

Welcome and Thank You Text

Welcome Text

The Arlington National Cemetery staff thank you for your feedback.

Please take a few minutes to share your opinions, which are essential in helping us improve.

Thank You Text

Thank you for taking our survey.

The Arlington National Cemetery staff appreciates your responses.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

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Model Name **Arlington National Cemetery Funeral**
 Model ID **tkEwNFkBjWt5sBJxdApoMg4C**
 Partitioned **No**
 Date **8/29/2017**

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Accessibility (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Commitment (1=Strongly Disagree, 10=Strongly Agree)
Appointment – Convenience	Please rate the accessibility of the ANC staff on the following: The number of calls or emails to coordinate funeral service	Satisfaction - Overall	What is your overall satisfaction with your ANC funeral experience? (1=Very Dissatisfied, 10=Very Satisfied)	Commitment	Please rate your level of agreement with the following: Arlington National Cemetery is committed to honoring military servicemen and servicewomen and their families.
Appointment – Simplicity	The flexibility of staff to accommodate your schedule	Satisfaction - Expectations	How well did the ANC funeral experience meet your expectations ? (1= Fell Short, 10=Exceeded)		Recommend Funeral (1=Very Unlikely, 10=Very Likely)
Appointment – Flexibility	Timeliness of follow-up phone calls or emails	Satisfaction - Ideal	How well did your ANC funeral experience compare to your idea of an ideal military funeral ? (1=Not Very Close, 10=Very Close)	Recommend Funeral	How likely are you to recommend Arlington National Cemetery as a final resting place to an eligible veteran or family member?
	Knowledge (1=Poor, 10=Excellent, Don't Know)				
Knowledge – Understanding	Please rate the knowledge of ANC staff on the following: Quick understanding of your questions or concerns				
Knowledge – Directness	Ability to directly answer your questions				
Knowledge – Accuracy	Accuracy of the information provided				
	Engagement (1=Poor, 10=Excellent, Don't Know)				
Engagement - Proactive	Please rate the engagement of ANC staff on the following: Proactive involvement to help you make decisions				
Engagement - Options	Providing additional information or options for your consideration				
Engagement - Anticipate	Effort to anticipate your needs				
	Professionalism (1=Poor, 10=Excellent, Don't Know)				
Professionalism – Understandable	Please rate the professionalism of ANC staff in the following areas: Use of understandable terms during your conversations				
Professionalism – Responsiveness	Responsiveness to your questions or concerns				
Professionalism – Courtesy	Courtesy shown to you throughout				
	Process (1=Poor, 10=Excellent, Don't Know)				
Process - Time	Thinking about the entire process , please rate: Total time taken to complete necessary steps				
Process - Procedures	The procedures and documentation required to schedule and complete the funeral				
Process - Efficiency	The number of steps to complete the funeral process				

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Model ID tkEwNFkBJwt5sBJxdApoMg4C
Partitioned No
Date 8/29/2017

QID	QUESTION META TAG	Skip From	Question Text
AML6072Q001	Visit Frequency		Have you ever visited the Arlington National Cemetery (ANC) before?
AML6072Q002			Was this your first time attending an Arlington National Cemetery Funeral?
AML6072Q003			During the funeral procession, did you...
AML6072Q004			Which of the following weather conditions did you experience (select all that apply):
AML6072Q005			Please rate the care and empathy shown to you by the Arlington National Cemetery staff.
KAU0112665		J	Please tell us what Arlington National Cemetery could do to improve the care and empathy shown to you by the ANC staff.
AML6072Q006			Which of the following areas, if any, fell short of expectations? (Please select all that apply.)

AML6072Q007		E	Please describe which area(s) fell short of your expectations.
AML6072Q008		A	Thinking about Arlington National Cemetery staff you spoke with regarding eligibility or scheduling, which of the following issues, if any, did you experience? (Please select all that apply.)
AML6072Q009		F	Please describe the eligibility or scheduling issues you experienced.
AML6072Q010		G	Which aspects of the process to establish burial eligibility did you have an issue?
AML6072Q011		B	Thinking about the Arlington National Cemetery facilities on the day of the funeral, which of the following areas, if any, experienced issues? (Please select all that apply.)
AML6072Q012		G	Please describe the facility issues you experienced.
AML6072Q013		C	Thinking about the Order of Events on the day of the funeral, which of the following issues, if any, did you experience? (Please select all that apply.)

AML6072Q014		H	Please describe the order of events issues you experienced.
NEL0100830			How many people attended the service?
NEL0100831			Which of the following best describes your relation to the deceased?
KAU0112666			Did you research the process for scheduling a funeral and/or establishing eligibility on the Arlington National Cemetery website prior to calling ANC?
KAU0112667		L	How would you rate the helpfulness of the online resources?
KAU0112668		M	What one improvement would make the online resources more useful?
AML6072Q015			Was the funeral service conducted at Arlington National Cemetery for your loved one worth the wait?
AML6072Q016			To what extent do you agree with the following statement: Arlington National Cemetery has the ability to respectfully maintain my loved one's gravesite.

