

2016 Survey Number	2016 Survey Question
	Have you visited a national cemetery in the past 12 months?
1	<del>No (STOP. You do not have to complete the rest of this questionnaire.)</del> Since the committal service, how many times have you visited the national cemetery where your loved one was interred?
2	Your recently deceased loved one was your...
3	How far do you reside from the national cemetery?

4	Do the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Please mark Yes or No for each item below.)
5	Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or reserve unit?
6	Prior to your time of need, to what extent were you aware of the benefits related to burial in a national cemetery?

7	How did you learn of these benefits prior to your time of need? (Mark all that apply)
8	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)
9	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

10	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?
11	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?
	If your loved one was NOT a veteran, please SKI

13	If your loved one was a veteran, did your family request military funeral honors?
14	How satisfied were you with the quality of the military funeral honors your loved one received?
15	Overall, how satisfied were you with the committal service at the national cemetery?
16	Were the headstone, marker, or columbarium niche cover inscription options explained to you?
17	Which of the following inscription options were explained to you? (Mark all that apply)
18	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription options?

19	Who explained headstone, marker, or columbarium niche cover inscription options to you?
20	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?
21	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?
22	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
	If your loved one was NOT a veteran, please SKI
23	If your loved one was a veteran, did you receive a Presidential Memorial Certificate?

24	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)
25A	After the loss of your loved one... a. Did you need bereavement counseling or support?
25B	Did you seek bereavement counseling or support?
26	Have you contacted VA to find out if you are eligible for VA survivor benefits?
27	Are you eligible for VA survivor benefits?
28	If eligible, have you applied for VA survival benefits?
29	Overall, what was the single biggest contributing factor to the decision to bury your loved one in a national cemetery? (Mark only one)
30	What is your gender?

31	Are you Hispanic or Latino?
32	What is your race? (Mark one or more)
	Please indicate your level of agreement with the
33A	The maintenance of the cemetery grounds is excellent.
33B	The upkeep of the headstones, markers, or columbarium niche covers is excellent
33C	The maintenance of other landscape features (e.g., flowers,trees, shrubs) is excellent.
33D	The committal shelter used for the service was clean, free of safety hazards, and private



33E	There is adequate handicap accessibility for visitors who need it.
33F	The availability of restrooms is suitable to accommodate visitors on busy days
33G	The cemetery honors all veterans and their service to our nation.
33H	There are sufficient signs within the cemetery to assist visitors.

33I	Parking at the cemetery is adequate to accommodate visitors on most days.
33J	The cemetery's roadways and intersections are safe and easily navigated
33K	The quality of service received from cemetery staff is excellent. . . .
33L	The national cemetery staff was courteous.
33M	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

33N	The national cemetery hours of operation meet my needs.
33O	The appearance of my loved one's gravesite/columbaria is excellent
33P	The information kiosks (i.e., gravesite locators) are helpful to me.
33Q	Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.
33R	The overall appearance of the national cemetery is excellent.
33S	Overall, I am satisfied with my experiences at the national cemetery.
33T	I would recommend the cemetery to veteran families during their time of need.
33U	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of veterans in the future.

33V	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.
33W	My experiences with the national cemetery exceeded my expectations.
	General Comments: Please use this space to elaborate on the national cemetery you wish to share with us.

2016 Response Options	Question Number on New Proposed 2020 Survey
<p>ut please return the questionnaire in the</p>	Deleted
<p>1 - 3 4 - 6 7 - 9 10 or more None, I have not visited</p>	Q47
<p>Spouse Parent Brother/Sister Son/Daughter (includes stepchildren) Other relative Friend</p>	Deleted and Replaced Q52
<p>Less than 15 miles 15 to 29 miles 30 to 44 miles 45 to 59 miles 60 to 75 miles Over 75 miles</p>	Deleted and Replaced Q53

<p>a. Distance to the national cemetery. . .  b. Travel time to the national cemetery.  c. Inconvenient location of the national cemetery (e.g., neighborhood, no direct route). . . . .  d. My access to transportation (private or public). . . . .  e. My health status (e.g., physical limitation or constraints) . . . . .  f. Other (please specify in General Comments, page 8). . . . .</p>	<p>Q48</p>
<p>Yes/No</p>	<p>Deleted and Replaced Q9</p>
<p>Completely aware  Somewhat aware  Unaware (SKIP TO Q8)</p>	<p>Q4</p>

<p>Family member/friend  Funeral home  Military discharge-related materials  Other veteran/active duty member  VA/NCA pamphlet, brochure, newsletter  VA/NCA Web site  VA/NCA social media (Facebook or Twitter)  Veterans Service Organization  (including State or County organizations)  Other VA organization  Local newspaper/television news reports  Public events (e.g., parades, exhibits,  speeches)  Professional/military association meetings  or conventions</p>	<p>Q5</p>
<p>E-mail  VA/NCA Web site  VA/NCA social media (Facebook or Twitter)  Newsletter/flyer  Local newspaper/television news reports  Public events (e.g., parades, exhibits,  speeches)  Professional/military association meetings  or conventions other</p>	<p>Q6</p>
<p>Very informed  Somewhat informed  Neither informed nor uninformed  Somewhat uninformed  Very uninformed</p>	<p>Q10</p>

<p>Very satisfied  Somewhat satisfied  Neither satisfied  nor dissatisfied  Somewhat  dissatisfied  Very dissatisfied</p>	<p>Q40</p>
<p>Visit the gravesite  View the burial  Special music  Special religious practices (e.g., blessing  the gravesite)  Additional seating at the committal service  Handicapped accommodations  No, my family did not have any special  needs or requests (SKIP TO Q13)</p>	<p>Q11</p>
<p>Yes, completely  Yes, somewhat  No, and I understand why  No, and I did not understand why</p>	<p>Q12</p>
<p>P TO Q15.</p>	<p>Deleted  and Replaced Q16</p>



<p>Yes, and honors were provided  Yes, but honors were not provided  (SKIP TO Q15)  No, did not request military funeral honors  (SKIP TO Q15)</p>	<p>Deleted  and Replaced Q17</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied  nor dissatisfied Somewhat  dissatisfied  Very dissatisfied</p>	<p>Q15</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied  nor dissatisfied Somewhat  dissatisfied  Very dissatisfied</p>	<p>Q14</p>
<p>Yes  No (SKIP TO Q20)  Not sure/don't know (SKIP TO Q20)</p>	<p>Q24</p>
<p>Military service information (e.g., rank,  service, valor awards)  Emblems of belief (e.g., religious symbols)  Terms of endearment (e.g., beloved father)</p>	<p>Deleted  and Replaced Q18</p>
<p>Yes/ No</p>	<p>Q25</p>

National cemetery representative ONLY Funeral director ONLY BOTH the national cemetery representative and the funeral director NEITHER the national cemetery nor the funeral director	Deleted and Replaced Q19
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied Don't know/the marker or headstone has been replaced (SKIP TO Q26)	Q26
Yes No Don't know	Q27
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q28
P TO Q24.	Deleted
Yes/No	Q20

