

2023

# National Cemetery Administration National Cemeteries Satisfaction Survey



**VA**



U.S. Department  
of Veterans Affairs

National Report  
August 2023



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## Executive Summary

### SECTION DESCRIPTION

- This section presents an overview of the contents of this report and key findings from next of kin and funeral directors who have had experience at national cemeteries.
- These surveys and the resultant data represent the NCA commitment to customer service, seeking feedback from those using our services, and an ongoing search for evidence-based opportunities for continuous improvement.

# Executive Summary

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## Report Overview

Data for this 2023 survey were collected from next of kin and funeral directors in one fielding:

- Next of kin fielding: March 31, 2023 to July 5, 2023
- Funeral director fielding: March 31, 2023 to July 5, 2023

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 40,358 next of kin who had interred a loved one during the time period of January 1, 2022 through December 31, 2022. The survey was also mailed to 12,881 funeral directors who had worked with national, private, and state or tribal Veteran cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 53,239 survey questionnaires (40,358 to next of kin and 12,881 to funeral directors) were mailed for this survey. A total of 20,446 completed questionnaires (18,013 next of kin and 2,433 funeral directors) were returned, which resulted in an overall survey response rate of 40.07% (46.61% next of kin and 19.65% for funeral directors). The survey response rate calculation excludes ineligible surveys, e.g., those returned undeliverable.

In this report survey findings are presented in nine sections:

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

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

- Appendix A: Respondent Characteristics – presents self-reported demographic information for next of kin and funeral directors in the respondent sample.
- Appendix B: Methodology and Survey Instruments – describes the methodology used to administer the survey. Copies of the 2023 next of kin and the national cemetery component of the Funeral Director surveys are also included in this appendix.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where the data can be found.
- Appendix E: Response Rates – presents response rates for each national cemetery included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

## Executive Summary

### Highlights of Findings

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

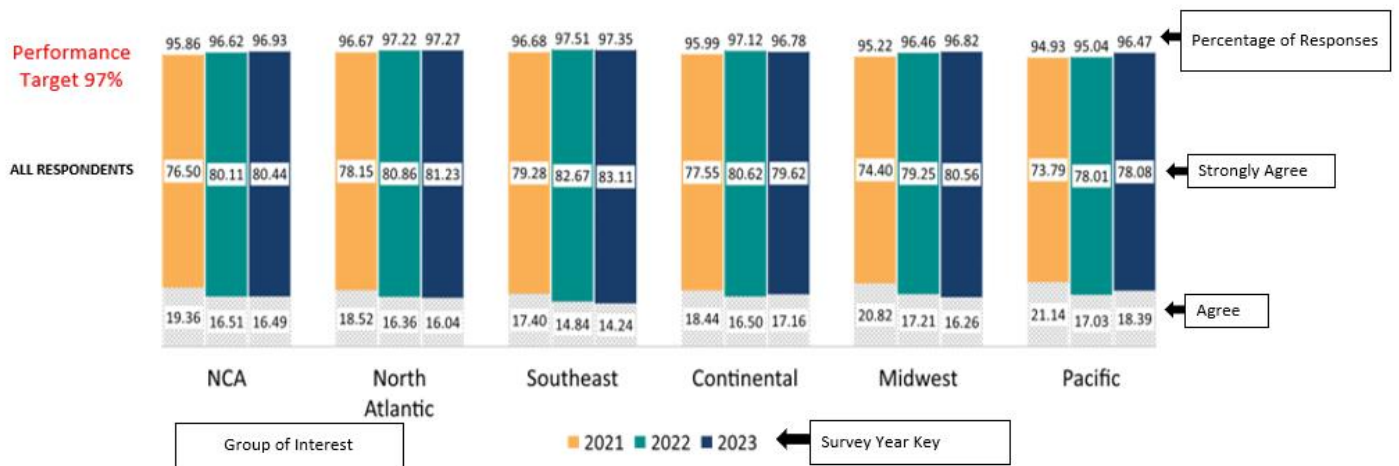
OVERALL SATISFACTION	
Overall Experience	98.04%
Quality of Service	96.93%
Courteous Staff	98.11%
Professional Staff	97.26%
Cemetery Appearance	98.97%
Recommend Cemetery	98.79%
COMMITTAL SERVICES	
Satisfaction with Committal Service (NoK)	97.87%
Ease of Scheduling Process (FD)	88.28%
Received the support needed from Cemetery Staff (FD)	97.84%
Service is superior or better than Private Cemetery (FD)	70.54%
TRUST	
Maintain as National Shrines	98.45%
Honors all Veterans	98.40%
INFORMATION & COMMUNICATION	
Satisfaction with Information Provided (NoK)	97.03%
Top way to find out about benefits: Family member/friend (NoK)	61.86%
Best way to convey Information: E-mail (NoK)	32.67%
Satisfaction with Communication (FD)	96.36%
Characterize Communication as Good or Excellent (FD)	96.83%
Provides most information re: policies & procedures: VA/NCA Website (FD)	42.29%
Best way to Communicate: Email (FD)	64.35%
CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Gravesite Appearance is Excellent (NoK)	96.78%
Upkeep is Excellent	97.40%
Committal shelter was private, clean and free of safety hazards	98.63%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Satisfaction with length of time for placement (NoK)	93.58%
Satisfaction with quality and appearance (NoK)	93.02%
Accurate Inscription (NoK)	86.40%
STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Appearance compared favorably (NoK)	86.92%
Quality of Service compared favorably (NoK)	79.72%
Honor of interment is equivalent (NoK)	66.21%

# Overall Satisfaction Measures and Key Metrics

## SECTION DESCRIPTION

- This section presents survey findings from next of kin (NoK) and funeral directors (FD) on overall measures of satisfaction.
- Results are also presented for five key measures of satisfaction.
- Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type’s respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.
- Throughout this report, stacked bar graphs are used which show the percentage of participants responding positively to survey items across all respondents (NoK and Funeral Directors combined), as well as NoK and Funeral Directors separately. A sample stacked bar graph is presented below with labels to aid in interpretation of these graphs used throughout this report. A fuller explanation of how to understand and interpret the graphs and tables used in this report can be found in Appendix C (page 163) of this report.

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



## Overall Satisfaction Measures and Key Metrics

### Committal Service Attendance: Next of Kin

The majority of next of kin who completed this survey attended the committal service (69.60%).

Attended*	n	%
Yes	12,529	69.60%
No	1,244	6.90%
Unknown	4,240	23.50%

Respondents who attended the committal service had a higher percentage of agreement on four of the five key measures of satisfaction compared to respondents who did not attend the committal service (Questions 13, 24, 37 and 42). There is no difference in satisfaction for Question 44.

NoK Survey Question Number**	Key Measure of Satisfaction	ATTENDED COMMITTAL SERVICE (n=12,529)	DID NOT ATTEND COMMITTAL SERVICE (n=1,244)	Overall NoK Agreement (%)
		Percent (%) Agreement	Percent (%) Agreement	
13	Satisfaction with the service received from the National Cemetery Scheduling Office (n= 6,040)†	98.21%	93.46%	97.80%
24	Satisfaction with length of time for product placement (n= 17,147)†	94.15%	89.38%	93.58%
37	Quality of Service (n= 17,371)†	97.14%	95.27%	96.96%
42	Overall Appearance (n= 17,497)†	99.10%	98.05%	98.96%
44	Recommend Cemetery (n= 17,692)	99.10%	98.53%	98.98%

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

\*\*The agreed category consists of the top two response options of the scale for the referenced survey questions. For Questions 13 and 24, the agreed category consists of the "Very satisfied" and "Somewhat satisfied" responses. For all other measures (Questions 37, 42, and 44), the agreed category consists of the "strongly agree" and "agree" responses.

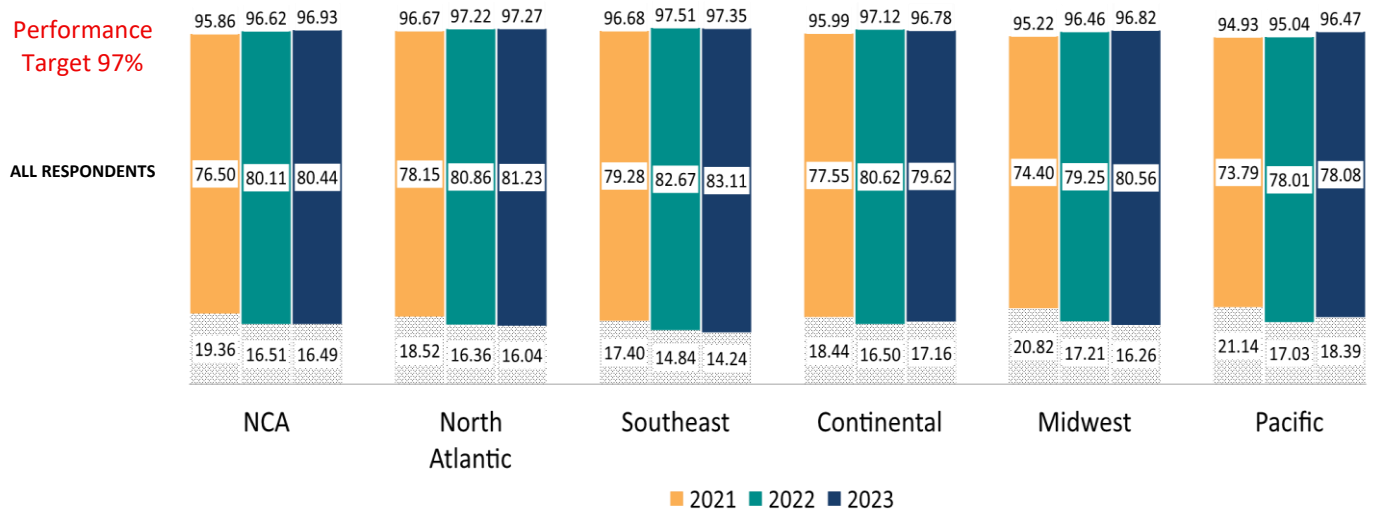
\*\*\* The p-values provided in this report refer to the probability that the difference is not due to "chance." The threshold for p-values is related to the alpha level which is most commonly set at alpha equal to or less than 0.05. This means that 95 times out of 100 the difference observed is not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

†Satisfaction scores for "Attended Committal Service" and "Did Not Attend Committal Service" are significantly different,  $p < .05$ .



## Overall Satisfaction Measures and Key Metrics

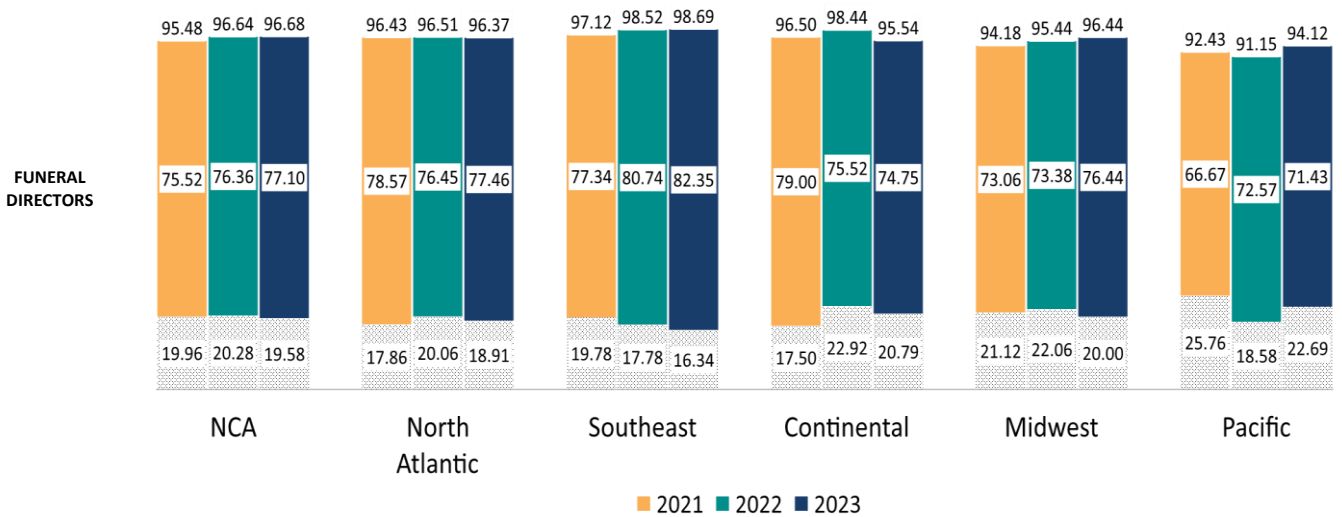
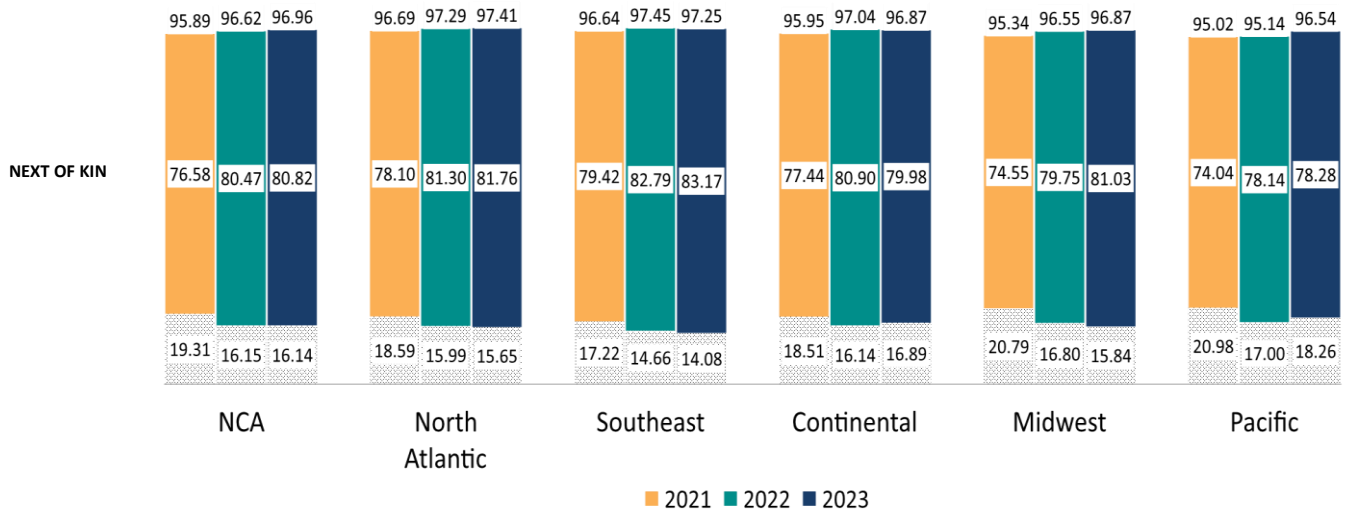
Question 37/29: The quality of service received from cemetery staff is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19114	23012	19358	3478	3809	3160	4116	4703	4114	2993	3643	2984	4586	5335	4466	3941	4861	4106
Strongly agree		76.50%	80.11%	80.44%	78.15%	80.86%	81.23%	79.28%	82.67%	83.11%	77.55%	80.62%	79.62%	74.40%	79.25%	80.56%	73.79%	78.01%	78.08%
Agree		19.36%	16.51%	16.49%	18.52%	16.36%	16.04%	17.40%	14.84%	14.24%	18.44%	16.50%	17.16%	20.82%	17.21%	16.26%	21.14%	17.03%	18.39%
Neither agree nor disagree		3.08%	2.37%	2.26%	2.70%	2.07%	2.03%	2.45%	1.85%	1.94%	2.91%	1.98%	2.38%	3.49%	2.47%	2.35%	3.70%	3.39%	2.61%
Disagree		0.72%	0.64%	0.47%	0.46%	0.37%	0.25%	0.58%	0.43%	0.46%	0.63%	0.58%	0.60%	0.87%	0.54%	0.54%	0.99%	1.17%	0.49%
Strongly disagree		0.35%	0.37%	0.34%	0.17%	0.34%	0.44%	0.29%	0.21%	0.24%	0.47%	0.33%	0.23%	0.41%	0.52%	0.29%	0.38%	0.39%	0.44%

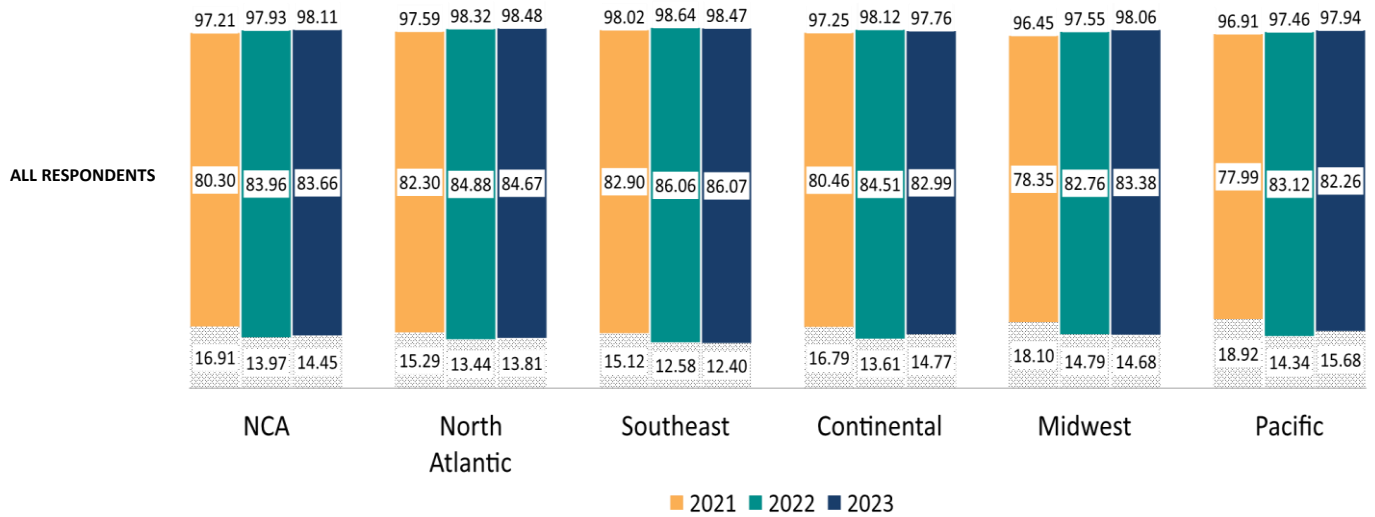
## Overall Satisfaction Measures and Key Metrics

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



## Overall Satisfaction Measures and Key Metrics

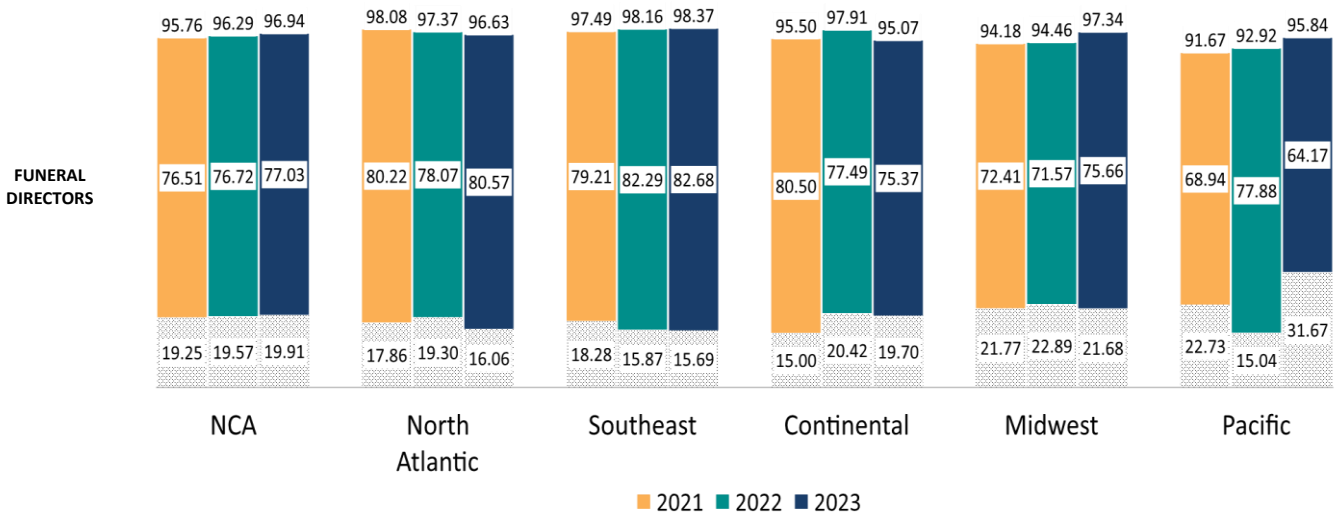
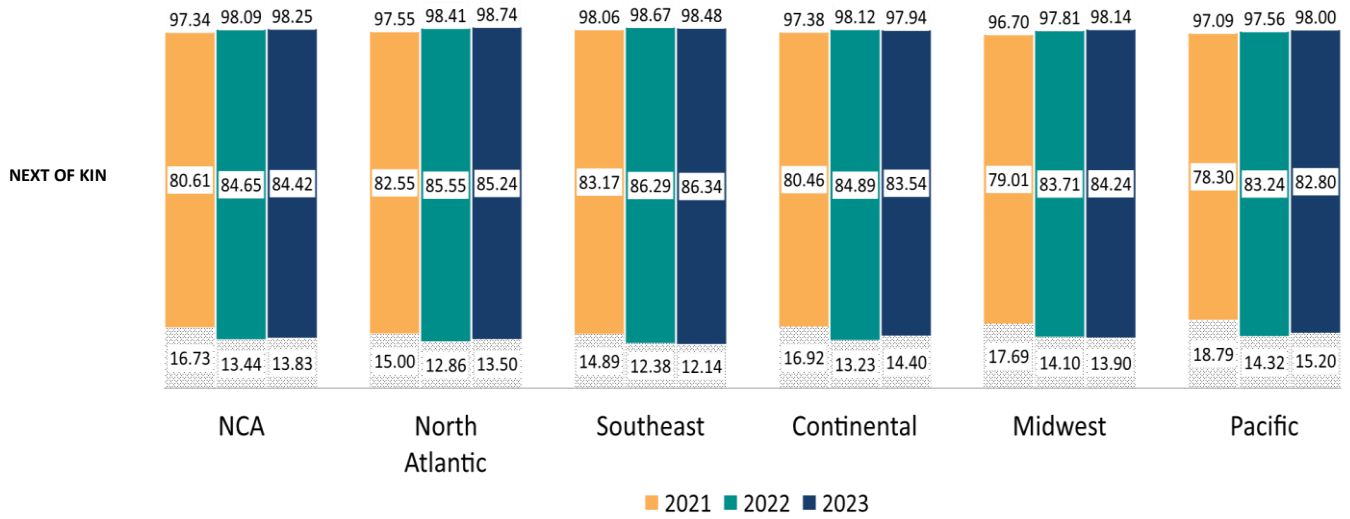
### Question 38/30: The national cemetery staff was courteous.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		19279	23056	19404	3498	3810	3171	4153	4714	4120	3025	3653	2980	4618	5343	4482	3985	4875	4120
<b>Strongly agree</b>		80.30%	83.96%	83.66%	82.30%	84.88%	84.67%	82.90%	86.06%	86.07%	80.46%	84.51%	82.99%	78.35%	82.76%	83.38%	77.99%	83.12%	82.26%
<b>Agree</b>		16.91%	13.97%	14.45%	15.29%	13.44%	13.81%	15.12%	12.58%	12.40%	16.79%	13.61%	14.77%	18.10%	14.79%	14.68%	18.92%	14.34%	15.68%
<b>Neither agree nor disagree</b>		2.18%	1.43%	1.39%	2.03%	1.21%	1.04%	1.49%	1.10%	1.12%	2.18%	1.40%	1.58%	2.71%	1.55%	1.61%	2.43%	1.64%	1.43%
<b>Disagree</b>		0.40%	0.39%	0.29%	0.31%	0.31%	0.16%	0.36%	0.08%	0.32%	0.26%	0.30%	0.54%	0.54%	0.52%	0.20%	0.45%	0.64%	0.27%
<b>Strongly disagree</b>		0.20%	0.25%	0.21%	0.06%	0.16%	0.32%	0.12%	0.17%	0.10%	0.30%	0.19%	0.13%	0.30%	0.37%	0.13%	0.20%	0.27%	0.36%

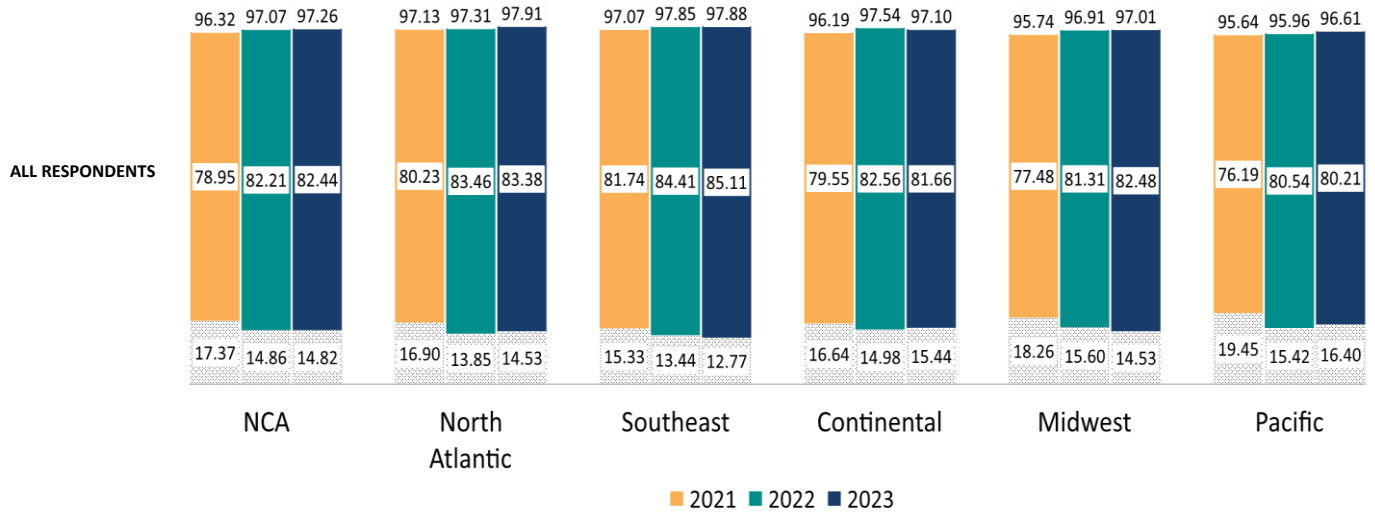
## Overall Satisfaction Measures and Key Metrics

Question 38/30: The national cemetery staff was courteous.



## Overall Satisfaction Measures and Key Metrics

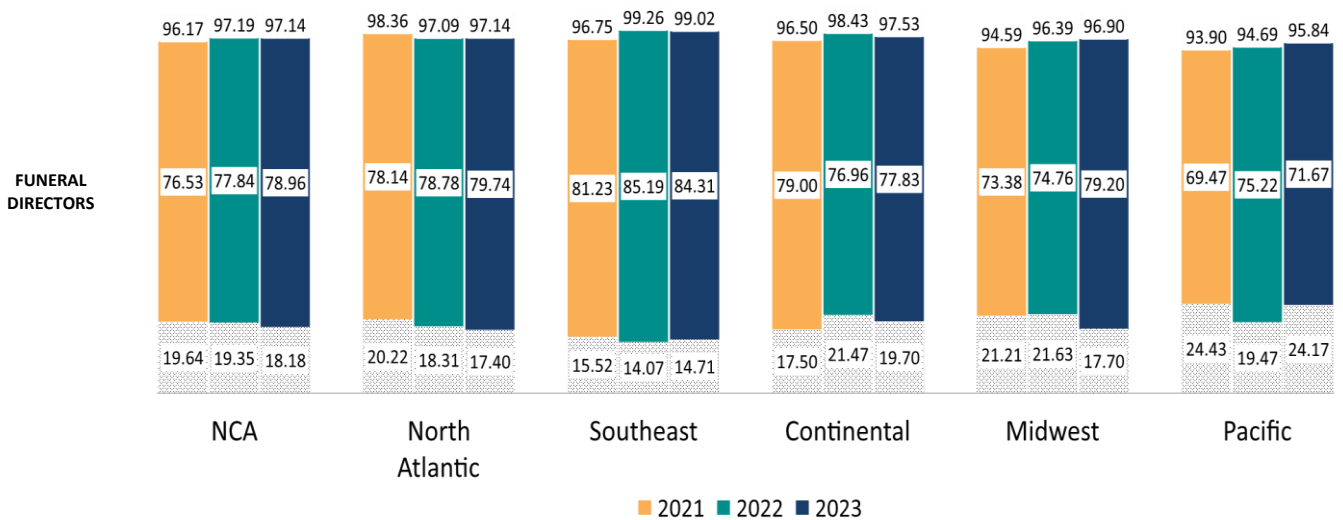
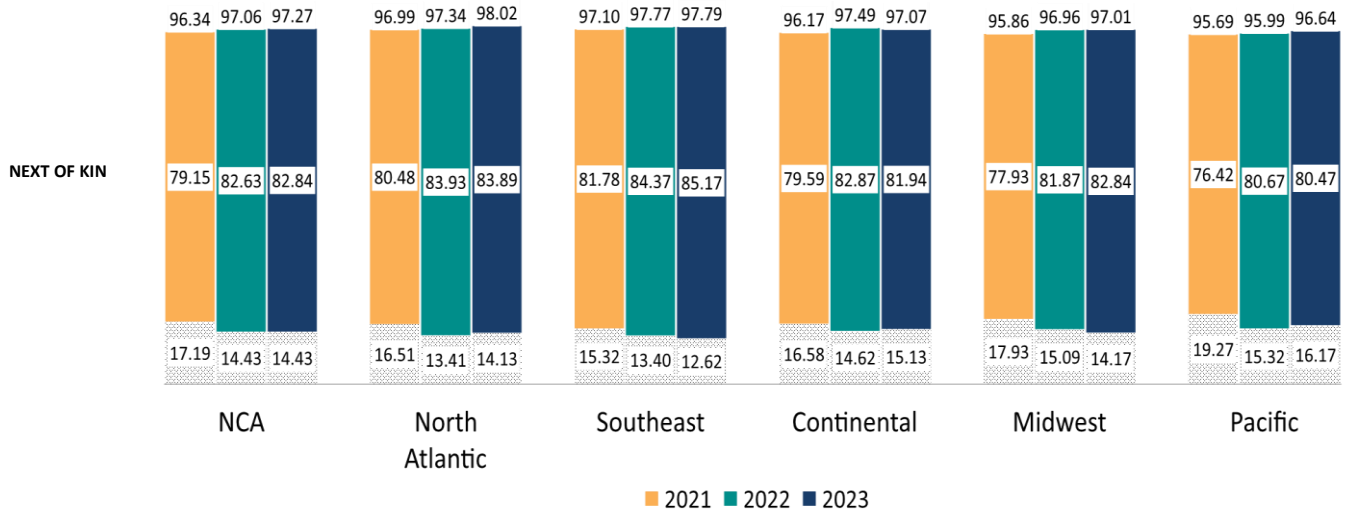
**Question 39/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		19186	23003	19347	3480	3797	3159	4129	4709	4110	3017	3646	2972	4595	5313	4474	3965	4877	4103
<b>Strongly agree</b>		78.95%	82.21%	82.44%	80.23%	83.46%	83.38%	81.74%	84.41%	85.11%	79.55%	82.56%	81.66%	77.48%	81.31%	82.48%	76.19%	80.54%	80.21%
<b>Agree</b>		17.37%	14.86%	14.82%	16.90%	13.85%	14.53%	15.33%	13.44%	12.77%	16.64%	14.98%	15.44%	18.26%	15.60%	14.53%	19.45%	15.42%	16.40%
<b>Neither agree nor disagree</b>		2.77%	2.10%	2.01%	2.36%	2.16%	1.49%	2.11%	1.55%	1.53%	2.85%	1.81%	2.05%	3.26%	2.26%	2.26%	3.20%	2.58%	2.44%
<b>Disagree</b>		0.62%	0.54%	0.48%	0.32%	0.34%	0.25%	0.61%	0.38%	0.41%	0.56%	0.38%	0.57%	0.67%	0.51%	0.54%	0.88%	1.00%	0.58%
<b>Strongly disagree</b>		0.28%	0.30%	0.26%	0.20%	0.18%	0.35%	0.22%	0.21%	0.17%	0.40%	0.27%	0.27%	0.33%	0.32%	0.20%	0.28%	0.45%	0.37%

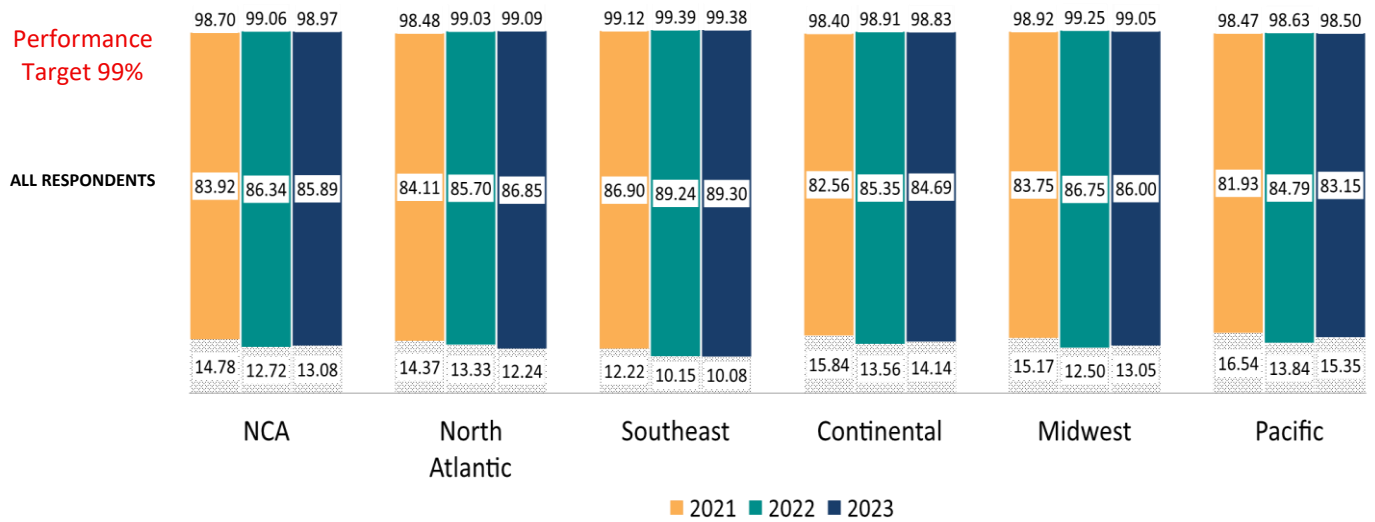
## Overall Satisfaction Measures and Key Metrics

**Question 39/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**



## Overall Satisfaction Measures and Key Metrics

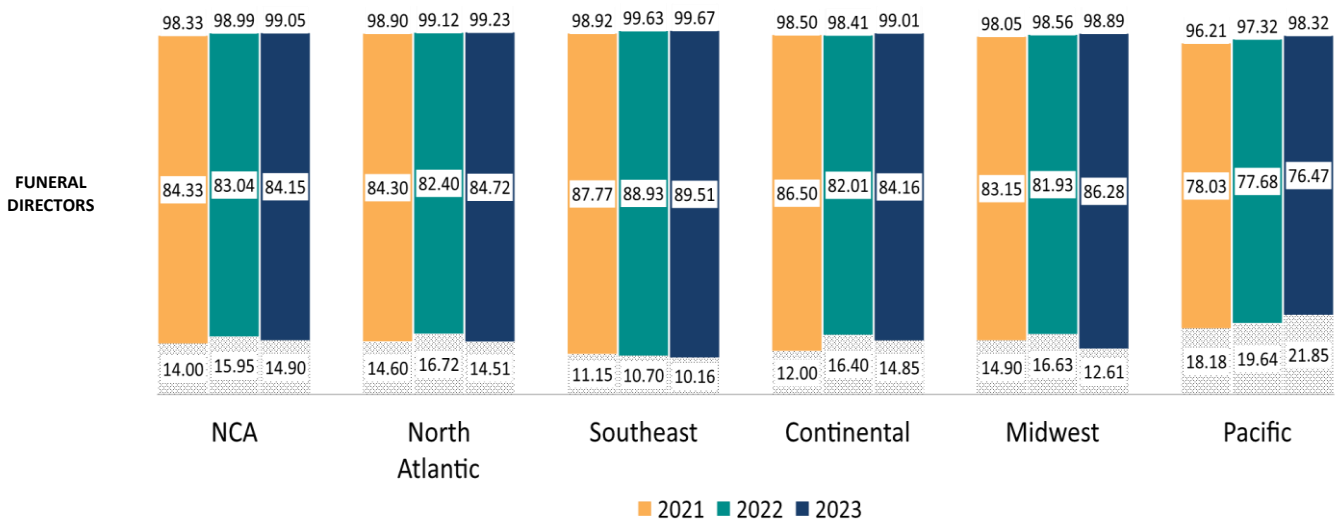
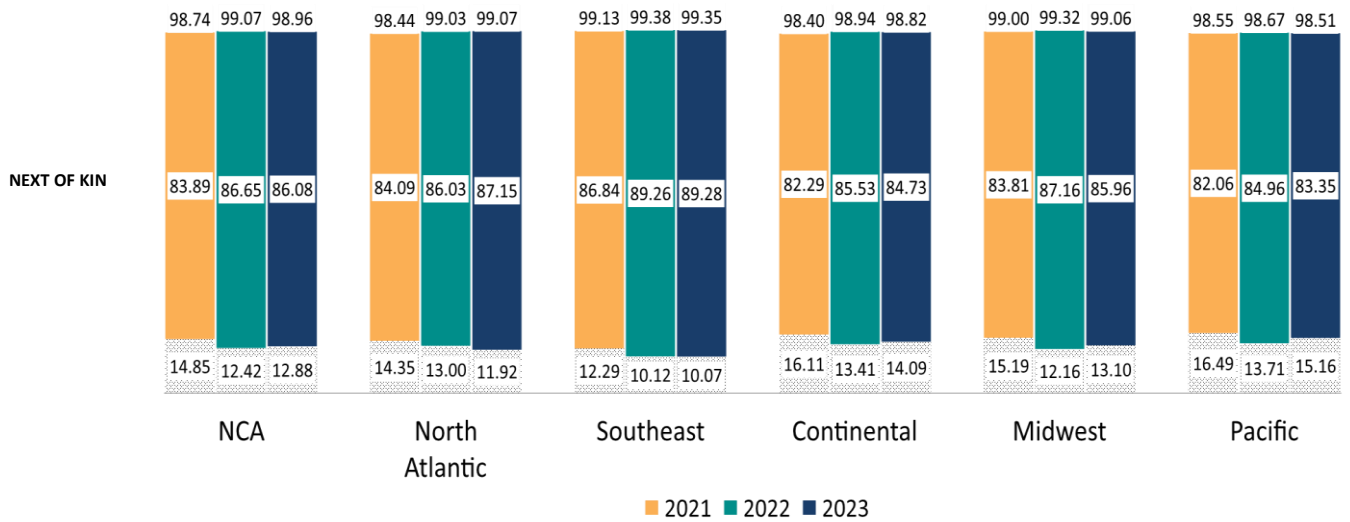
Question 42/34: The overall appearance of the national cemetery is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19563	23185	19484	3555	3826	3179	4183	4739	4129	3080	3680	3005	4695	5383	4520	4050	4898	4124
Strongly agree		83.92%	86.34%	85.89%	84.11%	85.70%	86.85%	86.90%	89.24%	89.30%	82.56%	85.35%	84.69%	83.75%	86.75%	86.00%	81.93%	84.79%	83.15%
Agree		14.78%	12.72%	13.08%	14.37%	13.33%	12.24%	12.22%	10.15%	10.08%	15.84%	13.56%	14.14%	15.17%	12.50%	13.05%	16.54%	13.84%	15.35%
Neither agree nor disagree		1.07%	0.75%	0.81%	1.32%	0.71%	0.57%	0.79%	0.55%	0.48%	1.30%	0.73%	0.80%	0.92%	0.59%	0.82%	1.16%	1.16%	1.29%
Disagree		0.16%	0.09%	0.12%	0.14%	0.16%	0.13%	0.05%	0.04%	0.15%	0.19%	0.16%	0.23%	0.13%	0.04%	0.04%	0.32%	0.10%	0.10%
Strongly disagree		0.06%	0.10%	0.10%	0.06%	0.10%	0.22%	0.05%	0.02%	0.00%	0.10%	0.19%	0.13%	0.04%	0.11%	0.09%	0.05%	0.10%	0.12%

## Overall Satisfaction Measures and Key Metrics

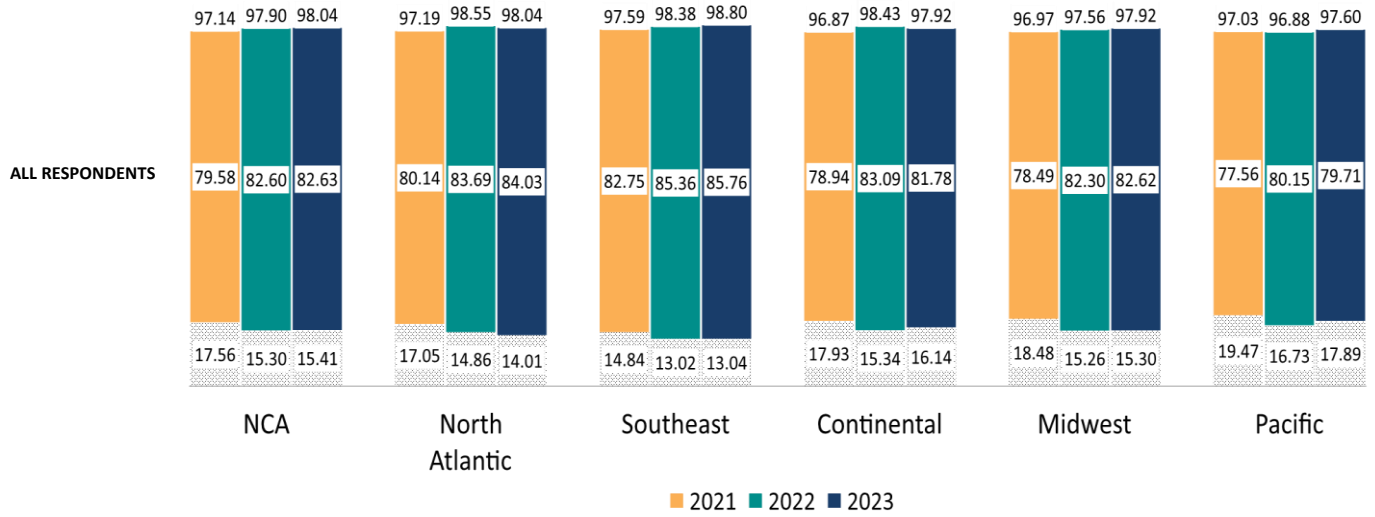
Question 42/34: The overall appearance of the national cemetery is excellent.





## Overall Satisfaction Measures and Key Metrics

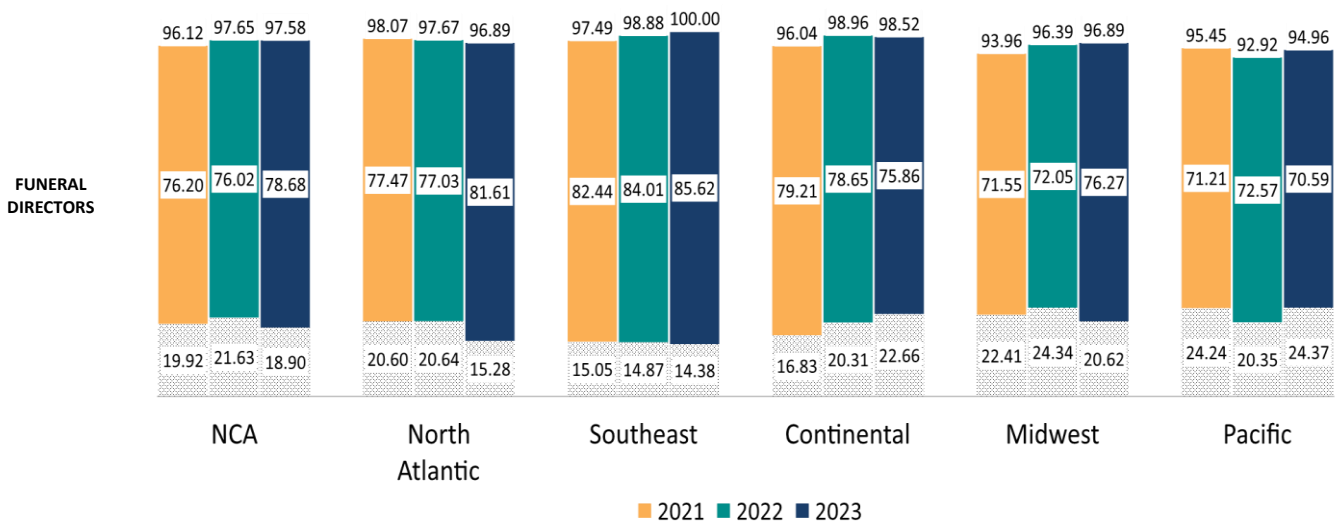
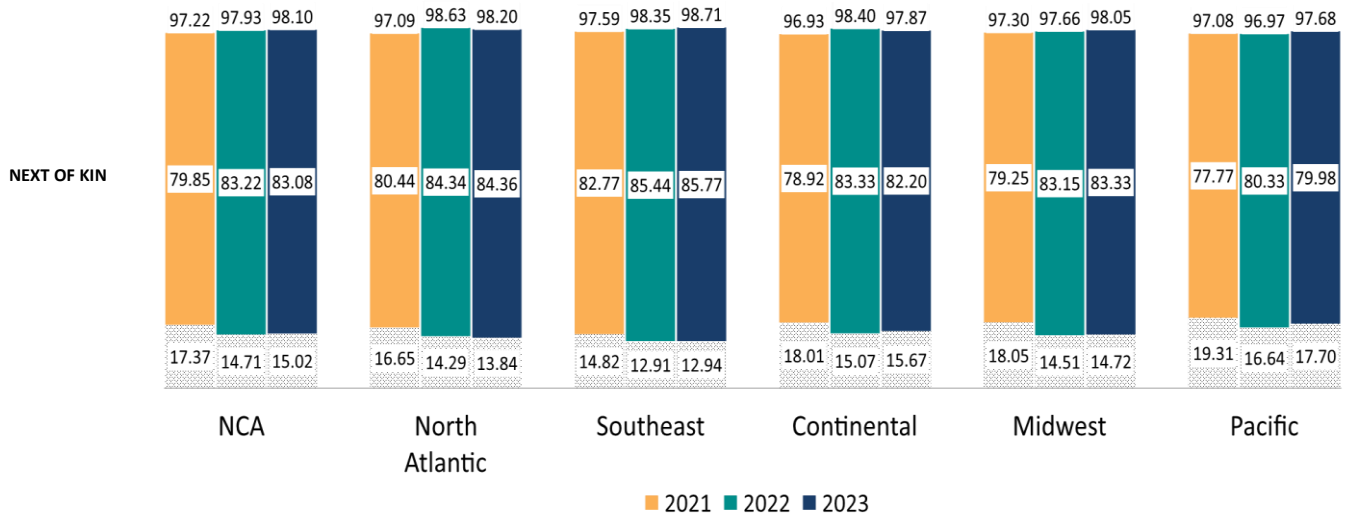
Question 43/35: Overall, I am satisfied with my experience at the national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19755	23374	19625	3595	3857	3212	4226	4769	4163	3101	3702	3018	4724	5418	4535	4109	4968	4169
Strongly agree		79.58%	82.60%	82.63%	80.14%	83.69%	84.03%	82.75%	85.36%	85.76%	78.94%	83.09%	81.78%	78.49%	82.30%	82.62%	77.56%	80.15%	79.71%
Agree		17.56%	15.30%	15.41%	17.05%	14.86%	14.01%	14.84%	13.02%	13.04%	17.93%	15.34%	16.14%	18.48%	15.26%	15.30%	19.47%	16.73%	17.89%
Neither agree nor disagree		1.82%	1.32%	1.16%	2.06%	1.06%	1.18%	1.28%	1.09%	0.70%	2.10%	0.68%	1.13%	1.91%	1.61%	1.15%	1.85%	1.91%	1.58%
Disagree		0.71%	0.50%	0.48%	0.42%	0.18%	0.40%	0.85%	0.38%	0.31%	0.71%	0.51%	0.53%	0.72%	0.57%	0.60%	0.80%	0.81%	0.53%
Strongly disagree		0.33%	0.28%	0.32%	0.33%	0.21%	0.37%	0.28%	0.15%	0.19%	0.32%	0.38%	0.43%	0.40%	0.26%	0.33%	0.32%	0.40%	0.29%

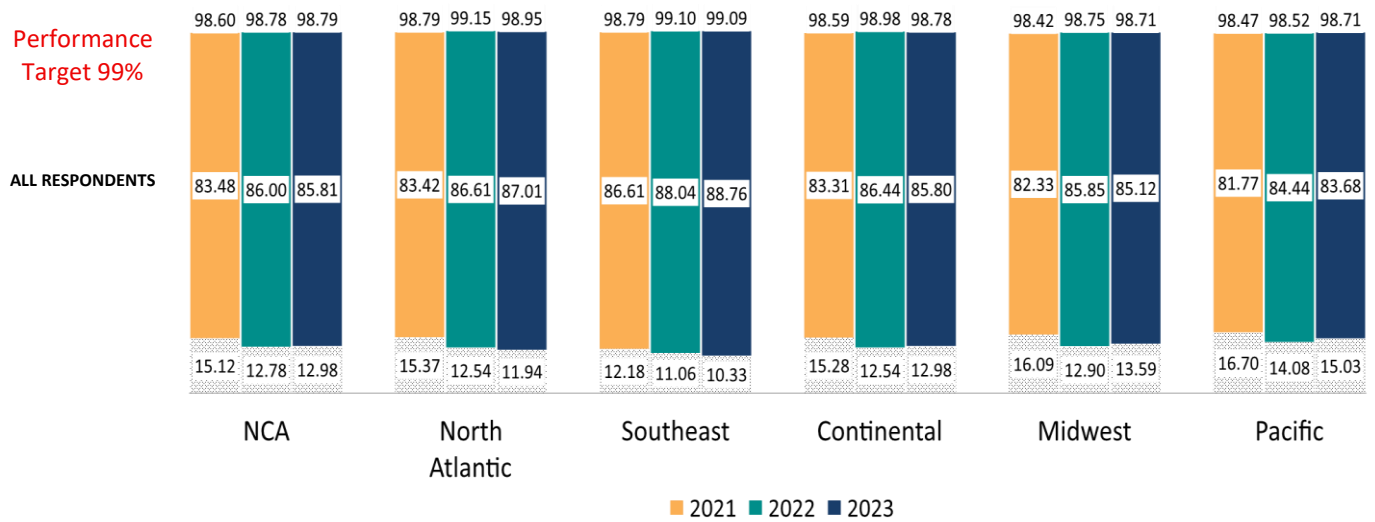
## Overall Satisfaction Measures and Key Metrics

Question 43/35: Overall, I am satisfied with my experience at the national cemetery.



## Overall Satisfaction Measures and Key Metrics

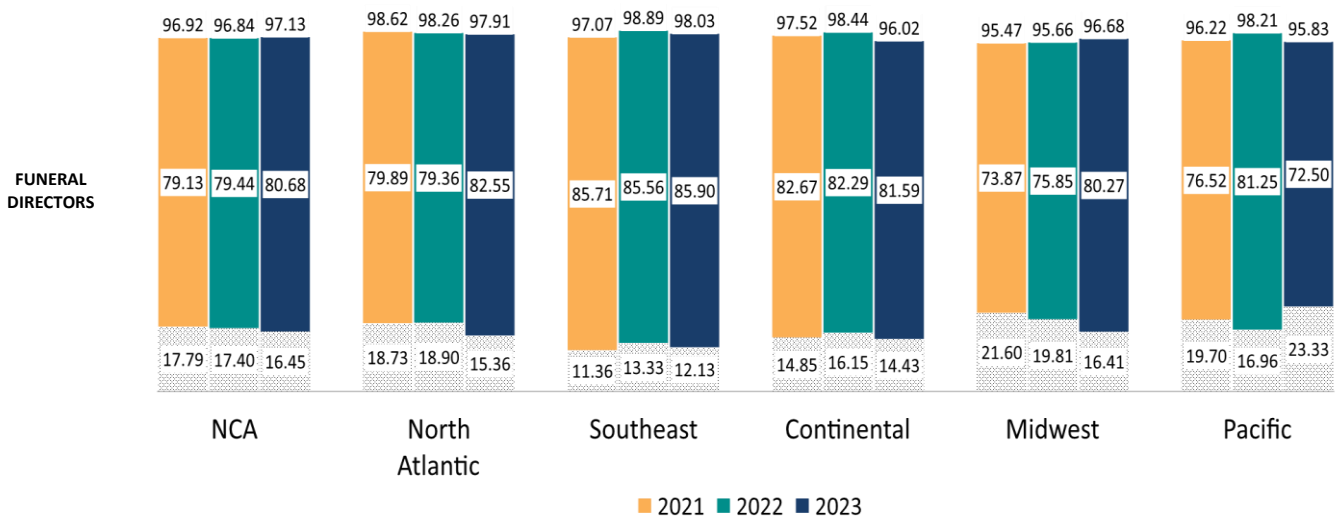
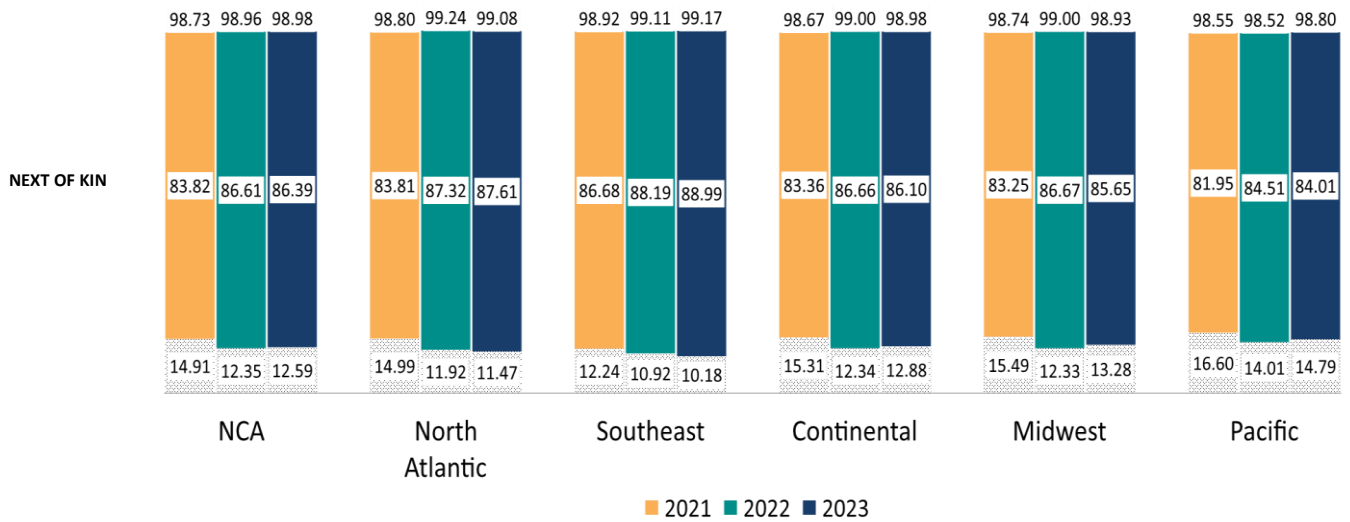
Question 44/36: I would recommend the cemetery to Veteran families during their time of need.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19840	23450	19680	3618	3876	3217	4243	4783	4164	3116	3701	3028	4737	5434	4556	4126	4994	4184
Strongly agree		83.48%	86.00%	85.81%	83.42%	86.61%	87.01%	86.61%	88.04%	88.76%	83.31%	86.44%	85.80%	82.33%	85.85%	85.12%	81.77%	84.44%	83.68%
Agree		15.12%	12.78%	12.98%	15.37%	12.54%	11.94%	12.18%	11.06%	10.33%	15.28%	12.54%	12.98%	16.09%	12.90%	13.59%	16.70%	14.08%	15.03%
Neither agree nor disagree		1.15%	0.99%	0.97%	0.94%	0.57%	0.75%	1.01%	0.79%	0.79%	1.19%	0.84%	1.06%	1.29%	0.96%	1.01%	1.31%	1.24%	1.00%
Disagree		0.14%	0.10%	0.13%	0.19%	0.10%	0.12%	0.12%	0.04%	0.07%	0.10%	0.03%	0.07%	0.19%	0.11%	0.20%	0.10%	0.16%	0.14%
Strongly disagree		0.10%	0.13%	0.11%	0.08%	0.18%	0.19%	0.07%	0.06%	0.05%	0.13%	0.16%	0.10%	0.11%	0.18%	0.09%	0.12%	0.08%	0.14%

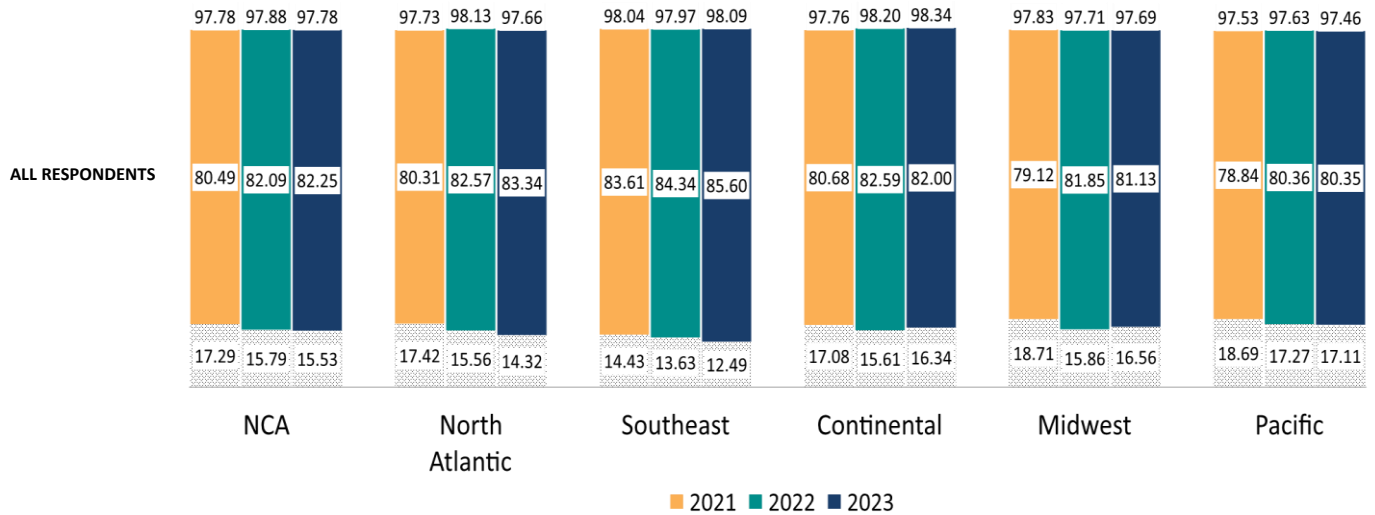
## Overall Satisfaction Measures and Key Metrics

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



## Overall Satisfaction Measures and Key Metrics

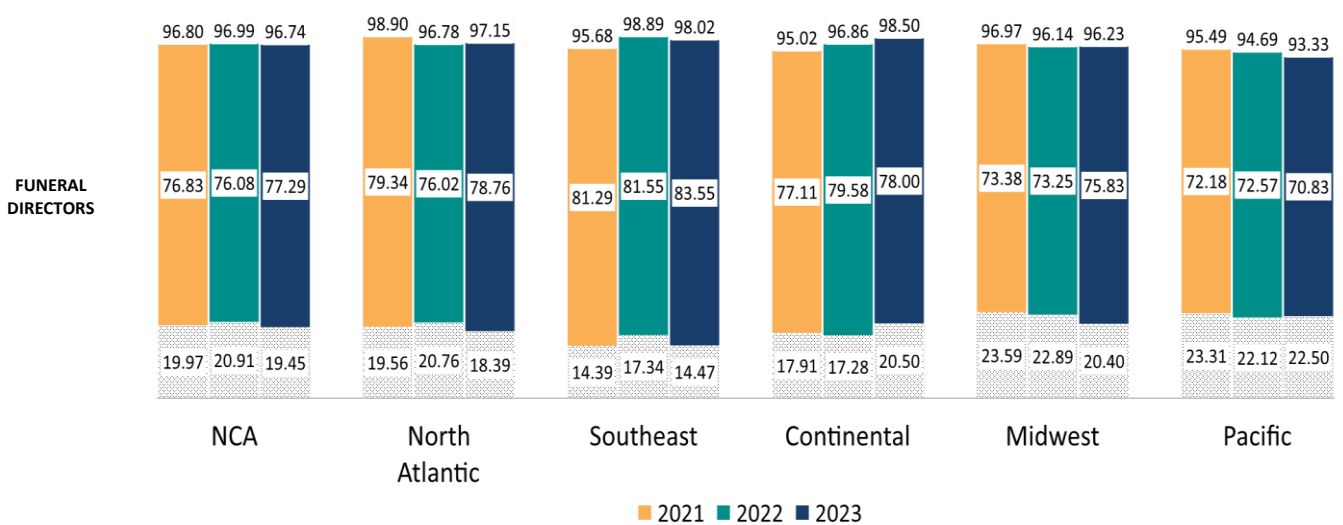
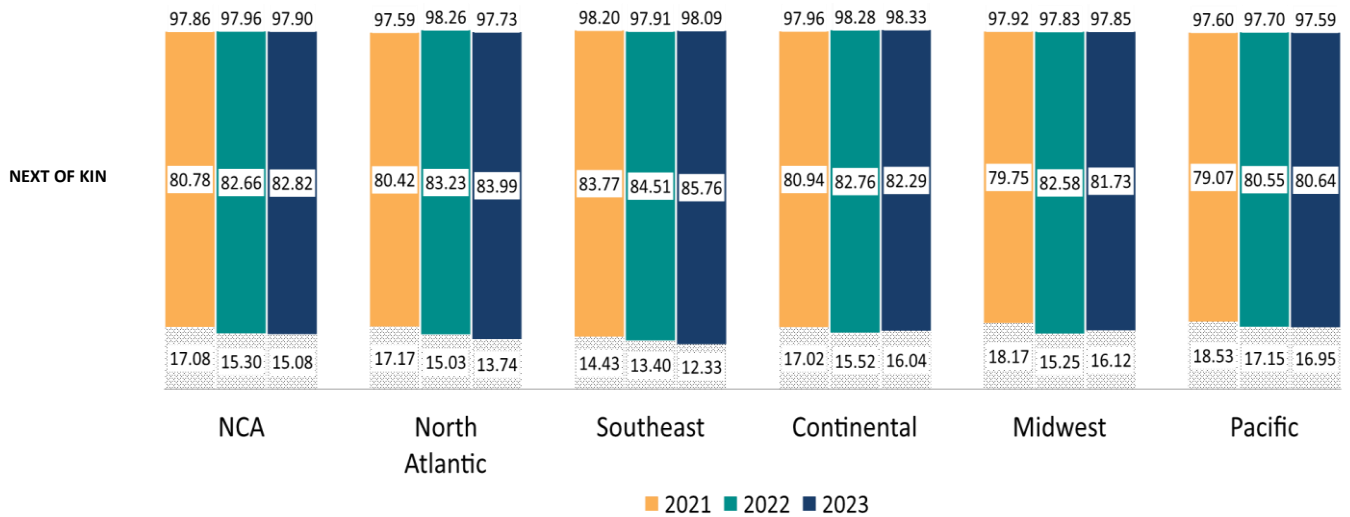
**Question 45/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19374	22749	19158	3519	3735	3122	4173	4673	4076	3039	3607	2956	4640	5266	4409	4003	4806	4062
Strongly agree		80.49%	82.09%	82.25%	80.31%	82.57%	83.34%	83.61%	84.34%	85.60%	80.68%	82.59%	82.00%	79.12%	81.85%	81.13%	78.84%	80.36%	80.35%
Agree		17.29%	15.79%	15.53%	17.42%	15.56%	14.32%	14.43%	13.63%	12.49%	17.08%	15.61%	16.34%	18.71%	15.86%	16.56%	18.69%	17.27%	17.11%
Neither agree nor disagree		1.95%	1.76%	1.86%	2.02%	1.63%	1.92%	1.77%	1.67%	1.62%	1.91%	1.52%	1.45%	1.79%	1.94%	1.91%	2.27%	1.91%	2.14%
Disagree		0.18%	0.20%	0.21%	0.17%	0.11%	0.16%	0.12%	0.24%	0.17%	0.20%	0.14%	0.17%	0.28%	0.19%	0.27%	0.10%	0.23%	0.25%
Strongly disagree		0.10%	0.16%	0.15%	0.09%	0.13%	0.26%	0.07%	0.13%	0.12%	0.13%	0.14%	0.03%	0.11%	0.17%	0.14%	0.10%	0.23%	0.15%

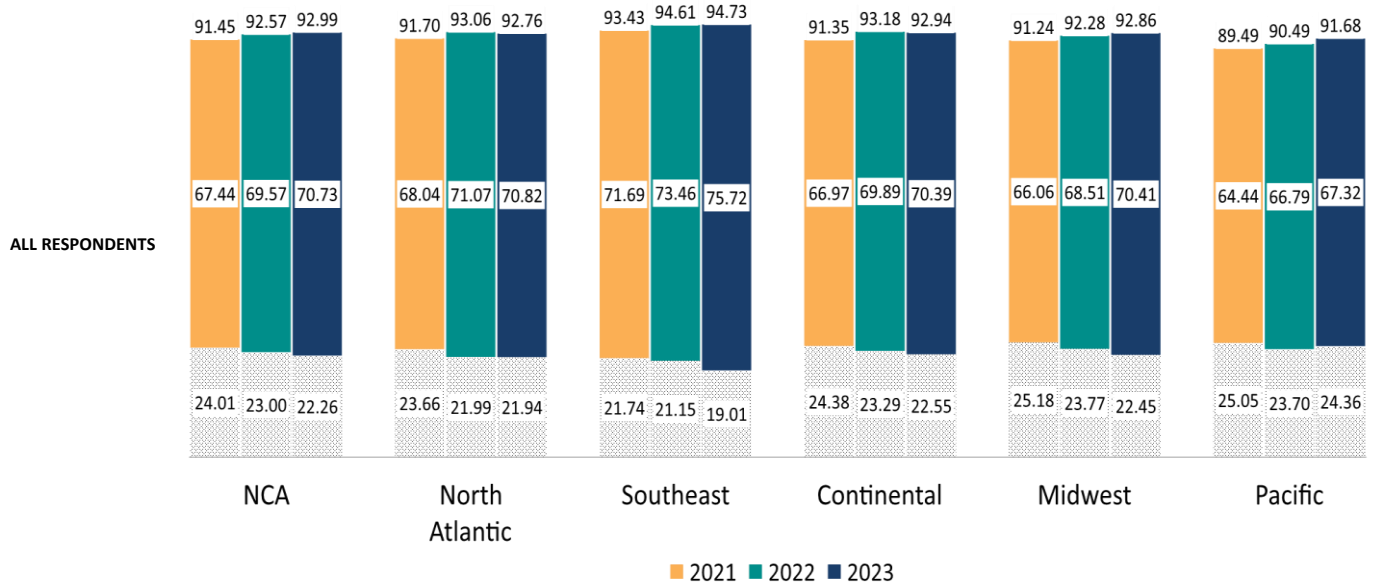
## Overall Satisfaction Measures and Key Metrics

**Question 45/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**



## Overall Satisfaction Measures and Key Metrics

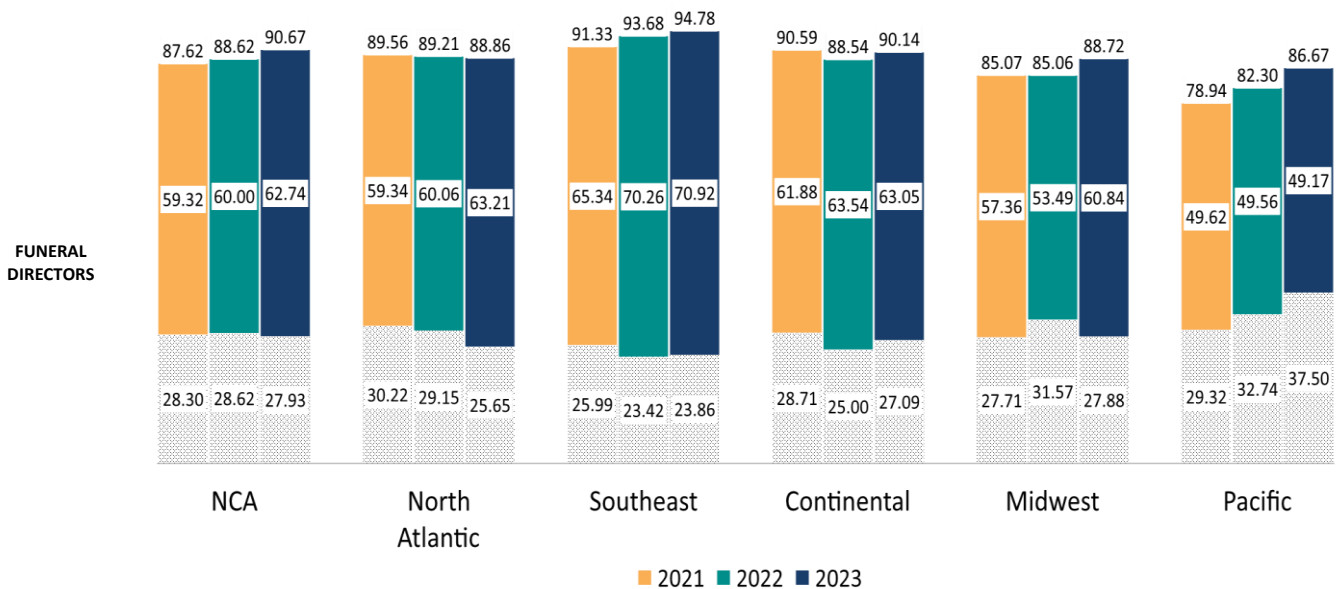
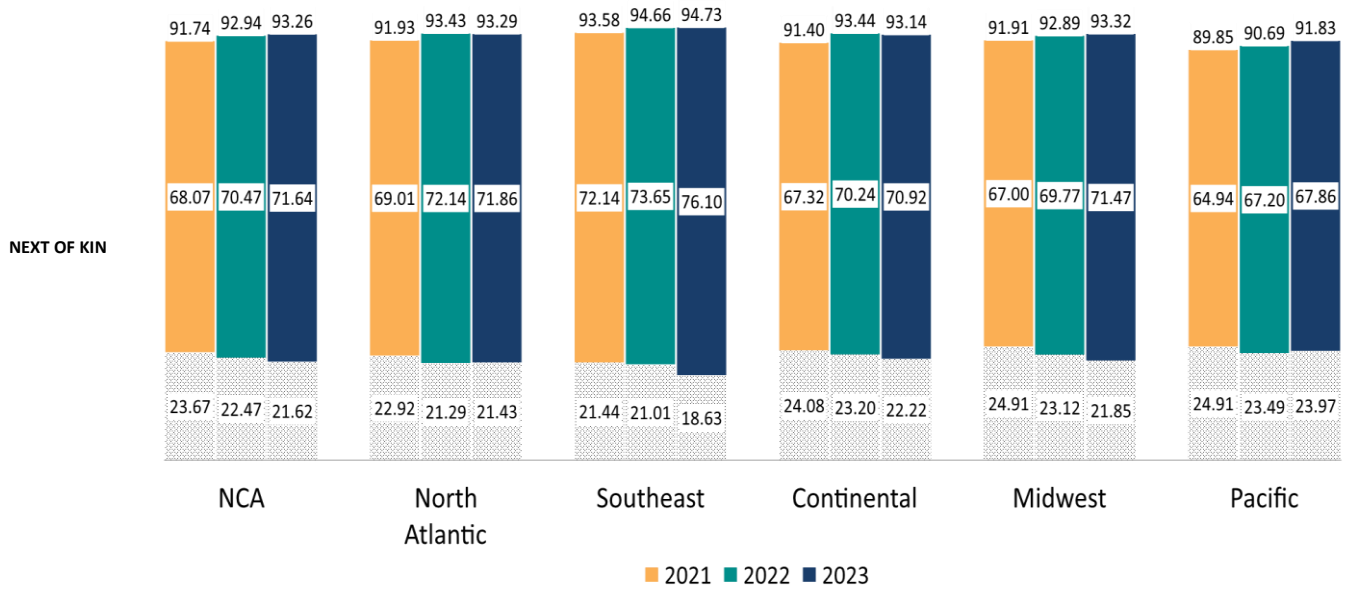
### Question 47/39: My experiences with the national cemetery exceeded my expectations.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		19736	23329	19590	3601	3857	3204	4232	4762	4155	3097	3697	3016	4714	5393	4525	4092	4957	4159
<b>Strongly agree</b>		67.44%	69.57%	70.73%	68.04%	71.07%	70.82%	71.69%	73.46%	75.72%	66.97%	69.89%	70.39%	66.06%	68.51%	70.41%	64.44%	66.79%	67.32%
<b>Agree</b>		24.01%	23.00%	22.26%	23.66%	21.99%	21.94%	21.74%	21.15%	19.01%	24.38%	23.29%	22.55%	25.18%	23.77%	22.45%	25.05%	23.70%	24.36%
<b>Neither agree nor disagree</b>		6.94%	6.10%	5.84%	6.97%	5.91%	6.24%	5.10%	4.41%	4.31%	6.97%	5.68%	5.97%	7.09%	6.19%	5.92%	8.60%	7.61%	6.92%
<b>Disagree</b>		1.19%	0.94%	0.78%	1.03%	0.70%	0.62%	1.09%	0.78%	0.72%	1.19%	0.68%	0.70%	1.21%	1.09%	0.77%	1.39%	1.37%	0.96%
<b>Strongly disagree</b>		0.43%	0.39%	0.38%	0.31%	0.34%	0.37%	0.38%	0.21%	0.24%	0.48%	0.46%	0.40%	0.47%	0.43%	0.44%	0.51%	0.52%	0.43%

## Overall Satisfaction Measures and Key Metrics

Question 47/39: My experiences with the national cemetery exceeded my expectations.





