2019 STATE OR TRIBAL VETERANS CEMETERIES
Satisfaction Survey

National Report

August 2019
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Executive Summary

SECTION DESCRIPTION

- This section presents a brief introduction to the National Cemetery Administration’s 2019 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’s (NCA) 2019 State or Tribal Veterans Cemeteries Survey of Satisfaction, representing the sixth national administration of the survey.

- The STVC survey was fielded to next of kin from October 15, 2018 to July 2, 2019, and to funeral directors from March 1, 2019 to July 2, 2019 at 96 active State or Tribal Veterans Cemeteries.

- 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 19,605 next of kin who had interred a loved one during the time period of February 1, 2018 through January 31, 2019. The survey was also mailed to 12,610 funeral directors who had worked with State or Tribal Veterans Cemeteries during the designated time period.

- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. No surveys were sent to next of kin about Tribal Veterans Cemeteries. A total of six funeral directors completed the survey about a Tribal Veterans Cemetery.

- For the first time since the survey’s inception, a quarterly mailing of the next of kin survey was implemented in 2019 rather than one annual mailing as had been previously done. As a result, NCA is surveying next of kin within three to six months of the interment.

- The 2019 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.
Executive Summary

Report Overview

- Survey findings are presented in nine sections in this report. The first section, “Overall Satisfaction Measures,” presents findings from 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 separately.

- The remaining eight sections present survey findings on specific areas of satisfaction for each patron group (next of kin and funeral directors). Each section begins with 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.

- Five appendices follow the main body of the report. They are:
  - **Appendix A: Respondent Characteristics** – presents self-reported 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. Copies of the 2019 next of kin and funeral director surveys are also in this appendix.
  - **Appendix C: Users Guide** – presents an explanation of how to read 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** – presents response rates for each State or Tribal Veterans Cemetery included in the survey.
Highlights of Findings

Overall Satisfaction Measures

- Overall, 98.0 percent of all respondents (98.1% of next of kin and 96.4% of funeral directors) agreed or strongly agreed that they were satisfied with their experience at State or Tribal Veterans Cemeteries.

- 97.0 percent of all respondents (97.0% 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.

- 98.0 percent of all respondents (98.1% of next of kin and 97.4% of funeral directors) agreed or strongly agreed that staff at State or Tribal Veterans Cemeteries was courteous.

- 97.1 percent of all respondents (97.1% of next of kin and 96.8% of funeral directors) agreed or strongly agreed that the State or Tribal Veterans Cemeteries staff was professional (knowledgeable, helpful, and responsive).

- 98.7 percent of all respondents (98.8% of next of kin and 97.4% of funeral directors) agreed or strongly agreed the overall appearance of their State or Tribal Veterans Cemeteries was excellent.

- 98.9 percent of respondents (99.1% of next of kin and 96.8% 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 96.6% 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 98.8% of funeral directors) agreed or strongly agreed that State or Tribal Veterans Cemeteries honor all Veterans and their service to our nation.
Executive Summary

Highlights of Findings (continued)

Information & Communication

- 96.7 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 (50.6%), Funeral home (21.0%) and Veterans Service Organization (20.3%).

- Next of kin selected Newsletter/flyer (26.9%) and E-mail (21.3%) as the two best ways for State or Tribal Veterans Cemeteries to convey information regarding benefits, prior to their time of need.

- 93.7 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. 96.8 percent characterized this communication as excellent or good.

- Funeral directors indicated that Outreach by cemetery staff (38.8%) provides them the most information about State or Tribal Veterans Cemetery policies and procedures. Funeral directors noted that E-mail (38.0%) and Letter (26.1%) 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.

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

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

- 69.8 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 28.7 percent indicated that service was about the same as the service provided by private cemeteries.
Executive Summary

Highlights of Findings (continued)

Headstones, Markers, and Columbarium Niche Covers

◼ 94.2 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.

◼ 94.3 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.

◼ 96.5 percent of next of kin reported that when the headstone, marker, or columbarium niche cover arrived, the inscription was accurate. 3.5 percent reported the inscription was inaccurate, and no one reported they did not know.

Cemetery Appearance and Visitor Accommodations

◼ 96.1 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 97.8% of funeral directors) agreed or strongly agreed the upkeep of headstones, markers, and columbarium niche covers was excellent.

◼ 98.6 percent of all respondents (98.7% of next of kin and 97.9% of funeral directors) agreed or strongly agreed the committal shelter used for the service was private, clean, and free of safety hazards.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

◼ 13.9 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.

◼ 89.2 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.

◼ 80.9 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.

◼ 80.0 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.
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.

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, and the second is the question number for funeral directors.

Due to rounding, some percentages may not sum to 100%.
Question 35/29: The quality of the service received from cemetery staff is excellent.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
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<td>9544</td>
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<td>3.1%</td>
<td>17.1%</td>
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</tr>
<tr>
<td>2018</td>
<td>9619</td>
<td>76.7%</td>
<td>-0.9%</td>
<td>20.1%</td>
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<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>
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*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.
Overall Satisfaction Measures

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

**NEXT OF KIN**

- **Agree**: 10.8% (2019), 19.9% (2018), 16.8% (2017)
- **Strongly agree**: 80.2% (2019), 77.5% (2018), 80.2% (2017)
- **Total**: 97.0% (2019), 96.7% (2018), 97.0% (2017)

**All State / Tribal Cemeteries**

- **Agree**: 19.9% (2019), 76.8% (2018), 75.5% (2017)
- **Strongly agree**: 77.5% (2019), 76.8% (2018), 75.5% (2017)
- **Total**: 96.3% (2019), 96.7% (2018), 96.3% (2017)

**FUNERAL DIRECTORS**

- **Agree**: 20.9% (2019), 75.5% (2018), 75.5% (2017)
- **Strongly agree**: 77.5% (2019), 76.8% (2018), 75.5% (2017)
- **Total**: 96.4% (2019), 96.4% (2018), 96.4% (2017)

**All State / Tribal Cemeteries**

- **Agree**: 21.8% (2019), 74.6% (2018), 75.5% (2017)
- **Strongly agree**: 79.6% (2019), 76.8% (2018), 75.5% (2017)
- **Total**: 96.8% (2019), 96.4% (2018), 96.4% (2017)
Overall Satisfaction Measures

Question 36/30: The State or Tribal Veterans Cemetery staff was courteous.

ALL RESPONDENTS

![Bar chart showing distribution of responses]

<table>
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<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
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<th>Disagree</th>
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<tr>
<td>2017</td>
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<td>17.6%</td>
<td>1.8%</td>
<td>0.3%</td>
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*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 36/30: The State or Tribal Veterans Cemetery staff was courteous.

**NEXT OF KIN**

<table>
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<th>Agree</th>
<th>Strongly agree</th>
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<tr>
<td>15.0%</td>
<td>83.1%</td>
<td>98.1%</td>
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<th>Agree</th>
<th>Strongly agree</th>
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<tr>
<td>18.0%</td>
<td>80.2%</td>
<td>98.2%</td>
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<th>Agree</th>
<th>Strongly agree</th>
<th>All State / Tribal Cemeteries</th>
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<tbody>
<tr>
<td>17.5%</td>
<td>80.2%</td>
<td>97.7%</td>
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**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Agree</th>
<th>Strongly agree</th>
<th>All State / Tribal Cemeteries</th>
</tr>
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<tbody>
<tr>
<td>20.9%</td>
<td>76.5%</td>
<td>97.4%</td>
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<tbody>
<tr>
<td>22.0%</td>
<td>74.6%</td>
<td>96.6%</td>
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<tr>
<td>19.3%</td>
<td>78.4%</td>
<td>97.7%</td>
</tr>
</tbody>
</table>
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

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<td>15.9%</td>
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<td>97.1%</td>
<td>18.5%</td>
<td>78.7%</td>
<td>97.2%</td>
<td>97.0%</td>
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FUNERAL DIRECTORS

<table>
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<th></th>
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<th>2018</th>
<th>2017</th>
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<td>20.4%</td>
<td>76.4%</td>
<td>96.8%</td>
<td>22.7%</td>
<td>74.4%</td>
<td>97.1%</td>
<td>97.3%</td>
</tr>
</tbody>
</table>
Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

Overall Satisfaction Measures

**ALL RESPONDENTS**

![Bar Chart](chart.png)

- Strongly agree: 82.8%
- Agree: 15.9%
- Neither/nor: 0.7%
- Disagree: 0.1%
- Strongly disagree: 0.1%

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>*Change Score</th>
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<td></td>
<td>2017</td>
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<td>18.1%</td>
<td>1.3%</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.

2019 STVC National Report

August 2019
Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

### NEXT OF KIN

- **Agree**: 15.4%
- **Strongly agree**: 81.4%
- **Total**: 98.8%

### All State / Tribal Cemeteries

- **Agree**: 17.8%
- **Strongly agree**: 80.6%
- **Total**: 98.4%

### FUNERAL DIRECTORS

- **Agree**: 22.5%
- **Strongly agree**: 74.9%
- **Total**: 97.4%

### All State / Tribal Cemeteries

- **Agree**: 22.9%
- **Strongly agree**: 74.4%
- **Total**: 97.3%

- **Agree**: 18.8%
- **Strongly agree**: 79.5%
- **Total**: 98.3%
Question 42/36: I would recommend the cemetery to Veteran families during their time of need.

**ALL RESPONDENTS**

- Strongly agree: **83.9%**
- Agree: **15.0%**
- Neither/nor: **0.8%**
- Disagree: **0.1%**
- Strongly disagree: **0.1%**

**All State / Tribal Cemeteries**

- Strongly agree: **82.6%**
- Agree: **16.2%**
- Neither/nor: **1.0%**
- Disagree: **0.1%**
- Strongly disagree: **0.1%**

<table>
<thead>
<tr>
<th>Year</th>
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<th>Strongly agree</th>
<th>Change Score</th>
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<td>2018</td>
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<td>16.2%</td>
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<tr>
<td>2017</td>
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<td>0.3%</td>
<td>16.1%</td>
<td>1.0%</td>
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</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 42/36: I would recommend the cemetery to Veteran families during their time of need.

