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1) Invitation Letter for On-line Survey (Printed on VA/NCA stationary)

Date:

Address:

Respondent ID:

Dear First Name Last Name

Thank you for your service to our country. We at the Department of Veterans' Affairs are always striving to improve the benefits and services that are provided to you by a grateful nation to honor your service.

The National Cemetery Administration's primary mission is to provide Veterans and their eligible family members with final resting places in national shrines. These national shrines ensure that all Veterans will be provided with a lasting tribute that commemorates their service to our country in a dignified and respectful setting. We are seeking to better understand how well your current benefits and our services are meeting your needs and to ask your opinion regarding new types of burials and memorialization options and whether they should be offered to Veterans in the future.

Please take the time to participate in this 2012 Veterans' Burial Services Survey. Our survey is completely anonymous and will not affect your VA benefits in any way. All survey responses are kept strictly confidential and will only be used to report group-level findings. Completion of this survey is voluntary. If you complete the survey, you may skip any question you do not wish to answer. To participate, simply type the following internet address into your web browser: www.VA2012VeteranBurialSurvey.com and then enter your Respondent ID: ##### when prompted. All information regarding this survey is available on the website.

Thank you for your service and for helping us better serve you, the Veteran.

Steve L. Muro,
Under Secretary for Memorial Affairs,
Department of Veterans Affairs


2) Post Card for On-line Survey Follow-up

a) Front

From: Department of Veterans Affairs,
National Cemetery Administration
Washington, DC 20420

John Q Veteran
1000 Something Street
Sometown, ZZ 00000

b) Back

	<p>We have not yet received your response. We know you are busy and we appreciate your taking the time to complete this important survey. All survey responses are kept strictly confidential. Completion of this survey is voluntary; you may skip any questions you do not wish to answer.</p>
<p>We recently sent you an invitation to participate in the Department of Veterans Affairs' (VA) 2012 Veterans' Burial Services Survey. The results of this study will help the VA improve the burial benefits and services available to you and other Veterans.</p>	<p>To participate, simply type the following internet address into your web browser: www.VA2012VeteranBurialSurvey.com and then enter your Respondent ID: ##### when prompted. All information regarding this survey is available on the website.</p> <p>Thank you for your service and for helping us better serve you.</p> <p>Steve L. Muro, Under Secretary for Memorial Affairs, Department of Veterans Affairs</p>

3) Cover Letter 1st Mail Survey (Printed on VA/NCA stationary)

Date:
Address:

Respondent ID:

Dear First Name Last Name

You recently received an invitation to participate in the **Department of Veterans Affairs' (VA) 2012 Veterans' Burial Services Survey** using our website www.VA2012VeteranBurialSurvey.com. We would like to offer you an additional way to participate in this important survey. Enclosed, you will find a paper version of the survey and a self-addressed, postage-free return envelope.

Please take the time to provide us your opinion using either the paper survey or our website. The results of this study will help the VA improve the burial benefits and services available to you and other Veterans. Our survey is completely anonymous and will not affect your VA benefits. All survey responses are kept strictly confidential and will only be used to report group-level findings. Completion of this survey is voluntary. If you complete the survey, you may skip any question you do not wish to answer.

Thank you for your service and for helping us better serve you, the Veteran.

Steve L. Muro,
Under Secretary for Memorial Affairs,
Department of Veterans Affairs

4) Follow-up post card for 1st Mail Survey

a) Front

From: Department of Veterans Affairs,
National Cemetery Administration
Washington, DC 20420

John Q Veteran
1000 Something Street
Sometown, ZZ 00000

b) Back



We recently sent you an invitation to participate in the Department of Veterans Affairs' (VA) 2012 Veterans' Burial Services Survey. The results of this study will help the VA improve the burial benefits and services available to you and other Veterans.

If you did not receive the survey, please contact us via email at info@VA2012VeteranBurialSurvey.com or call us at (866) 216-0695 and we will get another one to you shortly.

There are two ways you can participate in this survey: you may fill out the paper survey enclosed in the package you received earlier or you may complete the survey on our website: www.VA2012VeteranBurialSurvey.com. Your Respondent ID for the on-line survey is: #####. All details of this survey are available on the website.

Steve L. Muro,
Under Secretary for Memorial Affairs,
Department of Veterans Affairs

5) Cover Letter 2nd Mail Survey (Printed on VA/NCA stationery)

Date:

Address:

Respondent ID:

Dear First Name Last Name

Recently, you've received correspondence from us requesting your participation in the **Department of Veterans Affairs' (VA) 2012 Veterans' Burial Services Survey**. This is an important survey to help us better understand if the burial benefits and services provided by the VA are meeting your needs and what additional options we might consider to better serve you.

There is still time for you to participate in our survey. You may fill out the paper survey enclosed in this package and send it back to us in the enclosed envelope or you may complete the survey on our website: www.VA2012VeteranBurialSurvey.com. Our survey is completely anonymous and will not affect your VA benefits. All survey responses are kept strictly confidential and will only be used to report group-level findings. Completion of this survey is voluntary. If you complete the survey, you may skip any question you do not wish to answer.

Thank you for your service and for helping us better serve you, the Veteran.

Steve L. Muro,
Under Secretary for Memorial Affairs,
Department of Veterans Affairs