

2022

National Cemetery Administration

State or Tribal Veterans 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 content of this report and key findings from the next of kin and funeral directors who have had experiences at State Veterans Cemeteries. The next of kin survey data and analysis presented in this report only pertains to next of kin and funeral director experiences with State Veterans Cemeteries. Since there were no tribal cemetery interment records available in BOSS, no surveys were mailed to next of kin about Tribal Veterans Cemeteries. No funeral directors completed the survey about a Tribal Veterans Cemetery.
- 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 19,299 next of kin who had interred a loved one at a State Veterans Cemetery 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 cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 31,853 survey questionnaires (19,299 to next of kin and 12,554 to funeral directors) were mailed for this survey. A total of 10,746 completed questionnaires (8,338 next of kin and 2,408 funeral directors) were returned, which resulted in an overall survey response rate of 35.57% (45.62% for next of kin and 20.18% for funeral directors).

- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. Since there were no records of tribal cemetery interments in the BOSS database, no records were sent to next of kin about Tribal Veterans Cemeteries. No funeral directors completed the survey about a Tribal Veterans Cemetery.

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 State or Tribal Veterans Cemetery. Combined responses are presented for all respondents, as well as for next of kin and funeral directors separately.
- 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.

Six appendices follow the main body of the report:

- 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 State or Tribal Veterans 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 the data can be found,

Executive Summary

- Appendix E: Response Rates – presents response rates for each State or Tribal Veterans 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	97.31%
Quality of Service	96.21%
Courteous Staff	97.51%
Professional Staff	96.70%
Cemetery Appearance	98.55%
Recommend Cemetery	98.37%
COMMITTAL SERVICES	
Satisfaction with Committal Service (NoK)	97.61%
Ease of Scheduling Process (FD)	87.26%
Received the support needed from Cemetery Staff (FD)	97.31%
Service is superior or better than Private Cemetery (FD)	64.63%
Trust	
Maintain as National Shrines	97.82%
Honors all Veterans	98.08%
INFORMATION & COMMUNICATION	
Satisfaction with Information Provided (NoK)	96.65%
Top way to find out about benefits: Family member/friend (NoK)	58.42%
Best way to convey Information: E-mail (NoK)	27.05%
Satisfaction with Communication (FD)	91.11%
Characterize Communication as Good or Excellent (FD)	95.30%
Provides most information re: policies & procedures: Outreach by cemetery staff	59.93%
Best way to Communicate: Email (FD)	54.21%
CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Gravesite Appearance is Excellent (NoK)	95.85%
Upkeep is Excellent	97.00%
Committal shelter was private, clean and free of safety hazards	98.55%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Satisfaction with length of time for placement (NoK)	92.99%
Satisfaction with quality and appearance (NoK)	93.70%
Accurate Inscription (NoK)	87.33%
STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Appearance compared favorably (NoK)	89.17%
Quality of Service compared favorably (NoK)	79.28%
Honor of interment is equivalent (NoK)	81.90%

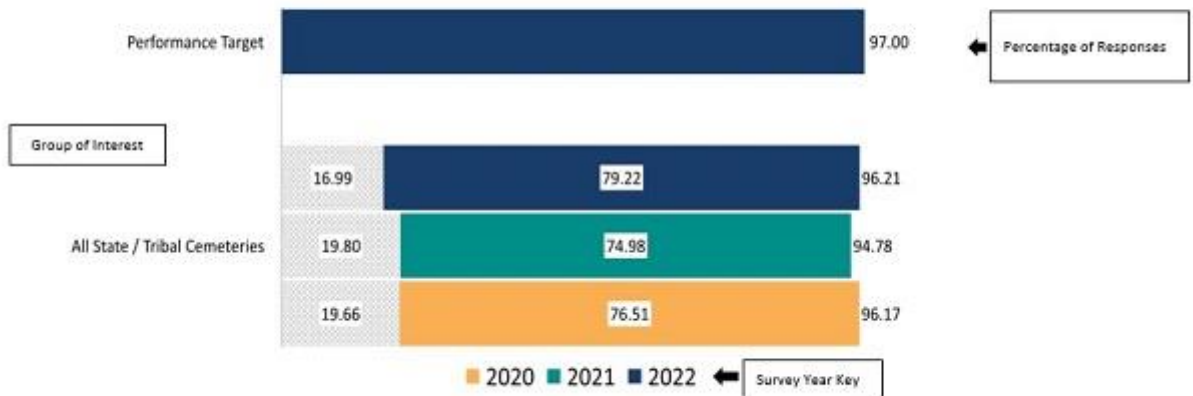
Overall Satisfaction Measures and Key Metrics

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on overall measures of satisfaction.
- Results are also presented for eight key measures of satisfaction.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type's respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.
- 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 157) of this report.

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

ALL RESPONDENTS



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 (69.50%).

Attended*	n	%
Yes	5,796	69.50%
No	517	6.20%
Unknown	2,025	24.30%

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

There are no differences in percentage agreement for the remaining three measures: Satisfaction with length of time for permanent marker, Cemetery Appearance, and Recommend Cemetery.

NoK Survey Question Number***	Key Measure of Satisfaction	ATTENDED COMMITTAL SERVICE (n=5,796) Percent (%) Agreement	DID NOT ATTEND COMMITTAL SERVICE (n=517) Percent (%) Agreement	Overall NoK Agreement (%)
21	Satisfaction with length of time for permanent marker (n= 7,696)	93.43%	92.92%	92.98%
33	Quality of Service (n= 8,055)†	96.95%	94.48%	96.33%
38	Cemetery Appearance (n= 8,154)	98.91%	98.51%	98.68%
40	Recommend Cemetery (n= 8,205)	98.83%	98.00%	98.53%

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

** 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.

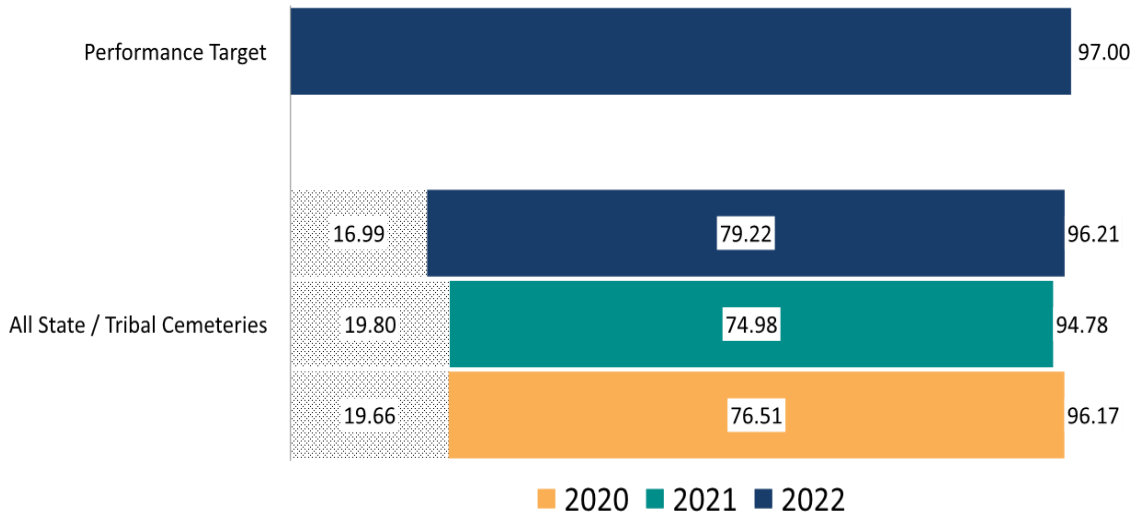
*** The agreed category consists of the top two response options of the scale for the referenced survey questions. For Questions 12 and 23, the agreed category consists of the "Very satisfied" and "Somewhat satisfied" responses. For all other measures (Questions 36, 41, and 43), the agreed category consists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

†There is a significant difference 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 33/29: The quality of service received from cemetery staff is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%
	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%
	2020	8412	76.51%	-3.33%	19.66%	2.92%	0.51%	0.39%

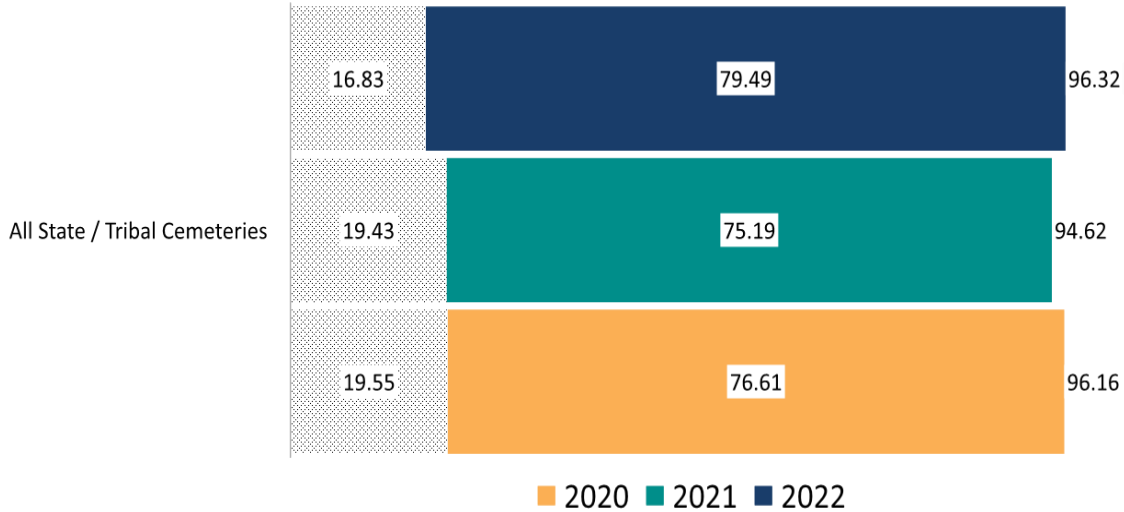
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

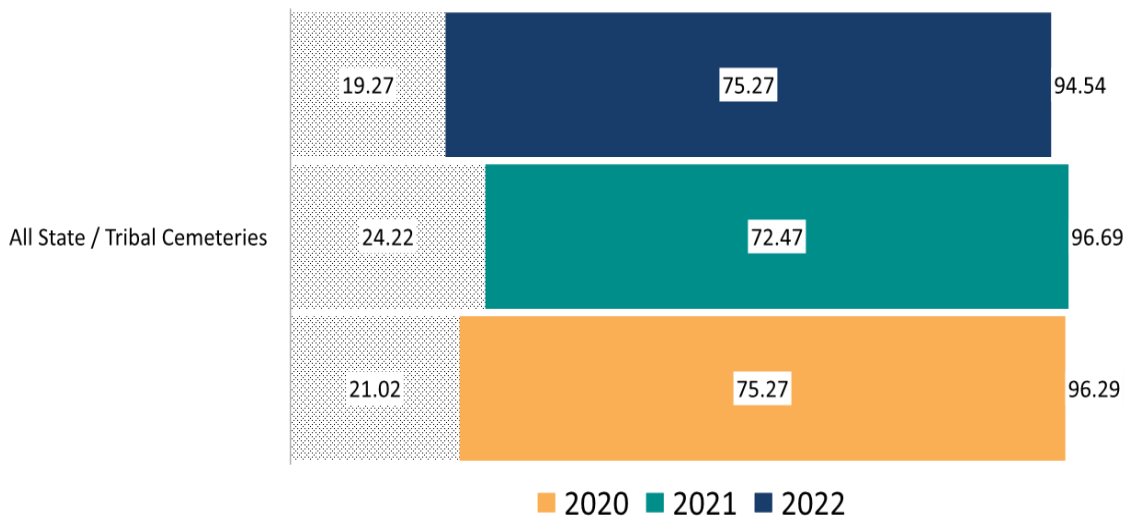
Overall Satisfaction Measures and Key Metrics

Question 33/29: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



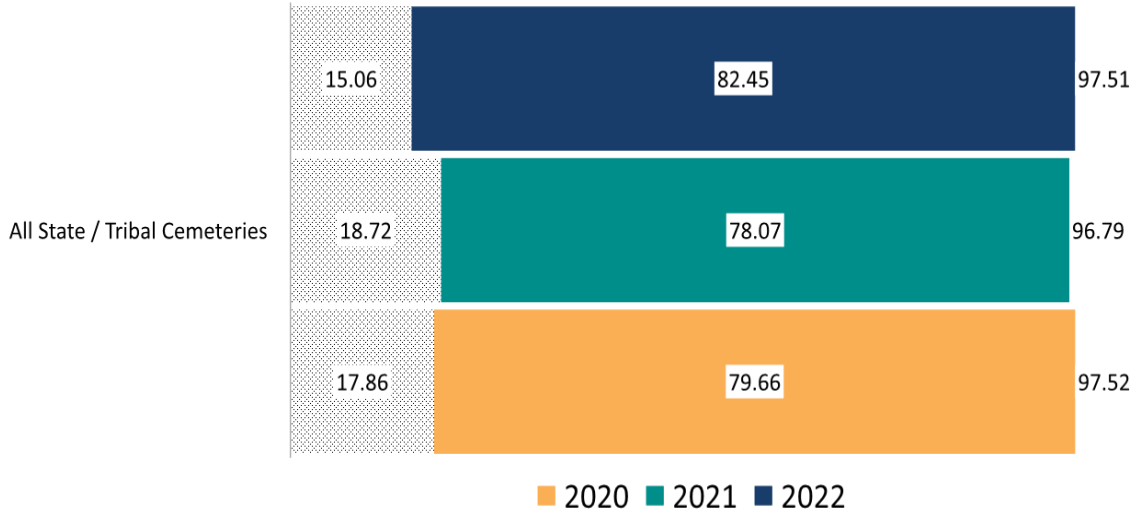
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8547	82.45%	4.38%	15.06%	1.85%	0.37%	0.27%
	2021	7411	78.07%	-1.59%	18.72%	2.60%	0.24%	0.36%
	2020	8265	79.66%	-2.88%	17.86%	2.06%	0.30%	0.12%

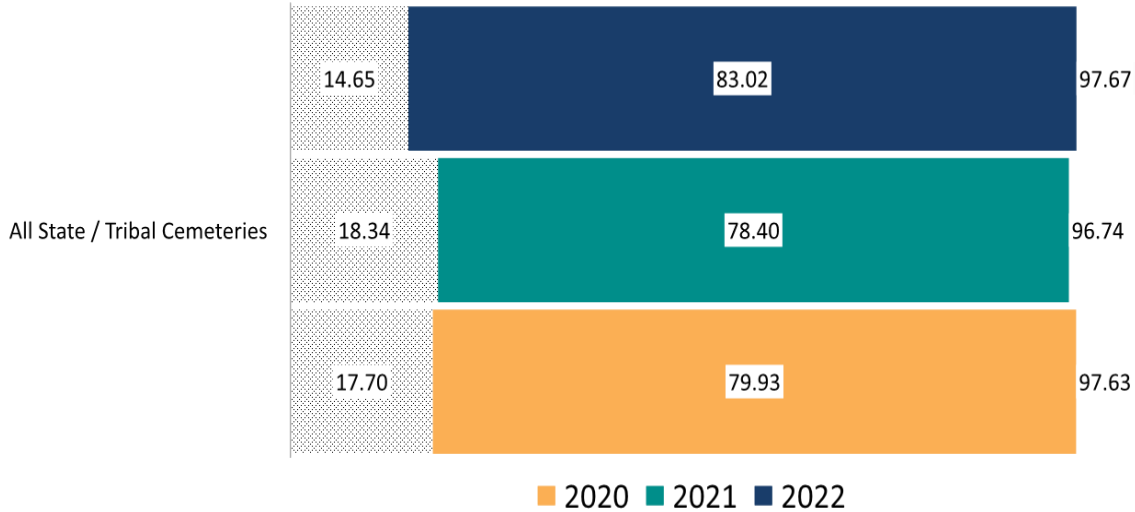
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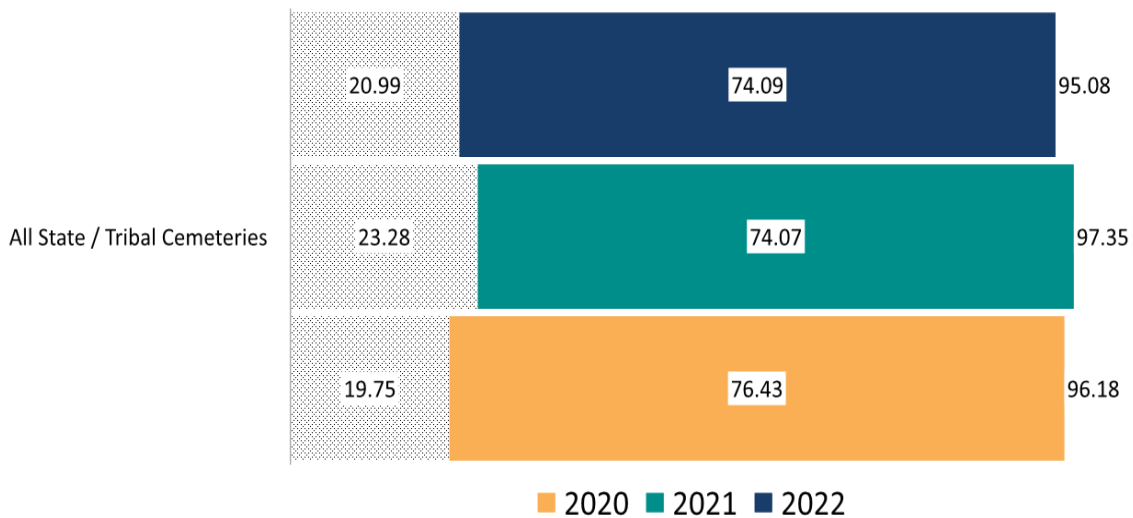
Overall Satisfaction Measures and Key Metrics

Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

NEXT OF KIN



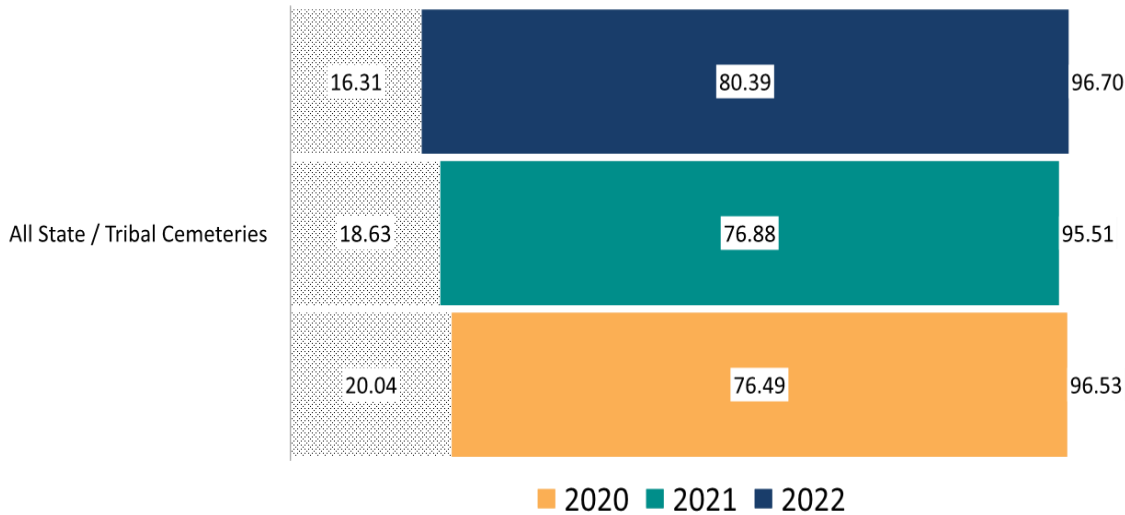
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 35/31: The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8523	80.39%	3.51%	16.31%	2.45%	0.47%	0.38%
	2021	7395	76.88%	0.39%	18.63%	3.45%	0.61%	0.43%
	2020	8098	76.49%	-4.40%	20.04%	2.80%	0.53%	0.14%

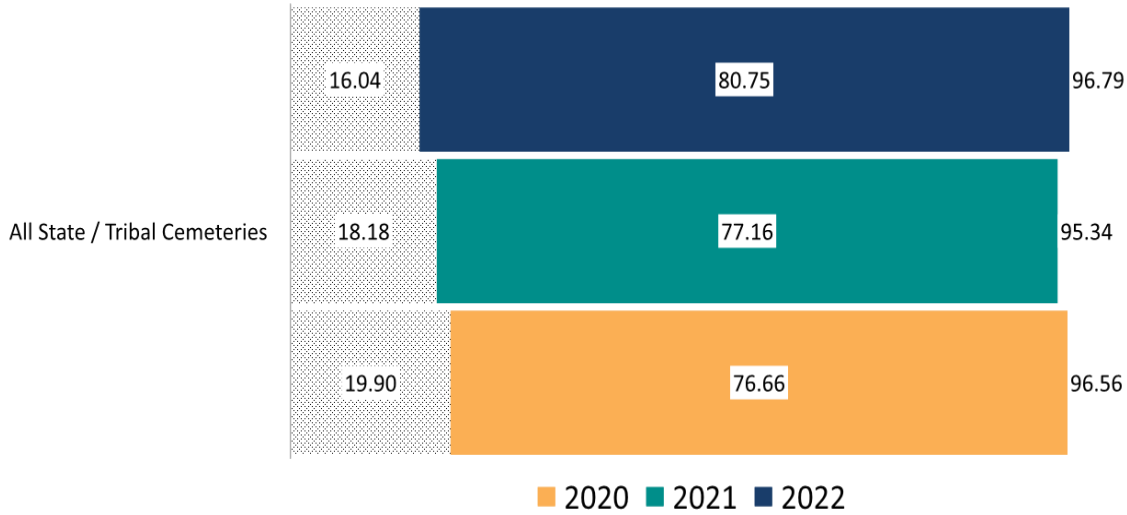
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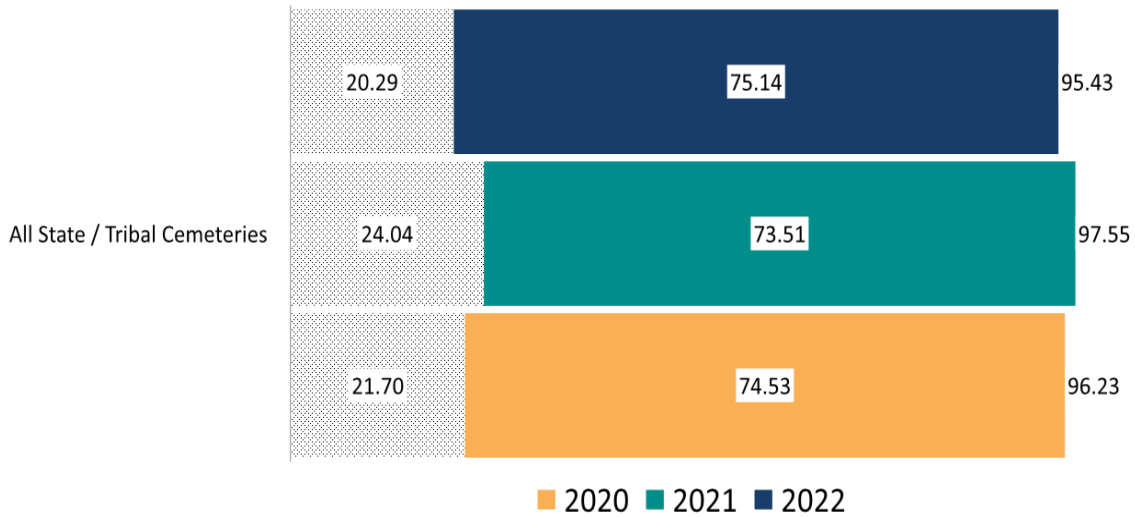
Overall Satisfaction Measures and Key Metrics

Question 35/31: The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

NEXT OF KIN



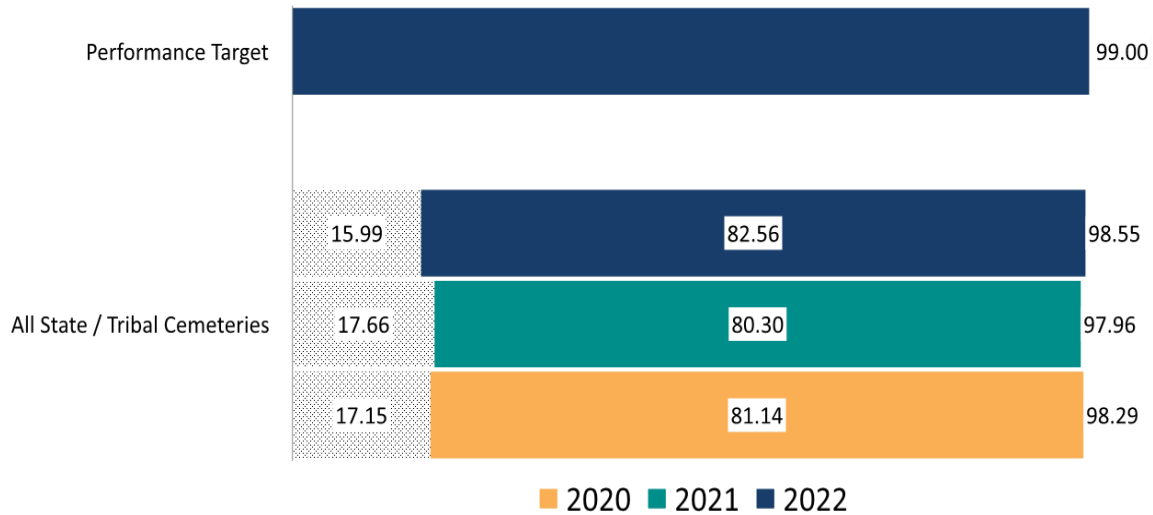
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8700	82.56%	2.26%	15.99%	1.08%	0.22%	0.15%
	2021	7604	80.30%	-0.84%	17.66%	1.55%	0.24%	0.25%
	2020	8498	81.14%	-1.61%	17.15%	1.32%	0.25%	0.15%

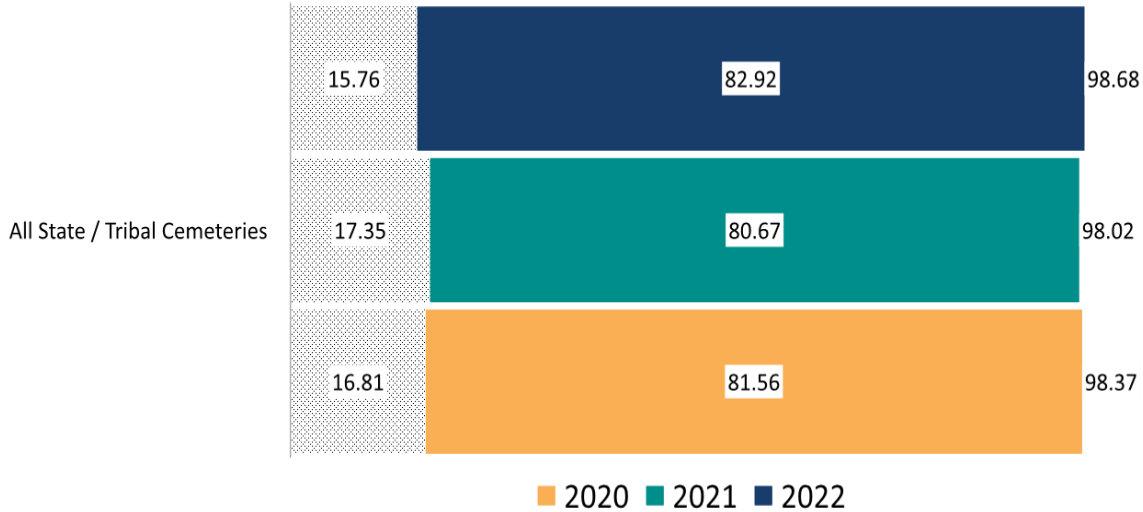
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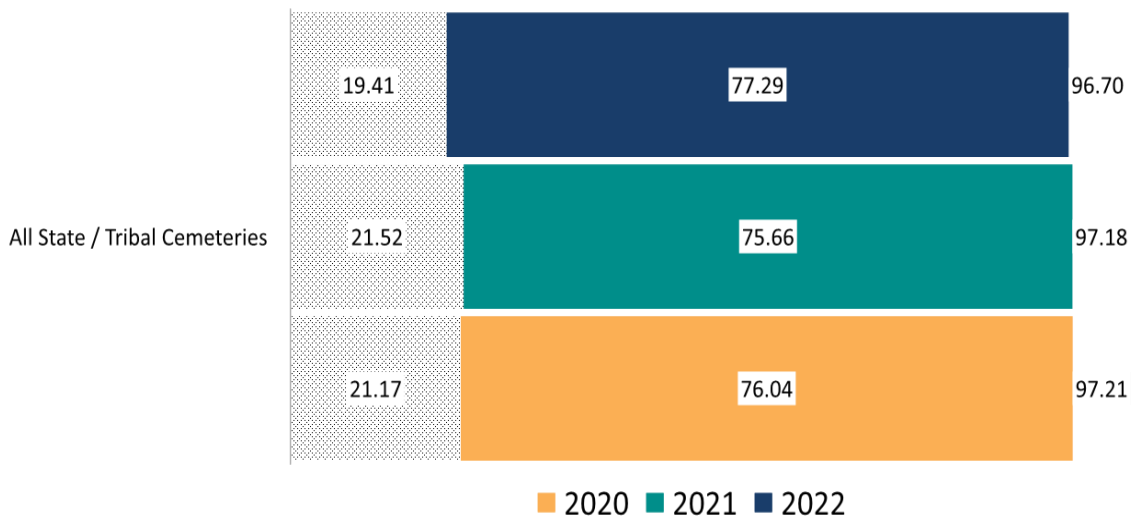
Overall Satisfaction Measures and Key Metrics

Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



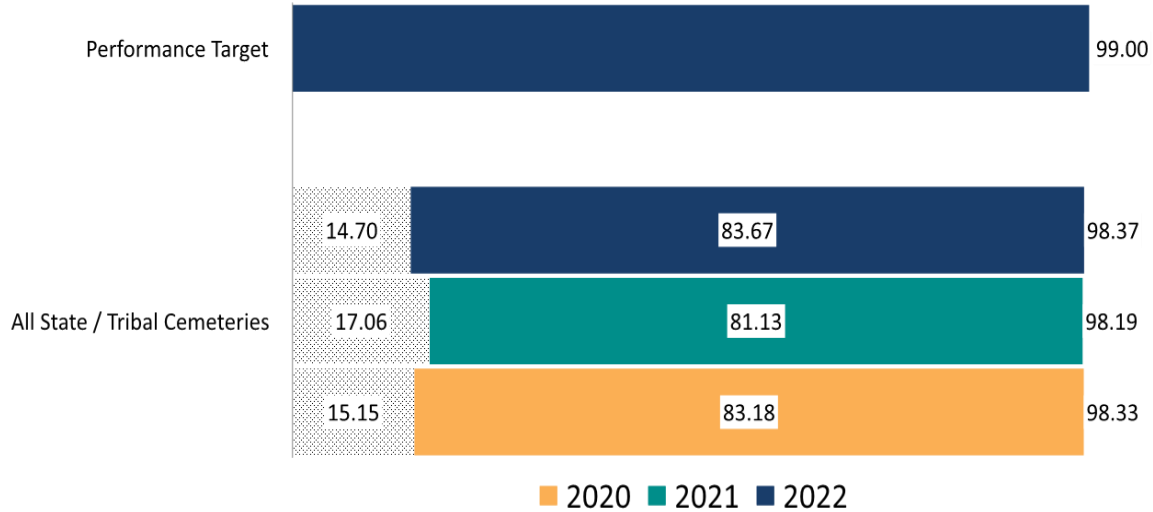
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 40/36: I would recommend the cemetery to Veteran families during their time of need.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8756	83.67%	2.54%	14.70%	1.34%	0.14%	0.16%
	2021	7679	81.13%	-2.05%	17.06%	1.26%	0.34%	0.21%
	2020	8563	83.18%	-0.73%	15.15%	1.33%	0.19%	0.15%

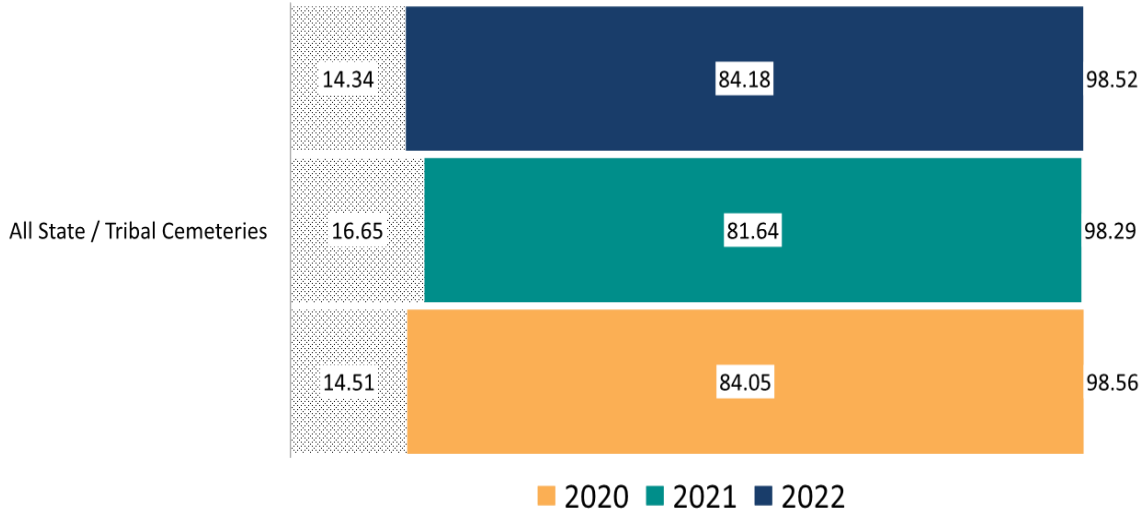
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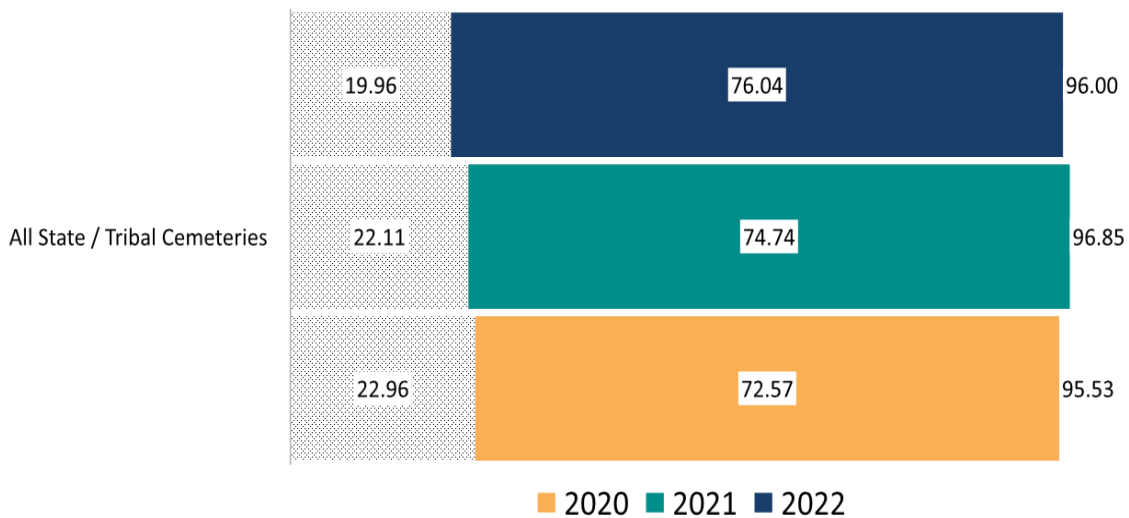
Overall Satisfaction Measures and Key Metrics

Question 40/36: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



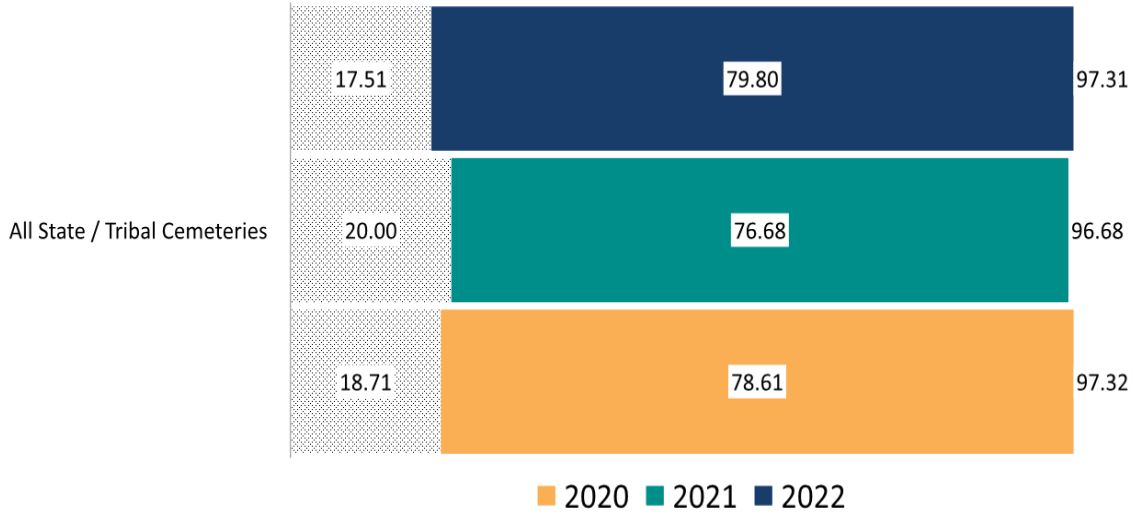
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8739	79.80%	3.12%	17.51%	1.66%	0.66%	0.37%
	2021	7646	76.68%	-1.93%	20.00%	2.21%	0.61%	0.50%
	2020	8456	78.61%	-1.77%	18.71%	1.66%	0.64%	0.39%

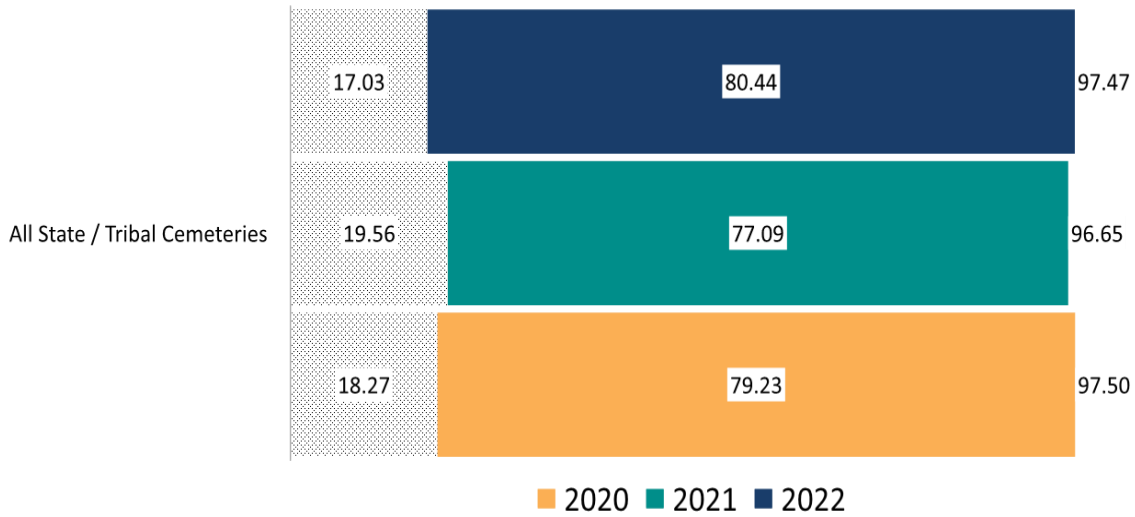
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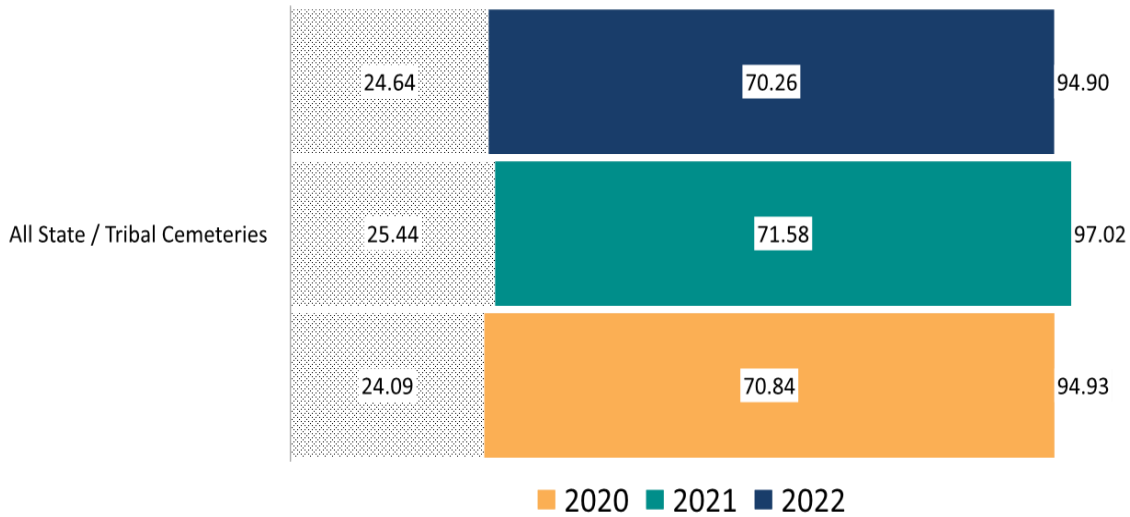
Overall Satisfaction Measures and Key Metrics

Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

NEXT OF KIN



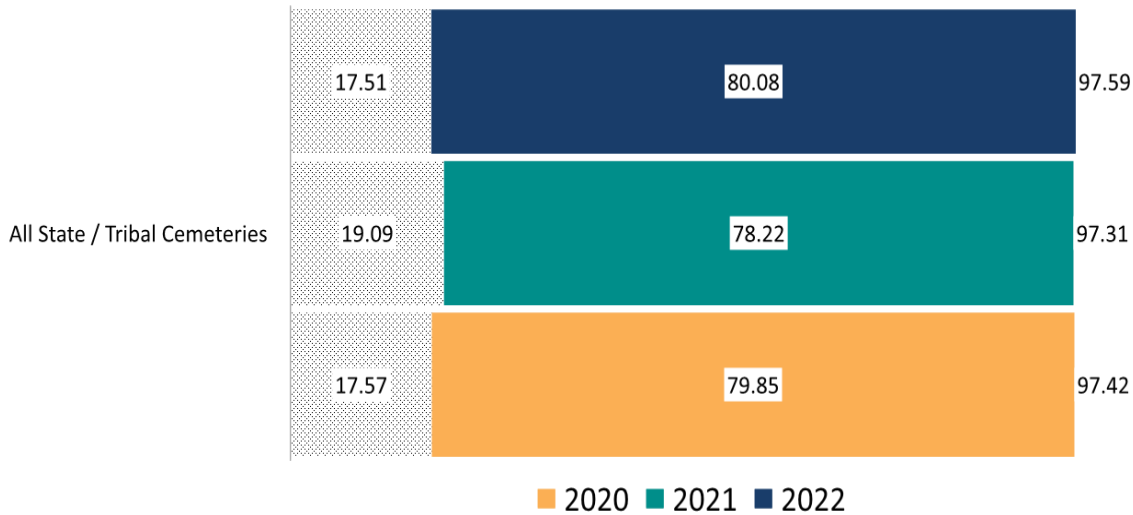
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8571	80.08%	1.86%	17.51%	1.93%	0.27%	0.21%
	2021	7539	78.22%	-1.63%	19.09%	2.19%	0.29%	0.21%
	2020	8259	79.85%	-1.11%	17.57%	2.24%	0.17%	0.17%

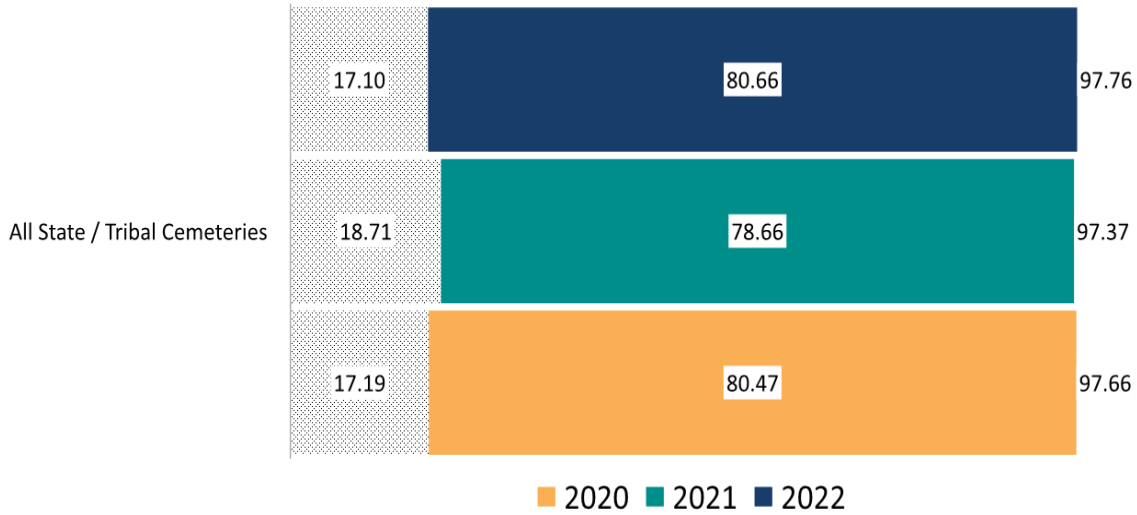
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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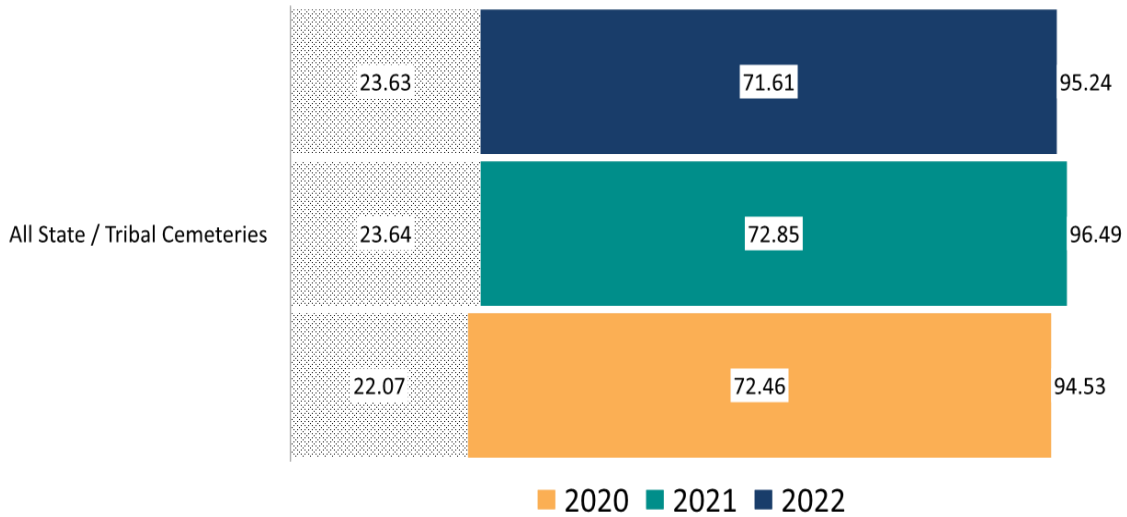
Overall Satisfaction Measures and Key Metrics

Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN



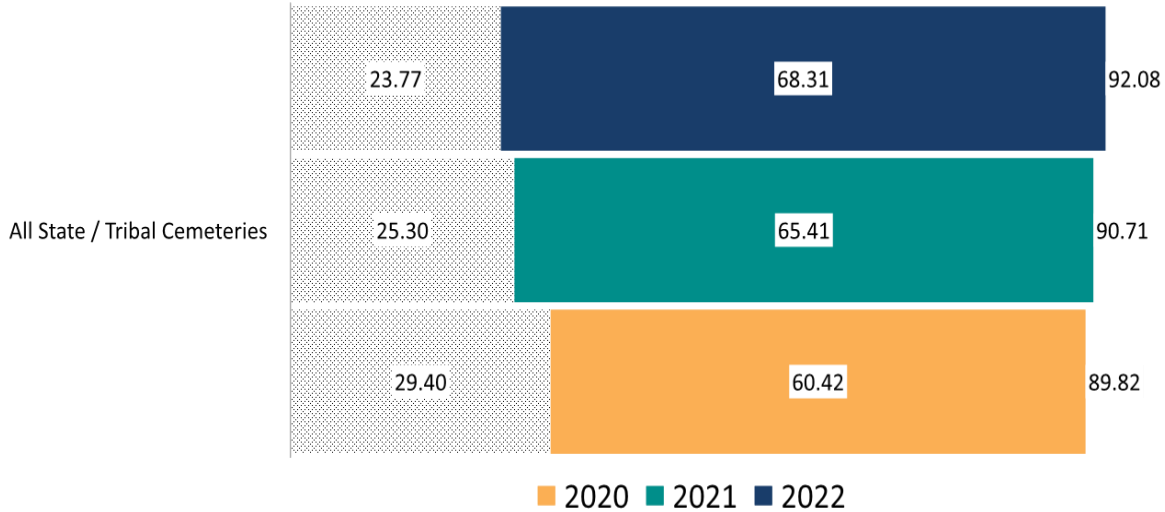
FUNERAL DIRECTORS



Overall Satisfaction Measures and Key Metrics

Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8699	68.31%	2.90%	23.77%	6.37%	1.10%	0.45%
	2021	7633	65.41%	4.99%	25.30%	7.44%	1.22%	0.63%
	2020	8314	60.42%	-8.69%	29.40%	8.91%	0.88%	0.40%

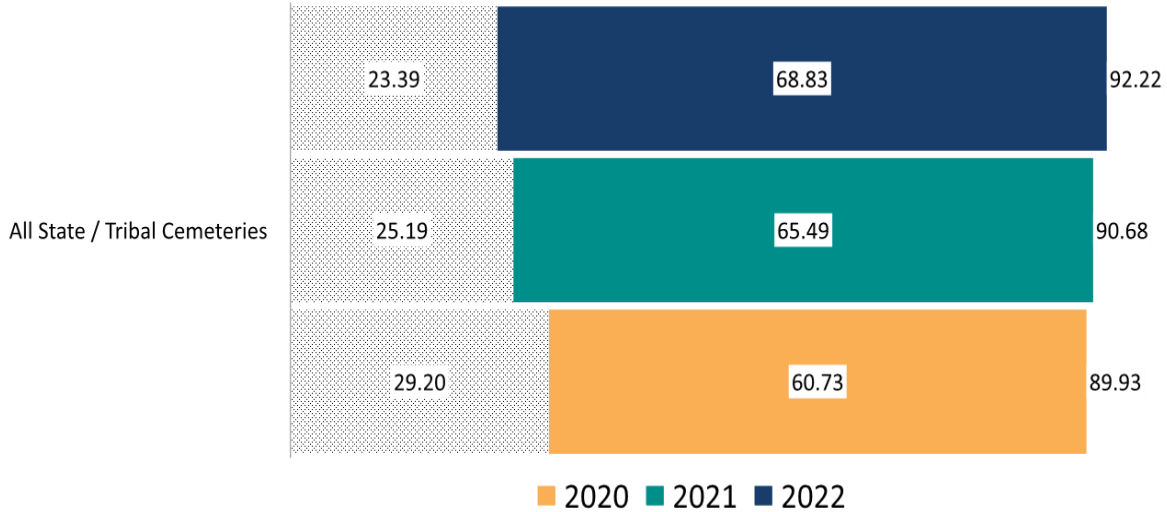
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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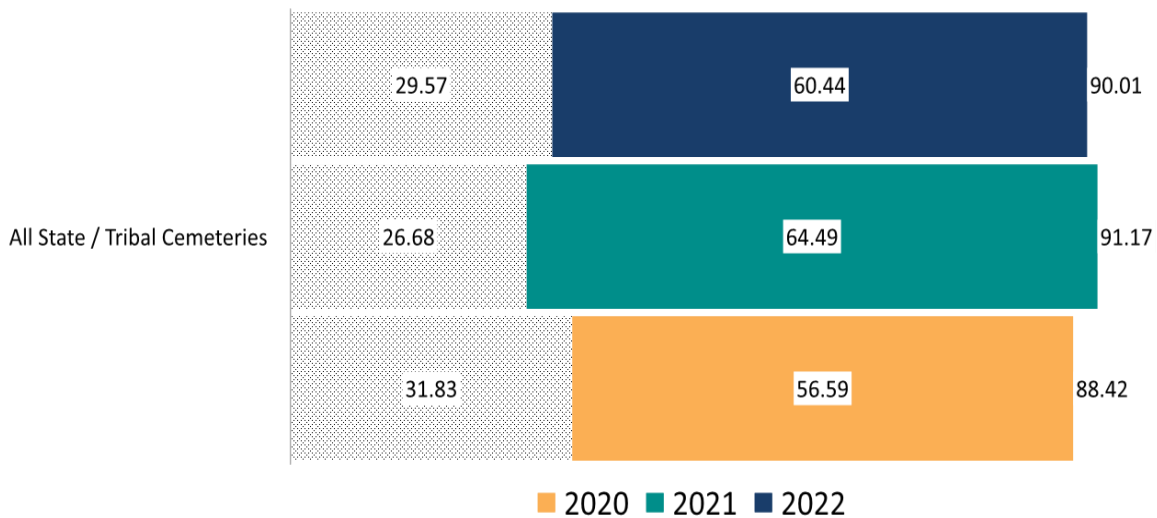
Overall Satisfaction Measures and Key Metrics

Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

NEXT OF KIN



FUNERAL DIRECTORS



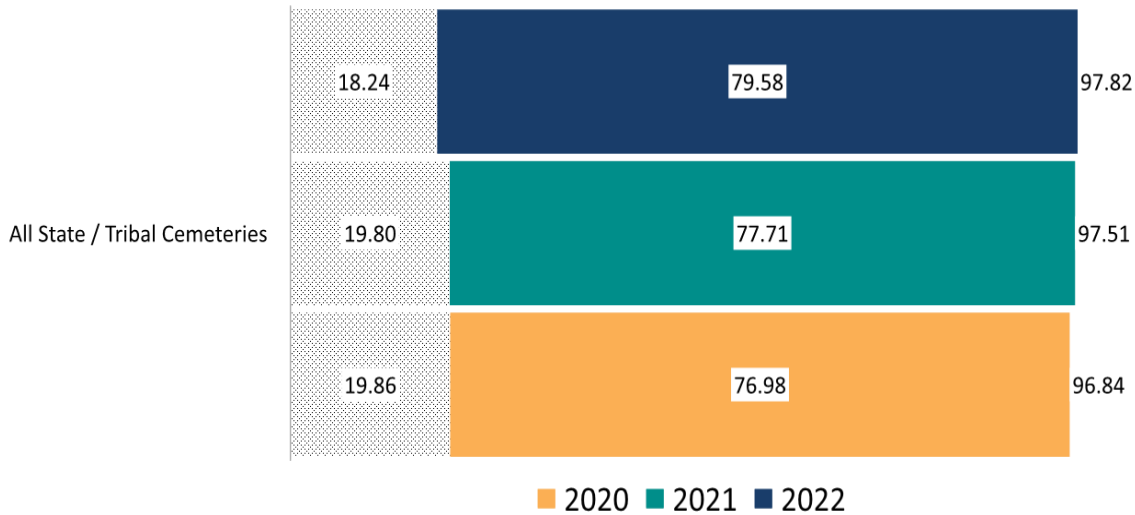
Trust

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a State or Tribal Veterans Cemetery's commitment to maintain cemeteries as national shrines and to honor all Veterans.
- Questions that were asked of both funeral directors and next of kin 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.
- Due to rounding, some percentages may not sum to 100%.

Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8648	79.58%	1.87%	18.24%	1.85%	0.17%	0.16%
	2021	7606	77.71%	0.73%	19.80%	2.10%	0.22%	0.16%
	2020	8239	76.98%	-3.10%	19.86%	2.79%	0.23%	0.15%

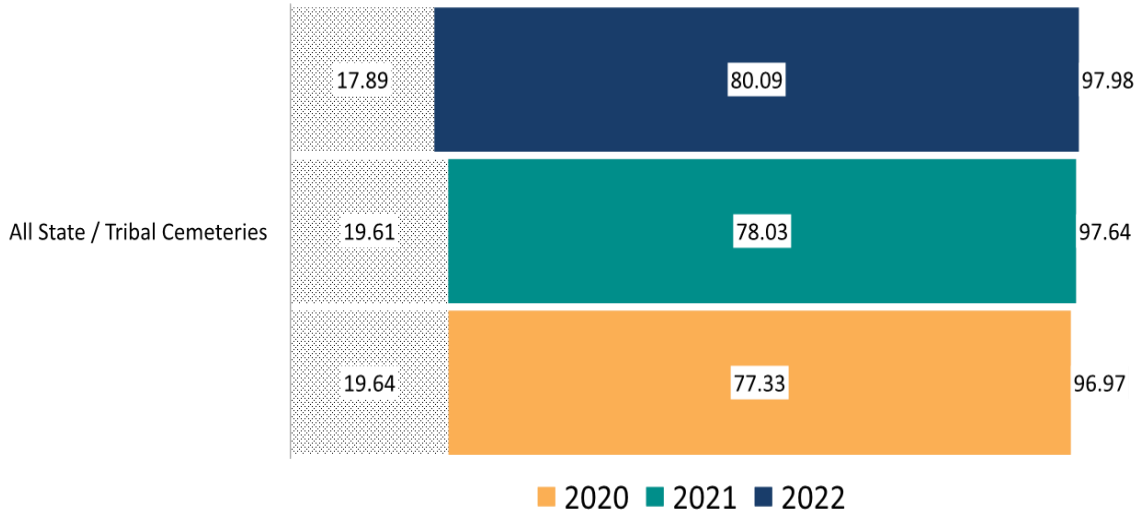
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

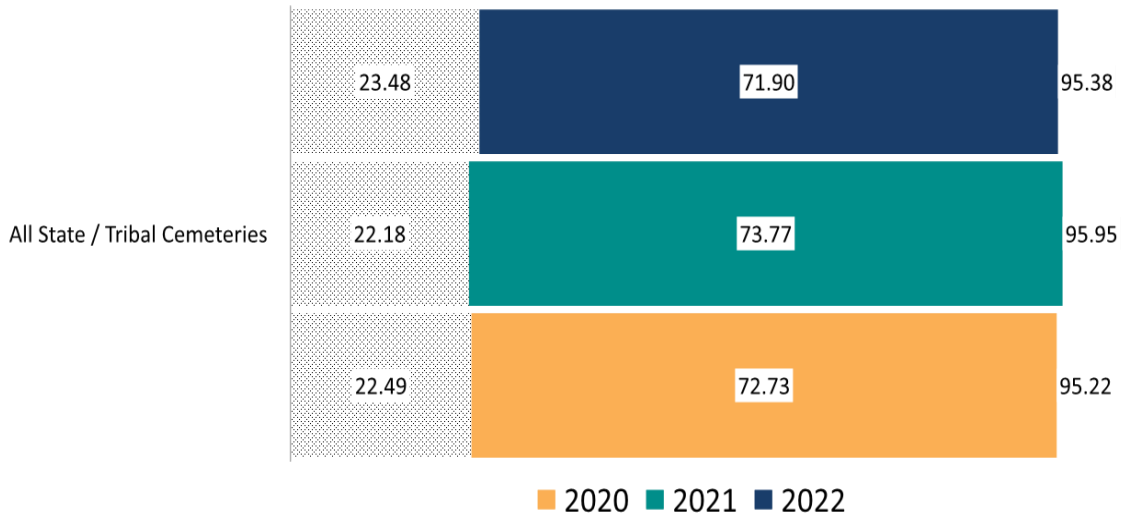
Trust

Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

NEXT OF KIN



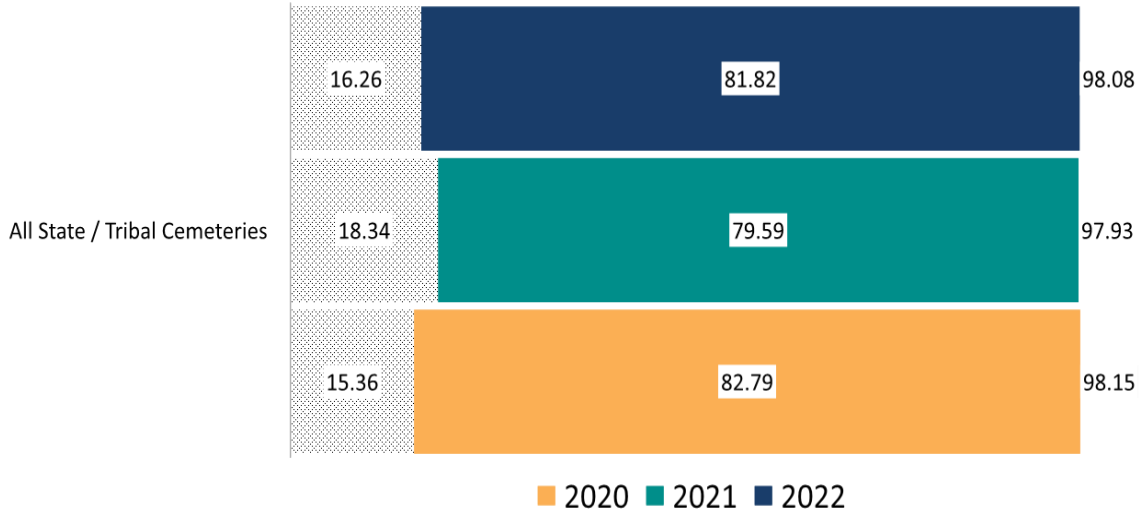
FUNERAL DIRECTORS



Trust

Question 31/27: The cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8387	81.82%	2.23%	16.26%	1.59%	0.12%	0.21%
	2021	7321	79.59%	-3.20%	18.34%	1.60%	0.22%	0.25%
	2020	8046	82.79%	0.35%	15.36%	1.53%	0.25%	0.07%

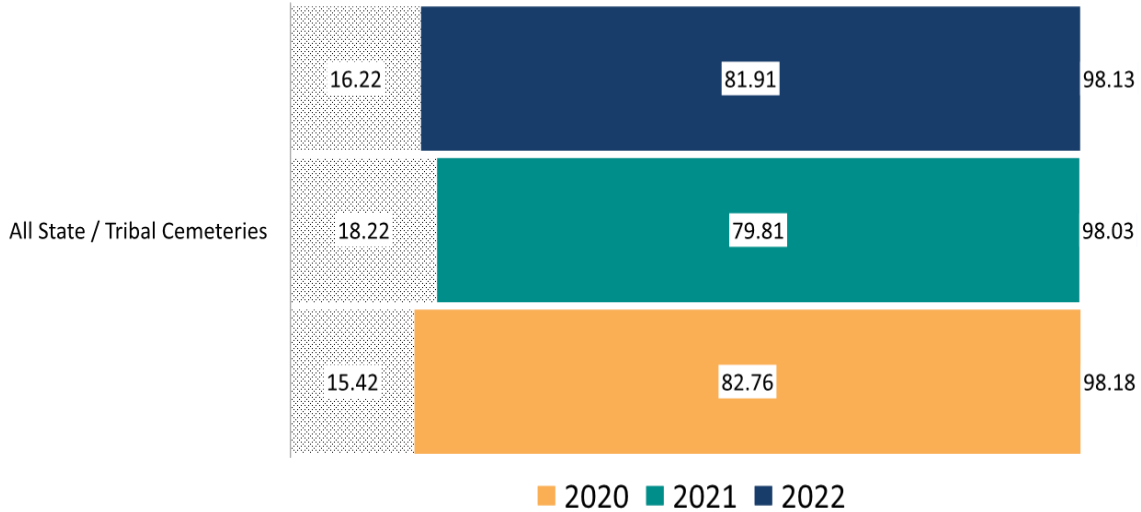
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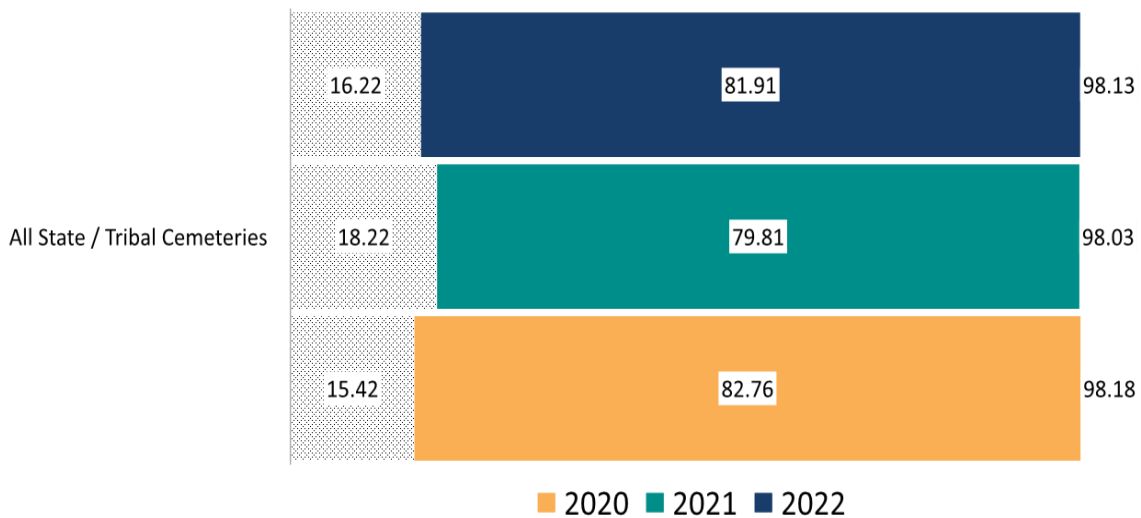
Trust

Question 31/27: The cemetery honors all Veterans and their service to our nation.

NEXT OF KIN



FUNERAL DIRECTORS



Satisfaction with Information and Communication: Next of Kin

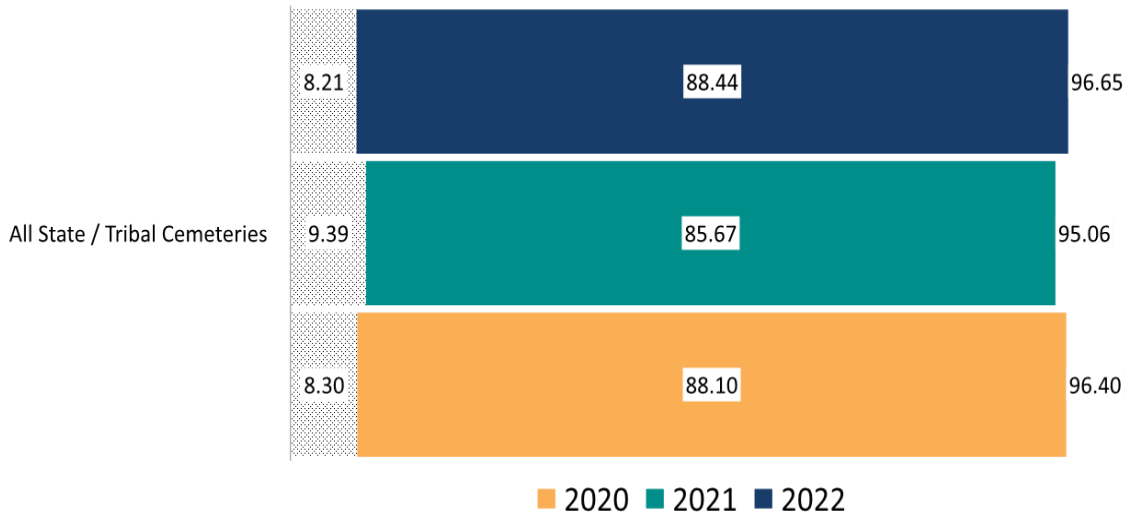
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

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 State or Tribal Veterans Cemetery?

NEXT OF KIN



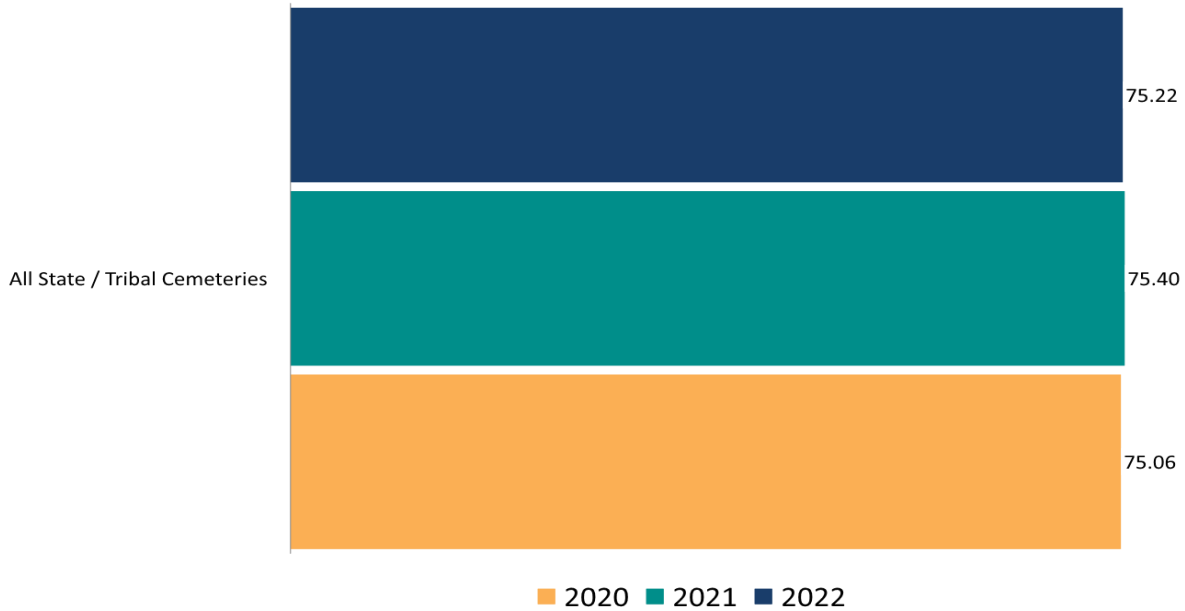
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	8209	88.44%	2.77%	8.21%	2.08%	0.69%	0.57%
	2021	7189	85.67%	-2.43%	9.39%	3.24%	0.95%	0.75%
	2020	7663	88.10%	-1.62%	8.30%	2.39%	0.76%	0.46%

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

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 State or Tribal Veterans Cemetery?

NEXT OF KIN



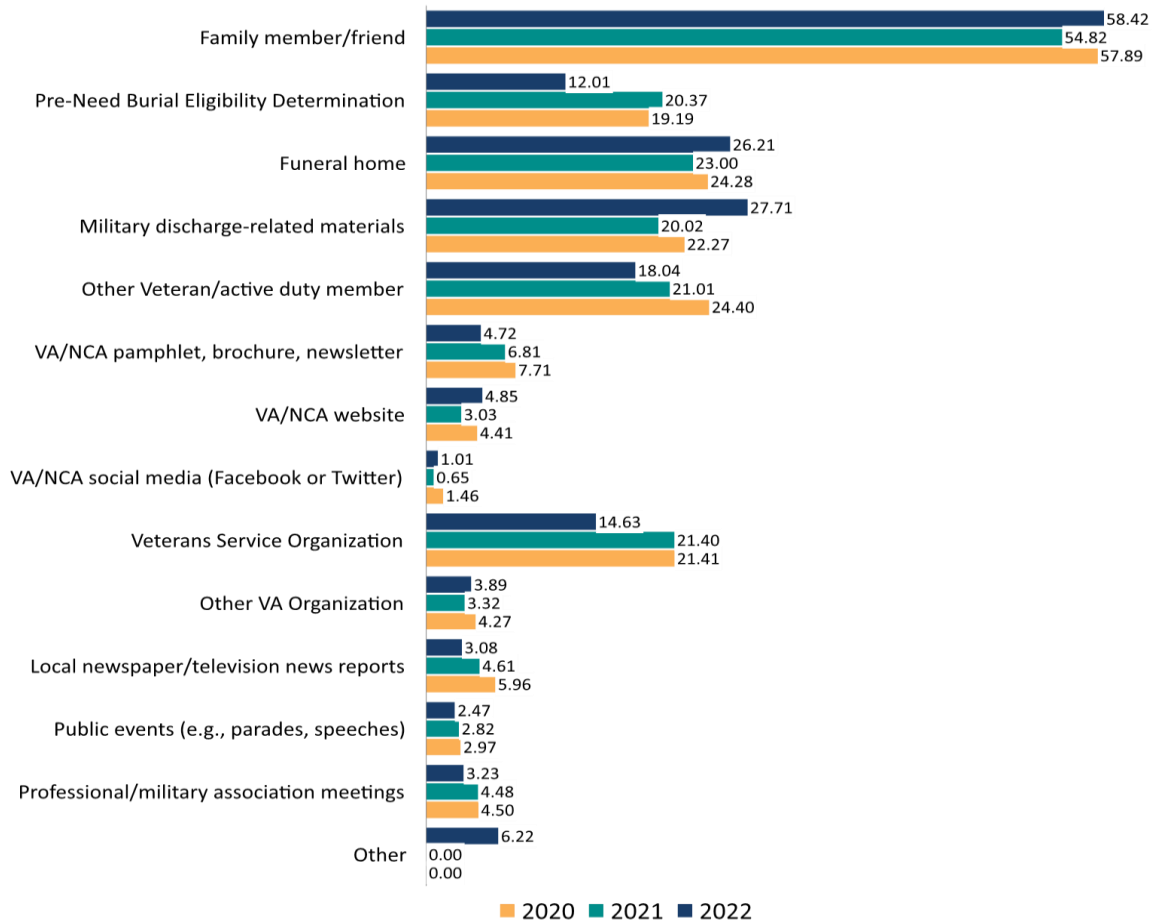
Percent Yes

	Year	n	Yes	No
All State / Tribal Cemeteries	2022	8204	75.22%	24.78%
	2021	7183	75.40%	24.60%
	2020	7655	75.06%	24.94%

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)

NEXT OF KIN



2020: n = 5,618 2021: n = 5,244 2022: n = 5,914

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

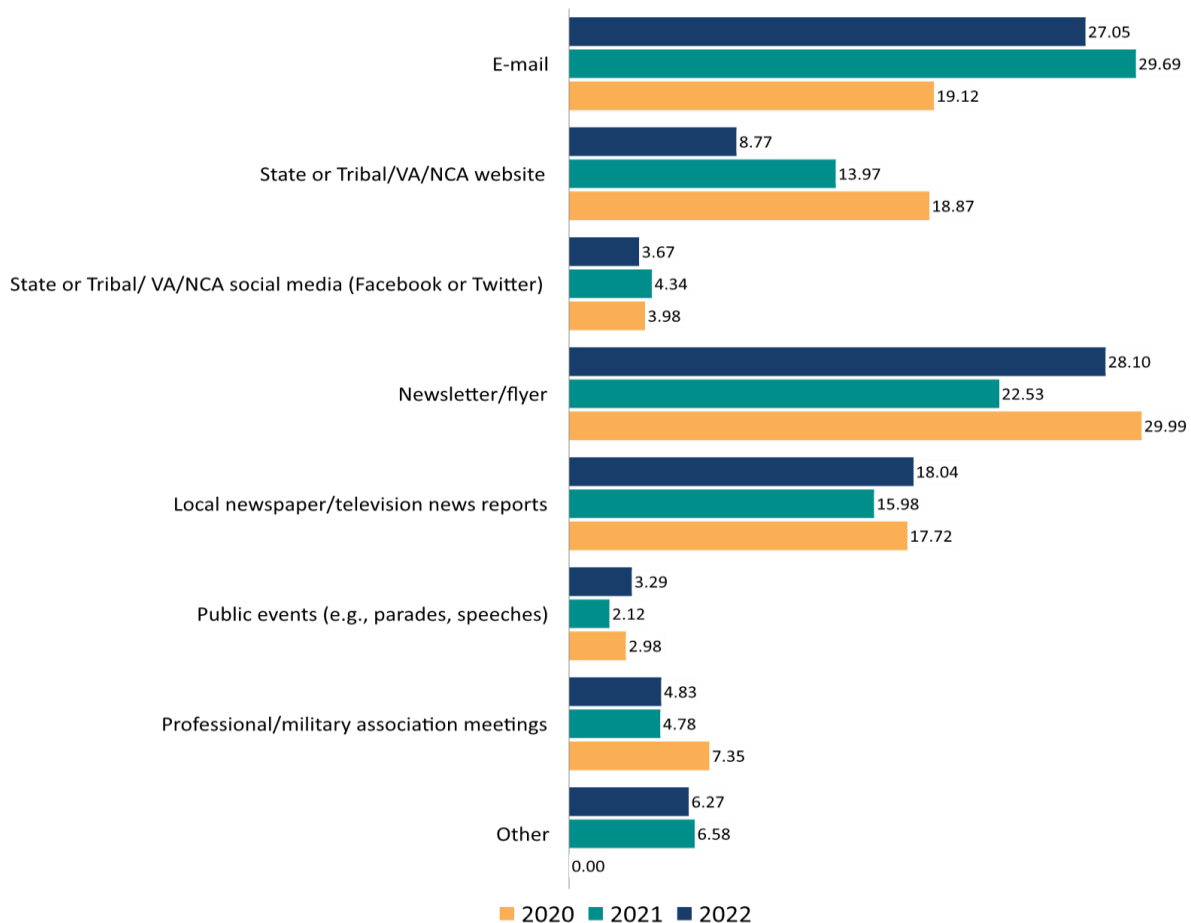
Note: The "Other (specify)" answer option was added to the 2022 survey.

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 State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)

NEXT OF KIN



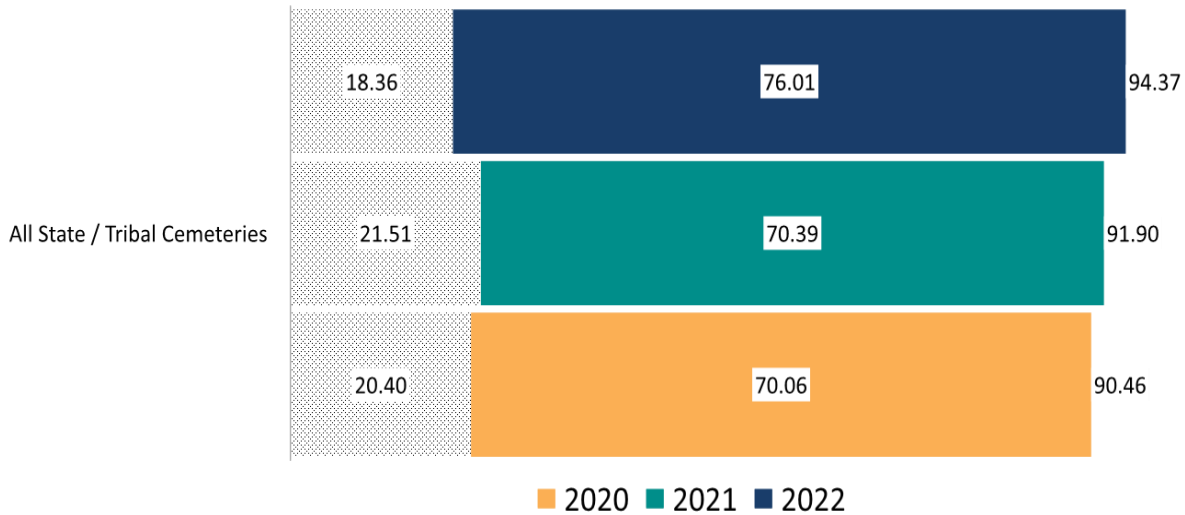
2020: n = 5,576 2021: n = 6,426 2022: n = 7,335

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?

NEXT OF KIN



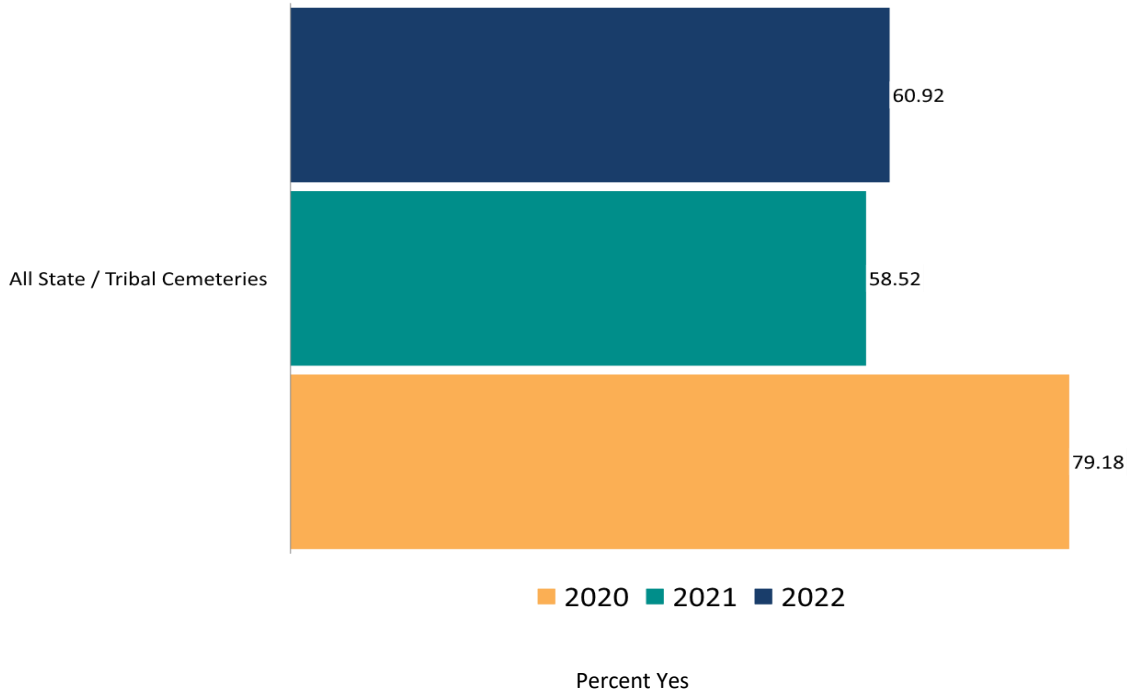
	Year	n	Very informed	*Change Score	Somewhat informed	Neither informed nor uninformed	Somewhat uninformed	Very uninformed
All State / Tribal Cemeteries	2022	6006	76.01%	5.62%	18.36%	2.95%	1.57%	1.12%
	2021	5522	70.39%	0.33%	21.51%	4.26%	2.12%	1.72%
	2020	7668	70.06%	-2.38%	20.40%	4.06%	3.16%	2.33%

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

Satisfaction with Information and Communication: Next of Kin

Question 24: Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2022	6540	60.92%	39.08%
	2021	5593	58.52%	41.48%
	2020	6139	79.18%	20.82%

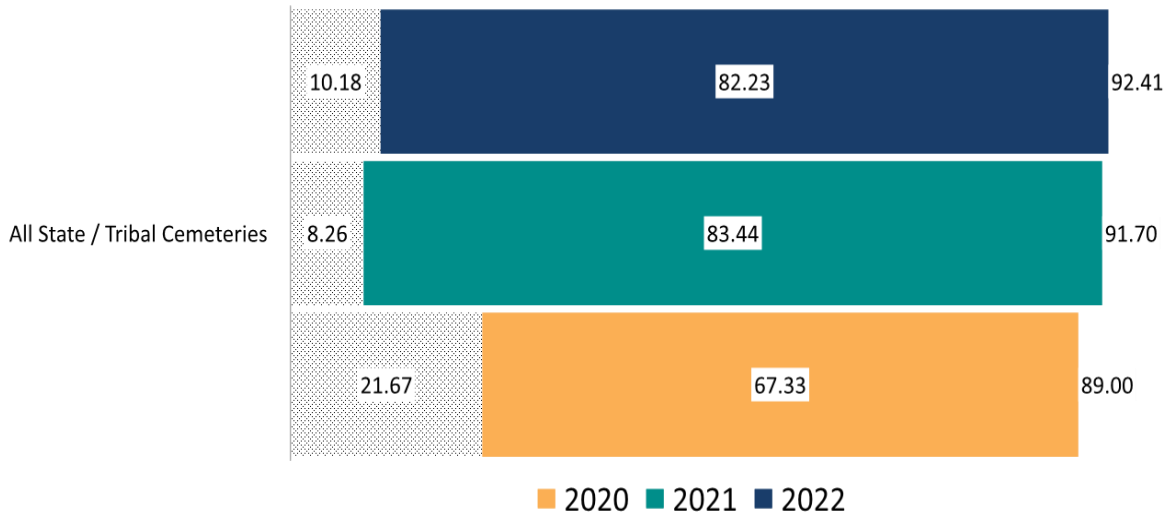
The Veteran status of the interred loved one is not self-reported. Veteran status of the interred loved one is recorded by the national cemetery and captured in the NCA database. This question only applies to respondents whose interred loved one was a Veteran.

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

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	3882	82.23%	-1.21%	10.18%	5.64%	1.03%	0.93%
	2021	3159	83.44%	16.11%	8.26%	5.89%	1.14%	1.27%
	2020	4601	67.33%	-21.57%	21.67%	9.39%	0.96%	0.65%

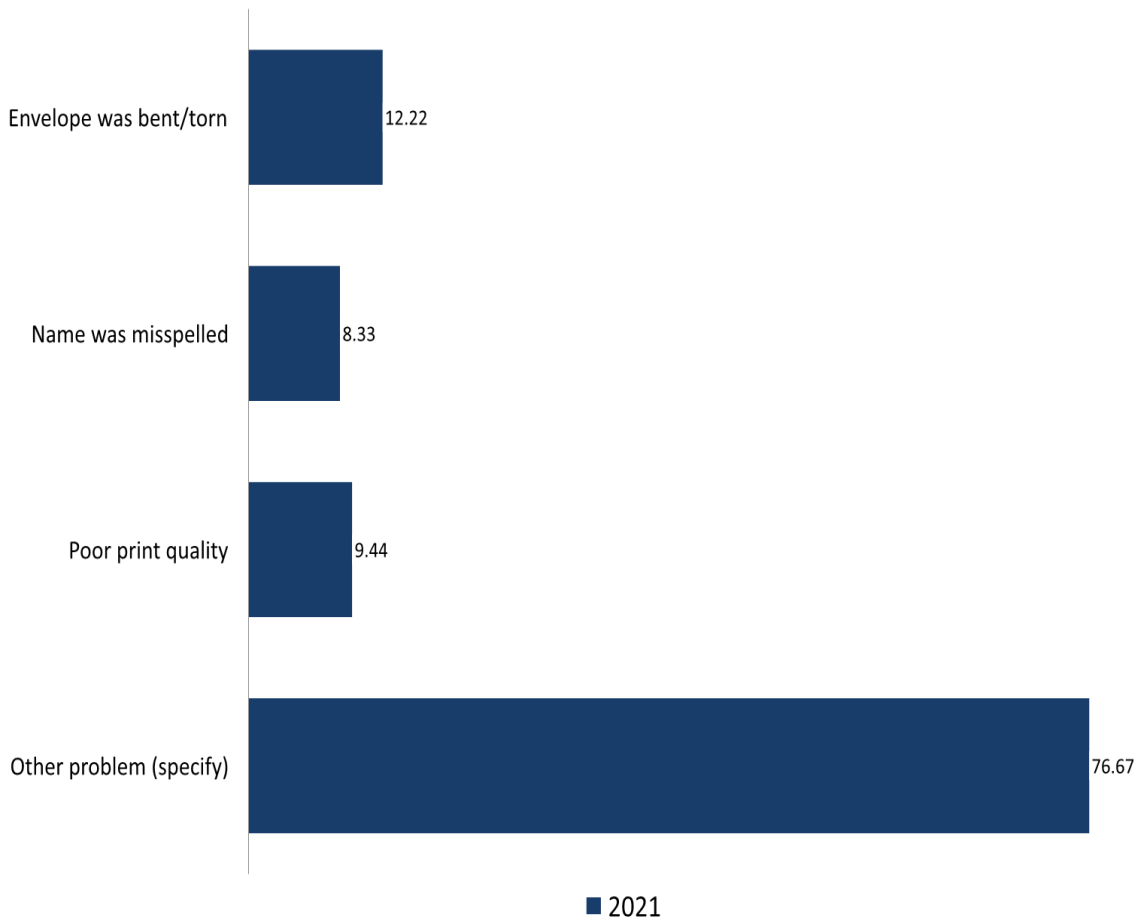
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

This question only applies to respondents who indicated "Yes" to Question 24 (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 answer options and three reasons for why NoK may not be satisfied).

Satisfaction with Information and Communication: Next of Kin

Question 26: 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 = 180

This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 25 (NoK).

Note: In the 2020 survey, the responses to the new 2021 Question 26 (displayed above) were included in Question 25 (see page 36 in this report) in the 2020 survey. For the 2021 survey,

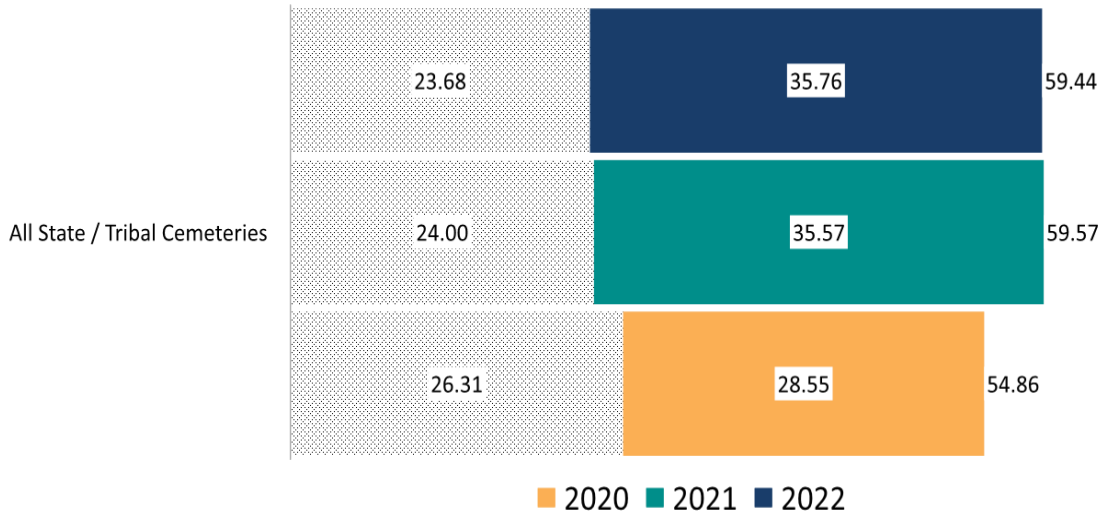
Question 26 was created to specifically ask why the NoK was not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service.

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

Satisfaction with Information and Communication: Next of Kin

Question 27: 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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	3831	35.76%	0.19%	23.68%	35.66%	3.71%	1.20%
	2021	3129	35.57%	7.02%	24.00%	36.08%	3.52%	0.83%
	2020	4287	28.55%	-8.38%	26.31%	38.21%	4.97%	1.96%

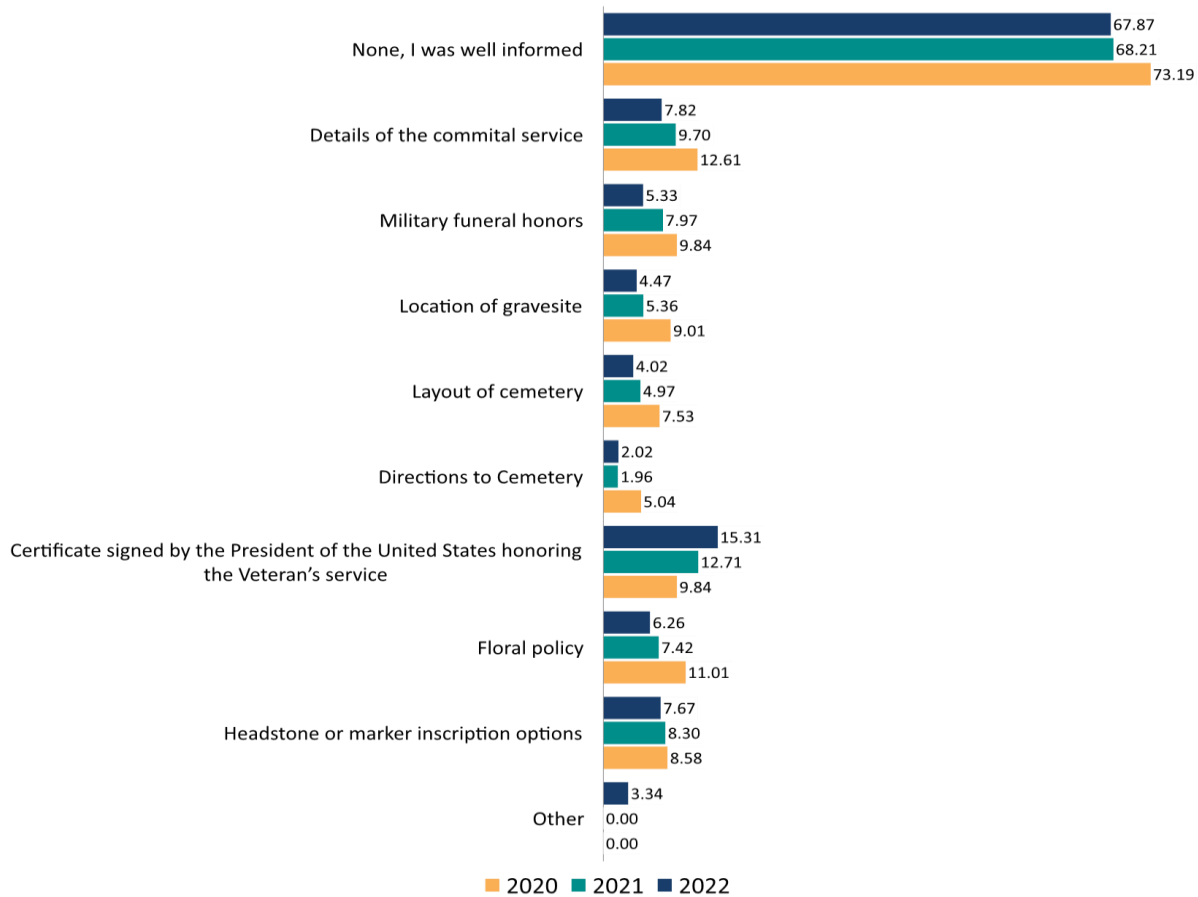
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

This question only applies to respondents who indicated "Yes" to Question 24 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 28: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

NEXT OF KIN



2020: n = 4,786 2021: n = 6,978 2022: n = 8,082

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

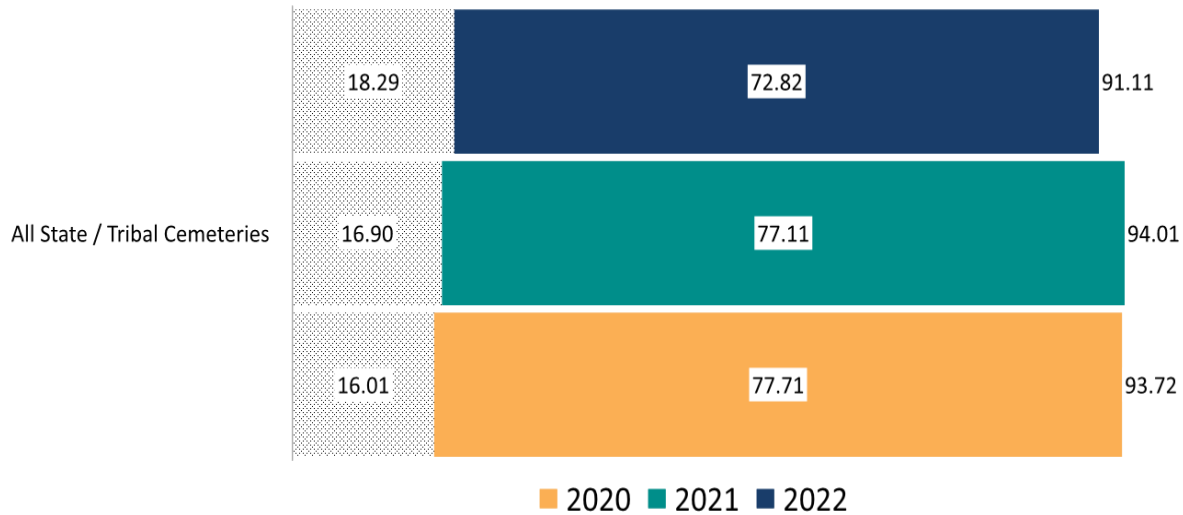
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the State or Tribal Veterans Cemetery with which they most frequently do business.
- Measures of overall satisfaction with information and communication are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- 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 State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



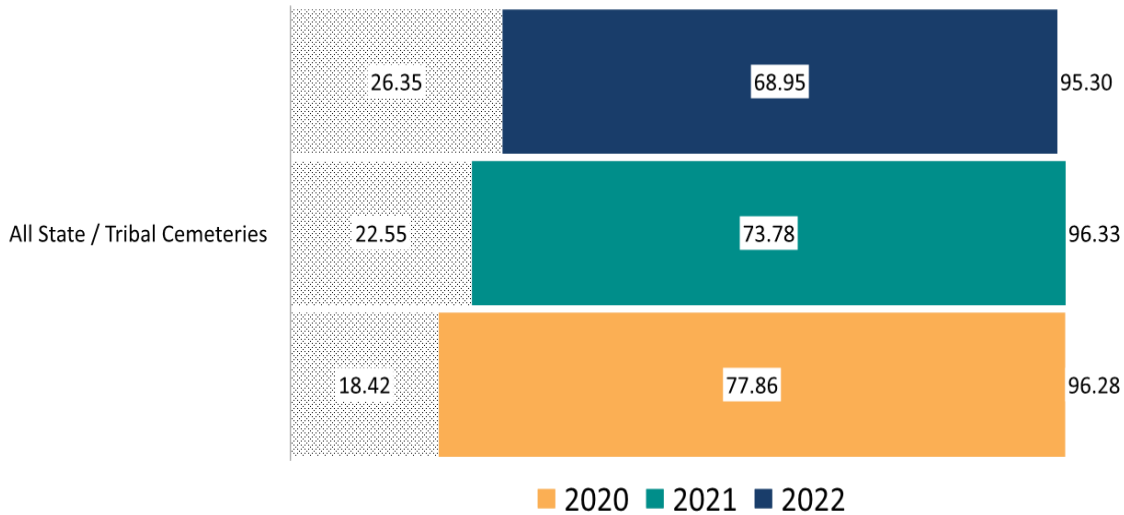
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	563	72.82%	-4.29%	18.29%	7.46%	0.89%	0.53%
	2021	568	77.11%	-0.60%	16.90%	4.93%	0.53%	0.53%
	2020	637	77.71%	-0.33%	16.01%	4.87%	0.78%	0.63%

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

Satisfaction with Information and Communication: Funeral Directors

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

FUNERAL DIRECTORS



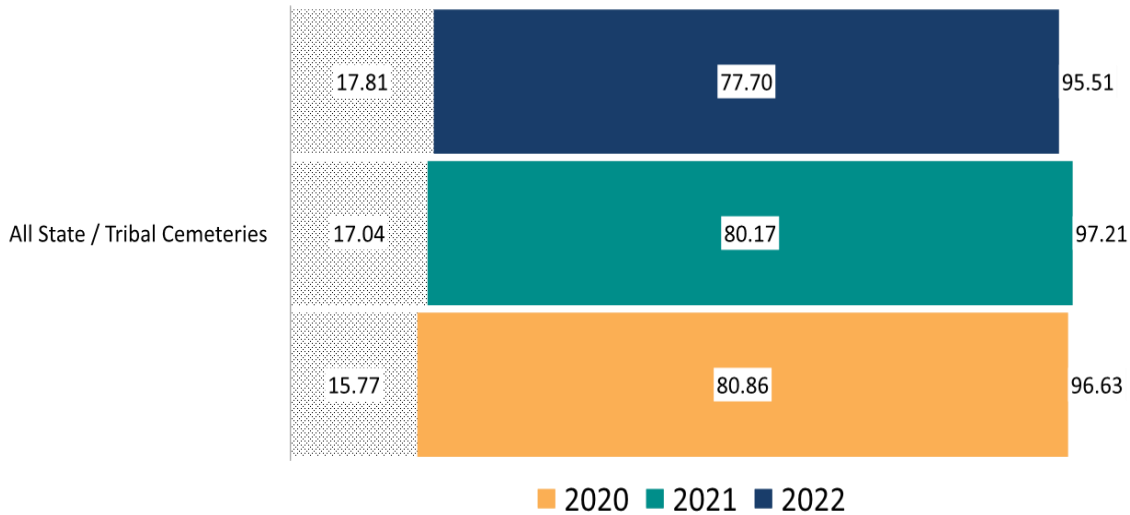
	Year	n	Excellent	*Change Score	Good	Fair	Poor
All State / Tribal Cemeteries	2022	554	68.95%	-4.83%	26.35%	3.97%	0.72%
	2021	572	73.78%	-4.08%	22.55%	2.62%	1.05%
	2020	646	77.86%	3.55%	18.42%	2.79%	0.93%

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

Satisfaction with Information and Communication: Funeral Directors

Question 6: Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

FUNERAL DIRECTORS



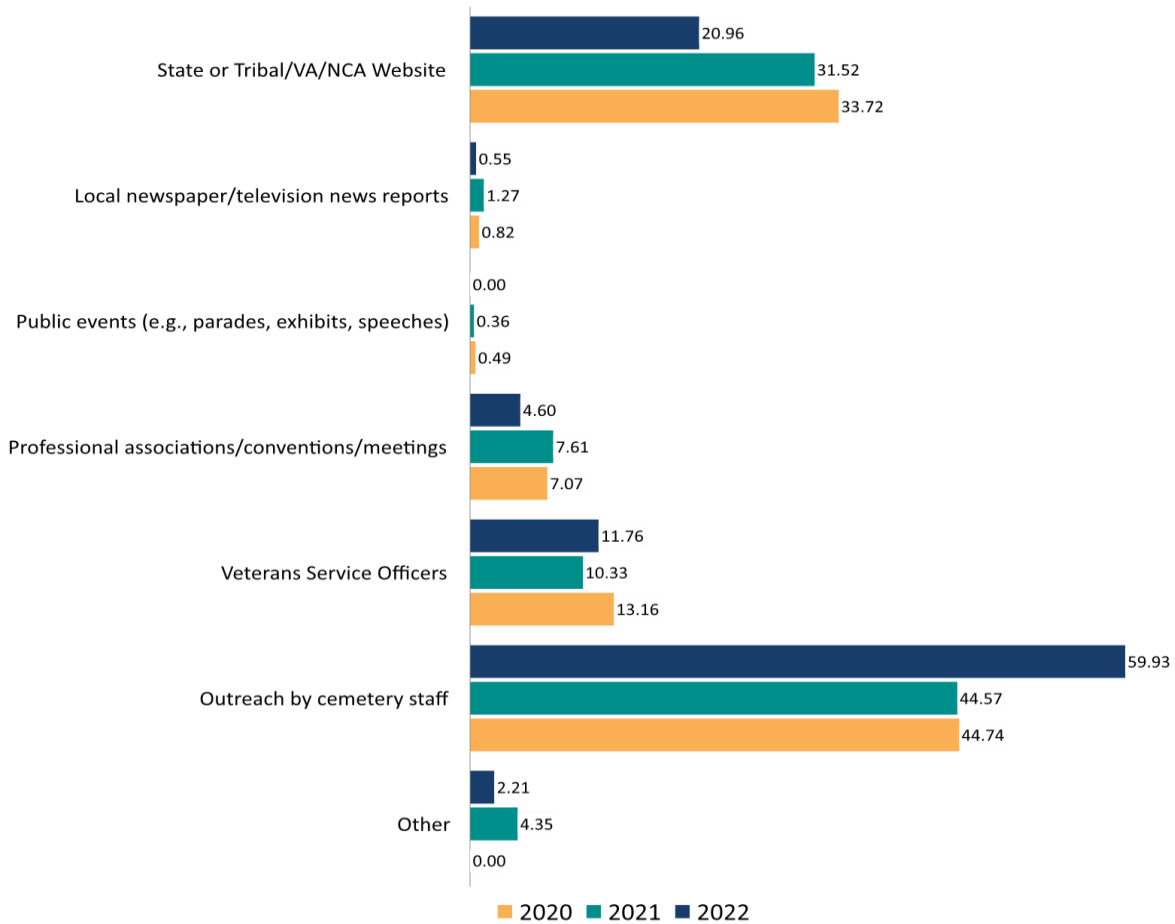
	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
All State / Tribal Cemeteries	2022	556	77.70%	-2.47%	17.81%	4.50%
	2021	575	80.17%	-0.69%	17.04%	2.78%
	2020	653	80.86%	2.55%	15.77%	3.37%

*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year.

