2018 STATE OR TRIBAL VETERANS CEMETERIES
Satisfaction Survey

National Report

September 2018
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Executive Summary

SECTION DESCRIPTION

- This section presents a brief introduction to the National Cemetery Administration’s 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries and an overview of the contents of this report.

- This section also presents key satisfaction findings from next of kin and funeral directors who have had experiences at State or Tribal Veterans Cemeteries.
Executive Summary

Introduction

- This report presents findings from the National Cemetery Administration (NCA) 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries, representing the fifth national administration of the survey. The 2018 State or Tribal Veterans Cemetery survey was sponsored by NCA’s Office of Finance and Planning and conducted by Vistra Communications, LLC (Vistra), a communications strategy and professional solutions firm, under contract VA786-16-D-0173.

- Data were collected from next of kin and funeral directors at 91 active State or Tribal Veterans Cemeteries from July 31, 2018 to September 7, 2018. Next of kin and funeral director mailing data were extracted from NCA’s Burial Operations Support System (BOSS) database of interments.

- The survey was mailed to 20,664 next of kin who had interred a loved one during the time period of February 1, 2017 through January 31, 2018, 6 to 17 months prior to its start. The survey was also mailed to 11,986 funeral directors who had worked with State or Tribal Veterans Cemeteries during the designated time period.

- Presented in the following section are key findings from this satisfaction survey. The national or all states results in this report represent a roll-up of all survey respondents. Detailed findings are presented in the main body of the report.
Report Overview

Survey findings are presented in seven chapters in this report. The first chapter, “Overall Satisfaction Measures,” presents findings from eight survey items that provide information on next of kin and funeral directors’ overall satisfaction with their experiences at State or Tribal Veterans Cemeteries. Responses are presented for all respondents, as well as for next of kin and funeral directors.

The remaining six chapters present survey findings on specific areas of satisfaction for each patron group (next of kin and funeral directors). Each chapter begins with one to three overall satisfaction measures within the content area, followed by responses to individual survey items.

Where applicable, “Elements of Comparison” are presented. These comparisons allow the reader to gain an understanding of the relationships between various survey items by examining them in relation to one another. A description of how to interpret these graphs is presented in Appendix C, “Users Guide.”

Five appendices follow the main body of the report. They are:

- Appendix A: Respondent Characteristics – presents demographic information for next of kin and funeral directors in the respondent sample.
- Appendix B: Methodology and Survey Instrument – describes the methodology used to administer the survey and presents a copy of the 2018 questionnaire.
- Appendix C: Users Guide – presents an explanation of how to understand and interpret the graphs and tables used in the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.
- Appendix E: Response Rates and Data Confidence – presents response rates and confidence intervals for each State or Tribal Veterans Cemetery included in the survey.
Highlights of Findings

Overall Satisfaction Measures

- Overall, 98.2 percent of all respondents (98.3% of next of kin and 97.2% of funeral directors) agreed or strongly agreed that they were satisfied with their experience at State or Tribal Veterans Cemeteries.

- 96.8 percent of all respondents (96.7% of next of kin and 96.4% of funeral directors) agreed or strongly agreed the quality of service they received from cemetery staff was excellent.

- 98.1 percent of all respondents (98.2% of next of kin and 96.6% of funeral directors) agreed or strongly agreed that staff at State or Tribal Veterans Cemeteries was courteous.

- 97.2 percent of all respondents (97.2% of next of kin and 97.1% of funeral directors) agreed or strongly agreed that the State or Tribal Veterans Cemeteries staff was professional (knowledgeable, helpful, and responsive).

- 98.3 percent of all respondents (98.4% of next of kin and 97.3% of funeral directors) agreed or strongly agreed the overall appearance of their State or Tribal Veterans Cemeteries was excellent.

- 98.8 percent of respondents (98.9% of next of kin and 97.3% of funeral directors) indicated they would recommend State or Tribal Veterans Cemeteries to Veteran families during their time of need.

Trust

- Overall, 97.9 percent of all respondents (98.0% of next of kin and 96.9% of funeral directors) agreed or strongly agreed they are willing to rely on state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

- 98.5 percent of all respondents (98.5% of next of kin and 98.6% of funeral directors) agreed or strongly agreed that State or Tribal Veterans Cemeteries honor all Veterans and their service to our nation.

Information & Communication

- 96.5 percent of next of kin reported they were very or somewhat satisfied with the information they were provided throughout their experiences with their State or Tribal Veterans Cemeteries.

- The three most frequently reported means of finding out about State or Tribal Veterans Cemetery benefits prior to the time of need were: Family member/friend (38.6%), Funeral home (16.1%) and Veterans Service Organization (15.2%).
Executive Summary

Highlights of Findings (continued)

- Next of kin selected Newsletter/flyer (27.2%) and Local newspaper/television news reports (22.5%) as the two best ways for State or Tribal Veterans Cemeteries to convey information regarding benefits, prior to their time of need.

- 94.0 percent of funeral directors who completed the survey reported they were very or somewhat satisfied with the communication between their funeral homes and their State or Tribal Veterans Cemeteries. 97.5 percent characterized this communication as excellent or good.

- Funeral directors indicated that Outreach by cemetery staff (42.8%) provides them the most information about State or Tribal Veterans Cemetery policies and procedures. Funeral directors noted that E-mail (40.4%) and Letter (23.4%) are the best ways for their cemeteries to communicate with their funeral homes regarding changes in policies and procedures.

Committal Services

- 96.2 percent of next of kin reported they were very or somewhat satisfied with the committal service at their State or Tribal Veterans Cemeteries.

- 89.9 percent of funeral directors reported the process of scheduling interments at their State or Tribal Veterans Cemeteries was very or somewhat easy.

- 97.1 percent of funeral directors reported they received the support they needed from cemetery staff always or for the most part.

- 67.8 percent of funeral directors indicated that the service they received from their State or Tribal Veterans Cemeteries was superior to or better than the service they received from private cemeteries. An additional 30.0 percent indicated that service was about the same as the service provided by private cemeteries.

Headstones, Markers, and Columbarium Niche Covers

- 93.8 percent of next of kin were very or somewhat satisfied with the length of time it took for the permanent marker, headstone, or columbarium niche cover to be put in place.

- 95.4 percent of next of kin were very or somewhat satisfied with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived.

- 96.4 percent of next of kin reported that when the headstone, marker, or columbarium niche cover arrived, the inscription was accurate. 3.6 percent reported the inscription was inaccurate, and 0.0 percent reported they did not know.
Executive Summary

Highlights of Findings (continued)

Cemetery Appearance and Visitor Accommodations

- 96.0 percent of next of kin agreed or strongly agreed the appearance of their loved one’s gravesite was excellent.

- 96.7 percent of all respondents (96.6% of next of kin and 98.4% of funeral directors) agreed or strongly agreed the upkeep of headstones, markers, and columbarium niche covers was excellent.

- 98.5 percent of all respondents (98.5% of next of kin and 98.3% of funeral directors) agreed or strongly agreed the committal shelter used for the service was private, clean, and free of safety hazards.

State and Tribal Veterans Cemeteries in Comparison to National Cemeteries

- 87.2 percent of next of kin agreed or strongly agreed that had they been able, they would have chosen to inter their loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

- 15.0 percent of next of kin agreed or strongly agreed that based on their visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- 79.6 percent of next of kin agreed or strongly agreed that based on their visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- 77.9 percent of next of kin agreed or strongly agreed that the honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.
Proposed 2019 Survey Schedule and Milestones

- Fieldwork for the 2019 NCA Satisfaction Surveys (Next of Kin (NOK) National Cemetery, NOK Memorial Products Service and NOK State or Tribal Veterans Cemetery) is scheduled as follows:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Interment Period Surveyed</th>
<th>Fieldwork/Mailing Start Date</th>
<th>Quarterly Reports Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>February – April 2018</td>
<td>September 2018</td>
<td>December 11, 2018</td>
</tr>
<tr>
<td>Q2</td>
<td>May – July 2018</td>
<td>November 1, 2018</td>
<td>February 11, 2019</td>
</tr>
<tr>
<td>Q3</td>
<td>August – October 2018</td>
<td>February 1, 2019</td>
<td>May 10, 2019</td>
</tr>
<tr>
<td>Q4</td>
<td>November 2018 – January 2019</td>
<td>May 1, 2019</td>
<td>August 19, 2019</td>
</tr>
</tbody>
</table>


- Any fully staffed and approved new or revised questions for the 2020 NCA Satisfaction Survey must be received by NCA 42 A not later than 1 March 2019. Proposed revised survey packets will be submitted to NCA for final approval not later than 11 March 2019, with final approval from NCA required by 1 April 2019.

- Electronic publications findings reports for NOK National Cemetery, NOK Memorial Products Service and NOK State or Tribal Veterans Cemetery and the five Districts will be delivered by 19 August 2019. This will allow NCA to review the data, and present questions (on the national or district level reports) to be addressed in the final briefing. Questions from NCA must be received not later than 6 September 2019 to be addressed in the final briefing.

- The final briefing, with responses to questions submitted during the review period, can be scheduled as suits the needs of NCA any time after 20 September 2019.

- Cemetery level reports will be mailed the week commencing 9 September 2019, and State or Tribal Veterans Cemetery State and Cemetery level reports (PDF only) will be delivered by 16 September 2019.

- The above schedule assumes no interruptions to external support. i.e. funding, printing support, VA mail permits etc.
Overall Satisfaction Measures

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on overall measures of satisfaction.

- Results are presented for three strategic performance measures with five additional measures of overall satisfaction.

- Note that due to rounding, some percentages may not sum to 100%.
Overall Satisfaction Measures

Question 35/29: The quality of the service received from cemetery staff is excellent.

**ALL RESPONDENTS**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.7%</td>
<td>96.8%</td>
</tr>
</tbody>
</table>

**All State / Tribal Cemeteries**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.6%</td>
<td>96.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.5%</td>
<td>96.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>9619</td>
<td>76.7%</td>
<td>-0.9%</td>
<td>20.1%</td>
<td>2.5%</td>
<td>0.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2017</td>
<td>7644</td>
<td>77.6%</td>
<td>1.1%</td>
<td>18.8%</td>
<td>2.8%</td>
<td>0.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2016</td>
<td>8716</td>
<td>76.5%</td>
<td>3.2%</td>
<td>19.7%</td>
<td>3.2%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 35/29: The quality of the service received from cemetery staff is excellent.

**NEXT OF KIN**

- **Agree:** 19.9% (2018), 19.0% (2017), 19.6% (2016)
- **Strongly agree:** 76.8% (2018), 77.5% (2017), 76.5% (2016)
- Total: 96.7% (2018), 96.5% (2017), 96.1% (2016)

**FUNERAL DIRECTORS**

- **Agree:** 21.8% (2018), 17.2% (2017), 21.0% (2016)
- **Strongly agree:** 74.6% (2018), 79.6% (2017), 76.2% (2016)
- Total: 96.4% (2018), 96.8% (2017), 97.2% (2016)
Question 36/30: The State or Tribal Veterans Cemetery staff was courteous.

**All Respondents**

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>18.3%</td>
<td>79.8%</td>
</tr>
<tr>
<td>2017</td>
<td>17.6%</td>
<td>80.1%</td>
</tr>
<tr>
<td>2016</td>
<td>19.3%</td>
<td>78.4%</td>
</tr>
</tbody>
</table>

**2018 National Report**

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 36/30: The State or Tribal Veterans Cemetery staff was courteous.