KAU0112669		K	Please tell us what Arlington National Cemetery could do to improve the respectful maintenance of your loved one's grave.
AML6072Q017			To what extent do you agree with the following statement: Arlington National Cemetery is the nation's premier military cemetery and interment/inurnment at Arlington National Cemetery is the highest honor that could be rendered for our loved one's military service to the nation.
AML6072Q018			Is there anything else you'd like to tell us about your experience with Arlington National Cemetery?

Red & Strike
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 Pink: Additio
 Blue: Rewor

Answer Choices	Skip To	Required Y/N
Yes		Y
No		
Yes		Y
No		
Walk		Y
Ride in a vehicle		
Both		
Rainy and wet		Y
Hot		
Cold		
Windy		
None of these conditions occurred, weather was good		
1=Not caring and empathetic	J	Y
2	J	
3	J	
4	J	
5	J	
6	J	
7	J	
8		
9		
Very caring and empathetic=10		
		N
Establishing eligibility of the deceased	A	Y
Scheduling an appropriate date for the ANC funeral	A	
Coordination for transfer of remains to ANC	A	
Arlington National Cemetery facilities	B	
Order of events on the day of the funeral	C	
Headstone or Niche Cover		
Other (Specify)	E	

Nothing fell short of expectations		
		N
Was not timely or responsive to phone calls or emails		Y
Written exchanges did not communicate points effectively		
Not treated in a caring and empathetic manner		
Did not provide helpful options or suggestions		
Did not know key areas of the process		
Process to establish burial eligibility	G	
Final date of funeral was not convenient		
Other (Specify)	F	
No issues occurred		
		N
		N
Parking availability		Y
Occupancy capacity for attendees		
Handicap accessibility		
Interior furnishings and appearance		
Area to meet with cemetery representative		
Overall cleanliness		
Other (Specify)	G	
No issues occurred		
		N
Not enough guidance of funeral attendees through the order of events		Y
Staff representative was not responsive to my questions or concerns		
Was not shown courtesy throughout the day's events		
The pace of the procession was too fast		
The manner of the procession was not orderly		
The gravesite and surrounding area was not in good condition		
The gravesite set up did not properly accommodate my friends and family		
The appearance and upkeep of cemetery grounds was poor		

The deceased was not properly acknowledged and honored The ceremony did not allow time to say goodbye Other (Specify) No issues occurred	H	
		N
0-50		Y
51-100		
More than 100		
Don't know/ not sure		
Spouse		Y
Parent		
Sibling		
Daughter		
Son		
Aunt		
Uncle		
Cousin		
Friend		
Chaplain		
Other		
Yes	L	
No		Y
Don't remember		
Helpful		Y
Neutral		
Not helpful	M	
		N
Yes		Y
No		
Don't know/ not sure		
1=Completely disagree	K	Y
2	K	

Completely agree=10	3 4 5 6 7 8 9	K K K K K
		N
1=Completely disagree	2 3 4 5 6 7 8 9	Y
Completely agree=10		N

-Through: Delete
 ? Italicized: Re-order
 n
 d



Type	Special Instructions	CQ Label
Radio button, one-up vertical		First Visit
Radio button, one-up vertical		First ANC Funeral
Radio button, one-up vertical		Procession
Checkbox, one-up vertical	<i>Mutually Exclusive</i>	Weather
Radio button, scale, no don't know		Empathy
Text area, no char limit	Skip Logic Group*	OE_Low Empathy
Checkbox, one-up vertical	Skip Logic Group*	Fell short

	Mutually Exclusive	
Text area, no char limit	Skip Logic Group*	OE_Fell short
Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice Mutually Exclusive	Eligible Schedule Issues
Text area, no char limit	Skip Logic Group*	OE_Elig_Sch Issues
Text area, no char limit	Skip Logic Group*	OE_Burial Eligibility
Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Randomize Anchor Answer Choice Mutually Exclusive	Facility Issues
Text area, no char limit	Skip Logic Group*	OE_Facility Issues
Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Randomize	Event Issues

	Anchor Answer Choice Mutually Exclusive	
Text area, no char limit	Skip Logic Group*	OE_Event Issues
Radio button, one-up vertical		Attendees
Radio button, one-up vertical		Relation
Radio button, one-up vertical	Skip Logic Group*	Online Research
Radio button, one-up vertical	Skip Logic Group*	Rate Online Resources
Text area, no char limit	Skip Logic Group*	OE_Online Improve
Radio button, one-up vertical		Worth the Wait
Radio button, scale, no don't know		Maintain Grave site

Text area, no char limit	Skip Logic Group*	OE_Low Empathy
Radio button, scale, no don't know		Premier cemetery
Text area, no char limit		OE_Experience