Satisfaction with Information and Communication: Funeral Directors

Question 7: In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

FUNERAL DIRECTORS



2020: n = 608 2021: n = 552 2022: n = 544

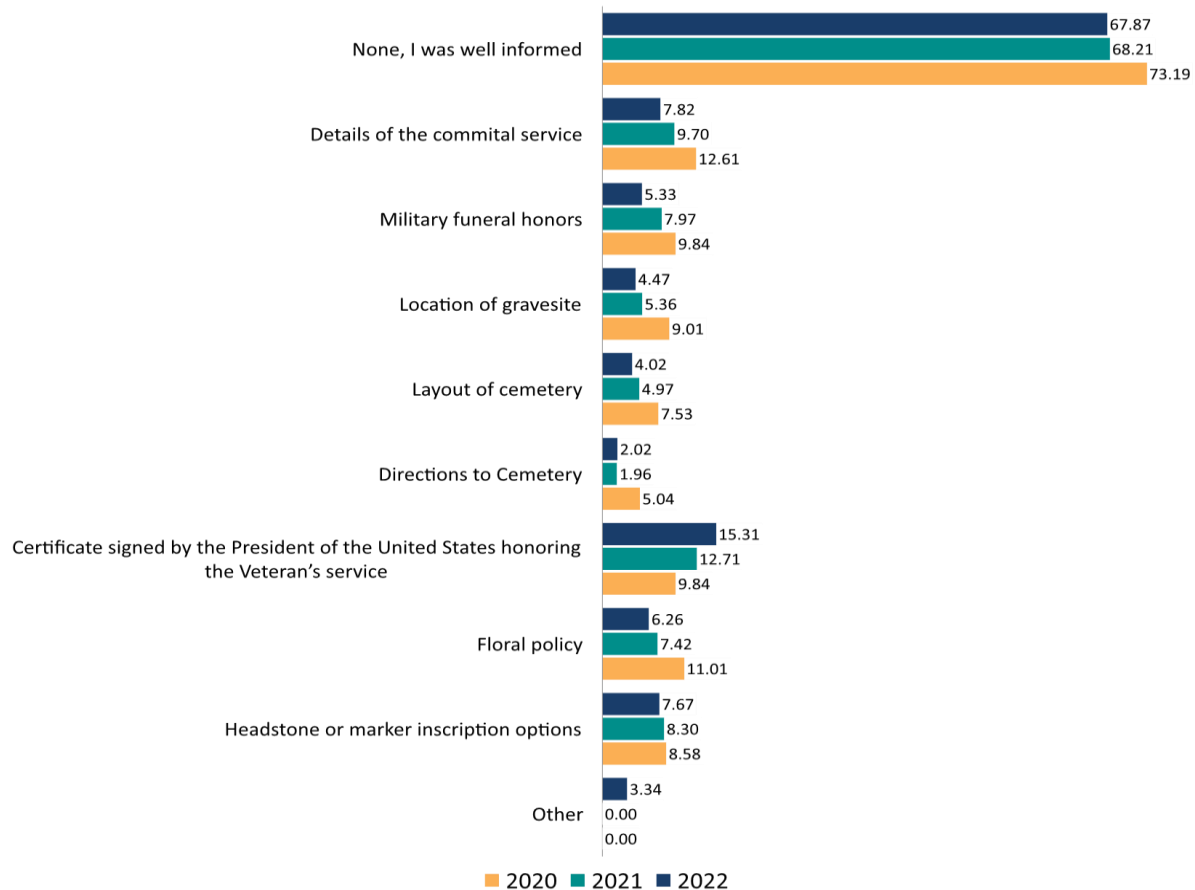
Note: 2020 survey data is not available for "Other (specify)" responses.

Satisfaction with Information and Communication: Funeral Directors

Question 8: What State or Tribal Veterans 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 State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



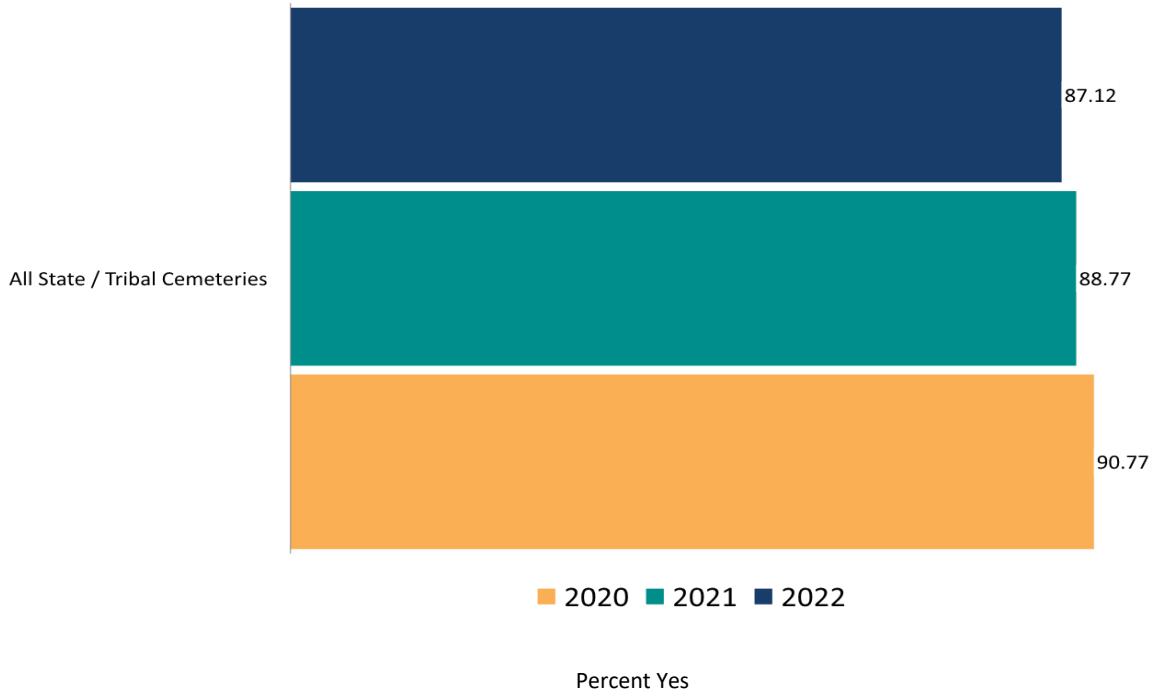
Note: As respondents could select more than one response option, percentages may not sum to 100.

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

Satisfaction with Information and Communication: Funeral Directors

Question 13: Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?

FUNERAL DIRECTORS

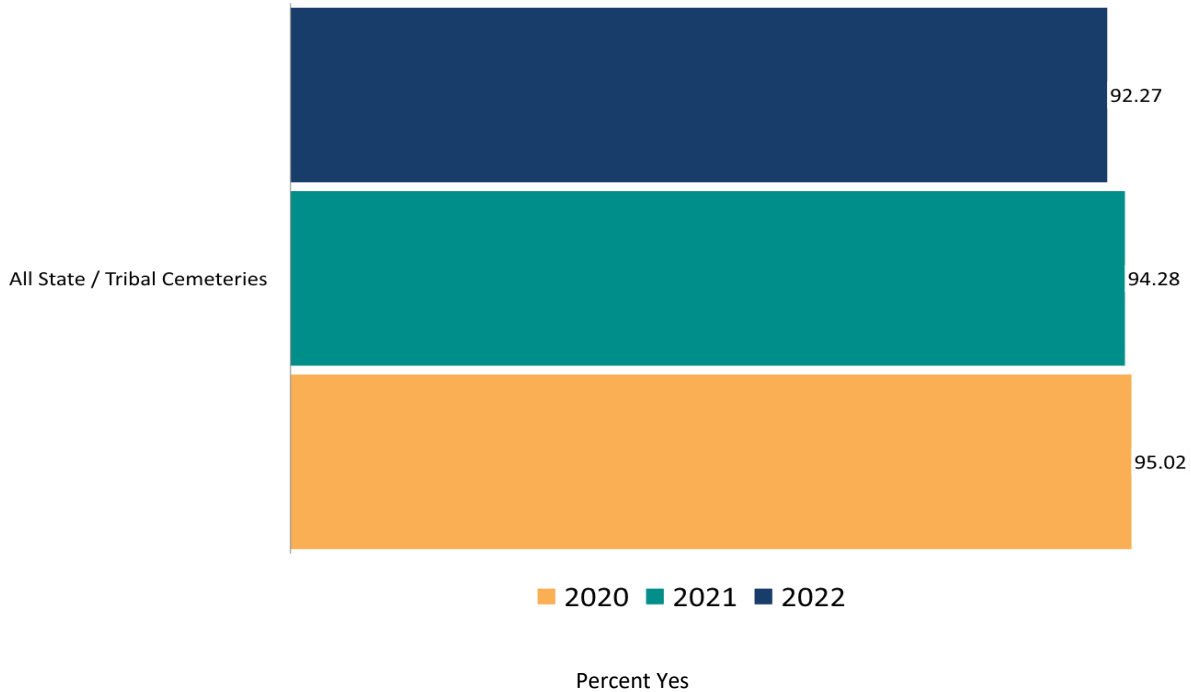


	Year	n	Yes	No
All State / Tribal Cemeteries	2022	559	87.12%	12.88%
	2021	570	88.77%	11.23%
	2020	639	90.77%	9.23%

Satisfaction with Information and Communication: Funeral Directors

Question 16: Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?

FUNERAL DIRECTORS



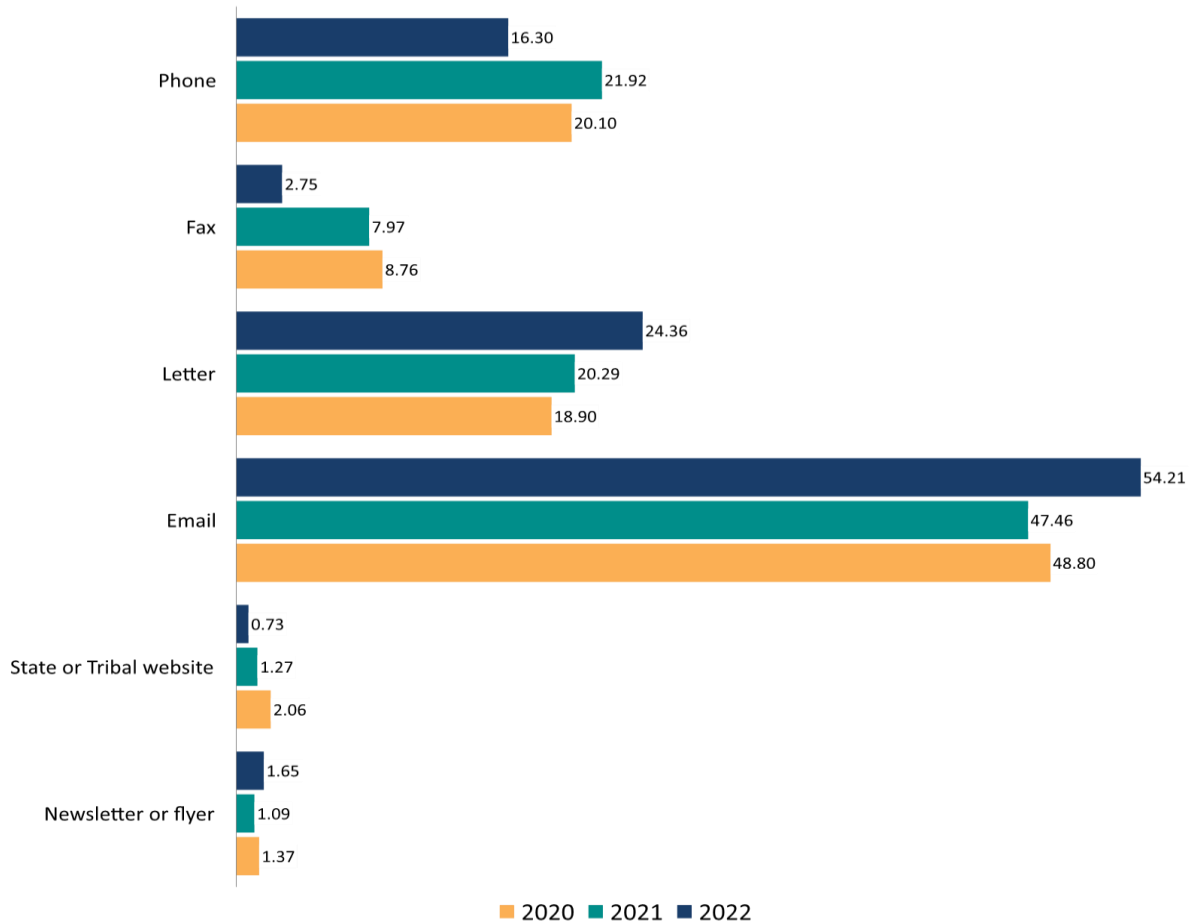
	Year	n	Yes	No
All State / Tribal Cemeteries	2022	556	92.27%	7.73%
	2021	559	94.28%	5.72%
	2020	643	95.02%	4.98%

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

Satisfaction with Information and Communication: Funeral Directors

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

FUNERAL DIRECTORS

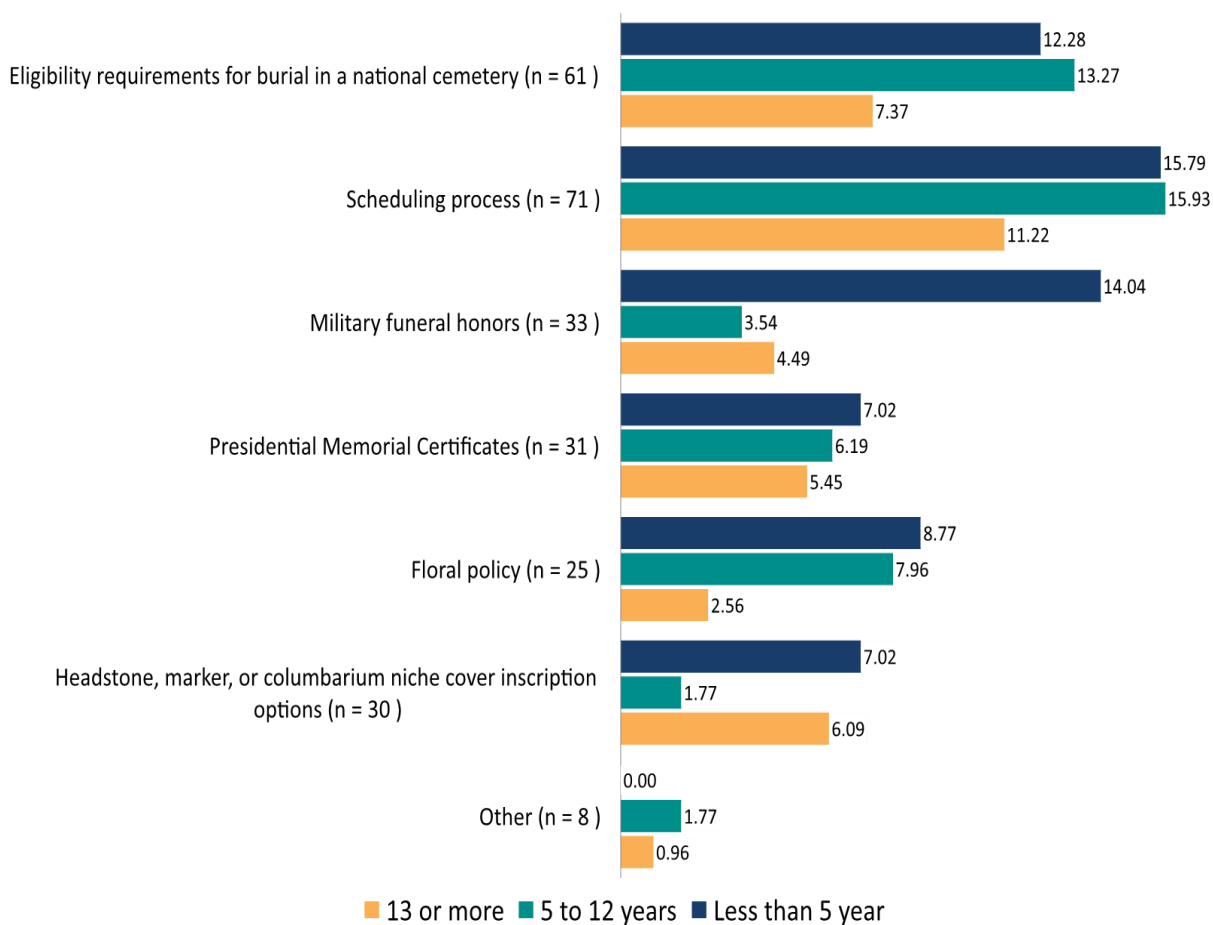


ELEMENT OF COMPARISON

Influence of length of time working with State or Tribal Veterans Cemetery and the need for more information about State or Tribal Veterans Cemetery policies or procedures.

Question 8: What State or Tribal Veterans 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 State or Tribal Veterans Cemetery?



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

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

Satisfaction with Committal Service(s): Next of Kin

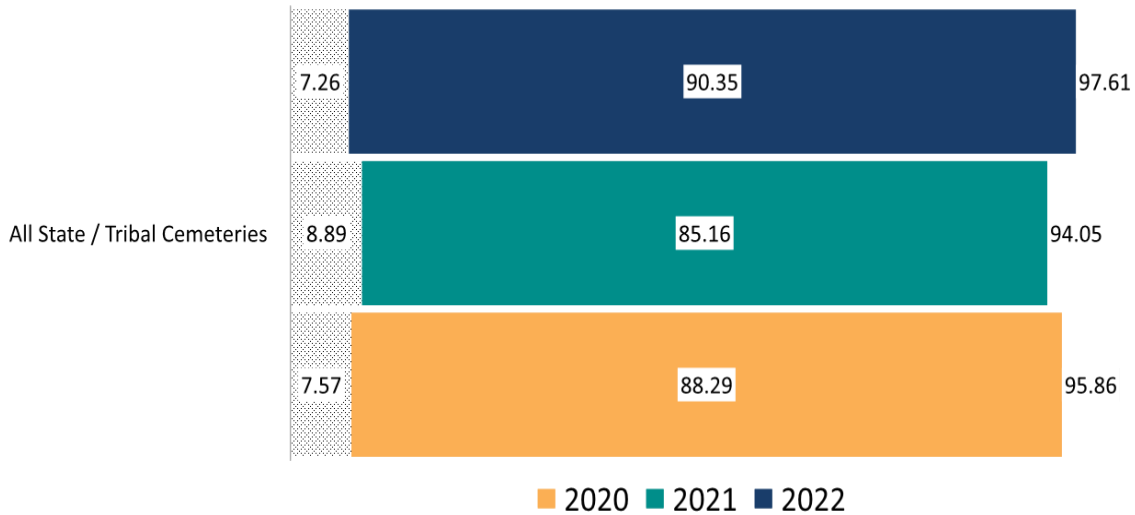
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Committal Service(s): Next of Kin

Question 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

NEXT OF KIN



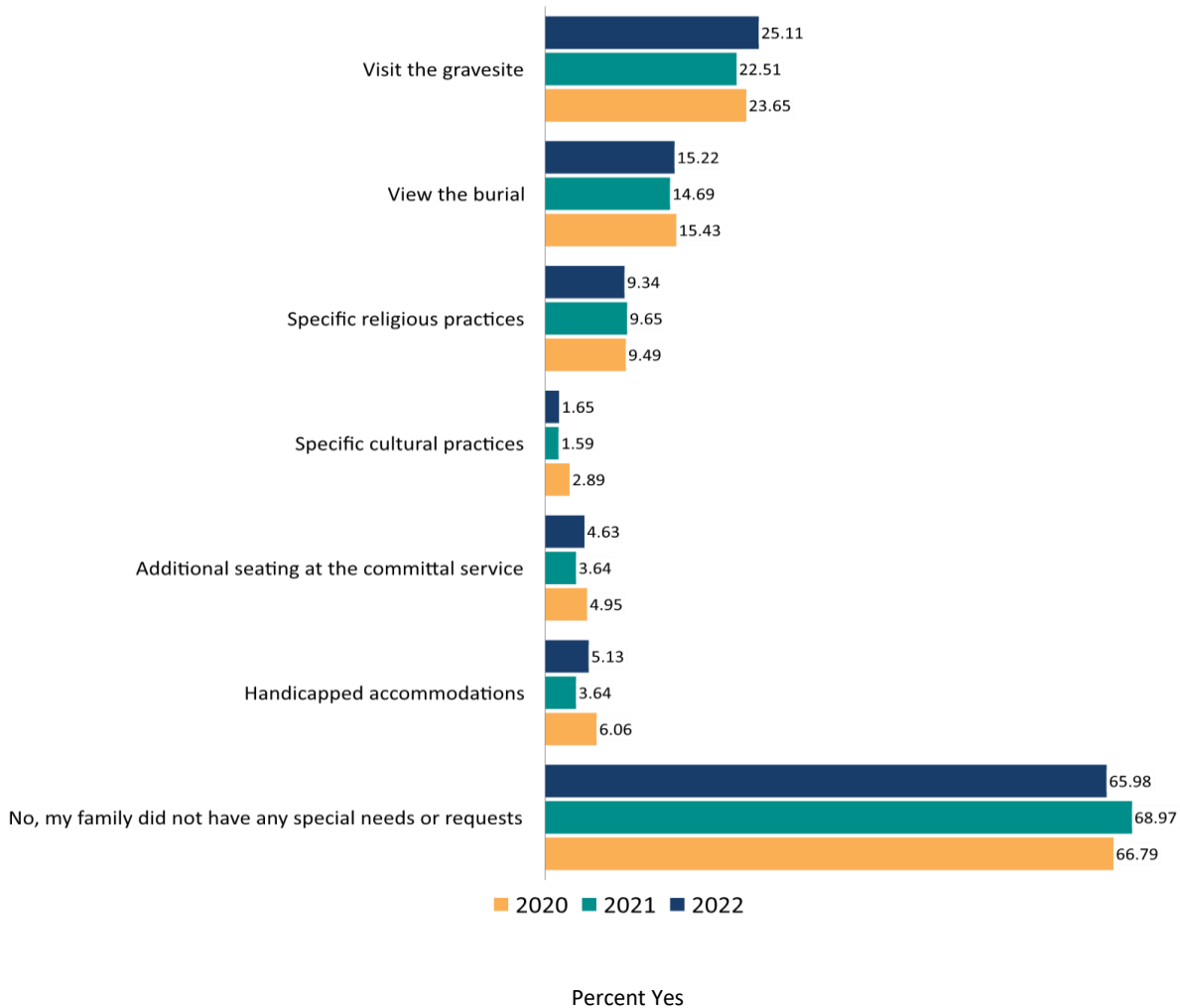
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	6032	90.35%	5.19%	7.26%	1.19%	0.71%	0.48%
	2021	5492	85.16%	-3.13%	8.89%	3.75%	1.33%	0.87%
	2020	7600	88.29%	-1.60%	7.57%	2.66%	1.00%	0.49%

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

Satisfaction with Committal Service(s): Next of Kin

Question 11: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

NEXT OF KIN

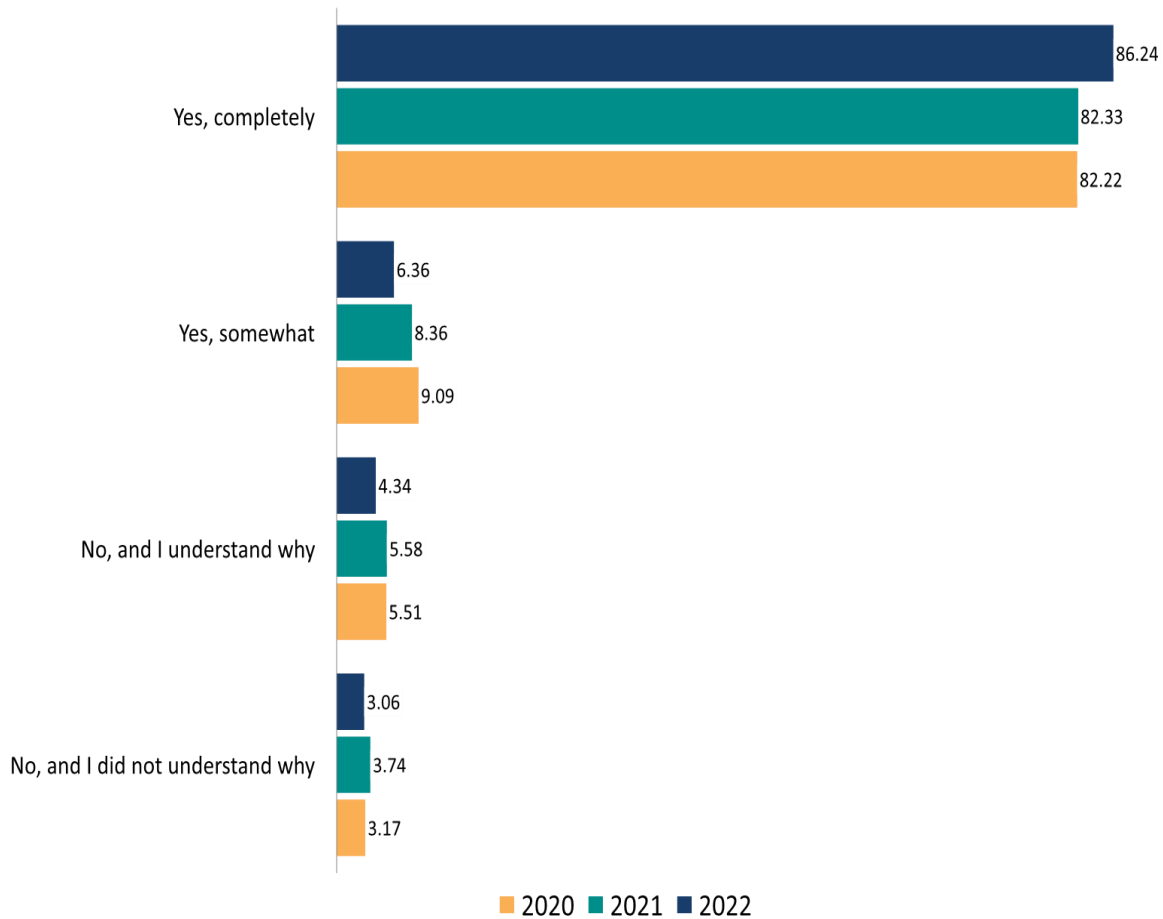


Note: As respondents could select more than one response option, percentages may not sum to 100.

Satisfaction with Committal Service(s): Next of Kin

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

NEXT OF KIN



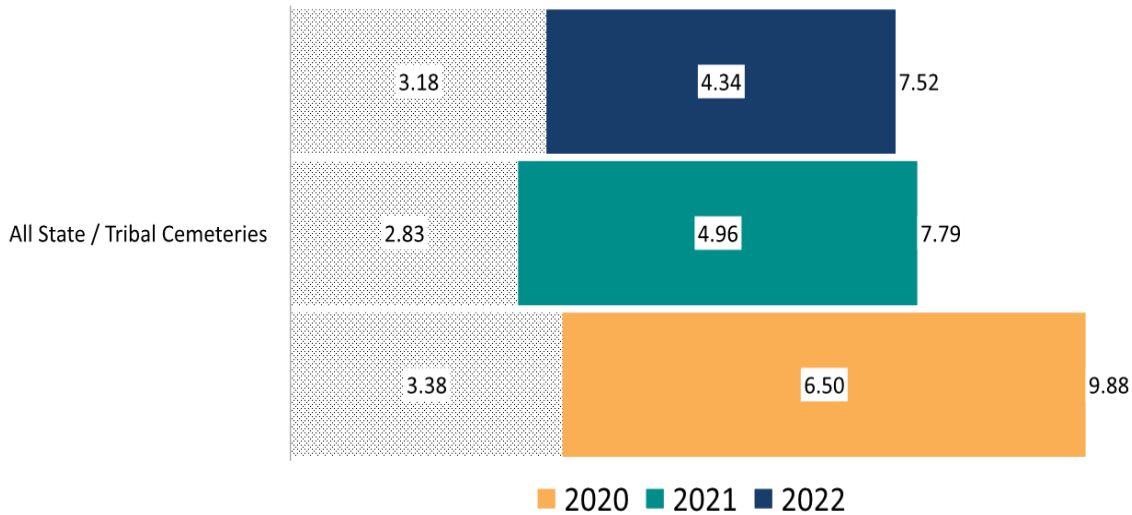
	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
	2022	2027	86.24%	6.36%	4.34%	3.06%
	2021	1686	82.33%	8.36%	5.58%	3.74%
	2020	2430	82.22%	9.09%	5.51%	3.17%

This question did not apply to respondents who indicated in Question 11 (NoK), "No, my family did not have any need or requests."

Satisfaction with Committal Service(s): Next of Kin

Question 14: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

NEXT OF KIN

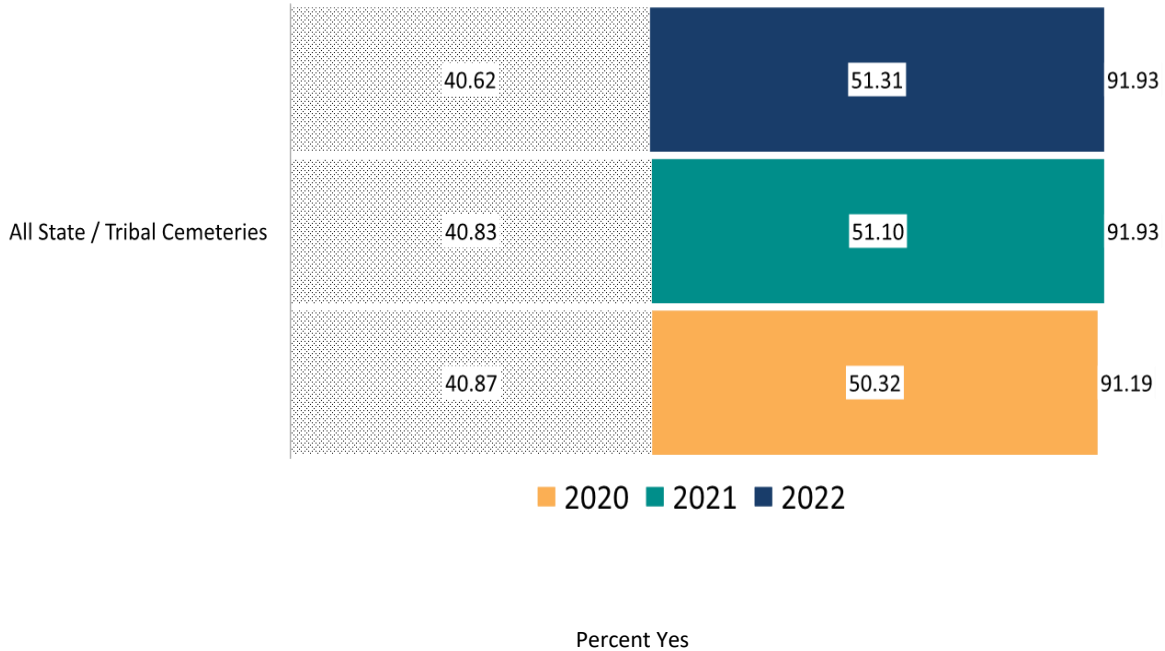


	Year	n	Yes, I viewed it online	*Change Score	Yes, the funeral director provided it	No
All State / Tribal Cemeteries	2022	6013	3.18%	0.35%	4.34%	92.48%
	2021	5503	2.83%	-0.55%	4.96%	92.20%
	2020	7691	3.38%	0.41%	6.50%	90.12%

Satisfaction with Committal Service(s): Next of Kin

Question 15: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	421	51.31%	0.21%	40.62%	8.08%	0.00%	0.00%
	2021	409	51.10%	0.78%	40.83%	8.07%	0.00%	0.00%
	2020	624	50.32%	-8.43%	40.87%	7.69%	0.96%	0.16%

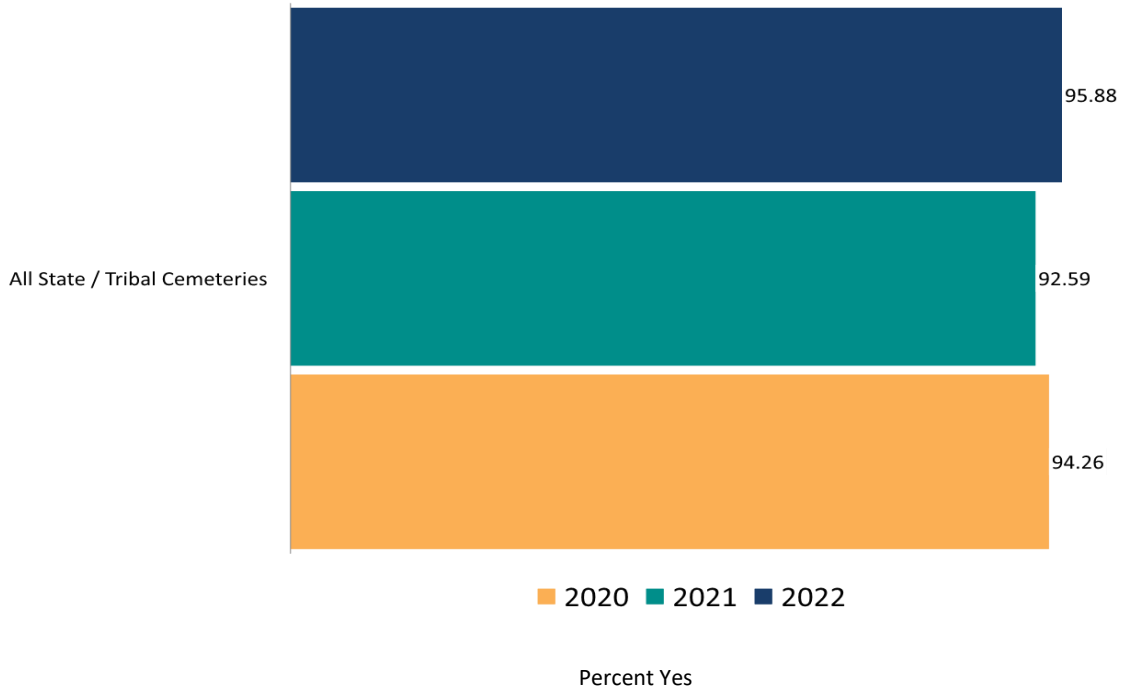
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 16: Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

NEXT OF KIN



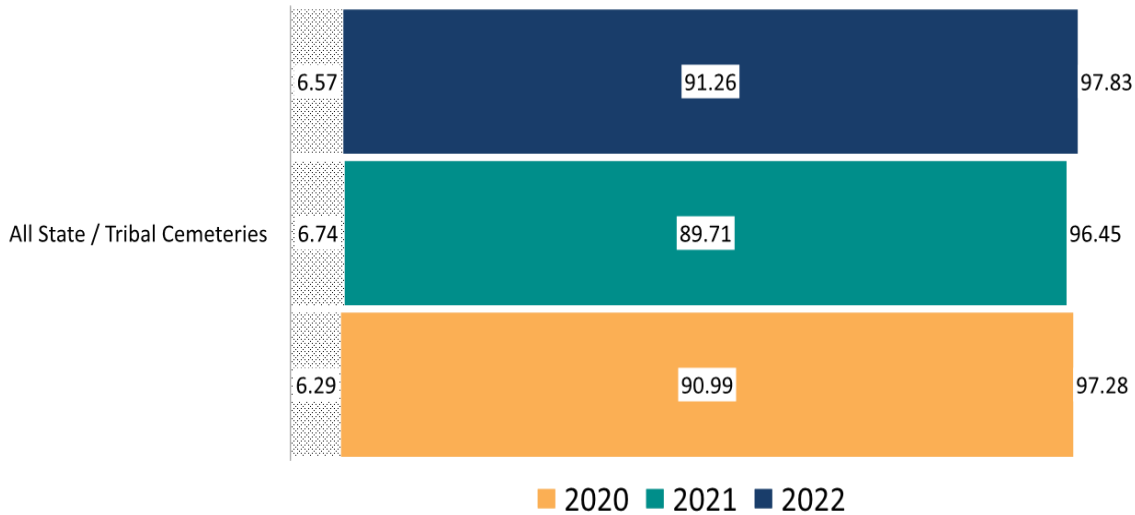
	Year	n	Yes	No
All State / Tribal Cemeteries	2022	413	95.88%	4.12%
	2021	405	92.59%	7.41%
	2020	627	94.26%	5.74%

This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 17: If your loved one received military funeral honors, how satisfied were you with the honors received?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	4610	91.26%	1.55%	6.57%	0.85%	0.89%	0.43%
	2021	3976	89.71%	-1.28%	6.74%	1.69%	1.11%	0.75%
	2020	5469	90.99%	-1.44%	6.29%	1.28%	0.91%	0.53%

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

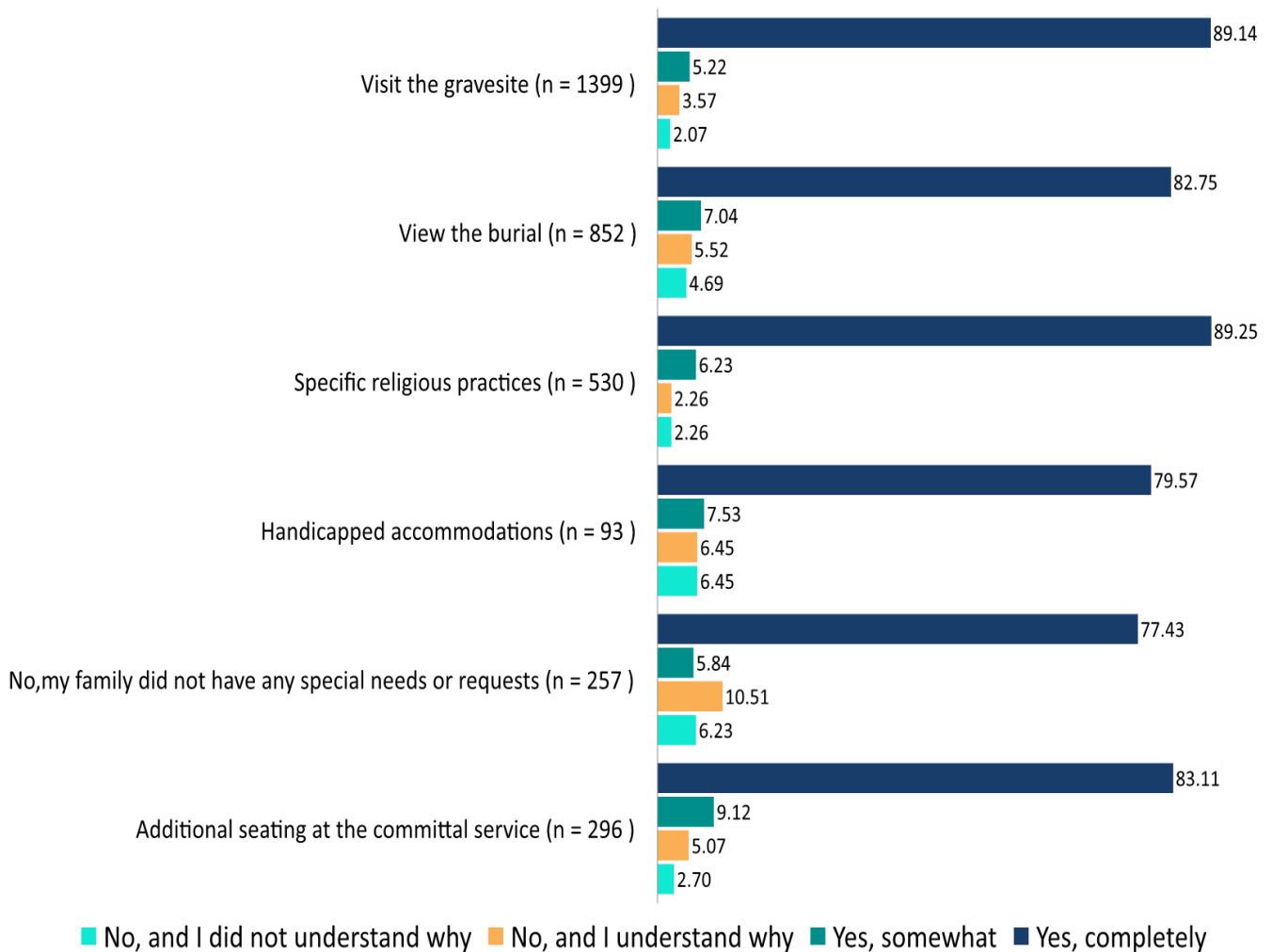
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

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

Question 11: At the committal service, did your family have any of the following special needs or requests?
(Mark all that apply)

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



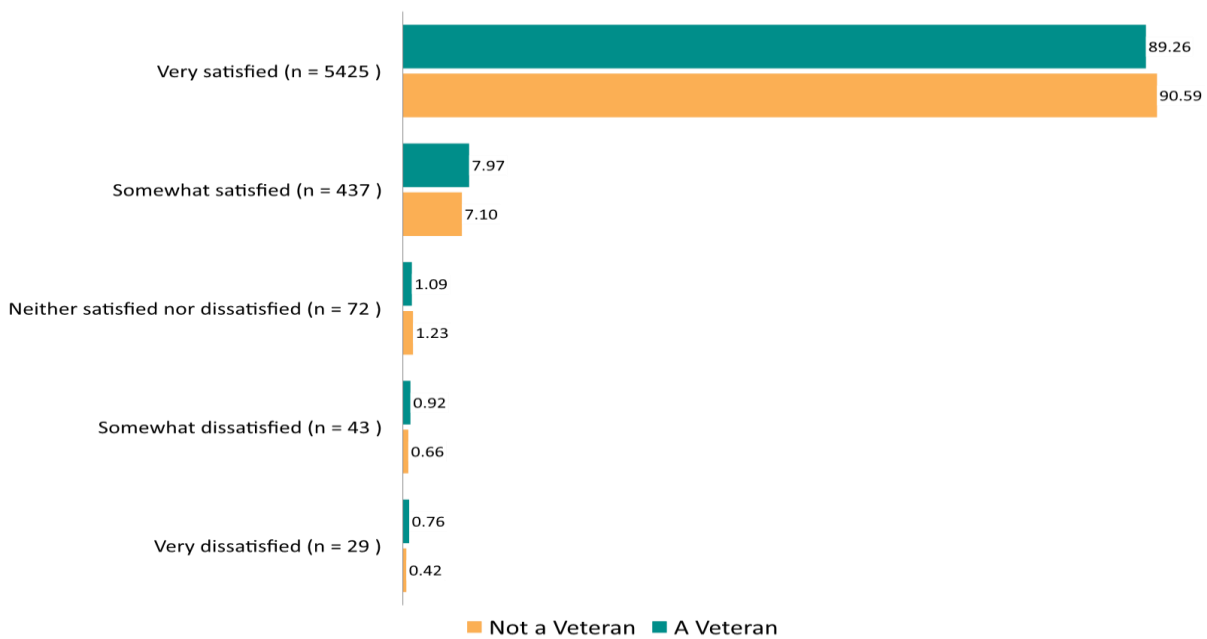
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the State or Tribal Veteran 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 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?



