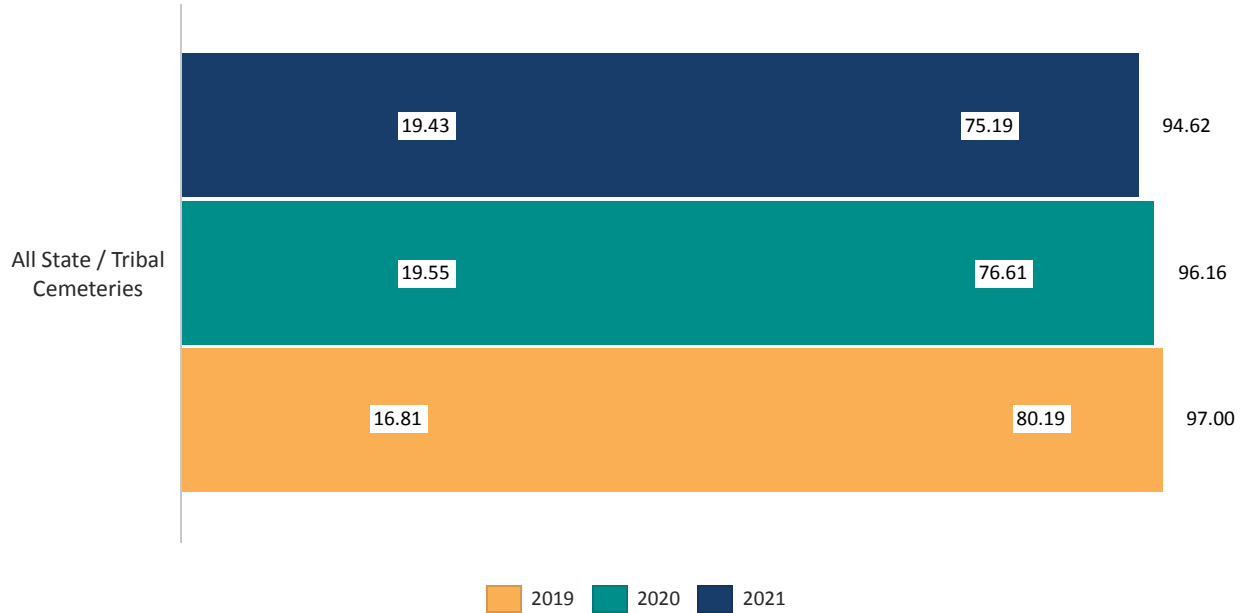
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

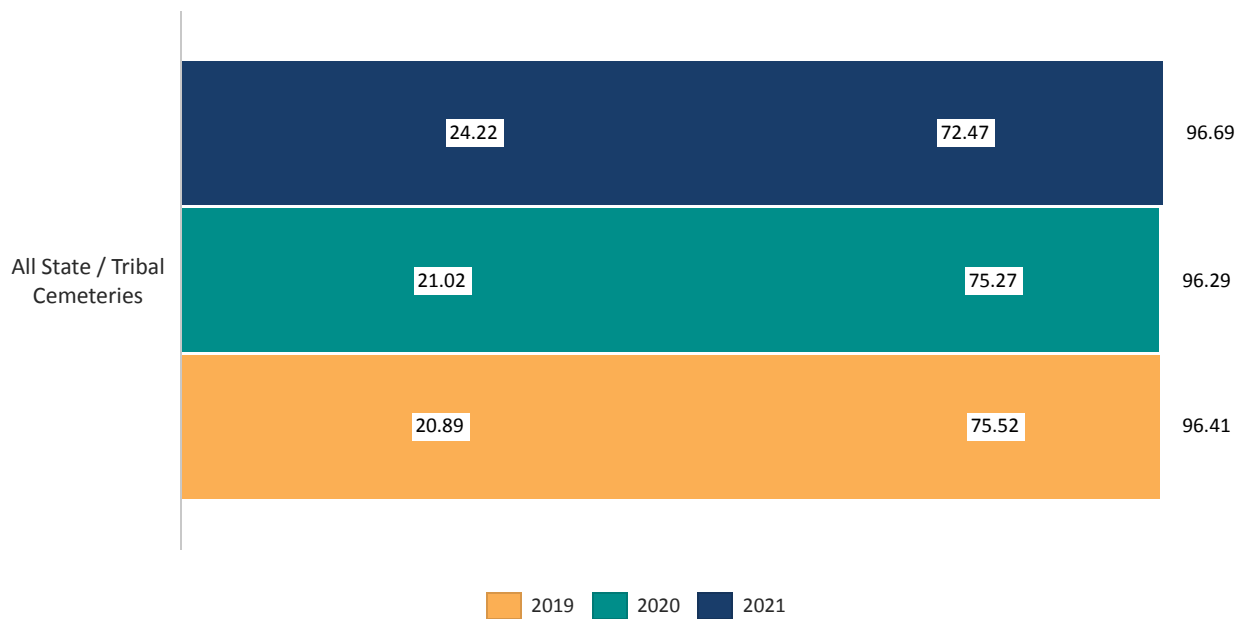
Overall Satisfaction Measures and Key Metrics

Question 37/29: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



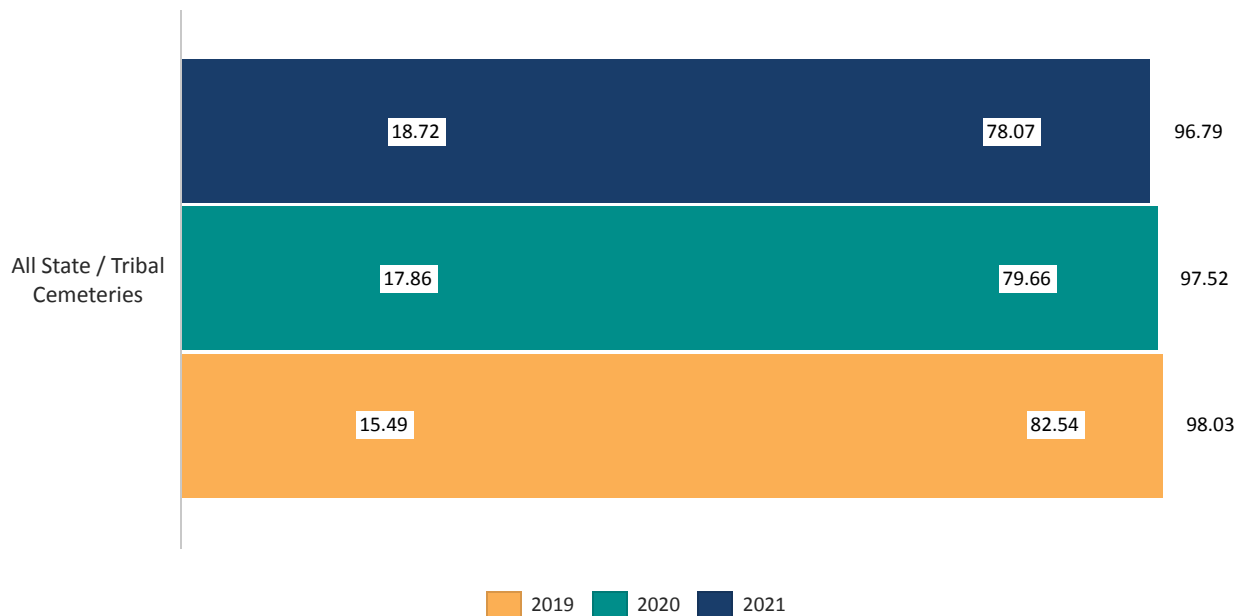
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 38/30: the State or Tribal Veterans Cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7411	78.07%	-1.59%	18.72%	2.60%	0.24%	0.36%
	2020	8265	79.66%	-2.88%	17.86%	2.06%	0.30%	0.12%
	2019	9510	82.54%	2.70%	15.49%	1.46%	0.36%	0.15%

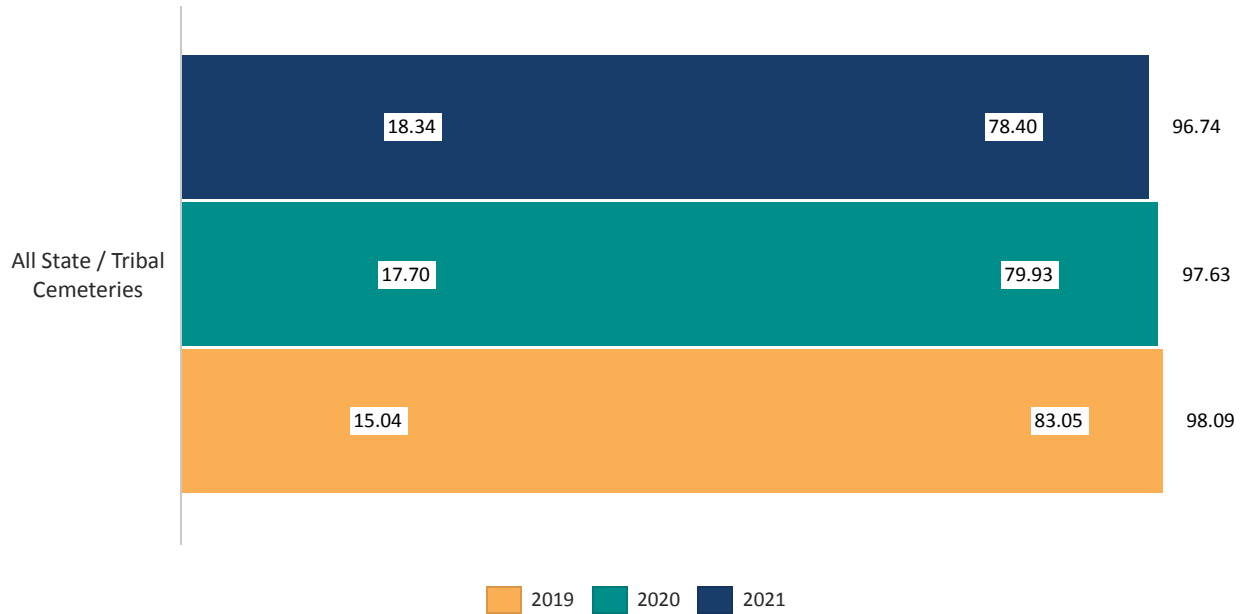
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

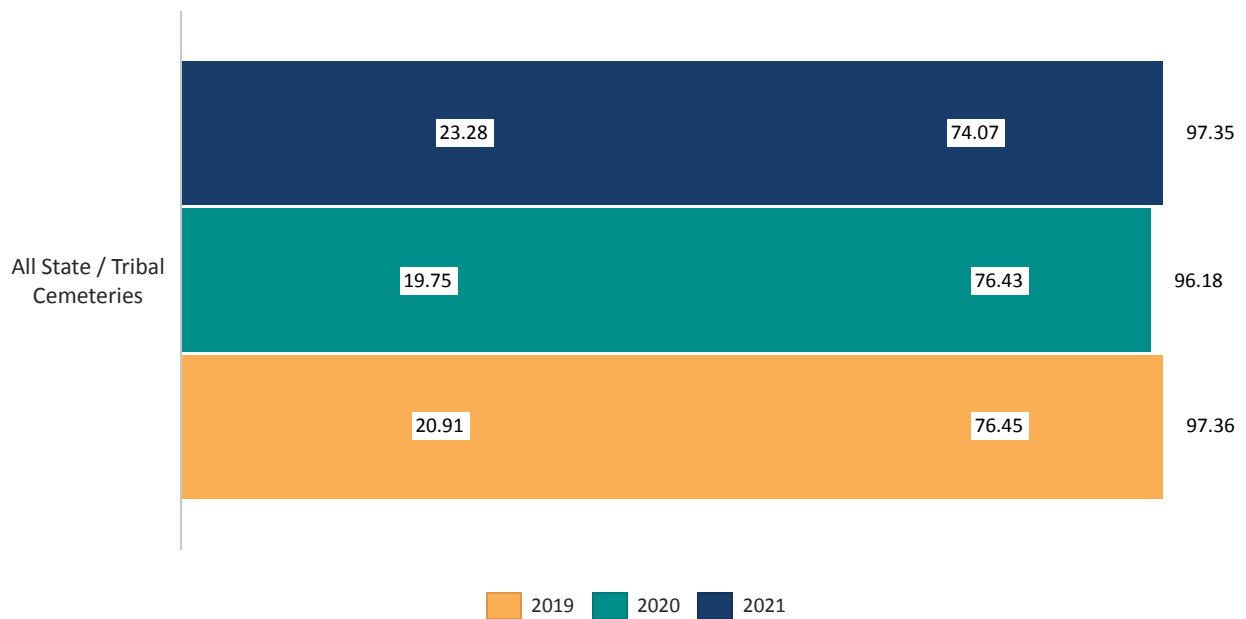
Overall Satisfaction Measures and Key Metrics

Question 38/30: the State or Tribal Veterans Cemetery staff was courteous.

NEXT OF KIN



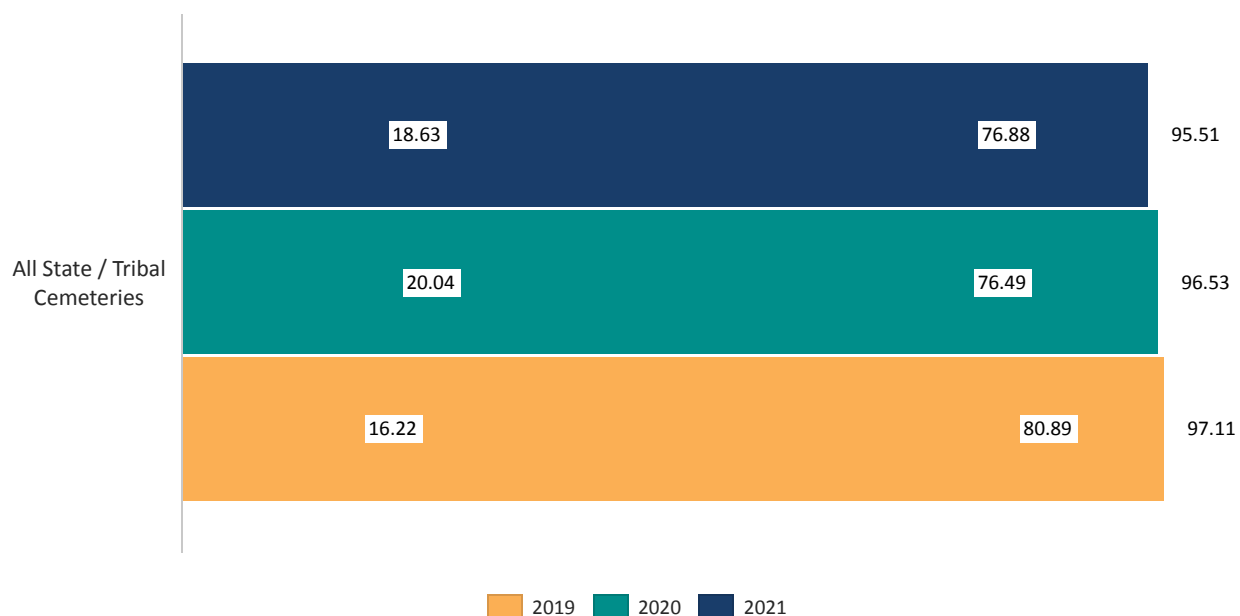
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 39/31: the State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7395	76.88%	0.39%	18.63%	3.45%	0.61%	0.43%
	2020	8098	76.49%	-4.40%	20.04%	2.80%	0.53%	0.14%
	2019	9492	80.89%	2.50%	16.22%	1.98%	0.63%	0.27%

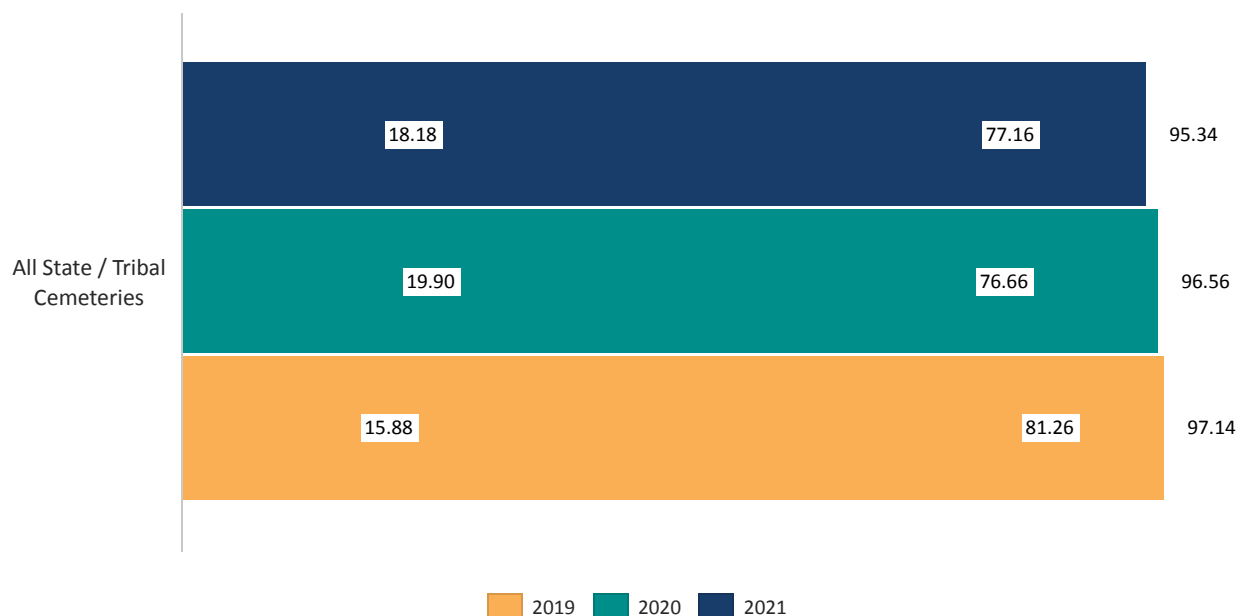
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

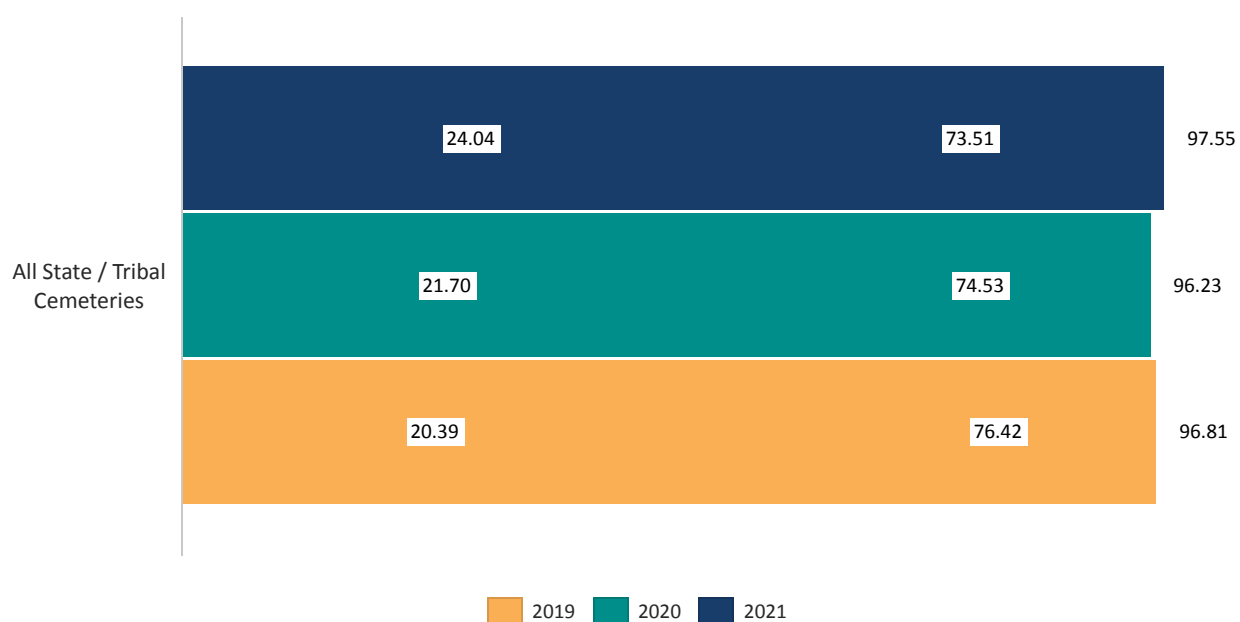
Overall Satisfaction Measures and Key Metrics

Question 39/31: the State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

NEXT OF KIN



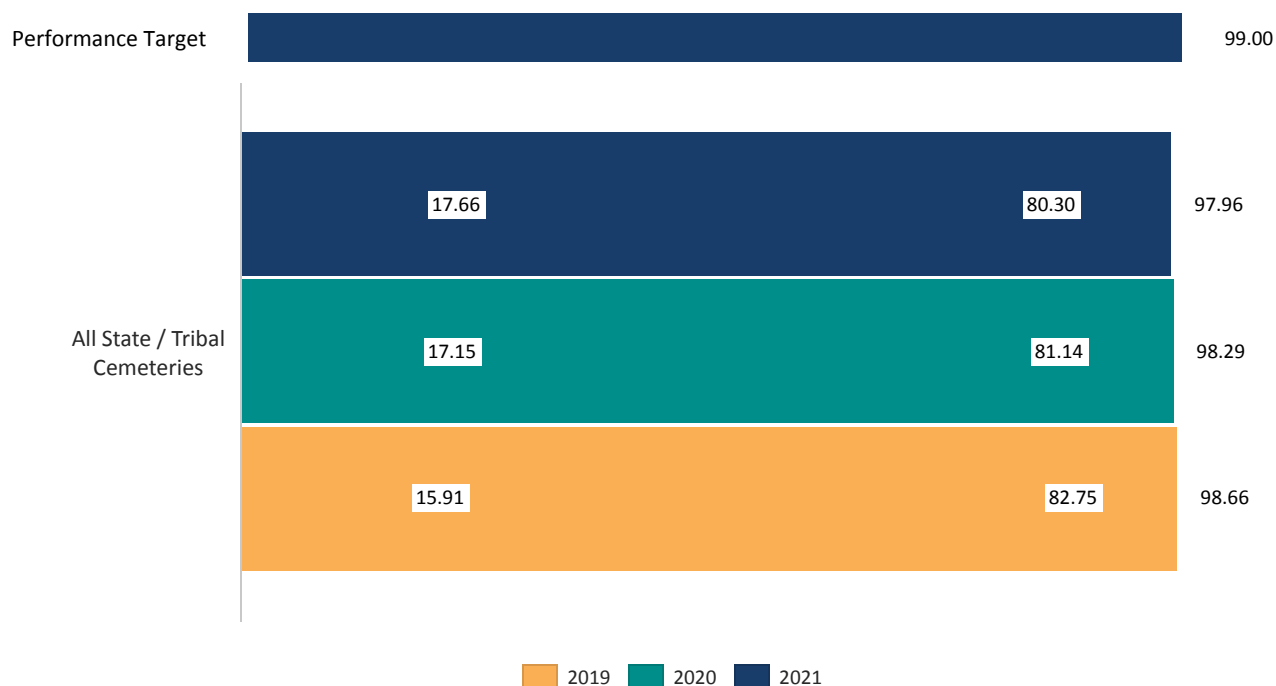
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 42/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7604	80.30%	-0.84%	17.66%	1.55%	0.24%	0.25%
	2020	8498	81.14%	-1.61%	17.15%	1.32%	0.25%	0.15%
	2019	9618	82.75%	2.70%	15.91%	1.03%	0.19%	0.12%

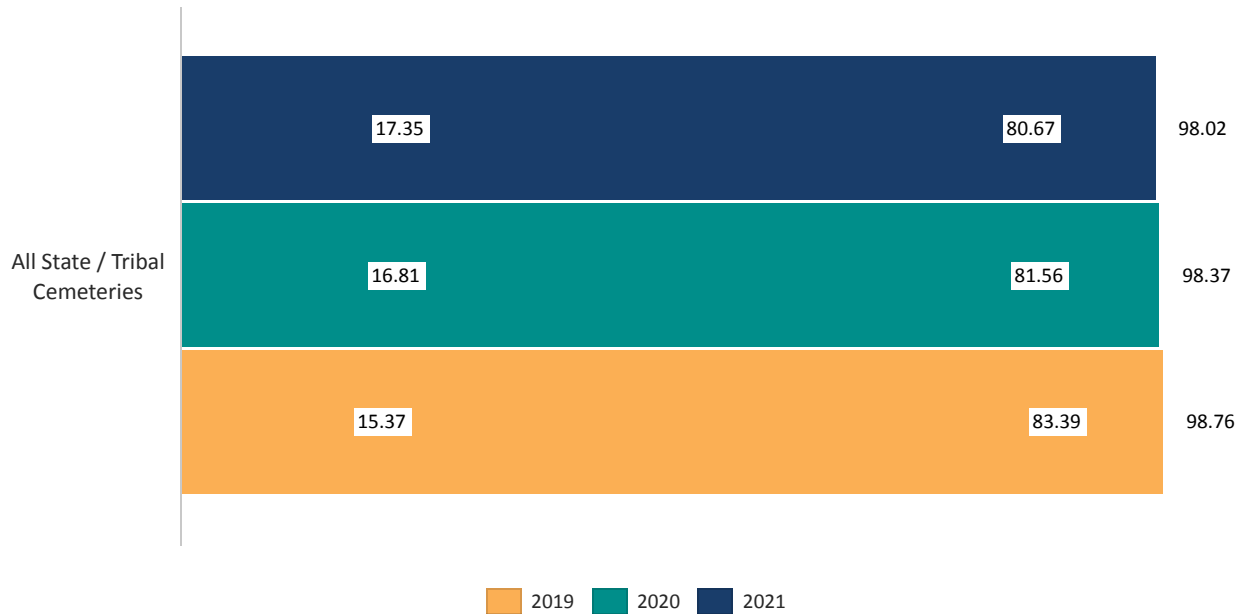
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

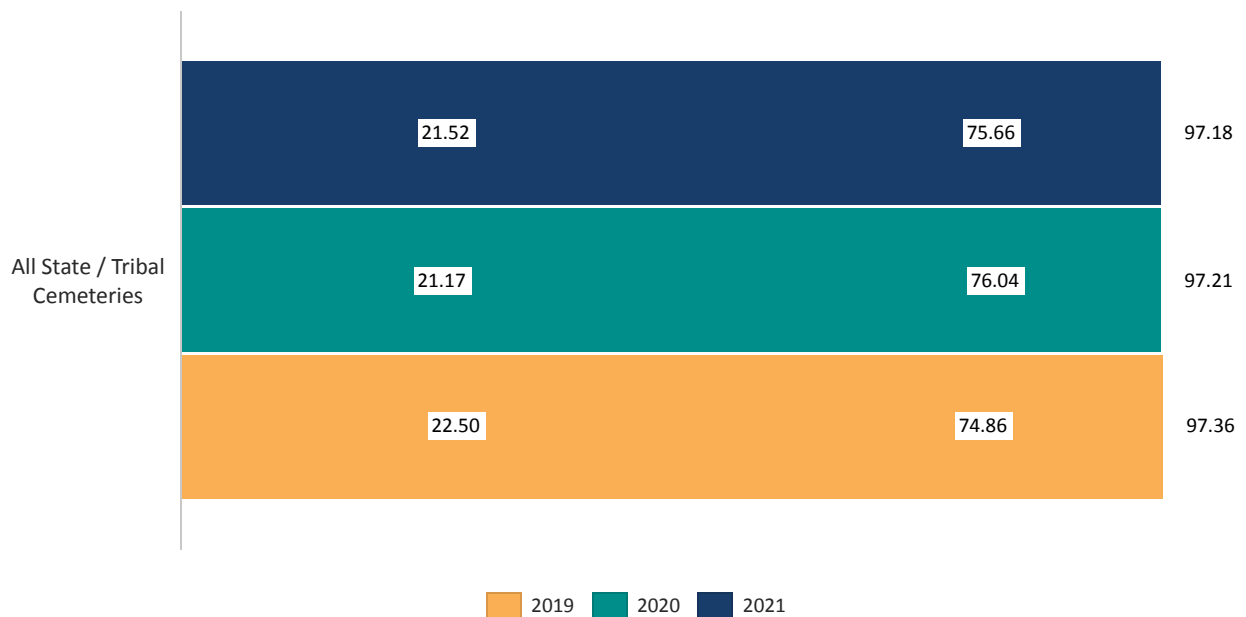
Overall Satisfaction Measures and Key Metrics

Question 42/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



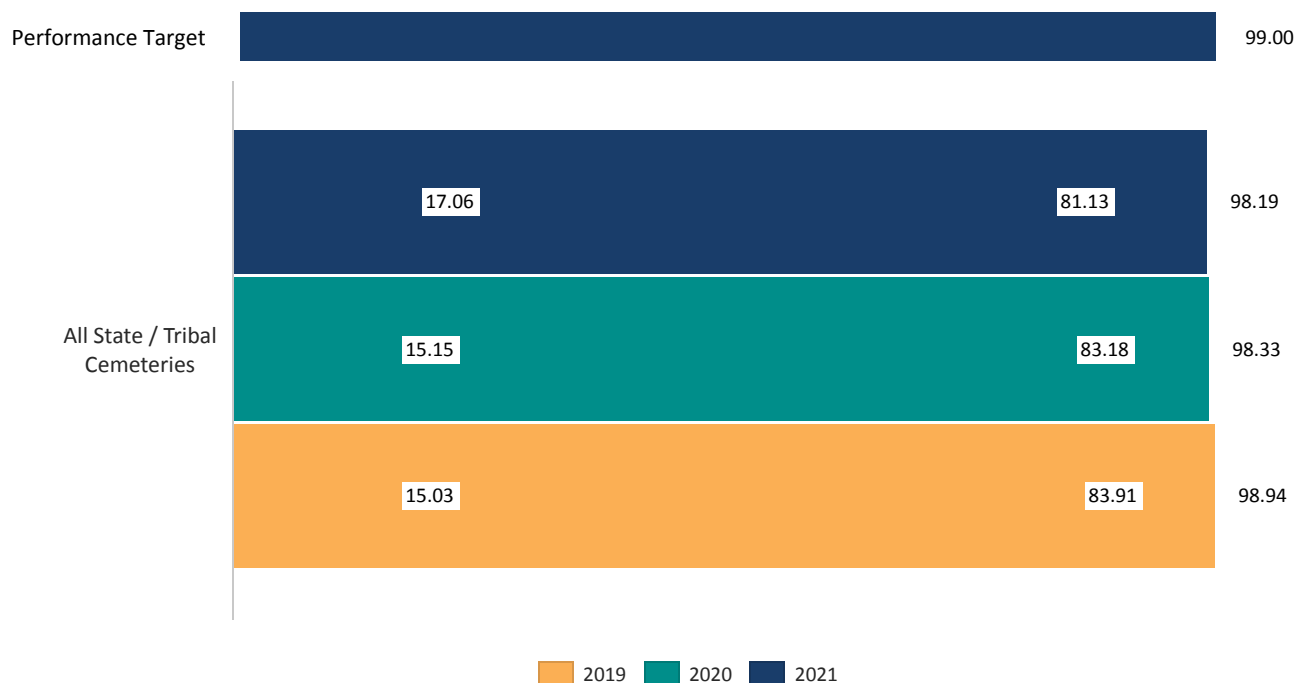
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 44/36: I would recommend the cemetery to Veteran families during their time of need.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7679	81.13%	-2.05%	17.06%	1.26%	0.34%	0.21%
	2020	8563	83.18%	-0.73%	15.15%	1.33%	0.19%	0.15%
	2019	9660	83.91%	1.30%	15.03%	0.83%	0.12%	0.10%

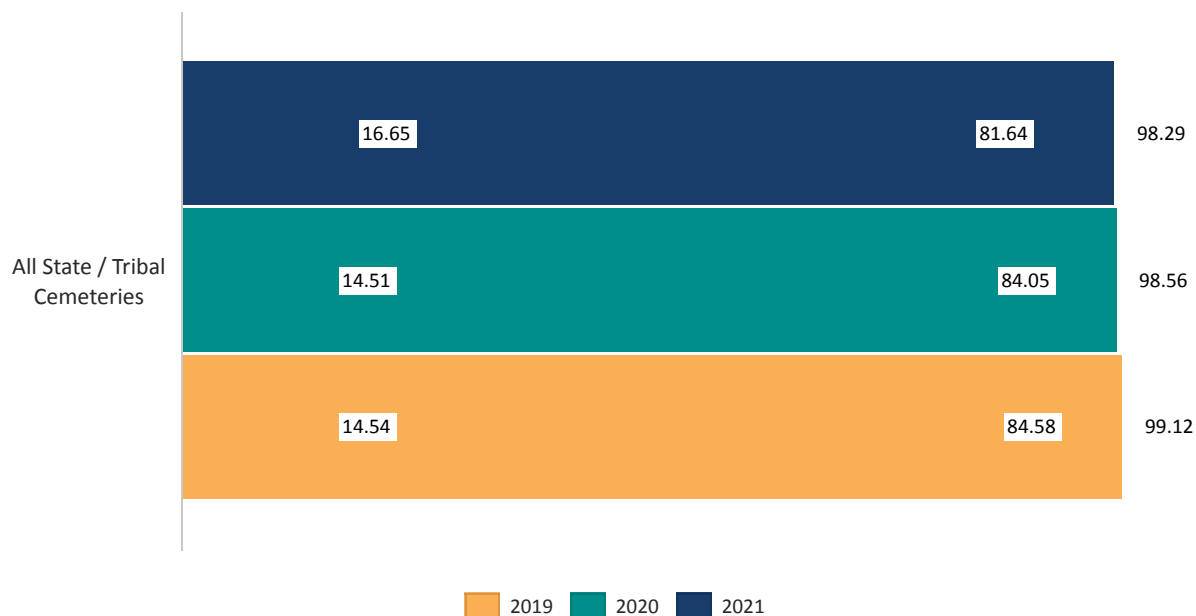
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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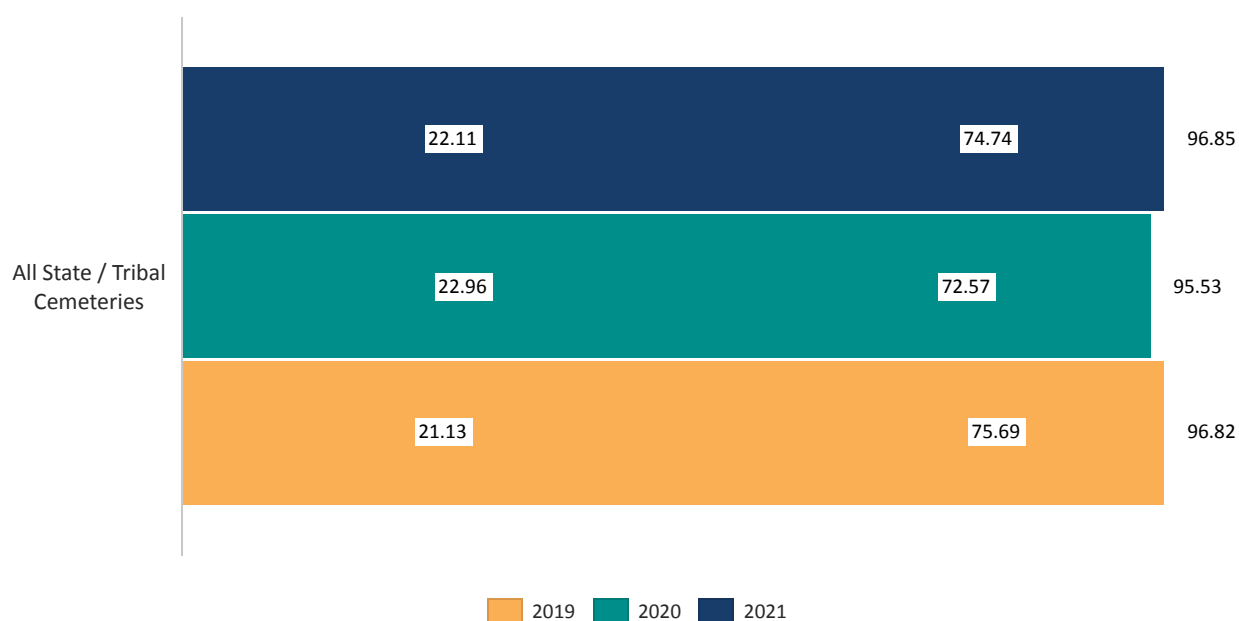
Overall Satisfaction Measures and Key Metrics

Question 44/36: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



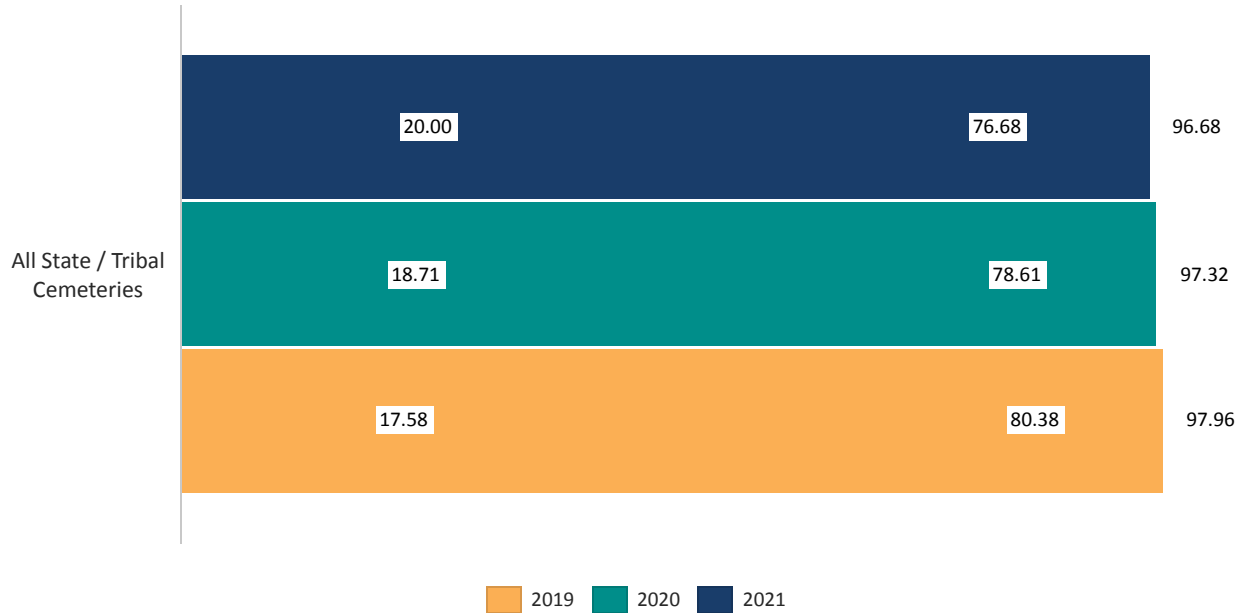
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 43/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7646	76.68%	-1.93%	20.00%	2.21%	0.61%	0.50%
	2020	8456	78.61%	-1.77%	18.71%	1.66%	0.64%	0.39%
	2019	9653	80.38%	1.70%	17.58%	1.29%	0.47%	0.28%

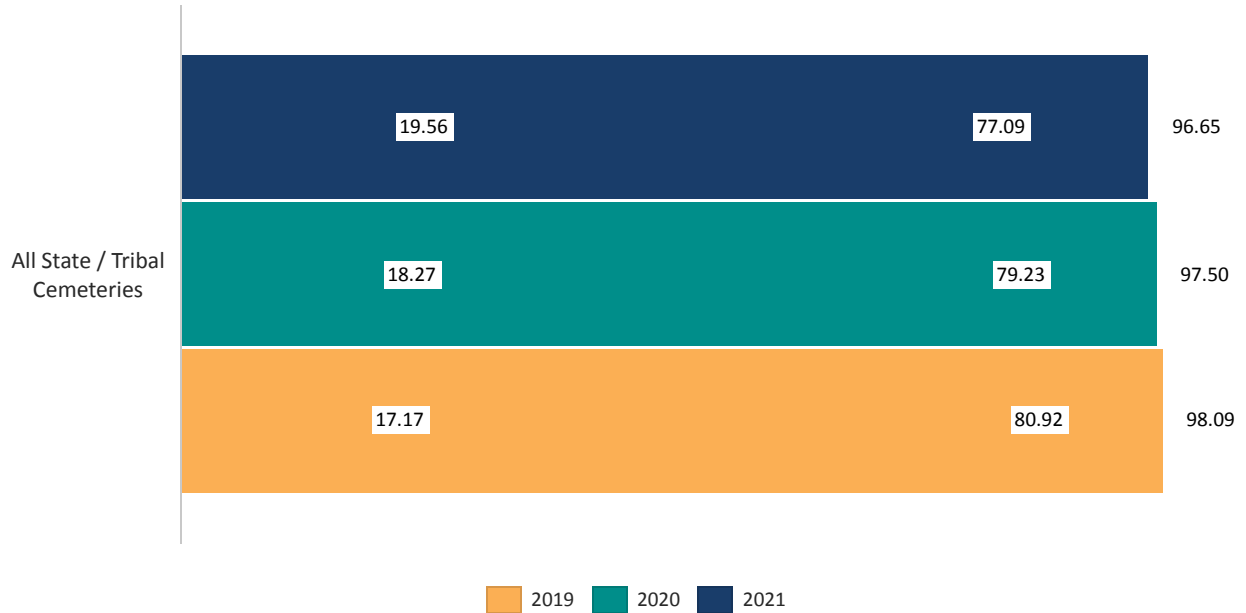
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

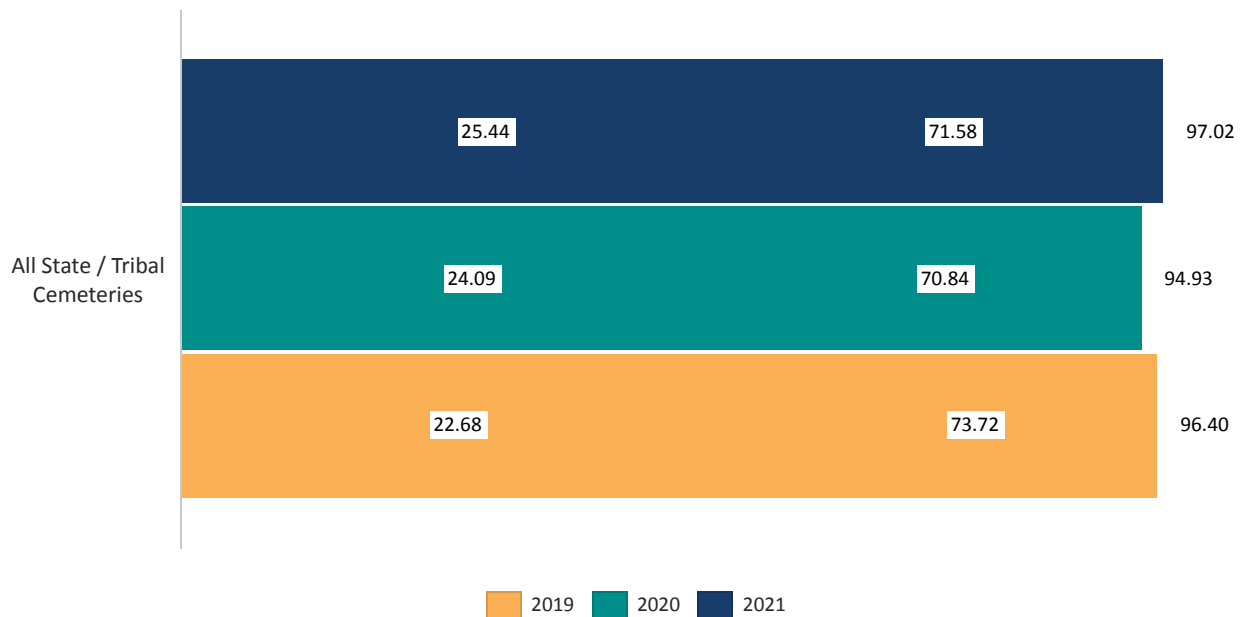
Overall Satisfaction Measures and Key Metrics

Question 43/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

NEXT OF KIN



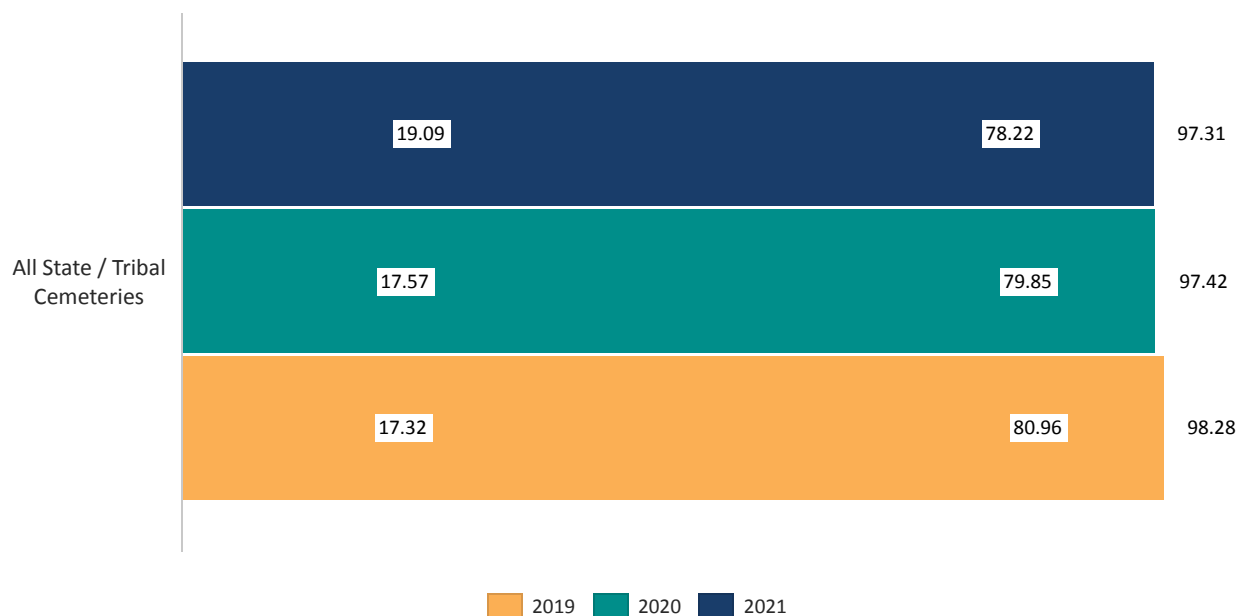
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 45/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7539	78.22%	-1.63%	19.09%	2.19%	0.29%	0.21%
	2020	8259	79.85%	-1.11%	17.57%	2.24%	0.17%	0.17%
	2019	9510	80.96%	1.40%	17.32%	1.46%	0.13%	0.14%

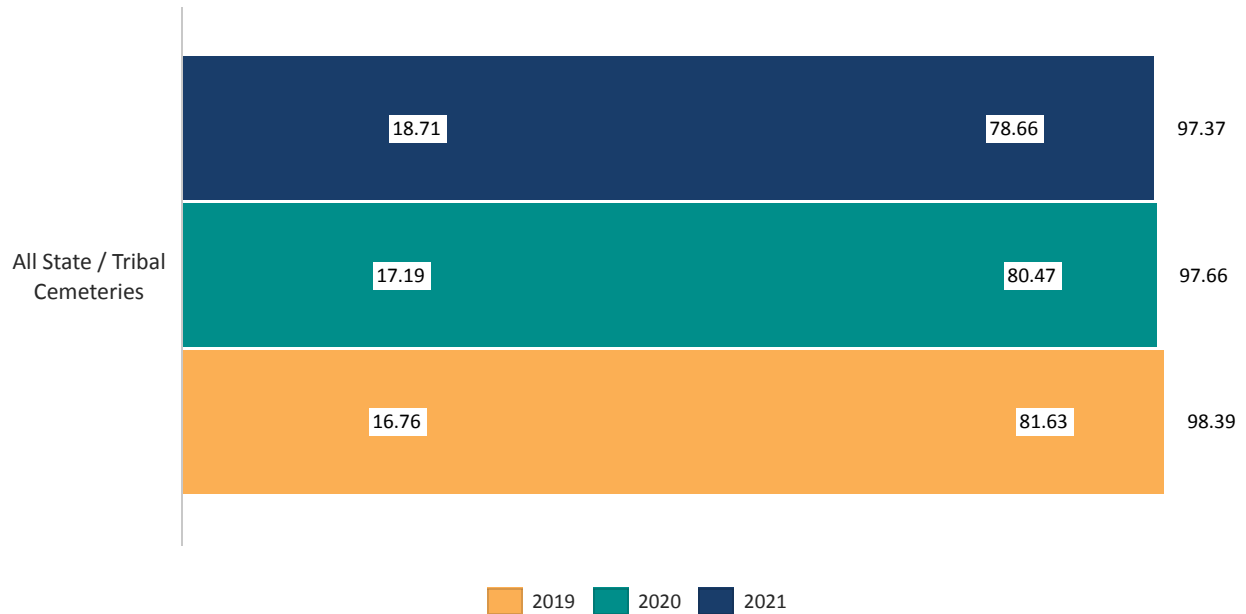
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

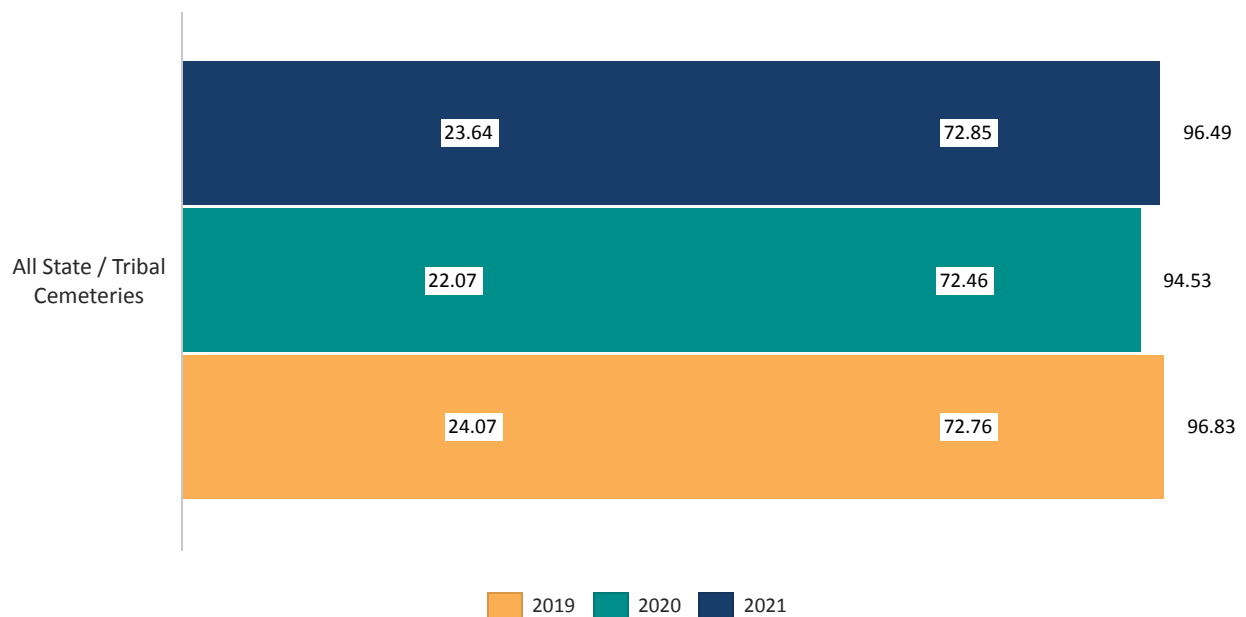
Overall Satisfaction Measures and Key Metrics

Question 45/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN



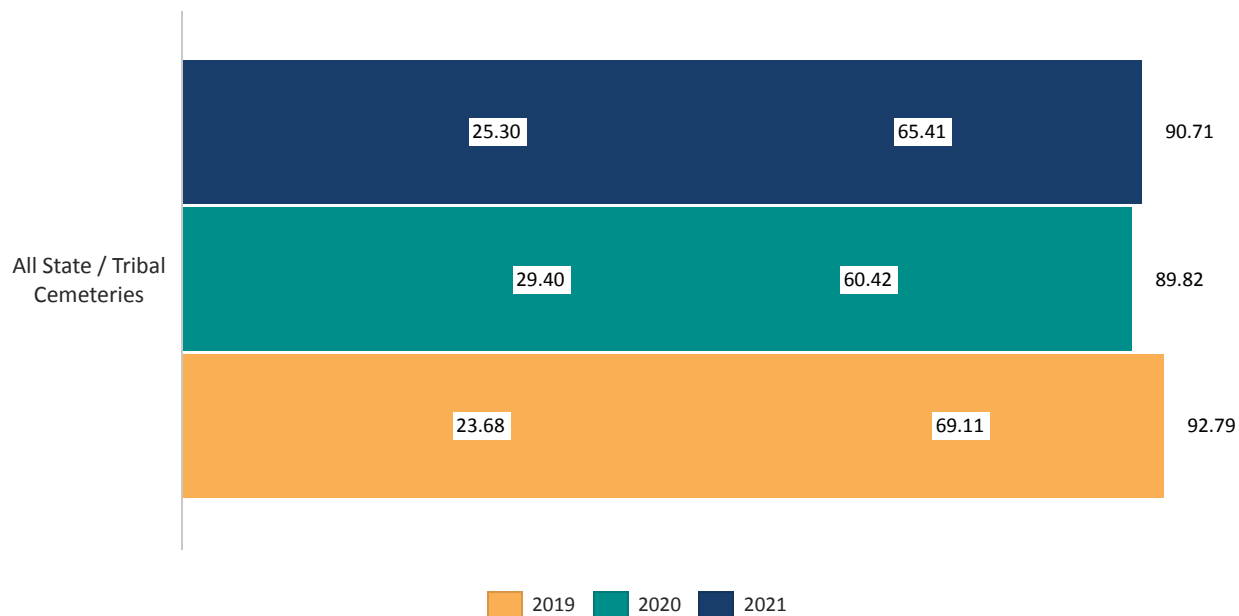
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 47/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7633	65.41%	4.99%	25.30%	7.44%	1.22%	0.63%
	2020	8314	60.42%	-8.69%	29.40%	8.91%	0.88%	0.40%
	2019	9629	69.11%	1.70%	23.68%	6.05%	0.81%	0.34%