<p>None, I was well informed  Details of the committal service  Military funeral honors  Location of gravesite  Layout of cemetery (maps)  Directions to cemetery  Presidential Memorial Certificate  Floral policy  Headstone or marker inscription options  Timeline for placement of headstone/  marker</p>	<p>Deleted  and Replaced Q21</p>
<p>Yes  No  Don't know</p>	<p>Deleted  and Replaced  Q1, Q2, Q3, Q7, Q8</p>
<p>Yes  No  Don't know</p>	
<p>Yes  No  Don't know</p>	
<p>Yes  No  Don't know</p>	
<p>Yes  No  Don't know</p>	
<p>Honor the wishes of my loved one  Recognition of military service  Other family member also buried at  national cemetery  Location  Affordability</p>	<p>Deleted  and Replaced Q43</p>
<p>Male Female</p>	<p>Q49</p>

Yes No	Q50
White Black or African American American Indian or Alaskan Native Asian Native Hawaiian or other Pacific Islander	Q51
the following statements.	
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q39
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q30
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q44
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q13

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q45
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q46
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q35
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q32

<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted  and Replaced Q22</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted  and Replaced Q23</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q34</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q33</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted</p>

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q29
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q31
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q39
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q41
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q38
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q36

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q37
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q42
aborate on any aspect of your experiences at s.	Q54



Comment	New Question Number Proposed for 2020
<p>The survey can be answered by a Next-of-Kin so there is no need for screener.</p>	<p>1</p>
<p>Due to the pandemic some NOK may have a memorial service instead of a committal service. From this point forward, the change in an item due to the pandemic will be coded as a <b>Covid Change</b>.</p> <p>Q47. Since the committal or memorial service, how many times have you visited the national cemetery where your loved one was interred?</p>	
<p>This information is available in BOSS and is not needed on survey.</p> <p>Replaced demographic item: Q52. What is your age?</p> <p>Under 18  18 to 29  30 to 39  40 to 49  50 to 59  60 to 69  70 to 79  80 or over</p>	<p>2</p>
<p>This information is available using the NOK address and does not need to be collected from NOK.</p> <p>Replaced demographics item:</p> <p>Q53. In what religious practice was the burial conducted?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Christian</li> <li><input type="radio"/> Catholic</li> <li><input type="radio"/> Muslim</li> <li><input type="radio"/> Jewish</li> <li><input type="radio"/> Buddhist</li> <li><input type="radio"/> Hindu</li> <li><input type="radio"/> Atheist</li> <li><input type="radio"/> Agnostic</li> <li><input type="radio"/> None</li> <li><input type="radio"/> Other (specify)</li> </ul>	<p>3</p>

<p>The options have been revised to allow a broader range of data to be collected by the use of a text response.</p> <p>Q48. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Distance to the national cemetery</li> <li><input type="radio"/> Access to transportation</li> <li><input type="radio"/> Health status</li> <li><input type="radio"/> Other: [open text box]</li> </ul>	<p><b>4</b></p>
<p>This information is not used for an analysis and therefore deleted in the 2020 proposed survey.</p> <p>Covid Change</p> <p>Screeners based on policy at time due to covid needed on survey to direct respondent to applicable items based on their experience.</p> <p>Q9. Did your loved one have a committal service?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes, at the time of interment.</li> <li><input type="radio"/> No, there was not a committal service at time of interment due to the coronavirus pandemic, but a follow-up memorial service was conducted at a later date.</li> <li><input type="radio"/> No, there was not a committal service at time of interment due to the coronavirus pandemic and there was not a follow-up memorial service at a later time. Go to Q19.</li> <li><input type="radio"/> No, there was not a committal service for a reason other than the coronavirus pandemic. Go to Q19.</li> </ul>	<p><b>5</b></p>
<p>The response options were changed to allow a dichotomous response.</p> <p>Q4. Prior to your time of need, were you aware of the benefits related to burial in a VA national cemetery?</p> <p>Yes</p> <p>No. Go to Q6.</p>	<p><b>6</b></p>

Due to the availability of the pre-need eligibility determination, the response options were expanded to include pre-need eligibility determination.

Q5. How did you learn of these benefits prior to your time of need? (Mark all that apply)

- Family member/friend
- Pre-Need burial eligibility determination
- Funeral home
- Military discharge related materials
- Other Veteran/active duty member
- VA/NCA pamphlet, brochure, newsletter
- VA/NCA website
- VA/NCA social media
- Veterans Service Organization
- Other VA organization
- Local newspaper/news report
- Public events
- Professional/military association meetings

7

Q6. Prior to the time of need, what is the BEST way for the VA National Cemetery Association to convey information regarding benefits? (Please select only one option.)

- E-mail
- VA/NCA website
- VA/NCA social media (Facebook or Twitter)
- Newsletter/flyer
- Local newspaper/television news reports
- Public events (e.g., parades, speeches)
- Professional/military association meetings including Veteran Service Organizations
- Other (specify): [open text box]

8

Q10. Prior to attending the service, to what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal or memorial service?

- Very informed
- Somewhat informed
- Neither informed nor uninformed
- Somewhat uninformed
- Very uninformed

<p>To align with other items on the survey, the question was changed to a statement.</p> <p>Q40. Overall, I am satisfied with the information provided to me throughout my experience with the national cemetery.</p>	<p><b>9</b></p>
<p>To align with other items on the survey, the question was changed to a statement.</p> <p>Q11. At the service, did your family have any of the following special needs or requests?</p>	<p><b>10</b></p>
<p>Item was changed to focus on the timing of the request.</p> <p>Q12. Was the cemetery able to accommodate the special needs or requests at the time of the service to your satisfaction?</p>	<p><b>11</b></p>
<p>Item was not needed because it was contained within subsequent item.</p> <p>New 2020 interment proposed survey gathers data on the committal or memorial service.</p> <p>The following question is directed toward information which was on the previous survey in an indirect manner.</p> <p>Q16. Prior to the committal or memorial service for your loved one, did you view the NCA videos illustrating different service options at VA national cemeteries?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes, I viewed it online.</li> <li><input type="radio"/> Yes, the funeral director provided it.</li> <li><input type="radio"/> No. Go to Q19.</li> </ul>	<p><b>12</b></p>

<p>Item was not needed because it was contained within subsequent item.</p> <p>Item added that reflects the new manner of communication of burial information.</p> <p>Q17. The video(s) helped me understand the burial process at the national cemetery.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Strongly Agree</li> <li><input type="radio"/> Agree</li> <li><input type="radio"/> Neither agree nor disagree</li> <li><input type="radio"/> Disagree</li> <li><input type="radio"/> Strongly disagree</li> </ul>	<p><b>13</b></p>
<p>Item reworded to include screener and item in one.</p> <p>Q15. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</p>	<p><b>14</b></p>
<p>Covid change.</p> <p>Q14. Overall, how satisfied were you with the committal or memorial service at the VA national cemetery?</p>	<p><b>15</b></p>
<p>No change</p>	<p><b>16</b></p>
<p>Item added that reflects the new manner of communication of burial information.</p> <p>Q18. Was your experience at the national cemetery similar to the videos on service options you viewed?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>	<p><b>17</b></p>
<p>No change</p>	<p><b>18</b></p>
	<p><b>19</b></p>

