

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

**STATE OR TRIBAL VETERANS CEMETERIES:
2013 SATISFACTION SURVEY**

[INSERT VA SEAL HERE]

Please read and answer the following question first.

Have you visited a state or tribal Veterans cemetery in the past 12 months?

- No (STOP. You do not have to complete the rest of this questionnaire, but please return the questionnaire in the enclosed postage-paid envelope.)
- Yes (Continue on to the next question.)

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 State or Tribal Organization of 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 State or Tribal 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.

NEXT OF KIN

Please complete this survey based on your experiences at the state or tribal Veterans cemetery where your loved one was interred.

1. Since the committal service, how many times have you visited the state or tribal Veterans cemetery where your loved one was interred?
 - 1 – 3
 - 4 – 6
 - 7 – 9
 - 10 or more
 - None, I have not visited

2. Your recently deceased loved one was your...
 - Spouse
 - Parent

- Brother/Sister
- Son/Daughter (includes stepchildren)
- Other relative
- Friend

3. How far do you reside from the state or tribal Veterans cemetery?

- Less than 15 miles
- 15 to 29 miles
- 30 to 44 miles
- 45 to 59 miles
- 60 to 75 miles
- Over 75 miles

4. Do the following factors limit the number of times you visit the state or tribal Veterans cemetery where your loved one is interred? *(Please mark Yes or No for each item below.)*

| | Yes | No |
|--|-----|----|
| a. Distance to the cemetery | | |
| b. Travel time to the cemetery | | |
| c. Inconvenient location of the cemetery (e.g., neighborhood, no direct route) | | |
| d. My access to transportation (private or public) | | |
| e. My health status (e.g., physical limitation or constraints) | | |
| f. Other (please specify in General Comments, page 8) | | |

5. 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?

- Yes
- No

6. Prior to your time of need, to what extent were you aware of the benefits related to burial in a state or tribal Veterans cemetery?

- Completely aware
- Somewhat aware
- Unaware (SKIP TO Q8)

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

- Family member/friend
- Funeral home
- Military discharge-related materials
- Other veteran/active duty member
- State or tribal/VA/NCA pamphlet, brochure, newsletter
- State or tribal/VA/NCA Web site
- State or tribal/VA/NCA social media (Facebook or Twitter)
- Veterans Service Organization
- Other state, tribal, or VA organization
- Local newspaper/television news reports
- Public events (e.g., parades, speeches)
- Professional/military association meetings

8. Prior to the time of need, what is the BEST way for the state or tribal Veterans cemetery to convey information regarding benefits?

- E-mail
- State or tribal/VA/NCA Web site
- State or tribal/VA/NCA social media (Facebook or Twitter)
- Newsletter/flyer
- Local newspaper/television news reports
- Public events (e.g., parades, speeches)
- Professional/military association meetings
- Other

9. 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

10. Overall, how satisfied are you with the information you were provided throughout your experiences with the state or tribal Veterans cemetery?

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

11. At the committal service, did your family have any of the following special needs or requests? *(Mark all that apply)*

- Visit the gravesite
- View the burial
- Special music
- Special religious practices (e.g., blessing the gravesite)
- Additional seating at the committal service
- Handicapped accommodations
- No, my family did not have any special needs or requests (SKIP TO Q13)

12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?

- Yes, completely
- Yes, somewhat
- No, and I understand why
- No, and I did not understand why

If your loved one was NOT a veteran, please SKIP TO Q16.

13. Did the funeral home provide you with adequate information on military honors?

- Yes
- No

14. If your loved one was a veteran, did your family request military funeral honors?
- Yes, and honors were provided
 - Yes, but honors were not provided
 - (SKIP TO Q16)
 - No, did not request military funeral honors
 - (SKIP TO Q16)
15. How satisfied were you with the quality of the military funeral honors your loved one received?
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
16. Overall, how satisfied were you with the committal service at the state or tribal Veterans cemetery?
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
17. Were the headstone, marker, or columbarium niche cover inscription options explained to you?
- Yes
 - No (SKIP TO Q21)
 - Not sure/don't know (SKIP TO Q21)
18. Which of the following inscription options were explained to you? *(Mark all that apply)*
- Military service information (e.g., rank, service, valor awards)
 - Emblems of belief (e.g., religious symbols)
 - Terms of endearment (e.g., beloved father)
19. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription options?
- Yes
 - No

20. Who explained headstone, marker, or columbarium niche cover inscription options to you?
- State or tribal Veterans cemetery representative ONLY
 - Funeral director ONLY
 - BOTH the state or tribal Veterans cemetery representative and the funeral director
 - NEITHER the state or tribal Veterans cemetery nor the funeral director

21. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
 - Don't know/the marker or headstone has not yet arrived (SKIP TO Q24)

22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?
- Yes
 - No
 - Don't know

23. 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

If your loved one was NOT a veteran, please SKIP TO Q25.

