

2023

**National Cemetery Administration**  
State or Tribal Veterans 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 content of this report and key findings from the next of kin and funeral directors who have had experiences at State Veterans Cemeteries. The next of kin survey data and analysis presented in this report only pertains to next of kin and funeral director experiences with State Veterans Cemeteries. Since there were no tribal cemetery interment records available in BOSS, no surveys were mailed to next of kin about Tribal Veterans Cemeteries.



# 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 17,689 next of kin who had interred a loved one at a State Veterans Cemetery 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 VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 30,567 survey questionnaires (17,689 to next of kin and 12,881 to funeral directors) were mailed for this survey. A total of 10,213 completed questionnaires (7,780 next of kin and 2,433 funeral directors) were returned, which resulted in an overall survey response rate of 34.95% (46.19% for next of kin and 19.65% for funeral directors). The survey response rate calculation excludes ineligible surveys, e.g., those returned undeliverable.

- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. Since there were no records of tribal cemetery interments in the BOSS database, no records were sent to next of kin about Tribal Veterans Cemeteries.

In this report survey findings are presented in nine sections:

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

Six appendices follow the main body of the report:

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

## Executive Summary

### Highlights of Findings

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

<b>OVERALL SATISFACTION</b>	
Overall Experience	97.33%
Quality of Service	95.94%
Courteous Staff	97.35%
Professional Staff	96.19%
Cemetery Appearance	98.15%
Recommend Cemetery	98.38%
<b>COMMITTAL SERVICES</b>	
Satisfaction with Committal Service (NoK)	97.15%
Ease of Scheduling Process (FD)	93.17%
Received the support needed from Cemetery Staff (FD)	97.39%
Service is superior or better than Private Cemetery (FD)	72.32%
<b>TRUST</b>	
Maintain as National Shrines	97.71%
Honors all Veterans	98.00%
<b>INFORMATION &amp; COMMUNICATION</b>	
Satisfaction with Information Provided (NoK)	96.05%
Top way to find out about benefits: Family member/friend (NoK)	59.13%
Best way to convey Information: E-mail (NoK)	29.41%
Satisfaction with Communication (FD)	96.96%
Characterize Communication as Good or Excellent (FD)	96.47%
Provides most information re: policies & procedures: Outreach by Cemetery staff (FD)	62.95%
Best way to Communicate: Email (FD)	62.79%
<b>CEMETERY APPEARANCE &amp; VISITOR ACCOMMODATIONS</b>	
Gravesite Appearance is Excellent (NoK)	95.49%
Upkeep is Excellent	96.31%
Committal shelter was private, clean and free of safety hazards	98.23%
<b>HEADSTONES, MARKERS, &amp; COLUMBARIUM NICHE COVERS</b>	
Satisfaction with length of time for placement (NoK)	91.78%
Satisfaction with quality and appearance (NoK)	93.79%
Accurate Inscription (NoK)	87.12%
<b>STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES</b>	
Appearance compared favorably (NoK)	87.86%
Quality of Service compared favorably (NoK)	79.77%
Honor of interment is equivalent (NoK)	80.61%

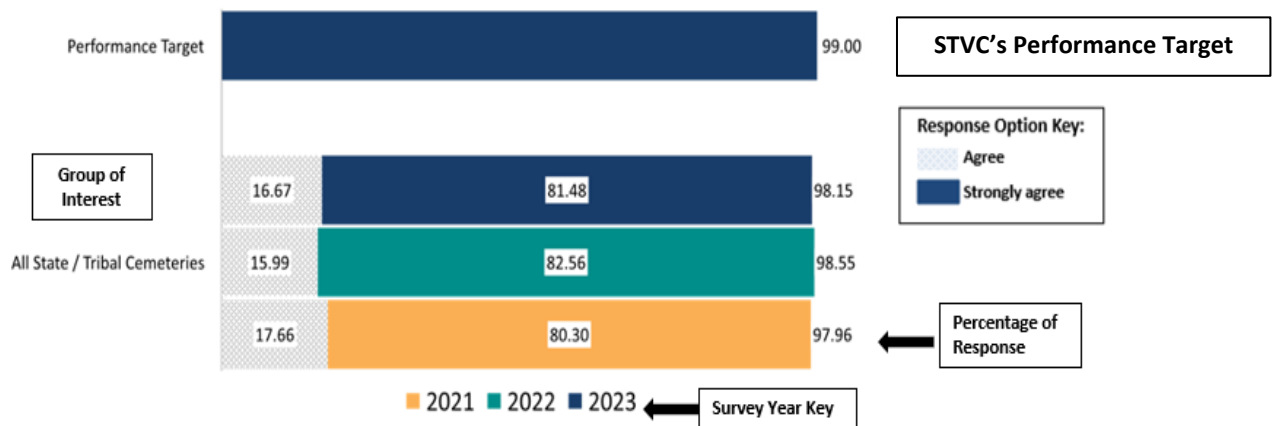
# Overall Satisfaction Measures and Key Metrics

## SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on overall measures of satisfaction.
- Results are also presented for eight key measures of satisfaction.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type’s respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.
- Throughout this report, stacked bar graphs are used which show the percentage of participants responding positively to survey items across all respondents (NoK and funeral directors combined), as well as NoK and funeral directors separately. A sample stacked bar graph is presented below with labels to aid in interpretation of these graphs used throughout this report. A fuller explanation of how to understand and interpret the graphs and tables used in this report can be found in Appendix C (page 157) of this report.

**Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.**

ALL RESPONDENTS



## Overall Satisfaction Measures and Key Metrics

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### STVC: Committal Service Attendance: Next of Kin

The majority of next of kin who completed this survey attended the committal service (76.81%).

Attended*	n	%
Yes	5,976	76.81%
No	1,256	16.14%
Unknown	548	7.04%

Respondents who attended the committal service had a higher percentage of agreement for three of the five key measures of satisfaction, compared to respondents who did not attend the committal service (Questions 21, 33, and 40). There is no difference for Question 38.

NoK Survey Question Number***	Key Measure of Satisfaction	ATTENDED COMMITTAL SERVICE (n= 5,976)	DID NOT ATTEND COMMITTAL SERVICE (n= 1,256)	Overall NoK Agreement (%)
		Percent (%) Agreement	Percent (%) Agreement	
21	Satisfaction with length of time for permanent marker (n= 7,227)†	93.45%	84.59%	91.78%
33	Quality of Service (n= 7,481)†	96.81%	93.66%	95.90%
38	Cemetery Appearance (n= 7,585)	98.50%	98.09%	98.21%
40	Recommend Cemetery (n= 7,639)††	98.91%	98.20%	98.50%

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

\*\* 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 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).

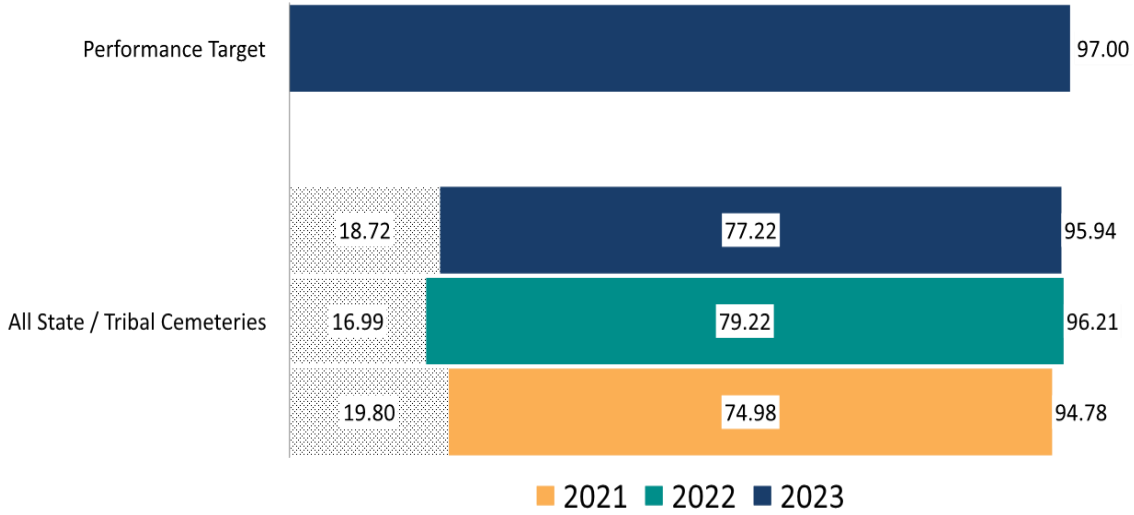
\*\*\* The agreed category consists of the top two response options of the scale for the referenced survey questions. For Question 21, the agreed category consists of the "Very satisfied" and "Somewhat satisfied" responses. For all other measures (Questions 33, 38, and 40), the agreed category consists of the "Strongly agree" and "Agree" responses.

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

## Overall Satisfaction Measures and Key Metrics

**Question 33/29: The quality of service received from cemetery staff is excellent.**

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	8100	77.22%	-2.00%	18.72%	3.00%	0.68%	0.38%
	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%
	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%

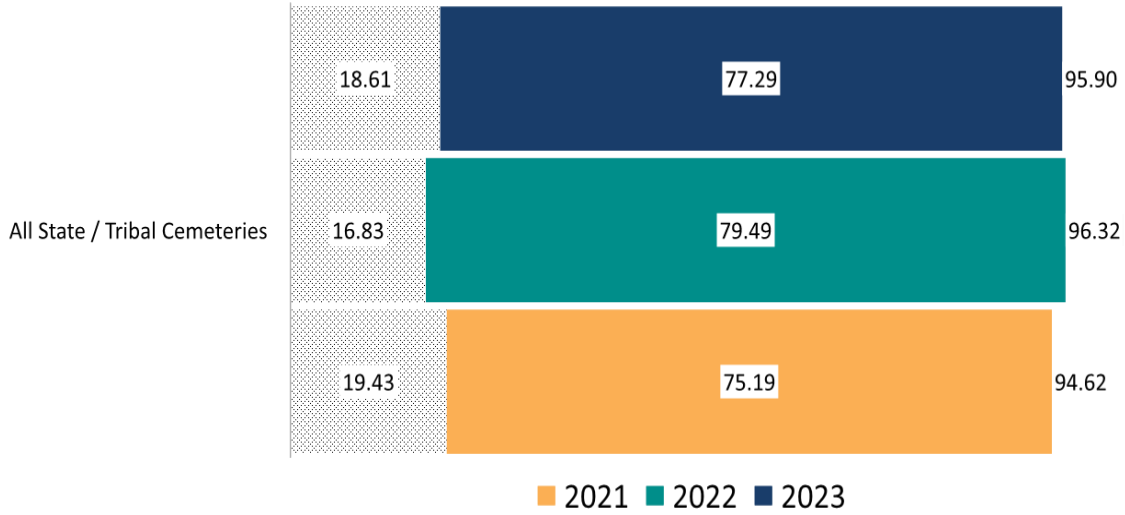
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

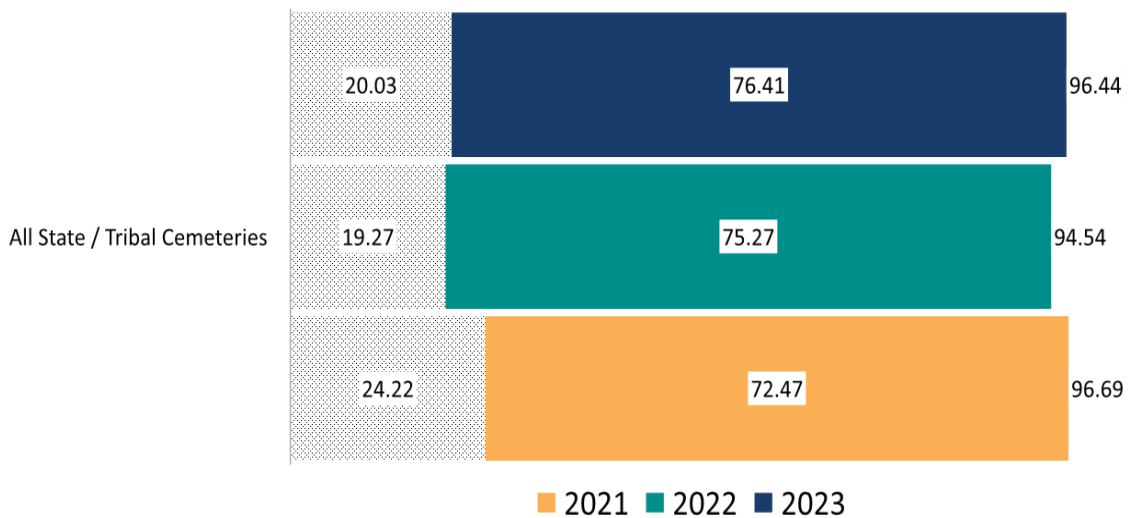
## Overall Satisfaction Measures and Key Metrics

Question 33/29: The quality of service received from cemetery staff is excellent.

### NEXT OF KIN



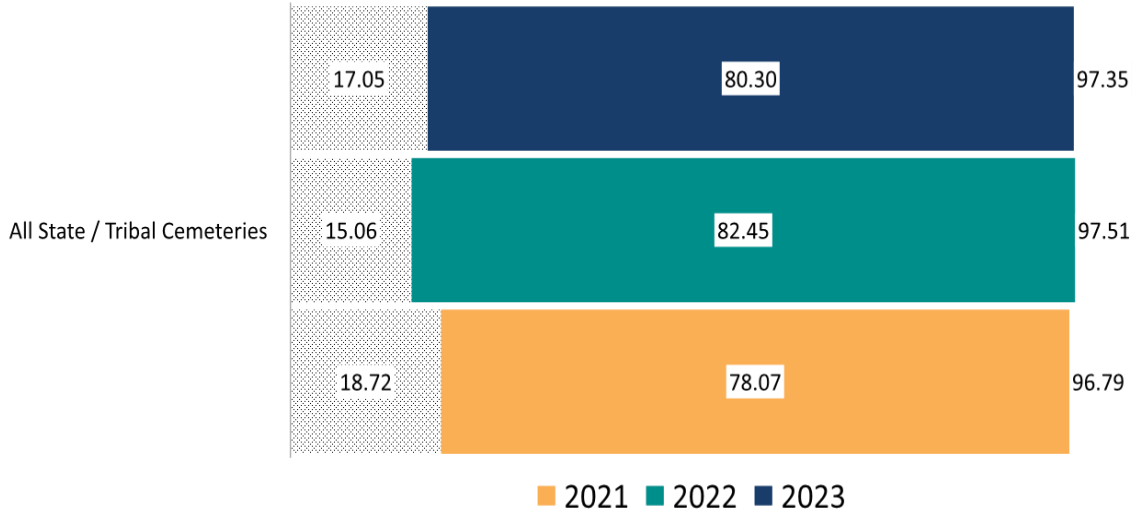
### FUNERAL DIRECTORS



## Overall Satisfaction Measures and Key Metrics

### Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8071	80.30%	-2.15%	17.05%	2.08%	0.32%	0.25%
	2022	8547	82.45%	4.38%	15.06%	1.85%	0.37%	0.27%
	2021	7411	78.07%	-1.59%	18.72%	2.60%	0.24%	0.36%

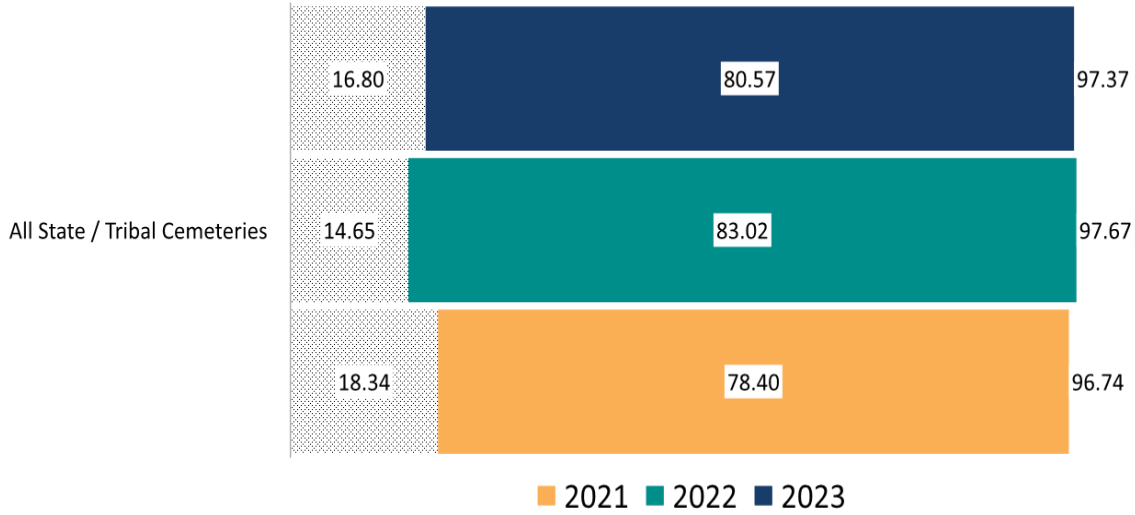
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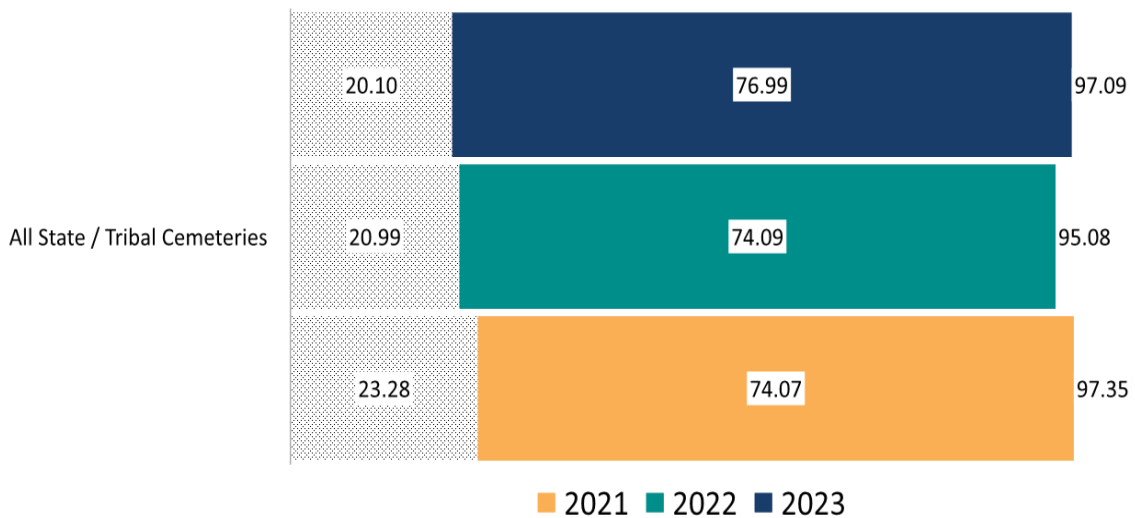
## Overall Satisfaction Measures and Key Metrics

Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

### NEXT OF KIN



### FUNERAL DIRECTORS

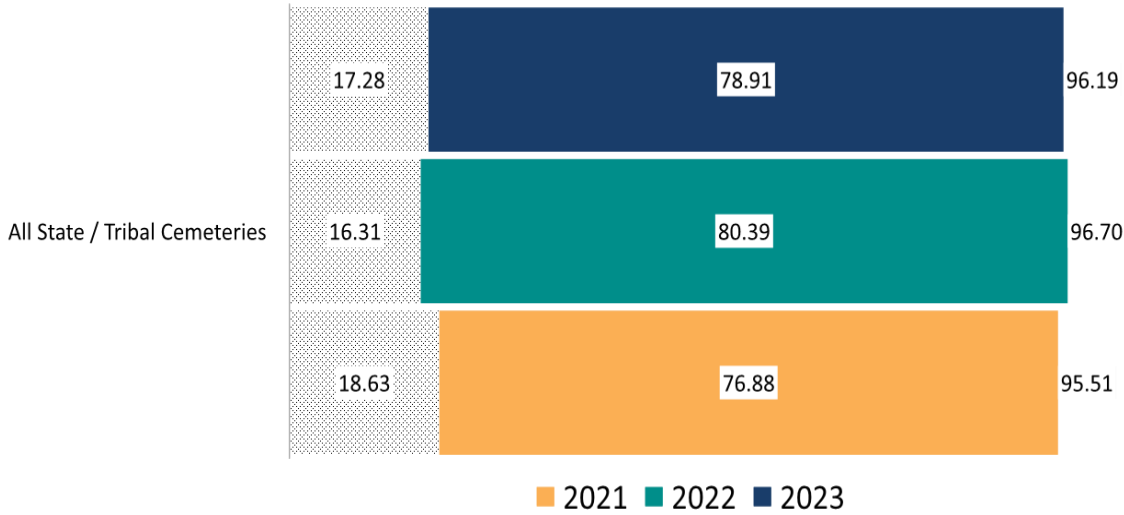




## Overall Satisfaction Measures and Key Metrics

**Question 35/31: The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8037	78.91%	-1.48%	17.28%	2.95%	0.54%	0.32%
	2022	8523	80.39%	3.51%	16.31%	2.45%	0.47%	0.38%
	2021	7395	76.88%	0.39%	18.63%	3.45%	0.61%	0.43%

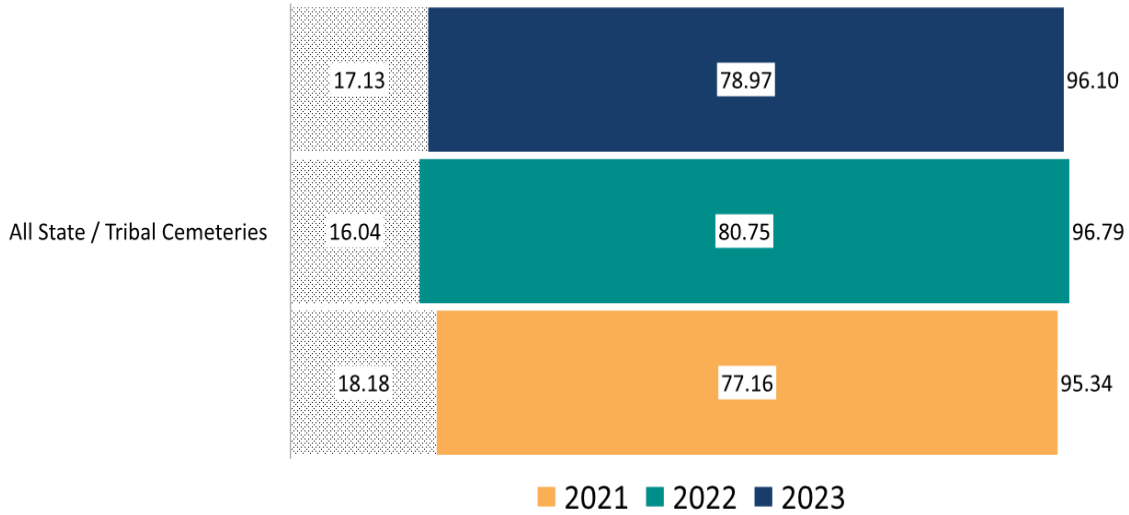
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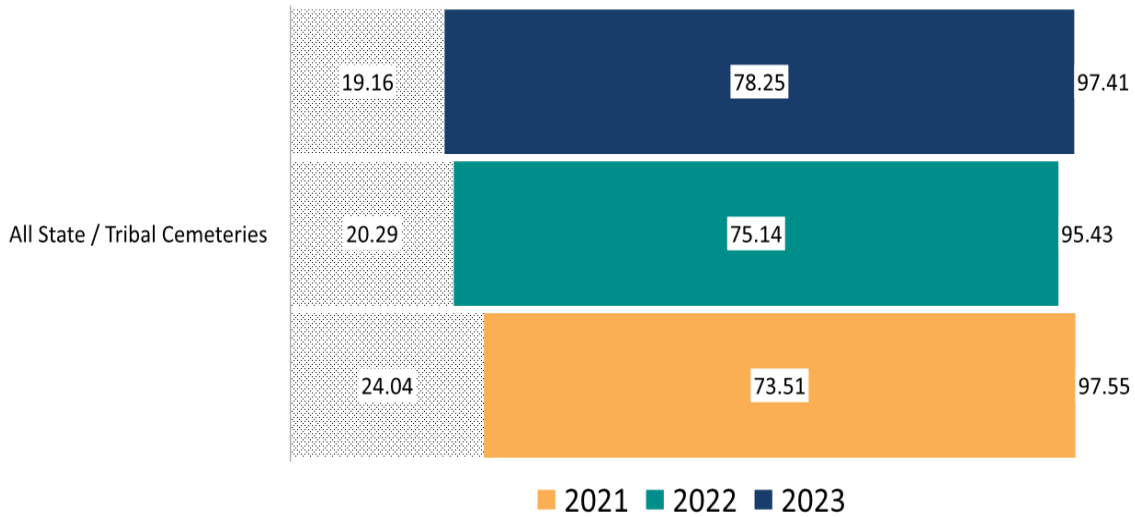
## Overall Satisfaction Measures and Key Metrics

Question 35/31: The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

### NEXT OF KIN



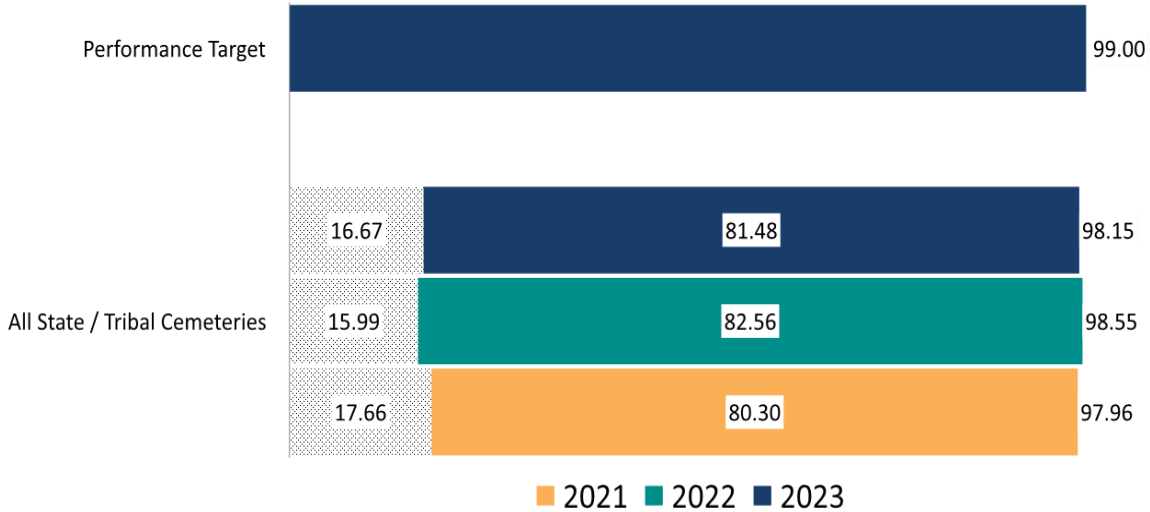
### FUNERAL DIRECTORS



## Overall Satisfaction Measures and Key Metrics

**Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%
	2022	8700	82.56%	2.26%	15.99%	1.08%	0.22%	0.15%
	2021	7604	80.30%	-0.84%	17.66%	1.55%	0.24%	0.25%

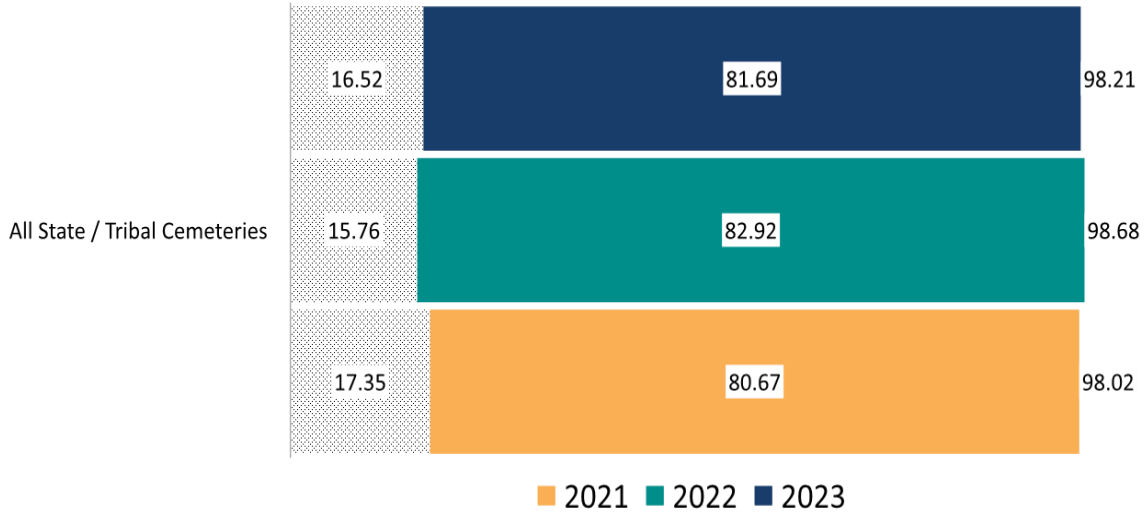
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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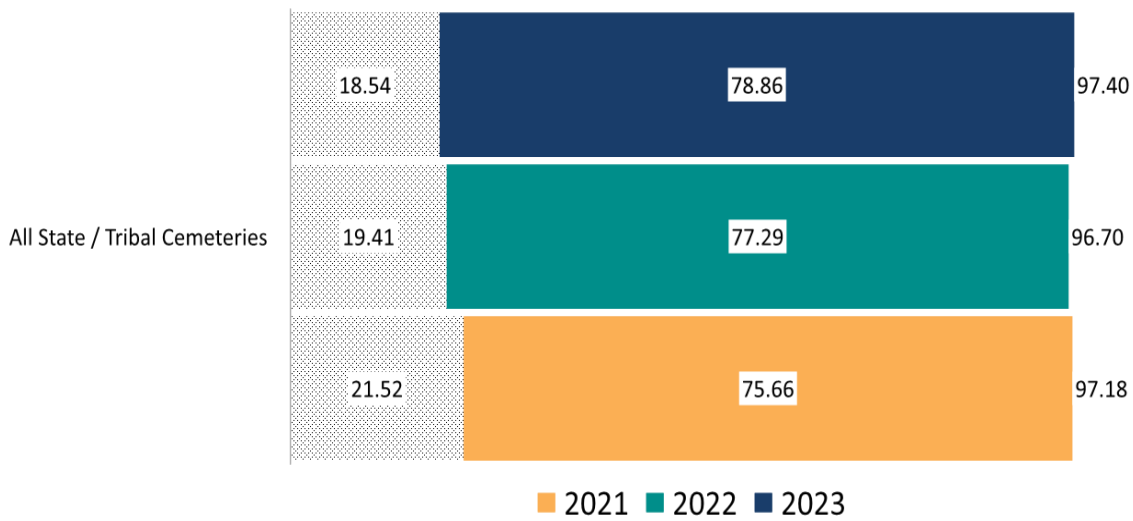
## Overall Satisfaction Measures and Key Metrics

Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

### NEXT OF KIN



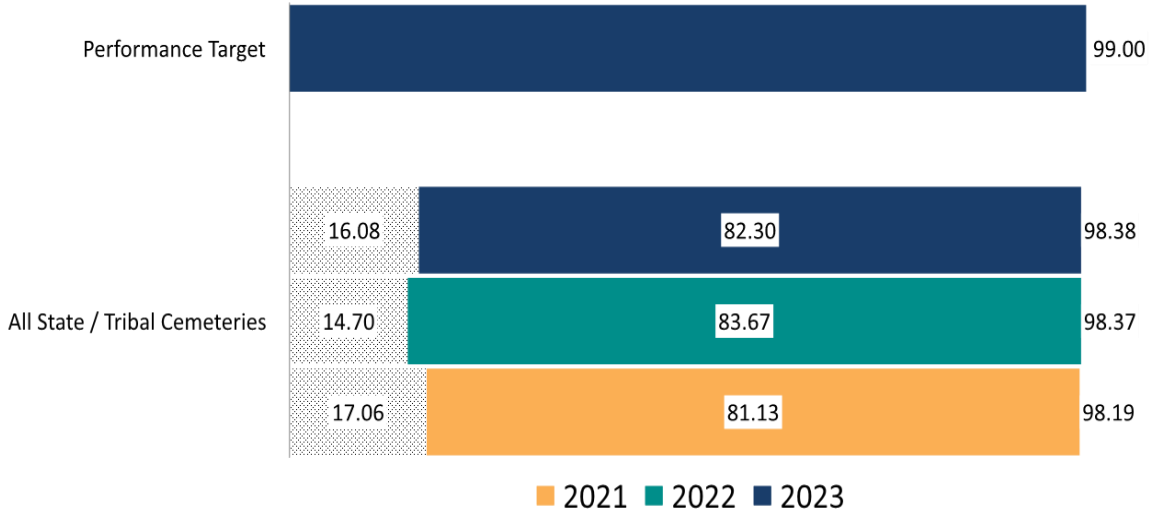
### FUNERAL DIRECTORS



## Overall Satisfaction Measures and Key Metrics

**Question 40/36: I would recommend the cemetery to Veteran families during their time of need.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8259	82.30%	-1.37%	16.08%	1.28%	0.21%	0.13%
	2022	8756	83.67%	2.54%	14.70%	1.34%	0.14%	0.16%
	2021	7679	81.13%	-2.05%	17.06%	1.26%	0.34%	0.21%

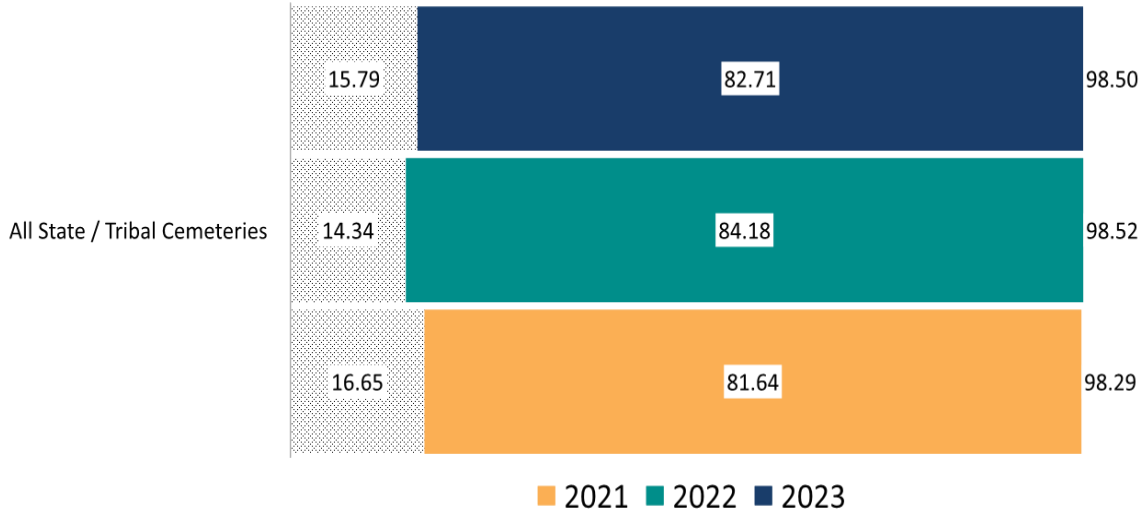
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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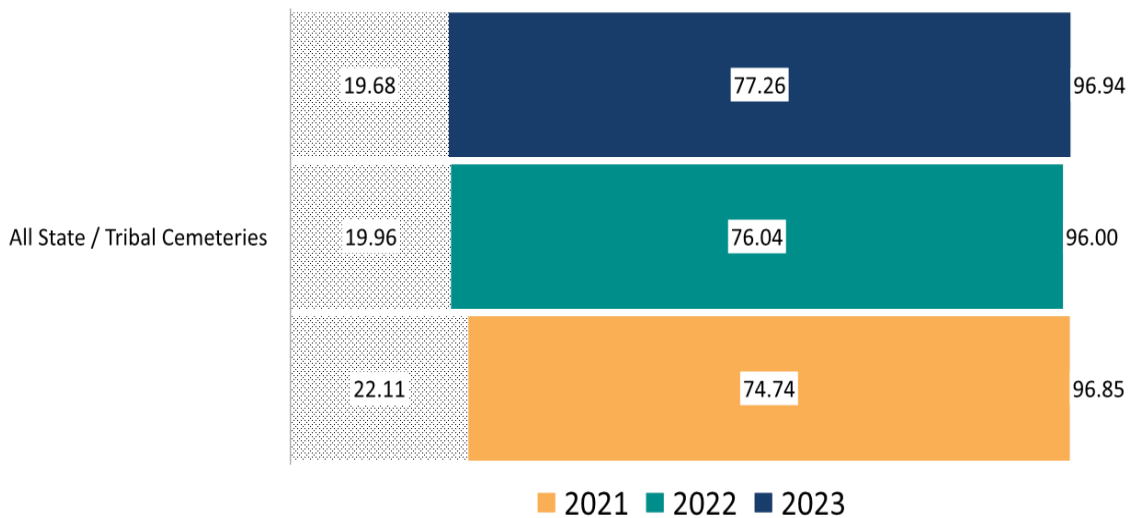
## Overall Satisfaction Measures and Key Metrics

Question 40/36: I would recommend the cemetery to Veteran families during their time of need.

### NEXT OF KIN



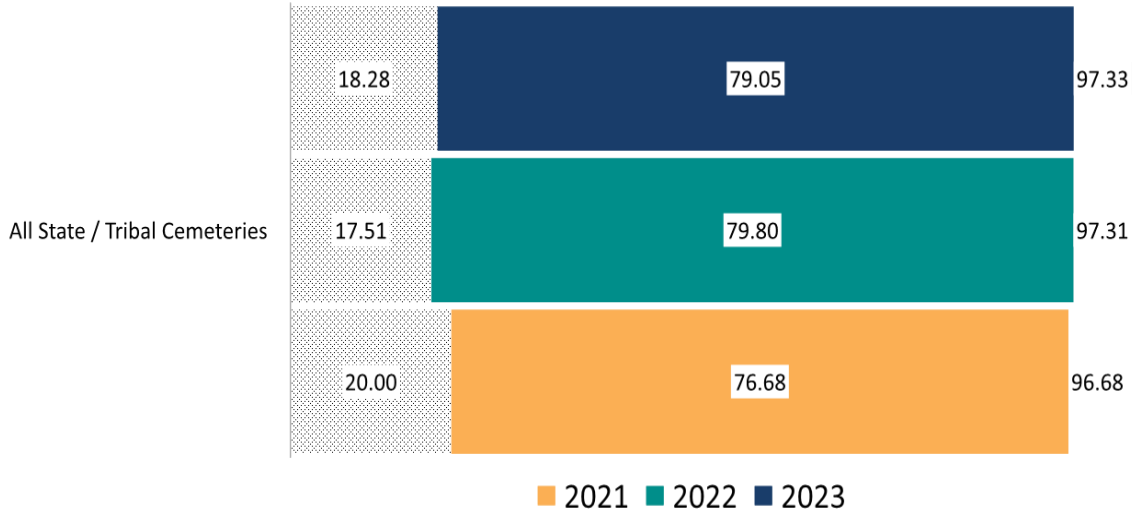
### FUNERAL DIRECTORS



## Overall Satisfaction Measures and Key Metrics

**Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.**

**ALL RESPONDENTS**



■ 2021   
 ■ 2022   
 ■ 2023

	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8237	79.05%	-0.75%	18.28%	1.86%	0.57%	0.24%
	2022	8739	79.80%	3.12%	17.51%	1.66%	0.66%	0.37%
	2021	7646	76.68%	-1.93%	20.00%	2.21%	0.61%	0.50%

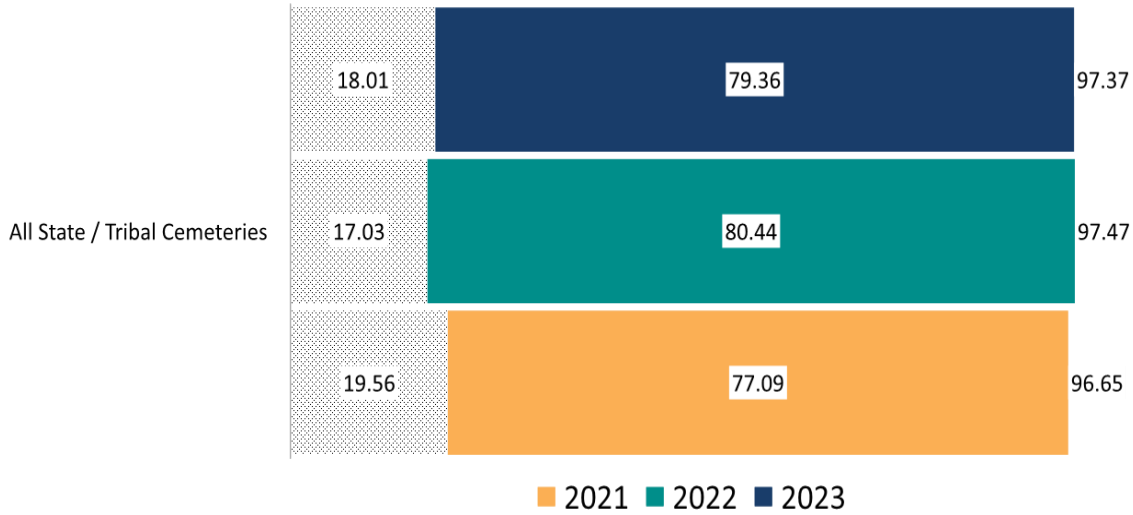
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

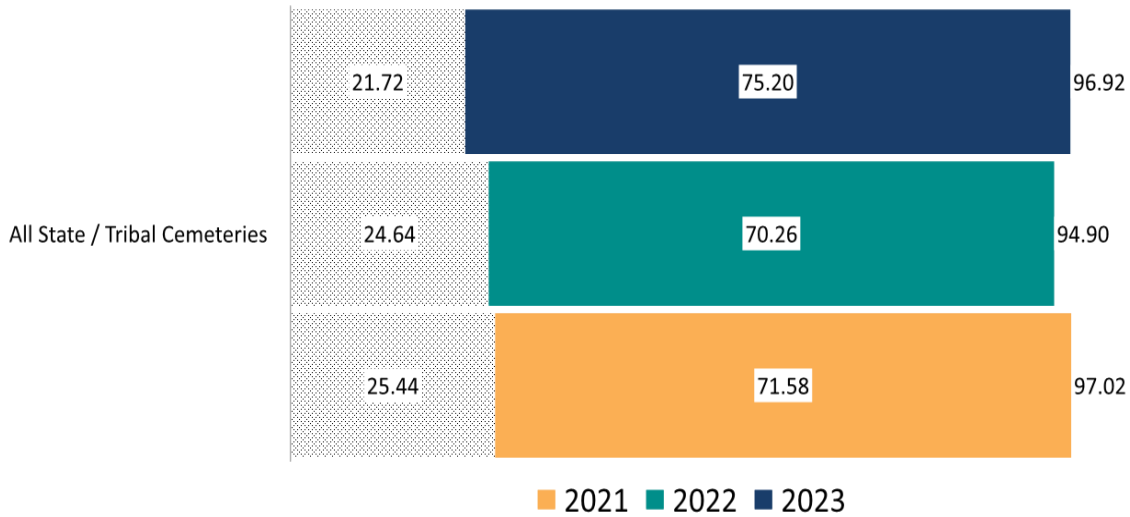
## Overall Satisfaction Measures and Key Metrics

Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

### NEXT OF KIN



### FUNERAL DIRECTORS

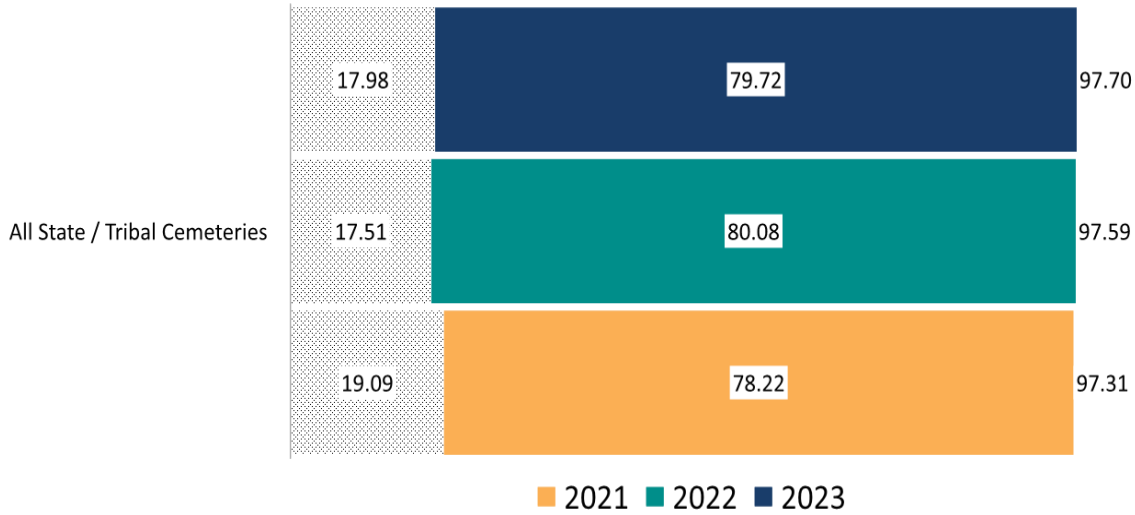




## Overall Satisfaction Measures and Key Metrics

**Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8068	79.72%	-0.36%	17.98%	2.01%	0.20%	0.09%
	2022	8571	80.08%	1.86%	17.51%	1.93%	0.27%	0.21%
	2021	7539	78.22%	-1.63%	19.09%	2.19%	0.29%	0.21%

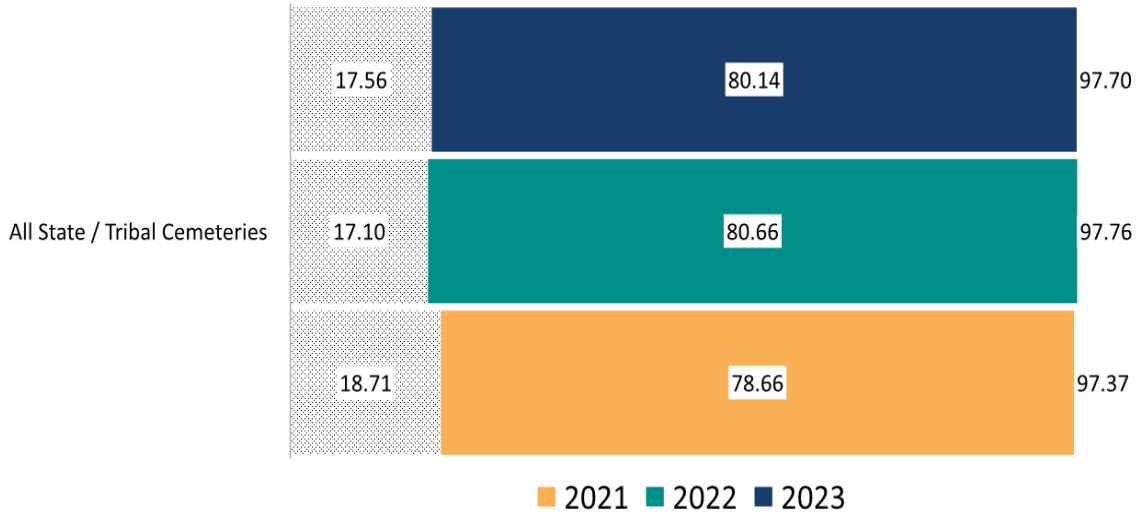
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

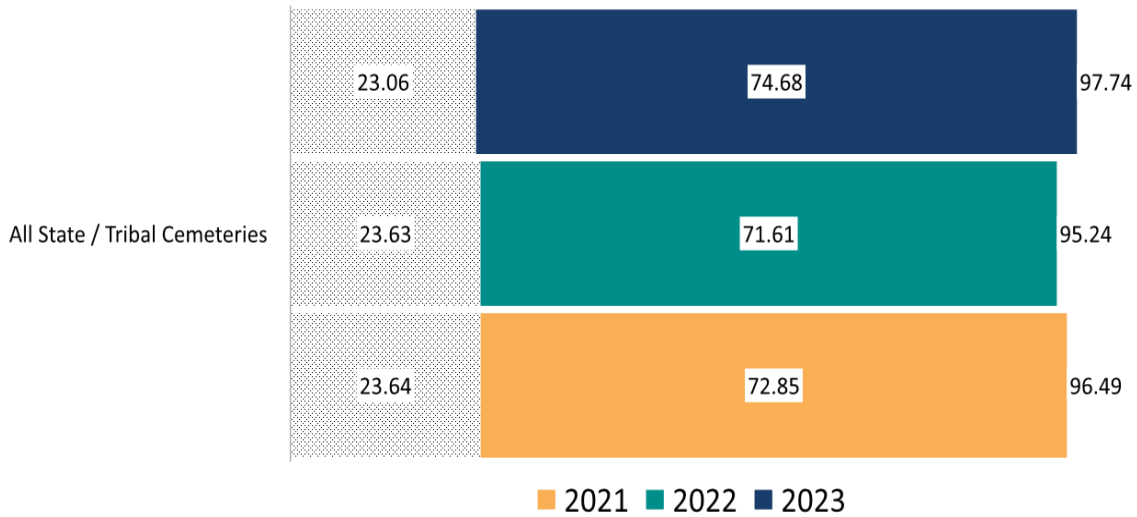
## Overall Satisfaction Measures and Key Metrics

Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.

