

2024

# National Cemetery Administration

## State, Tribal or Territorial Veterans Cemeteries Satisfaction Survey



**VA**



U.S. Department  
of Veterans Affairs

National Report  
August 2024

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## Report Overview

### SECTION DESCRIPTION

- This section presents an overview of the content of this report. The next of kin survey data and analysis presented in this report only pertains to 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.

# Report Overview

## Report Overview

NCA strives to provide the best service and to be the model of excellence for burial and memorials for our Nation's Veterans and their families. The data from the administration of this survey helps NCA to assess its compliance with the Agency's mission to honor eligible Veterans, active-duty Service Members and eligible family members with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation. Further, the feedback from next of kin and funeral directors serves to improve NCA policy, planning, and operational efforts as it relates to the quality of the services provided to Veterans and their families. The 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the state, tribal or territorial Veterans cemeteries component of the 2024 Funeral Director Satisfaction Survey represent the eleventh national administration of this satisfaction survey and the eleventh time a web survey option was offered to respondents.

Data for the 2024 survey were collected from next of kin (NOK) and funeral directors (FD) in two fieldings:

2024 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	2/22/24 – 6/17/24	NOK (English)	1/1/23 – 6/30/23
		FD (English)	1/1/23 – 12/31/23
Cohort 2	3/29/24 – 6/17/24	NOK (English)	7/1/23 – 12/31/23
		NOK & FD (Spanish)	1/1/23 – 12/31/23

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 19,010 next of kin who had interred a loved one at a state Veterans cemetery during the time period of January 1, 2023 through December 31, 2023. The survey was also mailed to 12,280 funeral directors who had worked with VA national cemeteries, private cemeteries, and state, tribal, or territorial Veteran cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 10,810 completed questionnaires (8,202 next of kin and 2,608 funeral directors) were returned, which resulted in an overall survey response rate of 35.75% (44.53% for next of kin and 22.06% for funeral directors). The survey response rate calculation excludes those returned as not deliverable.

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.

In this report survey findings are presented in ten sections:

- The first section depicts Key Performance Indicators (KPIs) derived from NCA's strategic performance measures and includes the associated KPI Targets. Survey items provide information on next of kin and funeral director overall satisfaction with state, tribal or territorial cemeteries.
- The KPI Section contains questions and metrics that would normally fall into one of the other sections of this report. However, each question and result will only be presented once with the exception of comparative analysis.
- The remaining sections present survey findings on specific areas of satisfaction for each group (next of kin and funeral directors).

## Report Overview

- Finally, where applicable, data for questions asked across multiple years are presented, allowing the reader to assess changes in respondent satisfaction over time.

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 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and 2024 Funeral Director Satisfaction Survey 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.
- Appendix E: Response Rates – presents response rates for the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, the 2024 Funeral Director Satisfaction Survey, and the cemeteries included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

The table below provides references to abbreviations used throughout the report.

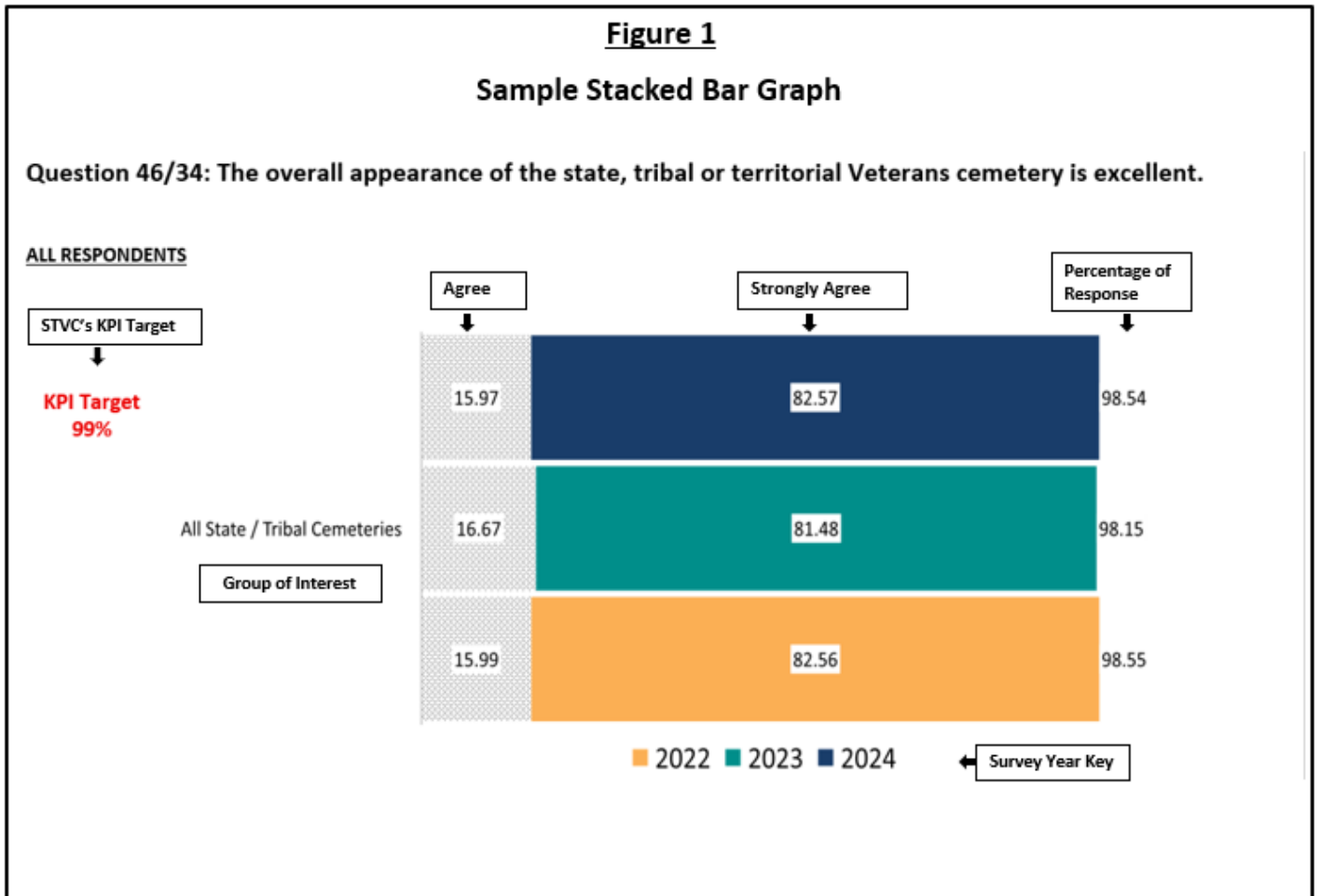
Survey Source and Question Abbreviations	
Shorthand	Survey Source
Question xx/yy	“Question xx/yy” denotes that the question was asked to both next of kin and funeral directors. The first number (xx) is the question number for next of kin, and the second number (yy) is the question number for funeral directors. These questions are derived from the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and state, tribal or territorial Veteran cemetery component of the 2024 Funeral Director Satisfaction Survey, respectively.
STVC NOK Qxx	“STVC NOK” denotes that the question was derived from the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.
STVC FD Qyy	“STVC FD” denotes that the question was derived from the state, tribal or territorial Veterans Cemeteries component of the 2024 Funeral Director Satisfaction Survey.
GEN FD Qyy	“GEN FD” denotes that the question was derived from the “2024 Funeral Director National Satisfaction Survey” component of the 2024 Funeral Director Satisfaction Survey.

Unless otherwise annotated in the Section Description, the questions and data in this report were primarily sourced from the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and 2024 Funeral Director Satisfaction Survey, respectively.

# Report Overview

Throughout this report, stacked bar graphs are used to show the percentage of participants responding positively to survey items across all respondents. When applicable, aggregate and break-out views are presented for next of kin and funeral director respondents of the same question. A sample stacked bar graph is presented below (see Figure 1) with labels to aid in interpretation of these graphs used throughout this report. Appendix C (page 189) further details how to interpret the graphs and tables used in this report.

Due to rounding, some percentages may not sum to 100%.



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## Key Performance Indicators

### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on NCA's 11 Key Performance Indicators for the state, tribal or territorial Veterans cemetery (STVC) system.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.



## Key Performance Indicators

### STVC KEY PERFORMANCE INDICATORS

CEMETERY APPEARANCE, SERVICE & VISITOR ACCOMMODATIONS	CRP TARGET	24 NC SPM TARGET*	24 STVC TARGET	24 STVC ACTUAL
Quality of service (STVC Q41/29)	-	SPM 15 (97%)	97%	95.81%
Cemetery appearance (STVC Q46/34)	CRP 1.1.1 (99%)	SPM 16 (99%)	99%	98.54%
Gravesite appearance is excellent (STVC NOK Q44)	CRP 1.1.2 (96%)	-	-	96.00%
Committal shelter was private, clean and free of safety hazards (STVC Q14/26)	CRP 1.1.4 (98%)	-	-	96.87%
Sufficient signs within the cemetery (STVC Q40/28)	CRP 1.1.5 (90%)	-	-	91.65%
Upkeep is excellent (STVC Q39/25)	CRP 1.1.6 (98%)	-	-	96.94%
Recommend cemetery (STVC Q49/36)	-	SPM 17 (99%)	99%	98.58%
<b>COMMITTAL SERVICES</b>				
Satisfaction with committal service (STVC NOK Q16)	CRP 1.1.3 (95%)	-	-	98.11%
<b>HEADSTONES, MARKERS, &amp; COLUMBARIUM NICHE COVERS</b>				
Satisfaction with amount of time for placement (STVC NOK Q25)	-	SPM 14 (95%)	95%	93.01%
<b>FD RESOURCES &amp; OFFERINGS</b>				
Ease of scheduling process (STVC FD Q14)	-	SPM 18 (88%)	-	92.40%
Satisfaction with the length of time to schedule an interment (STVC FD Q16)	-	SPM 19 (83%)	-	92.36%

\* for reference- NC Strategic Performance Measure Target

#### *KPI Target Sources*

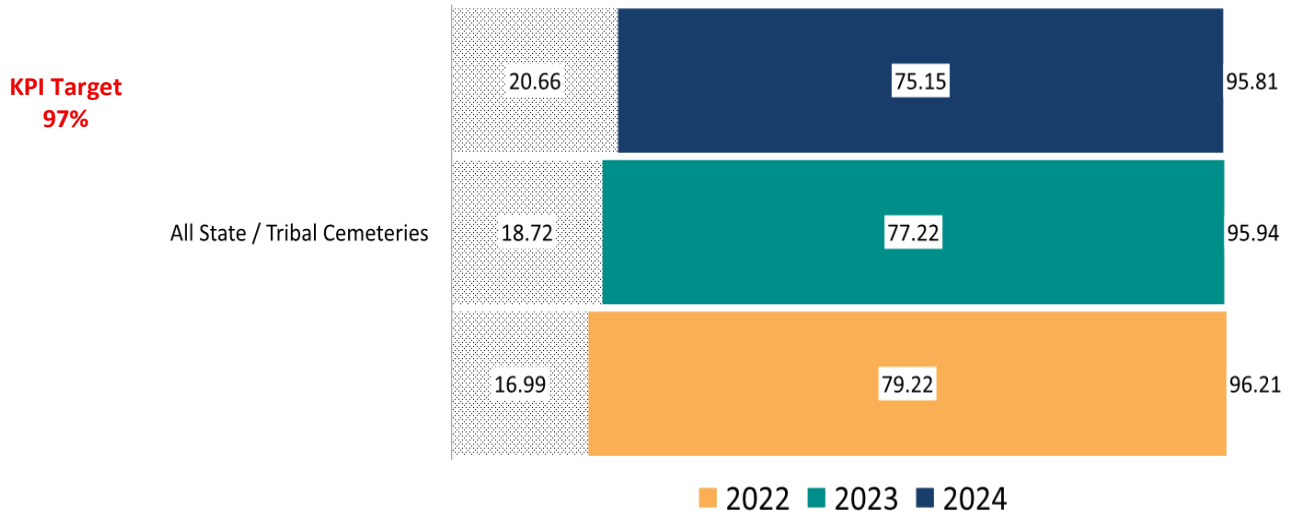
CRP Targets- **CRP Self-Assessment Guide\_06062023**, Compliance Review Program (CRP) Guide with CRP Targets published by NCA Improvement and Compliance Service (42D) and annotated in the **CRP SAM\_SCORECARD**.

NC SPM Targets- **2024 NCA Operational and Customer Service Strategic Performance Measures (FY24 Target)**, National Cemetery (NC) Strategic Performance Measures (SPM) Targets established by NCA leadership and published by NCA Performance Analysis & Planning Service (42A).

## Key Performance Indicators

**Question 41/29: 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
<b>All State / Tribal Cemeteries</b>	2024	8416	75.15%	-2.07%	20.66%	3.20%	0.65%	0.33%
	2023	8100	77.22%	-2.00%	18.72%	3.00%	0.68%	0.38%
	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%

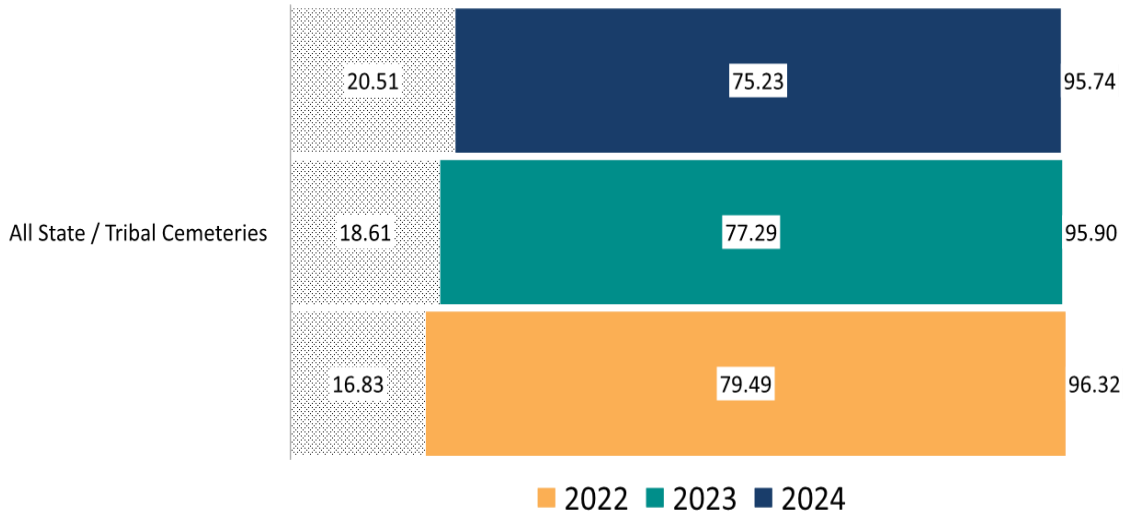
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

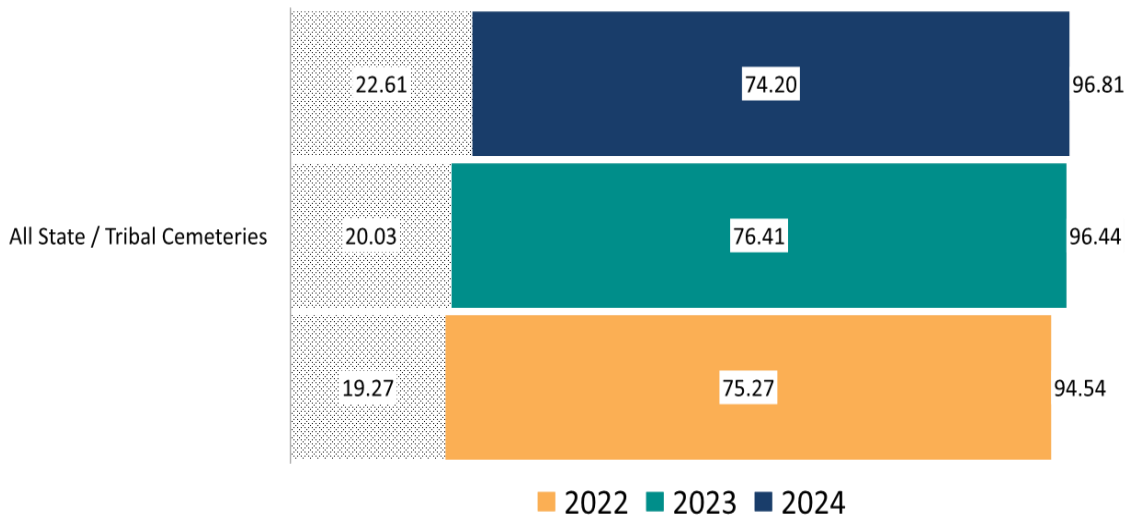
## Key Performance Indicators

Question 41/29: The quality of service received from cemetery staff is excellent.

### NEXT OF KIN



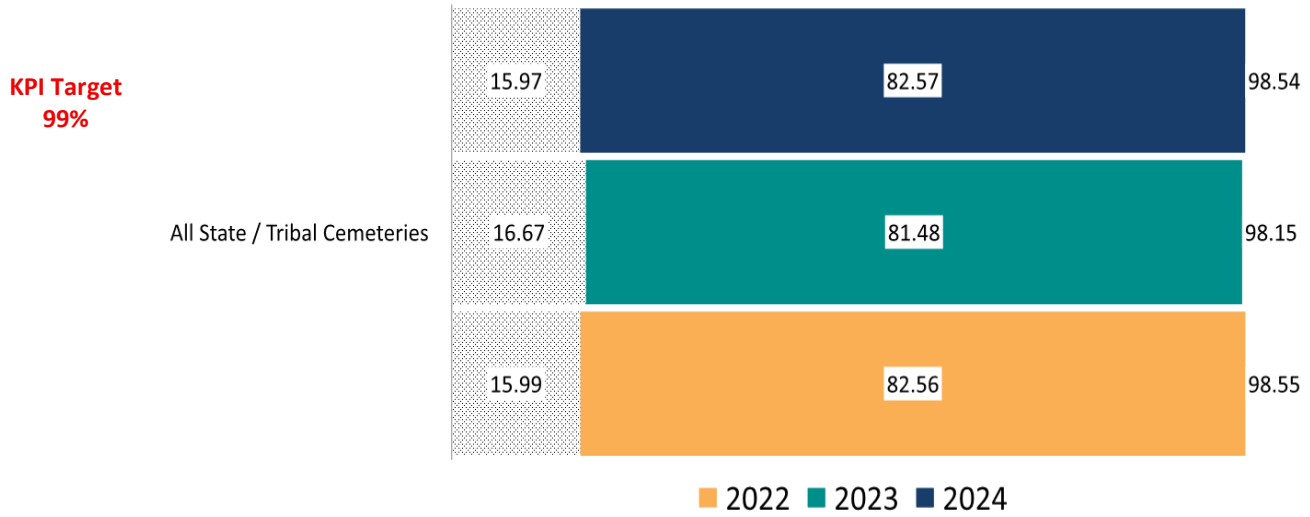
### FUNERAL DIRECTORS



## Key Performance Indicators

**Question 46/34: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8505	82.57%	1.09%	15.97%	1.03%	0.22%	0.20%
	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%
	2022	8700	82.56%	2.26%	15.99%	1.08%	0.22%	0.15%

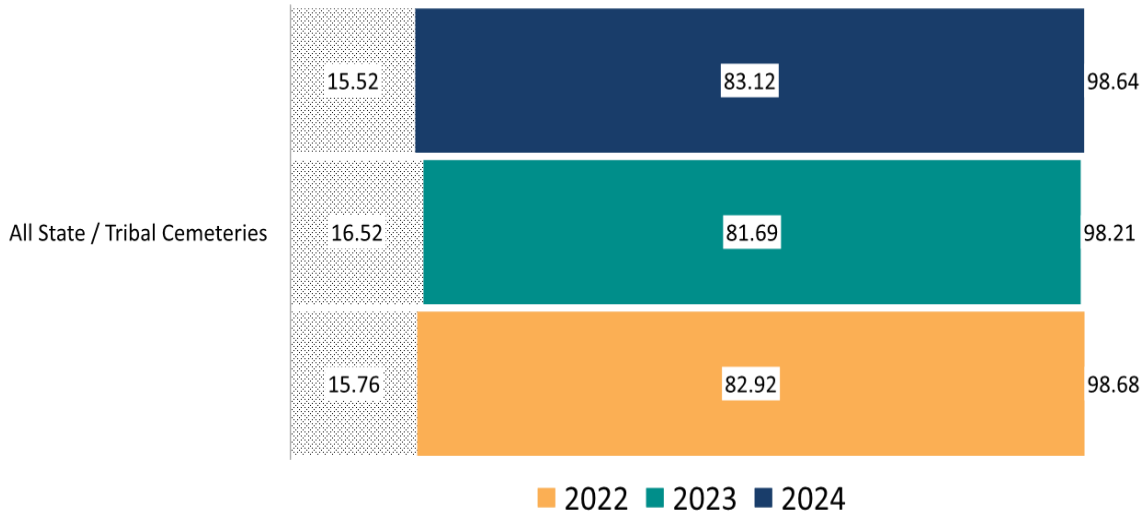
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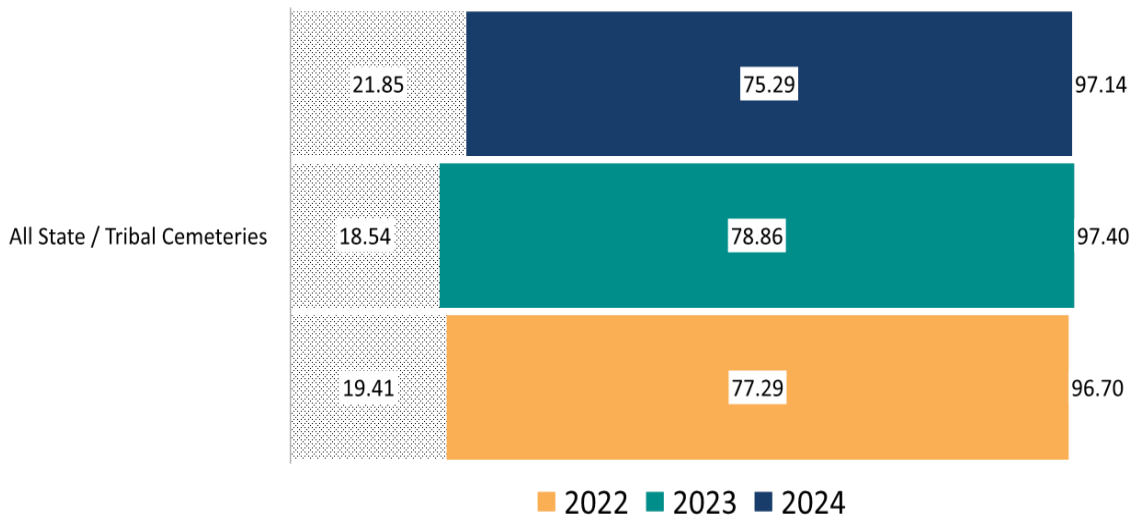
## Key Performance Indicators

Question 46/34: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

### NEXT OF KIN



### FUNERAL DIRECTORS

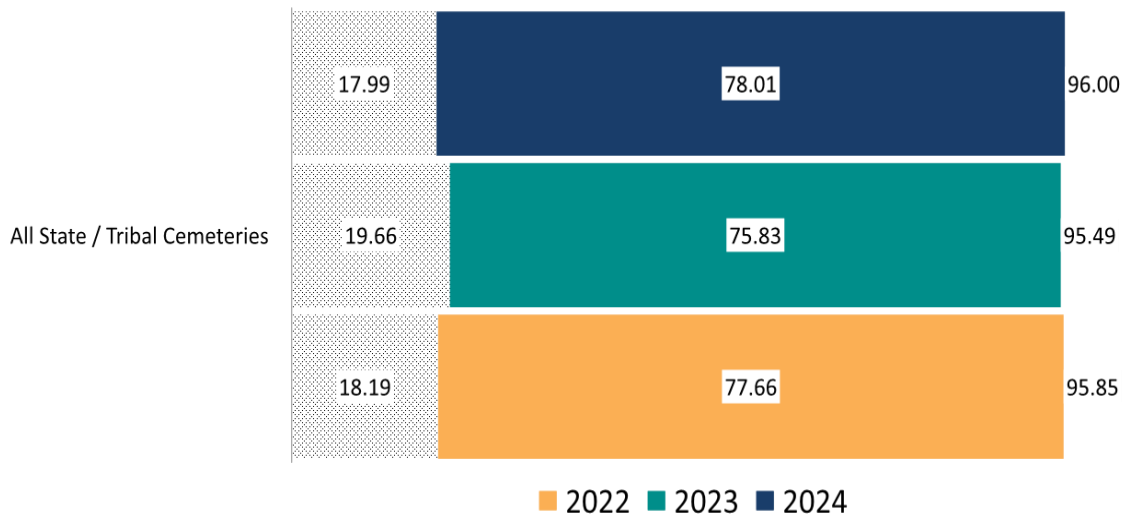


## Key Performance Indicators

**STVC NOK Q44: The appearance of my loved one's gravesite/columbaria is excellent.**

**NEXT OF KIN**

**KPI Target  
96%**



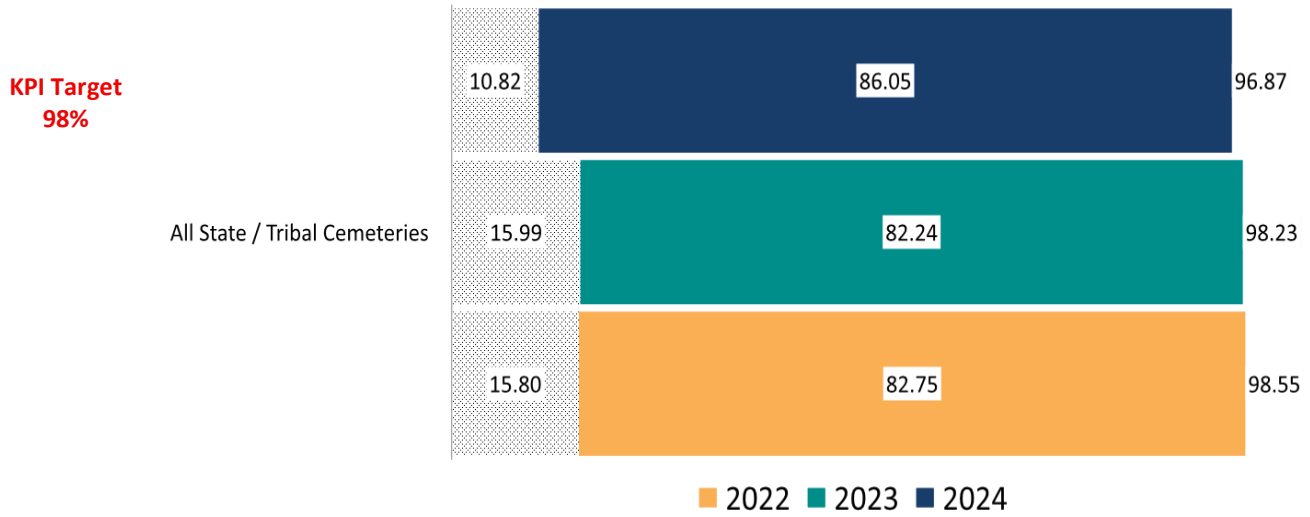
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	7582	78.01%	2.18%	17.99%	2.95%	0.57%	0.47%
	2023	7308	75.83%	-1.83%	19.66%	3.24%	1.00%	0.26%
	2022	7801	77.66%	3.80%	18.19%	2.92%	0.77%	0.46%

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

## Key Performance Indicators

**Question 14/26: The committal shelter used for the service was private, clean, and free of safety hazards.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	6876	86.05%	3.81%	10.82%	2.89%	0.13%	0.10%
	2023	4696	82.24%	-0.51%	15.99%	1.41%	0.17%	0.19%
	2022	6163	82.75%	2.69%	15.80%	1.17%	0.13%	0.15%

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

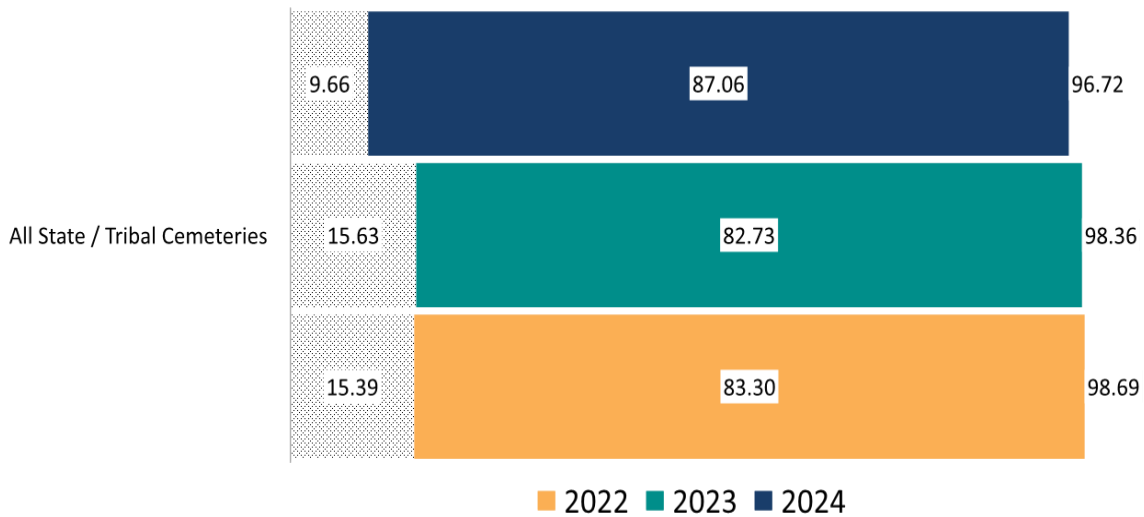
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.