**NEXT OF KIN**

- **Agree**
  - 2018: 18.0%
  - 2017: 17.5%
  - 2016: 18.8%
- **Strongly agree**
  - 2018: 80.2%
  - 2017: 80.2%
  - 2016: 78.9%

- **All State / Tribal Cemeteries**
  - **Agree**
    - 2018: 17.5%
    - 2017: 18.0%
    - 2016: 18.8%
  - **Strongly agree**
    - 2018: 80.2%
    - 2017: 80.2%
    - 2016: 78.9%

**FUNERAL DIRECTORS**

- **Agree**
  - 2018: 22.0%
  - 2017: 19.3%
  - 2016: 19.3%
- **Strongly agree**
  - 2018: 74.6%
  - 2017: 78.4%
  - 2016: 78.4%

- **All State / Tribal Cemeteries**
  - **Agree**
    - 2018: 19.3%
    - 2017: 22.0%
    - 2016: 25.1%
  - **Strongly agree**
    - 2018: 78.4%
    - 2017: 74.6%
    - 2016: 72.8%
Question 37/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Overall Satisfaction Measures

Question 37/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

### NEXT OF KIN

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>18.5%</td>
<td>78.7%</td>
<td>97.2%</td>
</tr>
</tbody>
</table>

### FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>18.3%</td>
<td>79.2%</td>
<td>97.3%</td>
</tr>
</tbody>
</table>
Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Overall Satisfaction Measures

Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>18.1%</td>
<td>80.2%</td>
<td>98.3%</td>
</tr>
<tr>
<td>2017</td>
<td>17.8%</td>
<td>80.6%</td>
<td>98.4%</td>
</tr>
<tr>
<td>2018</td>
<td>18.4%</td>
<td>79.9%</td>
<td>98.3%</td>
</tr>
</tbody>
</table>

FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>18.8%</td>
<td>79.5%</td>
<td>98.3%</td>
</tr>
<tr>
<td>2017</td>
<td>22.9%</td>
<td>74.4%</td>
<td>97.3%</td>
</tr>
<tr>
<td>2018</td>
<td>22.9%</td>
<td>75.5%</td>
<td>98.4%</td>
</tr>
</tbody>
</table>
Question 42/36: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Overall Satisfaction Measures

Question 42/36: I would recommend the cemetery to Veteran families during their time of need.

**NEXT OF KIN**

- **Agree**
  - 2018: 15.7%
  - 2017: 16.0%
  - 2016: 15.7%

- **Strongly agree**
  - 2018: 83.2%
  - 2017: 82.9%
  - 2016: 83.2%

- **Agreement Rates**
  - 2018: 98.9%
  - 2017: 98.9%
  - 2016: 98.7%

**FUNERAL DIRECTORS**

- **Agree**
  - 2018: 21.8%
  - 2017: 17.0%
  - 2016: 21.8%

- **Strongly agree**
  - 2018: 75.5%
  - 2017: 80.5%
  - 2016: 75.5%

- **Agreement Rates**
  - 2018: 97.3%
  - 2017: 97.5%
  - 2016: 97.2%
Question 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

**NEXT OF KIN**

- **Agree**: 19.1%, 18.6%, 19.2%
- **Strongly agree**: 79.2%, 79.4%, 78.9%
- **Overall**: 98.3%, 98.0%, 98.1%

**FUNERAL DIRECTORS**

- **Agree**: 24.2%, 21.0%, 24.2%
- **Strongly agree**: 73.0%, 77.2%, 73.6%
- **Overall**: 97.2%, 98.2%, 97.8%
Question 43/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Overall Satisfaction Measures

Question 43/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN

- Agree: 80.2% (2018), 75.6% (2017), 73.0% (2016)
- Strongly agree: 16.2% (2018), 22.4% (2017), 22.8% (2016)

FUNERAL DIRECTORS

- Agree: 73.0% (2018), 78.6% (2017), 74.9% (2016)
- Strongly agree: 23.0% (2018), 18.7% (2017), 22.5% (2016)
Question 45/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 45/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

**NEXT OF KIN**

- **Agree**
  - 2018: 24.9%
  - 2017: 25.5%
  - 2016: 25.5%

- **Strongly agree**
  - 2018: 68.0%
  - 2017: 66.8%
  - 2016: 66.5%

  **Total**
  - 2018: 92.9%
  - 2017: 92.3%
  - 2016: 92.0%

**FUNERAL DIRECTORS**

- **Agree**
  - 2018: 31.1%
  - 2017: 25.2%
  - 2016: 25.2%

- **Strongly agree**
  - 2018: 60.1%
  - 2017: 68.4%
  - 2016: 65.3%

  **Total**
  - 2018: 91.2%
  - 2017: 93.6%
  - 2016: 91.6%
This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribal Veterans Cemeteries’ commitment to patriotism, heritage, maintenance of the cemetery as a national shrine.

Note that due to rounding, some percentages may not sum to 100%.
Question 44/38. I am willing to rely on the state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 44/38. I am willing to rely on the state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

**NEXT OF KIN**

- **Agree**:
  - 2018: 19.4%
  - 2017: 22.7%
  - 2016: 19.4%

- **Strongly agree**:
  - 2018: 78.6%
  - 2017: 74.8%
  - 2016: 78.6%

- **All State / Tribal Cemeteries**
  - 2018: 98.0%
  - 2017: 97.5%
  - 2016: 97.6%

**FUNERAL DIRECTORS**

- **Agree**:
  - 2018: 24.8%
  - 2017: 21.2%
  - 2016: 24.8%

- **Strongly agree**:
  - 2018: 72.1%
  - 2017: 76.7%
  - 2016: 72.1%

- **All State / Tribal Cemeteries**
  - 2018: 96.9%
  - 2017: 97.9%
  - 2016: 97.1%
Question 33/27: The cemetery honors all Veterans and their service to our nation.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Trust

Question 33/27: The cemetery honors all Veterans and their service to our nation.

NEXT OF KIN

Agree  Strongly agree

2018: 17.9%  80.6%  98.5%
2017: 17.5%  80.6%  98.1%
2016: 18.0%  80.2%  98.2%

FUNERAL DIRECTORS

Agree  Strongly agree

2018: 21.0%  77.6%  98.6%
2017: 15.4%  82.4%  97.8%
2016: 18.8%  79.0%  97.8%
Satisfaction with Information and Communication
Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans Cemetery where their loved one was interred.

- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.

- Note that due to rounding, some percentages may not sum to 100%.
Question 8: Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

**NEXT OF KIN**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>88.8%</td>
<td>88.6%</td>
<td>87.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>7.7%</td>
<td>7.9%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>96.5%</td>
<td>96.5%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

**All State / Tribal Cemeteries**

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8967</td>
<td>88.8%</td>
<td>0.2%</td>
<td>7.7%</td>
<td>2.4%</td>
<td>0.7%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2017</td>
<td>7322</td>
<td>88.6%</td>
<td>0.8%</td>
<td>7.9%</td>
<td>2.6%</td>
<td>0.6%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2016</td>
<td>8229</td>
<td>87.8%</td>
<td>0.0%</td>
<td>8.2%</td>
<td>2.8%</td>
<td>0.7%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
Question 5: Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>9051</td>
<td>72.6%</td>
<td>27.4%</td>
</tr>
<tr>
<td>2017</td>
<td>7236</td>
<td>76.0%</td>
<td>24.0%</td>
</tr>
<tr>
<td>2016</td>
<td>8119</td>
<td>76.7%</td>
<td>23.3%</td>
</tr>
</tbody>
</table>
Question 6: How did you learn of these benefits prior to your time of need?

Note: As respondents could select more than one response option, percents may not sum to 100.

Only respondents that indicated "Yes" to Question 5 (NoK) received this question.
Question 7: Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits?

The chart shows the percentage of responses for different communication methods over the years 2016, 2017, and 2018. The chart indicates that E-mail is the most preferred method for conveying information, with a percentage of 17.9% in 2018. Other methods include State or Tribal/VA/NCA website, newsletter/flyer, local newspaper/television news reports, and public events (e.g., parades, speeches), with varying percentages across the years.
Question 9: 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?

**NEXT OF KIN**

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very informed</th>
<th>*Change Score</th>
<th>Somewhat informed</th>
<th>Neither informed nor uninformed</th>
<th>Somewhat uninformed</th>
<th>Very uninformed</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>8921</td>
<td>69.0%</td>
<td>1.4%</td>
<td>23.1%</td>
<td>4.4%</td>
<td>1.8%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>7302</td>
<td>67.6%</td>
<td>1.9%</td>
<td>22.3%</td>
<td>5.3%</td>
<td>2.7%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>8181</td>
<td>65.7%</td>
<td>0.6%</td>
<td>23.9%</td>
<td>5.3%</td>
<td>2.8%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very informed" categories for the row year and the previous year.
Question 23: If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

Only respondents whose loved one was a Veteran received this question.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>7086</td>
<td>63.7%</td>
<td>36.3%</td>
</tr>
<tr>
<td>2017</td>
<td>5161</td>
<td>65.1%</td>
<td>34.9%</td>
</tr>
<tr>
<td>2016</td>
<td>5816</td>
<td>64.3%</td>
<td>35.7%</td>
</tr>
</tbody>
</table>

Only respondents whose loved one was a Veteran received this question.
Question 24: How satisfied were you with the quality (i.e., craftmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from the VA?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>4435</td>
<td>89.4%</td>
<td>4.9%</td>
<td>4.0%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
Question 25: Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.

All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>4435</td>
<td>37.8%</td>
<td>24.9%</td>
<td>32.6%</td>
<td>3.7%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
Question 26: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about?

Note: As respondents could select more than one response option, percents may not sum to 100.
Satisfaction with Information and Communication: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the State or Tribal Veterans Cemetery with which they most frequently do business.

- Measures of overall satisfaction with information and communication are presented first, followed by responses to individual survey questions. This section also presents a question-by-question comparative analysis (Element of Comparison).

- Note that due to rounding, some percentages may not sum to 100%.
Question 10: Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>701</td>
<td>76.2%</td>
<td>-2.5%</td>
<td>17.8%</td>
<td>4.1%</td>
<td>0.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>2017</td>
<td>511</td>
<td>78.7%</td>
<td>0.8%</td>
<td>15.5%</td>
<td>3.5%</td>
<td>2.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2016</td>
<td>697</td>
<td>77.9%</td>
<td>3.7%</td>
<td>15.6%</td>
<td>4.4%</td>
<td>1.9%</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.
Question 5: How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Excellent</th>
<th>*Change Score</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>696</td>
<td>75.9%</td>
<td>1.7%</td>
<td>21.6%</td>
<td>1.9%</td>
<td>0.7%</td>
</tr>
<tr>
<td>2017</td>
<td>493</td>
<td>74.2%</td>
<td>2.7%</td>
<td>22.1%</td>
<td>2.2%</td>
<td>1.4%</td>
</tr>
<tr>
<td>2016</td>
<td>680</td>
<td>71.5%</td>
<td>-1.2%</td>
<td>24.4%</td>
<td>2.5%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the “Excellent” categories for the row year and the previous year.*
Question 6: Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Yes, somewhat well informed</th>
<th>Yes, well informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.3%</td>
<td>78.7%</td>
</tr>
<tr>
<td>17.1%</td>
<td>80.3%</td>
</tr>
<tr>
<td>16.8%</td>
<td>79.9%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year.*
Question 7: In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures?

**FUNERAL DIRECTORS**

- State or Tribal/VA/NCA website: 32.2% (2018), 31.5% (2017), 31.5% (2016)
- Local newspaper/television or news report: 0.6% (2018), 1.7% (2017), 1.4% (2016)
- Public events (e.g. parades, exhibits, speeches): 0.4% (2018), 0.4% (2017), 0.3% (2016)
- Professional association/conventions/meetings: 7.5% (2018), 8.2% (2017), 9.2% (2016)
- Veterans Service Officers: 12.4% (2018), 14.6% (2017), 15.8% (2016)
- Outreach by cemetery staff: 42.8% (2018), 37.6% (2017), 38.2% (2016)
- Other: 4.0% (2018), 5.9% (2017), 6.4% (2016)

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?

Note: As respondents could select more than one response option, percents may not sum to 100.
Question 13: Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>697</td>
<td>87.2%</td>
<td>12.8%</td>
</tr>
<tr>
<td>2017</td>
<td>517</td>
<td>86.7%</td>
<td>13.3%</td>
</tr>
<tr>
<td>2016</td>
<td>702</td>
<td>86.0%</td>
<td>14.0%</td>
</tr>
</tbody>
</table>
Question 16: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>692</td>
<td>92.6%</td>
<td>7.4%</td>
</tr>
<tr>
<td>2017</td>
<td>520</td>
<td>93.8%</td>
<td>6.2%</td>
</tr>
<tr>
<td>2016</td>
<td>706</td>
<td>93.3%</td>
<td>6.7%</td>
</tr>
</tbody>
</table>
Question 9: What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures?