### NEXT OF KIN



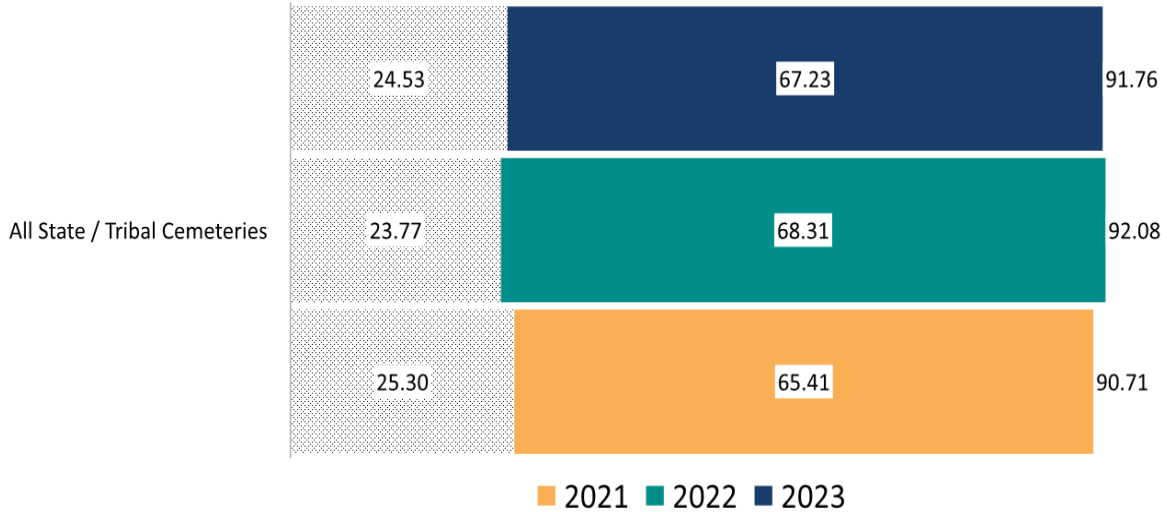
### FUNERAL DIRECTORS



## Overall Satisfaction Measures and Key Metrics

**Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8219	67.23%	-1.08%	24.53%	6.81%	1.00%	0.43%
	2022	8699	68.31%	2.90%	23.77%	6.37%	1.10%	0.45%
	2021	7633	65.41%	4.99%	25.30%	7.44%	1.22%	0.63%

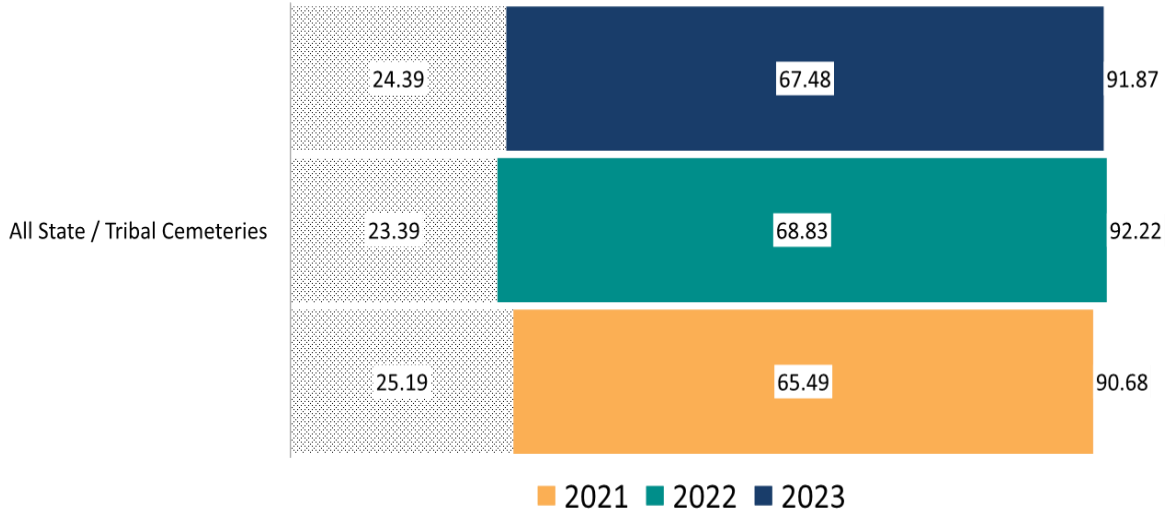
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

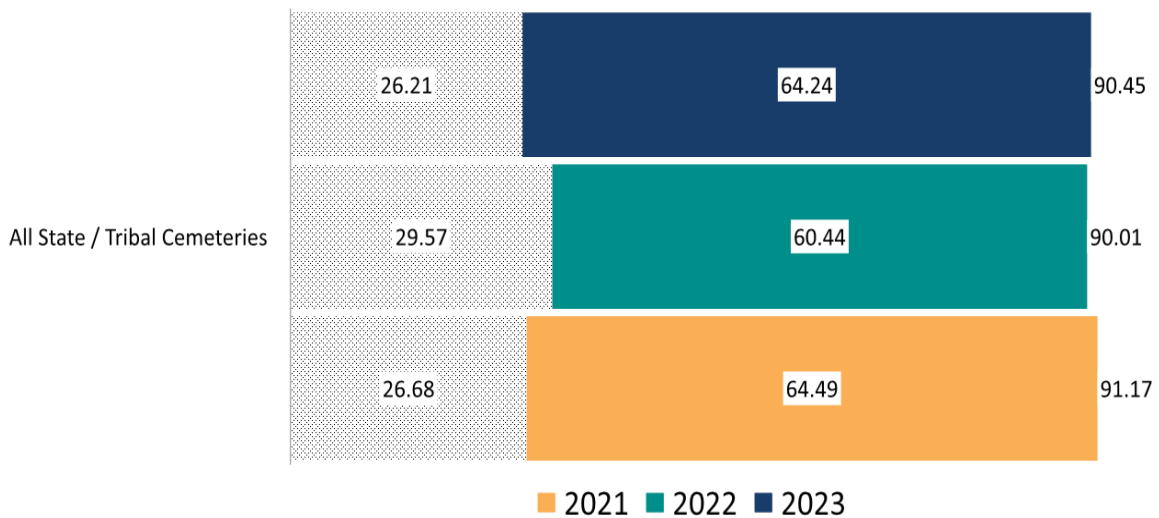
## Overall Satisfaction Measures and Key Metrics

Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

### NEXT OF KIN



### FUNERAL DIRECTORS



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## Trust

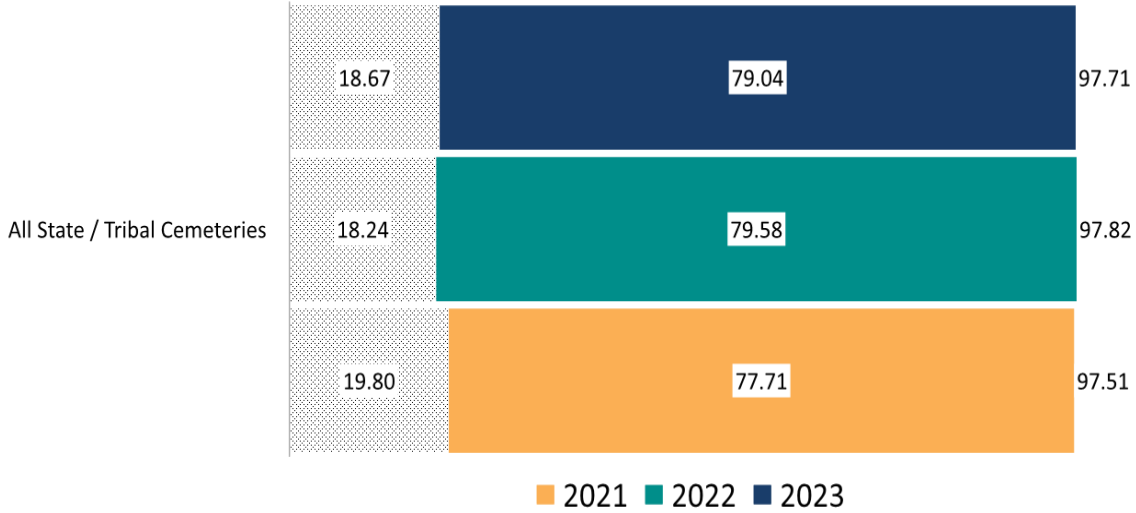
### SECTION DESCRIPTION

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

## Trust

**Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	8165	79.04%	-0.54%	18.67%	2.11%	0.13%	0.05%
	2022	8648	79.58%	1.87%	18.24%	1.85%	0.17%	0.16%
	2021	7606	77.71%	0.73%	19.80%	2.10%	0.22%	0.16%

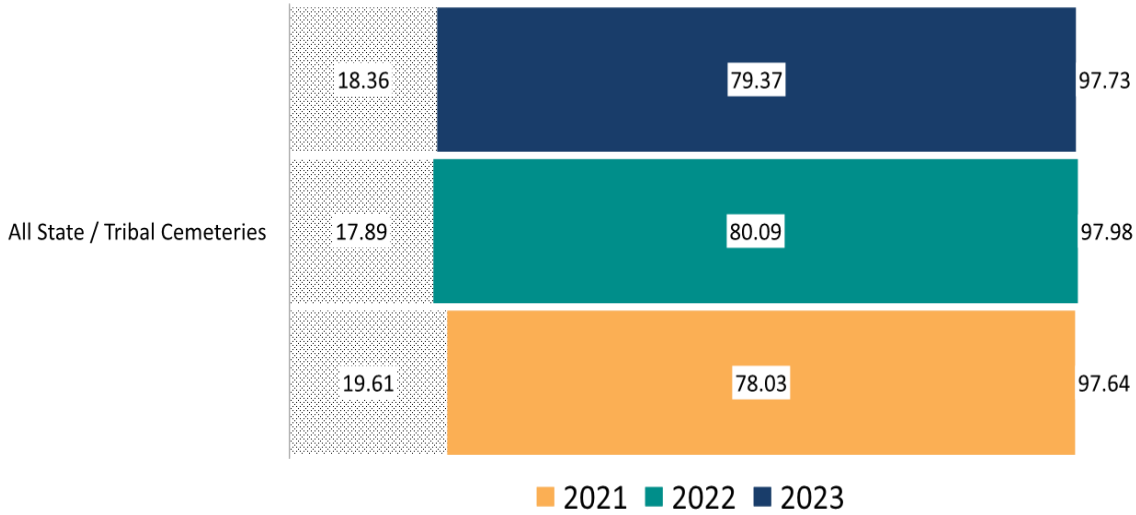
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

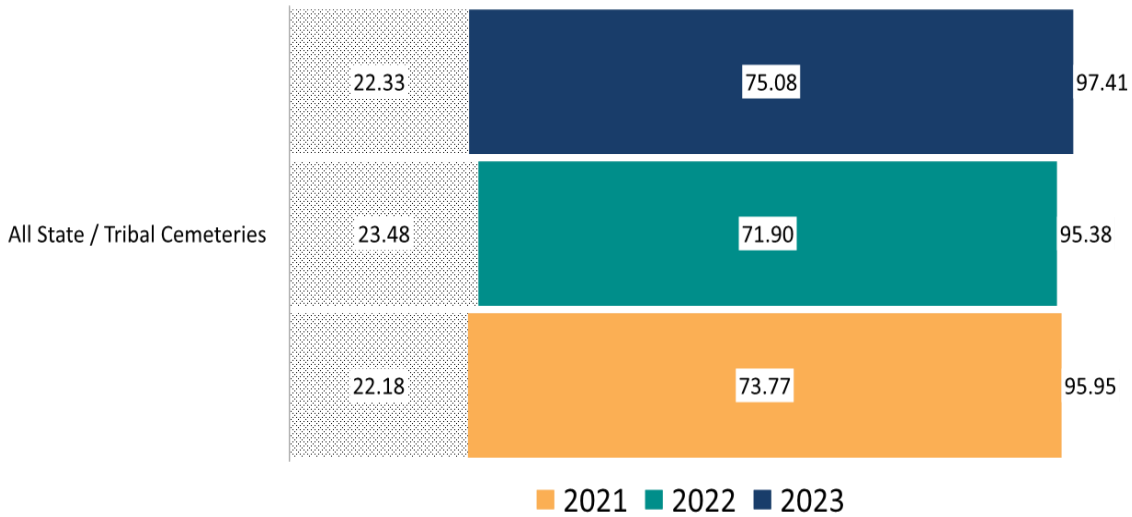
## Trust

Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

### NEXT OF KIN



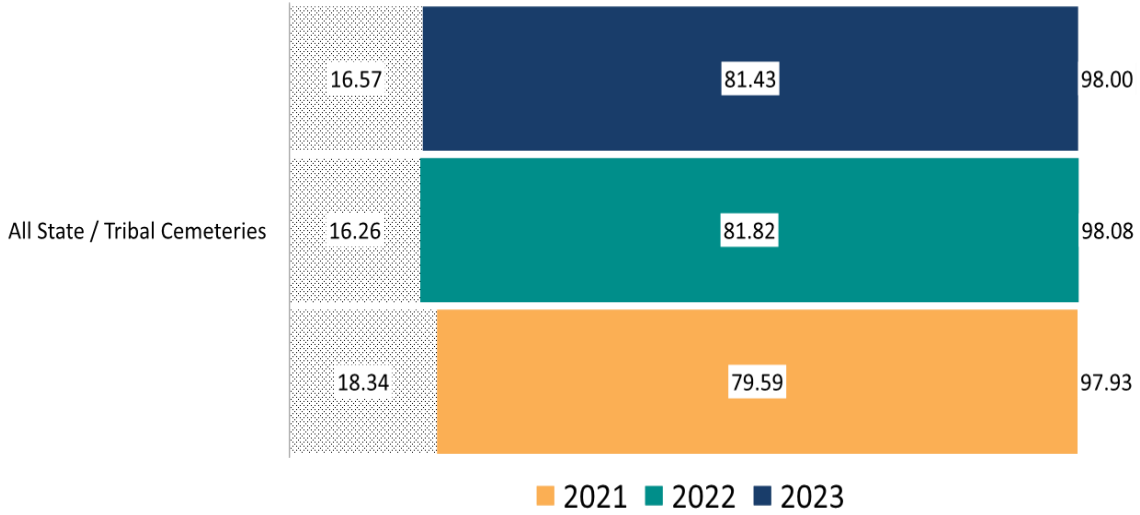
### FUNERAL DIRECTORS



## Trust

**Question 31/27: The cemetery honors all Veterans and their service to our nation.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	7925	81.43%	-0.39%	16.57%	1.68%	0.16%	0.16%
	2022	8387	81.82%	2.23%	16.26%	1.59%	0.12%	0.21%
	2021	7321	79.59%	-3.20%	18.34%	1.60%	0.22%	0.25%

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

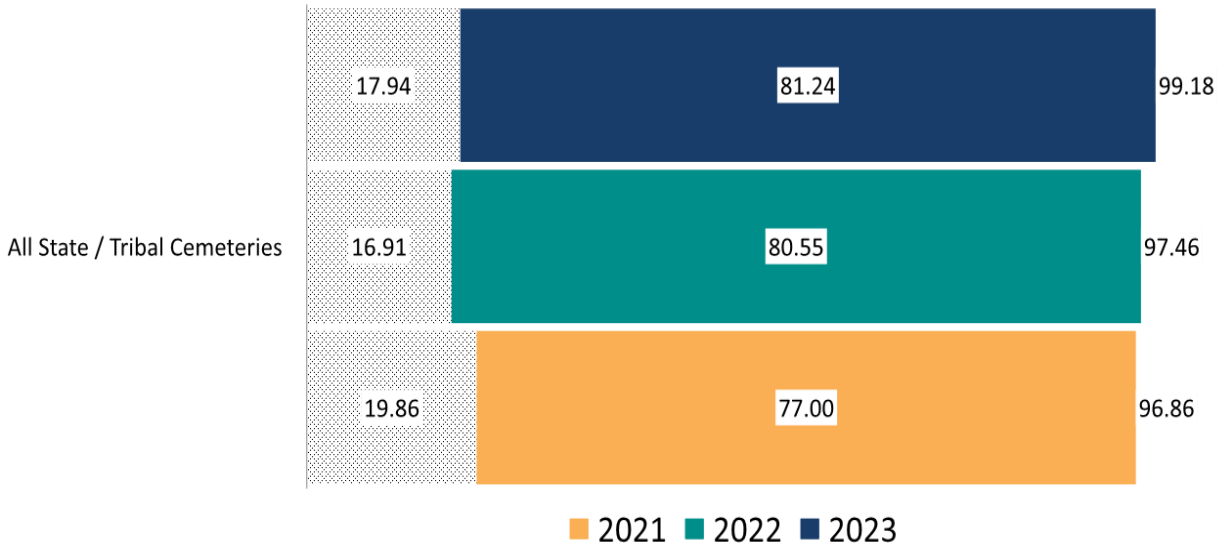
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.



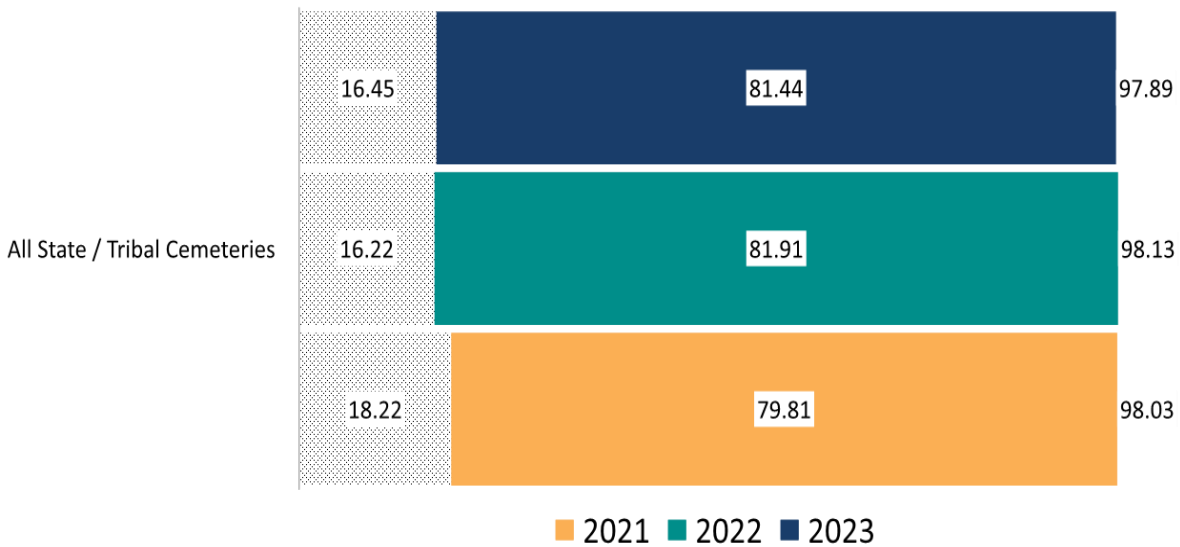
## Trust

Question 31/27: The cemetery honors all Veterans and their service to our nation.

### NEXT OF KIN



### FUNERAL DIRECTORS



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## Satisfaction with Information and Communication: Next of Kin

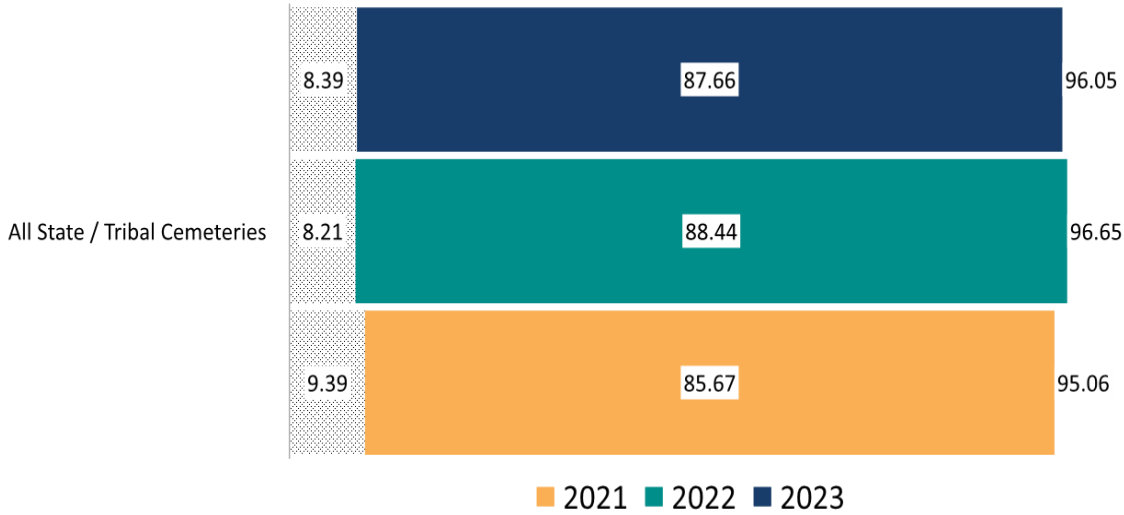
### SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

## Satisfaction with Information and Communication: Next of Kin

Question 9: Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

### NEXT OF KIN



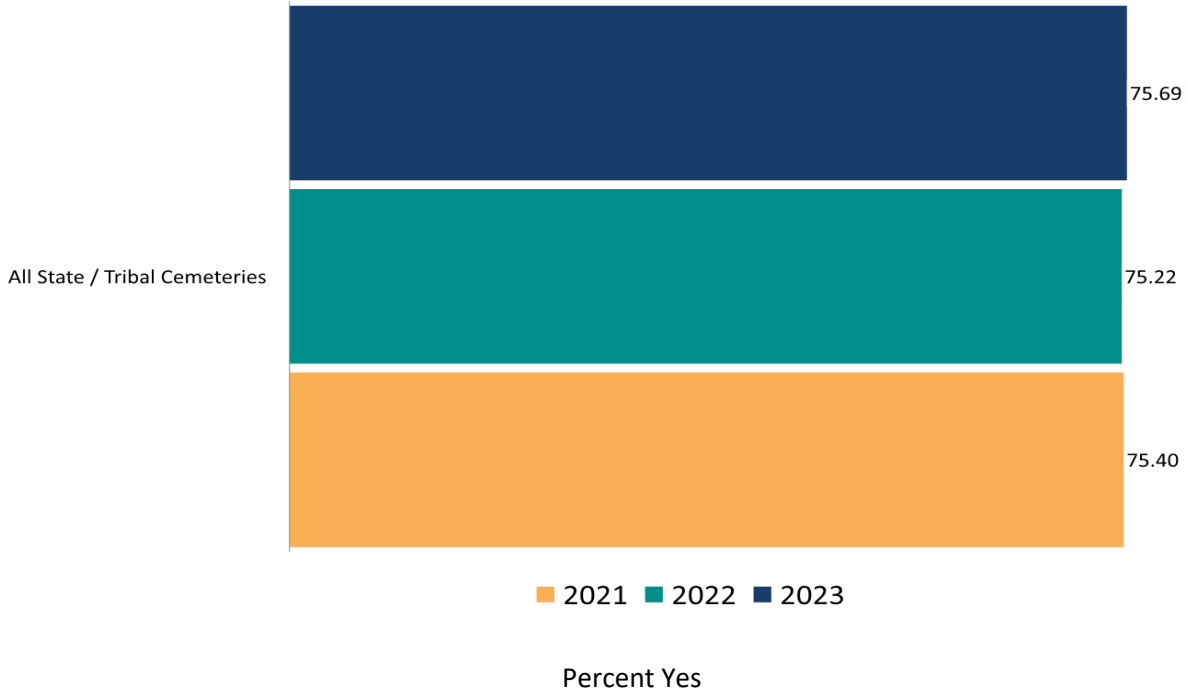
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	7627	87.66%	-0.78%	8.39%	2.53%	0.93%	0.49%
	2022	8209	88.44%	2.77%	8.21%	2.08%	0.69%	0.57%
	2021	7189	85.67%	-2.43%	9.39%	3.24%	0.95%	0.75%

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

## Satisfaction with Information and Communication: Next of Kin

**Question 6: Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?**

**NEXT OF KIN**

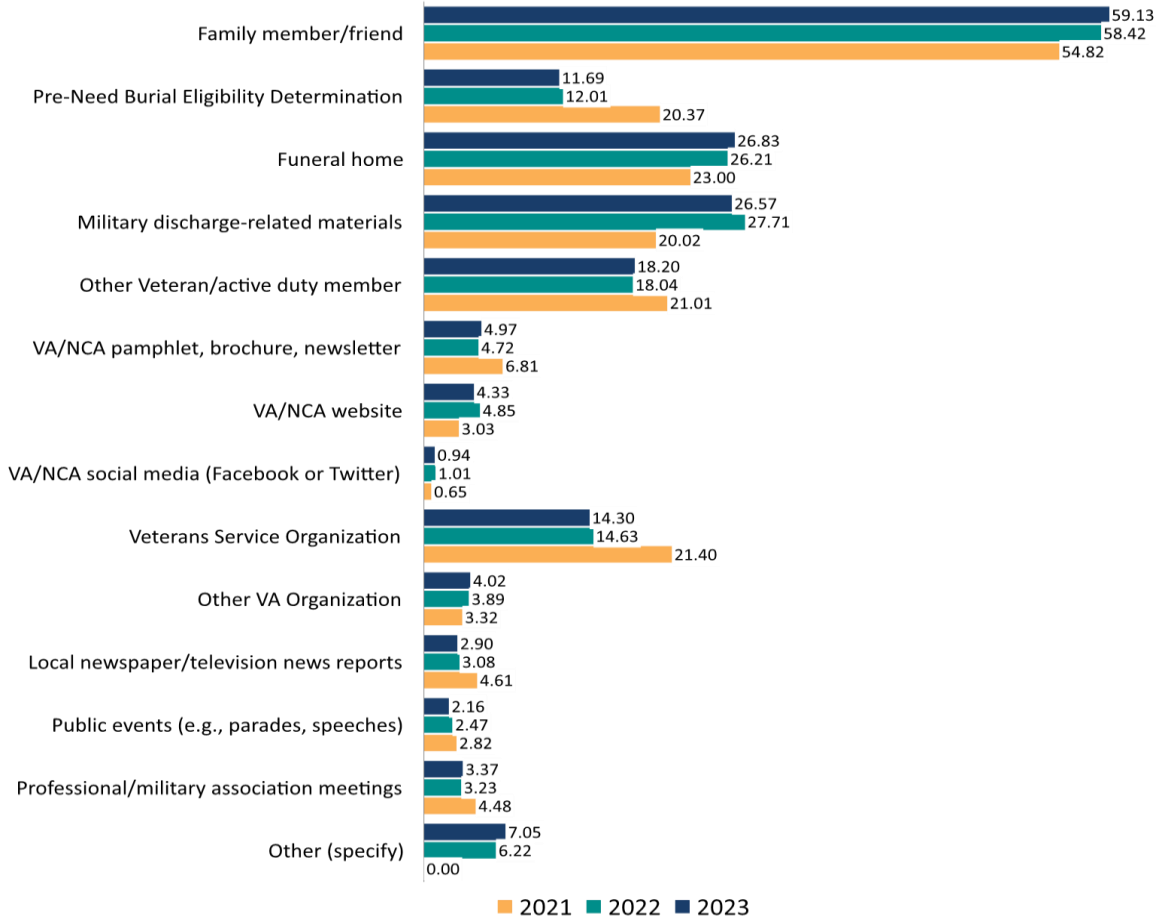


	Year	n	Yes	No
All State / Tribal Cemeteries	2023	7644	75.69%	24.31%
Column2	2022	8204	75.22%	24.78%
Column1	2021	7183	75.40%	24.60%

## 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)

#### NEXT OF KIN



2021: n = 5,244 2022: n = 5,914 2023: n = 5,517

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

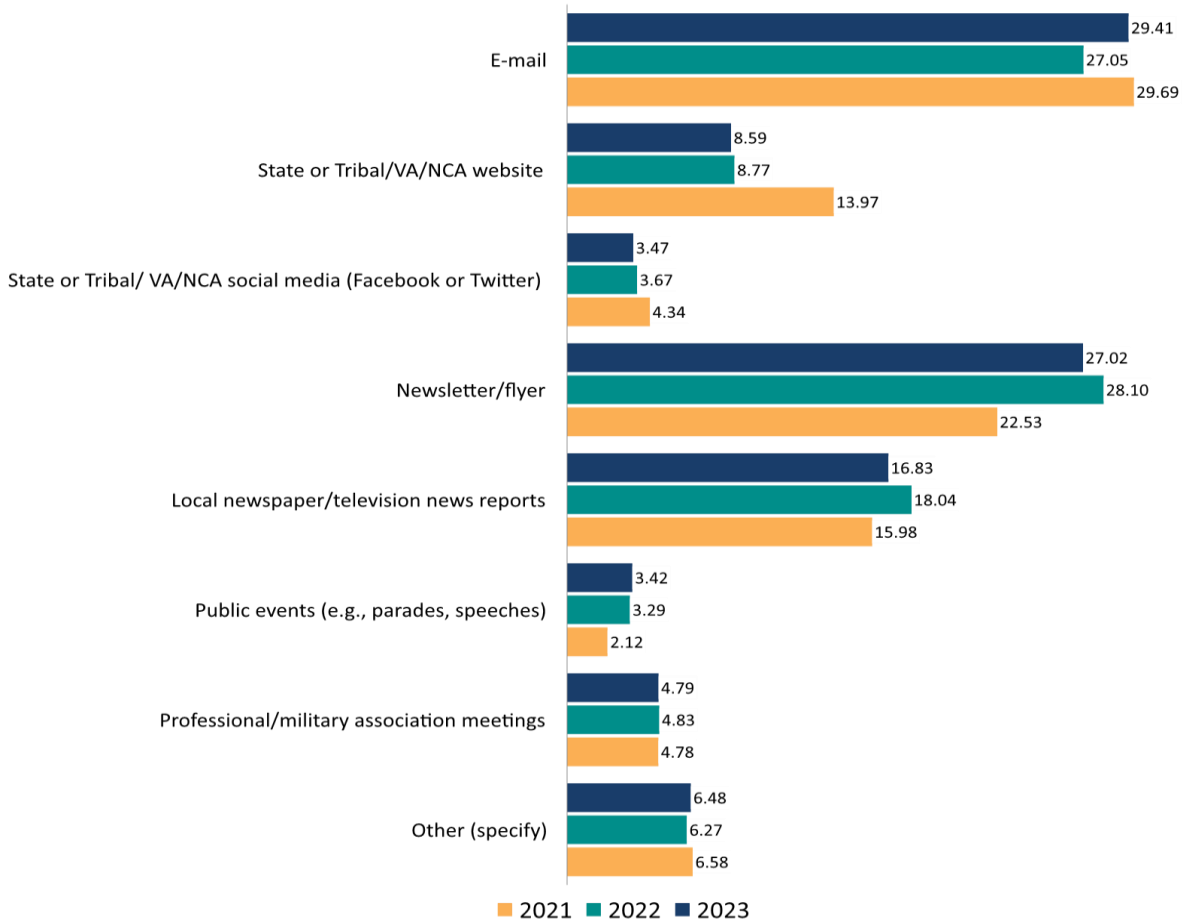
Note: The "Other (specify)" answer option was added to the 2022 survey.

Note: 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 State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)**

### NEXT OF KIN

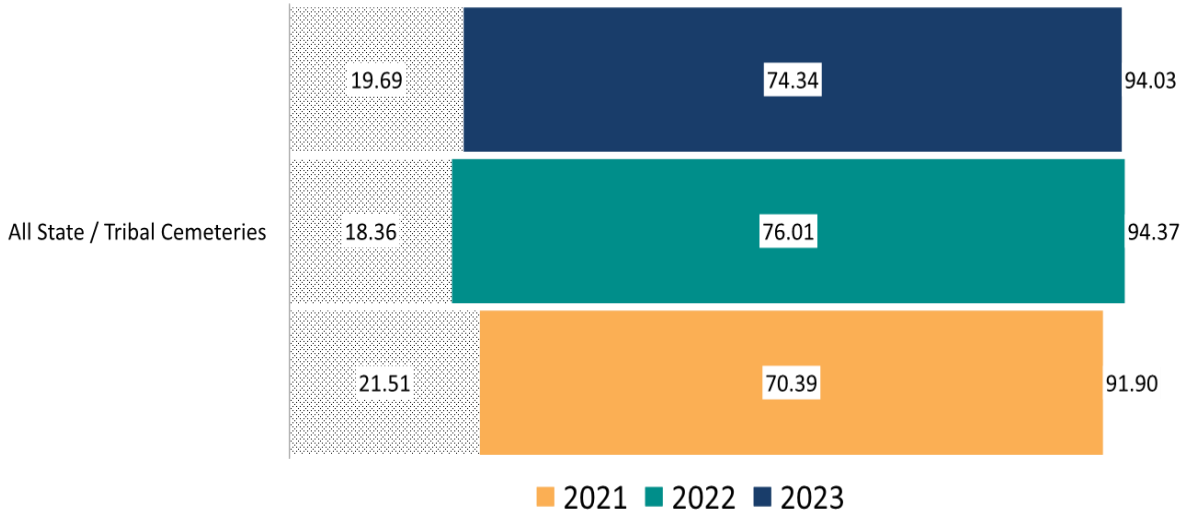


2021: n = 6,426 2022: n = 7,335 2023: n = 6,810

## Satisfaction with Information and Communication: Next of Kin

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

### NEXT OF KIN



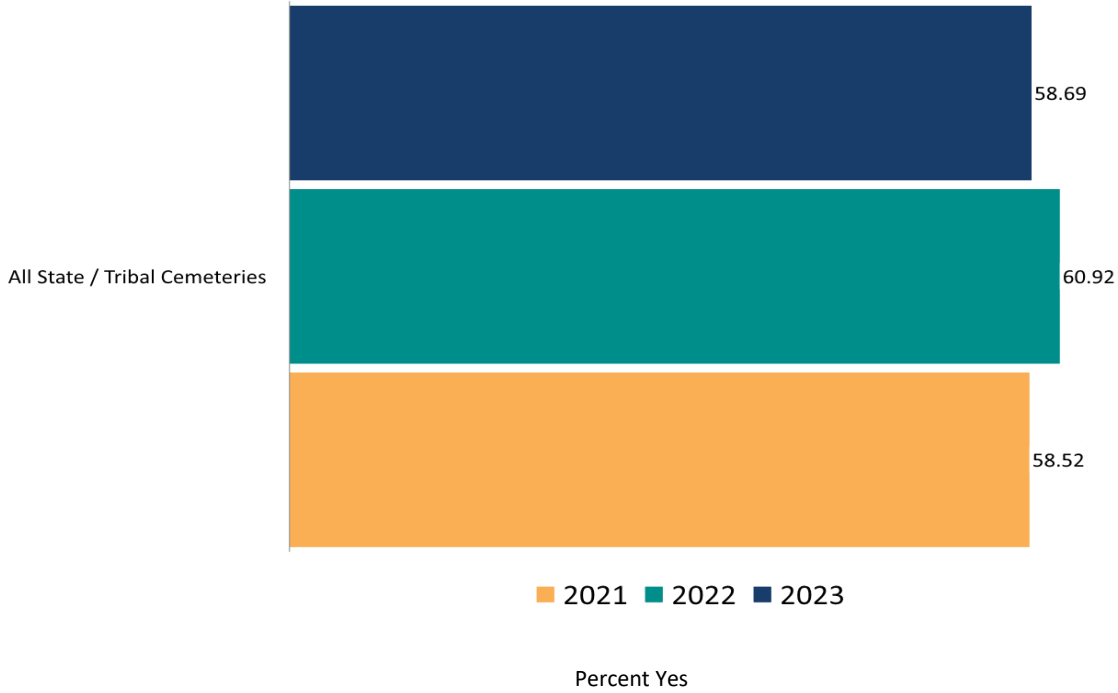
	Year	n	Very informed	*Change Score	Somewhat informed	Neither informed nor uninformed	Somewhat uninformed	Very uninformed
All State / Tribal Cemeteries	2023	4342	74.34%	-1.67%	19.69%	2.72%	1.84%	1.40%
	2022	6006	76.01%	5.62%	18.36%	2.95%	1.57%	1.12%
	2021	5522	70.39%	0.33%	21.51%	4.26%	2.12%	1.72%

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

## Satisfaction with Information and Communication: Next of Kin

**Question 24: Did you receive a certificate signed by the President of the United States honoring the Veteran’s service?**

**NEXT OF KIN**



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2023	6090	58.69%	41.31%
	2022	6540	60.92%	39.08%
	2021	5593	58.52%	41.48%

Note: 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 whose interred loved one was a Veteran.

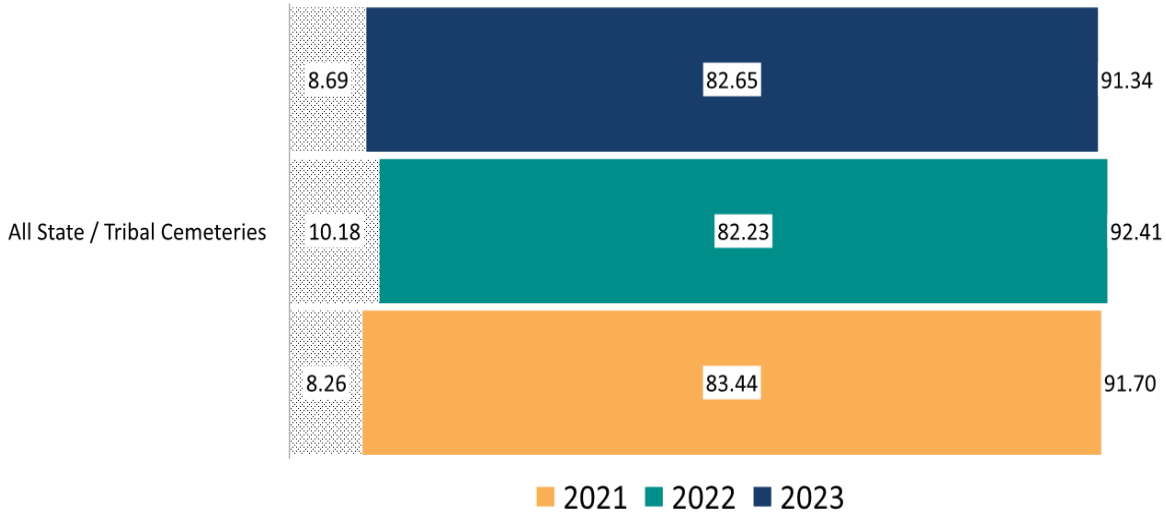
Note: Prior to 2022 the question wording was: If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran’s service?



## Satisfaction with Information and Communication: Next of Kin

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

### NEXT OF KIN



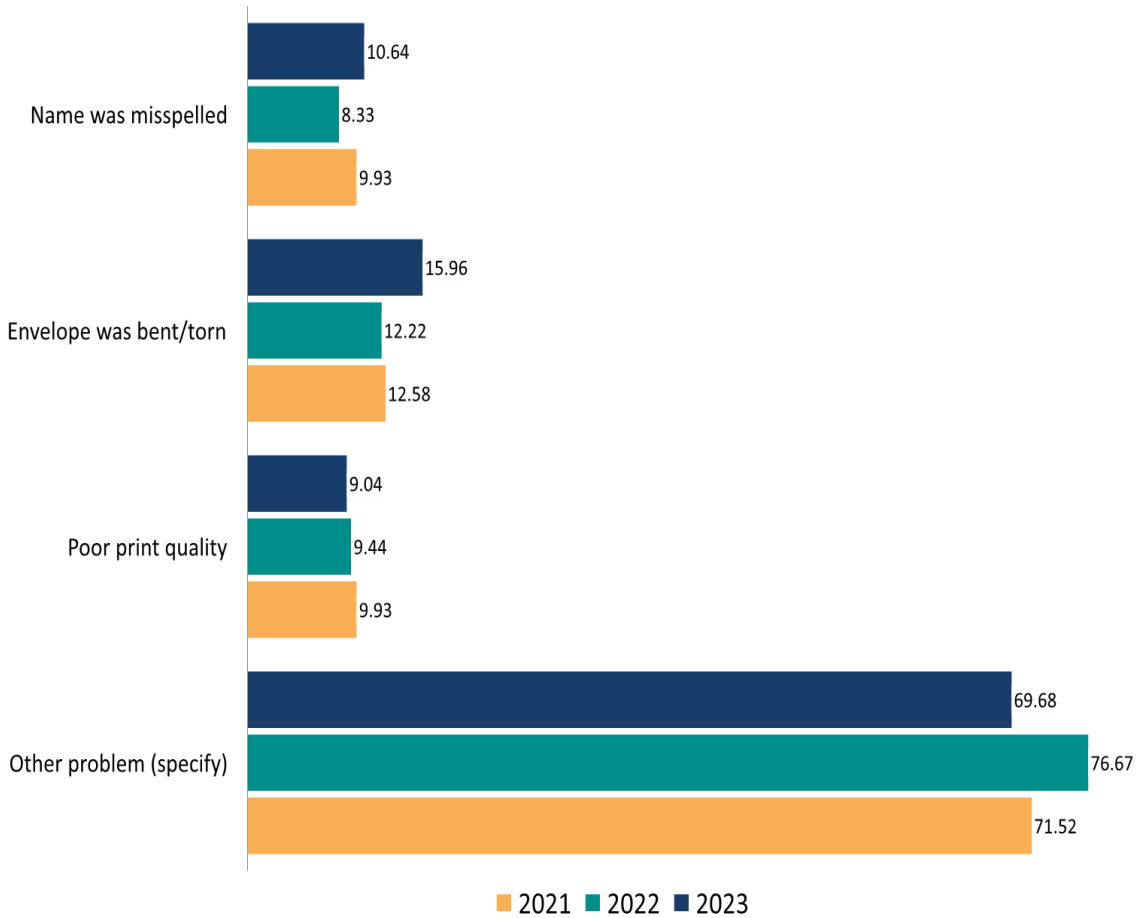
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	3475	82.65%	0.42%	8.69%	6.85%	0.95%	0.86%
	2022	3882	82.23%	-1.21%	10.18%	5.64%	1.03%	0.93%
	2021	3159	83.44%	16.11%	8.26%	5.89%	1.14%	1.27%

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

Note: This question only applies to respondents who indicated "Yes" to Question 24 (NoK).

## Satisfaction with Information and Communication: Next of Kin

**Question 26: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran’s service? (Mark all that apply)**



2021: n = 151 2022: n = 180 2023: n = 188

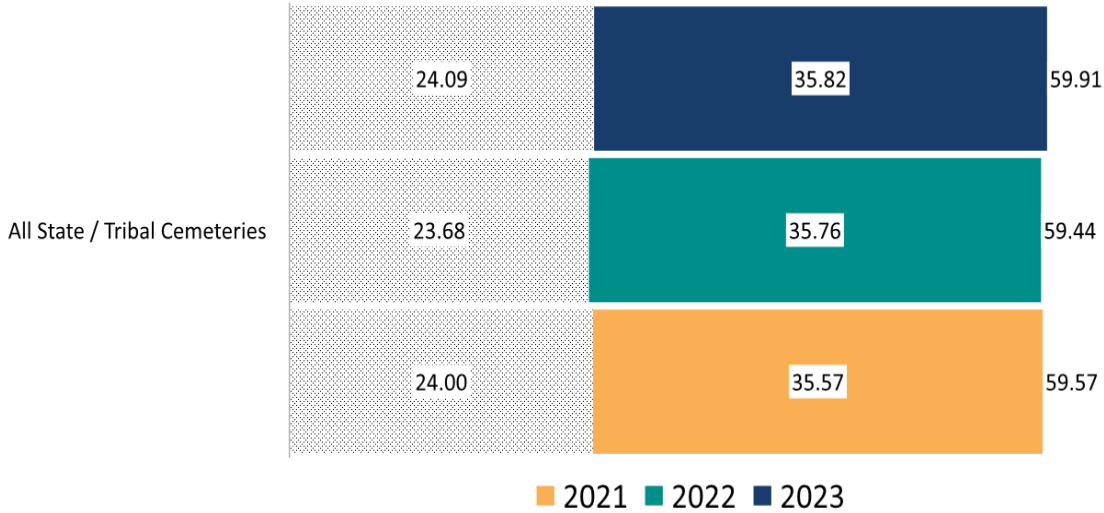
Note: This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 25 (NoK).

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

## Satisfaction with Information and Communication: Next of Kin

**Question 27: Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.**

### NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	3425	35.82%	0.06%	24.09%	35.42%	3.53%	1.14%
	2022	3831	35.76%	0.19%	23.68%	35.66%	3.71%	1.20%
	2021	3129	35.57%	7.02%	24.00%	36.08%	3.52%	0.83%

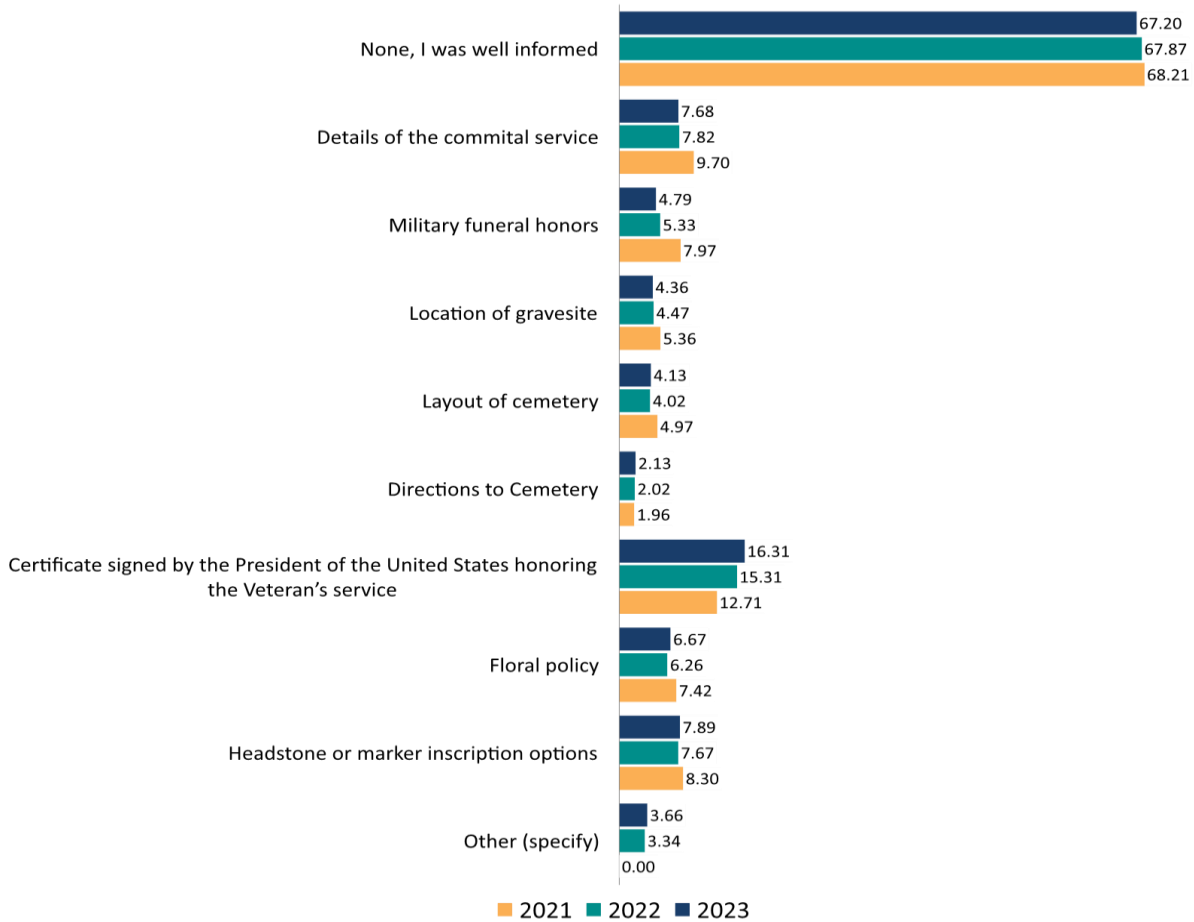
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 24 (NoK).

## Satisfaction with Information and Communication: Next of Kin

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

### NEXT OF KIN



2021: n = 6,978 2022: n = 8,082 2023: n = 7,499

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.