Note: In 2024, for NOK, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to STVC NOK Q6.

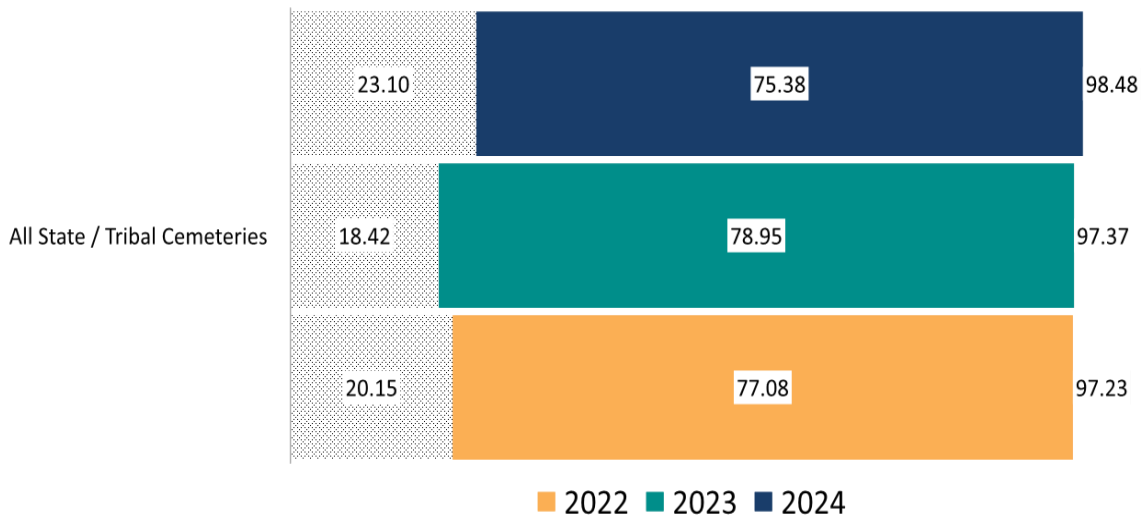
## Key Performance Indicators

Question 14/26: The committal shelter used for the service was private, clean, and free of safety hazards.

### NEXT OF KIN



### FUNERAL DIRECTORS

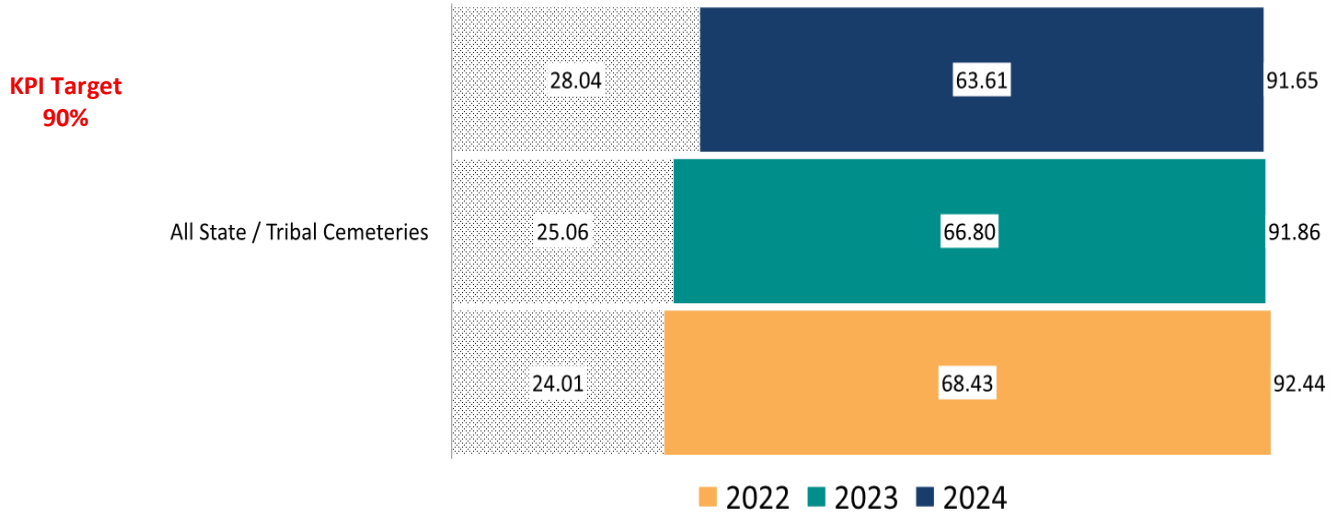




## Key Performance Indicators

**Question 40/28: There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8296	63.61%	-3.19%	28.04%	5.85%	2.09%	0.42%
	2023	8046	66.80%	-1.63%	25.06%	5.65%	1.98%	0.51%
	2022	8514	68.43%	2.50%	24.01%	5.16%	2.09%	0.32%

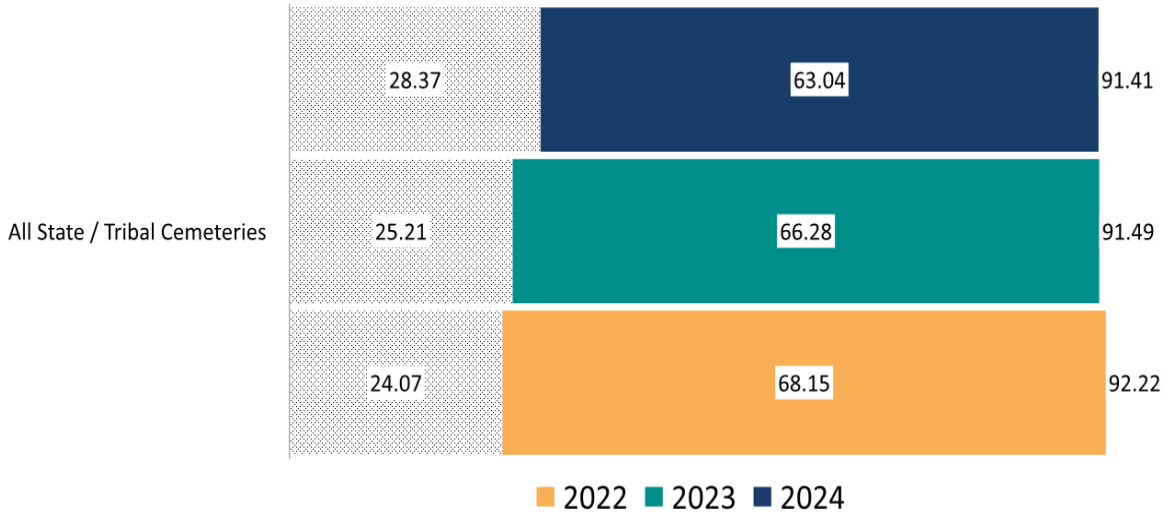
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

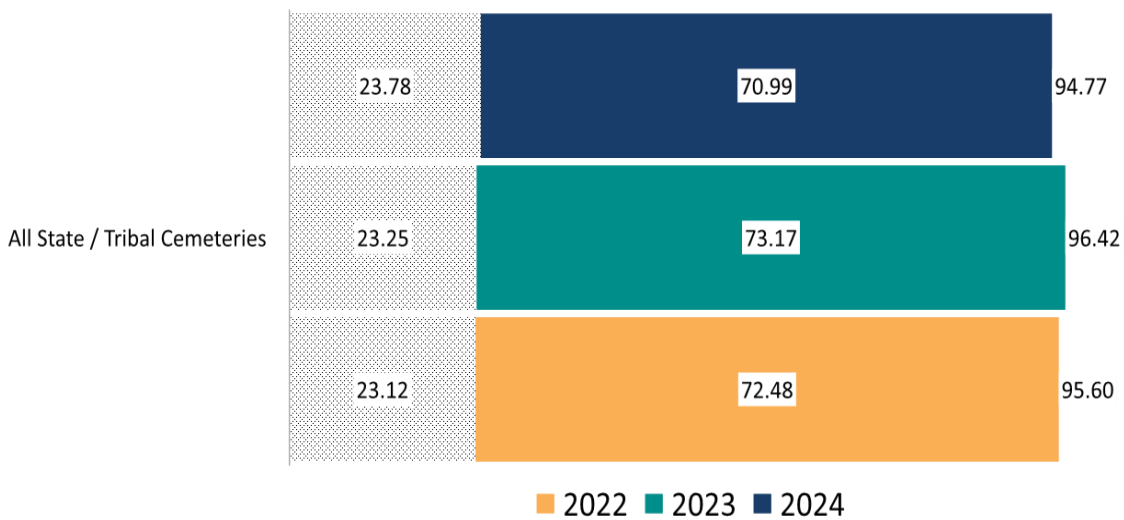
# Key Performance Indicators

Question 40/28: There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.

## NEXT OF KIN



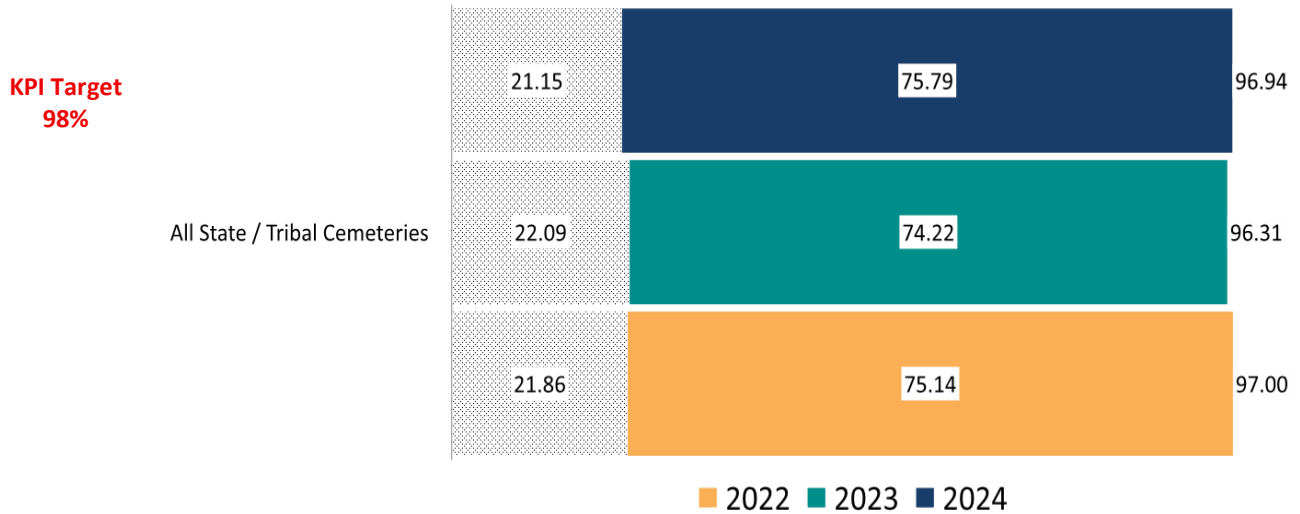
## FUNERAL DIRECTORS



## Key Performance Indicators

**Question 39/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8091	75.79%	1.57%	21.15%	2.35%	0.49%	0.22%
	2023	7828	74.22%	-0.92%	22.09%	3.00%	0.54%	0.15%
	2022	8239	75.14%	2.07%	21.86%	2.40%	0.38%	0.22%

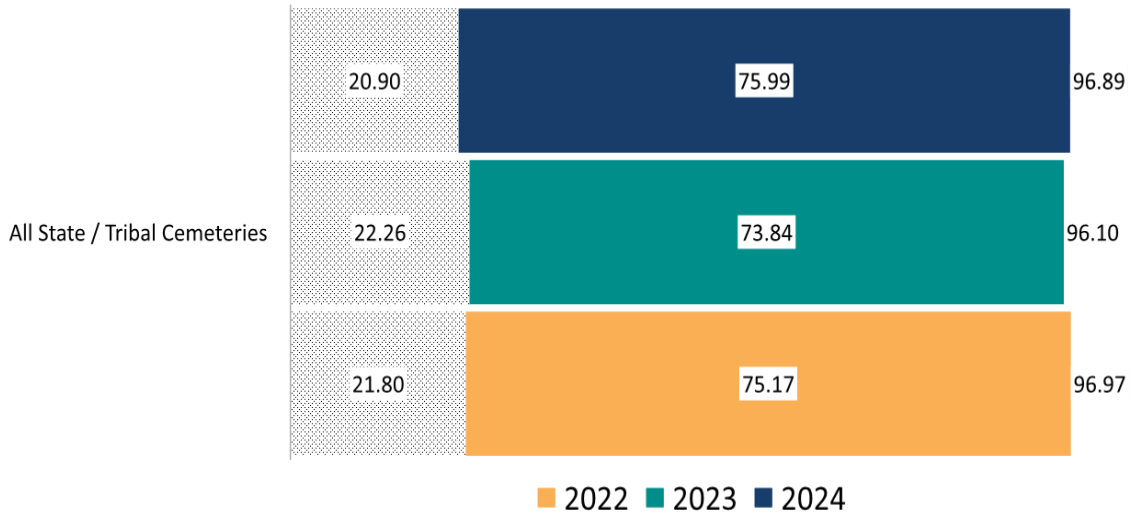
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

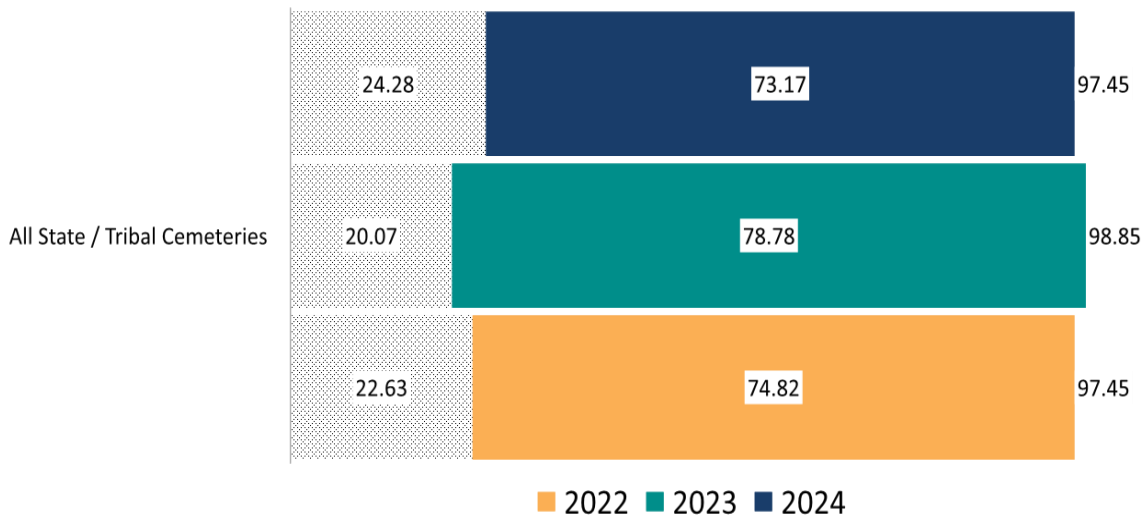
## Key Performance Indicators

Question 39/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

### NEXT OF KIN



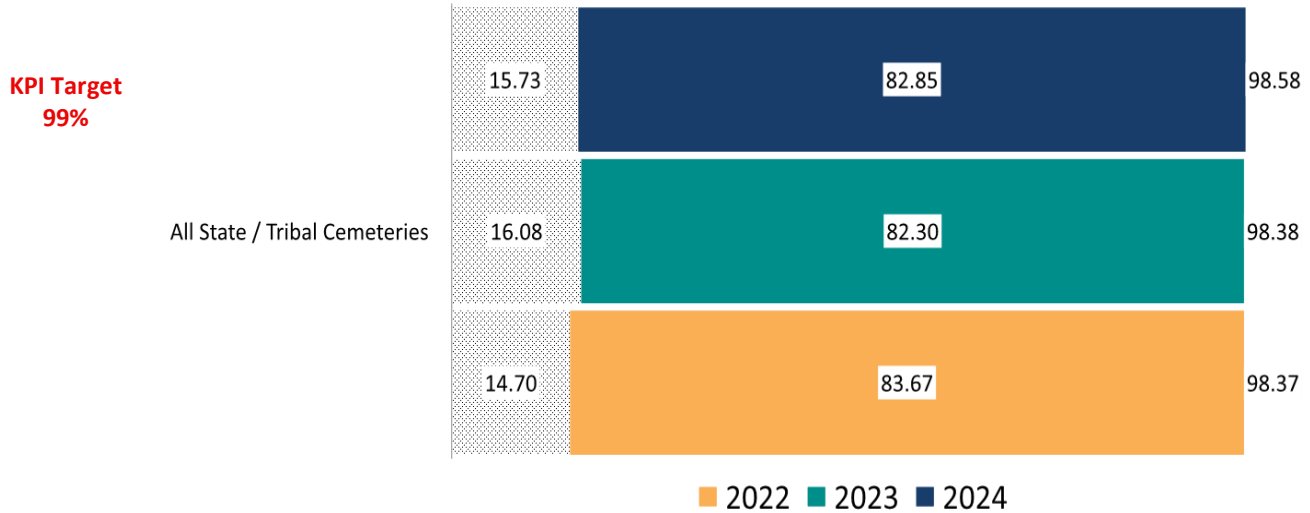
### FUNERAL DIRECTORS



## Key Performance Indicators

**Question 49/36: I would recommend the state, tribal or territorial Veterans 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
<b>All State / Tribal Cemeteries</b>	2024	8578	82.85%	0.55%	15.73%	1.15%	0.09%	0.17%
	2023	8259	82.30%	-1.37%	16.08%	1.28%	0.21%	0.13%
	2022	8756	83.67%	2.54%	14.70%	1.34%	0.14%	0.16%

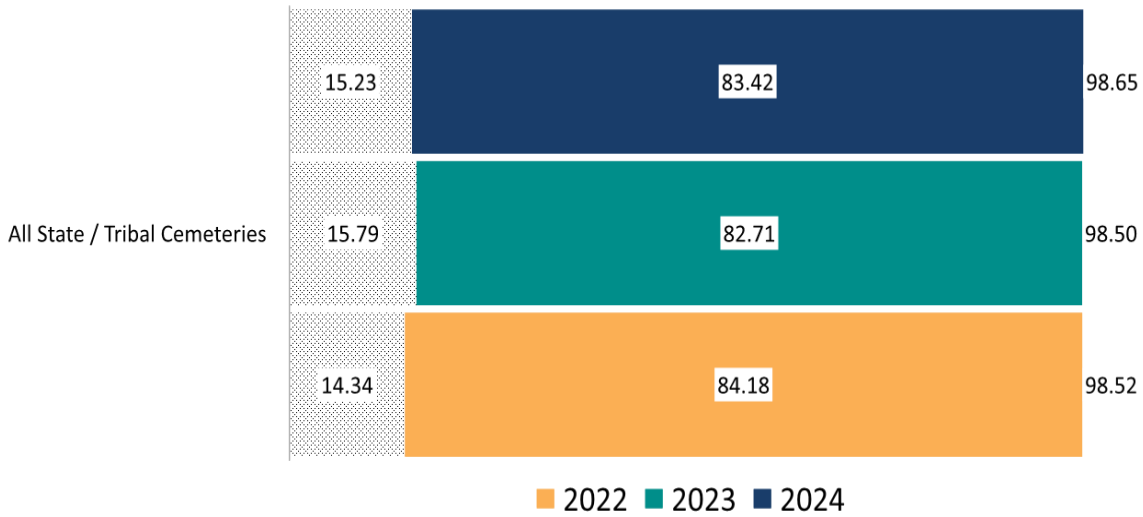
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

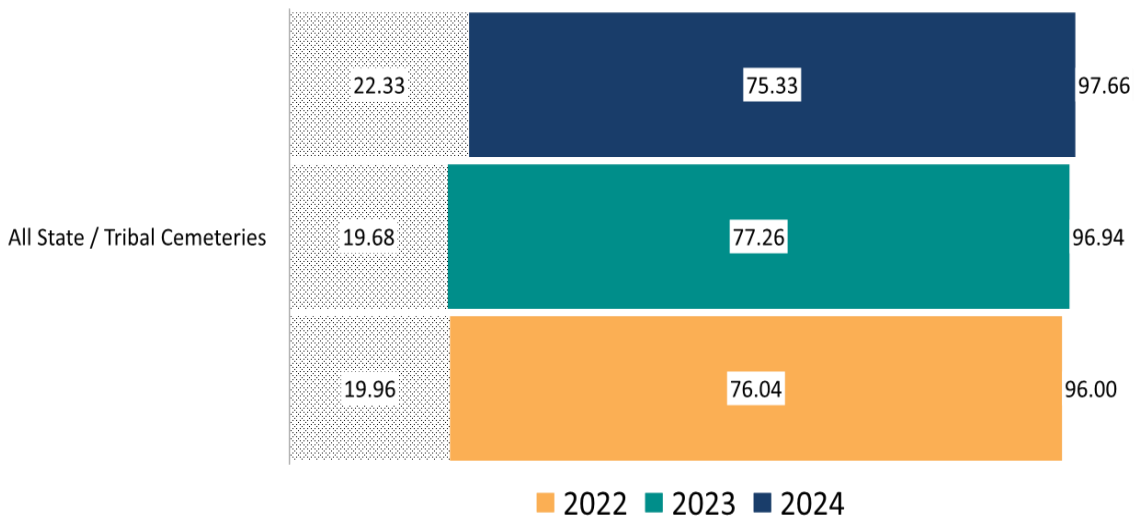
## Key Performance Indicators

Question 49/36: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

### NEXT OF KIN



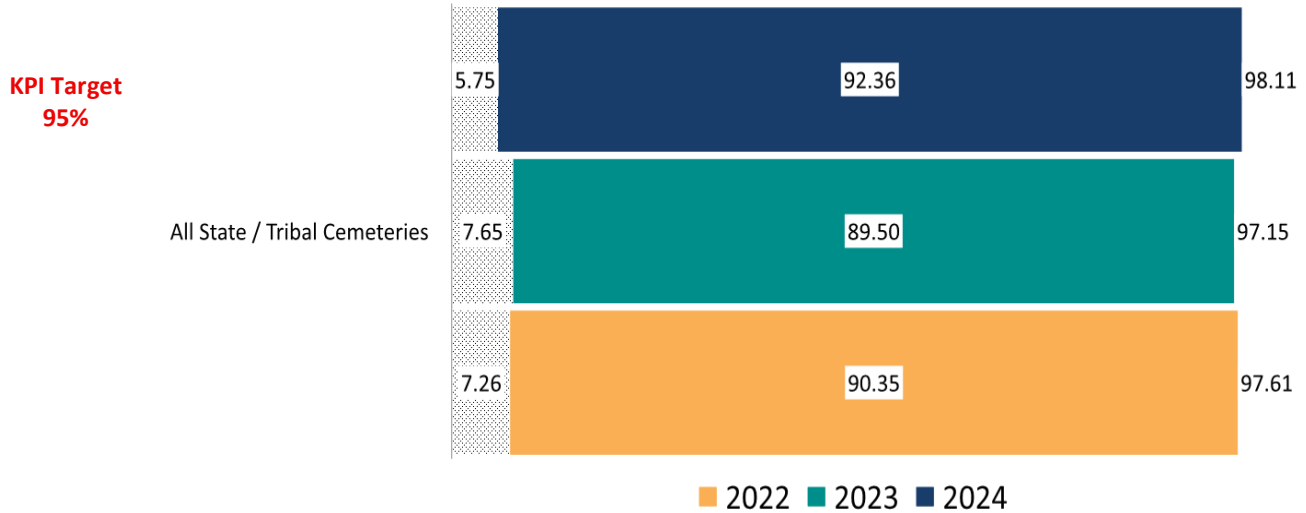
### FUNERAL DIRECTORS



## Key Performance Indicators

**STVC NOK Q16: Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?**

**NEXT OF KIN**



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	6349	92.36%	2.86%	5.75%	0.93%	0.72%	0.24%
	2023	4380	89.50%	-0.85%	7.65%	1.55%	0.84%	0.46%
	2022	6032	90.35%	5.19%	7.26%	1.19%	0.71%	0.48%

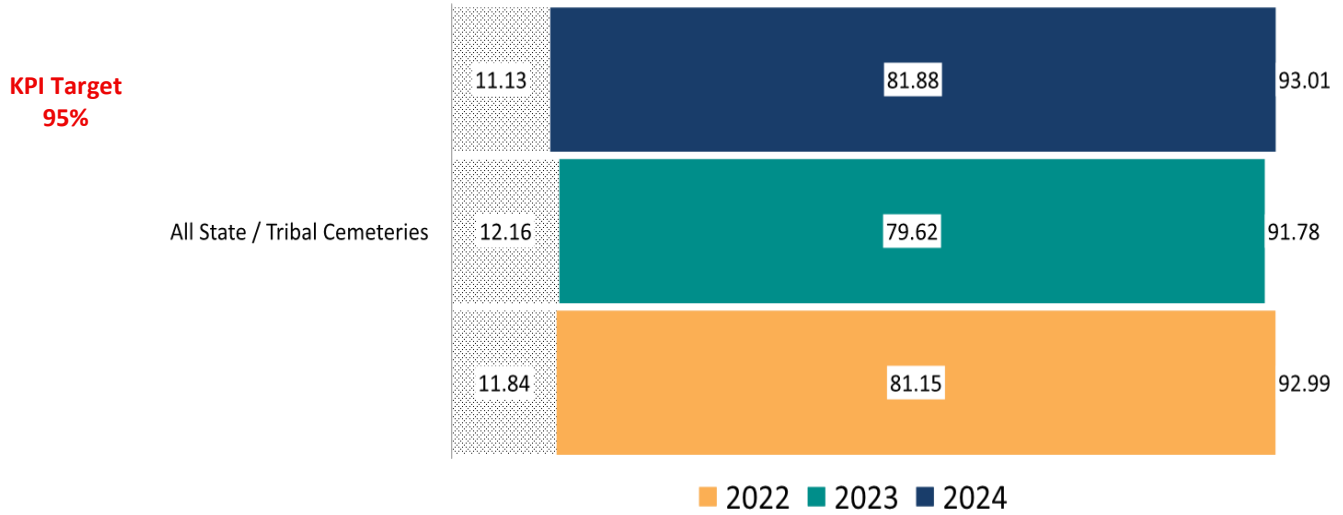
\*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to STVC NOK Q6.

