

2022

National Cemetery Administration

National Cemeteries Satisfaction Survey



VA



U.S. Department
of Veterans Affairs

National Report
August 2022

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Executive Summary

SECTION DESCRIPTION

- This section presents an overview of the contents of this report and key findings from next of kin and funeral directors who have had experiences at national cemeteries.
- These surveys and the resultant data represent the NCA commitment to customer service, seeking feedback from those using our services, and an ongoing search for evidence-based opportunities for continuous improvement.

Report Overview

Data for this 2022 survey were collected from next of kin and funeral directors in three separate fieldings:

- Next of kin Fall fielding: October 8, 2021 to January 4, 2022.
- Funeral director fielding: February 16, 2022 to June 17, 2022; and
- Next of kin Spring fielding: March 30, 2022 to June 17, 2022.

Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) and Automated Monument Application System (AMAS) database of interments. The survey was mailed to 49,699 next of kin who had interred a loved one during the time period of January 1, 2021 through December 31, 2021. The survey was also mailed to 12,554 funeral directors who had worked with national, private, and state or tribal Veteran cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 62,253 survey questionnaires (49,699 to next of kin and 12,554 to funeral directors) were mailed for this survey. A total of 24,256 completed questionnaires (21,848 next of kin and 2,408 funeral directors) were returned, which resulted in an overall survey response rate of 41.16% (46.48% next of kin and 20.18% for funeral directors).

In this report survey findings are presented in nine sections:

- The first section -- Overall Satisfaction Measures and Key Metrics -- presents findings from survey items that provide information on next of kin and funeral directors' overall satisfaction with their experiences at a national cemetery. Combined responses are presented for all respondents, as well as for next of kin and funeral directors separately. Data for each District are presented for comparative purposes.
- The eight sections that follow present survey findings on specific areas of satisfaction for each 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. Data for each District are presented for comparative purposes.

Six 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 Instruments – describes the methodology used to administer the survey. Copies of the 2022 next of kin and the national cemetery component of the Funeral Director surveys are also included in this appendix.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where the data can be found.
- Appendix E: Response Rates – presents response rates for each national cemetery included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

Executive Summary

Highlights of Findings

Questions asked of all respondents unless designated NoK for Next of Kin and FD for Funeral Director.

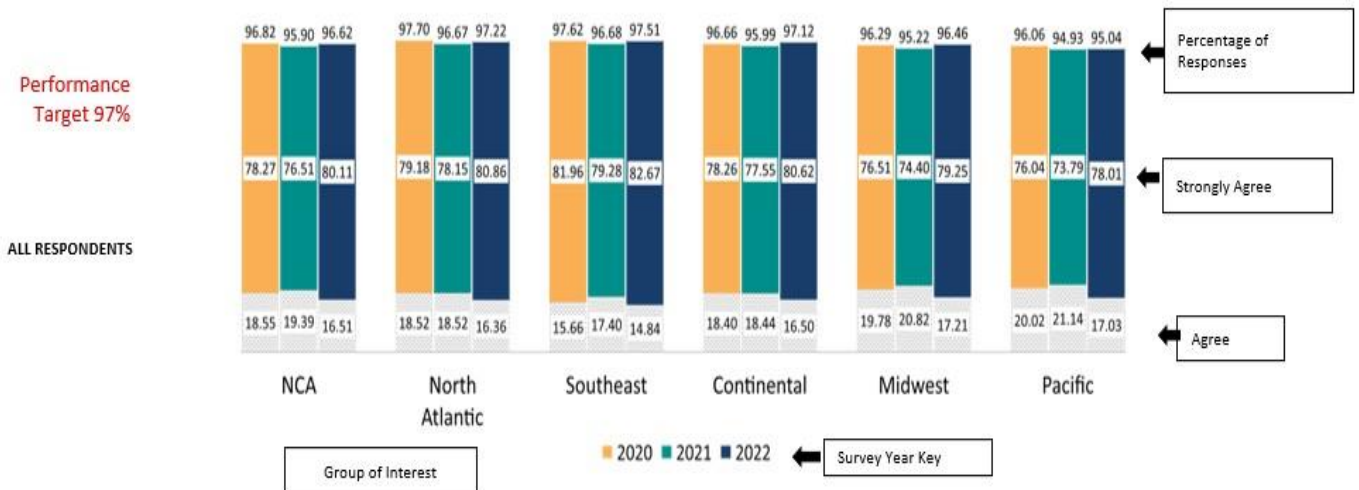
OVERALL SATISFACTION	
Overall Experience	97.90%
Quality of Service	96.62%
Courteous Staff	97.93%
Professional Staff	97.07%
Cemetery Appearance	99.06%
Recommend Cemetery	98.78%
COMMITTAL SERVICES	
Satisfaction with Committal Service (NoK)	97.60%
Ease of Scheduling Process (FD)	84.01%
Received the support needed from Cemetery Staff (FD)	97.72%
Service is superior or better than Private Cemetery (FD)	67.27%
Trust	
Maintain as National Shrines	98.30%
Honors all Veterans	98.45%
INFORMATION & COMMUNICATION	
Satisfaction with Information Provided (NoK)	96.99%
Top way to find out about benefits: Family member/friend (NoK)	61.44%
Best way to convey Information: E-mail (NoK)	31.50%
Satisfaction with Communication (FD)	95.22%
Characterize Communication as Good or Excellent (FD)	95.21%
Provides most information re: policies & procedures: VA/NCA Website (FD)	41.62%
Best way to Communicate: Email (FD)	62.72%
CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Gravesite Appearance is Excellent (NoK)	96.83%
Upkeep is Excellent	97.31%
Committal shelter was private, clean and free of safety hazards	98.93%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Satisfaction with length of time for placement (NoK)	94.25%
Satisfaction with quality and appearance (NoK)	92.87%
Accurate Inscription (NoK)	84.98%
STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Appearance compared favorably (NoK)	86.63%
Quality of Service compared favorably (NoK)	79.64%
Honor of interment is equivalent (NoK)	65.67%

Overall Satisfaction Measures and Key Metrics

SECTION DESCRIPTION

- This section presents survey findings from next of kin (NoK) and funeral directors (FD) on overall measures of satisfaction.
- Results are also presented for five key measures of satisfaction.
- 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.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.
- Throughout this report, stacked bar graphs are used which show the percentage of participants responding positively to survey items across all respondents (NoK and Funeral Directors combined), as well as NoK and Funeral Directors separately. A sample stacked bar graph is presented below with labels to aid in interpretation of these graphs used throughout this report. A fuller explanation of how to understand and interpret the graphs and tables used in this report can be found in Appendix C (page 163) of this report.

Question 36/29: The quality of service received from cemetery staff is excellent.



Overall Satisfaction Measures and Key Metrics

Committal Service Attendance: Next of Kin

The majority of next of kin who completed this survey attended the committal service (72.50%).

Attended*	n	%
Yes	15,837	72.50%
No	1,538	7.00%
Unknown	4,473	20.50%

Respondents who attended the committal service had a higher percentage of agreement on the five key measures of satisfaction compared to respondents who did not attend the committal service. Significance is denoted in the table below by the (†) symbol next to the name of the measure. The p-values for the 5 questions are significant at the .001 level. **

NoK Survey Question Number**	Key Measure of Satisfaction	ATTENDED COMMITTAL SERVICE (n=15,837)	DID NOT ATTEND COMMITTAL SERVICE (n=1,538)	Overall NoK Agreement (%)
		Percent (%) Agreement	Percent (%) Agreement	
12	Satisfaction with the service received from the National Cemetery Scheduling Office (n=7,011)†	98.09%	94.59%	97.75%
23	Satisfaction with length of time for product placement (n=20,843)†	94.94%	90.39%	94.25%
36	Quality of Service (n=21,015)†	97.02%	93.74%	96.62%
41	Overall Appearance (n=21,198)†	99.14%	98.11%	99.07%
43	Recommend Cemetery (n=21,456)†	99.09%	97.98%	98.96%

*The respondent's attendance at the committal service is not self-reported. Committal service attendance is recorded by the national cemetery and captured in the NCA database.

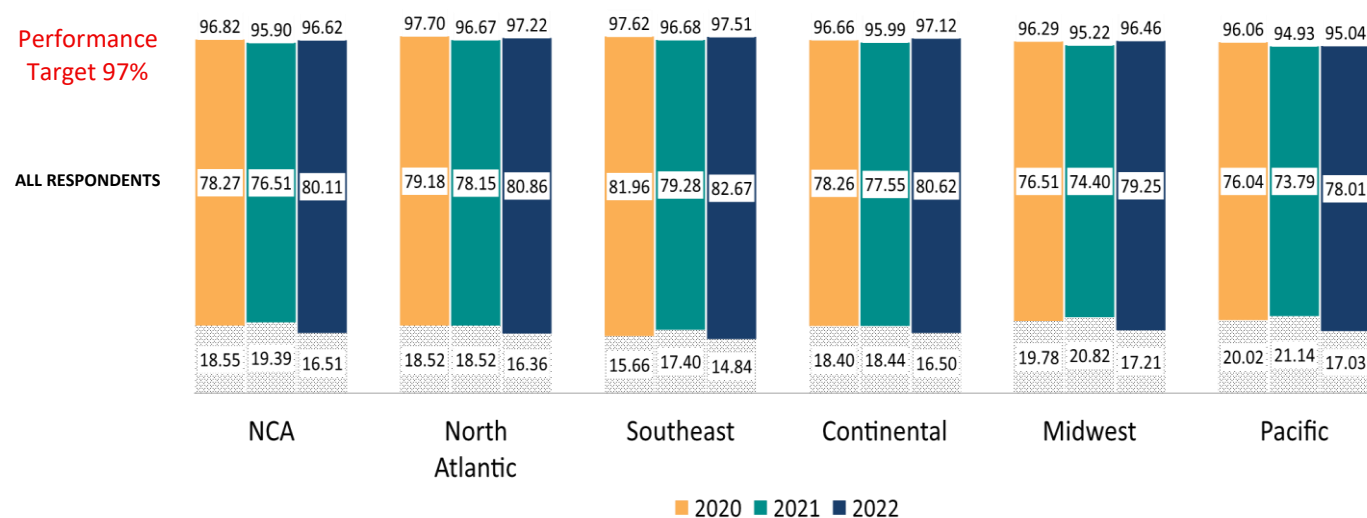
**The agreed category consists of the top two response options of the scale for the referenced survey questions. For Questions 12 and 23, the agreed category consists of the "very satisfied" and "somewhat satisfied" responses. For all other measures (Questions 36, 41, and 43), the agreed category consists of the "strongly agree" and "agree" responses.

*** The p-values provided in this report refer to the probability that the difference is due to "chance." The threshold for p-values is related to the alpha level which is most commonly set at alpha equal to or less than 0.05. This means that the 95 times out of 100 the difference observed is not due to chance (i.e., 5 times out of 100). For a p-value of 0.01 refers to 99 out of 100, and a p-value of 0.001 refers to 999 out of 1,000.

†There is a significant difference in the percentage of agreement on the satisfaction measure between respondents who attended the committal service, compared to respondents who did not attend.

Overall Satisfaction Measures and Key Metrics

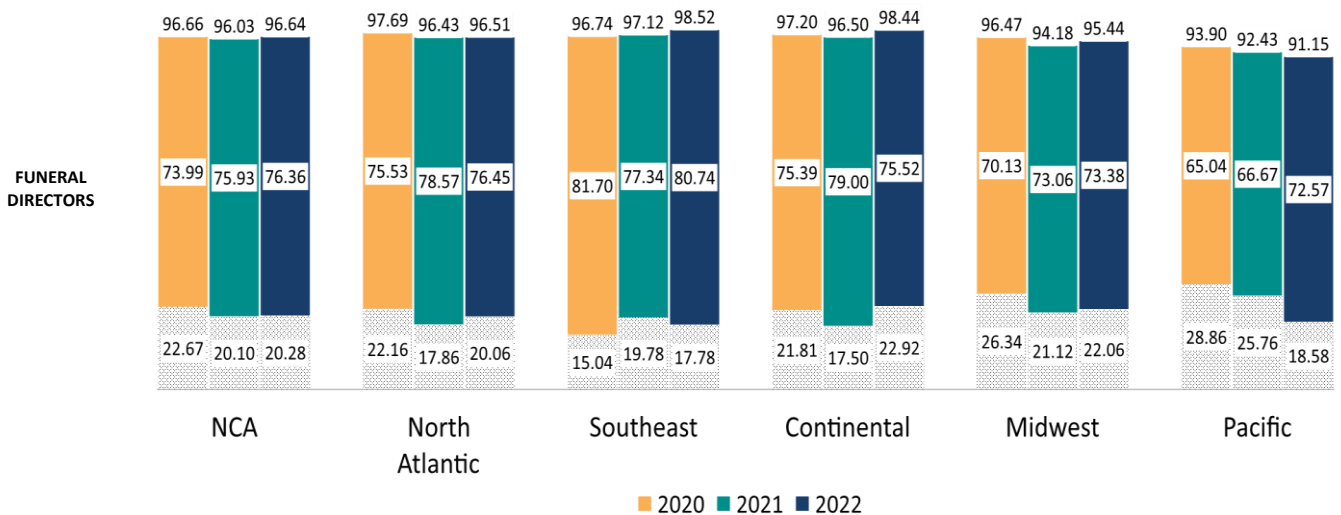
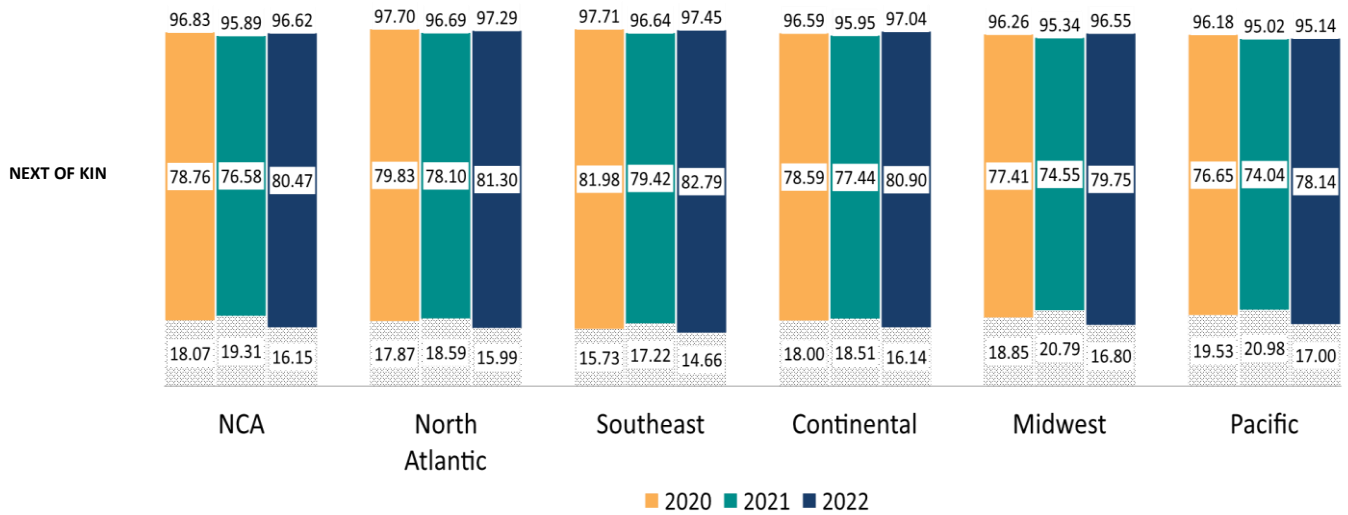
Question 36/29: The quality of service received from cemetery staff is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20210	19641	23012	3434	3478	3809	4240	4116	4703	3054	2993	3643	4823	4586	5335	4645	3941	4861
Strongly agree		78.27%	76.51%	80.11%	79.18%	78.15%	80.86%	81.96%	79.28%	82.67%	78.26%	77.55%	80.62%	76.51%	74.40%	79.25%	76.04%	73.79%	78.01%
Agree		18.55%	19.39%	16.51%	18.52%	18.52%	16.36%	15.66%	17.40%	14.84%	18.40%	18.44%	16.50%	19.78%	20.82%	17.21%	20.02%	21.14%	17.03%
Neither agree nor disagree		2.56%	3.02%	2.37%	1.81%	2.70%	2.07%	2.08%	2.45%	1.85%	2.72%	2.91%	1.98%	2.94%	3.49%	2.47%	3.06%	3.70%	3.39%
Disagree		0.46%	0.71%	0.64%	0.35%	0.46%	0.37%	0.19%	0.58%	0.43%	0.49%	0.63%	0.58%	0.62%	0.87%	0.54%	0.58%	0.99%	1.17%
Strongly disagree		0.17%	0.37%	0.37%	0.15%	0.17%	0.34%	0.12%	0.29%	0.21%	0.13%	0.47%	0.33%	0.15%	0.41%	0.52%	0.30%	0.38%	0.39%

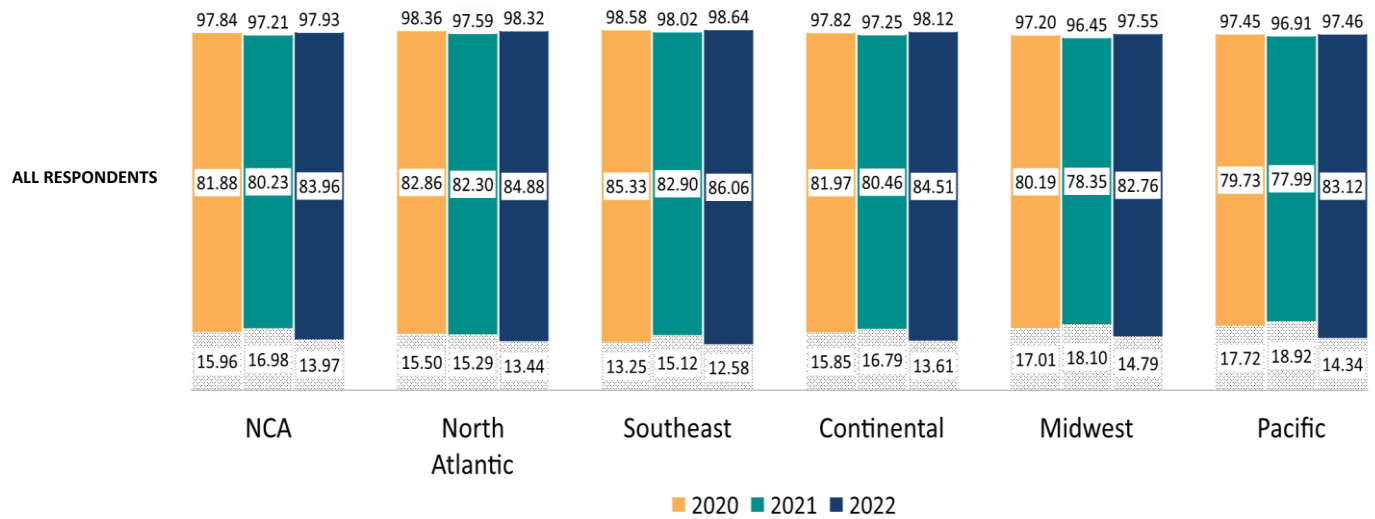
Overall Satisfaction Measures and Key Metrics

Question 36/29: The quality of service received from cemetery staff is excellent.



Overall Satisfaction Measures and Key Metrics

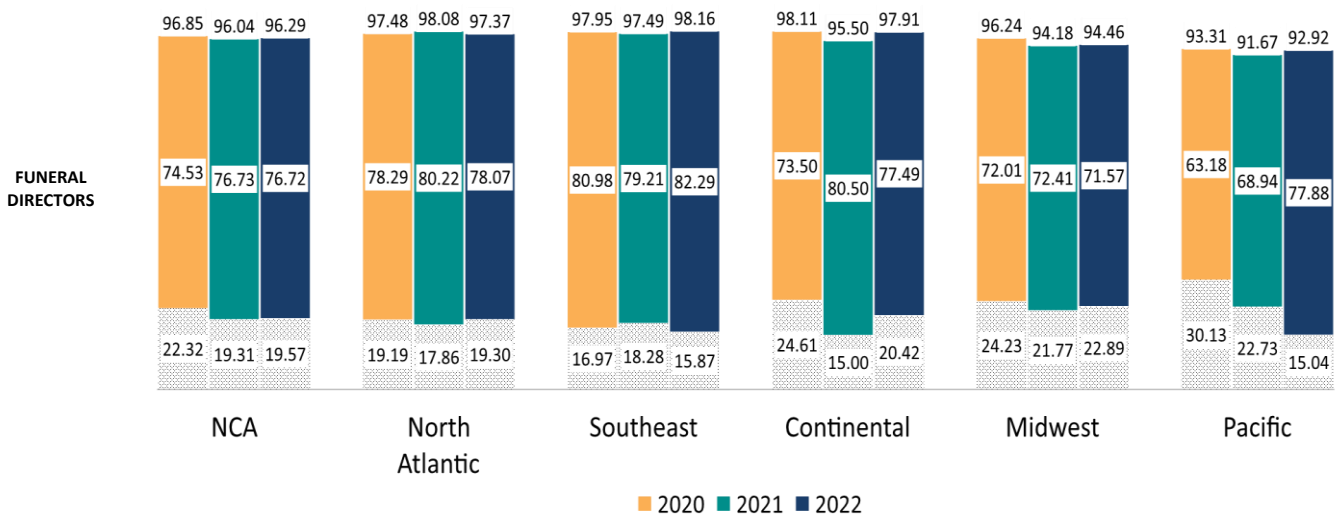
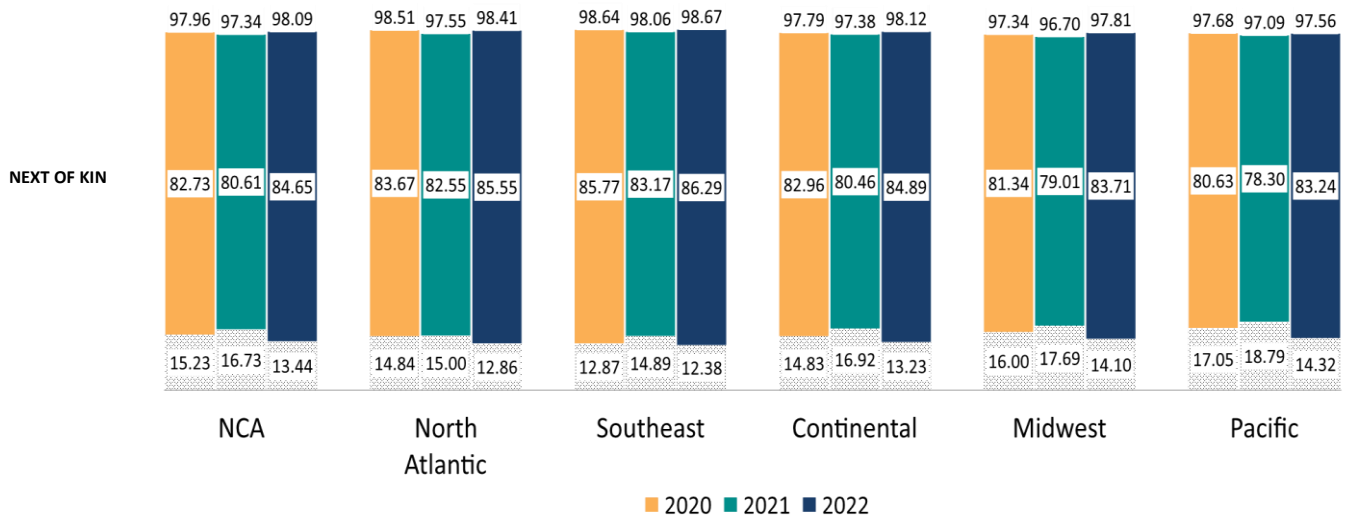
Question 37/30: The national cemetery staff was courteous.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20042	19808	23056	3407	3498	3810	4205	4153	4714	3028	3025	3653	4756	4618	5343	4632	3985	4875
Strongly agree		81.88%	80.23%	83.96%	82.86%	82.30%	84.88%	85.33%	82.90%	86.06%	81.97%	80.46%	84.51%	80.19%	78.35%	82.76%	79.73%	77.99%	83.12%
Agree		15.96%	16.98%	13.97%	15.50%	15.29%	13.44%	13.25%	15.12%	12.58%	15.85%	16.79%	13.61%	17.01%	18.10%	14.79%	17.72%	18.92%	14.34%
Neither agree nor disagree		1.85%	2.18%	1.43%	1.41%	2.03%	1.21%	1.26%	1.49%	1.10%	1.98%	2.18%	1.40%	2.40%	2.71%	1.55%	2.05%	2.43%	1.64%
Disagree		0.24%	0.39%	0.39%	0.18%	0.31%	0.31%	0.10%	0.36%	0.08%	0.20%	0.26%	0.30%	0.34%	0.54%	0.52%	0.35%	0.45%	0.64%
Strongly disagree		0.07%	0.22%	0.25%	0.06%	0.06%	0.16%	0.07%	0.12%	0.17%	0.00%	0.30%	0.19%	0.06%	0.30%	0.37%	0.15%	0.20%	0.27%

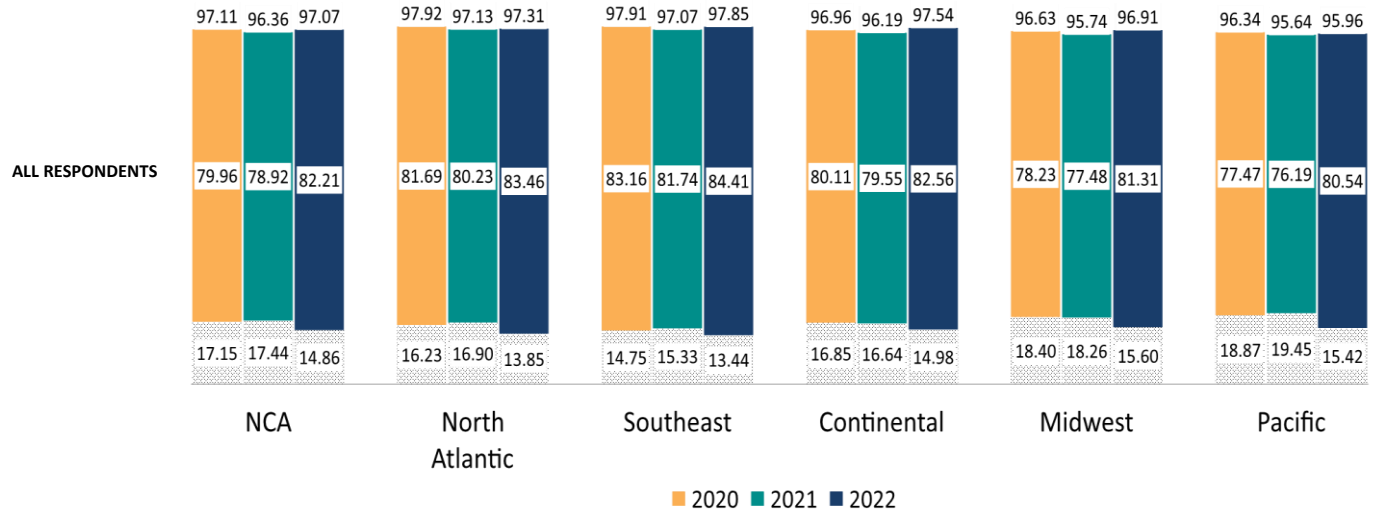
Overall Satisfaction Measures and Key Metrics

Question 37/30: The national cemetery staff was courteous.



Overall Satisfaction Measures and Key Metrics

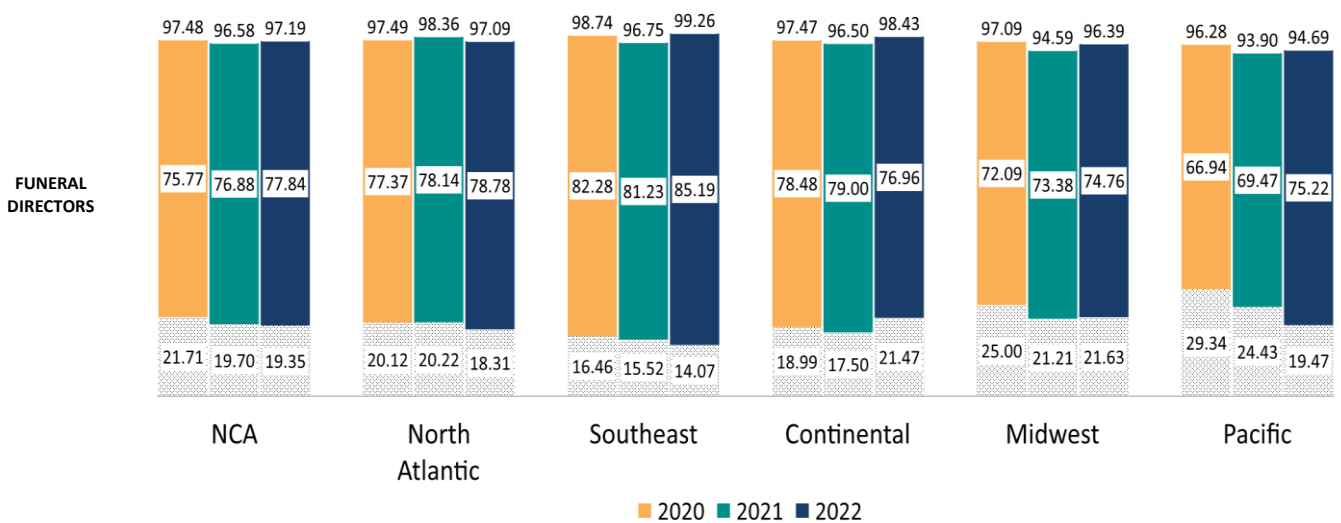
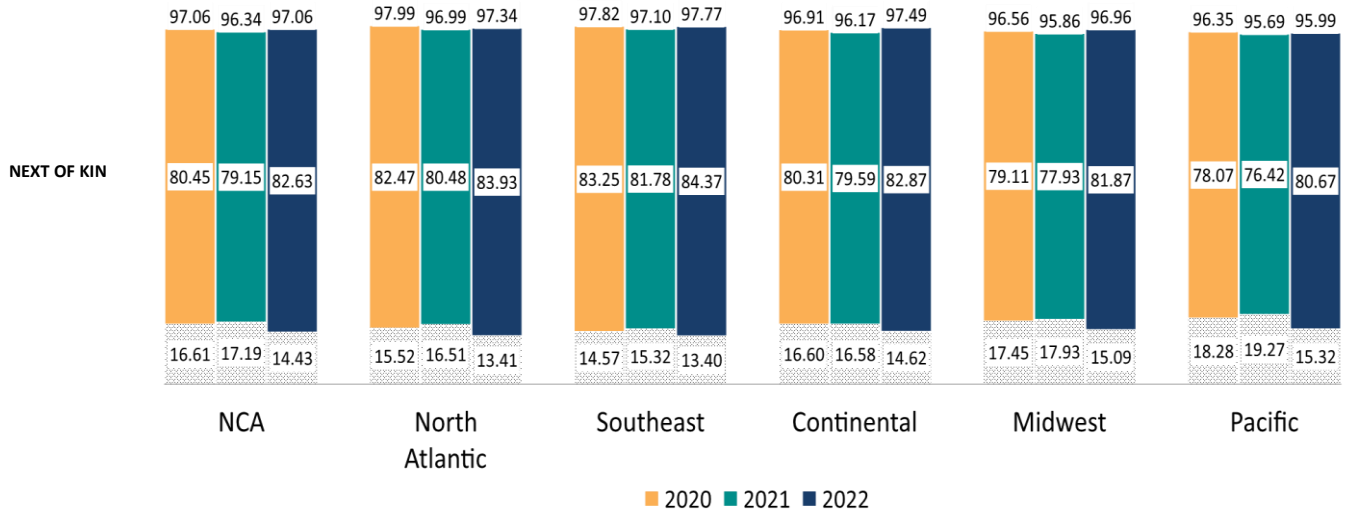
Question 38/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		19596	19714	23003	3358	3480	3797	4067	4129	4709	2967	3017	3646	4658	4595	5313	4532	3965	4877
Strongly agree		79.96%	78.92%	82.21%	81.69%	80.23%	83.46%	83.16%	81.74%	84.41%	80.11%	79.55%	82.56%	78.23%	77.48%	81.31%	77.47%	76.19%	80.54%
Agree		17.15%	17.44%	14.86%	16.23%	16.90%	13.85%	14.75%	15.33%	13.44%	16.85%	16.64%	14.98%	18.40%	18.26%	15.60%	18.87%	19.45%	15.42%
Neither agree nor disagree		2.27%	2.73%	2.10%	1.67%	2.36%	2.16%	1.70%	2.11%	1.55%	2.53%	2.85%	1.81%	2.64%	3.26%	2.26%	2.69%	3.20%	2.58%
Disagree		0.46%	0.61%	0.54%	0.24%	0.32%	0.34%	0.22%	0.61%	0.38%	0.44%	0.56%	0.38%	0.52%	0.67%	0.51%	0.79%	0.88%	1.00%
Strongly disagree		0.17%	0.29%	0.30%	0.18%	0.20%	0.18%	0.17%	0.22%	0.21%	0.07%	0.40%	0.27%	0.21%	0.33%	0.32%	0.18%	0.28%	0.45%

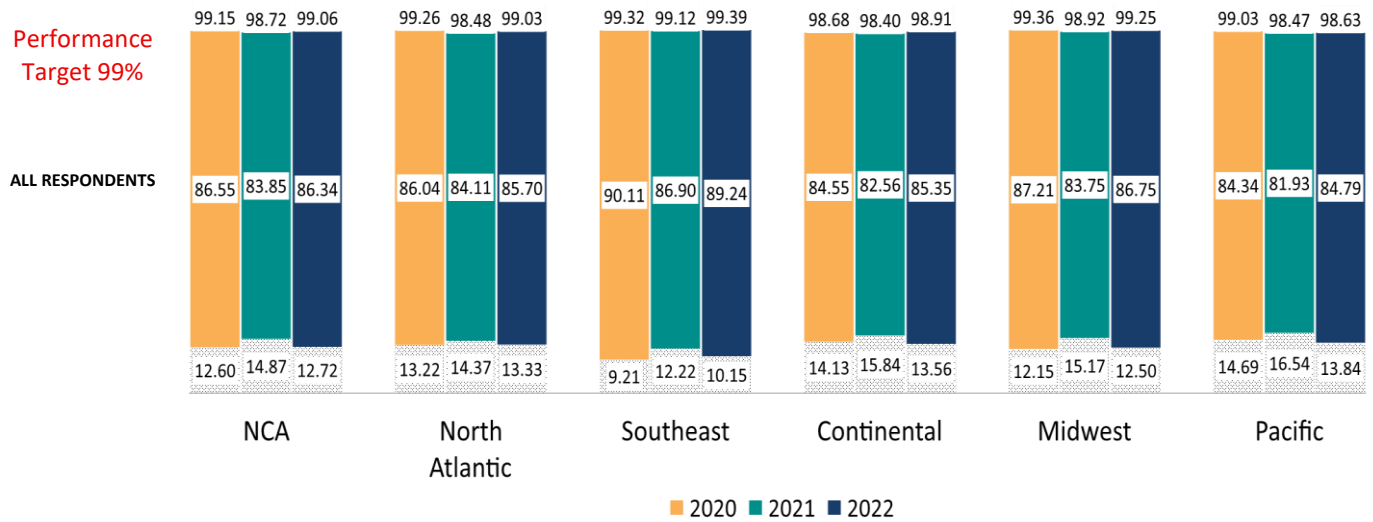
Overall Satisfaction Measures and Key Metrics

Question 38/31: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.



Overall Satisfaction Measures and Key Metrics

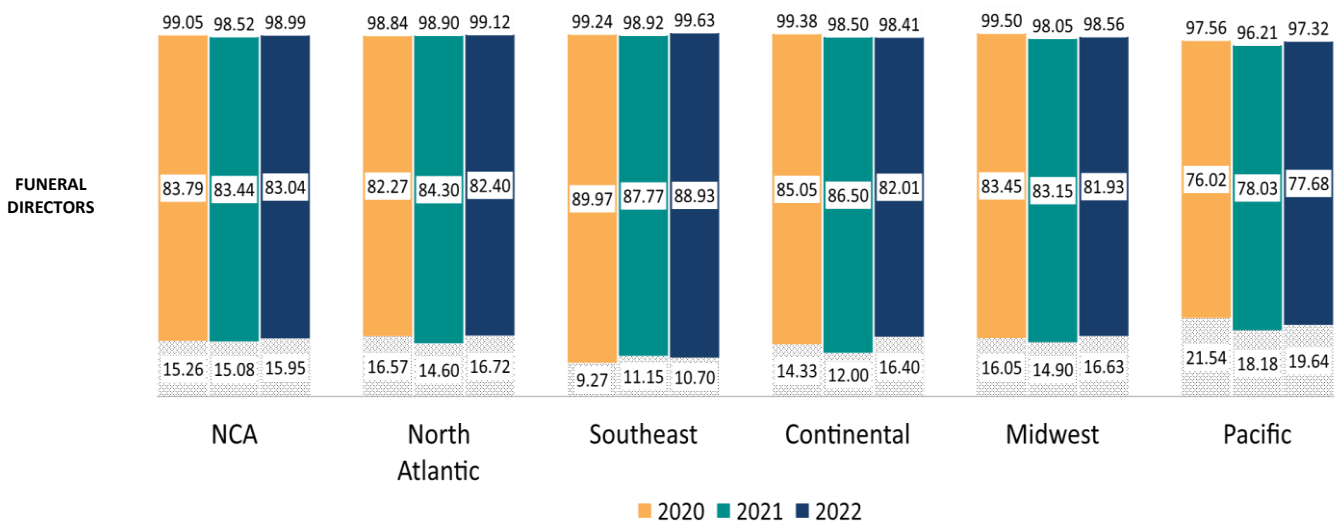
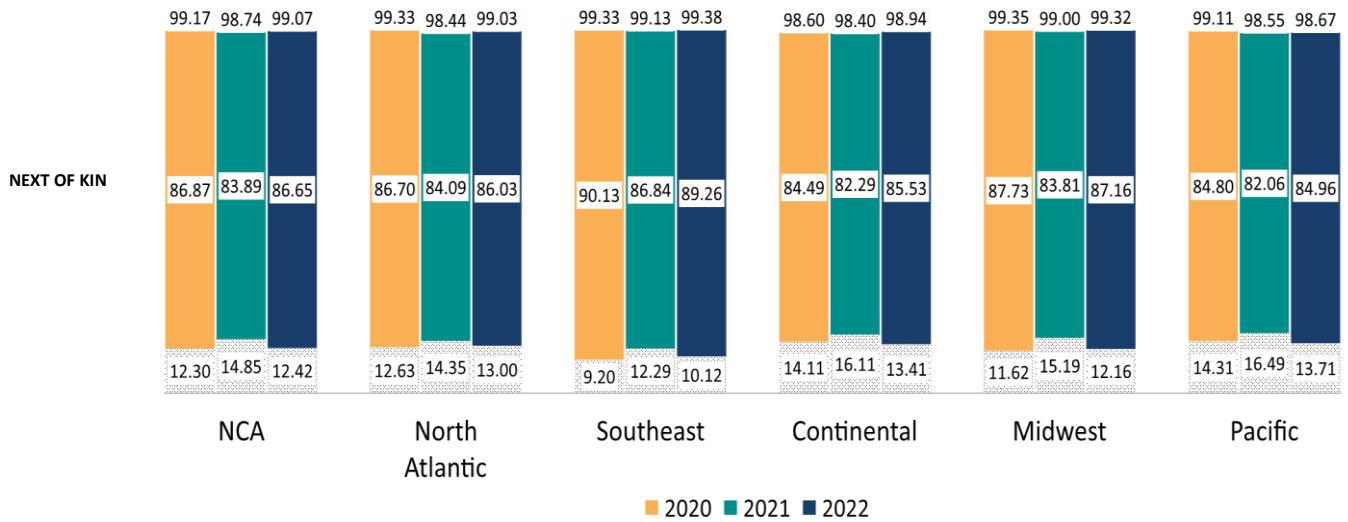
Question 41/34: The overall appearance of the national cemetery is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20465	20090	23185	3473	3555	3826	4278	4183	4739	3093	3080	3680	4888	4695	5383	4719	4050	4898
Strongly agree		86.55%	83.85%	86.34%	86.04%	84.11%	85.70%	90.11%	86.90%	89.24%	84.55%	82.56%	85.35%	87.21%	83.75%	86.75%	84.34%	81.93%	84.79%
Agree		12.60%	14.87%	12.72%	13.22%	14.37%	13.33%	9.21%	12.22%	10.15%	14.13%	15.84%	13.56%	12.15%	15.17%	12.50%	14.69%	16.54%	13.84%
Neither agree nor disagree		0.67%	1.06%	0.75%	0.75%	1.32%	0.71%	0.54%	0.79%	0.55%	0.81%	1.30%	0.73%	0.53%	0.92%	0.59%	0.78%	1.16%	1.16%
Disagree		0.12%	0.16%	0.09%	0.00%	0.14%	0.16%	0.07%	0.05%	0.04%	0.45%	0.19%	0.16%	0.04%	0.13%	0.04%	0.11%	0.32%	0.10%
Strongly disagree		0.06%	0.06%	0.10%	0.00%	0.06%	0.10%	0.07%	0.05%	0.02%	0.06%	0.10%	0.19%	0.06%	0.04%	0.11%	0.08%	0.05%	0.10%

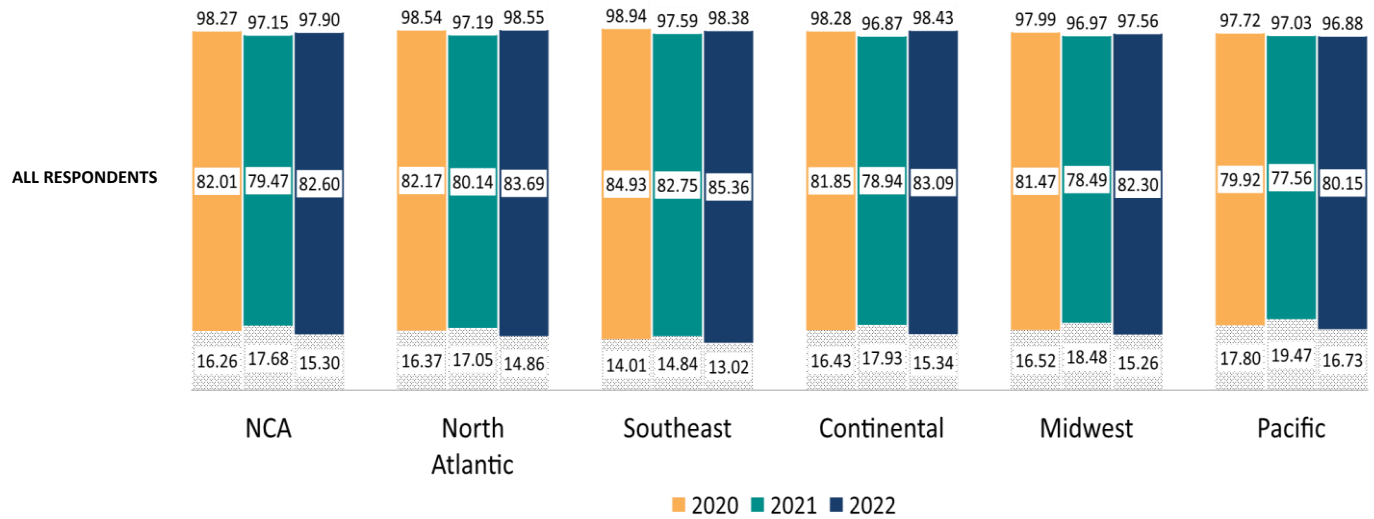
Overall Satisfaction Measures and Key Metrics

Question 41/34: The overall appearance of the national cemetery is excellent.



Overall Satisfaction Measures and Key Metrics

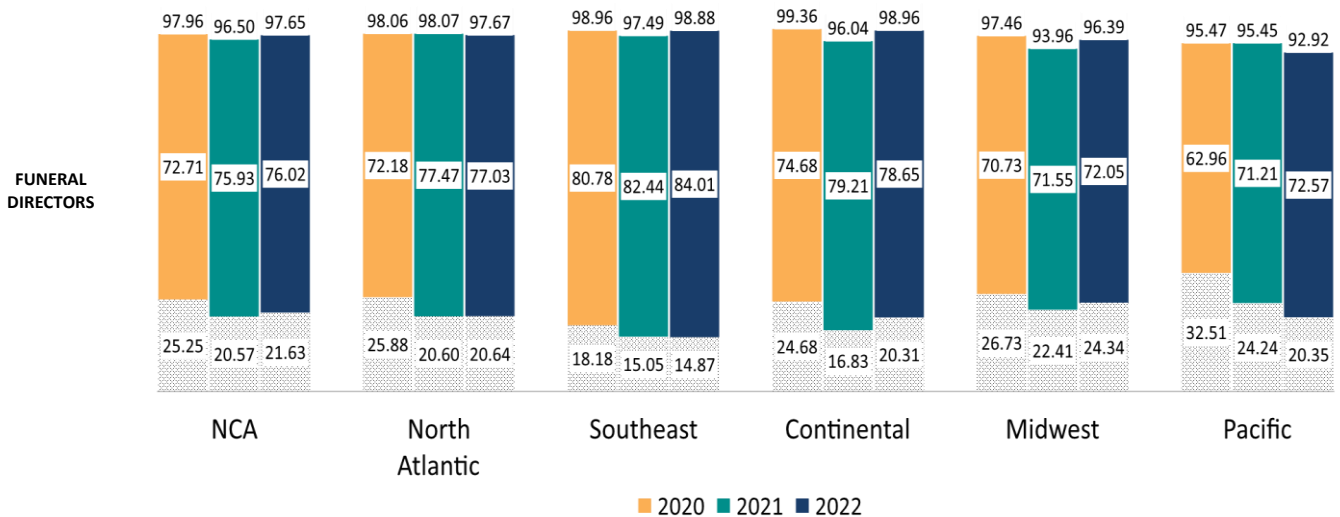
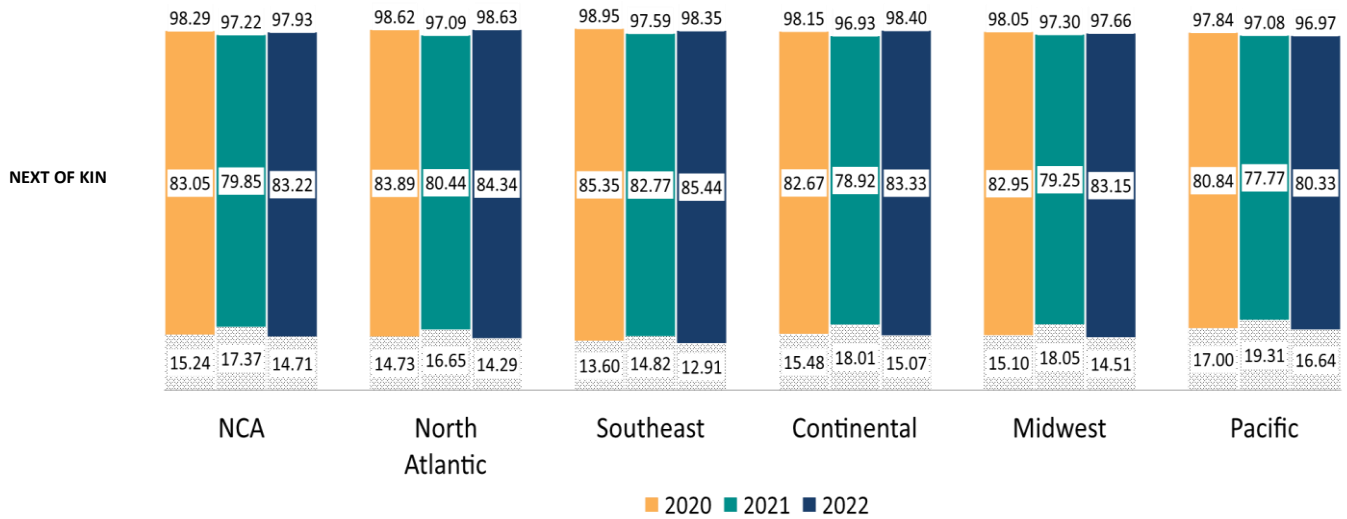
Question 42/35: Overall, I am satisfied with my experience at the national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20412	20283	23374	3488	3595	3857	4254	4226	4769	3074	3101	3702	4862	4724	5418	4720	4109	4968
Strongly agree		82.01%	79.47%	82.60%	82.17%	80.14%	83.69%	84.93%	82.75%	85.36%	81.85%	78.94%	83.09%	81.47%	78.49%	82.30%	79.92%	77.56%	80.15%
Agree		16.26%	17.68%	15.30%	16.37%	17.05%	14.86%	14.01%	14.84%	13.02%	16.43%	17.93%	15.34%	16.52%	18.48%	15.26%	17.80%	19.47%	16.73%
Neither agree nor disagree		1.15%	1.80%	1.32%	0.92%	2.06%	1.06%	0.75%	1.28%	1.09%	1.11%	2.10%	0.68%	1.30%	1.91%	1.61%	1.57%	1.85%	1.91%
Disagree		0.47%	0.71%	0.50%	0.49%	0.42%	0.18%	0.19%	0.85%	0.38%	0.55%	0.71%	0.51%	0.53%	0.72%	0.57%	0.57%	0.80%	0.81%
Strongly disagree		0.12%	0.34%	0.28%	0.06%	0.33%	0.21%	0.12%	0.28%	0.15%	0.07%	0.32%	0.38%	0.19%	0.40%	0.26%	0.15%	0.32%	0.40%

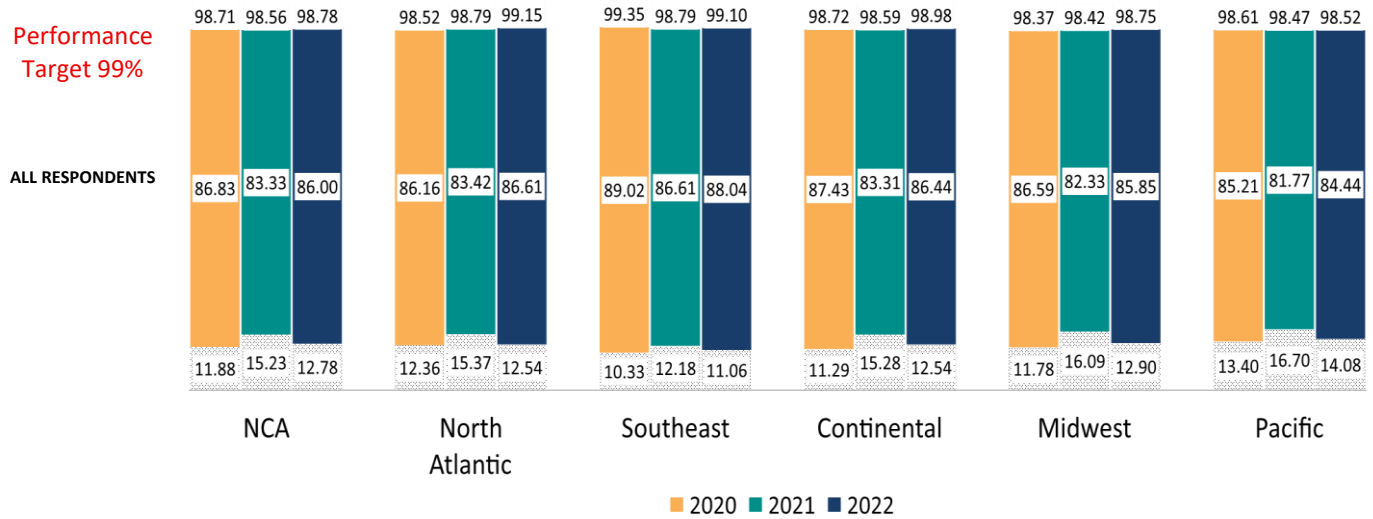
Overall Satisfaction Measures and Key Metrics

Question 42/35: Overall, I am satisfied with my experience at the national cemetery.



Overall Satisfaction Measures and Key Metrics

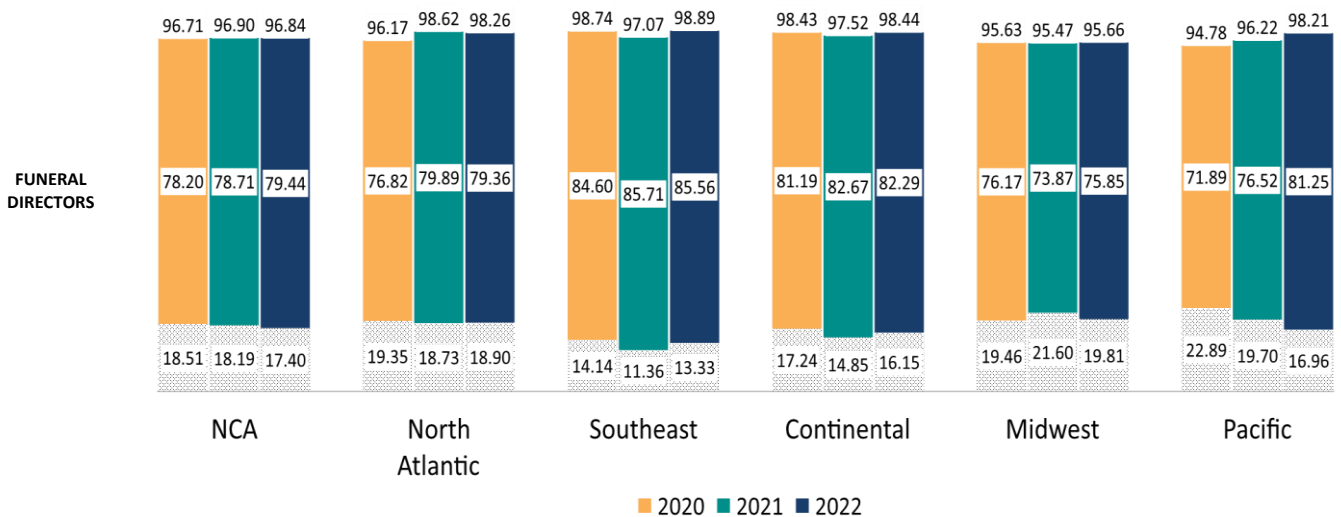
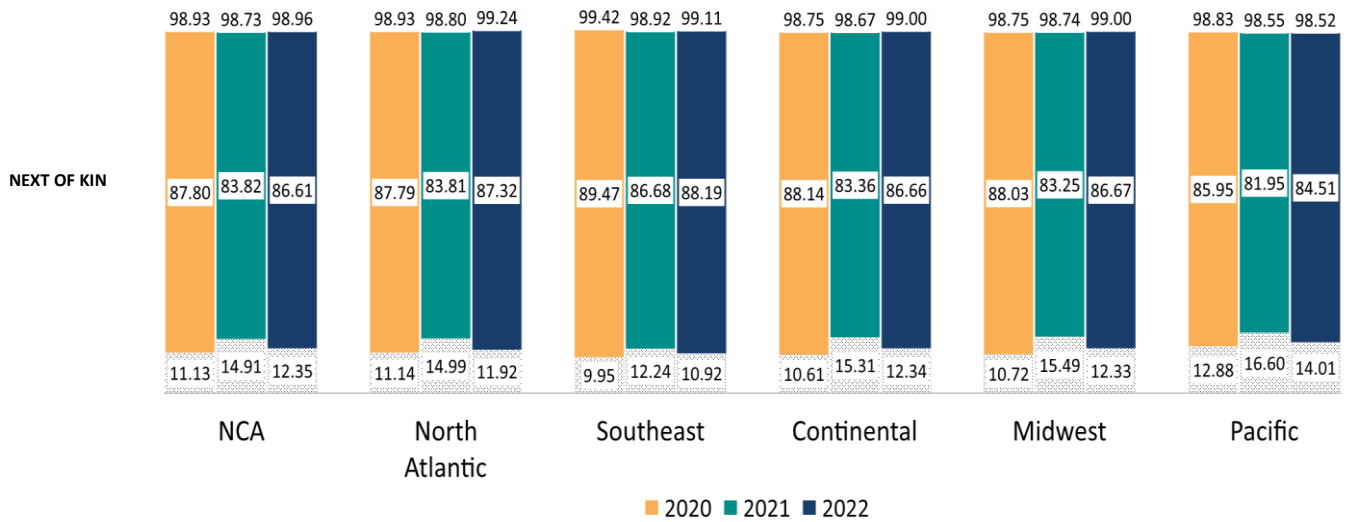
Question 43/36: I would recommend the cemetery to Veteran families during their time of need.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20633	20370	23450	3520	3618	3876	4307	4243	4783	3110	3116	3701	4907	4737	5434	4775	4126	4994
Strongly agree		86.83%	83.33%	86.00%	86.16%	83.42%	86.61%	89.02%	86.61%	88.04%	87.43%	83.31%	86.44%	86.59%	82.33%	85.85%	85.21%	81.77%	84.44%
Agree		11.88%	15.23%	12.78%	12.36%	15.37%	12.54%	10.33%	12.18%	11.06%	11.29%	15.28%	12.54%	11.78%	16.09%	12.90%	13.40%	16.70%	14.08%
Neither agree nor disagree		1.14%	1.18%	0.99%	1.42%	0.94%	0.57%	0.56%	1.01%	0.79%	1.16%	1.19%	0.84%	1.47%	1.29%	0.96%	1.13%	1.31%	1.24%
Disagree		0.09%	0.16%	0.10%	0.06%	0.19%	0.10%	0.05%	0.12%	0.04%	0.13%	0.10%	0.03%	0.10%	0.19%	0.11%	0.10%	0.10%	0.16%
Strongly disagree		0.06%	0.11%	0.13%	0.00%	0.08%	0.18%	0.05%	0.07%	0.06%	0.00%	0.13%	0.16%	0.06%	0.11%	0.18%	0.15%	0.12%	0.08%

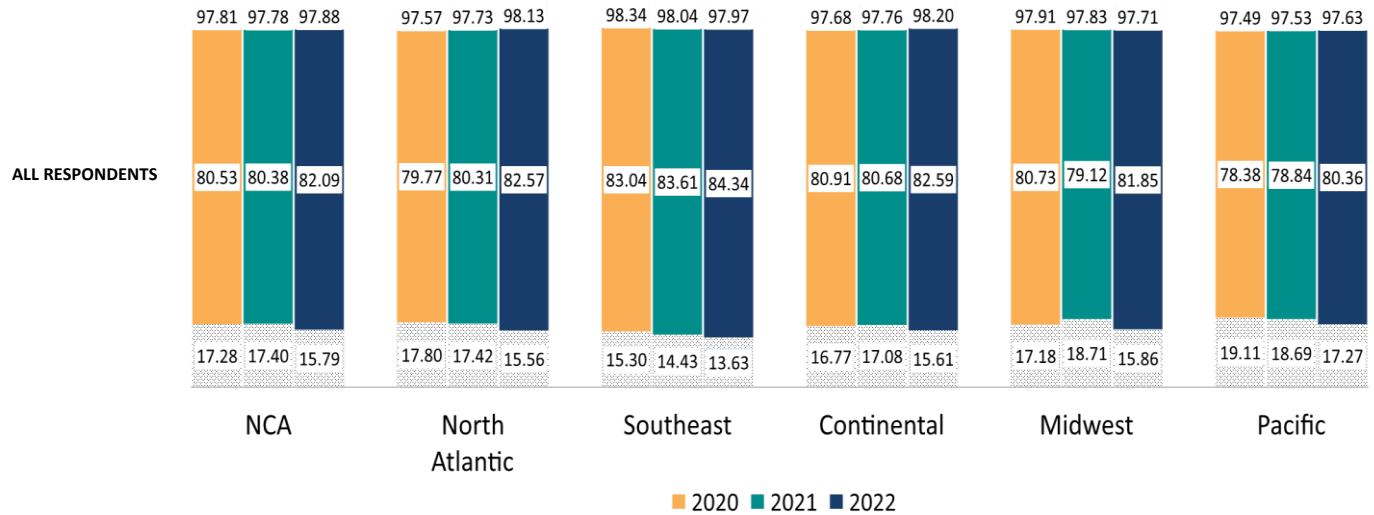
Overall Satisfaction Measures and Key Metrics

Question 43/36: I would recommend the cemetery to Veteran families during their time of need.



Overall Satisfaction Measures and Key Metrics

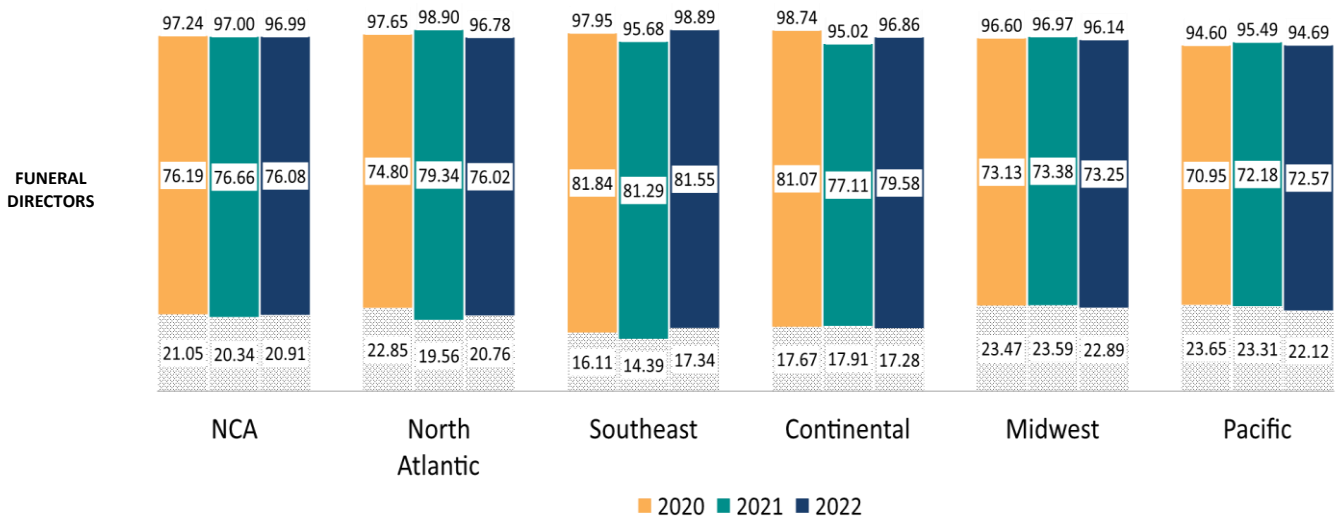
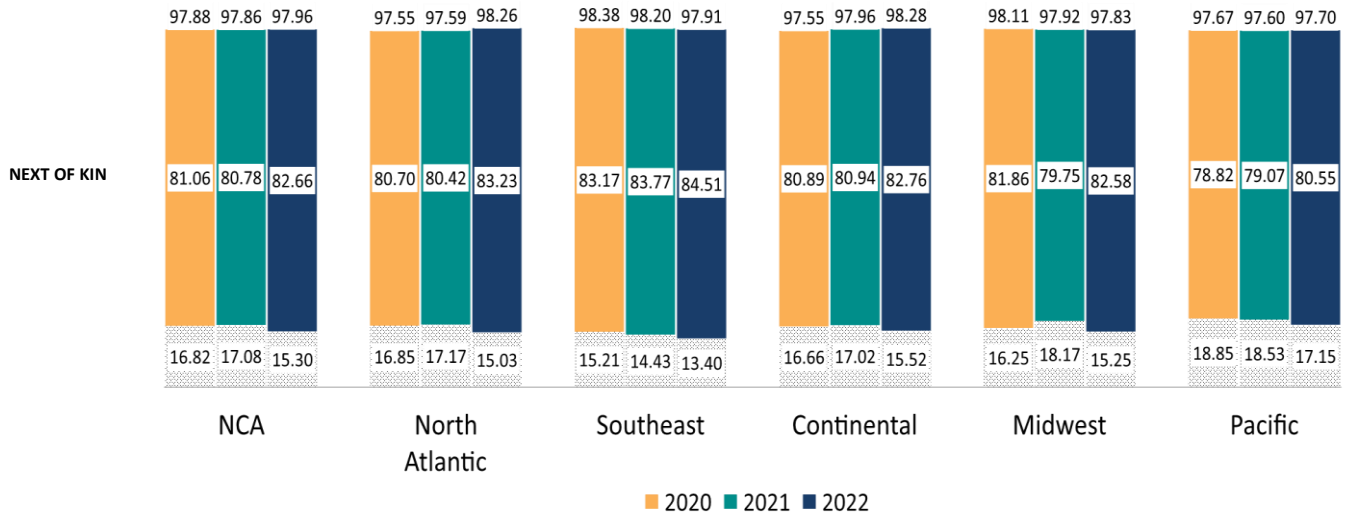
Question 44/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18919	19904	22749	3242	3519	3735	3921	4173	4673	2886	3039	3607	4546	4640	5266	4311	4003	4806
Strongly agree		80.53%	80.38%	82.09%	79.77%	80.31%	82.57%	83.04%	83.61%	84.34%	80.91%	80.68%	82.59%	80.73%	79.12%	81.85%	78.38%	78.84%	80.36%
Agree		17.28%	17.40%	15.79%	17.80%	17.42%	15.56%	15.30%	14.43%	13.63%	16.77%	17.08%	15.61%	17.18%	18.71%	15.86%	19.11%	18.69%	17.27%
Neither agree nor disagree		2.01%	1.94%	1.76%	2.28%	2.02%	1.63%	1.56%	1.77%	1.67%	2.08%	1.91%	1.52%	1.89%	1.79%	1.94%	2.30%	2.27%	1.91%
Disagree		0.14%	0.18%	0.20%	0.12%	0.17%	0.11%	0.08%	0.12%	0.24%	0.24%	0.20%	0.14%	0.13%	0.28%	0.19%	0.16%	0.10%	0.23%
Strongly disagree		0.04%	0.11%	0.16%	0.03%	0.09%	0.13%	0.03%	0.07%	0.13%	0.00%	0.13%	0.14%	0.07%	0.11%	0.17%	0.05%	0.10%	0.23%

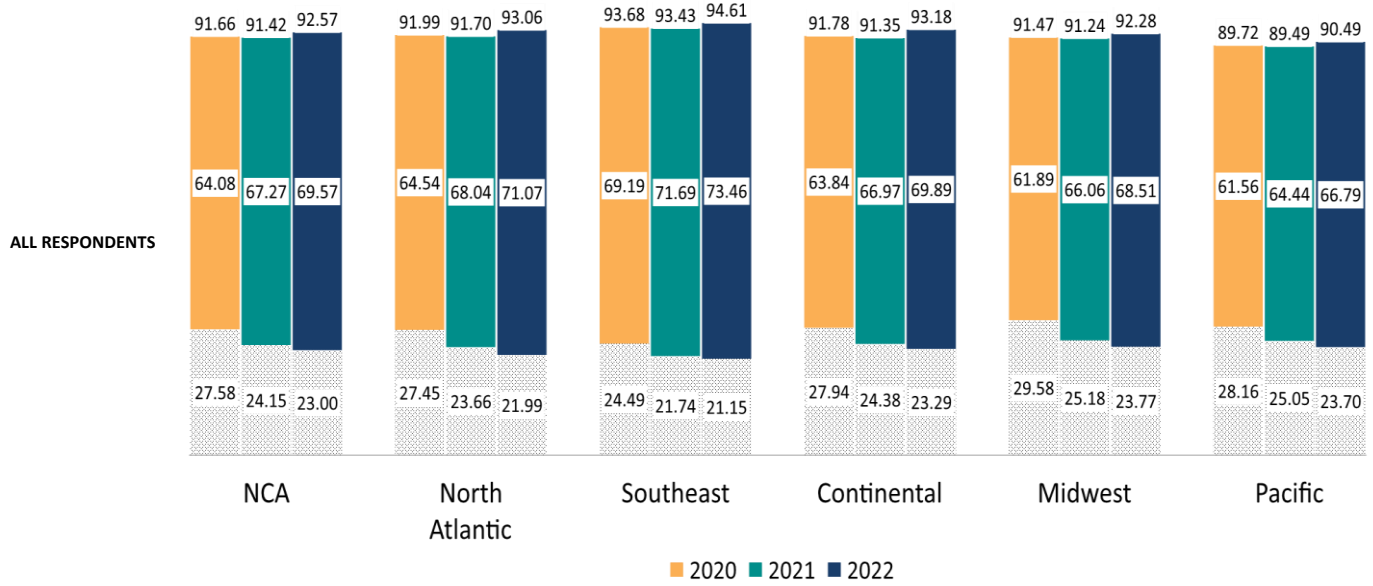
Overall Satisfaction Measures and Key Metrics

Question 44/37: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.