<p>Item added that reflects the new manner of communication of burial information.</p> <p>Q19. Looking back at your overall experience with the national cemetery, which items would you have liked more information about?</p> <ul style="list-style-type: none"> <li><input type="radio"/> None, I was well informed</li> <li><input type="radio"/> Details of the committal service</li> <li><input type="radio"/> Military funeral honors</li> <li><input type="radio"/> Location of gravesite</li> <li><input type="radio"/> Layout of cemetery (maps)</li> <li><input type="radio"/> Directions to cemetery</li> <li><input type="radio"/> Presidential Memorial Certificate</li> <li><input type="radio"/> Floral policy</li> <li><input type="radio"/> Headstone or marker inscription options</li> <li><input type="radio"/> Timeline for placement of headstone/marker</li> </ul>	
<p>No change</p>	<p>A Presidential Memorial Certificate web page at <a href="http://www.cem.va.gov/pmc">www.cem.va.gov/pmc</a></p>
<p>No change</p>	
<p>No Change</p>	<p>20</p>
<p>This item is not needed because it is incorporated in the following item</p>	<p>21</p>
<p>Q20. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate (PMC) honoring the Veteran's service?</p>	<p>22</p>

<p>Item was deleted because of other items gathering responses to information needs.</p> <p>Items on PMC compliment the survey items and were added.</p> <p>Q21. Please indicate your level of agreement with the following statements:  Receiving the PMC at the committal service rather than receiving it in the mail enhances the meaning of the recognition.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Strongly agree</li> <li><input type="radio"/> Agree</li> <li><input type="radio"/> Neither agree nor disagree</li> <li><input type="radio"/> Disagree</li> <li><input type="radio"/> Strongly disagree</li> <li><input type="radio"/> Don't know</li> </ul>	<p>23</p>
<p>Q2. Do you intend to apply?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes, I intend to apply.</li> <li><input type="radio"/> No, I do not plan to apply because I already know I am eligible for burial at a VA National Cemetery.</li> <li><input type="radio"/> No, I do not plan to apply but I think I am eligible for burial at a VA National Cemetery.</li> <li><input type="radio"/> No, I do not plan to apply because I already know that I am not eligible for burial at a VA National Cemetery.</li> <li><input type="radio"/> No, I do not plan to apply for a reason other than those specified in the above options.</li> </ul> <p>Q3. If you applied, were you satisfied with the length of time it took to receive a certificate of approval?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Not applicable</li> </ul> <p>And items on Scheduling Office</p> <p>Q7. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-4117)?</p>	<div style="background-color: #c8e6c9; height: 20px; margin-bottom: 5px;"></div> <div style="text-align: center; margin-bottom: 5px;">24</div> <div style="text-align: center; margin-bottom: 5px;">25</div> <div style="text-align: center; margin-bottom: 5px;">26</div> <div style="text-align: center;">27</div>
<p>Items replaced by a series of items on national cemetery with state and tribal cemeteries.</p> <p>First item in series used as a screener:</p> <p>Q43. Have you visited a State or Tribal Veterans Cemetery?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No. Go to Q47.</li> </ul>	<p>28</p>
<p>Item changed based on OMB guidance.</p> <p>Q49. What is your sex?</p>	

No change	29
No change	30
Items changed to be more global in nature. Q39. The overall appearance of the national cemetery is excellent.	31
No Change	32
Item deleted and information gathered in new Q39. Replaced with NC and STVC item comparison item: Q44. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at the VA national cemetery. <ul style="list-style-type: none"> <li>o Strongly agree</li> <li>o Agree</li> <li>o Neither agree nor disagree</li> <li>o Disagree</li> <li>o Strongly disagree</li> </ul>	33
Covid Change Q13. The committal shelter used for the committal or memorial service was private, clean, and free of safety hazards.	34



<p>All applicable regulations followed for site.</p> <p>Replaced with NC and STVC item comparison item:</p> <p>Q45. Based on your visit(s), the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Strongly agree</li> <li><input type="radio"/> Agree</li> <li><input type="radio"/> Neither agree nor disagree</li> <li><input type="radio"/> Disagree</li> <li><input type="radio"/> Strongly disagree</li> <li><input type="radio"/> Don't know/Not applicable</li> </ul>	
<p>Focus of the survey allow for continuous improvement that cemetery staff have control over and implemented by staff.</p> <p>Replaced with NC and STVC item comparison item:</p> <p>Q46. Based on your visit(s), the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Strongly agree</li> <li><input type="radio"/> Agree</li> <li><input type="radio"/> Neither agree nor disagree</li> <li><input type="radio"/> Disagree</li> <li><input type="radio"/> Strongly disagree</li> <li><input type="radio"/> Don't know/Not applicable</li> </ul>	<p><b>35</b></p>
<p>No change</p>	<p><b>36</b></p>
<p>No change</p>	<p><b>37</b></p>

<p>Focus of the survey allow for continuous improvement that cemetery staff have control over and implemented by staff.</p> <p>Replaced items out of control of staff by PMC items:</p> <p>Q22. How satisfied were you with the quality of the PMC?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Very Satisfied</li> <li><input type="radio"/> Somewhat satisfied</li> <li><input type="radio"/> Satisfied</li> <li><input type="radio"/> Neither satisfied nor dissatisfied</li> <li><input type="radio"/> Somewhat dissatisfied</li> <li><input type="radio"/> Very dissatisfied</li> </ul>	<p><b>38</b></p>
<p>Focus of the survey allow for continuous improvement that cemetery staff have control over and implemented by staff.</p> <p>Replaced items out of control of staff by PMC items:</p> <p>Q23. Please identify any issues that existed with the PMC that you received.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Not applicable</li> <li><input type="radio"/> No issues with quality</li> <li><input type="radio"/> Envelope was bent/torn</li> <li><input type="radio"/> Misspelled name</li> <li><input type="radio"/> Poor print quality</li> <li><input type="radio"/> Other problem [open text box]</li> </ul>	<p><b>39</b></p>
<p>Item enhanced and clarified by reference to national cemetery staff.</p> <p>Q34. The quality of service received from the national cemetery staff is excellent.</p>	<p><b>40</b></p>
<p>No Change</p>	<p><b>41</b></p>
<p>Item deleted because the item references multiple attributes which causes a burden to respondent and an implied weighting of attribute for respondent.</p>	<p><b>42</b></p>

<p>Some cemeteries offer access 24/7 so item is not applicable to all sites.</p>	
<p>Question format revised for focus on word <i>appearance</i>.</p> <p>Q29. The <u>appearance</u> of my loved one's gravesite/columbaria is excellent.</p>	<p>43</p>
<p>No change</p>	<p>44</p>
<p>Item captures similar information as item: <i>The VA national cemetery honors all Veterans and their service to our nation.</i></p>	<p>45</p>
<p>No change</p>	<p>46</p>
<p>Item changed to the singular word experience given the global nature of the item.</p> <p>Q41. Overall, I am satisfied with my experience at the national cemetery.</p>	
<p>Item clarified by inserting word national before of cemetery.</p> <p>Q38. I would recommend the national cemetery to Veteran families during their time of need.</p>	<p>47</p>
<p>No Change</p>	<p>48</p>

No Change	49
Item changed to the singular word experience given the global nature of the item. Q42. My experience with the national cemetery exceeded my expectations.	50
No Change	51
	52
	53
	54

## Proposed 2020 Interment Ordering

Are you aware of the Pre-Need Eligibility process to find out in advance if you are eligible for burial in a VA national cemetery?