## Key Performance Indicators

**STVC NOK Q25: How satisfied were you with the amount 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
<b>All State / Tribal Cemeteries</b>	2024	7661	81.88%	2.26%	11.13%	4.76%	1.61%	0.61%
	2023	7227	79.62%	-1.53%	12.16%	5.20%	2.20%	0.82%
	2022	7696	81.15%	2.00%	11.84%	4.70%	1.57%	0.74%

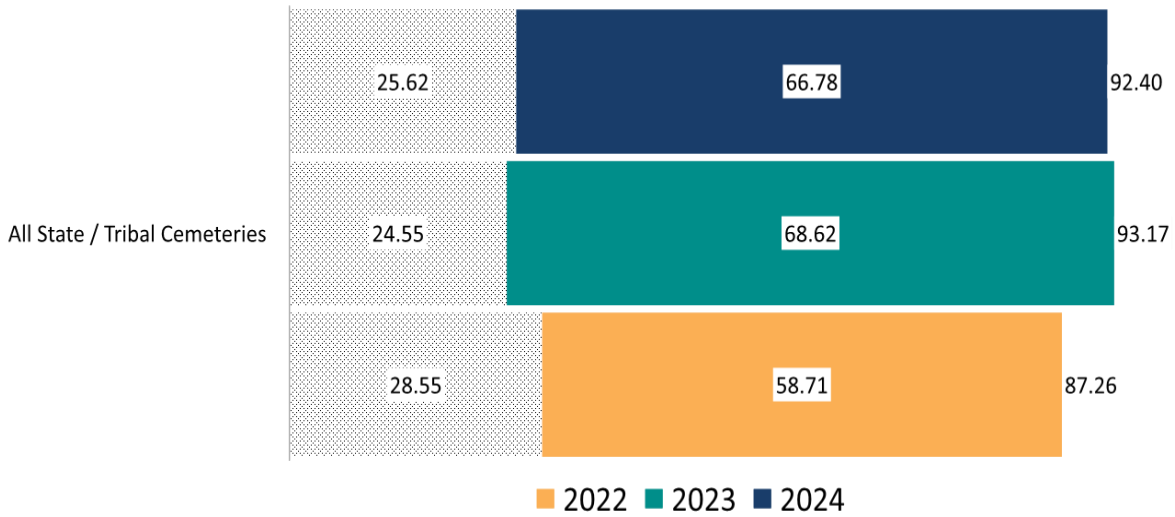
\*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.



## Key Performance Indicators

**STVC FD Q14: How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?**

**FUNERAL DIRECTORS**



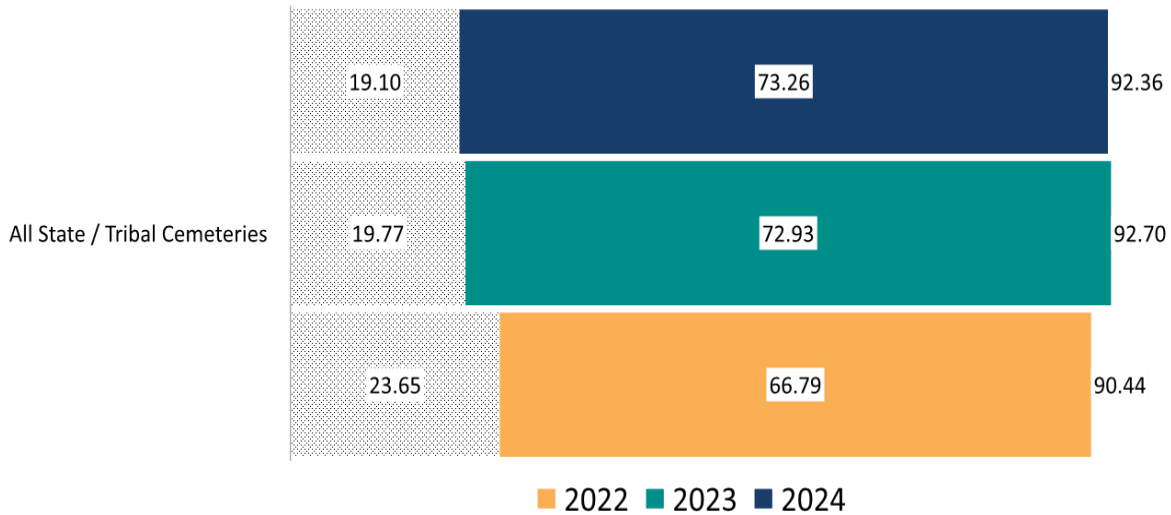
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
<b>All State / Tribal Cemeteries</b>	2024	605	66.78%	-1.84%	25.62%	6.12%	1.16%	0.33%
	2023	615	68.62%	9.91%	24.55%	4.39%	1.63%	0.81%
	2022	557	58.71%	-7.60%	28.55%	9.69%	2.33%	0.72%

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

## Key Performance Indicators

**STVC FD Q16: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?**

**FUNERAL DIRECTORS**



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	602	73.26%	0.33%	19.10%	6.48%	1.00%	0.17%
	2023	617	72.93%	6.14%	19.77%	5.35%	1.13%	0.81%
	2022	554	66.79%	-4.54%	23.65%	7.22%	1.99%	0.36%

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

Note: Prior to 2024 the question wording was: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

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## Trust

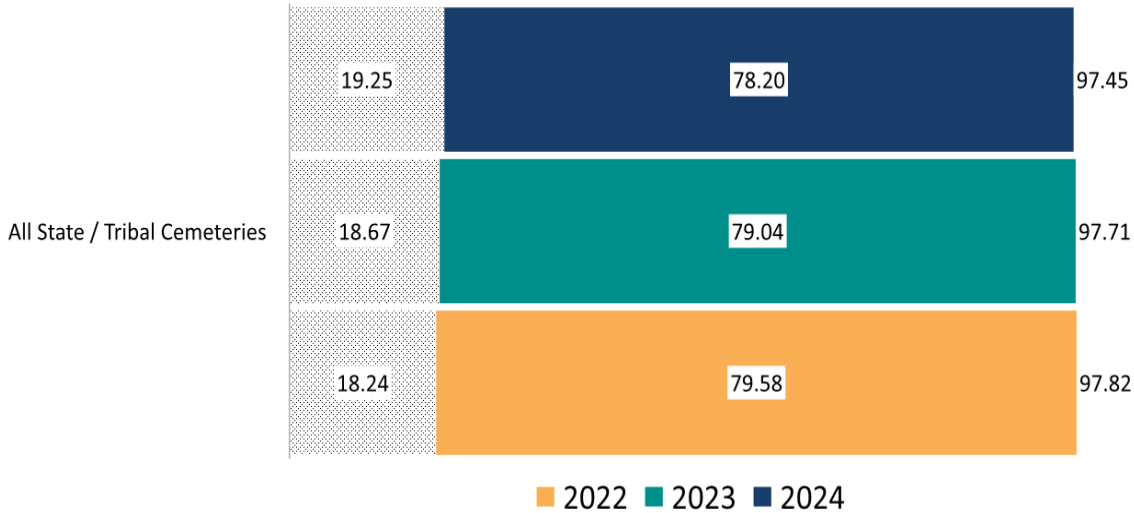
### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on satisfaction with a state, tribal or territorial Veterans cemetery's commitment to maintain cemeteries as national shrines, meet Veteran's burial needs, honor all Veterans, and reasons why next of kin chose a state, tribal or territorial Veterans cemetery.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Trust

**Question 51/38: I am willing to rely on state, tribal or territorial governments to maintain national cemeteries as national shrines in the future.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8422	78.20%	-0.84%	19.25%	2.23%	0.11%	0.21%
	2023	8165	79.04%	-0.54%	18.67%	2.11%	0.13%	0.05%
	2022	8648	79.58%	1.87%	18.24%	1.85%	0.17%	0.16%

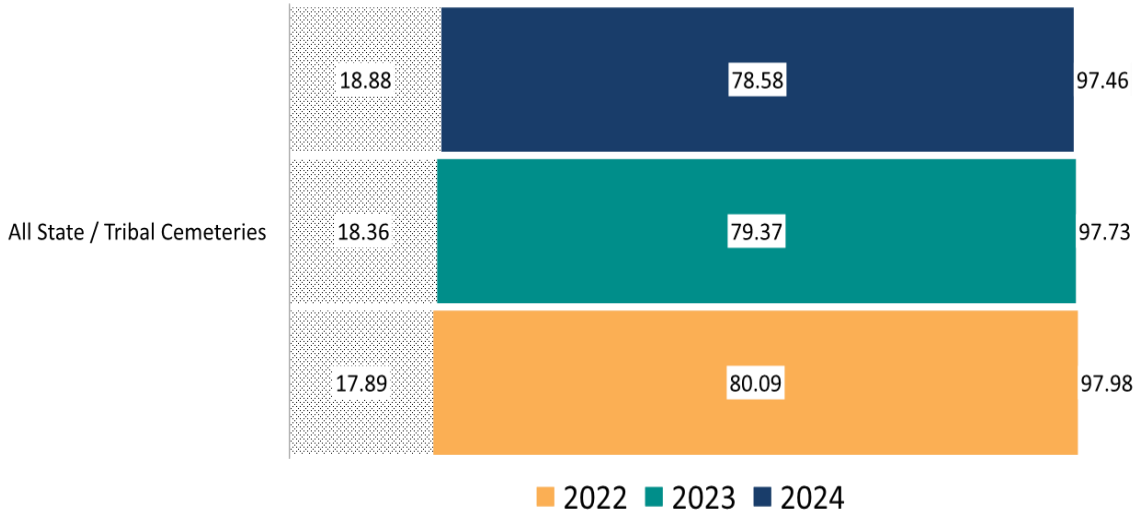
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

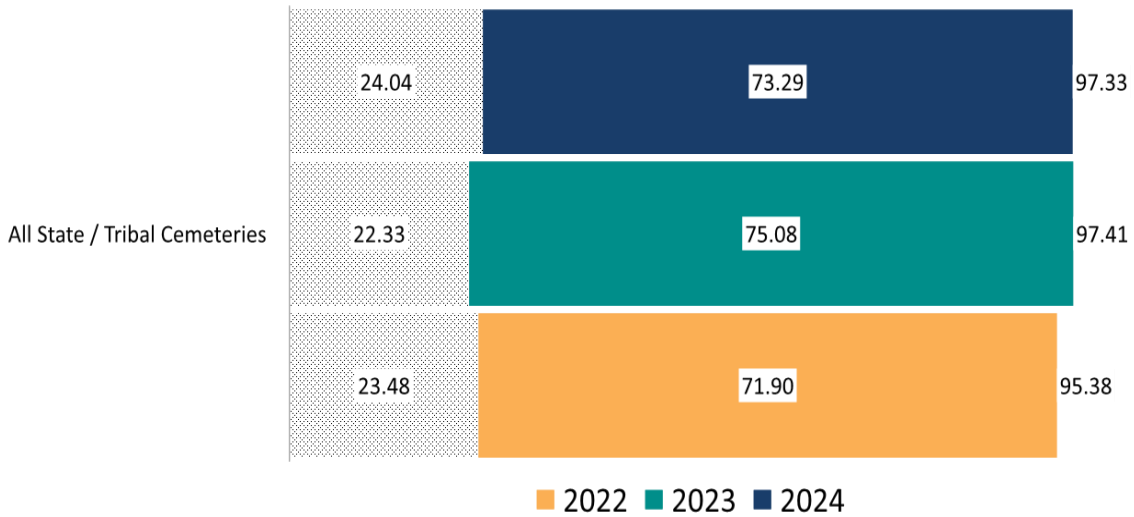
# Trust

Question 51/38: I am willing to rely on state, tribal or territorial governments to maintain national cemeteries as national shrines in the future.

## NEXT OF KIN



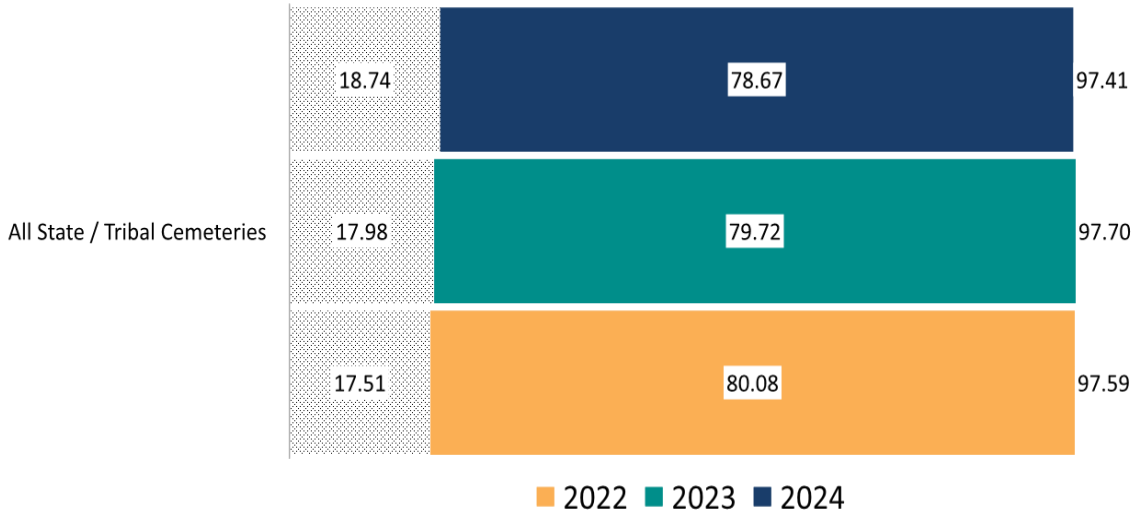
## FUNERAL DIRECTORS



## Trust

**Question 50/37: I am willing to rely on state, tribal or territorial Veterans 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
<b>All State / Tribal Cemeteries</b>	2024	8317	78.67%	-1.05%	18.74%	2.13%	0.20%	0.25%
	2023	8068	79.72%	-0.36%	17.98%	2.01%	0.20%	0.09%
	2022	8571	80.08%	1.86%	17.51%	1.93%	0.27%	0.21%

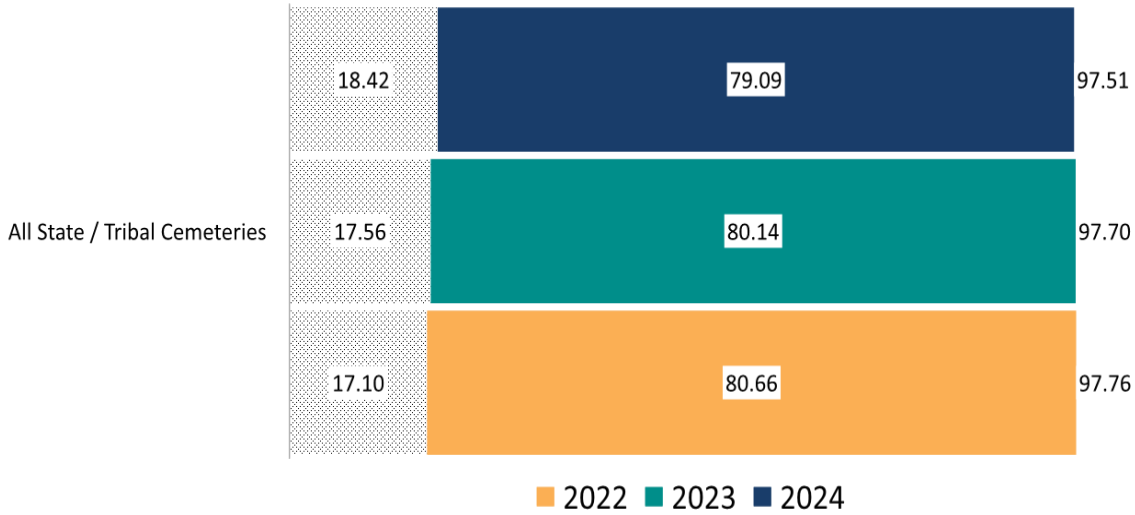
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

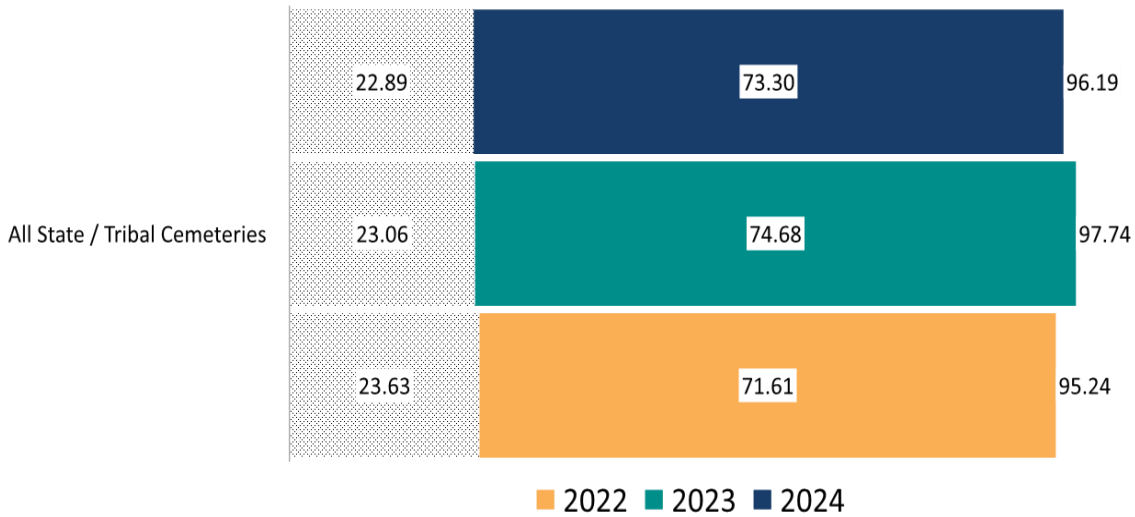
## Trust

Question 50/37: I am willing to rely on state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.

### NEXT OF KIN



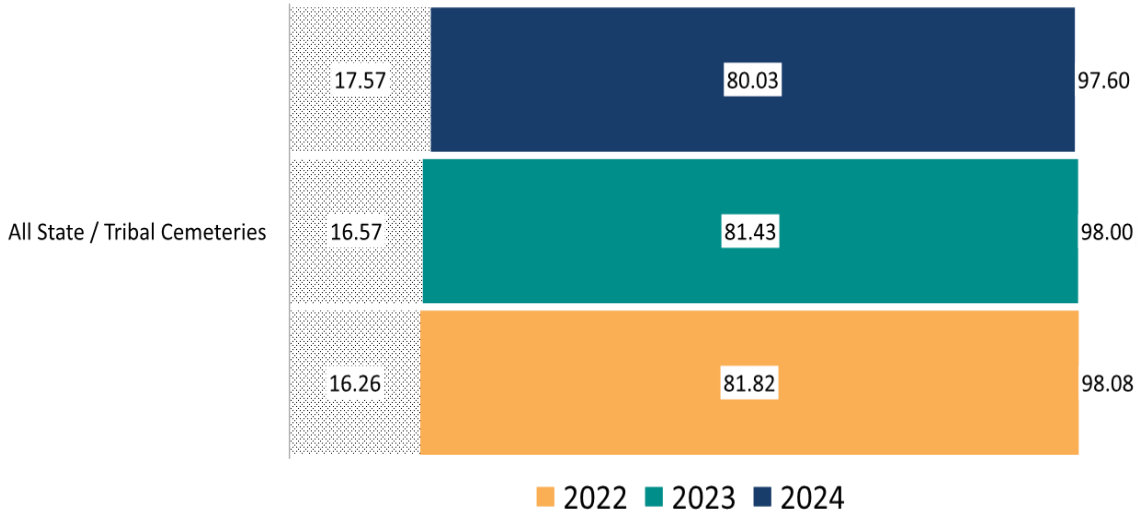
### FUNERAL DIRECTORS



## Trust

**Question 48/27: The state, tribal or territorial Veterans 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
<b>All State / Tribal Cemeteries</b>	2024	8309	80.03%	-1.40%	17.57%	1.97%	0.20%	0.22%
	2023	7925	81.43%	-0.39%	16.57%	1.68%	0.16%	0.16%
	2022	8387	81.82%	2.23%	16.26%	1.59%	0.12%	0.21%

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

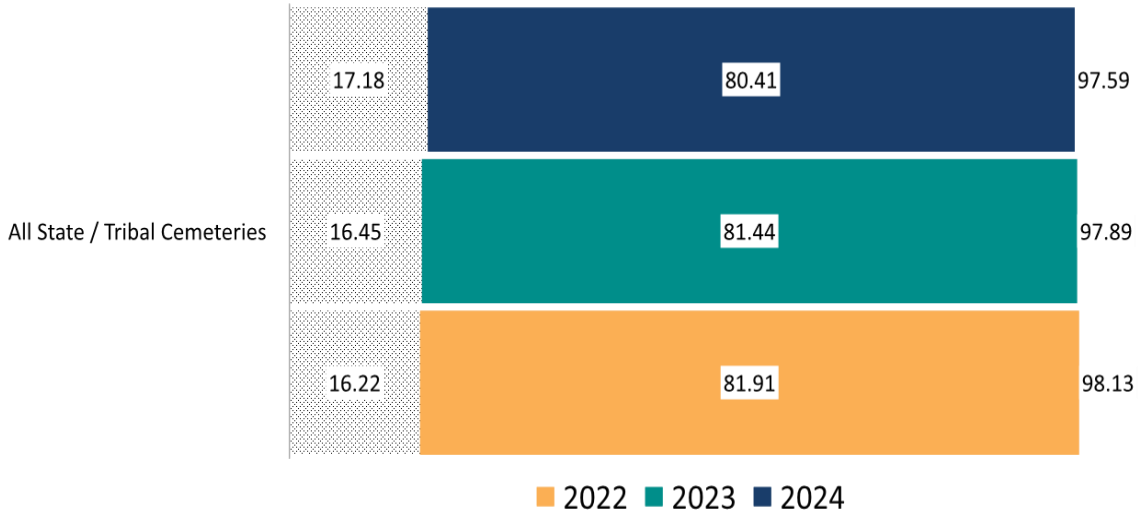
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.



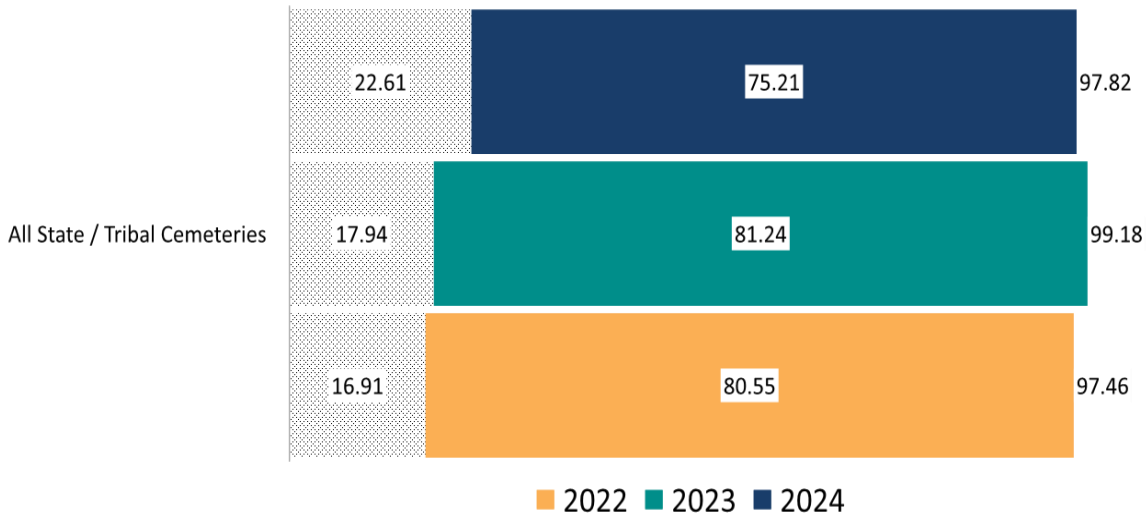
## Trust

Question 48/27: The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation.

