

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

VA Memorial Products: 2026 Next of Kin/Family Member Satisfaction Survey (Headstones/Markers/Medallions, Plaques/Urns, and Presidential Memorial Certificates)



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**



1. Which VA Memorial Product did you select for your loved one:

- ☐ Headstone (granite or marble) → **GO TO QUESTION #2** ☐ Commemorative Plaque → **GO TO QUESTION #16** ☐ Commemorative Urn → **GO TO QUESTION #16**
- ☐ Marker (bronze metal plate) → **GO TO QUESTION #2**
- ☐ Medallion (bronze medallion) → **GO TO QUESTION #2**



Reason for Choosing the Cemetery / Support and Information Received at Your Time of Need

2. Why did you inter your loved one in the cemetery you chose rather than in a VA national or state, tribal or territorial Veterans cemetery? (Mark all that apply)

- ☐ Chose interment in a family plot
- ☐ Didn't know how to make arrangements at a national or state, tribal or territorial Veterans cemetery
- ☐ My loved one wanted to be close to other relatives or friends already buried in the cemetery I chose
- ☐ The cemetery location will make it easier to visit my loved one's gravesite
- ☐ It was a more affordable burial option
- ☐ The funeral director did not inform me of my options to use a national or State/Tribal cemetery
- ☐ I trust the cemetery I chose more than other options
- ☐ Other (specify): _____

3. What would have helped you choose a national, state, tribal or territorial Veterans cemetery?

4. Did you attend the committal service?

- ☐ Yes
- ☐ No
- ☐ Don't remember/Not certain
- ☐ No committal service was held

5. Prior to your time of need, were you aware of the benefits related to burial in a national, state, tribal or territorial cemetery?

- ☐ Yes
- ☐ No → **GO TO QUESTION #7**

6. 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): _____

7. 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

8. Did you visit the VA website for information about ordering the headstone, marker, or medallion?

- ☐ Yes
- ☐ No → **GO TO QUESTION #11**

9. What type 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): _____

10. 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

11. When you were applying for the headstone, marker, or medallion, were you aware that the following items could be added to the headstone, marker, or medallion:

	Yes	No	Don't know
An inscription	☐	☐	☐
Birth date/Date of death	☐	☐	☐
Highest rank attained	☐	☐	☐
War service	☐	☐	☐
Emblem of belief	☐	☐	☐
Valor Awards	☐	☐	☐
Terms of endearment	☐	☐	☐
Nicknames	☐	☐	☐
Civilian credentials (i.e., Doctor)	☐	☐	☐
Special unit designations	☐	☐	☐
Other military credentials	☐	☐	☐

12. If you were aware of the availability of an inscription, how did you learn about what could be included in the inscription? (Mark all that apply)

- ☐ I read it on the application
- ☐ I looked it up on the VA website
- ☐ I was informed by the Funeral Director
- ☐ I was informed by a VA employee
- ☐ I was not aware
- ☐ Other (specify): _____

13. When the headstone or marker arrived, was the inscription accurate?

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

14. Was there a delay in the placement of the headstone, marker, or medallion because of a difficulty paying the setting fee?

- ☐ Yes
- ☐ No
- ☐ Don't know

15. How would you have preferred to be notified about the delivery status of your headstone, marker, or medallion?

- ☐ Postcard
- ☐ Email
- ☐ Letter
- ☐ Other (specify): _____
- ☐ I didn't need delivery status

16. How did you order the Memorial Product you selected? (Mark only one)

- ☐ Via the mail
- ☐ Via fax
- ☐ Online via QuickSubmit
- ☐ Via the Funeral Director
- ☐ Other (specify): _____

17. Who helped you with ordering the Memorial Product? (Mark all that apply)

- ☐ Family member
- ☐ Funeral director
- ☐ Cemetery representative
- ☐ VA employee
- ☐ Other (specify): _____
- ☐ No one