Do you intend to apply?

If you applied, were you satisfied with the length of time it took to receive a certificate of approval?

Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?

How did you learn of these benefits prior to your time of need? (Mark all that apply)

Prior to the time of need, what is the BEST way for the VA national cemetery to convey information regarding benefits?

Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?

How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?

**Committal or Memorial :**

Did your loved one have a committal service?

Prior to attending the service, to what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal or memorial service?

At the service, did your family have any of the following special needs or requests?

Was the cemetery able to accommodate the special needs or requests at the time of the service to your satisfaction?



The committal shelter used for the committal or memorial service was private, clean, and free of safety hazards.

Overall, how satisfied were you with the committal or memorial service at the national cemetery?

If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?

Prior to the committal service for your loved one, did you view the NCA videos illustrating different service options at VA cemeteries?

The video(s) helped me understand the burial process at the national cemetery.

Was your experience at the national cemetery similar to the videos on service options you viewed?

Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?

If your loved one was NOT

**PRESIDENTIAL MEMORIAL CERTIFICATE**

A Presidential Memorial Certificate, referred to as a PMC, is a certificate signed by the President of the United States honoring the service of a Veteran. For more information, visit [www.dhs.gov/PMC.asp](http://www.dhs.gov/PMC.asp).

If your loved one was a Veteran, did you receive a PMC honoring the Veteran's service?

Please indicate your level of agreement with the following statement: Receiving the PMC at the committal or memorial service rather than receiving it in the mail enhances the meaning of the recognition.

How satisfied were you with the quality of the PMC?

Please identify any issues that existed with the PMC that you received.

**HEADSTONE, MAKERS, NICHE COVER**

Were the headstone, marker, or columbarium niche cover inscription options explained to you?

Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

Please indicate your level of agreement with the following statements.

The appearance of my loved one's gravesite/columbaria is excellent.

The upkeep of the headstones, markers, or columbarium niche covers is excellent.

**VISIT INFORMATION AND CEM**

The information kiosks at the national cemetery (i.e., gravesite locators) are helpful to me.

There are sufficient signs within the national cemetery to assist visitors.

The national cemetery staff was courteous.

The quality of service received from national cemetery staff is excellent.

**GLOBAL and RELY/TR**

The VA national cemetery honors all Veterans and their service to our nation.

I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.

I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.

I would recommend the national cemetery to Veteran families during their time of need.

The overall appearance of the national cemetery is excellent.

Overall, I am satisfied with the information provided to me throughout my experience with the national cemetery.

Overall, I am satisfied with my experience at the national cemetery.

My experience with the national cemetery exceeded my expectations.

**NATIONAL CEMETERY with STATE and TRIBAL**

Have you visited a State or Tribal Veterans Cemetery?

The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

Based on your visit(s), the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

Based on your visit(s), the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

**BACKGRO**

Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred?

What is your sex?

Are you Hispanic or Latino?

What is your race? (Mark one or more)

What is your age?

In what religious practice was the burial conducted?

Please use this space to elaborate on any aspect of your experience at the VA national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):



## Proposed 2020 Response Options

Yes  
No, Go to Q4

Yes, I intend to apply.  
No, I do not plan to apply because I already know I am eligible for burial at a VA National Cemetery.  
No, I do not plan to apply but I think I am eligible for burial at a VA National Cemetery.  
No, I do not plan to apply because I already know that I am not eligible for burial at a VA National Cemetery.  
No, I do not plan to apply for a reason other than those specified in above options.

Yes/No/Not applicable

Yes

No  Go to Q6

Family member/friend

Pre-Need burial eligibility determination

Funeral home

Military discharge related materials

Other Veteran/active duty member

VA/NCA pamphlet, brochure, newsletter

VA/NCA website

VA/NCA social media

Veterans service organization

Other VA organization

Local newspaper/news report

Public events

Professional/military association meetings

Email

VA/NCA website

VA/NCA social media (Facebook or Twitter) Newsletter/flyer

Local newspaper/television news reports

Public events (e.g., parades, speeches)

Professional/military association meetings including Veteran Service Organizations

Other (specify):

Yes

No, a funeral director scheduled it on my behalf ? Go to Q10

Don't know ? Go to Q10

Very Satisfied Somewhat Satisfied

Neither satisfied nor dissatisfied Somewhat dissatisfied

Very dissatisfied

Service

Yes, at the time of interment

No, there was not a committal service at time of interment due to the pandemic but a follow-up memorial service was conducted at a later date.

No, there was not a committal service at time of interment due to the pandemic and there was not a follow-up memorial service at a later time. GO TO Q16

No, there was not a committal service for a reason other than the pandemic. GO TO Q16

Very informed

Somewhat informed

Neither informed nor uninformed

Somewhat uninformed

Very uninformed

Visit the gravesite View the burial

Specific religious practices (e.g. blessing the gravesite)

Specific cultural practice (e.g. spreading placement of earth/soil into the grave)

Additional seating at the committal service

Handicapped accommodations

No, my family did not have any special needs or requests ~~Go to Q14~~

Yes, completely

Yes, somewhat

No, and I understand why

No, and I do not understand why

Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied  
My loved one did not receive military funeral honors

Yes, I viewed it online  
Yes, the funeral director provided it  
No ? Go to Q19

Strongly Agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree

Yes/No

None, I was well informed Details of the committal service Military funeral honors Location of gravesite  
Layout of cemetery (maps) Directions to cemetery Presidential Memorial Certificate Floral policy  
Headstone or marker inscription options Timeline for placement of headstone/marker

If a veteran, please go to Question 24.