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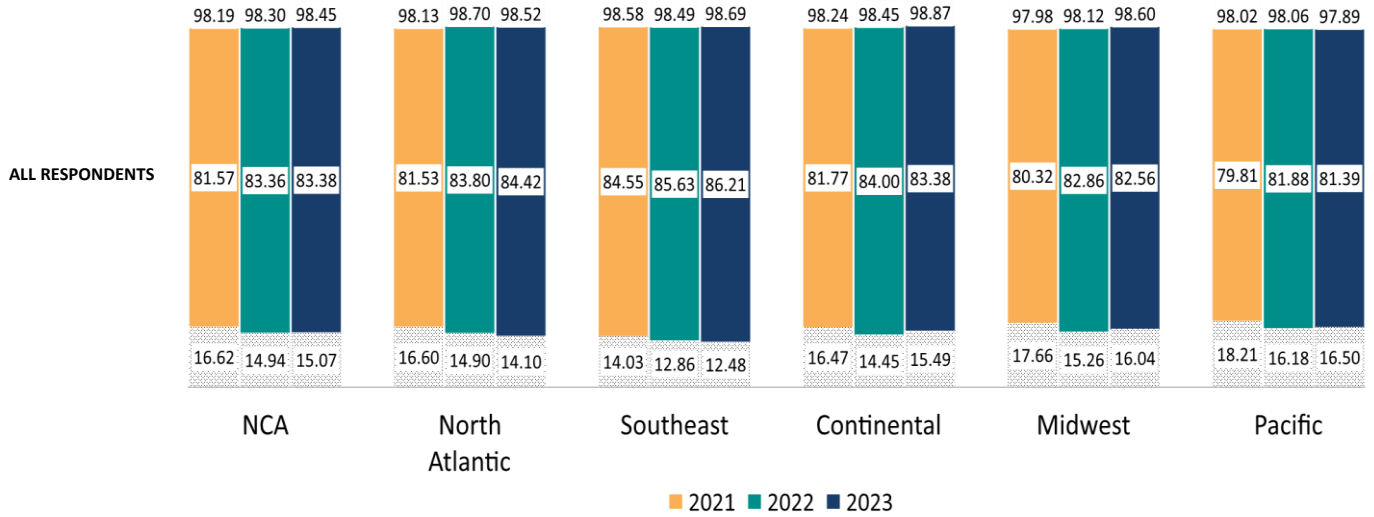
## TRUST

### SECTION DESCRIPTION

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

## Trust

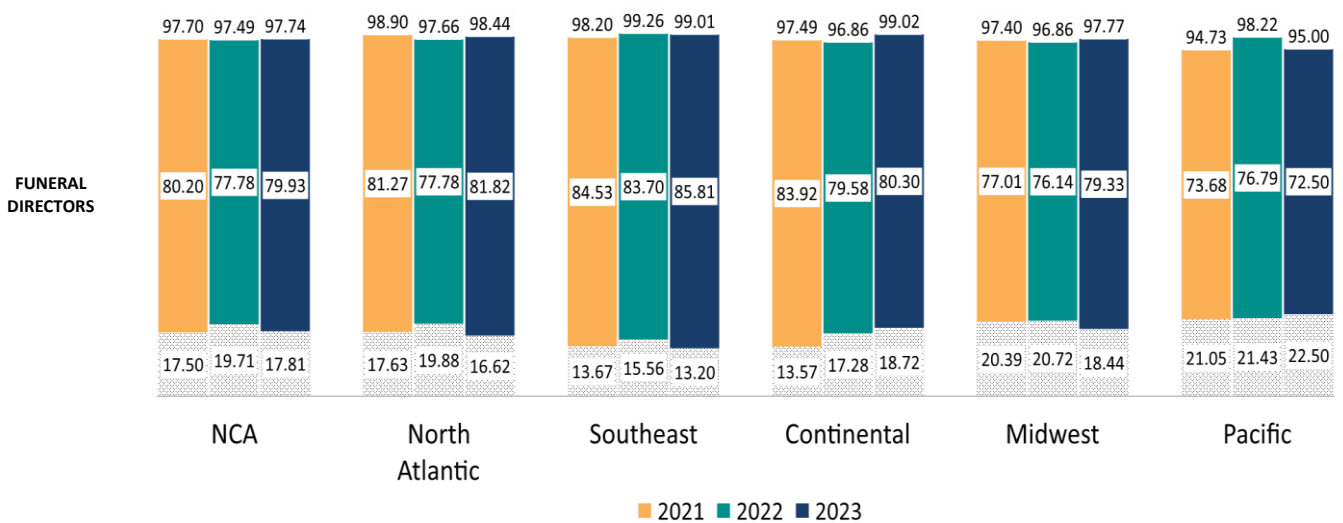
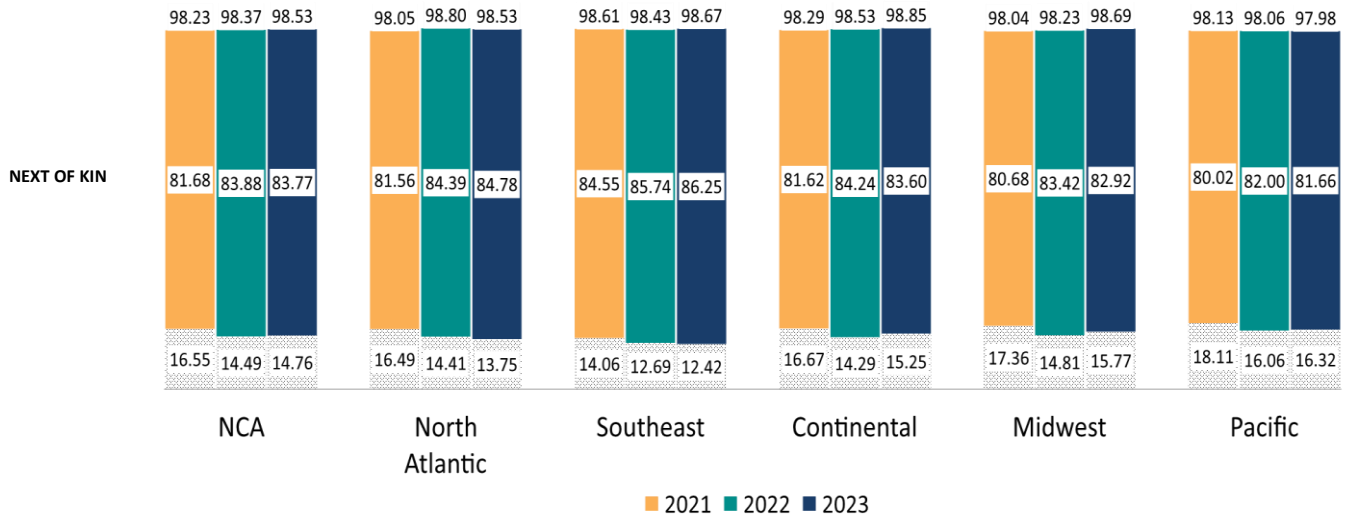
**Question 46/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19666	23184	19460	3584	3826	3178	4219	4745	4120	3066	3669	2996	4700	5379	4502	4097	4906	4133
Strongly agree		81.57%	83.36%	83.38%	81.53%	83.80%	84.42%	84.55%	85.63%	86.21%	81.77%	84.00%	83.38%	80.32%	82.86%	82.56%	79.81%	81.88%	81.39%
Agree		16.62%	14.94%	15.07%	16.60%	14.90%	14.10%	14.03%	12.86%	12.48%	16.47%	14.45%	15.49%	17.66%	15.26%	16.04%	18.21%	16.18%	16.50%
Neither agree nor disagree		1.63%	1.50%	1.36%	1.70%	1.12%	1.23%	1.23%	1.37%	1.07%	1.53%	1.36%	1.03%	1.79%	1.65%	1.24%	1.88%	1.71%	1.91%
Disagree		0.13%	0.09%	0.10%	0.11%	0.05%	0.09%	0.12%	0.08%	0.19%	0.16%	0.08%	0.03%	0.19%	0.09%	0.07%	0.05%	0.12%	0.12%
Strongly disagree		0.06%	0.10%	0.09%	0.06%	0.13%	0.16%	0.07%	0.06%	0.05%	0.07%	0.11%	0.07%	0.04%	0.13%	0.09%	0.05%	0.10%	0.07%

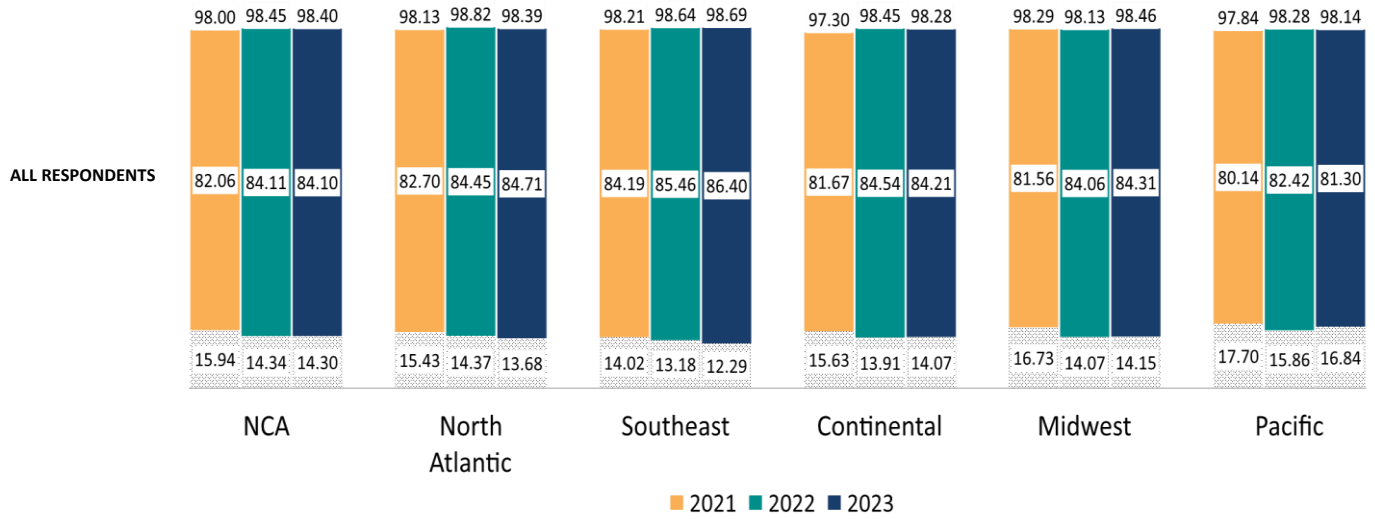
## Trust

**Question 46/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**



# Trust

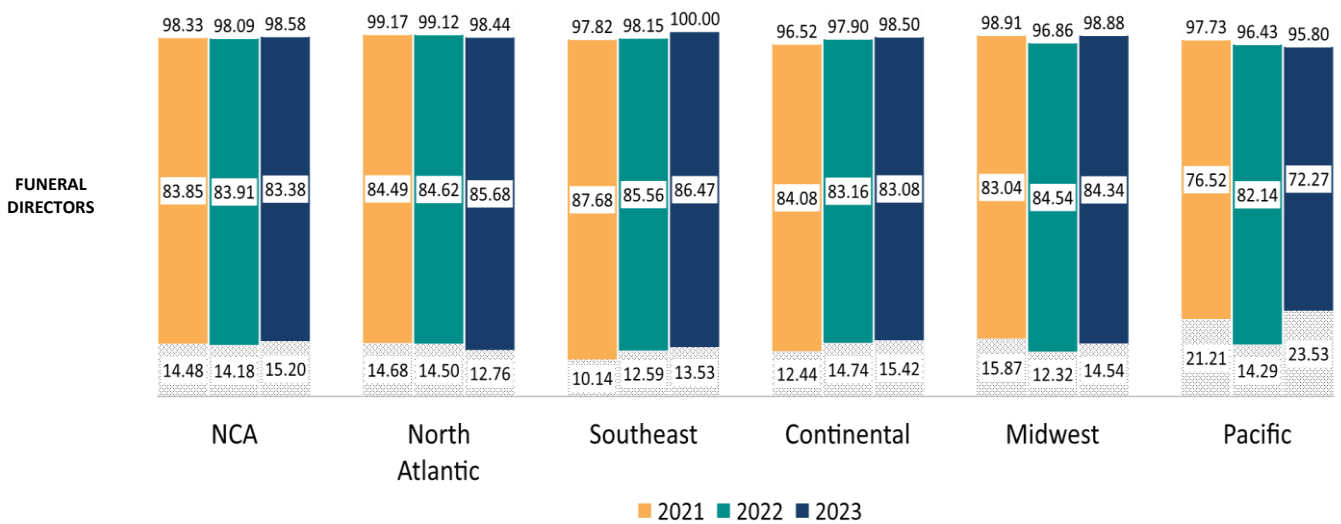
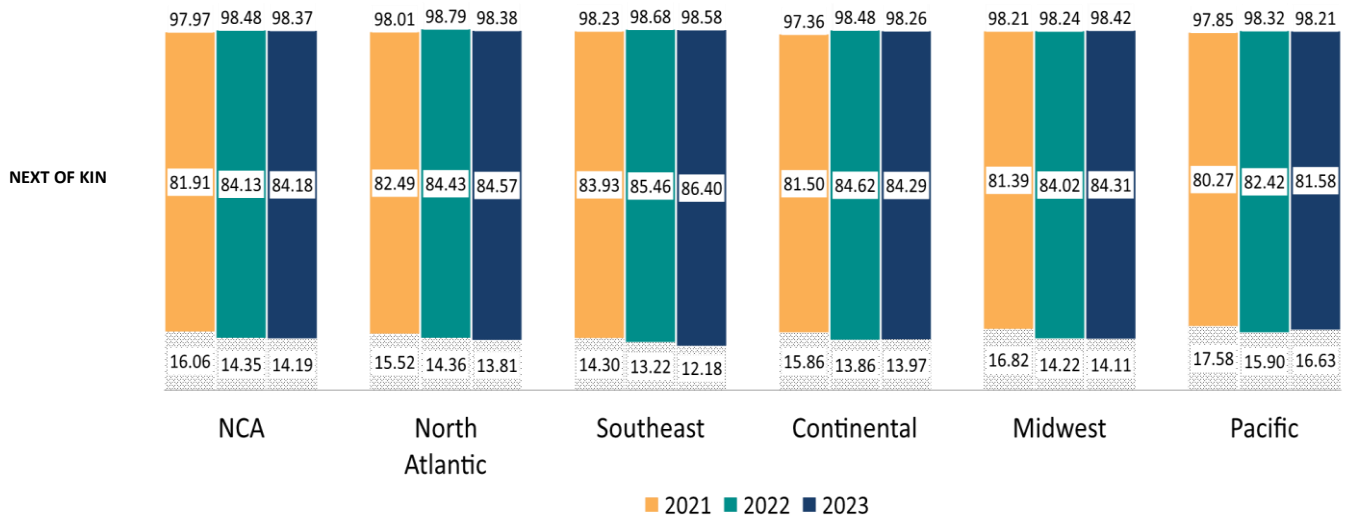
Question 35/27: The cemetery honors all Veterans and their service to our nation.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		18957	22419	18832	3480	3716	3093	4073	4582	3964	2963	3552	2900	4538	5202	4366	3903	4709	3979
Strongly agree		82.06%	84.11%	84.10%	82.70%	84.45%	84.71%	84.19%	85.46%	86.40%	81.67%	84.54%	84.21%	81.56%	84.06%	84.31%	80.14%	82.42%	81.30%
Agree		15.94%	14.34%	14.30%	15.43%	14.37%	13.68%	14.02%	13.18%	12.29%	15.63%	13.91%	14.07%	16.73%	14.07%	14.15%	17.70%	15.86%	16.84%
Neither agree nor disagree		1.66%	1.28%	1.32%	1.44%	0.94%	1.29%	1.45%	1.16%	1.01%	2.13%	1.13%	1.31%	1.59%	1.58%	1.37%	1.79%	1.49%	1.58%
Disagree		0.22%	0.17%	0.15%	0.29%	0.13%	0.16%	0.20%	0.17%	0.18%	0.37%	0.25%	0.31%	0.11%	0.12%	0.09%	0.20%	0.15%	0.08%
Strongly disagree		0.13%	0.11%	0.13%	0.14%	0.11%	0.16%	0.15%	0.02%	0.13%	0.20%	0.17%	0.10%	0.02%	0.17%	0.07%	0.15%	0.08%	0.20%

# Trust

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



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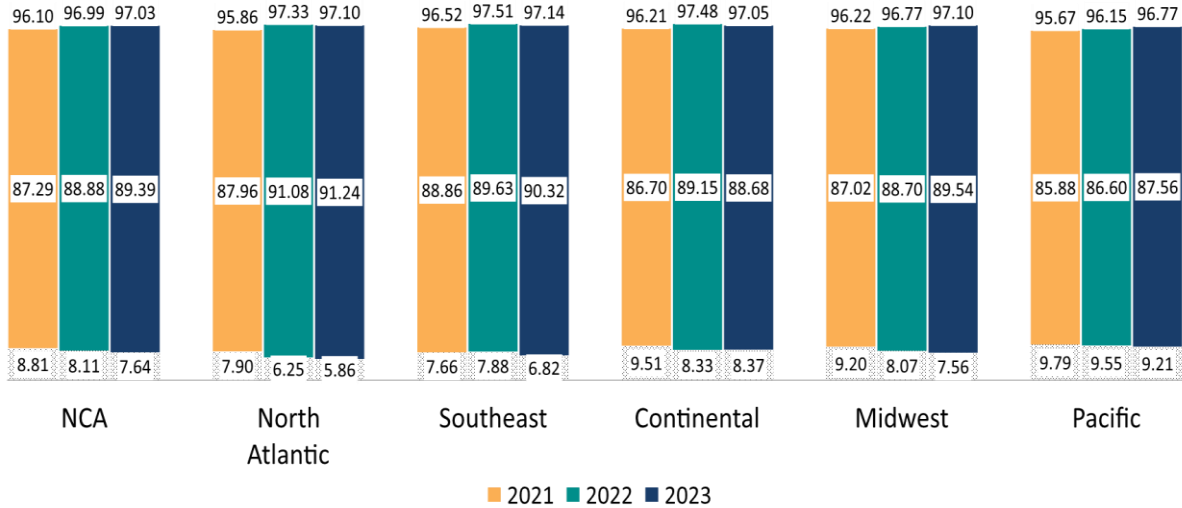
## Satisfaction with Information and Communication: Next of Kin

### SECTION DESCRIPTION

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

## Satisfaction with Information and Communication: Next of Kin

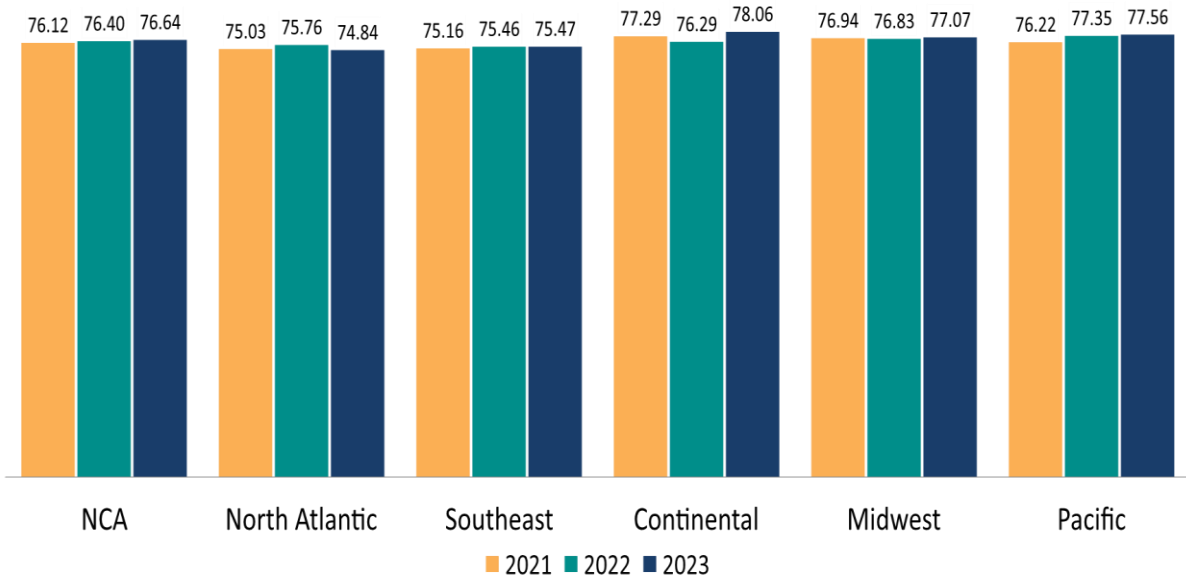
**Question 9: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		18723	21578	17734	3330	3552	2831	4049	4542	3885	2933	3529	2818	4346	5046	4112	4065	4909	4084
<b>Very satisfied</b>		87.29%	88.88%	89.39%	87.96%	91.08%	91.24%	88.86%	89.63%	90.32%	86.70%	89.15%	88.68%	87.02%	88.70%	89.54%	85.88%	86.60%	87.56%
<b>Somewhat satisfied</b>		8.81%	8.11%	7.64%	7.90%	6.25%	5.86%	7.66%	7.88%	6.82%	9.51%	8.33%	8.37%	9.20%	8.07%	7.56%	9.79%	9.55%	9.21%
<b>Neither satisfied nor dissatisfied</b>		2.55%	1.92%	1.92%	2.97%	1.97%	1.87%	2.12%	1.56%	1.80%	2.42%	1.56%	1.77%	2.32%	2.16%	1.82%	2.95%	2.22%	2.28%
<b>Somewhat dissatisfied</b>		0.83%	0.65%	0.60%	0.60%	0.53%	0.57%	0.72%	0.55%	0.62%	0.85%	0.40%	0.60%	0.99%	0.59%	0.51%	0.93%	1.08%	0.69%
<b>Very dissatisfied</b>		0.52%	0.44%	0.45%	0.57%	0.17%	0.46%	0.64%	0.37%	0.44%	0.51%	0.57%	0.57%	0.46%	0.48%	0.56%	0.44%	0.55%	0.27%

## Satisfaction with Information and Communication: Next of Kin

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



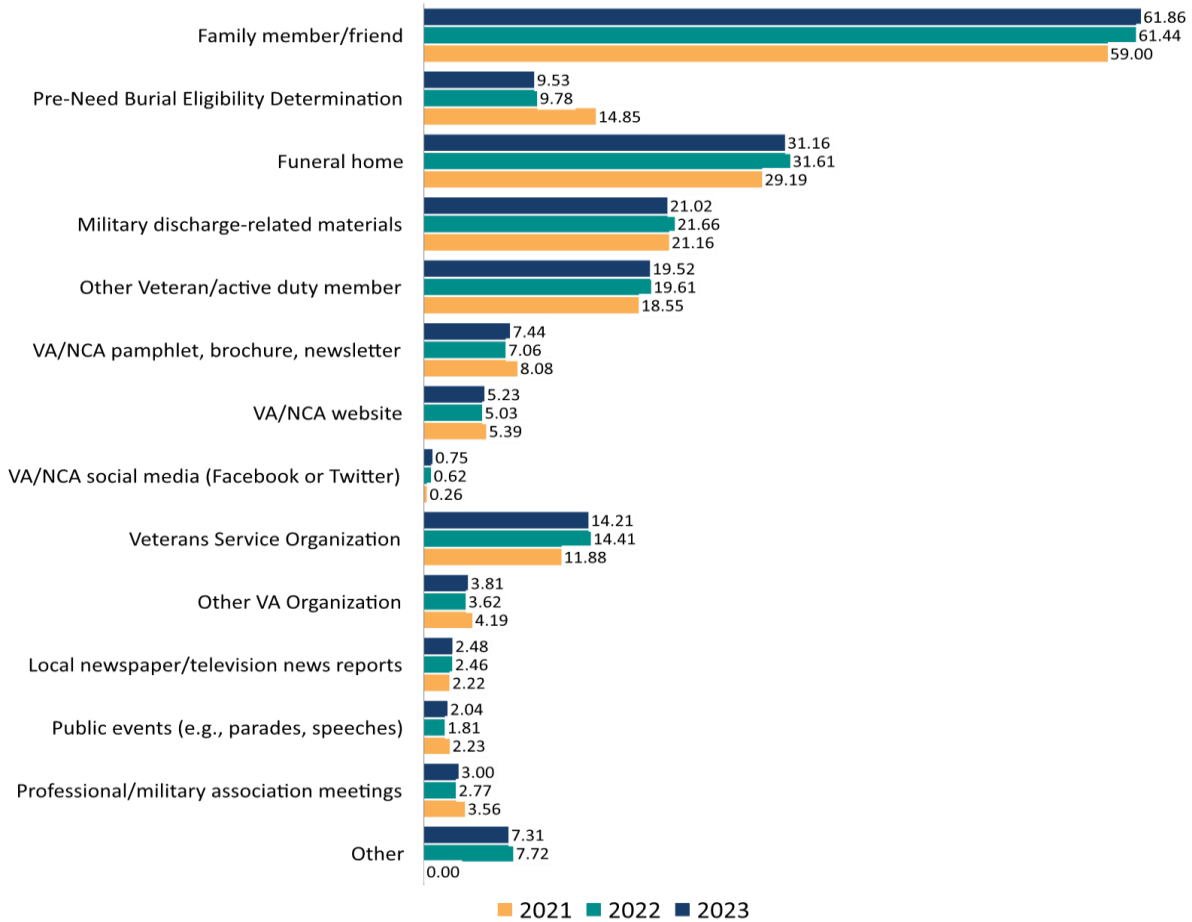
Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		18687	21539	17791	3320	3543	2850	4022	4539	3869	2933	3509	2830	4337	5029	4130	4075	4919	4108
<b>Yes</b>		76.12%	76.40%	76.64%	75.03%	75.76%	74.84%	75.16%	75.46%	75.47%	77.29%	76.29%	78.06%	76.94%	76.83%	77.07%	76.22%	77.35%	77.56%
<b>No</b>		23.88%	23.60%	23.36%	24.97%	24.24%	25.16%	24.84%	24.54%	24.53%	22.71%	23.71%	21.94%	23.06%	23.17%	22.93%	23.78%	22.65%	22.44%



## Satisfaction with Information and Communication: Next of Kin

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



2021: n = 13,701 2022: n = 15,876 2023: n = 13,057

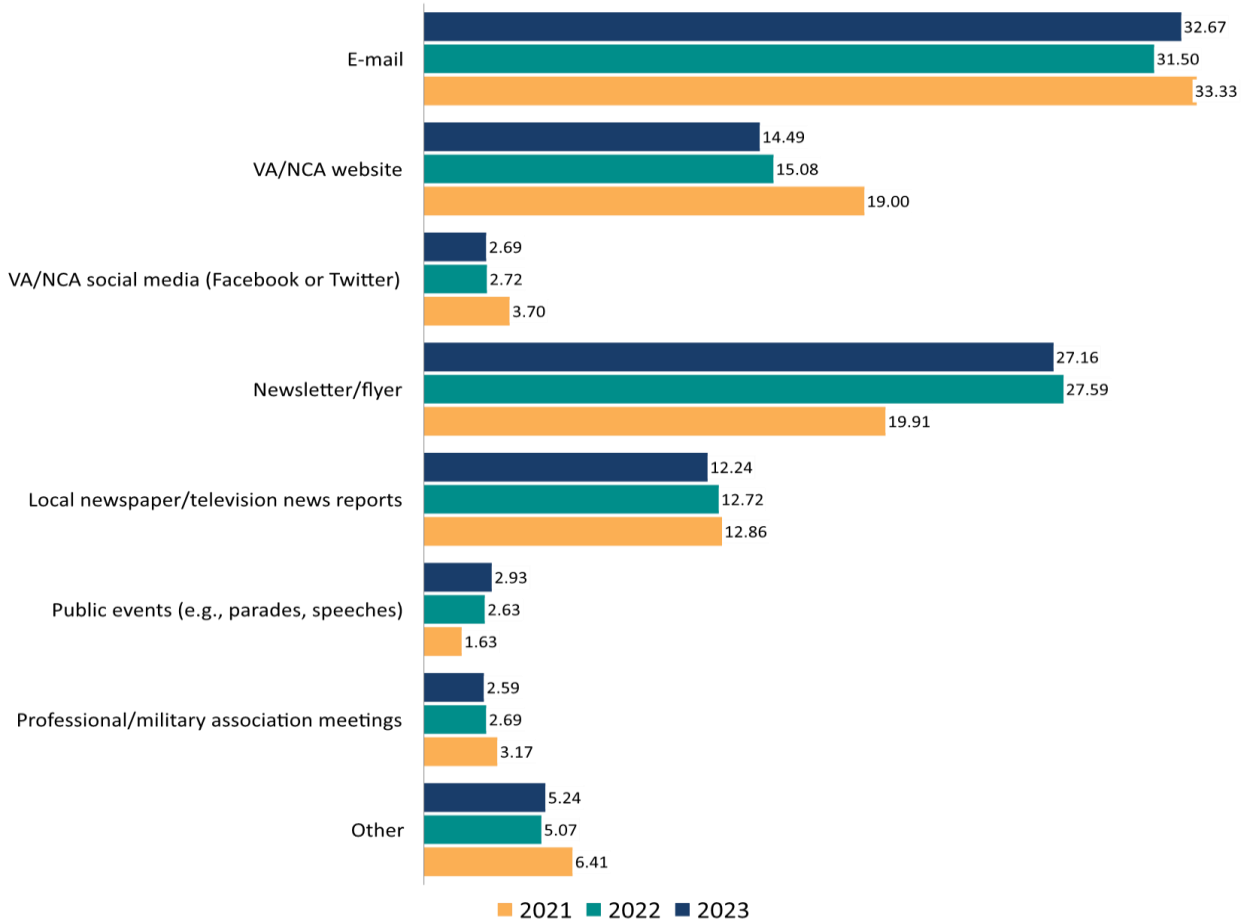
Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: The "Other (specify)" answer option was added to the 2022 survey.

This question only applies to respondents who indicated "Yes" to Question 6 (NoK).

## Satisfaction with Information and Communication: Next of Kin

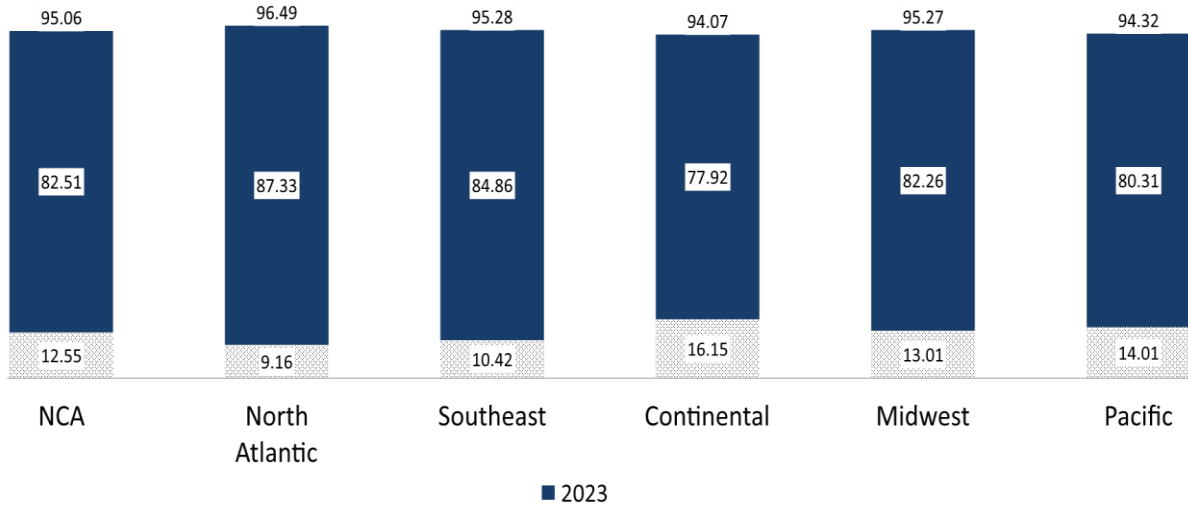
**Question 8: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)**



2021: n = 16,885 2022: n = 19,543 2023: n = 15,963

## Satisfaction with Information and Communication: Next of Kin

**Question 10: How satisfied were you with NCA's available dates and times to schedule your committal service and/or interment?**

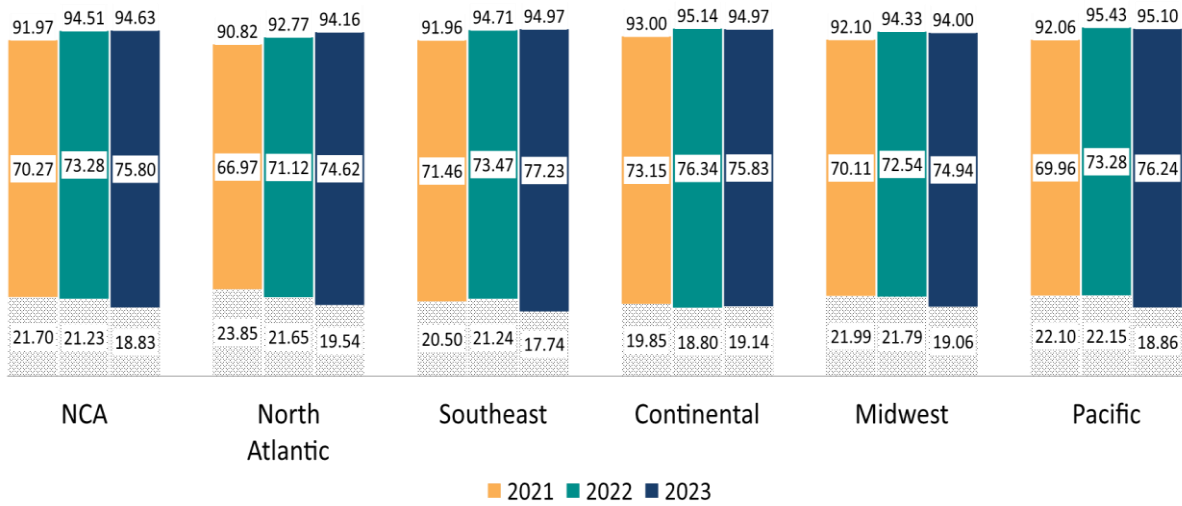


Note: Only 2023 data is available.

		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2023	2023	2023	2023	2023	2023
n		13474	2217	2880	2142	3168	3063
Very satisfied		82.51%	87.33%	84.86%	77.92%	82.26%	80.31%
Somewhat satisfied		12.55%	9.16%	10.42%	16.15%	13.01%	14.01%
Neither satisfied nor dissatisfied		2.84%	2.07%	2.26%	3.41%	2.90%	3.46%
Somewhat dissatisfied		1.73%	1.17%	1.91%	2.05%	1.55%	1.93%
Very dissatisfied		0.37%	0.27%	0.56%	0.47%	0.28%	0.29%

## Satisfaction with Information and Communication: Next of Kin

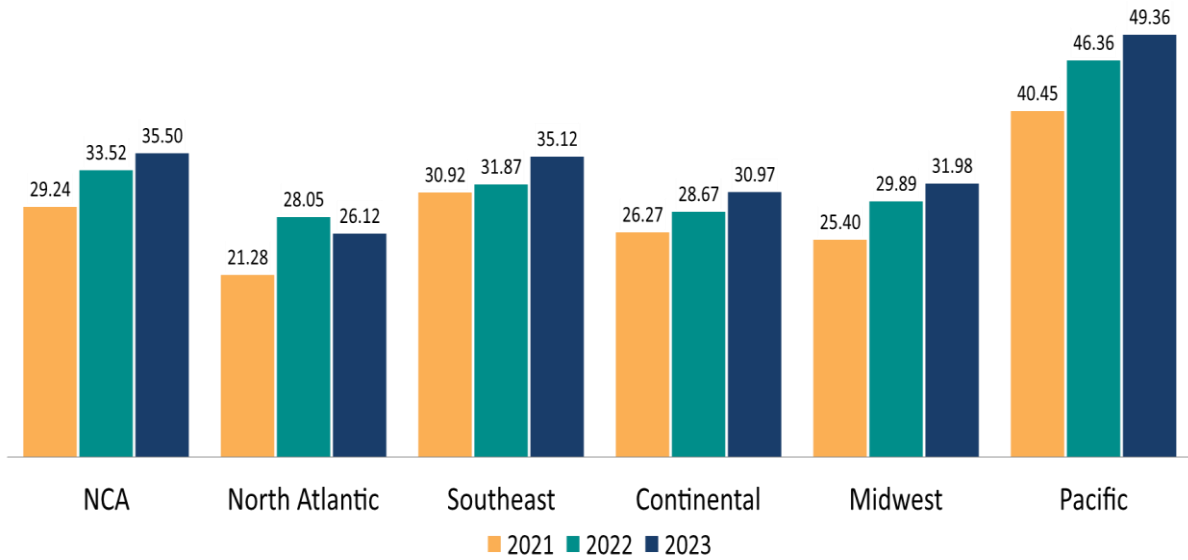
**Question 11: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		14301	16033	10688	2625	2739	1781	3083	3366	2244	2242	2659	1688	3392	3878	2586	2959	3391	2386
<b>Very informed</b>		70.27%	73.28%	75.80%	66.97%	71.12%	74.62%	71.46%	73.47%	77.23%	73.15%	76.34%	75.83%	70.11%	72.54%	74.94%	69.96%	73.28%	76.24%
<b>Somewhat informed</b>		21.70%	21.23%	18.83%	23.85%	21.65%	19.54%	20.50%	21.24%	17.74%	19.85%	18.80%	19.14%	21.99%	21.79%	19.06%	22.10%	22.15%	18.86%
<b>Neither informed nor uninformed</b>		4.18%	2.75%	2.89%	4.91%	4.13%	3.54%	4.35%	3.03%	2.63%	3.66%	2.67%	2.61%	3.89%	2.37%	3.33%	4.09%	1.86%	2.39%
<b>Somewhat uninformed</b>		2.10%	1.67%	1.57%	2.36%	1.86%	1.29%	1.91%	1.37%	1.47%	1.83%	1.39%	1.60%	2.30%	2.11%	1.82%	2.03%	1.53%	1.59%
<b>Very uninformed</b>		1.76%	1.07%	0.91%	1.90%	1.24%	1.01%	1.78%	0.89%	0.94%	1.52%	0.79%	0.83%	1.71%	1.19%	0.85%	1.82%	1.18%	0.92%

## Satisfaction with Information and Communication: Next of Kin

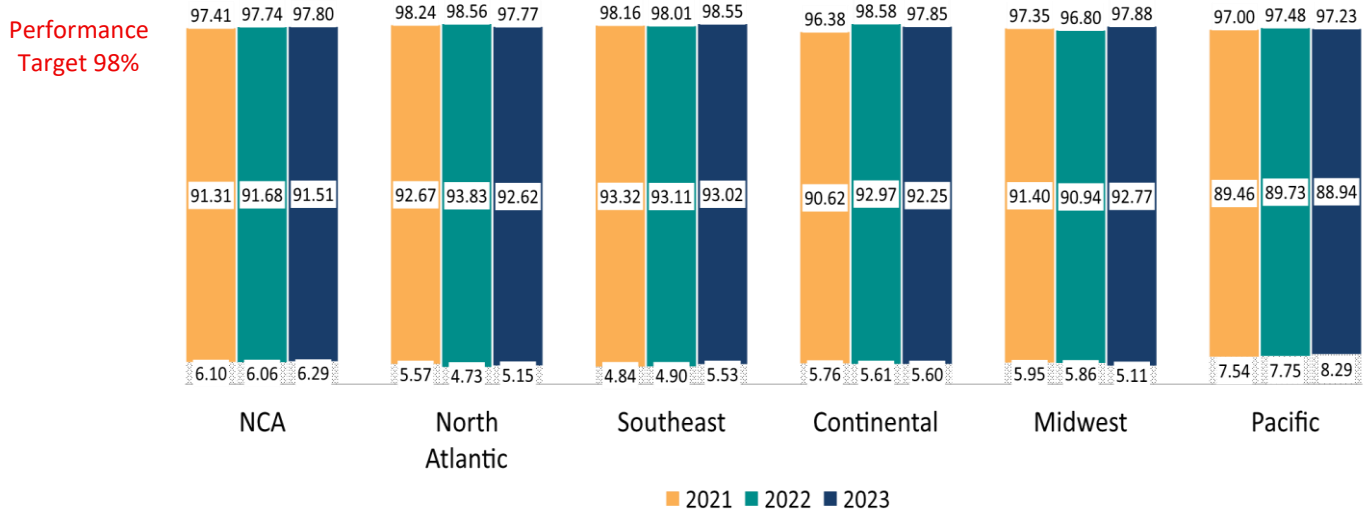
**Question 12: Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		18104	21014	17238	3229	3483	2783	3907	4434	3770	2855	3439	2754	4212	4921	4021	3901	4737	3906
<b>Yes</b>		29.24%	33.52%	35.50%	21.28%	28.05%	26.12%	30.92%	31.87%	35.12%	26.27%	28.67%	30.97%	25.40%	29.89%	31.98%	40.45%	46.36%	49.36%
<b>No, a funeral director scheduled it on my behalf</b>		70.76%	66.48%	64.50%	78.72%	71.95%	73.88%	69.08%	68.13%	64.88%	73.73%	71.33%	69.03%	74.60%	70.11%	68.02%	59.55%	53.64%	50.64%

## Satisfaction with Information and Communication: Next of Kin

### Question 13: How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?

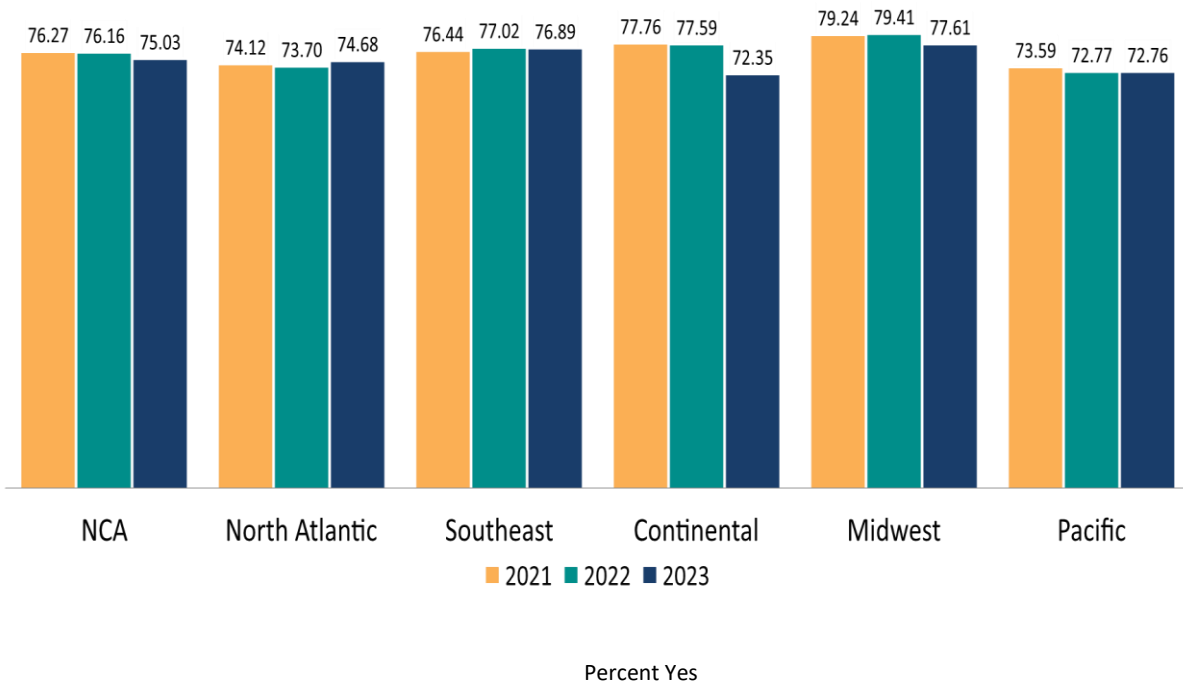


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		5249	7011	6040	682	972	718	1198	1408	1303	746	981	839	1058	1468	1272	1565	2182	1907
Very satisfied		91.31%	91.68%	91.51%	92.67%	93.83%	92.62%	93.32%	93.11%	93.02%	90.62%	92.97%	92.25%	91.40%	90.94%	92.77%	89.46%	89.73%	88.94%
Somewhat satisfied		6.10%	6.06%	6.29%	5.57%	4.73%	5.15%	4.84%	4.90%	5.53%	5.76%	5.61%	5.60%	5.95%	5.86%	5.11%	7.54%	7.75%	8.29%
Neither satisfied nor dissatisfied		1.45%	0.88%	1.01%	1.17%	0.51%	1.25%	0.92%	0.92%	0.69%	1.88%	0.61%	0.83%	1.61%	1.09%	1.02%	1.66%	1.01%	1.21%
Somewhat dissatisfied		0.88%	0.98%	0.83%	0.29%	0.72%	0.28%	0.67%	0.71%	0.46%	1.21%	0.41%	0.72%	0.85%	1.50%	1.02%	1.15%	1.19%	1.21%
Very dissatisfied		0.27%	0.39%	0.36%	0.29%	0.21%	0.70%	0.25%	0.36%	0.31%	0.54%	0.41%	0.60%	0.19%	0.61%	0.08%	0.19%	0.32%	0.37%

Note: This question only applies to respondents who indicated "Yes" to Question 12 (NoK).

## Satisfaction with Information and Communication: Next of Kin

**Question 27: Did you receive a certificate signed by the President of the United States honoring the Veteran’s service?**



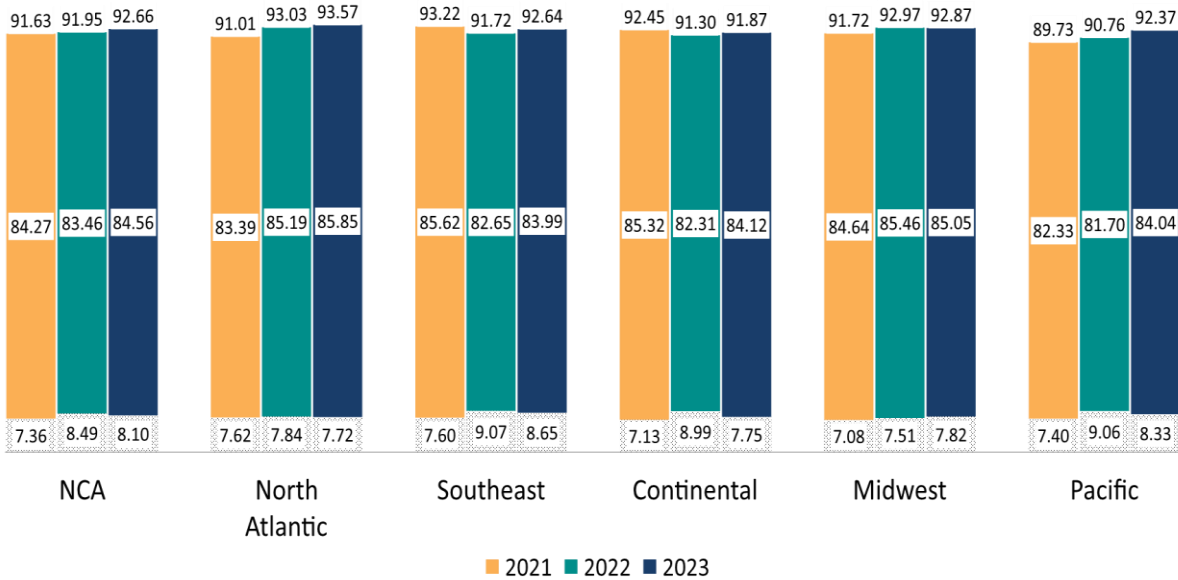
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		14149	17088	13912	2434	2738	2129	3124	3686	3089	2230	2802	2257	3256	3958	3261	3105	3904	3172
<b>Yes</b>		76.27%	76.16%	75.03%	74.12%	73.70%	74.68%	76.44%	77.02%	76.89%	77.76%	77.59%	72.35%	79.24%	79.41%	77.61%	73.59%	72.77%	72.76%
<b>No</b>		23.73%	23.84%	24.97%	25.88%	26.30%	25.32%	23.56%	22.98%	23.11%	22.24%	22.41%	27.65%	20.76%	20.59%	22.39%	26.41%	27.23%	27.24%

The Veteran status of the interred loved one is not self-reported. Veteran status of the interred loved one is recorded by the national cemetery and captured in the NCA database. This question only applies to respondents who interred loved one was a Veteran.

Prior to 2022 the question wording was: 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?

## Satisfaction with Information and Communication: Next of Kin

**Question 28: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?**



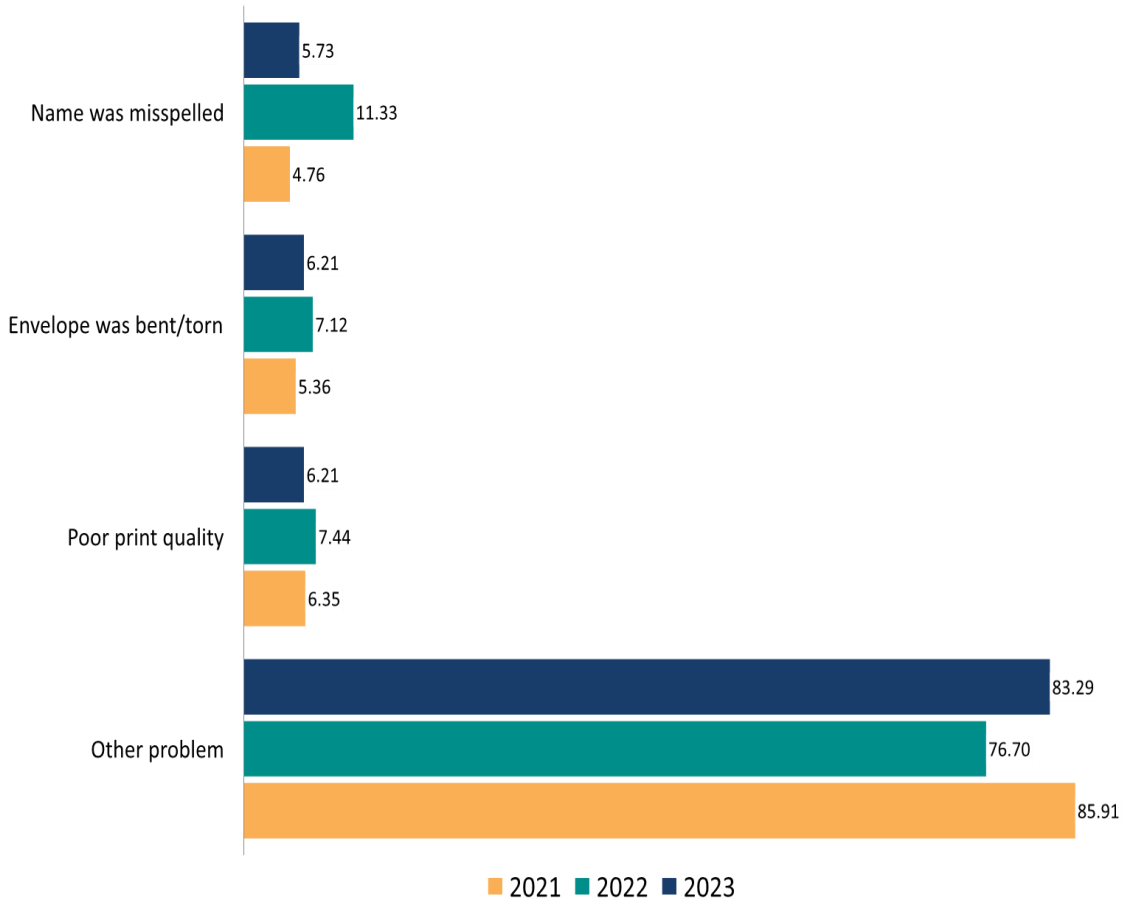
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		10526	12629	10149	1758	1951	1541	2329	2744	2311	1696	2103	1599	2513	3061	2441	2230	2770	2256
Very satisfied		84.27%	83.46%	84.56%	83.39%	85.19%	85.85%	85.62%	82.65%	83.99%	85.32%	82.31%	84.12%	84.64%	85.46%	85.05%	82.33%	81.70%	84.04%
Somewhat satisfied		7.36%	8.49%	8.10%	7.62%	7.84%	7.72%	7.60%	9.07%	8.65%	7.13%	8.99%	7.75%	7.08%	7.51%	7.82%	7.40%	9.06%	8.33%
Neither satisfied nor dissatisfied		6.36%	6.15%	6.06%	6.88%	5.23%	4.93%	5.54%	5.87%	5.71%	5.13%	6.75%	6.75%	6.37%	5.26%	6.39%	7.71%	7.62%	6.34%
Somewhat dissatisfied		0.85%	0.93%	0.63%	1.02%	1.08%	0.84%	0.69%	1.06%	0.78%	1.00%	1.24%	0.94%	0.88%	0.82%	0.25%	0.72%	0.58%	0.53%
Very dissatisfied		1.17%	0.97%	0.65%	1.08%	0.67%	0.65%	0.56%	1.35%	0.87%	1.42%	0.71%	0.44%	1.03%	0.95%	0.49%	1.84%	1.05%	0.75%

Note: This question only applies to respondents who indicated "Yes" to Question 27 (NoK).



## Satisfaction with Information and Communication: Next of Kin

### Question 29: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)



2021: n = 504 2022: n = 618 2023: n = 419

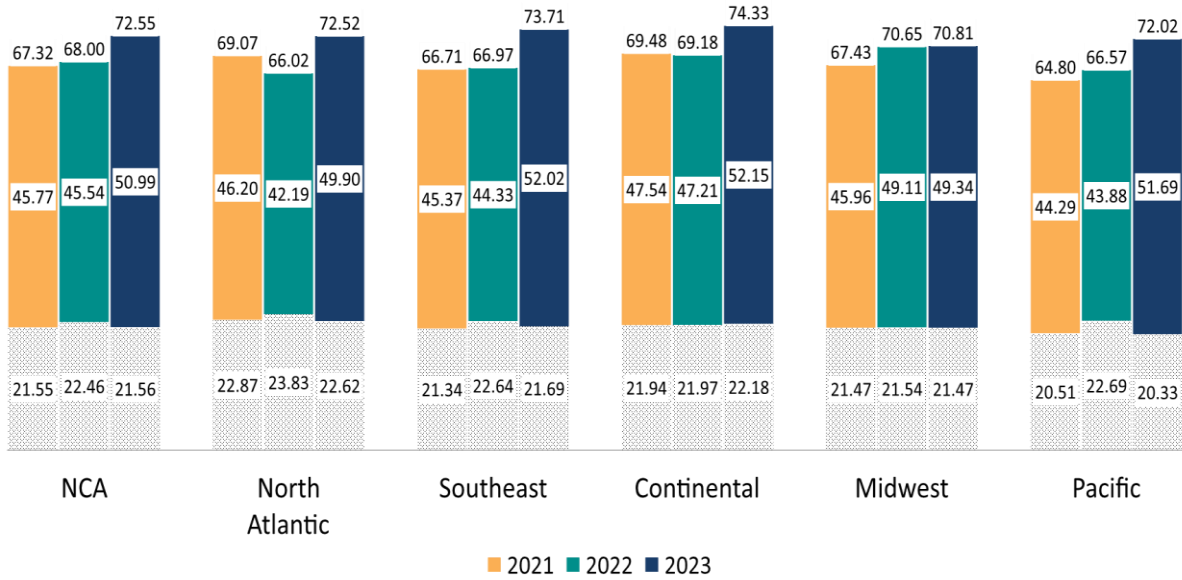
This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 28 (NoK).

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

Note: The answer option "Other problem (specify)" provides the opportunity for next of kin to specify an answer not listed. These answers are captured in the NCA 2023 Semiannual reports.

## Satisfaction with Information and Communication: Next of Kin

**Question 30: Receiving the certificate signed by the President of the United States honoring the Veterans service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.**

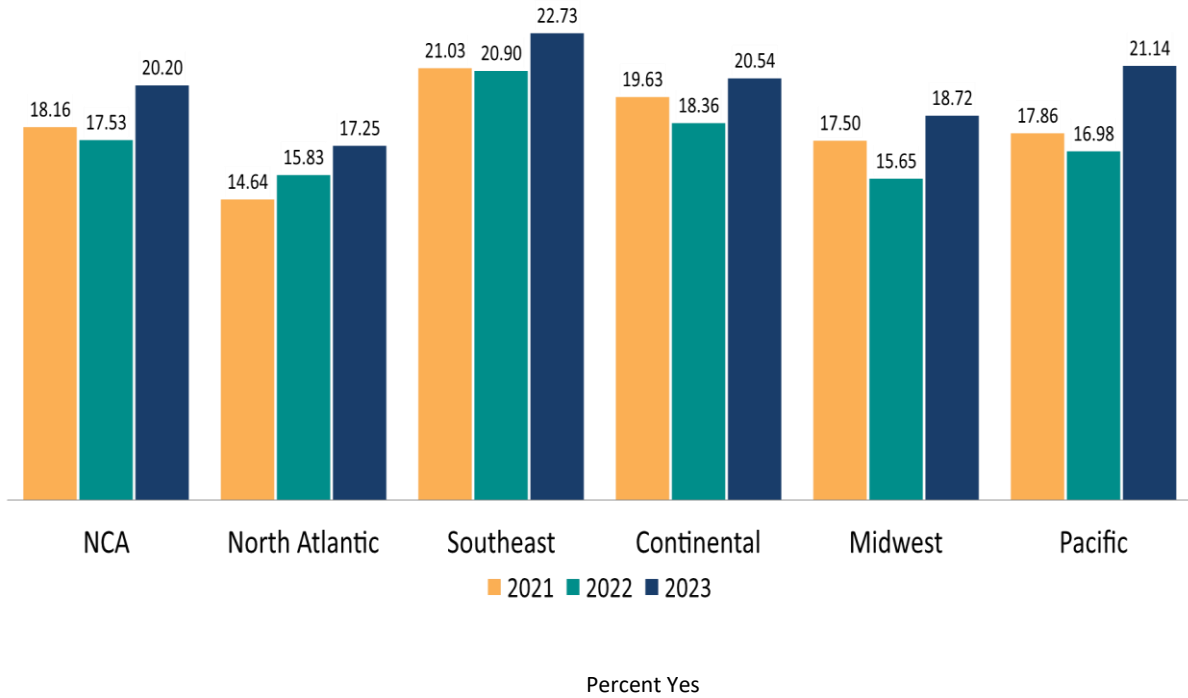


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		10378	12531	10007	1723	1939	1525	2301	2734	2282	1668	2080	1578	2487	3032	2408	2199	2746	2213
Strongly agree		45.77%	45.54%	50.99%	46.20%	42.19%	49.90%	45.37%	44.33%	52.02%	47.54%	47.21%	52.15%	45.96%	49.11%	49.34%	44.29%	43.88%	51.69%
Agree		21.55%	22.46%	21.56%	22.87%	23.83%	22.62%	21.34%	22.64%	21.69%	21.94%	21.97%	22.18%	21.47%	21.54%	21.47%	20.51%	22.69%	20.33%
Neither agree nor disagree		28.85%	28.41%	24.80%	27.57%	30.27%	24.85%	29.90%	29.08%	23.84%	26.74%	27.02%	23.13%	28.71%	26.52%	26.29%	30.51%	29.57%	25.35%
Disagree		2.94%	2.89%	1.97%	2.90%	3.09%	1.77%	2.56%	3.11%	1.80%	2.88%	2.93%	1.84%	2.85%	2.28%	2.20%	3.50%	3.17%	2.12%
Strongly disagree		0.90%	0.71%	0.67%	0.46%	0.62%	0.85%	0.83%	0.84%	0.66%	0.90%	0.87%	0.70%	1.01%	0.56%	0.71%	1.18%	0.69%	0.50%

Note: This question only applies to respondents who indicated "Yes" to Question 27 (NoK).