Overall Satisfaction Measures and Key Metrics

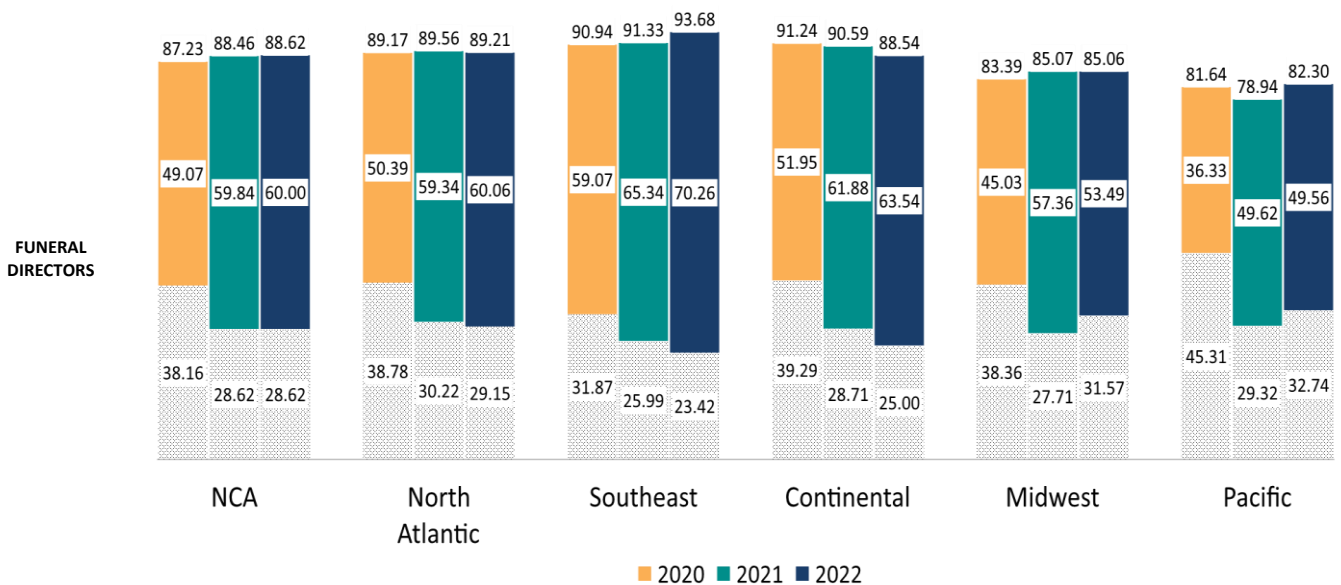
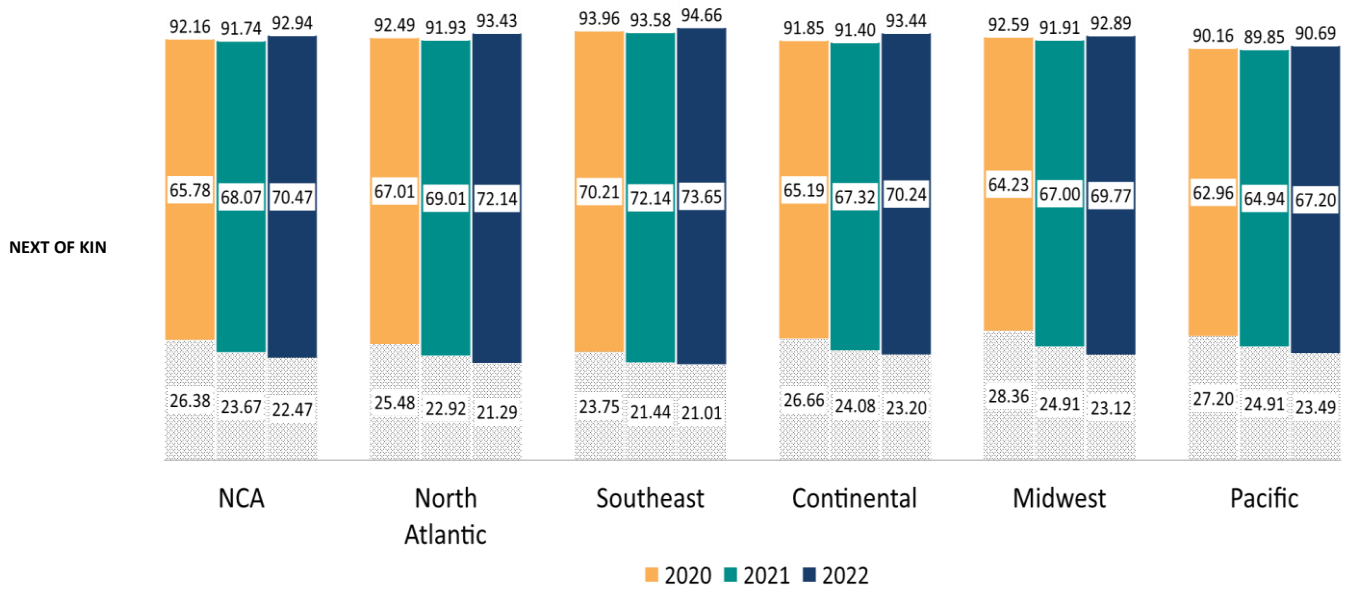
Question 46/39: My experiences with the national cemetery exceeded my expectations.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20090	20265	23329	3424	3601	3857	4193	4232	4762	3031	3097	3697	4791	4714	5393	4638	4092	4957
Strongly agree		64.08%	67.27%	69.57%	64.54%	68.04%	71.07%	69.19%	71.69%	73.46%	63.84%	66.97%	69.89%	61.89%	66.06%	68.51%	61.56%	64.44%	66.79%
Agree		27.58%	24.15%	23.00%	27.45%	23.66%	21.99%	24.49%	21.74%	21.15%	27.94%	24.38%	23.29%	29.58%	25.18%	23.77%	28.16%	25.05%	23.70%
Neither agree nor disagree		7.42%	6.93%	6.10%	7.27%	6.97%	5.91%	5.77%	5.10%	4.41%	7.13%	6.97%	5.68%	7.43%	7.09%	6.19%	9.16%	8.60%	7.61%
Disagree		0.76%	1.18%	0.94%	0.61%	1.03%	0.70%	0.43%	1.09%	0.78%	0.89%	1.19%	0.68%	0.94%	1.21%	1.09%	0.91%	1.39%	1.37%
Strongly disagree		0.16%	0.46%	0.39%	0.12%	0.31%	0.34%	0.12%	0.38%	0.21%	0.20%	0.48%	0.46%	0.17%	0.47%	0.43%	0.22%	0.51%	0.52%

Overall Satisfaction Measures and Key Metrics

Question 46/39: My experiences with the national cemetery exceeded my expectations.



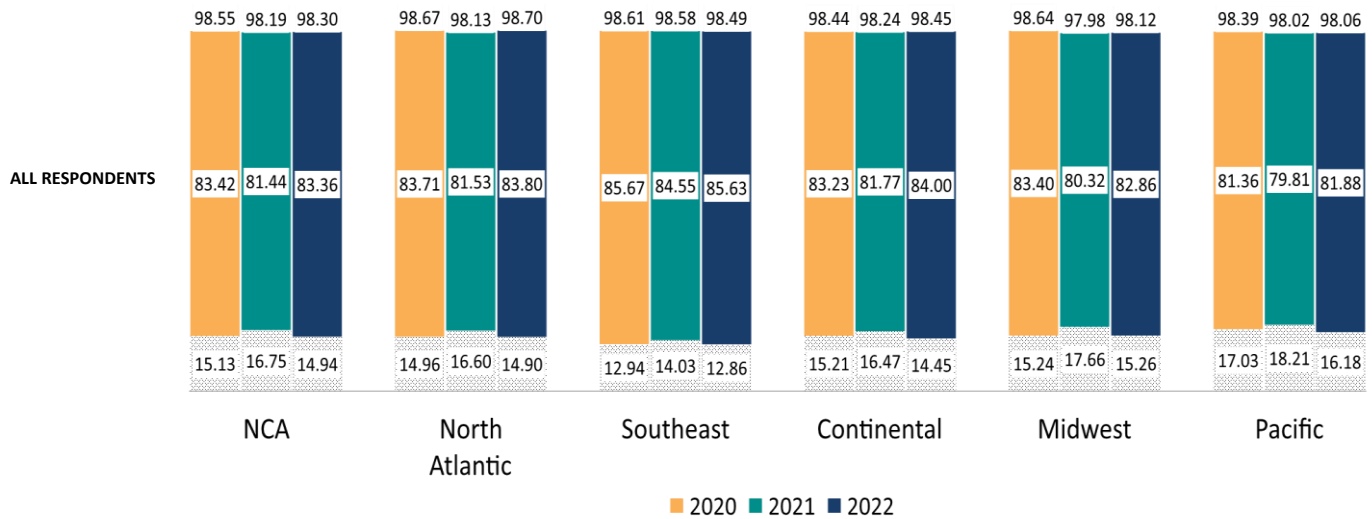
Trust

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a national cemetery's commitment to maintain cemeteries as national shrines and to honor all Veterans.
- 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.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

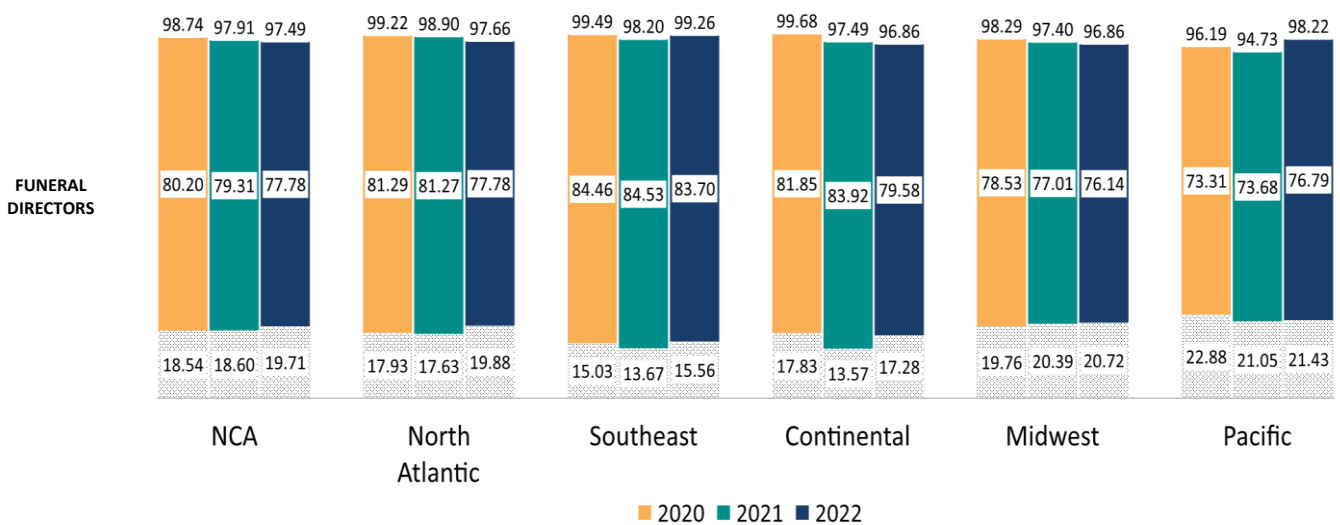
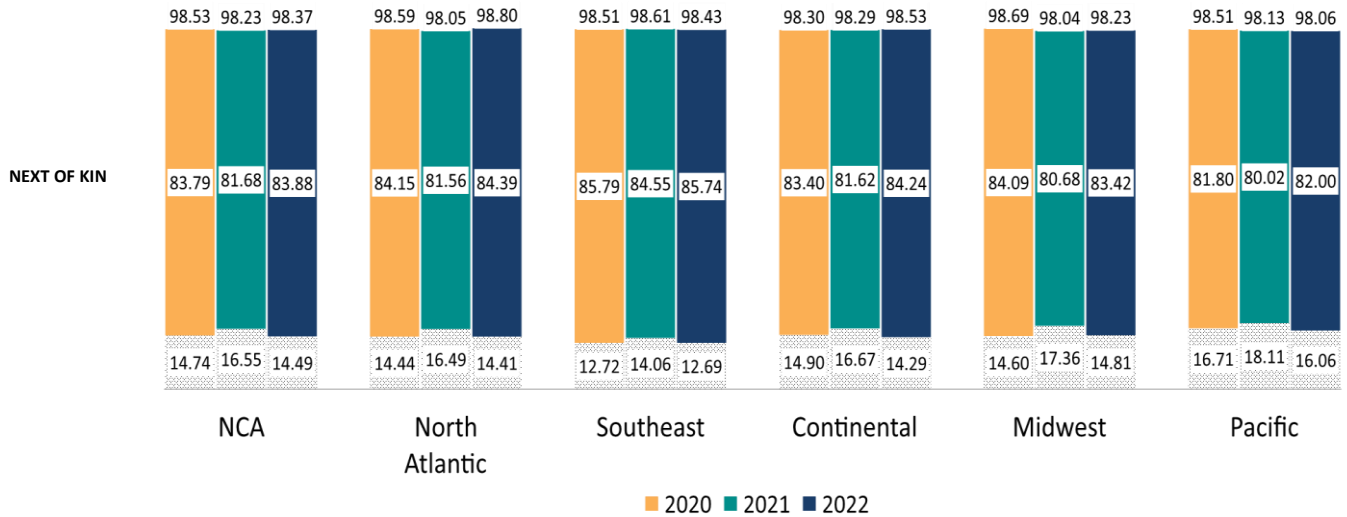
Trust

Question 45/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.



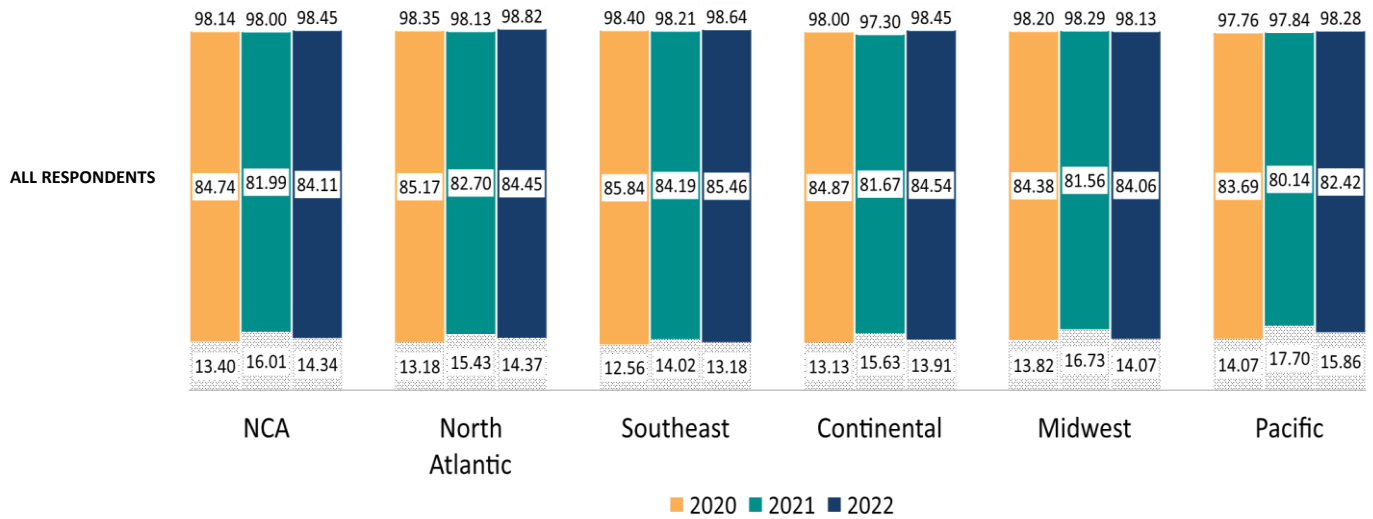
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		19901	20194	23184	3408	3584	3826	4151	4219	4745	3012	3066	3669	4724	4700	5379	4592	4097	4906
Strongly agree		83.42%	81.44%	83.36%	83.71%	81.53%	83.80%	85.67%	84.55%	85.63%	83.23%	81.77%	84.00%	83.40%	80.32%	82.86%	81.36%	79.81%	81.88%
Agree		15.13%	16.75%	14.94%	14.96%	16.60%	14.90%	12.94%	14.03%	12.86%	15.21%	16.47%	14.45%	15.24%	17.66%	15.26%	17.03%	18.21%	16.18%
Neither agree nor disagree		1.36%	1.62%	1.50%	1.23%	1.70%	1.12%	1.25%	1.23%	1.37%	1.49%	1.53%	1.36%	1.25%	1.79%	1.65%	1.59%	1.88%	1.71%
Disagree		0.04%	0.12%	0.09%	0.03%	0.11%	0.05%	0.05%	0.12%	0.08%	0.07%	0.16%	0.08%	0.06%	0.19%	0.09%	0.00%	0.05%	0.12%
Strongly disagree		0.05%	0.06%	0.10%	0.06%	0.06%	0.13%	0.10%	0.07%	0.06%	0.00%	0.07%	0.11%	0.04%	0.04%	0.13%	0.02%	0.05%	0.10%

Question 45/38: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.



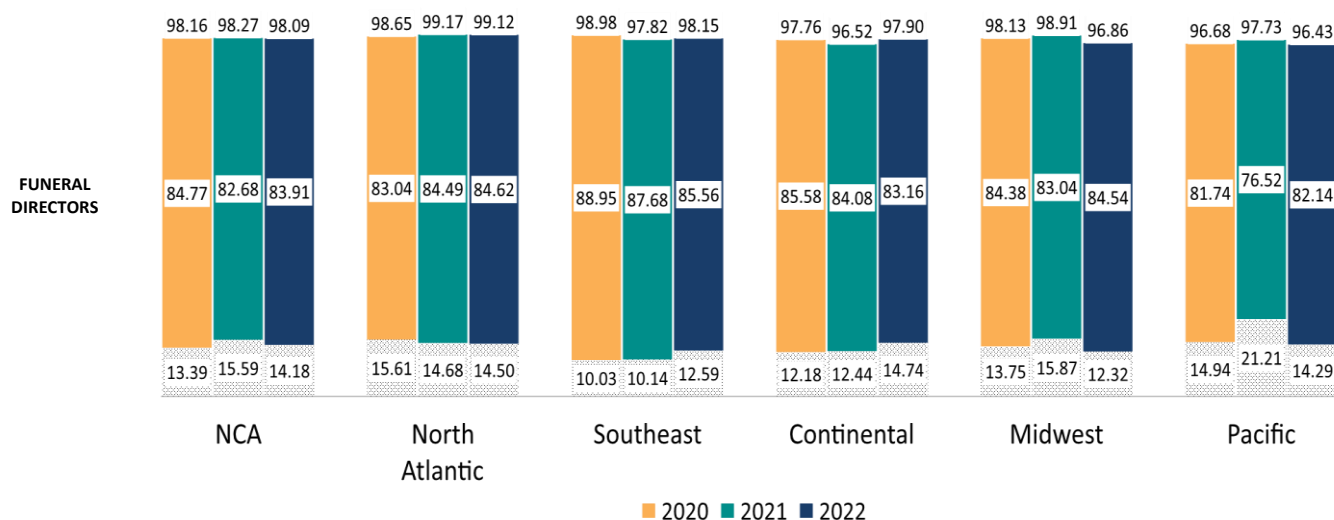
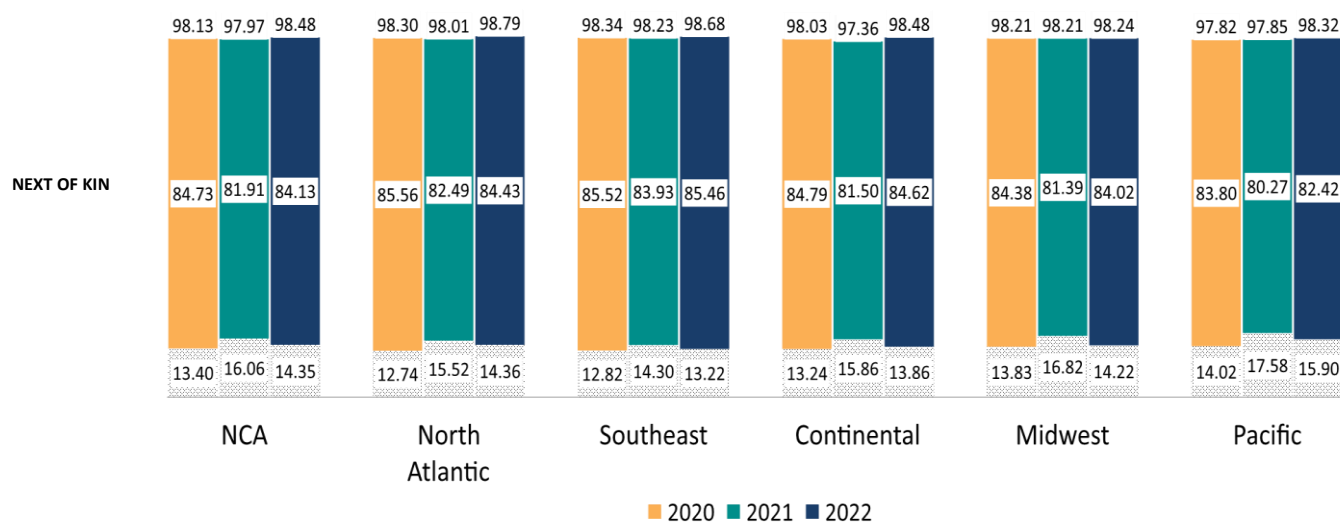
Trust

Question 34/27: The cemetery honors all Veterans and their service to our nation.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		19831	19484	22419	3399	3480	3716	4132	4073	4582	2994	2963	3552	4725	4538	5202	4569	3903	4709
Strongly agree		84.74%	81.99%	84.11%	85.17%	82.70%	84.45%	85.84%	84.19%	85.46%	84.87%	81.67%	84.54%	84.38%	81.56%	84.06%	83.69%	80.14%	82.42%
Agree		13.40%	16.01%	14.34%	13.18%	15.43%	14.37%	12.56%	14.02%	13.18%	13.13%	15.63%	13.91%	13.82%	16.73%	14.07%	14.07%	17.70%	15.86%
Neither agree nor disagree		1.64%	1.65%	1.28%	1.53%	1.44%	0.94%	1.43%	1.45%	1.16%	1.84%	2.13%	1.13%	1.54%	1.59%	1.58%	1.90%	1.79%	1.49%
Disagree		0.14%	0.22%	0.17%	0.09%	0.29%	0.13%	0.15%	0.20%	0.17%	0.03%	0.37%	0.25%	0.21%	0.11%	0.12%	0.15%	0.20%	0.15%
Strongly disagree		0.08%	0.13%	0.11%	0.03%	0.14%	0.11%	0.02%	0.15%	0.02%	0.13%	0.20%	0.17%	0.04%	0.02%	0.17%	0.18%	0.15%	0.08%

Question 34/27: The cemetery honors all Veterans and their service to our nation.



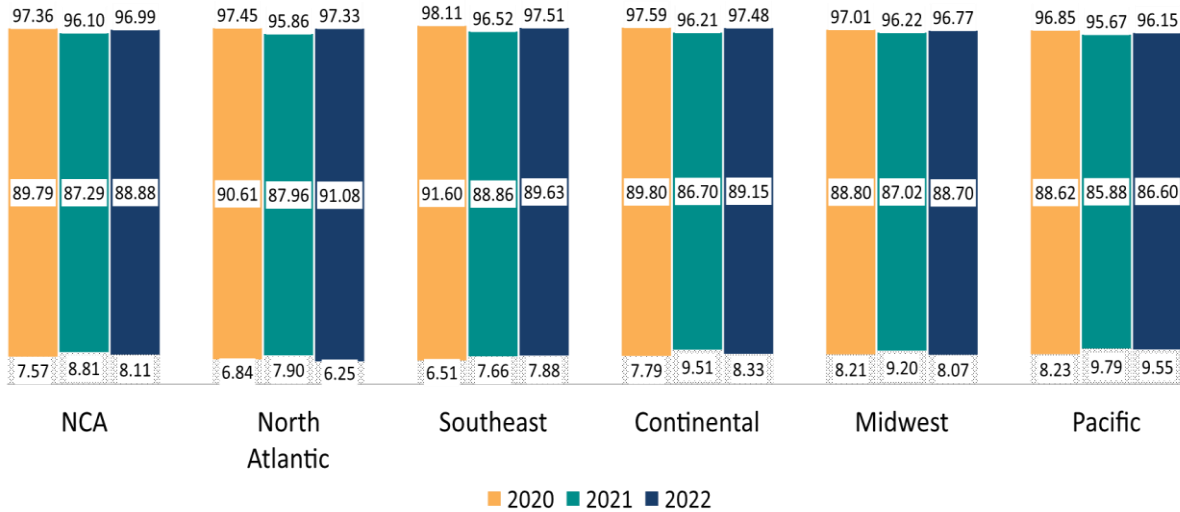
Satisfaction with Information and Communication: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the national 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.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Information and Communication: Next of Kin

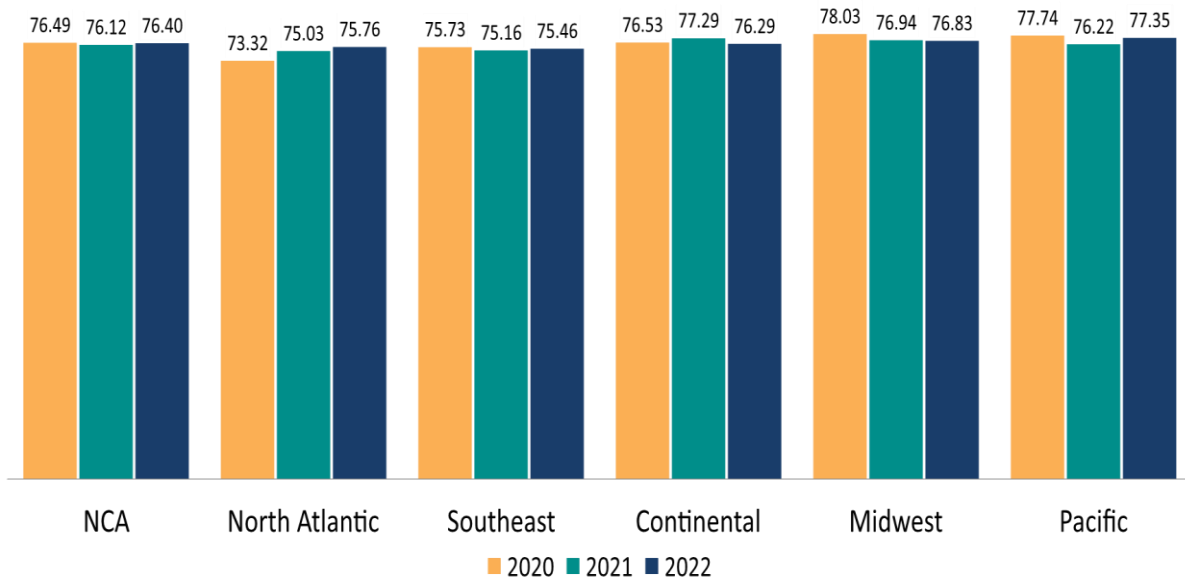
Question 9: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18132	18723	21578	2938	3330	3552	3822	4049	4542	2736	2933	3529	4224	4346	5046	4412	4065	4909
Very satisfied		89.79%	87.29%	88.88%	90.61%	87.96%	91.08%	91.60%	88.86%	89.63%	89.80%	86.70%	89.15%	88.80%	87.02%	88.70%	88.62%	85.88%	86.60%
Somewhat satisfied		7.57%	8.81%	8.11%	6.84%	7.90%	6.25%	6.51%	7.66%	7.88%	7.79%	9.51%	8.33%	8.21%	9.20%	8.07%	8.23%	9.79%	9.55%
Neither satisfied nor dissatisfied		1.77%	2.55%	1.92%	1.80%	2.97%	1.97%	1.36%	2.12%	1.56%	1.50%	2.42%	1.56%	1.92%	2.32%	2.16%	2.13%	2.95%	2.22%
Somewhat dissatisfied		0.60%	0.83%	0.65%	0.61%	0.60%	0.53%	0.39%	0.72%	0.55%	0.62%	0.85%	0.40%	0.69%	0.99%	0.59%	0.68%	0.93%	1.08%
Very dissatisfied		0.26%	0.52%	0.44%	0.14%	0.57%	0.17%	0.13%	0.64%	0.37%	0.29%	0.51%	0.57%	0.38%	0.46%	0.48%	0.34%	0.44%	0.55%

Satisfaction with Information and Communication: Next of Kin

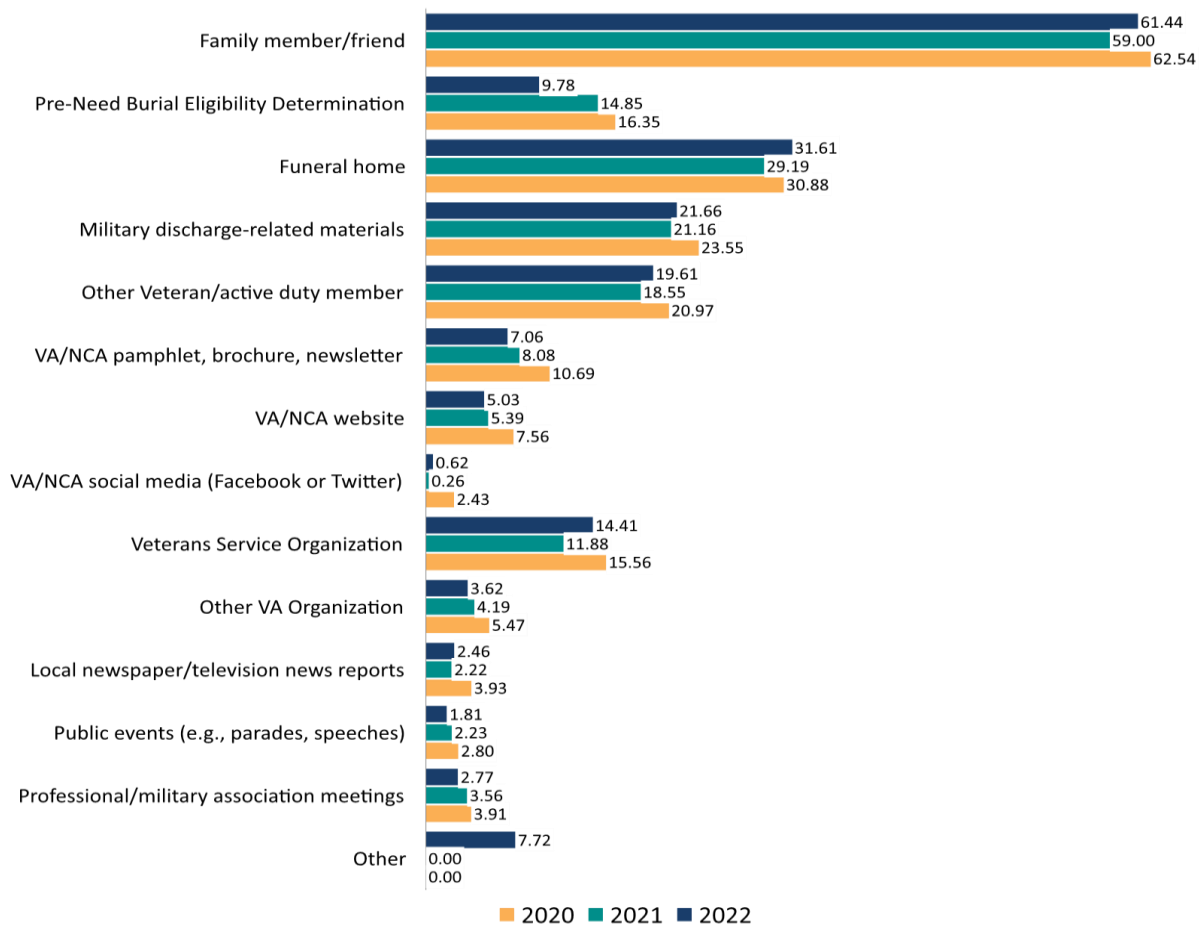
Question 6: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18109	18687	21539	2923	3320	3543	3820	4022	4539	2727	2933	3509	4215	4337	5029	4424	4075	4919
Yes		76.49%	76.12%	76.40%	73.32%	75.03%	75.76%	75.73%	75.16%	75.46%	76.53%	77.29%	76.29%	78.03%	76.94%	76.83%	77.74%	76.22%	77.35%
No		23.51%	23.88%	23.60%	26.68%	24.97%	24.24%	24.27%	24.84%	24.54%	23.47%	22.71%	23.71%	21.97%	23.06%	23.17%	22.26%	23.78%	22.65%

Satisfaction with Information and Communication: Next of Kin

Question 7: How did you learn of these benefits prior to your time of need? (Mark all that apply)



2020: n = 13,550 2021: n = 13,701 2022: n = 15,876

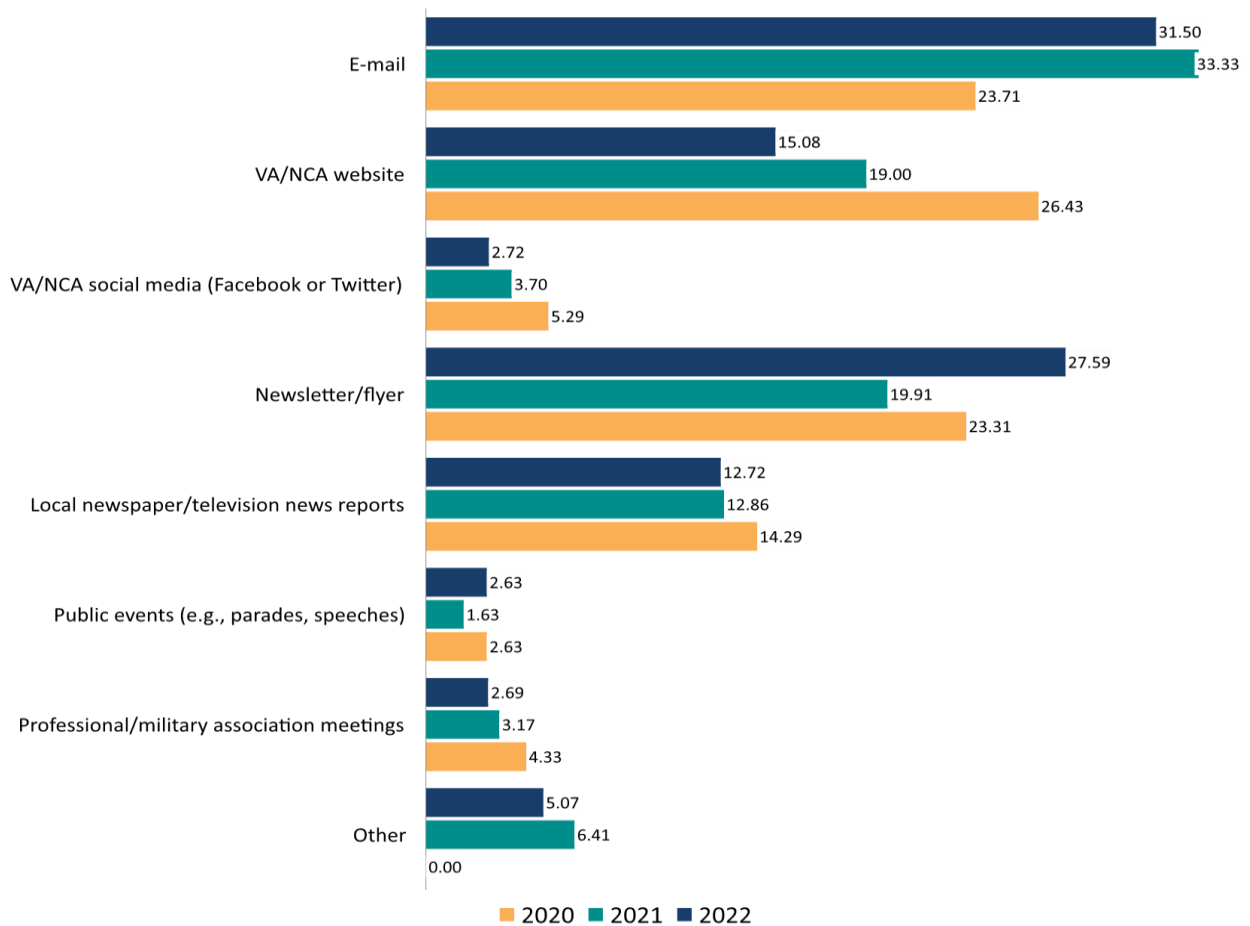
Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: The "Other (specify)" answer option was added to the 2022 survey.

This question only applies to respondents who indicated "Yes" to Question 6 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 8: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)

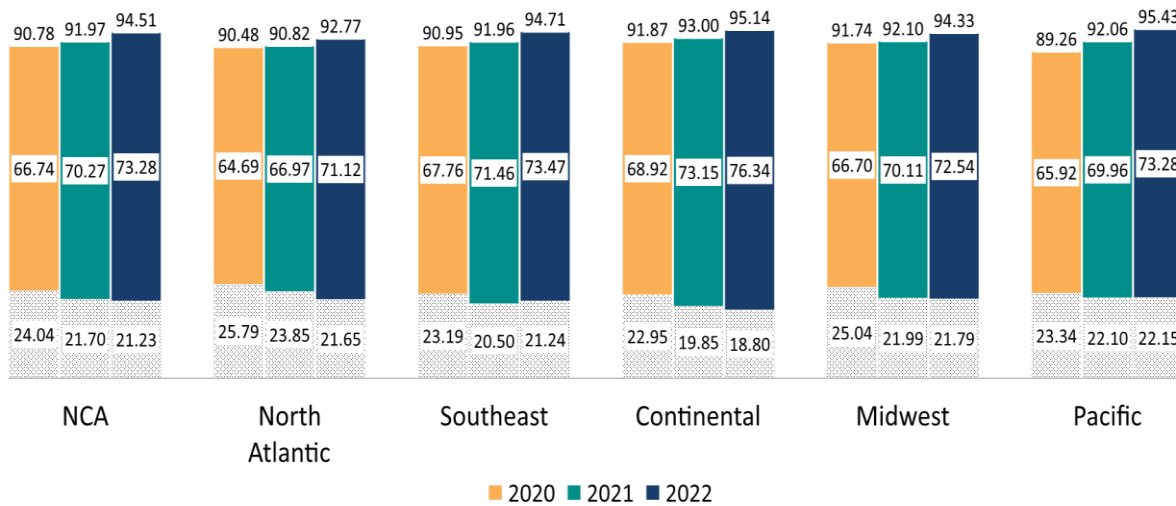


2020: n = 12,782 2021: n = 16,885 2022: n = 19,543

Note: 2020 survey data is not available for "Other (specify)" responses.

Satisfaction with Information and Communication: Next of Kin

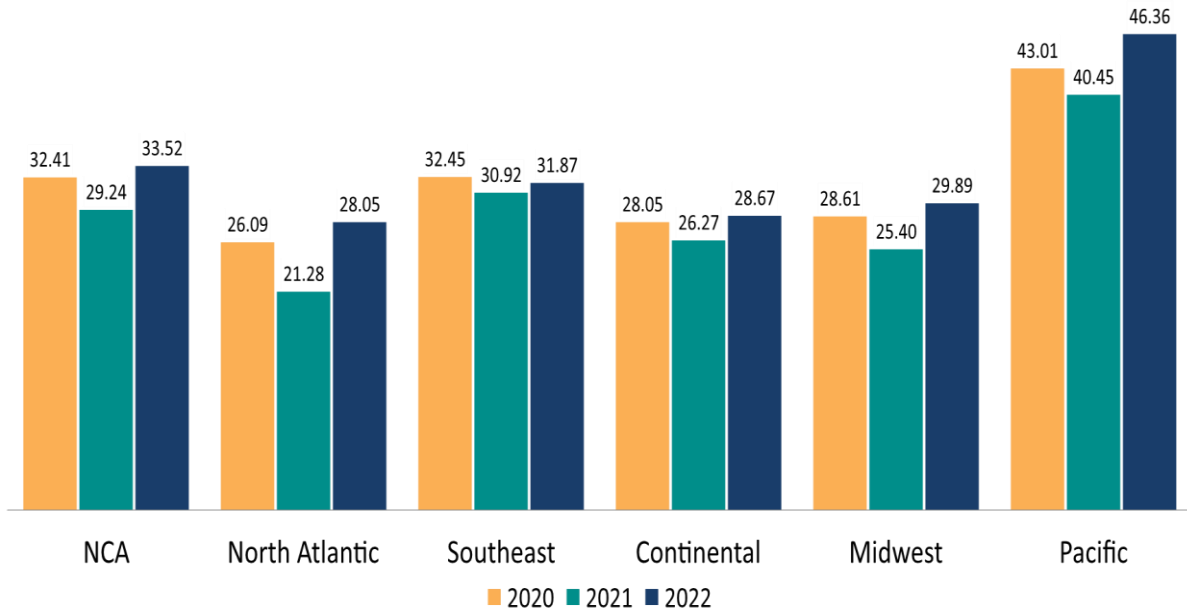
Question 10: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18006	14301	16033	2920	2625	2739	3794	3083	3366	2719	2242	2659	4186	3392	3878	4387	2959	3391
Very informed		66.74%	70.27%	73.28%	64.69%	66.97%	71.12%	67.76%	71.46%	73.47%	68.92%	73.15%	76.34%	66.70%	70.11%	72.54%	65.92%	69.96%	73.28%
Somewhat informed		24.04%	21.70%	21.23%	25.79%	23.85%	21.65%	23.19%	20.50%	21.24%	22.95%	19.85%	18.80%	25.04%	21.99%	21.79%	23.34%	22.10%	22.15%
Neither informed nor uninformed		4.81%	4.18%	2.75%	5.31%	4.91%	4.13%	4.82%	4.35%	3.03%	3.68%	3.66%	2.67%	4.09%	3.89%	2.37%	5.86%	4.09%	1.86%
Somewhat uninformed		2.60%	2.10%	1.67%	2.47%	2.36%	1.86%	2.35%	1.91%	1.37%	3.02%	1.83%	1.39%	2.44%	2.30%	2.11%	2.80%	2.03%	1.53%
Very uninformed		1.80%	1.76%	1.07%	1.75%	1.90%	1.24%	1.87%	1.78%	0.89%	1.43%	1.52%	0.79%	1.74%	1.71%	1.19%	2.07%	1.82%	1.18%

Satisfaction with Information and Communication: Next of Kin

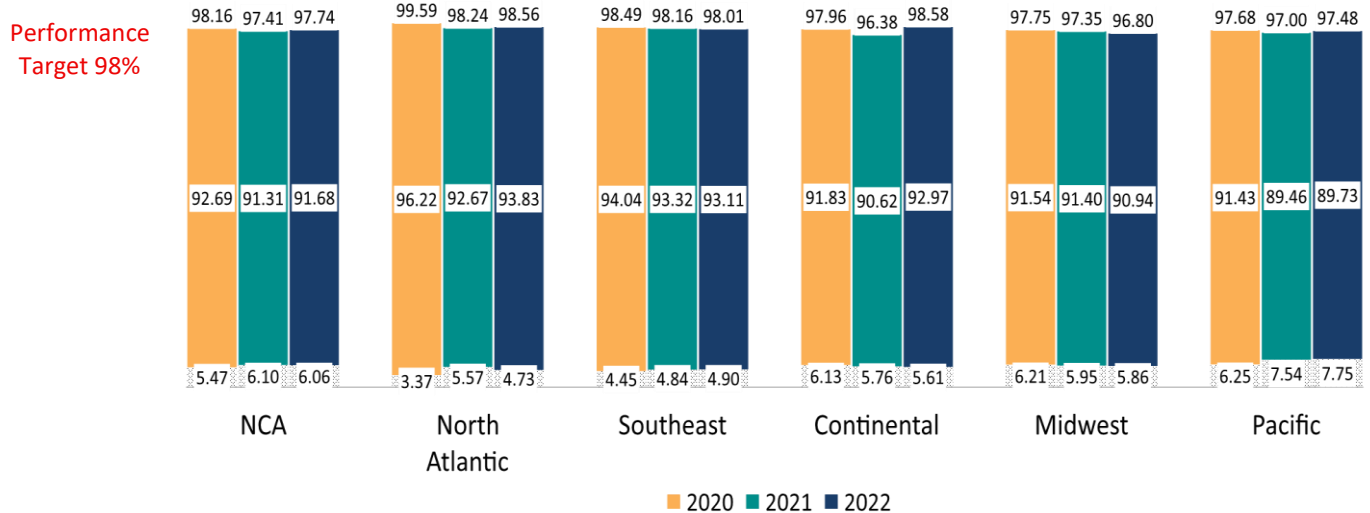
Question 11: Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		17648	18104	21014	2882	3229	3483	3713	3907	4434	2670	2855	3439	4114	4212	4921	4269	3901	4737
Yes		32.41%	29.24%	33.52%	26.09%	21.28%	28.05%	32.45%	30.92%	31.87%	28.05%	26.27%	28.67%	28.61%	25.40%	29.89%	43.01%	40.45%	46.36%
No, a funeral director scheduled it on my behalf		67.59%	70.76%	66.48%	73.91%	78.72%	71.95%	67.55%	69.08%	68.13%	71.95%	73.73%	71.33%	71.39%	74.60%	70.11%	56.99%	59.55%	53.64%

Satisfaction with Information and Communication: Next of Kin

Question 12: How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?

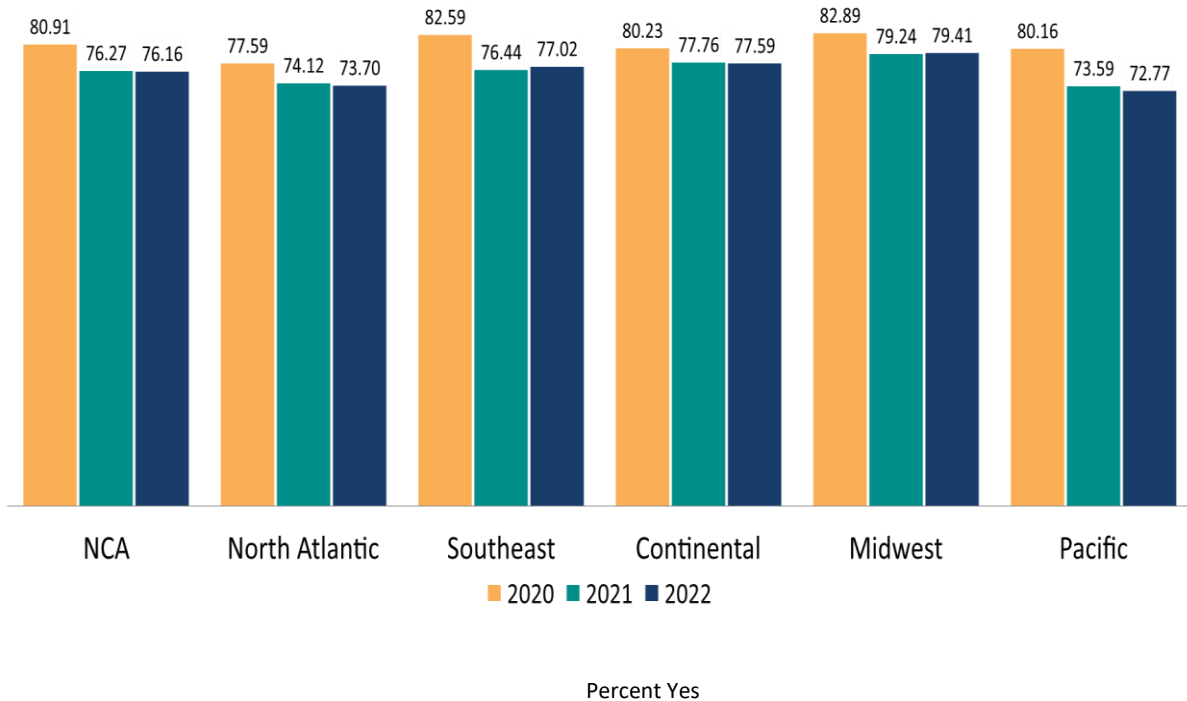


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		5633	5249	7011	741	682	972	1191	1198	1408	734	746	981	1159	1058	1468	1808	1565	2182
Very satisfied		92.69%	91.31%	91.68%	96.22%	92.67%	93.83%	94.04%	93.32%	93.11%	91.83%	90.62%	92.97%	91.54%	91.40%	90.94%	91.43%	89.46%	89.73%
Somewhat satisfied		5.47%	6.10%	6.06%	3.37%	5.57%	4.73%	4.45%	4.84%	4.90%	6.13%	5.76%	5.61%	6.21%	5.95%	5.86%	6.25%	7.54%	7.75%
Neither satisfied nor dissatisfied		0.87%	1.45%	0.88%	0.27%	1.17%	0.51%	0.59%	0.92%	0.92%	0.95%	1.88%	0.61%	0.69%	1.61%	1.09%	1.38%	1.66%	1.01%
Somewhat dissatisfied		0.76%	0.88%	0.98%	0.13%	0.29%	0.72%	0.76%	0.67%	0.71%	0.95%	1.21%	0.41%	1.21%	0.85%	1.50%	0.66%	1.15%	1.19%
Very dissatisfied		0.21%	0.27%	0.39%	0.00%	0.29%	0.21%	0.17%	0.25%	0.36%	0.14%	0.54%	0.41%	0.35%	0.19%	0.61%	0.28%	0.19%	0.32%

This question only applies to respondents who indicated "Yes" to Question 11 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 26: Did you receive a certificate signed by the President of the United States honoring the Veteran's service?



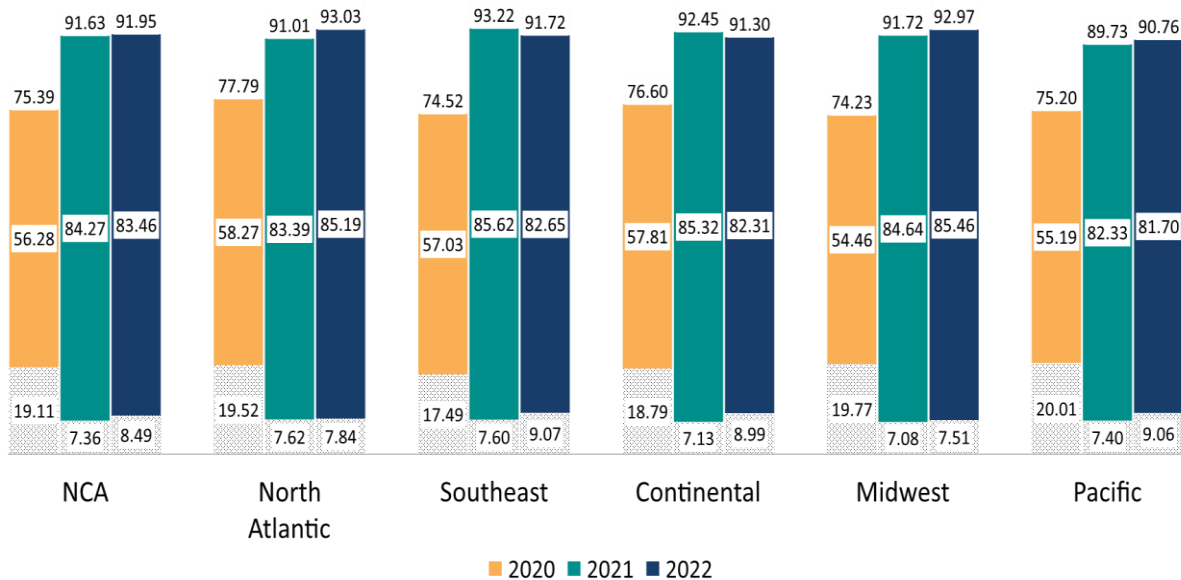
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		13452	14149	17088	2142	2434	2738	2940	3124	3686	2028	2230	2802	3051	3256	3958	3291	3105	3904
Yes		80.91%	76.27%	76.16%	77.59%	74.12%	73.70%	82.59%	76.44%	77.02%	80.23%	77.76%	77.59%	82.89%	79.24%	79.41%	80.16%	73.59%	72.77%
No		19.09%	23.73%	23.84%	22.41%	25.88%	26.30%	17.41%	23.56%	22.98%	19.77%	22.24%	22.41%	17.11%	20.76%	20.59%	19.84%	26.41%	27.23%

The Veteran status of the interred loved one is not self-reported. Veteran status of the interred loved one is recorded by the national cemetery and captured in the NCA database. This question only applies to respondents who interred loved one was a Veteran.

Prior to 2022 the question wording was: If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?

Satisfaction with Information and Communication: Next of Kin

Question 27: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?



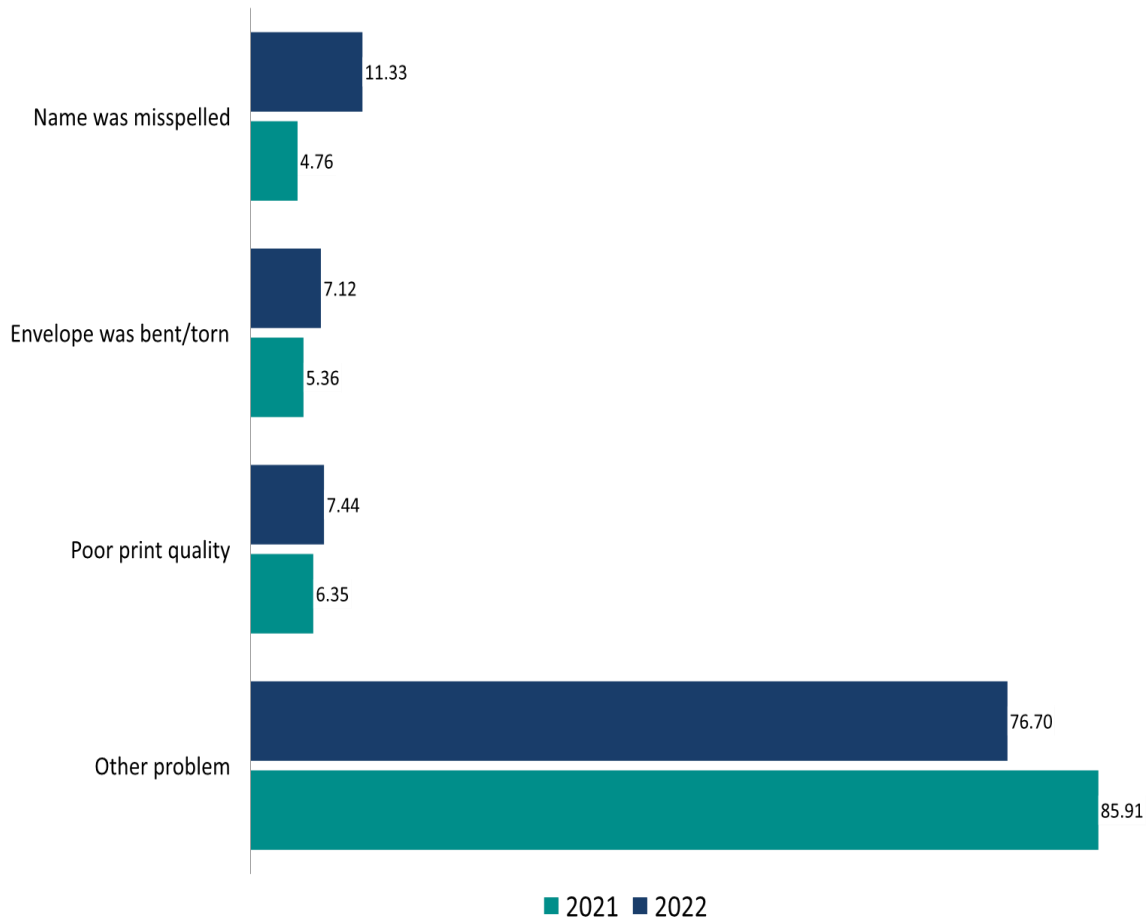
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		13656	10526	12629	1977	1758	1951	3202	2329	2744	2022	1696	2103	3197	2513	3061	3258	2230	2770
Very satisfied		56.28%	84.27%	83.46%	58.27%	83.39%	85.19%	57.03%	85.62%	82.65%	57.81%	85.32%	82.31%	54.46%	84.64%	85.46%	55.19%	82.33%	81.70%
Somewhat satisfied		19.11%	7.36%	8.49%	19.52%	7.62%	7.84%	17.49%	7.60%	9.07%	18.79%	7.13%	8.99%	19.77%	7.08%	7.51%	20.01%	7.40%	9.06%
Neither satisfied nor dissatisfied		11.77%	6.36%	6.15%	11.38%	6.88%	5.23%	10.71%	5.54%	5.87%	11.23%	5.13%	6.75%	12.64%	6.37%	5.26%	12.52%	7.71%	7.62%
Somewhat dissatisfied		6.36%	0.85%	0.93%	5.26%	1.02%	1.08%	7.18%	0.69%	1.06%	6.33%	1.00%	1.24%	6.47%	0.88%	0.82%	6.11%	0.72%	0.58%
Very dissatisfied		6.48%	1.17%	0.97%	5.56%	1.08%	0.67%	7.59%	0.56%	1.35%	5.84%	1.42%	0.71%	6.66%	1.03%	0.95%	6.17%	1.84%	1.05%

This question only applies to respondents who indicated "Yes" to Question 26 (NoK).

Note: The 2022 and 2021 results should not be compared to 2020 results as the 2020 results were calculated from eight answer options (the 5 - point satisfaction scale and three reasons for why NoK may not be satisfied).

Satisfaction with Information and Communication: Next of Kin

Question 28: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)



2021: n = 504 2022: n = 618

This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 27 (NoK).

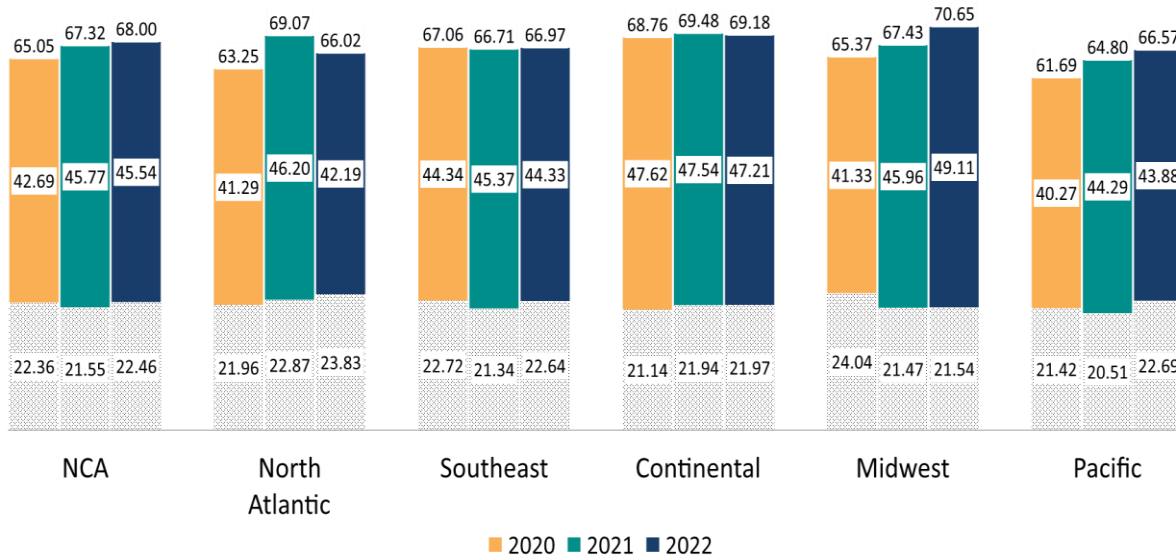
Note: In the 2020 survey, the responses to the new 2021 Question 28 displayed above were included in Question 27 in the 2020 survey. For the 2021 survey, a separate question was created to specifically ask why the NoK was not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service.

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

Note: The answer option "Other" provides the opportunity for next of kin to specify an answer not listed. These answers are captured in the NCA 2022 NC Semiannual Reports.

Satisfaction with Information and Communication: Next of Kin

Question 29: Receiving the certificate signed by the President of the United States honoring the Veterans service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.

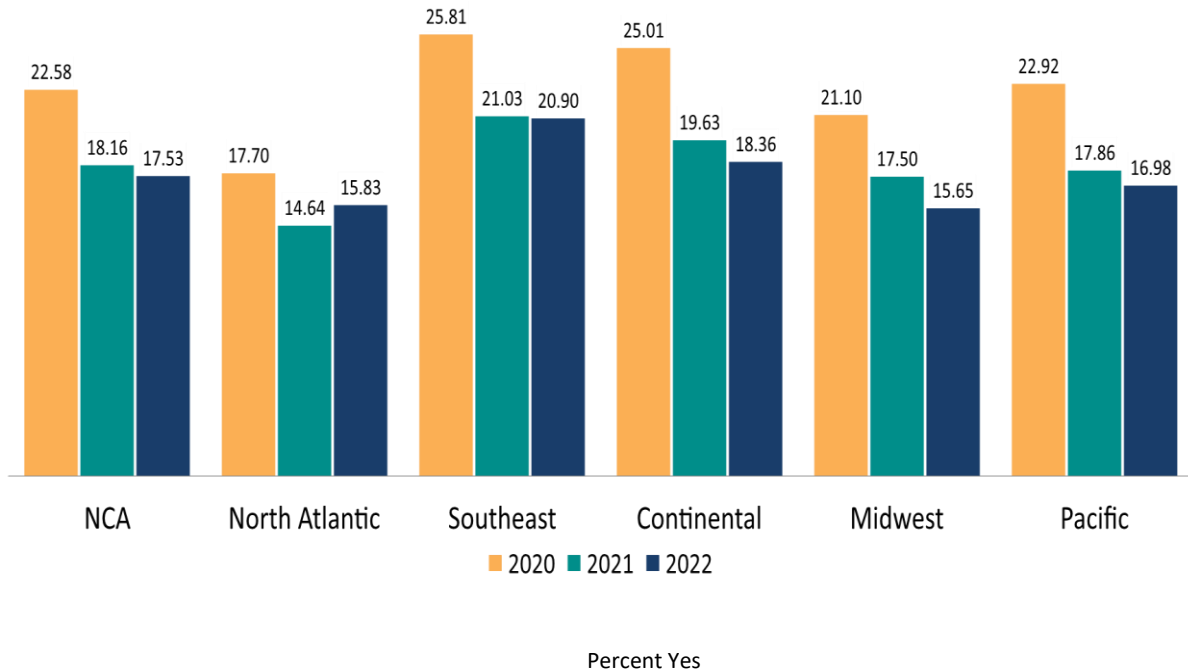


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		10209	10378	12531	1562	1723	1939	2280	2301	2734	1533	1668	2080	2388	2487	3032	2446	2199	2746
Strongly agree		42.69%	45.77%	45.54%	41.29%	46.20%	42.19%	44.34%	45.37%	44.33%	47.62%	47.54%	47.21%	41.33%	45.96%	49.11%	40.27%	44.29%	43.88%
Agree		22.36%	21.55%	22.46%	21.96%	22.87%	23.83%	22.72%	21.34%	22.64%	21.14%	21.94%	21.97%	24.04%	21.47%	21.54%	21.42%	20.51%	22.69%
Neither agree nor disagree		30.72%	28.85%	28.41%	32.52%	27.57%	30.27%	28.82%	29.90%	29.08%	27.07%	26.74%	27.02%	30.40%	28.71%	26.52%	33.93%	30.51%	29.57%
Disagree		2.81%	2.94%	2.89%	2.75%	2.90%	3.09%	2.68%	2.56%	3.11%	2.80%	2.88%	2.93%	2.81%	2.85%	2.28%	2.98%	3.50%	3.17%
Strongly disagree		1.42%	0.90%	0.71%	1.47%	0.46%	0.62%	1.45%	0.83%	0.84%	1.37%	0.90%	0.87%	1.42%	1.01%	0.56%	1.39%	1.18%	0.69%

This question only applies to respondents who indicated "Yes" to Question 26 (NoK).