Satisfaction with Committal Service(s): Funeral Directors

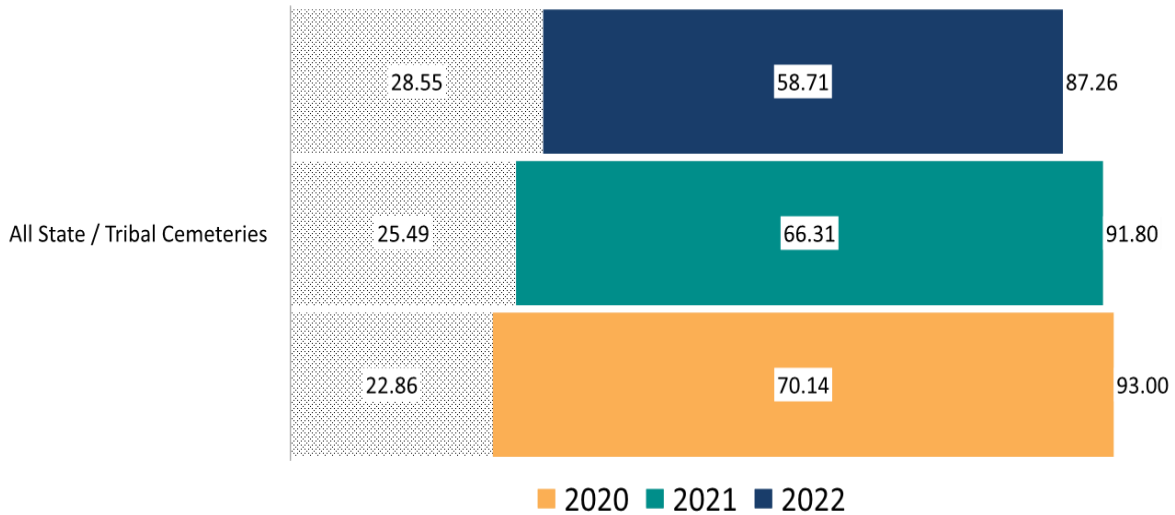
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the State or Tribal Veterans Cemetery with which they most frequently do business.
- Measures of overall satisfaction with the committal service are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



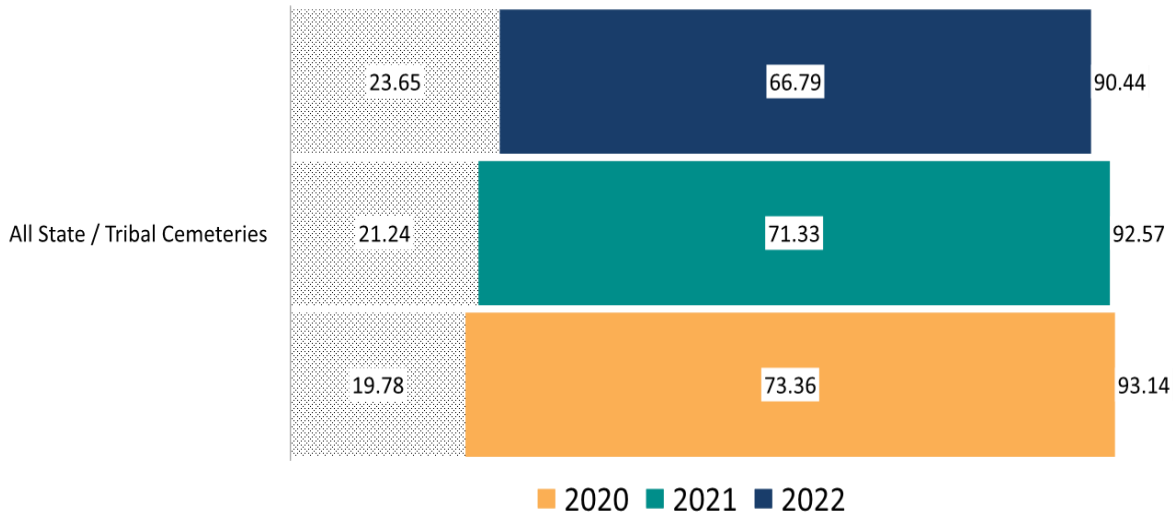
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal Cemeteries	2022	557	58.71%	-7.60%	28.55%	9.69%	2.33%	0.72%
	2021	561	66.31%	-3.83%	25.49%	4.81%	2.67%	0.71%
	2020	643	70.14%	5.89%	22.86%	4.67%	1.87%	0.47%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



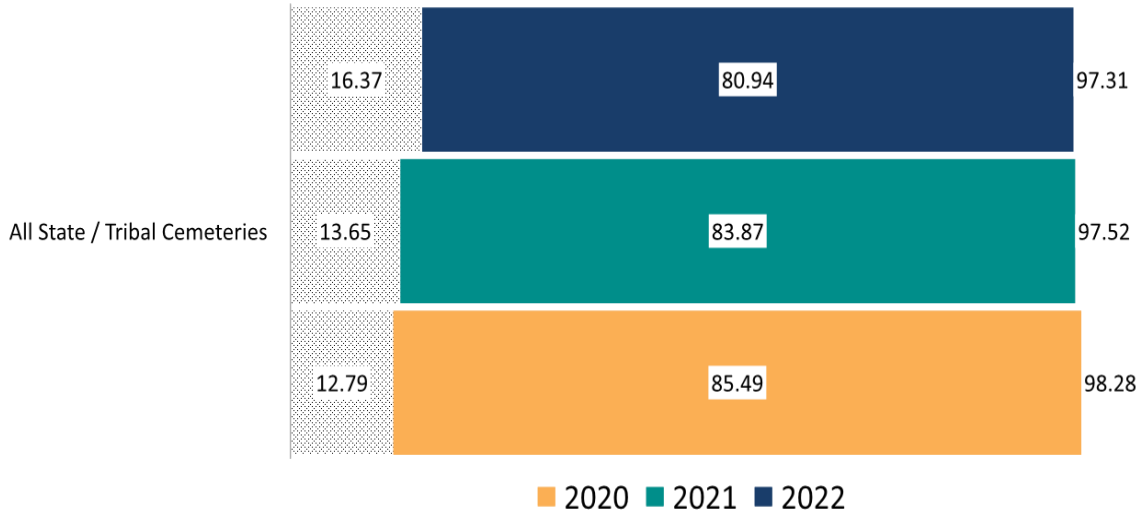
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	554	66.79%	-4.54%	23.65%	7.22%	1.99%	0.36%
	2021	565	71.33%	-2.03%	21.24%	5.84%	1.59%	0.00%
	2020	642	73.36%	2.95%	19.78%	4.98%	1.71%	0.16%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



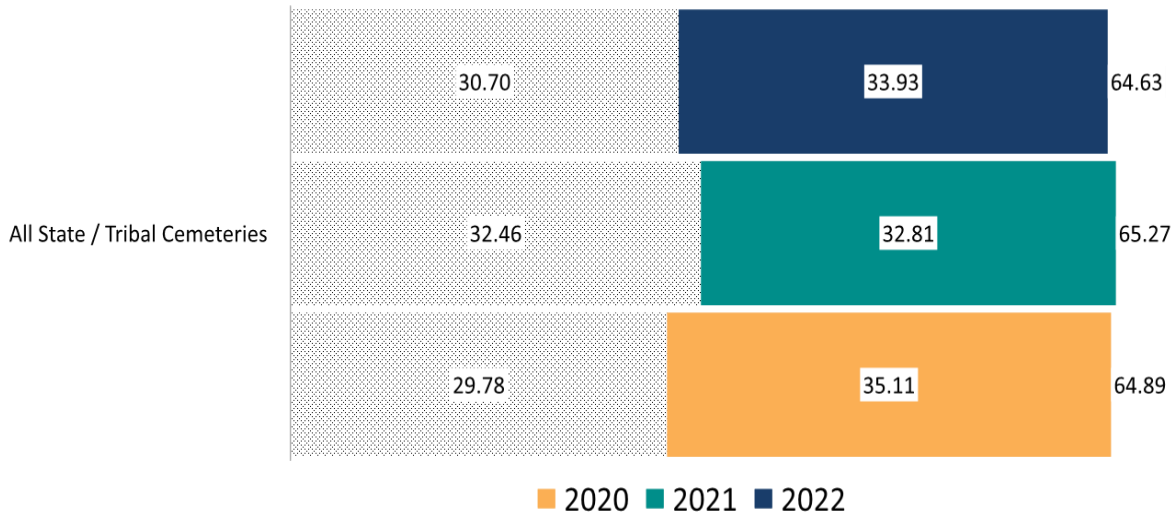
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2022	556	80.94%	-2.93%	16.37%	1.26%	1.44%
	2021	564	83.87%	-1.62%	13.65%	1.77%	0.71%
	2020	641	85.49%	1.23%	12.79%	1.56%	0.16%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



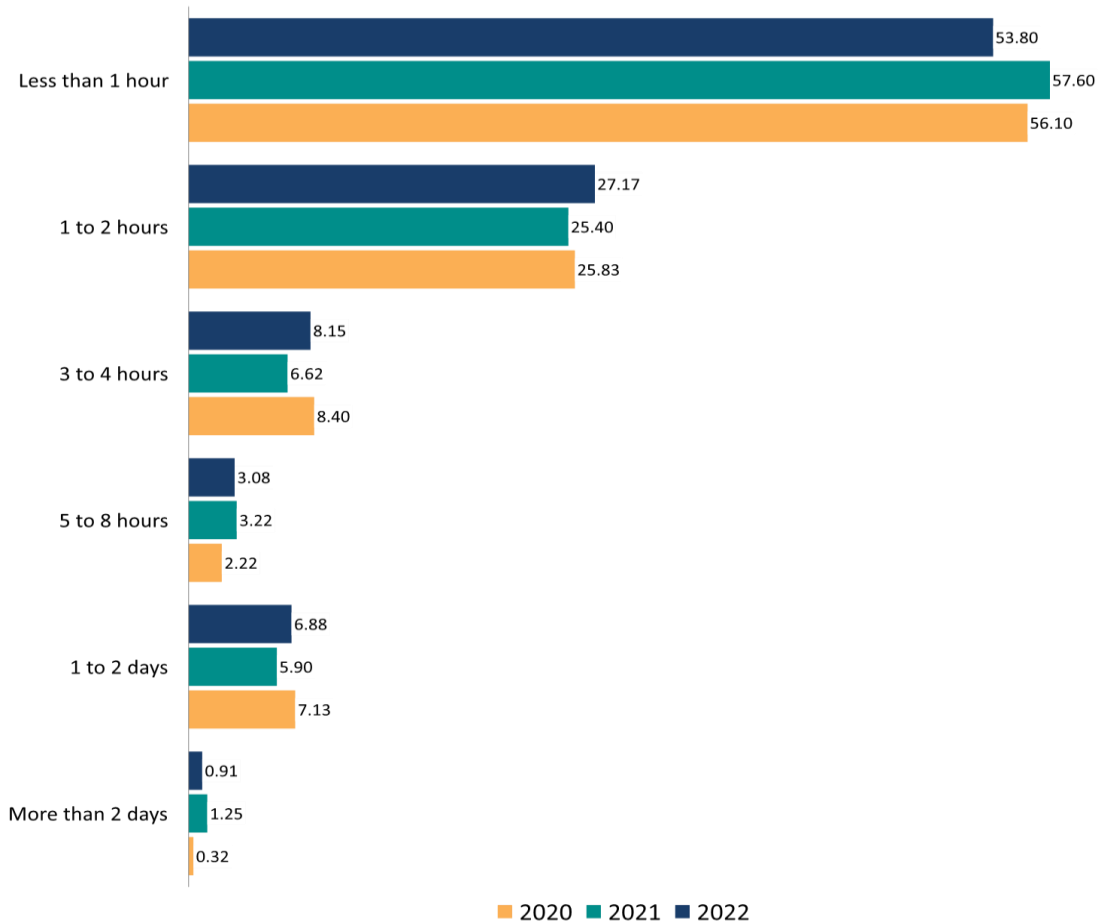
	Year	n	Superior to private cemeteries	*Change Score	Better than private cemeteries	About the same	Worse than private cemeteries	Much worse than private cemeteries
All State / Tribal Cemeteries	2022	557	33.93%	1.12%	30.70%	30.34%	1.97%	0.72%
	2021	570	32.81%	-2.30%	32.46%	31.58%	1.58%	0.53%
	2020	638	35.11%	-1.88%	29.78%	31.50%	1.57%	0.63%

*The change scores represent the difference between the "Superior to private cemeteries" categories for the row year and the previous year

Satisfaction with Committal Service(s): Funeral Directors

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

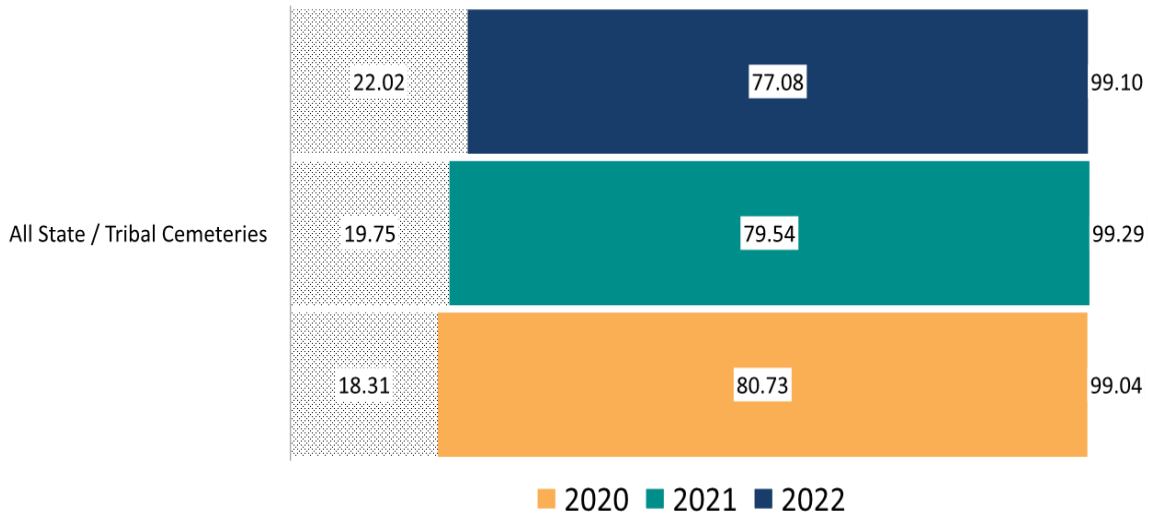
FUNERAL DIRECTORS



Satisfaction with Committal Service(s): Funeral Directors

Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

FUNERAL DIRECTORS



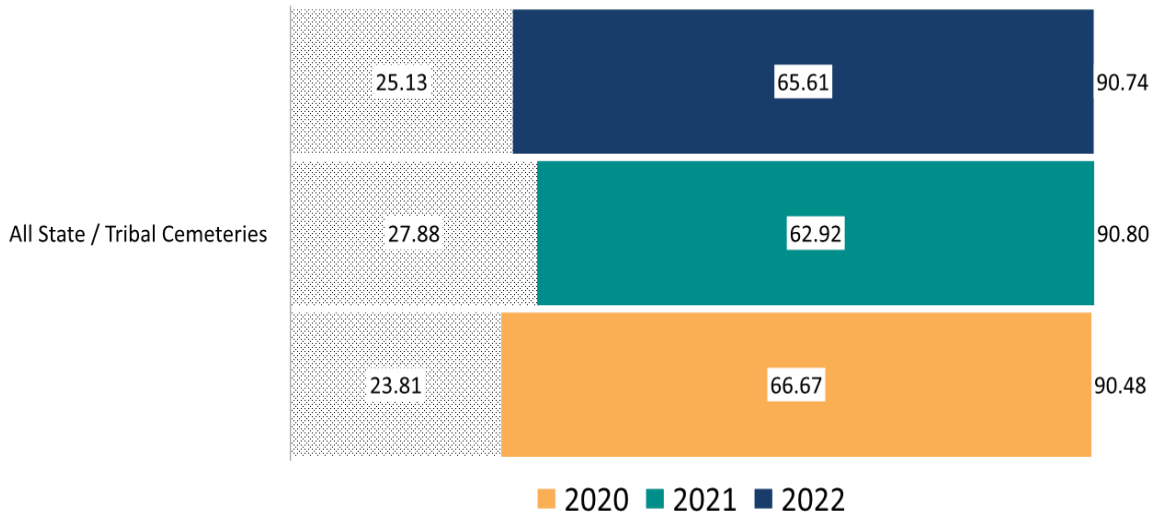
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2022	554	77.08%	-2.46%	22.02%	0.36%	0.54%
	2021	562	79.54%	-1.19%	19.75%	0.53%	0.18%
	2020	628	80.73%	0.87%	18.31%	0.96%	0.00%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



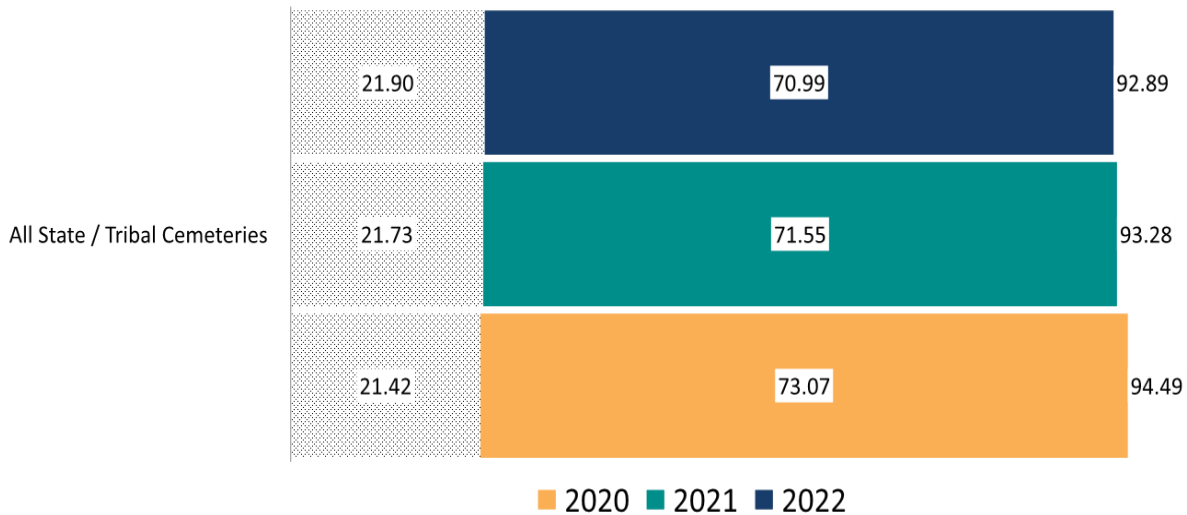
	Year	n	Very successful	*Change Score	Somewhat successful	Neither successful nor unsuccessful	Somewhat unsuccessful	Very unsuccessful
All State / Tribal Cemeteries	2022	378	65.61%	2.69%	25.13%	6.35%	1.85%	1.06%
	2021	391	62.92%	-3.75%	27.88%	6.39%	1.53%	1.28%
	2020	420	66.67%	-1.71%	23.81%	7.14%	1.19%	1.19%

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

Satisfaction with Committal Service(s): Funeral Directors

Question 23: How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



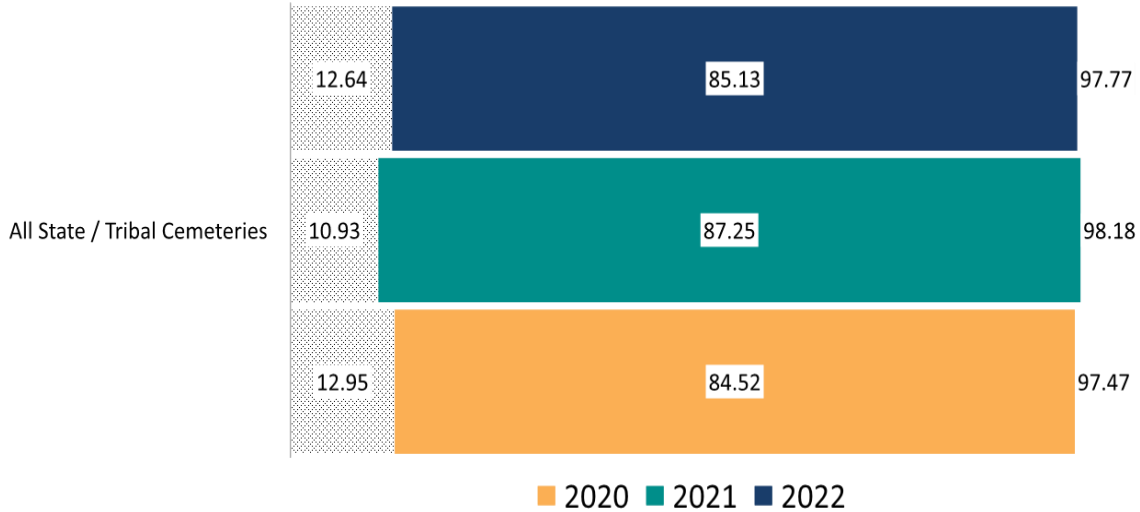
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal Cemeteries	2022	548	70.99%	-0.56%	21.90%	5.66%	1.28%	0.18%
	2021	566	71.55%	-1.52%	21.73%	4.95%	1.59%	0.18%
	2020	635	73.07%	3.65%	21.42%	4.57%	0.79%	0.16%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



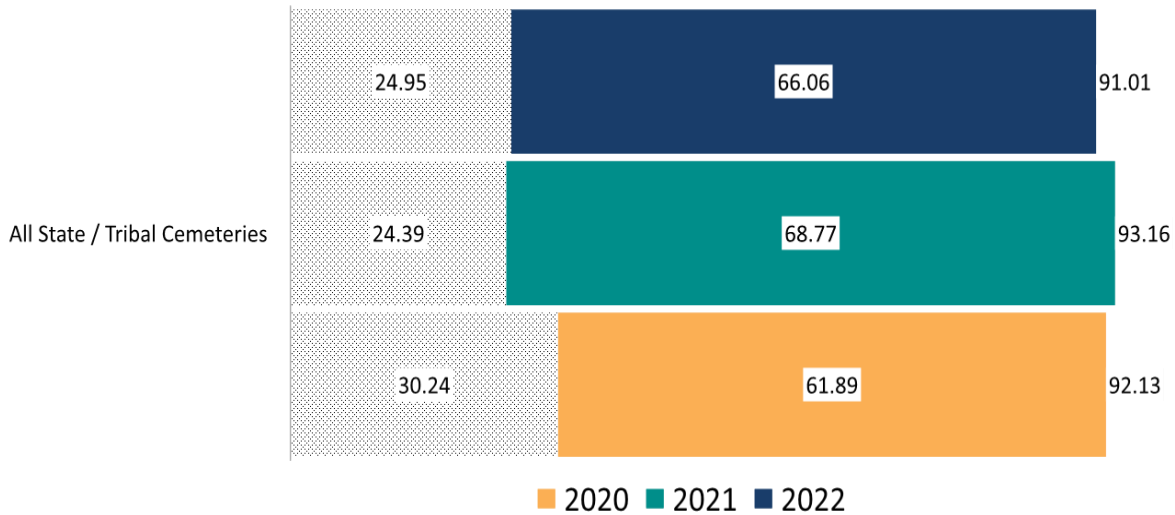
	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither acceptable or unacceptable	Somewhat unacceptable	Very unacceptable
All State / Tribal Cemeteries	2022	538	85.13%	-2.12%	12.64%	2.23%	0.00%	0.00%
	2021	549	87.25%	2.73%	10.93%	1.46%	0.36%	0.00%
	2020	633	84.52%	-0.89%	12.95%	2.37%	0.00%	0.16%

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

Satisfaction with Committal Service(s): Funeral Directors

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

FUNERAL DIRECTORS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	545	66.06%	-2.71%	24.95%	5.32%	2.75%	0.92%
	2021	570	68.77%	6.88%	24.39%	3.86%	1.40%	1.58%
	2020	635	61.89%	-4.87%	30.24%	5.04%	2.05%	0.79%

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

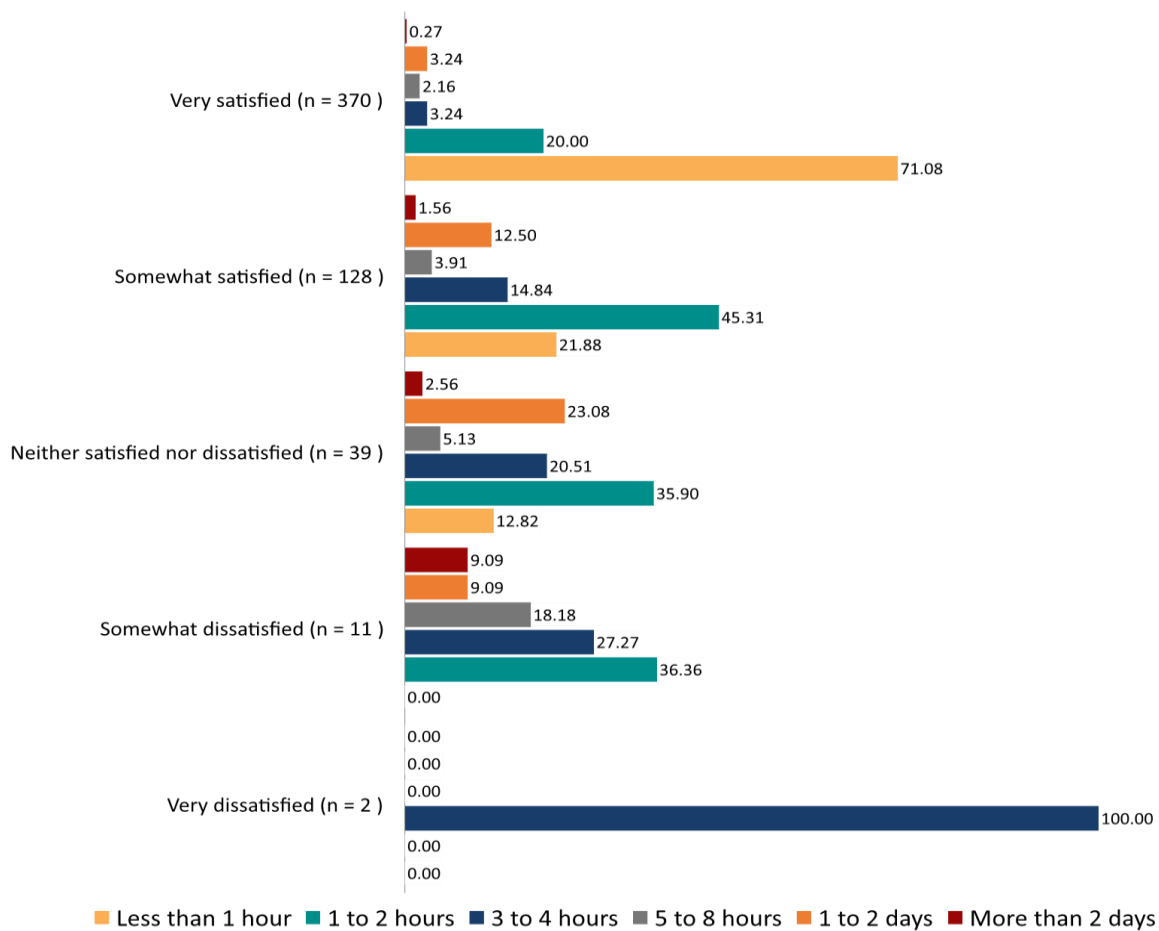
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

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

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

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



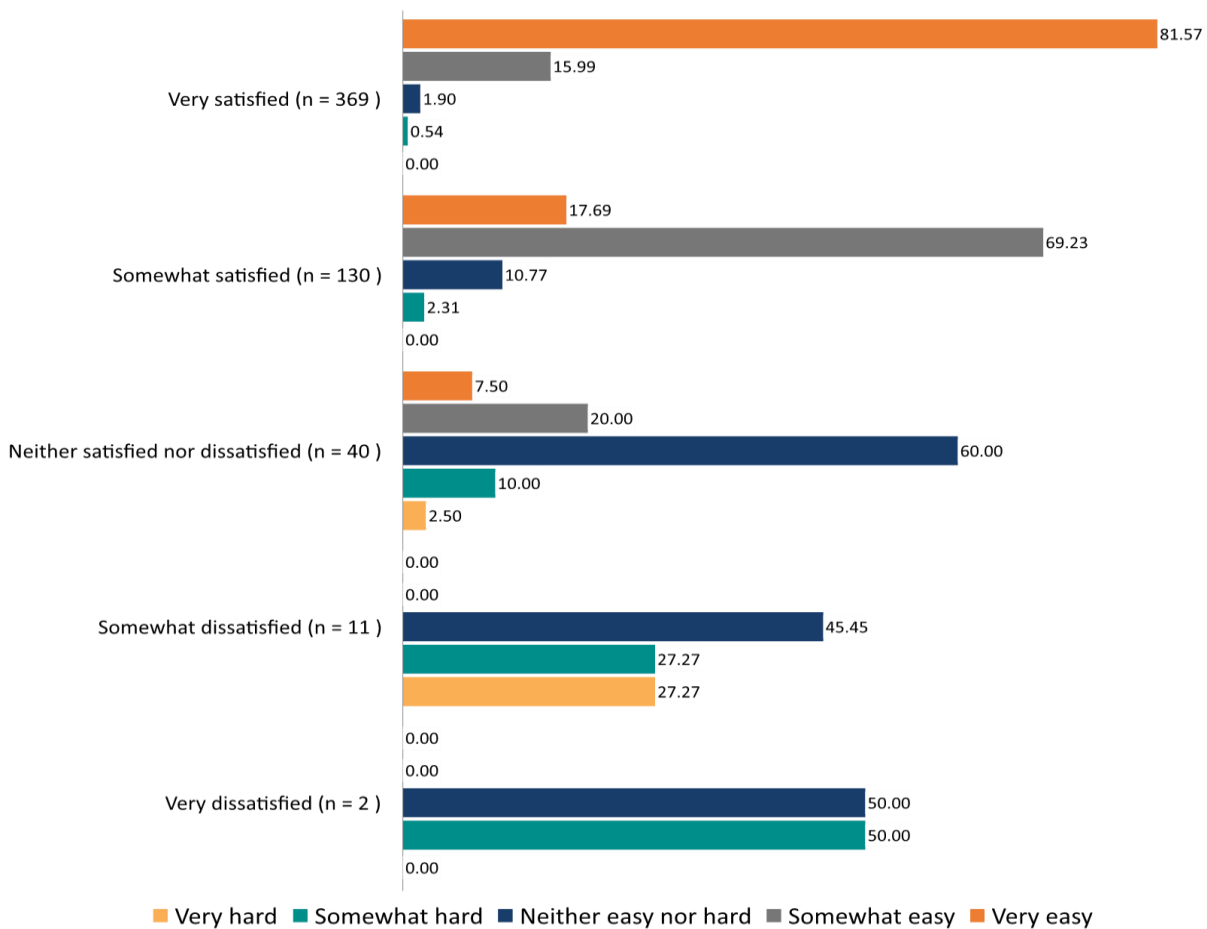
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

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

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

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



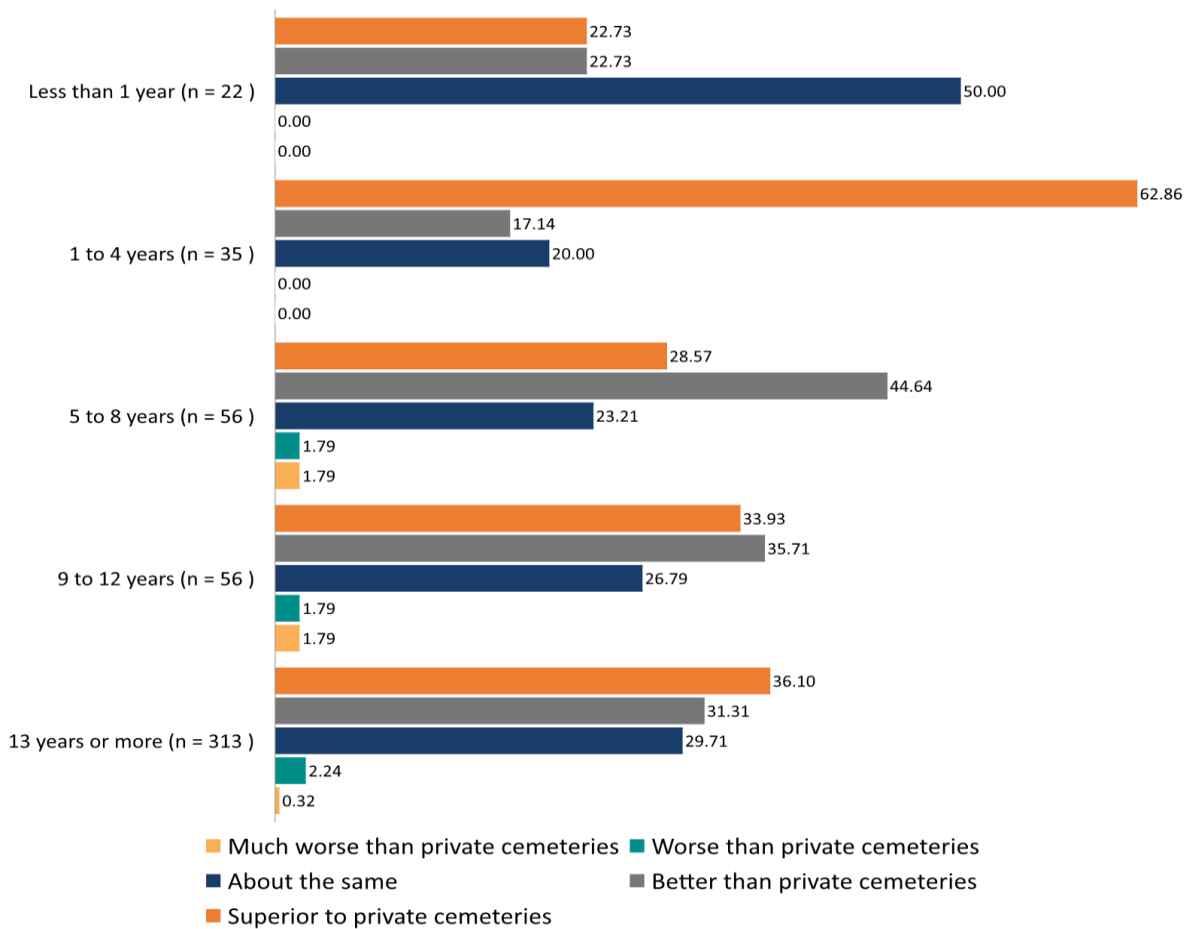
Satisfaction with Committal Service(s): Funeral Directors

ELEMENT OF COMPARISON

Comparing the level of service at the State or Tribal Veterans Cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the State or Tribal Veterans Cemetery.

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

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



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

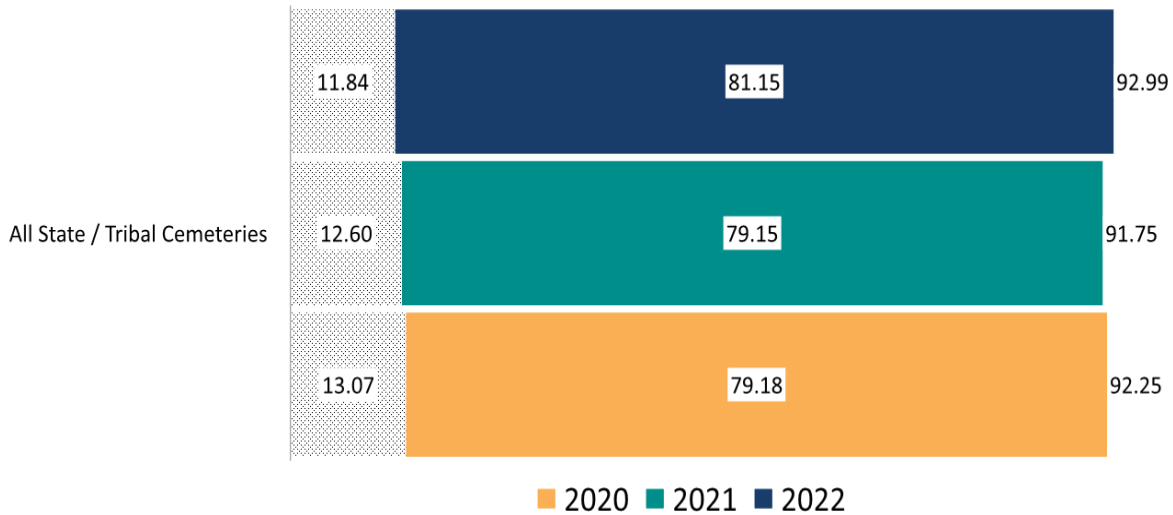
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the State or Tribal Veterans Cemetery where their loved one was interred.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

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

Question 21: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

NEXT OF KIN



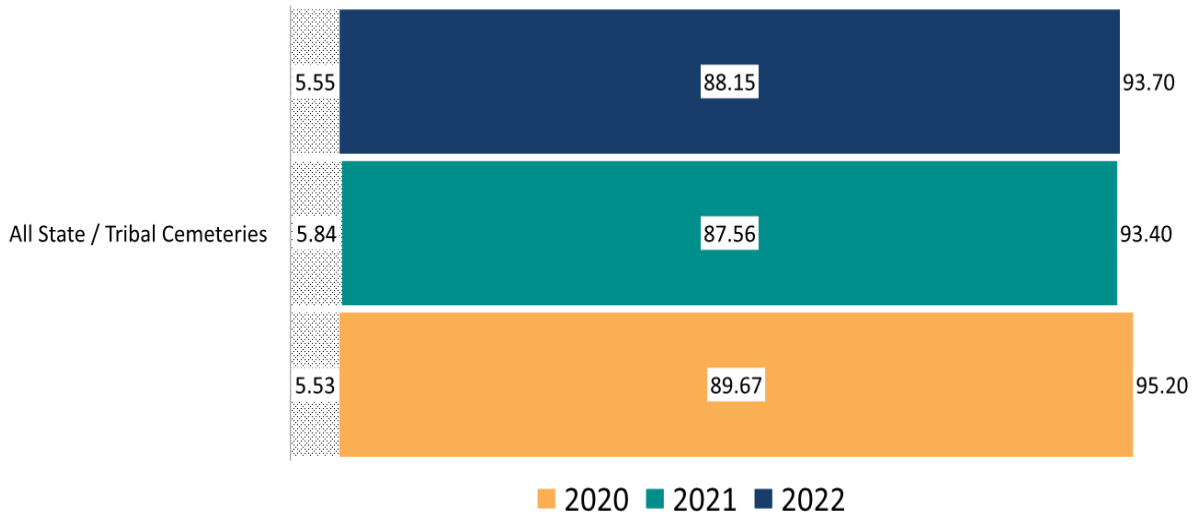
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	7696	81.15%	2.00%	11.84%	4.70%	1.57%	0.74%
	2021	6788	79.15%	-0.03%	12.60%	5.29%	1.99%	0.97%
	2020	7382	79.18%	-4.08%	13.07%	4.92%	2.19%	0.64%

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

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

Question 23: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

NEXT OF KIN



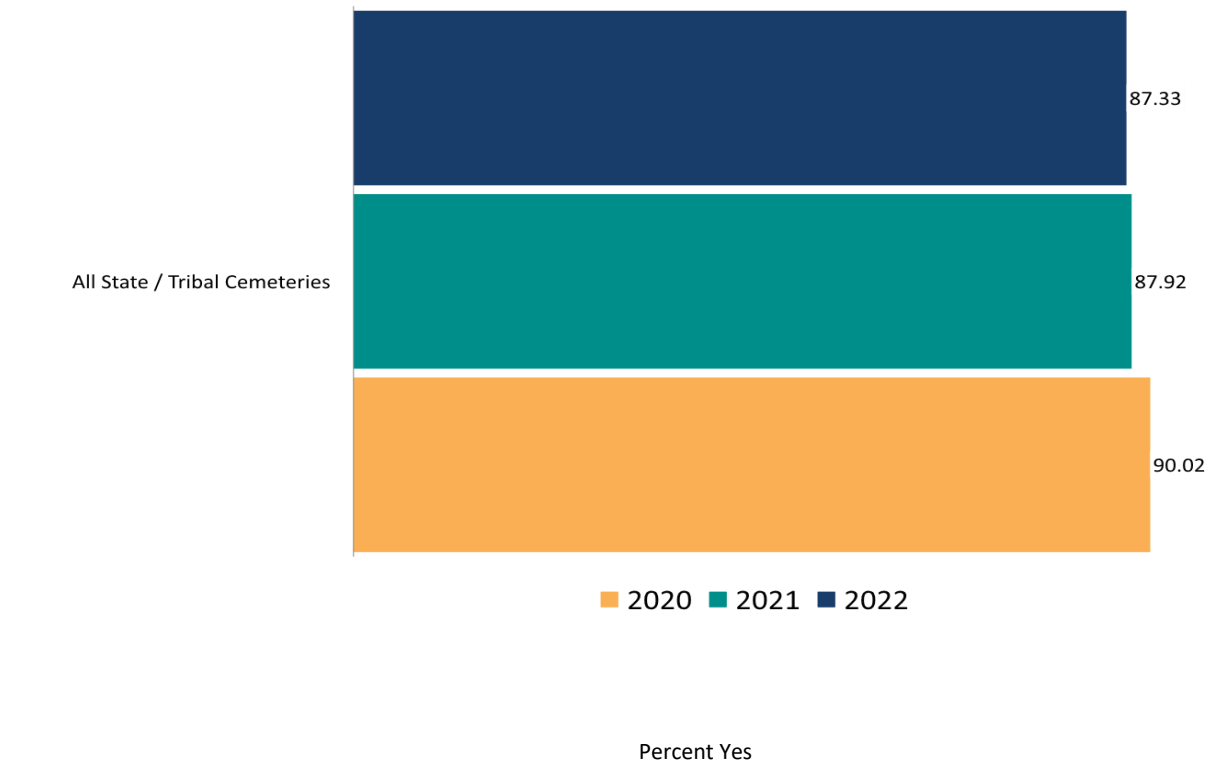
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2022	7356	88.15%	0.59%	5.55%	4.79%	0.98%	0.54%
	2021	6511	87.56%	-2.11%	5.84%	4.87%	1.12%	0.61%
	2020	7049	89.67%	0.23%	5.53%	3.48%	0.89%	0.43%

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

This question did not apply to respondents who indicated in Question 21 (NoK), "Don't know/the marker or headstone has not yet arrived."

Question 22: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

NEXT OF KIN

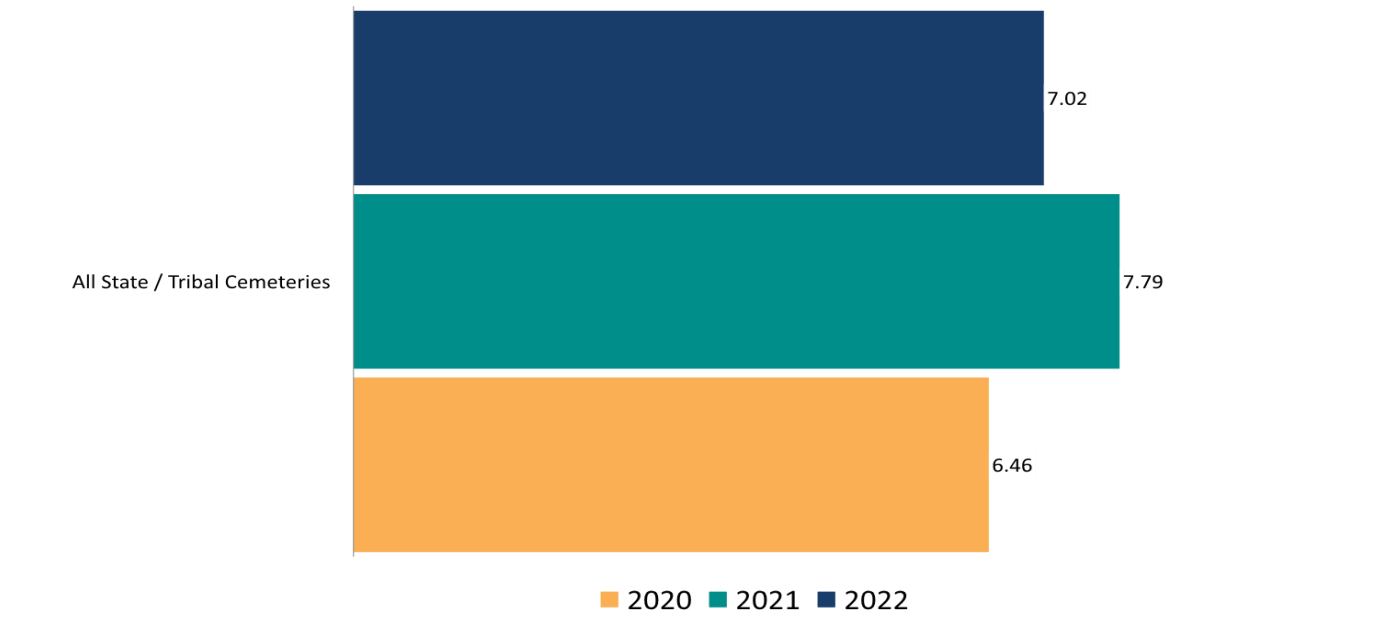


	Year	n	Yes	No	Don't know
All State / Tribal Cemeteries	2022	7537	87.33%	3.72%	8.96%
	2021	6666	87.92%	3.78%	8.30%
	2020	7308	90.02%	3.79%	6.19%

This question did not apply to respondents who indicated in Question 21 (NoK), "Don't know/the marker or headstone has not yet arrived."

Question 19: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?

NEXT OF KIN

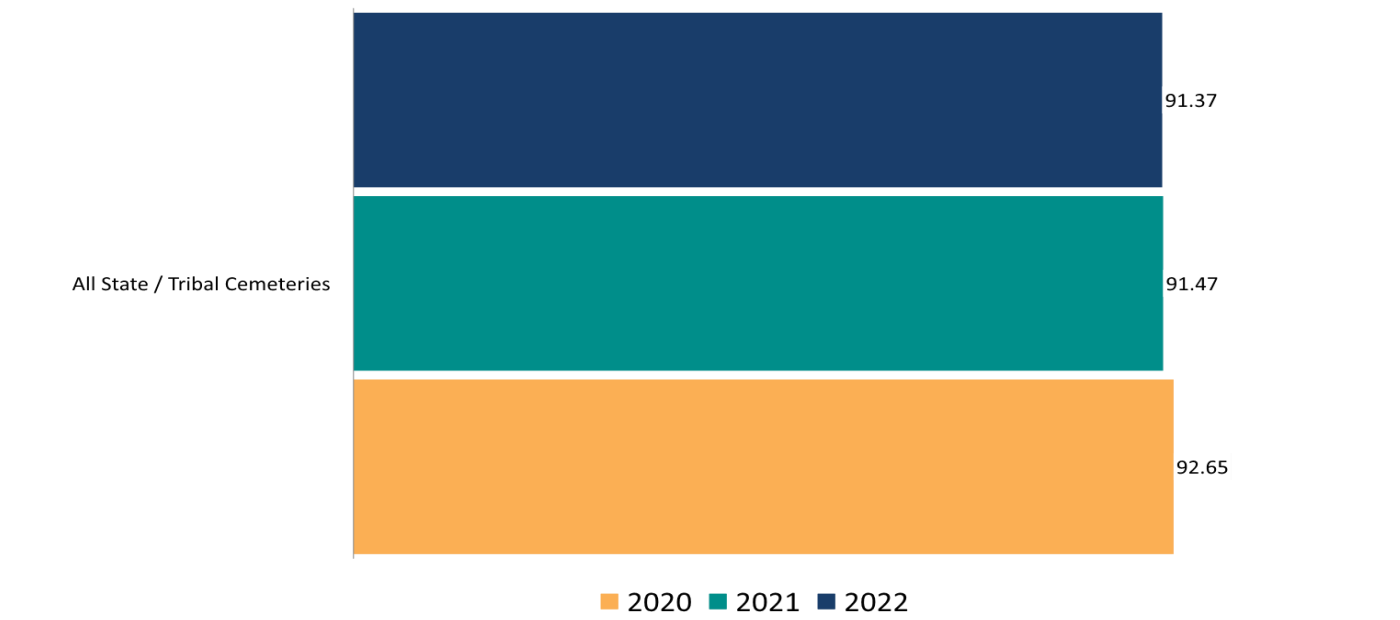


	Year	n	Yes	No	Don't know
All State / Tribal Cemeteries	2022	8217	7.02%	86.35%	6.63%
	2021	7188	7.79%	84.93%	7.28%
	2020	7755	6.46%	87.22%	6.32%

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

Question 20: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2022	8131	91.37%	8.63%
	2021	7080	91.47%	8.53%
	2020	7690	92.65%	7.35%

Satisfaction with Cemetery Appearance and Visitor Accommodations

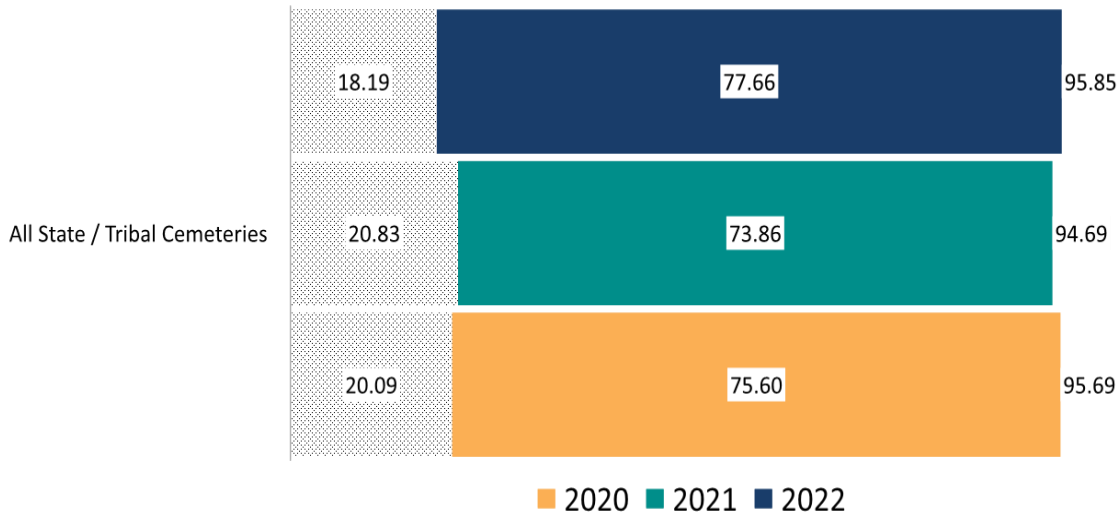
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribal Veterans Cemetery's appearance and visitor accommodations.
- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type's respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 36: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	7801	77.66%	3.80%	18.19%	2.92%	0.77%	0.46%
	2021	6784	73.86%	-1.74%	20.83%	3.67%	1.21%	0.43%
	2020	7410	75.60%	-1.80%	20.09%	2.96%	1.04%	0.31%

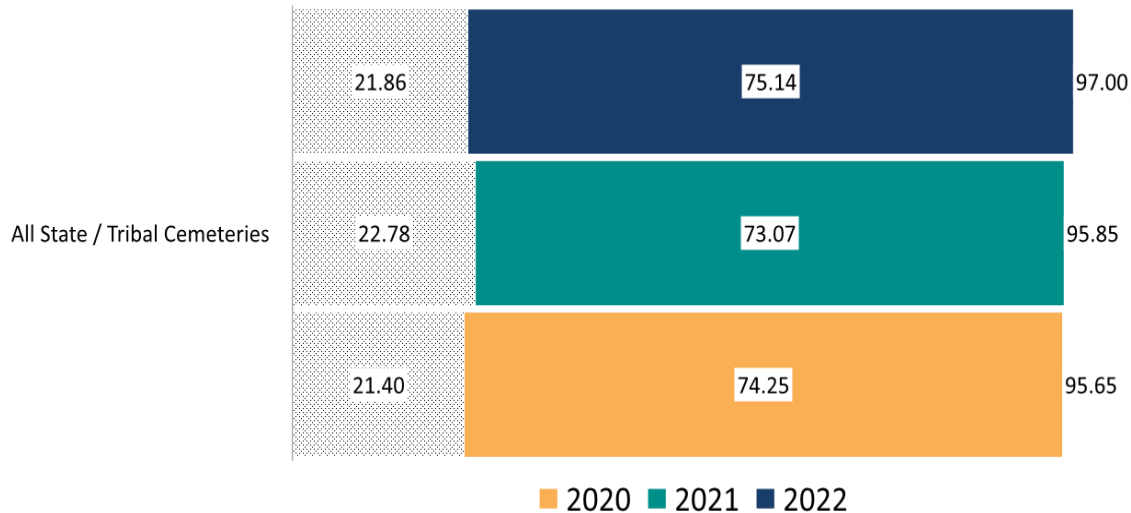
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents who indicated "Yes" to Question 14 (NoK) received this question.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8239	75.14%	21.86%	2.40%	0.38%	0.22%
	2021	7264	73.07%	22.78%	3.32%	0.52%	0.30%
	2020	7863	74.25%	21.40%	3.36%	0.75%	0.24%
	2019	9072	73.58%	23.10%	2.73%	0.42%	0.17%

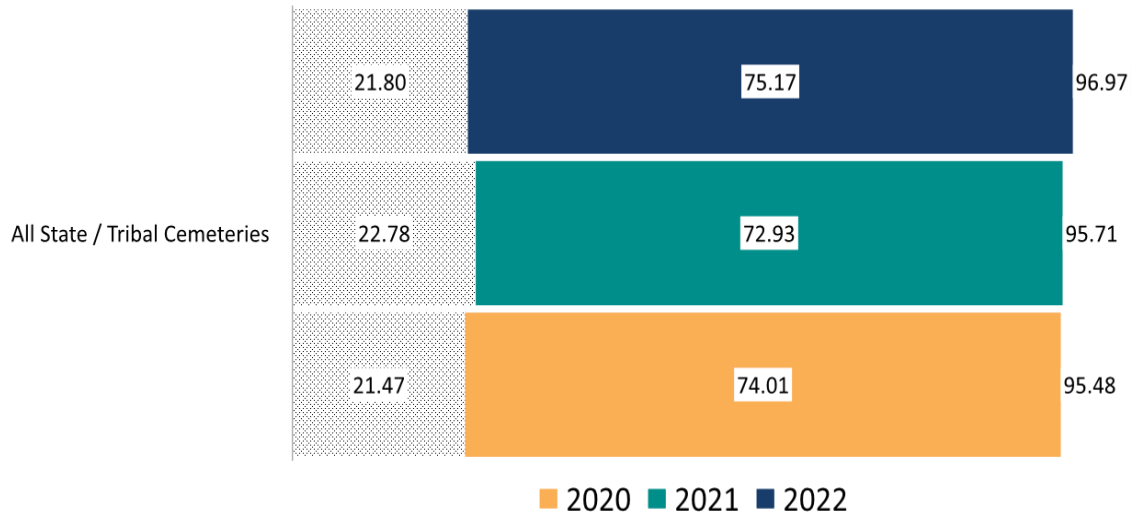
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

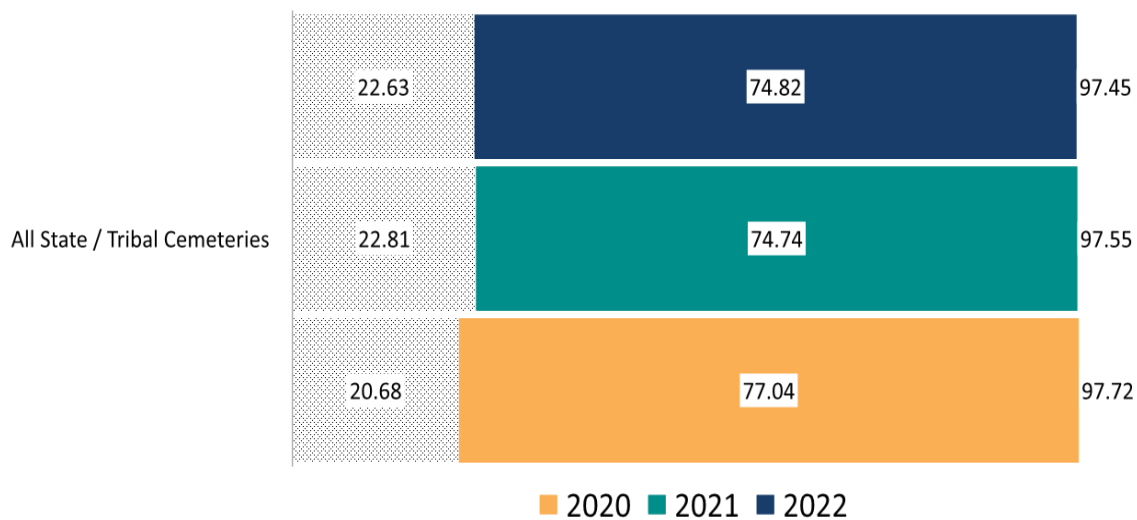
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

NEXT OF KIN



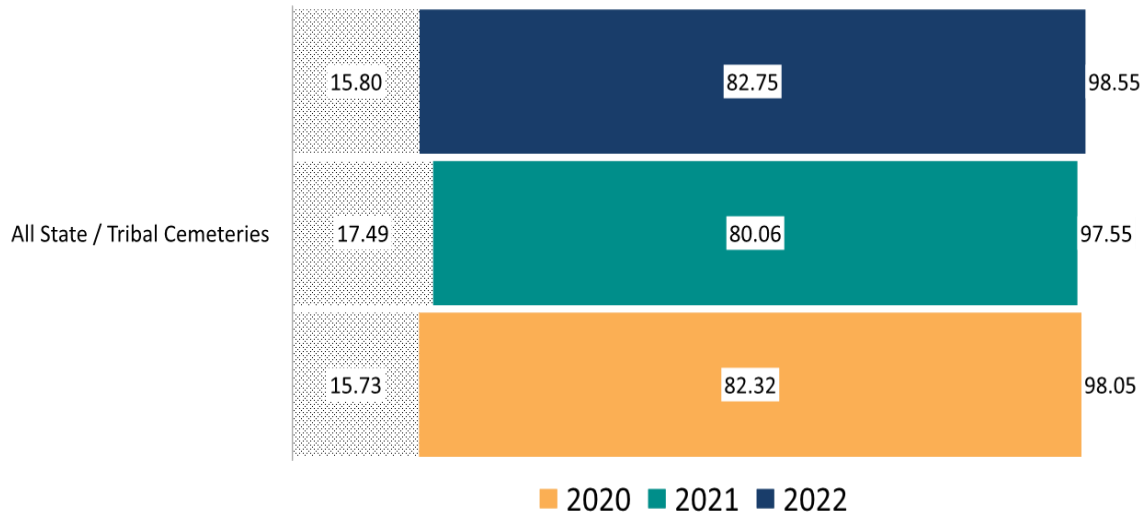
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: The committal shelter used for the service was private, clean, and free of safety hazards.