### NEXT OF KIN

- **2019**: 84.6% strongly agree, 14.5% agree, 0.9% disagree, 99.1% total
- **2018**: 83.2% strongly agree, 15.7% agree, 0.8% disagree, 98.9% total
- **2017**: 82.9% strongly agree, 16% agree, 0.8% disagree, 98.9% total

### FUNERAL DIRECTORS

- **2019**: 75.7% strongly agree, 21.3% agree, 0.8% disagree, 96.8% total
- **2018**: 75.5% strongly agree, 21.1% agree, 0.7% disagree, 96.8% total
- **2017**: 80.5% strongly agree, 17.8% agree, 0.9% disagree, 97.5% total
Question 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

**Overall Satisfaction Measures**

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

**ALL RESPONDENTS**

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>17.6%</td>
<td>80.4%</td>
</tr>
<tr>
<td>2018</td>
<td>19.5%</td>
<td>78.7%</td>
</tr>
<tr>
<td>2017</td>
<td>18.7%</td>
<td>79.3%</td>
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**All State / Tribal Cemeteries**

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly agree</th>
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<tbody>
<tr>
<td>2019</td>
<td>17.6%</td>
<td>80.4%</td>
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<tr>
<td>2018</td>
<td>19.5%</td>
<td>78.7%</td>
</tr>
<tr>
<td>2017</td>
<td>18.7%</td>
<td>79.3%</td>
</tr>
</tbody>
</table>

**Year** | **n** | **Strongly agree** | **Agree** | **Neither nor** | **Disagree** | **Strongly disagree**
---|------|-------------------|-----------|-----------------|--------------|------------------|
All State / Tribal Cemeteries | 2019  | 9653              | 80.4%     | 17.6%           | 1.3%         | 0.5%             | 0.3%             |
| 2018  | 9736  | 78.7%             | -0.6%     | 19.5%           | 1.2%         | 0.4%             | 0.2%             |
| 2017  | 7770  | 79.3%             | 0.8%      | 18.7%           | 1.4%         | 0.4%             | 0.2%             |

*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 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

**NEXT OF KIN**
- Strongly agree: 80.9% (2019), 79.2% (2018), 80.9% (2017)

**Funeral Directors**
- Strongly agree: 73.7% (2019), 73.0% (2018), 77.2% (2017)
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.

ALL RESPONDENTS

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>9510</td>
<td>81.0%</td>
<td>1.4%</td>
<td>17.3%</td>
<td>1.5%</td>
<td>0.1%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>9568</td>
<td>79.6%</td>
<td>3.8%</td>
<td>18.6%</td>
<td>1.5%</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>7471</td>
<td>75.8%</td>
<td>0.7%</td>
<td>22.2%</td>
<td>1.7%</td>
<td>0.1%</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 43/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.
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.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>9629</td>
<td>69.1%</td>
<td>23.7%</td>
<td>6.1%</td>
<td>0.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2018</td>
<td>9694</td>
<td>67.4%</td>
<td>25.3%</td>
<td>6.1%</td>
<td>0.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2017</td>
<td>7620</td>
<td>66.9%</td>
<td>25.5%</td>
<td>6.3%</td>
<td>1.0%</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.

2019 STVC National Report

August 2019
Question 45/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

### NEXT OF KIN

- **Agree**
  - 23.1% (2019)
  - 24.9% (2018)
  - 25.5% (2017)

- **Strongly agree**
  - 69.8% (2019)
  - 68.0% (2018)
  - 66.8% (2017)

Overall: 92.9%

### FUNERAL DIRECTORS

- **Agree**
  - 30.7% (2019)
  - 31.1% (2018)
  - 25.2% (2017)

- **Strongly agree**
  - 61.0% (2019)
  - 60.1% (2018)
  - 68.4% (2017)

Overall: 91.7%
This section presents survey findings from next of kin and funeral directors on their satisfaction with a State or Tribal Veterans Cemetery’s commitment to maintain cemeteries as national shrines and to honor all Veterans such that NCA ensures that no Veteran ever dies.

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, and the second is the question number for funeral directors.

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.

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.
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**
  - 17.2%
  - 19.4%
  - 22.7%

- **Strongly agree**
  - 80.8%
  - 78.6%
  - 74.8%

- All State / Tribal Cemeteries
  - 98.0%

### FUNERAL DIRECTORS

- **Agree**
  - 24.7%
  - 24.8%
  - 21.2%

- **Strongly agree**
  - 71.9%
  - 72.1%
  - 76.7%

- All State / Tribal Cemeteries
  - 96.6%

- All State / Tribal Cemeteries
  - 96.9%

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

ALL RESPONDENTS

Graph showing the percentage of respondents who agree and strongly agree.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</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>2019</td>
<td>9377</td>
<td>82.4%</td>
<td>2.0%</td>
<td>16.1%</td>
<td>1.2%</td>
<td>0.2%</td>
<td>0.1%</td>
</tr>
<tr>
<td>2018</td>
<td>9424</td>
<td>80.4%</td>
<td>-0.4%</td>
<td>18.1%</td>
<td>1.3%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>2017</td>
<td>7496</td>
<td>80.8%</td>
<td>0.7%</td>
<td>17.4%</td>
<td>1.5%</td>
<td>0.3%</td>
<td>0.1%</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 33/27: The cemetery honors all Veterans and their service to our nation.

**NEXT OF KIN**

- **Agree**
  - 2019: 82.6%
  - 2018: 80.8%
  - 2017: 80.6%
  - Total: 98.5%

- **Strongly agree**
  - 2019: 98.1%
  - 2018: 98.5%
  - 2017: 98.5%
  - Total: 98.1%

**All State / Tribal Cemeteries**

- **Agree**
  - 2019: 17.9%
  - 2018: 17.9%
  - 2017: 15.8%
  - Total: 44.6%

- **Strongly agree**
  - 2019: 82.1%
  - 2018: 82.1%
  - 2017: 84.2%
  - Total: 82.1%

**FUNERAL DIRECTORS**

- **Agree**
  - 2019: 15.4%
  - 2018: 21.0%
  - 2017: 18.7%
  - Total: 55.1%

- **Strongly agree**
  - 2019: 80.1%
  - 2018: 77.6%
  - 2017: 80.1%
  - Total: 98.8%

**All State / Tribal Cemeteries**

- **Agree**
  - 2019: 21.0%
  - 2018: 77.6%
  - 2017: 82.4%
  - Total: 97.8%

- **Strongly agree**
  - 2019: 77.6%
  - 2018: 80.1%
  - 2017: 82.4%
  - Total: 98.6%
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.

- 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?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8956</td>
<td>89.7%</td>
<td>0.9%</td>
<td>7.0%</td>
<td>2.2%</td>
<td>0.7%</td>
<td>0.4%</td>
</tr>
<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>88.8%</td>
<td>0.8%</td>
<td>7.9%</td>
<td>2.6%</td>
<td>0.6%</td>
<td>0.3%</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>8970</td>
<td>73.7%</td>
<td>26.3%</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>
</tbody>
</table>
Question 6: How did you learn of these benefits prior to your time of need? (Mark all that apply)

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

Only respondents that indicated "Yes" to Question 5 (NoK) received this question.
Information and Communication: Next of Kin

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? (Mark only one)

- E-mail: 21.2% (2019), 22.2% (2018), 22.5% (2017)
- State or Tribal/VA/NCA website: 18.5% (2019), 17.9% (2018), 20.0% (2017)
- State or Tribal/VA/NCA social media (Facebook or Twitter): 13.5% (2019), 13.1% (2018), 17.9% (2017)
- Local newspaper/television news reports: 22.2% (2019), 22.5% (2018), 20.0% (2017)
- Public events (e.g., parades, speeches): 2.0% (2019), 2.6% (2018), 2.7% (2017)
- Professional/military association meetings: 4.6% (2019), 5.4% (2018), 5.2% (2017)
- Other: 9.3% (2019), 7.1% (2018), 7.1% (2017)

2019: n = 7822   2018: n = 7882   2017: n = 6322
Information and Communication: Next of Kin

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></th>
<th>Somewhat informed</th>
<th>Very informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>23.1%</td>
<td>69.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very informed</th>
<th>*Change Score</th>
<th>Somewhat informed</th>
<th>Neither / nor</th>
<th>Somewhat uninformed</th>
<th>Very uninformed</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>2019</td>
<td>8899</td>
<td>72.4%</td>
<td>3.4%</td>
<td>20.2%</td>
<td>3.8%</td>
<td>2.0%</td>
<td>1.6%</td>
</tr>
<tr>
<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>
<td>1.7%</td>
</tr>
<tr>
<td>2017</td>
<td>7902</td>
<td>67.8%</td>
<td>1.9%</td>
<td>22.3%</td>
<td>5.3%</td>
<td>2.7%</td>
<td>2.1%</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>2019</td>
<td>6957</td>
<td>64.9%</td>
<td>35.1%</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>
</tbody>
</table>

Graph showing the percentage of respondents who received a Presidential Memorial Certificate from 2017 to 2019.

- 2019: 64.9%
- 2018: 63.7%
- 2017: 65.1%
Question 24: How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from the VA?

Only respondents that indicated "Yes" to Question 23 (NOK) received this question.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>4341</td>
<td>88.9%</td>
<td>-0.5%</td>
<td>5.9%</td>
<td>4.1%</td>
<td>0.7%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>4435</td>
<td>89.4%</td>
<td>89.4%</td>
<td>4.9%</td>
<td>4.0%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

0% 20% 40% 60% 80%
Information and Communication: Next of Kin

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.

