

2024

National Cemetery Administration National Cemeteries Satisfaction Survey



VA



U.S. Department
of Veterans Affairs

National Report
August 2024

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Report Overview

SECTION DESCRIPTION

- This section presents an overview of the contents of this report.
- These surveys and resulting data represent the NCA’s commitment to customer service, seeking feedback from those using our services, and an ongoing search for evidence-based opportunities for continuous improvement.

Report Overview

Report Overview

NCA strives to provide the best service and to be the model of excellence for burial and memorials for our Nation's Veterans and their families. The data from the administration of this survey helps NCA to assess its compliance with the Agency's mission to honor eligible Veterans, active-duty Service Members and eligible family members with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation. Further, the feedback from next of kin and funeral directors serves to improve NCA policy, planning, and operational efforts as it relates to the quality of the services provided to Veterans and their families. The 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery (NC) component of the 2024 Funeral Director Satisfaction Survey represent the twenty-fourth national administration of this satisfaction survey and the eleventh time a web survey option was offered to respondents.

Data for the 2024 survey were collected from next of kin (NOK) and funeral directors (FD) in two fieldings:

2024 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	2/22/24 – 6/17/24	NOK (English)	1/1/23 – 6/30/23
		FD (English)	1/1/23 – 12/31/23
Cohort 2	3/29/24 – 6/17/24	NOK (English)	7/1/23 – 12/31/23
		NOK & FD (Spanish)	1/1/23 – 12/31/23

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 44,029 next of kin who had interred a loved one during the time period of January 1, 2023 through December 31, 2023. The survey was also mailed to 12,280 funeral directors who had worked with national, private, and state, tribal or territorial Veteran cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 56,309 questionnaires (44,029 to next of kin and 12,280 to funeral directors) were mailed for this survey. A total of 22,472 completed questionnaires (19,864 next of kin and 2,608 funeral directors) were returned, which resulted in an overall survey response rate of 41.34% (46.71% next of kin and 22.06% for funeral directors). The survey response rate calculation excludes those returned as not deliverable.

In this report survey findings are presented in ten sections:

- The first section depicts Key Performance Indicators (KPIs) derived from NCA's strategic performance measures and includes the associated KPI Targets. Survey items provide information on next of kin and funeral director overall satisfaction with national cemeteries.
- The KPI Section contains questions and metrics that would normally fall into one of the other sections of this report. However, each question and result will only be presented once with the exception of comparative analysis.
- The remaining sections present survey findings on specific areas of satisfaction for each group (next of kin and funeral directors).
- Finally, where applicable, data for questions asked across multiple years are presented, allowing the reader to assess changes in respondent satisfaction over time.

Report Overview

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 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey are included in this appendix.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where the data can be found.
- Appendix E: Response Rates – presents response rates for the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey, the 2024 Funeral Director Satisfaction Survey, and the national cemeteries included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

The table below provides references to abbreviations used throughout the report.

Survey Source and Question Abbreviations	
Shorthand	Survey Source
Question xx/yy	"Question xx/yy" denotes that the question was asked to both next of kin and funeral directors. The first number (xx) is the question number for next of kin, and the second number (yy) is the question number for funeral directors. These questions are derived from the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey, respectively.
NC NOK Qxx	"NC NOK" denotes that the question was derived from the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.
NC FD Qyy	"NC FD" denotes that the question was derived from the national cemetery component of the 2024 Funeral Director Satisfaction Survey.
GEN FD Qyy	"GEN FD" denotes that the question was derived from the "2024 Funeral Director National Satisfaction Survey" component of the 2024 Funeral Director Satisfaction Survey.

Unless otherwise annotated in the Section Description, the questions and data in this report were primarily sourced from the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey, respectively.

Throughout this report, stacked bar graphs are used to show the percentage of participants responding positively to survey items across all respondents. When applicable, aggregate and break-out views are presented for next of kin and funeral director respondents of the same question. A sample stacked bar graph is presented below (see Figure 1) with labels to aid in interpretation of these graphs used throughout this report. Appendix C (page 199) further details how to interpret the graphs and tables used in this report.

Report Overview

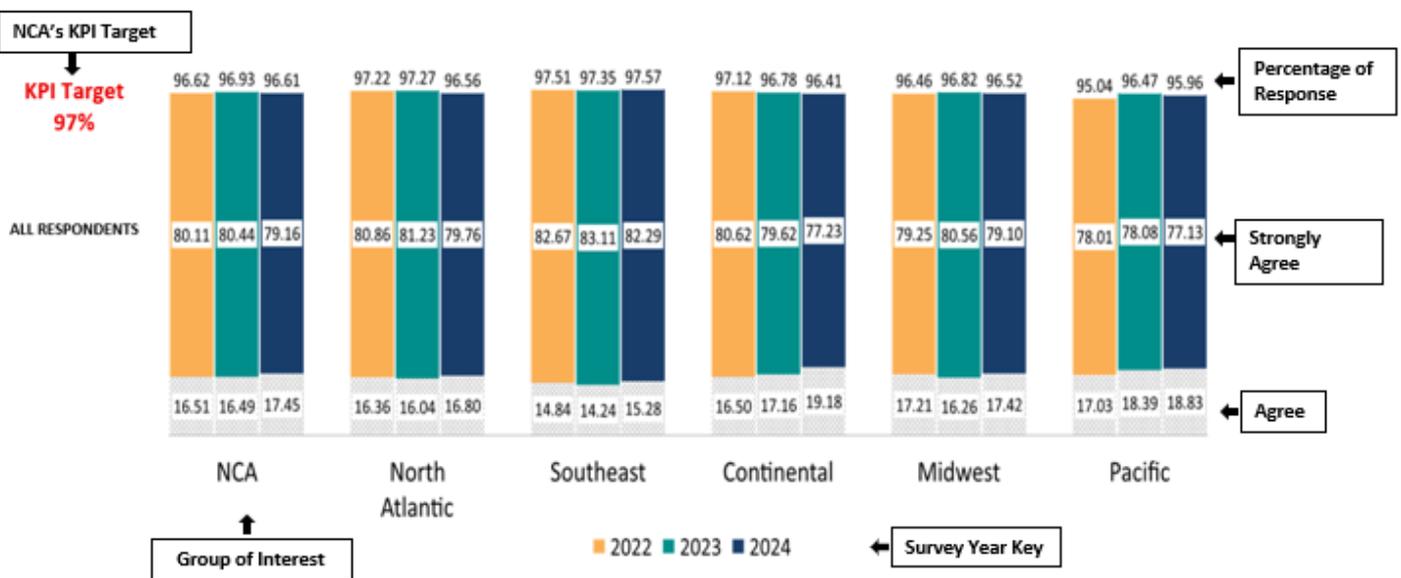
For comparative purposes, data for each District are also presented.

Due to rounding, some percentages may not sum to 100%.

Figure 1

Sample stacked bar graph

Question 43/29: The quality of service received from cemetery staff is excellent.



Key Performance Indicators

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on NCA's 12 Key Performance Indicators for the national cemetery system.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Key Performance Indicators

Key Performance Indicators

CEMETERY APPEARANCE, SERVICE & VISITOR ACCOMMODATIONS	OAI TARGET	NC SPM TARGET	2024 ACTUAL
Quality of service (NC Q43/29)	-	SPM 15 (97%)	96.61%
Cemetery appearance (NC Q48/34)	OAI 1.1.1 (99%)	SPM 16 (99%)	99.04%
Gravesite appearance is excellent (NC NOK Q46)	OAI 1.1.2 (96%)	-	97.03%
Committal shelter was private, clean and free of safety hazards (NC Q14/16)	OAI 1.1.4 (98%)	-	98.15%
Sufficient signs within the National Cemetery (NC Q42/28)	OAI 1.1.5 (90%)	-	90.90%
Upkeep is excellent (NC Q41/25)	OAI 1.1.6 (98%)	-	97.40%
Satisfaction with service from NCA Scheduling Office (NC NOK Q24)	-	SPM 13 (98%)	97.98%
Recommend cemetery (NC Q51/36)	-	SPM 17 (99%)	98.93%
COMMITTAL SERVICES			
Satisfaction with committal service (NC NOK Q16)	OAI 1.1.3 (95%)	-	97.75%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS			
Satisfaction with length of time for placement (NC NOK Q27)	-	SPM 14 (95%)	94.62%
FUNERAL DIRECTOR RESOURCES & OFFERINGS			
Ease of Scheduling Process (NC FD Q16)	-	SPM 18 (88%)	93.28%
Satisfaction with the length of time to schedule an interment (NC FD Q15)	-	SPM 19 (83%)	90.96%

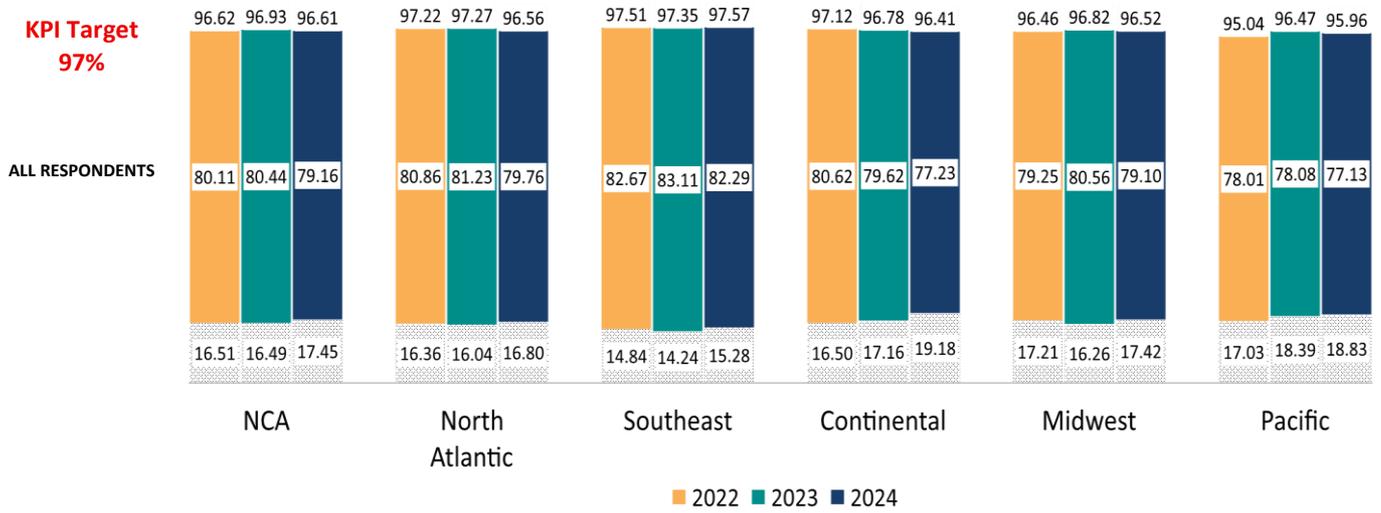
KPI Target Sources

OAI Targets- **NCA Operational Standards and Measures Guidebook, December 2023**, Organizational Assessment and Improvement (OAI) Targets published by NCA Improvement and Compliance Service (42D).

NC SPM Targets- **2024 NCA Operational and Customer Service Strategic Performance Measures (FY24 Target)**, National Cemetery (NC) Strategic Performance Measures (SPM) Targets as defined by NCA leadership and published by NCA Performance Analysis & Planning Service (42A).

Key Performance Indicators

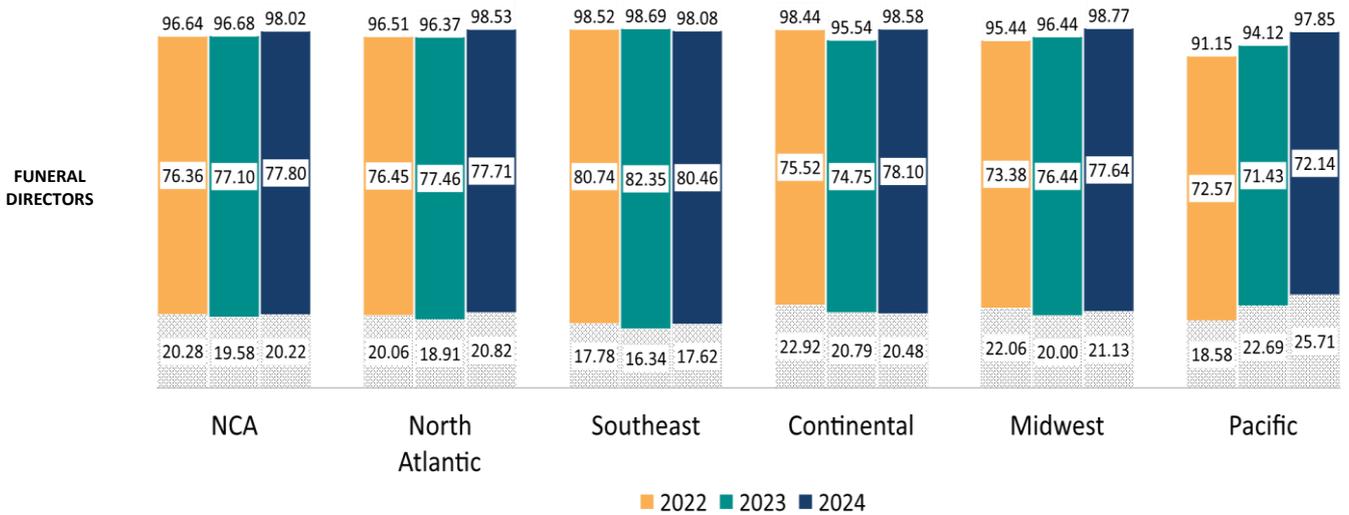
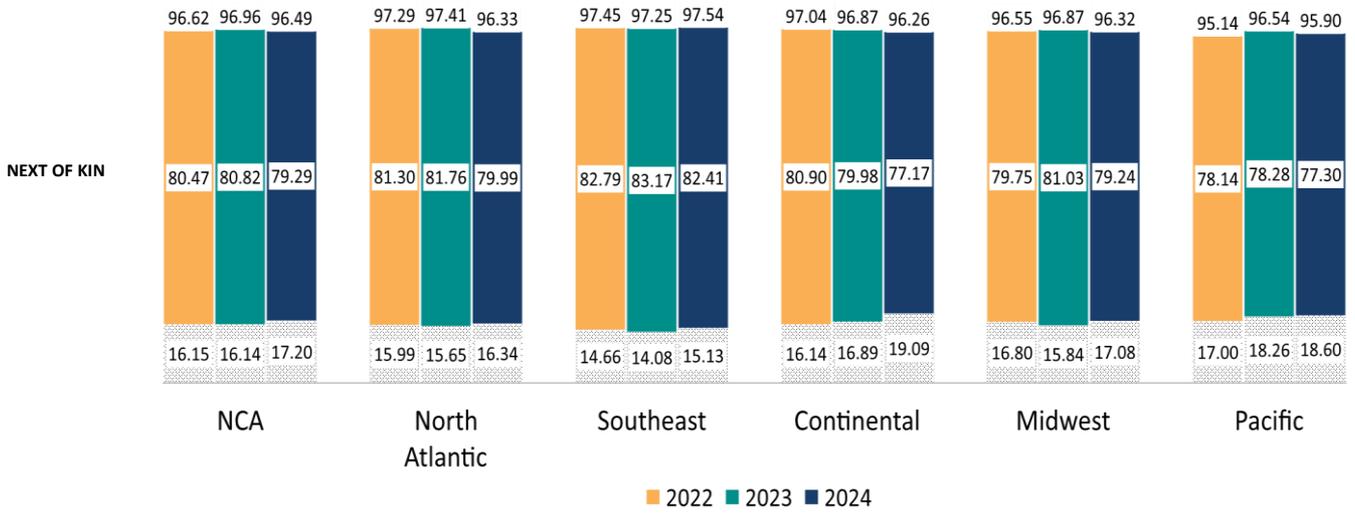
Question 43/29: The quality of service received from cemetery staff is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23012	19358	20620	3809	3160	3370	4703	4114	4399	3643	2984	3259	5335	4466	4857	4861	4106	4333
Strongly agree		80.11%	80.44%	79.16%	80.86%	81.23%	79.76%	82.67%	83.11%	82.29%	80.62%	79.62%	77.23%	79.25%	80.56%	79.10%	78.01%	78.08%	77.13%
Agree		16.51%	16.49%	17.45%	16.36%	16.04%	16.80%	14.84%	14.24%	15.28%	16.50%	17.16%	19.18%	17.21%	16.26%	17.42%	17.03%	18.39%	18.83%
Neither agree nor disagree		2.37%	2.26%	2.65%	2.07%	2.03%	2.73%	1.85%	1.94%	1.84%	1.98%	2.38%	2.82%	2.47%	2.35%	2.90%	3.39%	2.61%	3.05%
Disagree		0.64%	0.47%	0.42%	0.37%	0.25%	0.36%	0.43%	0.46%	0.36%	0.58%	0.60%	0.40%	0.54%	0.54%	0.33%	1.17%	0.49%	0.62%
Strongly disagree		0.37%	0.34%	0.32%	0.34%	0.44%	0.36%	0.21%	0.24%	0.23%	0.33%	0.23%	0.37%	0.52%	0.29%	0.25%	0.39%	0.44%	0.37%

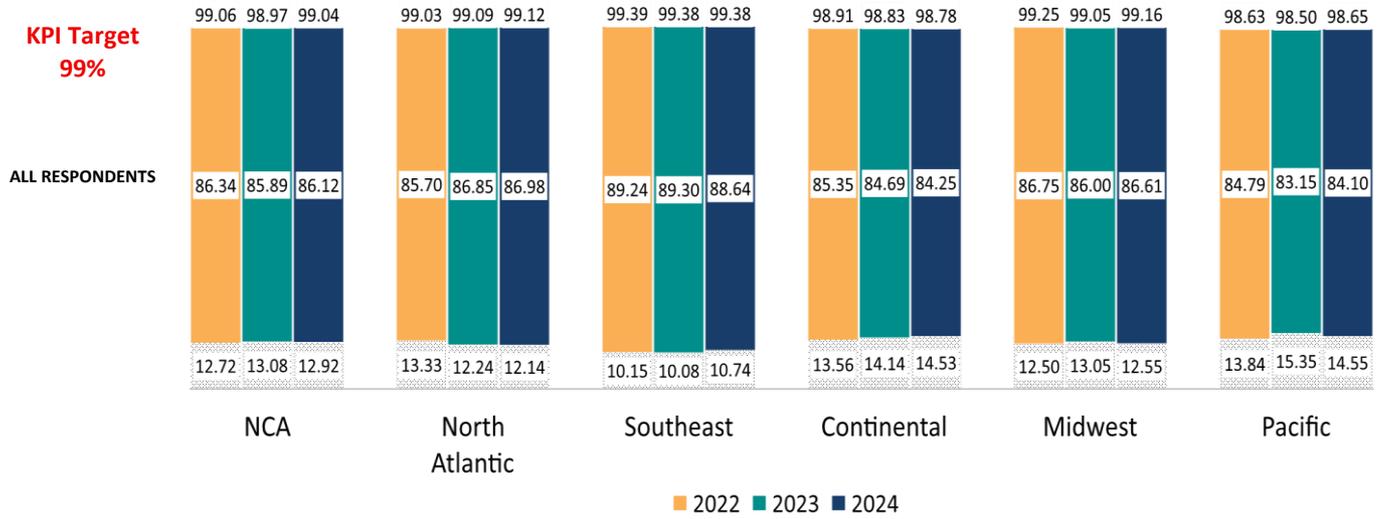
Key Performance Indicators

Question 43/29: The quality of service received from cemetery staff is excellent.



Key Performance Indicators

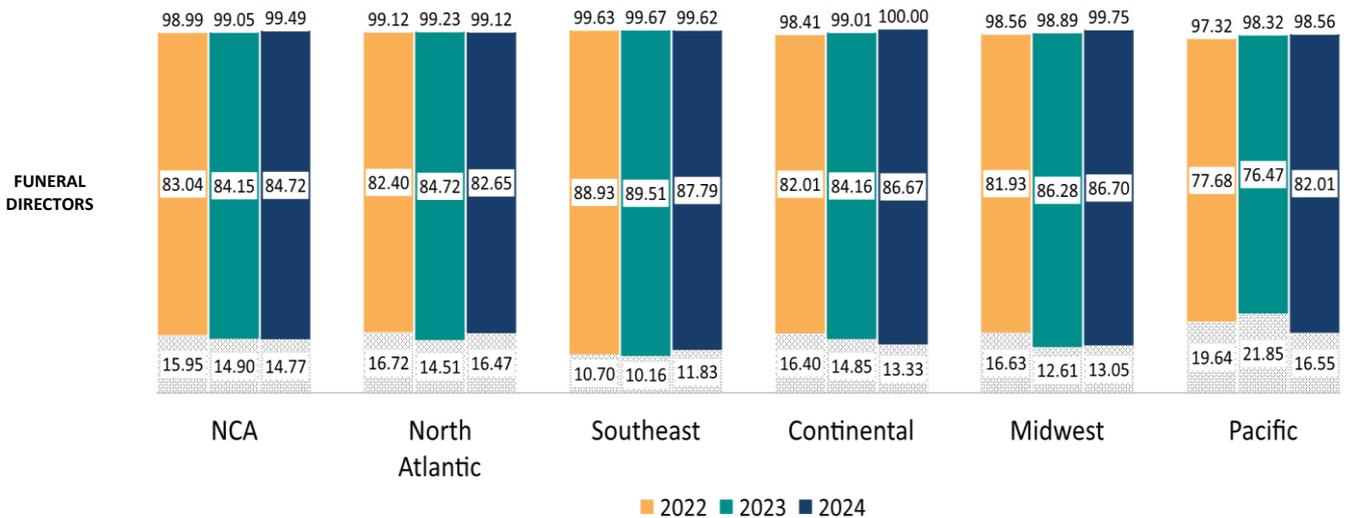
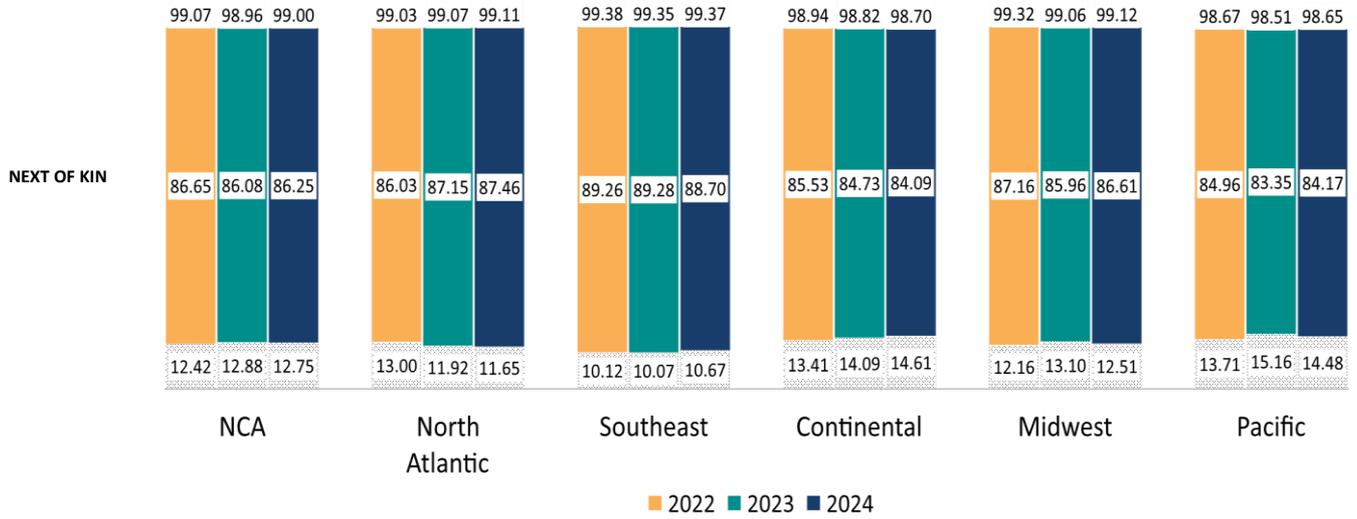
Question 48/34: The overall appearance of the national cemetery is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23185	19484	20737	3826	3179	3395	4739	4129	4403	3680	3005	3283	5383	4520	4908	4898	4124	4345
Strongly agree		86.34%	85.89%	86.12%	85.70%	86.85%	86.98%	89.24%	89.30%	88.64%	85.35%	84.69%	84.25%	86.75%	86.00%	86.61%	84.79%	83.15%	84.10%
Agree		12.72%	13.08%	12.92%	13.33%	12.24%	12.14%	10.15%	10.08%	10.74%	13.56%	14.14%	14.53%	12.50%	13.05%	12.55%	13.84%	15.35%	14.55%
Neither agree nor disagree		0.75%	0.81%	0.72%	0.71%	0.57%	0.65%	0.55%	0.48%	0.48%	0.73%	0.80%	0.91%	0.59%	0.82%	0.71%	1.16%	1.29%	0.92%
Disagree		0.09%	0.12%	0.11%	0.16%	0.13%	0.06%	0.04%	0.15%	0.05%	0.16%	0.23%	0.12%	0.04%	0.04%	0.06%	0.10%	0.10%	0.28%
Strongly disagree		0.10%	0.10%	0.13%	0.10%	0.22%	0.18%	0.02%	0.00%	0.09%	0.19%	0.13%	0.18%	0.11%	0.09%	0.06%	0.10%	0.12%	0.16%

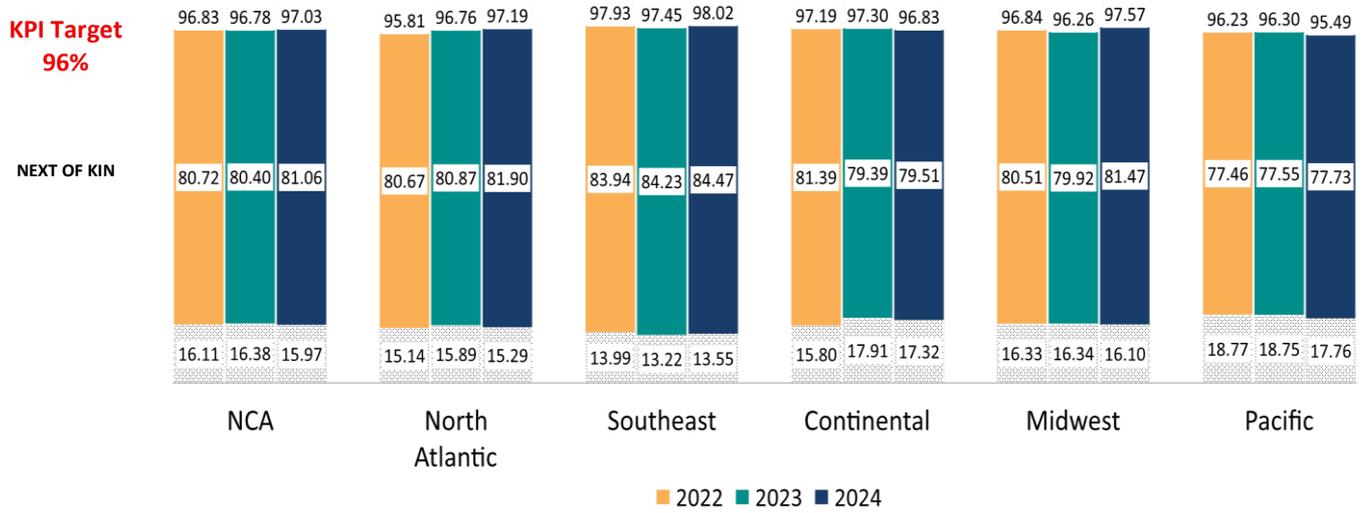
Key Performance Indicators

Question 48/34: The overall appearance of the national cemetery is excellent.



Key Performance Indicators

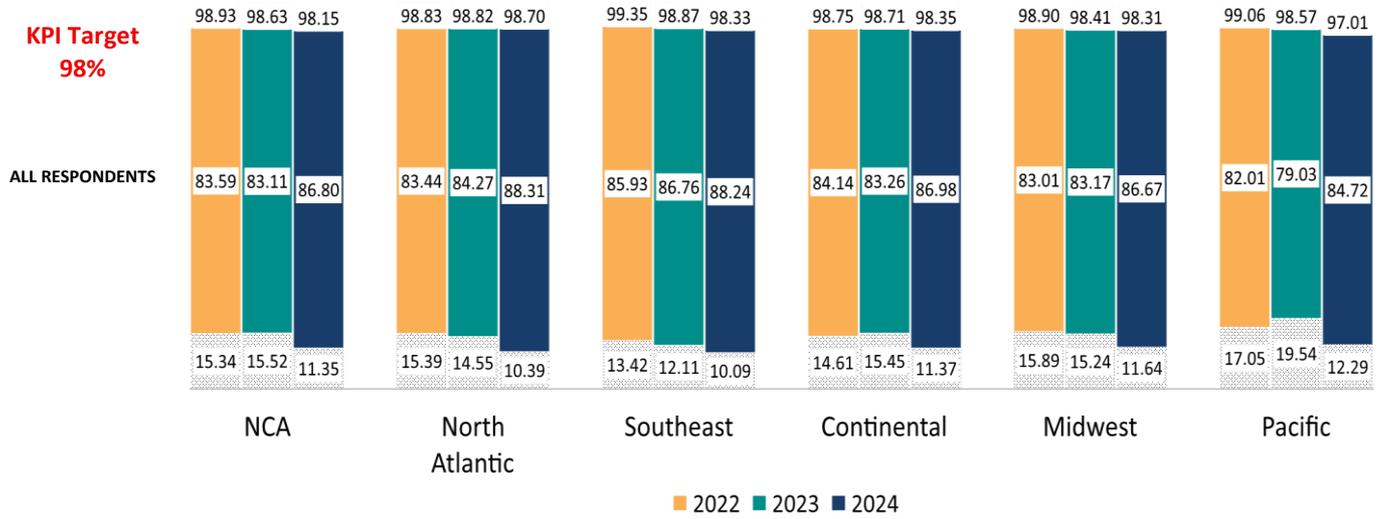
NC NOK Q46: The appearance of my loved one’s gravesite/columbaria is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		19980	16597	17722	3249	2630	2839	4259	3677	3927	3310	2674	2899	4624	3794	4155	4538	3818	3902
Strongly agree		80.72%	80.40%	81.06%	80.67%	80.87%	81.90%	83.94%	84.23%	84.47%	81.39%	79.39%	79.51%	80.51%	79.92%	81.47%	77.46%	77.55%	77.73%
Agree		16.11%	16.38%	15.97%	15.14%	15.89%	15.29%	13.99%	13.22%	13.55%	15.80%	17.91%	17.32%	16.33%	16.34%	16.10%	18.77%	18.75%	17.76%
Neither agree nor disagree		2.33%	2.47%	2.26%	3.05%	2.43%	2.04%	1.41%	1.88%	1.60%	1.84%	2.13%	2.31%	2.36%	3.03%	1.95%	3.02%	2.75%	3.36%
Disagree		0.52%	0.46%	0.45%	0.83%	0.34%	0.42%	0.38%	0.52%	0.25%	0.60%	0.34%	0.45%	0.43%	0.40%	0.36%	0.44%	0.63%	0.74%
Strongly disagree		0.33%	0.29%	0.27%	0.31%	0.46%	0.35%	0.28%	0.16%	0.13%	0.36%	0.22%	0.41%	0.37%	0.32%	0.12%	0.31%	0.31%	0.41%

Key Performance Indicators

Question 14/26: The committal shelter used for the service was private, clean, and free of safety hazards.

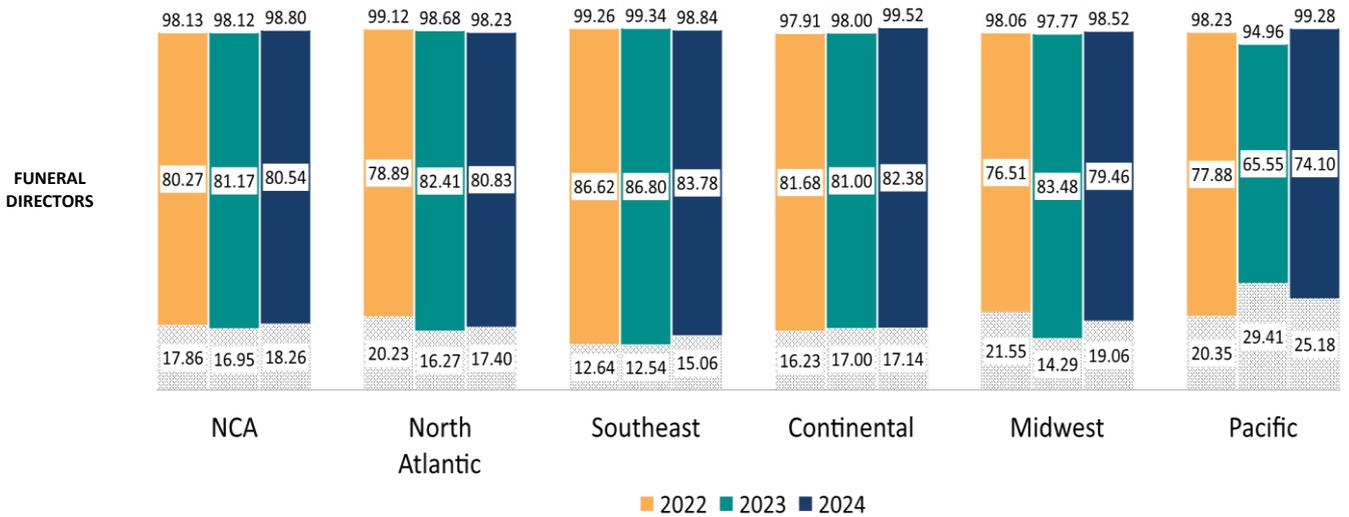
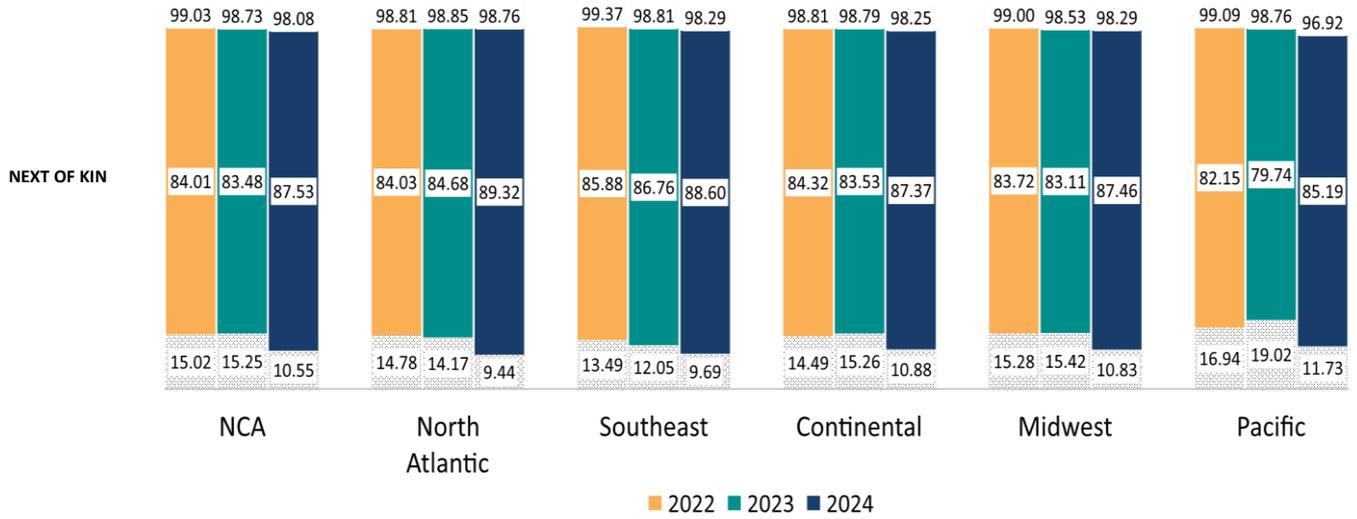


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		17527	12329	16762	3014	2124	2849	3554	2485	3469	2793	1858	2673	4209	2965	4089	3307	2375	3286
Strongly agree		83.59%	83.11%	86.80%	83.44%	84.27%	88.31%	85.93%	86.76%	88.24%	84.14%	83.26%	86.98%	83.01%	83.17%	86.67%	82.01%	79.03%	84.72%
Agree		15.34%	15.52%	11.35%	15.39%	14.55%	10.39%	13.42%	12.11%	10.09%	14.61%	15.45%	11.37%	15.89%	15.24%	11.64%	17.05%	19.54%	12.29%
Neither agree nor disagree		0.78%	1.02%	1.66%	0.80%	0.80%	1.19%	0.56%	0.85%	1.53%	0.86%	0.81%	1.42%	0.78%	1.25%	1.44%	0.64%	1.14%	2.77%
Disagree		0.15%	0.19%	0.13%	0.17%	0.19%	0.07%	0.06%	0.20%	0.06%	0.14%	0.38%	0.11%	0.17%	0.13%	0.22%	0.21%	0.13%	0.15%
Strongly disagree		0.14%	0.15%	0.06%	0.20%	0.19%	0.04%	0.03%	0.08%	0.09%	0.25%	0.11%	0.11%	0.14%	0.20%	0.02%	0.09%	0.17%	0.06%

Note: In 2024, for NOK, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to NC NOK Q6.

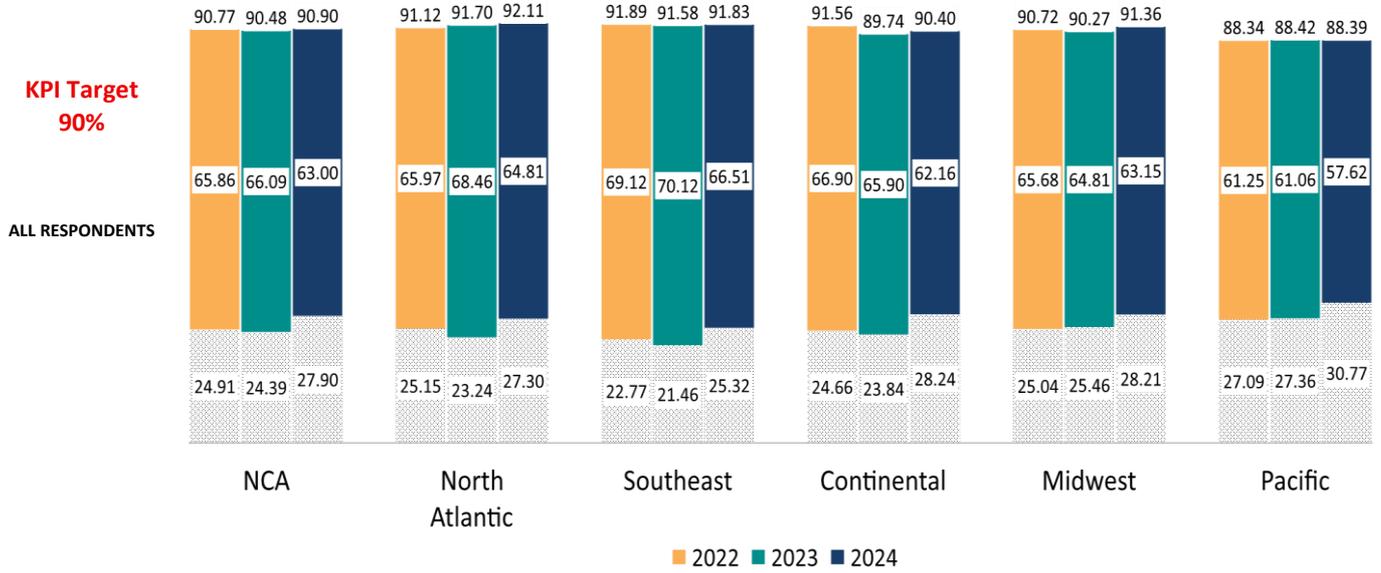
Key Performance Indicators

Question 14/26: The committal shelter used for the service was private, clean, and free of safety hazards.



Key Performance Indicators

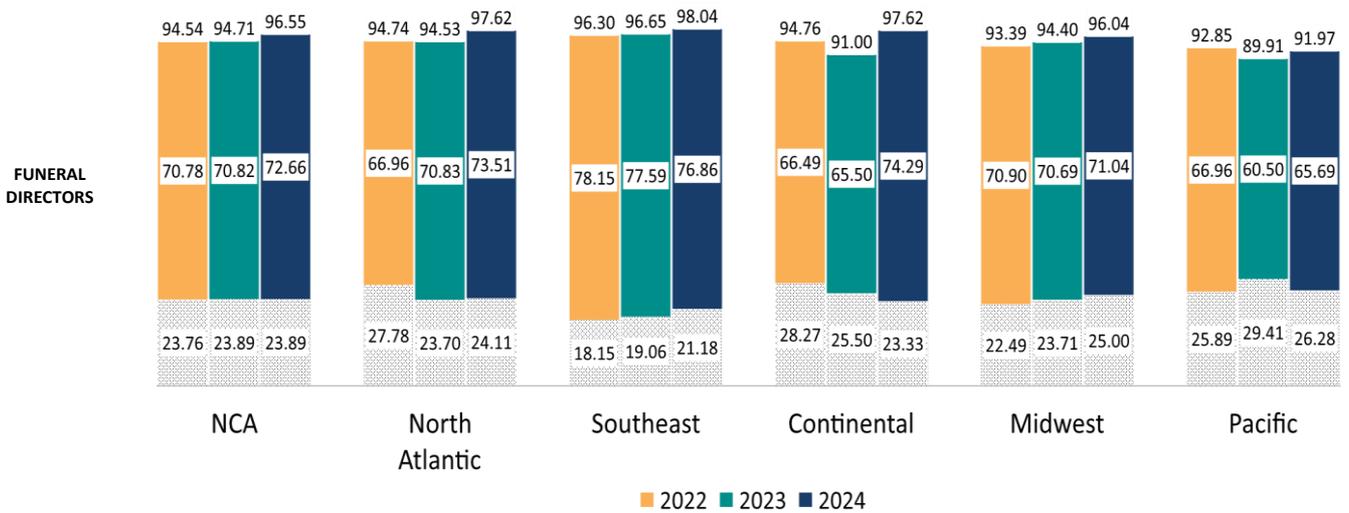
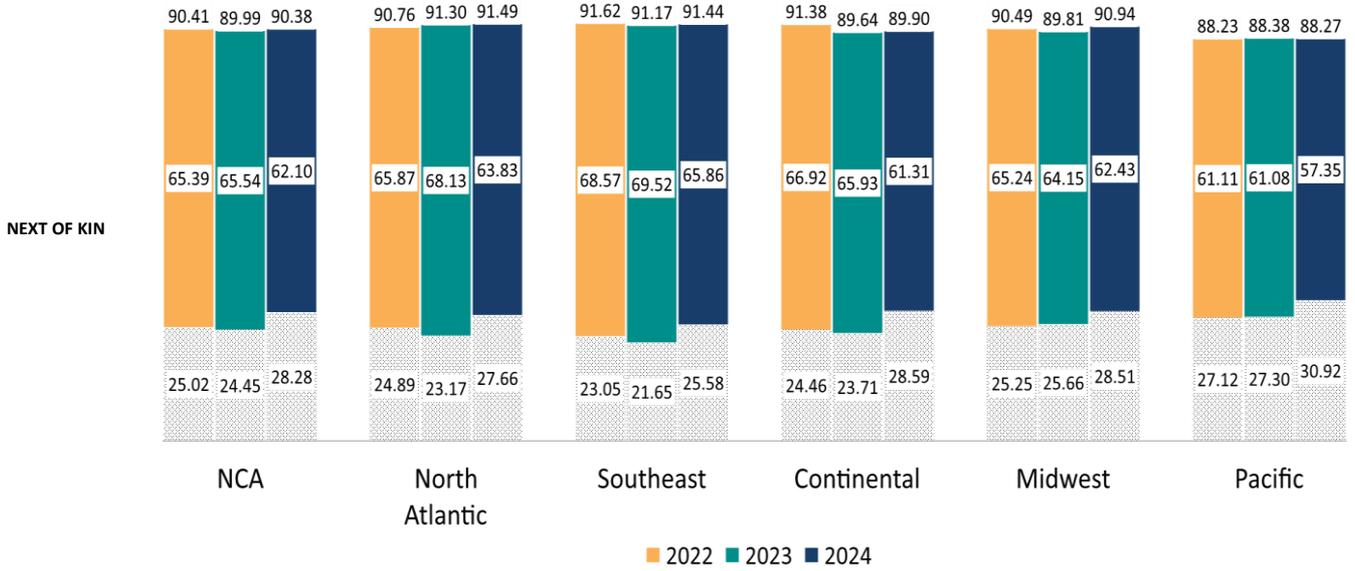
Question 42/28: There are sufficient signs within the cemetery to assist visitors.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		22771	19143	20286	3773	3120	3322	4651	4049	4309	3613	2962	3229	5288	4430	4782	4792	4060	4245
Strongly agree		65.86%	66.09%	63.00%	65.97%	68.46%	64.81%	69.12%	70.12%	66.51%	66.90%	65.90%	62.16%	65.68%	64.81%	63.15%	61.25%	61.06%	57.62%
Agree		24.91%	24.39%	27.90%	25.15%	23.24%	27.30%	22.77%	21.46%	25.32%	24.66%	23.84%	28.24%	25.04%	25.46%	28.21%	27.09%	27.36%	30.77%
Neither agree nor disagree		5.64%	5.74%	5.72%	5.33%	5.19%	4.43%	4.84%	4.52%	4.87%	5.31%	6.28%	5.98%	5.71%	6.28%	5.44%	7.03%	6.97%	7.96%
Disagree		3.12%	3.25%	2.86%	3.07%	2.63%	2.80%	2.84%	3.61%	2.85%	2.85%	3.31%	3.03%	3.08%	2.96%	2.89%	3.96%	3.89%	2.99%
Strongly disagree		0.47%	0.53%	0.51%	0.48%	0.48%	0.66%	0.43%	0.30%	0.44%	0.28%	0.68%	0.59%	0.49%	0.50%	0.31%	0.67%	0.71%	0.66%

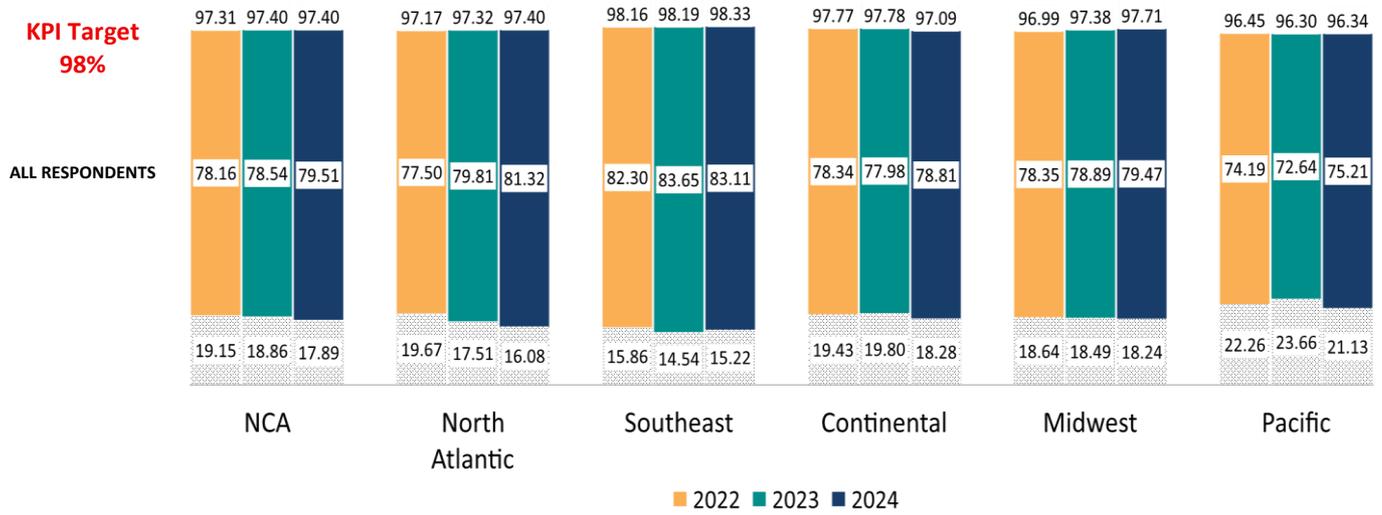
Key Performance Indicators

Question 42/28: There are sufficient signs within the cemetery to assist visitors.



Key Performance Indicators

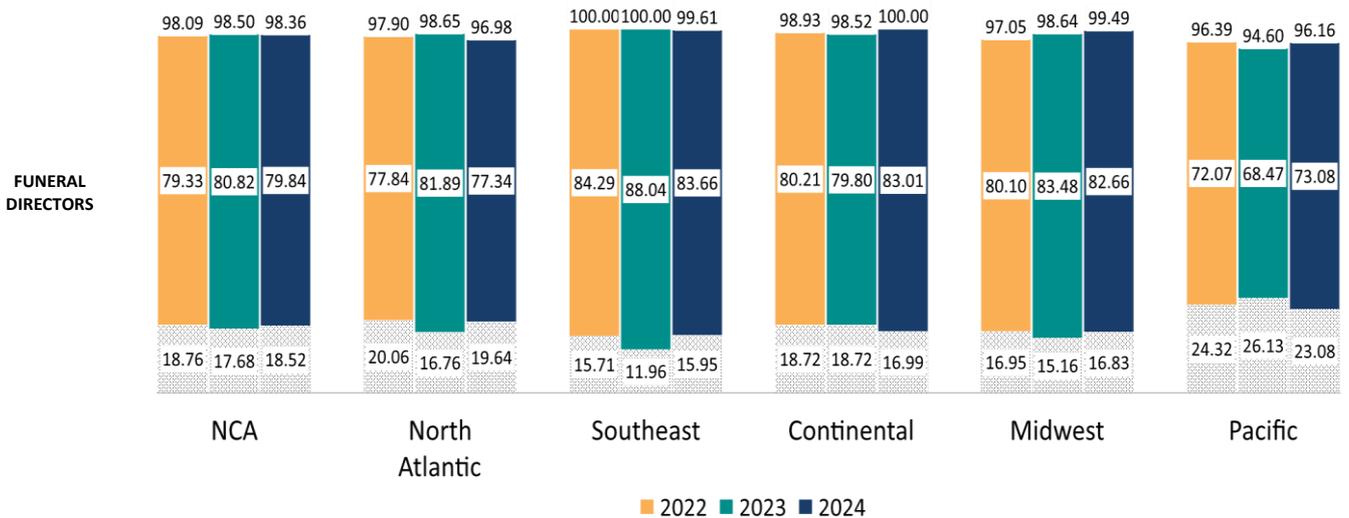
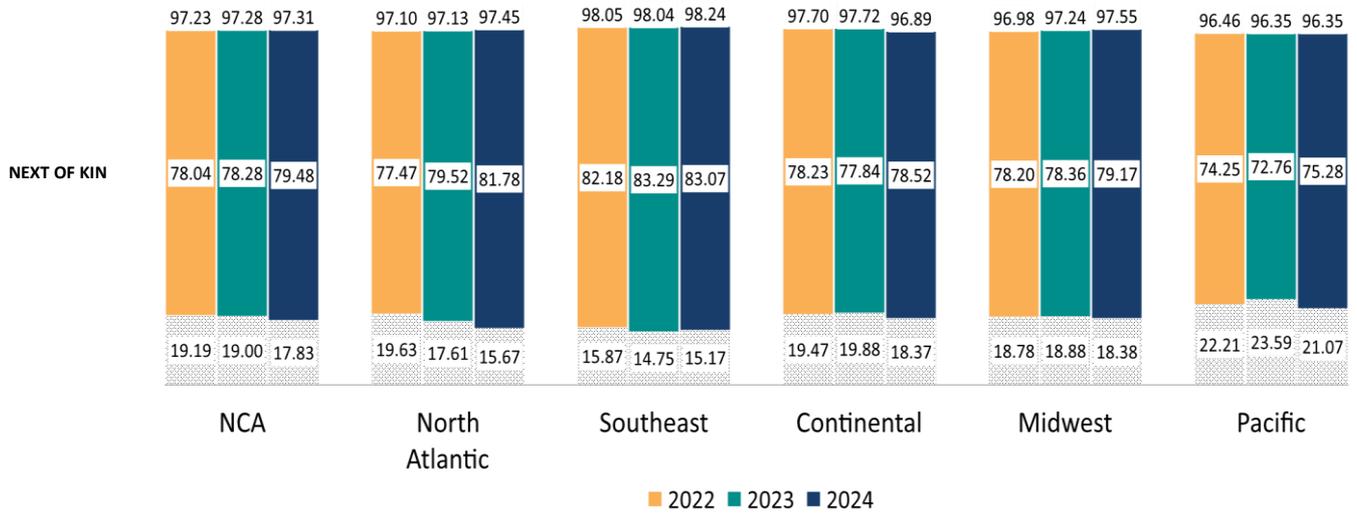
Question 41/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		22051	18542	19601	3614	3016	3202	4520	3982	4180	3536	2879	3129	5114	4240	4632	4627	3914	4074
Strongly agree		78.16%	78.54%	79.51%	77.50%	79.81%	81.32%	82.30%	83.65%	83.11%	78.34%	77.98%	78.81%	78.35%	78.89%	79.47%	74.19%	72.64%	75.21%
Agree		19.15%	18.86%	17.89%	19.67%	17.51%	16.08%	15.86%	14.54%	15.22%	19.43%	19.80%	18.28%	18.64%	18.49%	18.24%	22.26%	23.66%	21.13%
Neither agree nor disagree		2.20%	2.19%	2.16%	2.13%	2.09%	2.34%	1.50%	1.58%	1.46%	1.75%	1.98%	2.17%	2.46%	2.36%	1.94%	3.07%	2.96%	2.92%
Disagree		0.37%	0.27%	0.30%	0.53%	0.27%	0.06%	0.27%	0.18%	0.17%	0.40%	0.10%	0.48%	0.33%	0.14%	0.24%	0.39%	0.61%	0.59%
Strongly disagree		0.12%	0.14%	0.14%	0.17%	0.33%	0.19%	0.07%	0.05%	0.05%	0.08%	0.14%	0.26%	0.22%	0.12%	0.11%	0.09%	0.13%	0.15%

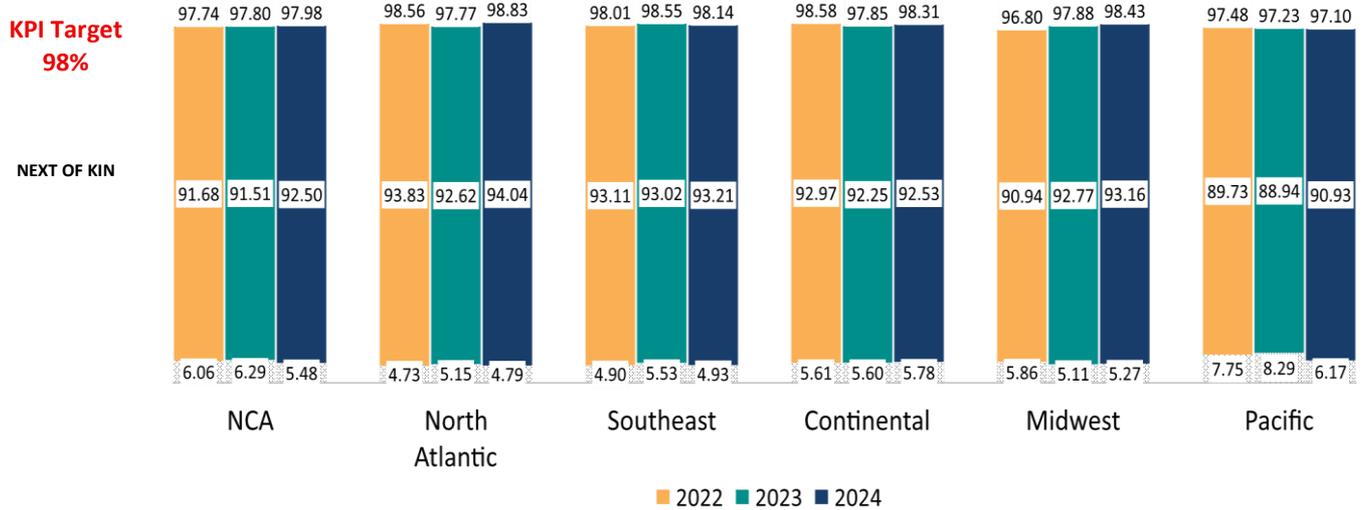
Key Performance Indicators

Question 41/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



Key Performance Indicators

NC NOK Q24: How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?

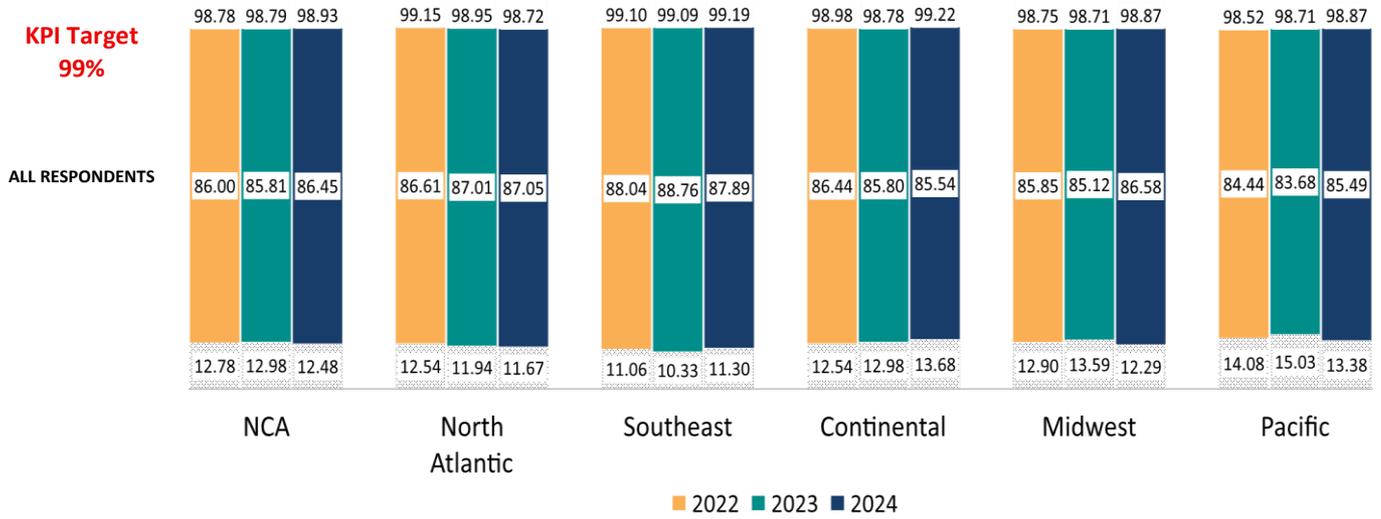


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		7011	6040	6401	972	718	772	1408	1303	1400	981	839	830	1468	1272	1404	2182	1907	1995
Very satisfied		91.68%	91.51%	92.50%	93.83%	92.62%	94.04%	93.11%	93.02%	93.21%	92.97%	92.25%	92.53%	90.94%	92.77%	93.16%	89.73%	88.94%	90.93%
Somewhat satisfied		6.06%	6.29%	5.48%	4.73%	5.15%	4.79%	4.90%	5.53%	4.93%	5.61%	5.60%	5.78%	5.86%	5.11%	5.27%	7.75%	8.29%	6.17%
Neither satisfied nor dissatisfied		0.88%	1.01%	0.92%	0.51%	1.25%	0.91%	0.92%	0.69%	0.93%	0.61%	0.83%	0.48%	1.09%	1.02%	1.00%	1.01%	1.21%	1.05%
Somewhat dissatisfied		0.98%	0.83%	0.87%	0.72%	0.28%	0.26%	0.71%	0.46%	0.64%	0.41%	0.72%	0.96%	1.50%	1.02%	0.50%	1.19%	1.21%	1.50%
Very dissatisfied		0.39%	0.36%	0.22%	0.21%	0.70%	0.00%	0.36%	0.31%	0.29%	0.41%	0.60%	0.24%	0.61%	0.08%	0.07%	0.32%	0.37%	0.35%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q23.

Key Performance Indicators

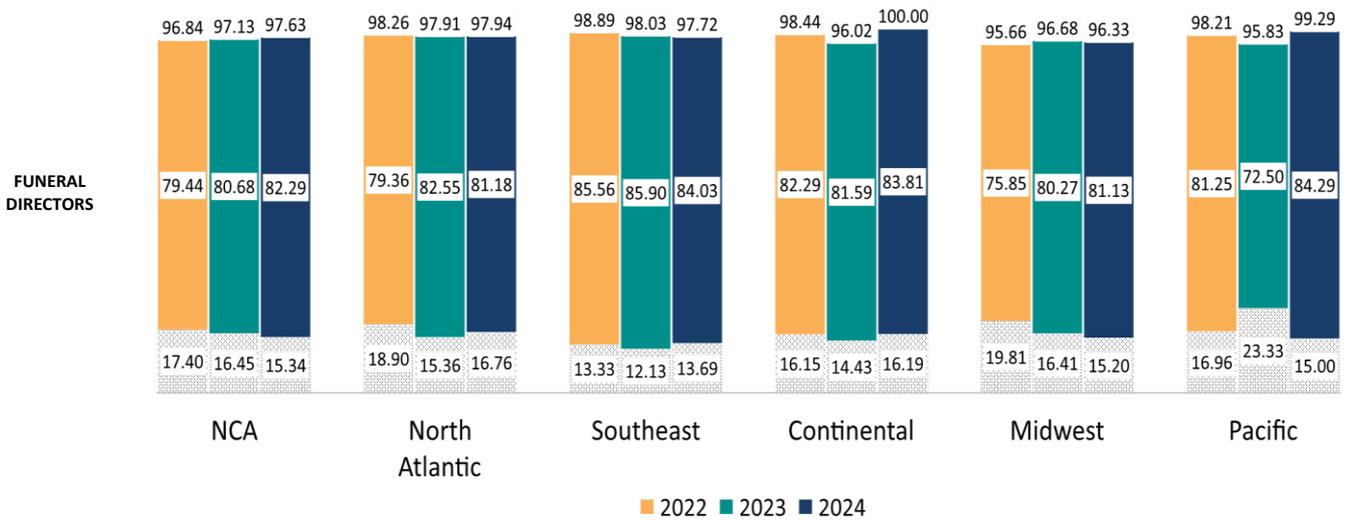
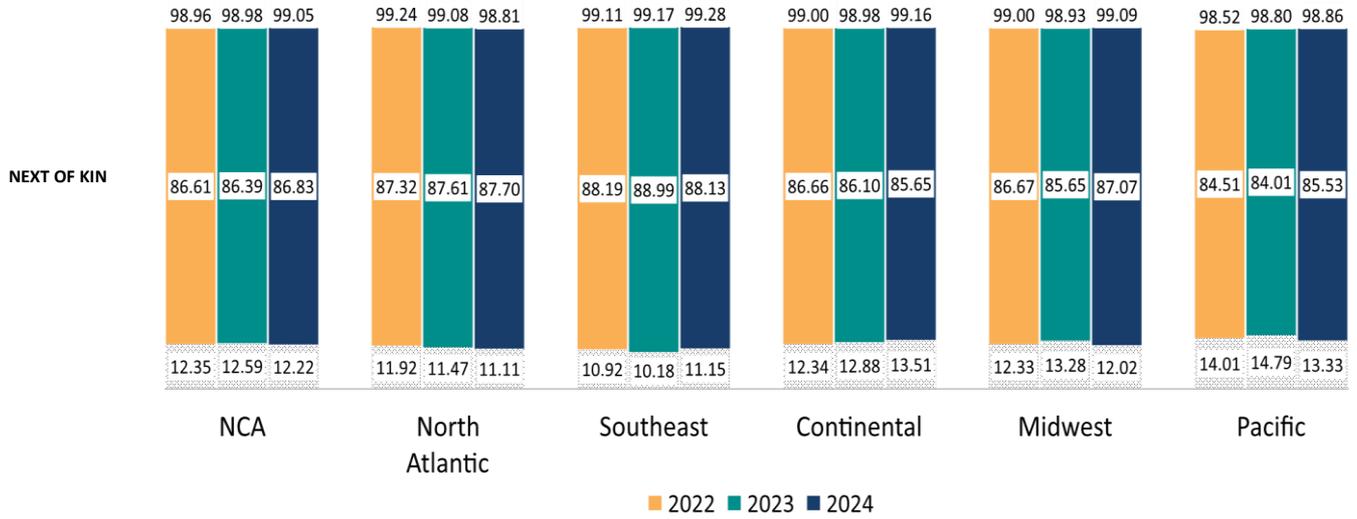
Question 51/36: I would recommend the cemetery to Veteran families during their time of need.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23450	19680	21013	3876	3217	3453	4783	4164	4468	3701	3028	3319	5434	4556	4957	4994	4184	4410
Strongly agree		86.00%	85.81%	86.45%	86.61%	87.01%	87.05%	88.04%	88.76%	87.89%	86.44%	85.80%	85.54%	85.85%	85.12%	86.58%	84.44%	83.68%	85.49%
Agree		12.78%	12.98%	12.48%	12.54%	11.94%	11.67%	11.06%	10.33%	11.30%	12.54%	12.98%	13.68%	12.90%	13.59%	12.29%	14.08%	15.03%	13.38%
Neither agree nor disagree		0.99%	0.97%	0.86%	0.57%	0.75%	0.96%	0.79%	0.79%	0.65%	0.84%	1.06%	0.54%	0.96%	1.01%	0.97%	1.24%	1.00%	0.98%
Disagree		0.10%	0.13%	0.07%	0.10%	0.12%	0.09%	0.04%	0.07%	0.09%	0.03%	0.07%	0.06%	0.11%	0.20%	0.06%	0.16%	0.14%	0.05%
Strongly disagree		0.13%	0.11%	0.14%	0.18%	0.19%	0.23%	0.06%	0.05%	0.07%	0.16%	0.10%	0.18%	0.18%	0.09%	0.10%	0.08%	0.14%	0.11%

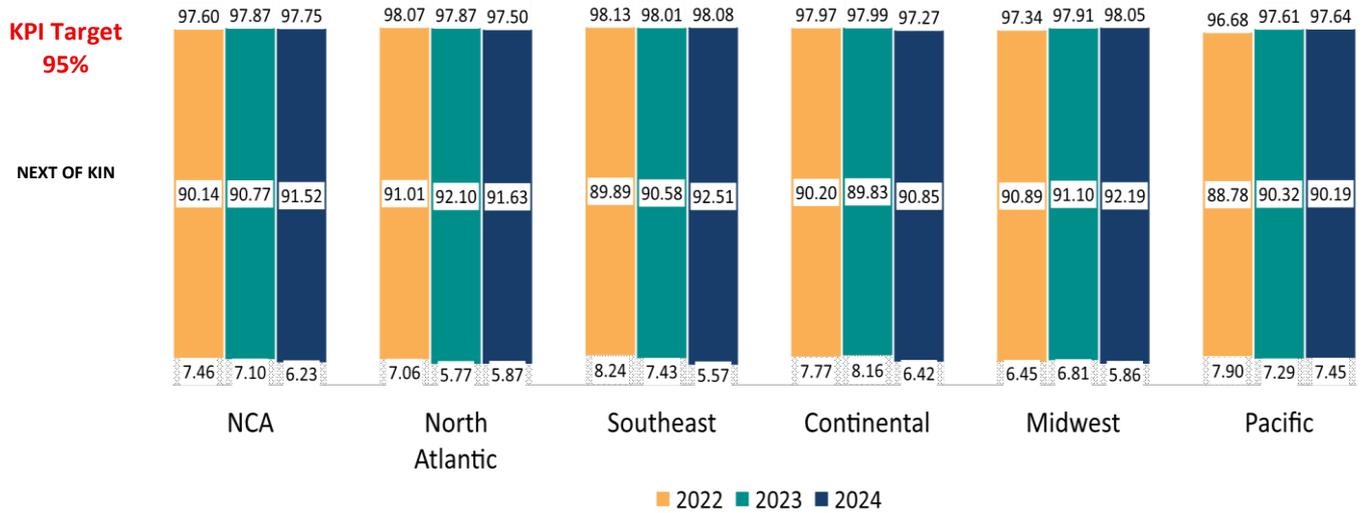
Key Performance Indicators

Question 51/36: I would recommend the cemetery to Veteran families during their time of need.



Key Performance Indicators

NC NOK Q16: Overall, how satisfied were you with the committal service at the national cemetery?

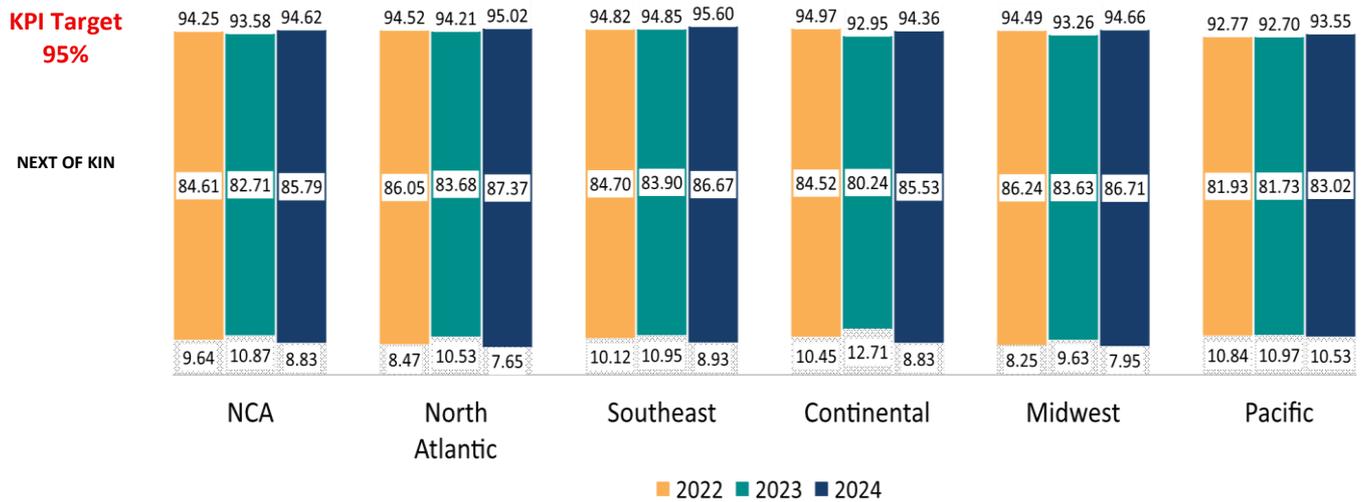


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		16062	10710	15079	2746	1784	2520	3372	2261	3230	2664	1691	2460	3876	2584	3700	3404	2387	3169
Very satisfied		90.14%	90.77%	91.52%	91.01%	92.10%	91.63%	89.89%	90.58%	92.51%	90.20%	89.83%	90.85%	90.89%	91.10%	92.19%	88.78%	90.32%	90.19%
Somewhat satisfied		7.46%	7.10%	6.23%	7.06%	5.77%	5.87%	8.24%	7.43%	5.57%	7.77%	8.16%	6.42%	6.45%	6.81%	5.86%	7.90%	7.29%	7.45%
Neither satisfied nor dissatisfied		1.12%	1.17%	1.09%	0.91%	1.23%	1.43%	0.95%	1.19%	0.84%	0.79%	1.01%	1.14%	1.24%	1.12%	1.03%	1.59%	1.26%	1.14%
Somewhat dissatisfied		0.93%	0.61%	0.72%	0.84%	0.56%	0.71%	0.68%	0.49%	0.62%	0.83%	0.59%	1.10%	1.03%	0.66%	0.59%	1.20%	0.71%	0.69%
Very dissatisfied		0.35%	0.35%	0.43%	0.18%	0.34%	0.36%	0.24%	0.31%	0.46%	0.41%	0.41%	0.49%	0.39%	0.31%	0.32%	0.53%	0.42%	0.54%

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to NC NOK Q6.

Key Performance Indicators

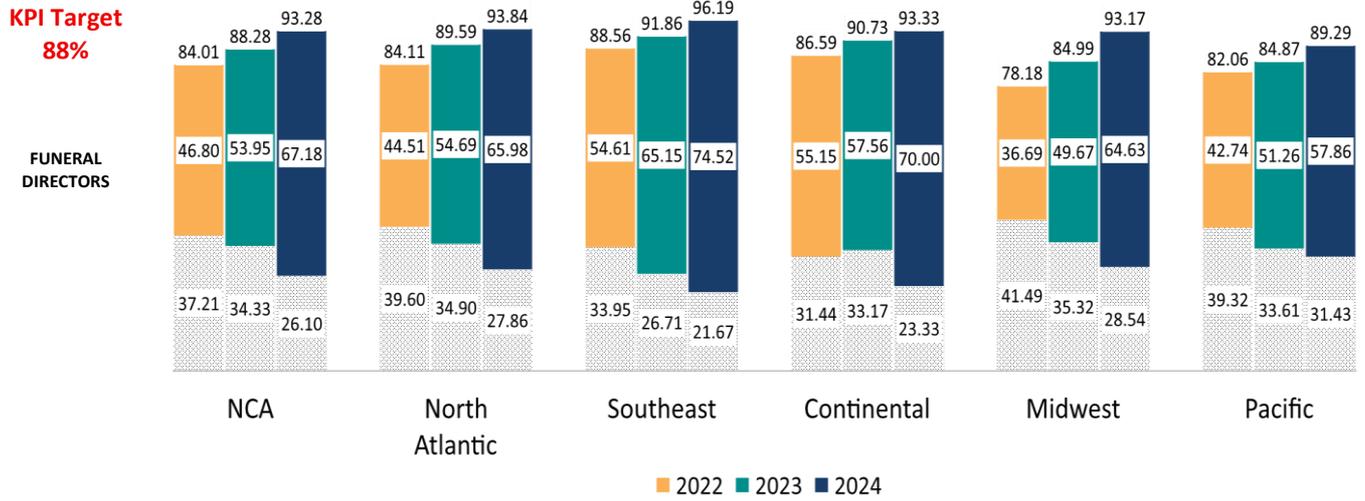
NC NOK Q27: How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		20843	17147	18892	3412	2764	3033	4425	3763	4155	3436	2753	3068	4811	3916	4438	4759	3947	4198
Very satisfied		84.61%	82.71%	85.79%	86.05%	83.68%	87.37%	84.70%	83.90%	86.67%	84.52%	80.24%	85.53%	86.24%	83.63%	86.71%	81.93%	81.73%	83.02%
Somewhat satisfied		9.64%	10.87%	8.83%	8.47%	10.53%	7.65%	10.12%	10.95%	8.93%	10.45%	12.71%	8.83%	8.25%	9.63%	7.95%	10.84%	10.97%	10.53%
Neither satisfied nor dissatisfied		4.46%	4.83%	4.32%	4.28%	4.27%	4.02%	3.75%	3.80%	3.42%	3.96%	4.98%	4.53%	4.53%	5.13%	4.33%	5.53%	5.83%	5.29%
Somewhat dissatisfied		0.92%	1.05%	0.77%	0.91%	1.09%	0.59%	0.97%	0.85%	0.82%	0.81%	1.31%	0.81%	0.83%	1.20%	0.77%	1.03%	0.89%	0.81%
Very dissatisfied		0.37%	0.53%	0.28%	0.29%	0.43%	0.36%	0.45%	0.50%	0.17%	0.26%	0.76%	0.29%	0.15%	0.41%	0.25%	0.67%	0.58%	0.36%

Key Performance Indicators

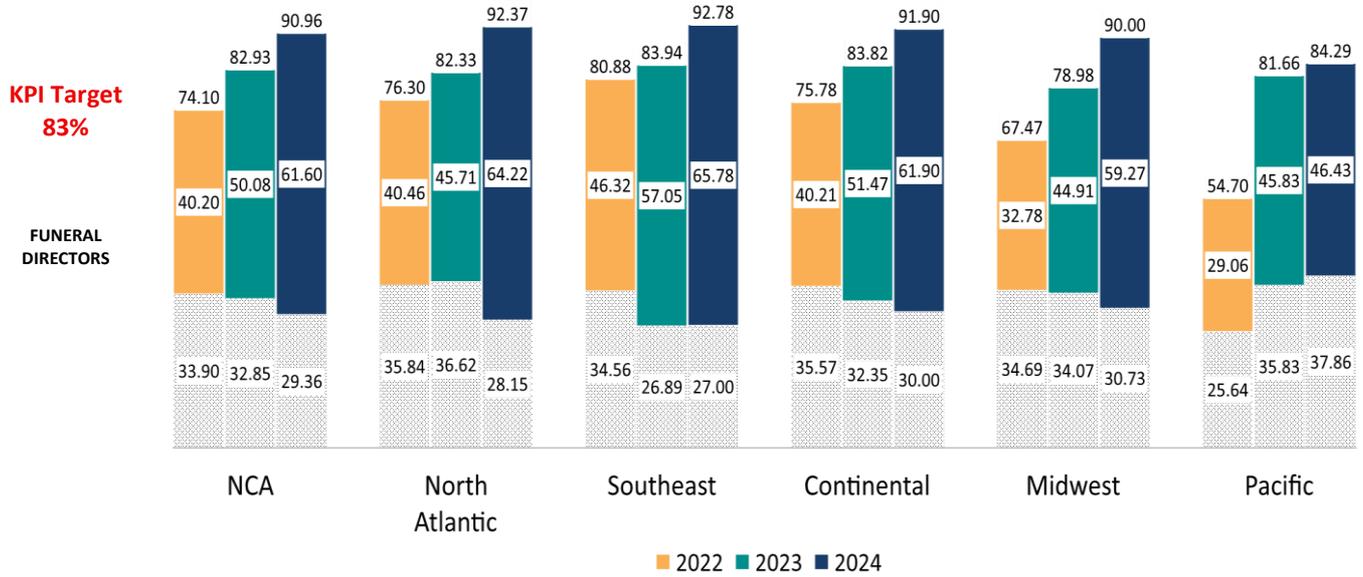
NC FD Q16: How easy is the process of scheduling an interment at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2013	1998	1770	346	384	341	271	307	263	194	205	210	417	453	410	117	119	140
Very easy		46.80%	53.95%	67.18%	44.51%	54.69%	65.98%	54.61%	65.15%	74.52%	55.15%	57.56%	70.00%	36.69%	49.67%	64.63%	42.74%	51.26%	57.86%
Somewhat easy		37.21%	34.33%	26.10%	39.60%	34.90%	27.86%	33.95%	26.71%	21.67%	31.44%	33.17%	23.33%	41.49%	35.32%	28.54%	39.32%	33.61%	31.43%
Neither easy nor hard		9.54%	7.26%	4.24%	8.67%	5.47%	3.81%	7.38%	5.21%	2.28%	7.73%	6.34%	4.29%	13.43%	8.61%	4.15%	7.69%	12.61%	6.43%
Somewhat hard		5.56%	3.45%	2.03%	6.65%	3.39%	2.05%	3.69%	2.93%	1.14%	5.15%	2.93%	1.43%	6.71%	4.64%	2.20%	6.84%	2.52%	4.29%
Very hard		0.89%	1.00%	0.45%	0.58%	1.56%	0.29%	0.37%	0.00%	0.38%	0.52%	0.00%	0.95%	1.68%	1.77%	0.49%	3.42%	0.00%	0.00%

Key Performance Indicators

NC FD Q15: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2015	1997	1771	346	385	341	272	305	263	194	204	210	418	452	410	117	120	140
Very satisfied		40.20%	50.08%	61.60%	40.46%	45.71%	64.22%	46.32%	57.05%	65.78%	40.21%	51.47%	61.90%	32.78%	44.91%	59.27%	29.06%	45.83%	46.43%
Somewhat satisfied		33.90%	32.85%	29.36%	35.84%	36.62%	28.15%	34.56%	26.89%	27.00%	35.57%	32.35%	30.00%	34.69%	34.07%	30.73%	25.64%	35.83%	37.86%
Neither satisfied nor dissatisfied		11.46%	9.06%	5.36%	10.40%	10.39%	4.69%	6.62%	8.20%	4.56%	12.37%	10.78%	5.24%	11.96%	9.29%	5.12%	21.37%	9.17%	7.86%
Somewhat dissatisfied		10.37%	6.01%	3.27%	10.12%	5.71%	2.35%	9.19%	6.23%	2.28%	8.25%	2.94%	1.90%	14.83%	8.85%	4.63%	15.38%	8.33%	7.86%
Very dissatisfied		4.07%	2.00%	0.40%	3.18%	1.56%	0.59%	3.31%	1.64%	0.38%	3.61%	2.45%	0.95%	5.74%	2.88%	0.24%	8.55%	0.83%	0.00%

Note: Prior to 2024 the question wording was: 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?