ALL RESPONDENTS



	Year	n	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	6163	82.75%	15.80%	1.17%	0.13%	0.15%
	2021	5381	80.06%	17.49%	1.93%	0.33%	0.19%
	2020	7534	82.32%	15.73%	1.62%	0.24%	0.09%

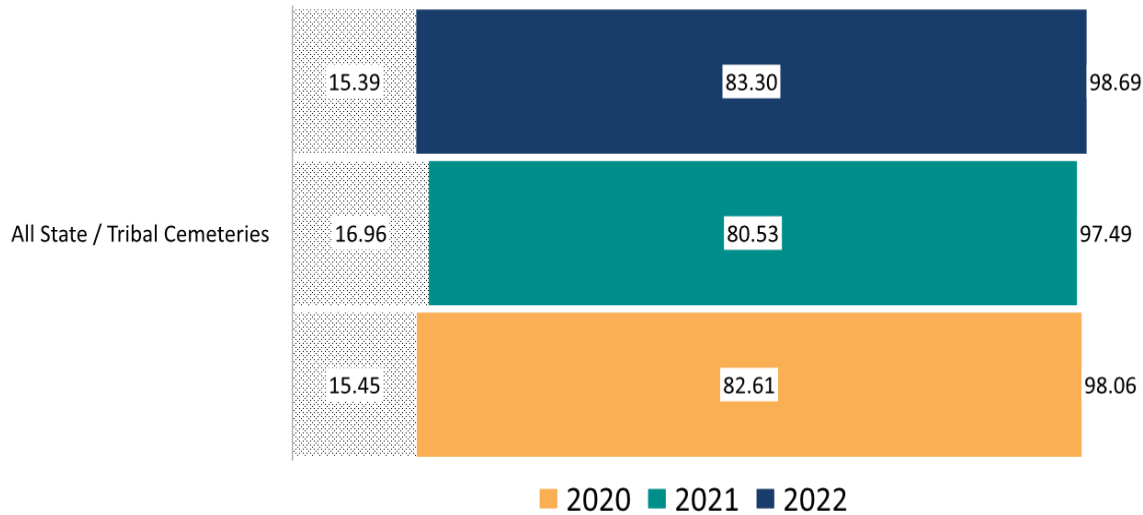
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

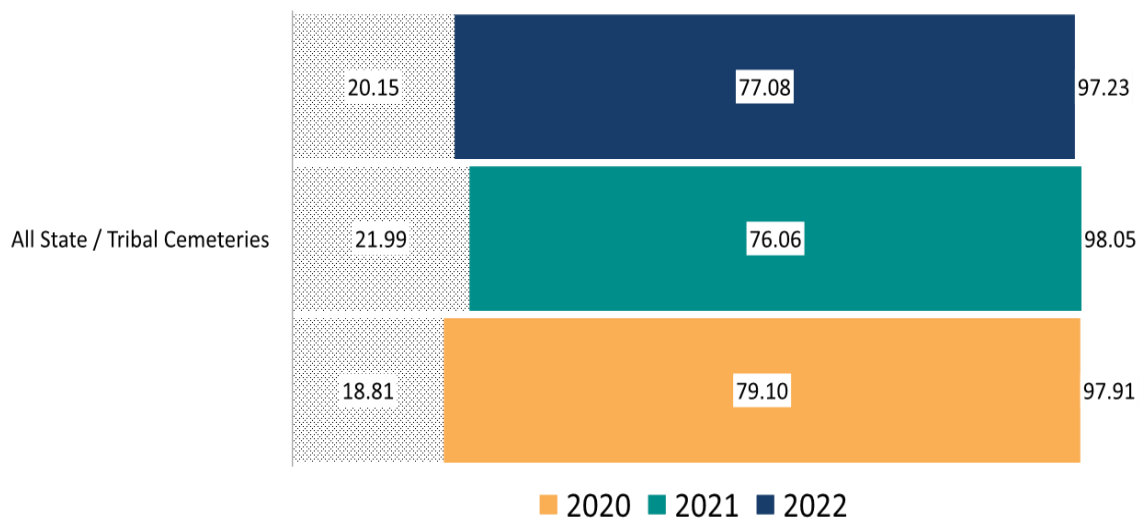
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN



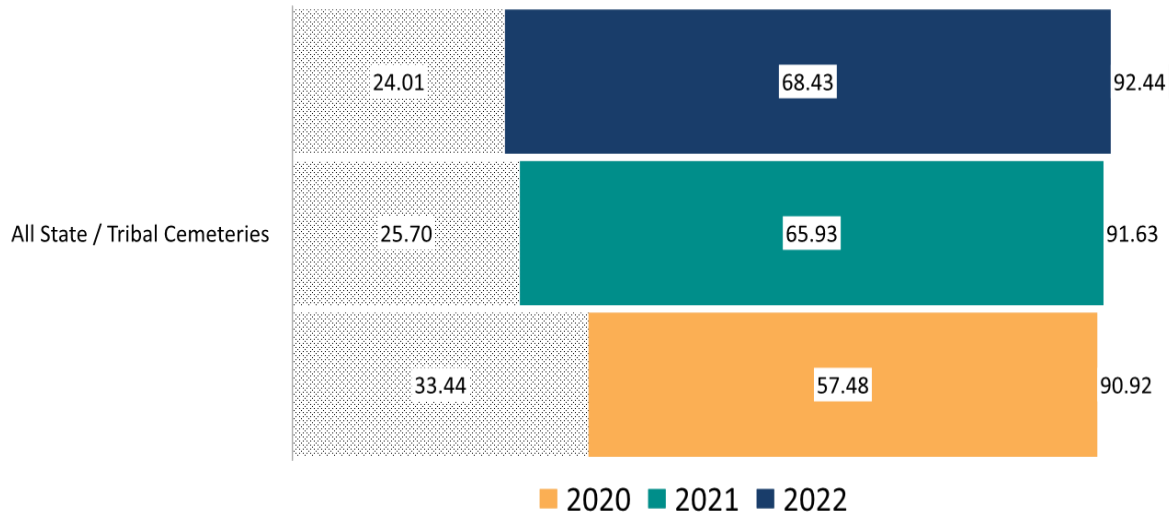
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist the visitors.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8514	68.43%	2.50%	24.01%	5.16%	2.09%	0.32%
	2021	7440	65.93%	8.45%	25.70%	5.59%	2.34%	0.44%
	2020	8196	57.48%	-10.18%	33.44%	6.22%	2.43%	0.43%

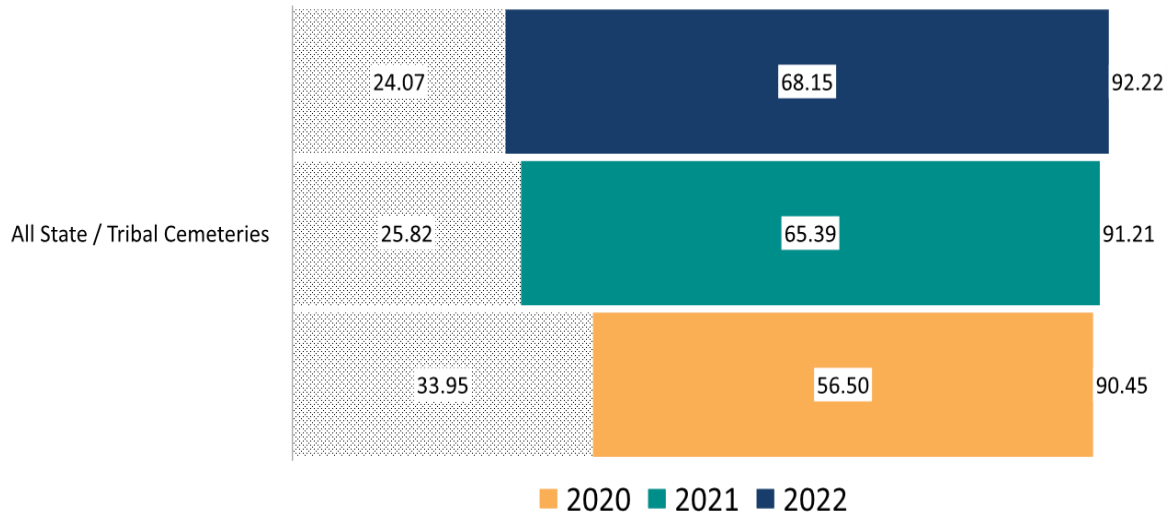
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

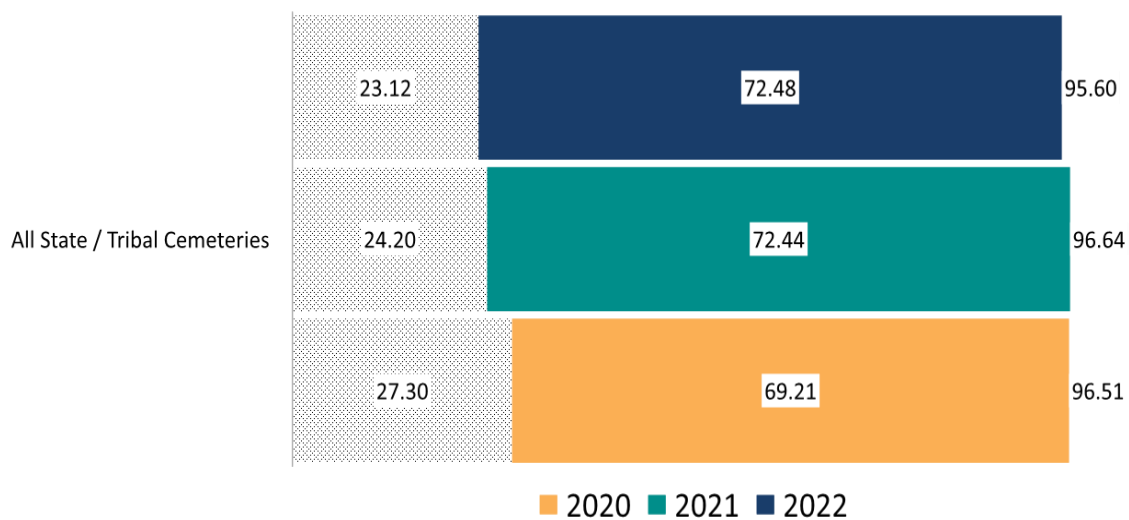
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist the visitors.

NEXT OF KIN



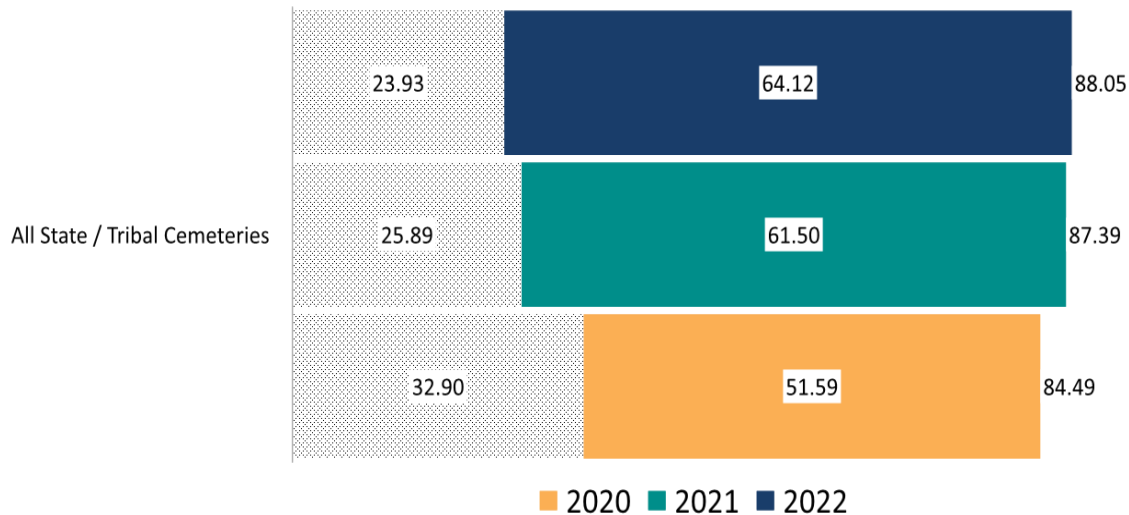
FUNERAL DIRECTORS



Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	7147	64.12%	2.62%	23.93%	10.33%	1.05%	0.57%
	2021	6293	61.50%	9.91%	25.89%	10.55%	1.40%	0.67%
	2020	6598	51.59%	-12.04%	32.90%	13.79%	1.26%	0.45%

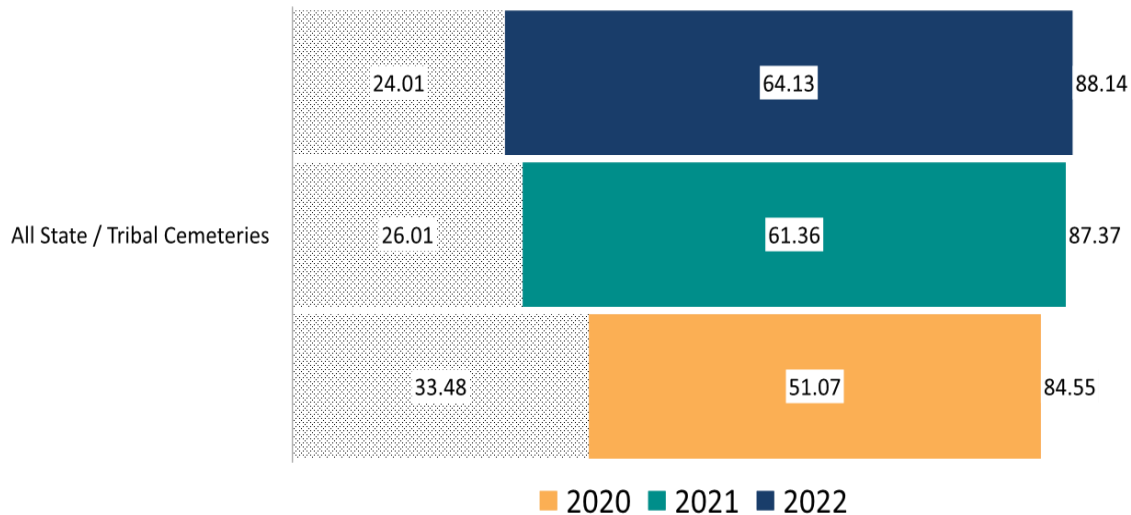
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

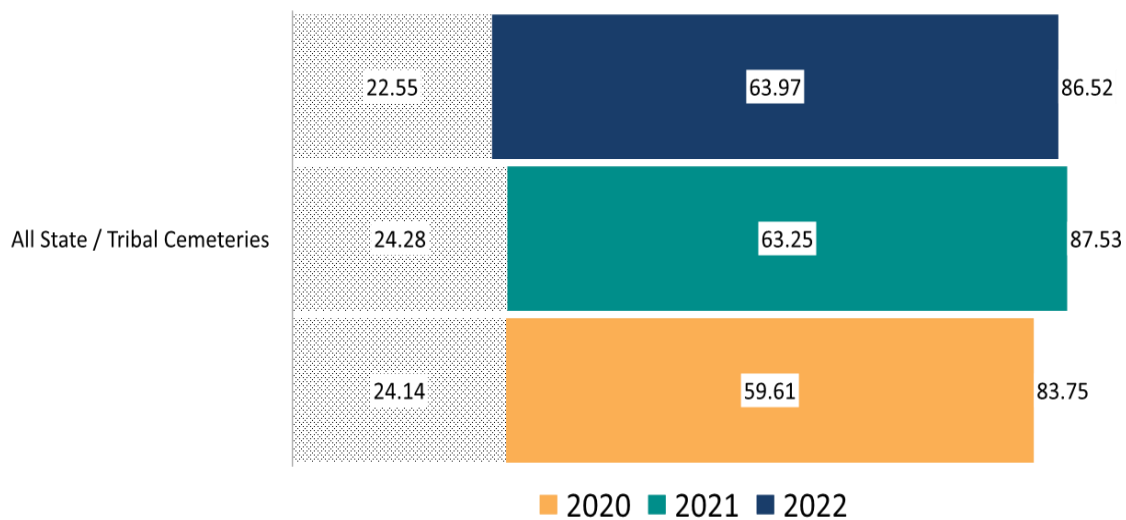
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

NEXT OF KIN



FUNERAL DIRECTORS



State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

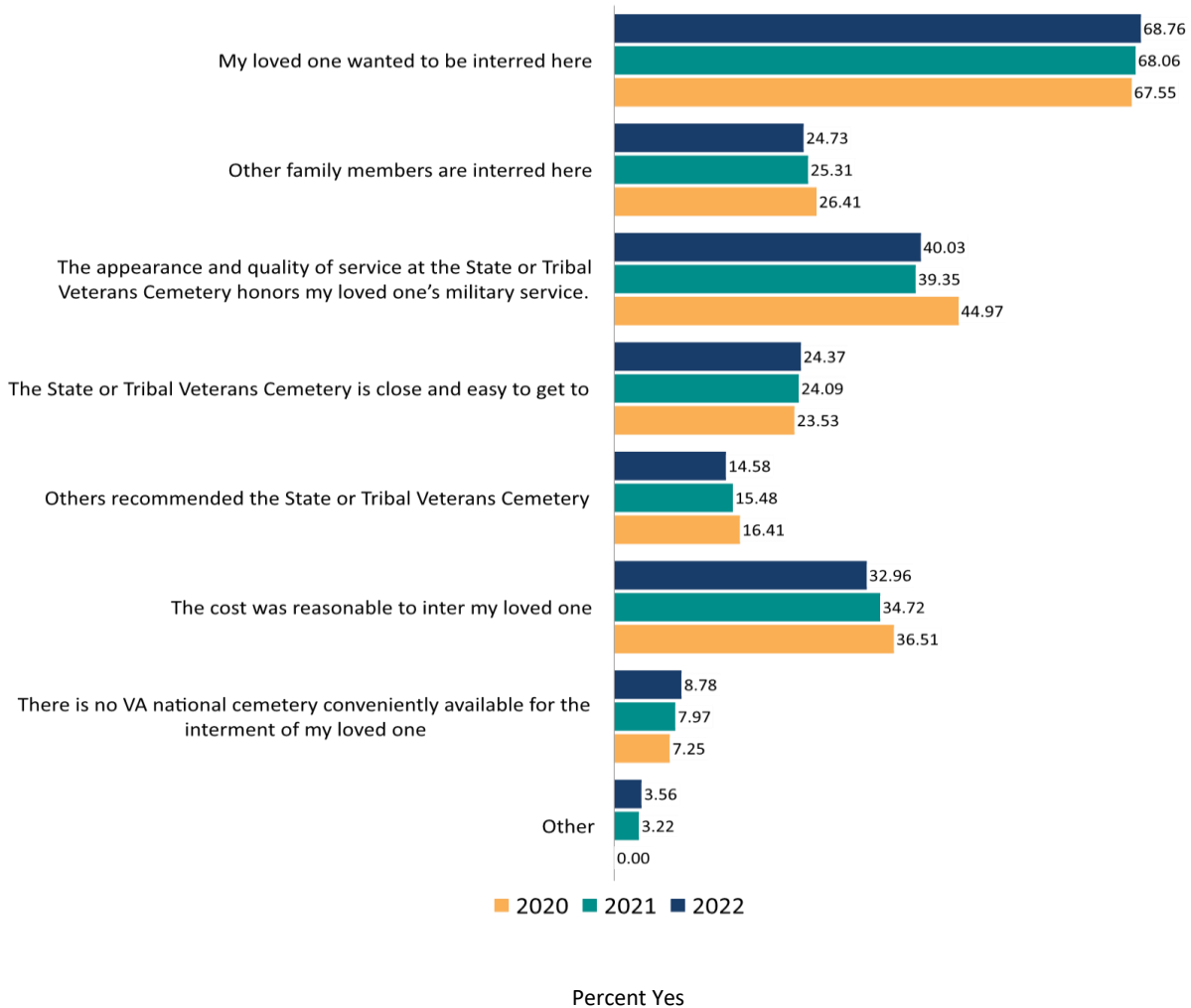
SECTION DESCRIPTION

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries in comparison to national cemeteries.
- Measures of comparisons between State or Tribal Veterans Cemeteries and national cemeteries are provided on appearance, quality of service, and honor to Veterans.
- Due to rounding, some percentages may not sum to 100%.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 44: Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

NEXT OF KIN



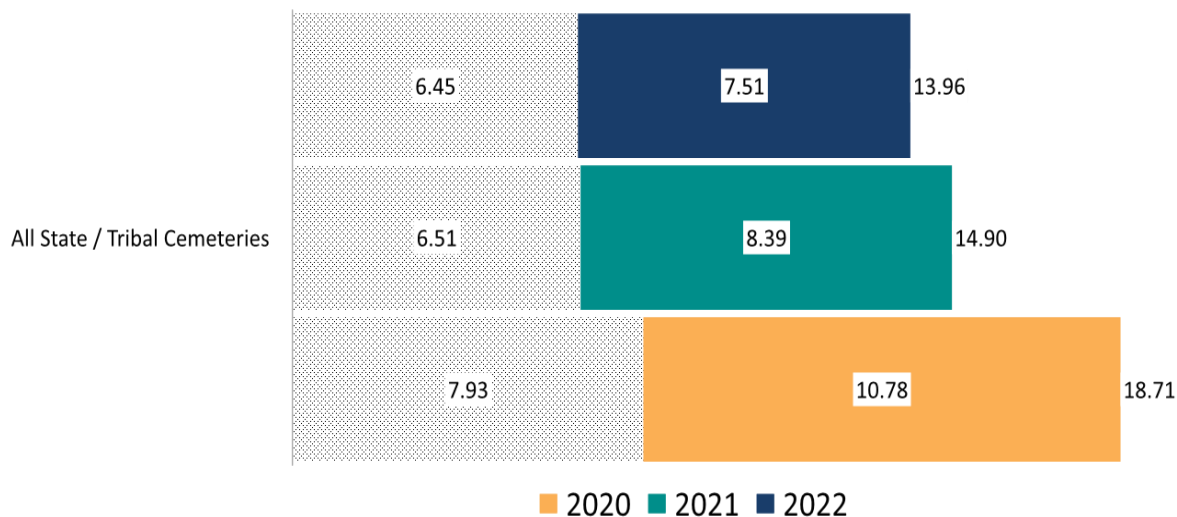
Note: 2020 survey data is not available for "Other (specify)" responses.

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 45: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

NEXT OF KIN



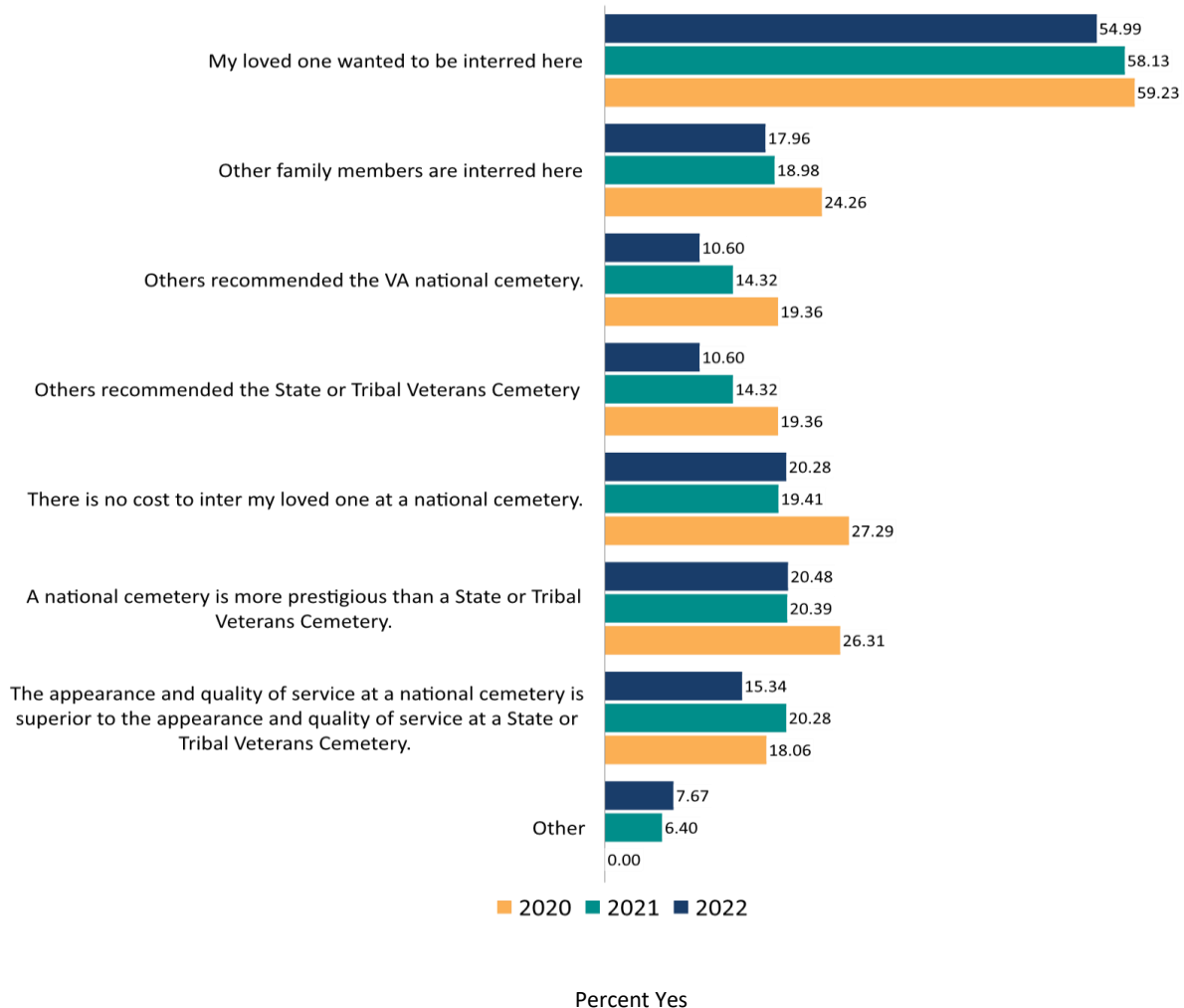
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	7958	7.51%	-0.88%	6.45%	52.10%	23.47%	10.47%
	2021	6909	8.39%	-2.39%	6.51%	52.35%	22.84%	9.90%
	2020	7488	10.78%	3.07%	7.93%	49.72%	22.65%	8.92%

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 46: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

NEXT OF KIN



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

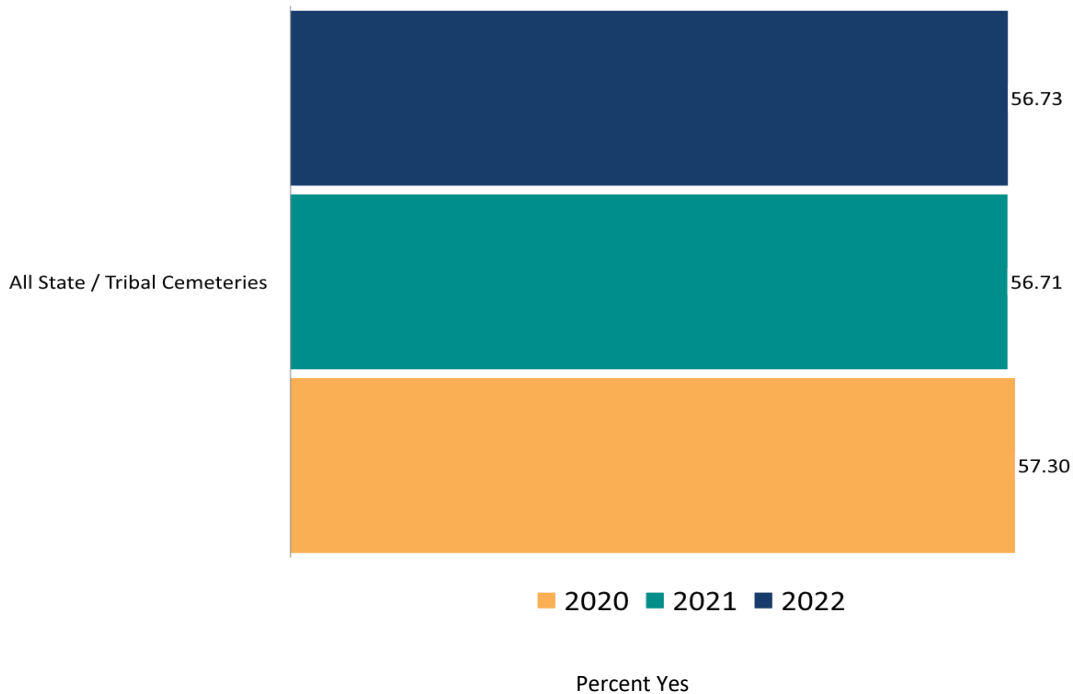
This question only applies to respondents who indicated "Strongly agree" or "Agree" to Question 45 (NoK).

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 47: Have you visited a VA national cemetery?

NEXT OF KIN

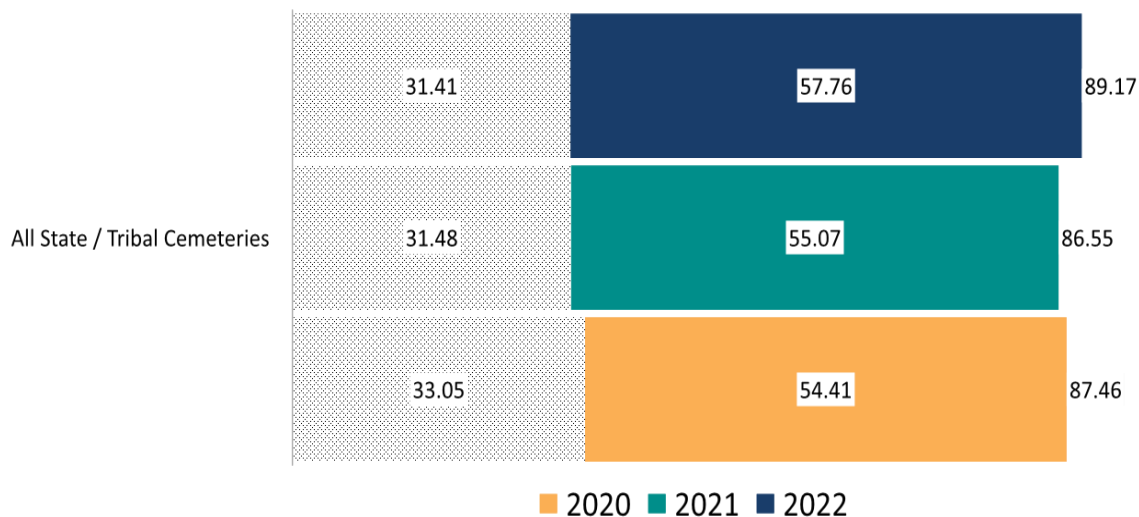


	Year	n	Yes	No
All State / Tribal Cemeteries	2022	7761	56.73%	43.27%
	2021	6726	56.71%	43.29%
	2020	7675	57.30%	42.70%

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	4228	57.76%	2.69%	31.41%	9.32%	1.40%	0.12%
	2021	3688	55.07%	0.66%	31.48%	11.33%	1.87%	0.24%
	2020	3979	54.41%	-3.15%	33.05%	9.90%	2.09%	0.55%

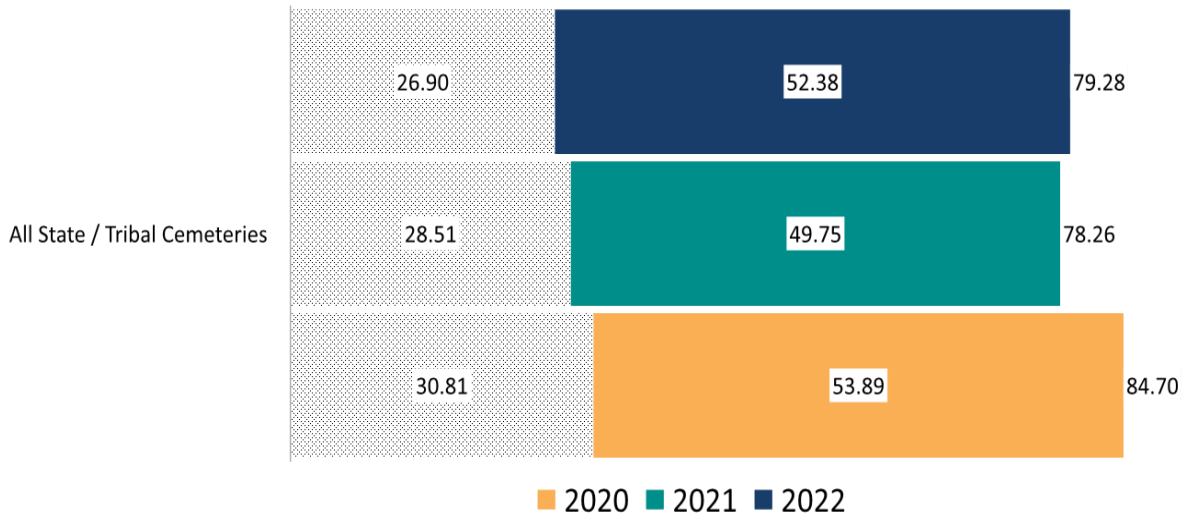
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	4223	52.38%	2.63%	26.90%	19.46%	1.07%	0.19%
	2021	3666	49.75%	-4.14%	28.51%	20.51%	0.90%	0.33%
	2020	3652	53.89%	0.44%	30.81%	13.55%	1.26%	0.49%

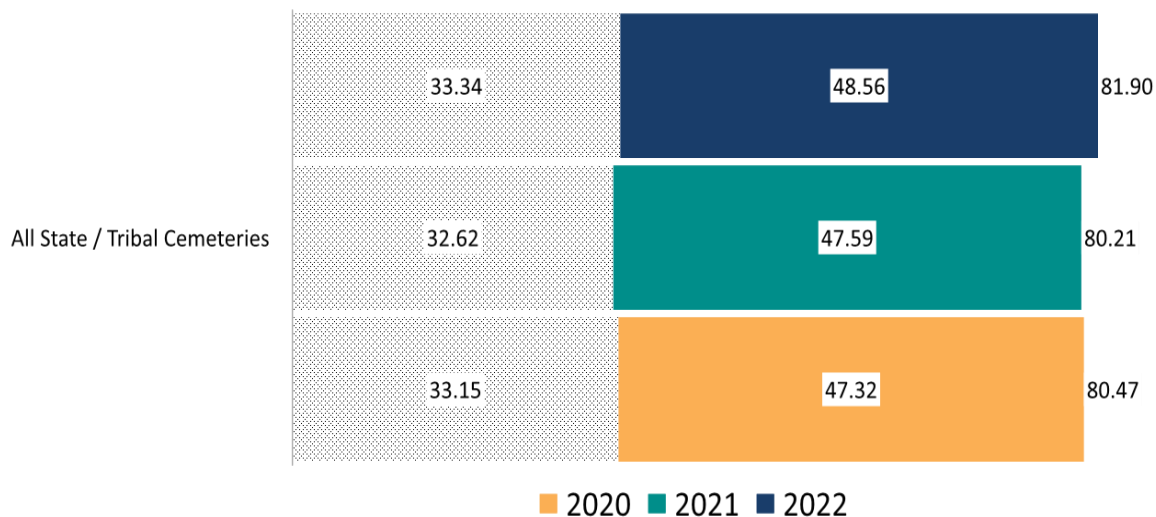
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	7382	48.56%	0.97%	33.34%	15.75%	2.10%	0.24%
	2021	6438	47.59%	0.27%	32.62%	17.49%	1.85%	0.45%
	2020	6401	47.32%	-1.10%	33.15%	16.58%	2.61%	0.34%

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

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

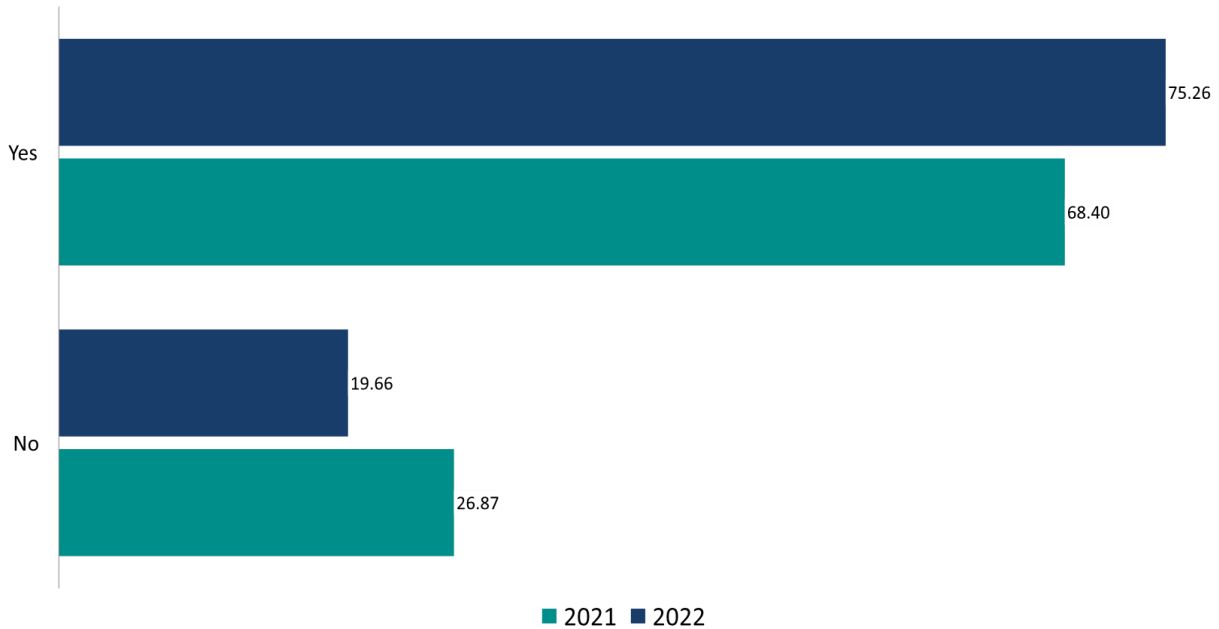
SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key self-reported demographic information is presented for both next of kin and funeral director survey respondents.
- Question-by-question comparative analyses (Elements of Comparison) are included as well.
- Due to rounding, some percentages may not sum to 100%.

