

# VA Memorial Products Survey for Funeral Directors

*(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.

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

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

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

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

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

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

**3a** How satisfied are you with the process you typically used to order headstones, markers, and medallions?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

**4** Have you ever called an 800 number for assistance with orders?

- Yes
- No **GO TO Q5**

**4a** **IF YES**, why did you call the 800 number? (**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) \_\_\_\_\_

**4b** How satisfied are you with the service you received from the 800 number customer service representative?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

**5** Have you visited the VA web site for information about ordering a headstone, marker, or medallion?

- Yes
- No **GO TO Q6**

**5a** **IF YES**, what type of information were you looking for? (**Mark all that apply**)

- How to order a headstone, marker, or medallion
- Download an order form
- Find information on documentation needed
- Find information on the Presidential Memorial Certificate Program
- Find out what could go on the marker
- Other (Specify) \_\_\_\_\_

**5b** How satisfied were you with the ease of finding the information you were looking for?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

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

- Complete and send to the VA
- Complete and confirm information with family member's review and signature
- Partially complete and give to family member for finalization
- Other (Specify) \_\_\_\_\_

**7** About how long after ordering VA markers do they typically arrive?

- Less than 1 month
- Between 1 and 2 months
- Between 2 and 3 months
- Between 3 and 4 months
- Over 4 months

**7a** 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

**8** How would you prefer to be notified about the delivery status of the marker, headstone or medallion?

- Postcard
- E-mail
- Letter
- Other (Specify) \_\_\_\_\_
- I don't care to be notified

**9** Have you/your company ever had problems with a delivered headstone, marker or medallion?

- Yes
- No **GO TO Q10**

**9a** **IF YES**, about what percentage of the markers you receive have problems?

- Less than 1%
- 1% to 5%
- 6% to 10%
- Over 10%

**9b** **IF YES**, what types of problems have you experienced? (**Mark all that apply**)

- Broken/chipped headstones/markers
- Typographical error(s)
- Wrong information/symbol
- Discoloration
- Wrong type of headstone or marker
- Other (Specify) \_\_\_\_\_

**9c** 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

**10** Generally, how would you rate the quality of the VA headstones or markers received compared to those received in previous years in the following areas?

	Excellent				
	Above Average				
	Average				
	Below Average				
	Extremely poor				
Cut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depth of the inscription( <b>Stone only</b> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall Quality</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11** Are you aware of the Presidential Memorial Certificate (PMC) Program?

- Yes
- No **GO TO Q12**

**11a** **IF YES**, do you typically inform your clients about the program?

- Yes
- No

**11b** Do you typically order the certificate(s) for your client?

- Yes
- No

**12** Overall, how satisfied were you with your experiences with these VA memorial products and services?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

**13** Do you have any additional comments concerning how the VA Memorial Programs Service could improve its services and programs?

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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.

2013 VA Memorial Programs Service Survey  
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