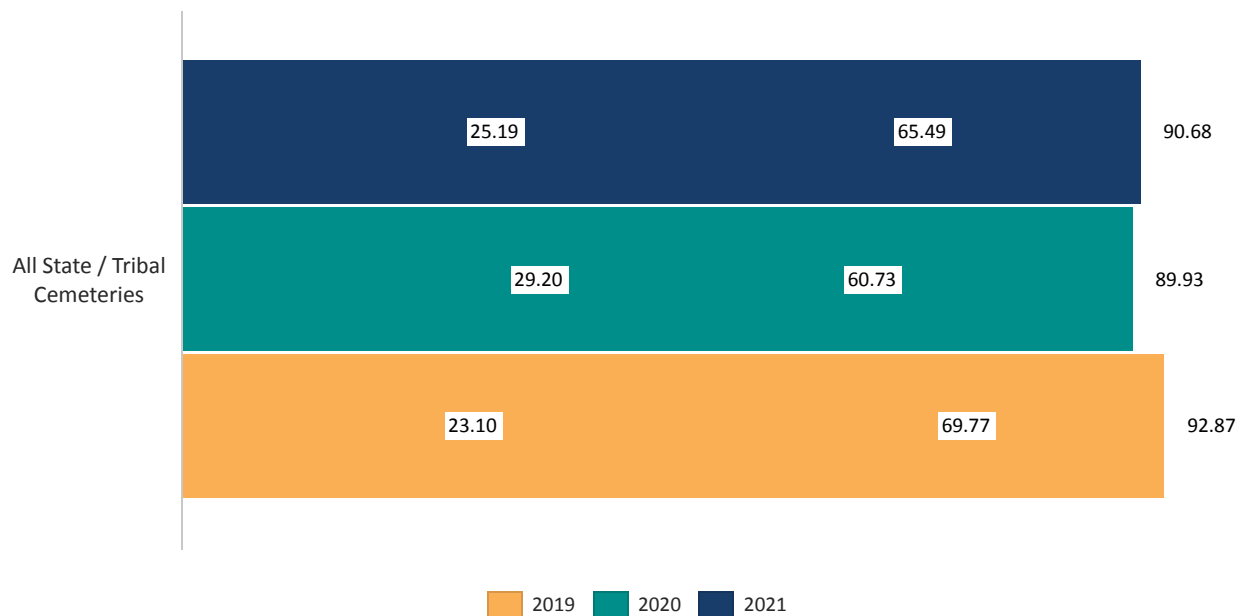
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

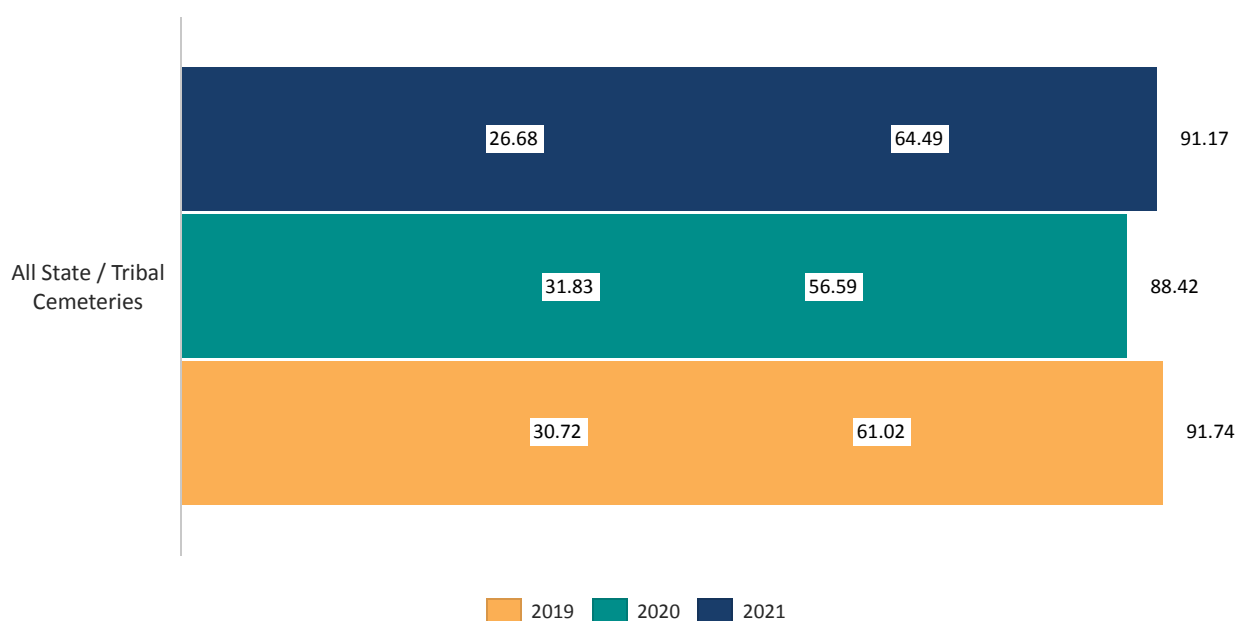
Overall Satisfaction Measures and Key Metrics

Question 47/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

NEXT OF KIN



FUNERAL DIRECTORS



Trust

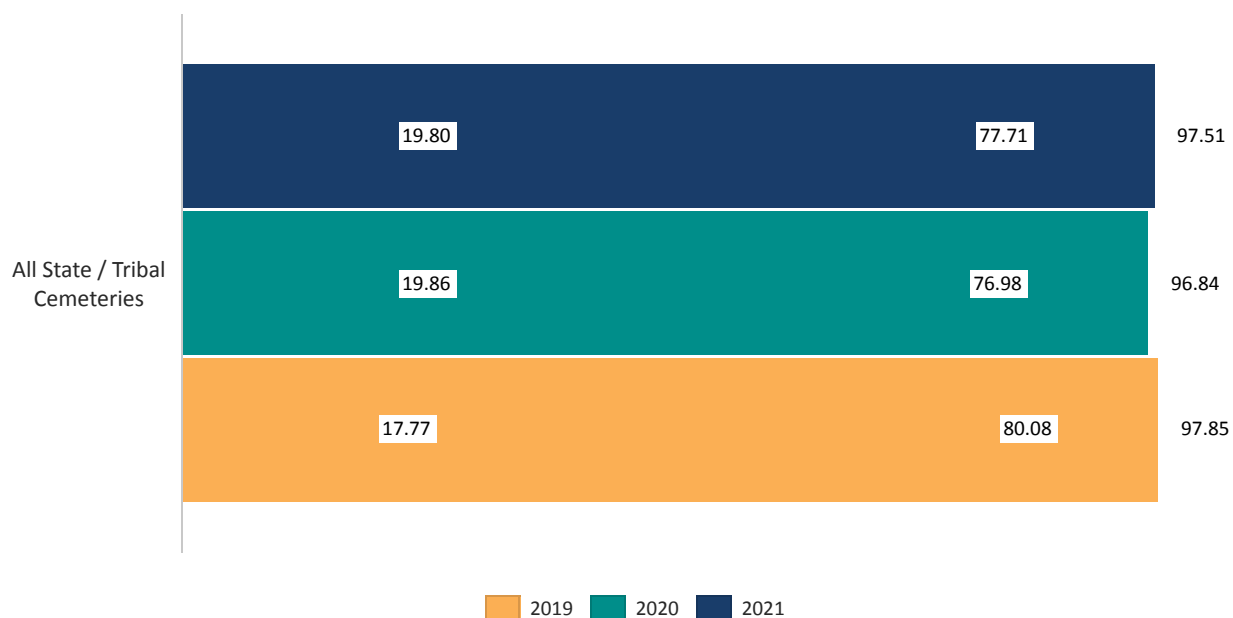
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a State or Tribal Veterans Cemetery's commitment to maintain cemeteries as national shrines and to honor all Veterans.
- Questions that were asked of both funeral directors and next of kin 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.
- Due to rounding, some percentages may not sum to 100%.

Trust

Question 46/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

ALL RESPONDENTS



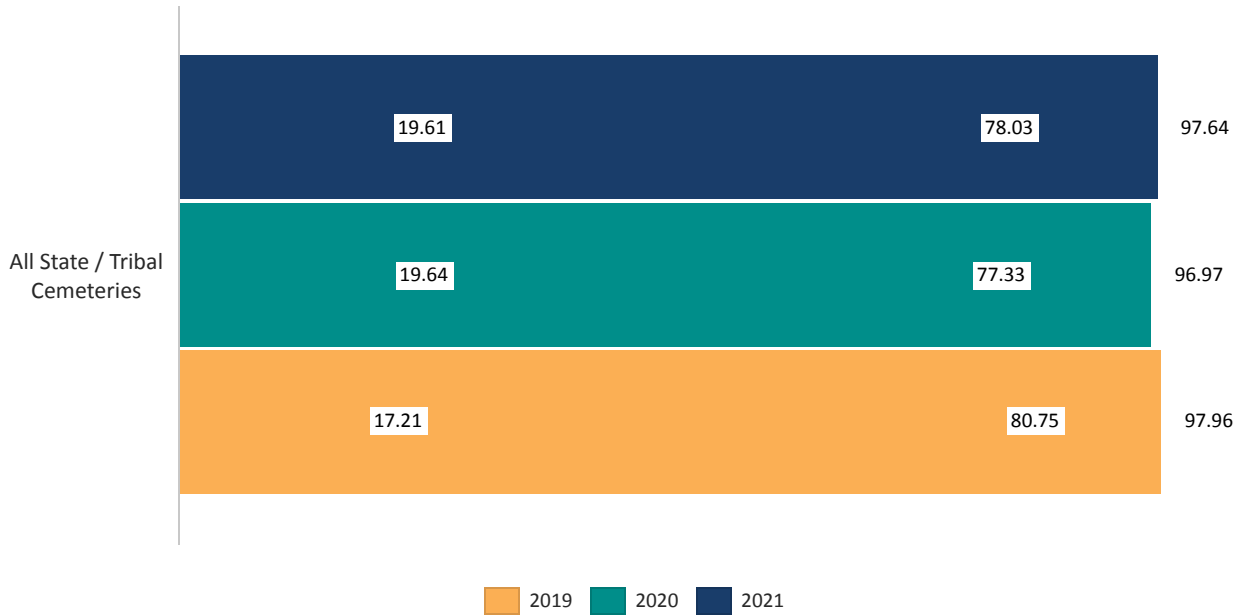
	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7606	77.71%	0.73%	19.80%	2.10%	0.22%	0.16%
	2020	8239	76.98%	-3.10%	19.86%	2.79%	0.23%	0.15%
	2019	9572	80.08%	2.00%	17.77%	1.86%	0.19%	0.10%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

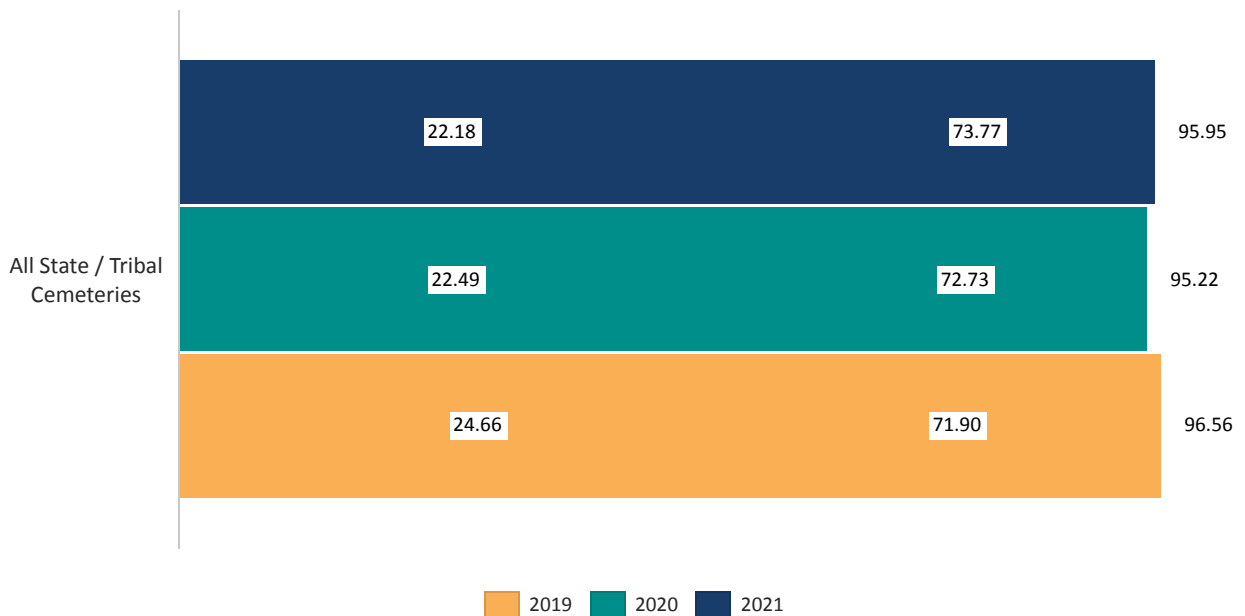
Next of Kin and Funeral Director data for this survey item are presented on the following page.

Question 46/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

NEXT OF KIN



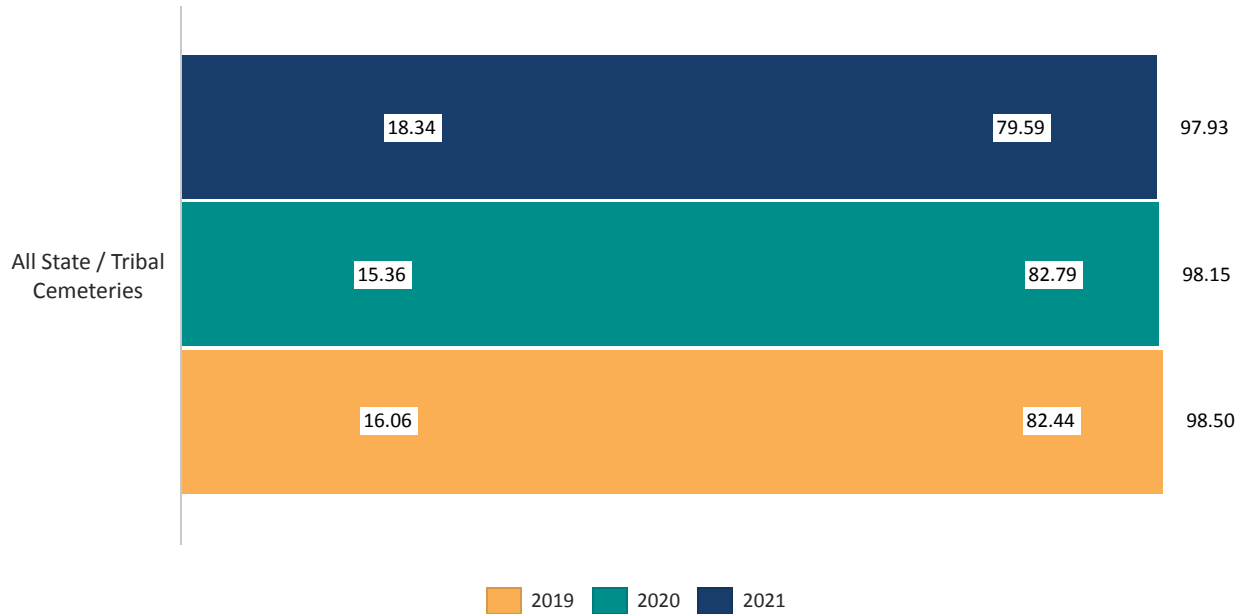
FUNERAL DIRECTORS



Trust

Question 35/27: The cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



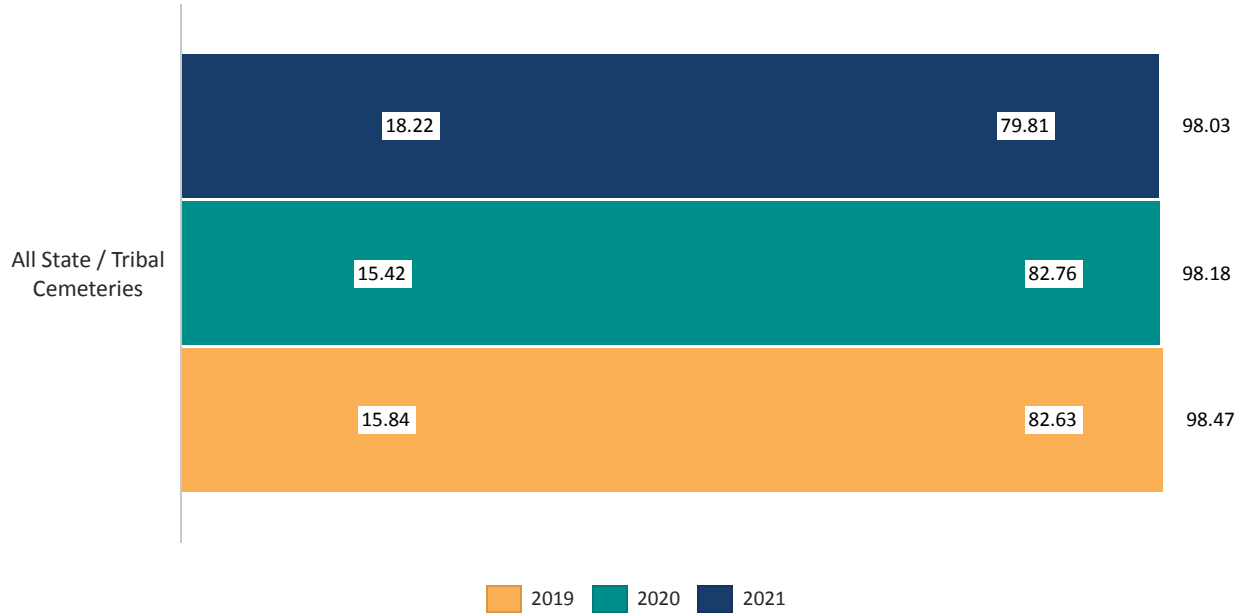
	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7321	79.59%	-3.20%	18.34%	1.60%	0.22%	0.25%
	2020	8046	82.79%	0.35%	15.36%	1.53%	0.25%	0.07%
	2019	9377	82.44%	2.00%	16.06%	1.18%	0.20%	0.12%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

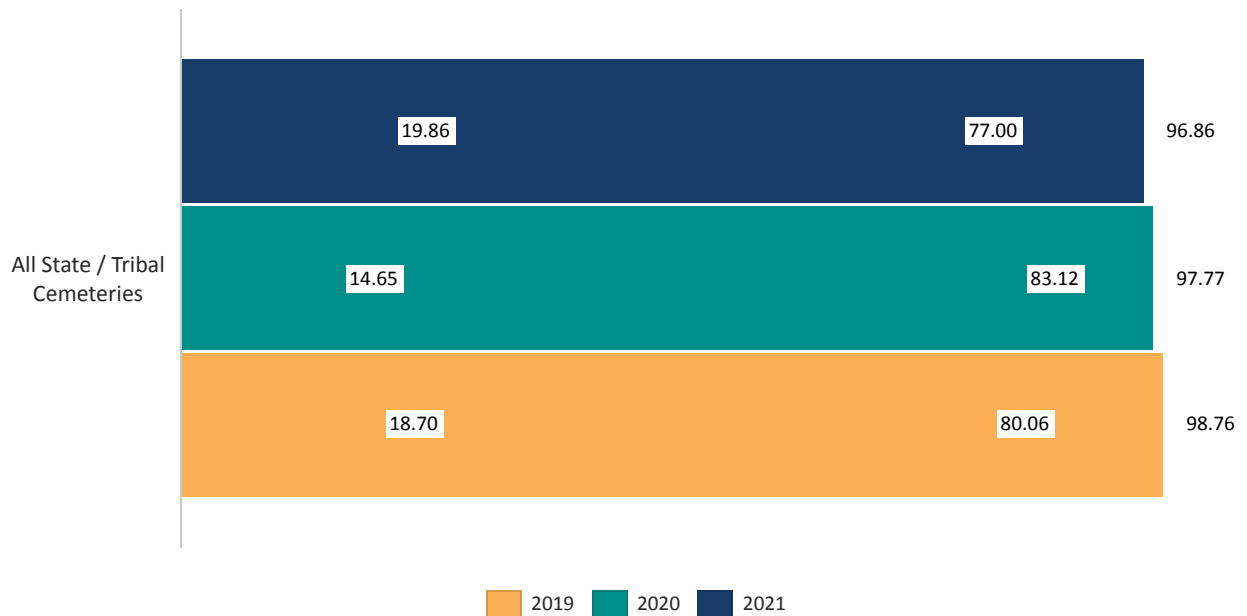
Next of Kin and Funeral Director data for this survey item are presented on the following page.

Question 35/27: The cemetery honors all Veterans and their service to our nation.

NEXT OF KIN



FUNERAL DIRECTORS



Satisfaction with Information and Communication: Next of Kin

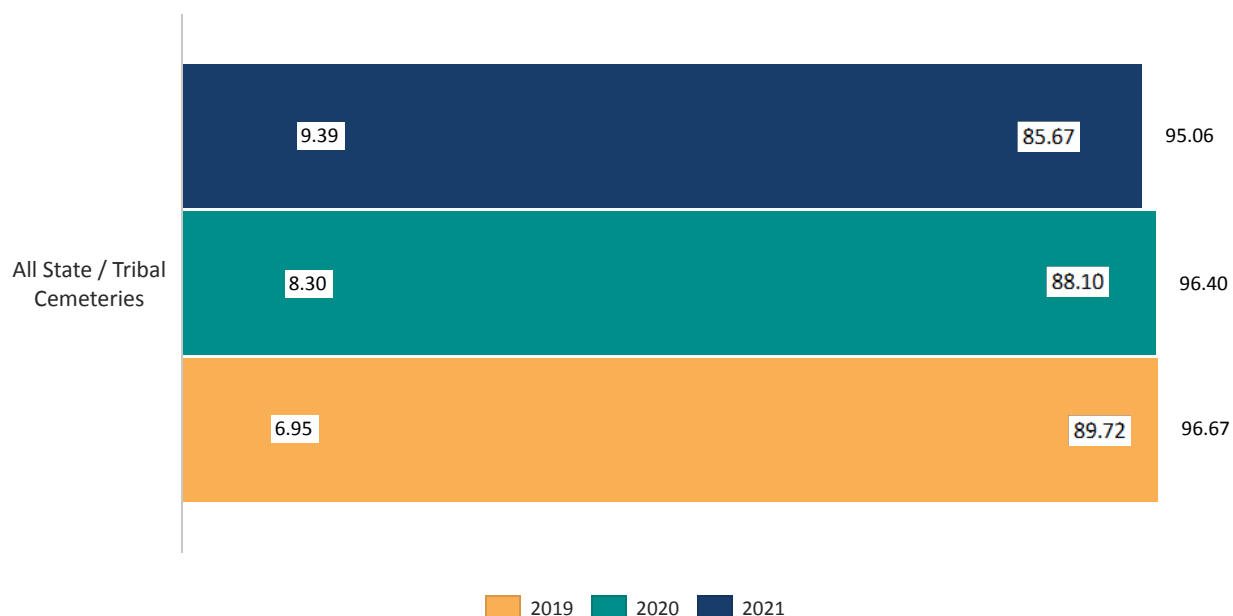
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans 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.
- 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 State or Tribal Veterans Cemetery?

NEXT OF KIN



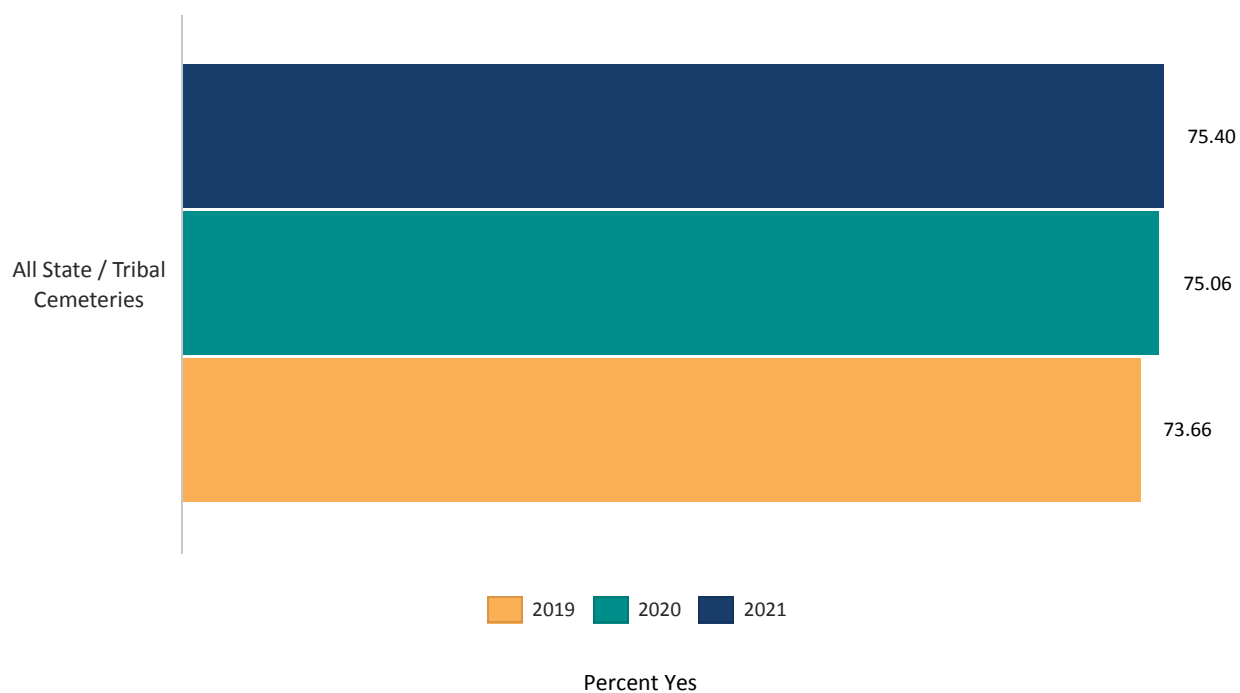
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	7189	85.67%	-2.43%	9.39%	3.24%	0.95%	0.75%
	2020	7663	88.10%	-1.62%	8.30%	2.39%	0.76%	0.46%
	2019	8956	89.72%	0.90%	6.95%	2.22%	0.70%	0.41%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

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 State or Tribal Veterans Cemetery?

NEXT OF KIN

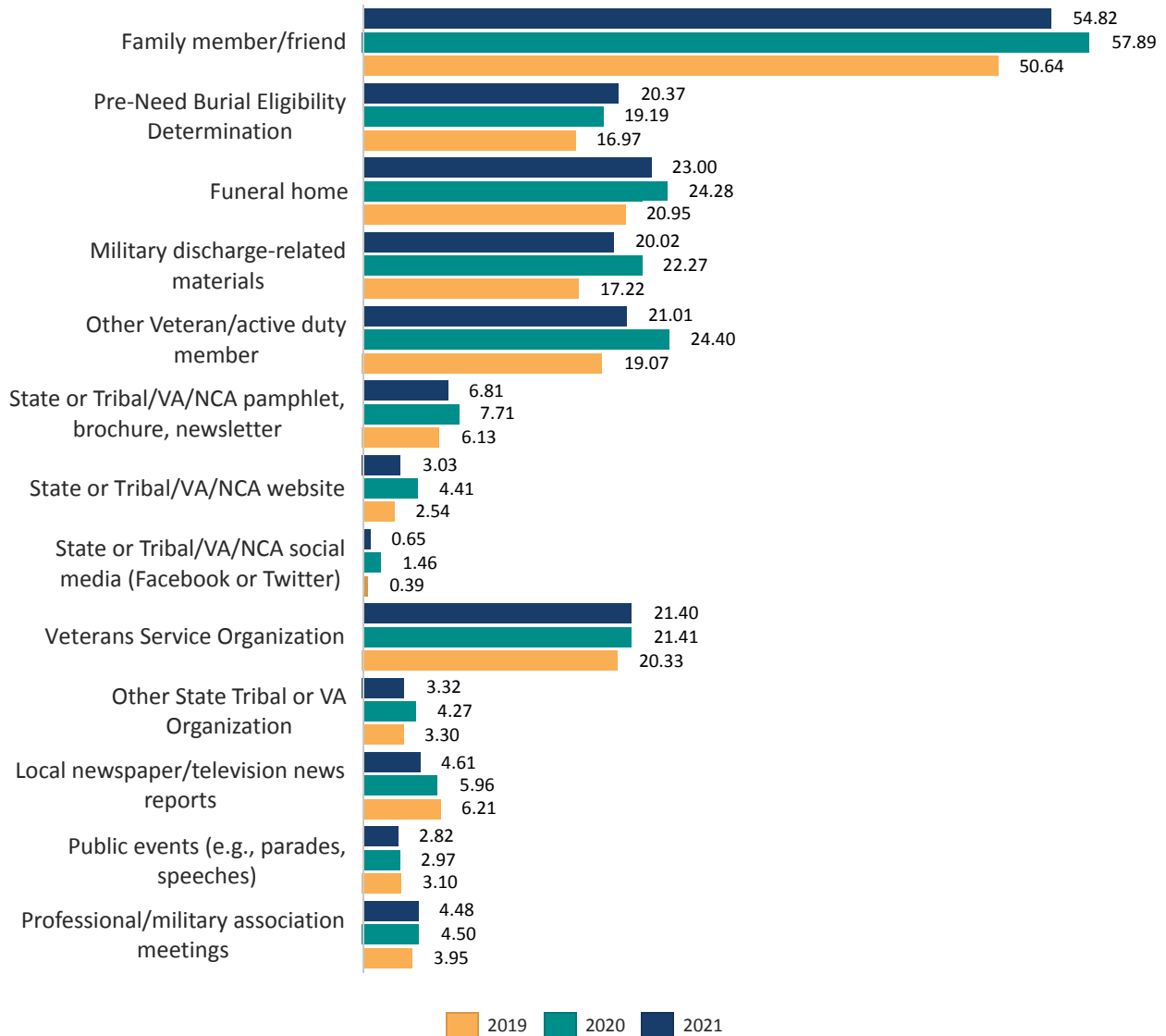


	Year	n	Yes	No
All State / Tribal Cemeteries	2021	7183	75.40%	24.60%
	2020	7655	75.06%	24.94%
	2019	8970	73.66%	26.34%

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)

NEXT OF KIN



2019: n = 6,607 2020: n = 5,618 2021: n = 5,244

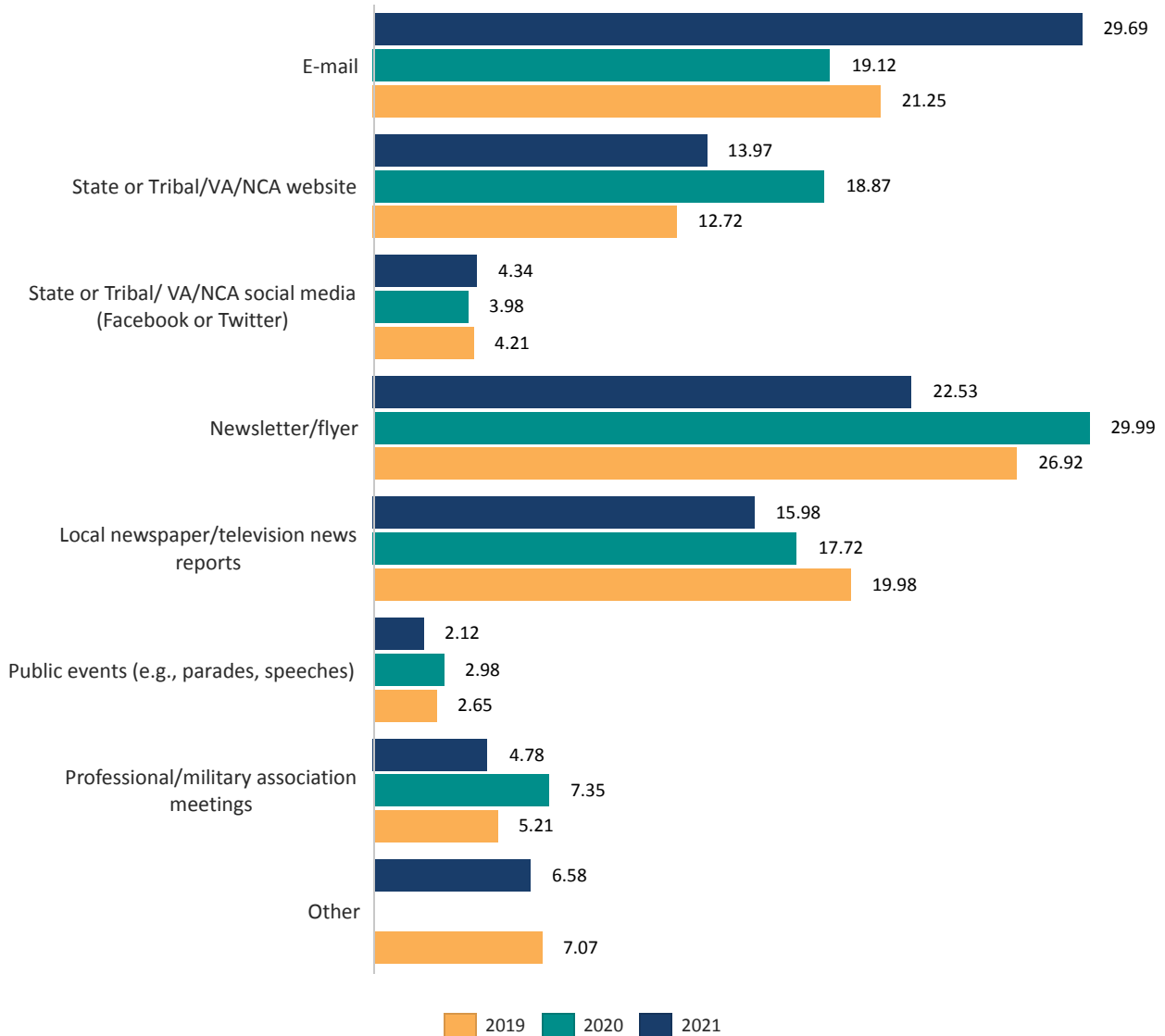
Note: As respondents could select more than one response option, percentages may not sum to 100.

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

Satisfaction with Information and Communication: Next of Kin

Question 8: Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits?

NEXT OF KIN



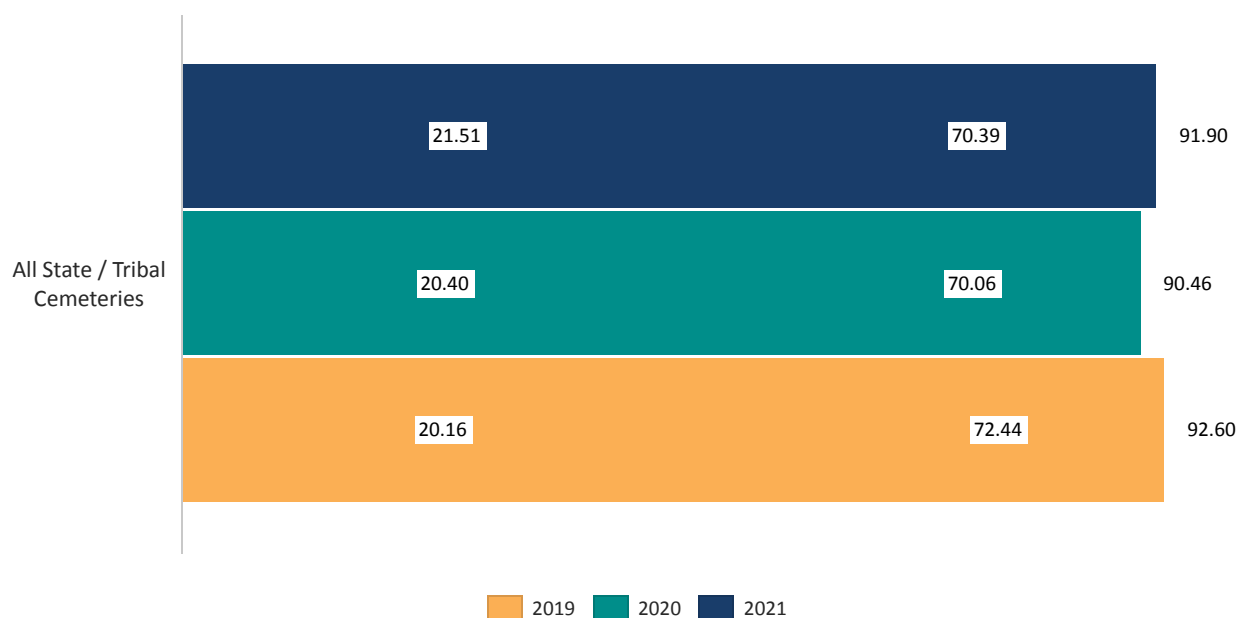
2019: n = 7,817 2020: n = 5,576 2021: n = 6,426

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?

NEXT OF KIN



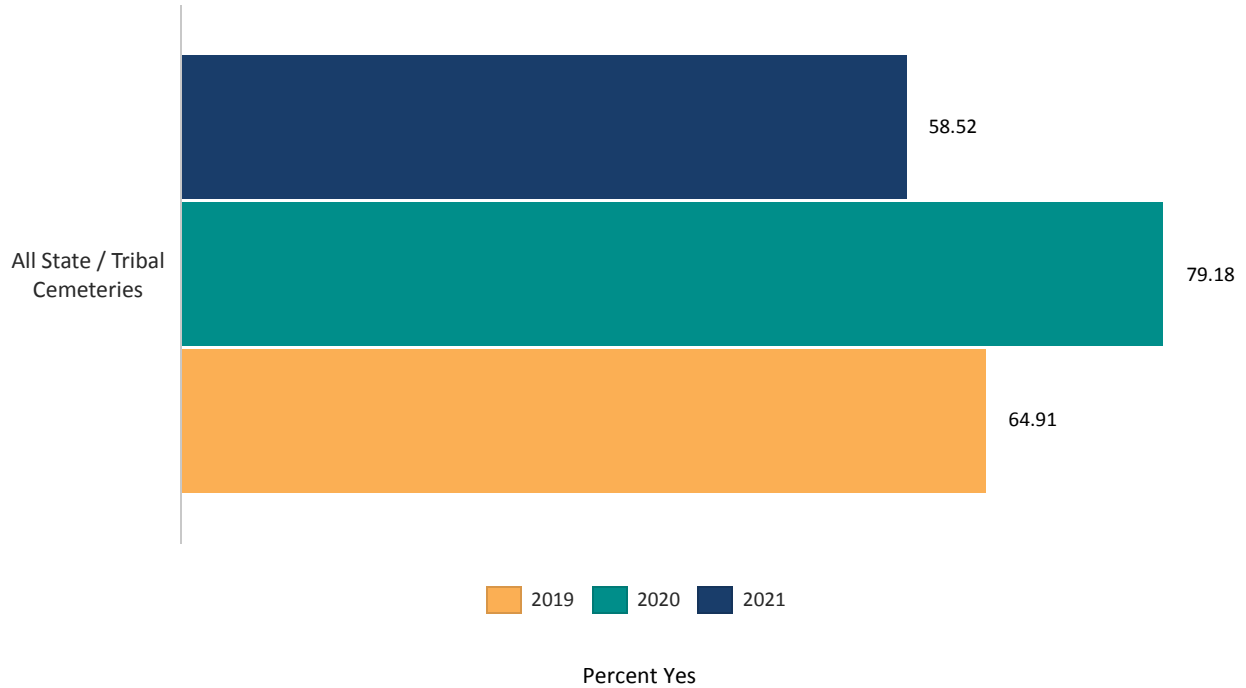
	Year	n	Very informed	*Change Score	Somewhat informed	Neither /Nor	Somewhat uninformed	Very uninformed
All State / Tribal Cemeteries	2021	5522	70.39%	0.33%	21.51%	4.26%	2.12%	1.72%
	2020	7668	70.06%	-2.38%	20.40%	4.06%	3.16%	2.33%
	2019	8899	72.44%	3.40%	20.16%	3.81%	2.03%	1.56%

*The change scores represent the difference between the "Very Informed" categories for the row year and the previous year.

Satisfaction with Information and Communication: Next of Kin

Question 24: 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?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2021	5593	58.52%	41.48%
	2020	6139	79.18%	20.82%
	2019	6957	64.91%	35.09%

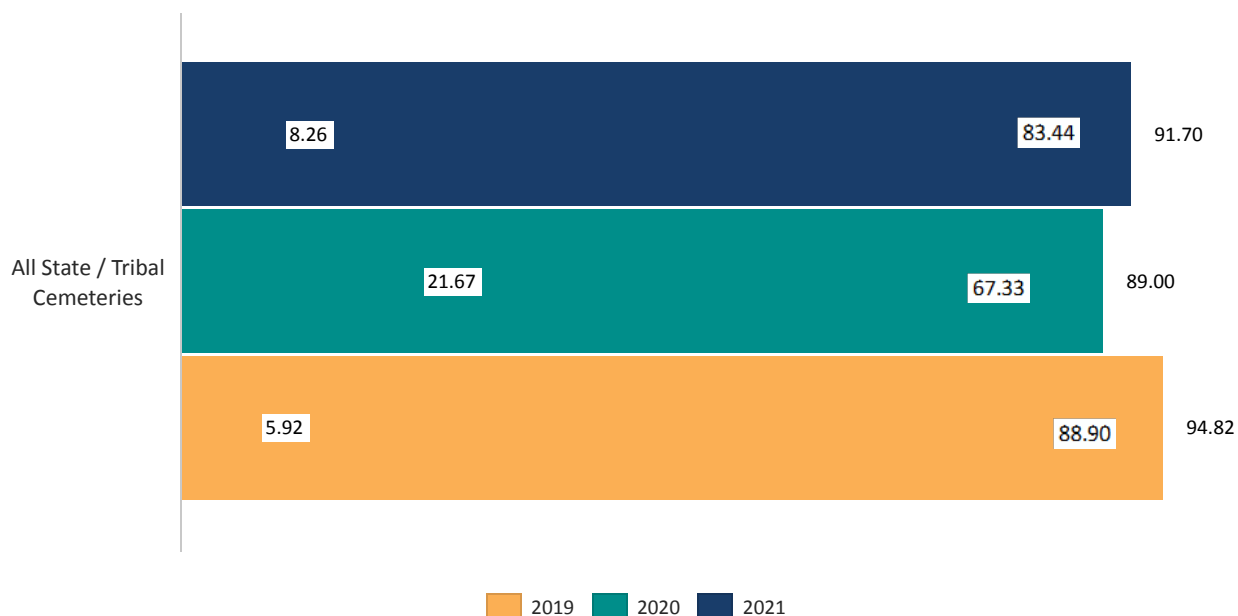
Only respondents whose loved one was a Veteran received this question.

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

Satisfaction with Information and Communication: Next of Kin

Question 25: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	3159	83.44%	16.11%	8.26%	5.89%	1.14%	1.27%
	2020	4601	67.33%	-21.57%	21.67%	9.39%	0.96%	0.65%
	2019	4341	88.90%	-0.50%	5.92%	4.05%	0.74%	0.39%

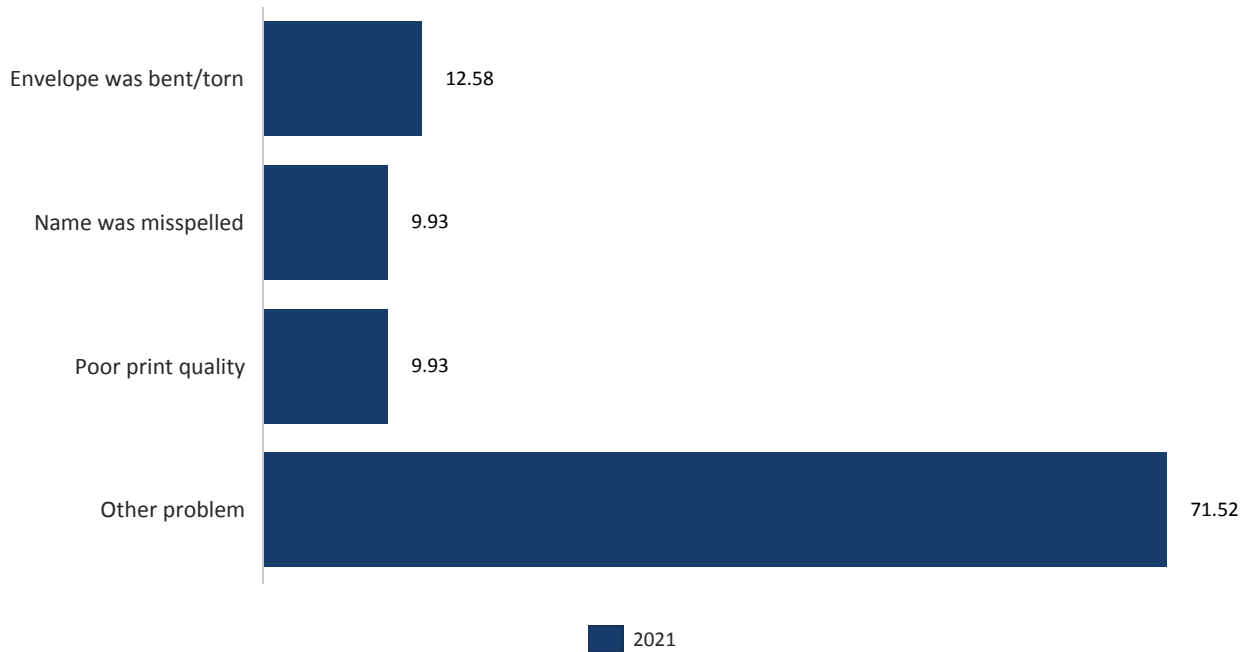
Only respondents who indicated "Yes" to Question 24 (NoK) received this question.

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 26: 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 = 151

Only respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 25 (NoK) received this question.

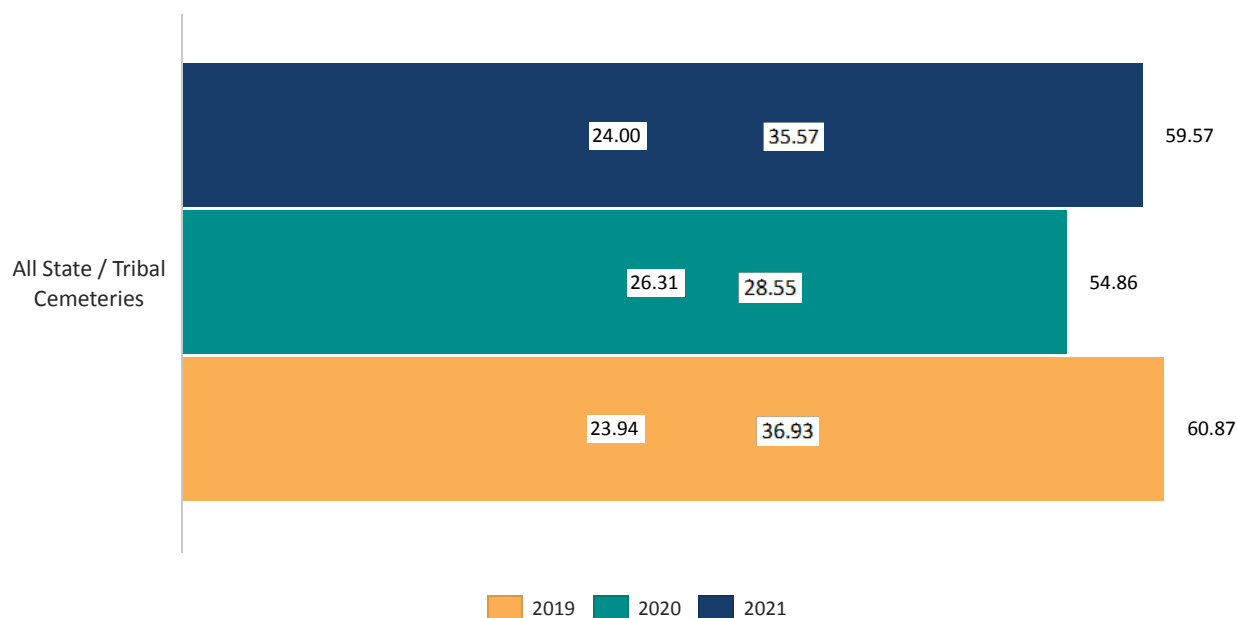
Note: In the 2020 survey, the responses to the new 2021 Question 26 (displayed above) were included in Question 25 (see page 35 in this report) in the 2020 survey. For the 2021 survey, Question 26 was created to specifically ask why the NoK was not satisfied with the quality of the certificate signed by the President of the United States honoring 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 27: 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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	3129	35.57%	7.02%	24.00%	36.08%	3.52%	0.83%
	2020	4287	28.55%	-8.38%	26.31%	38.21%	4.97%	1.96%
	2019	4335	36.93%	-0.90%	23.94%	34.03%	4.01%	1.08%

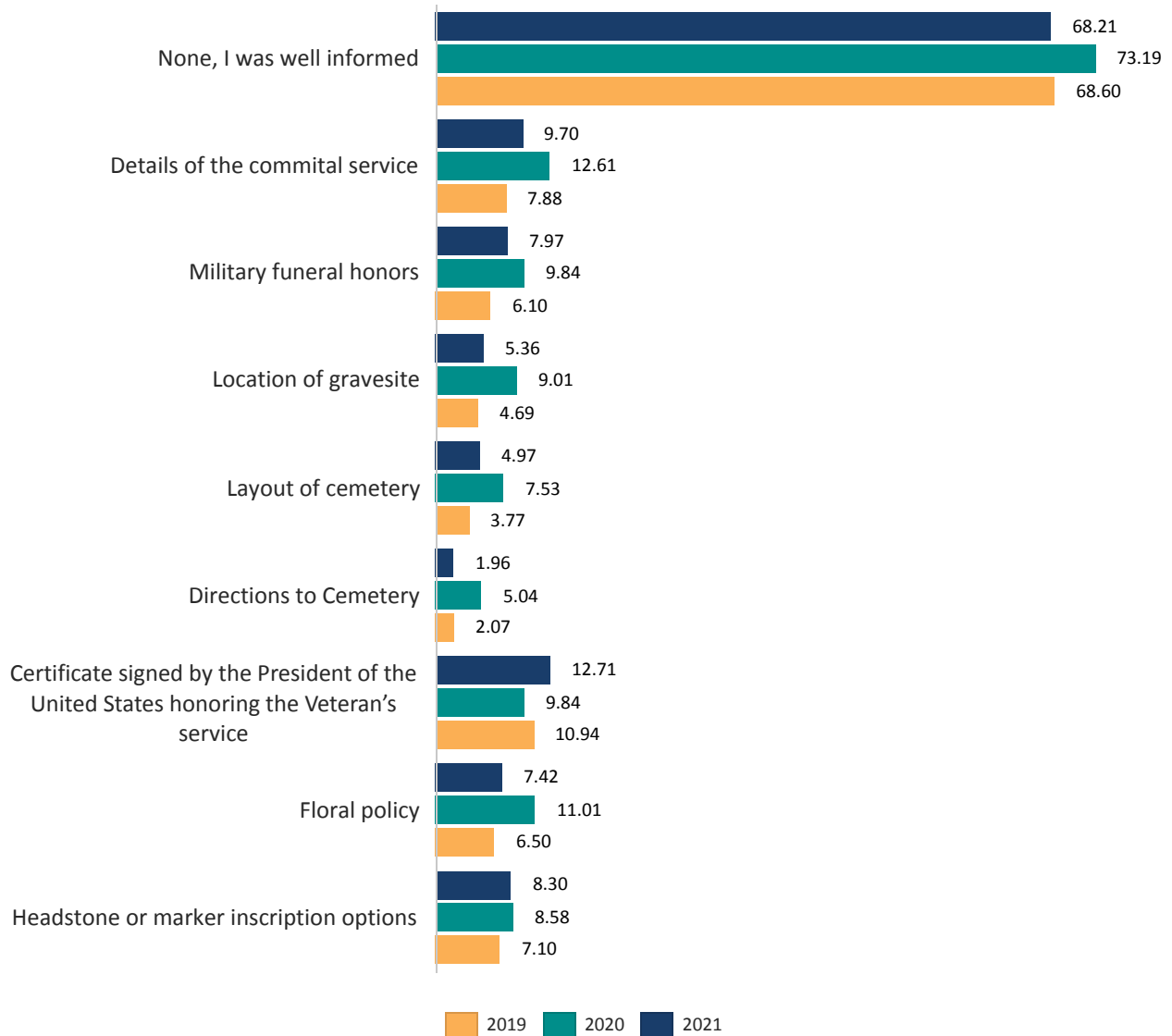
Only respondents who indicated "Yes" to Question 24 (NoK) received this question.