## Satisfaction with Information and Communication: Next of Kin

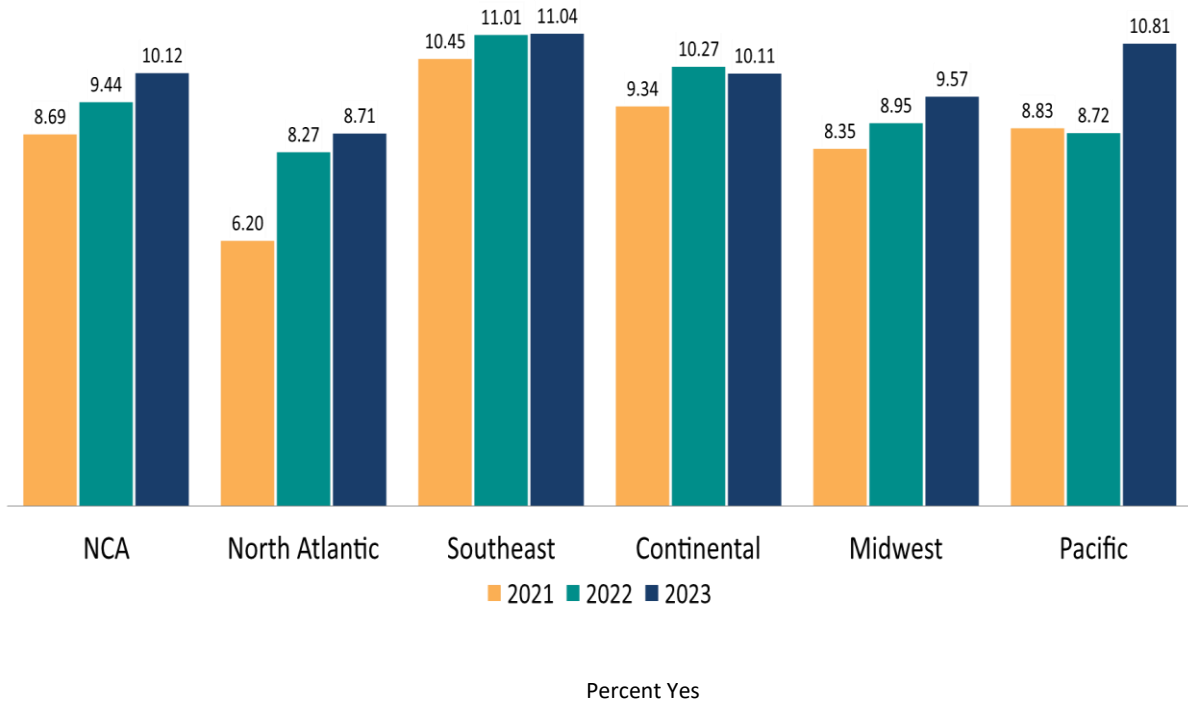
### Question 31a: NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		16424	19045	15651	2924	3158	2499	3476	3995	3374	2628	3165	2546	3823	4423	3628	3573	4304	3600
<b>Yes</b>		18.16%	17.53%	20.20%	14.64%	15.83%	17.25%	21.03%	20.90%	22.73%	19.63%	18.36%	20.54%	17.50%	15.65%	18.72%	17.86%	16.98%	21.14%
<b>No</b>		81.84%	82.47%	79.80%	85.36%	84.17%	82.75%	78.97%	79.10%	77.27%	80.37%	81.64%	79.46%	82.50%	84.35%	81.28%	82.14%	83.02%	78.86%

## Satisfaction with Information and Communication: Next of Kin

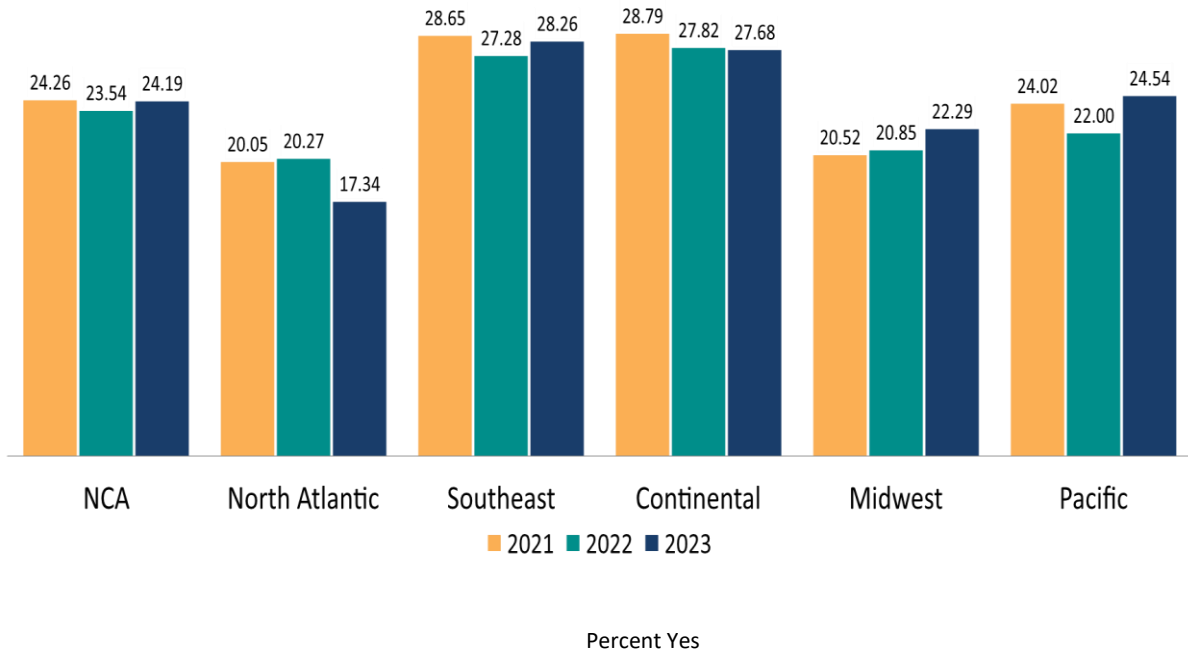
### Question 31b: NCA Pre-Need Eligibility Process: Have you applied?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		11020	12652	10589	1886	2032	1654	2297	2616	2247	1842	2172	1781	2538	2895	2425	2457	2937	2479
<b>Yes</b>		8.69%	9.44%	10.12%	6.20%	8.27%	8.71%	10.45%	11.01%	11.04%	9.34%	10.27%	10.11%	8.35%	8.95%	9.57%	8.83%	8.72%	10.81%
<b>No</b>		91.31%	90.56%	89.88%	93.80%	91.73%	91.29%	89.55%	88.99%	88.96%	90.66%	89.73%	89.89%	91.65%	91.05%	90.43%	91.17%	91.28%	89.19%

## Satisfaction with Information and Communication: Next of Kin

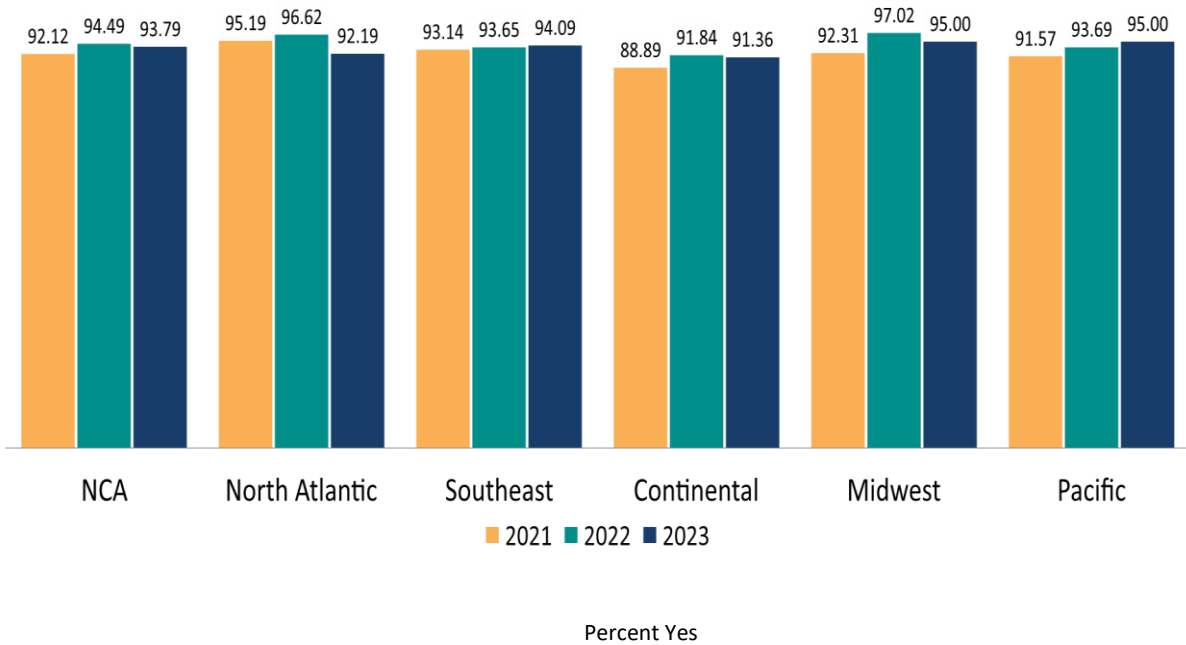
### Question 31c: NCA Pre-Need Eligibility Process: Do you intend to apply?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		9055	10315	8918	1576	1653	1407	1878	2126	1865	1490	1754	1481	2096	2336	2055	2015	2446	2107
<b>Yes</b>		24.26%	23.54%	24.19%	20.05%	20.27%	17.34%	28.65%	27.28%	28.26%	28.79%	27.82%	27.68%	20.52%	20.85%	22.29%	24.02%	22.00%	24.54%
<b>No</b>		75.74%	76.46%	75.81%	79.95%	79.73%	82.66%	71.35%	72.72%	71.74%	71.21%	72.18%	72.32%	79.48%	79.15%	77.71%	75.98%	78.00%	75.46%

## Satisfaction with Information and Communication: Next of Kin

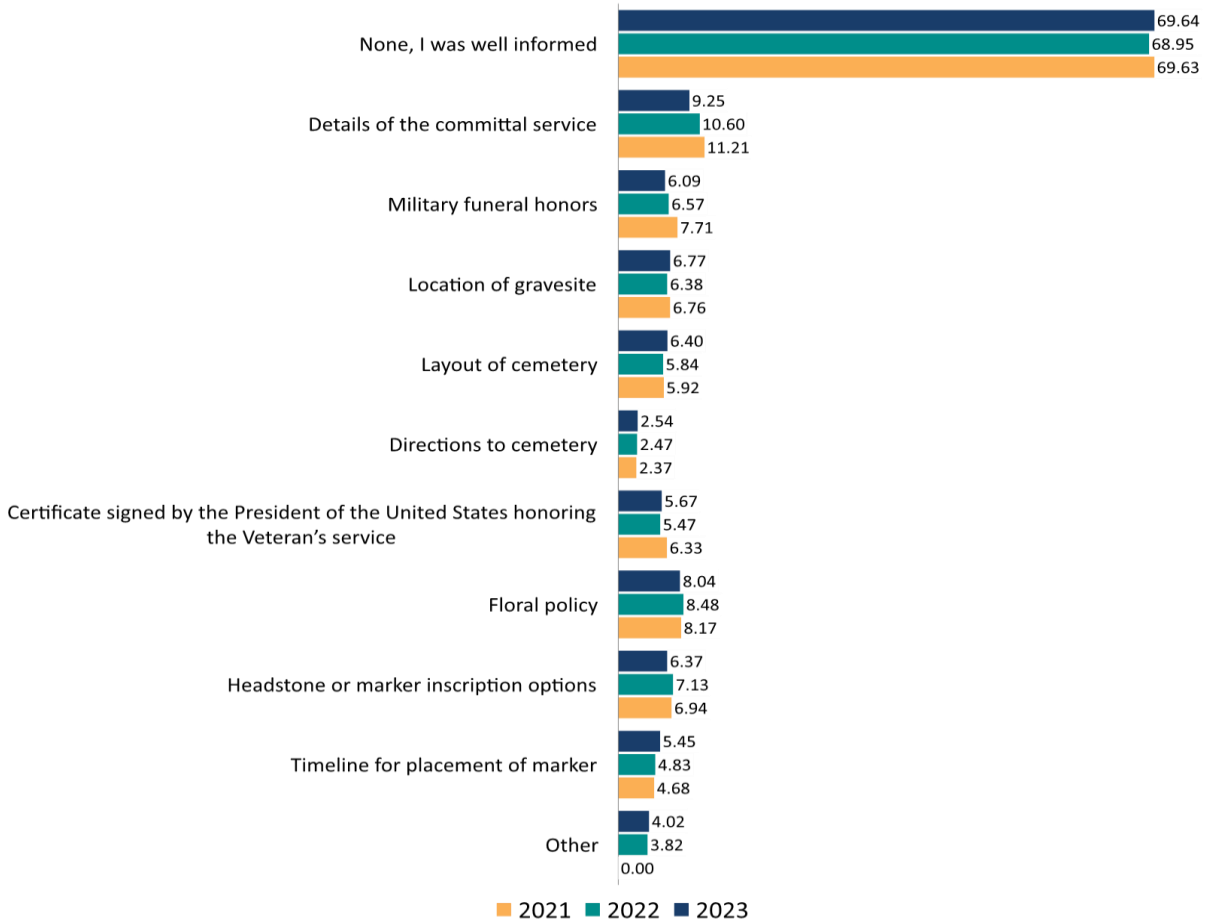
**Question 31d: NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		825	1053	950	104	148	128	204	252	220	144	196	162	195	235	200	178	222	240
<b>Yes</b>		92.12%	94.49%	93.79%	95.19%	96.62%	92.19%	93.14%	93.65%	94.09%	88.89%	91.84%	91.36%	92.31%	97.02%	95.00%	91.57%	93.69%	95.00%
<b>No</b>		7.88%	5.51%	6.21%	4.81%	3.38%	7.81%	6.86%	6.35%	5.91%	11.11%	8.16%	8.64%	7.69%	2.98%	5.00%	8.43%	6.31%	5.00%

## Satisfaction with Information and Communication: Next of Kin

**Question 32: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)**



2021: n = 17,982 2022: n = 21,053 2023: n = 17,259

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

Note: The "Other (specify)" answer option was added to the 2022 survey.

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

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## Satisfaction with Information and Communication: Funeral Directors

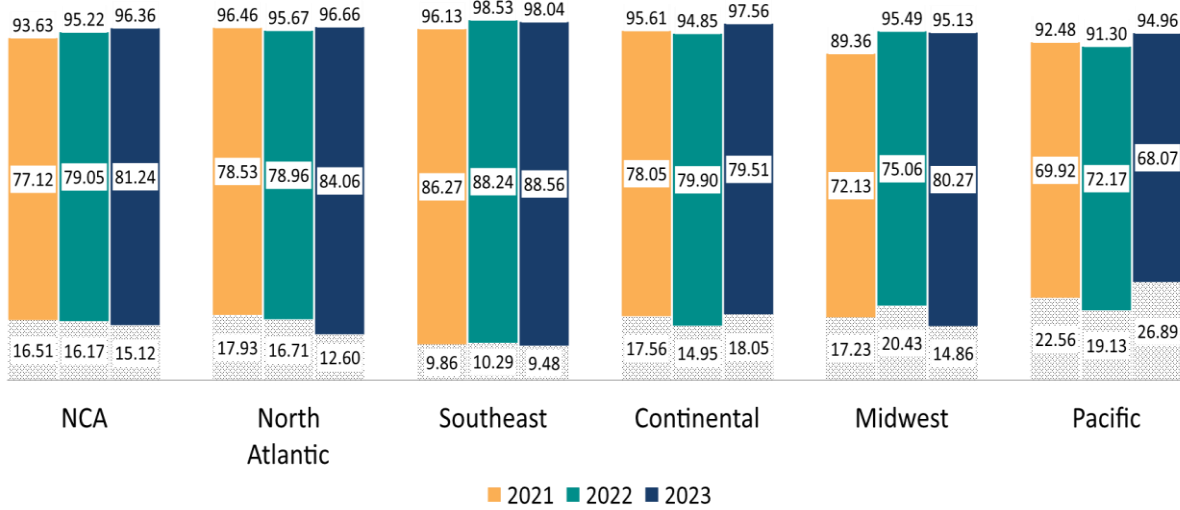
### SECTION DESCRIPTION

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



## Satisfaction with Information and Communication: Funeral Directors

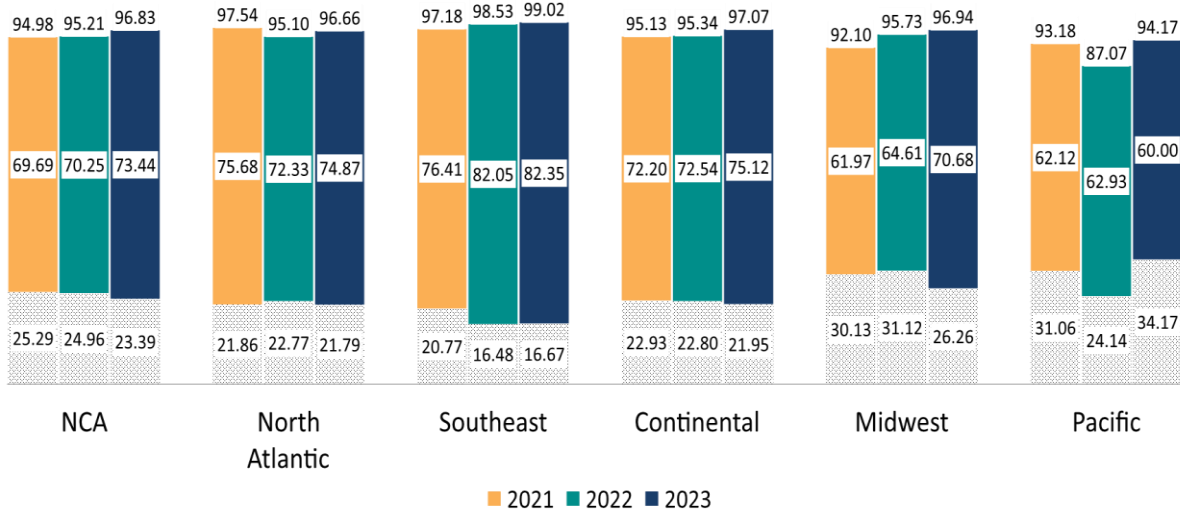
**Question 10: Overall, how satisfied are you with the communication between your funeral home and the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1460	2029	2004	368	347	389	284	272	306	205	194	205	470	421	451	133	115	119
Very satisfied		77.12%	79.05%	81.24%	78.53%	78.96%	84.06%	86.27%	88.24%	88.56%	78.05%	79.90%	79.51%	72.13%	75.06%	80.27%	69.92%	72.17%	68.07%
Somewhat satisfied		16.51%	16.17%	15.12%	17.93%	16.71%	12.60%	9.86%	10.29%	9.48%	17.56%	14.95%	18.05%	17.23%	20.43%	14.86%	22.56%	19.13%	26.89%
Neither satisfied nor dissatisfied		3.29%	3.35%	2.30%	2.45%	2.88%	2.06%	1.76%	0.74%	0.98%	1.95%	4.64%	1.46%	5.32%	2.85%	3.33%	3.76%	4.35%	2.52%
Somewhat dissatisfied		2.05%	1.03%	0.85%	1.09%	1.15%	0.77%	1.76%	0.37%	0.98%	1.95%	0.00%	0.49%	2.98%	1.43%	0.67%	2.26%	2.61%	1.68%
Very dissatisfied		1.03%	0.39%	0.50%	0.00%	0.29%	0.51%	0.35%	0.37%	0.00%	0.49%	0.52%	0.49%	2.34%	0.24%	0.89%	1.50%	1.74%	0.84%

## Satisfaction with Information and Communication: Funeral Directors

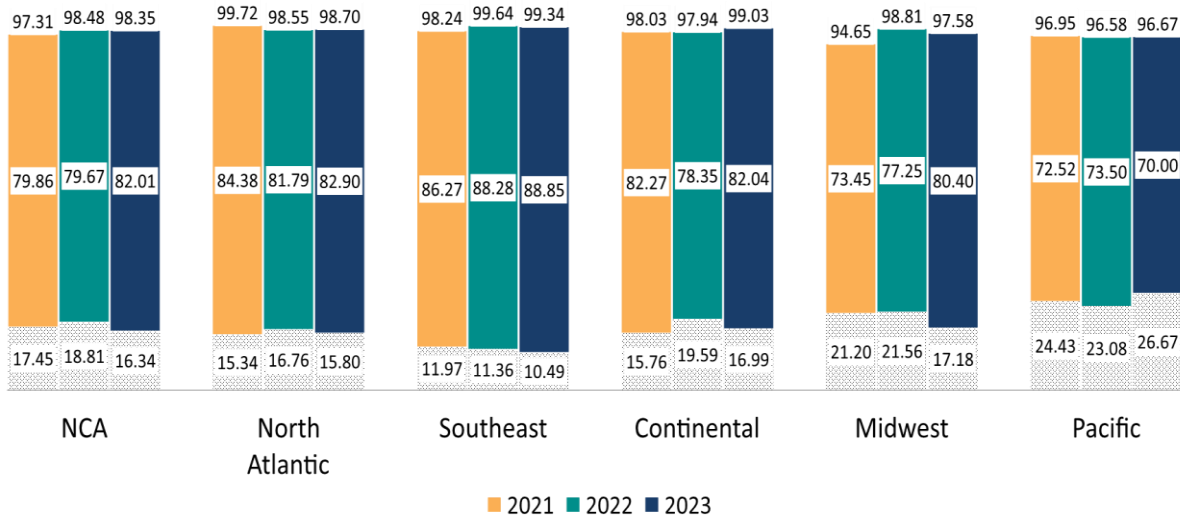
**Question 5: How would you characterize the overall communication from the national cemetery to your funeral home?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1455	2027	2014	366	347	390	284	273	306	205	193	205	468	421	457	132	116	120
Excellent		69.69%	70.25%	73.44%	75.68%	72.33%	74.87%	76.41%	82.05%	82.35%	72.20%	72.54%	75.12%	61.97%	64.61%	70.68%	62.12%	62.93%	60.00%
Good		25.29%	24.96%	23.39%	21.86%	22.77%	21.79%	20.77%	16.48%	16.67%	22.93%	22.80%	21.95%	30.13%	31.12%	26.26%	31.06%	24.14%	34.17%
Fair		3.37%	4.09%	2.53%	2.46%	4.61%	3.08%	2.11%	1.10%	0.98%	4.39%	4.66%	2.44%	4.49%	3.56%	1.97%	3.03%	8.62%	4.17%
Poor		1.65%	0.69%	0.65%	0.00%	0.29%	0.26%	0.70%	0.37%	0.00%	0.49%	0.00%	0.49%	3.42%	0.71%	1.09%	3.79%	4.31%	1.67%

## Satisfaction with Information and Communication: Funeral Directors

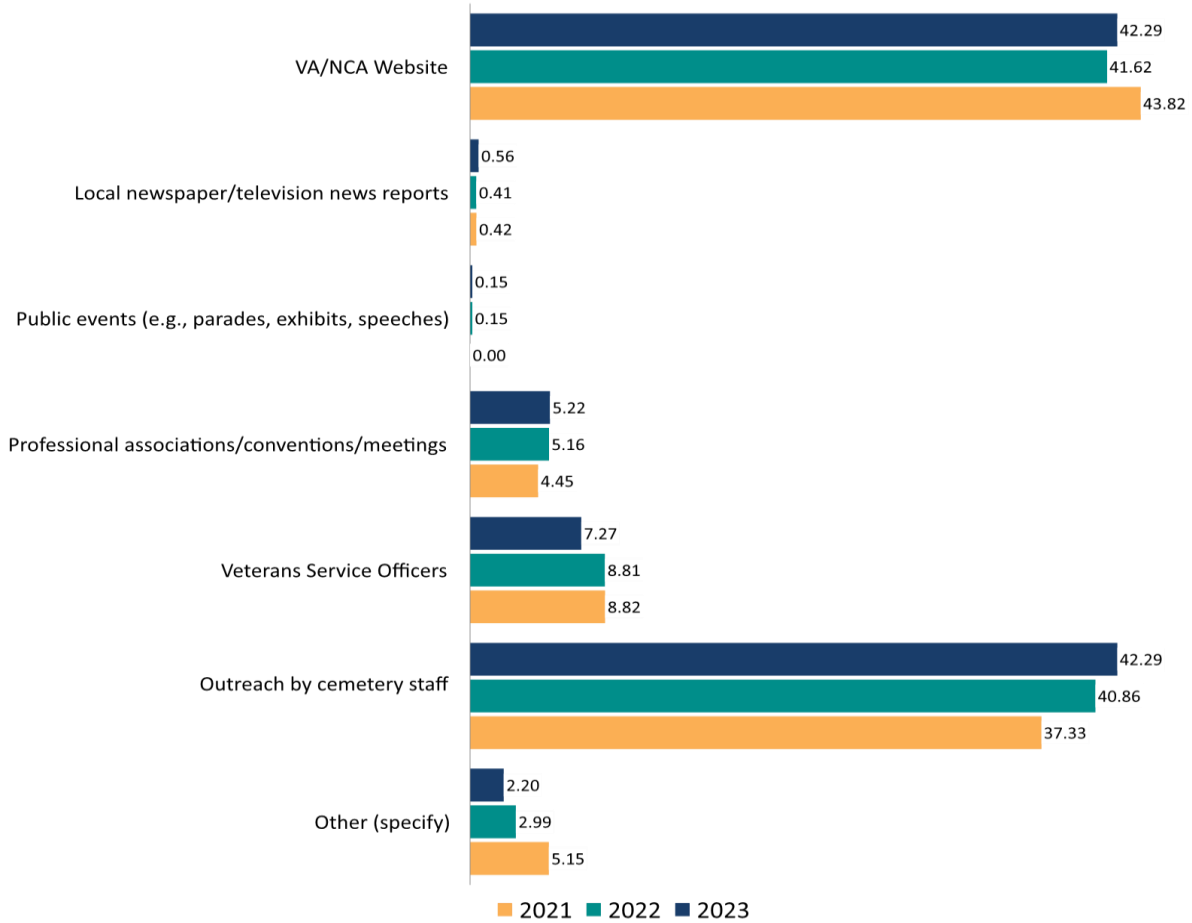
### Question 6: Do you feel that you are well informed by the national cemetery of its policies and procedures?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1450	2031	2001	365	346	386	284	273	305	203	194	206	467	422	454	131	117	120
Yes, well informed		79.86%	79.67%	82.01%	84.38%	81.79%	82.90%	86.27%	88.28%	88.85%	82.27%	78.35%	82.04%	73.45%	77.25%	80.40%	72.52%	73.50%	70.00%
Yes, somewhat well informed		17.45%	18.81%	16.34%	15.34%	16.76%	15.80%	11.97%	11.36%	10.49%	15.76%	19.59%	16.99%	21.20%	21.56%	17.18%	24.43%	23.08%	26.67%
No, not well informed		2.69%	1.53%	1.65%	0.27%	1.45%	1.30%	1.76%	0.37%	0.66%	1.97%	2.06%	0.97%	5.35%	1.18%	2.42%	3.05%	3.42%	3.33%

## Satisfaction with Information and Communication: Funeral Directors

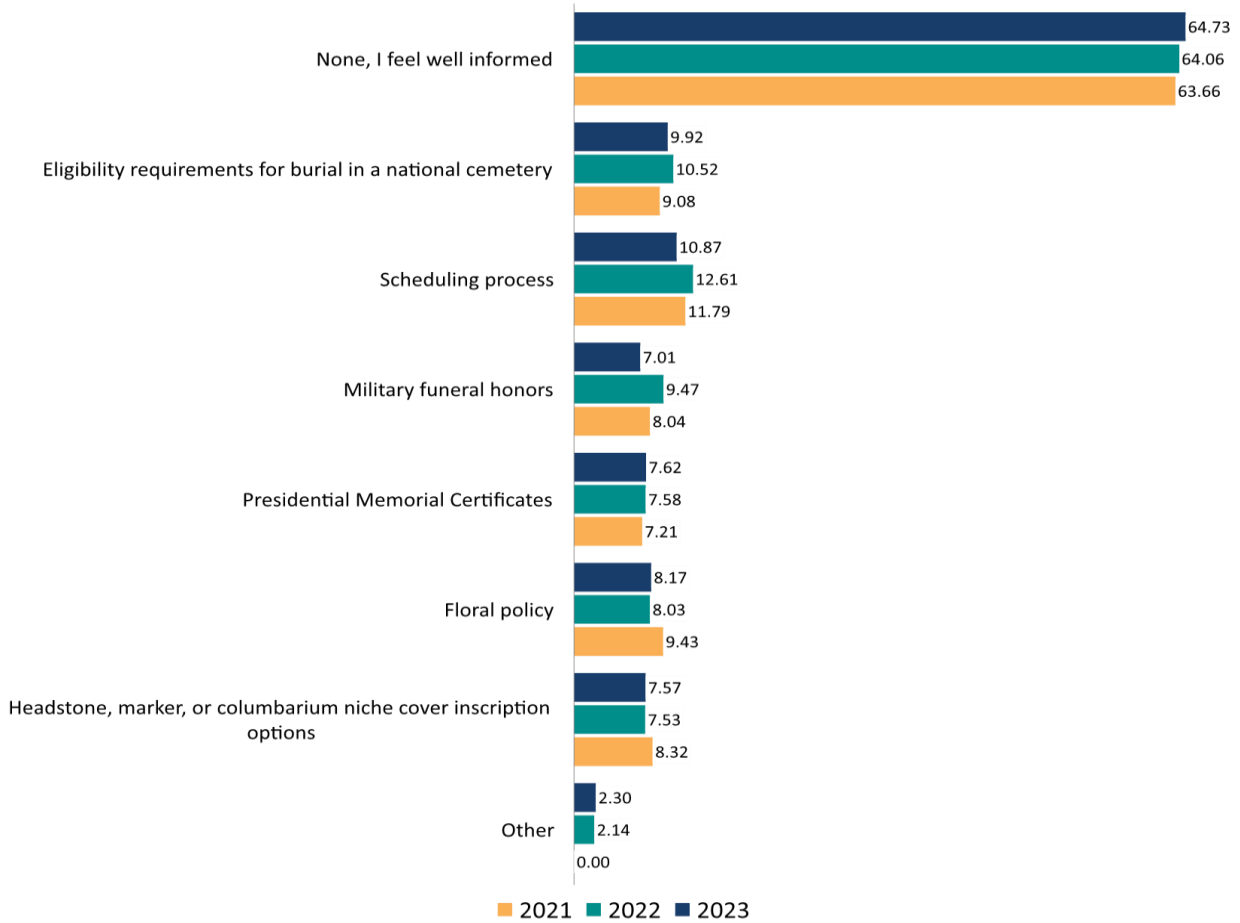
**Question 7: In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)**



2021: n = 1,417 2022: n = 1,975 2023: n = 1,953

## Satisfaction with Information and Communication: Funeral Directors

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



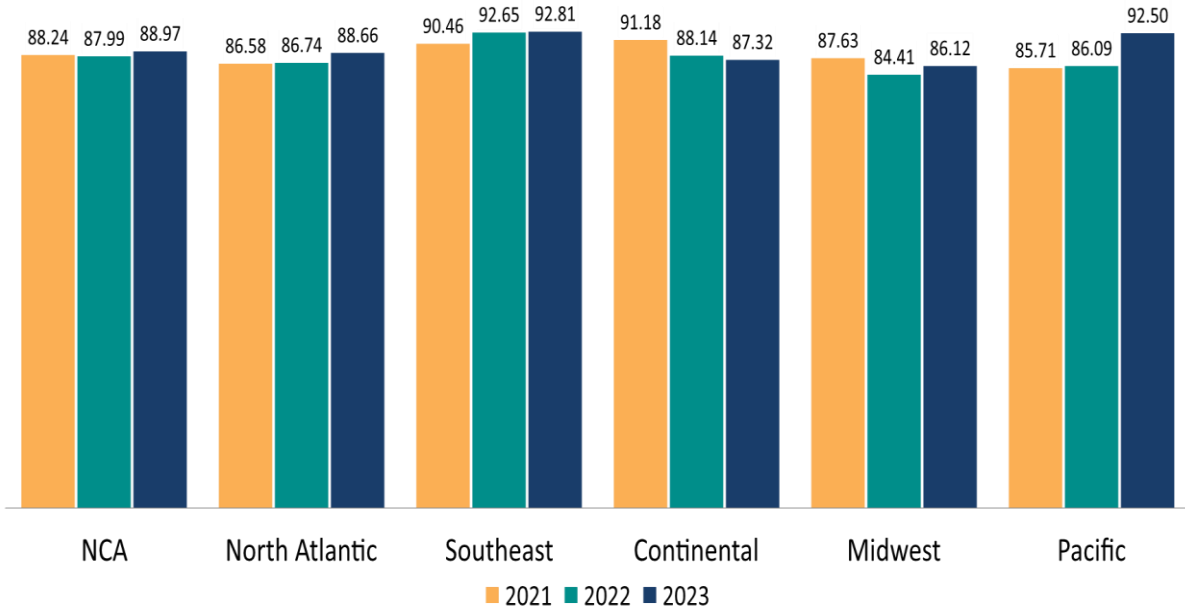
2021: n = 1,442 2022: n = 2,006 2023: n = 1,996

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

Note: The "Other (specify)" answer option was added to the 2022 survey.

## Satisfaction with Information and Communication: Funeral Directors

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

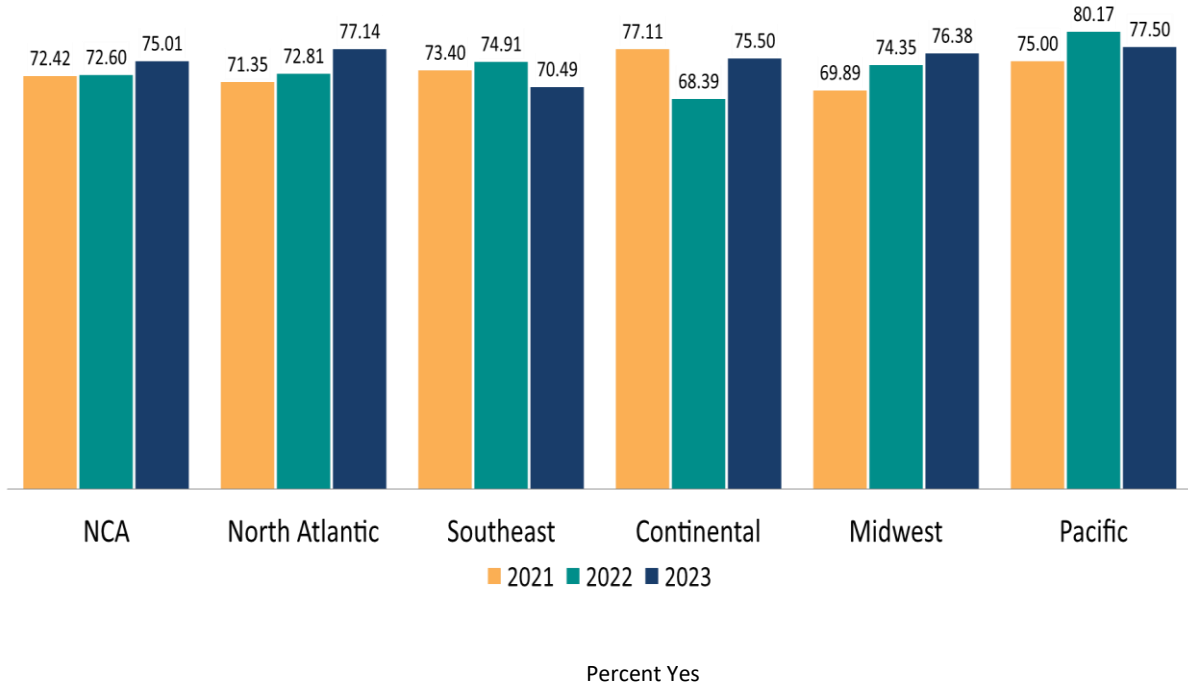


Percent Yes

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1454	2023	2004	365	347	388	283	272	306	204	194	205	469	417	454	133	115	120
Yes		88.24%	87.99%	88.97%	86.58%	86.74%	88.66%	90.46%	92.65%	92.81%	91.18%	88.14%	87.32%	87.63%	84.41%	86.12%	85.71%	86.09%	92.50%
No		11.76%	12.01%	11.03%	13.42%	13.26%	11.34%	9.54%	7.35%	7.19%	8.82%	11.86%	12.68%	12.37%	15.59%	13.88%	14.29%	13.91%	7.50%

## Satisfaction with Information and Communication: Funeral Directors

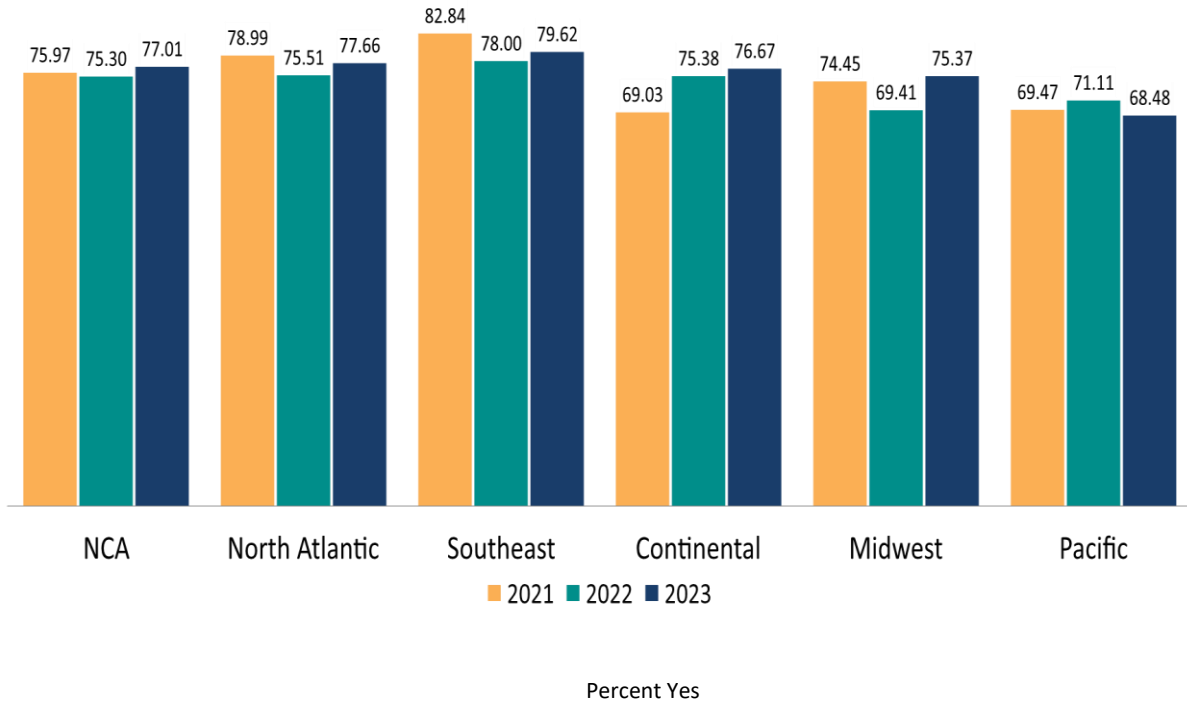
### Question 13: Are you aware there are resources available for Funeral Directors on the NCA Website?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1443	2018	1993	363	342	385	282	271	305	201	193	200	465	421	453	132	116	120
Yes		72.42%	72.60%	75.01%	71.35%	72.81%	77.14%	73.40%	74.91%	70.49%	77.11%	68.39%	75.50%	69.89%	74.35%	76.38%	75.00%	80.17%	77.50%
No		27.58%	27.40%	24.99%	28.65%	27.19%	22.86%	26.60%	25.09%	29.51%	22.89%	31.61%	24.50%	30.11%	25.65%	23.62%	25.00%	19.83%	22.50%

## Satisfaction with Information and Communication: Funeral Directors

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



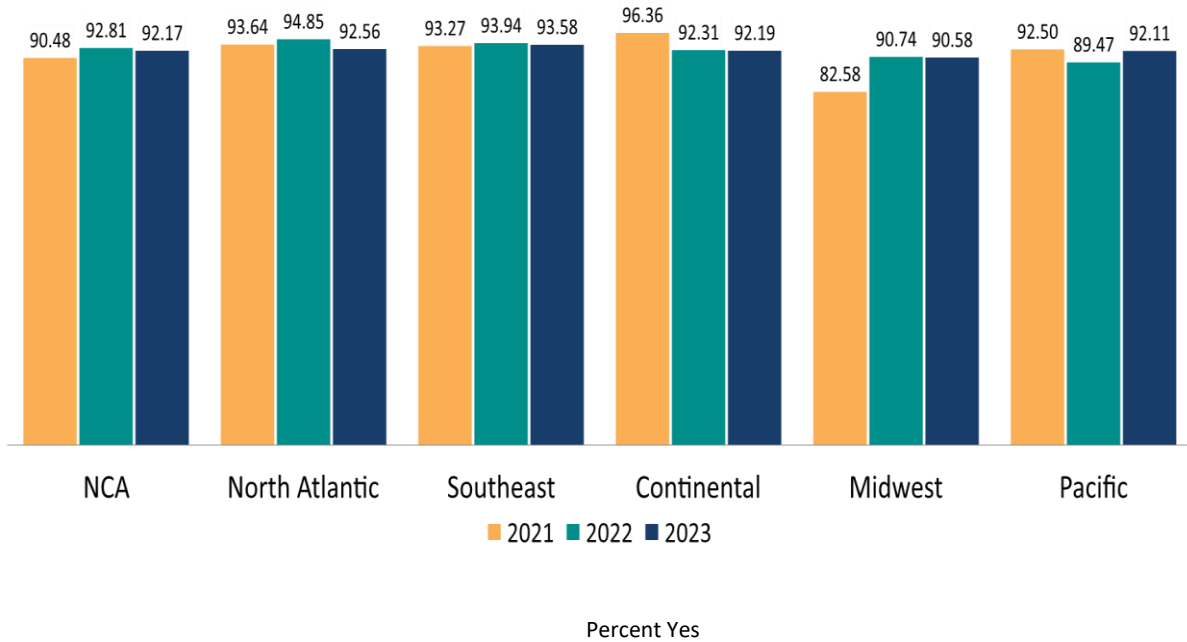
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		1032	1433	1457	257	245	282	204	200	211	155	130	150	321	304	341	95	90	92
<b>Yes</b>		75.97%	75.30%	77.01%	78.99%	75.51%	77.66%	82.84%	78.00%	79.62%	69.03%	75.38%	76.67%	74.45%	69.41%	75.37%	69.47%	71.11%	68.48%
<b>No</b>		24.03%	24.70%	22.99%	21.01%	24.49%	22.34%	17.16%	22.00%	20.38%	30.97%	24.62%	23.33%	25.55%	30.59%	24.63%	30.53%	28.89%	31.52%

Note: This question only applies to respondents who indicated "Yes" to Question 13 (FD).



## Satisfaction with Information and Communication: Funeral Directors

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

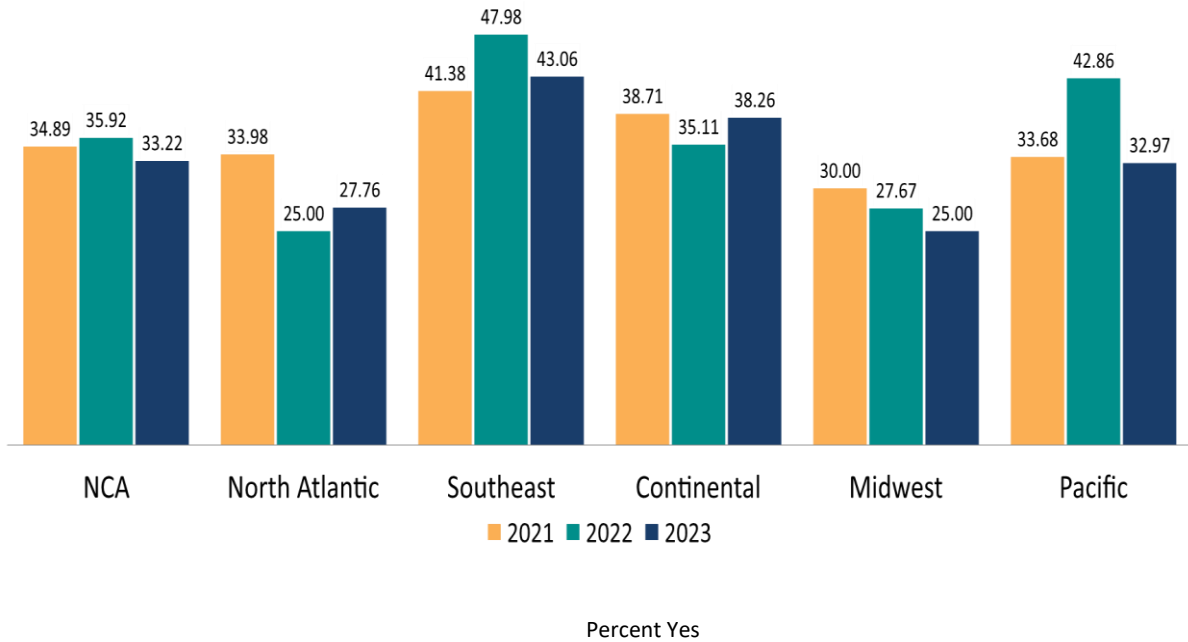


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		441	612	664	110	97	121	104	99	109	55	52	64	132	108	138	40	38	38
<b>Yes</b>		90.48%	92.81%	92.17%	93.64%	94.85%	92.56%	93.27%	93.94%	93.58%	96.36%	92.31%	92.19%	82.58%	90.74%	90.58%	92.50%	89.47%	92.11%
<b>No</b>		9.52%	7.19%	7.83%	6.36%	5.15%	7.44%	6.73%	6.06%	6.42%	3.64%	7.69%	7.81%	17.42%	9.26%	9.42%	7.50%	10.53%	7.89%

Note: This question only applies to respondents who indicated "Yes" to Question 13 (FD).

## Satisfaction with Information and Communication: Funeral Directors

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

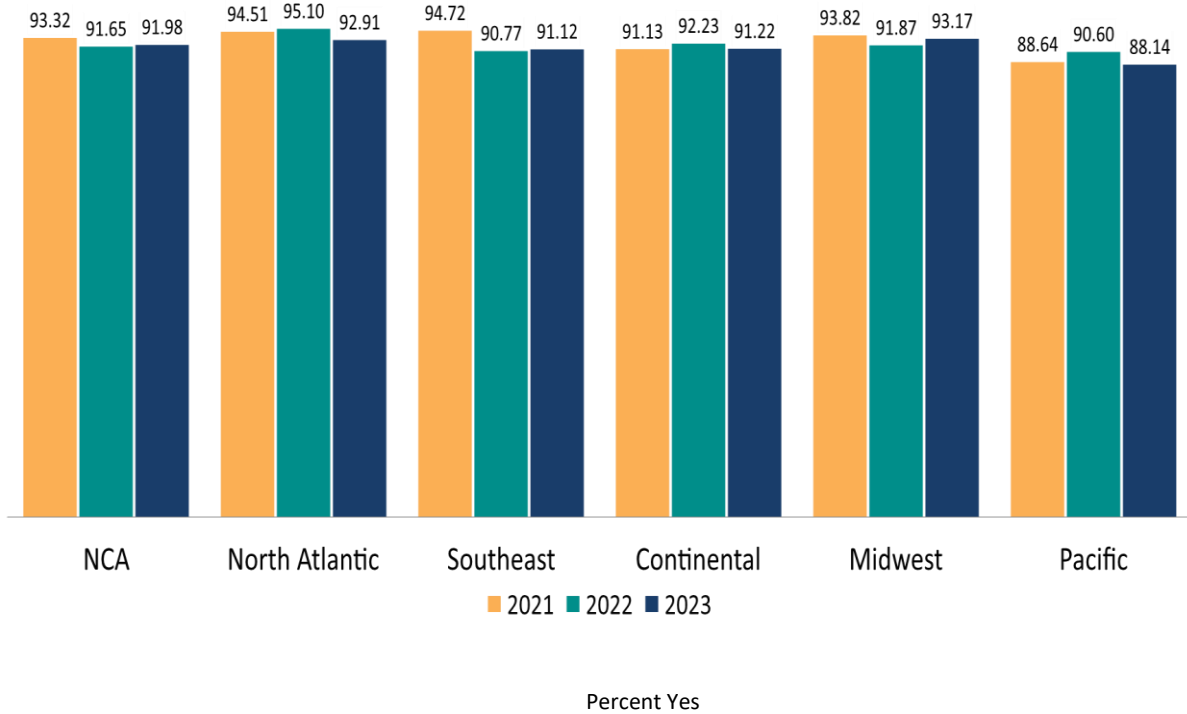


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		1029	1428	1448	256	244	281	203	198	209	155	131	149	320	300	340	95	91	91
<b>Yes</b>		34.89%	35.92%	33.22%	33.98%	25.00%	27.76%	41.38%	47.98%	43.06%	38.71%	35.11%	38.26%	30.00%	27.67%	25.00%	33.68%	42.86%	32.97%
<b>No</b>		65.11%	64.08%	66.78%	66.02%	75.00%	72.24%	58.62%	52.02%	56.94%	61.29%	64.89%	61.74%	70.00%	72.33%	75.00%	66.32%	57.14%	67.03%

Note: This question only applies to respondents who indicated "Yes" to Question 13 (FD).

## Satisfaction with Information and Communication: Funeral Directors

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

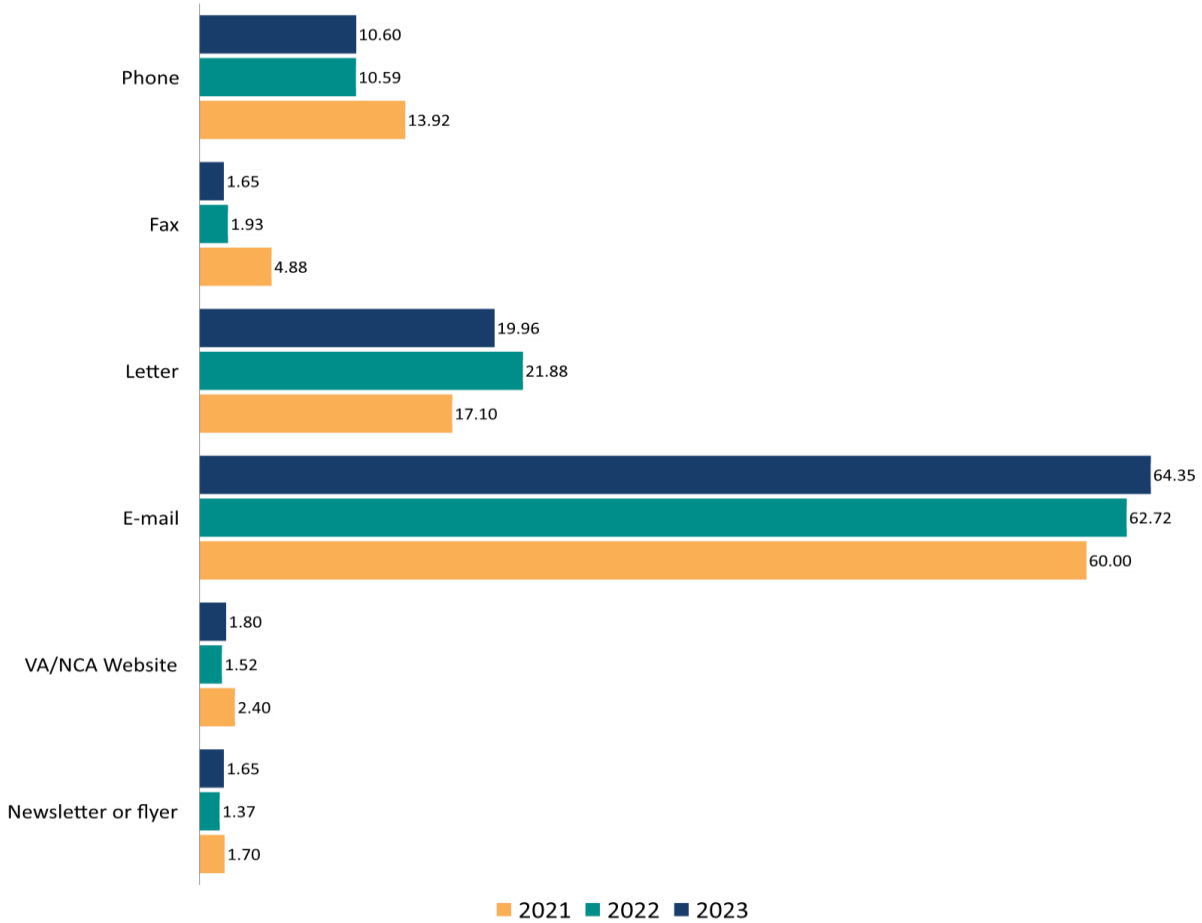


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1452	2011	1995	364	347	381	284	271	304	203	193	205	469	418	454	132	117	118
Yes		93.32%	91.65%	91.98%	94.51%	95.10%	92.91%	94.72%	90.77%	91.12%	91.13%	92.23%	91.22%	93.82%	91.87%	93.17%	88.64%	90.60%	88.14%
No		6.68%	8.35%	8.02%	5.49%	4.90%	7.09%	5.28%	9.23%	8.88%	8.87%	7.77%	8.78%	6.18%	8.13%	6.83%	11.36%	9.40%	11.86%

Note: Prior to 2022 the question wording was: “Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?”

## Satisfaction with Information and Communication: Funeral Directors

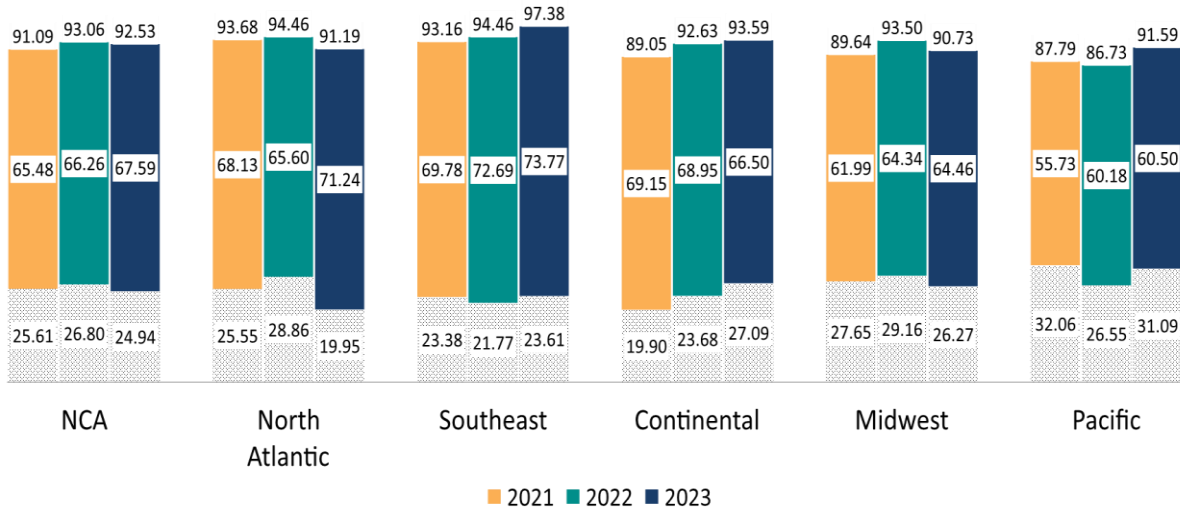
**Question 9: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)**



2021: n = 1,415 2022: n = 1,974 2023: n = 1,944

## Satisfaction with Information and Communication: Funeral Directors

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



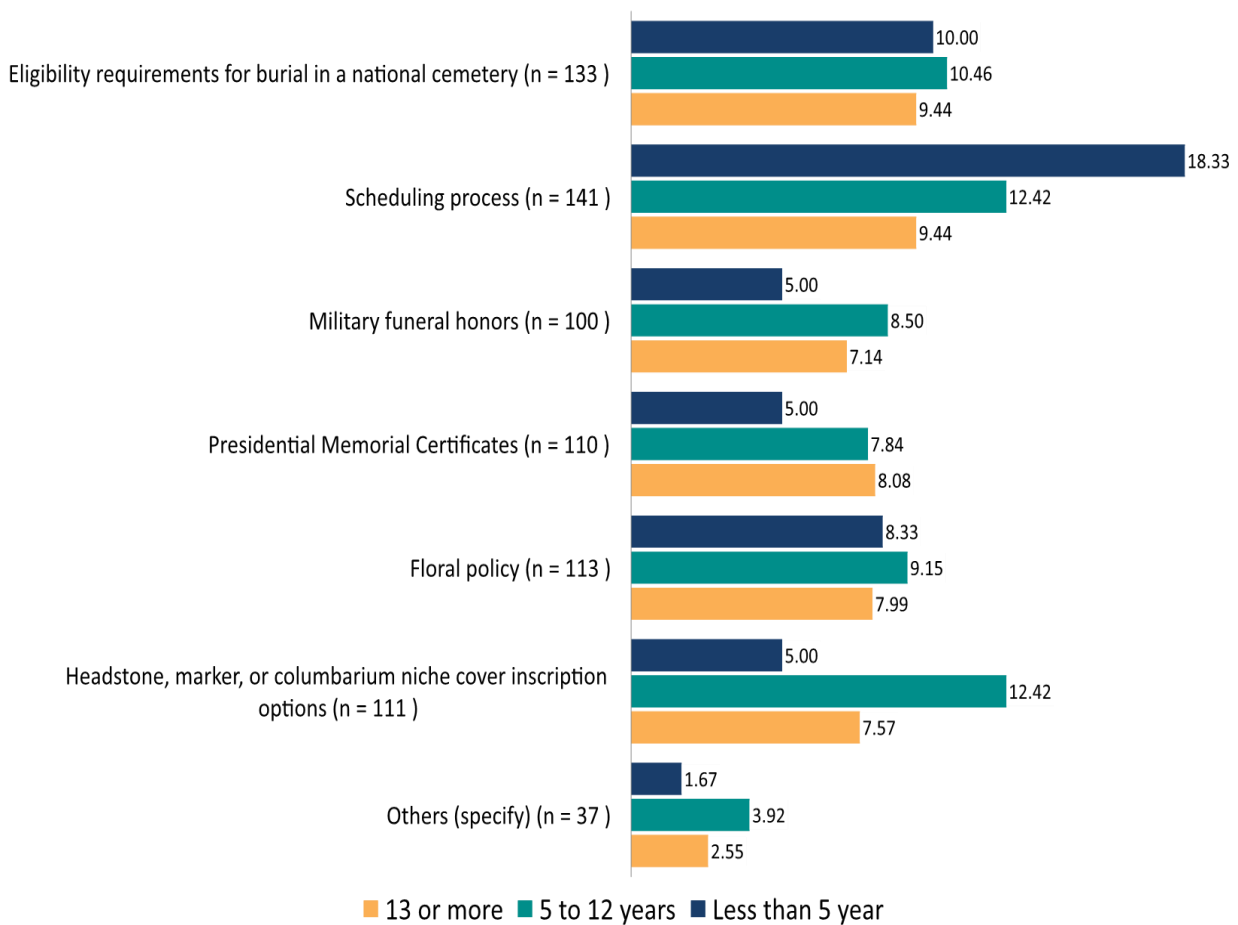
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		1437	1989	1993	364	343	386	278	271	305	201	190	203	463	415	453	131	113	119
<b>Strongly agree</b>		65.48%	66.26%	67.59%	68.13%	65.60%	71.24%	69.78%	72.69%	73.77%	69.15%	68.95%	66.50%	61.99%	64.34%	64.46%	55.73%	60.18%	60.50%
<b>Agree</b>		25.61%	26.80%	24.94%	25.55%	28.86%	19.95%	23.38%	21.77%	23.61%	19.90%	23.68%	27.09%	27.65%	29.16%	26.27%	32.06%	26.55%	31.09%
<b>Neither agree nor disagree</b>		5.57%	5.08%	5.72%	4.40%	3.50%	6.74%	5.04%	4.43%	2.30%	5.47%	5.26%	5.42%	5.83%	4.34%	6.40%	9.16%	8.85%	7.56%
<b>Disagree</b>		1.95%	1.56%	1.35%	1.37%	1.75%	1.04%	0.72%	1.11%	0.33%	4.48%	1.58%	0.99%	2.59%	1.69%	2.65%	0.00%	3.54%	0.00%
<b>Strongly disagree</b>		1.39%	0.30%	0.40%	0.55%	0.29%	1.04%	1.08%	0.00%	0.00%	1.00%	0.53%	0.00%	1.94%	0.48%	0.22%	3.05%	0.88%	0.84%

## ELEMENT OF COMPARISON

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

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

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



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

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

Note: The "Other (specify)" answer option was added to the 2022 survey.

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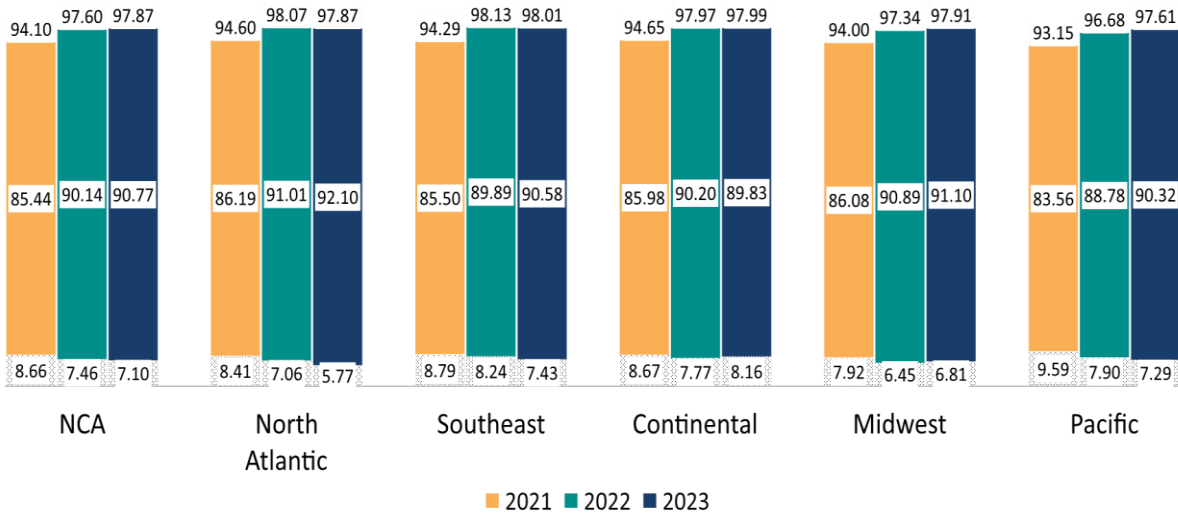
## Satisfaction with Committal Service(s): Next of Kin

### SECTION DESCRIPTION

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

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

Question 21: Overall, how satisfied were you with the committal service at the national cemetery?