Satisfaction with Information and Communication: Next of Kin

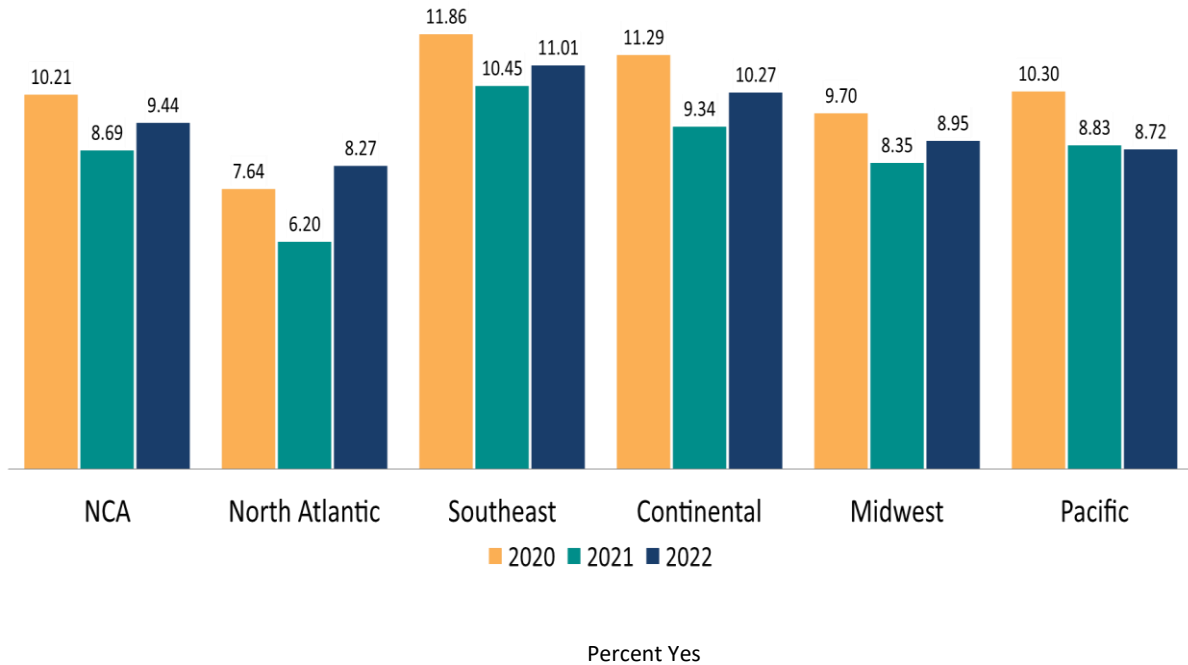
Question 30a: NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		16038	16424	19045	2570	2924	3158	3352	3476	3995	2463	2628	3165	3748	3823	4423	3905	3573	4304
Yes		22.58%	18.16%	17.53%	17.70%	14.64%	15.83%	25.81%	21.03%	20.90%	25.01%	19.63%	18.36%	21.10%	17.50%	15.65%	22.92%	17.86%	16.98%
No		77.42%	81.84%	82.47%	82.30%	85.36%	84.17%	74.19%	78.97%	79.10%	74.99%	80.37%	81.64%	78.90%	82.50%	84.35%	77.08%	82.14%	83.02%

Satisfaction with Information and Communication: Next of Kin

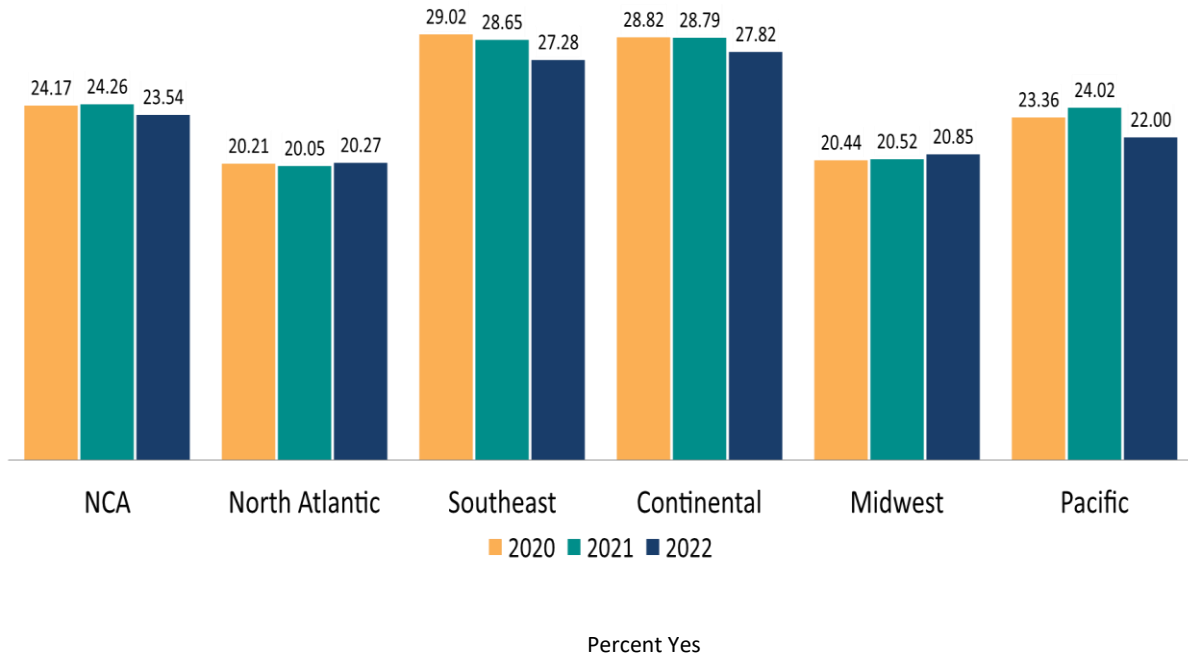
Question 30b: NCA Pre-Need Eligibility Process: Have you applied?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		12941	11020	12652	2054	1886	2032	2630	2297	2616	2038	1842	2172	3084	2538	2895	3135	2457	2937
Yes		10.21%	8.69%	9.44%	7.64%	6.20%	8.27%	11.86%	10.45%	11.01%	11.29%	9.34%	10.27%	9.70%	8.35%	8.95%	10.30%	8.83%	8.72%
No		89.79%	91.31%	90.56%	92.36%	93.80%	91.73%	88.14%	89.55%	88.99%	88.71%	90.66%	89.73%	90.30%	91.65%	91.05%	89.70%	91.17%	91.28%

Satisfaction with Information and Communication: Next of Kin

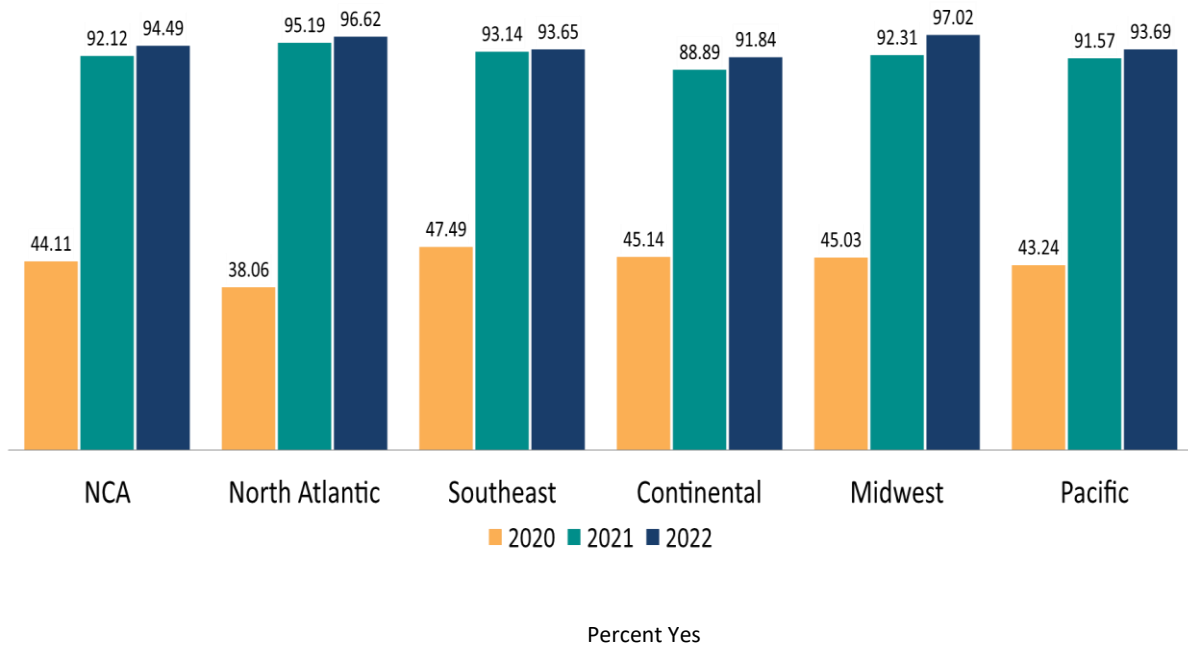
Question 30c: NCA Pre-Need Eligibility Process: Do you intend to apply?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		10010	9055	10315	1583	1576	1653	2054	1878	2126	1558	1490	1754	2422	2096	2336	2393	2015	2446
Yes		24.17%	24.26%	23.54%	20.21%	20.05%	20.27%	29.02%	28.65%	27.28%	28.82%	28.79%	27.82%	20.44%	20.52%	20.85%	23.36%	24.02%	22.00%
No		75.83%	75.74%	76.46%	79.79%	79.95%	79.73%	70.98%	71.35%	72.72%	71.18%	71.21%	72.18%	79.56%	79.48%	79.15%	76.64%	75.98%	78.00%

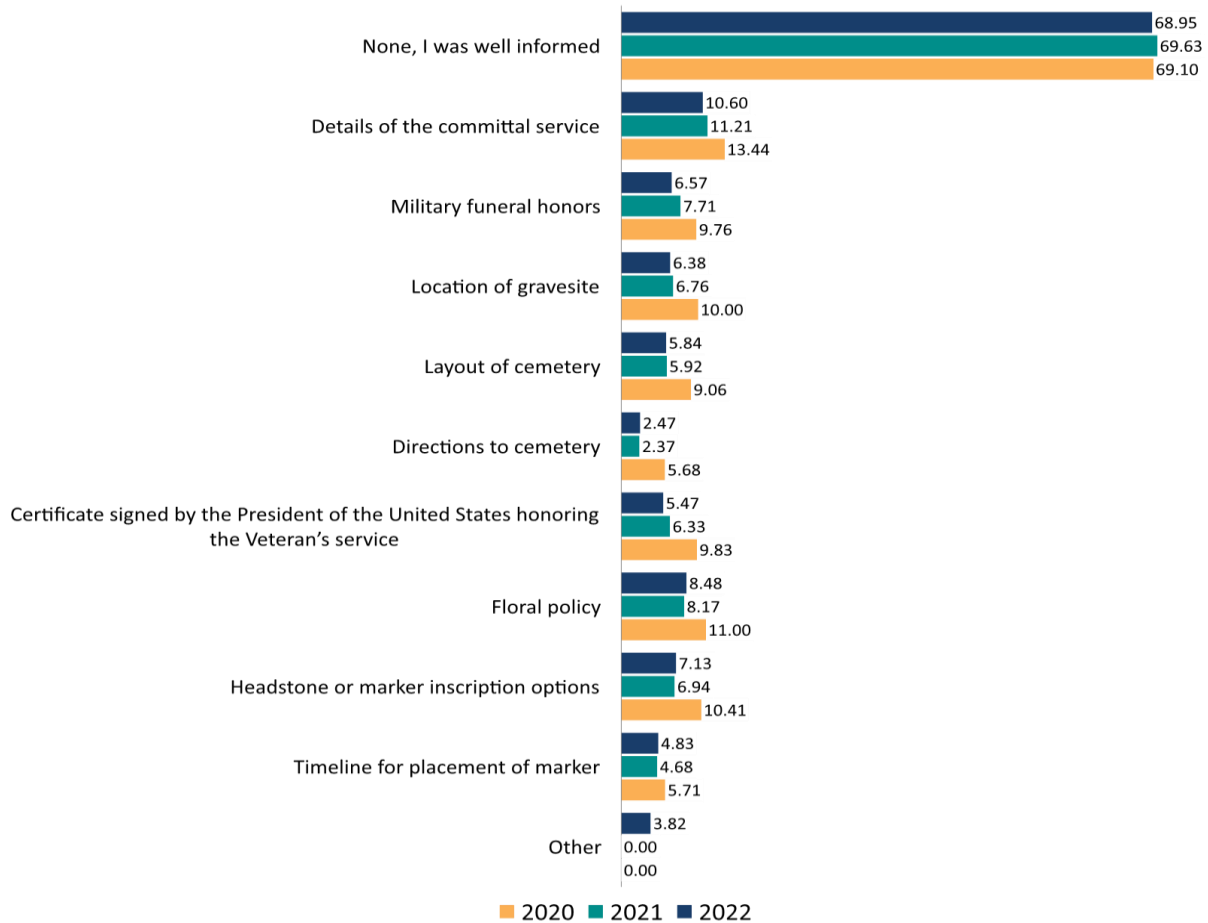
Satisfaction with Information and Communication: Next of Kin

Question 30d: NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		4049	825	1053	599	104	148	878	204	252	627	144	196	946	195	235	999	178	222
Yes		44.11%	92.12%	94.49%	38.06%	95.19%	96.62%	47.49%	93.14%	93.65%	45.14%	88.89%	91.84%	45.03%	92.31%	97.02%	43.24%	91.57%	93.69%
No		55.89%	7.88%	5.51%	61.94%	4.81%	3.38%	52.51%	6.86%	6.35%	54.86%	11.11%	8.16%	54.97%	7.69%	2.98%	56.76%	8.43%	6.31%

Question 31: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)



2020: n = 17,802 2021: n = 17,982 2022: n = 21,053

Note: In the 2021 survey the answer option "Presidential Memorial Certificate" was changed to "Certificate signed by the President of the United States honoring the Veteran's service."

Note: The "Other (specify)" answer option was added to the 2022 survey.

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

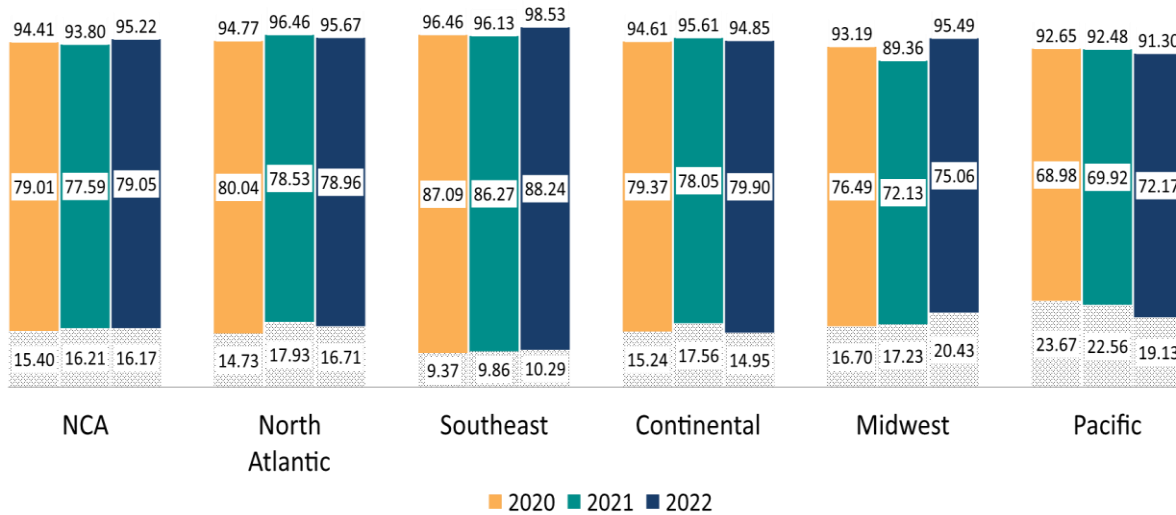
Satisfaction with Information and Communication: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the national 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. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Information and Communication: Funeral Directors

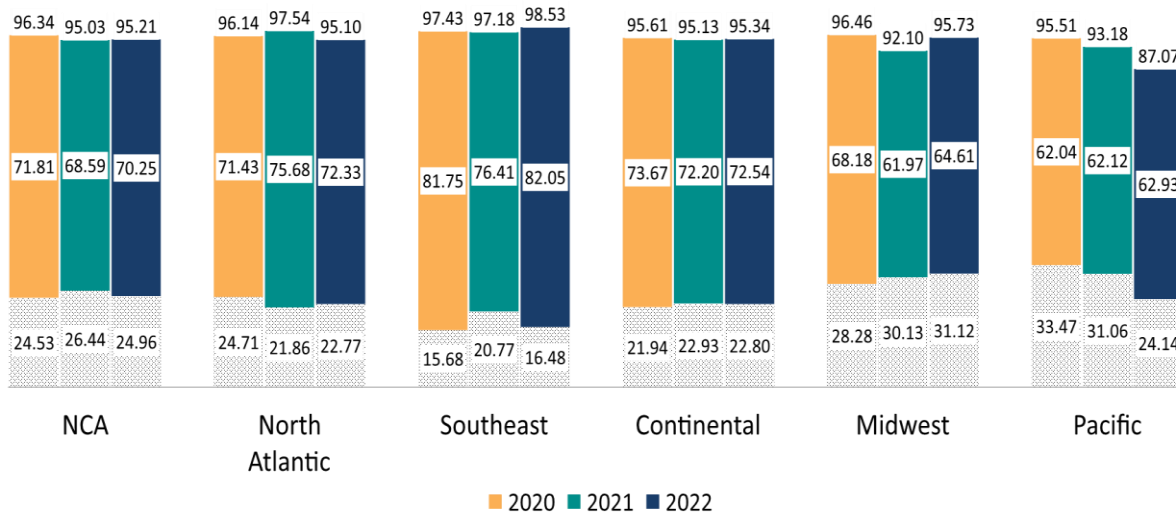
Question 10: Overall, how satisfied are you with the communication between your funeral home and the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2072	1999	2029	516	368	347	395	284	272	315	205	194	587	470	421	245	133	115
Very satisfied		79.01%	77.59%	79.05%	80.04%	78.53%	78.96%	87.09%	86.27%	88.24%	79.37%	78.05%	79.90%	76.49%	72.13%	75.06%	68.98%	69.92%	72.17%
Somewhat satisfied		15.40%	16.21%	16.17%	14.73%	17.93%	16.71%	9.37%	9.86%	10.29%	15.24%	17.56%	14.95%	16.70%	17.23%	20.43%	23.67%	22.56%	19.13%
Neither satisfied nor dissatisfied		3.52%	3.30%	3.35%	3.10%	2.45%	2.88%	2.28%	1.76%	0.74%	4.44%	1.95%	4.64%	4.09%	5.32%	2.85%	4.08%	3.76%	4.35%
Somewhat dissatisfied		1.54%	2.00%	1.03%	1.74%	1.09%	1.15%	0.51%	1.76%	0.37%	0.95%	1.95%	0.00%	2.04%	2.98%	1.43%	2.45%	2.26%	2.61%
Very dissatisfied		0.53%	0.90%	0.39%	0.39%	0.00%	0.29%	0.76%	0.35%	0.37%	0.00%	0.49%	0.52%	0.68%	2.34%	0.24%	0.82%	1.50%	1.74%

Satisfaction with Information and Communication: Funeral Directors

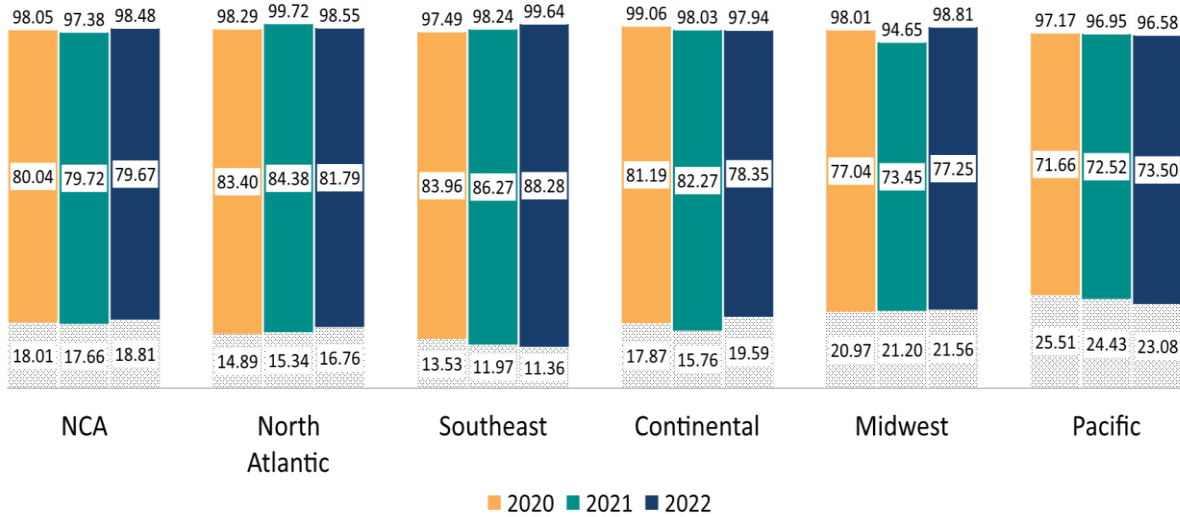
Question 5: How would you characterize the overall communication from the national cemetery to your funeral home?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2079	1993	2027	518	366	347	389	284	273	319	205	193	594	468	421	245	132	116
Excellent		71.81%	68.59%	70.25%	71.43%	75.68%	72.33%	81.75%	76.41%	82.05%	73.67%	72.20%	72.54%	68.18%	61.97%	64.61%	62.04%	62.12%	62.93%
Good		24.53%	26.44%	24.96%	24.71%	21.86%	22.77%	15.68%	20.77%	16.48%	21.94%	22.93%	22.80%	28.28%	30.13%	31.12%	33.47%	31.06%	24.14%
Fair		2.89%	3.41%	4.09%	3.09%	2.46%	4.61%	2.06%	2.11%	1.10%	4.08%	4.39%	4.66%	2.53%	4.49%	3.56%	3.27%	3.03%	8.62%
Poor		0.77%	1.56%	0.69%	0.77%	0.00%	0.29%	0.51%	0.70%	0.37%	0.31%	0.49%	0.00%	1.01%	3.42%	0.71%	1.22%	3.79%	4.31%

Satisfaction with Information and Communication: Funeral Directors

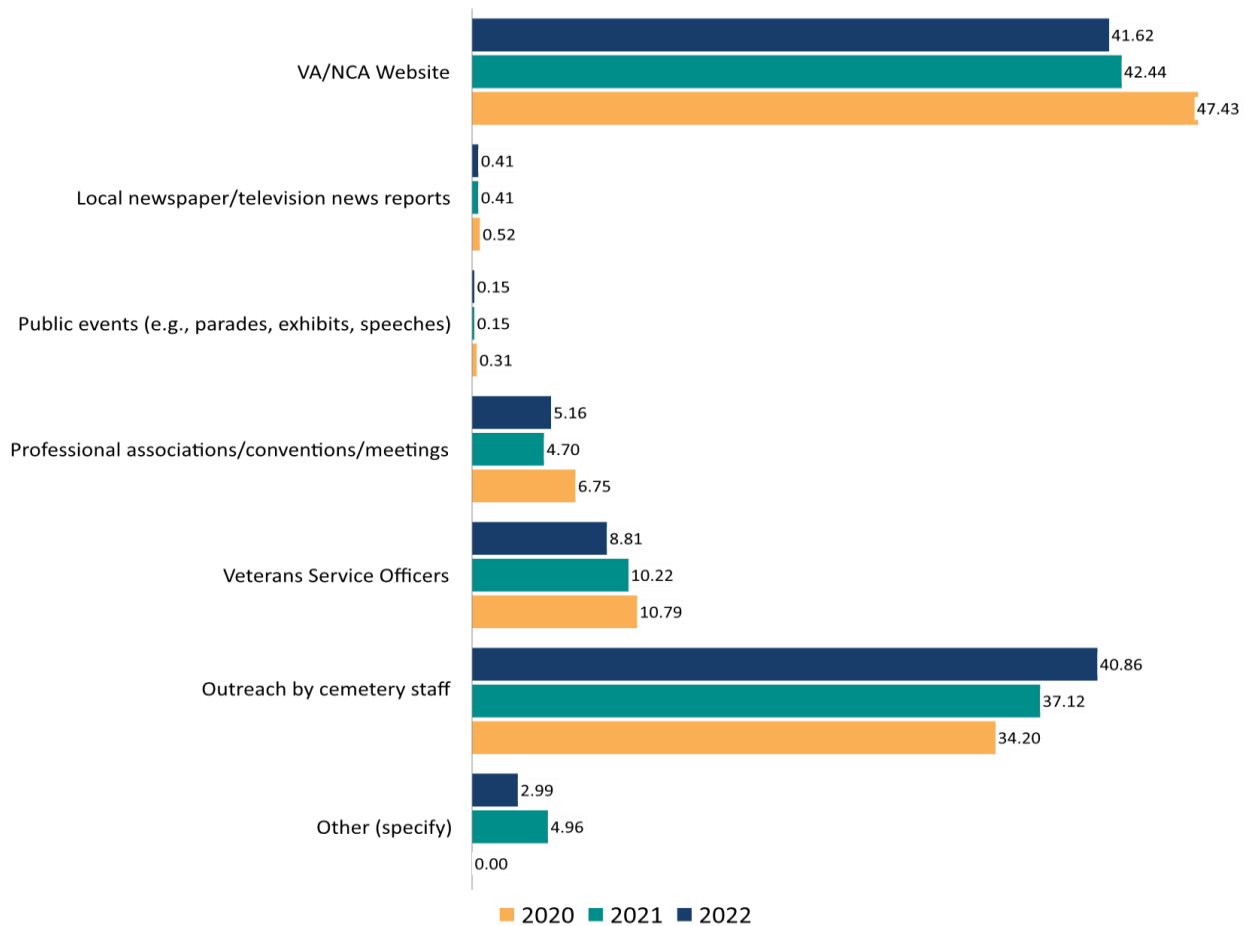
Question 6: Do you feel that you are well informed by the national cemetery of its policies and procedures?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2104	1987	2031	524	365	346	399	284	273	319	203	194	601	467	422	247	131	117
Yes, well informed		80.04%	79.72%	79.67%	83.40%	84.38%	81.79%	83.96%	86.27%	88.28%	81.19%	82.27%	78.35%	77.04%	73.45%	77.25%	71.66%	72.52%	73.50%
Yes, somewhat well informed		18.01%	17.66%	18.81%	14.89%	15.34%	16.76%	13.53%	11.97%	11.36%	17.87%	15.76%	19.59%	20.97%	21.20%	21.56%	25.51%	24.43%	23.08%
No, not well informed		1.95%	2.62%	1.53%	1.72%	0.27%	1.45%	2.51%	1.76%	0.37%	0.94%	1.97%	2.06%	2.00%	5.35%	1.18%	2.83%	3.05%	3.42%

Satisfaction with Information and Communication: Funeral Directors

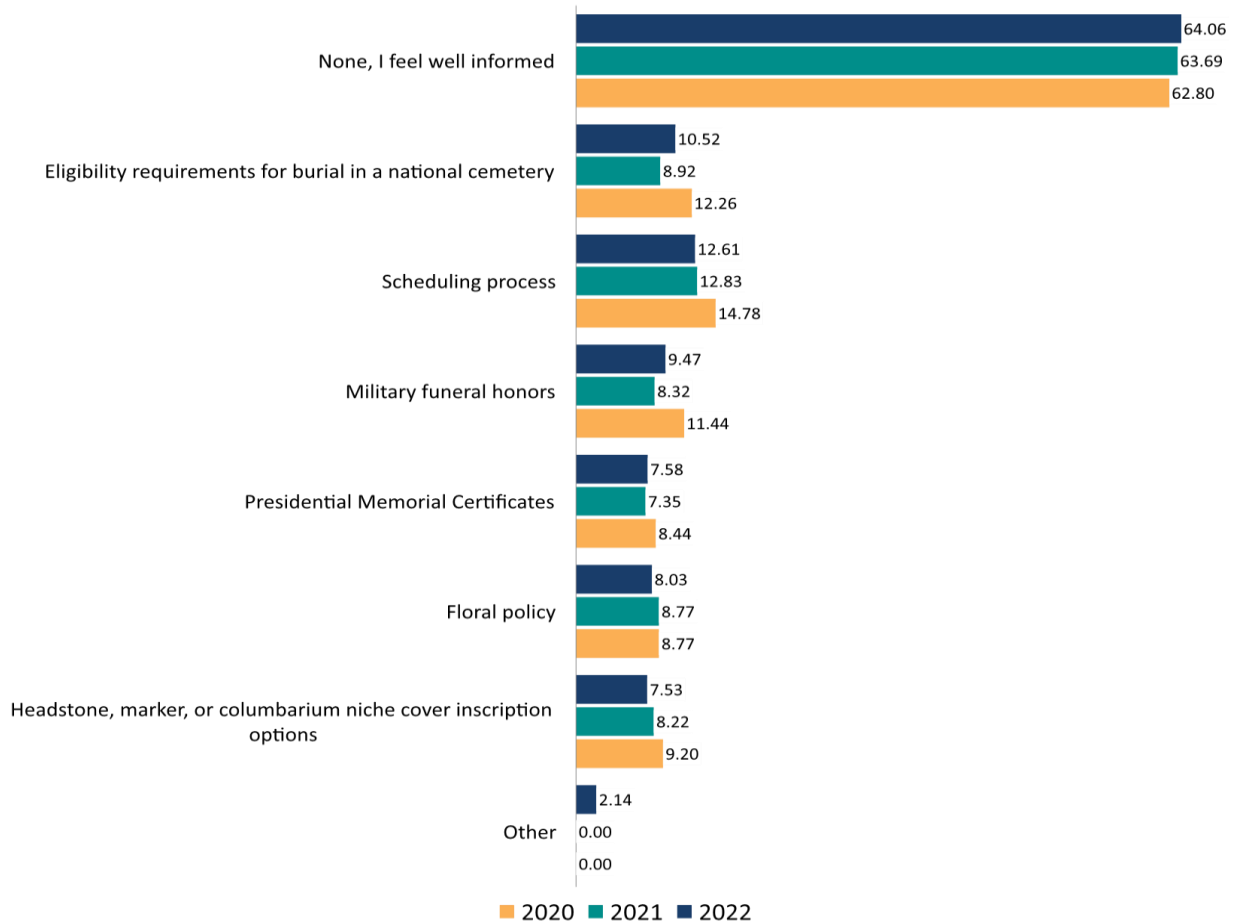
Question 7: In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)



2020: n = 1,927 2021: n = 1,937 2022: n = 1,975

Note: 2020 survey data is not available for "Other (specify)" responses.

Question 8: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)



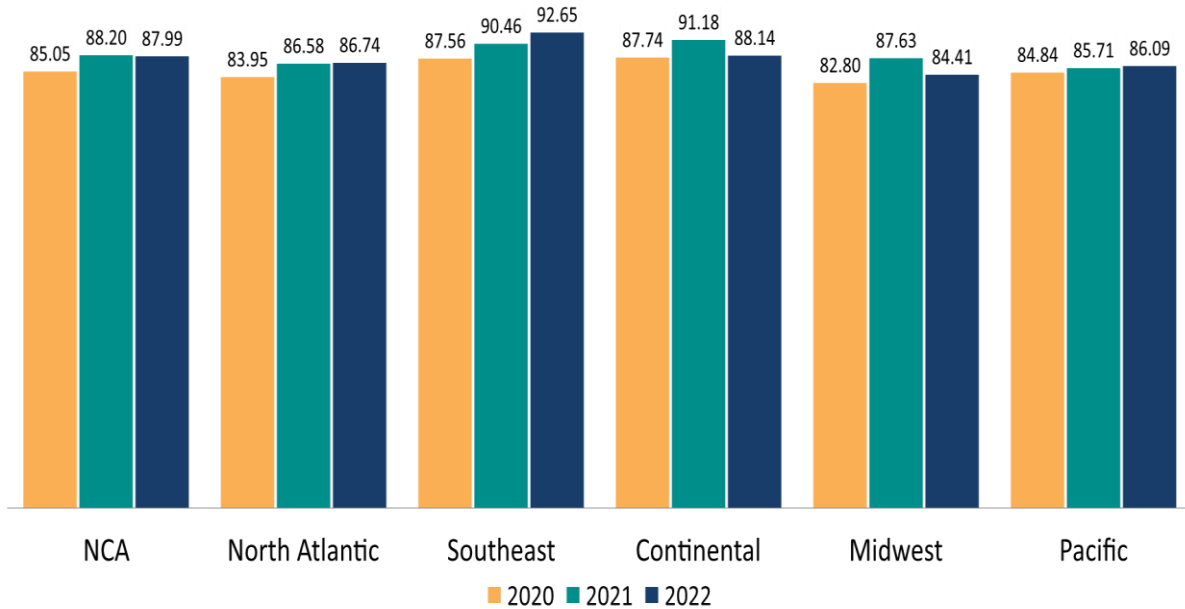
2020: n = 2,097 2021: n = 1,972 2022: n = 2,006

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

Note: The "Other (specify)" answer option was added to the 2022 survey.

Satisfaction with Information and Communication: Funeral Directors

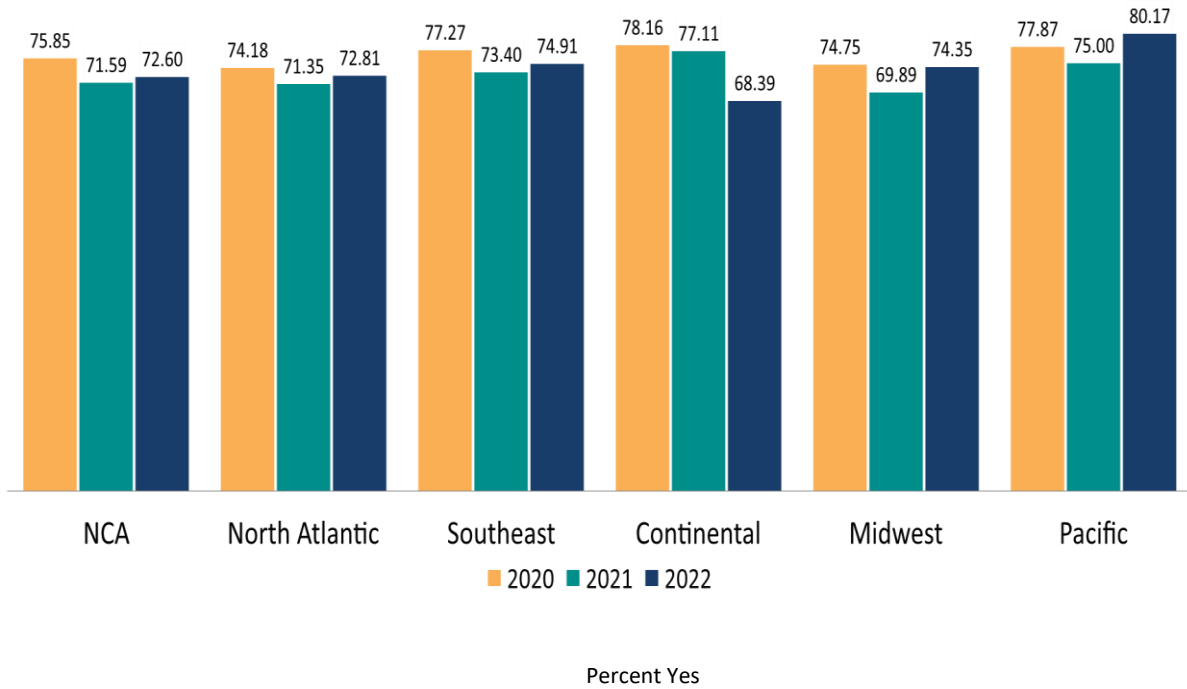
Question 12: Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2080	1992	2023	517	365	347	394	283	272	318	204	194	593	469	417	244	133	115
Yes		85.05%	88.20%	87.99%	83.95%	86.58%	86.74%	87.56%	90.46%	92.65%	87.74%	91.18%	88.14%	82.80%	87.63%	84.41%	84.84%	85.71%	86.09%
No		14.95%	11.80%	12.01%	16.05%	13.42%	13.26%	12.44%	9.54%	7.35%	12.26%	8.82%	11.86%	17.20%	12.37%	15.59%	15.16%	14.29%	13.91%

Satisfaction with Information and Communication: Funeral Directors

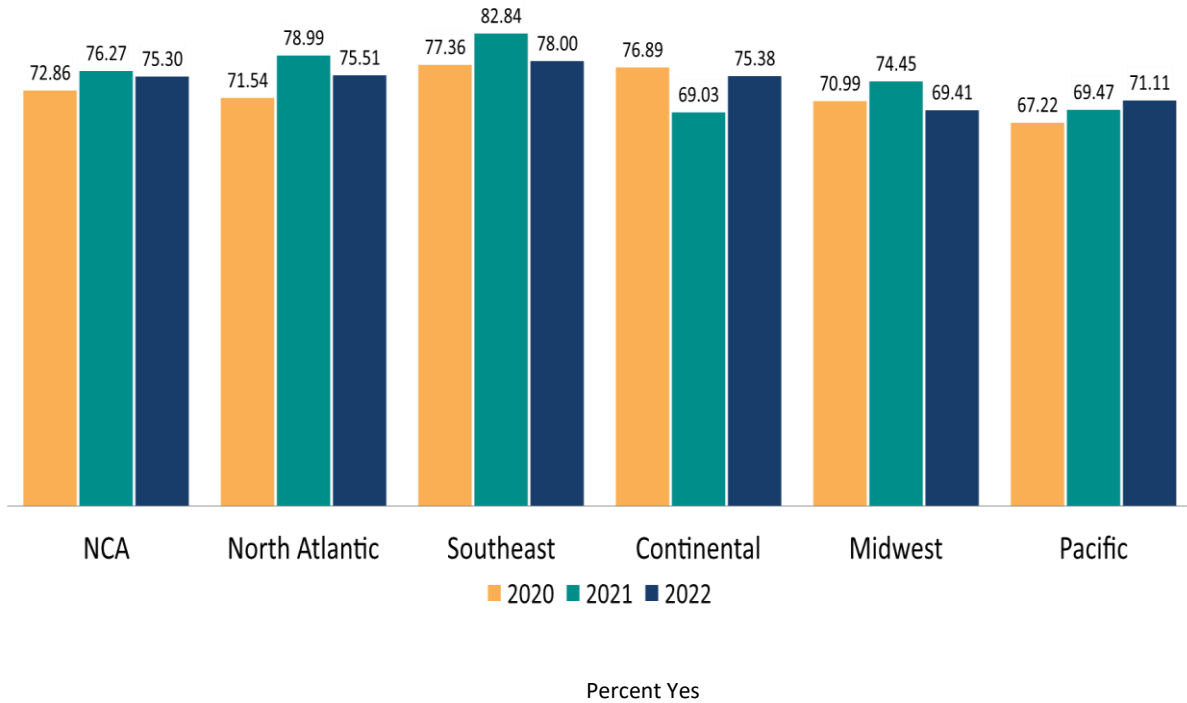
Question 13: Are you aware there are resources available for Funeral Directors on the NCA Website?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2079	1978	2018	519	363	342	396	282	271	316	201	193	590	465	421	244	132	116
Yes		75.85%	71.59%	72.60%	74.18%	71.35%	72.81%	77.27%	73.40%	74.91%	78.16%	77.11%	68.39%	74.75%	69.89%	74.35%	77.87%	75.00%	80.17%
No		24.15%	28.41%	27.40%	25.82%	28.65%	27.19%	22.73%	26.60%	25.09%	21.84%	22.89%	31.61%	25.25%	30.11%	25.65%	22.13%	25.00%	19.83%

Satisfaction with Information and Communication: Funeral Directors

Question 14: Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?

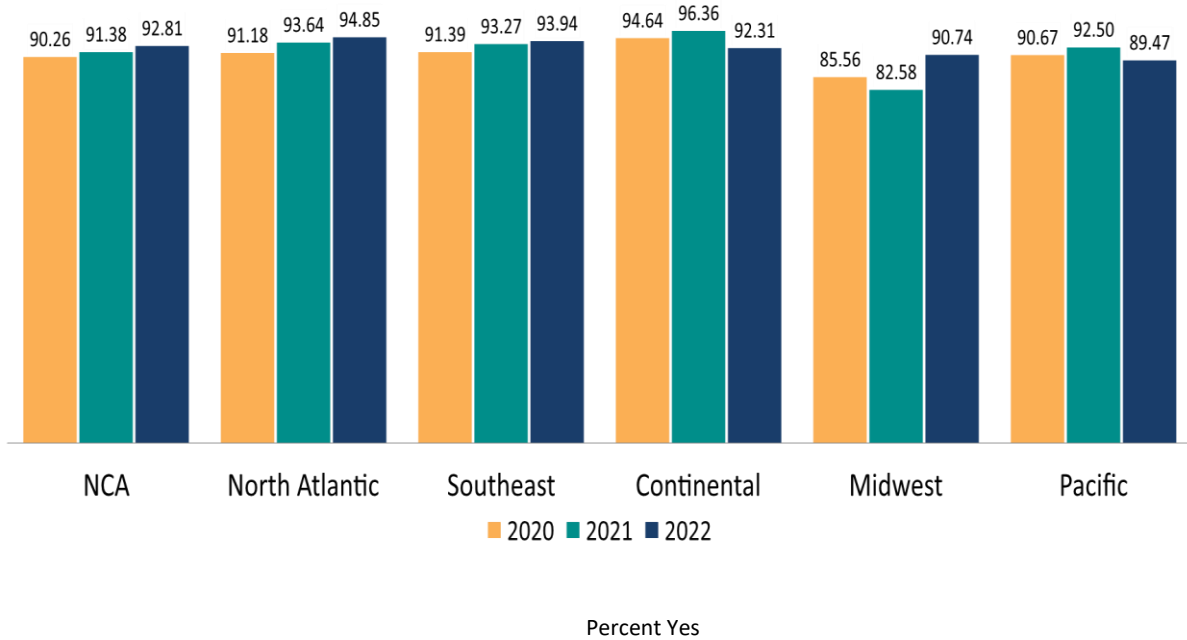


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1522	1395	1433	376	257	245	296	204	200	238	155	130	424	321	304	180	95	90
Yes		72.86%	76.27%	75.30%	71.54%	78.99%	75.51%	77.36%	82.84%	78.00%	76.89%	69.03%	75.38%	70.99%	74.45%	69.41%	67.22%	69.47%	71.11%
No		27.14%	23.73%	24.70%	28.46%	21.01%	24.49%	22.64%	17.16%	22.00%	23.11%	30.97%	24.62%	29.01%	25.55%	30.59%	32.78%	30.53%	28.89%

Only respondents who indicated "Yes" to question 13 (FD) received this question." to "This question only applies to respondents who indicated "Yes" to Question 13 (FD).

Satisfaction with Information and Communication: Funeral Directors

Question 15: Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?

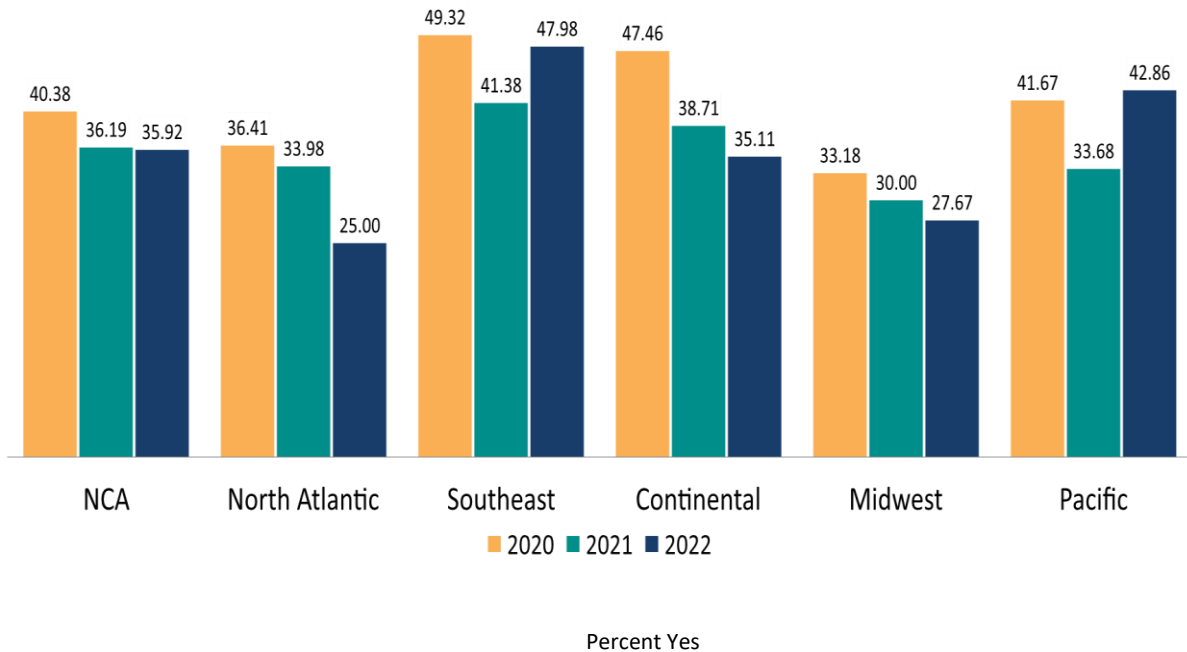


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		698	603	612	170	110	97	151	104	99	112	55	52	187	132	108	75	40	38
Yes		90.26%	91.38%	92.81%	91.18%	93.64%	94.85%	91.39%	93.27%	93.94%	94.64%	96.36%	92.31%	85.56%	82.58%	90.74%	90.67%	92.50%	89.47%
No		9.74%	8.62%	7.19%	8.82%	6.36%	5.15%	8.61%	6.73%	6.06%	5.36%	3.64%	7.69%	14.44%	17.42%	9.26%	9.33%	7.50%	10.53%

This question only applies to respondents who indicated "Yes" to Question 13 (FD).

Satisfaction with Information and Communication: Funeral Directors

Question 16: Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?

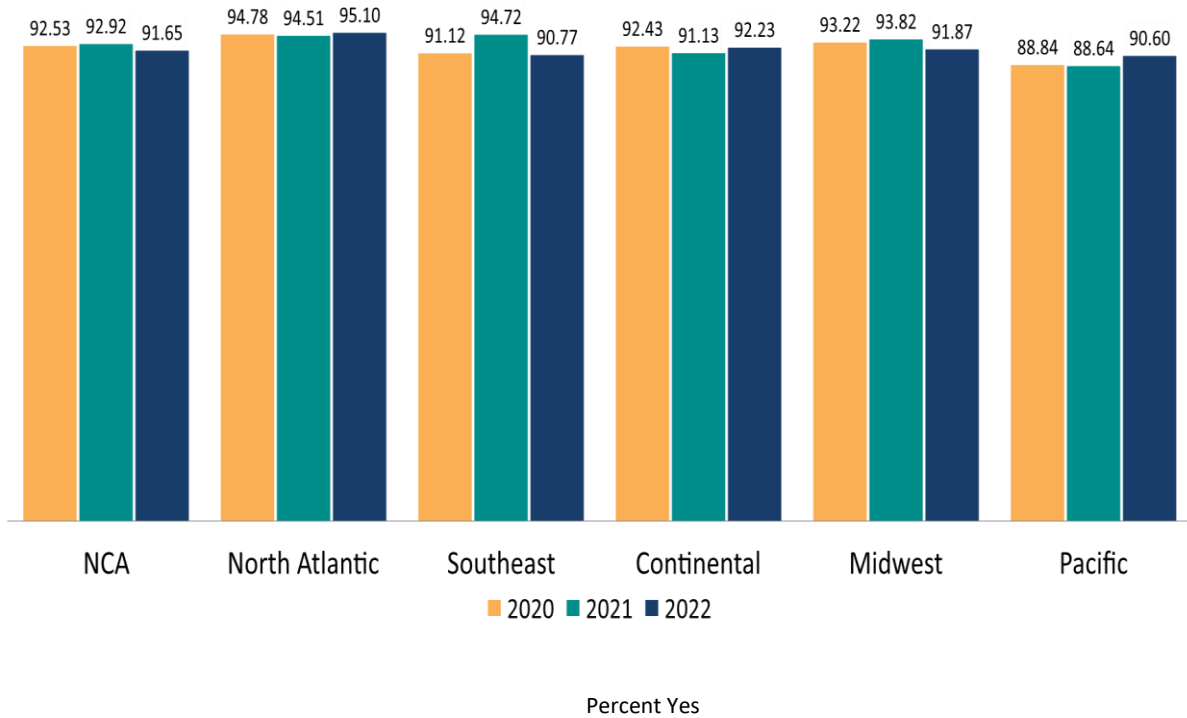


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1513	1387	1428	368	256	244	296	203	198	236	155	131	425	320	300	180	95	91
Yes		40.38%	36.19%	35.92%	36.41%	33.98%	25.00%	49.32%	41.38%	47.98%	47.46%	38.71%	35.11%	33.18%	30.00%	27.67%	41.67%	33.68%	42.86%
No		59.62%	63.81%	64.08%	63.59%	66.02%	75.00%	50.68%	58.62%	52.02%	52.54%	61.29%	64.89%	66.82%	70.00%	72.33%	58.33%	66.32%	57.14%

This question only applies to respondents who indicated "Yes" to Question 13 (FD).

Satisfaction with Information and Communication: Funeral Directors

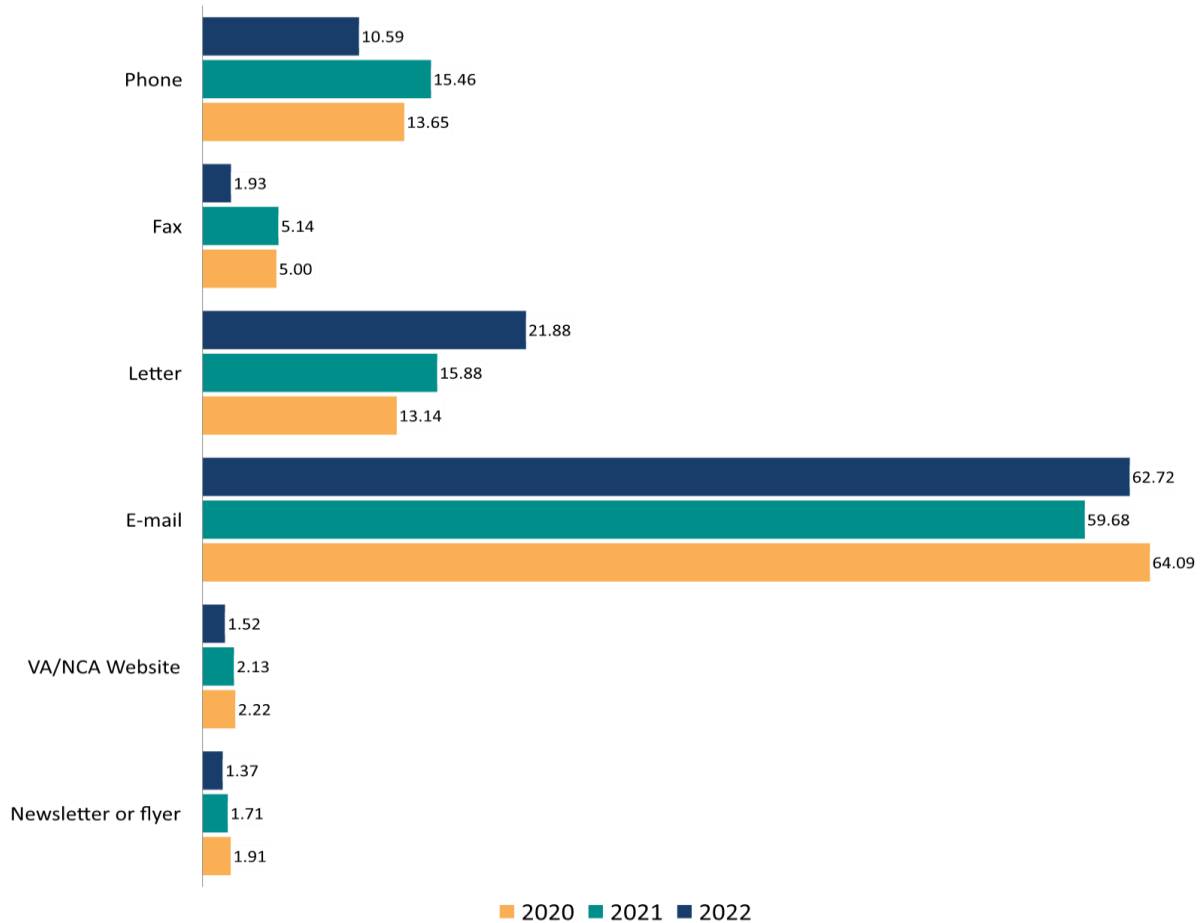
Question 17: Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2074	1991	2011	517	364	347	394	284	271	317	203	193	590	469	418	242	132	117
Yes		92.53%	92.92%	91.65%	94.78%	94.51%	95.10%	91.12%	94.72%	90.77%	92.43%	91.13%	92.23%	93.22%	93.82%	91.87%	88.84%	88.64%	90.60%
No		7.47%	7.08%	8.35%	5.22%	5.49%	4.90%	8.88%	5.28%	9.23%	7.57%	8.87%	7.77%	6.78%	6.18%	8.13%	11.16%	11.36%	9.40%

Prior to 2022 the question wording was: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

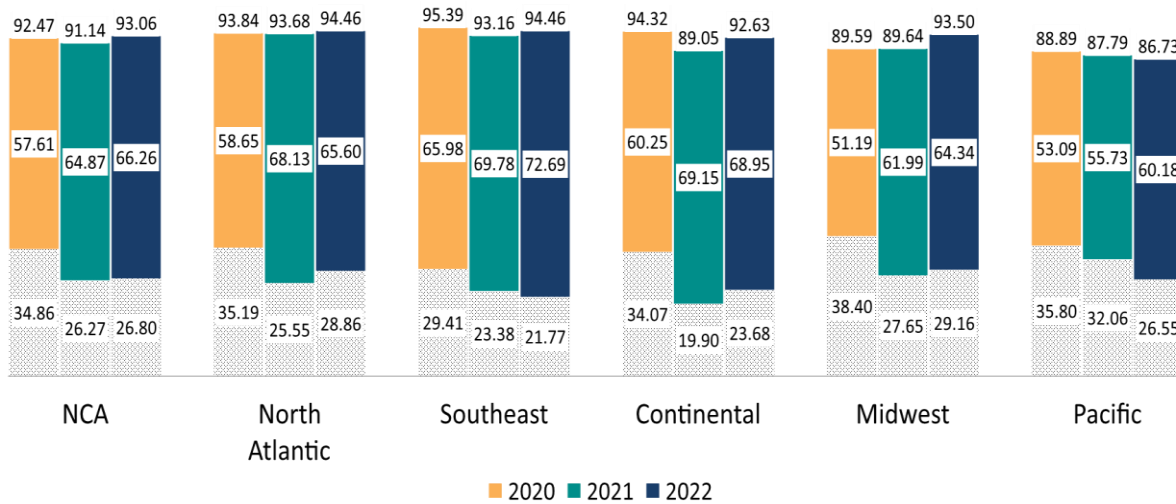
Question 9: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)



2020: n = 1,941 2021: n = 1,927 2022: n = 1,974

Satisfaction with Information and Communication: Funeral Directors

Question 32: The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.



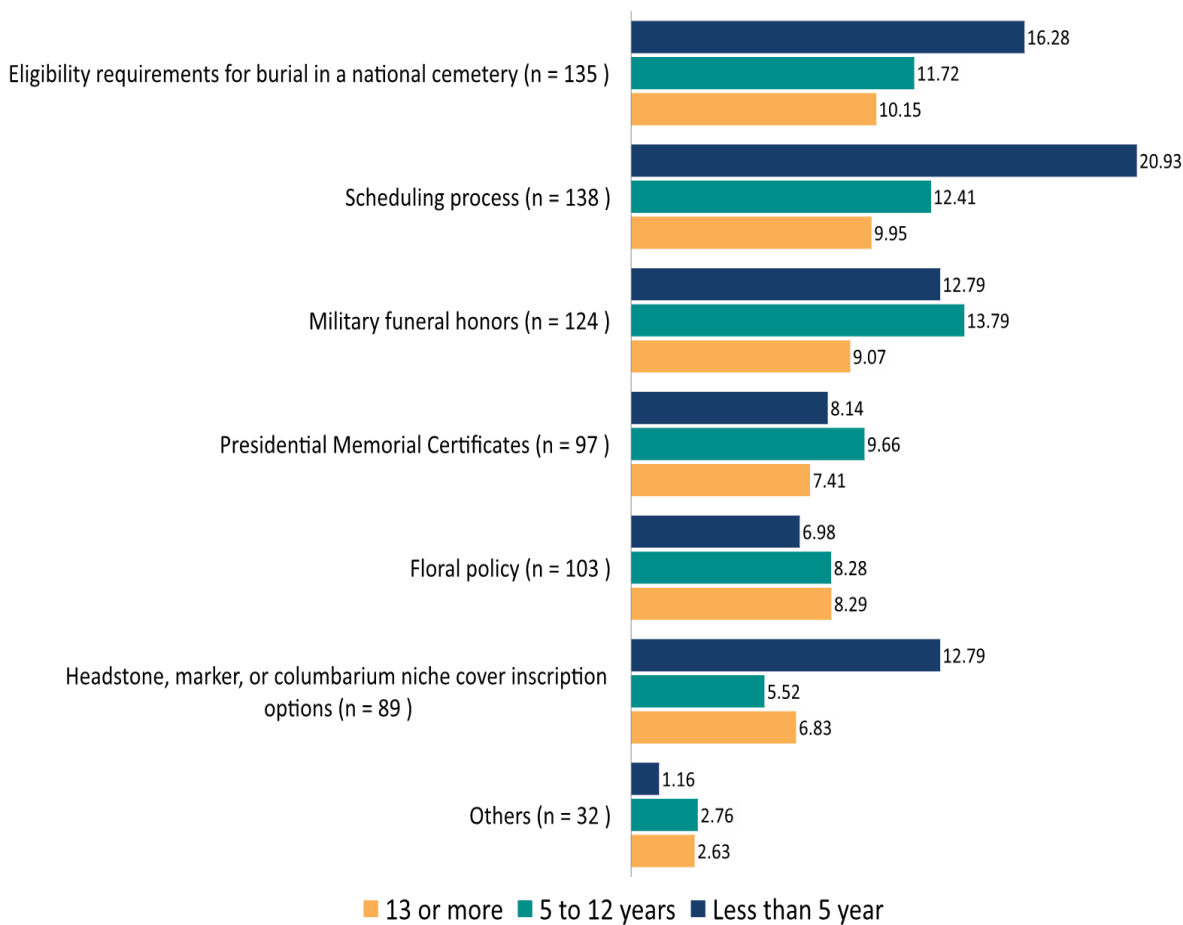
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2071	1964	1989	520	364	343	391	278	271	317	201	190	586	463	415	243	131	113
Strongly agree		57.61%	64.87%	66.26%	58.65%	68.13%	65.60%	65.98%	69.78%	72.69%	60.25%	69.15%	68.95%	51.19%	61.99%	64.34%	53.09%	55.73%	60.18%
Agree		34.86%	26.27%	26.80%	35.19%	25.55%	28.86%	29.41%	23.38%	21.77%	34.07%	19.90%	23.68%	38.40%	27.65%	29.16%	35.80%	32.06%	26.55%
Neither agree nor disagree		5.26%	5.60%	5.08%	4.81%	4.40%	3.50%	3.84%	5.04%	4.43%	3.47%	5.47%	5.26%	6.83%	5.83%	4.34%	7.41%	9.16%	8.85%
Disagree		1.83%	1.88%	1.56%	1.15%	1.37%	1.75%	0.26%	0.72%	1.11%	2.21%	4.48%	1.58%	2.90%	2.59%	1.69%	2.88%	0.00%	3.54%
Strongly disagree		0.43%	1.37%	0.30%	0.19%	0.55%	0.29%	0.51%	1.08%	0.00%	0.00%	1.00%	0.53%	0.68%	1.94%	0.48%	0.82%	3.05%	0.88%

ELEMENT OF COMPARISON

Influence of length of time working with national cemetery and the need for more information about national cemetery policies or procedures.

Question 8: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

Question 3: How long has your funeral home worked with the national 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.

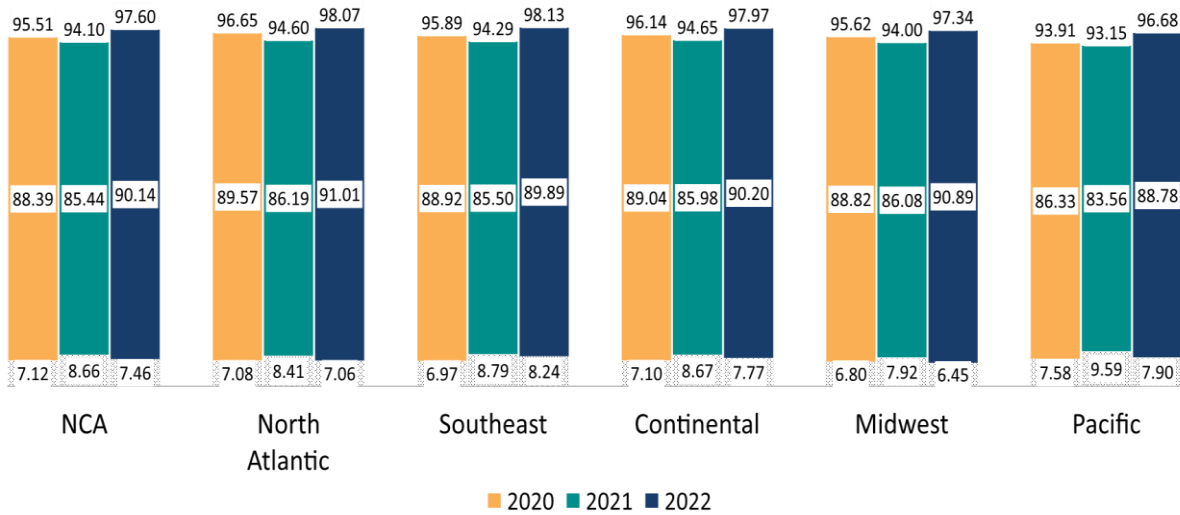
Satisfaction with Committal Service(s): Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the national 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 relating to various aspects of the committal service. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Committal Service(s): Next of Kin

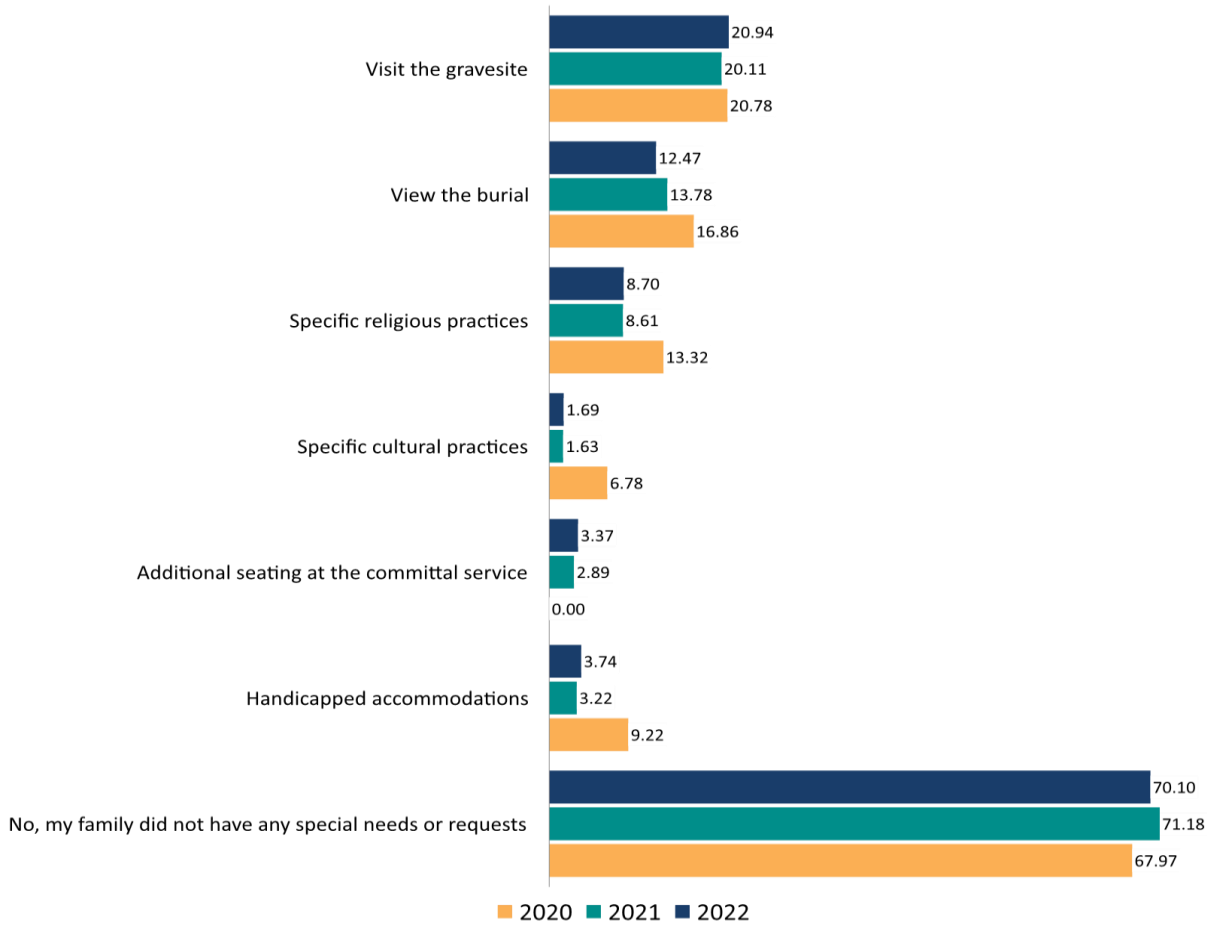
Question 20: Overall, how satisfied were you with the committal service at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		17885	14169	16062	2895	2592	2746	3771	3062	3372	2719	2225	2664	4161	3370	3876	4339	2920	3404
Very satisfied		88.39%	85.44%	90.14%	89.57%	86.19%	91.01%	88.92%	85.50%	89.89%	89.04%	85.98%	90.20%	88.82%	86.08%	90.89%	86.33%	83.56%	88.78%
Somewhat satisfied		7.12%	8.66%	7.46%	7.08%	8.41%	7.06%	6.97%	8.79%	8.24%	7.10%	8.67%	7.77%	6.80%	7.92%	6.45%	7.58%	9.59%	7.90%
Neither satisfied nor dissatisfied		3.25%	3.88%	1.12%	2.52%	3.67%	0.91%	3.08%	3.53%	0.95%	2.83%	3.37%	0.79%	2.91%	3.65%	1.24%	4.49%	5.10%	1.59%
Somewhat dissatisfied		0.88%	1.23%	0.93%	0.48%	0.96%	0.84%	0.77%	1.21%	0.68%	0.74%	1.30%	0.83%	1.11%	1.54%	1.03%	1.11%	1.06%	1.20%
Very dissatisfied		0.36%	0.79%	0.35%	0.35%	0.77%	0.18%	0.27%	0.98%	0.24%	0.29%	0.67%	0.41%	0.36%	0.80%	0.39%	0.48%	0.68%	0.53%

Satisfaction with Committal Service(s): Next of Kin

Question 13: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)



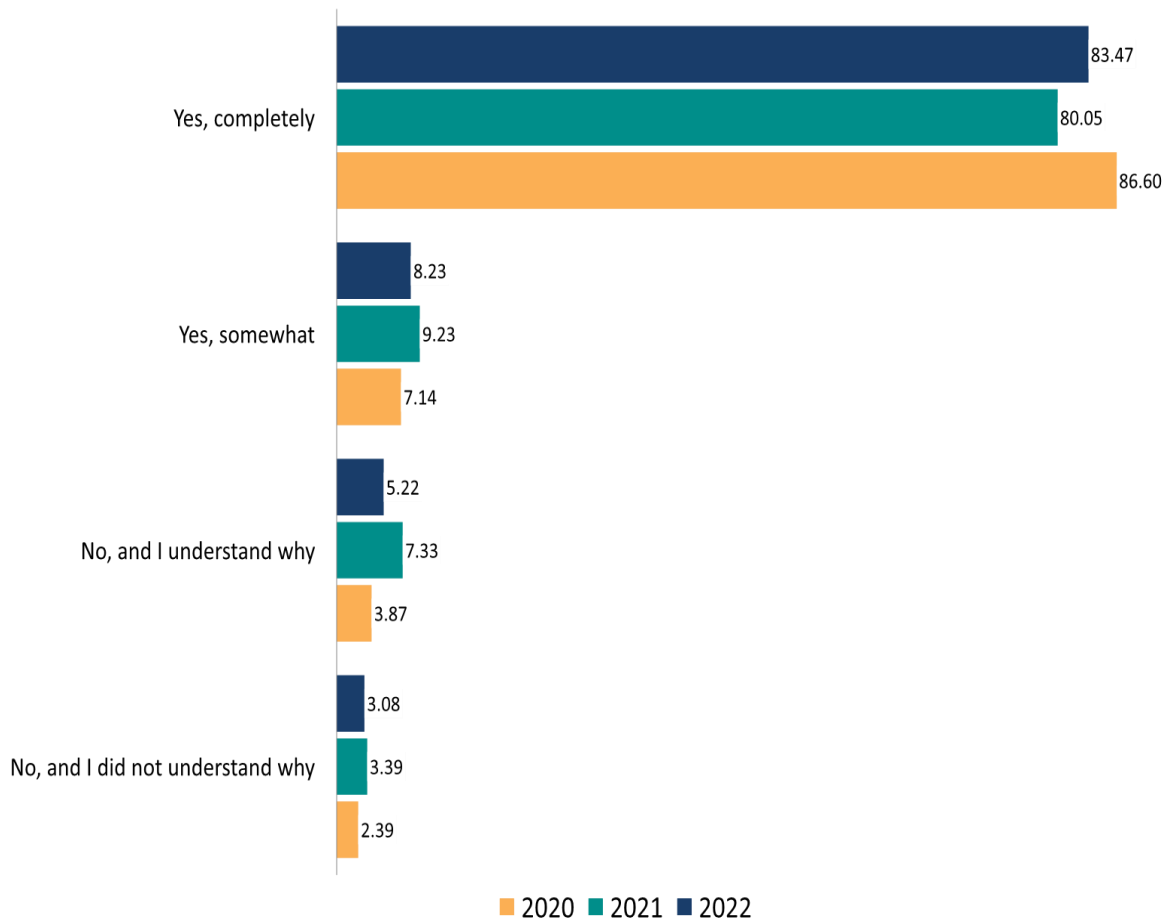
2020: n = 18,242 2021: n = 14,193 2022: n = 16,006

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

Note: The answer option “Additional seating at the committal service” was not included in the 2020 survey.