**FUNERAL DIRECTORS**

- **Phone**: 22.4% (2018), 21.8% (2017), 20.1% (2016)
- **Fax**: 9.3% (2018), 9.8% (2017), 8.3% (2016)
- **Letter**: 23.4% (2018), 24.0% (2017), 27.5% (2016)
- **Email**: 40.4% (2018), 40.2% (2017), 39.2% (2016)
- **State or Tribal website**: 1.6% (2018), 1.3% (2017), 2.2% (2016)
- **Newsletter or flyer**: 2.8% (2018), 3.4% (2017), 2.8% (2016)

2018: n = 674   2017: n = 468   2016: n = 651
ELEMENT OF COMPARISON

What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?

Question 3: How long has your funeral home worked with this State or Tribal Veterans Cemetery?

Note: As respondents could select more than one response option, percents may not sum to 100.

Note: Percentages reflect proportions of respondents within each Question 3 subgroup.
Satisfaction with Committal Service(s)  
Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans Cemetery where their loved one was interred.

- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.

- Note that due to rounding, some percentages may not sum to 100%.
Question 17: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

NEX OF KIN

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>8859</td>
<td>89.7%</td>
<td>-0.2%</td>
<td>6.5%</td>
<td>2.8%</td>
<td>0.7%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>7239</td>
<td>89.9%</td>
<td>0.8%</td>
<td>6.2%</td>
<td>2.8%</td>
<td>0.7%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>8103</td>
<td>89.1%</td>
<td>1.2%</td>
<td>6.6%</td>
<td>3.0%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
Question 10: At the committal service, did your family have any of the following special needs or requests?

<table>
<thead>
<tr>
<th>Special Needs or Requests</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit the gravesite</td>
<td>20.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handicapped accommodations</td>
<td>12.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View the burial</td>
<td>13.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional seating at the committal service</td>
<td>1.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific cultural practices</td>
<td>4.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific religious practices</td>
<td>3.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No, my family did not have any special needs or requests</td>
<td>71.2%</td>
<td>68.4%</td>
<td></td>
</tr>
</tbody>
</table>

Note: As respondents could select more than one response option, percents may not sum to 100.
Question 11: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

Respondents that indicated "No, my family did not have any needs or requests" to Question 10 (NoK) did not receive this question.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes, completely</th>
<th>Yes, somewhat</th>
<th>No, and I understand why</th>
<th>No, and I did not understand why</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>2503</td>
<td>85.2%</td>
<td>6.9%</td>
<td>4.4%</td>
<td>3.6%</td>
</tr>
<tr>
<td>2017</td>
<td>2353</td>
<td>84.5%</td>
<td>7.9%</td>
<td>4.4%</td>
<td>3.2%</td>
</tr>
<tr>
<td>2016</td>
<td>2522</td>
<td>83.9%</td>
<td>7.5%</td>
<td>4.7%</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

Respondents that indicated "No, my family did not have any needs or requests" to Question 10 (NoK) did not receive this question.
Question 13: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes, I viewed it online</th>
<th>Yes, the funeral director provided it</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>8994</td>
<td>2.3%</td>
<td>93.1%</td>
</tr>
</tbody>
</table>
Question 14: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

Only respondents that indicated "Yes" to Question 13 (NoK) received this question.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>599</td>
<td>49.9%</td>
<td>-7.2%</td>
<td>42.4%</td>
<td>6.5%</td>
<td>0.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2017</td>
<td>317</td>
<td>57.1%</td>
<td>0.6%</td>
<td>36.3%</td>
<td>6.6%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2016</td>
<td>398</td>
<td>56.5%</td>
<td>1.2%</td>
<td>37.9%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents that indicated "Yes" to Question 13 (NoK) received this question.
Question 15: Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

**NEXT OF KIN**

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>585</td>
<td>94.9%</td>
<td>5.1%</td>
</tr>
<tr>
<td>2017</td>
<td>311</td>
<td>96.8%</td>
<td>3.2%</td>
</tr>
<tr>
<td>2016</td>
<td>393</td>
<td>94.9%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

Only respondents that indicated "Yes" to Question 13 (NoK) received this question.
Question 16: If your loved one received military funeral honors, how satisfied were you with the honors received?

Note: The percentages for 2018 has been re-based by omitting the category 'My loved one did not receive military funeral honors' from the table and charts.
ELEMENT OF COMPARISON

By special need requested, how satisfied was the requestor with the cemetery’s ability to accommodate the request?

Question 10: At the committal service, did your family have any of the following special needs or requests?

Question 11: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

Visit the gravesite  (n=1648)
- Yes, completely: 89.1%
- Yes, somewhat: 5.7%
- No, and I understand why: 2.2%
- No, and I did not understand why: 2.5%

View the burial  (n=1012)
- Yes, completely: 81.5%
- Yes, somewhat: 6.4%
- No, and I understand why: 6.2%
- No, and I did not understand why: 6.1%

Specific religious practices  (n=679)
- Yes, completely: 88.7%
- Yes, somewhat: 2.7%
- No, and I understand why: 6.2%
- No, and I did not understand why: 2.7%

Specific cultural practices  (n=125)
- Yes, completely: 75.2%
- Yes, somewhat: 4.9%
- No, and I understand why: 11.2%

Additional seating at the committal service  (n=326)
- Yes, completely: 77.3%
- Yes, somewhat: 6.4%
- No, and I understand why: 13.8%
- No, and I did not understand why: 2.5%

Handicapped accommodations  (n=366)
- Yes, completely: 85.2%
- Yes, somewhat: 2.2%
- No, and I understand why: 9.8%
- No, and I did not understand why: 2.7%
Committal Service: Next of Kin

ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the State or Tribal Veterans Cemetery by Veteran status.

Question 4: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 17: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?
Satisfaction with Committal Service(s)  
Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the State or Tribal Veterans Cemetery with which they most frequently do business.

- Measures of overall satisfaction with the committal service are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.

- Note that due to rounding, some percentages may not sum to 100%.
Question 17: How easy is the process of scheduling an interment with the State or Tribal Veterans Cemetery?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very easy</th>
<th>*Change</th>
<th>Somewhat easy</th>
<th>Neither easy nor hard</th>
<th>Somewhat hard</th>
<th>Very hard</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>893</td>
<td>65.8%</td>
<td>1.8%</td>
<td>24.1%</td>
<td>7.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>509</td>
<td>64.0%</td>
<td>1.9%</td>
<td>24.8%</td>
<td>7.1%</td>
<td>2.4%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>696</td>
<td>62.1%</td>
<td>-1.0%</td>
<td>25.9%</td>
<td>8.6%</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.*
Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Somewhat satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.3%</td>
<td>73.2%</td>
</tr>
<tr>
<td>21.7%</td>
<td>66.9%</td>
</tr>
<tr>
<td>23.4%</td>
<td>65.2%</td>
</tr>
</tbody>
</table>

- **All State / Tribal Cemeteries**
  - 2018: 92.5%
  - 2017: 88.6%
  - 2016: 88.6%

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>890</td>
<td>73.2%</td>
<td>6.3%</td>
<td>19.3%</td>
<td>5.1%</td>
<td>1.7%</td>
<td>0.7%</td>
</tr>
<tr>
<td>2017</td>
<td>508</td>
<td>66.9%</td>
<td>6.7%</td>
<td>21.7%</td>
<td>7.1%</td>
<td>3.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>2016</td>
<td>692</td>
<td>65.2%</td>
<td>-4.0%</td>
<td>23.4%</td>
<td>6.9%</td>
<td>3.0%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
Question 20: During committal services, how often do you receive the support you need from cemetery staff?

### FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Always</th>
<th>'Change Score</th>
<th>For the most part</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>686</td>
<td>84.3%</td>
<td>-3.6%</td>
<td>12.8%</td>
<td>1.7%</td>
<td>1.2%</td>
</tr>
<tr>
<td>2017</td>
<td>506</td>
<td>87.9%</td>
<td>1.6%</td>
<td>10.1%</td>
<td>1.8%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2016</td>
<td>691</td>
<td>86.3%</td>
<td>4.1%</td>
<td>11.4%</td>
<td>1.7%</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the “Always” categories for the row year and the previous year.*
Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Superior to private cemeteries</th>
<th>*Change Score</th>
<th>Better than private cemeteries</th>
<th>About the same</th>
<th>Worse than private cemeteries</th>
<th>Much worse than private cemeteries</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>690</td>
<td>33.3%</td>
<td>-5.2%</td>
<td>34.5%</td>
<td>30.0%</td>
<td>1.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td>2017</td>
<td>499</td>
<td>38.5%</td>
<td>2.7%</td>
<td>30.7%</td>
<td>28.7%</td>
<td>1.8%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2016</td>
<td>681</td>
<td>35.8%</td>
<td>1.5%</td>
<td>31.0%</td>
<td>31.0%</td>
<td>1.9%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Superior to private cemeteries" categories for the row year and the previous year.
Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery Scheduling Office?

**FUNERAL DIRECTORS**

- **Less than 1 hour**: 58.0% (2018), 53.0% (2017), 50.7% (2016)
- **1 to 2 hours**: 24.1% (2018), 31.3% (2017), 31.3% (2016)
- **3 to 4 hours**: 9.1% (2018), 6.0% (2017), 8.6% (2016)
- **5 to 8 hours**: 1.9% (2018), 2.8% (2017), 2.8% (2016)
- **1 to 2 days**: 6.1% (2018), 6.2% (2017), 6.3% (2016)
- **More than 2 days**: 0.9% (2018), 0.8% (2017), 0.4% (2016)

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Less than 1 hour</th>
<th>1 to 2 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>690</td>
<td>58.0%</td>
<td>24.1%</td>
</tr>
<tr>
<td>2017</td>
<td>504</td>
<td>53.0%</td>
<td>31.3%</td>
</tr>
<tr>
<td>2016</td>
<td>687</td>
<td>50.7%</td>
<td>31.3%</td>
</tr>
</tbody>
</table>

2018: n = 690   2017: n = 504   2016: n = 687
Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Always</th>
<th>'Change Score'</th>
<th>For the most part</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>688</td>
<td>77.0%</td>
<td>1.4%</td>
<td>22.1%</td>
<td>0.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td>2017</td>
<td>505</td>
<td>75.6%</td>
<td>-0.2%</td>
<td>23.6%</td>
<td>0.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2016</td>
<td>689</td>
<td>75.8%</td>
<td>3.4%</td>
<td>23.5%</td>
<td>0.6%</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Always" categories for the row year and the previous year.*
Question 22: If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Somewhat successful</th>
<th>Very successful</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.5%</td>
<td>66.7%</td>
</tr>
<tr>
<td>91.2%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>All State / Tribal Cemeteries</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.8%</td>
</tr>
<tr>
<td>69.9%</td>
</tr>
<tr>
<td>92.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very successful</th>
<th>*Change Score</th>
<th>Somewhat successful</th>
<th>Neither successful nor unsuccessful</th>
<th>Somewhat unsuccessful</th>
<th>Very unsuccessful</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>481</td>
<td>66.7%</td>
<td>-3.2%</td>
<td>24.5%</td>
<td>4.6%</td>
<td>3.1%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2017</td>
<td>359</td>
<td>69.9%</td>
<td>1.8%</td>
<td>22.8%</td>
<td>4.5%</td>
<td>2.2%</td>
<td>0.8%</td>
</tr>
<tr>
<td>2016</td>
<td>479</td>
<td>68.1%</td>
<td>-0.3%</td>
<td>25.3%</td>
<td>4.6%</td>
<td>1.7%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very successful" categories for the row year and the previous year.*
Question 23: How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very easy</th>
<th>*Change Score</th>
<th>Somewhat easy</th>
<th>Neither easy nor hard</th>
<th>Somewhat hard</th>
<th>Very hard</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>703</td>
<td>73.8%</td>
<td>1.6%</td>
<td>19.5%</td>
<td>5.3%</td>
<td>1.4%</td>
</tr>
<tr>
<td>2017</td>
<td>490</td>
<td>72.2%</td>
<td>1.7%</td>
<td>22.2%</td>
<td>3.9%</td>
<td>0.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2016</td>
<td>677</td>
<td>70.5%</td>
<td>1.3%</td>
<td>22.7%</td>
<td>5.2%</td>
<td>0.9%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.*
Question 24: To what extent is the quality of military honors acceptable?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th></th>
<th>Somewhat acceptable</th>
<th>Very acceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>9.7%</td>
<td>88.7%</td>
</tr>
<tr>
<td></td>
<td>97.9%</td>
<td></td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.*
Question 32: The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

![Graph showing the distribution of responses from 2016 to 2018.]

