

**Department of Veterans Affairs  
National Cemetery Administration**

May 12, 2009

OMB Generic Clearance 2900-0571

National Cemeteries Satisfaction Survey

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Summary:

In October 2000, the National Cemetery Administration (NCA) requested and received clearance from OMB (OMB Clearance 2900-0571) to pilot test a satisfaction survey. The survey was designed to gather customer feedback information from family members who have a loved one interred in a national cemetery and funeral directors who use national cemetery services. The test was successful and the survey instrument was modified based upon the test results.

The clearance was renewed by OMB for two subsequent periods from 2003 to 2006 and for 2007 thru 2009.

In May of 2001, and in April of 2002 thru 2008, the National Cemetery Administration requested and received clearance from OMB (OMB Clearance 2900-0571) to implement modified versions of the survey nationally.

The NCA will continue to conduct customer satisfaction surveys under this generic clearance to implement the Executive Order 12862. If the surveys were not conducted, the organization would be unable to comply with the Executive Order, and would not have the information needed to improve established standards for the best possible customer-focused service. NCA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve overall operations. Participation in the surveys will be voluntary and the generic clearance will not be used to collect information required to obtain or maintain eligibility for a VA program or benefit. In addition, voluntary customer surveys will not be used as substitutes for traditional program evaluation surveys that measure objective outcomes. In order to maximize the voluntary response rates, the information

collection will be designed to make participation convenient, simple, and free of unnecessary barriers. The NCA anticipate the surveys will identify those aspects of services that are most important to their customers. OMB will be consulted regarding any changes made to the information collection during this approval period. Questions 28 to 31 were added related to bereavement support.

Estimated Burden Hours: 4,750 hours (19,000 respondents x 20 minutes/60)