Satisfaction with Committal Service(s): Next of Kin

Question 14: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

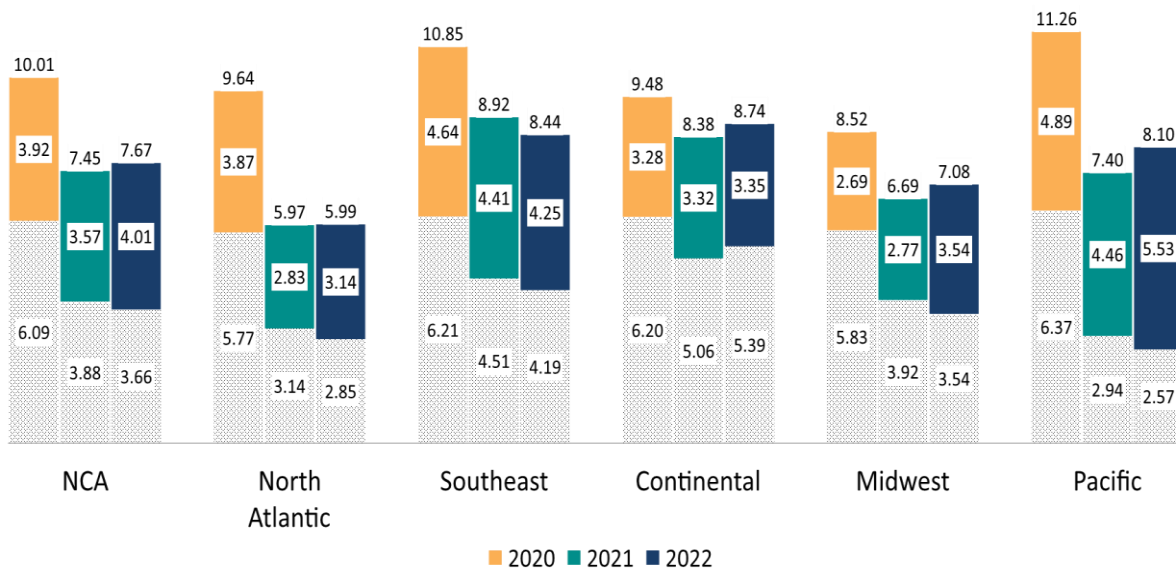


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		5224	4040	4712	740	658	733	1200	938	1022	722	588	667	1109	860	977	1453	996	1313
Yes, completely		86.60%	80.05%	83.47%	87.70%	79.18%	83.90%	88.58%	83.48%	84.93%	85.32%	79.59%	84.26%	84.67%	79.65%	81.88%	86.51%	78.01%	82.86%
Yes, somewhat		7.14%	9.23%	8.23%	6.35%	8.36%	7.78%	5.92%	6.72%	7.63%	8.03%	9.52%	7.50%	7.84%	10.81%	7.06%	7.57%	10.64%	10.21%
No, and I understand why		3.87%	7.33%	5.22%	3.65%	9.57%	5.18%	3.25%	6.72%	5.09%	4.43%	6.63%	5.55%	4.87%	6.40%	7.37%	3.44%	7.63%	3.58%
No, and I did not understand why		2.39%	3.39%	3.08%	2.30%	2.89%	3.14%	2.25%	3.09%	2.35%	2.22%	4.25%	2.70%	2.61%	3.14%	3.68%	2.48%	3.71%	3.35%

This question did not apply to respondents who indicated in Question 13 (NoK), “No, my family did not have any need or requests.”

Satisfaction with Committal Service(s): Next of Kin

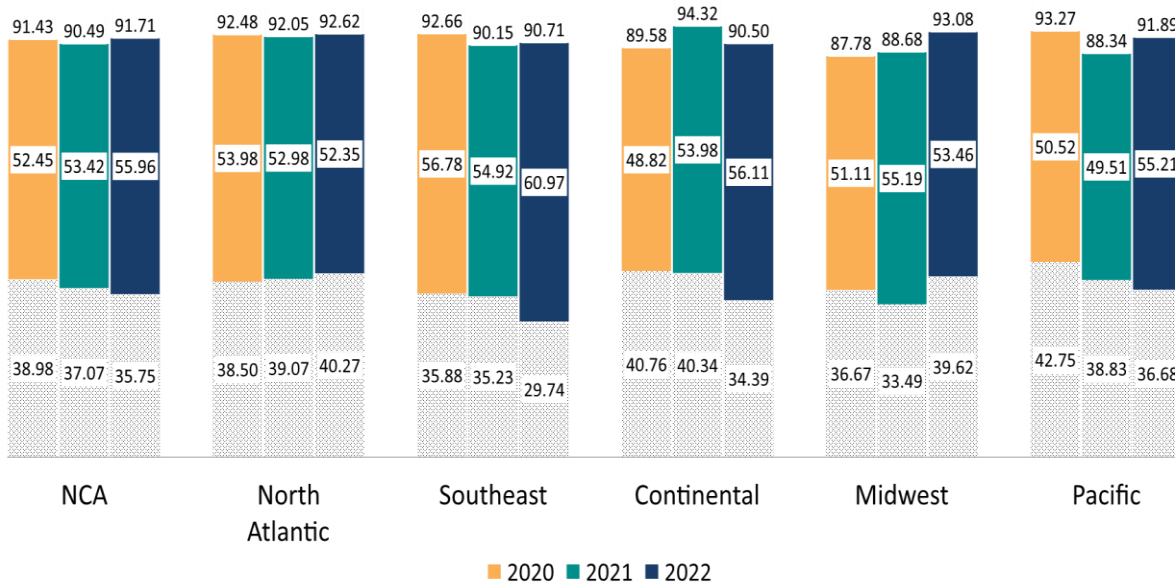
Question 16: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18201	14257	16006	2945	2613	2735	3816	3061	3368	2744	2232	2655	4235	3390	3865	4461	2961	3383
Yes, I viewed it online		3.92%	3.57%	4.01%	3.87%	2.83%	3.14%	4.64%	4.41%	4.25%	3.28%	3.32%	3.35%	2.69%	2.77%	3.54%	4.89%	4.46%	5.53%
Yes, the funeral director provided it		6.09%	3.88%	3.66%	5.77%	3.14%	2.85%	6.21%	4.51%	4.19%	6.20%	5.06%	5.39%	5.83%	3.92%	3.54%	6.37%	2.94%	2.57%
No		90.00%	92.55%	92.33%	90.36%	94.03%	94.00%	89.15%	91.08%	91.57%	90.52%	91.62%	91.26%	91.48%	93.30%	92.91%	88.75%	92.60%	91.90%

Satisfaction with Committal Service(s): Next of Kin

Question 17: The video(s) helped me understand the burial process at the national cemetery.

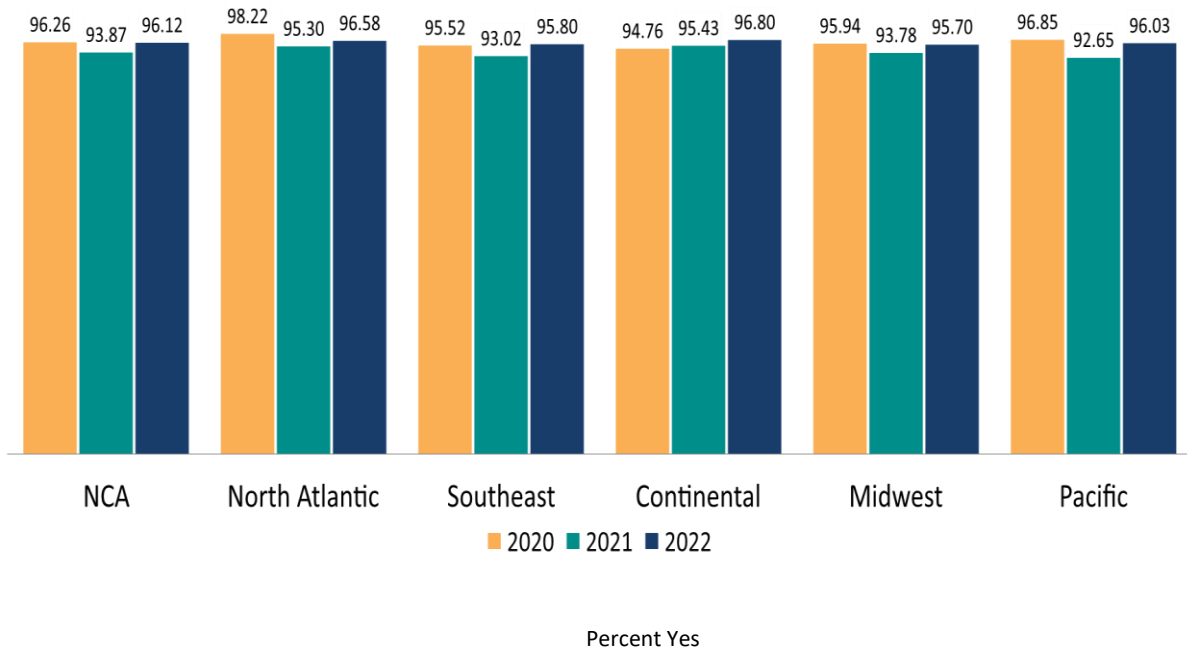


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1447	1009	1158	226	151	149	354	264	269	211	176	221	270	212	260	386	206	259
Strongly agree		52.45%	53.42%	55.96%	53.98%	52.98%	52.35%	56.78%	54.92%	60.97%	48.82%	53.98%	56.11%	51.11%	55.19%	53.46%	50.52%	49.51%	55.21%
Agree		38.98%	37.07%	35.75%	38.50%	39.07%	40.27%	35.88%	35.23%	29.74%	40.76%	40.34%	34.39%	36.67%	33.49%	39.62%	42.75%	38.83%	36.68%
Neither agree nor disagree		7.81%	8.72%	7.94%	6.64%	7.28%	7.38%	6.50%	9.09%	8.55%	9.48%	4.55%	9.05%	11.11%	10.38%	6.54%	6.48%	11.17%	8.11%
Disagree		0.35%	0.30%	0.26%	0.88%	0.00%	0.00%	0.00%	0.38%	0.74%	0.47%	0.00%	0.00%	0.37%	0.47%	0.38%	0.26%	0.49%	0.00%
Strongly disagree		0.41%	0.50%	0.09%	0.00%	0.66%	0.00%	0.85%	0.38%	0.00%	0.47%	1.14%	0.45%	0.74%	0.47%	0.00%	0.00%	0.00%	0.00%

This question only applies to respondents who indicated "Yes" to Question 16 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 18: Was your experience at the national cemetery similar to the video on service options you viewed?

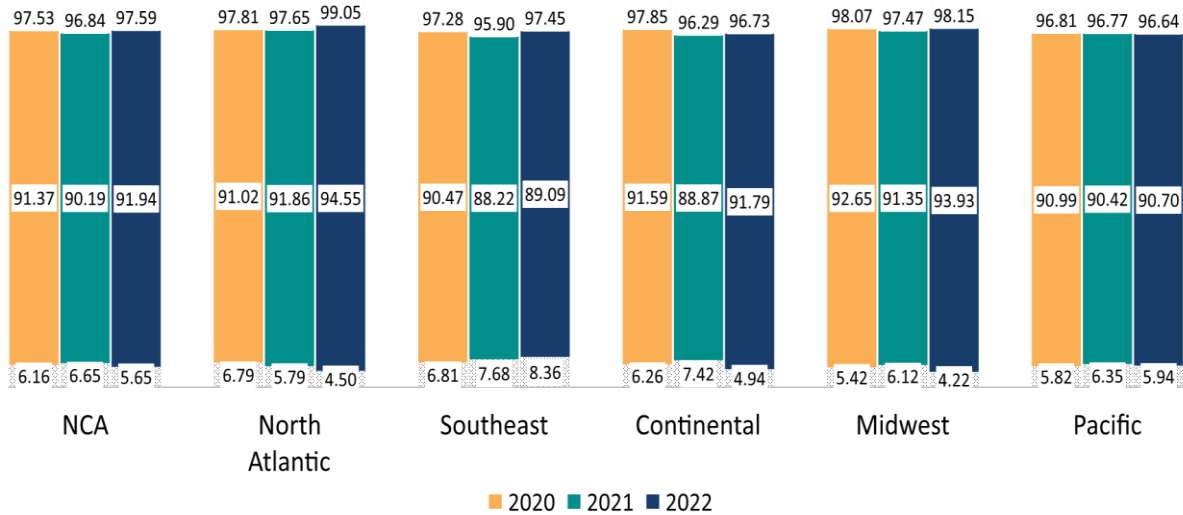


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1444	995	1135	225	149	146	357	258	262	210	175	219	271	209	256	381	204	252
Yes		96.26%	93.87%	96.12%	98.22%	95.30%	96.58%	95.52%	93.02%	95.80%	94.76%	95.43%	96.80%	95.94%	93.78%	95.70%	96.85%	92.65%	96.03%
No		3.74%	6.13%	3.88%	1.78%	4.70%	3.42%	4.48%	6.98%	4.20%	5.24%	4.57%	3.20%	4.06%	6.22%	4.30%	3.15%	7.35%	3.97%

This question only applies to respondents who indicated "Yes" to Question 16 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 19: If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?



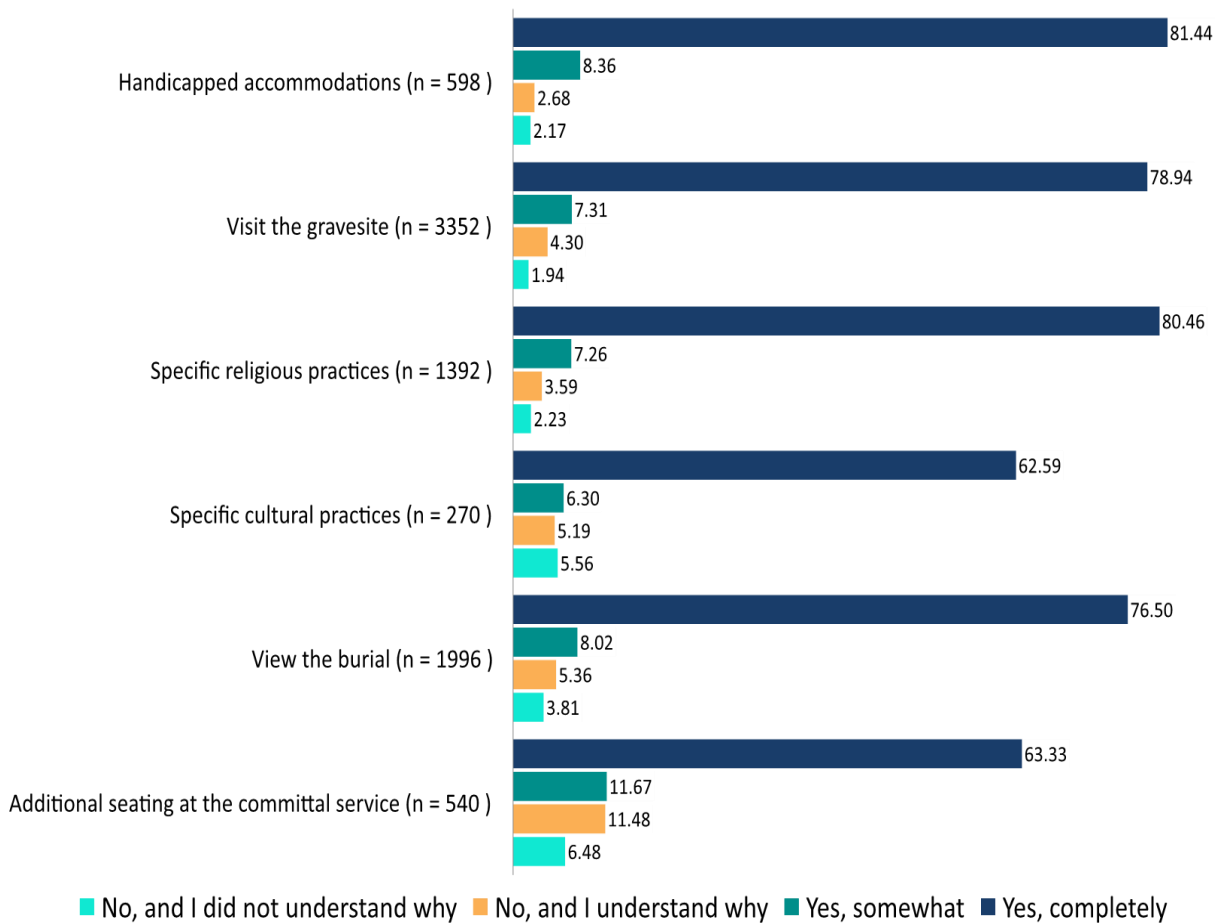
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		11662	9641	11618	1870	1744	1890	2467	2097	2511	1772	1482	1925	2788	2335	2819	2765	1983	2473
Very satisfied		91.37%	90.19%	91.94%	91.02%	91.86%	94.55%	90.47%	88.22%	89.09%	91.59%	88.87%	91.79%	92.65%	91.35%	93.93%	90.99%	90.42%	90.70%
Somewhat satisfied		6.16%	6.65%	5.65%	6.79%	5.79%	4.50%	6.81%	7.68%	8.36%	6.26%	7.42%	4.94%	5.42%	6.12%	4.22%	5.82%	6.35%	5.94%
Neither satisfied nor dissatisfied		1.34%	1.74%	1.01%	1.07%	1.72%	0.48%	1.38%	2.00%	0.88%	1.07%	1.62%	1.40%	1.18%	1.63%	1.03%	1.81%	1.71%	1.21%
Somewhat dissatisfied		0.71%	0.90%	0.93%	0.59%	0.46%	0.21%	0.89%	1.38%	1.08%	0.62%	1.42%	1.35%	0.57%	0.56%	0.39%	0.83%	0.81%	1.62%
Very dissatisfied		0.42%	0.52%	0.47%	0.53%	0.17%	0.26%	0.45%	0.72%	0.60%	0.45%	0.67%	0.52%	0.18%	0.34%	0.43%	0.54%	0.71%	0.53%

ELEMENT OF COMPARISON

By special need requested, was the cemetery able to accommodate the request?

Question 13: At the committal service, did your family have any of the following special needs or requests?
(Mark all that apply)

Question 14: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

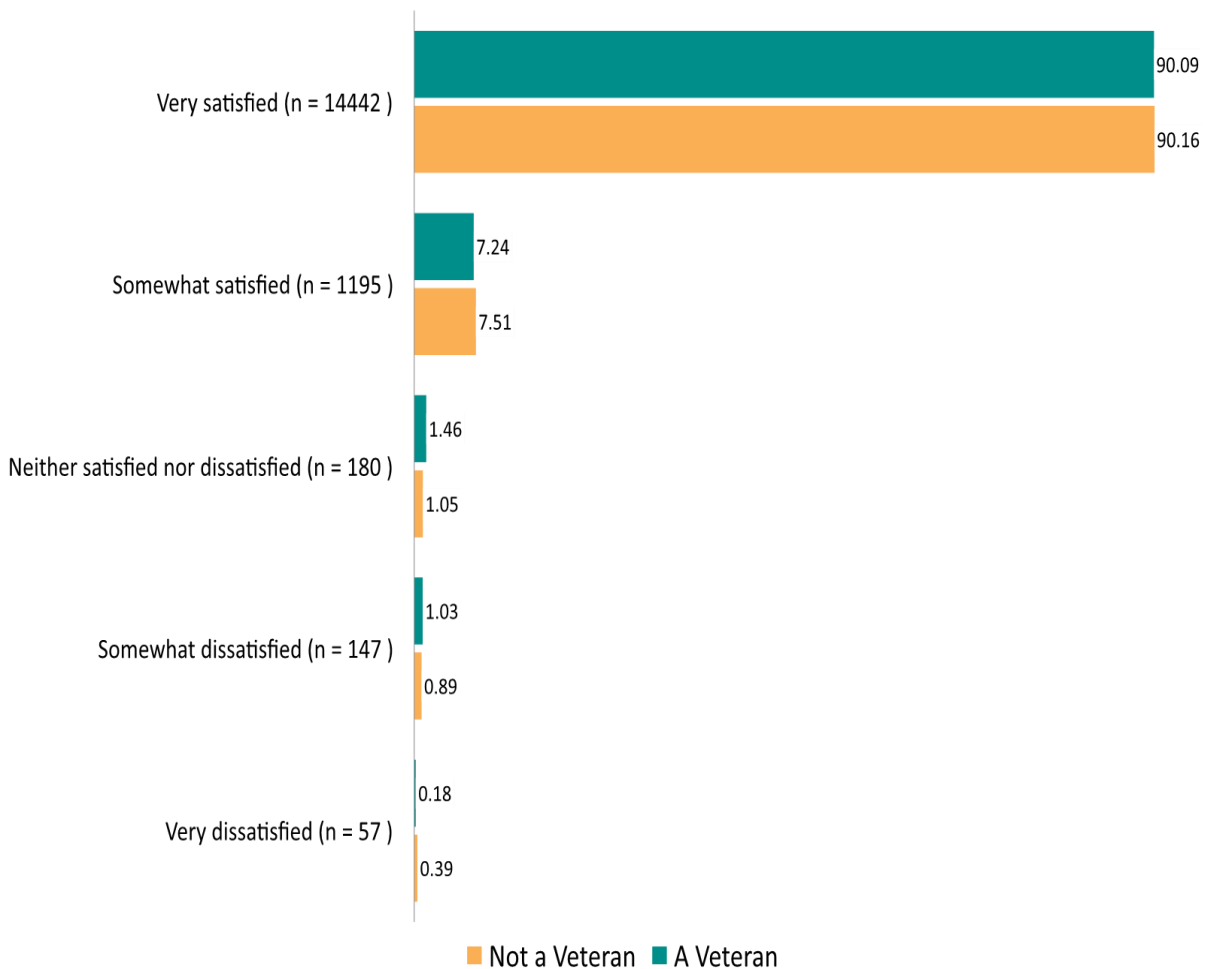


ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the national cemetery by Veteran status.

Question 5: 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 20: Overall, how satisfied were you with the committal service at the national cemetery?

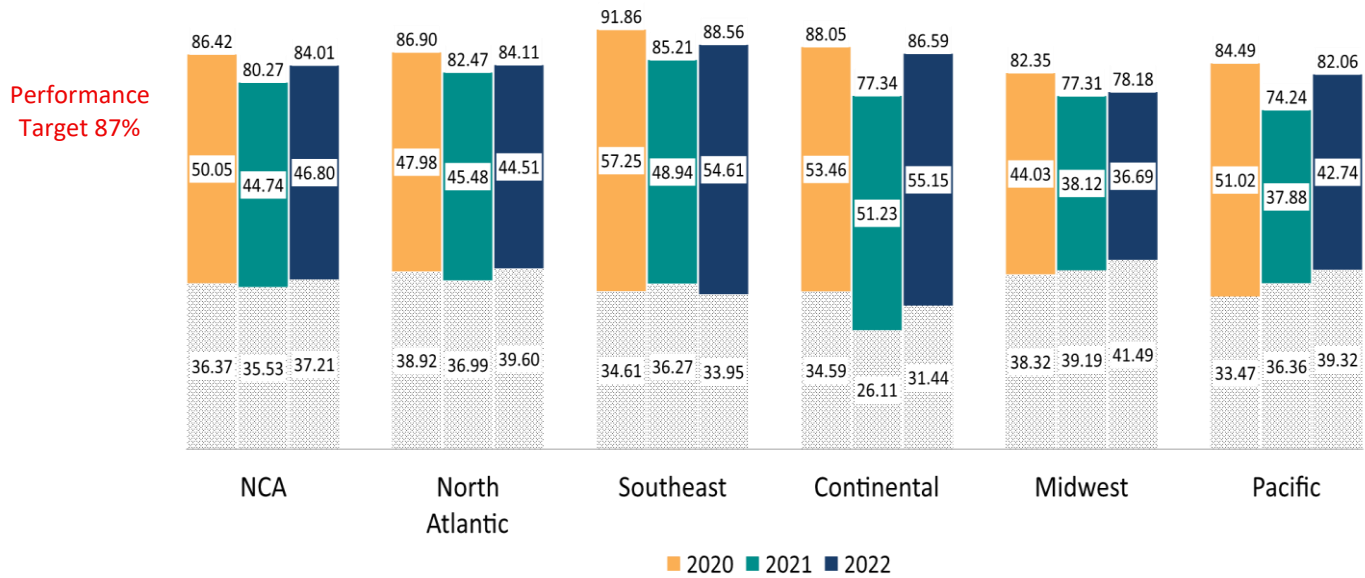


Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the national 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.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

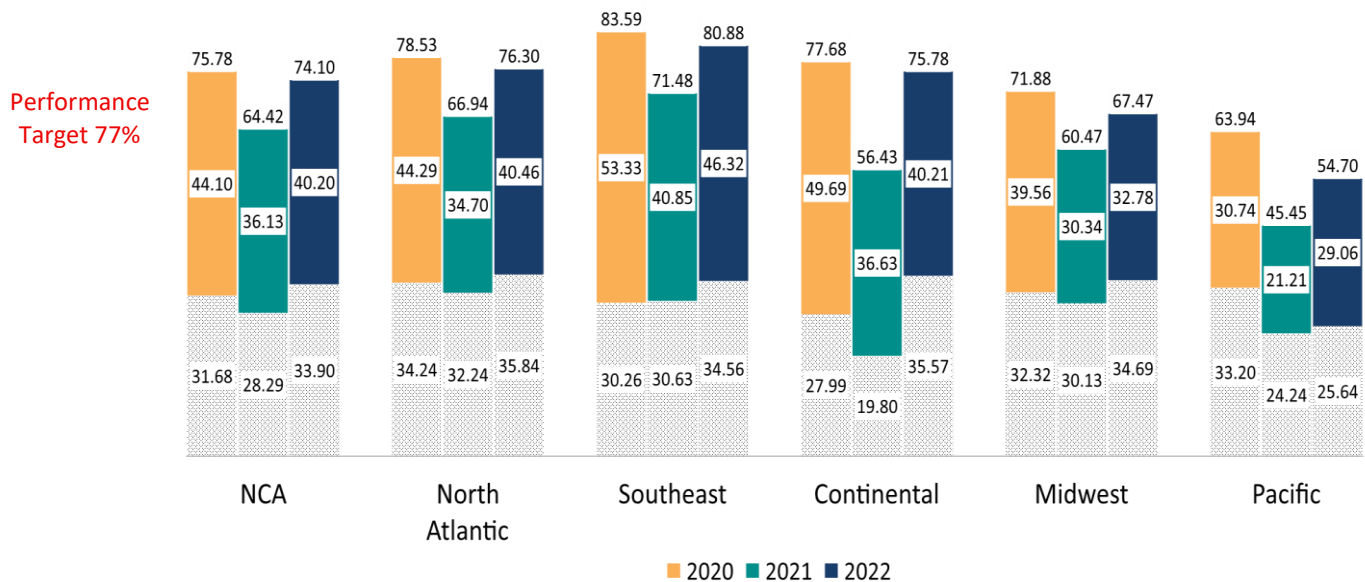
Question 18: How easy is the process of scheduling an interment at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2084	1987	2013	519	365	346	393	284	271	318	203	194	595	467	417	245	132	117
Very easy		50.05%	44.74%	46.80%	47.98%	45.48%	44.51%	57.25%	48.94%	54.61%	53.46%	51.23%	55.15%	44.03%	38.12%	36.69%	51.02%	37.88%	42.74%
Somewhat easy		36.37%	35.53%	37.21%	38.92%	36.99%	39.60%	34.61%	36.27%	33.95%	34.59%	26.11%	31.44%	38.32%	39.19%	41.49%	33.47%	36.36%	39.32%
Neither easy nor hard		8.11%	9.31%	9.54%	7.13%	6.85%	8.67%	4.07%	8.45%	7.38%	8.81%	9.36%	7.73%	11.09%	9.85%	13.43%	8.57%	15.91%	7.69%
Somewhat hard		4.51%	6.89%	5.56%	5.01%	7.12%	6.65%	3.56%	4.58%	3.69%	3.14%	8.87%	5.15%	5.04%	7.92%	6.71%	5.31%	5.30%	6.84%
Very hard		0.96%	3.52%	0.89%	0.96%	3.56%	0.58%	0.51%	1.76%	0.37%	0.00%	4.43%	0.52%	1.51%	4.93%	1.68%	1.63%	4.55%	3.42%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

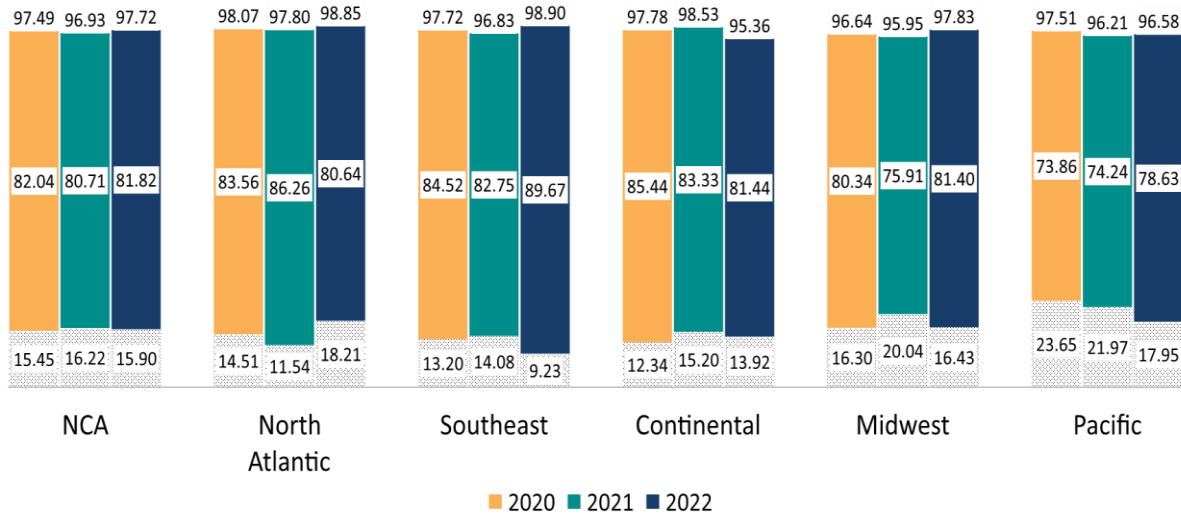
Question 19: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2077	1990	2015	517	366	346	390	284	272	318	202	194	594	468	418	244	132	117
Very satisfied		44.10%	36.13%	40.20%	44.29%	34.70%	40.46%	53.33%	40.85%	46.32%	49.69%	36.63%	40.21%	39.56%	30.34%	32.78%	30.74%	21.21%	29.06%
Somewhat satisfied		31.68%	28.29%	33.90%	34.24%	32.24%	35.84%	30.26%	30.63%	34.56%	27.99%	19.80%	35.57%	32.32%	30.13%	34.69%	33.20%	24.24%	25.64%
Neither satisfied nor dissatisfied		11.12%	12.31%	11.46%	10.25%	13.39%	10.40%	6.92%	10.21%	6.62%	9.75%	17.33%	12.37%	14.14%	11.97%	11.96%	14.75%	18.18%	21.37%
Somewhat dissatisfied		10.21%	14.42%	10.37%	9.28%	12.84%	10.12%	8.21%	13.73%	9.19%	10.69%	13.86%	8.25%	9.60%	17.52%	14.83%	15.98%	21.21%	15.38%
Very dissatisfied		2.89%	8.84%	4.07%	1.93%	6.83%	3.18%	1.28%	4.58%	3.31%	1.89%	12.38%	3.61%	4.38%	10.04%	5.74%	5.33%	15.15%	8.55%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

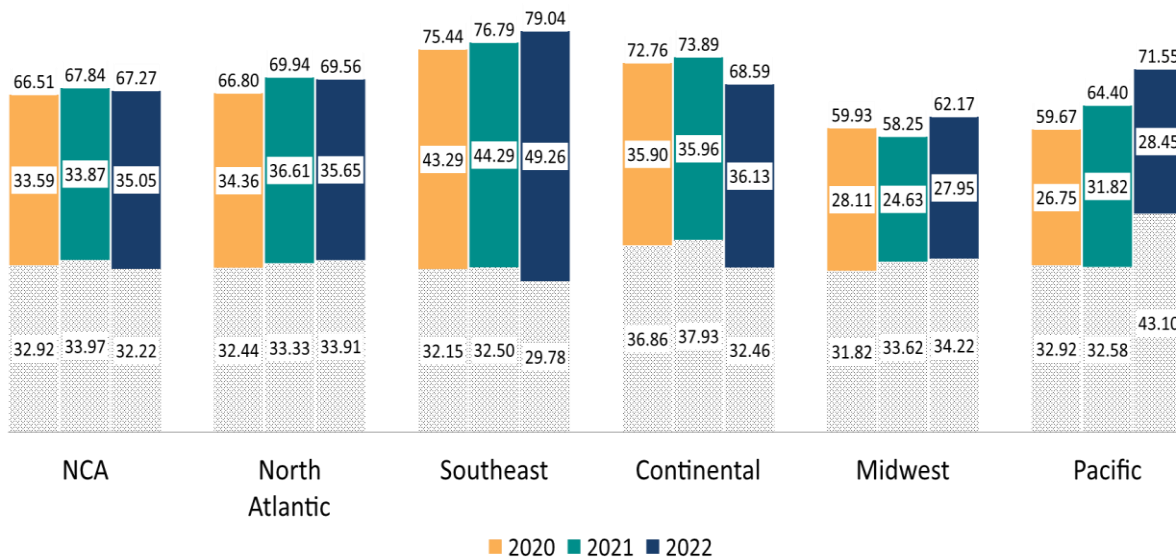
Question 20: During committal services, how often do you receive the support you need from cemetery staff?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2077	1991	2013	517	364	346	394	284	271	316	204	194	595	469	414	241	132	117
Always		82.04%	80.71%	81.82%	83.56%	86.26%	80.64%	84.52%	82.75%	89.67%	85.44%	83.33%	81.44%	80.34%	75.91%	81.40%	73.86%	74.24%	78.63%
For the most part		15.45%	16.22%	15.90%	14.51%	11.54%	18.21%	13.20%	14.08%	9.23%	12.34%	15.20%	13.92%	16.30%	20.04%	16.43%	23.65%	21.97%	17.95%
Occasionally		2.02%	2.41%	1.99%	1.74%	2.20%	1.16%	1.27%	2.46%	1.11%	2.22%	0.98%	4.64%	2.52%	3.62%	1.69%	2.49%	2.27%	2.56%
Never		0.48%	0.65%	0.30%	0.19%	0.00%	0.00%	1.02%	0.70%	0.00%	0.00%	0.49%	0.00%	0.84%	0.43%	0.48%	0.00%	1.52%	0.85%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

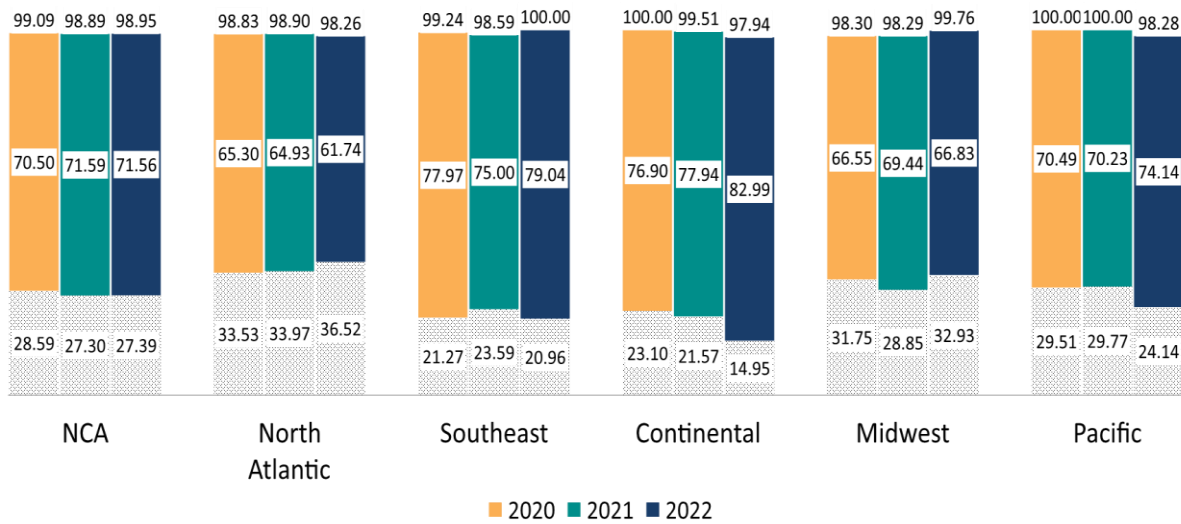
Question 11: Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2078	1981	2014	521	366	345	395	280	272	312	203	191	594	467	415	243	132	116
Superior to private cemeteries		33.59%	33.87%	35.05%	34.36%	36.61%	35.65%	43.29%	44.29%	49.26%	35.90%	35.96%	36.13%	28.11%	24.63%	27.95%	26.75%	31.82%	28.45%
Better than private cemeteries		32.92%	33.97%	32.22%	32.44%	33.33%	33.91%	32.15%	32.50%	29.78%	36.86%	37.93%	32.46%	31.82%	33.62%	34.22%	32.92%	32.58%	43.10%
About the same		30.75%	28.32%	30.24%	30.52%	27.05%	28.99%	23.29%	21.07%	20.22%	25.32%	22.66%	28.80%	36.87%	35.97%	33.73%	34.98%	33.33%	25.00%
Worse than private cemeteries		2.45%	2.78%	2.09%	2.50%	2.19%	1.16%	1.01%	2.14%	0.37%	1.92%	2.46%	2.62%	2.69%	3.85%	3.86%	4.94%	1.52%	1.72%
Much worse than private cemeteries		0.29%	1.06%	0.40%	0.19%	0.82%	0.29%	0.25%	0.00%	0.37%	0.00%	0.99%	0.00%	0.51%	1.93%	0.24%	0.41%	0.76%	1.72%

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

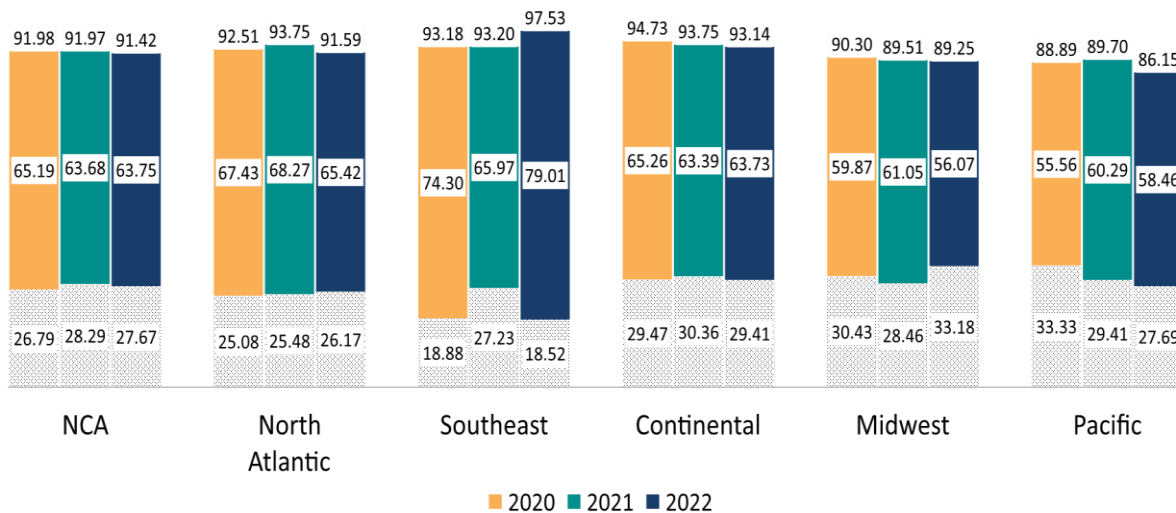
Question 21: Generally, how often do committal services at the national cemetery start on time?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2071	1985	2015	513	365	345	395	284	272	316	204	194	589	468	416	244	131	116
Always		70.50%	71.59%	71.56%	65.30%	64.93%	61.74%	77.97%	75.00%	79.04%	76.90%	77.94%	82.99%	66.55%	69.44%	66.83%	70.49%	70.23%	74.14%
For the most part		28.59%	27.30%	27.39%	33.53%	33.97%	36.52%	21.27%	23.59%	20.96%	23.10%	21.57%	14.95%	31.75%	28.85%	32.93%	29.51%	29.77%	24.14%
Occasionally		0.82%	1.01%	0.89%	1.17%	1.10%	1.16%	0.51%	1.06%	0.00%	0.00%	0.49%	2.06%	1.53%	1.50%	0.24%	0.00%	0.00%	1.72%
Never		0.10%	0.10%	0.15%	0.00%	0.00%	0.58%	0.25%	0.35%	0.00%	0.00%	0.00%	0.00%	0.17%	0.21%	0.00%	0.00%	0.00%	0.00%

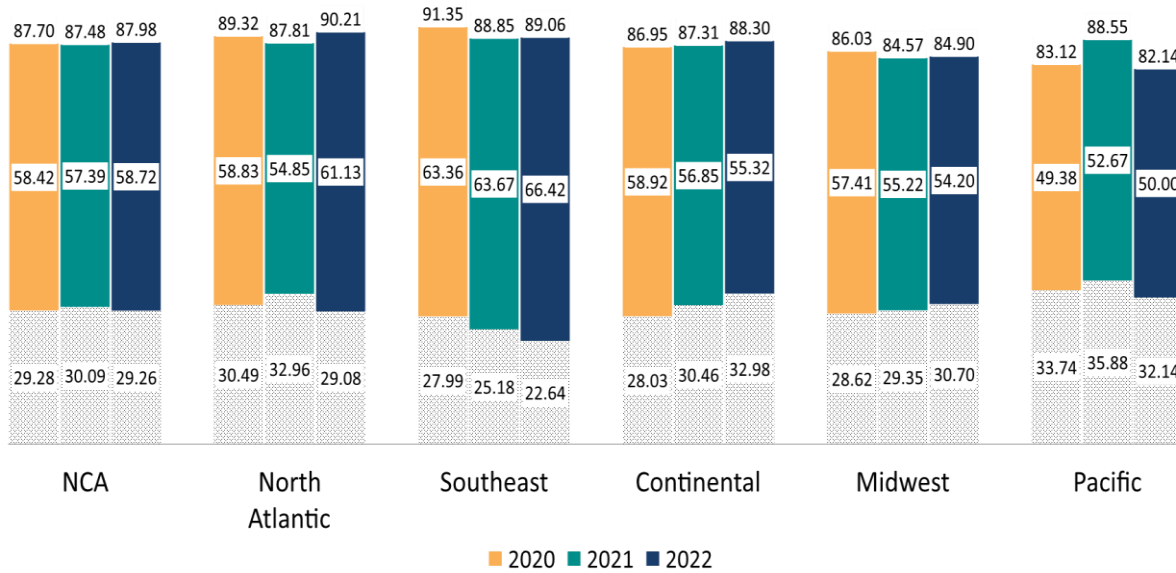
Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 22: If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?



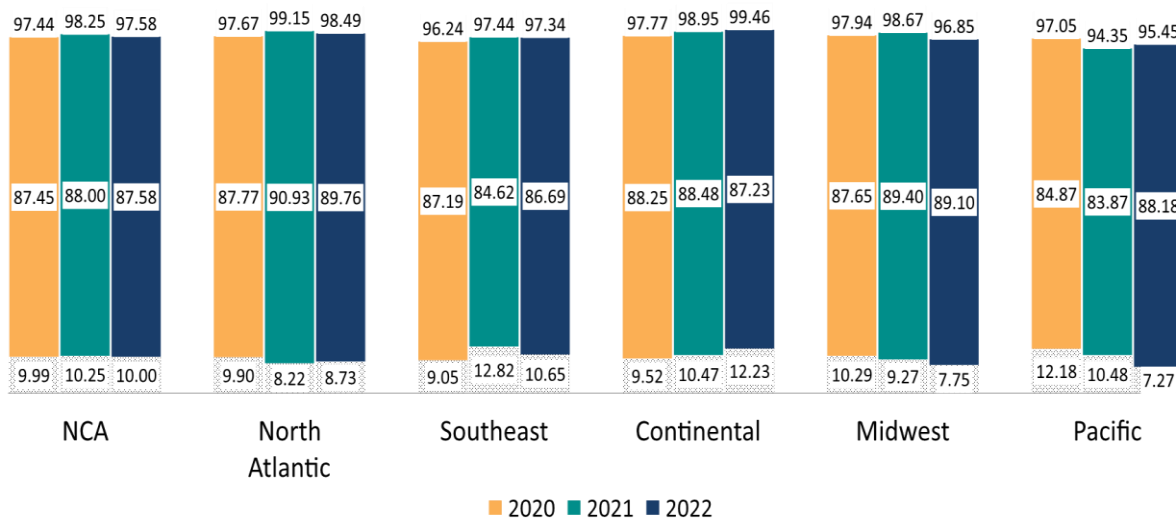
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1198	1184	1189	307	208	214	249	191	162	190	112	102	299	267	214	144	68	65
Very successful		65.19%	63.68%	63.75%	67.43%	68.27%	65.42%	74.30%	65.97%	79.01%	65.26%	63.39%	63.73%	59.87%	61.05%	56.07%	55.56%	60.29%	58.46%
Somewhat successful		26.79%	28.29%	27.67%	25.08%	25.48%	26.17%	18.88%	27.23%	18.52%	29.47%	30.36%	29.41%	30.43%	28.46%	33.18%	33.33%	29.41%	27.69%
Neither successful nor unsuccessful		6.18%	5.57%	6.48%	6.84%	3.85%	6.54%	4.42%	5.24%	2.47%	3.16%	3.57%	4.90%	7.02%	6.74%	8.41%	9.72%	7.35%	12.31%
Somewhat unsuccessful		1.00%	1.52%	1.43%	0.33%	1.44%	0.93%	1.20%	1.57%	0.00%	1.05%	2.68%	0.98%	1.67%	2.25%	0.93%	0.69%	1.47%	1.54%
Very unsuccessful		0.83%	0.93%	0.67%	0.33%	0.96%	0.93%	1.20%	0.00%	0.00%	1.05%	0.00%	0.98%	1.00%	1.50%	1.40%	0.69%	1.47%	0.00%

Question 23: How easy is it to schedule military honors at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2066	1941	1972	515	361	337	393	278	265	314	197	188	587	460	417	243	131	112
Very easy		58.42%	57.39%	58.72%	58.83%	54.85%	61.13%	63.36%	63.67%	66.42%	58.92%	56.85%	55.32%	57.41%	55.22%	54.20%	49.38%	52.67%	50.00%
Somewhat easy		29.28%	30.09%	29.26%	30.49%	32.96%	29.08%	27.99%	25.18%	22.64%	28.03%	30.46%	32.98%	28.62%	29.35%	30.70%	33.74%	35.88%	32.14%
Neither easy nor hard		7.55%	7.06%	7.76%	7.57%	8.31%	8.01%	4.83%	6.83%	6.42%	8.60%	7.61%	5.85%	8.18%	7.17%	9.11%	9.05%	8.40%	10.71%
Somewhat hard		4.21%	4.53%	3.65%	2.91%	3.05%	1.19%	3.56%	4.32%	4.53%	4.14%	4.57%	5.32%	4.77%	6.30%	5.28%	7.00%	2.29%	6.25%
Very hard		0.53%	0.93%	0.61%	0.19%	0.83%	0.59%	0.25%	0.00%	0.00%	0.32%	0.51%	0.53%	1.02%	1.96%	0.72%	0.82%	0.76%	0.89%

Question 24: To what extent is the quality of military honors acceptable?



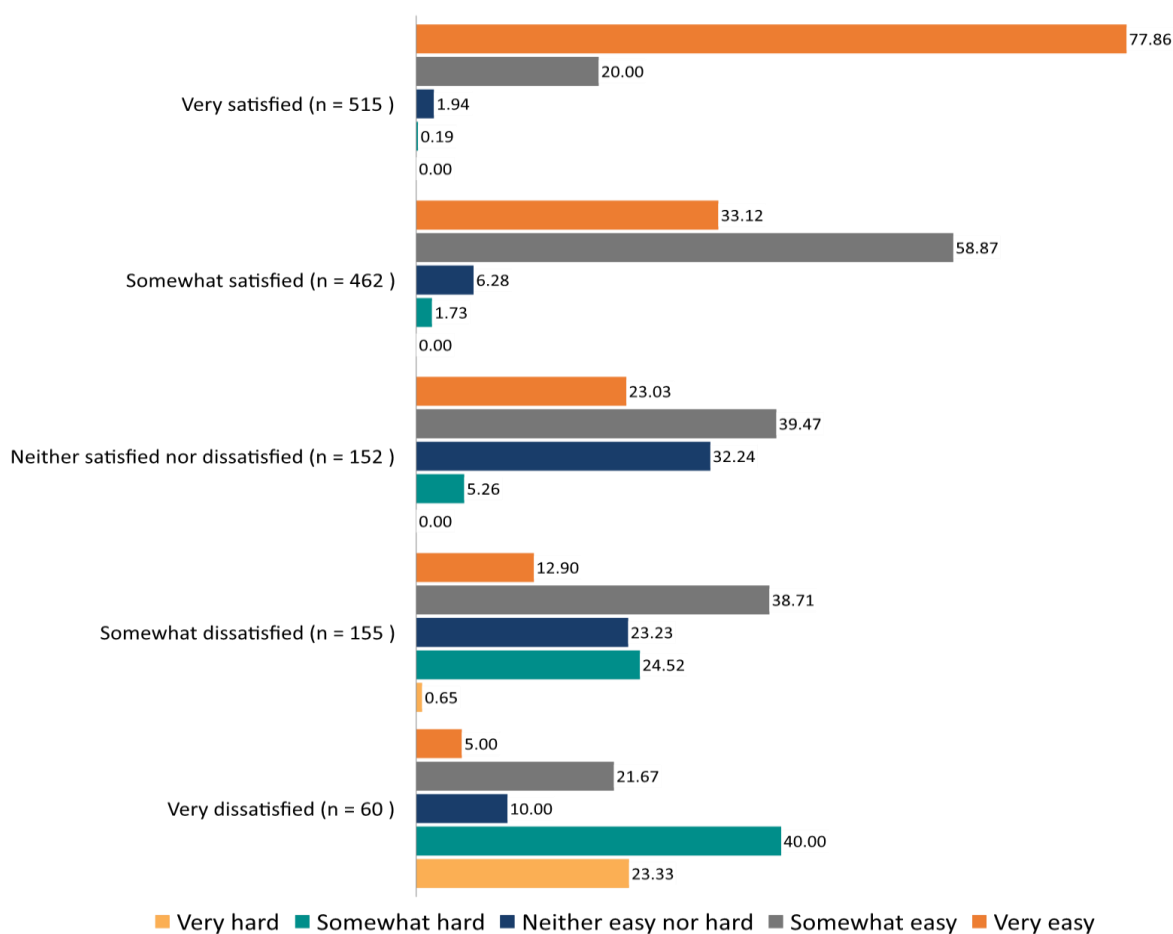
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2063	1892	1940	515	353	332	398	273	263	315	191	188	583	453	413	238	124	110
Very acceptable		87.45%	88.00%	87.58%	87.77%	90.93%	89.76%	87.19%	84.62%	86.69%	88.25%	88.48%	87.23%	87.65%	89.40%	89.10%	84.87%	83.87%	88.18%
Somewhat acceptable		9.99%	10.25%	10.00%	9.90%	8.22%	8.73%	9.05%	12.82%	10.65%	9.52%	10.47%	12.23%	10.29%	9.27%	7.75%	12.18%	10.48%	7.27%
Neither acceptable nor unacceptable		2.04%	1.06%	1.55%	1.94%	0.85%	0.30%	2.51%	0.73%	1.52%	1.90%	0.52%	0.53%	1.89%	1.32%	2.91%	2.10%	3.23%	1.82%
Somewhat unacceptable		0.44%	0.32%	0.62%	0.39%	0.00%	0.90%	1.01%	0.73%	1.14%	0.00%	0.52%	0.00%	0.17%	0.00%	0.00%	0.84%	1.61%	1.82%
Very unacceptable		0.10%	0.37%	0.26%	0.00%	0.00%	0.30%	0.25%	1.10%	0.00%	0.32%	0.00%	0.00%	0.00%	0.00%	0.24%	0.00%	0.81%	0.91%

ELEMENT OF COMPARISON

Satisfaction with length of time needed to schedule an interment by how easy it is to schedule an interment.

Question 18: How easy is the process of scheduling an interment at the national cemetery?

Question 19: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?

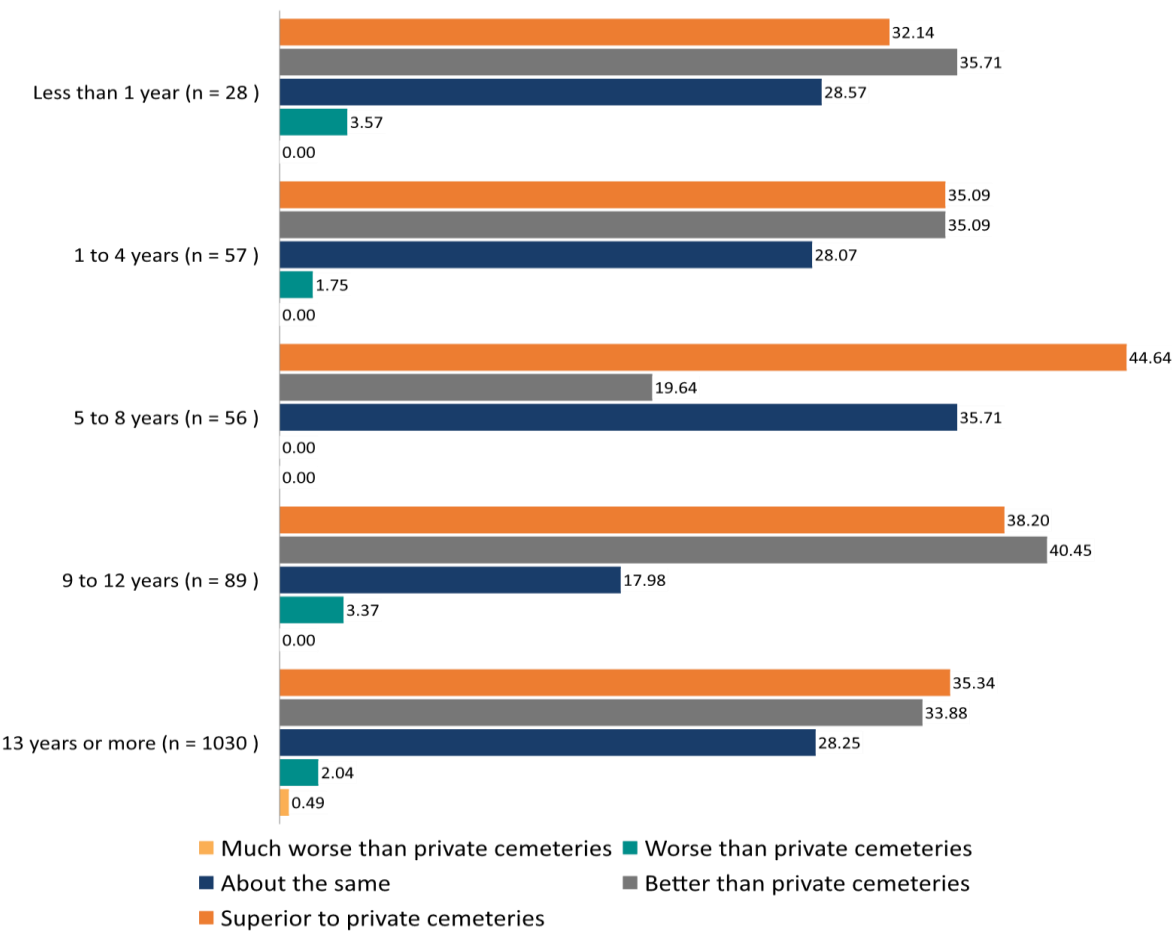


ELEMENT OF COMPARISON

Comparing the level of service at the national cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the national cemetery.

Question 11: Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the national cemetery?



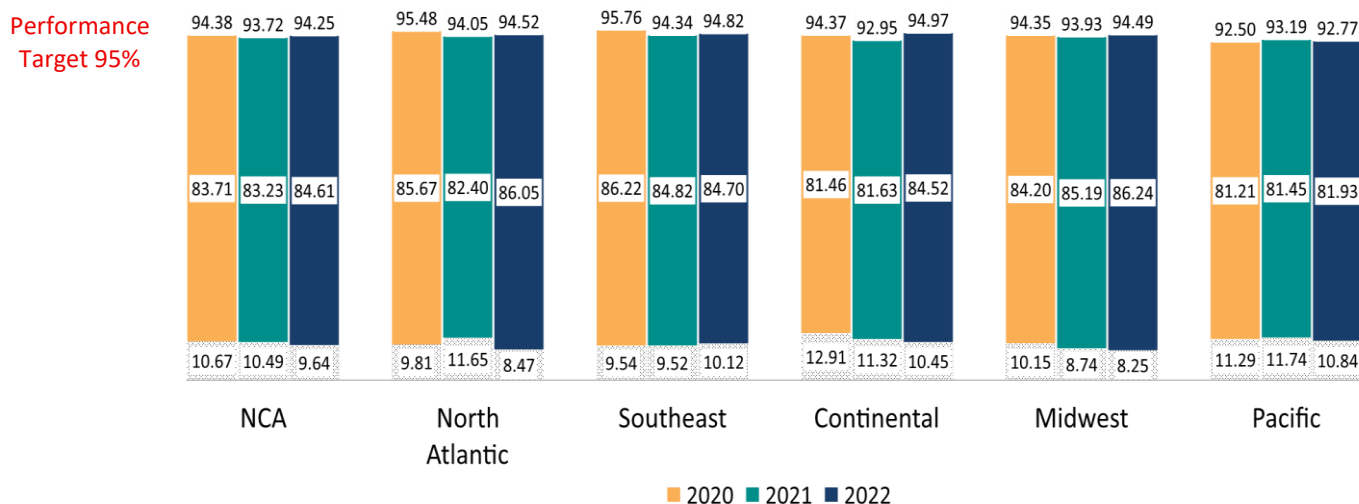
Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with headstones, markers, medallions, and columbarium niche covers.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

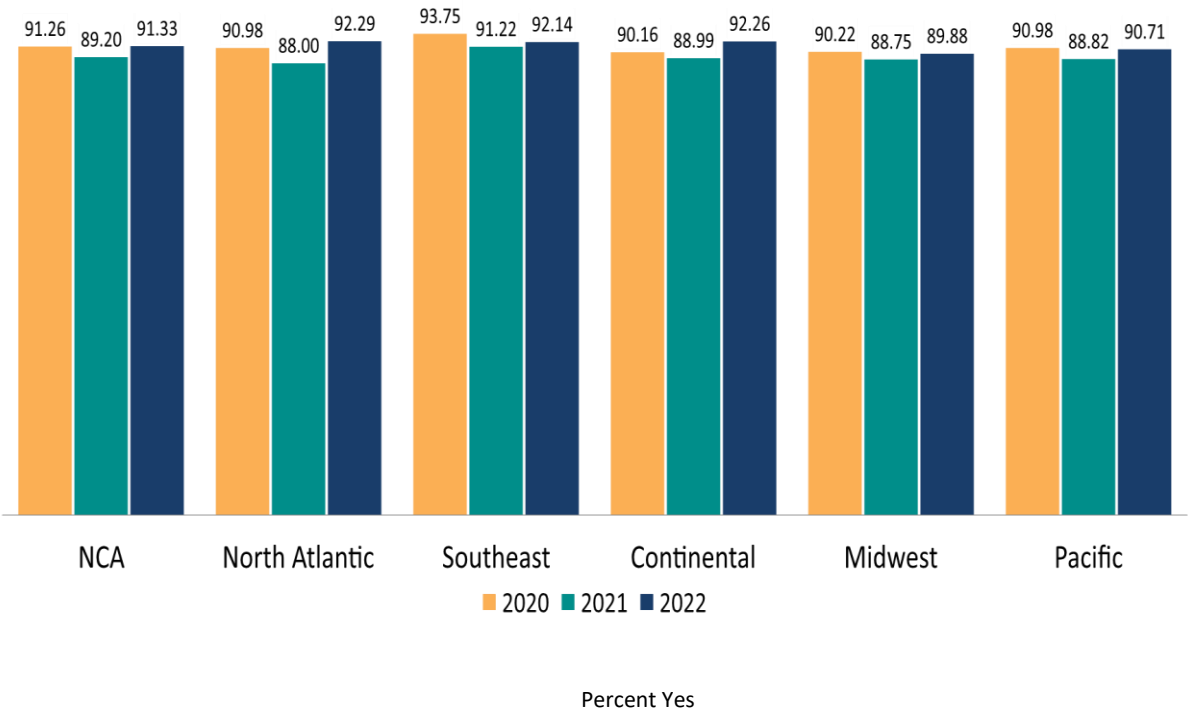
Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 23: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		17540	18091	20843	2792	3193	3412	3702	3919	4425	2681	2863	3436	4070	4165	4811	4295	3951	4759
Very satisfied		83.71%	83.23%	84.61%	85.67%	82.40%	86.05%	86.22%	84.82%	84.70%	81.46%	81.63%	84.52%	84.20%	85.19%	86.24%	81.21%	81.45%	81.93%
Somewhat satisfied		10.67%	10.49%	9.64%	9.81%	11.65%	8.47%	9.54%	9.52%	10.12%	12.91%	11.32%	10.45%	10.15%	8.74%	8.25%	11.29%	11.74%	10.84%
Neither satisfied nor dissatisfied		4.03%	4.80%	4.46%	3.58%	4.42%	4.28%	3.13%	4.18%	3.75%	3.62%	5.06%	3.96%	3.93%	4.87%	4.53%	5.42%	5.47%	5.53%
Somewhat dissatisfied		1.09%	1.07%	0.92%	0.61%	1.16%	0.91%	0.89%	0.97%	0.97%	1.42%	1.47%	0.81%	1.13%	0.86%	0.83%	1.33%	1.01%	1.03%
Very dissatisfied		0.51%	0.41%	0.37%	0.32%	0.38%	0.29%	0.22%	0.51%	0.45%	0.60%	0.52%	0.26%	0.59%	0.34%	0.15%	0.75%	0.33%	0.67%

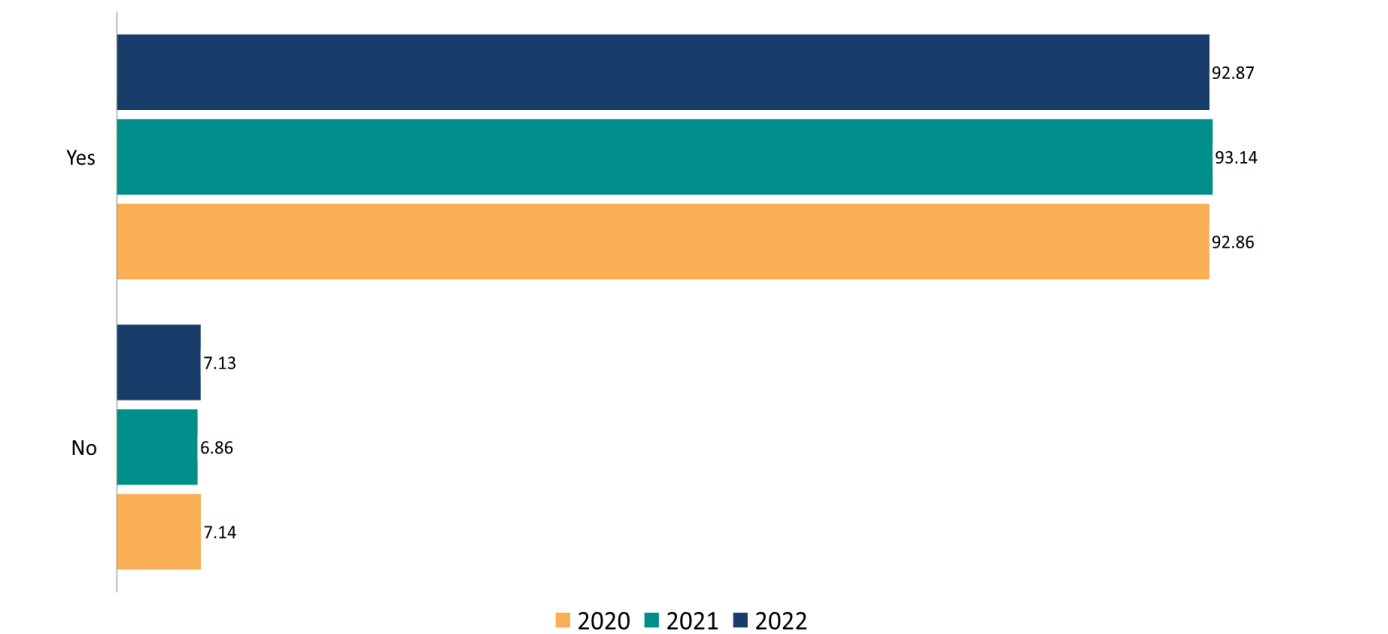
Question 21: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18270	18701	21572	2939	3324	3554	3854	4043	4541	2755	2934	3527	4242	4330	5040	4480	4070	4910
Yes		91.26%	89.20%	91.33%	90.98%	88.00%	92.29%	93.75%	91.22%	92.14%	90.16%	88.99%	92.26%	90.22%	88.75%	89.88%	90.98%	88.82%	90.71%
No		3.96%	4.70%	4.10%	4.12%	5.29%	3.15%	2.96%	3.29%	3.79%	4.75%	4.98%	3.60%	4.22%	5.15%	4.74%	4.00%	4.94%	4.77%
Don't know		4.77%	6.10%	4.57%	4.90%	6.71%	4.56%	3.30%	5.49%	4.07%	5.08%	6.03%	4.14%	5.56%	6.10%	5.38%	5.02%	6.24%	4.52%

Prior to 2022 the question wording was: Were the headstone, marker, or columbarium niche cover inscription options explained to you?