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>701</td>
<td>64.5%</td>
<td>-3.7%</td>
<td>25.1%</td>
<td>6.8%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>478</td>
<td>68.2%</td>
<td>2.2%</td>
<td>24.7%</td>
<td>4.2%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>667</td>
<td>66.0%</td>
<td>-3.2%</td>
<td>28.3%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>
ELEMENT OF COMPARISON

Length of time needed to schedule an interment by satisfaction with length of time needed to schedule an interment

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery Scheduling Office?
ELEMENT OF COMPARISON

Ease of scheduling an interment by satisfaction with length of time needed to schedule an interment

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?
ELEMENT OF COMPARISON

Comparing the level of service at the State or Tribal Veterans Cemetery vs. the level of service at private cemeteries …

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?
Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the State or Tribal Veterans Cemetery where their loved one was interred.

- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.

- Note that due to rounding, some percentages may not sum to 100%.
Question 20: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>8796</td>
<td>82.7%</td>
<td>3.2%</td>
<td>11.1%</td>
<td>4.1%</td>
<td>1.5%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>6994</td>
<td>79.9%</td>
<td>-1.3%</td>
<td>13.4%</td>
<td>4.4%</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>7926</td>
<td>80.8%</td>
<td>0.5%</td>
<td>12.5%</td>
<td>4.6%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
Question 22: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

Respondents that responded "Don't know/the marker or headstone has not yet arrived" to Question 20 (NoK) did not receive this question.
Question 21: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

Respondents that responded "Don't know/the marker or headstone has not yet arrived" to Question 20 (NoK) did not receive this question.
Question 18: Were the headstone, marker, or columbarium niche cover inscription options explained to you?

NEXT OF KIN

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8450</td>
<td>93.4%</td>
<td>6.6%</td>
</tr>
<tr>
<td>2017</td>
<td>7347</td>
<td>84.3%</td>
<td>10.0%</td>
</tr>
<tr>
<td>2016</td>
<td>8187</td>
<td>84.0%</td>
<td>10.0%</td>
</tr>
</tbody>
</table>
Question 19: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8924</td>
<td>92.4%</td>
<td>7.6%</td>
</tr>
<tr>
<td>2017</td>
<td>7114</td>
<td>90.9%</td>
<td>9.1%</td>
</tr>
<tr>
<td>2016</td>
<td>7970</td>
<td>91.2%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>
Satisfaction with Cemetery Appearance and Visitor Accommodations

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribale Veterans Cemeteries’ appearance and visitor accommodations.

- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.

- Note that due to rounding, some percentages may not sum to 100%.
Question 38: The appearance of my loved one's gravesite/columbaria is excellent.

**NEXT OF KIN**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.8%</td>
<td>75.2%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8721</td>
<td>75.2%</td>
<td>20.8%</td>
<td>2.7%</td>
<td>1.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2017</td>
<td>6966</td>
<td>74.8%</td>
<td>20.3%</td>
<td>3.3%</td>
<td>1.1%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2016</td>
<td>7877</td>
<td>73.9%</td>
<td>21.8%</td>
<td>3.2%</td>
<td>0.9%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.
Cemetery Appearance and Visitor Accommodations

Question 31/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.7%</td>
<td>71.4%</td>
<td>25.3%</td>
</tr>
</tbody>
</table>

All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.4%</td>
<td>75.3%</td>
<td>18.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>9319</td>
<td>71.4%</td>
<td>-3.9%</td>
<td>0.1%</td>
</tr>
<tr>
<td>2017</td>
<td>7585</td>
<td>76.3%</td>
<td>2.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>2016</td>
<td>8684</td>
<td>73.3%</td>
<td>-2.4%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Cemetery Appearance and Visitor Accommodations

Question 31/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

**NEXT OF KIN**

- **Agree**
  - All State / Tribal Cemeteries: 73.0%
- **Strongly agree**
  - All State / Tribal Cemeteries: 96.6%

**FUNERAL DIRECTORS**

- **Agree**
  - All State / Tribal Cemeteries: 72.8%
- **Strongly agree**
  - All State / Tribal Cemeteries: 98.4%
Question 32/26: The committal shelter used for the service was private, clean, and free of safety hazards.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Cemetery Appearance and Visitor Accommodations

Question 32/26: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.2%</td>
<td>79.3%</td>
<td>98.5%</td>
</tr>
</tbody>
</table>

All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.3%</td>
<td>79.0%</td>
<td>94.3%</td>
</tr>
</tbody>
</table>

FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.5%</td>
<td>75.8%</td>
<td>98.3%</td>
</tr>
</tbody>
</table>

All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.4%</td>
<td>80.6%</td>
<td>98.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.1%</td>
<td>75.7%</td>
<td>97.8%</td>
</tr>
</tbody>
</table>
Question 34/28: There are sufficient signs within the cemetery to assist visitors.

### ALL RESPONDENTS

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25.6%</td>
<td>66.5%</td>
</tr>
<tr>
<td></td>
<td>24.7%</td>
<td>67.1%</td>
</tr>
<tr>
<td></td>
<td>25.9%</td>
<td>67.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>92.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>91.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>93.0%</td>
</tr>
</tbody>
</table>

Next of Kin and Funeral Director data for this survey item are presented on the following page.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>9516</td>
<td>66.9%</td>
<td>-0.6%</td>
<td>25.6%</td>
<td>5.3%</td>
<td>2.2%</td>
</tr>
<tr>
<td>2017</td>
<td>7554</td>
<td>67.1%</td>
<td>0.0%</td>
<td>24.7%</td>
<td>5.7%</td>
<td>2.3%</td>
</tr>
<tr>
<td>2016</td>
<td>8629</td>
<td>67.1%</td>
<td>-0.9%</td>
<td>25.9%</td>
<td>5.0%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.*
Cemetery Appearance and Visitor Accommodations

Question 34/28: There are sufficient signs within the cemetery to assist visitors.

**NEXT OF KIN**

- **Agree** 25.6% 24.8% 25.8% 67.1% 66.8% 66.3% 92.9% 91.6% 91.9%
- **Strongly agree** 66.3% 66.8% 67.1%

**FUNERAL DIRECTORS**

- **Agree** 26.0% 23.3% 26.5% 68.6% 71.5% 68.0%
- **Strongly agree** 94.6% 94.8% 94.5%
Question 39/33: The information kiosks (i.e., gravesite locators) are helpful to me.

### ALL RESPONDENTS

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.8%</td>
<td>88.3%</td>
</tr>
</tbody>
</table>

### All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.5%</td>
<td>88.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.8%</td>
<td>89.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8184</td>
<td>61.5%</td>
<td>-2.9%</td>
<td>26.8%</td>
<td>10.3%</td>
<td>1.1%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2017</td>
<td>6490</td>
<td>64.4%</td>
<td>0.3%</td>
<td>24.5%</td>
<td>9.4%</td>
<td>1.3%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2016</td>
<td>7426</td>
<td>64.1%</td>
<td>2.1%</td>
<td>25.8%</td>
<td>8.7%</td>
<td>1.1%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 39/33: The information kiosks (i.e., gravesite locators) are helpful to me.

**NEXT OF KIN**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.8%</td>
<td>61.7%</td>
</tr>
<tr>
<td>24.6%</td>
<td>64.5%</td>
</tr>
<tr>
<td>25.6%</td>
<td>64.4%</td>
</tr>
<tr>
<td>27.3%</td>
<td>59.7%</td>
</tr>
</tbody>
</table>

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>27.2%</td>
<td>58.7%</td>
</tr>
<tr>
<td>23.0%</td>
<td>64.1%</td>
</tr>
<tr>
<td>27.3%</td>
<td>59.7%</td>
</tr>
</tbody>
</table>
SECTION DESCRIPTION

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries in comparison to national cemeteries.

- Measures of comparisons between State or Tribal Veterans Cemeteries and National Cemeteries are provided on appearance, quality of service, and honor to Veterans.

- Note that due to rounding, some percentages may not sum to 100%.
Question 46: 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 (specify)
State and Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 47: 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.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>8379</td>
<td>8.0%</td>
<td>-1.5%</td>
<td>7.0%</td>
<td>52.2%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>6929</td>
<td>9.5%</td>
<td>-0.1%</td>
<td>7.6%</td>
<td>51.7%</td>
</tr>
<tr>
<td></td>
<td>2016</td>
<td>7737</td>
<td>9.6%</td>
<td>1.3%</td>
<td>7.6%</td>
<td>51.9%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the “Strongly agree” categories for the row year and the previous year.*
Question 48: Please choose any of the following 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)

Only respondents that indicated "Strongly Agree" or "Agree" to Question 47 (NoK) received this question.
Question 49: Have you visited a VA national cemetery?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8456</td>
<td>54.3%</td>
<td>45.7%</td>
</tr>
<tr>
<td>2017</td>
<td>7158</td>
<td>57.2%</td>
<td>42.8%</td>
</tr>
<tr>
<td>2016</td>
<td>7916</td>
<td>57.1%</td>
<td>42.9%</td>
</tr>
</tbody>
</table>
Question 50: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

Only respondents that indicated "Yes" to Question 49 (NoK) received this question.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>4466</td>
<td>52.8%</td>
<td>34.4%</td>
<td>11.2%</td>
<td>1.4%</td>
<td>0.1%</td>
</tr>
<tr>
<td>2017</td>
<td>3863</td>
<td>55.5%</td>
<td>32.1%</td>
<td>10.5%</td>
<td>1.8%</td>
<td>0.1%</td>
</tr>
<tr>
<td>2016</td>
<td>4322</td>
<td>54.6%</td>
<td>32.8%</td>
<td>10.3%</td>
<td>2.0%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents that indicated "Yes" to Question 49 (NoK) received this question.
Question 51: Based on your visit, the quality of the service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

Only respondents that indicated "Yes" to Question 49 (NoK) received this question.
Question 52: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8417</td>
<td>44.9%</td>
<td>33.0%</td>
<td>19.8%</td>
<td>1.9%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2017</td>
<td>7122</td>
<td>46.3%</td>
<td>32.1%</td>
<td>20.5%</td>
<td>1.7%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2016</td>
<td>8002</td>
<td>44.7%</td>
<td>32.4%</td>
<td>20.8%</td>
<td>2.0%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.*
Appendix A:
Respondent Characteristics
Next of Kin
Funeral Directors

SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Question-by-question comparative analyses (Elements of Comparison) are included as well.
- Note that due to rounding, some percentages may not sum to 100%.
Appendix A: Respondent Characteristics: Next of Kin

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

NEXT OF KIN

- 1-3 times: 34.0% (2018), 31.9% (2017), 24.1% (2016)
- 4-6 times: 24.1% (2018), 22.8% (2017), 23.8% (2016)
- 7-9 times: 17.6% (2018), 11.1% (2017), 8.6% (2016)
- 10 or more times: 11.1% (2018), 12.4% (2017), 9.9% (2016)
- None, I have not visited: 11.1% (2018), 12.4% (2017), 9.9% (2016)

n = 9116
Appendix A: Respondent Characteristics: Next of Kin

Question 2: How far do you reside from the State or Tribal Veterans Cemetery?

NEXT OF KIN

- Less than 15 miles: 20.4%, 21.7%, 23.8%
- 15 to 29 miles: 26.3%, 27.0%, 25.6%
- 30 to 44 miles: 18.7%, 18.6%, 17.5%
- 45 to 59 miles: 9.8%, 9.7%, 9.2%
- 60 to 75 miles: 6.3%, 5.9%, 5.3%
- More than 75 miles: 18.6%, 17.1%, 18.6%

n = 9058
Question 3: Do the following factors limit the number of times you visit where your loved one is interred?

![Bar chart showing the percentage of respondents limiting visits due to various factors.](chart.png)

- **Distance to the State or Tribal Veterans Cemetery** (n=8977):
  - 2018: 47.6%
  - 2017: 43.6%
  - 2016: 43.7%

- **Access to transportation** (n=8720):
  - 2018: 10.0%
  - 2017: 14.4%
  - 2016: 14.4%

- **Health status** (n=8751):
  - 2018: 19.7%
  - 2017: 20.3%
  - 2016: 21.0%

- **Other** (n=8891):
  - 2018: 27.3%
  - 2017: 13.8%
  - 2016: 14.1%

*(Note: 2018: n = 8977   2017: n = 6746   2016: n = 7554)*
Question 27: What is your gender?