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 28: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

NEXT OF KIN



2019: n = 9,095 2020: n = 4,786 2021: n = 6,978

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

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."

Satisfaction with Information and Communication: Funeral Directors

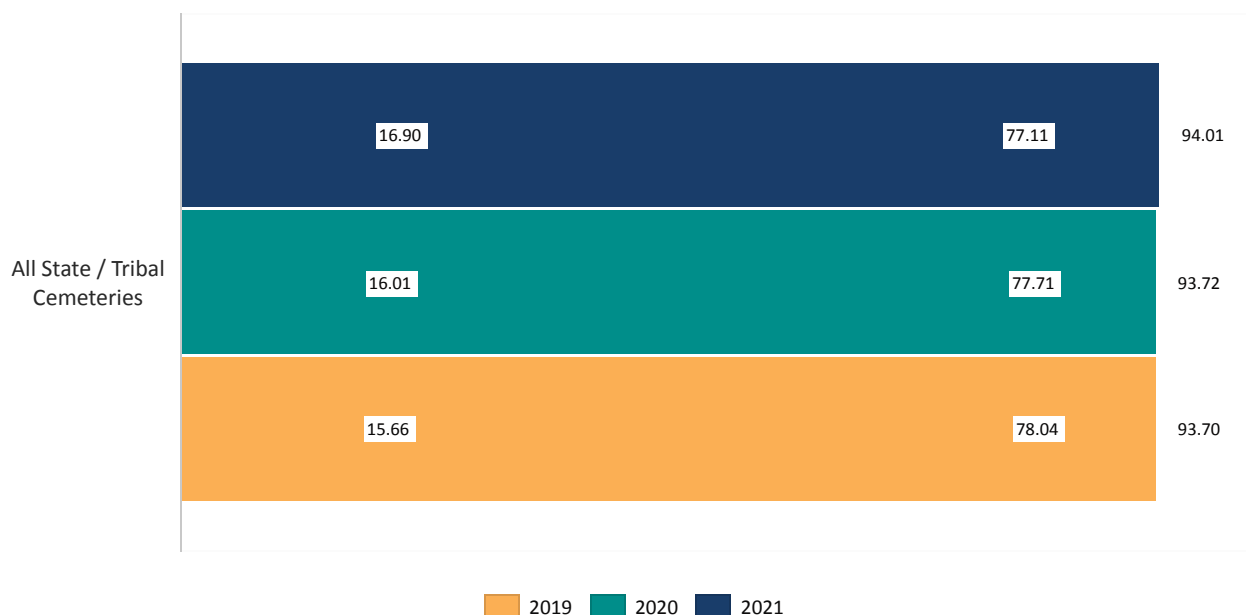
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the State or Tribal Veterans 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.
- 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 State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



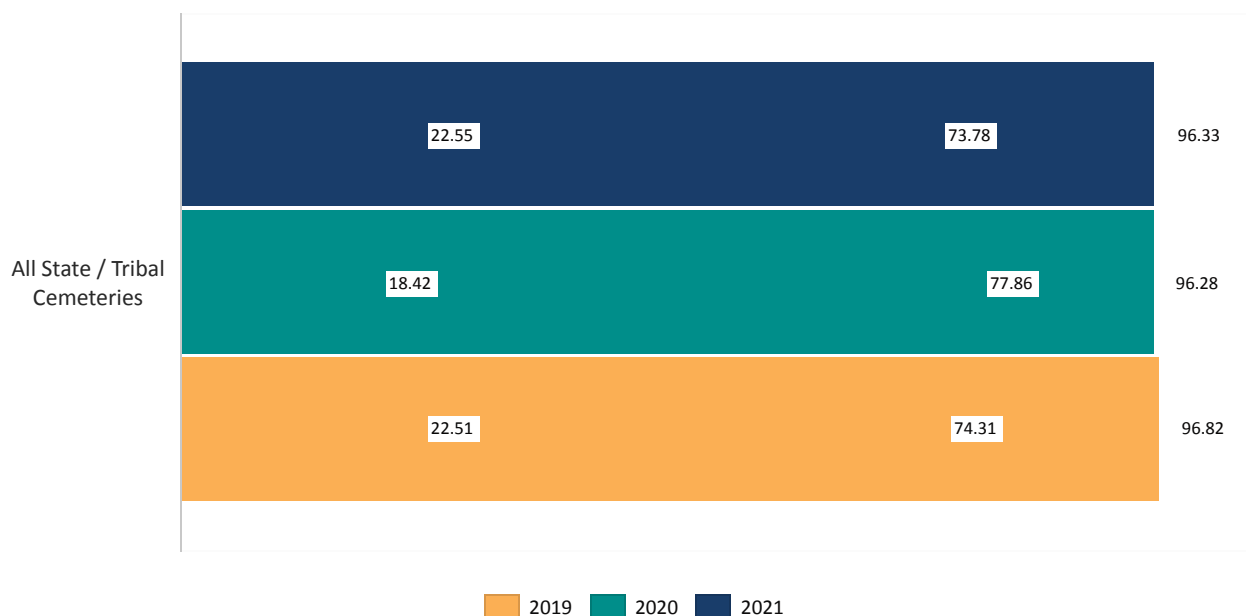
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	568	77.11%	-0.60%	16.90%	4.93%	0.53%	0.53%
	2020	637	77.71%	-0.33%	16.01%	4.87%	0.78%	0.63%
	2019	715	78.04%	1.80%	15.66%	4.90%	0.42%	0.98%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Satisfaction with Information and Communication: Funeral Directors

Question 5: How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

FUNERAL DIRECTORS



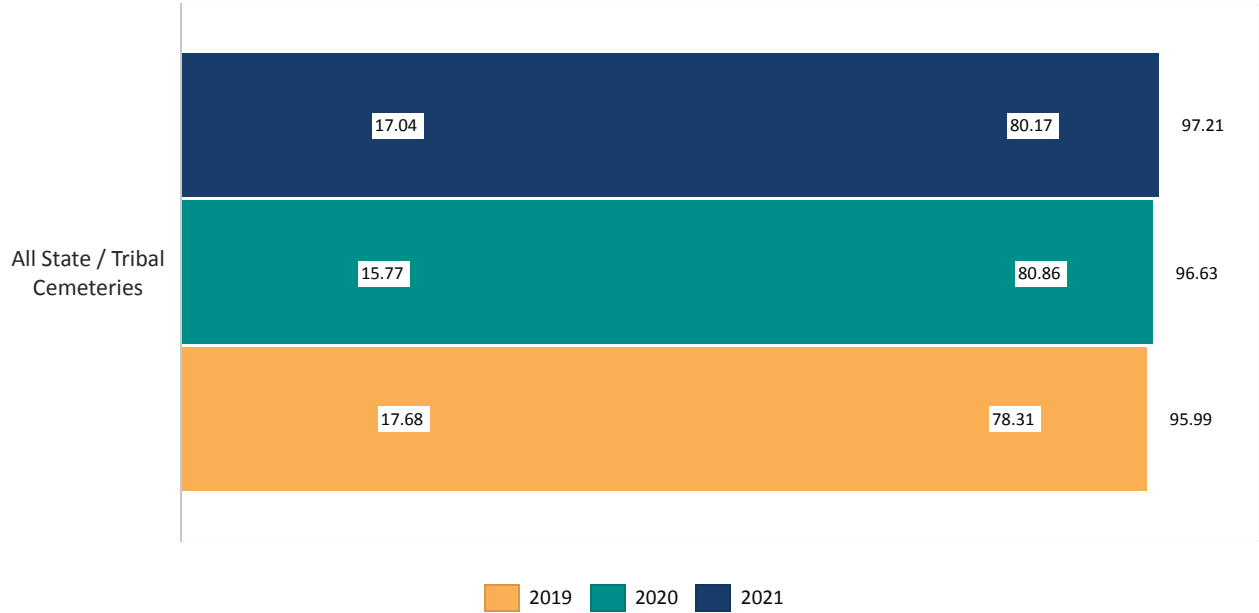
	Year	n	Excellent	*Change Score	Good	Fair	Poor
All State / Tribal Cemeteries	2021	572	73.78%	-4.08%	22.55%	2.62%	1.05%
	2020	646	77.86%	3.55%	18.42%	2.79%	0.93%
	2019	724	74.31%	-1.60%	22.51%	2.21%	0.97%

*The change scores represent the difference between the "Excellent" categories for the row year and the previous year.

Satisfaction with Information and Communication: Funeral Directors

Question 6: Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

FUNERAL DIRECTORS



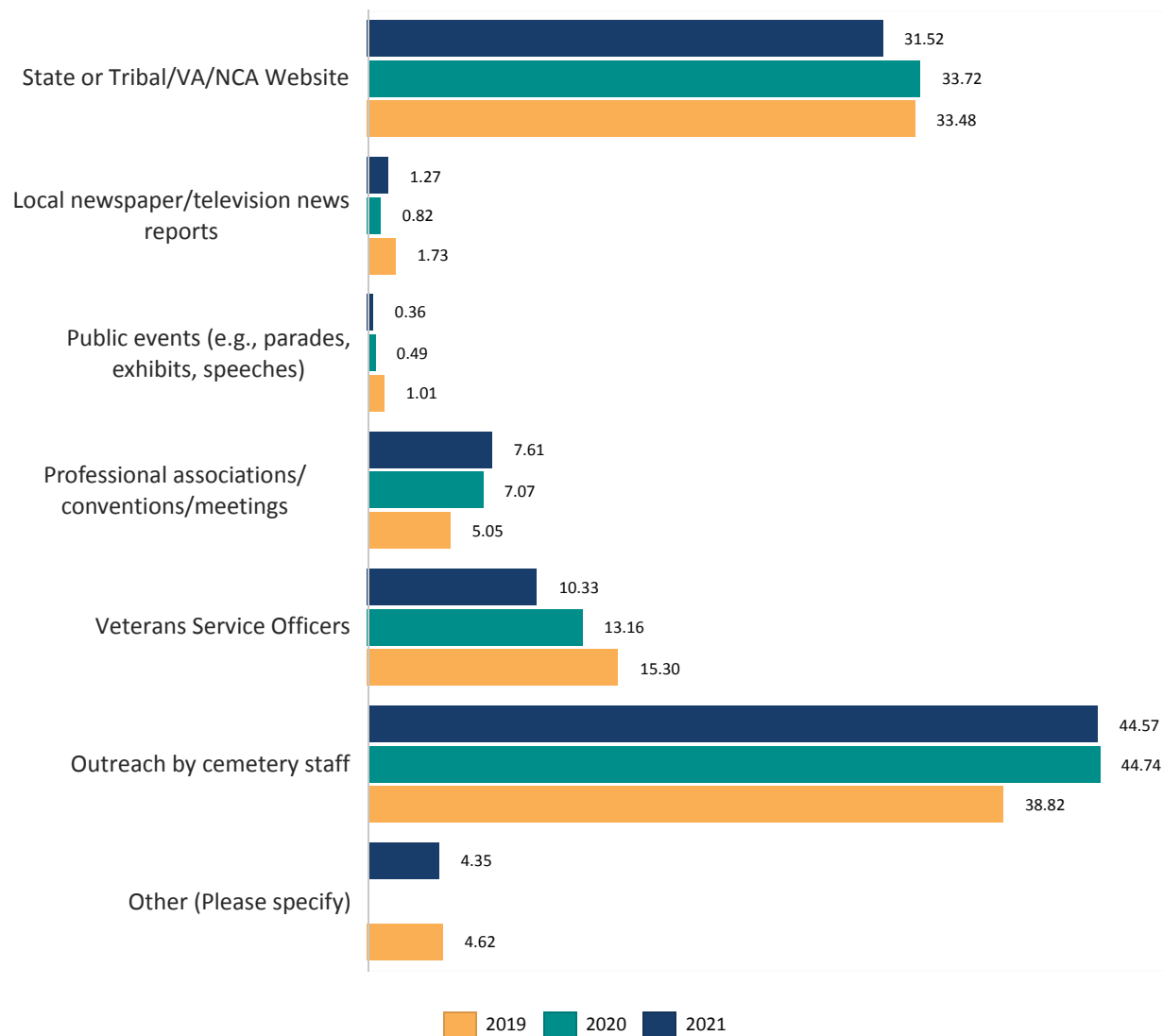
	Year	n	Yes, well informed	*Change score	Yes, somewhat well informed	No, not well informed
All State / Tribal Cemeteries	2021	575	80.17%	-0.69%	17.04%	2.78%
	2020	653	80.86%	2.55%	15.77%	3.37%
	2019	724	78.31%	-0.40%	17.68%	4.01%

*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year.

Satisfaction with Information and Communication: Funeral Directors

Question 7: In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures?

FUNERAL DIRECTORS



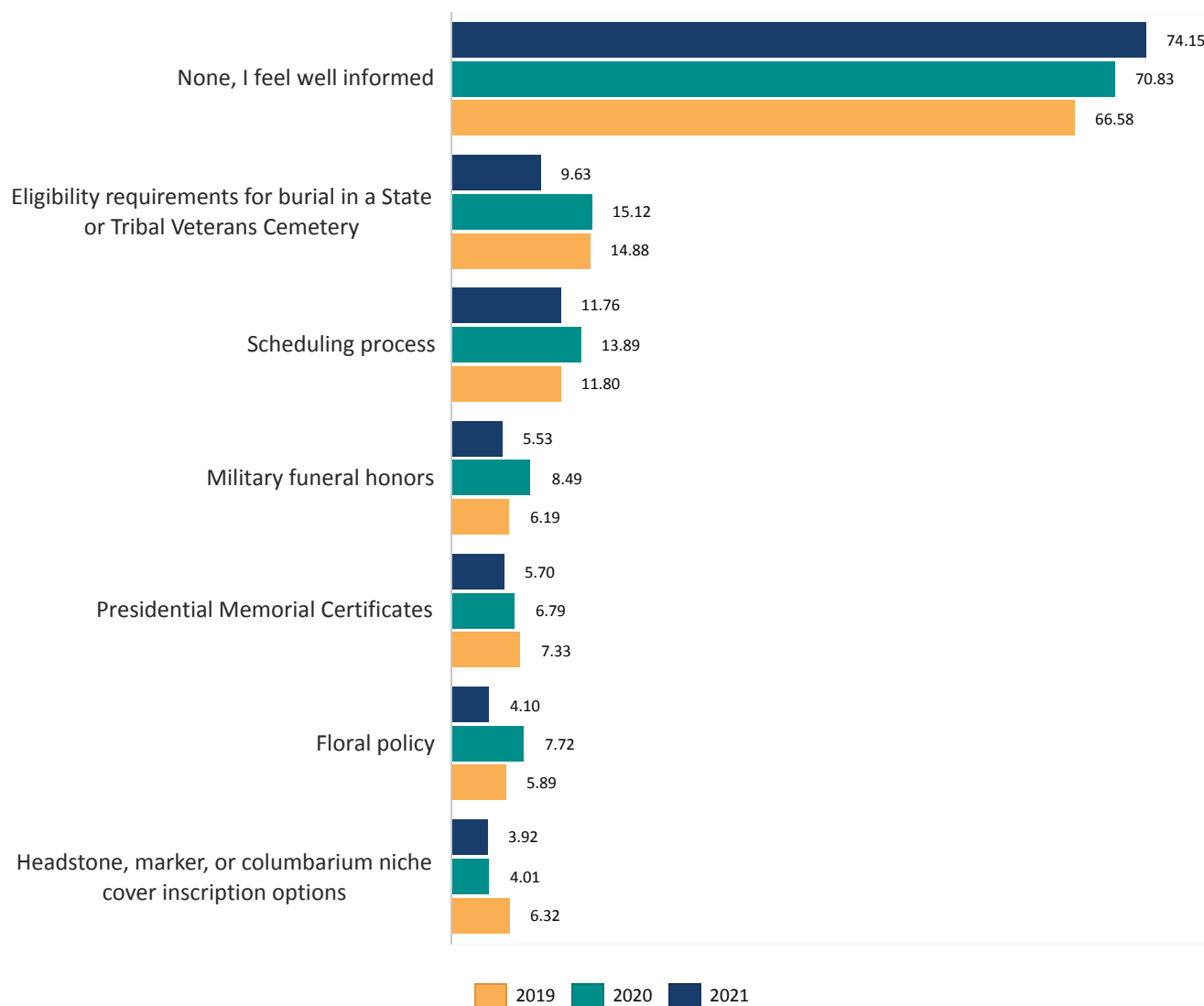
2019: n = 693 2020: n = 608 2021: n = 552

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

Satisfaction with Information and Communication: Funeral Directors

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

FUNERAL DIRECTORS



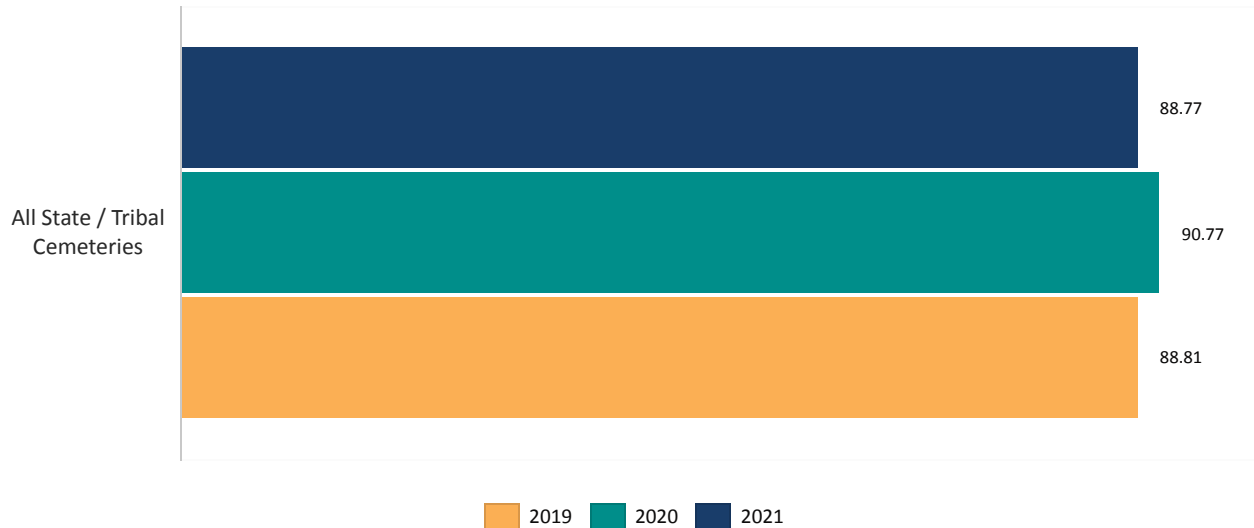
2019: n = 699 2020: n = 648 2021: n = 561

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

Satisfaction with Information and Communication: Funeral Directors

Question 13: Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?

FUNERAL DIRECTORS



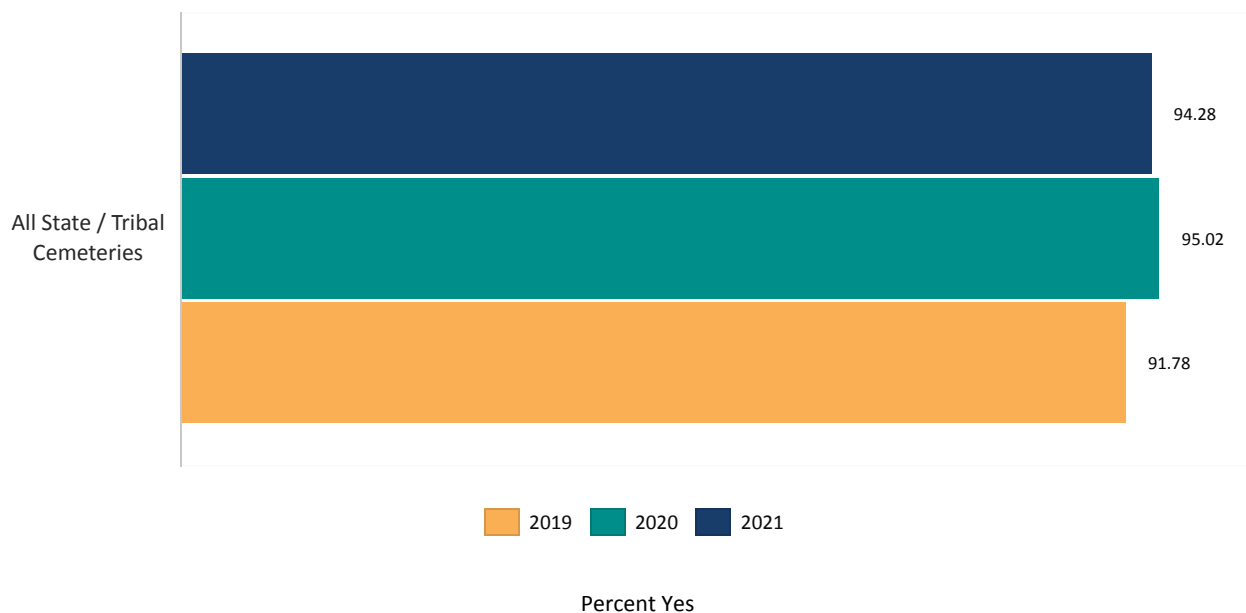
Percent Yes

	Year	n	Yes	No
All State / Tribal Cemeteries	2021	570	88.77%	11.23%
	2020	639	90.77%	9.23%
	2019	715	88.81%	11.19%

Satisfaction with Information and Communication: Funeral Directors

Question 16: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

FUNERAL DIRECTORS

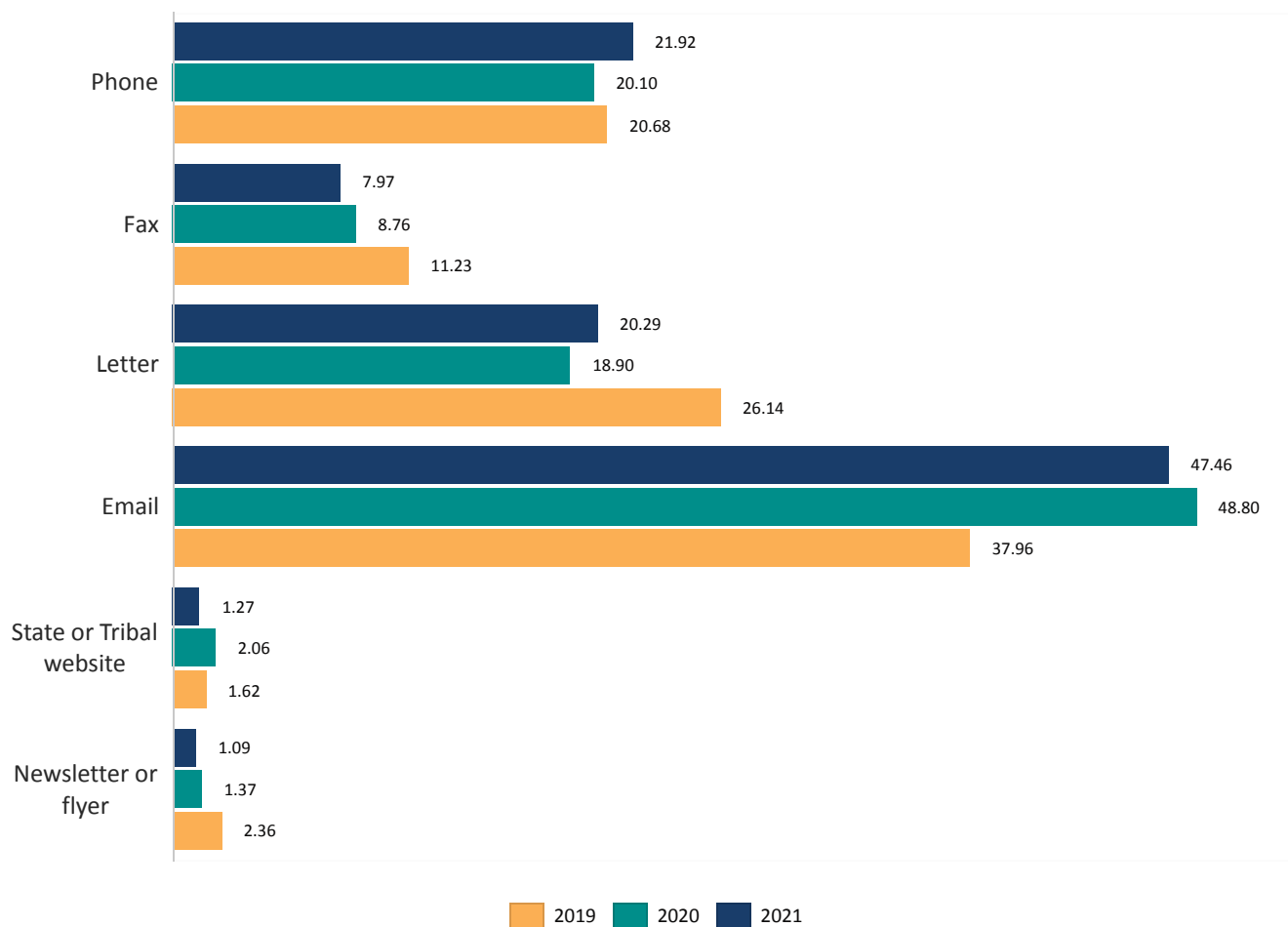


	Year	n	Yes	No
All State / Tribal Cemeteries	2021	559	94.28%	5.72%
	2020	643	95.02%	4.98%
	2019	718	91.78%	8.22%

Satisfaction with Information and Communication: Funeral Directors

Question 9: What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures?

FUNERAL DIRECTORS



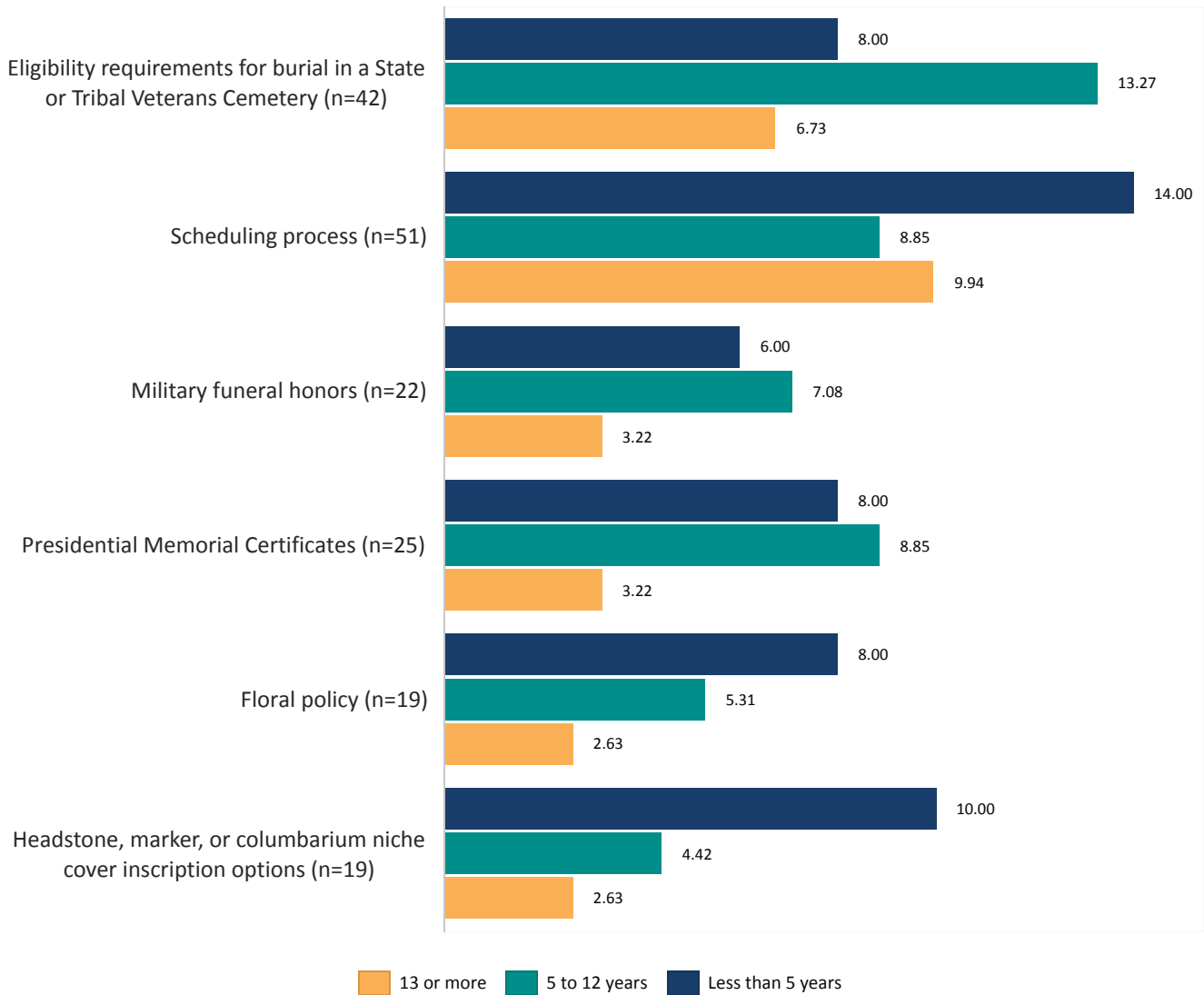
2019: n = 677 2020: n = 582 2021: n = 552

ELEMENT OF COMPARISON

Influence of length of time working with State or Tribal Veterans Cemetery and the need for more information about State or Tribal Veterans Cemetery policies or procedures.

Question 8: What State or Tribal Veterans 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 State or Tribal Veterans 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.

Satisfaction with Committal Service(s): Next of Kin

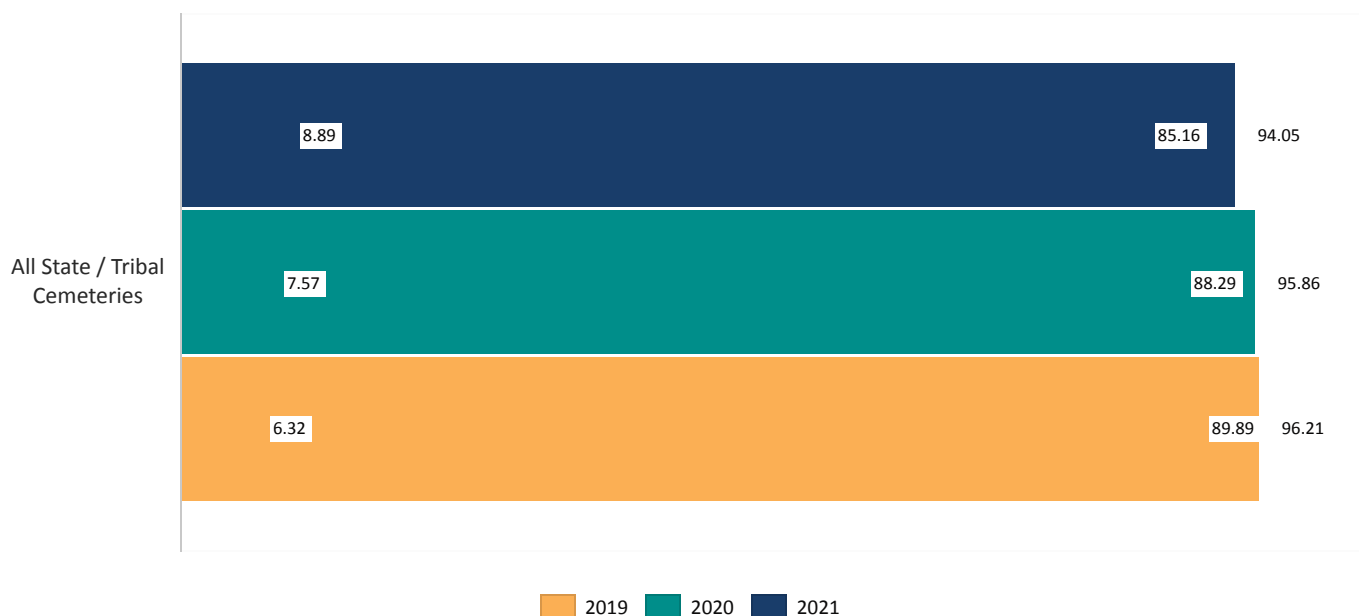
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans 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. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Committal Service(s): Next of Kin

Question 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

NEXT OF KIN



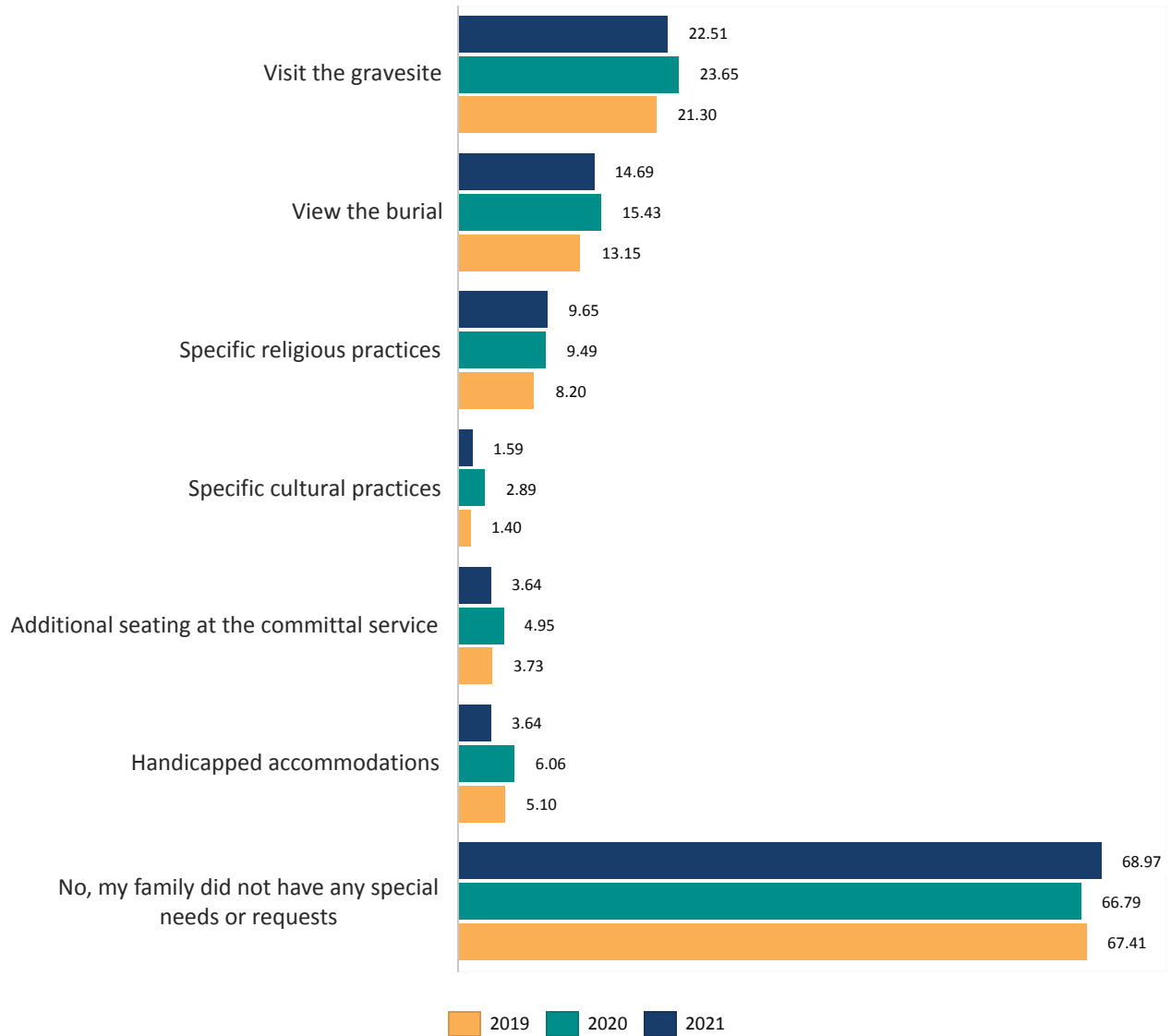
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	5492	85.16%	-3.13%	8.89%	3.75%	1.33%	0.87%
	2020	7600	88.29%	-1.60%	7.57%	2.66%	1.00%	0.49%
	2019	8794	89.89%	0.20%	6.32%	2.67%	0.64%	0.48%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Next of Kin

Question 11: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

NEXT OF KIN



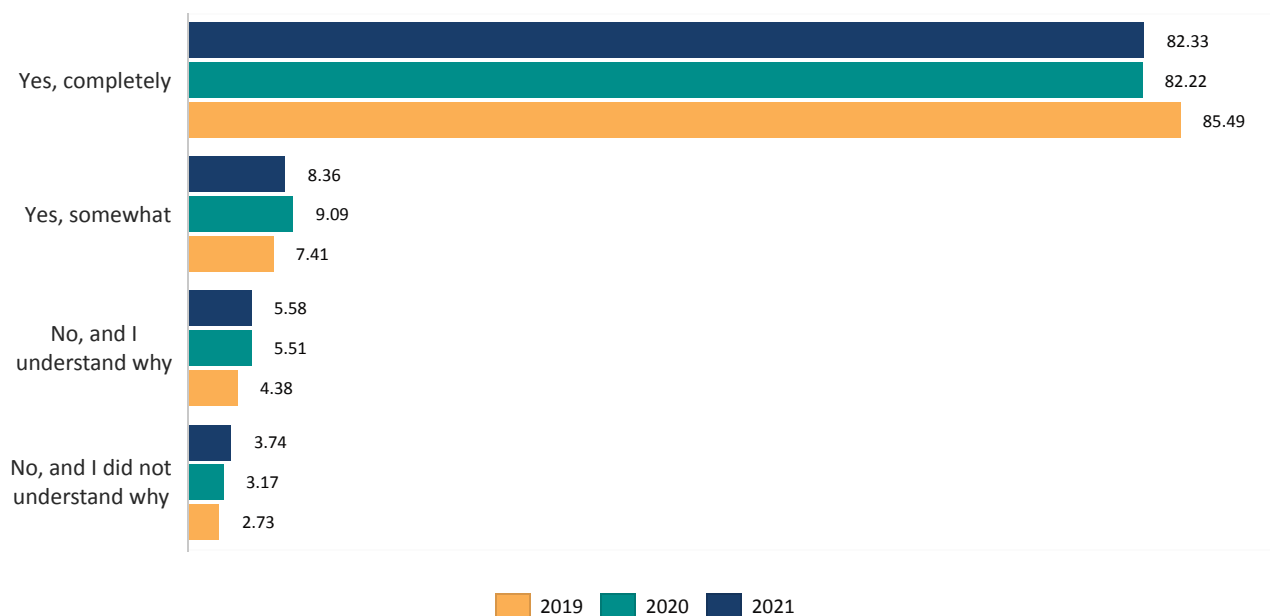
2019: n = 8,737 2020: n = 7,756 2021: n = 5,473

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

Satisfaction with Committal Service(s): Next of Kin

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

NEXT OF KIN



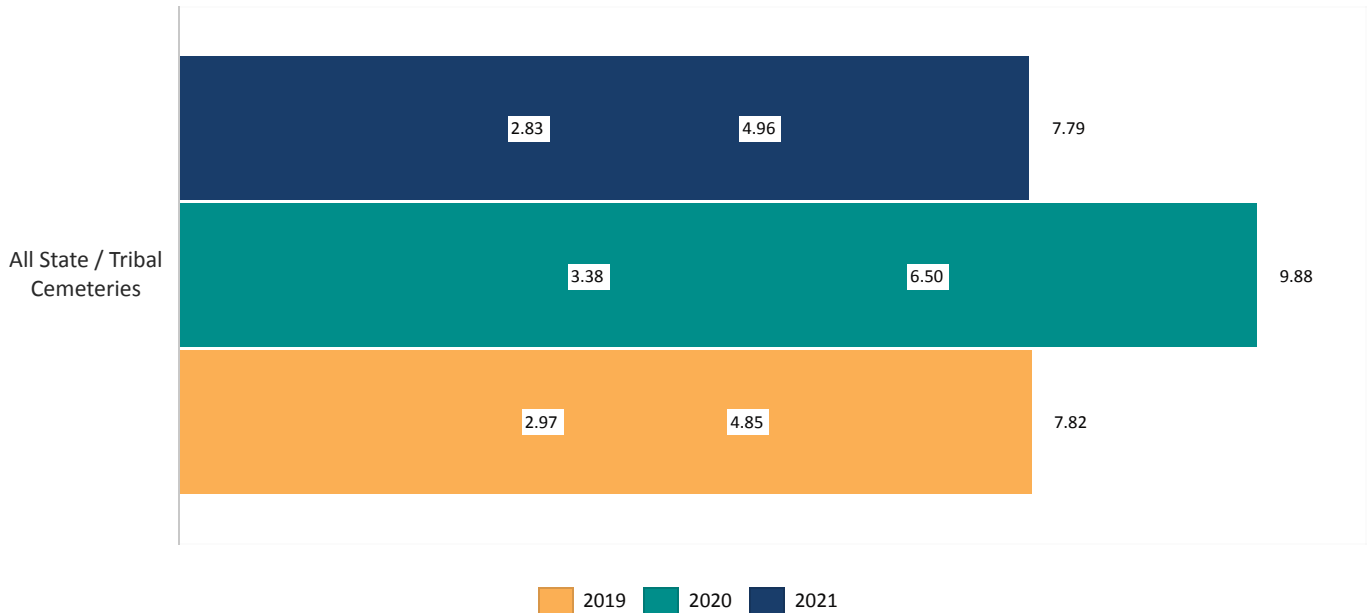
	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
All State / Tribal Cemeteries	2021	1686	82.33%	8.36%	5.58%	3.74%
	2020	2430	82.22%	9.09%	5.51%	3.17%
	2019	2605	85.49%	7.41%	4.38%	2.73%

Respondents who indicated "No, my family did not have any needs or requests" to Question 11 (NoK) did not receive this question.

Satisfaction with Committal Service(s): Next of Kin

Question 14: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

NEXT OF KIN

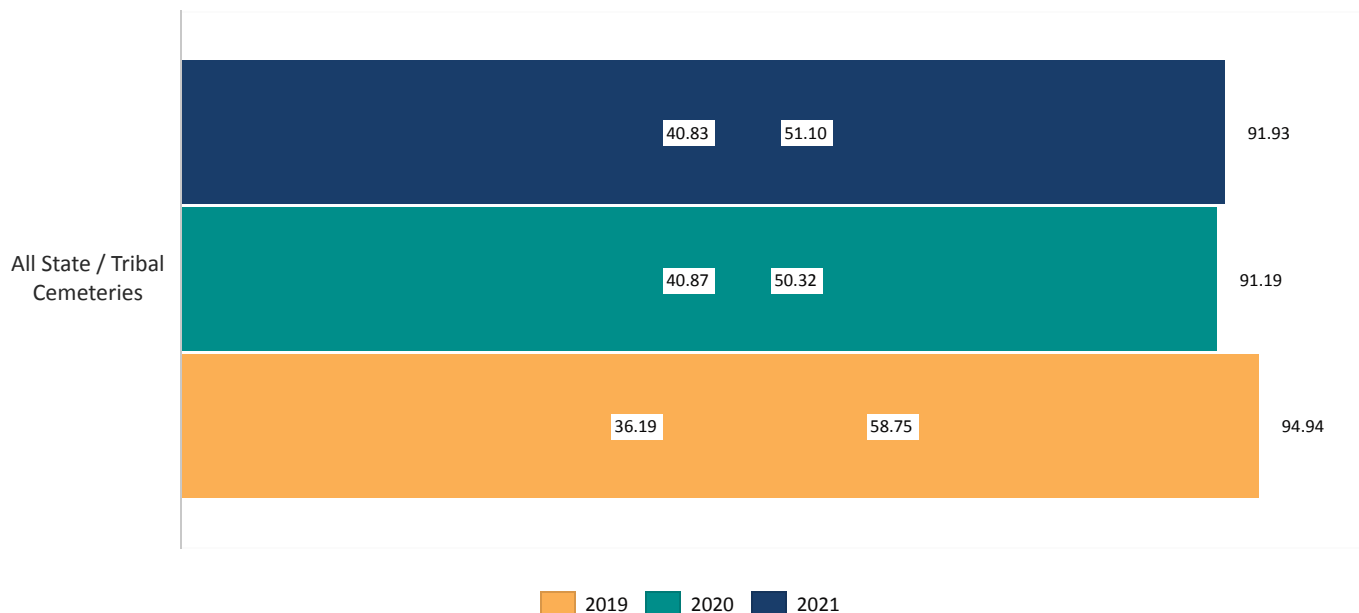


	Year	n	Yes, I viewed it online	Yes, the funeral director provided it	No
All State / Tribal Cemeteries	2021	5503	2.83%	4.96%	92.20%
	2020	7691	3.38%	6.50%	90.12%
	2019	8915	2.97%	4.85%	92.18%

Satisfaction with Committal Service(s): Next of Kin

Question 15: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	409	51.10%	0.78%	40.83%	8.07%	0.00%	0.00%
	2020	624	50.32%	-8.43%	40.87%	7.69%	0.96%	0.16%
	2019	257	58.75%	8.90%	36.19%	4.28%	0.39%	0.39%

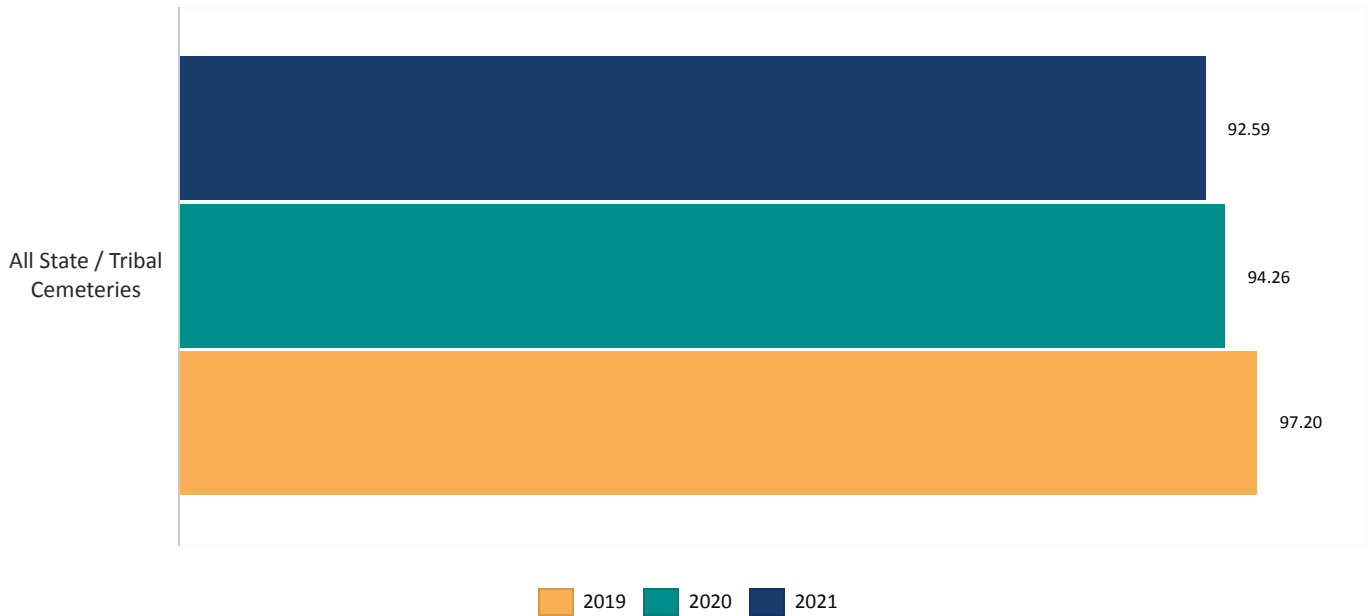
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents who indicated "Yes" to Question 14 (NoK) received this question.

Satisfaction with Committal Service(s): Next of Kin

Question 16: Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

NEXT OF KIN



Percent Yes

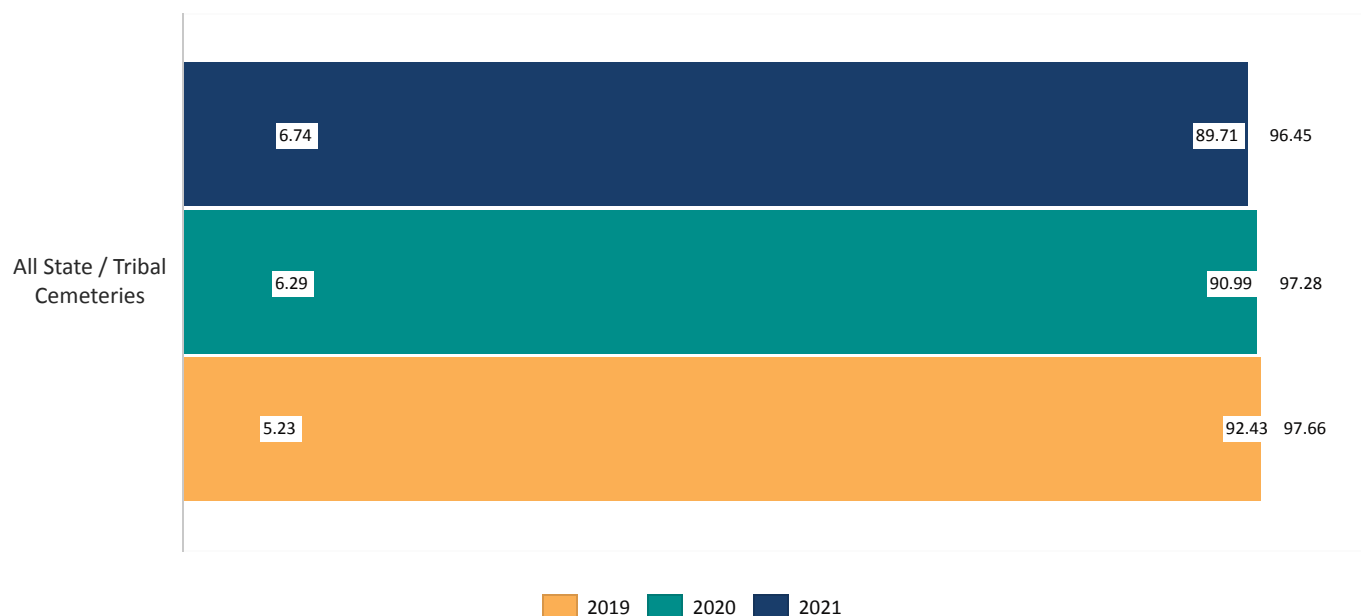
	Year	n	Yes	No
All State / Tribal Cemeteries	2021	405	92.59%	7.41%
	2020	627	94.26%	5.74%
	2019	250	97.20%	2.80%

Only respondents who indicated "Yes" to Question 14 (NoK) received this question.

