AMERICAN CUSTOMER SATISFACTION INDEX

National Cemetery Administration Department of Veterans Affairs

The American Customer Satisfaction Index™ is conducting research to find out how satisfied Americans are with their federal government. The purpose of this research is to help the federal government improve customer satisfaction by improving the way it provides services.

This survey measures **your satisfaction** with the services you received at the time of your recent loss from one of the Department of Veteran Affairs' national cemeteries, which are operated by the National Cemetery Administration.

Your opinions are voluntary and anonymous, but **very important** for this research and may help others whom this agency serves in the future.

*This survey is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

	Maich 31, 20.	15.									
1	back and remem	ber your elow to ra	expect ate what	ations (of the oxpectat	overall (quality	of the s	service	netery Administration, things to be provided. Use the uality of the national	
	1 Not Very High	2	3	4	5	6	7	8	9 V	10 ery High	
	Think about the i	nformation	on you v	vere ab	le to ge	t about	the nati	onal ce	meter	y	
2	How difficult or e (Circle number)	asy was	it to get	informa	ation ab	out the	service	s provid	ded by	the national cemetery?	
	1 Very Difficult	2	3	4	5	6	7	8	9	10 Very Easy	
3	Was the informa number)	tion abou	ut the na	itional c	emeter	y and its	s servic	es clea	r and ı	understandable? (Circle	
	1 Not at all		3	4	5	6	7	8	9 V	10 ery Clear	
4	Was the informa	•		d helpfu	l in tern	ns of be	ing accı	urate ar	nd		

2 3

1

Not at all

4 5

6 7

9

10

Very

5	Helpful Helpful Think about the cemetery staff with whom you had contact How courteous were the national cemetery staff? (Circle number)											
	1 Not at all Courteous	2			-	6	7	8 ´	9	10 Very Courteous	11 Not Applicable	
6	How professional were the national cemetery staff in terms of being knowledgeable, helpful, and responsive? (Circle number)											
	1 Not at all Profession	2 Ial	3	4	5	6	7	8	9	10 Very Professiona	11 Not al Applicable	
	Now think abou	t when y	ou went	to the r	national	cemete	ery for	your se	rvice	•		
7	To what extent manner? (Circ			and inte	erment p	oay resp	ect to	your lo	ved or	ne in a dignif	ied and respectful	
	1 2 Not at all Resp	3 ectful	4	5	6	7	8	9 Very	1 Resp	-		
8	To what extent (Circle number)		national (cemetei	ry you u	ısed apı	oear to	be mai	ntaine	ed as a natio	nal shrine?	
	1 2 Not Maintaine	3 d Well	4	5	6	7	8 Ve	9 ery Well	10 Maint			
	Satisfaction in	cludes	many thi	ngs. Pl	ease co	onsider	your o	verall sa	atisfac	tion with the	national cemetery	
9	Consider all you cemetery? (Circ			date w	vith the I	national	ceme	tery. H	ow sa	tisfied are	you with the nation	nal
	1 Very Dissatisfied	2	3 4	5	5 6	5 7	,	8	9	10 Very Satisfie	ed	
10	Considering all exceeded you						has th	e nation	al cen	netery falle n	short of or	
		1 Falls She Expect		3	4	5	6	7	8	Exc	.0 eeds ectations	
11	Think about a national shrin										ntained as a Circle number)	
		1 Not Ver ose to lo		3	4	5	6	7	8	V	.0 ery to Ideal	

12	Think about any communication you may have had with the National Cemetery Administration regarding complaints about your experience. Have you ever complained about the national cemetery? (Circle one answer) Yes (ANSWER Q12A & 12B)										
	No	(SKIP to Qu	estion 13)							
	12A How well or 1 Han Very	2 3		plaint h 5	andled? 6	P (Circle 7	e numbe 8	er) 9		10 Handled Very Well	
	12B How difficult or easy was it to make your complaint? (Circle number)										
	1 Ver Diffic	γ	3	4	5	6	7	8	9	10 Very Easy	
13	13 How willing would you be to say positive things about the job the National Cemetery Administration is doing in providing final resting places for America's veterans? (Circle number)										
	1 Not Will	at all	3	4	5	6	7	8	9	10 Very Willing	
14	How willing are you veterans and to m									eet the burial needs of Circle number)	
	1 Not a Willin	t all	3	4	5	6	7	8	9	10 Very Willing	