

# U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

## NATIONAL CEMETERIES: 2022 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

### Marking Instructions

#### **The survey will take about 20 minutes to complete.**

Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

#### **Correct Mark**



#### **Incorrect Marks**



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069  
or [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).**



< MasterID >



*Please complete this survey based on your experiences at the national cemetery where your loved one was interred.*

**1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?**

- Yes  
 No  
 Don't know

**2. How many times have you visited the national cemetery where your loved one was interred?**

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

**3. How far do you reside from the national cemetery?**

- Less than 15 miles  
 15 to 29 miles  
 30 to 44 miles  
 45 to 59 miles  
 60 to 75 miles  
 More than 75 miles

**4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)**

- Distance to the national cemetery  
 Access to transportation  
 Health status  
 Other (specify) \_\_\_\_\_

**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?**

- Yes  
 No

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

- Yes  
 No -> Go To #8

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

- Family member/friends  
 Funeral home  
 Military discharge-related materials  
 Other Veteran/active duty member  
 Pre-Need Burial Eligibility Determination  
 Veterans Service Organization  
 VA/NCA pamphlet, newsletter, brochure  
 VA/NCA website  
 Other VA organization  
 Professional/military association meetings  
 Public events (e.g., parades, speeches)  
 Local newspaper/news report  
 VA/NCA social media (Facebook or Twitter)  
 Other (specify) \_\_\_\_\_

**8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)**

- E-mail  
 Newsletter/flyer  
 VA/NCA website  
 Local newspaper/television news reports  
 VA/NCA social media (Facebook or Twitter)  
 Professional/military association meetings  
 Public events (e.g., parades, speeches)  
 Other (specify) \_\_\_\_\_

**9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?**

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

**10. 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?**

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

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

- Yes  
 No, a funeral director scheduled it on my behalf → Go To #13  
 Don't know → Go To #13

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

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

13. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

- Visit the gravesite  
 View the burial  
 Specific religious practices (e.g., blessing the gravesite)  
 Specific cultural practices (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 #15

14. Was the cemetery able to accommodate these special needs or requests to your satisfaction?

- Yes, completely  
 Yes, somewhat  
 No, and I understand why  
 No, and I did not understand why

15. In what religious practice was the burial conducted?

- Christian  
 Catholic  
 Muslim  
 Jewish  
 Buddhist  
 Hindu  
 Atheist  
 Agnostic  
 None  
 Other (specify) \_\_\_\_\_

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

- Yes, I viewed it online  
 Yes, the funeral director provided it  
 No → Go To #19

Please indicate your level of agreement with the following statement:

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

- Strongly agree  
 Agree  
 Neither agree nor disagree  
 Disagree  
 Strongly disagree

18. Was your experience at the national cemetery similar to the video on service options you viewed?

- Yes  
 No

19. 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

20. Overall, how satisfied were you with the committal service at the national cemetery?

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

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

- Yes  
 No  
 Not sure/don't know

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

- Yes  No

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

- 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 #26**

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

- Yes  
 No  
 Don't know

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

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

If your loved one was NOT a Veteran please go to Question 30.

26. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

- Yes  No -> **Go To #30**

For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at [www.cem.va.gov/pmc.asp](http://www.cem.va.gov/pmc.asp).

27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

- Very satisfied -> **Go To #29**  
 Somewhat satisfied -> **Go To #29**  
 Neither satisfied nor dissatisfied  
 Somewhat dissatisfied  
 Very dissatisfied

28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

(Mark all that apply)

- Envelope was bent/torn  
 Name was misspelled  
 Poor print quality  
 Other problem (specify) \_\_\_\_\_

Please indicate your level of agreement with the following statement:

29. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.

- Strongly agree  
 Agree  
 Neither agree nor disagree  
 Disagree  
 Strongly disagree

30. NCA Pre-Need Eligibility Process:

- a. Are you aware of the NCA Pre-Need Eligibility Process?  Yes  No  
b. Have you applied?  Yes  No  
c. Do you intend to apply?  Yes  No  
d. If you applied, were you satisfied with the length of time it took to receive a certificate of approval?  Yes  No

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

(Mark all that apply)

- None, I was well informed  
 Details of the committal service  
 Floral policy  
 Military funeral honors  
 Headstone or marker inscription options  
 Location of gravesite  
 Certificate signed by the President of the United States honoring the Veteran's service  
 Layout of cemetery (maps)  
 Timeline for placement of headstone/marker  
 Directions to cemetery  
 Other (specify) \_\_\_\_\_

**For the following series of statements please indicate your level of agreement.**

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

- 32. The upkeep of the headstones, markers, or columbarium niche covers is excellent .....
- 33. The committal shelter used for the service was private, clean, and free of safety hazards .....
- 34. The cemetery honors all Veterans and their service to our nation. ...
- 35. There are sufficient signs within the cemetery to assist visitors. .
- 36. The quality of service received from cemetery staff is excellent.
- 37. The national cemetery staff was courteous .....
- 38. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive .....
- 39. The appearance of my loved one's gravesite/columbaria is excellent .....
- 40. The information kiosks (i.e., gravesite locators) are helpful to me.
- 41. The overall appearance of the national cemetery is excellent. ...
- 42. Overall, I am satisfied with my experience at the national cemetery .....
- 43. I would recommend the cemetery to Veteran families during their time of need .....
- 44. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.
- 45. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future .....
- 46. My experiences with the national cemetery exceeded my expectations .....

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47. Have you visited a State or Tribal Veterans Cemetery?
- Yes
  - No -> Go To #50
  - Don't know/not applicable -> Go To #50

Please indicate your level of agreement with the following statements.

48. Based on your visit, 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



49. Based on your visit, 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

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

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

51. What is your gender?

- Male
- Female

52. In what year were you born?

\_\_\_\_\_

53. Are you Hispanic or Latino?

- Yes
- No

54. What is your race? (Mark one or more)

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

55. 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.

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**Note:** If you would like to be contacted by the cemetery where your loved one is interred, please write your name and contact information (address or telephone number):

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**Thank you very much for taking the time to complete this questionnaire.**

**PLEASE** mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:

**DEPARTMENT OF VETERANS AFFAIRS**  
**VA NCA CUSTOMER SATISFACTION SURVEY**  
**PO BOX 510570**  
**LIVONIA, MI 48151**

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).