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## Satisfaction with Information and Communication: Funeral Directors

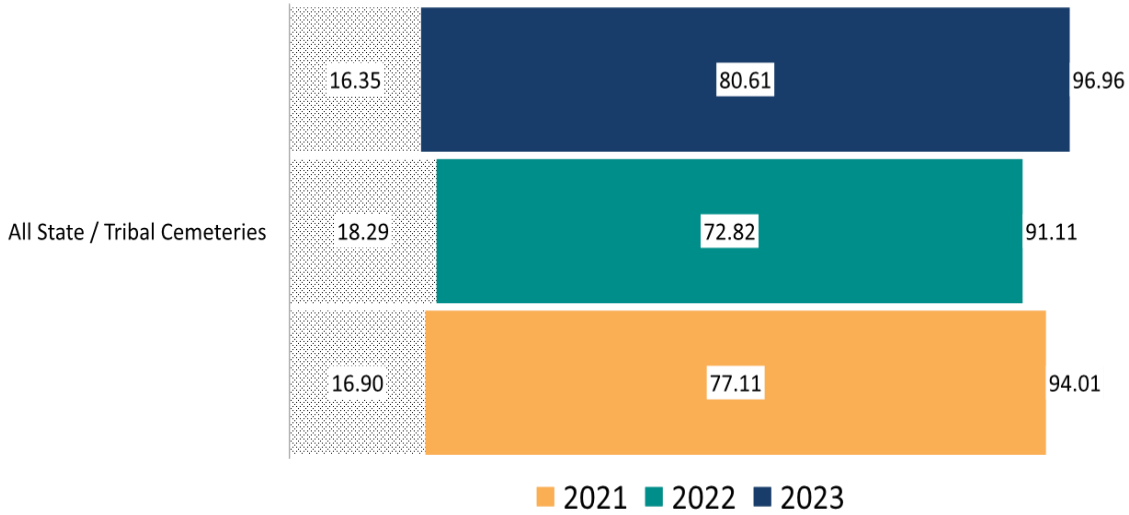
### SECTION DESCRIPTION

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

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS



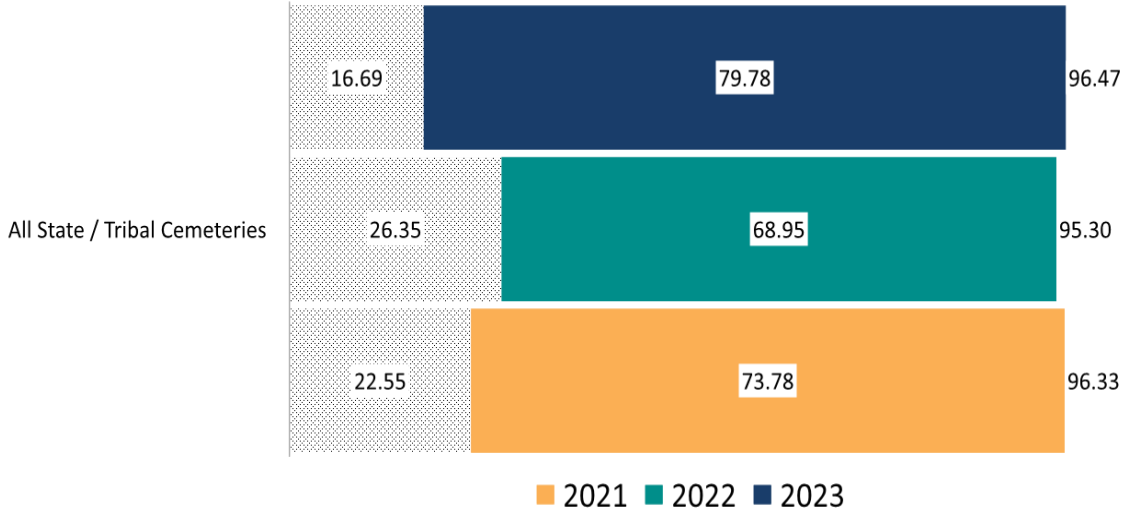
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	624	80.61%	7.79%	16.35%	2.40%	0.32%	0.32%
	2022	563	72.82%	-4.29%	18.29%	7.46%	0.89%	0.53%
	2021	568	77.11%	-0.60%	16.90%	4.93%	0.53%	0.53%

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

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS



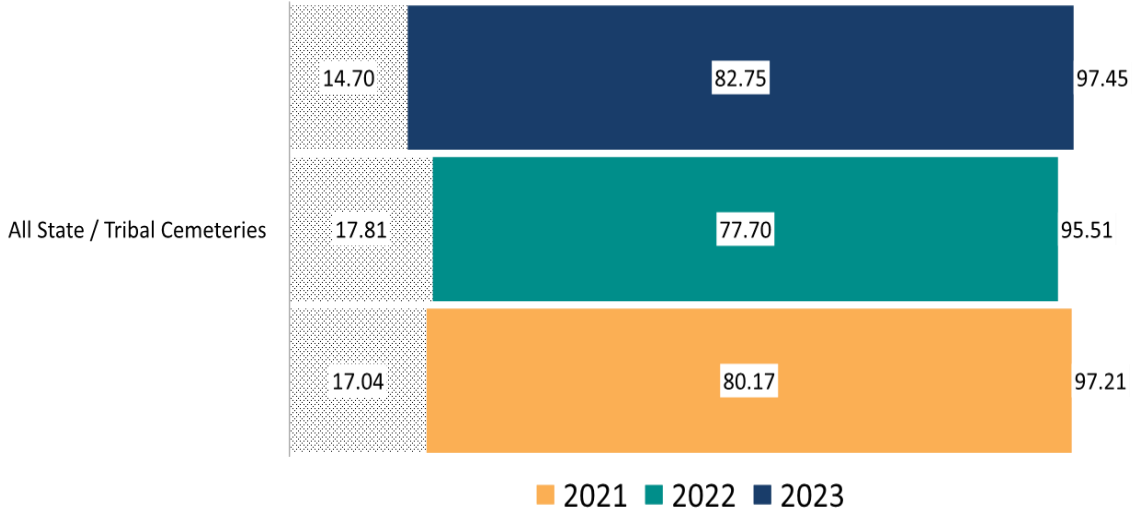
	Year	n	Excellent	*Change Score	Good	Fair	Poor
All State / Tribal Cemeteries	2023	623	79.78%	10.83%	16.69%	3.05%	0.48%
	2022	554	68.95%	-4.83%	26.35%	3.97%	0.72%
	2021	572	73.78%	-4.08%	22.55%	2.62%	1.05%

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

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS



	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
All State / Tribal Cemeteries	2023	626	82.75%	5.05%	14.70%	2.56%
	2022	556	77.70%	-2.47%	17.81%	4.50%
	2021	575	80.17%	-0.69%	17.04%	2.78%

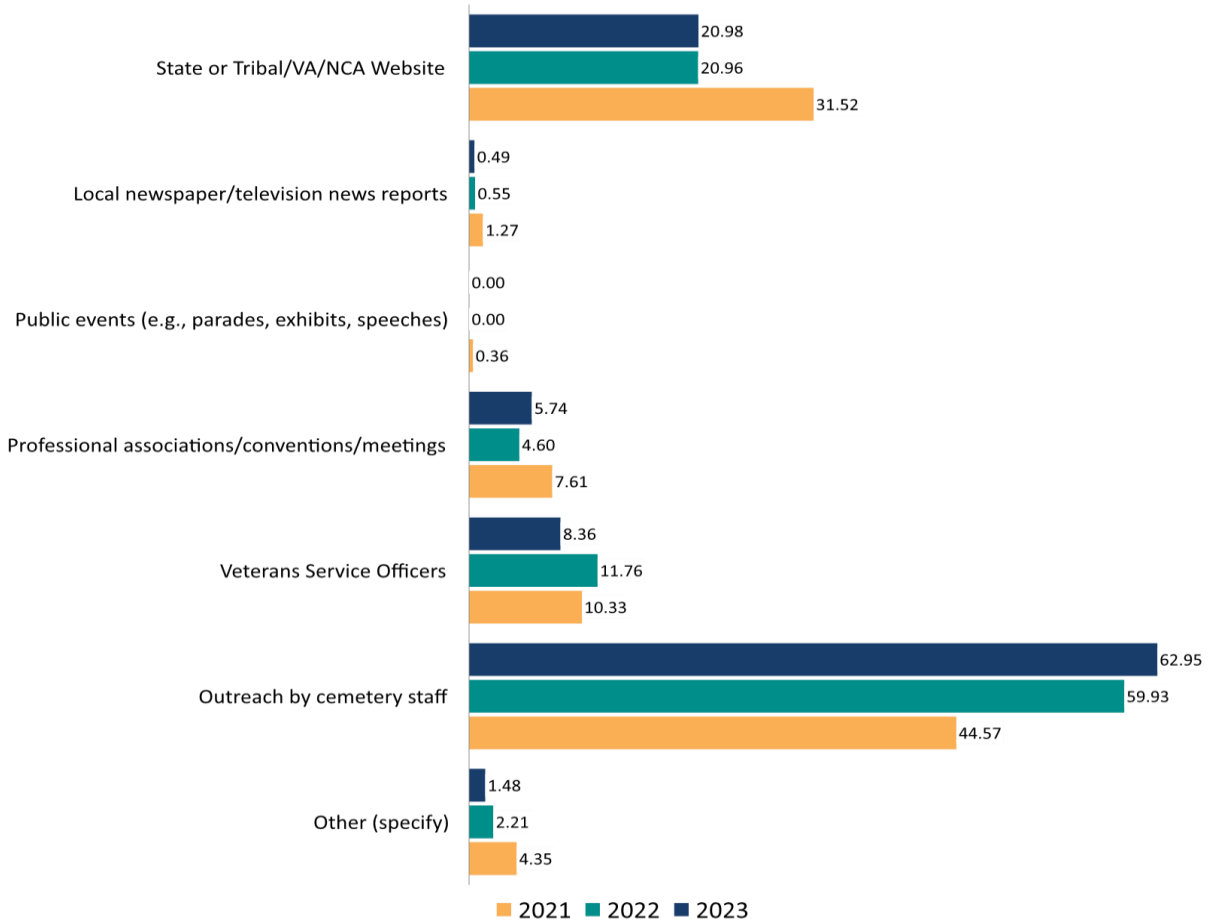
\*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year.



## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS

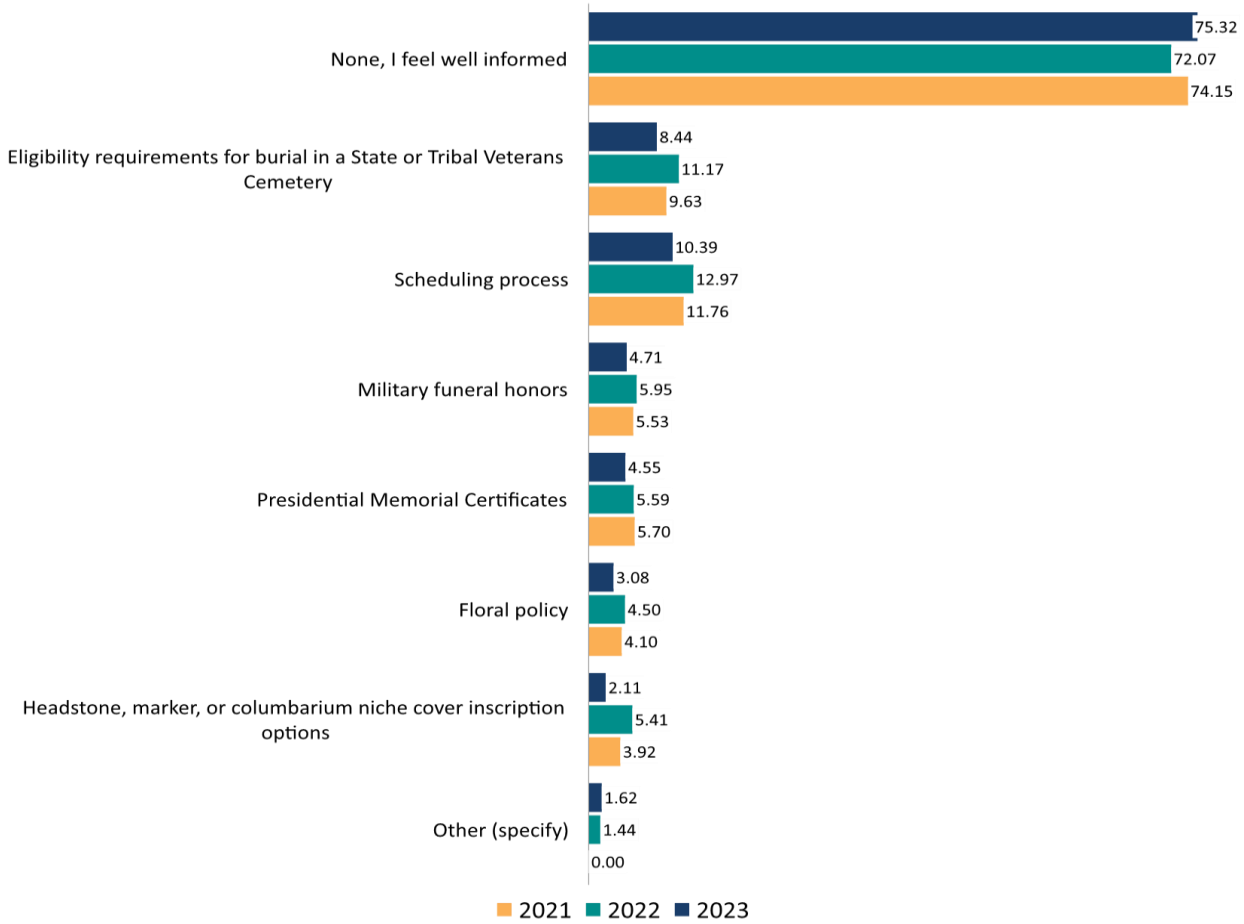


2021: n = 552 2022: n = 544 2023: n = 610

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS



2021: n = 561 2022: n = 555 2023: n = 616

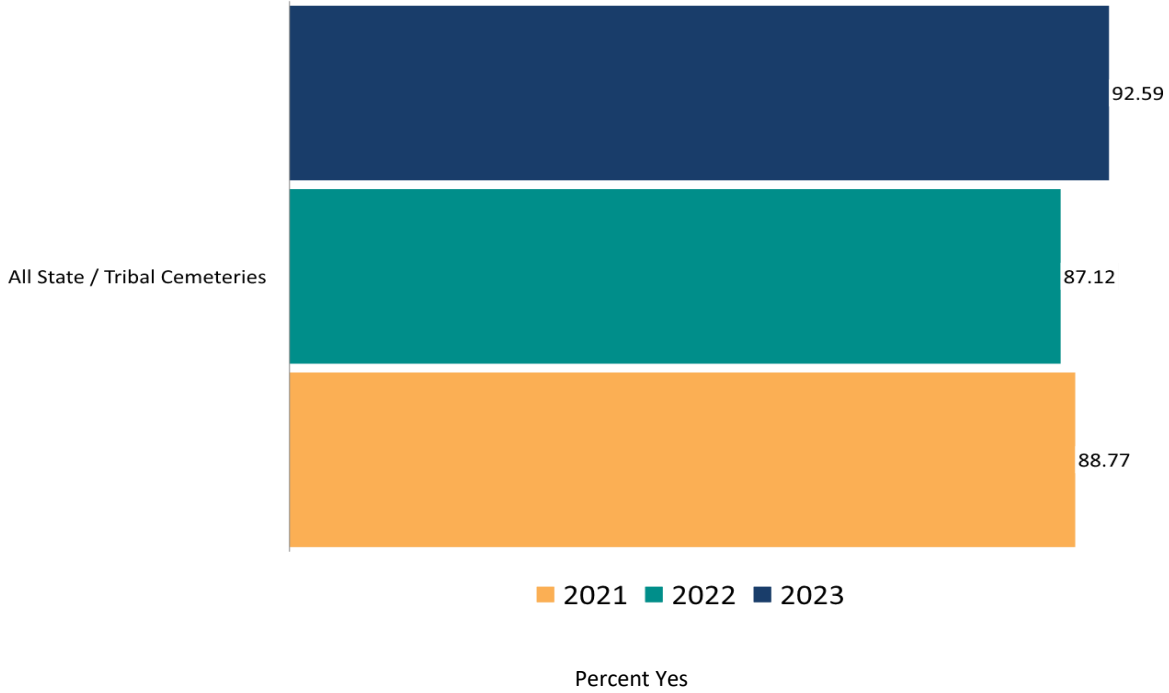
Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: The answer option “Other (specify)” was added to the 2022 questionnaire.

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS

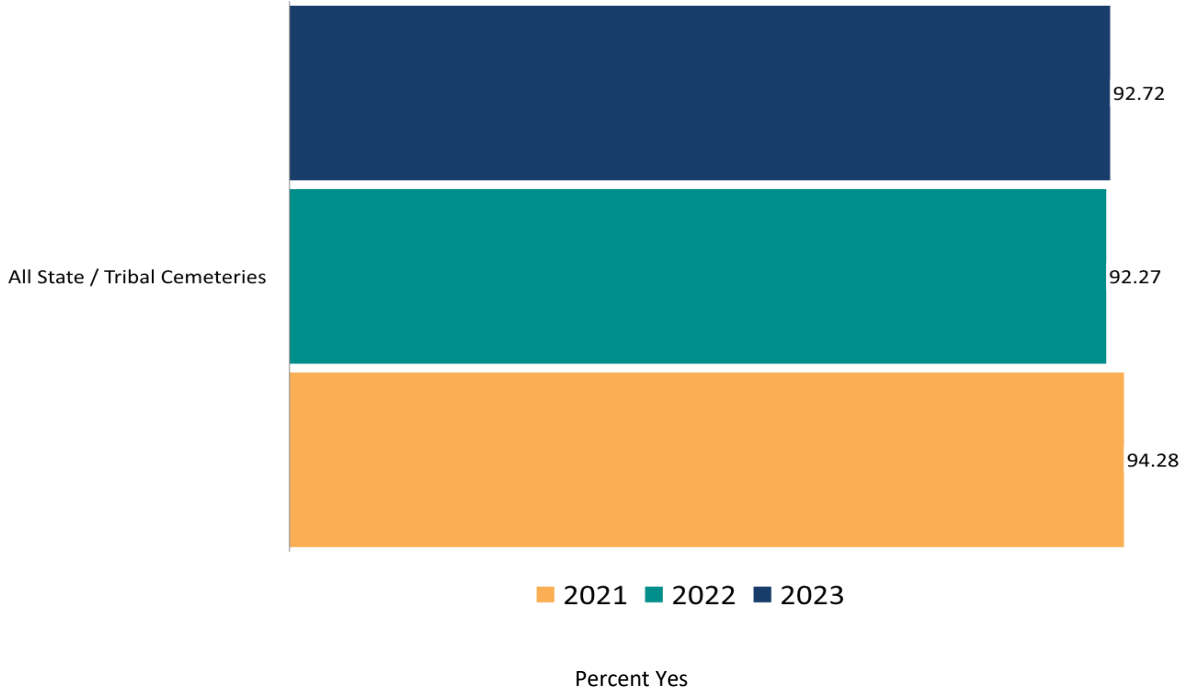


	Year	n	Yes	No
All State / Tribal Cemeteries	2023	621	92.59%	7.41%
	2022	559	87.12%	12.88%
	2021	570	88.77%	11.23%

## Satisfaction with Information and Communication: Funeral Directors

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

### FUNERAL DIRECTORS



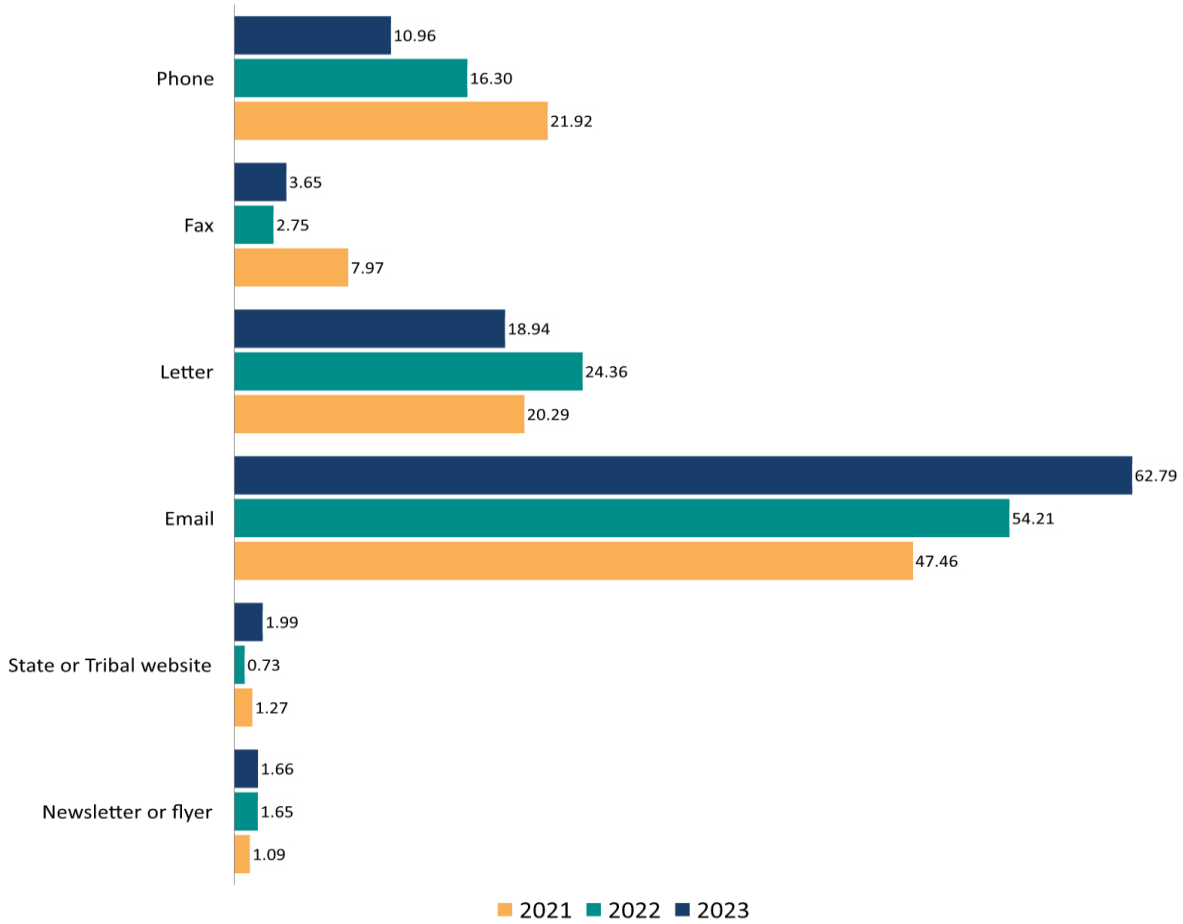
	Year	n	Yes	No
All State / Tribal Cemeteries	2023	618	92.72%	7.28%
	2022	556	92.27%	7.73%
	2021	559	94.28%	5.72%

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 State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

### FUNERAL DIRECTORS



2021: n = 552 2022: n = 546 2023: n = 602

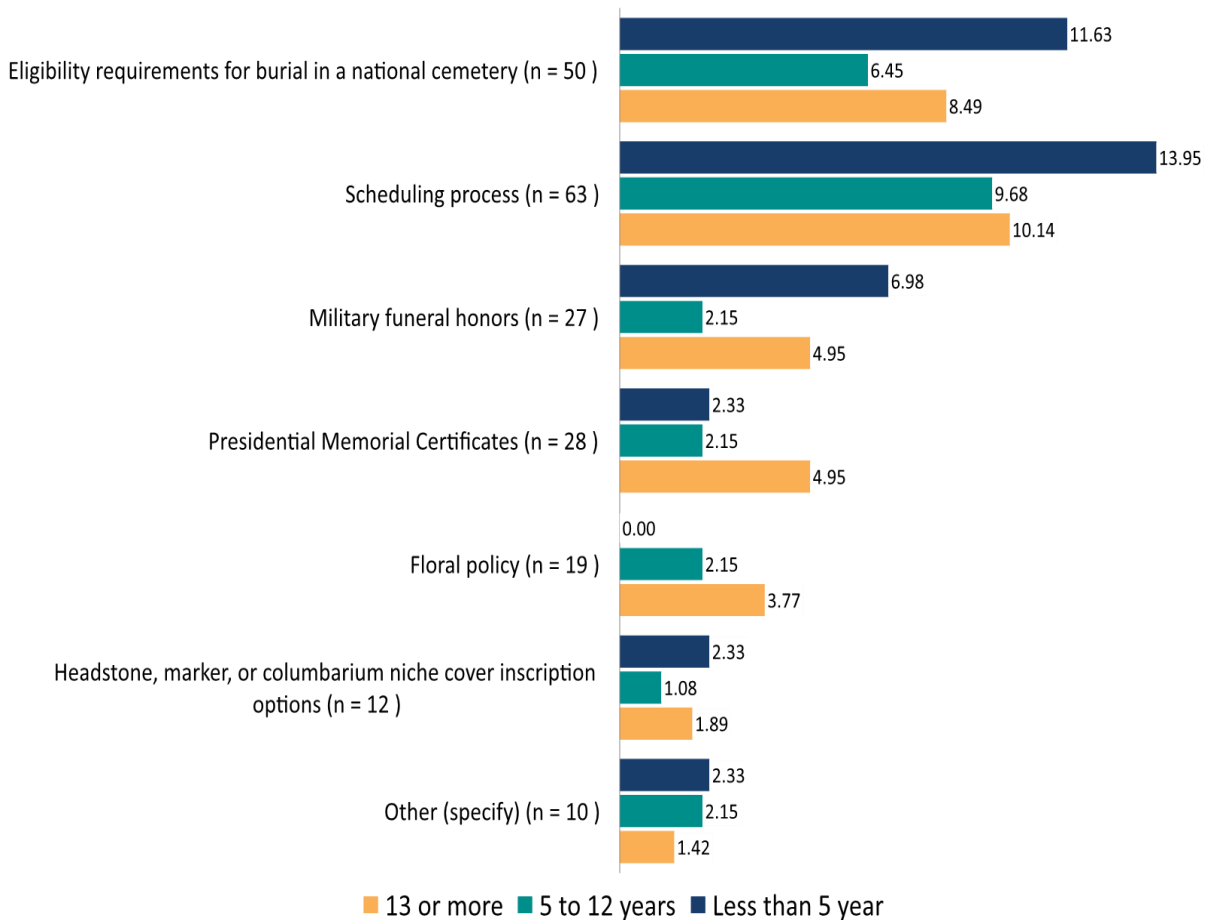
## Satisfaction with Information and Communication: Funeral Directors

### ELEMENT OF COMPARISON

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

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

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



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

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

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

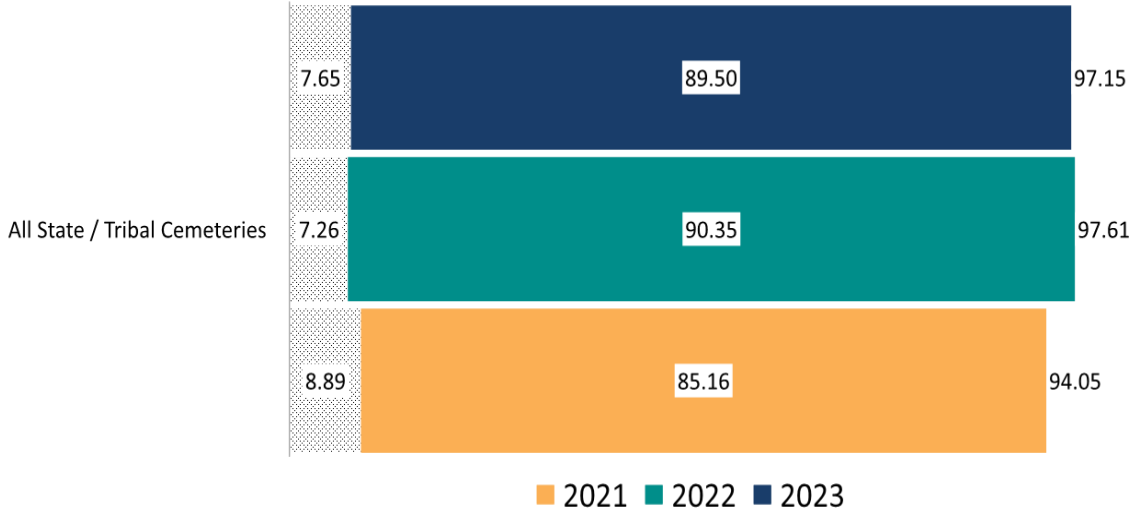
### SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

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

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

### NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	4380	89.50%	-0.85%	7.65%	1.55%	0.84%	0.46%
	2022	6032	90.35%	5.19%	7.26%	1.19%	0.71%	0.48%
	2021	5492	85.16%	-3.13%	8.89%	3.75%	1.33%	0.87%

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

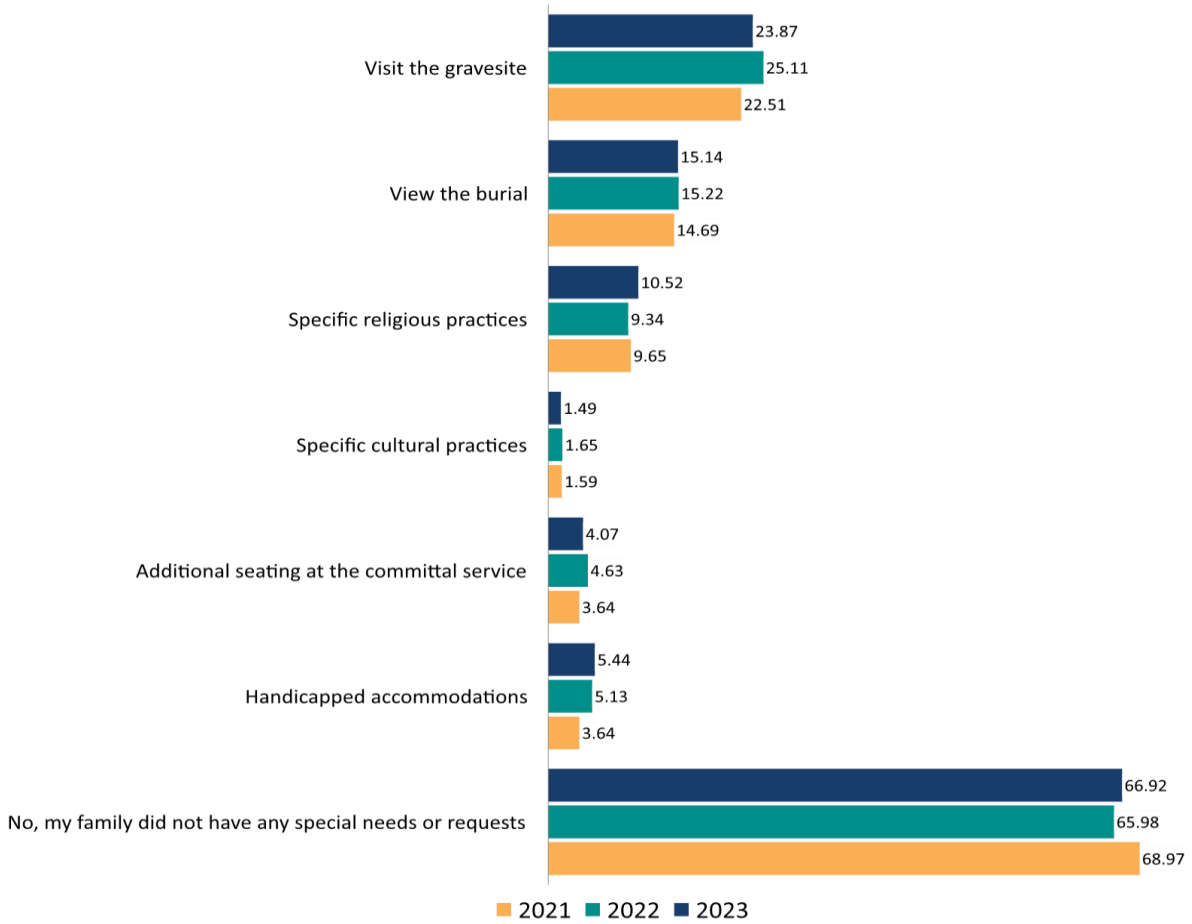
Note: As respondents could select more than one response option, percentages may not sum to 100.



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

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

**NEXT OF KIN**



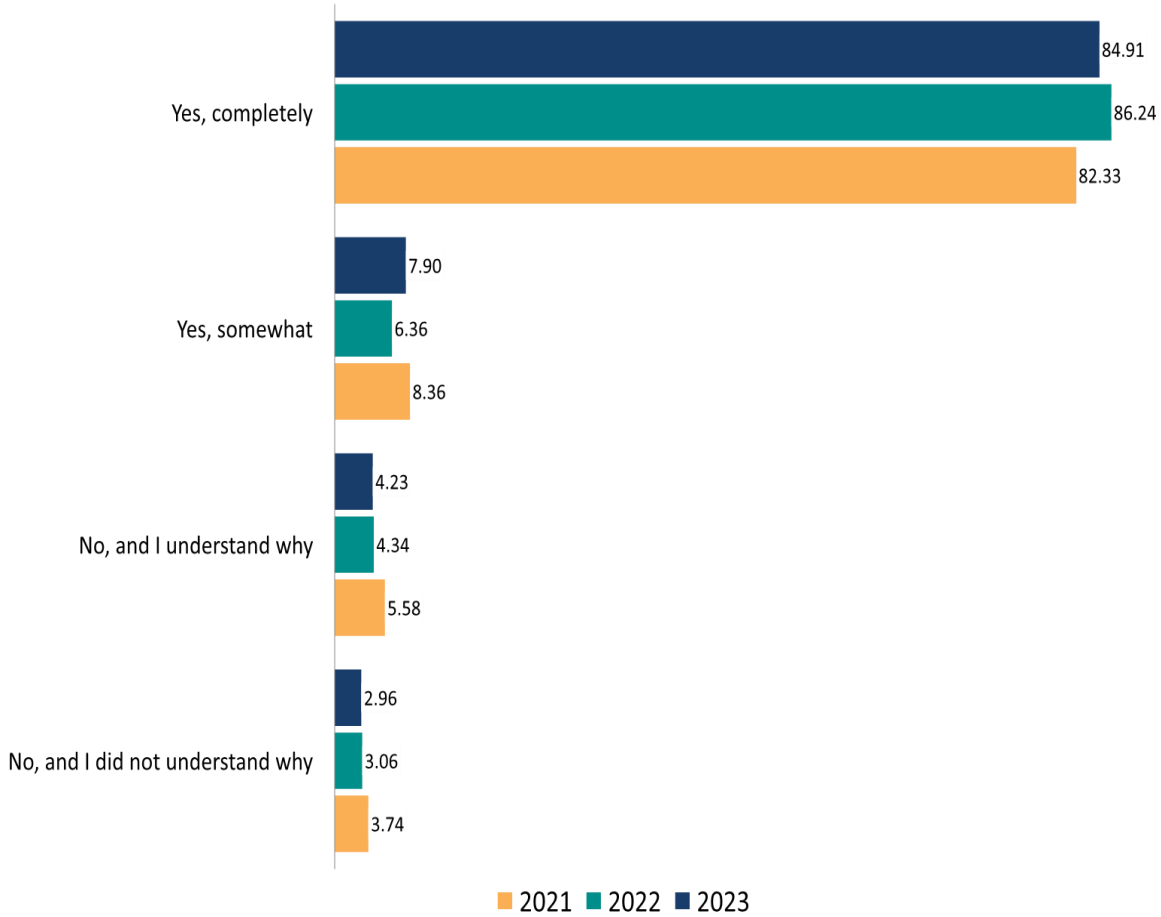
2021: n = 5,473    2022: n = 6,006    2023: n = 4,353

Percent Yes

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

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

#### NEXT OF KIN



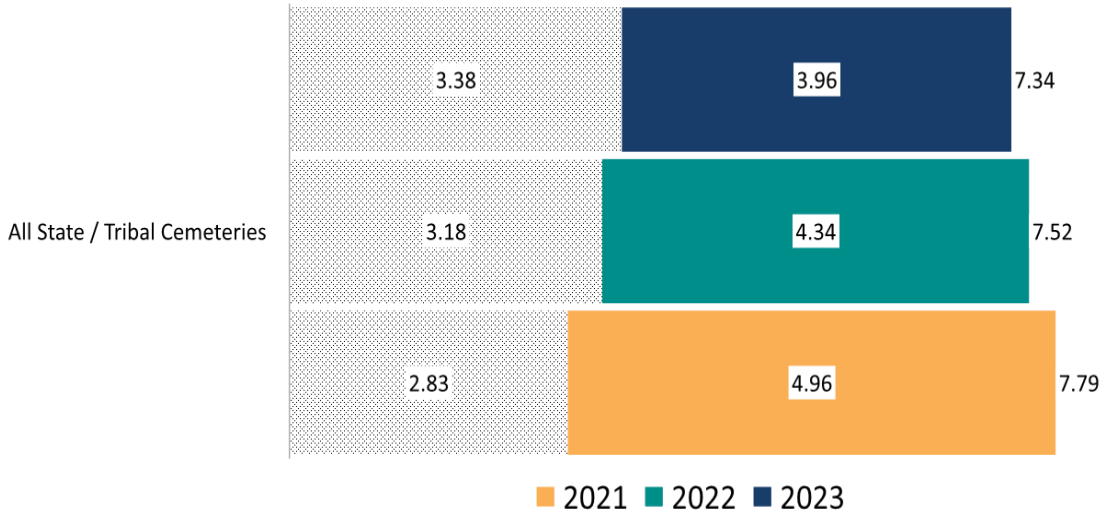
	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
<b>All State / Tribal Cemeteries</b>	2023	1418	84.91%	7.90%	4.23%	2.96%
	2022	2027	86.24%	6.36%	4.34%	3.06%
	2021	1686	82.33%	8.36%	5.58%	3.74%

Note: This question did not apply to respondents who indicated, "No, my family did not have any need or requests." In Question 11 (NoK).

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

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

### NEXT OF KIN

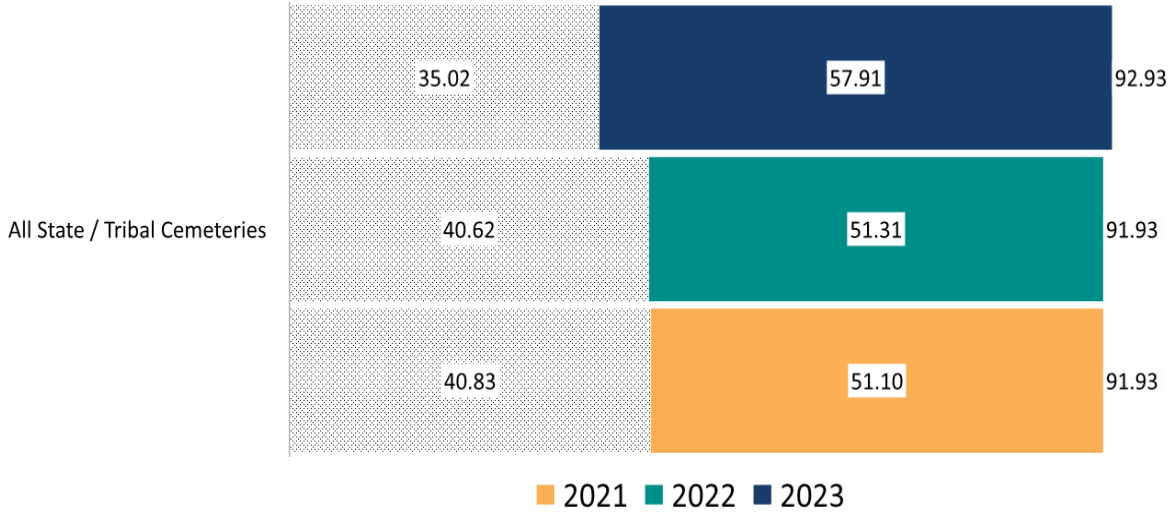


	Year	n	Yes, I viewed it online	*Change Score	Yes, the funeral director provided it	No
<b>All State / Tribal Cemeteries</b>	2023	4348	3.38%	0.20%	3.96%	92.66%
	2022	6013	3.18%	0.35%	4.34%	92.48%
	2021	5503	2.83%	-0.55%	4.96%	92.20%

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

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

**NEXT OF KIN**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	297	57.91%	6.60%	35.02%	6.40%	0.00%	0.67%
	2022	421	51.31%	0.21%	40.62%	8.08%	0.00%	0.00%
	2021	409	51.10%	0.78%	40.83%	8.07%	0.00%	0.00%

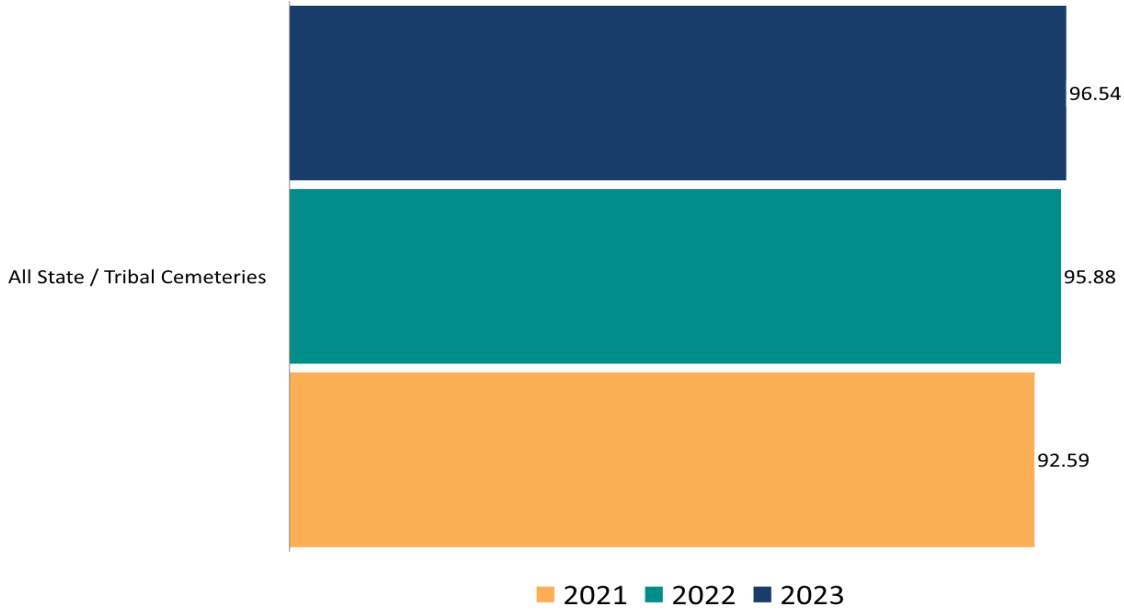
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

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

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

**NEXT OF KIN**



Percent Yes

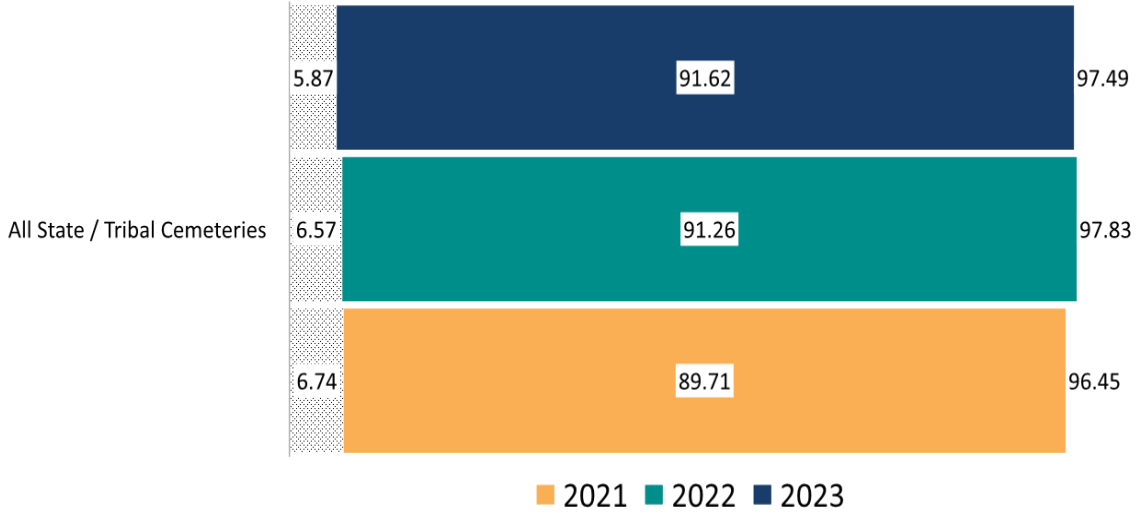
	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2023	289	96.54%	3.46%
	2022	413	95.88%	4.12%
	2021	405	92.59%	7.41%

Note: This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

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

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

### NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	3304	91.62%	0.36%	5.87%	1.21%	0.85%	0.45%
	2022	4610	91.26%	1.55%	6.57%	0.85%	0.89%	0.43%
	2021	3976	89.71%	-1.28%	6.74%	1.69%	1.11%	0.75%

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

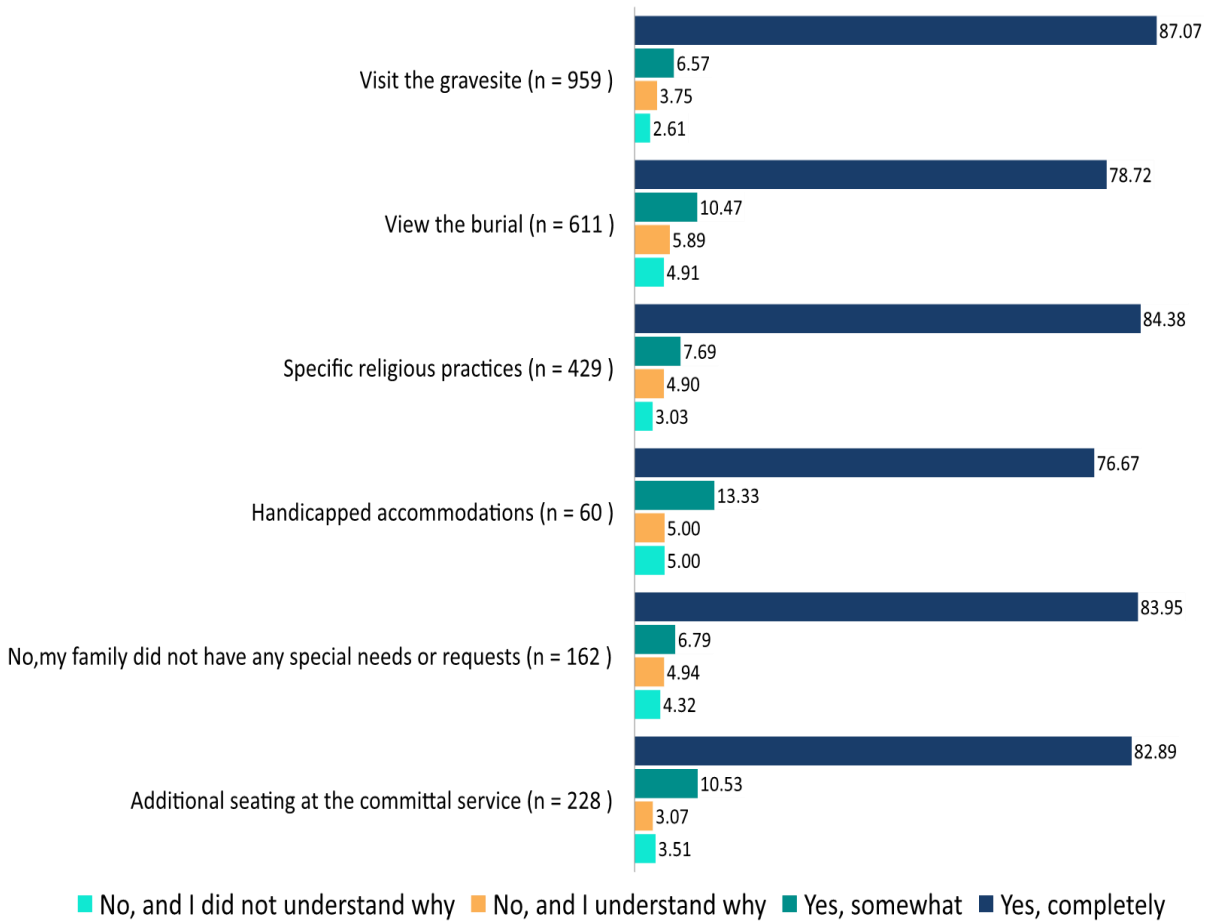
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

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

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

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



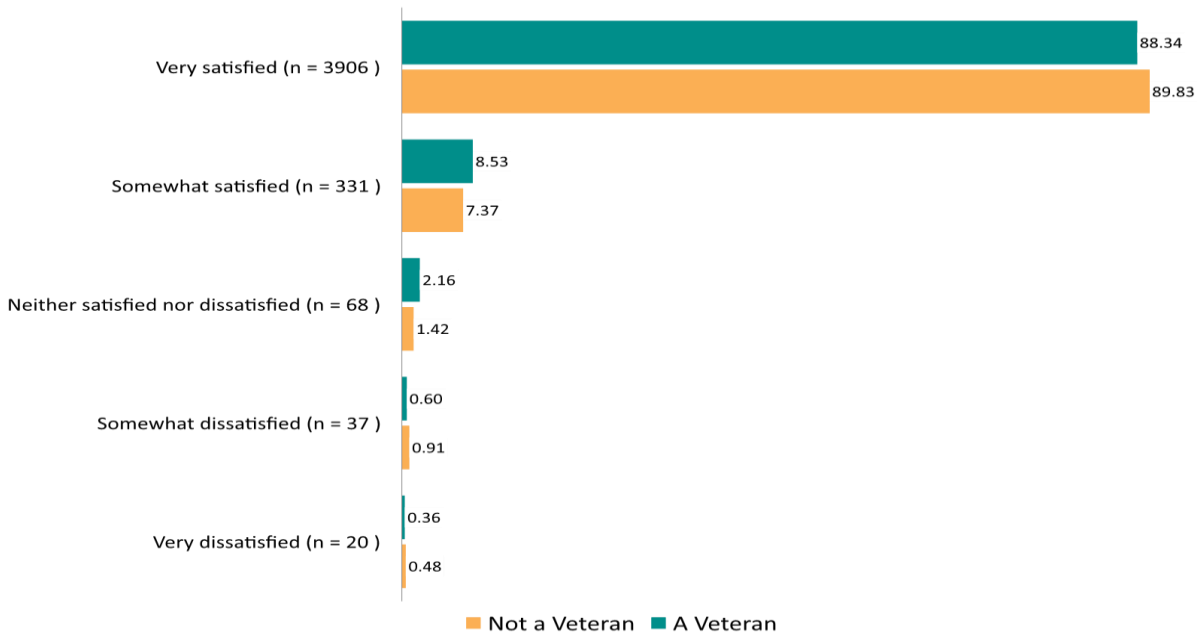
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