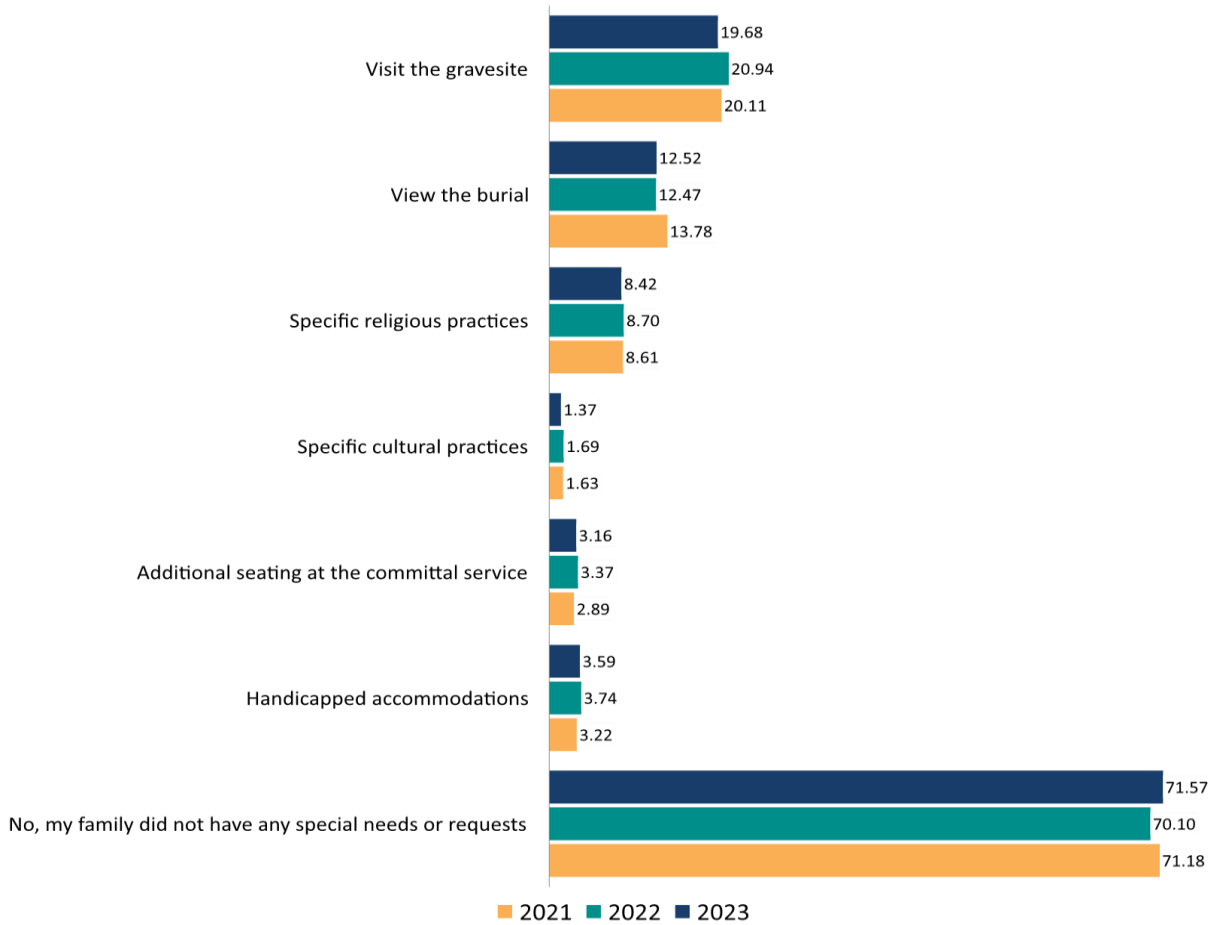


Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		14169	16062	10710	2592	2746	1784	3062	3372	2261	2225	2664	1691	3370	3876	2584	2920	3404	2387
Very satisfied		85.44%	90.14%	90.77%	86.19%	91.01%	92.10%	85.50%	89.89%	90.58%	85.98%	90.20%	89.83%	86.08%	90.89%	91.10%	83.56%	88.78%	90.32%
Somewhat satisfied		8.66%	7.46%	7.10%	8.41%	7.06%	5.77%	8.79%	8.24%	7.43%	8.67%	7.77%	8.16%	7.92%	6.45%	6.81%	9.59%	7.90%	7.29%
Neither satisfied nor dissatisfied		3.88%	1.12%	1.17%	3.67%	0.91%	1.23%	3.53%	0.95%	1.19%	3.37%	0.79%	1.01%	3.65%	1.24%	1.12%	5.10%	1.59%	1.26%
Somewhat dissatisfied		1.23%	0.93%	0.61%	0.96%	0.84%	0.56%	1.21%	0.68%	0.49%	1.30%	0.83%	0.59%	1.54%	1.03%	0.66%	1.06%	1.20%	0.71%
Very dissatisfied		0.79%	0.35%	0.35%	0.77%	0.18%	0.34%	0.98%	0.24%	0.31%	0.67%	0.41%	0.41%	0.80%	0.39%	0.31%	0.68%	0.53%	0.42%



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

**Question 14: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)**

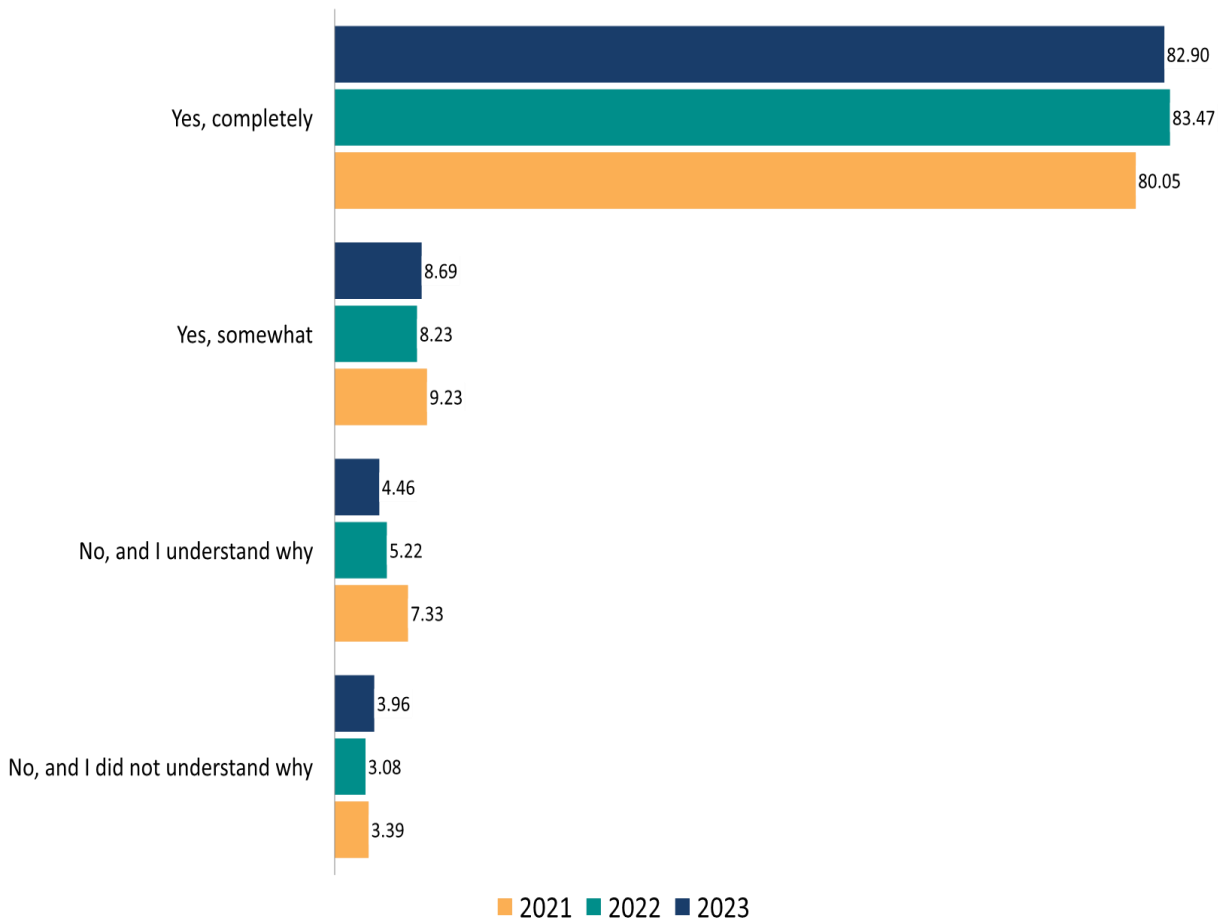


2021: n = 14,193 2022: n = 16,006 2023: n = 10,673

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

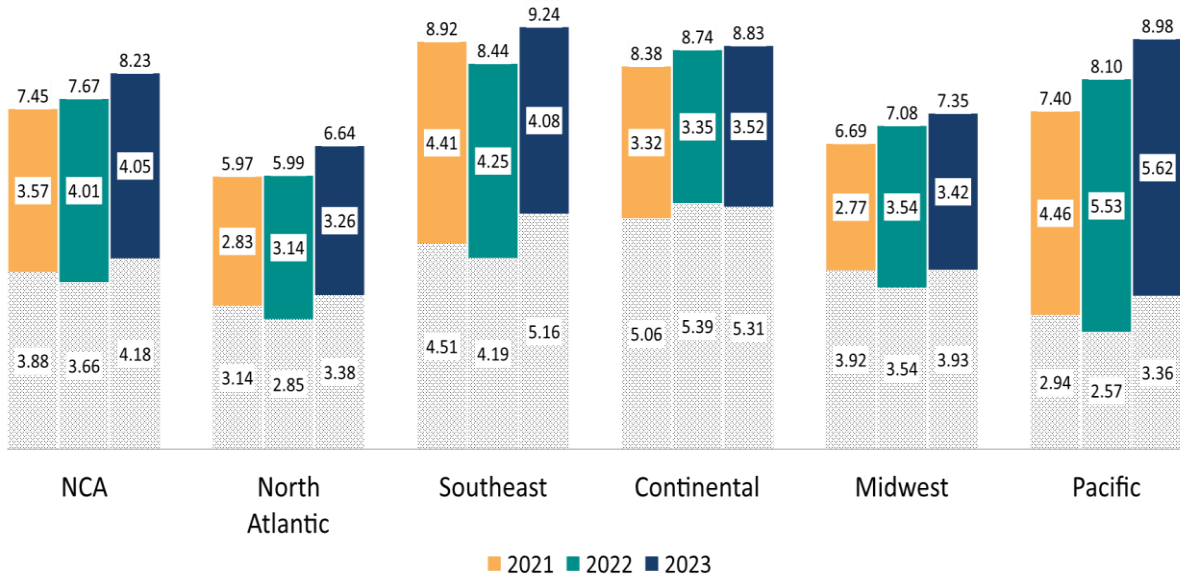


Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		4040	4712	2982	658	733	424	938	1022	651	588	667	429	860	977	636	996	1313	840
Yes, completely		80.05%	83.47%	82.90%	79.18%	83.90%	80.90%	83.48%	84.93%	82.95%	79.59%	84.26%	82.28%	79.65%	81.88%	83.49%	78.01%	82.86%	83.93%
Yes, somewhat		9.23%	8.23%	8.69%	8.36%	7.78%	10.14%	6.72%	7.63%	7.99%	9.52%	7.50%	10.02%	10.81%	7.06%	7.86%	10.64%	10.21%	8.33%
No, and I understand why		7.33%	5.22%	4.46%	9.57%	5.18%	3.54%	6.72%	5.09%	5.22%	6.63%	5.55%	4.43%	6.40%	7.37%	5.03%	7.63%	3.58%	3.81%
No, and I did not understand why		3.39%	3.08%	3.96%	2.89%	3.14%	5.42%	3.09%	2.35%	3.84%	4.25%	2.70%	3.26%	3.14%	3.68%	3.62%	3.71%	3.35%	3.93%

Note: This question did not apply to respondents who indicated in Question 14 (NoK), “No, my family did not have any need or requests.”

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

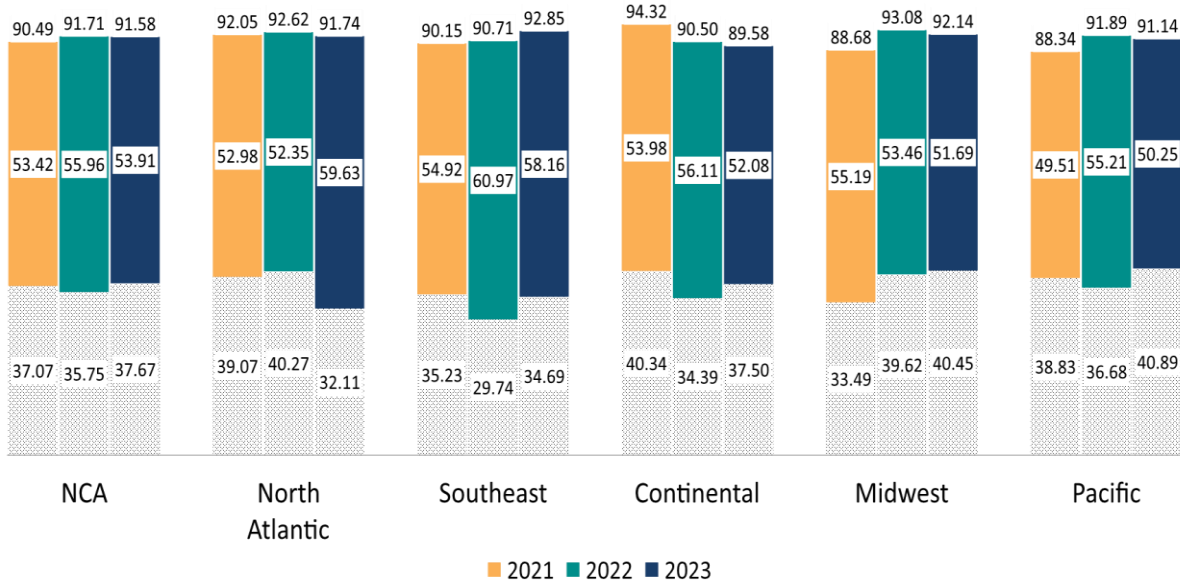
**Question 17: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		14257	16006	10638	2613	2735	1777	3061	3368	2228	2232	2655	1675	3390	3865	2572	2961	3383	2383
Yes, I viewed it online		3.57%	4.01%	4.05%	2.83%	3.14%	3.26%	4.41%	4.25%	4.08%	3.32%	3.35%	3.52%	2.77%	3.54%	3.42%	4.46%	5.53%	5.62%
Yes, the funeral director provided it		3.88%	3.66%	4.18%	3.14%	2.85%	3.38%	4.51%	4.19%	5.16%	5.06%	5.39%	5.31%	3.92%	3.54%	3.93%	2.94%	2.57%	3.36%
No		92.55%	92.33%	91.77%	94.03%	94.00%	93.36%	91.08%	91.57%	90.75%	91.62%	91.26%	91.16%	93.30%	92.91%	92.65%	92.60%	91.90%	91.02%

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

Question 18: The video(s) helped me understand the burial process at the national cemetery.

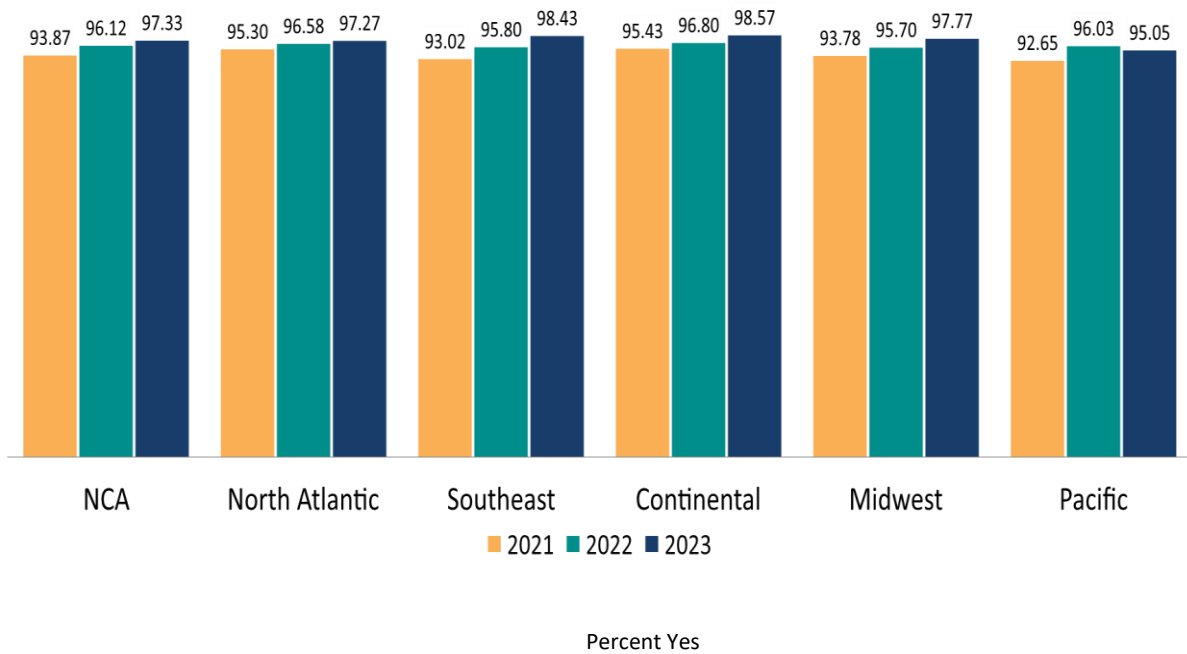


Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1009	1158	831	151	149	109	264	269	196	176	221	144	212	260	178	206	259	203
Strongly agree		53.42%	55.96%	53.91%	52.98%	52.35%	59.63%	54.92%	60.97%	58.16%	53.98%	56.11%	52.08%	55.19%	53.46%	51.69%	49.51%	55.21%	50.25%
Agree		37.07%	35.75%	37.67%	39.07%	40.27%	32.11%	35.23%	29.74%	34.69%	40.34%	34.39%	37.50%	33.49%	39.62%	40.45%	38.83%	36.68%	40.89%
Neither agree nor disagree		8.72%	7.94%	8.30%	7.28%	7.38%	8.26%	9.09%	8.55%	7.14%	4.55%	9.05%	10.42%	10.38%	6.54%	7.87%	11.17%	8.11%	8.37%
Disagree		0.30%	0.26%	0.00%	0.00%	0.00%	0.00%	0.38%	0.74%	0.00%	0.00%	0.00%	0.00%	0.47%	0.38%	0.00%	0.49%	0.00%	0.00%
Strongly disagree		0.50%	0.09%	0.12%	0.66%	0.00%	0.00%	0.38%	0.00%	0.00%	1.14%	0.45%	0.00%	0.47%	0.00%	0.00%	0.00%	0.00%	0.49%

Note: This question only applies to respondents who indicated "Yes" to Question 17 (NoK).

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

**Question 19: Was your experience at the national cemetery similar to the video on service options you viewed?**

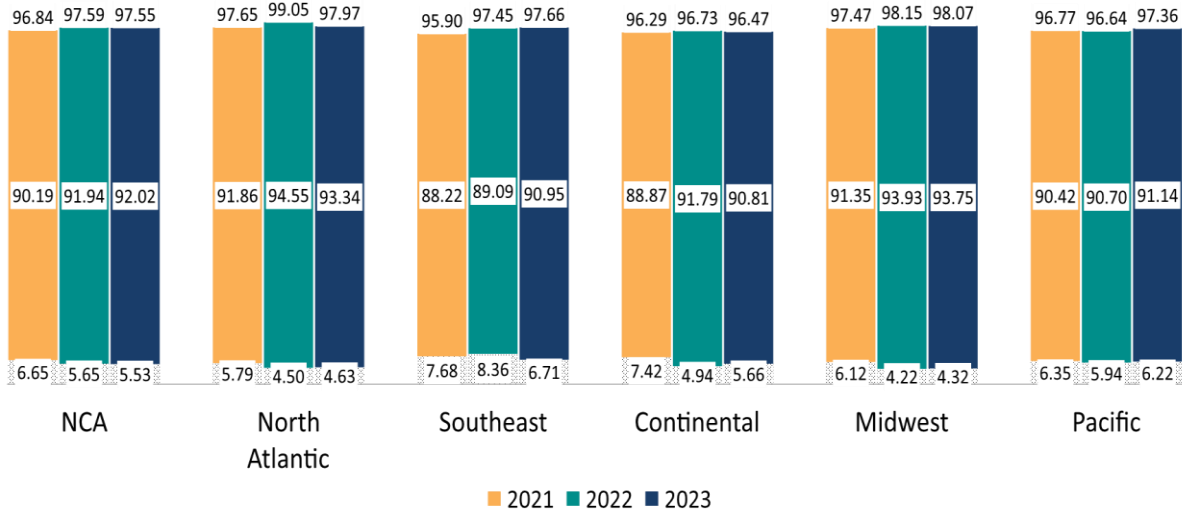


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		995	1135	823	149	146	110	258	262	191	175	219	140	209	256	179	204	252	202
<b>Yes</b>		93.87%	96.12%	97.33%	95.30%	96.58%	97.27%	93.02%	95.80%	98.43%	95.43%	96.80%	98.57%	93.78%	95.70%	97.77%	92.65%	96.03%	95.05%
<b>No</b>		6.13%	3.88%	2.67%	4.70%	3.42%	2.73%	6.98%	4.20%	1.57%	4.57%	3.20%	1.43%	6.22%	4.30%	2.23%	7.35%	3.97%	4.95%

Note: This question only applies to respondents who indicated "Yes" to Question 17 (NoK).

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

**Question 20: If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		9641	11618	7697	1744	1890	1232	2097	2511	1668	1482	1925	1219	2335	2819	1873	1983	2473	1704
Very satisfied		90.19%	91.94%	92.02%	91.86%	94.55%	93.34%	88.22%	89.09%	90.95%	88.87%	91.79%	90.81%	91.35%	93.93%	93.75%	90.42%	90.70%	91.14%
Somewhat satisfied		6.65%	5.65%	5.53%	5.79%	4.50%	4.63%	7.68%	8.36%	6.71%	7.42%	4.94%	5.66%	6.12%	4.22%	4.32%	6.35%	5.94%	6.22%
Neither satisfied nor dissatisfied		1.74%	1.01%	1.16%	1.72%	0.48%	0.89%	2.00%	0.88%	0.78%	1.62%	1.40%	1.80%	1.63%	1.03%	1.17%	1.71%	1.21%	1.23%
Somewhat dissatisfied		0.90%	0.93%	0.79%	0.46%	0.21%	0.73%	1.38%	1.08%	0.84%	1.42%	1.35%	0.98%	0.56%	0.39%	0.53%	0.81%	1.62%	0.94%
Very dissatisfied		0.52%	0.47%	0.49%	0.17%	0.26%	0.41%	0.72%	0.60%	0.72%	0.67%	0.52%	0.74%	0.34%	0.43%	0.21%	0.71%	0.53%	0.47%

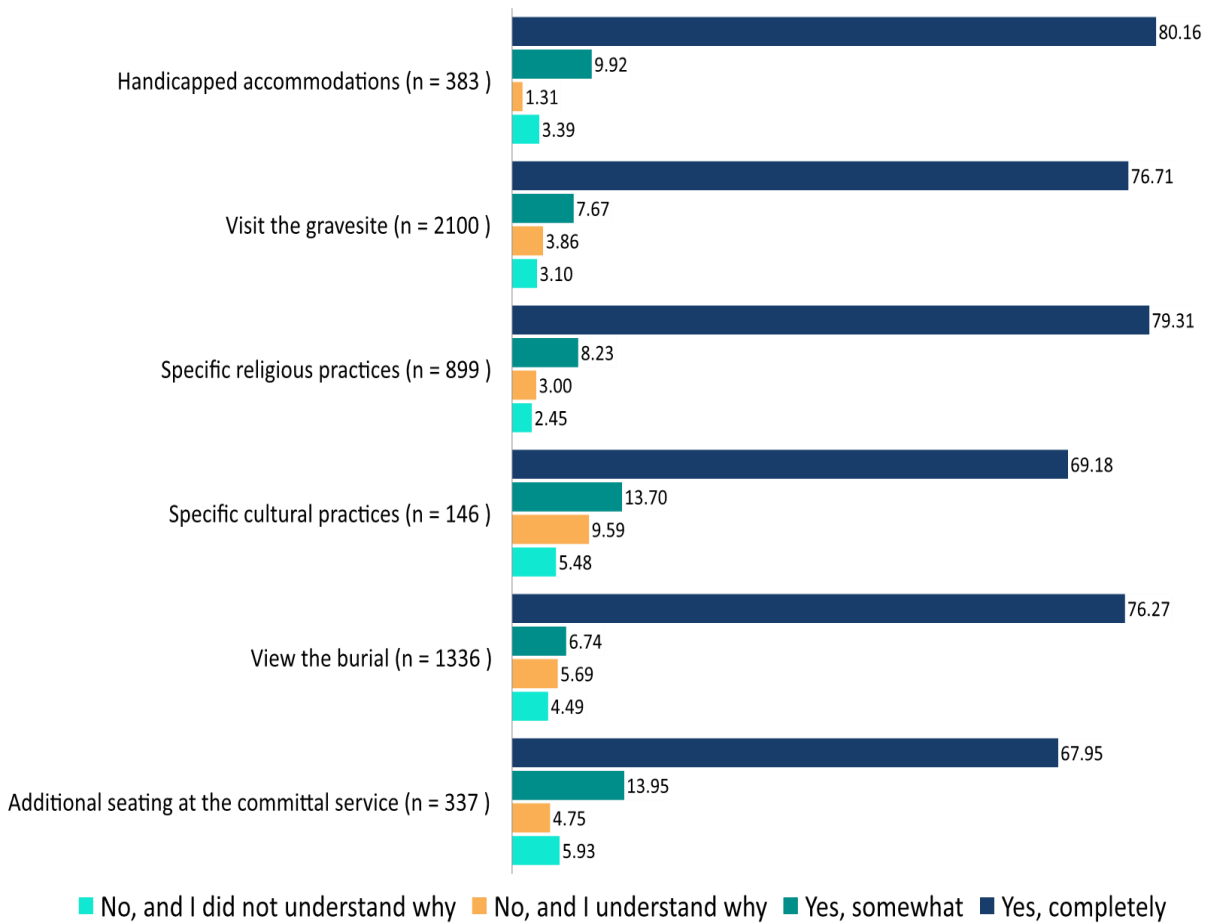
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

#### By special need requested, was the cemetery able to accommodate the request?

Question 14: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

Question 15: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



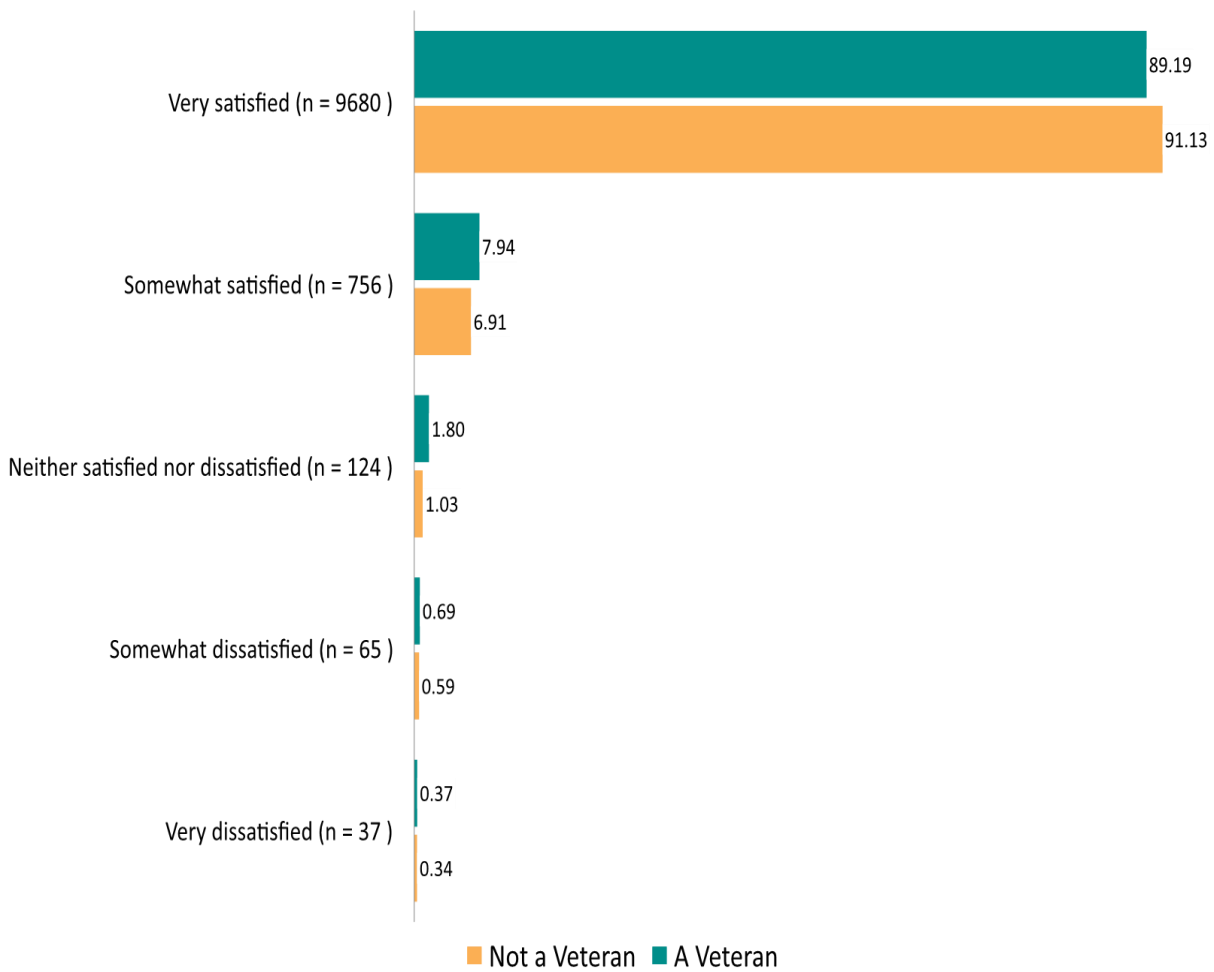
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

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

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

Question 21: Overall, how satisfied were you with the committal service at the national cemetery?





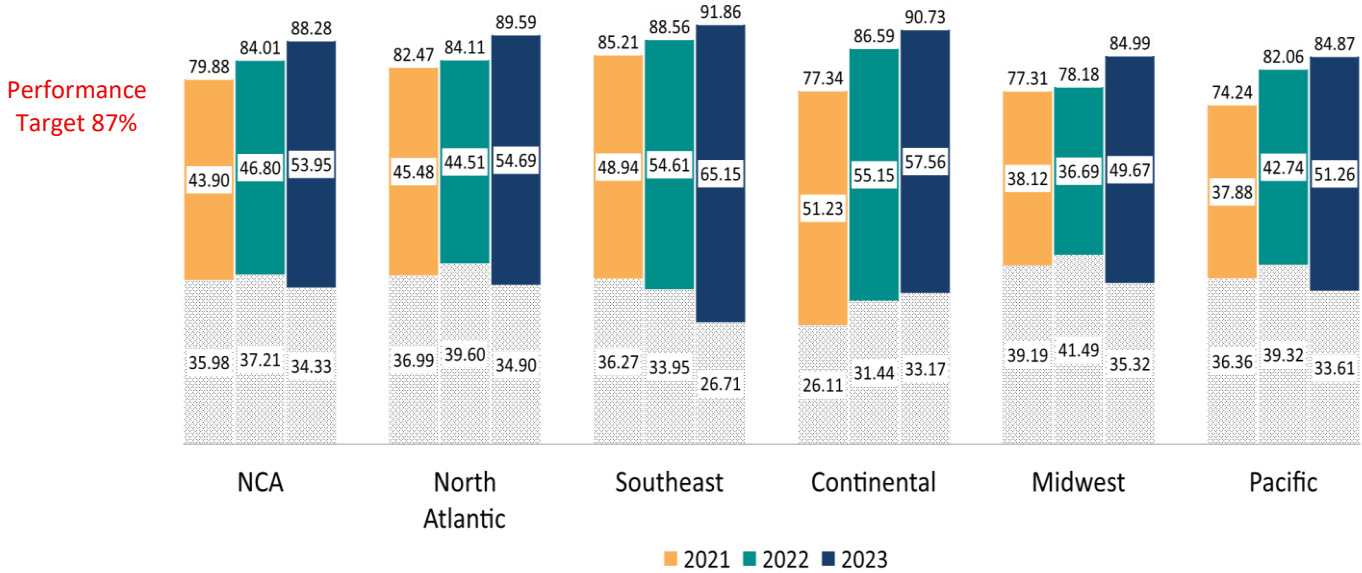
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## **Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors**

### **SECTION DESCRIPTION**

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

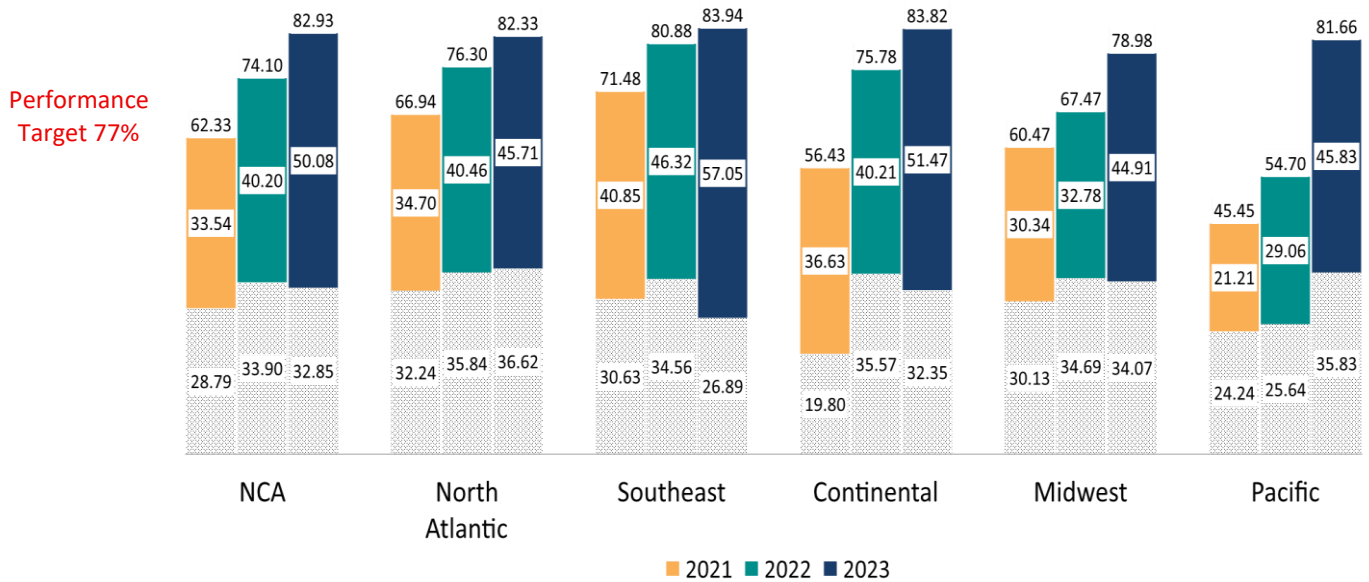
## Question 18: How easy is the process of scheduling an interment at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1451	2013	1998	365	346	384	284	271	307	203	194	205	467	417	453	132	117	119
Very easy		43.90%	46.80%	53.95%	45.48%	44.51%	54.69%	48.94%	54.61%	65.15%	51.23%	55.15%	57.56%	38.12%	36.69%	49.67%	37.88%	42.74%	51.26%
Somewhat easy		35.98%	37.21%	34.33%	36.99%	39.60%	34.90%	36.27%	33.95%	26.71%	26.11%	31.44%	33.17%	39.19%	41.49%	35.32%	36.36%	39.32%	33.61%
Neither easy nor hard		9.30%	9.54%	7.26%	6.85%	8.67%	5.47%	8.45%	7.38%	5.21%	9.36%	7.73%	6.34%	9.85%	13.43%	8.61%	15.91%	7.69%	12.61%
Somewhat hard		6.96%	5.56%	3.45%	7.12%	6.65%	3.39%	4.58%	3.69%	2.93%	8.87%	5.15%	2.93%	7.92%	6.71%	4.64%	5.30%	6.84%	2.52%
Very hard		3.86%	0.89%	1.00%	3.56%	0.58%	1.56%	1.76%	0.37%	0.00%	4.43%	0.52%	0.00%	4.93%	1.68%	1.77%	4.55%	3.42%	0.00%

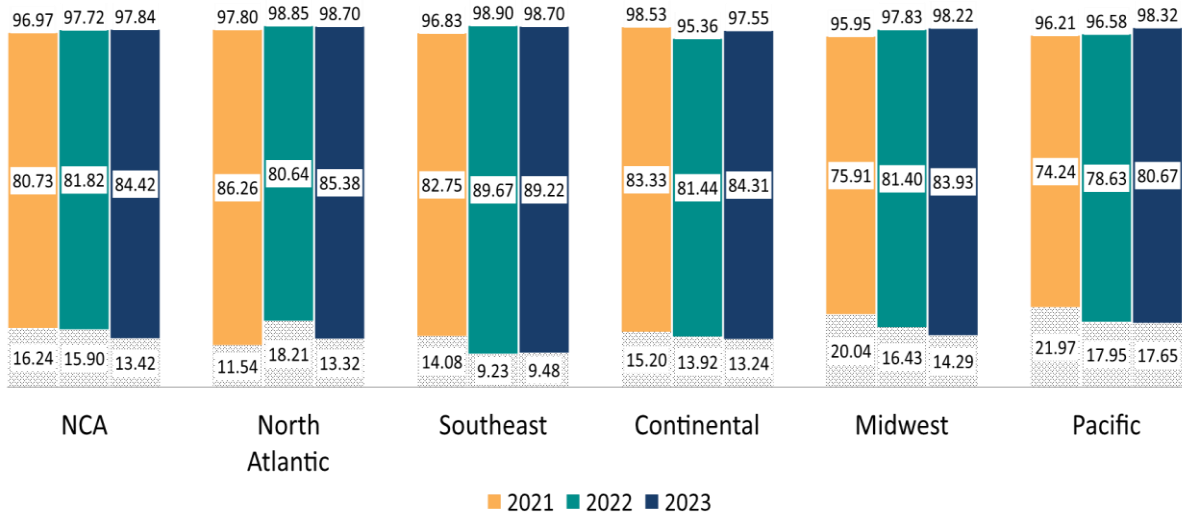
# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

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



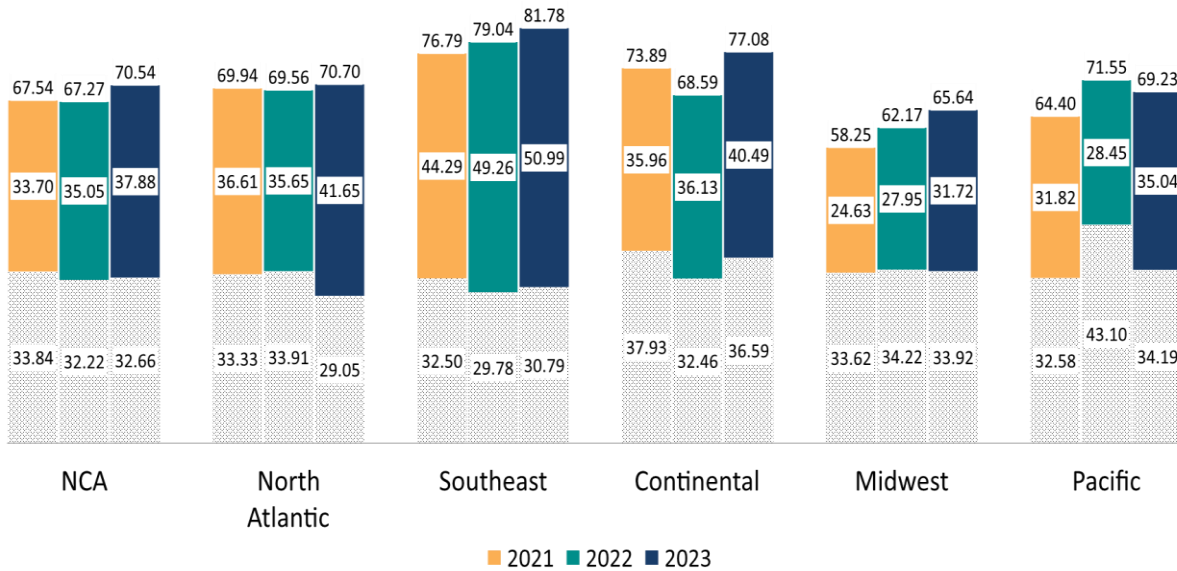
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1452	2015	1997	366	346	385	284	272	305	202	194	204	468	418	452	132	117	120
Very satisfied		33.54%	40.20%	50.08%	34.70%	40.46%	45.71%	40.85%	46.32%	57.05%	36.63%	40.21%	51.47%	30.34%	32.78%	44.91%	21.21%	29.06%	45.83%
Somewhat satisfied		28.79%	33.90%	32.85%	32.24%	35.84%	36.62%	30.63%	34.56%	26.89%	19.80%	35.57%	32.35%	30.13%	34.69%	34.07%	24.24%	25.64%	35.83%
Neither satisfied nor dissatisfied		13.29%	11.46%	9.06%	13.39%	10.40%	10.39%	10.21%	6.62%	8.20%	17.33%	12.37%	10.78%	11.97%	11.96%	9.29%	18.18%	21.37%	9.17%
Somewhat dissatisfied		15.43%	10.37%	6.01%	12.84%	10.12%	5.71%	13.73%	9.19%	6.23%	13.86%	8.25%	2.94%	17.52%	14.83%	8.85%	21.21%	15.38%	8.33%
Very dissatisfied		8.95%	4.07%	2.00%	6.83%	3.18%	1.56%	4.58%	3.31%	1.64%	12.38%	3.61%	2.45%	10.04%	5.74%	2.88%	15.15%	8.55%	0.83%

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



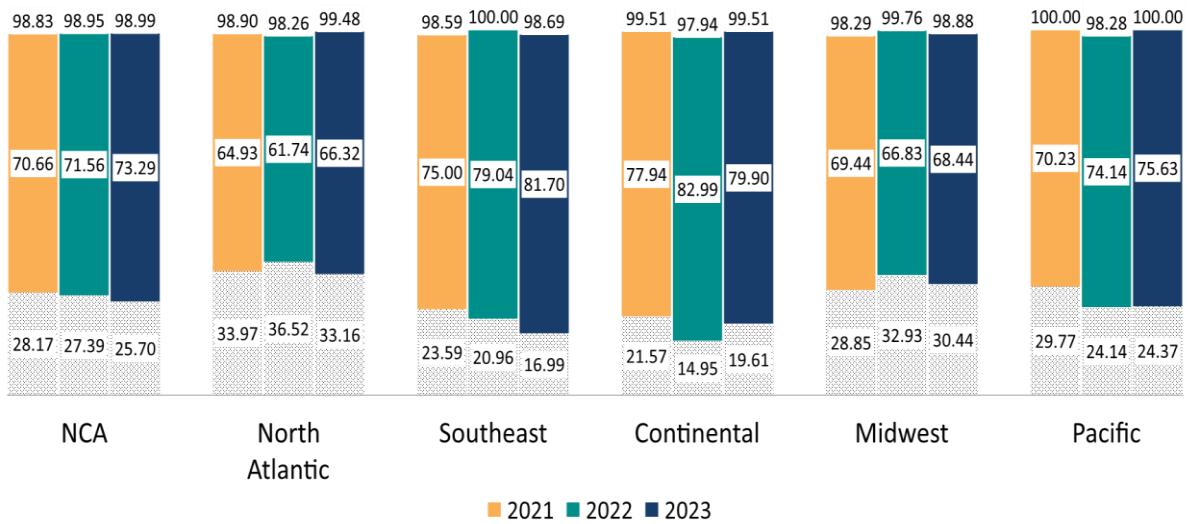
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1453	2013	1990	364	346	383	284	271	306	204	194	204	469	414	448	132	117	119
Always		80.73%	81.82%	84.42%	86.26%	80.64%	85.38%	82.75%	89.67%	89.22%	83.33%	81.44%	84.31%	75.91%	81.40%	83.93%	74.24%	78.63%	80.67%
For the most part		16.24%	15.90%	13.42%	11.54%	18.21%	13.32%	14.08%	9.23%	9.48%	15.20%	13.92%	13.24%	20.04%	16.43%	14.29%	21.97%	17.95%	17.65%
Occasionally		2.55%	1.99%	1.86%	2.20%	1.16%	1.31%	2.46%	1.11%	0.98%	0.98%	4.64%	1.96%	3.62%	1.69%	1.34%	2.27%	2.56%	1.68%
Never		0.48%	0.30%	0.30%	0.00%	0.00%	0.00%	0.70%	0.00%	0.33%	0.49%	0.00%	0.49%	0.43%	0.48%	0.45%	1.52%	0.85%	0.00%

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



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1448	2014	1993	366	345	389	280	272	302	203	191	205	467	415	454	132	116	117
Superior to private cemeteries		33.70%	35.05%	37.88%	36.61%	35.65%	41.65%	44.29%	49.26%	50.99%	35.96%	36.13%	40.49%	24.63%	27.95%	31.72%	31.82%	28.45%	35.04%
Better than private cemeteries		33.84%	32.22%	32.66%	33.33%	33.91%	29.05%	32.50%	29.78%	30.79%	37.93%	32.46%	36.59%	33.62%	34.22%	33.92%	32.58%	43.10%	34.19%
About the same		28.73%	30.24%	27.40%	27.05%	28.99%	27.25%	21.07%	20.22%	17.88%	22.66%	28.80%	20.98%	35.97%	33.73%	31.06%	33.33%	25.00%	27.35%
Worse than private cemeteries		2.69%	2.09%	1.51%	2.19%	1.16%	1.54%	2.14%	0.37%	0.33%	2.46%	2.62%	1.46%	3.85%	3.86%	1.98%	1.52%	1.72%	3.42%
Much worse than private cemeteries		1.04%	0.40%	0.55%	0.82%	0.29%	0.51%	0.00%	0.37%	0.00%	0.99%	0.00%	0.49%	1.93%	0.24%	1.32%	0.76%	1.72%	0.00%

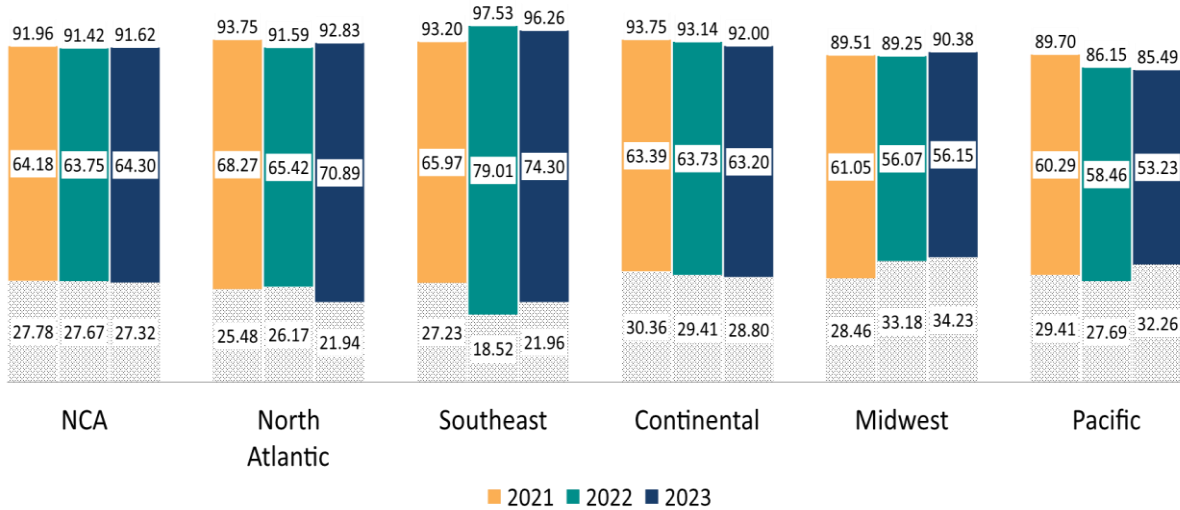
## Question 21: Generally, how often do committal services at the national cemetery start on time?



Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1452	2015	1992	365	345	383	284	272	306	204	194	204	468	416	450	131	116	119
Always		70.66%	71.56%	73.29%	64.93%	61.74%	66.32%	75.00%	79.04%	81.70%	77.94%	82.99%	79.90%	69.44%	66.83%	68.44%	70.23%	74.14%	75.63%
For the most part		28.17%	27.39%	25.70%	33.97%	36.52%	33.16%	23.59%	20.96%	16.99%	21.57%	14.95%	19.61%	28.85%	32.93%	30.44%	29.77%	24.14%	24.37%
Occasionally		1.03%	0.89%	0.85%	1.10%	1.16%	0.52%	1.06%	0.00%	0.98%	0.49%	2.06%	0.49%	1.50%	0.24%	0.89%	0.00%	1.72%	0.00%
Never		0.14%	0.15%	0.15%	0.00%	0.58%	0.00%	0.35%	0.00%	0.33%	0.00%	0.00%	0.00%	0.21%	0.00%	0.22%	0.00%	0.00%	0.00%

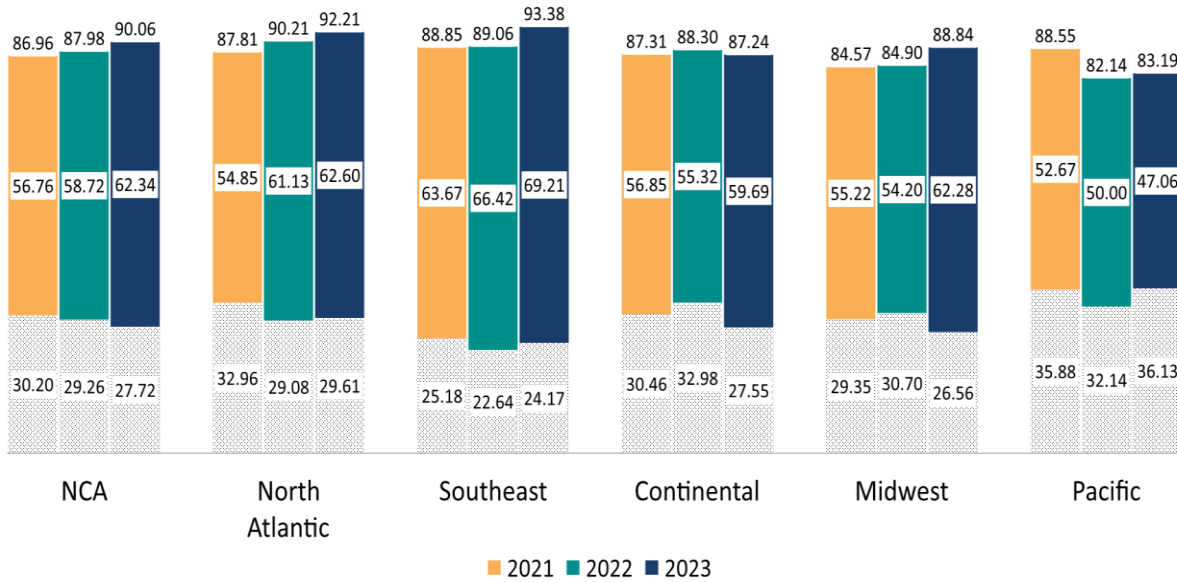
## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

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



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		846	1189	1241	208	214	237	191	162	214	112	102	125	267	214	260	68	65	62
Very successful		64.18%	63.75%	64.30%	68.27%	65.42%	70.89%	65.97%	79.01%	74.30%	63.39%	63.73%	63.20%	61.05%	56.07%	56.15%	60.29%	58.46%	53.23%
Somewhat successful		27.78%	27.67%	27.32%	25.48%	26.17%	21.94%	27.23%	18.52%	21.96%	30.36%	29.41%	28.80%	28.46%	33.18%	34.23%	29.41%	27.69%	32.26%
Neither successful nor unsuccessful		5.32%	6.48%	5.48%	3.85%	6.54%	6.33%	5.24%	2.47%	2.80%	3.57%	4.90%	4.80%	6.74%	8.41%	6.15%	7.35%	12.31%	8.06%
Somewhat unsuccessful		1.89%	1.43%	2.10%	1.44%	0.93%	0.42%	1.57%	0.00%	0.47%	2.68%	0.98%	2.40%	2.25%	0.93%	2.31%	1.47%	1.54%	4.84%
Very unsuccessful		0.83%	0.67%	0.81%	0.96%	0.93%	0.42%	0.00%	0.00%	0.47%	0.00%	0.98%	0.80%	1.50%	1.40%	1.15%	1.47%	0.00%	1.61%

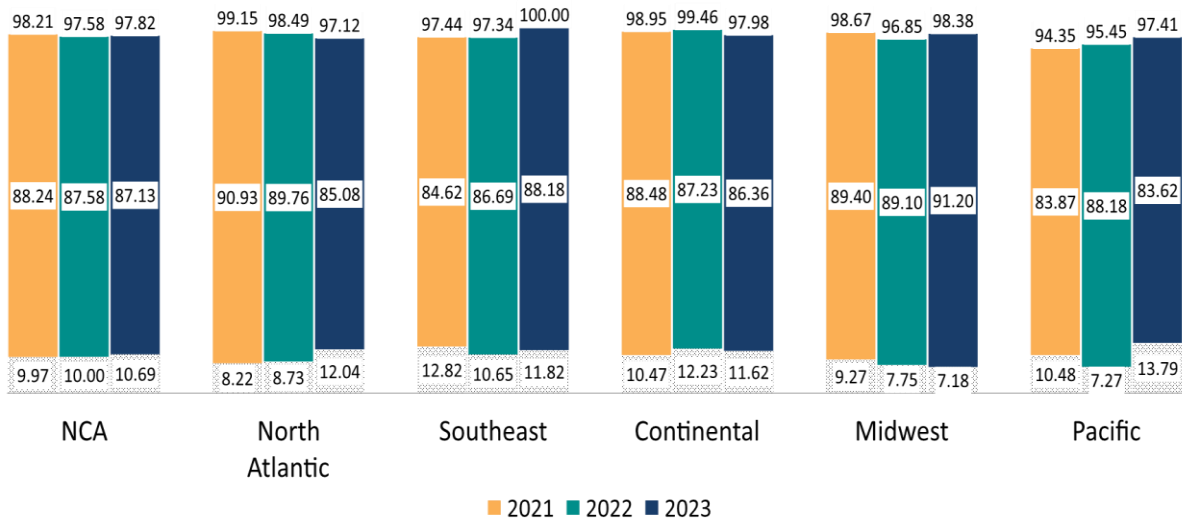
Question 23: How easy is it to schedule military honors at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1427	1972	1970	361	337	385	278	265	302	197	188	196	460	417	448	131	112	119
Very easy		56.76%	58.72%	62.34%	54.85%	61.13%	62.60%	63.67%	66.42%	69.21%	56.85%	55.32%	59.69%	55.22%	54.20%	62.28%	52.67%	50.00%	47.06%
Somewhat easy		30.20%	29.26%	27.72%	32.96%	29.08%	29.61%	25.18%	22.64%	24.17%	30.46%	32.98%	27.55%	29.35%	30.70%	26.56%	35.88%	32.14%	36.13%
Neither easy nor hard		7.57%	7.76%	5.84%	8.31%	8.01%	5.97%	6.83%	6.42%	3.97%	7.61%	5.85%	7.65%	7.17%	9.11%	5.80%	8.40%	10.71%	8.40%
Somewhat hard		4.48%	3.65%	3.50%	3.05%	1.19%	1.30%	4.32%	4.53%	2.65%	4.57%	5.32%	5.10%	6.30%	5.28%	4.46%	2.29%	6.25%	7.56%
Very hard		0.98%	0.61%	0.61%	0.83%	0.59%	0.52%	0.00%	0.00%	0.00%	0.51%	0.53%	0.00%	1.96%	0.72%	0.89%	0.76%	0.89%	0.84%



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



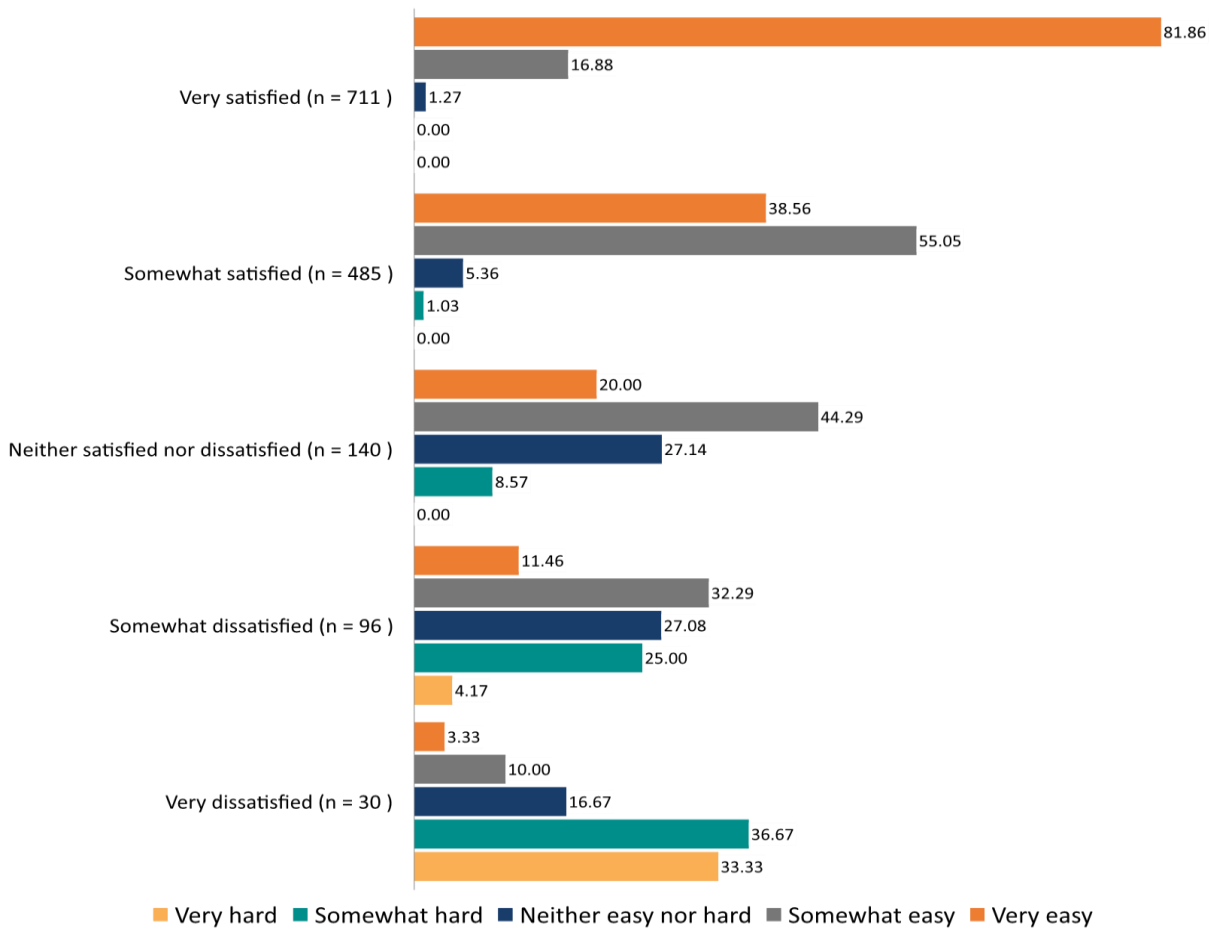
Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		1394	1940	1927	353	332	382	273	263	296	191	188	198	453	413	432	124	110	116
Very acceptable		88.24%	87.58%	87.13%	90.93%	89.76%	85.08%	84.62%	86.69%	88.18%	88.48%	87.23%	86.36%	89.40%	89.10%	91.20%	83.87%	88.18%	83.62%
Somewhat acceptable		9.97%	10.00%	10.69%	8.22%	8.73%	12.04%	12.82%	10.65%	11.82%	10.47%	12.23%	11.62%	9.27%	7.75%	7.18%	10.48%	7.27%	13.79%
Neither acceptable nor unacceptable		1.15%	1.55%	1.76%	0.85%	0.30%	2.62%	0.73%	1.52%	0.00%	0.52%	0.53%	2.02%	1.32%	2.91%	1.16%	3.23%	1.82%	1.72%
Somewhat unacceptable		0.36%	0.62%	0.31%	0.00%	0.90%	0.26%	0.73%	1.14%	0.00%	0.52%	0.00%	0.00%	0.00%	0.00%	0.23%	1.61%	1.82%	0.86%
Very unacceptable		0.29%	0.26%	0.10%	0.00%	0.30%	0.00%	1.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.24%	0.23%	0.81%	0.91%	0.00%

## ELEMENT OF COMPARISON

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

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

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

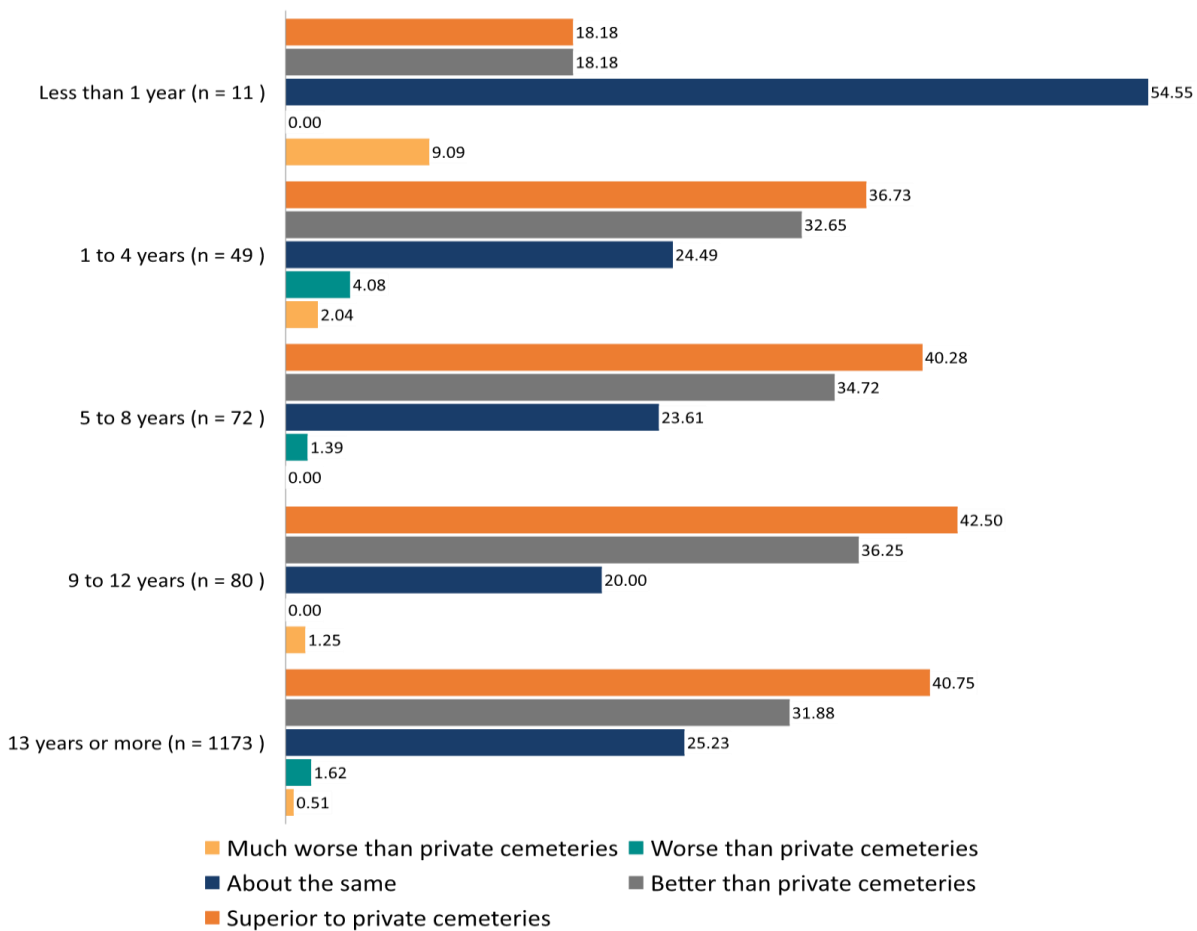


## ELEMENT OF COMPARISON

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

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

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



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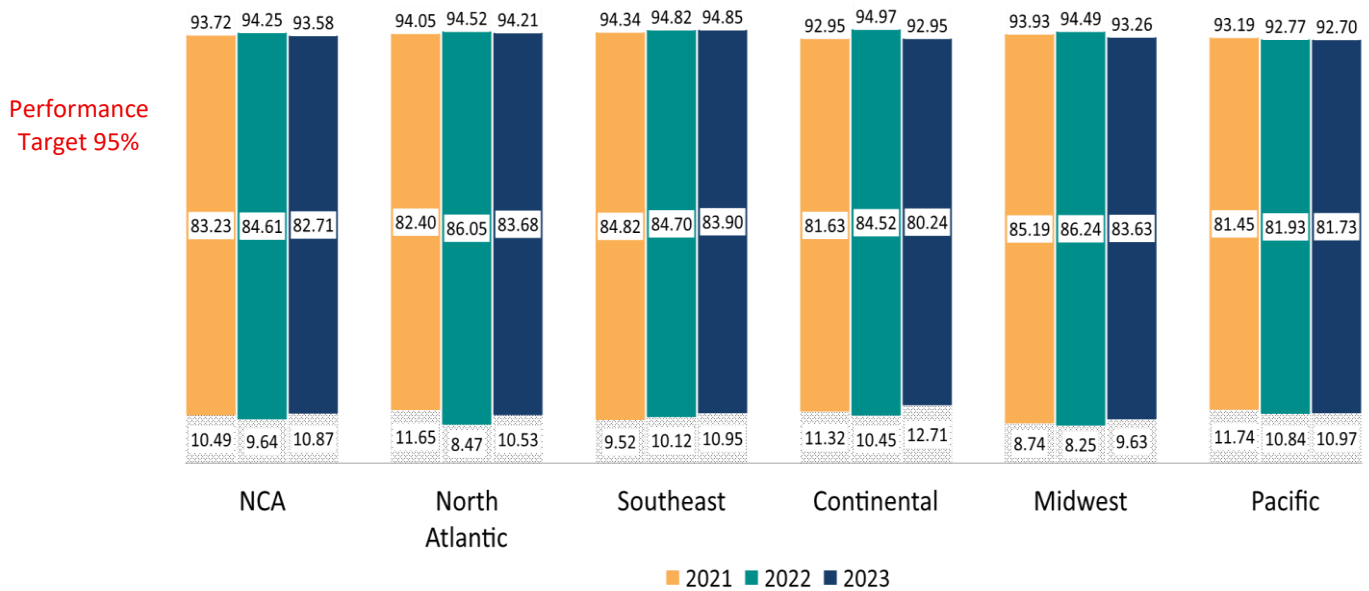
## Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin

### SECTION DESCRIPTION

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

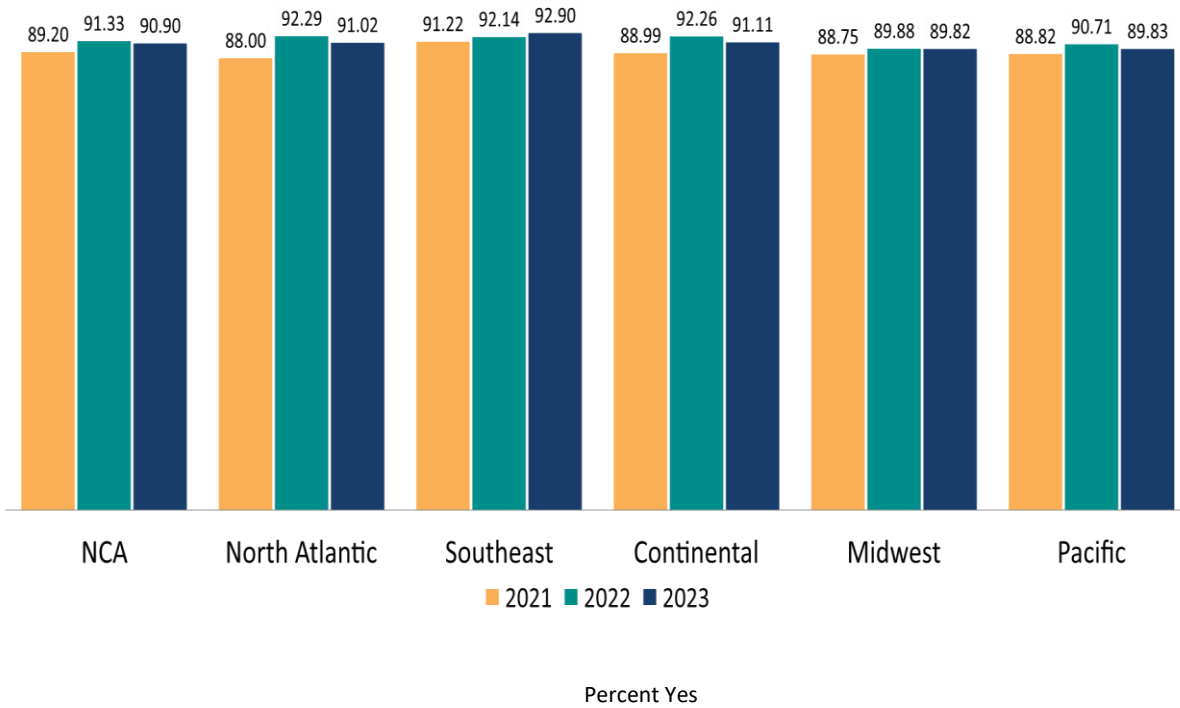
## Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

**Question 24: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		18091	20843	17147	3193	3412	2764	3919	4425	3763	2863	3436	2753	4165	4811	3916	3951	4759	3947
Very satisfied		83.23%	84.61%	82.71%	82.40%	86.05%	83.68%	84.82%	84.70%	83.90%	81.63%	84.52%	80.24%	85.19%	86.24%	83.63%	81.45%	81.93%	81.73%
Somewhat satisfied		10.49%	9.64%	10.87%	11.65%	8.47%	10.53%	9.52%	10.12%	10.95%	11.32%	10.45%	12.71%	8.74%	8.25%	9.63%	11.74%	10.84%	10.97%
Neither satisfied nor dissatisfied		4.80%	4.46%	4.83%	4.42%	4.28%	4.27%	4.18%	3.75%	3.80%	5.06%	3.96%	4.98%	4.87%	4.53%	5.13%	5.47%	5.53%	5.83%
Somewhat dissatisfied		1.07%	0.92%	1.05%	1.16%	0.91%	1.09%	0.97%	0.97%	0.85%	1.47%	0.81%	1.31%	0.86%	0.83%	1.20%	1.01%	1.03%	0.89%
Very dissatisfied		0.41%	0.37%	0.53%	0.38%	0.29%	0.43%	0.51%	0.45%	0.50%	0.52%	0.26%	0.76%	0.34%	0.15%	0.41%	0.33%	0.67%	0.58%

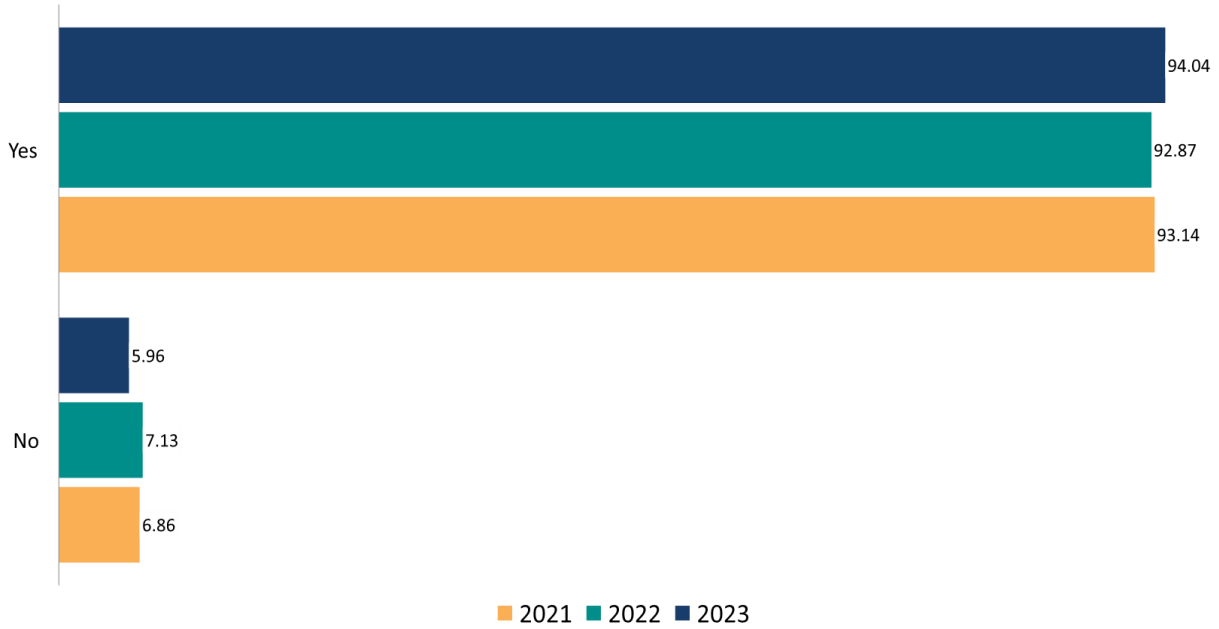
**Question 22: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		18701	21572	17787	3324	3554	2839	4043	4541	3890	2934	3527	2835	4330	5040	4127	4070	4910	4092
<b>Yes</b>		89.20%	91.33%	90.90%	88.00%	92.29%	91.02%	91.22%	92.14%	92.90%	88.99%	92.26%	91.11%	88.75%	89.88%	89.82%	88.82%	90.71%	89.83%
<b>No</b>		4.70%	4.10%	4.07%	5.29%	3.15%	3.70%	3.29%	3.79%	3.24%	4.98%	3.60%	4.48%	5.15%	4.74%	4.12%	4.94%	4.77%	4.79%
<b>Don't know</b>		6.10%	4.57%	5.03%	6.71%	4.56%	5.28%	5.49%	4.07%	3.86%	6.03%	4.14%	4.41%	6.10%	5.38%	6.06%	6.24%	4.52%	5.38%

Note: Prior to 2022 the question wording was: "Were the headstone, marker, or columbarium niche cover inscription options explained to you"?