### NEXT OF KIN

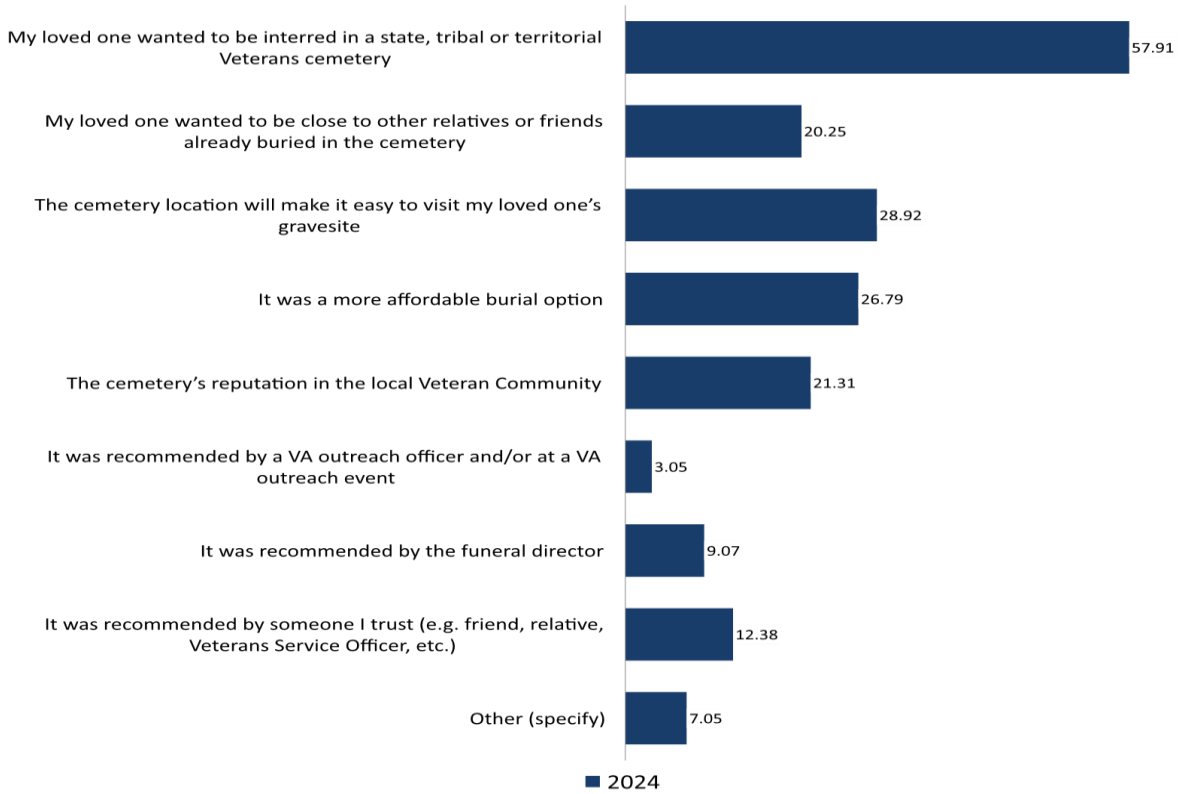


### FUNERAL DIRECTORS



**STVC NOK Q1: Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? (Mark all that apply)**

**NEXT OF KIN**



2024: n = 8,201

Note: STVC NOK Q1 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

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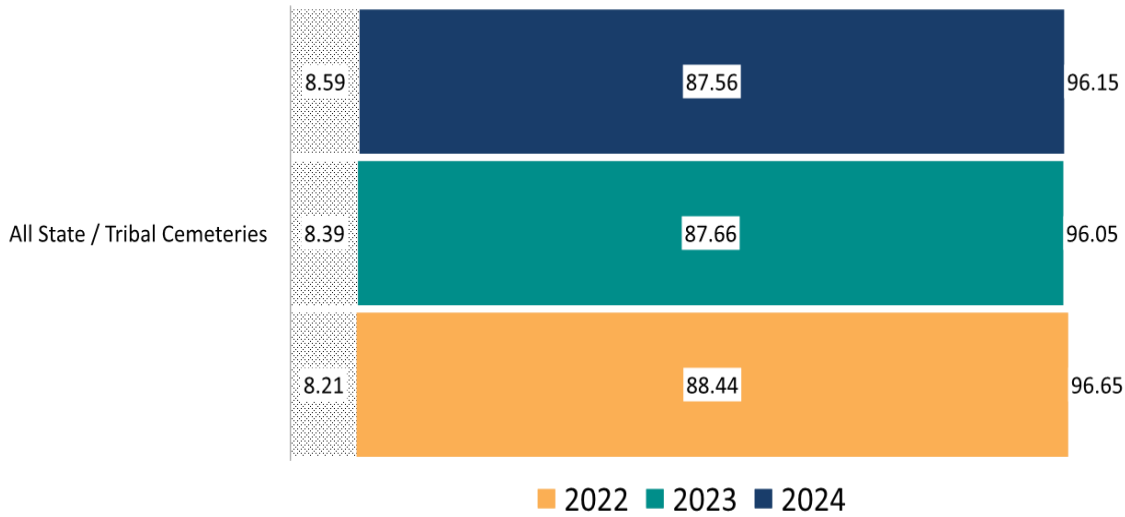
## Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

### SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the information they received throughout experiences with the state, tribal or territorial Veterans cemetery where their loved one was interred.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

**STVC NOK Q20: Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?**

**NEXT OF KIN**

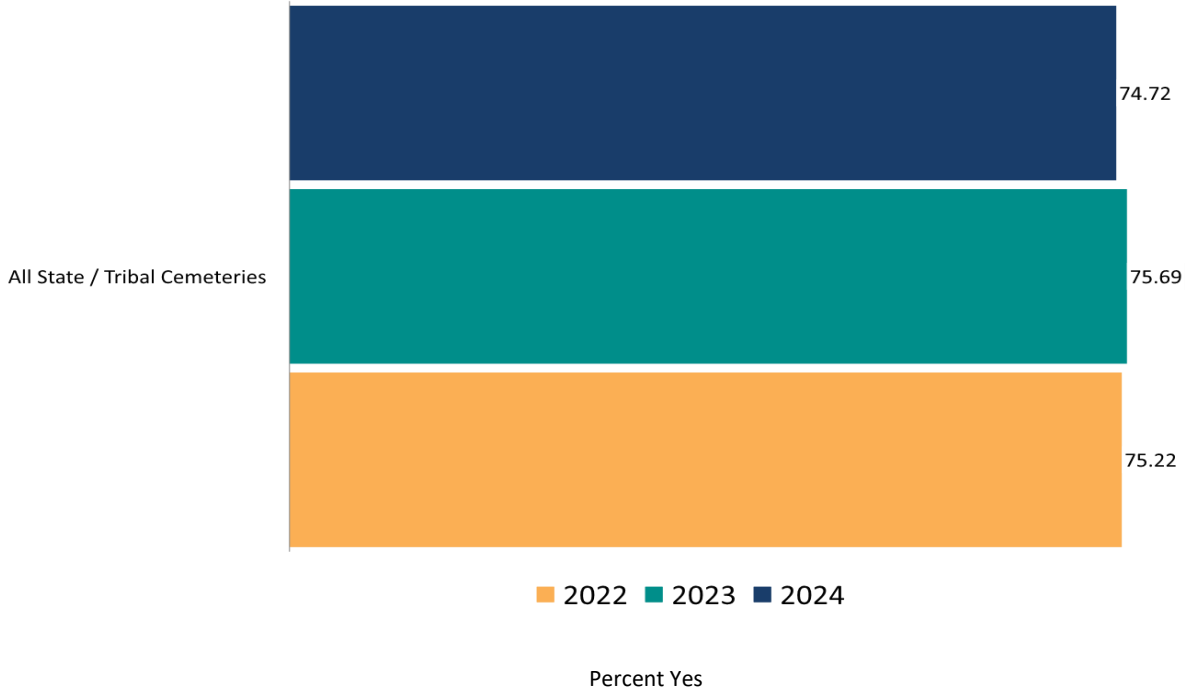


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	8129	87.56%	-0.10%	8.59%	2.62%	0.95%	0.28%
	2023	7627	87.66%	-0.78%	8.39%	2.53%	0.93%	0.49%
	2022	8209	88.44%	2.77%	8.21%	2.08%	0.69%	0.57%

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

**STVC NOK Q2: Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?**

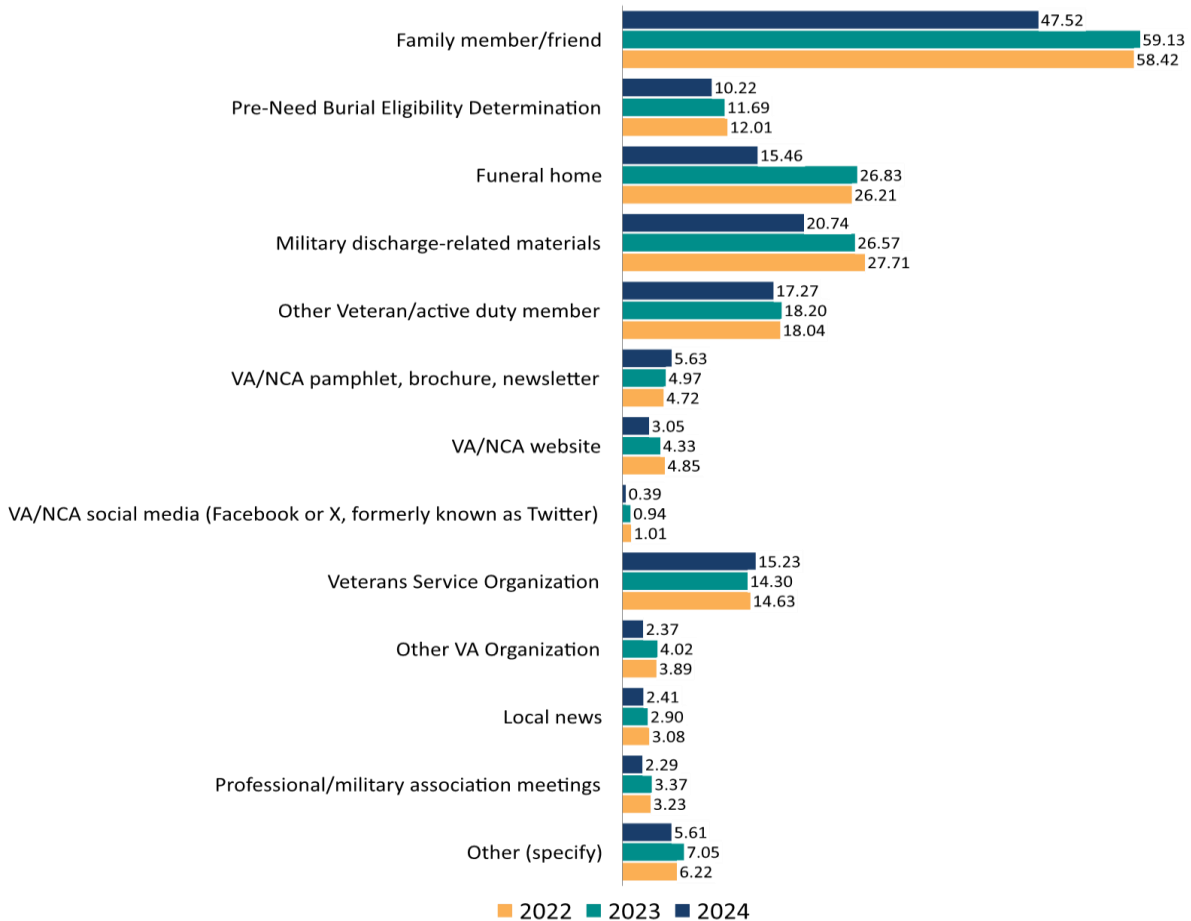
**NEXT OF KIN**



	Year	n	Yes	No
All State / Tribal Cemeteries	2024	7897	74.72%	25.28%
	2023	7644	75.69%	24.31%
	2022	8204	75.22%	24.78%

## STVC NOK Q3: How did you learn of these benefits prior to your time of need? (Mark all that apply)

### NEXT OF KIN



2022: n = 5,914 2023: n = 5,517 2024: n = 5,901

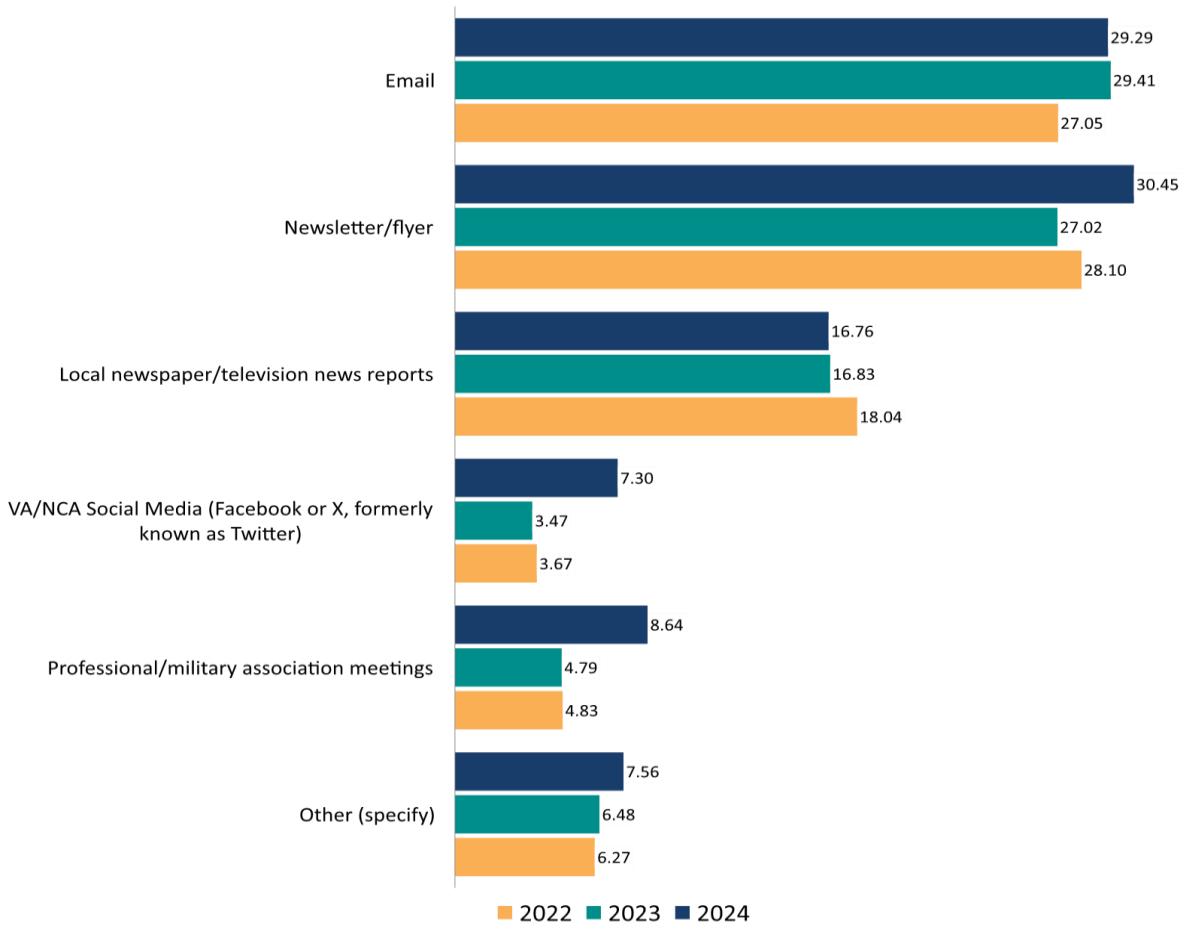
Note: As respondents could select more than one response option, percentages may not sum to 100%.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q2.

Note: In 2024, the response option "Local newspaper/news report" was updated to "Local news," the response option "State or Tribal VA/NCA social media (Facebook or Twitter)" was updated to "VA/NCA social media (Facebook or X, formerly known as Twitter), the response option "State or Tribal VA/NCA website" was updated to "VA/NCA website" and the response option "State or Tribal VA/NCA pamphlet, newsletter, brochure" was updated to "VA/NCA pamphlet, newsletter, brochure."

**STVC NOK Q4: Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? (Mark only one)**

**NEXT OF KIN**

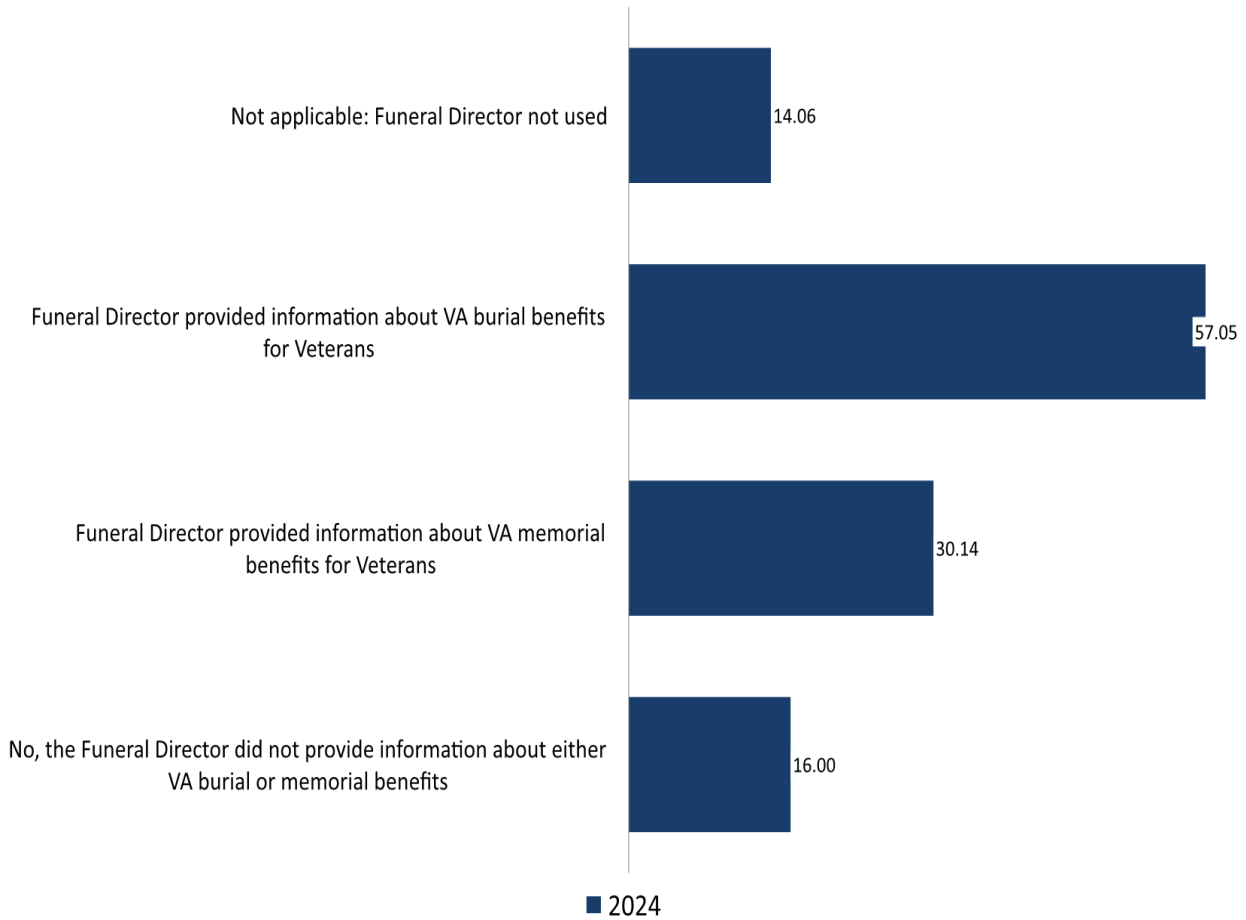


2022: n = 7,335 2023: n = 6,810 2024: n = 7,081

Note: In 2024, the response option "State or Tribal VA/NCA social media (Facebook or Twitter)" was updated to "VA/NCA social media (Facebook or X, formerly known as Twitter)."

## STVC NOK Q5: Did the funeral director provide information about burial and memorial benefits available for Veterans? *(Mark all that apply)*

### NEXT OF KIN



2024: n = 8,202

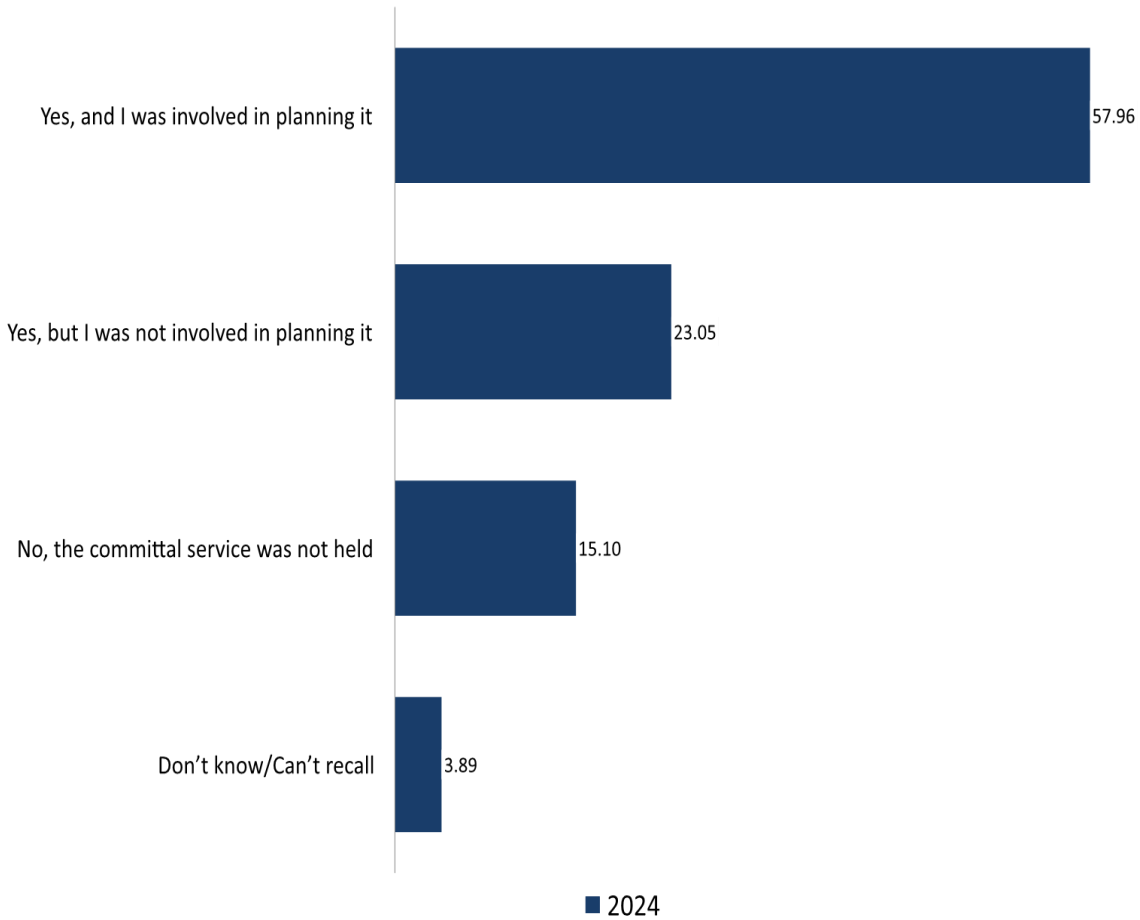
Note: STVC NOK Q5 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

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



## STVC NOK Q6: Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?

### NEXT OF KIN

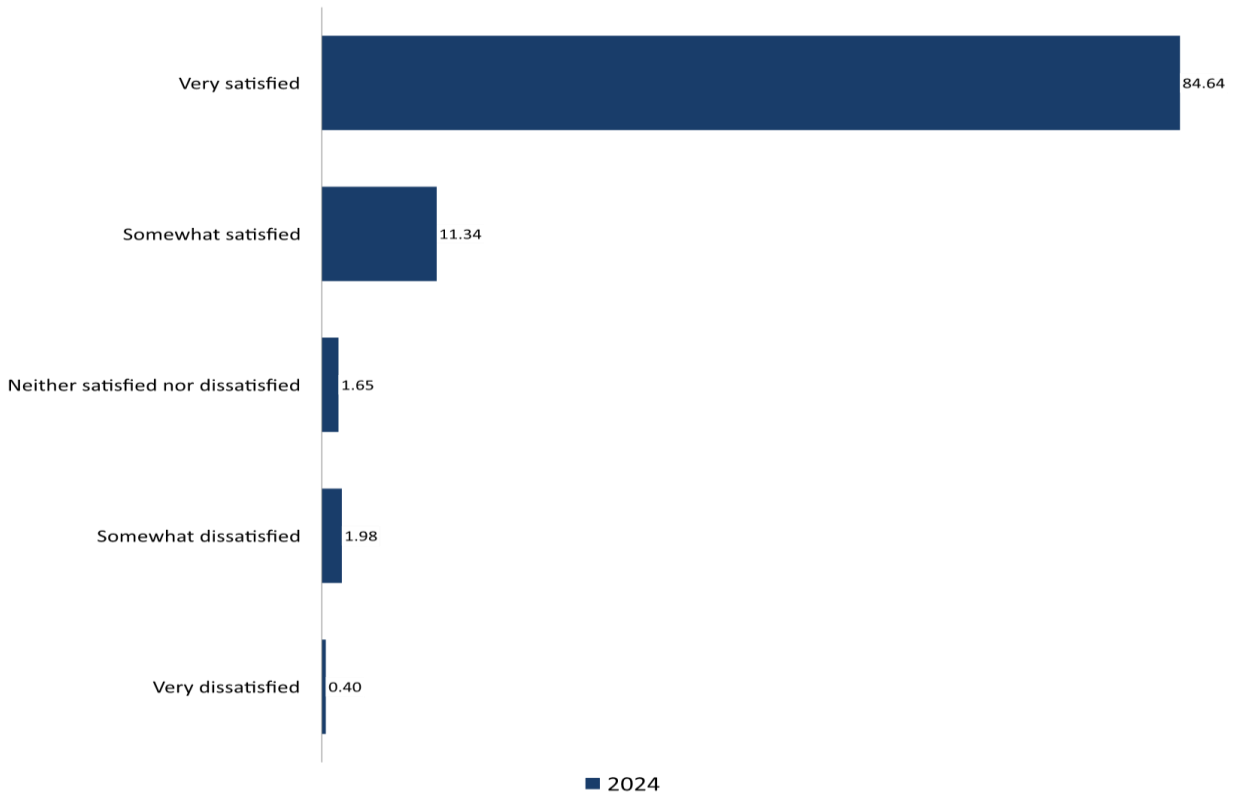


2024: n = 7,909

Note: STVC NOK Q6 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

## STVC NOK Q7: How satisfied were you with the available dates and times offered for the scheduling of your committal service?