Only respondents that indicated "Yes" to Question 23 (NOK) received this question.
Question 26: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

Note: As respondents could select more than one response option, percentages 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).

- 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 / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>715</td>
<td>78.0%</td>
<td>1.8%</td>
<td>15.7%</td>
<td>4.9%</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<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>
</tr>
<tr>
<td></td>
<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>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
Information and Communication: Funeral Directors

Question 5: How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

**Funeral Directors**

- **Excellent**: 74.3%
- **Good**: 22.5%
- **Fair**: 2.2%
- **Poor**: 1.0%

**All State / Tribal Cemeteries**

- **Excellent**: 75.9%
- **Good**: 21.6%
- **Fair**: 1.9%
- **Poor**: 0.7%

<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>2019</td>
<td>724</td>
<td>74.3%</td>
<td>-1.6%</td>
<td>22.5%</td>
<td>2.2%</td>
<td>1.0%</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>
</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?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes, well informed</th>
<th>*Change Score</th>
<th>Yes, somewhat well informed</th>
<th>No, not well informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>724</td>
<td>78.3%</td>
<td>-0.4%</td>
<td>17.7%</td>
<td>4.0%</td>
</tr>
<tr>
<td>2018</td>
<td>695</td>
<td>78.7%</td>
<td>-1.6%</td>
<td>18.3%</td>
<td>3.0%</td>
</tr>
<tr>
<td>2017</td>
<td>497</td>
<td>80.3%</td>
<td>0.4%</td>
<td>17.1%</td>
<td>2.6%</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? (Mark only one)

- State or Tribal/VA/NCA website
- Local newspaper/television or news report
- Public events (e.g., parades, exhibits, speeches)
- Professional association/conventions/meetings
- Veterans Service Officers
- Outreach by cemetery staff
- Other

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

Note: As respondents could select more than one response option, percentages 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>All State / Tribal Cemeteries</td>
<td>715</td>
<td>88.8%</td>
<td>11.2%</td>
</tr>
<tr>
<td>2019</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>
</tbody>
</table>
Question 16: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

<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>2019</td>
<td>718</td>
<td>91.8%</td>
<td>8.2%</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>
</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? (Mark only one)

- **Phone**: 20.7% (2019), 22.4% (2018), 21.8% (2017)
- **Letter**: 26.1% (2019), 23.4% (2018), 24.6% (2017)
- **Email**: 38.0% (2019), 40.4% (2018), 40.2% (2017)
- **State or Tribal website**: 1.6% (2019), 1.6% (2018), 1.3% (2017)
- **Newsletter or flyer**: 2.8% (2019), 2.8% (2018), 2.4% (2017)

2019: n = 677  2018: n = 674  2017: n = 468
ELEMENT OF COMPARISON

“What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?” by “How long has your funeral home worked with this State or Tribal Veterans Cemetery?”

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, percentages may not sum to 100.

Note: Percentages reflect proportions of respondents within each Question 3 subgroup.
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 section.

- 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?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8794</td>
<td>89.9%</td>
<td>0.2%</td>
<td>6.3%</td>
<td>2.7%</td>
<td>0.6%</td>
<td>0.5%</td>
</tr>
<tr>
<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>
<td>0.3%</td>
</tr>
<tr>
<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>
<td>0.3%</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? (Mark all that apply)

**NEXT OF KIN**

- Visit the gravesite: 23.4% (2019), 20.8% (2018), 22.4% (2017)
- View the burial: 13.8% (2019), 13.7% (2018), 13.2% (2017)
- Specific religious practices: 4.2% (2019), 4.2% (2018), 4.2% (2017)
- Specific cultural practices: 1.3% (2019), 1.3% (2018), 1.3% (2017)
- Additional seating at the committal service: 1.0% (2019), 1.0% (2018), 1.0% (2017)
- Handicapped accommodations: 1.0% (2019), 1.0% (2018), 1.0% (2017)
- No, my family did not have any special needs or requests: 71.2% (2019), 71.2% (2018), 71.2% (2017)

Note: As respondents could select more than one response option, percentages may not sum to 100.
Committal Service: Next of Kin

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

![Chart showing responses to Question 11]

<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>2019</td>
<td>2605</td>
<td>85.5%</td>
<td>7.4%</td>
<td>4.4%</td>
<td>2.7%</td>
</tr>
<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>
</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>2019</td>
<td>8915</td>
<td>3.0%</td>
<td>4.9%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>8994</td>
<td>2.3%</td>
<td>4.6%</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 / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>257</td>
<td>58.8%</td>
<td>8.9%</td>
<td>36.2%</td>
<td>4.3%</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<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>
</tr>
<tr>
<td></td>
<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>
</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?

Only respondents that indicated "Yes" to Question 13 (NoK) 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>2019</td>
<td>250</td>
<td>97.2%</td>
<td>2.8%</td>
</tr>
<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>
</tbody>
</table>
Question 16: If your loved one received military funeral honors, how satisfied were you with the honors received?

**NEXT OF KIN**

- Somewhat satisfied
- Very satisfied

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>6522</td>
<td>92.4%</td>
<td>0.0%</td>
<td>5.2%</td>
<td>1.0%</td>
<td>0.5%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>6626</td>
<td>92.4%</td>
<td>-2.8%</td>
<td>5.1%</td>
<td>1.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>4666</td>
<td>95.2%</td>
<td>0.9%</td>
<td>3.8%</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.*
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=1721)
  - Yes, completely: 88.7%
  - Yes, somewhat: 74.7%
  - No, and I understand why: 78.3%
  - No, and I did not understand why: 89.7%

- View the burial (n=1073)
  - Yes, completely: 82.0%
  - Yes, somewhat: 71.5%
  - No, and I understand why: 76.0%
  - No, and I did not understand why: 89.7%

- Specific religious practices (n=670)
  - Yes, completely: 89.7%
  - Yes, somewhat: 79.4%
  - No, and I understand why: 85.4%
  - No, and I did not understand why: 90.0%

- Specific cultural practices (n=115)
  - Yes, completely: 78.3%
  - Yes, somewhat: 69.4%
  - No, and I understand why: 74.3%
  - No, and I did not understand why: 85.4%

- Additional seating at the committal service (n=300)
  - Yes, completely: 74.7%
  - Yes, somewhat: 63.4%
  - No, and I understand why: 68.7%
  - No, and I did not understand why: 86.0%

- Handicapped accommodations (n=420)
  - Yes, completely: 86.0%
  - Yes, somewhat: 77.4%
  - No, and I understand why: 83.3%
  - No, and I did not understand why: 91.4%

Handicapped accommodations (n=420)
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?
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 section.

- 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?

**FUNERAL DIRECTORS**

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very easy</th>
<th>*Change Score</th>
<th>Somewhat easy</th>
<th>Neither / nor</th>
<th>Somewhat hard</th>
<th>Very hard</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>716</td>
<td>64.3%</td>
<td>-1.6%</td>
<td>26.8%</td>
<td>6.6%</td>
<td>1.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>2018</td>
<td>693</td>
<td>65.8%</td>
<td>1.8%</td>
<td>24.1%</td>
<td>7.1%</td>
<td>2.3%</td>
<td>0.7%</td>
</tr>
<tr>
<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>
<td>1.8%</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**

- Somewhat satisfied
- Very satisfied

**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 / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>713</td>
<td>70.4%</td>
<td>-2.8%</td>
<td>22.4%</td>
<td>5.1%</td>
<td>1.4%</td>
<td>0.7%</td>
</tr>
<tr>
<td>2018</td>
<td>690</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>1.7%</td>
<td>21.7%</td>
<td>7.1%</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>For the most part</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>718</td>
<td>84.3%</td>
<td>13.0%</td>
<td>2.5%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2018</td>
<td>686</td>
<td>84.3%</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>10.1%</td>
<td>1.8%</td>
<td>0.2%</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>2019</td>
<td>711</td>
<td>37.0%</td>
<td>3.7%</td>
<td>32.8%</td>
<td>28.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td></td>
<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>
</tr>
<tr>
<td></td>
<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>
</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?

<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>2019</td>
<td>712</td>
<td>54.1%</td>
<td>27.7%</td>
</tr>
<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>
</tbody>
</table>

2019: n = 712  2018: n = 690  2017: n = 504
Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

For the most part | Always
--- | ---
23.6% | 79.9%
99.2%

All State / Tribal Cemeteries

<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>2019</td>
<td>715</td>
<td>79.9%</td>
<td>2.9%</td>
<td>19.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>688</td>
<td>77.0%</td>
<td>1.4%</td>
<td>22.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>505</td>
<td>75.6%</td>
<td>-0.2%</td>
<td>23.6%</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 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>Year</th>
<th>n</th>
<th>Very successful</th>
<th>*Change Score</th>
<th>Somewhat successful</th>
<th>Neither / nor</th>
<th>Somewhat unsuccessful</th>
<th>Very unsuccessful</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>487</td>
<td>68.4%</td>
<td>1.7%</td>
<td>25.1%</td>
<td>4.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>481</td>
<td>66.7%</td>
<td>-3.2%</td>
<td>24.5%</td>
<td>4.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>359</td>
<td>69.9%</td>
<td>1.8%</td>
<td>22.8%</td>
<td>4.5%</td>
<td>0.6%</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 / nor</th>
<th>Somewhat hard</th>
<th>Very hard</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>2019</td>
<td>726</td>
<td>69.4%</td>
<td>-4.4%</td>
<td>21.9%</td>
<td>7.0%</td>
<td>1.2%</td>
<td>0.4%</td>
</tr>
<tr>
<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>
<td>0.0%</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>
</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?

