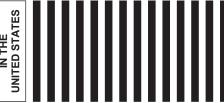
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CEL GROUP

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	Now think about when you went to the national cemetery for your service	
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)	7 To what extent did the service and interment pay respect to your loved one in a dignified and respectful manner? (Circle number)	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)
1 2 3 4 5 6 7 8 9 10 Not Very High	1 2 3 4 5 6 7 8 9 10 Not at all Very Respectful Respectful	Yes (ANSWER Q12A & 12B)
		No (SKIP to Question 13)
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)	To what extent did the national cemetery you used appear to be maintained as a national shrine? (Circle number)	12A How well or poorly was your complaint handled? (Circle number)
1 2 3 4 5 6 7 8 9 10 Very Difficult Easy	1 2 3 4 5 6 7 8 9 10 Not Maintained As National Shrine Very Well Maintained as National Shrine	1 2 3 4 5 6 7 8 9 10 Handled Handled Very Poorly Very Well
3 Was the information about the national cemetery and its services clear and		12B How difficult or easy was it to make your complaint? (Circle number)
understandable? (Circle number)	Satisfaction includes many things. Please consider your overall satisfaction with the	1 2 3 4 5 6 7 8 9 10
1 2 3 4 5 6 7 8 9 10 Not at all Clear Very Clear	national cemetery	Very Very Difficult Easy
4 Was the information you received helpful in terms of being accurate and	9 Consider all your experiences to date with the national cemetery. How satisfied are you with the national cemetery? (Circle number)	
current? (Circle number)	1 2 3 4 5 6 7 8 9 10	How willing would you be to say positive things about the job the National
1 2 3 4 5 6 7 8 9 10 Not at all Very	Very Very Dissatisfied Satisfied	Cemetery Administration is doing in providing final resting places for America's veterans? (Circle number)
Helpful Helpful	40	1 2 3 4 5 6 7 8 9 10
Think about the cemetery staff with whom you had contact	10 Considering all of your expectations, to what extent has the national cemetery fallen short of or exceeded your expectations? (Circle number)	Not at all Very Willing Willing
5 How courteous were the national cemetery staff? (Circle number)	1 2 3 4 5 6 7 8 9 10	
1 2 3 4 5 6 7 8 9 10 11 Not at all Courteous Very Not Courteous Applicable	Falls Short Exceeds of Expectations Expectations	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)
6 How professional were the national cemetery staff in terms of being knowledgeable, helpful, and responsive? (Circle number)	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 at all Very Willing Willing
1 2 3 4 5 6 7 8 9 10 11 Not at all Very Not Professional Professional Applicable	1 2 3 4 5 6 7 8 9 10 Not Very Close to Ideal Close to Ideal	
	Close to ideal	