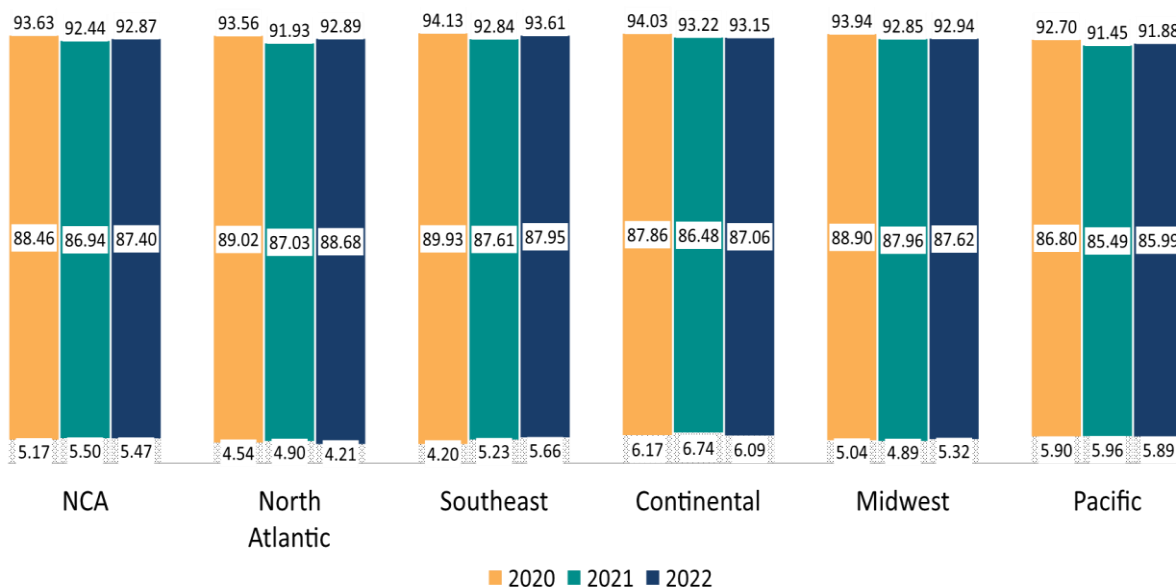
Question 22: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18136	18618	21566	2921	3302	3555	3830	4017	4550	2731	2919	3525	4210	4310	5020	4444	4070	4916
Yes		92.86%	93.14%	92.87%	93.39%	92.34%	93.45%	93.58%	94.03%	93.65%	92.97%	93.25%	92.57%	93.28%	93.04%	92.87%	91.43%	92.95%	91.97%
No		7.14%	6.86%	7.13%	6.61%	7.66%	6.55%	6.42%	5.97%	6.35%	7.03%	6.75%	7.43%	6.72%	6.96%	7.13%	8.57%	7.05%	8.03%

Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

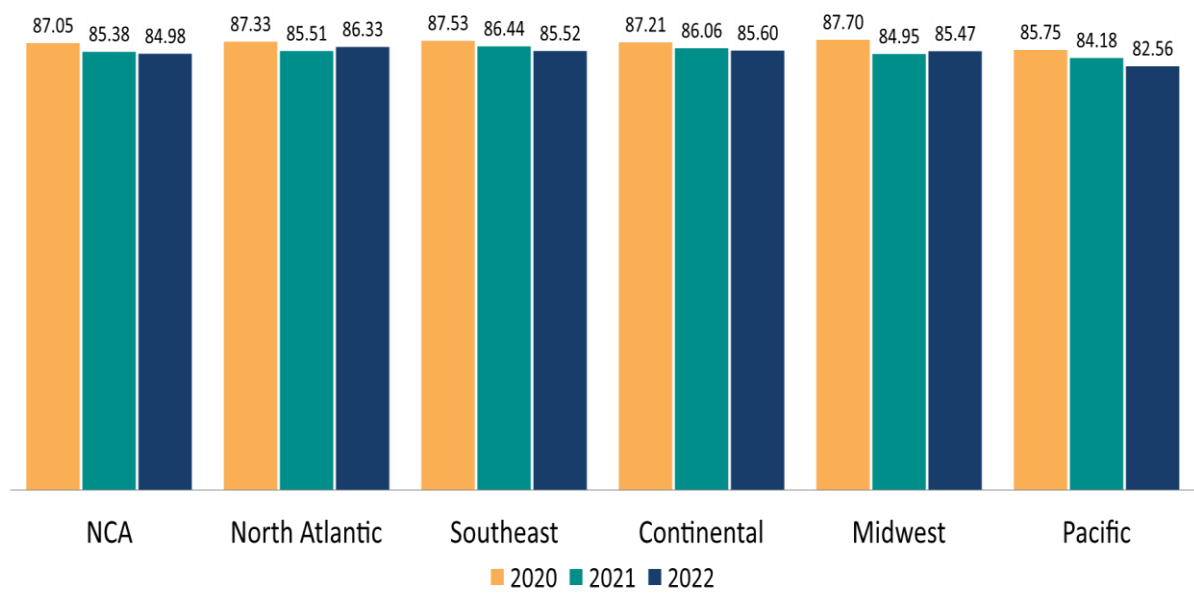
Question 25: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		16410	17339	19820	2622	3038	3234	3426	3784	4223	2513	2758	3300	3848	3969	4565	4001	3790	4498
Very satisfied		88.46%	86.94%	87.40%	89.02%	87.03%	88.68%	89.93%	87.61%	87.95%	87.86%	86.48%	87.06%	88.90%	87.96%	87.62%	86.80%	85.49%	85.99%
Somewhat satisfied		5.17%	5.50%	5.47%	4.54%	4.90%	4.21%	4.20%	5.23%	5.66%	6.17%	6.74%	6.09%	5.04%	4.89%	5.32%	5.90%	5.96%	5.89%
Neither satisfied nor dissatisfied		4.94%	5.77%	5.78%	5.45%	6.09%	5.84%	4.67%	5.52%	5.16%	4.34%	4.89%	5.18%	4.47%	5.32%	5.70%	5.65%	6.89%	6.83%
Somewhat dissatisfied		1.04%	1.15%	0.79%	0.53%	1.05%	0.80%	0.96%	1.03%	0.71%	1.27%	1.41%	1.18%	1.14%	1.13%	0.72%	1.17%	1.16%	0.64%
Very dissatisfied		0.40%	0.64%	0.56%	0.46%	0.92%	0.46%	0.23%	0.61%	0.52%	0.36%	0.47%	0.48%	0.44%	0.71%	0.64%	0.47%	0.50%	0.64%

This question did not apply to respondents who indicated in Question 23 (NoK), "Don't know/the marker or headstone has not yet arrived."

Question 24: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		17199	17969	20679	2747	3167	3388	3608	3894	4386	2635	2848	3416	3992	4134	4776	4217	3926	4713
Yes		87.05%	85.38%	84.98%	87.33%	85.51%	86.33%	87.53%	86.44%	85.52%	87.21%	86.06%	85.60%	87.70%	84.95%	85.47%	85.75%	84.18%	82.56%
No		3.47%	3.40%	3.05%	2.69%	3.28%	2.24%	3.74%	3.03%	2.80%	3.42%	3.65%	3.04%	3.16%	3.02%	2.76%	4.08%	4.08%	4.16%
Don't know		9.48%	11.22%	11.97%	9.97%	11.21%	11.42%	8.73%	10.53%	11.67%	9.37%	10.29%	11.36%	9.14%	12.02%	11.77%	10.17%	11.74%	13.28%

This question did not apply to respondents who indicated in Question 23 (NoK), “Don't know/the marker or headstone has not yet arrived.”

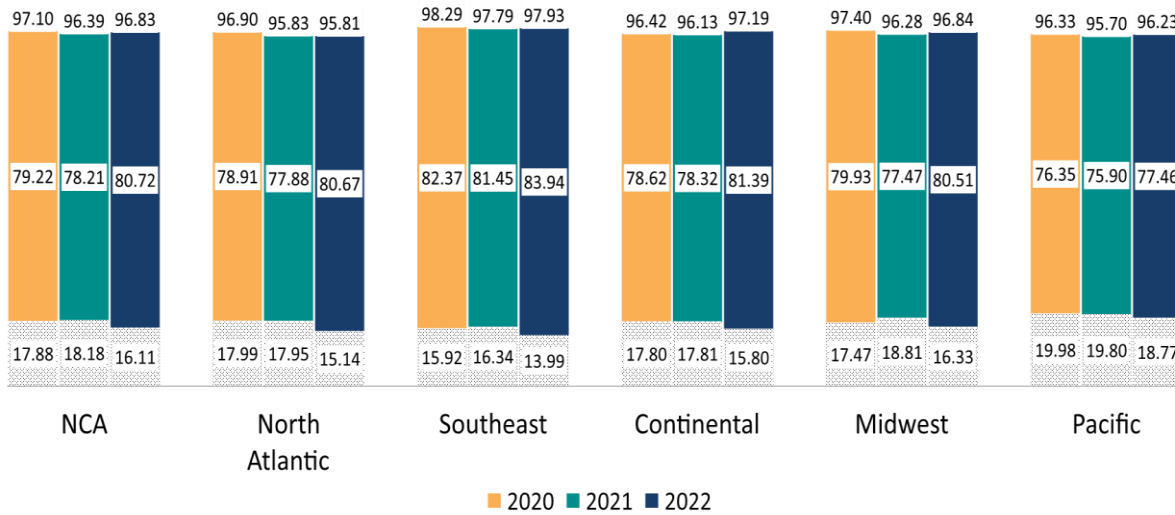
Satisfaction with Cemetery Appearance and Visitor Accommodations

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their national 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 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.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Cemetery Appearance and Visitor Accommodations

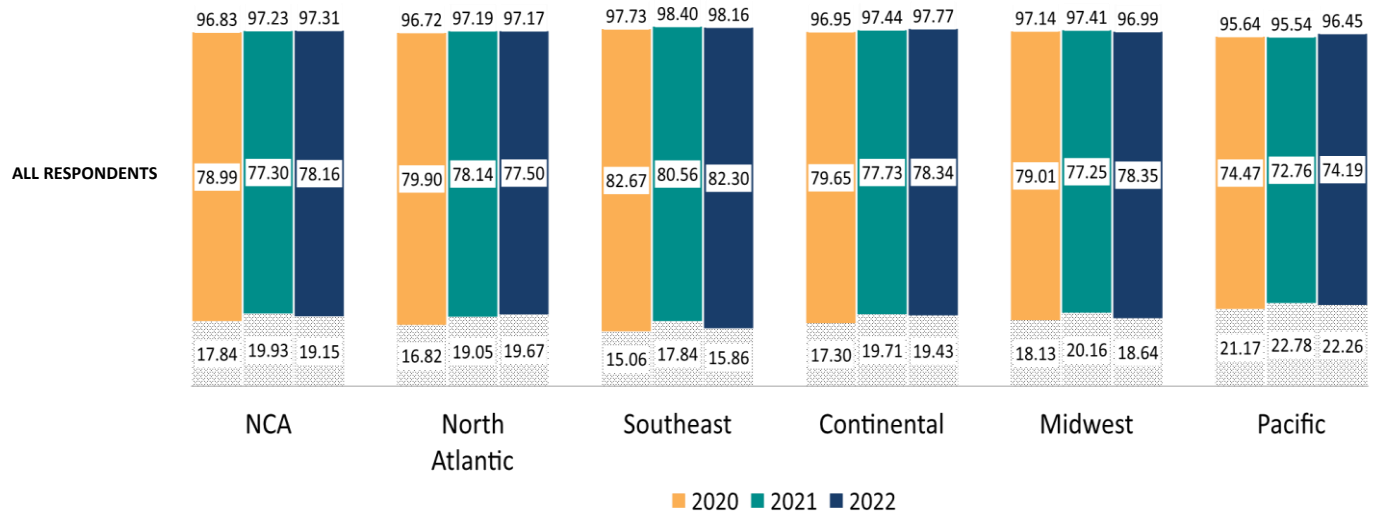
Question 39: The appearance of my loved one's gravesite/columbaria is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		16923	17098	19980	2674	3002	3249	3618	3715	4259	2596	2740	3310	3916	3960	4624	4119	3681	4538
Strongly agree		79.22%	78.21%	80.72%	78.91%	77.88%	80.67%	82.37%	81.45%	83.94%	78.62%	78.32%	81.39%	79.93%	77.47%	80.51%	76.35%	75.90%	77.46%
Agree		17.88%	18.18%	16.11%	17.99%	17.95%	15.14%	15.92%	16.34%	13.99%	17.80%	17.81%	15.80%	17.47%	18.81%	16.33%	19.98%	19.80%	18.77%
Neither agree nor disagree		2.13%	2.79%	2.33%	2.02%	3.16%	3.05%	1.46%	1.70%	1.41%	2.50%	2.81%	1.84%	1.86%	3.08%	2.36%	2.82%	3.26%	3.02%
Disagree		0.55%	0.57%	0.52%	0.86%	0.53%	0.83%	0.22%	0.35%	0.38%	0.77%	0.91%	0.60%	0.54%	0.43%	0.43%	0.51%	0.73%	0.44%
Strongly disagree		0.22%	0.25%	0.33%	0.22%	0.47%	0.31%	0.03%	0.16%	0.28%	0.31%	0.15%	0.36%	0.20%	0.20%	0.37%	0.34%	0.30%	0.31%

Satisfaction with Cemetery Appearance and Visitor Accommodations

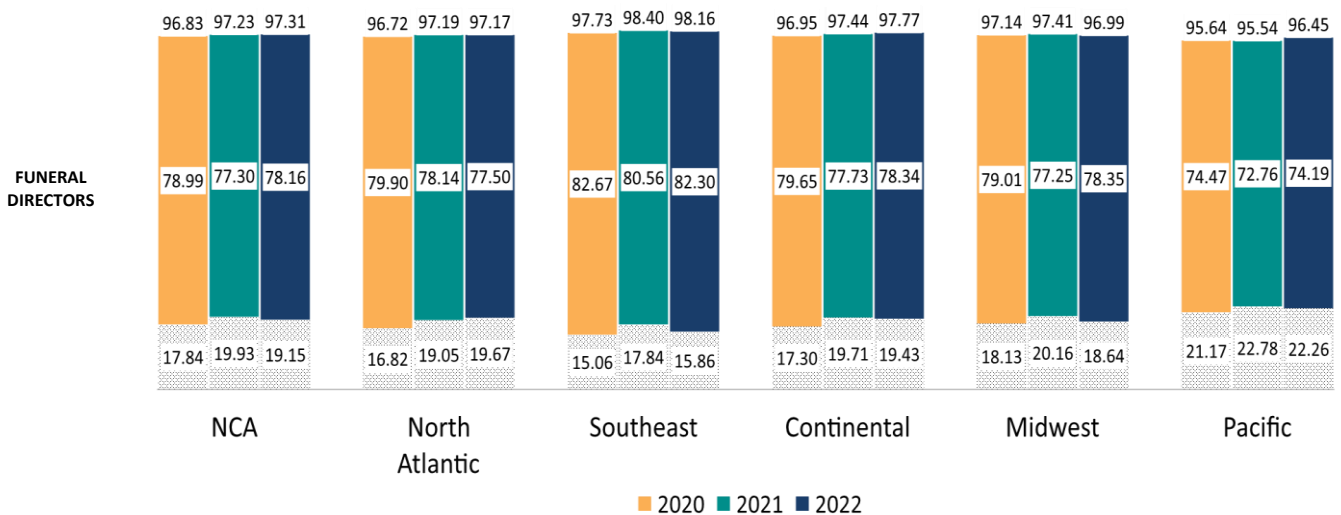
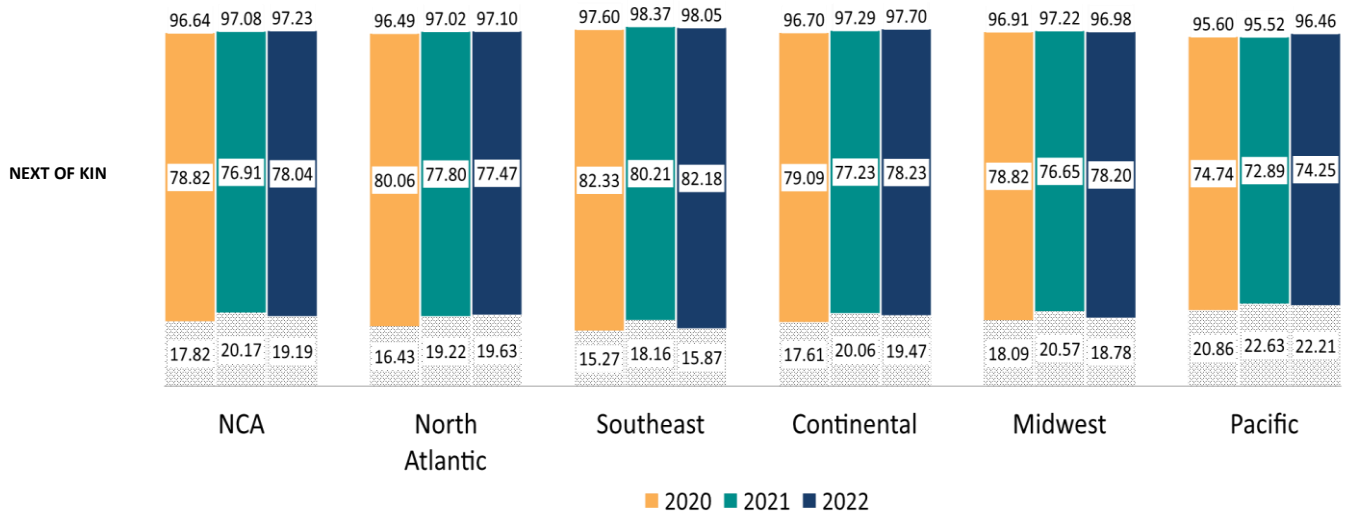
Question 32/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18917	19164	22051	3199	3380	3614	3970	4018	4520	2919	2968	3536	4507	4449	5114	4309	3833	4627
Strongly agree		78.99%	77.30%	78.16%	79.90%	78.14%	77.50%	82.67%	80.56%	82.30%	79.65%	77.73%	78.34%	79.01%	77.25%	78.35%	74.47%	72.76%	74.19%
Agree		17.84%	19.93%	19.15%	16.82%	19.05%	19.67%	15.06%	17.84%	15.86%	17.30%	19.71%	19.43%	18.13%	20.16%	18.64%	21.17%	22.78%	22.26%
Neither agree nor disagree		2.78%	2.25%	2.20%	2.94%	2.28%	2.13%	1.96%	1.37%	1.50%	2.64%	2.16%	1.75%	2.53%	2.00%	2.46%	3.78%	3.68%	3.07%
Disagree		0.30%	0.39%	0.37%	0.28%	0.33%	0.53%	0.25%	0.17%	0.27%	0.21%	0.40%	0.40%	0.27%	0.34%	0.33%	0.44%	0.65%	0.39%
Strongly disagree		0.10%	0.13%	0.12%	0.06%	0.21%	0.17%	0.05%	0.05%	0.07%	0.21%	0.00%	0.08%	0.07%	0.25%	0.22%	0.14%	0.13%	0.09%

Satisfaction with Cemetery Appearance and Visitor Accommodations

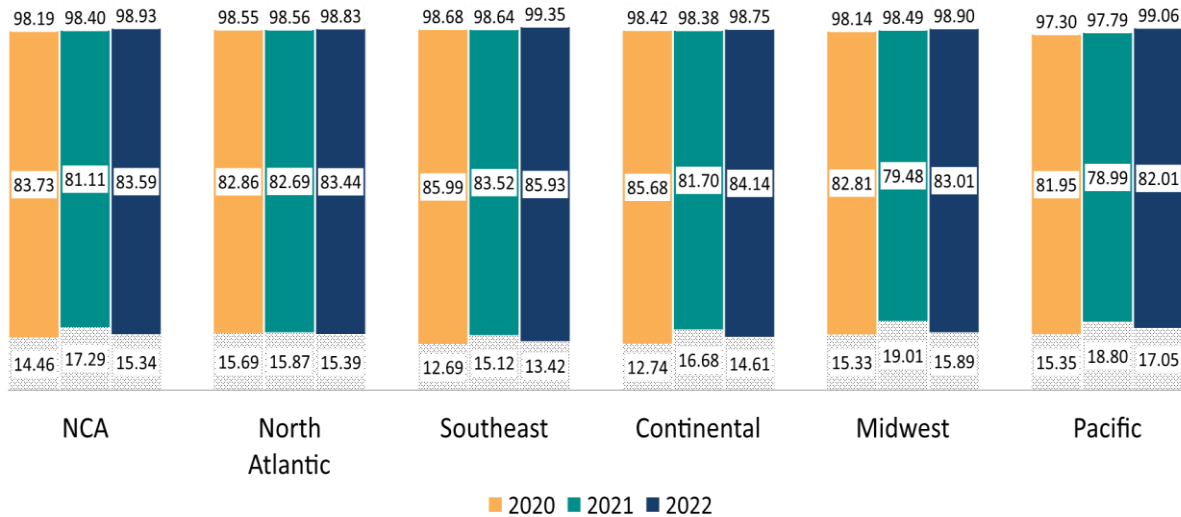
Question 32/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 33/26: The committal shelter used for the service was private, clean, and free of safety hazards.

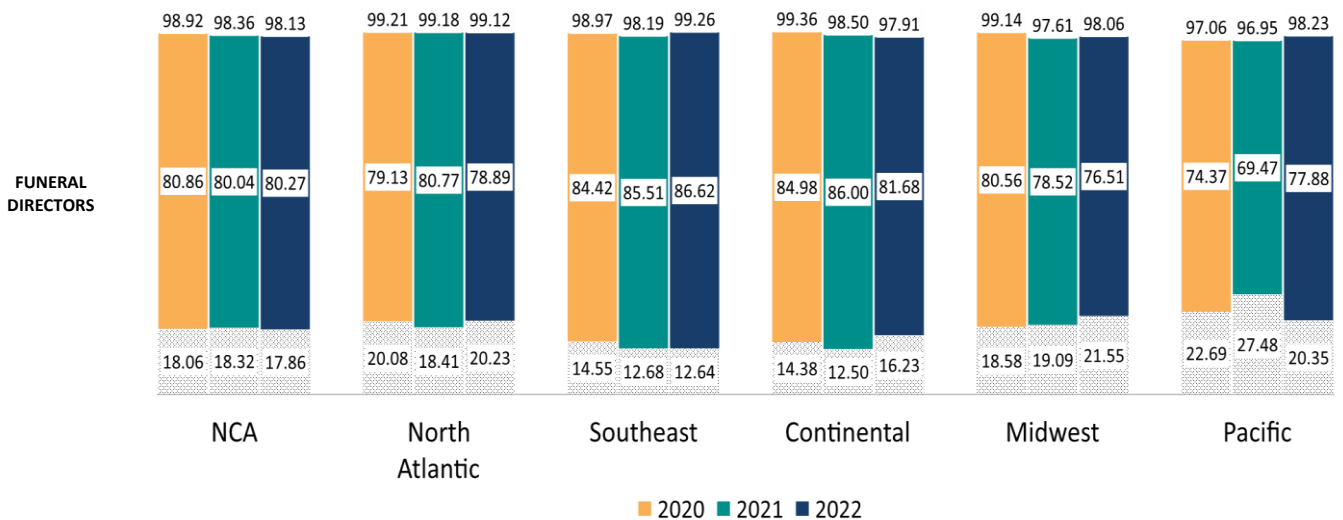
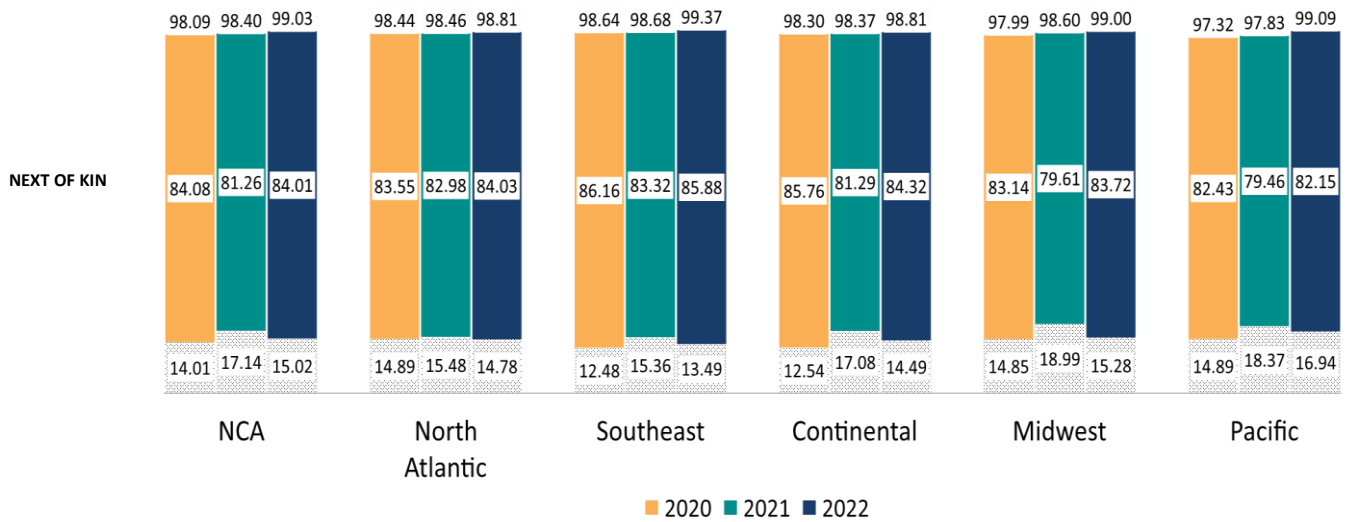
ALL RESPONDENT



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18505	15047	17527	3250	2773	3014	3847	3088	3554	2849	2284	2793	4502	3620	4209	4045	2760	3307
Strongly agree		83.73%	81.11%	83.59%	82.86%	82.69%	83.44%	85.99%	83.52%	85.93%	85.68%	81.70%	84.14%	82.81%	79.48%	83.01%	81.95%	78.99%	82.01%
Agree		14.46%	17.29%	15.34%	15.69%	15.87%	15.39%	12.69%	15.12%	13.42%	12.74%	16.68%	14.61%	15.33%	19.01%	15.89%	15.35%	18.80%	17.05%
Neither agree nor disagree		1.60%	1.43%	0.78%	1.32%	1.26%	0.80%	1.17%	1.23%	0.56%	1.51%	1.49%	0.86%	1.53%	1.38%	0.78%	2.40%	1.92%	0.64%
Disagree		0.15%	0.09%	0.15%	0.09%	0.11%	0.17%	0.10%	0.03%	0.06%	0.07%	0.09%	0.14%	0.20%	0.08%	0.17%	0.25%	0.18%	0.21%
Strongly disagree		0.06%	0.08%	0.14%	0.03%	0.07%	0.20%	0.05%	0.10%	0.03%	0.00%	0.04%	0.25%	0.13%	0.06%	0.14%	0.05%	0.11%	0.09%

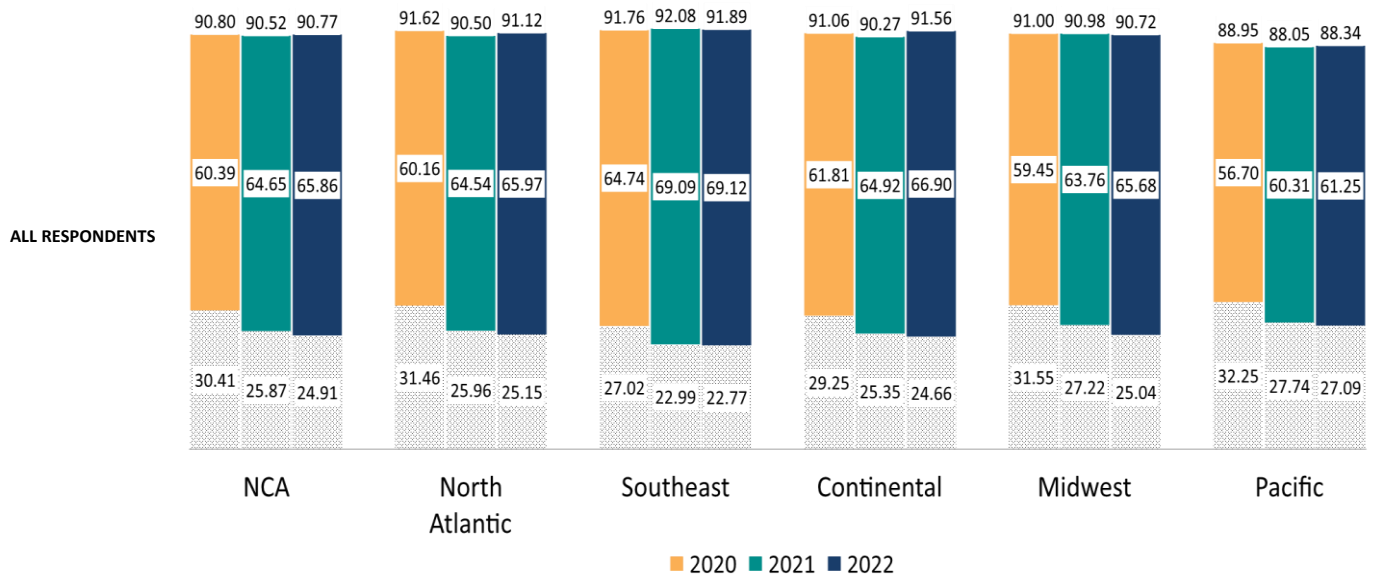
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 33/26: The committal shelter used for the service was private, clean, and free of safety hazards.



Satisfaction with Cemetery Appearance and Visitor Accommodations

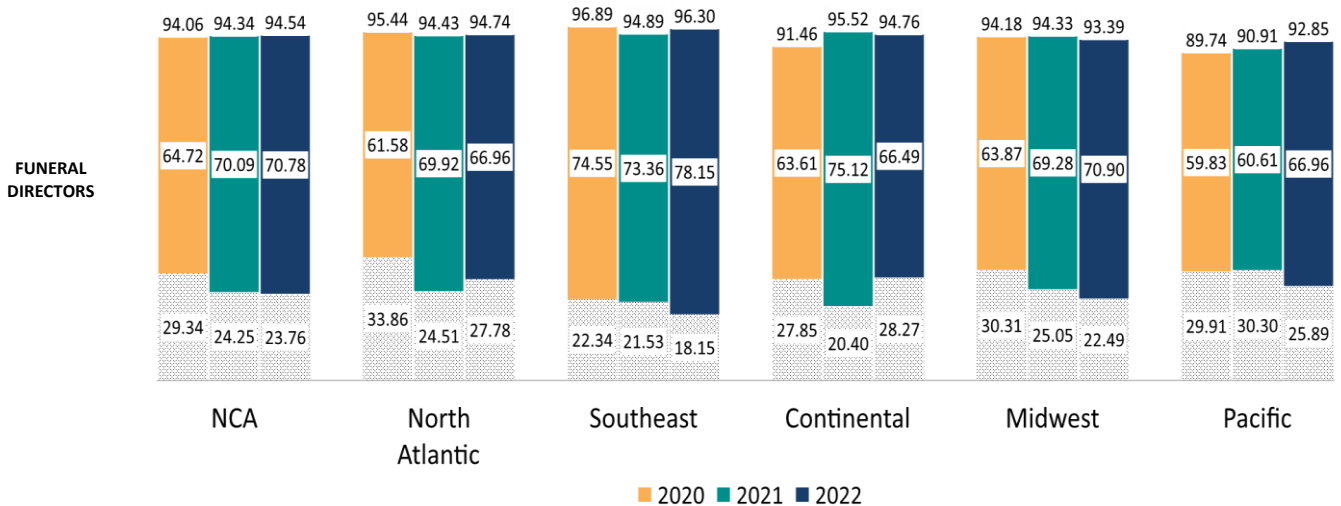
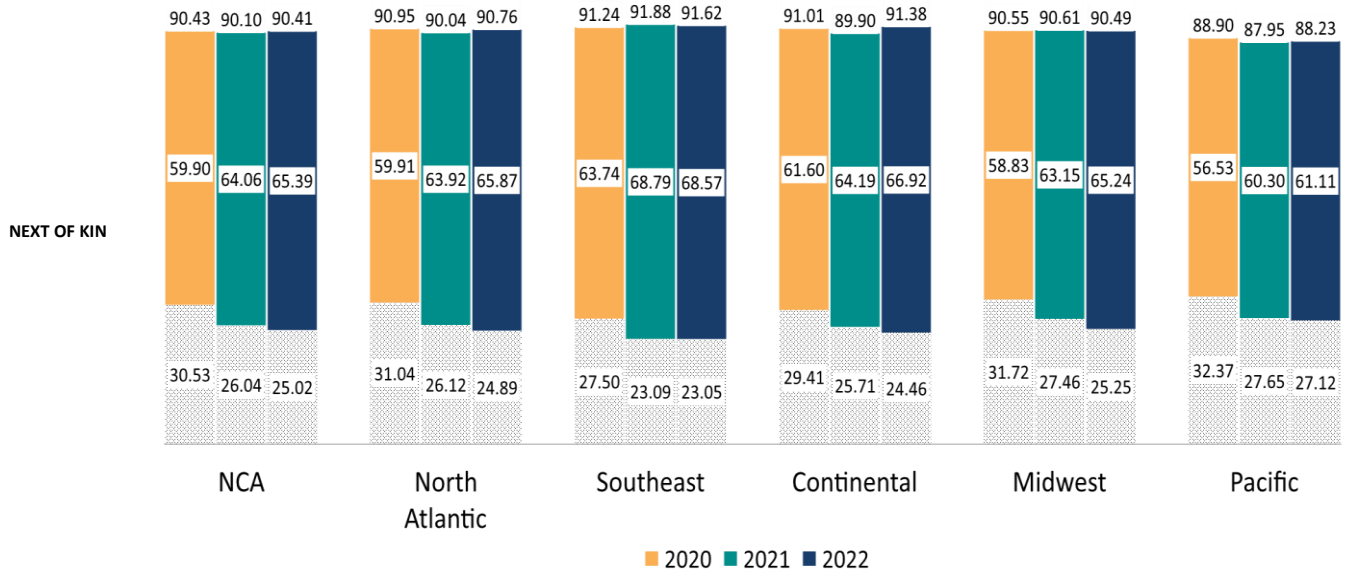
Question 35/28: There are sufficient signs within the cemetery to assist visitors.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		19891	19725	22771	3366	3494	3773	4160	4119	4651	3019	3033	3613	4755	4592	5288	4577	3966	4792
Strongly agree		60.39%	64.65%	65.86%	60.16%	64.54%	65.97%	64.74%	69.09%	69.12%	61.81%	64.92%	66.90%	59.45%	63.76%	65.68%	56.70%	60.31%	61.25%
Agree		30.41%	25.87%	24.91%	31.46%	25.96%	25.15%	27.02%	22.99%	22.77%	29.25%	25.35%	24.66%	31.55%	27.22%	25.04%	32.25%	27.74%	27.09%
Neither agree nor disagree		5.88%	5.86%	5.64%	5.56%	5.64%	5.33%	5.53%	4.81%	4.84%	5.93%	6.07%	5.31%	5.72%	5.47%	5.71%	6.55%	7.79%	7.03%
Disagree		3.03%	3.09%	3.12%	2.58%	3.35%	3.07%	2.40%	2.74%	2.84%	2.85%	2.93%	2.85%	2.94%	2.98%	3.08%	4.13%	3.58%	3.96%
Strongly disagree		0.30%	0.54%	0.47%	0.24%	0.52%	0.48%	0.31%	0.36%	0.43%	0.17%	0.73%	0.28%	0.34%	0.57%	0.49%	0.37%	0.58%	0.67%

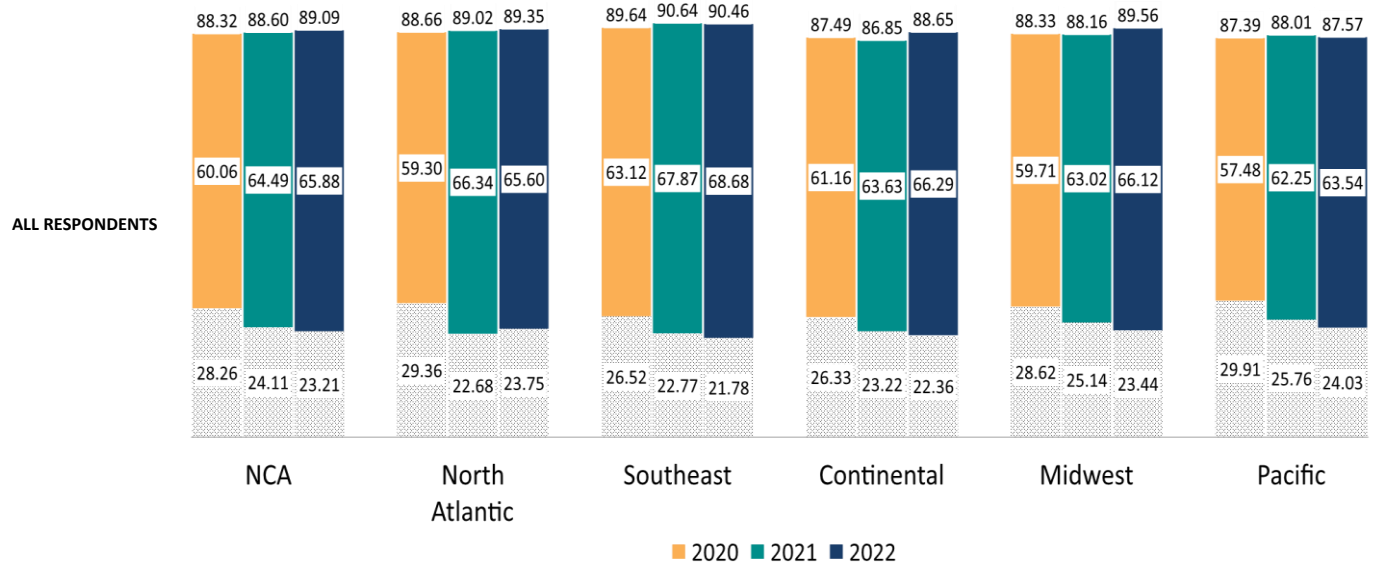
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 35/28: There are sufficient signs within the cemetery to assist visitors.



Satisfaction with Cemetery Appearance and Visitor Accommodations

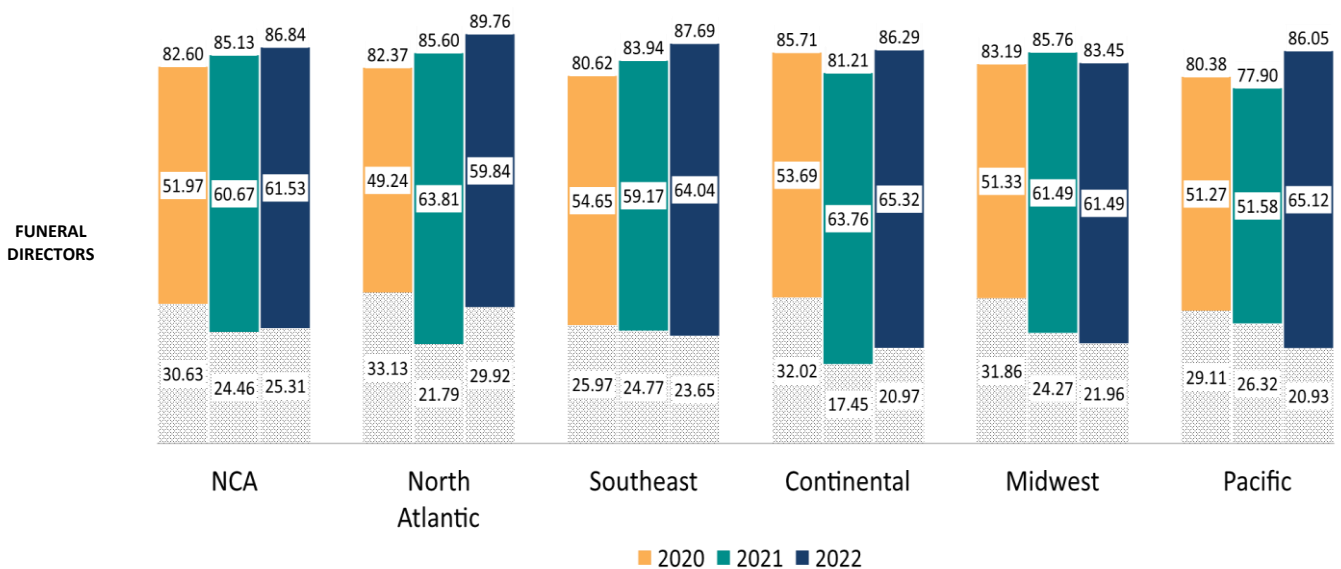
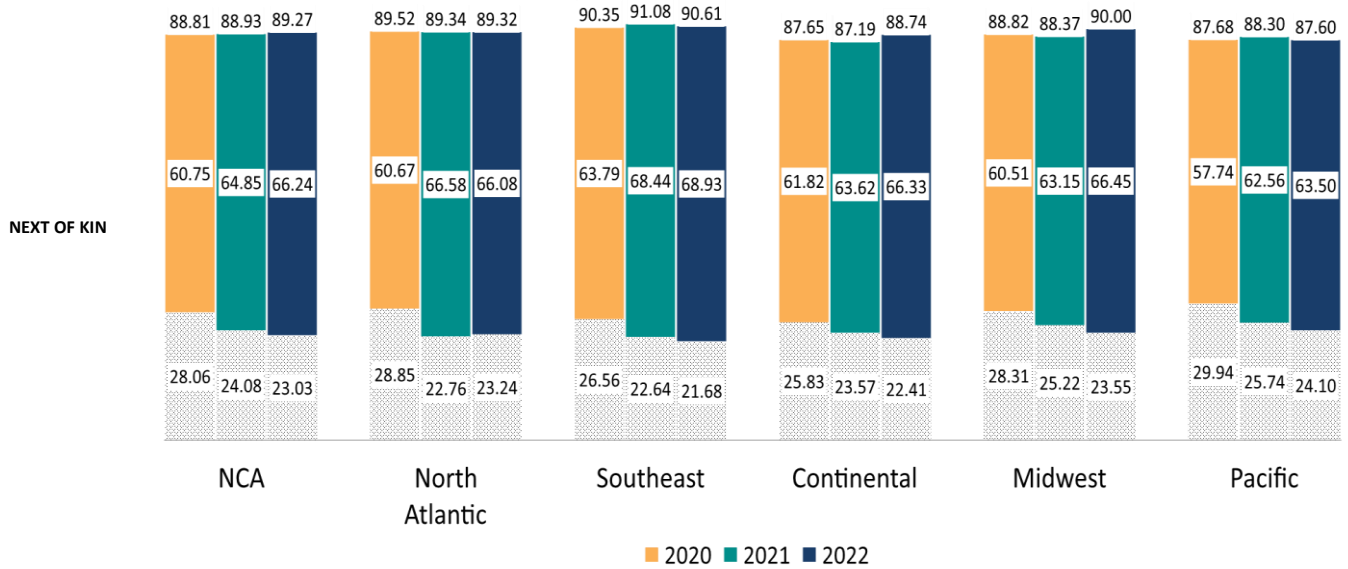
Question 40/33: The information kiosks (i.e., gravesite locators) are helpful to me.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		16616	16875	19460	2762	2941	3183	3522	3592	4068	2495	2601	3064	3899	3902	4513	3932	3428	4111
Strongly agree		60.06%	64.49%	65.88%	59.30%	66.34%	65.60%	63.12%	67.87%	68.68%	61.16%	63.63%	66.29%	59.71%	63.02%	66.12%	57.48%	62.25%	63.54%
Agree		28.26%	24.11%	23.21%	29.36%	22.68%	23.75%	26.52%	22.77%	21.78%	26.33%	23.22%	22.36%	28.62%	25.14%	23.44%	29.91%	25.76%	24.03%
Neither agree nor disagree		10.10%	9.52%	9.11%	9.92%	9.21%	9.02%	8.89%	7.74%	7.96%	10.34%	10.88%	9.53%	10.44%	10.15%	8.69%	10.83%	9.83%	10.07%
Disagree		1.32%	1.36%	1.37%	1.01%	1.12%	1.19%	1.28%	1.22%	1.28%	1.88%	1.38%	1.27%	1.00%	1.36%	1.33%	1.55%	1.69%	1.85%
Strongly disagree		0.26%	0.51%	0.43%	0.40%	0.65%	0.44%	0.20%	0.39%	0.29%	0.28%	0.88%	0.55%	0.23%	0.33%	0.42%	0.23%	0.47%	0.51%

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 40/33: The information kiosks (i.e., gravesite locators) are helpful to me.



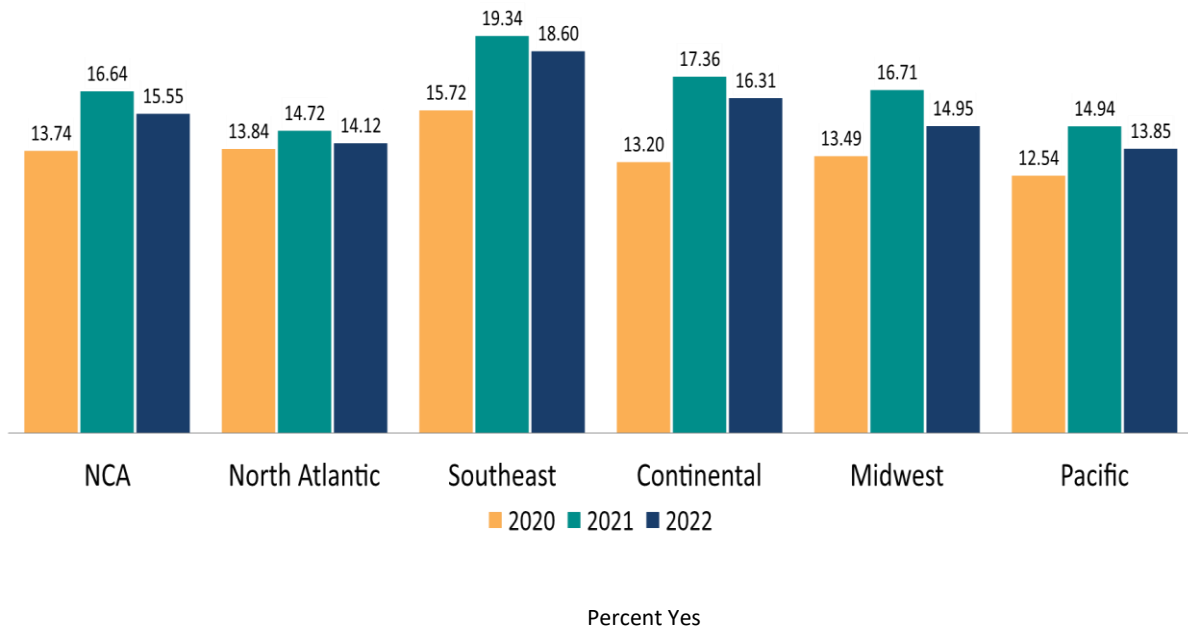
State or Tribal Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin

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 are provided on appearance, quality of service, and honor to Veterans.
- For comparative purposes, data for each District are also presented.
- Due to rounding, some percentages may not sum to 100%.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

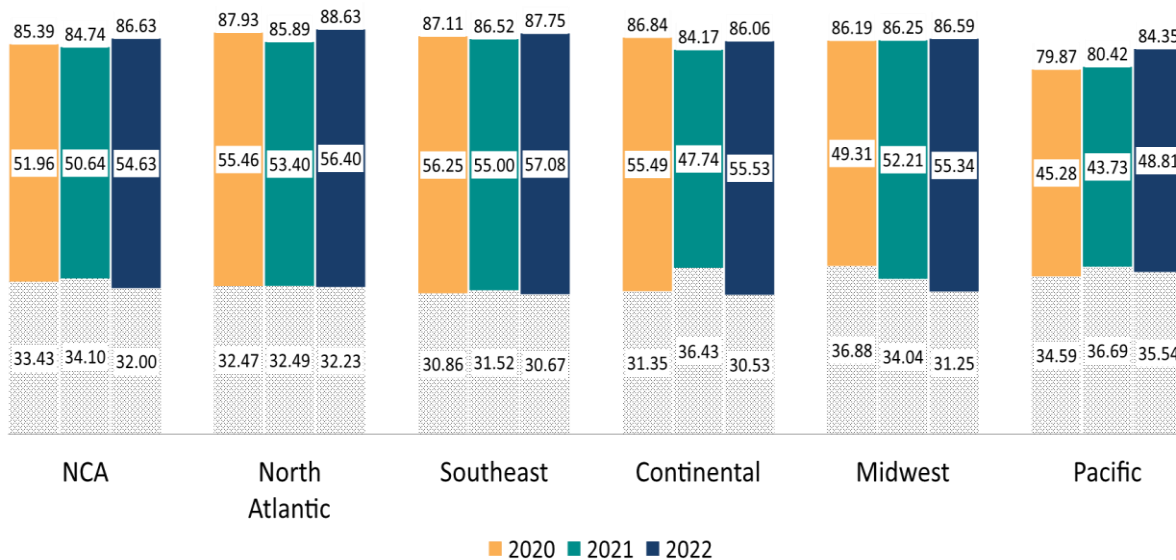
Question 47: Have you visited a State or Tribal Veterans Cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		17647	16553	19293	2840	2873	3117	3697	3536	4075	2667	2639	3140	4114	3831	4549	4329	3674	4412
Yes		13.74%	16.64%	15.55%	13.84%	14.72%	14.12%	15.72%	19.34%	18.60%	13.20%	17.36%	16.31%	13.49%	16.71%	14.95%	12.54%	14.94%	13.85%
No		86.26%	83.36%	84.45%	86.16%	85.28%	85.88%	84.28%	80.66%	81.40%	86.80%	82.64%	83.69%	86.51%	83.29%	85.05%	87.46%	85.06%	86.15%

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 48: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

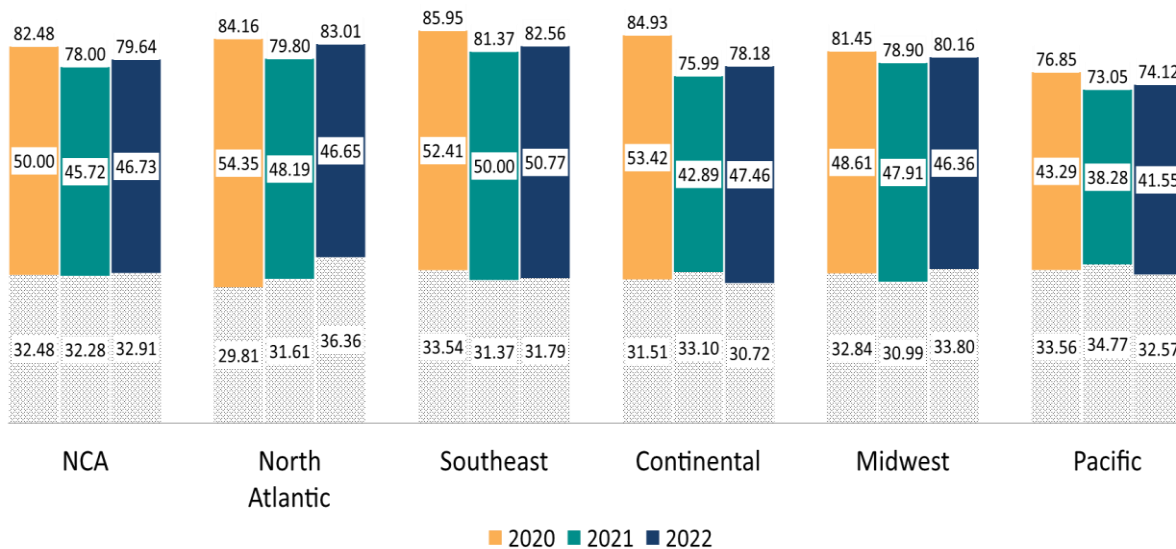


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		2163	2636	2881	348	397	422	512	660	727	319	442	488	507	611	656	477	526	588
Strongly agree		51.96%	50.64%	54.63%	55.46%	53.40%	56.40%	56.25%	55.00%	57.08%	55.49%	47.74%	55.53%	49.31%	52.21%	55.34%	45.28%	43.73%	48.81%
Agree		33.43%	34.10%	32.00%	32.47%	32.49%	32.23%	30.86%	31.52%	30.67%	31.35%	36.43%	30.53%	36.88%	34.04%	31.25%	34.59%	36.69%	35.54%
Neither agree nor disagree		11.00%	11.72%	10.24%	9.77%	9.07%	8.77%	10.35%	11.06%	9.22%	9.40%	12.67%	10.45%	10.26%	10.97%	10.52%	14.47%	14.64%	12.07%
Disagree		3.14%	3.22%	2.60%	2.01%	4.03%	1.66%	2.15%	2.42%	2.34%	3.13%	2.49%	2.66%	3.16%	2.62%	2.90%	5.03%	4.94%	3.23%
Strongly disagree		0.46%	0.30%	0.52%	0.29%	1.01%	0.95%	0.39%	0.00%	0.69%	0.63%	0.68%	0.82%	0.39%	0.16%	0.00%	0.63%	0.00%	0.34%

This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 49: Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

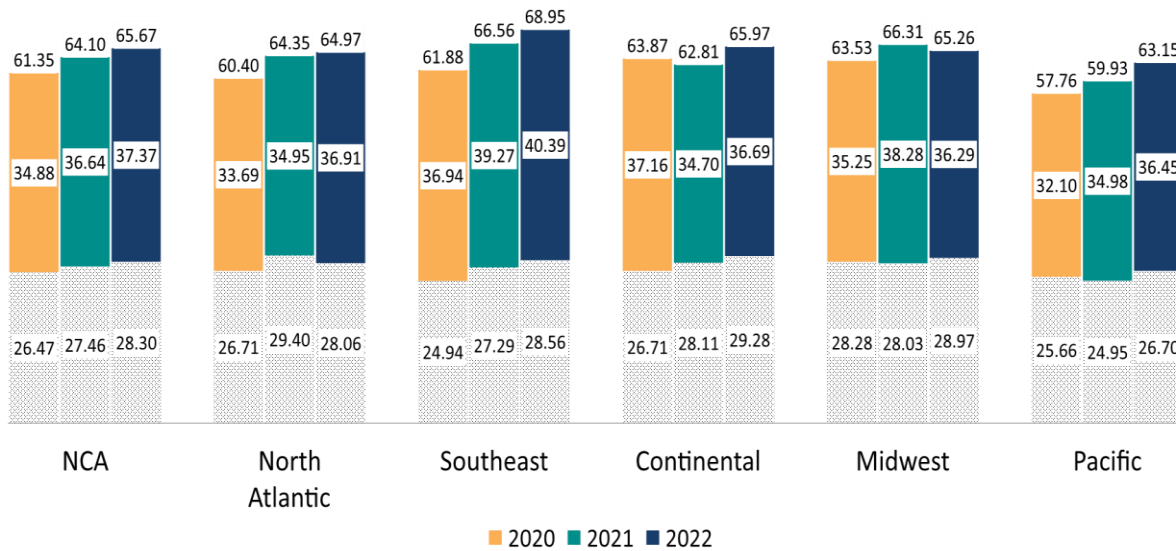


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		1992	2568	2814	322	386	418	477	644	711	292	429	472	469	597	645	432	512	568
Strongly agree		50.00%	45.72%	46.73%	54.35%	48.19%	46.65%	52.41%	50.00%	50.77%	53.42%	42.89%	47.46%	48.61%	47.91%	46.36%	43.29%	38.28%	41.55%
Agree		32.48%	32.28%	32.91%	29.81%	31.61%	36.36%	33.54%	31.37%	31.79%	31.51%	33.10%	30.72%	32.84%	30.99%	33.80%	33.56%	34.77%	32.57%
Neither agree nor disagree		15.01%	20.09%	17.87%	13.66%	17.62%	15.07%	12.37%	17.55%	15.33%	13.36%	22.38%	18.86%	15.78%	19.60%	17.67%	19.21%	23.83%	22.54%
Disagree		1.96%	1.67%	2.03%	1.86%	2.33%	0.96%	1.47%	0.93%	1.83%	1.37%	1.17%	1.91%	2.35%	1.34%	2.17%	2.55%	2.93%	2.99%
Strongly disagree		0.55%	0.23%	0.46%	0.31%	0.26%	0.96%	0.21%	0.16%	0.28%	0.34%	0.47%	1.06%	0.43%	0.17%	0.00%	1.39%	0.20%	0.35%

This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 50: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		8599	9353	10430	1419	1568	1661	1792	1986	2248	1273	1533	1769	2065	2262	2516	2050	2004	2236
Strongly agree		34.88%	36.64%	37.37%	33.69%	34.95%	36.91%	36.94%	39.27%	40.39%	37.16%	34.70%	36.69%	35.25%	38.28%	36.29%	32.10%	34.98%	36.45%
Agree		26.47%	27.46%	28.30%	26.71%	29.40%	28.06%	24.94%	27.29%	28.56%	26.71%	28.11%	29.28%	28.28%	28.03%	28.97%	25.66%	24.95%	26.70%
Neither agree nor disagree		32.24%	30.41%	29.55%	31.57%	30.74%	30.70%	31.92%	28.45%	26.56%	30.01%	30.72%	29.56%	31.19%	29.31%	29.89%	35.41%	33.08%	31.31%
Disagree		5.13%	4.27%	3.82%	6.41%	3.13%	3.31%	4.97%	3.98%	3.38%	5.34%	5.28%	3.50%	4.07%	3.58%	4.17%	5.32%	5.44%	4.47%
Strongly disagree		1.29%	1.23%	0.96%	1.62%	1.79%	1.02%	1.23%	1.01%	1.11%	0.79%	1.17%	0.96%	1.21%	0.80%	0.68%	1.51%	1.55%	1.07%

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

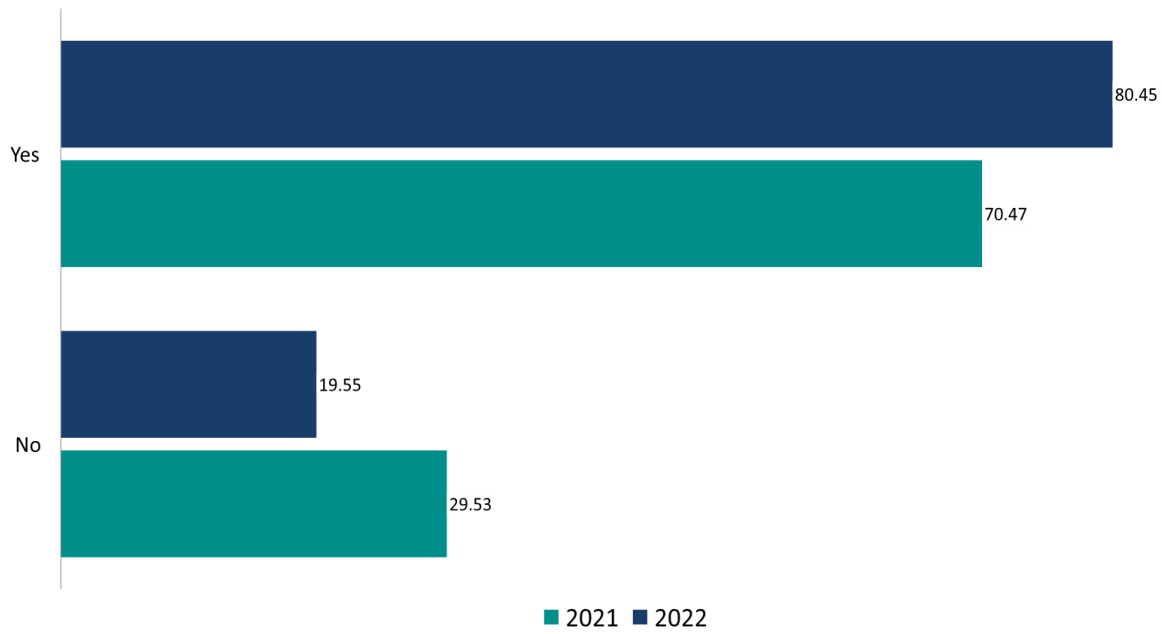
SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Demographic information is self-reported by the next of kin and funeral directors who completed the survey.
- 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 and Funeral Directors

Question 1: Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?

Next of Kin

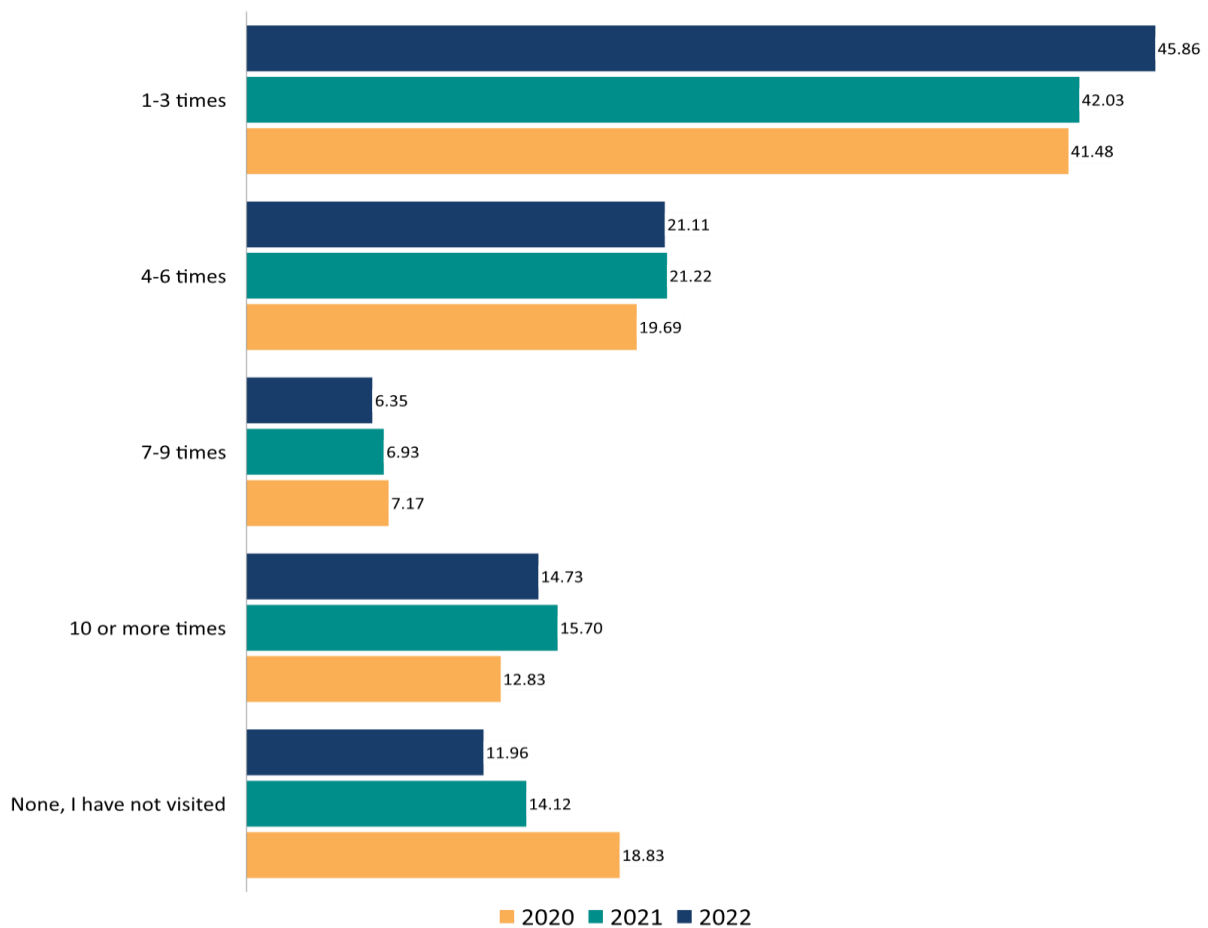


2021: n = 17,418 2022: n = 20,092

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 2: How many times have you visited the national cemetery where your loved one was interred?

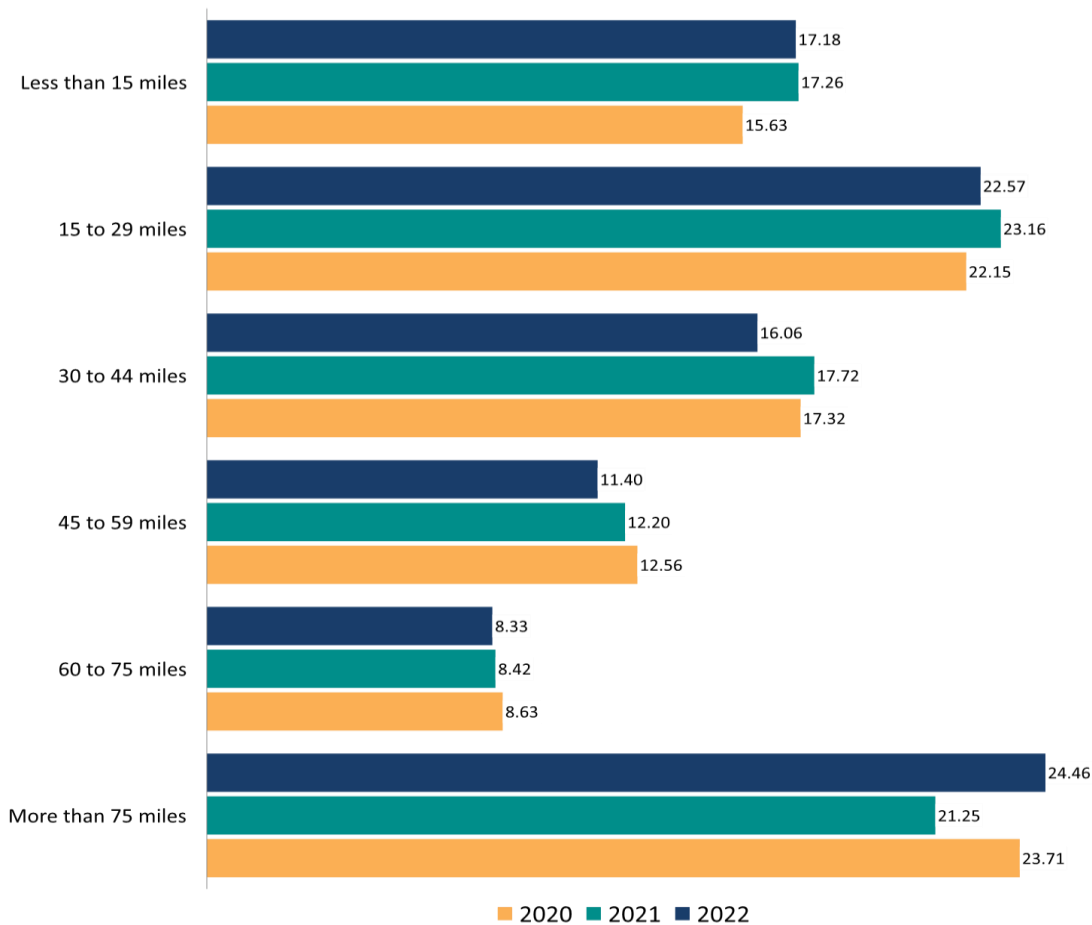
Next of Kin



2020: n = 18,151 2021: n = 18,807 2022: n = 21,681

Question 3: How far do you reside from the national cemetery?