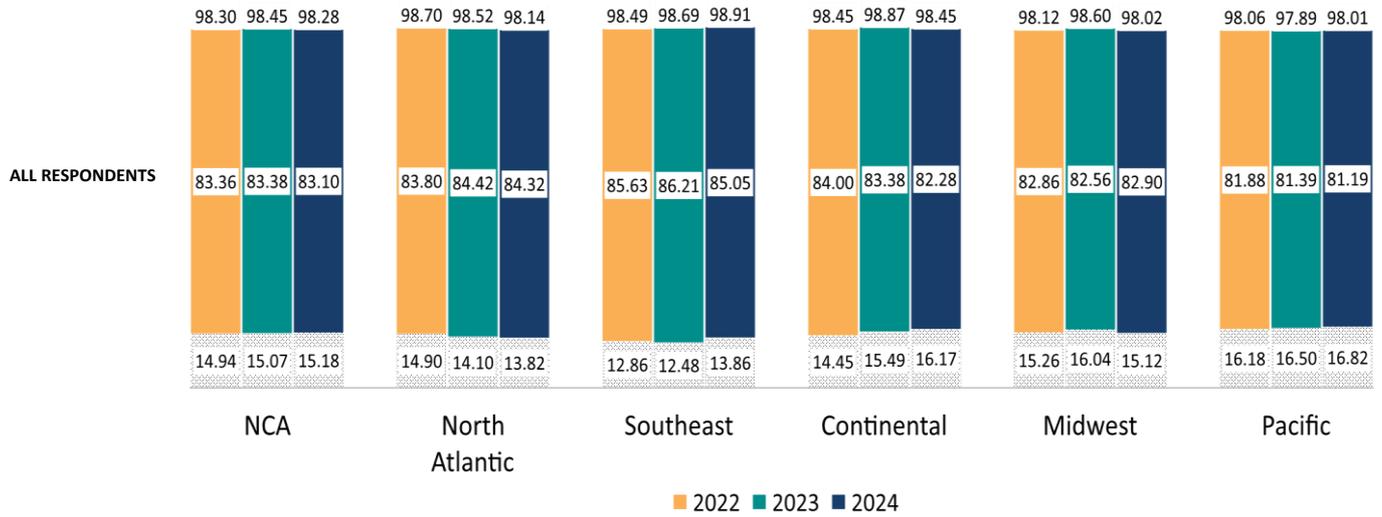
TRUST

SECTION DESCRIPTION

- This section presents findings from next of kin and funeral directors on satisfaction with a national cemetery's commitment to maintain cemeteries as national shrines, meet Veterans' burial needs, honor all Veterans, and reasons why next of kin chose a national cemetery to inter their loved one.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Trust

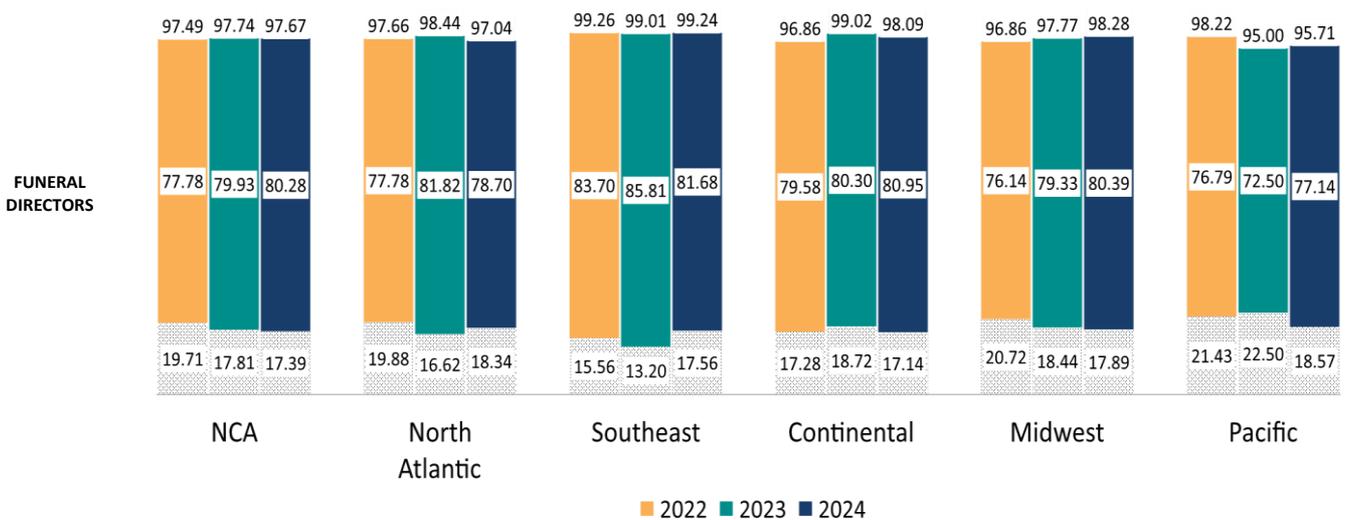
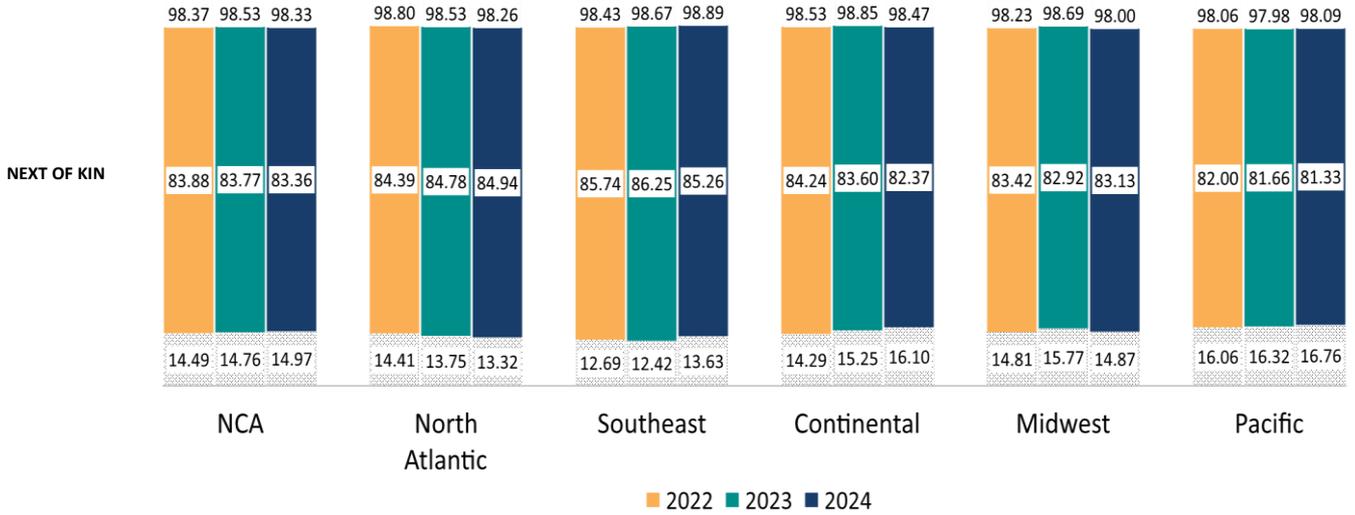
Question 53/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23184	19460	20771	3826	3178	3400	4745	4120	4407	3669	2996	3290	5379	4502	4907	4906	4133	4365
Strongly agree		83.36%	83.38%	83.10%	83.80%	84.42%	84.32%	85.63%	86.21%	85.05%	84.00%	83.38%	82.28%	82.86%	82.56%	82.90%	81.88%	81.39%	81.19%
Agree		14.94%	15.07%	15.18%	14.90%	14.10%	13.82%	12.86%	12.48%	13.86%	14.45%	15.49%	16.17%	15.26%	16.04%	15.12%	16.18%	16.50%	16.82%
Neither agree nor disagree		1.50%	1.36%	1.50%	1.12%	1.23%	1.59%	1.37%	1.07%	0.98%	1.36%	1.03%	1.22%	1.65%	1.24%	1.81%	1.71%	1.91%	1.74%
Disagree		0.09%	0.10%	0.11%	0.05%	0.09%	0.09%	0.08%	0.19%	0.05%	0.08%	0.03%	0.21%	0.09%	0.07%	0.06%	0.12%	0.12%	0.14%
Strongly disagree		0.10%	0.09%	0.12%	0.13%	0.16%	0.18%	0.06%	0.05%	0.07%	0.11%	0.07%	0.12%	0.13%	0.09%	0.10%	0.10%	0.07%	0.11%

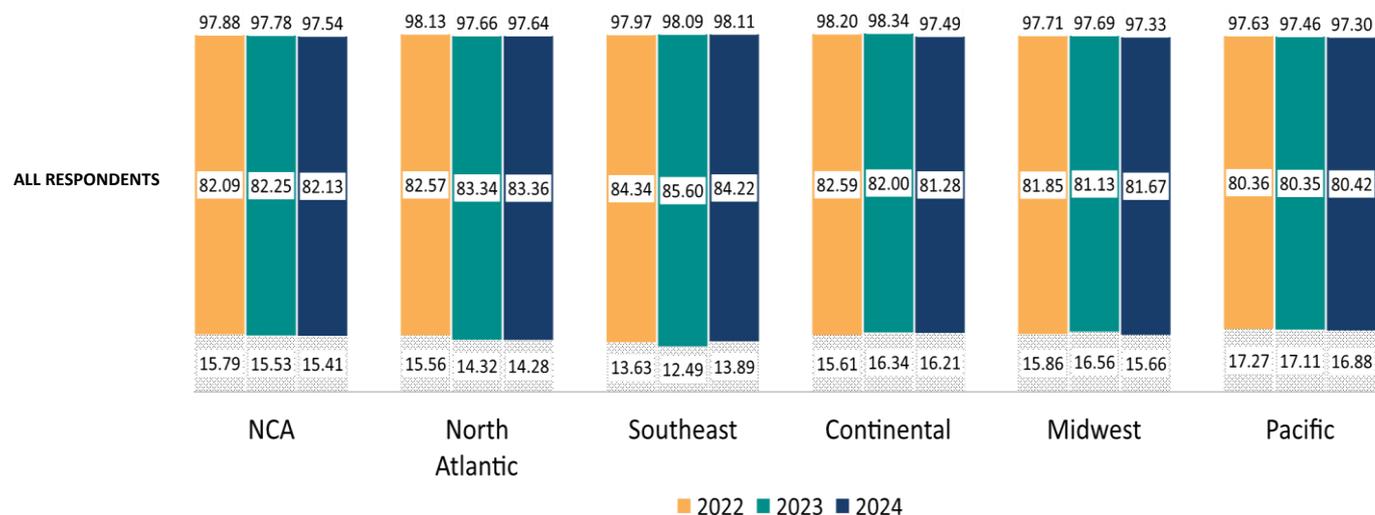
Trust

Question 53/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.



Trust

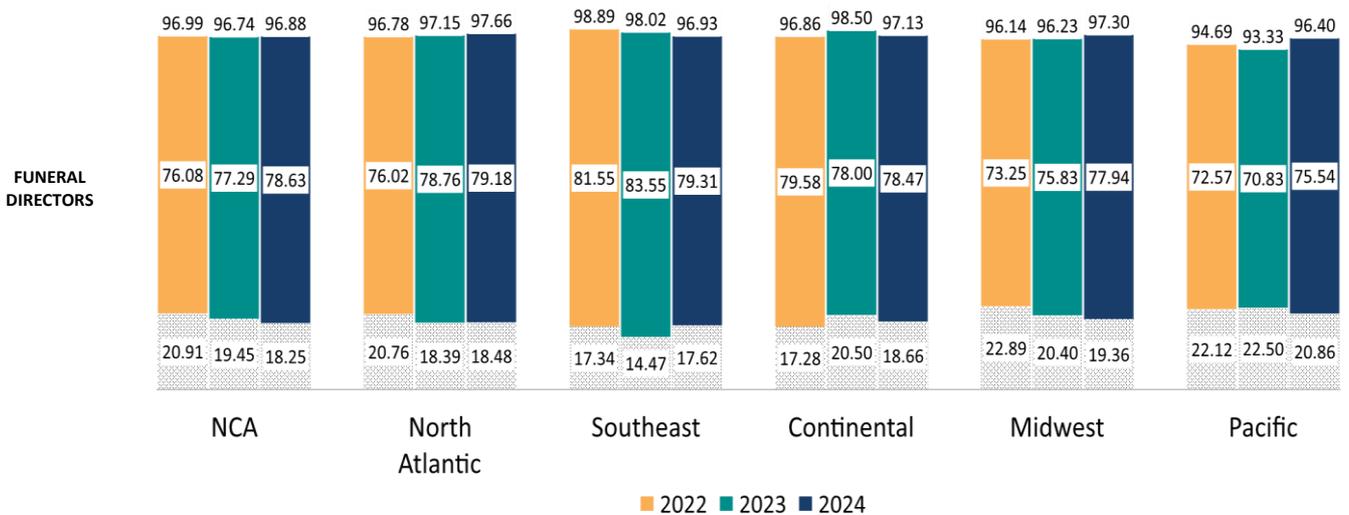
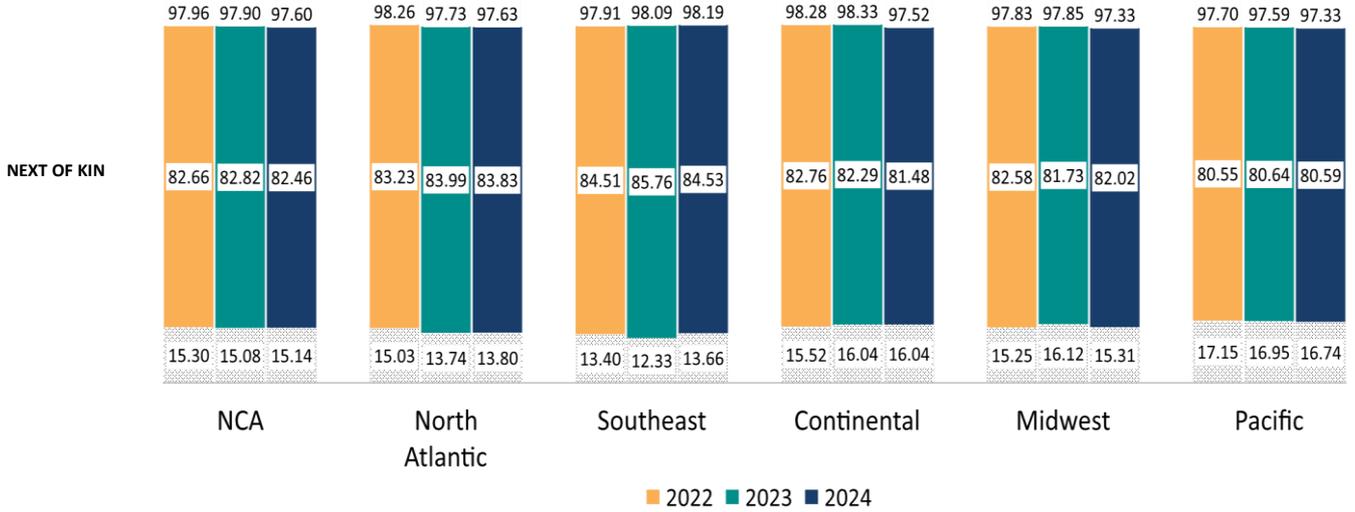
Question 52/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		22749	19158	20376	3735	3122	3341	4673	4076	4347	3607	2956	3238	5266	4409	4784	4806	4062	4260
Strongly agree		82.09%	82.25%	82.13%	82.57%	83.34%	83.36%	84.34%	85.60%	84.22%	82.59%	82.00%	81.28%	81.85%	81.13%	81.67%	80.36%	80.35%	80.42%
Agree		15.79%	15.53%	15.41%	15.56%	14.32%	14.28%	13.63%	12.49%	13.89%	15.61%	16.34%	16.21%	15.86%	16.56%	15.66%	17.27%	17.11%	16.88%
Neither agree nor disagree		1.76%	1.86%	2.13%	1.63%	1.92%	2.01%	1.67%	1.62%	1.59%	1.52%	1.45%	2.07%	1.94%	1.91%	2.42%	1.91%	2.14%	2.37%
Disagree		0.20%	0.21%	0.15%	0.11%	0.16%	0.09%	0.24%	0.17%	0.12%	0.14%	0.17%	0.31%	0.19%	0.27%	0.08%	0.23%	0.25%	0.19%
Strongly disagree		0.16%	0.15%	0.18%	0.13%	0.26%	0.27%	0.13%	0.12%	0.18%	0.14%	0.03%	0.12%	0.17%	0.14%	0.17%	0.23%	0.15%	0.14%

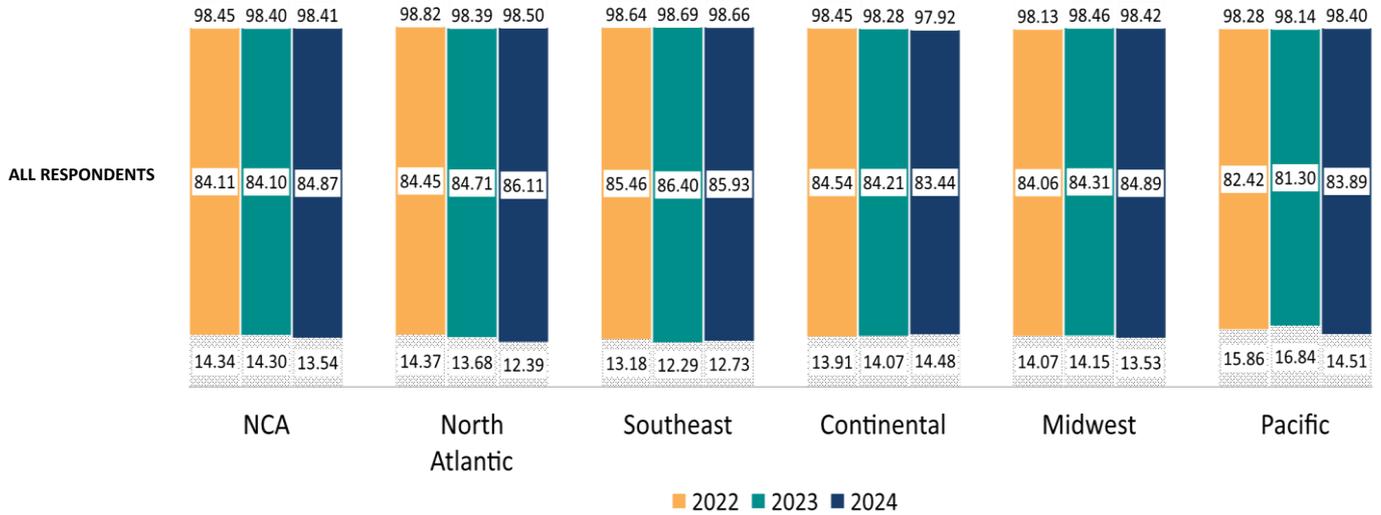
Trust

Question 52/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.



Trust

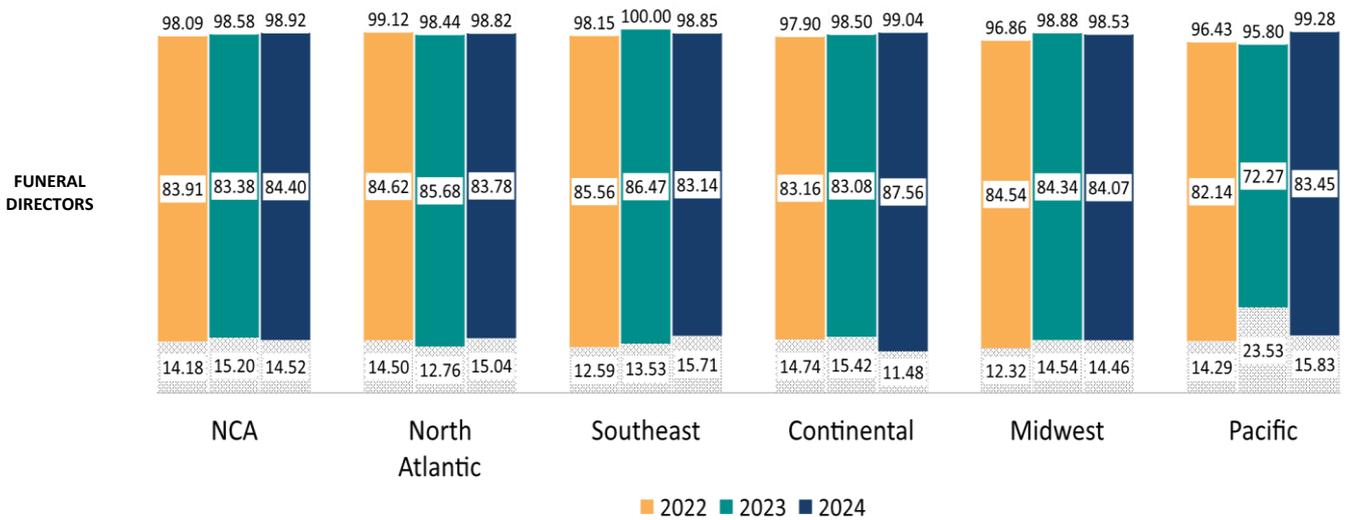
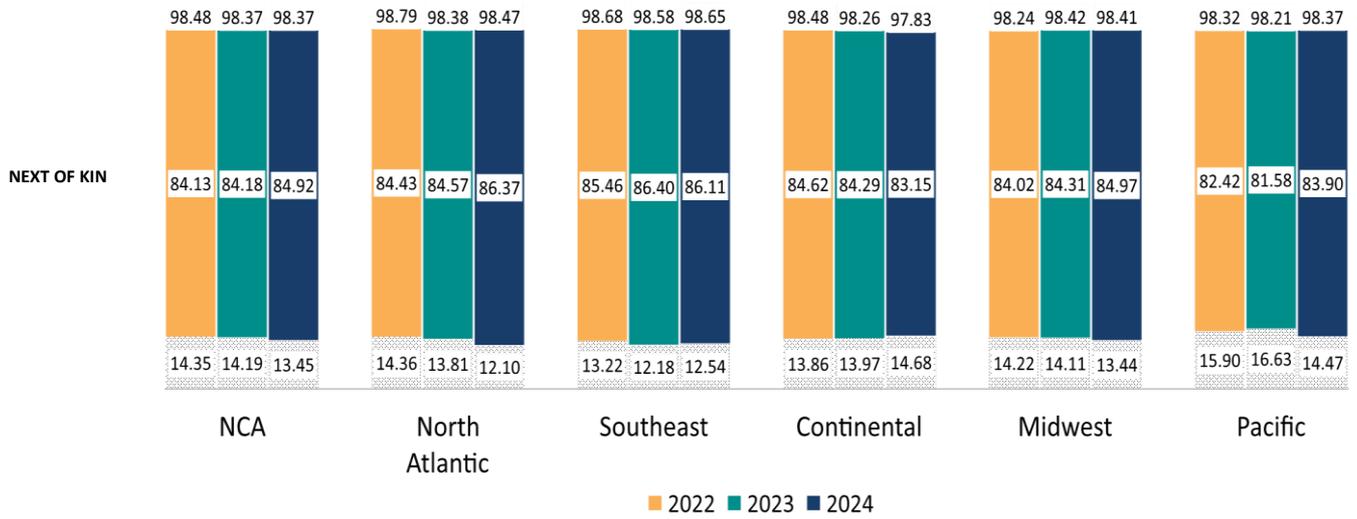
Question 50/27: The cemetery honors all Veterans and their service to our nation.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		22419	18832	20643	3716	3093	3398	4582	3964	4400	3552	2900	3260	5202	4366	4865	4709	3979	4320
Strongly agree		84.11%	84.10%	84.87%	84.45%	84.71%	86.11%	85.46%	86.40%	85.93%	84.54%	84.21%	83.44%	84.06%	84.31%	84.89%	82.42%	81.30%	83.89%
Agree		14.34%	14.30%	13.54%	14.37%	13.68%	12.39%	13.18%	12.29%	12.73%	13.91%	14.07%	14.48%	14.07%	14.15%	13.53%	15.86%	16.84%	14.51%
Neither agree nor disagree		1.28%	1.32%	1.29%	0.94%	1.29%	1.12%	1.16%	1.01%	0.98%	1.13%	1.31%	1.84%	1.58%	1.37%	1.27%	1.49%	1.58%	1.39%
Disagree		0.17%	0.15%	0.13%	0.13%	0.16%	0.15%	0.17%	0.18%	0.18%	0.25%	0.31%	0.06%	0.12%	0.09%	0.14%	0.15%	0.08%	0.09%
Strongly disagree		0.11%	0.13%	0.17%	0.11%	0.16%	0.24%	0.02%	0.13%	0.18%	0.17%	0.10%	0.18%	0.17%	0.07%	0.16%	0.08%	0.20%	0.12%

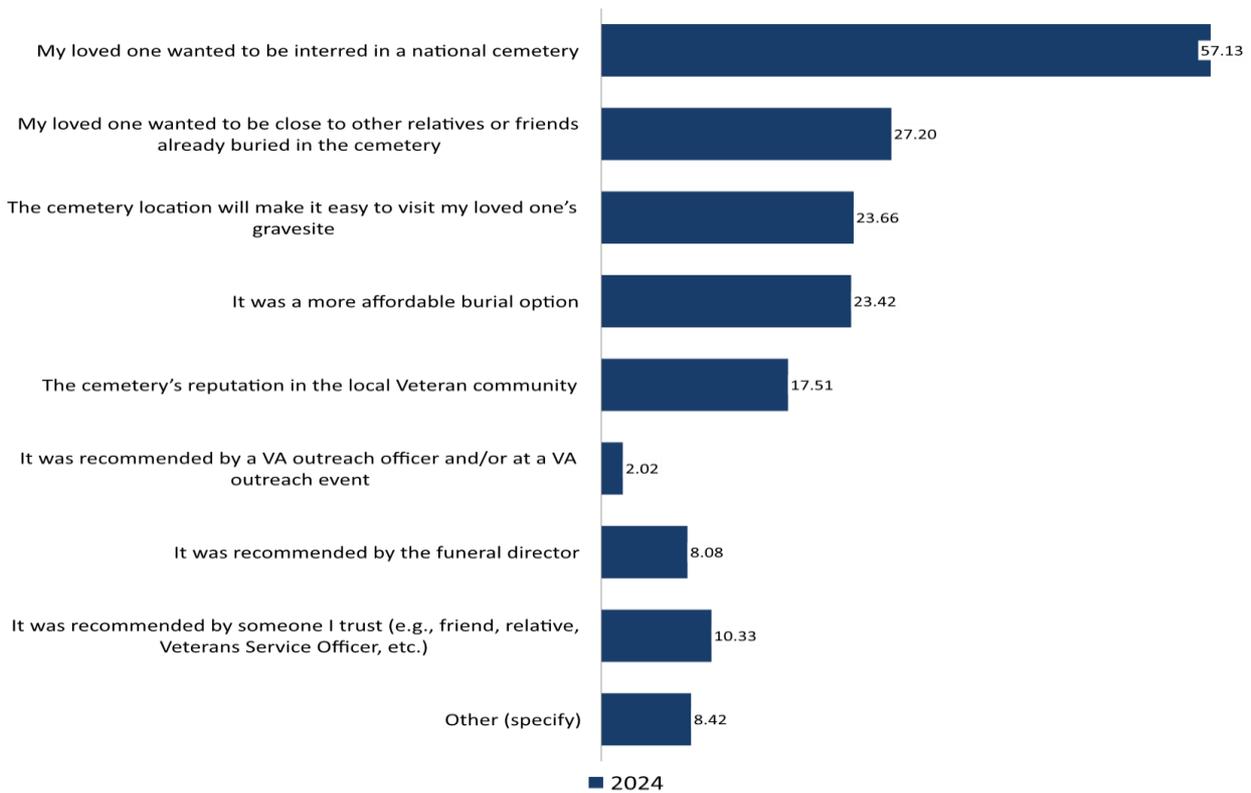
Trust

Question 50/27: The cemetery honors all Veterans and their service to our nation.



Trust

NC NOK Q1: Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)



2024: n = 19,864

Note: NC NOK Q1 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

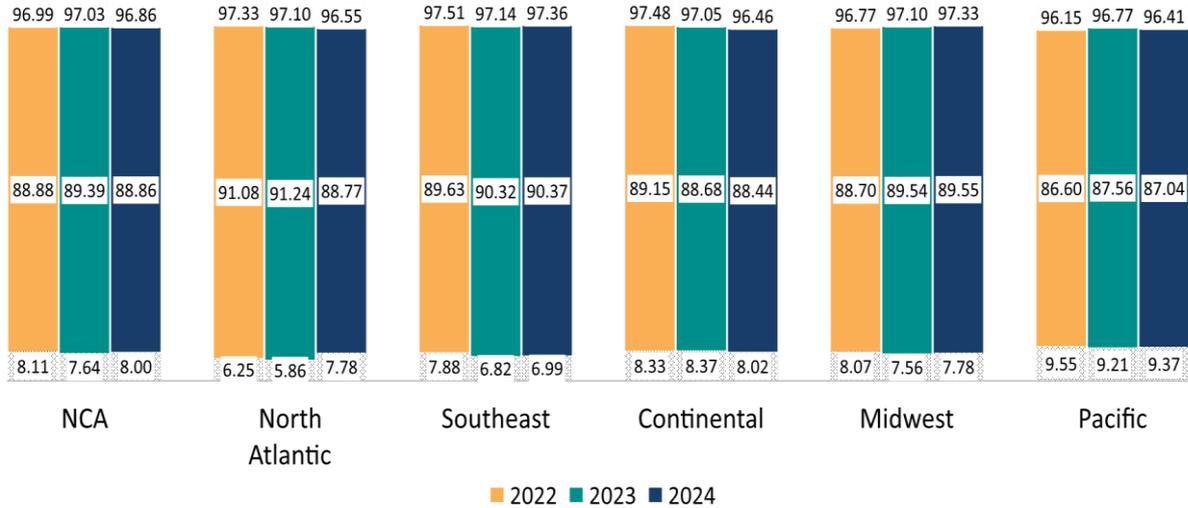
Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the information they received throughout their experiences with the national cemetery where their loved one was interred.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Satisfaction with service from NCA Scheduling Office (NC NOK Q24).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

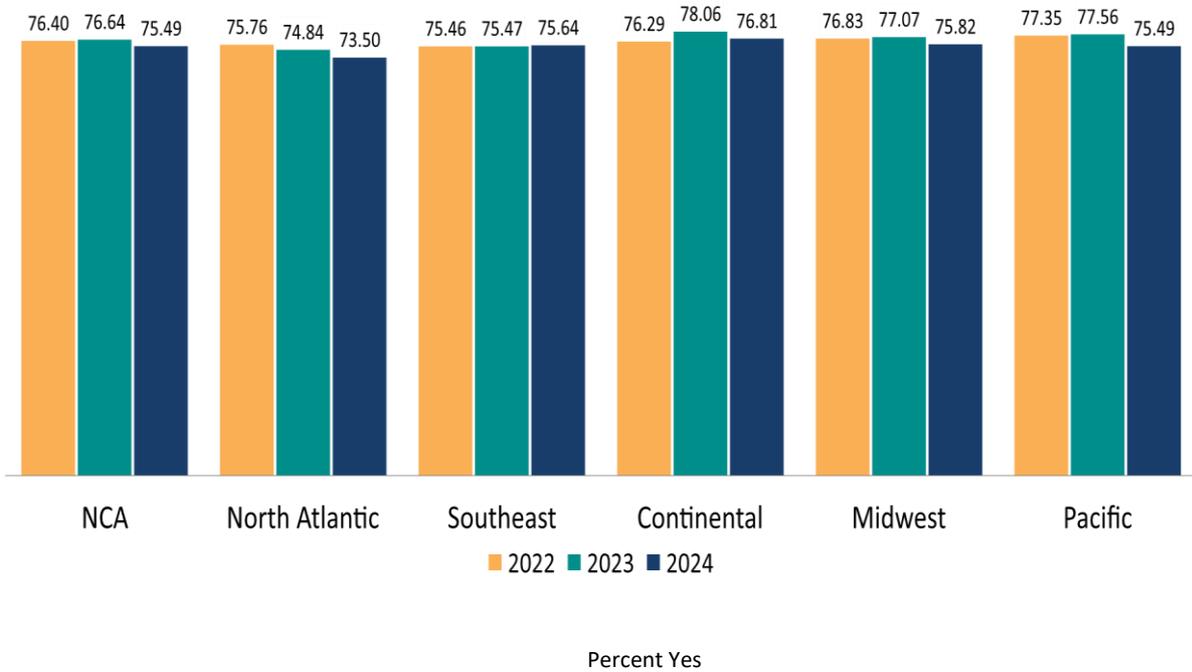
NC NOK Q20: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		21578	17734	19658	3552	2831	3188	4542	3885	4290	3529	2818	3166	5046	4112	4640	4909	4084	4374
Very satisfied		88.88%	89.39%	88.86%	91.08%	91.24%	88.77%	89.63%	90.32%	90.37%	89.15%	88.68%	88.44%	88.70%	89.54%	89.55%	86.60%	87.56%	87.04%
Somewhat satisfied		8.11%	7.64%	8.00%	6.25%	5.86%	7.78%	7.88%	6.82%	6.99%	8.33%	8.37%	8.02%	8.07%	7.56%	7.78%	9.55%	9.21%	9.37%
Neither satisfied nor dissatisfied		1.92%	1.92%	1.99%	1.97%	1.87%	2.13%	1.56%	1.80%	1.70%	1.56%	1.77%	2.31%	2.16%	1.82%	1.83%	2.22%	2.28%	2.10%
Somewhat dissatisfied		0.65%	0.60%	0.82%	0.53%	0.57%	0.88%	0.55%	0.62%	0.63%	0.40%	0.60%	0.88%	0.59%	0.51%	0.60%	1.08%	0.69%	1.17%
Very dissatisfied		0.44%	0.45%	0.32%	0.17%	0.46%	0.44%	0.37%	0.44%	0.30%	0.57%	0.57%	0.35%	0.48%	0.56%	0.24%	0.55%	0.27%	0.32%

Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

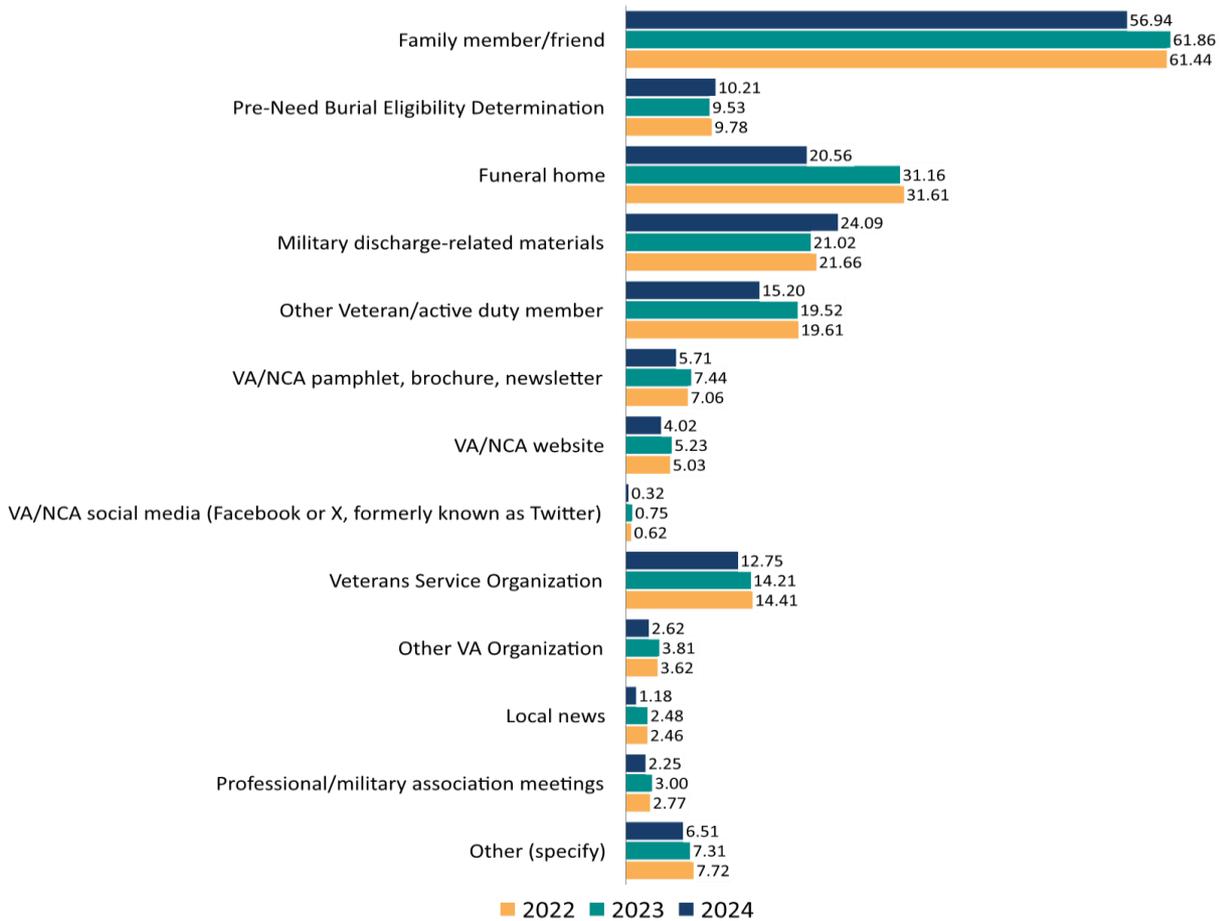
NC NOK Q2: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		21539	17791	19272	3543	2850	3140	4539	3869	4195	3509	2830	3109	5029	4130	4532	4919	4108	4296
Yes		76.40%	76.64%	75.49%	75.76%	74.84%	73.50%	75.46%	75.47%	75.64%	76.29%	78.06%	76.81%	76.83%	77.07%	75.82%	77.35%	77.56%	75.49%
No		23.60%	23.36%	24.51%	24.24%	25.16%	26.50%	24.54%	24.53%	24.36%	23.71%	21.94%	23.19%	23.17%	22.93%	24.18%	22.65%	22.44%	24.51%

Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

NC NOK Q3: How did you learn of these benefits prior to your time of need? (Mark all that apply)



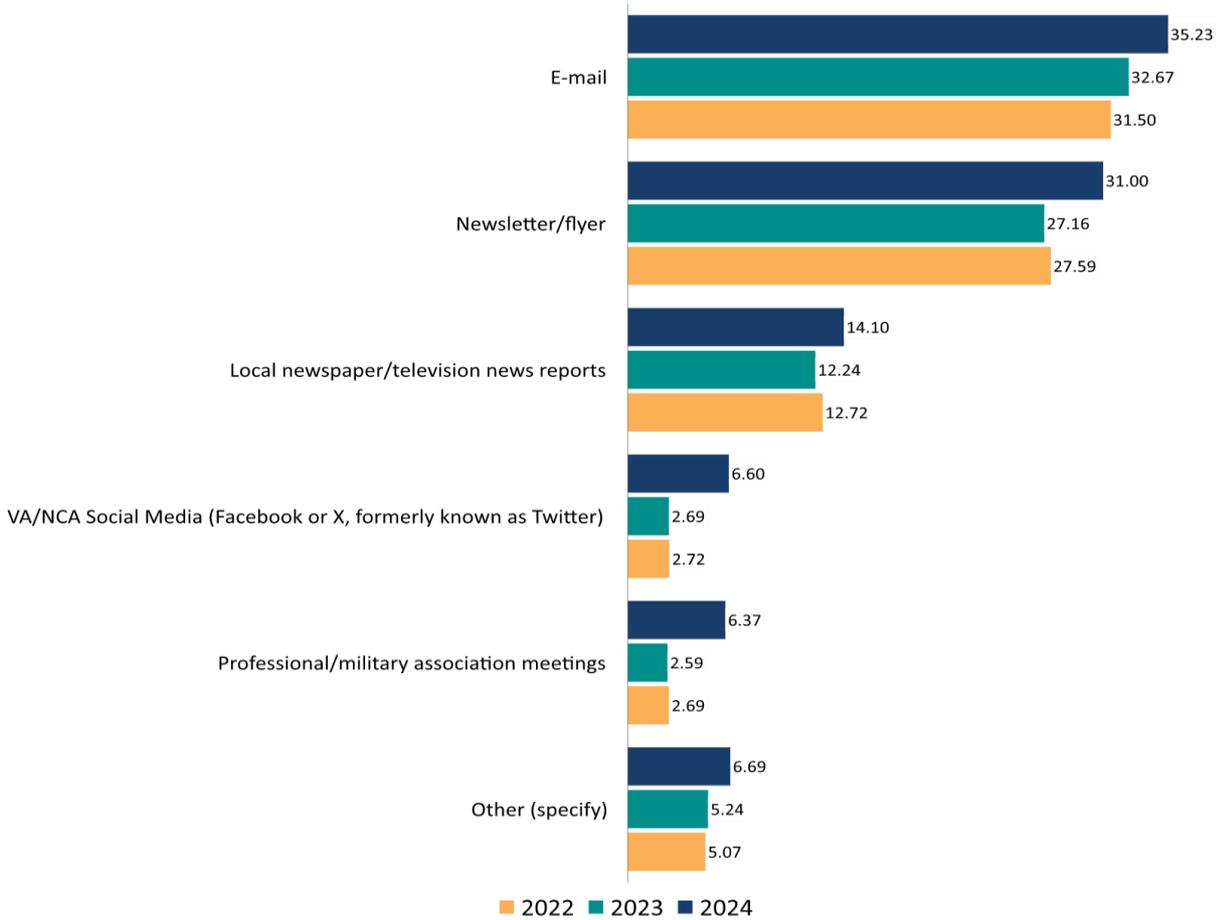
2022: n = 15,876 2023: n = 13,057 2024: n = 13,617

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

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q2.

Note: In 2024, the response option "Local newspaper/news report" was updated to "Local news" and the response option "VA/NCA social media (Facebook or Twitter)" was updated to "VA/NCA social media (Facebook or X, formerly known as Twitter)."

NC NOK Q4: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)

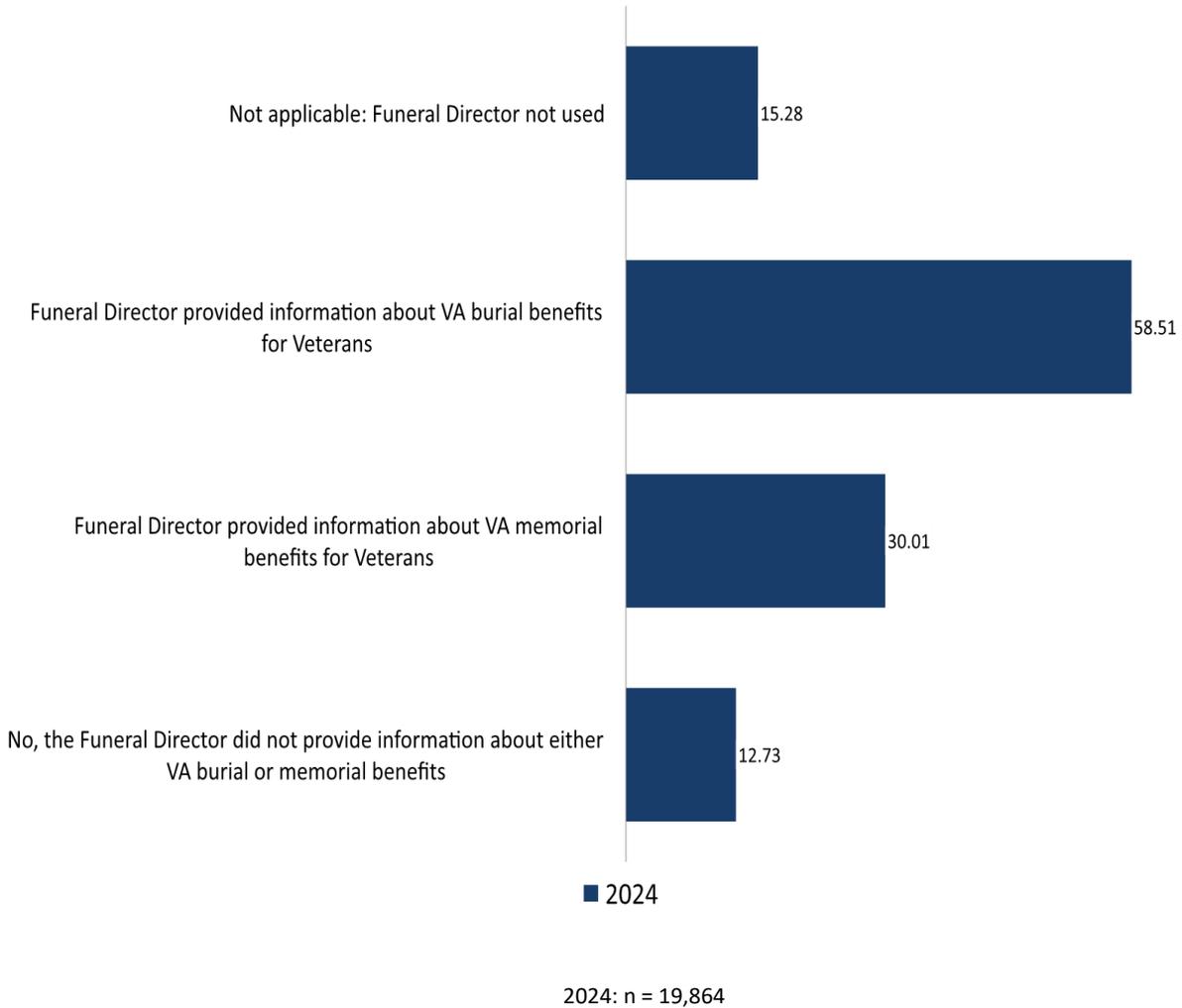


2022: n = 19,543 2023: n = 15,963 2024: n = 17,457

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

Note: In 2024, the response option “VA/NCA social media (Facebook or Twitter)” was updated to “VA/NCA social media (Facebook or X, formerly known as Twitter).”

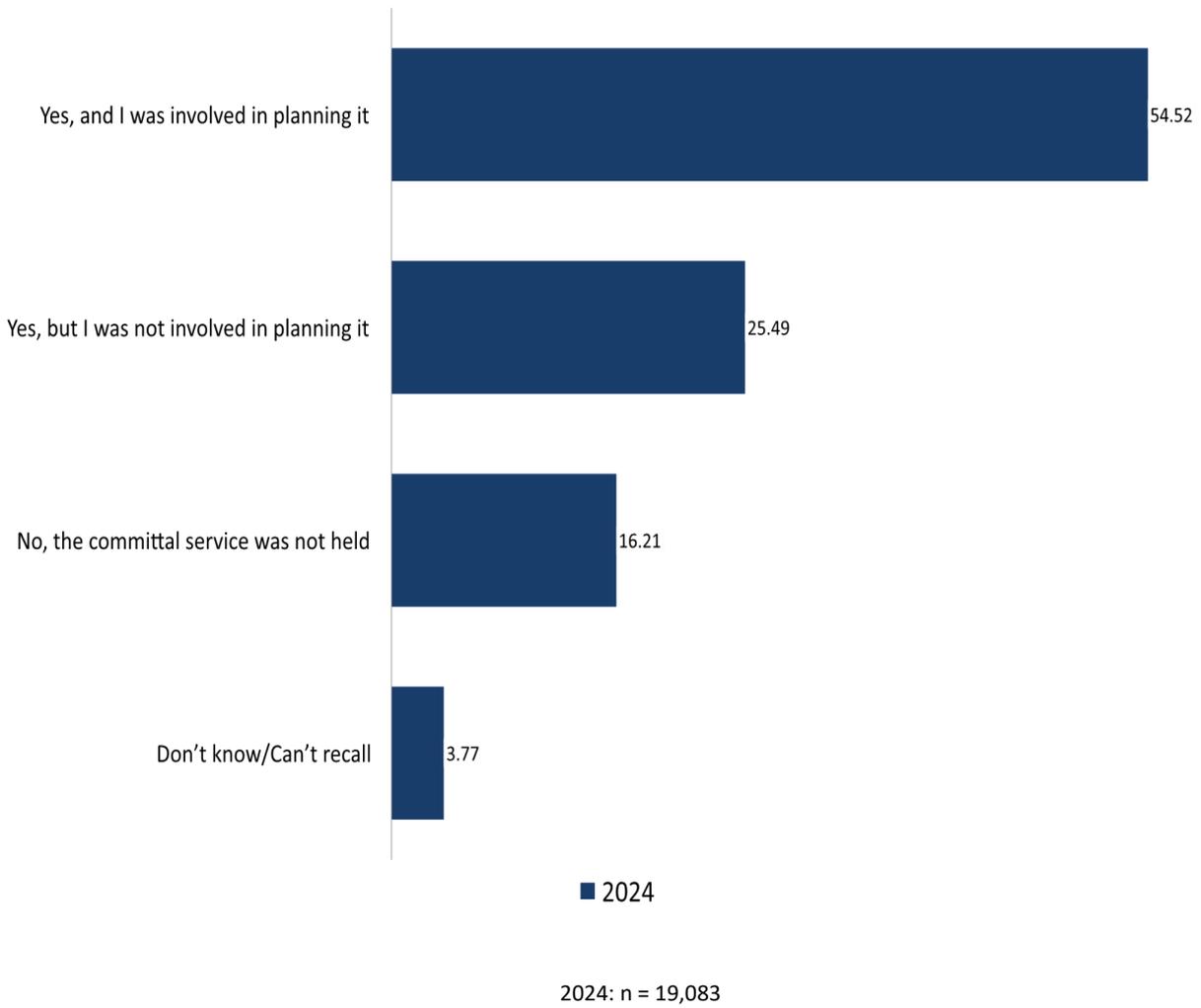
NC NOK Q5: Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)



Note: NC NOK Q5 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

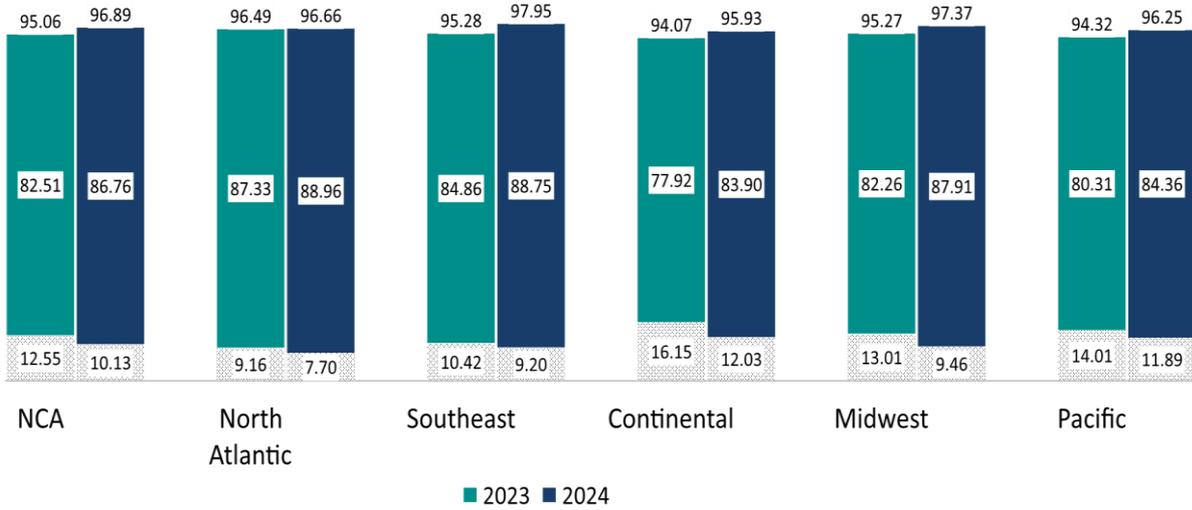
Note: As respondents could select more than one response option, percentages may not sum to 100%.

NC NOK Q6: Was a committal service held at the national cemetery for your loved one?



Note: NC NOK Q6 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q7: How satisfied were you with NCA’s available dates and times offered for the scheduling of your committal service?



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024
n		13474	10312	2217	1494	2880	2294	2142	1721	3168	2431	3063	2372
Very satisfied		82.51%	86.76%	87.33%	88.96%	84.86%	88.75%	77.92%	83.90%	82.26%	87.91%	80.31%	84.36%
Somewhat satisfied		12.55%	10.13%	9.16%	7.70%	10.42%	9.20%	16.15%	12.03%	13.01%	9.46%	14.01%	11.89%
Neither satisfied nor dissatisfied		2.84%	1.62%	2.07%	2.07%	2.26%	0.96%	3.41%	2.03%	2.90%	1.28%	3.46%	2.02%
Somewhat dissatisfied		1.73%	1.14%	1.17%	1.00%	1.91%	0.78%	2.05%	1.63%	1.55%	1.11%	1.93%	1.26%
Very dissatisfied		0.37%	0.34%	0.27%	0.27%	0.56%	0.31%	0.47%	0.41%	0.28%	0.25%	0.29%	0.46%

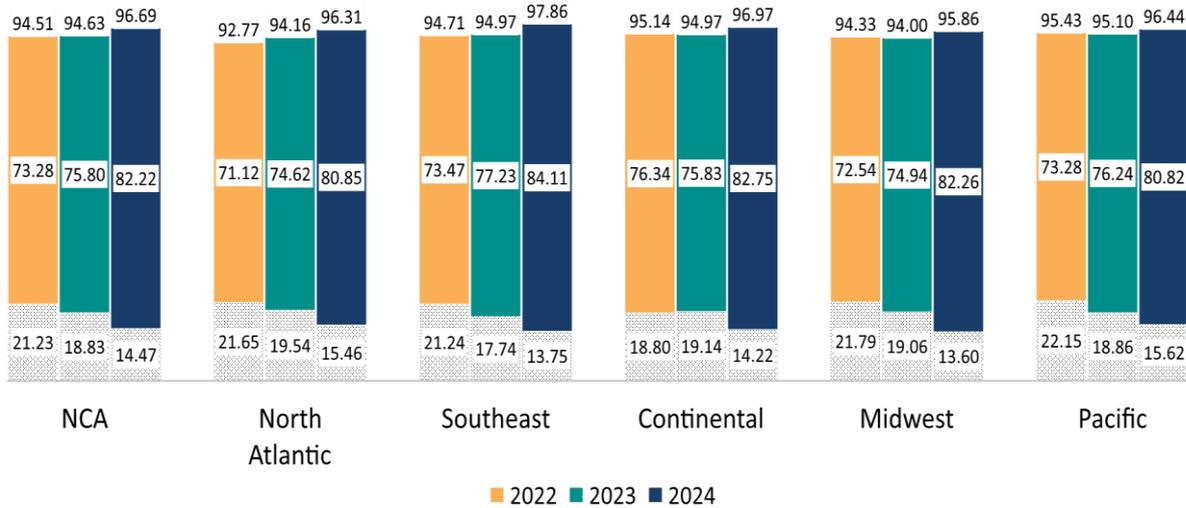
Note: NC NOK Q7 was added to the 2023 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year’s and 2023 results.

Note: In 2023 the question wording was: How satisfied were you with NCA’s available dates and times to schedule your committal service and/or interment?

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.

Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

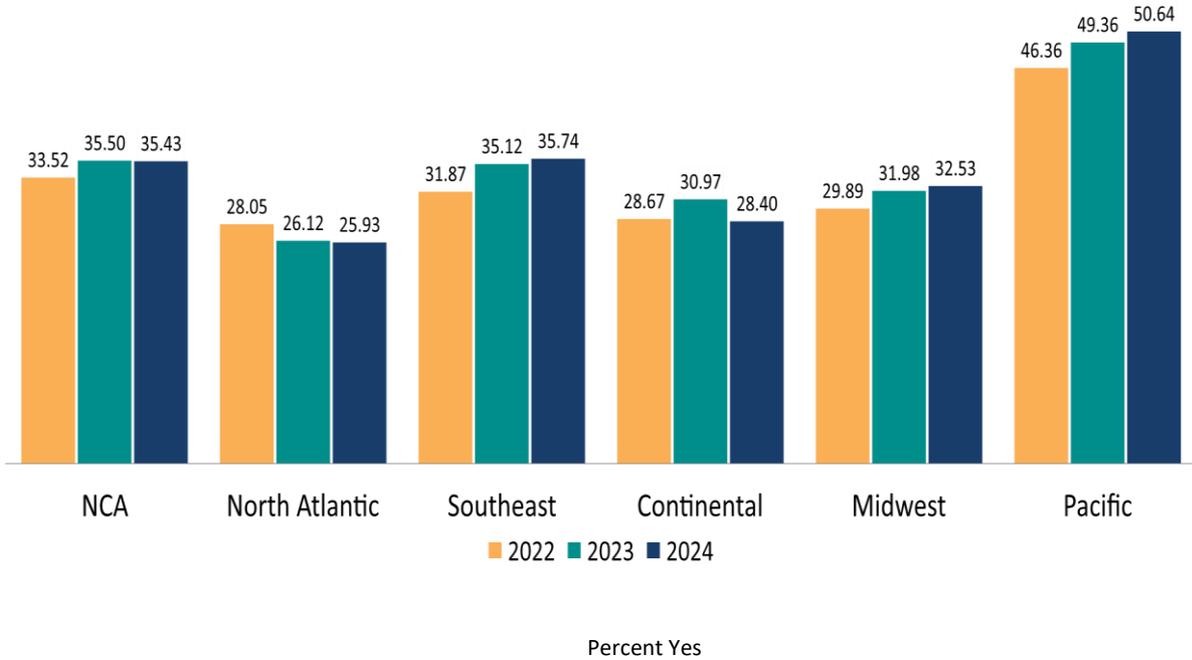
NC NOK Q8: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		16033	10688	10262	2739	1781	1488	3366	2244	2284	2659	1688	1716	3878	2586	2412	3391	2386	2362
Very informed		73.28%	75.80%	82.22%	71.12%	74.62%	80.85%	73.47%	77.23%	84.11%	76.34%	75.83%	82.75%	72.54%	74.94%	82.26%	73.28%	76.24%	80.82%
Somewhat informed		21.23%	18.83%	14.47%	21.65%	19.54%	15.46%	21.24%	17.74%	13.75%	18.80%	19.14%	14.22%	21.79%	19.06%	13.60%	22.15%	18.86%	15.62%
Neither informed nor uninformed		2.75%	2.89%	1.46%	4.13%	3.54%	1.61%	3.03%	2.63%	1.09%	2.67%	2.61%	0.99%	2.37%	3.33%	2.20%	1.86%	2.39%	1.31%
Somewhat uninformed		1.67%	1.57%	1.20%	1.86%	1.29%	1.34%	1.37%	1.47%	0.74%	1.39%	1.60%	1.17%	2.11%	1.82%	1.24%	1.53%	1.59%	1.52%
Very uninformed		1.07%	0.91%	0.65%	1.24%	1.01%	0.74%	0.89%	0.94%	0.31%	0.79%	0.83%	0.87%	1.19%	0.85%	0.70%	1.18%	0.92%	0.72%

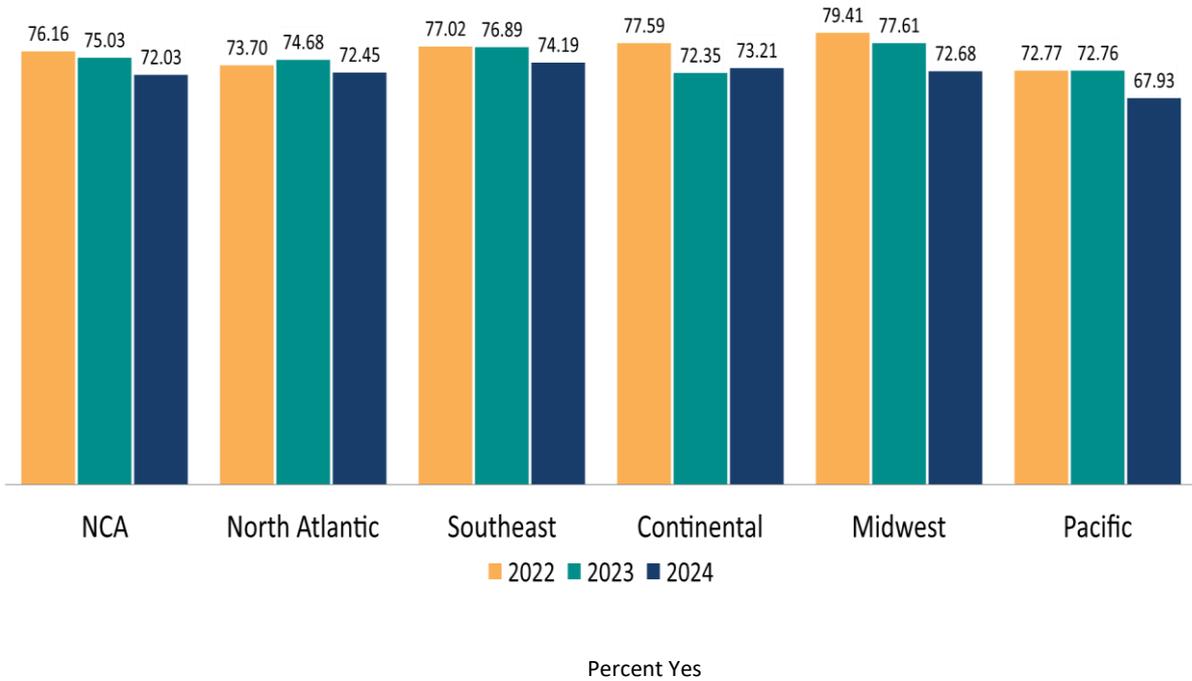
Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.

NC NOK Q23: Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		21014	17238	18501	3483	2783	3043	4434	3770	4009	3439	2754	2986	4921	4021	4421	4737	3906	4042
Yes		33.52%	35.50%	35.43%	28.05%	26.12%	25.93%	31.87%	35.12%	35.74%	28.67%	30.97%	28.40%	29.89%	31.98%	32.53%	46.36%	49.36%	50.64%
No. A funeral director scheduled it		66.48%	64.50%	64.57%	71.95%	73.88%	74.07%	68.13%	64.88%	64.26%	71.33%	69.03%	71.60%	70.11%	68.02%	67.47%	53.64%	50.64%	49.36%

NC NOK Q30: Did you receive a certificate signed by the President of the United States honoring the Veteran’s service?

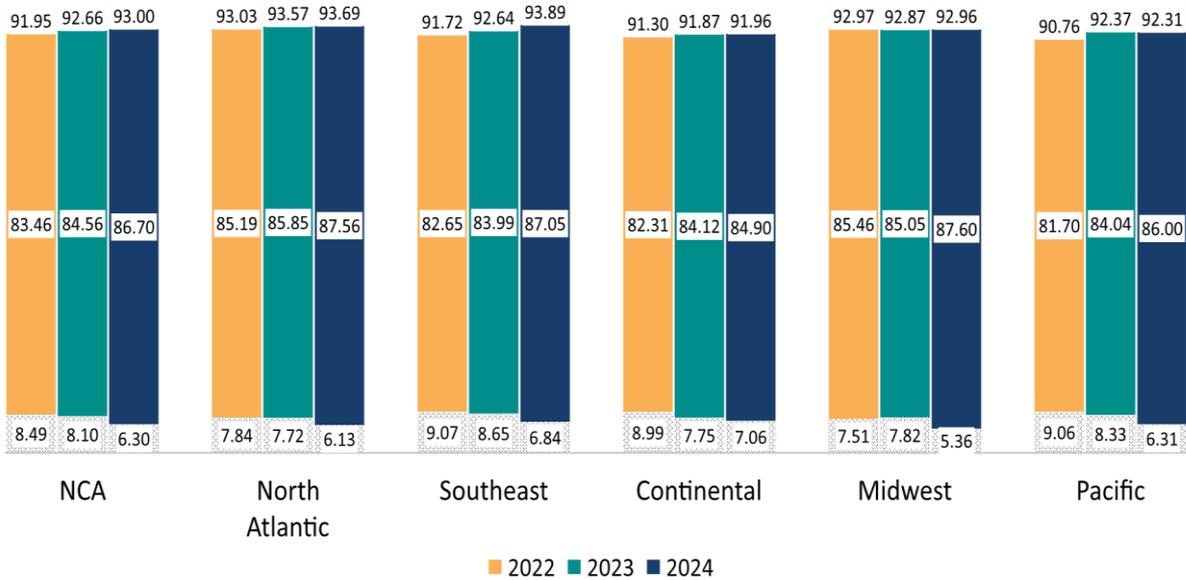


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		17088	13912	14392	2738	2129	2290	3686	3089	3235	2802	2257	2299	3958	3261	3412	3904	3172	3156
Yes		76.16%	75.03%	72.03%	73.70%	74.68%	72.45%	77.02%	76.89%	74.19%	77.59%	72.35%	73.21%	79.41%	77.61%	72.68%	72.77%	72.76%	67.93%
No		23.84%	24.97%	17.54%	26.30%	25.32%	17.42%	22.98%	23.11%	16.51%	22.41%	27.65%	17.44%	20.59%	22.39%	15.89%	27.23%	27.24%	20.53%
Don't know		0.00%	0.00%	10.44%	0.00%	0.00%	10.13%	0.00%	0.00%	9.30%	0.00%	0.00%	9.35%	0.00%	0.00%	11.43%	0.00%	0.00%	11.53%

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: In 2024 the response option "Don't know" was added.

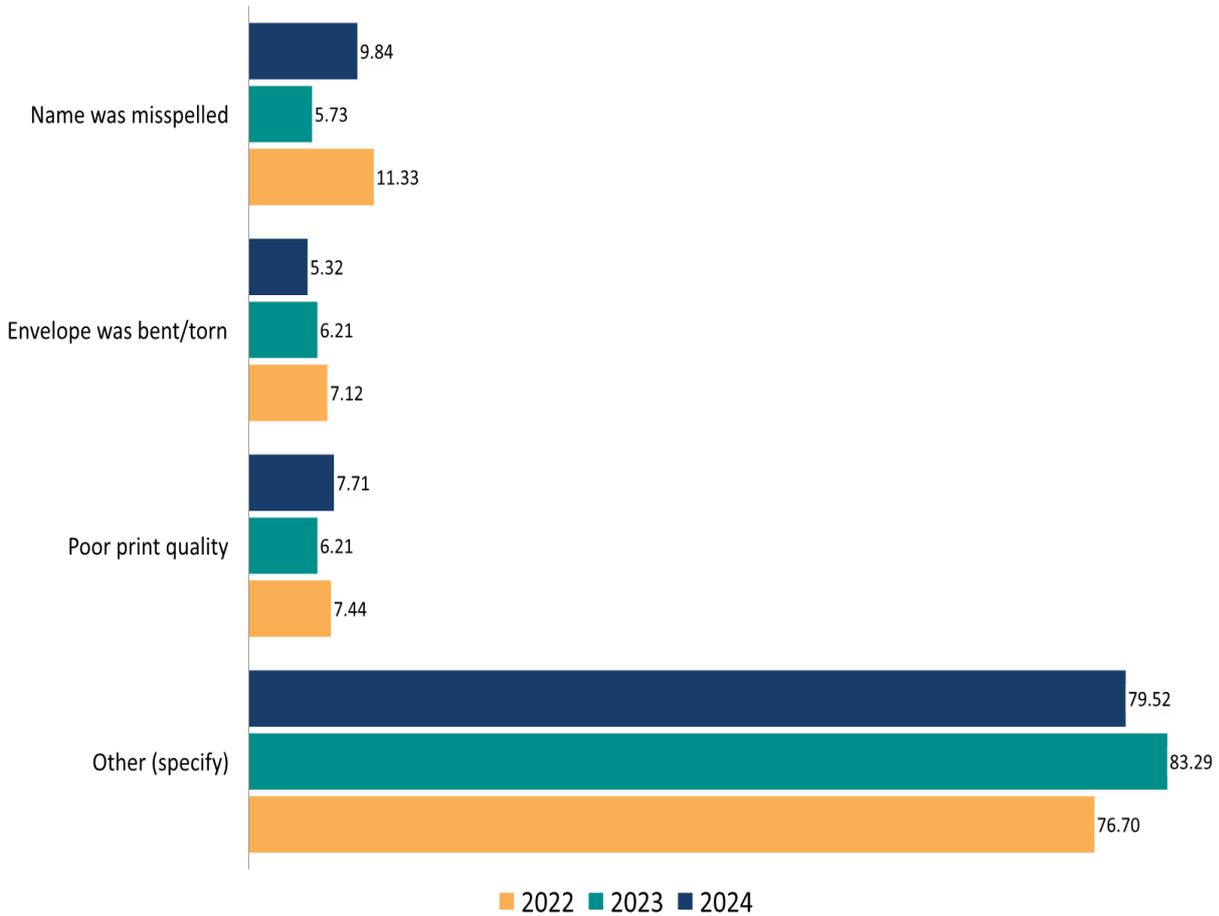
NC NOK Q31: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran’s service?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		12629	10149	10117	1951	1541	1616	2744	2311	2339	2103	1599	1642	3061	2441	2427	2770	2256	2093
Very satisfied		83.46%	84.56%	86.70%	85.19%	85.85%	87.56%	82.65%	83.99%	87.05%	82.31%	84.12%	84.90%	85.46%	85.05%	87.60%	81.70%	84.04%	86.00%
Somewhat satisfied		8.49%	8.10%	6.30%	7.84%	7.72%	6.13%	9.07%	8.65%	6.84%	8.99%	7.75%	7.06%	7.51%	7.82%	5.36%	9.06%	8.33%	6.31%
Neither satisfied nor dissatisfied		6.15%	6.06%	5.68%	5.23%	4.93%	5.14%	5.87%	5.71%	5.09%	6.75%	6.75%	6.21%	5.26%	6.39%	5.89%	7.62%	6.34%	6.12%
Somewhat dissatisfied		0.93%	0.63%	0.57%	1.08%	0.84%	0.56%	1.06%	0.78%	0.38%	1.24%	0.94%	0.67%	0.82%	0.25%	0.58%	0.58%	0.53%	0.72%
Very dissatisfied		0.97%	0.65%	0.75%	0.67%	0.65%	0.62%	1.35%	0.87%	0.64%	0.71%	0.44%	1.16%	0.95%	0.49%	0.58%	1.05%	0.75%	0.86%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q30.

NC NOK Q32: 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)



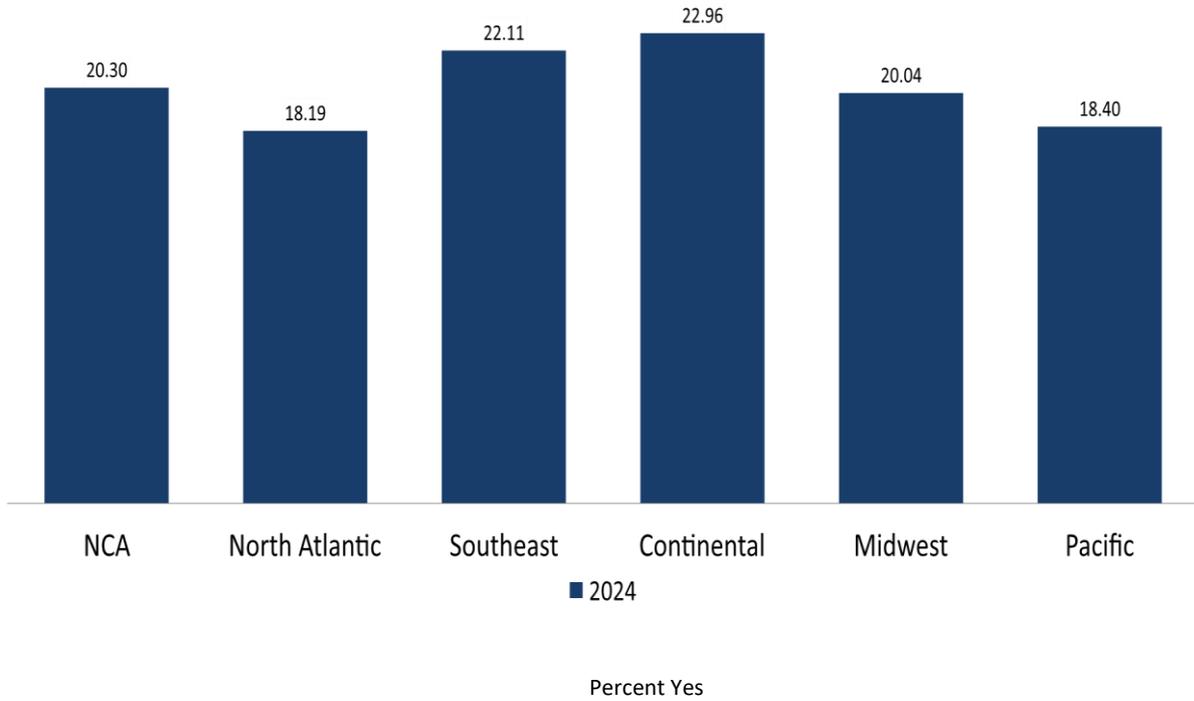
2022: n = 618 2023: n = 419 2024: n = 376

Note: This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to NC NOK Q31.

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

Note: The answer option "Other (specify)" provides the opportunity for next of kin to specify an answer not listed.

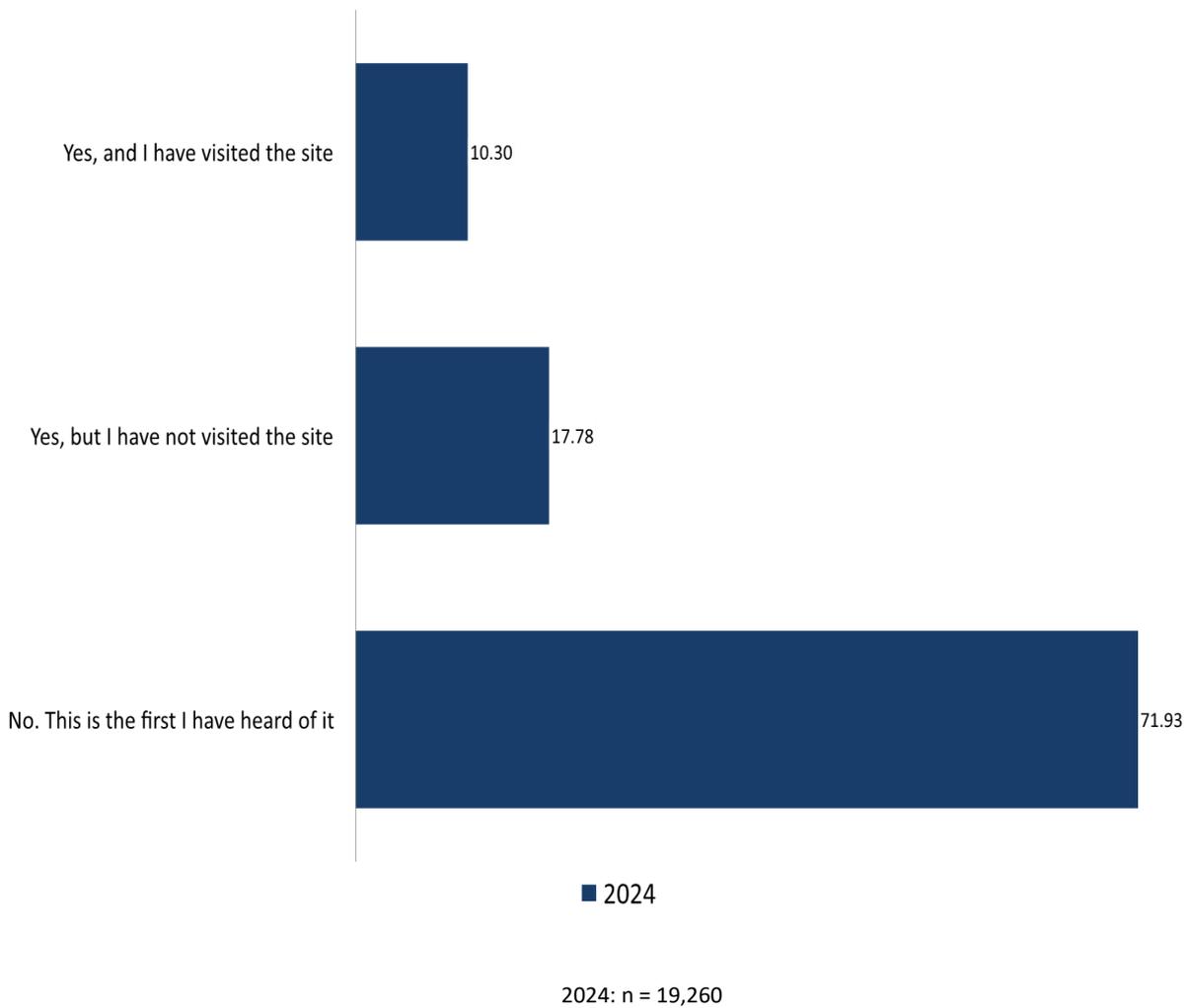
NC NOK Q59: Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		19061	3084	4157	3075	4516	4229
Yes		20.30%	18.19%	22.11%	22.96%	20.04%	18.40%
No		36.46%	38.00%	36.40%	35.02%	35.76%	37.20%
Don't know what this is		43.24%	43.81%	41.50%	42.02%	44.20%	44.41%

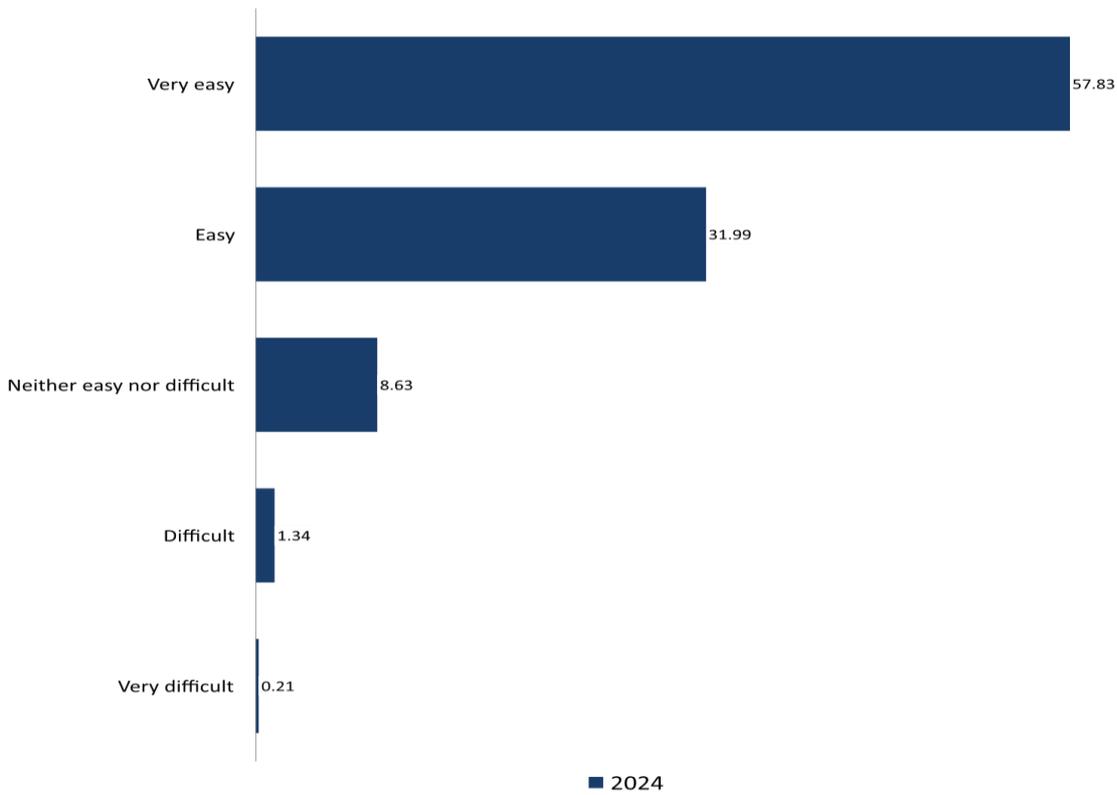
Note: NC NOK Q59 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q33: Are you aware of the Veterans Legacy Memorial (VLM) web site www.va.gov/remember/?