STATEMENT, PMC

regarding the Veteran's service. For more information about the PMC, or to order more copies, please visit our

Yes  
No GO TO Q23

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know

Very Satisfied  
Satisfied  
Neither satisfied nor dissatisfied  
Somewhat dissatisfied  
Very dissatisfied

Not applicable  
No issues with quality  
Envelope was bent/torn  
Misspelled Name  
Poor print quality  
Other problem

**RS AND GROUNDS**

Yes No  
Not sure/don't know

Yes/No

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied  
Don't know/the marker or headstone has not yet arrived ? Go to Q30

Yes/No/DK

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

**NETERY STAFF**

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable



UST

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

## CEMETERIES COMPARISONS

Yes  
No ? Go to Q47

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

## FOUND AND DEMOGRAPHICS

1-3 times  
4-6 times  
7-9 times  
10 or more times  
None, I have not visited

Distance to the national cemetery  
Access to transportation  
Health status  
Open text box

Male/Female

Yes/No

White  
Black or African American  
American Indian or Alaska Native  
Asian  
Native Hawaiian or other Pacific Islander

Under 18  
18 to 29  
30 to 39  
40 to 49  
50 to 59  
60 to 69  
70 to 79  
80 or over

Christian Catholic Muslim Jewish Buddhist Hindu Atheist Agnostic None  
Other (specify

move down to first question in committal section

2016 Survey Number	2016 Survey Question
1	Have you visited a State or Tribal Veterans cemetery in the past 12 months? No (STOP. You do not have to complete the rest of this questionnaire.) Since the committal service, how many times have you visited the national cemetery where your loved one was interred?
2	Your recently deceased loved one was your...
3	How far do you reside from the state or tribal Veterans cemetery?

4	Do the following factors limit the number of times you visit the state or tribal Veterans cemetery where your loved one is interred? (Please mark Yes or No for each item below.)
5	Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or reserve unit?
6	Prior to your time of need, to what extent were you aware of the benefits related to burial in a state or tribal Veterans cemetery?

7	How did you learn of these benefits prior to your time of need? (Mark all that apply)
8	Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)
9	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?



10	Overall, how satisfied are you with the information you were provided throughout your experiences with the state or tribal Veterans cemetery?
11	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?
	If your loved one was NOT a veteran, please SKI
13	Did the funeral home provide you with adequate information on military honors?

14	If your loved one was a veteran, did your family request military funeral honors?
15	How satisfied were you with the quality of the military funeral honors your loved one received?
16	Overall, how satisfied were you with the committal service at the state or tribal Veterans cemetery?
17	Were the headstone, marker, or columbarium niche cover inscription options explained to you?

18	Which of the following inscription options were explained to you? (Mark all that apply)
19	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription options?
20	Who explained headstone, marker, or columbarium niche cover inscription options to you?
21	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?
22	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

23	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
	If your loved one was NOT a veteran, please SKI
24	If your loved one was a veteran, did you receive a Presidential Memorial Certificate?
25	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)
26A	After the loss of your loved one... a. Did you need bereavement counseling or support?
26B	Did you seek bereavement counseling or support?
27	Have you contacted VA to find out if you are eligible for VA survivor benefits?

28	Are you eligible for VA survivor benefits?
29	If eligible, have you applied for VA survival benefits?

30	Overall, what was the single biggest contributing factor to the decision to bury your loved one in a state or tribal Veterans cemetery? (Mark only one)
31	What is your gender?
32	Are you Hispanic or Latino?
33	What is your race? (Mark one or more)
	Please indicate your level of agreement with the
34A	The maintenance of the cemetery grounds is excellent.

34B	The upkeep of the headstones, markers, or columbarium niche covers is excellent
34C	The maintenance of other landscape features (e.g., flowers,trees, shrubs) is excellent.
34D	The committal shelter used for the service was clean, free of safety hazards, and private
34E	There is adequate handicap accessibility for visitors who need it.

34F	The availability of restrooms is suitable to accommodate visitors on busy days
34G	The cemetery honors all veterans and their service to our nation.
34H	There are sufficient signs within the cemetery to assist visitors.
34I	Parking at the cemetery is adequate to accommodate visitors on most days.



34J	The cemetery's roadways and intersections are safe and easily navigated
34K	The quality of service received from cemetery staff is excellent. . . .
34L	The state or tribal Veterans cemetery staff was courteous.
34M	The state or tribal Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.
34N	The state or tribal Veterans cemetery hours of operation meet my needs.
34O	The appearance of my loved one's gravesite/columbaria is excellent

34P	The information kiosks (i.e., gravesite locators) are helpful to me.
34Q	Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.
34R	The overall appearance of the state or tribal Veterans cemetery is excellent.
34S	Overall, I am satisfied with my experiences at the state or tribal Veterans cemetery.
34T	I would recommend the cemetery to veteran families during their time of need.
34U	I am willing to rely on state or tribal Veterans cemetery to meet the burial needs of Veterans in the future.
34V	I am willing to rely on the state or tribal Veterans Cemetery to maintain these cemeteries as shrines in the future.

34W	My experiences with the state or tribal Veterans cemetery exceeded my expectations.
	General Comments: Please use this space to elaborate on the state or tribal Veterans cemetery you wish to visit. Note: If you would like to be contacted by the cemetery, please provide contact information (address or telephone number):

2016 Response Options	Question Number on New Proposed 2020 Survey
ths?	Deleted
<p>ut please return the questionnaire in the</p> <p>1 - 3  4 - 6  7 - 9  10 or more  None, I have not visited</p>	Q45
<p>Spouse  Parent  Brother/Sister  Son/Daughter (includes stepchildren)  Other relative  Friend</p>	Deleted and Replaced Q50
<p>Less than 15 miles  15 to 29 miles  30 to 44 miles 45 to 59 miles  60 to 75 miles  Over 75 miles</p>	Deleted and Replaced Q51

<p>a. Distance to the national cemetery. . .  b. Travel time to the national cemetery.  c. Inconvenient location of the national cemetery (e.g., neighborhood, no direct route). . . . .  d. My access to transportation (private or public). . . . .  e. My health status (e.g., physical limitation or constraints) . . . . .  f. Other (please specify in General Comments, page 8). . . . .</p>	<p>Q46</p>
<p>Yes/No</p>	<p>Deleted and Replaced Q4</p>
<p>Completely aware  Somewhat aware  Unaware (SKIP TO Q8)</p>	<p>Q1</p>

<ul style="list-style-type: none"> <li>o Family member/friend</li> <li>o Funeral home</li> <li>o Military discharge-related materials</li> <li>o Other veteran/active duty member</li> <li>o State or tribal/VA/NCA pamphlet, brochure, newsletter</li> <li>o State or tribal/VA/NCA Web site</li> <li>o State or tribal/VA/NCA social media (Facebook or Twitter)</li> <li>o Veterans Service Organization</li> <li>o Other state, tribal, or VA organization</li> <li>o Local newspaper/television news reports</li> <li>o Public events (e.g., parades, speeches)</li> <li>o Professional/military association meetings</li> </ul>	Q2
<p>E-mail</p> <ul style="list-style-type: none"> <li>o State or tribal/VA/NCA Web site</li> <li>o State or tribal/VA/NCA social media (Facebook or Twitter)</li> <li>o Newsletter/flyer</li> <li>o Local newspaper/television news reports</li> <li>o Public events (e.g., parades, speeches)</li> <li>o Professional/military association meetings</li> <li>o Other</li> </ul>	Q3
<p>Very informed Somewhat informed Neither informed nor uninformed Somewhat uninformed Very uninformed</p>	Q5