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very acceptable</th>
<th>*Change Score</th>
<th>Somewhat acceptable</th>
<th>Neither / nor</th>
<th>Somewhat unacceptable</th>
<th>Very unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>699</td>
<td>85.4%</td>
<td>-3.3%</td>
<td>12.0%</td>
<td>2.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>690</td>
<td>88.7%</td>
<td>1.7%</td>
<td>9.7%</td>
<td>1.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>484</td>
<td>87.0%</td>
<td>1.2%</td>
<td>11.4%</td>
<td>1.0%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

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

---

2019 STVC National Report  
August 2019
Question 32: The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</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>2019</td>
<td>716</td>
<td>66.8%</td>
<td>27.2%</td>
<td>3.9%</td>
<td>1.5%</td>
<td>0.6%</td>
</tr>
<tr>
<td>2018</td>
<td>701</td>
<td>64.5%</td>
<td>25.1%</td>
<td>6.8%</td>
<td>2.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2017</td>
<td>478</td>
<td>68.2%</td>
<td>24.7%</td>
<td>4.2%</td>
<td>2.1%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>
ELEMENET 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 by how long the funeral home has worked with the State or Tribal Veterans Cemetery.

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.

- 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?

**NEXT 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 / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>8511</td>
<td>83.3%</td>
<td>0.6%</td>
<td>11.0%</td>
<td>4.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td></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>79.5%</td>
<td>-1.3%</td>
<td>13.4%</td>
<td>4.4%</td>
<td>2.0%</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?

**Next of Kin**

- **Somewhat satisfied**
- **Very satisfied**

**2019 STVC National Report**

- **2019**: 89.4% Very satisfied
- **2018**: 90.6% Very satisfied
- **2017**: 89.2% Very satisfied

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Very satisfied</th>
<th>*Change Score</th>
<th>Somewhat satisfied</th>
<th>Neither / nor</th>
<th>Somewhat dissatisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>8049</td>
<td>89.4%</td>
<td>4.8%</td>
<td>4.5%</td>
<td>0.8%</td>
<td>0.5%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>8548</td>
<td>90.6%</td>
<td>4.8%</td>
<td>3.5%</td>
<td>0.6%</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>6760</td>
<td>89.2%</td>
<td>5.4%</td>
<td>3.9%</td>
<td>1.0%</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.*

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?

<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>2019</td>
<td>8469</td>
<td>94.0%</td>
<td>6.0%</td>
</tr>
<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>
</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>All State / Tribal Cemeteries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>8891</td>
<td>92.7%</td>
<td>7.3%</td>
</tr>
<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>
</tbody>
</table>
SECTION DESCRIPTION

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

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

- 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, and the second is the question number for funeral directors.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</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>2019</td>
<td>8477</td>
<td>77.4%</td>
<td>2.2%</td>
<td>18.7%</td>
<td>3.0%</td>
<td>0.7%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2018</td>
<td>8721</td>
<td>75.2%</td>
<td>0.4%</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>0.9%</td>
<td>20.3%</td>
<td>3.3%</td>
<td>1.1%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.
Question 31/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>23.4%</td>
<td>73.5%</td>
</tr>
<tr>
<td>2018</td>
<td>25.3%</td>
<td>71.3%</td>
</tr>
<tr>
<td>2017</td>
<td>18.2%</td>
<td>74.9%</td>
</tr>
</tbody>
</table>

Agree: 96.6%

FUNERAL DIRECTORS

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>23.4%</td>
<td>74.4%</td>
</tr>
<tr>
<td>2018</td>
<td>25.6%</td>
<td>72.8%</td>
</tr>
<tr>
<td>2017</td>
<td>17.1%</td>
<td>81.3%</td>
</tr>
</tbody>
</table>

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

### NEXT OF KIN

- **Agree**: 81.1%, 79.3%, 79.0%
- **Strongly agree**: 17.5%, 19.2%, 15.3%
- **Total Agree**: 98.7%, 98.5%, 94.3%

### FUNERAL DIRECTORS

- **Agree**: 76.3%, 75.8%, 80.6%
- **Strongly agree**: 21.8%, 22.5%, 17.4%
- **Total Agree**: 97.9%, 98.3%, 98.0%
Question 34/28: There are sufficient signs within the cemetery to assist visitors.

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 / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>9441</td>
<td>67.7%</td>
<td>1.2%</td>
<td>25.4%</td>
<td>1.7%</td>
<td>0.3%</td>
</tr>
<tr>
<td>2018</td>
<td>9516</td>
<td>66.5%</td>
<td>-0.6%</td>
<td>25.6%</td>
<td>2.2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>2017</td>
<td>7554</td>
<td>67.1%</td>
<td>0.0%</td>
<td>24.7%</td>
<td>3.3%</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.

Next of Kin and Funeral Director data for this survey item are presented on the following page.
Question 34/28: There are sufficient signs within the cemetery to assist visitors.

NEXT OF KIN

- Agree
- Strongly agree

2019:
- 25.4% Agree
- 67.5% Strongly agree
- 92.9%

All State / Tribal Cemeteries

- 25.8% Agree
- 66.3% Strongly agree
- 91.9%

FUNERAL DIRECTORS

- Agree
- Strongly agree

2019:
- 26.0% Agree
- 68.6% Strongly agree
- 94.6%

All State / Tribal Cemeteries

- 23.3% Agree
- 71.5% Strongly agree
- 94.8%
Cemetery Appearance and Visitor Accommodations

Question 39/33: The information kiosks (i.e., gravesite locators) are helpful to me.

All State / Tribal Cemeteries

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8114</td>
<td>63.6%</td>
<td>2.1%</td>
<td>25.7%</td>
<td>9.3%</td>
<td>0.9%</td>
<td>0.4%</td>
</tr>
<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>
</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**
- **Agree**
  - 25.8%  
  - 26.8%  
  - 24.6%  

**Strongly agree**
- 63.5%  
- 61.7%  
- 64.5%  

**All State / Tribal Cemeteries**
- **Agree**
  - 26.6%  
  - 24.6%  

**Strongly agree**
- 61.7%  
- 64.5%  

**FUNERAL DIRECTORS**
- **Agree**
  - 27.2%  
  - 23.0%  

**Strongly agree**
- 58.7%  
- 64.1%  

---

2019 STVC National Report  90  August 2019
State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

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.

- 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**
  - 2019: 66.7%
  - 2018: 64.4%
  - 2017: 70.2%

- **Other family members are interred here**
  - 2019: 23.1%
  - 2018: 24.2%
  - 2017: 21.2%

- **The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service**
  - 2019: 47.3%
  - 2018: 47.3%
  - 2017: 44.2%

- **The State or Tribal Veterans Cemetery is close and easy to get to**
  - 2019: 41.4%
  - 2018: 41.4%
  - 2017: 44.2%

- **Others recommended the State or Tribal Veterans Cemetery**
  - 2019: 24.2%
  - 2018: 24.2%
  - 2017: 23.1%

- **The cost was reasonable to inter my loved one**
  - 2019: 64.4%
  - 2018: 64.4%
  - 2017: 66.7%

- **There is no VA national cemetery conveniently available for the interment of my loved one**
  - 2019: 10.3%
  - 2018: 10.3%
  - 2017: 10.8%

- **Other family members are interred here**
  - 2019: 3.7%
  - 2018: 3.7%
  - 2017: 4.5%

Note: As respondents could select more than one response option, percentages may not sum to 100.
State or 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>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>8581</td>
<td>7.7%</td>
<td>-0.3%</td>
<td>6.2%</td>
<td>52.4%</td>
<td>23.6%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>8379</td>
<td>8.0%</td>
<td>-1.5%</td>
<td>7.0%</td>
<td>52.2%</td>
<td>23.9%</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>
<td>21.9%</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)

- 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)

Only respondents that indicated "Strongly Agree" or "Agree" to Question 47 (NoK) received this question.

Note: As respondents could select more than one response option, percentages may not sum to 100.
Question 49: Have you visited a VA national cemetery?

### NEXT OF KIN

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8622</td>
<td>54.0%</td>
<td>46.1%</td>
</tr>
<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>
</tbody>
</table>

All State / Tribal Cemeteries
Question 50: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agreement</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>4401</td>
<td>57.6%</td>
<td>4.8%</td>
<td>31.7%</td>
<td>9.3%</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>4466</td>
<td>52.8%</td>
<td>-2.7%</td>
<td>34.4%</td>
<td>11.2%</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>3863</td>
<td>55.5%</td>
<td>0.9%</td>
<td>32.1%</td>
<td>10.5%</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 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.

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2019</td>
<td>4397</td>
<td>53.5%</td>
<td>4.9%</td>
<td>27.5%</td>
<td>18.0%</td>
</tr>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2018</td>
<td>4446</td>
<td>48.6%</td>
<td>-1.9%</td>
<td>31.0%</td>
<td>19.2%</td>
</tr>
<tr>
<td>All State / Tribal Cemeteries</td>
<td>2017</td>
<td>3783</td>
<td>50.5%</td>
<td>1.0%</td>
<td>29.3%</td>
<td>18.5%</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 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.

**Next of Kin**

![Bar chart showing the percentage of respondents agreeing and strongly agreeing with the statement over the years 2017 to 2019.]

<table>
<thead>
<tr>
<th>Year</th>
<th>n</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8604</td>
<td>48.4%</td>
<td>31.5%</td>
<td>18.2%</td>
<td>1.5%</td>
<td>0.3%</td>
</tr>
<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>45.3%</td>
<td>32.1%</td>
<td>20.5%</td>
<td>1.7%</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.*
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 self-reported 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.

- 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?

