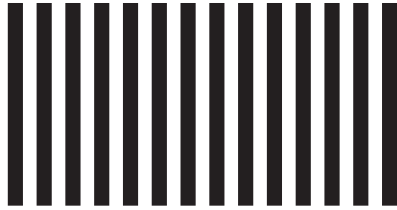



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The **National Cemetery Administration** has contracted CFI Group to conduct a survey.

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

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

National Cemetery Administration

Department of Veterans Affairs

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

*Thank you for completing this survey and letting **YOUR** voice be heard!*

Please seal the survey with tape so that the address to CFI Group shows on the outside. Drop the completed survey into a US Post Office Box within two weeks. The survey is already stamped.

1 Before you had experience with the national cemetery and the National Cemetery Administration, think back and remember your **expectations of the overall quality** of the services to be provided. Use the 10-point scale below to rate what your **expectations were of the overall quality** of the national cemetery and the services provided? (Circle number)

1 2 3 4 5 6 7 8 9 10
Not Very Very High
High

Think about the information you were able to get about the national cemetery...

2 How difficult or easy was it to get information about the services provided by the national cemetery? (Circle number)

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

3 Was the information about the national cemetery and its services clear and understandable? (Circle number)

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

4 Was the information you received helpful in terms of being accurate and current? (Circle number)

1 2 3 4 5 6 7 8 9 10
Not at all Very
Helpful 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 Very
Respectful 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 Very Well
As National Shrine Maintained as
National Shrine

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
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