Note: NC NOK Q33 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q34: How easy was the VLM site to navigate?

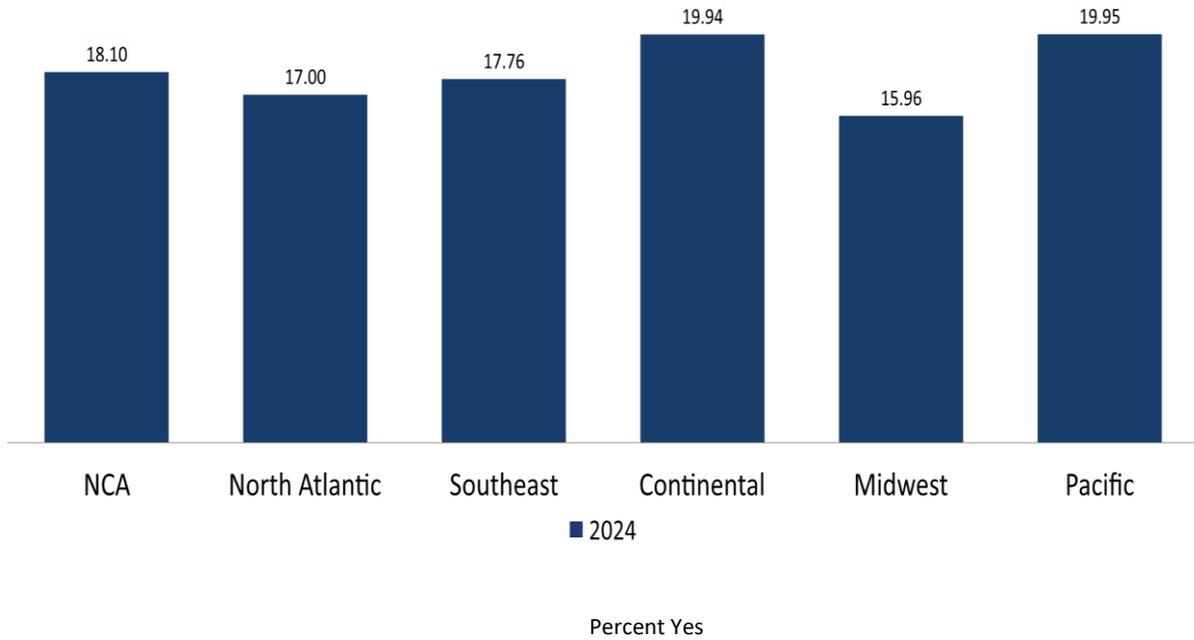


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		1935	291	478	326	415	425
Very easy		57.83%	59.11%	64.44%	57.98%	56.63%	50.59%
Easy		31.99%	30.24%	26.15%	32.82%	32.05%	39.06%
Neither easy nor difficult		8.63%	8.59%	7.95%	7.36%	10.12%	8.94%
Difficult		1.34%	2.06%	1.26%	1.23%	0.96%	1.41%
Very difficult		0.21%	0.00%	0.21%	0.61%	0.24%	0.00%

Note: NC NOK Q34 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to NC NOK Q33.

NC NOK Q35: Have you added content to a Veteran page on the VLM site? (Mark all that apply)



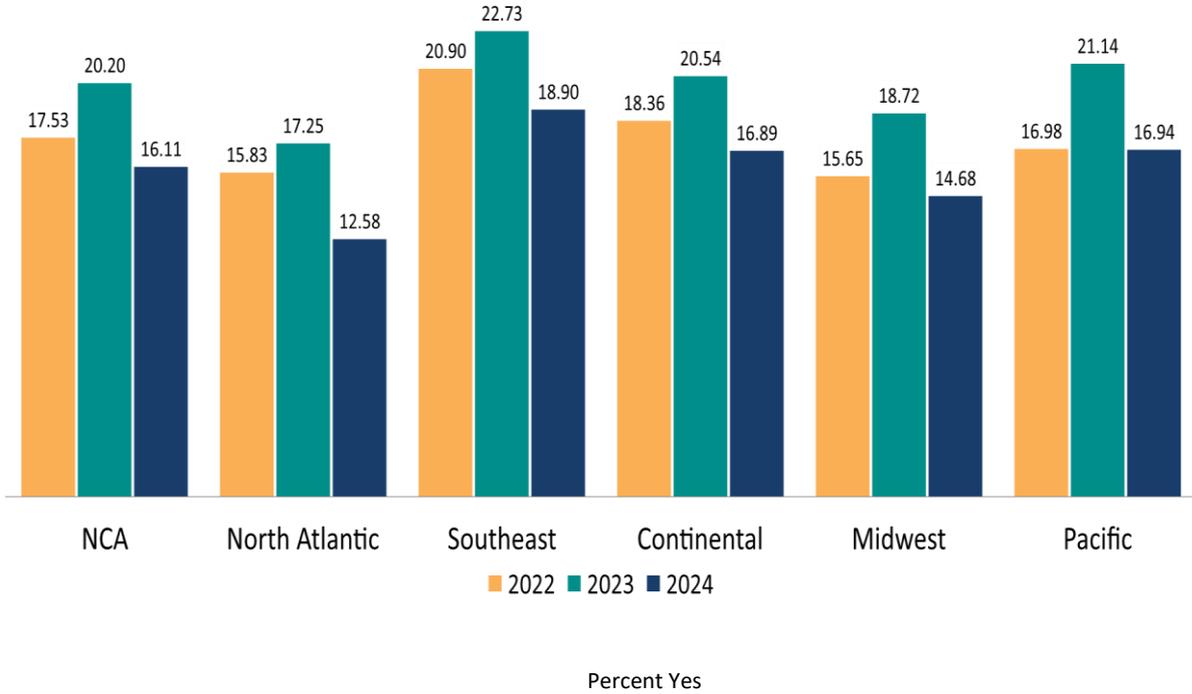
		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		1983	300	490	331	426	436
Yes		18.10%	17.00%	17.76%	19.94%	15.96%	19.95%
No. The content submission process was too difficult		9.28%	10.67%	9.80%	10.27%	8.45%	7.80%
No. I'm not comfortable sharing content on a Veteran's page		33.38%	33.67%	34.29%	32.33%	32.86%	33.49%
No. Other (specify)		33.33%	33.33%	32.65%	31.42%	35.68%	33.26%

Note: NC NOK Q35 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

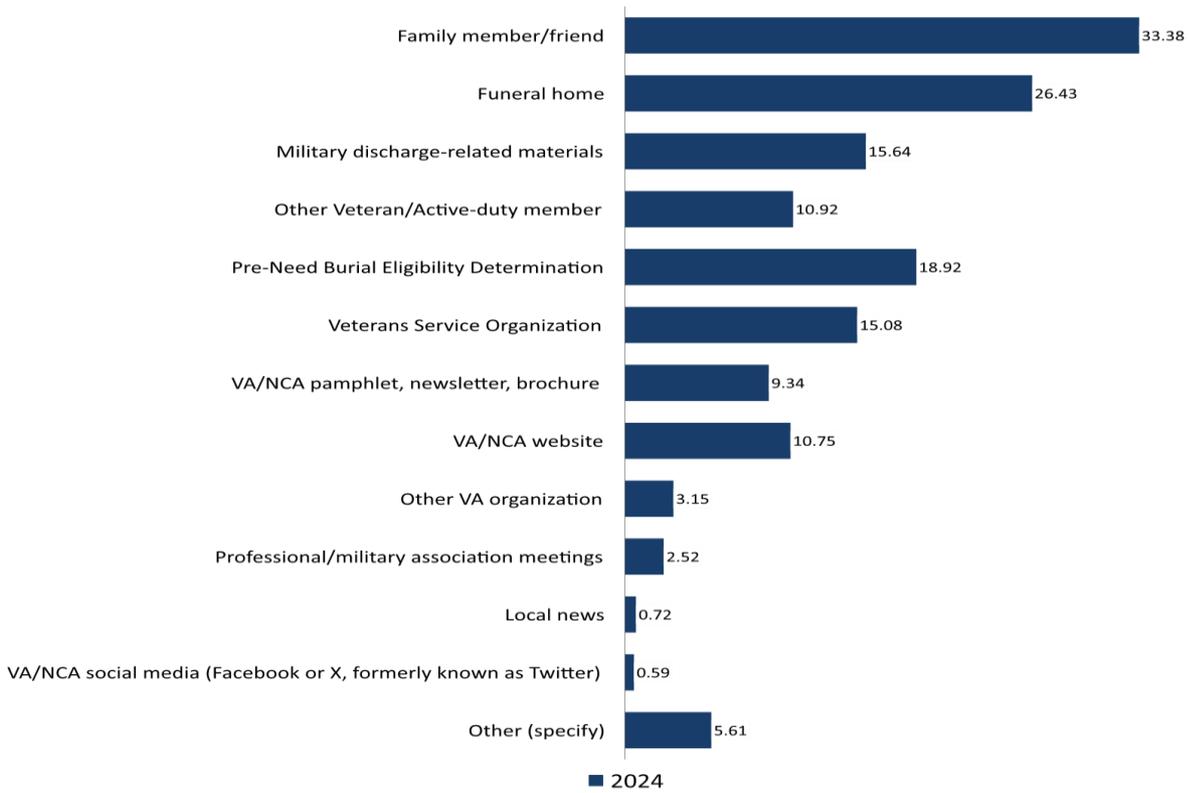
Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to NC NOK Q33.

NC NOK Q36: Are you aware of the NCA Pre-Need Eligibility Process?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		19045	15651	18932	3158	2499	3077	3995	3374	4096	3165	2546	3049	4423	3628	4502	4304	3600	4208
Yes		17.53%	20.20%	16.11%	15.83%	17.25%	12.58%	20.90%	22.73%	18.90%	18.36%	20.54%	16.89%	15.65%	18.72%	14.68%	16.98%	21.14%	16.94%
No		82.47%	79.80%	83.89%	84.17%	82.75%	87.42%	79.10%	77.27%	81.10%	81.64%	79.46%	83.11%	84.35%	81.28%	85.32%	83.02%	78.86%	83.06%

NC NOK Q37: How did you become aware of the Pre-Need opportunity? (Mark all that apply)



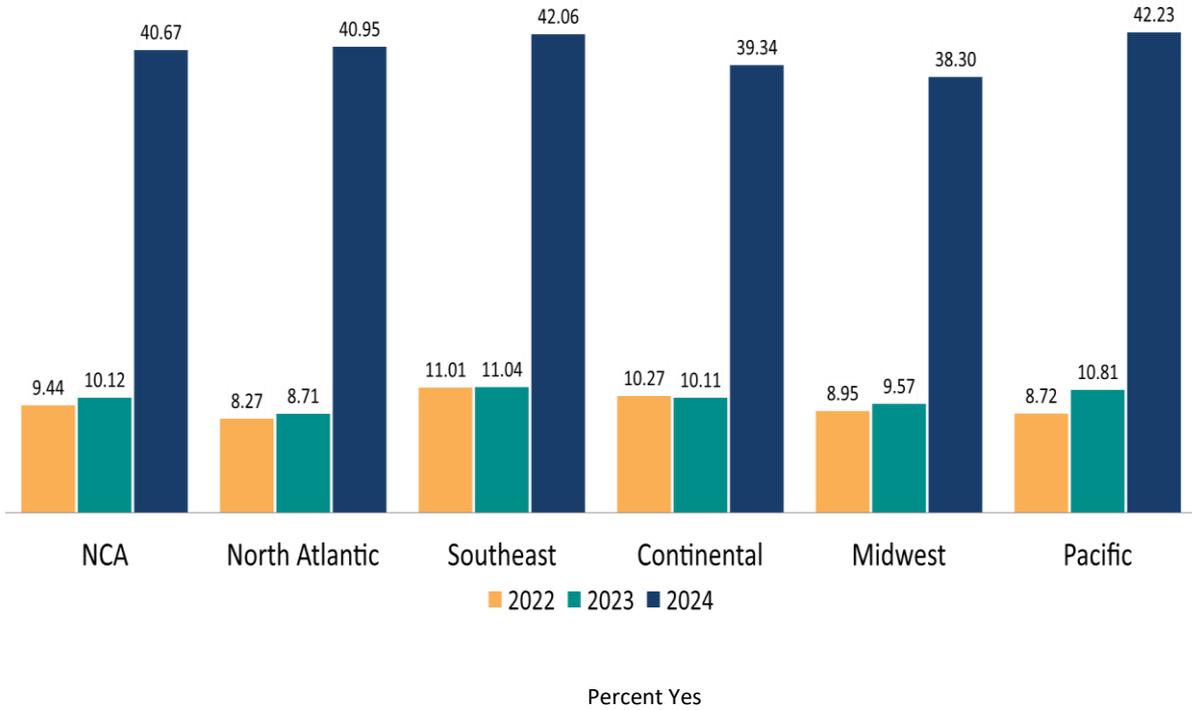
2024: n = 3,050

Note: NC NOK Q37 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q36.

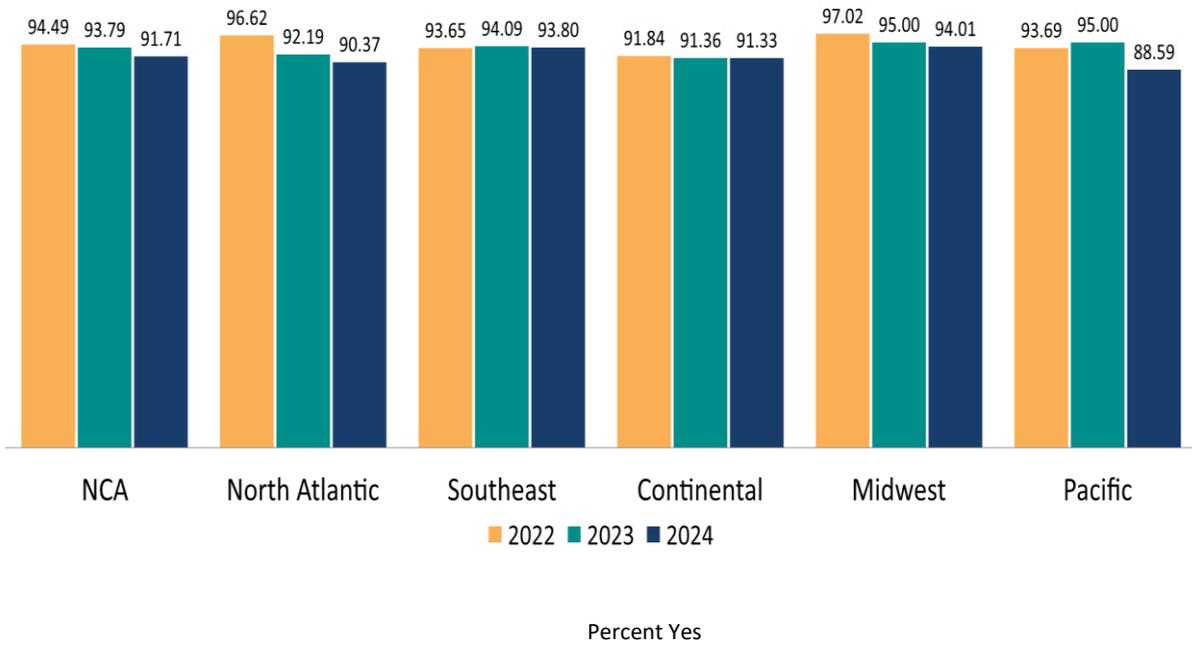
NC NOK Q38: Have you applied for Pre-Need Eligibility?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		12652	10589	2648	2032	1654	337	2616	2247	661	2172	1781	455	2895	2425	577	2937	2479	618
Yes		9.44%	10.12%	40.67%	8.27%	8.71%	40.95%	11.01%	11.04%	42.06%	10.27%	10.11%	39.34%	8.95%	9.57%	38.30%	8.72%	10.81%	42.23%
No		90.56%	89.88%	59.33%	91.73%	91.29%	59.05%	88.99%	88.96%	57.94%	89.73%	89.89%	60.66%	91.05%	90.43%	61.70%	91.28%	89.19%	57.77%

Note: In 2024, this question only applies to respondents who indicated "Yes" to NC NOK Q36.

NC NOK Q39: Were you satisfied with the length of time it took to receive a certificate of eligibility?



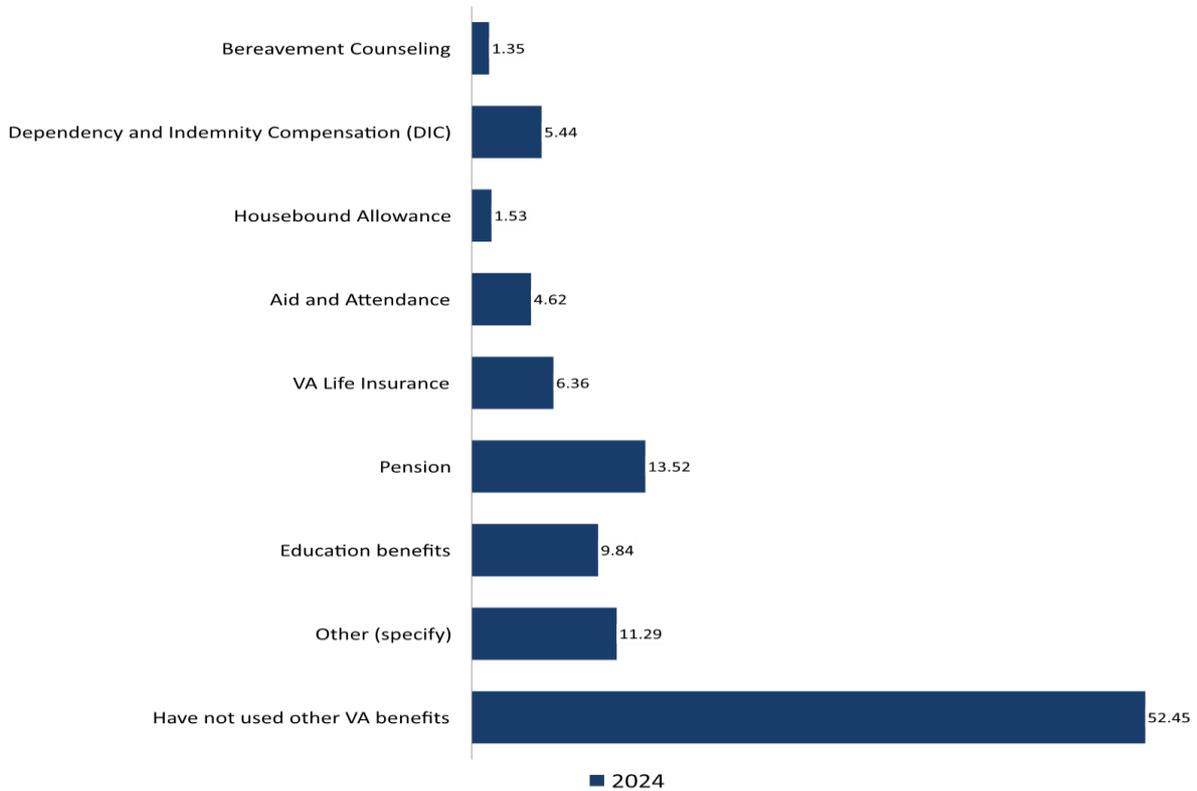
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1053	950	1062	148	128	135	252	220	274	196	162	173	235	200	217	222	240	263
Yes		94.49%	93.79%	91.71%	96.62%	92.19%	90.37%	93.65%	94.09%	93.80%	91.84%	91.36%	91.33%	97.02%	95.00%	94.01%	93.69%	95.00%	88.59%
No		5.51%	6.21%	2.26%	3.38%	7.81%	3.70%	6.35%	5.91%	1.09%	8.16%	8.64%	1.16%	2.98%	5.00%	2.76%	6.31%	5.00%	3.04%
Have not received yet		0.00%	0.00%	6.03%	0.00%	0.00%	5.93%	0.00%	0.00%	5.11%	0.00%	0.00%	7.51%	0.00%	0.00%	3.23%	0.00%	0.00%	8.37%

Note: Prior to 2024 the question wording was: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?

Note: In 2024, the response option “Have not received yet” was added.

Note: In 2024, this question only applies to respondents who indicated "Yes" to NC NOK Q38.

NC NOK Q77: Have you or your loved one used any other VA Benefits? *(Mark all that apply)*

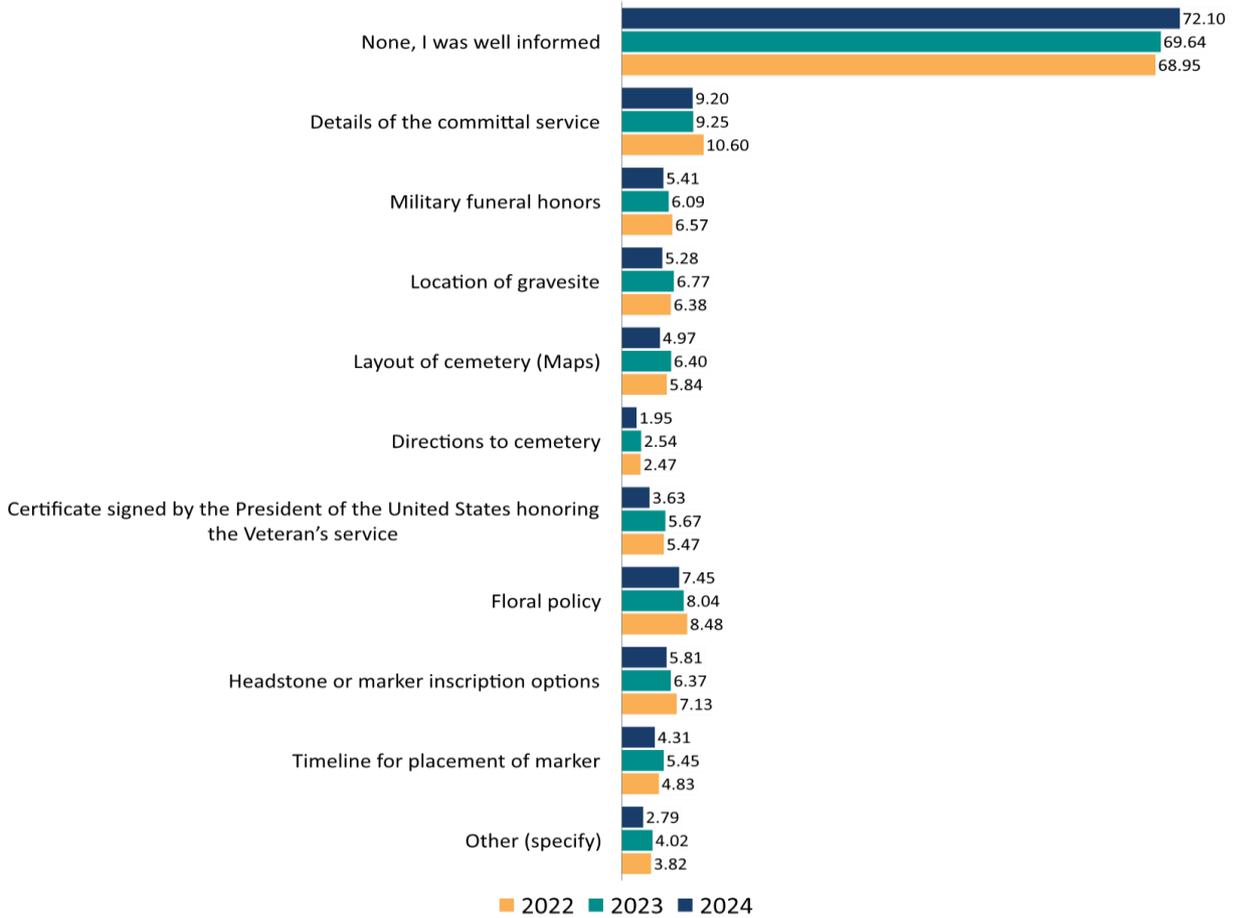


2024: n = 19,864

Note: NC NOK Q77 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

NC NOK Q21: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? *(Mark all that apply)*



2022: n = 21,053 2023: n = 17,259 2024: n = 19,370

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

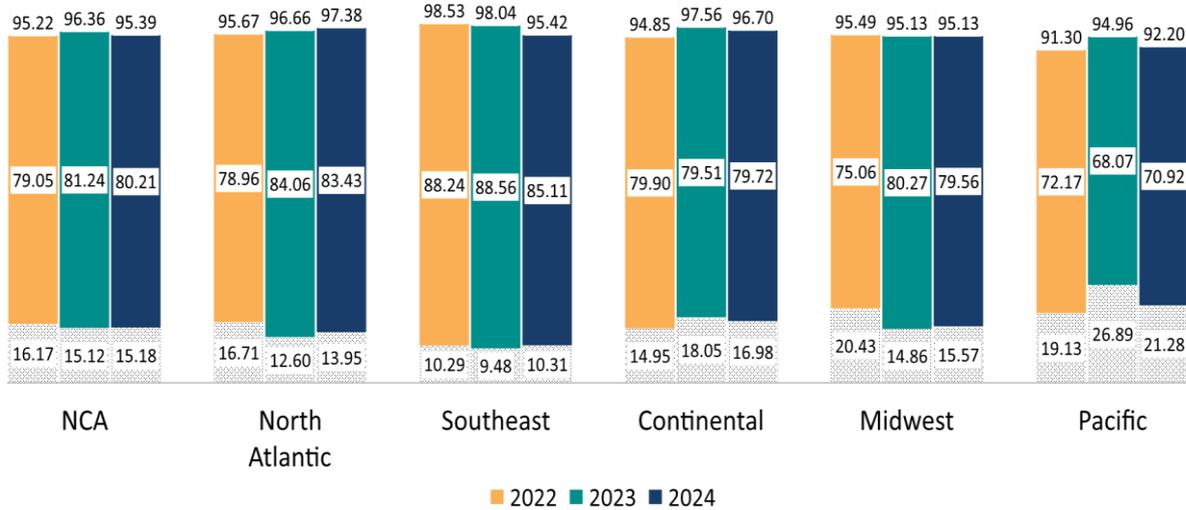
Satisfaction with Information and Communication: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on satisfaction with the information they receive from the national cemetery with which they most frequently do business.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Information and Communication: Funeral Directors

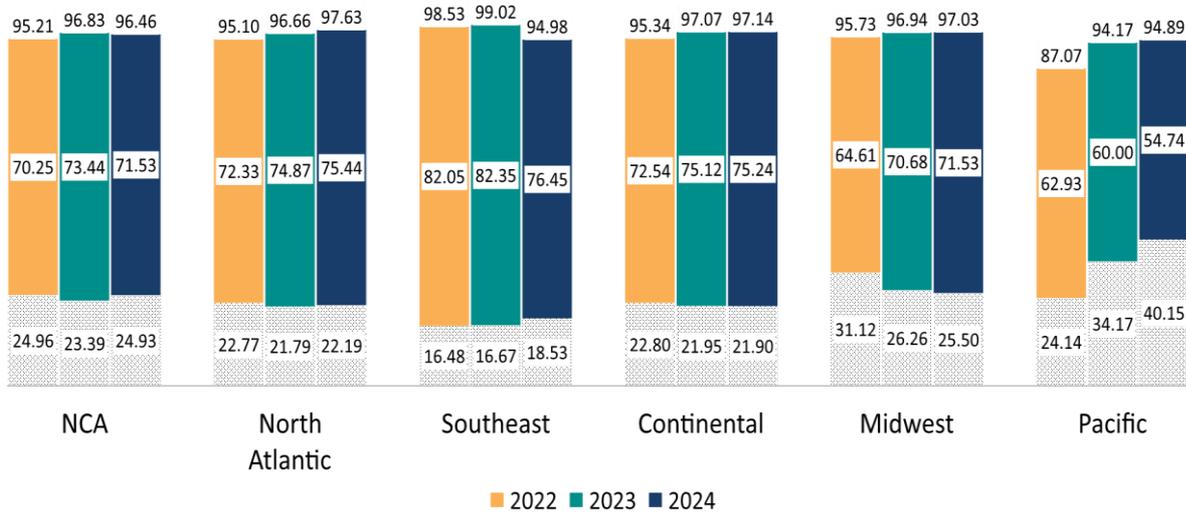
NC FD Q10: Overall, how satisfied are you with the communication between your funeral home and the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2029	2004	1779	347	389	344	272	306	262	194	205	212	421	451	411	115	119	141
Very satisfied		79.05%	81.24%	80.21%	78.96%	84.06%	83.43%	88.24%	88.56%	85.11%	79.90%	79.51%	79.72%	75.06%	80.27%	79.56%	72.17%	68.07%	70.92%
Somewhat satisfied		16.17%	15.12%	15.18%	16.71%	12.60%	13.95%	10.29%	9.48%	10.31%	14.95%	18.05%	16.98%	20.43%	14.86%	15.57%	19.13%	26.89%	21.28%
Neither satisfied nor dissatisfied		3.35%	2.30%	3.32%	2.88%	2.06%	1.74%	0.74%	0.98%	3.44%	4.64%	1.46%	2.36%	2.85%	3.33%	3.16%	4.35%	2.52%	5.67%
Somewhat dissatisfied		1.03%	0.85%	0.90%	1.15%	0.77%	0.58%	0.37%	0.98%	0.76%	0.00%	0.49%	0.94%	1.43%	0.67%	1.22%	2.61%	1.68%	1.42%
Very dissatisfied		0.39%	0.50%	0.39%	0.29%	0.51%	0.29%	0.37%	0.00%	0.38%	0.52%	0.49%	0.00%	0.24%	0.89%	0.49%	1.74%	0.84%	0.71%

Satisfaction with Information and Communication: Funeral Directors

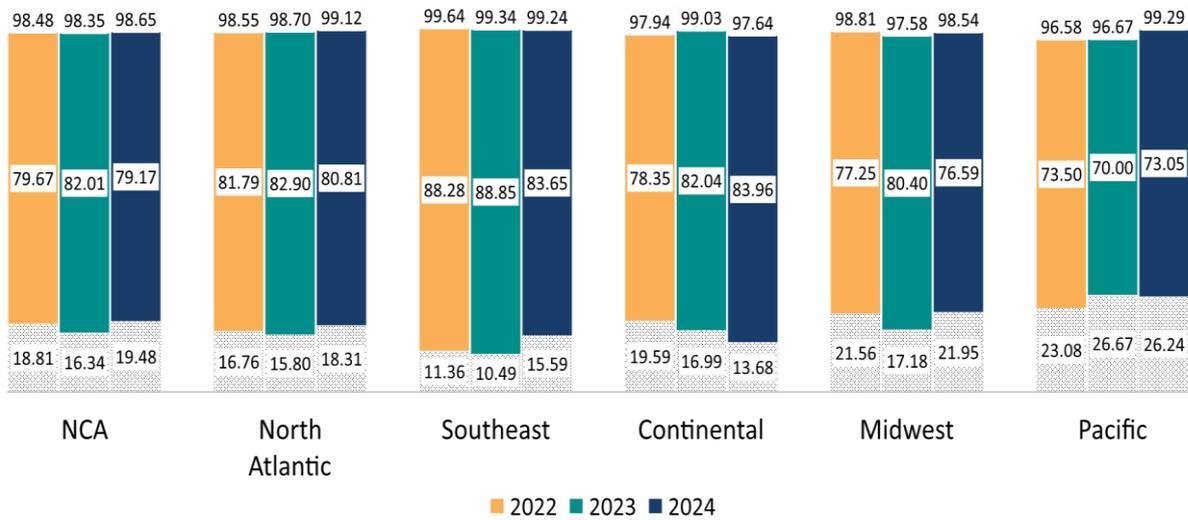
NC FD Q5: How would you characterize the overall communication from the national cemetery to your funeral home?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2027	2014	1749	347	390	338	273	306	259	193	205	210	421	457	404	116	120	137
Excellent		70.25%	73.44%	71.53%	72.33%	74.87%	75.44%	82.05%	82.35%	76.45%	72.54%	75.12%	75.24%	64.61%	70.68%	71.53%	62.93%	60.00%	54.74%
Good		24.96%	23.39%	24.93%	22.77%	21.79%	22.19%	16.48%	16.67%	18.53%	22.80%	21.95%	21.90%	31.12%	26.26%	25.50%	24.14%	34.17%	40.15%
Fair		4.09%	2.53%	3.20%	4.61%	3.08%	2.37%	1.10%	0.98%	4.63%	4.66%	2.44%	2.86%	3.56%	1.97%	2.72%	8.62%	4.17%	4.38%
Poor		0.69%	0.65%	0.34%	0.29%	0.26%	0.00%	0.37%	0.00%	0.39%	0.00%	0.49%	0.00%	0.71%	1.09%	0.25%	4.31%	1.67%	0.73%

Satisfaction with Information and Communication: Funeral Directors

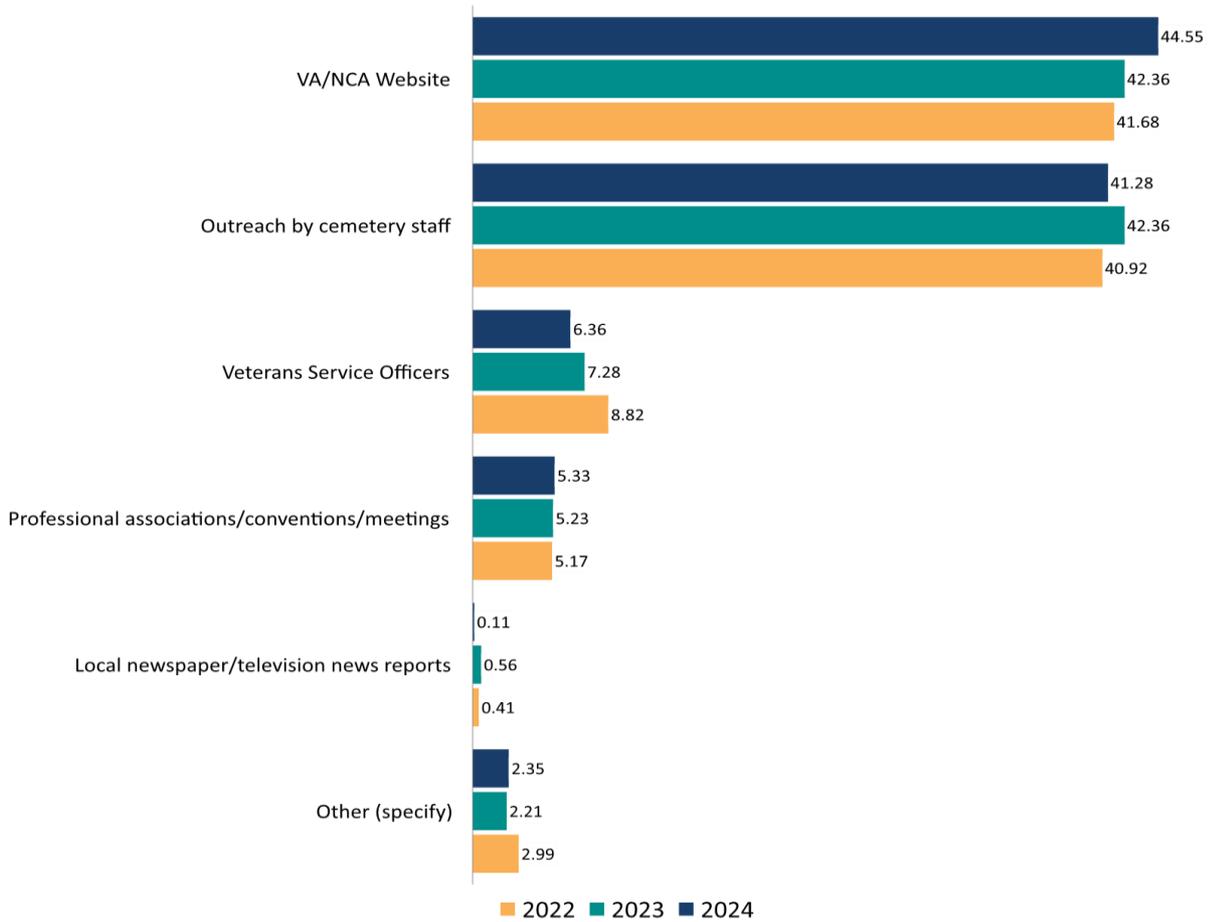
NC FD Q6: Do you feel that you are well informed by the national cemetery of its policies and procedures?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2031	2001	1781	346	386	344	273	305	263	194	206	212	422	454	410	117	120	141
Yes, well informed		79.67%	82.01%	79.17%	81.79%	82.90%	80.81%	88.28%	88.85%	83.65%	78.35%	82.04%	83.96%	77.25%	80.40%	76.59%	73.50%	70.00%	73.05%
Yes, somewhat well informed		18.81%	16.34%	19.48%	16.76%	15.80%	18.31%	11.36%	10.49%	15.59%	19.59%	16.99%	13.68%	21.56%	17.18%	21.95%	23.08%	26.67%	26.24%
No, not well informed		1.53%	1.65%	1.35%	1.45%	1.30%	0.87%	0.37%	0.66%	0.76%	2.06%	0.97%	2.36%	1.18%	2.42%	1.46%	3.42%	3.33%	0.71%

Satisfaction with Information and Communication: Funeral Directors

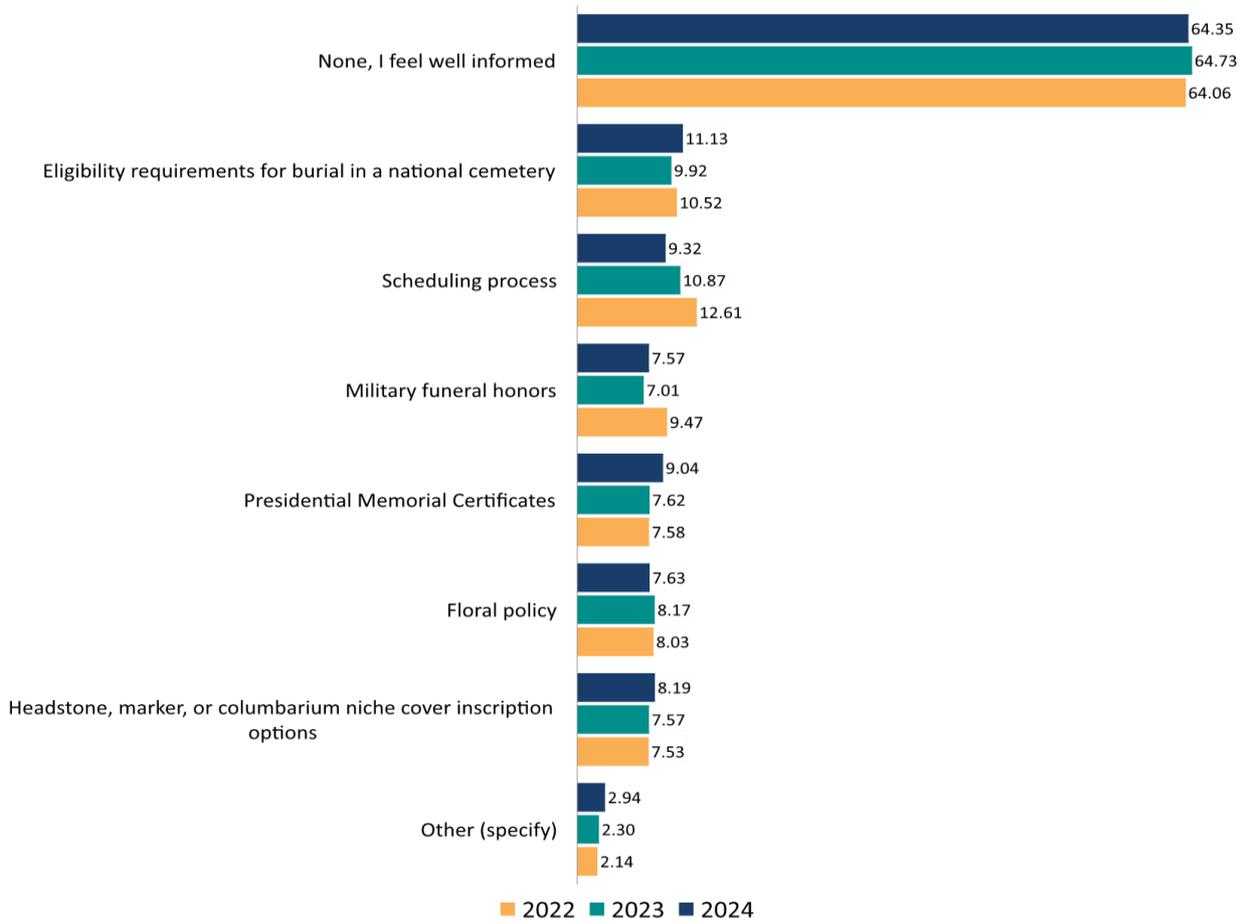
NC FD Q7: In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)



2022: n = 1,972 2023: n = 1,950 2024: n = 1,744

Satisfaction with Information and Communication: Funeral Directors

NC FD Q8: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

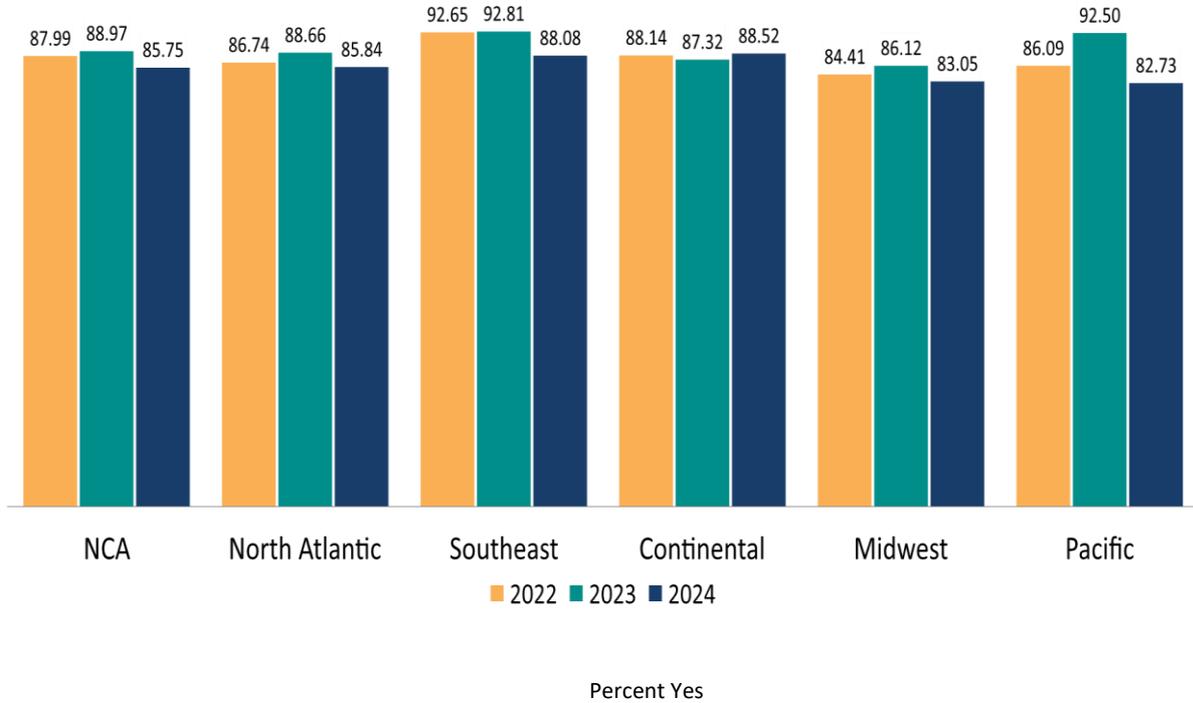


2022: n = 2,006 2023: n = 1,996 2024: n = 1,770

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

Satisfaction with Information and Communication: Funeral Directors

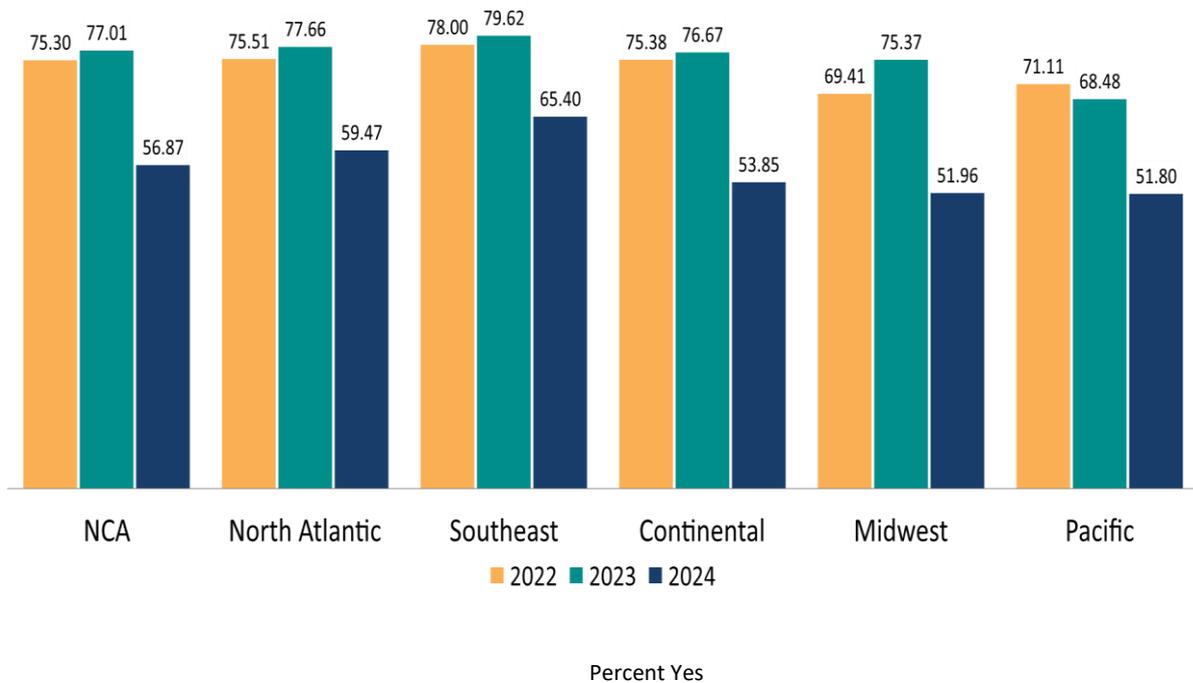
NC FD Q18: Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2023	2004	1761	347	388	339	272	306	260	194	205	209	417	454	407	115	120	139
Yes		87.99%	88.97%	85.75%	86.74%	88.66%	85.84%	92.65%	92.81%	88.08%	88.14%	87.32%	88.52%	84.41%	86.12%	83.05%	86.09%	92.50%	82.73%
No		12.01%	11.03%	14.25%	13.26%	11.34%	14.16%	7.35%	7.19%	11.92%	11.86%	12.68%	11.48%	15.59%	13.88%	16.95%	13.91%	7.50%	17.27%

Satisfaction with Information and Communication: Funeral Directors

NC FD Q19: Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?

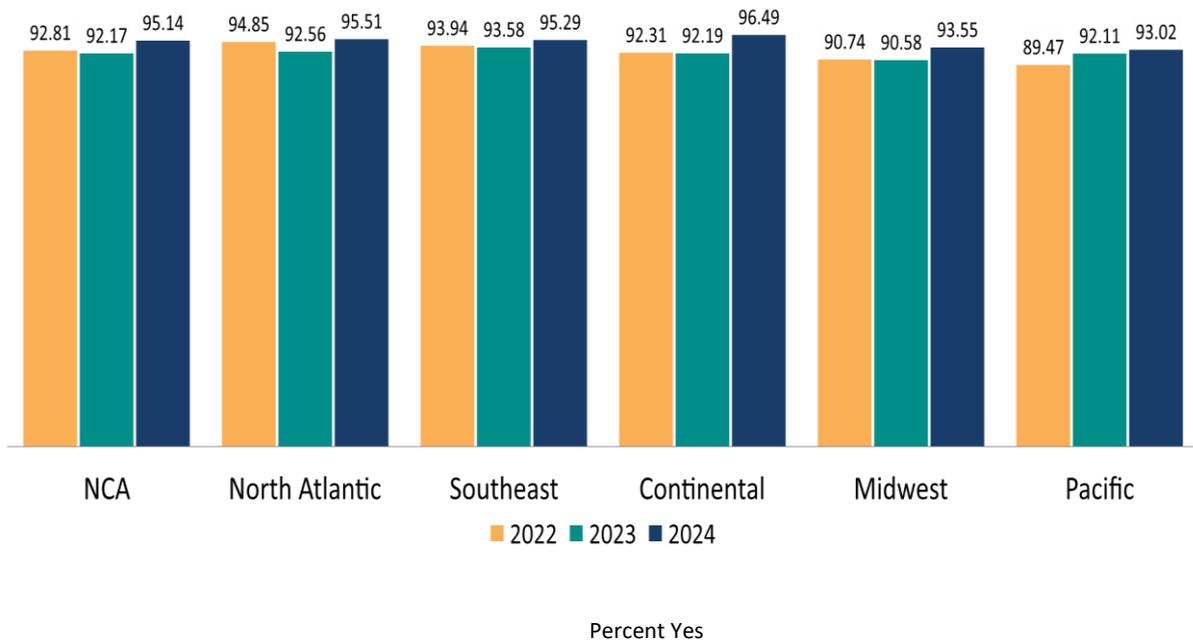


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1433	1457	1762	245	282	338	200	211	263	130	150	208	304	341	408	90	92	139
Yes		75.30%	77.01%	56.87%	75.51%	77.66%	59.47%	78.00%	79.62%	65.40%	75.38%	76.67%	53.85%	69.41%	75.37%	51.96%	71.11%	68.48%	51.80%
No		24.70%	22.99%	43.13%	24.49%	22.34%	40.53%	22.00%	20.38%	34.60%	24.62%	23.33%	46.15%	30.59%	24.63%	48.04%	28.89%	31.52%	48.20%

Note: Prior to 2024, this question only applied to respondents who indicated "Yes" to GEN FD Q2. In 2024, all respondents could answer this question.

Satisfaction with Information and Communication: Funeral Directors

NC FD Q20: Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?



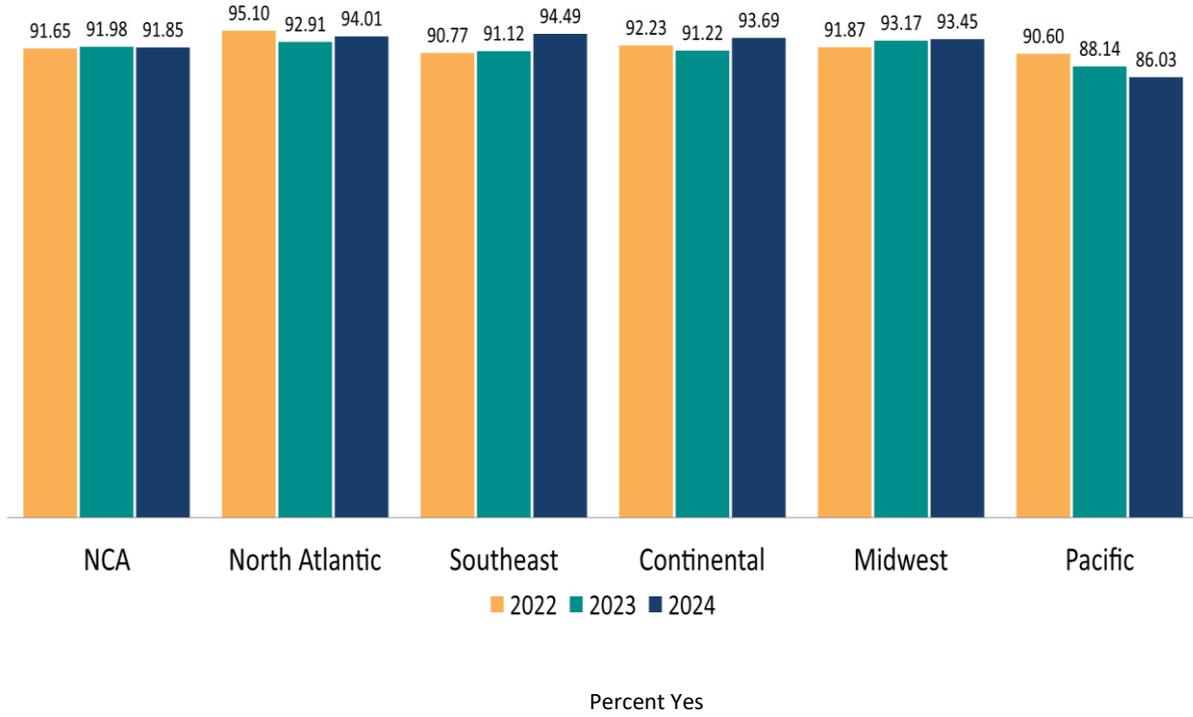
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		612	664	473	97	121	89	99	109	85	52	64	57	108	138	93	38	38	43
Yes		92.81%	92.17%	95.14%	94.85%	92.56%	95.51%	93.94%	93.58%	95.29%	92.31%	92.19%	96.49%	90.74%	90.58%	93.55%	89.47%	92.11%	93.02%
No		7.19%	7.83%	4.86%	5.15%	7.44%	4.49%	6.06%	6.42%	4.71%	7.69%	7.81%	3.51%	9.26%	9.42%	6.45%	10.53%	7.89%	6.98%

Note: In 2024, this question only applies to respondents who indicated "Yes" to NC FD Q19.

Note: Prior to 2024, this question only applied to respondents who indicated "Yes" to GEN FD Q2.

Satisfaction with Information and Communication: Funeral Directors

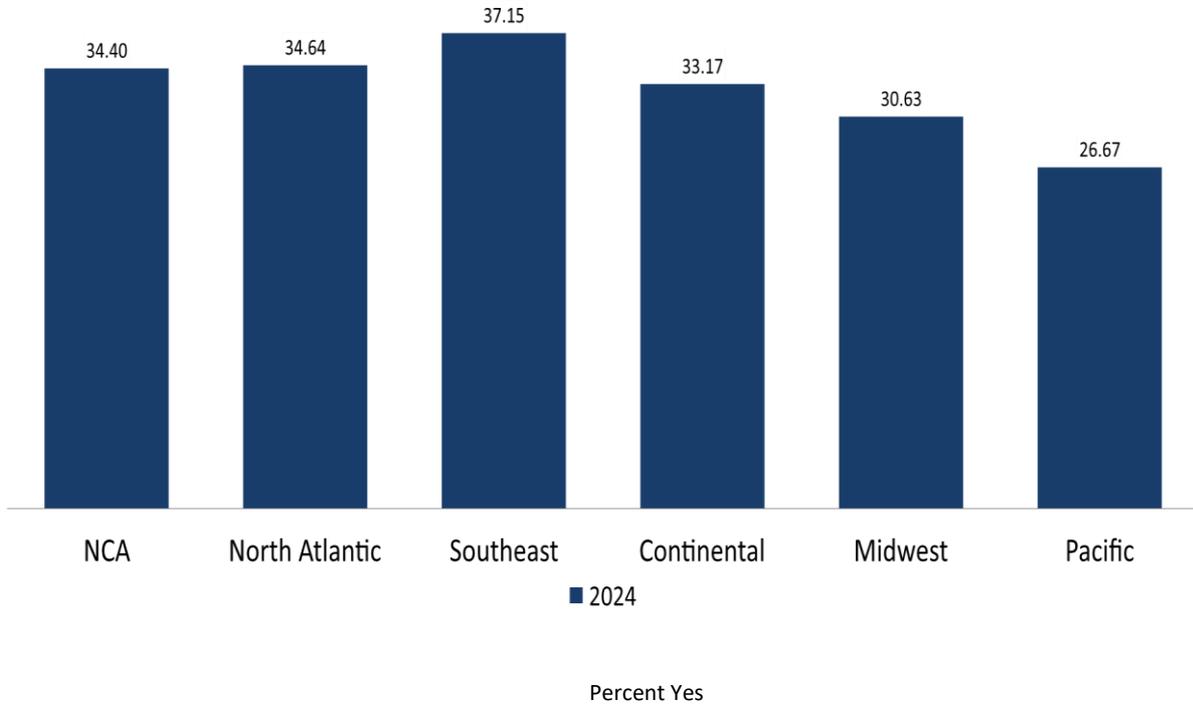
NC FD Q23: Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2011	1995	1730	347	381	334	271	304	254	193	205	206	418	454	397	117	118	136
Yes		91.65%	91.98%	91.85%	95.10%	92.91%	94.01%	90.77%	91.12%	94.49%	92.23%	91.22%	93.69%	91.87%	93.17%	93.45%	90.60%	88.14%	86.03%
No		8.35%	8.02%	8.15%	4.90%	7.09%	5.99%	9.23%	8.88%	5.51%	7.77%	8.78%	6.31%	8.13%	6.83%	6.55%	9.40%	11.86%	13.97%

Satisfaction with Information and Communication: Funeral Directors

NC FD Q24: Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?

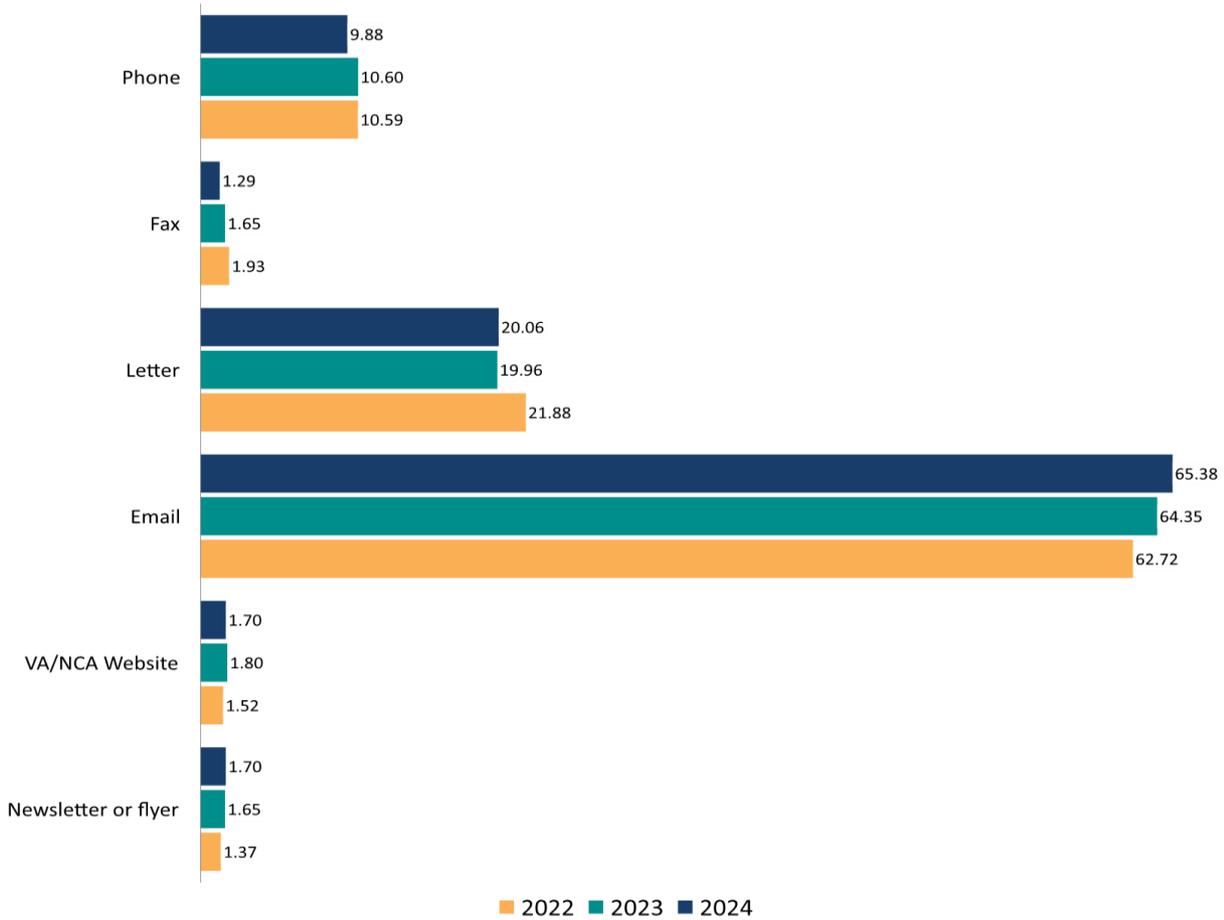


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		1721	332	253	205	395	135
Yes		34.40%	34.64%	37.15%	33.17%	30.63%	26.67%
No		65.60%	65.36%	62.85%	66.83%	69.37%	73.33%

Note: NC FD Q24 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Satisfaction with Information and Communication: Funeral Directors

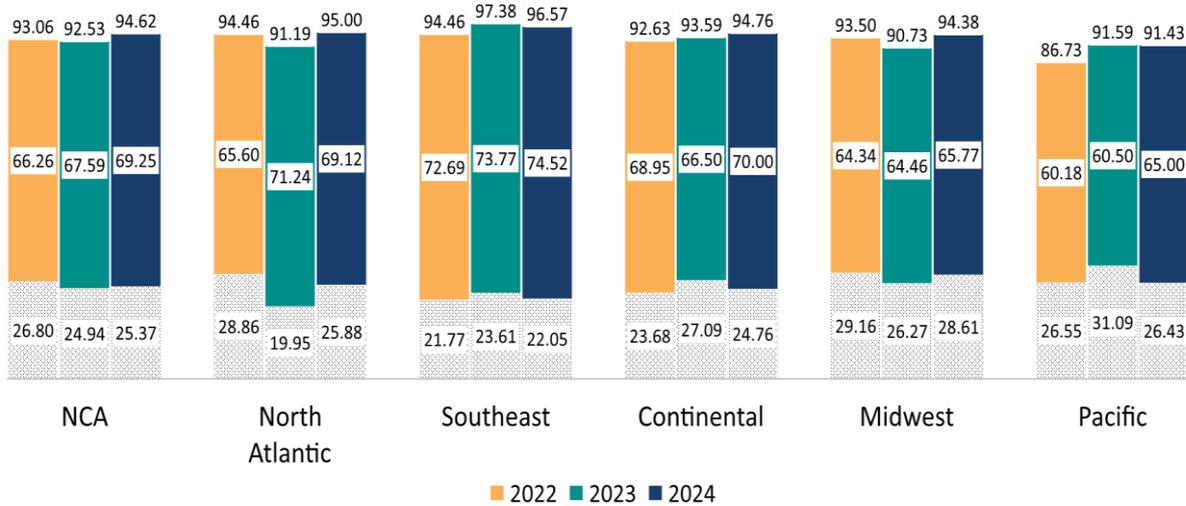
NC FD Q9: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)



2022: n = 1,974 2023: n = 1,944 2024: n = 1,710

Satisfaction with Information and Communication: Funeral Directors

NC FD Q32: The National Cemetery Scheduling Office’s hours of operation meet my needs for scheduling services.



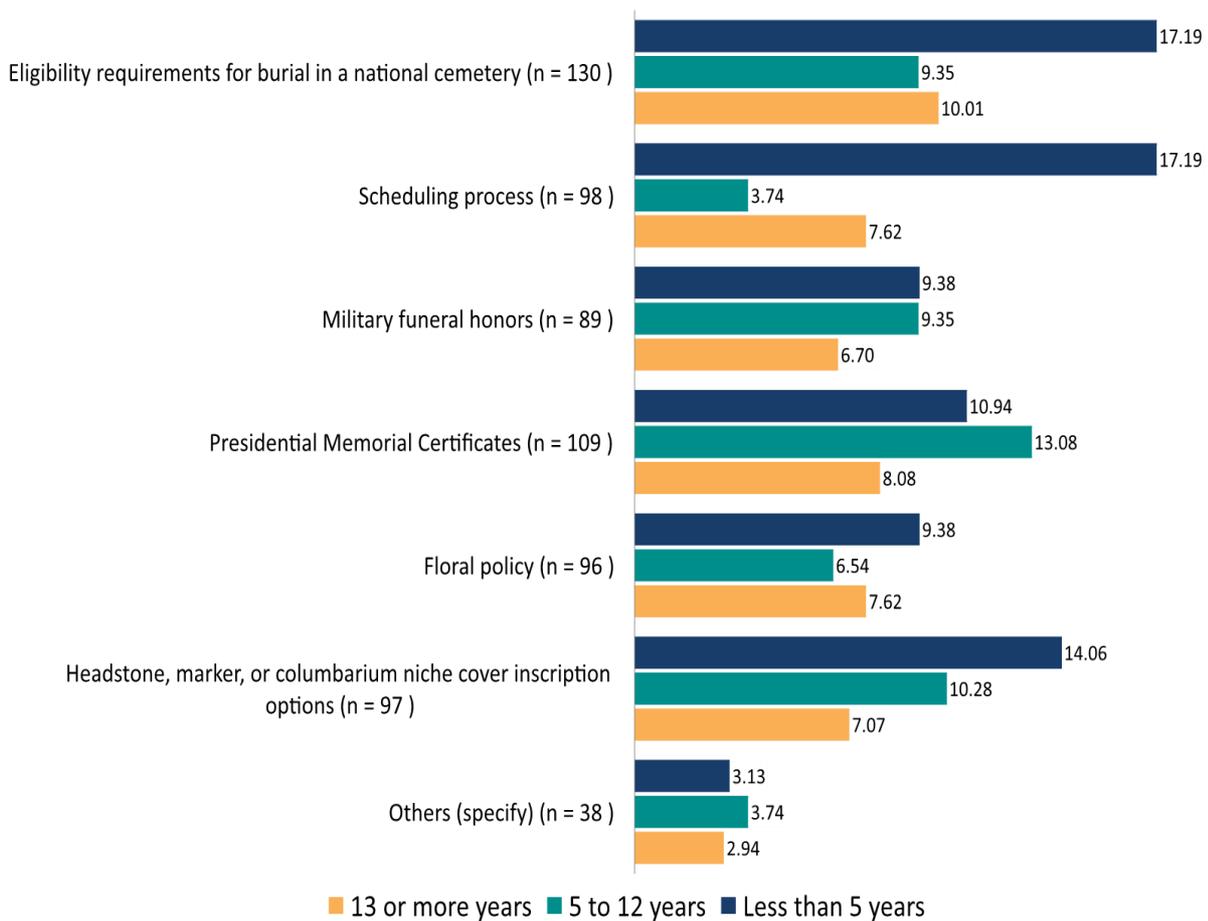
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1989	1993	1766	343	386	340	271	305	263	190	203	210	415	453	409	113	119	140
Strongly agree		66.26%	67.59%	69.25%	65.60%	71.24%	69.12%	72.69%	73.77%	74.52%	68.95%	66.50%	70.00%	64.34%	64.46%	65.77%	60.18%	60.50%	65.00%
Agree		26.80%	24.94%	25.37%	28.86%	19.95%	25.88%	21.77%	23.61%	22.05%	23.68%	27.09%	24.76%	29.16%	26.27%	28.61%	26.55%	31.09%	26.43%
Neither agree nor disagree		5.08%	5.72%	3.62%	3.50%	6.74%	3.82%	4.43%	2.30%	0.76%	5.26%	5.42%	3.33%	4.34%	6.40%	3.42%	8.85%	7.56%	7.14%
Disagree		1.56%	1.35%	1.59%	1.75%	1.04%	1.18%	1.11%	0.33%	2.66%	1.58%	0.99%	1.90%	1.69%	2.65%	1.71%	3.54%	0.00%	0.71%
Strongly disagree		0.30%	0.40%	0.17%	0.29%	1.04%	0.00%	0.00%	0.00%	0.00%	0.53%	0.00%	0.00%	0.48%	0.22%	0.49%	0.88%	0.84%	0.71%

ELEMENT OF COMPARISON

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

NC FD Q8: What national cemetery policies or procedures do you feel you could use more information about? *(Mark all that apply)*

NC FD Q3: How long has your funeral home worked with the national cemetery?



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

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

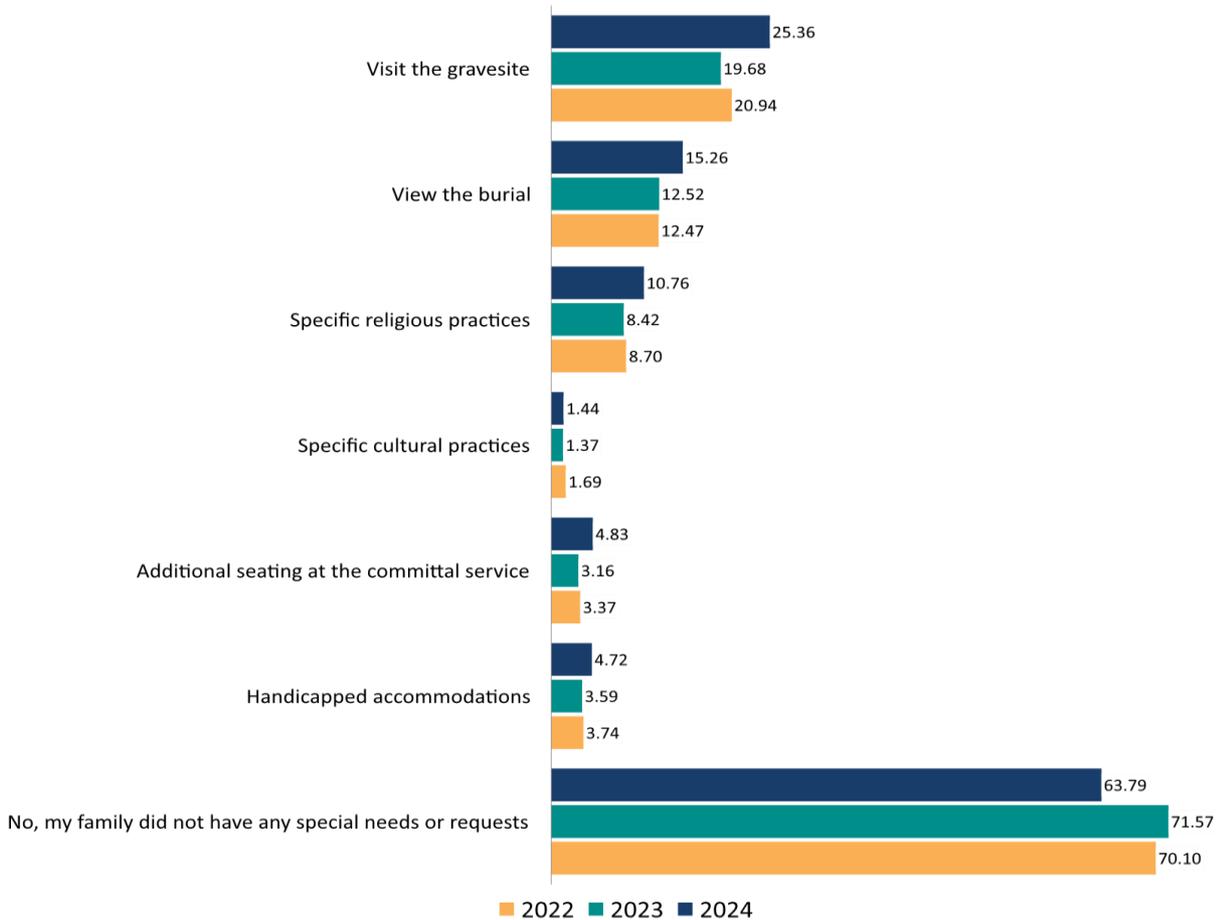
Satisfaction with Committal Service(s): Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the committal service at the national cemetery where their loved one was interred. Responses to survey questions relating to various aspects of the committal service including special needs or requests, NCA videos, and livestreaming services are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Satisfaction with committal service (NC NOK Q16).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q12: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)



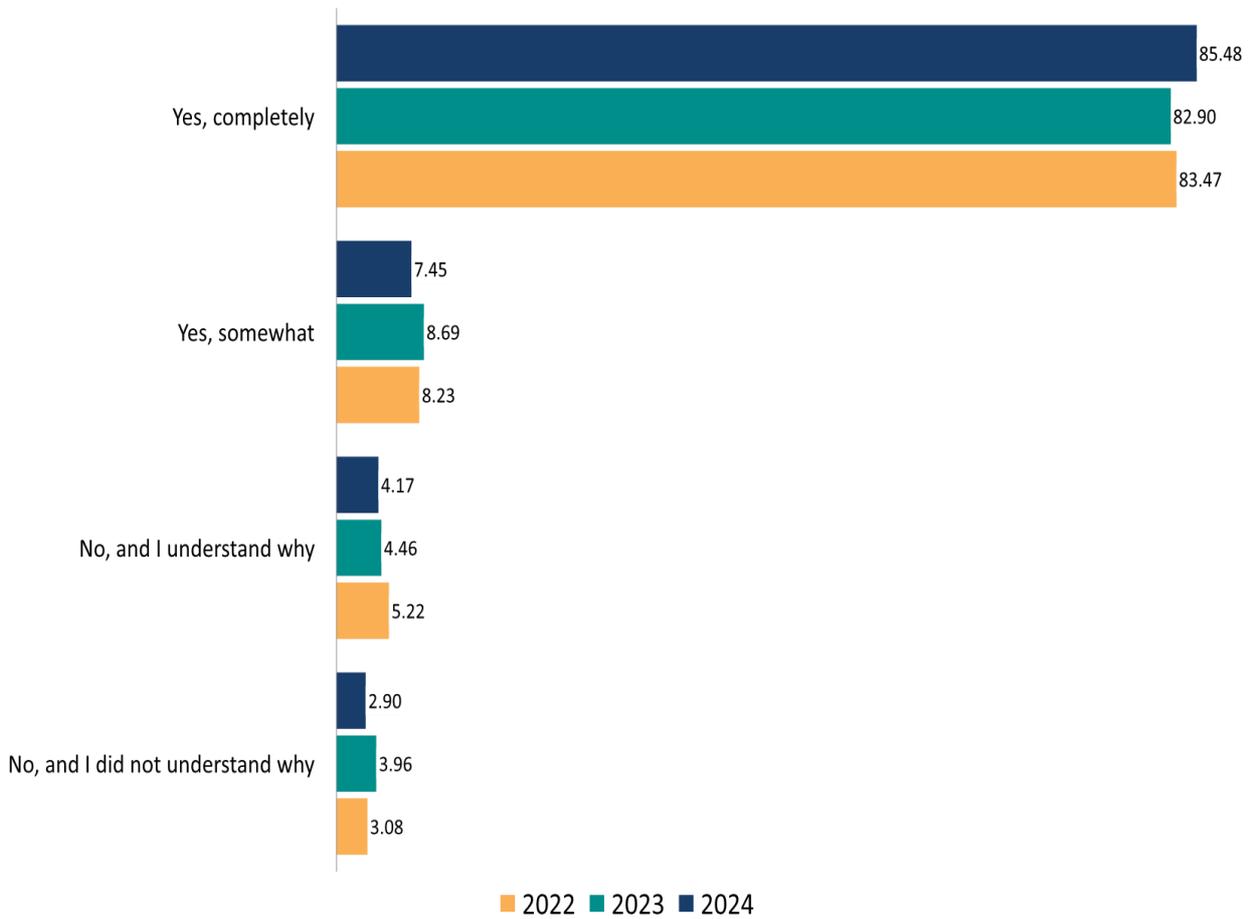
2022: n = 16,006 2023: n = 10,673 2024: n = 10,325

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

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q13: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		4712	2982	3691	733	424	524	1022	651	830	667	429	558	977	636	804	1313	840	975
Yes, completely		83.47%	82.90%	85.48%	83.90%	80.90%	86.64%	84.93%	82.95%	88.07%	84.26%	82.28%	82.97%	81.88%	83.49%	85.95%	82.86%	83.93%	83.69%
Yes, somewhat		8.23%	8.69%	7.45%	7.78%	10.14%	6.11%	7.63%	7.99%	6.99%	7.50%	10.02%	7.35%	7.06%	7.86%	6.47%	10.21%	8.33%	9.44%
No, and I understand why		5.22%	4.46%	4.17%	5.18%	3.54%	3.82%	5.09%	5.22%	3.01%	5.55%	4.43%	5.38%	7.37%	5.03%	4.98%	3.58%	3.81%	4.00%
No, and I did not understand why		3.08%	3.96%	2.90%	3.14%	5.42%	3.44%	2.35%	3.84%	1.93%	2.70%	3.26%	4.30%	3.68%	3.62%	2.61%	3.35%	3.93%	2.87%

Note: This question applies to respondents who did not select “No, my family did not have any special needs or requests” in NC NOK Q12.