### NEXT OF KIN



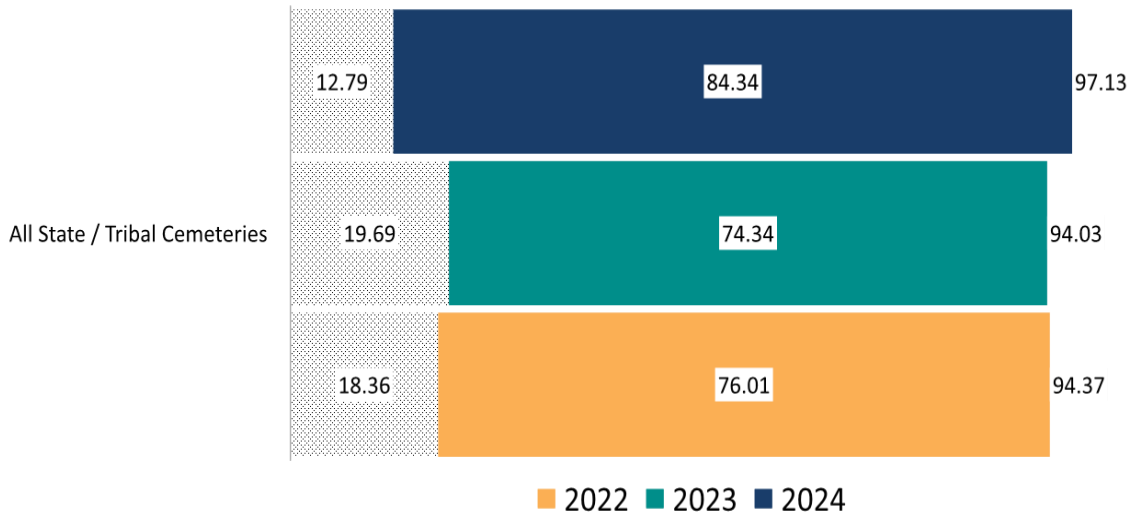
	Year	n	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	4498	84.64%	11.34%	1.65%	1.98%	0.40%

Note: STVC NOK Q7 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes, and I was involved in planning it" to STVC NOK Q6.

**STVC NOK Q8: 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**



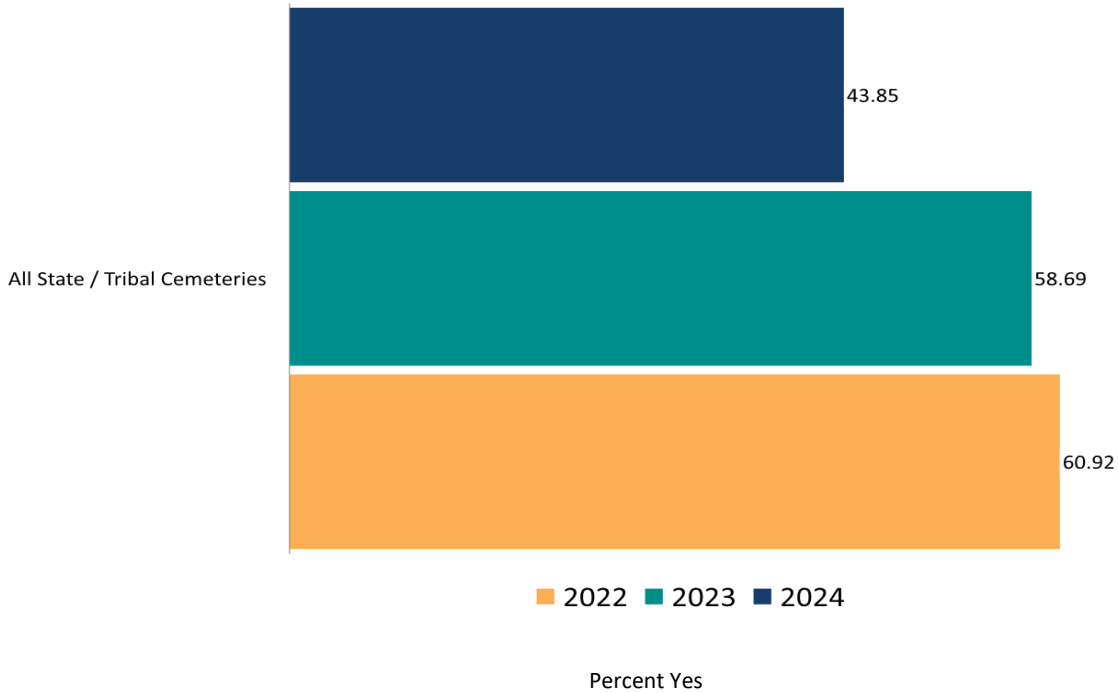
	Year	n	Very informed	*Change Score	Somewhat informed	Neither informed nor uninformed	Somewhat uninformed	Very uninformed
<b>All State / Tribal Cemeteries</b>	2024	4495	84.34%	10.00%	12.79%	1.33%	1.11%	0.42%
	2023	4342	74.34%	-1.67%	19.69%	2.72%	1.84%	1.40%
	2022	6006	76.01%	5.62%	18.36%	2.95%	1.57%	1.12%

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

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to STVC NOK Q6.

**STVC NOK Q28: Did you receive a certificate signed by the President of the United States honoring the Veteran’s service?**

**NEXT OF KIN**



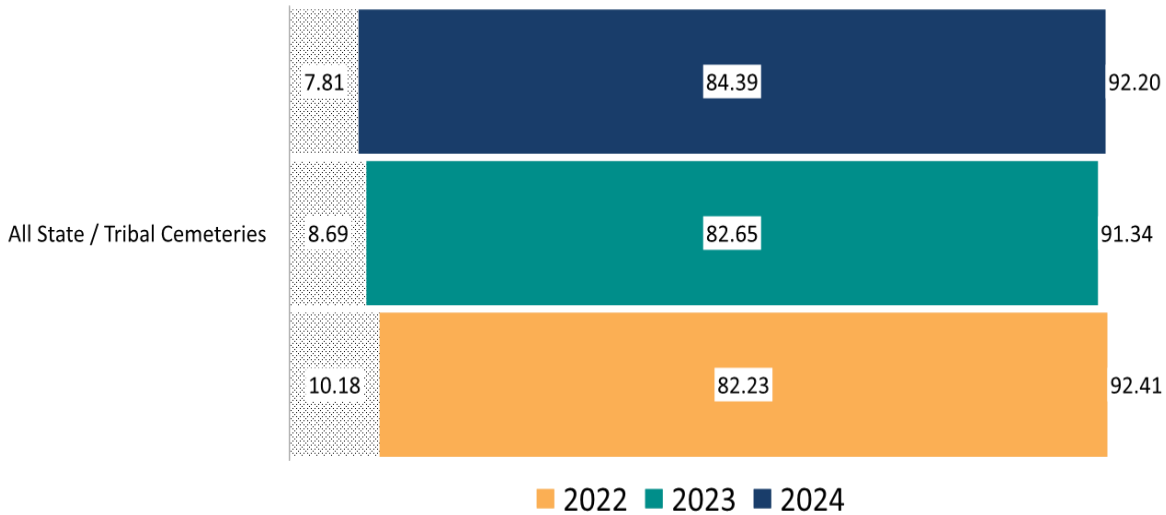
	Year	n	Yes	No	Don't Know
<b>All State / Tribal Cemeteries</b>	2024	6169	43.85%	40.02%	16.13%
	2023	6090	58.69%	41.31%	0.00%
	2022	6540	60.92%	39.08%	0.00%

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

Note: In 2024 the response option "Don't know" was added.

**STVC NOK Q29: 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**

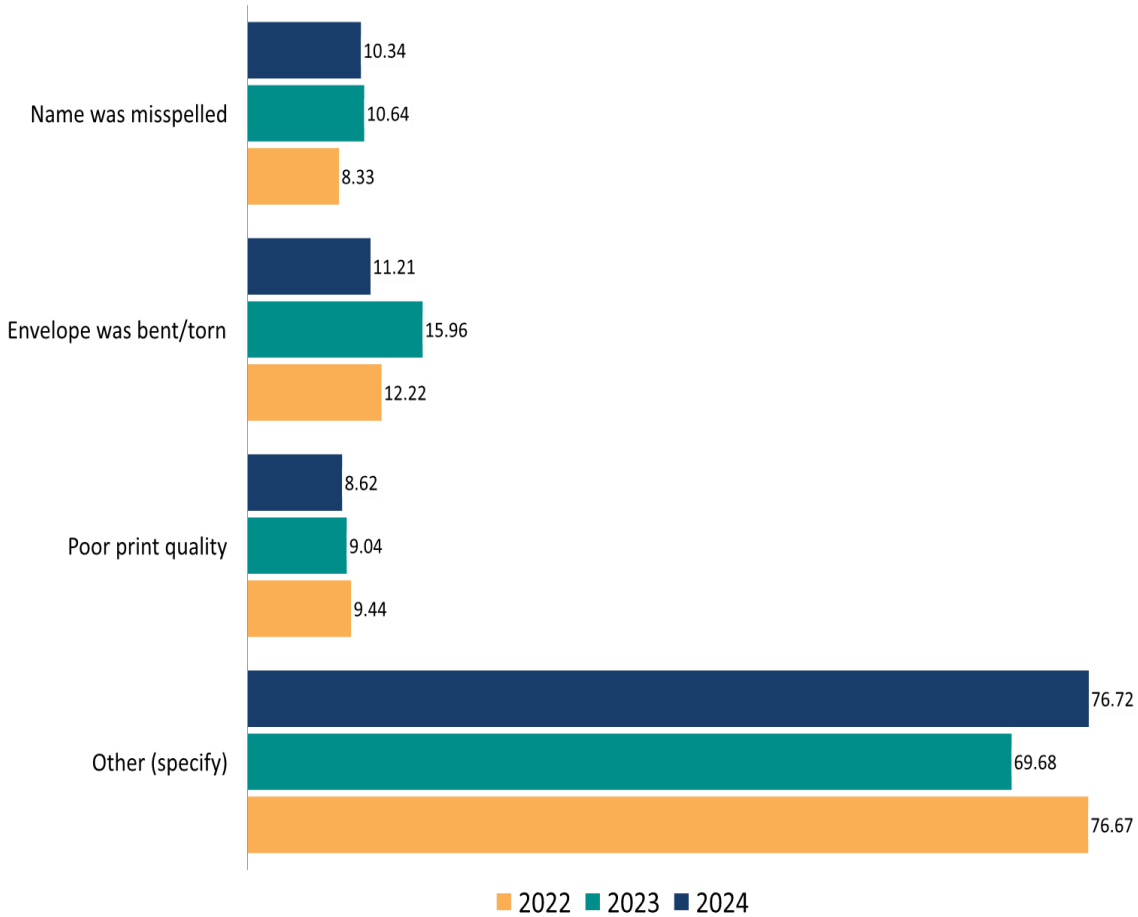


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	2639	84.39%	1.74%	7.81%	6.37%	0.68%	0.76%
	2023	3475	82.65%	0.42%	8.69%	6.85%	0.95%	0.86%
	2022	3882	82.23%	-1.21%	10.18%	5.64%	1.03%	0.93%

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

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q28.

## STVC NOK Q30: 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)



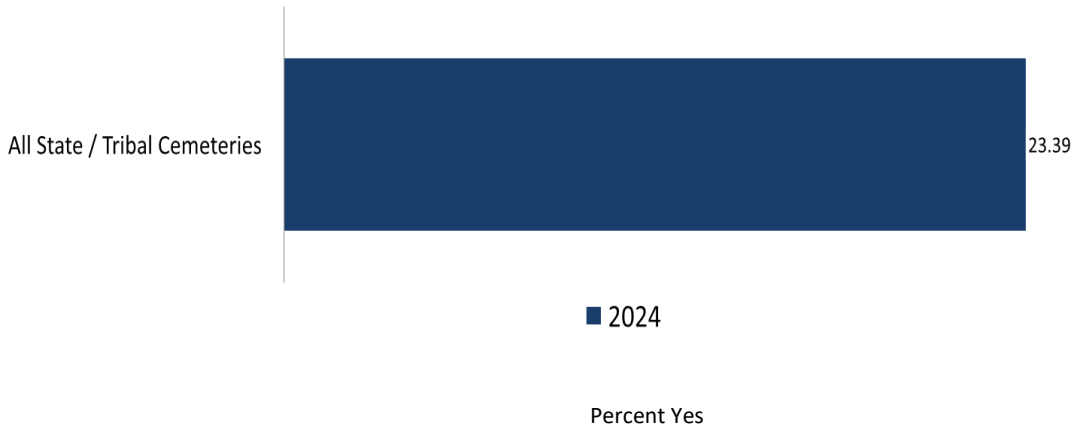
2022: n = 180 2023: n = 188 2024: n = 116

Note: This question only applies to respondents who indicated "Very dissatisfied," "Somewhat dissatisfied," or "Neither satisfied nor dissatisfied" to STVC NOK Q29.

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

Note: The answer option "Other (specify)" provides the opportunity for next of kin to specify an answer not listed.

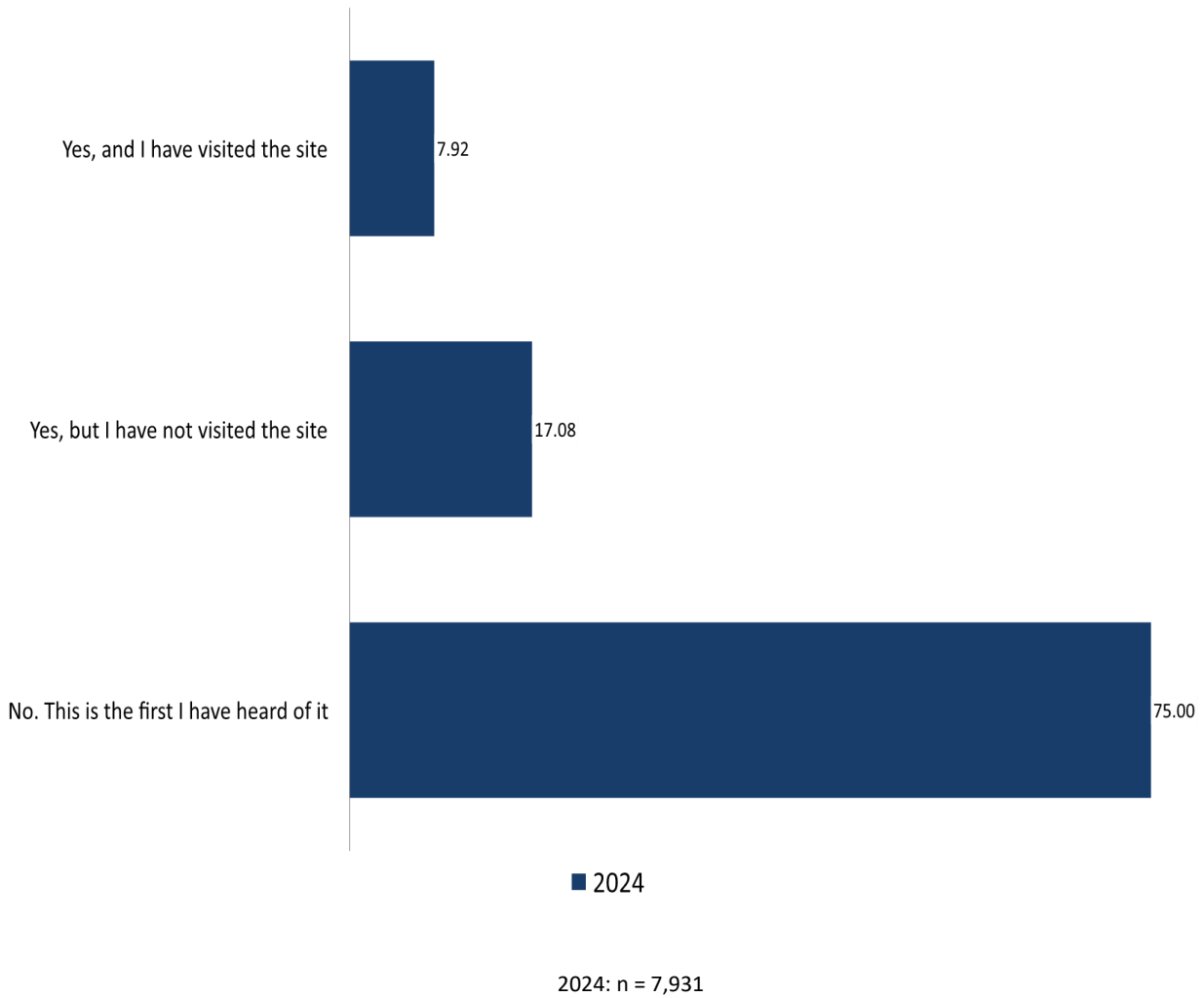
**STVC NOK Q59: Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?**



	Year	n	Yes	No	Don't know what this is
<b>All State / Tribal Cemeteries</b>	2024	7862	23.39%	36.71%	39.90%

Note: STVC NOK Q59 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

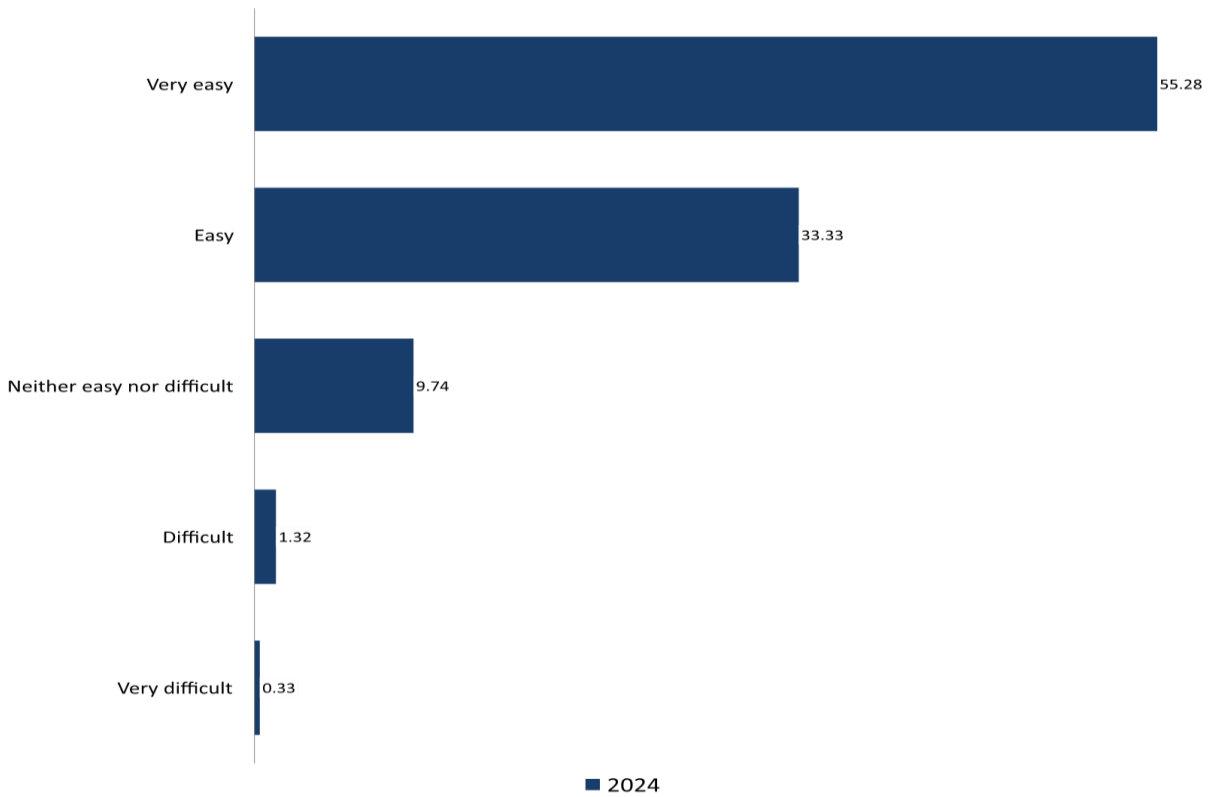
## STVC NOK Q31: Are you aware of the Veterans Legacy Memorial (VLM) web site [www.va.gov/remember/](http://www.va.gov/remember/)?



Note: STVC NOK Q31 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.



**STVC NOK Q32: How easy was the VLM site to navigate?**

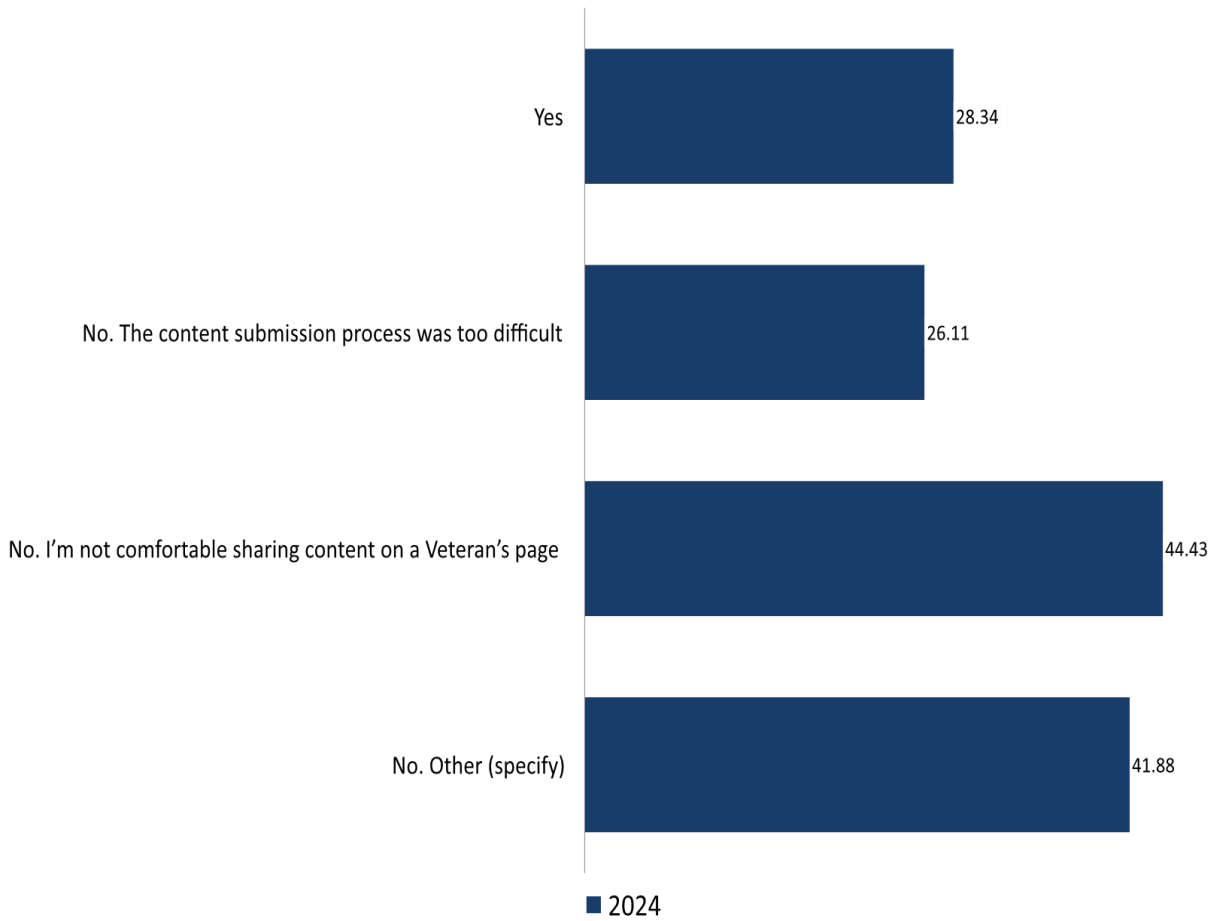


	Year	n	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
<b>All State / Tribal Cemeteries</b>	2024	606	55.28%	33.33%	9.74%	1.32%	0.33%

Note: STVC NOK Q32 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to STVC NOK Q31.

## STVC NOK Q33: Have you added content to a Veteran page on the VLM site? (Mark all that apply)

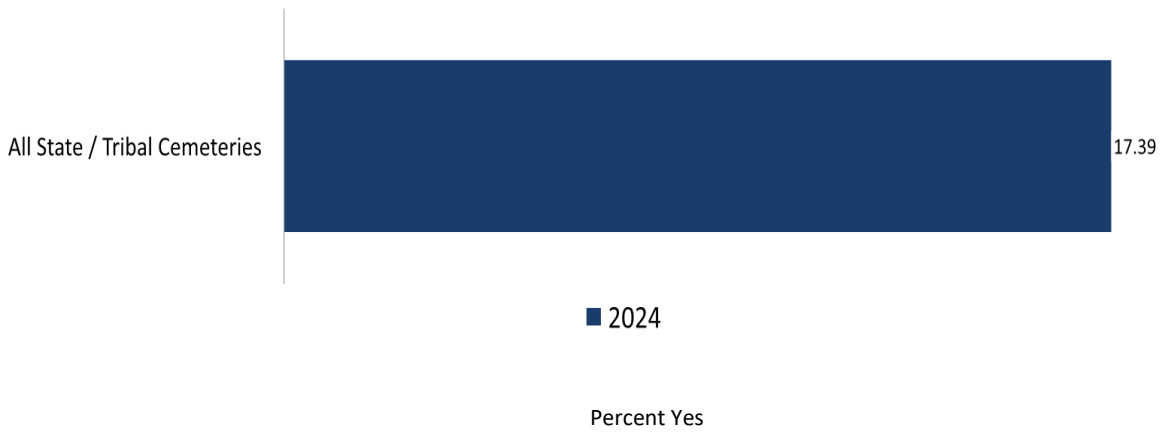


2024: n = 628

Note: STVC NOK Q33 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to STVC NOK Q31.