24. If your loved one was a veteran, did you receive a Presidential Memorial Certificate?
- Yes
 - No

25. Looking back at your overall experiences with the state or tribal Veterans cemetery, which items would you have liked more information about? (Mark all that apply)
- None, I was well informed
 - Details of the committal service
 - Military funeral honors
 - Location of gravesite
 - Layout of cemetery (maps)
 - Directions to cemetery
 - Presidential Memorial Certificate
 - Floral policy
 - Headstone or marker inscription options
 - Timeline for placement of headstone/Marker

26. After the loss of your loved one...

a. Did you need bereavement counseling or support?

- Yes
- No
- Don't know

b. Did you seek bereavement counseling or support?

- Yes
- No

27. Have you contacted VA to find out if you are eligible for VA survivor benefits?

- Yes
- No
- Don't know

28. Are you eligible for VA survivor benefits?

- Yes
- No
- Don't know

29. If eligible, have you applied for VA survival benefits?

- Yes
- No
- Don't know

(For information on survivor benefits, contact VA 800.827.1000)

30. Overall, what was the single biggest contributing factor to the decision to bury your loved one in a state or tribal Veterans cemetery? *(Mark only one)*

- Honor the wishes of my loved one
- Recognition of military service
- Other family member also buried at this state or tribal Veterans cemetery
- Location
- Affordability

31. What is your gender?

- Male
- Female

32. Are you Hispanic or Latino?

- Yes
- No

33. What is your race? *(Mark one or more)*

- White
- Black or African American
- American Indian or Alaskan Native
- Asian
- Native Hawaiian or other Pacific Islander

QUESTIONS FOR FUNERAL DIRECTORS

A. Looking at the attached form, please identify the state or tribal Veterans cemetery with which you most frequently do business and fill in the corresponding number in the spaces below.
Please complete this survey based on your experiences at this state or tribal Veterans cemetery within the last 12 months.

[ENTER CODE HERE]

B. How far is your funeral home from the state or tribal Veterans cemetery with which you most frequently do business?

- Less than 15 miles
- 15 to 29 miles
- 30 to 44 miles
- 45 to 59 miles
- 60 to 75 miles
- Over 75 miles

C. How long has your funeral home worked with the state or tribal Veterans cemetery?

- Less than 1 year
- 1 to 4 years
- 5 to 8 years
- 9 to 12 years
- 13 years or more
- Don't know

D. Of the eligible veteran families you serve, approximately what percent choose burial in the state or tribal Veterans cemetery?

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

E. How would you characterize the overall communication from the state or tribal Veterans cemetery to your funeral home?

- Excellent
- Good
- Fair
- Poor

F. Do you feel that you are well informed by the state or tribal Veterans cemetery of its policies and procedures?

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

G. In general, of the following services, which one provides you the MOST information about state or tribal Veterans cemetery policies and procedures? *(Mark only one)*

- State or tribal/VA/NCA Web site
- Local newspaper/television news reports
- Public events (e.g., parades, exhibits, speeches)
- Professional associations/conventions/meetings
- Veterans Service Officers
- Outreach by cemetery staff
- Other

H. What state or tribal Veterans cemetery policies or procedures do you feel you could use more information about? *(Mark all that apply)*

- None, I feel well informed
- Eligibility requirements for burial in a state or tribal Veterans cemetery
- Scheduling process
- Military funeral honors
- Presidential Memorial Certificates
- Floral policy
- Headstone, marker, or columbarium niche cover inscription options

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

- Phone
- Fax
- Letter
- Email
- State or tribal Web site
- Newsletter or flyer

J. Overall, how satisfied are you with the communication between your funeral home and the state or tribal Veterans cemetery?