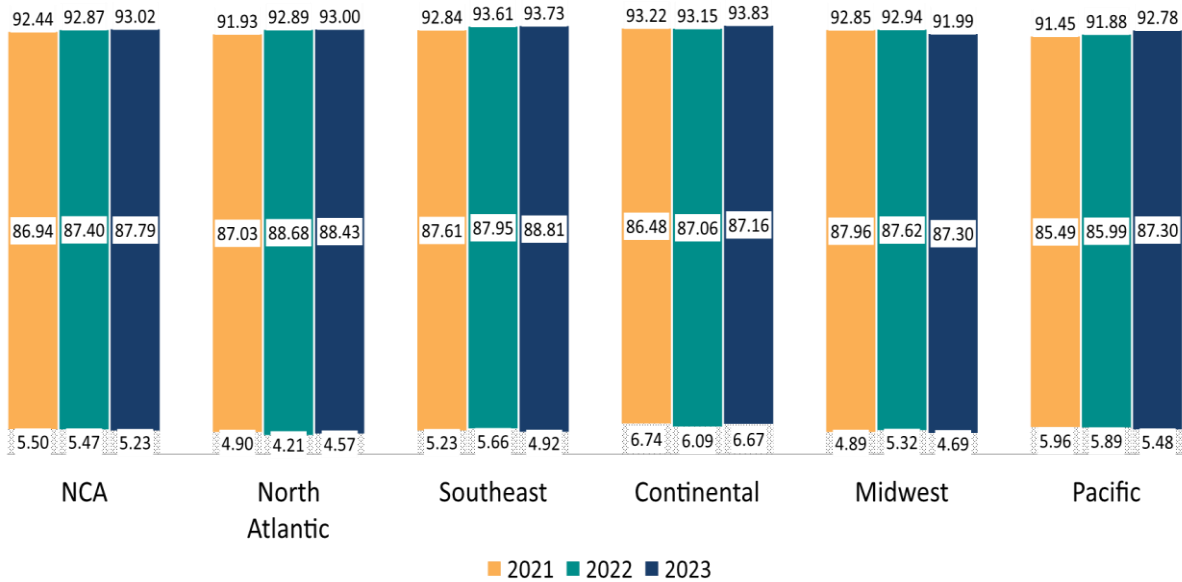
**Question 23: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		18618	21566	17756	3302	3555	2837	4017	4550	3878	2919	3525	2831	4310	5020	4119	4070	4916	4087
<b>Yes</b>		93.14%	92.87%	94.04%	92.34%	93.45%	94.29%	94.03%	93.65%	94.28%	93.25%	92.57%	94.63%	93.04%	92.87%	94.42%	92.95%	91.97%	92.83%
<b>No</b>		6.86%	7.13%	5.96%	7.66%	6.55%	5.71%	5.97%	6.35%	5.72%	6.75%	7.43%	5.37%	6.96%	7.13%	5.58%	7.05%	8.03%	7.17%

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

**Question 26: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?**

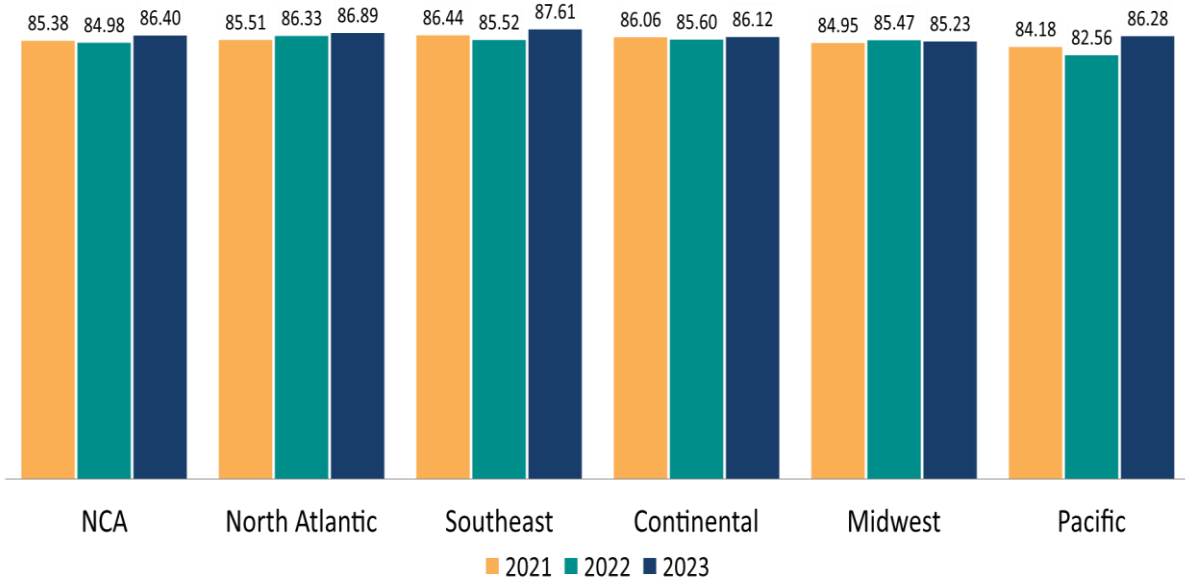


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		17339	19820	16484	3038	3234	2645	3784	4223	3619	2758	3300	2655	3969	4565	3749	3790	4498	3812
<b>Very satisfied</b>		86.94%	87.40%	87.79%	87.03%	88.68%	88.43%	87.61%	87.95%	88.81%	86.48%	87.06%	87.16%	87.96%	87.62%	87.30%	85.49%	85.99%	87.30%
<b>Somewhat satisfied</b>		5.50%	5.47%	5.23%	4.90%	4.21%	4.57%	5.23%	5.66%	4.92%	6.74%	6.09%	6.67%	4.89%	5.32%	4.69%	5.96%	5.89%	5.48%
<b>Neither satisfied nor dissatisfied</b>		5.77%	5.78%	5.51%	6.09%	5.84%	5.33%	5.52%	5.16%	4.78%	4.89%	5.18%	4.67%	5.32%	5.70%	6.27%	6.89%	6.83%	6.16%
<b>Somewhat dissatisfied</b>		1.15%	0.79%	0.99%	1.05%	0.80%	0.98%	1.03%	0.71%	0.94%	1.41%	1.18%	1.02%	1.13%	0.72%	1.20%	1.16%	0.64%	0.81%
<b>Very dissatisfied</b>		0.64%	0.56%	0.49%	0.92%	0.46%	0.68%	0.61%	0.52%	0.55%	0.47%	0.48%	0.49%	0.71%	0.64%	0.53%	0.50%	0.64%	0.24%

Note: This question did not apply to respondents who indicated the “Don't know/the marker or headstone has not yet arrived” answer option in Q24.



**Question 25: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		17969	20679	17025	3167	3388	2746	3894	4386	3729	2848	3416	2731	4134	4776	3893	3926	4713	3922
Yes		85.38%	84.98%	86.40%	85.51%	86.33%	86.89%	86.44%	85.52%	87.61%	86.06%	85.60%	86.12%	84.95%	85.47%	85.23%	84.18%	82.56%	86.28%
No		3.40%	3.05%	2.92%	3.28%	2.24%	2.51%	3.03%	2.80%	2.71%	3.65%	3.04%	3.88%	3.02%	2.76%	2.47%	4.08%	4.16%	3.16%
Don't know		11.22%	11.97%	10.68%	11.21%	11.42%	10.60%	10.53%	11.67%	9.68%	10.29%	11.36%	10.00%	12.02%	11.77%	12.30%	11.74%	13.28%	10.56%

Note: This question did not apply to respondents who indicated the “Don't know/the marker or headstone has not yet arrived” answer option in Q24.

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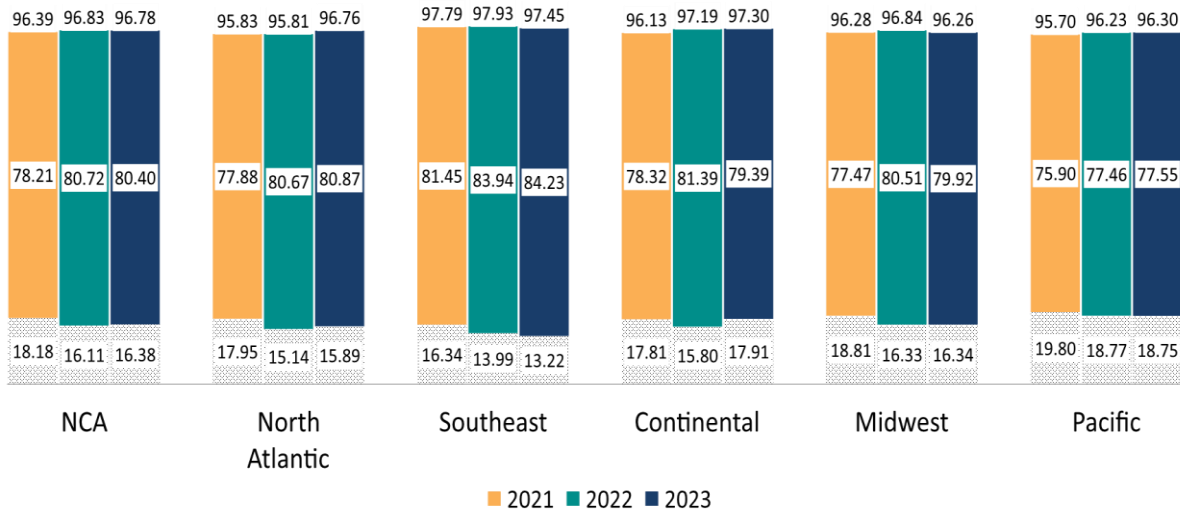
## Satisfaction with Cemetery Appearance and Visitor Accommodations

### SECTION DESCRIPTION

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

## Satisfaction with Cemetery Appearance and Visitor Accommodations

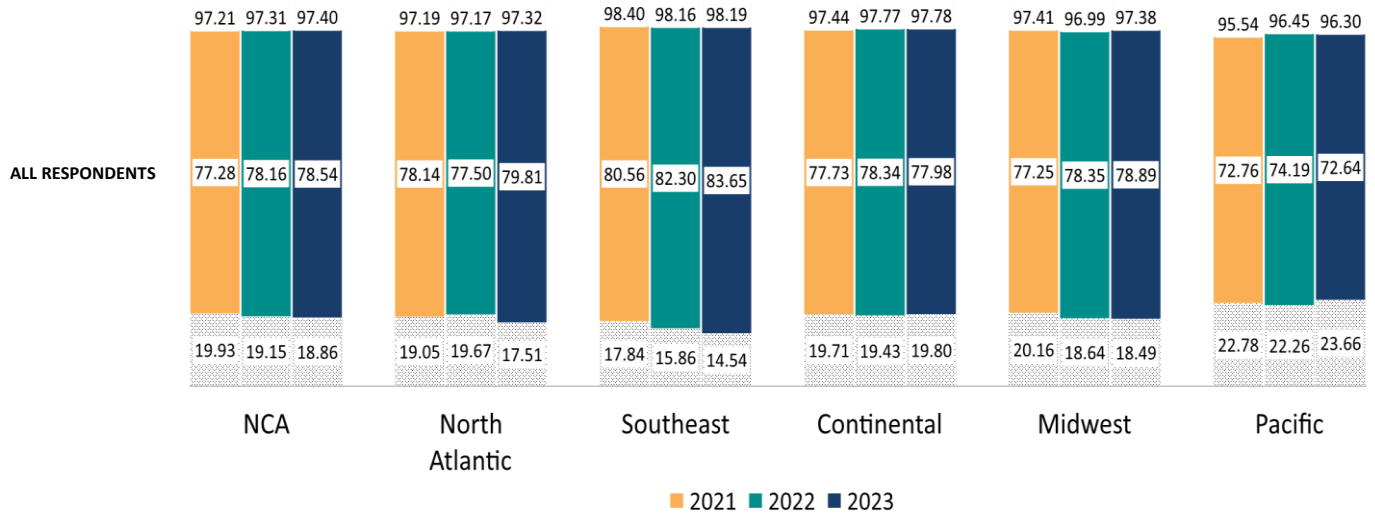
**Question 40: The appearance of my loved one's gravesite/columbaria is excellent.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		17098	19980	16597	3002	3249	2630	3715	4259	3677	2740	3310	2674	3960	4624	3794	3681	4538	3818
Strongly agree		78.21%	80.72%	80.40%	77.88%	80.67%	80.87%	81.45%	83.94%	84.23%	78.32%	81.39%	79.39%	77.47%	80.51%	79.92%	75.90%	77.46%	77.55%
Agree		18.18%	16.11%	16.38%	17.95%	15.14%	15.89%	16.34%	13.99%	13.22%	17.81%	15.80%	17.91%	18.81%	16.33%	16.34%	19.80%	18.77%	18.75%
Neither agree nor disagree		2.79%	2.33%	2.47%	3.16%	3.05%	2.43%	1.70%	1.41%	1.88%	2.81%	1.84%	2.13%	3.08%	2.36%	3.03%	3.26%	3.02%	2.75%
Disagree		0.57%	0.52%	0.46%	0.53%	0.83%	0.34%	0.35%	0.38%	0.52%	0.91%	0.60%	0.34%	0.43%	0.43%	0.40%	0.73%	0.44%	0.63%
Strongly disagree		0.25%	0.33%	0.29%	0.47%	0.31%	0.46%	0.16%	0.28%	0.16%	0.15%	0.36%	0.22%	0.20%	0.37%	0.32%	0.30%	0.31%	0.31%

## Satisfaction with Cemetery Appearance and Visitor Accommodations

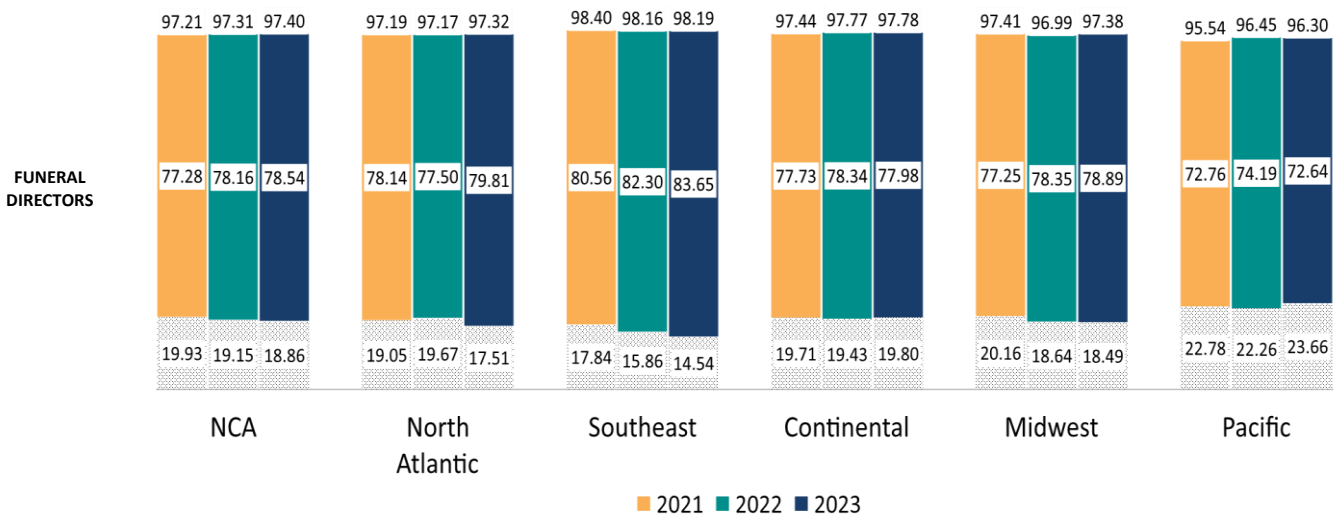
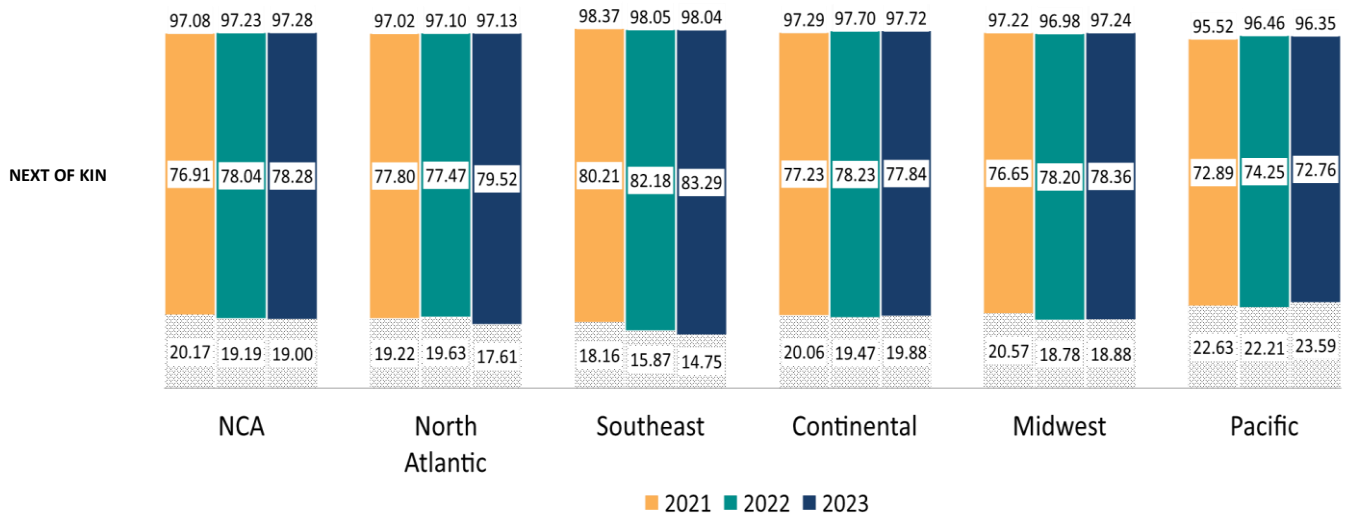
Question 33/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		18648	22051	18542	3380	3614	3016	4018	4520	3982	2968	3536	2879	4449	5114	4240	3833	4627	3914
Strongly agree		77.28%	78.16%	78.54%	78.14%	77.50%	79.81%	80.56%	82.30%	83.65%	77.73%	78.34%	77.98%	77.25%	78.35%	78.89%	72.76%	74.19%	72.64%
Agree		19.93%	19.15%	18.86%	19.05%	19.67%	17.51%	17.84%	15.86%	14.54%	19.71%	19.43%	19.80%	20.16%	18.64%	18.49%	22.78%	22.26%	23.66%
Neither agree nor disagree		2.28%	2.20%	2.19%	2.28%	2.13%	2.09%	1.37%	1.50%	1.58%	2.16%	1.75%	1.98%	2.00%	2.46%	2.36%	3.68%	3.07%	2.96%
Disagree		0.38%	0.37%	0.27%	0.33%	0.53%	0.27%	0.17%	0.27%	0.18%	0.40%	0.40%	0.10%	0.34%	0.33%	0.14%	0.65%	0.39%	0.61%
Strongly disagree		0.13%	0.12%	0.14%	0.21%	0.17%	0.33%	0.05%	0.07%	0.05%	0.00%	0.08%	0.14%	0.25%	0.22%	0.12%	0.13%	0.09%	0.13%

## Satisfaction with Cemetery Appearance and Visitor Accommodations

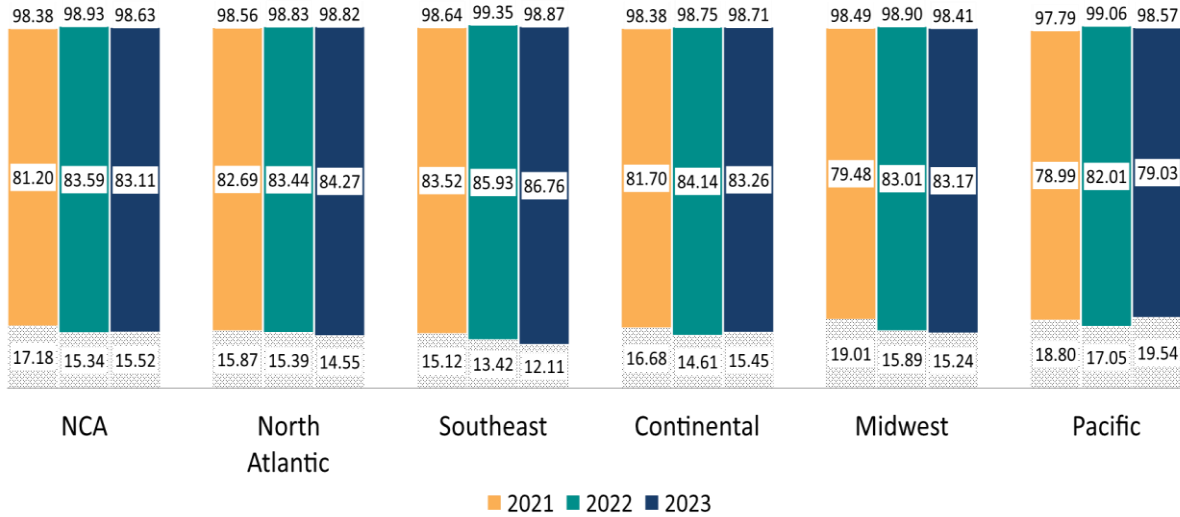
Question 33/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



# 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.

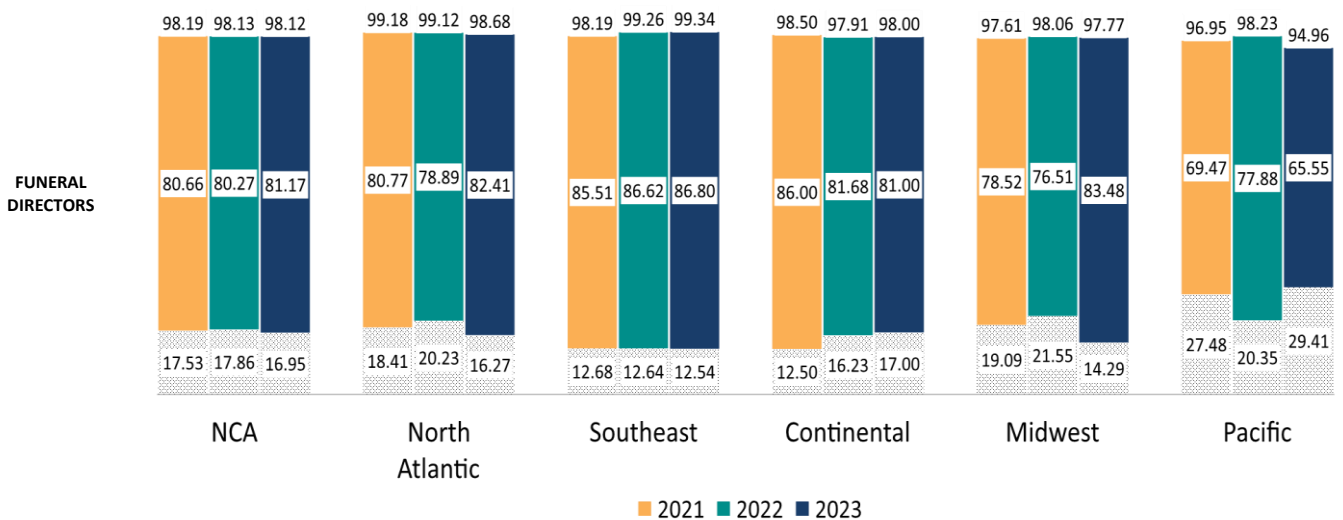
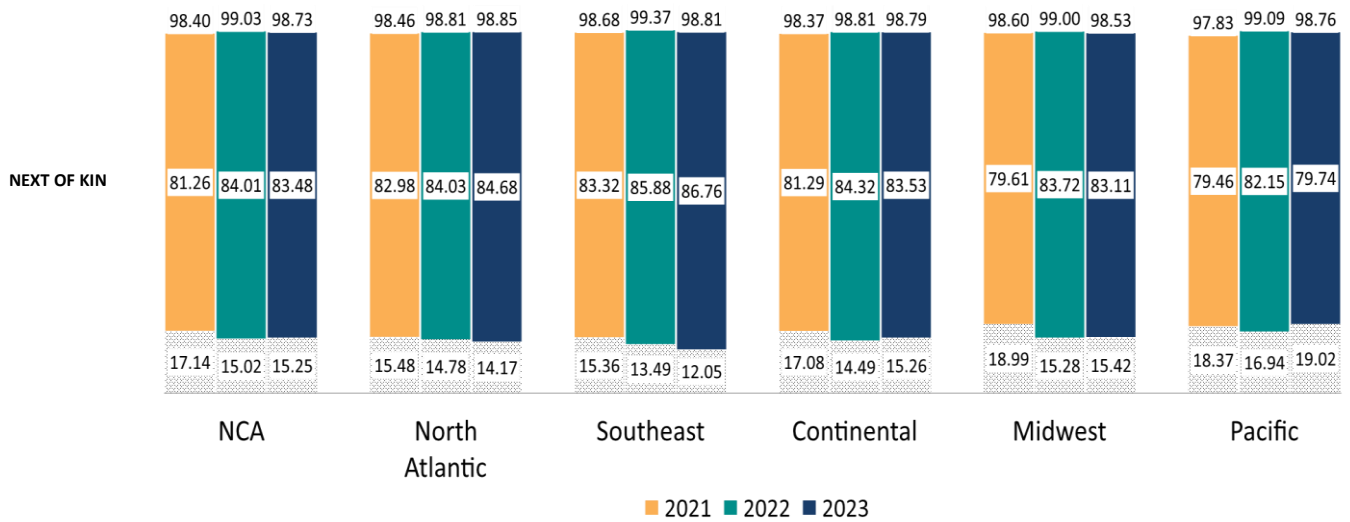
## ALL RESPONDENTS



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		14525	17527	12329	2773	3014	2124	3088	3554	2485	2284	2793	1858	3620	4209	2965	2760	3307	2375
Strongly agree		81.20%	83.59%	83.11%	82.69%	83.44%	84.27%	83.52%	85.93%	86.76%	81.70%	84.14%	83.26%	79.48%	83.01%	83.17%	78.99%	82.01%	79.03%
Agree		17.18%	15.34%	15.52%	15.87%	15.39%	14.55%	15.12%	13.42%	12.11%	16.68%	14.61%	15.45%	19.01%	15.89%	15.24%	18.80%	17.05%	19.54%
Neither agree nor disagree		1.45%	0.78%	1.02%	1.26%	0.80%	0.80%	1.23%	0.56%	0.85%	1.49%	0.86%	0.81%	1.38%	0.78%	1.25%	1.92%	0.64%	1.14%
Disagree		0.10%	0.15%	0.19%	0.11%	0.17%	0.19%	0.03%	0.06%	0.20%	0.09%	0.14%	0.38%	0.08%	0.17%	0.13%	0.18%	0.21%	0.13%
Strongly disagree		0.08%	0.14%	0.15%	0.07%	0.20%	0.19%	0.10%	0.03%	0.08%	0.04%	0.25%	0.11%	0.06%	0.14%	0.20%	0.11%	0.09%	0.17%

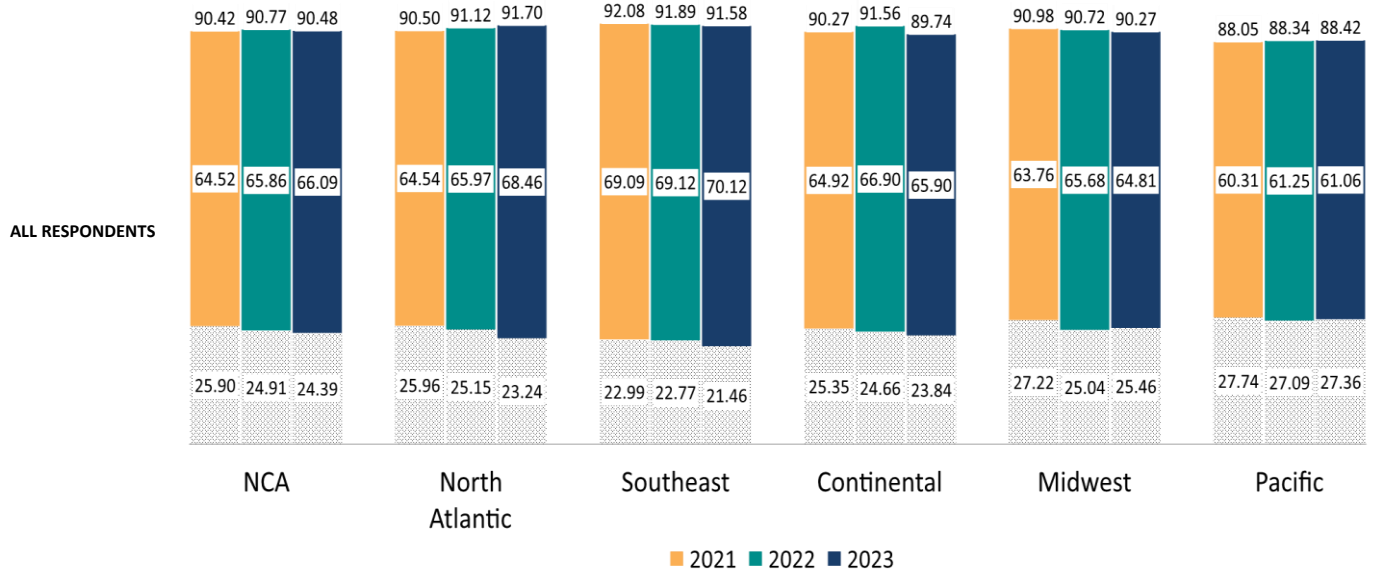
## Satisfaction with Cemetery Appearance and Visitor Accommodations

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



# Satisfaction with Cemetery Appearance and Visitor Accommodations

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

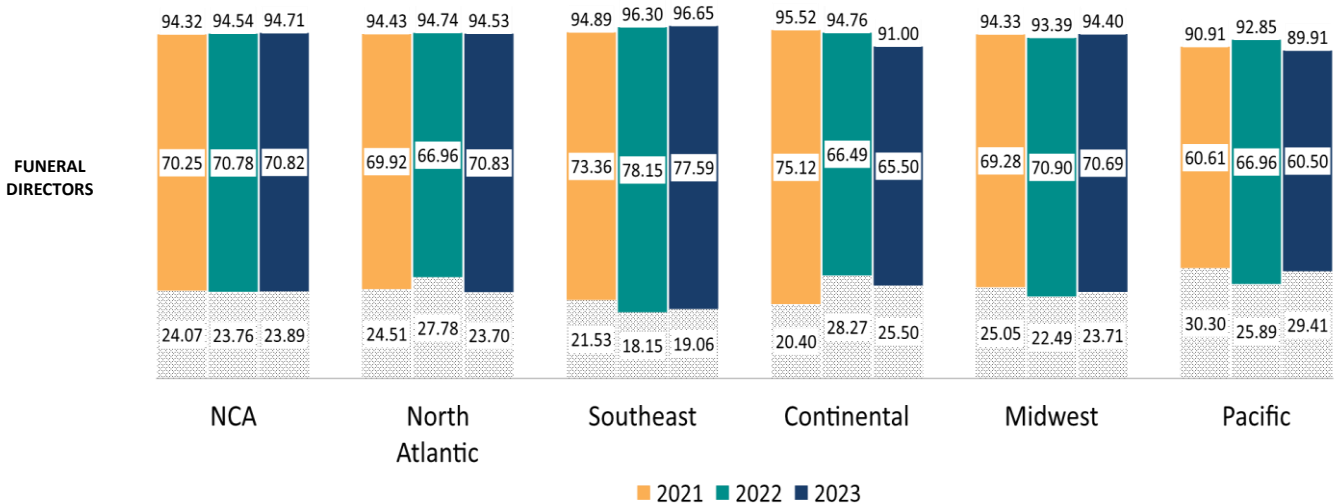
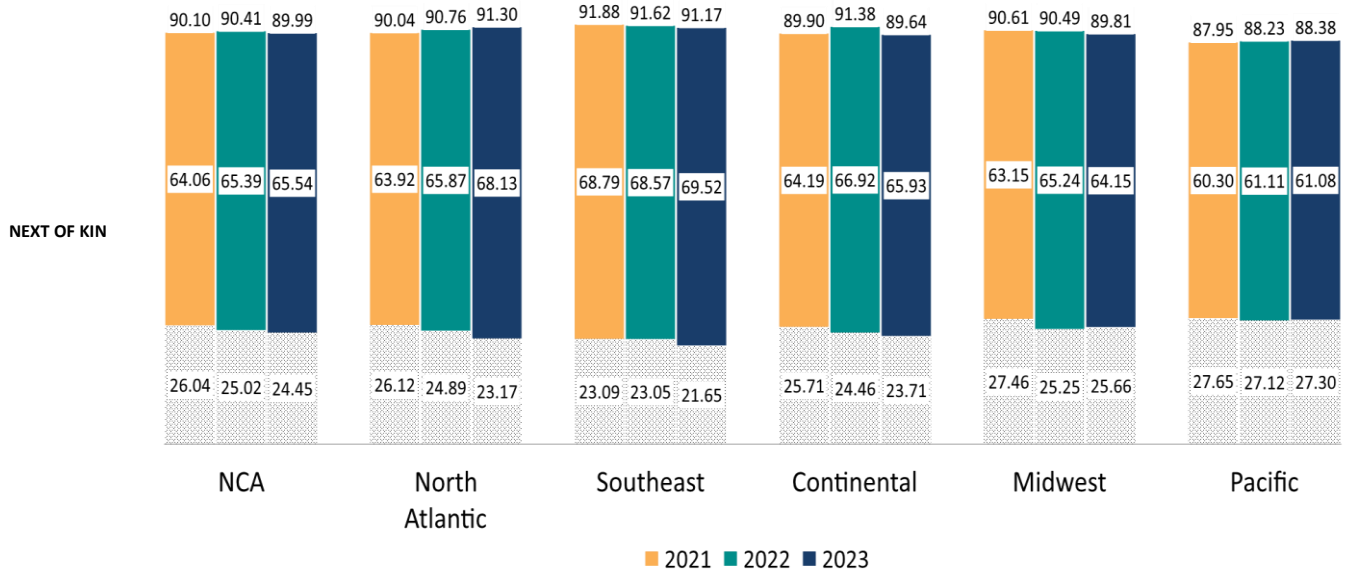


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		19204	22771	19143	3494	3773	3120	4119	4651	4049	3033	3613	2962	4592	5288	4430	3966	4792	4060
Strongly agree		64.52%	65.86%	66.09%	64.54%	65.97%	68.46%	69.09%	69.12%	70.12%	64.92%	66.90%	65.90%	63.76%	65.68%	64.81%	60.31%	61.25%	61.06%
Agree		25.90%	24.91%	24.39%	25.96%	25.15%	23.24%	22.99%	22.77%	21.46%	25.35%	24.66%	23.84%	27.22%	25.04%	25.46%	27.74%	27.09%	27.36%
Neither agree nor disagree		5.93%	5.64%	5.74%	5.64%	5.33%	5.19%	4.81%	4.84%	4.52%	6.07%	5.31%	6.28%	5.47%	5.71%	6.28%	7.79%	7.03%	6.97%
Disagree		3.11%	3.12%	3.25%	3.35%	3.07%	2.63%	2.74%	2.84%	3.61%	2.93%	2.85%	3.31%	2.98%	3.08%	2.96%	3.58%	3.96%	3.89%
Strongly disagree		0.54%	0.47%	0.53%	0.52%	0.48%	0.48%	0.36%	0.43%	0.30%	0.73%	0.28%	0.68%	0.57%	0.49%	0.50%	0.58%	0.67%	0.71%



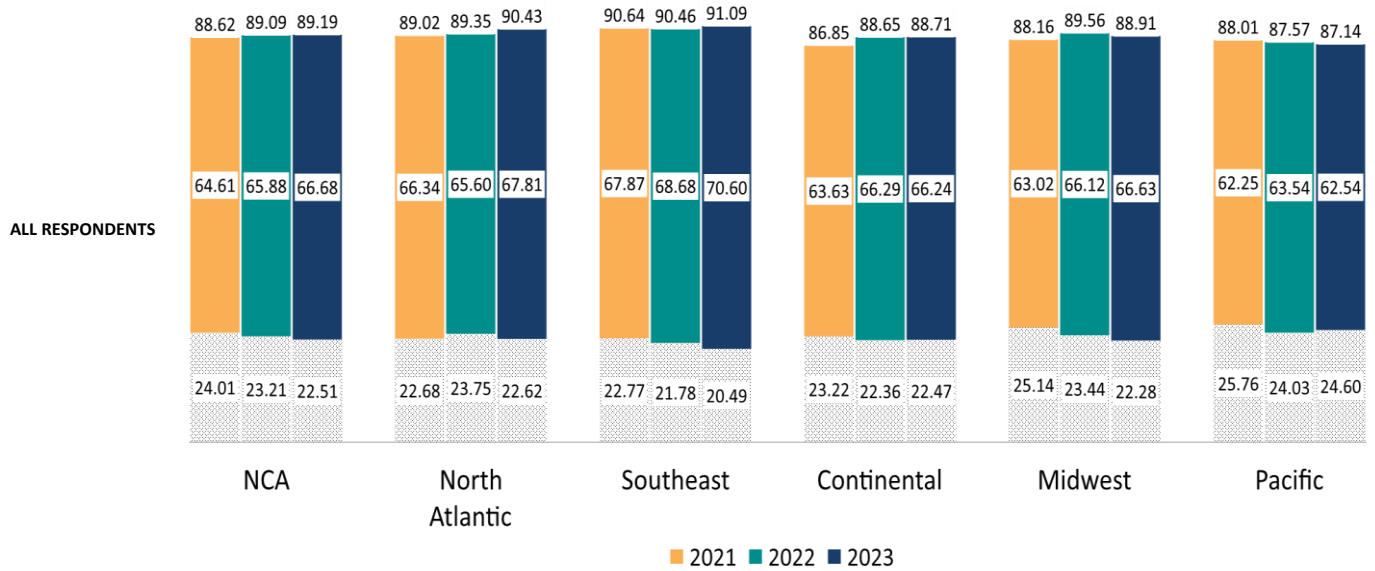
## Satisfaction with Cemetery Appearance and Visitor Accommodations

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



# Satisfaction with Cemetery Appearance and Visitor Accommodations

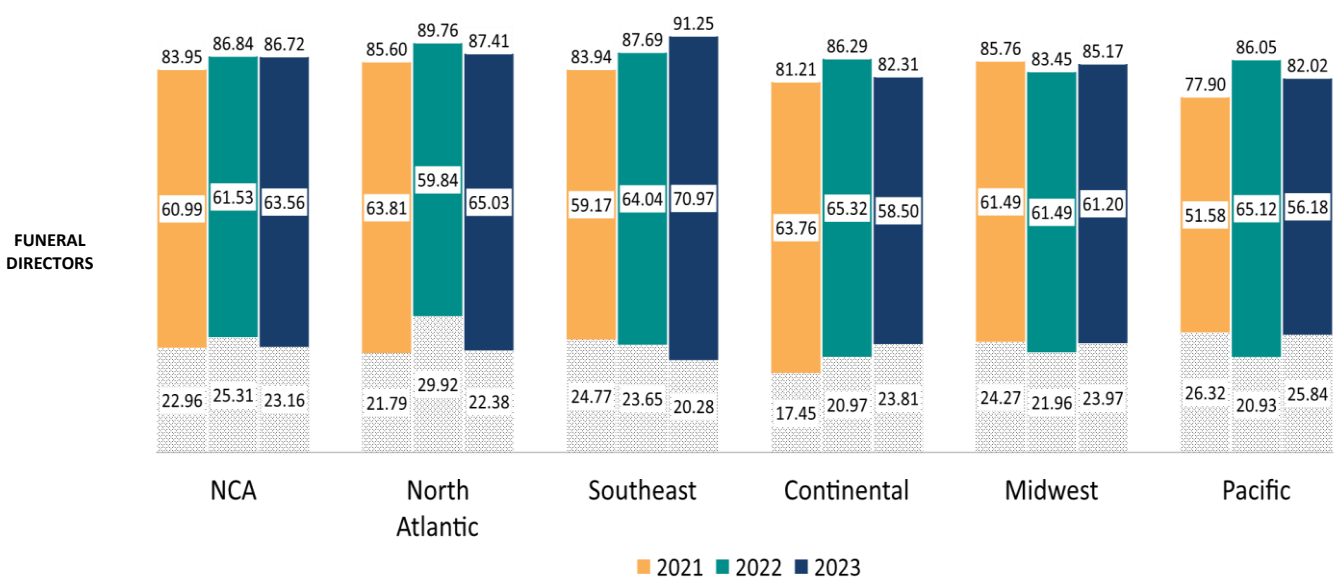
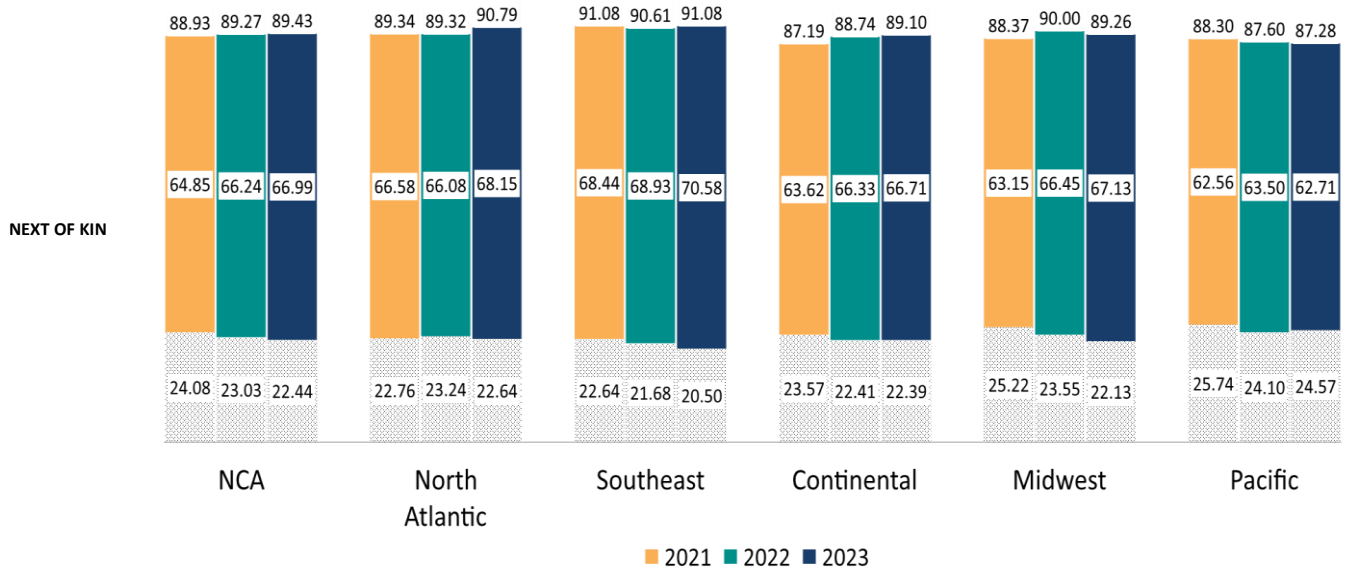
**Question 41/33: The information kiosks (i.e., gravesite locators) are helpful to me.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		16464	19460	16489	2941	3183	2653	3592	4068	3568	2601	3064	2568	3902	4513	3752	3428	4111	3532
Strongly agree		64.61%	65.88%	66.68%	66.34%	65.60%	67.81%	67.87%	68.68%	70.60%	63.63%	66.29%	66.24%	63.02%	66.12%	66.63%	62.25%	63.54%	62.54%
Agree		24.01%	23.21%	22.51%	22.68%	23.75%	22.62%	22.77%	21.78%	20.49%	23.22%	22.36%	22.47%	25.14%	23.44%	22.28%	25.76%	24.03%	24.60%
Neither agree nor disagree		9.51%	9.11%	9.02%	9.21%	9.02%	8.18%	7.74%	7.96%	7.34%	10.88%	9.53%	9.70%	10.15%	8.69%	9.36%	9.83%	10.07%	10.36%
Disagree		1.36%	1.37%	1.36%	1.12%	1.19%	0.90%	1.22%	1.28%	1.37%	1.38%	1.27%	1.29%	1.36%	1.33%	1.28%	1.69%	1.85%	1.84%
Strongly disagree		0.52%	0.43%	0.42%	0.65%	0.44%	0.49%	0.39%	0.29%	0.20%	0.88%	0.55%	0.31%	0.33%	0.42%	0.45%	0.47%	0.51%	0.65%

## Satisfaction with Cemetery Appearance and Visitor Accommodations

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



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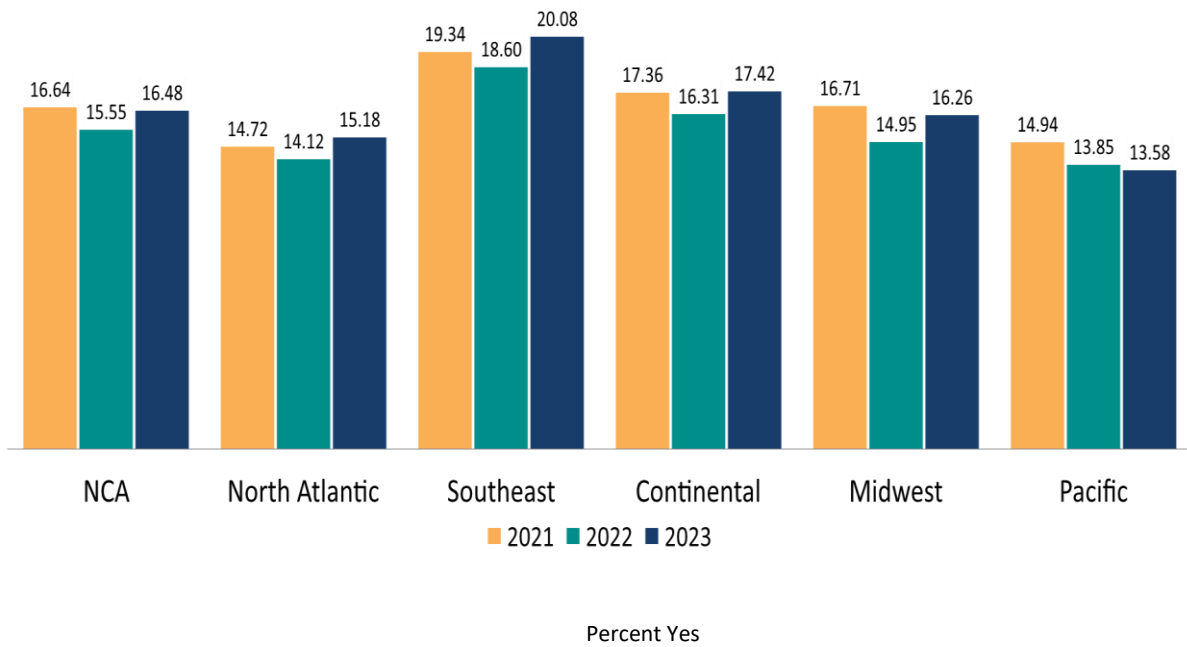
## **State or Tribal Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin**

### **SECTION DESCRIPTION**

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

# State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

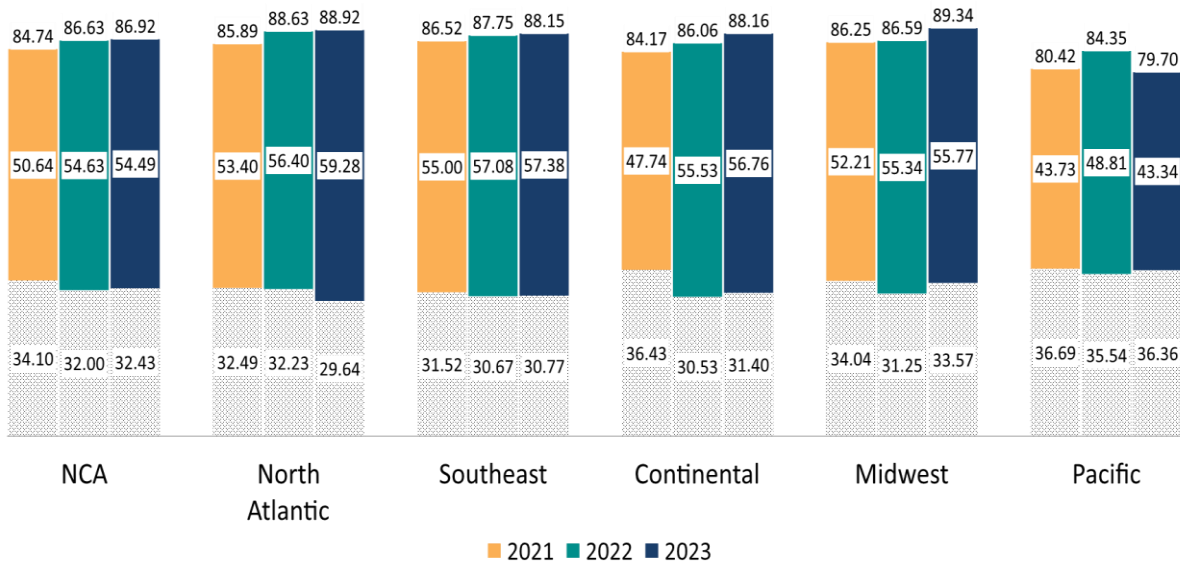
## Question 48: Have you visited a State or Tribal Veterans Cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		16553	19293	15720	2873	3117	2477	3536	4075	3417	2639	3140	2514	3831	4549	3677	3674	4412	3631
Yes		16.64%	15.55%	16.48%	14.72%	14.12%	15.18%	19.34%	18.60%	20.08%	17.36%	16.31%	17.42%	16.71%	14.95%	16.26%	14.94%	13.85%	13.58%
No		83.36%	84.45%	83.52%	85.28%	85.88%	84.82%	80.66%	81.40%	79.92%	82.64%	83.69%	82.58%	83.29%	85.05%	83.74%	85.06%	86.15%	86.42%

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

**Question 49: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**

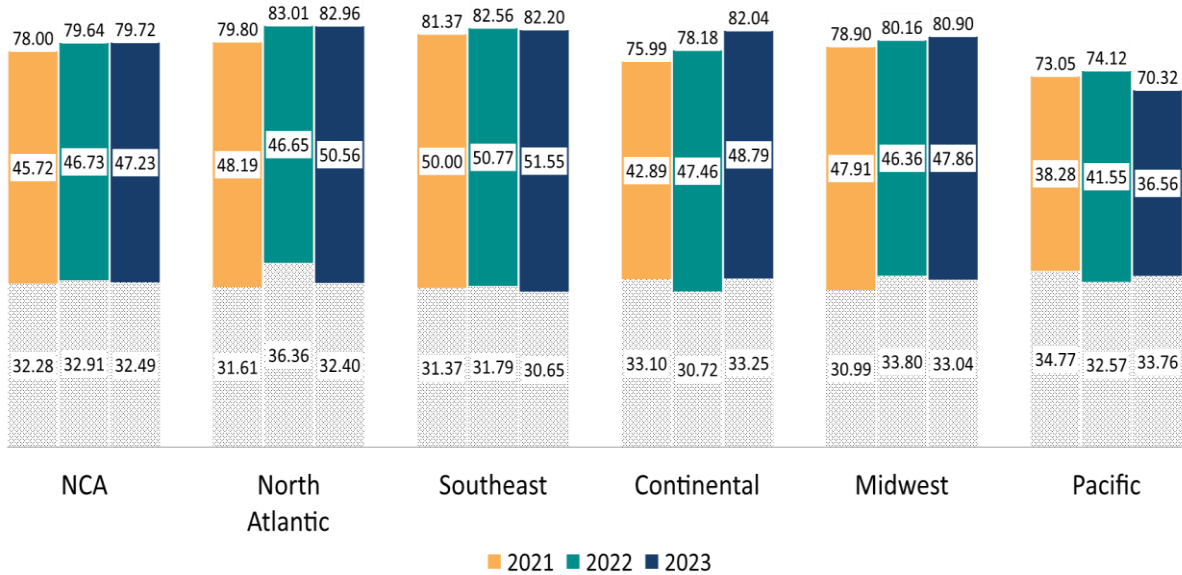


Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		2636	2881	2470	397	422	361	660	727	650	442	488	414	611	656	572	526	588	473
Strongly agree		50.64%	54.63%	54.49%	53.40%	56.40%	59.28%	55.00%	57.08%	57.38%	47.74%	55.53%	56.76%	52.21%	55.34%	55.77%	43.73%	48.81%	43.34%
Agree		34.10%	32.00%	32.43%	32.49%	32.23%	29.64%	31.52%	30.67%	30.77%	36.43%	30.53%	31.40%	34.04%	31.25%	33.57%	36.69%	35.54%	36.36%
Neither agree nor disagree		11.72%	10.24%	10.49%	9.07%	8.77%	8.86%	11.06%	9.22%	8.92%	12.67%	10.45%	9.18%	10.97%	10.52%	9.62%	14.64%	12.07%	16.07%
Disagree		3.22%	2.60%	2.27%	4.03%	1.66%	1.94%	2.42%	2.34%	2.77%	2.49%	2.66%	2.17%	2.62%	2.90%	0.87%	4.94%	3.23%	3.59%
Strongly disagree		0.30%	0.52%	0.32%	1.01%	0.95%	0.28%	0.00%	0.69%	0.15%	0.68%	0.82%	0.48%	0.16%	0.00%	0.17%	0.00%	0.34%	0.63%

Note: This question only applies to respondents who indicated "Yes" to Question 48 (NoK).

# State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 50: Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**

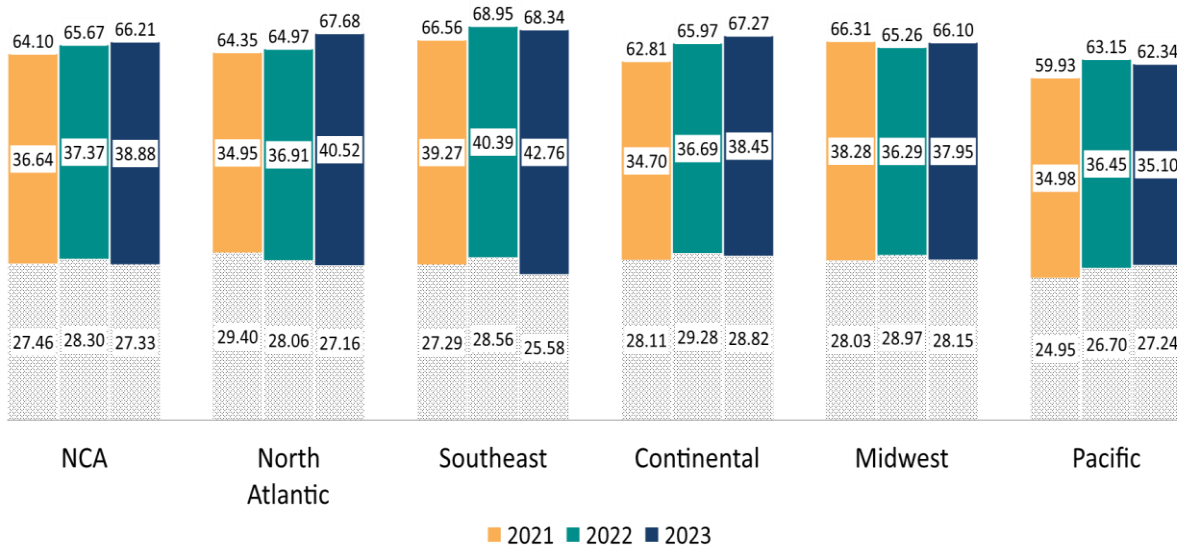


Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		2568	2814	2441	386	418	358	644	711	646	429	472	412	597	645	560	512	568	465
Strongly agree		45.72%	46.73%	47.23%	48.19%	46.65%	50.56%	50.00%	50.77%	51.55%	42.89%	47.46%	48.79%	47.91%	46.36%	47.86%	38.28%	41.55%	36.56%
Agree		32.28%	32.91%	32.49%	31.61%	36.36%	32.40%	31.37%	31.79%	30.65%	33.10%	30.72%	33.25%	30.99%	33.80%	33.04%	34.77%	32.57%	33.76%
Neither agree nor disagree		20.09%	17.87%	18.19%	17.62%	15.07%	14.80%	17.55%	15.33%	15.94%	22.38%	18.86%	15.78%	19.60%	17.67%	18.21%	23.83%	22.54%	26.02%
Disagree		1.67%	2.03%	1.88%	2.33%	0.96%	1.96%	0.93%	1.83%	1.70%	1.17%	1.91%	1.94%	1.34%	2.17%	0.89%	2.93%	2.99%	3.23%
Strongly disagree		0.23%	0.46%	0.20%	0.26%	0.96%	0.28%	0.16%	0.28%	0.15%	0.47%	1.06%	0.24%	0.17%	0.00%	0.00%	0.20%	0.35%	0.43%

Note: This question only applies to respondents who indicated "Yes" to Question 48 (NoK).