#### Satisfaction with the quality of the committal service at the State or Tribal Veteran Cemetery by Veteran status.

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

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





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

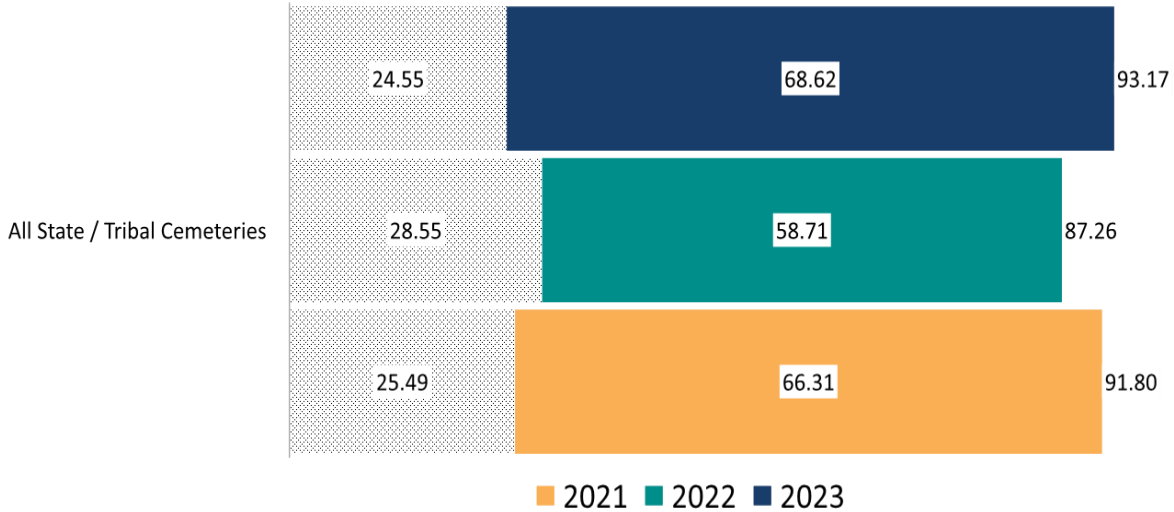
### SECTION DESCRIPTION

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

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

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

### FUNERAL DIRECTORS



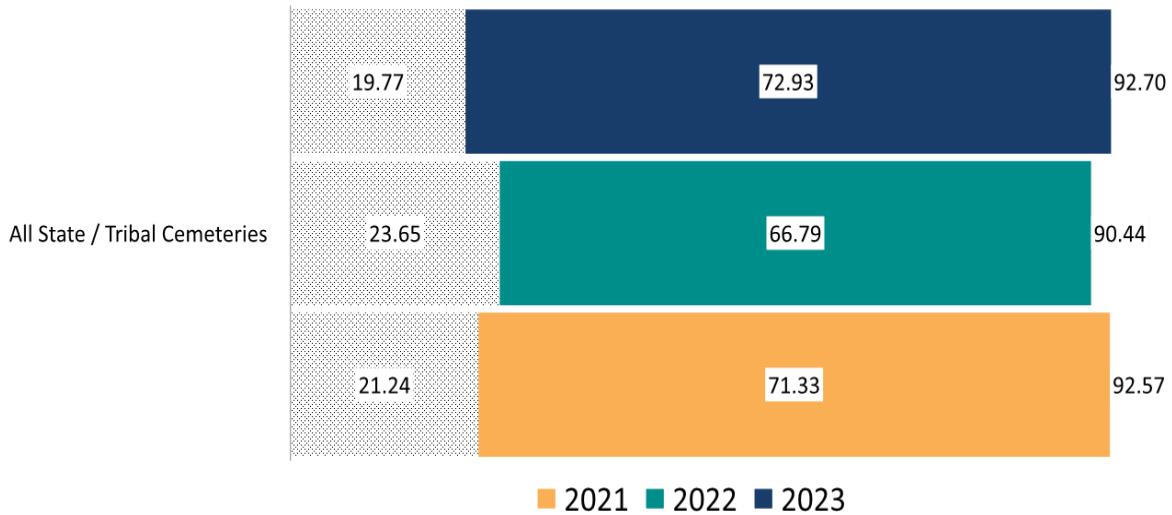
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal Cemeteries	2023	615	68.62%	9.91%	24.55%	4.39%	1.63%	0.81%
	2022	557	58.71%	-7.60%	28.55%	9.69%	2.33%	0.72%
	2021	561	66.31%	-3.83%	25.49%	4.81%	2.67%	0.71%

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

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

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

### FUNERAL DIRECTORS



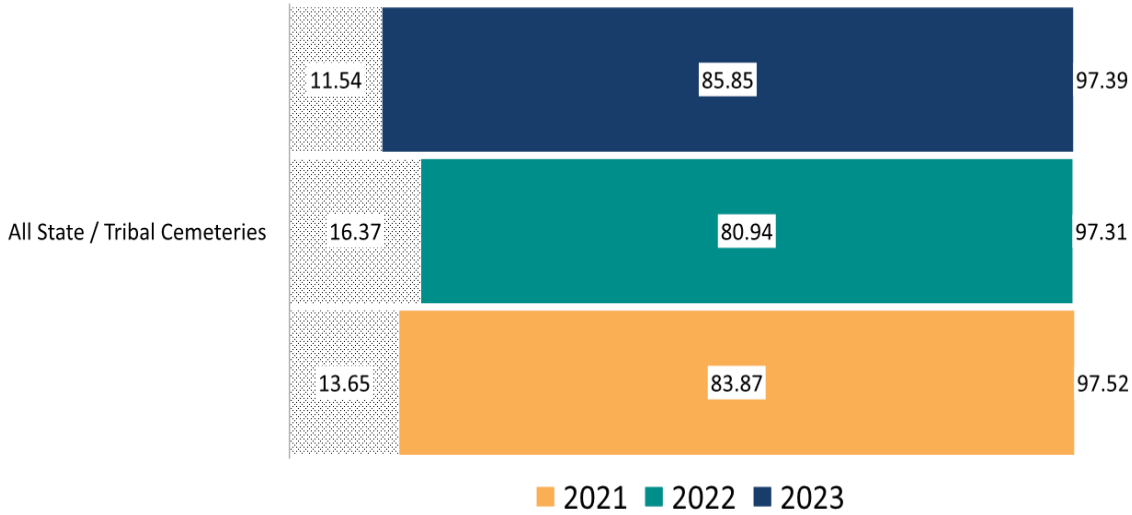
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	617	72.93%	6.14%	19.77%	5.35%	1.13%	0.81%
	2022	554	66.79%	-4.54%	23.65%	7.22%	1.99%	0.36%
	2021	565	71.33%	-2.03%	21.24%	5.84%	1.59%	0.00%

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

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

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

### FUNERAL DIRECTORS



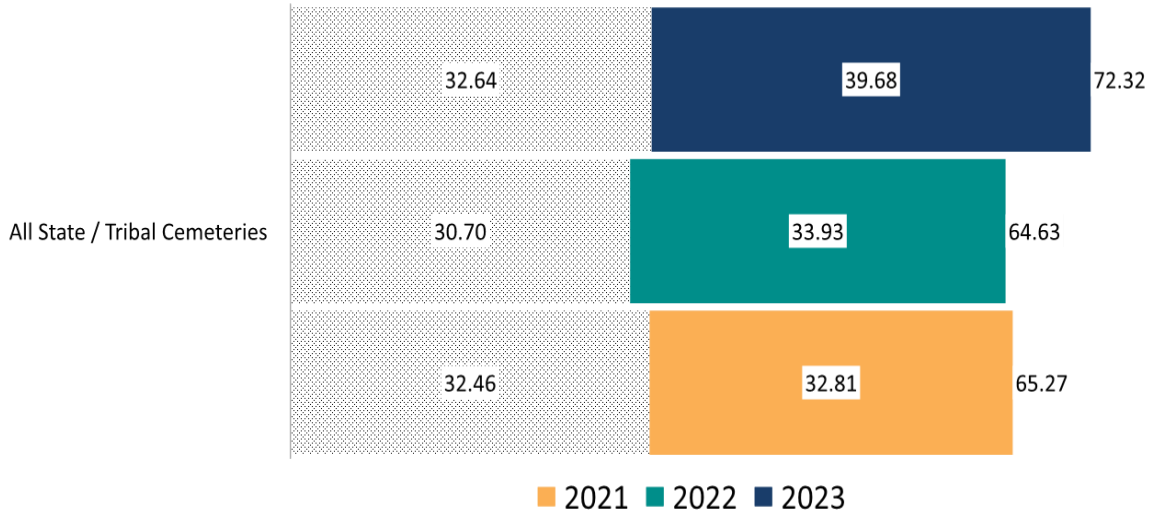
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
<b>All State / Tribal Cemeteries</b>	2023	615	85.85%	4.91%	11.54%	1.63%	0.98%
	2022	556	80.94%	-2.93%	16.37%	1.26%	1.44%
	2021	564	83.87%	-1.62%	13.65%	1.77%	0.71%

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

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

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

### FUNERAL DIRECTORS



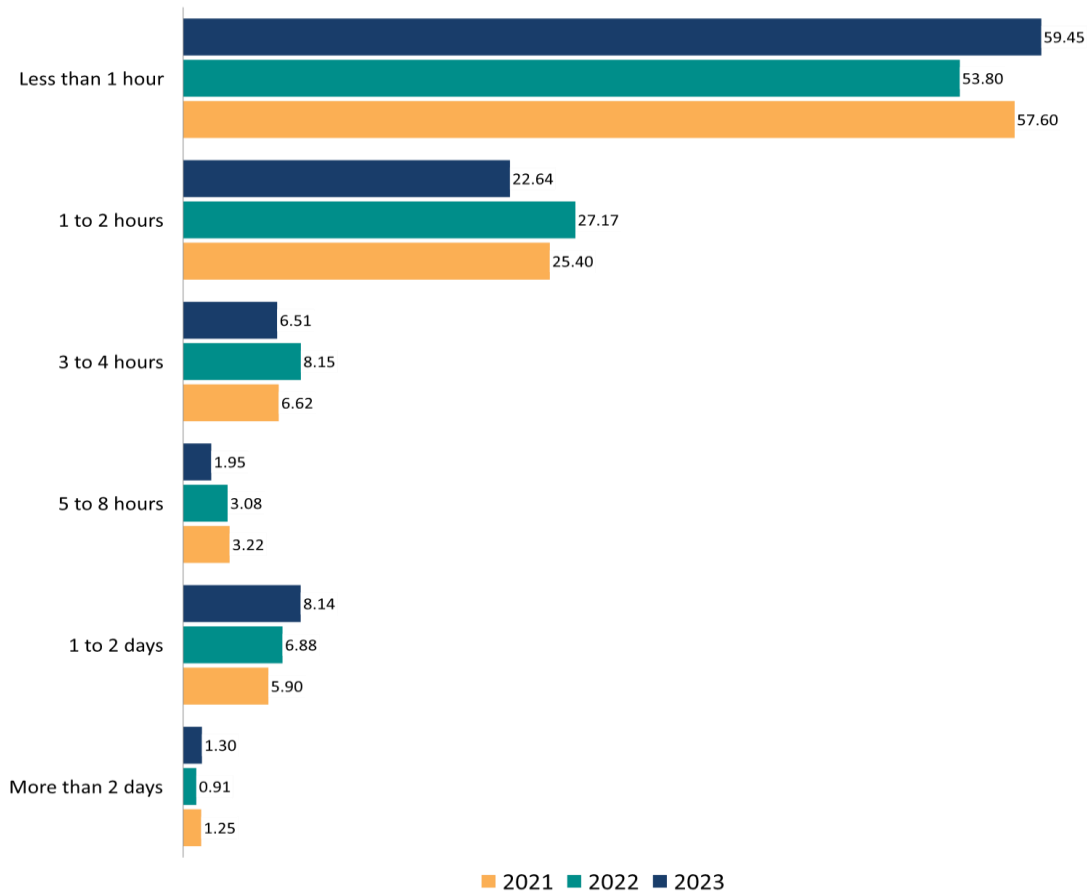
	Year	n	Superior to private cemeteries	*Change Score	Better than private cemeteries	About the same	Worse than private cemeteries	Much worse than private cemeteries
All State / Tribal Cemeteries	2023	625	39.68%	5.75%	32.64%	24.32%	1.92%	0.64%
	2022	557	33.93%	1.12%	30.70%	30.34%	1.97%	0.72%
	2021	570	32.81%	-2.30%	32.46%	31.58%	1.58%	0.53%

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

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

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

### FUNERAL DIRECTORS



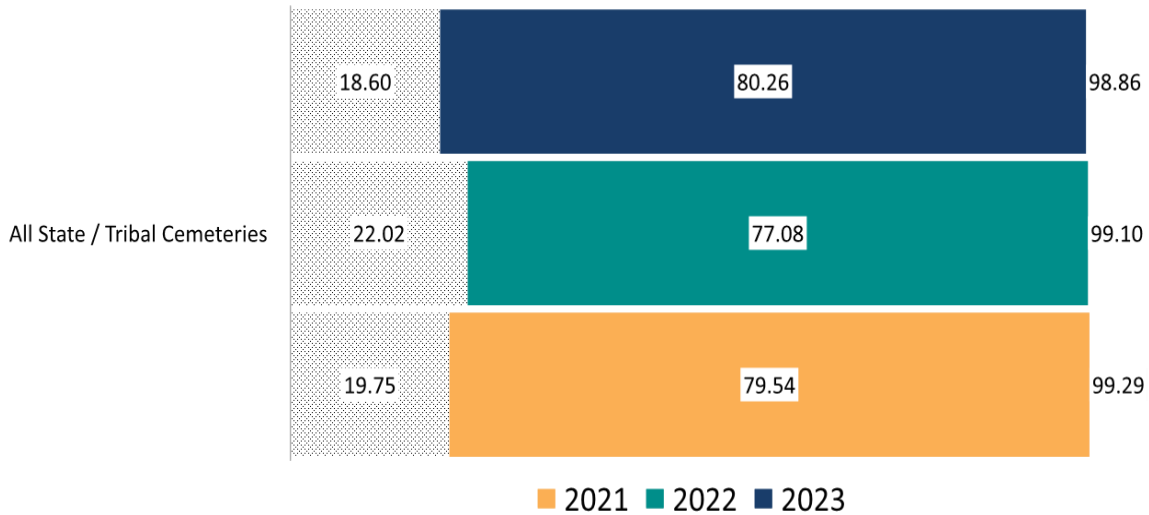
	Year	n	Less than 1 hour	*Change Score	1 to 2 hours
All State / Tribal Cemeteries	2023	614	59.45%	5.65%	22.64%
	2022	552	53.80%	-3.80%	27.17%
	2021	559	57.60%	1.50%	25.40%

2021: n = 559 2022: n = 552 2023: n = 614

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

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

### FUNERAL DIRECTORS



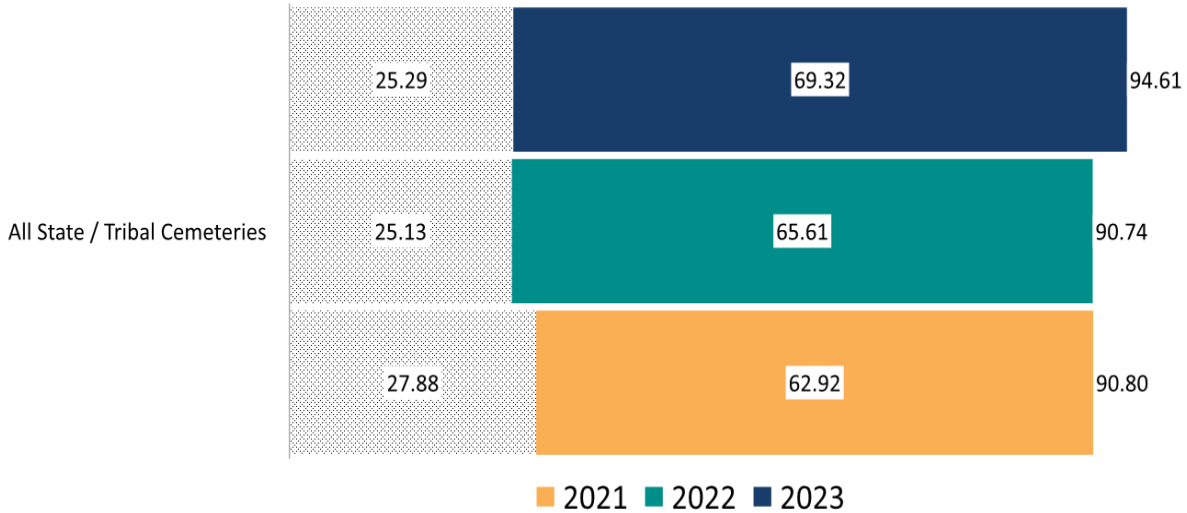
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2023	613	80.26%	3.18%	18.60%	1.14%	0.00%
	2022	554	77.08%	-2.46%	22.02%	0.36%	0.54%
	2021	562	79.54%	-1.19%	19.75%	0.53%	0.18%

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

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

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

### FUNERAL DIRECTORS



	Year	n	Very successful	*Change Score	Somewhat successful	Neither successful nor unsuccessful	Somewhat unsuccessful	Very unsuccessful
<b>All State / Tribal Cemeteries</b>	2023	427	69.32%	3.71%	25.29%	3.28%	1.17%	0.94%
	2022	378	65.61%	2.69%	25.13%	6.35%	1.85%	1.06%
	2021	391	62.92%	-3.75%	27.88%	6.39%	1.53%	1.28%

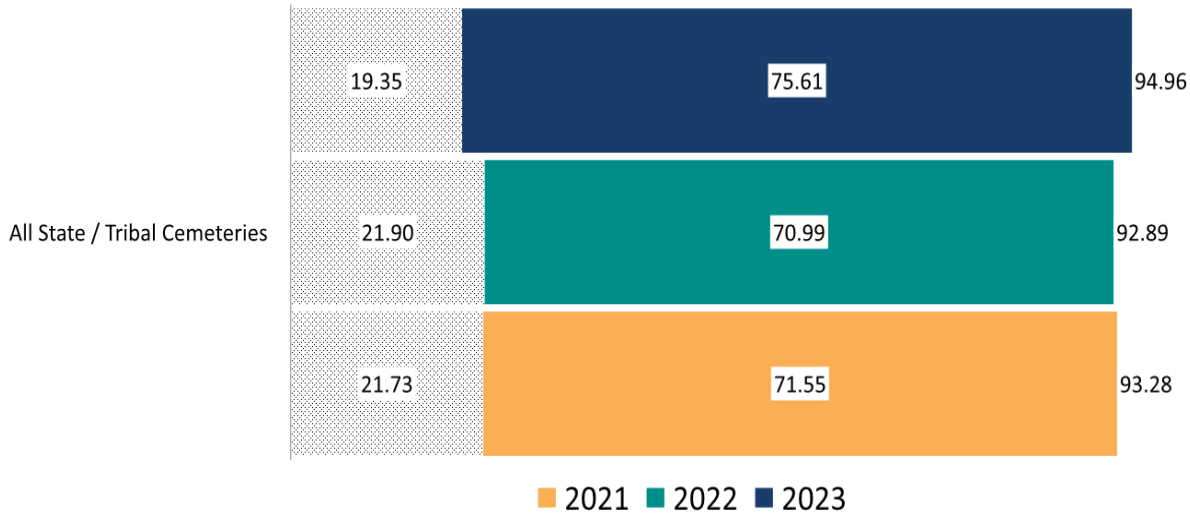
\*The change scores represent the difference between the "Very successful" categories for the row year and the previous year.



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

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

#### FUNERAL DIRECTORS



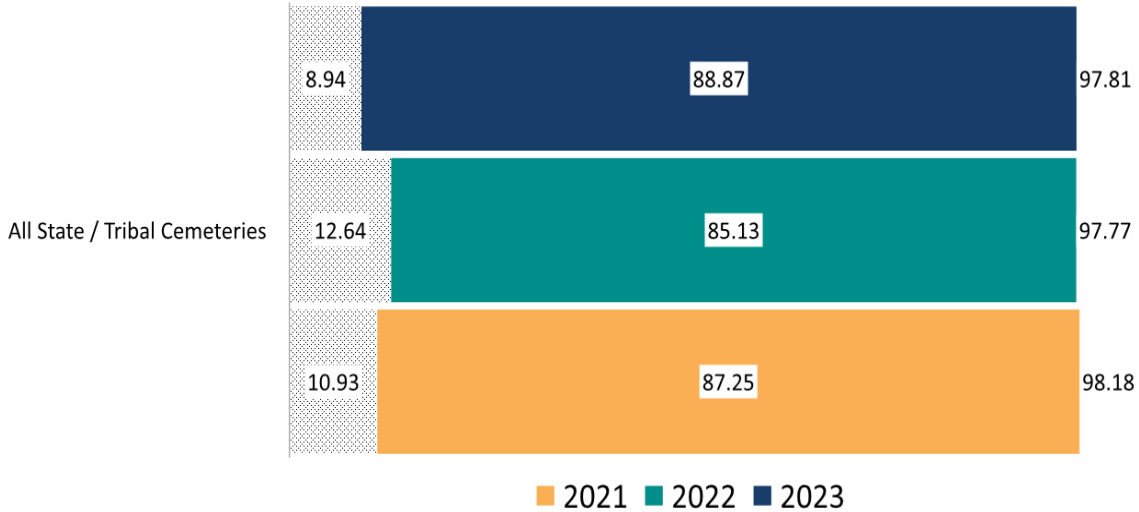
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal Cemeteries	2023	615	75.61%	4.62%	19.35%	3.74%	0.81%	0.49%
	2022	548	70.99%	-0.56%	21.90%	5.66%	1.28%	0.18%
	2021	566	71.55%	-1.52%	21.73%	4.95%	1.59%	0.18%

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

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

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

### FUNERAL DIRECTORS



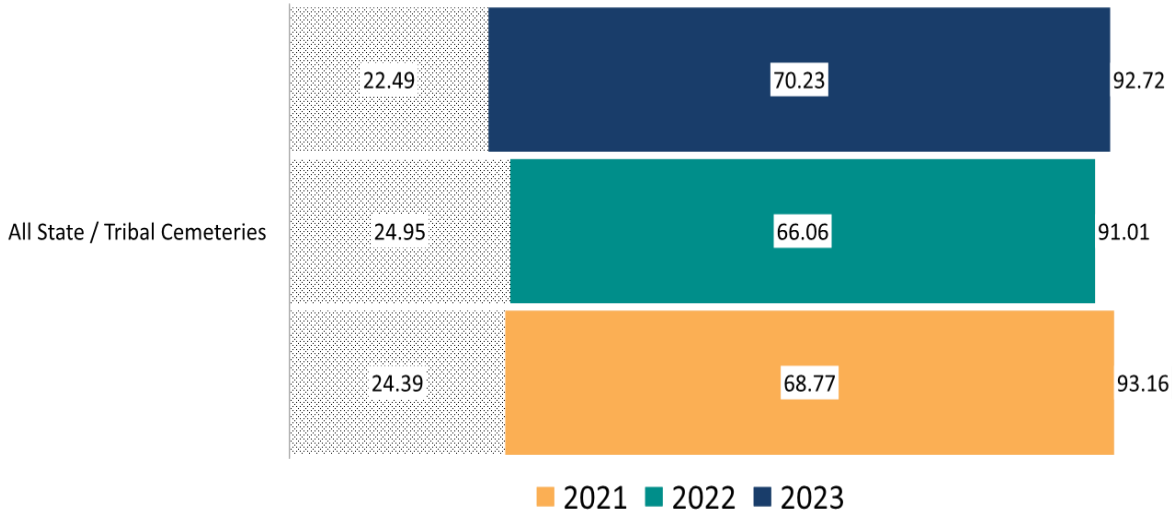
	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither acceptable nor unacceptable	Somewhat unacceptable	Very unacceptable
All State / Tribal Cemeteries	2023	593	88.87%	3.74%	8.94%	1.69%	0.51%	0.00%
	2022	538	85.13%	-2.12%	12.64%	2.23%	0.00%	0.00%
	2021	549	87.25%	2.73%	10.93%	1.46%	0.36%	0.00%

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

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

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

### FUNERAL DIRECTORS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	618	70.23%	4.17%	22.49%	4.37%	2.10%	0.81%
	2022	545	66.06%	-2.71%	24.95%	5.32%	2.75%	0.92%
	2021	570	68.77%	6.88%	24.39%	3.86%	1.40%	1.58%

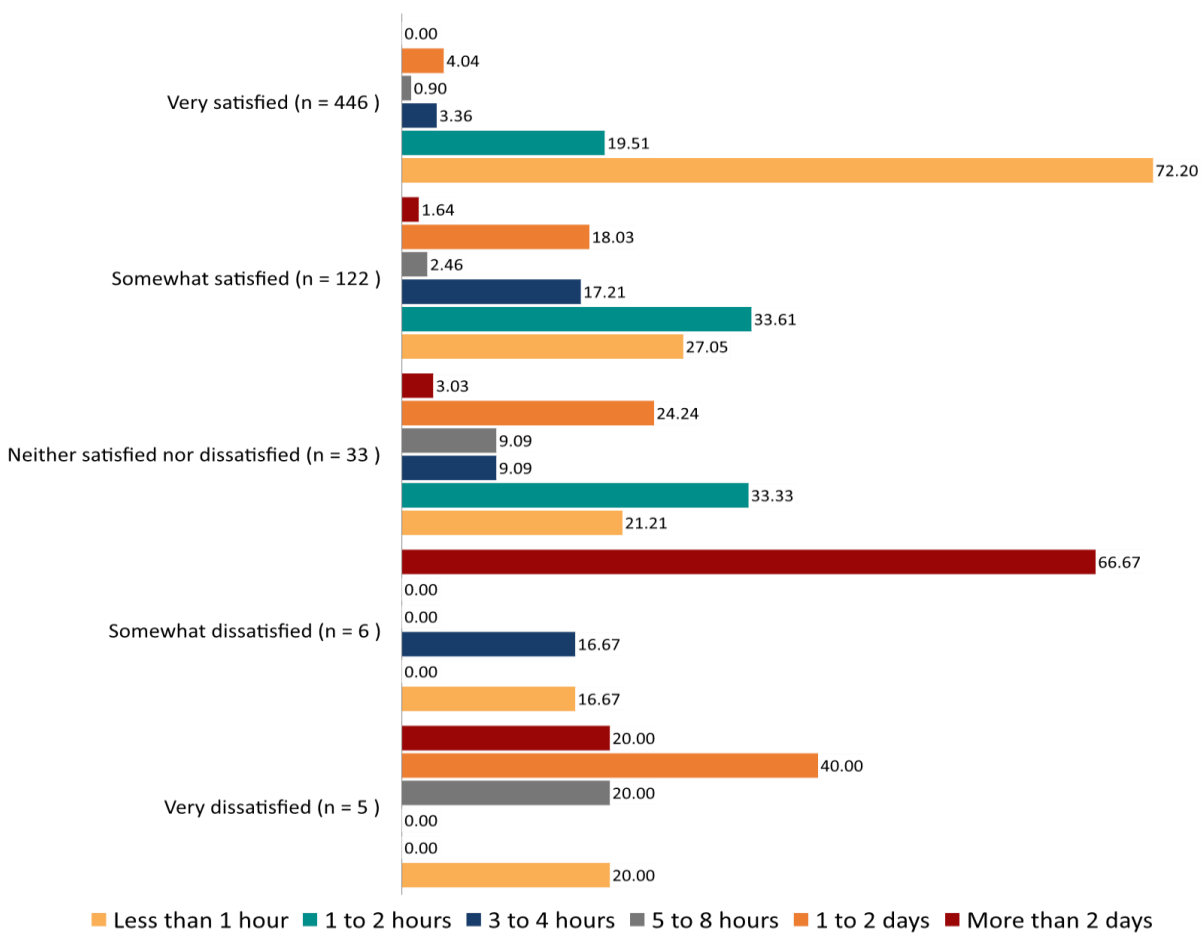
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

## ELEMENT OF COMPARISON

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

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

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

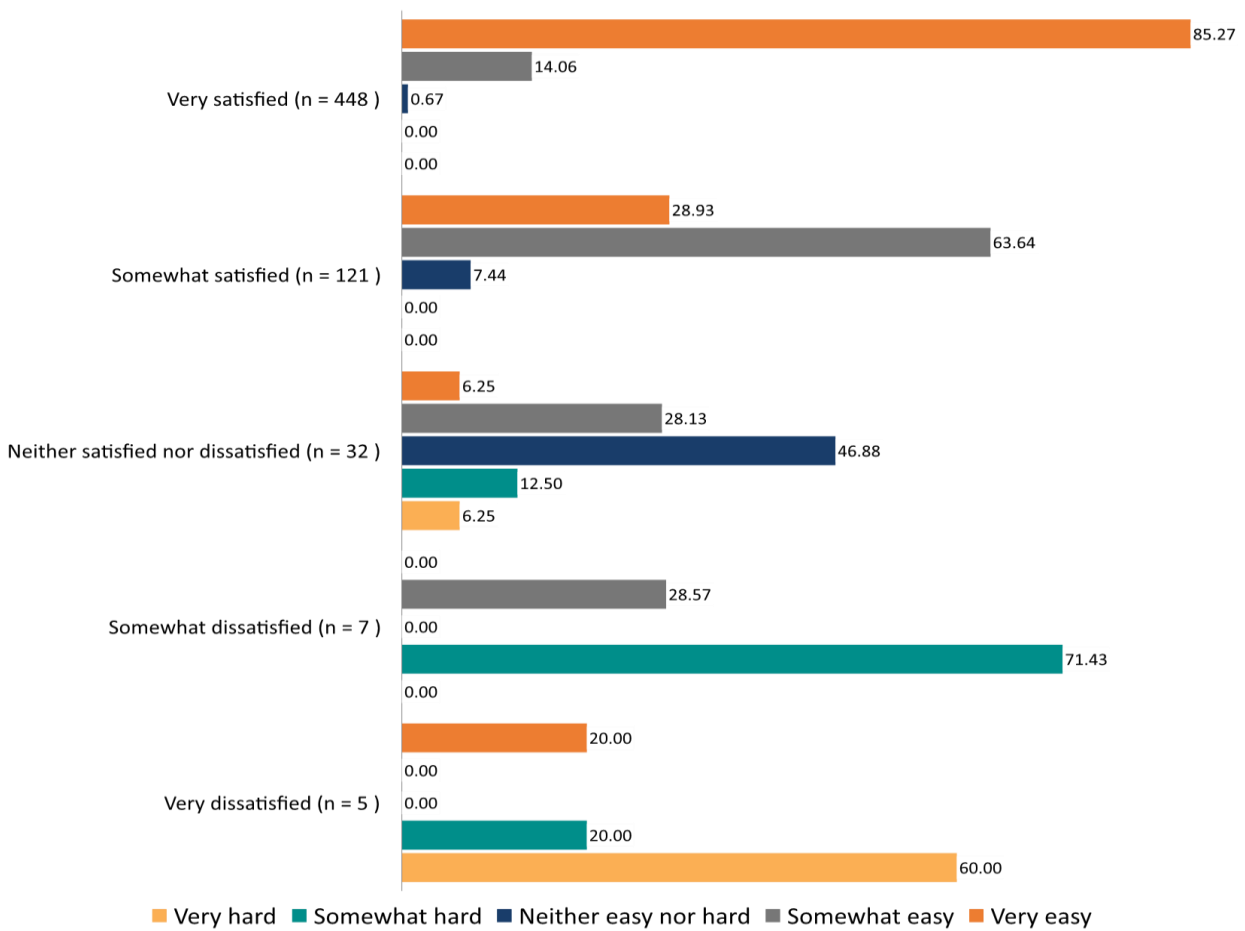


**ELEMENT OF COMPARISON**

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

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

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



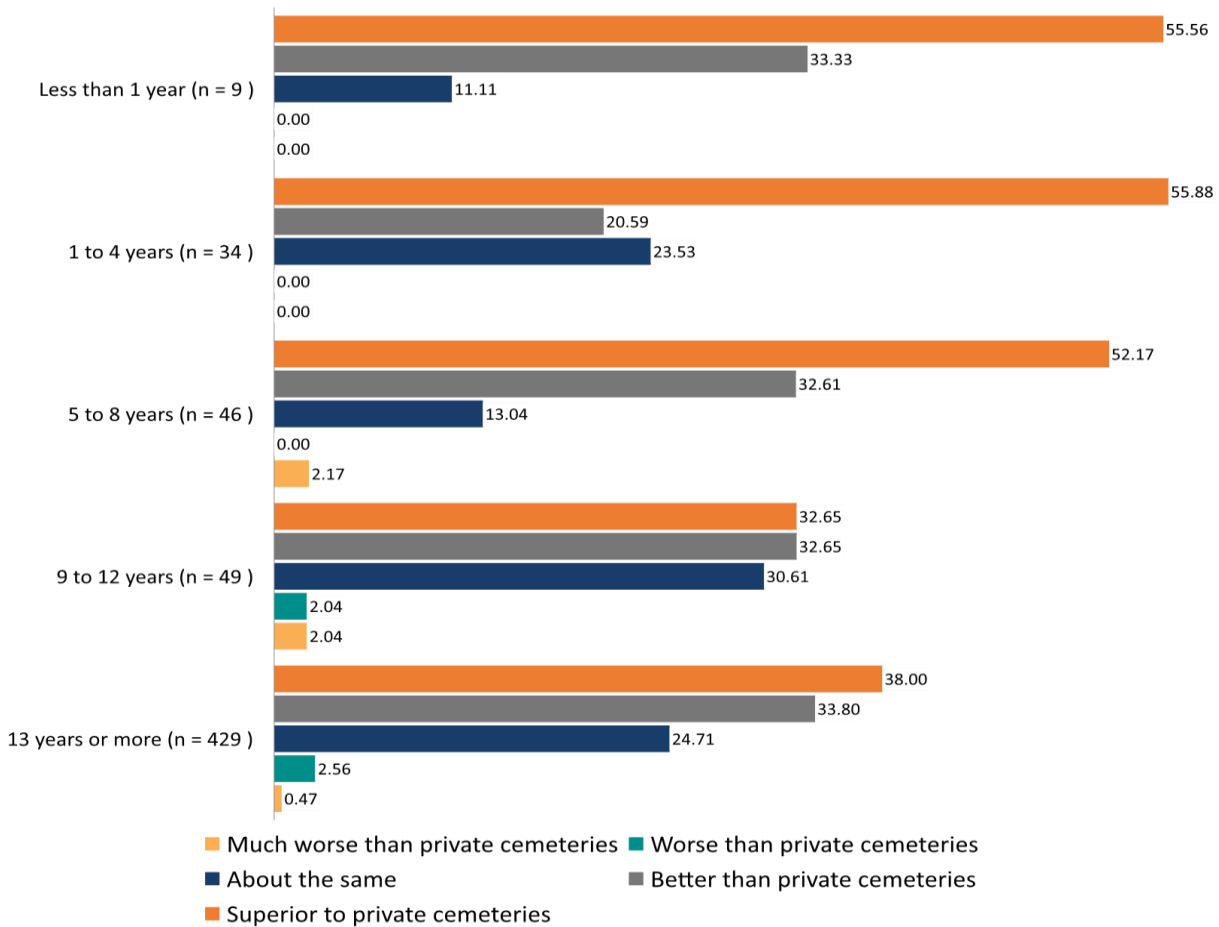
# Satisfaction with Committal Service Scheduling Support: Funeral Directors

## ELEMENT OF COMPARISON

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

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

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



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

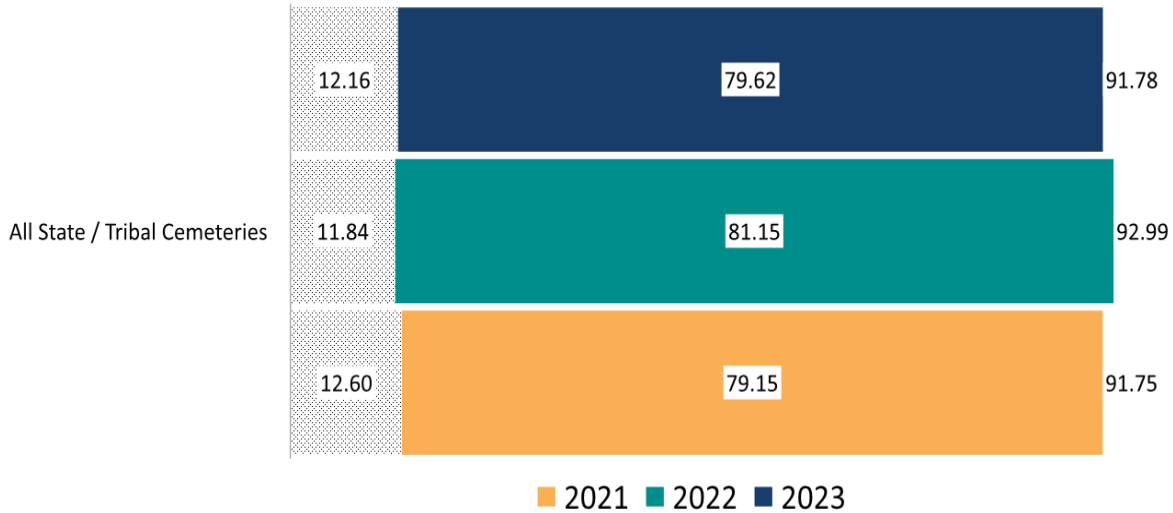
### SECTION DESCRIPTION

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

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

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

### NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2023	7227	79.62%	-1.53%	12.16%	5.20%	2.20%	0.82%
	2022	7696	81.15%	2.00%	11.84%	4.70%	1.57%	0.74%
	2021	6788	79.15%	-0.03%	12.60%	5.29%	1.99%	0.97%

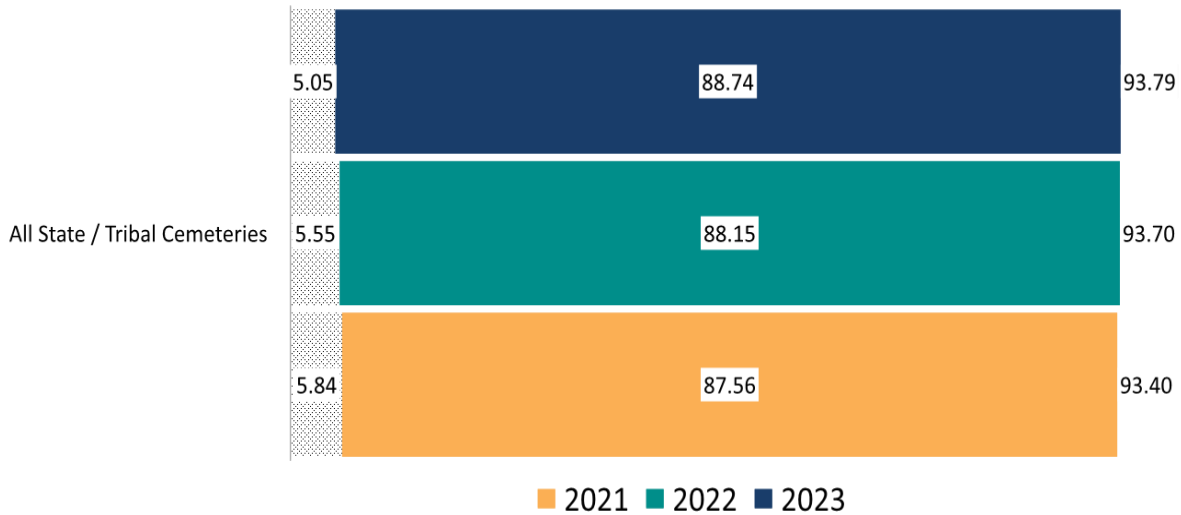
\*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.



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

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

### NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2023	6890	88.74%	0.59%	5.05%	5.01%	0.78%	0.42%
	2022	7356	88.15%	0.59%	5.55%	4.79%	0.98%	0.54%
	2021	6511	87.56%	-2.11%	5.84%	4.87%	1.12%	0.61%

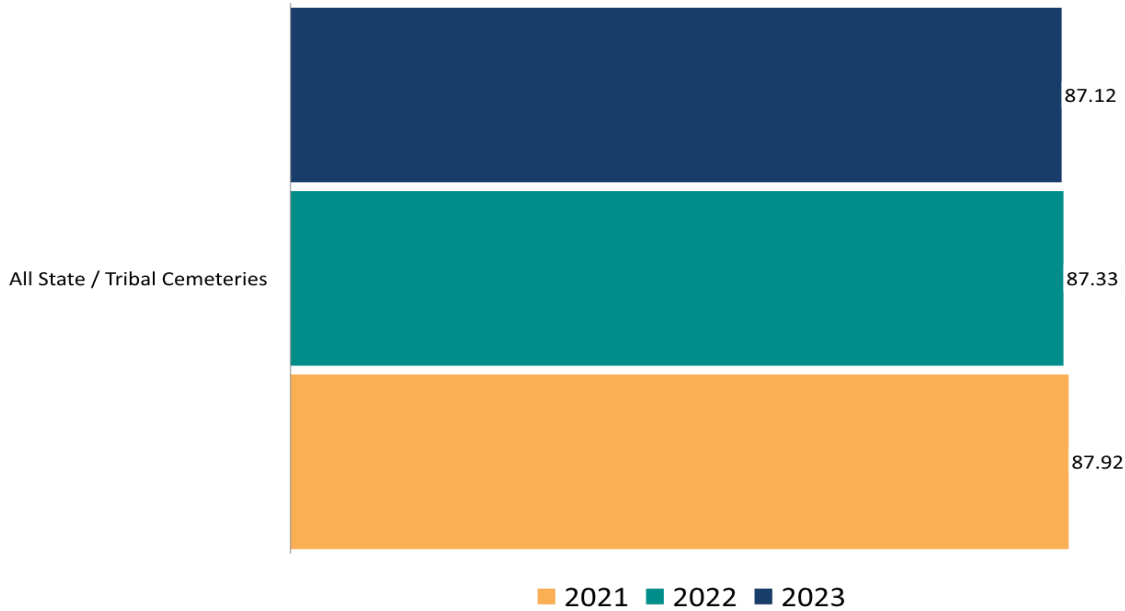
\*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: This question did not apply to respondents who indicated, "Don't know/the marker or headstone has not yet arrived" in Question 21 (NoK).

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

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

### NEXT OF KIN



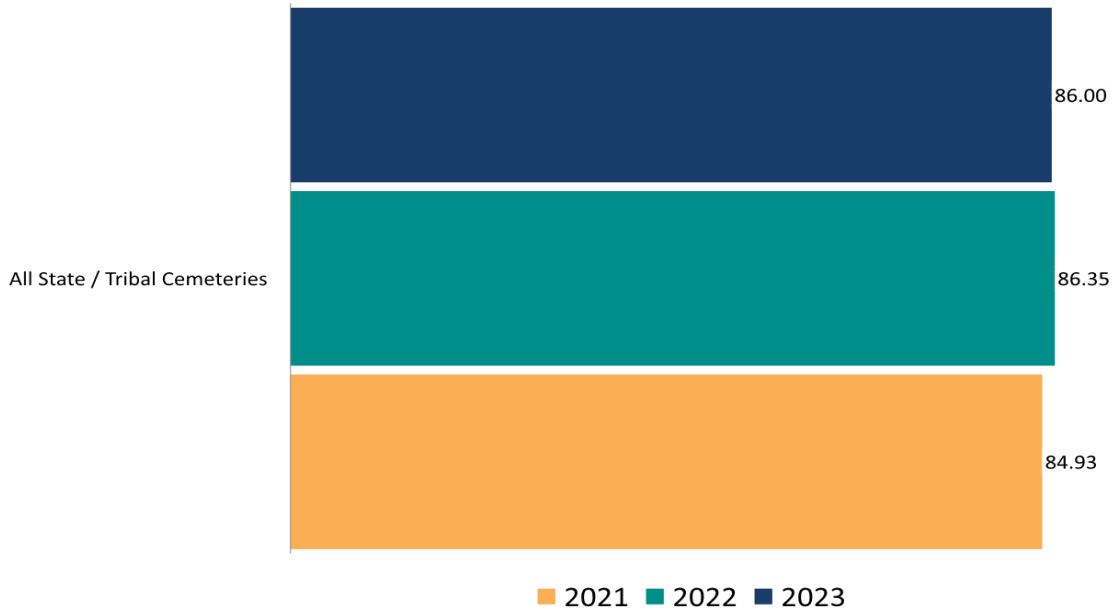
	Year	n	Yes	No	Don't know
<b>All State / Tribal Cemeteries</b>	2023	7041	87.12%	3.96%	8.92%
	2022	7537	87.33%	3.72%	8.96%
	2021	6666	87.92%	3.78%	8.30%

Note: This question did not apply to respondents who indicated, "Don't know/the marker or headstone has not yet arrived" in Question 21 (NoK).

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

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

### NEXT OF KIN



Percent Yes

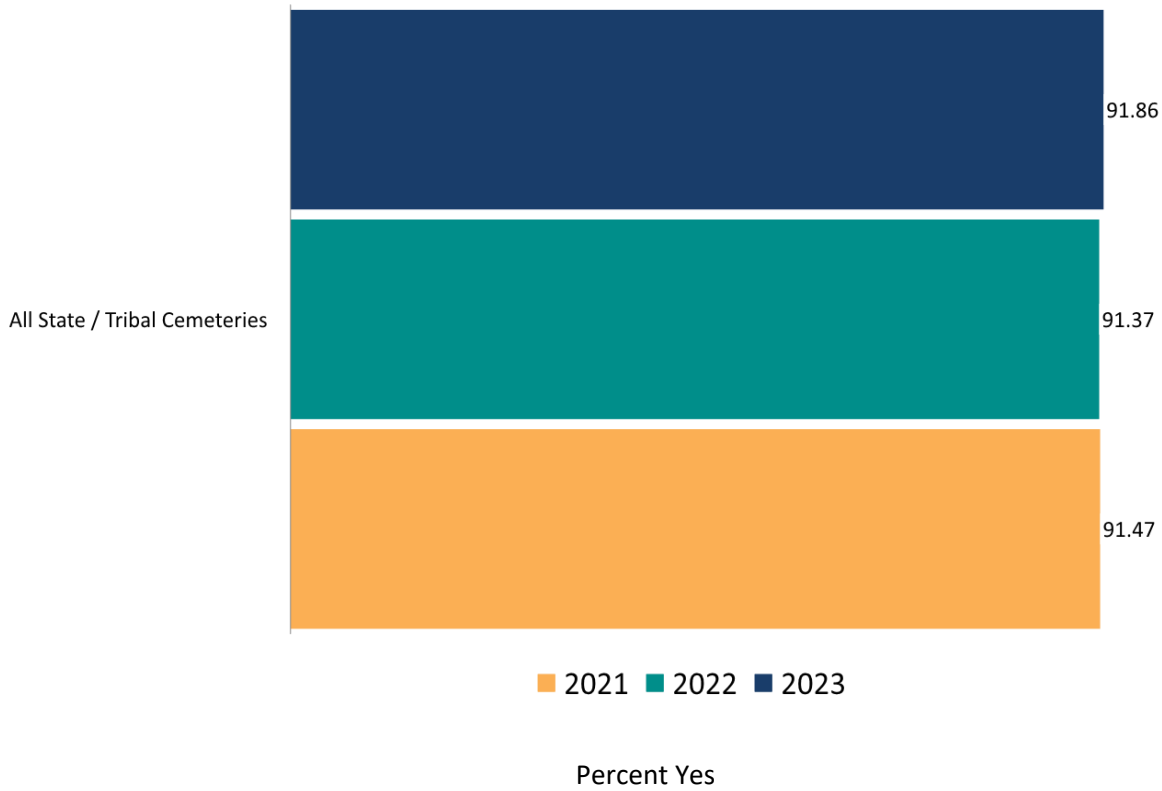
	Year	n	Yes	No	Don't know
All State / Tribal Cemeteries	2023	7687	86.00%	7.25%	6.75%
	2022	8217	86.35%	7.02%	6.63%
	2021	7188	84.93%	7.79%	7.28%

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

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

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

### NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2023	7591	91.86%	8.14%
	2022	8131	91.37%	8.63%
	2021	7080	91.47%	8.53%

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## Satisfaction with Cemetery Appearance and Visitor Accommodations

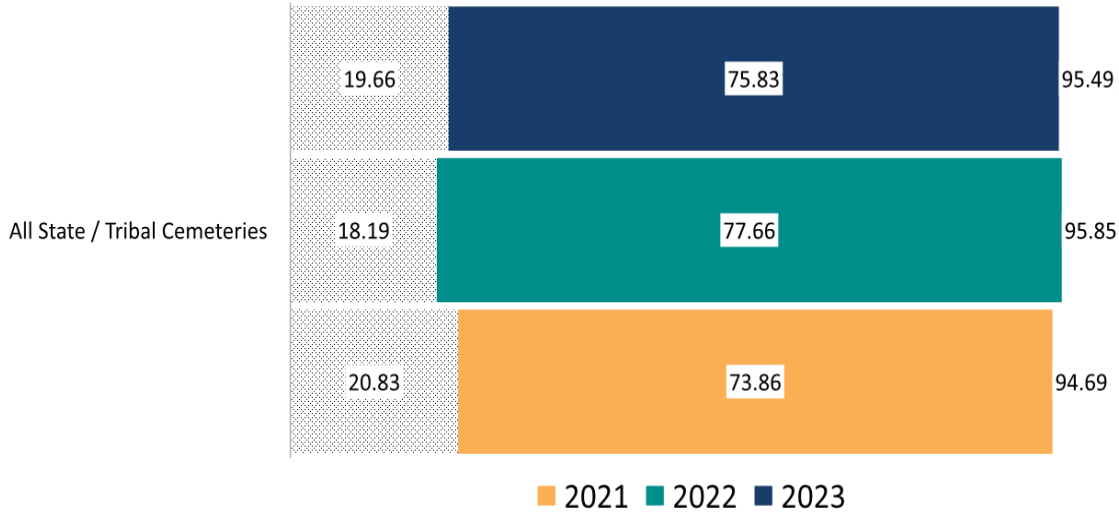
### SECTION DESCRIPTION

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

## Satisfaction with Cemetery Appearance and Visitor Accommodations

### Question 36: The appearance of my loved one's gravesite/columbaria is excellent.

#### NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	7308	75.83%	-1.83%	19.66%	3.24%	1.00%	0.26%
	2022	7801	77.66%	3.80%	18.19%	2.92%	0.77%	0.46%
	2021	6784	73.86%	-1.74%	20.83%	3.67%	1.21%	0.43%

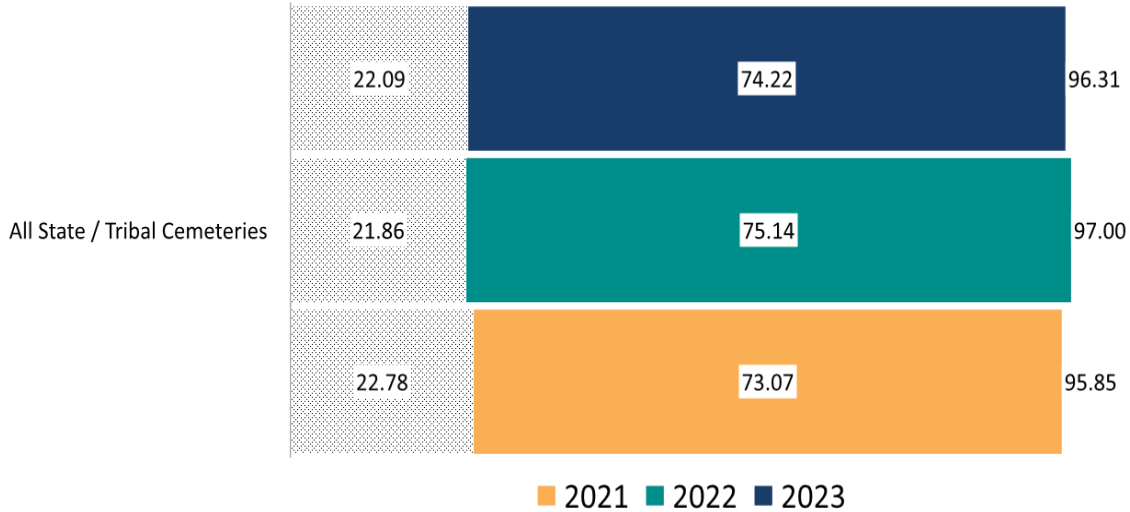
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

### ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	7828	74.22%	-0.92%	22.09%	3.00%	0.54%	0.15%
	2022	8239	75.14%	2.07%	21.86%	2.40%	0.38%	0.22%
	2021	7264	73.07%	-1.18%	22.78%	3.32%	0.52%	0.30%

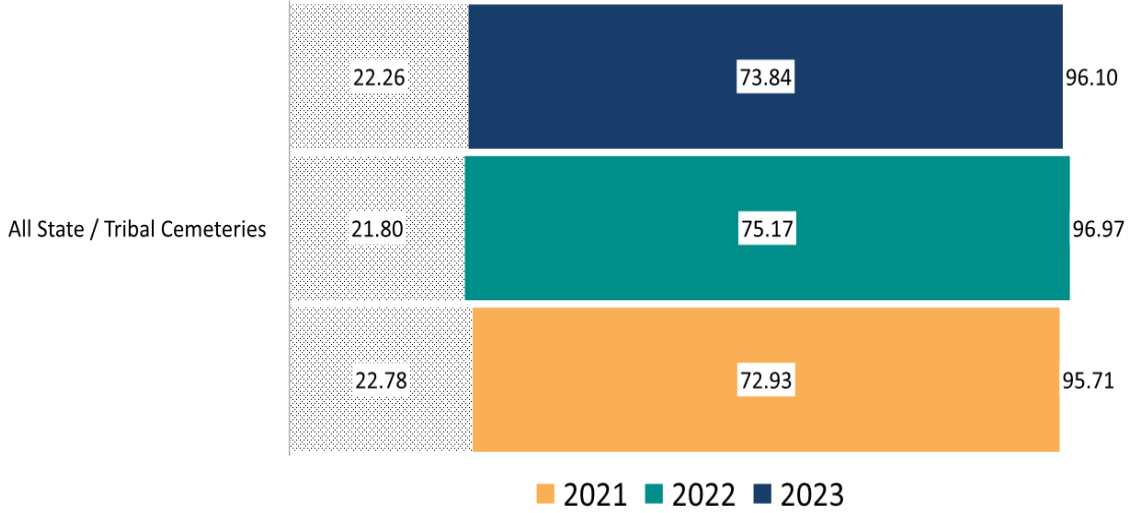
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

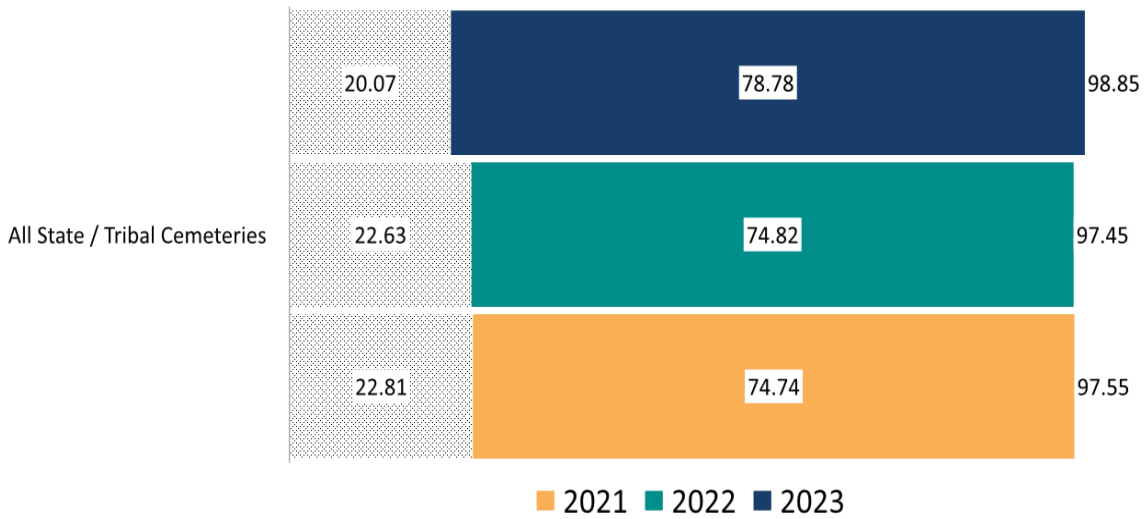
## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

### NEXT OF KIN



### FUNERAL DIRECTORS

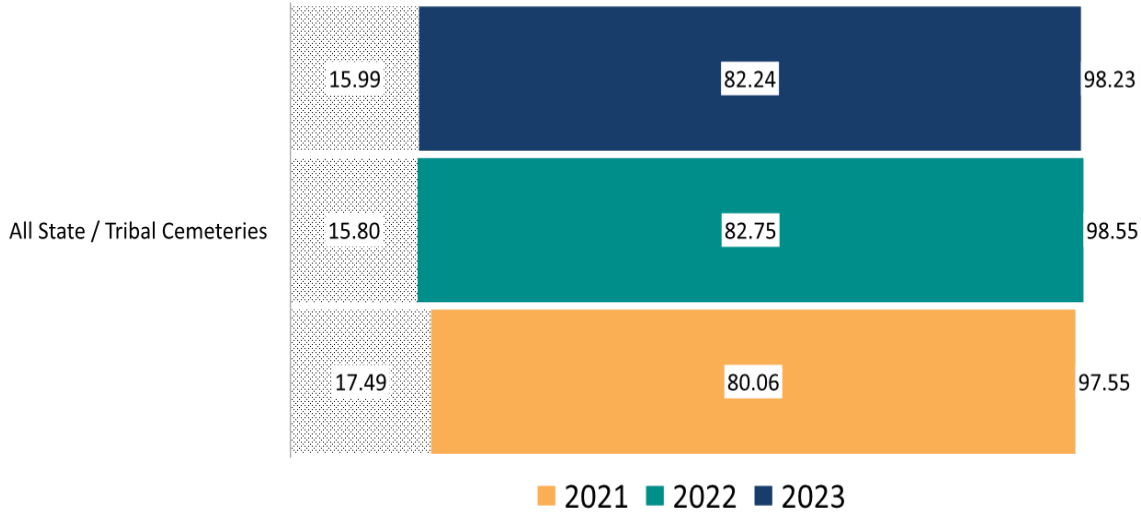




## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: The committal shelter used for the service was private, clean, and free of safety hazards.

### ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	4696	82.24%	-0.51%	15.99%	1.41%	0.17%	0.19%
	2022	6163	82.75%	2.69%	15.80%	1.17%	0.13%	0.15%
	2021	5381	80.06%	-2.26%	17.49%	1.93%	0.33%	0.19%

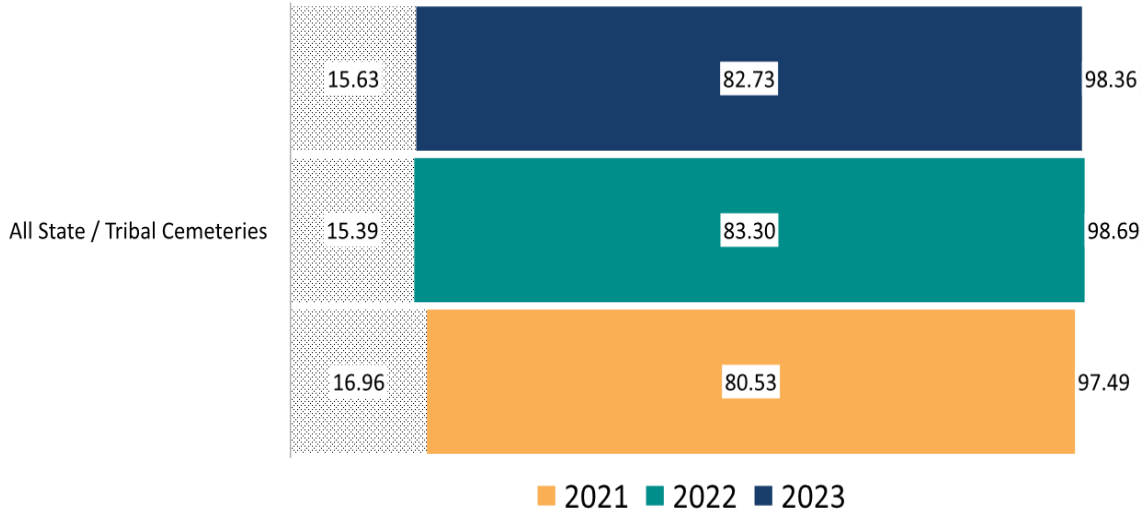
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

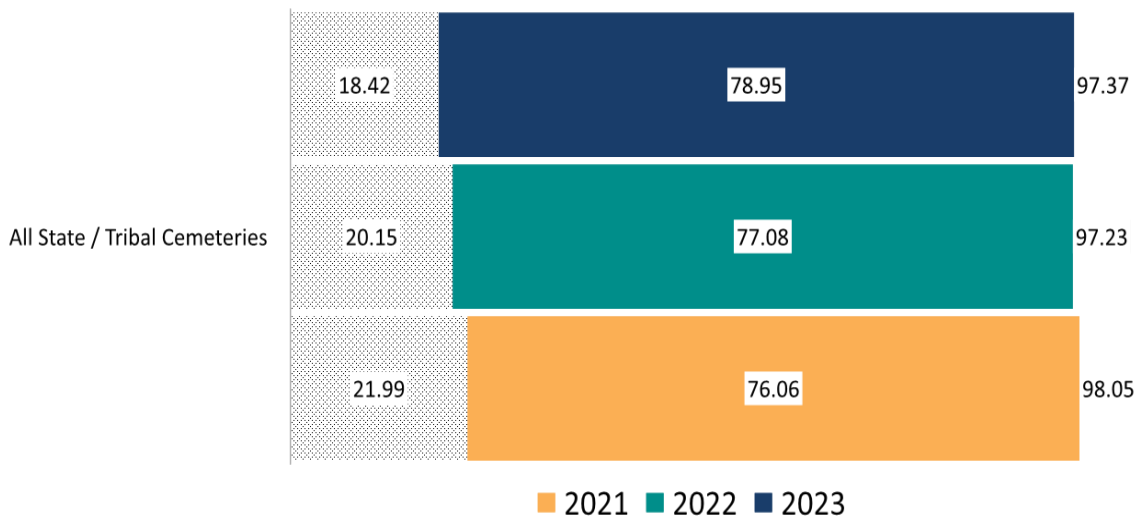
## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: The committal shelter used for the service was private, clean, and free of safety hazards.

### NEXT OF KIN



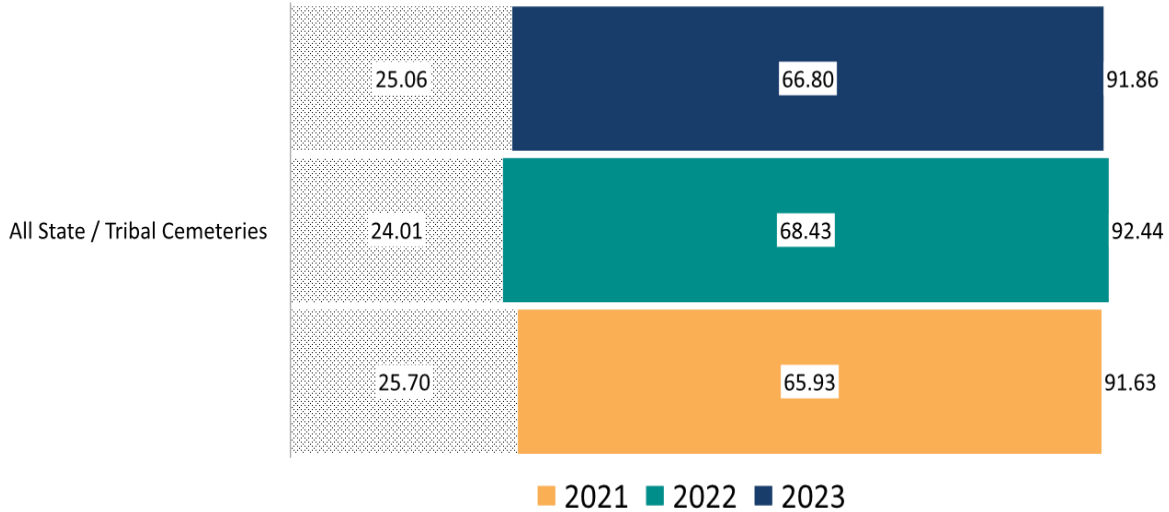
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist the visitors.

### ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	8046	66.80%	-1.63%	25.06%	5.65%	1.98%	0.51%
	2022	8514	68.43%	2.50%	24.01%	5.16%	2.09%	0.32%
	2021	7440	65.93%	8.45%	25.70%	5.59%	2.34%	0.44%

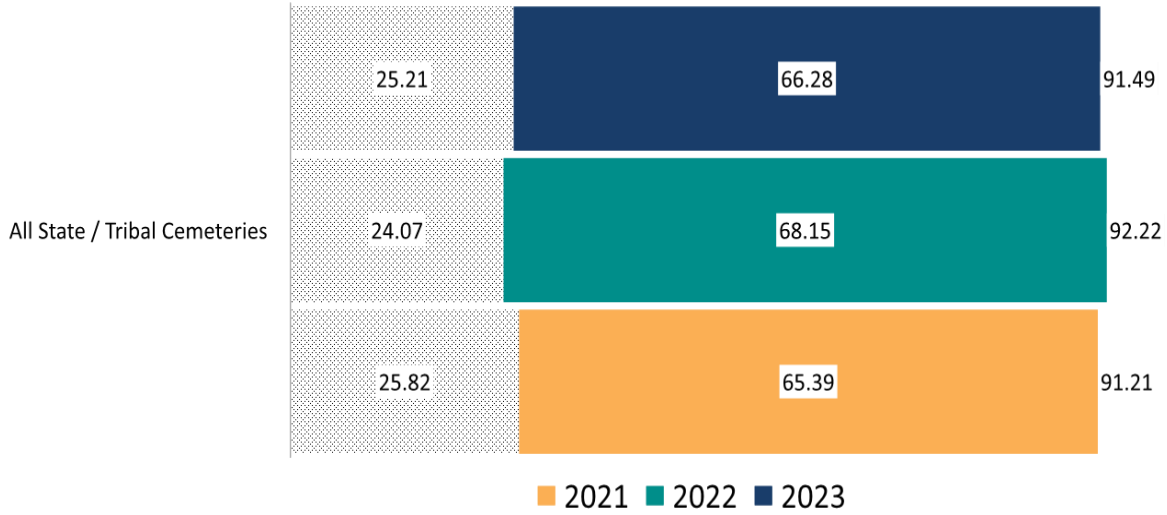
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

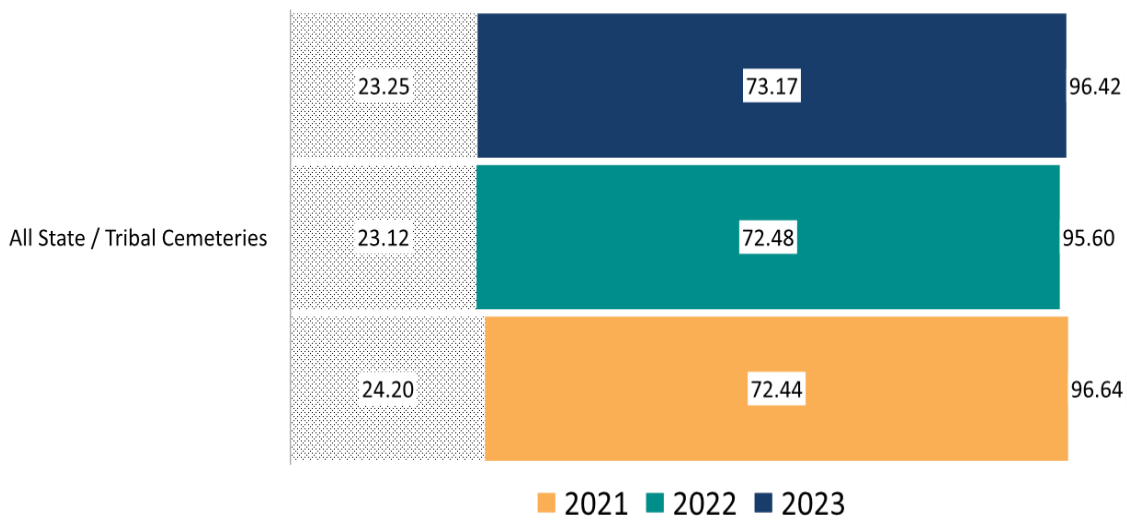
## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist the visitors.

### NEXT OF KIN



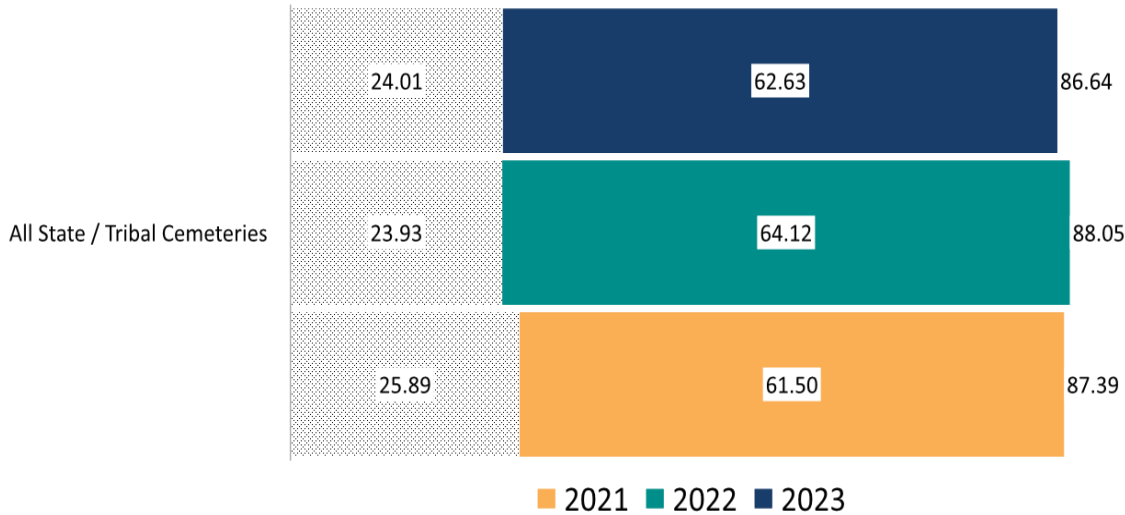
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

### ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2023	6848	62.63%	-1.49%	24.01%	11.29%	1.47%	0.60%
	2022	7147	64.12%	2.62%	23.93%	10.33%	1.05%	0.57%
	2021	6293	61.50%	9.91%	25.89%	10.55%	1.40%	0.67%

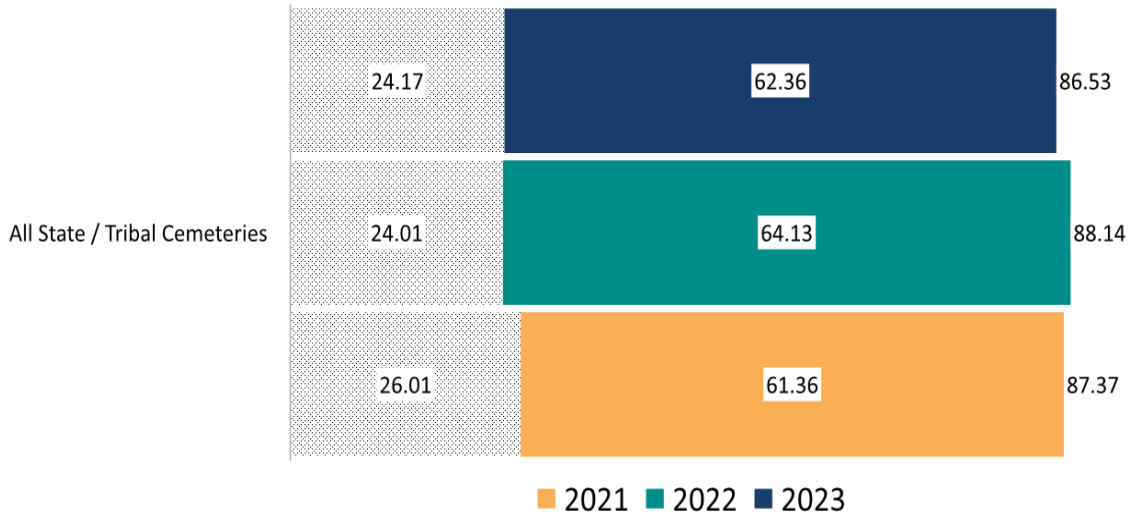
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

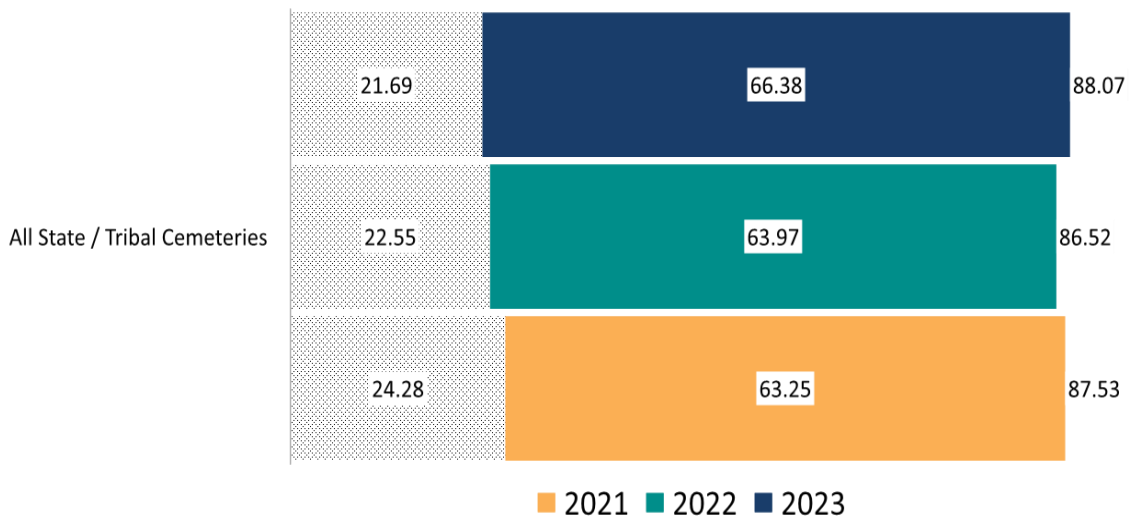
## Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

### NEXT OF KIN



### FUNERAL DIRECTORS



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

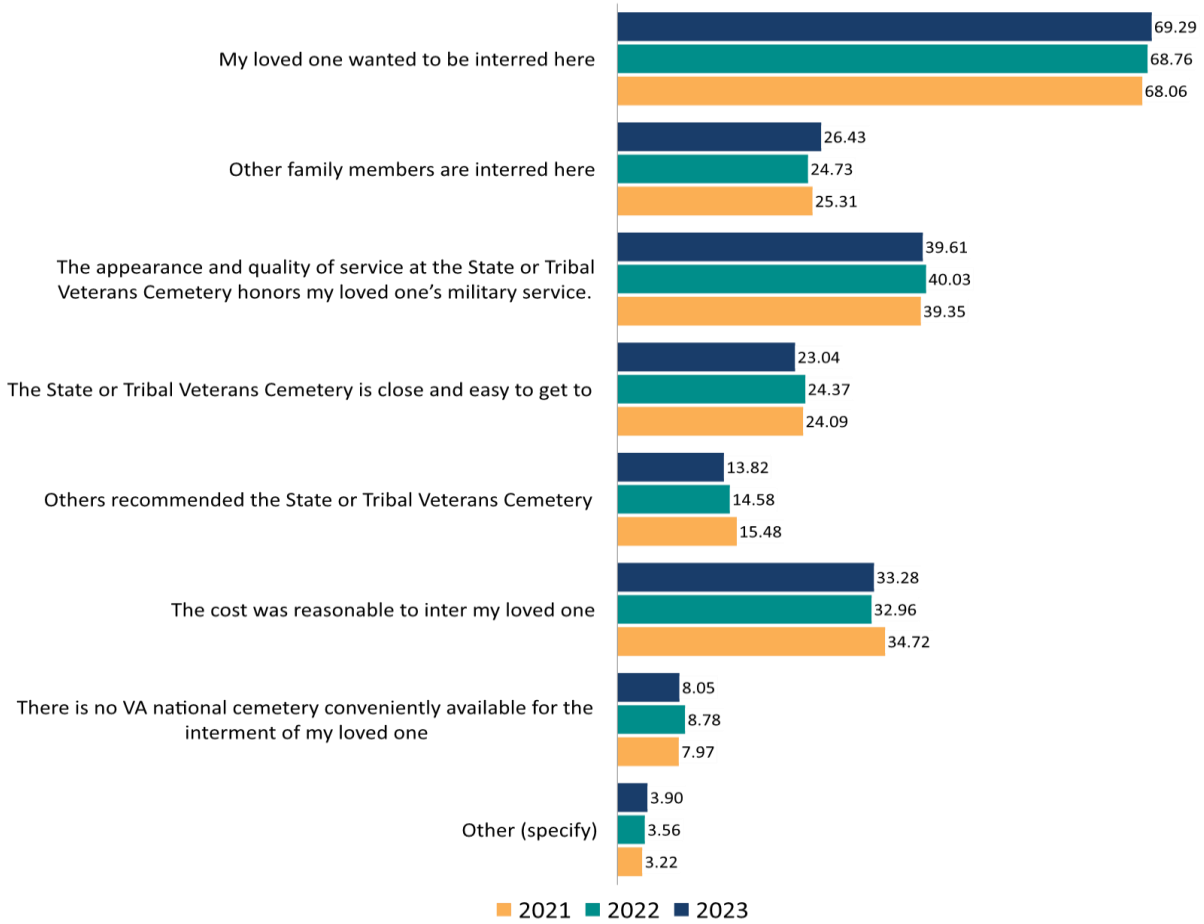
### **SECTION DESCRIPTION**

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

# State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 44: Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)**

**NEXT OF KIN**



2021: n = 7,060 2022: n = 8,144 2023: n = 7,562

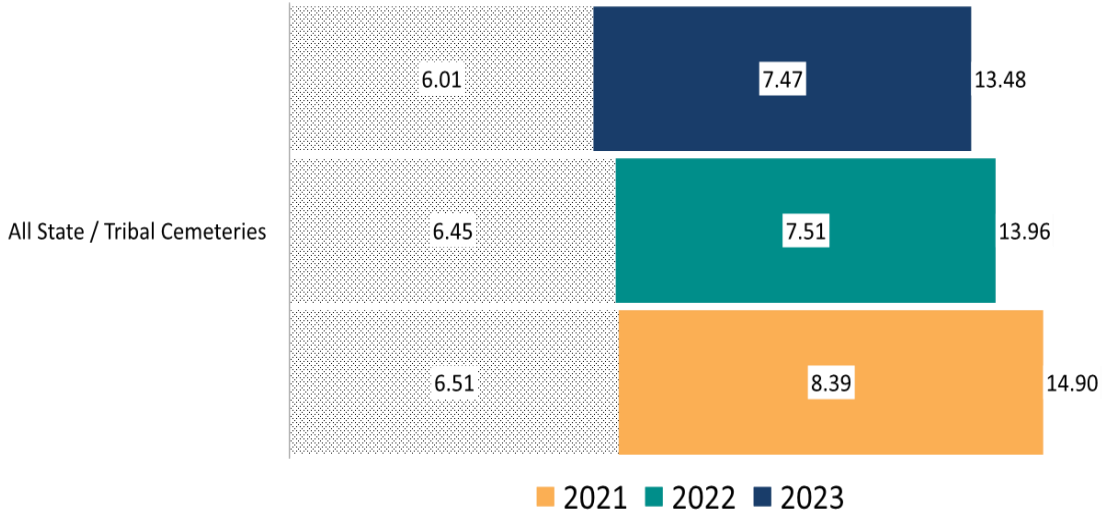
Note: As respondents could select more than one response option, percentages may not sum to 100.



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

**Question 45: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.**

**NEXT OF KIN**



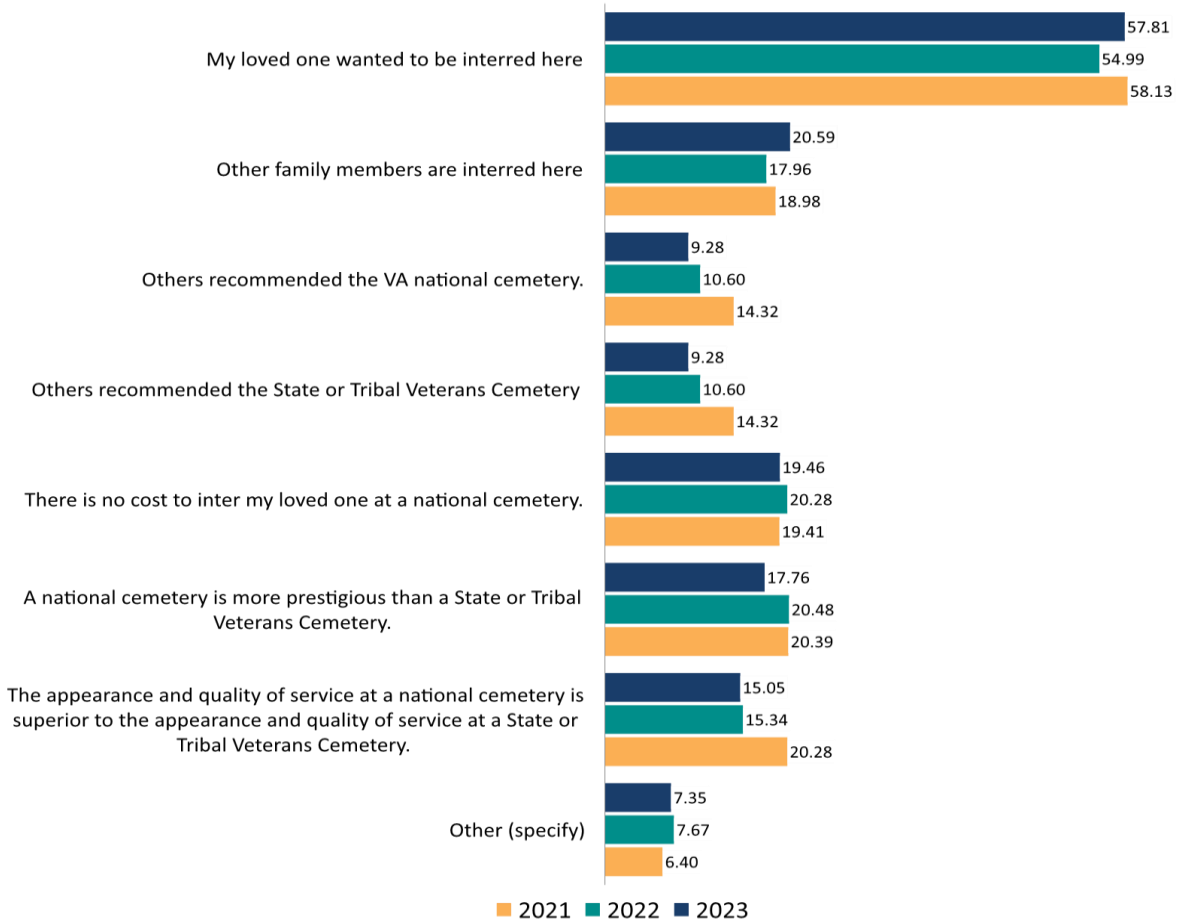
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	7334	7.47%	-0.04%	6.01%	52.59%	24.04%	9.89%
	2022	7958	7.51%	-0.88%	6.45%	52.10%	23.47%	10.47%
	2021	6909	8.39%	-2.39%	6.51%	52.35%	22.84%	9.90%

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

# State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

**Question 46: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)**

**NEXT OF KIN**



2021: n = 922 2022: n = 991 2023: n = 884

Note: This question only applies to respondents who indicated “Strongly agree” or “Agree” to Question 45 (NoK).

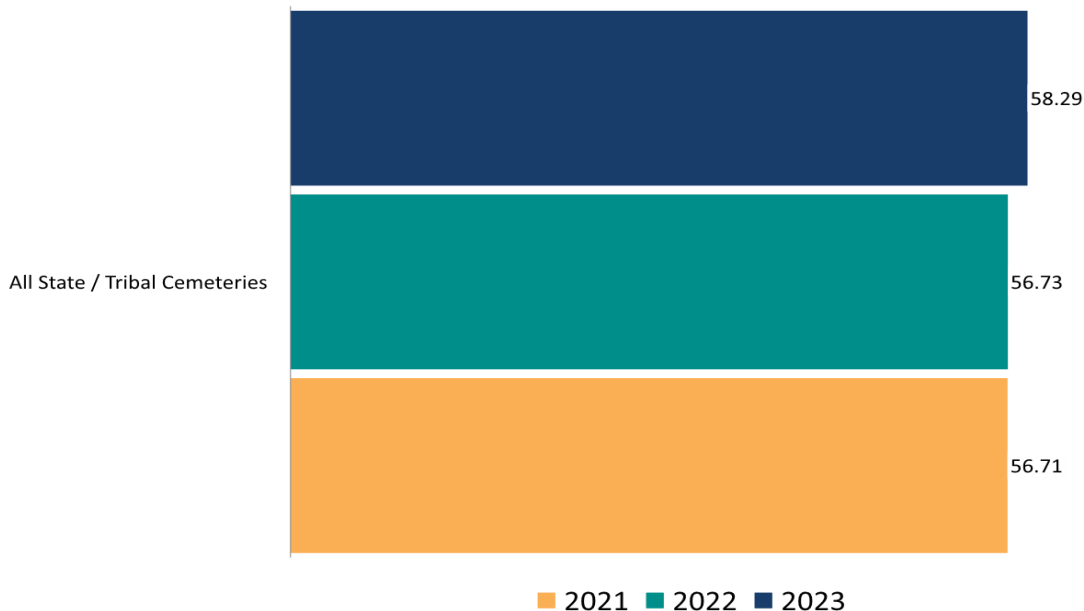
Note: As respondents could select more than one response option, percentages may not sum to 100.

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

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**Question 47: Have you visited a VA national cemetery?**

**NEXT OF KIN**

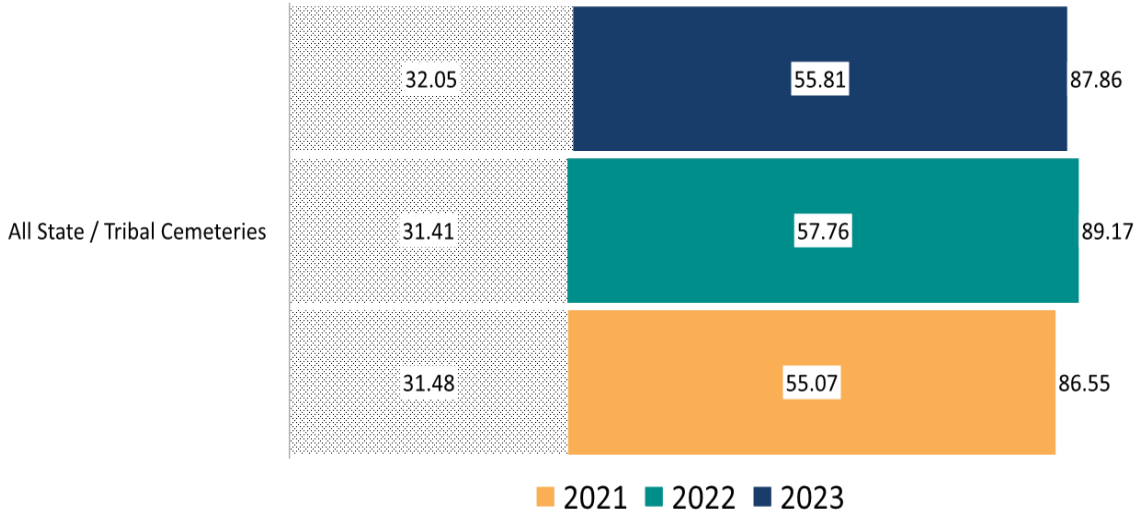


	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2023	7123	58.29%	41.71%
	2022	7761	56.73%	43.27%
	2021	6726	56.71%	43.29%

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

**Question 48: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**

**NEXT OF KIN**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	3994	55.81%	-1.95%	32.05%	10.22%	1.60%	0.33%
	2022	4228	57.76%	2.69%	31.41%	9.32%	1.40%	0.12%
	2021	3688	55.07%	0.66%	31.48%	11.33%	1.87%	0.24%

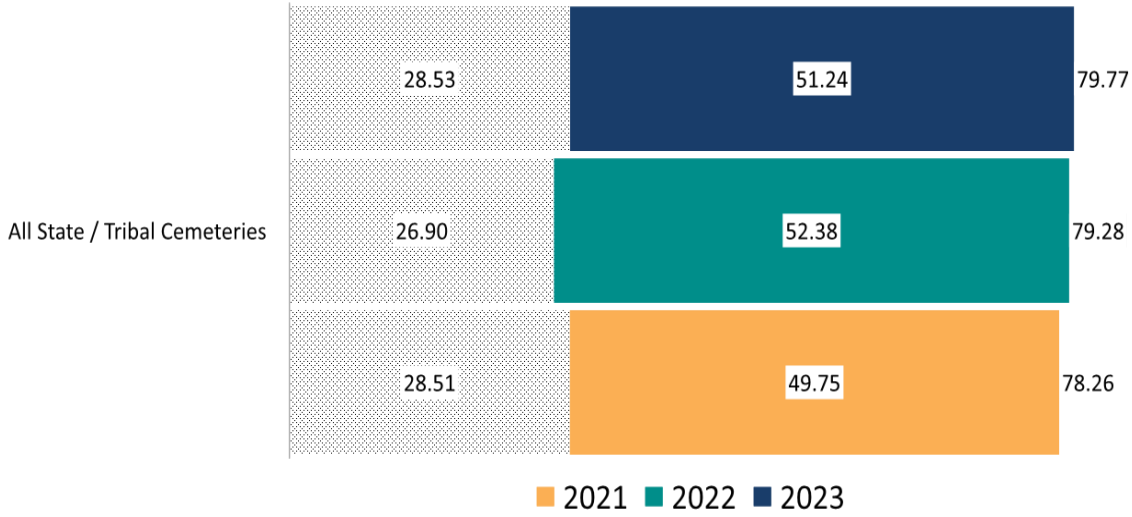
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

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

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

**NEXT OF KIN**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	3985	51.24%	-1.14%	28.53%	18.72%	1.10%	0.40%
	2022	4223	52.38%	2.63%	26.90%	19.46%	1.07%	0.19%
	2021	3666	49.75%	-4.14%	28.51%	20.51%	0.90%	0.33%

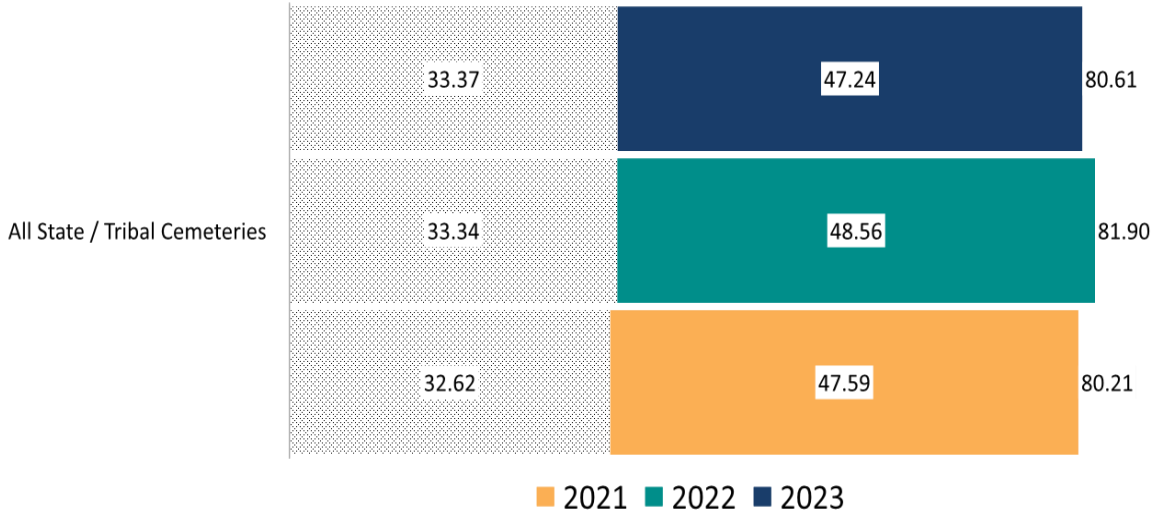
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

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

**Question 50: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.**

**NEXT OF KIN**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2023	6874	47.24%	-1.32%	33.37%	16.98%	2.08%	0.33%
	2022	7382	48.56%	0.97%	33.34%	15.75%	2.10%	0.24%
	2021	6438	47.59%	0.27%	32.62%	17.49%	1.85%	0.45%

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

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

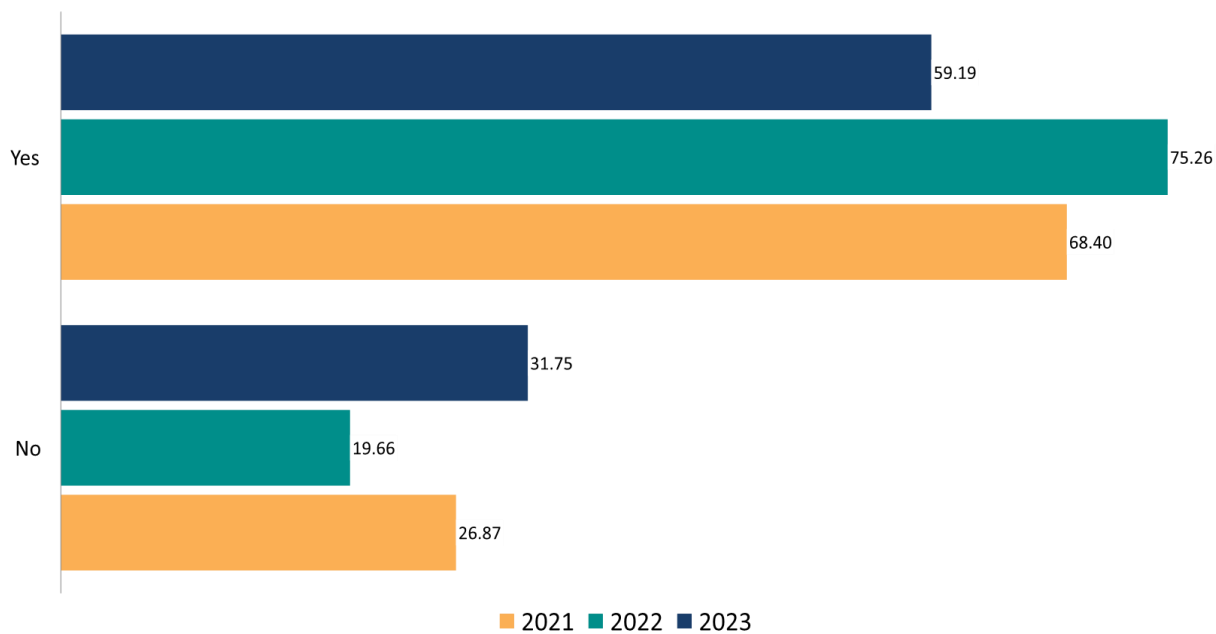
### **SECTION DESCRIPTION**

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

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

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

### NEXT OF KIN



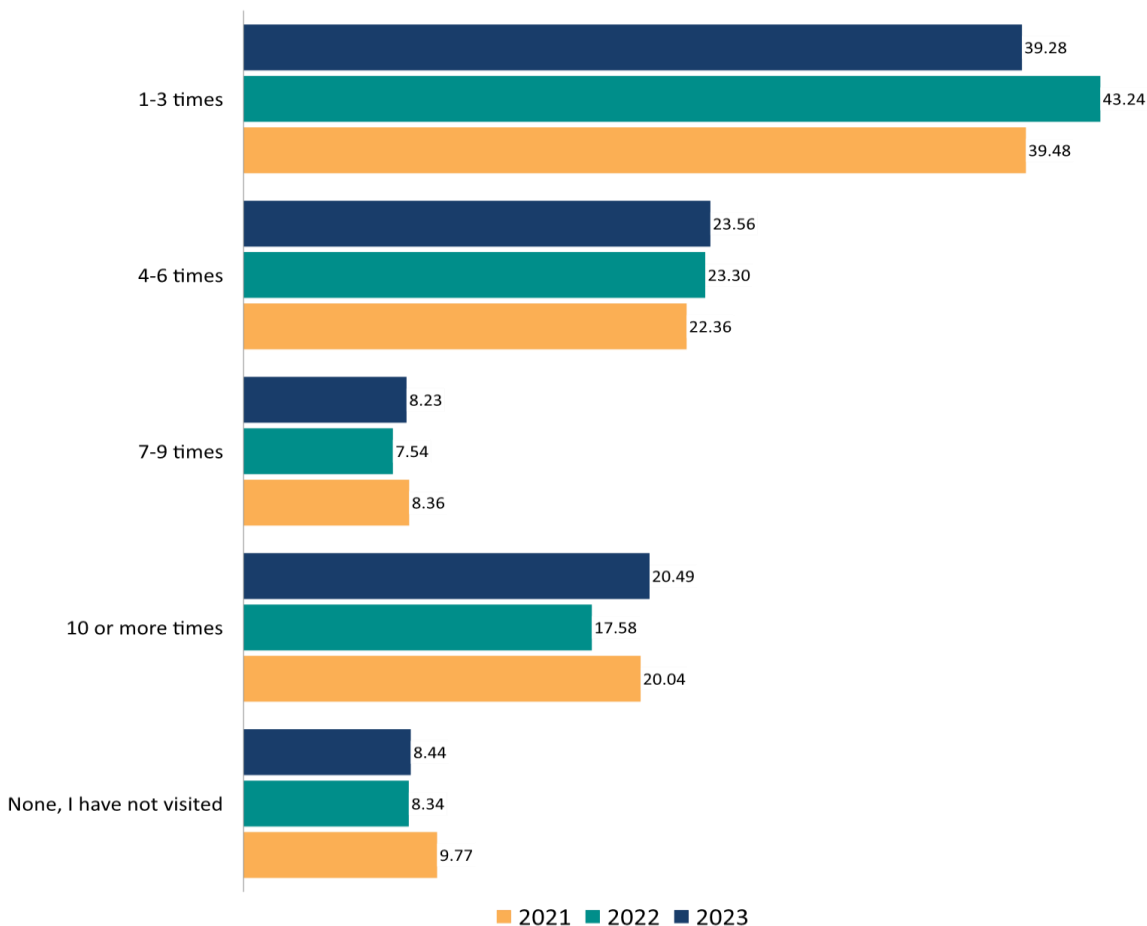
2021: n = 7,063 2022: n = 8,091 2023: n = 7,449



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

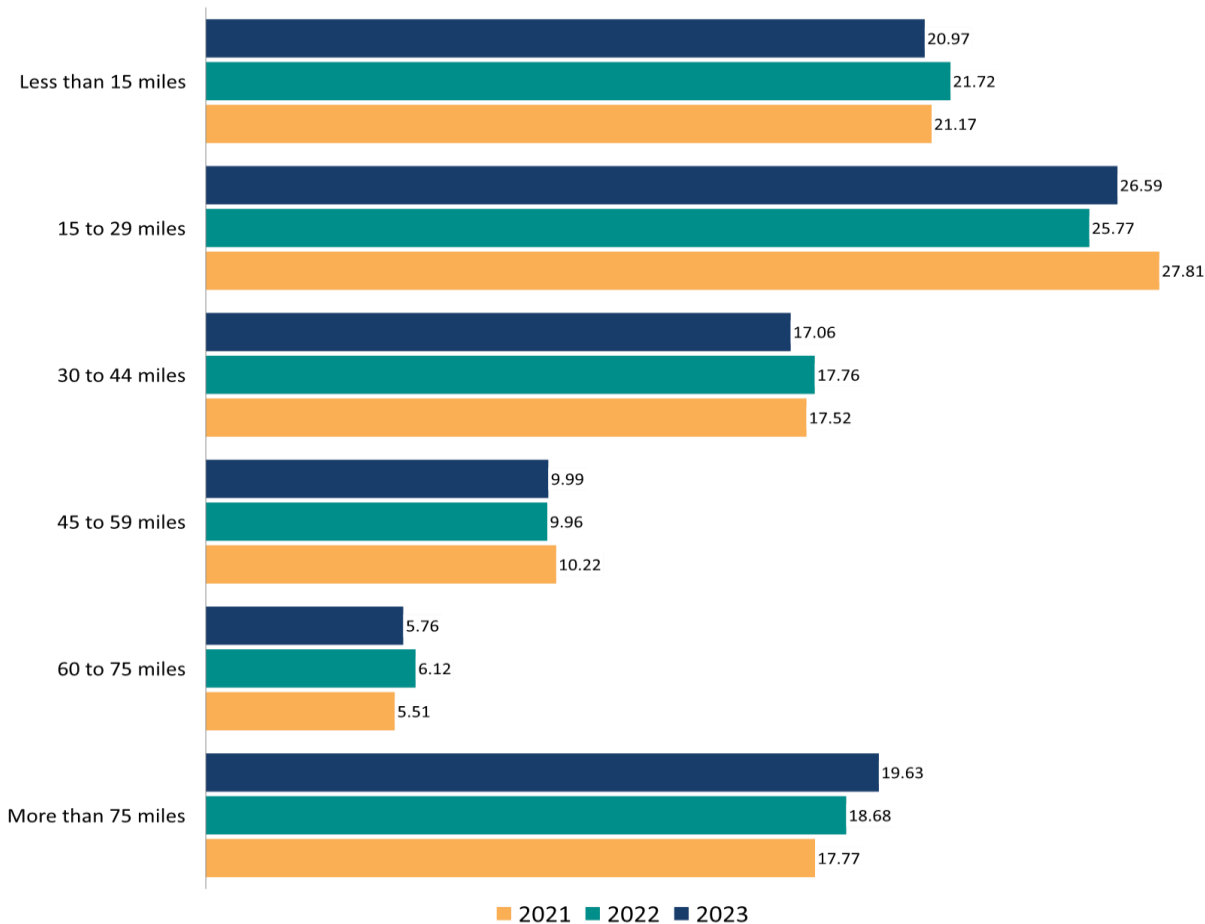
Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