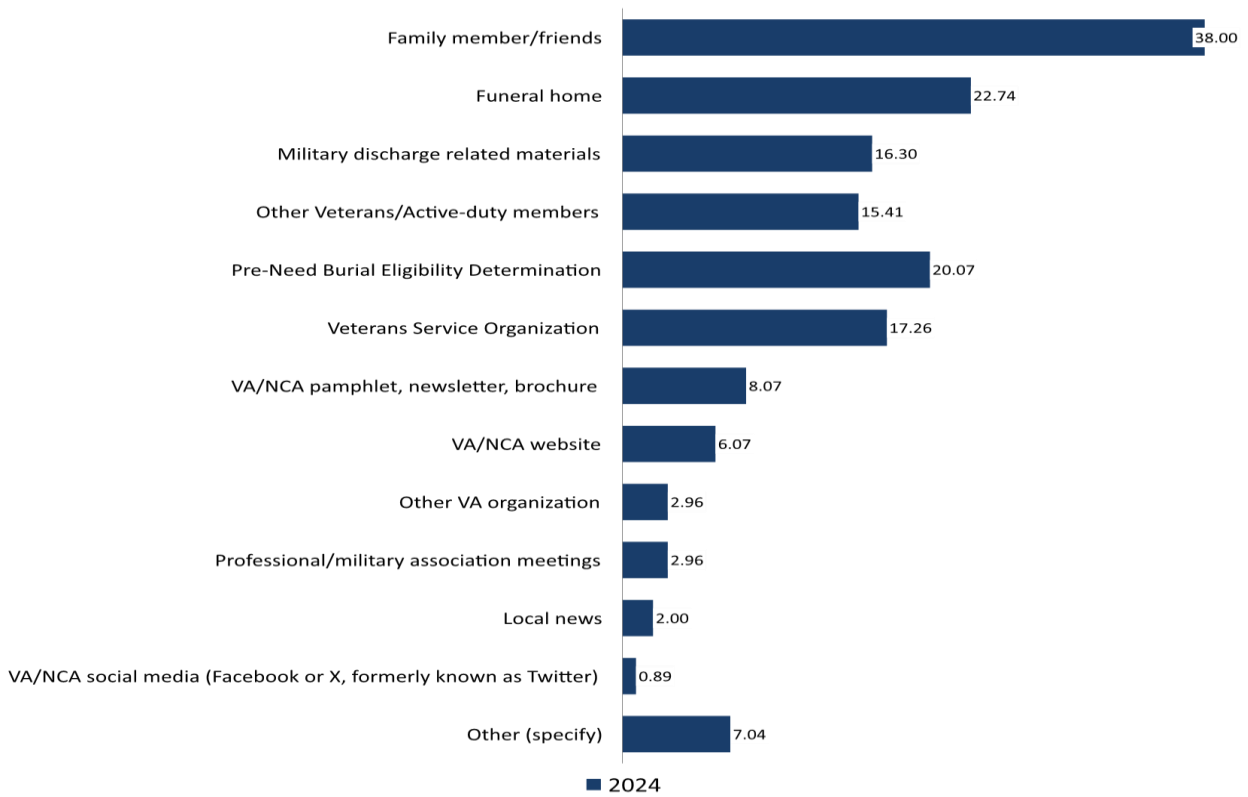
**STVC NOK Q34: Are you aware of the NCA Pre-Need Eligibility Process?**



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	7765	17.39%	82.61%

Note: STVC NOK Q34 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

## STVC NOK Q35: How did you become aware of the Pre-Need opportunity? (Mark all that apply)



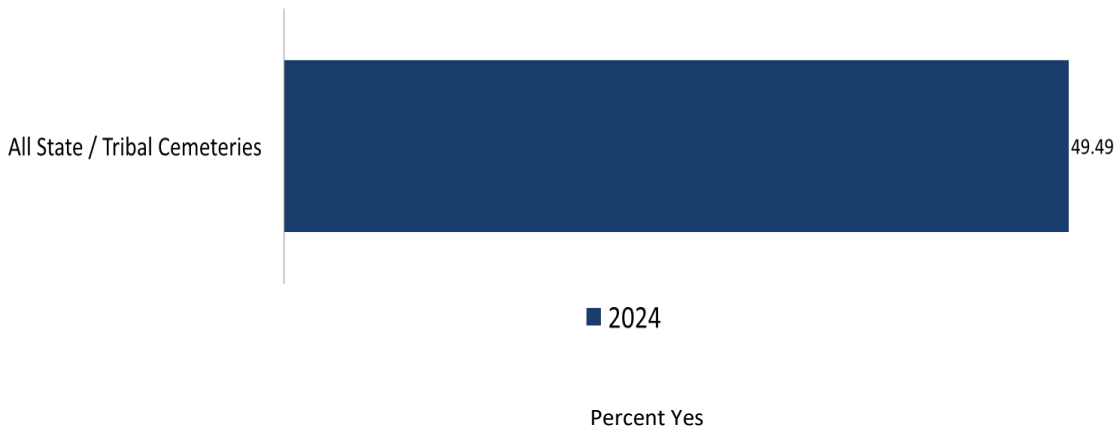
2024: n = 1,350

Note: STVC NOK Q35 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q34.

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

**STVC NOK Q36: Have you applied for Pre-Need Eligibility?**

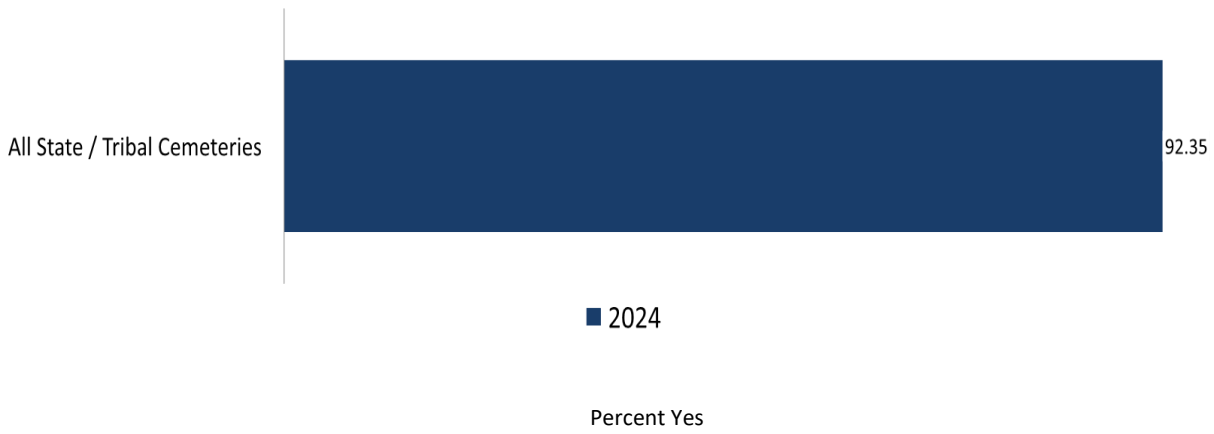


	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	1273	49.49%	50.51%

Note: STVC NOK Q36 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q34.

## STVC NOK Q37: Were you satisfied with the length of time it took to receive a certificate of eligibility?

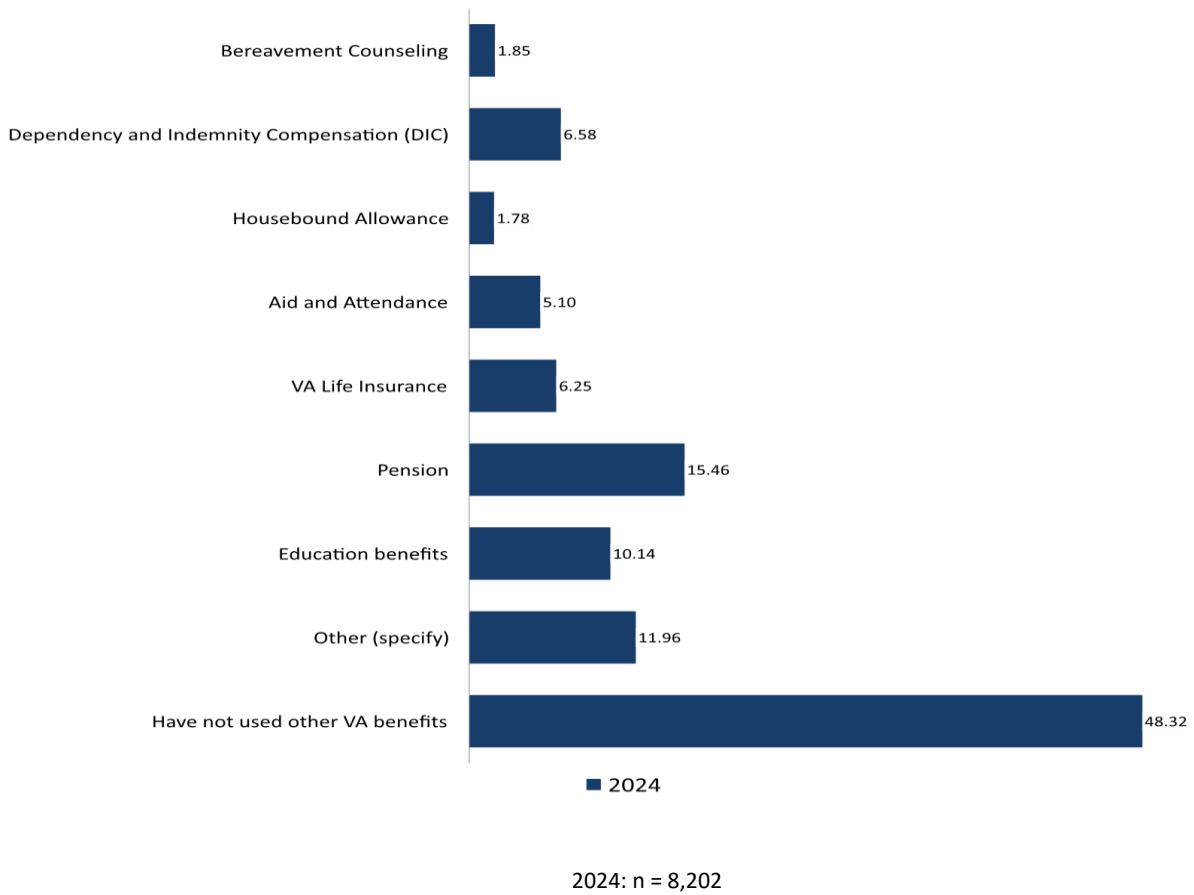


	Year	n	Yes	No	Have not received yet
<b>All State / Tribal Cemeteries</b>	2024	588	92.35%	1.02%	6.63%

Note: STVC NOK Q37 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q36.

## STVC NOK Q70: Have you or your loved one used any other VA Benefits? *(Mark all that apply)*

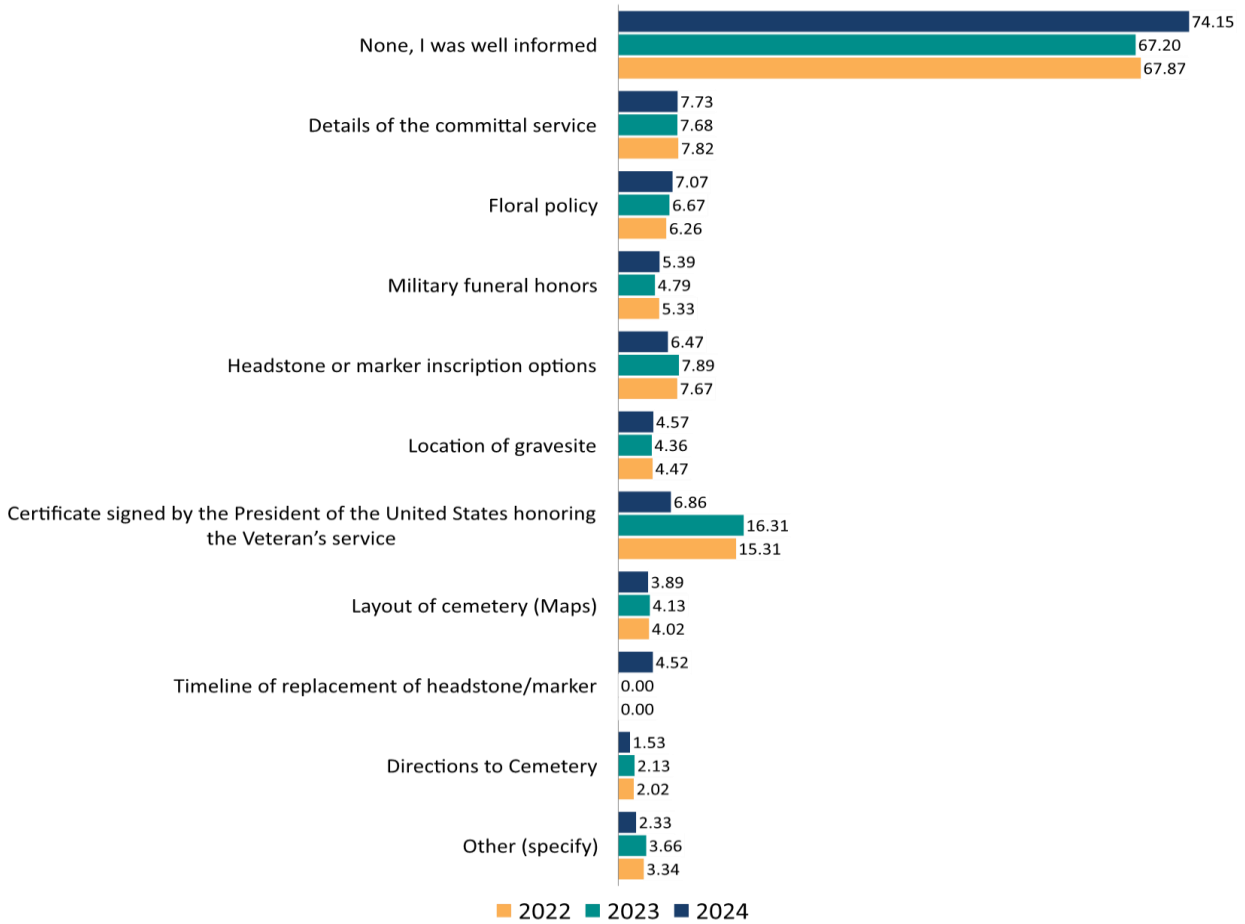


Note: STVC NOK Q70 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

**STVC NOK Q21: Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? (Mark all that apply)**

**NEXT OF KIN**



2022: n = 8,082 2023: n = 7,499 2024: n = 7,902

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

Note: In 2024 the response option, "Timeline of replacement of headstone/marker" was added.



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## Satisfaction with Information and Communication: Funeral Directors

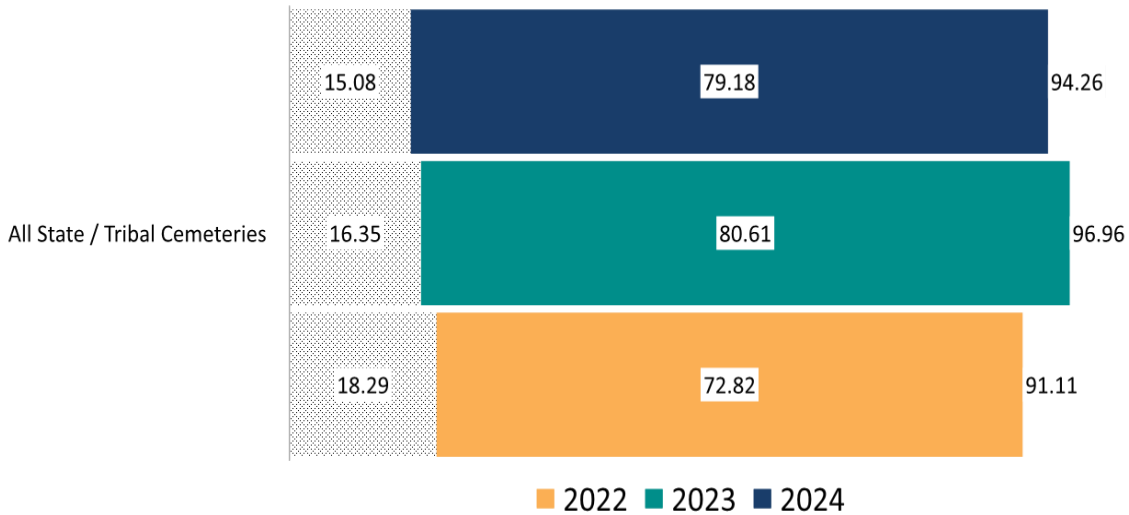
### SECTION DESCRIPTION

- This section presents survey findings from funeral directors on satisfaction with the information they receive from the state, tribal or territorial Veterans cemetery with which they most frequently do business.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Satisfaction with Information and Communication: Funeral Directors

STVC FD Q10: Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?

### FUNERAL DIRECTORS



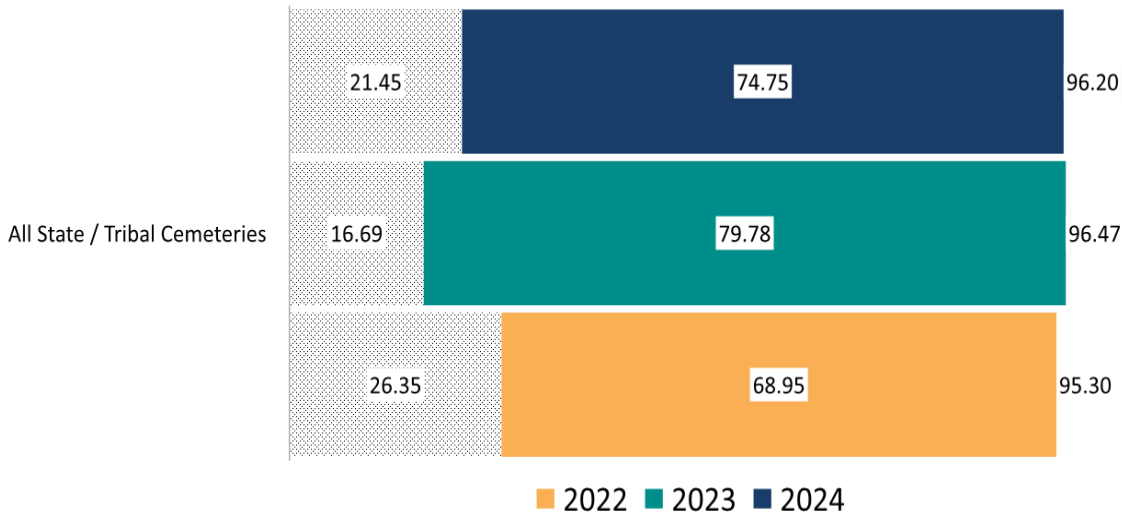
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2024	610	79.18%	-1.43%	15.08%	4.10%	1.31%	0.33%
	2023	624	80.61%	7.79%	16.35%	2.40%	0.32%	0.32%
	2022	563	72.82%	-4.29%	18.29%	7.46%	0.89%	0.53%

\*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

STVC FD Q5: How would you characterize the overall communication from the state, tribal or territorial Veterans cemetery to your funeral home?

### FUNERAL DIRECTORS



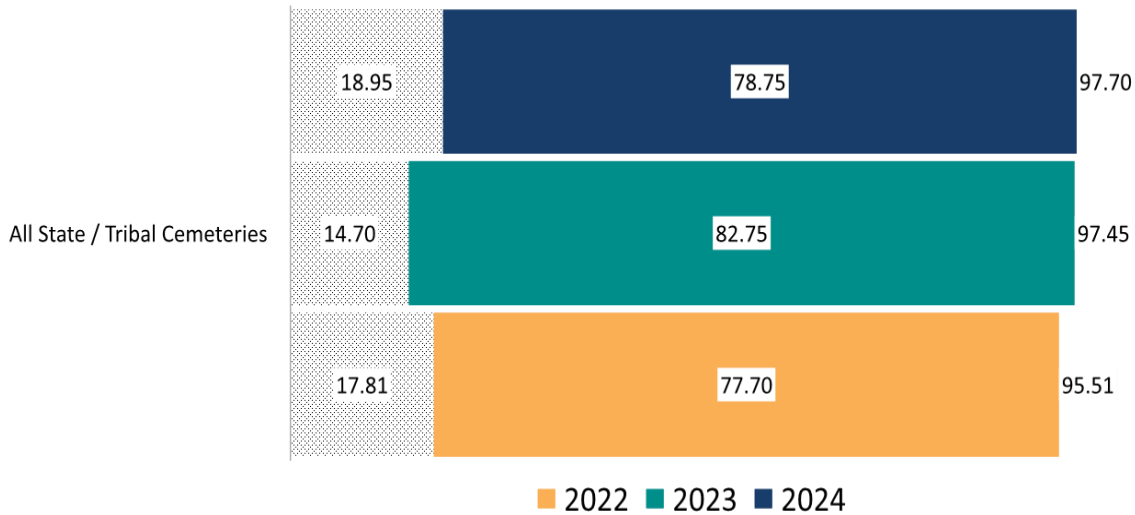
	Year	n	Excellent	*Change Score	Good	Fair	Poor
All State / Tribal Cemeteries	2024	606	74.75%	-5.03%	21.45%	3.47%	0.33%
	2023	623	79.78%	10.83%	16.69%	3.05%	0.48%
	2022	554	68.95%	-4.83%	26.35%	3.97%	0.72%

\*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

STVC FD Q6: Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?

### FUNERAL DIRECTORS



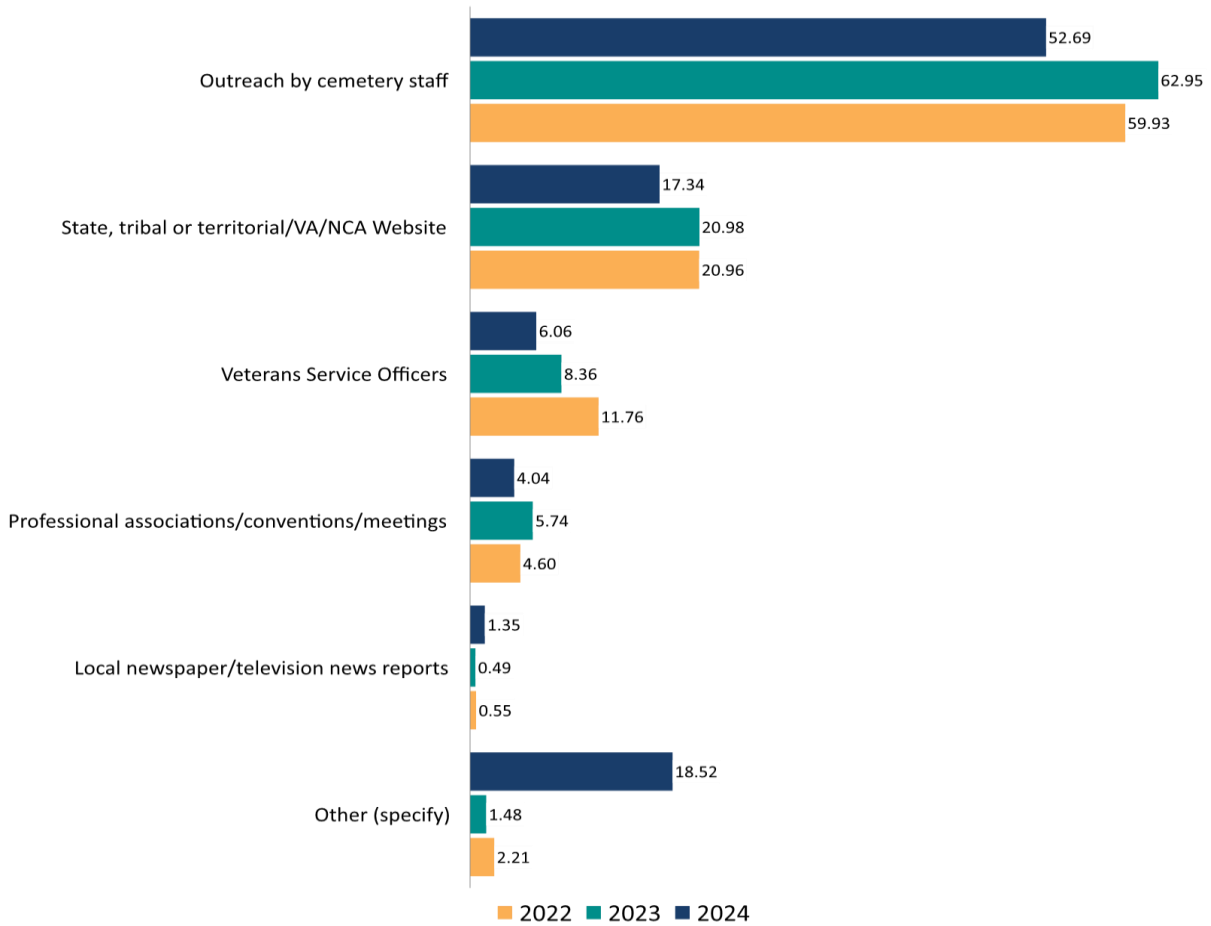
	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
<b>All State / Tribal Cemeteries</b>	2024	607	78.75%	-4.00%	18.95%	2.31%
	2023	626	82.75%	5.05%	14.70%	2.56%
	2022	556	77.70%	-2.47%	17.81%	4.50%

\*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

STVC FD Q7: In general, of the following services, which one provides you the MOST information about state, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)