# State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 51: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.**



Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		9353	10430	8775	1568	1661	1355	1986	2248	1974	1533	1769	1433	2262	2516	2103	2004	2236	1909
Strongly agree		36.64%	37.37%	38.88%	34.95%	36.91%	40.52%	39.27%	40.39%	42.76%	34.70%	36.69%	38.45%	38.28%	36.29%	37.95%	34.98%	36.45%	35.10%
Agree		27.46%	28.30%	27.33%	29.40%	28.06%	27.16%	27.29%	28.56%	25.58%	28.11%	29.28%	28.82%	28.03%	28.97%	28.15%	24.95%	26.70%	27.24%
Neither agree nor disagree		30.41%	29.55%	28.67%	30.74%	30.70%	27.38%	28.45%	26.56%	26.95%	30.72%	29.56%	27.29%	29.31%	29.89%	29.62%	33.08%	31.31%	31.33%
Disagree		4.27%	3.82%	4.15%	3.13%	3.31%	3.76%	3.98%	3.38%	3.75%	5.28%	3.50%	4.54%	3.58%	4.17%	3.47%	5.44%	4.47%	5.29%
Strongly disagree		1.23%	0.96%	0.97%	1.79%	1.02%	1.18%	1.01%	1.11%	0.96%	1.17%	0.96%	0.91%	0.80%	0.68%	0.81%	1.55%	1.07%	1.05%



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

### **SECTION DESCRIPTION**

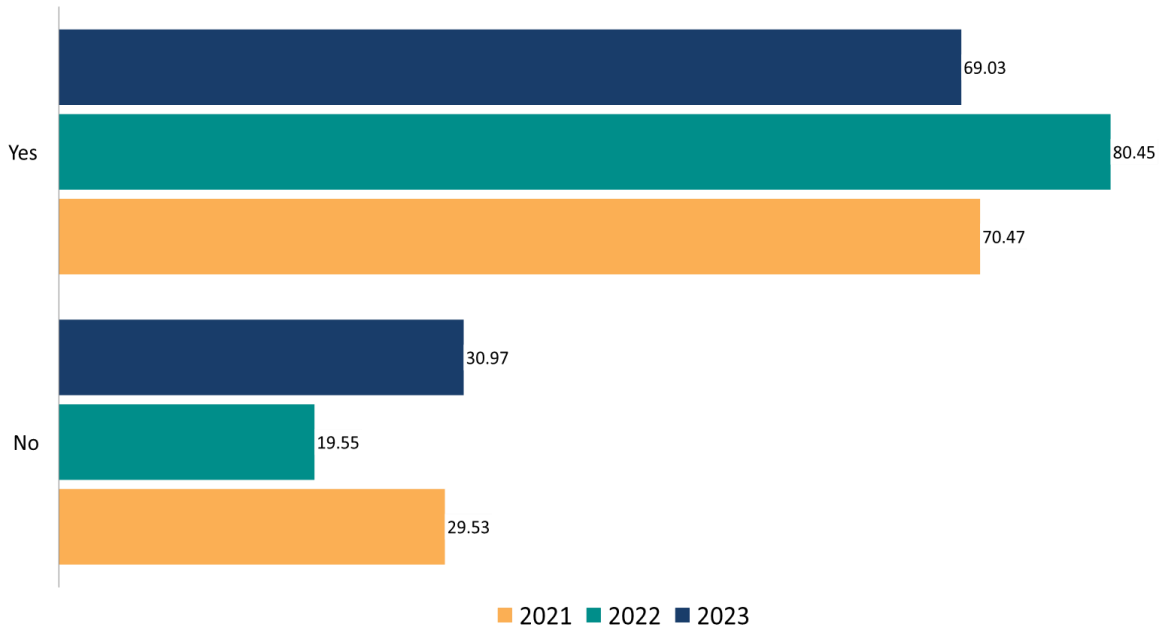
- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Demographic information is self-reported by the next of kin and funeral directors who completed the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

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

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

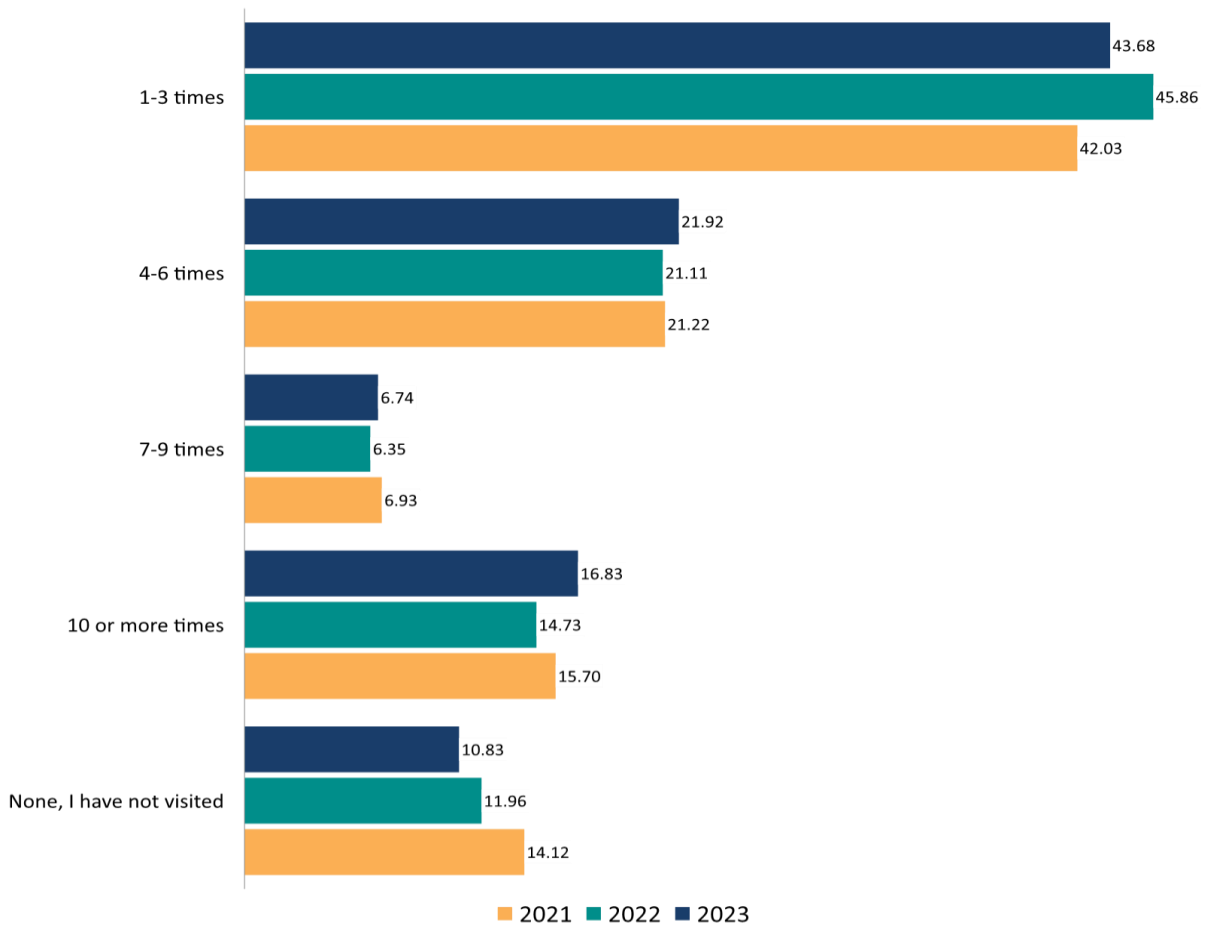
### Next of Kin



2021: n = 17,418 2022: n = 20,092 2023: n = 15,645

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

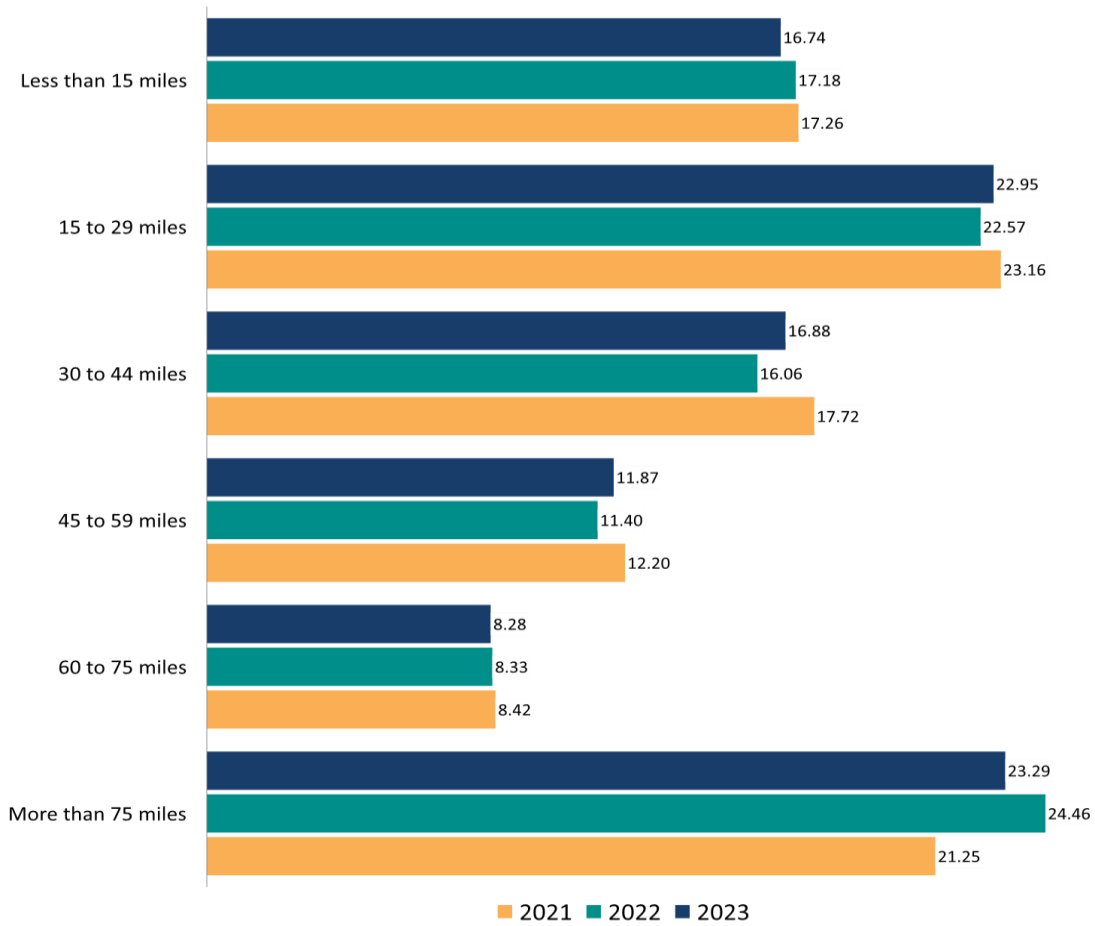
#### Next of Kin



2021: n = 18,807 2022: n = 21,681 2023: n = 17,903

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

### Next of Kin

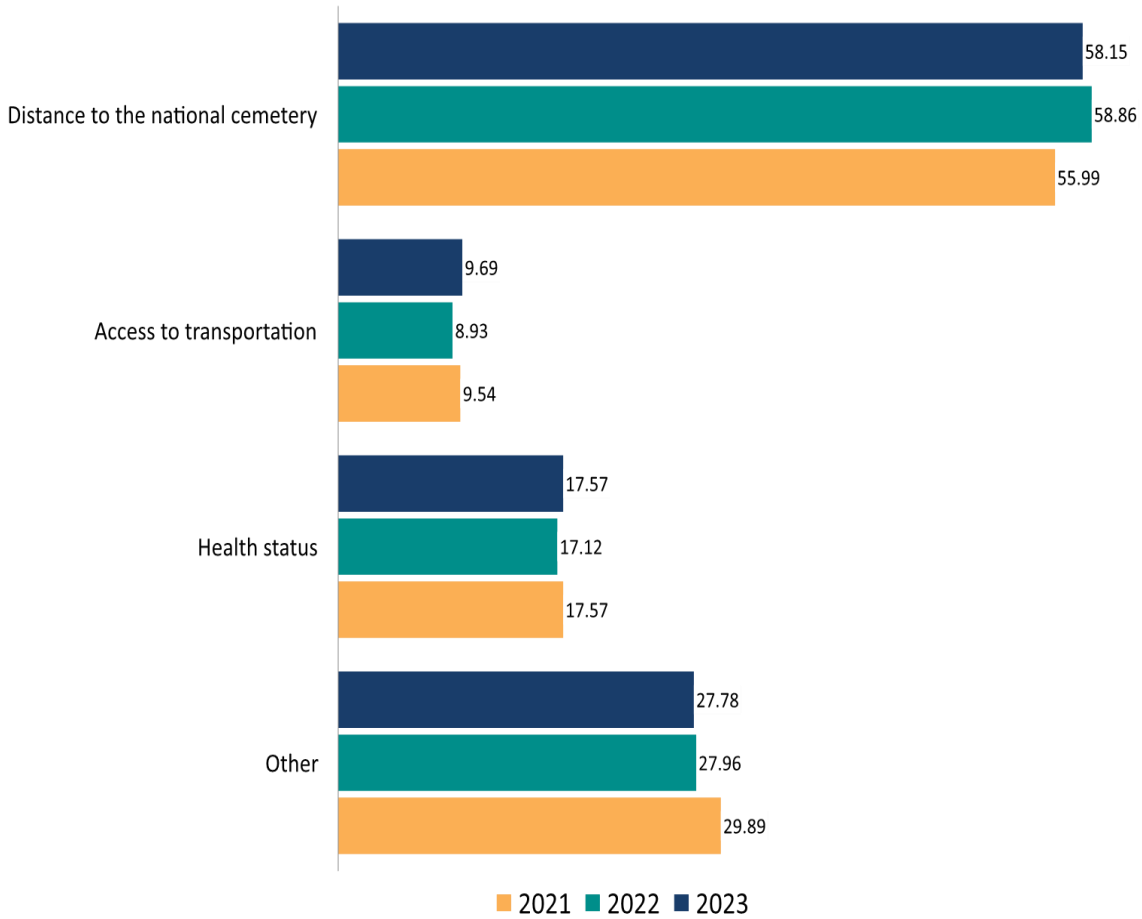


2021: n = 18,655 2022: n = 21,525 2023: n = 17,715

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

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

### Next of Kin



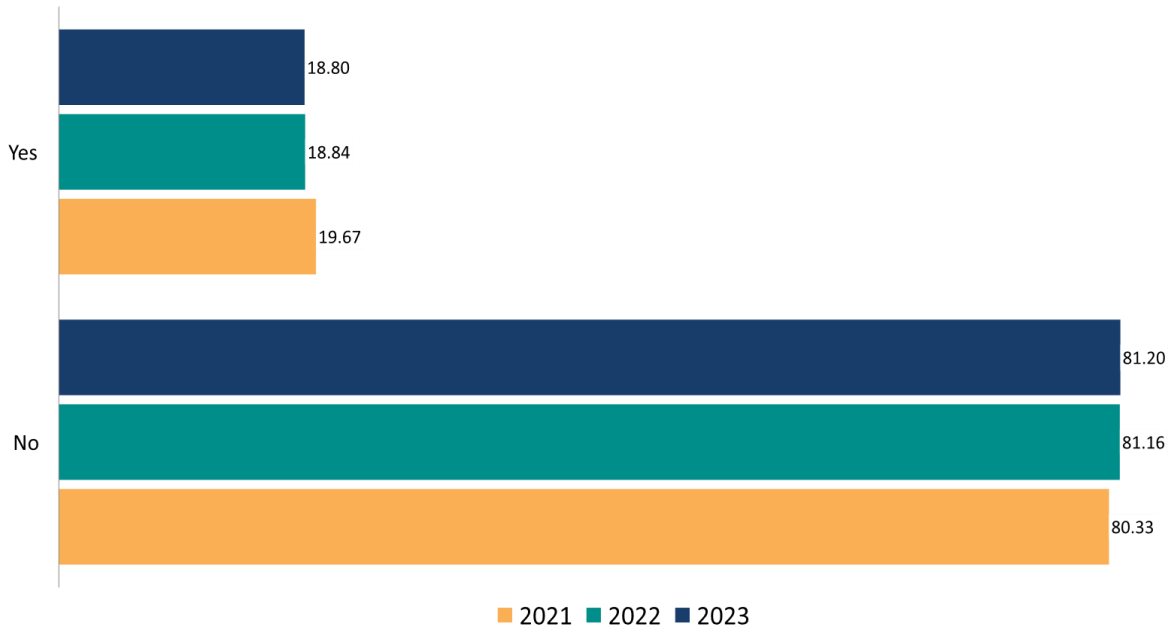
2021: n = 16,883 2022: n = 19,578 2023: n = 16,230

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?**

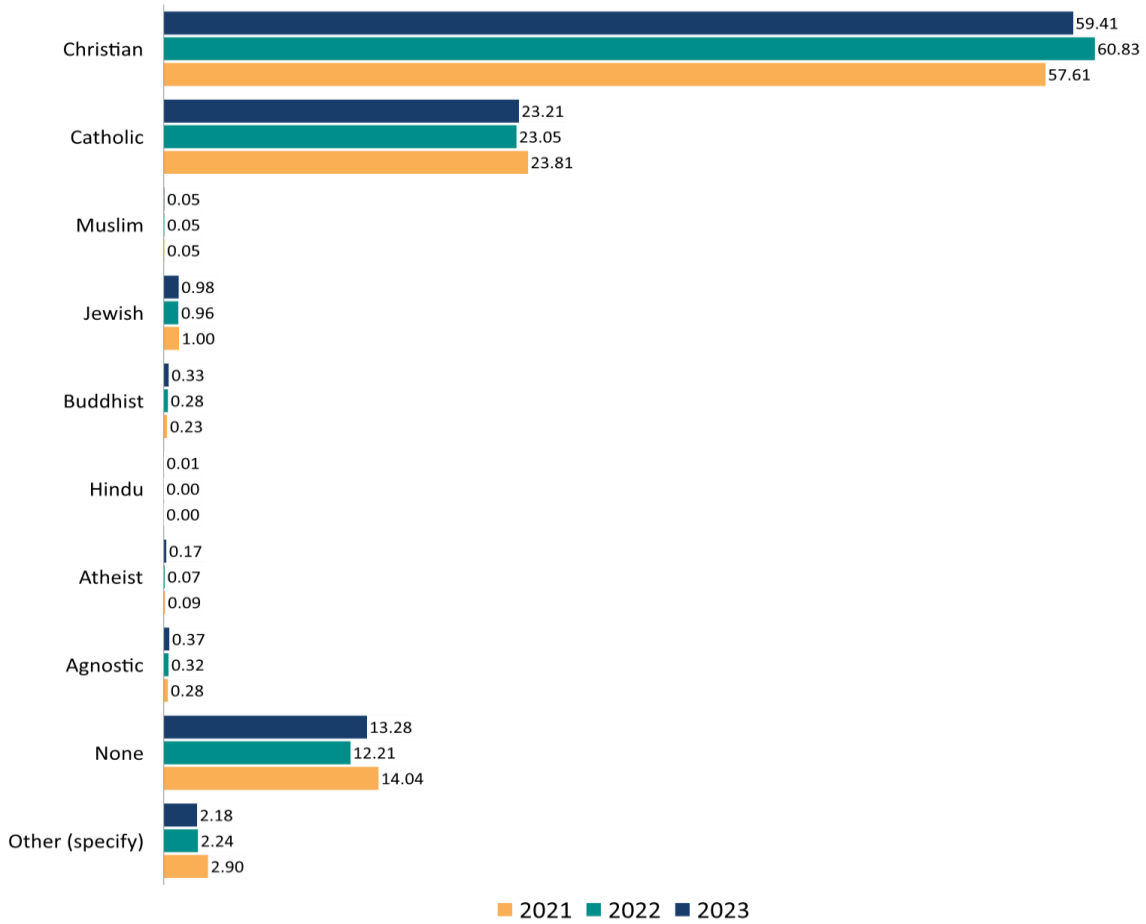
### Next of Kin



2021: n = 18,807 2022: n = 21,674 2023: n = 17,882

## Question 16: In what religious practice was the burial conducted?

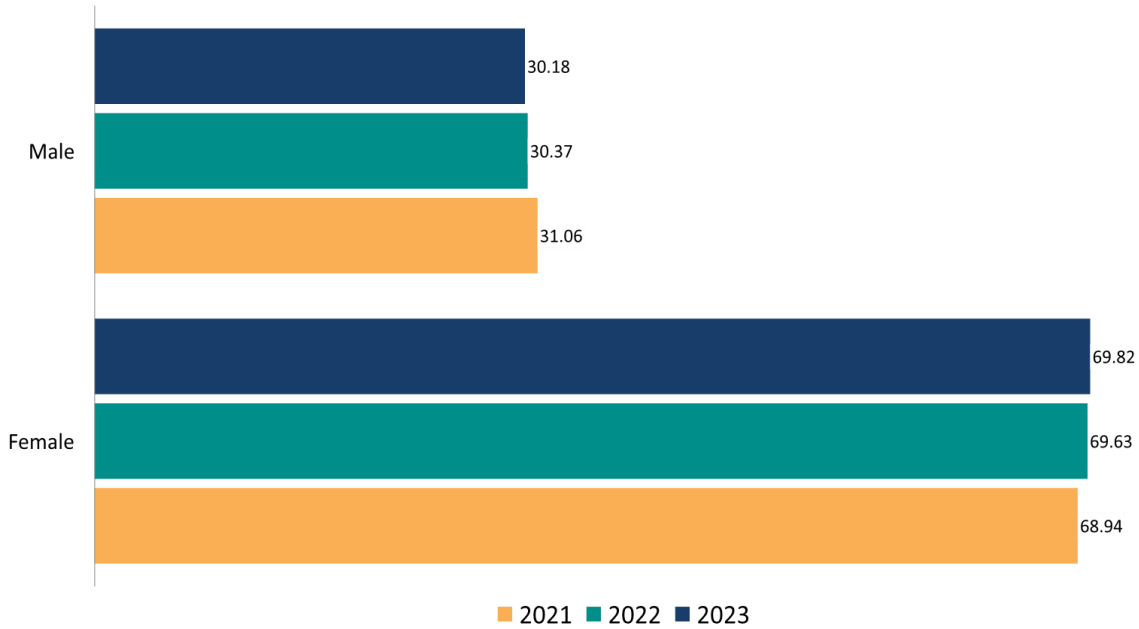
### Next of Kin



2021: n = 14,080 2022: n = 15,834 2023: n = 10,498

## Question 52: What is your gender?

### Next of Kin



2021: n = 18,438 2022: n = 21,226 2023: n = 17,469



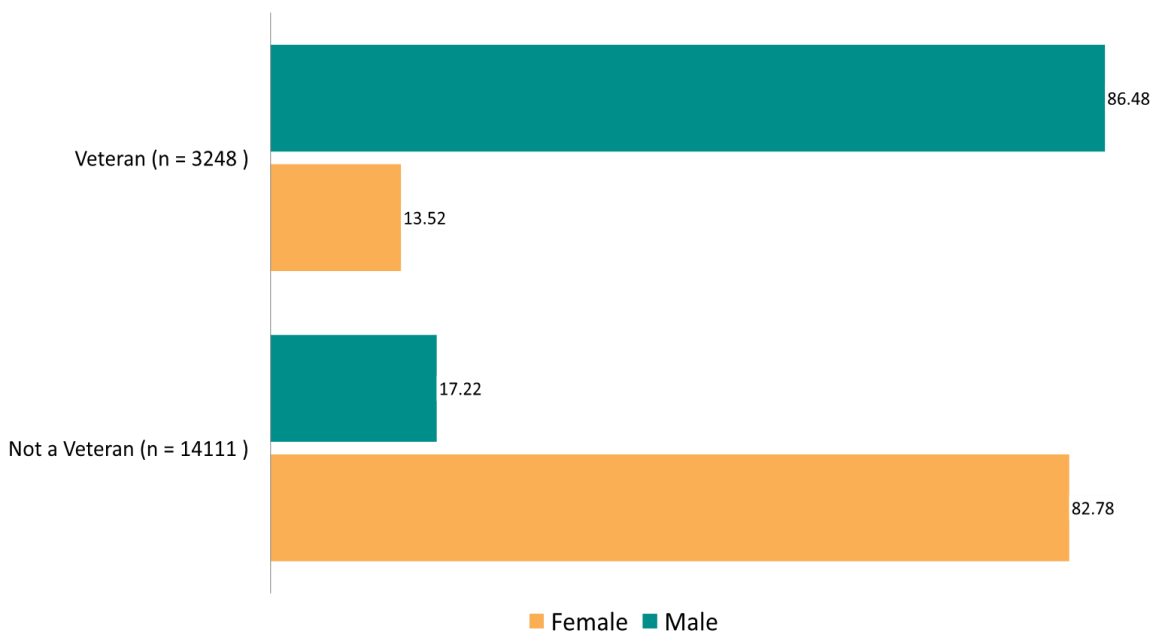
### ELEMENT OF COMPARISON

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

Question 52: 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?

#### Next of Kin



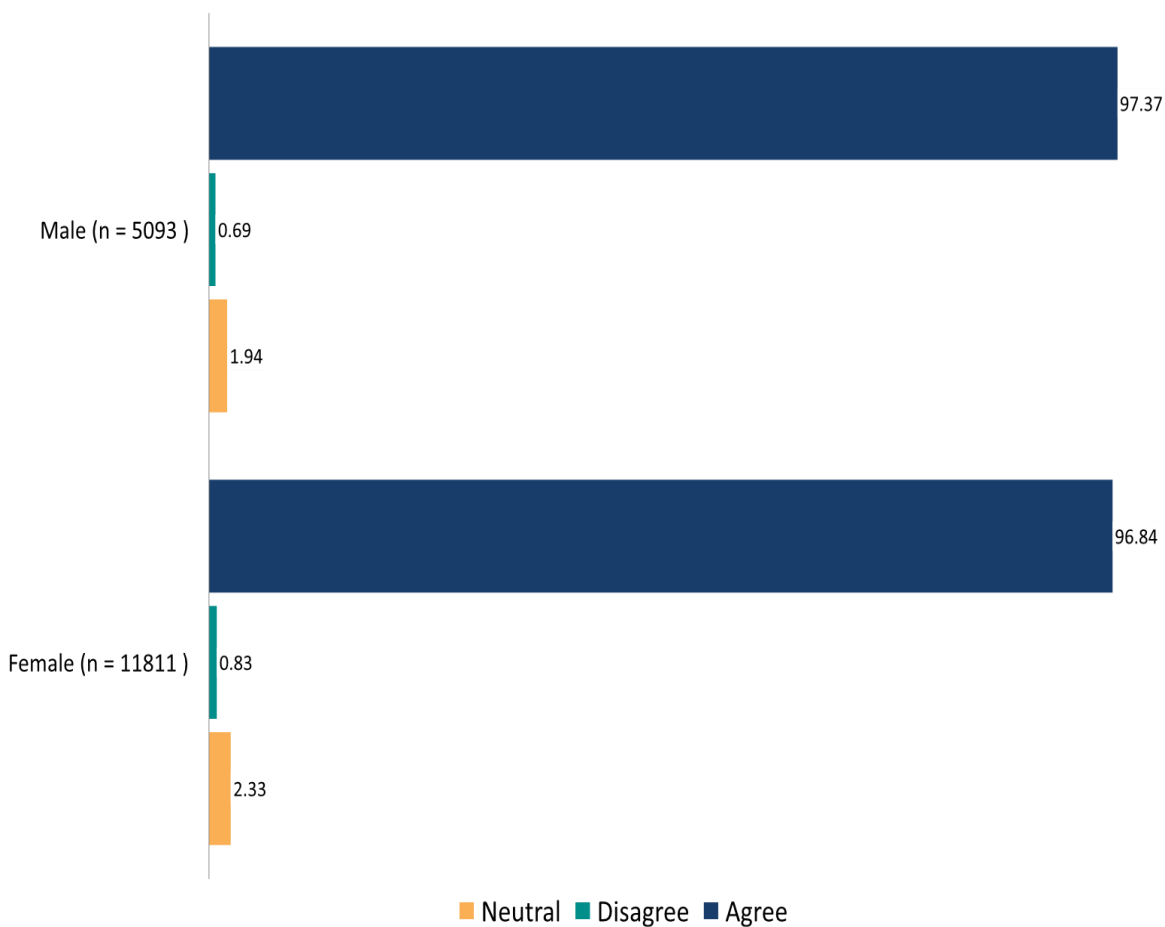
## ELEMENT OF COMPARISON

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

Question 52: What is your gender?

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

### Next of Kin



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

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

### ELEMENT OF COMPARISON

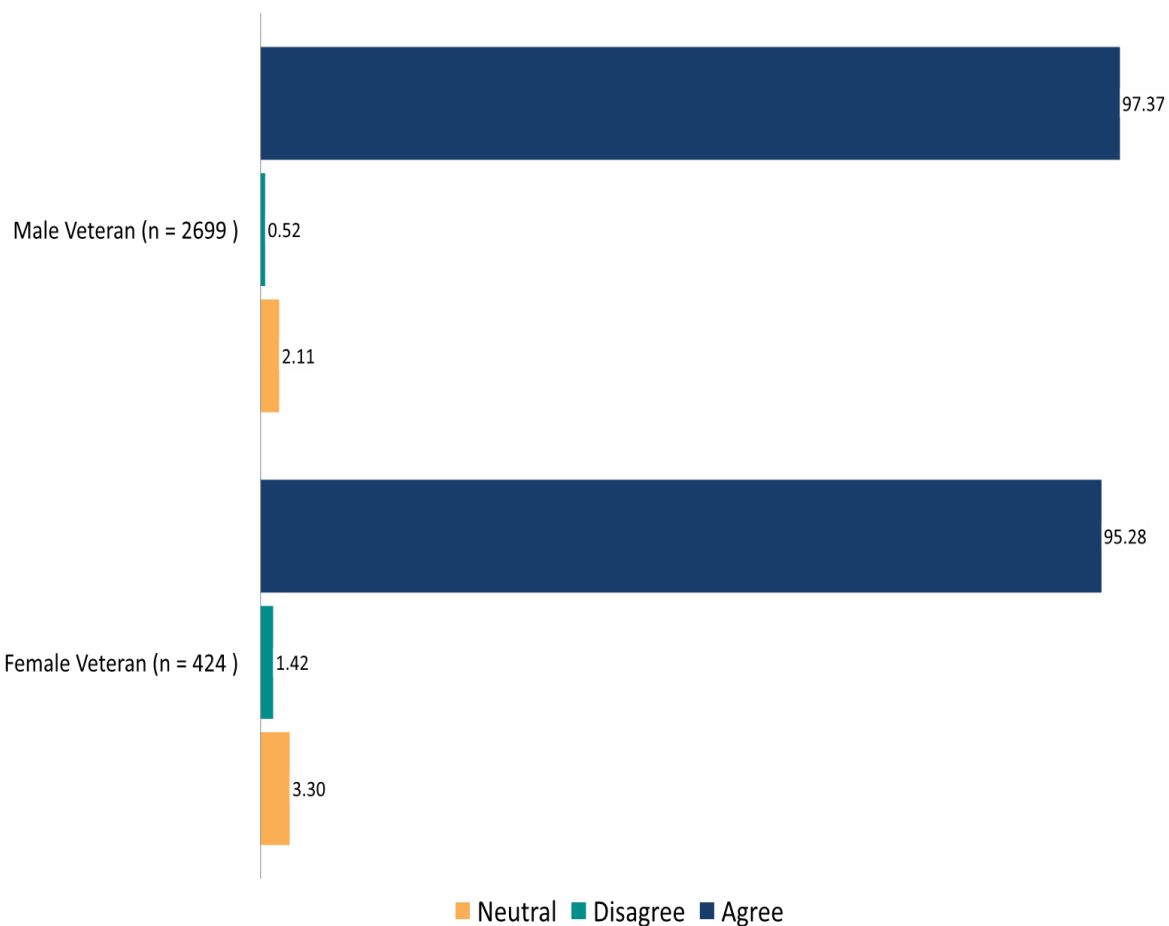
#### Influence of gender and serving active duty on the perception of quality of service.

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

Question 52: What is your gender?

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

#### Next of Kin



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

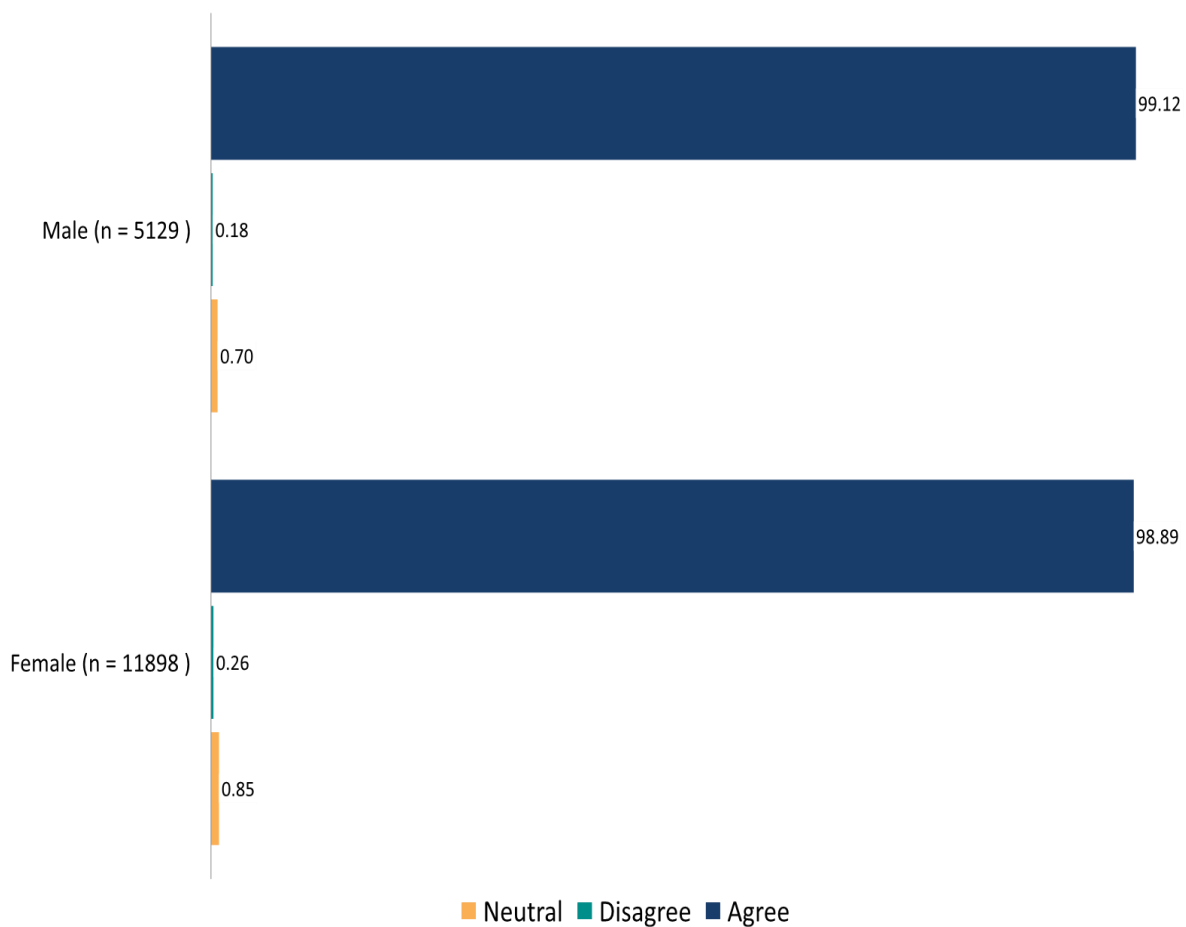
### ELEMENT OF COMPARISON

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

Question 52: What is your gender?

Question 42: The overall appearance of the national cemetery is excellent.

### Next of Kin



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

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

### ELEMENT OF COMPARISON

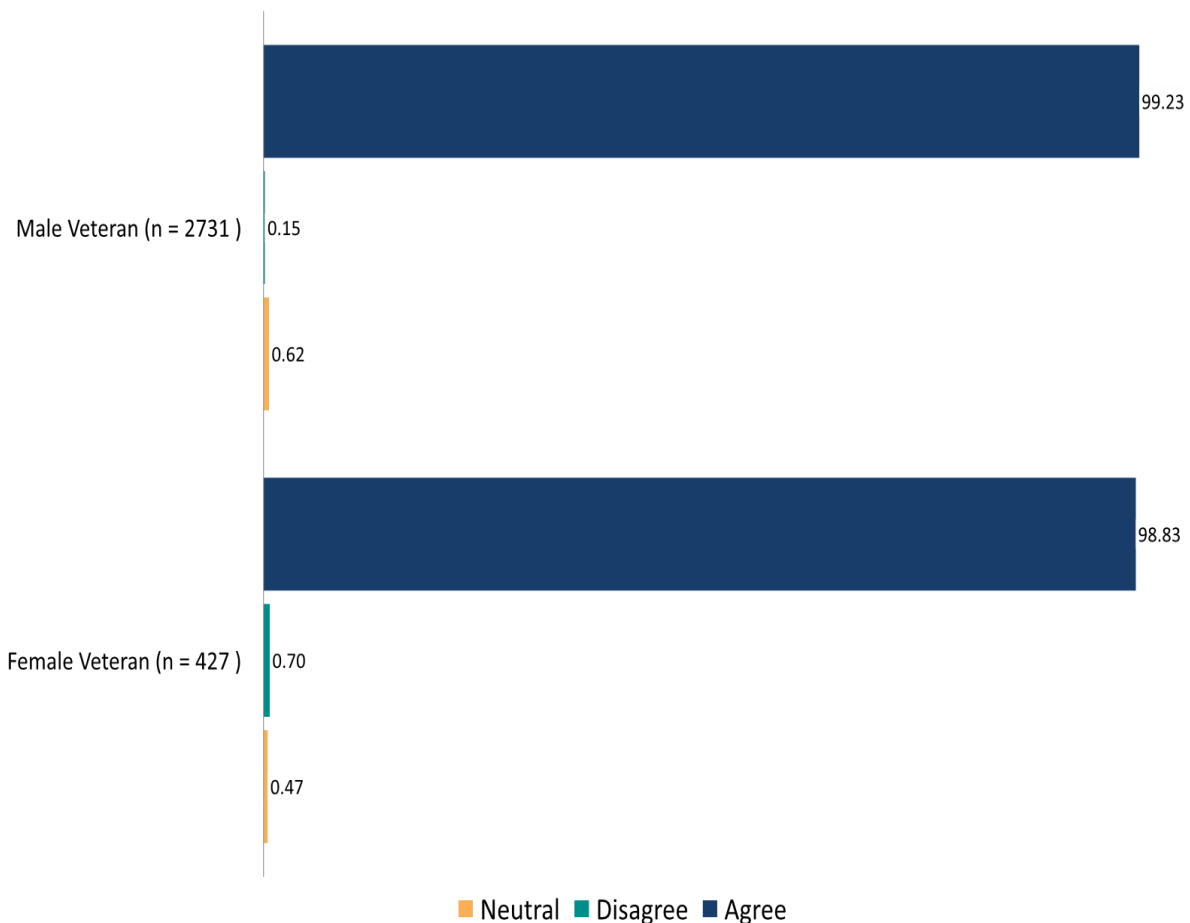
**Influence of gender and serving active duty on the perception of overall appearance of the national cemetery.**

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

Question 52: What is your gender?

Question 42: The overall appearance of the national cemetery is excellent.

### Next of Kin



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.

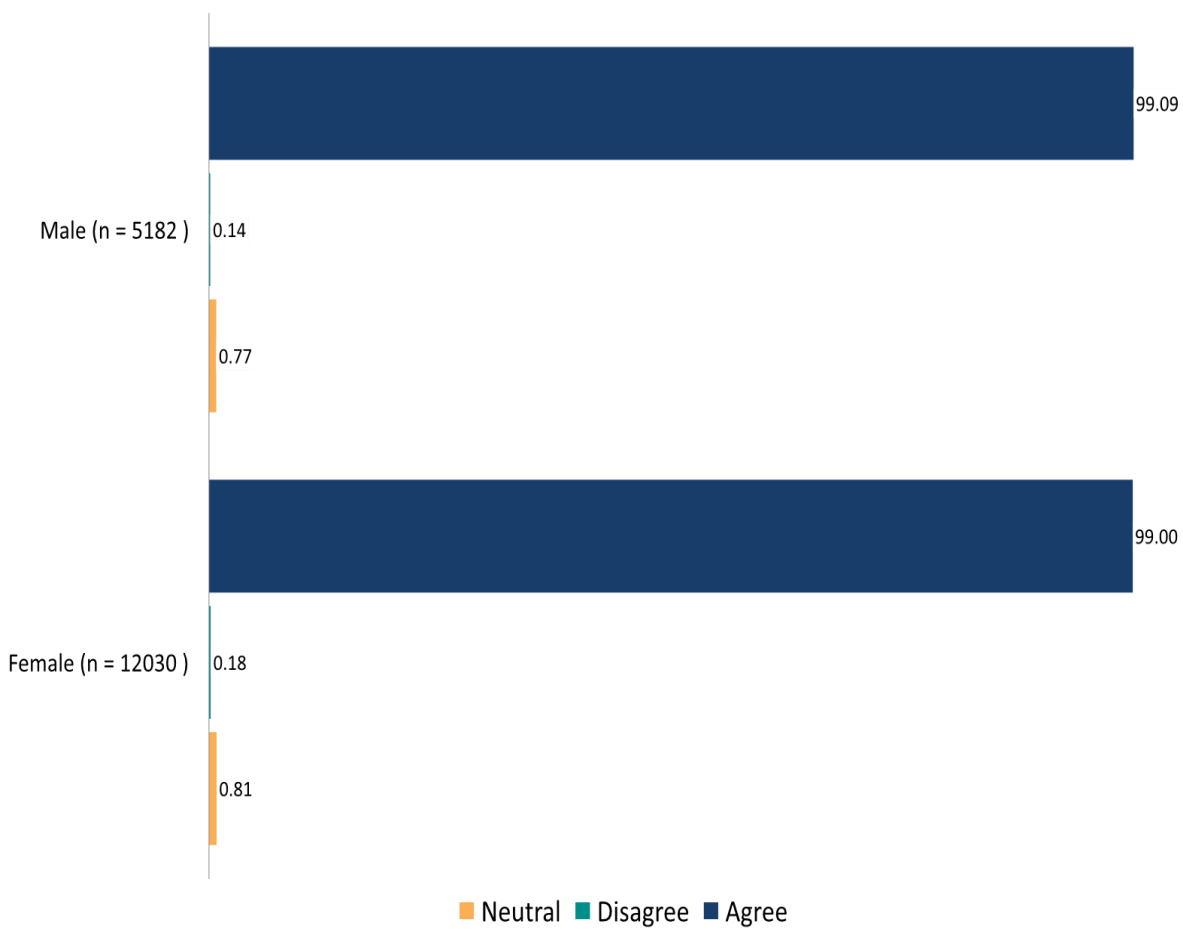
## ELEMENT OF COMPARISON

### Influence of gender on recommending the cemetery.

Question 52: What is your gender?

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

#### Next of Kin



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

## ELEMENT OF COMPARISON

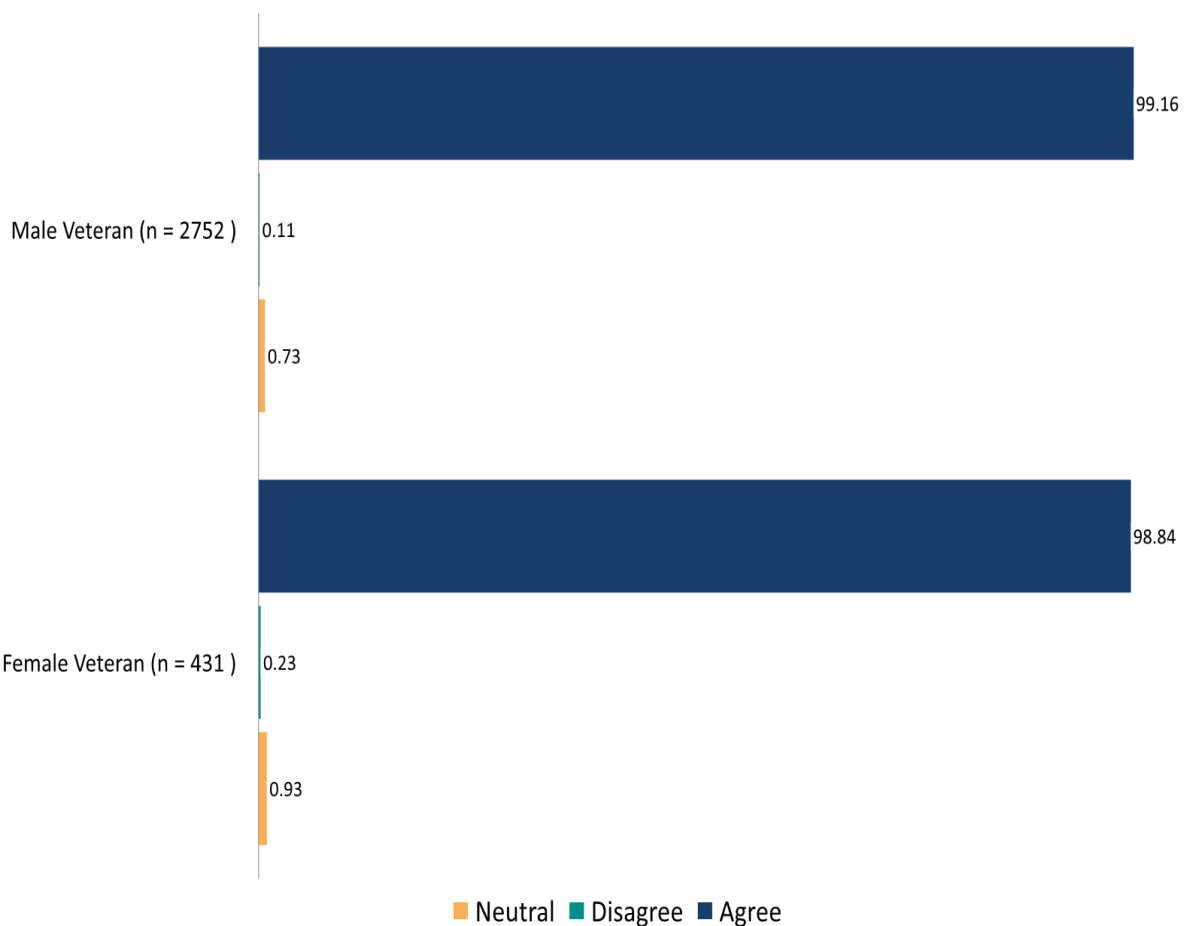
### Influence of gender and serving active duty on recommending the cemetery.

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

Question 52: What is your gender?

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

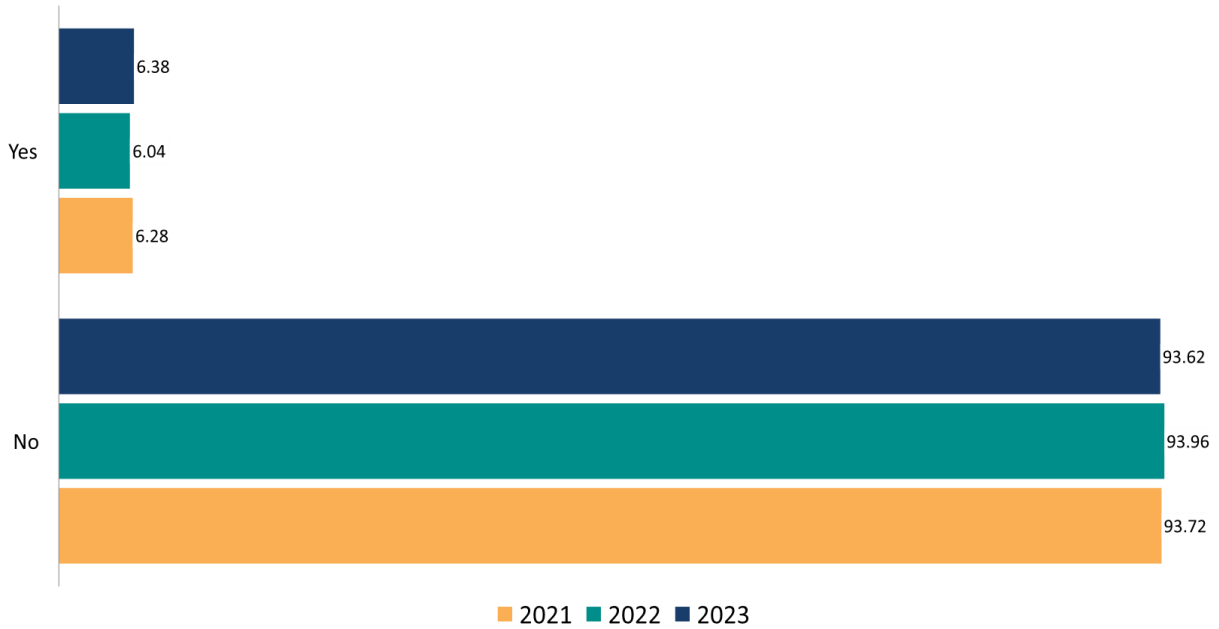
### Next of Kin



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 54: Are you Hispanic or Latino?

### Next of Kin



2021: n = 18,194 2022: n = 20,889 2023: n = 17,191



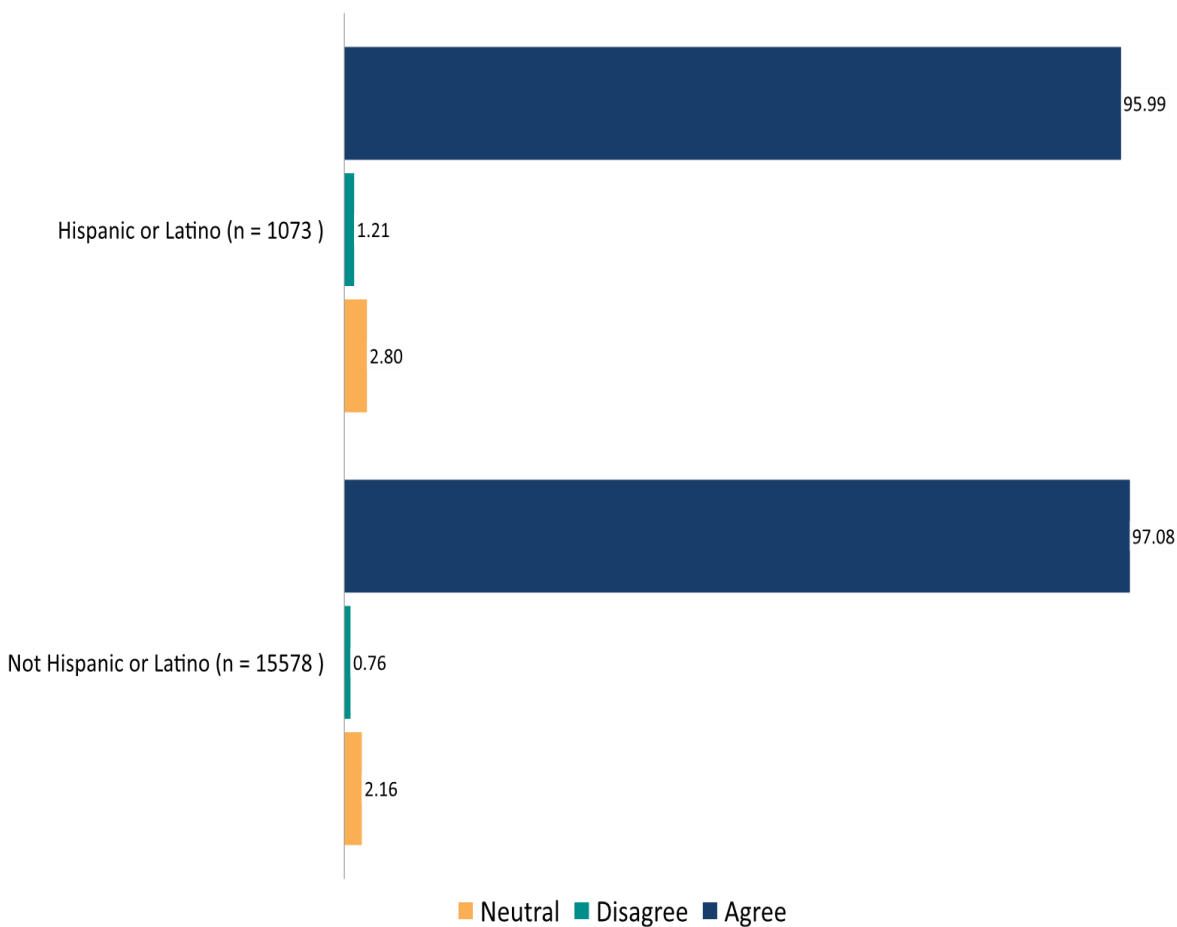
**ELEMENT OF COMPARISON**

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

Question 54: Are you Hispanic or Latino?

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

**Next of Kin**



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

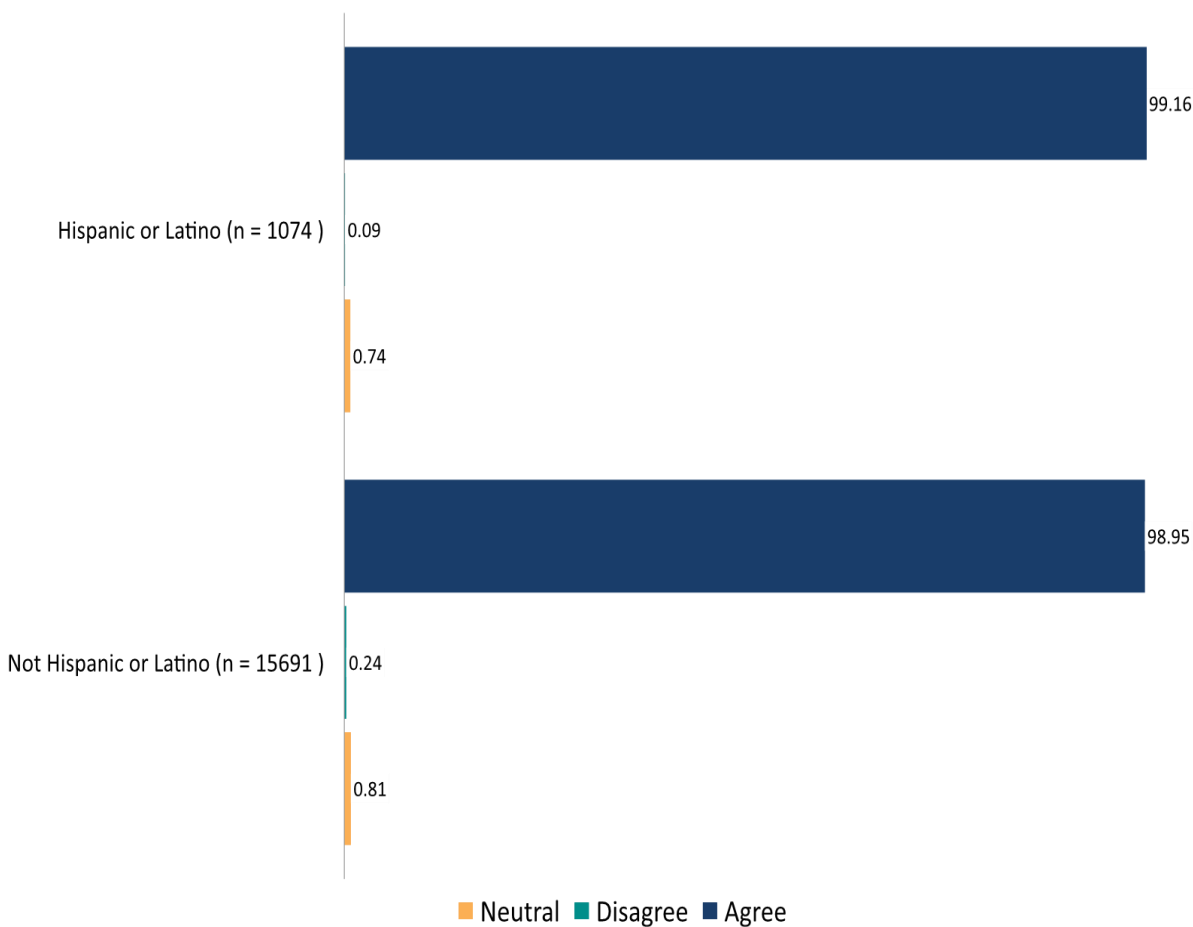
**ELEMENT OF COMPARISON**

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

Question 54: Are you Hispanic or Latino?

Question 42: The overall appearance of the national cemetery is excellent.

**Next of Kin**



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.

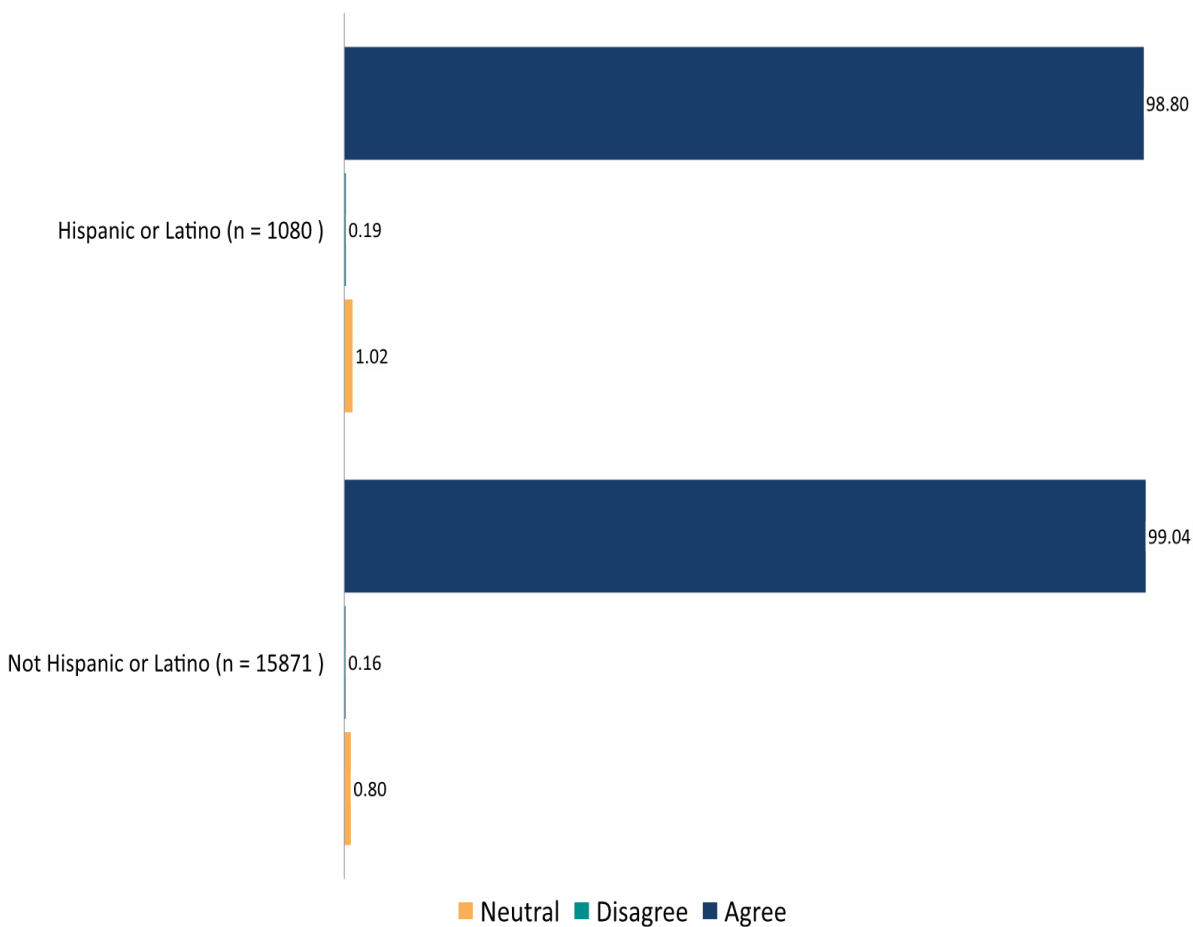
**ELEMENT OF COMPARISON**

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

Question 54: Are you Hispanic or Latino?

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

**Next of Kin**

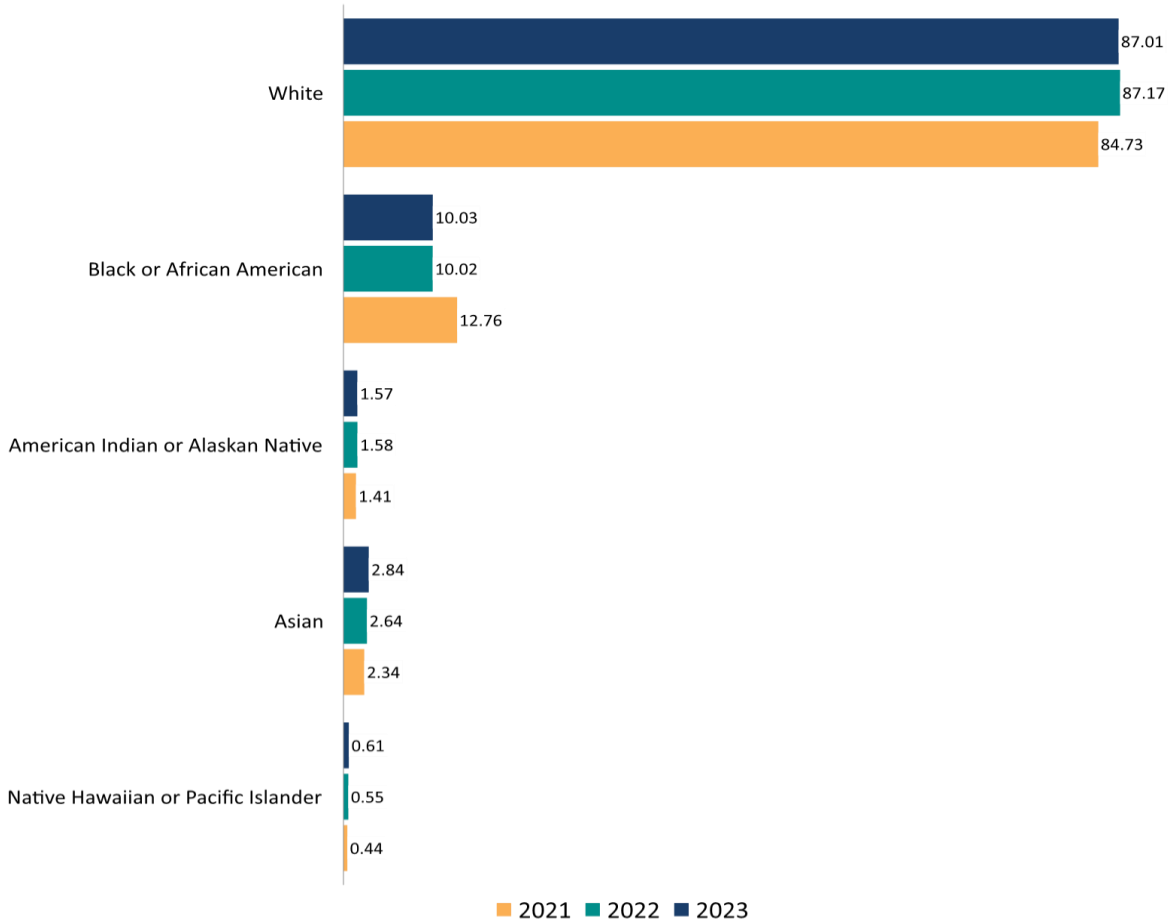


Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

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

## Question 55: What is your race? (Mark one or more)

### Next of Kin



2021: n = 17,409 2022: n = 20,750 2023: n = 17,106

Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>n</b>		17409	20750	17106	3115	3433	2756	3792	4386	3759	2713	3378	2730	4049	4906	4008	3740	4647	3850
<b>White</b>		84.73%	87.17%	87.01%	84.59%	89.02%	89.33%	83.70%	85.98%	86.43%	81.31%	85.02%	84.40%	87.48%	89.65%	89.15%	85.40%	85.88%	85.53%
<b>Black or African American</b>		12.76%	10.02%	10.03%	14.67%	10.66%	10.23%	15.37%	12.88%	12.32%	15.96%	12.49%	12.75%	12.13%	9.56%	10.03%	6.87%	5.55%	5.74%
<b>American Indian or Alaskan Native</b>		1.41%	1.58%	1.57%	0.83%	0.70%	0.76%	0.66%	1.05%	1.20%	2.47%	2.90%	2.82%	1.06%	1.02%	1.00%	2.27%	2.37%	2.21%
<b>Asian</b>		2.34%	2.64%	2.84%	1.16%	0.70%	0.76%	1.27%	1.39%	1.22%	1.62%	1.92%	1.94%	0.47%	0.75%	1.05%	6.98%	7.75%	8.39%
<b>Native Hawaiian or Pacific Islander</b>		0.44%	0.55%	0.61%	0.13%	0.26%	0.22%	0.26%	0.34%	0.37%	0.22%	0.41%	0.55%	0.12%	0.08%	0.20%	1.39%	1.55%	1.58%

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

## ELEMENT OF COMPARISON

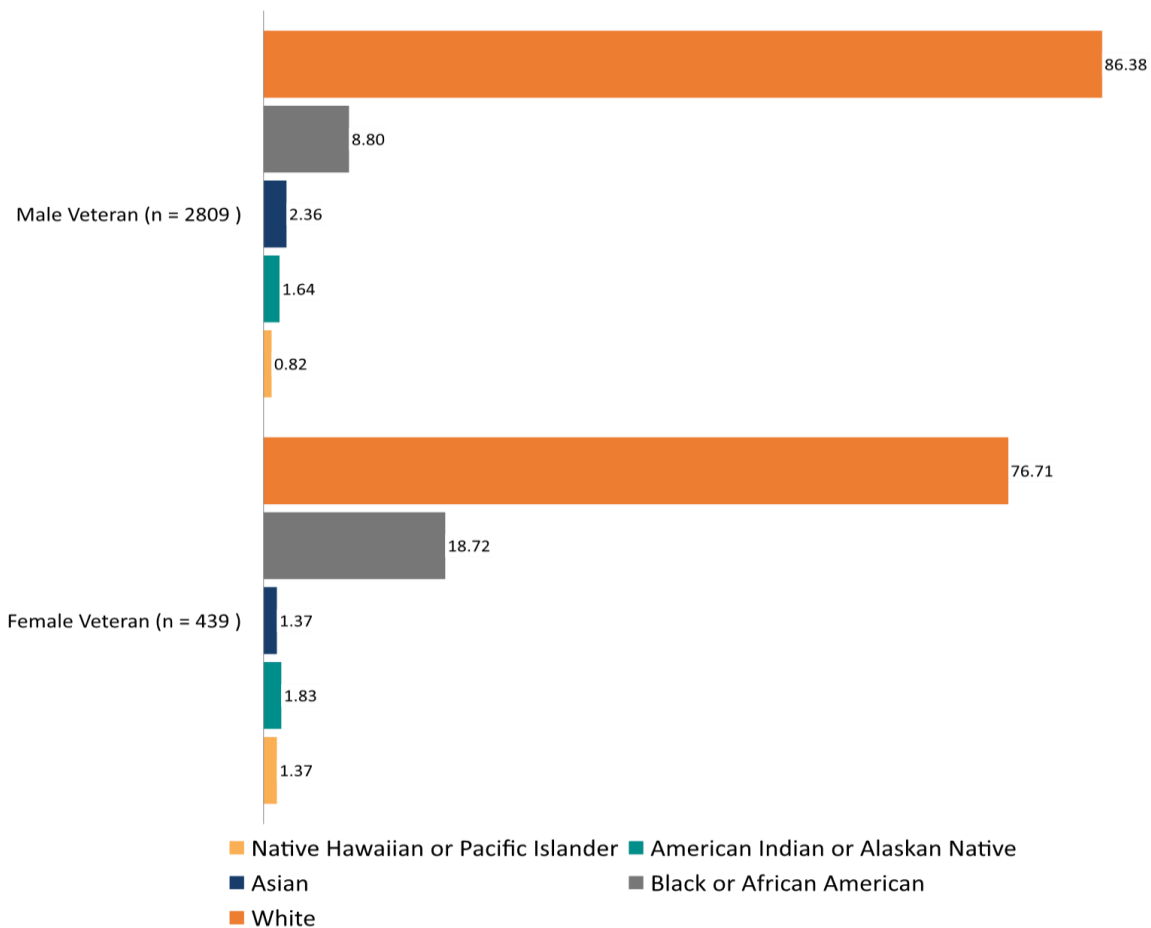
### Veteran's race by gender.

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

Question 52: What is your gender?

Question 55: What is your race? (Mark one or more)

### Next of Kin



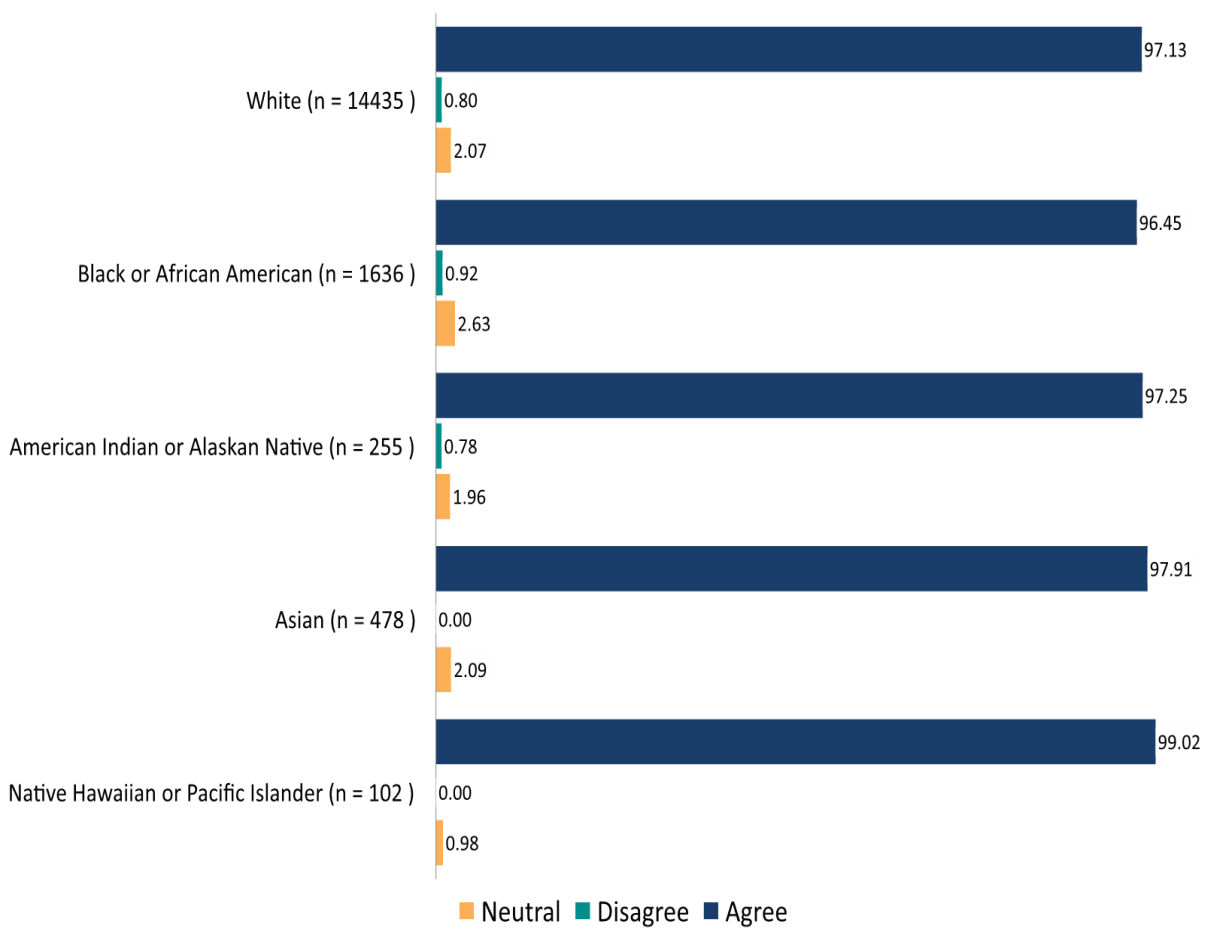
### ELEMENT OF COMPARISON

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

Question 55: What is your race? (Mark one or more)

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

#### Next of Kin



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

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

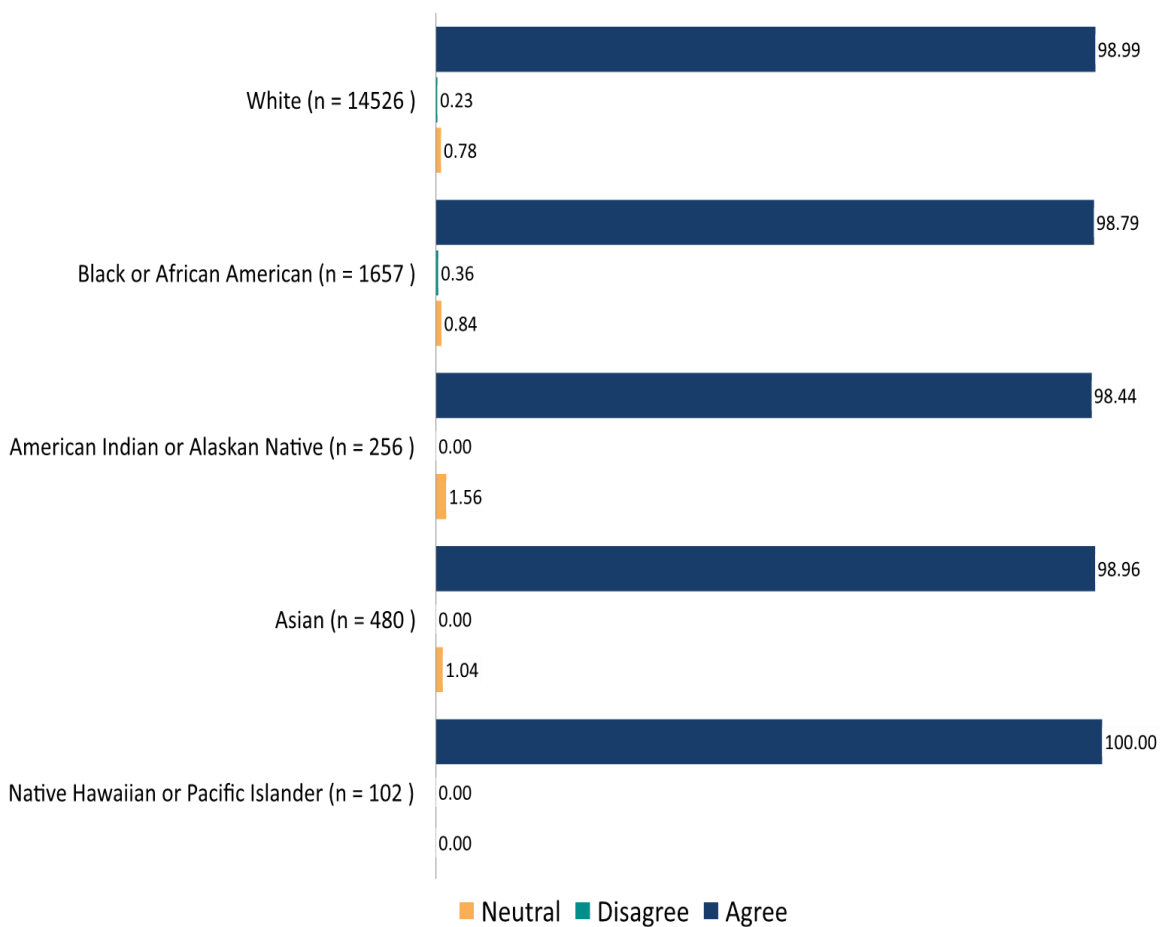
### ELEMENT OF COMPARISON

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

Question 55: What is your race? (Mark one or more)

Question 42: The overall appearance of the national cemetery is excellent.

#### Next of Kin



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.