- 1-3 times
  - 2019: 34.0%
  - 2018: 38.6%
  - 2017: 42.7%
- 4-6 times
  - 2019: 24.1%
  - 2018: 22.8%
  - 2017: 22.8%
- 7-9 times
  - 2019: 9.5%
  - 2018: 8.6%
  - 2017: 13.0%
- 10 or more times
  - 2019: 21.3%
  - 2018: 17.6%
  - 2017: 13.0%
- None, I have not visited
  - 2019: 16.9%
  - 2018: 11.1%
  - 2017: 12.4%

n = 9024
## Appendix A: Respondent Characteristics: Next of Kin

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

<table>
<thead>
<tr>
<th>Distance</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 miles</td>
<td>20.7%</td>
<td>20.4%</td>
<td>21.7%</td>
</tr>
<tr>
<td>15 to 29 miles</td>
<td>24.6%</td>
<td>26.3%</td>
<td>27.0%</td>
</tr>
<tr>
<td>30 to 44 miles</td>
<td>18.0%</td>
<td>18.7%</td>
<td>18.6%</td>
</tr>
<tr>
<td>45 to 59 miles</td>
<td>10.5%</td>
<td>9.8%</td>
<td>9.7%</td>
</tr>
<tr>
<td>60 to 75 miles</td>
<td>6.3%</td>
<td>6.3%</td>
<td>5.9%</td>
</tr>
<tr>
<td>More than 75 miles</td>
<td>19.8%</td>
<td>18.6%</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

n = 8963
Question 3: Which of the following factors limit the number of times you visit where your loved one is interred? (Mark all that apply)

Note: As respondents could select more than one response option, percentages may not sum to 100.
Question 27: What is your gender?

- **Female**: 30.6% (2019), 29.4% (2018), 30.2% (2017)
- **Male**: 69.4% (2019), 70.6% (2018), 69.8% (2017)

n = 8937
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?

2019: 77.8% Yes, 22.2% No
2018: 78.8% Yes, 21.2% No
2017: 78.3% Yes, 21.7% No

n = 9045
Question 12: In what religious practice was the burial conducted?

- Christian: 63.4% (2019), 63.5% (2018)
- Catholic: 19.2% (2019), 20.8% (2018)
- Muslim: 0.0% (2019), 0.0% (2018)
- Jewish: 0.5% (2019), 0.5% (2018)
- Buddhist: 0.2% (2019), 0.2% (2018)
- Hindu: 0.0% (2019), 0.0% (2018)
- Atheist: 0.1% (2019), 0.1% (2018)
- Agnostic: 0.4% (2019), 0.3% (2018)
- None: 13.3% (2019), 11.9% (2018)
- Other: 2.9% (2019), 2.6% (2018)

n = 8820
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?
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.
Appendix A: Respondent Characteristics: Next of Kin

Question 28: Are you Hispanic or Latino?

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>4.1%</td>
<td>95.9%</td>
</tr>
<tr>
<td>2018</td>
<td>3.9%</td>
<td>96.1%</td>
</tr>
<tr>
<td>2017</td>
<td>3.2%</td>
<td>96.8%</td>
</tr>
</tbody>
</table>

n = 8824
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.
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.
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.
Question 29: What is your race? (Mark one or more)

Note: As respondents could select more than one response option, percentages may not sum to 100.
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.
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.
Appendix A: Respondent Characteristics: Next of Kin

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?
Appendix A: Respondent Characteristics: Next of Kin

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
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 3b: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?

- Access to transportation
Appendix A: Respondent Characteristics: Next of Kin

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 3c: 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: In what year were you born? (Age group)

n = 8575

2019
2018
2017
Appendix A: Respondent Characteristics: Funeral Directors

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

<table>
<thead>
<tr>
<th>Distance</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 miles</td>
<td>14.0%</td>
<td>15.5%</td>
<td>15.6%</td>
</tr>
<tr>
<td>15 to 29 miles</td>
<td>20.5%</td>
<td>20.3%</td>
<td>20.4%</td>
</tr>
<tr>
<td>30 to 44 miles</td>
<td>18.2%</td>
<td>19.1%</td>
<td>19.6%</td>
</tr>
<tr>
<td>45 to 59 miles</td>
<td>12.1%</td>
<td>16.3%</td>
<td>15.8%</td>
</tr>
<tr>
<td>60 to 75 miles</td>
<td>13.3%</td>
<td>13.7%</td>
<td>14.1%</td>
</tr>
<tr>
<td>More than 75 miles</td>
<td>16.9%</td>
<td>16.5%</td>
<td>18.2%</td>
</tr>
</tbody>
</table>

n = 738
Appendix A: Respondent Characteristics: Funeral Directors

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

- Less than 1 year: 4.3% (2019), 4.3% (2018), 4.3% (2017)
- 1 to 4 years: 9.8% (2019), 9.1% (2018), 8.9% (2017)
- 5 to 8 years: 13.1% (2019), 13.2% (2018), 12.6% (2017)
- 9 to 12 years: 11.4% (2019), 11.2% (2018), 11.2% (2017)
- 13 years or more: 53.5% (2019), 54.2% (2018), 53.5% (2017)

n = 734
Appendix A: Respondent Characteristics: Funeral Directors

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

![Bar chart showing percentage of eligible Veteran families choosing burial in the State or Tribal Veterans Cemetery.

- 1 - 4%: 39.1%
- 5 - 9%: 35.6%
- 10 - 14%: 19.6%
- 15 - 24%: 16.4%
- 25 - 49%: 14.7%
- 50 - 74%: 13.5%
- 75 - 100%: 11.1%

n = 721]
Appendix A: Respondent Characteristics: Funeral Directors

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

<table>
<thead>
<tr>
<th>Comparison</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
<th>n = 703</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior to private cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than private cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>About the same</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worse than private cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Much worse than private cemeteries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Superior to private cemeteries: 53.4% (2019), 49.1% (2018), 53.4% (2017)
- Better than private cemeteries: 33.3% (2019), 35.2% (2018), 33.3% (2017)
- About the same: 14.7% (2019), 15.2% (2018), 13.1% (2017)
- Worse than private cemeteries: 0.2% (2019), 0.0% (2018), 0.1% (2017)
- Much worse than private cemeteries: 0.0% (2019), 0.3% (2018), 0.3% (2017)

n = 703
Appendix A: Respondent Characteristics: Funeral Directors

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

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>67.5%</td>
<td>66.1%</td>
<td>72.4%</td>
</tr>
<tr>
<td>No</td>
<td>32.5%</td>
<td>33.9%</td>
<td>27.6%</td>
</tr>
</tbody>
</table>

n = 717
Question 15: Do you typically provide these informational resources on military honors to next of kin?

Only respondents that indicated "Yes" to Question 14 (FD) received this question.

n = 480

Only respondents that indicated "Yes" to Question 14 (FD) received this question.
Presented within this appendix is a detailed description of the methodology used to develop and administer the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

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

Details about the overall survey response rate are included.

Finally, this section 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 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries. The 2019 survey represents the sixth national administration of this satisfaction survey and the sixth time a web survey option was offered to respondents.

The State or Tribal Veterans Cemeteries survey was fielded to next of kin from October 15, 2018 to July 2, 2019, and to funeral directors from March 1, 2019 to July 2, 2019. Mailing data was extracted from NCA’s Automated Monument Application System (AMAS) database and the Burial Operations Support System (BOSS) for records with interment dates from February 1, 2018 to January 31, 2019.

Surveys were mailed to 19,605 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery.

Surveys were also mailed to 12,610 funeral directors who had worked with national, private, and State or Tribal Veterans Cemeteries.

This appendix presents the detailed methodology used to conduct the 2019 Survey of Satisfaction with State or Tribal Veterans 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.
Appendix B: Methodology and Survey Instrument

Survey Development

The survey instrument used for the 2019 survey administration was developed from the 2018 survey instrument.

The final 2019 questionnaires included a total of 53 questions for next of kin, and 40 questions for funeral directors.

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 percent confidence level. 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 this approach, Vistra sent surveys to 19,605 next of kin.

Vistra sent surveys to 12,610 funeral directors. All unique funeral homes who (1) assisted with interments at national cemeteries from February 2018 to January 2019; (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 were mailed a survey.

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 Satisfaction Survey, and the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience.
Mailing Protocol and Schedule

This year, for the first time, a quarterly mailing of the next of kin survey was implemented rather than one annual mailing. As a result, NCA is surveying next of kin within three to six months of the interment.

The quarterly mailings included the following months of interment:

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2018</td>
<td>May 2018</td>
<td>August 2018</td>
<td>November 2018</td>
</tr>
<tr>
<td>March 2018</td>
<td>June 2018</td>
<td>September 2018</td>
<td>December 2018</td>
</tr>
<tr>
<td>April 2018</td>
<td>July 2018</td>
<td>October 2018</td>
<td>January 2019</td>
</tr>
</tbody>
</table>

The mailing protocol consisted of four next of kin mailings and one funeral director mailing. Each mailing consisted of three waves. The three waves included:

- Wave 1: A copy of the questionnaire, a return envelope, and a cover letter signed by the Director of Veterans Cemetery Grants Service, requesting their participation.
- Wave 2: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 3: A reminder/thank you/focus group postcard.

In addition to the traditional reminder and thank you postcard, this year’s postcard included an invitation to participate in a focus group as the NCA seeks to gather more qualitative insights on customer experience. Next of kin and funeral directors were instructed to provide their contact information and how they would be willing to participate (i.e. online, by phone, or in person) and return the postage-paid postcard in the mail.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 161 next of kin and 175 funeral directors.

