

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION 2026 FUNERAL DIRECTOR SATISFACTION SURVEY

(National Cemeteries; VA Memorial Products; and State, Tribal or Territorial Veterans Cemeteries)



An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0571, and it expires 09/30/2026. Public reporting burden for this collection of information is estimated to average 20 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VAPRA@va.gov. Please refer to OMB Control No. 2900-0571 in any correspondence. Do not send your completed VA Survey to this email address.

The information that 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.

The survey will take about 20 minutes to complete. Please read each question carefully before making your response. If you prefer, you may instead complete the survey online by going to www.SurveyNCA.org and entering your unique survey token: [Web Token]

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 Desk at (888) 370-9970 or email NCASurveySupport@Tribility.com



2026 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:

1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?
 - ☐ Yes
 - ☐ No
2. Are you aware of the NCA Funeral Director resource page at <https://www.cem.va.gov/funeraldirector.asp>?
 - ☐ Yes
 - ☐ No → GO TO QUESTION #5
3. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?
 - ☐ Yes
 - ☐ No → GO TO QUESTION #5
4. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?
 - ☐ Yes
 - ☐ Somewhat
 - ☐ No
 - ☐ Did not view the video
 - ☐ I don't remember

5. Do you typically provide information resources on military honors to next of kin?
 - ☐ Yes
 - ☐ No
6. Are you aware of the NCA Pre-Need Eligibility process?
 - ☐ Yes
 - ☐ No
7. How often do your customers request “green” (i.e., environmentally sensitive) burials?
 - ☐ Always
 - ☐ Often
 - ☐ About half of the time
 - ☐ Rarely
 - ☐ Never
8. Did you offer livestreaming of committal services at cemeteries?
 - ☐ Yes
 - ☐ No
9. Did you conduct business at a national cemetery during the 2025 calendar year?
 - ☐ Yes → GO TO QUESTION #1 BELOW
 - ☐ No → GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6

2026 NATIONAL CEMETERIES SATISFACTION SURVEY

1. A 2-sided list of cemeteries was included in the survey packet. Please refer to the side titled “A - NATIONAL CEMETERIES LIST” to identify which national cemetery you most frequently did business with within the 2025 calendar year and fill in the ID below.

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Please complete this survey based on your experiences at this national cemetery within the 2025 calendar year.

2. How far is your funeral home from the national cemetery with which you most frequently did business?

☐ Less than 15 miles	☐ 45 miles to 59 miles
☐ 15 miles to 29 miles	☐ 60 miles to 75 miles
☐ 30 miles to 44 miles	☐ More than 75 miles
3. How long has your funeral home worked with the national cemetery?

☐ Less than 1 year	☐ 9 to 12 years
☐ 1 to 4 years	☐ 13 years or more
☐ 5 to 8 years	☐ I don't know

4. Do you feel that you are well informed by the national cemetery of its policies and procedures?

- ☐ Yes, well informed
- ☐ Yes, somewhat well informed
- ☐ No, not well informed

5. In general, of the following services, which one provides you the **MOST** information about national cemetery policies and procedures? (Mark only one)

- ☐ VA/NCA website
- ☐ Outreach by cemetery staff
- ☐ Veterans Service Officers
- ☐ Professional associations/conventions/meetings
- ☐ Local newspaper/television news reports
- ☐ Other (specify): _____

6. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

- ☐ None, I feel well informed
- ☐ Scheduling process
- ☐ Eligibility requirement for burial in a national cemetery
- ☐ Floral policy
- ☐ Military funeral honors
- ☐ Headstone, marker or columbarium niche cover inscription options
- ☐ Presidential Memorial Certificates (the certificate signed by the President of the United States honoring the Veteran's service)
- ☐ Other (specify): _____

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 web page at www.cem.va.gov/pmc.asp.

7. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

- ☐ Email
- ☐ Letter
- ☐ Phone
- ☐ Other (specify): _____

8. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?

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

9. During committal services, how often do you receive the support you need from cemetery staff?

- ☐ Always
- ☐ Often
- ☐ About half of the time
- ☐ Rarely
- ☐ Never

10. Generally, how often do committal services at the national cemetery start on time?

- ☐ Always
- ☐ Often
- ☐ About half of the time
- ☐ Rarely
- ☐ Never

11. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

- ☐ Very successful
- ☐ Somewhat successful
- ☐ Neither successful nor unsuccessful
- ☐ Somewhat unsuccessful
- ☐ Very unsuccessful
- ☐ Don't know/Not applicable

12. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?

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

13. Overall, how satisfied were you with the length of time you were on the phone to schedule interments with the national cemetery?