Appendix A: Respondent Characteristics: Next of Kin 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

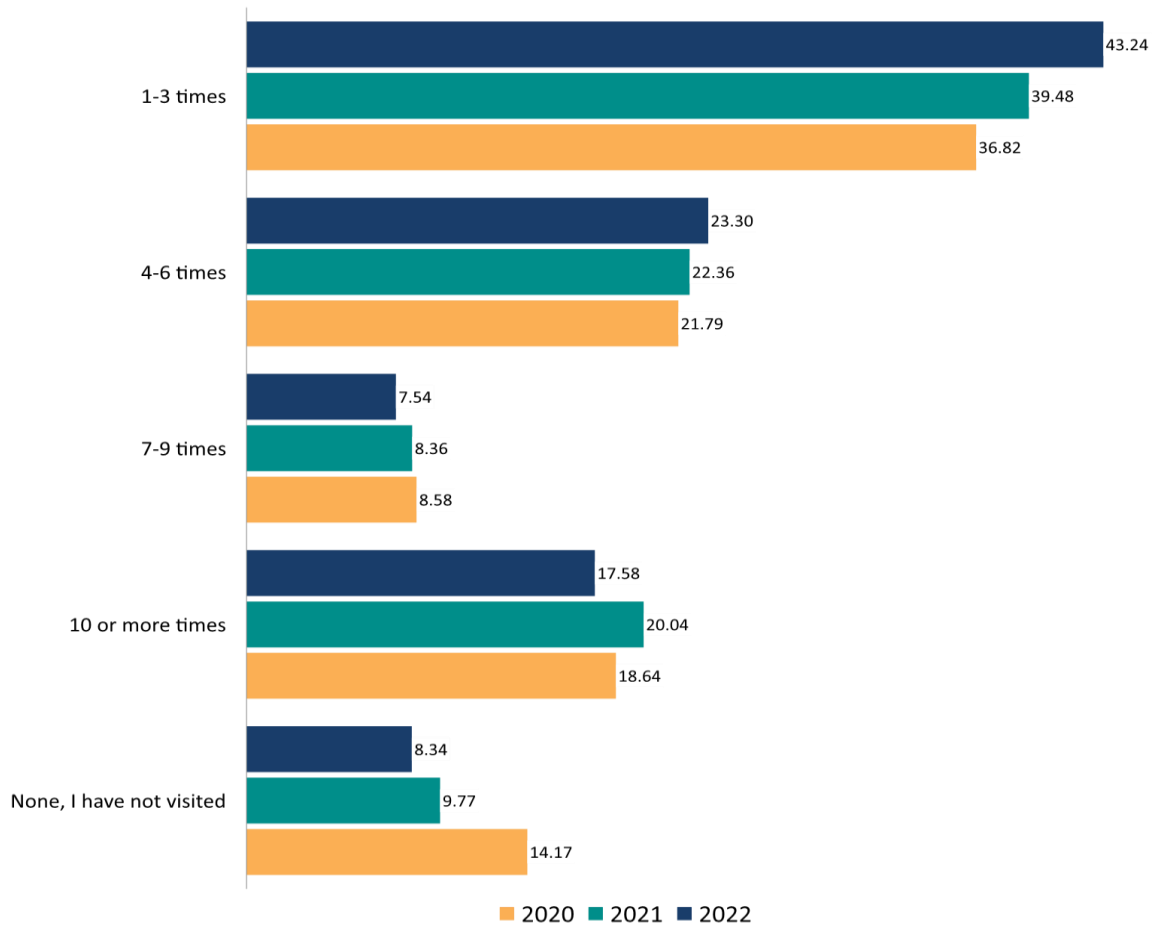


2021: n = 7,063 2022: n = 8,091

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

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

NEXT OF KIN

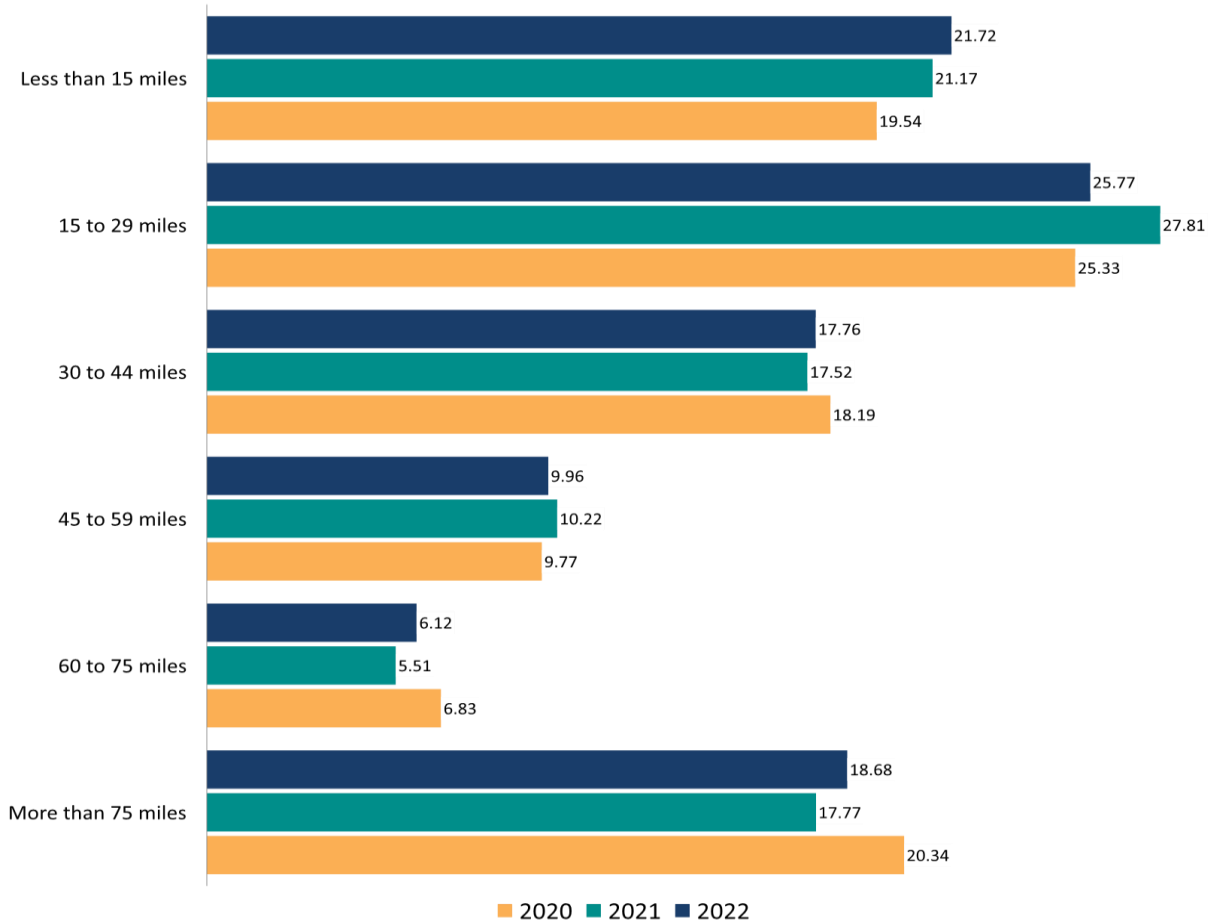


2020: n = 7,700 2021: n = 7,250 2022: n = 8,249

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

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

NEXT OF KIN

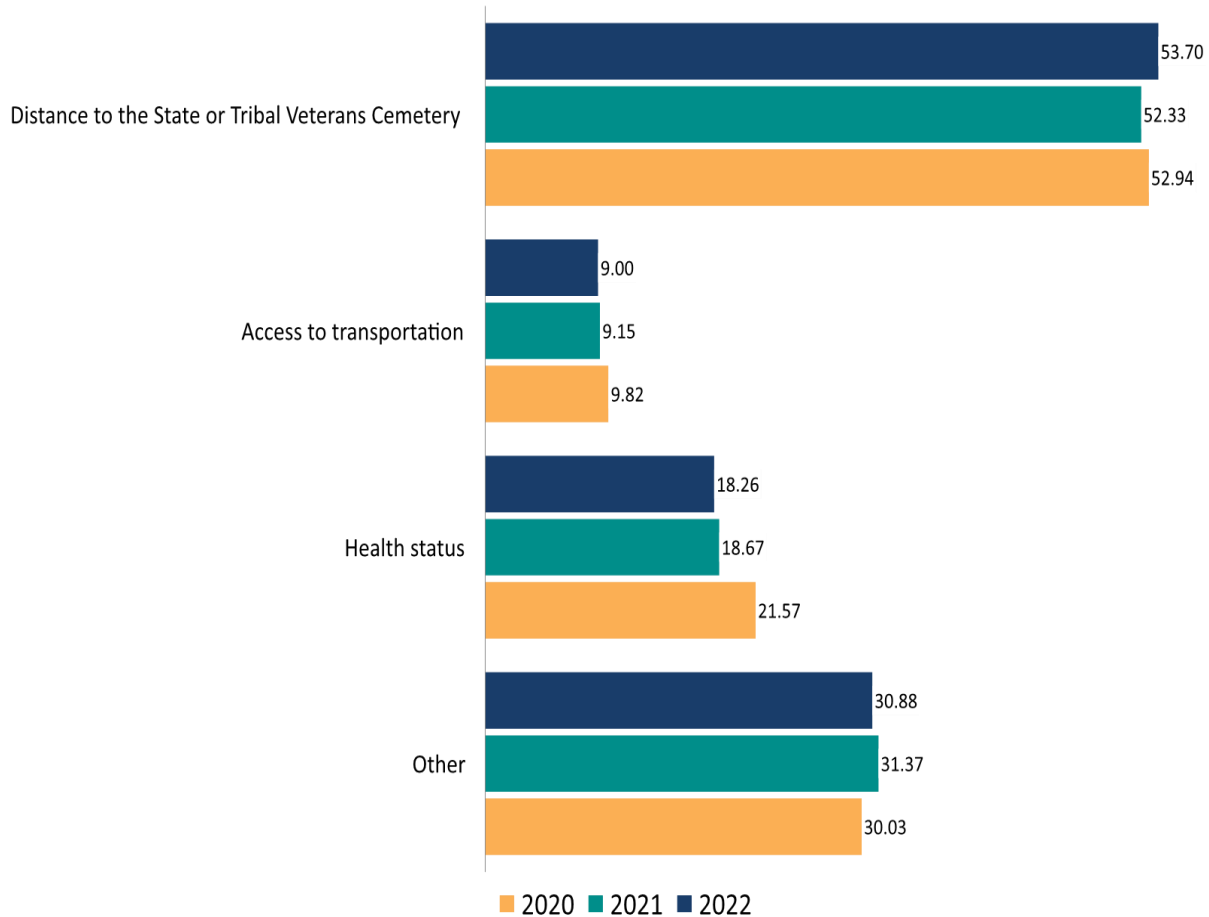


2020: n = 7,646 2021: n = 7,181 2022: n = 8,206

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 State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

NEXT OF KIN



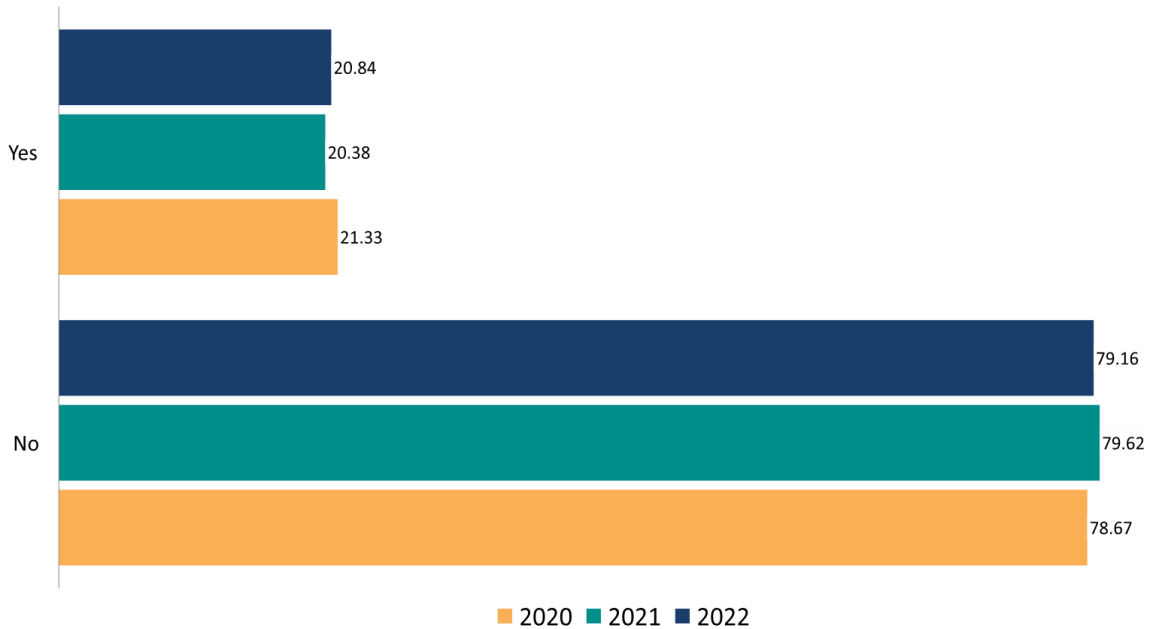
2020: n = 7,157 2021: n = 6,363 2022: n = 7,345

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

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

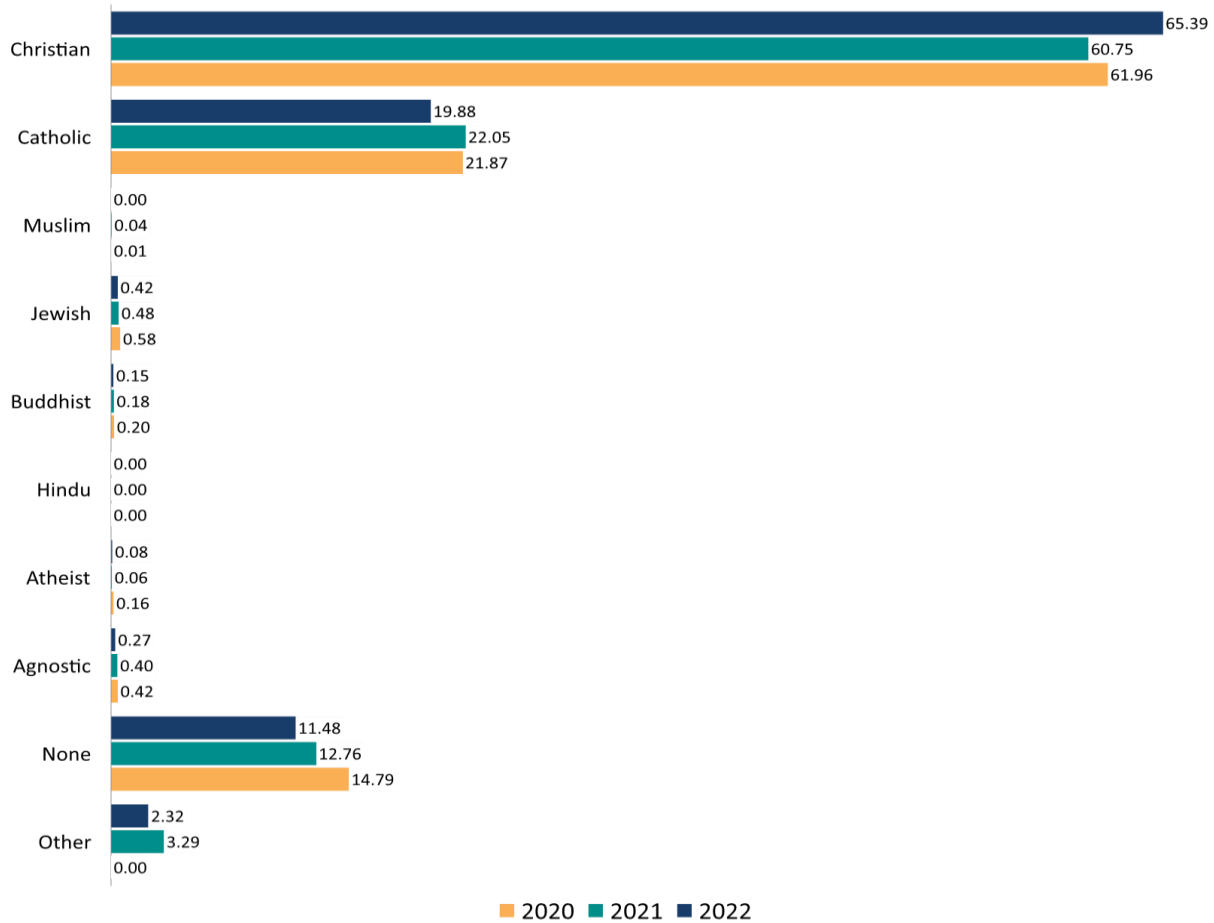
Question 5: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

NEXT OF KIN



Question 13: In what religious practice was the burial conducted?

NEXT OF KIN



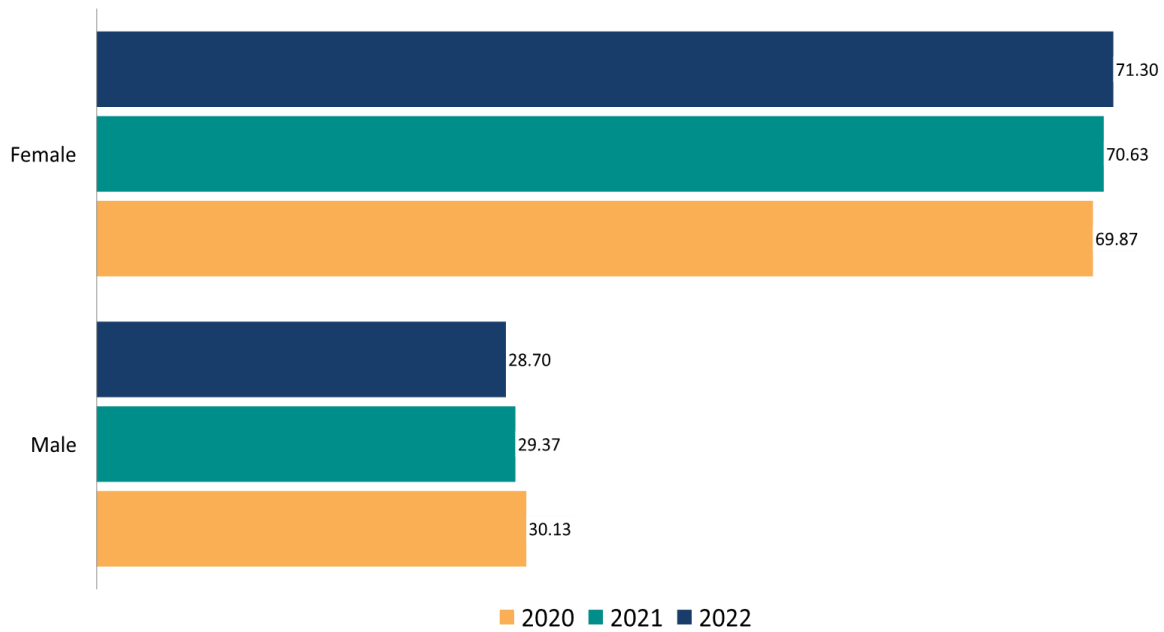
2020: n = 7,395 2021: n = 5,447 2022: n = 5,941

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

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

Question 51: What is your gender?

NEXT OF KIN



2020: n = 7,168 2021: n = 7,198 2022: n = 8,170

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

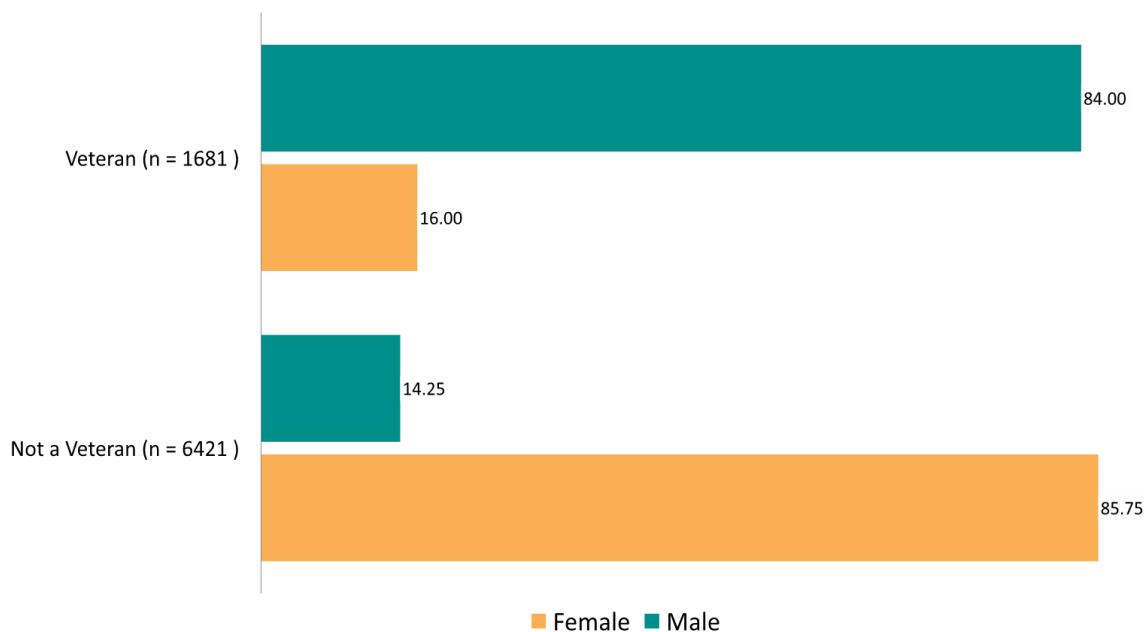
ELEMENT OF COMPARISON

Gender by Veteran Status.

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



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

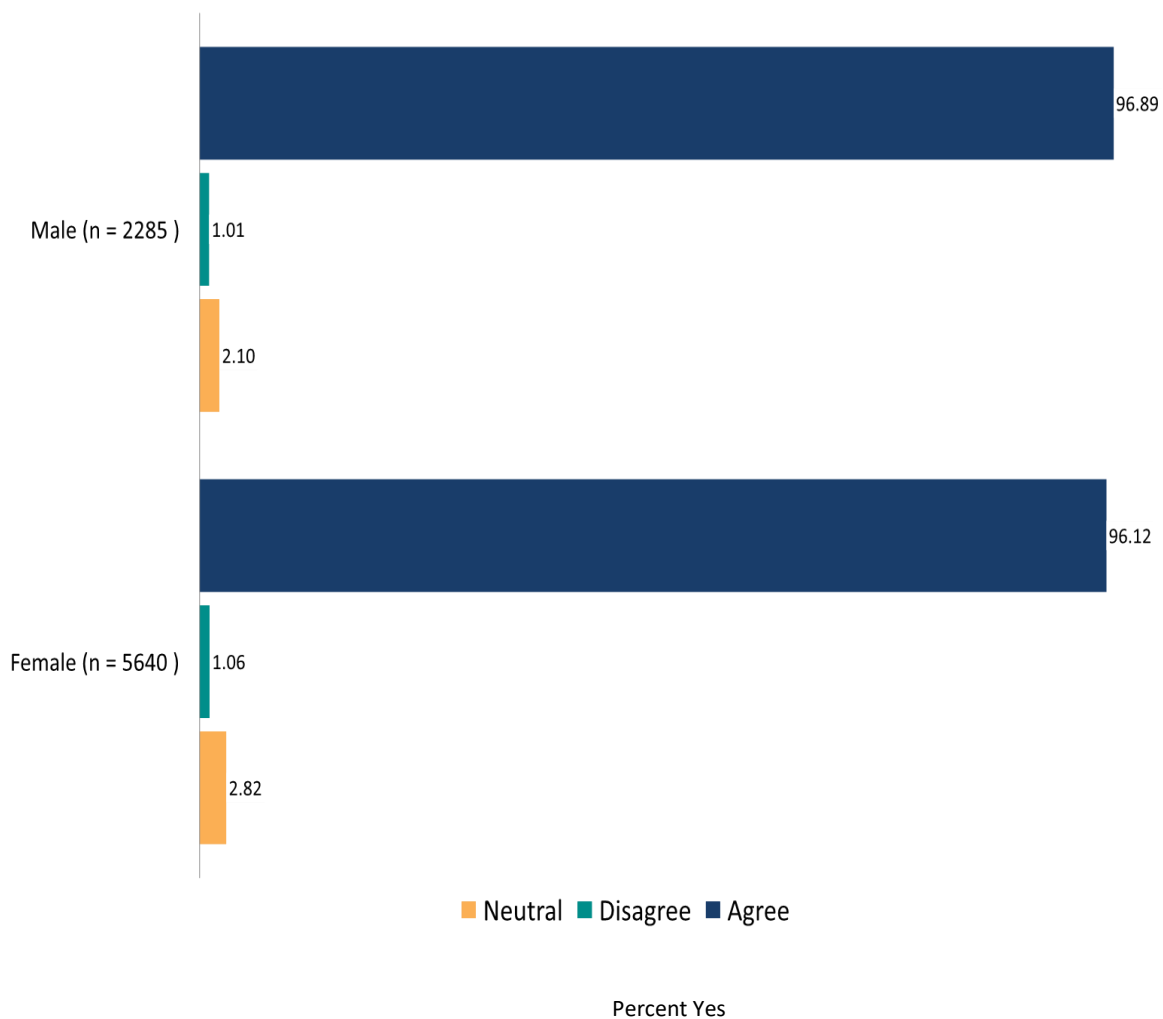
ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

Question 51: What is your gender?

Question 33: 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.

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

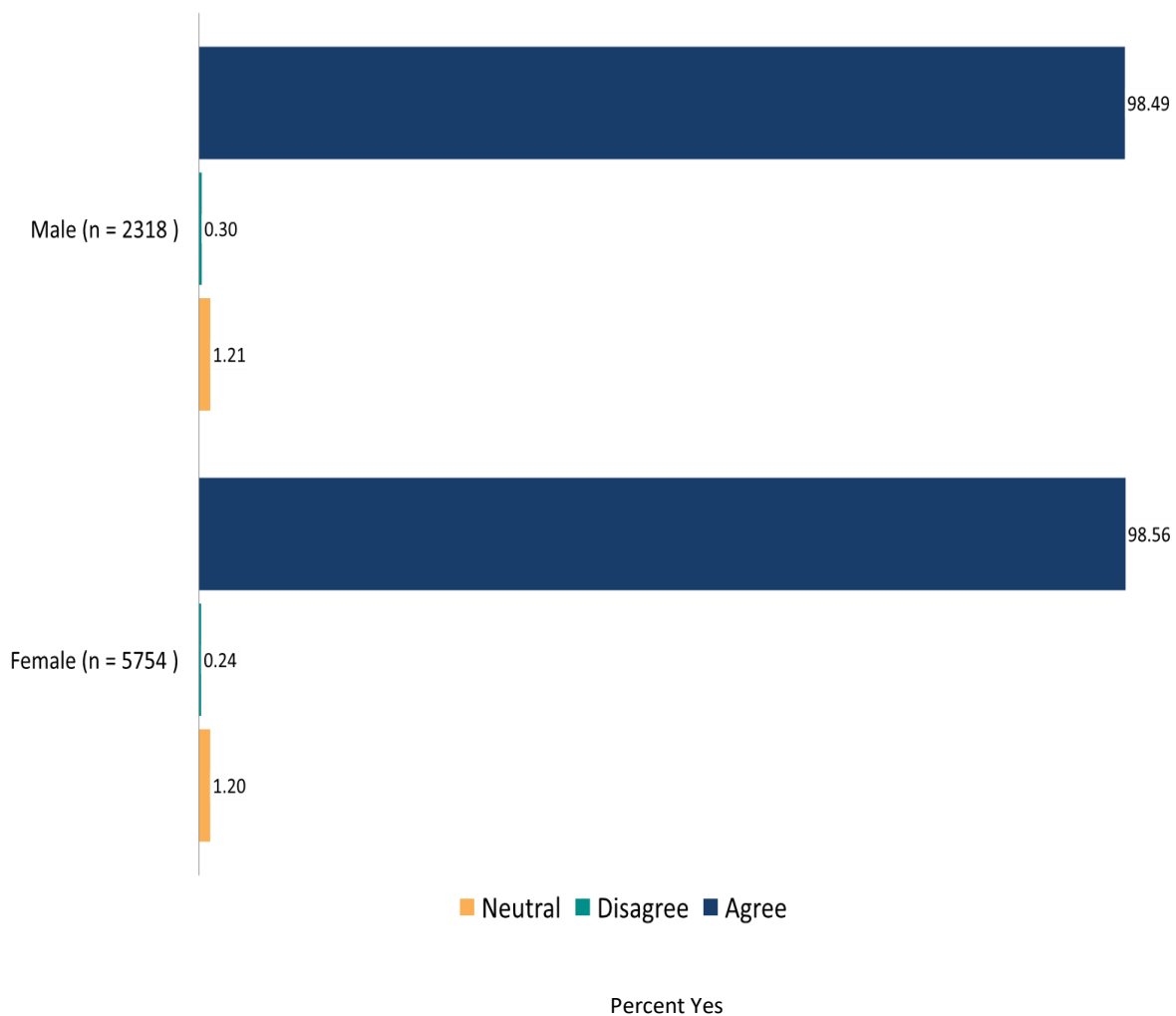
ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery.

Question 51: What is your gender?

Question 40: 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

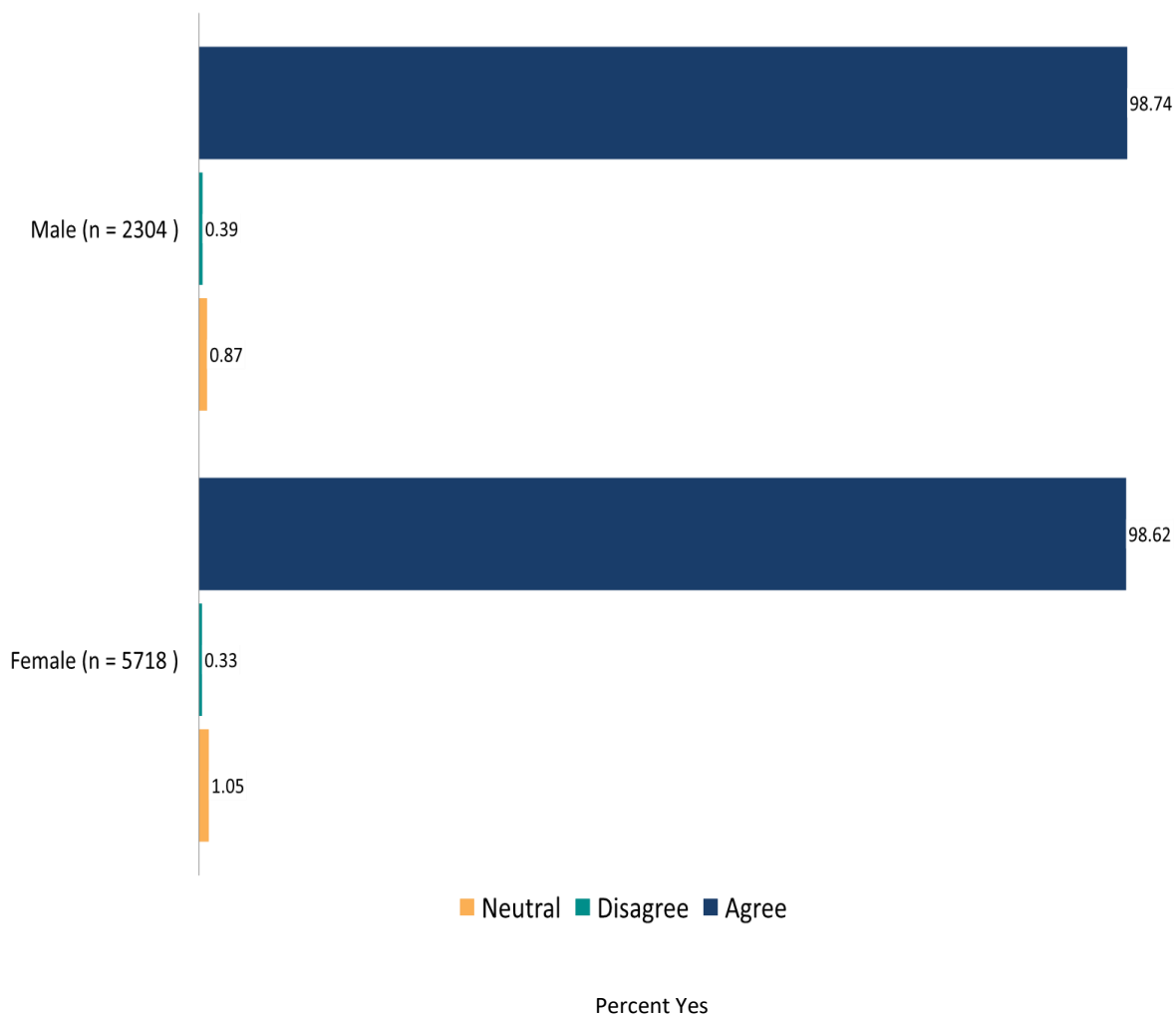
ELEMENT OF COMPARISON

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

Question 51: What is your gender?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN

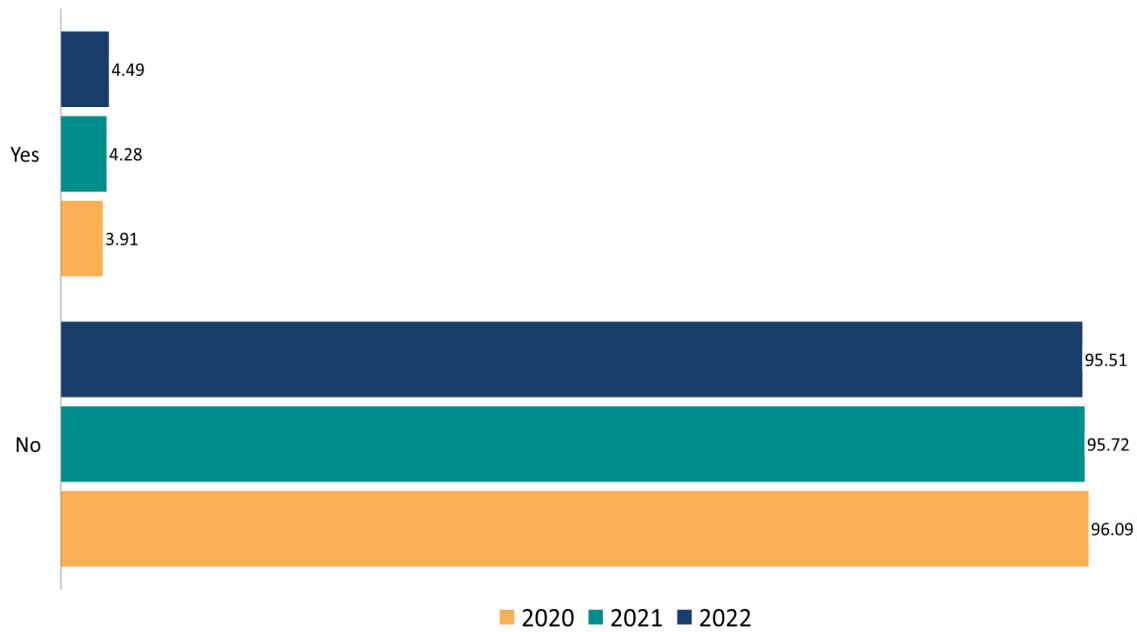


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

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

Question 52: Are you Hispanic or Latino?

NEXT OF KIN



2020: n = 7,590 2021: n = 7,095 2022: n = 7,988

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

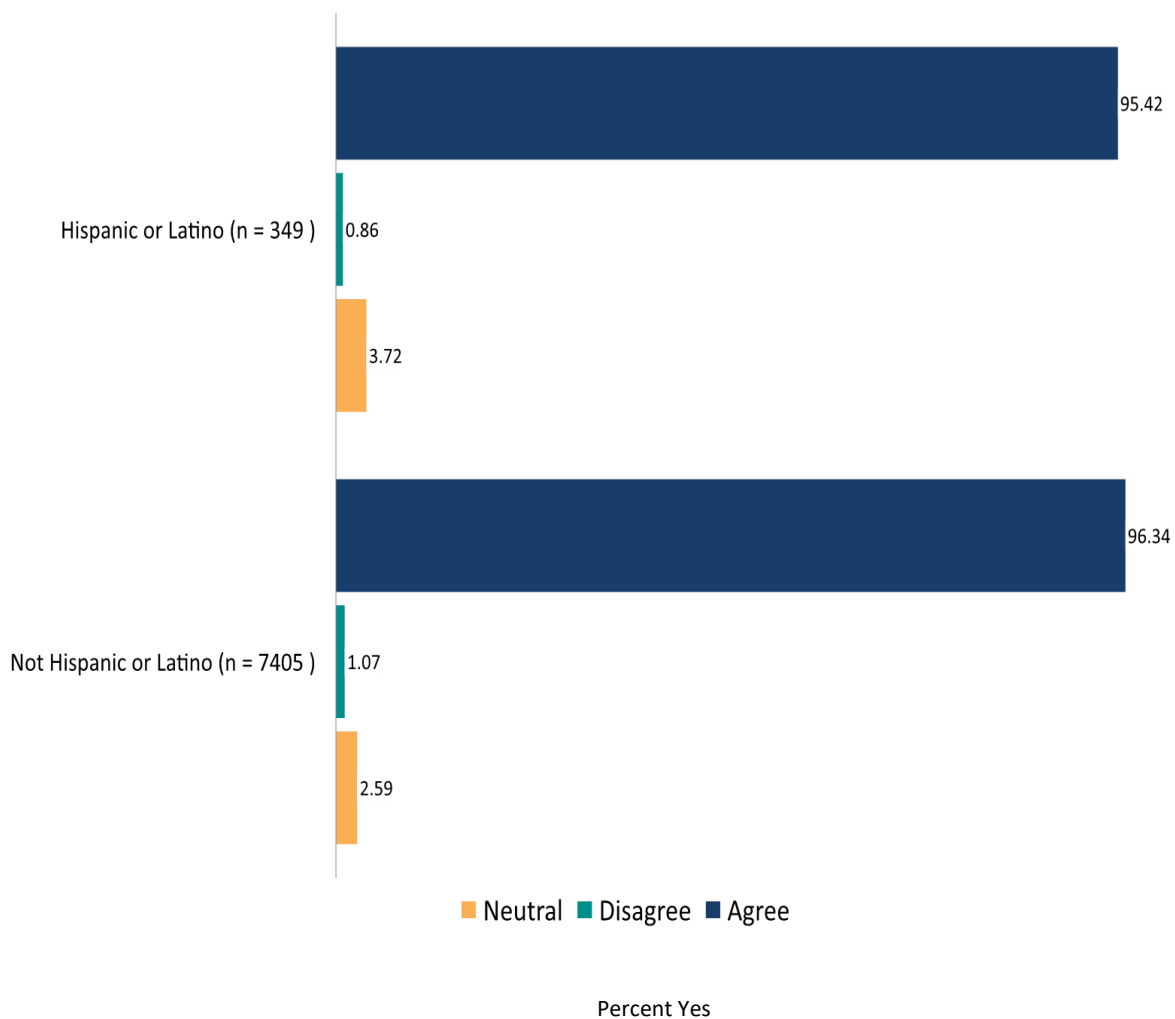
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

Question 52: Are you Hispanic or Latino?

Question 33: 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.

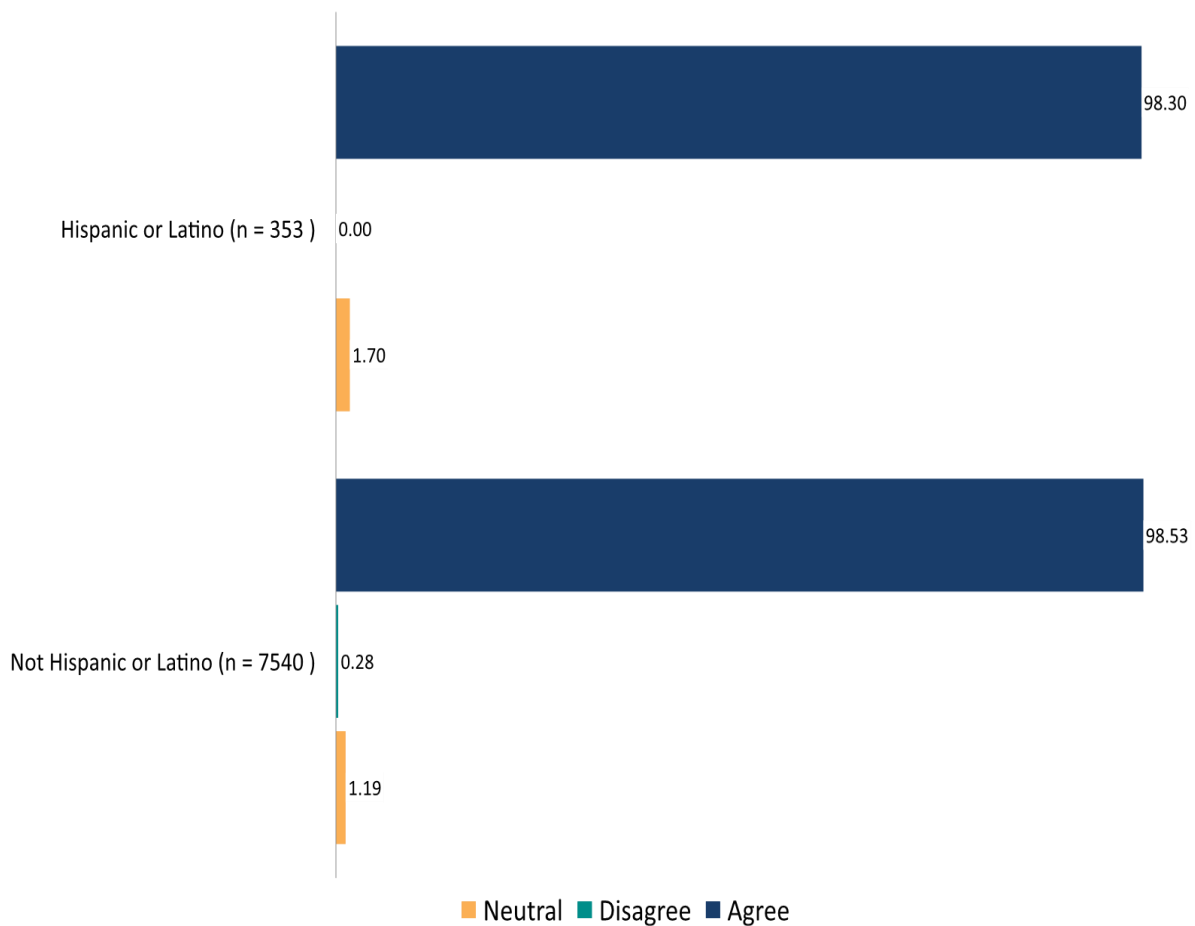
ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery.

Question 52: Are you Hispanic or Latino?

Question 40: 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

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

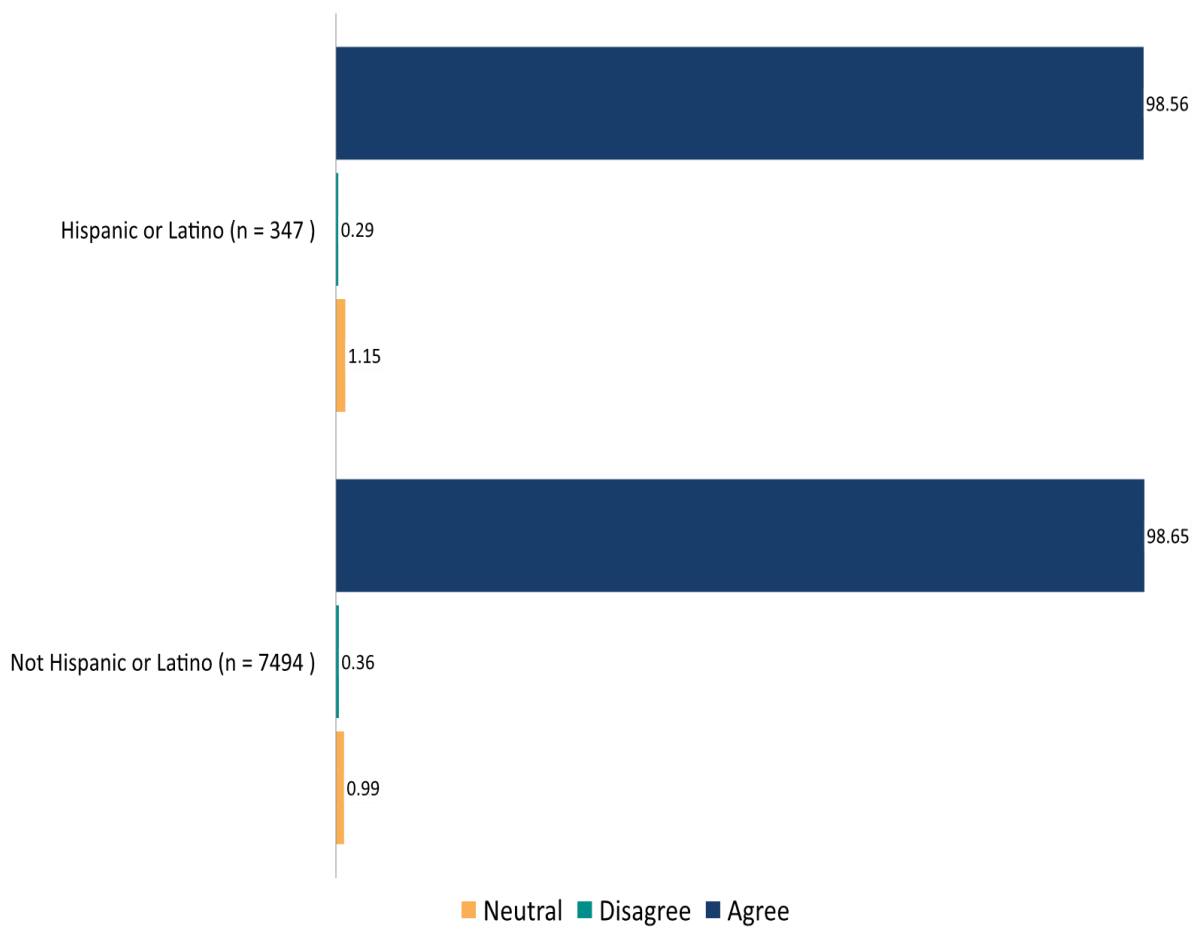
ELEMENT OF COMPARISON

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

Question 52: Are you Hispanic or Latino?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



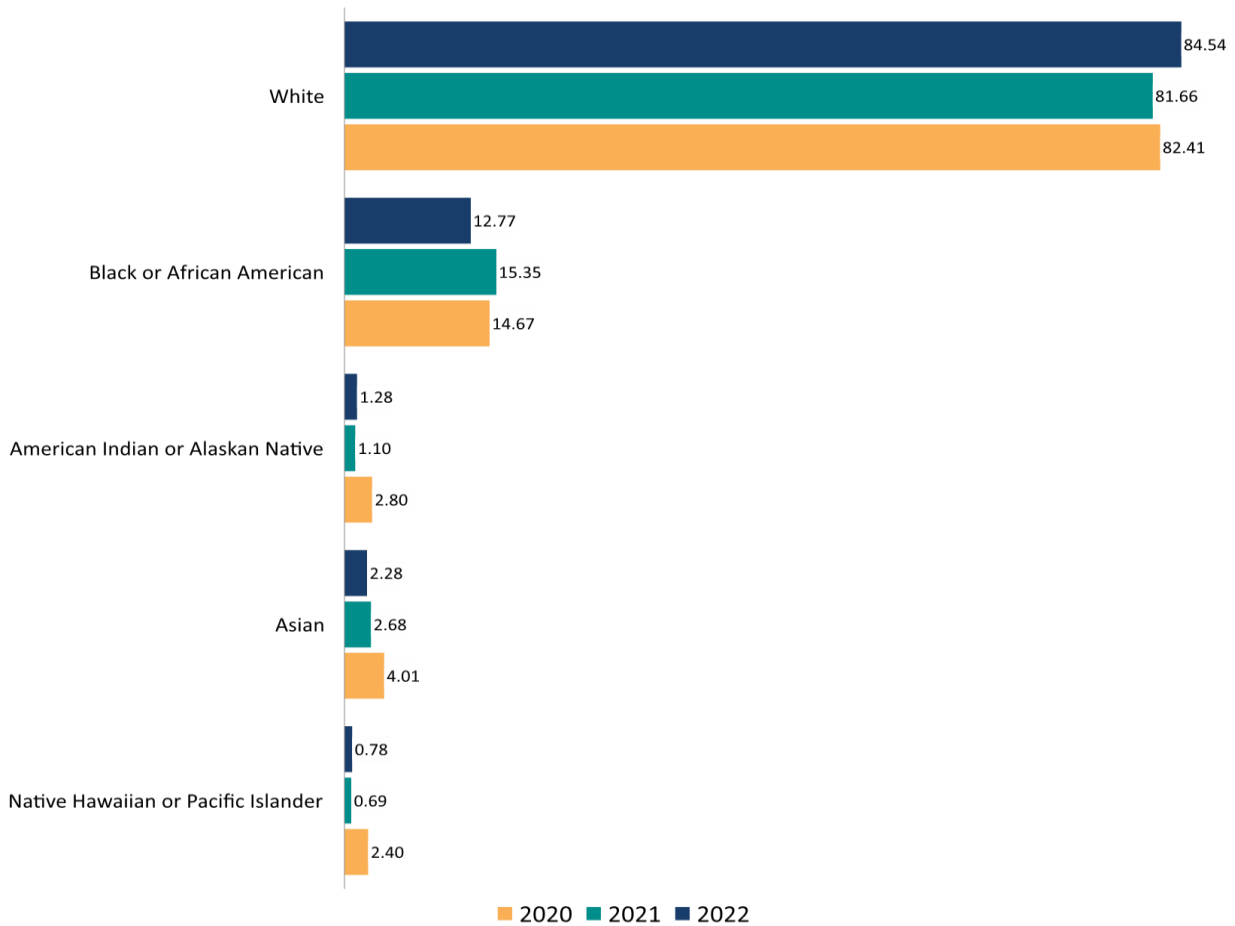
Percent Yes

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

Question 53: What is your race? (Mark one or more)

NEXT OF KIN



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

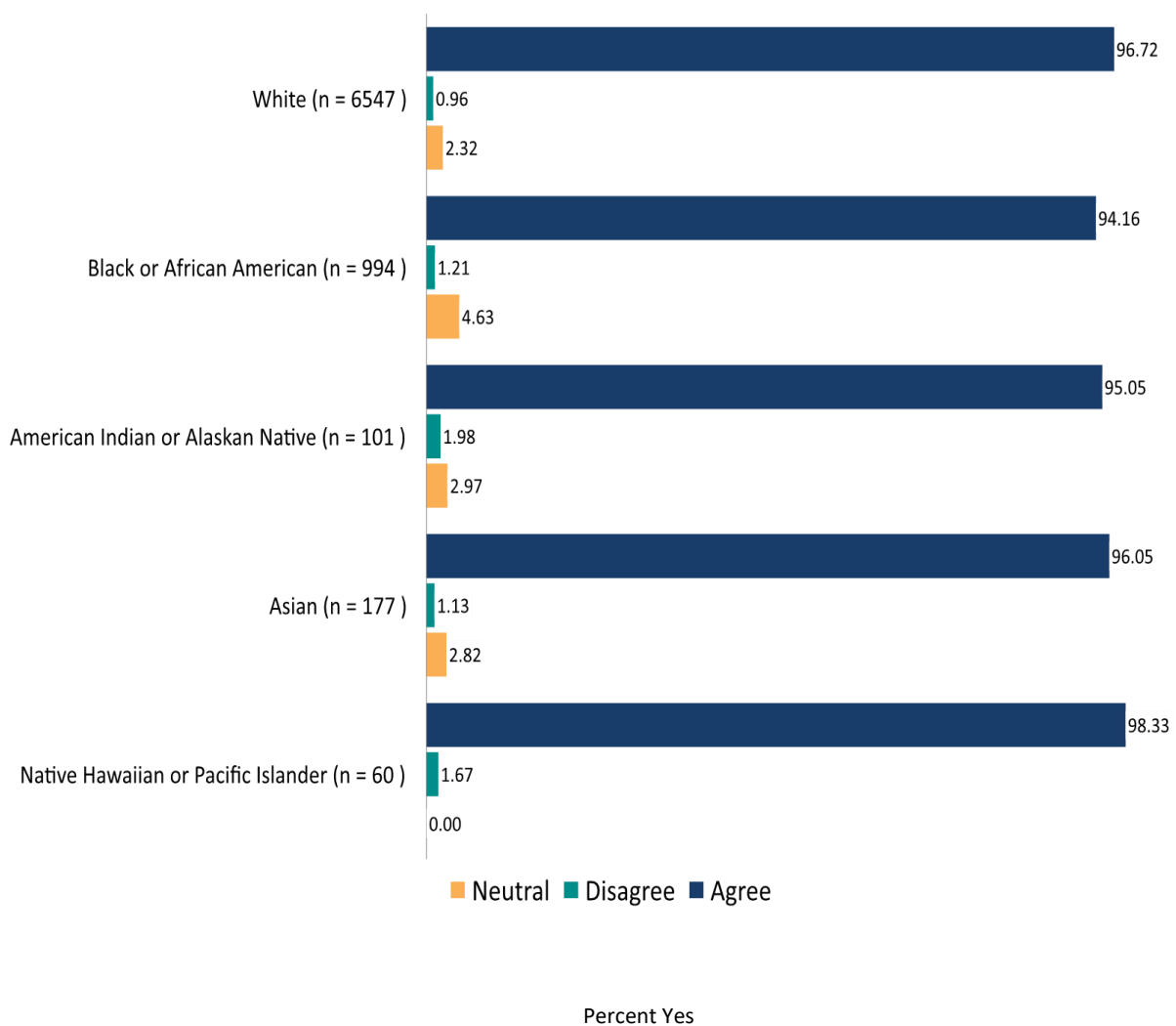
ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

Question 53: What is your race? (Mark one or more)

Question 33: 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.

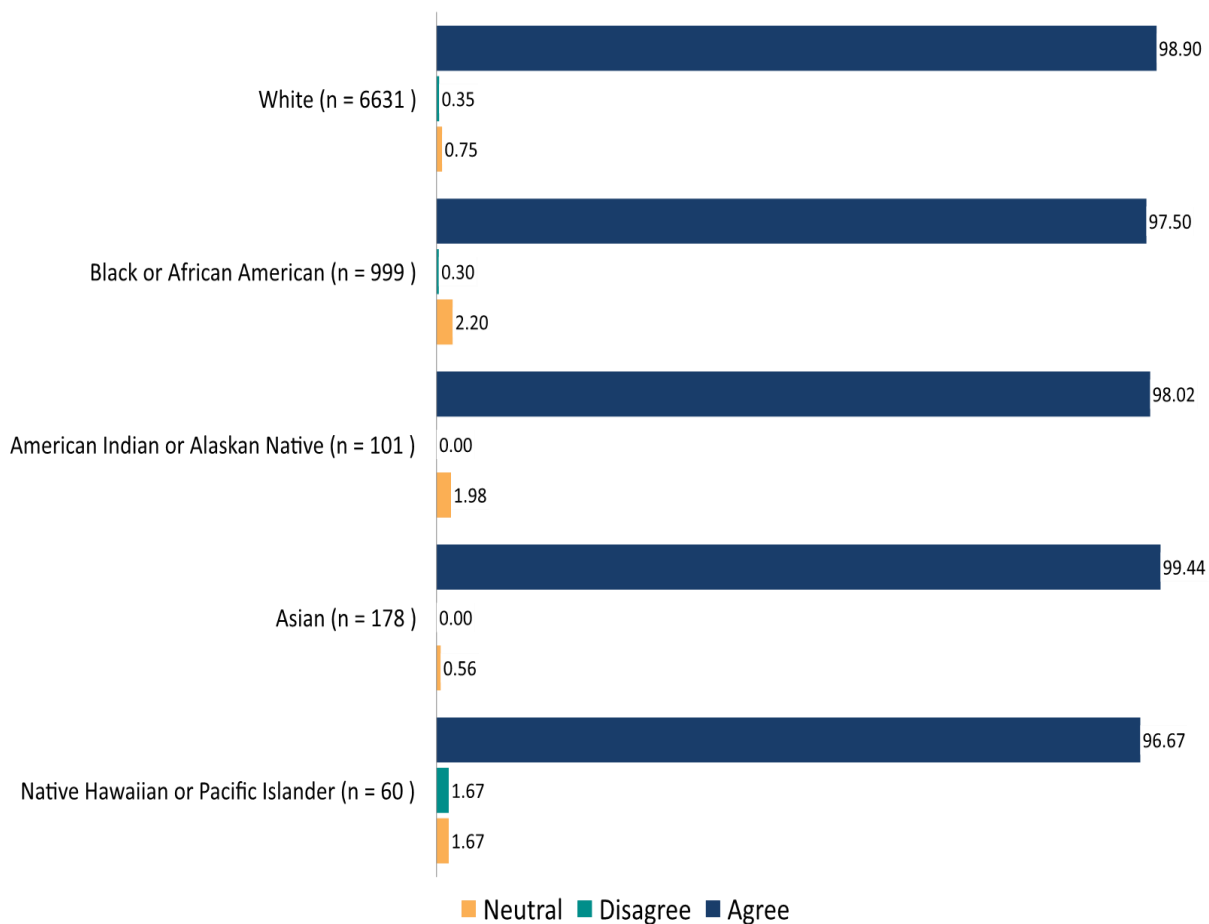
ELEMENT OF COMPARISON

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

Question 53: What is your race? (Mark one or more)

Question 38: The overall appearance of the State or Tribal Veterans 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.