Satisfaction with Committal Service(s): Next of Kin

Question 17: If your loved one received military funeral honors, how satisfied were you with the honors received?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	3976	89.71%	-1.28%	6.74%	1.69%	1.11%	0.75%
	2020	5469	90.99%	-1.44%	6.29%	1.28%	0.91%	0.53%
	2019	6522	92.43%	0.00%	5.23%	1.03%	0.78%	0.54%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

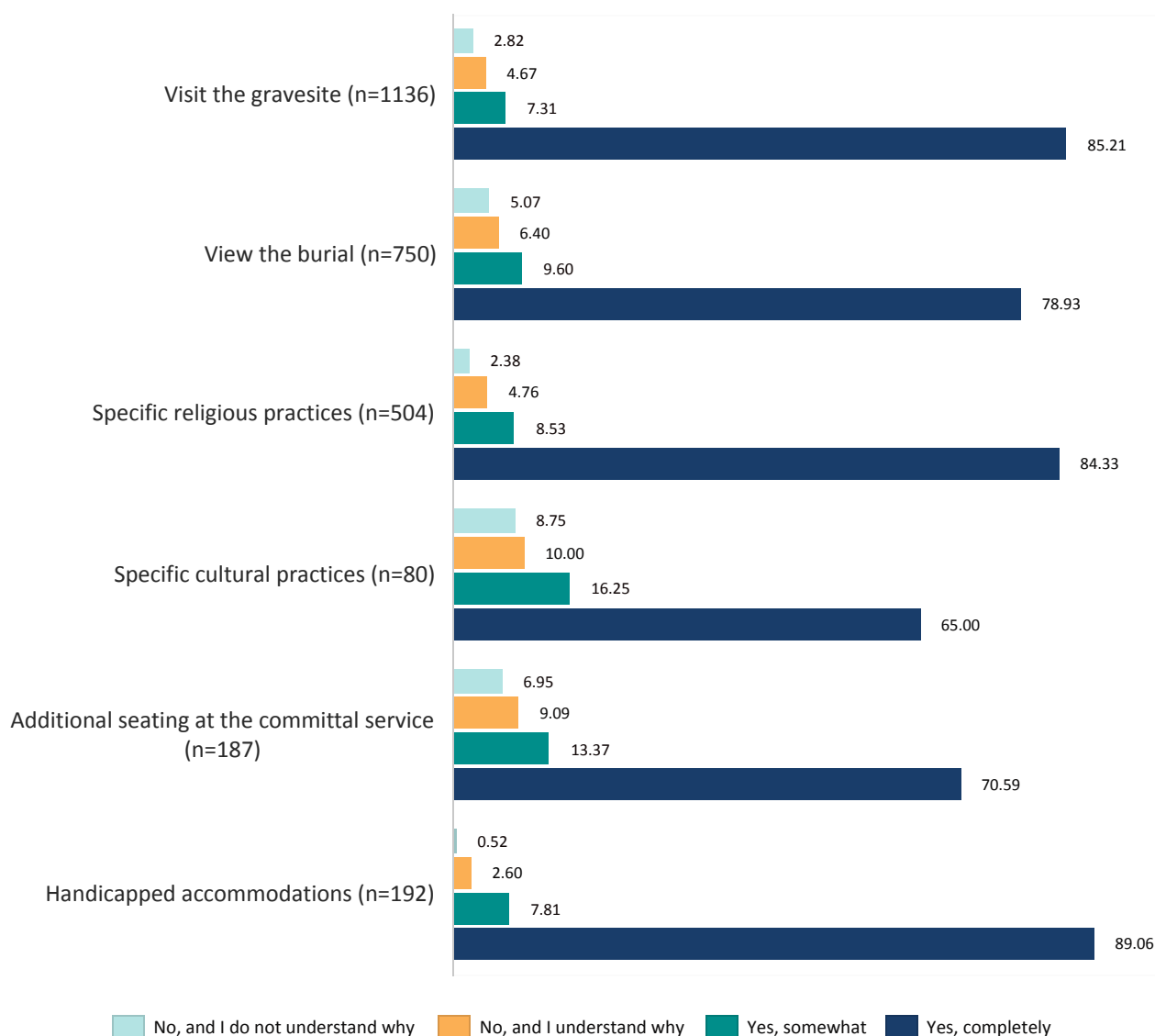
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

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

Question 11: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



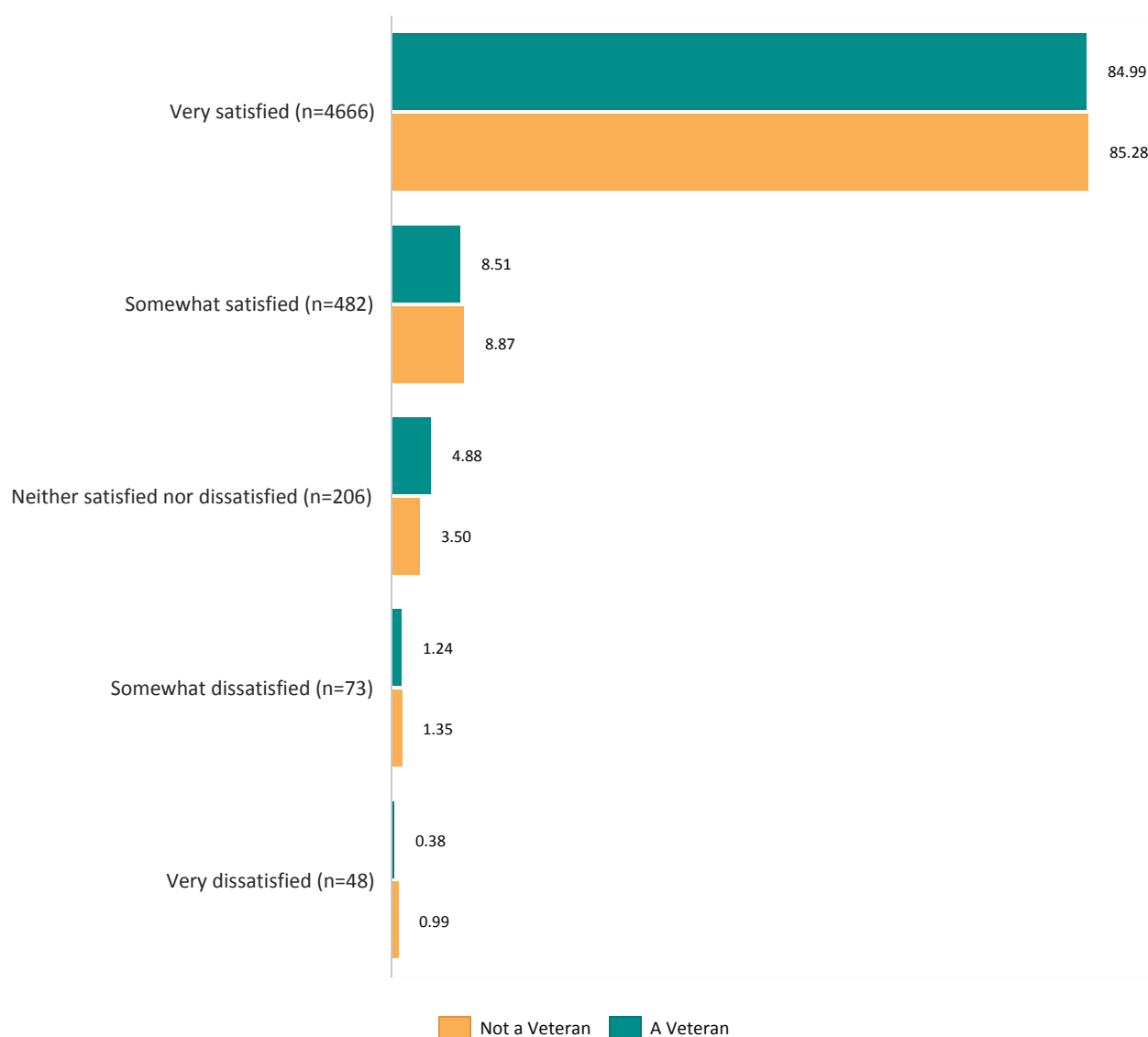
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the State or Tribal Veteran 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 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?



Satisfaction with Committal Service(s): Funeral Directors

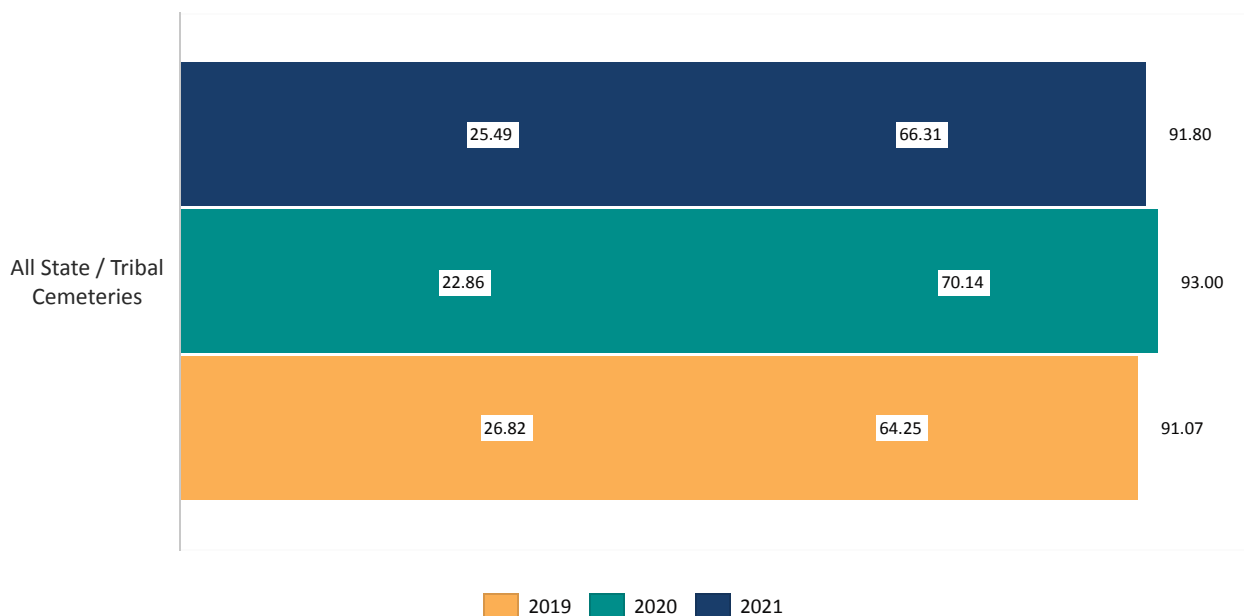
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the State or Tribal Veterans 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.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Committal Service(s): Funeral Directors

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



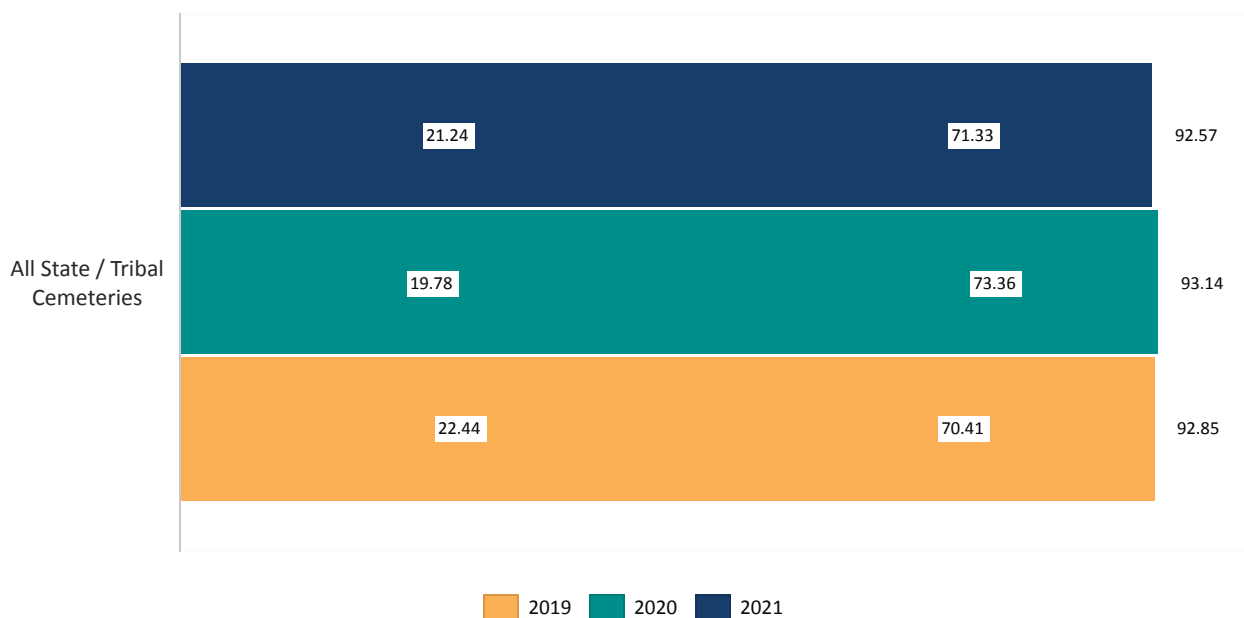
	Year	n	Very easy	*Change Score	Somewhat easy	Neither /Nor	Somewhat hard	Very hard
All State / Tribal Cemeteries	2021	561	66.31%	-3.83%	25.49%	4.81%	2.67%	0.71%
	2020	643	70.14%	5.89%	22.86%	4.67%	1.87%	0.47%
	2019	716	64.25%	-1.60%	26.82%	6.56%	1.54%	0.84%

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

FUNERAL DIRECTORS



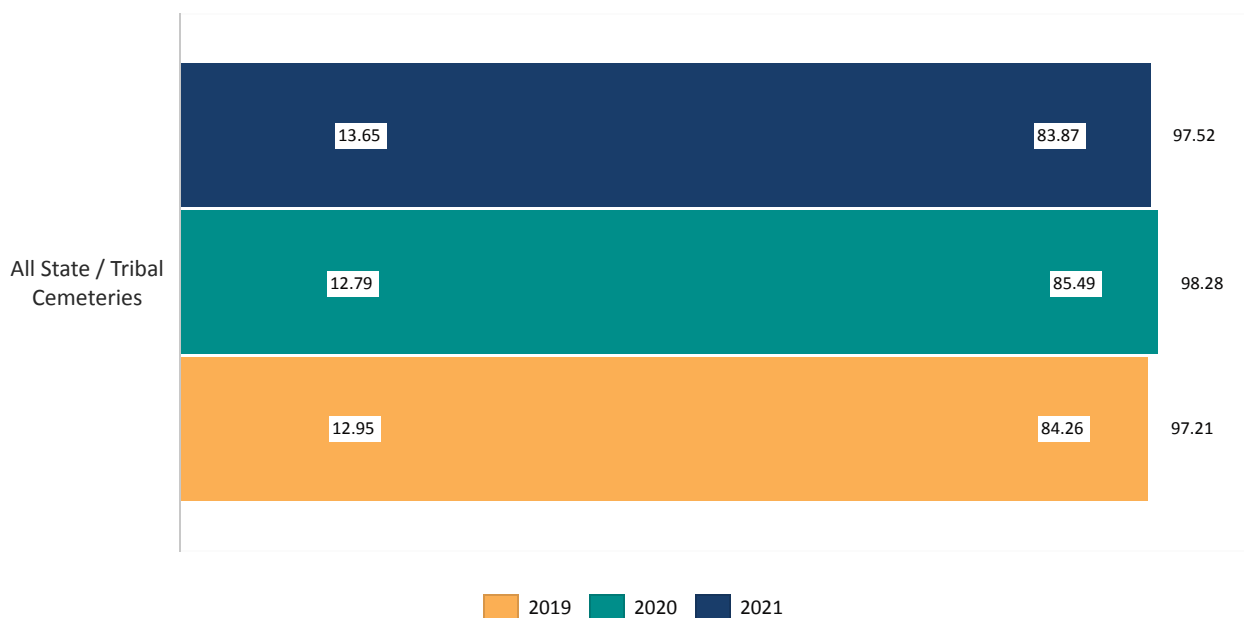
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	565	71.33%	-2.03%	21.24%	5.84%	1.59%	0.00%
	2020	642	73.36%	2.95%	19.78%	4.98%	1.71%	0.16%
	2019	713	70.41%	-2.80%	22.44%	5.05%	1.40%	0.70%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



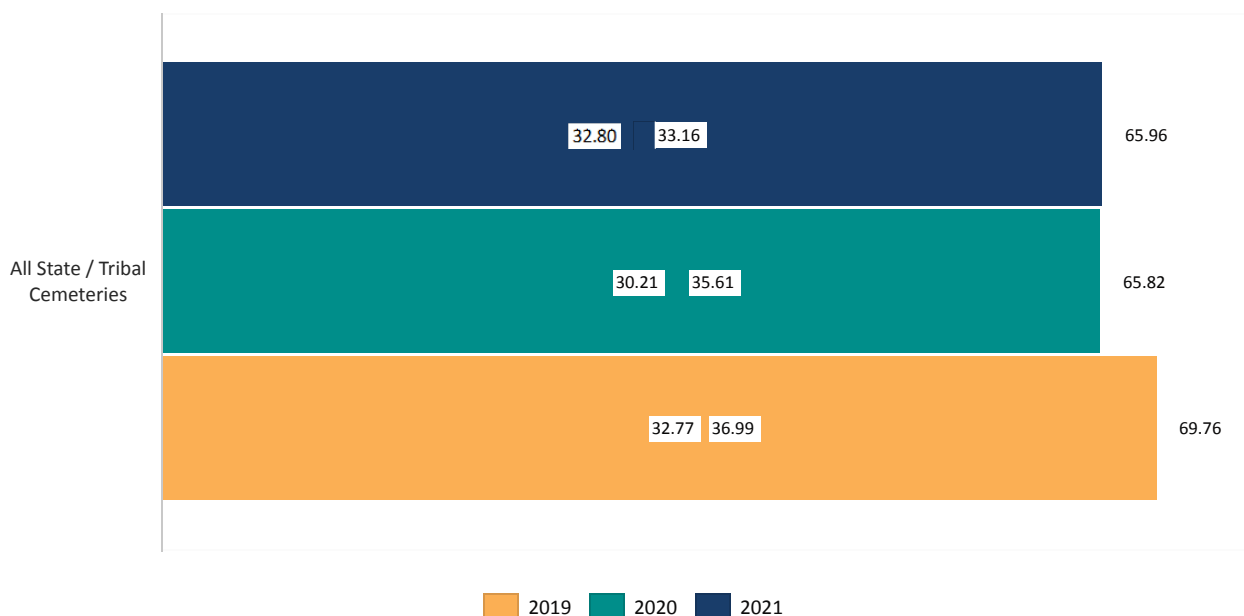
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2021	564	83.87%	-1.62%	13.65%	1.77%	0.71%
	2020	641	85.49%	1.23%	12.79%	1.56%	0.16%
	2019	718	84.26%	0.00%	12.95%	2.51%	0.28%

*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

FUNERAL DIRECTORS



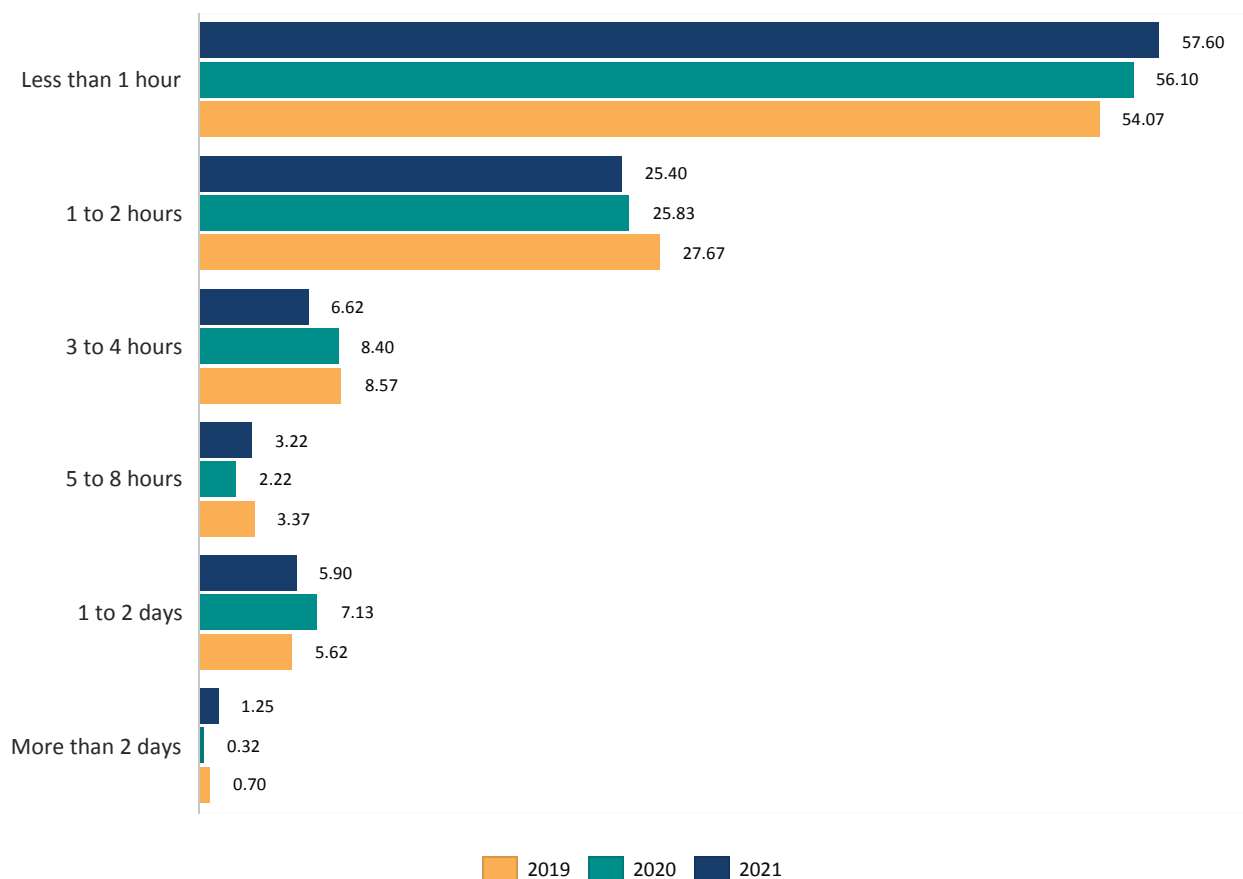
	Year	n	Superior to private cemeteries	*Change Score	Better than private cemeteries	About the same	Worse than private cemeteries	Much worse than private cemeteries
All State / Tribal Cemeteries	2021	564	33.16%	-2.45%	32.80%	31.91%	1.60%	0.53%
	2020	629	35.61%	-1.38%	30.21%	31.96%	1.59%	0.64%
	2019	711	36.99%	3.70%	32.77%	28.69%	1.27%	0.28%

*The change scores represent the difference between the "Superior to private cemeteries" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS

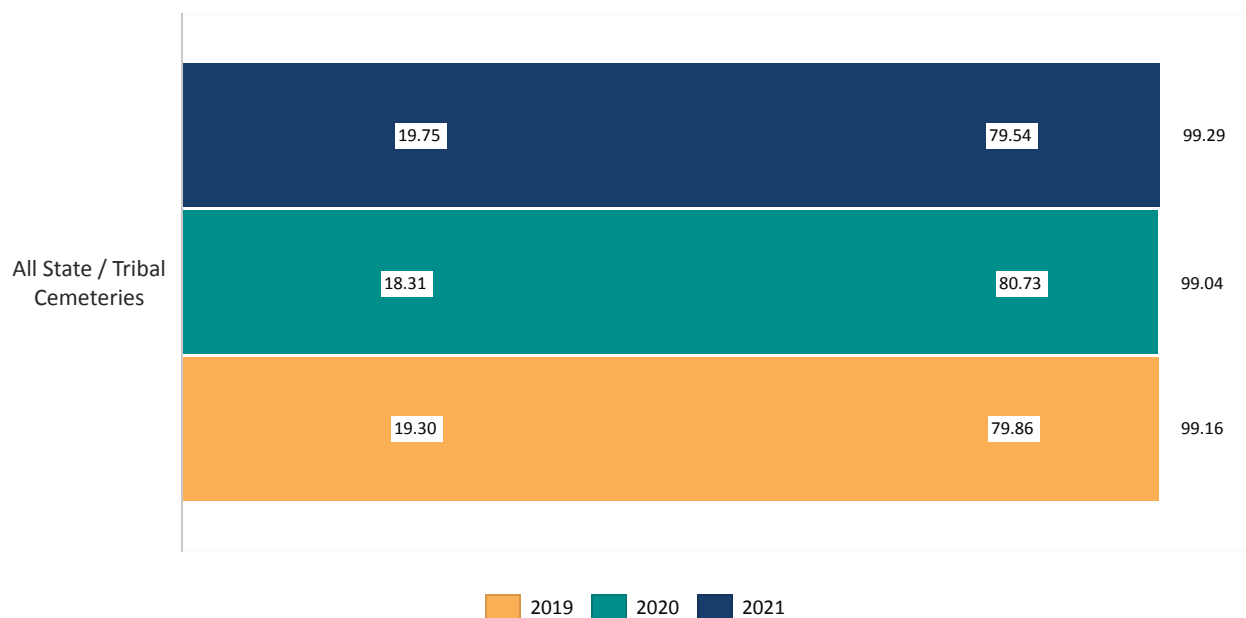


	Year	n	Less than 1 hour	1 to 2 hours
All State / Tribal Cemeteries	2021	559	57.60%	25.40%
	2020	631	56.10%	25.83%
	2019	712	54.07%	27.67%

Satisfaction with Committal Service(s): Funeral Directors

Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

FUNERAL DIRECTORS



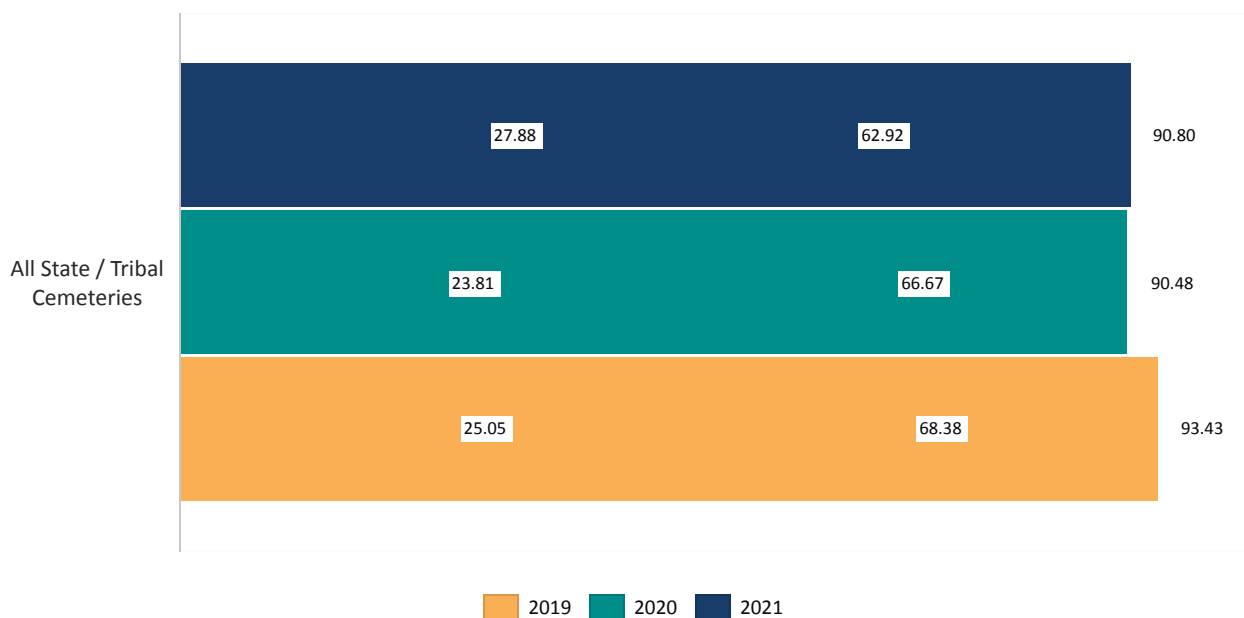
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2021	562	79.54%	-1.19%	19.75%	0.53%	0.18%
	2020	628	80.73%	0.87%	18.31%	0.96%	0.00%
	2019	715	79.86%	2.90%	19.30%	0.56%	0.28%

*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 22: If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

FUNERAL DIRECTORS



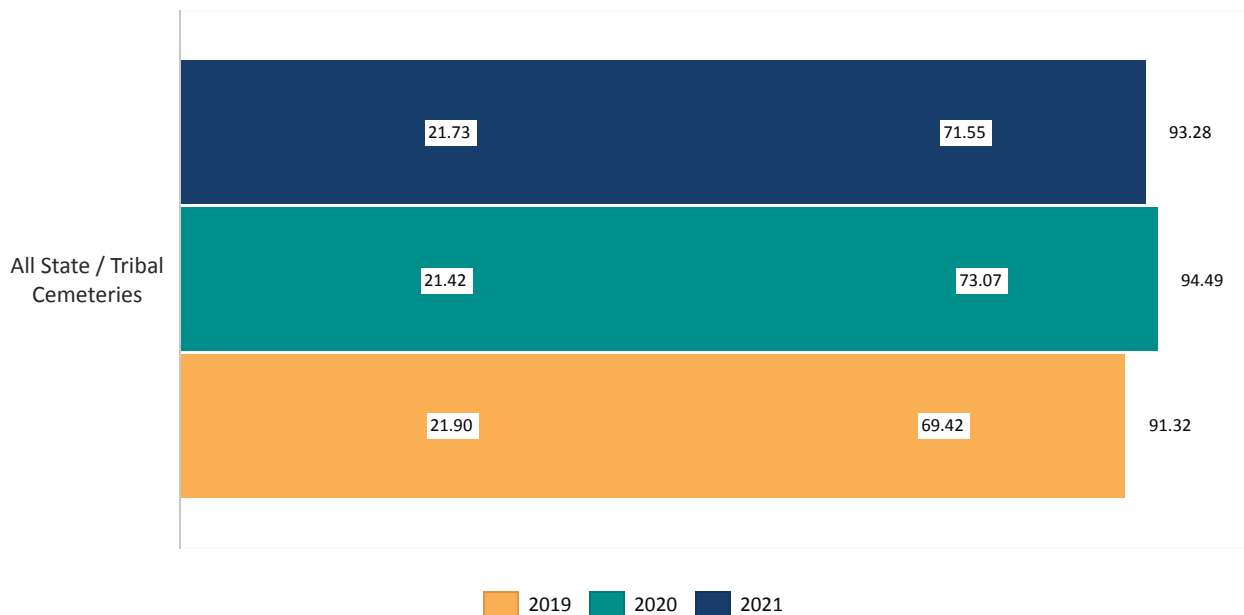
	Year	n	Very successful	*Change Score	Somewhat successful	Neither /Nor	Somewhat unsuccessful	Very unsuccessful
All State / Tribal Cemeteries	2021	391	62.92%	-3.75%	27.88%	6.39%	1.53%	1.28%
	2020	420	66.67%	-1.71%	23.81%	7.14%	1.19%	1.19%
	2019	487	68.38%	1.70%	25.05%	4.72%	1.03%	0.82%

*The change scores represent the difference between the "Very successful" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 23: How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



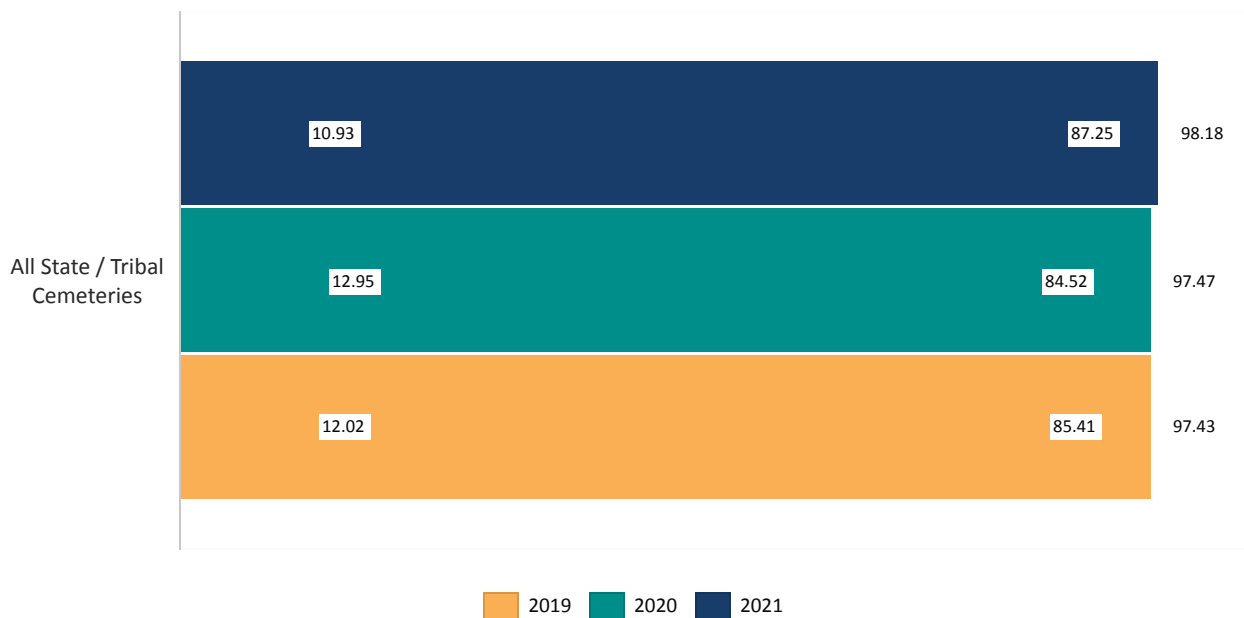
	Year	n	Very easy	*Change Score	Somewhat easy	Neither /Nor	Somewhat hard	Very hard
All State / Tribal Cemeteries	2021	566	71.55%	-1.52%	21.73%	4.95%	1.59%	0.18%
	2020	635	73.07%	3.65%	21.42%	4.57%	0.79%	0.16%
	2019	726	69.42%	-4.40%	21.90%	7.02%	1.24%	0.41%

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



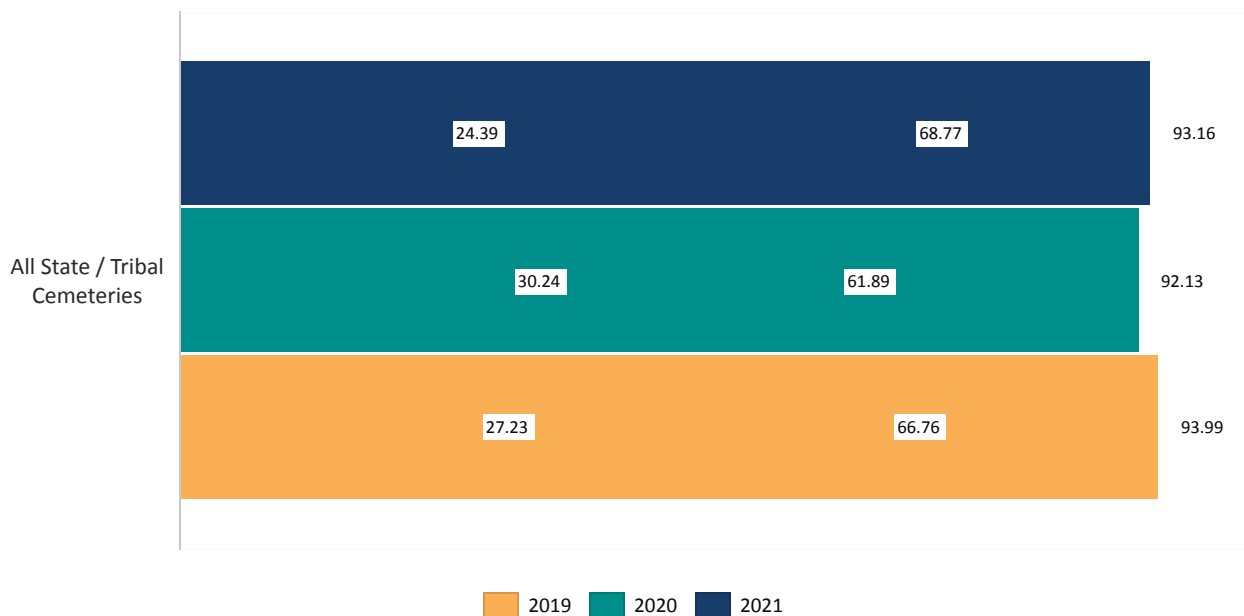
	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither /Nor	Somewhat unacceptable	Very unacceptable
All State / Tribal Cemeteries	2021	549	87.25%	2.73%	10.93%	1.46%	0.36%	0.00%
	2020	633	84.52%	-0.89%	12.95%	2.37%	0.00%	0.16%
	2019	699	85.41%	-3.30%	12.02%	2.00%	0.57%	0.00%

*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Funeral Directors

Question 32: The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

FUNERAL DIRECTORS



	Year	n	Stongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	570	68.77%	6.88%	24.39%	3.86%	1.40%	1.58%
	2020	635	61.89%	-4.87%	30.24%	5.04%	2.05%	0.79%
	2019	716	66.76%	2.30%	27.23%	3.91%	1.54%	0.56%

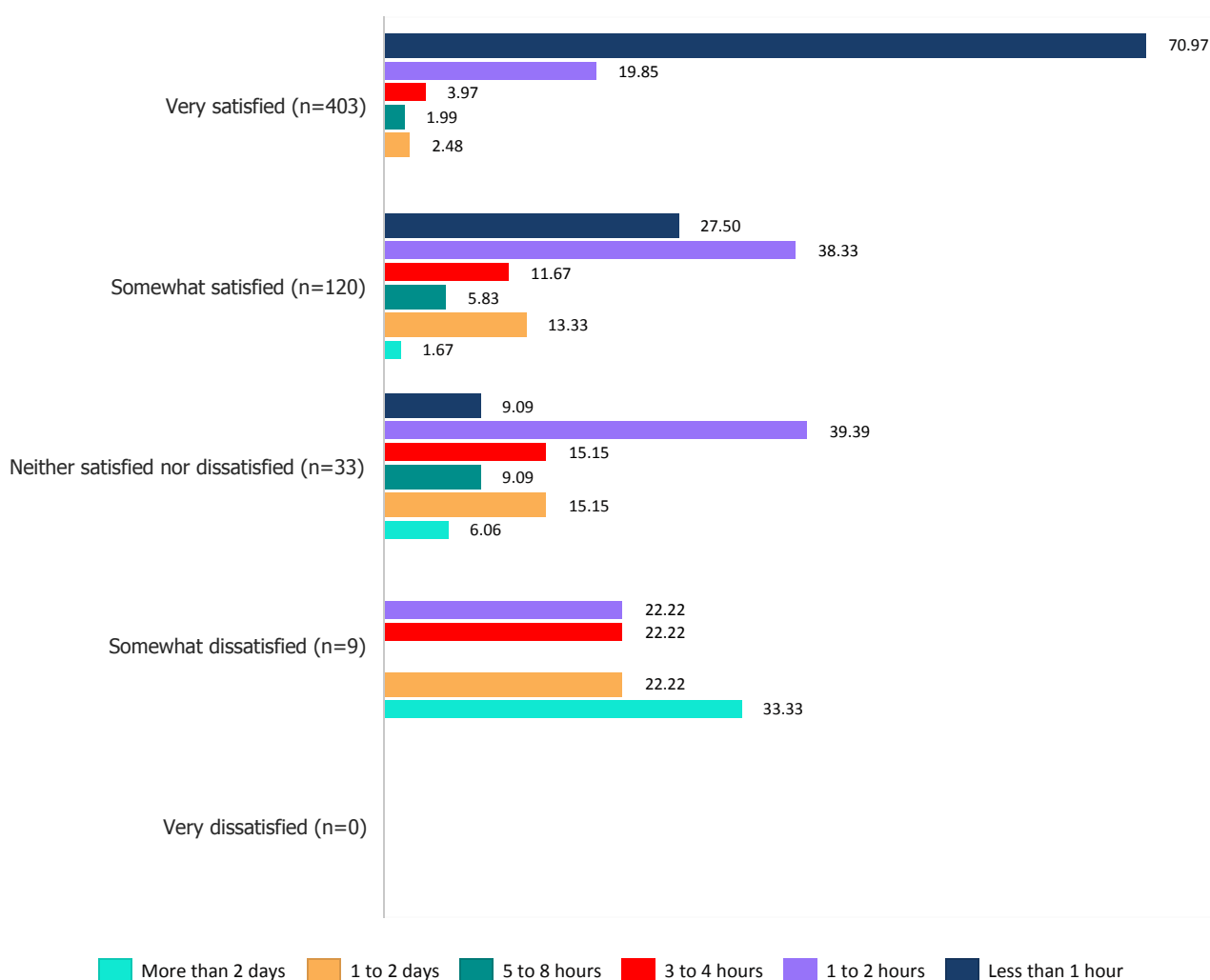
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

Length of time needed to schedule an interment by satisfaction with length of time needed to schedule an interment.

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?



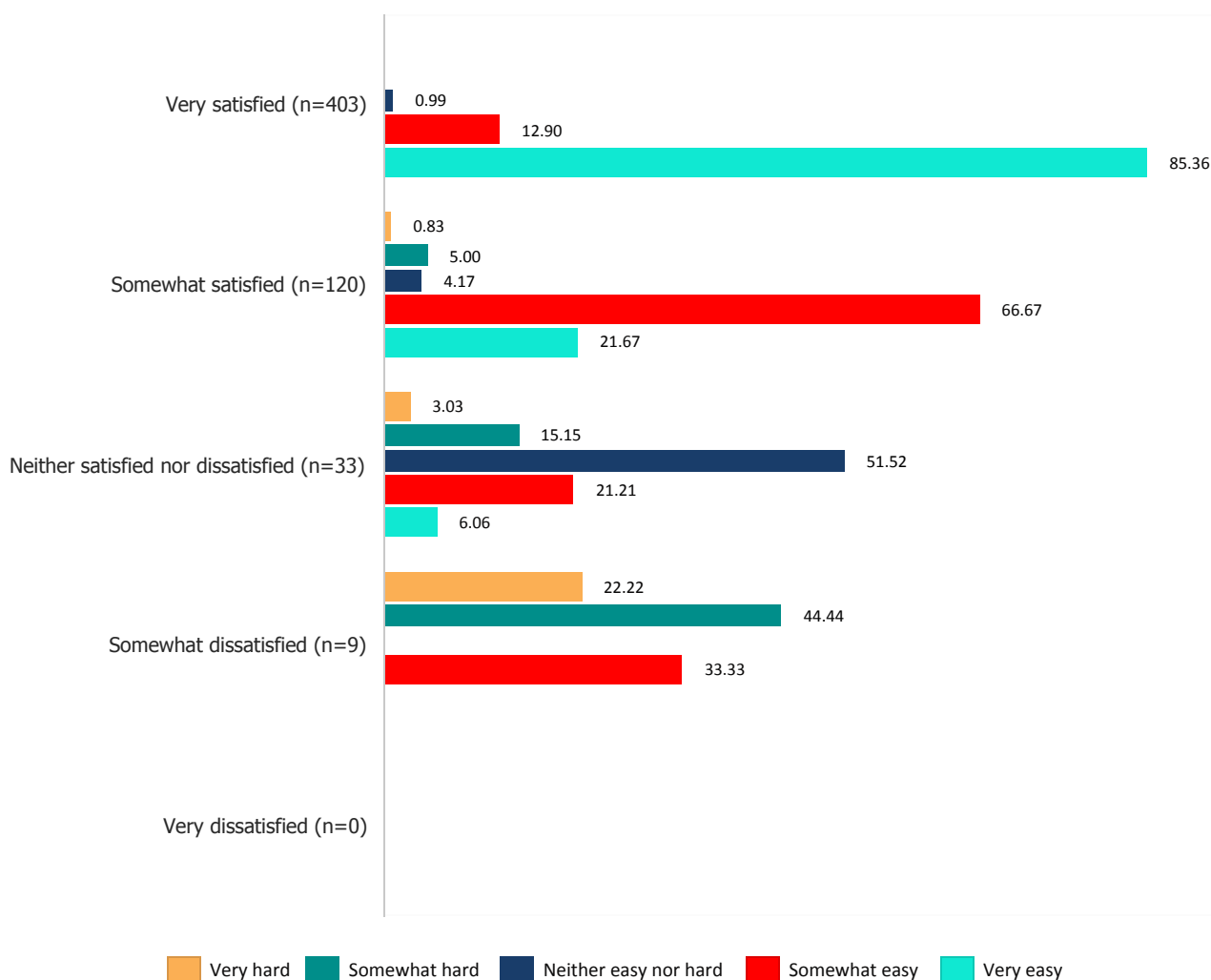
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

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

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?



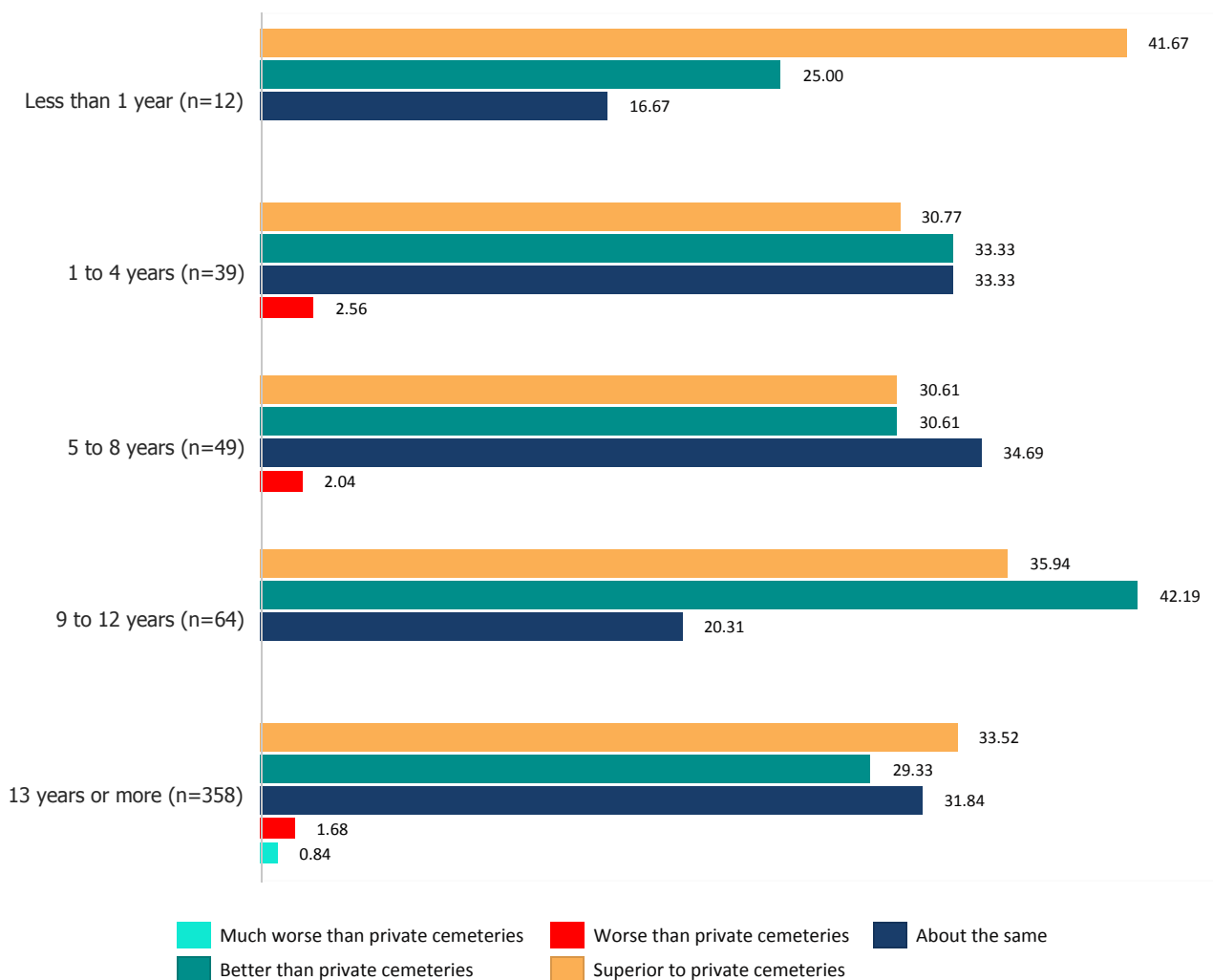
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

Comparing the level of service at the State or Tribal Veterans Cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the State or Tribal Veterans Cemetery.

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



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

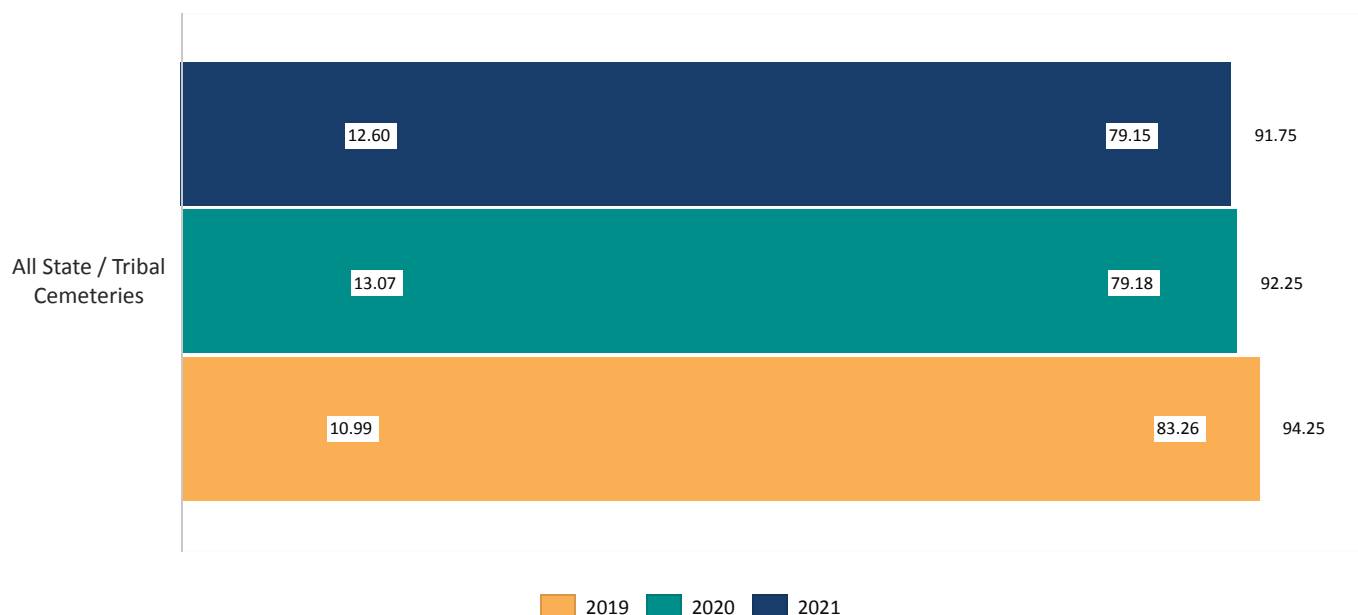
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the State or Tribal Veterans Cemetery where their loved one was interred.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

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

Question 21: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

NEXT OF KIN



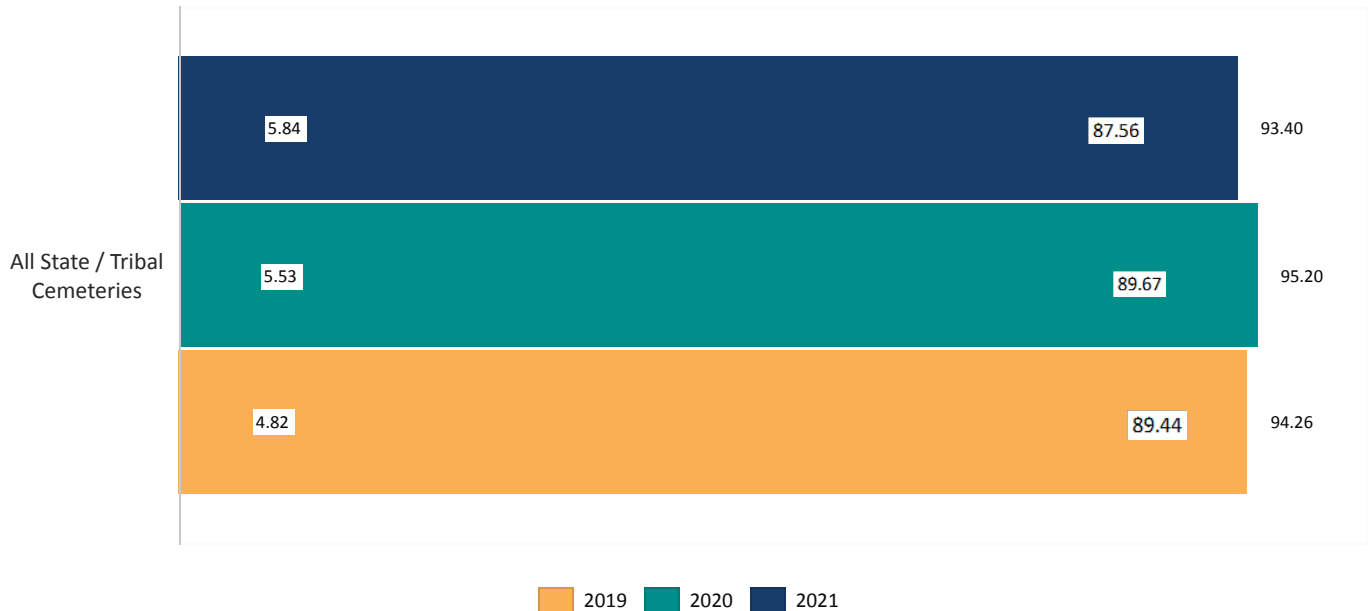
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	6788	79.15%	-0.03%	12.60%	5.29%	1.99%	0.97%
	2020	7382	79.18%	-4.08%	13.07%	4.92%	2.19%	0.64%
	2019	8511	83.26%	0.60%	10.99%	3.95%	1.21%	0.60%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

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

Question 23: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

NEXT OF KIN



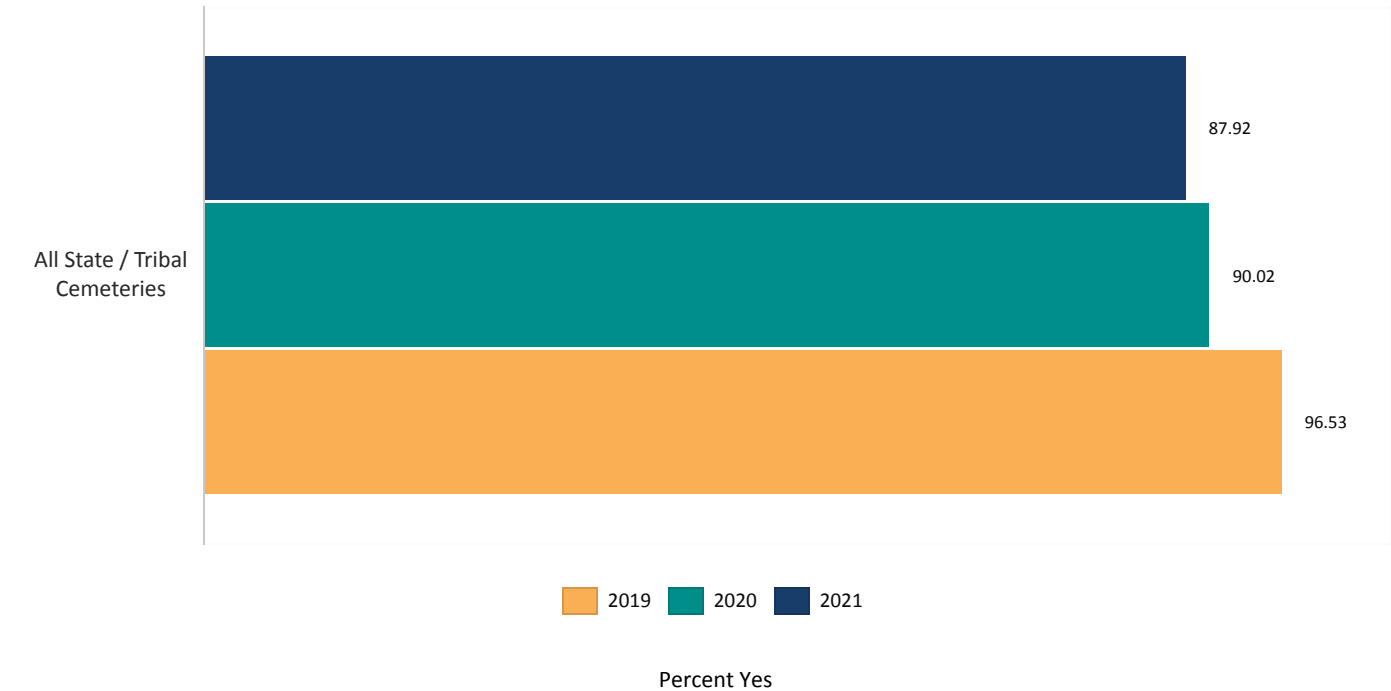
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither /Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2021	6511	87.56%	-2.11%	5.84%	4.87%	1.12%	0.61%
	2020	7049	89.67%	0.23%	5.53%	3.48%	0.89%	0.43%
	2019	8049	89.44%	-1.20%	4.82%	4.52%	0.75%	0.47%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Respondents who responded "Don't know/the marker or headstone has not yet arrived" to Question 21 (NoK) did not receive this question.