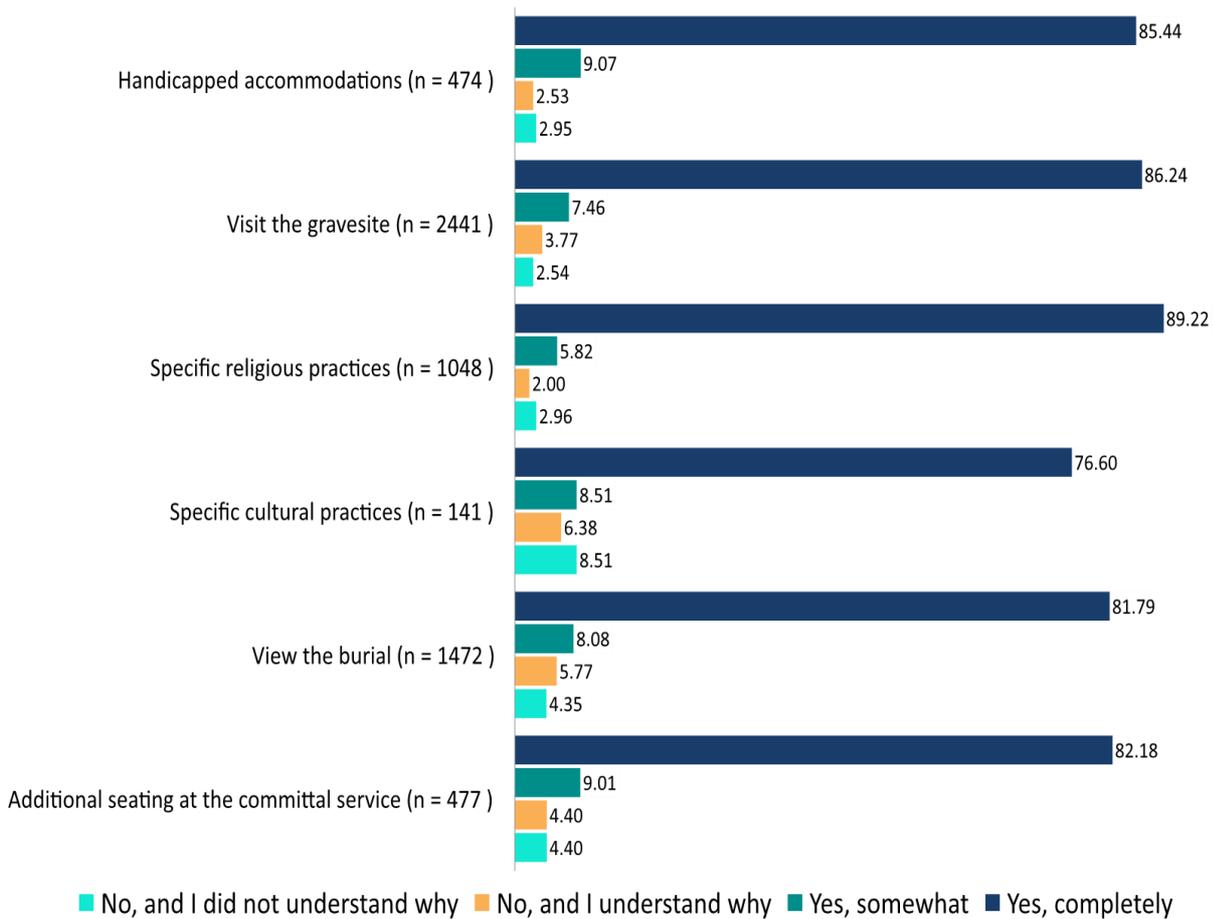
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

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

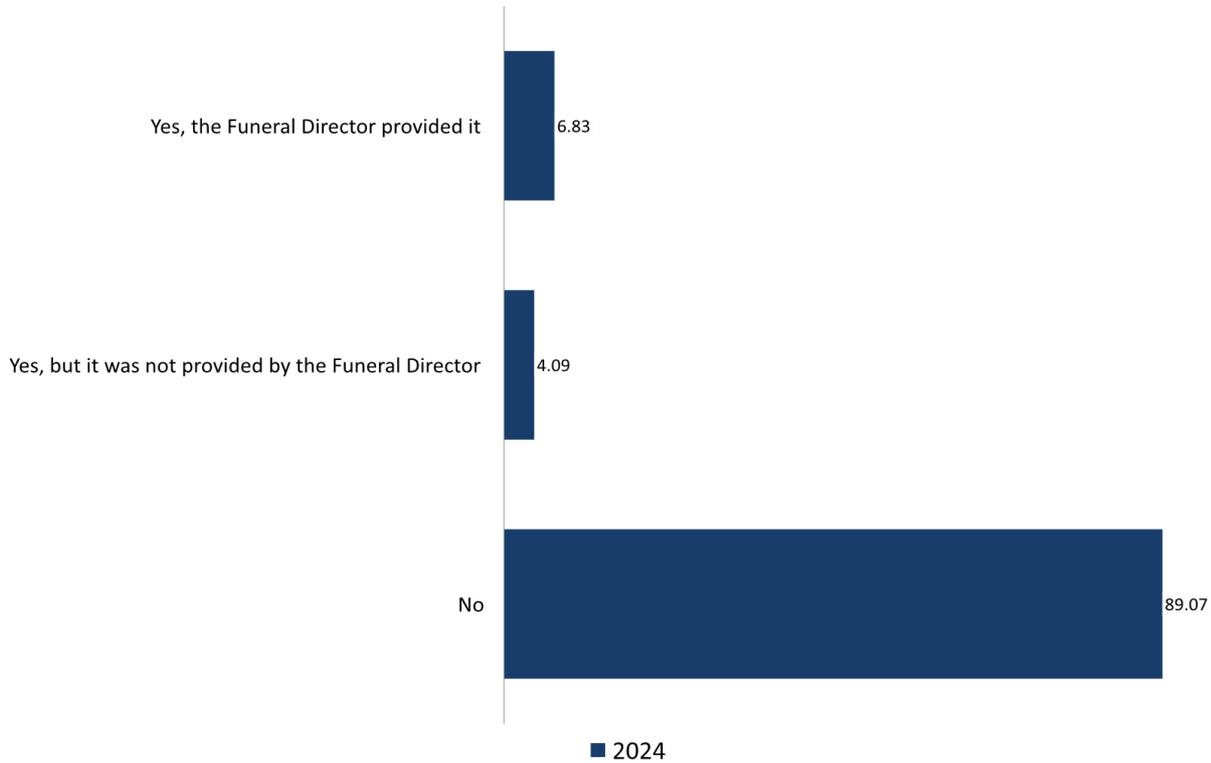
NC NOK Q12: At the committal service, did your family have any of the following special needs or requests?
(Mark all that apply)

NC NOK Q13: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



Satisfaction with Committal Service(s): Next of Kin

NC NOK Q9: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?



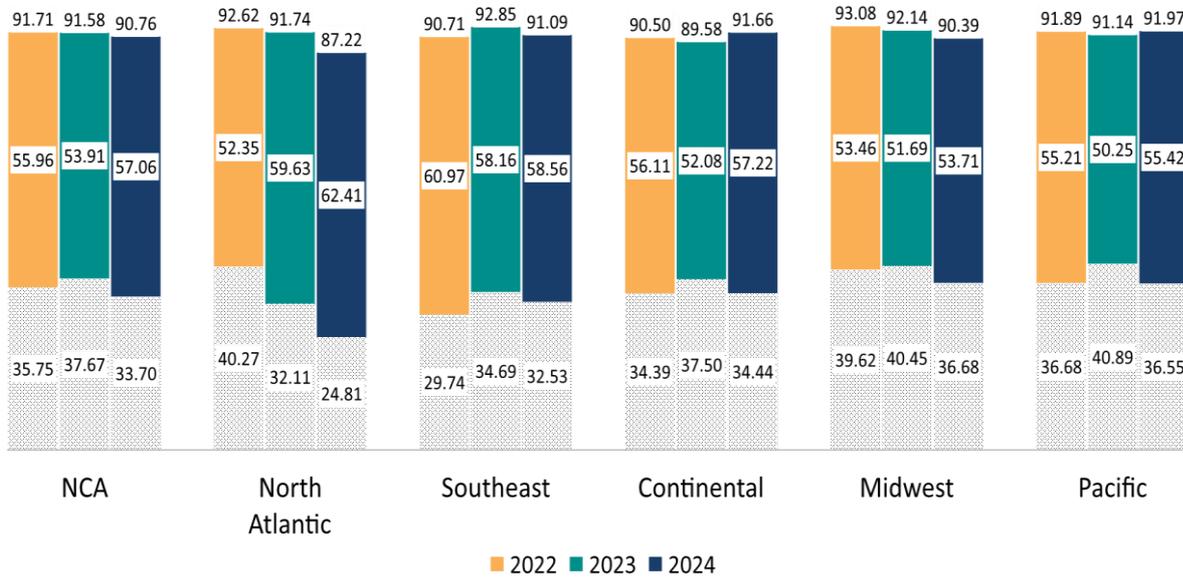
		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		10330	1503	2285	1726	2429	2387
Yes, the Funeral Director provided it		6.83%	5.32%	8.40%	7.59%	6.18%	6.41%
Yes, but it was not provided by the Funeral Director		4.09%	3.73%	4.81%	3.36%	3.75%	4.52%
No		89.07%	90.95%	86.78%	89.05%	90.08%	89.07%

Note: Only 2024 data is presented because in 2024 the response option "Yes, but it was not provided by the Funeral Director" replaced the response option "Yes, I viewed it online."

Note: This question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q10: The video(s) helped me understand the burial process at the national cemetery.

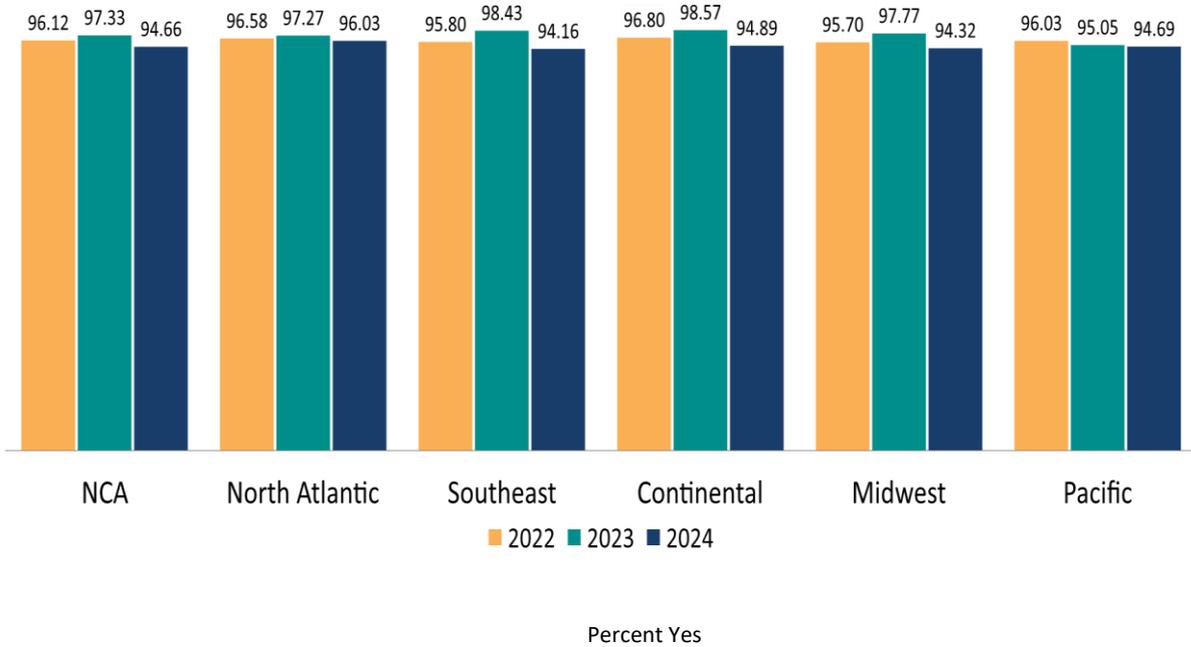


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1158	831	1083	149	109	133	269	196	292	221	144	180	260	178	229	259	203	249
Strongly agree		55.96%	53.91%	57.06%	52.35%	59.63%	62.41%	60.97%	58.16%	58.56%	56.11%	52.08%	57.22%	53.46%	51.69%	53.71%	55.21%	50.25%	55.42%
Agree		35.75%	37.67%	33.70%	40.27%	32.11%	24.81%	29.74%	34.69%	32.53%	34.39%	37.50%	34.44%	39.62%	40.45%	36.68%	36.68%	40.89%	36.55%
Neither agree nor disagree		7.94%	8.30%	8.31%	7.38%	8.26%	12.03%	8.55%	7.14%	8.22%	9.05%	10.42%	7.78%	6.54%	7.87%	8.73%	8.11%	8.37%	6.43%
Disagree		0.26%	0.00%	0.18%	0.00%	0.00%	0.00%	0.74%	0.00%	0.00%	0.00%	0.00%	0.00%	0.38%	0.00%	0.44%	0.00%	0.00%	0.40%
Strongly disagree		0.09%	0.12%	0.74%	0.00%	0.00%	0.75%	0.00%	0.00%	0.68%	0.45%	0.00%	0.56%	0.00%	0.00%	0.44%	0.00%	0.49%	1.20%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q9.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q11: Was your experience at the national cemetery similar to the video on service options you viewed?

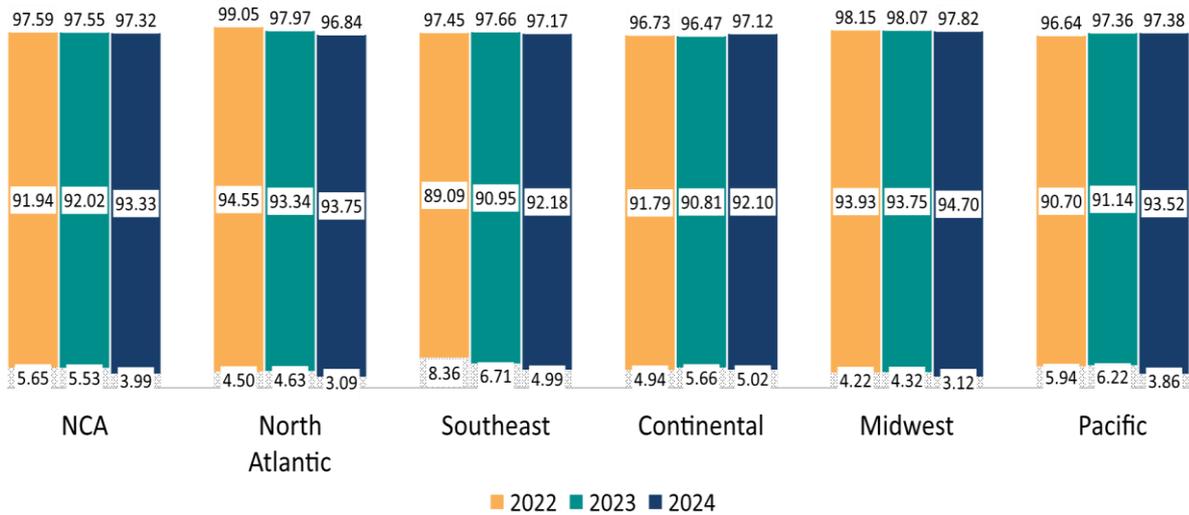


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1135	823	1067	146	110	126	262	191	291	219	140	176	256	179	229	252	202	245
Yes		96.12%	97.33%	94.66%	96.58%	97.27%	96.03%	95.80%	98.43%	94.16%	96.80%	98.57%	94.89%	95.70%	97.77%	94.32%	96.03%	95.05%	94.69%
No		3.88%	2.67%	5.34%	3.42%	2.73%	3.97%	4.20%	1.57%	5.84%	3.20%	1.43%	5.11%	4.30%	2.23%	5.68%	3.97%	4.95%	5.31%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q9.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q15: If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?

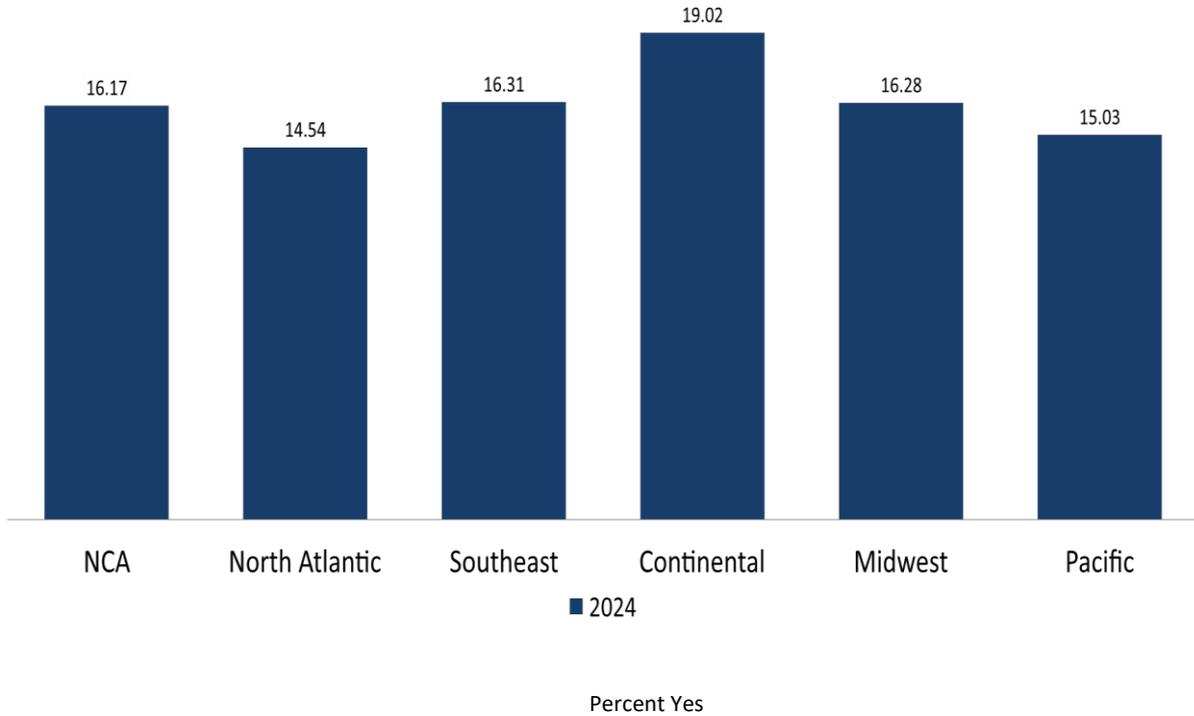


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		11618	7697	10686	1890	1232	1713	2511	1668	2326	1925	1219	1734	2819	1873	2660	2473	1704	2253
Very satisfied		91.94%	92.02%	93.33%	94.55%	93.34%	93.75%	89.09%	90.95%	92.18%	91.79%	90.81%	92.10%	93.93%	93.75%	94.70%	90.70%	91.14%	93.52%
Somewhat satisfied		5.65%	5.53%	3.99%	4.50%	4.63%	3.09%	8.36%	6.71%	4.99%	4.94%	5.66%	5.02%	4.22%	4.32%	3.12%	5.94%	6.22%	3.86%
Neither satisfied nor dissatisfied		1.01%	1.16%	1.18%	0.48%	0.89%	1.58%	0.88%	0.78%	0.99%	1.40%	1.80%	1.04%	1.03%	1.17%	1.28%	1.21%	1.23%	1.07%
Somewhat dissatisfied		0.93%	0.79%	0.57%	0.21%	0.73%	0.58%	1.08%	0.84%	0.64%	1.35%	0.98%	0.75%	0.39%	0.53%	0.23%	1.62%	0.94%	0.75%
Very dissatisfied		0.47%	0.49%	0.94%	0.26%	0.41%	0.99%	0.60%	0.72%	1.20%	0.52%	0.74%	1.10%	0.43%	0.21%	0.68%	0.53%	0.47%	0.80%

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to NC NOK Q6.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q60: Were you interested in livestreaming one or more parts of your loved one’s funeral or committal activities?

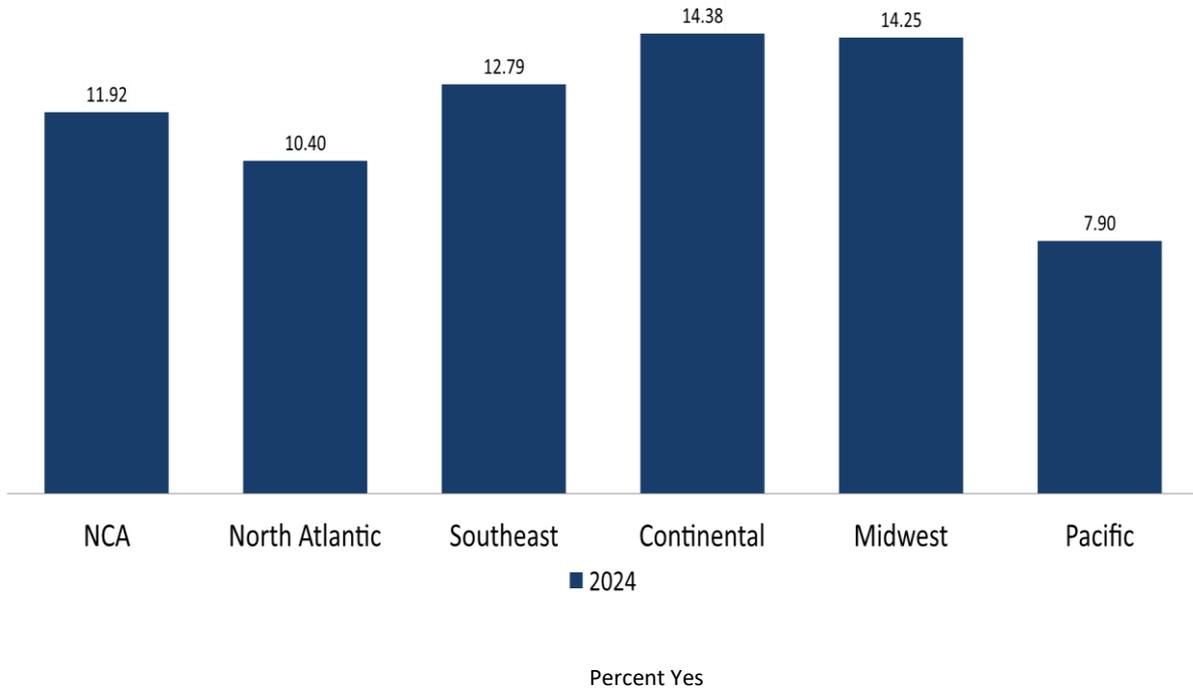


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		18763	3026	4077	3029	4447	4184
Yes		16.17%	14.54%	16.31%	19.02%	16.28%	15.03%
No		83.83%	85.46%	83.69%	80.98%	83.72%	84.97%

Note: NC NOK Q60 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q61: Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?

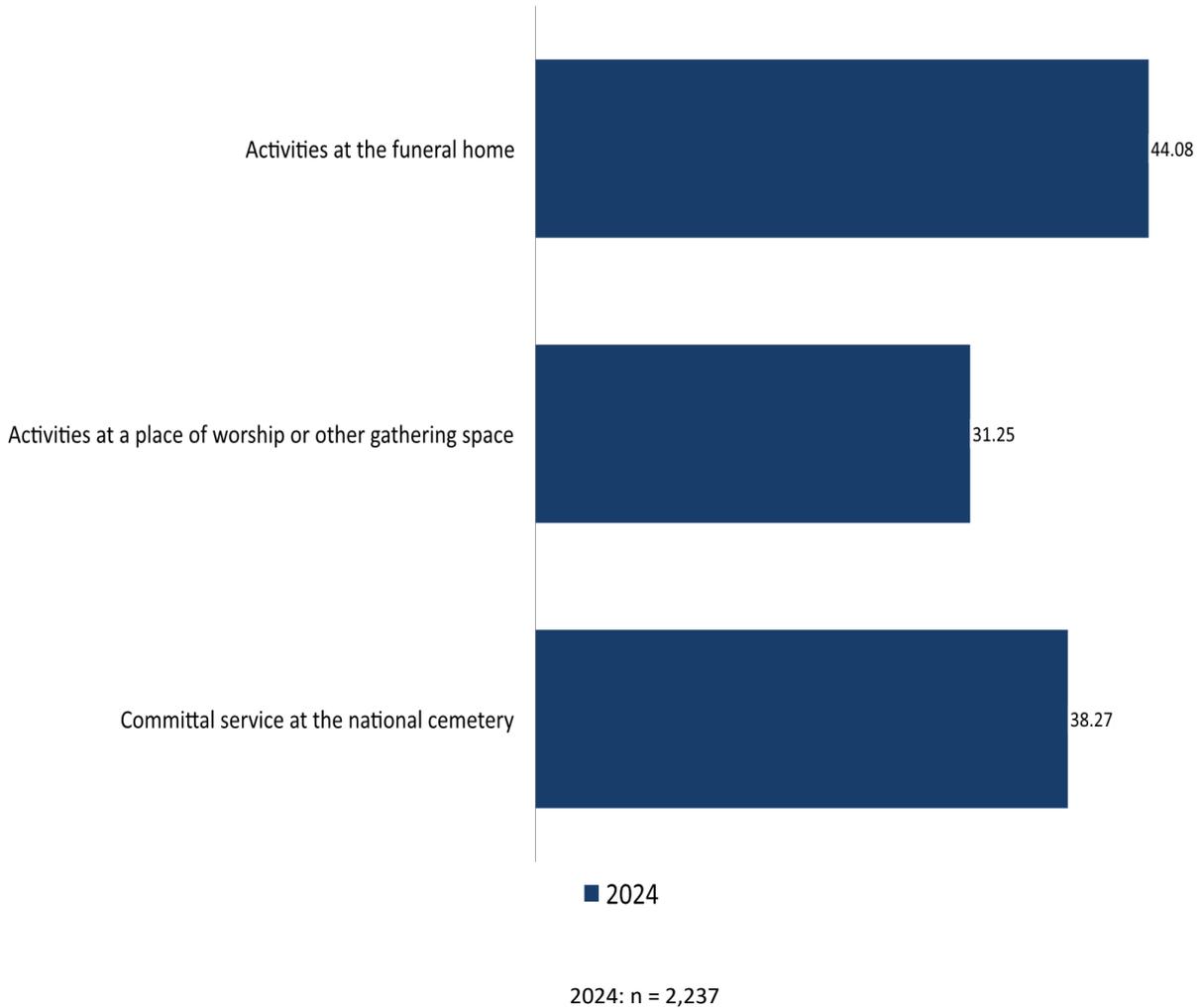


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		18759	3047	4073	3024	4464	4151
Yes		11.92%	10.40%	12.79%	14.38%	14.25%	7.90%
No		88.08%	89.60%	87.21%	85.62%	85.75%	92.10%

Note: NC NOK Q61 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q62. Which of the following livestream activities were offered by the provider? (Mark all that apply)



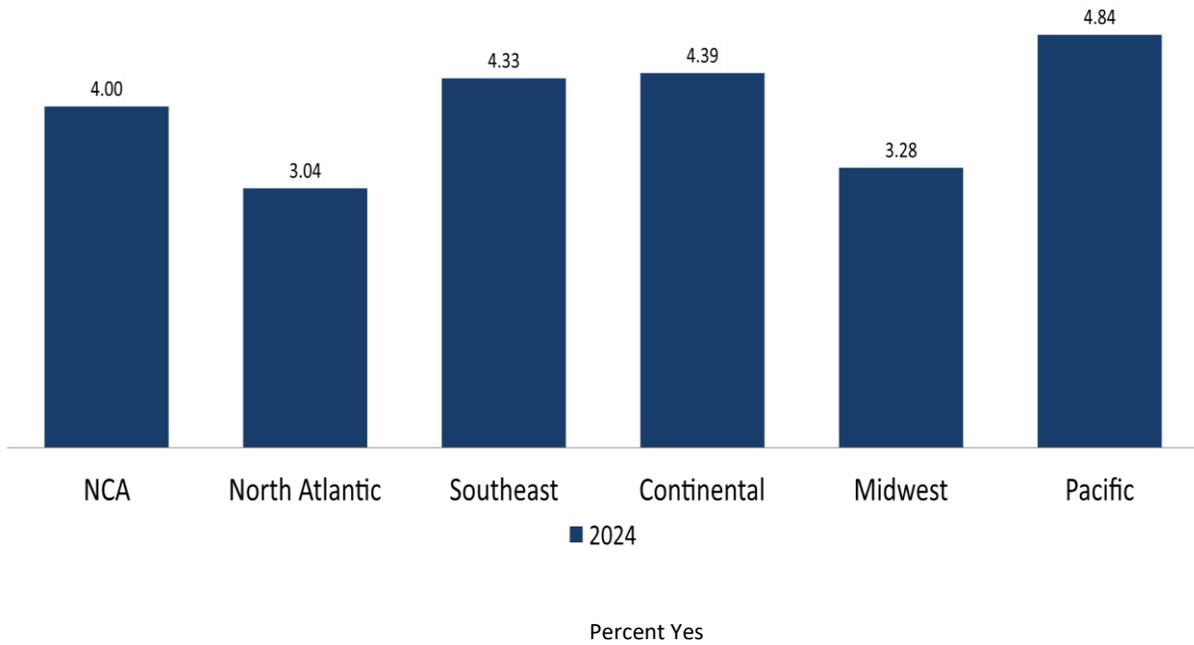
Note: NC NOK Q62 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q61.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q63: Did you livestream your loved one's committal service at the national cemetery?

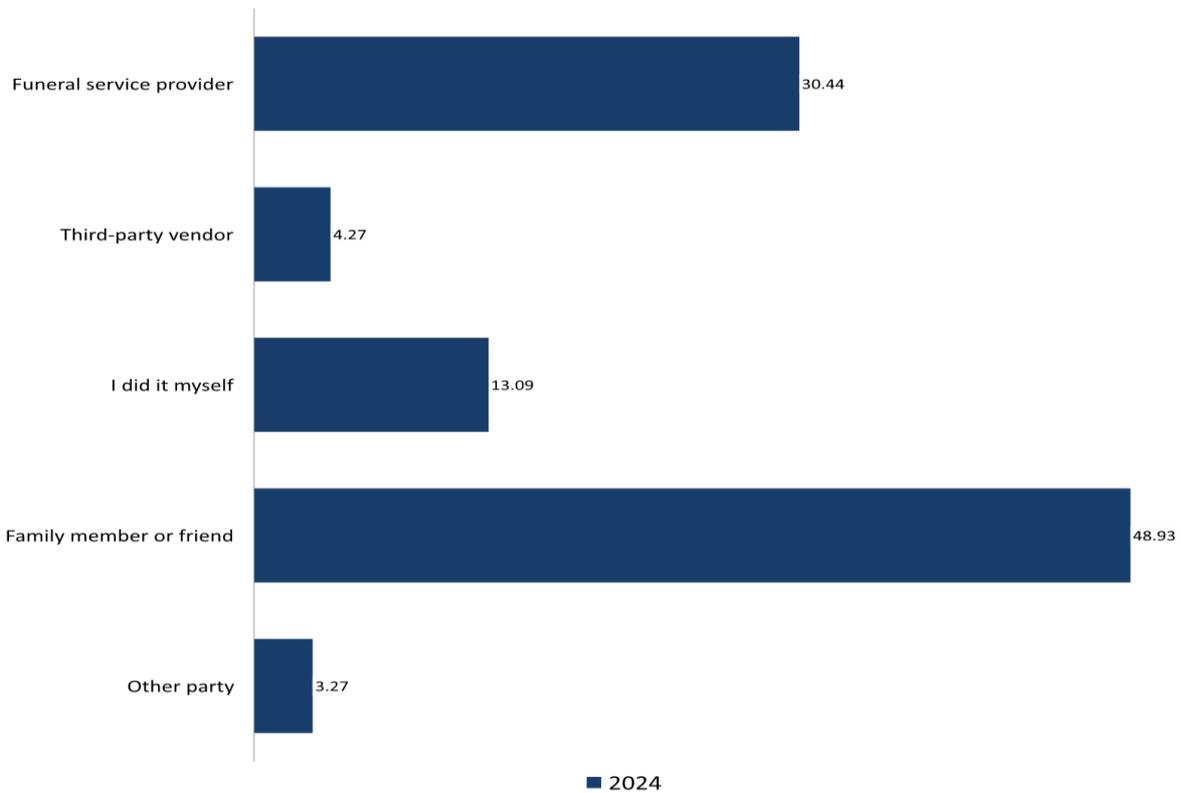


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		18873	3058	4112	3051	4477	4175
Yes		4.00%	3.04%	4.33%	4.39%	3.28%	4.84%
No		96.00%	96.96%	95.67%	95.61%	96.72%	95.16%

Note: NC NOK Q63 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q64: Who provided the livestream service?



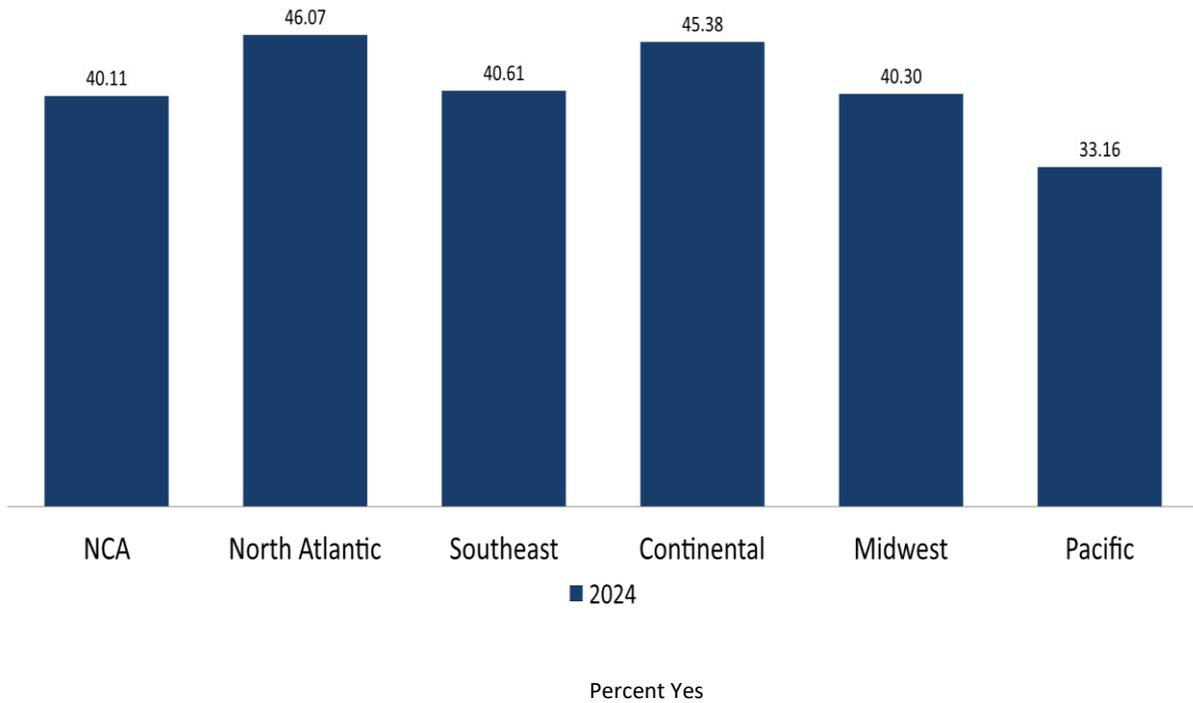
2024: n = 703

Note: NC NOK Q64 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q63.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q65: Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?



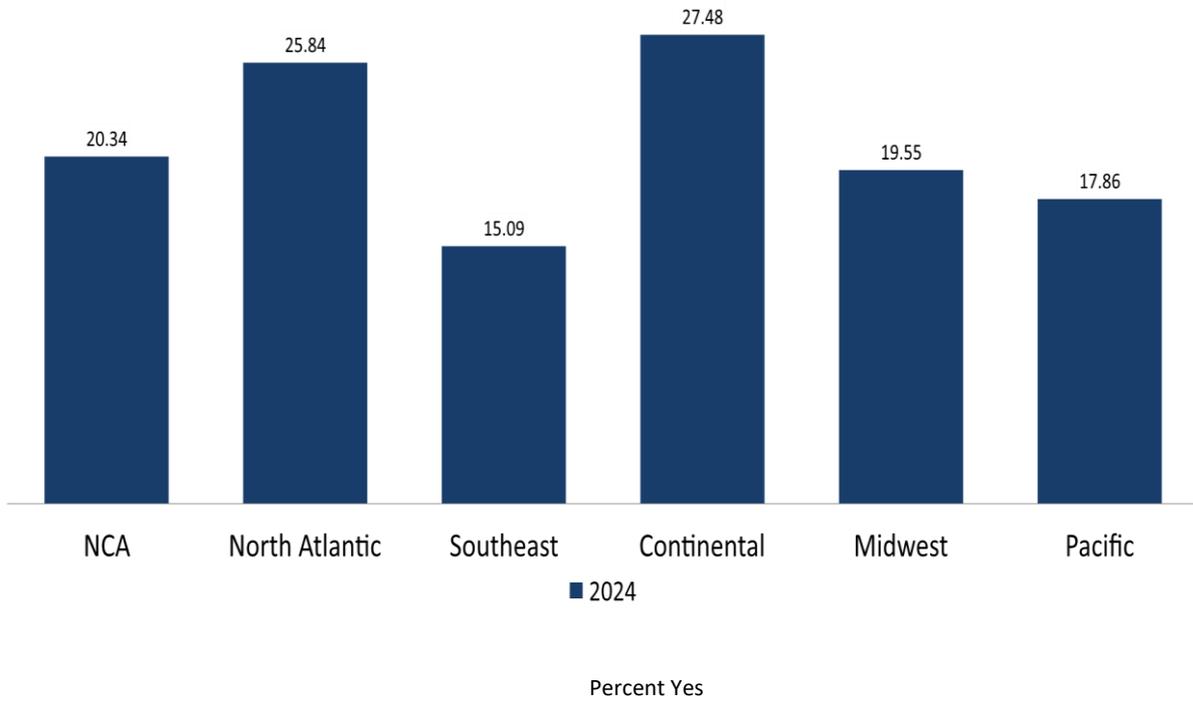
		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		708	89	165	130	134	190
Yes		40.11%	46.07%	40.61%	45.38%	40.30%	33.16%
No		59.89%	53.93%	59.39%	54.62%	59.70%	66.84%

Note: NC NOK Q65 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q63.

Satisfaction with Committal Service(s): Next of Kin

NC NOK Q66: Did you pay for the livestream service?



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		708	89	159	131	133	196
Yes		20.34%	25.84%	15.09%	27.48%	19.55%	17.86%
No		79.66%	74.16%	84.91%	72.52%	80.45%	82.14%

Note: NC NOK Q66 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q63.

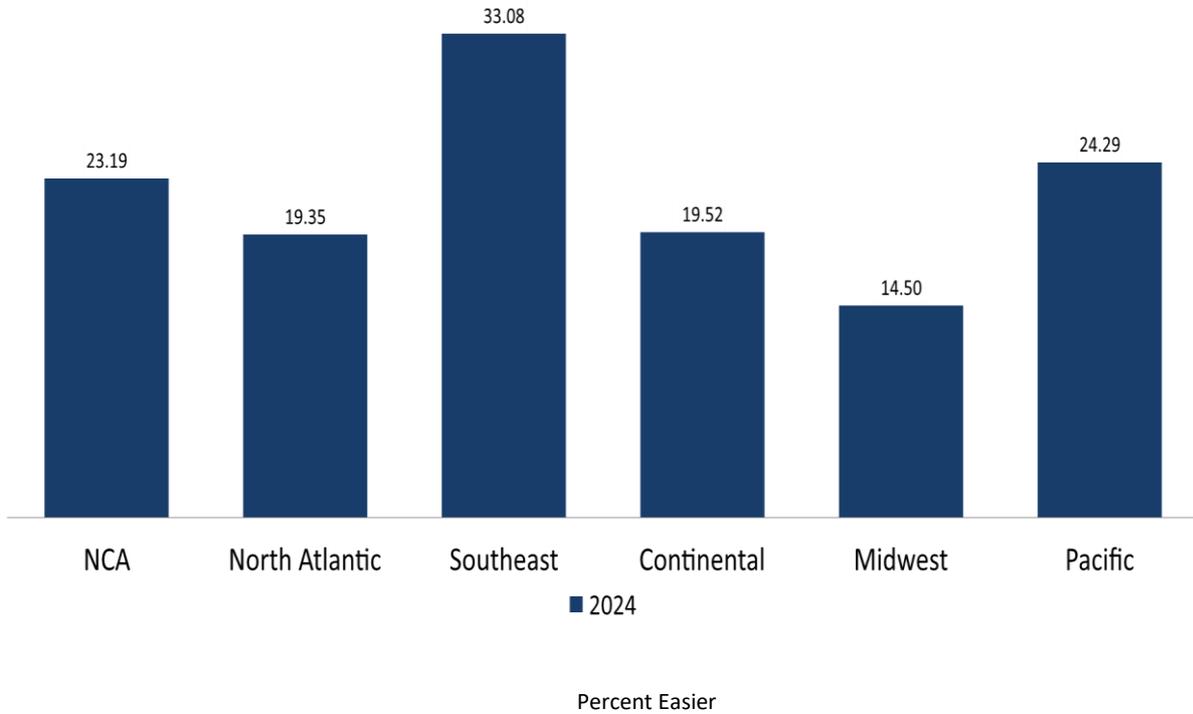
Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on satisfaction with various aspects of committal services at the national cemetery with which they most frequently do business. The ease of scheduling at a national cemetery compared to another cemetery type is presented first, followed by satisfaction with NCA's available dates and times for scheduling along with responses to additional survey questions.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Ease of scheduling process (NC FD Q16) and satisfaction with the length of time to schedule an interment (NC FD Q15).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

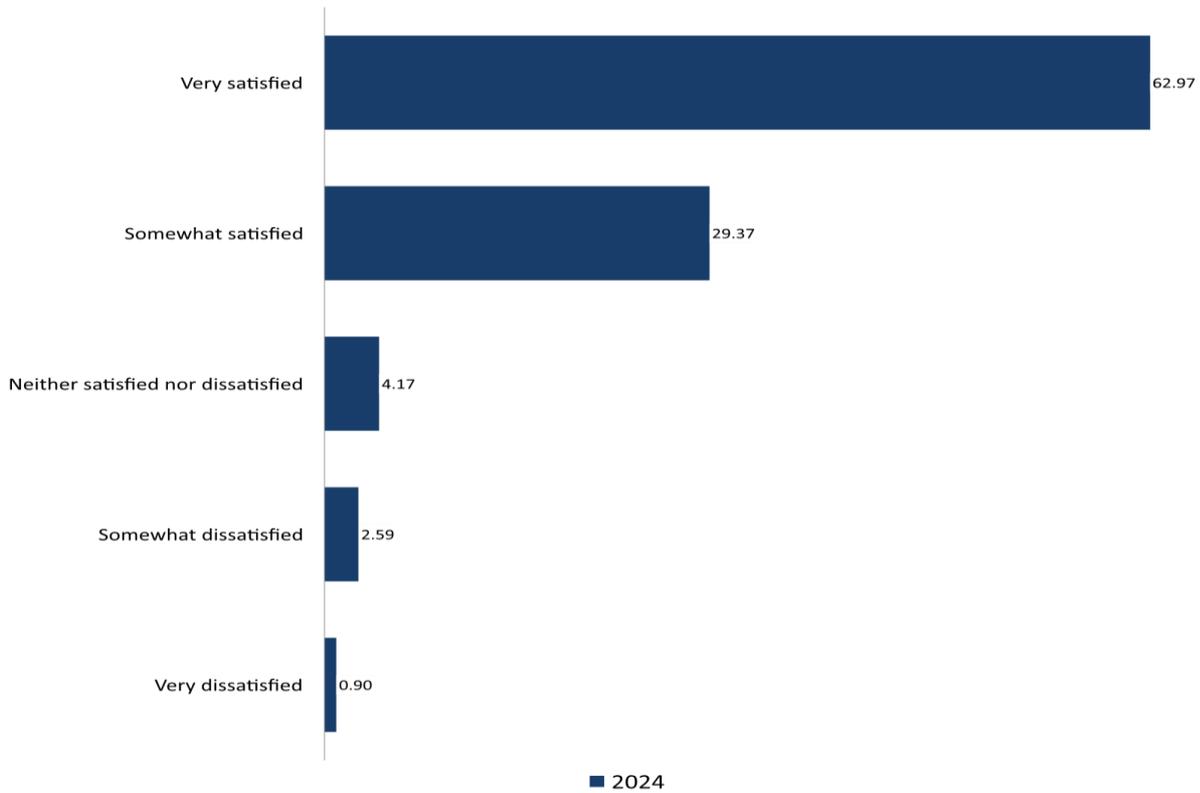
NC FD Q17: How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		1768	341	263	210	407	140
Easier		23.19%	19.35%	33.08%	19.52%	14.50%	24.29%
About the same		56.50%	61.88%	54.75%	59.52%	58.72%	46.43%
Harder		20.31%	18.77%	12.17%	20.95%	26.78%	29.29%

Note: NC FD Q17 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

NC FD Q14: How satisfied are you with the NCA’s available dates and times to schedule your committal service and/or interment?

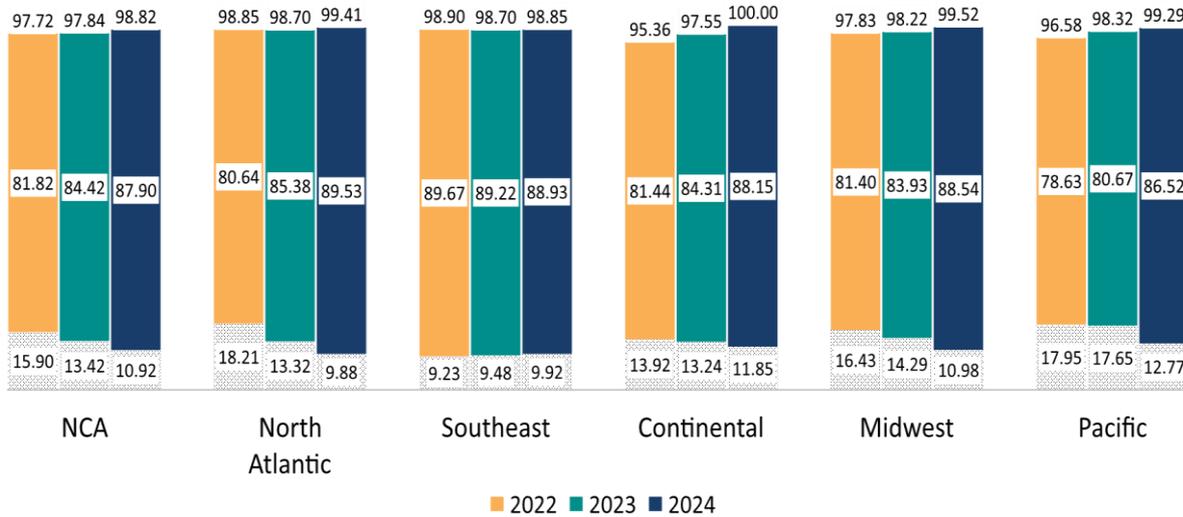


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		1774	344	261	212	410	141
Very satisfied		62.97%	63.37%	70.50%	65.09%	58.05%	51.06%
Somewhat satisfied		29.37%	29.36%	23.37%	27.36%	32.93%	40.43%
Neither satisfied nor dissatisfied		4.17%	3.49%	2.30%	4.25%	5.12%	5.67%
Somewhat dissatisfied		2.59%	2.91%	2.30%	3.30%	2.68%	2.13%
Very dissatisfied		0.90%	0.87%	1.53%	0.00%	1.22%	0.71%

Note: NC FD Q14 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

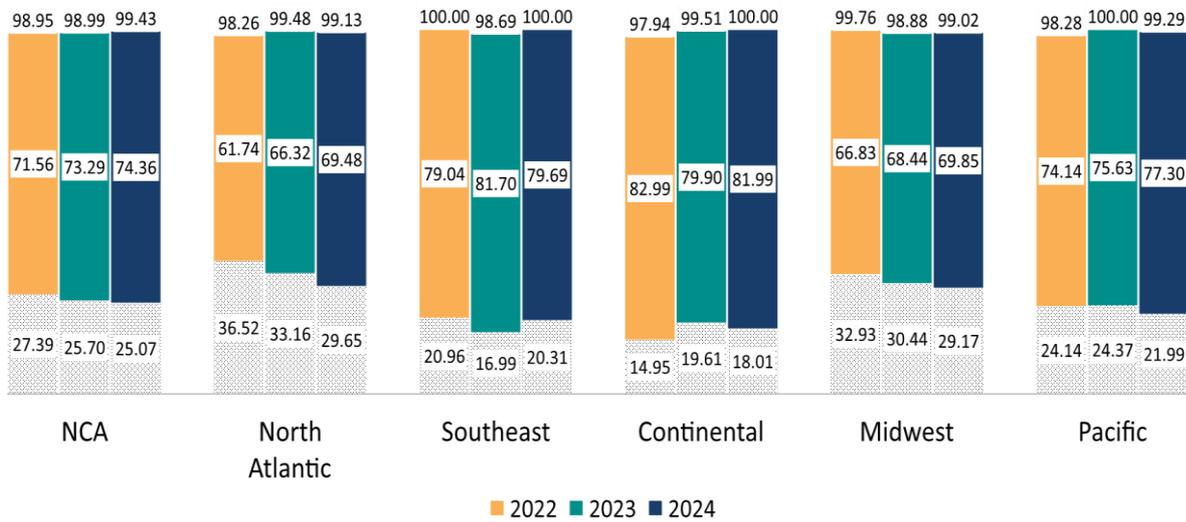
NC FD Q11: During committal services, how often do you receive the support you need from cemetery staff?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2013	1990	1777	346	383	344	271	306	262	194	204	211	414	448	410	117	119	141
Always		81.82%	84.42%	87.90%	80.64%	85.38%	89.53%	89.67%	89.22%	88.93%	81.44%	84.31%	88.15%	81.40%	83.93%	88.54%	78.63%	80.67%	86.52%
For the most part		15.90%	13.42%	10.92%	18.21%	13.32%	9.88%	9.23%	9.48%	9.92%	13.92%	13.24%	11.85%	16.43%	14.29%	10.98%	17.95%	17.65%	12.77%
Occasionally		1.99%	1.86%	0.90%	1.16%	1.31%	0.58%	1.11%	0.98%	0.76%	4.64%	1.96%	0.00%	1.69%	1.34%	0.00%	2.56%	1.68%	0.71%
Never		0.30%	0.30%	0.28%	0.00%	0.00%	0.00%	0.00%	0.33%	0.38%	0.00%	0.49%	0.00%	0.48%	0.45%	0.49%	0.85%	0.00%	0.00%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

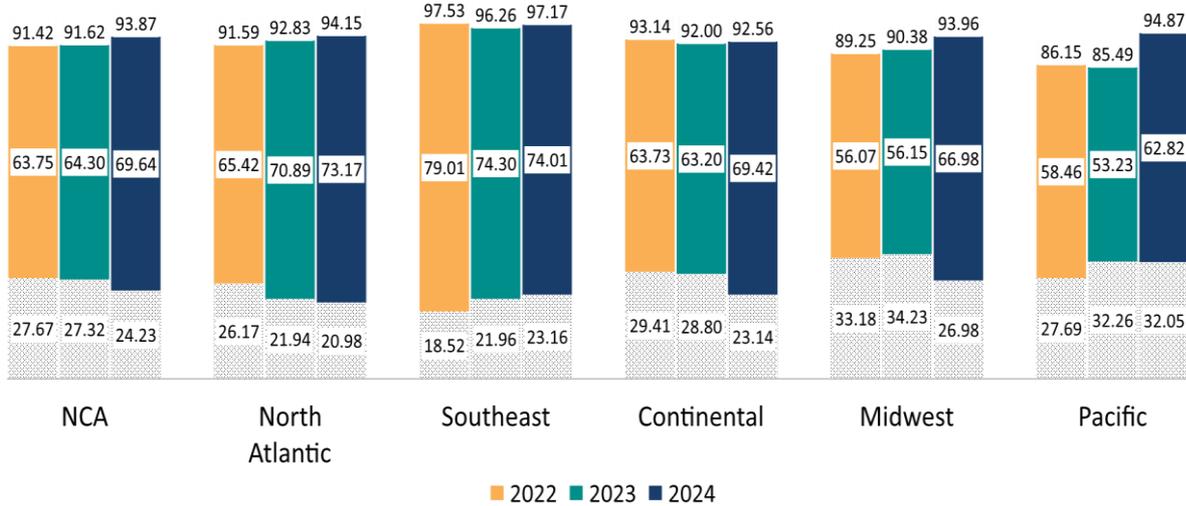
NC FD Q12: Generally, how often do committal services at the national cemetery start on time?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2015	1992	1771	345	383	344	272	306	261	194	204	211	416	450	408	116	119	141
Always		71.56%	73.29%	74.36%	61.74%	66.32%	69.48%	79.04%	81.70%	79.69%	82.99%	79.90%	81.99%	66.83%	68.44%	69.85%	74.14%	75.63%	77.30%
For the most part		27.39%	25.70%	25.07%	36.52%	33.16%	29.65%	20.96%	16.99%	20.31%	14.95%	19.61%	18.01%	32.93%	30.44%	29.17%	24.14%	24.37%	21.99%
Occasionally		0.89%	0.85%	0.45%	1.16%	0.52%	0.87%	0.00%	0.98%	0.00%	2.06%	0.49%	0.00%	0.24%	0.89%	0.49%	1.72%	0.00%	0.71%
Never		0.15%	0.15%	0.11%	0.58%	0.00%	0.00%	0.00%	0.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.22%	0.49%	0.00%	0.00%	0.00%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

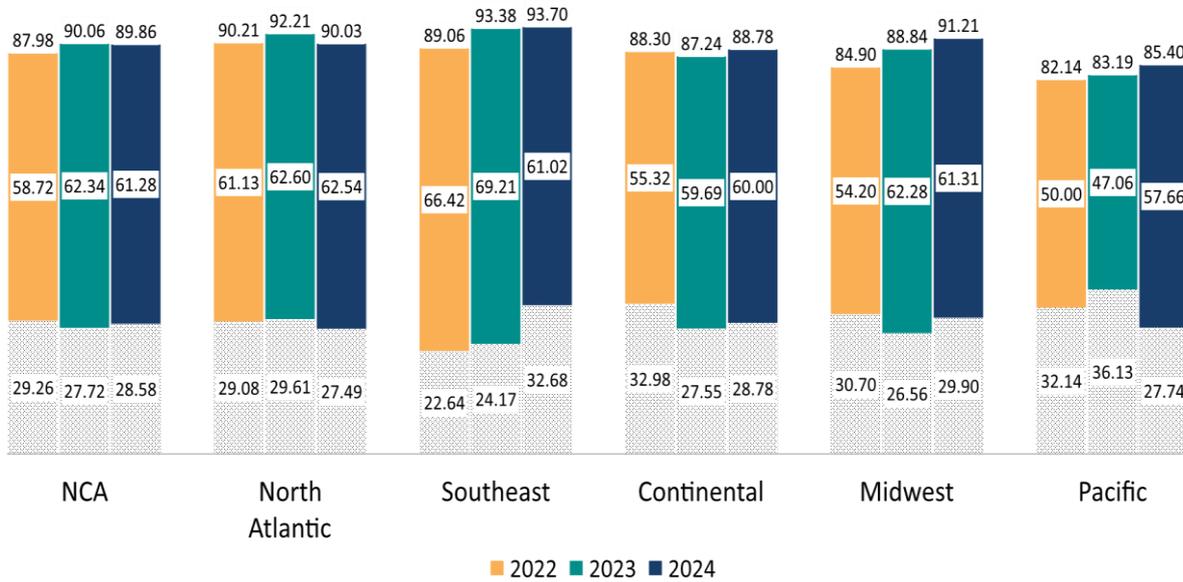
NC FD Q13: If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1189	1241	1044	214	237	205	162	214	177	102	125	121	214	260	215	65	62	78
Very successful		63.75%	64.30%	69.64%	65.42%	70.89%	73.17%	79.01%	74.30%	74.01%	63.73%	63.20%	69.42%	56.07%	56.15%	66.98%	58.46%	53.23%	62.82%
Somewhat successful		27.67%	27.32%	24.23%	26.17%	21.94%	20.98%	18.52%	21.96%	23.16%	29.41%	28.80%	23.14%	33.18%	34.23%	26.98%	27.69%	32.26%	32.05%
Neither successful nor unsuccessful		6.48%	5.48%	4.02%	6.54%	6.33%	4.88%	2.47%	2.80%	1.69%	4.90%	4.80%	5.79%	8.41%	6.15%	3.72%	12.31%	8.06%	2.56%
Somewhat unsuccessful		1.43%	2.10%	1.05%	0.93%	0.42%	0.00%	0.00%	0.47%	1.13%	0.98%	2.40%	0.00%	0.93%	2.31%	0.47%	1.54%	4.84%	1.28%
Very unsuccessful		0.67%	0.81%	1.05%	0.93%	0.42%	0.98%	0.00%	0.47%	0.00%	0.98%	0.80%	1.65%	1.40%	1.15%	1.86%	0.00%	1.61%	1.28%

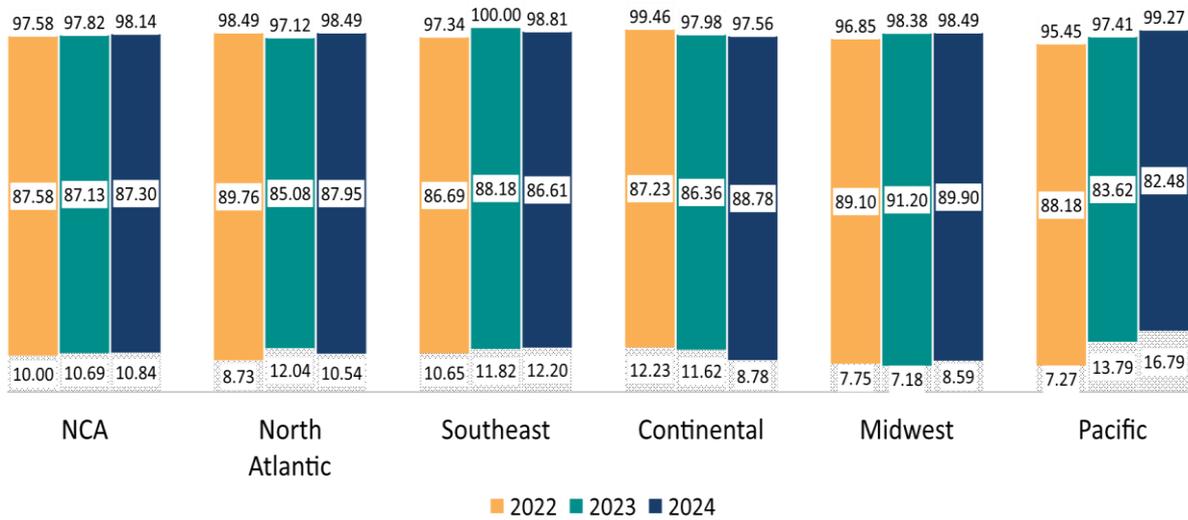
Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

NC FD Q21: How easy is it to schedule military honors at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1972	1970	1725	337	385	331	265	302	254	188	196	205	417	448	398	112	119	137
Very easy		58.72%	62.34%	61.28%	61.13%	62.60%	62.54%	66.42%	69.21%	61.02%	55.32%	59.69%	60.00%	54.20%	62.28%	61.31%	50.00%	47.06%	57.66%
Somewhat easy		29.26%	27.72%	28.58%	29.08%	29.61%	27.49%	22.64%	24.17%	32.68%	32.98%	27.55%	28.78%	30.70%	26.56%	29.90%	32.14%	36.13%	27.74%
Neither easy nor hard		7.76%	5.84%	6.55%	8.01%	5.97%	6.95%	6.42%	3.97%	3.94%	5.85%	7.65%	6.34%	9.11%	5.80%	5.78%	10.71%	8.40%	9.49%
Somewhat hard		3.65%	3.50%	3.19%	1.19%	1.30%	2.42%	4.53%	2.65%	1.97%	5.32%	5.10%	3.90%	5.28%	4.46%	2.76%	6.25%	7.56%	4.38%
Very hard		0.61%	0.61%	0.41%	0.59%	0.52%	0.60%	0.00%	0.00%	0.39%	0.53%	0.00%	0.98%	0.72%	0.89%	0.25%	0.89%	0.84%	0.73%

NC FD Q22: To what extent is the quality of military honors acceptable?



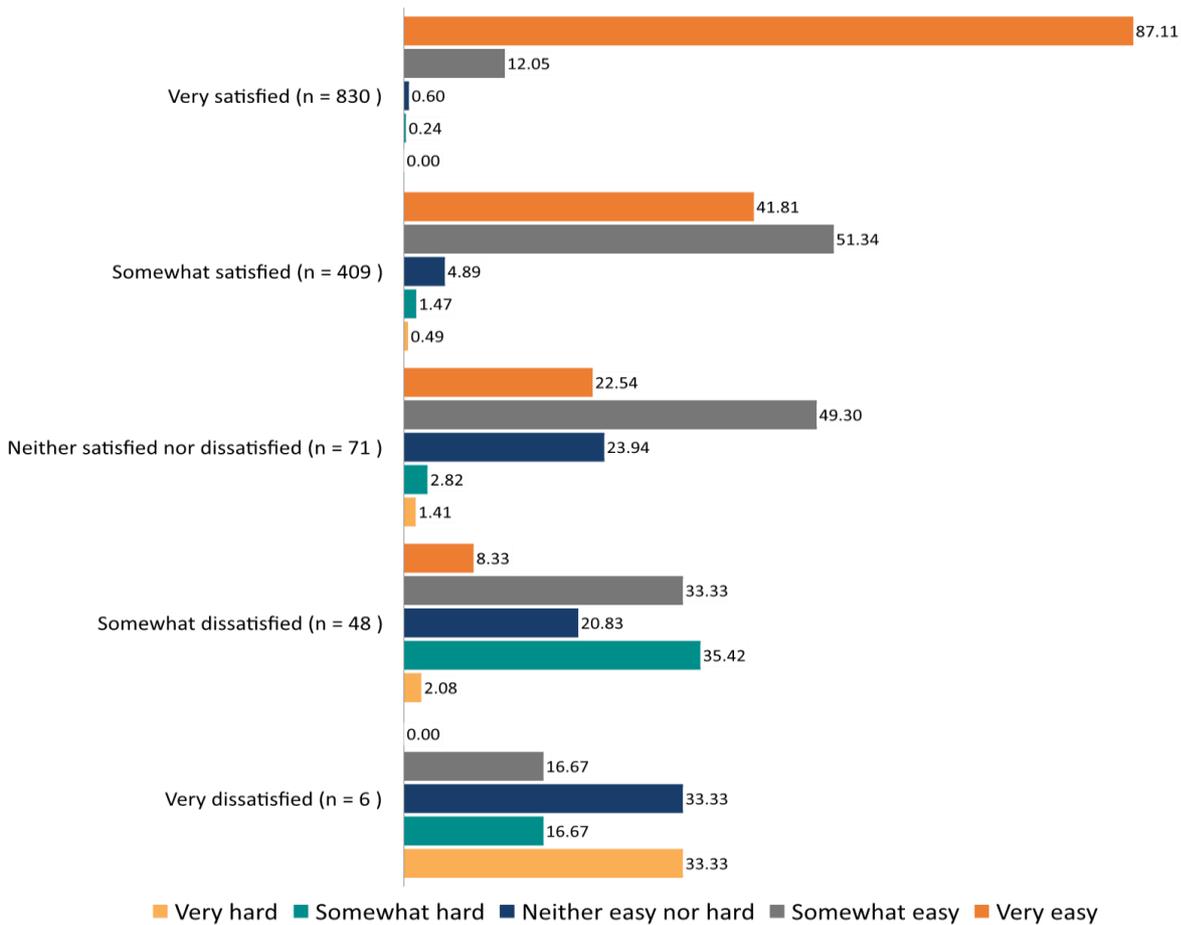
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		1940	1927	1725	332	382	332	263	296	254	188	198	205	413	432	396	110	116	137
Very acceptable		87.58%	87.13%	87.30%	89.76%	85.08%	87.95%	86.69%	88.18%	86.61%	87.23%	86.36%	88.78%	89.10%	91.20%	89.90%	88.18%	83.62%	82.48%
Somewhat acceptable		10.00%	10.69%	10.84%	8.73%	12.04%	10.54%	10.65%	11.82%	12.20%	12.23%	11.62%	8.78%	7.75%	7.18%	8.59%	7.27%	13.79%	16.79%
Neither acceptable nor unacceptable		1.55%	1.76%	1.28%	0.30%	2.62%	1.20%	1.52%	0.00%	0.79%	0.53%	2.02%	2.44%	2.91%	1.16%	1.26%	1.82%	1.72%	0.00%
Somewhat unacceptable		0.62%	0.31%	0.52%	0.90%	0.26%	0.00%	1.14%	0.00%	0.39%	0.00%	0.00%	0.00%	0.00%	0.23%	0.25%	1.82%	0.86%	0.73%
Very unacceptable		0.26%	0.10%	0.06%	0.30%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.24%	0.23%	0.00%	0.91%	0.00%	0.00%

ELEMENT OF COMPARISON

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

NC FD Q16: How easy is the process of scheduling an interment at the national cemetery?

NC FD Q15: 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?

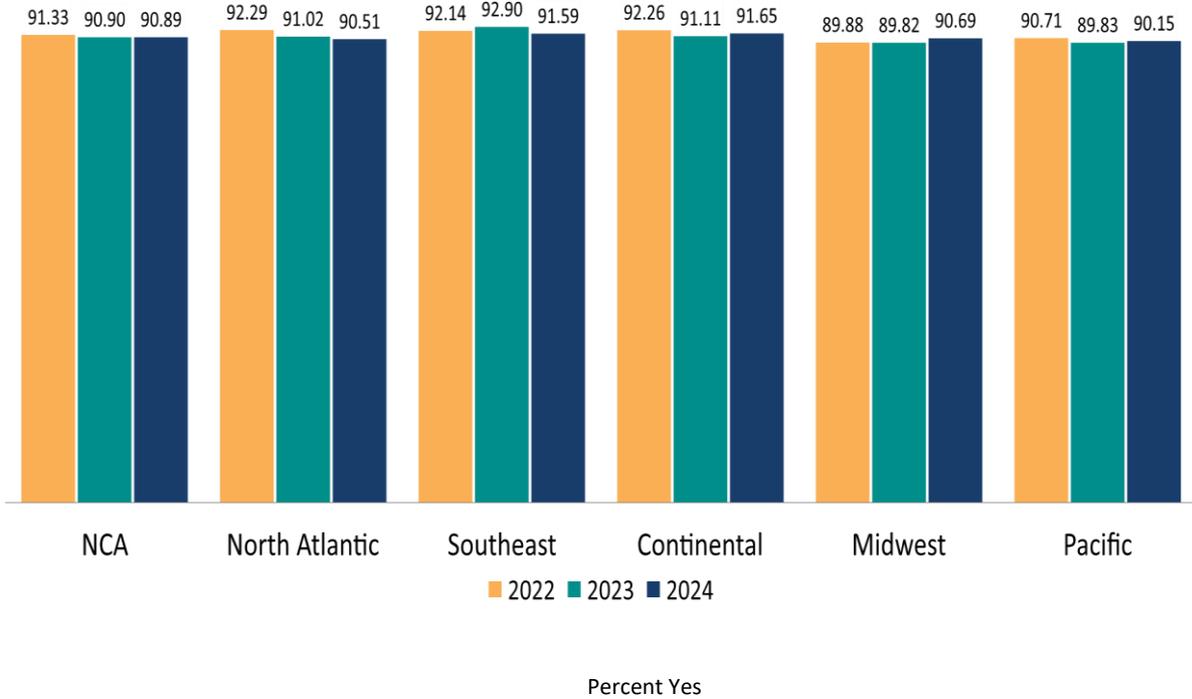


Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin

SECTION DESCRIPTION

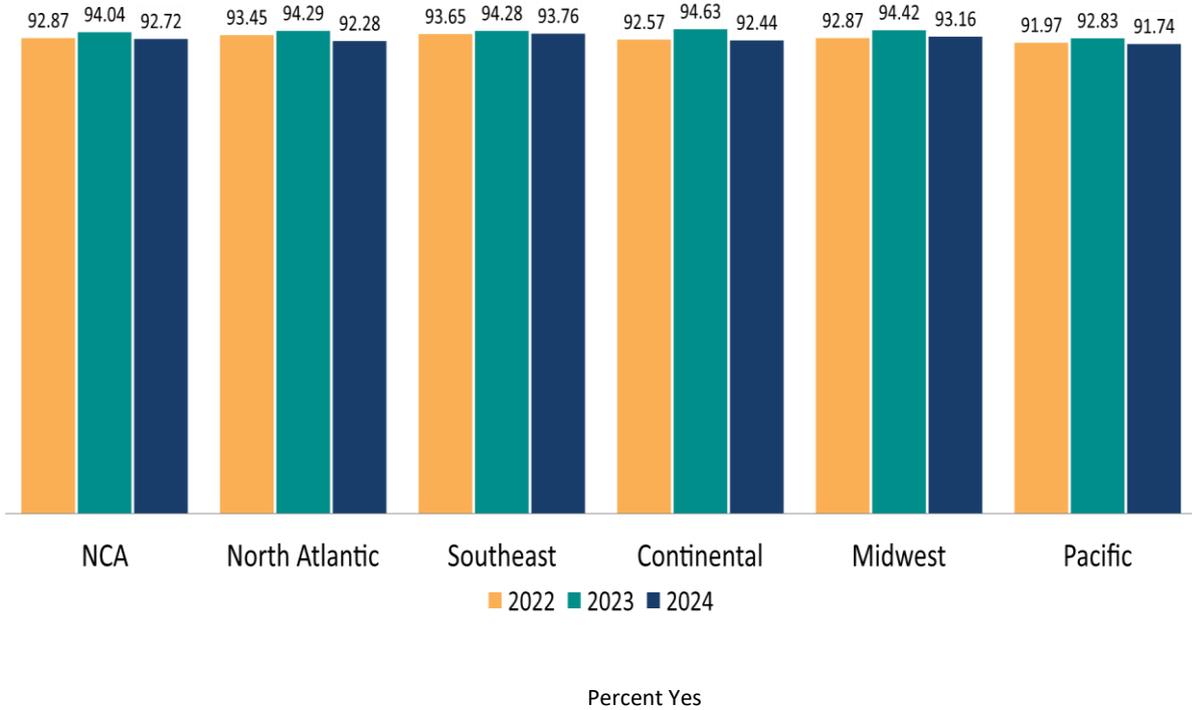
- This section presents survey findings from next of kin on satisfaction with headstones, markers, medallions, and columbarium niche covers. Responses to survey questions relating to inscription options, satisfaction with quality and appearance, and inscription accuracy are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Satisfaction with amount of time for placement (NC NOK Q27).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

NC NOK Q25: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		21572	17787	19431	3554	2839	3161	4541	3890	4245	3527	2835	3114	5040	4127	4596	4910	4092	4315
Yes		91.33%	90.90%	90.89%	92.29%	91.02%	90.51%	92.14%	92.90%	91.59%	92.26%	91.11%	91.65%	89.88%	89.82%	90.69%	90.71%	89.83%	90.15%
No		4.10%	4.07%	4.23%	3.15%	3.70%	4.65%	3.79%	3.24%	3.51%	3.60%	4.48%	3.76%	4.74%	4.12%	4.42%	4.77%	4.79%	4.75%
Don't know		4.57%	5.03%	4.88%	4.56%	5.28%	4.84%	4.07%	3.86%	4.90%	4.14%	4.41%	4.59%	5.38%	6.06%	4.90%	4.52%	5.38%	5.10%

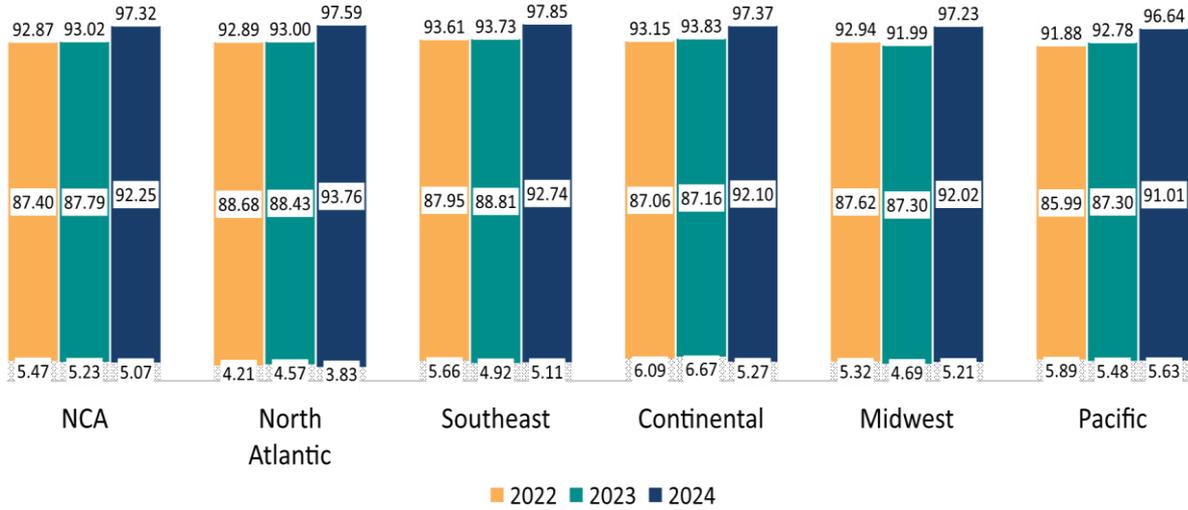
NC NOK Q26: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		21566	17756	19433	3555	2837	3162	4550	3878	4248	3525	2831	3133	5020	4119	4592	4916	4087	4298
Yes		92.87%	94.04%	92.72%	93.45%	94.29%	92.28%	93.65%	94.28%	93.76%	92.57%	94.63%	92.44%	92.87%	94.42%	93.16%	91.97%	92.83%	91.74%
No		7.13%	5.96%	7.28%	6.55%	5.71%	7.72%	6.35%	5.72%	6.24%	7.43%	5.37%	7.56%	7.13%	5.58%	6.84%	8.03%	7.17%	8.26%

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

NC NOK Q28: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

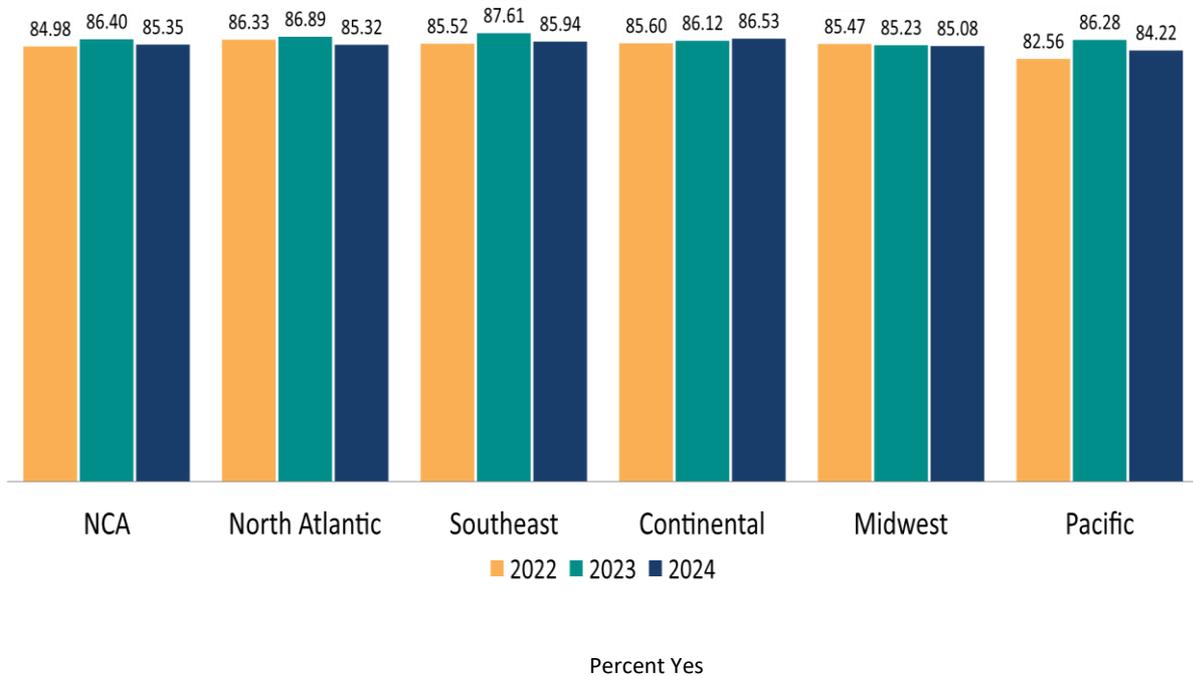


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		19820	16484	16783	3234	2645	2660	4223	3619	3721	3300	2655	2772	4565	3749	3937	4498	3812	3693
Very satisfied		87.40%	87.79%	92.25%	88.68%	88.43%	93.76%	87.95%	88.81%	92.74%	87.06%	87.16%	92.10%	87.62%	87.30%	92.02%	85.99%	87.30%	91.01%
Somewhat satisfied		5.47%	5.23%	5.07%	4.21%	4.57%	3.83%	5.66%	4.92%	5.11%	6.09%	6.67%	5.27%	5.32%	4.69%	5.21%	5.89%	5.48%	5.63%
Neither satisfied nor dissatisfied		5.78%	5.51%	1.08%	5.84%	5.33%	1.02%	5.16%	4.78%	0.73%	5.18%	4.67%	0.94%	5.70%	6.27%	1.12%	6.83%	6.16%	1.54%
Somewhat dissatisfied		0.79%	0.99%	1.00%	0.80%	0.98%	0.75%	0.71%	0.94%	0.81%	1.18%	1.02%	1.05%	0.72%	1.20%	1.24%	0.64%	0.81%	1.06%
Very dissatisfied		0.56%	0.49%	0.61%	0.46%	0.68%	0.64%	0.52%	0.55%	0.62%	0.48%	0.49%	0.65%	0.64%	0.53%	0.41%	0.64%	0.24%	0.76%

Note: This question did not apply to respondents who selected the response option: "Don't know/The marker or headstone has not yet arrived" in NC NOK Q27.

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

NC NOK Q29: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		20679	17025	18529	3388	2746	2971	4386	3729	4076	3416	2731	3006	4776	3893	4356	4713	3922	4120
Yes		84.98%	86.40%	85.35%	86.33%	86.89%	85.32%	85.52%	87.61%	85.94%	85.60%	86.12%	86.53%	85.47%	85.23%	85.08%	82.56%	86.28%	84.22%
No		3.05%	2.92%	2.48%	2.24%	2.51%	2.15%	2.80%	2.71%	2.53%	3.04%	3.88%	2.89%	2.76%	2.47%	2.07%	4.16%	3.16%	2.79%
Don't know/Haven't seen		11.97%	10.68%	12.17%	11.42%	10.60%	12.52%	11.67%	9.68%	11.53%	11.36%	10.00%	10.58%	11.77%	12.30%	12.86%	13.28%	10.56%	12.99%

Note: This question did not apply to respondents who selected the response option: "Don't know/The marker or headstone has not yet arrived" in NC NOK Q27.

