

Helpful

Think about the cemetery staff with whom you had contact...

5 How courteous were the national cemetery staff? (Circle number)

1 2 3 4 5 6 7 8 9 10 11

Not at all Very Not
Courteous Courteous Applicable

6 How professional were the national cemetery staff in terms of being knowledgeable, helpful, and responsive? (Circle number)

1 2 3 4 5 6 7 8 9 10 11

Not at all Very Not
Professional Professional Applicable

Now think about when you went to the national cemetery for your service...

7 To what extent did the service and interment pay respect to your loved one in a dignified and respectful manner? (Circle number)

1 2 3 4 5 6 7 8 9 10

Not at all Respectful Very Respectful

8 To what extent did the national cemetery you used appear to be maintained as a national shrine? (Circle number)

1 2 3 4 5 6 7 8 9 10

Not Maintained Well Very Well Maintained

Satisfaction includes many things. Please consider your overall satisfaction with the national cemetery...

9 Consider all your experiences to date with the national cemetery. **How satisfied are you** with the national cemetery? (Circle number)

1 2 3 4 5 6 7 8 9 10

Very Very
Dissatisfied Satisfied

10 Considering all of your **expectations**, to what extent has the national cemetery **fallen short of or exceeded your expectations**? (Circle number)

1 2 3 4 5 6 7 8 9 10

Falls Short Exceeds
of Expectations Expectations

11 Think about an **ideal** veterans' cemetery that treats veterans with respect and is maintained as a national shrine. How well does the cemetery you used **compare with that ideal**? (Circle number)

1 2 3 4 5 6 7 8 9 10

Not Very Very
Close to Ideal Close 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 Question 13)

12A How well or poorly was your complaint handled? (Circle number)

1 2 3 4 5 6 7 8 9 10
Handled Handled
Very Poorly Very Well

12B How difficult or easy was it to make your complaint? (Circle number)

1 2 3 4 5 6 7 8 9 10
Very Very
Difficult Easy

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 2 3 4 5 6 7 8 9 10
Not at all Very
Willing Willing

14 How willing are you to rely on VA and the National Cemetery Administration to meet the burial needs of veterans and to maintain national cemeteries as national shrines in the future? (Circle number)

1 2 3 4 5 6 7 8 9 10
Not at all Very
Willing Willing