<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>	<p>Q14</p>
<p>Visit the gravesite View the burial Special music Special religious practices (e.g., blessing the gravesite) Additional seating at the committal service Handicapped accommodations No, my family did not have any special needs or requests (SKIP TO Q13)</p>	<p>Q6</p>
<p>Yes, completely Yes, somewhat No, and I understand why No, and I did not understand why</p>	<p>Q7</p>
<p>P TO Q16.</p>	<p>Deleted and Replaced</p>
<p>Yes No</p>	<p>Deleted and Replaced Q11</p>

<p>Yes, and honors were provided  o Yes, but honors were not provided  o (SKIP TO Q16)  o No, did not request military funeral honors  o (SKIP TO Q16)</p>	<p>Q10</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied  nor dissatisfied Somewhat  dissatisfied  Very dissatisfied</p>	<p>Deleted  and Replaced Q12</p>
<p>Very satisfied  o Somewhat satisfied  o Neither satisfied nor dissatisfied  o Somewhat dissatisfied  o Very dissatisfied</p>	<p>Q9</p>
<p>Yes  o No (SKIP TO Q21)  o Not sure/don't know (SKIP TO Q21)</p>	<p>Q19</p>



<p>Military service information (e.g., rank, service, valor awards)  Emblems of belief (e.g., religious symbols)  Terms of endearment (e.g., beloved father)</p>	<p>Deleted  and Replaced Q13</p>
<p>Yes/ No</p>	<p>Q20</p>
<p>State or tribal Veterans cemetery representative ONLY  o Funeral director ONLY  o BOTH the state or tribal Veterans cemetery representative and the funeral director  o NEITHER the state or tribal Veterans cemetery nor the funeral director</p>	<p>Deleted  and Replaced Q14</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied  Don't know/the marker or headstone has not yet arrived (SKIP TO Q23)</p>	<p>Q21</p>
<p>Yes  No  Don't know</p>	<p>Q22</p>

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q23
P TO Q24.	Deleted
Yes/No	Q15
None, I was well informed Details of the committal service Military funeral honors Location of gravesite Layout of cemetery (maps) Directions to cemetery Presidential Memorial Certificate Floral policy Headstone or marker inscription options Timeline for placement of headstone/ marker	Deleted and Replaced Q16
Yes No Don't know	
Yes No Don't know	
Yes No Don't know	

Yes  
No  
Don't know

Yes  
No  
Don't know

Deleted  
and Replaced  
Q17, Q18, Q40, Q41

<p>Honor the wishes of my loved one  Recognition of military service  Other family member also buried at national cemetery  Location  Affordability</p>	<p>Deleted  and Replaced Q39</p>
<p>Male Female</p>	<p>Q47</p>
<p>Yes No</p>	<p>Q48</p>
<p>White  Black or African American  American Indian or Alaskan Native  Asian  Native Hawaiian or other Pacific Islander</p>	<p>Q49</p>
<p>e following statements.</p>	
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted</p>

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q25
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q38
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q8
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q43

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q44
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q30
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Q27
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied	Deleted and Replaced Q35

<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted  and Replaced Q42</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q29</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q28</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q24</p>

<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q26</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Deleted</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q34</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q36</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q33</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q31</p>
<p>Very satisfied  Somewhat satisfied  Neither satisfied nor dissatisfied  Somewhat dissatisfied  Very dissatisfied</p>	<p>Q32</p>



<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>	<p>Q37</p>
<p>elaborate on any aspect of your experiences at to share with us. If necessary, please write your name and contact</p>	<p>Q52</p>

### Comment

The survey can be answered by a Next-of-Kin so there is no need for screener.

Due to the pandemic some NOK may have a memorial service instead of a committal service. From this point forward, the change in an item due to the pandemic will be coded as a **Covid Change**.

Q47. Since the committal or memorial service, how many times have you visited the national cemetery where your loved one was interred?

This information is available in BOSS and is not needed on survey.

Replaced with demographic item:

Q50. In what year were you born? What is your age?

Under 18  
18 to 29  
30 to 39  
40 to 49  
50 to 59  
60 to 69  
70 to 79  
80 or over

This information is available using the NOK address and does not need to be collected from NOK.

Replaced demographics item:

Q51. In what religious practice was the burial conducted?

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other

The options have been revised and streamlined.

Q46. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?

- Distance to the national cemetery
- Access to transportation
- Health status
- Other

This information is not used for an analysis and therefore deleted in the 2020 proposed survey.

Covid Change

Screeners based on policy at time due to covid needed on survey to direct respondent to applicable items based on their experience.

Q4. Did your loved one have a committal service?

- Yes, at the time of interment.
- No, there was not a committal service at time of interment due to the coronavirus pandemic, but a follow-up memorial service was conducted at a later date.
- No, there was not a committal service at time of interment due to the coronavirus pandemic and there was not a follow-up memorial service at a later time. Go to Q19.
- No, there was not a committal service for a reason other than the coronavirus pandemic. Go to Q19.

The response options were changed to allow a dichotomous response.

Q1. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

Yes

No. Go to Q3.

Due to the availability of the pre-need eligibility determination, the response options were expanded to include pre-need eligibility determination.

Q2. Prior to your time of need, how did you learn of these benefits? (Mark all that apply)

- Family member/friend
- Pre-need Burial Eligibility Determination
- Funeral home
- Military discharge-related materials
- Another Veteran/active duty member
- State or Tribal/VA/NCA pamphlet, brochure, newsletter
- State or Tribal/VA/NCA website
- State or Tribal/VA/NCA/ social media (Facebook or Twitter)
- Veterans Service Organization
- Other State, Tribal, or VA organization
- Local newspaper/television news report
- Public event (e.g., parades, speeches)
- Professional/military association meeting

Q3. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits?

- email
  - o State or tribal/VA/NCA Web site
  - o State or tribal/VA/NCA social media (Facebook or Twitter)
  - o Newsletter/flyer
  - o Local newspaper/television news reports
  - o Public events (e.g., parades, speeches)
  - o Professional/military association meetings
  - o Other

Q5. Prior to attending the service, to what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal or memorial service?

- o Very informed
- o Somewhat informed
- o Neither informed nor uninformed
- o Somewhat uninformed
- o Very uninformed

Q14. Looking back at your overall experience with the State or Tribal Veterans Cemetery, which items would you have liked more information about?

- None, I was well informed
- Details of the committal service
- Military funeral honors
- Location of gravesite
- Layout of cemetery (maps)

To align with other items on the survey, the question was changed to a statement.

Q6. At the service, did your family have any of the following special needs or requests?

Item was changed to focus on the timing of the request.

Q7. Was the cemetery able to accommodate the special needs or requests at the time of the service to your satisfaction?

Item was not needed because it was contained within subsequent item.