<table>
<thead>
<tr>
<th>Gender</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>29.4%</td>
<td>30.2%</td>
<td>30.2%</td>
</tr>
<tr>
<td>Female</td>
<td>70.6%</td>
<td>69.8%</td>
<td>69.8%</td>
</tr>
</tbody>
</table>

n = 9012
Appendix A: Respondent Characteristics: Next of Kin

Question 4: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

NEXT OF KIN

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22.2%</td>
<td>22.2%</td>
<td>22.2%</td>
</tr>
<tr>
<td>No</td>
<td>77.8%</td>
<td>77.8%</td>
<td>77.8%</td>
</tr>
</tbody>
</table>

n = 9108
Question 12: In what religious practice was the burial conducted?

![Bar chart showing the distribution of religious practices for burial among next of kin.]

- Christian: 63.5%
- Catholic: 20.8%
- Muslim: 0.0%
- Jewish: 0.5%
- Buddhist: 0.2%
- Hindu: 0.0%
- Atheist: 0.1%
- Agnostic: 0.3%
- None: 11.9%
- Other: 2.6%

n = 8898
ELEMENT OF COMPARISON

Gender by Veteran Status

Question 27: What is your gender?

Question 4: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

<table>
<thead>
<tr>
<th></th>
<th>Not a Veteran (n=7032)</th>
<th>Veteran (n=1896)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender Female</td>
<td>13.8%</td>
<td>12.9%</td>
</tr>
<tr>
<td>Gender Male</td>
<td>86.2%</td>
<td>87.1%</td>
</tr>
</tbody>
</table>
ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service

Question 27: What is your gender?

Question 35: The quality of service from cemetery staff is excellent.
ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery

Question 27: What is your gender?

Question 42: I would recommend the cemetery to Veteran families during their time of need.
ELEMENT OF COMPARISON

Influence of gender on the perception of overall appearance of the State or Tribal Veterans Cemetery

Question 27: What is your gender?

Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service

Question 28: Are you Hispanic or Latino?

Question 35: The quality of service from cemetery staff is excellent.
Question 28: Are you Hispanic or Latino?

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>3.9%</td>
<td>3.2%</td>
<td>3.1%</td>
</tr>
<tr>
<td>No</td>
<td>96.1%</td>
<td>96.8%</td>
<td>96.9%</td>
</tr>
</tbody>
</table>

n = 8849
ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery

Question 28: Are you Hispanic or Latino?

Question 42: I would recommend the cemetery to Veteran families during their time of need.
Appendix A: Respondent Characteristics: Next of Kin

ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the State or Tribal Veterans Cemetery

Question 28: Are you Hispanic or Latino?

Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.
Appendix A: Respondent Characteristics: Next of Kin

Question 29: What is your race?

NEXT OF KIN

- **White** (n=9108):
  - 2018: 82.4%
  - 2017: 84.9%
  - 2016: 84.8%

- **Black or African American** (n=8764):
  - 2018: 12.4%
  - 2017: 12.3%
  - 2016: 12.8%

- **American Indian or Alaskan Native** (n=8687):
  - 2018: 1.3%
  - 2017: 1.2%
  - 2016: 1.3%

- **Asian** (n=8689):
  - 2018: 2.5%
  - 2017: 2.3%
  - 2016: 2.2%

- **Native Hawaiian or Pacific Islander** (n=8682):
  - 2018: 0.8%
  - 2017: 1.0%
  - 2016: 0.9%

2018: n = 9108  2017: n = 7082  2016: n = 7911
Appendix A: Respondent Characteristics: Next of Kin

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service

Question 29: What is your race?

Question 35: The quality of service received from the cemetery staff was excellent.

![Bar chart showing the influence of race on the perception of quality of service.](chart)

- **Native Hawaiian or Pacific Islander (n=69)**
  - Agree: 91.3%
  - Neutral: 5.8%
  - Disagree: 2.9%

- **Asian (n=216)**
  - Agree: 92.1%
  - Neutral: 5.6%
  - Disagree: 2.3%

- **American Indian or Alaskan Native (n=114)**
  - Agree: 89.5%
  - Neutral: 7.0%
  - Disagree: 3.5%

- **Black or African American (n=1049)**
  - Agree: 89.2%
  - Neutral: 7.9%
  - Disagree: 2.9%

- **White (n=7326)**
  - Agree: 91.3%
  - Neutral: 6.3%
  - Disagree: 2.3%
ELEMENT OF COMPARISON

Influence of race on the perception of overall appearance of the cemetery

Question 29: What is your race?

Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery

Question 29: What is your race?

Question 42: I would recommend the cemetery to Veteran families during their time of need.

<table>
<thead>
<tr>
<th>Race</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>White (n=7430)</td>
<td>93.4%</td>
<td></td>
<td>5.9%</td>
</tr>
<tr>
<td>Black or African American (n=1071)</td>
<td>90.7%</td>
<td>7.8%</td>
<td>1.5%</td>
</tr>
<tr>
<td>American Indian or Alaskan Native (n=115)</td>
<td>90.4%</td>
<td>7.8%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Asian (n=214)</td>
<td>93.5%</td>
<td>5.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Native Hawaiian or Pacific Islander (n=70)</td>
<td>91.4%</td>
<td>4.3%</td>
<td>4.3%</td>
</tr>
</tbody>
</table>
ELEMENT OF COMPARISON

Number of times you have visited the State or Tribal Veterans Cemetery by the distance to cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 2: How far do you reside from the State or Tribal Veterans Cemetery?
ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery

Question 2: How far do you reside from the State or Tribal Veterans Cemetery?

Question 3a: Do 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 State or Tribal Veterans Cemetery

- More than 75 miles (n=1671) 88.8%
- 60 to 75 miles (n=569) 73.6%
- 45 to 59 miles (n=876) 68.2%
- 30 to 44 miles (n=1655) 56.1%
- 15 to 29 miles (n=2275) 30.8%
- Less than 15 miles (n=1757) 5.4%
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3a: Do 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 State or Tribal Veterans Cemetery
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4e: Do the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred: My health status
Appendix A: Respondent Characteristics: Next of Kin

Question 30: Age group

![Age group distribution chart]

n = 8707
Question 2: How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Distance from Cemetery</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 miles</td>
<td>15.5%</td>
<td>15.6%</td>
<td>15.5%</td>
</tr>
<tr>
<td>15 to 29 miles</td>
<td>20.3%</td>
<td>20.4%</td>
<td>20.1%</td>
</tr>
<tr>
<td>30 to 44 miles</td>
<td>18.2%</td>
<td>19.6%</td>
<td>18.4%</td>
</tr>
<tr>
<td>45 to 59 miles</td>
<td>15.8%</td>
<td>12.1%</td>
<td>13.8%</td>
</tr>
<tr>
<td>60 to 75 miles</td>
<td>13.7%</td>
<td>14.1%</td>
<td>15.2%</td>
</tr>
<tr>
<td>More than 75 miles</td>
<td>16.5%</td>
<td>18.2%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

n = 709
Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?

Funeral Directors

Less than 1 year: 2.4%, 4.3%, 1.8%
1 to 4 years: 9.1%, 8.9%, 8.8%
5 to 8 years: 12.6%, 11.0%
9 to 12 years: 11.2%, 11.4%, 10.7%
13 years or more: 54.2%, 53.5%, 55.6%

n = 703
Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 4%</td>
<td>35.6%</td>
<td>38.2%</td>
<td>41.9%</td>
</tr>
<tr>
<td>5 - 9%</td>
<td>16.4%</td>
<td>14.7%</td>
<td>13.6%</td>
</tr>
<tr>
<td>10 - 14%</td>
<td>11.5%</td>
<td>11.5%</td>
<td>10.5%</td>
</tr>
<tr>
<td>15 - 24%</td>
<td>10.3%</td>
<td>9.3%</td>
<td>9.6%</td>
</tr>
<tr>
<td>25 - 49%</td>
<td>12.1%</td>
<td>11.1%</td>
<td>8.8%</td>
</tr>
<tr>
<td>50 - 74%</td>
<td>7.2%</td>
<td>7.1%</td>
<td>8.2%</td>
</tr>
<tr>
<td>75 - 100%</td>
<td>7.0%</td>
<td>7.1%</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

n = 697
Question 12: Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Comparison</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior to private cemeteries</td>
<td>49.6%</td>
<td>53.4%</td>
<td>49.1%</td>
</tr>
<tr>
<td>Better than private cemeteries</td>
<td>35.2%</td>
<td>33.3%</td>
<td>33.7%</td>
</tr>
<tr>
<td>About the same</td>
<td>15.2%</td>
<td>13.1%</td>
<td>16.4%</td>
</tr>
<tr>
<td>Worse than private cemeteries</td>
<td>0.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Much worse than private cemeteries</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

n = 684
Appendix A: Respondent Characteristics: Funeral Directors

Question 14: Are you aware of any State or Tribal Cemetery informational resources on military honors?

FUNERAL DIRECTORS

Yes

No

2018

2017

2016

n = 697

2018

2017

2016

66.1%

68.4%

72.4%

68.4%

33.9%

27.6%

31.6%

n = 697
Appendix A: Respondent Characteristics: Funeral Directors

Question 15: Do you typically provide these informational resources on military honors to next of kin?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>95.4%</td>
<td>4.6%</td>
</tr>
<tr>
<td>2017</td>
<td>93.7%</td>
<td>6.3%</td>
</tr>
<tr>
<td>2016</td>
<td>93.8%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>

n = 457

Only respondents that indicated "Yes" to Question 14 (FD) received this question.
Appendix B: Methodology and Survey Instruments

SECTION DESCRIPTION

■ Presented within this appendix is a detailed description of the methodology used to develop and administer the 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

■ Details about the survey development, the sampling procedure, and the mailing protocol are included.

■ Also included in this appendix is information about the overall survey response rate.

■ Finally, this chapter summarizes the types and number of calls received in the toll-free assistance line established to respond to survey respondents’ questions or concerns about the study.
Appendix B: Methodology and Survey Instrument

Project Background

- To better assess satisfaction with services provided by State or Tribal Veterans Cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with VISTRA, a communications strategy and professional solutions firm, to conduct the 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries. The 2018 survey represents the fifth national administration of this satisfaction survey and the fifth time a web survey option was offered to respondents.

- The State or Tribal Veterans Cemeteries survey was administered to next of kin and funeral directors from July 31, 2018 to September 7, 2018. Mailing data was extracted from NCA’s Automated Monument Application System (AMAS) database and the Burial Operating Support System (BOSS) or records with interment dates from February 1, 2017 to January 31, 2018.

- Surveys were mailed to 20,664 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery 6 to 17 months prior to the survey administration.

- Surveys were mailed to 11,986 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery 6 to 17 months prior to the survey administration.

- This appendix presents the detailed methodology used to conduct the 2018 Survey of Satisfaction with National Cemeteries. It is presented in the following sections:
  
  - Survey Development
  - Sampling
  - Mailing Protocol and Schedule
  - National Response Rates
  - Toll-free Assistance Line

- A detailed break-out of response rates by State or Tribal Veterans Cemetery can be found in Appendix E
Survey Development

Several modifications were made to the 2017 survey instruments to develop the 2018 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2018 questionnaires.

