## **Next of Kin VA Memorial Products Survey**

(Headstones/Markers/Medallions and Presidential Memorial Certificates)

## OMB Control Number 2900-0571

## **Public Reporting Burden Statement**

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 the collection of information is estimated to average 10 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.

How did you know about the headstone, marker, medallion service provided by the VA?  (Mark all that apply)	O Other (Specify)
O Learned from veteran/family member O Learned from Funeral Director O Learned from Cemetery Representative O Learned from VA employee O My own research O Other (Specify)  What type of headstone, marker, or medallion did you order?  O Bronze (metal plate) GO TO Q3 O Stone (granite or marble) GO TO Q3 O Bronze Medallion	<ul> <li>How satisfied were you with the process you used to order the headstone, marker, or medallion?</li> <li>O Very Satisfied</li> <li>O Somewhat Satisfied</li> <li>O Neither Satisfied nor Dissatisfied</li> <li>O Somewhat Dissatisfied</li> <li>O Very Dissatisfied</li> <li>Did you call an 800 number for assistance at any point?</li> <li>O Yes</li> <li>O No GO TO Q6</li> </ul>
Did you have any issues while affixing the Bronze Medallion to the headstone or markers?  O Yes O No GO TO Q3	<ul> <li>IF YES, why did you call the 800 number?</li> <li>(Mark all that apply)</li> <li>O To check on the status of my order</li> <li>O To get help with ordering the marker</li> <li>O To file a complaint about the marker</li> <li>O Other (Specify)</li> </ul>
2b IF YES, Please explain the difficulty you faced in affixing the medallion to a headstone or marker.	How satisfied were you with the service you received from the 800 number customer service representative?  O Very Satisfied O Somewhat Satisfied O Neither Satisfied nor Dissatisfied O Somewhat Dissatisfied O Very Dissatisfied
Who helped you with ordering the headstone/marker/medallion? (Mark all that apply)  O Family member O Funeral Director O Cemetery Representative O VA Employee O Other (Specify) O No one  How did you order the headstone, marker, or medallion? (Mark only one) O Via the mail O Via Fax O Via the Funeral Director	Did you visit the VA web site for information about ordering the headstone, marker, or medallion?  O Yes O No GO TO Q7  Ga IF YES, what type of information were you looking for? (Mark all that apply)  O How to order a headstone/marker/medallion O Download an order form O Find information on documentation needed O Find information on the Presidential Memorial Certificate Program O Find out what could go on the marker

O Otner (Specify)			<del></del>	
6b How satisfied were you with the information you were lo			inding	8a How satisfied were you with the amount of time it took to receive the headstone, marker, or medallion?
O Somewhat Satisfied				O Very Satisfied
O Neither Satisfied nor Dissatisfied				O Somewhat Satisfied
O Somewhat Dissatisfied				O Neither Satisfied nor Dissatisfied
O Very Dissatisfied				O Somewhat Dissatisfied
O Very Dissatisfied				O Very Dissatisfied
When you were applying for marker or medallion, were y following items were availar marker:	you aw	are tha	t the ed on the	9 How would you prefer to be notified about the status of your headstone, marker or medallion?  O Postcard O E-mail
	No	Yes	Don't Know	O Letter
An inscription	О	O	0	O Other (Specify)
Birthdate/Date of death	О	O	O	O I don't care to be notified
Highest rank attained	О	O	O	Generally, how would you rate the overall quality
War service	O	O	O	of the VA headstones, markers or medallions
Emblem of belief	О	O	O	received from VA?
Valor Awards	O	O	O	O Excellent
Terms of endearment	O	O	O	O Above Average
Nicknames	O	O	O	O Average
Civilian credentials (i.e., Doctor)	О	O	O	O Below Average
Special unit designations	О	O	O	O Extremely Poor
Other military credentials	О	O	O	
Space for future inscriptions	О	О	Ο	Did you order and/or receive a Presidential Memorial Certificate (PMC)?
<ul> <li>7a IF you were aware of the a inscription, how did you le be included in the inscription apply)</li> <li>O I read it on the application of the VAO The Funeral Director to</li> </ul>	arn abo on? ( <b>M</b> a on A web s	out wh ark all	at could	O Yes - Requested and Received O Yes - Received, but not requested O No - Requested, not received <b>SKIP TO Q12</b> O No - Did not Receive <b>SKIP TO Q12</b> O Don't know what this is <b>SKIP TO Q12</b> Please indicate your level of agreement with the
O A VA employee told me O Other (Specify)	e			following statement: The overall quality of the Presidential Memorial Certificate (PMC) I received from the VA was excellent.
About how long after ordering the headstone, marker, or medallion did it arrive?  O Less than 1 month O Between 1 and 2 months O Between 2 and 3 months O Over 3 months O Don't Know <b>GO TO Q9</b>			one,	O Strongly Agree O Agree O Neither Agree, nor Disagree O Disagree O Strongly Disagree

12	Overall, how satisfied were you with your experiences with the VA Memorial Programs
	Service products and services?  O Very Satisfied O Somewhat Satisfied O Neither Satisfied nor Dissatisfied
	<ul><li>O Somewhat Dissatisfied</li><li>O Very Dissatisfied</li></ul>
13	Were you required to pay any unexpected fees regarding your government headstone, marker or medallion?
	O Yes, but they were reasonable O Yes, and the costs were substantial O No <b>GO TO Q14</b> O Don't Know <b>GO TO Q14</b>
13a	If you ordered a <b>Bronze</b> headstone, marker or medallion, what unexpected amount were you required to pay?
	\$
13b	If you ordered a <b>Stone</b> headstone, marker or medallion, what unexpected amount were you required to pay?
	\$
13c	If you ordered a <b>Bronze Medallion</b> , what unexpected amount were you required to pay?
	\$
14	What is the Gender of your loved one? O Female O Male
15	Was your loved one Hispanic or Latino? O Hispanic O Latino
16	What is the race of your loved one? O White O Black or African American O American Indian or Alaska Native

O	Asian
O	Native Hawaiian or other Pacific Islander

- Are you also a Veteran (served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit)?
  - O Yes
  - O No

Thank you very much for taking the time to complete this questionnaire. **PLEASE** mail this completed questionnaire in the postage-paid envelope as soon as possible. If you have any questions about this research, you may call us at (855) 215-1023.

2012 VA Memorial Programs Service Survey, c/o ICF International 980 Beaver Creek Drive Martinsville, VA 24112