The mailings took place according to the following schedule:

<table>
<thead>
<tr>
<th>MAILING SCHEDULE</th>
<th>NOK Quarter 1</th>
<th>NOK Quarter 2</th>
<th>NOK Quarter 3</th>
<th>NOK Quarter 4</th>
<th>Funeral Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wave 1: First questionnaire</td>
<td>10/15/2018</td>
<td>11/01/2018</td>
<td>02/01/2019</td>
<td>05/01/2019</td>
<td>03/01/2019</td>
</tr>
<tr>
<td>Wave 2: Second questionnaire</td>
<td>11/28/2018</td>
<td>12/21/2018</td>
<td>03/14/2019</td>
<td>06/06/2019</td>
<td>04/12/2019</td>
</tr>
<tr>
<td>Wave 3: Postcard</td>
<td>12/26/2018</td>
<td>01/09/2019</td>
<td>04/04/2019</td>
<td>06/21/2019</td>
<td>05/03/2019</td>
</tr>
<tr>
<td>Closed Field Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>07/02/2019</td>
</tr>
</tbody>
</table>
National Response Rates

Nationally, the survey yielded a response rate of 32.2% (49.1% for next of kin and 6.5% 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. Ineligible questionnaires were those that were returned undeliverable.

The tables below present information about the overall response rates for the next of kin and funeral director surveys.

<table>
<thead>
<tr>
<th>Survey Response Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Total Sample</td>
</tr>
<tr>
<td>Undeliverable</td>
</tr>
<tr>
<td>Total Eligible Questionnaires</td>
</tr>
<tr>
<td>Total Returned Surveys</td>
</tr>
<tr>
<td>English Surveys Returned</td>
</tr>
<tr>
<td>Spanish Surveys Returned</td>
</tr>
<tr>
<td>Total Response Rate (Returned/Eligible)</td>
</tr>
</tbody>
</table>
The tables below present survey returns by quarter and completion method.

### Survey Returns by Quarter

<table>
<thead>
<tr>
<th></th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample</td>
<td>4786</td>
<td>4946</td>
<td>5493</td>
<td>4380</td>
</tr>
<tr>
<td>Undeliverable</td>
<td>291</td>
<td>266</td>
<td>301</td>
<td>191</td>
</tr>
<tr>
<td>Eligible Questionnaires</td>
<td>4495</td>
<td>4680</td>
<td>5192</td>
<td>4189</td>
</tr>
<tr>
<td>Returned Surveys</td>
<td>2232</td>
<td>2338</td>
<td>2637</td>
<td>1902</td>
</tr>
<tr>
<td>Response Rate</td>
<td>49.66%</td>
<td>49.96%</td>
<td>50.79%</td>
<td>45.40%</td>
</tr>
</tbody>
</table>

### Survey Returns by Web and Mail

<table>
<thead>
<tr>
<th></th>
<th>Next of Kin</th>
<th>Funeral Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Completes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>English</td>
<td>497</td>
<td>91</td>
</tr>
<tr>
<td>Spanish</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>500</td>
<td>92</td>
</tr>
<tr>
<td>Paper Completes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>English</td>
<td>8542</td>
<td>676</td>
</tr>
<tr>
<td>Spanish</td>
<td>67</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>8609</td>
<td>694</td>
</tr>
<tr>
<td>Total Returned Surveys</td>
<td>9109</td>
<td>786</td>
</tr>
</tbody>
</table>

Response Rate: 49.66% (Web), 93.76% (Paper)
Appendix B: Methodology and Survey Instrument

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 504 respondents called the help line with questions pertaining to the three 2019 NCA Customer Satisfaction Surveys. Calls were fielded from October 18, 2018 through July 3, 2019.

The majority of calls received pertained to one of the following:

- **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).

- **Provided information**
  - Callers provided general information about the status of their survey. This information included if they sent in the survey, when they would send the survey, or why they would not be completing the survey.

- **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.
The below chart and table show the call reasons.

**Top 5 Call Reasons**

<table>
<thead>
<tr>
<th>Reason for Calls</th>
<th>n</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller has a question about the survey</td>
<td>124</td>
<td>24.6%</td>
</tr>
<tr>
<td>Caller provided information</td>
<td>60</td>
<td>11.9%</td>
</tr>
<tr>
<td>Caller did not ask a question, just left name/phone number</td>
<td>59</td>
<td>11.7%</td>
</tr>
<tr>
<td>Other (See Additional Comments)</td>
<td>51</td>
<td>10.1%</td>
</tr>
<tr>
<td>Caller received a 2nd survey</td>
<td>43</td>
<td>8.5%</td>
</tr>
<tr>
<td>Do not call or survey</td>
<td>36</td>
<td>7.1%</td>
</tr>
<tr>
<td>Sent in/completed survey</td>
<td>37</td>
<td>7.3%</td>
</tr>
<tr>
<td>Caller received the postcard</td>
<td>27</td>
<td>5.4%</td>
</tr>
<tr>
<td>Caller requested a paper survey</td>
<td>13</td>
<td>2.6%</td>
</tr>
<tr>
<td>NOK is deceased</td>
<td>11</td>
<td>2.2%</td>
</tr>
<tr>
<td>Caller did not get the survey, just the postcard</td>
<td>9</td>
<td>1.8%</td>
</tr>
<tr>
<td>Online survey issue</td>
<td>9</td>
<td>1.8%</td>
</tr>
<tr>
<td>Change of name/address</td>
<td>10</td>
<td>2.0%</td>
</tr>
<tr>
<td>Caller is not able to fill out the survey because of mental or physical</td>
<td>6</td>
<td>1.2%</td>
</tr>
<tr>
<td>3-digit code requested</td>
<td>5</td>
<td>1.0%</td>
</tr>
<tr>
<td>Caller needs return envelope/address</td>
<td>4</td>
<td>0.8%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>504</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
The below chart and table show the call resolutions.

### Top 5 Call Resolutions

<table>
<thead>
<tr>
<th>Resolution</th>
<th>n</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved issue directly with caller</td>
<td>150</td>
<td>29.8%</td>
</tr>
<tr>
<td>Caller was left a message</td>
<td>123</td>
<td>24.4%</td>
</tr>
<tr>
<td>Caller did not have a survey related question</td>
<td>92</td>
<td>18.3%</td>
</tr>
<tr>
<td>Caller added to the DNC list</td>
<td>57</td>
<td>11.3%</td>
</tr>
<tr>
<td>Sent to NCA for follow-up</td>
<td>40</td>
<td>7.9%</td>
</tr>
<tr>
<td>Other (See Additional Comments)</td>
<td>27</td>
<td>5.4%</td>
</tr>
<tr>
<td>Unable to contact</td>
<td>14</td>
<td>2.8%</td>
</tr>
<tr>
<td>Sent to Spanish Consultant</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>504</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Appendix B: Methodology and Survey Instrument

U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION

STATE OR TRIBAL VETERANS CEMETERIES:
2019 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY

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. 552a) and the VA’s confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.520(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 (00502), 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.

Correct Mark Incorrect Marks

- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an “X” over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to “mark all that apply.”
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

If you have any questions or concerns, please call the Survey Help Desk at:
(888) 208-8237

NATIONAL CEMETERY ADMINISTRATION
2019 STVC National Report

August 2019
## Appendix B: Methodology and Survey Instrument

### Survey Questions

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 un informed
   - Somewhat uninformed
   - Very uninformed
Appendix B: Methodology and Survey Instrument

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
</table>
| 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  |
| 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  |
| 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  |
| 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  |

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
Appendix B: Methodology and Survey Instrument

21. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?
   ○ Yes
   ○ No
   ○ Don’t know

22. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
   ○ Very satisfied
   ○ Somewhat satisfied
   ○ Neither satisfied nor dissatisfied
   ○ Somewhat dissatisfied
   ○ Very dissatisfied

If your loved one was NOT a Veteran please go to Question 26.

23. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?
   ○ Yes
   ○ No → Go To #26

For information about the Presidential Memorial Certificate, or to order more copies, please visit our web page at www.com.va.gov/pmc.asp.

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

Please indicate your level of agreement with the following statement:

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

26. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)
   ○ 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

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?

< MasterID >
### Appendix B: Methodology and Survey Instrument

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don’t Have Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>31. The upkeep of the headstones, markers, or columbarium niche covers is excellent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. The committal shelter used for the service was private, clean, and free of safety hazards</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33. The cemetery honors all Veterans and their service to our nation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34. There are sufficient signs within the cemetery to assist visitors.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. The quality of service received from cemetery staff is excellent.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36. The State or Tribal Veterans Cemetery staff was courteous.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>37. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38. The appearance of my loved one’s gravesite/columbarium is excellent.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39. The information kiosks (i.e., gravesite locators) are helpful to me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40. The overall appearance of the State or Tribal Veterans Cemetery is excellent.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>41. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42. I would recommend the cemetery to Veteran families during their time of need</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>43. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix B: Methodology and Survey Instrument

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) __________________________

Please indicate your level of agreement with the following statement:
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.
   ○ Strongly agree
   ○ Agree
   ○ Neither agree nor disagree
   ○ Disagree
   ○ Strongly disagree

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

   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
Appendix B: Methodology and Survey Instrument

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.
Appendix B: Methodology and Survey Instrument

U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION

2019 FUNERAL DIRECTOR SATISFACTION SURVEY
(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)

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Marking Instructions

The survey will take about 20-30 minutes to complete.

Correct Mark Incorrect Marks

- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an “X” over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to “mark all that apply.”
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

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888-208-8237

2019 STVC National Report
August 2019
### 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.

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/VANCA website
   - Local newspaper/television or news report
   - Public events (e.g., parades, exhibits, speeches)
   - Professional associations/conventions/meetings
   - Veterans Service Officers
   - Outreach by cemetery staff
   - 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

For information about the Presidential Memorial Certificate, or to order more copies, please visit our website at [www.com.va.gov/memc.asp](http://www.com.va.gov/memc.asp).