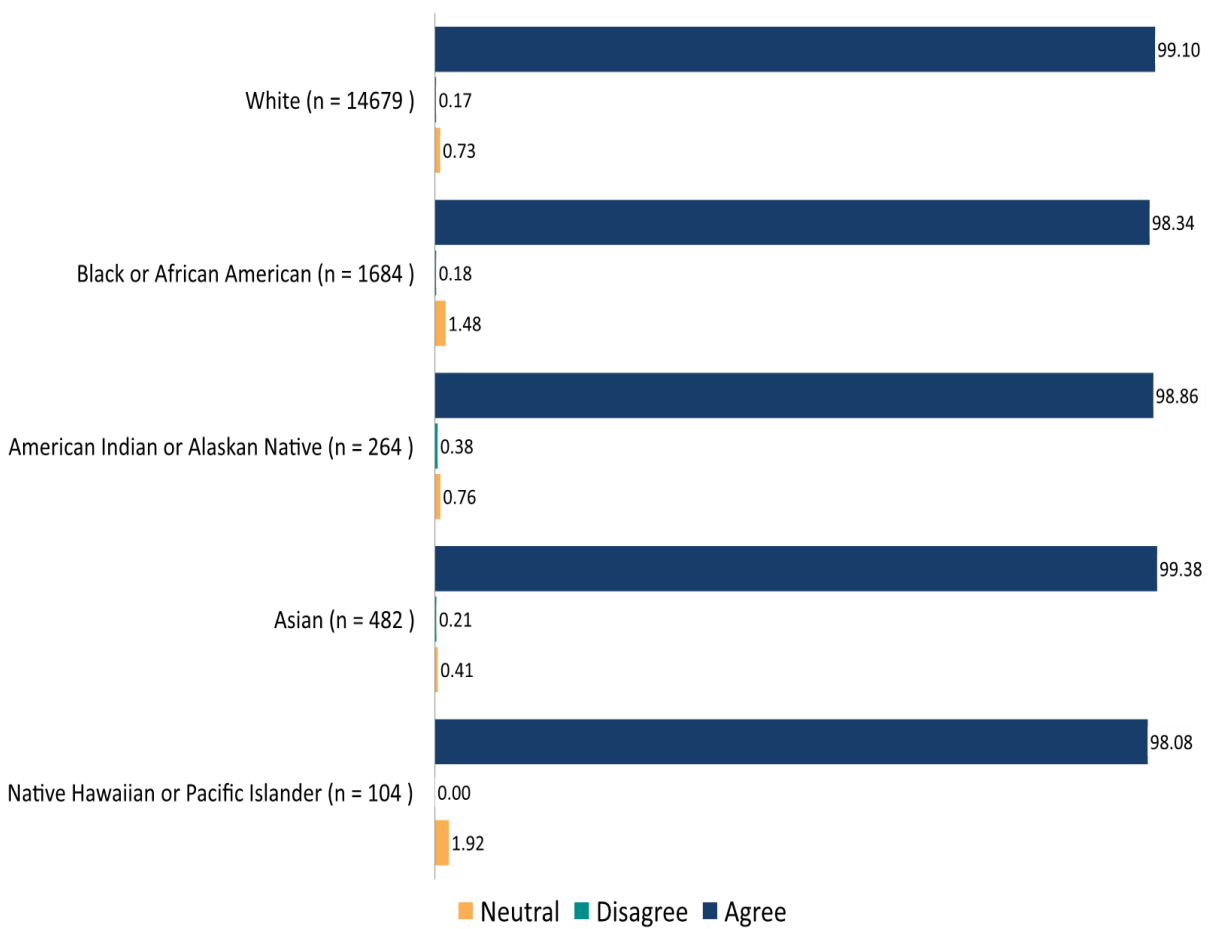
## ELEMENT OF COMPARISON

### Influence of race on recommending the cemetery.

Question 55: What is your race? (Mark one or more)

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

### Next of Kin



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



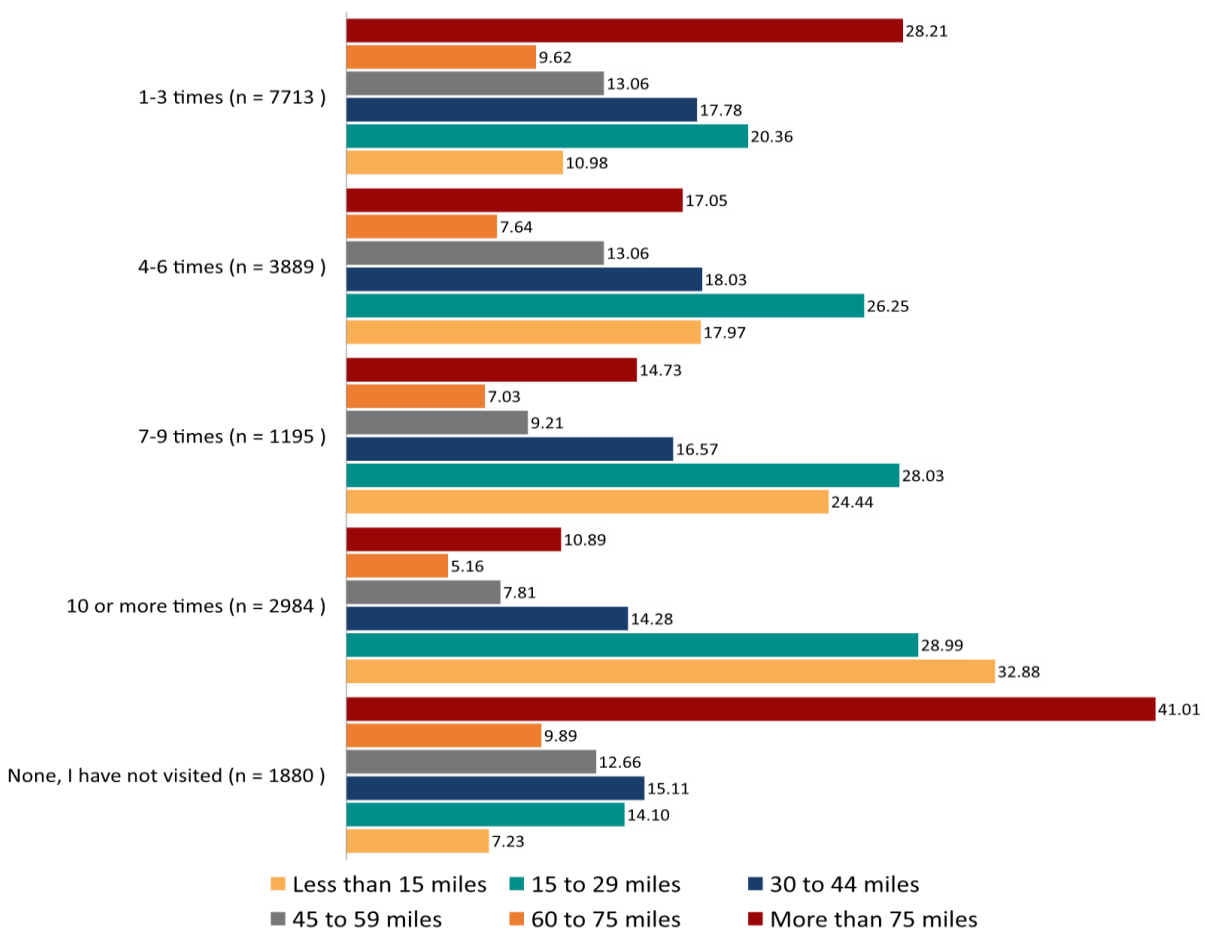
## ELEMENT OF COMPARISON

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

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

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

### Next of Kin



## ELEMENT OF COMPARISON

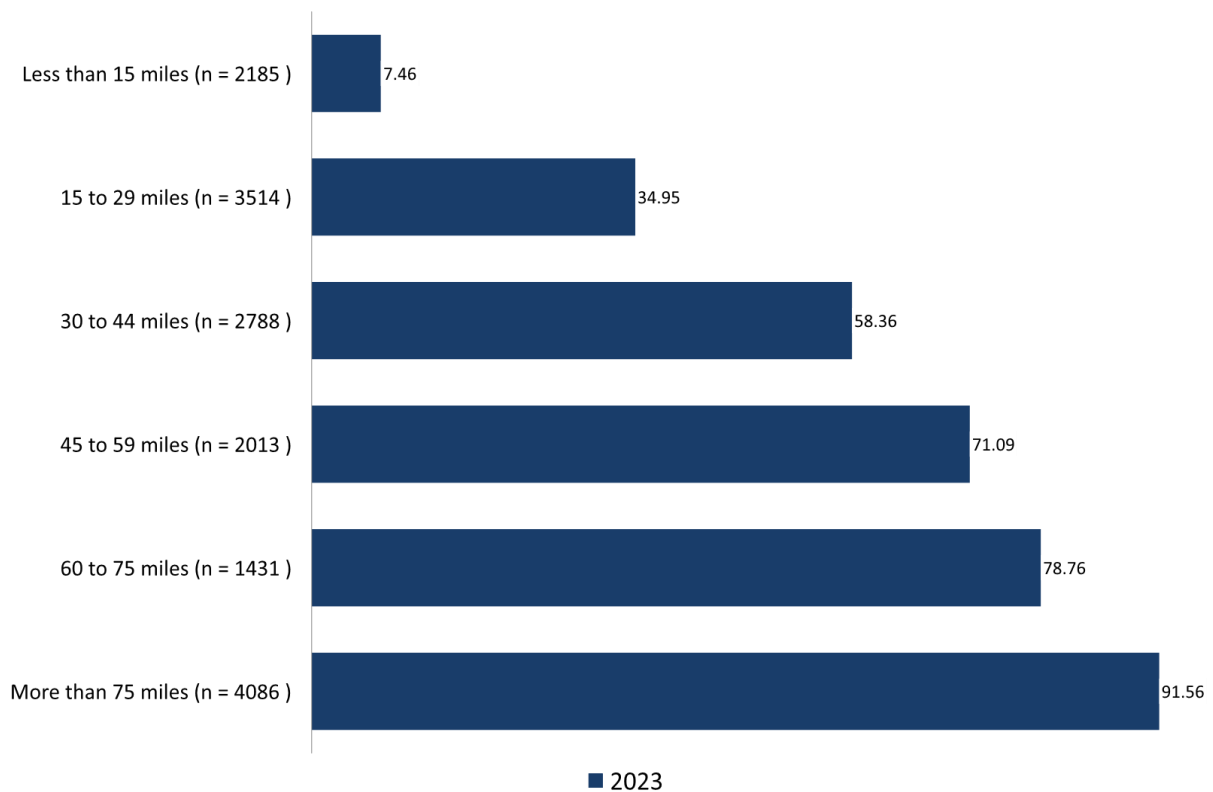
### Factors influencing visiting by the distance to cemetery.

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

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

#### ■ Distance to the national cemetery

#### Next of Kin



## ELEMENT OF COMPARISON

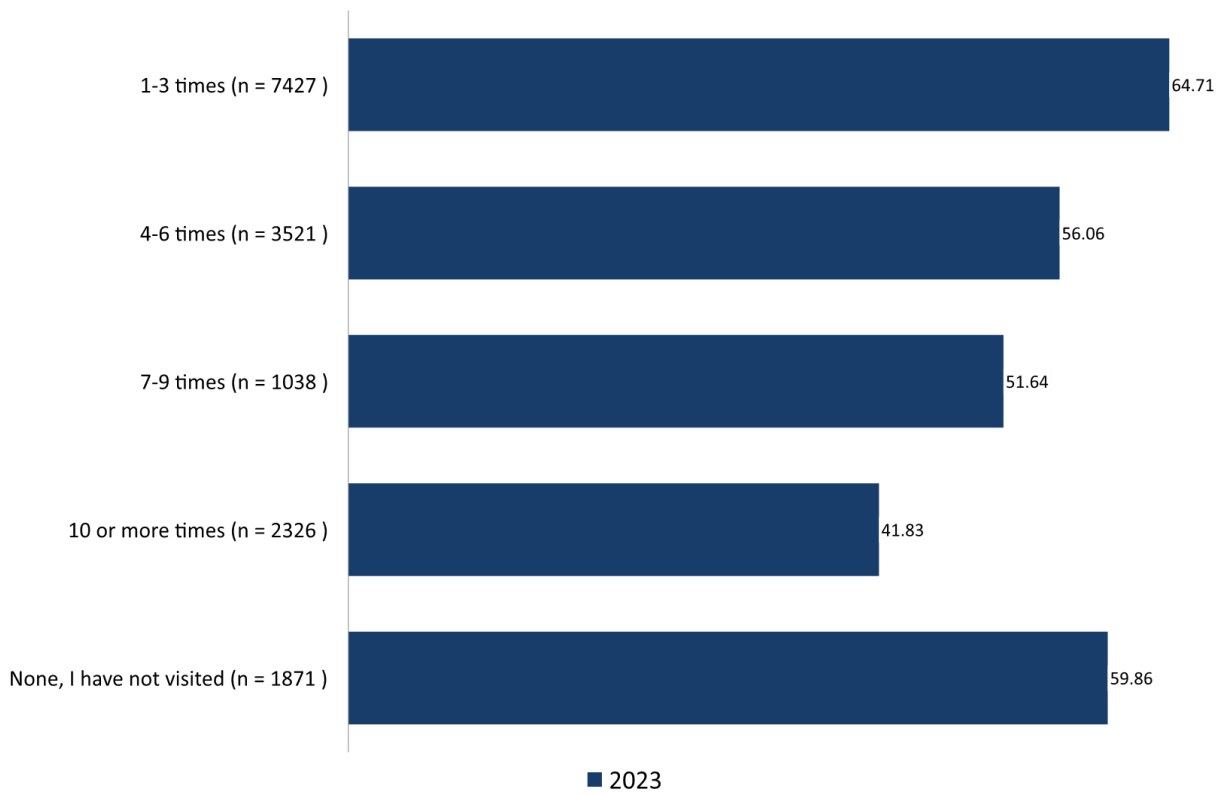
Factors influencing visiting by number of times visiting the national cemetery.

### NEXT OF KIN

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

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

#### ■ Distance to the national cemetery



## ELEMENT OF COMPARISON

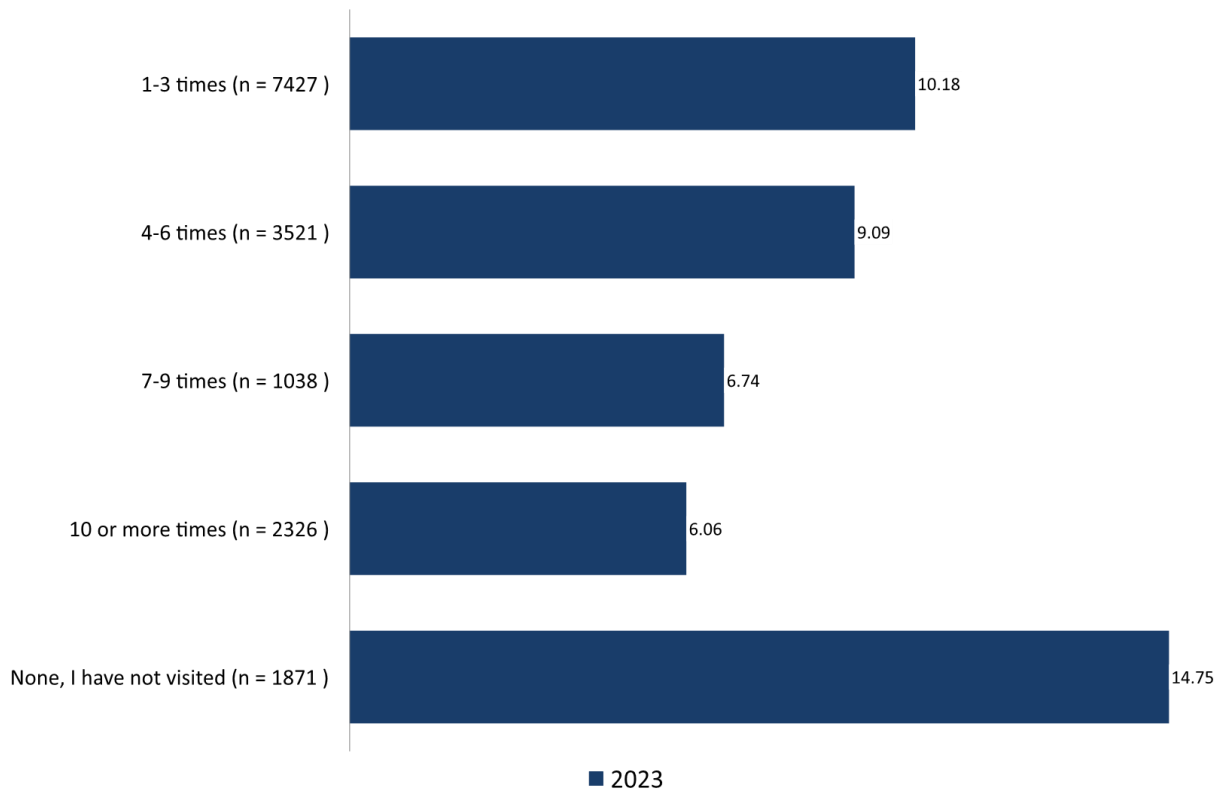
Factors influencing visiting by number of times visiting the national cemetery.

### NEXT OF KIN

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

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

#### ■ Access to transportation



## ELEMENT OF COMPARISON

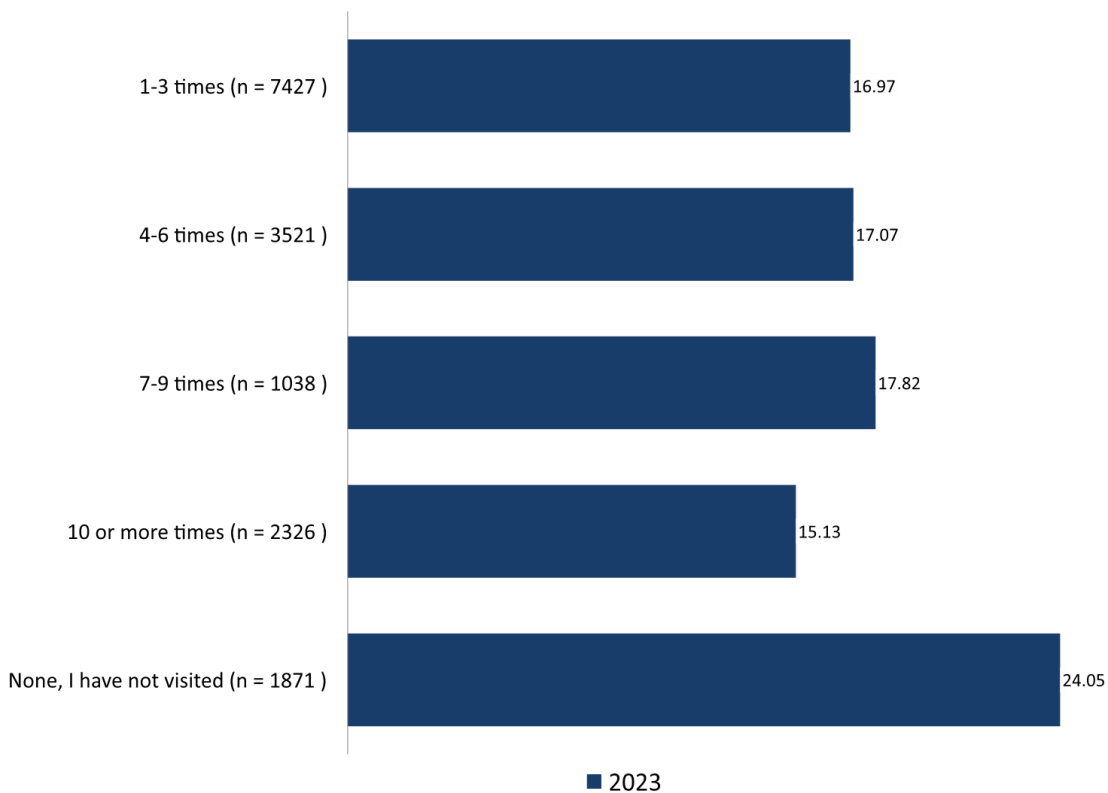
### Factors influencing visiting by number of times visiting the national cemetery.

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

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

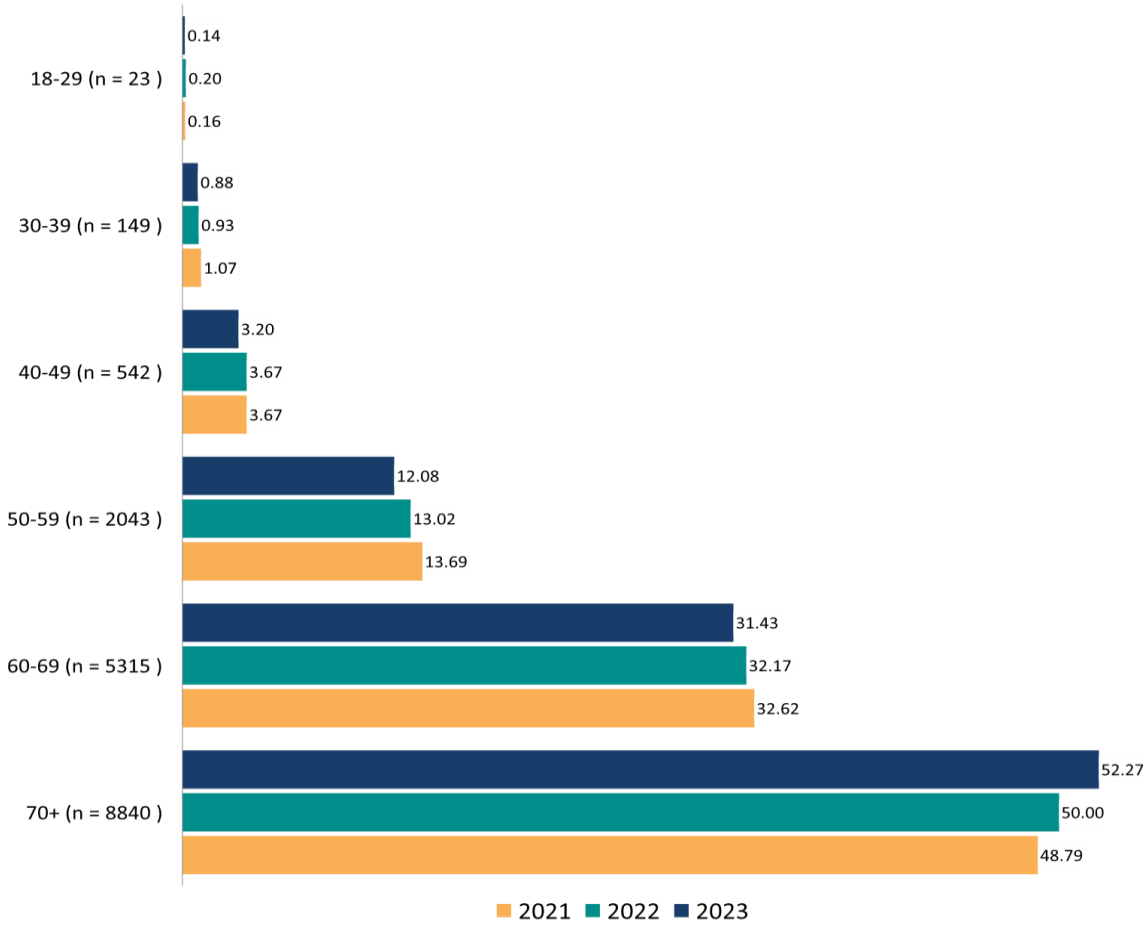
- Health status

### Next of Kin



## Question 53: In what year were you born? (Age group)

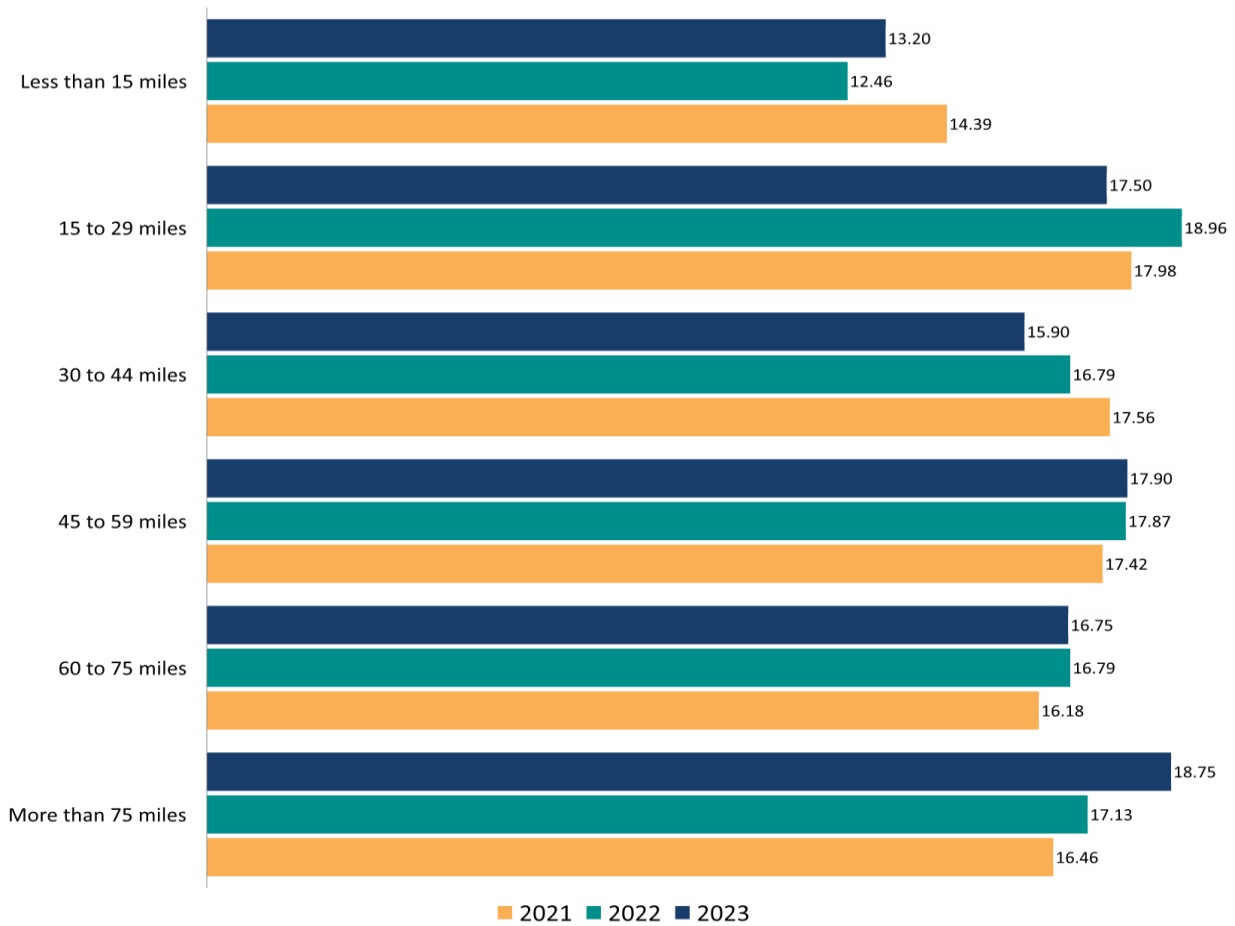
### Next of Kin



2021: n = 18,071 2022: n = 20,456 2023: n = 16,912

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

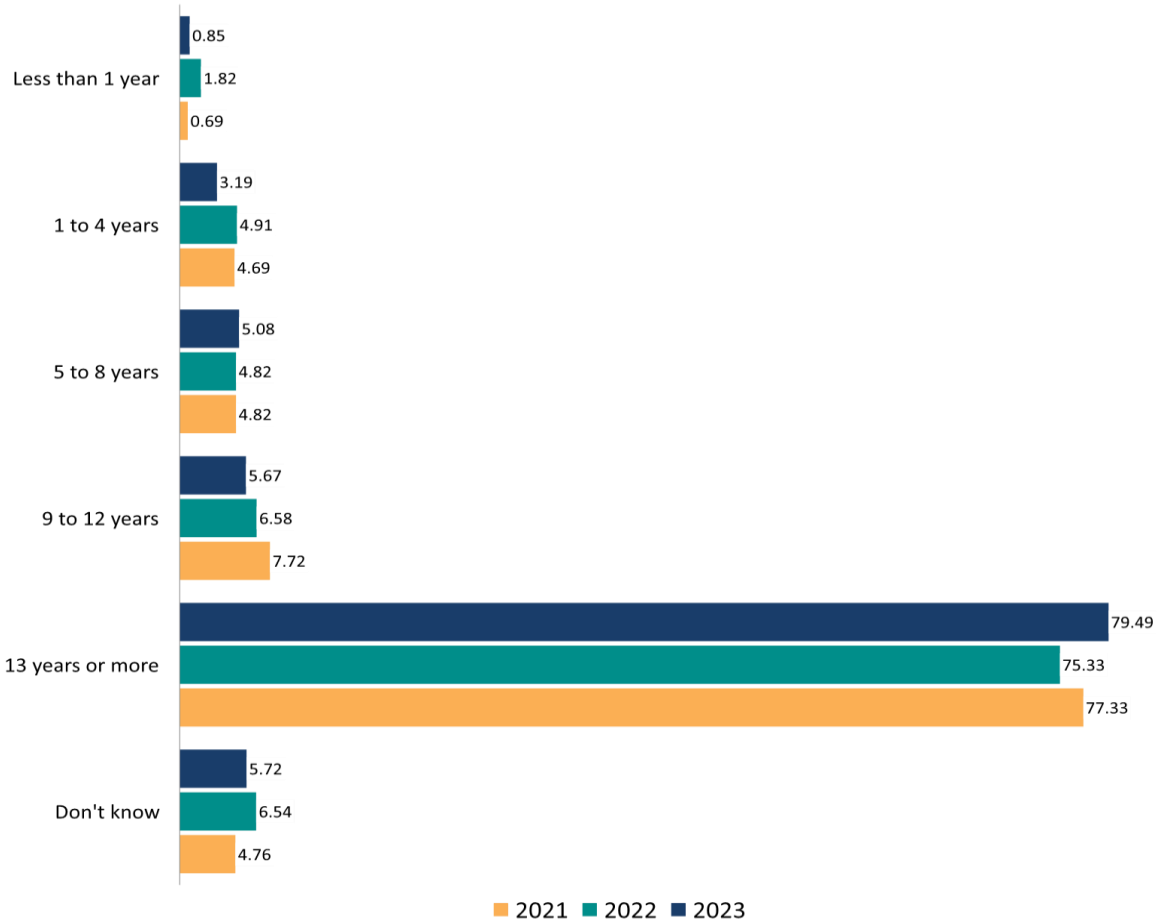
#### Funeral Director



2021: n = 1,452 2022: n = 2,031 2023: n = 2,000

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

#### Funeral Director

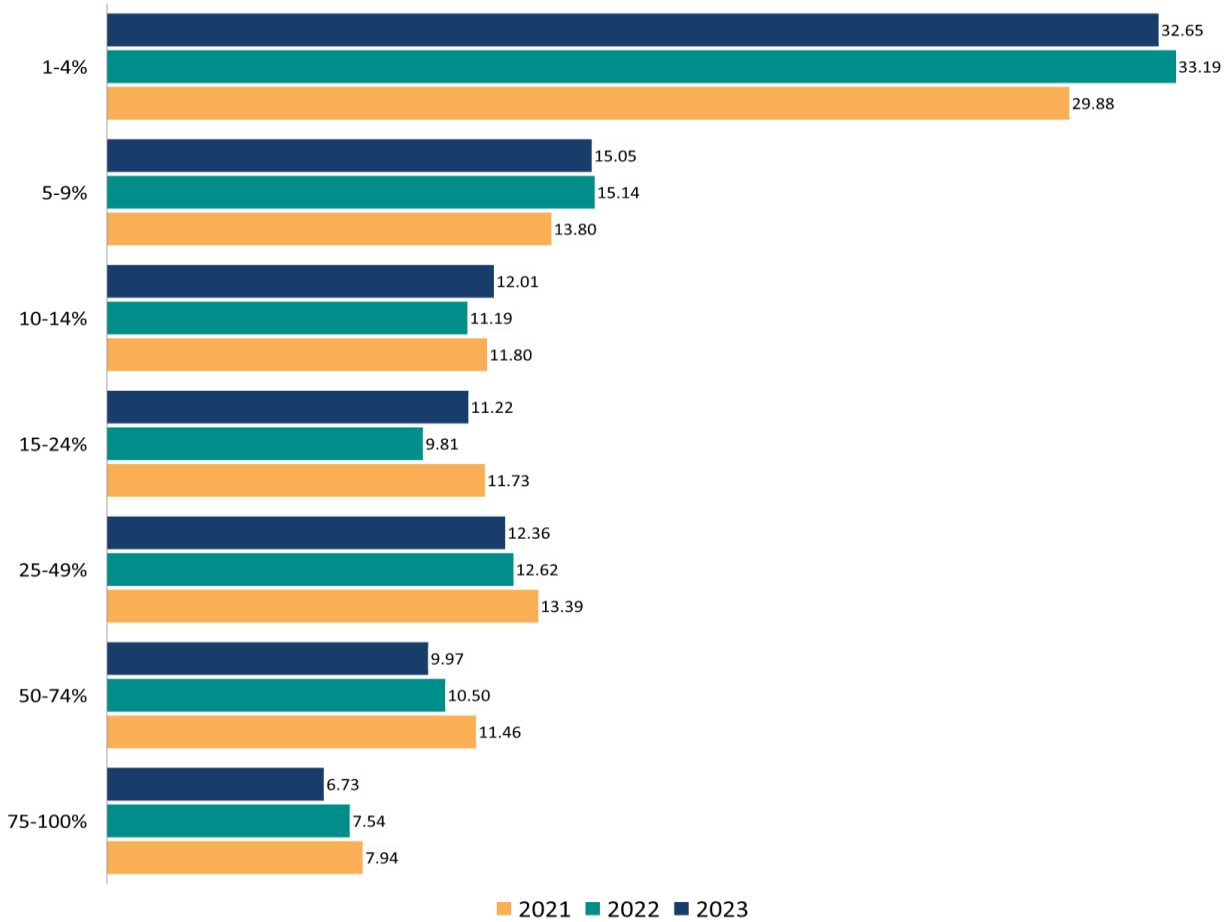


2021: n = 1,451    2022: n = 2,035    2023: n = 2,009



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

**Funeral Director**



2021: n = 1,449 2022: n = 2,028 2023: n = 2,006

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## Appendix B: Methodology and Survey Instruments

### SECTION DESCRIPTION

- Presented within this appendix is a detailed description of the methodology used to develop and administer the 2023 NCA Survey of Satisfaction with National Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- A summary of the types and number of calls received to the survey help line and email address established to respond to survey respondents' questions or concerns about the survey is included.
- Finally, the 2023 national cemetery survey for next of kin, and the national cemetery component of the Funeral Director survey are included as well for reference.

### Project Background

To better assess satisfaction with services provided by national cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2023 Survey of Satisfaction with National Cemeteries. The 2023 survey represents the twenty-third full administration of this satisfaction survey and the tenth time a web survey option was offered to respondents.

Data for this 2023 survey were collected from next of kin and funeral directors in a fielding period of March 31, 2023 to July 5, 2023. 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, 2022 to December 31, 2022.

Surveys were mailed to 40,358 next of kin who had interred a loved one at a national cemetery. The survey was also mailed to 12,881 funeral directors who had worked with VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 20,446 completed questionnaires (18,013 next of kin and 2,433 funeral directors) were returned, which resulted in an overall survey response rate of 40.07% (46.61% next of kin and 19.65% for funeral directors). Please see Appendix E (beginning on page 172) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2023 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2023 Survey Instruments

### Survey Development

The survey instrument used for the 2023 survey administration was developed from the 2022 survey instrument. One modification was made to the 2022 survey instruments to develop the 2023 versions. This modification is summarized below. The question number in the list below refers to the number in the 2023 questionnaires.

The final 2023 questionnaires included a total of 56 questions for next of kin, and 40 questions for funeral directors.

#### 2023 National Cemetery Next of Kin Survey

The next of kin 2023 survey instrument revisions were as follows:

- Question 10: This question was added to collect data to identify whether the scheduling options provided to the customer were sufficient.
  - Q10. How satisfied were you with the NCA's available dates and times to schedule the committal/interment?
    - Very satisfied
    - Somewhat satisfied
    - Neither satisfied nor dissatisfied
    - Somewhat dissatisfied
    - Very dissatisfied

### Sampling

#### Sampling Frame

The sampling frame for the 2023 next of kin national cemetery survey included all national cemeteries where a Veteran or family member was eligible to be interred during the 2022 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2023 survey fielding there were 162 national cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2023 surveys was provided to Vistra by NCA semi-annually. 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 address
- 2) No name AND no address
- 3) No street address
- 4) Invalid names
- 5) No state and/or city

Summary of Reasons for Record Exclusion	
Reason Record Excluded	Number
Duplicate address	11,708
No name AND no address	6,101
No street address	1,050
Invalid names	60
No state and/or city	311
Total excluded	19,237
Total available	147,013
Percent excluded	13.09%

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

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. Of the 189,483 total available funeral director records, 92.94% were removed as a result of various de-duplication (“de-duping”), with 13,370 deemed usable.

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 147,013 total available NoK records, 13.09% of NC NoK records were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 127,776 deemed usable.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
National NoK	147,013	127,776
Funeral Directors	189,483	13,370

\*\*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 2023 sample selections for next of kin and funeral directors had the overarching goal of achieving comparability with past administrations of the NCA Customer Satisfaction Surveys to avoid a break in the series of survey administration and strive for full comparability from survey administrations in recent years.

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

## Appendix B: Methodology and Survey Instruments

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

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

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

The confidence level for this 2023 survey was 95 percent ( $\alpha = 1 - 0.95$ , or alpha = 0.05) which is in accordance with other federal surveys. A 95 percent confidence level means that 5 times out of 100 the response could be due to chance. The margin of error (MOE) is 3 percent which is frequently used with opinion research. The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. With an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma ( $\sigma$ ) is the standard deviation, and n is the sample size.

Based on this approach, of the final 127,776 usable next of kin records, 42,056 were sampled (32.92%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 40,011 NoK. 12,866 surveys were mailed to funeral directors after being “de-duplicated” and undergoing NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2022 until December 31, 2022; (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.

## Appendix B: Methodology and Survey Instruments

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. Please see Appendix E (beginning on page 172) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction.

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

Number of Surveys Mailed by District: Next of Kin	
Continental District	6,989
Midwest District	8,993
North Atlantic District	6,246
Pacific District	9,498
Southeast District	8,632
<b>Total</b>	<b>40,358</b>

### Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
  - A cover letter signed by the Executive Director of Cemetery Operations for the next of kin national cemetery survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
  - A cover letter signed by the Principal 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.

## Appendix B: Methodology and Survey Instruments

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Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 251 next of kin and 110 funeral directors.

The mailings took place according to the following schedule:

Wave	Date
Wave 1: First Questionnaire	03/31/2023
Wave 2: First Postcard	04/24/2023
Wave 3: Second Questionnaire	05/17/2023
Wave 4: Second Postcard	06/01/2023
Close of Field Date	07/05/2023

### 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 761 respondents called or emailed (733 calls, 28 emails) the Help Line with questions pertaining to the 2023 NCA Customer Satisfaction Surveys. Calls and emails were fielded from March 31, 2023 to July 5, 2023.

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

- Survey-related question
  - 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.
- 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.
- 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.
- Did not ask a question / Provided name or phone number
  - Callers simply left their name and/or phone number on the Help Line.

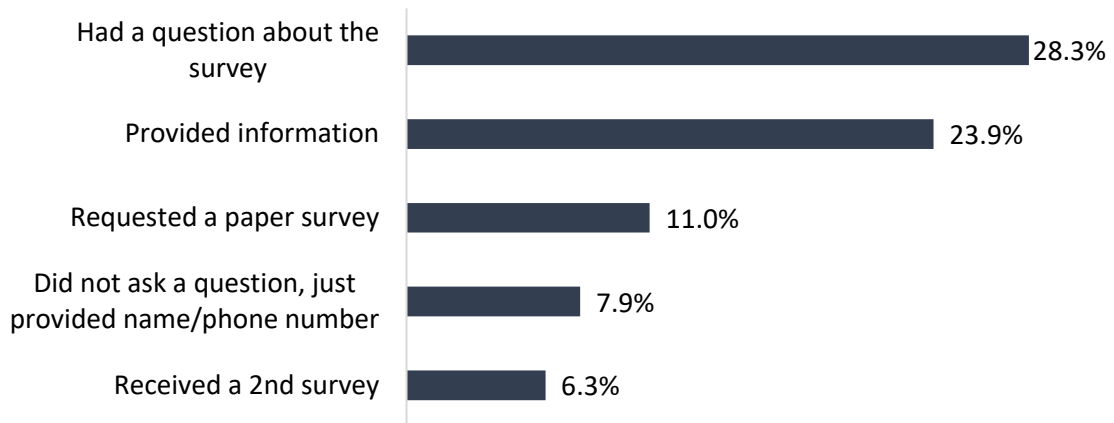


## Appendix B: Methodology and Survey Instruments

- Received a 2<sup>nd</sup> survey
  - Callers called in to report that they had already submitted the survey but for some reason received another survey in the mail

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

### Top 5 Reasons for Call/E-mail

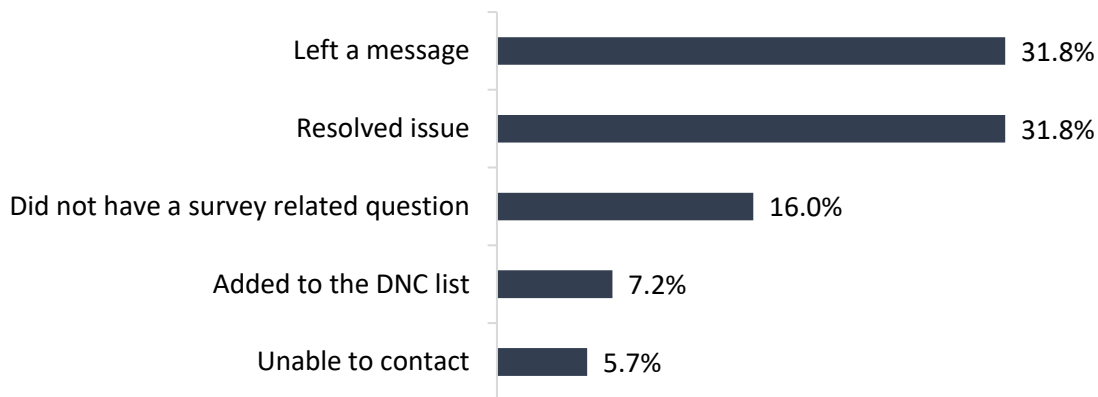


Reason for Call/Email	n	Percent
Had a question about the survey	215	28.3%
Provided information	182	23.9%
Requested a paper survey	84	11.0%
Did not ask a question, just provided name/phone number	60	7.9%
Received a 2nd survey	48	6.3%
Online survey question	47	6.2%
Received the postcard	34	4.5%
Did not get the survey, just the postcard	26	3.4%
NOK is deceased	13	1.7%
Other (See Additional Comments)	12	1.6%
Change of name/address	10	1.3%
Do not contact or survey	8	1.1%
Benefit question	6	0.8%
Pre-Need Eligibility Question	6	0.8%
Needs return envelope/address	4	0.5%
Unable to fill out the survey because of mental or physical limitations	3	0.4%
3-digit Code requested	3	0.4%
<b>Grand Total</b>	<b>761</b>	<b>100.0%</b>

## Appendix B: Methodology and Survey Instruments

The below chart and table show the call/email resolutions. It should be noted that the “call reason” is based on the initial voice message left on the Help Line, which in most instances involves one issue or question. In other instances, the message is not always clearly defined or stated. However, upon call back, the caller may mention several issues. The “resolution” is the most important item categorized, for which requesting to be added to the “Do not contact or survey list” takes precedence.

### Top 5 Resolutions



Resolutions	n	Percent
Left a message	242	31.8%
Resolved issue	242	31.8%
Did not have a survey related question	122	16.0%
Added to the DNC list	55	7.2%
Unable to contact	43	5.7%
Replied to email	25	3.3%
NCA follow-up	19	2.5%
Other (See Additional Comments)	12	1.6%
Sent to Spanish Consultant	1	0.1%
<b>Grand Total</b>	<b>761</b>	<b>100.0%</b>

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

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

**NATIONAL CEMETERIES:  
2023 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY**



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

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

**Marking Instructions**

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

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

**Correct Mark**



**Incorrect Marks**



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

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

NATIONAL CEMETERY ADMINISTRATION  
295127-2



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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

*Please complete this survey based on your experiences at the national cemetery where your loved one was interred.*

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

- Yes
- No
- Don't know

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

- 1 – 3
- 4 – 6
- 7 – 9
- 10 or more
- None, I have not visited

**3. How far do you reside from the national cemetery?**

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

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

- Distance to the national cemetery
- Access to transportation
- Health status
- Other (specify) \_\_\_\_\_

**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?**

- Yes
- No

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

- Yes
- No → Go To #8

**7. How did you learn of these benefits prior to your time of need? (Mark all that apply)**

- Family member/friends
- Funeral home
- Military discharge-related materials
- Other Veteran/active duty member
- Pre-Need Burial Eligibility Determination
- Veterans Service Organization
- VA/NCA pamphlet, newsletter, brochure
- VA/NCA website
- Other VA organization
- Professional/military association meetings
- Public events (e.g., parades, speeches)
- Local newspaper/news report
- VA/NCA social media (Facebook or Twitter)
- Other (specify) \_\_\_\_\_

**8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)**

- E-mail
- Newsletter/flyer
- VA/NCA website
- Local newspaper/television news reports
- VA/NCA social media (Facebook or Twitter)
- Professional/military association meetings
- Public events (e.g., parades, speeches)
- Other (specify) \_\_\_\_\_

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**10. How satisfied were you with NCA's available dates and times to schedule your committal service and/or interment?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

**11. 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?**

- Very informed
- Somewhat informed
- Neither informed nor uninformed
- Somewhat uninformed
- Very uninformed

**12. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?**

- Yes
- No, a funeral director scheduled it on my behalf → **Go To #14**
- Don't know → **Go To #14**

**13. How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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

- Visit the gravesite
- View the burial
- Specific religious practices (e.g., blessing the gravesite)
- Specific cultural practices (e.g., spreading placement of earth/soil into the grave)
- Additional seating at the committal service
- Handicapped accommodations
- No, my family did not have any special needs or requests → **Go To #16**

**15. Was the cemetery able to accommodate these special needs or requests to your satisfaction?**

- Yes, completely
- Yes, somewhat
- No, and I understand why
- No, and I did not understand why

**16. In what religious practice was the burial conducted?**

- |   |                                |                              |
|---|--------------------------------|------------------------------|
| <input type="radio"/> Christian             | <input type="radio"/> Catholic | <input type="radio"/> Muslim |
| <input type="radio"/> Jewish                | <input type="radio"/> Buddhist | <input type="radio"/> Hindu  |
| <input type="radio"/> Atheist               | <input type="radio"/> Agnostic | <input type="radio"/> None   |
| <input type="radio"/> Other (specify) _____ |                                |                              |

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

- Yes, I viewed it online
- Yes, the funeral director provided it
- No → **Go To #20**

Please indicate your level of agreement with the following statement:

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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**19. Was your experience at the national cemetery similar to the video on service options you viewed?**

- Yes
- No

**20. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- My loved one did not receive military funeral honors

**21. Overall, how satisfied were you with the committal service at the national cemetery?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**22. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?**

- Yes
- No
- Not sure/Don't know

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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 type="checkbox"/> <input type="checkbox"/>
<p><b>23. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</b></p> <p><input type="radio"/> Yes    <input type="radio"/> No</p> <p><b>24. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied  <input type="radio"/> Don't know/the marker or headstone has not yet arrived → <b>Go To #27</b></p> <p><b>25. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Don't know</p> <p><b>26. Overall, how satisfied were you with the <u>quality</u> and <u>appearance</u> of the headstone, marker, or columbarium niche cover when it arrived?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied</p> <p><u>If your loved one was NOT a Veteran please go to Question 31.</u></p> <p><b>27. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?</b></p> <p><input type="radio"/> Yes    <input type="radio"/> No → <b>Go To #31</b></p> <p><i>For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>.</i></p> <p><b>28. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</b></p> <p><input type="radio"/> Very satisfied → <b>Go To #30</b>  <input type="radio"/> Somewhat satisfied → <b>Go To #30</b>  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied</p>	<p><b>29. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</b>  <i>(Mark all that apply)</i></p> <p><input type="radio"/> Envelope was bent/torn  <input type="radio"/> Name was misspelled  <input type="radio"/> Poor print quality  <input type="radio"/> Other problem (specify) _____</p> <p><u>Please indicate your level of agreement with the following statement:</u></p> <p><b>30. 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.</b></p> <p><input type="radio"/> Strongly agree  <input type="radio"/> Agree  <input type="radio"/> Neither agree nor disagree  <input type="radio"/> Disagree  <input type="radio"/> Strongly disagree</p> <p><b>31. NCA Pre-Need Eligibility Process:</b></p> <p>a. Are you aware of the NCA Pre-Need Eligibility Process?    <input type="radio"/> Yes    <input type="radio"/> No</p> <p>b. Have you applied?    <input type="radio"/> Yes    <input type="radio"/> No</p> <p>c. Do you intend to apply?    <input type="radio"/> Yes    <input type="radio"/> No</p> <p>d. If you applied, were you satisfied with the length of time it took to receive a certificate of approval?    <input type="radio"/> Yes    <input type="radio"/> No</p> <p><b>32. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?</b>  <i>(Mark all that apply)</i></p> <p><input type="radio"/> None, I was well informed  <input type="radio"/> Details of the committal service  <input type="radio"/> Floral policy  <input type="radio"/> Military funeral honors  <input type="radio"/> Headstone or marker inscription options  <input type="radio"/> Location of gravesite  <input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service  <input type="radio"/> Layout of cemetery (maps)  <input type="radio"/> Timeline for placement of headstone/marker  <input type="radio"/> Directions to cemetery  <input type="radio"/> Other (specify) _____</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 <u>upkeep</u> 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 <u>private, clean, and free of safety hazards</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. The cemetery <u>honors</u> 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 <u>sufficient signs</u> 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 <u>quality of service</u> 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 national cemetery staff was <u>courteous</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The national cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The <u>appearance</u> 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 <u>helpful</u> to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The <u>overall appearance</u> of the national 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 <u>satisfied with my experience</u> at the national cemetery .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I would <u>recommend</u> 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 <u>rely on</u> VA and the National Cemetery Administration <u>to meet the burial needs of Veterans in the future</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. I am willing to <u>rely on</u> VA and the National Cemetery Administration <u>to maintain</u> national cemeteries <u>as national shrines in the future</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48. Have you visited a State or Tribal Veterans Cemetery?

- Yes
- No → Go To #51
- Don't know/not applicable → Go To #51

Please indicate your level of agreement with the following statements.

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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

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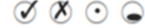
## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

52. What is your gender?

- Male
- Female

53. In what year were you born?

\_\_\_\_\_

54. Are you Hispanic or Latino?

- Yes
- No

55. What is your race? (Mark one or more)

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or other Pacific Islander

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

---

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**Note:** If you would like to be contacted by the cemetery where your loved one is interred, 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](mailto:VistraResearch@ConsultVistra.com).

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

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

**2023 FUNERAL DIRECTOR SATISFACTION SURVEY**  
*(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)*



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

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

**Marking Instructions**

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

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

**Correct Mark**



**Incorrect Marks**



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

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



NATIONAL CEMETERY ADMINISTRATION  
295128-2

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

### NATIONAL CEMETERIES SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:** Did you conduct business at a National Cemetery during the 2022 calendar year?

- Yes → Go to Question 1  
 No → Go to the Memorial Products Service Satisfaction Survey on Page 5

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

0	0	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 national cemetery within the 2022 calendar year.

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

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

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

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

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

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

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

- Excellent  
 Good  
 Fair  
 Poor

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

- Yes, well informed  
 Yes, somewhat well informed  
 No, not well informed

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

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

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

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

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

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

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

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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

- Superior to private cemeteries
- Better than private cemeteries
- About the same
- Worse than private cemeteries
- Much worse than private cemeteries
- Don't know/not applicable

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

- Yes
- No

*For general information about eligibility for interment at a national cemetery, please visit our web page at [www.cem.va.gov/cem/burial\\_benefits/eligible.asp](http://www.cem.va.gov/cem/burial_benefits/eligible.asp).*

**13. Are you aware there are resources available for Funeral Directors on the NCA website?**

- Yes
- No → Go To #17

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

- Yes
- No

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

- Yes
- No
- Did not view the videos

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

- Yes
- No

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

- Yes
- No

**18. How easy is the process of scheduling an interment at the national cemetery?**

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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

- Always
- For the most part
- Occasionally
- Never

**21. Generally, how often do committal services at the national cemetery start on time?**

- Always
- For the most part
- Occasionally
- Never

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

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

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.      Correct Mark          Incorrect Marks

<p><b>23. How easy is it to schedule military honors at the national cemetery?</b></p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Somewhat easy</p> <p><input type="radio"/> Neither easy nor hard</p> <p><input type="radio"/> Somewhat hard</p> <p><input type="radio"/> Very hard</p>	<p><b>24. To what extent is the quality of military honors acceptable?</b></p> <p><input type="radio"/> Very acceptable</p> <p><input type="radio"/> Somewhat acceptable</p> <p><input type="radio"/> Neither acceptable nor unacceptable</p> <p><input type="radio"/> Somewhat unacceptable</p> <p><input type="radio"/> Very unacceptable</p>
---	---

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 <u>upkeep</u> 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"/>	<input type="radio"/>
26. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The cemetery <u>honors</u> 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"/>	<input type="radio"/>
28. There are <u>sufficient signs</u> within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The <u>quality of service</u> received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The national cemetery staff was <u>courteous</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The national cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The National Cemetery Scheduling Office's hours of operation <u>meet my needs</u> for scheduling services .....	<input type="radio"/>	<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 <u>helpful</u> to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The <u>overall appearance</u> of the national cemetery is excellent. . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am <u>satisfied with my experience</u> at the national cemetery .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I would <u>recommend</u> 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"/>	<input type="radio"/>
37. I am willing to <u>rely on</u> VA and the National Cemetery Administration <u>to meet the burial needs of Veterans in the future</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to <u>rely on</u> VA and the National Cemetery Administration <u>to maintain national cemeteries as national shrines in the future</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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August 2023

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SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

### MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:** Did your funeral home order NCA memorial products (headstones, markers, medallions, niche covers, or Presidential Memorial Certificates (certificate signed by the President of the United States honoring the Veteran’s service)) during the 2022 calendar year?

- Yes → Go to Question 1  
 No → Go to the State or Tribal Veterans Cemeteries Satisfaction Survey on Page 8

<p><b>1. On average, about how many VA headstones, markers, and medallions do you/your company order in a year?</b></p> <p><input type="radio"/> Less than 10  <input type="radio"/> 11 to 25  <input type="radio"/> 26 to 40  <input type="radio"/> More than 40</p> <p><b>2. Please indicate the type(s) of VA headstones/markers/medallions you/your company ordered. (Mark all that apply)</b></p> <p><input type="radio"/> Flat Bronze  <input type="radio"/> Flat Marble/Granite  <input type="radio"/> Bronze Niche  <input type="radio"/> Upright Marble/Granite  <input type="radio"/> Bronze Medallion</p> <p><b>3. How do you typically order VA headstones, markers, or medallions? (Mark all that apply)</b></p> <p><input type="radio"/> Via the mail (to National VA)  <input type="radio"/> Via fax (to National VA)  <input type="radio"/> Via the local VA office  <input type="radio"/> Other (specify): _____</p> <p><b>4. How satisfied are you with the process you typically used to order headstones, markers, and medallions?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied</p>	<p><b>5. Did you call the NCA Applicant Assistance number (1-800-697-6947) for assistance with a headstone, marker, or medallion?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No → Go To #9  <input type="radio"/> Don't Know</p> <p><b>6. Did you speak with an NCA Customer Service representative initially, or were you transferred to NCA by a VA Customer Service representative?</b></p> <p><input type="radio"/> Spoke with an NCA Customer Service representative initially  <input type="radio"/> Transferred to NCA  <input type="radio"/> Don't know</p> <p><b>7. Why did you call NCA? (Mark all that apply)</b></p> <p><input type="radio"/> To check on the status of an order  <input type="radio"/> To get help with ordering a marker  <input type="radio"/> To file a complaint about a marker  <input type="radio"/> Other (specify): _____</p> <p><b>8. How satisfied were you with the service you received from the NCA Customer Service representative?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied</p>
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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks



**9. Have you visited the VA website for information about ordering the headstone, marker, or medallion?**

- Yes  
 No → Go To #12

**10. What type of information were you looking for on VA's website? (Mark all that apply)**

- Download an order form  
 Find out what could go on the headstone/marker/medallion  
 How to order a headstone/marker/medallion  
 Find information on documentation needed  
 Find information on the certificate signed by the President of the United States honoring the Veteran's service  
 Other (specify): \_\_\_\_\_

**11. How satisfied were you with the ease of finding the information you were looking for on VA's website?**

- Very satisfied  
 Somewhat satisfied  
 Neither satisfied nor dissatisfied  
 Somewhat dissatisfied  
 Very dissatisfied

**12. When completing an application for a VA headstone, marker, or medallion, do you typically: (Mark only one)**

- Complete and confirm information with family member's review and signature  
 Complete and send to the VA  
 Partially complete and give to family member for finalization  
 Other (specify): \_\_\_\_\_

**13. Are you aware of the following requirements:**

Memorial product orders require the signature from the next of kin or written delegation of representation?

- Yes     No

Certification that the Veteran for whom the headstone, marker, or medallion is intended has not committed a capital crime and/or Tier 3 sex offense?

- Yes     No

**14. About how long after ordering the headstone, marker, or medallion did it arrive?**

- Less than 1 month  
 Between 1 and 2 months  
 Between 2 and 3 months  
 Between 3 and 4 months  
 More than 4 months  
 Don't Know

**15. How satisfied are you with the amount of time it takes to receive VA markers?**

- Very satisfied  
 Somewhat satisfied  
 Neither satisfied nor dissatisfied  
 Somewhat dissatisfied  
 Very dissatisfied

**16. In the past year, have you/your company had problems with a delivered headstone, marker, or medallion?**

- Yes     No → Go To #20

**17. About what percentage of the markers that you receive have problems?**

- Less than 1%  
 1% to 5%  
 6% to 10%  
 More than 10%

**18. What types of problems have you experienced with VA furnished headstones and markers? (Mark all that apply)**

- Broken/chipped headstones/markers  
 Typographical error(s)  
 Wrong information/symbol  
 Discoloration  
 Wrong type of headstone or marker  
 Other (specify): \_\_\_\_\_

**19. How satisfied are you with the timeliness in which problems have been corrected?**

- Very satisfied  
 Somewhat satisfied  
 Neither satisfied nor dissatisfied  
 Somewhat dissatisfied  
 Very dissatisfied

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

20. Generally, how would you rate the quality of the VA headstones or markers received compared to those received in previous years in the following areas?

	Excellent	Above average	Average	Below average	Extremely poor
Cut.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polish.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finish.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depth of the inscription (Stone only) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please indicate your level of agreement with the following statement: The overall quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the headstone, marker, or medallion I received from the VA was excellent.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

22. Are you aware of the Presidential Memorial Certificate (PMC) Program (the certificate signed by the President of the United States honoring the Veteran's service)?

- Yes
- No → Go To #25

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

23. Do you typically inform your clients about the program?

- Yes
- No

24. Do you typically order the certificate(s) for your client?

- Yes
- No

25. Overall, how satisfied were you with your experiences with these VA memorial products and services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

26. Do you have any additional comments concerning how the VA Memorial Products Service could improve its services and programs? If your comment is in response to a specific question, please reference the question number.

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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 2022 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 2022 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)

- Outreach by cemetery staff  
 State or Tribal/VA/NCA website  
 Veterans Service Officers  
 Professional associations/conventions/ meetings  
 Local newspaper/television or news reports  
 Public events (e.g. parades, exhibits, speeches)  
 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  
 Scheduling process  
 Eligibility requirements for burial in a State or Tribal Veterans Cemetery  
 Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)  
 Military funeral honors  
 Floral policy  
 Headstone, marker, or columbarium niche cover inscription options  
 Other (specify): \_\_\_\_\_

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

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

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

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

**10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**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?**

- Superior to private cemeteries
- Better than private cemeteries
- About the same
- Worse than private cemeteries
- Much worse than private cemeteries
- Don't know/not applicable

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

- Superior to private cemeteries
- Better than private cemeteries
- About the same
- Worse than private cemeteries
- Much worse than private cemeteries
- Don't know/not applicable

**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?**

- Yes
- No

*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](http://www.cem.va.gov/cem/grants/veterans_cemeteries.asp) and [www.cem.va.gov/cem/burial\\_benefits/eligible.asp](http://www.cem.va.gov/cem/burial_benefits/eligible.asp).*

**14. Are you aware of any State or Tribal Veterans Cemetery Information resources on military honors?**

- Yes
- No → Go To #16

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

- Yes
- No

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

- Yes
- No

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

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

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

- Less than 1 hour
- 1 to 2 hours
- 3 to 4 hours
- 5 to 8 hours
- 1 to 2 days
- More than 2 days

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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

- Always
- For the most part
- Occasionally
- Never

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

- Always
- For the most part
- Occasionally
- Never

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- 9 -

## 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 <u>upkeep</u> 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 <u>private, clean, and free of safety hazards</u> .....                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 27. The cemetery <u>honors</u> 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 <u>sufficient signs</u> 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 <u>quality of service</u> 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 <u>courteous</u> .....   | <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 <u>knowledgeable, helpful, and responsive</u> ..... | <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 <u>meet my needs</u> 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 <u>helpful</u> to me.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 34. The <u>overall appearance</u> 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 <u>satisfied with my experience</u> 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 <u>recommend</u> 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"/>     |

# 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 <u>rely on</u> the State or Tribal Veterans Cemetery to <u>meet the burial needs of Veterans in the future</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to <u>rely on</u> the State or Tribal governments to <u>maintain</u> State or Tribal Veterans Cemeteries <u>as national shrines in the future</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. <u>My experiences with the State or Tribal Veterans Cemetery exceeded my expectations</u> . . . . .	<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](mailto:VistraResearch@ConsultVistra.com).

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## Appendix C: User Guide

### SECTION DESCRIPTION

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

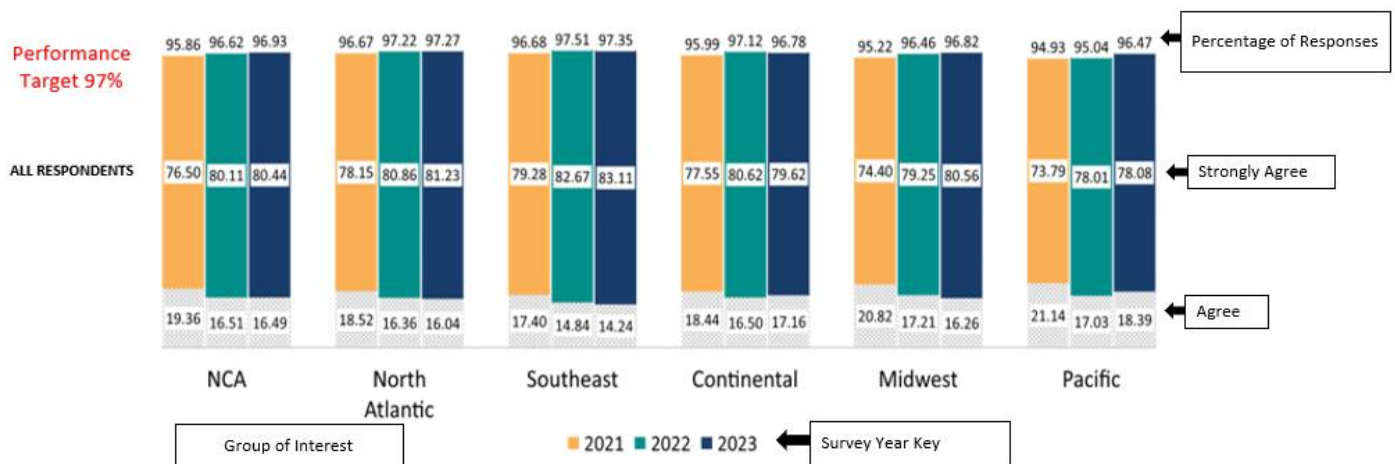
### Question Numbers

Questions that were asked of both next of kin and funeral directors are combined in All Respondents graphs followed by the next of kin and funeral directors in separate graphs. When presented together, the first number presented for the question is the question number in the survey instrument asked of next of kin, while the second number is the question number in the survey instrument asked of funeral directors. In the below example, Question 37 was asked of next of kin in the national cemetery satisfaction survey, while Question 29 was asked of funeral directors in the funeral director survey.

### Stacked Bar Graphs

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

**Question 37/29: The quality of service received from cemetery staff 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 two years. According to the key in this example, 2023 data are shown by the blue bars (darkest shade), 2022 data are shown by the green bars (medium shade), and 2021 data are shown by the yellow bars (lightest shade).

The top percentages represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the bottom percentages are the moderate responses (in this case, “Agree”). For example, in the above graph 16.49% of all NCA respondents selected “Agree” in 2023 and 80.44% selected “Strongly agree,” so in total, 96.93% of participants responded positively to this item.

## Appendix C: User Guide

When an NCA performance target exists for an item, the performance target is presented at the top left of the graph. This is meant to aid with the comparison between NCA’s performance target on the item and the actual satisfaction survey data. In this example, the performance target is 97.00%, while the actual satisfaction scores on this item have ranged from 95.86% to 96.93%. 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 two years (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

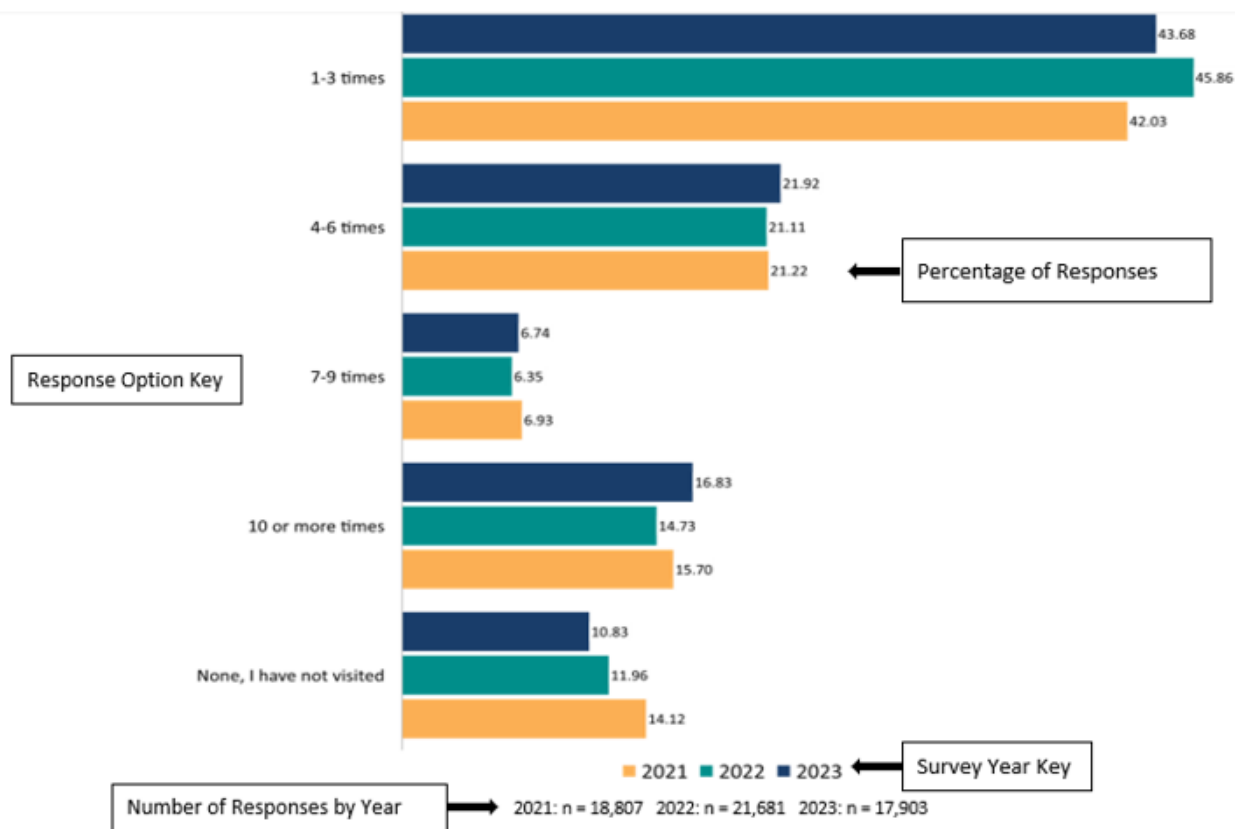
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
n		18957	22419	18832	3480	3716	3093	4073	4582	3964	2963	3552	2900	4538	5202	4366	3903	4709	3979
Strongly agree		82.06%	84.11%	84.10%	82.70%	84.45%	84.71%	84.19%	85.46%	86.40%	81.67%	84.54%	84.21%	81.56%	84.06%	84.31%	80.14%	82.42%	81.30%
Agree		15.94%	14.34%	14.30%	15.43%	14.37%	13.68%	14.02%	13.18%	12.29%	15.63%	13.91%	14.07%	16.73%	14.07%	14.15%	17.70%	15.86%	16.84%
Neither agree nor disagree		1.66%	1.28%	1.32%	1.44%	0.94%	1.29%	1.45%	1.16%	1.01%	2.13%	1.13%	1.31%	1.59%	1.58%	1.37%	1.79%	1.49%	1.58%
Disagree		0.22%	0.17%	0.15%	0.29%	0.13%	0.16%	0.20%	0.17%	0.18%	0.37%	0.25%	0.31%	0.11%	0.12%	0.09%	0.20%	0.15%	0.08%
Strongly disagree		0.13%	0.11%	0.13%	0.14%	0.11%	0.16%	0.15%	0.02%	0.13%	0.20%	0.17%	0.10%	0.02%	0.17%	0.07%	0.15%	0.08%	0.20%

It should be noted that in the data table presented above, the cumulative count for All Respondents does not add up to the individual summing of the individual five Districts. Within the NOK and Funeral Director groups, there are cases where NOK respondents and Funeral Directors lack District details/Cemetery IDs, resulting in a blank District value for those. In the above table, the cumulative count of All Respondents is 18,832. However, upon summing the "n" values for these five Districts, the total amounts to 18,302 (16,852 NOK and 1,980 Funeral Director), leaving the remaining entries categorized as missing in the system. Only response answer options 1 to 5 (“Strongly agree” to Strongly disagree”) are considered.