### FUNERAL DIRECTORS

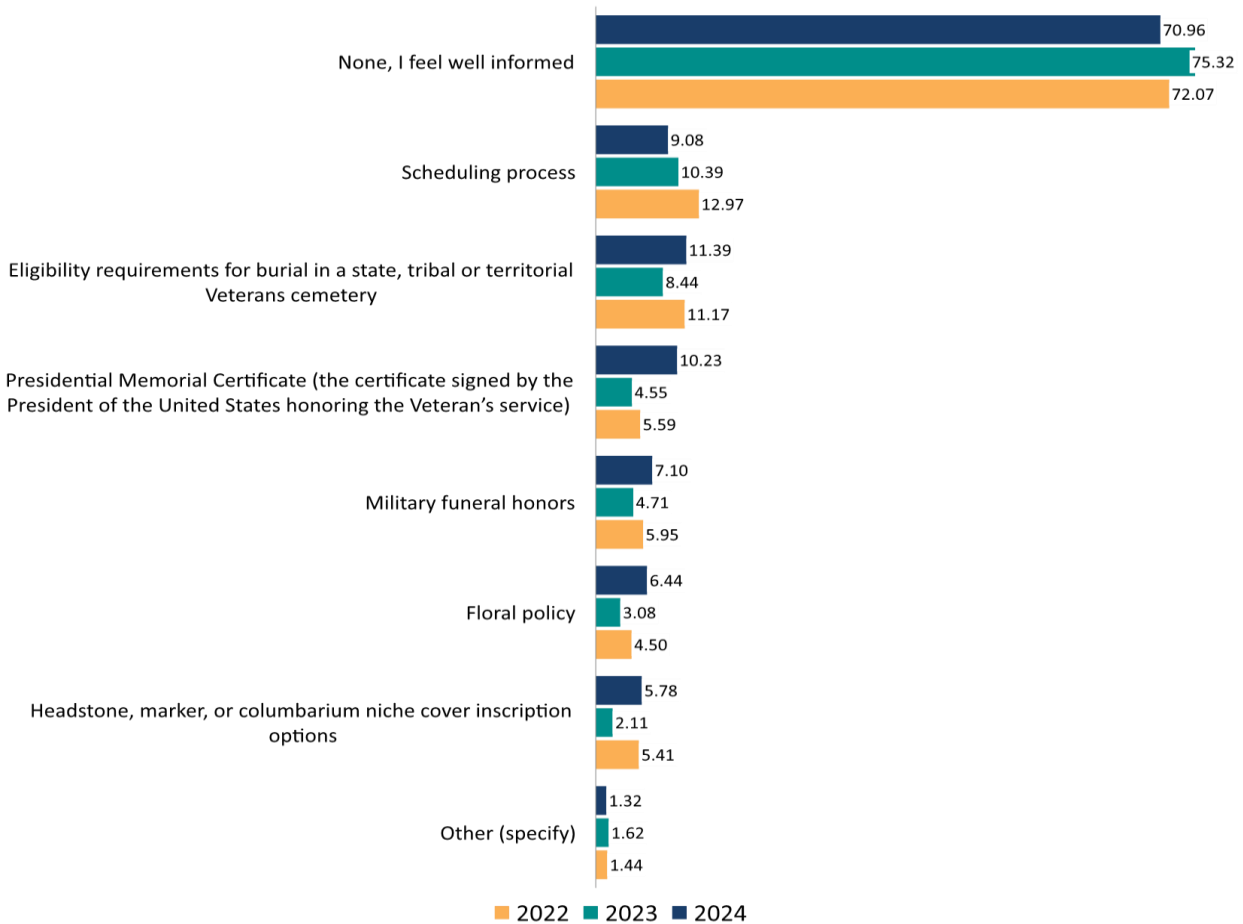


2022: n = 544 2023: n = 610 2024: n = 594

## Satisfaction with Information and Communication: Funeral Directors

**STVC FD Q8: About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)**

### FUNERAL DIRECTORS



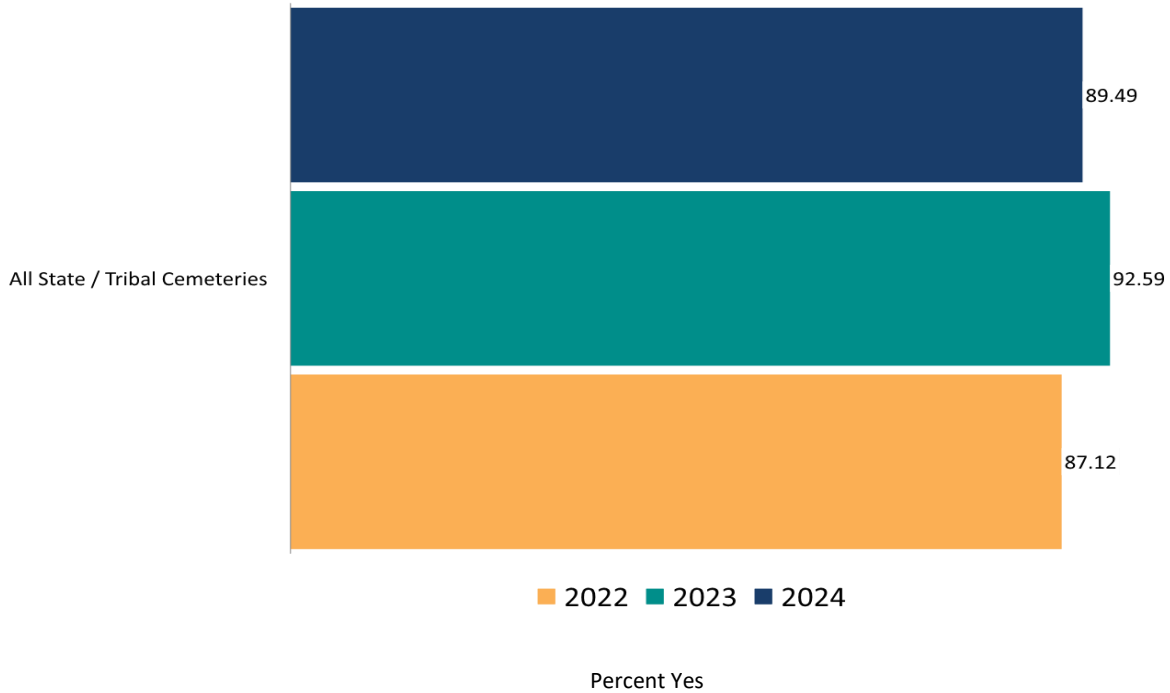
2022: n = 555 2023: n = 616 2024: n = 606

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

## Satisfaction with Information and Communication: Funeral Directors

**STVC FD Q11: Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?**

### FUNERAL DIRECTORS

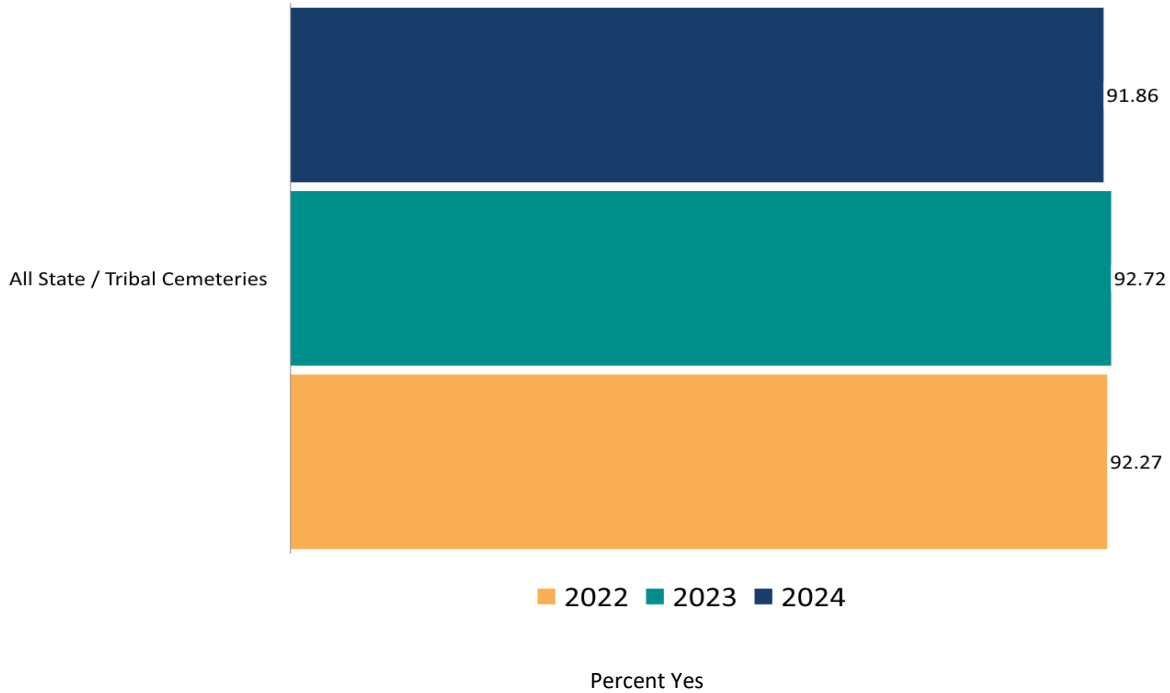


	Year	n	Yes	No
All State / Tribal Cemeteries	2024	609	89.49%	10.51%
	2023	621	92.59%	7.41%
	2022	559	87.12%	12.88%

## Satisfaction with Information and Communication: Funeral Directors

STVC FD Q12: Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?

### FUNERAL DIRECTORS



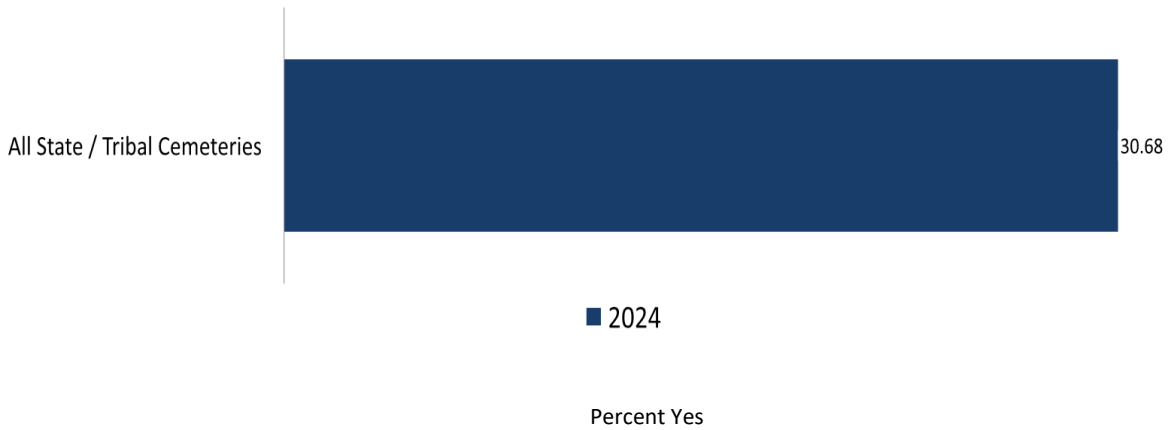
	Year	n	Yes	No
All State / Tribal Cemeteries	2024	602	91.86%	8.14%
	2023	618	92.72%	7.28%
	2022	556	92.27%	7.73%



## Satisfaction with Information and Communication: Funeral Directors

**STVC FD Q24: Do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.va.gov/remember](http://www.va.gov/remember))?**

**FUNERAL DIRECTORS**



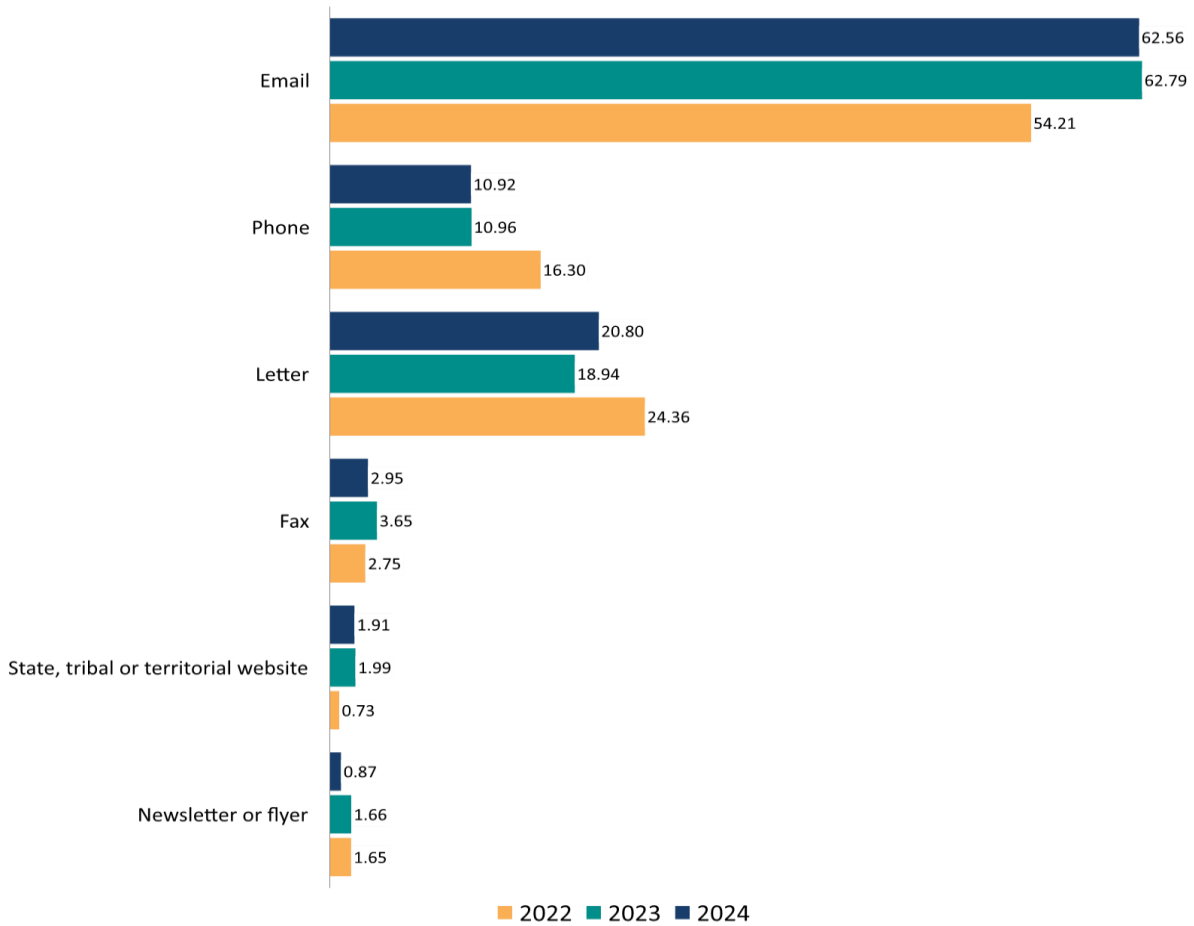
	Year	n	Yes	No	Don't know
<b>All State / Tribal Cemeteries</b>	2024	616	30.68%	48.54%	20.78%

Note: STVC FD Q24 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

## Satisfaction with Information and Communication: Funeral Directors

**STVC FD Q9: What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)**

### FUNERAL DIRECTORS

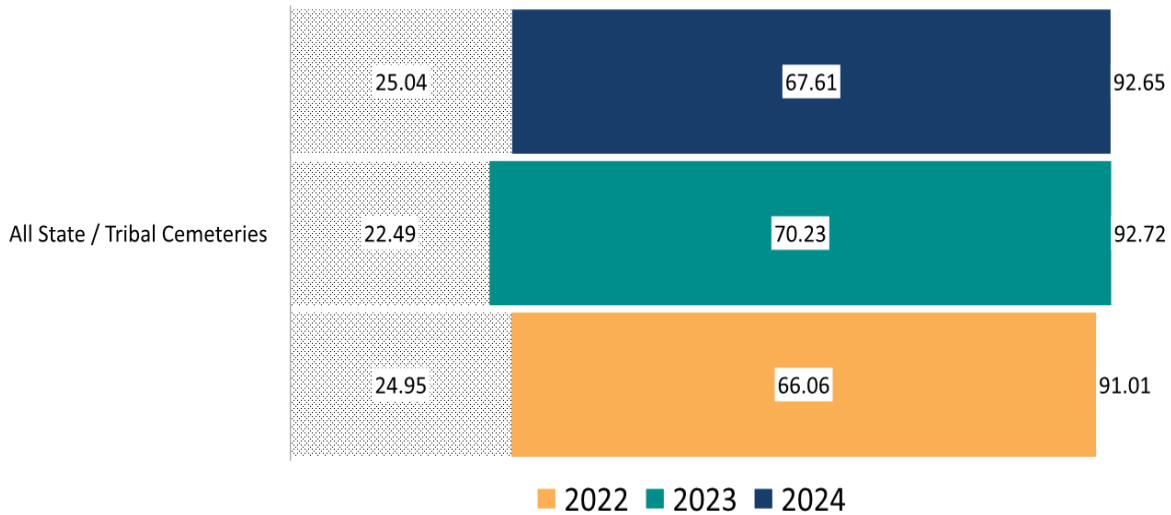


2022: n = 546 2023: n = 602 2024: n = 577

## Satisfaction with Information and Communication: Funeral Directors

STVC FD Q32: The state, tribal or territorial 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	2024	599	67.61%	-2.62%	25.04%	4.67%	2.00%	0.67%
	2023	618	70.23%	4.17%	22.49%	4.37%	2.10%	0.81%
	2022	545	66.06%	-2.71%	24.95%	5.32%	2.75%	0.92%

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

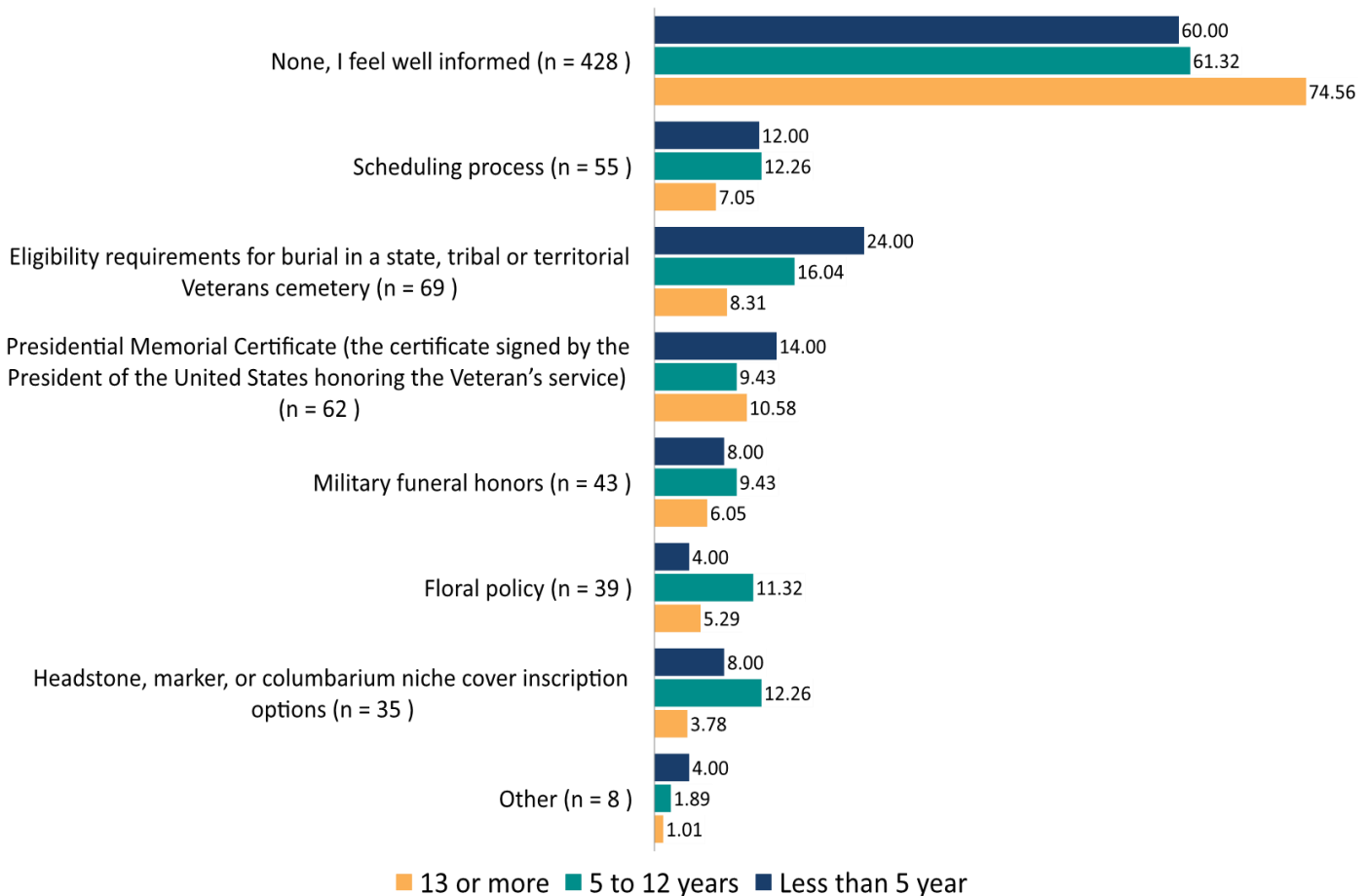
## Satisfaction with Information and Communication: Funeral Directors

### ELEMENT OF COMPARISON

**Influence of length of time working with state, tribal or territorial Veterans cemetery and the need for more information about state, tribal or territorial Veterans cemetery policies or procedures.**

STVC FD Q8. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? *(Mark all that apply)*

STVC FD Q3. How long has your funeral home worked with the state, tribal or territorial 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.

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## Satisfaction with Committal Service(s): Next of Kin

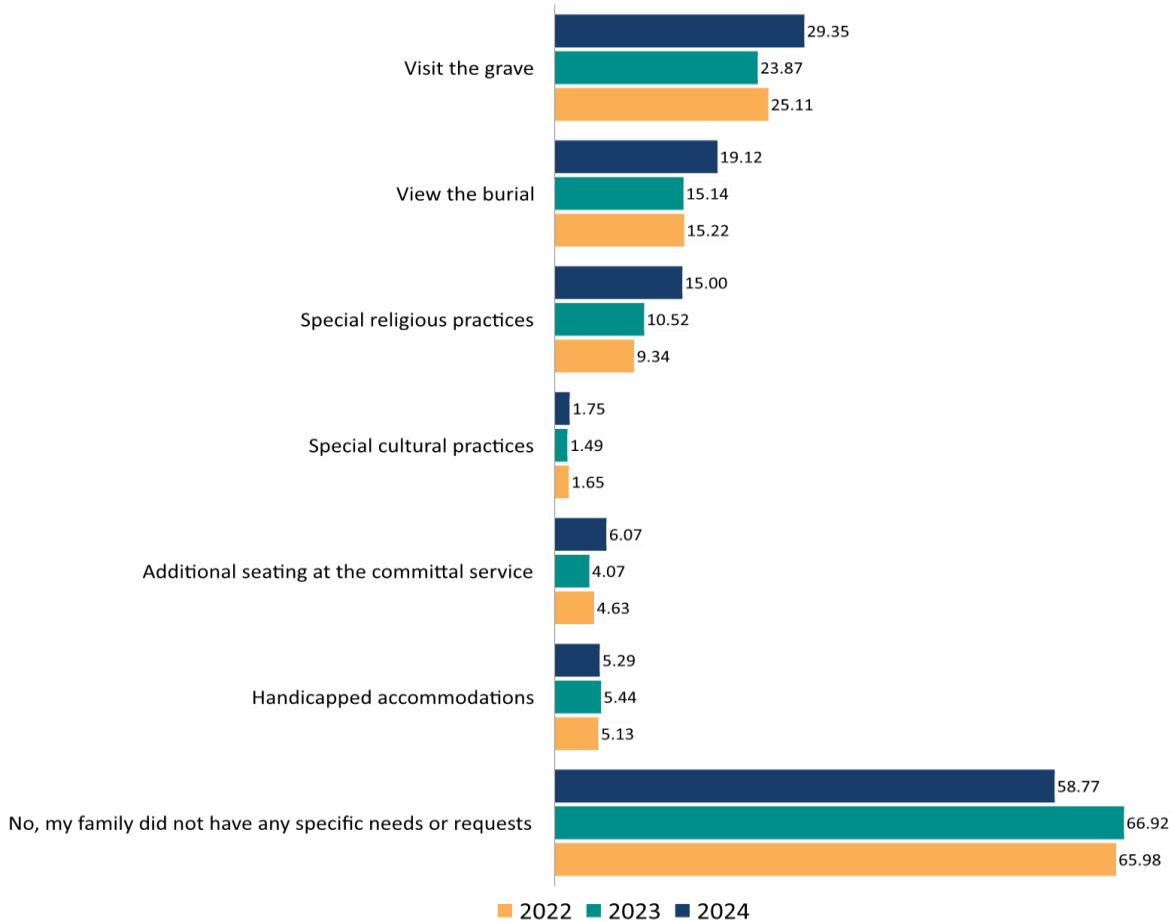
### SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the committal service at the state, tribal or territorial Veterans cemetery where their loved one was interred. Responses to survey questions relating to various aspects of the committal service including special needs or requests and NCA videos are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Satisfaction with committal service (STVC NOK Q16).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Satisfaction with Committal Service(s): Next of Kin

**STVC NOK Q12: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)**

### NEXT OF KIN



2022: n = 6,006    2023: n = 4,353    2024: n = 4,446

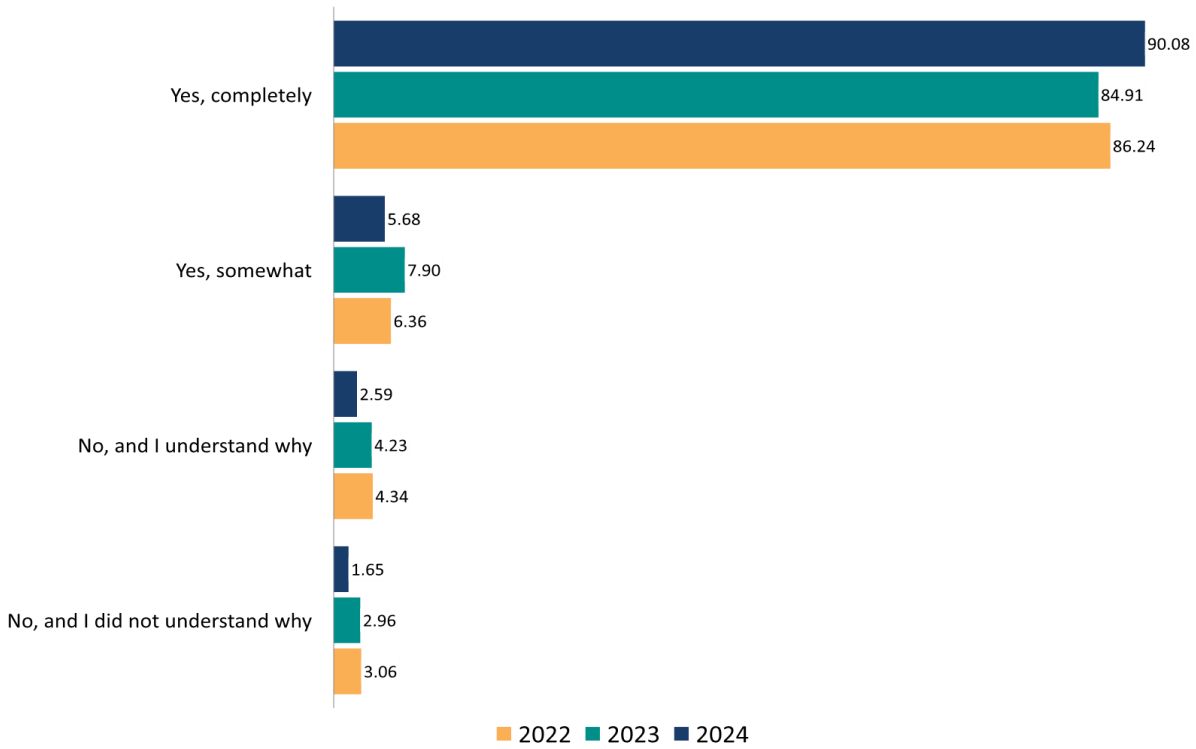
Note: As respondents could select more than one response option, percentages may not sum to 100%.

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to STVC NOK Q6.

## Satisfaction with Committal Service(s): Next of Kin

**STVC NOK Q13: 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
<b>All State / Tribal Cemeteries</b>	2024	1814	90.08%	5.68%	2.59%	1.65%
	2023	1418	84.91%	7.90%	4.23%	2.96%
	2022	2027	86.24%	6.36%	4.34%	3.06%

Note: This question applies to respondents who did not select “No, my family did not have any special needs or requests” in STVC NOK Q12.