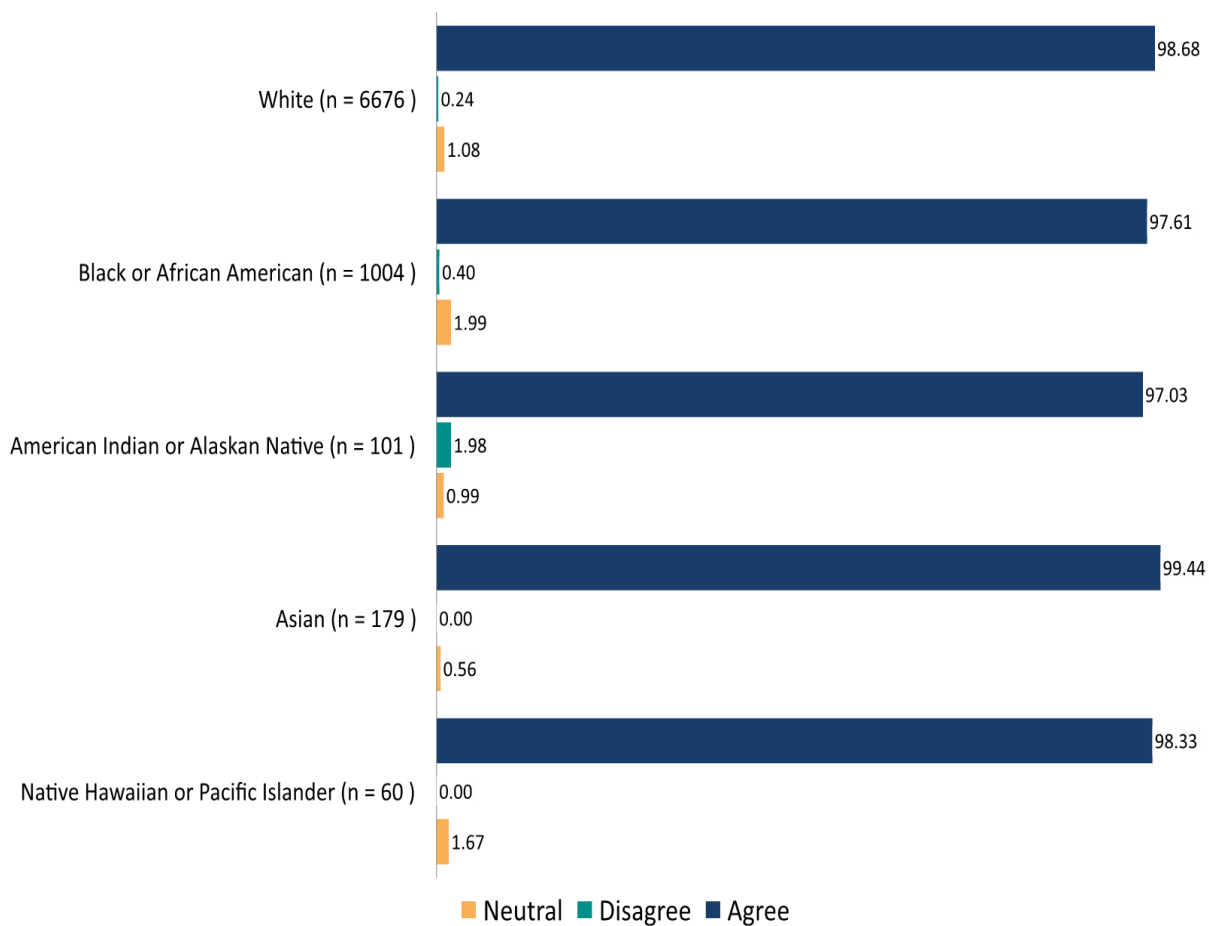
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

Question 53: What is your race? (Mark one or more)

Question 40: 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.

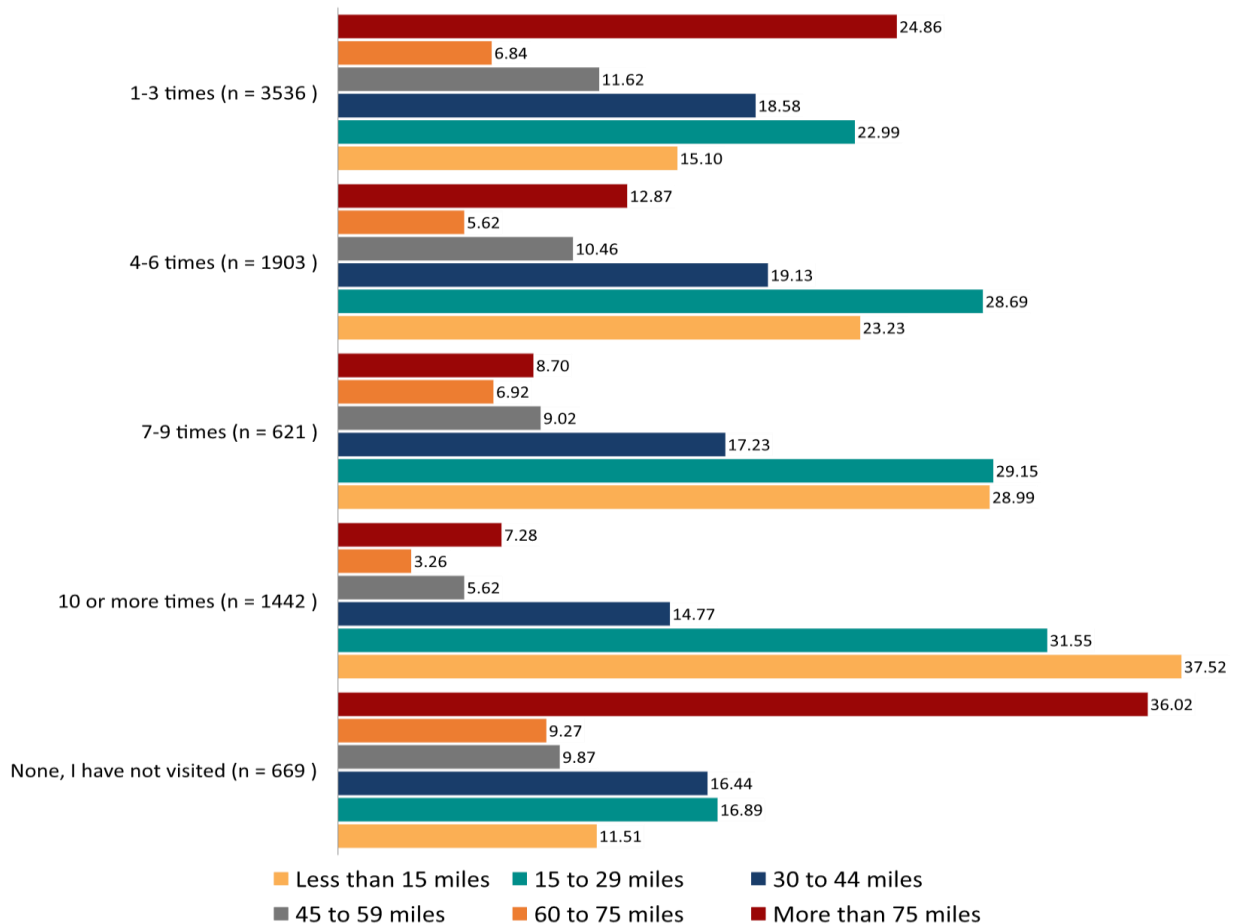
ELEMENT OF COMPARISON

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

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

NEXT OF KIN



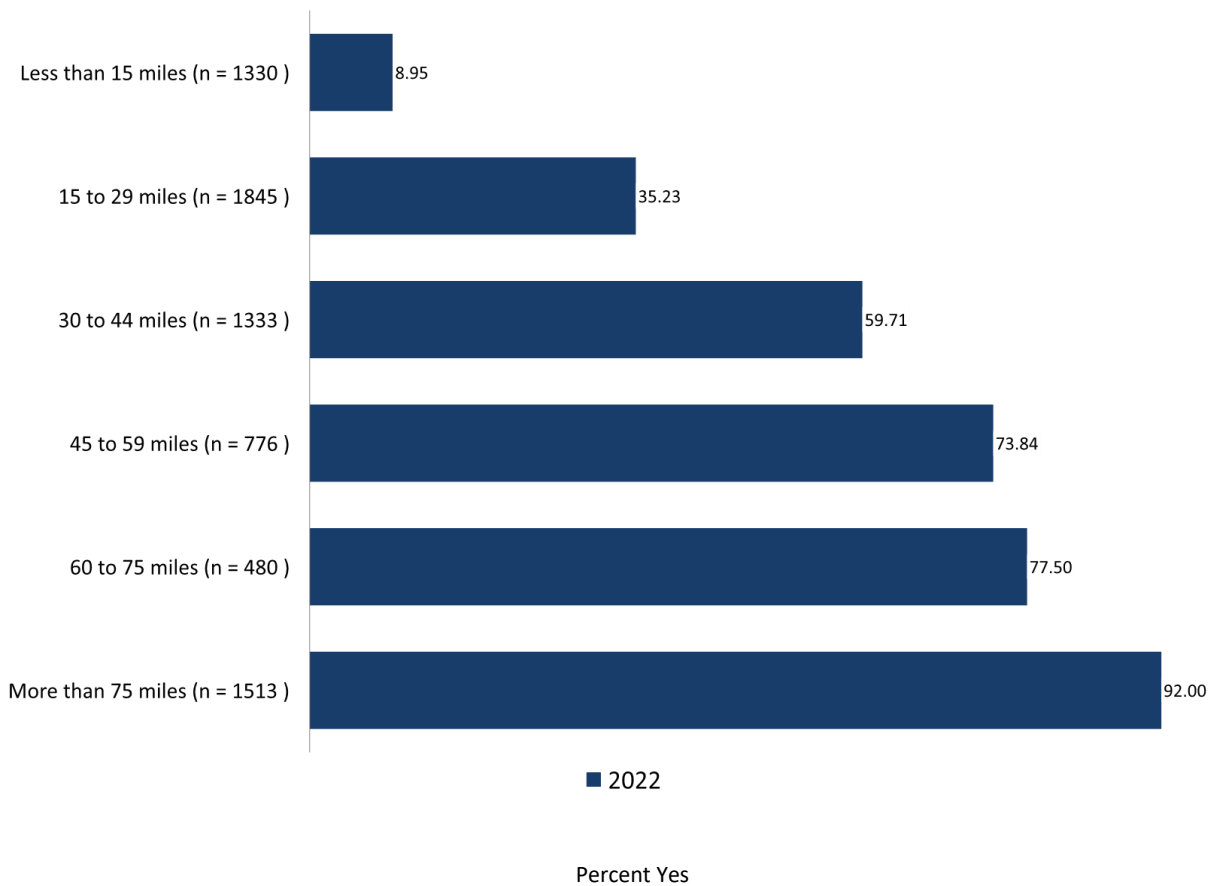
ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery.

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

NEXT OF KIN



ELEMENT OF COMPARISON

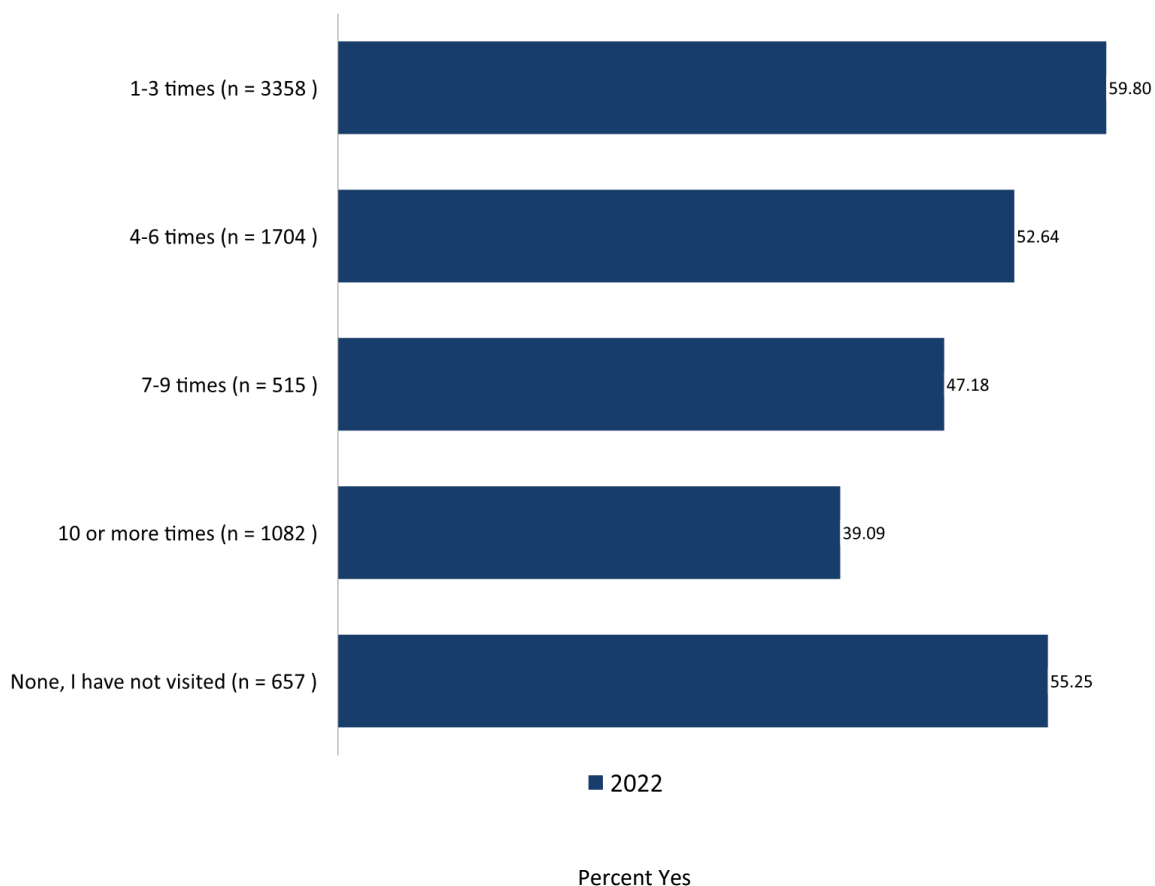
Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

- Distance to the State or Tribal Veterans Cemetery

NEXT OF KIN



ELEMENT OF COMPARISON

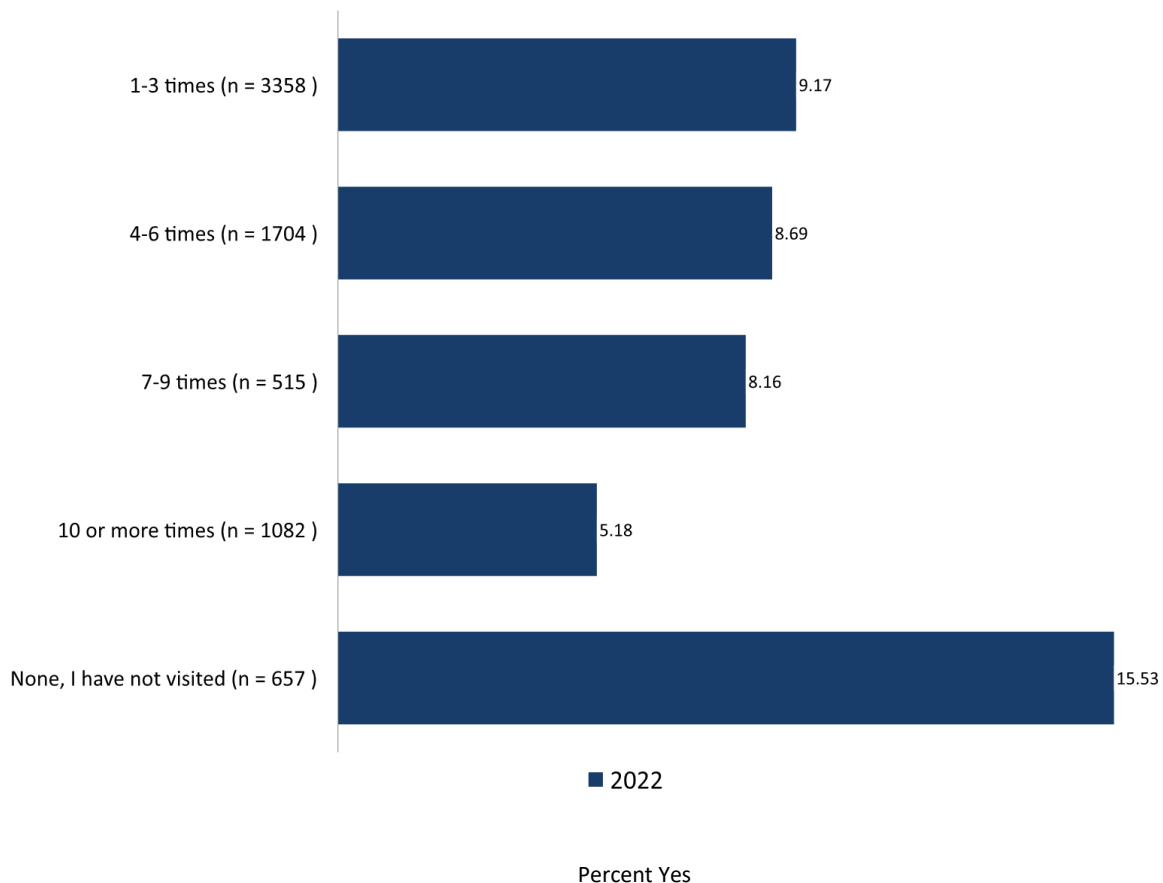
Factors influencing visiting by number of times visiting the national cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4b: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

■ Access to transportation

NEXT OF KIN



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

ELEMENT OF COMPARISON

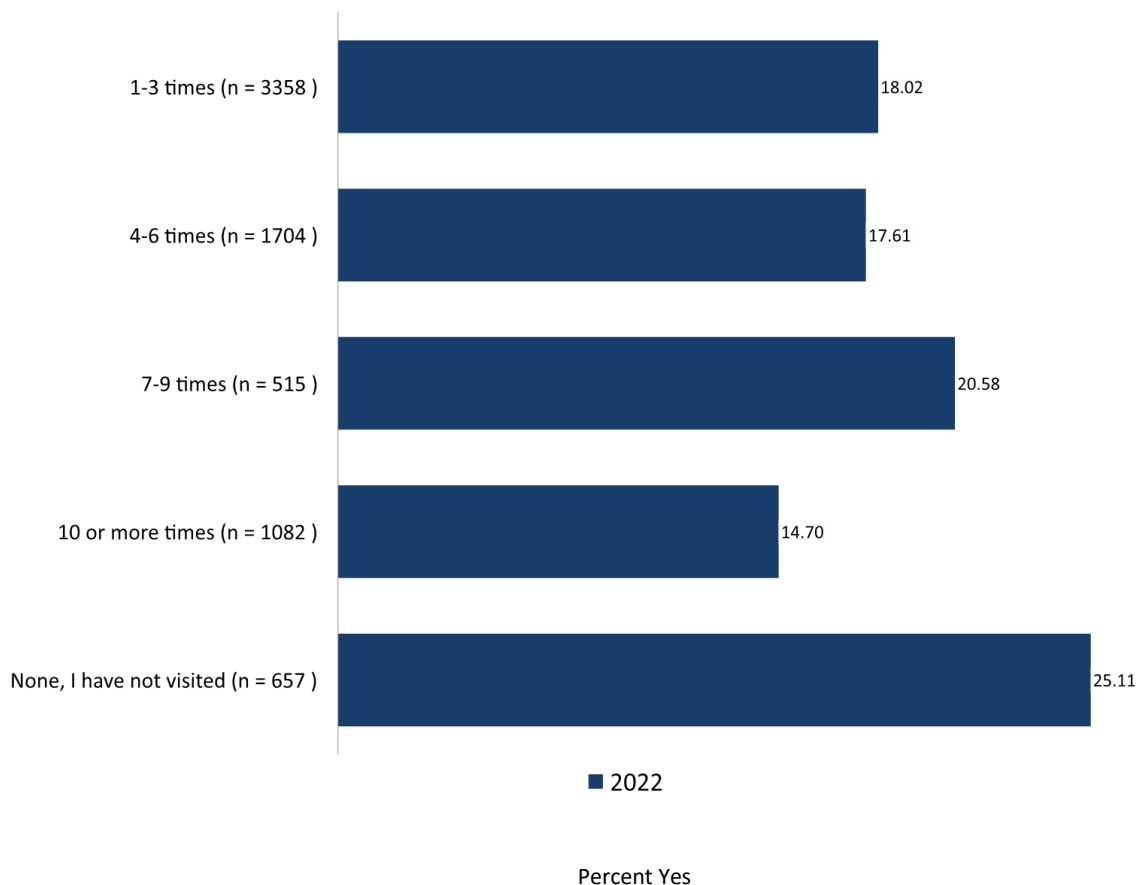
Factors influencing visiting by number of times visiting the national cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4c: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

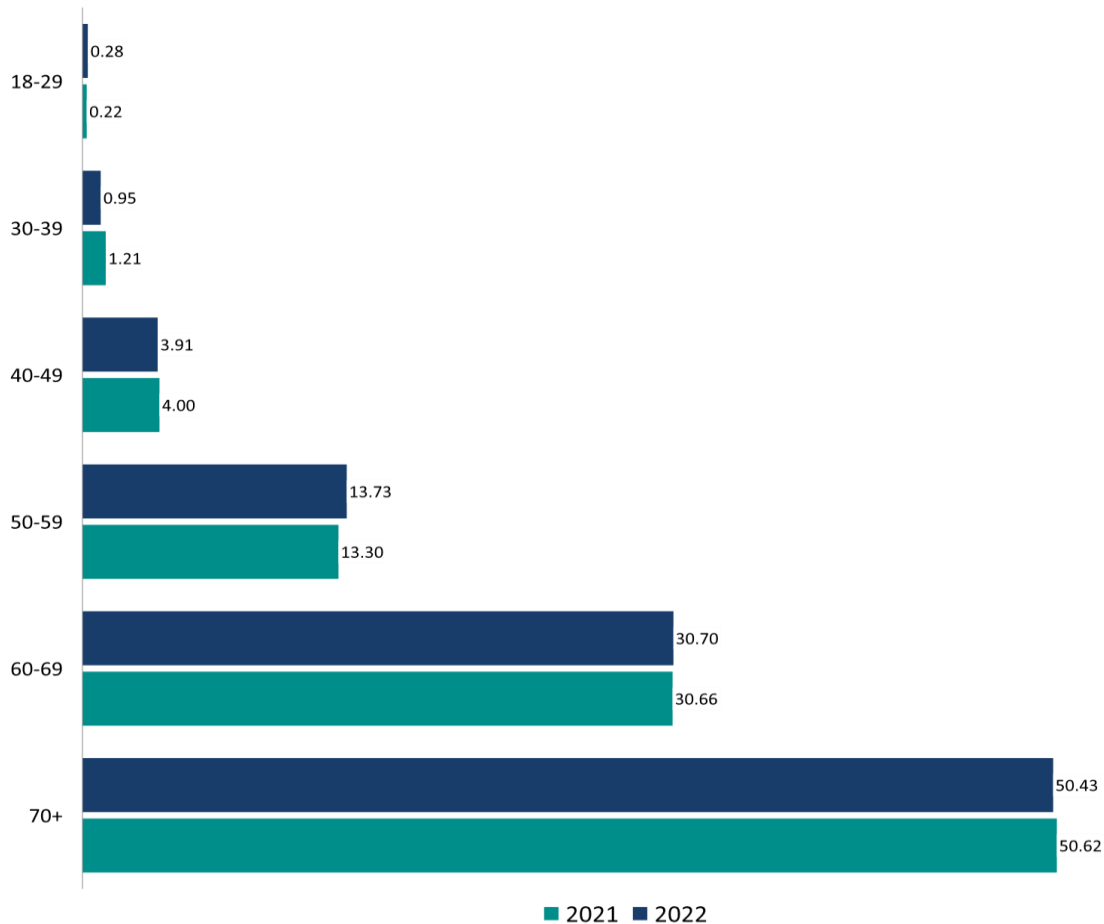
■ Health status

NEXT OF KIN



Question 54: In what year were you born? (Age group)

NEXT OF KIN



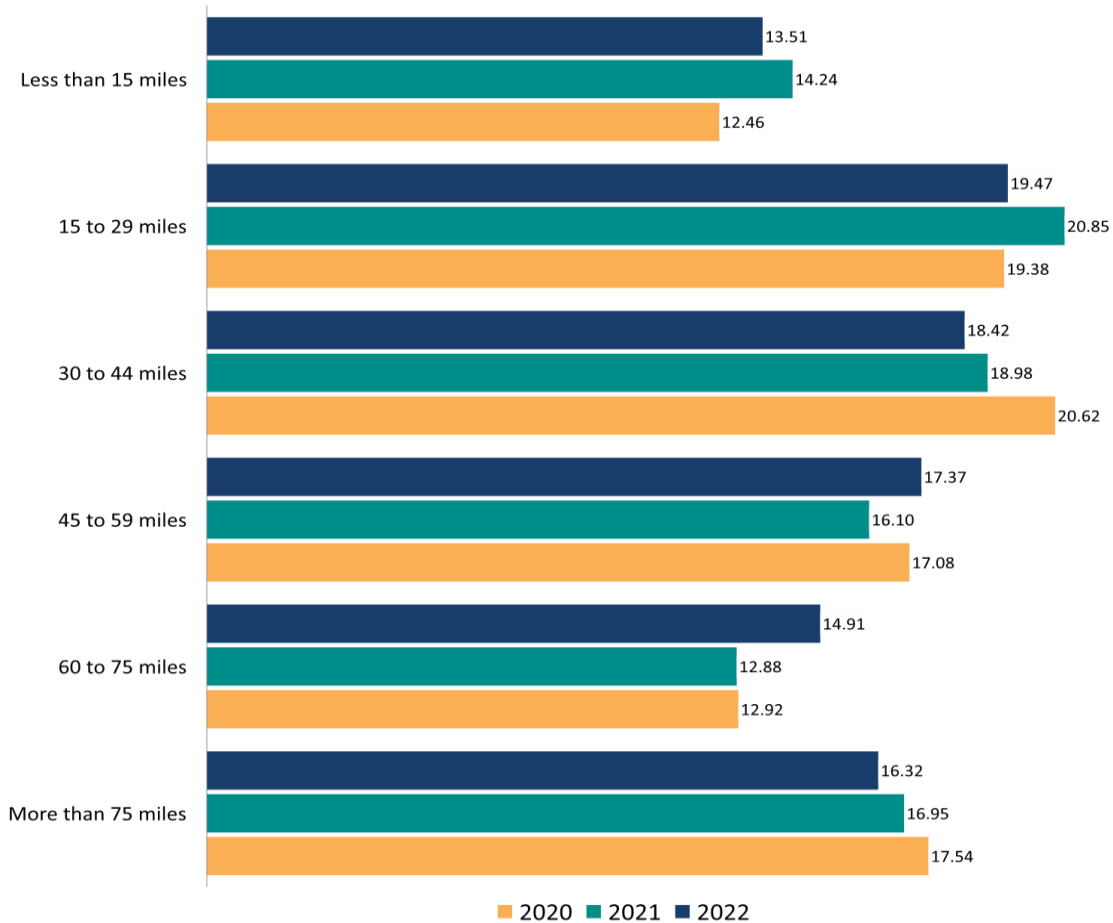
2021: n = 6,881 2022: n = 7,085

Note: 2020 results are not available for this question.

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

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

FUNERAL DIRECTORS

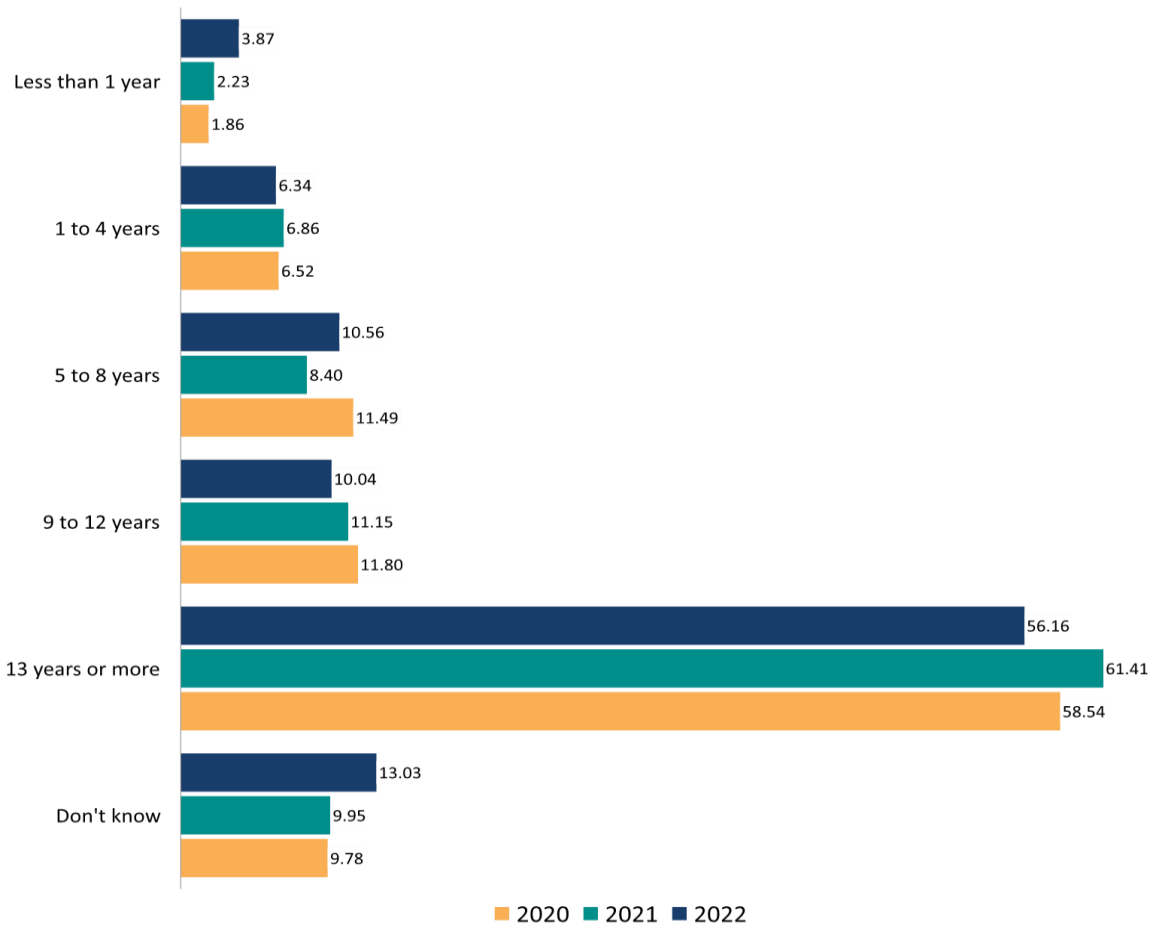


2020: n = 650 2021: n = 590 2022: n = 570

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

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

FUNERAL DIRECTORS

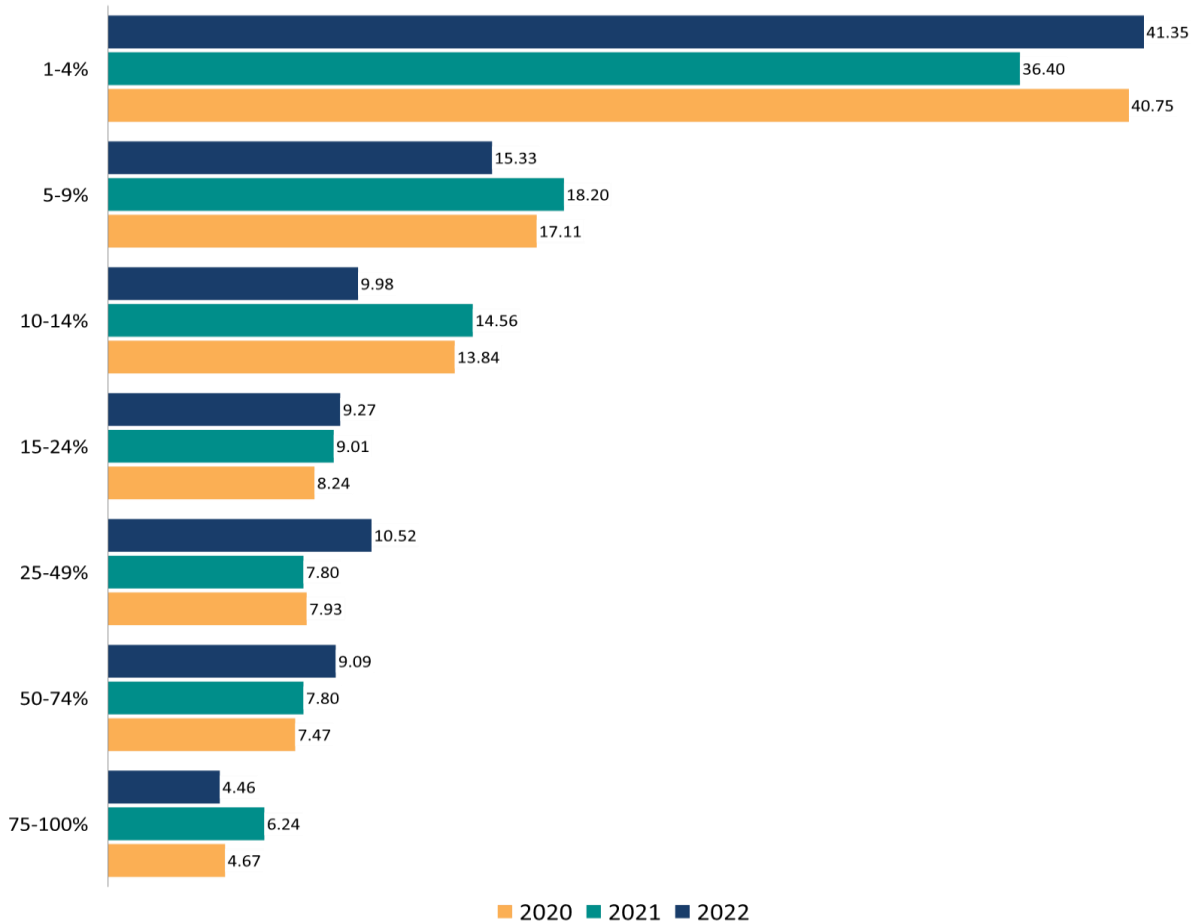


2020: n = 644 2021: n = 583 2022: n = 568

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 State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS

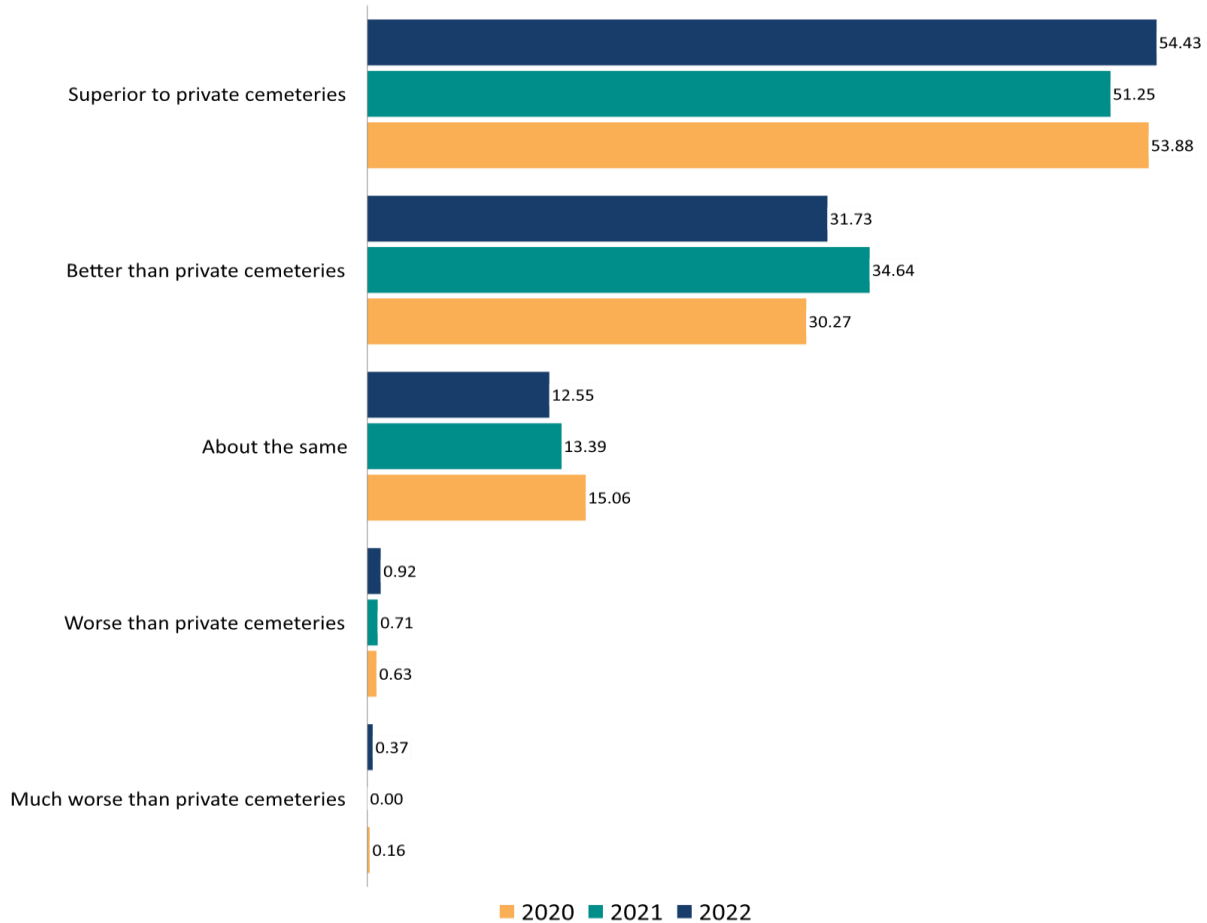


2020: n = 643 2021: n = 577 2022: n = 561

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

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

FUNERAL DIRECTORS

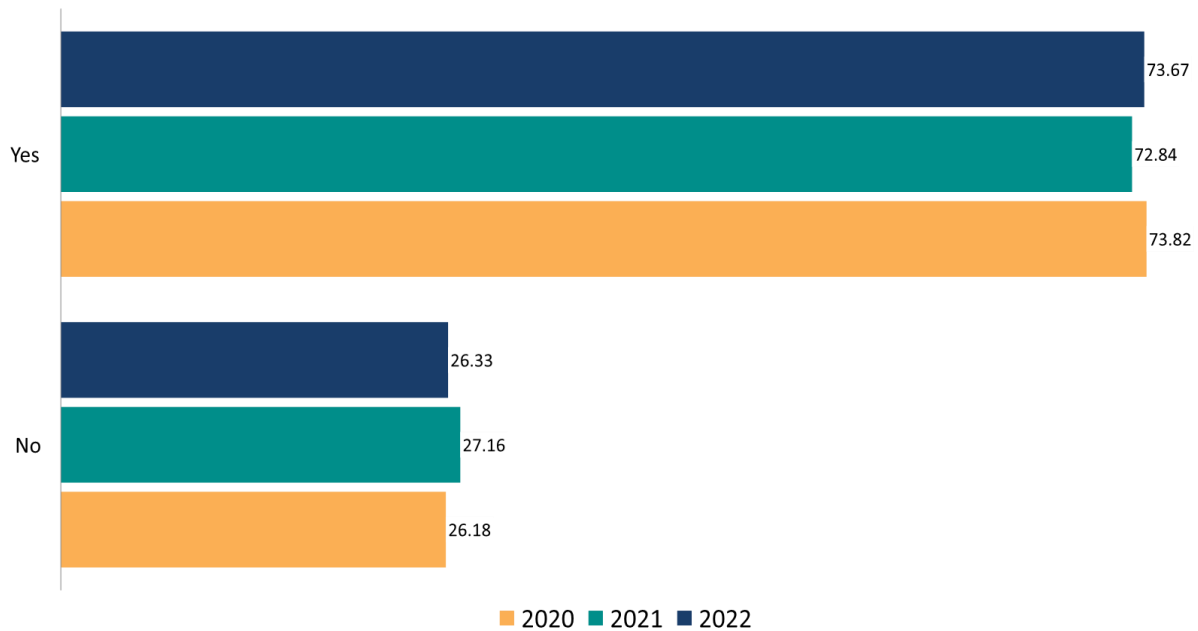


2020: n = 631 2021: n = 560 2022: n = 542

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

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

FUNERAL DIRECTORS

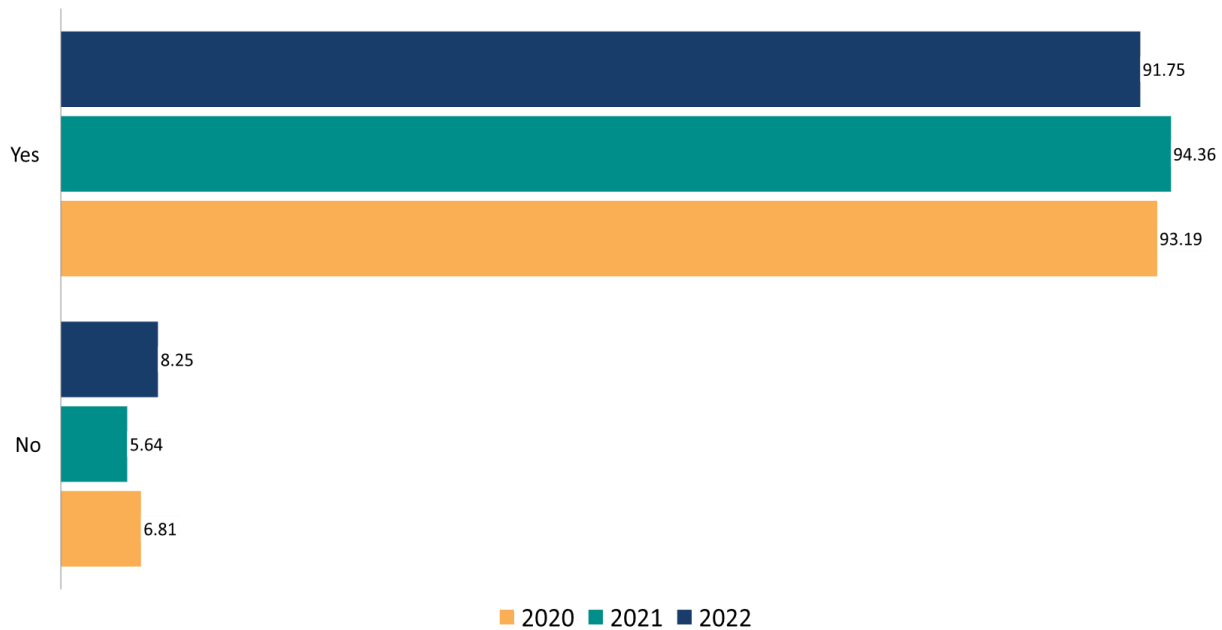


2020: n = 638 2021: n = 567 2022: n = 562

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

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

FUNERAL DIRECTORS



2020: n = 455 2021: n = 408 2022: n = 412

This question only applies to respondents who indicated "Yes" to Question 14 (FD).

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 State or Tribal Veterans 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 State or Tribal Veterans Cemetery survey for next of kin and STVC component of the funeral director survey instruments are included as well.

Project Background

To better assess satisfaction with services provided by State or Tribal Veteran 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 State or Tribal Veterans Cemeteries. The 2022 survey represents the ninth national 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.

Mailing data was extracted from NCA's Automated Monument Application System (AMAS) database and the Burial Operations Support System (BOSS) for records with interment dates from January 1, 2021 to December 31, 2022.

Surveys were mailed to 19,299 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery. Surveys were also mailed to 12,554 funeral directors who had worked with VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries.

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 State or Tribal Veterans Cemeteries Next of Kin Survey

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

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

Appendix B: Methodology and Survey Instruments

- Other (specify) _____
- Question 19: The question was modified to move “inscription options” to the beginning of the question in the 2022 questionnaire.
 - Q19. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?
- Question 23: The question was modified to underline the words “quality” and “appearance” for the 2022 questionnaire.
 - Q23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?
- Question 28: The answer options were changed to add the option “Other (specify)” and rank them in descending order of frequency based on 2021 survey results.
 - Q28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (*Mark all that apply*)
 - None, I was well informed
 - Certificate signed by the President of the United States honoring the Veteran’s service
 - Details of the committal service
 - Headstone or marker inscription options
 - Military funeral honors
 - Floral policy
 - Location of gravesite
 - Layout of cemetery (maps)
 - Directions to cemetery
 - Other (specify)
- 2021 Questions 29-32: These four demographic questions were moved to the end of the survey and their new question numbers are 51-54.
- Question 29: The question was modified to underline the word “upkeep” for the 2022 questionnaire.
 - Q29. The upkeep of the headstones, markers, or columbarium niche covers.
- Question 30: The question was modified to underline the word “honors” for the 2022 questionnaire.
 - Q30. The cemetery honors all Veterans and their service to our nation.
- Question 32: The question was modified to underline the words “sufficient signs” for the 2022 questionnaire.
 - Q32. There are sufficient signs within the cemetery to assist the visitors.
- Question 33: The question was modified to underline the words “quality of service” for the 2022 questionnaire.
 - Q33. The quality of service received from cemetery staff is excellent.
- Question 34: The question was modified to underline the word “courteous” for the 2022 questionnaire.
 - Q34. The State or Tribal Veteran Cemetery staff was courteous.
- Question 35: The question was modified to underline the words “knowledgeable, helpful, and

Appendix B: Methodology and Survey Instruments

responsive” to the 2022 questionnaire.

- Q35. The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.
- Question 36: The question was modified to underline the word “appearance” to the 2022 questionnaire.
 - Q36. The appearance of my loved one’s gravesite/columbaria is excellent.
- Question 37: The question was modified to underline the word “helpful” to the 2022 questionnaire.
 - Q37. The information kiosks (i.e., gravesite locators) are helpful to me.
- Question 38: The question was modified to underline the words “overall appearance” to the 2022 questionnaire.
 - Q38. The overall appearance of the State or Tribal Veteran Cemetery is excellent.
- Question 39: The question was modified to underline the words “satisfied with my experience” to the 2022 questionnaire.
 - Q39. Overall, I am satisfied with my experience at the State or Tribal Veteran Cemetery.
- Question 40: The question was modified to underline the word “recommend” to the 2022 questionnaire.
 - Q40. I would recommend the cemetery to Veteran families during their time of need.
- Question 41: The question was modified to underline the words “rely on” and “to meet the burial needs of Veterans in the future” to the 2022 questionnaire.
 - Q41. I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.
- Question 42: The question was modified to underline the words “rely on”, “to maintain”, and “as national shrines in the future” to the 2022 questionnaire.
 - Q42. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.
- Question 43: The question was modified to underline the words “my experiences” and “exceeded my expectations” to the 2022 questionnaire.
 - Q43. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.
- The Note at the end of the survey was reworded to specify who the respondent would receive contact from if they provided their contact information.
 - 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.

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- In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)
 - Outreach by cemetery staff
 - State or Tribal/VA/NCA website
 - Veterans Service Officers
 - Professional associations/conventions/meetings
 - Local newspaper/television or 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 State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark *all that apply*)
 - None, I feel well informed
 - Scheduling process
 - Eligibility requirements for burial in a State or Tribal Veterans Cemetery
 - Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran’s service)
 - Military funeral honors
 - Floral policy
 - Headstone, marker, or columbarium niche cover inscription options
 - Other (specify)
- Question 9: The answer options were changed to rank them in descending order of frequency based on 2021 survey results and to underline “one”.
 - Q9. What is the best way for the State and Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)
 - Email
 - Phone
 - Letter
 - Fax
 - State or Tribal website
 - Newsletter or flyer
- Question 14: The word “Veterans” was added to the question text
 - Q14: Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?
- Question 16: The question was modified to move “inscription options” to the beginning of the question

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in the 2022 questionnaire.

- Q16. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?
- Question 25: The question was modified to underline the word “private, clean and free of safety hazards” for the 2022 questionnaire.
 - Q25. The committal shelter used for the service was private, clean and free of safety hazards.
- Question 26: The question was modified to underline the word “upkeep” for the 2022 questionnaire.
 - Q26. The upkeep of the headstones, markers, or columbarium niche covers is excellent.
- Question 27: The question was modified to underline the word “honors” for the 2022 questionnaire.
 - 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 “courteous” for the 2022 questionnaire.
 - Q30. The State or Tribal Veteran 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 State or Tribal Veterans Cemetery.
- Question 36: This question was modified to underline “recommend” for the 2022 questionnaire.
 - Q36. I would recommend the cemetery to Veteran families during their time of need.

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- Question 37: The 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 the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.
- Question 38: The 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 the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.
- Question 39: The question was modified to underline “my experiences” and “exceeded expectations” for the 2022 questionnaire.
 - Q39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

Sampling

Sampling Frame

The sampling frame for the 2022 next of kin State or Tribal Veterans Cemetery survey included all State or Tribal Veterans 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 121 State or Tribal Veterans 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 mailing. 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) Invalid names*; and
- 6) No NoK state and/or city.

Summary of Reasons for Record Exclusion		
Reason Record Excluded	Fall Fielding	Spring Fielding
Duplicate Address	667	1,504
Not NoK	539	439
No NoK Name	408	340
No address/Incomplete address	389	399
Invalid names	34	48
No state and/or city	21	27
Total excluded	2,058	2,757
Total available	19,423	20,966
Percent excluded	10.60%	13.15%

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

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, and over 100,000 records were removed as a result of various de-duplication (“de-duping”).

Appendix B: Methodology and Survey Instruments

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 40,389 and 197,640 records available for STVC next of kin and funeral directors, respectively, 35,574 and 12,701 were deemed usable for sample selection.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC NoK	40,389	35,574
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 STVC 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 STVC 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 or more	50.00%
200-449	50.00%
450-749	50.00%
750 or more	50.00%

For the STVC next of kin survey, probability-based sampling was used which took into account confidence

Appendix B: Methodology and Survey Instruments

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. 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.

Based on this approach, of the final 35,574 usable next of kin records, 19,304 were sampled (54.26%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 19,299 NoK. 12,554 surveys were mailed to funeral directors after the NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2021 until December 31, 2022; (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.

