

OMB Control Number 2900-0571  
Estimated Completion Time: 20 Minutes

**U.S. DEPARTMENT OF VETERANS AFFAIRS  
NATIONAL CEMETERY ADMINISTRATION  
STATE OR TRIBAL VETERANS CEMETERIES:  
2020 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY**



The 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, D.C. 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 call the Survey Help Desk toll-free number that can be found in the letter that accompanied this survey.

# STATE OR TRIBAL VETERANS CEMETERIES: 2020 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY

**Q1. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?**

- Yes
- No. Go to Q3.

**Q2. How did you learn of these benefits prior to your time of need? (Mark all that apply)**

- Family member/friend
- Pre-need Burial Eligibility Determination
- Funeral home
- Military discharge-related materials
- Another Veteran/active duty member
- State or Tribal/VA/NCA pamphlet, brochure, newsletter
- State or Tribal/VA/NCA website
- State or Tribal/VA/NCA/ social media (Facebook or Twitter)
- Veterans Service Organization
- Other State, Tribal, or VA organization
- Local newspaper/television news report
- Public event (e.g., parades, speeches)
- Professional/military association meeting

**Q3. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Select one)**

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

**Q4. Did your loved one have a committal service?**

- Yes, at the time of interment.
- No, there was not a committal service at time of interment due to the coronavirus pandemic, but a follow-up memorial service was conducted at a later date.

- No, there was not a committal service at time of interment due to the coronavirus pandemic and there was not a follow-up memorial service at a later time. Go to Q14.
- No, there was not a committal service for a reason other than the coronavirus pandemic. Go to Q14.

**Q5. Prior to attending the service, to what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal or memorial service?**

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

**Q6. At the 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 practice (e.g. spreading placement of earth/soil into the grave)
- Additional seating at the committal service
- Access for people with disabilities
- No, my family did not have any special needs or requests.

**Q7. Was the cemetery able to accommodate the special needs or requests at the time of the service to your satisfaction?**

- Yes, completely
- Yes, somewhat
- No, and I understand why
- No, and I do not understand why
- Don't know/Not applicable

**Q8. The committal shelter used for the committal or memorial service was private, clean, and free of safety hazards.**

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

- Don't know/Not applicable

**Q9. Overall, how satisfied were you with the committal or memorial service at the VA State or Tribal Veterans Cemetery?**

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

**Q10. 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
- Not applicable

**Q11. Prior to the committal or memorial service for your loved one, did you view the NCA videos illustrating different service options at the State or Tribal Veterans Cemetery?**

- Yes, I viewed it online.
- Yes, the funeral director provided it.
- No. Go to Q14.

**Q12. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.**

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

**Q13. Was your experience at the State or Tribal Veterans Cemetery similar to the videos on service options you viewed?**

- Yes
- No

**Q14. Looking back at your overall experience with the State or Tribal Veterans Cemetery, which items would you have liked more information about?**

- None, I was well informed
- Details of the committal or memorial service
- Military funeral honors
- Location of gravesite
- Layout of cemetery (maps)
- Directions to cemetery
- Presidential Memorial Certificate
- Floral policy
- Headstone or marker inscription options
- Timeline for placement of headstone/marker

If your loved one was NOT a veteran, please go to Question 19.

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

**Q15. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate (PMC) honoring the Veteran's service?**

- Yes
- No. Go to Q19.

**Q16. Please indicate your level of agreement with the following statement.**

**Receiving the PMC at the committal or memorial service rather than receiving it in the mail enhances the meaning of the recognition.**

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

**Q17. How satisfied were you with the quality of the PMC?**

- Very Satisfied
- Somewhat satisfied
- Satisfied

- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**Q18. Please identify any issues that existed with the PMC that you received.**

- No issues with quality
- Envelope was bent/torn
- Misspelled name
- Poor print quality
- Other problem
- Not applicable

**Q19. Were the headstone, marker, or columbarium niche cover inscription options explained to you?**

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

**Q20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?**

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

**Q21. 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 Q25.

**Q22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?**

- Yes
- No
- Don't know

**Q23. 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

**Please indicate your level of agreement with the following statements.**

**Q24. The appearance of my loved one's gravesite/columbaria is excellent.**

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

**Q25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.**

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

**Q26. The information kiosks at the State or Tribal Veterans Cemetery (i.e., gravesite locators) are helpful to me.**

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

**Q27 There are sufficient signs within the State or Tribal Veterans Cemetery to assist visitors.**

- Strongly agree
- Agree
- Neither agree nor disagree

- Disagree
- Strongly disagree
- Don't know/Not applicable

**Q28. The State or Tribal Veterans Cemetery staff was courteous.**

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

**Q29. The quality of service received from the State or Tribal Veterans Cemetery staff is excellent.**

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

**State or Tribal Veterans Cemeteries are complements to VA's national cemeteries. State or Tribal Veterans Cemeteries, operated by State or Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that.**

**Q30. The State or Tribal Veterans Cemetery honors all Veterans and their service to our nation.**

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

**Q31. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.**

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

**Q32. I am willing to rely on State or Tribal Veterans Cemetery governments to maintain State or Tribal Veterans Cemetery as national shrines in the future.**

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

**Q33. I would recommend the State or Tribal Veterans Cemetery to Veteran families during their time of need.**

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

**Q34. The overall appearance of the State or Tribal Veterans Cemetery is excellent.**

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

**Q35. Overall, I am satisfied with the information provided to me throughout my experience with the State or Tribal Veterans Cemetery.**

- Strongly agree
- Agree
- Neither agree nor disagree

- Disagree
- Strongly disagree
- Don't know/Not applicable

**Q36. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.**

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

**Q37. My experience with the State or Tribal Veterans Cemetery exceeded my expectations.**

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

**Q38. 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

**Q39. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)**

- My loved one wanted to be interred here. Other family members are interred here.
- The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.
- The State or Tribal Veterans Cemetery is close and easy to get to. Others recommended the State or Tribal Veterans Cemetery.

- The cost was reasonable to inter my loved one.
- There is no VA national cemetery conveniently available for the interment of my loved one.
- Other

**Q40. Please indicate your level of agreement with the following statement:**

**If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.**

- Strongly agree
- Agree
- Neither agree nor disagree Go TO Q42
- Disagree Go To Q42
- Strongly disagree Go to Q42
- Don't know/Not applicable

**Q41. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)**

- My loved one wanted to be interred in a VA national cemetery. Other family members are interred in a VA national cemetery. Others recommended the VA national cemetery.
- There is no cost to inter my loved one at a national cemetery.
- A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.
- The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.
- Other (specify):

**Q42. Have you visited a VA national cemetery?**

- Yes
- No. Go to Q45.

**Q43. Please indicate your level of agreement with the following statement. Based on your visit(s), 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
- Don't know/Not applicable

**Q44. Please indicate your level of agreement with the following statement.  
Based on your visit(s), 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
- Don't know/Not applicable

**Q45. Since the committal or memorial service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?**

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

**Q46. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?**

- Distance to the national cemetery
- Access to transportation
- Health status
- Other

**Q47. What is your sex?**

- Male
- Female

**Q48. Are you Hispanic or Latino?**

- Yes
- No

**Q49. 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

**Q50. What is your age?**

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 to 79
- 80 or over

**Q51. In what religious practice was the burial conducted?**

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other

**Q52. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.**

[open text box]

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

[open text box]