Question 22: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

NEXT OF KIN



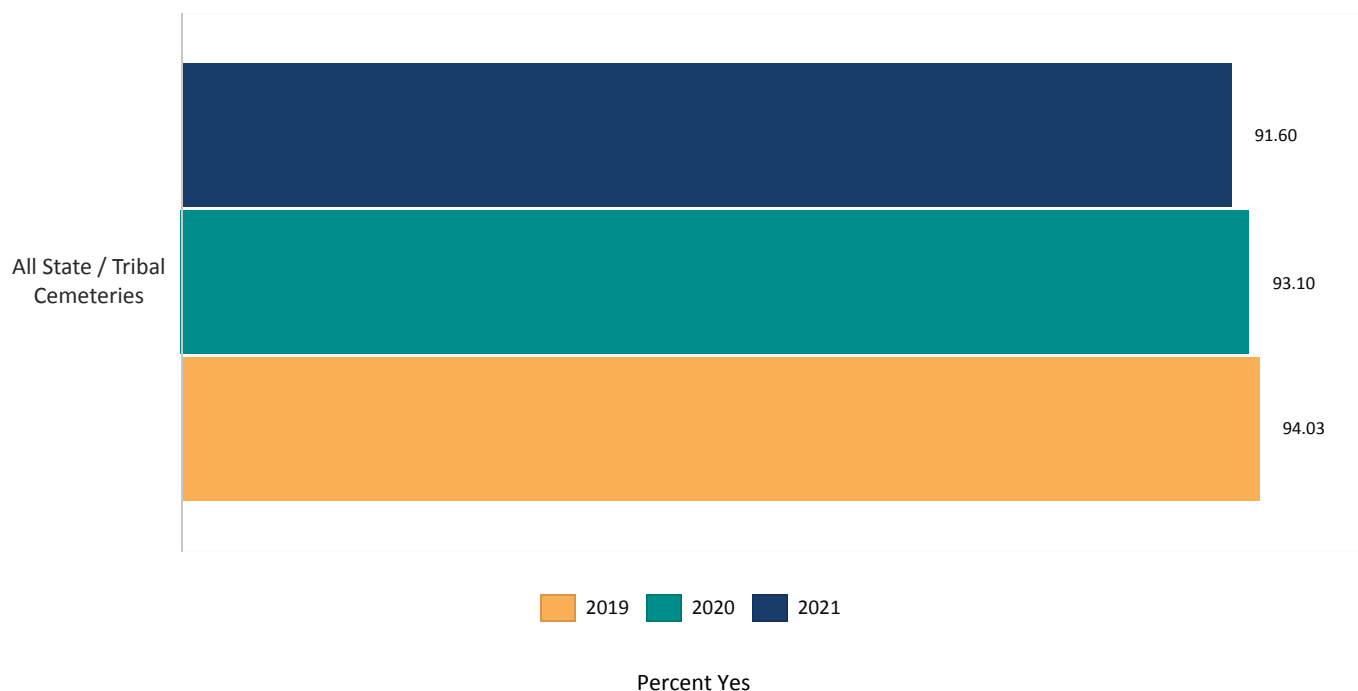
	Year	n	Yes	No	Don't know
All State / Tribal Cemeteries	2021	6666	87.92%	3.78%	8.30%
	2020	7308	90.02%	3.79%	6.19%
	2019	7501	96.53%	3.47%	N/A

Respondents who responded "Don't know/the marker or headstone has not yet arrived" to Question 21 (NoK) did not receive this question.

Note: The 2021 and 2020 results should not be compared to the 2019 results as the 2019 results were only calculated from the Yes/No answer options as survey data is not available for the answer option “Don’t know”.

Question 19: Were the headstone, marker, or columbarium niche cover inscription options explained to you?

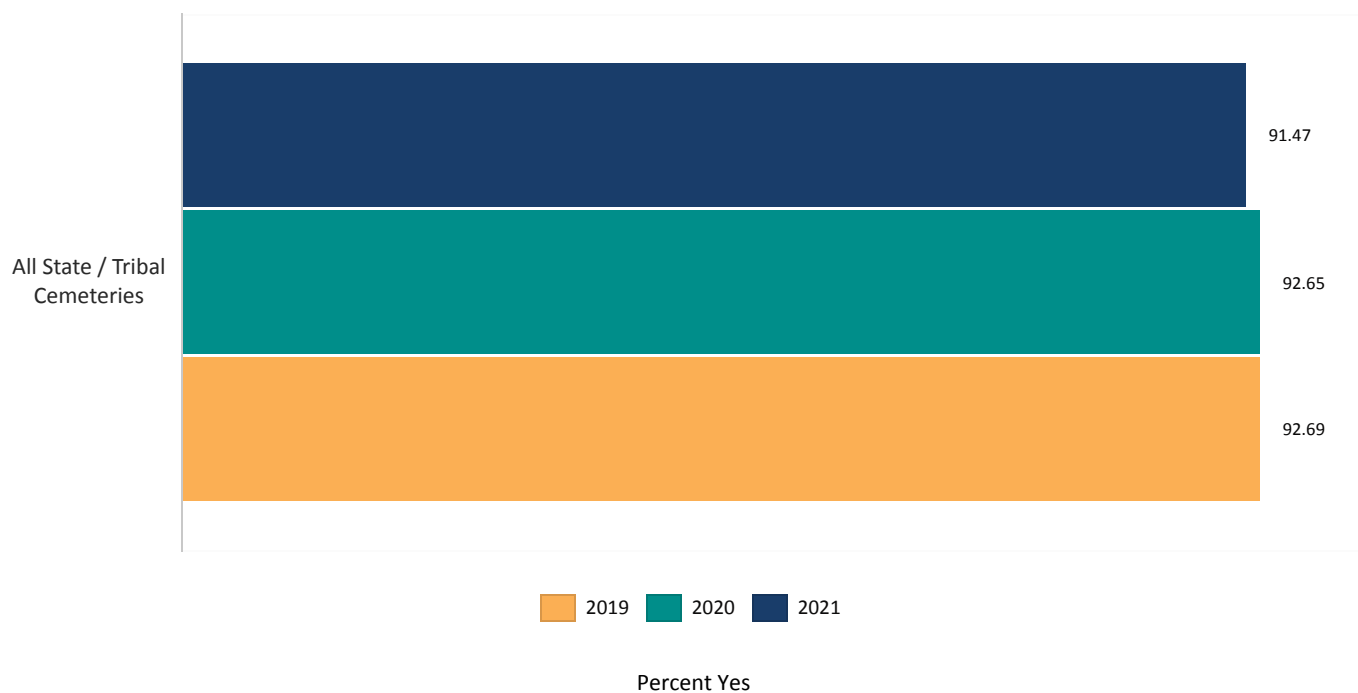
NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2021	6665	91.60%	8.40%
	2020	7265	93.10%	6.90%
	2019	8469	94.03%	5.97%

Question 20: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2021	7080	91.47%	8.53%
	2020	7690	92.65%	7.35%
	2019	8891	92.69%	7.31%

Satisfaction with Cemetery Appearance and Visitor Accommodations

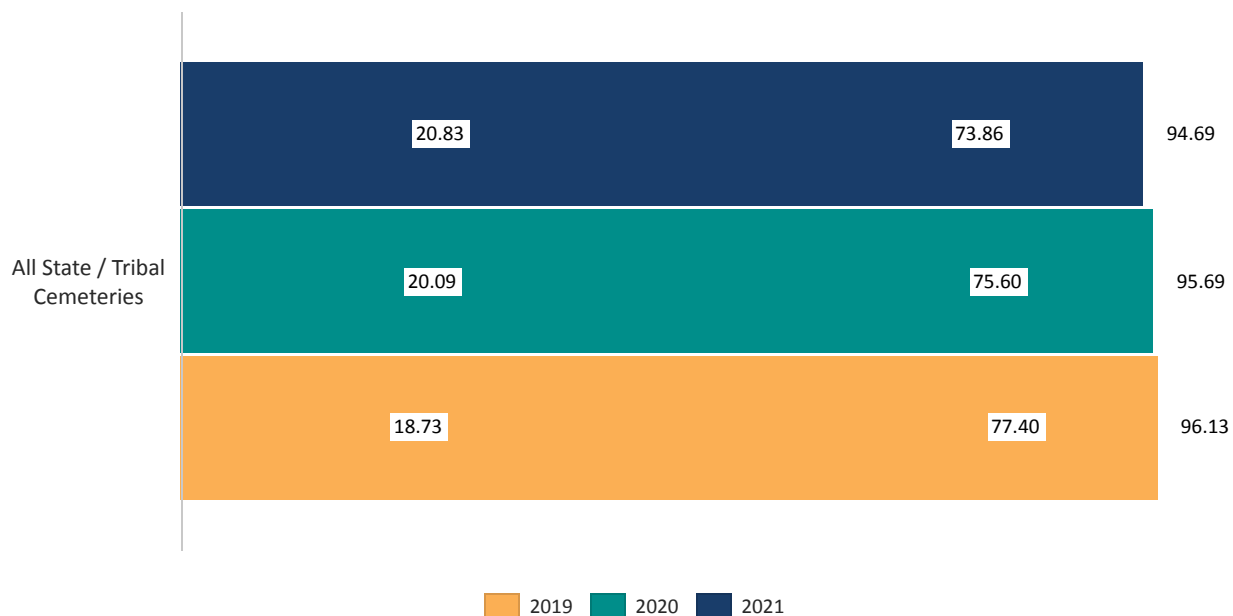
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribal Veterans 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 funeral directors and next of kin are presented together with 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.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 40: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN



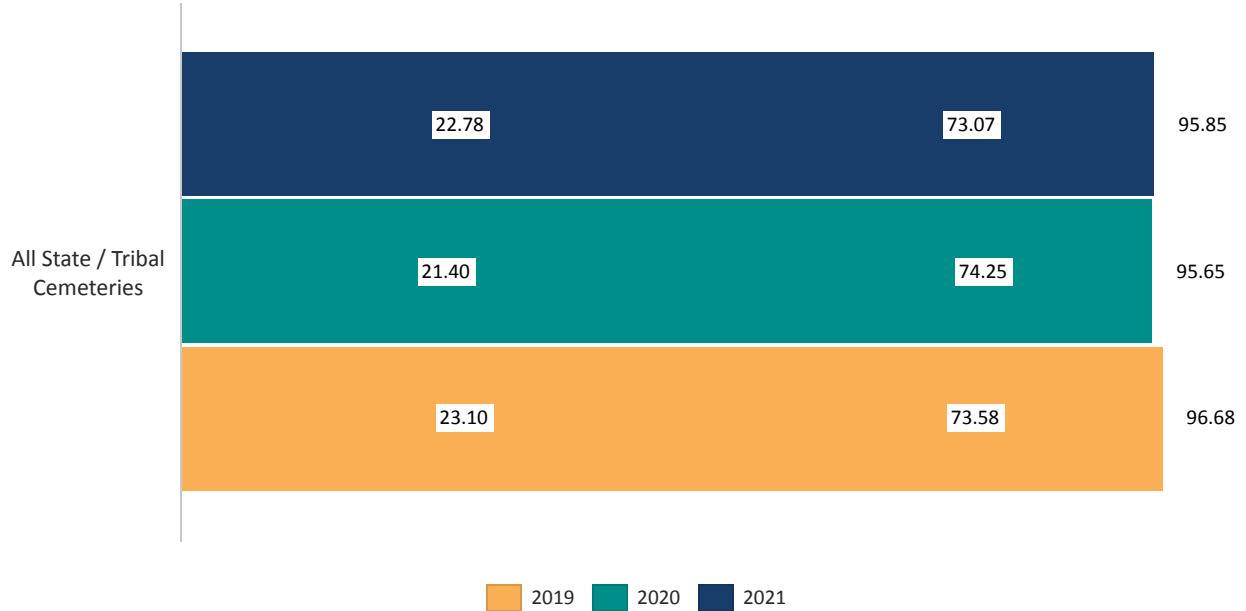
	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	6784	73.86%	-1.74%	20.83%	3.67%	1.21%	0.43%
	2020	7410	75.60%	-1.80%	20.09%	2.96%	1.04%	0.31%
	2019	8477	77.40%	2.20%	18.73%	2.95%	0.65%	0.27%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 33/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7264	73.07%	-1.18%	22.78%	3.32%	0.52%	0.30%
	2020	7863	74.25%	0.67%	21.40%	3.36%	0.75%	0.24%
	2019	9072	73.58%	2.20%	23.10%	2.73%	0.42%	0.17%

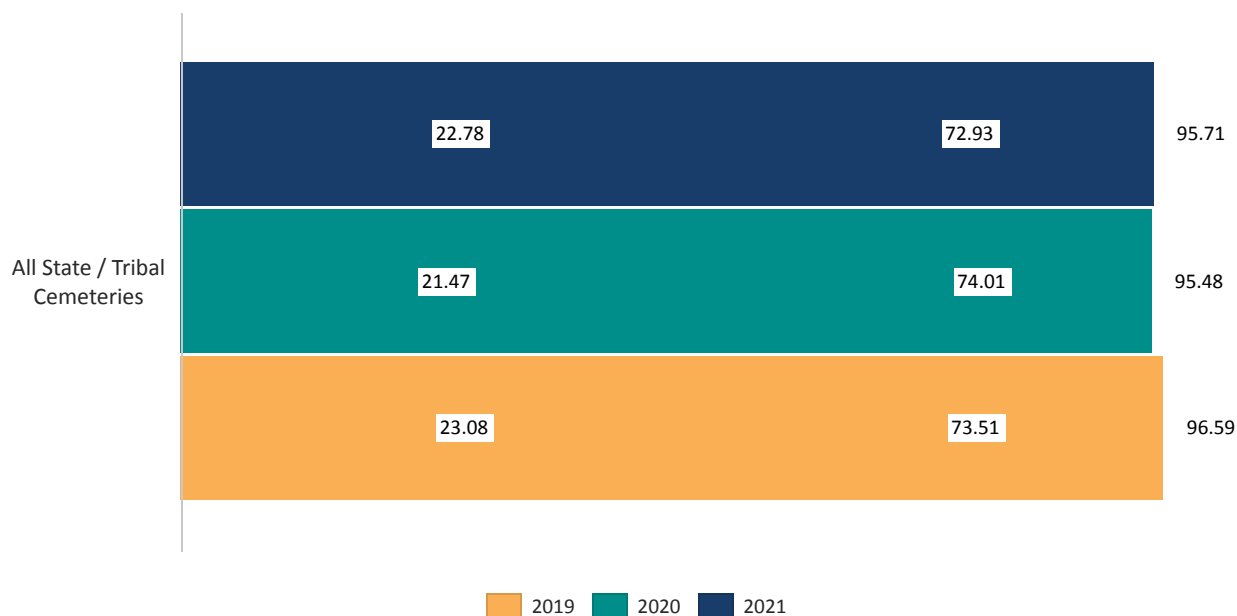
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

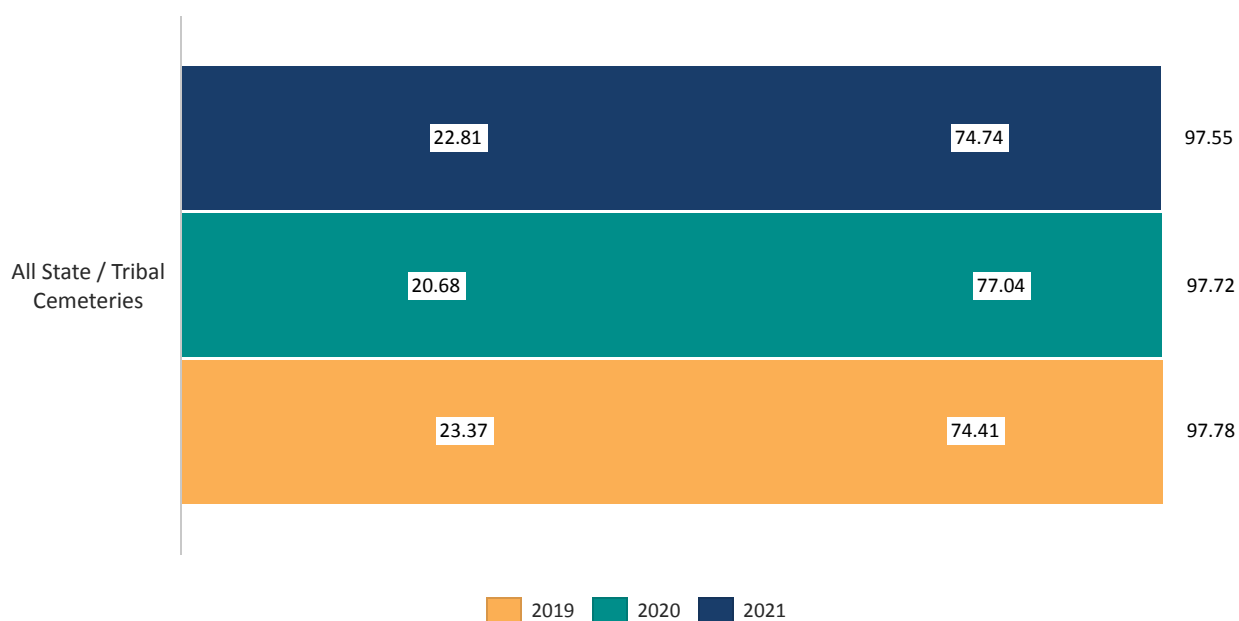
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 33/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

NEXT OF KIN



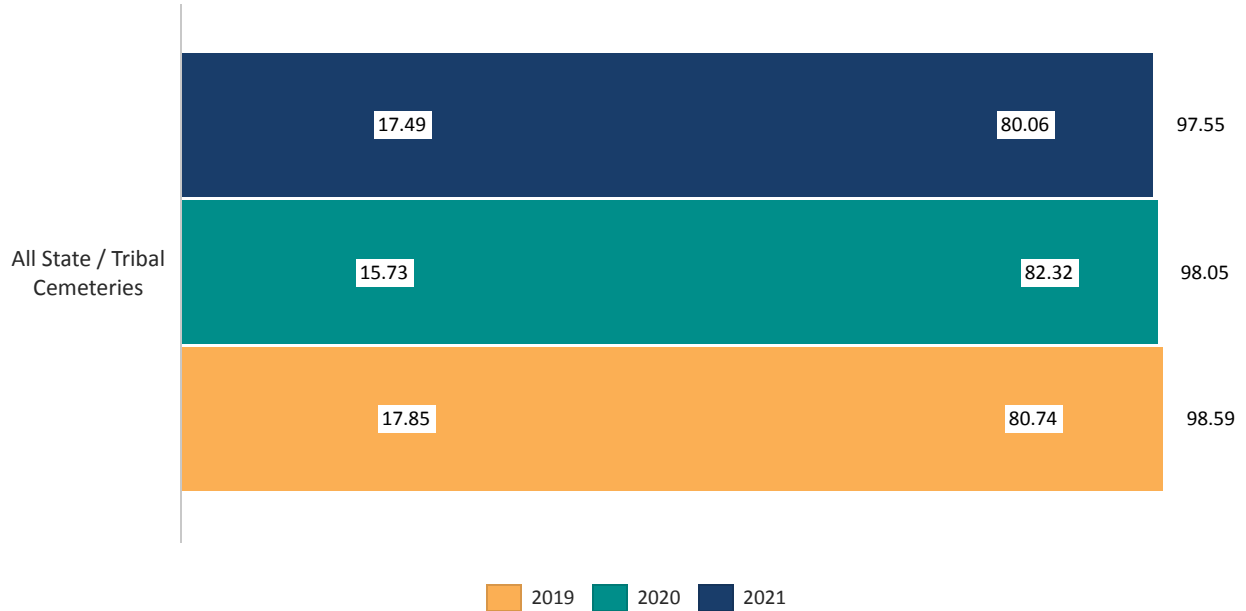
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 34/26: The committal shelter used for the service was private, clean, and free of safety hazards.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	5381	80.06%	-2.26%	17.49%	1.93%	0.33%	0.19%
	2020	7534	82.32%	1.58%	15.73%	1.62%	0.24%	0.09%
	2019	8812	80.74%	1.70%	17.85%	1.20%	0.10%	0.10%

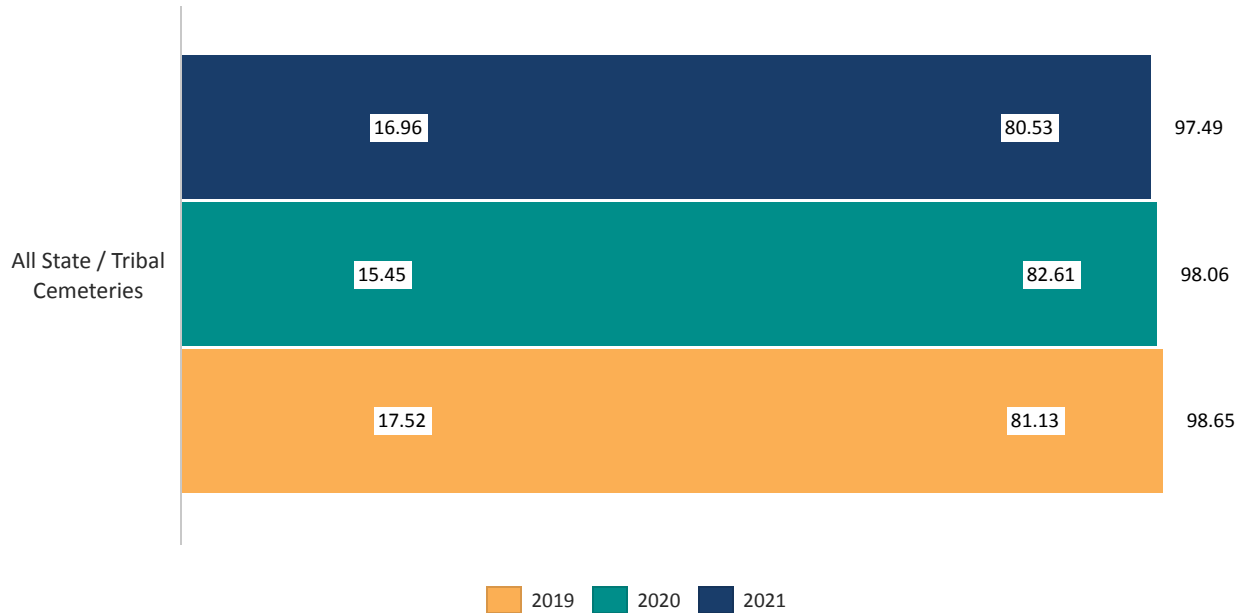
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

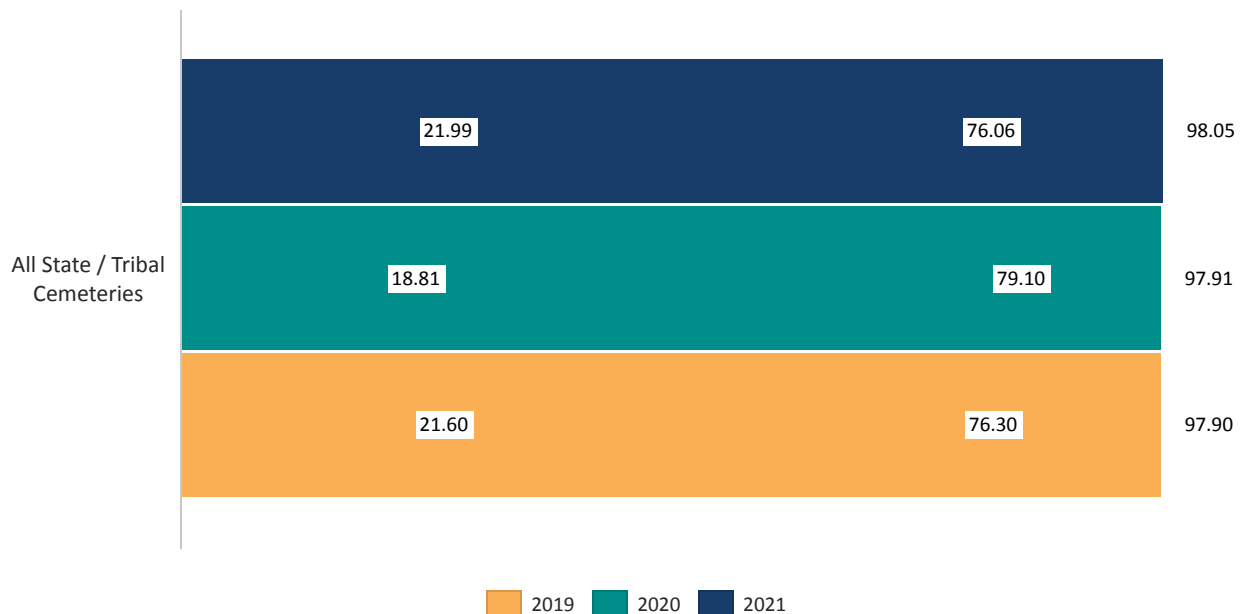
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 34/26: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN



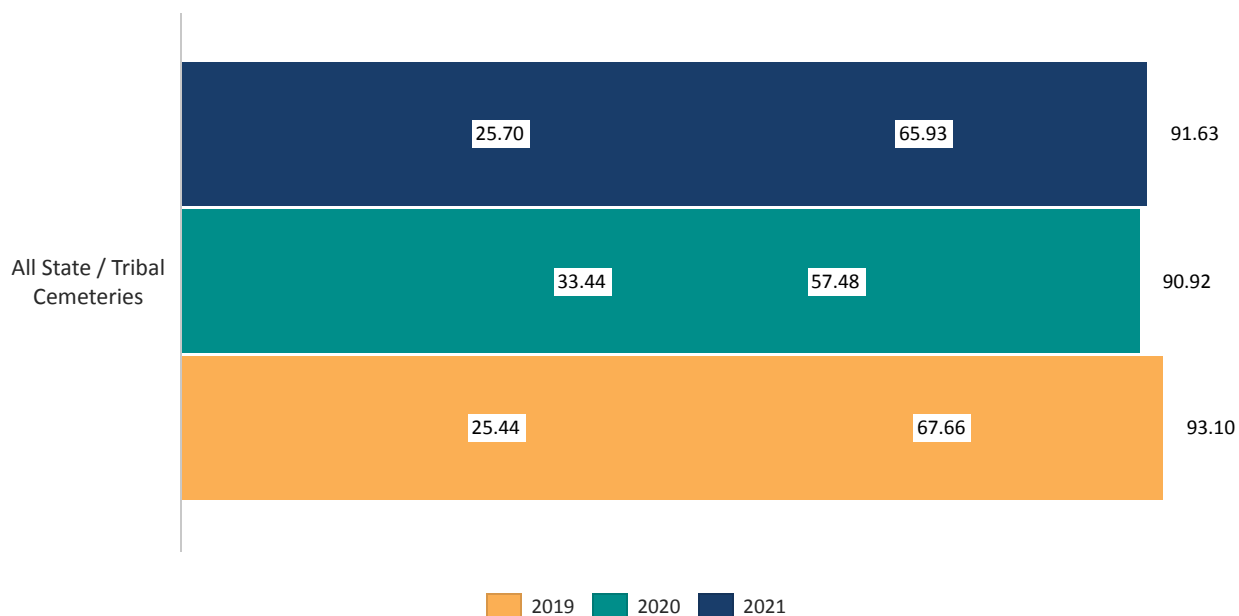
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 36/28: There are sufficient signs within the cemetery to assist visitors.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7440	65.93%	8.45%	25.70%	5.59%	2.34%	0.44%
	2020	8196	57.48%	-10.18%	33.44%	6.22%	2.43%	0.43%
	2019	9441	67.66%	1.20%	25.44%	4.90%	1.72%	0.28%

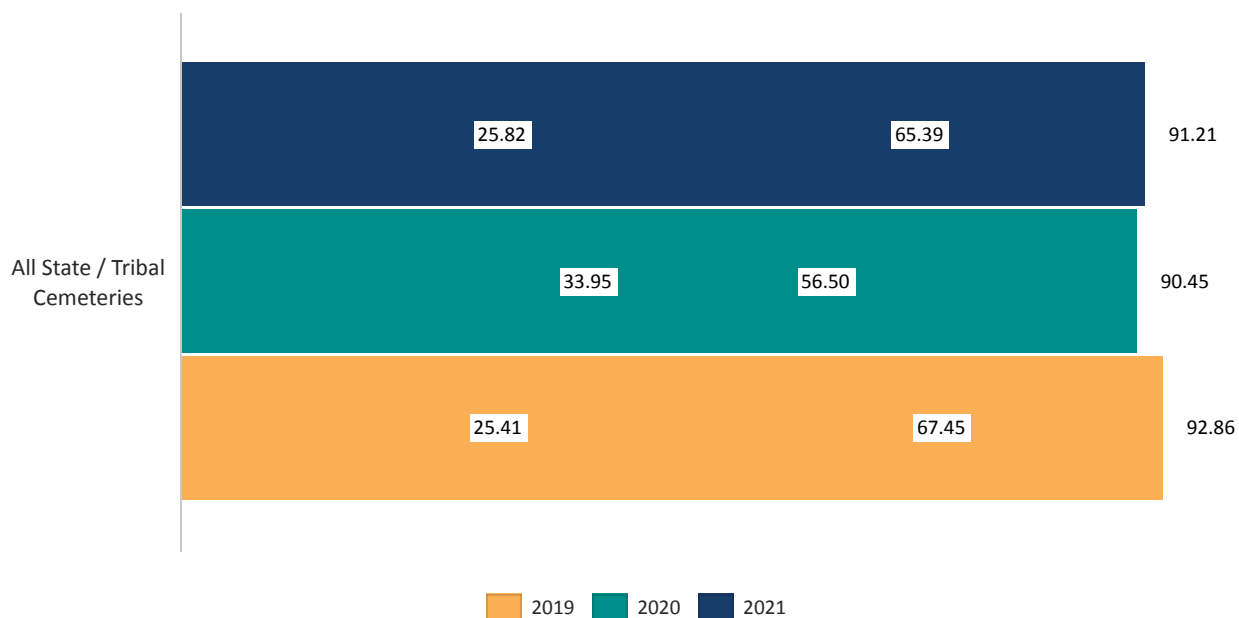
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

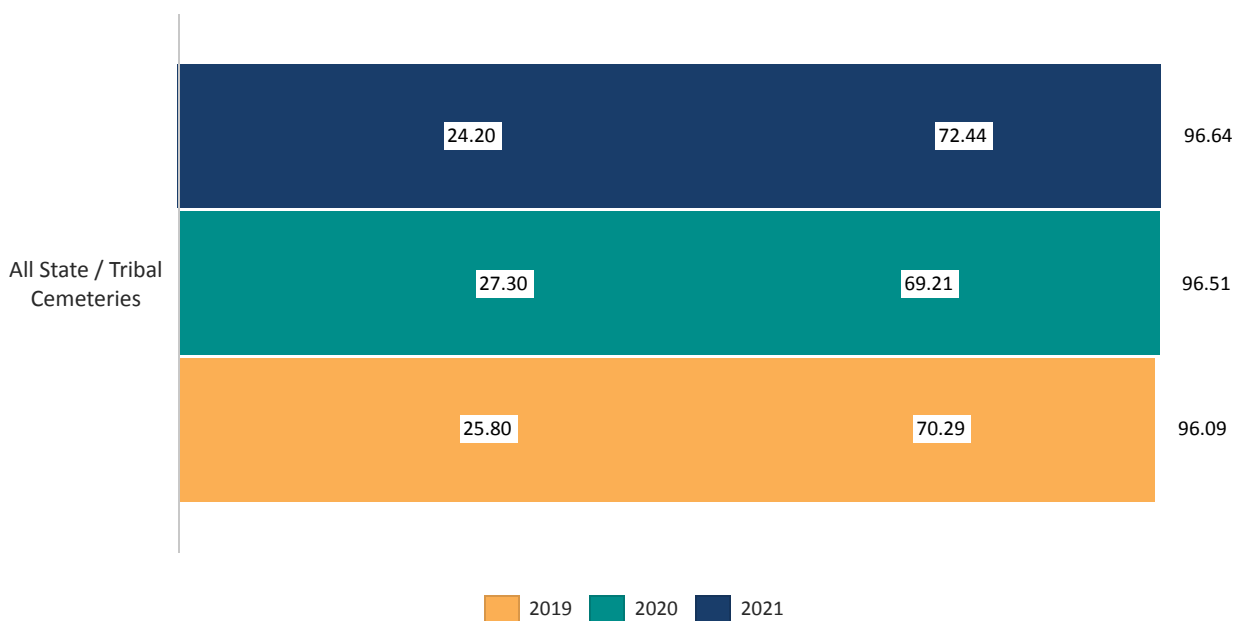
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 36/28: There are sufficient signs within the cemetery to assist visitors.

NEXT OF KIN



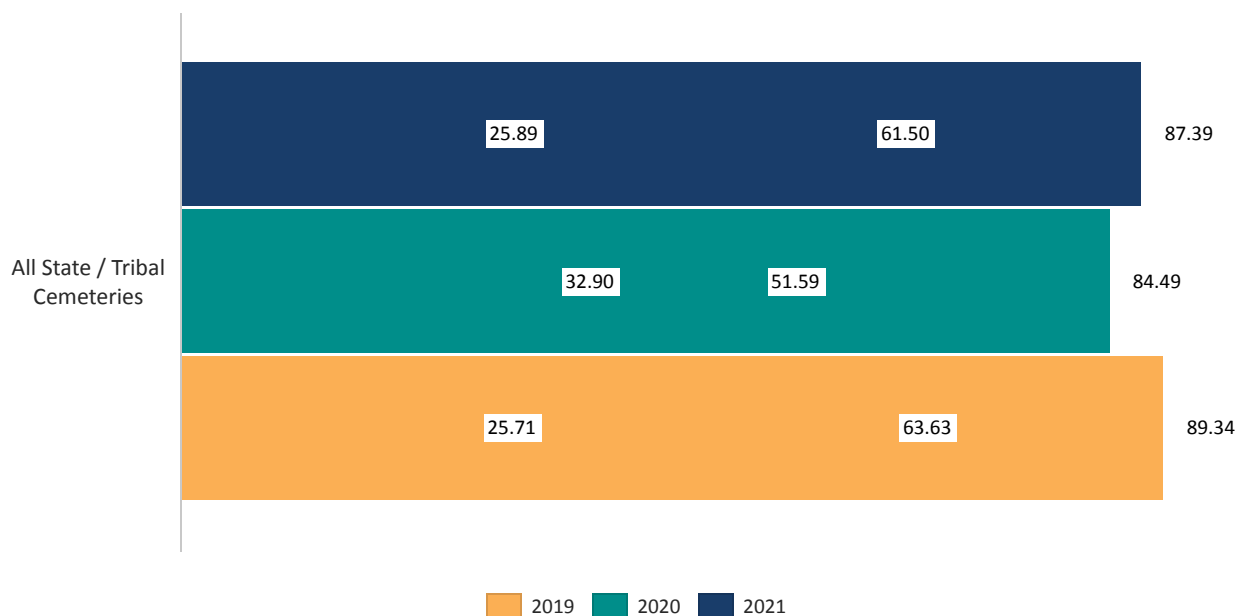
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 41/33: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	6293	61.50%	9.91%	25.89%	10.55%	1.40%	0.67%
	2020	6598	51.59%	-12.04%	32.90%	13.79%	1.26%	0.45%
	2019	8114	63.63%	2.10%	25.71%	9.32%	0.94%	0.41%

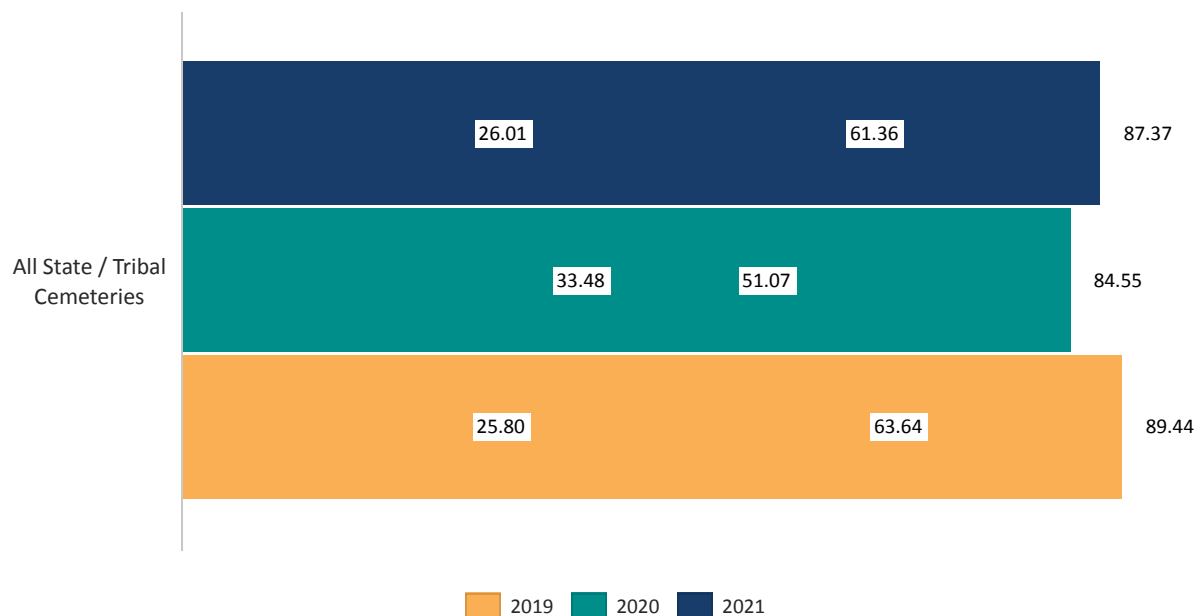
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

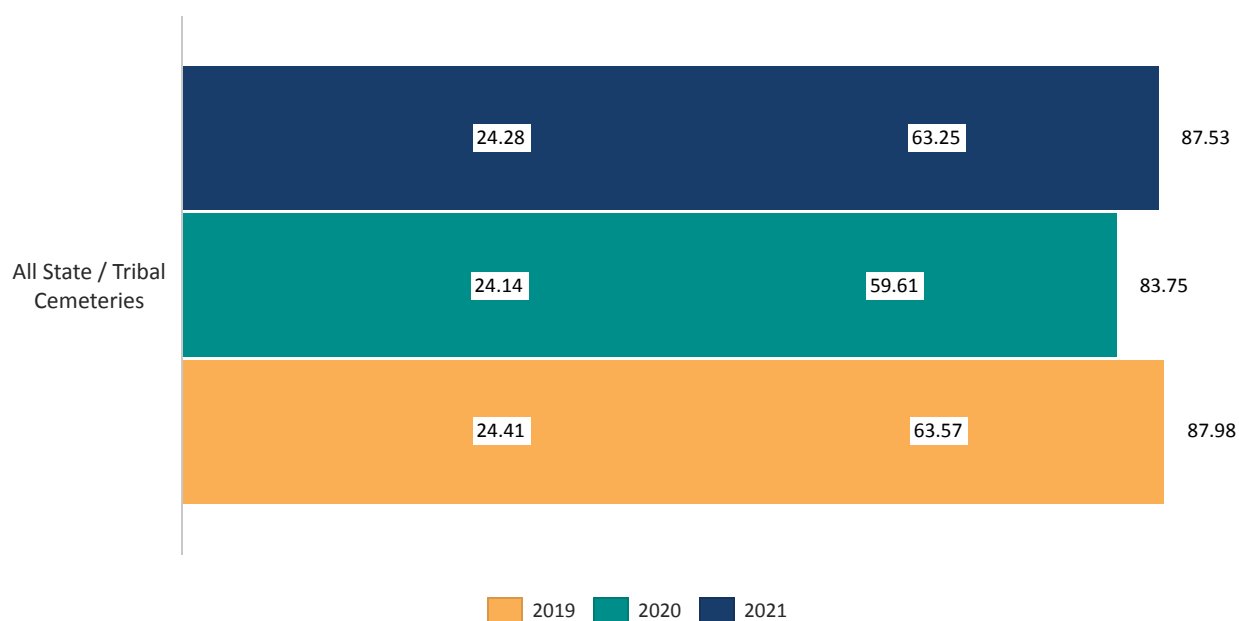
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 41/33: The information kiosks (i.e., gravesite locators) are helpful to me.

NEXT OF KIN



FUNERAL DIRECTORS



State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

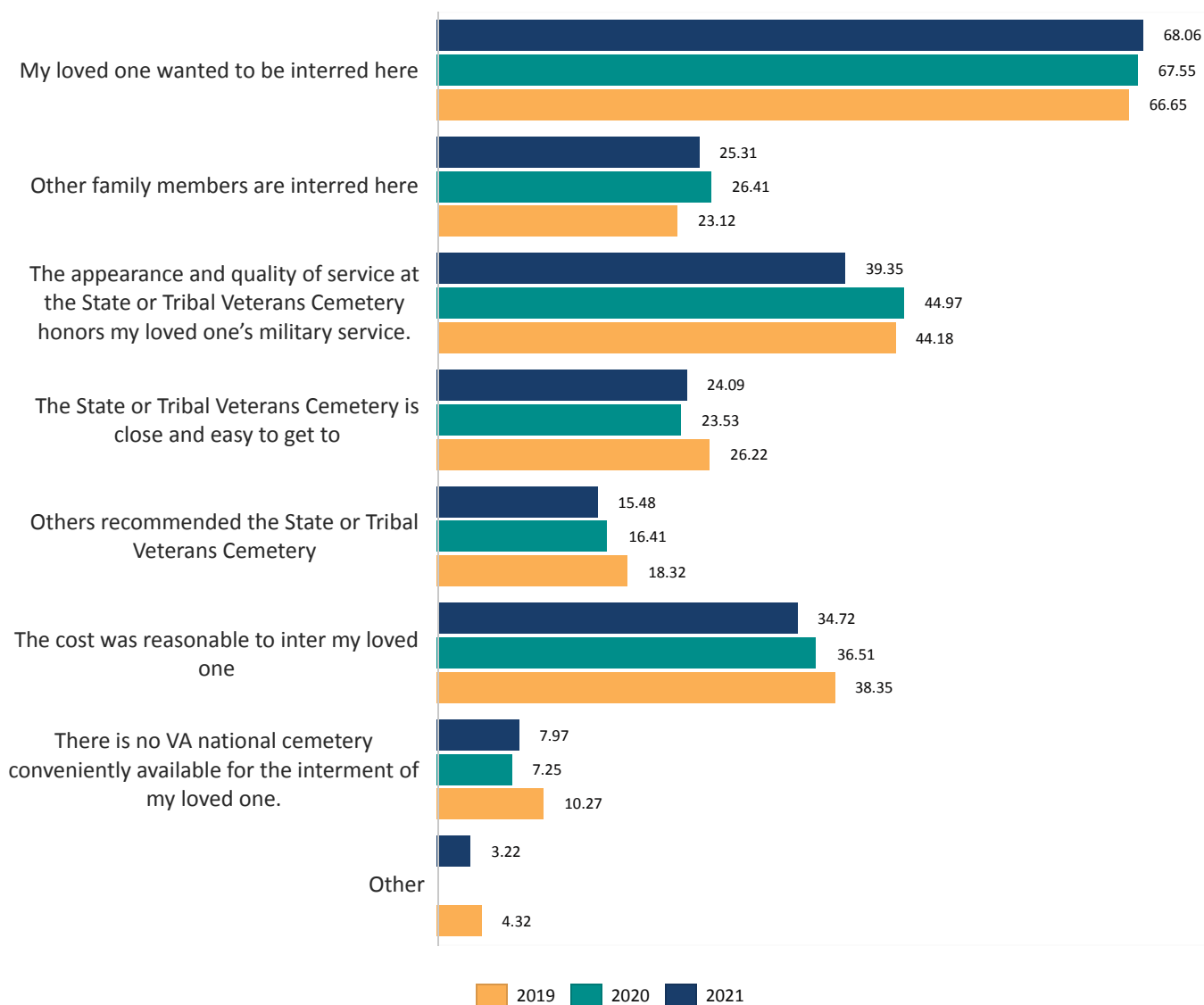
SECTION DESCRIPTION

- 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 between State or Tribal Veterans Cemeteries and national cemeteries are provided on appearance, quality of service, and honor to Veterans.
- Due to rounding, some percentages may not sum to 100%.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 48: Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

NEXT OF KIN



2019: n = 8,933 2020: n = 7,756 2021: n = 7,060

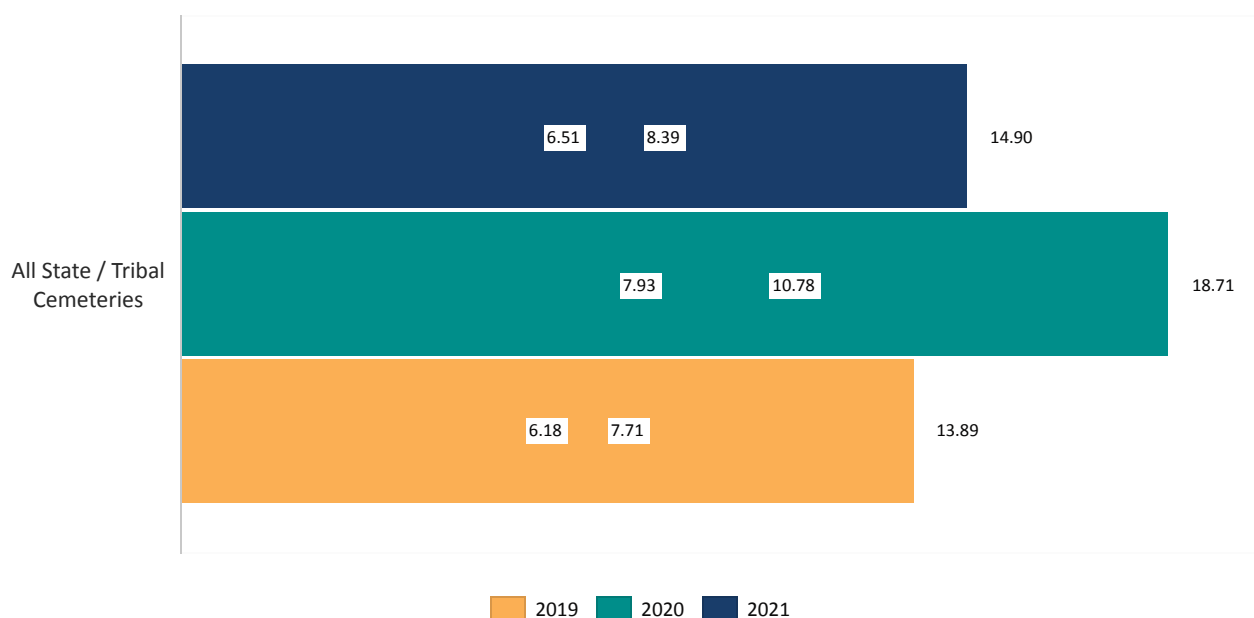
Note: 2020 survey data is not available for "Other" responses.

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 49: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

NEXT OF KIN



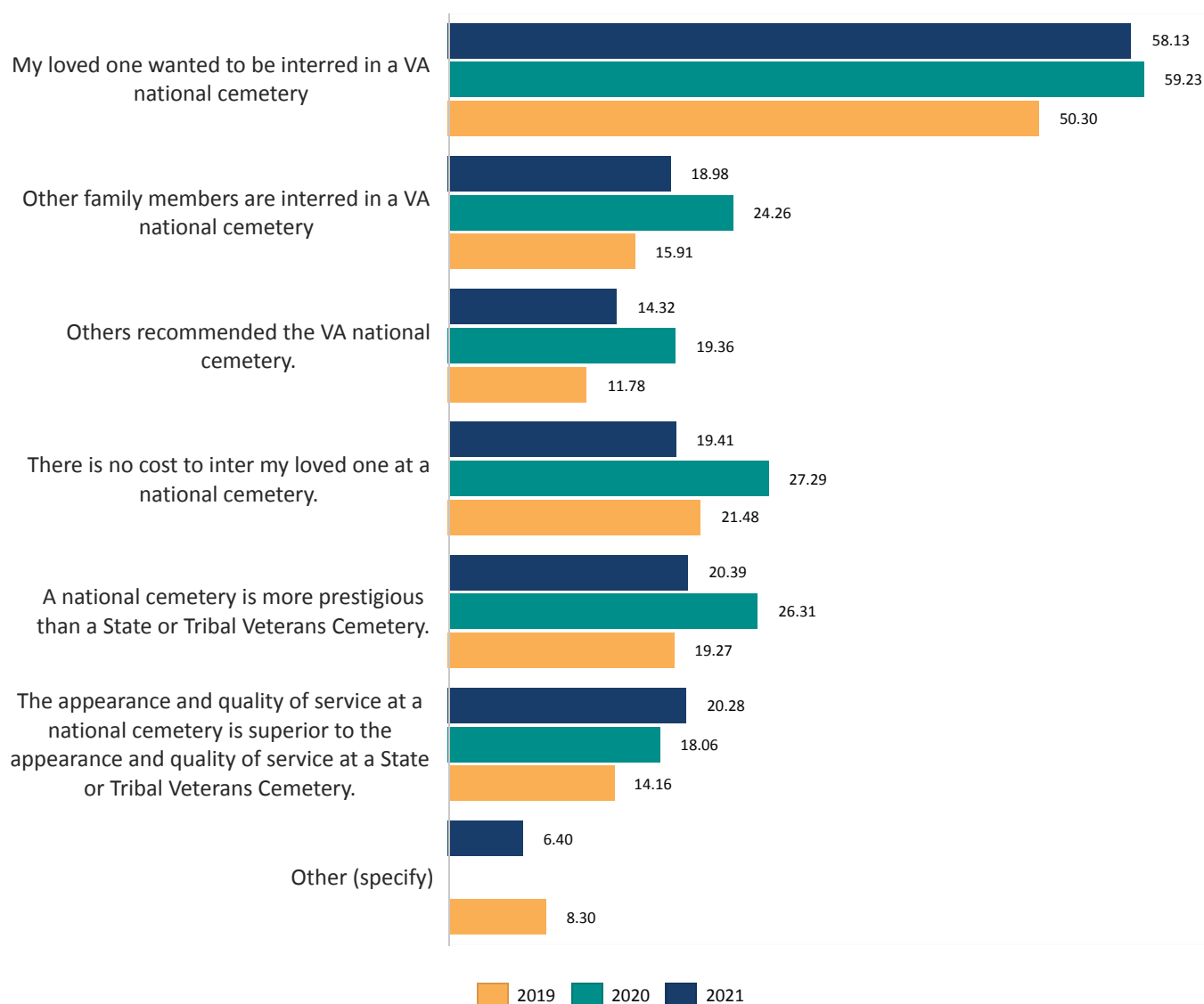
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	6909	8.39%	-2.39%	6.51%	52.35%	22.84%	9.90%
	2020	7488	10.78%	3.07%	7.93%	49.72%	22.65%	8.92%
	2019	8581	7.71%	-0.30%	6.18%	52.36%	23.58%	10.17%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 50: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

NEXT OF KIN



2019: n = 1,161 2020: n = 1,224 2021: n = 922

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

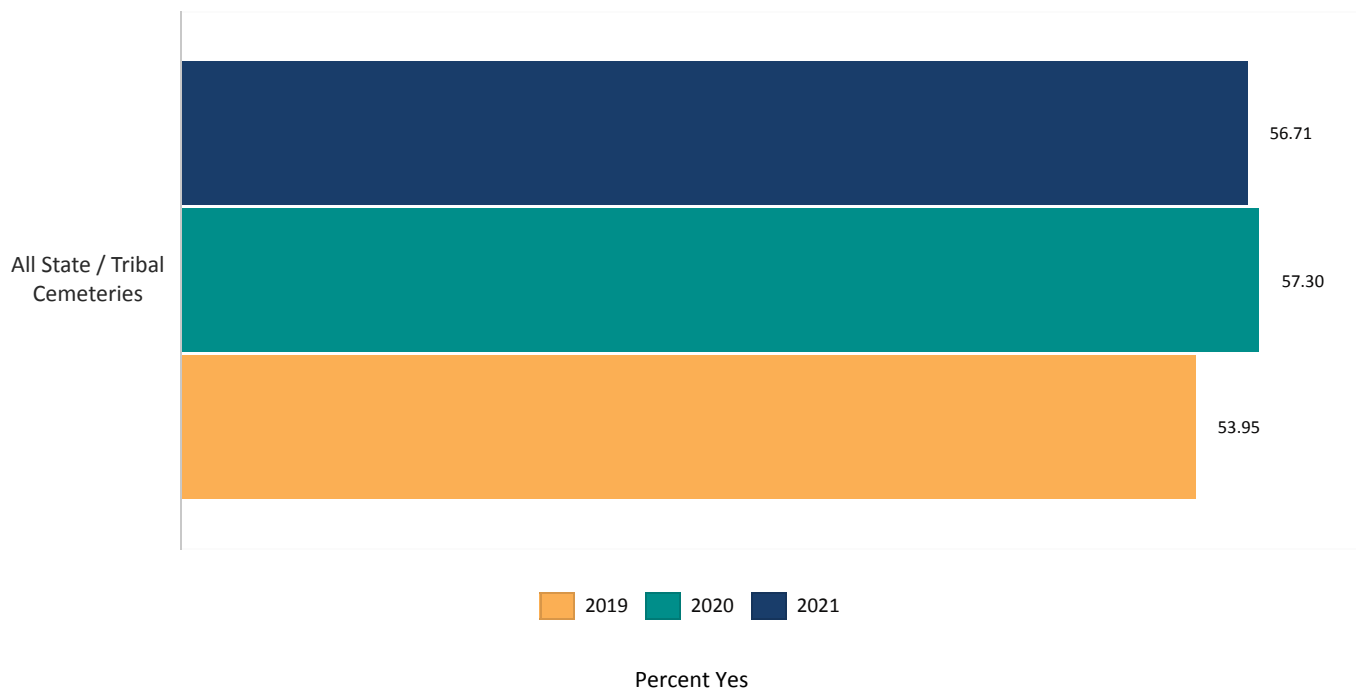
Only respondents who indicated "Strongly agree" or "Agree" to Question 49 (NoK) received this question.