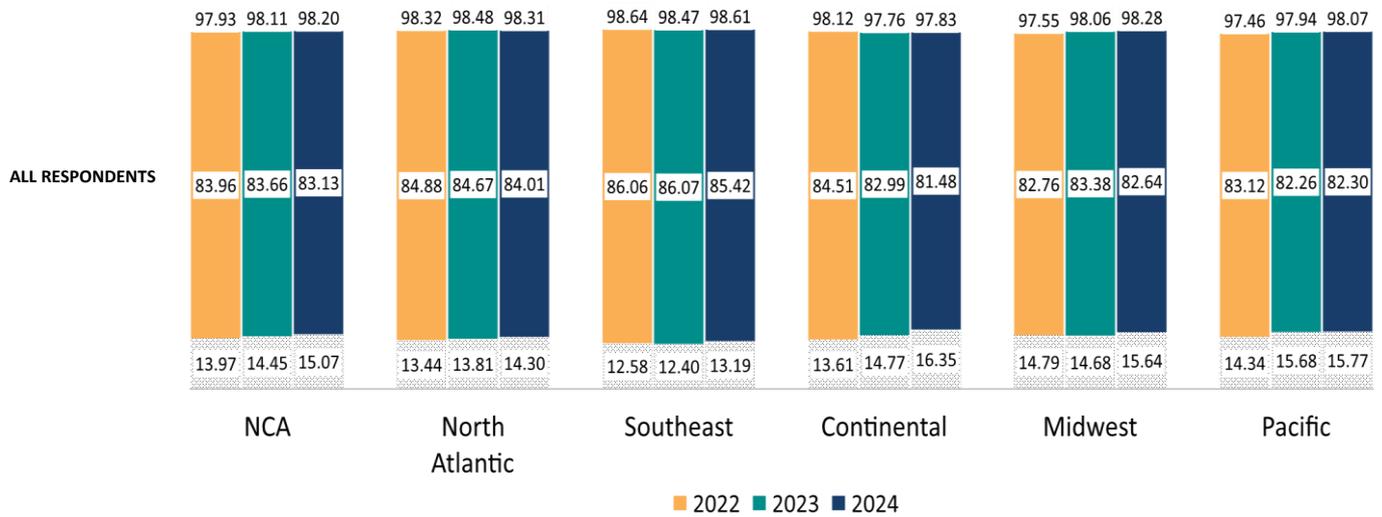
Satisfaction with Cemetery Experience

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on satisfaction with their experiences at the national cemetery.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Gravesite appearance is excellent (NC NOK Q46), committal shelter was private, clean and free of safety hazards (NC Q14/16), upkeep is excellent (NC Q41/25), and sufficient signs within the national cemetery (NC Q42/28).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Cemetery Experience

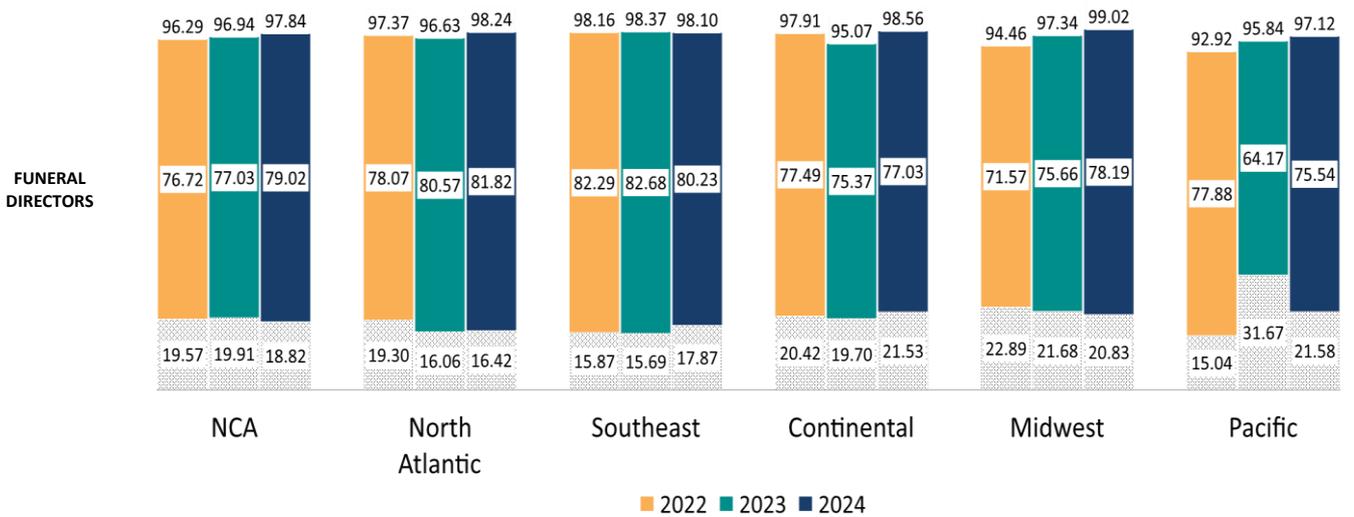
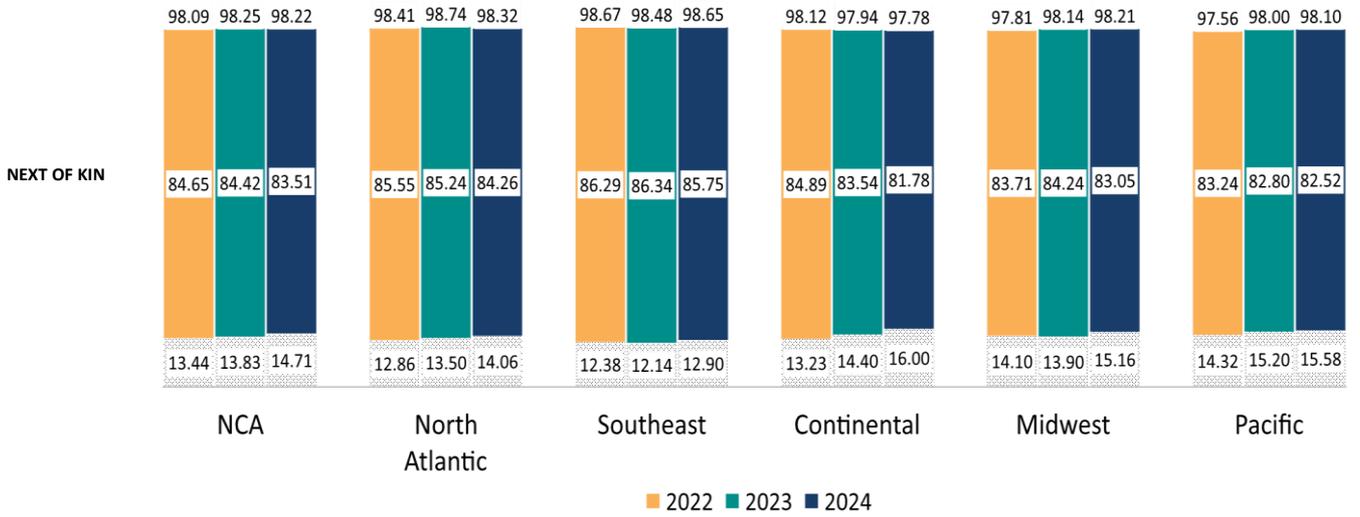
Question 44/30: The national cemetery staff was courteous.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23056	19404	20670	3810	3171	3371	4714	4120	4411	3653	2980	3266	5343	4482	4880	4875	4120	4338
Strongly agree		83.96%	83.66%	83.13%	84.88%	84.67%	84.01%	86.06%	86.07%	85.42%	84.51%	82.99%	81.48%	82.76%	83.38%	82.64%	83.12%	82.26%	82.30%
Agree		13.97%	14.45%	15.07%	13.44%	13.81%	14.30%	12.58%	12.40%	13.19%	13.61%	14.77%	16.35%	14.79%	14.68%	15.64%	14.34%	15.68%	15.77%
Neither agree nor disagree		1.43%	1.39%	1.40%	1.21%	1.04%	1.39%	1.10%	1.12%	1.02%	1.40%	1.58%	1.59%	1.55%	1.61%	1.43%	1.64%	1.43%	1.52%
Disagree		0.39%	0.29%	0.21%	0.31%	0.16%	0.09%	0.08%	0.32%	0.23%	0.30%	0.54%	0.43%	0.52%	0.20%	0.10%	0.64%	0.27%	0.21%
Strongly disagree		0.25%	0.21%	0.19%	0.16%	0.32%	0.21%	0.17%	0.10%	0.14%	0.19%	0.13%	0.15%	0.37%	0.13%	0.18%	0.27%	0.36%	0.21%

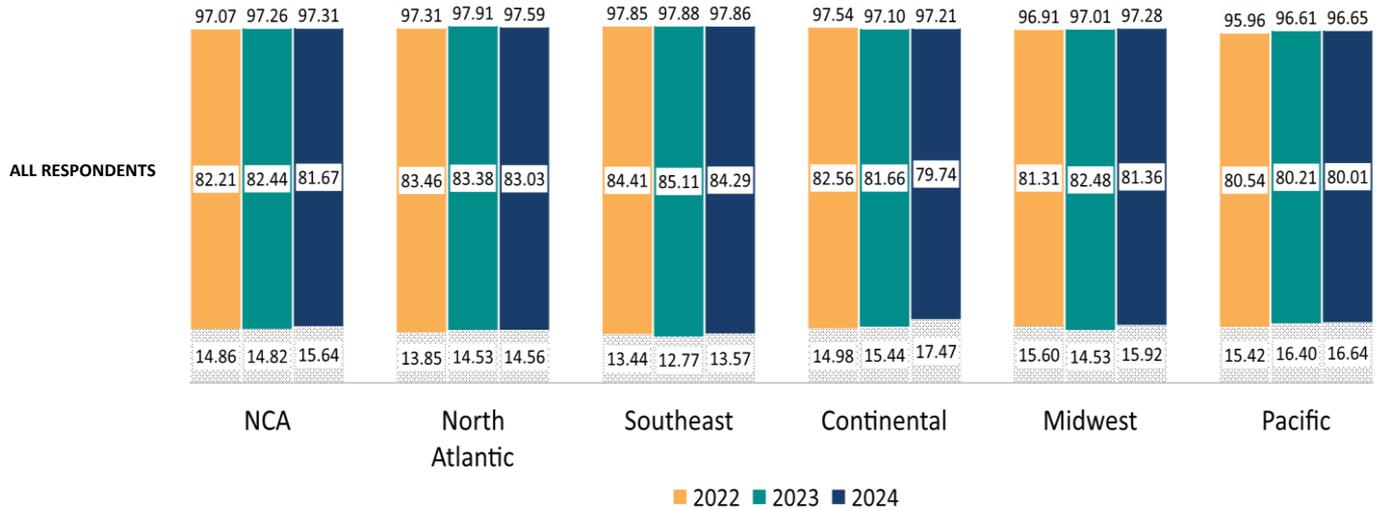
Satisfaction with Cemetery Experience

Question 44/30: The national cemetery staff was courteous.



Satisfaction with Cemetery Experience

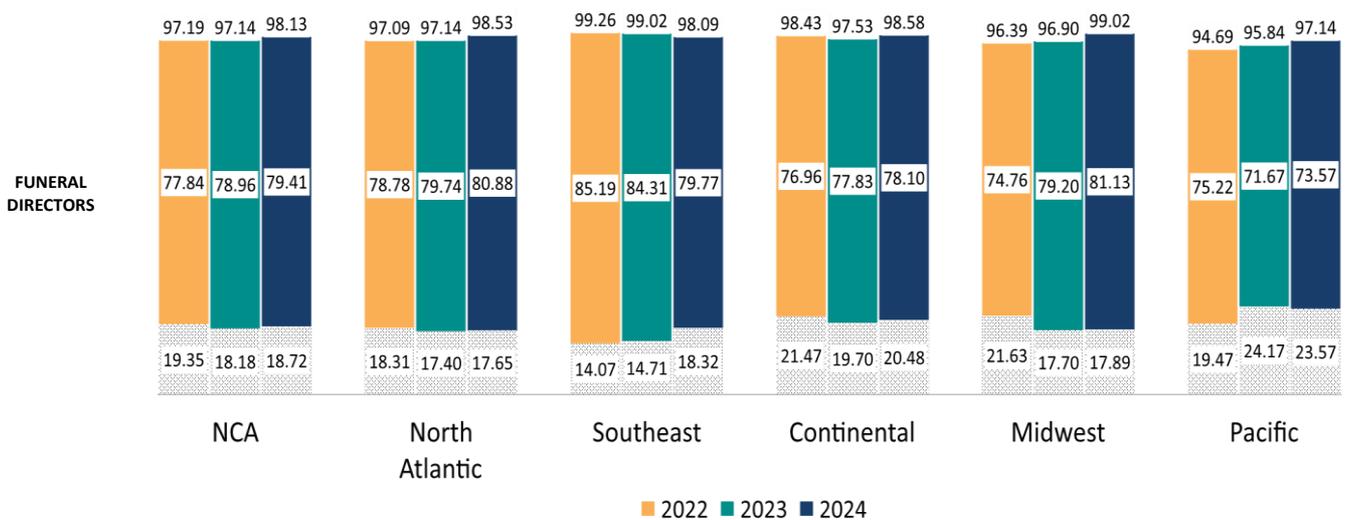
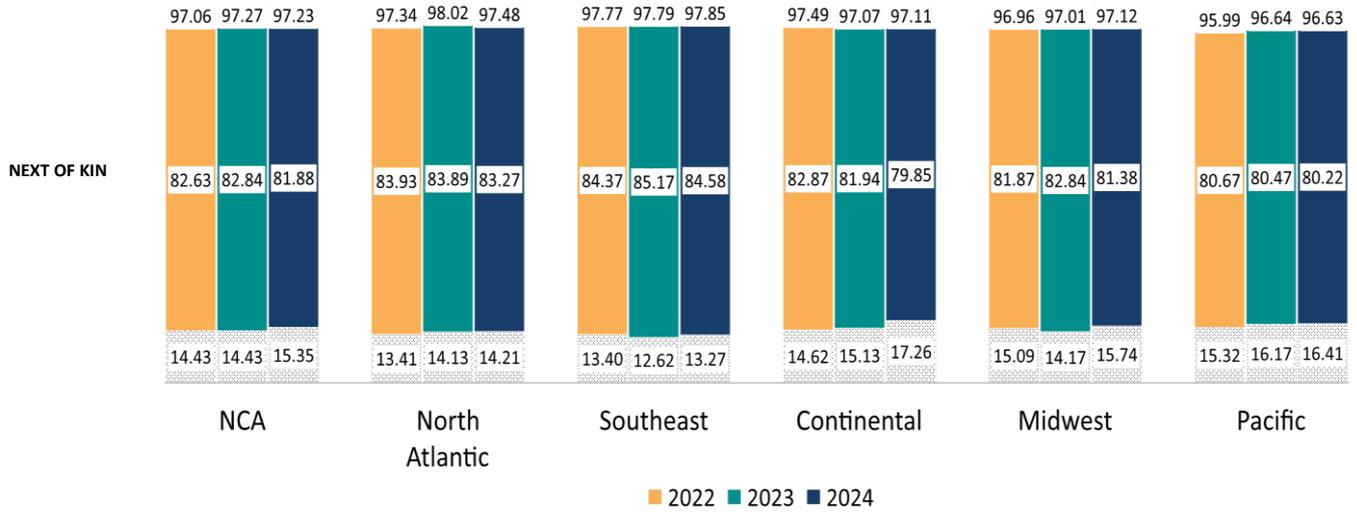
Question 45/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23003	19347	20592	3797	3159	3352	4709	4110	4399	3646	2972	3257	5313	4474	4849	4877	4103	4332
Strongly agree		82.21%	82.44%	81.67%	83.46%	83.38%	83.03%	84.41%	85.11%	84.29%	82.56%	81.66%	79.74%	81.31%	82.48%	81.36%	80.54%	80.21%	80.01%
Agree		14.86%	14.82%	15.64%	13.85%	14.53%	14.56%	13.44%	12.77%	13.57%	14.98%	15.44%	17.47%	15.60%	14.53%	15.92%	15.42%	16.40%	16.64%
Neither agree nor disagree		2.10%	2.01%	2.01%	2.16%	1.49%	1.88%	1.55%	1.53%	1.57%	1.81%	2.05%	1.93%	2.26%	2.26%	2.25%	2.58%	2.44%	2.35%
Disagree		0.54%	0.48%	0.46%	0.34%	0.25%	0.36%	0.38%	0.41%	0.39%	0.38%	0.57%	0.61%	0.51%	0.54%	0.29%	1.00%	0.58%	0.67%
Strongly disagree		0.30%	0.26%	0.23%	0.18%	0.35%	0.18%	0.21%	0.17%	0.18%	0.27%	0.27%	0.25%	0.32%	0.20%	0.19%	0.45%	0.37%	0.32%

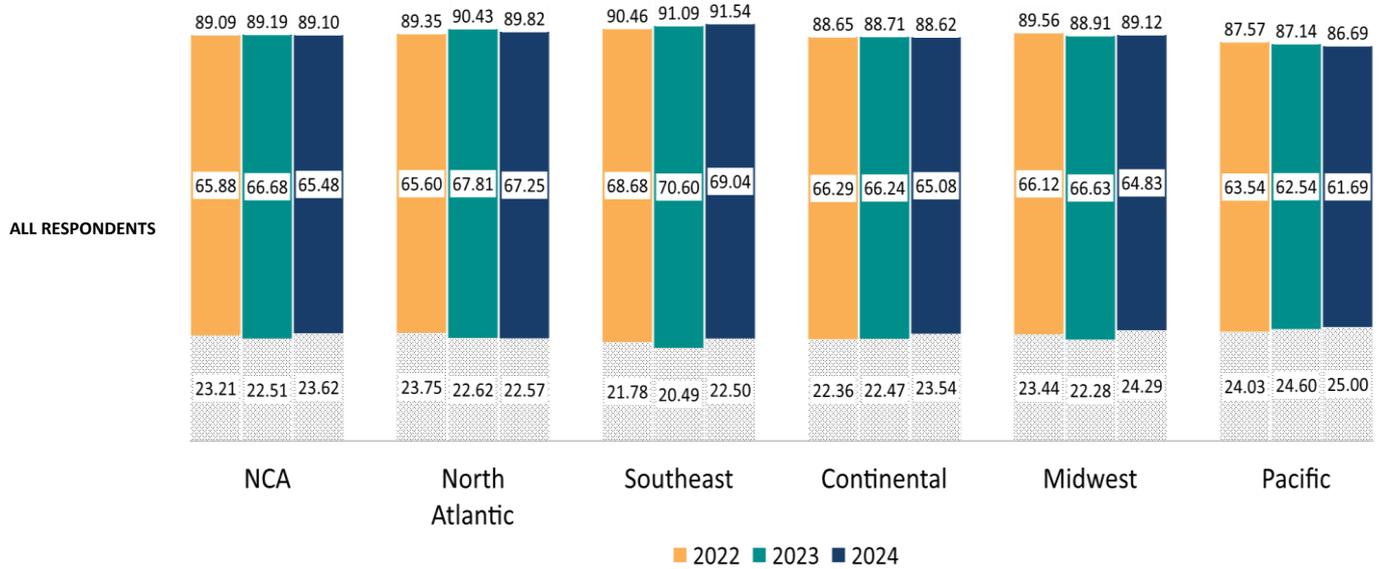
Satisfaction with Cemetery Experience

Question 45/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.



Satisfaction with Cemetery Experience

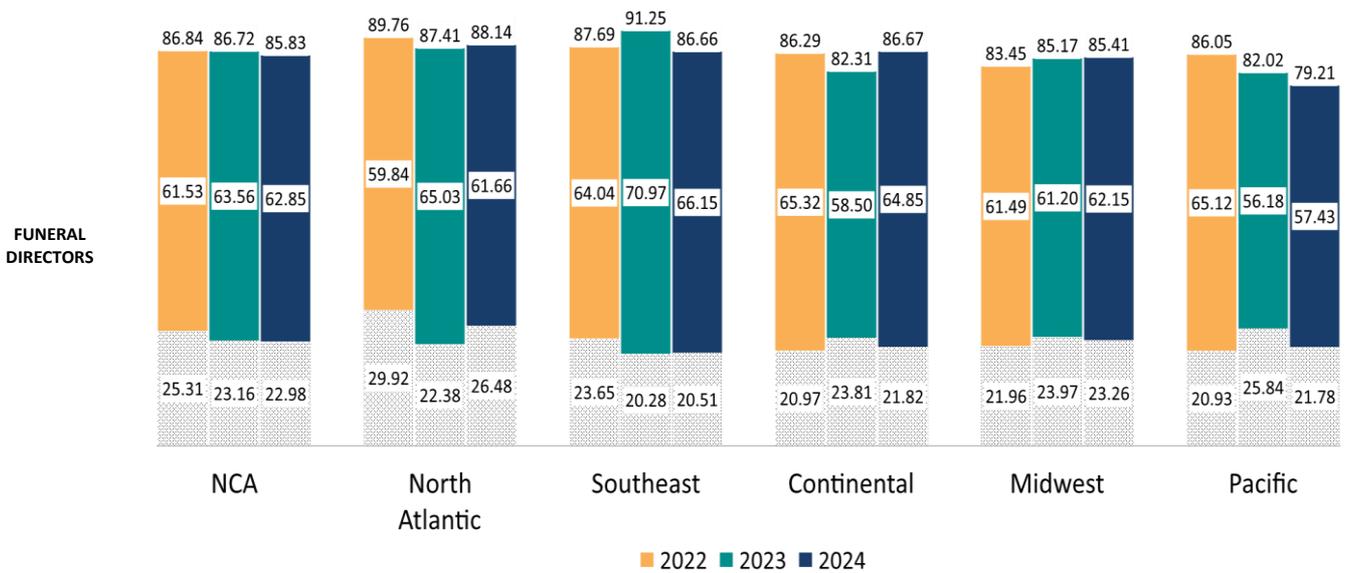
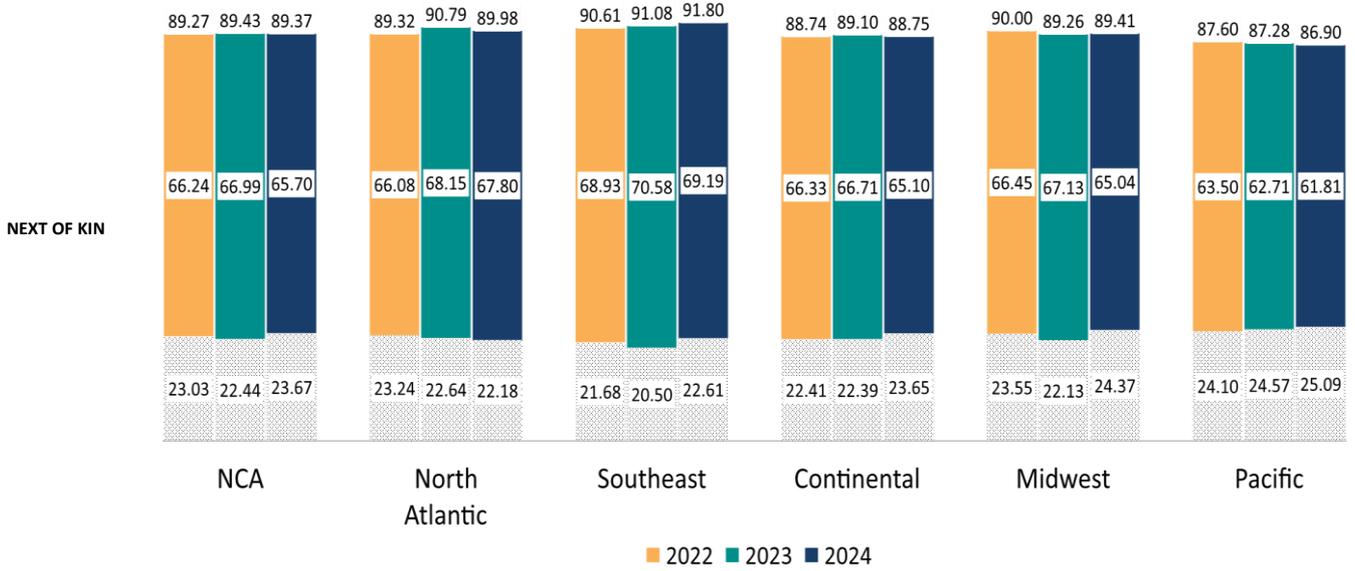
Question 47/33: The information kiosks (i.e., gravesite locators) are helpful to me.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		19460	16489	17314	3183	2653	2818	4068	3568	3769	3064	2568	2732	4513	3752	4018	4111	3532	3652
Strongly agree		65.88%	66.68%	65.48%	65.60%	67.81%	67.25%	68.68%	70.60%	69.04%	66.29%	66.24%	65.08%	66.12%	66.63%	64.83%	63.54%	62.54%	61.69%
Agree		23.21%	22.51%	23.62%	23.75%	22.62%	22.57%	21.78%	20.49%	22.50%	22.36%	22.47%	23.54%	23.44%	22.28%	24.29%	24.03%	24.60%	25.00%
Neither agree nor disagree		9.11%	9.02%	9.18%	9.02%	8.18%	8.52%	7.96%	7.34%	7.08%	9.53%	9.70%	9.44%	8.69%	9.36%	9.71%	10.07%	10.36%	10.65%
Disagree		1.37%	1.36%	1.19%	1.19%	0.90%	1.10%	1.28%	1.37%	0.98%	1.27%	1.29%	1.50%	1.33%	1.28%	0.87%	1.85%	1.84%	1.70%
Strongly disagree		0.43%	0.42%	0.53%	0.44%	0.49%	0.57%	0.29%	0.20%	0.40%	0.55%	0.31%	0.44%	0.42%	0.45%	0.30%	0.51%	0.65%	0.96%

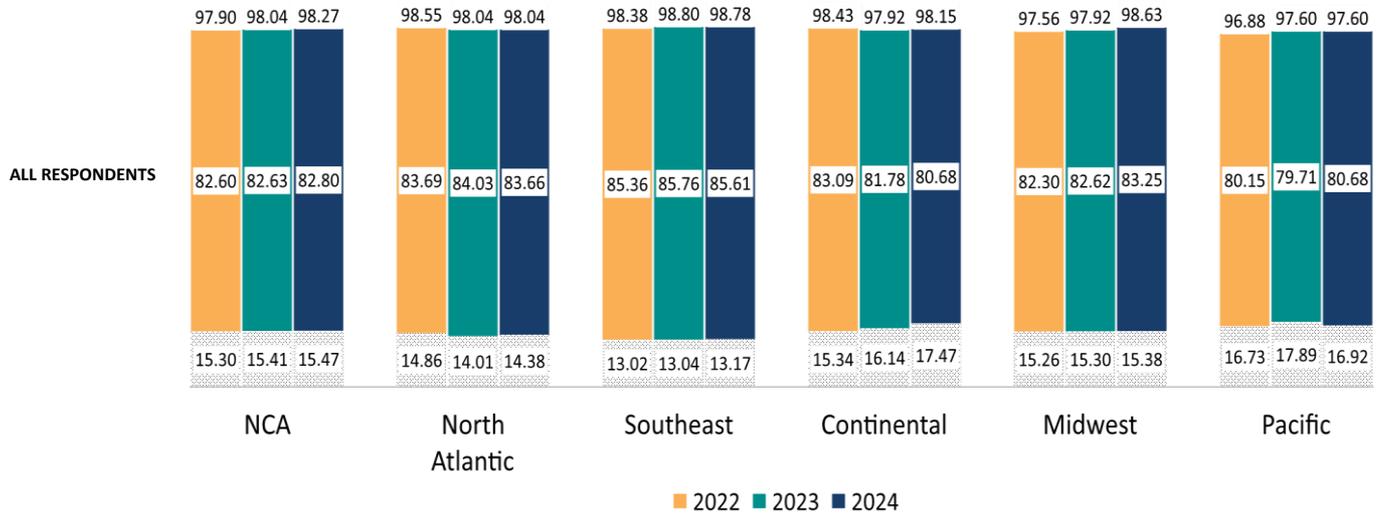
Satisfaction with Cemetery Experience

Question 47/33: The information kiosks (i.e., gravesite locators) are helpful to me.



Satisfaction with Cemetery Experience

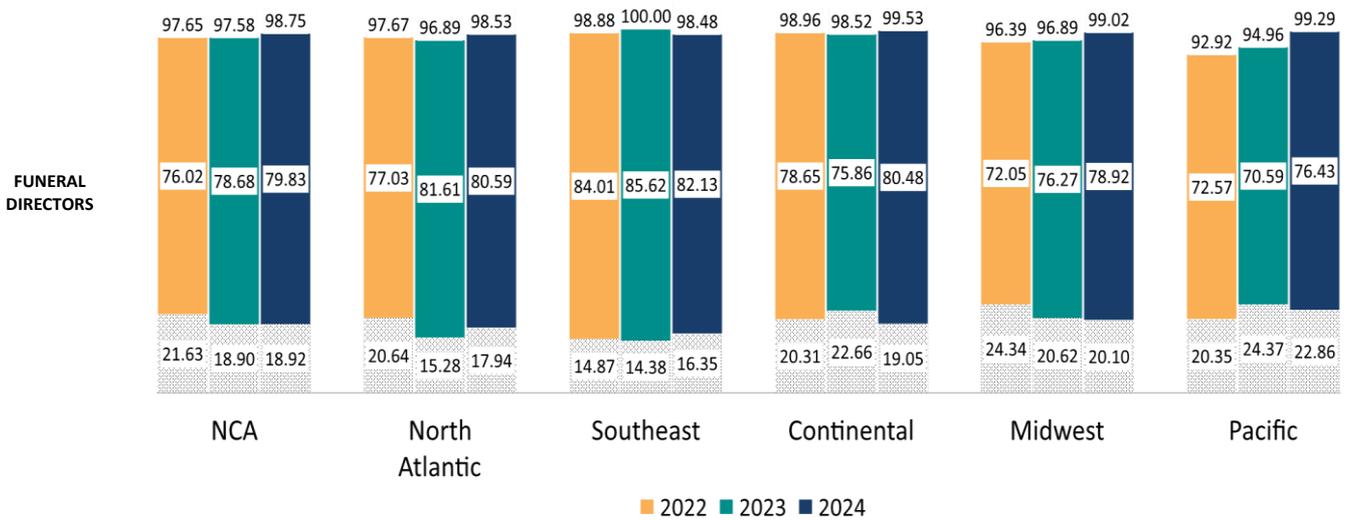
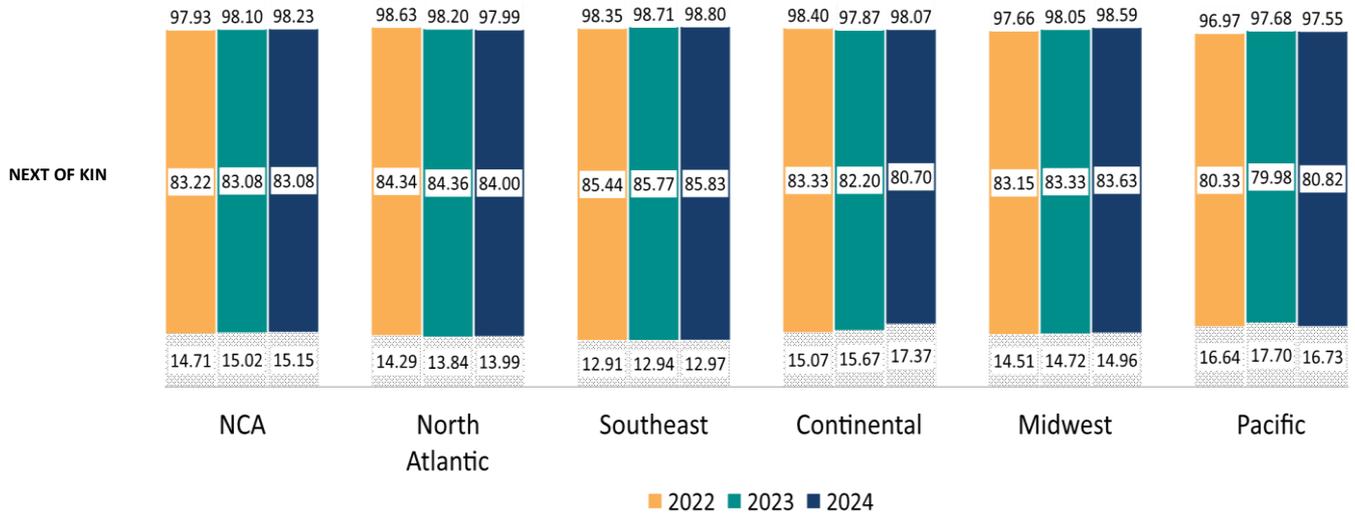
Question 49/35: Overall, I am satisfied with my experience at the national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23374	19625	20927	3857	3212	3428	4769	4163	4449	3702	3018	3308	5418	4535	4948	4968	4169	4390
Strongly agree		82.60%	82.63%	82.80%	83.69%	84.03%	83.66%	85.36%	85.76%	85.61%	83.09%	81.78%	80.68%	82.30%	82.62%	83.25%	80.15%	79.71%	80.68%
Agree		15.30%	15.41%	15.47%	14.86%	14.01%	14.38%	13.02%	13.04%	13.17%	15.34%	16.14%	17.47%	15.26%	15.30%	15.38%	16.73%	17.89%	16.92%
Neither agree nor disagree		1.32%	1.16%	1.13%	1.06%	1.18%	1.28%	1.09%	0.70%	0.76%	0.68%	1.13%	1.12%	1.61%	1.15%	0.95%	1.91%	1.58%	1.62%
Disagree		0.50%	0.48%	0.34%	0.18%	0.40%	0.35%	0.38%	0.31%	0.25%	0.51%	0.53%	0.42%	0.57%	0.60%	0.26%	0.81%	0.53%	0.48%
Strongly disagree		0.28%	0.32%	0.25%	0.21%	0.37%	0.32%	0.15%	0.19%	0.20%	0.38%	0.43%	0.30%	0.26%	0.33%	0.16%	0.40%	0.29%	0.30%

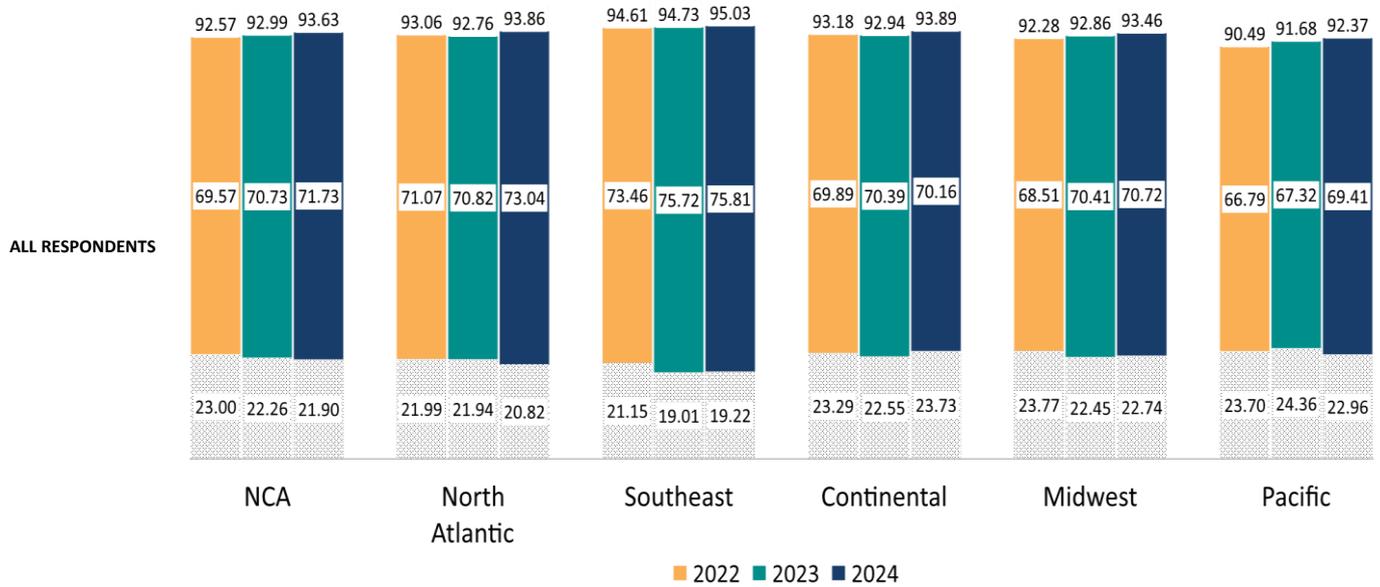
Satisfaction with Cemetery Experience

Question 49/35: Overall, I am satisfied with my experience at the national cemetery.



Satisfaction with Cemetery Experience

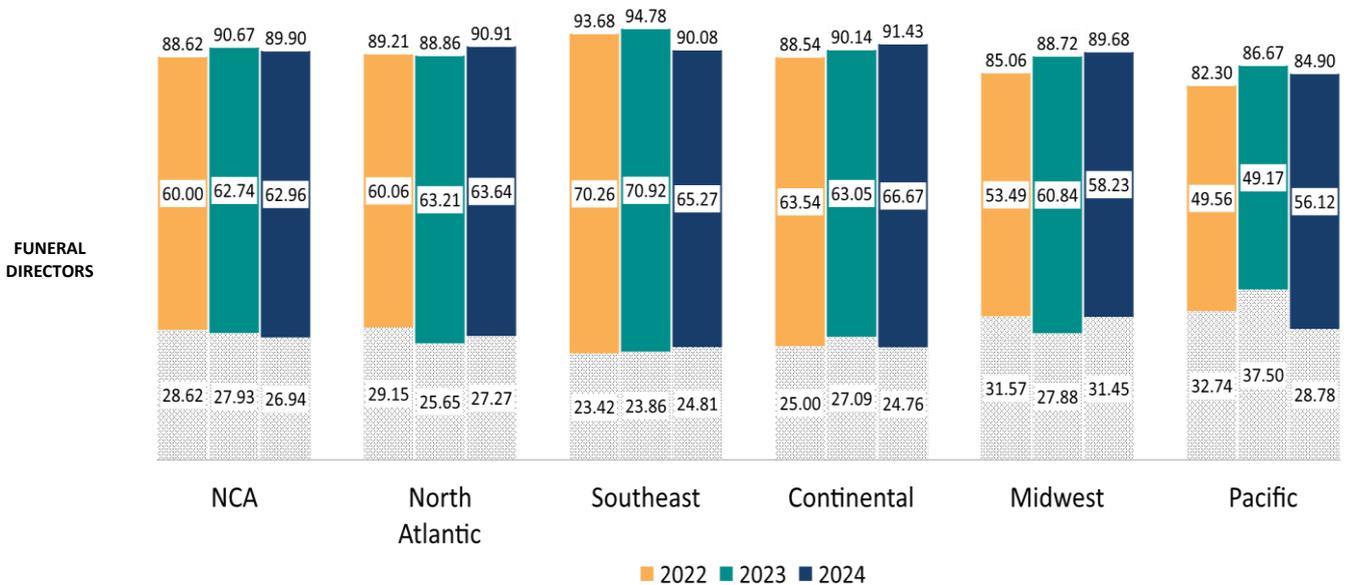
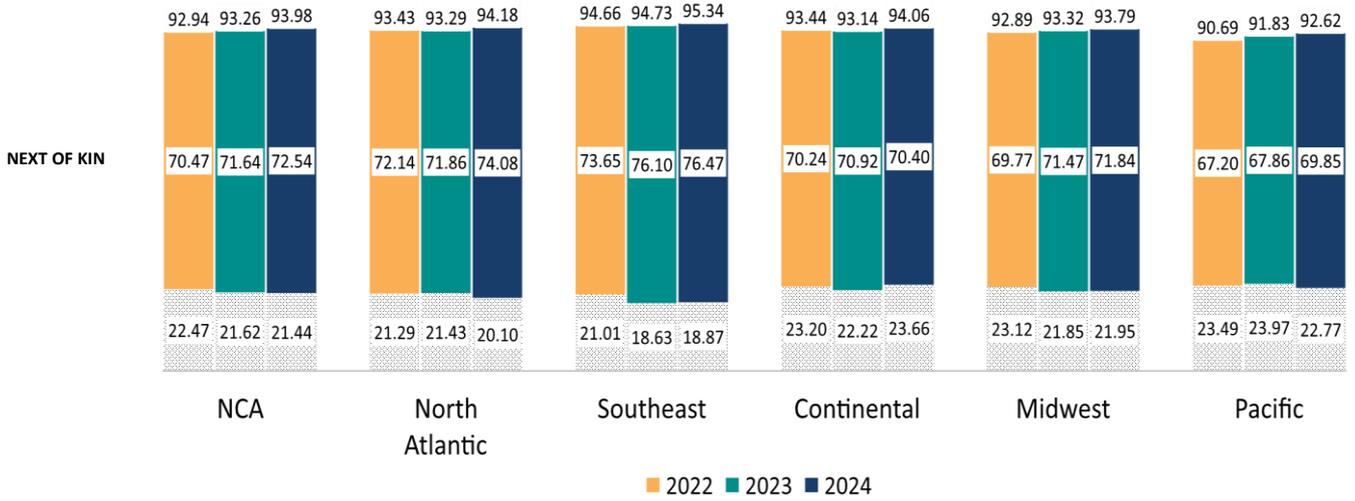
Question 54/39: My experiences with the national cemetery exceeded my expectations.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23329	19590	20946	3857	3204	3435	4762	4155	4453	3697	3016	3308	5393	4525	4939	4957	4159	4407
Strongly agree		69.57%	70.73%	71.73%	71.07%	70.82%	73.04%	73.46%	75.72%	75.81%	69.89%	70.39%	70.16%	68.51%	70.41%	70.72%	66.79%	67.32%	69.41%
Agree		23.00%	22.26%	21.90%	21.99%	21.94%	20.82%	21.15%	19.01%	19.22%	23.29%	22.55%	23.73%	23.77%	22.45%	22.74%	23.70%	24.36%	22.96%
Neither agree nor disagree		6.10%	5.84%	5.45%	5.91%	6.24%	5.12%	4.41%	4.31%	4.36%	5.68%	5.97%	5.05%	6.19%	5.92%	5.85%	7.61%	6.92%	6.42%
Disagree		0.94%	0.78%	0.59%	0.70%	0.62%	0.64%	0.78%	0.72%	0.38%	0.68%	0.70%	0.63%	1.09%	0.77%	0.45%	1.37%	0.96%	0.86%
Strongly disagree		0.39%	0.38%	0.32%	0.34%	0.37%	0.38%	0.21%	0.24%	0.22%	0.46%	0.40%	0.42%	0.43%	0.44%	0.24%	0.52%	0.43%	0.34%

Satisfaction with Cemetery Experience

Question 54/39: My experiences with the national cemetery exceeded my expectations.



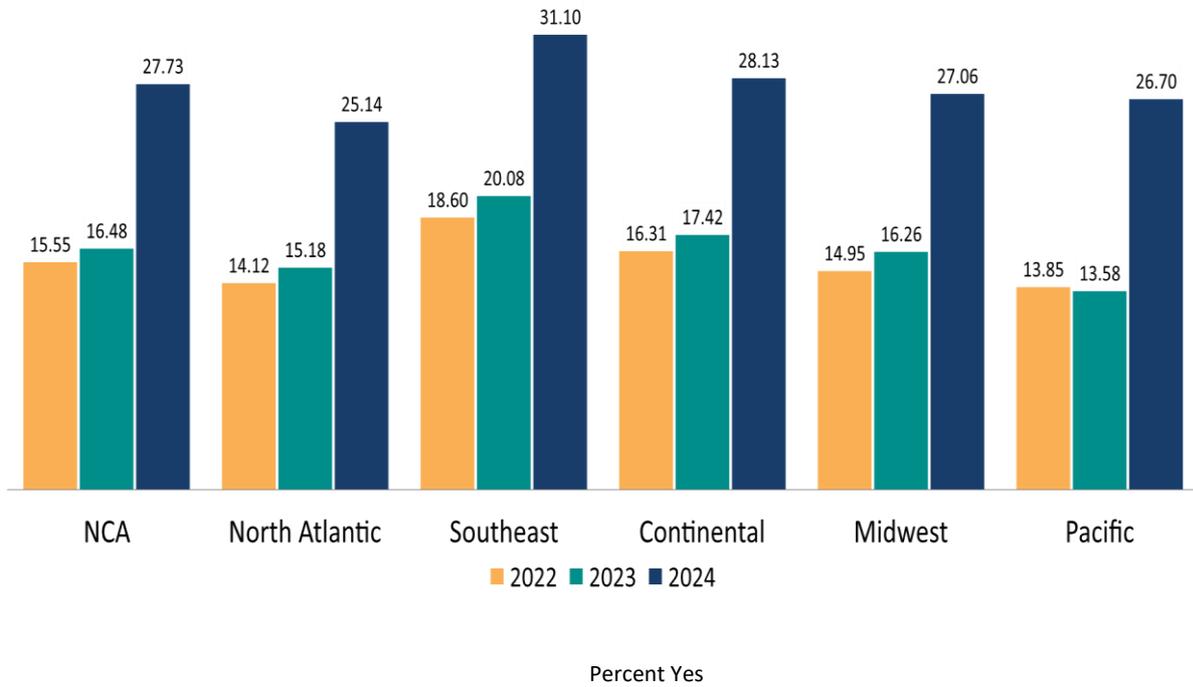
State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin about experience with state, tribal or territorial Veterans cemeteries in comparison to national cemeteries. Measures of comparisons are provided on appearance, quality of service, and honor to Veterans.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

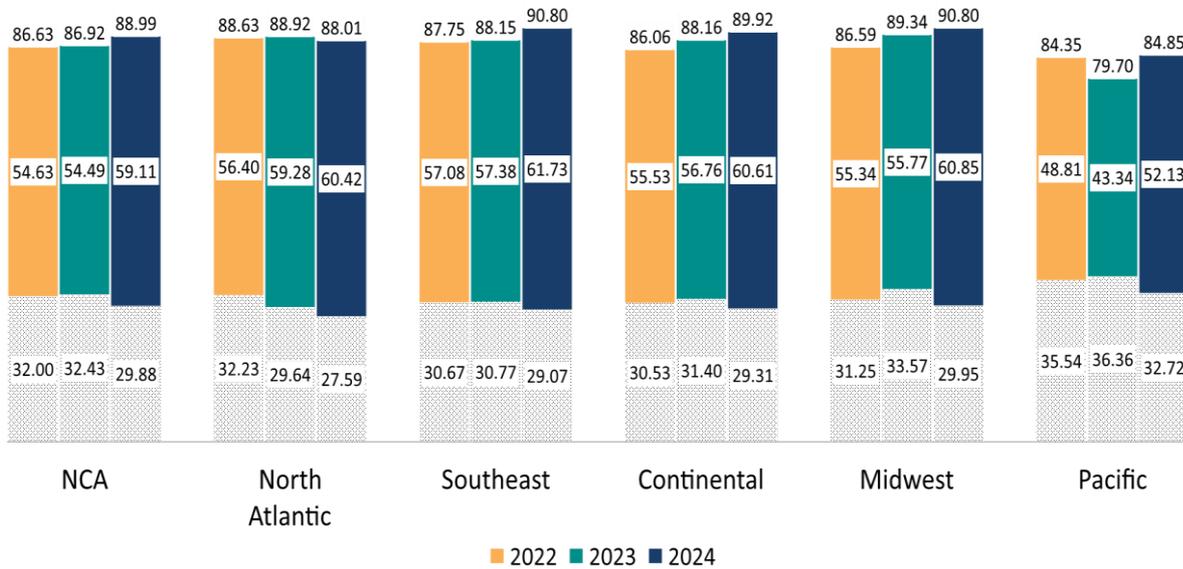
NC NOK Q55: Have you visited a state, tribal or territorial Veterans cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		19293	15720	17373	3117	2477	2772	4075	3417	3804	3140	2514	2826	4549	3677	4117	4412	3631	3854
Yes		15.55%	16.48%	27.73%	14.12%	15.18%	25.14%	18.60%	20.08%	31.10%	16.31%	17.42%	28.13%	14.95%	16.26%	27.06%	13.85%	13.58%	26.70%
No		84.45%	83.52%	72.27%	85.88%	84.82%	74.86%	81.40%	79.92%	68.90%	83.69%	82.58%	71.87%	85.05%	83.74%	72.94%	86.15%	86.42%	73.30%

State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

NC NOK Q56: Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

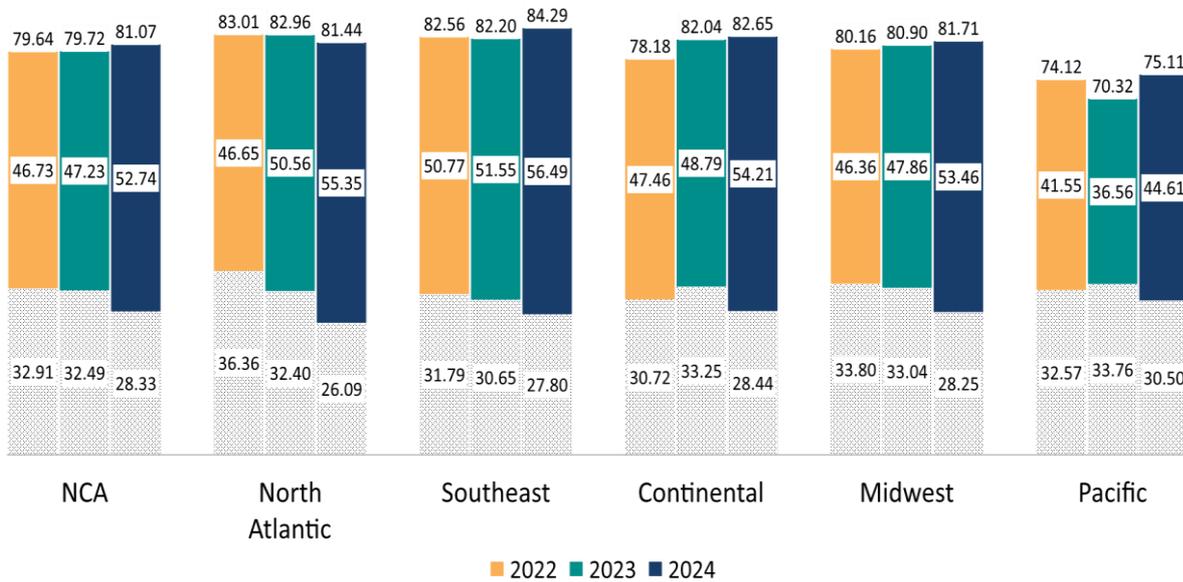


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2881	2470	4612	422	361	667	727	650	1142	488	414	754	656	572	1065	588	473	984
Strongly agree		54.63%	54.49%	59.11%	56.40%	59.28%	60.42%	57.08%	57.38%	61.73%	55.53%	56.76%	60.61%	55.34%	55.77%	60.85%	48.81%	43.34%	52.13%
Agree		32.00%	32.43%	29.88%	32.23%	29.64%	27.59%	30.67%	30.77%	29.07%	30.53%	31.40%	29.31%	31.25%	33.57%	29.95%	35.54%	36.36%	32.72%
Neither agree nor disagree		10.24%	10.49%	9.11%	8.77%	8.86%	10.19%	9.22%	8.92%	7.27%	10.45%	9.18%	7.82%	10.52%	9.62%	8.36%	12.07%	16.07%	12.30%
Disagree		2.60%	2.27%	1.67%	1.66%	1.94%	1.50%	2.34%	2.77%	1.49%	2.66%	2.17%	2.12%	2.90%	0.87%	0.85%	3.23%	3.59%	2.54%
Strongly disagree		0.52%	0.32%	0.24%	0.95%	0.28%	0.30%	0.69%	0.15%	0.44%	0.82%	0.48%	0.13%	0.00%	0.17%	0.00%	0.34%	0.63%	0.30%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q55.

State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

NC NOK Q57: Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

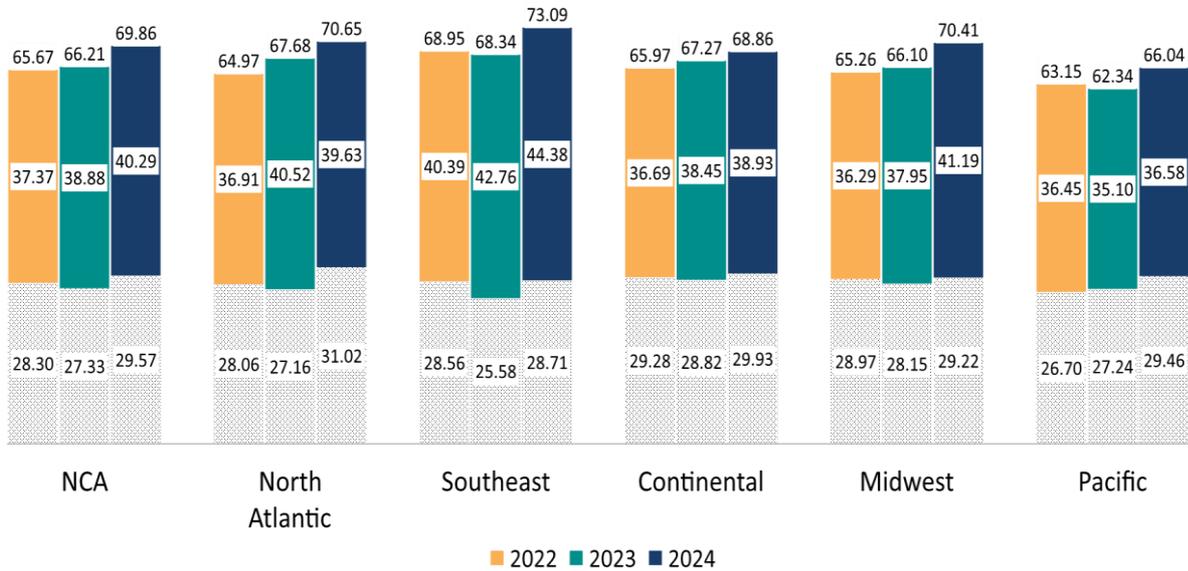


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2814	2441	4564	418	358	663	711	646	1133	472	412	749	645	560	1055	568	465	964
Strongly agree		46.73%	47.23%	52.74%	46.65%	50.56%	55.35%	50.77%	51.55%	56.49%	47.46%	48.79%	54.21%	46.36%	47.86%	53.46%	41.55%	36.56%	44.61%
Agree		32.91%	32.49%	28.33%	36.36%	32.40%	26.09%	31.79%	30.65%	27.80%	30.72%	33.25%	28.44%	33.80%	33.04%	28.25%	32.57%	33.76%	30.50%
Neither agree nor disagree		17.87%	18.19%	17.62%	15.07%	14.80%	17.19%	15.33%	15.94%	14.56%	18.86%	15.78%	16.29%	17.67%	18.21%	17.06%	22.54%	26.02%	23.13%
Disagree		2.03%	1.88%	1.23%	0.96%	1.96%	1.36%	1.83%	1.70%	1.06%	1.91%	1.94%	0.93%	2.17%	0.89%	1.23%	2.99%	3.23%	1.56%
Strongly disagree		0.46%	0.20%	0.09%	0.96%	0.28%	0.00%	0.28%	0.15%	0.09%	1.06%	0.24%	0.13%	0.00%	0.00%	0.00%	0.35%	0.43%	0.21%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q55.

State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

NC NOK Q58: The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		10430	8775	11080	1661	1355	1799	2248	1974	2445	1769	1433	1821	2516	2103	2656	2236	1909	2359
Strongly agree		37.37%	38.88%	40.29%	36.91%	40.52%	39.63%	40.39%	42.76%	44.38%	36.69%	38.45%	38.93%	36.29%	37.95%	41.19%	36.45%	35.10%	36.58%
Agree		28.30%	27.33%	29.57%	28.06%	27.16%	31.02%	28.56%	25.58%	28.71%	29.28%	28.82%	29.93%	28.97%	28.15%	29.22%	26.70%	27.24%	29.46%
Neither agree nor disagree		29.55%	28.67%	25.75%	30.70%	27.38%	25.40%	26.56%	26.95%	22.66%	29.56%	27.29%	26.36%	29.89%	29.62%	25.19%	31.31%	31.33%	29.38%
Disagree		3.82%	4.15%	3.66%	3.31%	3.76%	3.11%	3.38%	3.75%	3.27%	3.50%	4.54%	4.06%	4.17%	3.47%	3.80%	4.47%	5.29%	4.03%
Strongly disagree		0.96%	0.97%	0.73%	1.02%	1.18%	0.83%	1.11%	0.96%	0.98%	0.96%	0.91%	0.71%	0.68%	0.81%	0.60%	1.07%	1.05%	0.55%

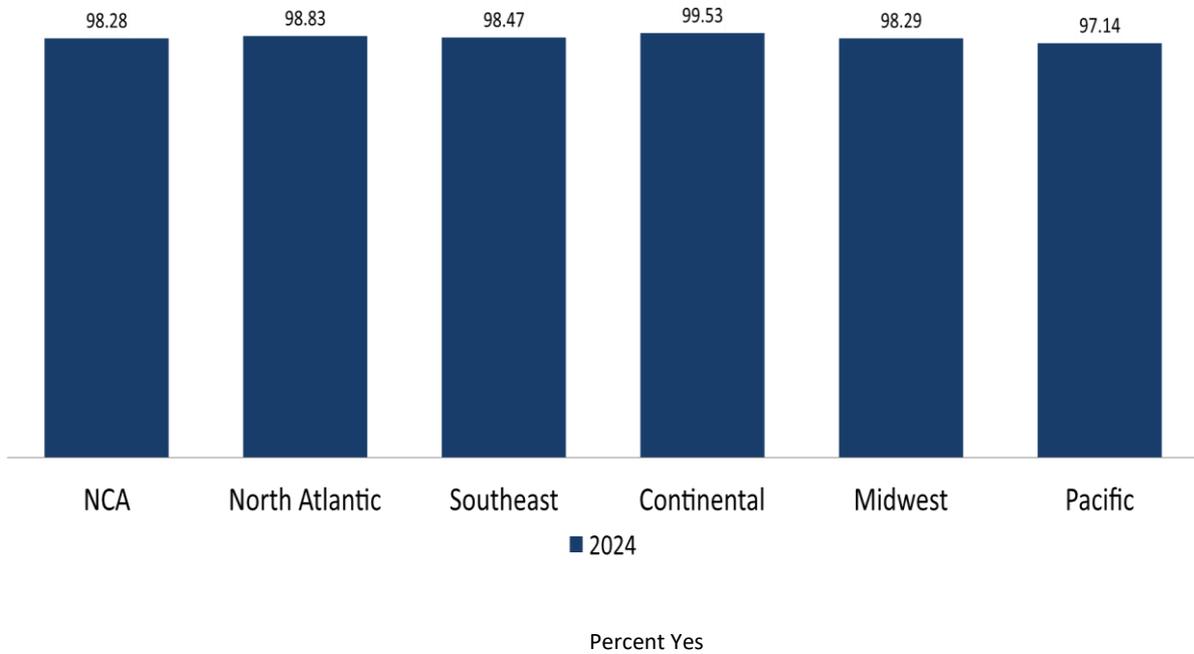
Funeral Director Resources and Offerings

SECTION DESCRIPTION

- This section presents survey findings from funeral directors regarding utilization of NCA resources and services, including burial and memorial benefits, website resources, military honors, NCA Pre-Need Eligibility, "green" burials, and livestreaming services.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Funeral Director Resources and Offerings

GEN FD Q1: Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?

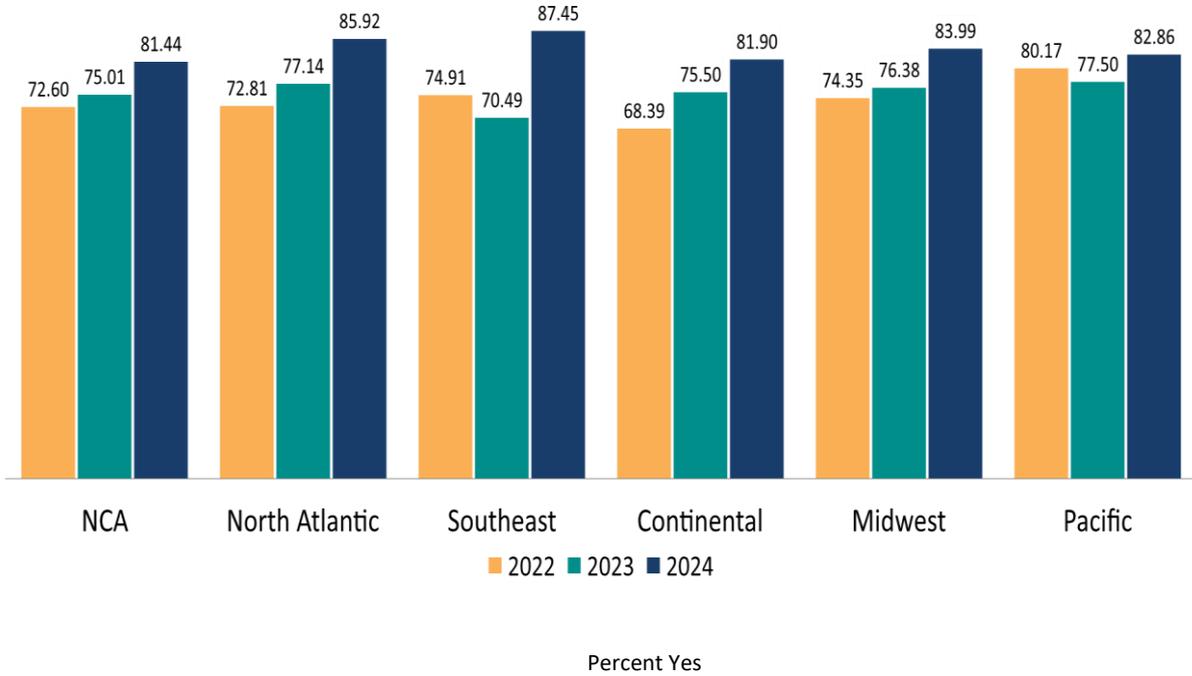


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		2265	342	262	212	409	140
Yes		98.28%	98.83%	98.47%	99.53%	98.29%	97.14%
No		1.72%	1.17%	1.53%	0.47%	1.71%	2.86%

Note: GEN FD Q1 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Funeral Director Resources and Offerings

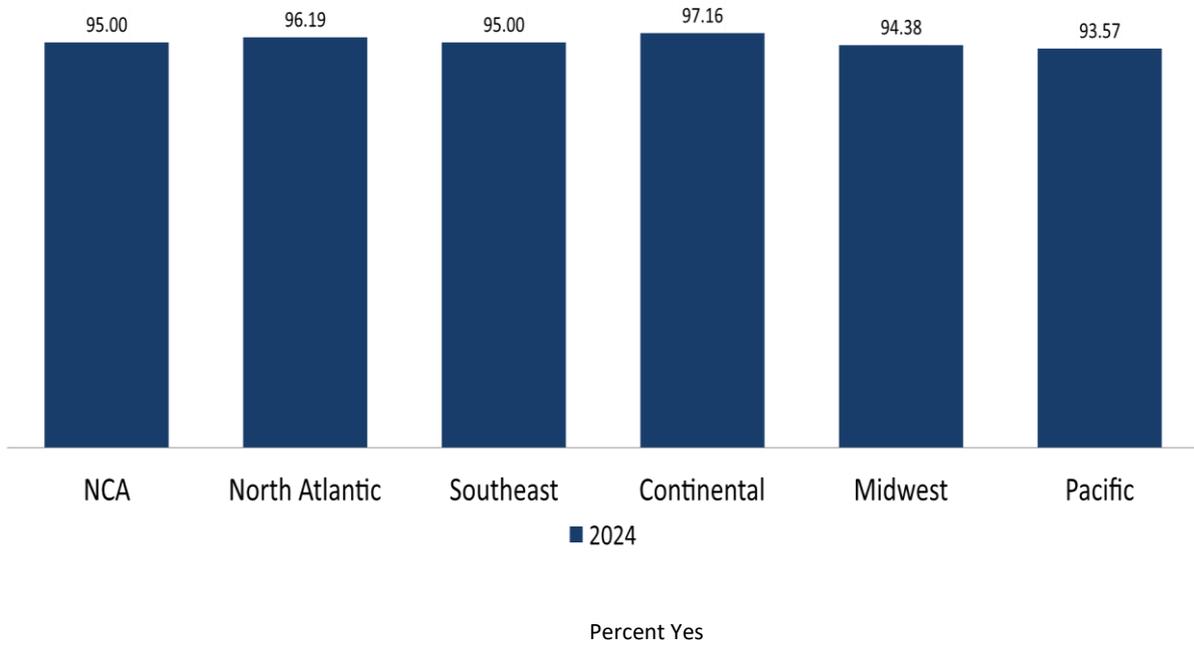
GEN FD Q2: Are you aware there are resources available for Funeral Directors on the NCA Website?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		2018	1993	2257	342	385	341	271	305	263	193	200	210	421	453	406	116	120	140
Yes		72.60%	75.01%	81.44%	72.81%	77.14%	85.92%	74.91%	70.49%	87.45%	68.39%	75.50%	81.90%	74.35%	76.38%	83.99%	80.17%	77.50%	82.86%
No		27.40%	24.99%	18.56%	27.19%	22.86%	14.08%	25.09%	29.51%	12.55%	31.61%	24.50%	18.10%	25.65%	23.62%	16.01%	19.83%	22.50%	17.14%

Funeral Director Resources and Offerings

GEN FD Q3: Do you typically provide information resources on military honors to next of kin?

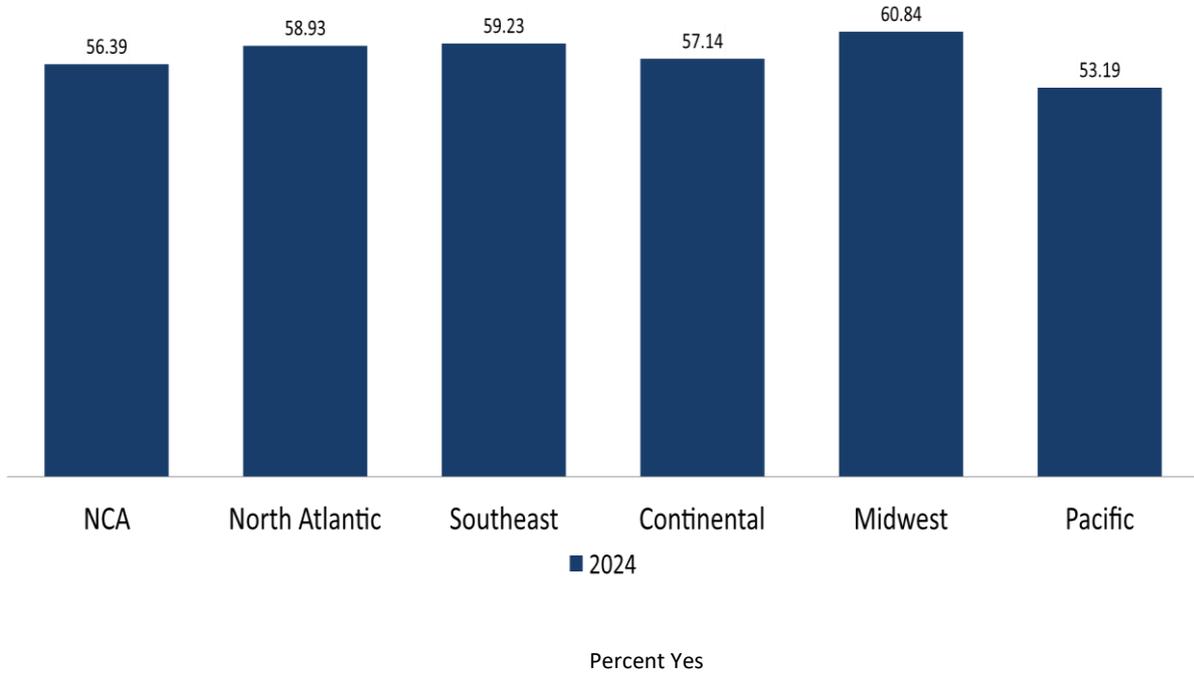


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		2262	341	260	211	409	140
Yes		95.00%	96.19%	95.00%	97.16%	94.38%	93.57%
No		5.00%	3.81%	5.00%	2.84%	5.62%	6.43%

Note: GEN FD Q3 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Funeral Director Resources and Offerings

GEN FD Q4: Are you aware of the NCA Pre-Need Eligibility process?

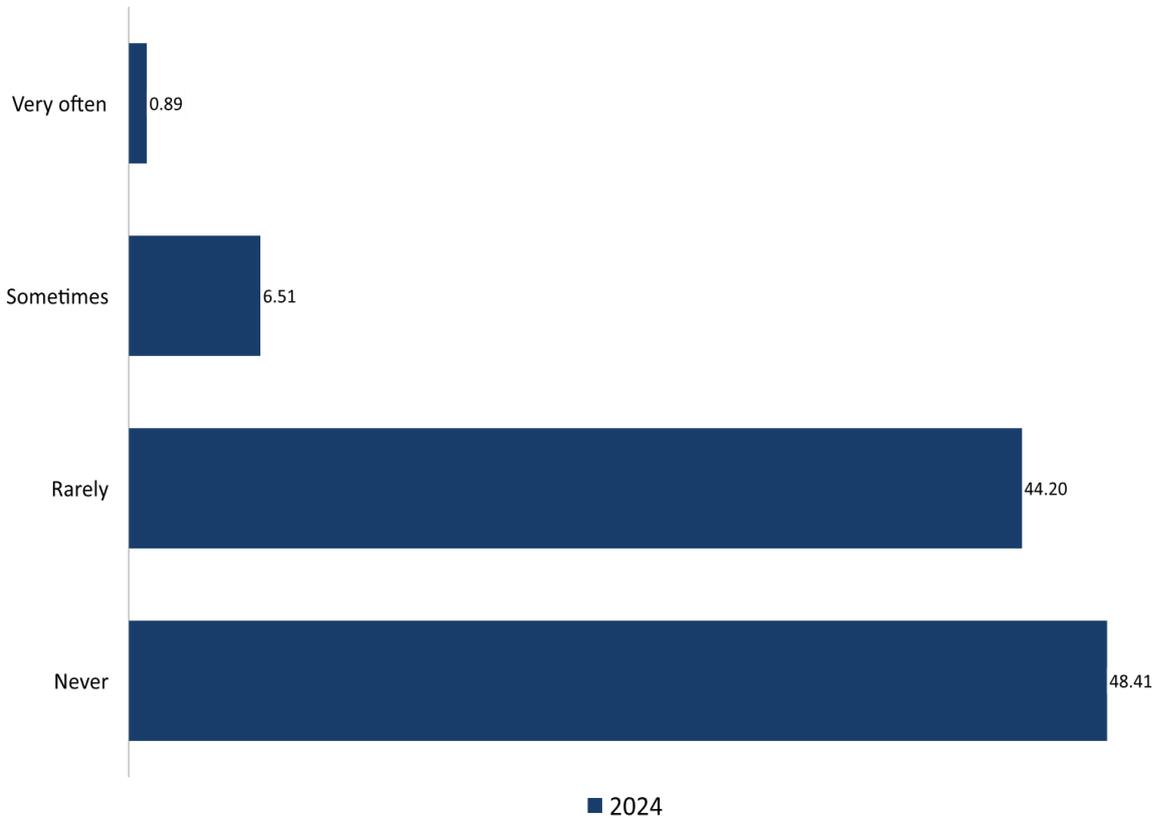


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		2238	336	260	203	406	141
Yes		56.39%	58.93%	59.23%	57.14%	60.84%	53.19%
No		43.61%	41.07%	40.77%	42.86%	39.16%	46.81%

Note: GEN FD Q4 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Funeral Director Resources and Offerings

GEN FD Q5: How often do your customers request “green” (i.e., environmentally sensitive) burials?

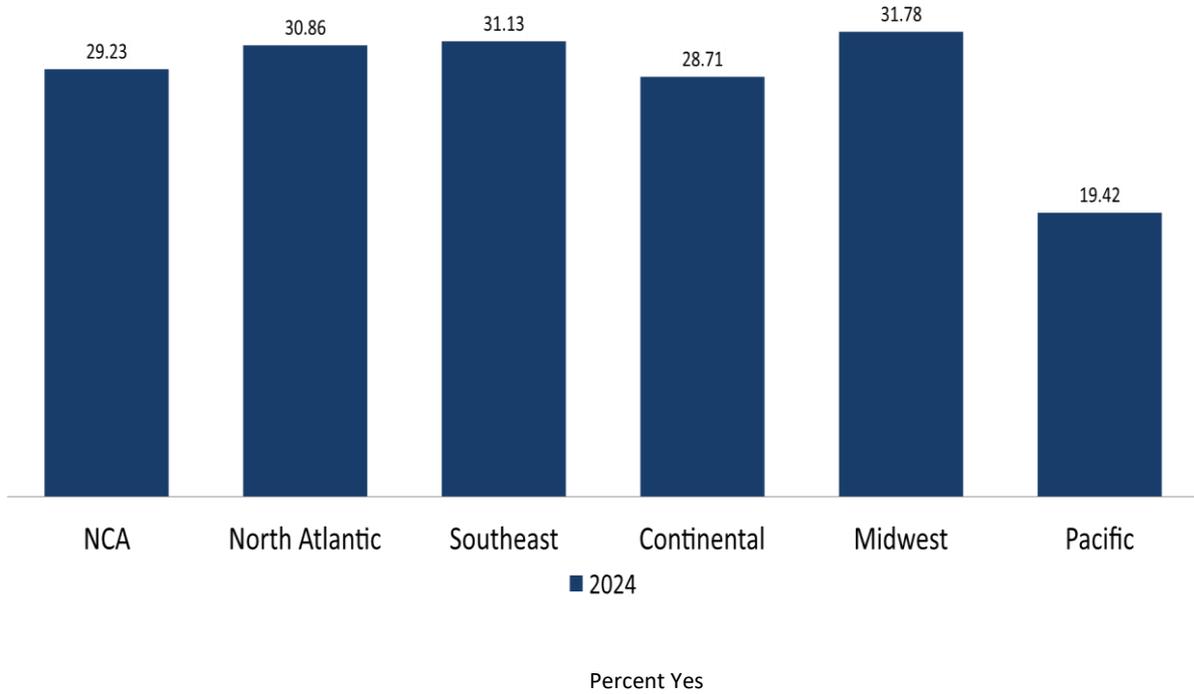


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		2258	342	263	210	408	140
Very often		0.89%	0.88%	0.76%	0.95%	0.49%	0.71%
Sometimes		6.51%	5.56%	3.80%	7.14%	4.90%	16.43%
Rarely		44.20%	46.20%	44.49%	40.00%	50.00%	47.86%
Never		48.41%	47.37%	50.95%	51.90%	44.61%	35.00%

Note: GEN FD Q5 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

Funeral Director Resources and Offerings

GEN FD Q6: Did you offer livestreaming of committal services at cemeteries?



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2024	2024	2024	2024	2024	2024
n		2241	337	257	209	409	139
Yes		29.23%	30.86%	31.13%	28.71%	31.78%	19.42%
No		70.77%	69.14%	68.87%	71.29%	68.22%	80.58%

Note: GEN FD Q6 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

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

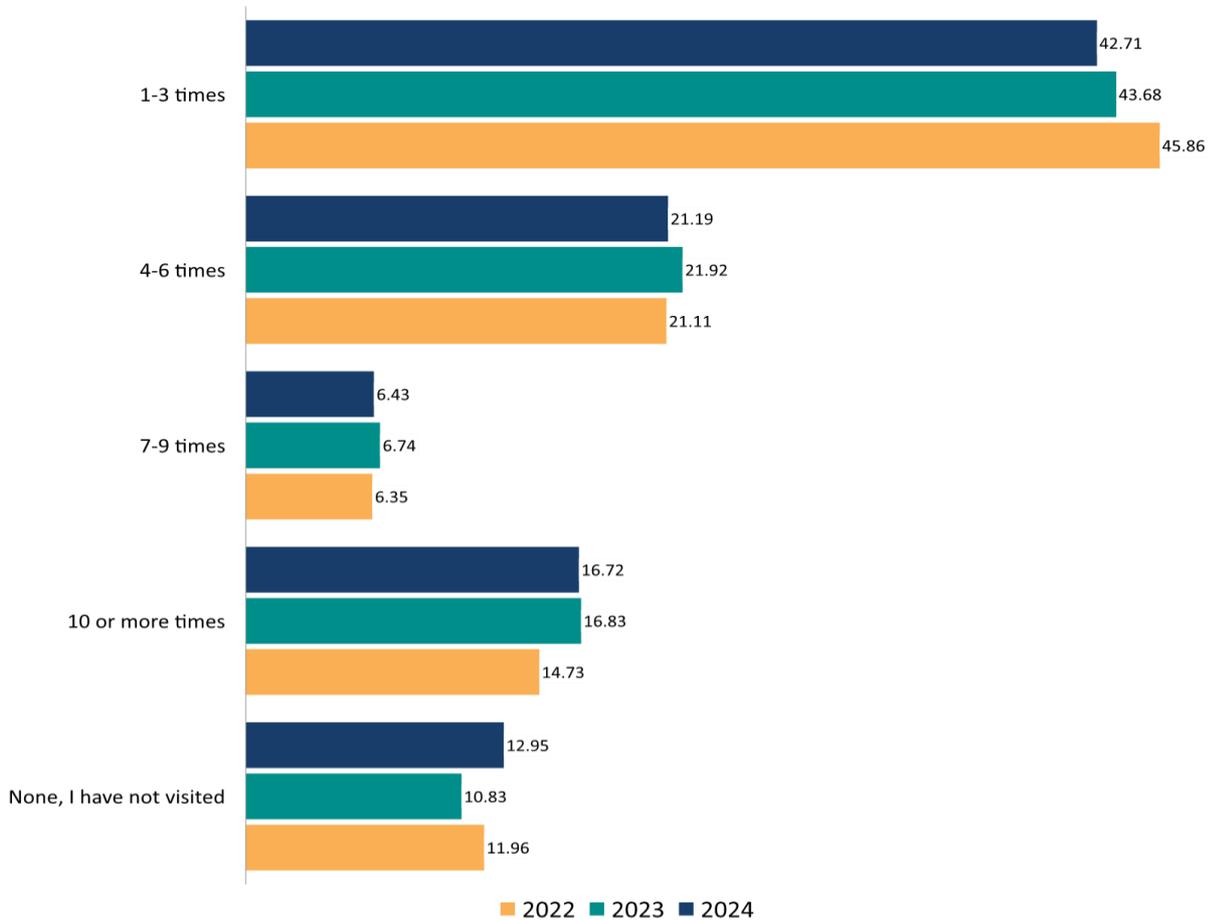
SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Demographic information is self-reported by the next of kin and funeral directors who completed the survey.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

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

NC NOK Q17: How many times have you visited the national cemetery where your loved one was interred?

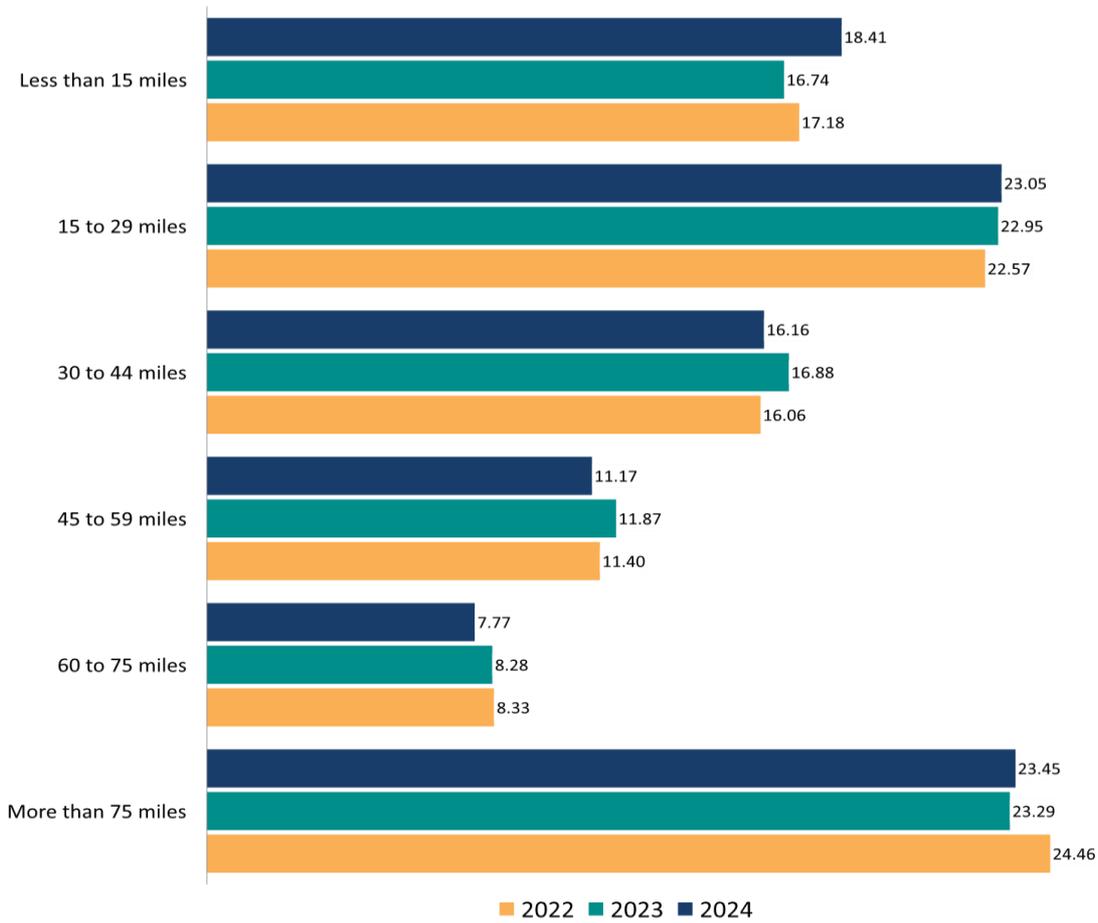
Next of Kin



2022: n = 21,681 2023: n = 17,903 2024: n = 19,625

NC NOK Q18: How far do you reside from the national cemetery?

