

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

NATIONAL CEMETERIES: 2026 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



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 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**



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
- ☐ 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 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

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
- ☐ No, loved one was not a Veteran → 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

32. 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 (specify): _____

33. Are you aware of the Veterans Legacy Memorial (VLM) website www.vlm.cem.va.gov?

- ☐ Yes, and I have visited the site
- ☐ Yes, but I have not visited the site → **GO TO QUESTION #37**
- ☐ No. This is the first I have heard of it → **GO TO QUESTION #37**

34. How easy was the VLM site to navigate?

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

35. Have you added content to a Veteran page on the VLM site? (Mark all that apply)

- ☐ Yes
- ☐ No. The content submission process was too difficult
- ☐ No. I'm not comfortable sharing content on a Veteran's page
- ☐ No. Other (specify): _____

36. How did you become aware of the Veterans Legacy Memorial website? (Mark all that apply)

- ☐ News Article
- ☐ Social Media
- ☐ Email or Text from VA about VLM
- ☐ Email from VLM that Veteran's VLM Page has been created
- ☐ VLM QR Code
- ☐ Cemetery Staff
- ☐ Funeral Director
- ☐ End of Life Caregiver
- ☐ NCA/VA Event
- ☐ Veteran Service Organization
- ☐ Word of Mouth from family, friends, co-workers, etc.
- ☐ Other (specify): _____
- ☐ I was not previously aware of the Veterans Legacy Memorial platform

37. Are you aware of the NCA Pre-Need Eligibility process?

- ☐ Yes
- ☐ No → **GO TO QUESTION #41**

38. How did you first become aware of the Pre-Need opportunity? (Mark only one)

- ☐ 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): _____

39. Have you applied for Pre-Need Eligibility?

- ☐ Yes
- ☐ No → **GO TO QUESTION #41**

40. Were you satisfied with the length of time it took to receive a certificate of eligibility?

- ☐ Yes
- ☐ No
- ☐ Have not received yet

41. Do you have any additional comments on the headstone, marker or niche cover, the Presidential Memorial Certificate, the Veterans Legacy Memorial or the NCA Pre-Need Eligibility process?

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

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

Opportunity to Livestream the Committal Service

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

- ☐ Yes
☐ No

61. 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

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

- ☐ Yes
☐ No

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.

63. Was your loved one your.....

- ☐ Spouse
☐ Partner
☐ Parent
☐ Child
☐ Other relative
☐ Not a relative

64. Are you a Veteran?

- ☐ Yes
☐ No → GO TO QUESTION #66

65. 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.

66. What is your sex?

- ☐ Female
☐ Male

67. What language do you mainly speak at home?

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

68. In what year were you born?

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69. 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.

70. In what belief tradition was the burial conducted?

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

71. Have you or your loved one used any other VA Benefits? *(Mark all that apply)*

- ☐ Have not used other VA benefits
- ☐ Bereavement Counseling
- ☐ Dependency and Indemnity Compensation (DIC)
- ☐ Housebound Allowance
- ☐ Aid and Attendance
- ☐ VA Life Insurance
- ☐ Pension
- ☐ Education benefits
- ☐ Other (specify): _____

72. Please use this space to elaborate on any additional aspects of your experience you would like to share with the NCA.

[illegible]

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