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
## Appendix B: Methodology and Survey Instrument

### 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


### 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
Appendix B: Methodology and Survey Instrument

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
### Appendix B: Methodology and Survey Instrument

#### Survey Instrument

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) 208-6297.

---

<MasterID>
Appendix C: Users Guide

SECTION DESCRIPTION

This section presents an explanation of how to read 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 agree” to “Strongly disagree”).

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

Questions that were asked of both next of kin and funeral directors are presented together in 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, and 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, 2019 data are shown by the top blue bars, 2018 data are shown by the middle green bars, and 2017 data are shown by the bottom orange bars.

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, 16.8% of all State or Tribal Veterans Cemeteries respondents selected “Agree” in 2019 and 80.2% selected “Strongly agree”, so in total, 97% 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). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

<table>
<thead>
<tr>
<th></th>
<th>n</th>
<th>Strongly agree</th>
<th>*Change Score</th>
<th>Agree</th>
<th>Neither / nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>9544</td>
<td>79.8%</td>
<td>3.1%</td>
<td>17.1%</td>
<td>2.1%</td>
<td>0.6%</td>
<td>0.3%</td>
</tr>
<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>
</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 79.8% of respondents selected “Strongly agree” in 2019, while 76.7% selected this option in 2018. The change score was calculated as follows: 79.8% - 76.7% = 3.1%. 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 agree” to “Strongly disagree”), 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 color to designate each year’s data is presented in the survey year key. In the above example, 2019 data are represented by the top blue bars, 2018 data are represented by the middle green bars, and 2017 data are represented by the bottom orange bars. Thus, 23.7% of respondents selected option A in 2019, 21.4% selected A in 2018, and 20.0% selected A in 2017.

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).

Items on which respondents were instructed to “mark all that apply” may also be depicted with standard bar graphs, but percentages may not sum to 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.
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>83-84</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>85-86</td>
</tr>
<tr>
<td>32 26</td>
<td>The cemetery honors all Veterans and their service to our nation.</td>
<td>29-30</td>
</tr>
<tr>
<td>33 27</td>
<td>There are sufficient signs within the cemetery to assist visitors.</td>
<td>87-88</td>
</tr>
<tr>
<td>34 28</td>
<td>The quality of service received from cemetery staff is excellent.</td>
<td>10-11</td>
</tr>
<tr>
<td>35 29</td>
<td>The State or Tribal Veterans Cemetery staff was courteous.</td>
<td>12-13</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>14-15</td>
</tr>
<tr>
<td>37 31</td>
<td>The information kiosks (i.e., gravesite locators) are helpful to me.</td>
<td>89-90</td>
</tr>
<tr>
<td>39 33</td>
<td>The overall appearance of the State or Tribal Veterans Cemetery is excellent.</td>
<td>16-17</td>
</tr>
<tr>
<td>40 34</td>
<td>Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.</td>
<td>20-21</td>
</tr>
<tr>
<td>41 35</td>
<td>I would recommend the cemetery to Veteran families during their time of need.</td>
<td>18-19</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>22-23</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>27-28</td>
</tr>
<tr>
<td>44 38</td>
<td>My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.</td>
<td>24-25</td>
</tr>
<tr>
<td>45 39</td>
<td></td>
<td></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>33</td>
</tr>
<tr>
<td>6</td>
<td>How did you learn of these benefits prior to your time of need? (Mark all that apply)</td>
<td>34</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? (Mark only one)</td>
<td>35</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>32</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>36</td>
</tr>
<tr>
<td>10</td>
<td>At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</td>
<td>53</td>
</tr>
<tr>
<td>11</td>
<td>Was the cemetery able to accommodate these special needs or requests to your satisfaction?</td>
<td>54</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>55</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>56</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>57</td>
</tr>
</tbody>
</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>58</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>52</td>
</tr>
<tr>
<td>18</td>
<td>Were the headstone, marker, or columbarium niche cover inscription options explained to you?</td>
<td>79</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>80</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>76</td>
</tr>
<tr>
<td>21</td>
<td>When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</td>
<td>78</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>77</td>
</tr>
<tr>
<td>23</td>
<td>If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?</td>
<td>37</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>38</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>39</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? (Mark all that apply)</td>
<td>40</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-12</td>
</tr>
<tr>
<td>29</td>
<td>What is your race? (Mark one or more)</td>
<td>A-16</td>
</tr>
<tr>
<td>30</td>
<td>In what year were you born? (Age group)</td>
<td>A-25</td>
</tr>
</tbody>
</table>
### Questions for Next of Kin (Questions: 38 – 52)

<table>
<thead>
<tr>
<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>82</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>92</td>
</tr>
<tr>
<td>47</td>
<td>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.</td>
<td>93</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>94</td>
</tr>
<tr>
<td>49</td>
<td>Have you visited a VA national cemetery?</td>
<td>95</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>96</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>97</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>98</td>
</tr>
</tbody>
</table>
### Appendix D: Question Locator

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

<table>
<thead>
<tr>
<th>Question #</th>
<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-26</td>
</tr>
<tr>
<td>3</td>
<td>How long has your funeral home worked with the State or Tribal Veterans Cemetery?</td>
<td>A-27</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-28</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>43</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>44</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>45</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>46</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>49</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>42</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>65</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-29</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>47</td>
</tr>
<tr>
<td>14</td>
<td>Are you aware of any State or Tribal Cemetery informational resources on military honors?</td>
<td>A-30</td>
</tr>
<tr>
<td>15</td>
<td>Do you typically provide these information resources on military honors to next of kin?</td>
<td>A-31</td>
</tr>
</tbody>
</table>
### Questions for Funeral Directors (Questions: 16 – 32)

<table>
<thead>
<tr>
<th>Question #</th>
<th>Question Text</th>
<th>Report Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?</td>
<td>48</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>62</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>66</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>63</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>64</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>67</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>68</td>
</tr>
<tr>
<td>23</td>
<td>How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?</td>
<td>69</td>
</tr>
<tr>
<td>24</td>
<td>To what extent is the quality of Military honors acceptable?</td>
<td>70</td>
</tr>
<tr>
<td>32</td>
<td>The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services</td>
<td>71</td>
</tr>
</tbody>
</table>
Appendix E:
Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries.
Appendix E: Response Rates

The table below presents response rates for each cemetery included in the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries. A description of this term is provided below.

Response Rates

The next of kin response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. The funeral director response rate is reported only at the national level (page B-5).

Cemetery Reports

All cemeteries with 30 or more responses from next of kin and funeral directors are reported. Individual cemetery reports were not produced for cemeteries that did not meet this threshold. All cemeteries’ responses are included in the total sample for the national and state level reports.
## Appendix E: Response Rates

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Returned N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama State Veterans Memorial Cemetery</td>
<td>117</td>
<td>40.2%</td>
<td>10</td>
</tr>
<tr>
<td>Albert G. Horton Jr. Memorial Veterans Cemetery</td>
<td>217</td>
<td>39.7%</td>
<td>6</td>
</tr>
<tr>
<td>Arizona Veterans Memorial Cemetery at Camp Navajo</td>
<td>15</td>
<td>41.7%</td>
<td>0</td>
</tr>
<tr>
<td>Arizona Veterans Memorial Cemetery at Marana</td>
<td>170</td>
<td>55.9%</td>
<td>2</td>
</tr>
<tr>
<td>Arkansas State Veterans Cemetery</td>
<td>111</td>
<td>45.5%</td>
<td>8</td>
</tr>
<tr>
<td>Arkansas State Veterans Cemetery – Birdeye</td>
<td>3</td>
<td>75.0%</td>
<td>2</td>
</tr>
<tr>
<td>Atlantic Garden Veterans Cemetery</td>
<td>73</td>
<td>41.0%</td>
<td>14</td>
</tr>
<tr>
<td>Brigadier General William C. Doyle Memorial Cemetery</td>
<td>263</td>
<td>41.3%</td>
<td>36</td>
</tr>
<tr>
<td>Big Sandy Rancheria Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>California Central Coast Veterans Cemetery</td>
<td>193</td>
<td>55.6%</td>
<td>1</td>
</tr>
<tr>
<td>Central Louisiana Veterans Cemetery</td>
<td>52</td>
<td>39.1%</td>
<td>4</td>
</tr>
<tr>
<td>Central Texas State Veterans Cemetery</td>
<td>191</td>
<td>38.6%</td>
<td>12</td>
</tr>
<tr>
<td>Central Wisconsin Veterans Memorial Cemetery</td>
<td>96</td>
<td>55.2%</td>
<td>4</td>
</tr>
<tr>
<td>Cheltenham Veterans Cemetery</td>
<td>117</td>
<td>35.2%</td>
<td>6</td>
</tr>
<tr>
<td>Coastal Bend Veterans Cemetery</td>
<td>88</td>
<td>38.4%</td>
<td>8</td>
</tr>
<tr>
<td>Coastal Carolina State Veterans Cemetery</td>
<td>138</td>
<td>45.5%</td>
<td>5</td>
</tr>
<tr>
<td>Connecticut State Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
<td>9</td>
</tr>
</tbody>
</table>
## Appendix E: Response Rates