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

14. How easy is the process of scheduling an interment at the national cemetery?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

15. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type? ☐ Easier ☐ About the same ☐ Harder 16. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents? ☐ Yes ☐ No 17. How easy is it to schedule military honors at the national cemetery? ☐ Very easy ☐ Somewhat easy ☐ Neither easy nor hard ☐ Somewhat hard ☐ Very hard	18. To what extent is the quality of military honors acceptable? ☐ Very acceptable ☐ Somewhat acceptable ☐ Neither acceptable nor unacceptable ☐ Somewhat unacceptable ☐ Very unacceptable 19. Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin? ☐ Yes ☐ No 20. How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.vlm.cem.va.gov)? ☐ Always ☐ Often ☐ About half of the time ☐ Rarely ☐ Never, but I have heard of the program ☐ Never, but I have NOT heard of the program
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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
21. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent.	☐	☐	☐	☐	☐	☐
22. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u>	☐	☐	☐	☐	☐	☐
23. The national cemetery <u>honors</u> all Veterans and their service to our nation.	☐	☐	☐	☐	☐	☐
24. There are <u>sufficient signs</u> within the national cemetery:						
(a) to identify the committal service location.	☐	☐	☐	☐	☐	☐
(b) to locate my loved one's gravesite.	☐	☐	☐	☐	☐	☐
(c) to inform what (i.e. flowers) can be left at the gravesite and cemetery removal policies.	☐	☐	☐	☐	☐	☐
25. The <u>quality of service</u> received from cemetery staff is excellent.	☐	☐	☐	☐	☐	☐
26. The national cemetery staff was <u>courteous</u>	☐	☐	☐	☐	☐	☐
27. The national cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	☐	☐	☐	☐	☐	☐
28. The National Cemetery Scheduling Office's hours of operation <u>meet my needs</u> for scheduling services.	☐	☐	☐	☐	☐	☐
29. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me.	☐	☐	☐	☐	☐	☐
30. The <u>overall appearance</u> of the national cemetery is excellent.	☐	☐	☐	☐	☐	☐
31. Overall, I am <u>satisfied with my experience</u> at the national cemetery. ...	☐	☐	☐	☐	☐	☐
32. I would <u>recommend</u> the national cemetery to Veteran families during their time of need.	☐	☐	☐	☐	☐	☐
33. I <u>trust</u> VA and the National Cemetery Administration <u>to meet the burial needs of Veterans in the future</u>	☐	☐	☐	☐	☐	☐
34. I <u>trust</u> VA and the National Cemetery Administration <u>to maintain</u> national cemeteries as national shrines in the future.	☐	☐	☐	☐	☐	☐
35. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u>	☐	☐	☐	☐	☐	☐

36. 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.

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

2026 MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did your funeral home order NCA memorial products (headstones, markers, medallions, or Presidential Memorial Certificates (certificate signed by the President of the United States honoring the Veteran's service)) during the 2025 calendar year?

- ☐ Yes → **GO TO QUESTION 1 BELOW**
- ☐ No → **GO TO THE STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY ON PAGE 9**

1. Do you understand the eligibility requirements for Veteran benefits, including eligibility for National Guard, Reservists, and Veteran dependents?

- ☐ Yes
☐ No

2. On average, about how many VA headstones, markers and medallions do you/your company order in a year?

- ☐ Less than 10
☐ 10 to 25
☐ 26 to 40
☐ More than 40

3. How do you typically order VA headstones, markers, or medallions? (Mark all that apply)

- ☐ Via the mail (to National VA)
☐ Online via Quick Submit
☐ Via fax (to National VA)
☐ Via the local VA Office
☐ Other (specify): _____

4. How satisfied are you with the process you typically use to order headstones, markers, and medallions?

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

5. Did you call the NCA Applicant Assistance Number (1-800-697-6947) for assistance with a headstone, marker or medallion?

- ☐ Yes
☐ No → **GO TO QUESTION #8**
☐ Don't know → **GO TO QUESTION #8**

6. Why did you call NCA? (Mark all that apply)

- ☐ To check on the status of an order
☐ To get help with ordering a marker
☐ To file a complaint about a marker
☐ Other (specify): _____

7. How satisfied were you with the service you received from the NCA Customer Service Representative?

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

8. How easy is the process of scheduling an interment at a national cemetery vs. a non-VA cemetery?

- ☐ Easier at the non-VA cemetery
☐ About the same
☐ Easier at the national cemetery
☐ Don't know/No opinion

9. Have you visited the VA website for information about ordering the headstone, marker or medallion?

- ☐ Yes
☐ No → **GO TO QUESTION #12**

10. What kind of information were you looking for on VA's website? (Mark all that apply)

- ☐ How to order a headstone/marker/medallion
☐ Download an order form
☐ Find information on documentation needed
☐ Find out what could go on the headstone/marker/medallion
☐ Find information on the certificate signed by the President of the United States honoring the Veteran's service
☐ Other (specify): _____

11. How satisfied were you with the ease of finding the information you were looking for on VA's website?

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

12. When completing an application for a VA headstone, marker or medallion, do you typically... (Mark only one)

- ☐ Complete and confirm information with family member's review and signature
- ☐ Complete and send to VA
- ☐ Partially complete and give to family member for finalization
- ☐ Other (specify): _____

13. Are you aware of the following requirements?

Memorial products orders require the signature from the next of kin or written delegation or representation?