### NEXT OF KIN



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

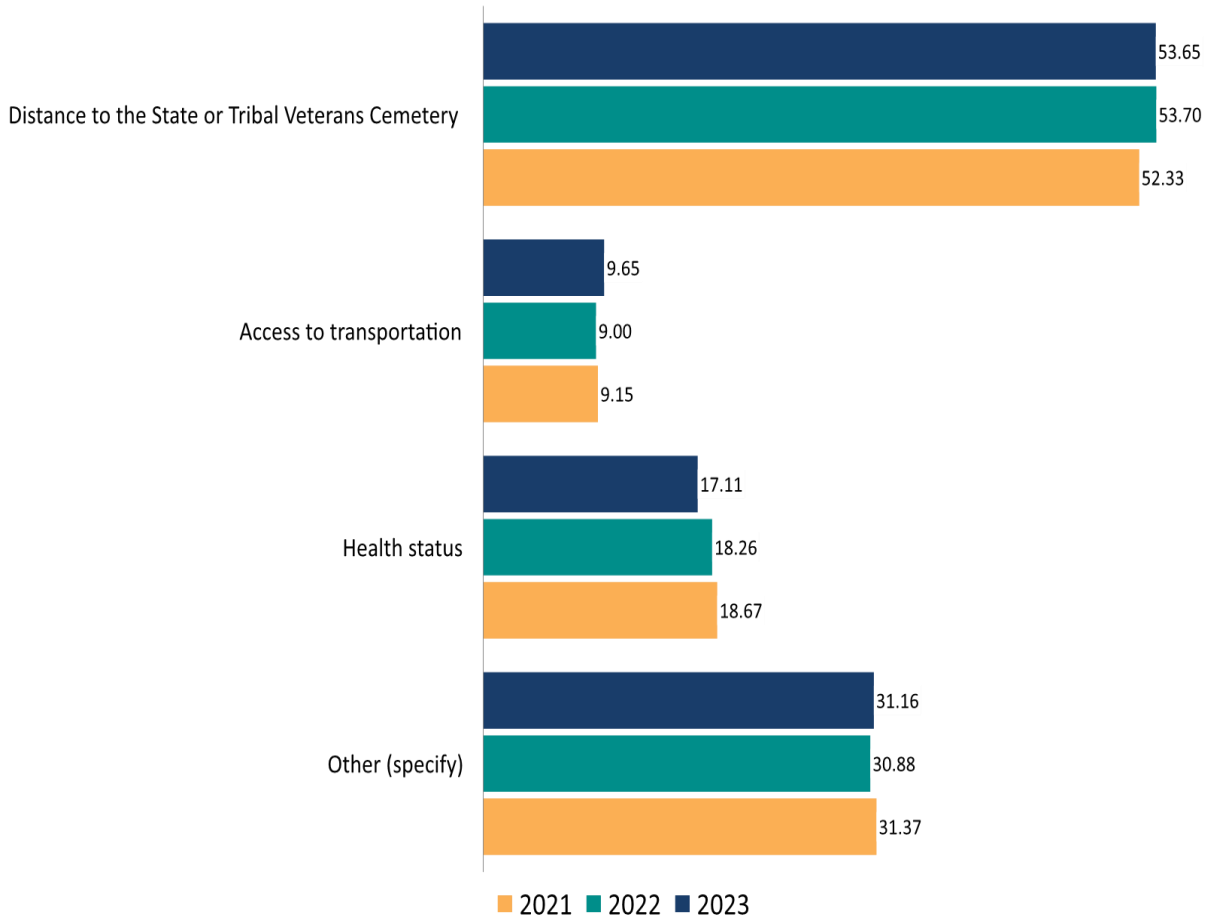
**NEXT OF KIN**



## 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 State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)**

### NEXT OF KIN



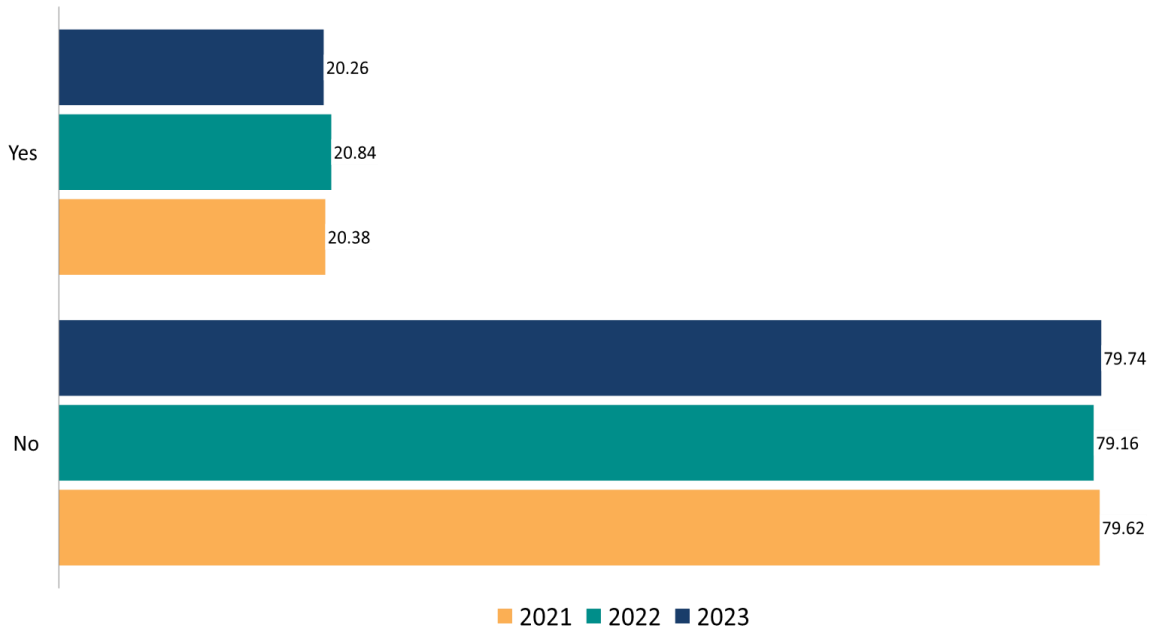
2021: n = 6,363 2022: n = 7,345 2023: n = 6,902

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?**

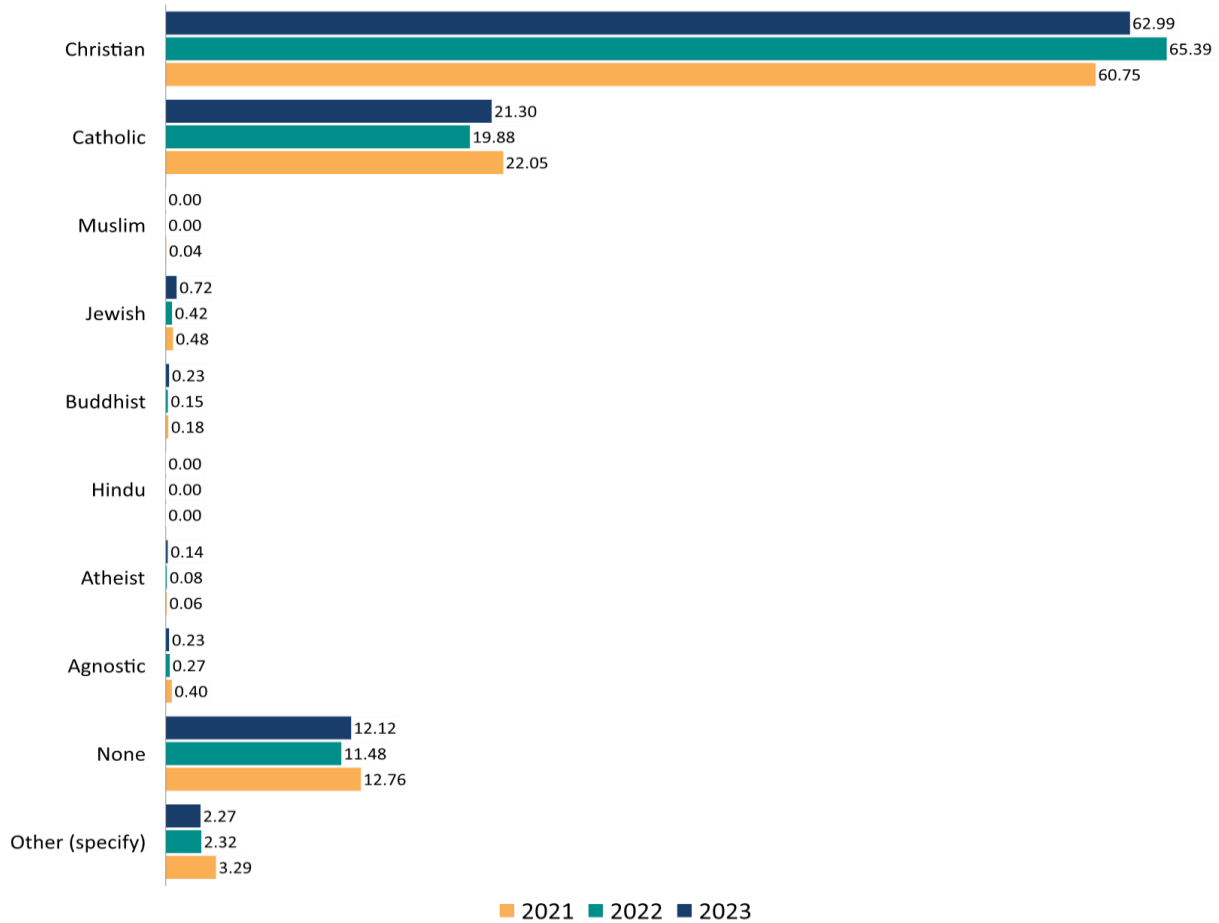
### NEXT OF KIN



2021: n = 7,248 2022: n = 8,253 2023: n = 7,714

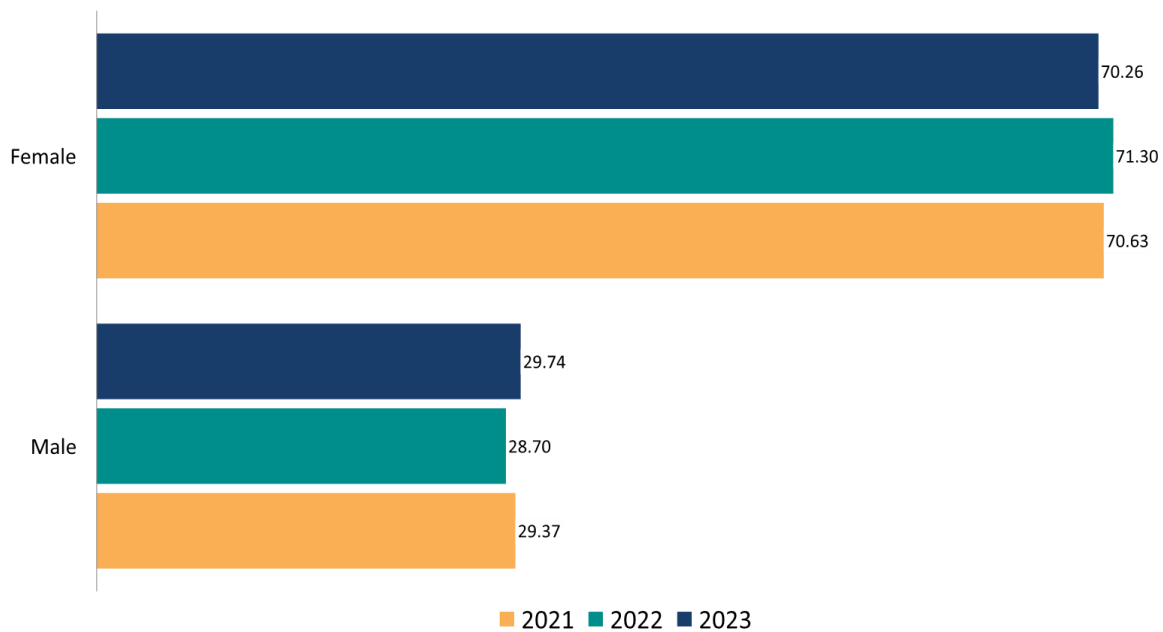
## Question 13: In what religious practice was the burial conducted?

### NEXT OF KIN



## Question 51: What is your gender?

### NEXT OF KIN



2021: n = 7,198 2022: n = 8,170 2023: n = 7,573

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

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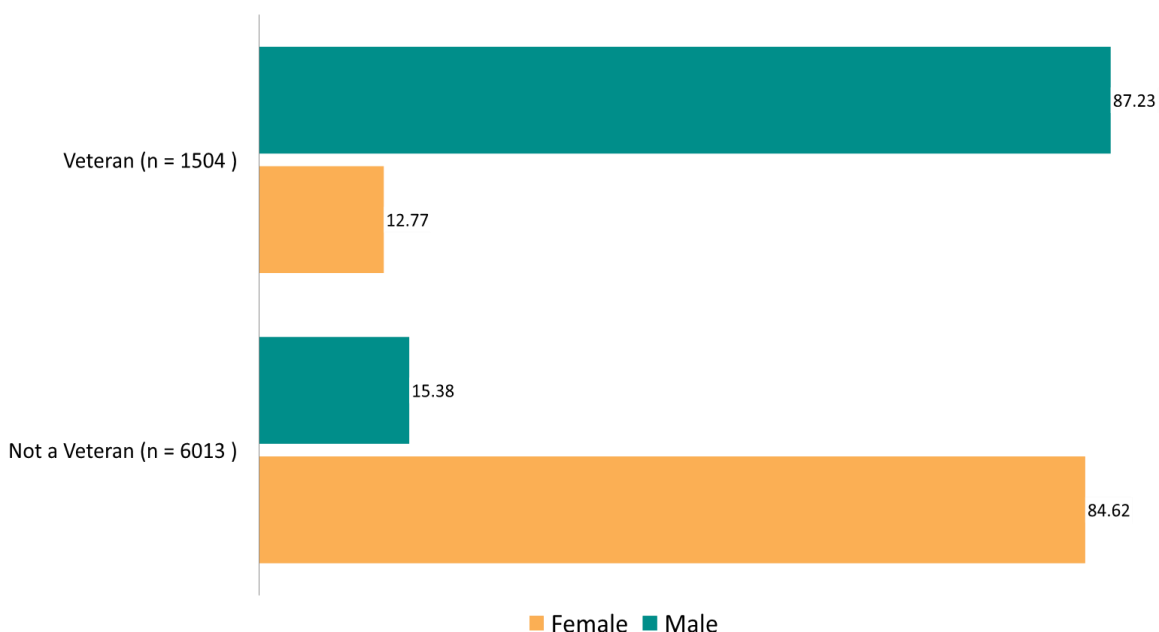
### ELEMENT OF COMPARISON

#### Gender by Veteran Status.

Question 51: 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



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

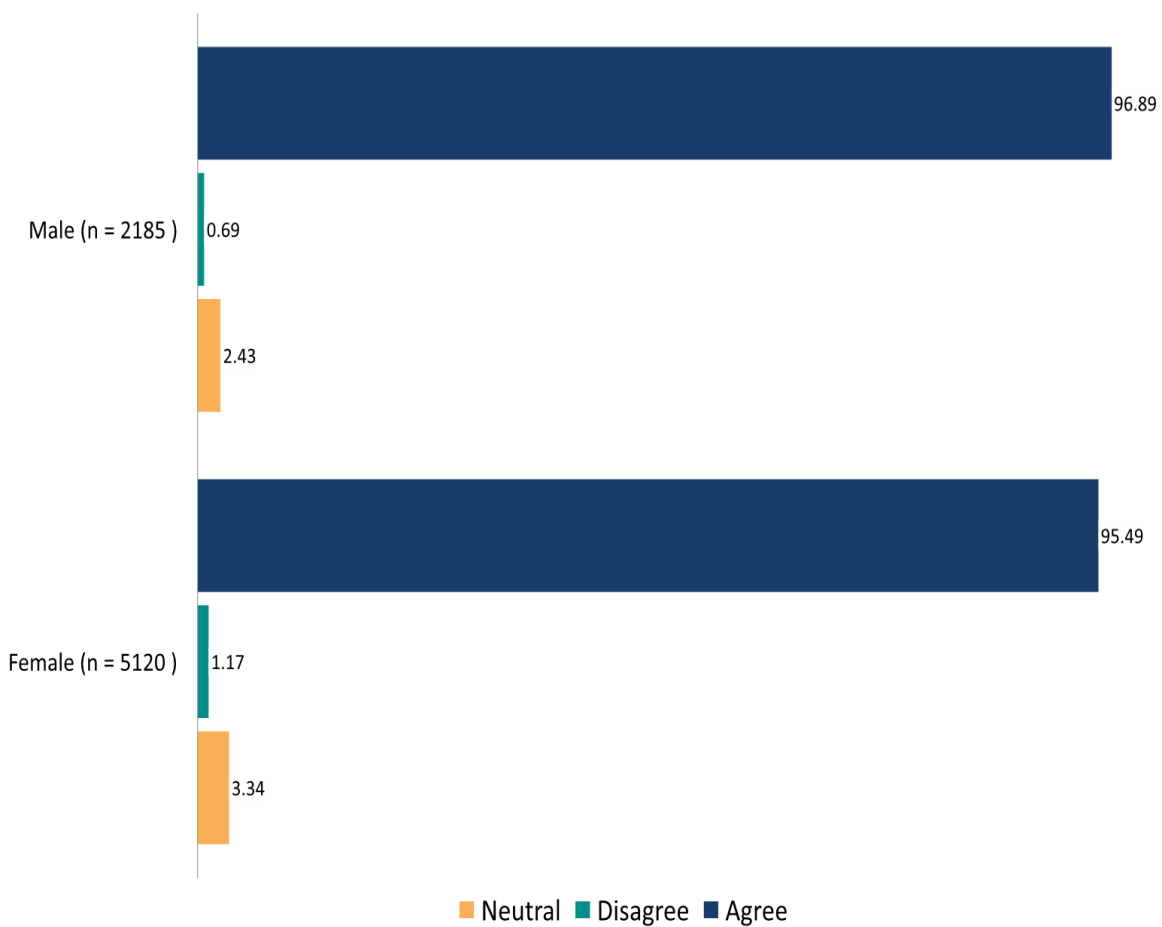
### ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

Question 51: What is your gender?

Question 33: 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

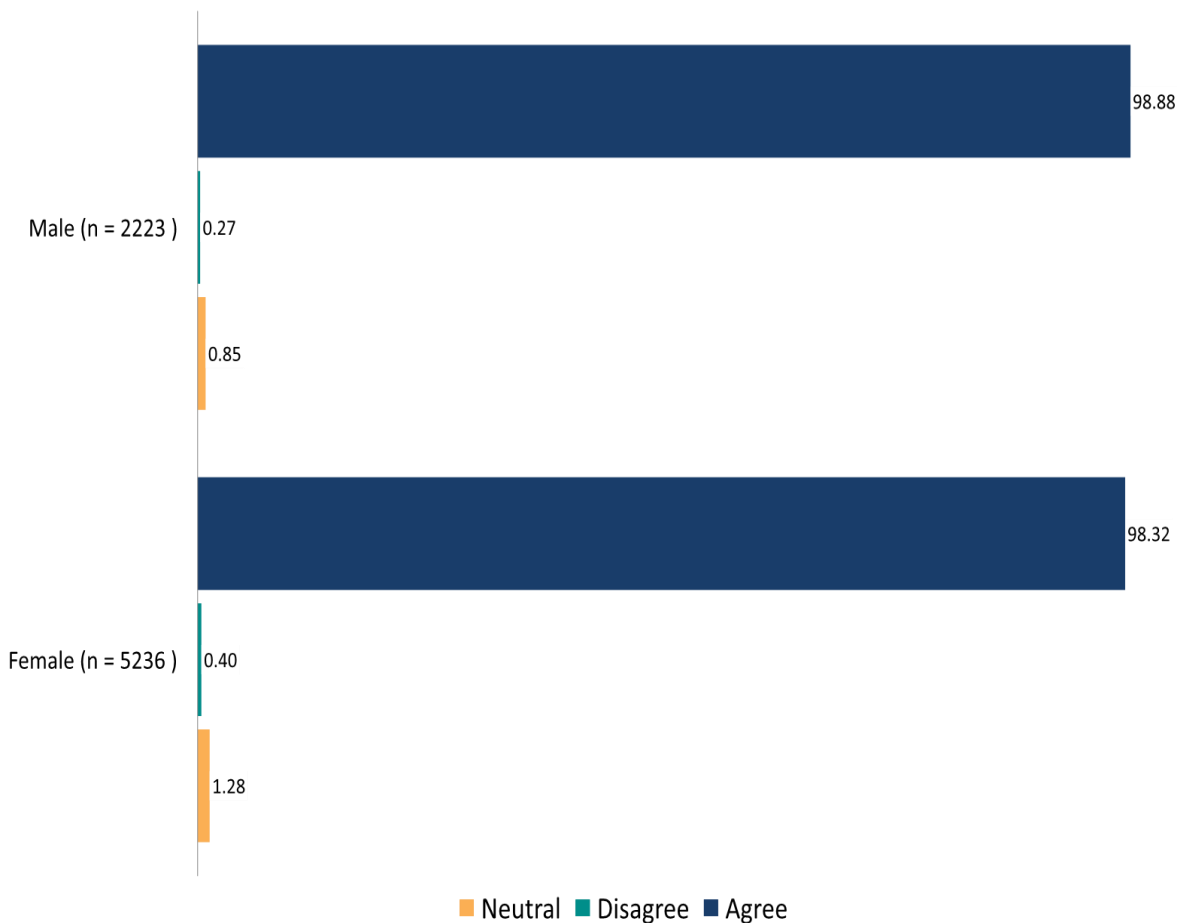
### ELEMENT OF COMPARISON

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

Question 51: What is your gender?

Question 40: 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

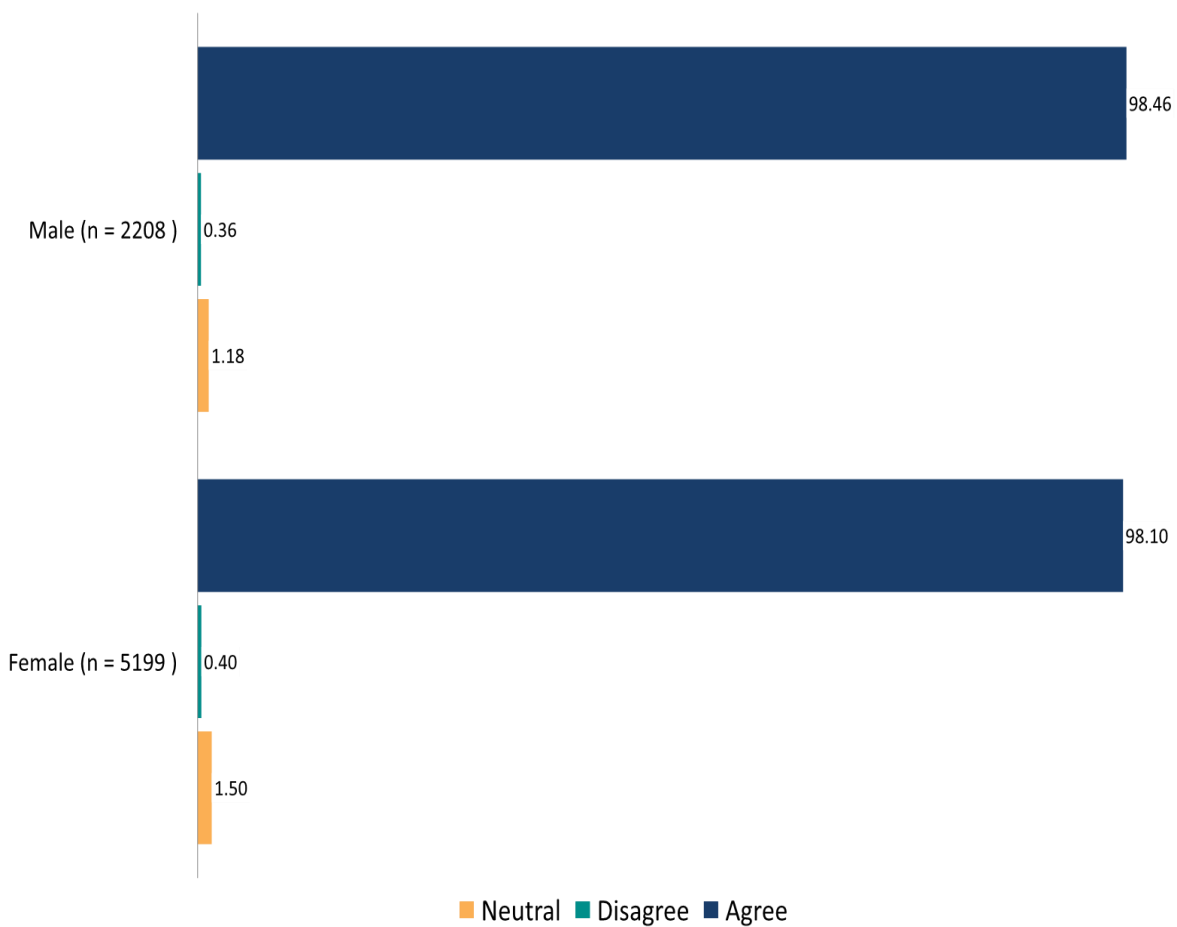
### ELEMENT OF COMPARISON

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

Question 51: What is your gender?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

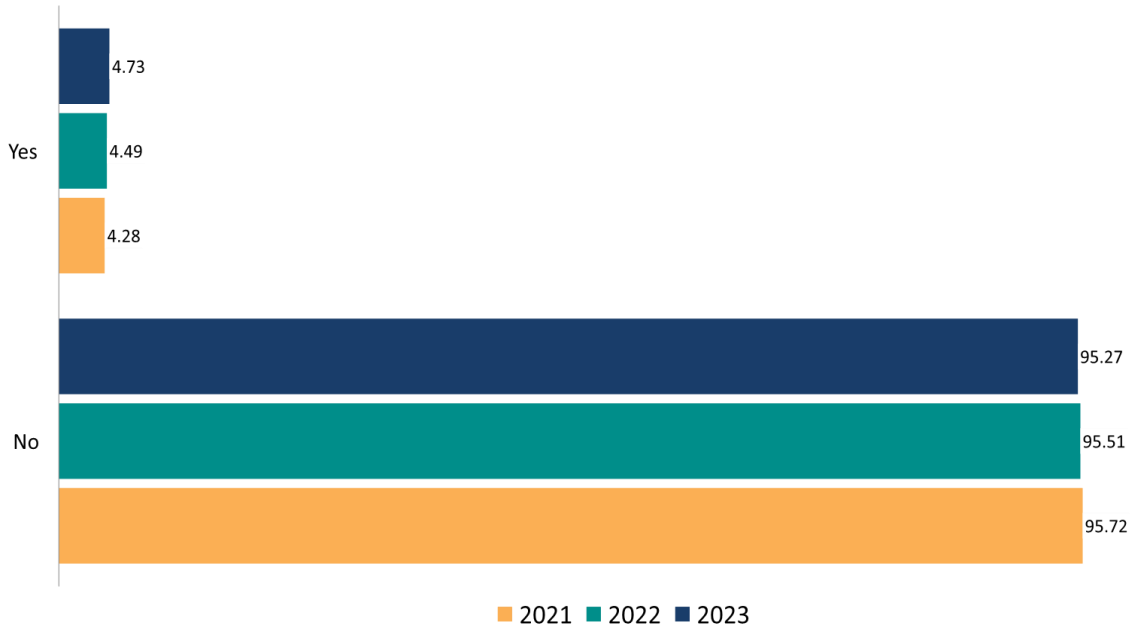
### NEXT OF KIN



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.

## Question 52: Are you Hispanic or Latino?

### NEXT OF KIN



2021: n = 7,095 2022: n = 7,988 2023: n = 7,376

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

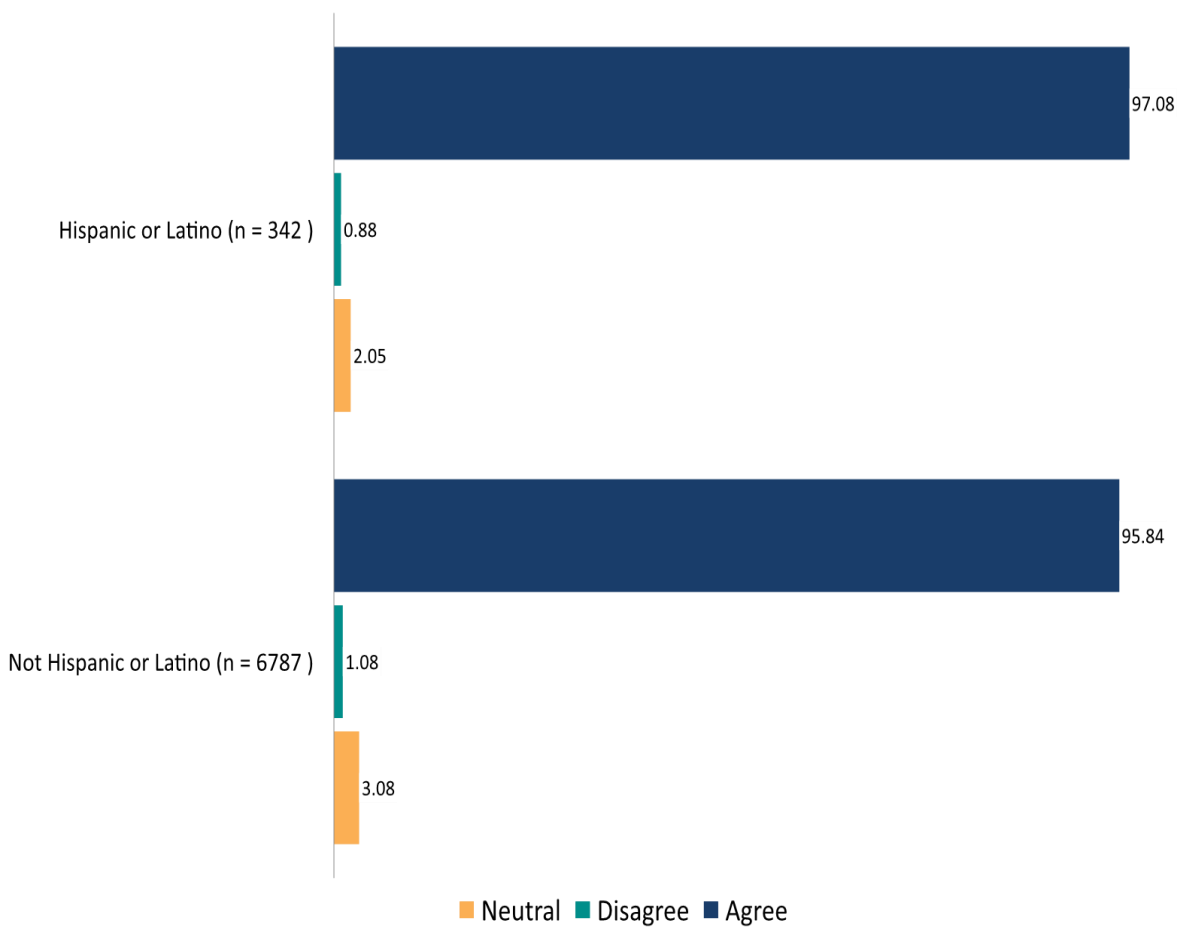
### ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

Question 52: Are you Hispanic or Latino?

Question 33: 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.

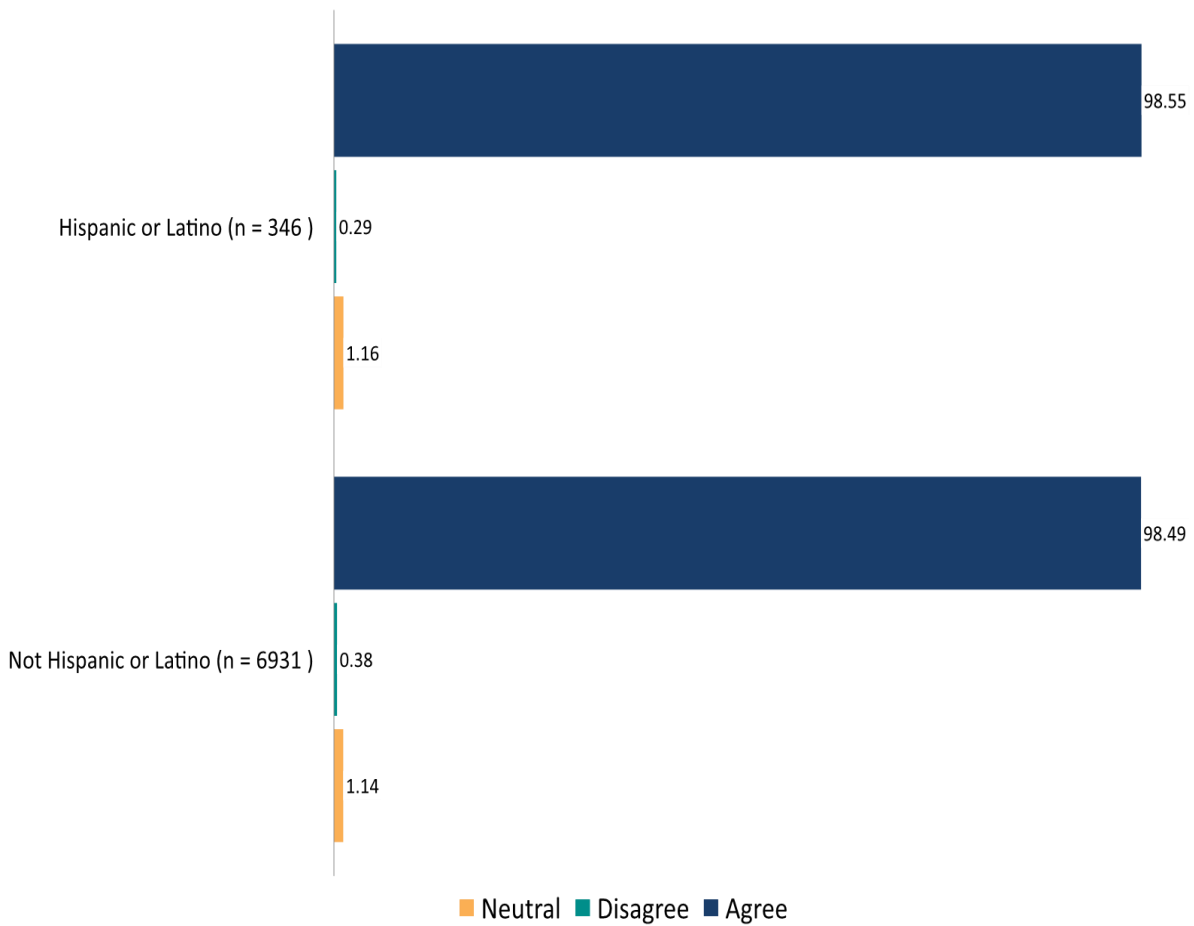
## ELEMENT OF COMPARISON

### Influence of ethnicity on recommending the cemetery.

Question 52: Are you Hispanic or Latino?

Question 40: 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

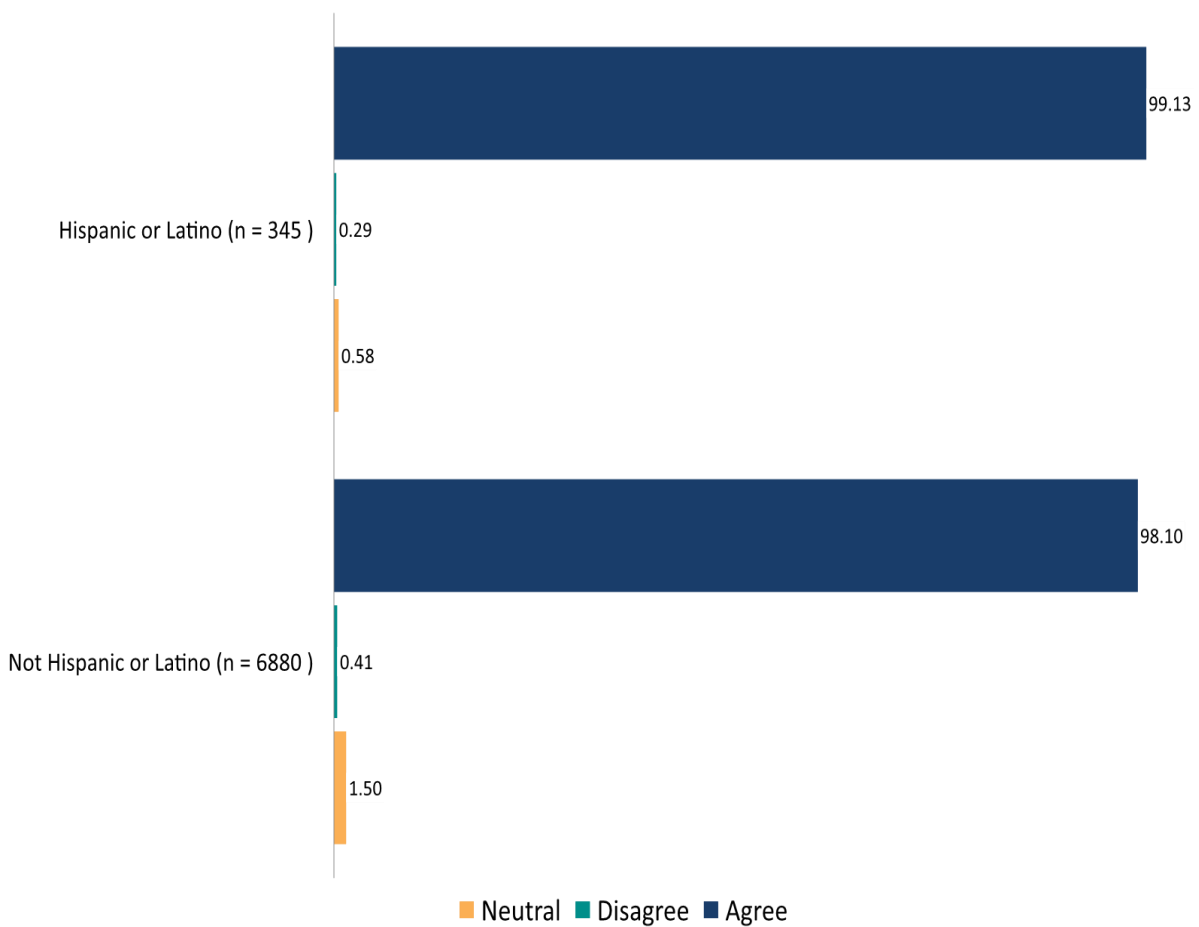
### ELEMENT OF COMPARISON

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

Question 52: Are you Hispanic or Latino?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

### NEXT OF KIN

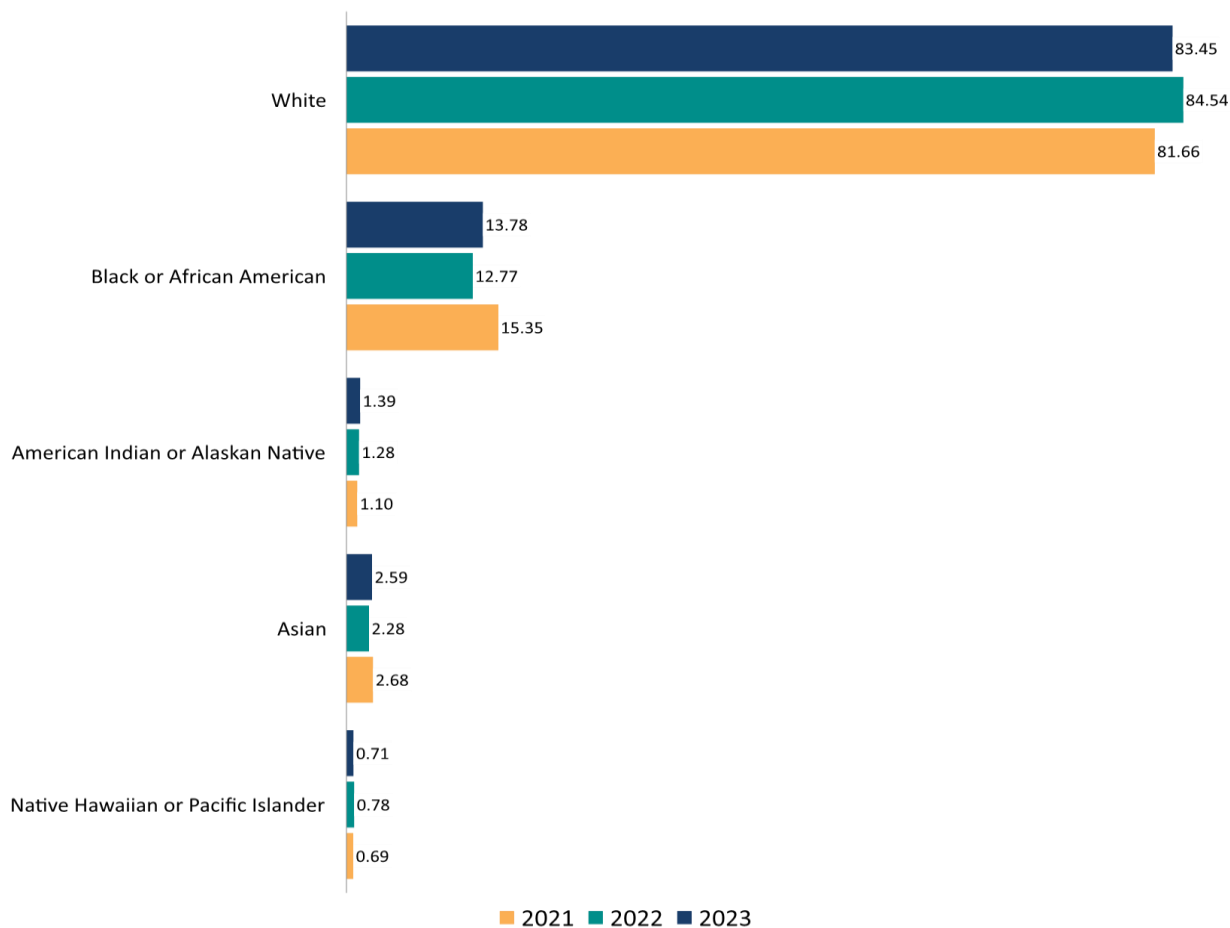


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

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

### Question 53: What is your race? (Mark one or more)

#### NEXT OF KIN



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

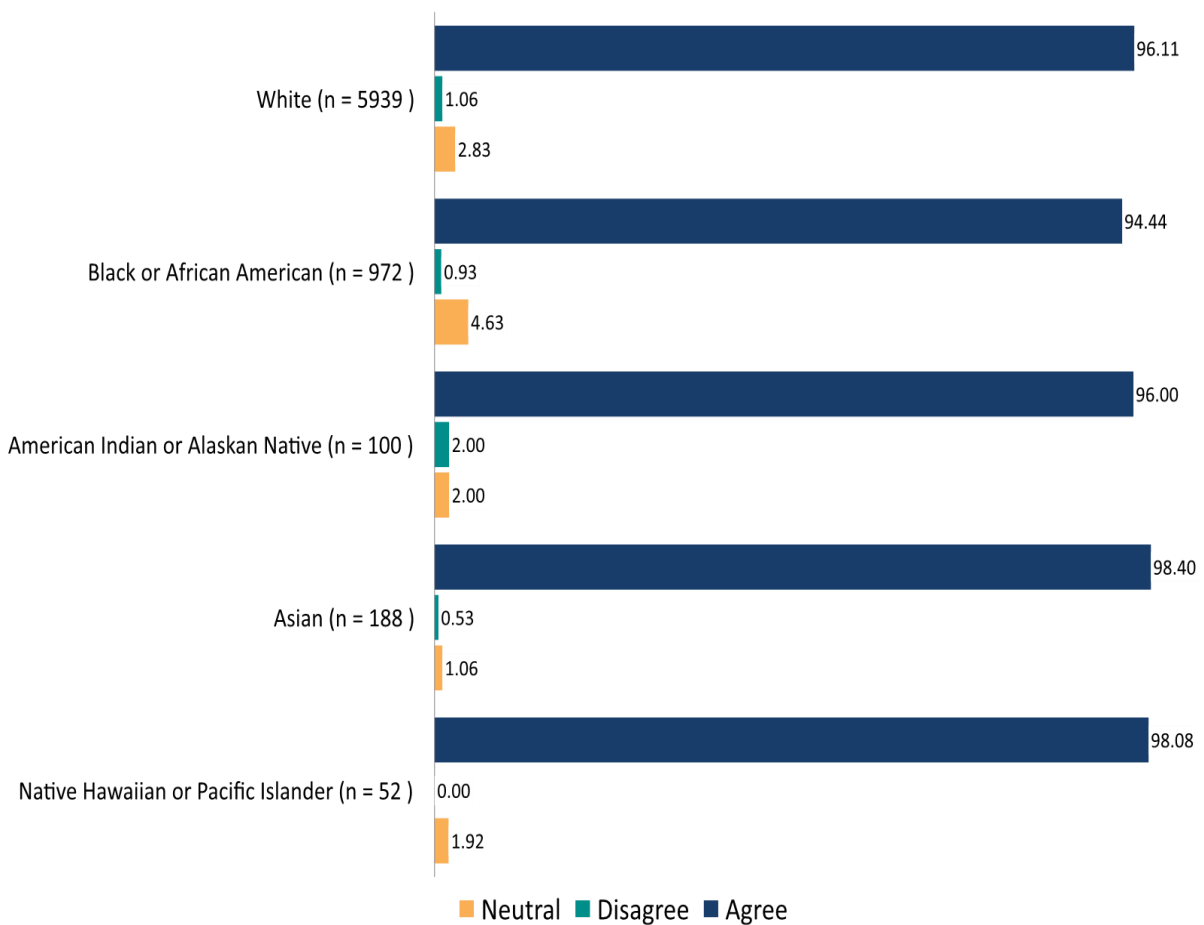
## ELEMENT OF COMPARISON

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

Question 53: What is your race? (Mark one or more)

Question 33: 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.