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

K. Overall, how would you compare the level of service you receive from the state or tribal Veterans cemetery with the level of service you receive from private cemeteries?

- Superior to private cemeteries
- Better than private cemeteries
- About the same
- Worse than private cemeteries
- Much worse than private cemeteries
- Don't know/not applicable

L. Overall, how would you compare the appearance of the state or tribal Veterans cemetery with the appearance of private cemeteries?

- Superior to private cemeteries
- Better than private cemeteries
- About the same
- Worse than private cemeteries
- Much worse than private cemeteries
- Don't know/not applicable

M. To what extent do you understand the eligibility requirements for burial in a state or tribal Veterans cemetery, including eligibility for reservists and Veteran dependents?

- Understand completely
- Understand somewhat
- Do not understand

N. Are you aware of any state or tribal cemetery informational resources on military honors?

- Yes
- No

O. Do you typically provide these informational resources on military honors to next-of-kin?

- Yes
- No

P. How well do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

- Understand completely
- Understand somewhat
- Do not understand

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

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

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

- Less than 1 hour
- 1 to 2 hours
- 3 to 4 hours
- 5 to 8 hours
- 1 to 2 days
- More than 2 days

S. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

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

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

- Always
- For the most part
- Occasionally
- Never

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

- Always
- For the most part
- Occasionally
- Never

V. If you are delayed in arriving at the state or tribal 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

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

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

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

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

QUESTIONS FOR ALL PARTICIPANTS

34. Please indicate your level of agreement with the following statements.

| | <i>Strongly agree</i> | <i>Agree</i> | <i>Neither agree nor disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> | <i>Don't know/Not applicable</i> |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|----------------------------------|
| a. The maintenance of the cemetery grounds is excellent | | | | | | |
| b. The upkeep of the headstones, markers, or columbarium niche covers is excellent | | | | | | |
| c. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent | | | | | | |
| d. The committal shelter used for the service was clean, free of safety hazards, and private | | | | | | |
| e. There is adequate handicap accessibility for visitors who need it | | | | | | |
| f. The availability of restrooms is suitable to accommodate visitors on busy days | | | | | | |
| g. The cemetery honors all Veterans and their service to our nation | | | | | | |
| h. There are sufficient signs within the cemetery to assist visitors | | | | | | |
| i. Parking at the cemetery is adequate to accommodate visitors on most days | | | | | | |

| | <i>Strongly agree</i> | <i>Agree</i> | <i>Neither agree nor disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> | <i>Don't know/Not applicable</i> |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|----------------------------------|
| j. The cemetery's roadways and intersections are safe and easily navigated | | | | | | |
| k. The quality of service received from cemetery staff is excellent | | | | | | |
| l. The state or tribal Veterans cemetery staff was courteous | | | | | | |
| m. The state or tribal Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive | | | | | | |
| n. The state or tribal Veterans cemetery hours of operation meet my needs | | | | | | |
| o. The appearance of my loved one's gravesite/columbaria is excellent (next-of-kin only) | | | | | | |
| p. The information kiosks (i.e., gravesite locators) are helpful to me | | | | | | |
| q. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage | | | | | | |
| r. The overall appearance of the state or tribal Veterans cemetery is excellent | | | | | | |
| s. Overall, I am satisfied with my experiences at the state or tribal Veterans cemetery | | | | | | |
| t. I would recommend the cemetery to Veteran families during their time of need | | | | | | |

| | <i>Strongly agree</i> | <i>Agree</i> | <i>Neither agree nor disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> | <i>Don't know/Not applicable</i> |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|----------------------------------|
| u. I am willing to rely on the state or tribal Veterans Cemetery to meet the burial needs of Veterans in the future | | | | | | |
| v. I am willing to rely on the state or tribal Veterans Cemetery to maintain these cemeteries as shrines in the future | | | | | | |
| w. My experiences with the state or tribal Veterans cemetery exceeded my expectations | | | | | | |

General Comments: *Please use this space to elaborate on any aspect of your experiences at the state or tribal Veterans cemetery you wish to share with us.*

Note: *If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):*

Thank you for taking the time to complete this survey. Your answers are very important to ensure that the services provided by state or tribal Veterans cemeteries meet your needs and expectations. Please return your questionnaire in the postage-paid envelope.