New 2020 interment proposed survey gathers data on the committal or memorial service.

The following question is directed toward information which was on the previous survey in an indirect manner.

Item was not needed because it was contained within subsequent item.

Item added that reflects the new manner of communication of burial information.

Q11. Prior to the committal or memorial service for your loved one, did you view the NCA videos illustrating different service options at the State or Tribal Veterans Cemetery?

- Yes, I viewed it online.
- Yes, the funeral director provided it.
- No. Go to Q14.

Item reworded to include screener and item in one. The NA option is available.

Q10. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- My loved one did not receive military funeral honors
- Not applicable

Q12. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Covid Change

Q9. Overall, how satisfied were you with the committal or memorial service at the VA State or Tribal Veterans Cemetery?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

No change to question but skip pattern eliminated because subsequent questions were deleted,

- Yes
- No
- Not sure/Don't know

Item added that reflects the new manner of communication of burial information.

Q13. Was your experience at the State or Tribal Veterans Cemetery similar to the videos on service options you viewed?

- Yes
- No

No change to question but additional response option added.

- Yes
- No
- Not sure/Don't know

Item added that reflects the new manner of communication of burial information.

Q14. Looking back at your overall experience with the State or Tribal Veterans Cemetery, which items would you have liked more information about?

- None, I was well informed
- Details of the committal service
- Military funeral honors
- Location of gravesite
- Layout of cemetery (maps)
- Directions to cemetery
- Presidential Memorial Certificate
- Floral policy
- Headstone or marker inscription options
- Timeline for placement of headstone/marker

No change

No change

No Change

If your loved one was NOT a veteran, please go to Question 19.

Q15. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate (PMC) honoring the Veteran's service?

- Yes
- No. Go to Q19.

Item was deleted because of other items gathering responses to information needs.

Items on PMC compliment the survey items and were added.

Q16. Please indicate your level of agreement with the following statements:

Receiving the PMC at the committal or memorial service rather than receiving it in the mail enhances the meaning of the recognition.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Items no longer include because focus of survey is on experience and not designed as a referral system for service recovery.

Q17. How satisfied were you with the quality of the PMC?

- Very Satisfied
- Somewhat satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Q18. Please identify any issues that existed with the PMC that you received.



- Not applicable
- No issues with quality
- Envelope was bent/torn
- Misspelled name
- Poor print quality
- Other problem [open text box]

Q40. Please indicate your level of agreement with the following statement:

If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree Go TO Q42
- Disagree Go To Q42
- Strongly disagree Go to Q42
- Don't know/Not applicable

Q41. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

- My loved one wanted to be interred in a VA national cemetery. Other family members are interred in a VA national cemetery. Others recommended the VA national cemetery.
- There is no cost to inter my loved one at a national cemetery.
- A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.
- The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.
- Other (specify):

Item reworded

Q39. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

- My loved one wanted to be interred here. Other family members are interred here.
- The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's
- military service.
- The State or Tribal Veterans Cemetery is close and easy to get to. Others recommended the State or Tribal Veterans Cemetery.
- The cost was reasonable to inter my loved one.
- There is no VA national cemetery conveniently available for the interment of my loved one.
- Other

Item changed based on OMB guidance.

Q47. What is your sex?

Male

Female

No change

No change

Deleted

No Change

Item deleted and information gathered in new Q39.

Replaced with NC and STVC item comparison item:

Q38. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at the VA national cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Covid Change

Q8. The committal shelter used for the committal or memorial service was private, clean, and free of safety hazards.

All applicable regulations followed for site.

Replaced with NC and STVC item comparison item:

Q43. Based on your visit(s), the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Focus of the survey allow for continuous improvement that cemetery staff have control over and implemented by staff.

Replaced with NC and STVC item comparison item:

Q44. Based on your visit(s), the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Q30. The State or Tribal Veterans Cemetery honors all Veterans and their service to our nation.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Q27. There are sufficient signs within the State or Tribal Veterans Cemetery to assist visitors.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Focus of the survey allow for continuous improvement that cemetery staff have control over and implemented by staff. Items replaced is a global rating,

Q35. Overall, I am satisfied with the information provided to me throughout my experience with the State or Tribal Veterans Cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Item replaced with a screener for the series of questions that ask respondent to compare State or Tribal Veterans Cemetery with a VA national cemetery.

Q42. Have you visited a VA national cemetery?

Item enhanced and clarified by reference to national cemetery staff.

Q29. The quality of service received from the State or Tribal Veterans Cemetery staff is excellent.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

No Change

Item deleted because the item references multiple attributes which causes a burden to respondent and an implied weighting of attribute for respondent.

Some cemeteries offer access 24/7 so item is not applicable to all sites.

Question format revised for focus on word *appearance*.

Q24. The appearance of my loved one's gravesite/columbaria is excellent.

No change

Item removed

No change

Item changed to the singular word experience given the global nature of the item.

Q36. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

Q33. I would recommend the State or Tribal Veterans Cemetery to Veteran families during their time of need.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

No Change

Q32. I am willing to rely on State or Tribal Veterans Cemetery governments to maintain State or Tribal Veterans Cemetery as national shrines in the future.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Item changed to the singular word experience given the global nature of the item.

Q37. My experience with the State or Tribal Veterans Cemetery exceeded my expectations.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

Q52. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

New Question Number Proposed for 2020	Proposed 2020 Interment Ordering
1	Prior to the time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?
2	How did you learn of these benefits <u>prior</u> to your time of need? (Mark all that apply)
3	<u>Prior to the time of need</u> , what do you think is the <u>BEST</u> way for the State or Tribal Veterans Cemetery to convey information regarding <u>benefits</u> ? (Select one)



COMMITTAL

4

Did your loved one have a committal service?

5

Prior to attending the service, to what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

6	At the service, did your family have any of the following special needs or requests? (Mark all that apply)
7	Was the cemetery able to accommodate these special needs or requests to your satisfaction?
8	The committal shelter used for the committal or memorial service was private, clean, and free of safety hazards.

<b>9</b>	Overall, how satisfied were you with the committal or memorial service at the VA State or Tribal Veterans Cemetery?
<b>10</b>	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?
<b>11</b>	Prior to the committal or memorial service for your loved one, did you view the NCA videos illustrating different service options at State and Tribal Veterans Cemeteries?
<b>12</b>	Please indicate your level of agreement with the following statement: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.
<b>13</b>	Was your experience at the State or Tribal Veterans Cemetery similar to the videos on service options you viewed?

14

Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

**If your loved one was NOT a**

**PRESIDENTIAL M**

A Presidential Memorial Certificate referred to as a PMC is  
Veteran's service. For more information about tl  
[www.c](http://www.c)

15	If your loved one was a Veteran; did you receive a PMC honoring the Veteran's service?
16	Please indicate your level of agreement with the following statement: Receiving the PMC <u>at the committal or memorial service</u> rather than receiving it in the mail enhances the meaning of the recognition.
17	Please identify any issues that existed with the PMC that you received.
18	How satisfied were you with the quality of the PMC?