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 51: Have you visited a VA national cemetery?

NEXT OF KIN

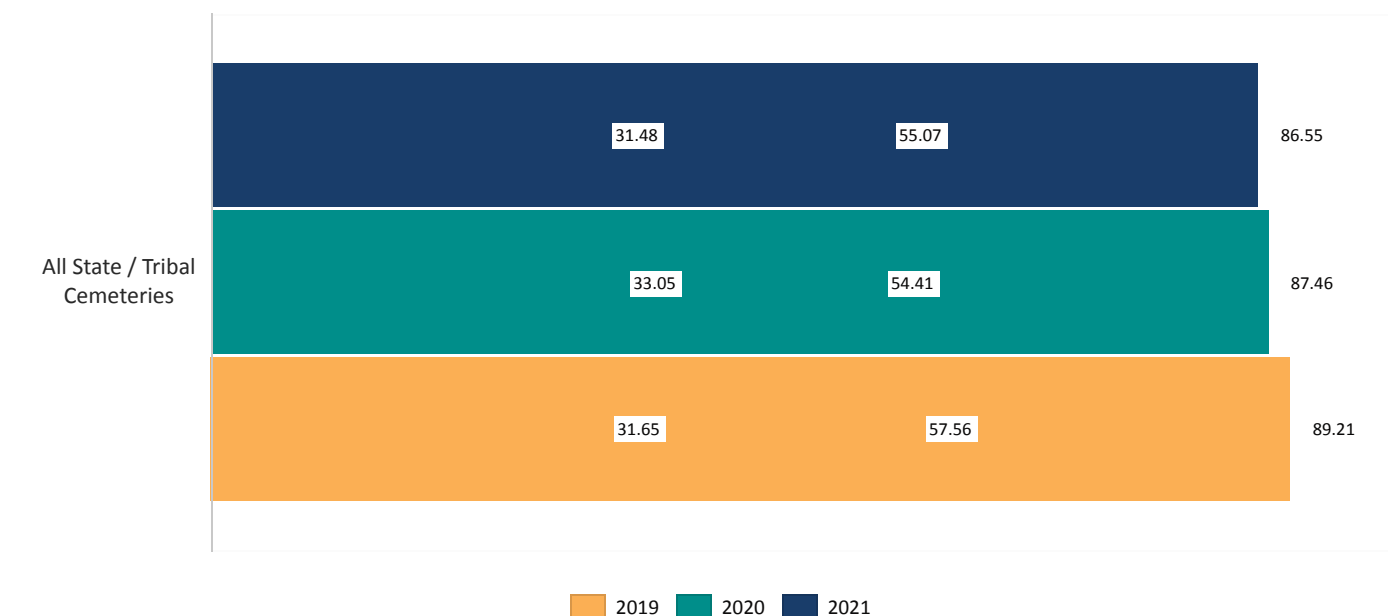


	Year	n	Yes	No
All State / Tribal Cemeteries	2021	6726	56.71%	43.29%
	2020	7675	57.30%	42.70%
	2019	8622	53.95%	46.05%

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	3688	55.07%	0.66%	31.48%	11.33%	1.87%	0.24%
	2020	3979	54.41%	-3.15%	33.05%	9.90%	2.09%	0.55%
	2019	4401	57.56%	4.80%	31.65%	9.32%	1.30%	0.18%

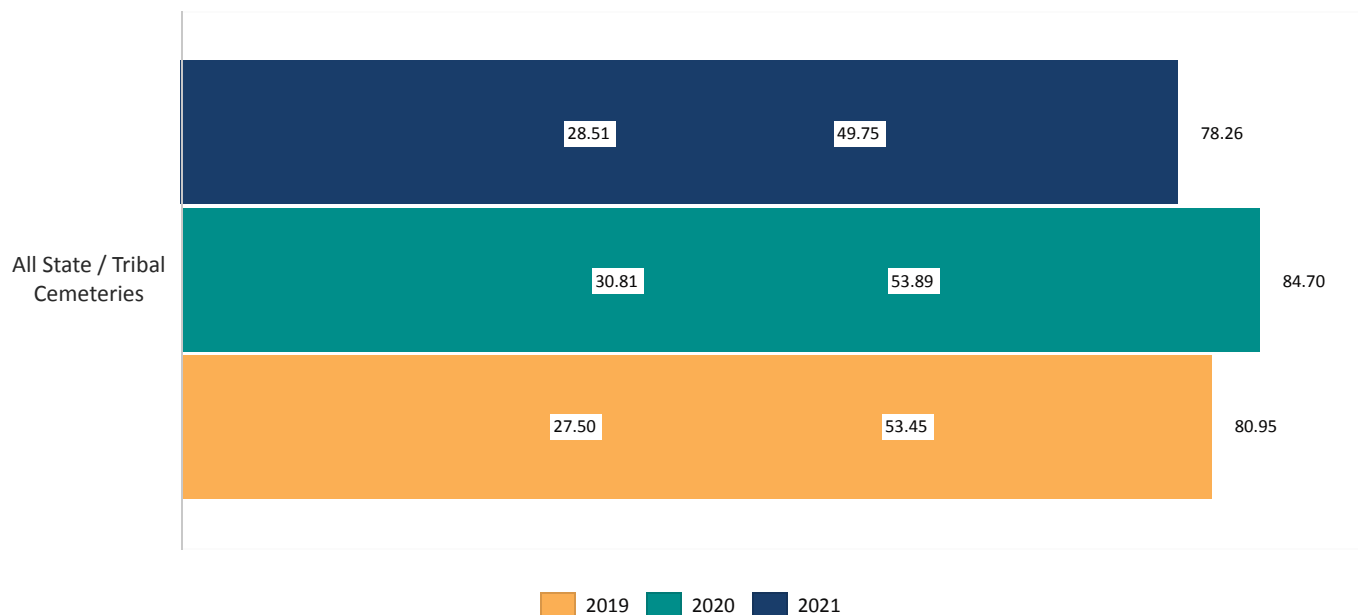
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	3666	49.75%	-4.14%	28.51%	20.51%	0.90%	0.33%
	2020	3652	53.89%	0.44%	30.81%	13.55%	1.26%	0.49%
	2019	4397	53.45%	4.90%	27.50%	17.97%	0.89%	0.20%

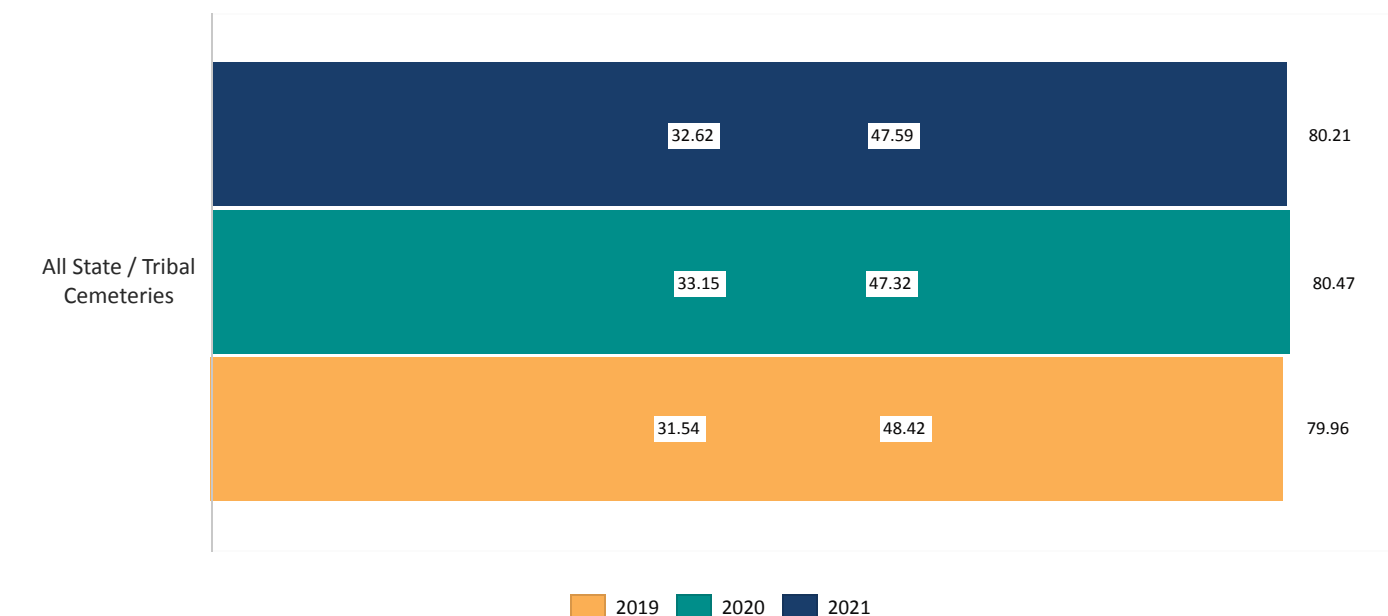
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	6438	47.59%	0.27%	32.62%	17.49%	1.85%	0.45%
	2020	6401	47.32%	-1.10%	33.15%	16.58%	2.61%	0.34%
	2019	8604	48.42%	3.50%	31.54%	18.17%	1.53%	0.34%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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.

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

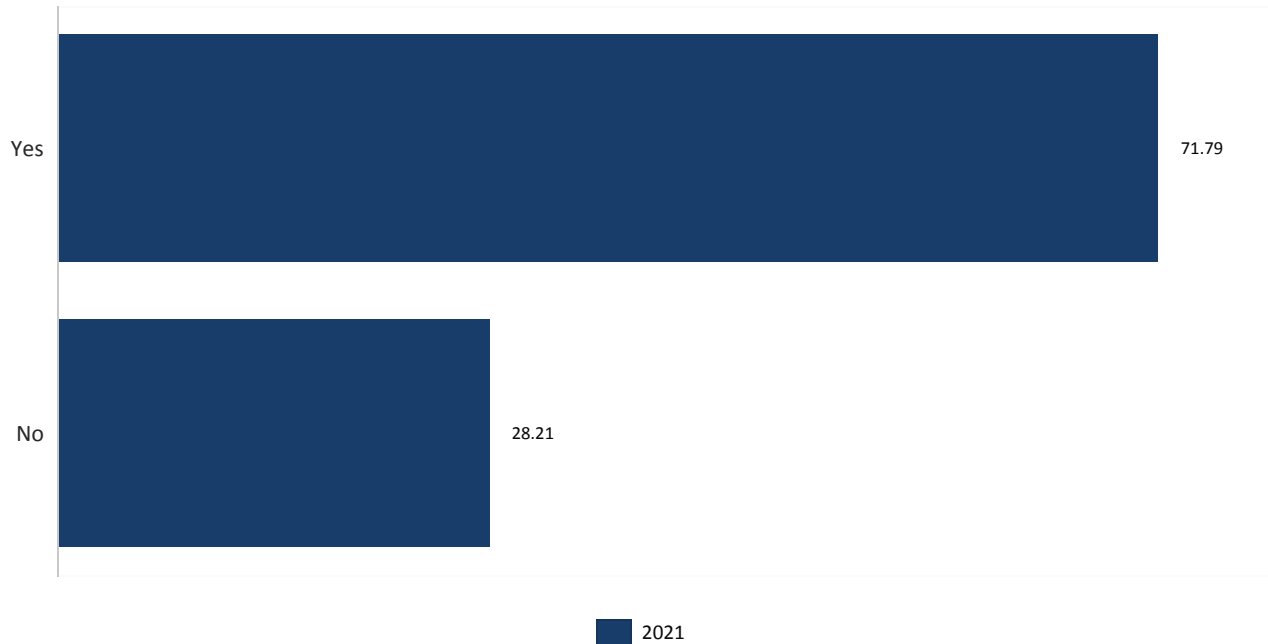
SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key self-reported demographic information is presented for both next of kin and funeral director survey respondents.
- 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

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

NEXT OF KIN

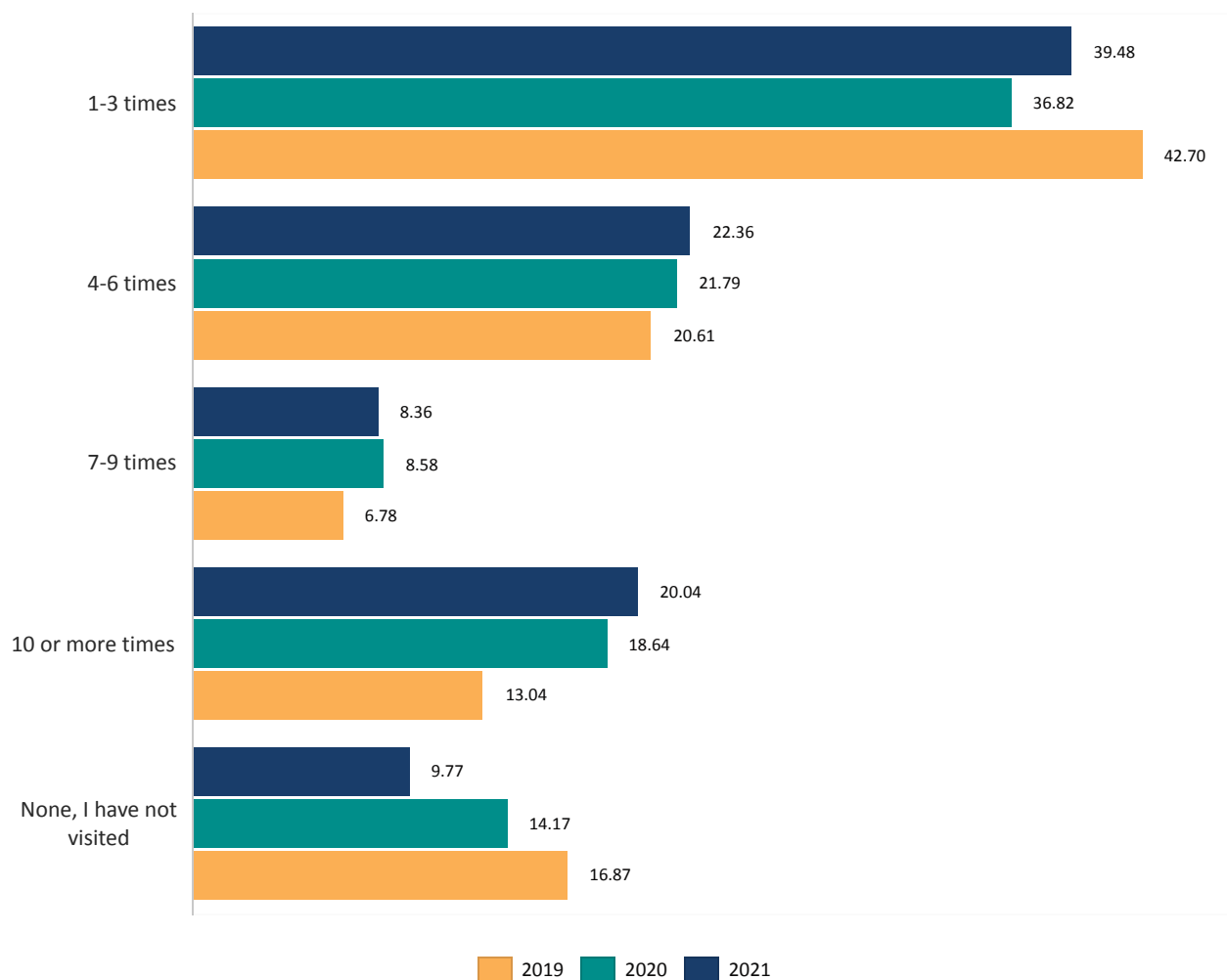


2021: n = 6,729

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

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

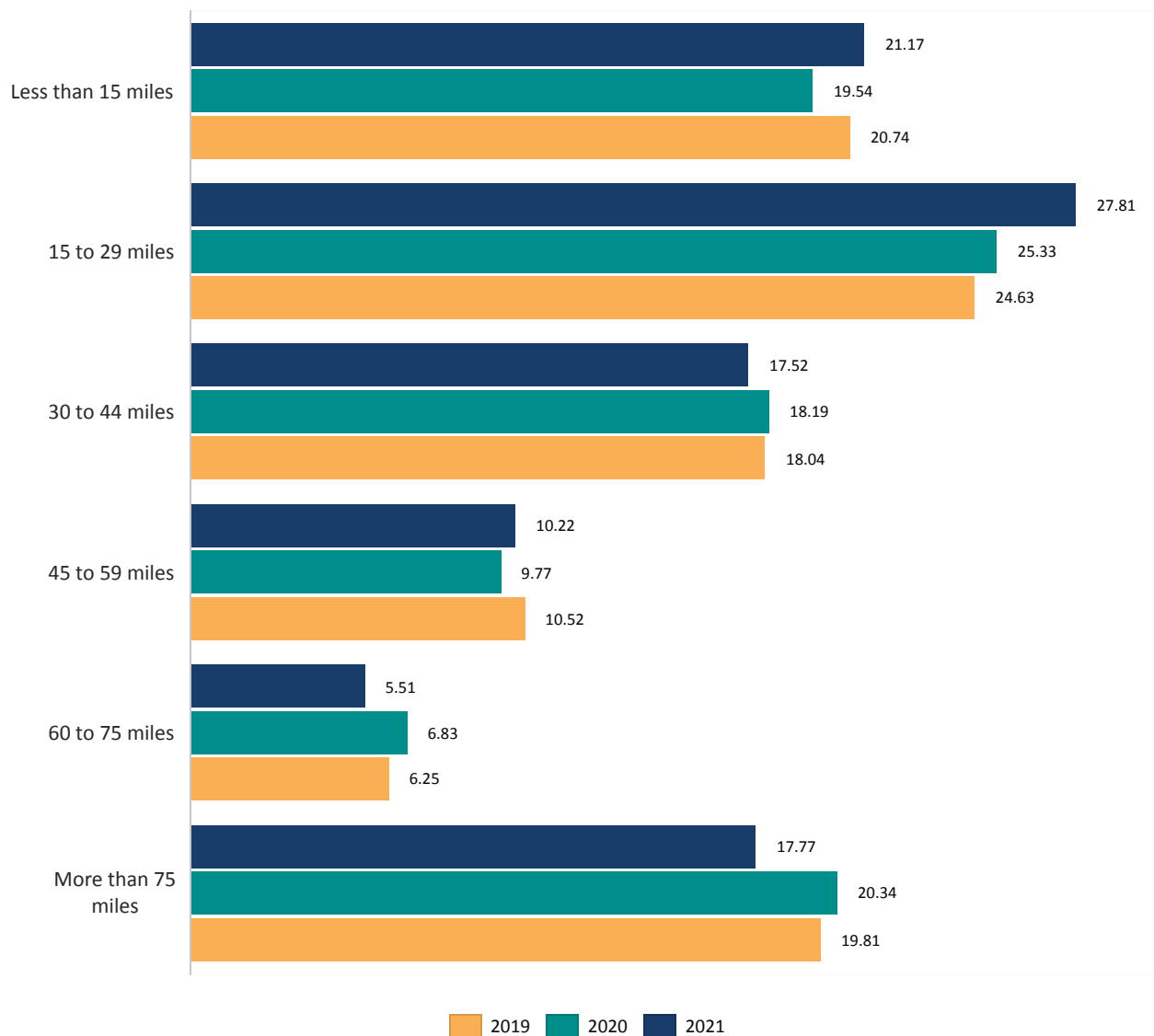
NEXT OF KIN



2019: n = 9,024 2020: n = 7,700 2021: n = 7,250

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

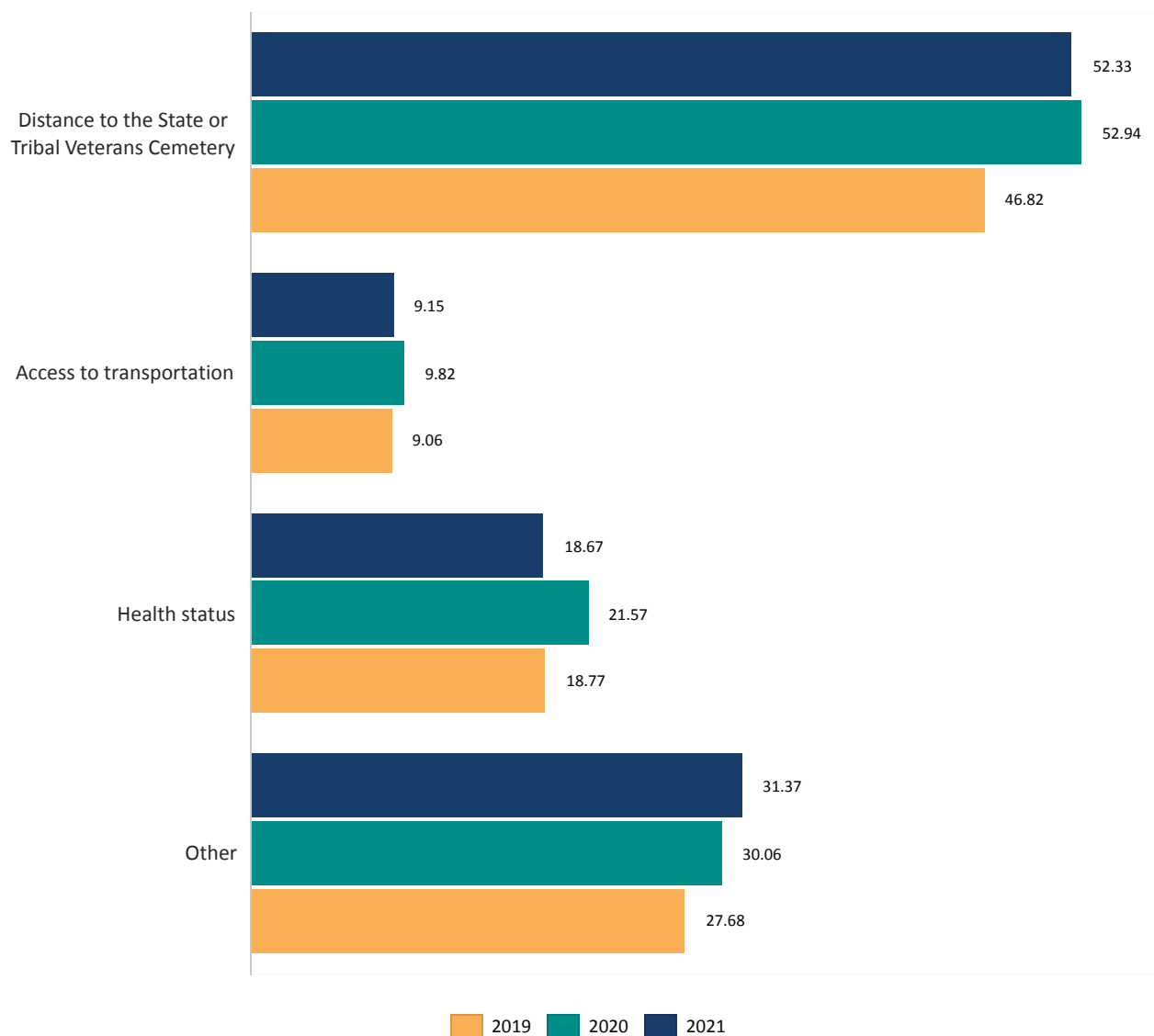
NEXT OF KIN



2019: n = 8,963 2020: n = 7,646 2021: n = 7,181

Question 4: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

NEXT OF KIN



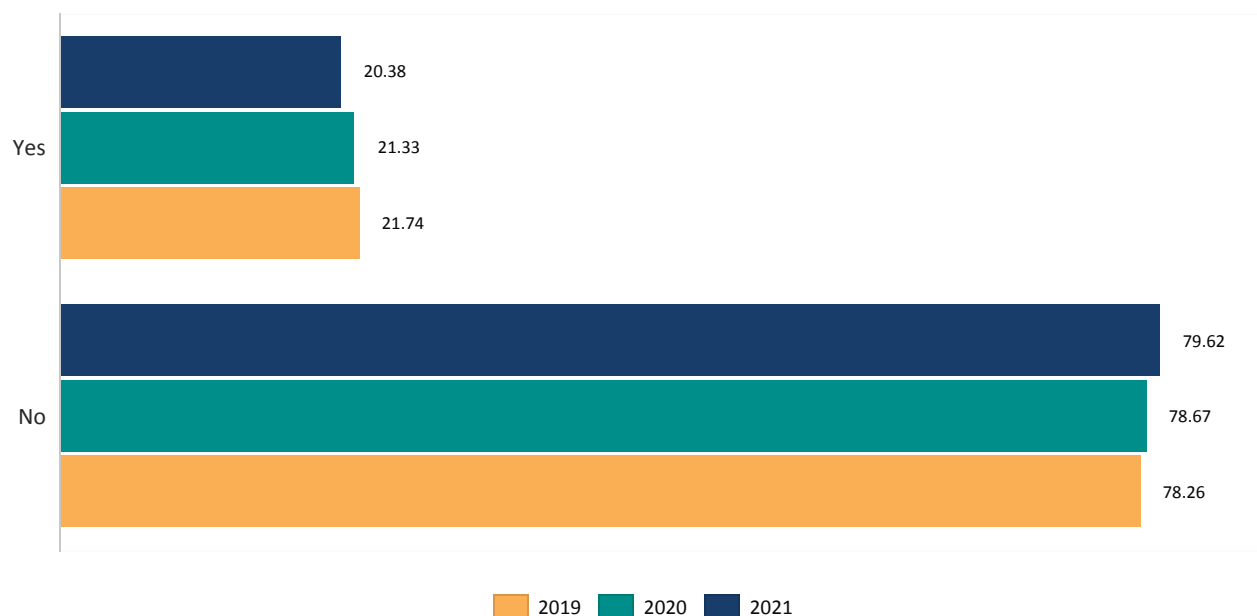
2019: n = 9,080 2020: n = 7,157 2021: n = 6,363

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

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?

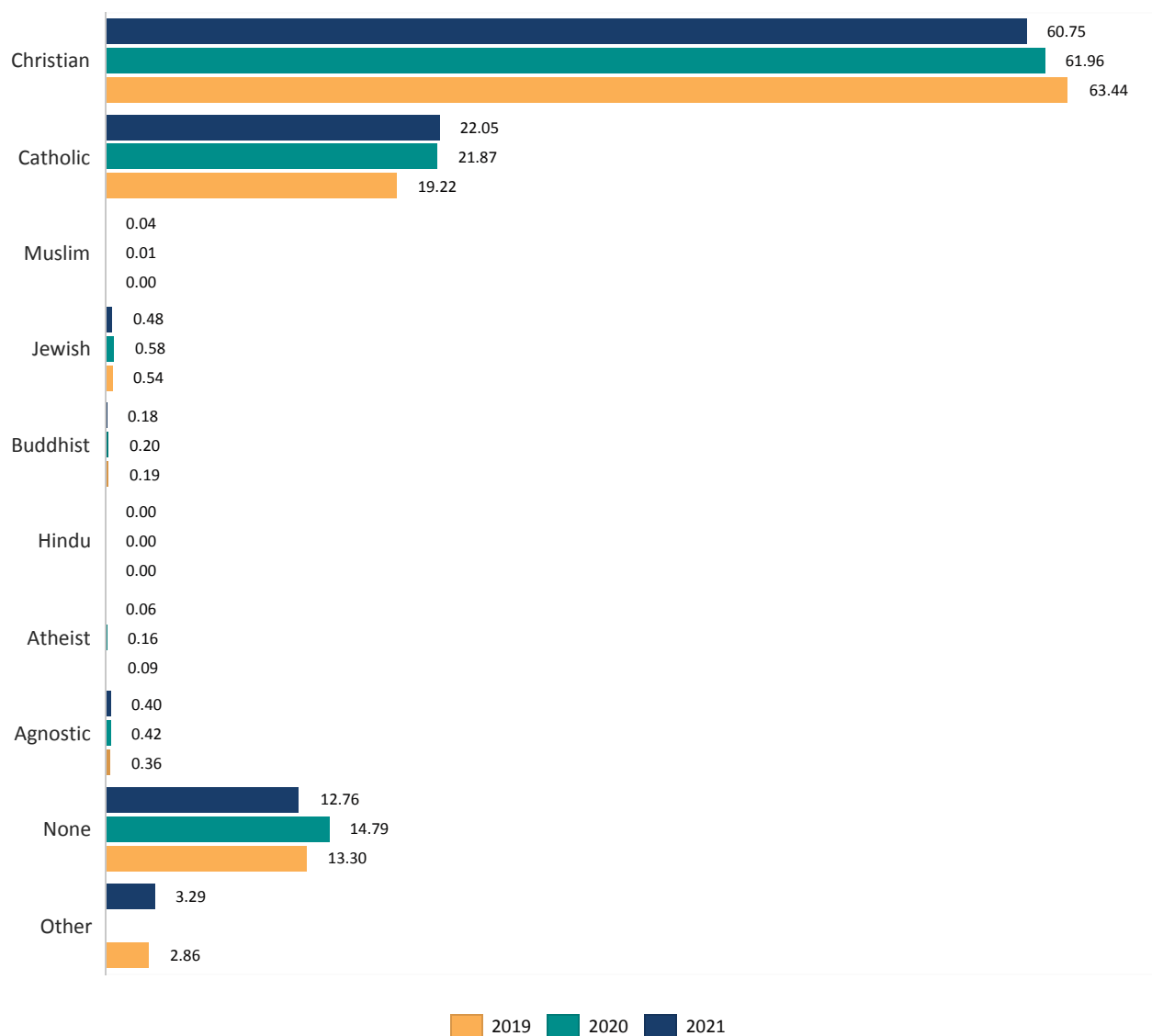
NEXT OF KIN



2019: n = 9,045 2020: n = 7,748 2021: n = 7,248

Question 13: In what religious practice was the burial conducted?

NEXT OF KIN

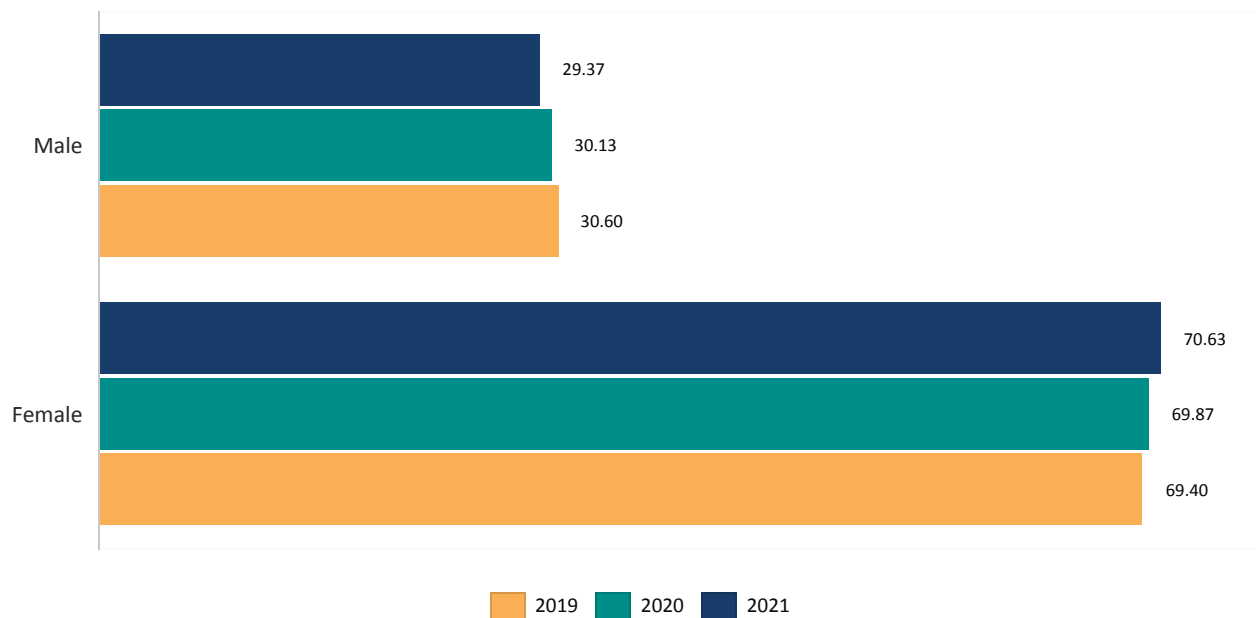


2019: n = 8,820 2020: n = 7,395 2021: n = 5,447

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

Question 29: What is your gender?

NEXT OF KIN



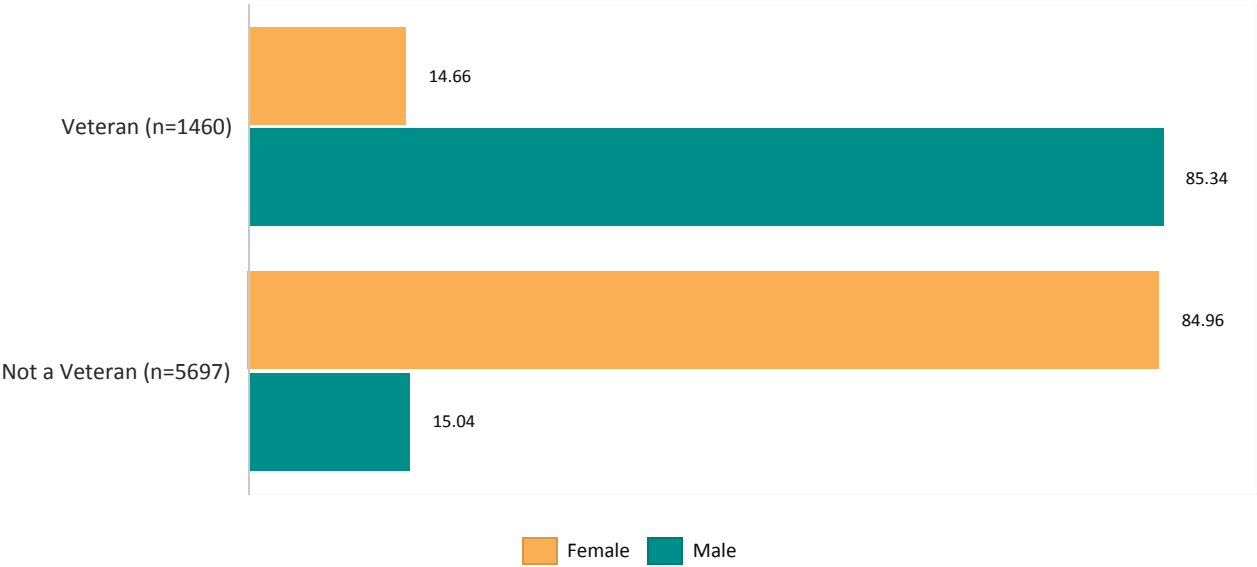
2019: n = 8,937 2020: n = 7,168 2021: n = 7,198

ELEMENT OF COMPARISON

Gender by Veteran Status.

Question 29: 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?

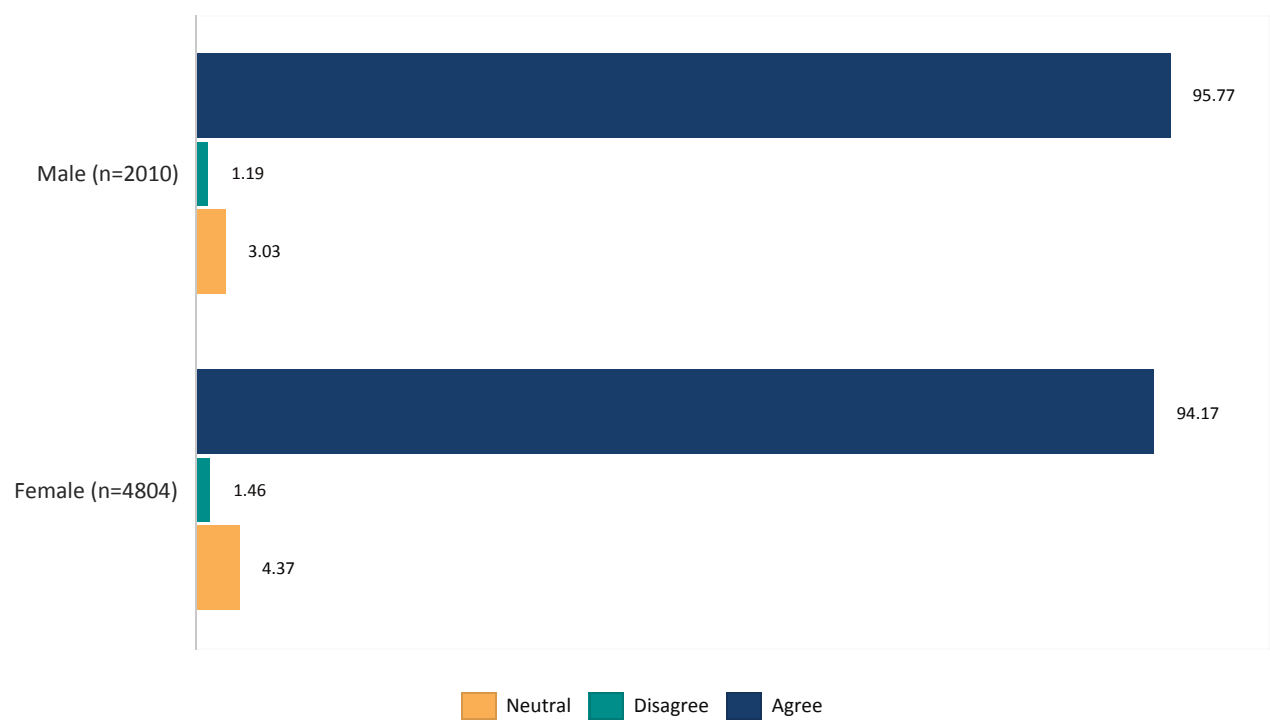


ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

Question 29: What is your gender?

Question 37: The quality of service received from cemetery staff is excellent.



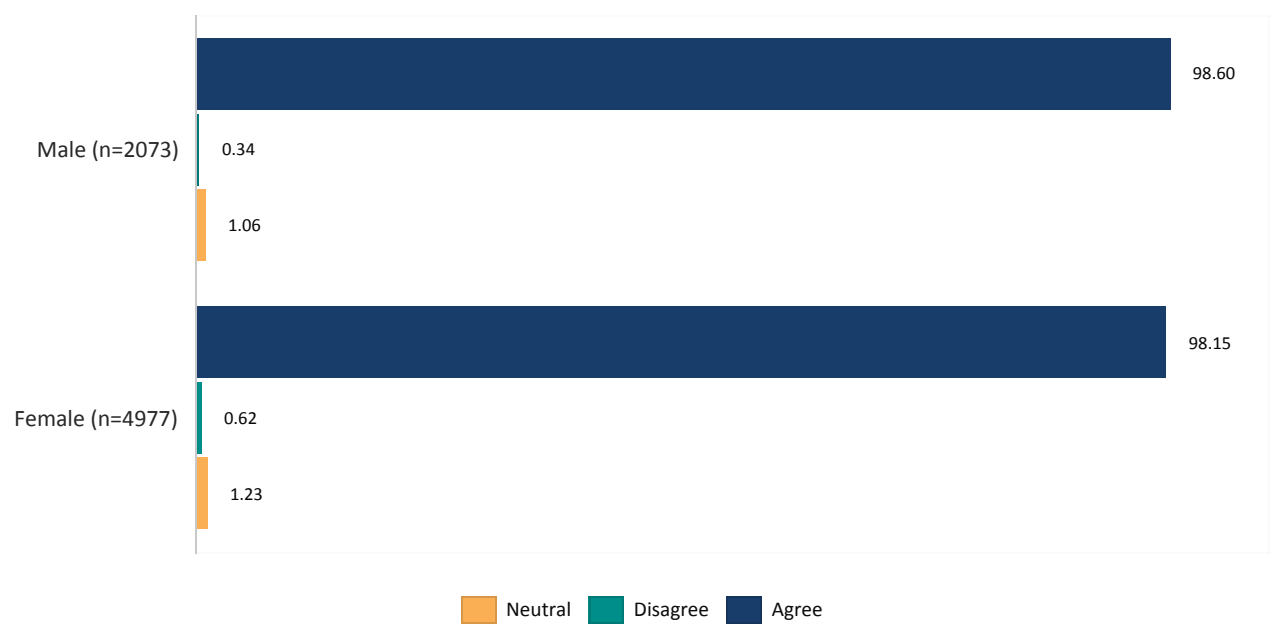
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery.

Question 29: What is your gender?

Question 44: I would recommend the cemetery to Veteran families during their time of need.



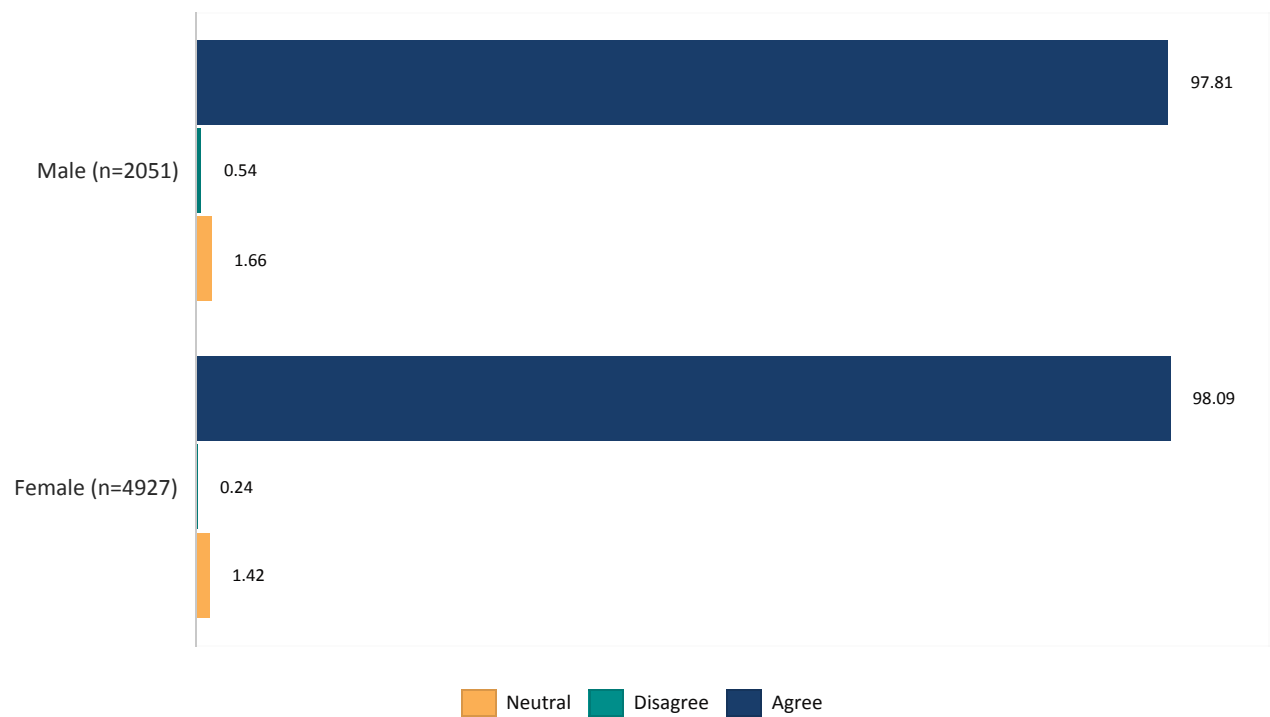
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Influence of gender on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 29: What is your gender?

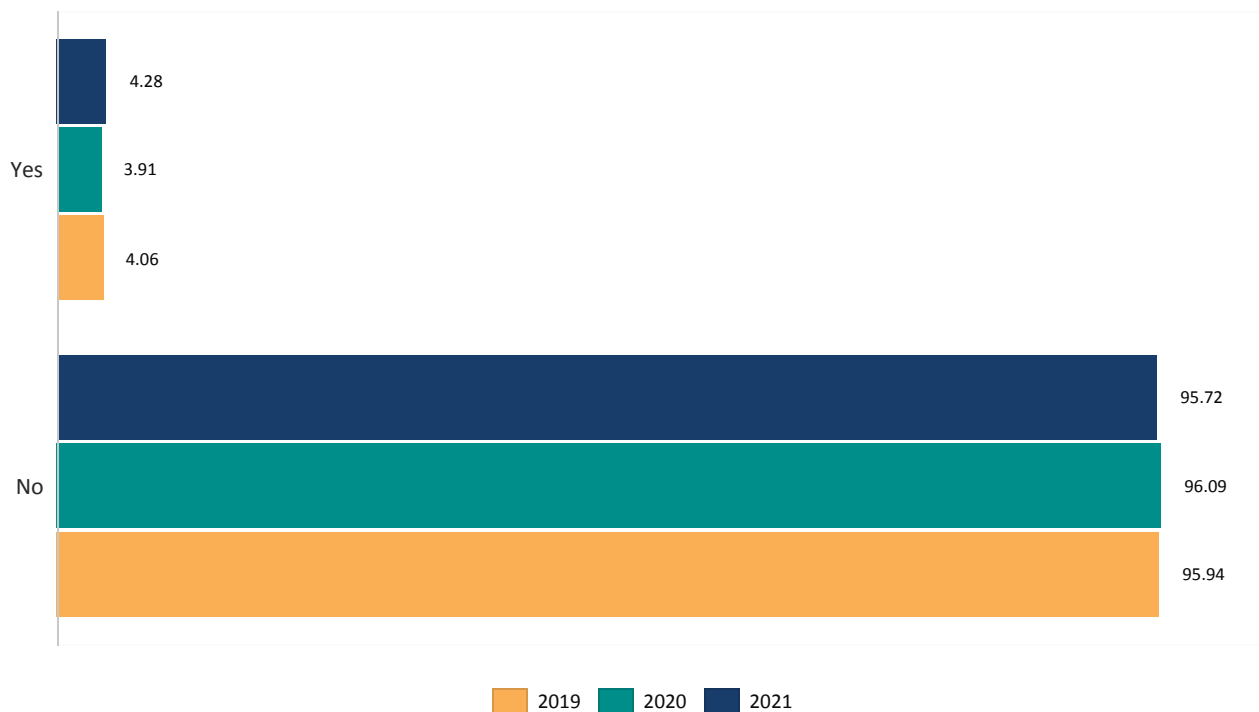
Question 42: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



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.

Question 30: Are you Hispanic or Latino?

NEXT OF KIN



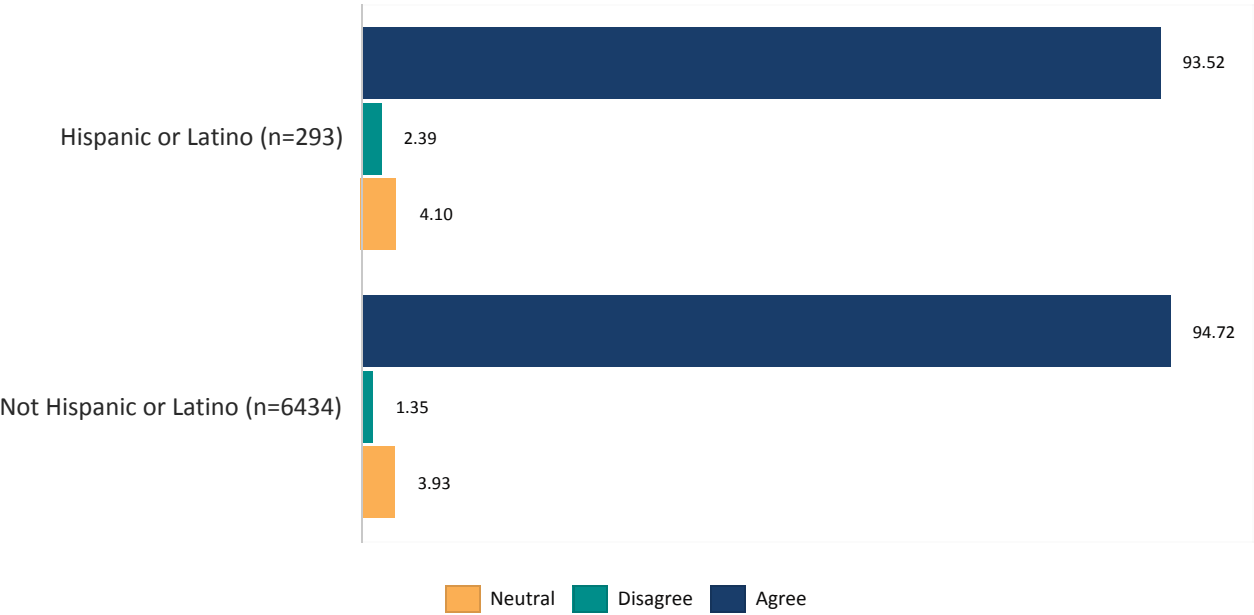
2019: n = 8,824 2020: n = 7,590 2021: n = 7,095

ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

Question 30: Are you Hispanic or Latino?

Question 37: The quality of service received from cemetery staff is excellent.



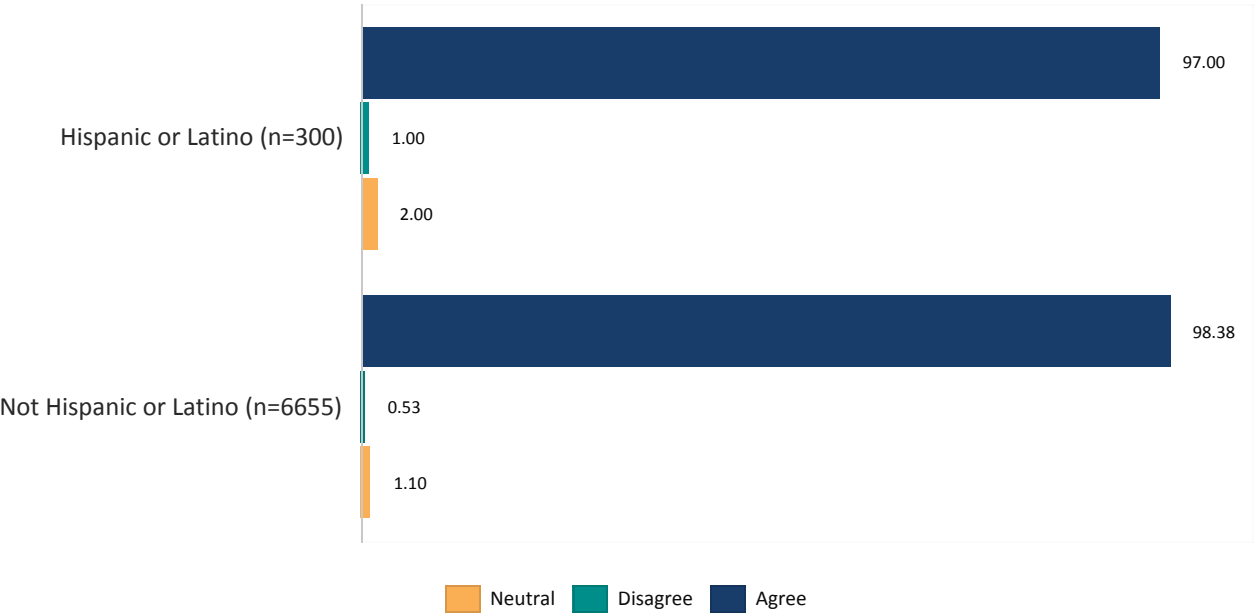
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery.