Next of Kin

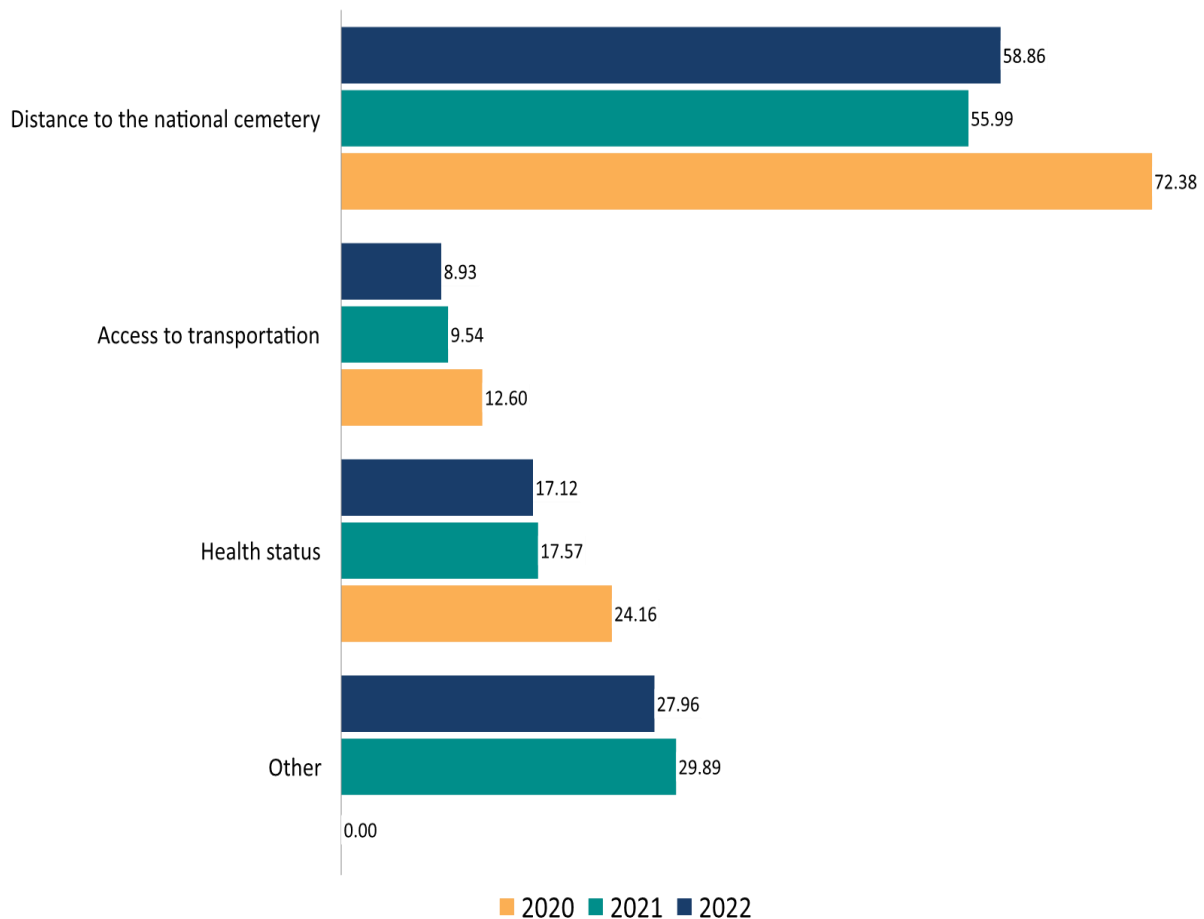


2020: n = 17,952 2021: n = 18,655 2022: n = 21,525

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 4: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

Next of Kin



2020: n = 13,608 2021: n = 16,883 2022: n = 19,578

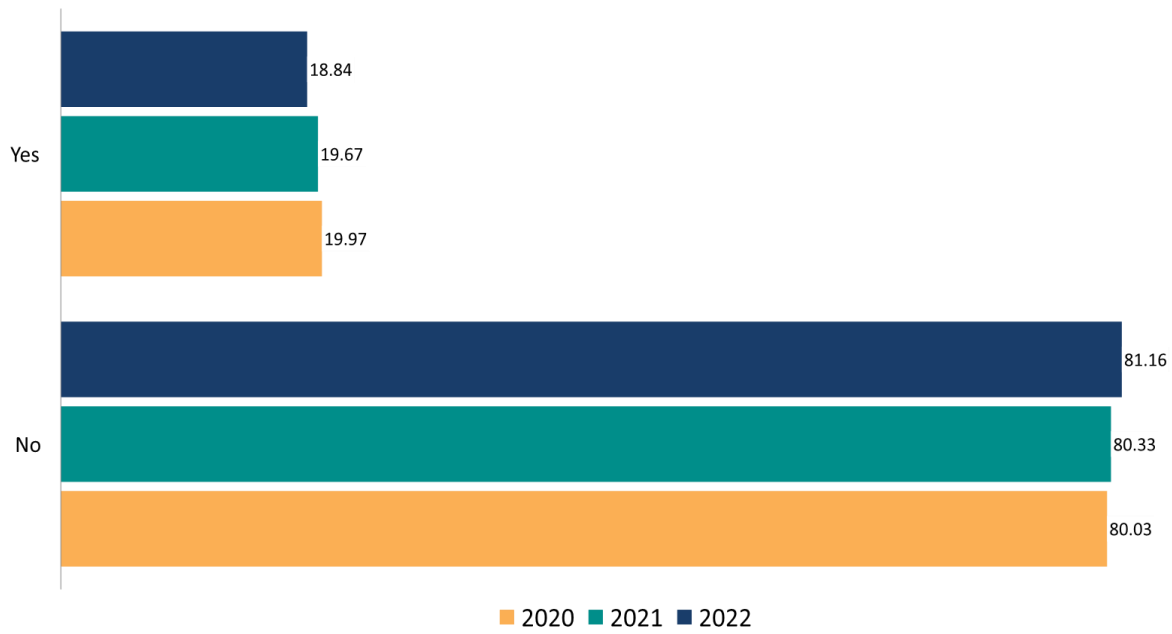
Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: 2020 survey data is not available for "Other" responses.

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Next of Kin

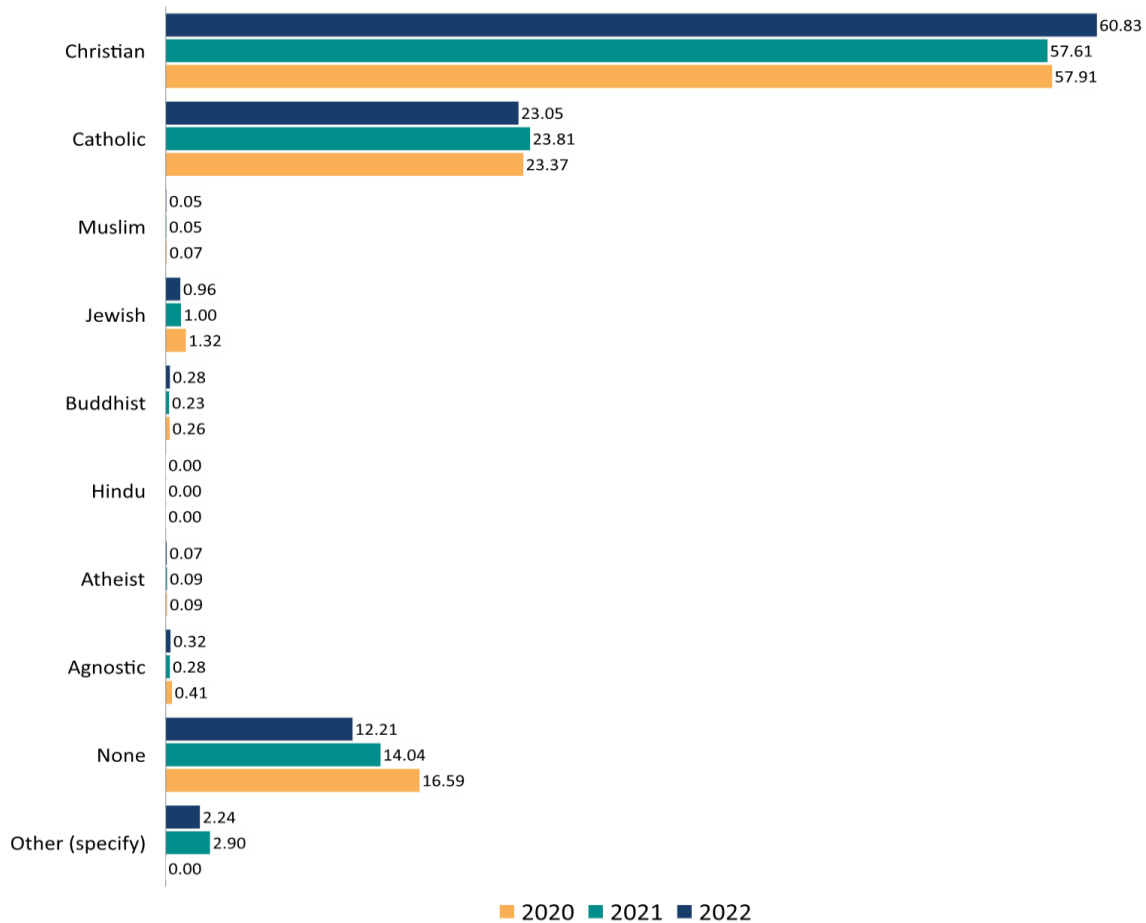


2020: n = 18,124 2021: n = 18,807 2022: n = 21,674

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 15: In what religious practice was the burial conducted?

Next of Kin

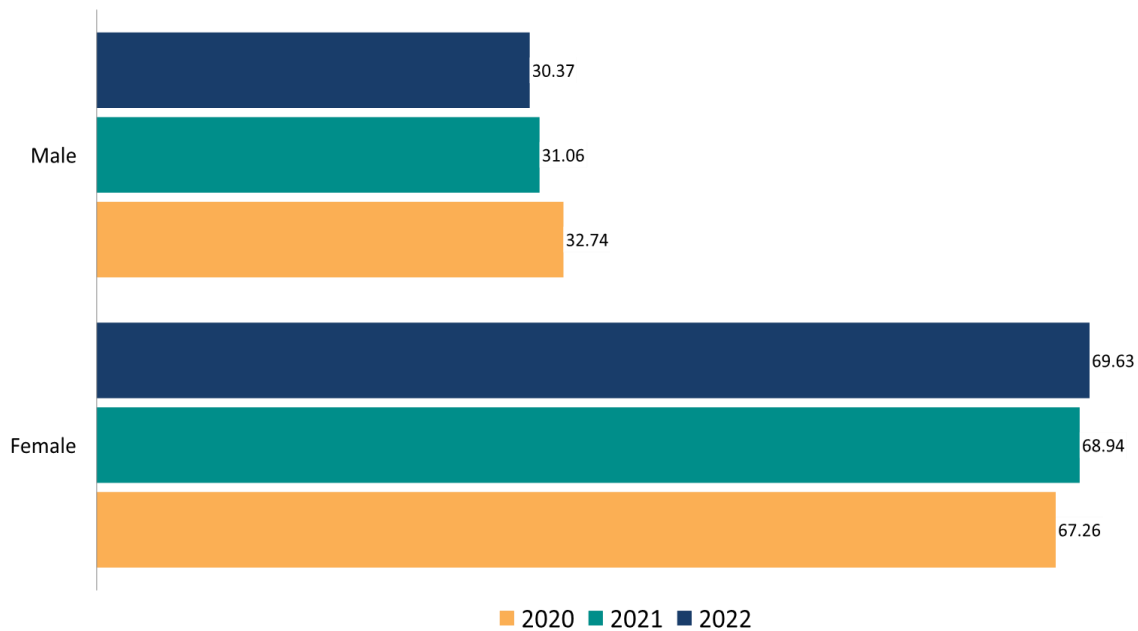


2020: n = 17,564 2021: n = 14,080 2022: n = 15,834

Note: 2020 survey data is not available for "Other (specify)" responses.

Question 51: What is your gender?

Next of Kin



2020: n = 17,642 2021: n = 18,438 2022: n = 21,226

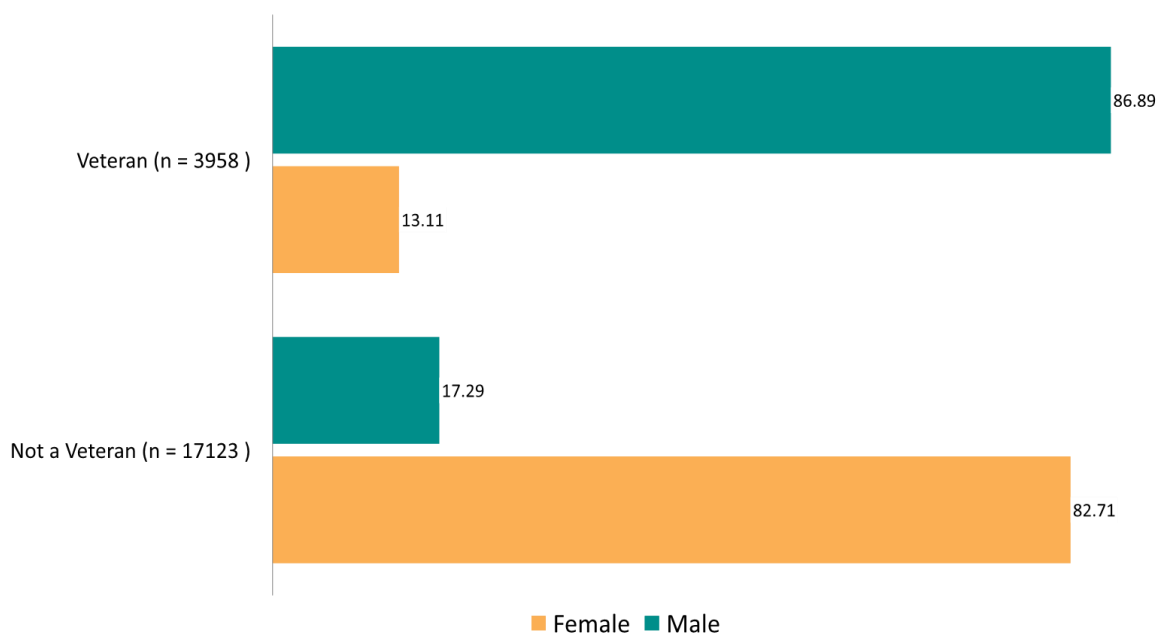
ELEMENT OF COMPARISON

Influence of gender on serving active duty.

Question 51: What is your gender?

Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Next of Kin



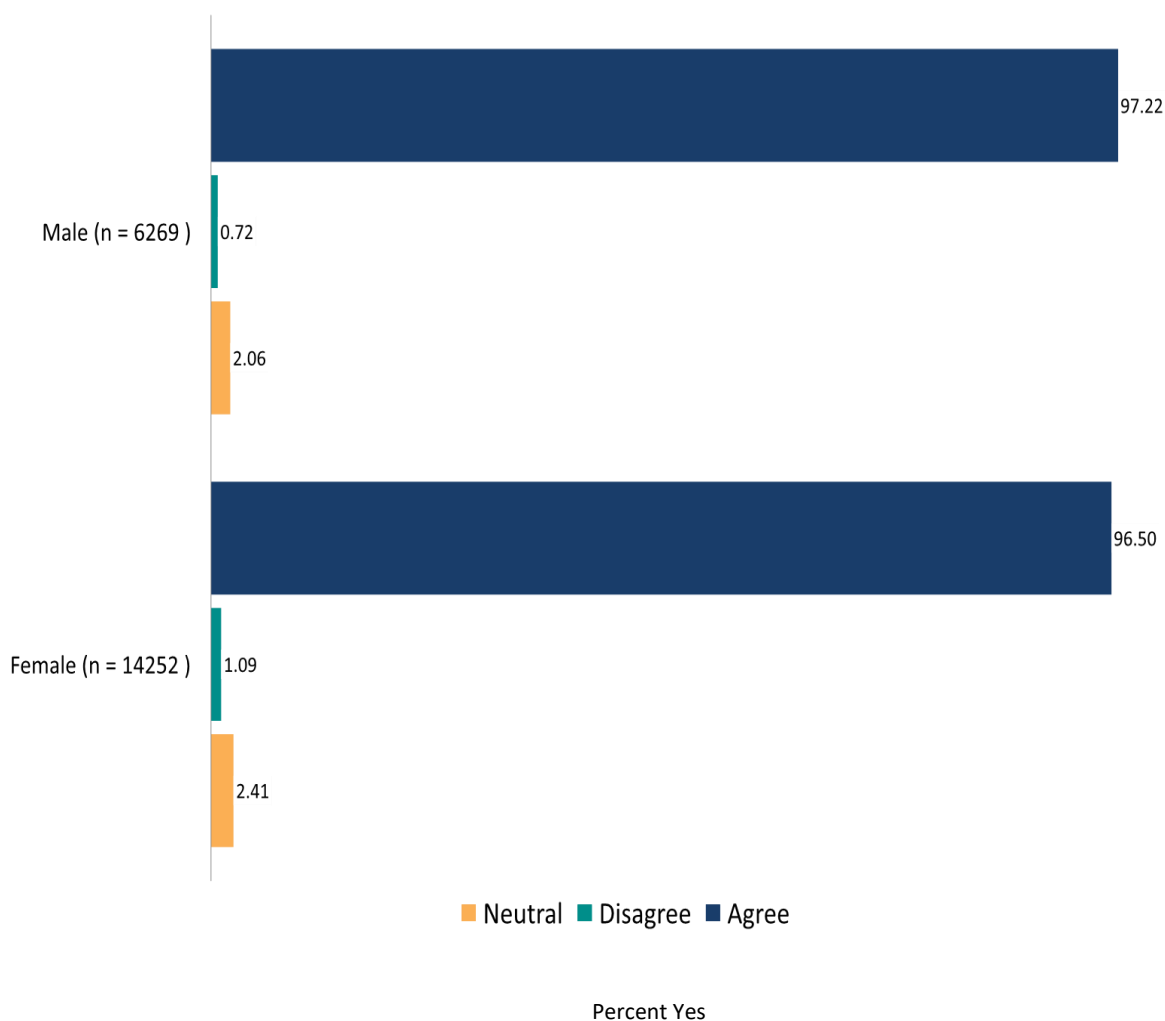
ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

Question 51: What is your gender?

Question 36: The quality of service received from cemetery staff is excellent.

Next of Kin



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

ELEMENT OF COMPARISON

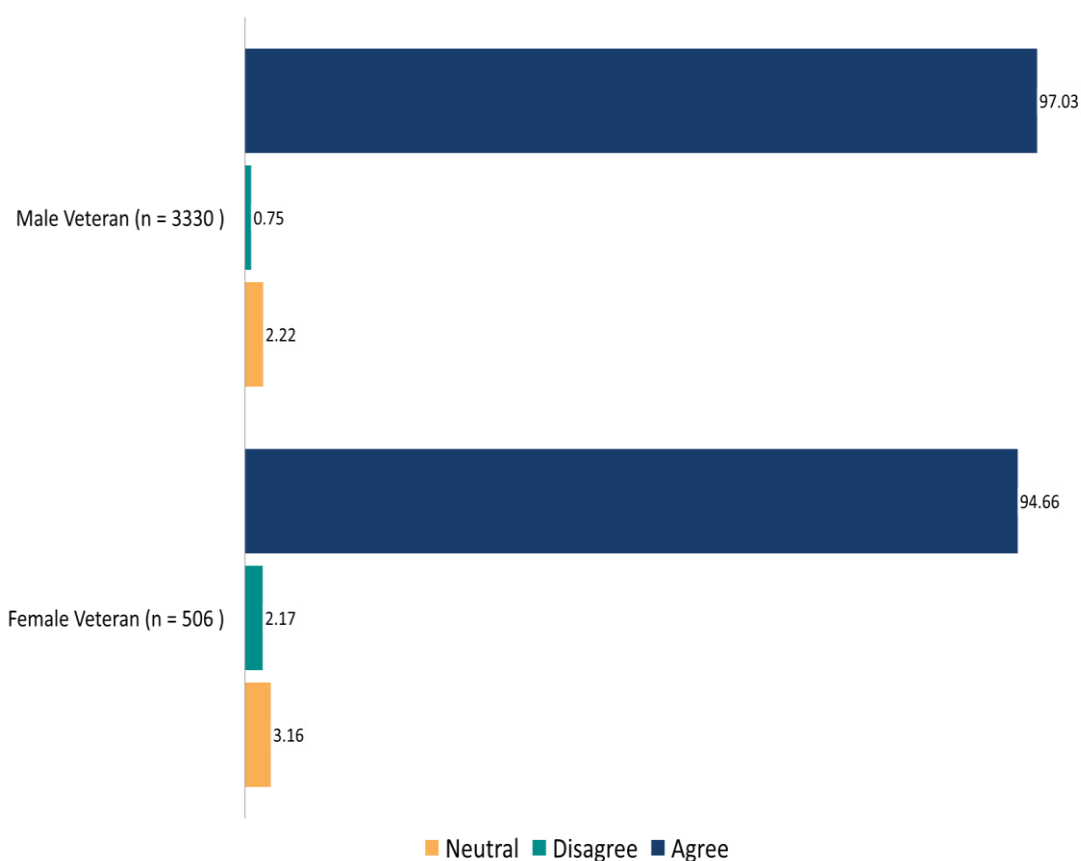
Influence of gender and serving active duty on the perception of quality of service.

Question 5: 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 51: What is your gender?

Question 36: The quality of service received from cemetery staff is excellent.

Next of Kin



Percent Yes

Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

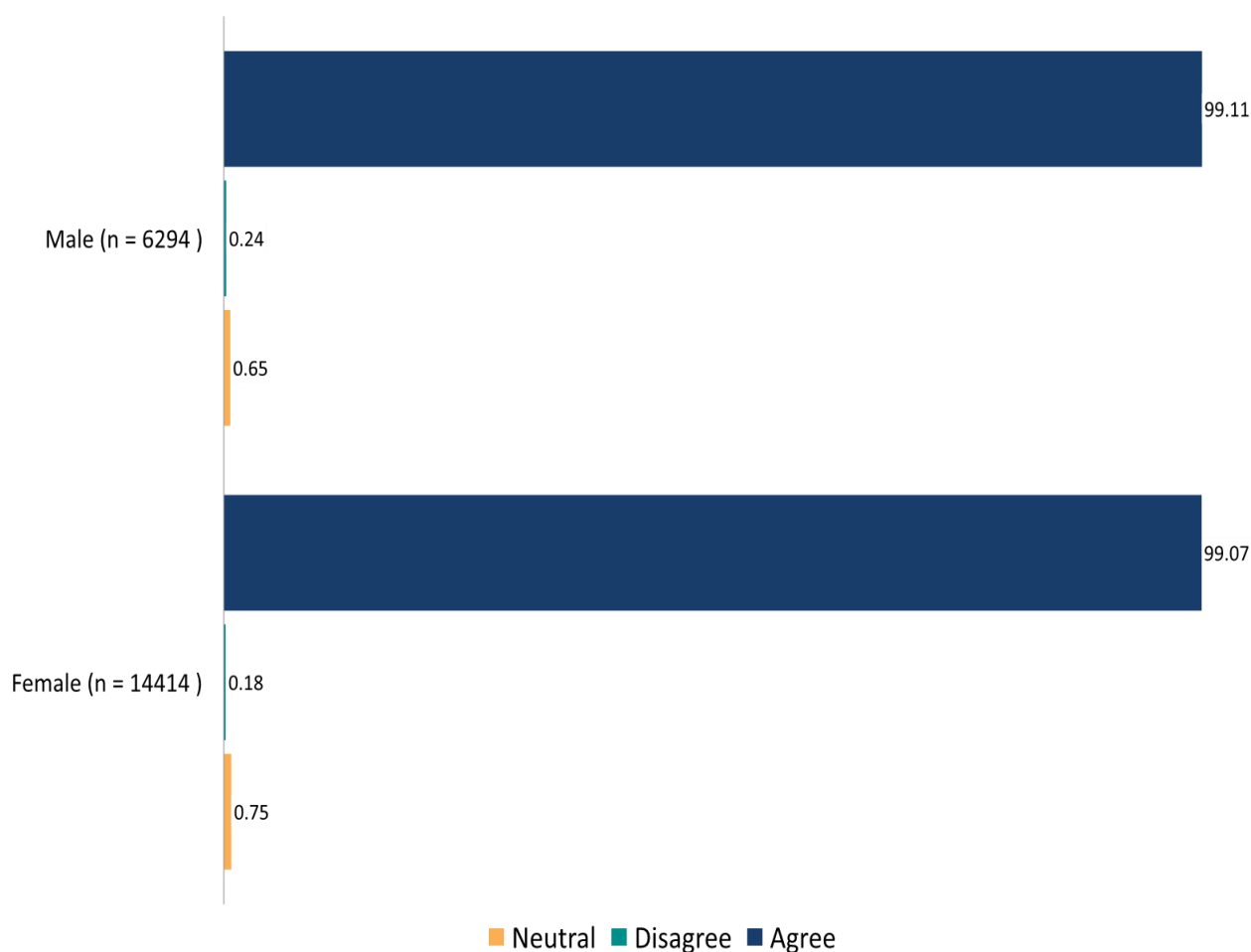
ELEMENT OF COMPARISON

Influence of gender on the perception of overall appearance of the national cemetery.

Question 51: What is your gender?

Question 41: The overall appearance of the national cemetery is excellent.

Next of Kin



Percent Yes

Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

ELEMENT OF COMPARISON

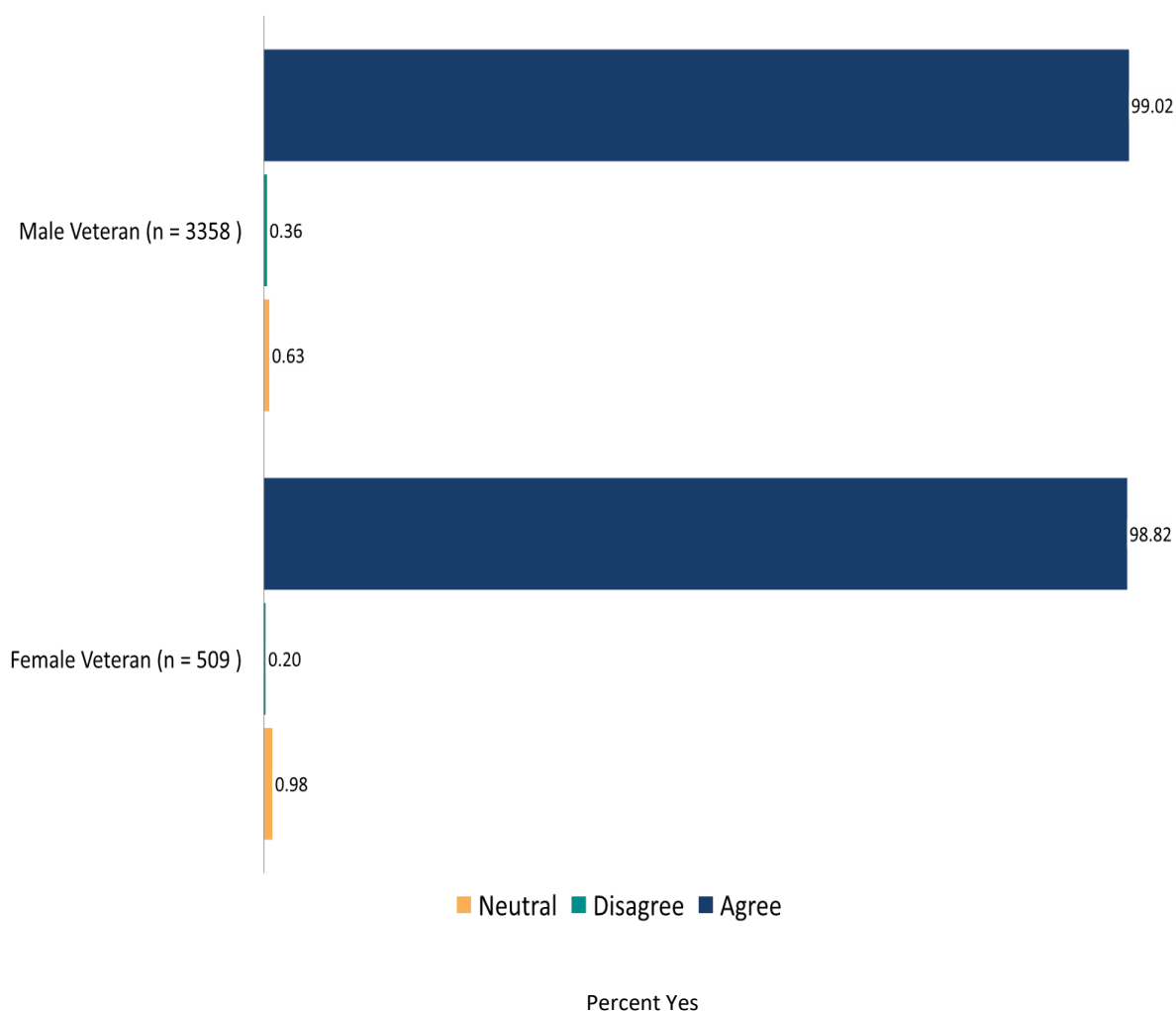
Influence of gender and serving active duty on the perception of overall appearance of the national cemetery.

Question 5: 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 51: What is your gender?

Question 41: The overall appearance of the national cemetery is excellent.

Next of Kin



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

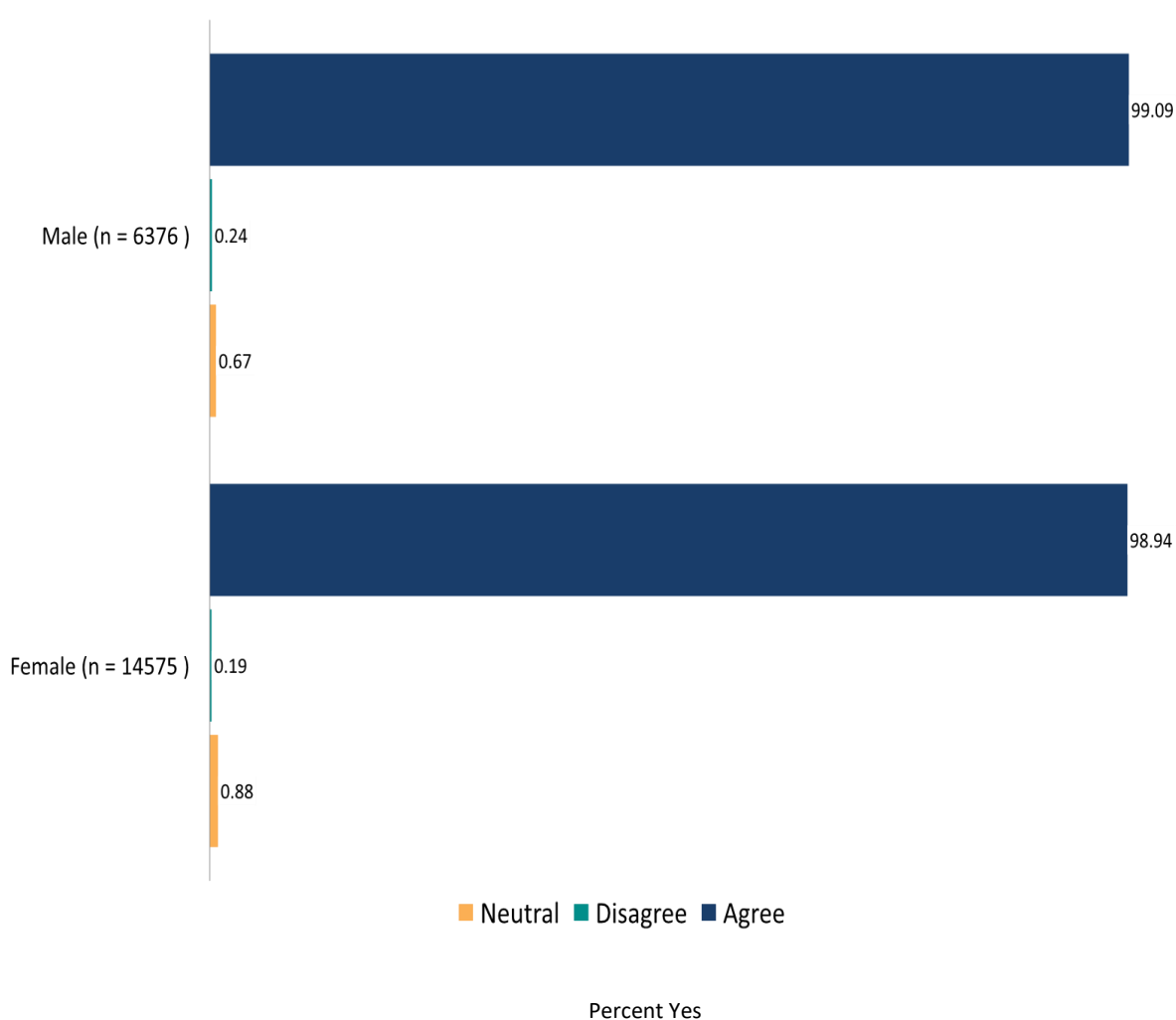
ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery.

Question 51: What is your gender?

Question 43: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

ELEMENT OF COMPARISON

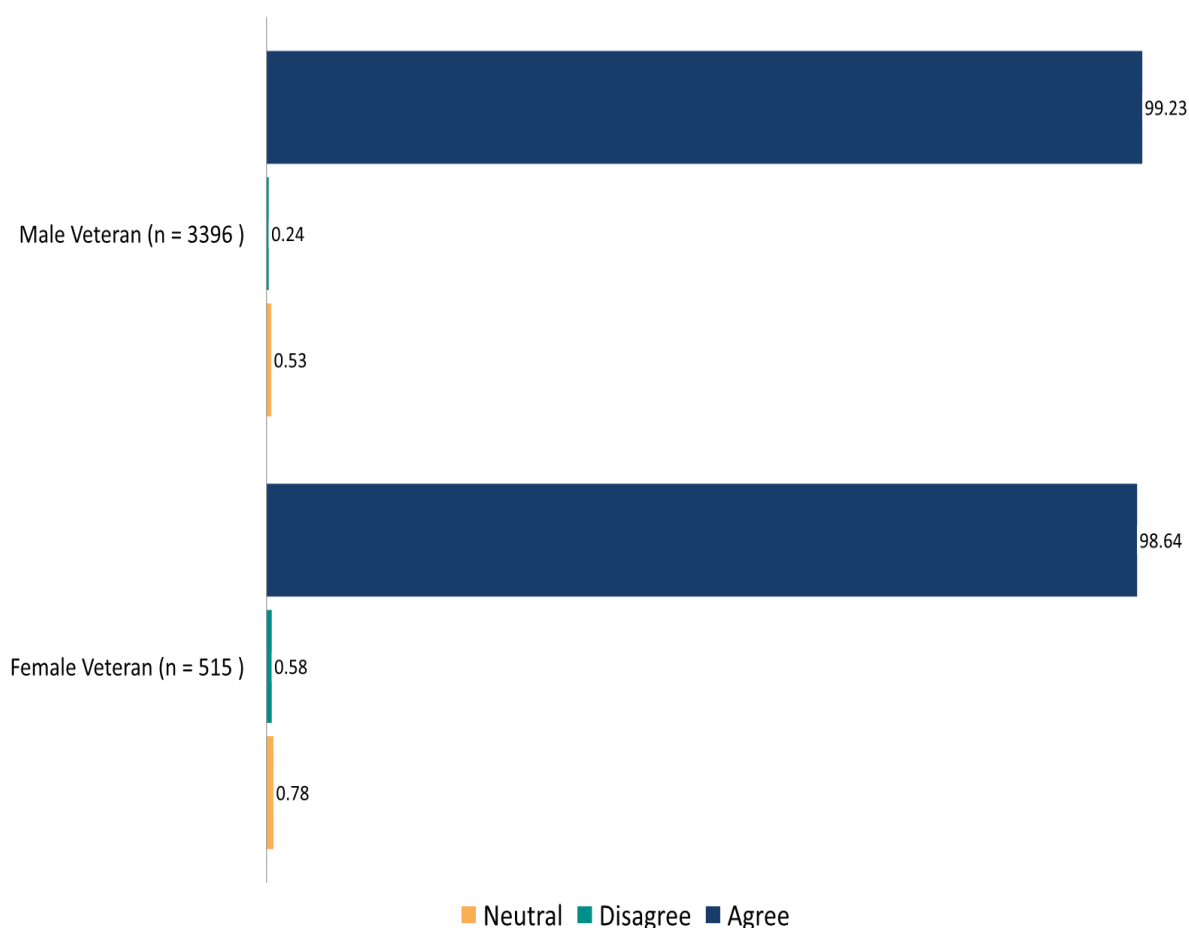
Influence of gender and serving active duty on recommending the cemetery.

Question 5: 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 51: What is your gender?

Question 43: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin

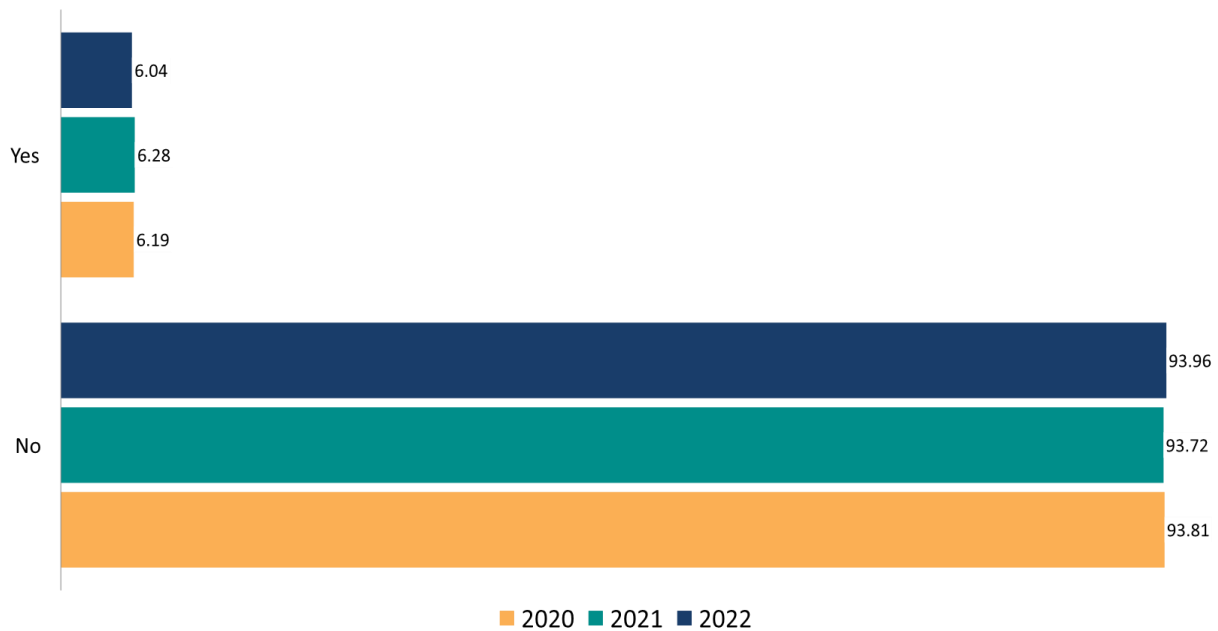


Percent Yes

Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

Question 53: Are you Hispanic or Latino?

Next of Kin



2020: n = 17,725 2021: n = 18,194 2022: n = 20,889

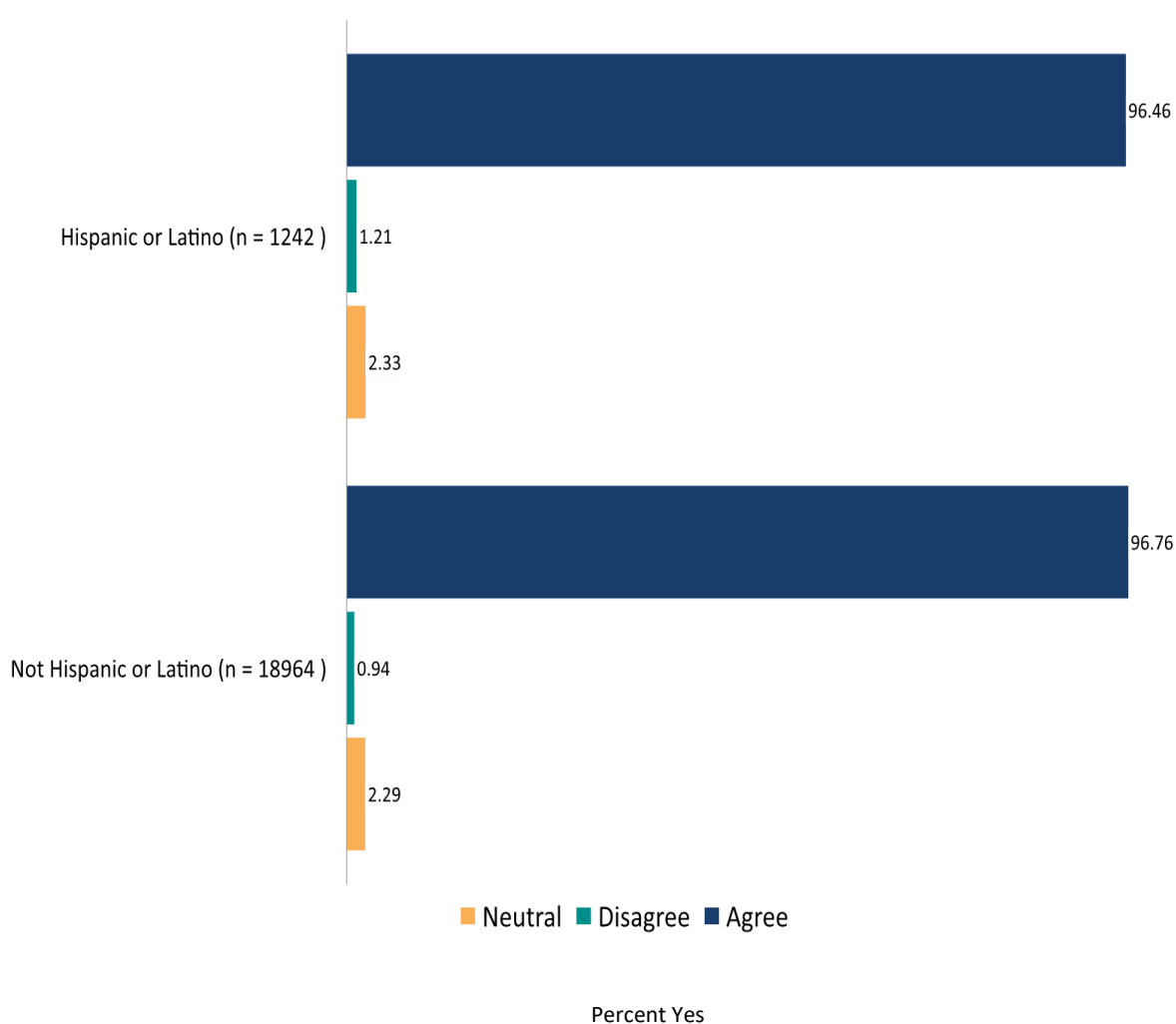
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

Question 53: Are you Hispanic or Latino?

Question 36: The quality of service received from cemetery staff is excellent.

Next of Kin



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

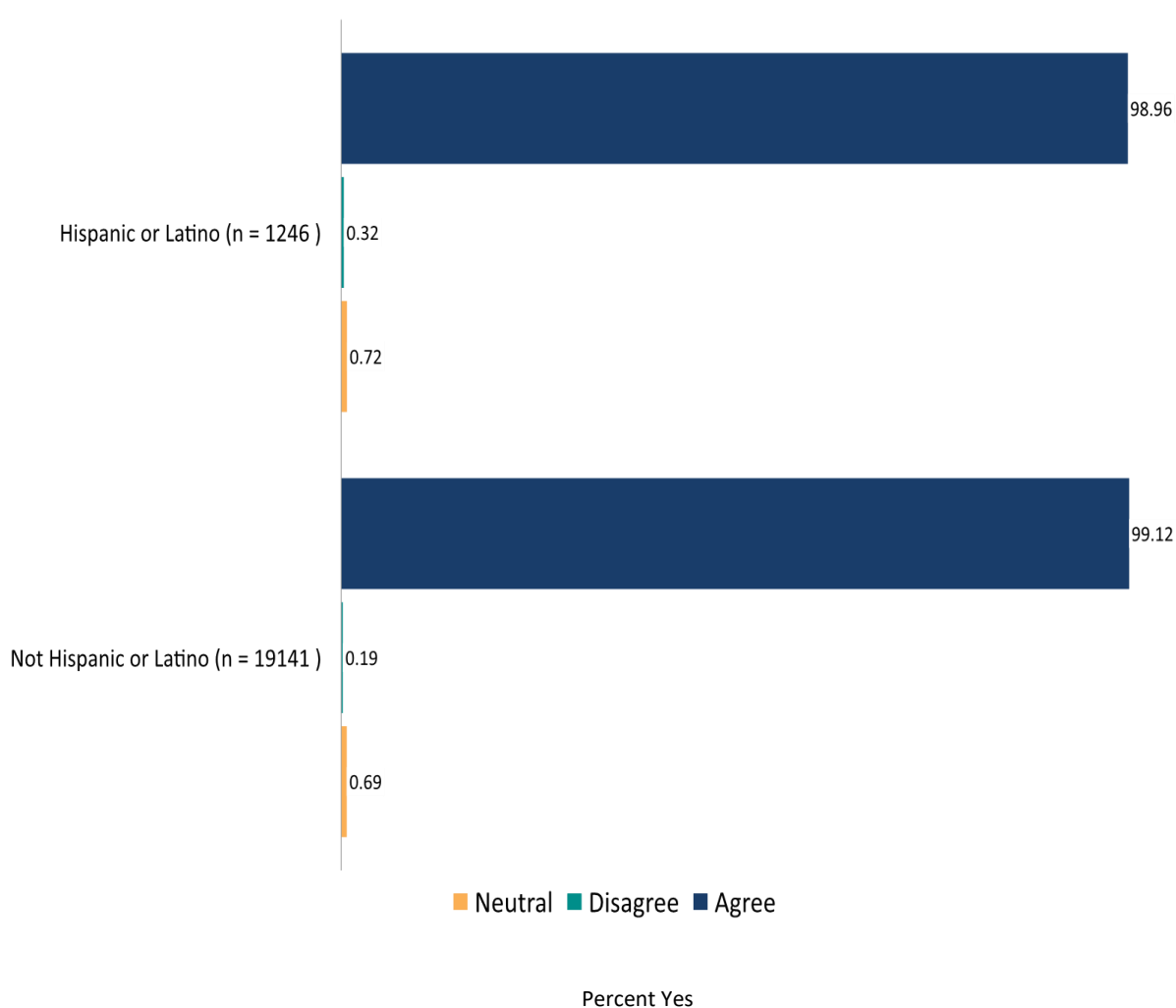
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the national cemetery.

Question 53: Are you Hispanic or Latino?

Question 41: The overall appearance of the national cemetery is excellent.

Next of Kin



Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

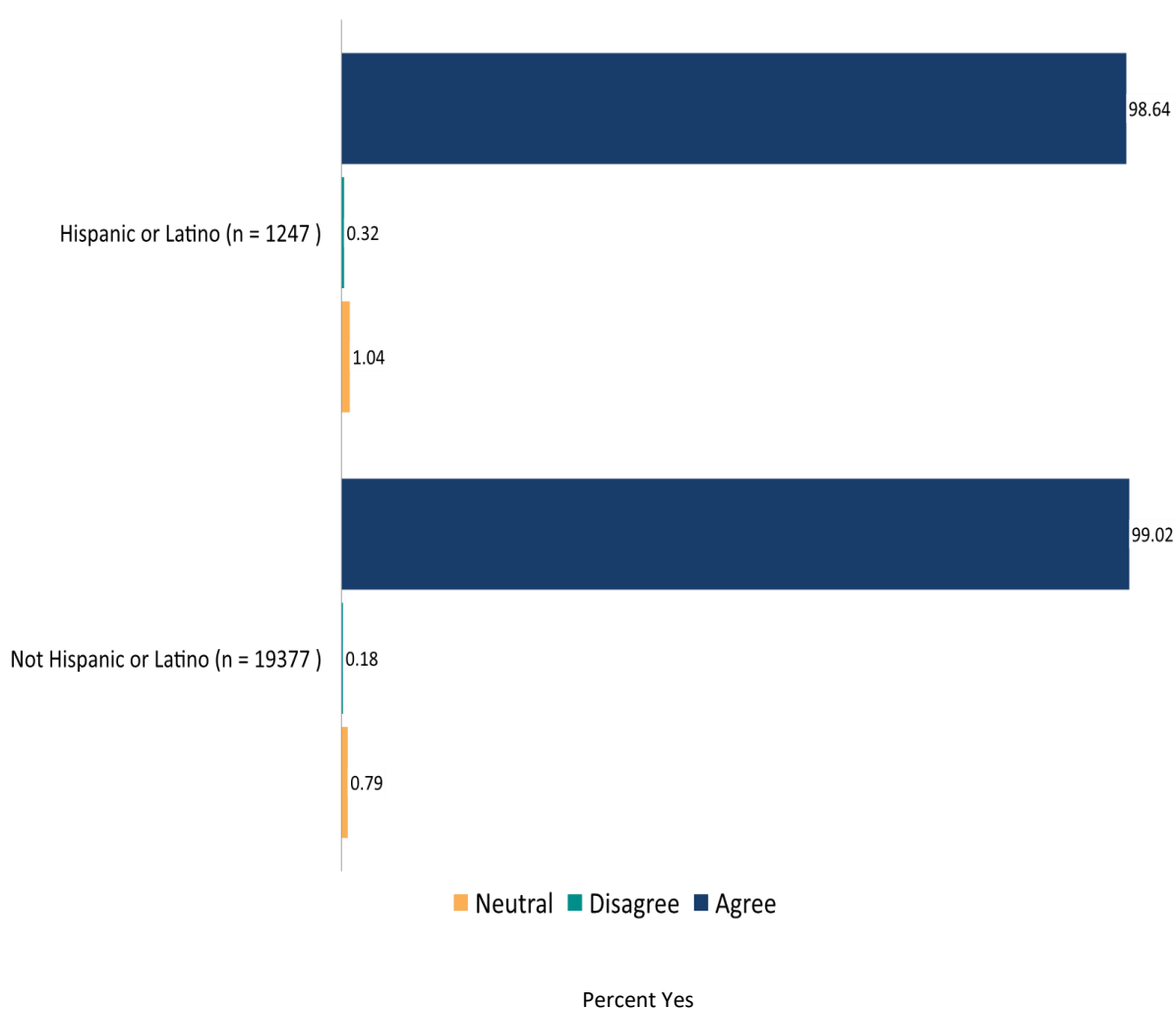
ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery.

Question 53: Are you Hispanic or Latino?

Question 43: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin

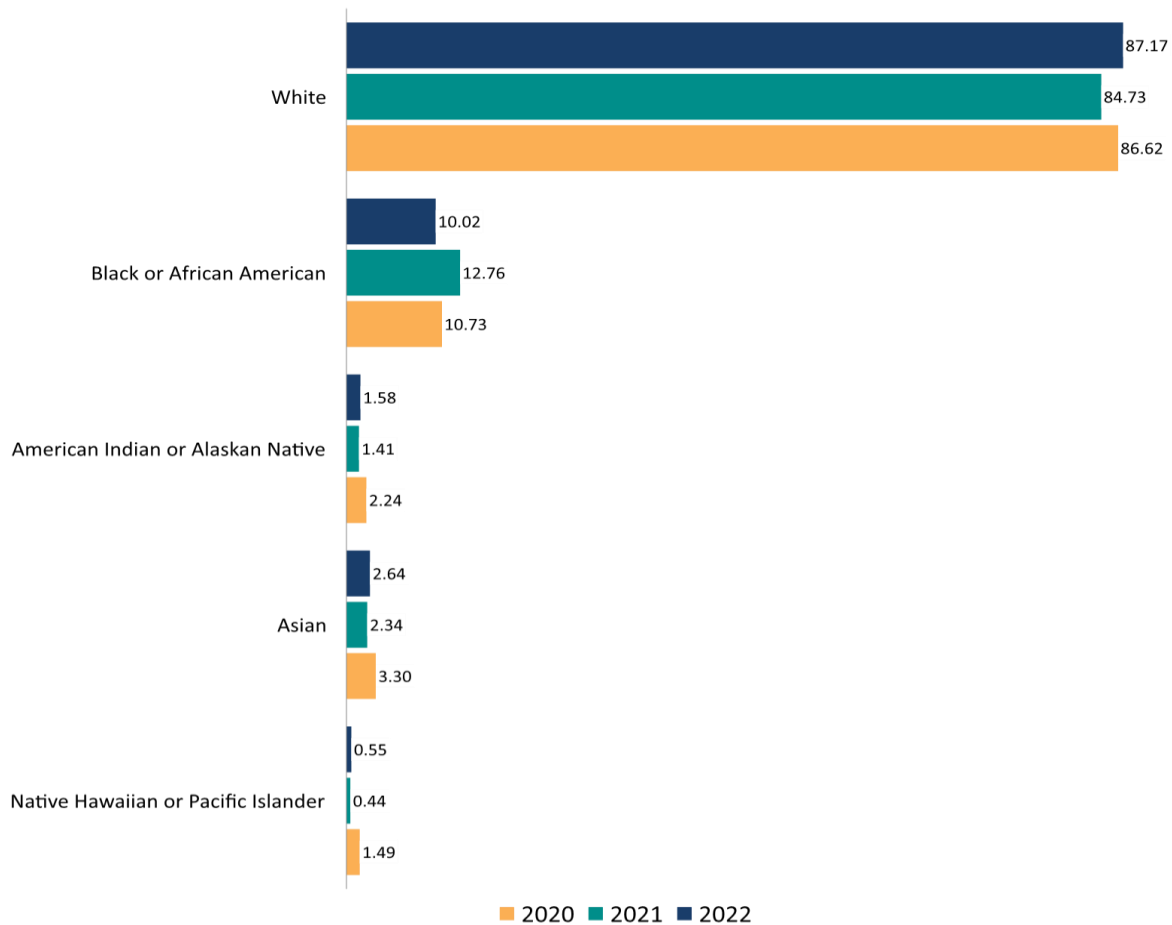


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 54: What is your race? (Mark one or more)

Next of Kin



2020: n = 18,109 2021: n = 17,409 2022: n = 20,750

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		18109	17409	20750	2918	3115	3433	3848	3792	4386	2707	2713	3378	4246	4049	4906	4390	3740	4647
White		86.62%	84.73%	87.17%	88.04%	84.59%	89.02%	85.91%	83.70%	85.98%	83.97%	81.31%	85.02%	88.58%	87.48%	89.65%	86.04%	85.40%	85.88%
Black or African American		10.73%	12.76%	10.02%	11.41%	14.67%	10.66%	13.18%	15.37%	12.88%	13.52%	15.96%	12.49%	10.62%	12.13%	9.56%	6.54%	6.87%	5.55%
American Indian or Alaskan Native		2.24%	1.41%	1.58%	1.30%	0.83%	0.70%	1.56%	0.66%	1.05%	3.51%	2.47%	2.90%	2.00%	1.06%	1.02%	2.89%	2.27%	2.37%
Asian		3.30%	2.34%	2.64%	1.51%	1.16%	0.70%	2.10%	1.27%	1.39%	2.51%	1.62%	1.92%	1.44%	0.47%	0.75%	7.84%	6.98%	7.75%
Native Hawaiian or Pacific Islander		1.49%	0.44%	0.55%	1.03%	0.13%	0.26%	1.27%	0.26%	0.34%	1.44%	0.22%	0.41%	0.89%	0.12%	0.08%	2.60%	1.39%	1.55%

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

ELEMENT OF COMPARISON

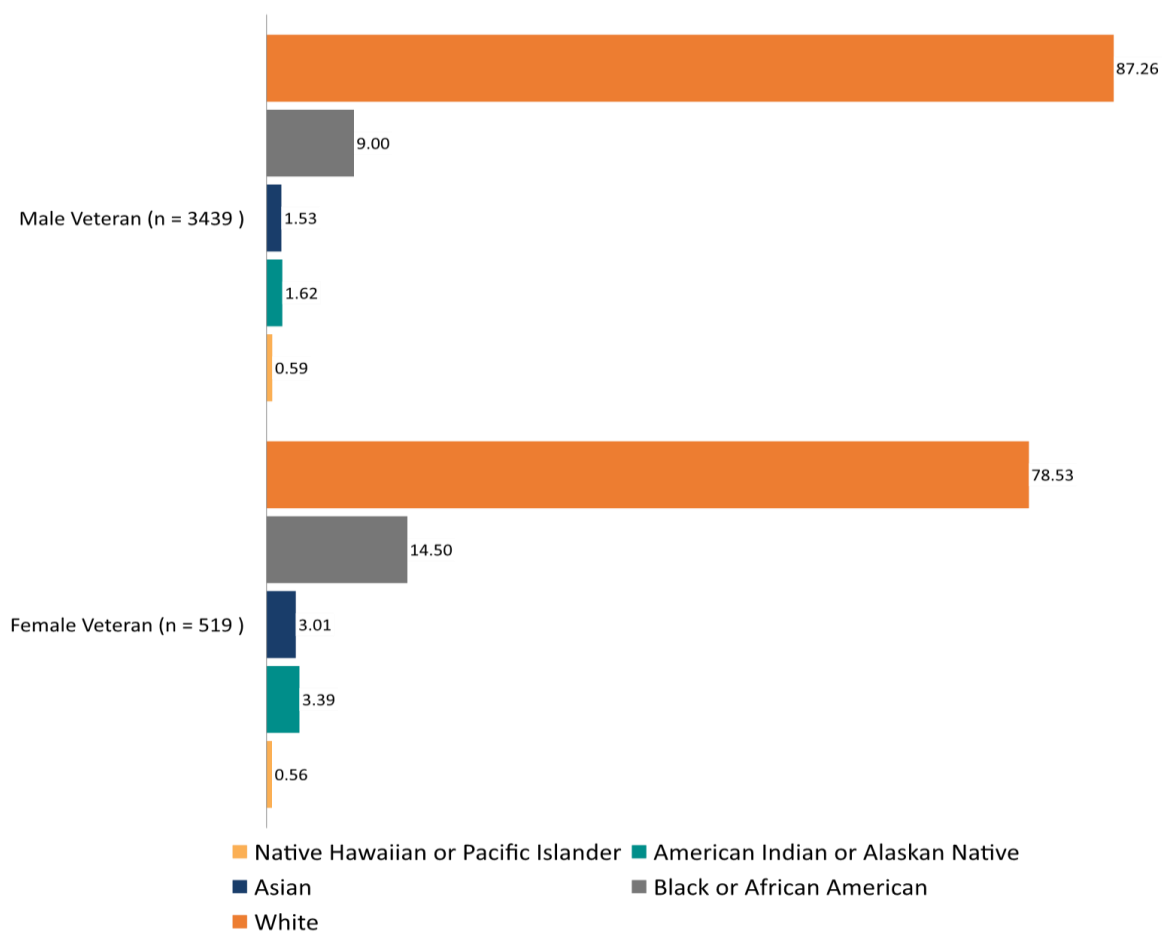
Veteran's race by gender.

Question 5: 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 51: What is your gender?

Question 54: What is your race? (Mark one or more)

Next of Kin



Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

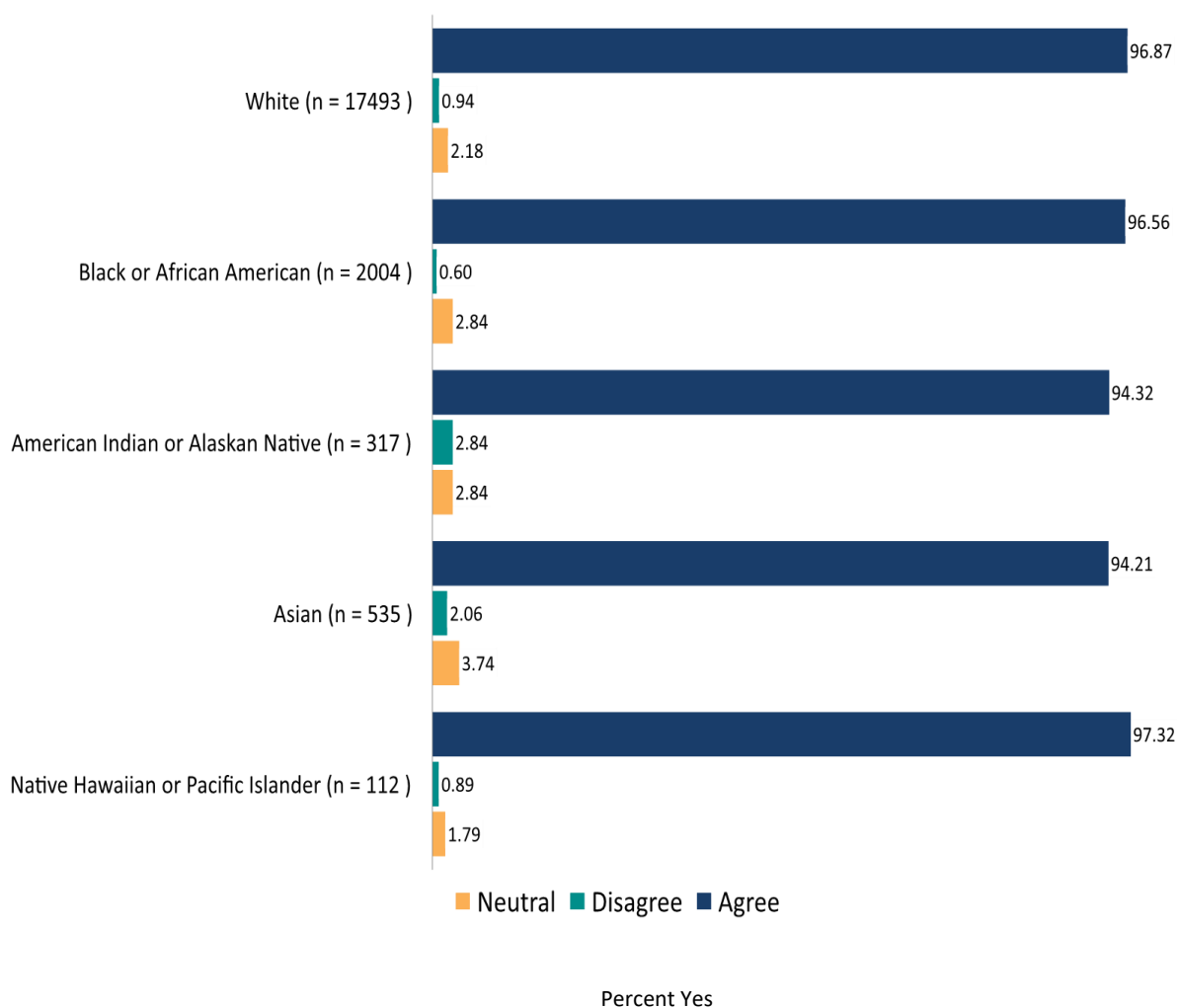
ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

Question 54: What is your race? (Mark one or more)

Question 36: The quality of service received from cemetery staff is excellent.

Next of Kin



Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

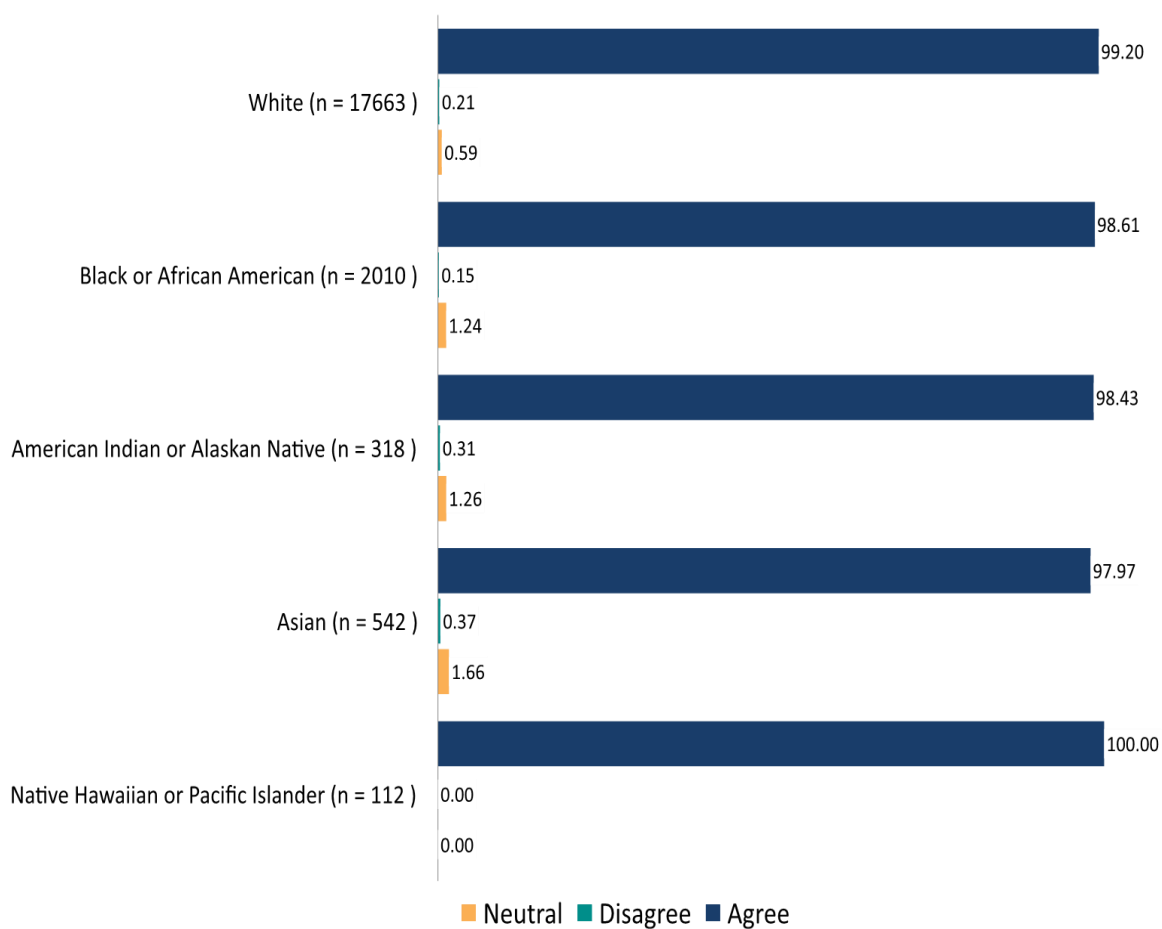
ELEMENT OF COMPARISON

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

Question 54: What is your race? (Mark one or more)

Question 41: The overall appearance of the national cemetery is excellent.

Next of Kin



Percent Yes

Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

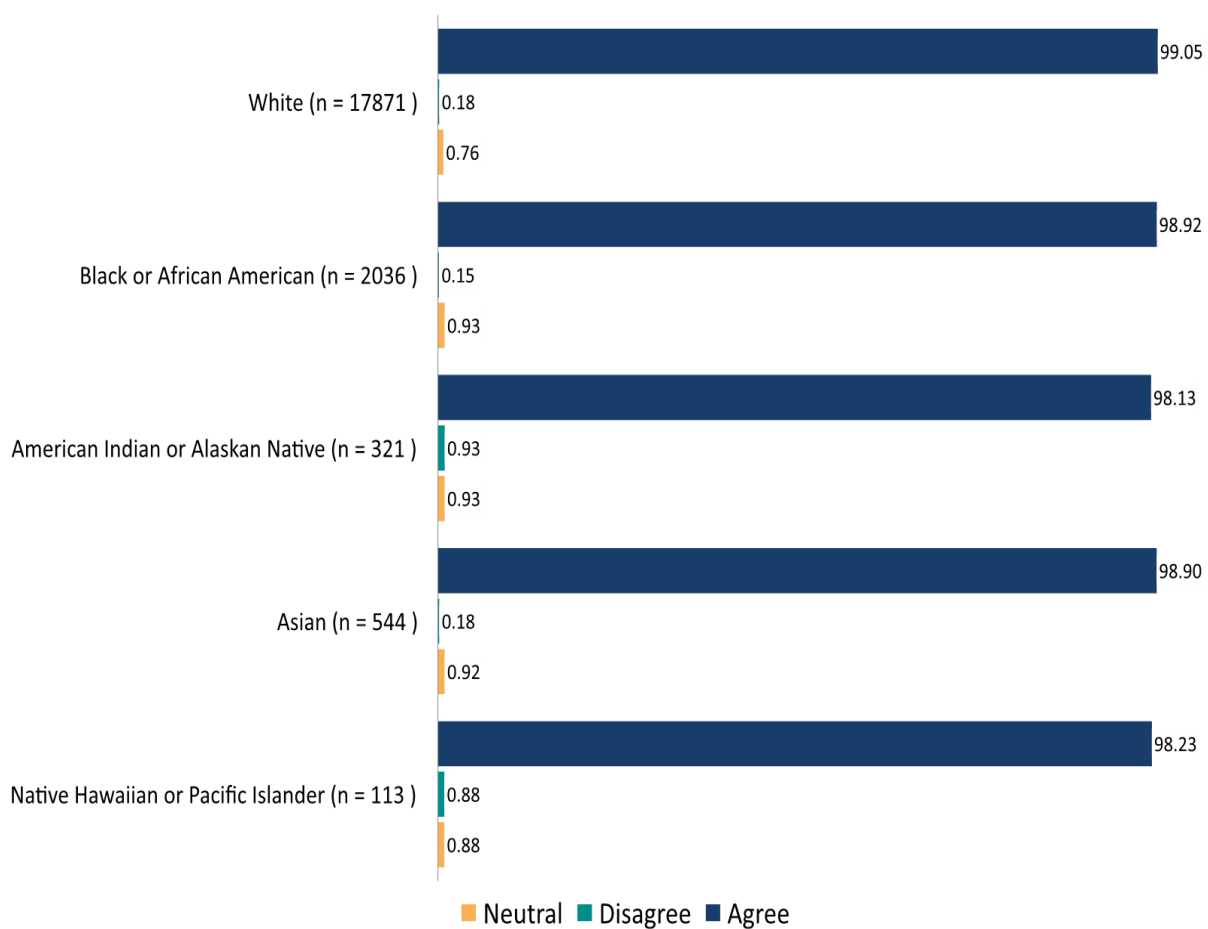
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

Question 54: What is your race? (Mark one or more)

Question 43: I would recommend the cemetery to Veteran families during their time of need.