Next of Kin

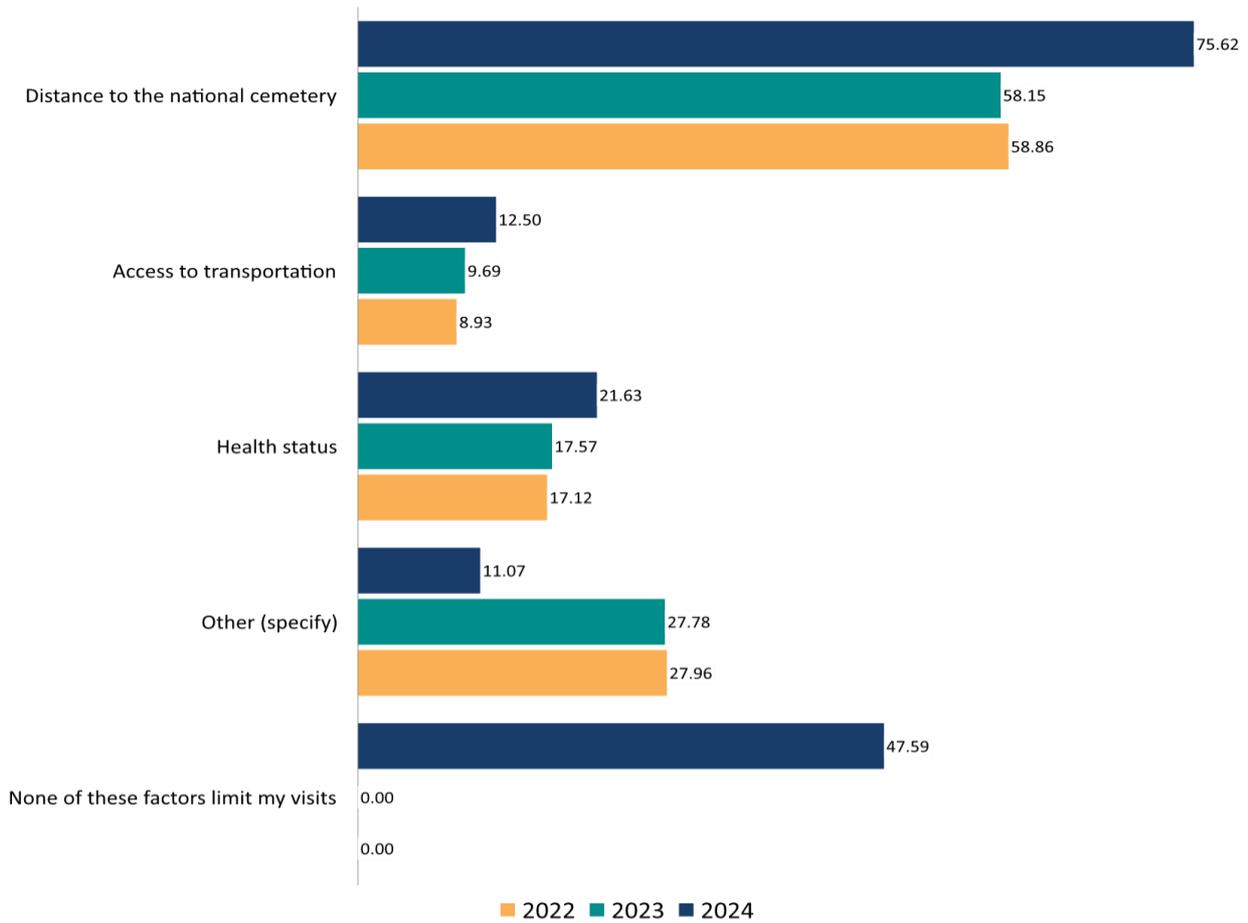


2022: n = 21,525 2023: n = 17,715 2024: n = 19,543

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

NC NOK Q19: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

Next of Kin



2022: n = 19,578 2023: n = 16,230 2024: n = 19,864

Note: Prior to 2024 the question wording was: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply).

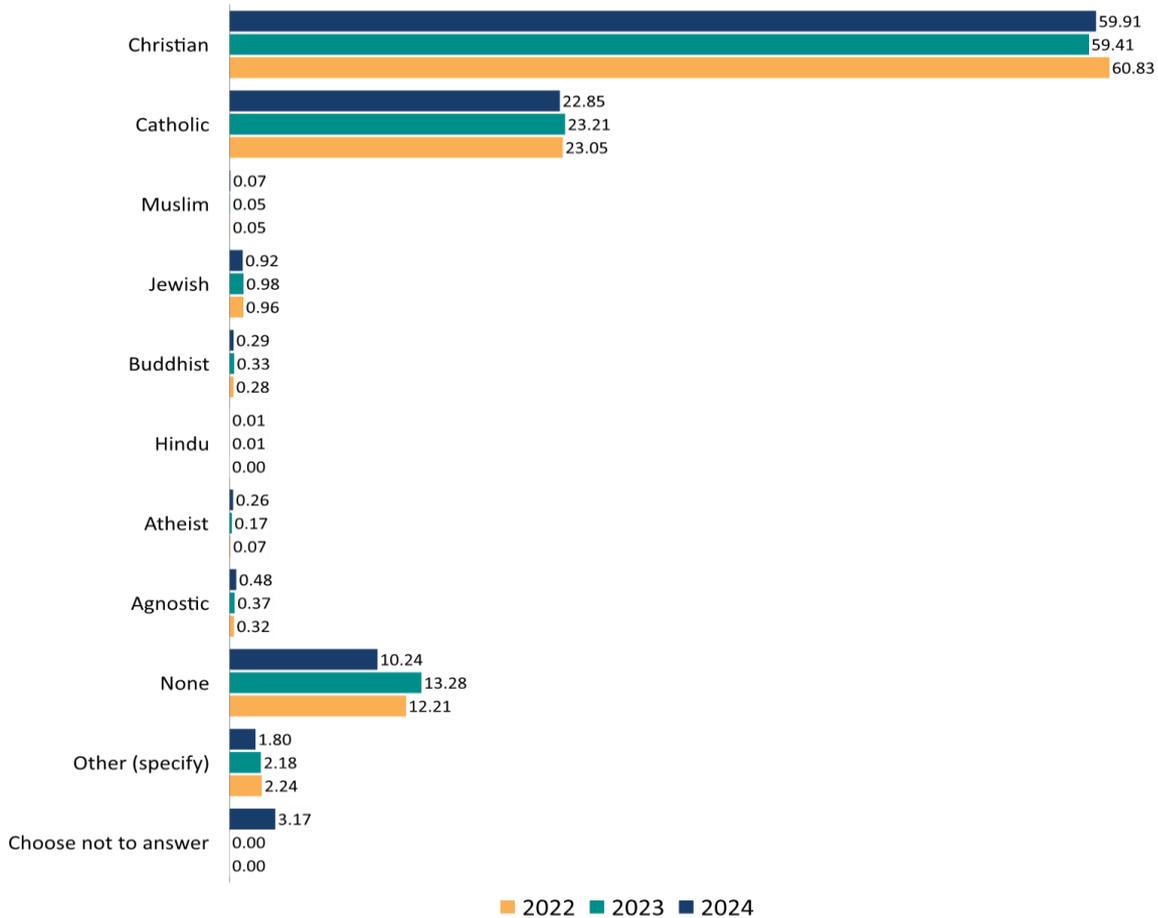
Note: In 2024, the response option "None of these factors limit my visits" was added.

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

NC NOK Q76: In what belief tradition was the burial conducted?

Next of Kin



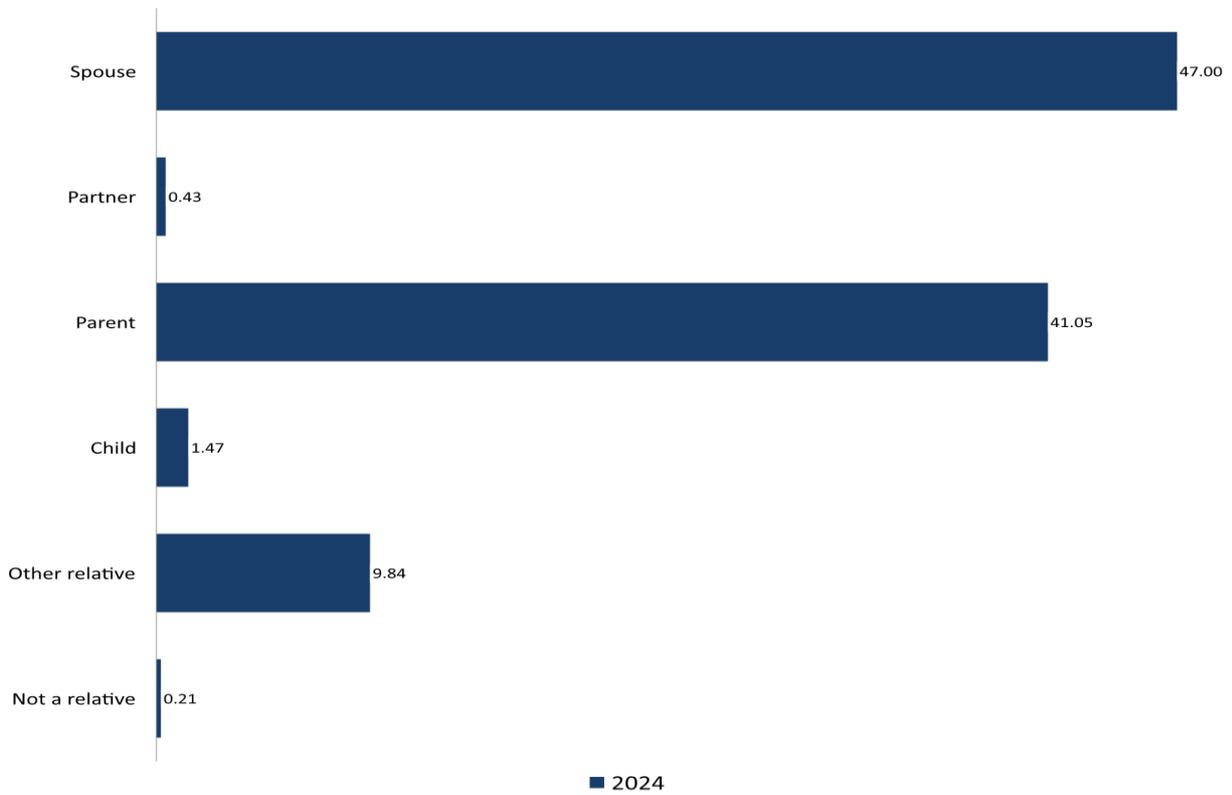
2022: n = 15,834 2023: n = 10,498 2024: n = 18,942

Note: Prior to 2024 the question wording was: In what religious practice was the burial conducted?

Note: In 2024, the response option "Choose not to answer" was added.

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

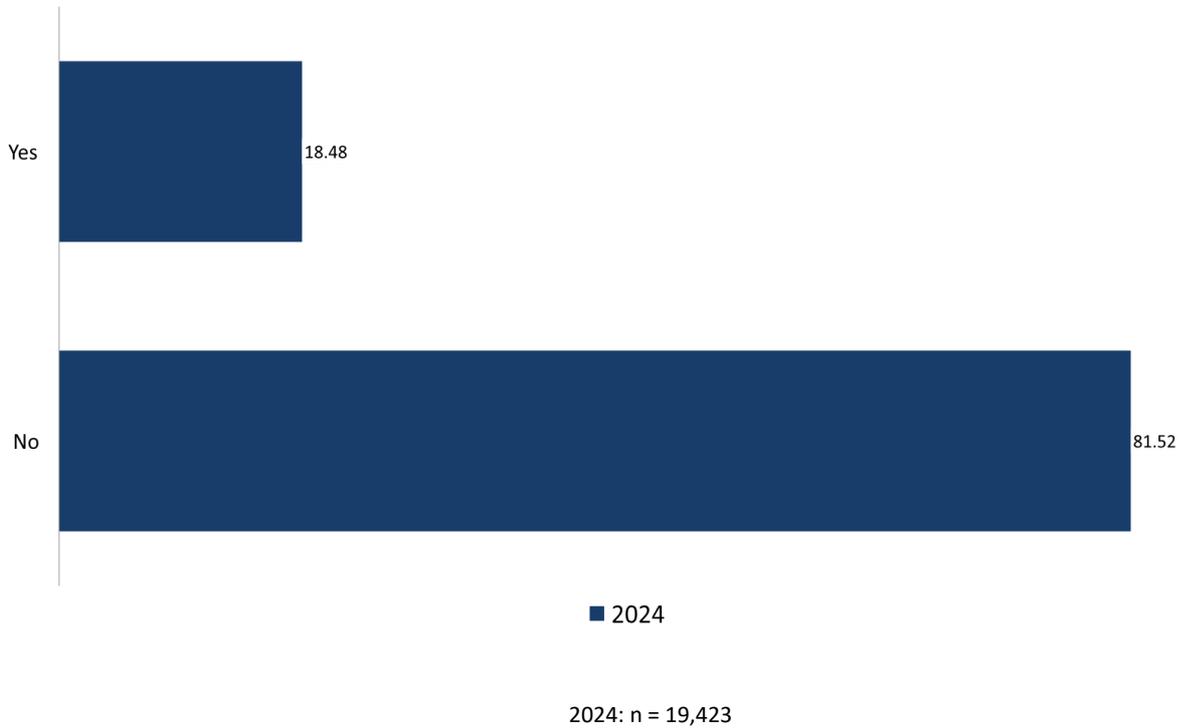
NC NOK Q67: Was your loved one your.....



2024: n = 19,377

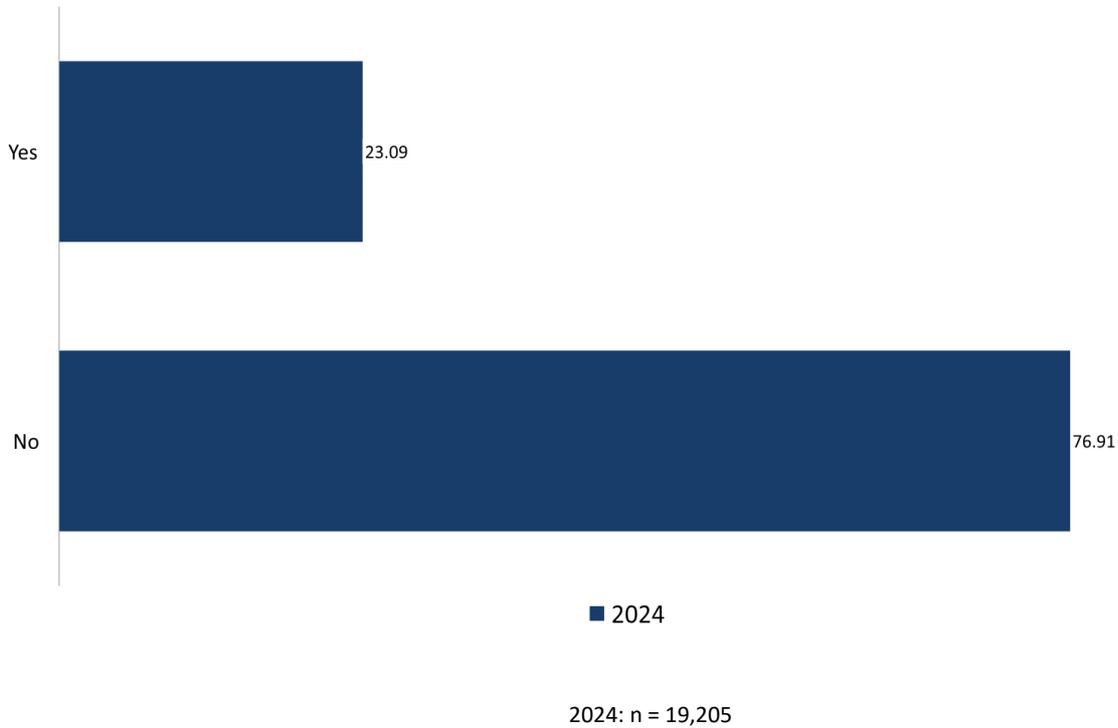
Note: NC NOK Q67 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q69: Are you a Veteran?



Note: NC NOK Q69 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q68: Are you a Veteran married/partnered to a Veteran?

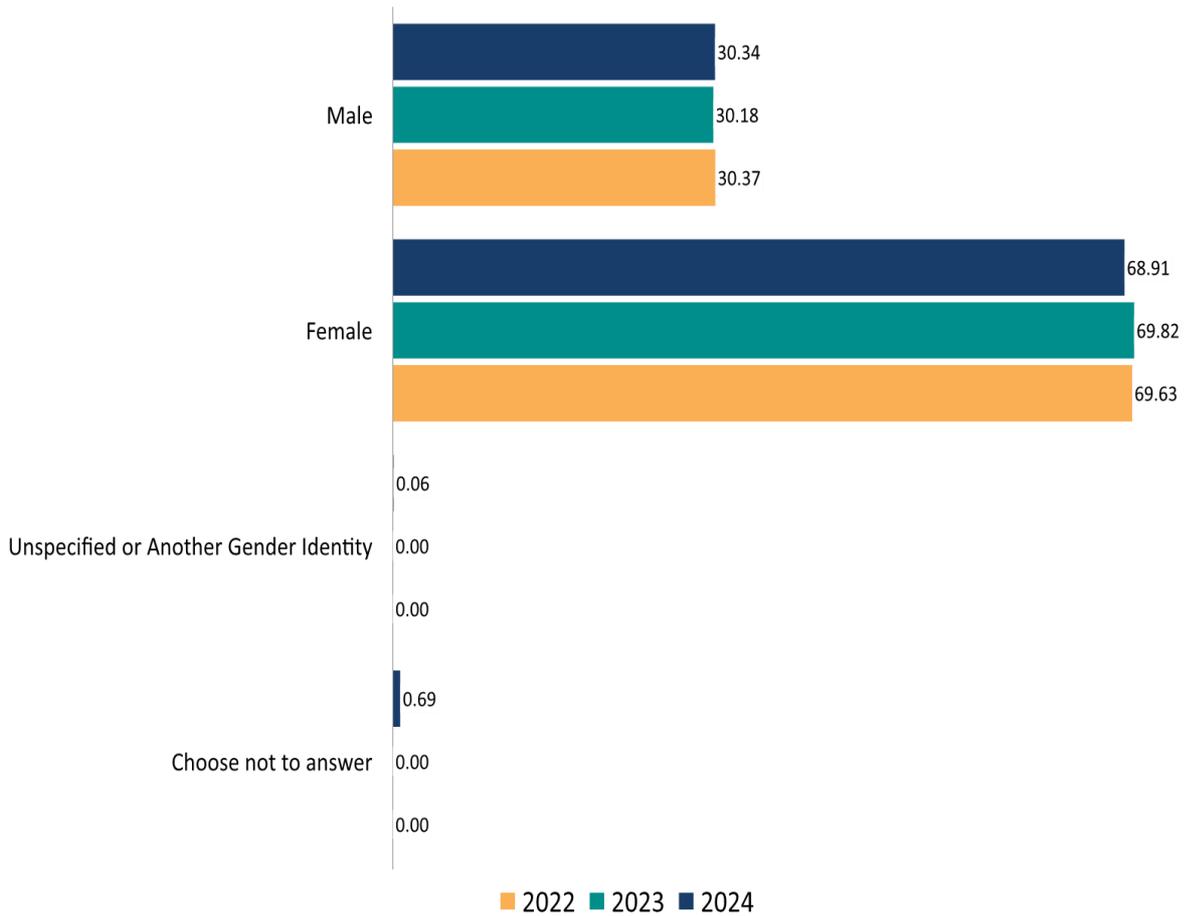


Note: NC NOK Q68 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

NC NOK Q70: What is your gender?

Next of Kin

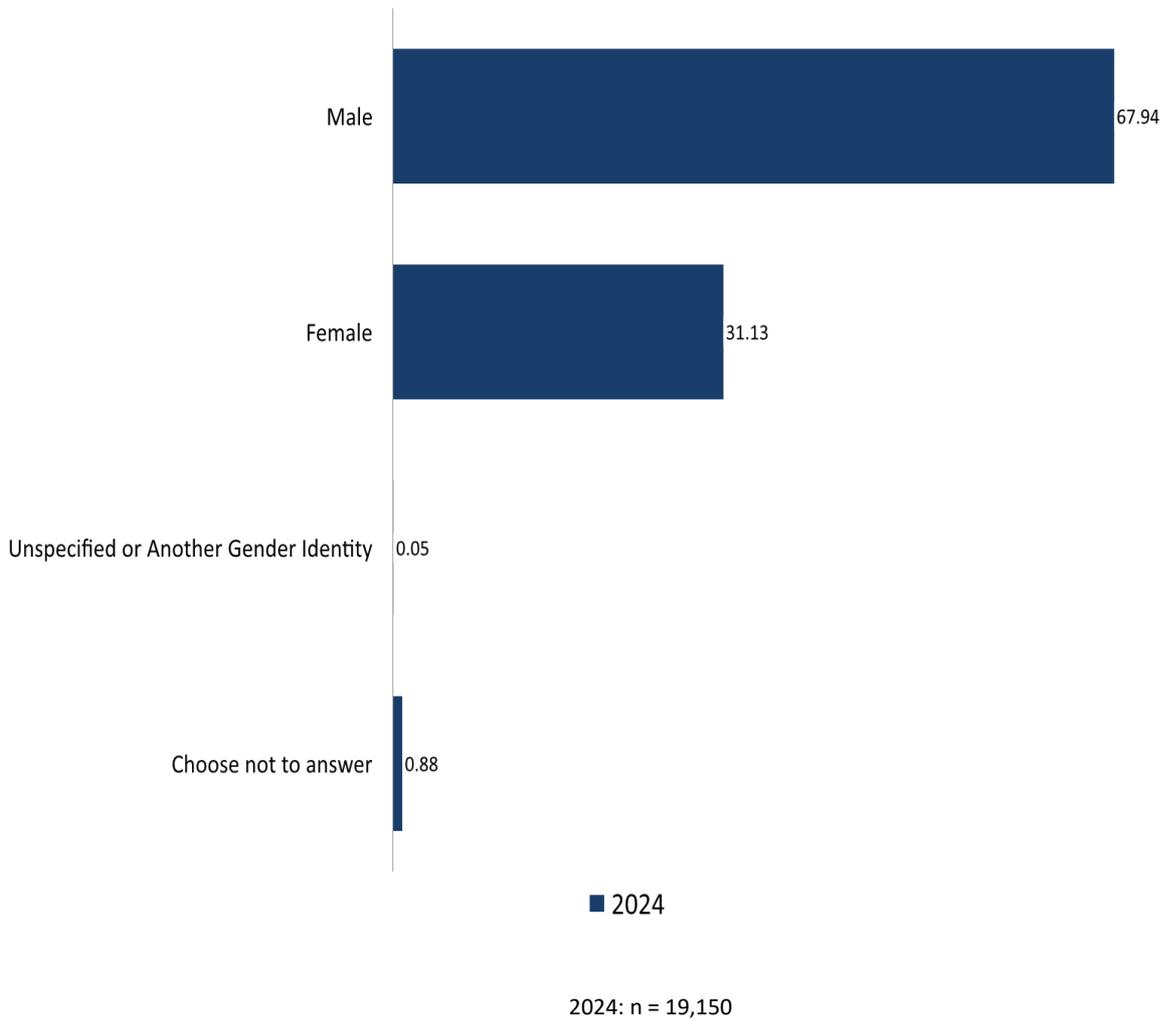


2022: n = 21,226 2023: n = 17,469 2024: n = 19,382

Note: In 2024, the response options "Unspecified or Another Gender Identity" and "Choose not to answer" were added.

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

NC NOK Q71: Did your loved one describe themselves as.....?



Note: NC NOK Q71 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

ELEMENT OF COMPARISON

Influence of gender on serving active duty.

NC NOK Q70: What is your gender?

NC NOK Q69: Are you a Veteran?

Next of Kin



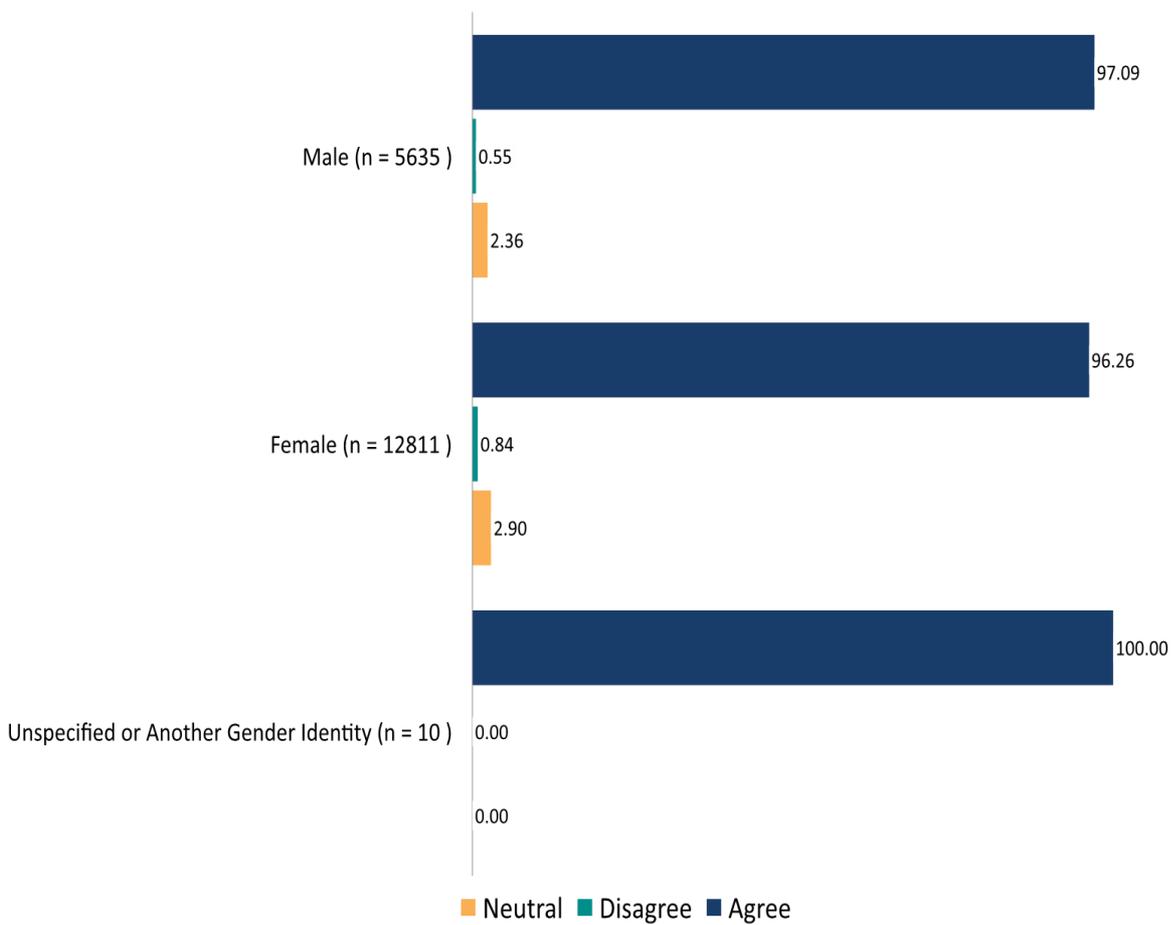
ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

NC NOK Q70: What is your gender?

NC NOK Q43: The quality of service received from cemetery staff is excellent.

Next of Kin



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

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

ELEMENT OF COMPARISON

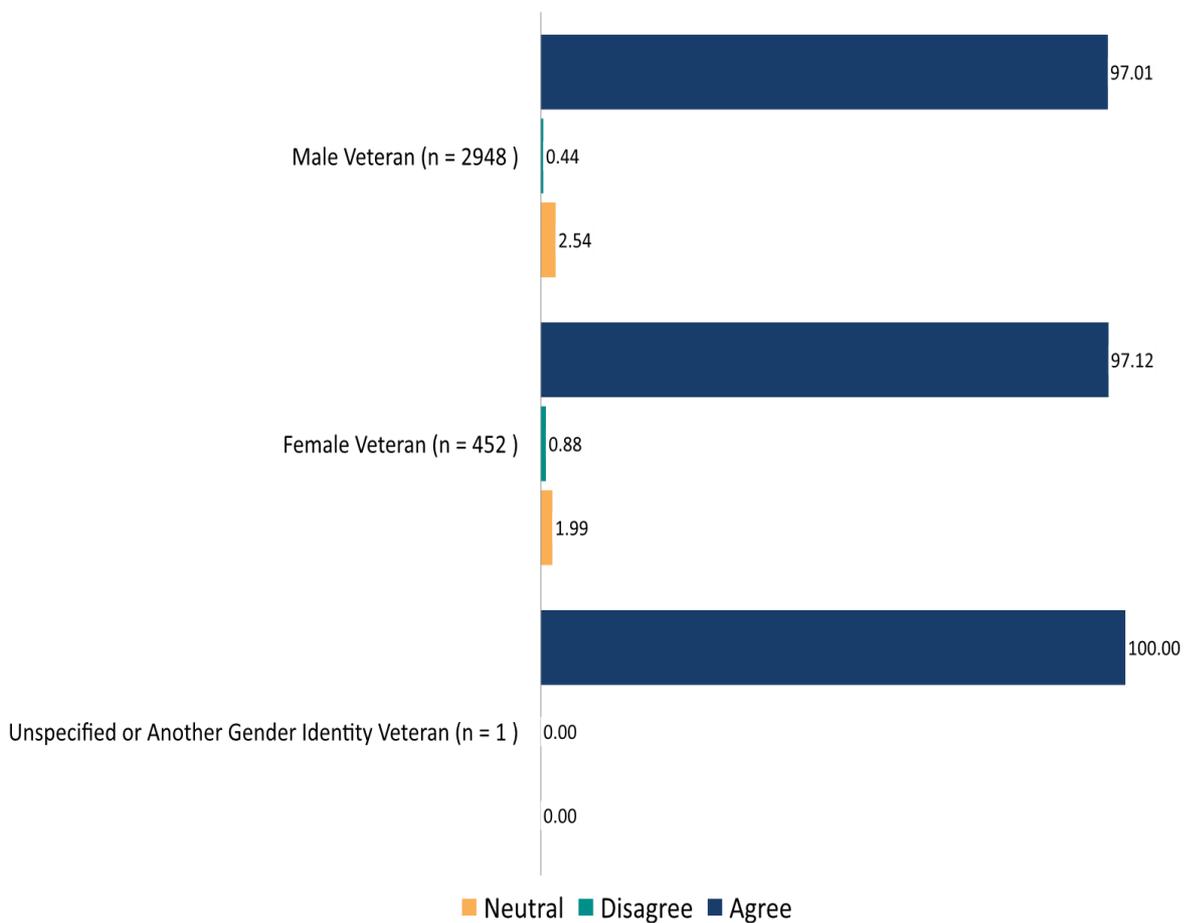
Influence of gender and serving active duty on the perception of quality of service.

NC NOK Q69: Are you a Veteran?

NC NOK Q70: What is your gender?

NC NOK Q43: The quality of service received from cemetery staff is excellent.

Next of Kin



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

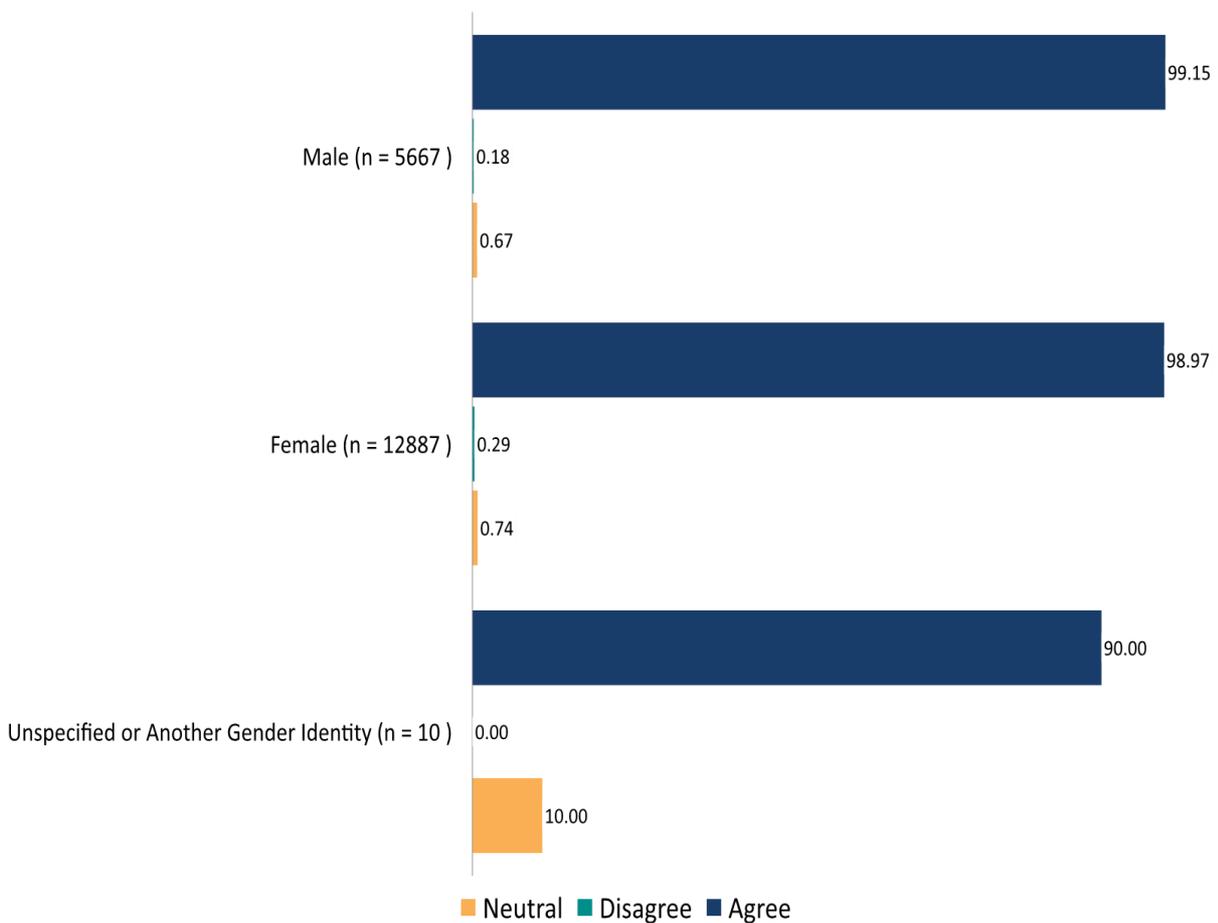
ELEMENT OF COMPARISON

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

NC NOK Q70: What is your gender?

NC NOK Q48: The overall appearance of the national cemetery is excellent.

Next of Kin



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

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

ELEMENT OF COMPARISON

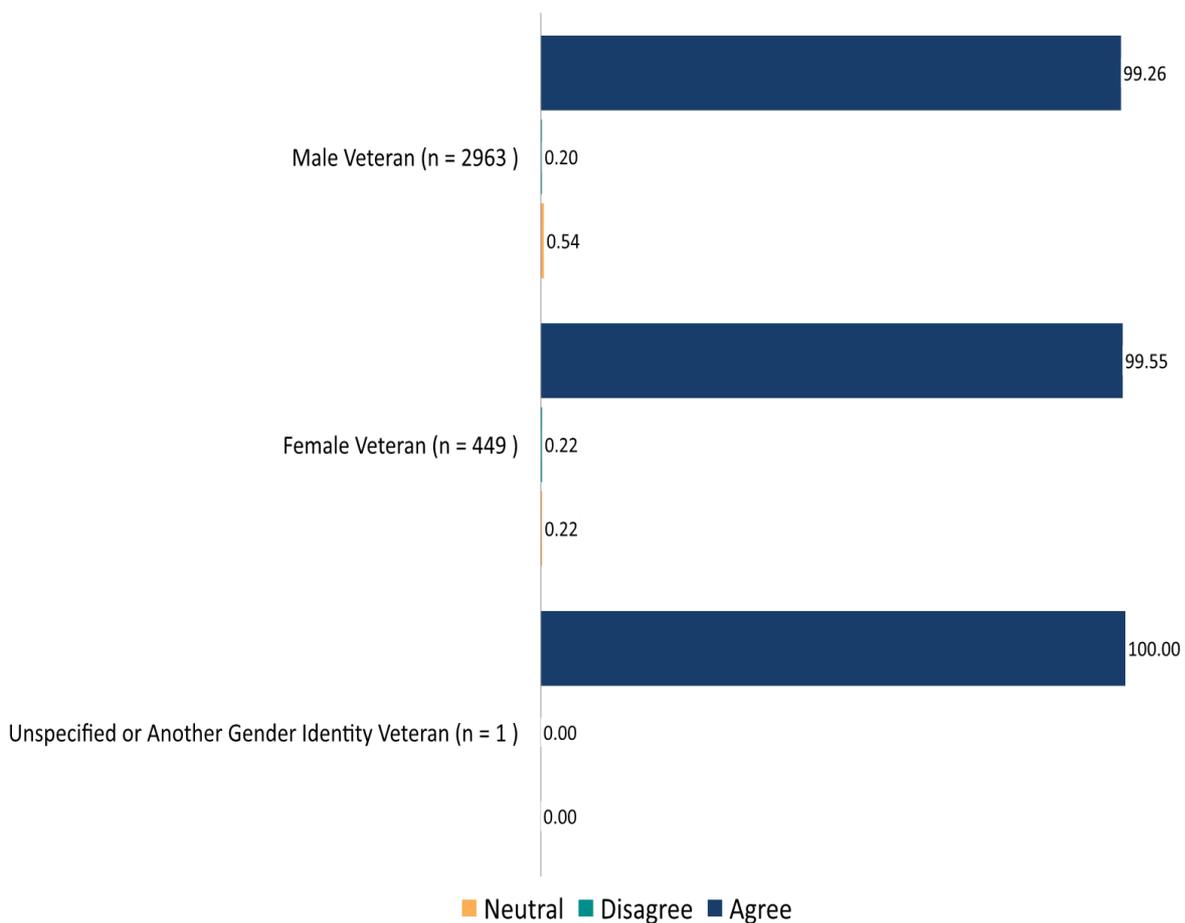
Influence of gender and serving active duty on the perception of overall appearance of the national cemetery.

NC NOK Q69: Are you a Veteran?

NC NOK Q70: What is your gender?

NC NOK Q48: The overall appearance of the national cemetery is excellent.

Next of Kin



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

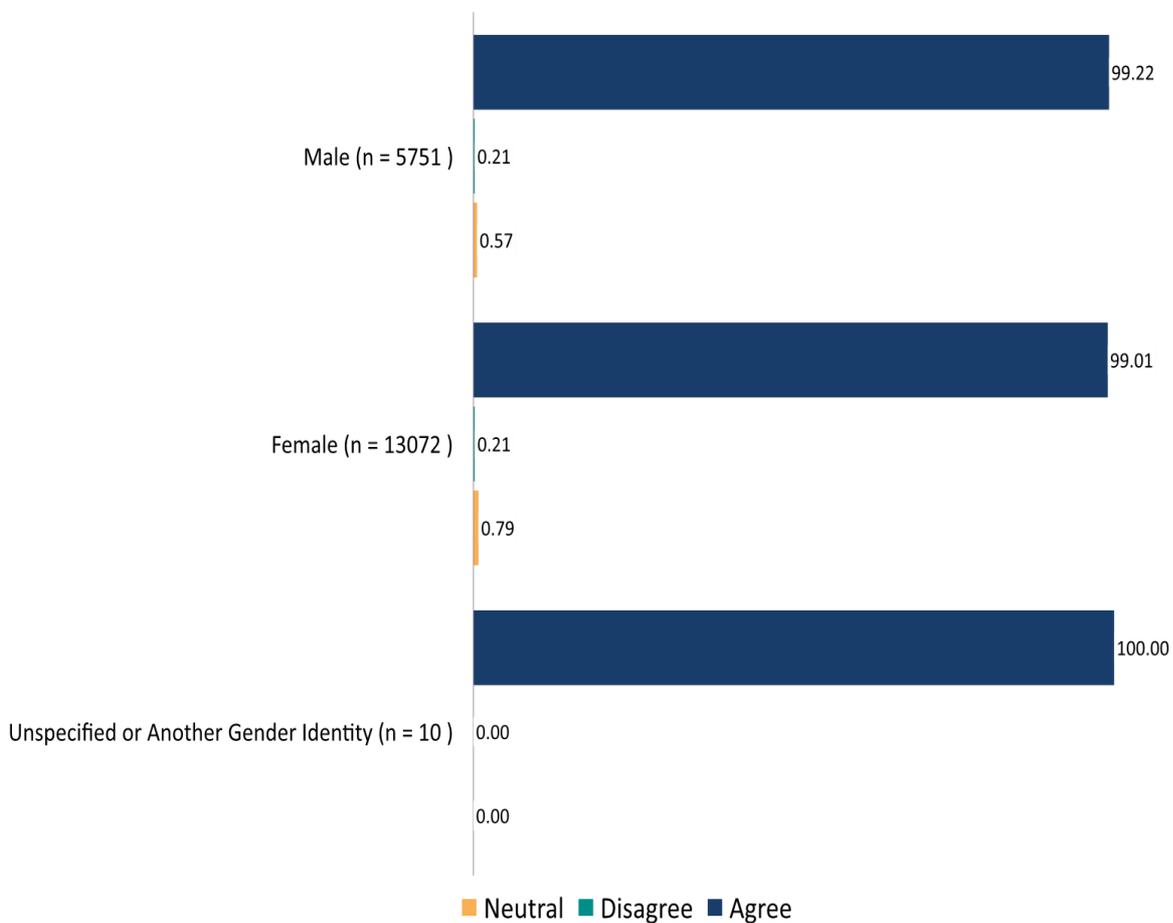
ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery.

NC NOK Q70: What is your gender?

NC NOK Q51: 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

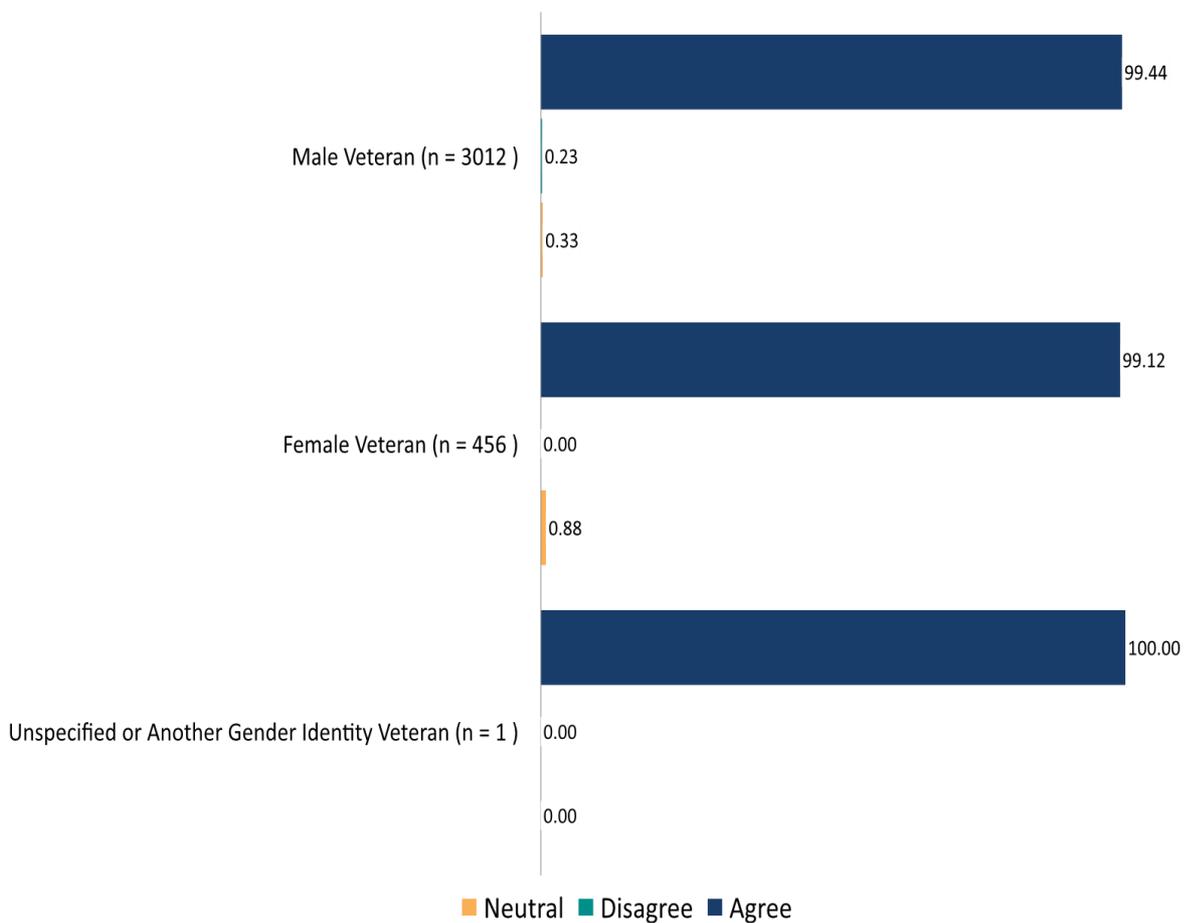
Influence of gender and serving active duty on recommending the cemetery.

NC NOK Q69: Are you a Veteran?

NC NOK Q70: What is your gender?

NC NOK 51: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin

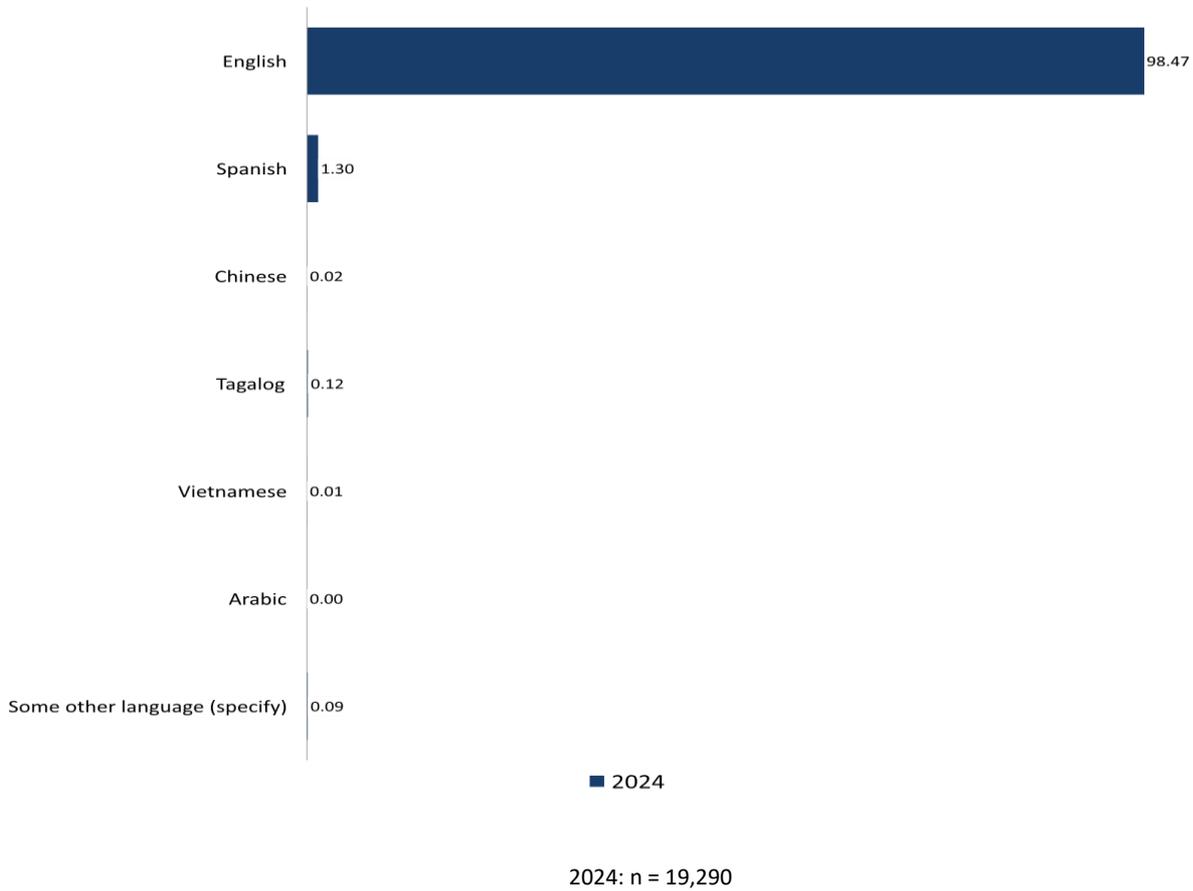


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

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

NC NOK Q72: What language do you mainly speak at home?

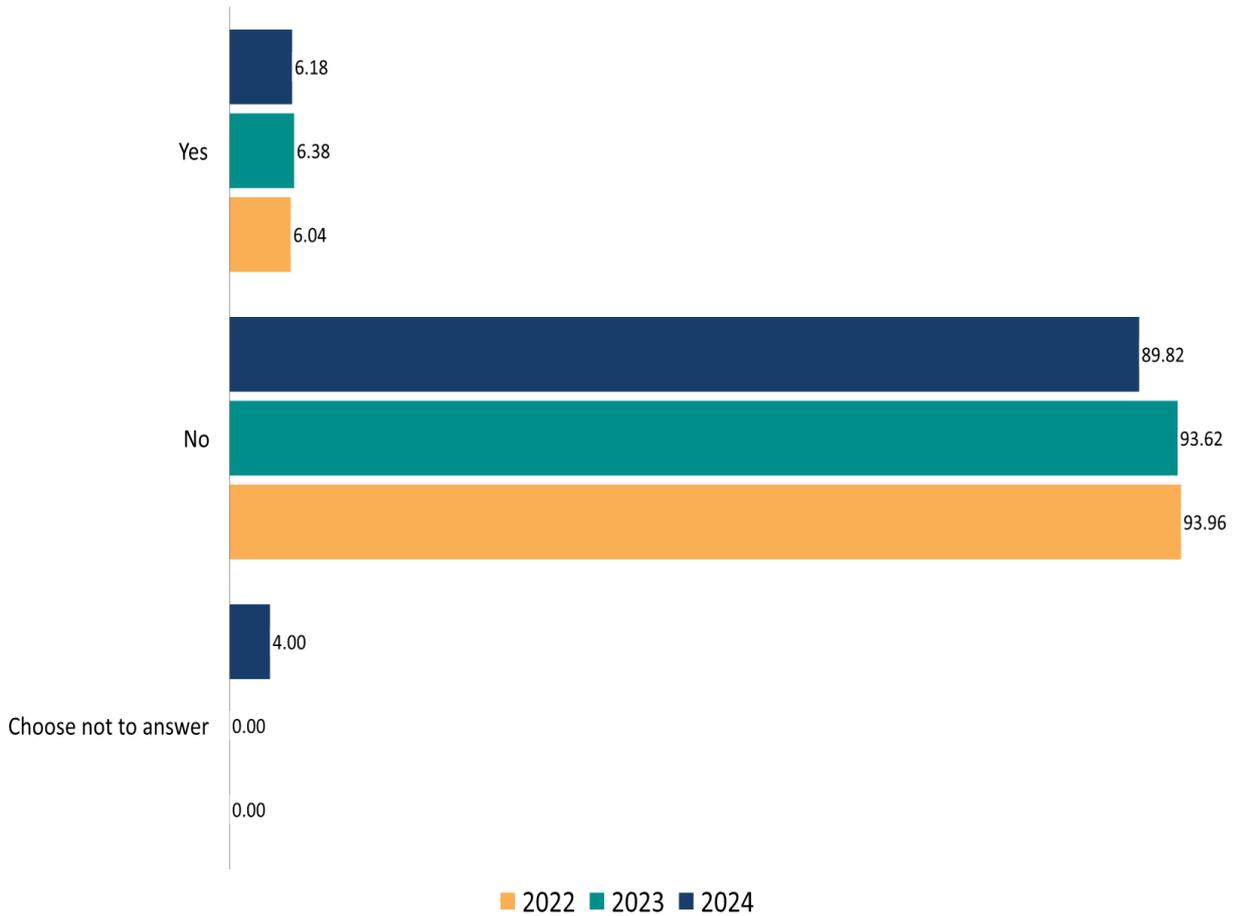
Next of Kin



Note: NC NOK Q72 was added as a new question to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

NC NOK Q74: Are you Hispanic or Latino?

Next of Kin



2022: n = 20,889 2023: n = 17,191 2024: n = 19,006

Note: In 2024, the response option "Choose not to answer" was added.

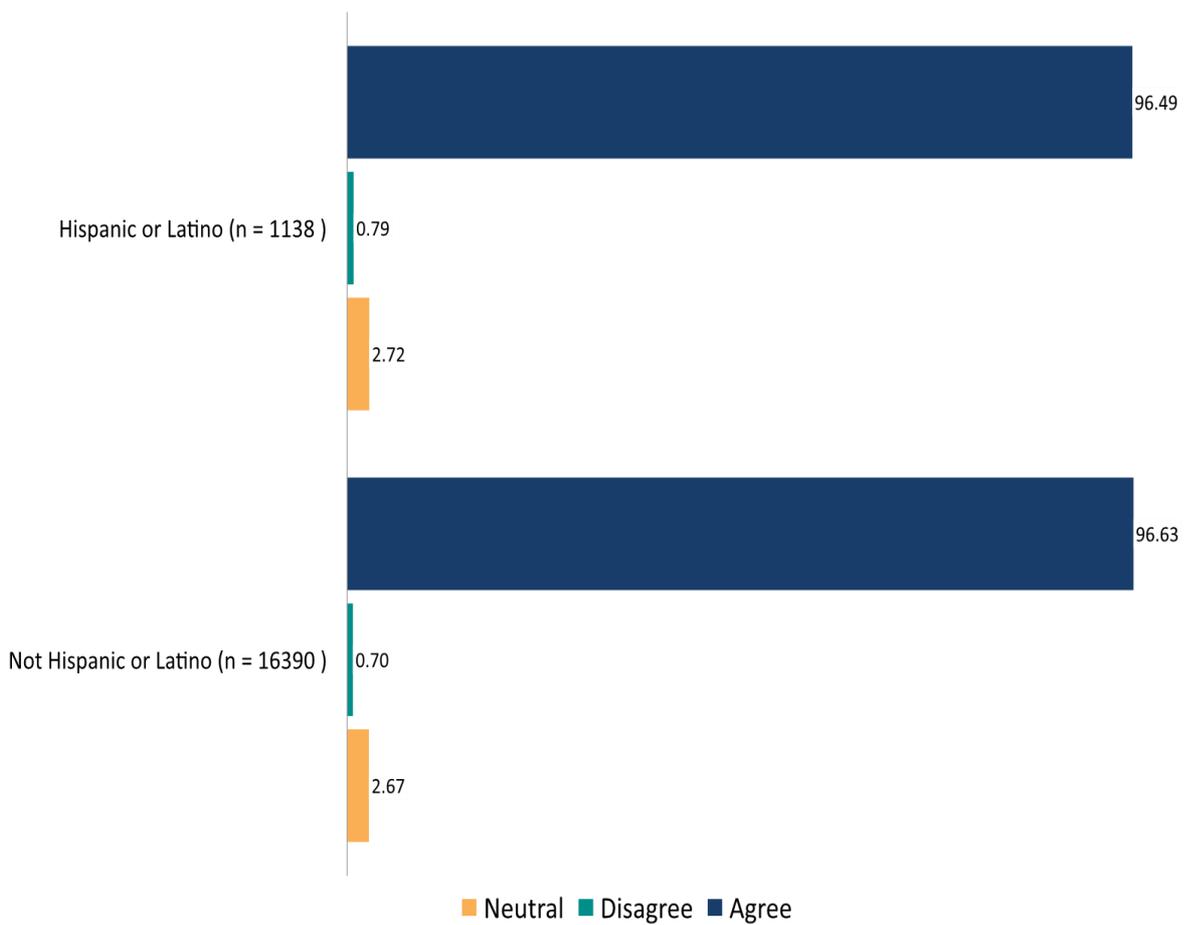
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

NC NOK Q74: Are you Hispanic or Latino?

NC NOK Q43: The quality of service received from cemetery staff is excellent.

Next of Kin



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

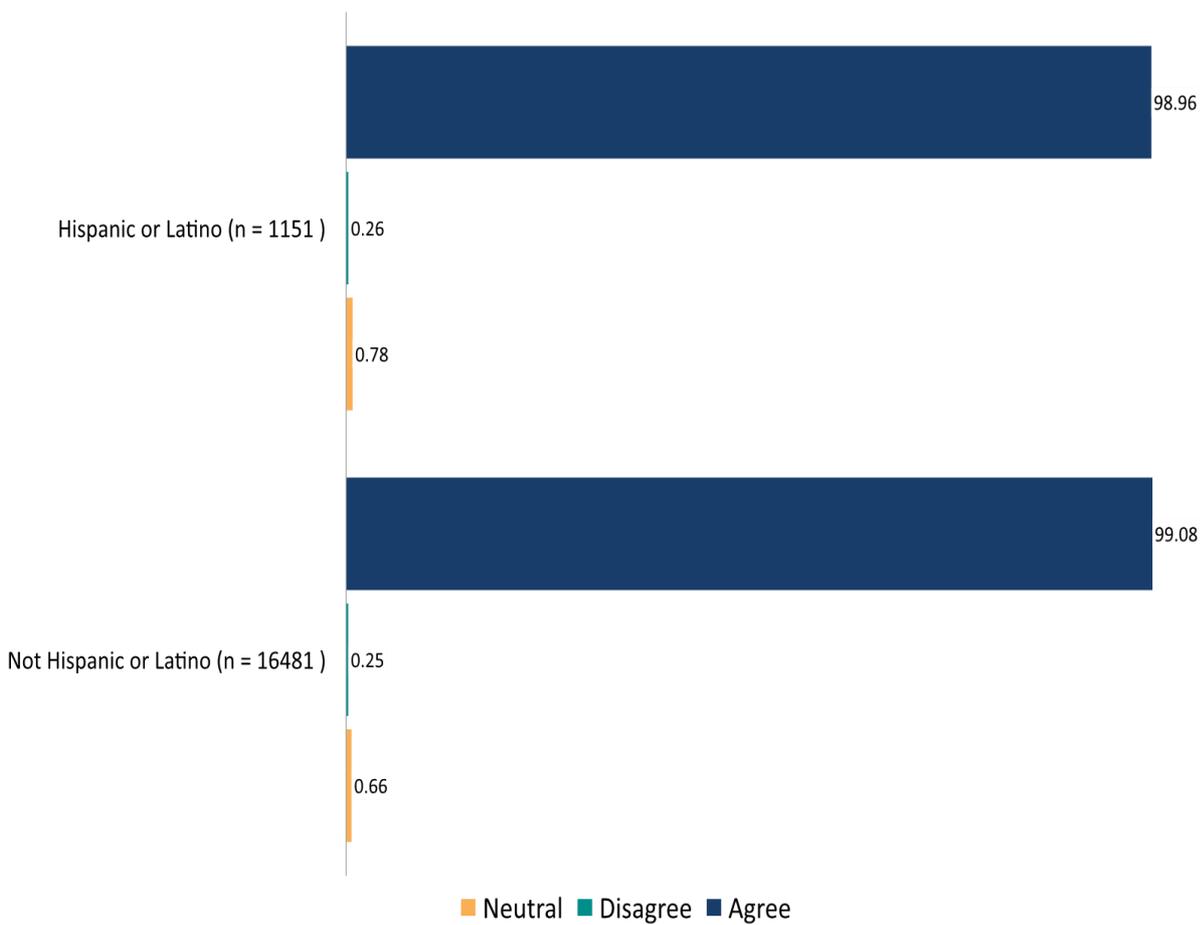
ELEMENT OF COMPARISON

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

NC NOK Q74: Are you Hispanic or Latino?

NC NOK Q48: The overall appearance of the national cemetery is excellent.

Next of Kin



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

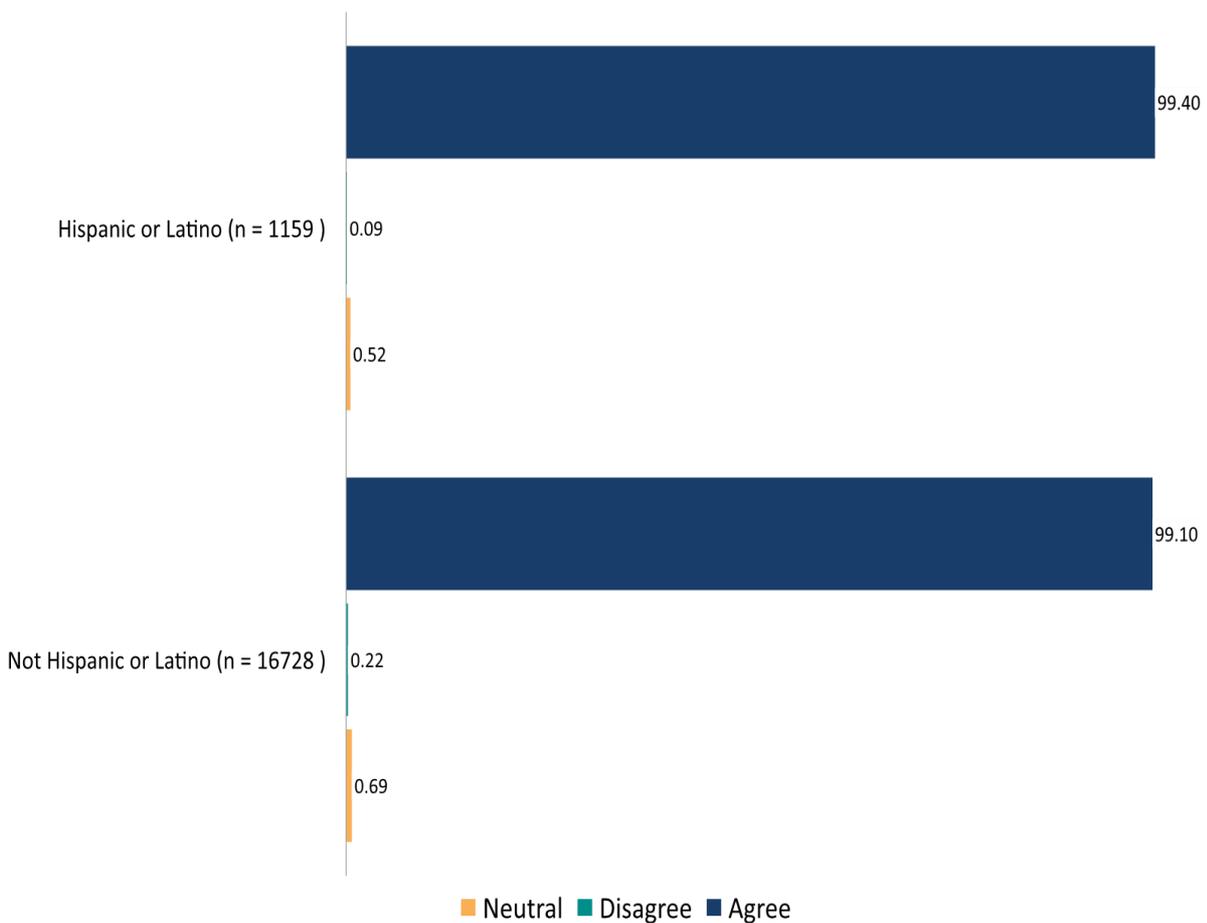
ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery.

NC NOK Q74: Are you Hispanic or Latino?

NC NOK Q51: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin

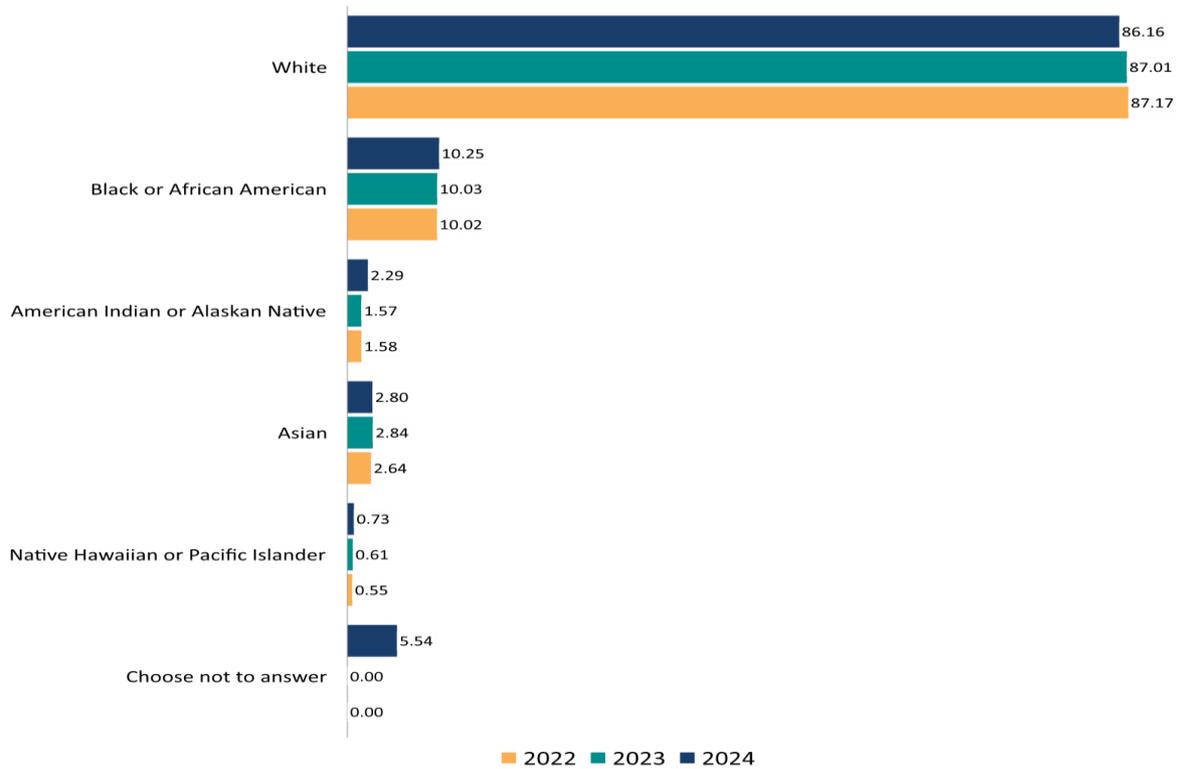


Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

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

NC NOK Q75: Are you... (Mark all that apply)

Next of Kin



2022: n = 20,750 2023: n = 17,106 2024: n = 18,055

Category	Year	NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		20750	17106	18055	3433	2756	2966	4386	3759	3953	3378	2730	2872	4906	4008	4369	4647	3850	3895
White		87.17%	87.01%	86.16%	89.02%	89.33%	88.00%	85.98%	86.43%	85.13%	85.02%	84.40%	84.09%	89.65%	89.15%	89.36%	85.88%	85.53%	83.75%
Black or African American		10.02%	10.03%	10.25%	10.66%	10.23%	10.42%	12.88%	12.32%	12.88%	12.49%	12.75%	12.99%	9.56%	10.03%	9.54%	5.55%	5.74%	6.21%
American Indian or Alaskan Native		1.58%	1.57%	2.29%	0.70%	0.76%	1.72%	1.05%	1.20%	1.95%	2.90%	2.82%	3.17%	1.02%	1.00%	2.04%	2.37%	2.21%	2.70%
Asian		2.64%	2.84%	2.80%	0.70%	0.76%	1.18%	1.39%	1.22%	1.16%	1.92%	1.94%	1.64%	0.75%	1.05%	0.57%	7.75%	8.39%	9.04%
Native Hawaiian or Pacific Islander		0.55%	0.61%	0.73%	0.26%	0.22%	0.30%	0.34%	0.37%	0.35%	0.41%	0.55%	0.56%	0.08%	0.20%	0.21%	1.55%	1.58%	2.13%
Choose not to answer		0.00%	0.00%	5.54%	0.00%	0.00%	4.82%	0.00%	0.00%	5.03%	0.00%	0.00%	6.37%	0.00%	0.00%	4.10%	0.00%	0.00%	7.60%

Note: Prior to 2024 the question wording was: What is your race? (Mark one or more).

Note: In 2024, the response option "Choose not to answer" was added.

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

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

ELEMENT OF COMPARISON

Veteran's race by gender.

NC NOK Q69: Are you a Veteran?

NC NOK Q70: What is your gender?

NC NOK Q75: Are you... *(Mark all that apply)*

Next of Kin



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

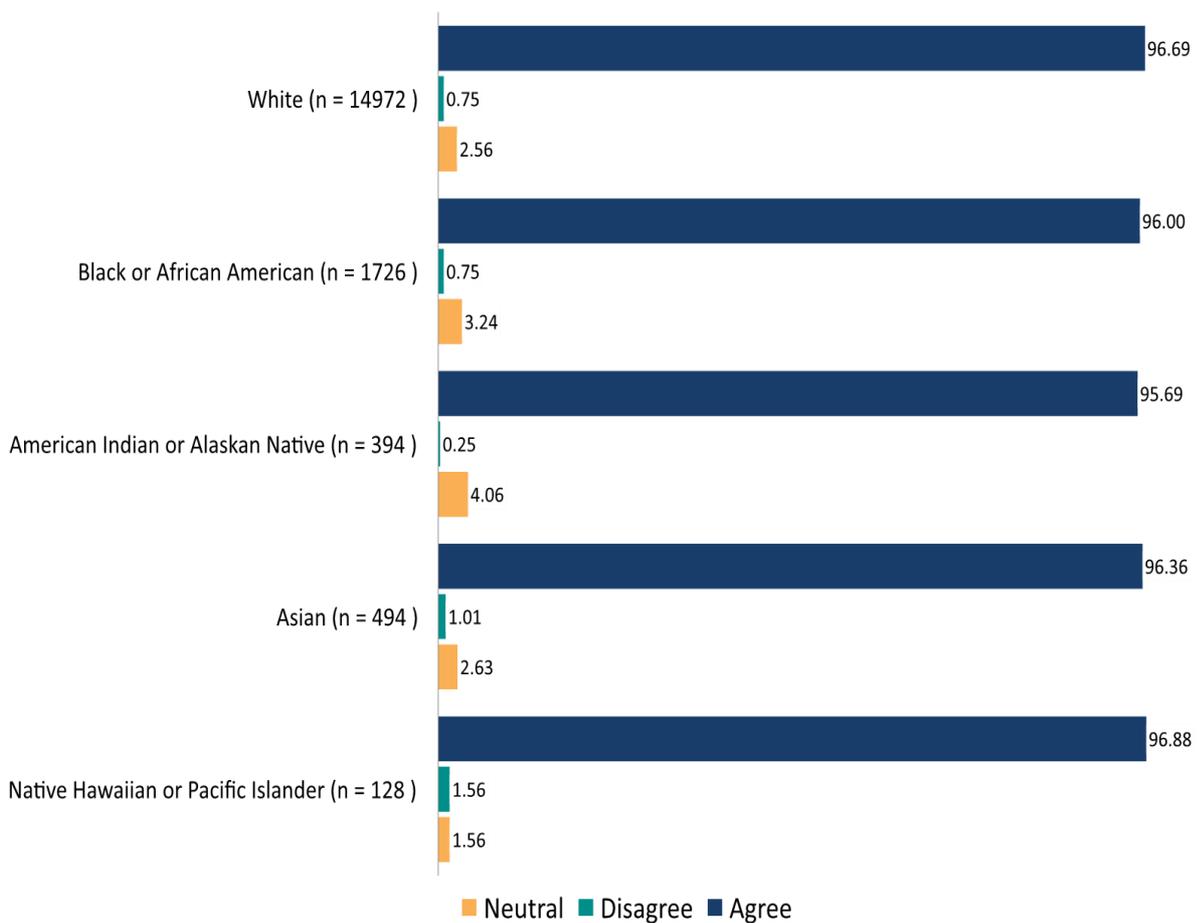
ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

NC NOK Q75: Are you... *(Mark all that apply)*

NC NOK Q43: The quality of service received from cemetery staff is excellent.

Next of Kin



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

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

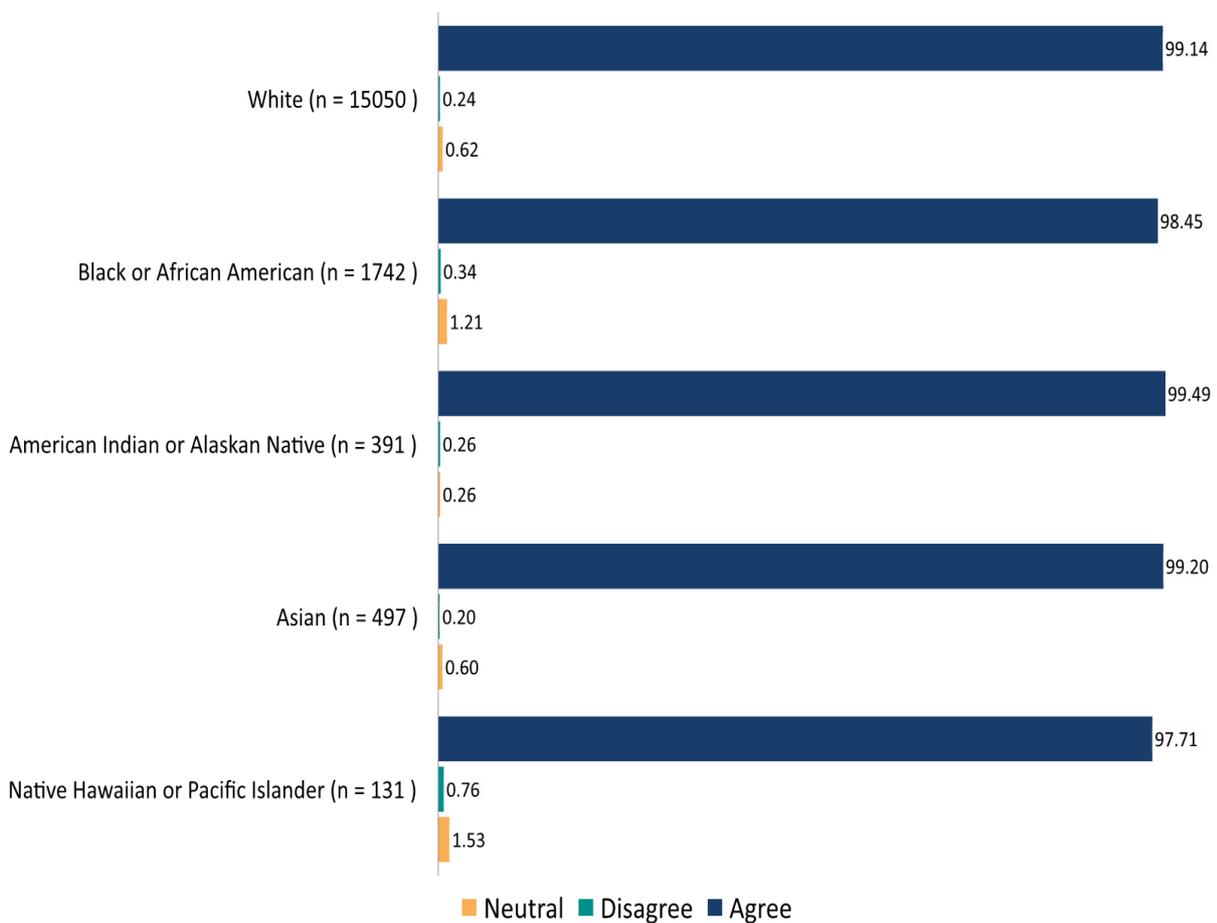
ELEMENT OF COMPARISON

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

NC NOK Q75: Are you... *(Mark all that apply)*

NC NOK Q48: The overall appearance of the national cemetery is excellent.

Next of Kin



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

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

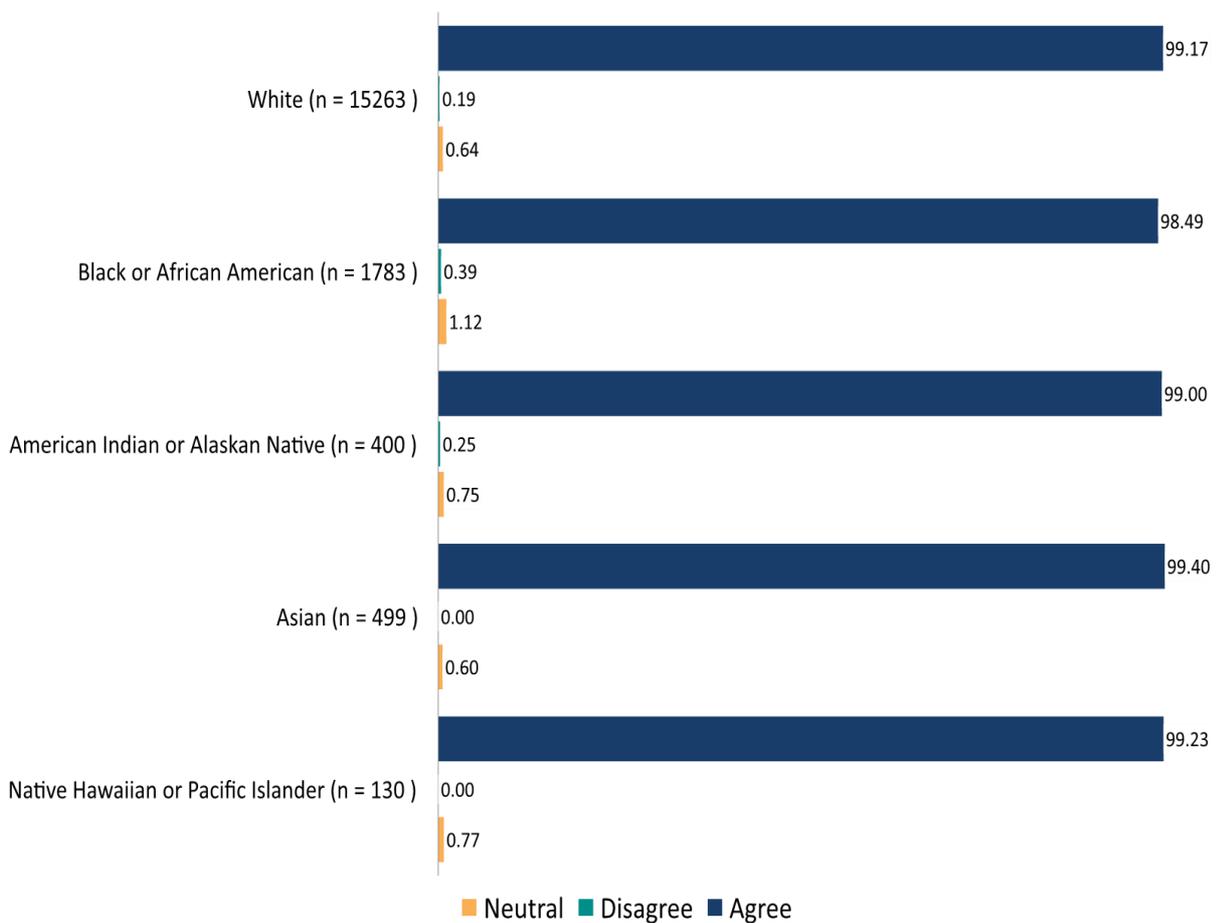
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

NC NOK Q75: Are you... *(Mark all that apply)*

NC NOK Q51: 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

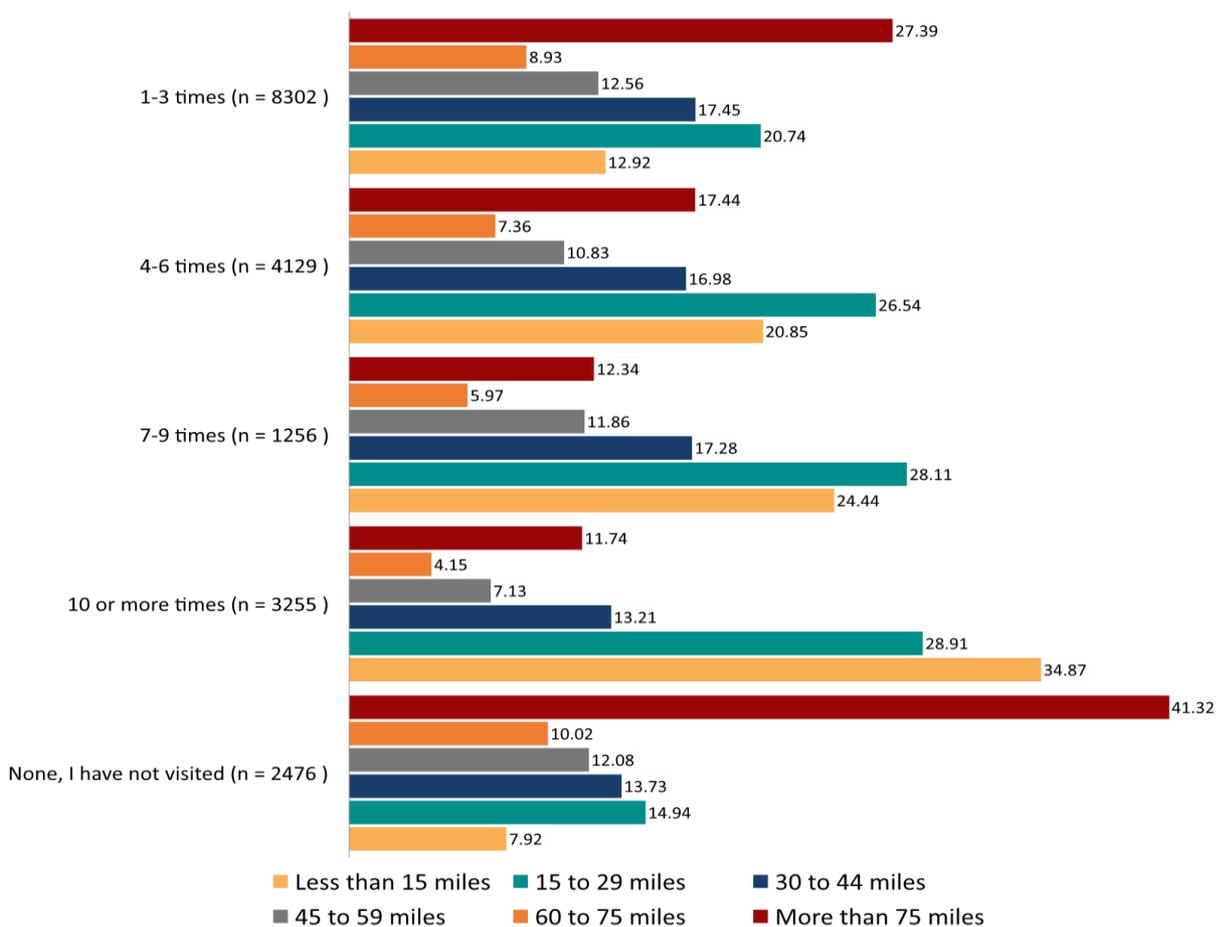
ELEMENT OF COMPARISON

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

NC NOK Q17: How many times have you visited the national cemetery where your loved one was interred?