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
 - A cover letter signed by the Director of the Veterans Cemetery Grants Program for the next of kin State or Tribal Veterans 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 directors 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 148 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.

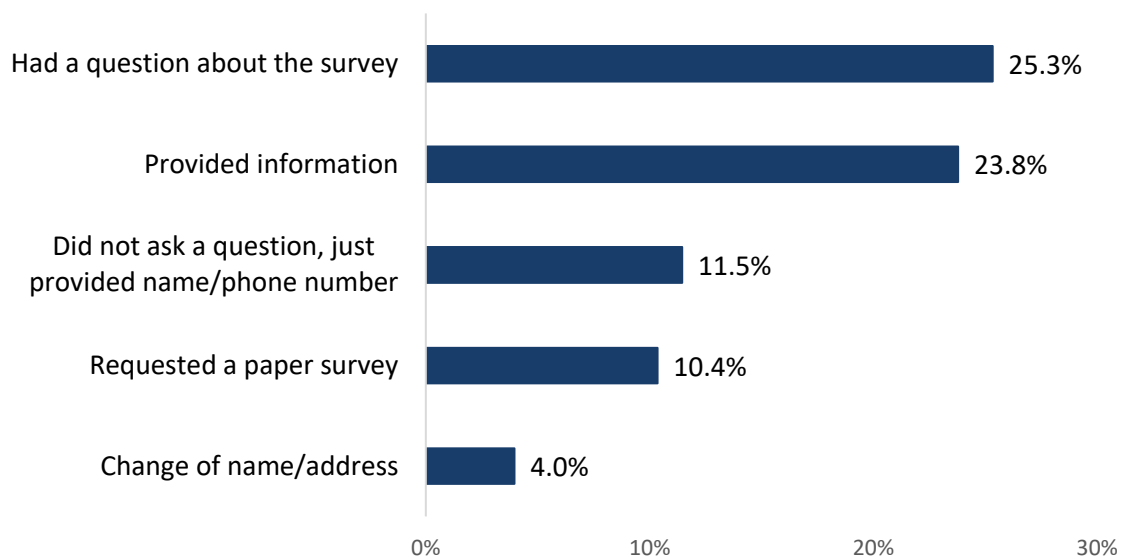
The majority of calls/emails received pertained to one of the following:

- 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.
- 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.
- 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.
- 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.

Appendix B: Methodology and Survey Instruments

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

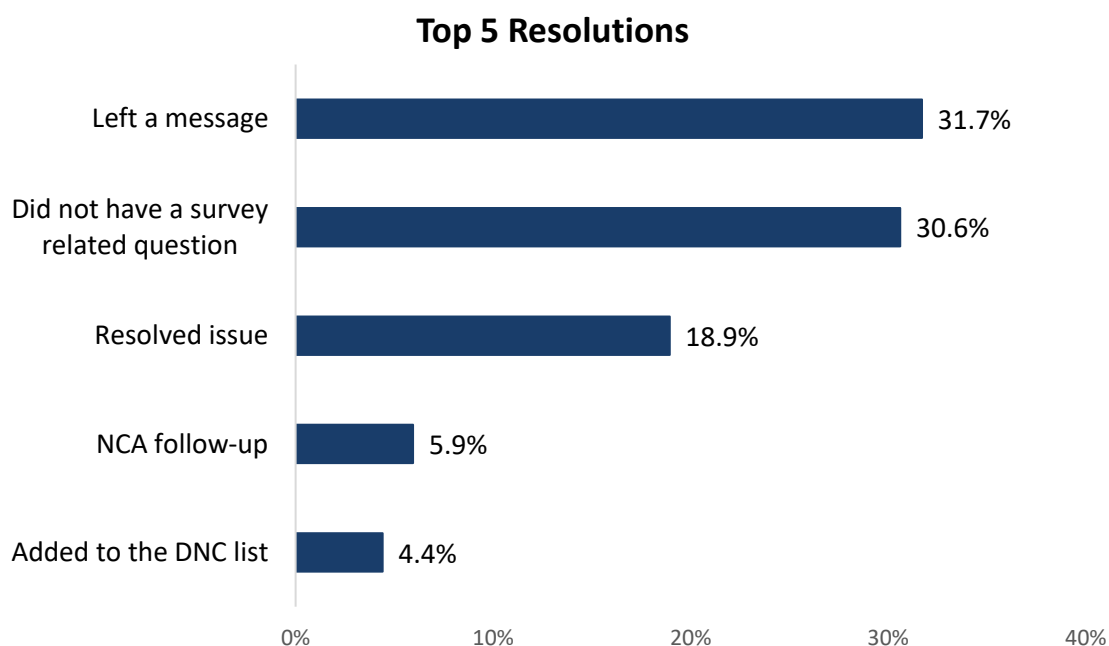
Top 5 Reasons for Call/Email



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%

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

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

**STATE OR TRIBAL VETERANS 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 (00SG2), 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.



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NATIONAL CEMETERY ADMINISTRATION
202907-3

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Appendix B: Methodology and Survey Instruments

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

Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.

- Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
- How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?
 - ☐ 1 – 3
 - ☐ 4 – 6
 - ☐ 7 – 9
 - ☐ 10 or more
 - ☐ None, I have not visited
- How far do you reside from the State or Tribal Veterans Cemetery?
 - ☐ Less than 15 miles
 - ☐ 15 to 29 miles
 - ☐ 30 to 44 miles
 - ☐ 45 to 59 miles
 - ☐ 60 to 75 miles
 - ☐ More than 75 miles
- Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)
 - ☐ Distance to the cemetery
 - ☐ Access to transportation
 - ☐ Health status
 - ☐ Other (specify) _____
- 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
- Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?
 - ☐ Yes
 - ☐ No -> Go to #8
- How did you learn of these benefits prior to your time of need? (Mark all that apply)
 - ☐ Family member/friends
 - ☐ Funeral home
 - ☐ Veterans Service Organization
 - ☐ Other Veteran/active duty member
 - ☐ Pre-Need Burial Eligibility Determination
 - ☐ Military discharge-related materials
 - ☐ State or Tribal/VANCA pamphlet, newsletter, brochure
 - ☐ Local newspaper/news report
 - ☐ Professional/military association meetings
 - ☐ Other State, Tribal, or VA organization
 - ☐ State or Tribal/VANCA website
 - ☐ Public events (e.g., parades, speeches)
 - ☐ State or Tribal/VANCA social media (Facebook or Twitter)
 - ☐ Other (specify) _____
- Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)
 - ☐ E-mail
 - ☐ Newsletter/flyer
 - ☐ Local newspaper/television news reports
 - ☐ State or Tribal/VANCA website
 - ☐ Professional/military association meetings
 - ☐ State or Tribal/VANCA social media (Facebook or Twitter)
 - ☐ Public events (e.g., parades, speeches)
 - ☐ Other (specify) _____
- Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?
 - ☐ Very satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Very dissatisfied
- 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. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <ul style="list-style-type: none"> <input type="radio"/> Visit the gravesite <input type="radio"/> View the burial <input type="radio"/> Specific religious practices (e.g., blessing the gravesite) <input type="radio"/> Specific cultural practices (e.g., spreading/ placement of earth/soil into the grave) <input type="radio"/> Additional seating at the committal service <input type="radio"/> Handicapped accommodations <input type="radio"/> No, my family did not have any special needs or requests → Go To #13 <p>12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, completely <input type="radio"/> Yes, somewhat <input type="radio"/> No, and I understand why <input type="radio"/> No, and I did not understand why <p>13. In what religious practice was the burial conducted?</p> <ul style="list-style-type: none"> <input type="radio"/> Christian <input type="radio"/> Catholic <input type="radio"/> Muslim <input type="radio"/> Jewish <input type="radio"/> Buddhist <input type="radio"/> Hindu <input type="radio"/> Atheist <input type="radio"/> Agnostic <input type="radio"/> None <input type="radio"/> Other (specify) _____ <p>14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, I viewed it online <input type="radio"/> Yes, the funeral director provided it <input type="radio"/> No → Go to #17 <p><i>Please indicate your level of agreement with the following statement:</i></p> <p>15. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.</p> <ul style="list-style-type: none"> <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>16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>17. If your loved one received military funeral honors, how satisfied were you with the honors received?</p> <ul style="list-style-type: none"> <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"/> My loved one did not receive military funeral honors <p>18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?</p> <ul style="list-style-type: none"> <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>19. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure/don't know <p>20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>21. 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> <ul style="list-style-type: none"> <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 #24
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark
○ ○ ● ○ ○
Incorrect Marks
✗ ✗ ✗ ✗ ✗

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

☐ Yes

☐ No

☐ Don't know

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

☐ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

If your loved one was NOT a Veteran please go to Question 28.

24. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

☐ Yes

☐ No → Go To #28

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.

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

☐ Very satisfied → Go To #27

☐ Somewhat satisfied → Go To #27

☐ Neither satisfied nor dissatisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

26. 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)

☐ Envelope was bent/torn

☐ Name was misspelled

☐ Poor print quality

☐ Other problem (specify) _____

Please indicate your level of agreement with the following statement:

27. 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.

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

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

☐ None, I was well informed

☐ Certificate signed by the President of the United States honoring the Veteran's service

☐ Details of the committal service

☐ Headstone or marker inscription options

☐ Military funeral honors

☐ Floral policy

☐ Location of gravesite





☐ Layout of cemetery (maps)

☐ Directions to cemetery

☐ Other (specify) _____

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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 appropriate
29. The upkeep 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"/>
30. The committal shelter used for the service was private, clean, and free of safety hazards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The cemetery honors 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"/>
32. There are sufficient signs within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The quality of service received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The State or Tribal Veterans Cemetery staff was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The appearance 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"/>
37. The information kiosks (i.e., gravesite locators) are helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. I would recommend 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"/>
41. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations	<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

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

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

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

- ☐ My loved one wanted to be interred here.
- ☐ Other family members are interred here.
- ☐ The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.
- ☐ The State or Tribal Veterans Cemetery is close and easy to get to.
- ☐ Others recommended the State or Tribal Veterans Cemetery.
- ☐ The cost was reasonable to inter my loved one.
- ☐ There is no VA national cemetery conveniently available for the interment of my loved one.
- ☐ Other (specify) _____

Please indicate your level of agreement with the following statement:

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

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree → Go To #47
- ☐ Disagree → Go To #47
- ☐ Strongly disagree → Go To #47

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

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

47. Have you visited a VA national 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

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





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

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.

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

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark  Incorrect Marks   

<p>51. What is your gender?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p> <p>52. Are you Hispanic or Latino?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>53. What is your race? (Mark one or more)</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Black or African American</p> <p><input type="radio"/> American Indian or Alaska Native</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Native Hawaiian or other Pacific Islander</p> <p>54. In what year were you born?</p> <p>_____</p>
---	--

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

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

Thank you very much for taking the time to complete this questionnaire.

PLEASE mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510670
LIVONIA, MI 48151

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

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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 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 Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY

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

☐ Yes -> Go to Question 1

☐ No -> Please return this survey in the pre-paid envelope provided

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

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

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

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

☐ Less than 15 miles ☐ 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 State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans Cemetery to your funeral home?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

☐ Yes, well informed

☐ Yes, somewhat well informed

☐ No, not well informed

7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

☐ Outreach by cemetery staff

☐ State or Tribal/VA/NCA website

☐ Veterans Service Officers

☐ Professional associations/conventions/ meetings

☐ Local newspaper/television or news reports

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

☐ Other (specify): _____

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

☐ None, I feel well informed

☐ Scheduling process

☐ Eligibility requirements for burial in a State or Tribal Veterans Cemetery

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

☐ Military funeral honors

☐ Floral policy

☐ Headstone, marker, or columbarium niche cover inscription options

☐ 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 State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

☐ Email ☐ Fax

☐ Phone ☐ State or Tribal website

☐ Letter ☐ 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 State or Tribal Veterans 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>11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?</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>12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of 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>13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>For general information about eligibility for interment at a State or Tribal Veterans Cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.</i></p> <p>14. Are you aware of any State or Tribal Veterans Cemetery Information resources on military honors?</p> <p><input type="radio"/> Yes <input type="radio"/> No-> Go to #16</p> <p>15. Do you typically provide these information resources on military honors to next of kin?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>16. Do you understand the inscription options 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>17. How easy is the process of scheduling an interment at the State or Tribal Veterans 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>18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Less than 1 hour</p> <p><input type="radio"/> 1 to 2 hours</p> <p><input type="radio"/> 3 to 4 hours</p> <p><input type="radio"/> 5 to 8 hours</p> <p><input type="radio"/> 1 to 2 days</p> <p><input type="radio"/> More than 2 days</p> <p>19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?</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>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>21. Generally, how often do committal services at the State or Tribal Veterans 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>		

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Appendix B: Methodology and Survey Instruments

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

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

☐ Very successful
☐ Somewhat successful
☐ Neither successful nor unsuccessful
☐ Somewhat unsuccessful
☐ Very unsuccessful
☐ Don't know/Not applicable

23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

☐ Very easy
☐ Somewhat easy
☐ Neither easy nor hard
☐ Somewhat hard
☐ Very hard

24. To what extent is the quality of Military honors acceptable?

☐ Very acceptable
☐ Somewhat acceptable
☐ Neither acceptable or unacceptable
☐ Somewhat unacceptable
☐ Very unacceptable

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

		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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
30. The State or Tribal Veterans Cemetery staff was <u>courteous</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The State or Tribal Veterans 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"/>	<input type="radio"/>
32. The State or Tribal Veterans Cemetery 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"/>	<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"/>	<input type="radio"/>
34. The <u>overall appearance</u> of the State or Tribal Veterans Cemetery is excellent	<input type="radio"/>	<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 State or Tribal Veterans Cemetery	<input type="radio"/>	<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"/>	<input type="radio"/>

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Appendix C: User Guide

SECTION DESCRIPTION

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

Question Numbers

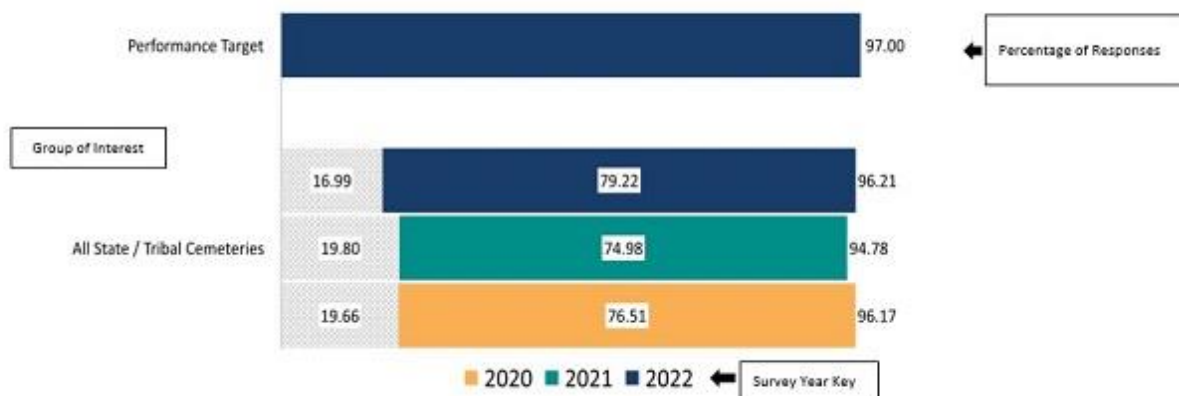
Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors. In the below example, Question 38 was asked of next of kin in the State or Tribal Veterans Cemetery satisfaction survey, while Question 34 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 State or Tribal Veterans Cemeteries survey participants. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.

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

ALL RESPONDENTS



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 year. According to the key in this example, 2022 data are shown by the top blue bars (darkest shade), 2021 data are shown by the middle green bars (medium shade), and 2020 data are shown by the orange bars (lightest shade).

The percentages to the right of the chart 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 percentages on the left are the moderate responses (in this case, "Agree"). For example, in the above graph 16.99% of all respondents selected "agree" in 2022 and 79.22 selected "strongly agree," so in total, 96.21% of participants responded positively to this item.

Appendix C: User Guide

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 99%, while the actual satisfaction scores on this item have ranged from 97% to 99%. 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 year (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%
	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%
	2020	8412	76.51%	-3.33%	19.66%	2.92%	0.51%	0.39%

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

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

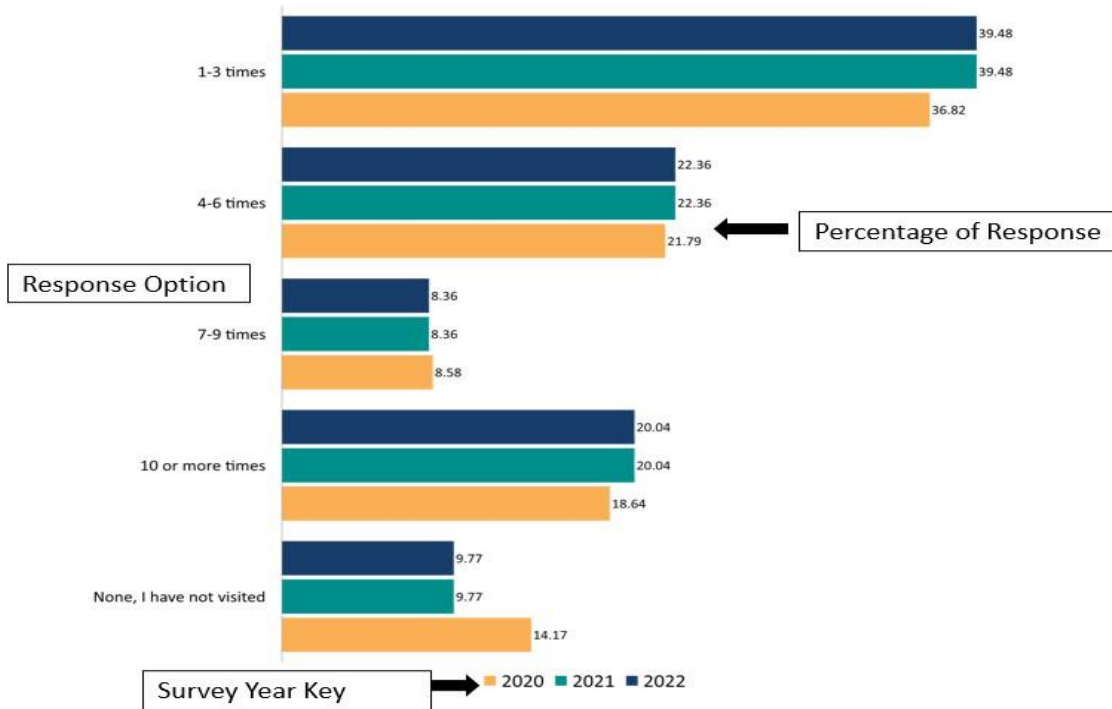
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., "Strongly agree," "Very satisfied") for the row year versus the previous year. For example, in the above table 79.22% of respondents selected "Strongly agree" in 2022, while 74.98% selected this option in 2021. The change score was calculated as follows: $79.22\% - 74.98\% = 4.24\%$. Although 2019 data are not presented in the table, the 2020 change score represents the difference between the percentage of respondents selecting "Strongly agree" in 2020 and in 2019.

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

All cemeteries with 30 or more responses from next of kin and funeral directors are reported. Individual cemetery reports were not produced for cemeteries that did not meet this threshold. All cemeteries' responses are included in the total sample for the national and State-level reports.

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, 39.48% of respondents selected 1-3 times in 2022, 39.48% selected 1-3 times in 2021, and 36.82% 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 #
29	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	82 - 83
30	26	The committal shelter used for the service was private, clean, and free of safety hazards.	84 - 85
31	27	The cemetery honors all Veterans and their service to our nation.	27 - 28
32	28	There are sufficient signs within the cemetery to assist the visitors.	86 - 87
33	29	The quality of service received from cemetery staff is excellent.	8 - 9
34	30	The State or Tribal Veterans Cemetery staff was courteous.	10 - 11
35	31	The State or Tribal Veteran Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	12 - 13
37	33	The information kiosks (i.e., gravesite locators) are helpful to me.	88 - 89
38	34	The overall appearance of the State or Tribal Veterans Cemetery is excellent.	14 - 15
39	35	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	18 - 19
40	36	I would recommend the cemetery to Veteran families during their time of need.	16 - 17
41	37	I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.	20 - 21
42	38	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	25 - 26
43	39	My experiences with the State or Tribal Veterans 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?	99
2	How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	100
3	How far do you reside from the State or Tribal Veterans Cemetery?	101
4	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?	102
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?	103
6	Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans 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 State or Tribal Veterans 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 State or Tribal Veterans 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	At the committal service, did your family have any of the following special needs or requests?	52
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	53
13	In what religious practice was the burial conducted?	104
14	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	54
15	The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.	55
16	Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	56
17	If your loved one received military funeral honors, how satisfied were you with the honors received?	57
18	Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	51
19	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	78
20	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	79
21	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	75
22	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	77

Appendix D

Question #	Question Text	Report Page #
NK		Report Page #
23	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	76
24	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	35
25	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	36
26	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	37
27	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.	38
28	Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about?	39
36	The appearance of my loved one's gravesite/columbaria is excellent.	81
44	Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment.	91
45	If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	92
46	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery.	93
47	Have you visited a VA national cemetery?	94
48	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	95
49	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	96
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.	97
51	What is your gender?	105
52	Are you Hispanic or Latino?	110
53	What is your race? (Mark one or more)	114
54	In what year were you born? (Age group)	123

Appendix D

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	124
3	How long has your funeral home worked with the State or Tribal Veterans Cemetery?	125
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	126
5	How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	42
6	Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	43
7	In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)	44
8	What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	45
9	What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	48
11	Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	64
12	Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	127
13	Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	46
14	Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?	128
15	Do you typically provide these information resources on military honors to next of kin?	129
16	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	47
17	How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	61
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	65
19	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	62
20	During committal services, how often do you receive the support you need from cemetery staff?	63
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	66
22	If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	67
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	68
24	To what extent is the quality of military honors acceptable?	69

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2022 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

National Response Rates

Nationally, the survey yielded a response rate of 35.57% (45.62% 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. 1,645 undeliverable pieces of mail (5.16%) 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	301	29.48%	181	29.05%
Attempted – Not known	155	15.18%	87	13.96%
Insufficient address	151	14.79%	52	8.35%
No such number	132	12.93%	68	10.91%
No such street	120	11.75%	32	5.14%
No mail receptacle	64	6.27%	134	21.51%
Vacant	35	3.43%	31	4.98%
No comment	14	1.37%	11	1.77%
Moved – Left no address*	12	1.18%	2	0.32%
Unclaimed	10	0.98%	7	1.12%
Forward time expired	9	0.88%	7	1.12%
Refused	8	0.78%	7	1.12%
Unable to Forward*	4	0.39%	0	0
In Dispute*	2	0.20%	1	0.16%
Deceased	2	0.20%	0	0
Temporarily Away*	1	0.10%	2	0.32%
Return to Sender*	1	0.10%	0	0
Box Closed*	0	0	1	0.16%
Blank*	0	0	1	0.16%
Total	1,021	100.00%	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	19,299	12,554	31,853
Undeliverable	1,021	624	1,645
Total Eligible Questionnaires	18,278	11,930	30,208
Total Returned Surveys	8,338	2,408	10,746
English Surveys Returned	8,274	2,380	10,654
Spanish Surveys Returned	64	28	92
Total Response Rate (Returned/Eligible)	45.62%	20.18%	35.57%

The table below presents survey returns by completion method.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	941	11.29%	606	25.17%
	Spanish	11	0.13%	6	0.25%
	Total	952	11.42%	612	25.42%
Paper Completes	English	7,333	87.95%	1,774	73.67%
	Spanish	53	0.64%	22	0.91%
	Total	7,386	88.58%	1,796	74.58%
Total Returned Surveys		8,338	100.00%	2,408	100.00%

*19,151 English-language NoK and 148 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 state-level reports.

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2022 NCA Survey of Customer Satisfaction. The names of cemeteries listed in *italics* are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Alabama State Veterans Cemetery - SpanishFort	217	103	47.47%	7
Albert G. Horton Jr. Memorial Veterans Cemetery	704	289	41.05%	5
<i>All Nations Veterans Cemetery</i>	0	0	0.00%	
Angel Fire State Veterans Cemetery	0	0	0.00%	
<i>Apsaalooke Veterans Cemetery</i>	0	0	0.00%	
Arizona Veterans Memorial Cemetery at Camp Navajo	68	23	33.82%	
Arizona Veterans Memorial Cemetery at Marana	296	155	52.36%	3
Arkansas State Veterans Cemetery - Birdeye	0	0	0.00%	2
Arkansas Veterans Cemetery at North LittleRock	395	137	34.68%	3
Atlantic Garden Veterans Cemetery	172	72	41.86%	5
<i>Big Sandy Rancheria Veterans Cemetery</i>	0	0	0.00%	
Brigadier General William C. Doyle Veterans Memorial Cemetery	10	2	20.00%	18
California Central Coast Veterans Cemetery	200	102	51.00%	2
Central Louisiana Veterans Cemetery	129	38	29.46%	2
Central Texas State Veterans Cemetery	652	255	39.11%	8
Central Wisconsin Veterans Memorial Cemetery	108	59	54.63%	3
Cheltenham Veterans Cemetery	482	161	33.40%	4
Coastal Bend Veterans Cemetery	265	115	43.40%	3
Coastal Carolina State Veterans Cemetery	188	73	38.83%	3
Colonel Raymond F Gates Cemetery	2	1	50.00%	
Connecticut State Veterans Cemetery	318	139	43.71%	6
Crownsville Veterans Cemetery	403	167	41.44%	7
Delaware Veterans Memorial CemeteryNew Castle County-Bear	0	0	0.00%	4
Delaware Veterans Memorial Cemetery Sussex County-Millsboro	172	80	46.51%	0
Donel Kinnard Memorial State Veterans Cemetery	164	68	41.46%	3
East Hawaii Veterans Cemetery-1	0	0	0.00%	0
East Hawaii Veterans Cemetery-2	0	0	0.00%	0
East Tennessee State Veterans Cemetery	86	35	41.18%	4
East Tennessee State Veterans Cemetery II	386	178	46.11%	3
Eastern Carolina State Veterans Cemetery	130	50	38.46%	7
Eastern Montana State Veterans Cemetery	18	4	22.22%	0

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2022 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Eastern Shore Veterans Cemetery	117	44	37.61%	2
Fort Leonard Wood State Veterans Cemetery	166	74	44.58%	3
Fort Stanton State Veterans Cemetery	0	0	0.00%	0
Gallup State Veterans Cemetery	0	0	0.00%	0
Garrison Forest Veterans Cemetery	532	145	27.26%	6
Georgia Veterans Memorial Cemetery-Glenngville	104	37	34.62%	1
Georgia Veterans Memorial Cemetery-Milledgeville	190	74	38.95%	4
Guam Veterans Cemetery	0	0	0.00%	0
Hawaii State Veterans Cemetery	252	99	39.29%	0
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	0	0	0.00%	0
Idaho State Veterans Cemetery	379	183	48.28%	6
Idaho State Veterans Cemetery-Blackfoot	48	27	56.25%	0
Indiana Veterans Memorial Cemetery	159	72	45.28%	4
Iowa Veterans Cemetery at Van Meter	320	171	53.44%	10
Kansas Veterans Cemetery at Fort Dodge	43	19	44.19%	0
Kansas Veterans Cemetery at Fort Riley	143	55	38.46%	3
Kansas Veterans Cemetery at Wakeeney	50	31	62.00%	1
Kansas Veterans Cemetery at Winfield	145	72	49.66%	1
Kauai Veterans Cemetery	0	0	0.00%	0
Kentucky Veterans Cemetery-Central	354	122	34.46%	16
Kentucky Veterans Cemetery-North	112	49	43.75%	2
Kentucky Veterans Cemetery Northeast	169	80	47.34%	4
Kentucky Veterans Cemetery-Southeast	33	13	39.39%	3
Kentucky Veterans Cemetery-West	233	85	36.48%	3
<i>Lakota Freedom Veterans Cemetery</i>	0	0	0.00%	1
Lanai Veterans Cemetery	0	0	0.00%	0
<i>Leech Lake Veterans Cemetery</i>	0	0	0.00%	0
M.J. Dolly Cooper Veterans Cemetery	230	98	42.61%	12
Maine Veterans Memorial Cemetery-CivicCenter	177	89	50.28%	0
Maine Veterans Memorial Cemetery-Mt.Vernon Road	179	78	43.58%	1
Massachusetts State Veterans Cemetery-Agawam	438	217	49.54%	8
Massachusetts State Veterans Cemetery-Winchendon	157	74	47.13%	3
Maui Veterans Cemetery	0	0	0.00%	0

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2022 NCA Survey of Customer Satisfaction. The names of cemeteries listed in *italics* are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
<i>Metlakatla Veterans Memorial Cemetery</i>	0	0	0.00%	
Middle Tennessee State Veterans Cemetery	410	167	40.73%	5
Minnesota State Veterans Cemetery-Duluth	116	78	67.24%	2
Minnesota State Veterans Cemetery-Little Falls	280	151	53.93%	13
Minnesota State Veterans Cemetery-Preston	178	118	66.29%	2
Mississippi Veterans Memorial Cemetery	190	83	43.68%	6
Missouri State Veterans Cemetery Bloomfield	143	64	44.76%	7
Missouri State Veterans Cemetery-Higginsville	246	111	45.12%	16
Missouri State Veterans Cemetery-Jacksonville	148	76	51.35%	4
Missouri Veterans Cemetery-Springfield	426	197	46.24%	4
Molokai Veterans Cemetery	0	0	0.00%	
Montana State Veterans Cemetery	29	17	58.62%	
Monte Calvario Veterans Cemetery	0	0	0.00%	
Nebraska Veterans Cemetery at Alliance	42	21	50.00%	1
New Hampshire State Veterans Cemetery	399	199	49.87%	5
North Dakota Veterans Cemetery	124	70	56.45%	6
North Mississippi Veterans Memorial Cemetery	34	17	50.00%	2
Northeast Louisiana Veterans Cemetery	138	56	40.58%	2
Northern California Veterans Cemetery at Redding	270	126	46.67%	1
Northern Maine Veterans Cemetery	58	28	48.28%	170
Northern Nevada Veterans Memorial Cemetery	274	108	39.42%	
Northern Wisconsin Veterans Memorial Cemetery	199	113	56.78%	3
Northwest Louisiana Veterans Cemetery	138	53	38.41%	3
Ohio Veterans Home Cemetery	0	0	0.00%	4
Oregon Trail Veterans Cemetery	0	0	0.00%	3
Pennsylvania Soldiers and Sailors Home Cemetery/Erie	0	0	0.00%	1
Rhode Island Veterans Memorial Cemetery	612	263	42.97%	2
Rio Grande Valley State Veterans Cemetery	220	81	36.82%	3
Rocky Gap Veterans Cemetery	152	73	48.03%	3

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2022NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Saipan Veterans Cemetery-CNMI	0	0	0.00%	
<i>San Carlos Apache Tribal Veterans Cemetery</i>	0	0	0.00%	
Sandhills State Veterans Cemetery	123	41	33.33%	3
<i>Seminole Nation and Veterans Memorial Cemetery</i>	0	0	0.00%	
<i>Sicangu Akicita Owicahé Veterans Cemetery</i>	0	0	0.00%	
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	0	0	0.00%	1
South Dakota Veterans Cemetery	152	108	71.05%	4
Southeast Louisiana Veterans Cemetery	242	83	34.30%	5
Southern Arizona Veterans' Memorial Cemetery	189	88	46.56%	
Southern Maine Veterans Cemetery	152	58	38.16%	1
Southern Minnesota State Veterans Cemetery	0	0	0.00%	
Southern Nevada Veterans Memorial Cemetery	731	253	34.61%	1
Southern Wisconsin Veterans Memorial Cemetery	612	293	47.88%	9
Southwest Louisiana Veterans Cemetery	117	41	35.04%	2
Southwest Virginia Veterans Cemetery	123	44	35.77%	8
Sunset Cemetery	0	0	0.00%	1
Tennessee State Veterans Cemetery at Parkers Crossroads	114	59	51.75%	6
Texas State Veterans Cemetery at Abilene	174	73	41.95%	4
Utah State Veterans Cemetery	0	0	0.00%	1
Vermont Veterans Memorial Cemetery	0	0	0.00%	1
Veterans Memorial Cemetery of Western Colorado	203	111	54.68%	1
Virginia Veterans Cemetery at Amelia	246	110	44.72%	13
Washington State Veterans Cemetery-Medical Lake	337	160	47.48%	8
West Hawaii State Veterans Cemetery	0	0	0.00%	
West Tennessee State Veterans Cemetery	627	215	34.29%	5
Western Carolina State Veterans Cemetery	0	0	0.00%	5
Western Montana Veterans Cemetery	37	16	43.24%	1
<i>White Eagle Cemetery</i>	0	0	0.00%	
<i>Yurok Veterans Cemetery</i>	0	0	0.00%	1

Appendix F: Survey Results by Question

- 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?	National
	n=8,091
Yes	75.26%
No	19.66%
Don't know	5.08%
2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	National
	n=8,249
1-3 times	43.24%
4-6 times	23.30%
7-9 times	7.54%
10 or more times	17.58%
None, I have not visited	8.34%
3. How far do you reside from the State or Tribal Veterans Cemetery?	National
	n=8,206
Less than 15 miles	21.72%
15 to 29 miles	25.77%
30 to 44 miles	17.76%
45 to 59 miles	9.96%
60 to 75 miles	6.12%
More than 75 miles	18.68%
4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)	National
	n=7,345
Distance to the State or Tribal Veterans Cemetery	53.70%
Access to transportation	9.00%
Health status	18.26%
Other (specify)	30.88%
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?	National
	n=8,253
Yes	20.84%
No	79.16%

Appendix F: Survey Results by Question

6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	National
	n=8,204
Yes	75.22%
No	24.78%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	National
	n=5,914
Family member/friend	58.42%
Funeral home	26.21%
Veterans Service Organization	14.63%
Other Veteran/active duty member	18.04%
Pre-Need Burial Eligibility Determination	12.01%
Military discharge-related materials	27.71%
State or Tribal/VA/NCA pamphlet, brochure, newsletter	4.72%
Local newspaper/television news reports	3.08%
Professional/military association meetings	3.23%
Other State Tribal or VA Organization	3.89%
State or Tribal/VA/NCA website	4.85%
Public events (e.g., parades, speeches)	2.47%
State or Tribal/VA/NCA social media (Facebook or Twitter)	1.01%
Other (specify)	6.22%
8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)	National
	n=7,335
E-mail	27.05%
State or Tribal/VA/NCA website	8.77%
State or Tribal/ VA/NCA social media (Facebook or Twitter)	3.67%
Newsletter/flyer	28.10%
Local newspaper/television news reports	18.04%
Public events (e.g., parades, speeches)	3.29%
Professional/military association meetings	4.83%
Others (specify)	6.27%

Appendix F: Survey Results by Question

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	National
	n=8,209
Very satisfied	88.44%
Somewhat satisfied	8.21%
Neither / Nor	2.08%
Somewhat dissatisfied	<1%
Very dissatisfied	<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?	National
	n=6,006
Very informed	76.01%
Somewhat informed	18.36%
Neither informed nor uninformed	2.95%
Somewhat uninformed	1.57%
Very uninformed	1.12%
11. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	National
	n=6,006
Visit the gravesite	25.11%
View the burial	15.22%
Specific religious practices	9.34%
Specific cultural practices	1.65%
Additional seating at the committal service	4.63%
Handicapped accommodations	5.13%
No, my family did not have any special needs or requests	65.98%
12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	National
	n=2,027
Yes, completely	86.24%
Yes, somewhat	6.36%
No, and I understand why	4.34%
No, and I did not understand why	3.06%

Appendix F: Survey Results by Question

13. In what religious practice was the burial conducted?	National
	n=5,941
Christian	65.39%
Catholic	19.88%
Muslim	0.00%
Jewish	<1%
Buddhist	<1%
Hindu	0.00%
Atheist	<1%
Agnostic	<1%
None	11.48%
Other (specify)	2.32%
14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	National
	n=6,013
Yes, I viewed it online	3.18%
Yes, the funeral director provided it	4.34%
No	92.48%
15. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery	National
	n=421
Strongly agree	51.31%
Agree	40.62%
Neither agree nor disagree	8.08%
Disagree	0.00%
Strongly disagree	0.00%
16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	National
	n=413
Yes	4.12%
No	95.88%

Appendix F: Survey Results by Question

17. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	National
	n=4,610
Very satisfied	91.26%
Somewhat satisfied	6.57%
Neither / Nor	<1%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	National
	n=6,032
Very satisfied	90.35%
Somewhat satisfied	7.26%
Neither / Nor	1.19%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
19. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	National
	n=7,672
Yes	7.52%
No	92.48%
20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	National
	n=8,131
Yes	8.63%
No	91.37%
21. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	National
	n=7,696
Very satisfied	81.15%
Somewhat satisfied	11.84%
Neither / Nor	4.70%
Somewhat dissatisfied	1.57%
Very dissatisfied	<1%

Appendix F: Survey Results by Question

22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	National
	n=6,862
Yes	95.92%
No	4.08%
23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	National
	n=7,356
Very satisfied	88.15%
Somewhat satisfied	5.55%
Neither / Nor	4.79%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
24. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	National
	n=6,540
Yes	60.92%
No	39.08%
25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	National
	n=3,882
Very satisfied	82.23%
Somewhat satisfied	10.18%
Neither / Nor	5.64%
Somewhat dissatisfied	1.03%
Very dissatisfied	<1%
26. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	National
	n=180
Envelope was bent/torn	12.22%
Name was misspelled	8.33%
Poor print quality	9.44%
Other problem (specify)	76.67%

Appendix F: Survey Results by Question

27. 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.	National
	n=3,831
Strongly agree	35.76%
Agree	23.68%
Neither agree nor disagree	35.66%
Disagree	3.71%
Strongly disagree	1.20%
28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)	National
	n=8,082
None, I was well informed	67.87%
Details of the committal service	7.82%
Military funeral honors	5.33%
Location of gravesite	4.47%
Layout of cemetery	4.02%
Directions to Cemetery	2.02%
Certificate signed by the President of the United States honoring the Veteran's service	15.31%
Floral policy	6.26%
Headstone or marker inscription options	7.67%
Other (specify)	3.34%

Appendix F: Survey Results by Question

29. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	National
	n=7,691
Strongly agree	75.17%
Agree	21.80%
Neither agree nor disagree	2.43%
Disagree	<1%
Strongly disagree	<1%
30. The committal shelter used for the service was private, clean, and free of safety hazards.	National
	n=5,622
Strongly agree	83.30%
Agree	15.39%
Neither agree nor disagree	1.07%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

31. The cemetery honors all Veterans and their service to our nation.	National
	n=7,837
Strongly agree	81.91%
Agree	16.22%
Neither agree nor disagree	1.56%
Disagree	<1%
Strongly disagree	<1%
32. There are sufficient signs within the cemetery to assist visitors.	National
	n=7,969
Strongly agree	68.15%
Agree	24.07%
Neither agree nor disagree	5.28%
Disagree	2.16%
Strongly disagree	<1%
33. The quality of service received from cemetery staff is excellent.	National
	n=8,055
Strongly agree	79.49%
Agree	16.83%
Neither agree nor disagree	2.59%
Disagree	<1%
Strongly disagree	<1%
34. The State or Tribal Veterans Cemetery staff was courteous.	National
	n=7,999
Strongly agree	83.02%
Agree	14.65%
Neither agree nor disagree	1.68%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

35. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	National
	n=7,976
Strongly agree	80.75%
Agree	16.04%
Neither agree nor disagree	2.36%
Disagree	<1%
Strongly disagree	<1%
36. The appearance of my loved one's gravesite/columbaria is excellent.	National
	n=7,801
Strongly agree	77.66%
Agree	18.19%
Neither agree nor disagree	2.92%
Disagree	<1%
Strongly disagree	<1%
37. The information kiosks (i.e., gravesite locators) are helpful to me.	National
	n=6,739
Strongly agree	64.13%
Agree	24.01%
Neither agree nor disagree	10.21%
Disagree	1.08%
Strongly disagree	<1%
38. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	National
	n=8,154
Strongly agree	82.92%
Agree	15.76%
Neither agree nor disagree	<1%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

39. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	National
	n=8,191
Strongly agree	80.44%
Agree	17.03%
Neither agree nor disagree	1.50%
Disagree	<1%
Strongly disagree	<1%
40. I would recommend the cemetery to Veteran families during their time of need.	National
	n=8,205
Strongly agree	84.18%
Agree	14.34%
Neither agree nor disagree	1.21%
Disagree	<1%
Strongly disagree	<1%
41. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	National
	n=8,025
Strongly agree	80.66%
Agree	17.10%
Neither agree nor disagree	1.77%
Disagree	<1%
Strongly disagree	<1%
42. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	National
	n=8,107
Strongly agree	80.09%
Agree	17.89%
Neither agree nor disagree	1.68%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

43. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	National
	n=8,158
Strongly agree	68.83%
Agree	23.39%
Neither agree nor disagree	6.23%
Disagree	1.10%
Strongly disagree	<1%
44. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)	National
	n=8,144
My loved one wanted to be interred here	68.76%
Other family members are interred here	24.73%
The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.	40.02%
The State or Tribal Veterans Cemetery is close and easy to get to	24.37%
Others recommended the State or Tribal Veterans Cemetery	14.57%
The cost was reasonable to inter my loved one	32.95%
There is no VA national cemetery conveniently available for the interment of my loved one	8.78%
Other (specify)	3.56%
45. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	National
	n=7,958
Strongly agree	7.51%
Agree	6.45%
Neither agree nor disagree	52.10%
Disagree	23.47%
Strongly disagree	10.47%

Appendix F: Survey Results by Question

46. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather	National
	n=991
My loved one wanted to be interred here in a VA national cemetery.	54.99%
Other family members are interred here in a VA national cemetery.	17.96%
Others recommended the VA national cemetery.	10.60%
There is no cost to inter my loved one at a national cemetery.	20.28%
A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.	20.48%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.	15.34%
Other (specify)	7.67%
47. Have you visited a VA national cemetery?	National
	n=7,761
Yes	56.73%
No	43.27%
48. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	National
	n=4,228
Strongly agree	57.76%
Agree	31.41%
Neither agree nor disagree	9.32%
Disagree	1.40%
Strongly disagree	<1%
49. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	National
	n=4,223
Strongly agree	52.38%
Agree	26.90%
Neither agree nor disagree	19.46%
Disagree	1.07%
Strongly disagree	<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.	National
	n=7,382
Strongly agree	48.56%
Agree	33.34%
Neither agree nor disagree	15.75%
Disagree	2.10%
Strongly disagree	<1%
51. What is your gender?	National
	n=8,170
Female	71.30%
Male	28.70%
52. Are you Hispanic or Latino?	National
	n=7,988
Yes	4.49%
No	95.51%
53. What is your race? (Mark one or more)	National
	n=7,982
White	84.54%
Black or African American	12.77%
American Indian or Alaskan Native	1.28%
Asian	2.28%
Native Hawaiian or Pacific Islander	<1%
54. In what year were you born? (Age group)	National
	n=8,338
18-29	<1%
30-39	<1%
40-49	3.32%
50-59	11.67%
60-69	26.09%
70+	42.85%

Note: Question 55 on the State or Tribal Veterans Cemetery Survey is an optional free text question for next of kin to elaborate on their experience they chose. These answers are captured in the NCA STVC 2022 Semiannual Reports.

Appendix F: Survey Results by Question

Survey Results by Question: Funeral Directors

2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	National
	n=570
Less than 15 miles	13.51%
15 to 29 miles	19.47%
30 to 44 miles	18.42%
45 to 59 miles	17.37%
60 to 75 miles	14.91%
More than 75 miles	16.32%
3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?	National
	n=568
Less than 1 year	3.87%
1 to 4 years	6.34%
5 to 8 years	10.56%
9 to 12 years	10.04%
13 years or more	56.16%
Don't know	13.03%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	National
	n=561
1-4%	41.35%
5-9%	15.33%
10-14%	9.98%
15-24%	9.27%
25-49%	10.52%
50-74%	9.09%
75-100%	4.46%

Note: Question 1 on the Funeral Director Survey asks the respondent to identify the cemetery it does the most business with. 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 State or Tribal Veterans Cemetery to your funeral home?	National
	n=554
Excellent	68.95%
Good	26.35%
Fair	3.97%
Poor	<1%
6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	National
	n=556
Yes, well informed	77.70%
Yes, somewhat well informed	17.81%
No, not well informed	4.50%
7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)	National
	n=544
State or Tribal/VA/NCA Website	20.96%
Local newspaper/television news reports	<1%
Public events (e.g., parades, exhibits, speeches)	0.00%
Professional associations/conventions/meetings	4.60%
Veterans Service Officers	11.76%
Outreach by cemetery staff	59.93%
Other (specify)	2.21%
8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	National
	n=555
None, I feel well informed	72.07%
Eligibility requirements for burial in a State or Tribal Veterans Cemetery	11.17%
Scheduling process	12.97%
Military funeral honors	5.95%
Presidential Memorial Certificates	5.59%
Floral policy	4.50%
Headstone, marker, or columbarium niche cover inscription options	5.41%

Appendix F: Survey Results by Question

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	National
	n=546
Phone	16.30%
Fax	2.75%
Letter	24.36%
Email	54.21%
State or Tribal website	<1%
Newsletter or flyer	1.65%
10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	National
	n=563
Very satisfied	72.82%
Somewhat satisfied	18.29%
Neither / Nor	7.46%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	National
	n=557
Superior to private cemeteries	33.93%
Better than private cemeteries	30.70%
About the same	30.34%
Worse than private cemeteries	1.97%
Much worse than private cemeteries	<1%
12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	National
	n=542
Superior to private cemeteries	54.43%
Better than private cemeteries	31.73%
About the same	12.55%
Worse than private cemeteries	<1%
Much worse than private cemeteries	<1%

Appendix F: Survey Results by Question

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	National
	n=559
Yes	87.12%
No	12.88%
14. Are you aware of any State or Veterans Tribal Cemetery informational resources on military honors?	National
	n=562
Yes	73.67%
No	26.33%
15. Do you typically provide these information resources on military honors to next of kin?	National
	n=412
Yes	91.75%
No	8.25%
16. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to Next of Kin?	National
	n=556
Yes	92.27%
No	7.73%
17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	National
	n=557
Very easy	58.71%
Somewhat easy	28.55%
Neither easy nor hard	9.69%
Somewhat hard	2.33%
Very hard	<1%

Appendix F: Survey Results by Question

18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	National
	n=552
Less than 1 hour	53.80%
1 to 2 hours	27.17%
3 to 4 hours	8.15%
5 to 8 hours	3.08%
1 to 2 days	6.88%
More than 2 days	<1%
19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	National
	n=554
Very satisfied	66.79%
Somewhat satisfied	23.65%
Neither / Nor	7.22%
Somewhat dissatisfied	1.99%
Very dissatisfied	<1%
20. During committal services, how often do you receive the support you need from cemetery staff?	National
	n=556
Always	80.94%
For the most part	16.37%
Occasionally	1.26%
Never	1.44%
21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	National
	n=554
Always	77.08%
For the most part	22.02%
Occasionally	<1%
Never	<1%

Appendix F: Survey Results by Question

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	National
	n=378
Very successful	65.61%
Somewhat successful	25.13%
Neither successful nor unsuccessful	6.35%
Somewhat unsuccessful	1.85%
Very unsuccessful	1.06%
23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	National
	n=548
Very easy	70.99%
Somewhat easy	21.90%
Neither easy nor hard	5.66%
Somewhat hard	1.28%
Very hard	<1%
24. To what extent is the quality of military honors acceptable?	National
	n=538
Very acceptable	85.13%
Somewhat acceptable	12.64%
Neither acceptable or unacceptable	2.23%
Somewhat unacceptable	0.00%
Very unacceptable	0.00%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	National
	n=548
Strongly agree	74.82%
Agree	22.63%
Neither agree nor disagree	2.01%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

26. The committal shelter used for the service was private, clean, and free of safety hazards.	National
	n=541
Strongly agree	77.08%
Agree	20.15%
Neither agree nor disagree	2.22%
Disagree	<1%
Strongly disagree	<1%
27. The cemetery honors all Veterans and their service to our nation.	National
	n=550
Strongly agree	80.55%
Agree	16.91%
Neither agree nor disagree	2.00%
Disagree	<1%
Strongly disagree	0.00%
28. There are sufficient signs within the cemetery to assist visitors.	National
	n=545
Strongly agree	72.48%
Agree	23.12%
Neither agree nor disagree	3.30%
Disagree	1.10%
Strongly disagree	0.00%
29. The quality of service received from cemetery staff is excellent.	National
	n=550
Strongly agree	75.27%
Agree	19.27%
Neither agree nor disagree	4.73%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

30. The State or Tribal Veterans Cemetery staff was courteous.	National
	n=548
Strongly agree	74.09%
Agree	20.99%
Neither agree nor disagree	4.38%
Disagree	<1%
Strongly disagree	<1%
31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	National
	n=547
Strongly agree	75.14%
Agree	20.29%
Neither agree nor disagree	3.84%
Disagree	<1%
Strongly disagree	<1%
32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.	National
	n=545
Strongly agree	66.06%
Agree	24.95%
Neither agree nor disagree	5.32%
Disagree	2.75%
Strongly disagree	<1%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	National
	n=408
Strongly agree	63.97%
Agree	22.55%
Neither agree nor disagree	12.25%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

34. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	National
	n=546
Strongly agree	77.29%
Agree	19.41%
Neither agree nor disagree	2.56%
Disagree	<1%
Strongly disagree	<1%
35. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	National
	n=548
Strongly agree	70.26%
Agree	24.64%
Neither agree nor disagree	4.01%
Disagree	<1%
Strongly disagree	<1%
36. I would recommend the cemetery to Veteran families during their time of need.	National
	n=551
Strongly agree	76.04%
Agree	19.96%
Neither agree nor disagree	3.27%
Disagree	<1%
Strongly disagree	<1%
37. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	National
	n=546
Strongly agree	71.61%
Agree	23.63%
Neither agree nor disagree	4.21%
Disagree	<1%
Strongly disagree	<1%

Appendix F: Survey Results by Question

38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	National
	n=541
Strongly agree	71.90%
Agree	23.48%
Neither agree nor disagree	4.44%
Disagree	<1%
Strongly disagree	0.00%
39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	National
	n=541
Strongly agree	60.44%
Agree	29.57%
Neither agree nor disagree	8.50%
Disagree	1.11%
Strongly disagree	<1%

Note: Question 40 on the Funeral Director survey is an optional free text question for funeral directors to elaborate on their experience. These answers are captured in the NCA 2022 Semiannual Reports.