Next of Kin



Percent Yes

Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

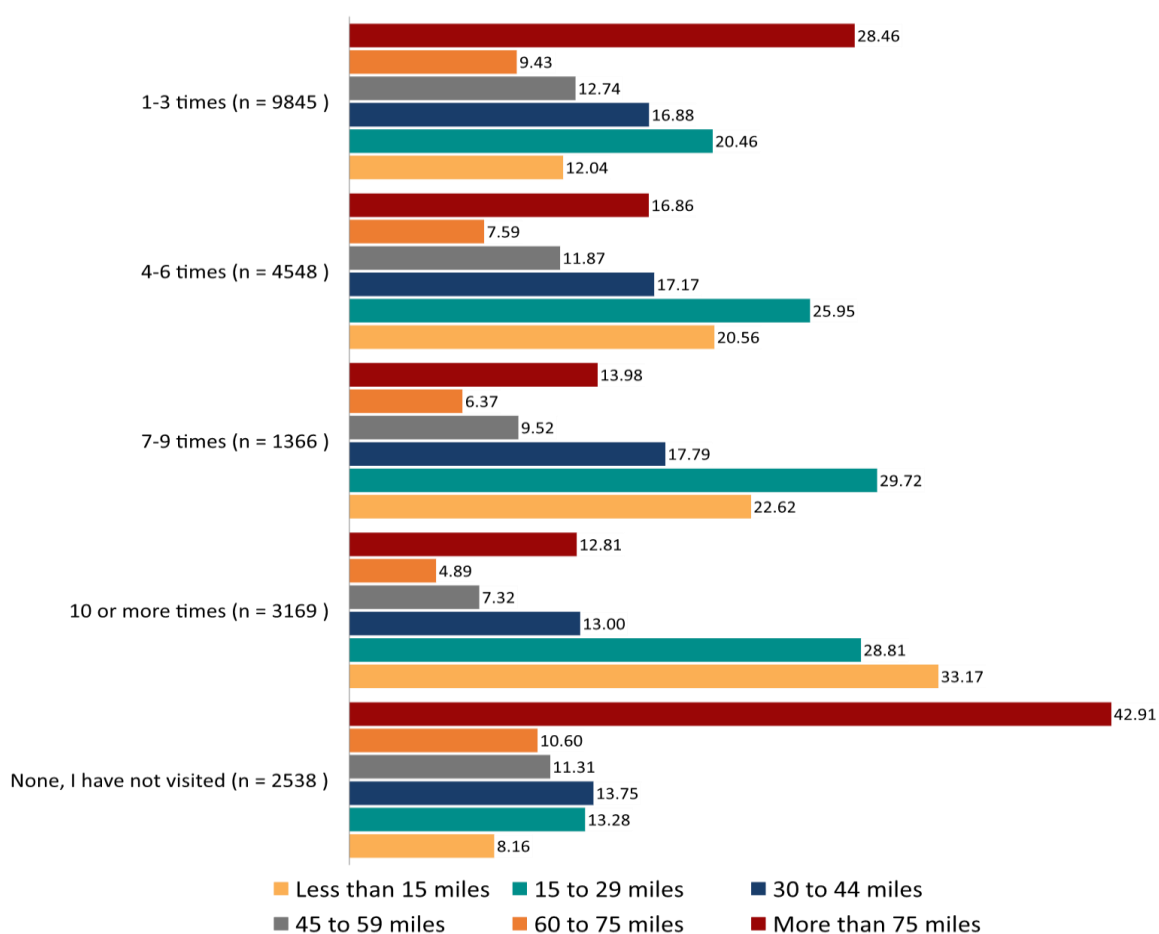
ELEMENT OF COMPARISON

Number of times you have visited the national cemetery by the distance to cemetery.

Question 2: How many times have you visited the national cemetery where your loved one was interred?
interred?

Question 3: How far do you reside from the national cemetery?

Next of Kin



ELEMENT OF COMPARISON

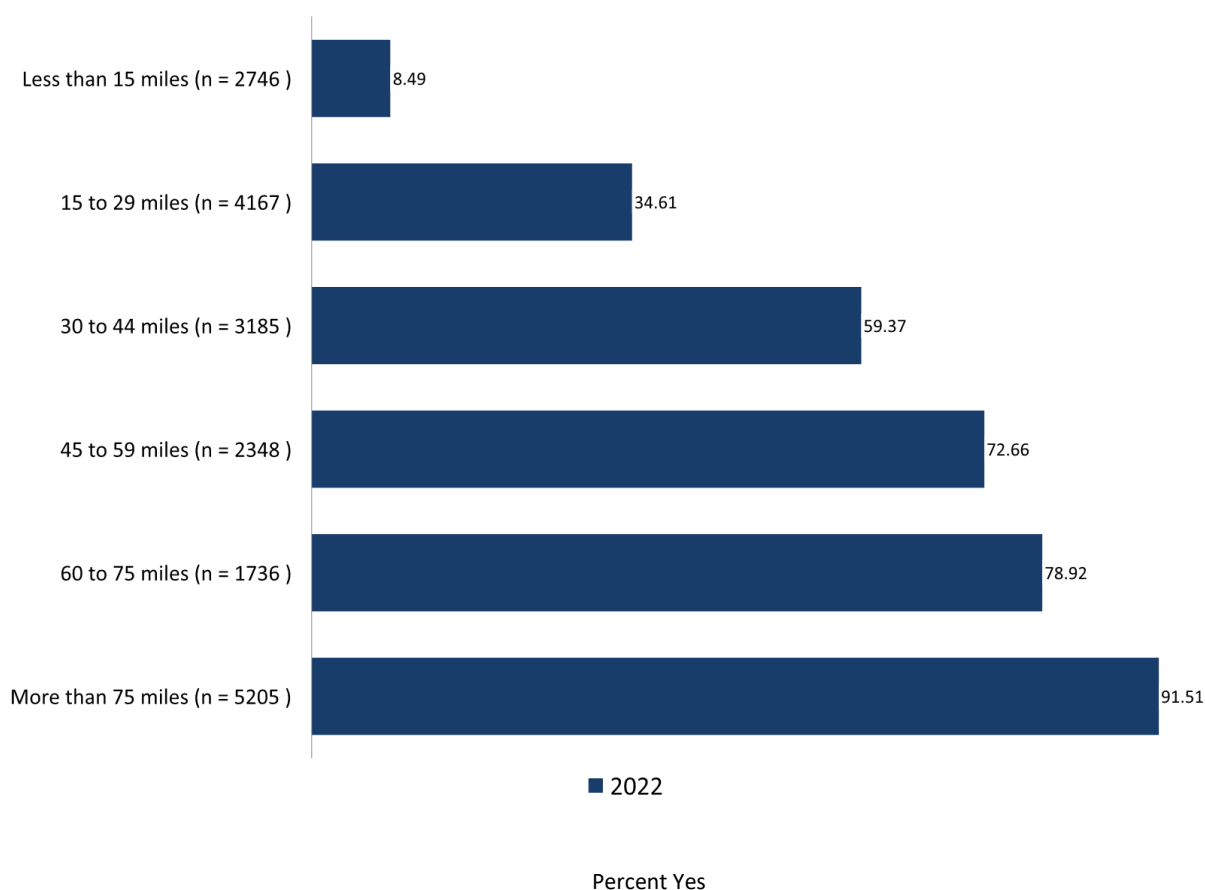
Factors influencing visiting by the distance to cemetery.

Question 3: How far do you reside from the national cemetery?

Question 4a: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

■ Distance to the national cemetery

Next of Kin



ELEMENT OF COMPARISON

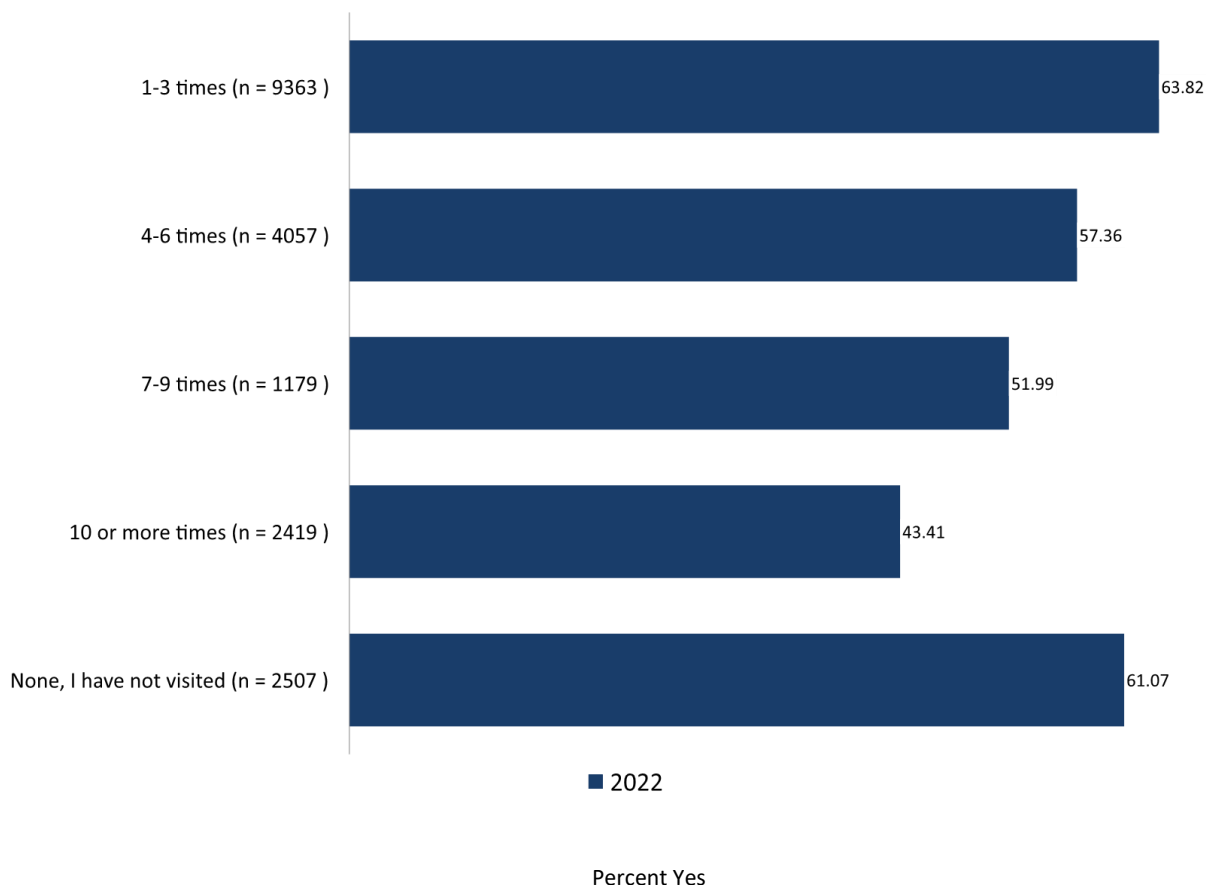
Factors influencing visiting by number of times visiting the national cemetery.

NEXT OF KIN

Question 2: How many times have you visited the national cemetery where your loved one was interred?
interred?

Question 4a: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

■ Distance to the national cemetery



ELEMENT OF COMPARISON

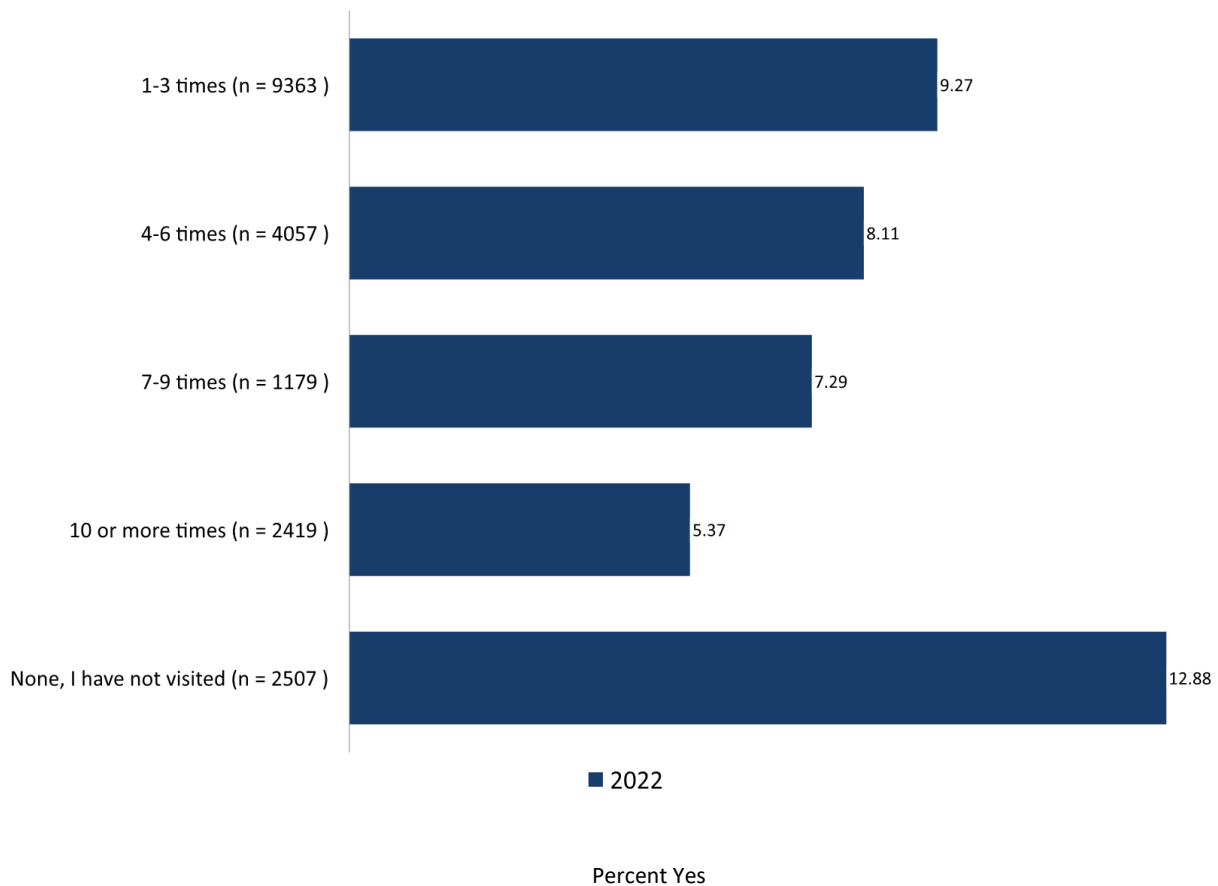
Factors influencing visiting by number of times visiting the national cemetery.

NEXT OF KIN

Question 2: How many times have you visited the national cemetery where your loved one was interred?
interred?

Question 4b: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

■ Access to transportation



ELEMENT OF COMPARISON

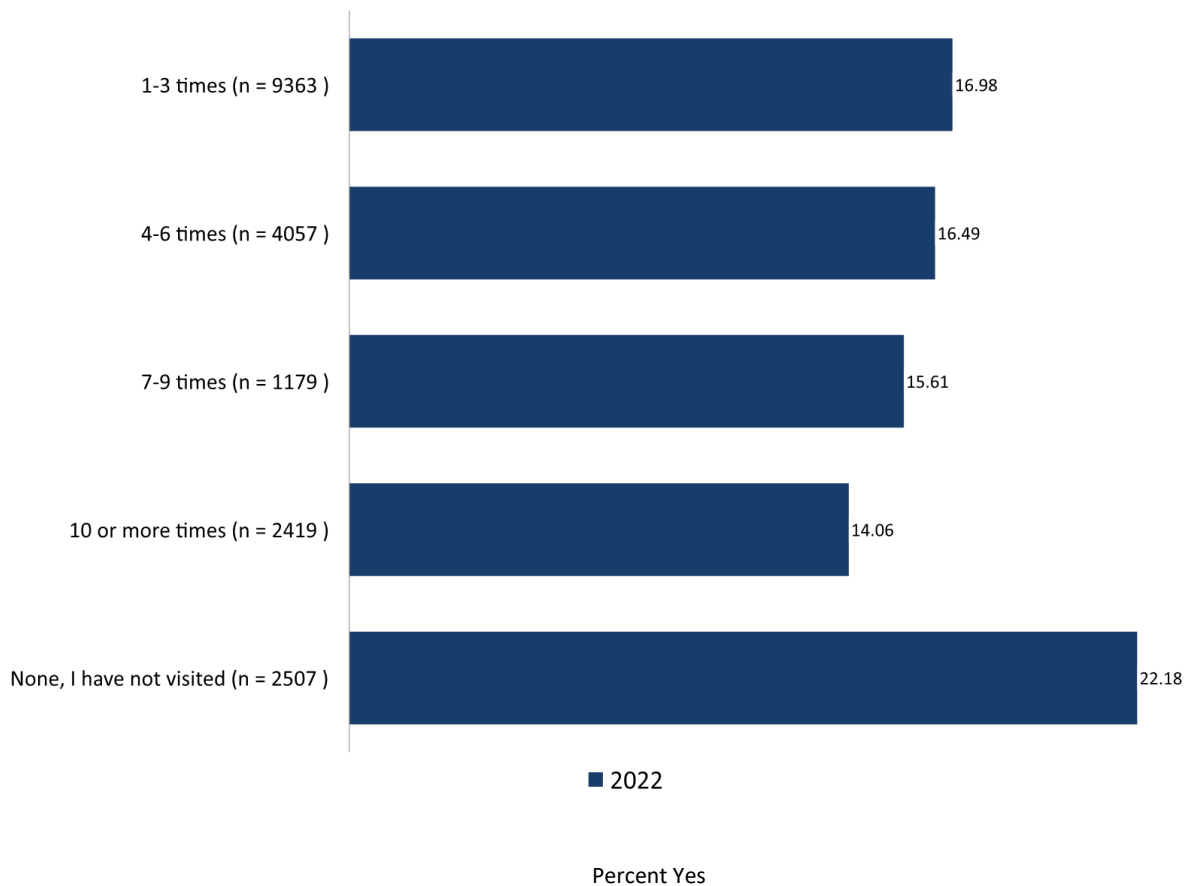
Factors influencing visiting by number of times visiting the national cemetery.

Question 2: How many times have you visited the national cemetery where your loved one was interred?

Question 4c: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

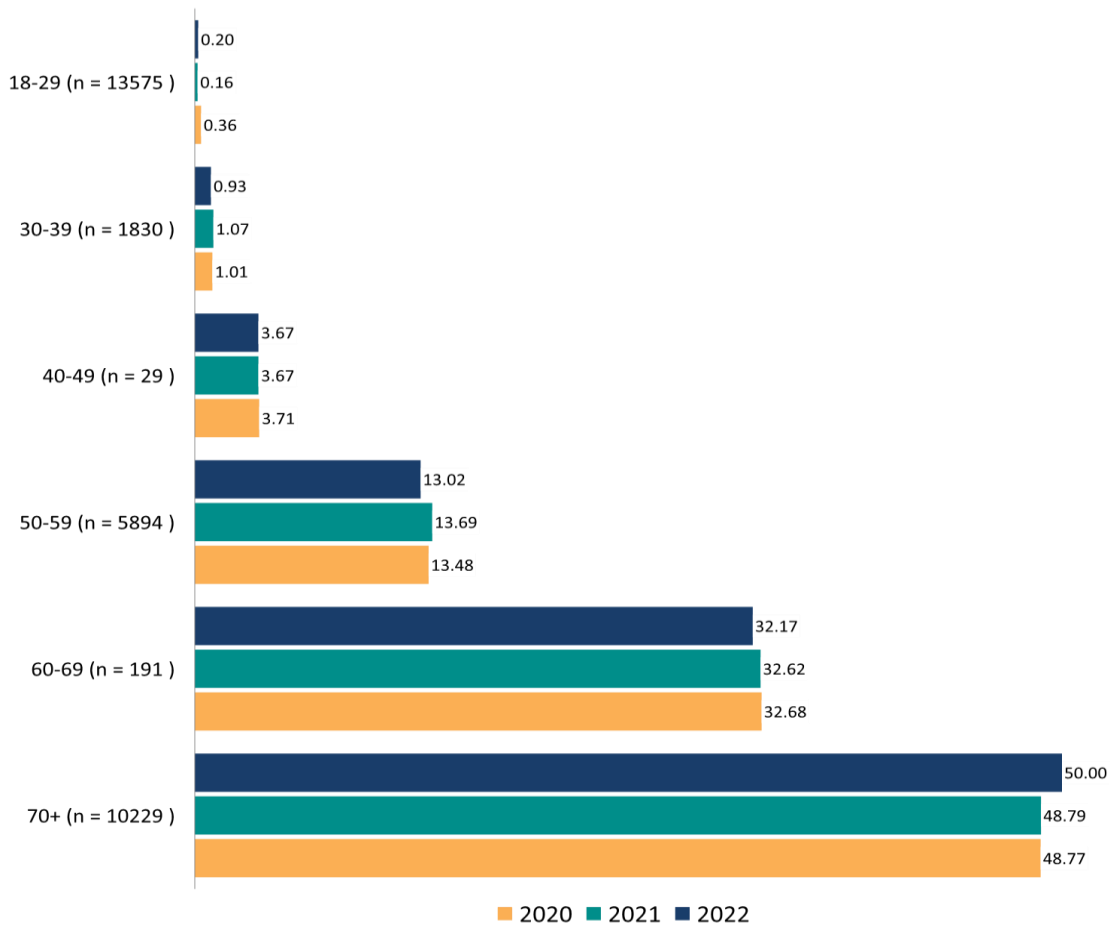
■ Health status

Next of Kin



Question 52: In what year were you born? (Age group)

Next of Kin

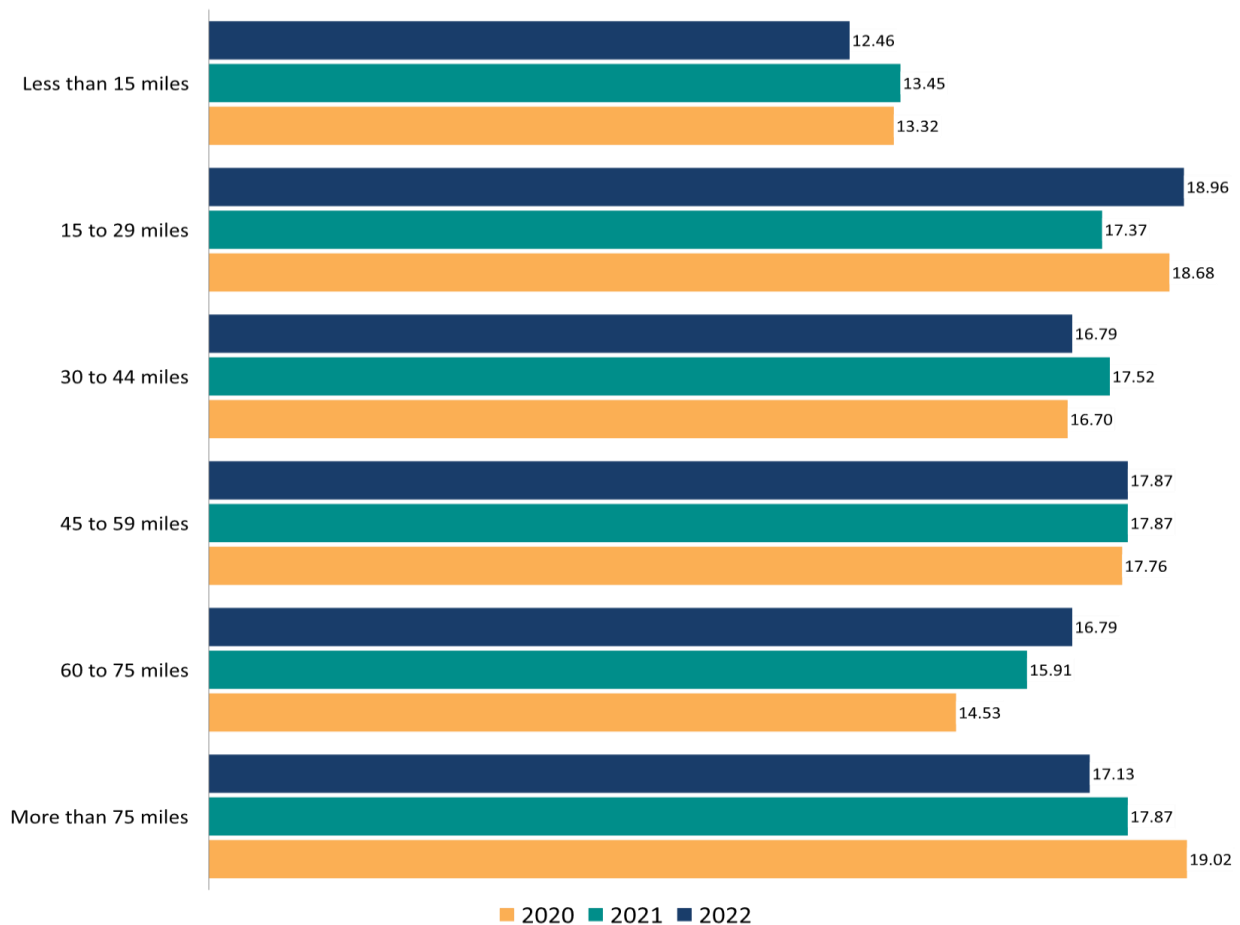


2020: n = 13,575 2021: n = 18,071 2022: n = 20,456

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 2: How far is your funeral home from the national cemetery with which you most frequently do business?

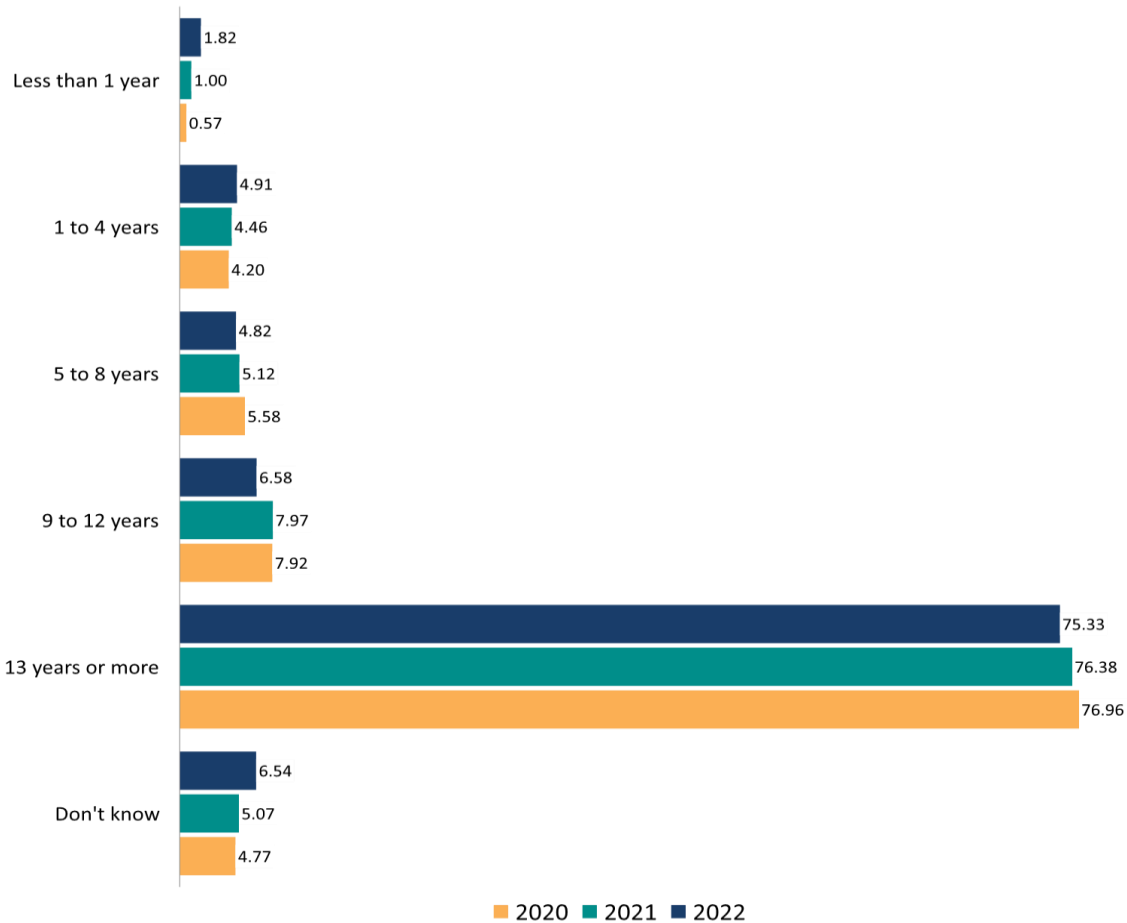
Funeral Director



2020: n = 2,072 2021: n = 1,992 2022: n = 2,031

Question 3: How long has your funeral home worked with the national cemetery?

Funeral Director

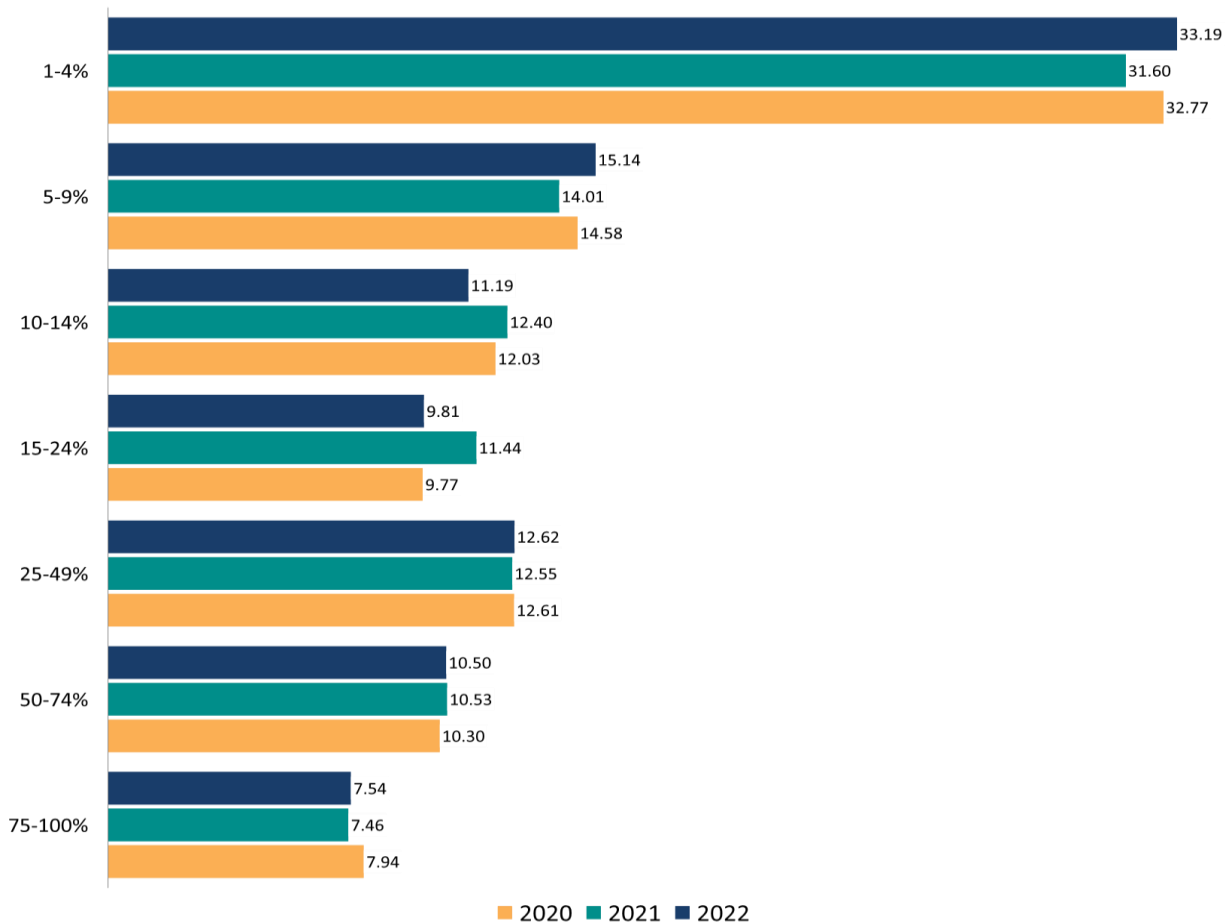


2020: n = 2,096 2021: n = 1,994 2022: n = 2,035

Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?

Funeral Director



2020: n = 2,078 2021: n = 1,984 2022: n = 2,028

Appendix B: Methodology and Survey Instruments

SECTION DESCRIPTION

- Presented within this appendix is a detailed description of the methodology used to develop and administer the 2022 NCA Survey of Satisfaction with National Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- A summary of the types and number of calls received to the survey help line and email address established to respond to survey respondents' questions or concerns about the survey is included.
- Finally, the 2022 national cemetery survey for next of kin, and the national cemetery component of the Funeral Director survey are included as well for reference.

Project Background

To better assess satisfaction with services provided by national 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 2022 Survey of Satisfaction with National Cemeteries. The 2022 survey represents the twenty-second full administration of this satisfaction survey and the ninth time a web survey option was offered to respondents.

Data for this 2022 survey were collected from next of kin and funeral directors in three separate fieldings:

- Next of kin Fall fielding: October 8, 2021 to January 4, 2022;
- Funeral director fielding: February 16, 2022 to June 17, 2022; and
- Next of kin Spring fielding: March 30, 2022 to June 17, 2022.

Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) and Automated Monument Application System (AMAS) database of interments. The survey was mailed to 49,699 next of kin who had interred a loved one during the time period of January 1, 2021 through December 31, 2021. The survey was also mailed to 12,554 funeral directors who had worked with VA national, private cemeteries, and State or Tribal Veteran Cemeteries for the interment of a Veteran or eligible family member during the same designated time period.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2022 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2022 Survey Instruments

Survey Development

The survey instrument used for the 2022 survey administration was developed from the 2021 survey instrument. Several modifications were made to the 2021 survey instruments to develop the 2022 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2022 questionnaires.

The final 2022 questionnaires included a total of 55 questions for next of kin, and 40 questions for funeral directors.

2022 National Cemetery Next of Kin Survey

The next of kin 2022 survey instrument revisions were as follows:

- Question 7: The answer options were changed to rank them in descending order of frequency based on 2021 survey results. Also, the answer option “Other (specify)” was added for the 2022 questionnaire.
 - Q7. How did you learn of these benefits prior to your time of need? (*Mark all that apply*)
 - Family member/friends
 - Funeral home
 - Military discharge-related materials
 - Other Veteran/active-duty member
 - Pre-Need Burial Eligibility Determination
 - Veterans Service Organization
 - VA/NCA pamphlet, newsletter, brochure
 - VA/NCA website
 - Other VA organization
 - Professional/military association meetings
 - Public events (e.g., parades, speeches)
 - Local newspaper/news report
 - VA/NCA social media (Facebook or Twitter)
 - Other (specify)
- Question 8: The answer options were changed to rank them in descending order of frequency based on 2021 survey results. The word “one” was also underlined in the 2022 questionnaire.
 - Q8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (*Mark only one*)
 - E-mail
 - Newsletter/flyer
 - VA/NCA website
 - Local newspaper/television news reports
 - VA/NCA social media (Facebook or Twitter)
 - Professional/military association meetings
 - Public events (e.g., parades, speeches)
 - Other (specify)

Appendix B: Methodology and Survey Instruments

- Question 21: The question was modified to move “inscription options” to the beginning of the question in the 2022 questionnaire.
 - Q21. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?
- Question 25: The question was modified to underline the words “quality” and “appearance” for the 2022 questionnaire.
 - Q25. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
- Question 26: The question was modified to remove “If your loved one was a Veteran” from the 2022 questionnaire.
 - Q26. Did you receive a certificate signed by the President of the United States honoring the Veteran’s service?
- Question 31: The answer options were changed to rank them in descending order of frequency based on 2021 survey results. Also, the answer option “Other (specify)” was added for the 2022 questionnaire.
 - Q31. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? *(Mark all that apply)*
 - None, I was well informed
 - Details of the committal service
 - Floral policy
 - Military funeral honors
 - Headstone or marker inscription options
 - Location of gravesite
 - Certificate signed by the President of the United States honoring the Veteran’s service
 - Layout of cemetery (maps)
 - Timeline for placement of headstone/marker
 - Direction to cemetery
 - Other (specify)
- 2021 Questions 32-35: These four demographic questions were moved to the end of the survey and their new question numbers are 51-54.
- Question 32: The question was modified to underline the word “upkeep” for the 2022 questionnaire.
 - Q32. The upkeep of the headstones, markers, or columbarium niche covers.
- Question 33: The question was modified to underline “private, clean, and free of safety hazards” for the 2022 questionnaire.
 - Q33. The committal shelter used for the service was private, clean, and free of safety hazards.
- Question 34: The question was modified to underline the word “honors” for the 2022 questionnaire

- Q34. The cemetery honors all Veterans and their service to our nation.
- Question 35: The question was modified to underline “sufficient signs” for the 2022 questionnaire.
 - Q35. There are sufficient signs within the cemetery to assist visitors.
- Question 36: The question was modified to underline “quality of service” for the 2022 questionnaire.
 - Q36. The quality of service received from cemetery staff is excellent.
- Question 37: The question was modified to underline the word “courteous” for the 2022 questionnaire.
 - Q37. The national cemetery staff was courteous.
- Question 38: The question was modified to underline “knowledgeable, helpful, and responsive” for the 2022 questionnaire.
 - Q38. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.
- Question 39: This question was modified to underline the word “appearance” for the 2022 questionnaire.
 - Q39. The appearance of my loved one’s gravesite/columbaria is excellent.
- Question 40: This question was modified to underline “helpful” for the 2022 questionnaire.
 - Q40. The information kiosks (i.e., gravesite locators) are helpful to me.
- Question 41: This question was modified to underline “overall appearance” for the 2022 questionnaire.
 - Q41. The overall appearance of the State or Tribal Veteran Cemetery is excellent.
- Question 42: This question was modified to underline “satisfied with my experience” for the 2022 questionnaire.
 - Q42. Overall, I am satisfied with my experience at the national cemetery.
- Question 43: This question was modified to underline word “recommend” for the 2022 questionnaire.
 - Q43. I would recommend the cemetery to Veteran families during their time of need.
- Question 44: This question was modified to underline “rely on” and “to meet the burial needs of Veterans in the future” for the 2022 questionnaire.
 - Q44. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.
- Question 45: This question was modified to underline “rely on”, “to maintain”, and “as national shrines in the future” for the 2022 questionnaire.

- Q45. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.
- Question 46: This question was modified to underline “My experiences” and “exceeded my expectations” for the 2022 questionnaire.
 - Q46. My experiences with the national cemetery exceeded my expectations.
- The note below the open-ended question, number 55, was re-worded to more clearly indicate who would be contacting the respondent if they provided their contact information.
 - Note: If you would like to be contacted by the cemetery where your loved one is interred, please write your name and contact information (address or telephone number).

2022 Funeral Director Survey

The funeral director 2022 survey instrument revisions were as follows:

- Question 7: The answer options were changed to rank them in descending order of frequency based on 2021 survey results. The word “one” was also underlined in the 2022 questionnaire.
 - In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)
 - VA/NCA Website
 - Outreach by cemetery staff
 - Veterans Service Officers
 - Professional associations/conventions/meetings
 - Local newspaper/television news reports
 - Public events (e.g., parades, exhibits, speeches)
 - Other (specify)
- Question 8: The answer options were changed to rank them in descending order of frequency based on 2021 survey results. Also, the answer option “Other (specify)” was added for the 2022 questionnaire.
 - Q8. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)
 - None, I feel well informed
 - Scheduling process
 - Eligibility requirements for burial in a national cemetery
 - Floral policy
 - Military funeral honors
 - Headstone, marker, or columbarium niche cover inscription options
 - Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran’s service)
 - Other (specify)

Appendix B: Methodology and Survey Instruments

- Question 9: The answer options were changed to rank them in descending order of frequency based on 2021 survey results
- Q9: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (*Mark only one*)
 - Email
 - Letter
 - Phone
 - Fax
 - VA/NCA Website
 - Newsletter or flyer
- Question 17: The question was modified to move “inscription options” to the beginning of the question in the 2022 questionnaire.
 - Q17. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?
- Question 24: The answer option “neither acceptable nor unacceptable” was modified to change the word “or” to “nor” for the 2022 questionnaire.
 - Q24. To what extent is the quality of military honors acceptable?
 - Very acceptable
 - Somewhat acceptable
 - Neither acceptable nor unacceptable
 - Somewhat unacceptable
 - Very unacceptable
- Question 25: This question was modified to underline the word “upkeep” for the 2022 questionnaire.
 - Q25. The upkeep of the headstones, markers, or columbarium niche covers is excellent...
- Question 26: This question was modified to underline “private, clean, and free of safety hazards”
 - Q26. The committal shelter used for the service was private, clean, and free of safety hazards.
- Question 27: This question was modified to underline the word “honors”
 - Q27. The cemetery honors all Veterans and their service to our nation...
- Question 28: The question was modified to underline “sufficient signs” for the 2022 questionnaire.
 - Q28. There are sufficient signs within the cemetery to assist visitors...
- Question 29: The question was modified to underline “quality of service” for the 2022 questionnaire.
 - Q29. The quality of service received from cemetery staff is excellent...
- Question 30: The question was modified to underline the word “courteous” for the 2022 questionnaire.

Appendix B: Methodology and Survey Instruments

- Q30. The national cemetery staff was courteous...
- Question 31: The question was modified to underline “knowledgeable, helpful, and responsive” for the 2022 questionnaire.
 - Q31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive...
- Question 32: This question was modified to underline “meet my needs” for the 2022 questionnaire.
 - Q32: The National Cemetery Scheduling Office’s hours of operation meet my needs for scheduling services.
- Question 33: This question was modified to underline “helpful” for the 2022 questionnaire.
 - Q33. The information kiosks (i.e., gravesite locators) are helpful to me.
- Question 34: This question was modified to underline “overall appearance” for the 2022 questionnaire.
 - Q34. The overall appearance of the State or Tribal Veteran Cemetery is excellent.
- Question 35: This question was modified to underline “satisfied with my experience” for the 2022 questionnaire.
 - Q35. Overall, I am satisfied with my experience at the national cemetery.
- Question 36: This question was modified to underline word “recommend” for the 2022 questionnaire.
 - Q36. I would recommend the cemetery to Veteran families during their time of need.
- Question 37: This question was modified to underline “rely on” and “to meet the burial needs of Veterans in the future” for the 2022 questionnaire.
 - Q37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.
- Question 38: This question was modified to underline “rely on”, “to maintain”, and “as national shrines in the future” for the 2022 questionnaire.
 - Q38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.
- Question 39: This question was modified to underline “My experiences” and “exceeded my expectations” for the 2022 questionnaire.
 - Q39. My experiences with the national cemetery exceeded my expectations.

Sampling

Sampling Frame

The sampling frame for the 2022 next of kin national cemetery survey included all national cemeteries where a Veteran or family member was eligible to be interred during the 2021 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2022 survey fielding there were 155 national cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2022 surveys was provided to Vistra by NCA semiannually. The initial step was to clean the data and remove records that included fields with missing data critical for successful and accurate mailing of the surveys to the appropriate respondents.

Reasons for exclusion in descending order of frequency were:

- 1) Duplicate addresses;
- 2) Not NoK;
- 3) No NoK name;
- 4) No address/Incomplete address;
- 5) No NoK state and/or city; and
- 6) Invalid names*.

NoK Summary of Reasons for Record Exclusion			
Reason Record Excluded	Fall Fielding	Spring Fielding	Combined
Duplicate Address	2,811	6,262	9,073
Not NoK	2,130	1,890	4,020
No NoK Name	895	942	1,837
No address/Incomplete address	422	484	906
No state and/or city	98	108	206
Invalid names	74	97	171
Total excluded	6,430	9,783	16,213
Total available	74,509	79,247	153,756
Percent excluded	8.63%	12.34%	10.54%

*Names provided that were not valid next of kin. Examples include the names of funeral directors, coroners, mortuaries, and lawyers for unclaimed remains.

Appendix B: Methodology and Survey Instruments

As in previous iterations, the funeral director survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys. Of the 197,640 total available funeral director records, 93.57% were removed as a result of various de-duplication (“de-duping”), with 12,701 deemed usable.

The records that were deemed eligible, or usable, were based on the American Association for Public Opinion Research (AAPOR) referenced by the federal government. AAPOR classifies the eligibility of data by disposition codes for mail surveys** into categories of “mail surveys of specifically named persons” and “internet surveys of specifically named persons.” AAPOR’s disposition codes inform which records are eligible, or usable, from which to draw sample. Of the 153,756 total available NoK records, 10.54% of NC NoK records were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 137,543 deemed usable.

NoK Summary of Reasons for Record Exclusion		
Group	Available Records	Usable Records
National NoK	153,756	137,543
Funeral Directors	197,640	12,701

**The American Association for Public Opinion Research. 2015. Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 8th edition. AAPOR.

Sample Selection

The 2022 sample selections for next of kin and funeral directors had the overarching goal of achieving comparability with past administrations of the NCA Customer Satisfaction Surveys to avoid a break in the series of survey administration and strive for full comparability from survey administrations in recent years.

As in previous iterations, the national cemetery next of kin survey employed sampling whereas the funeral director survey used a census, which included every available unduplicated record.

The second stage of sampling for the national next of kin survey utilized stratification by creating subgroups, or strata, from which records were selected using simple random sampling (SRS) with different percentages applicable to certain stratum. For example, a policy decision of NCA over all survey administrations has been to select 100% (or a census) of interments at any cemetery with 100 or fewer interments. The cut points and percent of records selected, or probability, within each stratum are provided in the table below.

Stratum Creation by Cemetery Size	
Number of Interments per Cemetery	Percent of Available Records
100 or less	100.00%
101-199	75.00%
200-449	55.00%
450-749	40.00%
750 or more	30.00%

For the national cemetery next of kin survey, probability-based sampling was used which took into account confidence levels, margin of error, variance, and population size. Probability based sampling means that the likelihood of selection for the sample drawn from the population will be known. In contrast, non-probability samples such as convenience samples will gather information from any group that happens to be available at a given place or time so they are not representative. Sampling at random removes sources of error that can bias estimates.

The confidence level for this 2022 survey was 95 percent ($\alpha = 1 - 0.95$, or alpha = 0.05) which is in accordance with other federal surveys. A 95 percent confidence level means that 5 times out of 100 the response could be due to chance. The margin of error (MOE) is 3 percent which is frequently used with opinion research. The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. With an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma (σ) is the standard deviation, and n is the sample size.

Appendix B: Methodology and Survey Instruments

Based on this approach, of the final 137,543 usable next of kin records, 49,721 were sampled (36.15%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 49,669 next of kin. 12,554 surveys were mailed to funeral directors after being “de-duplicated” and undergoing NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2021 until December 31, 2021; (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. 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.

The below table presents the number of surveys mailed to next of kin by district.

Number of Surveys Mailed by District: Next of Kin	
Continental District	8,785
Midwest District	10,885
North Atlantic District	7,711
Pacific District	11,665
Southeast District	10,653
Total	49,669

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
 - A cover letter signed by the Executive Director of Cemetery Operations for the next of kin national cemetery survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
 - A cover letter signed by the Principal Deputy Under Secretary for Memorial Affairs for the funeral director survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
- Wave 2: A reminder/thank you postcard.
- Wave 3: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 4: A reminder/thank you/focus group postcard.

In addition to the traditional reminder and thank you postcard, the Wave 4 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 409 next of kin and 147 funeral directors.

The mailings took place according to the following schedule:

Wave	Fall NoK Fielding	Spring NoK Fielding	FD Fielding
Wave 1: First Questionnaire	10/08/2021	03/30/2022	02/16/2022
Wave 2: First Postcard	11/03/2021	04/22/2022	03/11/2022
Wave 3: Second Questionnaire	11/29/2021	05/13/2022	04/12/2022
Wave 4: Second Postcard	12/15/2021	06/03/2022	05/18/2022
Close of Field Date	01/04/2022	06/17/2022	06/17/2022

Survey Help Line

To facilitate responses during the survey administration period, Vistra maintained a survey-specific, toll-free survey help line and email address where respondents could ask questions. A live agent returned all survey-related calls and emails within 24 hours or the next business day.

Overall, during the survey administration period 454 respondents called or emailed (434 calls, 20 emails) the help line with questions pertaining to the 2022 NCA Customer Satisfaction Surveys. Calls and emails were fielded from October 13, 2021 to June 22, 2022.

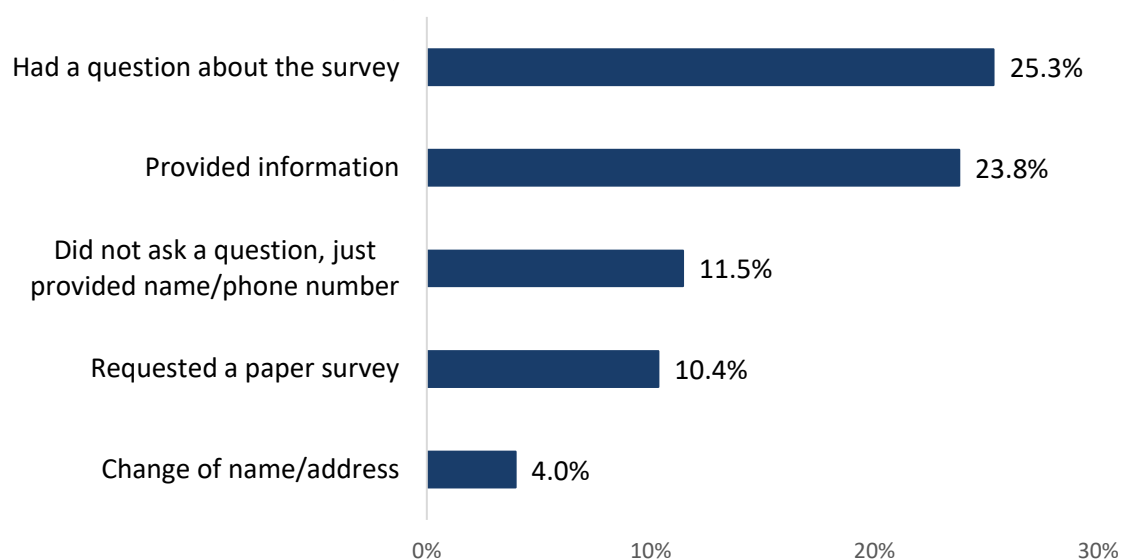
The majority of calls/emails received pertained to one of the following:

- 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.
- 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, inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it), whether they could turn the survey in late due to their COVID delaying the service, and how to access the online survey.
- Requested a paper survey
 - Callers requested a paper survey for the following reasons: they did not receive the initial survey, they misplaced or discarded the survey, or they could not remember whether they sent in 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, questions about being buried or interred with their spouse, and questions or comments about the headstone, marker, or medallion. As appropriate, these questions were referred to NCA, with the appropriate NCA element making the follow-up contact.

Appendix B: Methodology and Survey Instruments

The below chart and table show the reasons for the calls/emails.

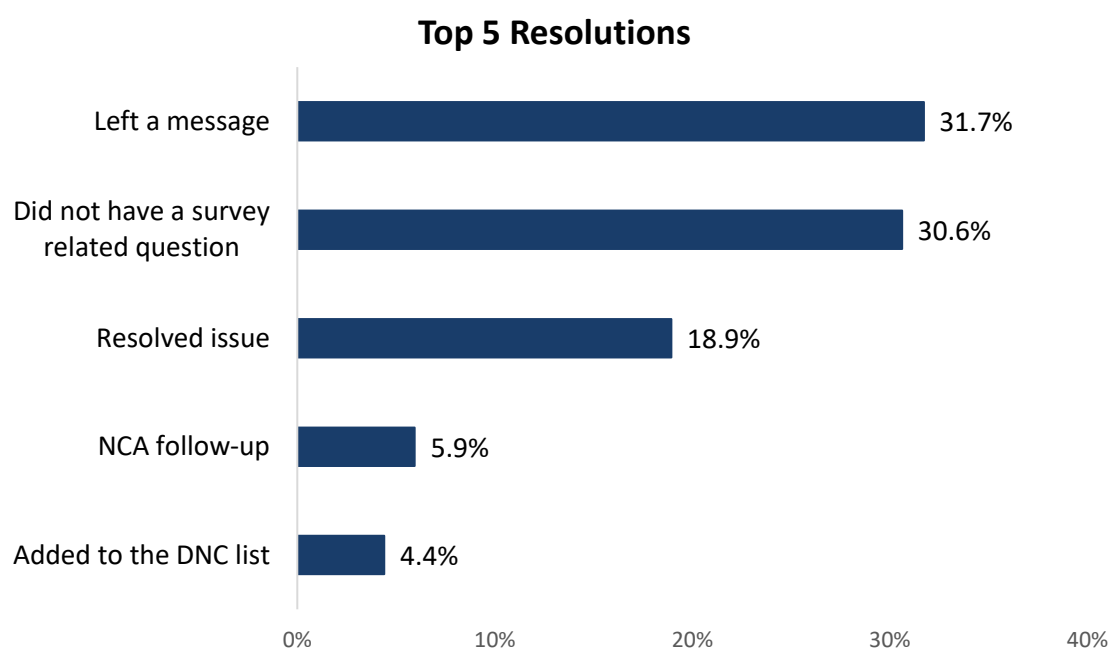
Top 5 Reasons for Call/Email



Reasons for calls	N	Percentage
Had a question about the Survey	115	25.3%
Provided Information	108	23.8%
Did not ask a question, just provided name/phone number	52	11.5%
Requested a paper survey	47	10.4%
Change of name/address	18	4.0%
Received the postcard	18	4.0%
Received a 2 nd Survey	17	3.7%
Other (See Additional Comments)	14	3.1%
Did not get the survey, just the postcard	14	3.1%
Online survey question	12	2.6%
NoK is Deceased	10	2.2%
3 digit Code requested	8	1.8%
Unable to fill out the survey because of mental or physical limitations	6	1.3%
Received mismatch MasterIDs	5	1.1%
Do not contact or survey	5	1.1%
Call/email in Spanish	3	0.7%
Needs return envelope/address	1	0.2%
Benefit question	1	0.2%
Grand Total	454	100.0%

Appendix B: Methodology and Survey Instruments

The below chart and table show the call/email resolutions.



Resolutions	N	Percent
Left a message	144	31.7%
Did not have a survey related question	139	30.6%
Resolved issue	86	18.9%
NCA follow-up	27	5.9%
Added to the DNC list	20	4.4%
Unable to contact	19	4.2%
Replied to email	17	3.7%
Sent to Spanish Consultant	1	0.2%
Other (See Additional Comments)	1	0.2%
Grand Total	454	100.0%

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

**U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION**

**NATIONAL CEMETERIES:
2022 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. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

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

Correct Mark



Incorrect Marks



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

If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069
or VistraResearch@ConsultVistra.com.



NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct MarkIncorrect Marks

Please complete this survey based on your experiences at the national cemetery where your loved one was interred.

1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?

☐ Yes
☐ No
☐ Don't know
2. How many times have you visited the national cemetery where your loved one was interred?

☐ 1 – 3
☐ 4 – 6
☐ 7 – 9
☐ 10 or more
☐ None, I have not visited
3. How far do you reside from the national cemetery?

☐ Less than 15 miles
☐ 15 to 29 miles
☐ 30 to 44 miles
☐ 45 to 59 miles
☐ 60 to 75 miles
☐ More than 75 miles
4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)

☐ Distance to the national cemetery
☐ Access to transportation
☐ Health status
☐ Other (specify) _____
5. 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
6. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?

☐ Yes
☐ No → Go To #8

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

☐ Family member/friends
☐ Funeral home
☐ Military discharge-related materials
☐ Other Veteran/active duty member
☐ Pre-Need Burial Eligibility Determination
☐ Veterans Service Organization
☐ VA/NCA pamphlet, newsletter, brochure
☐ VA/NCA website
☐ Other VA organization
☐ Professional/military association meetings
☐ Public events (e.g., parades, speeches)
☐ Local newspaper/news report
☐ VA/NCA social media (Facebook or Twitter)
☐ Other (specify) _____
8. Prior to the time of need, what is the **BEST** way for the national cemetery to convey information regarding benefits? (Mark only one)

☐ E-mail
☐ Newsletter/flyer
☐ VA/NCA website
☐ Local newspaper/television news reports
☐ VA/NCA social media (Facebook or Twitter)
☐ Professional/military association meetings
☐ Public events (e.g., parades, speeches)
☐ Other (specify) _____
9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied
10. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

☐ Very informed
☐ Somewhat informed
☐ Neither informed nor uninformed
☐ Somewhat uninformed
☐ Very uninformed

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>11. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No, a funeral director scheduled it on my behalf → Go To #13</p> <p><input type="radio"/> Don't know → Go To #13</p>	<p>12. How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>	<p>13. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <p><input type="radio"/> Visit the gravesite</p> <p><input type="radio"/> View the burial</p> <p><input type="radio"/> Specific religious practices (e.g., blessing the gravesite)</p> <p><input type="radio"/> Specific cultural practices (e.g., spreading placement of earth/soil into the grave)</p> <p><input type="radio"/> Additional seating at the committal service</p> <p><input type="radio"/> Handicapped accommodations</p> <p><input type="radio"/> No, my family did not have any special needs or requests → Go To #15</p>	<p>14. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <p><input type="radio"/> Yes, completely</p> <p><input type="radio"/> Yes, somewhat</p> <p><input type="radio"/> No, and I understand why</p> <p><input type="radio"/> No, and I did not understand why</p>
<p>15. In what religious practice was the burial conducted?</p> <p><input type="radio"/> Christian</p> <p><input type="radio"/> Catholic</p> <p><input type="radio"/> Muslim</p> <p><input type="radio"/> Jewish</p> <p><input type="radio"/> Buddhist</p> <p><input type="radio"/> Hindu</p> <p><input type="radio"/> Atheist</p> <p><input type="radio"/> Agnostic</p> <p><input type="radio"/> None</p> <p><input type="radio"/> Other (specify) _____</p>	<p>16. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?</p> <p><input type="radio"/> Yes, I viewed it online</p> <p><input type="radio"/> Yes, the funeral director provided it</p> <p><input type="radio"/> No → Go To #19</p>	<p>Please indicate your level of agreement with the following statement:</p> <p>17. The video(s) helped me understand the burial process at the national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p>	<p>18. Was your experience at the national cemetery similar to the video on service options you viewed?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
	<p>19. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><input type="radio"/> My loved one did not receive military funeral honors</p>	<p>20. Overall, how satisfied were you with the committal service at the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>	<p>21. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Not sure/don't know</p>

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>22. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>			
<p>23. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <input type="radio"/> Don't know/the marker or headstone has not yet arrived → Go To #26</p>			
<p>24. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know</p>			
<p>25. Overall, how satisfied were you with the <u>quality and appearance</u> of the headstone, marker, or columbarium niche cover when it arrived?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p> <p><u>If your loved one was NOT a Veteran please go to Question 30.</u></p>			
<p>26. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Yes <input type="radio"/> No → Go To #30</p> <p><i>For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at www.cem.va.gov/pmc.asp.</i></p>			
<p>27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Very satisfied → Go To #29 <input type="radio"/> Somewhat satisfied → Go To #29 <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p>			
<p>28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)</p> <p><input type="radio"/> Envelope was bent/torn <input type="radio"/> Name was misspelled <input type="radio"/> Poor print quality <input type="radio"/> Other problem (specify) _____</p> <p><u>Please indicate your level of agreement with the following statement:</u></p>			
<p>29. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</p> <p><input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree</p>			
<p>30. NCA Pre-Need Eligibility Process:</p> <p>a. Are you aware of the NCA Pre-Need Eligibility Process? <input type="radio"/> Yes <input type="radio"/> No</p> <p>b. Have you applied? <input type="radio"/> Yes <input type="radio"/> No</p> <p>c. Do you intend to apply? <input type="radio"/> Yes <input type="radio"/> No</p> <p>d. If you applied, were you satisfied with the length of time it took to receive a certificate of approval? <input type="radio"/> Yes <input type="radio"/> No</p>			
<p>31. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I was well informed <input type="radio"/> Details of the committal service <input type="radio"/> Floral policy <input type="radio"/> Military funeral honors <input type="radio"/> Headstone or marker inscription options <input type="radio"/> Location of gravesite <input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service <input type="radio"/> Layout of cemetery (maps) <input type="radio"/> Timeline for placement of headstone/marker <input type="radio"/> Directions to cemetery <input type="radio"/> Other (specify) _____</p>			

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/not applicable
32. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The cemetery <u>honors</u> all Veterans and their service to our nation. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. There are <u>sufficient signs</u> within the cemetery to assist visitors. .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The <u>quality of service</u> received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The national cemetery staff was <u>courteous</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The national cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The <u>appearance</u> of my loved one's gravesite/columbaria is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The <u>overall appearance</u> of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Overall, I am <u>satisfied with my experience</u> at the national cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. I would <u>recommend</u> the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I am willing to <u>rely on</u> VA and the National Cemetery Administration <u>to meet the burial needs of Veterans in the future</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. I am willing to <u>rely on</u> VA and the National Cemetery Administration <u>to maintain</u> national cemeteries <u>as national shrines in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. Have you visited a State or Tribal Veterans Cemetery?

☐ Yes

☐ No -> Go To #50

☐ Don't know/not applicable -> Go To #50

Please indicate your level of agreement with the following statements.

48. 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

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<p>49. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <p> <input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree </p> <p>50. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.</p> <p> <input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree <input type="radio"/> Don't know/not applicable </p>	<p>51. What is your gender?</p> <p> <input type="radio"/> Male <input type="radio"/> Female </p> <p>52. In what year were you born?</p> <p>_____</p> <p>53. Are you Hispanic or Latino?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p> <p>54. What is your race? (Mark one or more)</p> <p> <input type="radio"/> White <input type="radio"/> Black or African American <input type="radio"/> American Indian or Alaska Native <input type="radio"/> Asian <input type="radio"/> Native Hawaiian or other Pacific Islander </p>		
<p>55. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><i>Note: If you would like to be contacted by the cemetery where your loved one is interred, please write your name and contact information (address or telephone number):</i></p> <p>_____</p> <p style="text-align: center; margin-top: 20px;">Thank you very much for taking the time to complete this questionnaire.</p> <p style="text-align: center;">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:</p> <p style="text-align: center;"> DEPARTMENT OF VETERANS AFFAIRS VA NCA CUSTOMER SATISFACTION SURVEY PO BOX 510570 LIVONIA, MI 48151 </p> <p style="text-align: center;">If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or VistraResearch@ConsultVistra.com.</p>			

OMB Control Number 2900-0571
Estimated Completion Time: 20-30 Minutes

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

2022 FUNERAL DIRECTOR SATISFACTION SURVEY (National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

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

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 clearly (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 contact the Survey Help Line at 1-833-231-7069
or VistraResearch@ConsultVistra.com.



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NATIONAL CEMETERY ADMINISTRATION
295128-2

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

NATIONAL CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did you conduct business at a National Cemetery during the 2021 calendar year?

☐ Yes -> Go to Question 1

☐ No -> Go to the Memorial Products Service Satisfaction Survey on Page 5

1. In the survey packet, look at the form labeled "INSTRUCTIONS FOR COMPLETING THE NATIONAL CEMETERIES SATISFACTION SURVEY QUESTION 1" to identify which national cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.

	0	0
	1	1
	2	2
	3	3
	4	4
	5	5
	6	6
	7	7
	8	8
	9	9

Please complete this survey based on your experiences at this national cemetery within the 2021 calendar year.

2. How far is your funeral home from the national cemetery with which you most frequently do business?

☐ Less than 15 miles ☐ 45 to 59 miles

☐ 15 to 29 miles ☐ 60 to 75 miles

☐ 30 to 44 miles ☐ More than 75 miles

3. How long has your funeral home worked with the national cemetery?

☐ Less than 1 year ☐ 9 to 12 years

☐ 1 to 4 years ☐ 13 years or more

☐ 5 to 8 years ☐ Don't Know

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?

☐ 1-4% ☐ 25-49%

☐ 5-9% ☐ 50-74%

☐ 10-14% ☐ 75-100%

☐ 15-24%

5. How would you characterize the overall communication from the national cemetery to your funeral home?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

6. Do you feel that you are well informed by the national 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 national cemetery policies and procedures? (Mark only one)

☐ VA/NCA Website

☐ Outreach by cemetery staff

☐ Veterans Service Officers

☐ Professional associations/conventions/meetings

☐ Local newspaper/television news reports

☐ Public events (e.g., parades, exhibits, speeches)

☐ Other (specify): _____

8. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

☐ None, I feel well informed

☐ Scheduling process

☐ Eligibility requirements for burial in a national cemetery

☐ Floral policy

☐ Military funeral honors

☐ Headstone, marker, or columbarium niche cover inscription options

☐ Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)

☐ Other (specify): _____

For information about the Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service) or to order more copies, please visit our web page at www.cem.va.gov/pmc.asp

9. What is the best way for the national cemetery to communicate with your funeral home regarding **changes** in its policies and procedures? (Mark only one)

☐ Email

☐ Letter

☐ Phone

☐ Fax

☐ VA/NCA Website

☐ Newsletter or flyer

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>	<p>17. Do you understand the <u>inscription options</u> for the headstone, marker, or columbarium niche cover available to next of kin?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>		
<p>11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?</p> <p><input type="radio"/> Superior to private cemeteries</p> <p><input type="radio"/> Better than private cemeteries</p> <p><input type="radio"/> About the same</p> <p><input type="radio"/> Worse than private cemeteries</p> <p><input type="radio"/> Much worse than private cemeteries</p> <p><input type="radio"/> Don't know/not applicable</p>	<p>18. How easy is the process of scheduling an interment at the national cemetery?</p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Somewhat easy</p> <p><input type="radio"/> Neither easy nor hard</p> <p><input type="radio"/> Somewhat hard</p> <p><input type="radio"/> Very hard</p>		
<p>12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>For general information about eligibility for interment at a national cemetery, please visit our web page at www.cem.va.gov/cem/burial_benefits/eligible.asp.</i></p>	<p>19. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>		
<p>13. Are you aware there are resources available for Funeral Directors on the NCA website?</p> <p><input type="radio"/> Yes <input type="radio"/> No-> Go to #17</p>	<p>20. During committal services, how often do you receive the support you need from cemetery staff?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> For the most part</p> <p><input type="radio"/> Occasionally</p> <p><input type="radio"/> Never</p>		
<p>14. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>21. Generally, how often do committal services at the national cemetery start on time?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> For the most part</p> <p><input type="radio"/> Occasionally</p> <p><input type="radio"/> Never</p>		
<p>15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Did not view the videos</p>	<p>22. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?</p> <p><input type="radio"/> Very successful</p> <p><input type="radio"/> Somewhat successful</p> <p><input type="radio"/> Neither successful nor unsuccessful</p> <p><input type="radio"/> Somewhat unsuccessful</p> <p><input type="radio"/> Very unsuccessful</p> <p><input type="radio"/> Don't know/Not applicable</p>		
<p>16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>			

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

23. How easy is it to schedule military honors at the national 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 nor unacceptable
☐ Somewhat unacceptable
☐ Very unacceptable

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/not applicable
25. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The cemetery <u>honors</u> all Veterans and their service to our nation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. There are <u>sufficient signs</u> within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The <u>quality of service</u> received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The national cemetery staff was <u>courteous</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The national cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The National Cemetery Scheduling Office's hours of operation <u>meet my needs</u> for scheduling services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The Information kiosks (i.e., gravesite locators) are <u>helpful</u> to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The <u>overall appearance</u> of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am <u>satisfied with my experience</u> at the national cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I would <u>recommend</u> the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. I am willing to <u>rely on</u> VA and the National Cemetery Administration to <u>meet the burial needs of Veterans in the future</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to <u>rely on</u> VA and the National Cemetery Administration to <u>maintain</u> national cemeteries <u>as national shrines in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Methodology and Survey Instruments

<i>SEE MARKING INSTRUCTIONS ON THE COVER.</i>	Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
---	---	---

40. Please use this space to elaborate on any aspect of your experience at the national 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):

Appendix C: User Guide

SECTION DESCRIPTION

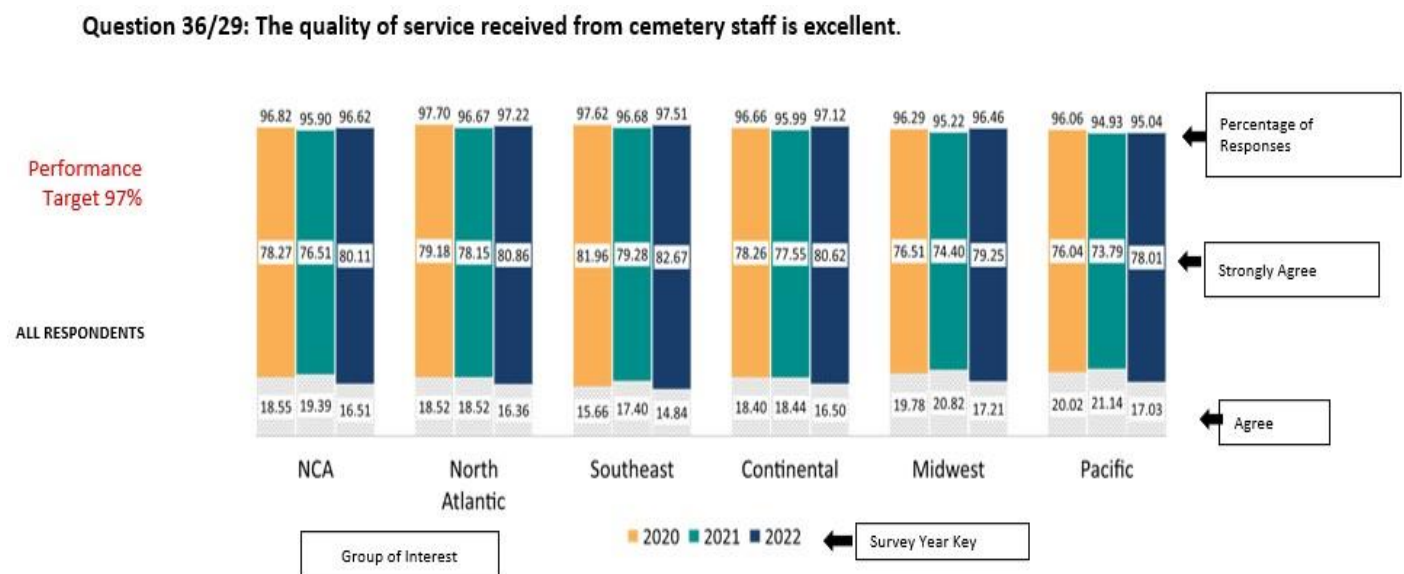
- This section presents an explanation of how to understand and interpret the graphs and tables used in this report:
 - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “strongly agree” to “strongly disagree”).
 - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).