The Next of Kin 2018 survey instrument revisions were as follows:

- Questions added:
  - 12. In what religious practice was the burial conducted?
    - Christian
    - Catholic
    - Muslim
    - Jewish
    - Buddhist
    - Hindu
    - Atheist
    - Agnostic
    - None
    - Other (specify)
  - 24. How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from VA?
    - Very satisfied
    - Somewhat satisfied
    - Neither satisfied nor dissatisfied
    - Somewhat dissatisfied
    - Very dissatisfied
  - 25. Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
  - Information on ordering the Presidential Memorial Certificate was included in the body of the survey.
Questions revised:

3. Which 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)

6. The following answer option was added:
   - Pre-Need Burial Eligibility Determination

13. The following answer options were added:
   - Yes, I viewed it online
   - Yes, the funeral director provided it

16. 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
   - The following answer option was added: My loved one did not receive military funeral honors

30. In what year were you born?

Questions removed:

Your recently deceased loved one was your...
   - Spouse
   - Parent
   - Brother/Sister
   - Son/Daughter (includes stepchildren)
   - Other relative
   - Friend

If your loved one was a Veteran, did your family request military funeral honors?
   - Yes, and honors were provided
   - Yes, but honors were not provided
   - No, did not request military funeral honors
Appendix B: Methodology and Survey Instrument

- Who explained headstone, marker, or columbarium niche cover inscription options to you?
  - National cemetery representative ONLY
  - Funeral director ONLY
  - BOTH the national cemetery representative and the funeral director
  - NEITHER the national cemetery nor the funeral director

- Which of the following inscription options were explained to you? (Mark all that apply)
  - Military service information (e.g., rank, service, valor awards)
  - Emblems of belief (e.g., religious symbols)
  - Terms of endearment (e.g., beloved father)

- After the loss of your loved one...
  a. Did you need bereavement counseling or support?
    - Yes
    - No
  b. Did you seek bereavement counseling or support?
    - Yes
    - No

- Have you contacted VA to find out if you are eligible for VA survivor benefits?
  - Yes
  - No

- Are you eligible for VA survivor benefits?
  - Yes
  - No
  - Don’t know

- Have you applied for VA survivor benefits?
  - Yes
  - No

- The State or Tribal Veterans Cemetery hours of operation meet my needs for visiting my loved one’s gravesite.
  - Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly Disagree
Next of Kin and Funeral Director survey instrument revisions were as follows:

- Questions removed:
  - The maintenance of the cemetery grounds is excellent.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly Disagree
  - The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
  - There is adequate handicap accessibility for visitors who need it.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
  - The availability of restrooms is suitable to accommodate visitors on busy days.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
  - Parking at the cemetery is adequate to accommodate visitors on most days.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
  - The cemetery’s roadways and intersections are safe and easily navigated.
    - Strongly agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
Appendix B: Methodology and Survey Instrument

- Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.
  - Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
- I trust VA to fulfill our country’s commitment to Veterans.
  - Strongly agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Strongly disagree
- I got the service I needed.
  - Strongly agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Strongly disagree
- It was easy to get what I needed.
  - Strongly agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Strongly disagree
- I felt like a valued customer.
  - Strongly agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Strongly disagree
- Please use this space to include comments about any VA services.
Sampling

- VISTRA developed a detailed sampling plan that determined the sample size needed for each State or Tribal Veterans Cemetery to yield valid data at the 95 percent confidence level, assuming a 30 percent response rate. Interments were stratified by quarter and cemetery. A multi-tiered approach was used, depending on the number of interments within each State or Tribal Veterans Cemetery. Within each tier (stratum) a random selection occurred for each cemetery. For cemeteries with 100 or more interments, a random sample of next of kin was drawn based on the required sample size needed to yield a 95% confidence level and a 5% confidence interval. For cemeteries with fewer than 100 interments, the number of survey returns needed to yield a valid sample at the 95 percent confidence level exceeded the population size, given a 30 percent response rate. Consequently, VISTRA sent surveys to the census of next of kin at these cemeteries.

- Based on these two approaches, surveys were sent to 20,664 next of kin.

- VISTRA sent surveys to 11,986 funeral directors. Three sampling frames were developed by VISTRA using the February 2017 to January 2018 interment database provided by NCA. The sampling frames were comprised of funeral directors who: (1) assisted with interments at national cemeteries during the specified time frame; (2) assisted with interments at State or Tribal Veterans Cemeteries during that same period; or (3) who assisted with obtaining memorial products for interments during that period. The three sampling frames had a great degree of overlap because many of the funeral directors assisted with multiple interments. Consequently, files were cleaned to eliminate duplicates within each frame, and across the three frames.

- VISTRA mailed each funeral director three survey instruments contained in one physical survey package: the National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Survey, and the Memorial Products Services Satisfaction Survey. Funeral directors were asked to complete all sections applicable to their experience.

- A primary objective of this survey effort is to monitor changes in the satisfaction of users of State or Tribal Veterans Cemeteries over time. To that end, the data presented within the current set of 2018 survey provide comparisons to survey data collected in 2017 and in 2016.
Mailing Protocol and Schedule

- The mailing protocol consisted of three mailings to the sample of survey participants. Residents of Puerto Rico were mailed Spanish language materials.

- These mailings included:
  - A copy of the questionnaire and a return envelope, along with a cover letter signed by the Executive Director of Cemetery Operations for NCA, requesting their participation
  - A second copy of the questionnaire, a return envelope, and a cover letter
  - A reminder/thank-you postcard following the second mailing

- The mailings took place according to the following schedule:

<table>
<thead>
<tr>
<th>SCHEDULE FOR SURVEY MAILING TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1 – First questionnaire</td>
</tr>
<tr>
<td>07/31/2018</td>
</tr>
<tr>
<td>Task 2 – Second questionnaire</td>
</tr>
<tr>
<td>08/16/2018</td>
</tr>
<tr>
<td>Task 3 – Reminder postcard</td>
</tr>
<tr>
<td>08/24/2018</td>
</tr>
<tr>
<td>Fieldwork completed</td>
</tr>
<tr>
<td>09/07/2018</td>
</tr>
</tbody>
</table>
Appendix B: Methodology and Survey Instrument

National Response Rates

- Nationally, the survey yielded a response rate of 33.8% (47.5% for next of kin and 10.6% for funeral directors).

- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.

- Eligible questionnaires were those that were returned completed and those that were not returned.

- Undeliverable questionnaires were those that were returned undeliverable, blank, incomplete, or with an indication that the recipient was deceased or unable to complete the questionnaire.

- The tables below present survey returns by web and by mail, survey returns by district and information about the overall response rates for the next of kin and funeral director surveys.

<table>
<thead>
<tr>
<th>Survey Returns by Web and Mail</th>
<th>Next of Kin</th>
<th>Funeral Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Completes</td>
<td>560</td>
<td>6.1%</td>
</tr>
<tr>
<td>Paper Completes</td>
<td>8,678</td>
<td>93.9%</td>
</tr>
<tr>
<td>Totals Returned Surveys</td>
<td>9,238</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Survey Response Rates

<table>
<thead>
<tr>
<th></th>
<th>2018 Next of Kin</th>
<th>2018 Funeral Directors</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Sample</strong></td>
<td>20,664</td>
<td>11,986</td>
<td>32,650</td>
</tr>
<tr>
<td><strong>Undeliverable</strong></td>
<td>1,232</td>
<td>470</td>
<td>1,702</td>
</tr>
<tr>
<td><strong>Total Eligible Questionnaires</strong></td>
<td>19,432</td>
<td>11,516</td>
<td>30,948</td>
</tr>
<tr>
<td><strong>Total Returned Surveys</strong></td>
<td>9,238</td>
<td>1,221</td>
<td>10,459</td>
</tr>
<tr>
<td><strong>English Surveys Returned</strong></td>
<td>9,221</td>
<td>1,209</td>
<td>10,420</td>
</tr>
<tr>
<td><strong>Spanish Surveys Returned</strong></td>
<td>27</td>
<td>12</td>
<td>39</td>
</tr>
<tr>
<td><strong>Total Response Rate (Returned/Eligible)</strong></td>
<td>47.5%</td>
<td>10.6%</td>
<td>33.8%</td>
</tr>
<tr>
<td><strong>Confidence Interval</strong></td>
<td>+/- 0.74%</td>
<td>+/- 1.63%</td>
<td>+/- 0.74%</td>
</tr>
</tbody>
</table>
Toll-Free Assistance Line

- To facilitate response during the survey administration period, VISTRA maintained a survey-specific, dedicated, toll-free line where respondents could leave questions. A live agent returned all survey related calls within 24 hours or the next business day.

- Overall, during the survey administration period 975 respondents called the help line with questions pertaining to the three 2018 NCA Customer Satisfaction Surveys. Calls were fielded from August 3, 2018 through September 14, 2018.

- The majority of calls received pertained to one of the following:
  
  - Already completed
    - Due to the condensed fielding period many respondents received a second mailing of the survey and a reminder/thank you postcard prior to VISTRA receiving their completed surveys.
  
  - Survey-related questions
    - Questions varied by caller, but common themes included how to answer a particular question, not understanding terminology on the survey, not understanding the difference between a “national” and “state or tribal” cemetery, and inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it).
  
  - Request to not be contacted
    - Callers requested to be removed from the mailing list for the following reasons: they completed the survey and received a second survey or postcard, they did not want to participate in the survey, or because the next of kin is deceased.
  
  - NCA-related questions and comments
    - Questions varied by caller, but common themes included requesting a Presidential Memorial Certificate, questions or comments about the interment service, and questions or comments about the headstone, marker, or medallion.
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.

**Marking Instructions**

The survey will take about 20 minutes to complete.

Please read each question carefully and respond by marking in the circle of the response that most closely represents your opinion.

- 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 at:

(888) 208-8237
Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.

1. Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?
   - 1 – 3
   - 4 – 6
   - 7 – 9
   - 10 or more
   - None, I have not visited

2. How far do you reside from the State or Tribal Veterans 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

3. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)
   - Distance to the cemetery
   - Access to transportation
   - Health status
   - Other (specify) ______________________

4. Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?
   - Yes
   - No

5. 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 #7

6. 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
   - Other 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 reports
   - Public events (e.g., parades, speeches)
   - Professional/military association meetings

7. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)
   - E-mail
   - 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 (specify) ______________________

8. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?
   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied

9. 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
10. 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
   - Specific religious practices (e.g., blessing the gravesite)
   - Specific 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  \( \rightarrow \) Go To #12

11. 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

12. In what religious practice was the burial conducted?
   - Christian
   - Catholic
   - Muslim
   - Jewish
   - Buddhist
   - Hindu
   - Atheist
   - Agnostic
   - None
   - Other (specify) ......................................................

13. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?
   - Yes, I viewed it online
   - Yes, the funeral director provided it
   - No  \( \rightarrow \) Go To #16

Please indicate your level of agreement with the following statement:
14. 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

15. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?
   - Yes
   - No

16. If your loved one received military funeral honors, how satisfied were you with the honors received?
   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied
   - My loved one did not receive military funeral honors

17. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?
   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied

18. Were the headstone, marker, or columbarium niche cover inscription options explained to you?
   - Yes
   - No
   - Not sure/don’t know

19. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?
   - Yes
   - No

20. 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  \( \rightarrow \) Go To #23
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| 21. When the headstone, marker, or columbarium niche cover arrived, was| ○ Yes  
○ No  
○ Don't know  |
| the inscription accurate?                                              |                                                                          |
| 22. Overall, how satisfied were you with the quality and appearance of | ○ Very satisfied  
○ Somewhat satisfied  
○ Neither satisfied nor dissatisfied  
○ Somewhat dissatisfied  
○ Very dissatisfied  |
| the headstone, marker, or columbarium niche cover when it arrived?      |                                                                          |
| 23. If your loved one was a Veteran, did you receive a Presidential    | ○ Yes  
○ No  → Go To #26  |
| Memorial Certificate?                                                  |                                                                          |
| 24. How satisfied were you with the quality (i.e., craftsmanship, not  | ○ Very satisfied  
○ Somewhat satisfied  
○ Neither satisfied nor dissatisfied  
○ Somewhat dissatisfied  
○ Very dissatisfied  |
| damaged, correct inscription spelling, etc.) of the Presidential       |                                                                          |
| Memorial Certificate received from VA?                                  |                                                                          |
| 26. Looking back at your overall experiences with the State or Tribal  | ○ None, I was well informed  
○ Details of the committal service  
○ Military funeral honors  
○ Location of gravesite  
○ Layout of cemetery (maps)  
○ Directions to cemetery  
○ Presidential Memorial Certificate  
○ Floral policy  
○ Headstone or marker inscription options  |
| Veterans Cemetery, which items would you have liked more information   |                                                                          |
| about? (Mark all that apply)                                           |                                                                          |
| 27. What is your gender?                                               | ○ Male  
○ Female  |
| 28. Are you Hispanic or Latino?                                        | ○ Yes  
○ No  |
| 29. 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  |
| 30. In what year were you born?                                        |                                                                       |
For the following series of statements please indicate your level of agreement.

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

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

33. The cemetery honors all Veterans and their service to our nation.

34. There are sufficient signs within the cemetery to assist visitors.

35. The quality of service received from cemetery staff is excellent.

36. The State or Tribal Veterans Cemetery staff was courteous

37. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive

38. The appearance of my loved one’s gravesite/columbaria is excellent

39. The information kiosks (i.e., gravesite locators) are helpful to me.

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

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

42. I would recommend the cemetery to Veteran families during their time of need.

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

44. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

45. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations
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.