Question 30: Are you Hispanic or Latino?

Question 44: I would recommend the cemetery to Veteran families during their time of need.



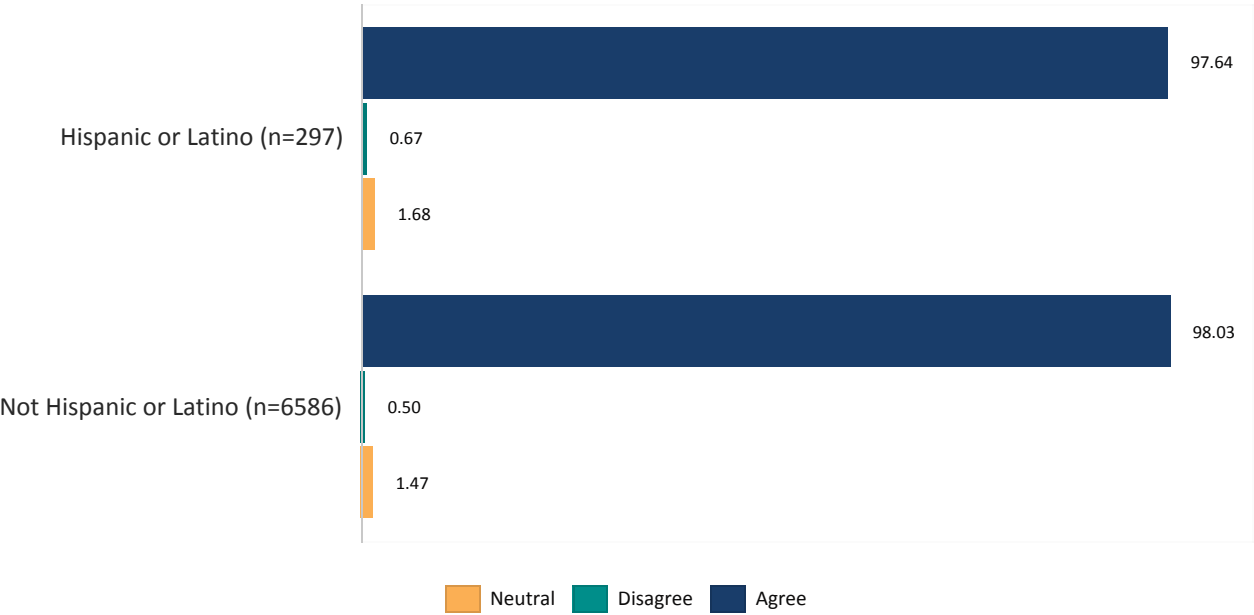
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 30: Are you Hispanic or Latino?

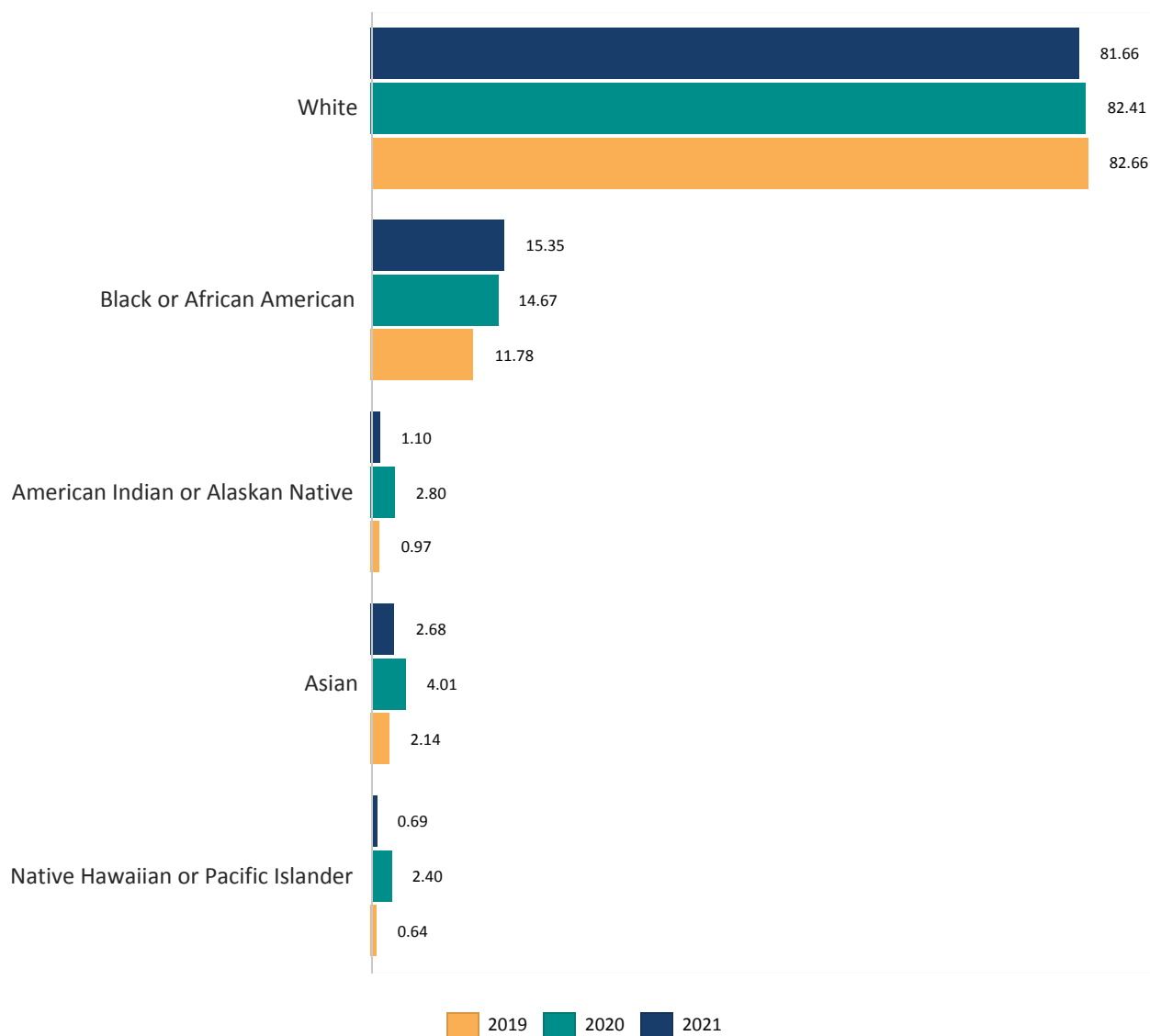
Question 42: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



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.

Question 31: What is your race?

NEXT OF KIN



2019: n = 9,093 2020: n = 7,724 2021: n = 7,089

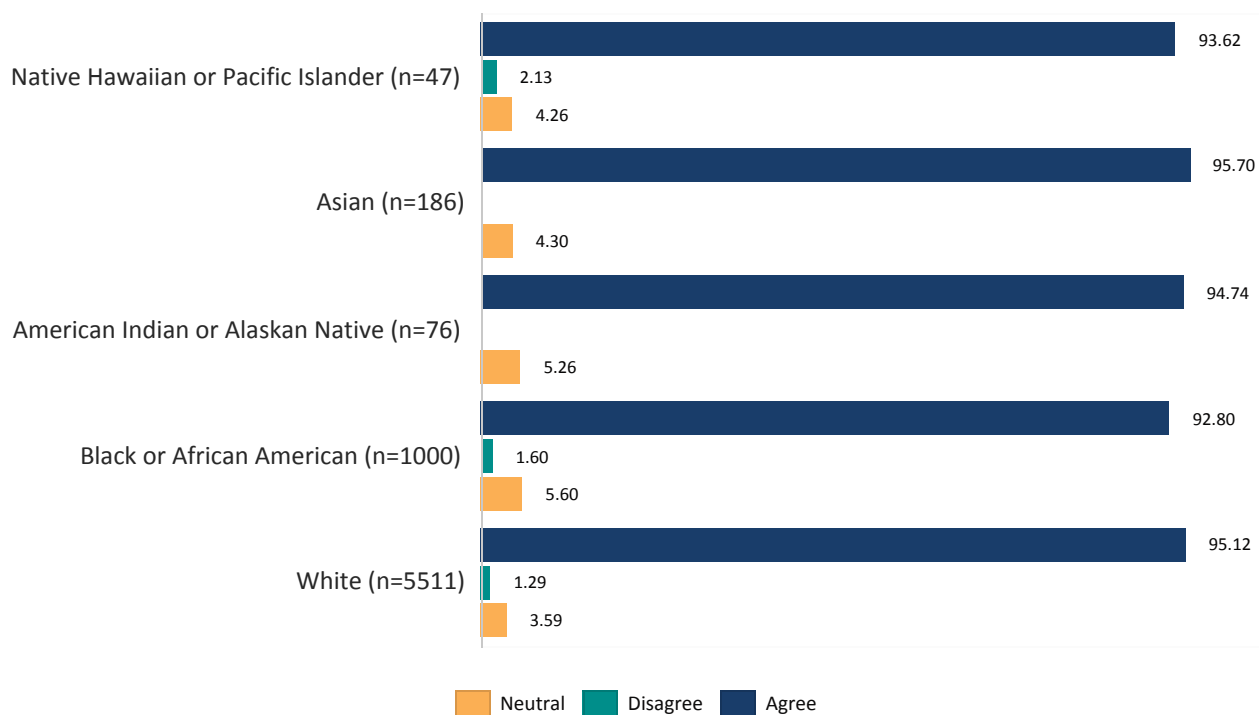
Note: As respondents could select more than one response option, percentages may not sum to 100.

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

Question 31: What is your race?

Question 37: The quality of service received from cemetery staff is excellent.



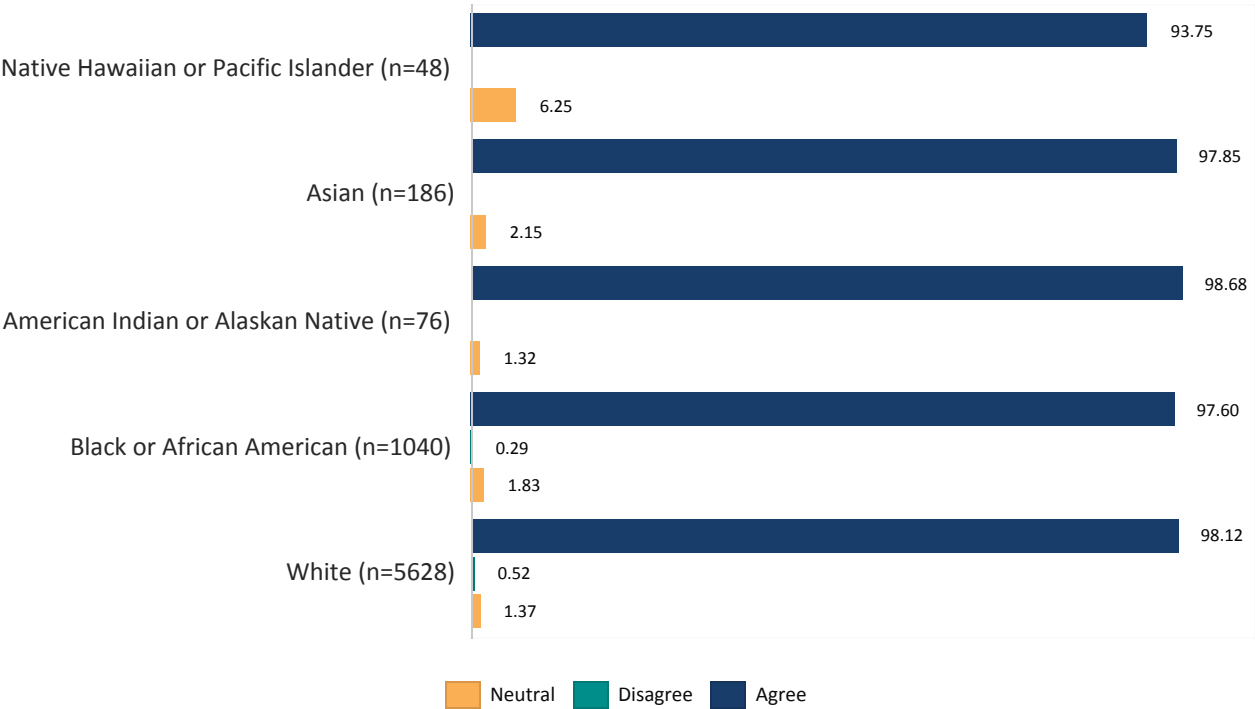
Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

ELEMENT OF COMPARISON

Influence of race on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 31: What is your race?

Question 42: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



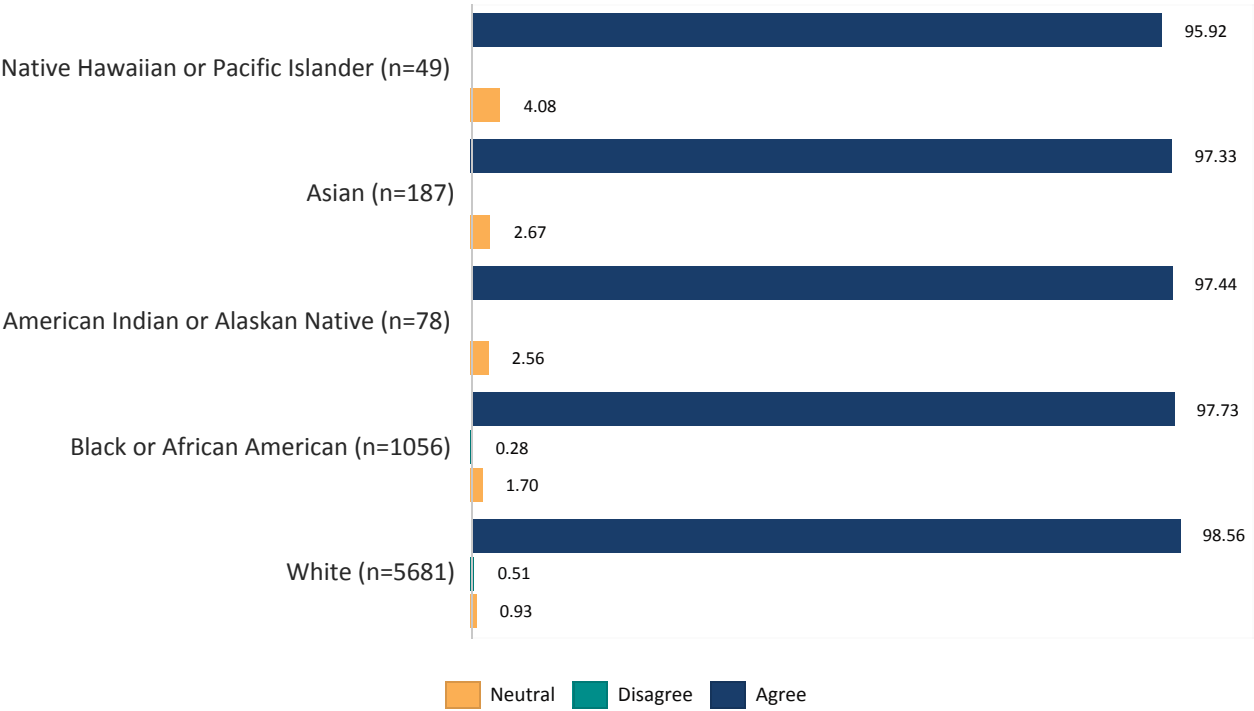
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

Question 31: What is your race?

Question 44: I would recommend the cemetery to Veteran families during their time of need.



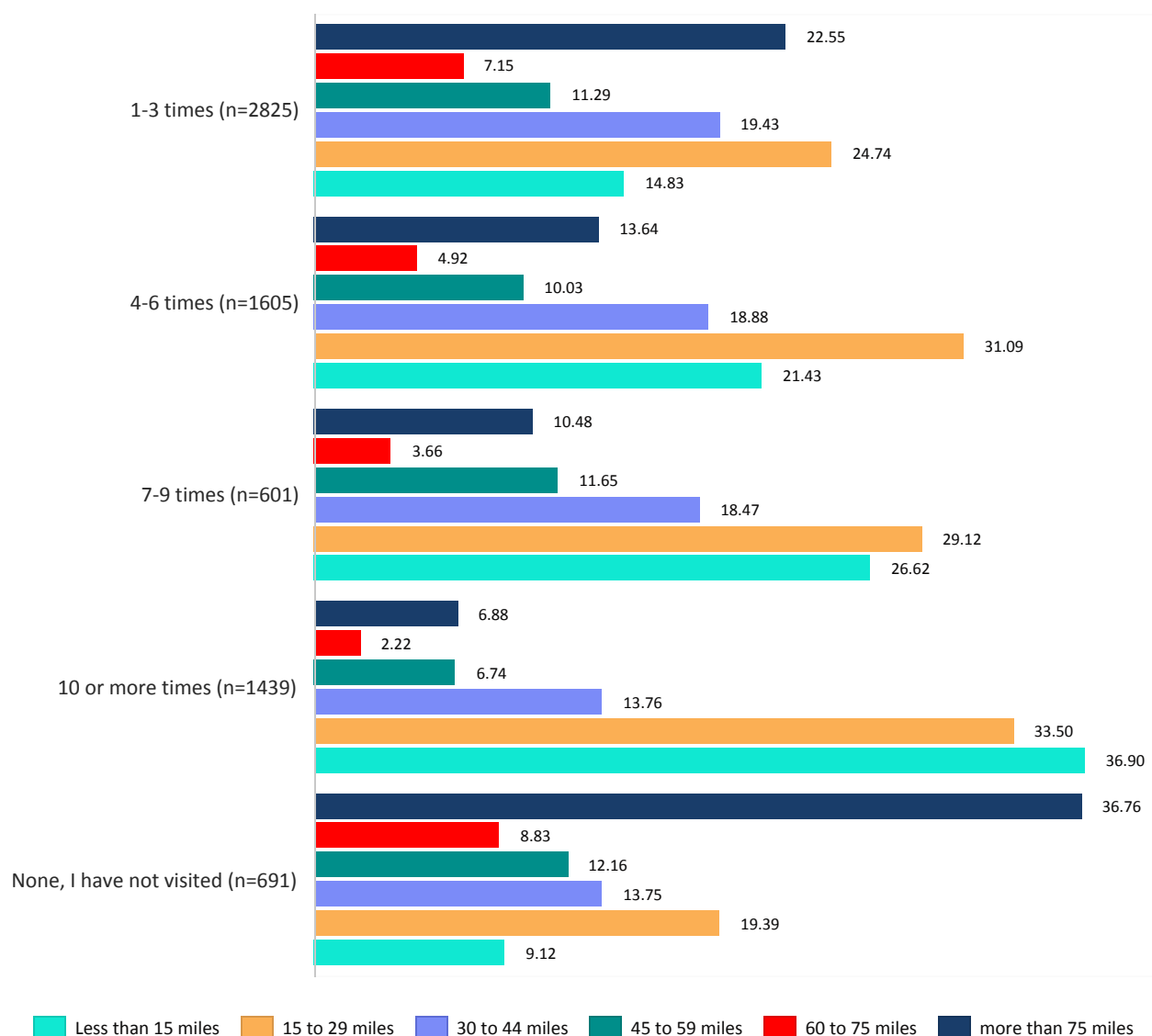
Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

ELEMENT OF COMPARISON

Number of times you have visited the State or Tribal Veterans Cemetery by the distance to cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

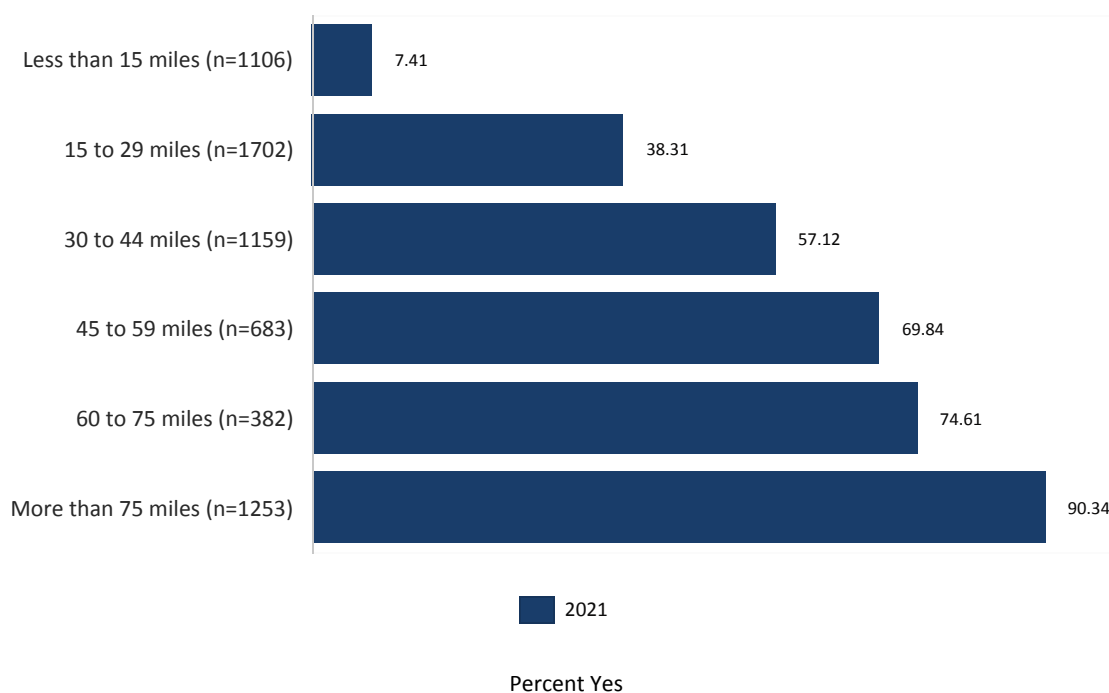


ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery.

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)



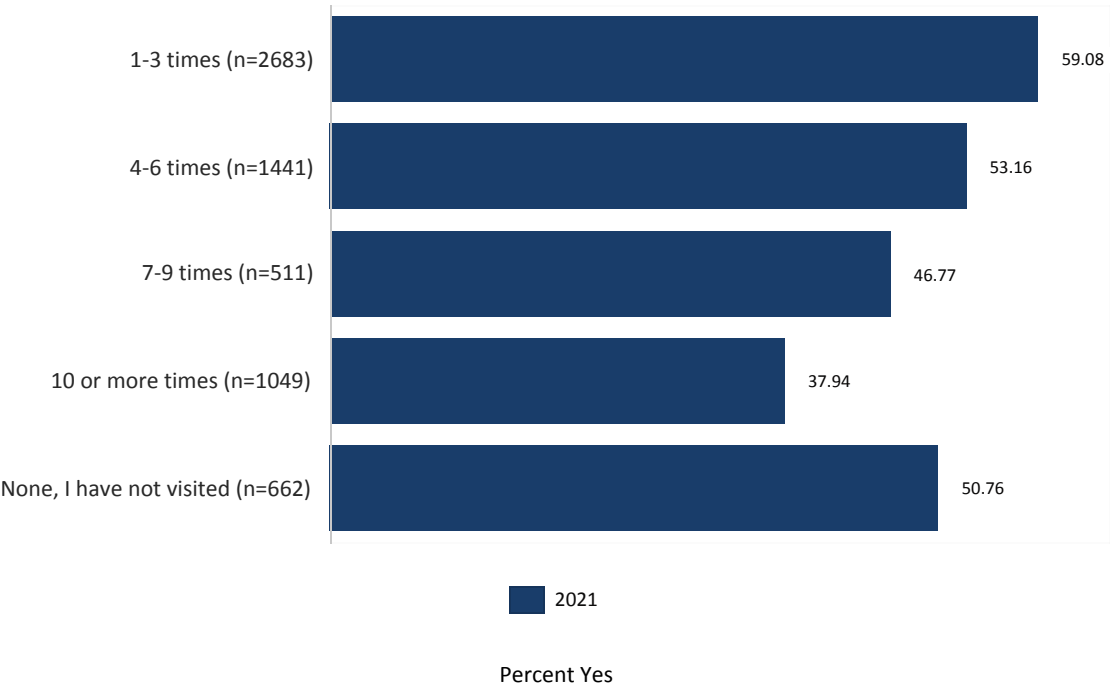
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

- Distance to the State or Tribal Veterans Cemetery



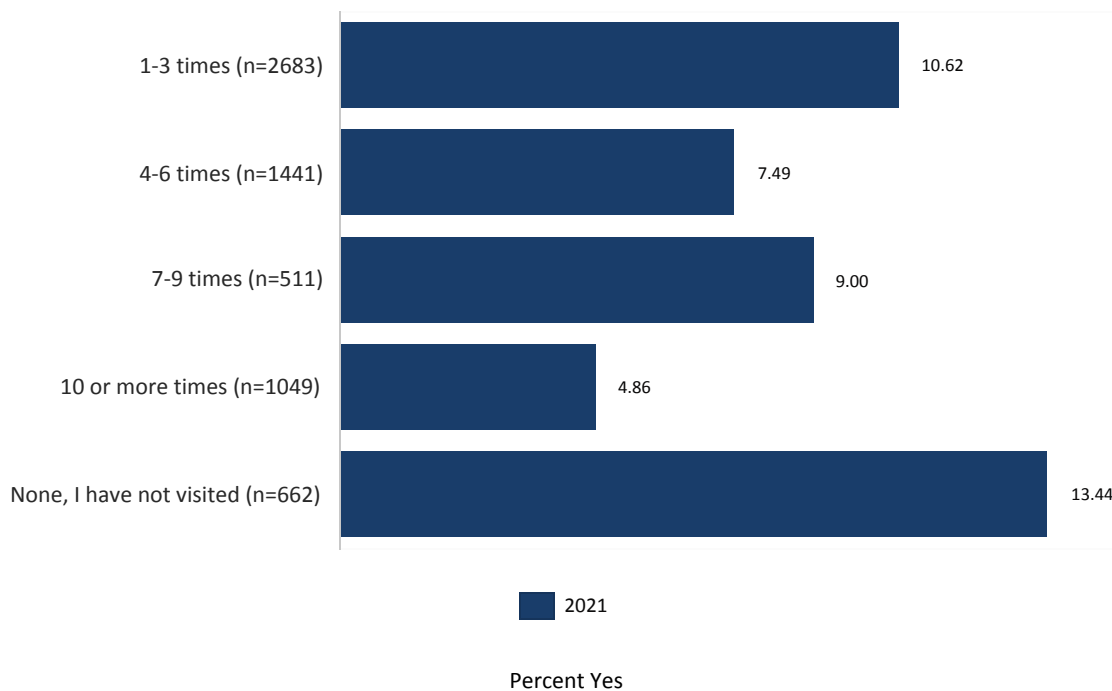
ELEMENT OF COMPARISON

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

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4b: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

■ Access to transportation



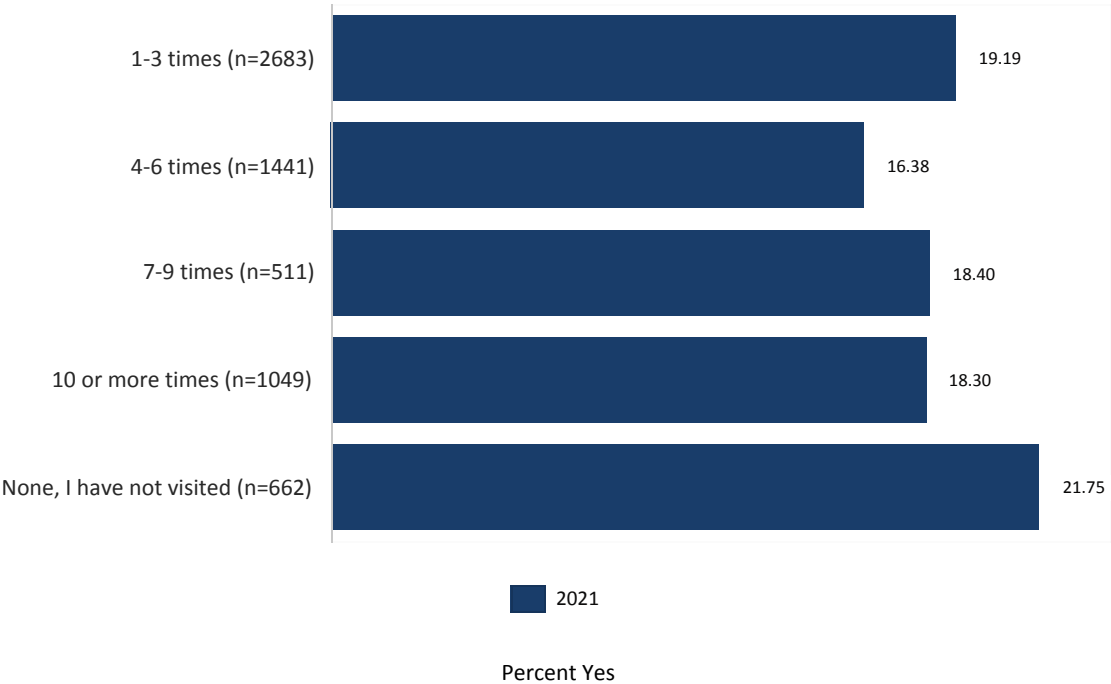
ELEMENT OF COMPARISON

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

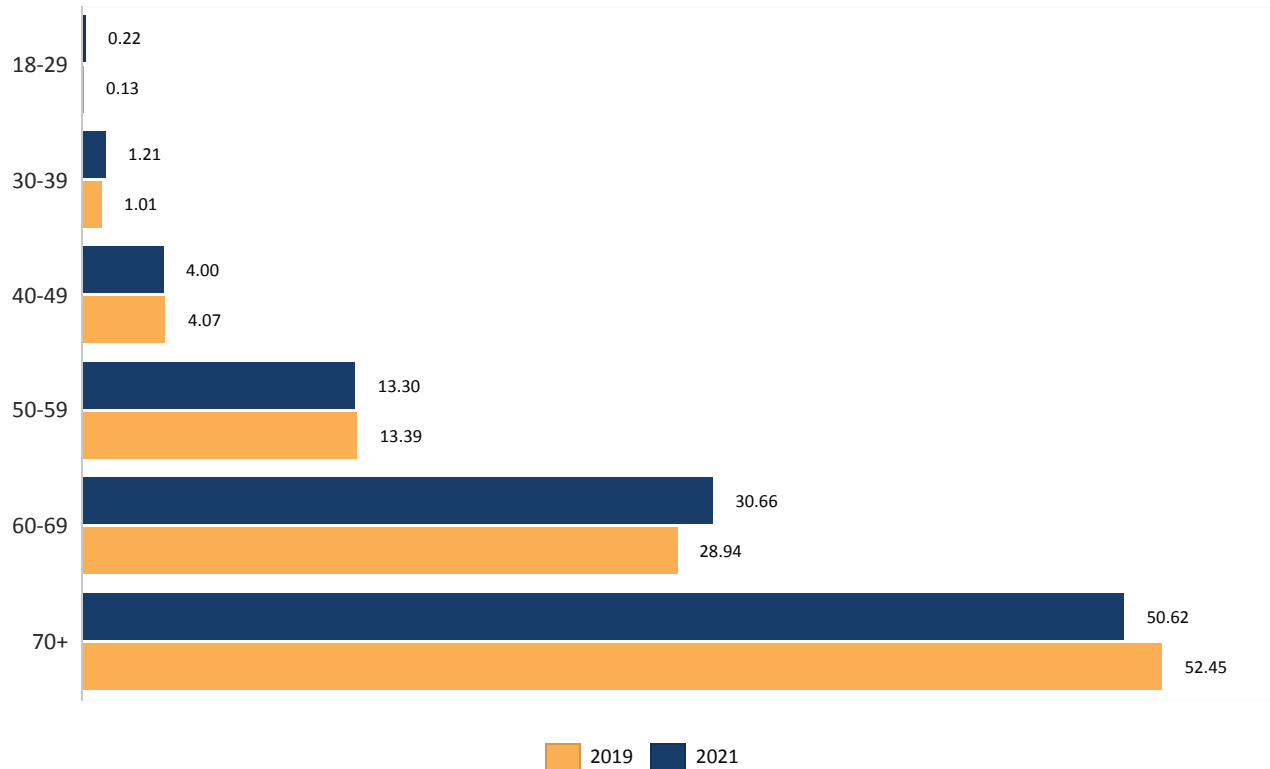
Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4c: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

- Health status



Question 32: In what year were you born? (Age group)

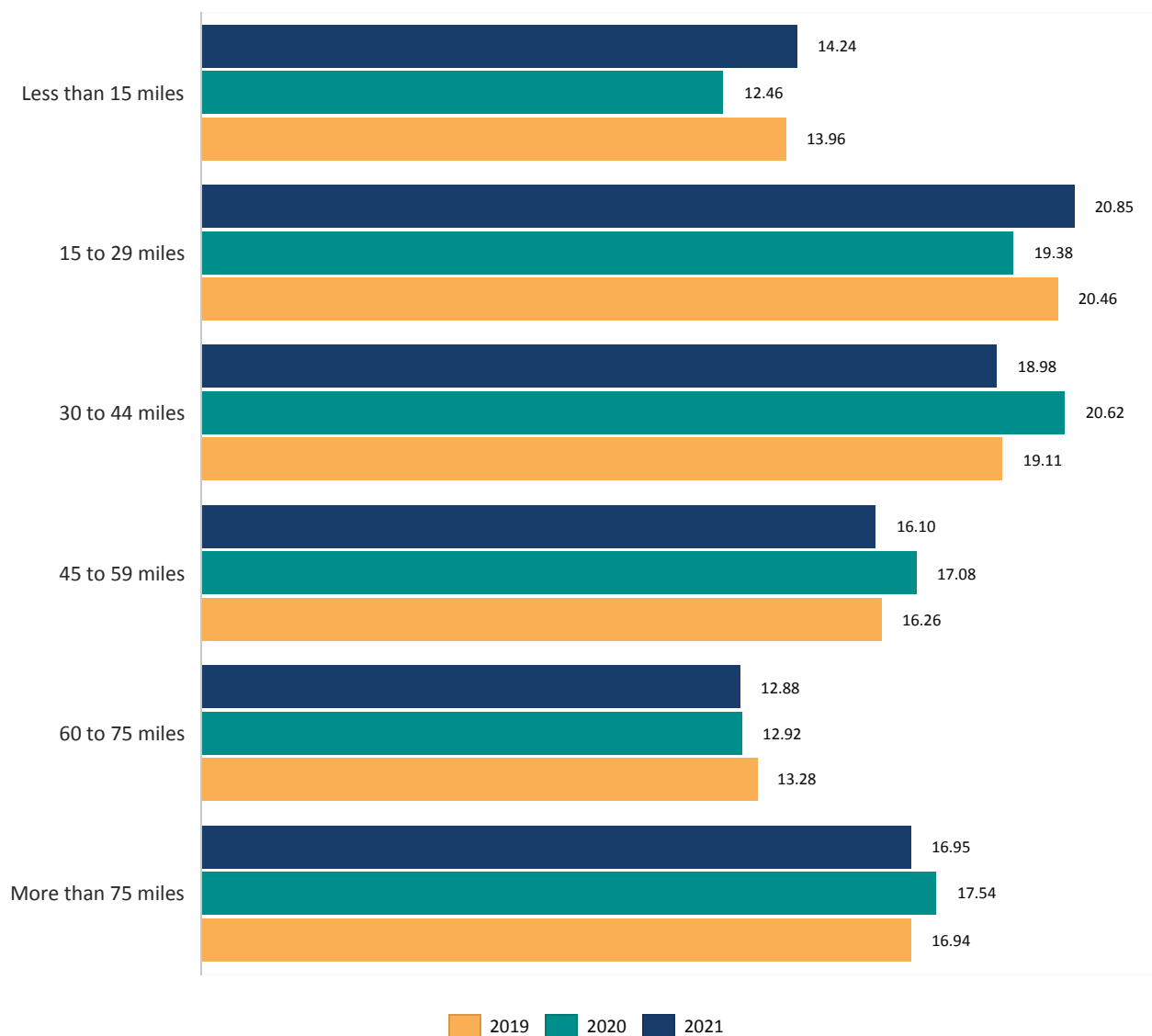


2019: n = 8,575 2021: n = 6,881

Note: 2020 results are not available for this question.

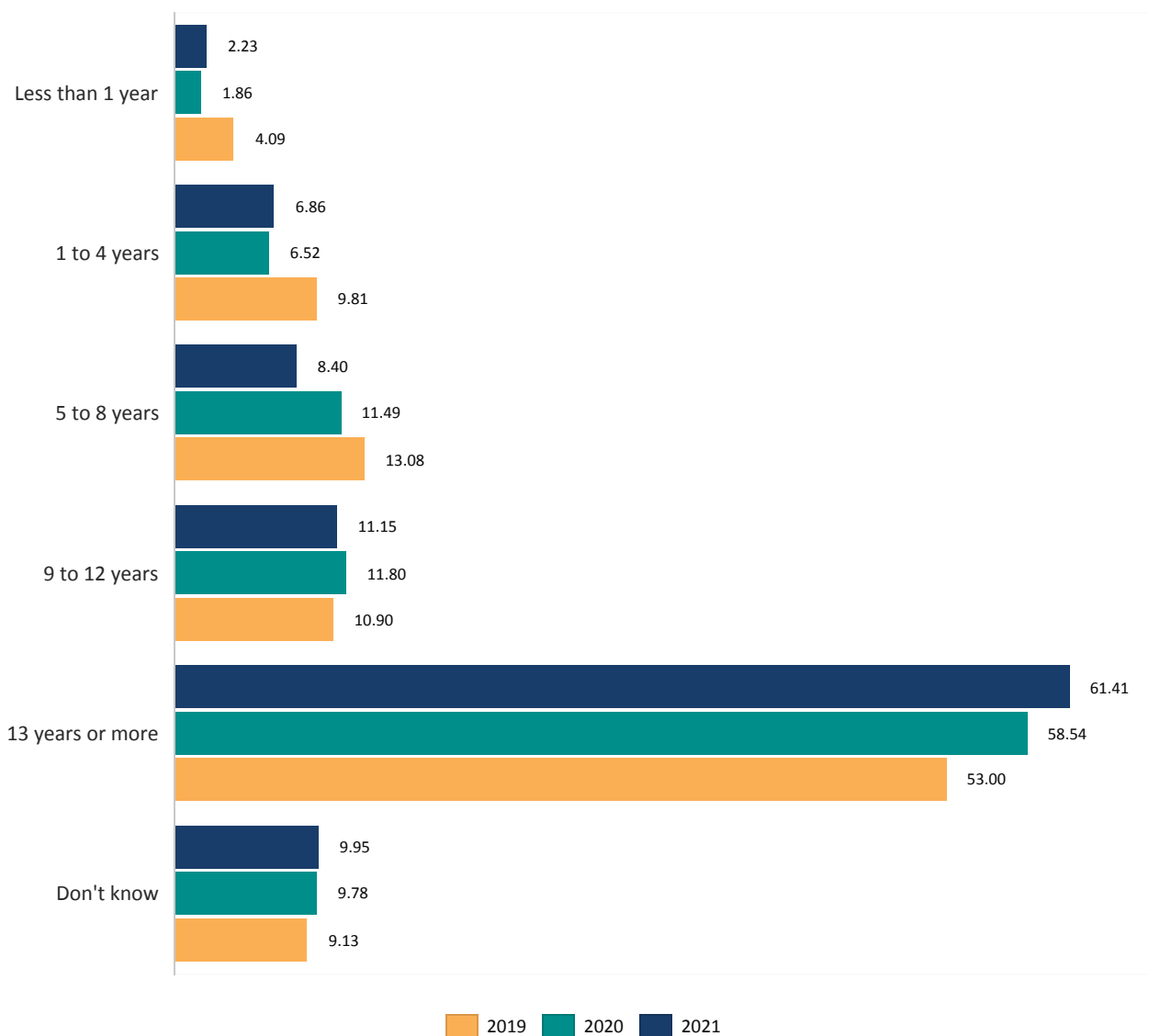
Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 2: How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?



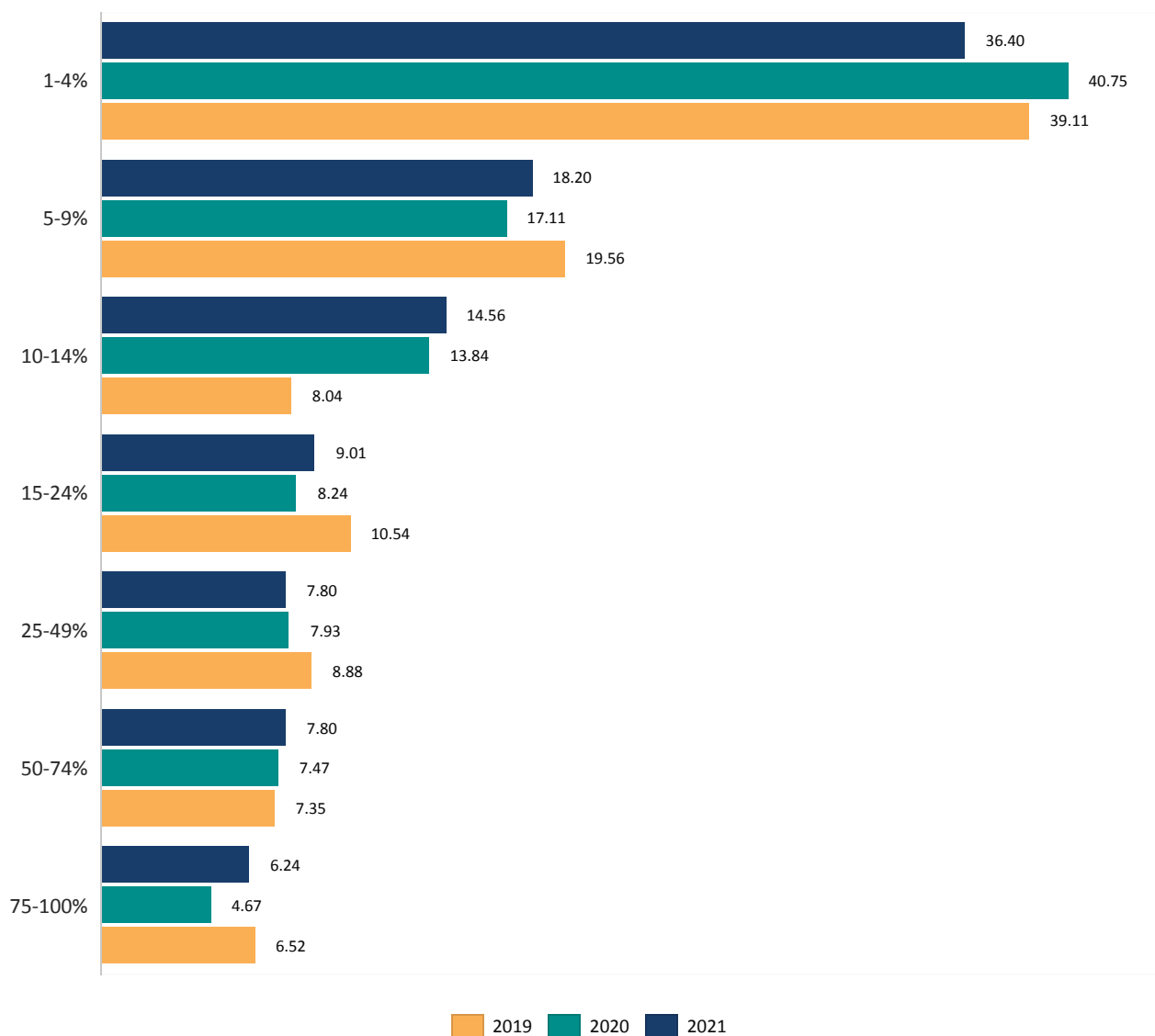
2019: n = 738 2020: n = 650 2021: n = 590

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



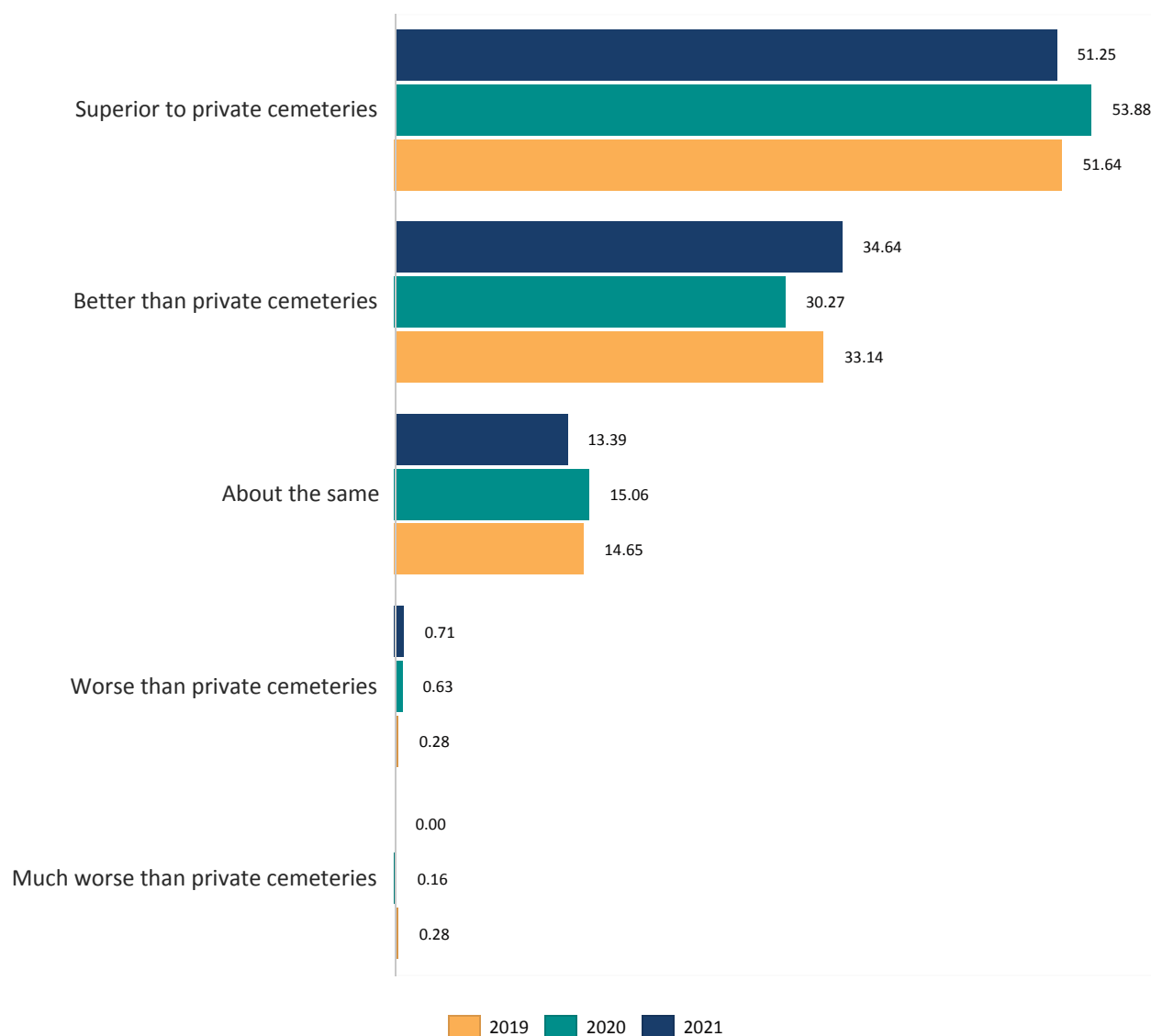
2019: n = 734 2020: n = 644 2021: n = 583

Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?



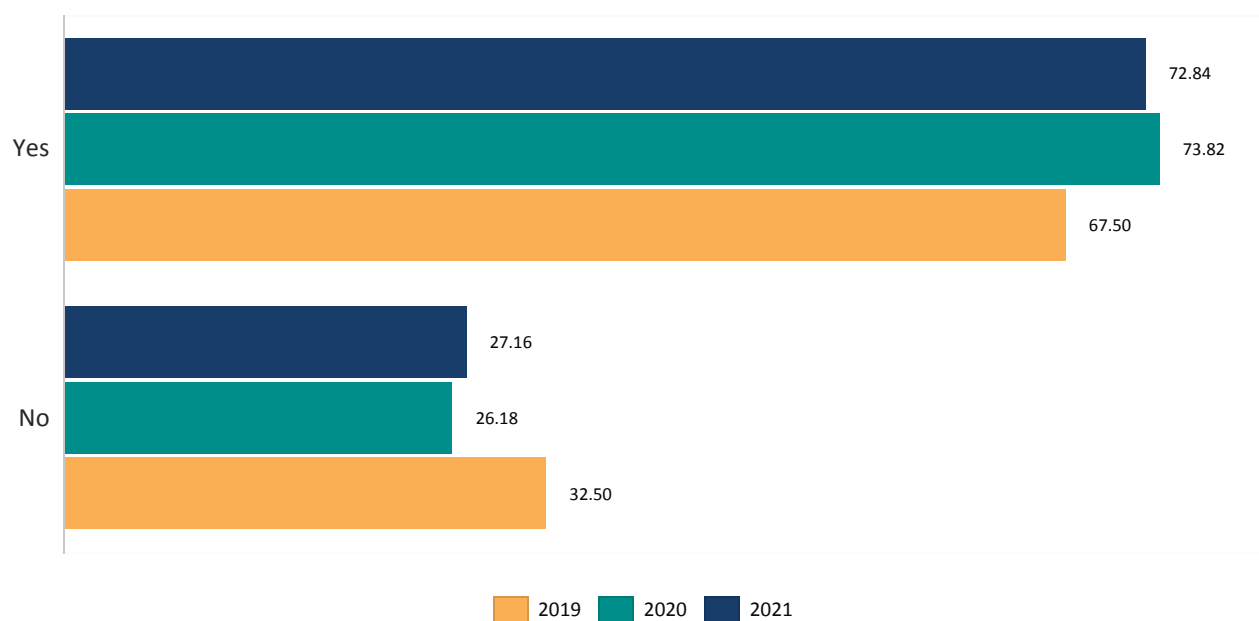
2019: n = 721 2020: n = 643 2021: n = 577

Question 12: Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?



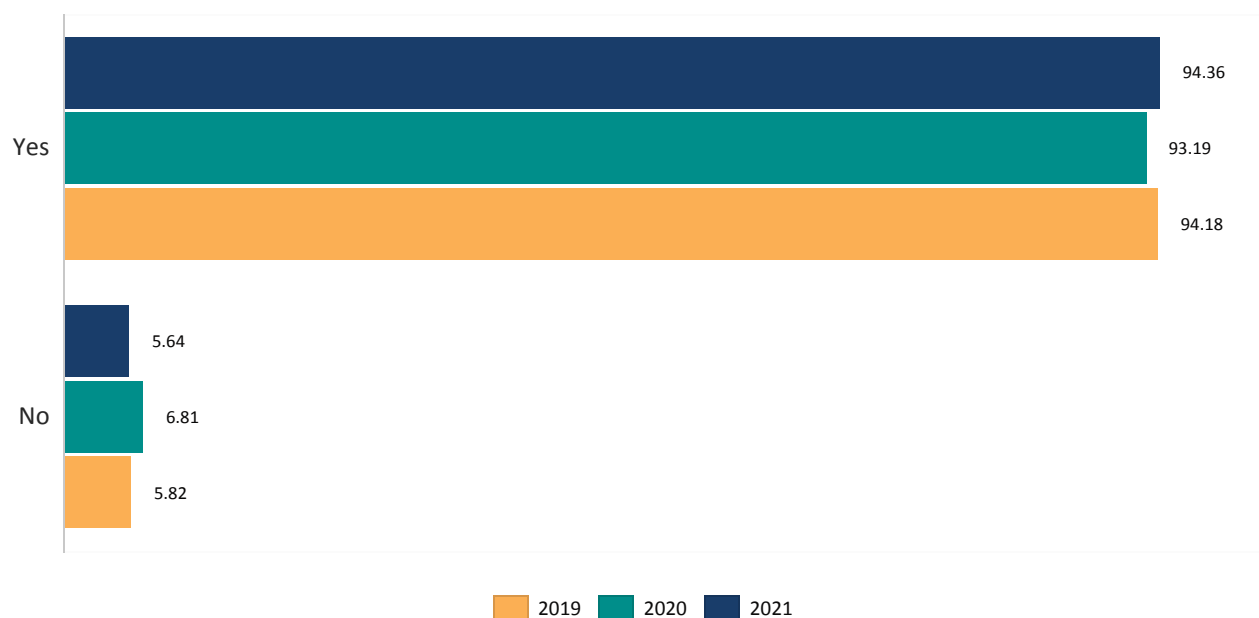
2019: n = 703 2020: n = 631 2021: n = 560

Question 14: Are you aware of any State or Tribal Cemetery informational resources on military honors?



2019: n = 717 2020: n = 638 2021: n = 567

Question 15: Do you typically provide these information resources on military honors to next of kin?



2019: n = 481 2020: n = 455 2021: n = 408

Only respondents who indicated "Yes" to Question 14 (FD) received this question.

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 State or Tribal Veterans 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 State or Tribal cemetery and STVC component of the funeral director survey instruments are included as well.

Project Background

To better assess satisfaction with services provided by State or Tribal Veteran 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 State or Tribal Veterans Cemeteries. The 2021 survey represents the eighth national administration of this satisfaction survey and the eighth time a web survey option was offered to respondents.