Question Numbers

Questions that were asked of both next of kin and funeral directors are combined in All Respondents graphs followed by the next of kin and funeral directors in separate graphs. When presented together, the first number presented for the question is the question number in the survey instrument asked of next of kin, while the second number is the question number in the survey instrument asked of funeral directors. In the below example, Question 36 was asked of next of kin in the national cemetery satisfaction survey, while Question 29 was asked of funeral directors in the funeral director survey.

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 NCA 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 at the bottom of the graph. When data are available, the graph will display data from the current year and the previous two years. According to the key in this example, 2022 data are shown by the blue bars (darkest shade), 2021 data are shown by the green bars (medium shade), and 2020 data are shown by the yellow bars (lightest shade).

The top percentages represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the bottom percentages are the moderate responses (in this case, “Agree”). For example, in the above graph 16.51% of all NCA respondents selected “agree” in 2022 and 80.11% selected “strongly agree,” so in total, 96.62% of participants responded positively to this item.

When an NCA performance target exists for an item, the performance target is presented at the top left of the graph. This is meant to aid with the comparison between NCA’s performance target on the item and the actual satisfaction survey data. In this example, the performance target is 97%, while the actual satisfaction scores on this item have ranged from 95% to 98%. Note that performance targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not depict a performance target.

Appendix C: User Guide

Data Tables

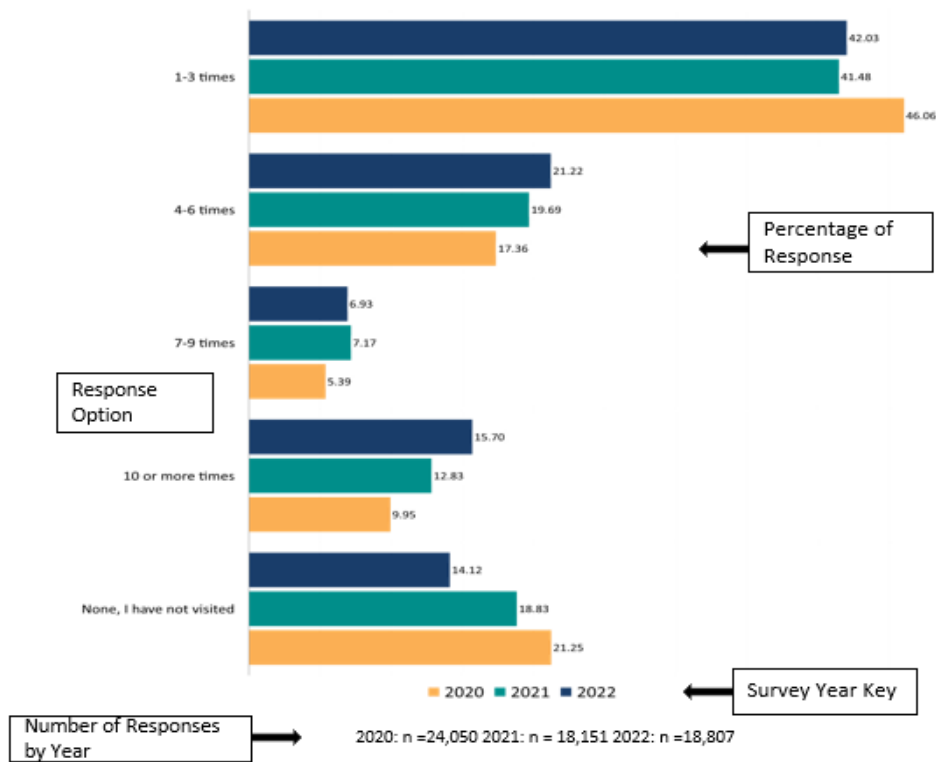
Accompanying each stacked bar graph is a data table that presents detailed item-level results for the current year and the previous two years (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
n		20210	19641	23012	3434	3478	3809	4240	4116	4703	3054	2993	3643	4823	4586	5335	4645	3941	4861
Strongly agree		78.27%	76.51%	80.11%	79.18%	78.15%	80.86%	81.96%	79.28%	82.67%	78.26%	77.55%	80.62%	76.51%	74.40%	79.25%	76.04%	73.79%	78.01%
Agree		18.55%	19.39%	16.51%	18.52%	18.52%	16.36%	15.66%	17.40%	14.84%	18.40%	18.44%	16.50%	19.78%	20.82%	17.21%	20.02%	21.14%	17.03%
Neither agree nor disagree		2.56%	3.02%	2.37%	1.81%	2.70%	2.07%	2.08%	2.45%	1.85%	2.72%	2.91%	1.98%	2.94%	3.49%	2.47%	3.06%	3.70%	3.39%
Disagree		0.46%	0.71%	0.64%	0.35%	0.46%	0.37%	0.19%	0.58%	0.43%	0.49%	0.63%	0.58%	0.62%	0.87%	0.54%	0.58%	0.99%	1.17%
Strongly disagree		0.17%	0.37%	0.37%	0.15%	0.17%	0.34%	0.12%	0.29%	0.21%	0.13%	0.47%	0.33%	0.15%	0.41%	0.52%	0.30%	0.38%	0.39%

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 District-level reports.

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 with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).



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, 2022 data are represented by the top blue bars, 2021 data are represented by the middle green bars, and 2020 data are represented by the bottom yellow bars. Thus, 42.03% of respondents selected 1-3 times in 2022, 41.48% selected 1-3 times in 2021, and 46.06% selected 1-3 times in 2020.

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.

Appendix D

Questions for All Participants

Question #		Question Text	Report Page #
NK	FD		Report Page #
32	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	90 - 91
33	26	The committal shelter used for the service was private, clean, and free of safety hazards.	92 - 93
34	27	The cemetery honors all Veterans and their service to our nation.	27 - 28
35	28	There are sufficient signs within the cemetery to assist visitors.	94 - 95
36	29	The quality of service received from cemetery staff is excellent.	8 - 9
37	30	The national cemetery staff was courteous.	10 - 11
38	31	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	12 - 13
40	33	The information kiosks (i.e., gravesite locators) are helpful to me.	96 - 97
41	34	The overall appearance of the national cemetery is excellent.	14 - 15
42	35	Overall, I am satisfied with my experience at the national cemetery.	16 - 17
43	36	I would recommend the cemetery to Veteran families during their time of need.	18 - 19
44	37	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	20 - 21
45	38	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	25 - 26
46	39	My experiences with the national cemetery exceeded my expectations.	22 - 23

Appendix D

Questions for Next of Kin

Question #	Question Text	Report Page #
NK		Report Page #
1	Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	104
2	How many times have you visited the national cemetery where your loved one was interred?	105
3	How far do you reside from the national cemetery?	106
4	Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred?	107
5	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?	108
6	Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	31
7	How did you learn of these benefits prior to your time of need?	32
8	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	33
9	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	30
10	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?	34
11	Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	35
12	How satisfied were you with the service you or your family member received from the National Cemetery Scheduling Office?	36
13	At the committal service, did your family have any of the following special needs or requests?	63
14	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	64
15	In what religious practice was the burial conducted?	109
16	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	65
17	The video(s) helped me understand the burial process at the national cemetery.	66
18	Was your experience at the national cemetery similar to the video on service options you viewed?	67
19	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	68
20	Overall, how satisfied were you with the committal service at the national cemetery?	62
21	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	84
22	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	85

Appendix D

Question #	Question Text	Report Page #
NK		Report Page #
23	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	83
24	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	87
25	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	86
26	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	37
27	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	38
28	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	39
29	Receiving the certificate signed by the President of the United States honoring the Veterans service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	40
30	NCA Pre-Need Eligibility Process	41 - 44
31	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?	45
39	The appearance of my loved one's gravesite/columbaria is excellent.	89
47	Have you visited a State or Tribal Veterans Cemetery?	99
48	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	100
49	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	101
50	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	102
51	What is your gender?	110
52	In what year were you born? (Age group)	133
53	Are you Hispanic or Latino?	118
54	What is your race? (Mark one or more)	122

Appendix D

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the national cemetery with which you most frequently do business?	134
3	How long has your funeral home worked with the national cemetery?	135
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	136
5	How would you characterize the overall communication from the national cemetery to your funeral home?	48
6	Do you feel that you are well informed by the national cemetery of its policies and procedures?	49
7	In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	50
8	What national cemetery policies or procedures do you feel you could use more information about?	51
9	What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	58
10	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	47
11	Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	75
12	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	52
13	Are you aware there are resources available for Funeral Directors on the NCA Website?	53
14	Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	54
15	Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	55
16	Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?	56
17	Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?	57
18	How easy is the process of scheduling an interment at the national cemetery?	72
19	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?	73
20	During committal services, how often do you receive the support you need from cemetery staff?	74
21	Generally, how often do committal services at the national cemetery start on time?	76
22	If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	77
23	How easy is it to schedule military honors at the national cemetery?	78

Appendix D

Question #	Question Text	Report Page #
FD		Report Page #
24	To what extent is the quality of military honors acceptable?	79
32	The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	59

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction.

National Response Rates

Nationally, the survey yielded a response rate of 41.16% (46.48% for next of kin and 20.18% for funeral directors). The 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.

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable. 3,316 undeliverable pieces of mail (5.33%) were received over the course of the 2022 survey. The following number of surveys were defined as undeliverable and not delivered to the respondent and returned to the post office:

Undeliverable Reason	Number of Surveys Returned/Percent			
	Next of Kin		Funeral Directors	
Not deliverable as addressed	864	32.10%	181	29.05%
Insufficient address	440	16.34%	52	8.35%
Attempted – Not known	380	14.12%	87	13.96%
No such number	298	11.07%	68	10.91%
No such street	253	9.40%	32	5.14%
No mail receptacle	156	5.79%	134	21.51%
Vacant	107	3.97%	31	4.98%
No comment	47	1.75%	11	1.77%
Unclaimed	36	1.34%	7	1.12%
Moved – Left no address	36	1.34%	2	0.32%
Forward time expired	27	1.00%	7	1.12%
Refused	26	0.97%	7	1.12%
Deceased	8	0.30%	N/A	N/A
Unable to Forward	7	0.26%	N/A	N/A
Return to Sender	3	0.11%	N/A	N/A
Temporarily Away	2	0.07%	2	0.32%
Illegible	1	0.04%	N/A	N/A
Box Closed	1	0.04%	1	0.16%
In Dispute	N/A	N/A	1	0.16%
Total	2,692	100%	624	100.00%

Appendix E: Response Rates

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

Survey Response Rates			
	Next of Kin	Funeral Directors	Total
Total Sample	49,699	12,554	62,253
Undeliverable	2,692	624	3,316
Total Eligible Questionnaires	47,007	11,930	58,937
Total Returned Surveys	21,848	2,408	24,256
English Surveys Returned	21,694	2,380	24,074
Spanish Surveys Returned	154	28	182
Total Response Rate (Returned/Eligible)	46.48%	20.18%	41.16%

The tables below present survey returns by District and completion method.

Survey Returns by District				
	Next of Kin		Funeral Directors	
Continental District	3,568	16.33%	191	7.93%
Midwest District	5,090	23.30%	423	17.57%
North Atlantic District	3,594	16.45%	340	14.12%
Pacific District	4,993	22.85%	117	4.86%
Southeast District	4,603	21.07%	272	11.30%
Total Returned Surveys	21,848	100.00%	1,343*	55.78%*

*For funeral directors, the Total Returned Surveys does not add up to 100% as some returned questionnaires did not include a specific cemetery.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	2,674	12.24%	606	25.17%
	Spanish	25	0.11%	6	0.25%
	Total	2,699	12.35%	612	25.42%
Paper Completes	English	19,020	87.06%	1,774	73.67%
	Spanish	129	0.59%	22	0.91%
	Total	19,149	87.65%	1,796	74.58%
Total Returned Surveys		21,848	100.00%	2,408	100.00%

*49,290 English-language NoK and 409 Spanish-language survey NoK questionnaires were mailed for this survey; 12,407 English-language FD and 147 Spanish-language FD survey questionnaires were mailed for this survey.

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 District-level reports.

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Abraham Lincoln National Cemetery	1,183	517	43.70%	62
Acadia National Cemetery	27	13	48.15%	1
Alabama National Cemetery	458	189	41.27%	11
Alexandria LA National Cemetery	13	6	46.15%	2
Alexandria, VA National Cemetery	3	1	33.33%	3
Alton National Cemetery	0	0	0.00%	0
Annapolis National Cemetery	0	0	0.00%	0
Bakersfield National Cemetery	481	212	44.07%	4
Ball's Bluff National Cemetery	0	0	0.00%	0
Baltimore National Cemetery	160	77	48.13%	4
Barrancas National Cemetery	524	232	44.27%	2
Bath National Cemetery	180	83	46.11%	9
Baton Rouge National Cemetery	0	0	0.00%	0
Bay Pines National Cemetery	376	162	43.09%	11
Beaufort National Cemetery	307	127	41.37%	15
Benicia Arsenal Post Cemetery	0	0	0.00%	0
Beverly National Cemetery	66	34	51.52%	3
Biloxi National Cemetery	442	176	39.82%	13
Black Hills National Cemetery	503	279	55.47%	5
Baxter Springs	1	0	0.00%	0
Calverton National Cemetery	1,457	590	40.49%	40
Camp Butler National Cemetery	339	156	46.02%	9
Camp Nelson National Cemetery	4	2	50.00%	2
Cape Canaveral National Cemetery	474	209	44.09%	11
Cave Hill National Cemetery	63	25	39.68%	3
Chattanooga National Cemetery	241	101	41.91%	10
Cheyenne National Cemetery	117	59	50.43%	3
City Point National Cemetery	1	1	100.00%	1
Cold Harbor National Cemetery	0	0	0.00%	0
Corinth National Cemetery	20	5	25.00%	4
Crown Hill National Cemetery	0	0	0.00%	0
Culpeper National Cemetery	236	117	49.58%	6
Cypress Hills National Cemetery	1	1	100.00%	0
Dallas / Fort Worth National Cemetery	1,546	612	39.59%	36
Danville, IL National Cemetery	185	81	43.78%	5
Danville, KY National Cemetery	80	29	35.25%	8
Danville, VA National Cemetery	12	7	58.33%	1
Dayton National Cemetery	502	195	38.84%	24

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Eagle Point National Cemetery	478	217	45.40%	5
Fargo National Cemetery	174	93	53.45%	8
Fayetteville National Cemetery	207	88	42.51%	7
Finn's Point National Cemetery	30	15	50.00%	1
Florence National Cemetery	18	8	44.44%	2
Florida National Cemetery	103	32	31.07%	6
Fort Bayard National Cemetery	96	48	50.00%	1
Fort Bliss National Cemetery	498	184	36.95%	4
Fort Custer National Cemetery	504	236	46.83%	16
Fort Devens Post Cemetery	7	2	28.57%	0
Fort Douglas Post Cemetery	7	6	85.71%	2
Fort Gibson National Cemetery	459	184	40.09%	17
Fort Harrison National Cemetery	0	0	0.00%	0
Fort Jackson National Cemetery	119	55	46.22%	5
Fort Lawton Post Cemetery	4	3	75.00%	0
Fort Leavenworth National Cemetery	68	32	47.06%	3
Fort Logan National Cemetery	1,172	548	46.76%	13
Fort Lyon National Cemetery	32	23	71.88%	3
Fort McClellan Post Cemetery	0	0	0.00%	0
Fort McPherson National Cemetery	189	104	55.03%	8
Fort Meade National Cemetery	0	0	0.00%	0
Fort Missoula Post Cemetery	1	0	0.00%	0
Fort Mitchell National Cemetery	2	2	100.00%	1
Fort Richardson National Cemetery	214	95	44.39%	0
Fort Rosecrans National Cemetery	446	198	44.39%	00
Fort Sam Houston National Cemetery	1,351	539	39.90%	26
Fort Scott National Cemetery	153	74	48.37%	6
Fort Sheridan National Cemetery	105	52	49.52%	6
Fort Sill National Cemetery	368	164	44.57%	12
Fort Smith National Cemetery	267	117	43.82%	3
Fort Snelling National Cemetery	1,449	715	49.34%	42
Fort Stevens National Cemetery	16	7	43.75%	
Georgia National Cemetery	330	140	42.42%	11
Gerald B. H. Solomon Saratoga National Cemetery	532	266	50.00%	20
Glendale National Cemetery	2	1	50.00%	0
Golden Gate National Cemetery	214	100	46.73%	2
Grafton National Cemetery	0	0	0.00%	0
Great Lakes National Cemetery	1,356	659	48.60%	51

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Hampton (VAMC) National Cemetery	0	0	0.00%	0
Hampton National Cemetery	34	14	41.18%	1
Hot Springs National Cemetery	0	0	0.00%	0
Houston National Cemetery	1,154	368	31.89%	28
Indiantown Gap National Cemetery	690	351	50.87%	57
Jacksonville National Cemetery	177	68	38.42%	8
Jefferson Barracks National Cemetery	1,435	627	43.69%	36
Jefferson City National Cemetery	2	2	100.00%	0
Keokuk National Cemetery	96	37	38.54%	3
Kerrville National Cemetery	0	0	0.00%	0
Knoxville National Cemetery	78	30	38.46%	4
Leavenworth National Cemetery	396	146	36.87%	23
Lebanon National Cemetery	497	182	36.62%	11
Lexington National Cemetery	26	13	50.00%	4
Little Rock National Cemetery	60	18	30.00%	7
Long Island National Cemetery	588	273	46.43%	3
Los Angeles National Cemetery	339	132	38.94%	
Loudon Park National Cemetery	1	1	100.00%	2
Louisiana National Cemetery	249	92	36.95%	10
Marietta National Cemetery	331	123	37.16%	10
Marion National Cemetery	241	102	42.32%	12
Massachusetts National Cemetery	753	338	44.89%	35
Memphis National Cemetery	1,902	888	46.69%	21
Mill Springs National Cemetery	716	312	43.58%	30
Miramar National Cemetery	856	366	42.76%	2
Mobile National Cemetery	791	360	45.51%	12
Morovis National Cemetery	410	151	36.83%	15
Mound City National Cemetery	47	22	46.81%	2
Mountain Home National Cemetery	611	240	39.28%	16
Nashville National Cemetery	390	169	43.33%	24
Natchez National Cemetery	113	44	38.94%	1
National Cemetery of the Alleghenies	549	301	54.83%	47
National Memorial Cemetery of Arizona	1,029	449	43.63%	9
National Memorial Cemetery of the Pacific	564	299	53.01%	1
New Albany National Cemetery	778	355	45.63%	3

Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
New Bern National Cemetery	14	6	42.86%	2
Northwoods National Cemetery	69	50	72.46%	4
Ohio Western Reserve National Cemetery	881	407	46.20%	64
Omaha National Cemetery	440	222	50.45%	9
Philadelphia National Cemetery	6	2	33.33%	3
Pikes Peak National Cemetery	464	217	46.77%	1
Port Hudson National Cemetery	92	26	28.26%	1
Prescott National Cemetery	248	135	54.44%	5
Puerto Rico National Cemetery	593	290	48.90%	7
Quantico National Cemetery	556	247	44.42%	17
Quincy National Cemetery	2	1	50.00%	1
Raleigh National Cemetery	8	4	50.00%	2
Richmond National Cemetery	0	0	0.00%	0
Riverside National Cemetery	2,354	856	36.36%	14
Rock Island National Cemetery	395	197	49.87%	9
Roseburg National Cemetery	266	136	51.13%	2
Sacramento Valley National Cemetery	1,006	425	42.25%	17
Salisbury National Cemetery	429	171	39.86%	28
San Antonio National Cemetery	0	0	0.00%	0
San Francisco National Cemetery	35	21	60.00%	0
San Joaquin Valley National Cemetery	480	183	38.13%	10
Santa Fe National Cemetery	504	223	44.25%	4
Sarasota National Cemetery	232	103	44.40%	5
Seven Pines National Cemetery	2	1	50.00%	0
Sitka National Cemetery	19	7	36.84%	2
Snake River Canyon National Cemetery	71	35	49.30%	1
South Florida National Cemetery	0	0	0.00%	0
Springfield National Cemetery	79	39	49.37%	8
St. Augustine National Cemetery	2	1	50.00%	
Staunton National Cemetery	0	0	0.00%	0
Tahoma National Cemetery	918	394	42.92%	16
Tallahassee National Cemetery	0	0	0.00%	0
Togus National Cemetery	0	0	0.00%	0
Utah National Cemetery	0	0	0.00%	0
Vancouver Barracks National Cemetery	47	26	55.32%	0

The table below presents response rates for each national cemetery included in the 2022 NCA Survey of Customer Satisfaction

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Washington Crossing National Cemetery	647	305	47.14%	36
West Virginia National Cemetery	235	109	46.38%	5
Western New York National Cemetery	314	184	58.60%	8
Willamette National Cemetery	980	426	43.47%	22
Wilmington National Cemetery	10	5	50.00%	0
Winchester National Cemetery	3	2	66.67%	0
Wood National Cemetery	91	45	49.45%	7
Woodlawn National Cemetery	158	72	45.57%	5
Yellowstone National Cemetery	173	97	56.07%	2
Zachary Taylor National Cemetery	0	0	0.00%	0

Appendix F: Survey Results by Question

SECTION DESCRIPTION

- This appendix provides the 2022 next of kin and funeral director survey results by question.

Appendix F: Survey Results by Question

Survey Results by Question: Next of Kin

1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,092	n=3,307	n=4,242	n=3,287	n=4,708	n=4,548
Yes	80.45%	83.43%	80.08%	81.35%	82.97%	75.40%
No	19.55%	16.57%	19.92%	18.65%	17.03%	24.60%
2. How many times have you visited the national cemetery where your loved one was interred?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,681	n=3,571	n=4,563	n=3,537	n=5,058	n=4,952
1-3 times	45.86%	46.68%	44.88%	42.66%	48.30%	45.96%
4-6 times	21.11%	20.36%	22.51%	22.28%	20.30%	20.34%
7-9 times	6.35%	5.96%	6.86%	7.15%	5.56%	6.38%
10 or more times	14.73%	13.55%	14.42%	17.64%	13.11%	15.43%
None, I have not visited	11.96%	13.44%	11.33%	10.26%	12.73%	11.89%
3. How far do you reside from the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,525	n=3,524	n=4,526	n=3,520	n=5,022	n=4,933
Less than 15 miles	17.18%	15.15%	15.78%	21.48%	18.66%	15.37%
15 to 29 miles	22.57%	23.16%	20.02%	28.30%	22.56%	20.43%
30 to 44 miles	16.06%	18.36%	16.31%	13.86%	16.97%	14.84%
45 to 59 miles	11.40%	11.21%	13.43%	8.89%	12.15%	10.68%
60 to 75 miles	8.33%	8.12%	9.66%	6.11%	7.23%	9.95%
More than 75 miles	24.46%	24.01%	24.81%	21.36%	22.44%	28.72%
4. Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,578	n=3,213	n=4,155	n=3,192	n=4,496	n=4,522
Distance to the national cemetery	58.86%	58.92%	60.02%	53.85%	57.16%	62.96%
Access to transportation	8.93%	9.37%	8.13%	8.68%	9.25%	9.20%
Health status	17.12%	15.69%	18.05%	20.11%	16.70%	15.59%
Other (specify)	27.96%	28.54%	26.14%	30.26%	29.27%	26.29%
5. 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?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,674	n=3,568	n=4,559	n=3,534	n=5,065	n=4,948
Yes	18.84%	17.63%	18.93%	20.91%	17.85%	19.18%
No	81.16%	82.37%	81.07%	79.09%	82.15%	80.82%

Appendix F: Survey Results by Question

6. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,539	n=3,543	n=4,539	n=3,509	n=5,029	n=4,919
Yes	76.40%	75.76%	75.46%	76.29%	76.83%	77.35%
No	23.60%	24.24%	24.54%	23.71%	23.17%	22.65%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,876	n=2,581	n=3,298	n=2,580	n=3,735	n=3,682
Family member/friend	61.44%	62.92%	58.88%	57.79%	63.75%	62.90%
Pre-Need Burial Eligibility Determination	9.78%	7.09%	12.28%	10.58%	8.09%	10.56%
Funeral home	31.61%	34.25%	31.41%	31.82%	34.00%	27.35%
Military discharge-related materials	21.66%	19.06%	22.32%	26.01%	20.43%	21.10%
Other Veteran/active-duty member	19.61%	17.98%	20.07%	20.78%	19.79%	19.36%
VA/NCA pamphlet, brochure, newsletter	7.06%	5.66%	8.16%	8.06%	6.29%	7.14%
VA/NCA website	5.03%	4.46%	5.03%	5.43%	4.63%	5.57%
VA/NCA social media (Facebook or Twitter)	<1%	<1%	<1%	<1%	<1%	<1%
Veterans Service Organization	14.41%	13.68%	14.71%	14.19%	14.91%	14.29%
Other VA Organization	3.62%	3.25%	3.46%	4.07%	3.72%	3.59%
Local newspaper/television news reports	2.46%	2.67%	2.64%	2.75%	2.86%	1.55%
Public events (e.g., parades, speeches)	1.81%	1.51%	2.03%	2.09%	2.09%	1.33%
Professional/military association meetings	2.77%	2.17%	3.15%	3.53%	2.76%	2.34%
Other (specify)	7.72%	7.67%	7.55%	7.91%	6.85%	8.64%
8. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,543	n=3,260	n=4,156	n=3,206	n=4,519	n=4,402
E-mail	31.50%	31.20%	32.48%	31.66%	28.68%	33.58%
VA/NCA website	15.08%	15.09%	13.09%	14.44%	15.07%	17.42%
VA/NCA social media (Facebook or Twitter)	2.72%	2.67%	2.84%	2.93%	2.66%	2.57%
Newsletter/flyer	27.59%	28.68%	27.72%	28.38%	28.83%	24.81%
Local newspaper/television news reports	12.72%	13.25%	12.58%	11.95%	13.90%	11.81%
Public events (e.g., parades, speeches)	2.63%	2.42%	3.15%	2.40%	3.23%	1.84%
Professional/military association meetings	2.69%	2.55%	2.62%	3.28%	2.72%	2.39%
Other (specify)	5.07%	4.14%	5.51%	4.96%	4.91%	5.59%

Appendix F: Survey Results by Question

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,578	n=3,552	n=4,542	n=3,529	n=5,046	n=4,909
Very satisfied	88.88%	91.08%	89.63%	89.15%	88.70%	86.60%
Somewhat satisfied	8.11%	6.25%	7.88%	8.33%	8.07%	9.55%
Neither satisfied nor dissatisfied	1.92%	1.97%	1.56%	1.56%	2.16%	2.22%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	1.08%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
10. 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?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,033	n=2,739	n=3,366	n=2,659	n=3,878	n=3,391
Very informed	73.28%	71.12%	73.47%	76.34%	72.54%	73.28%
Somewhat informed	21.23%	21.65%	21.24%	18.80%	21.79%	22.15%
Neither informed nor uninformed	2.75%	4.13%	3.03%	2.67%	2.37%	1.86%
Somewhat uninformed	1.67%	1.86%	1.37%	1.39%	2.11%	1.53%
Very uninformed	1.07%	1.24%	<1%	<1%	1.19%	1.18%
11. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,014	n=3,483	n=4,434	n=3,439	n=4,921	n=4,737
Yes	33.52%	28.05%	31.87%	28.67%	29.89%	46.36%
No, a funeral director scheduled it on my behalf	66.48%	71.95%	68.13%	71.33%	70.11%	53.64%
12. How satisfied were you with the service you or your family member received from the NCA scheduling Office?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=7,011	n=972	n=1,408	n=981	n=1,468	n=2,182
Very satisfied	91.68%	93.83%	93.11%	92.97%	90.94%	89.73%
Somewhat satisfied	6.06%	4.73%	4.90%	5.61%	5.86%	7.75%
Neither satisfied nor dissatisfied	<1%	<1%	<1%	<1%	1.09%	1.01%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	1.50%	1.19%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

13. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,006	n=2,733	n=3,362	n=2,651	n=3,868	n=3,392
Visit the gravesite	20.94%	18.51%	23.56%	16.48%	17.19%	28.07%
View the burial	12.47%	8.67%	13.12%	10.03%	9.28%	20.43%
Specific religious practices	8.70%	8.78%	7.29%	8.22%	7.11%	12.21%
Specific cultural practices	1.69%	1.06%	1.64%	1.58%	1.14%	2.95%
Additional seating at the committal service	3.37%	2.71%	2.83%	3.36%	3.46%	4.36%
Handicapped accommodations	3.74%	3.77%	3.48%	3.21%	3.72%	4.39%
No, my family did not have any special needs or requests	70.10%	72.78%	69.30%	74.54%	74.04%	60.76%
14. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,712	n=733	n=1,022	n=667	n=977	n=1,313
Yes, completely	83.47%	83.90%	84.93%	84.26%	81.88%	82.86%
Yes, somewhat	8.23%	7.78%	7.63%	7.50%	7.06%	10.21%
No, and I understand why	5.22%	5.18%	5.09%	5.55%	7.37%	3.58%
No, and I did not understand why	3.08%	3.14%	2.35%	2.70%	3.68%	3.35%
15. In what religious practice was the burial conducted?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,834	n=2,703	n=3,319	n=2,630	n=3,838	n=3,344
Christian	60.83%	49.24%	66.89%	67.49%	62.06%	57.54%
Catholic	23.05%	37.11%	18.02%	21.25%	22.67%	18.54%
Muslim	<1%	<1%	<1%	<1%	<1%	<1%
Jewish	<1%	1.15%	1.93%	<1%	<1%	1.02%
Buddhist	<1%	<1%	0.00%	<1%	<1%	1.23%
Hindu	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Atheist	<1%	<1%	<1%	<1%	<1%	<1%
Agnostic	<1%	<1%	<1%	<1%	<1%	<1%
None	12.21%	10.17%	10.52%	8.33%	12.14%	18.66%
Other (specify)	2.24%	1.89%	2.23%	2.05%	2.34%	2.54%

Appendix F: Survey Results by Question

16. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,006	n=2,735	n=3,368	n=2,655	n=3,865	n=3,383
Yes, I viewed it online	4.01%	3.14%	4.25%	3.35%	3.54%	5.53%
Yes, the funeral director provided it	3.66%	2.85%	4.19%	5.39%	3.54%	2.57%
No	92.33%	94.00%	91.57%	91.26%	92.91%	91.90%
17. The video(s) helped me understand the burial process at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,158	n=149	n=269	n=221	n=260	n=259
Strongly agree	55.96%	52.35%	60.97%	56.11%	53.46%	55.21%
Agree	35.75%	40.27%	29.74%	34.39%	39.62%	36.68%
Neither agree nor disagree	7.94%	7.38%	8.55%	9.05%	6.54%	8.11%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	<1%	0.00%	0.00%
18. Was your experience at the national cemetery similar to the video on service options you viewed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,135	n=146	n=262	n=219	n=256	n=252
Yes	96.12%	96.58%	95.80%	96.80%	95.70%	96.03%
No	3.88%	3.42%	4.20%	3.20%	4.30%	3.97%
19. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=11,618	n=1,890	n=2,511	n=1,925	n=2,819	n=2,473
Very satisfied	91.94%	94.55%	89.09%	91.79%	93.93%	90.70%
Somewhat satisfied	5.65%	4.50%	8.36%	4.94%	4.22%	5.94%
Neither satisfied nor dissatisfied	1.01%	<1%	<1%	1.40%	1.03%	1.21%
Somewhat dissatisfied	<1%	<1%	1.08%	1.35%	<1%	1.62%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
20. Overall, how satisfied were you with the committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,062	n=2,746	n=3,372	n=2,664	n=3,876	n=3,404
Very satisfied	90.14%	91.01%	89.89%	90.20%	90.89%	88.78%
Somewhat satisfied	7.46%	7.06%	8.24%	7.77%	6.45%	7.90%
Neither satisfied nor dissatisfied	1.12%	<1%	<1%	<1%	1.24%	1.59%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	1.03%	1.20%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

21. Were the headstone, marker, or columbarium niche cover inscription options explained to you?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,572	n=3,554	n=4,541	n=3,527	n=5,040	n=4,910
Yes	91.33%	92.29%	92.14%	92.26%	89.88%	90.71%
No	4.10%	3.15%	3.79%	3.60%	4.74%	4.77%
Don't know	4.57%	4.56%	4.07%	4.14%	5.38%	4.52%
22. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,566	n=3,555	n=4,550	n=3,525	n=5,020	n=4,916
Yes	92.87%	93.45%	93.65%	92.57%	92.87%	91.97%
No	7.13%	6.55%	6.35%	7.43%	7.13%	8.03%
23. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,843	n=3,412	n=4,425	n=3,436	n=4,811	n=4,759
Very satisfied	84.61%	86.05%	84.70%	84.52%	86.24%	81.93%
Somewhat satisfied	9.64%	8.47%	10.12%	10.45%	8.25%	10.84%
Neither satisfied nor dissatisfied	4.46%	4.28%	3.75%	3.96%	4.53%	5.53%
Somewhat dissatisfied	<1%	<1%	<1%	<1%	<1%	1.03%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%
24. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,679	n=3,388	n=4,386	n=3,416	n=4,776	n=4,713
Yes	84.98%	86.33%	85.52%	85.60%	85.47%	82.56%
No	3.05%	2.24%	2.80%	3.04%	2.76%	4.16%
Don't know	11.97%	11.42%	11.67%	11.36%	11.77%	13.28%
25. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,820	n=3,234	n=4,223	n=3,300	n=4,565	n=4,498
Very satisfied	87.40%	88.68%	87.95%	87.06%	87.62%	85.99%
Somewhat satisfied	5.47%	4.21%	5.66%	6.09%	5.32%	5.89%
Neither satisfied nor dissatisfied	5.78%	5.84%	5.16%	5.18%	5.70%	6.83%
Somewhat dissatisfied	<1%	<1%	<1%	1.18%	<1%	<1%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

26. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,088	n=2,738	n=3,686	n=2,802	n=3,958	n=3,904
Yes	76.16%	73.70%	77.02%	77.59%	79.41%	72.77%
No	23.84%	26.30%	22.98%	22.41%	20.59%	27.23%
27. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=12,629	n=1,951	n=2,744	n=2,103	n=3,061	n=2,770
Very satisfied	83.46%	85.19%	82.65%	82.31%	85.46%	81.70%
Somewhat satisfied	8.49%	7.84%	9.07%	8.99%	7.51%	9.06%
Neither satisfied nor dissatisfied	6.15%	5.23%	5.87%	6.75%	5.26%	7.62%
Somewhat dissatisfied	<1%	1.08%	1.06%	1.24%	<1%	<1%
Very dissatisfied	<1%	<1%	1.35%	<1%	<1%	1.05%
28. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=618	n=83	n=147	n=116	n=127	n=145
Envelope was bent/torn	7.12%	13.25%	6.12%	5.17%	7.09%	6.21%
Name was misspelled	11.33%	16.87%	14.29%	6.03%	9.45%	11.03%
Poor print quality	7.44%	7.23%	12.24%	4.31%	3.94%	8.28%
Other problem (specify)	76.70%	63.86%	72.11%	86.21%	81.89%	76.55%
29. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=12,531	n=1,939	n=2,734	n=2,080	n=3,032	n=2,746
Strongly agree	45.54%	42.19%	44.33%	47.21%	49.11%	43.88%
Agree	22.46%	23.83%	22.64%	21.97%	21.54%	22.69%
Neither agree nor disagree	28.41%	30.27%	29.08%	27.02%	26.52%	29.57%
Disagree	2.89%	3.09%	3.11%	2.93%	2.28%	3.17%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
30a. NCA Pre-Need Eligibility Process: Are you aware of the NCA Pre-Need Eligibility Process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,045	n=3,158	n=3,995	n=3,165	n=4,423	n=4,304
Yes	17.53%	15.83%	20.90%	18.36%	15.65%	16.98%
No	82.47%	84.17%	79.10%	81.64%	84.35%	83.02%

Appendix F: Survey Results by Question

30b. NCA Pre-Need Eligibility Process: Have you applied?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=12,652	n=2,032	n=2,616	n=2,172	n=2,895	n=2,937
Yes	9.44%	8.27%	11.01%	10.27%	8.95%	8.72%
No	90.56%	91.73%	88.99%	89.73%	91.05%	91.28%
30c. NCA Pre-Need Eligibility Process: Do you intend to apply?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,315	n=1,653	n=2,126	n=1,754	n=2,336	n=2,446
Yes	23.54%	20.27%	27.28%	27.82%	20.85%	22.00%
No	76.46%	79.73%	72.72%	72.18%	79.15%	78.00%
30d. NCA Pre-Need Eligibility Process: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,053	n=148	n=252	n=196	n=235	n=222
Yes	94.49%	96.62%	93.65%	91.84%	97.02%	93.69%
No	5.51%	3.38%	6.35%	8.16%	2.98%	6.31%
31. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,053	n=3,473	n=4,443	n=3,441	n=4,910	n=4,786
None, I was well informed	68.95%	70.26%	68.40%	69.81%	70.49%	66.32%
Details of the committal service	10.60%	9.19%	10.80%	10.37%	10.10%	12.10%
Floral policy	8.48%	8.49%	9.34%	8.60%	8.45%	7.63%
Military funeral honors	6.57%	5.04%	7.70%	7.29%	5.68%	7.04%
Headstone or marker inscription options	7.13%	6.48%	6.84%	7.15%	6.31%	8.69%
Location of gravesite	6.38%	5.79%	6.12%	6.45%	6.50%	6.87%
Certificate signed by the President of the United States honoring the Veteran's service	5.47%	5.96%	6.17%	4.45%	4.44%	6.25%
Layout of cemetery	5.84%	5.38%	5.78%	5.35%	5.30%	7.12%
Timeline for placement of marker	4.83%	4.41%	4.61%	5.06%	4.77%	5.24%
Directions to cemetery	2.47%	2.62%	2.52%	2.50%	2.16%	2.59%
Other (specify)	3.82%	3.05%	3.58%	3.92%	3.44%	4.91%
32. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,111	n=3,280	n=4,259	n=3,349	n=4,707	n=4,516
Strongly agree	78.04%	77.47%	82.18%	78.23%	78.20%	74.25%
Agree	19.19%	19.63%	15.87%	19.47%	18.78%	22.21%
Neither agree nor disagree	2.26%	2.13%	1.60%	1.79%	2.49%	3.08%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

33. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,550	n=2,673	n=3,285	n=2,602	n=3,796	n=3,194
Strongly agree	84.01%	84.03%	85.88%	84.32%	83.72%	82.15%
Agree	15.02%	14.78%	13.49%	14.49%	15.28%	16.94%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	<1%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
34. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,437	n=3,378	n=4,312	n=3,362	n=4,788	n=4,597
Strongly agree	84.13%	84.43%	85.46%	84.62%	84.02%	82.42%
Agree	14.35%	14.36%	13.22%	13.86%	14.22%	15.90%
Neither agree nor disagree	1.26%	<1%	1.16%	1.07%	1.52%	1.46%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
35. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,793	n=3,431	n=4,381	n=3,422	n=4,879	n=4,680
Strongly agree	65.39%	65.87%	68.57%	66.92%	65.24%	61.11%
Agree	25.02%	24.89%	23.05%	24.46%	25.25%	27.12%
Neither agree nor disagree	5.82%	5.45%	4.98%	5.41%	5.88%	7.12%
Disagree	3.29%	3.29%	2.97%	2.92%	3.16%	4.00%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
36. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,015	n=3,465	n=4,433	n=3,451	n=4,918	n=4,748
Strongly agree	80.47%	81.30%	82.79%	80.90%	79.75%	78.14%
Agree	16.15%	15.99%	14.66%	16.14%	16.80%	17.00%
Neither agree nor disagree	2.39%	2.05%	1.89%	2.00%	2.48%	3.31%
Disagree	<1%	<1%	<1%	<1%	<1%	1.20%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

37. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,063	n=3,468	n=4,443	n=3,462	n=4,928	n=4,762
Strongly agree	84.65%	85.55%	86.29%	84.89%	83.71%	83.24%
Agree	13.44%	12.86%	12.38%	13.23%	14.10%	14.32%
Neither agree nor disagree	1.32%	1.12%	1.06%	1.36%	1.40%	1.57%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
38. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,008	n=3,453	n=4,439	n=3,455	n=4,897	n=4,764
Strongly agree	82.63%	83.93%	84.37%	82.87%	81.87%	80.67%
Agree	14.43%	13.41%	13.40%	14.62%	15.09%	15.32%
Neither agree nor disagree	2.11%	2.11%	1.62%	1.85%	2.25%	2.60%
Disagree	<1%	<1%	<1%	<1%	<1%	0.99%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
39. The appearance of my loved one's gravesite/ columbaria is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,980	n=3,249	n=4,259	n=3,310	n=4,624	n=4,538
Strongly agree	80.72%	80.67%	83.94%	81.39%	80.51%	77.46%
Agree	16.11%	15.14%	13.99%	15.80%	16.33%	18.77%
Neither agree nor disagree	2.33%	3.05%	1.41%	1.84%	2.36%	3.02%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
40. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,986	n=2,939	n=3,865	n=2,940	n=4,217	n=4,025
Strongly agree	66.24%	66.08%	68.93%	66.33%	66.45%	63.50%
Agree	23.03%	23.24%	21.68%	22.41%	23.55%	24.10%
Neither agree nor disagree	8.83%	8.95%	7.76%	9.39%	8.20%	10.01%
Disagree	1.46%	1.29%	1.35%	1.29%	1.40%	1.86%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

41. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,198	n=3,485	n=4,468	n=3,491	n=4,968	n=4,786
Strongly agree	86.65%	86.03%	89.26%	85.53%	87.16%	84.96%
Agree	12.42%	13.00%	10.12%	13.41%	12.16%	13.71%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	1.15%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
42. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,381	n=3,513	n=4,500	n=3,510	n=5,003	n=4,855
Strongly agree	83.22%	84.34%	85.44%	83.33%	83.15%	80.33%
Agree	14.71%	14.29%	12.91%	15.07%	14.51%	16.64%
Neither agree nor disagree	1.27%	<1%	1.11%	<1%	1.54%	1.83%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
43. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,456	n=3,532	n=4,513	n=3,509	n=5,020	n=4,882
Strongly agree	86.61%	87.32%	88.19%	86.66%	86.67%	84.51%
Agree	12.35%	11.92%	10.92%	12.34%	12.33%	14.01%
Neither agree nor disagree	<1%	<1%	<1%	<1%	<1%	1.25%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
44. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,755	n=3,393	n=4,402	n=3,416	n=4,851	n=4,693
Strongly agree	82.66%	83.23%	84.51%	82.76%	82.58%	80.55%
Agree	15.30%	15.03%	13.40%	15.52%	15.25%	17.15%
Neither agree nor disagree	1.71%	1.50%	1.70%	1.46%	1.83%	1.90%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%

Appendix F: Survey Results by Question

45. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,195	n=3,484	n=4,475	n=3,478	n=4,964	n=4,794
Strongly agree	83.88%	84.39%	85.74%	84.24%	83.42%	82.00%
Agree	14.49%	14.41%	12.69%	14.29%	14.81%	16.06%
Neither agree nor disagree	1.43%	1.00%	1.41%	1.29%	1.57%	1.73%
Disagree	<1%	<1%	<1%	<1%	<1%	<1%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
46. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,334	n=3,514	n=4,493	n=3,505	n=4,978	n=4,844
Strongly agree	70.47%	72.14%	73.65%	70.24%	69.77%	67.20%
Agree	22.47%	21.29%	21.01%	23.20%	23.12%	23.49%
Neither agree nor disagree	5.71%	5.58%	4.34%	5.36%	5.64%	7.41%
Disagree	<1%	<1%	<1%	<1%	1.06%	1.38%
Strongly disagree	<1%	<1%	<1%	<1%	<1%	<1%
47. Have you visited a State or Tribal Veterans Cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=19,293	n=3,117	n=4,075	n=3,140	n=4,549	n=4,412
Yes	15.55%	14.12%	18.60%	16.31%	14.95%	13.85%
No	84.45%	85.88%	81.40%	83.69%	85.05%	86.15%
48. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,881	n=422	n=727	n=488	n=656	n=588
Strongly agree	54.63%	56.40%	57.08%	55.53%	55.34%	48.81%
Agree	32.00%	32.23%	30.67%	30.53%	31.25%	35.54%
Neither agree nor disagree	10.24%	8.77%	9.22%	10.45%	10.52%	12.07%
Disagree	2.60%	1.66%	2.34%	2.66%	2.90%	3.23%
Strongly disagree	<1%	<1%	<1%	<1%	0.00%	<1%
49. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,814	n=418	n=711	n=472	n=645	n=568
Strongly agree	46.73%	46.65%	50.77%	47.46%	46.36%	41.55%
Agree	32.91%	36.36%	31.79%	30.72%	33.80%	32.57%
Neither agree nor disagree	17.87%	15.07%	15.33%	18.86%	17.67%	22.54%
Disagree	2.03%	<1%	1.83%	1.91%	2.17%	2.99%
Strongly disagree	<1%	<1%	<1%	1.06%	0.00%	<1%

Appendix F: Survey Results by Question

50. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,430	n=1,661	n=2,248	n=1,769	n=2,516	n=2,236
Strongly agree	37.37%	36.91%	40.39%	36.69%	36.29%	36.45%
Agree	28.30%	28.06%	28.56%	29.28%	28.97%	26.70%
Neither agree nor disagree	29.55%	30.70%	26.56%	29.56%	29.89%	31.31%
Disagree	3.82%	3.31%	3.38%	3.50%	4.17%	4.47%
Strongly disagree	<1%	1.02%	1.11%	<1%	<1%	1.07%
51. What is your gender?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=21,226	n=3,495	n=4,454	n=3,480	n=4,969	n=4,828
Male	30.37%	31.62%	28.33%	29.77%	30.65%	31.48%
Female	69.63%	68.38%	71.67%	70.23%	69.35%	68.52%
52. In what year were you born? (Age group)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,456	n=3,380	n=4,285	n=3,376	n=4,785	n=4,630
18-29	<1%	<1%	<1%	<1%	<1%	<1%
30-39	<1%	<1%	<1%	1.24%	<1%	<1%
40-49	3.67%	3.91%	3.73%	4.00%	4.01%	2.85%
50-59	13.02%	13.96%	12.35%	13.86%	13.67%	11.68%
60-69	32.17%	34.17%	30.99%	30.21%	32.20%	33.20%
70+	50.00%	46.80%	51.81%	50.56%	49.11%	51.19%
53. Are you Hispanic or Latino?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,889	n=3,436	n=4,401	n=3,421	n=4,904	n=4,727
Yes	6.04%	2.42%	6.79%	12.72%	1.16%	8.19%
No	93.96%	97.58%	93.21%	87.28%	98.84%	91.81%
54. What is your race? (Mark one or more)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=20,750	n=3,433	n=4,386	n=3,378	n=4,906	n=4,647
White	87.17%	89.02%	85.98%	85.02%	89.65%	85.88%
Black or African American	10.02%	10.66%	12.88%	12.49%	9.56%	5.55%
American Indian or Alaskan Native	1.58%	<1%	1.05%	2.90%	1.02%	2.37%
Asian	2.64%	<1%	1.39%	1.92%	<1%	7.75%
Native Hawaiian or Pacific Islander	<1%	<1%	<1%	<1%	<1%	1.55%

Note: Question 55 on the National Cemetery Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to. These answers are captured in the NCA 2022 Semiannual Reports.

Appendix F: Survey Results by Question

Survey Results by Question: Funeral Directors

2. How far is your funeral home from the national cemetery with which you most frequently do business?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,031	n=345	n=273	n=194	n=423	n=116
Less than 15 miles	12.46%	13.91%	14.29%	18.04%	11.58%	14.66%
15 to 29 miles	18.96%	22.90%	16.85%	22.68%	18.91%	17.24%
30 to 44 miles	16.79%	15.36%	19.41%	12.89%	19.62%	12.93%
45 to 59 miles	17.87%	19.13%	18.68%	10.31%	20.57%	14.66%
60 to 75 miles	16.79%	14.20%	17.95%	17.01%	14.66%	18.10%
More than 75 miles	17.13%	14.49%	12.82%	19.07%	14.66%	22.41%
3. How long has your funeral home worked with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,035	n=345	n=271	n=194	n=424	n=117
Less than 1 year	1.82%	2.90%	2.58%	<1%	2.36%	0.00%
1 to 4 years	4.91%	2.03%	5.17%	6.19%	4.95%	3.42%
5 to 8 years	4.82%	4.35%	4.80%	4.12%	4.01%	3.42%
9 to 12 years	6.58%	7.83%	8.86%	5.15%	4.48%	8.55%
13 years or more	75.33%	75.94%	73.80%	76.80%	79.72%	77.78%
Don't know	6.54%	6.96%	4.80%	7.22%	4.48%	6.84%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,028	n=346	n=272	n=193	n=421	n=116
1-4%	33.19%	32.66%	26.84%	28.50%	35.39%	20.69%
5-9%	15.14%	16.47%	18.75%	14.51%	17.58%	7.76%
10-14%	11.19%	12.72%	12.50%	11.40%	8.79%	10.34%
15-24%	9.81%	6.36%	9.56%	10.36%	10.93%	16.38%
25-49%	12.62%	17.63%	12.87%	6.74%	11.64%	18.10%
50-74%	10.50%	8.09%	11.40%	14.51%	9.98%	12.07%
75-100%	7.54%	6.07%	8.09%	13.99%	5.70%	14.66%

Note: Question 1 on the Funeral Director Survey asks respondents to identify the cemetery with which it does the most business. This information is used to associate respondents' information with the appropriate cemetery.

Appendix F: Survey Results by Question

5. How would you characterize the overall communication from the national cemetery to your funeral home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,027	n=347	n=273	n=193	n=421	n=116
Excellent	<1%	<1%	<1%	0.00%	<1%	4.31%
Good	24.96%	22.77%	16.48%	22.80%	31.12%	24.14%
Fair	4.09%	4.61%	1.10%	4.66%	3.56%	8.62%
Poor	70.25%	72.33%	82.05%	72.54%	64.61%	62.93%
6. Do you feel that you are well informed by the national cemetery of its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,031	n=346	n=273	n=194	n=422	n=117
Yes, well informed	79.67%	81.79%	88.28%	78.35%	77.25%	73.50%
Yes, somewhat well informed	18.81%	16.76%	11.36%	19.59%	21.56%	23.08%
No, not well informed	1.53%	1.45%	<1%	2.06%	1.18%	3.42%
7. In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,975	n=339	n=263	n=193	n=410	n=114
VA/NCA Website	41.62%	39.82%	38.02%	45.08%	43.90%	40.35%
Local newspaper/television news reports	<1%	0.00%	<1%	0.00%	<1%	1.75%
Public events (e.g., parades, exhibits, speeches)	<1%	<1%	<1%	<1%	0.00%	0.00%
Professional associations/conventions/meetings	5.16%	8.55%	2.66%	1.04%	6.83%	2.63%
Veterans Service Officers	8.81%	7.08%	9.13%	8.29%	6.59%	7.02%
Outreach by cemetery staff	40.86%	40.12%	47.53%	43.01%	38.29%	42.98%
Other (specify)	2.99%	4.13%	1.90%	2.07%	3.90%	5.26%
8. What national cemetery policies or procedures do you feel you could use more information about?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,006	n=343	n=269	n=193	n=417	n=116
None, I feel well informed	64.06%	60.35%	66.91%	61.66%	65.95%	63.79%
Eligibility requirements for burial in a national cemetery	10.52%	13.70%	9.29%	11.40%	10.31%	6.90%
Scheduling process	12.61%	15.74%	10.78%	11.92%	9.35%	6.90%
Military funeral honors	9.47%	7.29%	7.81%	13.99%	10.55%	11.21%
Presidential Memorial Certificates	7.58%	9.62%	7.43%	5.70%	6.47%	9.48%
Floral policy	8.03%	11.66%	6.69%	9.84%	6.71%	6.90%
Headstone, marker, or columbarium niche cover inscription options	7.53%	6.41%	8.92%	8.29%	5.52%	6.90%
Other (specify)	2.14%	1.75%	2.60%	3.11%	2.40%	3.45%

Appendix F: Survey Results by Question

9. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,974	n=337	n=267	n=192	n=417	n=116
Phone	10.59%	11.57%	10.11%	7.81%	7.67%	9.48%
Fax	1.93%	2.08%	2.62%	1.04%	<1%	3.45%
Letter	21.88%	21.36%	20.97%	18.23%	24.46%	15.52%
E-mail	62.72%	61.13%	65.54%	69.27%	63.07%	69.83%
VA/NCA Website	1.52%	2.37%	0.00%	1.56%	2.40%	1.72%
Newsletter or flyer	1.37%	1.48%	<1%	2.08%	1.44%	0.00%
10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,029	n=347	n=272	n=194	n=421	n=115
Very satisfied	79.05%	78.96%	88.24%	79.90%	75.06%	72.17%
Somewhat satisfied	16.17%	16.71%	10.29%	14.95%	20.43%	19.13%
Neither satisfied nor dissatisfied	3.35%	2.88%	<1%	4.64%	2.85%	4.35%
Somewhat dissatisfied	1.03%	1.15%	<1%	0.00%	1.43%	2.61%
Very dissatisfied	<1%	<1%	<1%	<1%	<1%	1.74%
11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,014	n=345	n=272	n=191	n=415	n=116
Superior to private cemeteries	35.05%	35.65%	49.26%	36.13%	27.95%	28.45%
Better than private cemeteries	32.22%	33.91%	29.78%	32.46%	34.22%	43.10%
About the same	30.24%	28.99%	20.22%	28.80%	33.73%	25.00%
Worse than private cemeteries	2.09%	1.16%	<1%	2.62%	3.86%	1.72%
Much worse than private cemeteries	<1%	<1%	<1%	0.00%	<1%	1.72%
12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,023	n=347	n=272	n=194	n=417	n=115
Yes	87.99%	86.74%	92.65%	88.14%	84.41%	86.09%
No	12.01%	13.26%	7.35%	11.86%	15.59%	13.91%
13. Are you aware there are resources available for Funeral Directors on the NCA website?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,018	n=342	n=271	n=193	n=421	n=116
Yes	72.60%	72.81%	74.91%	68.39%	74.35%	80.17%
No	27.40%	27.19%	25.09%	31.61%	25.65%	19.83%

Appendix F: Survey Results by Question

14. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,433	n=245	n=200	n=130	n=304	n=90
Yes	75.30%	75.51%	78.00%	75.38%	69.41%	71.11%
No	24.70%	24.49%	22.00%	24.62%	30.59%	28.89%
15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=612	n=97	n=99	n=52	n=108	n=38
Yes	92.81%	94.85%	93.94%	92.31%	90.74%	89.47%
No	7.19%	5.15%	6.06%	7.69%	9.26%	10.53%
16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,428	n=244	n=198	n=131	n=300	n=91
Yes	35.92%	25.00%	47.98%	35.11%	27.67%	42.86%
No	64.08%	75.00%	52.02%	64.89%	72.33%	57.14%
17. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,011	n=347	n=271	n=193	n=418	n=117
Yes	91.65%	95.10%	90.77%	92.23%	91.87%	90.60%
No	8.35%	4.90%	9.23%	7.77%	8.13%	9.40%
18. How easy is the process of scheduling an interment at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,013	n=346	n=271	n=194	n=417	n=117
Very hard	<1%	<1%	<1%	<1%	1.68%	3.42%
Somewhat hard	5.56%	6.65%	3.69%	5.15%	6.71%	6.84%
Neither easy nor hard	9.54%	8.67%	7.38%	7.73%	13.43%	7.69%
Somewhat easy	37.21%	39.60%	33.95%	31.44%	41.49%	39.32%
Very easy	46.80%	44.51%	54.61%	55.15%	36.69%	42.74%

Appendix F: Survey Results by Question

19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,015	n=346	n=272	n=194	n=418	n=117
Very satisfied	40.20%	40.46%	46.32%	40.21%	32.78%	29.06%
Somewhat satisfied	33.90%	35.84%	34.56%	35.57%	34.69%	25.64%
Neither satisfied nor dissatisfied	11.46%	10.40%	6.62%	12.37%	11.96%	21.37%
Somewhat dissatisfied	10.37%	10.12%	9.19%	8.25%	14.83%	15.38%
Very dissatisfied	4.07%	3.18%	3.31%	3.61%	5.74%	8.55%
20. During committal services, how often do you receive the support you need from cemetery staff?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,013	n=346	n=271	n=194	n=414	n=117
Always	81.82%	80.64%	89.67%	81.44%	81.40%	78.63%
For the most part	15.90%	18.21%	9.23%	13.92%	16.43%	17.95%
Occasionally	1.99%	1.16%	1.11%	4.64%	1.69%	2.56%
Never	<1%	0.00%	0.00%	0.00%	<1%	<1%
21. Generally, how often do committal services at the national cemetery start on time?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,015	n=345	n=272	n=194	n=416	n=116
Always	71.56%	61.74%	79.04%	82.99%	66.83%	74.14%
For the most part	27.39%	36.52%	20.96%	14.95%	32.93%	24.14%
Occasionally	<1%	1.16%	0.00%	2.06%	<1%	1.72%
Never	<1%	<1%	0.00%	0.00%	0.00%	0.00%
22. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,189	n=214	n=162	n=102	n=214	n=65
Very successful	63.75%	65.42%	79.01%	63.73%	56.07%	58.46%
Somewhat successful	27.67%	26.17%	18.52%	29.41%	33.18%	27.69%
Neither successful nor unsuccessful	6.48%	6.54%	2.47%	4.90%	8.41%	12.31%
Somewhat unsuccessful	1.43%	<1%	0.00%	<1%	<1%	1.54%
Very unsuccessful	<1%	<1%	0.00%	<1%	1.40%	0.00%

Appendix F: Survey Results by Question

23. How easy is it to schedule military honors at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,972	n=337	n=265	n=188	n=417	n=112
Very easy	58.72%	61.13%	66.42%	55.32%	54.20%	50.00%
Somewhat easy	29.26%	29.08%	22.64%	32.98%	30.70%	32.14%
Neither easy nor hard	7.76%	8.01%	6.42%	5.85%	9.11%	10.71%
Somewhat hard	3.65%	1.19%	4.53%	5.32%	5.28%	6.25%
Very hard	<1%	<1%	0.00%	<1%	<1%	<1%
24. To what extent is the quality of military honors acceptable?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,940	n=332	n=263	n=188	n=413	n=110
Very acceptable	87.58%	89.76%	86.69%	87.23%	89.10%	88.18%
Somewhat acceptable	10.00%	8.73%	10.65%	12.23%	7.75%	7.27%
Neither acceptable nor unacceptable	1.55%	<1%	1.52%	<1%	2.91%	1.82%
Somewhat unacceptable	<1%	<1%	1.14%	0.00%	0.00%	1.82%
Very unacceptable	<1%	<1%	0.00%	0.00%	<1%	<1%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,940	n=334	n=261	n=187	n=407	n=111
Strongly agree	79.33%	77.84%	84.29%	80.21%	80.10%	72.07%
Agree	18.76%	20.06%	15.71%	18.72%	16.95%	24.32%
Neither agree nor disagree	1.65%	2.10%	0.00%	1.07%	2.21%	2.70%
Disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
26. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,977	n=341	n=269	n=191	n=413	n=113
Strongly agree	80.27%	78.89%	86.62%	81.68%	76.51%	77.88%
Agree	17.86%	20.23%	12.64%	16.23%	21.55%	20.35%
Neither agree nor disagree	1.32%	<1%	<1%	1.57%	1.21%	1.77%
Disagree	<1%	<1%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	<1%	<1%	0.00%

Appendix F: Survey Results by Question

27. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,982	n=338	n=270	n=190	n=414	n=112
Strongly agree	83.91%	84.62%	85.56%	83.16%	84.54%	82.14%
Agree	14.18%	14.50%	12.59%	14.74%	12.32%	14.29%
Neither agree nor disagree	1.41%	<1%	1.11%	2.11%	2.17%	2.68%
Disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
28. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,978	n=342	n=270	n=191	n=409	n=112
Strongly agree	70.78%	66.96%	78.15%	66.49%	70.90%	66.96%
Agree	23.76%	27.78%	18.15%	28.27%	22.49%	25.89%
Neither agree nor disagree	3.74%	4.09%	2.59%	3.66%	3.67%	3.57%
Disagree	1.31%	<1%	<1%	1.57%	2.20%	2.68%
Strongly disagree	<1%	<1%	<1%	0.00%	<1%	<1%
29. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,997	n=344	n=270	n=192	n=417	n=113
Strongly agree	76.36%	76.45%	80.74%	75.52%	73.38%	72.57%
Agree	20.28%	20.06%	17.78%	22.92%	22.06%	18.58%
Neither agree nor disagree	2.15%	2.33%	1.11%	1.56%	2.40%	7.08%
Disagree	<1%	<1%	<1%	0.00%	1.44%	0.00%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	1.77%
30. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,993	n=342	n=271	n=191	n=415	n=113
Strongly agree	76.72%	78.07%	82.29%	77.49%	71.57%	77.88%
Agree	19.57%	19.30%	15.87%	20.42%	22.89%	15.04%
Neither agree nor disagree	2.66%	2.05%	1.85%	2.09%	3.37%	4.42%
Disagree	<1%	<1%	0.00%	0.00%	1.20%	2.65%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	0.00%

Appendix F: Survey Results by Question

31. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,995	n=344	n=270	n=191	n=416	n=113
Strongly agree	77.84%	78.78%	85.19%	76.96%	74.76%	75.22%
Agree	19.35%	18.31%	14.07%	21.47%	21.63%	19.47%
Neither agree nor disagree	1.95%	2.62%	<1%	1.05%	2.40%	1.77%
Disagree	<1%	0.00%	<1%	<1%	<1%	1.77%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	1.77%
32. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,989	n=343	n=271	n=190	n=415	n=113
Strongly agree	66.26%	65.60%	72.69%	68.95%	64.34%	60.18%
Agree	26.80%	28.86%	21.77%	23.68%	29.16%	26.55%
Neither agree nor disagree	5.08%	3.50%	4.43%	5.26%	4.34%	8.85%
Disagree	1.56%	1.75%	1.11%	1.58%	1.69%	3.54%
Strongly disagree	<1%	<1%	0.00%	<1%	<1%	<1%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,474	n=244	n=203	n=124	n=296	n=86
Strongly agree	61.53%	59.84%	64.04%	65.32%	61.49%	65.12%
Agree	25.31%	29.92%	23.65%	20.97%	21.96%	20.93%
Neither agree nor disagree	12.55%	9.84%	11.82%	12.90%	15.54%	12.79%
Disagree	<1%	0.00%	0.00%	<1%	<1%	1.16%
Strongly disagree	<1%	<1%	<1%	0.00%	<1%	0.00%
34. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,987	n=341	n=271	n=189	n=415	n=112
Strongly agree	83.04%	82.40%	88.93%	82.01%	81.93%	77.68%
Agree	15.95%	16.72%	10.70%	16.40%	16.63%	19.64%
Neither agree nor disagree	<1%	<1%	<1%	1.59%	<1%	1.79%
Disagree	<1%	0.00%	0.00%	0.00%	0.00%	<1%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	0.00%

Appendix F: Survey Results by Question

35. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,993	n=344	n=269	n=192	n=415	n=113
Strongly agree	76.02%	77.03%	84.01%	78.65%	72.05%	72.57%
Agree	21.63%	20.64%	14.87%	20.31%	24.34%	20.35%
Neither agree nor disagree	1.81%	2.33%	<1%	1.04%	2.41%	5.31%
Disagree	<1%	0.00%	<1%	0.00%	<1%	<1%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%
36. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,994	n=344	n=270	n=192	n=414	n=112
Strongly agree	79.44%	79.36%	85.56%	82.29%	75.85%	81.25%
Agree	17.40%	18.90%	13.33%	16.15%	19.81%	16.96%
Neither agree nor disagree	2.61%	1.45%	<1%	1.56%	3.14%	<1%
Disagree	<1%	<1%	0.00%	0.00%	<1%	<1%
Strongly disagree	<1%	0.00%	<1%	0.00%	<1%	0.00%
37. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,994	n=342	n=271	n=191	n=415	n=113
Strongly agree	76.08%	76.02%	81.55%	79.58%	73.25%	72.57%
Agree	20.91%	20.76%	17.34%	17.28%	22.89%	22.12%
Neither agree nor disagree	2.31%	2.92%	1.11%	2.62%	3.13%	2.65%
Disagree	<1%	<1%	0.00%	<1%	<1%	<1%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	1.77%
38. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,989	n=342	n=270	n=191	n=415	n=112
Strongly agree	77.78%	77.78%	83.70%	79.58%	76.14%	76.79%
Agree	19.71%	19.88%	15.56%	17.28%	20.72%	21.43%
Neither agree nor disagree	2.21%	2.34%	<1%	2.62%	2.65%	<1%
Disagree	<1%	0.00%	0.00%	<1%	0.00%	0.00%
Strongly disagree	<1%	0.00%	0.00%	0.00%	<1%	<1%

Appendix F: Survey Results by Question

39. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
39. My experiences with the national cemetery exceeded my expectations.	n=1,995	n=343	n=269	n=192	n=415	n=113
Strongly agree	60.00%	60.06%	70.26%	63.54%	53.49%	49.56%
Agree	28.62%	29.15%	23.42%	25.00%	31.57%	32.74%
Neither agree nor disagree	10.18%	9.33%	5.58%	11.46%	12.77%	15.93%
Disagree	<1%	<1%	<1%	0.00%	1.45%	<1%
Strongly disagree	<1%	<1%	0.00%	0.00%	<1%	<1%

Note: Question 40 on the Funeral Director Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to; these answers are captured in the NCA 2022 NC Semiannual Reports.