NC NOK Q18: How far do you reside from the national cemetery?

Next of Kin



ELEMENT OF COMPARISON

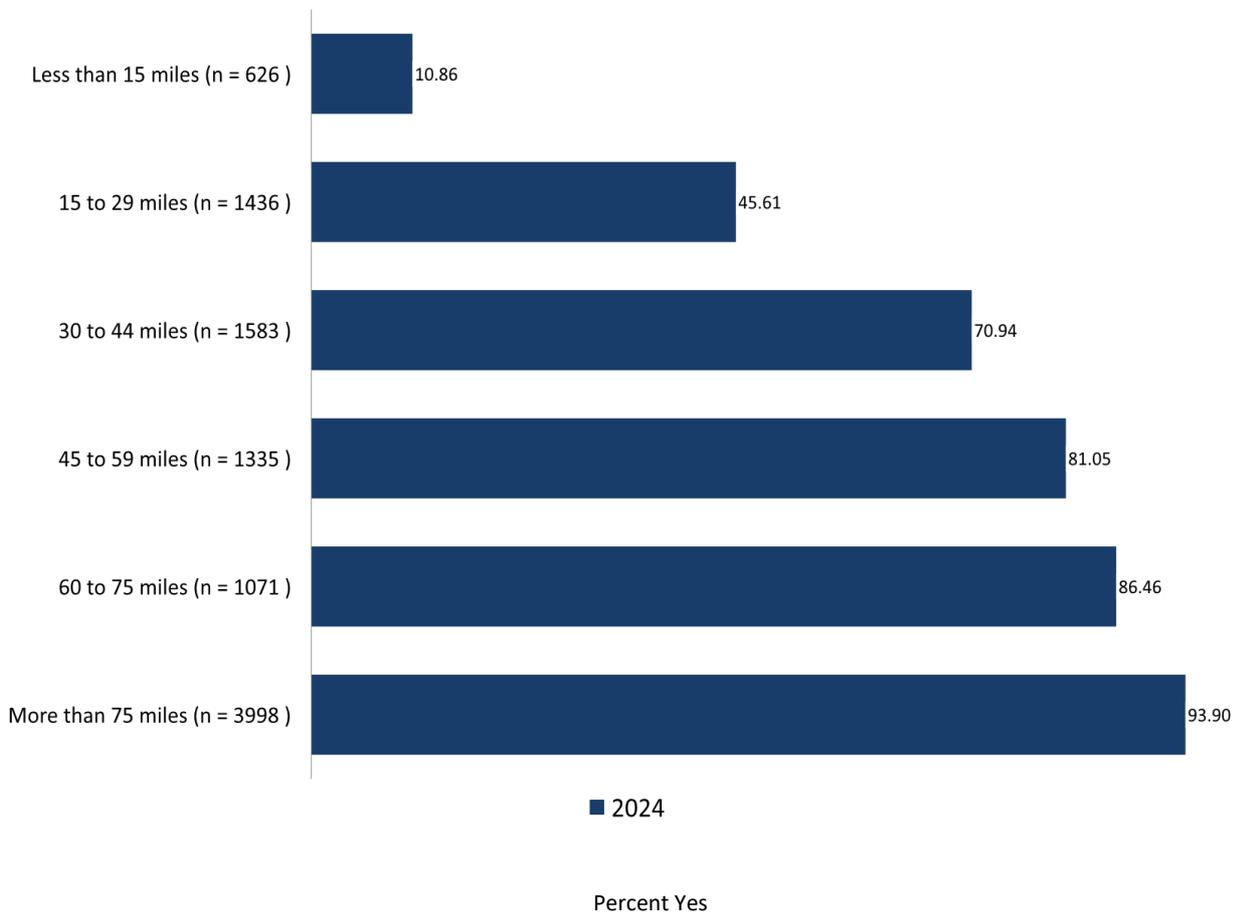
Factors influencing visiting by the distance to cemetery.

NC NOK Q18: How far do you reside from the national cemetery?

NC NOK Q19a: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

■ Distance to the national cemetery

Next of Kin



ELEMENT OF COMPARISON

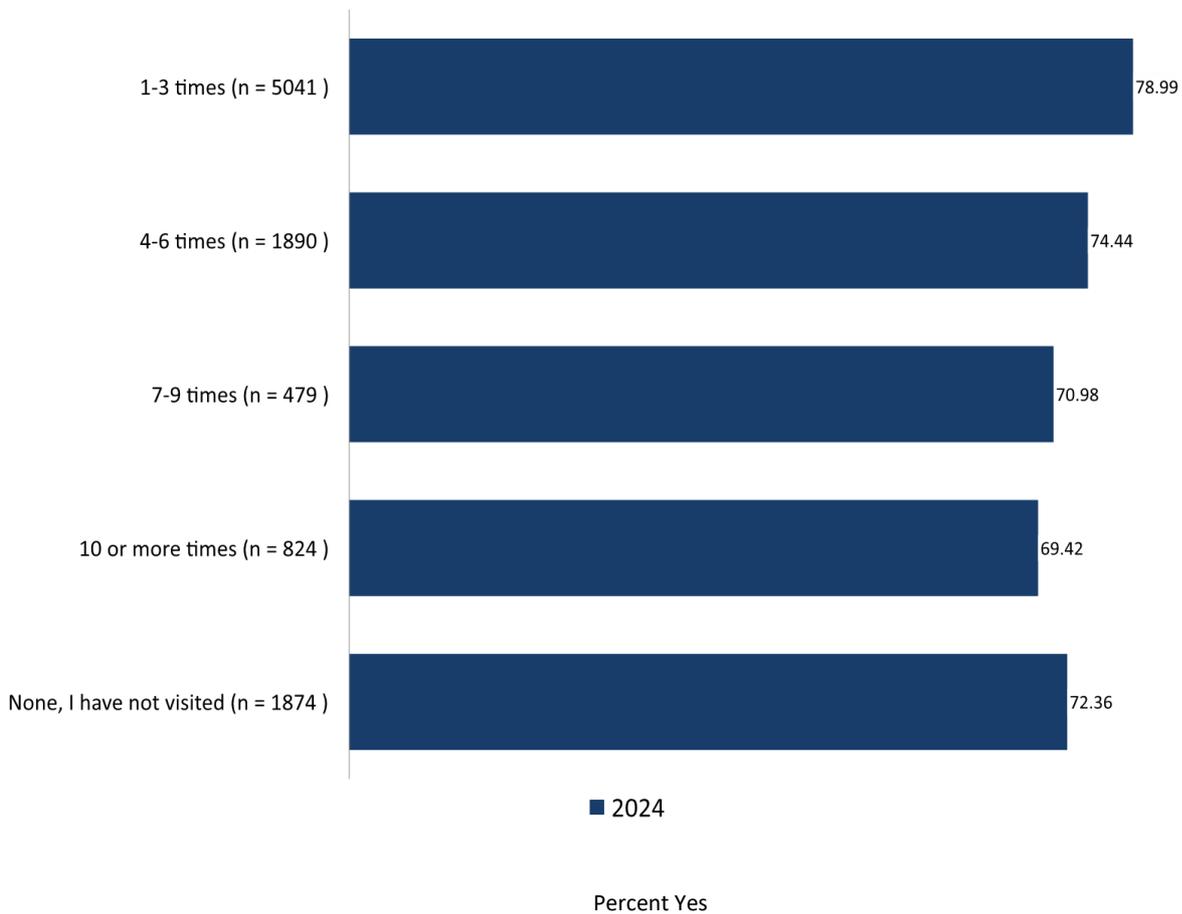
Factors influencing visiting by number of times visiting the national cemetery.

NC NOK Q17: How many times have you visited the national cemetery where your loved one was interred?

NC NOK Q19a: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

■ Distance to the national cemetery

Next of Kin



ELEMENT OF COMPARISON

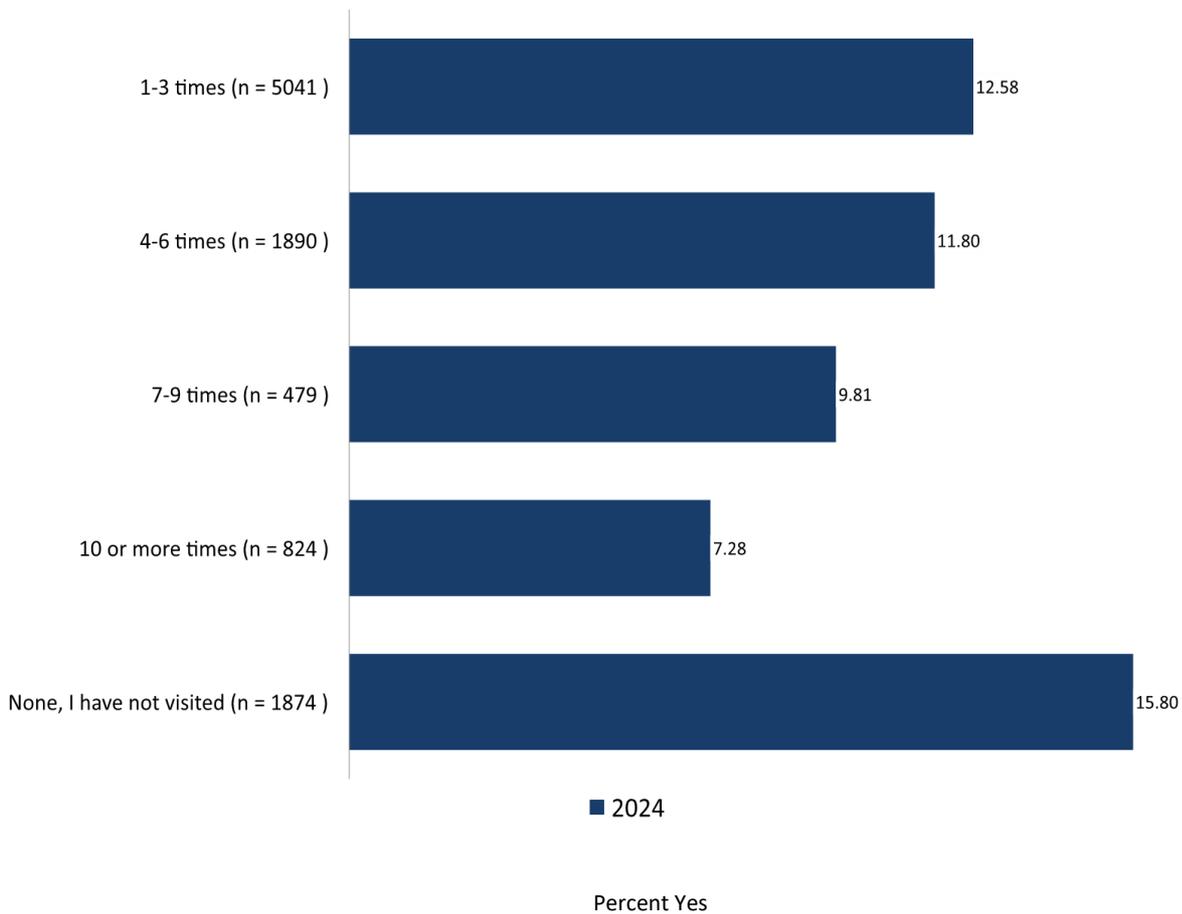
Factors influencing visiting by number of times visiting the national cemetery.

NC NOK Q17: How many times have you visited the national cemetery where your loved one was interred?

NC NOK Q19b: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

■ Access to transportation

Next of Kin



ELEMENT OF COMPARISON

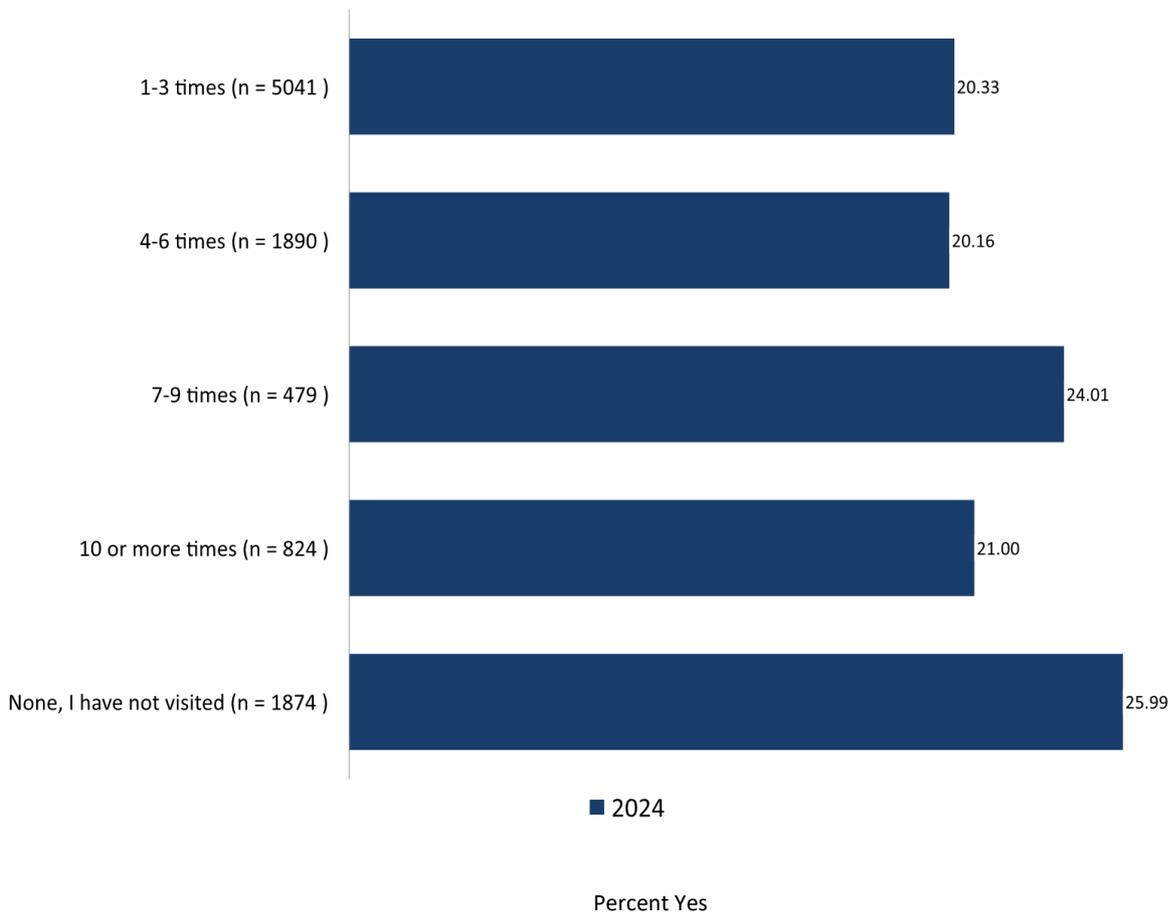
Factors influencing visiting by number of times visiting the national cemetery.

NC NOK Q17: How many times have you visited the national cemetery where your loved one was interred?

NC NOK Q19c: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

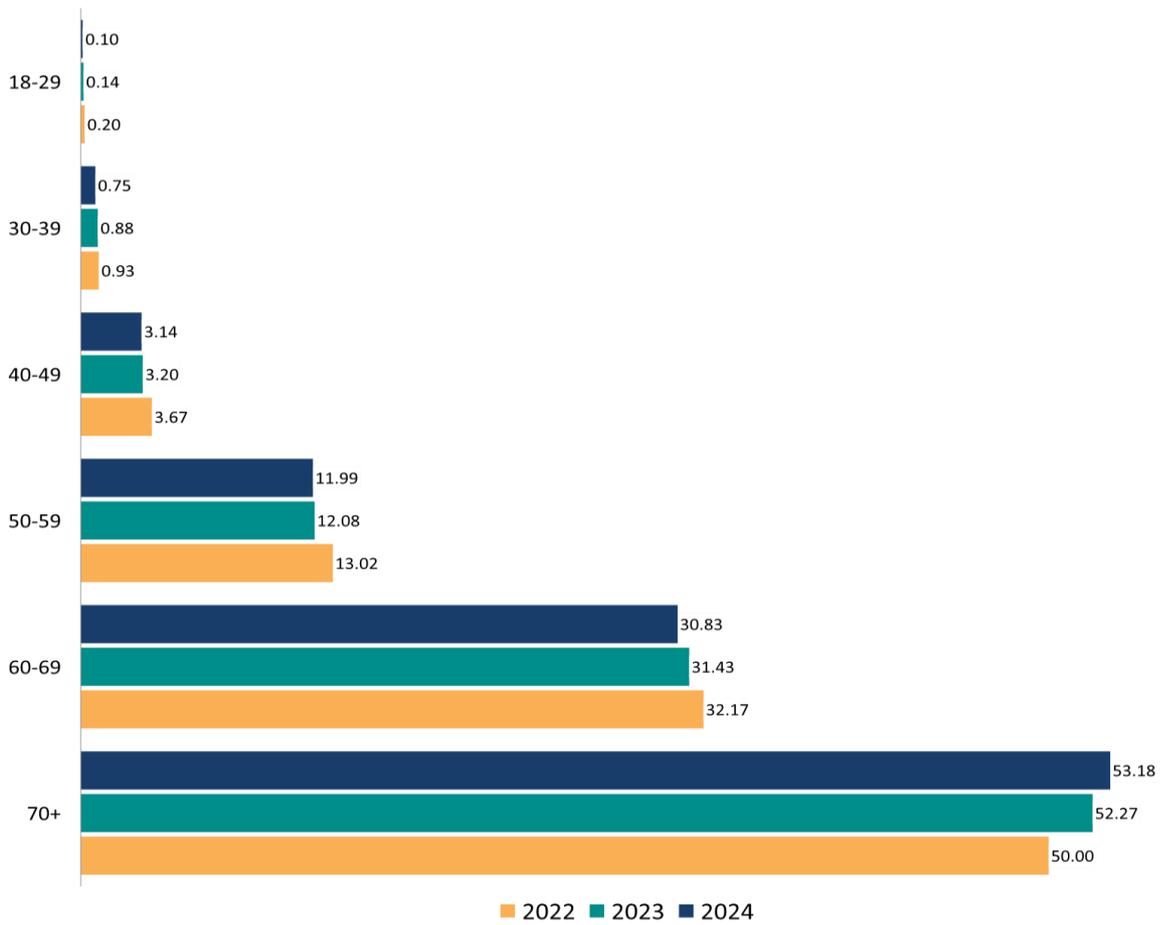
■ Health status

Next of Kin



NC NOK Q73: In what year were you born? (Age group)

Next of Kin

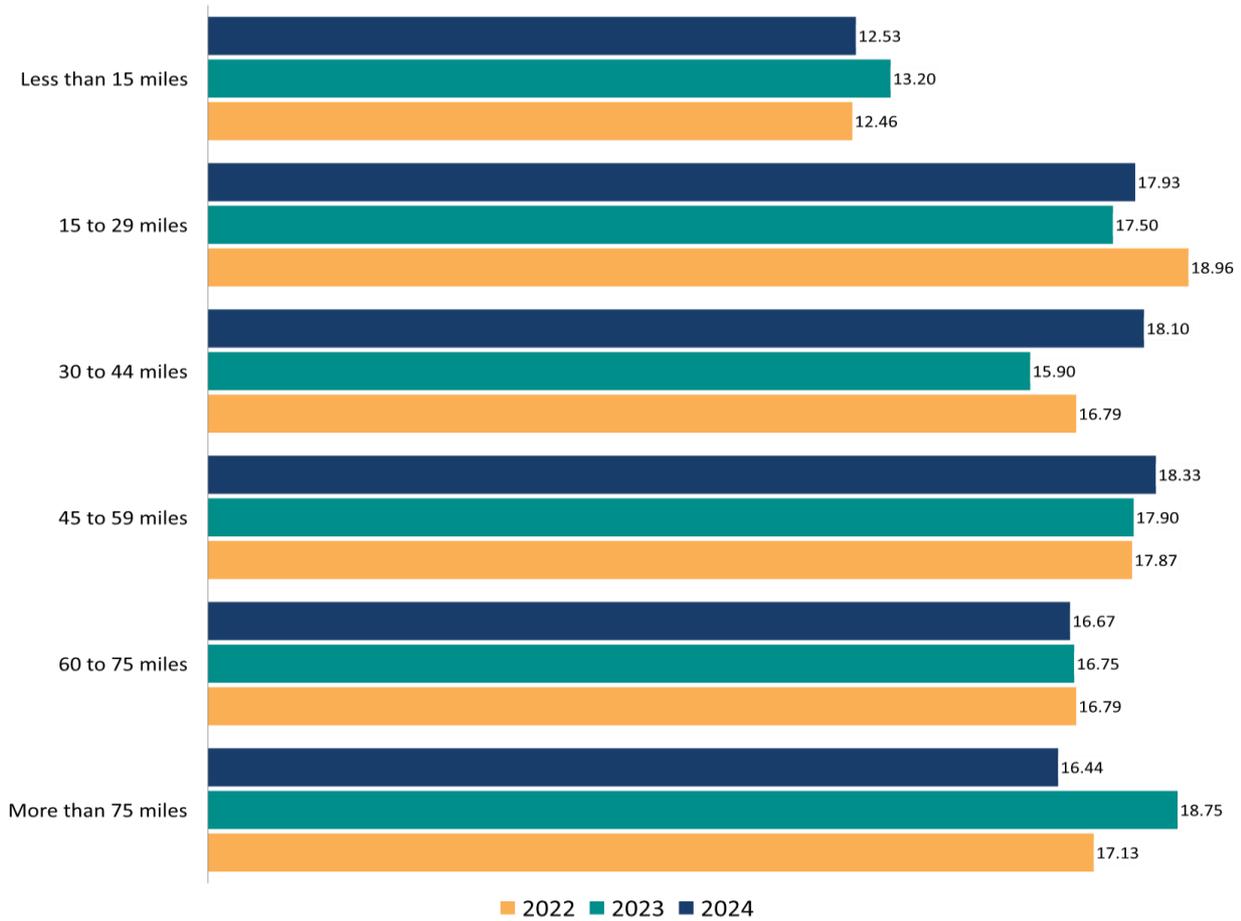


2022: n = 20,456 2023: n = 16,912 2024: n = 18,190

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

NC FD Q2: How far is your funeral home from the national cemetery with which you most frequently do business?

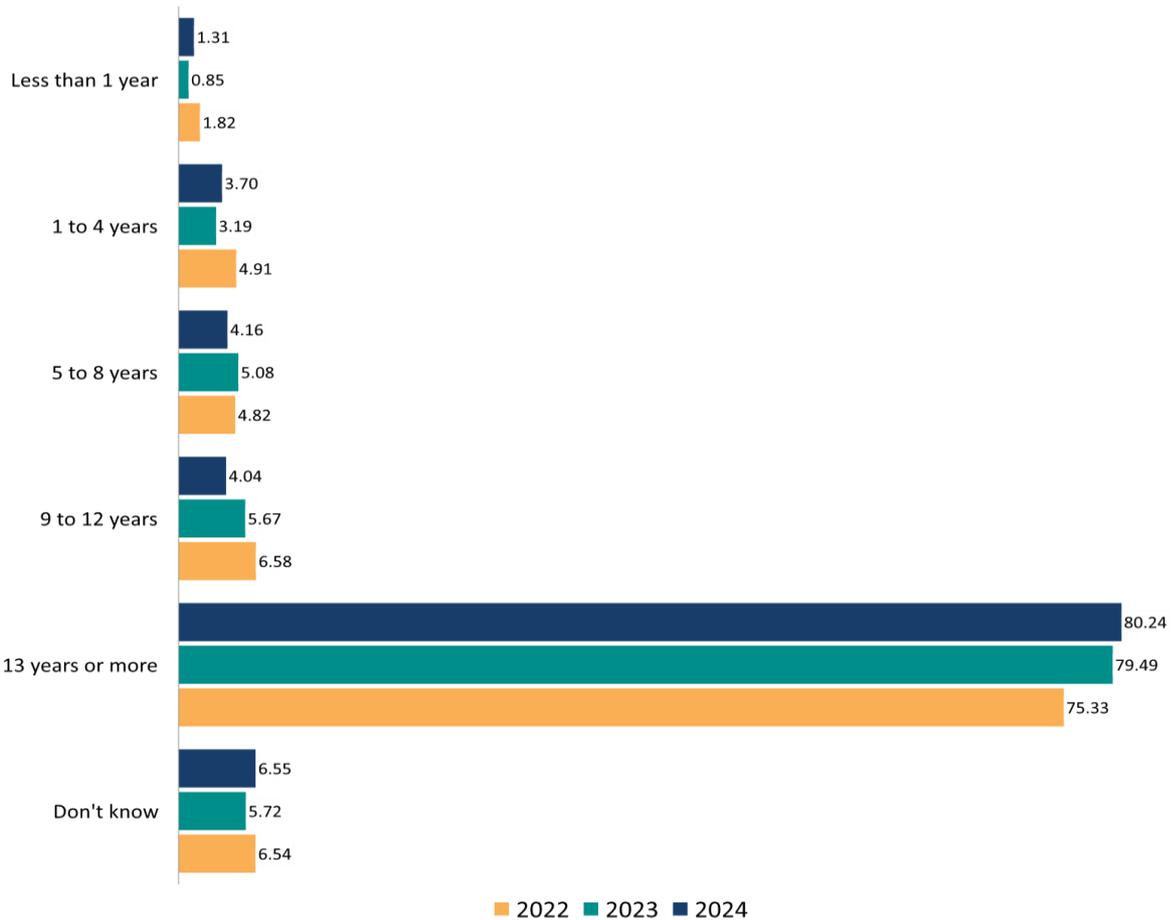
Funeral Director



2022: n = 2,031 2023: n = 2,000 2024: n = 1,740

NC FD Q3: How long has your funeral home worked with the national cemetery?

Funeral Director

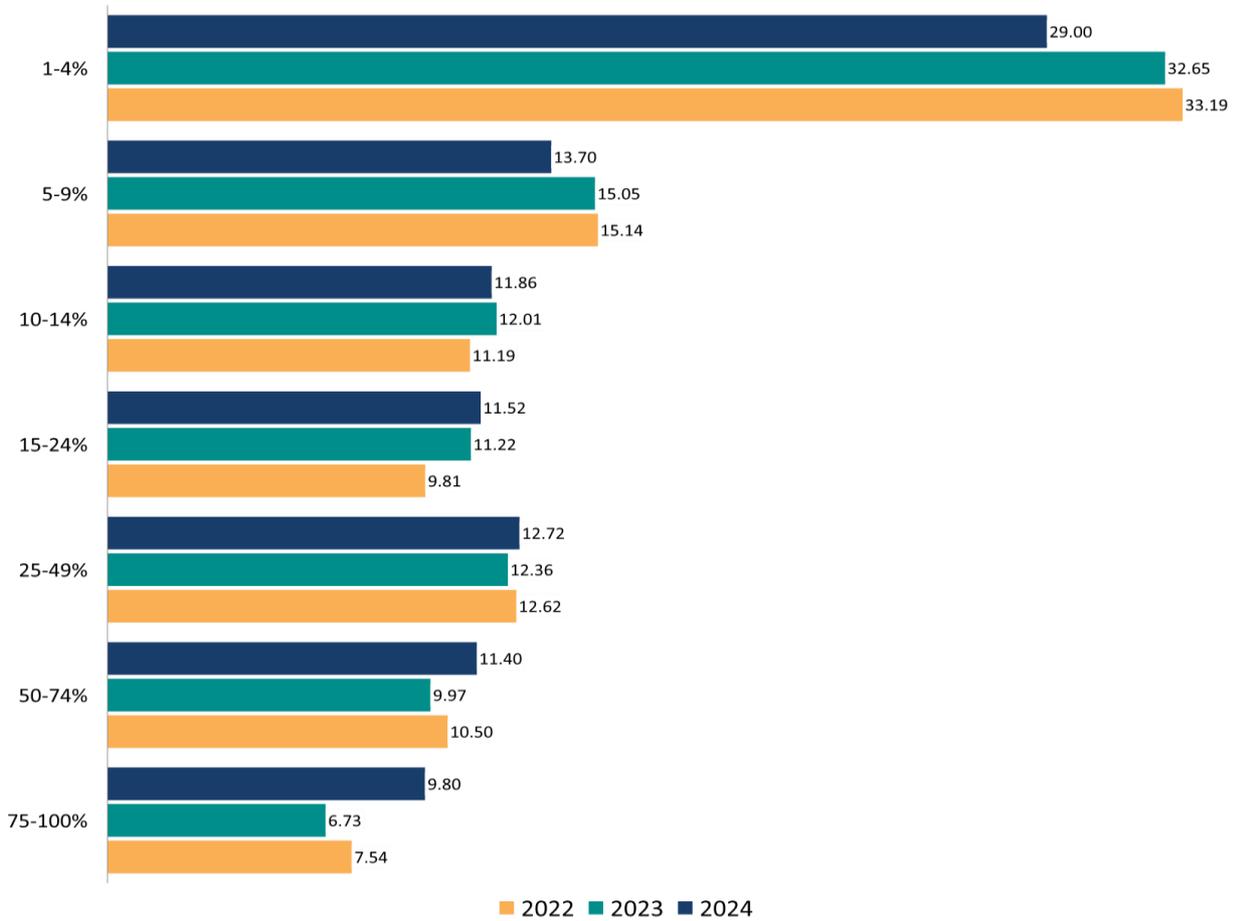


2022: n = 2,035 2023: n = 2,009 2024: n = 1,756

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

NC FD Q4: Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?

Funeral Director



2022: n = 2,028 2023: n = 2,006 2024: n = 1,745

Appendix B: Methodology and Survey Instruments

SECTION DESCRIPTION

- Presented within this appendix is a description of the methodology used to develop and administer the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction 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 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey are included as well for reference.

Appendix B: Methodology and Survey Instruments

Project Background

To better assess satisfaction with services provided by national cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2024 Survey of Satisfaction with National Cemeteries. The 2024 survey represents the twenty-fourth full administration of this satisfaction survey and the eleventh time a web survey option was offered to respondents.

Data for this 2024 survey were collected from next of kin and funeral directors in two fielding periods:

2024 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	2/22/24 – 6/17/24	NOK (English)	1/1/23 – 6/30/23
		FD (English)	1/1/23 – 12/31/23
Cohort 2	3/29/24 – 6/17/24	NOK (English)	7/1/23 – 12/31/23
		NOK & FD (Spanish)	1/1/23 – 12/31/23

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, 2023 to December 31, 2023.

Surveys were mailed to 44,029 next of kin who had interred a loved one at a national cemetery. The survey was also mailed to 12,280 funeral directors who worked with VA national cemeteries, private cemeteries, and state, tribal or territorial Veterans cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 22,472 completed questionnaires (19,864 next of kin and 2,608 funeral directors) were returned, which resulted in an overall survey response rate of 41.34% (46.71% next of kin and 22.06% for funeral directors). Please see Appendix E (beginning on page 208) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2024 NCA Survey of Customer Satisfaction.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2024 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2024 Survey Instruments

Survey Development

The survey instrument used for the 2024 survey administration was developed from the 2023 survey instrument. Several modifications were made to the 2023 survey instruments to develop the 2024 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2024 questionnaires.

The final 2024 questionnaires included a total of 79 questions for next of kin, and 48 questions for funeral directors.

2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey

The survey instrument revisions were as follows:

- Section headers were added throughout the survey:
 - Before Question 1: Choosing a VA National Cemetery / National Cemetery Support and Interaction / NCA Videos
 - Before Question 23: National Cemetery Scheduling Office Experience
 - Before Question 25: Headstones, Markers or Columbarium Niche Covers
 - Before Question 30: The Presidential Memorial Certificate, the Veterans Legacy Memorial, and the NCA Pre-Need Eligibility Registration Process
 - Before Question 60: Opportunity to Livestream the Committal Service
- The following questions and text were added to the survey:
 - Q1. Why did you choose to inter your loved one in a VA national cemetery? *(Mark all that apply)*
 - My loved one wanted to be interred in a national cemetery
 - My loved one wanted to be close to other relatives or friends already buried in the cemetery
 - The cemetery location will make it easy to visit my loved one's gravesite
 - It was a more affordable burial option
 - The cemetery's reputation in the local Veteran community
 - It was recommended by a VA outreach officer and/or at a VA outreach event
 - It was recommended by the funeral director
 - It was recommended by someone I trust (e.g., friend, relative, Veterans Service Officer, etc.)
 - Other (specify):
 - Q5. Did the funeral director provide information about burial and memorial benefits available for Veterans? *(Mark all that apply)*
 - Not applicable: Funeral Director not used
 - Funeral Director provided information about VA burial benefits for Veterans
 - Funeral Director provided information about VA memorial benefits for Veterans
 - No, the Funeral Director did not provide information about either VA burial or memorial benefit

Appendix B: Methodology and Survey Instruments

- Q6. Was a committal service held at the national cemetery for your loved one?
 - Yes, and I was involved in planning it
 - Yes, but I was not involved in planning it -> GO TO QUESTION #14
 - No, the committal service was not held -> GO TO QUESTION #17
 - Don't know/Can't recall -> GO TO QUESTION #17

- Q22. Please add any comments regarding information about the process or support you received from the cemetery you would like to share with NCA.

- Q33. Are you aware of the Veterans Legacy Memorial (VLM) web site www.va.gov/remember/?
 - Yes, and I have visited the site
 - Yes, but I have not visited the site -> GO TO QUESTION #36
 - No. This is the first I have heard of it -> GO TO QUESTION #36

- Q34. How easy was the VLM site to navigate?
 - Very easy
 - Easy
 - Neither easy nor difficult
 - Difficult
 - Very difficult

- Q35. Have you added content to a Veteran page on the VLM site? *(Mark all that apply)*
 - Yes
 - No. The content submission process was too difficult
 - No. I'm not comfortable sharing content on a Veteran's page
 - Other (specify):

- Q37. How did you become aware of the Pre-Need opportunity? *(Mark all that apply)*
 - Family member/friends
 - Funeral home
 - Military discharge related materials
 - Other Veteran/Active-duty member
 - Pre-Need Burial Eligibility Determination
 - Veterans Service Organization
 - VA/NCA pamphlet, newsletter, brochure
 - VA/NCA website
 - Other VA organization
 - Professional/military association meetings
 - Local news
 - VA/NCA social media (Facebook or X, formerly known as Twitter)
 - Other (specify):

- Q40. Do you have any additional comments on the headstone, marker or niche cover, the Presidential Memorial Certificate, the Veterans Legacy Memorial or the NCA Pre-Need Eligibility process?

Appendix B: Methodology and Survey Instruments

- Q59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?
 - Yes
 - No
 - Don't know what this is
- Q60. Were you interested in livestreaming one or more parts of your loved one's funeral or committal activities?
 - Yes
 - No
- Q61. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?
 - Yes
 - No -> GO TO QUESTION #63
- Q62. Which of the following livestream activities were offered by the provider? *(Mark all that apply)*
 - Activities at the funeral home
 - Activities at a place of worship or other gathering space
 - Committal service at the national cemetery
- Q63. Did you livestream your loved one's committal service at the national cemetery?
 - Yes
 - No -> GO TO QUESTION #67
- Q64. Who provided the livestream service?
 - Funeral service provider
 - Third-party vendor
 - I did it myself
 - Family member or friend
 - Other party
- Q65. Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?
 - Yes
 - No
- Q66. Did you pay for the livestream service?
 - Yes
 - No
- The following statement was added before Question 67:

Demographics Disclaimer Statement:

Although responding to the following question(s) is voluntary, VA strongly encourages you to provide as much data and information as possible. Your responses will not be connected to you as an individual. These responses will improve customer experience, approved research and the quality of care services for all Veterans. They will not be used to update your

Appendix B: Methodology and Survey Instruments

customer profile or other demographics found in any of your VA records. VA follows strict security and privacy practices and adheres to VA's data ethics standards to keep secure.

- Q67. Was your loved one your.....
 - Spouse
 - Partner
 - Parent
 - Child
 - Other relative
 - Not a relative

- Q68. Are you a Veteran married/partnered to a Veteran?
 - Yes
 - No

- The following statement was added before Question 69:
Please note: Veterans who are married to Veterans are entitled to individual gravesite and headstone/marker/medallion benefits. Visit www.va.gov/burials-memorials/eligibility/ for more information.

- Q69. Are you a Veteran?
 - Yes
 - No

- Q71. Did your loved one describe themselves as.....?
 - Male
 - Female
 - Unspecified or Another Gender Identity
 - Choose not to answer

- Q72. What language do you mainly speak at home?
 - English
 - Spanish
 - Chinese
 - Tagalog
 - Vietnamese
 - Arabic
 - Some other language (specify):

- Q77. Have you or your loved one used any other VA Benefits? *(Mark all that apply)*
 - Bereavement Counseling
 - Dependency and Indemnity Compensation (DIC)
 - Housebound Allowance
 - Aid and Attendance
 - VA Life Insurance
 - Pension
 - Education benefits
 - Other (specify):
 - Have not used other VA benefits

Appendix B: Methodology and Survey Instruments

- Q79. Are you willing to participate in a Focus Group discussion?
 - No
 - Yes -> If you are interested in participating in a focus group discussion to assist the National Cemetery Administration with improving its quality of service to Veterans and their families, please complete the information below:

In what way would you be willing to participate in the focus group? *(Mark all that apply)*
 - Online
 - By phone
 - In person at a focus group facility
 - Name:
 - Phone Number:
 - Email:
- The following questions were revised in the 2024 survey:
 - Q3. The response option “Local newspaper/news report” was updated to “Local news” and the response option “VA/NCA social media (Facebook or Twitter)” was updated to “VA/NCA social media (Facebook or X, formerly known as Twitter).” The response option “Public events (e.g., parades, speeches)” was removed.
 - Q4. In the question text, underlines were removed from the words “BEST” and “one.” The response option “VA/NCA social media (Facebook or Twitter)” was updated to “VA/NCA social media (Facebook or X, formerly known as Twitter).” The response options “Public events (e.g., parades, speeches)” and “VA/NCA website” were removed.
 - Q7. The question text “How satisfied were you with NCA’s available dates and times to schedule your committal service and/or interment?” was updated to “How satisfied were you with NCA’s available dates and times offered for the scheduling of your committal service?”
 - Q9. The response option “Yes, I viewed it online” was replaced with “Yes, but it was not provided by the Funeral Director.”
 - Q15. The response option “My loved one did not receive military funeral honors” was moved up to be the first option.
 - Q19. The question text “Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*” was updated to “Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*” and the response option “None of these factors limit my visits” was added.
 - Q27. In the question text the word “amount” replaced the word “length.”
 - Q28. The response option “Don’t know/Haven’t seen” was added.
 - Q29: The “Don’t know” response option was updated to include “Haven’t seen” so that it reads “Don’t know/Haven’t seen.”

Appendix B: Methodology and Survey Instruments

- Q30. The response option “Don’t know” was added.
- Q32. The word “problem” was removed from the response option “Other (specify).”
- Q39. “If you applied” was removed from the question text and the response option “Have not received yet” was added.
- Q56. In the question text “appearance” was underlined.
- Q57. In the question text “quality of service” was underlined.
- Q58. In the question text “honor” was underlined.
- Q70. The response options “Unspecified or Another Gender Identity” and “Choose not to answer” were added.
- Q74. The response options were updated to: “Yes, Hispanic or Latino” and “No, not Hispanic or Latino”; the response option “Choose not to answer” was added.
- Q75. The question text “What is your race? (*Mark one or more*)” was updated to “Are you.... (*Mark all that apply*),” the response options were ordered in alphabetical order, and the response option “Choose not to answer” was added.
- Q76. The question text “In what religious practice was the burial conducted?” was updated to “In what belief tradition was the burial conducted?” and the response option “Choose not to answer” was added.
- The following questions were removed from the 2023 survey:
 - Q1. Due to COVID-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?
 - Q5. 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?
 - Q30. 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.
 - Q31c. NCA Pre-Need Eligibility Process: Do you intend to apply?

2024 Funeral Director Satisfaction Survey

The survey instrument revisions were as follows:

- The following questions were added to a new section of the funeral director survey, titled “2024 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY.” These questions were asked to all funeral directors regardless of whether their funeral home assisted with services at a national cemetery,

Appendix B: Methodology and Survey Instruments

state, tribal or territorial Veterans cemetery, or with ordering a memorial product.

- Q1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?
 - Yes
 - No

- Q2. Are you aware there are resources available for Funeral Directors on the NCA website? (Note that this question was previously asked in the national cemetery section of the funeral director survey)
 - Yes
 - No

- Q3. Do you typically provide information resources on military honors to next of kin?
 - Yes
 - No

- Q4. Are you aware of the NCA Pre-Need Eligibility process?
 - Yes
 - No

- Q5. How often do your customers request “green” (i.e., environmentally sensitive) burials?
 - Very often
 - Sometimes
 - Rarely
 - Never

- Q6. Did you offer livestreaming of committal services at cemeteries?
 - Yes
 - No

- Q7. Are you willing to participate in a Focus Group discussion?
 - No
 - Yes -> In what way would you be willing to participate in the focus group? (*Mark all that apply*)
 - Online
 - By phone
 - In person at a focus group facility
 - Name:
 - Phone Number:
 - Email:

- Q8. Did you conduct business at a national cemetery during the 2023 calendar year?
 - Yes -> GO TO QUESTION #1 BELOW
 - No -> GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6

Appendix B: Methodology and Survey Instruments

- The following questions were added to the national cemetery section of the funeral director survey:
 - Q14. How satisfied are you with the NCA’s available dates and times to schedule your committal service and/or interment?
 - Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
 - Q17. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?
 - Easier
 - About the same
 - Harder
 - Q24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?
 - Yes
 - No
- The following questions were revised in the national cemetery section of the 2024 funeral director survey:
 - Q7. In the question text, the underline was removed from the word “one” and the response option “Public events (e.g. parades, exhibits, speeches)” was removed.
 - Q9. In the question text, underlines were removed from the words “changes” and “one.”
 - Q15. In the question text “National Cemetery Scheduling Office” was replaced with “national cemetery.”
 - Q23. In the question text, the underline was removed from “inscription options.”
- The following questions were removed from the national cemetery section of the 2023 funeral director survey:
 - Q11. 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?
 - Q16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?

Sampling

Sampling Frame

The sampling frame for the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey included all national cemeteries where a Veteran or family member was eligible to be interred during the 2023 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2024 survey fielding there were 155 national cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2024 surveys was provided to Vistra by NCA in two installments – one for January 1–June 30, 2023 interments and one for July 1– December 31, 2023 interments. The initial step was to clean the data and remove records that included fields with missing data critical for successful mailing. In 2024, the BOSS national cemetery and BOSS state, tribal or territorial Veterans cemetery data files were cleaned together.

Reasons for exclusion in descending order of frequency were:

- 1) Duplicate
- 2) Not NOK
- 3) No name
- 4) No address/Incomplete address
- 5) Invalid names*

NC and STVC NOK BOSS Data	
Summary of Reasons for Record Exclusion	
Reason Record Excluded	Number
Duplicate	13,094
Not NOK	5,884
No name	2,484
No address/Incomplete address	1,864
Invalid names	254
Total excluded	23,580
Total available	180,122
Percent excluded	13.09%

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

NC NOK Excluded Records	
Total excluded	17,747
Total available	138,834
Percent excluded	12.78%

Appendix B: Methodology and Survey Instruments

As in previous iterations, the 2024 Funeral Director Satisfaction Survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys. Of the 299,644 total available funeral director records, 95.76% were removed as a result of various de-duplications, with 12,694 deemed usable.

The records that were deemed eligible, or usable, were based on the American Association for Public Opinion Research (AAPOR) referenced by the federal government. AAPOR classifies the eligibility of data by disposition codes for mail surveys** into categories of “mail surveys of specifically named persons” and “internet surveys of specifically named persons.” AAPOR’s disposition codes inform which records are eligible, or usable, from which to draw sample. Of the 138,834 total available next of kin records, 12.78% were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 121,087 deemed usable.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
National NoK	138,834	121,087
Funeral Directors	299,644	12,694

**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 2024 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, 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey employed sampling whereas the 2024 Funeral Director Satisfaction Survey used a census, which included every available unduplicated record.

The second stage of sampling utilized stratification by creating groups, 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.

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

Appendix B: Methodology and Survey Instruments

For the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey, probability-based sampling was used; this 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 truly representative. Sampling at random after stratifying the frame from which the sample is drawn is the best method that alleviates sources of error that can bias estimates.

The confidence level for this 2024 survey was 95 percent ($\alpha = 1 - 0.95$, or $\alpha = 0.05$) which is in accordance with other federal surveys. A 95 percent confidence level means that there was a 5% chance of any response falling outside the defined margin of error, due to chance. Margin of error is defined as $1.96 * \sqrt{(\sigma/n)}$ for each question. The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. For example, with an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma (σ) is the standard deviation, and n is the sample size.

Based on this approach, of the final 121,087 usable next of kin records, 45,164 were sampled (37.29%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 44,029 next of kin. 12,280 surveys were mailed to funeral directors after being “de-duplicated” and undergoing NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2023 until December 31, 2023; (2) assisted with interments at state, tribal or territorial 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 2024 National Cemeteries Satisfaction Survey, the 2024 State, Tribal or Territorial Veterans Cemetery Satisfaction Survey, and 2024 the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience. Please see Appendix E (beginning on page 208) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2024 NCA Survey of Customer Satisfaction.

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

Number of Surveys Mailed by District: Next of Kin	
Continental District	7,647
Midwest District	9,783
North Atlantic District	6,745
Pacific District	10,131
Southeast District	9,723
Total	44,029

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

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

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 394 next of kin and 85 funeral directors.

The mailings took place according to the below schedule.

- The Cohort 1 mailing included:
 - English surveys for next of kin with January 1 to June 30, 2023 interment dates.
 - English surveys for funeral directors worked with national, private, and state, tribal or territorial Veterans cemeteries between January 1 and December 31, 2023.
- The Cohort 2 mailing included:
 - English surveys for next of kin with July 1 to December 31, 2023 interment dates.
 - Spanish surveys for next of kin with January 1 to December 31, 2023 interment dates.
 - Spanish surveys for funeral directors worked with national, private, and state, tribal or territorial Veterans cemeteries between January 1 and December 31, 2023.

Wave	Cohort 1	Cohort 2
Wave 1: First Questionnaire	02/22/2024	03/29/2024
Wave 2: First Postcard	03/14/2024	04/22/2024
Wave 3: Second Questionnaire	04/08/2024	05/15/2024
Wave 4: Second Postcard	04/23/2024	05/29/2024
Close of Field Date	06/17/2024	06/17/2024

Survey Help Line

To facilitate responses during the 2024 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 808 respondents called or emailed (750 calls, 58 emails) the Help Line or email address with questions pertaining to the 2024 NCA Customer Satisfaction Surveys. Calls and emails were fielded from February 21 to June 14, 2024.

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

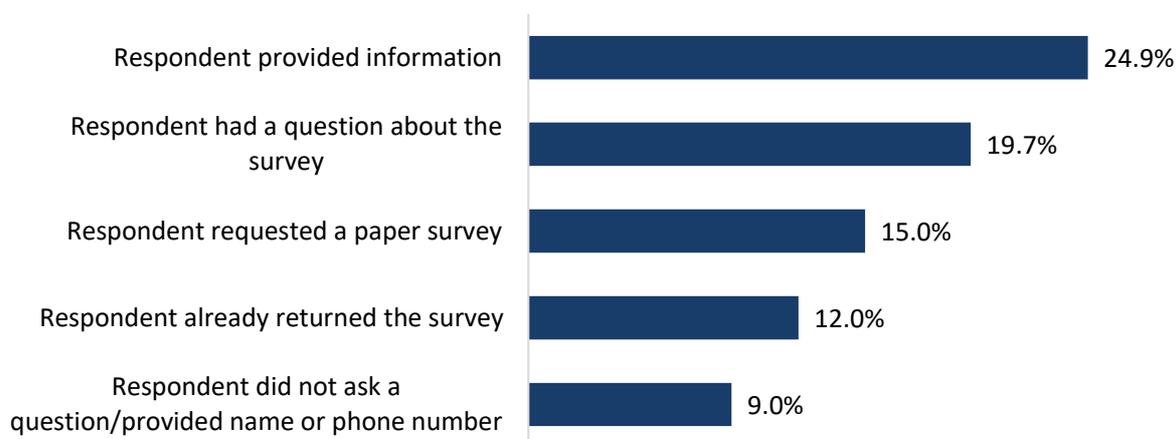
- Respondent provided information
 - Respondents provided general information about the status of their survey. This information generally included if they sent in the survey, when they would send the survey, or why they would not be completing the survey. Respondents also oftentimes provided information about their loved one's service or delivery of their marker/headstone/columbarium niche.
- Respondent had a question about the survey
 - Questions varied by respondent, 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, tribal or territorial" cemetery, inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it), and how to access the online survey.
- Respondent requested a paper survey
 - Respondents 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 or not they mailed in the survey.
- Respondent already returned the survey
 - Respondents called in/emailed to report that they had already submitted the survey on a previous date but for some reason received another survey in the mail.
- Respondent did not ask a question / Provided name or phone number
 - Respondents simply left their name and/or phone number on the help line or email.

Note that the "Call/Email Reason" is based on the initial voice message left on the Help Line or email received, which in most instances involved one issue or question. In other instances, the message was not always clearly defined or stated. However, upon call or email back, the respondent may have mentioned several issues. The "Action Taken" was the most important item categorized, for which requesting to be added to the "Do not contact (DNC) or survey list" took precedence.

Appendix B: Methodology and Survey Instruments

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

Top 5 Reasons for Call/Email

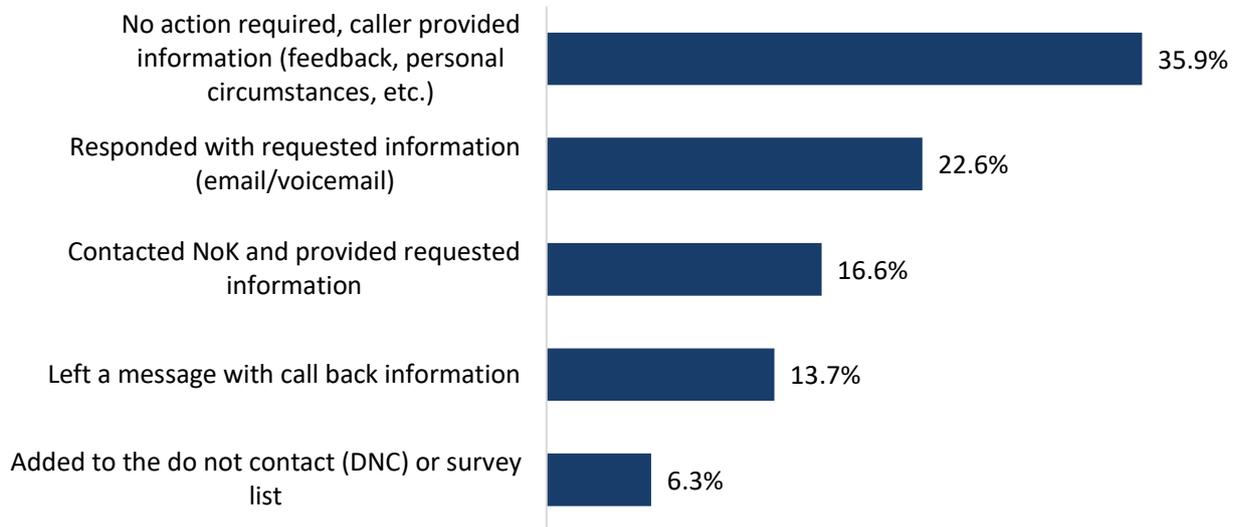


Reason for Call/Email	n	Percent
Respondent provided information	201	24.9%
Respondent had a question about the survey	159	19.7%
Respondent requested a paper survey	121	15.0%
Respondent already returned the survey	97	12.0%
Respondent did not ask a question/provided name or phone number	73	9.0%
Online survey question	61	7.5%
NOK is deceased	21	2.6%
Other (See Additional Comments)	15	1.9%
Unable to fill out the survey because of mental or physical limitations	14	1.7%
Received a 2nd survey	12	1.5%
Did not get the survey, just the postcard	12	1.5%
Received the postcard	10	1.2%
Benefit question	5	0.6%
Needed a return envelope/address	3	0.4%
3-digit code requested	2	0.2%
Do not contact (DNC) or survey	1	0.1%
Pre-Need Eligibility question	1	0.1%
Grand Total	808	100.0%

Appendix B: Methodology and Survey Instruments

The below chart and table show the actions taken by Vistra.

Top 5 Actions Taken



Action Taken	N	Percent
No action required, caller provided information (feedback, personal circumstances, etc.)	290	35.9%
Responded with requested information (email/voicemail)	183	22.6%
Contacted NoK and provided requested information	134	16.6%
Left a message with call back information	111	13.7%
Added to the do not contact (DNC) or survey list	51	6.3%
NCA follow-up – Resolved	15	1.9%
Unable to contact (Phone disconnected/no option for voicemail)	14	1.7%
Other (See Additional Comments)	5	0.6%
Completed survey via phone	4	0.5%
NCA follow-up – Referred	1	0.1%
Grand Total	808	100.0%

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

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

**NATIONAL CEMETERIES:
2024 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.

The survey will take about 20 minutes to complete. Please read each question carefully before making your response. You may complete the survey on-line using the link address noted on the cover letter (<https://bit.ly/NCE2024>) or by using the enclosed paper copy in this mailing. To access the survey on-line, enter your unique survey ID code ([MasterID]) on the main screen.

Marking Instructions

- 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 states "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

Correct Mark **Incorrect Marks**
     

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



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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 VA national cemetery where your loved one was interred.

Choosing a VA National Cemetery / National Cemetery Support and Interaction / NCA Videos

1. Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)

- My loved one wanted to be interred in a national cemetery
- My loved one wanted to be close to other relatives or friends already buried in the cemetery
- The cemetery location will make it easy to visit my loved one's gravesite
- It was a more affordable burial option
- The cemetery's reputation in the local Veteran community
- It was recommended by a VA outreach officer and/or at a VA outreach event
- It was recommended by the funeral director
- It was recommended by someone I trust (e.g., friend, relative, Veterans Service Officer, etc.)
- Other (specify): _____

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

- Yes
- No → GO TO QUESTION #4

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

- Family member/friends
- Funeral home
- Military discharge related materials
- Other Veteran/Active-duty member
- Pre-Need Burial Eligibility Determination
- Veterans Service Organization
- VA/NCA pamphlet, newsletter, brochure
- VA/NCA website
- Other VA organization
- Professional/military association meetings
- Local news
- VA/NCA social media (Facebook or X, formerly known as Twitter)
- Other (specify): _____

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

- E-mail
- Newsletter/flyer
- Local newspaper/television news reports
- VA/NCA Social Media (Facebook or X, formerly known as Twitter)
- Professional/military association meetings
- Other (specify): _____

5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)

- Not applicable: Funeral Director not used
- Funeral Director provided information about VA burial benefits for Veterans
- Funeral Director provided information about VA memorial benefits for Veterans
- No, the Funeral Director did not provide information about either VA burial or memorial benefits

6. Was a committal service held at the national cemetery for your loved one?

- Yes, and I was involved in planning it
- Yes, but I was not involved in planning it → GO TO QUESTION #14
- No, the committal service was not held → GO TO QUESTION #17
- Don't know/Can't recall → GO TO QUESTION #17

7. How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?

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

8. 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

<p>9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?</p> <p><input type="radio"/> Yes, the Funeral Director provided it</p> <p><input type="radio"/> Yes, but it was not provided by the Funeral Director</p> <p><input type="radio"/> No → GO TO QUESTION #12</p> <p>10. The videos helped me understand the burial process at the national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>11. Was your experience at the national cemetery similar to the video on service options you viewed?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <p><input type="radio"/> Visit the gravesite</p> <p><input type="radio"/> View the burial</p> <p><input type="radio"/> Special religious practices (e.g., blessing the gravesite)</p> <p><input type="radio"/> Special cultural practices (e.g., spreading/ placement of earth/soil into the grave)</p> <p><input type="radio"/> Additional seating at the committal service</p> <p><input type="radio"/> Handicapped accommodations</p> <p><input type="radio"/> No, my family did not have any special needs or requests → GO TO QUESTION #14</p> <p>13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <p><input type="radio"/> Yes, completely</p> <p><input type="radio"/> Yes, somewhat</p> <p><input type="radio"/> No, and I understand why</p> <p><input type="radio"/> No, and I did not understand why</p> <p>14. The committal shelter used for the service was private, clean, and free of safety hazards.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p>	<p>15. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</p> <p><input type="radio"/> My loved one did not receive military funeral honors</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>16. Overall, how satisfied were you with the committal service at the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>17. How many times have you visited the national cemetery where your loved one was interred?</p> <p><input type="radio"/> 1-3</p> <p><input type="radio"/> 4-6</p> <p><input type="radio"/> 7-9</p> <p><input type="radio"/> 10 or more</p> <p><input type="radio"/> None. I have not visited</p> <p>18. How far do you reside from the national cemetery?</p> <p><input type="radio"/> Less than 15 miles</p> <p><input type="radio"/> 15 to 29 miles</p> <p><input type="radio"/> 30 to 44 miles</p> <p><input type="radio"/> 45 to 59 miles</p> <p><input type="radio"/> 60 to 75 miles</p> <p><input type="radio"/> More than 75 miles</p> <p>19. Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)</p> <p><input type="radio"/> Distance to the national cemetery</p> <p><input type="radio"/> Access to transportation</p> <p><input type="radio"/> Health status</p> <p><input type="radio"/> Other (specify): _____</p> <p><input type="radio"/> None of these factors limit my visits</p> <p>20. Overall, how satisfied were you with the information provided throughout your experience with the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

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

- None. I was well informed
- Details of the committal service
- Floral policy
- Military funeral honors
- Headstone or marker inscription options
- Location of gravesite
- Certificate signed by the President of the United States honoring the Veteran's service
- Layout of the cemetery (Maps)
- Timeline of the replacement of headstone/ marker
- Directions to cemetery
- Other (specify): _____

22. Please add any comments regarding information about the process or support you received from the cemetery you would like to share with NCA.

National Cemetery Scheduling Office Experience

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

- Yes
- No. A funeral director scheduled it. → GO TO QUESTION #25
- Don't know → GO TO QUESTION #25

24. How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?

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

Headstones, Markers or Columbarium Niche Covers

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

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

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

- Yes
- No

27. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?

- 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 QUESTION #30

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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/Haven't seen

29. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

- Yes
- No
- Don't know/Haven't seen

The Presidential Memorial Certificate, the Veterans Legacy Memorial, and the NCA Pre-Need Eligibility Registration Process

If your loved one was NOT a Veteran, please go to Question #33

30. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

- Yes
- No → GO TO QUESTION #33
- Don't know → GO TO QUESTION #33

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

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

- Very satisfied → GO TO QUESTION #33
- Somewhat satisfied → GO TO QUESTION #33
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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

- Envelope was bent/torn
- Name was misspelled
- Poor print quality
- Other (specify): _____

33. Are you aware of the Veterans Legacy Memorial (VLM) web site www.va.gov/remember?

- Yes, and I have visited the site
- Yes, but I have not visited the site → **GO TO QUESTION #36**
- No. This is the first I have heard of it → **GO TO QUESTION #36**

34. How easy was the VLM site to navigate?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

35. Have you added content to a Veteran page on the VLM site? (Mark all that apply)

- Yes
- No. The content submission process was too difficult
- No. I'm not comfortable sharing content on a Veteran's page
- No. Other (specify): _____

36. Are you aware of the NCA Pre-Need Eligibility process?

- Yes
- No → **GO TO QUESTION #40**

37. How did you become aware of the Pre-Need opportunity? (Mark all that apply)

- Family member/friends
- Funeral home
- Military discharge related materials
- Other Veteran/Active-duty member
- Pre-Need Burial Eligibility Determination
- Veterans Service Organization
- VA/NCA pamphlet, newsletter, brochure
- VA/NCA website
- Other VA organization
- Professional/military association meetings
- Local news
- VA/NCA social media (Facebook or X, formerly known as Twitter)
- Other (specify): _____

38. Have you applied for Pre-Need Eligibility?

- Yes
- No → **GO TO QUESTION #40**

39. Were you satisfied with the length of time it took to receive a certificate of eligibility?

- Yes
- No
- Have not received yet

40. Do you have any additional comments on the headstone, marker or niche cover, the Presidential Memorial Certificate, the Veterans Legacy Memorial or the NCA Pre-Need Eligibility process?

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
41. 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"/>
42. There are <u>sufficient signs</u> within the national cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The <u>quality of service</u> received from national cemetery staff is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. 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"/>
45. 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"/>
46. The <u>appearance</u> of my loved one's gravesite/columbarium is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. 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"/>
48. 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"/>
49. 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"/>
50. The national 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"/>
51. I would <u>recommend</u> the national 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"/>
52. 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"/>
53. I am willing to <u>rely on</u> VA and the National Cemetery Administration to <u>maintain</u> national cemeteries as national shrines in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. <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

55. Have you visited a state, tribal or territorial Veterans cemetery?

- Yes
- No → GO TO QUESTION #58
- Don't know/Not applicable → GO TO QUESTION #58

56. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

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

57. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

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

58. The honor of being interred at a state, tribal or territorial 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

59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?

- Yes
- No
- Don't know what this is

Opportunity to Livestream the Committal Service

60. Were you interested in livestreaming one or more parts of your loved one's funeral or committal activities?

- Yes
- No

61. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?

- Yes
- No → GO TO QUESTION #63

62. Which of the following livestream activities were offered by the provider? (Mark all that apply)

- Activities at the funeral home
- Activities at a place of worship or other gathering space
- Committal service at the national cemetery

63. Did you livestream your loved one's committal service at the national cemetery?

- Yes
- No → GO TO QUESTION #67

64. Who provided the livestream service?

- Funeral service provider
- Third-party vendor
- I did it myself
- Family member or friend
- Other party

65. Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?

- Yes
- No

66. Did you pay for the livestream service?

- Yes
- No

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks



Demographics Disclaimer Statement:

Although responding to the following question(s) is voluntary, VA strongly encourages you to provide as much data and information as possible. Your responses will not be connected to you as an individual. These responses will help improve customer experience, approved research, and the quality of care and services for all Veterans. They will not be used to update your customer profile or other demographics found in any of your VA records. VA follows strict security and privacy practices and adheres to VA's data ethics standards to keep secure.

67. Was your loved one your.....

- Spouse
- Partner
- Parent
- Child
- Other relative
- Not a relative

68. Are you a Veteran married/partnered to a Veteran?

- Yes
- No

Please note: Veterans who are married to Veterans are entitled to individual gravesite and headstone/ marker/medallion benefits. Visit www.va.gov/burials-memorials/eligibility/ for more information.

69. Are you a Veteran?

- Yes
- No

70. What is your gender?

- Male
- Female
- Unspecified or Another Gender Identity
- Choose not to answer

71. Did your loved one describe themselves as.....?

- Male
- Female
- Unspecified or Another Gender Identity
- Choose not to answer

72. What language do you mainly speak at home?

- English
- Spanish
- Chinese
- Tagalog
- Vietnamese
- Arabic
- Some other language (specify): _____

73. In what year were you born?

74. Are you a Hispanic or Latino?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino
- Choose not to answer

75. Are you... (Mark all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Choose not to answer

76. In what belief tradition was the burial conducted?

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other (specify): _____
- Choose not to answer

77. Have you or your loved one used any other VA Benefits? (Mark all that apply)

- Bereavement Counseling
- Dependency and Indemnity Compensation (DIC)
- Housebound Allowance
- Aid and Attendance
- VA Life Insurance
- Pension
- Education benefits
- Other (specify): _____
- Have not used other VA benefits

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

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

2024 FUNERAL DIRECTOR SATISFACTION SURVEY
(National Cemeteries; VA Memorial Products; and State, Tribal or Territorial 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.

The survey will take about 20 minutes to complete. Please read each question carefully before making your response. You may complete the survey on-line using the link address noted on the cover letter (<https://bit.ly/FDE24E>) or by using the enclosed paper copy in this mailing. To access the survey on-line, enter your unique survey ID code ([MasterID]) on the main screen.

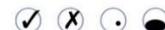
Marking Instructions

- 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 states "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

Correct Mark



Incorrect Marks



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



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NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

2024 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:

- | | |
|--|---|
| <p>1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?</p> <p><input type="radio"/> Yes
<input type="radio"/> No</p> <p>2. Are you aware there are resources available for Funeral Directors on the NCA website?</p> <p><input type="radio"/> Yes
<input type="radio"/> No</p> <p>3. Do you typically provide information resources on military honors to next of kin?</p> <p><input type="radio"/> Yes
<input type="radio"/> No</p> <p>4. Are you aware of the NCA Pre-Need Eligibility process?</p> <p><input type="radio"/> Yes
<input type="radio"/> No</p> <p>5. How often do your customers request “green” (i.e., environmentally sensitive) burials?</p> <p><input type="radio"/> Very often
<input type="radio"/> Sometimes
<input type="radio"/> Rarely
<input type="radio"/> Never</p> | <p>6. Did you offer livestreaming of committal services at cemeteries?</p> <p><input type="radio"/> Yes
<input type="radio"/> No</p> <p>7. Are you willing to participate in a Focus Group discussion?</p> <p><input type="radio"/> No
<input type="radio"/> Yes → In what way would you be willing to participate? (Mark all that apply)</p> <p><input type="checkbox"/> Online
<input type="checkbox"/> By phone
<input type="checkbox"/> In person at a focus group facility</p> <p>Name: _____
Phone Number: _____
Email: _____</p> <p>8. Did you conduct business at a national cemetery during the 2023 calendar year?</p> <p><input type="radio"/> Yes → GO TO QUESTION #1 BELOW
<input type="radio"/> No → GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6</p> |
|--|---|

2024 NATIONAL CEMETERIES SATISFACTION SURVEY

- 1. In the survey packet, please look at the form labeled “INSTRUCTIONS FOR COMPLETING THE “NATIONAL CEMETERIES SATISFACTION SURVEY QUESTION 1” to identify which national cemetery you most frequently did business with and fill in the corresponding bubbles in the columns to the right.**

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

Please complete this survey based on your experiences at this national cemetery within the 2023 calendar year.

- 2. How far is your funeral home from the national cemetery with which you most frequently did business?**
- Less than 15 miles 45 miles to 59 miles
 15 miles to 29 miles 60 miles to 75 miles
 30 miles 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 I 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 communications from the national cemetery to your funeral home?**
- Excellent
 Good
 Fair
 Poor

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks



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

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

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

- VA/NCA website
- Outreach by cemetery staff
- Veterans Service Officers
- Professional associations/conventions/meetings
- Local newspaper/television news reports
- 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 requirement for burial in a national cemetery
- Floral policy
- Military funeral honors
- Headstone, marker or columbarium niche cover inscription options
- Presidential Memorial Certificates (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.

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

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

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

- Always
- For the most part
- Occasionally
- Never

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

- Always
- For the most part
- Occasionally
- Never

13. 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

14. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?

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

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



15. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?

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

16. 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

17. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?

- Easier
- About the same
- Harder

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

- Yes
- No

19. 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 → GO TO QUESTION #21

20. 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

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

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

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

- Very acceptable
- Somewhat acceptable
- Neither acceptable nor unacceptable
- Somewhat unacceptable
- Very unacceptable

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

- Yes
- No

24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?

- Yes
- No

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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
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 national cemeteries as national shrines in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>

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):

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



2024 MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did your funeral home order NCA memorial products (headstones, markers, medallions, or Presidential Memorial Certificates (certificate signed by the President of the United States honoring the Veteran's service)) during the 2023 calendar year?

Yes → GO TO QUESTION 1 BELOW

No → GO TO THE STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY ON PAGE 9

1. Do you understand the eligibility requirements for Veteran benefits, including eligibility for National Guard, Reservists, and Veteran dependents?

- Yes
 No

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

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

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

- Flat Bronze
 Flat Stone (Marble/Granite)
 Bronze Niche Cover
 Upright Stone (Marble/Granite)
 Bronze Medallion

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

- Via the mail (to National VA)
 Online via Quick Submit
 Via fax (to National VA)
 Via the local VA Office
 Other (specify) _____

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

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

6. Of the eligible Veteran families you serve, approximately what percent request VA memorial products?

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

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

- Yes
 No → GO TO QUESTION #11
 Don't know → GO TO QUESTION #11

8. 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): _____

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks



9. 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

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

- Spoke with on NCA Customer Service Representative initially
- Transferred to NCA
- Don't know

11. How easy is the process of scheduling an interment at a national cemetery vs. a non-VA cemetery?

- Easier at the non-VA cemetery
- About the same
- Easier at the national cemetery
- Don't know/No opinion

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

- Yes
- No → GO TO QUESTION #15

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

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

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

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

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

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

16. Are you aware of the following requirements?

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

- Yes
- No

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

- Yes
- No

17. Generally, about how long after ordering the headstone, marker, or medallion did it arrive?

- Less than 1 month
- Between 1 and 2 months
- Between 2 and 3 months
- Between 3 and 4 months
- More than 4 months
- Has not arrived yet
- Don't know/Not sure

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

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

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

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

- Yes
- No → GO TO QUESTION #23
- Don't know → GO TO QUESTION #23

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

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

21. What types of problems have you experienced with VA furnished headstones and markers?

- (Mark all that apply)*
- Broken/chipped headstones/markers
 - Typographical errors
 - Wrong information/symbol
 - Discoloration
 - Wrong type of headstone/marker
 - Other (specify): _____

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

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

23. 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"/>				
Polish	<input type="radio"/>				
Color	<input type="radio"/>				
Finish	<input type="radio"/>				
Depth of the inscription (Stone only).....	<input type="radio"/>				

24. 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

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

- Yes
- No → GO TO QUESTION #28

For more information about the Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veterans service) or to order more copies, please visit our webpage at www.cem.va.gov/pmc.asp

26. Do you typically inform your clients about the Presidential Memorial Certificate?

- Yes
- No

27. Do you typically order the Presidential Memorial Certificate for your clients?

- Yes
- No

28. Overall, how satisfied are you with your experience with these VA Memorial Products and Services?

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

29. Please use this space to elaborate on any additional aspects of your experience you would like to share with the NCA. If your comment is in response to a specific question, please reference the question number.

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

2024 STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did you conduct business at a state, tribal or territorial Veterans cemetery during the 2023 calendar year?

- Yes → Go to Question 1 below
- No → Please return this survey in the pre-paid envelope provided

1. In the survey packet, please look at the form labeled “INSTRUCTIONS FOR COMPLETING THE STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION QUESTION 1” to identify which state, tribal or territorial Veterans cemetery you most frequently did business with and fill in the corresponding bubble 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 2023 calendar year.

2. How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did 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, tribal or territorial 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, tribal or territorial 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, tribal or territorial Veterans cemetery to your funeral home?
- Excellent
 - Good
 - Fair
 - Poor

6. Do you feel that you are well informed by the state, tribal or territorial 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, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)

- Outreach by cemetery staff
- State, tribal or territorial/VA/NCA website
- Veterans Service Officers
- Professional associations/conventions/ meetings
- Local newspaper/television or news reports
- Other (specify): _____

8. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)

- None, I feel well informed
- Scheduling process
- Eligibility requirements for burial in a state, tribal or territorial 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.

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

- Email Fax
- Phone State, tribal or territorial website
- Letter Newsletter or flyer

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, tribal or territorial Veterans cemetery?

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

For general information about eligibility for interment at a state, tribal or territorial or Veterans cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.

11. Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

- Yes
- No

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

- Yes
- No

13. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?

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

14. How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?

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

15. How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

- Less than 1 hour
- 1 to 2 hours
- 2 to 3 hours
- 3 to 4 hours
- 4 to 5 hours
- 5 to 6 hours
- 1 to 2 days
- More than 2 days

16. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

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

17. How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?

- Easier
- About the same
- Harder

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

- Always
- For the most part
- Occasionally
- Never

19. Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?

- Always
- For the most part
- Occasionally
- Never

20. If you are delayed in arriving at the state, tribal or territorial 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

21. How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?

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

22. Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?

- Yes
- No
- Don't know

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

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

- Very acceptable
- Somewhat acceptable
- Neither acceptable nor unacceptable
- Somewhat unacceptable
- Very unacceptable

24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?

- Yes
- No
- Don't know

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 state, tribal or territorial Veterans 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 state, tribal or territorial Veterans 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 state, tribal or territorial Veterans 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, tribal or territorial 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, tribal or territorial 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, tribal or territorial 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, tribal or territorial 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, tribal or territorial 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 state, tribal or territorial Veterans cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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

- 37. I am willing to rely on the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future
- 38. I am willing to rely on the state, tribal or territorial governments to maintain the cemeteries as national shrines in the future
- 39. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ Not applicable
<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, tribal or territorial 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 email VistraResearch@ConsultVistra.com.

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Appendix C: User Guide

SECTION DESCRIPTION

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

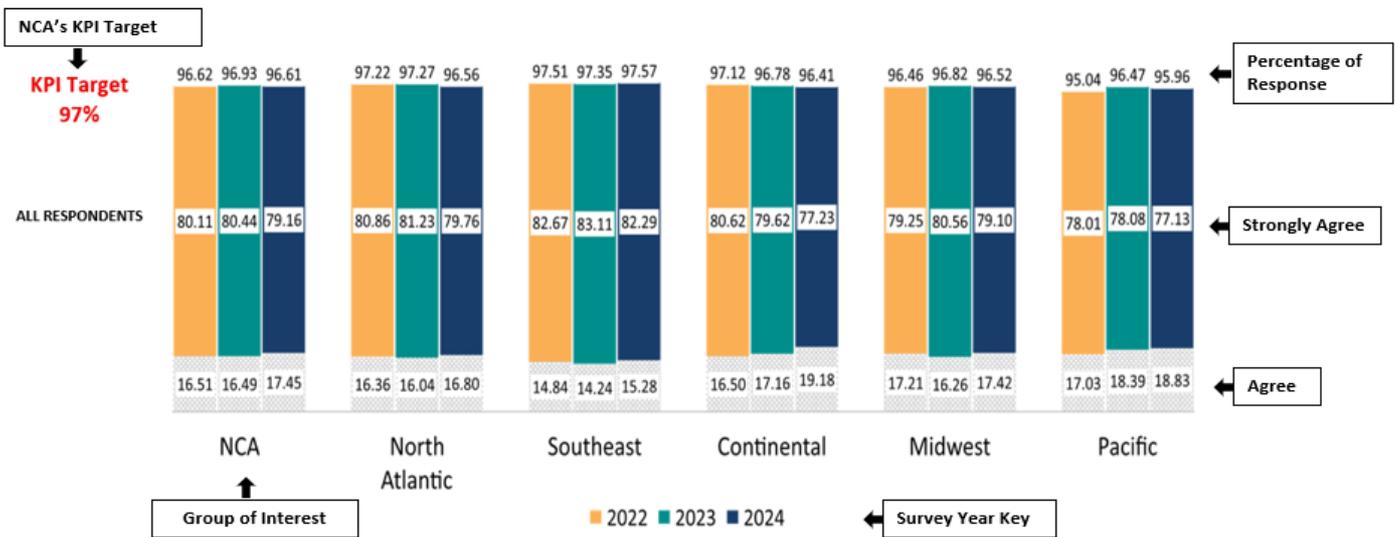
Question Numbers

Questions that were asked of both next of kin and funeral directors are combined in All Respondents graphs followed by the next of kin and funeral directors in separate graphs. When presented together, the first number presented for the question is the question number in the survey instrument asked of next of kin, while the second number is the question number in the survey instrument asked of funeral directors. In the below example, Question 43 was asked of next of kin in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey, while Question 29 was asked of funeral directors in the national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Stacked Bar Graphs

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

Question 43/29: The quality of service received from cemetery staff is excellent.



A survey year key is located at the bottom of the graph. When data are available, the graph will display data from the current year and the previous two years. According to the key in this example, 2024 data are shown by the blue bars (darkest shade), 2023 data are shown by the green bars (medium shade), and 2022 data are shown by the yellow bars (lightest shade).

The top percentages represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the bottom percentages are the moderate responses (in this case, “Agree”). For example, in the above graph 17.45% of all NCA respondents selected “Agree” in 2024 and 79.16% selected “Strongly agree,” so in total, 96.61% of participants responded positively to this item.