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

### Standard Bar Graphs

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



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 2023 data are represented by the top blue bars, 2022 data are represented by the middle green bars, and 2021 data are represented by the bottom yellow bars. Thus, 43.68% of respondents selected 1-3 times in 2023, 45.86% selected 1-3 times in 2022, and 42.03% selected 1-3 times in 2021.

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

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

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

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

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## Appendix D: Question Locator

### SECTION DESCRIPTION

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



## Appendix D: Question Locator

### 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.	91 - 92
34	26	The committal shelter used for the service was private, clean, and free of safety hazards.	93 - 94
35	27	The cemetery honors all Veterans and their service to our nation.	27 - 28
36	28	There are sufficient signs within the cemetery to assist visitors.	95 - 96
37	29	The quality of service received from cemetery staff is excellent.	8 - 9
38	30	The national cemetery staff was courteous.	10 - 11
39	31	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	12 - 13
41	33	The information kiosks (i.e., gravesite locators) are helpful to me.	97 - 98
42	34	The overall appearance of the national cemetery is excellent.	14 - 15
43	35	Overall, I am satisfied with my experiences at the national cemetery.	16 - 17
44	36	I would recommend the cemetery to Veteran families during their time of need.	18 - 19
45	37	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	20 - 21
46	38	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	25 - 26
47	39	My experiences with the national cemetery exceeded my expectations.	22 - 23

## Appendix D: Question Locator

### 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?	105
2	How many times have you visited the national cemetery where your loved one was interred?	106
3	How far do you reside from the national cemetery?	107
4	Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	108
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?	109
6	Prior to the time of need, were you aware of the benefits related to burial in a national cemetery?	31
7	How did you learn of these benefits prior to your time of need? (Mark all that apply)	32
8	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	33
9	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	30
10	How satisfied were you with NCA's available dates and times to schedule your committal service and/or interment?	34
11	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?	35
12	Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	36
13	How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?	37
14	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	64
15	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	65
16	In what religious practice was the burial conducted?	110
17	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	66
18	The video(s) helped me understand the burial process at the national cemetery.	67
19	Was your experience at the national cemetery similar to the video on service options you viewed?	68
20	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	69
21	Overall, how satisfied were you with the committal service at the national cemetery?	63
22	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	85
23	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	86
24	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	84
25	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	88

## Appendix D: Question Locator

### Questions for Next of Kin

Question #	Question Text	Report Page #
<b>NK</b>		<b>Report Page #</b>
26	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	87
27	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	38
28	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	38
29	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)	40
30	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.	41
31	NCA Pre-Need Eligibility Process:	42 - 45
32	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	46
40	The appearance of my loved one's gravesite/columbaria is excellent.	90
48	Have you visited a State or Tribal Veterans Cemetery?	100
49	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	101
50	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	102
51	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	103
52	What is your gender?	111
53	In what year were you born? (Age group)	133
54	Are you Hispanic or Latino?	119
55	What is your race? (Mark one or more)	123

## Appendix D: Question Locator

### Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the national cemetery with which you most frequently do business?	134
3	How long has your funeral home worked with the national cemetery?	135
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	136
5	How would you characterize the overall communication from the national cemetery to your funeral home?	49
6	Do you feel that you are well informed by the national cemetery of its policies and procedures?	50
7	In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	51
8	What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	52
9	What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	60
10	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	48
11	Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	76
12	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	53
13	Are you aware there are resources available for Funeral Directors on the NCA Website?	54
14	Are you aware that the Funeral Director resources on the NCA Website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	55
15	Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	56
16	Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?	57
17	Do you understand the inscription options headstone, marker, or columbarium niche cover available to next of kin?	58
18	How easy is the process of scheduling an interment at the national cemetery?	73
19	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?	74
20	During committal services, how often do you receive the support you need from the cemetery staff?	75
21	Generally, how often do committal services at the national cemetery start on time?	77
22	If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	78
23	How easy is it to schedule military honors at the national cemetery?	79
24	To what extent is the quality of military honors acceptable?	80
32	The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	60

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## Appendix E: Response Rates

### SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction.

## Appendix E: Response Rates

### National Response Rates

Nationally, the survey yielded a response rate of 40.07% (46.61% next of kin and 19.65% for funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. A total of 53,239 survey questionnaires (40,358 to next of kin and 12,881 to funeral directors) were mailed for this survey. A total of 20,446 completed questionnaires (18,013 next of kin and 2,433 funeral directors) were returned, which resulted in an overall survey response rate of 40.07% (46.61% next of kin and 19.65% for funeral directors).

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. 2,208 undeliverable pieces of mail (10.80%) were received over the course of the 2023 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	658	38.50%	168	33.67%
Insufficient address	259	15.16%	34	6.81%
Attempted – Not known	332	19.43%	67	13.43%
No such number	107	6.26%	30	6.01%
No such street	22	1.29%	8	1.60%
No mail receptacle	95	5.56%	130	26.05%
Vacant	70	4.10%	24	4.81%
No comment	14	0.82%	13	2.61%
Unclaimed	28	1.64%	6	1.20%
Moved – Left no address	6	0.35%	5	1.00%
Forward time expired	36	2.11%	3	0.60%
Refused	14	0.82%	4	0.80%
Deceased	5	0.29%	0	0.00%
Unable to Forward	52	3.04%	4	0.80%
Return to Sender	3	0.18%	0	0.00%
Temporarily Away	3	0.18%	0	0.00%
Illegible	2	0.12%	2	0.40%
In Dispute	3	0.18%	1	0.20%
<b>Total</b>	<b>1,709</b>	<b>100.03%*</b>	<b>499</b>	<b>99.99%*</b>

\*Percentages do not sum to 100% due to rounding.

## Appendix E: Response Rates

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

<b>Survey Response Rates</b>			
	<b>Next of Kin</b>	<b>Funeral Directors</b>	<b>Total</b>
Total Sample	40,358	12,881	53,239
Undeliverable	1,709	499	2,208
Total Eligible Questionnaires	38,649	12,382	51,031
Total Returned Surveys	18,013	2,433	20,446
English Surveys Returned	17,890	2,420	20,310
Spanish Surveys Returned	123	13	136
<b>Total Response Rate (Returned/Eligible)</b>	46.61%	19.65%	40.07%

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

<b>Survey Returns by District</b>				
	<b>Next of Kin</b>		<b>Funeral Directors</b>	
Continental District	2,868	15.93%	206	8.47%
Midwest District	4,176	23.19%	457	18.78%
North Atlantic District	2,877	15.98%	391	16.07%
Pacific District	4,153	28.06%	121	4.97%
Southeast District	3,934	21.85%	307	12.61%
<b>Total Returned Surveys</b>	<b>18,008**</b>	<b>100.00%</b>	<b>1,482*</b>	<b>60.90%</b>

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

\*\* For Next of Kin, the Total Returned Surveys figure does not add up to 18,013, due to missing District details.

<b>Survey Returns by Web and Mail</b>					
		<b>Next of Kin</b>		<b>Funeral Directors</b>	
Web Completes	English	2,144	11.90%	479	19.69%
	Spanish	13	0.07%	0	0.00%
	Total	2,157	11.97%	479	19.69%
Paper Completes	English	15,746	87.44%	1,941	79.78%
	Spanish	110	0.61%	13	0.53%
	Total	15,856	88.05%	1,954	80.31%
<b>Total Returned Surveys</b>		<b>18,013</b>	<b>100.00%</b>	<b>2,433</b>	<b>100.00%</b>

\*49,105 English-language NoK and 253 Spanish-language survey NoK questionnaires were mailed for this survey; 12,771 English-language FD and 110 Spanish-language FD survey questionnaires were mailed for this survey.

### **Cemetery Reports**

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



## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Abraham Lincoln National Cemetery	1035	475	45.89%	73
Acadia National Cemetery	24	9	37.50%	2
Alabama National Cemetery	267	121	45.32%	26
Alexandria National Cemetery, LA	5	2	40.00%	3
Alexandria National Cemetery, VA	2	1	50.00%	4
Alton National Cemetery	1	0	0.00%	0
Annapolis National Cemetery	0	0	N/A	0
Bakersfield National Cemetery	276	125	45.29%	8
Ball's Bluff National Cemetery	0	0	N/A	0
Baltimore National Cemetery	124	45	36.29%	3
Barrancas National Cemetery	419	177	42.24%	9
Bath National Cemetery	113	53	46.90%	11
Baton Rouge National Cemetery	0	0	N/A	1
Bay Pines National Cemetery	339	156	46.02%	4
Beaufort National Cemetery	271	135	49.82%	8
Benicia Arsenal Post Cemetery	0	0	N/A	0
Beverly National Cemetery	62	27	43.55%	2
Biloxi National Cemetery	241	99	41.08%	12
Black Hills National Cemetery	279	147	52.69%	8
Calverton National Cemetery	1284	519	40.42%	57
Camp Butler National Cemetery	252	124	49.21%	14
Camp Nelson National Cemetery	191	93	48.69%	11
Cape Canaveral National Cemetery	574	291	50.70%	5
Cave Hill National Cemetery	1	1	100.00%	2
Chattanooga National Cemetery	331	141	42.60%	15
Cheyenne National Cemetery	79	41	51.90%	2
City Point National Cemetery	4	4	100.00%	0
Cold Harbor National Cemetery	0	0	N/A	0
Corinth National Cemetery	45	14	31.11%	3
Crown Hill National Cemetery	89	45	50.56%	1
Culpeper National Cemetery	161	81	50.31%	5
Cypress Hills National Cemetery	2	1	50.00%	1
Dallas / Fort Worth National Cemetery	1357	531	39.13%	30
Danville National Cemetery, IL	110	52	47.27%	7
Danville National Cemetery, VA	8	5	62.50%	0
Danville National Cemetery, KY	0	0	N/A	0

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Dayton National Cemetery	305	122	40.00%	16
Eagle Point National Cemetery	233	98	42.06%	5
Fargo National Cemetery	114	65	57.02%	4
Fayetteville National Cemetery	183	81	44.26%	4
Finn's Point National Cemetery	31	13	41.94%	0
Florence National Cemetery	197	87	44.16%	13
Florida National Cemetery	1584	756	47.73%	35
Fort Bayard National Cemetery	82	36	43.90%	1
Fort Bliss National Cemetery	391	152	38.87%	5
Fort Custer National Cemetery	401	183	45.64%	17
Fort Devens Post Cemetery	15	8	53.33%	1
Fort Douglas Post Cemetery	9	7	77.78%	2
Fort Gibson National Cemetery	257	111	43.19%	26
Fort Harrison National Cemetery	1	0	0.00%	0
Fort Jackson National Cemetery	327	140	42.81%	17
Fort Lawton Post Cemetery	5	2	40.00%	0
Fort Leavenworth National Cemetery	59	27	45.76%	6
Fort Logan National Cemetery	1083	471	43.49%	10
Fort Lyon National Cemetery	25	16	64.00%	0
Fort McClellan Post Cemetery	0	0	N/A	0
Fort McPherson National Cemetery	138	77	55.80%	8
Fort Meade National Cemetery	0	0	N/A	1
Fort Missoula Cemetery	0	0	N/A	0
Fort Mitchell National Cemetery	221	84	38.01%	9
Fort Richardson National Cemetery	118	49	41.53%	0
Fort Rosecrans National Cemetery	265	124	46.79%	0
Fort Sam Houston National Cemetery	1221	493	40.38%	24
Fort Scott National Cemetery	104	56	53.85%	8
Fort Sheridan National Cemetery	96	45	46.88%	3
Fort Sill National Cemetery	243	103	42.39%	18
Fort Smith National Cemetery	185	80	43.24%	4
Fort Snelling National Cemetery	1295	611	47.18%	57
Fort Stevens National Cemetery	21	11	52.38%	0
Fort Worden Post Cemetery	21	11	52.38%	0
Georgia National Cemetery	661	300	45.39%	32
Gerald B.H. Solomon Saratoga National Cemetery	401	211	52.62%	23
Glendale National Cemetery	0	0	N/A	0
Golden Gate National Cemetery	132	72	54.55%	1
Grafton National Cemetery	0	0	N/A	6
Great Lakes National Cemetery	1214	604	49.75%	58

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Green Mount Soldier Lot	0	0	N/A	0
Hampton (VAMC) National Cemetery	0	0	N/A	1
Hampton National Cemetery	26	10	38.46%	2
Hot Springs National Cemetery	0	0	N/A	0
Houston National Cemetery	908	343	37.78%	28
Indiantown Gap National Cemetery	652	326	50.00%	73
Jacksonville National Cemetery	505	211	41.78%	13
Jefferson Barracks National Cemetery	1381	594	43.01%	44
Jefferson City National Cemetery	1	0	0.00%	2
Keokuk National Cemetery	80	29	36.25%	5
Kerrville National Cemetery	0	0	N/A	0
Knoxville National Cemetery	18	6	33.33%	2
Leavenworth National Cemetery	288	115	39.93%	18
Lebanon National Cemetery	59	19	32.20%	7
Lexington National Cemetery	0	0	N/A	1
Little Rock National Cemetery	53	20	37.74%	6
Long Island National Cemetery	351	162	46.15%	4
Los Angeles National Cemetery	193	85	44.04%	1
Loudon Park National Cemetery	0	0	N/A	2
Louisiana National Cemetery	190	64	33.68%	9
Marietta National Cemetery	23	17	73.91%	2
Marion National Cemetery	215	87	40.47%	12
Massachusetts National Cemetery	729	360	49.38%	32
Memphis National Cemetery	83	31	37.35%	9
Mill Springs National Cemetery	71	35	49.30%	5
Miramar National Cemetery	805	393	48.82%	6
Mobile National Cemetery	2	2	100.00%	1
Morovis National Cemetery	62	33	53.23%	1
Mound City National Cemetery	74	35	47.30%	4
Mountain Home National Cemetery	212	87	41.04%	9
Nashville National Cemetery	131	55	41.98%	11
Natchez National Cemetery	88	32	36.36%	5
National Cemetery of the Alleghenies	476	246	51.68%	47
National Memorial Cemetery of Arizona	952	392	41.18%	11
National Memorial Cemetery of The Pacific	395	225	56.96%	2
New Albany National Cemetery	71	27	38.03%	4

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
New Bern National Cemetery	8	5	62.50%	6
Northwoods National Cemetery	57	37	64.91%	2
Ohio Western Reserve National Cemetery	802	363	45.26%	56
Omaha National Cemetery	205	102	49.76%	9
Philadelphia National Cemetery	2	0	0.00%	0
Pikes Peak National Cemetery	266	121	45.49%	2
Port Hudson National Cemetery	74	27	36.49%	3
Prescott National Cemetery	186	83	44.62%	3
Puerto Rico National Cemetery	295	123	41.69%	9
Quantico National Cemetery	389	162	41.65%	20
Quincy National Cemetery	1	0	0.00%	0
Raleigh National Cemetery	18	8	44.44%	2
Richmond National Cemetery	3	1	33.33%	1
Riverside National Cemetery	1981	787	39.73%	15
Rock Island National Cemetery	270	125	46.30%	12
Roseburg National Cemetery	174	84	48.28%	3
Sacramento Valley National Cemetery	1000	441	44.10%	15
St. Augustine National Cemetery	0	0	N/A	0
Salisbury National Cemetery	291	106	36.43%	31
San Antonio National Cemetery	1	0	0.00%	7
San Francisco National Cemetery	37	17	45.95%	0
San Joaquin Valley National Cemetery	326	130	39.88%	10
Santa Fe National Cemetery	495	217	43.84%	6
Sarasota National Cemetery	692	350	50.58%	14
Seven Pines National Cemetery	2	0	0.00%	1
Sitka National Cemetery	22	11	50.00%	0
Snake River Canyon National Cemetery	71	34	47.89%	2
South Florida National Cemetery	738	319	43.22%	17
Springfield National Cemetery	66	31	46.97%	9
Staunton National Cemetery	0	0	N/A	0
Tahoma National Cemetery	797	339	42.53%	13
Tallahassee National Cemetery	223	114	51.12%	10
Togus National Cemetery	0	0	N/A	0
Utah National Cemetery-Cedar City	0	0	N/A	0
Vancouver Barracks National Cemetery	47	21	44.68%	0

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2023 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Washington Crossing National Cemetery	624	291	46.63%	43
West Virginia National Cemetery	162	68	41.98%	2
Western NY National Cemetery	160	88	55.00%	7
Willamette National Cemetery	864	366	42.36%	19
Wilmington National Cemetery	10	3	30.00%	1
Winchester National Cemetery	3	3	100.00%	0
Wood National Cemetery	61	25	40.98%	3
Woodlawn National Cemetery	108	61	56.48%	1
Yellowstone National Cemetery	130	74	56.92%	5
Zachary Taylor National Cemetery	19	9	47.37%	3

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## Appendix F: Survey Results by Question

### SECTION DESCRIPTION

- This appendix provides the 2023 next of kin and funeral director survey results by question.

## Appendix F: Survey Results by Question (Next of Kin)

### Survey Results by Question: Next of Kin

<b>1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=15,645</b>	<b>n=2,510</b>	<b>n=3,393</b>	<b>n=2,498</b>	<b>n=3,670</b>	<b>n=3,570</b>
Yes	69.03%	71.83%	66.93%	68.29%	70.87%	67.65%
No	30.97%	28.17%	33.07%	31.71%	29.13%	32.35%
<b>2. How many times have you visited the national cemetery where your loved one was interred?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,903</b>	<b>n=2,864</b>	<b>n=3,914</b>	<b>n=2,854</b>	<b>n=4,147</b>	<b>n=4,120</b>
1-3 times	43.68%	43.85%	43.23%	40.89%	45.58%	44.03%
4-6 times	21.92%	20.32%	24.30%	21.76%	20.98%	21.84%
7-9 times	6.74%	6.25%	7.05%	8.13%	5.98%	6.58%
10 or more times	16.83%	17.42%	16.12%	18.85%	15.38%	17.14%
None, I have not visited	10.83%	12.15%	9.30%	10.37%	12.08%	10.41%
<b>3. How far do you reside from the national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,715</b>	<b>n=2,820</b>	<b>n=3,864</b>	<b>n=2,831</b>	<b>n=4,101</b>	<b>n=4,095</b>
Less than 15 miles	16.74%	14.22%	15.63%	21.19%	16.87%	16.29%
15 to 29 miles	22.95%	22.98%	19.57%	27.94%	24.31%	21.29%
30 to 44 miles	16.88%	18.55%	17.26%	16.00%	17.95%	14.92%
45 to 59 miles	11.87%	12.62%	13.35%	7.81%	12.07%	12.53%
60 to 75 miles	8.28%	8.76%	9.65%	6.15%	7.51%	8.89%
More than 75 miles	23.29%	22.87%	24.53%	20.91%	21.29%	26.08%
<b>4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=16,230</b>	<b>n=2,566</b>	<b>n=3,585</b>	<b>n=2,606</b>	<b>n=3,738</b>	<b>n=3,731</b>
Distance to the national cemetery	58.15%	60.17%	59.89%	52.72%	56.53%	60.52%
Access to transportation	9.69%	10.05%	9.32%	8.90%	9.52%	10.53%
Health status	17.57%	17.81%	18.94%	18.96%	15.33%	17.39%
Other (specify)	27.78%	26.70%	25.02%	30.05%	31.67%	25.68%
<b>5. Have you ever served on active duty in the U.S. Armed Forces either in the regular military or a National Guard or Reserve Unit?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,882</b>	<b>n=2,860</b>	<b>n=3,903</b>	<b>n=2,852</b>	<b>n=4,141</b>	<b>n=4,122</b>
Yes	18.80%	16.85%	20.65%	21.11%	17.02%	18.56%
No	81.20%	83.15%	79.35%	78.89%	82.98%	81.44%

## Appendix F: Survey Results by Question (Next of Kin)

6. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,791	n=2,850	n=3,869	n=2,830	n=4,130	n=4,108
Yes	76.64%	74.84%	75.47%	78.06%	77.07%	77.56%
No	23.36%	25.16%	24.53%	21.94%	22.93%	22.44%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,057	n=2,041	n=2,810	n=2,104	n=3,041	n=3,057
Family member/friend	61.86%	63.99%	58.22%	60.31%	64.49%	62.22%
Pre-Need Burial Eligibility Determination	9.53%	8.04%	10.78%	10.36%	7.86%	10.47%
Funeral home	31.16%	34.69%	31.14%	30.32%	34.33%	26.20%
Military discharge-related materials	21.02%	19.79%	21.25%	24.33%	20.39%	19.99%
Other Veteran/active-duty member	19.52%	16.41%	19.61%	20.44%	19.83%	20.51%
VA/NCA pamphlet, brochure, newsletter	7.44%	6.22%	8.04%	7.60%	7.76%	7.29%
VA/NCA website	5.23%	4.12%	5.94%	6.18%	4.83%	5.07%
VA/NCA social media (Facebook or Twitter)	<1%	<1%	1.14%	<1%	<1%	<1%
Veterans Service Organization	14.21%	13.91%	14.59%	13.02%	14.60%	14.46%
Other VA Organization	3.81%	3.92%	4.06%	3.80%	3.91%	3.40%
Local newspaper/television news reports	2.48%	2.11%	2.92%	2.33%	2.63%	2.29%
Public events (e.g., parades, speeches)	2.04%	1.52%	2.03%	2.04%	2.43%	2.00%
Professional/military association meetings	3.00%	2.40%	3.74%	3.37%	2.40%	3.07%
Other (specify)	7.31%	7.64%	6.87%	8.08%	5.82%	8.44%
8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,963	n=2,548	n=3,483	n=2,533	n=3,728	n=3,667
E-mail	32.67%	31.87%	34.71%	32.21%	29.56%	34.74%
VA/NCA website	14.49%	13.11%	14.04%	15.36%	14.32%	15.46%
VA/NCA social media (Facebook or Twitter)	2.69%	2.94%	2.90%	2.68%	3.06%	1.94%
Newsletter/flyer	27.16%	28.06%	26.16%	27.12%	29.08%	25.58%
Local newspaper/television news reports	12.24%	13.54%	11.86%	10.90%	13.36%	11.48%
Public events (e.g., parades, speeches)	2.93%	2.86%	2.67%	2.88%	3.59%	2.59%
Professional/military association meetings	2.59%	2.04%	2.76%	3.12%	2.33%	2.70%
Other (specify)	5.24%	5.57%	4.91%	5.72%	4.69%	5.51%



## Appendix F: Survey Results by Question (Next of Kin)

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,734	n=2,831	n=3,885	n=2,818	n=4,112	n=4,084
Very satisfied	89.39%	91.24%	90.32%	88.68%	89.54%	87.56%
Somewhat satisfied	7.64%	5.86%	6.82%	8.37%	7.56%	9.21%
Neither satisfied nor dissatisfied	1.92%	1.87%	1.80%	1.77%	1.82%	2.28%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
10. How satisfied were you with NCA's available dates and times to schedule your committal service and/or interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,474	n=2,217	n=2,880	n=2,142	n=3,168	n=3,063
Very satisfied	82.51%	87.33%	84.86%	77.92%	82.26%	80.31%
Somewhat satisfied	12.55%	9.16%	10.42%	16.15%	13.01%	14.01%
Neither satisfied nor dissatisfied	2.84%	2.07%	2.26%	3.41%	2.90%	3.46%
Somewhat dissatisfied	1.73%	1.17%	1.91%	2.05%	1.55%	1.93%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
11. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,688	n=1,781	n=2,244	n=1,688	n=2,586	n=2,386
Very informed	75.80%	74.62%	77.23%	75.83%	74.94%	76.24%
Somewhat informed	18.83%	19.54%	17.74%	19.14%	19.06%	18.86%
Neither informed nor uninformed	2.89%	3.54%	2.63%	2.61%	3.33%	2.39%
Somewhat uninformed	1.57%	1.29%	1.47%	1.60%	1.82%	1.59%
Very uninformed	<1%	1.01%	<1%	<1%	<1%	<1%
12. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,238	n=2,783	n=3,770	n=2,754	n=4,021	n=3,906
Yes	35.50%	26.12%	35.12%	30.97%	31.98%	49.36%
No, a funeral director scheduled it on my behalf	64.50%	73.88%	64.88%	69.03%	68.02%	50.64%
13. How satisfied were you with the service you or your family member received from the NCA scheduling Office?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=6,040	n=718	n=1,303	n=839	n=1,272	n=1,907
Very satisfied	91.51%	92.62%	93.02%	92.25%	92.77%	88.94%
Somewhat satisfied	6.29%	5.15%	5.53%	5.60%	5.11%	8.29%
Neither satisfied nor dissatisfied	1.01%	1.25%	<1%	<1%	1.02%	1.21%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	1.02%	1.21%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

14. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,673	n=1,779	n=2,241	n=1,689	n=2,578	n=2,383
Visit the gravesite	19.68%	15.91%	22.04%	15.93%	17.42%	25.35%
View the burial	12.52%	9.05%	13.25%	10.72%	10.51%	17.79%
Specific religious practices	8.42%	7.48%	7.18%	9.41%	6.90%	11.20%
Specific cultural practices	1.37%	<1%	1.16%	1.66%	<1%	2.31%
Additional seating at the committal service	3.16%	2.64%	2.50%	3.73%	2.29%	4.70%
Handicapped accommodations	3.59%	3.32%	3.26%	3.61%	3.10%	4.62%
No, my family did not have any special needs or requests	71.57%	75.89%	70.64%	73.77%	74.79%	64.25%
15. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,982	n=424	n=651	n=429	n=636	n=840
Yes, completely	82.90%	80.90%	82.95%	82.28%	83.49%	83.93%
Yes, somewhat	8.69%	10.14%	7.99%	10.02%	7.86%	8.33%
No, and I understand why	4.46%	3.54%	5.22%	4.43%	5.03%	3.81%
No, and I did not understand why	3.96%	5.42%	3.84%	3.26%	3.62%	3.93%
16. In what religious practice was the burial conducted?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,498	n=1,759	n=2,205	n=1,654	n=2,533	n=2,344
Christian	59.41%	48.72%	66.21%	65.42%	60.99%	55.03%
Catholic	23.21%	35.70%	17.51%	21.40%	22.86%	20.90%
Muslim	<1%	<1%	0.00%	0.00%	<1%	<1%
Jewish	<1%	1.14%	2.13%	<1%	<1%	<1%
Buddhist	<1%	<1%	<1%	<1%	0.00%	1.32%
Hindu	<1%	0.00%	0.00%	0.00%	0.00%	<1%
Atheist	<1%	<1%	<1%	<1%	<1%	<1%
Agnostic	<1%	<1%	<1%	<1%	<1%	<1%
None	13.28%	11.43%	11.88%	9.73%	13.23%	18.56%
Other (specify)	2.18%	2.16%	2.04%	2.48%	2.01%	2.30%

## Appendix F: Survey Results by Question (Next of Kin)

<b>17. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=10,638</b>	<b>n=1,777</b>	<b>n=2,228</b>	<b>n=1,675</b>	<b>n=2,572</b>	<b>n=2,383</b>
Yes, I viewed it online	4.05%	3.26%	4.08%	3.52%	3.42%	5.62%
Yes, the funeral director provided it	4.18%	3.38%	5.16%	5.31%	3.93%	3.36%
No	91.77%	93.36%	90.75%	91.16%	92.65%	91.02%
<b>18. The video(s) helped me understand the burial process at the national cemetery.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=831</b>	<b>n=109</b>	<b>n=196</b>	<b>n=144</b>	<b>n=178</b>	<b>n=203</b>
Strongly agree	53.91%	59.63%	58.16%	52.08%	51.69%	50.25%
Agree	37.67%	32.11%	34.69%	37.50%	40.45%	40.89%
Neither agree nor disagree	8.30%	8.26%	7.14%	10.42%	7.87%	8.37%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	<1%
<b>19. Was your experience at the national cemetery similar to the video on service options you viewed?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=823</b>	<b>n=110</b>	<b>n=191</b>	<b>n=140</b>	<b>n=179</b>	<b>n=202</b>
Yes	97.33%	97.27%	98.43%	98.57%	97.77%	95.05%
No	2.67%	2.73%	1.57%	1.43%	2.23%	4.95%
<b>20. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=7,697</b>	<b>n=1,232</b>	<b>n=1,668</b>	<b>n=1,219</b>	<b>n=1,873</b>	<b>n=1,704</b>
Very satisfied	92.02%	93.34%	90.95%	90.81%	93.75%	91.14%
Somewhat satisfied	5.53%	4.63%	6.71%	5.66%	4.32%	6.22%
Neither satisfied nor dissatisfied	1.16%	<1%	<1%	1.80%	1.17%	1.23%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
<b>21. Overall, how satisfied were you with the committal service at the national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=10,710</b>	<b>n=1,784</b>	<b>n=2,261</b>	<b>n=1,691</b>	<b>n=2,584</b>	<b>n=2,387</b>
Very satisfied	90.77%	92.10%	90.58%	89.83%	91.10%	90.32%
Somewhat satisfied	7.10%	5.77%	7.43%	8.16%	6.81%	7.29%
Neither satisfied nor dissatisfied	1.17%	1.23%	1.19%	1.01%	1.12%	1.26%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

22. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,787	n=2,839	n=3,890	n=2,835	n=4,127	n=4,092
Yes	90.90%	91.02%	92.90%	91.11%	89.82%	89.83%
No	4.07%	3.70%	3.24%	4.48%	4.12%	4.79%
Don't know	5.03%	5.28%	3.86%	4.41%	6.06%	5.38%
23. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,756	n=2,837	n=3,878	n=2,831	n=4,119	n=4,087
Yes	94.04%	94.29%	94.28%	94.63%	94.42%	92.83%
No	5.96%	5.71%	5.72%	5.37%	5.58%	7.17%
24. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,147	n=2,764	n=3,763	n=2,753	n=3,916	n=3,947
Very satisfied	82.71%	83.68%	83.90%	80.24%	83.63%	81.73%
Somewhat satisfied	10.87%	10.53%	10.95%	12.71%	9.63%	10.97%
Neither satisfied nor dissatisfied	4.83%	4.27%	3.80%	4.98%	5.13%	5.83%
Somewhat dissatisfied	1.05%	1.09%	<1%	1.31%	1.20%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
25. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,025	n=2,746	n=3,729	n=2,731	n=3,893	n=3,922
Yes	86.40%	86.89%	87.61%	86.12%	85.23%	86.28%
No	2.92%	2.51%	2.71%	3.88%	2.47%	3.16%
Don't know	10.68%	10.60%	9.68%	10.00%	12.30%	10.56%
26. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,484	n=2,645	n=3,619	n=2,655	n=3,749	n=3,812
Very satisfied	87.79%	88.43%	88.81%	87.16%	87.30%	87.30%
Somewhat satisfied	5.23%	4.57%	4.92%	6.67%	4.69%	5.48%
Neither satisfied nor dissatisfied	5.51%	5.33%	4.78%	4.67%	6.27%	6.16%
Somewhat dissatisfied	0.99%	<1%	<1%	1.02%	1.20%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

27. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,912	n=2,129	n=3,089	n=2,257	n=3,261	n=3,172
Yes	75.03%	74.68%	76.89%	72.35%	77.61%	72.76%
No	24.97%	25.32%	23.11%	27.65%	22.39%	27.24%
28. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,149	n=1,541	n=2,311	n=1,599	n=2,441	n=2,256
Very satisfied	84.56%	85.85%	83.99%	84.12%	85.05%	84.04%
Somewhat satisfied	8.10%	7.72%	8.65%	7.75%	7.82%	8.33%
Neither satisfied nor dissatisfied	6.06%	4.93%	5.71%	6.75%	6.39%	6.34%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
29. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=419	n=56	n=101	n=78	n=83	n=101
Envelope was bent/torn	6.21%	8.93%	8.91%	5.13%	1.20%	6.93%
Name was misspelled	5.73%	7.14%	5.94%	3.85%	4.82%	6.93%
Poor print quality	6.21%	3.57%	5.94%	8.97%	7.23%	4.95%
Other problem (specify)	83.29%	82.14%	80.20%	83.33%	86.75%	84.16%
30. 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.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,007	n=1,525	n=2,282	n=1,578	n=2,408	n=2,213
Strongly agree	50.99%	49.90%	52.02%	52.15%	49.34%	51.69%
Agree	21.56%	22.62%	21.69%	22.18%	21.47%	20.33%
Neither agree nor disagree	24.80%	24.85%	23.84%	23.13%	26.29%	25.35%
Disagree	1.97%	1.77%	1.80%	1.84%	2.20%	2.12%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
31a. NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,651	n=2,499	n=3,374	n=2,546	n=3,628	n=3,600
Yes	20.20%	17.25%	22.73%	20.54%	18.72%	21.14%
No	79.80%	82.75%	77.27%	79.46%	81.28%	78.86%

## Appendix F: Survey Results by Question (Next of Kin)

31b. NCA Pre-Need Eligibility Process: Have you applied?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,589	n=1,654	n=2,247	n=1,781	n=2,425	n=2,479
Yes	10.12%	8.71%	11.04%	10.11%	9.57%	10.81%
No	89.88%	91.29%	88.96%	89.89%	90.43%	89.19%
31c. NCA Pre-Need Eligibility Process: Do you intend to apply?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=8,918	n=1,407	n=1,865	n=1,481	n=2,055	n=2,107
Yes	24.19%	17.34%	28.26%	27.68%	22.29%	24.54%
No	75.81%	82.66%	71.74%	72.32%	77.71%	75.46%
31d. NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=950	n=128	n=220	n=162	n=200	n=240
Yes	93.79%	92.19%	94.09%	91.36%	95.00%	95.00%
No	6.21%	7.81%	5.91%	8.64%	5.00%	5.00%
32. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,259	n=2,761	n=3,790	n=2,759	n=3,967	n=3,978
None, I was well informed	69.64%	70.48%	69.95%	68.97%	71.34%	67.55%
Details of the committal service	9.25%	9.71%	9.08%	9.46%	8.57%	9.63%
Floral policy	8.04%	8.08%	9.18%	8.05%	7.66%	7.29%
Military funeral honors	6.09%	5.76%	6.46%	7.32%	4.61%	6.59%
Headstone or marker inscription options	6.37%	6.08%	5.80%	6.78%	5.12%	8.09%
Location of gravesite	6.77%	5.69%	6.39%	6.67%	7.08%	7.67%
Certificate signed by the President of the United States honoring the Veteran's service	5.67%	5.58%	5.30%	6.27%	4.99%	6.36%
Layout of cemetery	6.40%	5.54%	6.52%	6.45%	6.02%	7.21%
Timeline for placement of marker	5.45%	4.71%	4.99%	6.20%	5.47%	5.86%
Directions to cemetery	2.54%	2.57%	2.53%	2.72%	2.47%	2.49%
Other (specify)	4.02%	3.73%	3.18%	4.13%	3.78%	5.18%

## Appendix F: Survey Results by Question (Next of Kin)

<b>33. The upkeep of the headstones, markers, or columbarium niche covers is excellent.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=16,608</b>	<b>n=2,646</b>	<b>n=3,681</b>	<b>n=2,676</b>	<b>n=3,798</b>	<b>n=3,803</b>
Strongly agree	78.28%	79.52%	83.29%	77.84%	78.36%	72.76%
Agree	19.00%	17.61%	14.75%	19.88%	18.88%	23.59%
Neither agree nor disagree	2.29%	2.23%	1.71%	2.02%	2.47%	2.89%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>34. The committal shelter used for the service was private, clean, and free of safety hazards.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=10,359</b>	<b>n=1,743</b>	<b>n=2,182</b>	<b>n=1,658</b>	<b>n=2,517</b>	<b>n=2,256</b>
Strongly agree	83.48%	84.68%	86.76%	83.53%	83.11%	79.74%
Agree	15.25%	14.17%	12.05%	15.26%	15.42%	19.02%
Neither agree nor disagree	<1%	<1%	<1%	<1%	1.11%	<1%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>35. The cemetery honors all Veterans and their service to our nation.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=16,852</b>	<b>n=2,709</b>	<b>n=3,661</b>	<b>n=2,699</b>	<b>n=3,919</b>	<b>n=3,860</b>
Strongly agree	84.18%	84.57%	86.40%	84.29%	84.31%	81.58%
Agree	14.19%	13.81%	12.18%	13.97%	14.11%	16.63%
Neither agree nor disagree	1.36%	1.33%	1.09%	1.33%	1.45%	1.55%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>36. There are sufficient signs within the cemetery to assist visitors.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,176</b>	<b>n=2,736</b>	<b>n=3,750</b>	<b>n=2,762</b>	<b>n=3,983</b>	<b>n=3,941</b>
Strongly agree	65.54%	68.13%	69.52%	65.93%	64.15%	61.08%
Agree	24.45%	23.17%	21.65%	23.71%	25.66%	27.30%
Neither agree nor disagree	6.03%	5.52%	4.72%	6.30%	6.53%	6.93%
Disagree	3.45%	2.74%	3.81%	3.37%	3.16%	3.96%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

37. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,371	n=2,774	n=3,808	n=2,782	n=4,016	n=3,987
Strongly agree	80.82%	81.76%	83.17%	79.98%	81.03%	78.28%
Agree	16.14%	15.65%	14.08%	16.89%	15.84%	18.26%
Neither agree nor disagree	2.24%	1.91%	2.02%	2.34%	2.29%	2.56%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
38. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,410	n=2,785	n=3,814	n=2,777	n=4,030	n=4,000
Strongly agree	84.42%	85.24%	86.34%	83.54%	84.24%	82.80%
Agree	13.83%	13.50%	12.14%	14.40%	13.90%	15.20%
Neither agree nor disagree	1.28%	<1%	1.13%	1.44%	1.54%	1.40%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
39. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,356	n=2,774	n=3,804	n=2,769	n=4,022	n=3,983
Strongly agree	82.84%	83.89%	85.17%	81.94%	82.84%	80.47%
Agree	14.43%	14.13%	12.62%	15.13%	14.17%	16.17%
Neither agree nor disagree	1.98%	1.37%	1.58%	2.06%	2.26%	2.44%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
40. The appearance of my loved one's gravesite/ columbaria is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,597	n=2,630	n=3,677	n=2,674	n=3,794	n=3,818
Strongly agree	80.40%	80.87%	84.23%	79.39%	79.92%	77.55%
Agree	16.38%	15.89%	13.22%	17.91%	16.34%	18.75%
Neither agree nor disagree	2.47%	2.43%	1.88%	2.13%	3.03%	2.75%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%



## Appendix F: Survey Results by Question (Next of Kin)

41. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,021	n=2,367	n=3,351	n=2,421	n=3,435	n=3,443
Strongly agree	66.99%	68.15%	70.58%	66.71%	67.13%	62.71%
Agree	22.44%	22.64%	20.50%	22.39%	22.13%	24.57%
Neither agree nor disagree	8.71%	7.82%	7.28%	9.21%	8.91%	10.17%
Disagree	1.42%	<1%	1.43%	1.36%	1.34%	1.89%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
42. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,497	n=2,793	n=3,824	n=2,803	n=4,068	n=4,005
Strongly agree	86.08%	87.15%	89.28%	84.73%	85.96%	83.35%
Agree	12.88%	11.92%	10.07%	14.09%	13.10%	15.16%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	1.27%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	0.00%	<1%	<1%	<1%
43. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,636	n=2,826	n=3,857	n=2,815	n=4,084	n=4,050
Strongly agree	83.08%	84.36%	85.77%	82.20%	83.33%	79.98%
Agree	15.02%	13.84%	12.94%	15.67%	14.72%	17.70%
Neither agree nor disagree	1.12%	1.13%	<1%	1.14%	1.08%	1.51%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
44. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,692	n=2,833	n=3,859	n=2,827	n=4,105	n=4,064
Strongly agree	86.39%	87.61%	88.99%	86.10%	85.65%	84.01%
Agree	12.59%	11.47%	10.18%	12.88%	13.28%	14.79%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	<1%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

<b>45. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,168</b>	<b>n=2,736</b>	<b>n=3,772</b>	<b>n=2,756</b>	<b>n=3,958</b>	<b>n=3,942</b>
Strongly agree	82.82%	83.99%	85.76%	82.29%	81.73%	80.64%
Agree	15.08%	13.74%	12.33%	16.04%	16.12%	16.95%
Neither agree nor disagree	1.78%	1.97%	1.62%	1.49%	1.77%	2.03%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>46. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,472</b>	<b>n=2,793</b>	<b>n=3,817</b>	<b>n=2,793</b>	<b>n=4,052</b>	<b>n=4,013</b>
Strongly agree	83.77%	84.78%	86.25%	83.60%	82.92%	81.66%
Agree	14.76%	13.75%	12.42%	15.25%	15.77%	16.32%
Neither agree nor disagree	1.29%	1.29%	1.07%	1.04%	1.14%	1.82%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>47. My experiences with the national cemetery exceeded my expectations.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,596</b>	<b>n=2,818</b>	<b>n=3,849</b>	<b>n=2,813</b>	<b>n=4,073</b>	<b>n=4,039</b>
Strongly agree	71.64%	71.86%	76.10%	70.92%	71.47%	67.86%
Agree	21.62%	21.43%	18.63%	22.22%	21.85%	23.97%
Neither agree nor disagree	5.63%	5.86%	4.26%	5.72%	5.55%	6.78%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>48. Have you visited a State or Tribal Veterans Cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=15,720</b>	<b>n=2,477</b>	<b>n=3,417</b>	<b>n=2,514</b>	<b>n=3,677</b>	<b>n=3,631</b>
Yes	16.48%	15.18%	20.08%	17.42%	16.26%	13.58%
No	83.52%	84.82%	79.92%	82.58%	83.74%	86.42%
<b>49. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=2,470</b>	<b>n=361</b>	<b>n=650</b>	<b>n=414</b>	<b>n=572</b>	<b>n=473</b>
Strongly agree	54.49%	59.28%	57.38%	56.76%	55.77%	43.34%
Agree	32.43%	29.64%	30.77%	31.40%	33.57%	36.36%
Neither agree nor disagree	10.49%	8.86%	8.92%	9.18%	9.62%	16.07%
Disagree	2.27%	1.94%	2.77%	2.17%	<1%	3.59%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

<b>46. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,472</b>	<b>n=2,793</b>	<b>n=3,817</b>	<b>n=2,793</b>	<b>n=4,052</b>	<b>n=4,013</b>
Strongly agree	83.77%	84.78%	86.25%	83.60%	82.92%	81.66%
Agree	14.76%	13.75%	12.42%	15.25%	15.77%	16.32%
Neither agree nor disagree	1.29%	1.29%	1.07%	1.04%	1.14%	1.82%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>47. My experiences with the national cemetery exceeded my expectations.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,596</b>	<b>n=2,818</b>	<b>n=3,849</b>	<b>n=2,813</b>	<b>n=4,073</b>	<b>n=4,039</b>
Strongly agree	71.64%	71.86%	76.10%	70.92%	71.47%	67.86%
Agree	21.62%	21.43%	18.63%	22.22%	21.85%	23.97%
Neither agree nor disagree	5.63%	5.86%	4.26%	5.72%	5.55%	6.78%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>48. Have you visited a State or Tribal Veterans Cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=15,720</b>	<b>n=2,477</b>	<b>n=3,417</b>	<b>n=2,514</b>	<b>n=3,677</b>	<b>n=3,631</b>
Yes	16.48%	15.18%	20.08%	17.42%	16.26%	13.58%
No	83.52%	84.82%	79.92%	82.58%	83.74%	86.42%
<b>49. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=2,470</b>	<b>n=361</b>	<b>n=650</b>	<b>n=414</b>	<b>n=572</b>	<b>n=473</b>
Strongly agree	54.49%	59.28%	57.38%	56.76%	55.77%	43.34%
Agree	32.43%	29.64%	30.77%	31.40%	33.57%	36.36%
Neither agree nor disagree	10.49%	8.86%	8.92%	9.18%	9.62%	16.07%
Disagree	2.27%	1.94%	2.77%	2.17%	<1%	3.59%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
<b>50. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=2,441</b>	<b>n=358</b>	<b>n=646</b>	<b>n=412</b>	<b>n=560</b>	<b>n=465</b>
Strongly agree	47.23%	50.56%	51.55%	48.79%	47.86%	36.56%
Agree	32.49%	32.40%	30.65%	33.25%	33.04%	33.76%
Neither agree nor disagree	18.19%	14.80%	15.94%	15.78%	18.21%	26.02%
Disagree	1.88%	1.96%	1.70%	1.94%	<1%	3.23%
Strongly disagree	<1%	<1%	<1%	<1%	0.00%	<1%

## Appendix F: Survey Results by Question (Next of Kin)

<b>51. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.</b>	<b>n=8,775</b>	<b>n=1,355</b>	<b>n=1,974</b>	<b>n=1,433</b>	<b>n=2,103</b>	<b>n=1,909</b>
Strongly agree	38.88%	40.52%	42.76%	38.45%	37.95%	35.10%
Agree	27.33%	27.16%	25.58%	28.82%	28.15%	27.24%
Neither agree nor disagree	28.67%	27.38%	26.95%	27.29%	29.62%	31.33%
Disagree	4.15%	3.76%	3.75%	4.54%	3.47%	5.29%
Strongly disagree	<1%	1.18%	<1%	<1%	<1%	1.05%
<b>52. What is your gender?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,469</b>	<b>n=2,796</b>	<b>n=3,813</b>	<b>n=2,799</b>	<b>n=4,063</b>	<b>n=3,994</b>
Male	30.18%	30.79%	29.01%	29.58%	30.72%	30.70%
Female	69.82%	69.21%	70.99%	70.42%	69.28%	69.30%
<b>53. In what year were you born? (Age group)</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=16,912</b>	<b>n=2,721</b>	<b>n=3,686</b>	<b>n=2,706</b>	<b>n=3,952</b>	<b>n=3,843</b>
18-29	<1%	<1%	<1%	<1%	<1%	<1%
30-39	<1%	1.10%	<1%	<1%	1.04%	<1%
40-49	3.20%	3.05%	2.90%	3.70%	3.74%	2.71%
50-59	12.08%	12.90%	11.10%	12.16%	12.80%	11.63%
60-69	31.43%	33.44%	29.57%	31.37%	32.24%	30.97%
70+	52.27%	49.39%	55.53%	51.77%	50.05%	53.84%
<b>54. Are you Hispanic or Latino?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,191</b>	<b>n=2,754</b>	<b>n=3,753</b>	<b>n=2,766</b>	<b>n=3,997</b>	<b>n=3,918</b>
Yes	6.38%	1.92%	6.93%	12.87%	1.33%	9.55%
No	93.62%	98.08%	93.07%	87.13%	98.67%	90.45%
<b>55. What is your race? (Mark one or more)</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=17,106</b>	<b>n=2,756</b>	<b>n=3,759</b>	<b>n=2,730</b>	<b>n=4,008</b>	<b>n=3,850</b>
White	87.01%	89.33%	86.43%	84.40%	89.15%	85.53%
Black or African American	10.03%	10.23%	12.32%	12.75%	10.03%	5.74%
American Indian or Alaskan Native	1.57%	<1%	1.20%	2.82%	1.00%	2.21%
Asian	2.84%	<1%	1.22%	1.94%	1.05%	8.39%
Native Hawaiian or Pacific Islander	<1%	<1%	<1%	<1%	<1%	1.58%

Note: Question 56 on the National Cemetery Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to. These answers are captured in the NCA 2023 Semiannual Reports.

## Appendix F: Survey Results by Question (Funeral Director)

### Survey Results by Question: Funeral Director

2. How far is your funeral home from the national cemetery with which you most frequently do business?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,000	n=390	n=305	n=203	n=454	n=120
Less than 15 miles	13.20%	11.54%	14.10%	14.29%	12.78%	20.83%
15 to 29 miles	17.50%	22.05%	13.77%	16.26%	16.52%	19.17%
30 to 44 miles	15.90%	15.38%	20.00%	12.32%	16.96%	9.17%
45 to 59 miles	17.90%	16.67%	22.62%	14.78%	19.60%	18.33%
60 to 75 miles	16.75%	20.00%	16.72%	17.24%	15.86%	9.17%
More than 75 miles	18.75%	14.36%	12.79%	25.12%	18.28%	23.33%
3. How long has your funeral home worked with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,009	n=389	n=306	n=205	n=454	n=119
Less than 1 year	<1%	<1%	<1%	<1%	<1%	<1%
1 to 4 years	3.19%	2.83%	4.90%	4.88%	1.76%	4.20%
5 to 8 years	5.08%	3.86%	8.17%	6.34%	3.52%	3.36%
9 to 12 years	5.67%	6.68%	6.54%	6.34%	3.74%	4.20%
13 years or more	79.49%	82.78%	72.88%	78.05%	85.24%	77.31%
Don't know	5.72%	3.08%	7.19%	3.41%	4.85%	10.08%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,006	n=389	n=306	n=205	n=454	n=120
1-4%	32.65%	33.16%	28.10%	31.22%	36.12%	26.67%
5-9%	15.05%	16.97%	12.75%	11.22%	15.42%	13.33%
10-14%	12.01%	12.85%	14.05%	14.15%	10.35%	10.83%
15-24%	11.22%	7.20%	14.38%	10.24%	11.89%	9.17%
25-49%	12.36%	12.85%	11.44%	13.66%	12.33%	9.17%
50-74%	9.97%	13.11%	11.11%	10.24%	6.83%	20.00%
75-100%	6.73%	3.86%	8.17%	9.27%	7.05%	10.83%

Note: Question 1 on the Funeral Director Survey asks respondents to identify the cemetery with which it does the most business. This information is used to associate respondents' information with the appropriate cemetery.

## Appendix F: Survey Results by Question (Funeral Director)

5. How would you characterize the overall communication from the national cemetery to your funeral home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,014	n=390	n=306	n=205	n=457	n=120
Excellent	73.44%	74.87%	82.35%	75.12%	70.68%	60.00%
Good	23.39%	21.79%	16.67%	21.95%	26.26%	34.17%
Fair	2.53%	3.08%	<1%	2.44%	1.97%	4.17%
Poor	<1%	<1%	0.00%	<1%	1.09%	1.67%
6. Do you feel that you are well informed by the national cemetery of its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,001	n=386	n=305	n=206	n=454	n=120
Yes, well informed	82.01%	82.90%	88.85%	82.04%	80.40%	70.00%
Yes, somewhat well informed	16.34%	15.80%	10.49%	16.99%	17.18%	26.67%
No, not well informed	1.65%	1.30%	<1%	<1%	2.42%	3.33%
7. In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,953	n=381	n=302	n=202	n=442	n=119
VA/NCA Website	42.29%	43.83%	42.05%	47.03%	43.89%	42.86%
Local newspaper/television news reports	<1%	<1%	<1%	0.00%	<1%	1.68%
Public events (e.g., parades, exhibits, speeches)	<1%	0.00%	<1%	0.00%	0.00%	<1%
Professional associations/conventions/meetings	5.22%	10.24%	3.31%	4.46%	5.20%	1.68%
Veterans Service Officers	7.27%	4.46%	5.63%	9.90%	6.33%	5.04%
Outreach by cemetery staff	42.29%	39.37%	47.02%	34.65%	42.31%	44.54%
Other (specify)	2.20%	1.57%	1.32%	3.96%	1.81%	3.36%
8. What national cemetery policies or procedures do you feel you could use more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,996	n=388	n=306	n=205	n=454	n=119
None, I feel well informed	64.73%	64.95%	64.71%	63.90%	66.30%	59.66%
Eligibility requirements for burial in a national cemetery	9.92%	10.05%	9.48%	9.76%	8.15%	14.29%
Scheduling process	10.87%	12.37%	7.84%	8.29%	11.67%	10.08%
Military funeral honors	7.01%	5.93%	7.19%	7.32%	7.05%	13.45%
Presidential Memorial Certificates	7.62%	5.93%	9.15%	11.22%	7.27%	9.24%
Floral policy	8.17%	7.22%	10.13%	10.24%	7.49%	9.24%
Headstone, marker, or columbarium niche cover inscription options	7.57%	6.44%	9.48%	8.78%	8.15%	8.40%
Other (specify)	2.30%	2.84%	1.31%	2.93%	2.64%	4.20%

## Appendix F: Survey Results by Question (Funeral Director)

<b>9. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,944</b>	<b>n=380</b>	<b>n=300</b>	<b>n=201</b>	<b>n=446</b>	<b>n=117</b>
Phone	10.60%	9.74%	12.00%	9.45%	6.73%	16.24%
Fax	1.65%	2.11%	1.33%	<1%	1.79%	<1%
Letter	19.96%	20.79%	18.33%	21.89%	19.28%	17.95%
E-mail	64.35%	63.42%	65.67%	64.18%	69.06%	61.54%
VA/NCA Website	1.80%	2.11%	2.00%	1.00%	1.35%	<1%
Newsletter or flyer	1.65%	1.84%	<1%	2.99%	1.79%	2.56%
<b>10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=2,004</b>	<b>n=389</b>	<b>n=306</b>	<b>n=205</b>	<b>n=451</b>	<b>n=119</b>
Very satisfied	81.24%	84.06%	88.56%	79.51%	80.27%	68.07%
Somewhat satisfied	15.12%	12.60%	9.48%	18.05%	14.86%	26.89%
Neither satisfied nor dissatisfied	2.30%	2.06%	<1%	1.46%	3.33%	2.52%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	1.68%
Very dissatisfied	<1%	<1%	0.00%	<1%	<1%	<1%
<b>11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,993</b>	<b>n=389</b>	<b>n=302</b>	<b>n=205</b>	<b>n=454</b>	<b>n=117</b>
Superior to private cemeteries	37.88%	41.65%	50.99%	40.49%	31.72%	35.04%
Better than private cemeteries	32.66%	29.05%	30.79%	36.59%	33.92%	34.19%
About the same	27.40%	27.25%	17.88%	20.98%	31.06%	27.35%
Worse than private cemeteries	1.51%	1.54%	<1%	1.46%	1.98%	3.42%
Much worse than private cemeteries	<1%	<1%	0.00%	<1%	1.32%	0.00%
<b>12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=2,004</b>	<b>n=388</b>	<b>n=306</b>	<b>n=205</b>	<b>n=454</b>	<b>n=120</b>
Yes	88.97%	88.66%	92.81%	87.32%	86.12%	92.50%
No	11.03%	11.34%	7.19%	12.68%	13.88%	7.50%
<b>13. Are you aware there are resources available for Funeral Directors on the NCA website?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,993</b>	<b>n=385</b>	<b>n=305</b>	<b>n=200</b>	<b>n=453</b>	<b>n=120</b>
Yes	75.01%	77.14%	70.49%	75.50%	76.38%	77.50%
No	24.99%	22.86%	29.51%	24.50%	23.62%	22.50%

## Appendix F: Survey Results by Question (Funeral Director)

<b>14. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,457</b>	<b>n=282</b>	<b>n=211</b>	<b>n=150</b>	<b>n=341</b>	<b>n=92</b>
Yes	77.01%	77.66%	79.62%	76.67%	75.37%	68.48%
No	22.99%	22.34%	20.38%	23.33%	24.63%	31.52%
<b>15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=664</b>	<b>n=121</b>	<b>n=109</b>	<b>n=64</b>	<b>n=138</b>	<b>n=38</b>
Yes	92.17%	92.56%	93.58%	92.19%	90.58%	92.11%
No	7.83%	7.44%	6.42%	7.81%	9.42%	7.89%
<b>16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,448</b>	<b>n=281</b>	<b>n=209</b>	<b>n=149</b>	<b>n=340</b>	<b>n=91</b>
Yes	33.22%	27.76%	43.06%	38.26%	25.00%	32.97%
No	66.78%	72.24%	56.94%	61.74%	75.00%	67.03%
<b>17. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,995</b>	<b>n=381</b>	<b>n=304</b>	<b>n=205</b>	<b>n=454</b>	<b>n=118</b>
Yes	91.98%	92.91%	91.12%	91.22%	93.17%	88.14%
No	8.02%	7.09%	8.88%	8.78%	6.83%	11.86%
<b>18. How easy is the process of scheduling an interment at the national cemetery?</b>	<b>NCA</b>	<b>North Atlantic</b>	<b>Southeast</b>	<b>Continental</b>	<b>Midwest</b>	<b>Pacific</b>
	<b>n=1,998</b>	<b>n=384</b>	<b>n=307</b>	<b>n=205</b>	<b>n=453</b>	<b>n=119</b>
Very hard	1.00%	1.56%	0.00%	0.00%	1.77%	0.00%
Somewhat hard	3.45%	3.39%	2.93%	2.93%	4.64%	2.52%
Neither easy nor hard	7.26%	5.47%	5.21%	6.34%	8.61%	12.61%
Somewhat easy	34.33%	34.90%	26.71%	33.17%	35.32%	33.61%
Very easy	53.95%	54.69%	65.15%	57.56%	49.67%	51.26%



## Appendix F: Survey Results by Question (Funeral Director)

19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,997	n=385	n=305	n=204	n=452	n=120
Very satisfied	50.08%	45.71%	57.05%	51.47%	44.91%	45.83%
Somewhat satisfied	32.85%	36.62%	26.89%	32.35%	34.07%	35.83%
Neither satisfied nor dissatisfied	9.06%	10.39%	8.20%	10.78%	9.29%	9.17%
Somewhat dissatisfied	6.01%	5.71%	6.23%	2.94%	8.85%	8.33%
Very dissatisfied	2.00%	1.56%	1.64%	2.45%	2.88%	<1%
20. During committal services, how often do you receive the support you need from cemetery staff?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,990	n=383	n=306	n=204	n=448	n=119
Always	84.42%	85.38%	89.22%	84.31%	83.93%	80.67%
For the most part	13.42%	13.32%	9.48%	13.24%	14.29%	17.65%
Occasionally	1.86%	1.31%	<1%	1.96%	1.34%	1.68%
Never	<1%	0.00%	<1%	<1%	<1%	0.00%
21. Generally, how often do committal services at the national cemetery start on time?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,992	n=383	n=306	n=204	n=450	n=119
Always	73.29%	66.32%	81.70%	79.90%	68.44%	75.63%
For the most part	25.70%	33.16%	16.99%	19.61%	30.44%	24.37%
Occasionally	<1%	<1%	<1%	<1%	<1%	0.00%
Never	<1%	0.00%	<1%	0.00%	<1%	0.00%
22. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,241	n=237	n=214	n=125	n=260	n=62
Very successful	64.30%	70.89%	74.30%	63.20%	56.15%	53.23%
Somewhat successful	27.32%	21.94%	21.96%	28.80%	34.23%	32.26%
Neither successful nor unsuccessful	5.48%	6.33%	2.80%	4.80%	6.15%	8.06%
Somewhat unsuccessful	2.10%	<1%	<1%	2.40%	2.31%	4.84%
Very unsuccessful	<1%	<1%	<1%	<1%	1.15%	1.61%

## Appendix F: Survey Results by Question (Funeral Director)

23. How easy is it to schedule military honors at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,970	n=385	n=302	n=196	n=448	n=119
Very easy	62.34%	62.60%	69.21%	59.69%	62.28%	47.06%
Somewhat easy	27.72%	29.61%	24.17%	27.55%	26.56%	36.13%
Neither easy nor hard	5.84%	5.97%	3.97%	7.65%	5.80%	8.40%
Somewhat hard	3.50%	1.30%	2.65%	5.10%	4.46%	7.56%
Very hard	<1%	<1%	0.00%	0.00%	<1%	<1%
24. To what extent is the quality of military honors acceptable?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,927	n=382	n=296	n=198	n=432	n=116
Very acceptable	87.13%	85.08%	88.18%	86.36%	91.20%	83.62%
Somewhat acceptable	10.69%	12.04%	11.82%	11.62%	7.18%	13.79%
Neither acceptable nor unacceptable	1.76%	2.62%	0.00%	2.02%	1.16%	1.72%
Somewhat unacceptable	<1%	<1%	0.00%	0.00%	<1%	<1%
Very unacceptable	<1%	0.00%	0.00%	0.00%	<1%	0.00%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,934	n=370	n=301	n=203	n=442	n=111
Strongly agree	80.82%	81.89%	88.04%	79.80%	83.48%	68.47%
Agree	17.68%	16.76%	11.96%	18.72%	15.16%	26.13%
Neither agree nor disagree	1.34%	1.08%	0.00%	1.48%	1.36%	5.41%
Disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%
26. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,970	n=381	n=303	n=200	n=448	n=119
Strongly agree	81.17%	82.41%	86.80%	81.00%	83.48%	65.55%
Agree	16.95%	16.27%	12.54%	17.00%	14.29%	29.41%
Neither agree nor disagree	1.52%	<1%	<1%	1.50%	2.01%	4.20%
Disagree	<1%	<1%	<1%	<1%	0.00%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	<1%

## Appendix F: Survey Results by Question (Funeral Director)

27. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,980	n=384	n=303	n=201	n=447	n=119
Strongly agree	83.38%	85.68%	86.47%	83.08%	84.34%	72.27%
Agree	15.20%	12.76%	13.53%	15.42%	14.54%	23.53%
Neither agree nor disagree	1.01%	1.04%	0.00%	1.00%	<1%	2.52%
Disagree	<1%	0.00%	0.00%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	<1%
28. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,967	n=384	n=299	n=200	n=447	n=119
Strongly agree	70.82%	70.83%	77.59%	65.50%	70.69%	60.50%
Agree	23.89%	23.70%	19.06%	25.50%	23.71%	29.41%
Neither agree nor disagree	3.25%	2.86%	2.01%	6.00%	4.03%	8.40%
Disagree	1.53%	1.82%	1.00%	2.50%	1.12%	1.68%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	0.00%
29. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,987	n=386	n=306	n=202	n=450	n=119
Strongly agree	77.10%	77.46%	82.35%	74.75%	76.44%	71.43%
Agree	19.58%	18.91%	16.34%	20.79%	20.00%	22.69%
Neither agree nor disagree	2.47%	2.85%	<1%	2.97%	2.89%	4.20%
Disagree	<1%	<1%	0.00%	0.99%	<1%	0.00%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	1.68%
30. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,994	n=386	n=306	n=203	n=452	n=120
Strongly agree	77.03%	80.57%	82.68%	75.37%	75.66%	64.17%
Agree	19.91%	16.06%	15.69%	19.70%	21.68%	31.67%
Neither agree nor disagree	2.31%	2.85%	<1%	3.45%	2.21%	2.50%
Disagree	<1%	<1%	<1%	0.99%	<1%	0.00%
Strongly disagree	<1%	<1%	0.00%	<1%	0.00%	1.67%

## Appendix F: Survey Results by Question (Funeral Director)

31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,991	n=385	n=306	n=203	n=452	n=120
Strongly agree	78.96%	79.74%	84.31%	77.83%	79.20%	71.67%
Agree	18.18%	17.40%	14.71%	19.70%	17.70%	24.17%
Neither agree nor disagree	2.26%	2.34%	<1%	1.97%	2.21%	2.50%
Disagree	<1%	<1%	0.00%	0.00%	<1%	<1%
Strongly disagree	<1%	<1%	0.00%	<1%	0.00%	<1%
32. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,993	n=386	n=305	n=203	n=453	n=119
Strongly agree	67.59%	71.24%	73.77%	66.50%	64.46%	60.50%
Agree	24.94%	19.95%	23.61%	27.09%	26.27%	31.09%
Neither agree nor disagree	5.72%	6.74%	2.30%	5.42%	6.40%	7.56%
Disagree	1.35%	1.04%	<1%	0.99%	2.65%	0.00%
Strongly disagree	<1%	1.04%	0.00%	0.00%	<1%	<1%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,468	n=286	n=217	n=147	n=317	n=89
Strongly agree	63.56%	65.03%	70.97%	58.50%	61.20%	56.18%
Agree	23.16%	22.38%	20.28%	23.81%	23.97%	25.84%
Neither agree nor disagree	12.26%	11.19%	8.29%	17.69%	14.20%	17.98%
Disagree	<1%	1.05%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%
34. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,987	n=386	n=305	n=202	n=452	n=119
Strongly agree	84.15%	84.72%	89.51%	84.16%	86.28%	76.47%
Agree	14.90%	14.51%	10.16%	14.85%	12.61%	21.85%
Neither agree nor disagree	<1%	<1%	<1%	<1%	1.11%	1.68%
Disagree	<1%	0.00%	0.00%	<1%	0.00%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

35. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,989	n=386	n=306	n=203	n=451	n=119
Strongly agree	78.68%	81.61%	85.62%	75.86%	76.27%	70.59%
Agree	18.90%	15.28%	14.38%	22.66%	20.62%	24.37%
Neither agree nor disagree	1.46%	1.55%	0.00%	0.99%	1.77%	4.20%
Disagree	<1%	1.04%	0.00%	0.00%	<1%	0.00%
Strongly disagree	<1%	<1%	0.00%	<1%	<1%	<1%
36. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,988	n=384	n=305	n=201	n=451	n=120
Strongly agree	80.68%	82.55%	85.90%	81.59%	80.27%	72.50%
Agree	16.45%	15.36%	12.13%	14.43%	16.41%	23.33%
Neither agree nor disagree	2.21%	1.04%	1.64%	3.98%	2.22%	3.33%
Disagree	<1%	<1%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	<1%
37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,990	n=386	n=304	n=200	n=451	n=120
Strongly agree	77.29%	78.76%	83.55%	78.00%	75.83%	70.83%
Agree	19.45%	18.39%	14.47%	20.50%	20.40%	22.50%
Neither agree nor disagree	2.51%	1.55%	1.64%	1.00%	3.10%	5.83%
Disagree	<1%	<1%	<1%	<1%	<1%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	<1%
38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,988	n=385	n=303	n=203	n=450	n=120
Strongly agree	79.93%	81.82%	85.81%	80.30%	79.33%	72.50%
Agree	17.81%	16.62%	13.20%	18.72%	18.44%	22.50%
Neither agree nor disagree	2.01%	<1%	0.99%	0.99%	2.22%	5.00%
Disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

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39. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,994	n=386	n=306	n=203	n=452	n=120
Strongly agree	62.74%	63.21%	70.92%	63.05%	60.84%	49.17%
Agree	27.93%	25.65%	23.86%	27.09%	27.88%	37.50%
Neither agree nor disagree	7.77%	9.07%	4.90%	9.36%	9.29%	11.67%
Disagree	<1%	1.30%	<1%	0.00%	<1%	1.67%
Strongly disagree	<1%	<1%	0.00%	<1%	1.11%	0.00%

Note: Question 40 on the Funeral Director Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to; these answers are captured in the NCA 2023 NC Semiannual Reports.