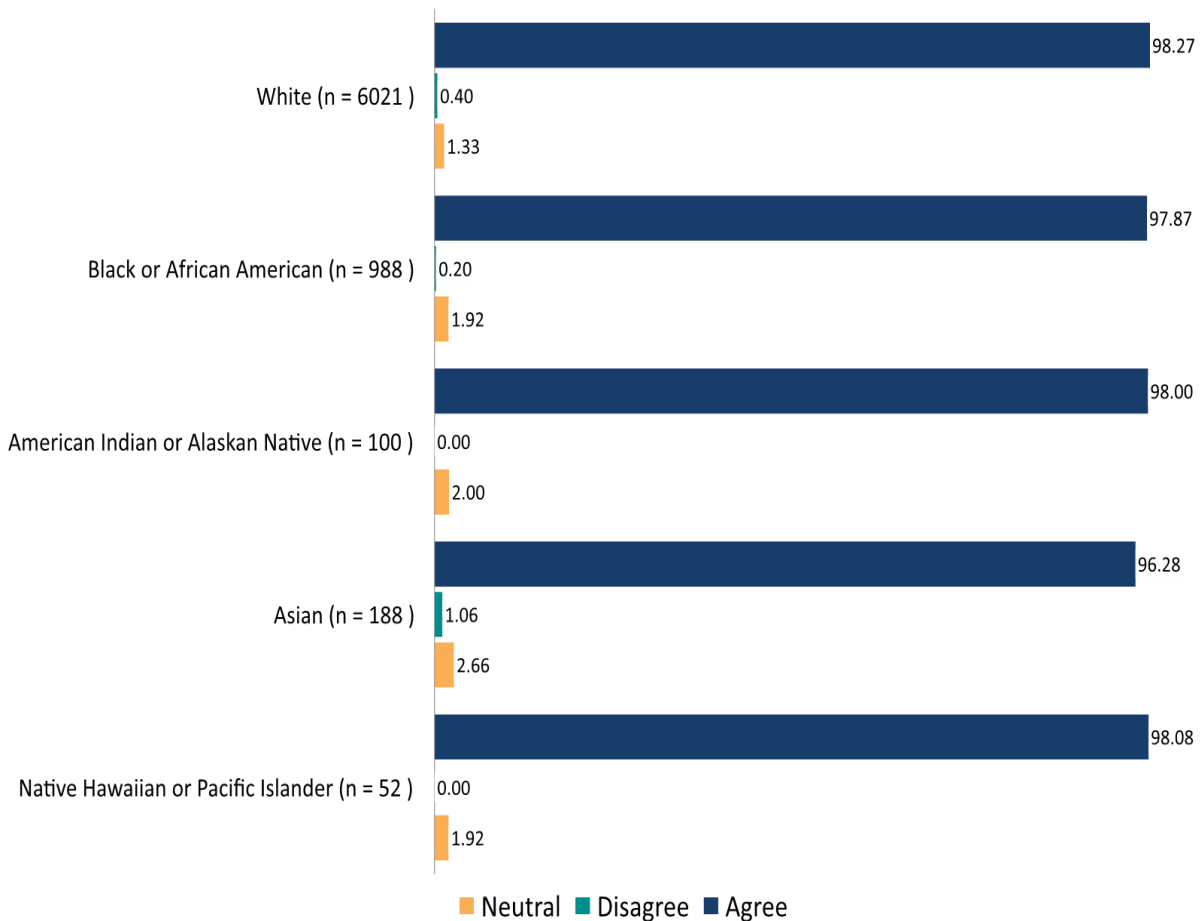
### ELEMENT OF COMPARISON

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

Question 53: What is your race? (Mark one or more)

Question 38: The overall appearance of the State or Tribal Veterans 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

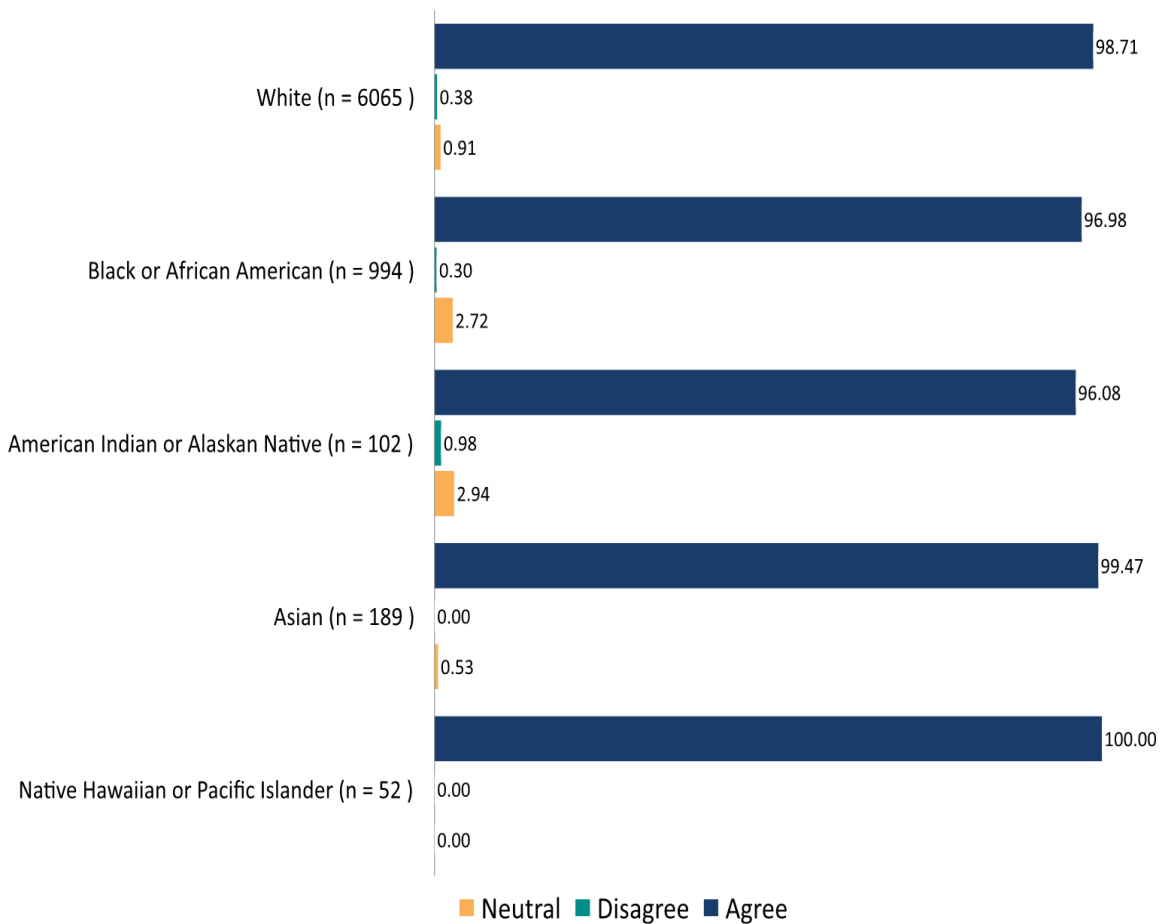
## ELEMENT OF COMPARISON

### Influence of race on recommending the cemetery.

Question 53: What is your race? (Mark one or more)

Question 40: 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

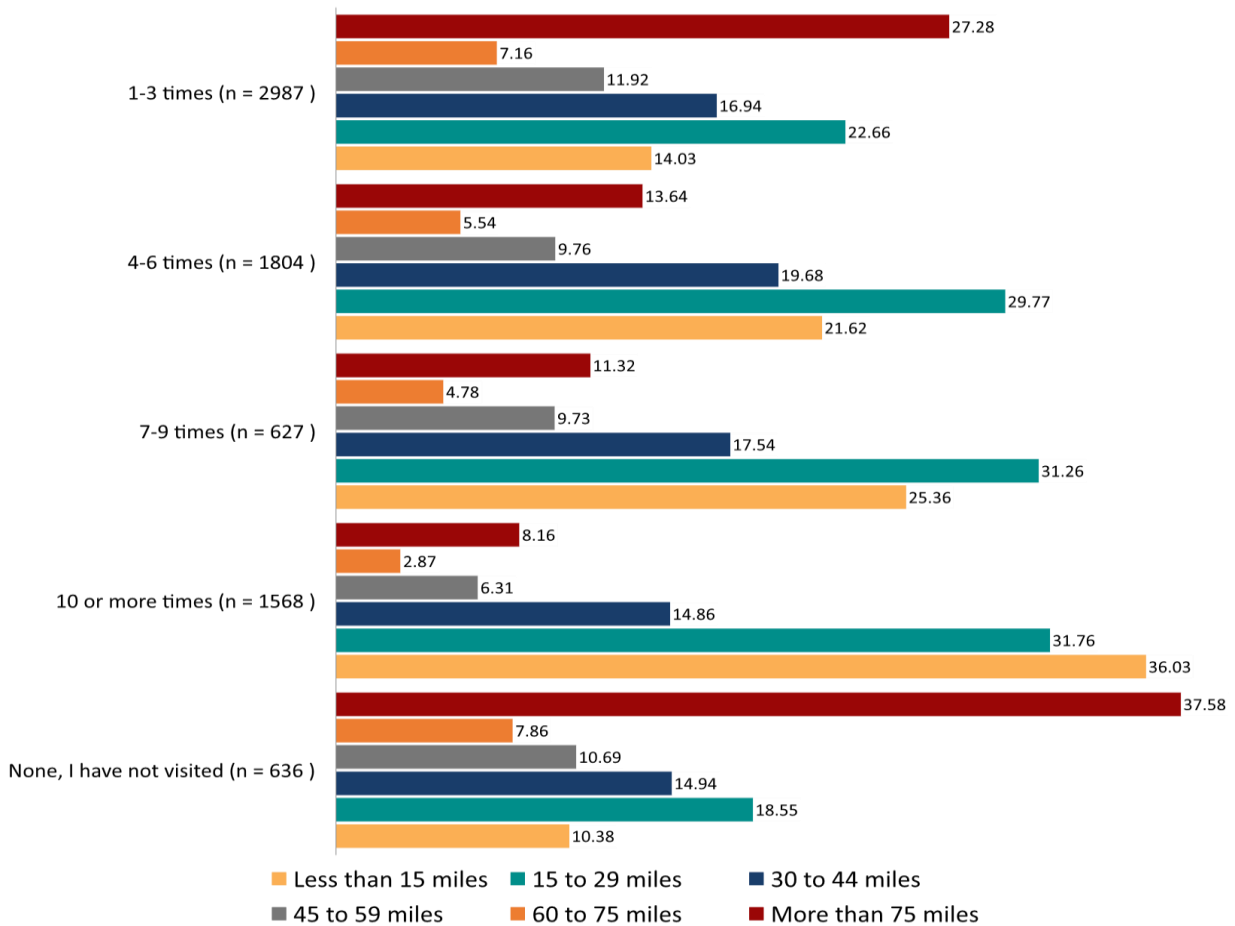
### ELEMENT OF COMPARISON

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

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

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

### NEXT OF KIN



**ELEMENT OF COMPARISON**

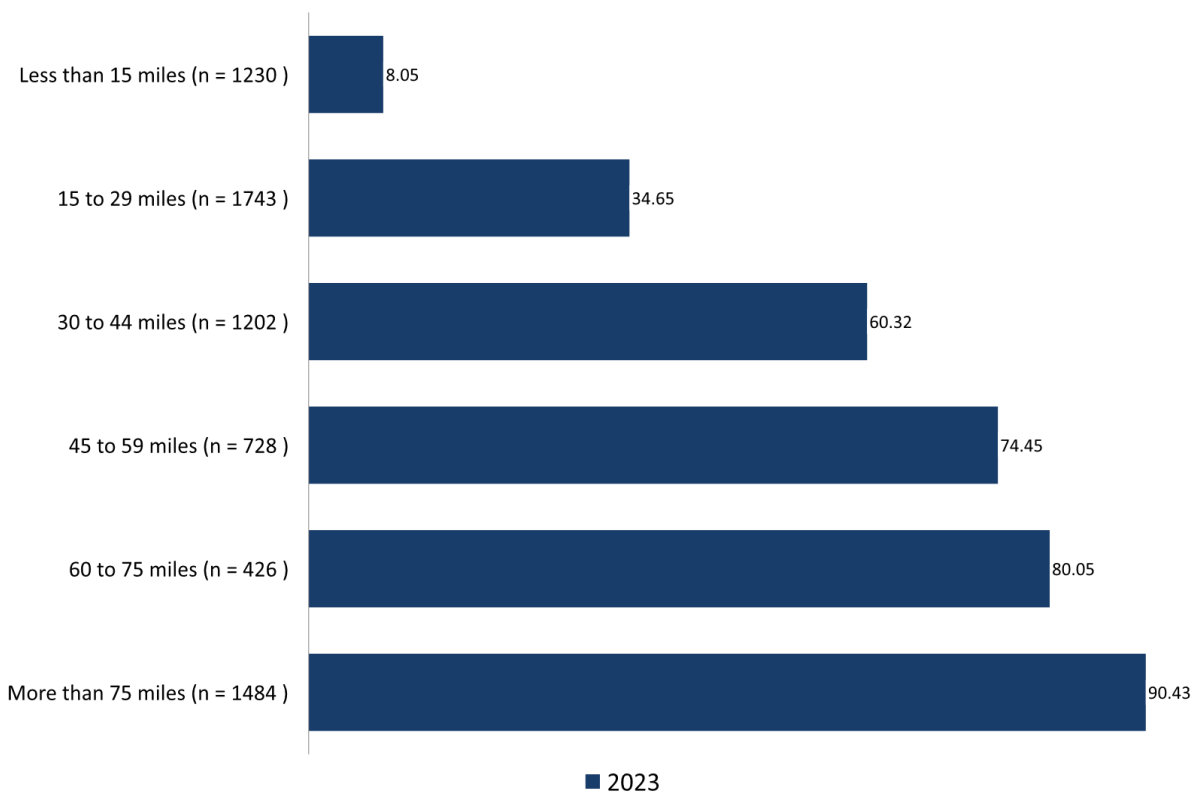
**Factors influencing visiting by the distance to cemetery.**

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

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

■ Distance to the State or Tribal Veterans Cemetery

**NEXT OF KIN**



## ELEMENT OF COMPARISON

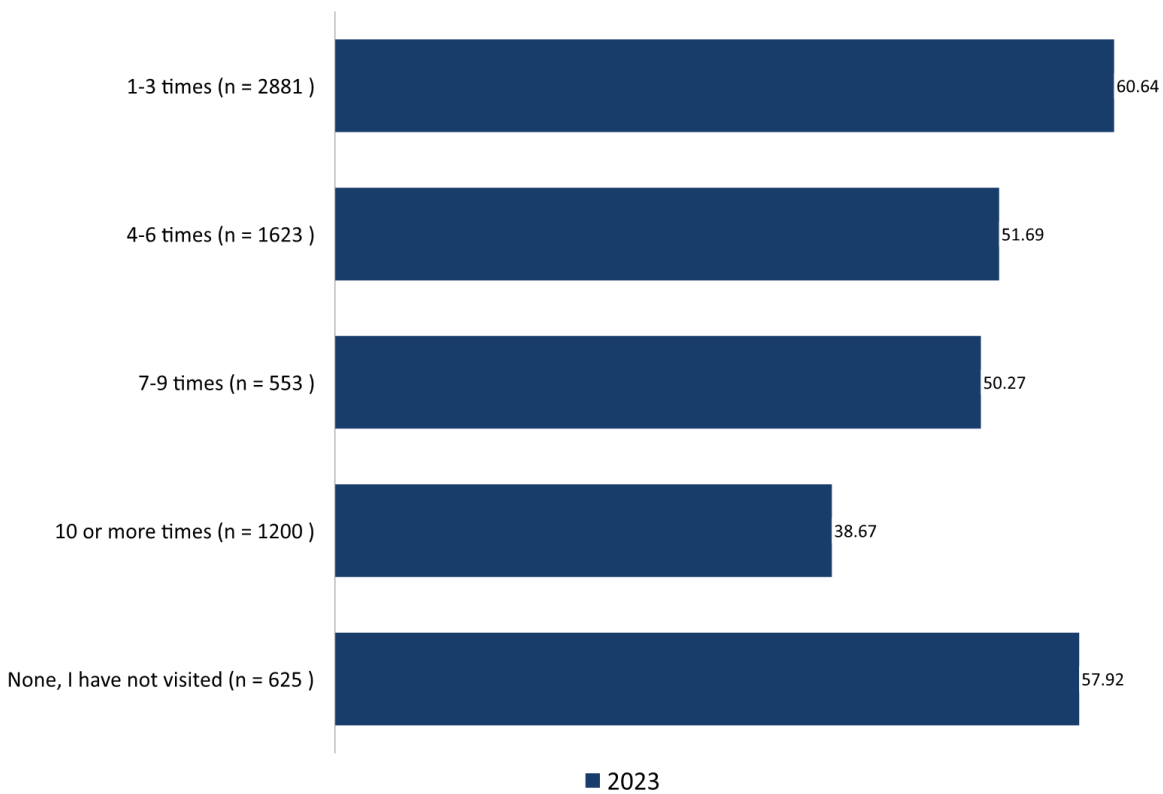
### Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

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

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

- Distance to the State or Tribal Veterans Cemetery

## NEXT OF KIN



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

### ELEMENT OF COMPARISON

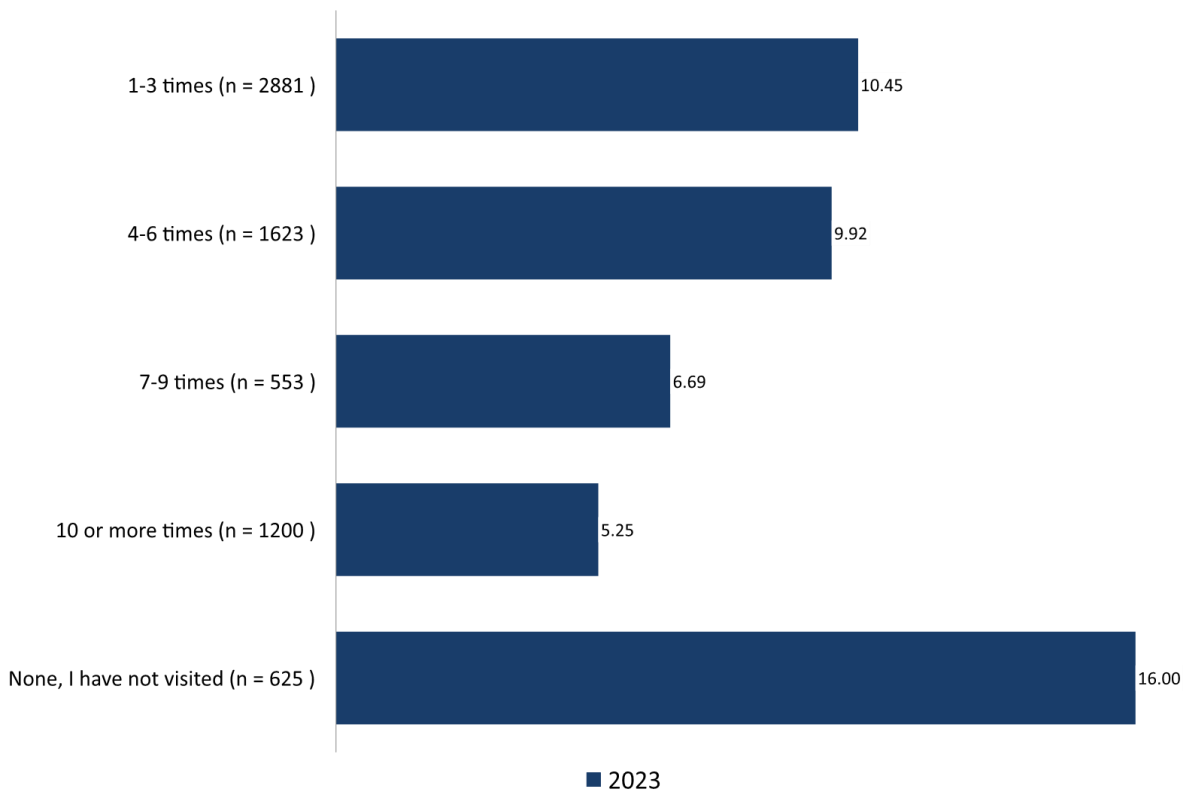
#### Factors influencing visiting by number of times visiting the national cemetery.

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

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

■ Access to transportation

### NEXT OF KIN



**ELEMENT OF COMPARISON**

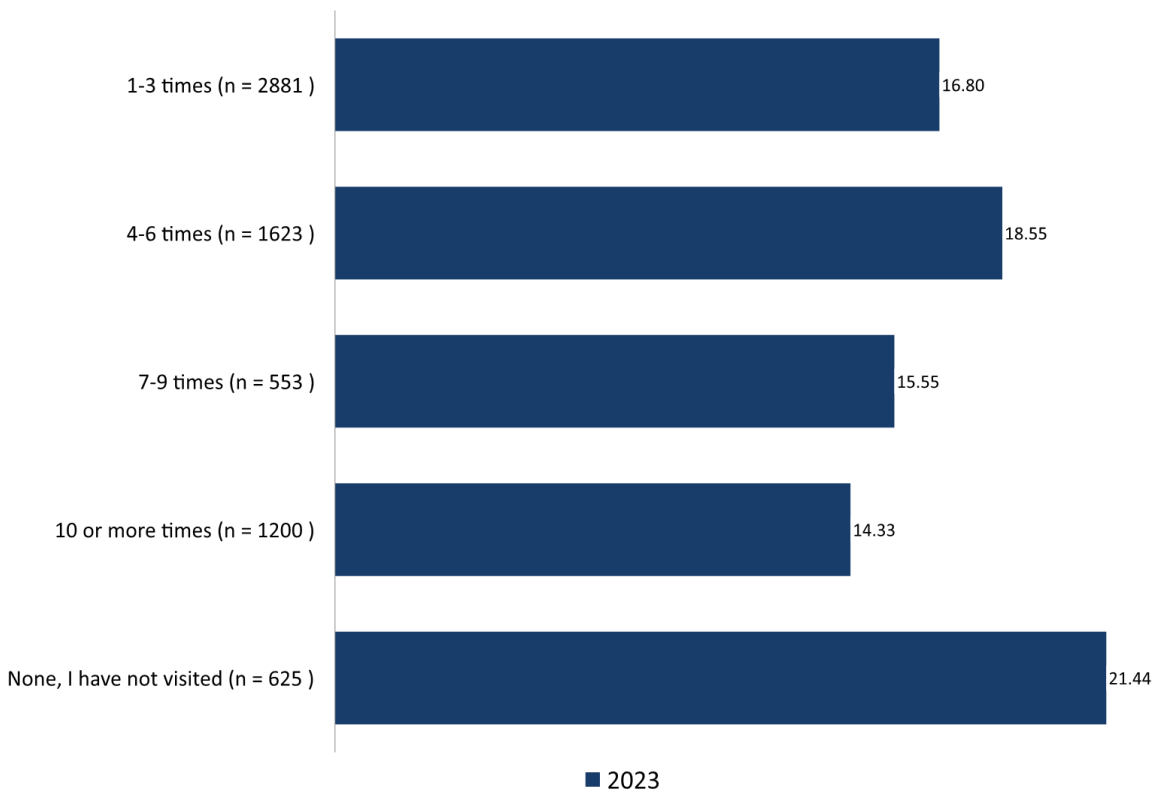
**Factors influencing visiting by number of times visiting the national cemetery.**

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

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

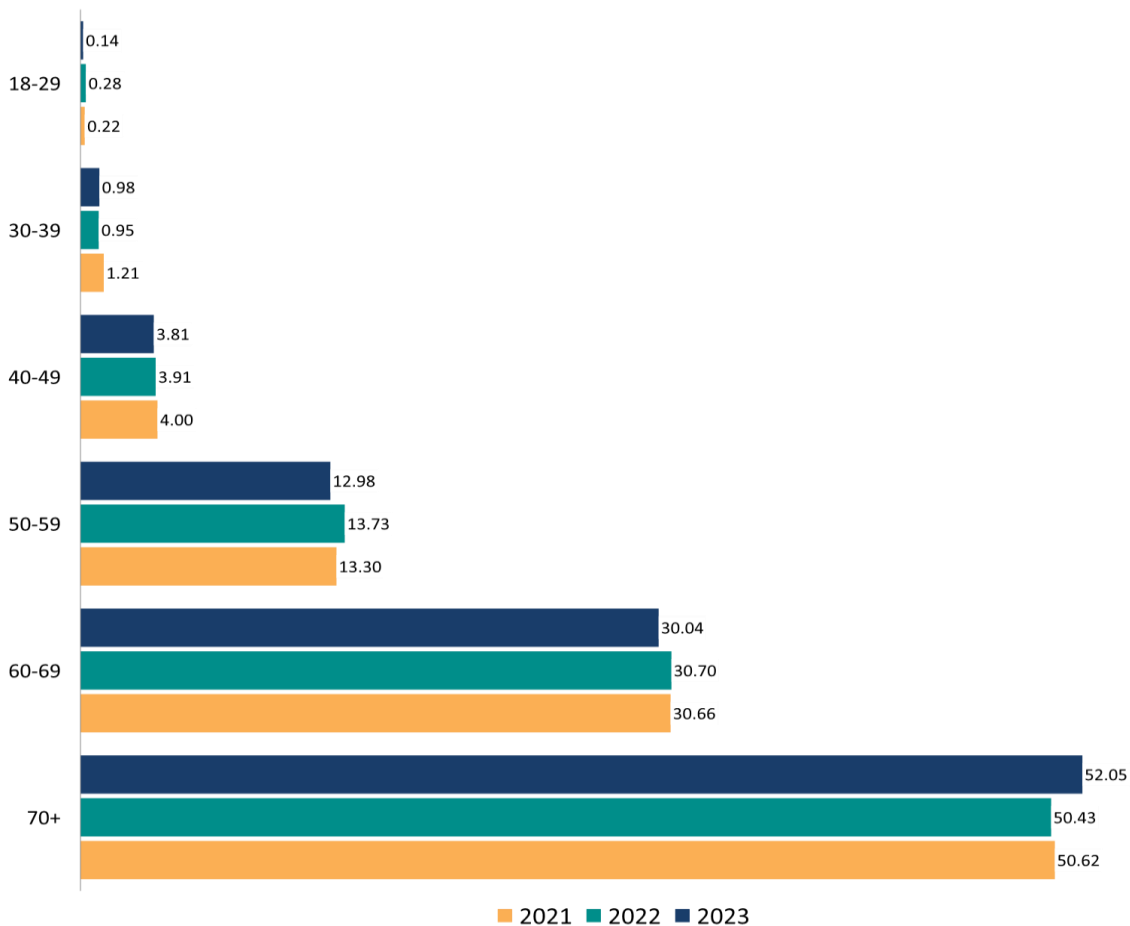
■ Health status

**NEXT OF KIN**



Question 54: In what year were you born? (Age group)

**NEXT OF KIN**



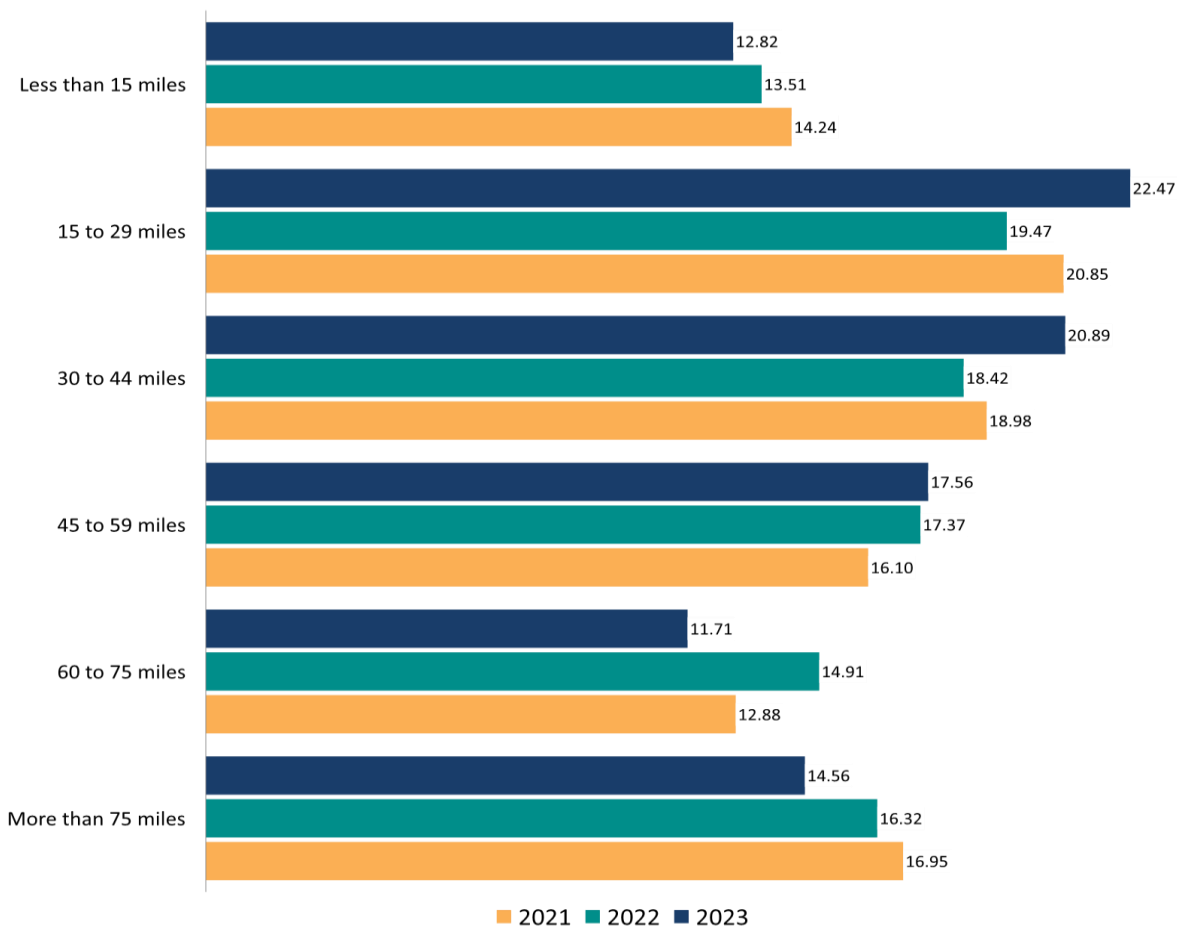
2021: n = 6,881 2022: n = 7,085 2023: n = 6,502



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

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

### FUNERAL DIRECTORS

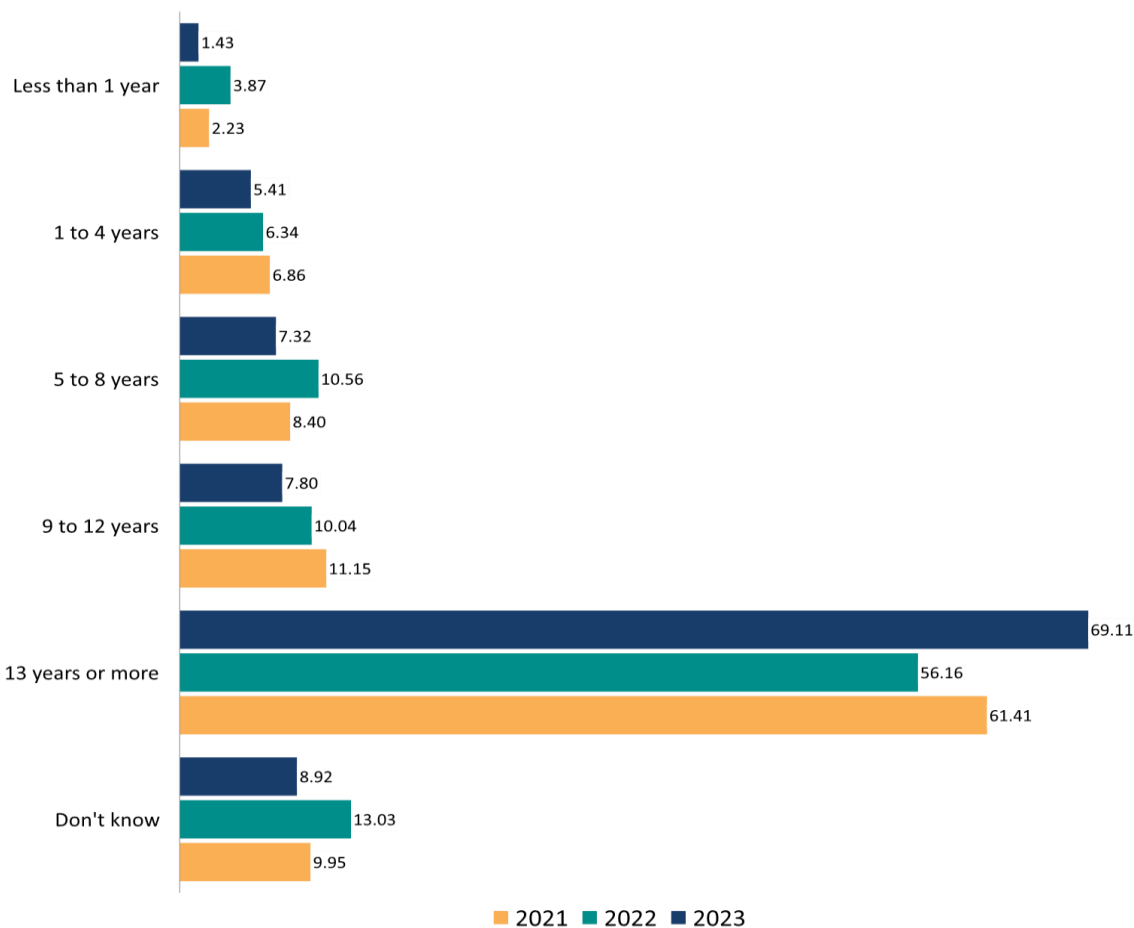


2021: n = 590 2022: n = 570 2023: n = 632

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

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

#### FUNERAL DIRECTORS

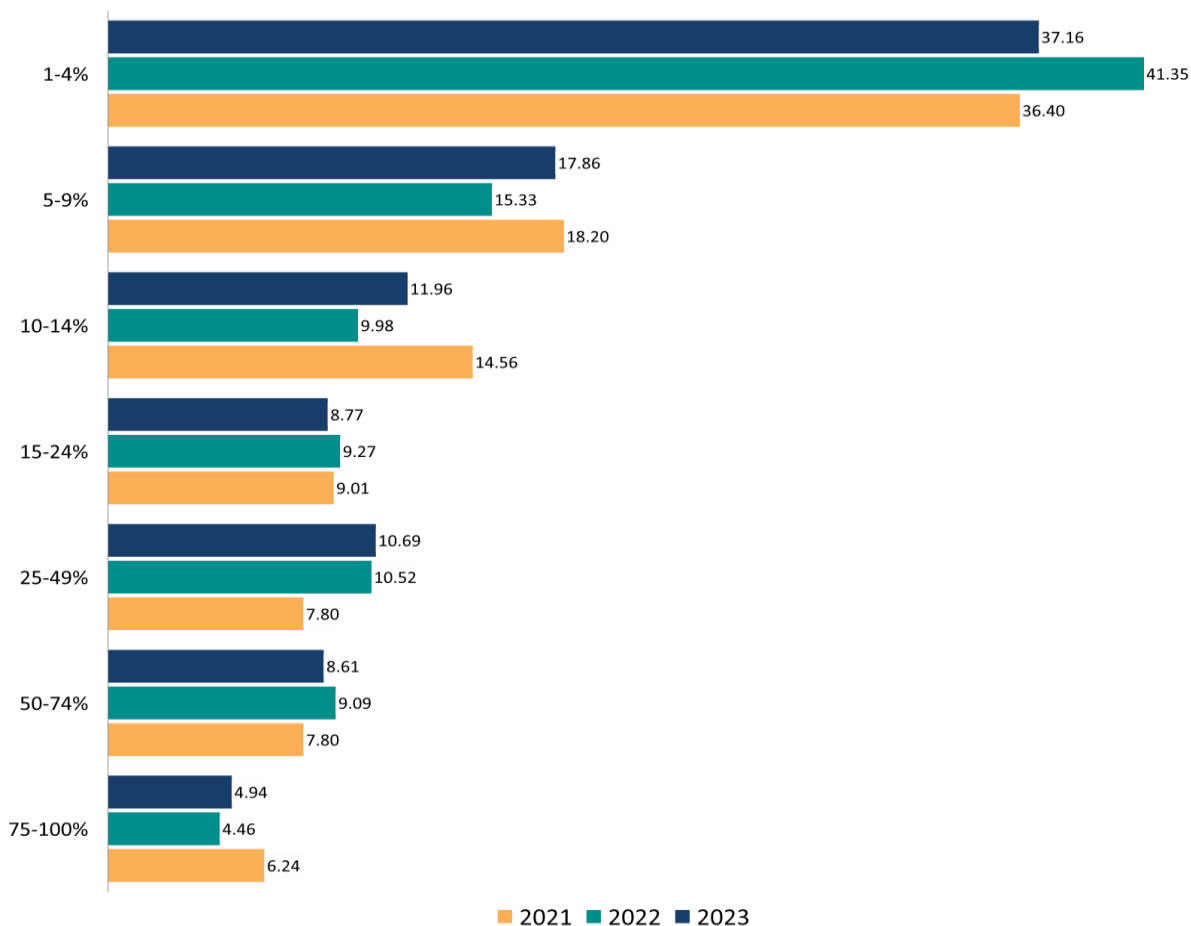


2021: n = 583 2022: n = 568 2023: n = 628

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

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

### FUNERAL DIRECTORS

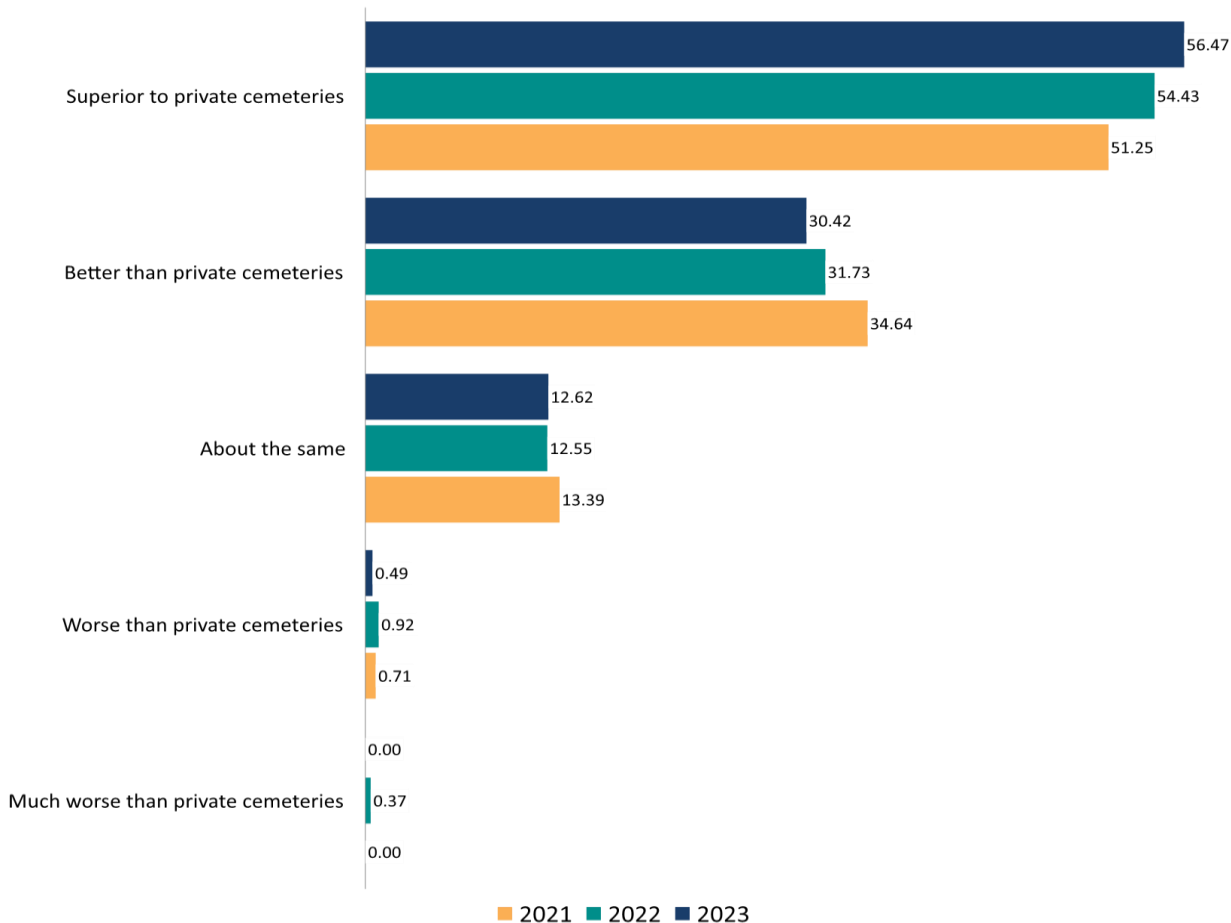


2021: n = 577 2022: n = 561 2023: n = 627

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

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

### FUNERAL DIRECTORS

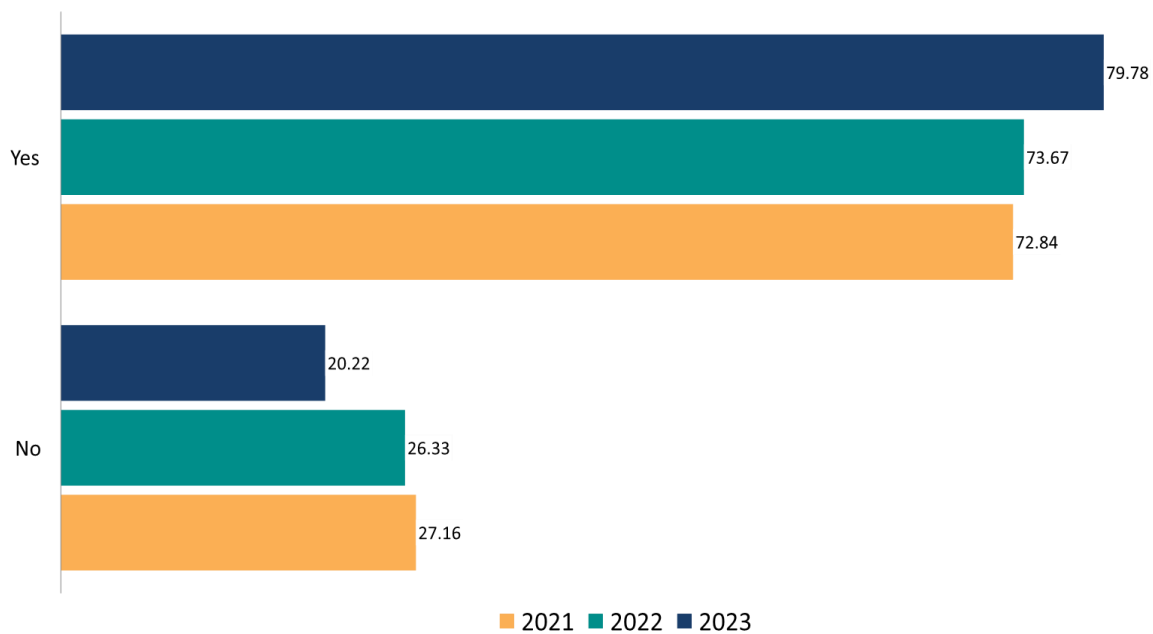


2021: n = 560 2022: n = 542 2023: n = 618

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

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

### FUNERAL DIRECTORS

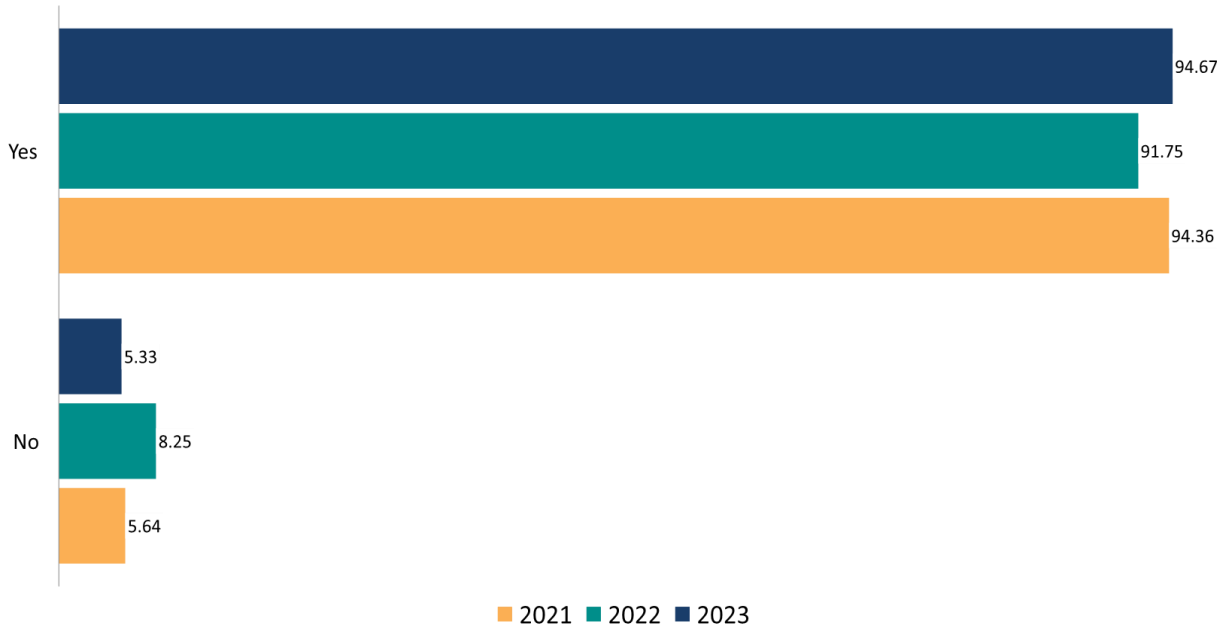


2021: n = 567 2022: n = 562 2023: n = 623

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

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

### FUNERAL DIRECTORS



2021: n = 408 2022: n = 412 2023: n = 488

Note: This question only applies to respondents who indicated "Yes" to Question 14 (FD).

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## Appendix B: Methodology and Survey Instruments

### SECTION DESCRIPTION

- Presented within this appendix is a description of the methodology used to develop and administer the 2023 State and Tribal Veteran Cemetery Survey.
- 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 and funeral director survey instruments are included as well.

### Project Background

To better assess satisfaction with services provided by State or Tribal Veteran Cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2023 Survey of Satisfaction with State or Tribal Veterans Cemeteries. The 2023 survey represents the tenth national 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 17,686 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery. Surveys were also mailed to 12,881 funeral directors who had worked with VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries.

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. There were no modifications made to the 2022 survey instruments to develop the 2023 versions.

The final 2023 questionnaires included a total of 55 questions for next of kin, and 40 questions for funeral directors.

### Sampling

#### Sampling Frame

The sampling frame for the 2023 next of kin State or Tribal Veterans Cemetery survey included all State or Tribal Veterans cemeteries where a Veteran or family member was eligible to be interred during the 2022 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2023 survey fielding there were 175 State or Tribal Veterans Cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2023 surveys was provided to Vistra by NCA. 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 address/Incomplete address
- 3) Not NoK
- 4) No NoK name
- 5) Invalid names\*
- 6) No NoK state and/or city

Summary of Reasons for Record Exclusion	
Reason Record Excluded	Numbers
Duplicate address	3,161
No address/Incomplete address	1,086
Not NoK	962
No NoK name	840
Invalid names	158
No NoK state and/or city	22
<b>Total excluded</b>	<b>6,229</b>
<b>Total available</b>	<b>42,624</b>
<b>Percent excluded</b>	<b>14.61%</b>

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

## Appendix B: Methodology and Survey Instruments

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

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 42,624 and 189,483 records available for STVC next of kin and funeral directors, respectively, 36,395 and 13,370 were deemed usable for sample selection.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC NoK	42,624	36,395
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 STVC next of kin survey employed sampling whereas the funeral director survey used a census, which included every available unduplicated record.

The second stage of sampling for the STVC next of kin survey utilized stratification by creating subgroups, or strata, from which records were selected using simple random sampling (SRS) with different percentages applicable to certain stratum. For example, a policy decision of NCA over all survey administrations has been to select 100% (or a census) of interments at any cemetery with 100 or fewer interments. The cut points and percent of records selected, or probability, within each stratum are provided in the table below.

## Appendix B: Methodology and Survey Instruments

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Stratum Creation by Cemetery Size	
Number of Interments per Cemetery	Percent of Available Records
100 or less	100.00%
101 or more	50.00%
200-449	50.00%
450-749	50.00%
750 or more	50.00%

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

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

Based on this approach, of the final 36,395 usable next of kin records, 18,363 were sampled (50.45%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 17,686 NoK. 12,881 surveys were mailed to funeral directors after the 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. Vistra mailed each funeral director three survey instruments contained in one physical survey package: the National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Satisfaction Survey, and the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience.

## Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
  - A cover letter signed by the Director of the Veterans Cemetery Grants Program for the next of kin State or Tribal Veterans Cemetery survey, requesting the respondents’ participation, a copy of the questionnaire, and a return envelope.
  - A cover letter signed by the Principal Deputy Under Secretary for Memorial Affairs for the funeral directors survey, requesting the respondents’ participation, a copy of the questionnaire, and a return envelope.
- Wave 2: A reminder/thank you postcard.
- Wave 3: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 4: A reminder/thank you/focus group postcard.

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

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 47 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.

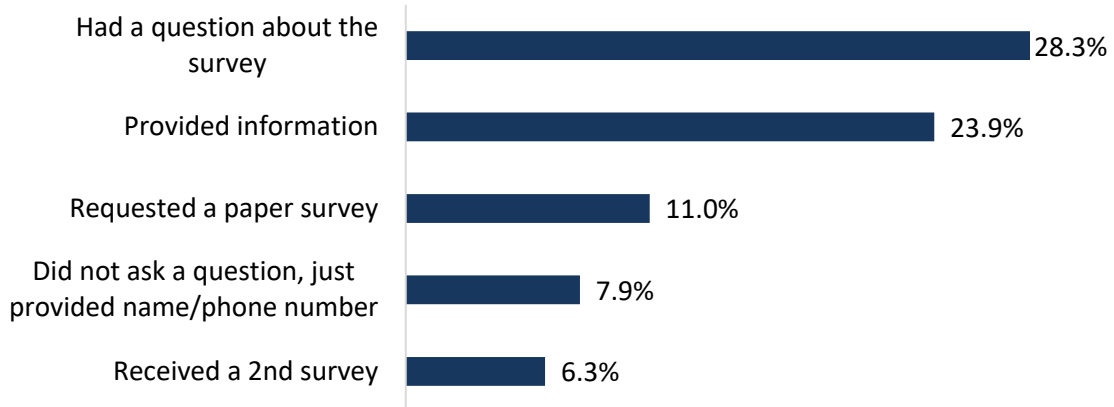
The majority of calls/emails received pertained to one of the following:

- 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.
- 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.

## Appendix B: Methodology and Survey Instruments

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

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

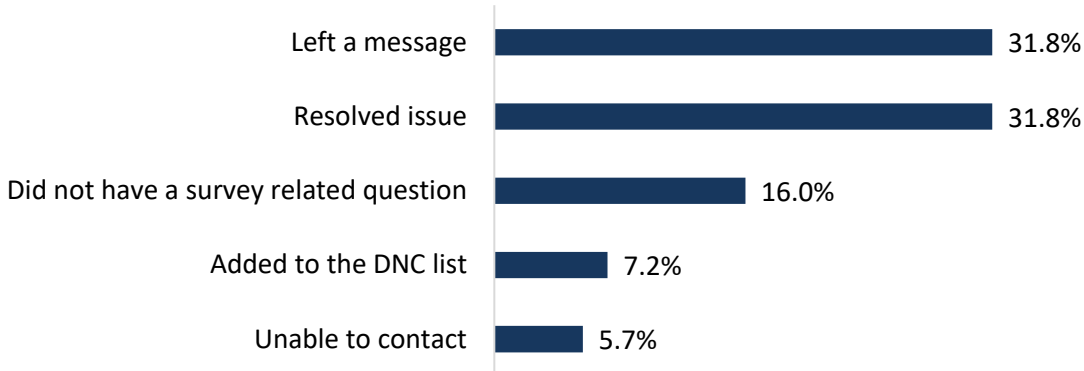


Reasons for calls	N	Percentage
Had a question about the survey	215	28.3%
Provided information	182	23.9%
Requested a paper survey	84	11.0%
Did not ask a question, just provided name/phone number	60	7.9%
Received a 2nd survey	48	6.3%
Online survey question	47	6.2%
Received the postcard	34	4.5%
Did not 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.

### 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**

**STATE OR TRIBAL VETERANS 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  
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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 State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

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

8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)

E-mail  
 Newsletter/flyer  
 Local newspaper/television news reports  
 State or Tribal/VA/NCA website  
 Professional/military association meetings  
 State or Tribal/VA/NCA social media (Facebook or Twitter)  
 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 State or Tribal Veterans Cemetery?