Appendix C: User Guide

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

Data Tables

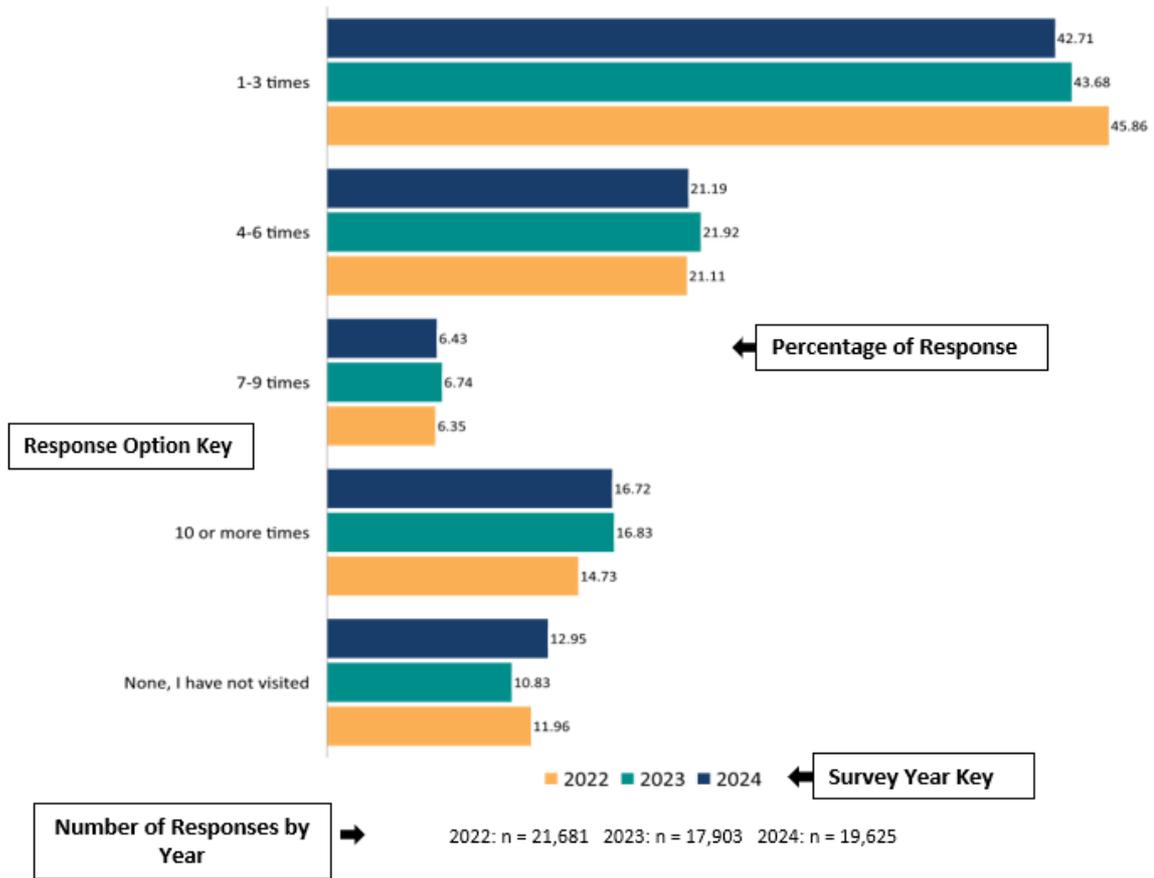
Accompanying each stacked bar graph is a data table that presents detailed item-level results for the current year and the previous two years (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
n		23012	19358	20620	3809	3160	3370	4703	4114	4399	3643	2984	3259	5335	4466	4857	4861	4106	4333
Strongly agree		80.11%	80.44%	79.16%	80.86%	81.23%	79.76%	82.67%	83.11%	82.29%	80.62%	79.62%	77.23%	79.25%	80.56%	79.10%	78.01%	78.08%	77.13%
Agree		16.51%	16.49%	17.45%	16.36%	16.04%	16.80%	14.84%	14.24%	15.28%	16.50%	17.16%	19.18%	17.21%	16.26%	17.42%	17.03%	18.39%	18.83%
Neither agree nor disagree		2.37%	2.26%	2.65%	2.07%	2.03%	2.73%	1.85%	1.94%	1.84%	1.98%	2.38%	2.82%	2.47%	2.35%	2.90%	3.39%	2.61%	3.05%
Disagree		0.64%	0.47%	0.42%	0.37%	0.25%	0.36%	0.43%	0.46%	0.36%	0.58%	0.60%	0.40%	0.54%	0.54%	0.33%	1.17%	0.49%	0.62%
Strongly disagree		0.37%	0.34%	0.32%	0.34%	0.44%	0.36%	0.21%	0.24%	0.23%	0.33%	0.23%	0.37%	0.52%	0.29%	0.25%	0.39%	0.44%	0.37%

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

Standard Bar Graphs

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



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 2024 data are represented by the top blue bars, 2023 data are represented by the middle green bars, and 2022 data are represented by the bottom yellow bars. Thus, 42.71% of respondents selected 1-3 times in 2024, 43.68% selected 1-3 times in 2023, and 45.86% selected 1-3 times in 2022.

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

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

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

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

Appendix D: Question Locator

SECTION DESCRIPTION

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

Appendix D: Question Locator

Questions for All Participants

Question #		Question Text	Report Page #
NOK	FD		Report Page #
43	29	The quality of service received from cemetery staff is excellent.	10 - 11
48	34	The overall appearance of the national cemetery is excellent.	12 - 13
14	26	The committal shelter used for the service was private, clean, and free of safety hazards.	15 - 16
42	28	There are sufficient signs within the cemetery to assist visitors.	17 - 18
41	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	19 - 20
51	36	I would recommend the cemetery to Veteran families during their time of need.	22 - 23
53	38	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	29 - 30
52	37	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	31 - 32
50	27	The cemetery honors all Veterans and their service to our nation.	33 - 34
44	30	The national cemetery staff was courteous.	103 - 104
45	31	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	105 - 106
47	33	The information kiosks (i.e., gravesite locators) are helpful to me.	107 - 108
49	35	Overall, I am satisfied with my experience at the national cemetery.	109 - 110
54	39	My experiences with the national cemetery exceeded my expectations.	111 - 112

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
NOK		Report Page #
NC NOK Q1	Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)	35
NC NOK Q2	Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	38
NC NOK Q3	How did you learn of these benefits prior to your time of need? (Mark all that apply)	39
NC NOK Q4	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	40
NC NOK Q5	Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)	41
NC NOK Q6	Was a committal service held at the national cemetery for your loved one?	42
NC NOK Q7	How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?	43
NC NOK Q8	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?	44
NC NOK Q9	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	77
NC NOK Q10	The video(s) helped me understand the burial process at the national cemetery.	78
NC NOK Q11	Was your experience at the national cemetery similar to the video on service options you viewed?	79
NC NOK Q12	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	74
NC NOK Q13	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	75
NC NOK Q15	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	80
NC NOK Q16	Overall, how satisfied were you with the committal service at the national cemetery?	24
NC NOK Q17	How many times have you visited the national cemetery where your loved one was interred?	126
NC NOK Q18	How far do you reside from the national cemetery?	127
NC NOK Q19	Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	128
NC NOK Q20	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	37
NC NOK Q21	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	58
NC NOK Q23	Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	45
NC NOK Q24	How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?	21
NC NOK Q25	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	98
NC NOK Q26	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	99
NC NOK Q27	How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?	25
NC NOK Q28	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	100
NC NOK Q29	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	101
NC NOK Q30	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	46

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
NOK		Report Page #
NC NOK Q31	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	47
NC NOK Q32	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)	48
NC NOK Q33	Are you aware of the Veterans Legacy Memorial (VLM) web site www.va.gov/remember/ ?	50
NC NOK Q34	How easy was the VLM site to navigate?	51
NC NOK Q35	Have you added content to a Veteran page on the VLM site? (Mark all that apply)	52
NC NOK Q36	Are you aware of the NCA Pre-Need Eligibility Process?	53
NC NOK Q37	How did you become aware of the Pre-Need opportunity? (Mark all that apply)	54
NC NOK Q38	Have you applied for Pre-Need Eligibility?	55
NC NOK Q39	Were you satisfied with the length of time it took to receive a certificate of eligibility?	56
NC NOK Q46	The appearance of my loved one's gravesite/columbaria is excellent.	14
NC NOK Q55	Have you visited a state, tribal or territorial Veterans cemetery?	114
NC NOK Q56	Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	115
NC NOK Q57	Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	116
NC NOK Q58	The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.	117
NC NOK Q59	Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?	49
NC NOK Q60	Were you interested in livestreaming one or more parts of your loved one's funeral or committal activities?	81
NC NOK Q61	Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?	82
NC NOK Q62	Which of the following livestream activities were offered by the provider? (Mark all that apply)	83
NC NOK Q63	Did you livestream your loved one's committal service at the national cemetery?	84
NC NOK Q64	Who provided the livestream service?	85
NC NOK Q65	Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?	86
NC NOK Q66	Did you pay for the livestream service?	87
NC NOK Q67	Was your loved one your.....	130
NC NOK Q68	Are you a Veteran married/partnered to a Veteran?	132
NC NOK Q69	Are you a Veteran?	131
NC NOK Q70	What is your gender?	133
NC NOK Q71	Did your loved one describe themselves as.....?	134
NC NOK Q72	What language do you mainly speak at home?	142
NC NOK Q73	In what year were you born? (Age group)	157
NC NOK Q74	Are you Hispanic or Latino?	143
NC NOK Q75	Are you... (Mark all that apply)	147
NC NOK Q76	In what belief tradition was the burial conducted?	129
NC NOK Q77	Have you or your loved one used any other VA Benefits? (Mark all that apply)	57

Appendix D: Question Locator

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
GEN FD Q1	Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?	119
GEN FD Q2	Are you aware there are resources available for Funeral Directors on the NCA Website?	120
GEN FD Q3	Do you typically provide information resources on military honors to next of kin?	121
GEN FD Q4	Are you aware of the NCA Pre-Need Eligibility process?	122
GEN FD Q5	How often do your customers request “green” (i.e., environmentally sensitive) burials?	123
GEN FD Q6	Did you offer livestreaming of committal services at cemeteries?	124
NC FD Q2	How far is your funeral home from the national cemetery with which you most frequently do business?	158
NC FD Q3	How long has your funeral home worked with the national cemetery?	159
NC FD Q4	Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	160
NC FD Q5	How would you characterize the overall communication from the national cemetery to your funeral home?	61
NC FD Q6	Do you feel that you are well informed by the national cemetery of its policies and procedures?	62
NC FD Q7	In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	63
NC FD Q8	What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	64
NC FD Q9	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)	70
NC FD Q10	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	60
NC FD Q11	During committal services, how often do you receive the support you need from cemetery staff?	91
NC FD Q12	Generally, how often do committal services at the national cemetery start on time?	92
NC FD Q13	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?	93
NC FD Q14	How satisfied are you with the NCA’s available dates and times to schedule your committal service and/or interment?	90
NC FD Q15	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?	27
NC FD Q16	How easy is the process of scheduling an interment at the national cemetery?	26
NC FD Q17	How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?	89
NC FD Q18	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	65
NC FD Q19	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?	66
NC FD Q20	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?	67
NC FD Q21	How easy is it to schedule military honors at the national cemetery?	94
NC FD Q22	To what extent is the quality of military honors acceptable?	95
NC FD Q23	Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?	68
NC FD Q24	Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?	69
NC FD Q32	The National Cemetery Scheduling Office’s hours of operation meet my needs for scheduling services.	71

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey.

Appendix E: Response Rates

National Response Rates

Nationally, the survey yielded a response rate of 41.34% (46.71% next of kin and 22.06 % for funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. A total of 56,309 survey questionnaires (44,029 to next of kin and 12,280 to funeral directors) were mailed for this survey.

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. 1,956 undeliverable pieces of mail (3.47%) were received over the course of the 2024 national cemetery next of kin and funeral director surveys. 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	643	42.90%	144	31.51%
Attempted - not known	266	17.75%	69	15.10%
Insufficient address	178	11.87%	39	8.53%
Vacant	90	6.00%	32	7.00%
No mail receptacle	86	5.74%	114	24.95%
No such number	70	4.67%	30	6.56%
Unable to forward	37	2.47%	4	0.88%
Unclaimed	27	1.80%	7	1.53%
Undeliverable as addressed	20	1.33%	1	0.22%
Return to sender	17	1.13%	4	0.88%
Deceased	18	1.20%	0	0.00%
Refused	12	0.80%	4	0.88%
No such street	11	0.73%	3	0.66%
No comment	10	0.67%	2	0.44%
Moved left no address	5	0.33%	0	0.00%
Not at this address	3	0.20%	3	0.66%
Illegible	3	0.20%	1	0.22%
Box closed	1	0.07%	0	0.00%
Received without address	1	0.07%	0	0.00%
Recipient unknown wrong address	1	0.07%	0	0.00%
Total	1,499	100.00%	457	100.00%

Appendix E: Response Rates

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

Survey Response Rates			
	Next of Kin	Funeral Directors	Total
Total Sample	44,029	12,280	56,309
Undeliverable	1,499	457	1,956
Total Eligible Questionnaires	42,530	11,823	54,353
Total Returned Surveys	19,864	2,608	22,472
English Surveys Returned	19,686	2,594	22,280
Spanish Surveys Returned	178	14	192
Total Response Rate (Returned/Eligible)	46.71%	22.06%	41.34%

The table below presents the response rates for next of kin and funeral directors by cohort.

Response Rate by Cohort				
	Next of Kin		Funeral Directors	
	Cohort 1	Cohort 2	Cohort 1	Cohort 2
Total Sample	22,186	21,843	12,195	85
Undeliverable	861	638	446	11
Total Eligible Questionnaires	21,325	21,205	11,749	74
Total Returned Surveys	10,186	9,678	2,594	14
Total Response Rate (Returned/Eligible)	47.77%	45.64%	22.08%	18.92%

NoK Cohort 1: English surveys, 1/1/2023-6/30/2023 interments; NoK Cohort 2: English surveys, 7/1/2023-12/31/2023 interments and Spanish surveys, 1/1/2023-12/31/2023 interments; FD Cohort 1: English surveys, 1/1/2023-12/31/2023 interments; FD Cohort 2: Spanish surveys, 1/1/2023-12/31/2023 interments

Appendix E: Response Rates

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

Survey Returns by District				
	Next of Kin		Funeral Directors	
Continental District	3,193	16.07%	212	8.13%
Midwest District	4,689	23.61%	411	15.76%
North Atlantic District	3,222	16.22%	344	13.19%
Pacific District	4,426	22.28%	141	5.41%
Southeast District	4,334	21.82%	263	10.08%
Total Returned Surveys	19,864	100.00%	1,371*	52.57%*

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

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	3,288	16.55%	498	19.10%
	Spanish	28	0.14%	1	0.04%
	Total	3,316	16.69%	499	19.13%
Paper Completes	English	16,398	82.55%	2,096	80.37%
	Spanish	150	0.76%	13	0.50%
	Total	16,548	83.31%	2,109	80.87%
Total Returned Surveys		19,864	100.00%	2,608	100.00%

*43,635 English-language NoK and 394 Spanish-language survey NoK questionnaires were mailed for this survey; 12,195 English-language FD and 85 Spanish-language FD survey questionnaires were mailed for this survey.

Cemetery Reports

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

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Abraham Lincoln National Cemetery	988	447	45.24%	56
Acadia National Cemetery	17	11	64.71%	0
Alabama National Cemetery	409	180	44.01%	18
Alexandria National Cemetery, LA	10	5	50.00%	0
Alexandria National Cemetery, VA	2	1	50.00%	5
Alton National Cemetery	0	0	N/A	0
Annapolis National Cemetery	0	0	N/A	1
Bakersfield National Cemetery	345	136	39.42%	3
Ball's Bluff National Cemetery	0	0	N/A	0
Baltimore National Cemetery	154	79	51.30%	6
Barrancas National Cemetery	557	236	42.37%	11
Bath National Cemetery	159	88	55.35%	5
Baton Rouge National Cemetery	0	0	N/A	0
Baxter Springs National Cemetery	0	0	N/A	0
Bay Pines National Cemetery	454	210	46.26%	4
Beaufort National Cemetery	359	191	53.20%	5
Benicia Arsenal Post Cemetery	0	0	N/A	0
Beverly National Cemetery	49	22	44.90%	5
Biloxi National Cemetery	405	181	44.69%	13
Black Hills National Cemetery	411	216	52.55%	10
Calverton National Cemetery	1,222	511	41.82%	44
Camp Butler National Cemetery	302	153	50.66%	11
Camp Nelson National Cemetery	256	96	37.50%	13
Cape Canaveral National Cemetery	590	296	50.17%	10
Cave Hill National Cemetery	2	1	50.00%	2
Chattanooga National Cemetery	377	150	39.79%	7
Cheyenne National Cemetery	92	53	57.61%	1
City Point National Cemetery	3	2	66.67%	0
Cold Harbor National Cemetery	1	1	100.00%	0
Corinth National Cemetery	42	19	45.24%	3
Crown Hill National Cemetery	181	83	45.86%	4
Culpeper National Cemetery	218	112	51.38%	2
Cypress Hills National Cemetery	0	0	N/A	0
Dallas / Fort Worth National Cemetery	1,280	510	39.84%	34
Danville National Cemetery, IL	141	61	43.26%	4
Danville National Cemetery, KY	0	0	N/A	0
Danville National Cemetery, VA	16	10	62.50%	3

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Dayton National Cemetery	443	190	42.89%	22
Eagle Point National Cemetery	381	156	40.94%	1
Fargo National Cemetery	159	93	58.49%	3
Fayetteville National Cemetery	267	122	45.69%	6
Finn's Point National Cemetery	24	9	37.50%	2
Florence National Cemetery	243	105	43.21%	10
Florida National Cemetery	1,560	762	48.85%	36
Fort Bayard National Cemetery	111	50	45.05%	0
Fort Bliss National Cemetery	495	194	39.19%	2
Fort Custer National Cemetery	485	240	49.48%	22
Fort Douglas Post Cemetery	3	0	0.00%	1
Fort Gibson National Cemetery	428	174	40.65%	23
Fort Harrison National Cemetery	2	0	0.00%	0
Fort Jackson National Cemetery	395	176	44.56%	16
Fort Lawton Post Cemetery	0	0	N/A	0
Fort Leavenworth National Cemetery	72	39	54.17%	3
Fort Logan National Cemetery	1,024	478	46.68%	9
Fort Lyon National Cemetery	32	9	28.13%	1
Fort McClellan Post Cemetery	3	1	33.33%	0
Fort McPherson National Cemetery	194	98	50.52%	5
Fort Meade National Cemetery	0	0	N/A	0
Fort Missoula Cemetery	0	0	N/A	0
Fort Mitchell National Cemetery	288	102	35.42%	10
Fort Richardson National Cemetery	162	72	44.44%	2
Fort Rosecrans National Cemetery	342	152	44.44%	1
Fort Sam Houston National Cemetery	1,098	436	39.71%	23
Fort Scott National Cemetery	133	65	48.87%	7
Fort Sheridan National Cemetery	146	71	48.63%	2
Fort Sill National Cemetery	319	157	49.22%	19
Fort Smith National Cemetery	240	106	44.17%	4
Fort Snelling National Cemetery	1,229	635	51.67%	34
Fort Stevens National Cemetery	16	5	31.25%	0
Fort Worden Post Cemetery	20	7	35.00%	0
Fort Devens Post Cemetery	8	4	50.00%	0
Georgia National Cemetery	657	285	43.38%	28
Gerald B.H. Solomon Saratoga National Cemetery	484	264	54.55%	20
Glendale National Cemetery	1	0	0.00%	0
Golden Gate National Cemetery	178	83	46.63%	1

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Grafton National Cemetery	0	0	N/A	7
Great Lakes National Cemetery	1,076	513	47.68%	58
Green Mount Cemetery Soldiers' Lot	0	0	N/A	0
Hampton (VAMC) National Cemetery	0	0	N/A	0
Hampton National Cemetery	50	18	36.00%	2
Hot Springs National Cemetery	0	0	N/A	0
Houston National Cemetery	874	282	32.27%	28
Indiantown Gap National Cemetery	637	323	50.71%	51
Jacksonville National Cemetery	568	244	42.96%	16
Jefferson Barracks National Cemetery	1,275	573	44.94%	41
Jefferson City National Cemetery	1	1	100.00%	0
Keokuk National Cemetery	72	36	50.00%	5
Kerrville National Cemetery	0	0	N/A	0
Knoxville National Cemetery	17	11	64.71%	4
Leavenworth National Cemetery	395	159	40.25%	21
Lebanon National Cemetery	68	17	25.00%	8
Lexington National Cemetery	0	0	N/A	0
Little Rock National Cemetery	58	22	37.93%	7
Long Island National Cemetery	438	213	48.63%	5
Los Angeles National Cemetery	361	150	41.55%	4
Loudon Park National Cemetery	0	0	N/A	1
Louisiana National Cemetery	246	85	34.55%	17
Marietta National Cemetery	18	8	44.44%	1
Marion National Cemetery	238	97	40.76%	12
Massachusetts National Cemetery	598	284	47.49%	27
Memphis National Cemetery	75	20	26.67%	9
Mill Springs National Cemetery	109	49	44.95%	4
Miramar National Cemetery	815	373	45.77%	6
Mobile National Cemetery	0	0	N/A	1
Morovis National Cemetery	72	32	44.44%	2
Mound City National Cemetery	55	22	40.00%	3
Mountain Home National Cemetery	307	136	44.30%	9
Nashville National Cemetery	162	68	41.98%	8
Natchez National Cemetery	95	35	36.84%	5
National Cemetery of the Alleghenies	495	255	51.52%	45
National Memorial Cemetery at Quantico	543	261	48.07%	21

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
National Memorial Cemetery of Arizona	874	382	43.71%	12
National Memorial Cemetery of the Pacific	517	285	55.13%	2
New Albany National Cemetery	49	24	48.98%	3
New Bern National Cemetery	11	6	54.55%	1
Northwoods National Cemetery	52	33	63.46%	5
Ohio Western Reserve National Cemetery	766	365	47.65%	49
Omaha National Cemetery	438	235	53.65%	13
Philadelphia National Cemetery	1	0	0.00%	0
Pikes Peak National Cemetery	439	229	52.16%	4
Port Hudson National Cemetery	66	20	30.30%	4
Prescott National Cemetery	248	118	47.58%	2
Puerto Rico National Cemetery	442	183	41.40%	3
Quincy National Cemetery	0	0	N/A	0
Raleigh National Cemetery	7	3	42.86%	4
Richmond National Cemetery	0	0	N/A	0
Riverside National Cemetery	1,893	743	39.25%	26
Rock Island National Cemetery	359	181	50.42%	12
Roseburg National Cemetery	246	111	45.12%	4
Sacramento Valley National Cemetery	926	412	44.49%	23
Salisbury National Cemetery	407	156	38.33%	36
San Antonio National Cemetery	0	0	N/A	8
San Francisco National Cemetery	24	14	58.33%	0
San Joaquin Valley National Cemetery	383	165	43.08%	11
Santa Fe National Cemetery	516	239	46.32%	9
Sarasota National Cemetery	688	330	47.97%	7
Seven Pines National Cemetery	0	0	N/A	0
Sitka National Cemetery	12	6	50.00%	1
Snake River Canyon National Cemetery	59	29	49.15%	2
South Florida National Cemetery	688	290	42.15%	10
Springfield National Cemetery	78	36	46.15%	5
St. Augustine National Cemetery	0	0	N/A	0
Staunton National Cemetery	0	0	N/A	0
Tahoma National Cemetery	819	347	42.37%	16
Tallahassee National Cemetery	247	106	42.91%	4
Togus National Cemetery	0	0	N/A	0
Vancouver Barracks National Cemetery	54	21	38.89%	0

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2024 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Washington Crossing National Cemetery	642	296	46.11%	35
West Virginia National Cemetery	166	77	46.39%	6
Western NY National Cemetery	244	148	60.66%	9
Willamette National Cemetery	829	370	44.63%	15
Wilmington National Cemetery	9	3	33.33%	0
Winchester National Cemetery	3	0	0.00%	0
Wood National Cemetery	94	47	50.00%	4
Woodlawn National Cemetery	134	65	48.51%	1
Yellowstone National Cemetery	176	95	53.98%	3
Zachary Taylor National Cemetery	21	6	28.57%	1

Appendix F: Survey Results by Question

SECTION DESCRIPTION

- This appendix provides the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey results by question.

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

Survey Results by Question: Next of Kin

NOK 1. Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,864	n=3,222	n=4,334	n=3,193	n=4,689	n=4,426
My loved one wanted to be interred in a national cemetery	57.13%	53.38%	58.65%	60.16%	57.30%	55.99%
My loved one wanted to be close to other relatives or friends already buried in the cemetery	27.20%	29.14%	23.63%	25.59%	27.64%	30.00%
The cemetery location will make it easy to visit my loved one's gravesite	23.66%	21.38%	25.68%	25.46%	22.58%	23.18%
It was a more affordable burial option	23.42%	21.97%	22.43%	22.74%	25.17%	24.08%
The cemetery's reputation in the local Veteran community	17.51%	16.98%	17.72%	18.23%	18.94%	15.66%
It was recommended by a VA outreach officer and/or at a VA outreach event	2.02%	1.71%	1.96%	1.69%	2.41%	2.15%
It was recommended by the funeral director	8.08%	10.92%	8.24%	6.17%	9.11%	6.17%
It was recommended by someone I trust (e.g., friend, relative, Veterans Service Officer, etc.)	10.33%	9.93%	10.41%	9.83%	11.32%	9.85%
Other (specify)	8.42%	8.26%	7.43%	8.42%	8.87%	9.01%
NOK 2. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,272	n=3,140	n=4,195	n=3,109	n=4,532	n=4,296
Yes	75.49%	73.50%	75.64%	76.81%	75.82%	75.49%
No	24.51%	26.50%	24.36%	23.19%	24.18%	24.51%
NOK 3. How did you learn of these benefits prior to your time of need? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,617	n=2,152	n=2,995	n=2,217	n=3,211	n=3,042
Family member/friend	56.94%	57.85%	52.39%	55.25%	59.73%	59.07%
Pre-Need Burial Eligibility Determination	10.21%	8.22%	12.12%	10.83%	8.22%	11.37%
Funeral home	20.56%	21.89%	20.40%	20.16%	23.61%	16.86%
Military discharge-related materials	24.09%	21.93%	24.71%	28.10%	24.10%	22.06%
Other Veteran/active duty member	15.20%	14.13%	15.66%	16.64%	15.54%	14.10%
VA/NCA pamphlet, brochure, newsletter	5.71%	4.37%	7.08%	5.50%	5.45%	5.75%
VA/NCA website	4.02%	4.23%	4.01%	3.65%	3.36%	4.83%
VA/NCA social media (Facebook or X, formerly known as Twitter)	<1%	<1%	<1%	<1%	<1%	<1%
Veterans Service Organization	12.75%	12.04%	12.79%	11.64%	14.05%	12.66%
Other VA Organization	2.62%	1.95%	2.34%	2.48%	3.11%	2.96%
Local news	1.18%	1.44%	1.10%	1.44%	1.43%	<1%
Professional/military association meetings	2.25%	1.63%	3.17%	2.48%	2.06%	1.84%
Other (specify)	6.51%	6.74%	5.58%	6.27%	6.20%	7.76%

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

NOK 4. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,457	n=2,855	n=3,788	n=2,817	n=4,121	n=3,876
E-mail	35.23%	34.85%	36.01%	35.46%	31.59%	38.44%
Newsletter/flyer	31.00%	31.56%	31.02%	30.56%	32.66%	29.13%
Local newspaper/television news reports	14.10%	14.71%	13.20%	13.13%	16.06%	13.16%
VA/NCA Social Media (Facebook or X, formerly known as Twitter)	6.60%	6.90%	6.78%	6.74%	6.48%	6.24%
Professional/military association meetings	6.37%	5.46%	7.13%	6.99%	6.45%	5.75%
Other (specify)	6.69%	6.51%	5.86%	7.10%	6.75%	7.28%
NOK 5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,864	n=3,222	n=4,334	n=3,193	n=4,689	n=4,426
Not applicable: Funeral Director not used	15.28%	10.24%	15.53%	13.22%	13.44%	22.14%
Funeral Director provided information about VA burial benefits for Veterans	58.51%	62.41%	57.66%	61.20%	61.48%	51.42%
Funeral Director provided information about VA memorial benefits for Veterans	30.01%	31.50%	28.54%	31.13%	31.33%	28.15%
No, the Funeral Director did not provide information about either VA burial or memorial benefits	12.73%	13.69%	12.92%	12.81%	12.22%	12.31%
NOK 6. Was a committal service held at the national cemetery for your loved one?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,083	n=3,108	n=4,145	n=3,058	n=4,507	n=4,265
Yes, and I was involved in planning it	54.52%	48.01%	55.75%	56.83%	54.52%	56.44%
Yes, but I was not involved in planning it	25.49%	34.30%	22.97%	24.69%	28.60%	18.80%
No, the committal service was not held	16.21%	13.67%	17.95%	14.55%	13.40%	20.54%
Don't know/Can't recall	3.77%	4.02%	3.33%	3.92%	3.48%	4.22%
NOK 7. How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,312	n=1,494	n=2,294	n=1,721	n=2,431	n=2,372
Very satisfied	86.76%	88.96%	88.75%	83.90%	87.91%	84.36%
Somewhat satisfied	10.13%	7.70%	9.20%	12.03%	9.46%	11.89%
Neither satisfied nor dissatisfied	1.62%	2.07%	<1%	2.03%	1.28%	2.02%
Somewhat dissatisfied	1.14%	1.00%	<1%	1.63%	1.11%	1.26%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

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

NOK 8. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,262	n=1,488	n=2,284	n=1,716	n=2,412	n=2,362
Very informed	82.22%	80.85%	84.11%	82.75%	82.26%	80.82%
Somewhat informed	14.47%	15.46%	13.75%	14.22%	13.60%	15.62%
Neither informed nor uninformed	1.46%	1.61%	1.09%	0.99%	2.20%	1.31%
Somewhat uninformed	1.20%	1.34%	<1%	1.17%	1.24%	1.52%
Very uninformed	<1%	<1%	<1%	<1%	<1%	<1%
NOK 9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,330	n=1,503	n=2,285	n=1,726	n=2,429	n=2,387
Yes, the Funeral Director provided it	6.83%	5.32%	8.40%	7.59%	6.18%	6.41%
Yes, but it was not provided by the Funeral Director	4.09%	3.73%	4.81%	3.36%	3.75%	4.52%
No	89.07%	90.95%	86.78%	89.05%	90.08%	89.07%
NOK 10. The video(s) helped me understand the burial process at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,083	n=133	n=292	n=180	n=229	n=249
Strongly agree	57.06%	62.41%	58.56%	57.22%	53.71%	55.42%
Agree	33.70%	24.81%	32.53%	34.44%	36.68%	36.55%
Neither agree nor disagree	8.31%	12.03%	8.22%	7.78%	8.73%	6.43%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	1.20%
NOK 11. Was your experience at the national cemetery similar to the video on service options you viewed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,067	n=126	n=291	n=176	n=229	n=245
Yes	94.66%	96.03%	94.16%	94.89%	94.32%	94.69%
No	5.34%	3.97%	5.84%	5.11%	5.68%	5.31%

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

NOK 12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,325	n=1,500	n=2,288	n=1,728	n=2,434	n=2,375
Visit the gravesite	25.36%	23.53%	27.32%	22.34%	23.91%	28.29%
View the burial	15.26%	11.80%	16.74%	14.06%	13.02%	19.20%
Specific religious practices	10.76%	11.00%	9.75%	10.82%	9.78%	12.55%
Specific cultural practices	1.44%	1.13%	1.49%	2.08%	<1%	1.98%
Additional seating at the committal service	4.83%	5.33%	4.59%	4.69%	4.23%	5.47%
Handicapped accommodations	4.72%	5.40%	3.37%	4.98%	5.01%	5.09%
No, my family did not have any special needs or requests	63.79%	64.27%	63.72%	67.13%	66.43%	58.40%
NOK 13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=3,691	n=524	n=830	n=558	n=804	n=975
Yes, completely	85.48%	86.64%	88.07%	82.97%	85.95%	83.69%
Yes, somewhat	7.45%	6.11%	6.99%	7.35%	6.47%	9.44%
No, and I understand why	4.17%	3.82%	3.01%	5.38%	4.98%	4.00%
No, and I did not understand why	2.90%	3.44%	1.93%	4.30%	2.61%	2.87%
NOK 14. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,015	n=2,510	n=3,210	n=2,463	n=3,685	n=3,147
Strongly agree	87.53%	89.32%	88.60%	87.37%	87.46%	85.19%
Agree	10.55%	9.44%	9.69%	10.88%	10.83%	11.73%
Neither agree nor disagree	1.75%	1.12%	1.59%	1.54%	1.52%	2.86%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 15. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,686	n=1,713	n=2,326	n=1,734	n=2,660	n=2,253
Very satisfied	93.33%	93.75%	92.18%	92.10%	94.70%	93.52%
Somewhat satisfied	3.99%	3.09%	4.99%	5.02%	3.12%	3.86%
Neither satisfied nor dissatisfied	1.18%	1.58%	0.99%	1.04%	1.28%	1.07%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	0.99%	1.20%	1.10%	<1%	<1%

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

NOK 16. Overall, how satisfied were you with the committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,079	n=2,520	n=3,230	n=2,460	n=3,700	n=3,169
Very satisfied	91.52%	91.63%	92.51%	90.85%	92.19%	90.19%
Somewhat satisfied	6.23%	5.87%	5.57%	6.42%	5.86%	7.45%
Neither satisfied nor dissatisfied	1.09%	1.43%	<1%	1.14%	1.03%	1.14%
Somewhat dissatisfied	<1%	<1%	<1%	1.10%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
NOK 17. How many times have you visited the national cemetery where your loved one was interred?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,625	n=3,183	n=4,289	n=3,172	n=4,624	n=4,357
1-3 times	42.71%	42.22%	42.41%	40.51%	43.90%	43.70%
4-6 times	21.19%	20.17%	22.43%	22.45%	20.85%	20.15%
7-9 times	6.43%	6.41%	6.99%	6.49%	5.82%	6.50%
10 or more times	16.72%	16.97%	15.57%	18.98%	16.46%	16.30%
None, I have not visited	12.95%	14.23%	12.59%	11.57%	12.98%	13.36%
NOK 18. How far do you reside from the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,543	n=3,158	n=4,268	n=3,155	n=4,613	n=4,349
Less than 15 miles	18.41%	15.67%	16.17%	23.36%	20.12%	17.20%
15 to 29 miles	23.05%	23.34%	20.20%	28.02%	23.98%	21.04%
30 to 44 miles	16.16%	18.56%	16.47%	14.83%	16.78%	14.44%
45 to 59 miles	11.17%	11.46%	13.19%	7.99%	11.03%	11.40%
60 to 75 miles	7.77%	8.23%	9.42%	5.48%	6.24%	9.08%
More than 75 miles	23.45%	22.74%	24.55%	20.32%	21.85%	26.83%
NOK 19. Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,864	n=3,222	n=4,334	n=3,193	n=4,689	n=4,426
Distance to the national cemetery	75.62%	76.84%	75.93%	71.23%	74.67%	78.10%
Access to transportation	12.50%	13.49%	11.84%	13.42%	11.69%	12.64%
Health status	21.63%	21.19%	22.61%	24.12%	21.45%	19.63%
Other (specify)	11.07%	10.93%	9.13%	12.36%	12.40%	10.99%
None of these factors limit my visits	47.59%	47.02%	45.27%	51.83%	50.54%	44.10%

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

NOK 20. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,658	n=3,188	n=4,290	n=3,166	n=4,640	n=4,374
Very satisfied	88.86%	88.77%	90.37%	88.44%	89.55%	87.04%
Somewhat satisfied	8.00%	7.78%	6.99%	8.02%	7.78%	9.37%
Neither satisfied nor dissatisfied	1.99%	2.13%	1.70%	2.31%	1.83%	2.10%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	1.17%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
NOK 21. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,370	n=3,137	n=4,253	n=3,097	n=4,586	n=4,297
None, I was well informed	72.10%	72.55%	72.75%	71.10%	72.90%	71.00%
Details of the committal service	9.20%	10.07%	8.65%	9.53%	8.50%	9.63%
Floral policy	7.45%	7.59%	7.97%	8.49%	7.41%	6.12%
Military funeral honors	5.41%	5.04%	5.93%	6.78%	4.25%	5.42%
Headstone or marker inscription options	5.81%	5.00%	5.27%	6.39%	5.15%	7.24%
Location of gravesite	5.28%	4.97%	4.91%	5.81%	5.04%	5.75%
Certificate signed by the President of the United States honoring the Veteran's service	3.63%	3.06%	3.46%	4.10%	3.47%	4.07%
Layout of cemetery	4.97%	4.59%	5.22%	5.36%	4.84%	4.86%
Timeline for placement of marker	4.31%	4.05%	3.95%	4.68%	4.32%	4.56%
Directions to cemetery	1.95%	2.14%	2.00%	2.39%	1.59%	1.82%
Other (specify)	2.79%	2.39%	2.47%	2.55%	2.86%	3.49%
NOK 23. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,501	n=3,043	n=4,009	n=2,986	n=4,421	n=4,042
Yes	35.43%	25.93%	35.74%	28.40%	32.53%	50.64%
No, a funeral director scheduled it on my behalf	64.57%	74.07%	64.26%	71.60%	67.47%	49.36%
NOK 24. How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=6,401	n=772	n=1,400	n=830	n=1,404	n=1,995
Very satisfied	92.50%	94.04%	93.21%	92.53%	93.16%	90.93%
Somewhat satisfied	5.48%	4.79%	4.93%	5.78%	5.27%	6.17%
Neither satisfied nor dissatisfied	<1%	<1%	<1%	<1%	1.00%	1.05%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	1.50%
Very dissatisfied	<1%	0.00%	<1%	<1%	<1%	<1%

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

NOK 25. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,431	n=3,161	n=4,245	n=3,114	n=4,596	n=4,315
Yes	90.89%	90.51%	91.59%	91.65%	90.69%	90.15%
No	4.23%	4.65%	3.51%	3.76%	4.42%	4.75%
Not sure/Don't know	4.88%	4.84%	4.90%	4.59%	4.90%	5.10%
NOK 26. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,433	n=3,162	n=4,248	n=3,133	n=4,592	n=4,298
Yes	92.72%	92.28%	93.76%	92.44%	93.16%	91.74%
No	7.28%	7.72%	6.24%	7.56%	6.84%	8.26%
NOK 27. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,892	n=3,033	n=4,155	n=3,068	n=4,438	n=4,198
Very satisfied	85.79%	87.37%	86.67%	85.53%	86.71%	83.02%
Somewhat satisfied	8.83%	7.65%	8.93%	8.83%	7.95%	10.53%
Neither satisfied nor dissatisfied	4.32%	4.02%	3.42%	4.53%	4.33%	5.29%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
NOK 28. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,783	n=2,660	n=3,721	n=2,772	n=3,937	n=3,693
Very satisfied	92.25%	93.76%	92.74%	92.10%	92.02%	91.01%
Somewhat satisfied	5.07%	3.83%	5.11%	5.27%	5.21%	5.63%
Neither satisfied nor dissatisfied	1.08%	1.02%	<1%	<1%	1.12%	1.54%
Somewhat dissatisfied	1.00%	<1%	<1%	1.05%	1.24%	1.06%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
NOK 29. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,529	n=2,971	n=4,076	n=3,006	n=4,356	n=4,120
Yes	85.35%	85.32%	85.94%	86.53%	85.08%	84.22%
No	2.48%	2.15%	2.53%	2.89%	2.07%	2.79%
Don't know/Haven't seen	12.17%	12.52%	11.53%	10.58%	12.86%	12.99%

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

NOK 30. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,392	n=2,290	n=3,235	n=2,299	n=3,412	n=3,156
Yes	72.03%	72.45%	74.19%	73.21%	72.68%	67.93%
No	17.54%	17.42%	16.51%	17.44%	15.89%	20.53%
Don't know	10.44%	10.13%	9.30%	9.35%	11.43%	11.53%
NOK 31. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,117	n=1,616	n=2,339	n=1,642	n=2,427	n=2,093
Very satisfied	86.70%	87.56%	87.05%	84.90%	87.60%	86.00%
Somewhat satisfied	6.30%	6.13%	6.84%	7.06%	5.36%	6.31%
Neither satisfied nor dissatisfied	5.68%	5.14%	5.09%	6.21%	5.89%	6.12%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	1.16%	<1%	<1%
NOK 32. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=376	n=47	n=64	n=76	n=92	n=97
Envelope was bent/torn	5.32%	6.38%	6.25%	1.32%	7.61%	5.15%
Name was misspelled	9.84%	10.64%	6.25%	9.21%	6.52%	15.46%
Poor print quality	7.71%	6.38%	9.38%	9.21%	3.26%	10.31%
Other (specify)	79.52%	78.72%	79.69%	82.89%	82.61%	74.23%
NOK 33. Are you aware of the Veterans Legacy Memorial (VLM) web site www.va.gov/remember?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,260	n=3,127	n=4,188	n=3,099	n=4,563	n=4,283
Yes, and I have visited the site	10.30%	9.59%	11.70%	10.68%	9.34%	10.18%
Yes, but I have not visited the site	17.78%	15.83%	19.20%	17.65%	18.41%	17.23%
No. This is the first I have heard of it	71.93%	74.58%	69.10%	71.67%	72.26%	72.59%
NOK 34. How easy was the VLM site to navigate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,935	n=291	n=478	n=326	n=415	n=425
Very easy	57.83%	59.11%	64.44%	57.98%	56.63%	50.59%
Easy	31.99%	30.24%	26.15%	32.82%	32.05%	39.06%
Neither easy nor difficult	8.63%	8.59%	7.95%	7.36%	10.12%	8.94%
Difficult	1.34%	2.06%	1.26%	1.23%	<1%	1.41%
Very difficult	<1%	0.00%	<1%	<1%	<1%	0.00%

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

NOK 35. Have you added content to a Veteran page on the VLM site? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,983	n=300	n=490	n=331	n=426	n=436
Yes	18.10%	17.00%	17.76%	19.94%	15.96%	19.95%
No. The content submission process was too difficult	9.28%	10.67%	9.80%	10.27%	8.45%	7.80%
No. I'm not comfortable sharing content on a Veteran's page	33.38%	33.67%	34.29%	32.33%	32.86%	33.49%
No. Other (specify)	33.33%	33.33%	32.65%	31.42%	35.68%	33.26%
NOK 36. Are you aware of the NCA Pre-Need Eligibility Process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,932	n=3,077	n=4,096	n=3,049	n=4,502	n=4,208
Yes	16.11%	12.58%	18.90%	16.89%	14.68%	16.94%
No	83.89%	87.42%	81.10%	83.11%	85.32%	83.06%
NOK 37. How did you become aware of the Pre-Need opportunity? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=3,050	n=387	n=774	n=515	n=661	n=713
Family member/friend	33.38%	35.14%	32.95%	34.95%	31.77%	33.24%
Funeral home	26.43%	28.17%	26.87%	30.87%	26.78%	21.46%
Military discharge-related materials	15.64%	14.99%	15.63%	18.45%	15.13%	14.45%
Other Veteran/Active-duty member	10.92%	8.01%	11.50%	12.04%	11.95%	10.10%
Pre-Need Burial Eligibility Determination	18.92%	19.38%	20.28%	16.89%	16.19%	21.18%
Veterans Service Organization	15.08%	13.18%	14.86%	11.65%	19.82%	14.45%
VA/NCA pamphlet, newsletter, brochure	9.34%	9.56%	10.34%	7.57%	9.23%	9.54%
VA/NCA website	10.75%	11.63%	8.91%	9.51%	9.38%	14.45%
Other VA organization	3.15%	3.10%	2.45%	3.30%	3.63%	3.37%
Professional/military association meetings	2.52%	1.55%	3.62%	2.14%	3.63%	1.12%
Local news	<1%	<1%	<1%	<1%	<1%	<1%
VA/NCA social media (Facebook or X, formerly known as Twitter)	<1%	<1%	<1%	<1%	<1%	<1%
Other (specify)	5.61%	4.65%	6.33%	5.24%	5.90%	5.33%
NOK 38. Have you applied for Pre-Need Eligibility?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,648	n=337	n=661	n=455	n=577	n=618
Yes	40.67%	40.95%	42.06%	39.34%	38.30%	42.23%
No	59.33%	59.05%	57.94%	60.66%	61.70%	57.77%

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

NOK 39. Were you satisfied with the length of time it took to receive a certificate of eligibility?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,062	n=135	n=274	n=173	n=217	n=263
Yes	91.71%	90.37%	93.80%	91.33%	94.01%	88.59%
No	2.26%	3.70%	1.09%	1.16%	2.76%	3.04%
Have not received yet	6.03%	5.93%	5.11%	7.51%	3.23%	8.37%
NOK 41. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,895	n=2,871	n=3,923	n=2,923	n=4,234	n=3,944
Strongly agree	79.48%	81.78%	83.07%	78.52%	79.17%	75.28%
Agree	17.83%	15.67%	15.17%	18.37%	18.38%	21.07%
Neither agree nor disagree	2.21%	2.26%	1.53%	2.33%	2.08%	2.92%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 42. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,545	n=2,986	n=4,054	n=3,019	n=4,378	n=4,108
Strongly agree	62.10%	63.83%	65.86%	61.31%	62.43%	57.35%
Agree	28.28%	27.66%	25.58%	28.59%	28.51%	30.92%
Neither agree nor disagree	6.04%	4.72%	5.08%	6.33%	5.71%	8.08%
Disagree	3.04%	3.08%	3.01%	3.15%	3.02%	2.97%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 43. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,859	n=3,029	n=4,138	n=3,049	n=4,450	n=4,193
Strongly agree	79.29%	79.99%	82.41%	77.17%	79.24%	77.30%
Agree	17.20%	16.34%	15.13%	19.09%	17.08%	18.60%
Neither agree nor disagree	2.78%	2.94%	1.91%	2.95%	3.08%	3.08%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

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

NOK 44. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,906	n=3,030	n=4,148	n=3,057	n=4,472	n=4,199
Strongly agree	83.51%	84.26%	85.75%	81.78%	83.05%	82.52%
Agree	14.71%	14.06%	12.90%	16.00%	15.16%	15.58%
Neither agree nor disagree	1.42%	1.45%	1.08%	1.60%	1.50%	1.50%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 45. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,829	n=3,012	n=4,137	n=3,047	n=4,441	n=4,192
Strongly agree	81.88%	83.27%	84.58%	79.85%	81.38%	80.22%
Agree	15.35%	14.21%	13.27%	17.26%	15.74%	16.41%
Neither agree nor disagree	2.08%	1.96%	1.62%	1.97%	2.39%	2.36%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 46. The appearance of my loved one's gravesite/ columbaria is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,722	n=2,839	n=3,927	n=2,899	n=4,155	n=3,902
Strongly agree	81.06%	81.90%	84.47%	79.51%	81.47%	77.73%
Agree	15.97%	15.29%	13.55%	17.32%	16.10%	17.76%
Neither agree nor disagree	2.26%	2.04%	1.60%	2.31%	1.95%	3.36%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 47. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,987	n=2,565	n=3,574	n=2,567	n=3,730	n=3,551
Strongly agree	65.70%	67.80%	69.19%	65.10%	65.04%	61.81%
Agree	23.67%	22.18%	22.61%	23.65%	24.37%	25.09%
Neither agree nor disagree	8.79%	8.19%	6.74%	9.19%	9.36%	10.39%
Disagree	1.28%	1.21%	1.04%	1.60%	<1%	1.72%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	0.99%

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

NOK 48. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,977	n=3,055	n=4,141	n=3,073	n=4,502	n=4,206
Strongly agree	86.25%	87.46%	88.70%	84.09%	86.61%	84.17%
Agree	12.75%	11.65%	10.67%	14.61%	12.51%	14.48%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	<1%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 49. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,162	n=3,088	n=4,186	n=3,098	n=4,540	n=4,250
Strongly agree	83.08%	84.00%	85.83%	80.70%	83.63%	80.82%
Agree	15.15%	13.99%	12.97%	17.37%	14.96%	16.73%
Neither agree nor disagree	1.17%	1.30%	<1%	1.16%	<1%	1.67%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 50. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,887	n=3,059	n=4,139	n=3,051	n=4,457	n=4,181
Strongly agree	84.92%	86.37%	86.11%	83.15%	84.97%	83.90%
Agree	13.45%	12.10%	12.54%	14.68%	13.44%	14.47%
Neither agree nor disagree	1.33%	1.11%	1.04%	1.90%	1.30%	1.41%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 51. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,246	n=3,113	n=4,205	n=3,109	n=4,549	n=4,270
Strongly agree	86.83%	87.70%	88.13%	85.65%	87.07%	85.53%
Agree	12.22%	11.11%	11.15%	13.51%	12.02%	13.33%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	<1%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

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

NOK 52. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,612	n=3,000	n=4,086	n=3,029	n=4,376	n=4,121
Strongly agree	82.46%	83.83%	84.53%	81.48%	82.02%	80.59%
Agree	15.14%	13.80%	13.66%	16.04%	15.31%	16.74%
Neither agree nor disagree	2.08%	1.97%	1.52%	2.05%	2.45%	2.35%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 53. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,011	n=3,062	n=4,145	n=3,080	n=4,499	n=4,225
Strongly agree	83.36%	84.94%	85.26%	82.37%	83.13%	81.33%
Agree	14.97%	13.32%	13.63%	16.10%	14.87%	16.76%
Neither agree nor disagree	1.45%	1.47%	1.01%	1.17%	1.82%	1.66%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 54. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,183	n=3,094	n=4,191	n=3,098	n=4,532	n=4,268
Strongly agree	72.54%	74.08%	76.47%	70.40%	71.84%	69.85%
Agree	21.44%	20.10%	18.87%	23.66%	21.95%	22.77%
Neither agree nor disagree	5.14%	4.78%	4.15%	4.87%	5.52%	6.16%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 55. Have you visited a state, tribal or territorial Veterans cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,373	n=2,772	n=3,804	n=2,826	n=4,117	n=3,854
Yes	27.73%	25.14%	31.10%	28.13%	27.06%	26.70%
No	72.27%	74.86%	68.90%	71.87%	72.94%	73.30%

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

NOK 56. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,612	n=667	n=1,142	n=754	n=1,065	n=984
Strongly agree	59.11%	60.42%	61.73%	60.61%	60.85%	52.13%
Agree	29.88%	27.59%	29.07%	29.31%	29.95%	32.72%
Neither agree nor disagree	9.11%	10.19%	7.27%	7.82%	8.36%	12.30%
Disagree	1.67%	1.50%	1.49%	2.12%	<1%	2.54%
Strongly disagree	<1%	<1%	<1%	<1%	0.00%	<1%
NOK 57. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,564	n=663	n=1,133	n=749	n=1,055	n=964
Strongly agree	52.74%	55.35%	56.49%	54.21%	53.46%	44.61%
Agree	28.33%	26.09%	27.80%	28.44%	28.25%	30.50%
Neither agree nor disagree	17.62%	17.19%	14.56%	16.29%	17.06%	23.13%
Disagree	1.23%	1.36%	1.06%	<1%	1.23%	1.56%
Strongly disagree	<1%	0.00%	<1%	<1%	0.00%	<1%
NOK 58. The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=11,080	n=1,799	n=2,445	n=1,821	n=2,656	n=2,359
Strongly agree	40.29%	39.63%	44.38%	38.93%	41.19%	36.58%
Agree	29.57%	31.02%	28.71%	29.93%	29.22%	29.46%
Neither agree nor disagree	25.75%	25.40%	22.66%	26.36%	25.19%	29.38%
Disagree	3.66%	3.11%	3.27%	4.06%	3.80%	4.03%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
NOK 59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,061	n=3,084	n=4,157	n=3,075	n=4,516	n=4,229
Yes	20.30%	18.19%	22.11%	22.96%	20.04%	18.40%
No	36.46%	38.00%	36.40%	35.02%	35.76%	37.20%
Don't know	43.24%	43.81%	41.50%	42.02%	44.20%	44.41%
NOK 60. Were you interested in livestreaming one or more parts of your loved one's funeral or committal activities?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,763	n=3,026	n=4,077	n=3,029	n=4,447	n=4,184
Yes	16.17%	14.54%	16.31%	19.02%	16.28%	15.03%
No	83.83%	85.46%	83.69%	80.98%	83.72%	84.97%

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

NOK 61. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,759	n=3,047	n=4,073	n=3,024	n=4,464	n=4,151
Yes	11.92%	10.40%	12.79%	14.38%	14.25%	7.90%
No	88.08%	89.60%	87.21%	85.62%	85.75%	92.10%
NOK 62. Which of the following livestream activities were offered by the provider? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,237	n=317	n=521	n=435	n=636	n=328
Activities at the funeral home	44.08%	42.59%	42.03%	51.26%	46.54%	34.45%
Activities at a place of worship or other gathering space	31.25%	33.12%	31.29%	29.89%	34.43%	25.00%
Committal service at the national cemetery	38.27%	39.12%	39.73%	37.70%	31.13%	49.70%
NOK 63. Did you livestream your loved one's committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,873	n=3,058	n=4,112	n=3,051	n=4,477	n=4,175
No	96.00%	96.96%	95.67%	95.61%	96.72%	95.16%
Yes	4.00%	3.04%	4.33%	4.39%	3.28%	4.84%
NOK 64. Who provided the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=703	n=88	n=162	n=128	n=133	n=192
Funeral service provider	30.44%	37.50%	36.42%	32.81%	39.10%	14.58%
Third-party vendor	4.27%	3.41%	4.32%	5.47%	3.01%	4.69%
I did it myself	13.09%	17.05%	16.67%	7.03%	12.78%	12.50%
Family member or friend	48.93%	40.91%	38.27%	50.00%	42.86%	65.10%
Other party	3.27%	1.14%	4.32%	4.69%	2.26%	3.13%
NOK 65. Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=708	n=89	n=165	n=130	n=134	n=190
Yes	40.11%	46.07%	40.61%	45.38%	40.30%	33.16%
No	59.89%	53.93%	59.39%	54.62%	59.70%	66.84%
NOK 66. Did you pay for the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=708	n=89	n=159	n=131	n=133	n=196
Yes	20.34%	25.84%	15.09%	27.48%	19.55%	17.86%
No	79.66%	74.16%	84.91%	72.52%	80.45%	82.14%

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

NOK 67. Was your loved one your.....	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,377	n=3,141	n=4,223	n=3,118	n=4,583	n=4,312
Spouse	47.00%	43.49%	52.31%	52.47%	44.36%	43.21%
Partner	<1%	<1%	<1%	<1%	<1%	<1%
Parent	41.05%	44.41%	36.11%	37.33%	42.48%	44.60%
Child	1.47%	1.46%	1.70%	1.15%	1.46%	1.48%
Other relative	9.84%	9.84%	9.31%	8.31%	11.08%	10.13%
Not a relative	<1%	<1%	<1%	<1%	<1%	<1%
NOK 68. Are you a Veteran married/partnered to a Veteran?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,205	n=3,122	n=4,171	n=3,097	n=4,542	n=4,273
Yes	23.09%	20.76%	25.32%	25.93%	21.64%	22.12%
No	76.91%	79.24%	74.68%	74.07%	78.36%	77.88%
NOK 69. Are you a Veteran?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,423	n=3,157	n=4,236	n=3,135	n=4,593	n=4,302
Yes	18.48%	16.91%	20.00%	20.45%	16.90%	18.39%
No	81.52%	83.09%	80.00%	79.55%	83.10%	81.61%
NOK 70. What is your gender?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,382	n=3,152	n=4,224	n=3,122	n=4,585	n=4,299
Male	30.34%	30.58%	28.67%	30.33%	30.10%	32.08%
Female	68.91%	68.69%	70.71%	69.19%	69.05%	66.97%
Unspecified or Another Gender Identity	<1%	<1%	<1%	<1%	<1%	0.00%
Choose not to answer	<1%	<1%	<1%	<1%	<1%	<1%
NOK 71. Did your loved one describe themselves as.....?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,150	n=3,119	n=4,163	n=3,087	n=4,535	n=4,246
Male	67.94%	65.76%	70.41%	67.09%	68.86%	66.75%
Female	31.13%	33.44%	28.90%	32.26%	29.97%	32.05%
Unspecified or Another Gender Identity	<1%	0.00%	<1%	<1%	<1%	<1%
Choose not to answer	<1%	<1%	<1%	<1%	1.10%	1.13%

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

NOK 72. What language do you mainly speak at home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,290	n=3,139	n=4,206	n=3,101	n=4,587	n=4,257
English	98.47%	99.68%	94.86%	99.16%	99.96%	99.04%
Spanish	1.30%	<1%	4.90%	<1%	<1%	<1%
Chinese	<1%	0.00%	<1%	<1%	0.00%	<1%
Tagalog	<1%	<1%	<1%	<1%	0.00%	<1%
Vietnamese	<1%	0.00%	<1%	0.00%	0.00%	0.00%
Arabic	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Some other language (specify)	<1%	<1%	<1%	<1%	<1%	<1%
NOK 73. In what year were you born? (Age group)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,190	n=2,948	n=3,966	n=2,972	n=4,305	n=3,999
18-29	<1%	<1%	<1%	<1%	<1%	<1%
30-39	<1%	1.05%	<1%	<1%	<1%	<1%
40-49	3.14%	3.09%	2.98%	3.40%	3.60%	2.65%
50-59	11.99%	12.99%	10.84%	12.18%	12.78%	11.40%
60-69	30.83%	31.99%	30.06%	29.68%	31.29%	31.11%
70+	53.18%	50.68%	55.37%	53.77%	51.54%	54.19%
NOK 74. Are you Hispanic or Latino?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,006	n=3,086	n=4,129	n=3,073	n=4,495	n=4,223
Yes	6.18%	2.27%	8.40%	10.90%	1.31%	8.62%
No	89.82%	93.45%	88.69%	85.06%	94.97%	86.24%
Choose not to answer	4.00%	4.28%	2.91%	4.04%	3.72%	5.14%
NOK 75. Are you... (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,055	n=2,966	n=3,953	n=2,872	n=4,369	n=3,895
White	86.16%	88.00%	85.13%	84.09%	89.36%	83.75%
Black or African American	10.25%	10.42%	12.88%	12.99%	9.54%	6.21%
American Indian or Alaskan Native	2.29%	1.72%	1.95%	3.17%	2.04%	2.70%
Asian	2.80%	1.18%	1.16%	1.64%	<1%	9.04%
Native Hawaiian or Pacific Islander	<1%	<1%	<1%	<1%	<1%	2.13%
Choose not to answer	5.54%	4.82%	5.03%	6.37%	4.10%	7.60%

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

NOK 76. In what belief tradition was the burial conducted?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,942	n=3,078	n=4,115	n=3,071	n=4,486	n=4,192
Christian	59.91%	49.68%	65.49%	67.40%	61.01%	55.30%
Catholic	22.85%	34.86%	18.69%	19.73%	23.36%	19.87%
Muslim	<1%	<1%	<1%	0.00%	<1%	<1%
Jewish	<1%	1.20%	1.90%	<1%	<1%	<1%
Buddhist	<1%	<1%	<1%	<1%	<1%	1.03%
Hindu	<1%	0.00%	<1%	0.00%	0.00%	0.00%
Atheist	<1%	<1%	<1%	<1%	<1%	<1%
Agnostic	<1%	<1%	<1%	<1%	<1%	<1%
None	10.24%	9.00%	8.70%	7.10%	9.90%	15.31%
Other (specify)	1.80%	1.72%	1.73%	1.82%	1.67%	2.05%
Choose not to answer	3.17%	2.99%	2.79%	2.51%	3.05%	4.27%
NOK 77. Have you or your loved one used any other VA Benefits? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,864	n=3,222	n=4,334	n=3,193	n=4,689	n=4,426
Bereavement Counseling	1.35%	<1%	1.82%	1.57%	1.49%	<1%
Dependency and Indemnity Compensation (DIC)	5.44%	3.85%	7.15%	7.02%	4.67%	4.61%
Housebound Allowance	1.53%	1.12%	1.82%	1.50%	1.71%	1.38%
Aid and Attendance	4.62%	4.19%	5.47%	4.13%	4.24%	4.84%
VA Life Insurance	6.36%	6.15%	6.46%	6.86%	5.91%	6.53%
Pension	13.52%	10.61%	15.78%	15.28%	12.33%	13.42%
Education benefits	9.84%	7.91%	10.38%	10.40%	9.55%	10.62%
Other (specify)	11.29%	10.58%	10.24%	11.09%	12.77%	11.41%
Have not used other VA benefits	52.45%	57.29%	49.91%	49.95%	53.15%	52.46%

Note: NC NOK Q78 on the National Cemetery Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to.

Appendix F: Survey Results by Question (Funeral Director)

Survey Results by Question: Funeral Directors

GEN FD Q1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,265	n=342	n=262	n=212	n=409	n=140
Yes	98.28%	98.83%	98.47%	99.53%	98.29%	97.14%
No	1.72%	1.17%	1.53%	<1%	1.71%	2.86%
GEN FD Q2. Are you aware there are resources available for Funeral Directors on the NCA website?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,257	n=341	n=263	n=210	n=406	n=140
Yes	81.44%	85.92%	87.45%	81.90%	83.99%	82.86%
No	18.56%	14.08%	12.55%	18.10%	16.01%	17.14%
GEN FD Q3. Do you typically provide information resources on military honors to next of kin?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,262	n=341	n=260	n=211	n=409	n=140
Yes	95.00%	96.19%	95.00%	97.16%	94.38%	93.57%
No	5.00%	3.81%	5.00%	2.84%	5.62%	6.43%
GEN FD Q4. Are you aware of the NCA Pre-Need Eligibility process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,238	n=336	n=260	n=203	n=406	n=141
Yes	56.39%	58.93%	59.23%	57.14%	60.84%	53.19%
No	43.61%	41.07%	40.77%	42.86%	39.16%	46.81%
GEN FD Q5. How often do your customers request "green" (i.e., environmentally sensitive) burials?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,258	n=342	n=263	n=210	n=408	n=140
Very often	<1%	<1%	<1%	<1%	<1%	<1%
Sometimes	6.51%	5.56%	3.80%	7.14%	4.90%	16.43%
Rarely	44.20%	46.20%	44.49%	40.00%	50.00%	47.86%
Never	48.41%	47.37%	50.95%	51.90%	44.61%	35.00%
GEN FD Q6. Did you offer livestreaming of committal services at cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,241	n=337	n=257	n=209	n=409	n=139
Yes	29.23%	30.86%	31.13%	28.71%	31.78%	19.42%
No	70.77%	69.14%	68.87%	71.29%	68.22%	80.58%

Appendix F: Survey Results by Question (Funeral Director)

FD Q2. How far is your funeral home from the national cemetery with which you most frequently do business?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,740	n=338	n=250	n=208	n=405	n=137
Less than 15 miles	12.53%	9.17%	14.80%	16.83%	13.33%	15.33%
15 to 29 miles	17.93%	19.82%	16.40%	16.35%	18.27%	19.71%
30 to 44 miles	18.10%	20.41%	16.80%	14.42%	20.49%	11.68%
45 to 59 miles	18.33%	19.53%	22.40%	17.31%	16.54%	13.14%
60 to 75 miles	16.67%	17.16%	18.40%	17.31%	14.81%	14.60%
More than 75 miles	16.44%	13.91%	11.20%	17.79%	16.54%	25.55%
FD Q3. How long has your funeral home worked with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,756	n=341	n=261	n=208	n=404	n=136
Less than 1 year	1.31%	1.17%	1.53%	1.44%	0.99%	1.47%
1 to 4 years	3.70%	2.93%	2.30%	6.73%	2.97%	4.41%
5 to 8 years	4.16%	2.93%	5.36%	7.21%	3.22%	2.21%
9 to 12 years	4.04%	2.93%	8.43%	2.88%	2.48%	2.94%
13 years or more	80.24%	84.46%	75.48%	76.44%	84.65%	81.62%
Don't know	6.55%	5.57%	6.90%	5.29%	5.69%	7.35%
FD Q4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,745	n=342	n=259	n=207	n=400	n=134
1-4%	29.00%	33.92%	23.94%	29.47%	30.00%	14.18%
5-9%	13.70%	11.99%	10.04%	10.63%	14.50%	13.43%
10-14%	11.86%	12.87%	12.36%	11.11%	13.25%	7.46%
15-24%	11.52%	9.36%	17.37%	8.70%	10.00%	12.69%
25-49%	12.72%	10.82%	13.13%	9.66%	16.50%	21.64%
50-74%	11.40%	11.40%	10.42%	16.91%	9.00%	15.67%
75-100%	9.80%	9.65%	12.74%	13.53%	6.75%	14.93%
FD Q5. How would you characterize the overall communication from the national cemetery to your funeral home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,749	n=338	n=259	n=210	n=404	n=137
Excellent	71.53%	75.44%	76.45%	75.24%	71.53%	54.74%
Good	24.93%	22.19%	18.53%	21.90%	25.50%	40.15%
Fair	3.20%	2.37%	4.63%	2.86%	2.72%	4.38%
Poor	<1%	0.00%	<1%	0.00%	<1%	<1%

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

Appendix F: Survey Results by Question (Funeral Director)

FD Q6. Do you feel that you are well informed by the national cemetery of its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,781	n=344	n=263	n=212	n=410	n=141
Yes, well informed	79.17%	80.81%	83.65%	83.96%	76.59%	73.05%
Yes, somewhat well informed	19.48%	18.31%	15.59%	13.68%	21.95%	26.24%
No, not well informed	1.35%	<1%	<1%	2.36%	1.46%	<1%
FD Q7. In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,703	n=331	n=253	n=205	n=393	n=130
VA/NCA Website	45.63%	45.32%	48.22%	47.80%	40.71%	46.92%
Outreach by cemetery staff	<1%	0.00%	0.00%	<1%	0.00%	0.00%
Veterans Service Officers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professional associations/conventions/meetings	5.46%	7.25%	1.98%	2.44%	7.38%	3.85%
Local newspaper/television news reports	6.52%	6.04%	5.53%	5.85%	5.85%	5.38%
Other (specify)	42.28%	41.39%	44.27%	43.41%	46.06%	43.85%
FD Q8. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,770	n=340	n=263	n=210	n=408	n=140
None, I feel well informed	64.35%	63.53%	70.34%	63.33%	66.91%	58.57%
Eligibility requirements for burial in a national cemetery	11.13%	11.47%	9.89%	12.38%	8.09%	12.86%
Scheduling process	9.32%	10.00%	5.70%	11.43%	6.62%	6.43%
Military funeral honors	7.57%	6.47%	5.32%	10.00%	7.35%	7.86%
Presidential Memorial Certificates	9.04%	7.35%	7.98%	9.52%	7.84%	14.29%
Floral policy	7.63%	9.41%	7.98%	7.62%	7.35%	5.00%
Headstone, marker, or columbarium niche cover inscription options	8.19%	8.82%	6.84%	8.10%	5.64%	10.71%
Other (specify)	2.94%	2.06%	3.04%	1.90%	4.17%	2.86%
FD Q9. 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)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,710	n=330	n=258	n=202	n=397	n=134
Phone	9.88%	9.70%	11.63%	8.91%	10.08%	5.22%
Fax	1.29%	2.73%	1.16%	0.99%	<1%	0.00%
Letter	20.06%	20.91%	18.99%	16.83%	22.42%	16.42%
Email	65.38%	63.33%	66.28%	70.30%	62.47%	74.63%
VA/NCA Website	1.70%	1.82%	<1%	1.49%	2.02%	2.24%
Newsletter or flyer	1.70%	1.52%	1.16%	1.49%	2.27%	1.49%

Appendix F: Survey Results by Question (Funeral Director)

FD Q10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,779	n=344	n=262	n=212	n=411	n=141
Very satisfied	80.21%	83.43%	85.11%	79.72%	79.56%	70.92%
Somewhat satisfied	15.18%	13.95%	10.31%	16.98%	15.57%	21.28%
Neither satisfied nor dissatisfied	3.32%	1.74%	3.44%	2.36%	3.16%	5.67%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	1.22%	1.42%
Very dissatisfied	<1%	<1%	<1%	0.00%	<1%	<1%
FD Q11. During committal services, how often do you receive the support you need from cemetery staff?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,777	n=344	n=262	n=211	n=410	n=141
Always	87.90%	89.53%	88.93%	88.15%	88.54%	86.52%
For the most part	10.92%	9.88%	9.92%	11.85%	10.98%	12.77%
Occasionally	<1%	<1%	<1%	0.00%	0.00%	<1%
Never	<1%	0.00%	<1%	0.00%	<1%	0.00%
FD Q12. Generally, how often do committal services at the national cemetery start on time?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,771	n=344	n=261	n=211	n=408	n=141
Always	74.36%	69.48%	79.69%	81.99%	69.85%	77.30%
For the most part	25.07%	29.65%	20.31%	18.01%	29.17%	21.99%
Occasionally	<1%	<1%	0.00%	0.00%	<1%	<1%
Never	<1%	0.00%	0.00%	0.00%	<1%	0.00%
FD Q13. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,044	n=205	n=177	n=121	n=215	n=78
Very successful	69.64%	73.17%	74.01%	69.42%	66.98%	62.82%
Somewhat successful	24.23%	20.98%	23.16%	23.14%	26.98%	32.05%
Neither successful nor unsuccessful	4.02%	4.88%	1.69%	5.79%	3.72%	2.56%
Somewhat unsuccessful	1.05%	0.00%	1.13%	0.00%	<1%	1.28%
Very unsuccessful	1.05%	<1%	0.00%	1.65%	1.86%	1.28%

Appendix F: Survey Results by Question (Funeral Director)

FD Q14. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,774	n=344	n=261	n=212	n=410	n=141
Very satisfied	62.97%	63.37%	70.50%	65.09%	58.05%	51.06%
Somewhat satisfied	29.37%	29.36%	23.37%	27.36%	32.93%	40.43%
Neither satisfied nor dissatisfied	4.17%	3.49%	2.30%	4.25%	5.12%	5.67%
Somewhat dissatisfied	2.59%	2.91%	2.30%	3.30%	2.68%	2.13%
Very dissatisfied	<1%	<1%	1.53%	0.00%	1.22%	<1%
FD Q15. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,771	n=341	n=263	n=210	n=410	n=140
Very satisfied	61.60%	64.22%	65.78%	61.90%	59.27%	46.43%
Somewhat satisfied	29.36%	28.15%	27.00%	30.00%	30.73%	37.86%
Neither satisfied nor dissatisfied	5.36%	4.69%	4.56%	5.24%	5.12%	7.86%
Somewhat dissatisfied	3.27%	2.35%	2.28%	1.90%	4.63%	7.86%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	0.00%
FD Q16. How easy is the process of scheduling an interment at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,770	n=341	n=263	n=210	n=410	n=140
Very hard	<1%	<1%	<1%	<1%	<1%	0.00%
Somewhat hard	2.03%	2.05%	1.14%	1.43%	2.20%	4.29%
Neither easy nor hard	4.24%	3.81%	2.28%	4.29%	4.15%	6.43%
Somewhat easy	26.10%	27.86%	21.67%	23.33%	28.54%	31.43%
Very easy	67.18%	65.98%	74.52%	70.00%	64.63%	57.86%
FD Q17. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,768	n=341	n=263	n=210	n=407	n=140
Easier	23.19%	19.35%	33.08%	19.52%	14.50%	24.29%
About the same	56.50%	61.88%	54.75%	59.52%	58.72%	46.43%
Harder	20.31%	18.77%	12.17%	20.95%	26.78%	29.29%
FD Q18. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,761	n=339	n=260	n=209	n=407	n=139
Yes	85.75%	85.84%	88.08%	88.52%	83.05%	82.73%
No	14.25%	14.16%	11.92%	11.48%	16.95%	17.27%

Appendix F: Survey Results by Question (Funeral Director)

FD Q19. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,762	n=338	n=263	n=208	n=408	n=139
Yes	56.87%	59.47%	65.40%	53.85%	51.96%	51.80%
No	43.13%	40.53%	34.60%	46.15%	48.04%	48.20%
FD Q20. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=473	n=89	n=85	n=57	n=93	n=43
Yes	95.14%	95.51%	95.29%	96.49%	93.55%	93.02%
No	4.86%	4.49%	4.71%	3.51%	6.45%	6.98%
FD Q21. How easy is it to schedule military honors at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,725	n=331	n=254	n=205	n=398	n=137
Very easy	61.28%	62.54%	61.02%	60.00%	61.31%	57.66%
Somewhat easy	28.58%	27.49%	32.68%	28.78%	29.90%	27.74%
Neither easy nor hard	6.55%	6.95%	3.94%	6.34%	5.78%	9.49%
Somewhat hard	3.19%	2.42%	1.97%	3.90%	2.76%	4.38%
Very hard	<1%	<1%	<1%	<1%	<1%	<1%
FD Q22. To what extent is the quality of military honors acceptable?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,725	n=332	n=254	n=205	n=396	n=137
Very acceptable	87.30%	87.95%	86.61%	88.78%	89.90%	82.48%
Somewhat acceptable	10.84%	10.54%	12.20%	8.78%	8.59%	16.79%
Neither acceptable nor unacceptable	1.28%	1.20%	<1%	2.44%	1.26%	0.00%
Somewhat unacceptable	<1%	0.00%	<1%	0.00%	<1%	<1%
Very unacceptable	<1%	<1%	0.00%	0.00%	0.00%	0.00%
FD Q23. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,730	n=334	n=254	n=206	n=397	n=136
Yes	91.85%	94.01%	94.49%	93.69%	93.45%	86.03%
No	8.15%	5.99%	5.51%	6.31%	6.55%	13.97%

Appendix F: Survey Results by Question (Funeral Director)

FD Q24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,721	n=332	n=253	n=205	n=395	n=135
Yes	34.40%	34.64%	37.15%	33.17%	30.63%	26.67%
No	65.60%	65.36%	62.85%	66.83%	69.37%	73.33%
FD Q25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,706	n=331	n=257	n=206	n=398	n=130
Strongly agree	79.84%	77.34%	83.66%	83.01%	82.66%	73.08%
Agree	18.52%	19.64%	15.95%	16.99%	16.83%	23.08%
Neither agree nor disagree	1.58%	3.02%	<1%	0.00%	<1%	3.08%
Disagree	<1%	0.00%	0.00%	0.00%	0.00%	<1%
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q26. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,747	n=339	n=259	n=210	n=404	n=139
Strongly agree	80.54%	80.83%	83.78%	82.38%	79.46%	74.10%
Agree	18.26%	17.40%	15.06%	17.14%	19.06%	25.18%
Neither agree nor disagree	<1%	1.77%	<1%	0.00%	<1%	<1%
Disagree	<1%	0.00%	<1%	<1%	<1%	0.00%
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q27. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,756	n=339	n=261	n=209	n=408	n=139
Strongly agree	84.40%	83.78%	83.14%	87.56%	84.07%	83.45%
Agree	14.52%	15.04%	15.71%	11.48%	14.46%	15.83%
Neither agree nor disagree	<1%	1.18%	0.00%	<1%	<1%	<1%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
FD Q28. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,741	n=336	n=255	n=210	n=404	n=137
Strongly agree	72.66%	73.51%	76.86%	74.29%	71.04%	65.69%
Agree	23.89%	24.11%	21.18%	23.33%	25.00%	26.28%
Neither agree nor disagree	2.30%	1.79%	1.57%	<1%	2.48%	4.38%
Disagree	1.03%	<1%	<1%	1.43%	1.49%	3.65%
Strongly disagree	<1%	<1%	0.00%	0.00%	0.00%	0.00%

Appendix F: Survey Results by Question (Funeral Director)

FD Q29. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,761	n=341	n=261	n=210	n=407	n=140
Strongly agree	77.80%	77.71%	80.46%	78.10%	77.64%	72.14%
Agree	20.22%	20.82%	17.62%	20.48%	21.13%	25.71%
Neither agree nor disagree	1.25%	<1%	<1%	<1%	<1%	2.14%
Disagree	<1%	<1%	<1%	<1%	<1%	0.00%
Strongly disagree	<1%	<1%	<1%	0.00%	0.00%	0.00%
FD Q30. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,764	n=341	n=263	n=209	n=408	n=139
Strongly agree	79.02%	81.82%	80.23%	77.03%	78.19%	75.54%
Agree	18.82%	16.42%	17.87%	21.53%	20.83%	21.58%
Neither agree nor disagree	1.25%	<1%	0.00%	1.44%	<1%	2.16%
Disagree	<1%	<1%	1.52%	0.00%	0.00%	<1%
Strongly disagree	<1%	<1%	<1%	0.00%	<1%	0.00%
FD Q31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,763	n=340	n=262	n=210	n=408	n=140
Strongly agree	79.41%	80.88%	79.77%	78.10%	81.13%	73.57%
Agree	18.72%	17.65%	18.32%	20.48%	17.89%	23.57%
Neither agree nor disagree	1.25%	1.18%	<1%	1.43%	<1%	2.14%
Disagree	<1%	<1%	<1%	0.00%	0.00%	0.00%
Strongly disagree	<1%	0.00%	<1%	0.00%	<1%	<1%
FD Q32. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,766	n=340	n=263	n=210	n=409	n=140
Strongly agree	69.25%	69.12%	74.52%	70.00%	65.77%	65.00%
Agree	25.37%	25.88%	22.05%	24.76%	28.61%	26.43%
Neither agree nor disagree	3.62%	3.82%	<1%	3.33%	3.42%	7.14%
Disagree	1.59%	1.18%	2.66%	1.90%	1.71%	<1%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%

Appendix F: Survey Results by Question (Funeral Director)

FD Q33. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,327	n=253	n=195	n=165	n=288	n=101
Strongly agree	62.85%	61.66%	66.15%	64.85%	62.15%	57.43%
Agree	22.98%	26.48%	20.51%	21.82%	23.26%	21.78%
Neither agree nor disagree	13.87%	11.86%	13.33%	13.33%	14.24%	19.80%
Disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.99%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%
FD Q34. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,760	n=340	n=262	n=210	n=406	n=139
Strongly agree	84.72%	82.65%	87.79%	86.67%	86.70%	82.01%
Agree	14.77%	16.47%	11.83%	13.33%	13.05%	16.55%
Neither agree nor disagree	<1%	<1%	<1%	0.00%	<1%	1.44%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q35. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,765	n=340	n=263	n=210	n=408	n=140
Strongly agree	79.83%	80.59%	82.13%	80.48%	78.92%	76.43%
Agree	18.92%	17.94%	16.35%	19.05%	20.10%	22.86%
Neither agree nor disagree	<1%	1.18%	<1%	<1%	<1%	0.00%
Disagree	<1%	<1%	1.14%	0.00%	0.00%	<1%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%
FD Q36. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,767	n=340	n=263	n=210	n=408	n=140
Strongly agree	82.29%	81.18%	84.03%	83.81%	81.13%	84.29%
Agree	15.34%	16.76%	13.69%	16.19%	15.20%	15.00%
Neither agree nor disagree	2.09%	2.06%	1.90%	0.00%	3.43%	<1%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%

Appendix F: Survey Results by Question (Funeral Director)

FD Q37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,764	n=341	n=261	n=209	n=408	n=139
Strongly agree	78.63%	79.18%	79.31%	78.47%	77.94%	75.54%
Agree	18.25%	18.48%	17.62%	18.66%	19.36%	20.86%
Neither agree nor disagree	2.66%	2.35%	2.68%	2.39%	2.21%	2.88%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	<1%	<1%	<1%
FD Q38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,760	n=338	n=262	n=210	n=408	n=140
Strongly agree	80.28%	78.70%	81.68%	80.95%	80.39%	77.14%
Agree	17.39%	18.34%	17.56%	17.14%	17.89%	18.57%
Neither agree nor disagree	2.10%	2.66%	<1%	1.90%	1.72%	4.29%
Disagree	<1%	<1%	<1%	0.00%	0.00%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q39. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,763	n=341	n=262	n=210	n=407	n=139
Strongly agree	62.96%	63.64%	65.27%	66.67%	58.23%	56.12%
Agree	26.94%	27.27%	24.81%	24.76%	31.45%	28.78%
Neither agree nor disagree	8.85%	8.21%	7.63%	7.62%	9.58%	14.39%
Disagree	<1%	<1%	1.91%	<1%	<1%	<1%
Strongly disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%

Note: Question 40 on the Funeral Director Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to.