- ☐ Yes
- ☐ No

Certification that the Veteran for whom the headstone, marker or medallion is intended has not committed a capital crime and/or Tier 3 sex offense?

- ☐ Yes
- ☐ No

14. Generally, about how long after ordering the headstone, marker, or medallion did it arrive?

- ☐ Less than 1 month
- ☐ Between 1 and 2 months
- ☐ Between 2 and 3 months
- ☐ Between 3 and 4 months
- ☐ More than 4 months
- ☐ Has not arrived yet
- ☐ Don't know/Not sure

15. How satisfied are you with the amount of time it takes to receive VA markers?

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

16. In the past year, have you/your company had problems with a delivered headstone, marker or medallion?

- ☐ Yes
- ☐ No → GO TO QUESTION #20
- ☐ Don't know → GO TO QUESTION #20

17. About what percentage of the markers that you receive have problems?

- ☐ Less than 1%
- ☐ 1-5%
- ☐ 6-10%
- ☐ More than 10%

18. What types of problems have you experienced with VA furnished headstones and markers? (Mark all that apply)

- ☐ Broken/chipped headstones/markers
- ☐ Typographical errors
- ☐ Wrong information/symbol
- ☐ Discoloration
- ☐ Wrong type of headstone/marker
- ☐ Other (specify): _____

19. How satisfied are you with the timeliness in which problems have been corrected?

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

20. Generally, how would you rate the quality of the VA headstones or markers received compared to those received in previous years in the following areas?

	Excellent	Above average	Average	Below average	Extremely poor
Cut	☐	☐	☐	☐	☐
Polish	☐	☐	☐	☐	☐
Color	☐	☐	☐	☐	☐
Finish	☐	☐	☐	☐	☐
Depth of the inscription (Stone only)	☐	☐	☐	☐	☐

21. Please indicate your level of agreement with the following statement: "The overall quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the headstone, marker, or medallion I received from the VA was excellent."

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

22. Are you aware of the Presidential Memorial Certificate (PMC) (the certificate signed by the President of the United States honoring the Veteran's service)?

- ☐ Yes
- ☐ No → GO TO QUESTION #25

For more 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 web page at www.cem.va.gov/pmc.asp

23. Do you typically inform your clients about the Presidential Memorial Certificate? ☐ Yes ☐ No → If no, please explain why not _____ _____ _____ _____ 24. Do you typically order the Presidential Memorial Certificate for your clients? ☐ Yes ☐ No 25. Overall, how satisfied are you with your experience with these VA Memorial Products and Services? ☐ Very satisfied ☐ Somewhat satisfied ☐ Neither satisfied nor dissatisfied ☐ Somewhat dissatisfied ☐ Very dissatisfied	26. Please use this space to elaborate on any additional aspects of your experience you would like to share with the NCA. If your comment is in response to a specific question, please reference the question number. _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____
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2026 STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did you conduct business at a state, tribal or territorial Veterans cemetery during the 2025 calendar year?

- ☐ Yes → **GO TO QUESTION 1 BELOW**
☐ No → **Please return this survey in the pre-paid envelope provided**

1. A 2-sided list of cemeteries was included in the survey packet. Please refer to the side titled “B - STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES LIST” to identify which state, tribal or territorial Veterans cemetery you most frequently did business with within the 2025 calendar year and fill in the ID below.

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Please complete this survey based on your experiences at this cemetery within the 2025 calendar year.

2. How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?

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

3. How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?

- | | |
|--|--|
| ☐ Less than 1 year | ☐ 9 to 12 years |
| ☐ 1 to 4 years | ☐ 13 years or more |
| ☐ 5 to 8 years | ☐ I don't know |

4. Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?

- ☐ Yes, well informed
☐ Yes, somewhat well informed
☐ No, not well informed

5. In general, of the following services, which one provides you the **MOST** information about state, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)

- ☐ Outreach by cemetery staff
☐ State, tribal or territorial/VA/NCA website
☐ Veterans Service Officers
☐ Professional associations/conventions/meetings
☐ Local newspaper/television news reports
☐ Other (specify): _____

6. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)

- ☐ None, I feel well informed
☐ Scheduling process
☐ Eligibility requirements for burial in a state, tribal or territorial Veterans cemetery
☐ Floral policy
☐ Military funeral honors
☐ Headstone, marker or columbarium niche cover inscription options
☐ Presidential Memorial Certificates (the certificate signed by the President of the United States honoring the Veteran's service)
☐ Other (specify): _____

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 web page at www.cem.va.gov/pmc.asp.