The State or Tribal Veterans Cemeteries survey was fielded to next of kin and funeral directors from April 14, 2021 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 16,319 next of kin who had interred a loved one at a State or Tribal Veterans 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 State or Tribal Veterans Cemeteries 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 State or Tribal Veterans Cemetery where your loved one was interred?
- The wording of the description regarding the Presidential Memorial Certificates after Question 24 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."
- 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 25 was split into two separate questions for the 2021 survey. NoK who selected "Very satisfied" or "Satisfied" were directed to go to Question 27.
 - 25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

Appendix B: Methodology and Survey Instruments

- Very satisfied - Go to #27
- Satisfied - Go to #27
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- 26. 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)_____
- In Question 28: The answer option "Presidential Memorial Certificate" was changed to "Certificate signed by the President of the United States honoring the Veteran's service."
- The following text was added above question 48. This text was included in previous iterations of the survey, but removed from the 2020 version.

"State or Tribal Veterans Cemeteries are complements to VA's national cemeteries. State or Tribal Veterans Cemeteries, operated by State or Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that."
- 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 8 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."
- 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 State or Tribal Veterans Cemetery survey included all State or Tribal Veterans 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 121 State or Tribal Veterans 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 next of kin 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	1,607
No name AND no address	799
No street address	1,392
Invalid names	878
No state and/or city	18
Total excluded	3,359
Total available	34,662
Percent excluded	9.69%

*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, 9.69% of State or Tribal Veterans Cemetery next of kin records were excluded from sampling selection due to missing data required to have a “usable” record to include for sampling purposes.

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”).

Appendix B: Methodology and Survey Instruments

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 34,662 and 168,821 records available for STVC next of kin and funeral directors, respectively, 31,303 and 11,918 were deemed usable for sample selection.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC Nok	34,622	32,303
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 STVC 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 STVC 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 or more	50.00%
200-449	50.00%
450-749	50.00%
750 or more	50.00%

For the STVC 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. 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 (σ) is the standard deviation, and n is the sample size.

Appendix B: Methodology and Survey Instruments

Based on this approach, of the final 31,303 usable next of kin records, 17,350 were sampled (55.43%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 16,319 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.

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
 - A cover letter signed by the Director of the Veterans Cemetery Grants Program for the next of kin State or Tribal Veterans 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 161 next of kin and 175 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 call reasons.

Top 5 Call Reasons

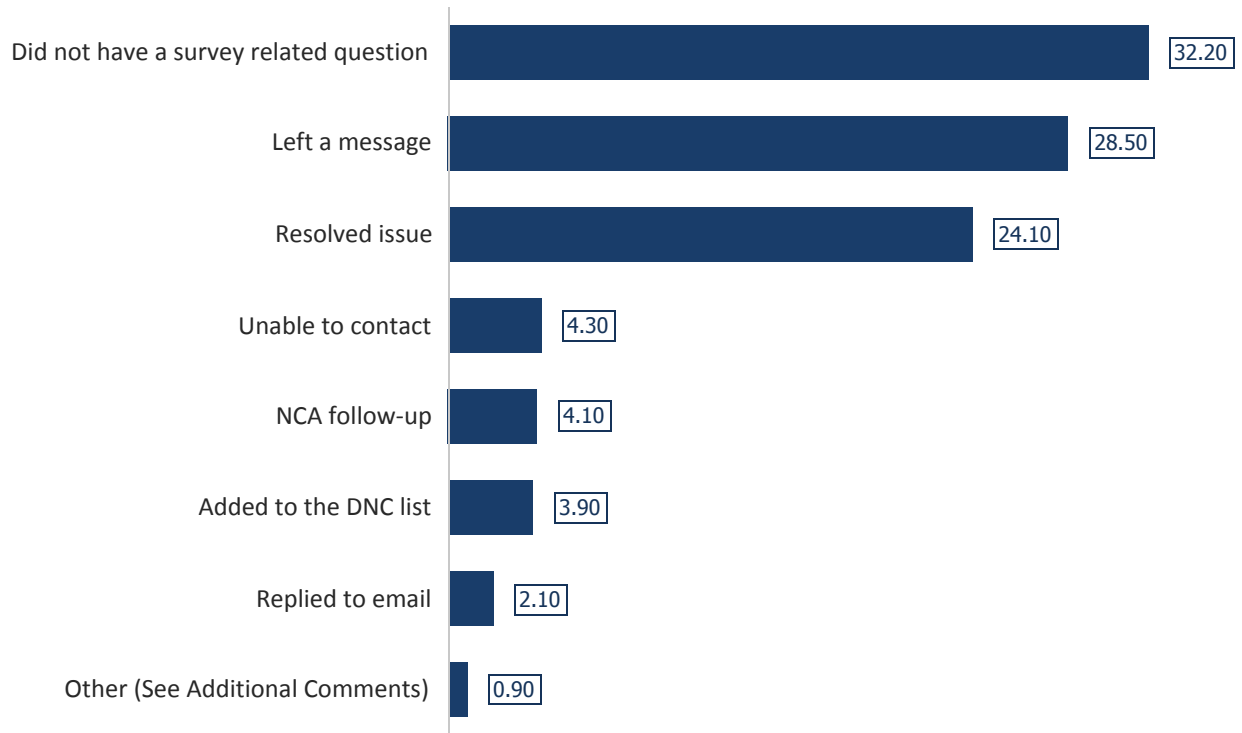


Reasons for calls	N	Percentage
Provided information	248	27.4%
Had a question about the survey	192	21.2%
Requested a paper survey	103	11.4%
Received a 2nd survey	83	9.2%
Did not ask a question, just provided name/phone number	66	7.3%
Received the postcard	62	6.9%
Online survey question	32	3.5%
Did not get the survey, just the postcard	28	3.1%
Other (See Additional Comments)	18	2%
Do not contact or survey	16	1.8%
Unable to fill out the survey because of mental or physical limitations	15	1.7%
Nok is deceased	15	1.7%
Change of name/address	13	1.4%
Call/email in Spanish	7	0.8%
Needs return envelope/address	6	0.7%
Benefit question	1	0.1%
Grand Total	905	100%

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	32.2%
Left a message	258	28.5%
Resolved issue	218	24.1%
Unable to contact	39	4.3%
NCA follow-up	37	4.1%
Added to the DNC list	35	3.9%
Replied to email	19	2.1%
Other (See Additional Comments)	8	0.9%
Grand Total	905	100%

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

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

**STATE OR TRIBAL VETERANS 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.**



NATIONAL CEMETERY ADMINISTRATION
293997-3

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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><i>Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.</i></p>											
<p>1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?</p>											
<p><input type="radio"/> Yes</p>											
<p><input type="radio"/> No</p>											
<p><input type="radio"/> Don't know</p>											
<p>2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?</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>3. How far do you reside from the State or Tribal Veterans Cemetery?</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>4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)</p>											
<p><input type="radio"/> Distance to the 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>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?</p>											
<p><input type="radio"/> Yes</p>											
<p><input type="radio"/> No</p>											
<p>6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?</p>											
<p><input type="radio"/> Yes</p>											
<p><input type="radio"/> No -> Go to #8</p>											
<p>7. How did you learn of these benefits prior to your time of need? (Mark all that apply)</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"/> State or Tribal/VA/NCA pamphlet, brochure, newsletter</p>											
<p><input type="radio"/> State or Tribal/VA/NCA website</p>											
<p><input type="radio"/> State or Tribal/VA/NCA social media (Facebook or Twitter)</p>											
<p><input type="radio"/> Veterans Service Organization</p>											
<p><input type="radio"/> Other State, Tribal, or VA organization</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>8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)</p>											
<p><input type="radio"/> E-mail</p>											
<p><input type="radio"/> State or Tribal/VA/NCA website</p>											
<p><input type="radio"/> State or Tribal/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>9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans 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>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?</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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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>11. 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 #13</p>		<p>16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	
<p>12. 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>17. If your loved one received military funeral honors, how satisfied were you with 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>13. 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>18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans 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>14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans 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 #17</p>		<p>19. 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>	
<p><i>Please indicate your level of agreement with the following statement:</i></p> <p>15. The video(s) helped me understand the burial process at the State or Tribal Veterans 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>20. 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</p> <p><input type="radio"/> No</p>	
		<p>21. 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</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"/> Don't know/the marker or headstone has not yet arrived -> Go to #24</p>	


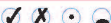
Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p> <p>23. 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</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><i>If your loved one was NOT a Veteran please go to Question 28.</i></p> <p>24. 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</p> <p><input type="radio"/> No → Go To #28</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 www.cem.va.gov/pmc.asp.</i></p> <p>25. 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 #27</p> <p><input type="radio"/> Somewhat satisfied → Go To #27</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>26. 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</p> <p><input type="radio"/> Name was misspelled</p> <p><input type="radio"/> Poor print quality</p> <p><input type="radio"/> Other problem (specify) _____</p>	<p><i>Please indicate your level of agreement with the following statement:</i></p> <p>27. 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</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>28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I was well informed</p> <p><input type="radio"/> Details of the committal service</p> <p><input type="radio"/> Military funeral honors</p> <p><input type="radio"/> Location of gravesite</p> <p><input type="radio"/> Layout of cemetery (maps)</p> <p><input type="radio"/> Directions to cemetery</p> <p><input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service</p> <p><input type="radio"/> Floral policy</p> <p><input type="radio"/> Headstone or marker inscription options</p> <p>29. What is your gender?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p> <p>30. Are you Hispanic or Latino?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>31. 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> <p>32. In what year were you born?</p> <p>_____</p>		

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark  Incorrect Marks 					
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
33.	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"/>
34.	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"/>
35.	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"/>
36.	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"/>
37.	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"/>
38.	The State or Tribal Veterans Cemetery staff was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39.	The State or Tribal Veterans 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"/>
40.	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"/>
41.	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"/>
42.	The overall appearance of the State or Tribal Veterans Cemetery is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43.	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44.	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"/>
45.	I am willing to rely on the State or Tribal Veterans Cemetery 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"/>
46.	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans 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"/>
47.	My experiences with the State or Tribal Veterans 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>State or Tribal Veterans Cemeteries are complements to VA's national cemeteries. State or Tribal Veterans Cemeteries, operated by State or Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that.</p> <p>48. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)</p> <ul style="list-style-type: none"><input type="radio"/> My loved one wanted to be interred here.<input type="radio"/> Other family members are interred here.<input type="radio"/> The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.<input type="radio"/> The State or Tribal Veterans Cemetery is close and easy to get to.<input type="radio"/> Others recommended the State or Tribal Veterans Cemetery.<input type="radio"/> The cost was reasonable to inter my loved one.<input type="radio"/> There is no VA national cemetery conveniently available for the interment of my loved one.<input type="radio"/> Other (specify) _____ <p><i>Please indicate your level of agreement with the following statement:</i></p> <p>49. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Agree<input type="radio"/> Neither agree nor disagree → Go To #51<input type="radio"/> Disagree → Go To #51<input type="radio"/> Strongly disagree → Go To #51	<p>50. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)</p> <ul style="list-style-type: none"><input type="radio"/> My loved one wanted to be interred in a VA national cemetery.<input type="radio"/> Other family members are interred in a VA national cemetery.<input type="radio"/> Others recommended the VA national cemetery.<input type="radio"/> There is no cost to inter my loved one at a national cemetery.<input type="radio"/> A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.<input type="radio"/> The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.<input type="radio"/> Other (specify) _____ <p>51. Have you visited a VA national cemetery?</p> <ul style="list-style-type: none"><input type="radio"/> Yes<input type="radio"/> No → Go to #54<input type="radio"/> Don't know/not applicable → Go to #54 <p><i>Please indicate your level of agreement with the following statements.</i></p> <p>52. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"><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>53. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"><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>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> <ul style="list-style-type: none"><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<input type="radio"/> Don't know/not applicable

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct MarkIncorrect Marks

55. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans 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):

Thank you very much for taking the time to complete this questionnaire.

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:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or VistraResearch@ConsultVistra.com.

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.**



NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did you conduct business at a State or Tribal Veterans Cemetery during the 2020 calendar year?

☐ Yes -> Go to Question 1

☐ No -> Please return this survey in the pre-paid envelope provided

1. In the survey packet, look at the form labeled "INSTRUCTIONS FOR COMPLETING THE STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY QUESTION 1" to identify which State or Tribal Veteran Cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.

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

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

2. How far is your funeral home from the State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans Cemetery to your funeral home?

☐ Excellent
☐ Good
☐ Fair
☐ Poor

6. Do you feel that you are well informed by the State or Tribal Veterans 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 State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

☐ State or Tribal/VA/NCA website
☐ Local newspaper/television or news report
☐ Public events (e.g. parades, exhibits, speeches)
☐ Professional associations/conventions/ meetings
☐ Veterans Service Officers
☐ Outreach by cemetery staff
☐ Other (specify): _____

8. What State or Tribal Veterans 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 State or Tribal Veterans 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.

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

☐ Phone
☐ Fax
☐ Letter
☐ Email
☐ State or Tribal website
☐ Newsletter or flyer

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?</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>11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?</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>12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?</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>13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p> <p><i>For general information about eligibility for interment at a State or Tribal Veterans Cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.</i></p> <p>14. Are you aware of any State or Tribal Cemetery informational resources on military honors?</p> <p> <input type="radio"/> Yes <input type="radio"/> No-> Go to #16 </p> <p>15. Do you typically provide these information resources on military honors to next of kin?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p>	<p>16. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p> <p>17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?</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>18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?</p> <p> <input type="radio"/> Less than 1 hour <input type="radio"/> 1 to 2 hours <input type="radio"/> 3 to 4 hours <input type="radio"/> 5 to 8 hours <input type="radio"/> 1 to 2 days <input type="radio"/> More than 2 days </p> <p>19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?</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>20. During committal services, how often do you receive the support you need from cemetery staff?</p> <p> <input type="radio"/> Always <input type="radio"/> For the most part <input type="radio"/> Occasionally <input type="radio"/> Never </p> <p>21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?</p> <p> <input type="radio"/> Always <input type="radio"/> For the most part <input type="radio"/> Occasionally <input type="radio"/> Never </p>		

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

☐ Very successful
☐ Somewhat successful
☐ Neither successful nor unsuccessful
☐ Somewhat unsuccessful
☐ Very unsuccessful
☐ Don't know/Not applicable

23. How easy is it to schedule military honors at the State or Tribal Veterans 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 State or Tribal Veterans Cemetery staff was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The State or Tribal Veterans 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 State or Tribal Veterans Cemetery 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 State or Tribal Veterans 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 State or Tribal Veterans 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"/>

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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
37. I am willing to rely on the State or Tribal Veterans Cemetery 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 the State or Tribal governments to maintain State or Tribal Veterans 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 State or Tribal Veterans Cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans 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):

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:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or VistraResearch@ConsultVistra.com.

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Appendix C: User Guide

SECTION DESCRIPTION

- This section presents an explanation of how to read 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.).

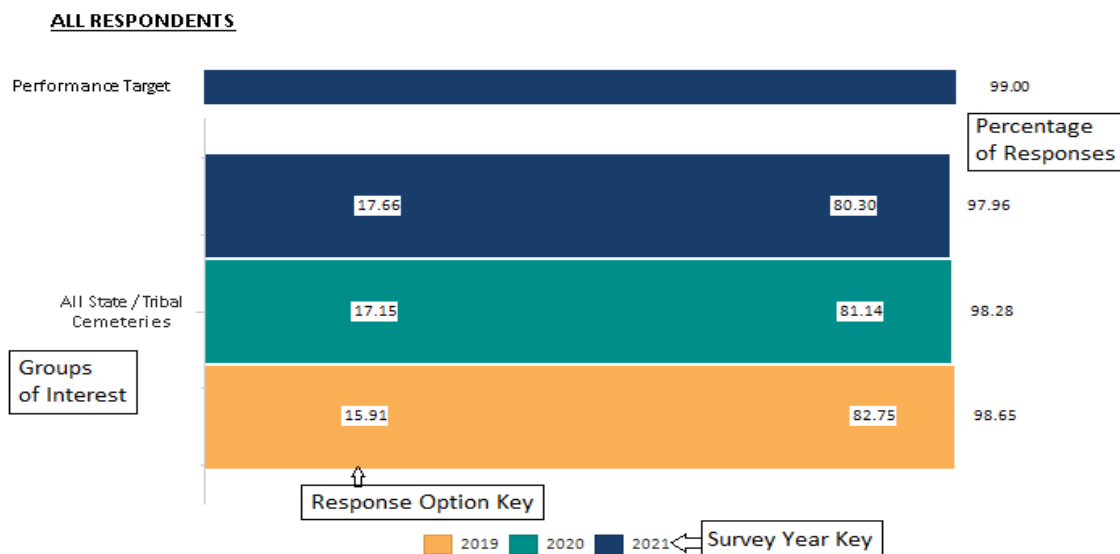
Question Numbers

Questions that were asked of both next of kin and funeral directors are 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. In the below example, Question 42 was asked of next of kin in the State or Tribal Veterans Cemetery satisfaction survey, while Question 34 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 State or Tribal Veterans Cemeteries 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.

Question 42/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



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 year. According to the key in this example, 2021 data are shown by the top blue bars (darkest shade), 2020 data are shown by the middle green bars (medium shade), and 2019 data are shown by the orange bars (lightest shade).

The percentages to the right of the chart 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 percentages on the left are the moderate responses (in this case, "Agree"). For example, in the above graph 17.66% of all respondents selected "agree" in 2021 and 80.30 selected "strongly agree," so in total, 97.96% 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 99%, while the actual satisfaction scores on this item have ranged from 97% to 99%. 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.

Data Tables

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

	Year	n	Strongly agree	*Change Score	Agree	Neither /Nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2021	7604	80.30%	-0.84%	17.66%	1.55%	0.24%	0.25%
	2020	8498	81.14%	-1.61%	17.15%	1.32%	0.25%	0.15%
	2019	9618	82.75%	2.70%	15.91%	1.03%	0.19%	0.12%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

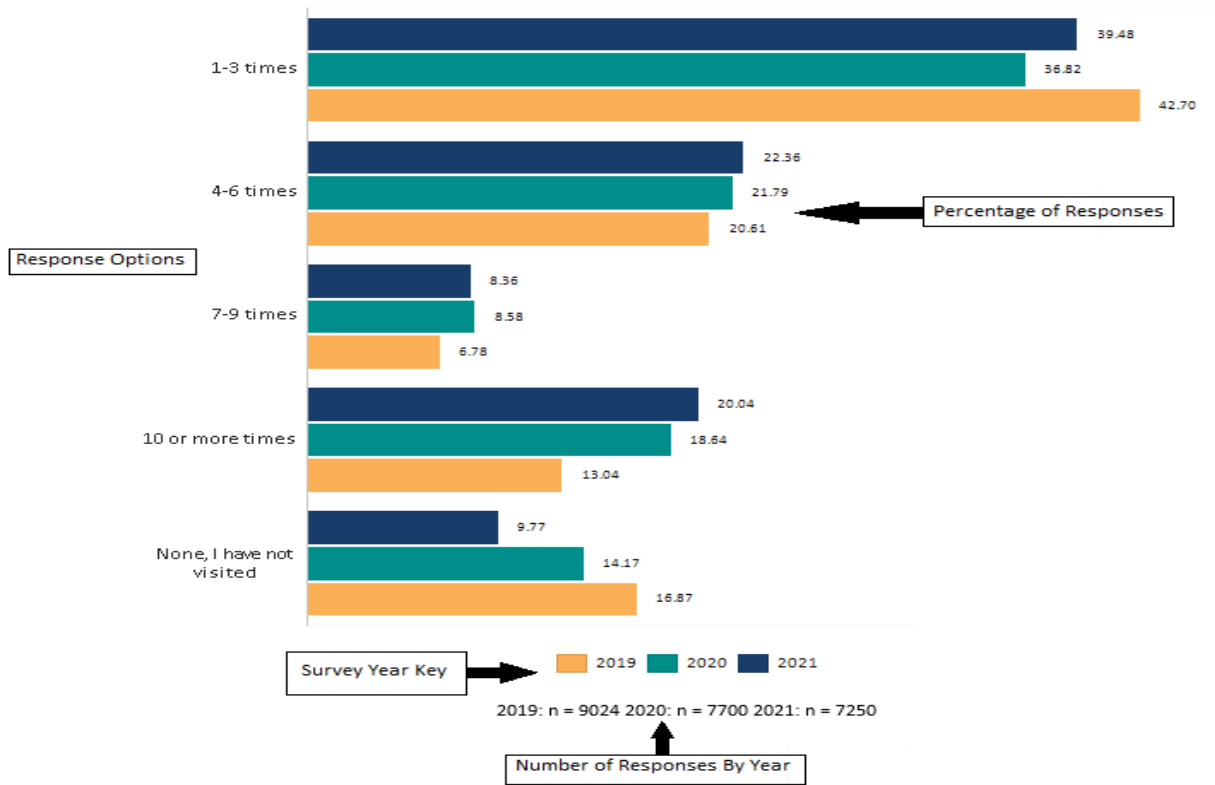
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., "Strongly agree," "Very satisfied") for the row year versus the previous year. For example, in the above table 80.30% of respondents selected "Strongly agree" in 2021, while 81.14 % selected this option in 2020. The change score was calculated as follows: $80.30 - 81.14\% = -0.84\%$. Although 2018 data are not presented in the table, the 2019 change score represents the difference between the percentage of respondents selecting "Strongly agree" in 2019 and in 2018.

Positive change scores indicate an improvement since the previous year, while negative change scores indicate a decline in the percentage of participants who selected the most positive response option.

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 State-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, 39.48% of respondents selected 1-3 times in 2021, 36.82% selected 1-3 times in 2020, and 42.70% 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.

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 #
33	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	82 - 83
34	26	The committal shelter used for the service was private, clean, and free of safety hazards.	83 - 84
35	27	The cemetery honors all Veterans and their service to our nation.	26 - 27
36	28	There are sufficient signs within the cemetery to assist visitors.	85 - 86
37	29	The quality of service received from cemetery staff is excellent.	7 - 8
38	30	The State or Tribal Veterans Cemetery staff was courteous.	9 - 10
39	31	The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	11 - 12
41	33	The information kiosks (i.e., gravesite locators) are helpful to me.	87 - 88
42	34	The overall appearance of the State or Tribal Veterans Cemetery is excellent	13 - 14
43	35	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery	17 - 18
44	36	I would recommend the cemetery to Veteran families during their time of need.	15 - 16
45	37	I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future	19 - 20
46	38	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	24 - 25
47	39	My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	21 - 22

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?	98
2	How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	99
3	How far do you reside from the State or Tribal Veterans Cemetery?	100
4	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?	101
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?	102
6	Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	30
7	How did you learn of these benefits prior to your time of need?	31
8	Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits?	32
9	Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	29
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?	33
11	At the committal service, did your family have any of the following special needs or requests?	51
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	52
13	In what religious practice was the burial conducted?	103
14	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	53
15	The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery	54
16	Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	55
17	If your loved one received military funeral honors, how satisfied were you with the honors received?	56
18	Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	50
19	Were the headstone, marker, or columbarium niche cover inscription options explained to you?	77
20	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	78
21	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	74
22	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	76
23	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	75
24	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?	34
25	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	35
26	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	36

Appendix D

Question #	Question Text	Report Page #
NK		Report Page #
27	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.	37
28	Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about?	38
29	What is your gender?	104
30	Are you Hispanic or Latino?	109
31	What is your race?	113
32	In what year were you born?	122
48	Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment.	90
49	If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	91
50	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery.	92
51	Have you visited a VA national cemetery?	93
52	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	94
53	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	95
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.	96

Appendix D

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	123
3	How long has your funeral home worked with the State or Tribal Veterans Cemetery?	124
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	125
5	How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	41
6	Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	42
7	In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures?	43
8	What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	44
9	What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	47
10	Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	40
11	Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	63
12	Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	126
13	Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	45
14	Are you aware of any State or Tribal Cemetery informational resources on military honors?	127
15	Do you typically provide these information resources on military honors to next of kin?	128
16	Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?	46
17	How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	60
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	64
19	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	61
20	During committal services, how often do you receive the support you need from cemetery staff?	62
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	65
22	If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	66
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	67
24	To what extent is the quality of Military honors acceptable?	68

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2021 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

National Response Rates

Nationally, the survey yielded a response rate of 29.80% (46.32% for next of kin and 5.64% 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. 858 undeliverable pieces of mail (3.12%) 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	239	46.05%	123	36.28%
Attempted – Not known	99	19.08%	65	19.17%
Insufficient address	85	16.38%	18	5.31%
Vacant	28	5.39%	19	5.60%
Forward time expired	12	2.31%	10	2.95%
No comment	12	2.31%	2	0.59%
No mail receptacle	10	1.93%	81	23.89%
Unclaimed	10	1.93%	6	1.77%
No such number	7	1.35%	10	2.95%
Refused	6	1.16%	2	0.59%
Deceased	6	1.16%	0	0.00%
No such street	5	0.96%	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	16,319	11,140	27,459
Undeliverable	519	339	858
Total Eligible Questionnaires	15,800	10,801	26,601
Total Returned Surveys	7,319	609	7,928
English Surveys Returned	7,289	604	7,893
Spanish Surveys Returned	30	5	35
Total Response Rate (Returned/Eligible)	46.32%	5.64%	29.80%

The table below presents survey returns by completion method.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	804	10.99%	72	11.82%
	Spanish	1	0.01%	1	0.16%
	Total	805	11.00%	73	11.99%
Paper Completes	English	6,485	88.61%	532	87.36%
	Spanish	29	0.40%	4	0.66%
	Total	6,514	89.00%	536	88.01%
Total Returned Surveys		7,319	100.00%	609	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 state-level reports.

Appendix E

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2021 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Alabama State Veterans Cemetery - Spanish Fort	187	87	46.52%	3
Albert G. Horton Jr. Memorial Veterans Cemetery	555	239	43.06%	8
<i>All Nations Veterans Cemetery</i>	N/A	N/A	N/A	N/A
Angel Fire State Veterans Cemetery	N/A	N/A	N/A	1
<i>Apsaalooke Veterans Cemetery</i>	N/A	N/A	N/A	N/A
Arizona Veterans Memorial Cemetery at Camp Navajo	51	27	52.94%	2
Arizona Veterans Memorial Cemetery at Marana	228	113	49.56%	1
Arkansas State Veterans Cemetery - Birdeye	N/A	N/A	N/A	1
Arkansas Veterans Cemetery at North Little Rock	306	130	42.48%	7
Atlantic Garden Veterans Cemetery	59	30	50.85%	3
<i>Big Sandy Rancheria Veterans Cemetery</i>	N/A	N/A	N/A	1
Brigadier General William C. Doyle Veterans Memorial Cemetery	96	47	48.96%	33
California Central Coast Veterans Cemetery	133	63	47.37%	0
Central Louisiana Veterans Cemetery	57	20	35.09%	2
Central Texas State Veterans Cemetery	503	206	40.95%	15
Central Wisconsin Veterans Memorial Cemetery	102	56	54.90%	2
Cheltenham Veterans Cemetery	476	175	36.76%	4
Coastal Bend Veterans Cemetery	239	119	49.79%	3
Coastal Carolina State Veterans Cemetery	142	54	38.03%	1
Connecticut State Veterans Cemetery	335	168	50.15%	15
Crownsville Veterans Cemetery	377	150	39.79%	7
Delaware Veterans Memorial Cemetery New Castle County-Bear	N/A	N/A	N/A	3
Delaware Veterans Memorial Cemetery Sussex County-Millsboro	160	78	48.75%	1
Donel Kinnard Memorial State Veterans Cemetery	106	60	56.60%	5
East Hawaii Veterans Cemetery-1	N/A	N/A	N/A	N/A
East Hawaii Veterans Cemetery-2	N/A	N/A	N/A	N/A
East Tennessee State Veterans Cemetery	62	26	41.94%	4
East Tennessee State Veterans Cemetery II	280	134	47.86%	5
Eastern Carolina State Veterans Cemetery	115	43	37.39%	7
Eastern Montana State Veterans Cemetery	16	7	43.75%	0

Appendix E

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2021 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Eastern Shore Veterans Cemetery	104	38	36.54%	2
Fort Stanton State Veterans Cemetery	20	16	80.00%	3
Gallup State Veterans Cemetery	N/A	N/A	N/A	N/A
Garrison Forest Veterans Cemetery	502	159	31.67%	4
Georgia Veterans Memorial Cemetery-Glenngville	78	37	47.44%	5
Georgia Veterans Memorial Cemetery-Milledgeville	161	71	44.10%	5
Guam Veterans Cemetery	N/A	N/A	N/A	N/A
Hawaii State Veterans Cemetery	201	99	49.25%	1
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	N/A	N/A	N/A	N/A
Idaho State Veterans Cemetery	338	169	50.00%	3
Idaho State Veterans Cemetery-Blackfoot	3	3	100.00%	0
Indiana Veterans Memorial Cemetery	72	32	44.44%	10
Iowa Veterans Cemetery at Van Meter	260	148	56.92%	12
Kansas Veterans Cemetery at Fort Dodge	20	6	30.00%	0
Kansas Veterans Cemetery at Fort Riley	53	23	43.40%	6
Kansas Veterans Cemetery at Wakeeney	40	16	40.00%	1
Kansas Veterans Cemetery at Winfield	88	40	45.45%	2
Kauai Veterans Cemetery	N/A	N/A	N/A	N/A
Kentucky Veterans Cemetery Central	339	165	48.67%	18
Kentucky Veterans Cemetery-North	94	44	46.81%	2
Kentucky Veterans Cemetery-North East	77	44	57.14%	3
Kentucky Veterans Cemetery-Southeast	16	4	25.00%	1
Kentucky Veterans Cemetery-West	184	94	51.09%	4
<i>Lakota Freedom Veterans Cemetery</i>	N/A	N/A	N/A	N/A
Lanai Veterans Cemetery	N/A	N/A	N/A	N/A
<i>Leech Lake Veterans Cemetery</i>	N/A	N/A	N/A	N/A
M.J. Dolly Cooper Veterans Cemetery	198	89	44.95%	7
Maine Veterans Memorial Cemetery-Civic Center	106	59	55.66%	1
Maine Veterans Memorial Cemetery-Mt. Vernon Road	154	74	48.05%	2
Massachusetts State Veterans Cemetery-Agawam	411	207	50.36%	7
Massachusetts State Veterans Cemetery-Winchendon	166	65	39.16%	7
Maui Veterans Cemetery	N/A	N/A	N/A	N/A

Appendix E

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2021 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
<i>Metlakatla Veterans Memorial Cemetery</i>	N/A	N/A	N/A	N/A
Middle Tennessee State Veterans Cemetery	342	144	42.11%	9
Minnesota State Veterans Cemetery-Duluth	68	44	64.71%	3
Minnesota State Veterans Cemetery-Little Falls	226	129	57.08%	16
Minnesota State Veterans Cemetery-Preston	65	46	70.77%	2
Mississippi Veterans Memorial Cemetery	76	42	55.26%	5
Missouri State Veterans Cemetery Bloomfield	149	74	49.66%	4
Missouri State Veterans Cemetery-Fort Leonard Wood	66	35	53.03%	2
Missouri State Veterans Cemetery-Higginsville	212	115	54.25%	18
Missouri State Veterans Cemetery-Jacksonville	103	54	52.43%	5
Missouri Veterans Cemetery-Springfield	319	170	53.29%	3
Molokai Veterans Cemetery	N/A	N/A	N/A	N/A
Montana State Veterans Cemetery	55	35	63.64%	0
Monte Calvario Veterans Cemetery	N/A	N/A	N/A	N/A
Nebraska Veterans Cemetery at Alliance	28	16	57.14%	3
New Hampshire State Veterans Cemetery	407	226	55.53%	4
North Dakota Veterans Cemetery	203	118	58.13%	7
North Mississippi Veterans Memorial Cemetery	37	16	43.24%	4
Northeast Louisiana Veterans Cemetery	56	29	51.79%	1
Northern California Veterans Cemetery at Redding	202	93	46.04%	3
Northern Maine Veterans Cemetery	75	35	46.67%	125
Northern Nevada Veterans Memorial Cemetery	250	117	46.80%	2
Northern Wisconsin Veterans Memorial Cemetery	133	75	56.39%	6
Northwest Louisiana Veterans Cemetery	161	77	47.83%	7
Ohio Veterans Home Cemetery	N/A	N/A	N/A	3
Oregon Trail Veterans Cemetery	N/A	N/A	N/A	3
Pennsylvania Soldiers and Sailors Home Cemetery/Erie	N/A	N/A	N/A	3
Rhode Island Veterans Memorial Cemetery	530	220	41.51%	6
Rio Grande Valley State Veterans Cemetery	149	64	42.95%	2
Rocky Gap Veterans Cemetery	87	49	56.32%	5

Appendix E

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2021 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned N	Response Rate	Returned N
Saipan Veterans Cemetery-CNMI	N/A	N/A	N/A	N/A
<i>San Carlos Apache Tribal Veterans Cemetery</i>	N/A	N/A	N/A	N/A
Sandhills State Veterans Cemetery	181	59	32.60%	3
<i>Seminole Nation and Veterans Memorial Cemetery</i>	N/A	N/A	N/A	N/A
<i>Sicangu Akicita Owicahé Veterans Cemetery</i>	N/A	N/A	N/A	N/A
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	N/A	N/A	N/A	N/A
South Dakota Veterans Cemetery	N/A	N/A	N/A	N/A
Southeast Louisiana Veterans Cemetery	232	110	47.41%	3
Southern Arizona Veterans' Memorial Cemetery	133	65	48.87%	1
Southern Maine Veterans Cemetery	84	41	48.81%	0
Southern Minnesota State Veterans Cemetery	N/A	N/A	N/A	N/A
Southern Nevada Veterans Memorial Cemetery	782	314	40.15%	3
Southern Wisconsin Veterans Memorial Cemetery	506	250	49.41%	15
Southwest Louisiana Veterans Cemetery	53	22	41.51%	2
Southwest Virginia Veterans Cemetery	92	50	54.35%	7
Sunset Cemetery	N/A	N/A	N/A	1
Tennessee State Veterans Cemetery at Parkers Crossroads	74	34	45.95%	5
Texas State Veterans Cemetery at Abilene	157	70	44.59%	5
Utah State Veterans Cemetery	N/A	N/A	N/A	1
Vermont Veterans Memorial Cemetery	N/A	N/A	N/A	4
Veterans Memorial Cemetery of Western Colorado	158	81	51.27%	1
Virginia Veterans Cemetery at Amelia	219	105	47.95%	9
Washington State Veterans Cemetery-Medical Lake	252	125	49.60%	8
West Hawaii State Veterans Cemetery	N/A	N/A	N/A	N/A
West Tennessee State Veterans Cemetery	525	187	35.62%	8
Western Carolina State Veterans Cemetery	N/A	N/A	N/A	4
Western Montana Veterans Cemetery	84	48	57.14%	1
<i>White Eagle Cemetery</i>	N/A	N/A	N/A	N/A
<i>Yurok Veterans Cemetery</i>	N/A	N/A	N/A	N/A

Appendix F: Survey Results by Question

- 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?	National
	n=6,729
Yes	71.79%
No	28.21%
2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	National
	n=7,250
1-3 times	39.48%
4-6 times	22.36%
7-9 times	8.36%
10 or more times	20.04%
None, I have not visited	9.77%
3. How far do you reside from the State or Tribal Veterans Cemetery?	National
	n=7,181
Less than 15 miles	21.17%
15-29 miles	27.81%
30-44 miles	17.52%
45-59 miles	10.22%
60 to 75 miles	5.51%
More than 75 miles	17.77%
4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)	National
	n=6,363
Distance to the national cemetery	52.33%
Access to transportation	9.15%
Health status	18.67%
Other	31.37%
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?	National
	n=7,248
Yes	20.38%
No	79.62%

Appendix F: Survey Results by Question

6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	National
	n=7,183
Yes	75.40%
No	24.60%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	National
	n=5,244
Family member/friend	54.82%
Pre-Need Burial Eligibility Determination	20.37%
Funeral home	23.00%
Military discharge-related materials	20.02%
Other Veteran/active duty member	21.01%
State or Tribal/VA/NCA pamphlet, brochure, newsletter	6.81%
State or Tribal/VA/NCA website	3.03%
State or Tribal/VA/NCA social media (Facebook or Twitter)	0.65%
Veterans Service Organization	21.40%
Other State Tribal or VA Organization	3.32%
Local newspaper/television news reports	4.61%
Public events (e.g., parades, speeches)	2.82%
Professional/military association meetings	4.48%
8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)	National
	n=6,426
E-mail	29.69%
State or Tribal/VA/NCA website	13.97%
State or Tribal/ VA/NCA social media (Facebook or Twitter)	4.34%
Newsletter/flyer	22.53%
Local newspaper/television news reports	15.98%
Public events (e.g., parades, speeches)	2.12%
Professional/military association meetings	4.78%
Other	6.58%

Appendix F: Survey Results by Question

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	National
	n=7,189
Very satisfied	85.67%
Somewhat satisfied	9.39%
Neither satisfied nor dissatisfied	3.24%
Somewhat dissatisfied	0.95%
Very dissatisfied	0.75%
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?	National
	n=5,522
Very informed	70.39%
Somewhat informed	21.51%
Neither informed nor uninformed	4.26%
Somewhat uninformed	2.12%
Very uninformed	1.72%
11. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	National
	n=5,473
Visit the gravesite	22.51%
View the burial	14.69%
Specific religious practices	9.65%
Specific cultural practices	1.59%
Additional seating at the committal service	3.64%
Handicapped accommodations	3.64%
No, my family did not have any special needs or requests	68.97%
12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	National
	n=1,686
Yes, completely	82.33%
Yes, somewhat	8.36%
No, and I understand why	5.58%
No, and I did not understand why	3.74%

Appendix F: Survey Results by Question

13. In what religious practice was the burial conducted?	National
	n=5,447
Christian	60.75%
Catholic	22.05%
Muslim	0.04%
Jewish	0.48%
Buddhist	0.18%
Hindu	0.00%
Atheist	0.06%
Agnostic	0.40%
None	12.76%
Other	3.29%
14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	National
	n=5,503
No	92.20%
Yes, the funeral director provided it	4.96%
Yes, I viewed it online	2.83%
15. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.	National
	n=409
Strongly agree	51.10%
Agree	40.83%
Neither agree nor disagree	8.07%
Disagree	0.00%
Strongly disagree	0.00%
16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	National
	n=405
Yes	92.59%
No	7.41%

Appendix F: Survey Results by Question

17. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	National
	n=3,976
Very satisfied	89.71%
Somewhat satisfied	6.74%
Neither satisfied nor dissatisfied	1.69%
Somewhat dissatisfied	1.11%
Very dissatisfied	0.75%
18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	National
	n=5,492
Very satisfied	85.16%
Somewhat satisfied	8.89%
Neither satisfied nor dissatisfied	3.75%
Somewhat dissatisfied	1.33%
Very dissatisfied	0.87%
19. Were the headstone, marker, or columbarium niche cover inscription options explained to you?	National
	n=6,665
Yes	91.60%
No	8.40%
20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	National
	n=7,080
Yes	91.47%
No	8.53%
21. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	National
	n=6,788
Very satisfied	79.15%
Somewhat satisfied	12.60%
Neither satisfied nor dissatisfied	5.29%
Somewhat dissatisfied	1.99%
Very dissatisfied	0.97%

Appendix F: Survey Results by Question

22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	National
	n=6,666
Yes	87.92%
No	3.78%
Don't know	8.30%
23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	National
	n=6,511
Very satisfied	87.56%
Somewhat satisfied	5.84%
Neither satisfied nor dissatisfied	4.87%
Somewhat dissatisfied	1.12%
Very dissatisfied	0.61%
24. 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?	National
	n=5,593
Yes	58.52%
No	41.48%
25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	National
	n=3,159
Very satisfied	83.44%
Somewhat satisfied	8.26%
Neither satisfied nor dissatisfied	5.89%
Somewhat dissatisfied	1.14%
Very dissatisfied	1.27%
26. 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)	National
	n=151
Envelope was bent/torn	12.58%
Name was misspelled	9.93%
Poor print quality	9.93%
Other problem	71.52%

Appendix F: Survey Results by Question

27. Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	National
	n=3,129
Strongly agree	35.57%
Agree	24.00%
Neither agree nor disagree	36.08%
Disagree	3.52%
Strongly disagree	0.83%
28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)	National
	n=6,978
None, I was well informed	68.21%
Details of the committal service	9.70%
Military funeral honors	7.97%
Location of gravesite	5.36%
Layout of cemetery	4.97%
Directions to cemetery	1.96%
Certificate signed by the President of the United States honoring the Veteran's service	12.71%
Floral policy	7.42%
Headstone or marker inscription options	8.30%
29. What is your gender?	National
	n=7,198
Male	29.37%
Female	70.63%
30. Are you Hispanic or Latino?	National
	n=7,095
Yes	4.28%
No	95.72%

Appendix F: Survey Results by Question

31. What is your race? (Mark one or more)	National
	n=7,089
White	81.66%
Black or African American	15.35%
American Indian or Alaska Native	1.10%
Asian	2.68%
Native Hawaiian or other Pacific Islander	0.69%
32. In what year were you born? (Age group)	National
	n=6,881
18-29	0.22%
30-39	1.21%
40-49	4.00%
50-59	13.30%
60-69	30.66%
70+	50.62%
33. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	National
	n=6,694
Strongly agree	72.93%
Agree	22.78%
Neither agree nor disagree	3.41%
Disagree	0.57%
Strongly disagree	0.31%
34. The committal shelter used for the service was private, clean, and free of safety hazards.	National
	n=4,817
Strongly agree	80.53%
Agree	16.96%
Neither agree nor disagree	1.95%
Disagree	0.35%
Strongly disagree	0.21%

Appendix F: Survey Results by Question

35. The cemetery honors all Veterans and their service to our nation.	National
	n=6,747
Strongly agree	79.81%
Agree	18.22%
Neither agree nor disagree	1.53%
Disagree	0.18%
Strongly disagree	0.27%
36. There are sufficient signs within the cemetery to assist visitors.	National
	n=6,874
Strongly agree	65.39%
Agree	25.82%
Neither agree nor disagree	5.79%
Disagree	2.52%
Strongly disagree	0.48%
37. The quality of service received from cemetery staff is excellent.	National
	n=6,872
Strongly agree	75.19%
Agree	19.43%
Neither agree nor disagree	3.99%
Disagree	0.86%
Strongly disagree	0.54%
38. The State or Tribal Veterans Cemetery staff was courteous.	National
	n=6,844
Strongly agree	78.40%
Agree	18.34%
Neither agree nor disagree	2.62%
Disagree	0.26%
Strongly disagree	0.38%

Appendix F: Survey Results by Question

39. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	National
	n=6,825
Strongly agree	77.16%
Agree	18.18%
Neither agree nor disagree	3.56%
Disagree	0.63%
Strongly disagree	0.47%
40. The appearance of my loved one's gravesite/ columbaria is excellent.	National
	n=6,784
Strongly agree	73.86%
Agree	20.83%
Neither agree nor disagree	3.67%
Disagree	1.21%
Strongly disagree	0.43%
41. The information kiosks (i.e., gravesite locators) are helpful to me.	National
	n=5,844
Strongly agree	61.36%
Agree	26.01%
Neither agree nor disagree	10.54%
Disagree	1.39%
Strongly disagree	0.70%
42. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	National
	n=7,037
Strongly agree	80.67%
Agree	17.35%
Neither agree nor disagree	1.48%
Disagree	0.24%
Strongly disagree	0.26%

Appendix F: Survey Results by Question

43. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	National
	n=7,076
Strongly agree	77.09%
Agree	19.56%
Neither agree nor disagree	2.19%
Disagree	0.64%
Strongly disagree	0.52%
44. I would recommend the cemetery to Veteran families during their time of need.	National
	n=7,109
Strongly agree	81.64%
Agree	16.65%
Neither agree nor disagree	1.17%
Disagree	0.32%
Strongly disagree	0.21%
45. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	National
	n=6,968
Strongly agree	78.66%
Agree	18.71%
Neither agree nor disagree	2.20%
Disagree	0.22%
Strongly disagree	0.22%
46. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	National
	n=7,038
Strongly agree	78.03%
Agree	19.61%
Neither agree nor disagree	2.03%
Disagree	0.16%
Strongly disagree	0.17%

Appendix F: Survey Results by Question

47. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	National
	n=7,067
Strongly agree	65.49%
Agree	25.19%
Neither agree nor disagree	7.46%
Disagree	1.22%
Strongly disagree	0.65%
48. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)	National
	n=7,060
My loved one wanted to be interred here	68.06%
Other family members are interred here	25.31%
The appearance and quality of service at the State	39.35%
The State or Tribal Veterans Cemetery is close and easy to get to	24.09%
Others recommended the State or Tribal Veterans Cemetery	15.48%
The cost was reasonable to inter my loved one	34.72%
There is no VA national cemetery conveniently available	7.97%
Other	3.22%
49. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	National
	n=6,909
Strongly agree	8.39%
Agree	6.51%
Neither agree nor disagree	52.35%
Disagree	22.84%
Strongly disagree	9.90%

Appendix F: Survey Results by Question

50. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)	National
	n=922
My loved one wanted to be interred in a VA national cemetery.	58.13%
Other family members are interred in a VA national cemetery.	18.98%
Others recommended the VA national cemetery.	14.32%
There is no cost to inter my loved one at a national cemetery.	19.41%
A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.	20.39%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.	20.28%
Other	6.40%
51. Have you visited a VA national cemetery?	National
	n=6,726
Yes	56.71%
No	43.29%
52. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	National
	n=3,688
Strongly agree	55.07%
Agree	31.48%
Neither agree nor disagree	11.33%
Disagree	1.87%
Strongly disagree	0.24%
53. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	National
	n=3,666
Strongly agree	49.75%
Agree	28.51%
Neither agree nor disagree	20.51%
Disagree	0.90%
Strongly disagree	0.33%

Appendix F: Survey Results by 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.	National
	n=6,438
Strongly agree	47.59%
Agree	32.62%
Neither agree nor disagree	17.49%
Disagree	1.85%
Strongly disagree	0.45%

Appendix F: Survey Results by Question

Survey Results by Question: Funeral Directors

2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	National
	n=590
Less than 15 miles	14.24%
15-29 miles	20.85%
30-44 miles	18.98%
45-59 miles	16.10%
60 to 75 miles	12.88%
More than 75 miles	16.95%
3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?	National
	n=583
Less than 1 year	2.23%
1 to 4 years	6.86%
5 to 8 years	8.40%
9 to 12 years	11.15%
13 years or more	61.41%
Don't Know	9.95%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	National
	n=577
1-4%	36.40%
5-9%	18.20%
10-14%	14.56%
15-24%	9.01%
25-49%	7.80%
50-74%	7.80%
75-100%	6.24%

Appendix F: Survey Results by Question

5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	National
	n=572
Excellent	73.78%
Good	22.55%
Fair	2.62%
Poor	1.05%
6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	National
	n=575
Yes, well informed	80.17%
Yes, somewhat well informed	17.04%
No, not well informed	2.78%
7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)	National
	n=552
State or Tribal/VA/NCA website	31.52%
Local newspaper/television news reports	1.27%
Public events (e.g., parades, exhibits, speeches)	0.36%
Professional associations/conventions/ meetings	7.61%
Veterans Service Officers	10.33%
Outreach by cemetery staff	44.57%
Other	4.35%
8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	National
	n=561
None, I feel well informed	74.15%
Eligibility requirements for burial in a State or Tribal Veterans Cemetery	9.63%
Scheduling process	11.76%
Military funeral honors	5.53%
Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)	5.70%
Floral policy	4.10%
Headstone, marker, or columbarium niche cover inscription options	3.92%

Appendix F: Survey Results by Question

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	National
	n=552
Phone	21.92%
Fax	7.97%
Letter	20.29%
Email	47.46%
State or Tribal website	1.27%
Newsletter or flyer	1.09%
10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	National
	n=568
Very satisfied	77.11%
Somewhat satisfied	16.90%
Neither satisfied nor dissatisfied	4.93%
Somewhat dissatisfied	0.53%
Very dissatisfied	0.53%
11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	National
	n=564
Superior to private cemeteries	33.16%
Better than private cemeteries	32.80%
About the same	31.91%
Worse than private cemeteries	1.60%
Much worse than private cemeteries	0.53%
12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	National
	n=560
Superior to private cemeteries	51.25%
Better than private cemeteries	34.64%
About the same	13.39%
Worse than private cemeteries	0.71%
Much worse than private cemeteries	0.00%

Appendix F: Survey Results by Question

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	National
	n=570
Yes	88.77%
No	11.23%
14. Are you aware of any State or Tribal Cemetery informational resources on military honors?	National
	n=567
Yes	72.84%
No	27.16%
15. Do you typically provide these information resources on military honors to next of kin?	National
	n=408
Yes	94.36%
No	5.64%
16. Do you understand the headstone, marker, or columbarium niche cover inscription options available to Next of Kin?	National
	n=559
Yes	94.28%
No	5.72%
17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	National
	n=561
Very easy	66.31%
Somewhat easy	25.49%
Neither easy nor hard	4.81%
Somewhat hard	2.67%
Very hard	0.71%

Appendix F: Survey Results by Question

18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	National
	n=559
Less than 1 hour	57.60%
1 to 2 hours	25.40%
3 to 4 hours	6.62%
5 to 8 hours	3.22%
1 to 2 days	5.90%
More than 2 days	1.25%
19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	National
	n=565
Very satisfied	71.33%
Somewhat satisfied	21.24%
Neither satisfied nor dissatisfied	5.84%
Somewhat dissatisfied	1.59%
Very dissatisfied	0.00%
20. During committal services, how often do you receive the support you need from cemetery staff?	National
	n=564
Always	83.87%
For the most part	13.65%
Occasionally	1.77%
Never	0.71%
21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	National
	n=562
Always	79.54%
For the most part	19.75%
Occasionally	0.53%
Never	0.18%

Appendix F: Survey Results by Question

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	National
	n=391
Very successful	62.92%
Somewhat successful	27.88%
Neither successful nor unsuccessful	6.39%
Somewhat unsuccessful	1.53%
Very unsuccessful	1.28%
23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	National
	n=566
Very easy	71.55%
Somewhat easy	21.73%
Neither easy nor hard	4.95%
Somewhat hard	1.59%
Very hard	0.18%
24. To what extent is the quality of military honors acceptable?	National
	n=549
Very acceptable	87.25%
Somewhat acceptable	10.93%
Neither acceptable or unacceptable	1.46%
Somewhat unacceptable	0.36%
Very unacceptable	0.00%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	National
	n=570
Strongly agree	74.74%
Agree	22.81%
Neither agree nor disagree	2.28%
Disagree	0.00%
Strongly disagree	0.18%

Appendix F: Survey Results by Question

26. The committal shelter used for the service was private, clean, and free of safety hazards.	National
	n=564
Strongly agree	76.06%
Agree	21.99%
Neither agree nor disagree	1.77%
Disagree	0.18%
Strongly disagree	0.00%
27. The cemetery honors all Veterans and their service to our nation.	National
	n=574
Strongly agree	77.00%
Agree	19.86%
Neither agree nor disagree	2.44%
Disagree	0.70%
Strongly disagree	0.00%
28. There are sufficient signs within the cemetery to assist visitors.	National
	n=566
Strongly agree	72.44%
Agree	24.20%
Neither agree nor disagree	3.18%
Disagree	0.18%
Strongly disagree	0.00%
29. The quality of service received from cemetery staff is excellent.	National
	n=574
Strongly agree	72.47%
Agree	24.22%
Neither agree nor disagree	2.61%
Disagree	0.35%
Strongly disagree	0.35%

Appendix F: Survey Results by Question

30. The State or Tribal Veterans Cemetery staff was courteous.	National
	n=567
Strongly agree	74.07%
Agree	23.28%
Neither agree nor disagree	2.47%
Disagree	0.00%
Strongly disagree	0.18%
31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	National
	n=570
Strongly agree	73.51%
Agree	24.04%
Neither agree nor disagree	2.11%
Disagree	0.35%
Strongly disagree	0.00%
32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.	National
	n=570
Strongly agree	68.77%
Agree	24.39%
Neither agree nor disagree	3.86%
Disagree	1.40%
Strongly disagree	1.58%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	National
	n=449
Strongly agree	63.25%
Agree	24.28%
Neither agree nor disagree	10.69%
Disagree	1.56%
Strongly disagree	0.22%

Appendix F: Survey Results by Question

34. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	National
	n=567
Strongly agree	75.66%
Agree	21.52%
Neither agree nor disagree	2.47%
Disagree	0.18%
Strongly disagree	0.18%
35. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	National
	n=570
Strongly agree	71.58%
Agree	25.44%
Neither agree nor disagree	2.46%
Disagree	0.35%
Strongly disagree	0.18%
36. I would recommend the cemetery to Veteran families during their time of need.	National
	n=570
Strongly agree	74.74%
Agree	22.11%
Neither agree nor disagree	2.46%
Disagree	0.53%
Strongly disagree	0.18%
37. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	National
	n=571
Strongly agree	72.85%
Agree	23.64%
Neither agree nor disagree	2.10%
Disagree	1.23%
Strongly disagree	0.18%

Appendix F: Survey Results by Question

38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	National
	n=568
Strongly agree	73.77%
Agree	22.18%
Neither agree nor disagree	2.99%
Disagree	1.06%
Strongly disagree	0.00%
39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	National
	n=566
Strongly agree	64.49%
Agree	26.68%
Neither agree nor disagree	7.24%
Disagree	1.24%
Strongly disagree	0.35%