

U.S. Department of Veterans Affairs

National Cemetery Administration Survey

Introduction

The **National Cemetery Administration** has contracted CFI Group to conduct this survey to measure **your satisfaction** with the services you received from one of the Department of Veterans Affairs national cemeteries, which are operated by the National Cemetery Administration. Sharing your opinion is voluntary and confidential, but **very important** for this research and may help others whom this agency serves in the future.

This survey will take approximately two to five minutes and is authorized by Office of Management and Budget Control No. 1090-0007, which expires on September 30, 2021.

	1 2 Not Very H		5	6	7	8	9 Yery Hi	10 gh						
Τh	ink about the inform	ation you wer	e able t	o get al	bout t	he nati	onal cem	etery .	•••					
1.	. How difficult or easy was it to get information about the services provided by the national cemetery? (Circle n													
	1 2 Very Diffic	3 4 ult	5	6	7	8	9 <u> </u>	LO sy						
2.	Was the information	about the natio	nal ceme	etery an	d its se	rvices c	lear and ui	nderst	andable? (Circle number)					
	1 2 Not At All	3 4 Clear	5	6	7	8	9 Yery Clea	10 ar						
3.	Was the information you received helpful in terms of being accurate and current? (Circle number)													
	1 2 Not At All	3 4 Helpful	5	6	7	8	9 <u> </u>	լ0 ul						
Th	ink about the cemete	ry staff with v	vhom y	ou had	conta	ct								
1	How courteous was th	e national cem	etery sta	nff? (Circ	le num	ıber)								
+ .		3 4	5	6	7	8 Ve ı	9 <u> </u>	LO IS	11 Not Applicable					
4.	1 2 Not At All	Courteous			, , , , , , , , , , , , , , , , , , , ,									
	Not At All	Courteous	metery s	staff in t	erms o	f being	knowledge	able, l	neiptui, and responsive?					
<i>4</i> .	Not At All How professional was (Circle number) 1 2	Courteous	metery s	staff in t	erms o 7	8		10	11 Not Applicable					

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

Very Well Maintained

As National Shrine

5

Not Maintained As National Shrine

Please flip page to continue.

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

8.	Consider all you cemetery? (Cir.	-		o date v	with the	e natio	nal cen	netery.	Hows	satisfie	ed are you with the national
	1 V e	2 ry Dissat	3 isfied	4	5	6	7	8 Ve	9 ry Sati s	10 sfied	
9.	Considering all expectations?	-	-	tions , t	o what	extent	has th	e natio	nal cei	metery	y fallen short of or exceeded your
	1 Falls	2 Short of	3 Expecta	4 itions	5	6	7 Ex c	8 ceeds E	9 xpecta t	10 tions	
10.	D. Think about an How well does				-				-		is maintained as a national shrine. er)
	1 Not	2 Very Clo	3 se to Ide	4 al	5	6	7	8 Very Cl	9 ose to	10 Ideal	
	complaints abo	ut your e	experier Yes (No (nce. Ha (ANSWI SKIP to	ve you ER Q12A Questi	ever co A & 12B on 13)	omplair)	ned abo	out the		y Administration regarding nal cemetery? (Circle one answer)
124	2A. How well or p	ooriy wa 2	s your c	ompiai 4	int nand 5	alea <i>:</i> (0	Jircie n 7	umber, 8	9	10	
	-	dled Very	•	•	J	Ü		Handle			
12E	2B. How difficult o	r easy w	as it to	make y	our cor	mplaint	:? (Circ	le num	ber)		
	1 Very	2 Difficult	3	4	5	6	7	8	9 Very	10 Easy	
12.	2. How willing wo providing final I	-				_	_			nal Cer	metery Administration is doing in
	1 Not	2 At All Wi	3 Illing	4	5	6	7	8 \	9 ⁄ery W i	10 illing	
13.	3. How willing are and to maintair	-	-					=			o meet the burial needs of Veterans number)
	1 Not	2 At All Wi	3 Illing	4	5	6	7	8	9 /ery W i	10 illing	
14.	4. Please use the s Administration.	pace be	low to p	rovide	any add	ditiona	l feedb	ack yoı	ı woul	d like t	to share with the National Cemetery

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

Please mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, the completed survey can be mailed to the following address:

[INSERT ADDRESS]