7. What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

- ☐ Email
☐ Phone
☐ Letter
☐ Other (specify): _____

8. Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?

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

9. Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

- ☐ Yes
☐ No

For general information about eligibility for interment at a state, tribal or territorial or Veterans cemetery, please visit our web pages at

www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.

10. Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?

- ☐ Yes
☐ No

11. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?

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

12. How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor hard
☐ Somewhat hard
☐ Very hard

13. How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

- | | |
|--|--|
| ☐ Less than 1 hour | ☐ 4 to 5 hours |
| ☐ 1 to 2 hours | ☐ 5 to 6 hours |
| ☐ 2 to 3 hours | ☐ 1 to 2 days |
| ☐ 3 to 4 hours | ☐ More than 2 days |

14. Overall, how satisfied were you with the length of time you were on the phone to schedule interments with the state, tribal or territorial Veterans cemetery?

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

15. How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?

- ☐ Easier
☐ About the same
☐ Harder

16. During committal services, how often do you receive the support you need from cemetery staff?

- ☐ Always
☐ Often
☐ About half of the time
☐ Rarely
☐ Never

17. Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?

- ☐ Always
☐ Often
☐ About half of the time
☐ Rarely
☐ Never

18. If you are delayed in arriving at the state, tribal or territorial Veterans cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

- ☐ Very successful
☐ Somewhat successful
☐ Neither successful nor unsuccessful
☐ Somewhat unsuccessful
☐ Very unsuccessful
☐ Don't know/Not applicable

19. How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor hard
☐ Somewhat hard
☐ Very hard

20. Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?

- ☐ Yes
☐ No
☐ Don't know

21. To what extent is the quality of military honors acceptable?

- ☐ Very acceptable
☐ Somewhat acceptable
☐ Neither acceptable nor unacceptable
☐ Somewhat unacceptable
☐ Very unacceptable

22. How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.vlm.cem.va.gov)?

- ☐ Always
☐ Often
☐ About half of the time
☐ Rarely
☐ Never, but I have heard of the program
☐ Never, but I have NOT heard of the program

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
23. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent	☐	☐	☐	☐	☐	☐
24. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u>	☐	☐	☐	☐	☐	☐
25. The state, tribal or territorial Veterans cemetery <u>honors</u> all Veterans and their service to our nation	☐	☐	☐	☐	☐	☐
26. There are <u>sufficient signs</u> within the state, tribal or territorial Veterans cemetery:						
(a) to identify the committal service location	☐	☐	☐	☐	☐	☐
(b) to locate my loved one's gravesite	☐	☐	☐	☐	☐	☐
(c) to inform what (i.e. flowers) can be left at the gravesite and cemetery removal policies	☐	☐	☐	☐	☐	☐
27. The <u>quality of service</u> received from state, tribal or territorial Veterans cemetery staff is excellent	☐	☐	☐	☐	☐	☐
28. The state, tribal or territorial Veterans cemetery staff was <u>courteous</u> ...	☐	☐	☐	☐	☐	☐
29. The state, tribal or territorial Veterans cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	☐	☐	☐	☐	☐	☐
30. The state, tribal or territorial Veterans cemetery hours of operation <u>meet my needs</u> for scheduling services	☐	☐	☐	☐	☐	☐
31. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me	☐	☐	☐	☐	☐	☐
32. The <u>overall appearance</u> of the state, tribal or territorial Veterans cemetery is excellent	☐	☐	☐	☐	☐	☐
33. Overall, I am <u>satisfied with my experience</u> at the state, tribal or territorial Veterans cemetery	☐	☐	☐	☐	☐	☐
34. I would <u>recommend</u> the state, tribal or territorial Veterans cemetery to Veteran families during their time of need	☐	☐	☐	☐	☐	☐
35. I <u>trust</u> the state, tribal or territorial Veterans cemetery <u>to meet the burial needs of Veterans in the future</u>	☐	☐	☐	☐	☐	☐
36. I <u>trust</u> the state, tribal or territorial governments to maintain their cemeteries <u>as national shrines in the future</u>	☐	☐	☐	☐	☐	☐
37. My experiences with the state, tribal or territorial Veterans cemetery <u>exceeded my expectations</u>	☐	☐	☐	☐	☐	☐

38. *Please use this space to elaborate on any aspect of your experience at the state, tribal or territorial Veterans cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.*

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

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:

NATIONAL CEMETERY ADMINISTRATION
PO BOX 680610
CHARLOTTE, NC 28216-9955

If you have any questions about this research, please contact the Survey Help Desk at (888) 370-9970
or email NCASurveySupport@Tribility.com