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

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

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

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks



**11. 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 #13**

**12. 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

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

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other (specify) \_\_\_\_\_

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

- Yes, I viewed it online
- Yes, the funeral director provided it
- No → **Go To #17**

*Please indicate your level of agreement with the following statement:*

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

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

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

- Yes
- No

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

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

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

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

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

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

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

- Yes
- No

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/the marker or headstone has not yet arrived → **Go To #24**



## Appendix B: Methodology and Survey Instruments

<p style="text-align: center; font-size: small;">SEE MARKING INSTRUCTIONS ON THE COVER.</p> <p style="text-align: center; font-size: x-small;">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> <p><b>22. 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>23. Overall, how satisfied were you with the quality and appearance 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><i>If your loved one was NOT a Veteran please go to Question 28.</i></p> <p><b>24. 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 → Go To #28</p> <p><i>For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>.</i></p> <p><b>25. 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 → Go To #27  <input type="radio"/> Somewhat satisfied → Go To #27  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied</p> <p><b>26. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)</b></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><i>Please indicate your level of agreement with the following statement:</i></p> <p><b>27. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</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>28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)</b></p> <p><input type="radio"/> None, I was well informed  <input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service  <input type="radio"/> Details of the committal service  <input type="radio"/> Headstone or marker inscription options  <input type="radio"/> Military funeral honors  <input type="radio"/> Floral policy  <input type="radio"/> Location of gravesite  <input type="radio"/> Layout of cemetery (maps)  <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
29. 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"/>
30. 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"/>
31. 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"/>
32. 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"/>
33. 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"/>
34. 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"/>
35. 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"/>
36. 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"/>
37. 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"/>
38. 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"/>
39. 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"/>
40. 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"/>
41. 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"/>
42. I am willing to <u>rely on</u> the State or Tribal governments to <u>maintain State or Tribal Veterans 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"/>
43. <u>My experiences</u> with the State or Tribal Veterans Cemetery <u>exceeded my expectations</u> .....	<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



State or Tribal Veterans Cemeteries are complements to VA's national cemeteries. State or Tribal Veterans Cemeteries, operated by State or Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that.

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

- My loved one wanted to be interred here.
- Other family members are interred here.
- The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.
- The State or Tribal Veterans Cemetery is close and easy to get to.
- Others recommended the State or Tribal Veterans Cemetery.
- The cost was reasonable to inter my loved one.
- There is no VA national cemetery conveniently available for the interment of my loved one.
- Other (specify) \_\_\_\_\_

Please indicate your level of agreement with the following statement:

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

- Strongly agree
- Agree
- Neither agree nor disagree → Go To #47
- Disagree → Go To #47
- Strongly disagree → Go To #47

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

- My loved one wanted to be interred in a VA national cemetery.
- Other family members are interred in a VA national cemetery.
- Others recommended the VA national cemetery.
- There is no cost to inter my loved one at a national cemetery.
- A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.
- The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.
- Other (specify) \_\_\_\_\_

**47. Have you visited a VA national cemetery?**

- Yes
- No → Go To #50
- Don't know/not applicable → Go To #50

Please indicate your level of agreement with the following statements.

**48. 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

**49. 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

**50. 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

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## Appendix B: Methodology and Survey Instruments

<i>SEE MARKING INSTRUCTIONS ON THE COVER.</i>	
Correct Mark	Incorrect Marks
<p><b>51. What is your gender?</b></p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>	<p><b>53. What is your race? (Mark one or more)</b></p> <p><input type="radio"/> White</p> <p><input type="radio"/> Black or African American</p> <p><input type="radio"/> American Indian or Alaska Native</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Native Hawaiian or other Pacific Islander</p>
<p><b>52. Are you Hispanic or Latino?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p><b>54. In what year were you born?</b></p> <p>_____</p>
<p><b>55. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>Note:</b> <i>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):</i></p> <p>_____</p> <p><b>Thank you very much for taking the time to complete this questionnaire.</b></p> <p><b>PLEASE</b> mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:</p> <p><b>DEPARTMENT OF VETERANS AFFAIRS VA NCA CUSTOMER SATISFACTION SURVEY PO BOX 510570 LIVONIA, MI 48151</b></p> <p>If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or <a href="mailto:VistraResearch@ConsultVistra.com">VistraResearch@ConsultVistra.com</a>.</p>	



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

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

HD10432499

# 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
	1	1
	2	2
	3	3
	4	4
	5	5
	6	6
	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)

- VANCA 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  
 VANCA 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

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

Very easy

Somewhat easy

Neither easy nor hard

Somewhat hard

Very hard

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

Very acceptable

Somewhat acceptable

Neither acceptable nor 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 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"/>
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"/>
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"/>
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 national cemetery is excellent. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am <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"/>
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"/>
37. I am willing to <u>rely on</u> VA and the National Cemetery Administration 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> VA and the National Cemetery Administration to <u>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"/>
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"/>

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

### 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

1. On average, about how many VA headstones, markers, and medallions do you/your company order in a year?

- Less than 10
- 11 to 25
- 26 to 40
- More than 40

2. Please indicate the type(s) of VA headstones/markers/medallions you/your company ordered. (Mark all that apply)

- Flat Bronze
- Flat Marble/Granite
- Bronze Niche
- Upright Marble/Granite
- Bronze Medallion

3. How do you typically order VA headstones, markers, or medallions? (Mark all that apply)

- Via the mail (to National VA)
- Via fax (to National VA)
- Via the local VA office
- Other (specify): \_\_\_\_\_

4. How satisfied are you with the process you typically used to order headstones, markers, and medallions?

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

5. Did you call the NCA Applicant Assistance number (1-800-697-6947) for assistance with a headstone, marker, or medallion?

- Yes
- No → Go To #9
- Don't Know

6. Did you speak with an NCA Customer Service representative initially, or were you transferred to NCA by a VA Customer Service representative?

- Spoke with an NCA Customer Service representative initially
- Transferred to NCA
- Don't know

7. Why did you call NCA? (Mark all that apply)

- To check on the status of an order
- To get help with ordering a marker
- To file a complaint about a marker
- Other (specify): \_\_\_\_\_

8. How satisfied were you with the service you received from the NCA Customer Service representative?

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

## 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>9. Have you visited the VA website for information about ordering the headstone, marker, or medallion?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → Go To #12</p> <p><b>10. What type of information were you looking for on VA's website? (Mark all that apply)</b></p> <p><input type="radio"/> Download an order form</p> <p><input type="radio"/> Find out what could go on the headstone/marker/medallion</p> <p><input type="radio"/> How to order a headstone/marker/medallion</p> <p><input type="radio"/> Find information on documentation needed</p> <p><input type="radio"/> Find information on the certificate signed by the President of the United States honoring the Veteran's service</p> <p><input type="radio"/> Other (specify): _____</p> <p><b>11. How satisfied were you with the ease of finding the information you were looking for on VA's website?</b></p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><b>12. When completing an application for a VA headstone, marker, or medallion, do you typically: (Mark only one)</b></p> <p><input type="radio"/> Complete and confirm information with family member's review and signature</p> <p><input type="radio"/> Complete and send to the VA</p> <p><input type="radio"/> Partially complete and give to family member for finalization</p> <p><input type="radio"/> Other (specify): _____</p> <p><b>13. Are you aware of the following requirements:</b></p> <p>Memorial product orders require the signature from the next of kin or written delegation of representation?</p> <p><input type="radio"/> Yes     <input type="radio"/> No</p> <p>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?</p> <p><input type="radio"/> Yes     <input type="radio"/> No</p>	<p><b>14. About how long after ordering the headstone, marker, or medallion did it arrive?</b></p> <p><input type="radio"/> Less than 1 month</p> <p><input type="radio"/> Between 1 and 2 months</p> <p><input type="radio"/> Between 2 and 3 months</p> <p><input type="radio"/> Between 3 and 4 months</p> <p><input type="radio"/> More than 4 months</p> <p><input type="radio"/> Don't Know</p> <p><b>15. How satisfied are you with the amount of time it takes to receive VA markers?</b></p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><b>16. In the past year, have you/your company had problems with a delivered headstone, marker, or medallion?</b></p> <p><input type="radio"/> Yes     <input type="radio"/> No → Go To #20</p> <p><b>17. About what percentage of the markers that you receive have problems?</b></p> <p><input type="radio"/> Less than 1%</p> <p><input type="radio"/> 1% to 5%</p> <p><input type="radio"/> 6% to 10%</p> <p><input type="radio"/> More than 10%</p> <p><b>18. What types of problems have you experienced with VA furnished headstones and markers? (Mark all that apply)</b></p> <p><input type="radio"/> Broken/chipped headstones/markers</p> <p><input type="radio"/> Typographical error(s)</p> <p><input type="radio"/> Wrong information/symbol</p> <p><input type="radio"/> Discoloration</p> <p><input type="radio"/> Wrong type of headstone or marker</p> <p><input type="radio"/> Other (specify): _____</p> <p><b>19. How satisfied are you with the timeliness in which problems have been corrected?</b></p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>
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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.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 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
	7	7
	8	8
	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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## 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"/>

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.      Correct Mark          Incorrect Marks

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/not applicable
37. I am willing to <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 read and interpret the graphs and tables used in this report:
  - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “Strongly agree” to “Strongly disagree”).
  - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).

### Question Numbers

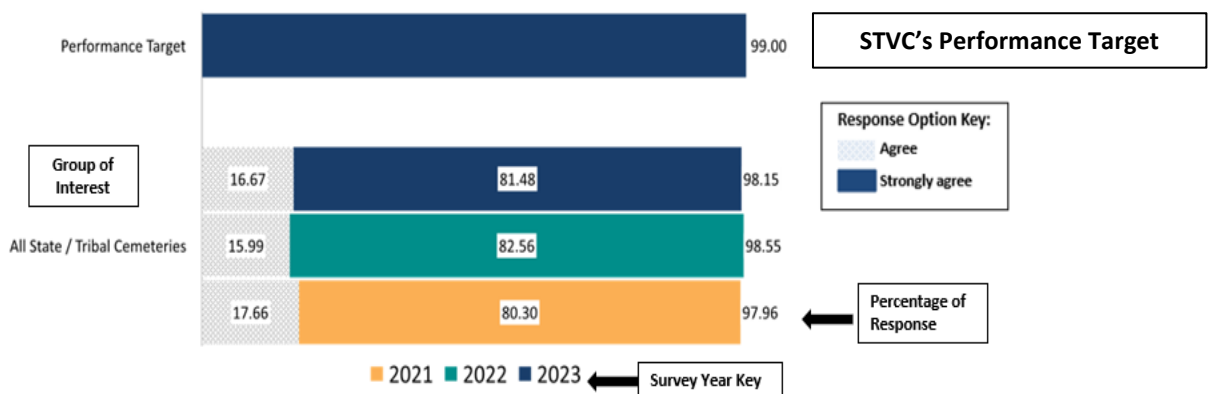
Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors. In the below example, Question 38 was asked of next of kin in the State or Tribal Veterans Cemetery satisfaction survey, while Question 34 was asked of funeral directors in the funeral director survey.

### Stacked Bar Graphs

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

**Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.**

ALL RESPONDENTS



A survey year key is located at the bottom of the graph. When data are available, the graph will display data from the current year and the previous year. According to the key in this example, 2023 data are shown by the top blue bars (darkest shade), 2022 data are shown by the middle green bars (medium shade), and 2021 data are shown by the orange bars (lightest shade).

The percentages to the right of the chart represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, "Strongly agree") and the percentages on the left are the moderate responses (in this case, "Agree"). For example, in the above graph 16.67% of all respondents selected "agree" in 2023 and 81.48 selected "Strongly agree," so in total, 98.15% of participants responded positively to this item.

## Appendix C: User Guide

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When an NCA performance target exists for an item, the performance target is presented at the top left of the graph. This is meant to aid with the comparison between NCA's performance target on the item and the actual satisfaction survey data. In this example, the performance target is 99.00%, while the actual satisfaction scores on this item have ranged from 97.96% to 98.15%. Note that performance targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not depict a performance target

## Appendix C: User Guide

### Data Tables

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

	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2023	7627	87.66%	-0.78%	8.39%	2.53%	0.93%	0.49%
	2022	8209	88.44%	2.77%	8.21%	2.08%	0.69%	0.57%
	2021	7189	85.67%	-2.43%	9.39%	3.24%	0.95%	0.75%

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

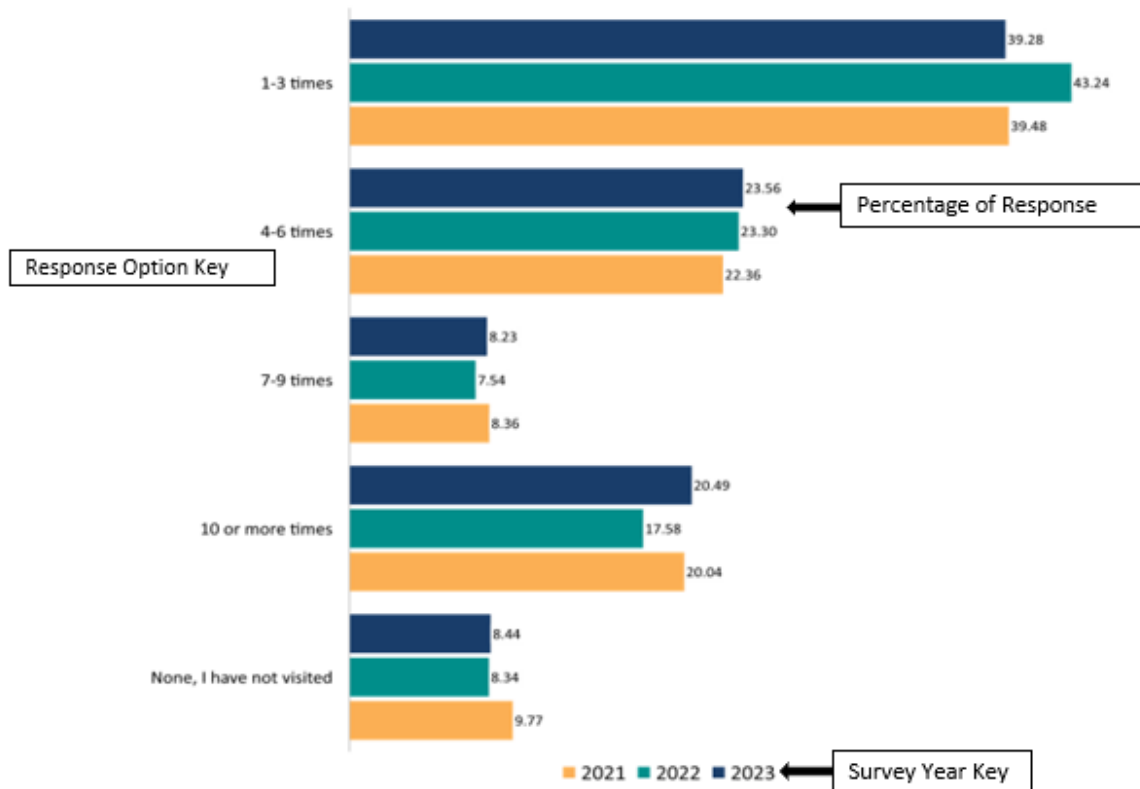
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., "Strongly agree," "Very satisfied") for the row year versus the previous year. For example, in the above table 87.66% of respondents selected "Very satisfied" in 2023, while 88.44 % selected this option in 2022. The change score was calculated as follows:  $87.66 - 88.44 = -0.78\%$ . Although 2020 data are not presented in the table, the 2021 change score represents the difference between the percentage of respondents selecting "Very satisfied" in 2021 and in 2020.

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

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

### Standard Bar Graphs

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



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 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, 39.28% of respondents selected 1-3 times in 2023, 43.24% selected 1-3 times in 2022, and 39.48% 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 #
29	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	82 - 83
30	26	The committal shelter used for the service was private, clean, and free of safety hazards.	84 - 85
31	27	The cemetery honors all Veterans and their service to our nation.	27 - 28
32	28	There are sufficient signs within the cemetery to assist the visitors.	86 - 87
33	29	The quality of service received from cemetery staff is excellent.	8 - 9
34	30	The State or Tribal Veterans Cemetery staff was courteous.	10 - 11
35	31	The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	12 - 13
37	33	The information kiosks (i.e., gravesite locators) are helpful to me.	88 - 89
38	34	The overall appearance of the State or Tribal Veterans Cemetery is excellent.	14 - 15
39	35	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	18 - 19
40	36	I would recommend the cemetery to Veteran families during their time of need.	16 - 17
41	37	I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.	20 - 21
42	38	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	25 - 26
43	39	My experiences with the State or Tribal Veterans 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?	99
2	How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	100
3	How far do you reside from the State or Tribal Veterans Cemetery?	101
4	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?	102
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?	103
6	Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	31
7	How did you learn of these benefits prior to your time of need?	32
8	Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)	33
9	Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	30
10	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	34
11	At the committal service, did your family have any of the following special needs or requests?	52
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	53
13	In what religious practice was the burial conducted?	104
14	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	54
15	The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.	55
16	Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	56
17	If your loved one received military funeral honors, how satisfied were you with the honors received?	57
18	Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	51
19	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	78
20	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	79
21	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	75
22	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	77

## Appendix D: Question Locator

Question #	Question Text	Report Page #
NK		Report Page #
23	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	76
24	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	35
25	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	36
26	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	37
27	Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	38
28	Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about?	39
36	The appearance of my loved one's gravesite/columbaria is excellent.	81
44	Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment.	91
45	If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	92
46	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery.	93
47	Have you visited a VA national cemetery?	94
48	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	95
49	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	96
50	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	97
51	What is your gender?	105
52	Are you Hispanic or Latino?	110
53	What is your race? (Mark one or more)	114
54	In what year were you born? (Age group)	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 State or Tribal Veterans Cemetery with which you most frequently do business?	124
3	How long has your funeral home worked with the State or Tribal Veterans Cemetery?	125
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	126
5	How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	42
6	Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	43
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)	44
8	What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?	45
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)	48
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?	64
12	Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	127
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?	46
14	Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?	128
15	Do you typically provide these information resources on military honors to next of kin?	129
16	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	47
17	How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	61
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	65
19	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	62
20	During committal services, how often do you receive the support you need from cemetery staff?	63
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	66
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?	67
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	68
24	To what extent is the quality of military honors acceptable?	69

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## Appendix E: Response Rates

### SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2023 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

## National Response Rates

Nationally, the survey yielded a response rate of 34.95% (46.19% for next of kin and 19.65% funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.

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

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable. 1,342 undeliverable pieces of mail (4.40%) 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	301	35.71%	168	33.67%
Insufficient address	123	14.59%	34	6.81%
Attempted – Not known	138	16.37%	67	13.43%
No such number	100	11.86%	30	6.01%
No such street	8	0.95%	8	1.60%
No mail receptacle	48	5.69%	130	26.05%
Vacant	40	4.74%	24	4.81%
No comment	5	0.59%	13	2.61%
Unclaimed	12	1.42%	6	1.20%
Moved – Left no address	6	0.71%	5	1.00%
Forward time expired	22	2.61%	3	0.60%
Refused	10	1.19%	4	0.80%
Deceased	8	0.95%	0	0.00%
Unable to Forward	12	1.42%	4	0.80%
Return to Sender	3	0.36%	0	0.00%
Temporarily Away	1	0.12%	0	0.00%
Illegible	0	0.00%	2	0.40%
In Dispute	6	0.71%	1	0.20%
<b>Total</b>	<b>843</b>	<b>100.00%</b>	<b>499</b>	<b>100.00%</b>

## 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	17,686	12,881	30,567
Undeliverable	843	499	1,342
Total Eligible Questionnaires	16,843	12,382	29,225
Total Returned Surveys	7,780	2,433	10,213
English Surveys Returned	7,759	2,420	10,179
Spanish Surveys Returned	21	13	34
Total Response Rate (Returned/Eligible)	46.19%	19.65%	34.95%

The table below presents survey returns by completion method.

<b>Survey Returns by Web and Mail</b>					
		<b>Next of Kin</b>		<b>Funeral Directors</b>	
Web Completes	English	1,068	13.73%	479	19.69%
	Spanish	5	0.64%	0	0.00%
	Total	1,073	13.79%	479	19.69%
Paper Completes	English	6,691	86.00%	1,941	79.78%
	Spanish	16	0.21%	13	0.53%
	Total	6,707	86.21%	1,954	80.31%
<b>Total Returned Surveys</b>		<b>7,780</b>	<b>100.00%</b>	<b>2,433</b>	<b>100.00%</b>

\*17,639 English-language NoK and 47 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 state-level reports.

## Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Alabama State Veterans Cemetery-Spanish Fort	196	82	41.84%	9
Albert G. Horton Jr. Memorial Veterans Cemetery	633	268	42.34%	6
<i>All Nations Veterans Cemetery</i>	0	0	N/A	2
Angel Fire State Veterans Cemetery	0	0	N/A	1
<i>Apsaalooke Veterans Cemetery</i>	0	0	N/A	0
Arizona Veterans Memorial Cemetery at Camp Navajo	52	23	44.23%	4
Arizona Veterans Memorial Cemetery at Marana	262	117	44.66%	2
Arkansas State Veterans Cemetery-Birdeye	0	0	N/A	0
Arkansas Veterans Cemetery at North Little Rock	336	121	36.01%	8
Atlantic Garden Veterans Cemetery	64	29	45.31%	3
<i>Big Sandy Rancheria Veterans Cemetery</i>	0	0	N/A	0
Brigadier General William C. Doyle Veterans Memorial Cemetery	845	384	45.44%	43
California Central Coast Veterans Cemetery	204	108	52.94%	3
Central Louisiana Veterans Cemetery	52	19	36.54%	3
Central Texas State Veterans Cemetery	552	223	40.40%	11
Central Wisconsin Veterans Memorial Cemetery	84	46	54.76%	2
Cheltenham Veterans Cemetery	444	164	36.54%	4
Coastal Bend Veterans Cemetery	303	140	46.20%	5
Coastal Carolina State Veterans Cemetery	159	68	42.77%	1
Colonel Raymond F. Gates Memorial Cemetery	2	0	0%	0
Connecticut State Veterans Cemetery-Middletown	309	141	45.63%	14
Crownsville Veterans Cemetery	378	170	44.97%	5
Delaware Veterans Memorial Cemetery New Castle County-Bear	0	0	N/A	3
Delaware Veterans Memorial Cemetery Sussex County-Millsboro	175	80	45.71%	1
Donel Kinnard Memorial State Veterans Cemetery	110	45	40.91%	2
East Hawaii Veterans Cemetery-1	0	0	N/A	1
East Hawaii Veterans Cemetery-2	0	0	N/A	0
East Tennessee State Veterans Cemetery (Lyons View)	58	19	32.76%	2
East Tennessee State Veterans Cemetery II (John Sevier)	304	146	48.03%	12
Eastern Carolina State Veterans Cemetery	134	49	36.75%	9
Eastern Montana State Veterans Cemetery	26	15	57.69%	0



## Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Eastern Shore Veterans Cemetery	105	40	38.10%	1
Fort Stanton State Veterans Cemetery	0	0	N/A	1
Gallup State Veterans Cemetery	0	0	N/A	1
Garrison Forest Veterans Cemetery	517	174	33.66%	4
Georgia Veterans Memorial Cemetery-Glenville	87	34	39.08%	4
Georgia Veterans Memorial Cemetery-Milledgeville	149	63	42.28%	5
Guam Veterans Cemetery	0	0	N/A	0
Hawaii State Veterans Cemetery	287	131	45.64%	0
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	0	0	N/A	0
Idaho State Veterans Cemetery	366	173	47.27%	4
Idaho State Veterans Cemetery - Blackfoot	39	22	56.41%	3
Indiana Veterans Memorial Cemetery	91	36	39.56%	4
Iowa Veterans Cemetery	276	137	49.64%	10
Kansas Veterans Cemetery at Fort Dodge	30	17	56.67%	0
Kansas Veterans Cemetery at Fort Riley	69	35	50.72%	3
Kansas Veterans Cemetery at Wakeeney	44	21	47.73%	0
Kansas Veterans Cemetery at Winfield	83	35	42.17%	6
Kauai Veterans Cemetery	0	0	N/A	0
Kentucky Veterans Cemetery-Central	324	135	41.67%	14
Kentucky Veterans Cemetery-North	105	50	47.62%	5
Kentucky Veterans Cemetery-Northeast	72	29	40.28%	4
Kentucky Veterans Cemetery-Southeast	23	20	86.96%	2
Kentucky Veterans Cemetery-West	185	79	42.70%	10
<i>Lakota Freedom Veterans Cemetery</i>	0	0	N/A	0
Lanai Veterans Cemetery	0	0	N/A	0
<i>Leech Lake Veterans Cemetery</i>	0	0	N/A	0
M.J. Dolly Cooper Veterans Cemetery	209	86	41.15%	6
Maine Veterans Memorial Cemetery-Civic Center Drive	151	79	52.32%	1
Maine Veterans Memorial Cemetery-Mt. Vernon Road	192	88	45.83%	3
Massachusetts State Veterans Cemetery-Agawam	395	189	47.85%	5
Massachusetts State Veterans Cemetery-Winchendon	155	81	52.26%	9
Maui Veterans Cemetery	0	0	N/A	2

## Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
<i>Metlakatla Veterans Memorial Cemetery</i>	0	0	N/A	0
Middle Tennessee State Veterans Cemetery	341	158	46.33%	11
Minnesota State Veterans Cemetery-Duluth	62	39	62.90%	4
Minnesota State Veterans Cemetery-Little Falls	233	113	48.50%	14
Minnesota State Veterans Cemetery-Preston	78	51	65.38%	5
Mississippi Veterans Memorial Cemetery-Newton	90	37	41.11%	3
Missouri State Veterans Cemetery-Bloomfield	165	81	49.09%	9
Missouri State Veterans Cemetery-Fort Leonard Wood	68	33	48.53%	4
Missouri State Veterans Cemetery-Higginsville	210	110	52.38%	19
Missouri State Veterans Cemetery-Jacksonville	72	35	48.61%	7
Missouri Veterans Cemetery-Springfield	392	204	52.04%	11
Molokai Veterans Cemetery	0	0	N/A	0
Montana State Veterans Cemetery	90	41	45.56%	5
Monte Calvario Veterans Cemetery	0	0	N/A	0
Nebraska Veterans Cemetery at Alliance	38	25	65.79%	2
New Hampshire State Veterans Cemetery	448	207	46.21%	9
North Dakota Veterans Cemetery	228	101	44.30%	7
North Mississippi Veterans Memorial Cemetery-Kilmichael	33	13	39.39%	3
Northeast Louisiana Veterans Cemetery	68	27	40.97%	2
Northern California Veterans Cemetery	216	104	48.15%	6
Northern Maine Veterans Cemetery	57	28	49.12%	0
Northern Nevada Veterans Memorial Cemetery	250	101	40.40%	0
Northern Wisconsin Veterans Memorial Cemetery	155	81	52.26%	4
Northwest Louisiana Veterans Cemetery	144	59	40.97%	2
Ohio Veterans Home Cemetery	0	0	N/A	4
Oklahoma State-Ardmore	0	0	N/A	1
Oregon Trail Veterans Cemetery	0	0	N/A	2
Pennsylvania Soldiers and Sailors Home Cemetery-Erie	0	0	N/A	0
Rhode Island Veterans Cemetery	506	213	42.09%	5
Rio Grande Valley State Veterans Cemetery	148	65	43.92%	4
Rocky Gap Veterans Cemetery	89	38	42.70%	3

## Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Saipan Veterans Cemetery-CNMI	0	0	N/A	0
<i>San Carlos Apache Tribal Veterans Cemetery</i>	0	0	N/A	0
Sandhills State Veterans Cemetery	246	87	35.37%	7
<i>Seminole Nation and Veterans Memorial Cemetery</i>	0	0	N/A	0
<i>Sicangu Akicita Owicahé Veterans Cemetery</i>	0	0	N/A	0
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	0	0	N/A	0
South Dakota Veterans Cemetery	83	50	60.24%	2
Southeast Louisiana Veterans Cemetery	259	87	33.59%	5
Southern Arizona Veterans' Memorial Cemetery	139	58	41.73%	0
Southern Maine Veterans Cemetery	100	46	46.00%	0
Southern Minnesota State Veterans Cemetery	0	0	N/A	1
Southern Nevada Veterans Memorial Cemetery	779	289	37.10%	0
Southern Wisconsin Veterans Memorial Cemetery	529	237	44.80%	11
Southwest Louisiana Veterans Cemetery	62	20	32.26%	4
Southwest Virginia Veterans Cemetery	114	56	49.12%	7
Sunset Cemetery	0	0	N/A	2
Tennessee State Veterans Cemetery at Parkers Crossroads	55	20	36.36%	8
Texas State Veterans Cemetery at Abilene	163	74	45.40%	6
Utah State Veterans Cemetery	0	0	N/A	0
Vermont Veterans Memorial Cemetery	0	0	N/A	2
Veterans Memorial Cemetery of Western Colorado	166	84	51%	2
Virginia Veterans Cemetery at Amelia	250	125	50.60%	10
Washington State Veterans Cemetery-Medical Lake	0	0	N/A	0
West Hawaii State Veterans Cemetery	0	0	N/A	0
West Tennessee State Veterans Cemetery	554	187	33.75%	8
Western Carolina State Veterans Cemetery	0	0	N/A	5
Western Montana Veterans Cemetery	68	45	66.18%	1
<i>White Eagle Cemetery</i>	0	0	N/A	0
<i>Yurok Veterans Cemetery</i>	0	0	N/A	0

## Appendix F: Survey Results by Question

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### Appendix F: Survey Results by Question

- 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>National</b>
	<b>n=7,449</b>
Yes	59.19%
No	31.75%
Don't know	9.06%
<b>2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?</b>	<b>National</b>
	<b>n=7,726</b>
1-3 times	39.28%
4-6 times	23.56%
7-9 times	8.23%
10 or more times	20.49%
None, I have not visited	8.44%
<b>3. How far do you reside from the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=7,645</b>
Less than 15 miles	20.97%
15 to 29 miles	26.59%
30 to 44 miles	17.06%
45 to 59 miles	9.99%
60 to 75 miles	5.76%
More than 75 miles	19.63%
<b>4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)</b>	<b>National</b>
	<b>n=6,902</b>
Distance to the State or Tribal Veterans Cemetery	53.65%
Access to transportation	9.65%
Health status	17.11%
Other (specify)	31.16%
<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>National</b>
	<b>n=7,714</b>
Yes	20.26%
No	79.74%

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

<b>6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?</b>	<b>n=7,644</b>
Yes	75.69%
No	24.31%
<b>7. How did you learn of these benefits prior to your time of need? (Mark all that apply)</b>	<b>n=5,517</b>
Family member/friend	59.13%
Funeral home	26.83%
Veterans Service Organization	14.30%
Other Veteran/active-duty member	18.20%
Pre-Need Burial Eligibility Determination	11.69%
Military discharge-related materials	26.57%
State or Tribal/VA/NCA pamphlet, brochure, newsletter	4.97%
Local newspaper/television news reports	2.90%
Professional/military association meetings	3.37%
Other State Tribal or VA Organization	4.02%
State or Tribal/VA/NCA website	4.33%
Public events (e.g., parades, speeches)	2.16%
State or Tribal/VA/NCA social media (Facebook or Twitter)	<1%
Other (specify)	7.05%
<b>8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)</b>	<b>n=6,810</b>
E-mail	29.41%
State or Tribal/VA/NCA website	8.59%
State or Tribal/ VA/NCA social media (Facebook or Twitter)	3.47%
Newsletter/flyer	27.02%
Local newspaper/television news reports	16.83%
Public events (e.g., parades, speeches)	3.42%
Professional/military association meetings	4.79%
Other (specify)	6.48%

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

<b>9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=7,627</b>
Very satisfied	87.66%
Somewhat satisfied	8.39%
Neither / Nor	2.53%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>10. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?</b>	<b>National</b>
	<b>n=4,342</b>
Very informed	74.34%
Somewhat informed	19.69%
Neither informed nor uninformed	2.72%
Somewhat uninformed	1.84%
Very uninformed	1.40%
<b>11. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</b>	<b>National</b>
	<b>n=4,353</b>
Visit the gravesite	23.87%
View the burial	15.14%
Specific religious practices	10.52%
Specific cultural practices	1.49%
Additional seating at the committal service	4.07%
Handicapped accommodations	5.44%
No, my family did not have any special needs or requests	66.92%
<b>12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</b>	<b>National</b>
	<b>n=1,418</b>
Yes, completely	84.91%
Yes, somewhat	7.90%
No, and I understand why	4.23%
No, and I did not understand why	2.96%

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

<b>13. In what religious practice was the burial conducted?</b>	<b>National</b>
	<b>n=4,323</b>
Christian	62.99%
Catholic	21.30%
Muslim	0.00%
Jewish	<1%
Buddhist	<1%
Hindu	0.00%
Atheist	<1%
Agnostic	<1%
None	12.12%
Other (specify)	2.27%
<b>14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?</b>	<b>National</b>
	<b>n=4,348</b>
Yes, I viewed it online	3.38%
Yes, the funeral director provided it	3.96%
No	92.66%
<b>15. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery</b>	<b>National</b>
	<b>n=297</b>
Strongly agree	57.91%
Agree	35.02%
Neither agree nor disagree	6.40%
Disagree	0.00%
Strongly disagree	<1%
<b>16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?</b>	<b>National</b>
	<b>n=289</b>
Yes	96.54%
No	3.46%



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

<b>17. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</b>	<b>National</b>
	<b>n=3,304</b>
Very satisfied	91.62%
Somewhat satisfied	5.87%
Neither / Nor	1.21%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=4,380</b>
Very satisfied	89.50%
Somewhat satisfied	7.65%
Neither / Nor	1.55%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>19. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?</b>	<b>National</b>
	<b>n=7,168</b>
Yes	92.23%
No	7.77%
<b>20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</b>	<b>National</b>
	<b>n=7,591</b>
Yes	91.86%
No	8.14%
<b>21. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</b>	<b>National</b>
	<b>n=7,227</b>
Very satisfied	79.62%
Somewhat satisfied	12.16%
Neither / Nor	5.20%
Somewhat dissatisfied	2.20%
Very dissatisfied	<1%

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

<b>22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</b>	<b>National</b>
	<b>n=6,413</b>
Yes	95.65%
No	4.35%
<b>23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</b>	<b>National</b>
	<b>n=6,890</b>
Very satisfied	88.74%
Somewhat satisfied	5.05%
Neither / Nor	5.01%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>24. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?</b>	<b>National</b>
	<b>n=6,090</b>
Yes	58.69%
No	41.31%
<b>25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</b>	<b>National</b>
	<b>n=3,475</b>
Very satisfied	82.65%
Somewhat satisfied	8.69%
Neither / Nor	6.85%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>26. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</b>	<b>National</b>
	<b>n=188</b>
Envelope was bent/torn	15.96%
Name was misspelled	10.64%
Poor print quality	9.04%
Other problem (specify)	69.68%

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

<b>27. Receiving the certificate signed by the President of the United States honoring the Veteran’s service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</b>	<b>National</b>
	<b>n=3,425</b>
Strongly agree	35.82%
Agree	24.09%
Neither agree nor disagree	35.42%
Disagree	3.53%
Strongly disagree	1.14%
<b>28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)</b>	<b>National</b>
	<b>n=7,499</b>
None, I was well informed	67.20%
Details of the committal service	7.68%
Military funeral honors	4.79%
Location of gravesite	4.36%
Layout of cemetery	4.13%
Directions to Cemetery	2.13%
Certificate signed by the President of the United States honoring the Veteran’s service	16.31%
Floral policy	6.67%
Headstone or marker inscription options	7.89%
Other (specify)	3.65%
<b>29. The upkeep of the headstones, markers, or columbarium niche covers is excellent.</b>	<b>National</b>
	<b>n=7,220</b>
Strongly agree	73.84%
Agree	22.26%
Neither agree nor disagree	3.16%
Disagree	<1%
Strongly disagree	<1%
<b>30. The committal shelter used for the service was private, clean, and free of safety hazards.</b>	<b>National</b>
	<b>n=4,088</b>
Strongly agree	82.73%
Agree	15.63%
Neither agree nor disagree	1.30%
Disagree	<1%
Strongly disagree	<1%

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

<b>31. The cemetery honors all Veterans and their service to our nation.</b>	<b>National</b>
	<b>n=7,312</b>
Strongly agree	81.44%
Agree	16.45%
Neither agree nor disagree	1.75%
Disagree	<1%
Strongly disagree	<1%
<b>32. There are sufficient signs within the cemetery to assist visitors.</b>	<b>National</b>
	<b>n=7,431</b>
Strongly agree	66.28%
Agree	25.21%
Neither agree nor disagree	5.88%
Disagree	2.09%
Strongly disagree	<1%
<b>33. The quality of service received from cemetery staff is excellent.</b>	<b>National</b>
	<b>n=7,481</b>
Strongly agree	77.29%
Agree	18.61%
Neither agree nor disagree	3.06%
Disagree	<1%
Strongly disagree	<1%
<b>34. The State or Tribal Veterans Cemetery staff was courteous.</b>	<b>National</b>
	<b>n=7,454</b>
Strongly agree	80.57%
Agree	16.80%
Neither agree nor disagree	2.07%
Disagree	<1%
Strongly disagree	<1%

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

<b>35. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.</b>	<b>National</b>
	<b>n=7,421</b>
Strongly agree	78.97%
Agree	17.13%
Neither agree nor disagree	3.02%
Disagree	<1%
Strongly disagree	<1%
<b>36. The appearance of my loved one's gravesite/columbaria is excellent.</b>	<b>National</b>
	<b>n=7,308</b>
Strongly agree	75.83%
Agree	19.66%
Neither agree nor disagree	3.24%
Disagree	1.00%
Strongly disagree	<1%
<b>37. The information kiosks (i.e., gravesite locators) are helpful to me.</b>	<b>National</b>
	<b>n=6,387</b>
Strongly agree	62.36%
Agree	24.17%
Neither agree nor disagree	11.30%
Disagree	1.52%
Strongly disagree	<1%
<b>38. The overall appearance of the State or Tribal Veterans Cemetery is excellent.</b>	<b>National</b>
	<b>n=7,585</b>
Strongly agree	81.69%
Agree	16.52%
Neither agree nor disagree	1.41%
Disagree	<1%
Strongly disagree	<1%

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

<b>39. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.</b>	<b>National</b>
	<b>n=7,620</b>
Strongly agree	79.36%
Agree	18.01%
Neither agree nor disagree	1.82%
Disagree	<1%
Strongly disagree	<1%
<b>40. I would recommend the cemetery to Veteran families during their time of need.</b>	<b>National</b>
	<b>n=7,639</b>
Strongly agree	82.71%
Agree	15.79%
Neither agree nor disagree	1.15%
Disagree	<1%
Strongly disagree	<1%
<b>41. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.</b>	<b>National</b>
	<b>n=7,448</b>
Strongly agree	80.14%
Agree	17.56%
Neither agree nor disagree	2.01%
Disagree	<1%
Strongly disagree	<1%
<b>42. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.</b>	<b>National</b>
	<b>n=7,547</b>
Strongly agree	79.37%
Agree	18.36%
Neither agree nor disagree	2.07%
Disagree	<1%
Strongly disagree	<1%

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

<b>43. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.</b>	<b>National</b>
	<b>n=7,601</b>
Strongly agree	67.48%
Agree	24.39%
Neither agree nor disagree	6.70%
Disagree	1.03%
Strongly disagree	<1%
<b>44. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)</b>	<b>National</b>
	<b>n=7,562</b>
My loved one wanted to be interred here	69.29%
Other family members are interred here	26.43%
The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.	39.61%
The State or Tribal Veterans Cemetery is close and easy to get to	23.04%
Others recommended the State or Tribal Veterans Cemetery	13.82%
The cost was reasonable to inter my loved one	33.28%
There is no VA national cemetery conveniently available for the interment of my loved one	8.05%
Other (specify)	3.90%
<b>45. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.</b>	<b>National</b>
	<b>n=7,334</b>
Strongly agree	7.47%
Agree	6.01%
Neither agree nor disagree	52.59%
Disagree	24.04%
Strongly disagree	9.89%

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

<b>46. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather</b>	<b>National</b>
	<b>n=884</b>
My loved one wanted to be interred here	57.81%
Other family members are interred here	20.59%
Others recommended the VA national cemetery.	9.28%
Others recommended the State or Tribal Veterans Cemetery	9.28%
There is no cost to inter my loved one at a national cemetery.	19.46%
A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.	17.76%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.	15.05%
Other (specify)	7.35%
<b>47. Have you visited a VA national cemetery?</b>	<b>National</b>
	<b>n=7,123</b>
Yes	58.29%
No	41.71%
<b>48. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</b>	<b>National</b>
	<b>n=3,994</b>
Strongly agree	55.81%
Agree	32.05%
Neither agree nor disagree	10.22%
Disagree	1.60%
Strongly disagree	<1%
<b>49. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</b>	<b>National</b>
	<b>n=3,985</b>
Strongly agree	51.24%
Agree	28.53%
Neither agree nor disagree	18.72%
Disagree	1.10%
Strongly disagree	<1%



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

<b>50. 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>National</b>
	<b>n=6,874</b>
Strongly agree	47.24%
Agree	33.37%
Neither agree nor disagree	16.98%
Disagree	2.08%
Strongly disagree	<1%
<b>51. What is your gender?</b>	<b>National</b>
	<b>n=7,573</b>
Female	70.26%
Male	29.74%
<b>52. Are you Hispanic or Latino?</b>	<b>National</b>
	<b>n=7,376</b>
Yes	4.73%
No	95.27%
<b>53. What is your race? (Mark one or more)</b>	<b>National</b>
	<b>n=7,364</b>
White	83.45%
Black or African American	13.78%
American Indian or Alaskan Native	1.39%
Asian	2.59%
Native Hawaiian or Pacific Islander	<1%
<b>54. In what year were you born? (Age group)</b>	<b>National</b>
	<b>n=6,502</b>
18-29	<1%
30-39	<1%
40-49	3.81%
50-59	12.98%
60-69	30.04%
70+	52.05%

Note: Question 55 on the State or Tribal Veterans Cemetery Survey is an optional free text question for next of kin to elaborate on their experience at the cemetery. These answers are captured in the NCA STVC 2023 Semiannual Reports.

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

### Survey Results by Question: Funeral Directors

<b>2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?</b>	<b>National</b>
	<b>n=632</b>
Less than 15 miles	12.82%
15 to 29 miles	22.47%
30 to 44 miles	20.89%
45 to 59 miles	17.56%
60 to 75 miles	11.71%
More than 75 miles	14.56%
<b>3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=628</b>
Less than 1 year	1.43%
1 to 4 years	5.41%
5 to 8 years	7.32%
9 to 12 years	7.80%
13 years or more	69.11%
Don't know	8.92%
<b>4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=627</b>
1-4%	37.16%
5-9%	17.86%
10-14%	11.96%
15-24%	8.77%
25-49%	10.69%
50-74%	8.61%
75-100%	4.94%

Note: Question 1 on the Funeral Director Survey asks the respondent 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)

<b>5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?</b>	<b>n=623</b>
Excellent	79.78%
Good	16.69%
Fair	3.05%
Poor	<1%
<b>6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?</b>	<b>n=626</b>
Yes, well informed	82.75%
Yes, somewhat well informed	14.70%
No, not well informed	2.56%
<b>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)</b>	<b>n=610</b>
State or Tribal/VA/NCA Website	20.98%
Local newspaper/television news reports	<1%
Public events (e.g., parades, exhibits, speeches)	0.00%
Professional associations/conventions/meetings	5.74%
Veterans Service Officers	8.36%
Outreach by cemetery staff	62.95%
Other (Please specify)	1.48%
<b>8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)</b>	<b>n=616</b>
None, I feel well informed	75.32%
Eligibility requirements for burial in a State or Tribal Veterans Cemetery	8.44%
Scheduling process	10.39%
Military funeral honors	4.71%
Presidential Memorial Certificates	4.55%
Floral policy	3.08%
Headstone, marker, or columbarium niche cover inscription options	2.11%

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

<b>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)</b>	<b>National</b>
	<b>n=602</b>
Phone	10.96%
Fax	3.65%
Letter	18.94%
Email	62.79%
State or Tribal website	1.99%
Newsletter or flyer	1.66%
<b>10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=624</b>
Very satisfied	80.61%
Somewhat satisfied	16.35%
Neither / Nor	2.40%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>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?</b>	<b>National</b>
	<b>n=625</b>
Superior to private cemeteries	39.68%
Better than private cemeteries	32.64%
About the same	24.32%
Worse than private cemeteries	1.92%
Much worse than private cemeteries	<1%
<b>12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?</b>	<b>National</b>
	<b>n=618</b>
Superior to private cemeteries	56.47%
Better than private cemeteries	30.42%
About the same	12.62%
Worse than private cemeteries	<1%
Much worse than private cemeteries	0.00%

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

<b>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?</b>	<b>National</b>
	<b>n=621</b>
Yes	92.59%
No	7.41%
<b>14. Are you aware of any State or Veterans Tribal Cemetery informational resources on military honors?</b>	<b>National</b>
	<b>n=623</b>
Yes	79.78%
No	20.22%
<b>15. Do you typically provide these information resources on military honors to next of kin?</b>	<b>National</b>
	<b>n=488</b>
Yes	94.67%
No	5.33%
<b>16. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to Next of Kin?</b>	<b>National</b>
	<b>n=618</b>
Yes	92.72%
No	7.28%
<b>17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=615</b>
Very easy	68.62%
Somewhat easy	24.55%
Neither easy nor hard	4.39%
Somewhat hard	1.63%
Very hard	<1%

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

<b>18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=614</b>
Less than 1 hour	59.45%
1 to 2 hours	22.64%
3 to 4 hours	6.51%
5 to 8 hours	1.95%
1 to 2 days	8.14%
More than 2 days	1.30%
<b>19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?</b>	<b>National</b>
	<b>n=617</b>
Very satisfied	72.93%
Somewhat satisfied	19.77%
Neither / Nor	5.35%
Somewhat dissatisfied	1.13%
Very dissatisfied	<1%
<b>20. During committal services, how often do you receive the support you need from cemetery staff?</b>	<b>National</b>
	<b>n=615</b>
Always	85.85%
For the most part	11.54%
Occasionally	1.63%
Never	<1%
<b>21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?</b>	<b>National</b>
	<b>n=613</b>
Always	80.26%
For the most part	18.60%
Occasionally	1.14%
Never	0.00%

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

<b>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?</b>	<b>National</b>
	<b>n=427</b>
Very successful	69.32%
Somewhat successful	25.29%
Neither successful nor unsuccessful	3.28%
Somewhat unsuccessful	1.17%
Very unsuccessful	<1%
<b>23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?</b>	<b>National</b>
	<b>n=615</b>
Very easy	75.61%
Somewhat easy	19.35%
Neither easy nor hard	3.74%
Somewhat hard	<1%
Very hard	<1%
<b>24. To what extent is the quality of military honors acceptable?</b>	<b>National</b>
	<b>n=593</b>
Very acceptable	88.87%
Somewhat acceptable	8.94%
Neither acceptable or unacceptable	1.69%
Somewhat unacceptable	<1%
Very unacceptable	0.00%
<b>25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.</b>	<b>National</b>
	<b>n=608</b>
Strongly agree	78.78%
Agree	20.07%
Neither agree nor disagree	1.15%
Disagree	0.00%
Strongly disagree	0.00%

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

<b>26. The committal shelter used for the service was private, clean, and free of safety hazards.</b>	<b>National</b>
	<b>n=608</b>
Strongly agree	78.95%
Agree	18.42%
Neither agree nor disagree	2.14%
Disagree	<1%
Strongly disagree	<1%
<b>27. The cemetery honors all Veterans and their service to our nation.</b>	<b>National</b>
	<b>n=613</b>
Strongly agree	81.24%
Agree	17.94%
Neither agree nor disagree	<1%
Disagree	0.00%
Strongly disagree	0.00%
<b>28. There are sufficient signs within the cemetery to assist visitors.</b>	<b>National</b>
	<b>n=615</b>
Strongly agree	73.17%
Agree	23.25%
Neither agree nor disagree	2.93%
Disagree	<1%
Strongly disagree	0.00%
<b>29. The quality of service received from cemetery staff is excellent.</b>	<b>National</b>
	<b>n=619</b>
Strongly agree	76.41%
Agree	20.03%
Neither agree nor disagree	2.26%
Disagree	<1%
Strongly disagree	<1%



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

<b>30. The State or Tribal Veterans Cemetery staff was courteous.</b>	<b>National</b>
	<b>n=617</b>
Strongly agree	76.99%
Agree	20.10%
Neither agree nor disagree	2.27%
Disagree	<1%
Strongly disagree	<1%
<b>31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.</b>	<b>National</b>
	<b>n=616</b>
Strongly agree	78.25%
Agree	19.16%
Neither agree nor disagree	2.11%
Disagree	<1%
Strongly disagree	<1%
<b>32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.</b>	<b>National</b>
	<b>n=618</b>
Strongly agree	70.23%
Agree	22.49%
Neither agree nor disagree	4.37%
Disagree	2.10%
Strongly disagree	<1%
<b>33. The information kiosks (i.e., gravesite locators) are helpful to me.</b>	<b>National</b>
	<b>n=461</b>
Strongly agree	66.38%
Agree	21.69%
Neither agree nor disagree	11.06%
Disagree	<1%
Strongly disagree	0.00%

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

<b>34. The overall appearance of the State or Tribal Veterans Cemetery is excellent.</b>	<b>National</b>
	<b>n=615</b>
Strongly agree	78.86%
Agree	18.54%
Neither agree nor disagree	2.44%
Disagree	<1%
Strongly disagree	0.00%
<b>35. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.</b>	<b>National</b>
	<b>n=617</b>
Strongly agree	75.20%
Agree	21.72%
Neither agree nor disagree	2.27%
Disagree	<1%
Strongly disagree	<1%
<b>36. I would recommend the cemetery to Veteran families during their time of need.</b>	<b>National</b>
	<b>n=620</b>
Strongly agree	77.26%
Agree	19.68%
Neither agree nor disagree	2.90%
Disagree	0.00%
Strongly disagree	<1%
<b>37. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.</b>	<b>National</b>
	<b>n=620</b>
Strongly agree	74.68%
Agree	23.06%
Neither agree nor disagree	1.94%
Disagree	<1%
Strongly disagree	<1%

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

<b>38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.</b>	<b>National</b>
	<b>n=618</b>
Strongly agree	75.08%
Agree	22.33%
Neither agree nor disagree	2.59%
Disagree	0.00%
Strongly disagree	0.00%
<b>39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.</b>	<b>National</b>
	<b>n=618</b>
Strongly agree	64.24%
Agree	26.21%
Neither agree nor disagree	8.25%
Disagree	<1%
Strongly disagree	<1%

Note: Question 40 on the Funeral Director survey is an optional free text question for funeral directors to elaborate on their experience. These answers are captured in the NCA 2023 Semiannual Reports.