

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

NATIONAL CEMETERIES: 2025 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.

The survey will take about 20 minutes to complete. Please read each question carefully before making your response. You may complete the survey on-line using the link address noted on the cover letter (<https://bit.ly/NCE2025>) or by using the enclosed paper copy in this mailing. To access the survey on-line, enter your unique survey ID code ([MasterID]) on the main screen.

Marking Instructions

- 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 states "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

Correct Mark **Incorrect Marks**



If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069 or email VistraResearch@ConsultVistra.com.



< MasterID >

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

Choosing a VA National Cemetery / National Cemetery Support and Interaction / NCA Videos

1. Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)

- My loved one wanted to be interred in a national cemetery
- My loved one wanted to be close to other relatives or friends already buried in the cemetery
- The cemetery location will make it easy to visit my loved one's gravesite
- It was a more affordable burial option
- The cemetery's reputation in the local Veteran community
- It was recommended by a VA outreach officer and/or at a VA outreach event
- It was recommended by the funeral director
- It was recommended by someone I trust (e.g., friend, relative, Veterans Service Officer, etc.)
- Other (specify): _____

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

- Yes
- No → GO TO QUESTION #4

3. 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
- Local news
- VA/NCA public service announcement/advertisement
- VA/NCA social media (Facebook or X, formerly known as Twitter)
- Other (specify): _____

4. 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
- Local newspaper/television news reports
- VA/NCA social media (Facebook or X, formerly known as Twitter)
- Professional/military association meetings
- Other (specify): _____

5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)

- Not applicable: Funeral Director not used
- Funeral Director provided information about VA burial benefits for Veterans
- Funeral Director provided information about VA memorial benefits for Veterans
- No, the Funeral Director did not provide information about either VA burial or memorial benefits

6. Was a committal service held at the national cemetery for your loved one?

- Yes, and I was involved in planning it
- Yes, but I was not involved in planning it → GO TO QUESTION #14
- No, the committal service was not held → GO TO QUESTION #17
- Don't know/Can't recall → GO TO QUESTION #17

7. How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?

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

8. 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



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

- Yes, the Funeral Director provided it
 Yes, but it was not provided by the Funeral Director
 No → GO TO QUESTION #12

10. The videos helped me understand the burial process at the national cemetery.

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

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

- Yes
 No

12. 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
 Special religious practices (e.g., blessing the gravesite)
 Special 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 QUESTION #14

13. 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

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

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

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

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

16. 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

17. 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

18. 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

19. Do any 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): _____
 None of these factors limit my visits

20. Overall, how satisfied were you with the information provided throughout your experience with the national cemetery?

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



21. 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 the cemetery (Maps)
- Timeline of the replacement of headstone/ marker
- Directions to cemetery
- Other (specify): _____

22. Please add any comments regarding information about the process or support you received from the cemetery you would like to share with NCA.

National Cemetery Scheduling Office Experience

23. 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. → GO TO QUESTION #25
- Don't know → GO TO QUESTION #25

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

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

Headstones, Markers or Columbarium Niche Covers

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

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

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

- Yes
- No

27. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?

- 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 QUESTION #30

28. 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
- Don't know/Haven't seen

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

- Yes
- No
- Don't know/Haven't seen

The Presidential Memorial Certificate, the Veterans Legacy Memorial, and the NCA Pre-Need Eligibility Registration Process

If your loved one was NOT a Veteran, please go to Question #33

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

- Yes
- No → GO TO QUESTION #33
- Don't know → GO TO QUESTION #33

For information about the Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service) or to order more copies, please visit our website at www.cem.va.gov/pmc.asp

31. 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 QUESTION #33
- Somewhat satisfied → GO TO QUESTION #33
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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

- 42. The upkeep of the headstones, markers, or columbarium niche covers is excellent
- 43. There are sufficient signs within the national cemetery to assist visitors.....
- 44. The quality of service received from national cemetery staff is excellent
- 45. The national cemetery staff was courteous.....
- 46. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive
- 47. The appearance of my loved one's gravesite/columbarium is excellent
- 48. The information kiosks (i.e., gravesite locators) are helpful to me.
- 49. The overall appearance of the national cemetery is excellent. . . .
- 50. Overall, I am satisfied with my experience at the national cemetery
- 51. The national cemetery honors all Veterans and their service to our nation.
- 52. I would recommend the national cemetery to Veteran families during their time of need
- 53. I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.....
- 54. I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.
- 55. My experiences with the national cemetery exceeded my expectations

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56. Have you visited a state, tribal or territorial Veterans cemetery?

- Yes
 No → GO TO QUESTION #59
 Don't know/Not applicable → GO TO QUESTION #59

57. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

58. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

59. The honor of being interred at a state, tribal or territorial 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

60. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?

- Yes
 No
 Don't know what this is

Opportunity to Livestream the Committal Service

61. Was your family interested in livestreaming one or more parts of your loved one's funeral or committal activities?

- Yes
 No

62. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?

- Yes
 No → GO TO QUESTION #64

63. Which of the following livestream activities were offered by the provider? (Mark all that apply)

- Activities at the funeral home
 Activities at a place of worship or other gathering space
 Committal service at the national cemetery

64. Did your family livestream your loved one's committal service at the national cemetery?

- Yes
 No → GO TO QUESTION #68

65. Who provided the livestream service?

- Funeral service provider
 Third-party vendor
 I did it myself
 Family member or friend
 Other party

66. Did your family create or receive a digital copy for sharing and repeat viewing as part of the livestream service?

- Yes
 No
 Don't know

67. Did your family pay for the livestream service?

- Yes
 No
 Don't know

**Demographics Disclaimer Statement:**

Although responding to the following question(s) is voluntary, VA strongly encourages you to provide as much data and information as possible. Your responses will not be connected to you as an individual. These responses will help improve customer experience, approved research, and the quality of care and services for all Veterans. They will not be used to update your customer profile or other demographics found in any of your VA records. VA follows strict security and privacy practices and adheres to VA's data ethics standards to keep secure.

68. Was your loved one your.....

- Spouse
 Partner
 Parent
 Child
 Other relative
 Not a relative

69. Are you a Veteran?

- Yes
 No → GO TO QUESTION #71

70. Are you a Veteran married/partnered to a Veteran?

- Yes
 No

Please note: Veterans who are married to Veterans are entitled to individual gravesite and headstone/marker/medallion benefits. Visit www.va.gov/burials-memorials/eligibility/ for more information.

71. What is your sex?

- Female
 Male

72. Was your loved one female or male?

- Female
 Male

73. What language do you mainly speak at home?

- English
 Spanish
 Chinese
 Tagalog
 Vietnamese
 Arabic
 Some other language (specify): _____

74. In what year were you born?

____ _

75. What is your race and/or ethnicity?

(Mark all that apply)

- American Indian or Alaska Native**
For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.
- Asian**
For example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, Japanese, etc.
- Black or African American**
For example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.
- Hispanic or Latino**
For example, Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, etc.
- Middle Eastern or North African**
For example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, Israeli, etc.
- Native Hawaiian or Pacific Islander**
For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, etc.
- White**
For example, English, German, Irish, Italian, Polish, Scottish, etc.

76. In what belief tradition was the burial conducted?

- Christian
 Catholic
 Muslim
 Jewish
 Buddhist
 Hindu
 Atheist
 Agnostic
 None
 Other (specify): _____
 Choose not to answer

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