46. 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 (specify)

48. 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)

49. Have you visited a VA national cemetery?
   ○ Yes  ○ No—Go to #52

Please indicate your level of agreement with the following statements.

50. Based on your visit, 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

51. Based on your visit, 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

52. 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
53. 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.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Help Desk at: (888) 208-8237.
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.

Marking Instructions

The survey will take about 20-30 minutes to complete. Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

- 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 at:
888-208-8237
STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Have you conducted business at a State or Tribal Veterans Cemetery within the past 12 months?

○ Yes -> Go to Question 1
○ No -> Please return this survey in the pre-paid envelope provided

1. In the survey packet, look at the form labeled “INSTRUCTIONS FOR COMPLETING THE STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY QUESTION 1” to identify which State or Tribal Veteran Cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.

Please complete this survey based on your experiences at this cemetery within the last 12 months.

2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?
   ○ Less than 15 miles
   ○ 15 to 29 miles
   ○ 30 to 44 miles
   ○ 45 to 59 miles
   ○ 60 to 75 miles
   ○ More than 75 miles

3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?
   ○ Less than 1 year
   ○ 1 to 4 years
   ○ 5 to 8 years
   ○ 9 to 12 years
   ○ 13 years or more
   ○ Don't know

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?
   ○ 1-4%
   ○ 5-9%
   ○ 10-14%
   ○ 15-24%
   ○ 25-49%
   ○ 50-74%
   ○ 75-100%

5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?
   ○ Excellent
   ○ Good
   ○ Fair
   ○ Poor

6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?
   ○ Yes, well informed
   ○ Yes, somewhat well informed
   ○ No, not well informed

7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)
   ○ State or Tribal/VA/NCA website
   ○ Local newspaper/television or news report
   ○ Military funeral honors
   ○ Outreach by cemetery staff
   ○ Professional associations/conventions/meetings
   ○ Veterans Service Officers
   ○ Other (specify):

8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)
   ○ None, I feel well informed
   ○ Eligibility requirements for burial in a State or Tribal Veterans Cemetery
   ○ Scheduling process
   ○ Military funeral honors
   ○ Presidential Memorial Certificates
   ○ Floral policy
   ○ Headstone, marker, or columbarium niche cover inscription options

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)
   ○ Phone
   ○ Fax
   ○ Letter
   ○ Email
   ○ State or Tribal website
   ○ Newsletter or flyer
10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?
   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied

11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?
   - Superior to private cemeteries
   - Better than private cemeteries
   - About the same
   - Worse than private cemeteries
   - Much worse than private cemeteries
   - Don’t know/not applicable

12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?
   - Superior to private cemeteries
   - Better than private cemeteries
   - About the same
   - Worse than private cemeteries
   - Much worse than private cemeteries
   - Don’t know/not applicable

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?
   - Yes
   - No

For general information about eligibility for interment at a State or Tribal Veterans Cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/interment_options/eligible.asp

14. Are you aware of any State or Tribal Cemetery informational resources on military honors?
   - Yes
   - No
   - Go to #16

15. Do you typically provide these information resources on military honors to next of kin?
   - Yes
   - No

16. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?
   - Yes
   - No

17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?
   - Very easy
   - Somewhat easy
   - Neither easy nor hard
   - Somewhat hard
   - Very hard

18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?
   - Less than 1 hour
   - 1 to 2 hours
   - 3 to 4 hours
   - 5 to 8 hours
   - 1 to 2 days
   - More than 2 days

19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?
   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied

20. During committal services, how often do you receive the support you need from cemetery staff?
   - Always
   - For the most part
   - Occasionally
   - Never

21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?
   - Always
   - For the most part
   - Occasionally
   - Never
22. If you are delayed in arriving at the State or Tribal 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

23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?
- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

24. To what extent is the quality of Military honors acceptable?
- Very acceptable
- Somewhat acceptable
- Neither acceptable or unacceptable
- Somewhat unacceptable
- Very unacceptable

For the following series of statements please indicate your level of agreement.

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

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

27. The cemetery honors all Veterans and their service to our nation.

28. There are sufficient signs within the cemetery to assist visitors.

29. The quality of service received from cemetery staff is excellent.

30. The State or Tribal Veterans Cemetery staff was courteous.

31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

33. The information kiosks (i.e., gravesite locators) are helpful to me.

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

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

36. I would recommend the cemetery to Veteran families during their time of need.
For the following series of statements please indicate your level of agreement.

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

38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

40. 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.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

________________________________________________________________________

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:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Help Desk at: (888) 208-8237.
SECTION DESCRIPTION

- This section presents an explanation of how to understand and interpret the graphs and tables used in this report:

  - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “strongly disagree” to “strongly agree”).

  - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses).

  - Element of comparison graphs combine results from two survey items in a single bar graph in order to provide a more detailed look at survey results.

- This appendix should be used in conjunction with the graphs and tables presented throughout this report.
Question Numbers

Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type’s respective graph. When presented together, the first number presented for the question is the question number for next of kin, the second is the question number for funeral directors.

Stacked Bar Graphs

Stacked bar graphs are used in this report to illustrate the results of survey items with a continuous response scale (e.g., “strongly agree” to “strongly disagree”). The graphs depict the frequency of positive responses to an item, while maintaining the distinction between the degree of endorsement (e.g., “agree” and “strongly agree”). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all State or Tribal Veterans Cemeteries survey participants. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.
A survey year key is located to the right of the graph. When data are available, the graph will display data from the current year and the previous year. According to the key in this example, 2018 data are shown by the darkest bar.

A response option key is located at the top of the graph. This key lists the positive response options to the item (e.g., “agree” and “strongly agree”) and depicts the type of shading for each of the two response options. Although the specific response options differ by item, moderate endorsement of the item is always indicated by the patterned section of the bar, while strong endorsement is always indicated by solid shading of the bar. The total length of the bar represents the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). For example, in the graph above, 19% of all State or Tribal Veterans Cemeteries respondents selected “agree” in 2018 and 77.5% selected “strongly agree”, so in total, 96.5% of participants responded positively to this item.
Data Tables

Accompanying each stacked bar graph is a data table that presents detailed item-level results for the current year and the previous year (when available). At the national level and for each MSN, the total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>9638</td>
<td>76.6%</td>
<td>-1.0%</td>
<td>20.1%</td>
<td>2.5%</td>
<td>0.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2017</td>
<td>7254</td>
<td>77.6%</td>
<td>1.1%</td>
<td>18.9%</td>
<td>2.8%</td>
<td>0.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2016</td>
<td>8716</td>
<td>76.5%</td>
<td></td>
<td>19.7%</td>
<td>3.2%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the “Strongly agree” categories for the row year and the previous year.

Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., “strongly agree,” “very satisfied”) for the row year versus the previous year. For example, in the above table 76.6% of respondents selected “strongly agree” in 2018, while 77.6% selected this option in 2017. The change score was calculated as follows: 76.6% - 77.6% = -1%.

Although 2016 data are not presented in the table, the 2017 change score represents the difference between the percentage of respondents selecting “strongly agree” in 2017 and in 2016.

Positive change scores indicate an improvement since the previous year, while negative change scores indicate a decline in the percentage of participants who selected the most positive response option.
Standard Bar Graphs

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “strongly disagree” to “strongly agree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses such as relation to the deceased or types of communication).

Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The shading selection to designate each year's data is presented in the survey year key. In the above example, 2018 data are represented by the dark top gray bars, 2017 data are represented by the middle light gray bars, and 2016 data are represented by the bottom gray bars. Thus, 22.0% of respondents selected option A in 2018, 24.6% selected A in 2017, and 25.2% selected A in 2016.

The graph above depicts an example item in which respondents could select only one option, so that for each year, data will sum to approximately 100% across the possible response options (the total may vary slightly due to rounding).
Appendix C: Users Guide

Items on which respondents were instructed to “mark all that apply” may also be depicted with standard bar graphs, but responses will likely sum to greater than 100%. Despite this difference, the graphs can be interpreted in the same manner.

Data tables are not provided for these items because the standard bar graphs depict the full range of response options, unlike the stacked bar graphs that present only the positive response options.

Since a data table is not provided, the total number of respondents for each of the three years is presented at the bottom of the graph.
Element of Comparison Bar Graphs

Element of comparison graphs combine results from two survey items in a single bar graph. The response options to one item are presented along the vertical axis. Then, data are divided within each of those response options based upon the response frequencies for the second item.

In the sample graph below, responses of “yes” to Question 2 are gray, while responses of “no” to Question 2 are shaded. Within each of the Question 1 response options, the two rows sum to 100% because the percentages are based upon the number of participants who selected each Question 1 response option. For example, the following conclusion could be derived from the sample graph: “Of those who selected A on Question 1, 95% selected “no” on Question 2, while 5% selected “yes” on Question 2.”

Thus, the element of comparison graphs provide additional information beyond the graphs of a single survey item because they can help to explain who is selecting each response option.

For example, the sample graph indicates that those who selected A and B on Question 1 were more likely to select “no” for Question 2, while those who selected D through F on Question 1 were more likely to select “yes” for Question 2.
Appendix D:
Question Locator

SECTION DESCRIPTION

- Appendix D provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.
# Questions for All Participants

<table>
<thead>
<tr>
<th>Question #</th>
<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>NK 31</td>
<td>The upkeep of the headstones, markers, or columbarium niche covers is excellent.</td>
<td>84-85</td>
</tr>
<tr>
<td>FD 25</td>
<td>The committal shelter used for the service was private, clean, and free of safety hazards.</td>
<td>86-87</td>
</tr>
<tr>
<td>32 26</td>
<td>The cemetery honors all Veterans and their service to our nation.</td>
<td>30-31</td>
</tr>
<tr>
<td>33 27</td>
<td>There are sufficient signs within the cemetery to assist visitors.</td>
<td>88-89</td>
</tr>
<tr>
<td>34 28</td>
<td>The quality of service received from cemetery staff is excellent.</td>
<td>11-12</td>
</tr>
<tr>
<td>35 29</td>
<td>The State or Tribal Veterans Cemetery staff was courteous.</td>
<td>13-14</td>
</tr>
<tr>
<td>36 30</td>
<td>The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.</td>
<td>15-16</td>
</tr>
<tr>
<td>37 31</td>
<td>The information kiosks (i.e., gravesite locators) are helpful to me.</td>
<td>90-91</td>
</tr>
<tr>
<td>39 33</td>
<td>The overall appearance of the State or Tribal Veterans Cemetery is excellent.</td>
<td>17-18</td>
</tr>
<tr>
<td>40 34</td>
<td>Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.</td>
<td>21-22</td>
</tr>
<tr>
<td>41 35</td>
<td>I would recommend the cemetery to Veteran families during their time of need.</td>
<td>19-20</td>
</tr>
<tr>
<td>42 36</td>
<td>I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.</td>
<td>23-24</td>
</tr>
<tr>
<td>43 37</td>
<td>I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.</td>
<td>28-29</td>
</tr>
<tr>
<td>44 38</td>
<td>My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.</td>
<td>25-26</td>
</tr>
</tbody>
</table>
## Questions for Next of Kin (Questions: 1 – 15)

<table>
<thead>
<tr>
<th>Question #</th>
<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?</td>
<td>A-2</td>
</tr>
<tr>
<td>2</td>
<td>How far do you reside from the State or Tribal Veterans Cemetery?</td>
<td>A-3</td>
</tr>
<tr>
<td>3</td>
<td>Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?</td>
<td>A-4</td>
</tr>
<tr>
<td>4</td>
<td>Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?</td>
<td>A-6</td>
</tr>
<tr>
<td>5</td>
<td>Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?</td>
<td>34</td>
</tr>
<tr>
<td>6</td>
<td>How did you learn of these benefits prior to your time of need? <em>(Mark all that apply)</em></td>
<td>35</td>
</tr>
<tr>
<td>7</td>
<td>Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? <em>(Mark only one)</em></td>
<td>36</td>
</tr>
<tr>
<td>8</td>
<td>Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?</td>
<td>33</td>
</tr>
<tr>
<td>9</td>
<td>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?</td>
<td>37</td>
</tr>
<tr>
<td>10</td>
<td>At the committal service, did your family have any of the following special needs or requests? <em>(Mark all that apply)</em></td>
<td>54</td>
</tr>
<tr>
<td>11</td>
<td>Was the cemetery able to accommodate these special needs or requests to your satisfaction?</td>
<td>55</td>
</tr>
<tr>
<td>12</td>
<td>In what religious practice was the burial conducted?</td>
<td>A-7</td>
</tr>
<tr>
<td>13</td>
<td>Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?</td>
<td>56</td>
</tr>
<tr>
<td>14</td>
<td>The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.</td>
<td>57</td>
</tr>
<tr>
<td>15</td>
<td>Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?</td>
<td>58</td>
</tr>
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</table>
## Questions for Next of Kin (Questions: 16 – 30)