HEADSTONE, MAKEF

19	Were the headstone, marker, or columbarium niche cover inscription options explained to you?
20	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?
21	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?
22	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?
23	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
24	The <u>appearance</u> of my loved one's <u>gravesite/columbaria</u> is excellent.
25	The <u>upkeep</u> of the <u>headstones, markers, or columbarium niche covers</u> is excellent.

VISIT INFO

26

The information kiosks (i.e., gravesite locators) at the State or Tribal Veterans Cemetery are helpful to me.

27	There are sufficient signs within the State or Tribal Veterans Cemetery to assist visitors.
28	The State or Tribal Veterans Cemetery staff is courteous.
29	The quality of service received from the State or Tribal Veterans Cemetery staff is excellent.

**GLOB/**

**State or Tribal Veterans Cemeteries are complements to VA' State or Tribal organizations, are expected to be maintained cemeteries operated by the Federal Government. Your answer that.**

30	The State or Tribal Veterans Cemetery honors all Veterans and their service to our nation.
----	--



<b>31</b>	I am willing to rely on the State and Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.
<b>32</b>	I am willing to rely on State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.
<b>33</b>	I would recommend the State or Tribal Veterans Cemetery to Veteran families during their time of need.
<b>34</b>	The overall appearance of the State or Tribal Veterans Cemetery is excellent.

<b>35</b>	Overall, I am satisfied with the information provided to me throughout my experience with the State or Tribal Veterans Cemetery.
<b>36</b>	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.
<b>37</b>	My experience with the State or Tribal Veterans Cemetery exceeded my expectations.
<b>38</b>	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

**STATE OR TRIBAL**

**39**

Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

**40**

Please indicate your level of agreement with the following statement: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

**41**

Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

**NATIONAL CEMETERY with STA**

**42**

Have you visited a VA national cemetery?

43	Please indicate your level of agreement with the following statement. Based on your visit(s), the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.
44	Based on your visit(s), the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

**BACKGROU**

45	Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?
46	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)
47	What is your sex?
48	Are you Hispanic or Latino?

49	What is your race? (Mark one or more)
50	What is your age?
51	In what religious practice was the burial conducted?
52	Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.
	If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):

## Proposed 2020 Response Options

Yes

No  Go to Q3

Family member/friend

Pre-need Burial Eligibility Determination Funeral home

Military discharge-related materials Another Veteran/active duty member

State or Tribal/VA/NCA pamphlet, brochure, newsletter State or

Tribal/VA/NCA website

State or Tribal/VA/NCA/ social media (Facebook or Twitter) Veterans

Service Organization

Other State, Tribal, or VA organization Local newspaper/television news

report Public event (e.g., parades, speeches) Professional/military

association meeting

E-mail

State or Tribal/VA/NCA website

State or Tribal/VA/NCA social media (Facebook or Twitter)

Newsletter/flyer

Local newspaper/television news reports Public events (e.g., parades,

speeches) Professional/military association meetings

Other

**L OR MEMORIAL SERVICE**

Yes, at the time of interment

No, there was not a committal service at time of interment due to the pandemic but a follow-up memorial service was conducted at a later date.

No, there was not a committal service at time of interment due to the pandemic and there was not a follow-up memorial service at a later time.

GO TO Q11

No, there was not a committal service for a reason other than the pandemic. GO TO Q11

Very informed Somewhat informed

Neither informed nor uninformed Somewhat informed

Very uninformed

Visit the gravesite View the burial  
Specific religious practices (e.g. blessing the gravesite)  
Specific cultural practice (e.g. spreading placement of earth/soil into the  
grave) Additional Seating at the committal service  
Handicapped accommodations  
No, my family did not have any special needs or requests Go to Q8

Yes, completely Yes, somewhat  
No, and I understand why  
No, and I do not understand why

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable



Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied  
My loved one did not receive military funeral honors  
Not applicable

Yes, I viewed it online  
Yes, the funeral director provided it No  go to Q15

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree

Yes No

- None, I was well informed
- Details of the committal or memorial service
- Military funeral honors
- Location of gravesite
- Layout of cemetery (maps)
- Directions to cemetery
- Presidential Memorial Certificate
- Floral policy
- Headstone or marker inscription options
- Timeline for placement of headstone/marker

**As a veteran, please go to Question 19.**

#### **MEMORIAL CERTIFICATE, PMC**

As a certificate signed by the President of the United States honoring the  
the PMC, or to order more copies, please visit our web page at  
[www.va.gov/pmc.asp](http://www.va.gov/pmc.asp).

Yes  
No, GO TO 19

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know

Not applicable  
No issues with quality  
Envelope was bent/torn  
Misspelled Name  
Poor print quality  
Other problem

- Very Satisfied
- Somewhat satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- 

**RS, NICHE COVERS AND GROUNDS**

Yes No  
Not sure/don't know

Yes No

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied  
Don't know/the marker or headstone has not yet arrived ? Go to Q25

Yes No  
Don't know

Very satisfied Somewhat satisfied  
Neither satisfied nor dissatisfied Somewhat dissatisfied  
Very dissatisfied

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

**. AND CEMETERY STAFF**

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

**AL and RELY/TRUST**

**s national cemeteries. State or Tribal Veterans Cemeteries, operated by  
and operated in a way befitting a national shrine, as are VA's national  
ers to these questions will help us determine how well we are doing**

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable



## STATE or TRIBAL VETERANS CEMETERIES

My loved one wanted to be interred here. Other family members are interred here.  
The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.  
The State or Tribal Veterans Cemetery is close and easy to get to. Others recommended the State or Tribal Veterans Cemetery.  
The cost was reasonable to inter my loved one.  
There is no VA national cemetery conveniently available for the interment of my loved one.  
Other

- Strongly agree
- Agree
- Neither agree nor disagree Go TO Q42
- Disagree Go To Q42
- Strongly disagree Go to Q42
- Don't know/Not applicable

My loved one wanted to be interred in a VA national cemetery. Other family members are interred in a VA national cemetery. Others recommended the VA national cemetery.  
There is no cost to inter my loved one at a national cemetery.  
A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.  
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.  
Other

## STATE and TRIBAL CEMETERIES COMPARISONS

Yes  
No  Go to Q45

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

Strongly agree Agree  
Neither agree nor disagree Disagree  
Strongly disagree  
Don't know/Not applicable

**END AND DEMOGRAPHICS**

1-3 times  
4-6 times  
7-9 times  
10 or more times  
None, I have not visited

Distance to the national cemetery  
Access to transportation  
Health status  
Other

Male Female

Yes No

White  
Black or African American  
American Indian or Alaska Native  
Asian  
Native Hawaiian or other Pacific Islander

Under 18  
18 to 29  
30 to 39  
40 to 49  
50 to 59  
60 to 69  
70 to 79  
80 or over

Christian Catholic Muslim Jewish Buddhist Hindu Atheist Agnostic None,  
Other