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Returned N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crownsville Veterans Cemetery</td>
<td>132</td>
<td>46.5%</td>
<td>7</td>
</tr>
<tr>
<td>Delaware Veterans Memorial Cemetery – Sussex County</td>
<td>146</td>
<td>46.9%</td>
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</tr>
<tr>
<td>Donel Kinnard Memorial State Veterans Cemetery</td>
<td>83</td>
<td>48.8%</td>
<td>11</td>
</tr>
<tr>
<td>East Hawaii Veterans Cemetery – No. II</td>
<td>0</td>
<td>0.0%</td>
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</tr>
<tr>
<td>East Tennessee State Veterans Cemetery</td>
<td>137</td>
<td>48.9%</td>
<td>11</td>
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<tr>
<td>Eastern Carolina State Veterans Cemetery</td>
<td>93</td>
<td>41.0%</td>
<td>9</td>
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<tr>
<td>Eastern Montana State Veterans Cemetery</td>
<td>7</td>
<td>41.2%</td>
<td>2</td>
</tr>
<tr>
<td>Eastern Shore Veterans Cemetery</td>
<td>73</td>
<td>41.2%</td>
<td>4</td>
</tr>
<tr>
<td>Ft. Stanton State Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
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<td>Ft. Leonard Wood State Veterans Cemetery</td>
<td>60</td>
<td>50.8%</td>
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<tr>
<td>Garrison Forest Veterans Cemetery</td>
<td>117</td>
<td>34.7%</td>
<td>11</td>
</tr>
<tr>
<td>Georgia Veterans Memorial Cemetery</td>
<td>125</td>
<td>43.3%</td>
<td>7</td>
</tr>
<tr>
<td>Georgia Veterans Memorial Cemetery – Glennville</td>
<td>72</td>
<td>45.3%</td>
<td>4</td>
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<tr>
<td>Guam Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Hawaii State Veterans Cemetery</td>
<td>110</td>
<td>48.2%</td>
<td>0</td>
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<tr>
<td>Idaho State Veterans Cemetery</td>
<td>122</td>
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<td>6</td>
</tr>
<tr>
<td>Indiana Veterans Memorial Cemetery</td>
<td>69</td>
<td>43.4%</td>
<td>5</td>
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</tbody>
</table>
## Appendix E: Response Rates

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Next of Kin</th>
<th>Returned N</th>
<th>Funeral Directors</th>
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<tbody>
<tr>
<td>Iowa Veterans Cemetery at Van Meter</td>
<td>170</td>
<td>54.5%</td>
<td>16</td>
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</tr>
<tr>
<td>Kansas Veterans Cemetery at Fort Dodge</td>
<td>18</td>
<td>48.6%</td>
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<tr>
<td>Kansas Veterans Cemetery at Fort Riley</td>
<td>58</td>
<td>46.8%</td>
<td>5</td>
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<td></td>
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<tr>
<td>Kansas Veterans Cemetery at Wakeeney</td>
<td>17</td>
<td>63.0%</td>
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<tr>
<td>Kansas Veterans Cemetery at Winfield</td>
<td>94</td>
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<tr>
<td>Kentucky Veteran Cemetery – Southeast</td>
<td>8</td>
<td>44.4%</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kentucky Veterans Cemetery – Northeast</td>
<td>62</td>
<td>44.0%</td>
<td>4</td>
<td></td>
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</tr>
<tr>
<td>Kentucky Veterans Cemetery – Central</td>
<td>118</td>
<td>41.1%</td>
<td>13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kentucky Veterans Cemetery – North</td>
<td>102</td>
<td>51.5%</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kentucky Veterans Cemetery – West</td>
<td>163</td>
<td>45.0%</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lakota Freedom Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td>M.J. Dolly Cooper Veterans Cemetery</td>
<td>154</td>
<td>48.0%</td>
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<tr>
<td>Maine Veterans' Memorial Cemetery</td>
<td>87</td>
<td>48.6%</td>
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<tr>
<td>Maine Veterans' Memorial Cemetery – Mount Vernon Rd</td>
<td>74</td>
<td>42.8%</td>
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<td>Massachusetts Veteran Memorial Cemetery – Winchendon</td>
<td>130</td>
<td>42.8%</td>
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<tr>
<td>Massachusetts Veterans' Memorial Cemetery</td>
<td>223</td>
<td>52.3%</td>
<td>8</td>
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</tbody>
</table>
## Appendix E: Response Rates

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Returned N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle Tennessee State Veterans Cemetery</td>
<td>145</td>
<td>43.7%</td>
<td>5</td>
</tr>
<tr>
<td>Minnesota State Veterans Cemetery</td>
<td>196</td>
<td>60.5%</td>
<td>27</td>
</tr>
<tr>
<td>Minnesota State Veterans Cemetery – Duluth</td>
<td>3</td>
<td>100.0%</td>
<td>3</td>
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<tr>
<td>Minnesota State Veterans Cemetery – Preston</td>
<td>61</td>
<td>59.2%</td>
<td>2</td>
</tr>
<tr>
<td>Mississippi State Veterans Memorial Cemetery</td>
<td>41</td>
<td>38.7%</td>
<td>4</td>
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<tr>
<td>Missouri State Veterans Cemetery – Jacksonville</td>
<td>86</td>
<td>50.0%</td>
<td>8</td>
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<tr>
<td>Missouri Veterans Cemetery – Springfield</td>
<td>182</td>
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<tr>
<td>Missouri Veterans Cemetery – Bloomfield</td>
<td>144</td>
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<td>15</td>
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<tr>
<td>Missouri Veterans Cemetery – Higginsville</td>
<td>191</td>
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<tr>
<td>Montana State Veterans Cemetery</td>
<td>56</td>
<td>46.3%</td>
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<tr>
<td>Nebraska Veterans Cemetery at Alliance</td>
<td>20</td>
<td>55.6%</td>
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<tr>
<td>New Hampshire State Cemetery</td>
<td>247</td>
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<tr>
<td>North Dakota Veterans Cemetery</td>
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<td>56.9%</td>
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<tr>
<td>North Mississippi Veterans Memorial Cemetery</td>
<td>15</td>
<td>50.0%</td>
<td>7</td>
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<tr>
<td>Northeast Louisiana Veterans Cemetery</td>
<td>50</td>
<td>39.1%</td>
<td>4</td>
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<tr>
<td>Northern California Veterans Cemetery at Redding</td>
<td>152</td>
<td>49.5%</td>
<td>3</td>
</tr>
<tr>
<td>Northern Maine Veterans Cemetery</td>
<td>17</td>
<td>60.7%</td>
<td>0</td>
</tr>
</tbody>
</table>
## Appendix E: Response Rates

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Returned N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Nevada Veterans Memorial Cemetery</td>
<td>115</td>
<td>45.5%</td>
<td>0</td>
</tr>
<tr>
<td>Northern Wisconsin Veterans Memorial Cemetery</td>
<td>139</td>
<td>62.1%</td>
<td>6</td>
</tr>
<tr>
<td>Northwest Louisiana Veterans Cemetery</td>
<td>109</td>
<td>40.1%</td>
<td>3</td>
</tr>
<tr>
<td>Ohio Veterans Home Cemetery</td>
<td>0</td>
<td>0.0%</td>
<td>7</td>
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<tr>
<td>Oregon Trail State Veterans Cemetery</td>
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</tr>
<tr>
<td>Pennsylvania Soldiers’ and Sailors’ Home Cemetery</td>
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<td>0.0%</td>
<td>2</td>
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<tr>
<td>Rhode Island Veteran Memorial Cemetery</td>
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<td>44.9%</td>
<td>6</td>
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<tr>
<td>Rio Grande Valley State Veterans Cemetery</td>
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<tr>
<td>Rocky Gap Veterans Cemetery</td>
<td>76</td>
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<td>Sandhills State Veterans Cemetery</td>
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<tr>
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<td>2</td>
</tr>
<tr>
<td>Sisseton-Wahpeton Oyate Veterans Cemetery</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
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<tr>
<td>Southeast Louisiana Veterans Cemetery</td>
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<tr>
<td>Southern Arizona Veterans Memorial Cemetery</td>
<td>142</td>
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<tr>
<td>Southern Maine Veterans Cemetery</td>
<td>33</td>
<td>61.1%</td>
<td>0</td>
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<tr>
<td>Southern Nevada Veterans Memorial Cemetery</td>
<td>354</td>
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<tr>
<td>Southern Wisconsin Veterans Memorial Cemetery</td>
<td>286</td>
<td>50.1%</td>
<td>15</td>
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</table>
## Appendix E: Response Rates

### RESPONSE RATES

<table>
<thead>
<tr>
<th>Cemetery Name</th>
<th>Returned N</th>
<th>Response Rate</th>
<th>Returned N</th>
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</thead>
<tbody>
<tr>
<td>Southwest Virginia Veterans Cemetery</td>
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<td>53.6%</td>
<td>4</td>
</tr>
<tr>
<td>Sunset Cemetery</td>
<td>0</td>
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</tr>
<tr>
<td>Tennessee State Veterans Cemetery</td>
<td>26</td>
<td>39.4%</td>
<td>2</td>
</tr>
<tr>
<td>Tennessee State Veterans Cemetery at Parkers Crossroads</td>
<td>27</td>
<td>69.2%</td>
<td>4</td>
</tr>
<tr>
<td>Texas State Veterans Cemetery at Abilene</td>
<td>118</td>
<td>43.4%</td>
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</tr>
<tr>
<td>Veterans Memorial Cemetery of Western Colorado</td>
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<td>51.0%</td>
<td>1</td>
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<tr>
<td>Virginia Veterans Cemetery at Amelia</td>
<td>139</td>
<td>52.3%</td>
<td>6</td>
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<tr>
<td>Washington State Veterans Cemetery</td>
<td>145</td>
<td>48.2%</td>
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<tr>
<td>West Tennessee Veterans Cemetery</td>
<td>158</td>
<td>36.2%</td>
<td>8</td>
</tr>
<tr>
<td>Western Carolina State Veterans Cemetery</td>
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<td>0.0%</td>
<td>6</td>
</tr>
<tr>
<td>Western Montana State Veterans Cemetery</td>
<td>67</td>
<td>59.8%</td>
<td>3</td>
</tr>
<tr>
<td>White Eagle Cemetery</td>
<td>0</td>
<td>0.0%</td>
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