<table>
<thead>
<tr>
<th>Question #</th>
<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>If your loved one received military funeral honors, how satisfied were you with the honors received?</td>
<td>59</td>
</tr>
<tr>
<td>17</td>
<td>Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?</td>
<td>53</td>
</tr>
<tr>
<td>18</td>
<td>Were the headstone, marker, or columbarium niche cover inscription options explained to you?</td>
<td>80</td>
</tr>
<tr>
<td>19</td>
<td>Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</td>
<td>81</td>
</tr>
<tr>
<td>20</td>
<td>How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</td>
<td>77</td>
</tr>
<tr>
<td>21</td>
<td>When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</td>
<td>79</td>
</tr>
<tr>
<td>22</td>
<td>Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</td>
<td>78</td>
</tr>
<tr>
<td>23</td>
<td>If your loved one was a veteran, did you receive a Presidential Memorial Certificate?</td>
<td>38</td>
</tr>
<tr>
<td>24</td>
<td>How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from VA?</td>
<td>39</td>
</tr>
<tr>
<td>25</td>
<td>Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</td>
<td>40</td>
</tr>
<tr>
<td>26</td>
<td>Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? <em>(Mark all that apply)</em></td>
<td>41</td>
</tr>
<tr>
<td>27</td>
<td>What is your gender?</td>
<td>A-5</td>
</tr>
<tr>
<td>28</td>
<td>Are you Hispanic or Latino?</td>
<td>A-13</td>
</tr>
<tr>
<td>29</td>
<td>What is your race? <em>(Mark one or more)</em></td>
<td>A-16</td>
</tr>
<tr>
<td>30</td>
<td>In what year were you born?</td>
<td>A-24</td>
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## Questions for Next of Kin (Questions: 38 – 52)

<table>
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<th>Question #</th>
<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>38</td>
<td>The appearance of my loved one’s gravesite/columbaria is excellent.</td>
<td>83</td>
</tr>
<tr>
<td>46</td>
<td>Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one’s interment. <em>(Mark all that apply)</em></td>
<td>93</td>
</tr>
<tr>
<td>47</td>
<td>Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one’s interment. <em>(Mark all that apply)</em></td>
<td>94</td>
</tr>
<tr>
<td>48</td>
<td>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. <em>(Mark all that apply)</em></td>
<td>95</td>
</tr>
<tr>
<td>49</td>
<td>Have you visited a VA national cemetery?</td>
<td>96</td>
</tr>
<tr>
<td>50</td>
<td>Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</td>
<td>97</td>
</tr>
<tr>
<td>51</td>
<td>Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</td>
<td>98</td>
</tr>
<tr>
<td>52</td>
<td>The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.</td>
<td>99</td>
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## Appendix D: Question Locator

### Questions for Funeral Directors (Questions: 2 – 15)

<table>
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<tr>
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<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?</td>
<td>A-25</td>
</tr>
<tr>
<td>3</td>
<td>How long has your funeral home worked with the State or Tribal Veterans Cemetery?</td>
<td>A-26</td>
</tr>
<tr>
<td>4</td>
<td>Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?</td>
<td>A-27</td>
</tr>
<tr>
<td>5</td>
<td>How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?</td>
<td>44</td>
</tr>
<tr>
<td>6</td>
<td>Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?</td>
<td>45</td>
</tr>
<tr>
<td>7</td>
<td>In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? <em>(Mark only one)</em></td>
<td>46</td>
</tr>
<tr>
<td>8</td>
<td>What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? <em>(Mark all that apply)</em></td>
<td>47</td>
</tr>
<tr>
<td>9</td>
<td>What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? <em>(Mark only one)</em></td>
<td>50</td>
</tr>
<tr>
<td>10</td>
<td>Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?</td>
<td>43</td>
</tr>
<tr>
<td>11</td>
<td>Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?</td>
<td>66</td>
</tr>
<tr>
<td>12</td>
<td>Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?</td>
<td>A-28</td>
</tr>
<tr>
<td>13</td>
<td>Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?</td>
<td>48</td>
</tr>
<tr>
<td>14</td>
<td>Are you aware of any State or Tribal Cemetery informational resources on military honors?</td>
<td>A-29</td>
</tr>
<tr>
<td>15</td>
<td>Do you typically provide these information resources on military honors to next of kin?</td>
<td>A-30</td>
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### Questions for Funeral Directors (Questions: 16 – 32)

<table>
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<th>Report Page #</th>
</tr>
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<tbody>
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<td>16</td>
<td>Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?</td>
<td>49</td>
</tr>
<tr>
<td>17</td>
<td>How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?</td>
<td>63</td>
</tr>
<tr>
<td>18</td>
<td>How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?</td>
<td>67</td>
</tr>
<tr>
<td>19</td>
<td>Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?</td>
<td>64</td>
</tr>
<tr>
<td>20</td>
<td>During committal services, how often do you receive the support you need from the cemetery staff?</td>
<td>65</td>
</tr>
<tr>
<td>21</td>
<td>Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?</td>
<td>68</td>
</tr>
<tr>
<td>22</td>
<td>If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?</td>
<td>69</td>
</tr>
<tr>
<td>23</td>
<td>How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?</td>
<td>70</td>
</tr>
<tr>
<td>24</td>
<td>To what extent is the quality of Military honors acceptable?</td>
<td>71</td>
</tr>
<tr>
<td>32</td>
<td>The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services</td>
<td>72</td>
</tr>
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</table>
Appendix E: Response Rates and Data Confidence

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates and confidence intervals for each cemetery included in the 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries.
The table below presents response rates and confidence intervals for each cemetery included in the 2018 Survey of Satisfaction with State or Tribal Veterans Cemeteries. A description of each of these terms is provided below.

**Response Rates**

The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Please note that if the number of surveys at a particular State or Tribal Veterans Cemetery was low enough to make the findings unusable, no report was developed.

**Confidence Intervals**

Next of kin data in this report represent information gathered from a sample that can be generalized to the entire next of kin population. A confidence interval is calculated to determine the range around each sample mean estimate to provide the likelihood of where the true mean of the population would fall within a given confidence level (i.e., 95%). Sample size is one component used to calculate the confidence interval, so larger samples result in less variability.

The confidence interval (at 95%) for the next of kin sample is +/- 0.74%. The confidence interval (at 95%) for the funeral directors sample is +/- 1.63%.

For example, if 80% of next of kin reported satisfaction with the maintenance of the cemetery grounds, with a confidence interval of ± 4%, it can be assumed with 95% confidence that the satisfaction with the maintenance of the cemetery is between 76% and 84%.

All unique funeral homes were mailed a survey. Had all funeral homes returned the survey, this would be a complete census of the population and would reduce the chance of error to be zero in the mean resulting in a confidence interval of 0. Since not all funeral homes returned the survey, confidence intervals were produced based on the sample of funeral homes that responded to the survey.
## RESPONSE RATES AND CONFIDENCE INTERVALS

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Next of Kin</th>
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<th>Funeral Directors</th>
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<td>Response Rate</td>
<td>95% Confidence Interval</td>
<td>Returned N</td>
<td>Response Rate</td>
<td>95% Confidence Interval</td>
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<td>Alabama State Veterans Memorial Cemetery</td>
<td>157</td>
<td>54.1%</td>
<td>5.3%</td>
<td>6</td>
<td>30.0%</td>
<td>31.5%</td>
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<tr>
<td>Albert G. Horton, Jr. Memorial Veterans Cemetery</td>
<td>222</td>
<td>40.0%</td>
<td>5.0%</td>
<td>7</td>
<td>9.0%</td>
<td>20.3%</td>
</tr>
<tr>
<td>Arizona Veterans Memorial Cemetery at Marana</td>
<td>115</td>
<td>52.0%</td>
<td>6.3%</td>
<td>3</td>
<td>27.8%</td>
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<td>Arkansas State Veterans Cemetery</td>
<td>178</td>
<td>39.8%</td>
<td>5.6%</td>
<td>13</td>
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<tr>
<td>Bg William C Doyle Veterans Cemetery</td>
<td>473</td>
<td>42.0%</td>
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<td>45</td>
<td>13.9%</td>
<td>9.4%</td>
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<tr>
<td>California Central Coast Veterans Cemetery</td>
<td>183</td>
<td>52.1%</td>
<td>5.0%</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Central Louisiana Veterans Cemetery</td>
<td>48</td>
<td>42.1%</td>
<td>10.7%</td>
<td>3</td>
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<td>32.8%</td>
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<tr>
<td>Central Texas State Veterans Cemetery</td>
<td>179</td>
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<td>5.4%</td>
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<tr>
<td>Central Wisconsin Veterans Memorial Cemetery</td>
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<td>7.6%</td>
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<td>29.6%</td>
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<tr>
<td>Cheltenham Veterans Cemetery</td>
<td>132</td>
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</tr>
<tr>
<td>Coastal Bend Veterans Cemetery</td>
<td>125</td>
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<tr>
<td>Crownsville Veterans Cemetery</td>
<td>183</td>
<td>40.8%</td>
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</tr>
<tr>
<td>Delaware Veterans Memorial Cemetery-Sussex Co.</td>
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<tr>
<td>Donel Kinnard Memorial State Veterans Cemetery</td>
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<td>9.2%</td>
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## RESPONSE RATES AND CONFIDENCE INTERVALS

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<th>95% Confidence Interval</th>
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<th>Response Rate</th>
<th>95% Confidence Interval</th>
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<tr>
<td>Garrison Forest Veterans Cemetery</td>
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<td>Georgia Veterans Memorial Cemetery</td>
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<td>Georgia Veterans Memorial Cemetery - Glennville</td>
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<td>Kansas Veterans Cemetery at Fort Riley</td>
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<td>M.J. Dolly Cooper Veterans Cemetery</td>
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<td>6.2%</td>
<td>12</td>
<td>29.3%</td>
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## RESPONSE RATES AND CONFIDENCE INTERVALS

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<td>Middle Tennessee State Veterans Cemetery</td>
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<td>Mississippi State Veterans Memorial Cemetery</td>
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<td>Missouri State Veterans Cemetery/Jacksonville</td>
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<td>43.3%</td>
<td>20.6%</td>
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<td>17.5%</td>
<td>20.5%</td>
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<tr>
<td>Missouri Veterans Cemetery At Bloomfield</td>
<td>130</td>
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<td>28.2%</td>
<td>22.8%</td>
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<td>11.3%</td>
<td>24.1%</td>
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<td>North Dakota Veterans Cemetery</td>
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<td>18.4%</td>
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<tr>
<td>Northern California Veterans Cemetery at Redding</td>
<td>152</td>
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<td>5.9%</td>
<td>8</td>
<td>66.7%</td>
<td>19.7%</td>
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<tr>
<td>Northern Nevada Veterans Memorial Cemetery</td>
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<td>110</td>
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<td>Rhode Island Veteran Memorial Cemetery</td>
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<td>10.8%</td>
<td>20.5%</td>
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## RESPONSE RATES AND CONFIDENCE INTERVALS

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Next of Kin</th>
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<th>Funeral Directors</th>
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<td></td>
<td>Returned N</td>
<td>Response Rate</td>
<td>95% Confidence Interval</td>
<td>Returned N</td>
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<td>Rio Grande Valley State Veterans Cemetery</td>
<td>98</td>
<td>42.2%</td>
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<td>Rocky Gap Veterans Cemetery</td>
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<tr>
<td>West Tennessee Veterans Cemetery</td>
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<tr>
<td>Western Montana State Veterans Cemetery</td>
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</table>

The funeral director confidence intervals and response rates are provided by cemetery but, note, that sample sizes are small so figures are not reliable guides.