18. Did you call the NCA Applicant Assistance number (1-800-697-6947) for assistance?

- ☐ Yes
- ☐ No → **GO TO QUESTION #21**
- ☐ Don't know → **GO TO QUESTION #21**

19. 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): _____

20. 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

21. How satisfied were you with the process you used to order the Memorial Product?

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

22. About how long after ordering the Memorial Product did it arrive?

- ☐ Less than 2 weeks
- ☐ Between 2 weeks and 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

23. How satisfied were you with the amount of time it took to receive the Memorial Product?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Has not arrived yet
- ☐ Don't know/Not sure

24. Overall, how satisfied were you with the quality and appearance of the Memorial Product when it arrived?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know/Haven't seen

25. Overall, how satisfied were you with your experiences with VA memorial products and services?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ I did not make the arrangements

26. Please add any comments regarding the process or support you received from NCA Memorial Products Service.

*If you selected a **headstone/marker/medallion** for your loved one, please go to **Question #30**.*

*If you selected a **commemorative plaque or urn** for your loved one, please continue to **Question #27**.*

Commemorative Plaque and Urn Recipients

27. How did you first become aware that VA provides a commemorative plaque or urn as a benefit for a Veteran whose cremated remains are not interred? (Select 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
- ☐ Other (specify): _____

28. Prior to requesting this benefit, were you aware that by issuing a commemorative plaque or urn the VA is prohibited from providing other VA memorial benefits, such as burial in a VA national cemetery or providing a VA headstone or marker?

- ☐ Yes
- ☐ No

*For more details on this commemorative plaque and urn memorial benefits, please access this link:
<https://www.cem.va.gov/urn-plaque/index.asp>*

29. After receipt of your plaque or urn, what did/will you do with the Veteran's remains? (Mark all that apply)

- ☐ Place in urn and inter remains in a VA grant funded state, tribal or territorial Veterans cemetery
- ☐ Place in urn and inter remains in a private cemetery
- ☐ Scatter remains in nature
- ☐ Have not decided
- ☐ Other (specify): _____

**The Presidential Memorial Certificate and the
NCA Pre-Need Eligibility Registration Process**

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

- ☐ Yes – Requested and received
- ☐ Yes – Received, but not requested
- ☐ No – Requested, not received → **GO TO QUESTION #34**
- ☐ No – Did not receive → **GO TO QUESTION #34**
- ☐ No - Loved one was not a Veteran → **GO TO QUESTION #34**
- ☐ Don't know what this is → **GO TO QUESTION #34**

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 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 Veteran's service?
(Mark all that apply)

- ☐ Envelope was bent/torn
- ☐ Name was misspelled
- ☐ Poor print quality
- ☐ Other (specify):

33. How satisfied were you with the amount of time it took to receive the certificate signed by the President of the United States honoring the Veteran's service?

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

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

- ☐ Yes
- ☐ No → **GO TO QUESTION #38**

35. 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): _____

36. Have you applied for Pre-Need Eligibility?

- ☐ Yes
- ☐ No → **GO TO QUESTION #38**

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

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

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.

38. Was your loved one your.....

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

39. Are you a Veteran?

- ☐ Yes
- ☐ No → **GO TO QUESTION #42**

40. In which of the following eras did you serve?
(Mark all that apply)

- ☐ World War II (12/7/1941 – 12/31/1946)
- ☐ Korean Conflict (6/27/1950 – 1/31/1955)
- ☐ Vietnam Era (11/1/1955 – 5/7/1975)
- ☐ Gulf War (8/2/1990 – 4/6/1991)
- ☐ Operation Enduring Freedom (OEF) (10/7/2001 – 12/28/2014)
- ☐ Operation Iraqi Freedom (OIF) (3/19/2003 – 8/31/2010)
- ☐ Operation New Dawn (9/1/2010 – 12/15/2011)
- ☐ Other/Don't know

41. 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/

42. In what year were you born?

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43. What is your sex?

- ☐ Female
- ☐ Male

44. 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.

45. What was your loved one's 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.

46. What language do you mainly speak at home?

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

47. In what belief tradition was the burial conducted?

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

48. 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): _____

49. 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