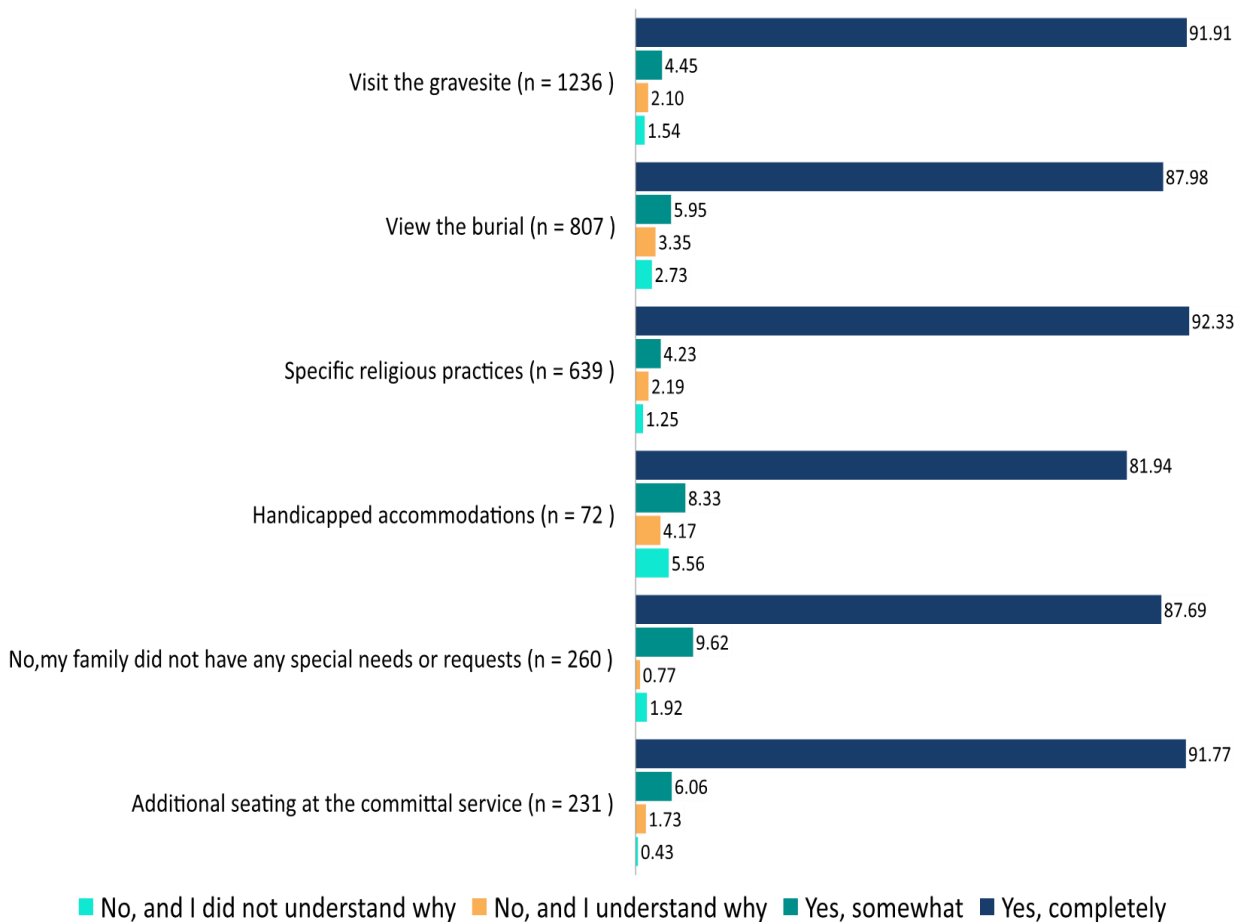
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

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

STVC NOK Q12: At the committal service, did your family have any of the following special needs or requests?  
(Mark all that apply)

STVC NOK Q13: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

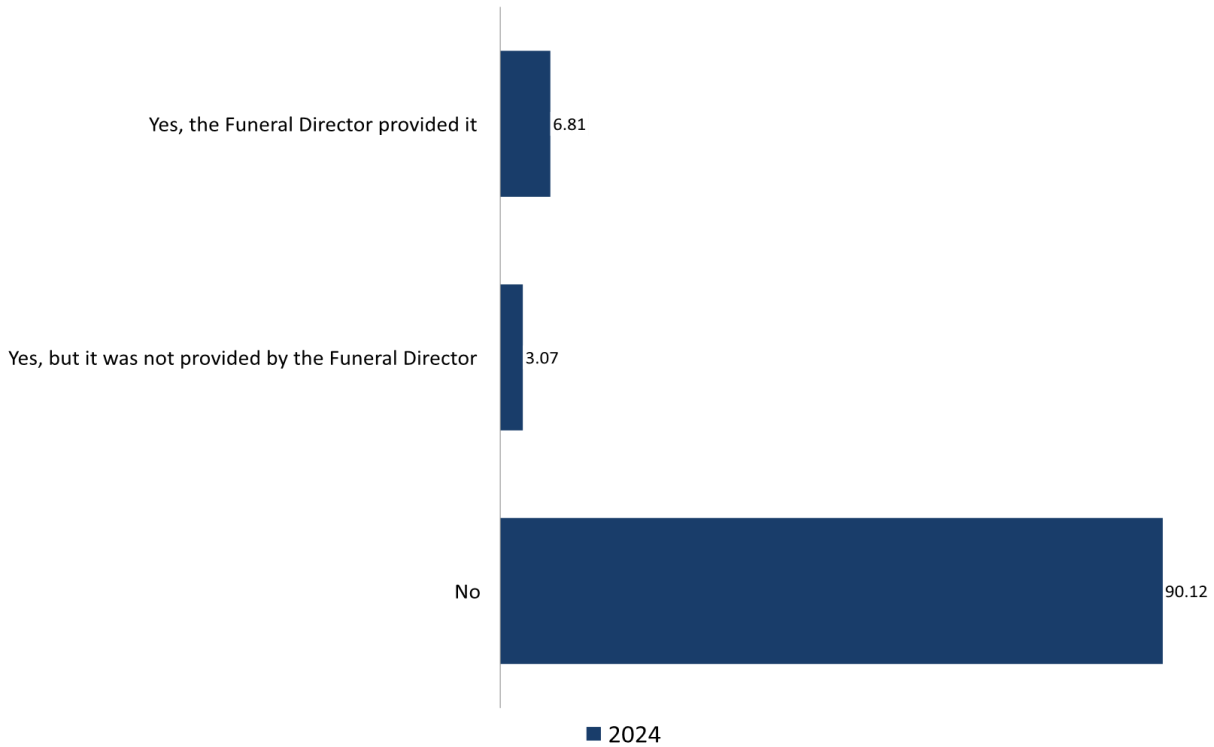




## Satisfaction with Committal Service(s): Next of Kin

**STVC NOK Q9: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?**

### NEXT OF KIN



	Year	n	Yes, the Funeral Director provided it	Yes, but it was not provided by the Funeral Director	No
<b>All State / Tribal Cemeteries</b>	2024	4462	6.81%	3.07%	90.12%

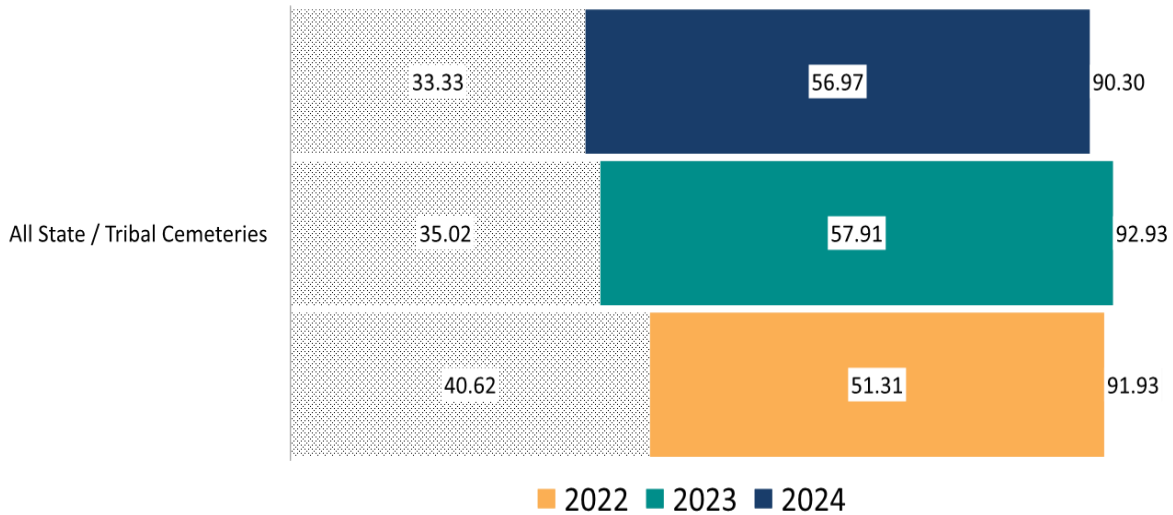
Note: Only 2024 data is presented because in 2024 the response option "Yes, but it was not provided by the Funeral Director" replaced the response option "Yes, I viewed it online."

Note: This question only applies to respondents who indicated "Yes, and I was involved in planning it" to STVC NOK Q6.

## Satisfaction with Committal Service(s): Next of Kin

STVC NOK Q10: The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.

### NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal Cemeteries	2024	423	56.97%	-0.94%	33.33%	9.22%	0.24%	0.24%
	2023	297	57.91%	6.60%	35.02%	6.40%	0.00%	0.67%
	2022	421	51.31%	0.21%	40.62%	8.08%	0.00%	0.00%

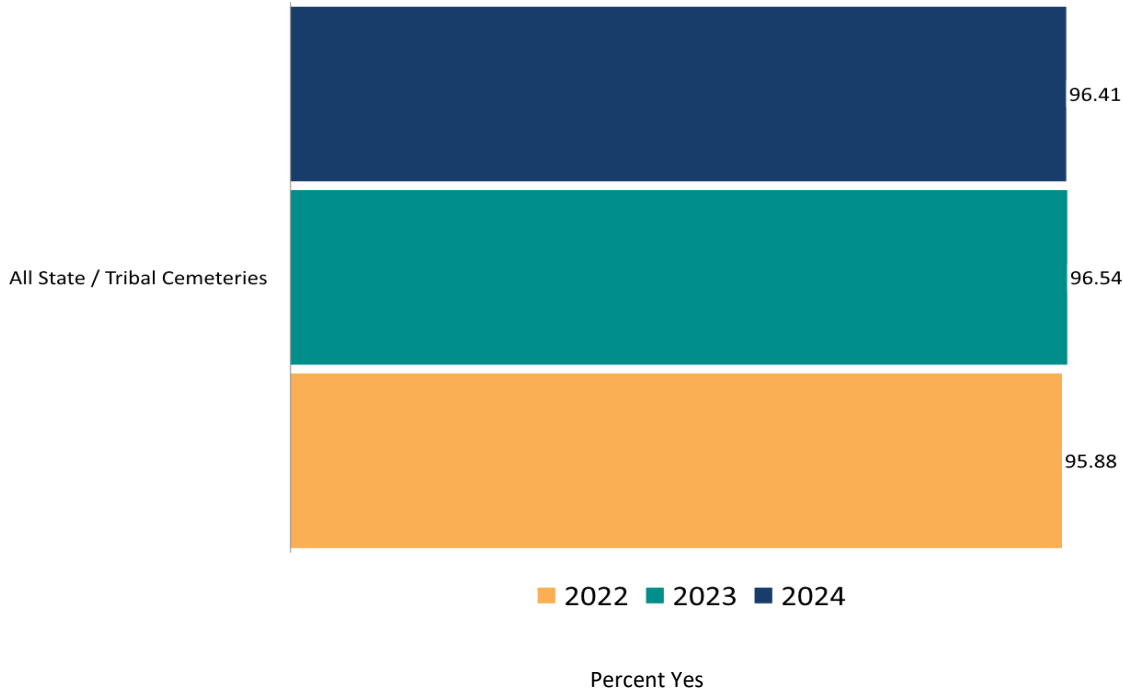
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q9.

## Satisfaction with Committal Service(s): Next of Kin

**STVC NOK Q11: Was your experience at the cemetery similar to the video on service options you viewed?**

**NEXT OF KIN**



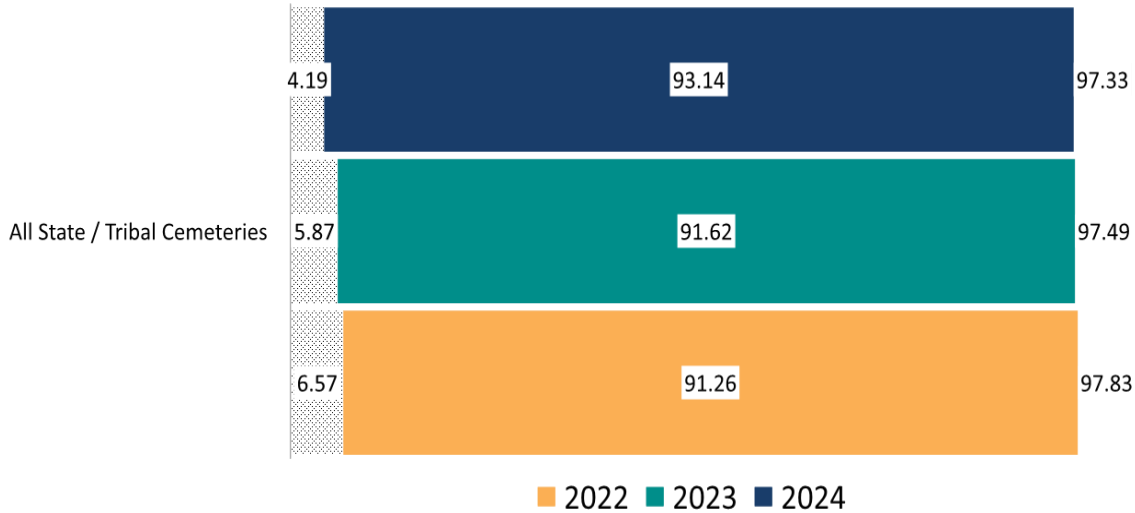
	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	418	96.41%	3.59%
	2023	289	96.54%	3.46%
	2022	413	95.88%	4.12%

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q9.

## Satisfaction with Committal Service(s): Next of Kin

**STVC NOK Q15: 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
<b>All State / Tribal Cemeteries</b>	2024	4676	93.14%	1.52%	4.19%	1.09%	0.62%	0.96%
	2023	3304	91.62%	0.36%	5.87%	1.21%	0.85%	0.45%
	2022	4610	91.26%	1.55%	6.57%	0.85%	0.89%	0.43%

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

Note: In 2024, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to STVC NOK Q6.

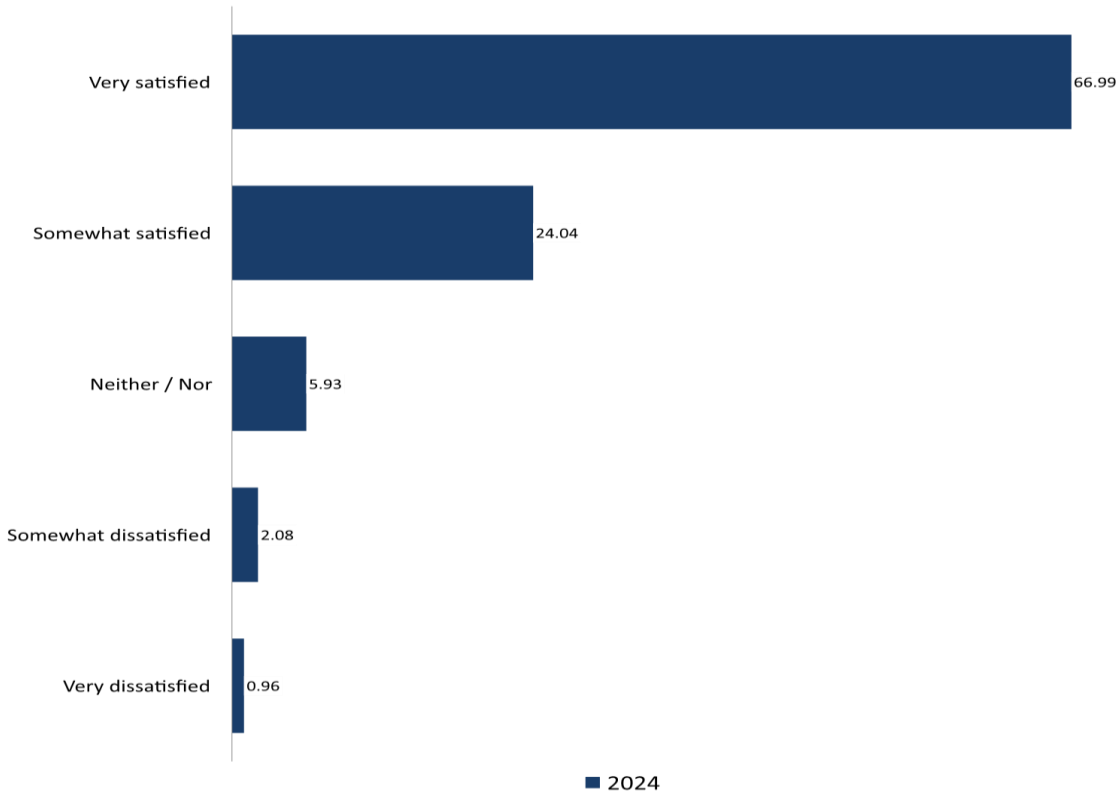
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## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

### SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the state, tribal or territorial Veterans cemetery with which they most frequently do business.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

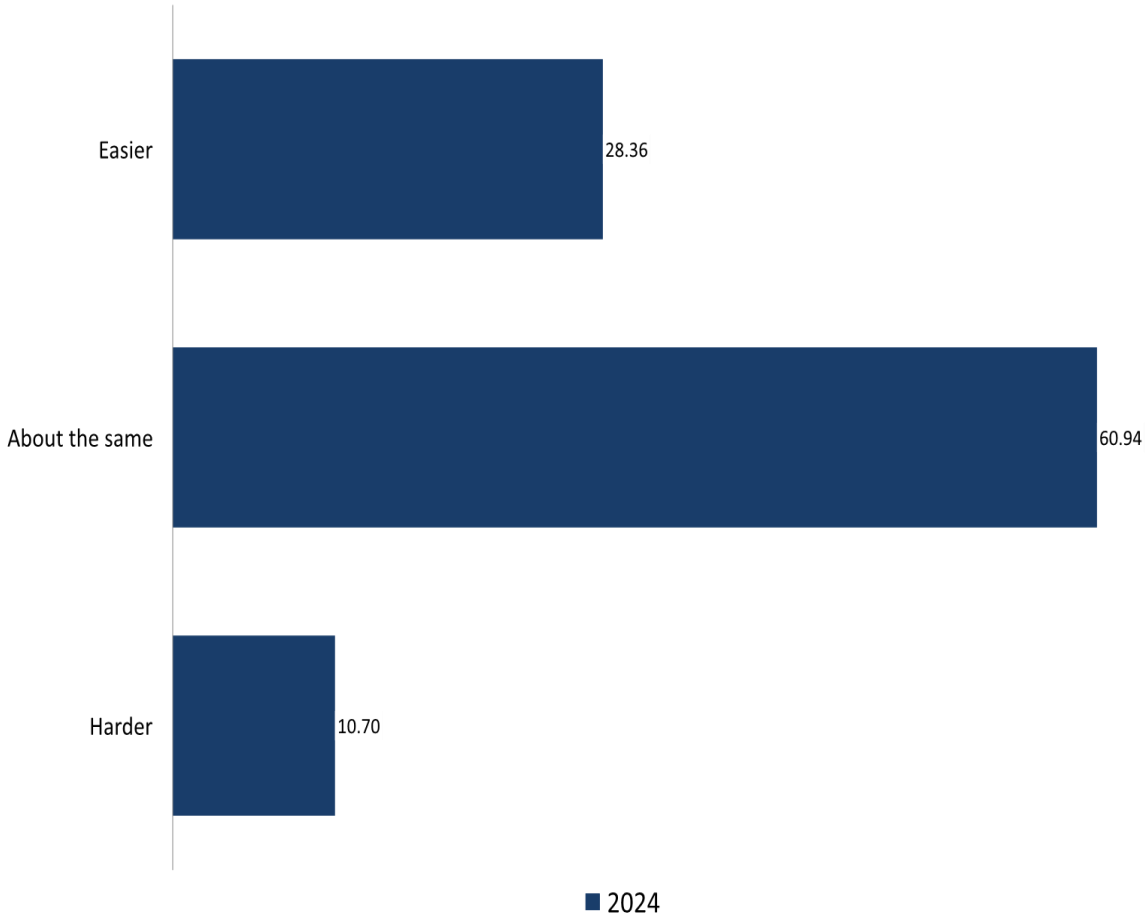
**STVC FD Q13: How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?**



	Year	n	Very satisfied	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	624	66.99%	24.04%	5.93%	2.08%	0.96%

Note: STVC FD Q13 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

**STVC FD Q17: How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?**



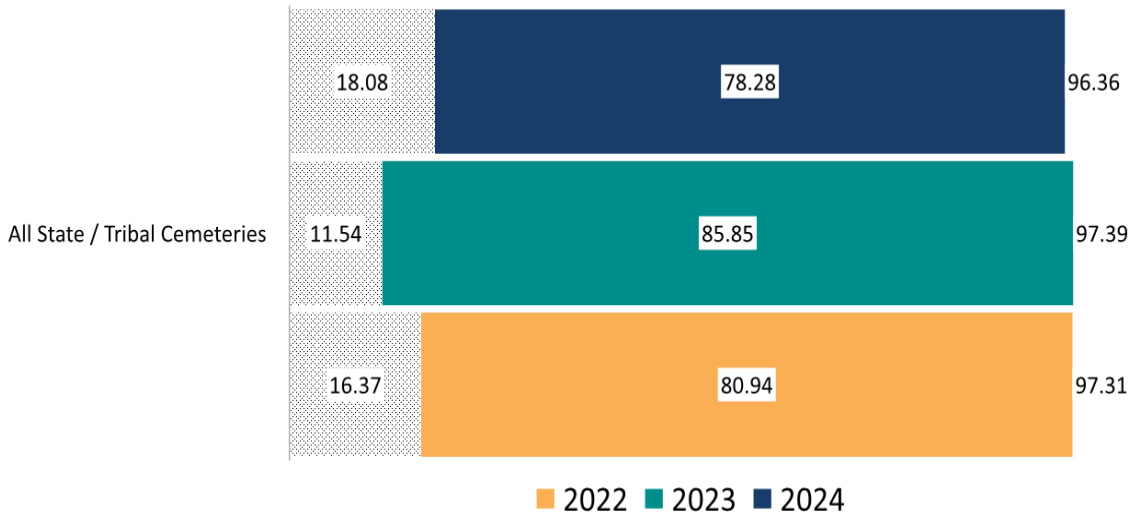
	Year	n	Easier	About the same	Harder
<b>All State / Tribal Cemeteries</b>	2024	617	28.36%	60.94%	10.70%

Note: STVC FD Q17 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**STVC FD Q18: During committal services, how often do you receive the support you need from cemetery staff?**

**FUNERAL DIRECTORS**



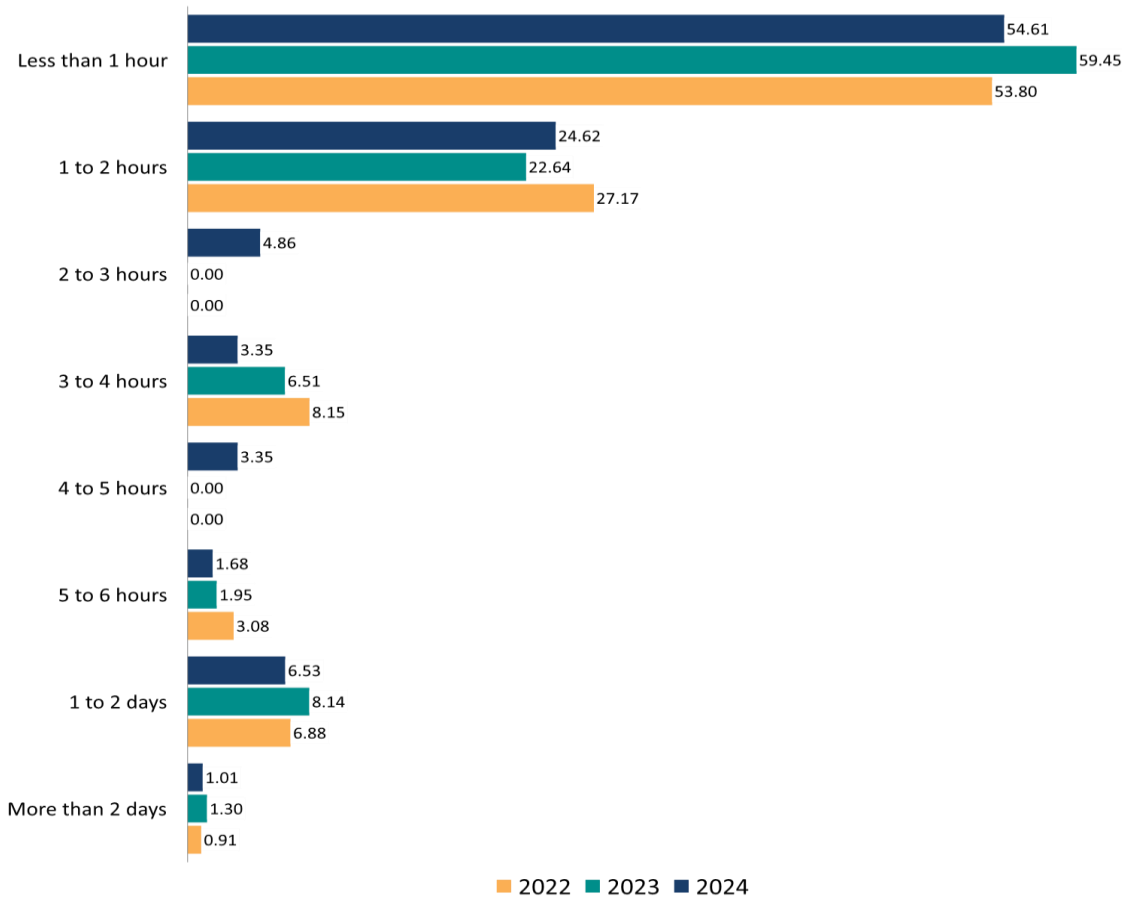
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
<b>All State / Tribal Cemeteries</b>	2024	603	78.28%	-7.57%	18.08%	2.82%	0.83%
	2023	615	85.85%	4.91%	11.54%	1.63%	0.98%
	2022	556	80.94%	-2.93%	16.37%	1.26%	1.44%

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



**STVC FD Q15: How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?**

**FUNERAL DIRECTORS**



	Year	n	Less than 1 hour	*Change Score	1 to 2 hours	2 to 3 hours	3 to 4 hours	4 to 5 hours	5 to 6 hours	1 to 2 days	More than 2 days
<b>All State / Tribal Cemeteries</b>	2024	597	54.61%	-4.84%	24.62%	4.86%	3.35%	3.35%	1.68%	6.53%	1.01%
	2023	614	59.45%	5.65%	22.64%	0.00%	6.51%	0.00%	1.95%	8.14%	1.30%
	2022	552	53.80%	-3.80%	27.17%	0.00%	8.15%	0.00%	3.08%	6.88%	0.91%

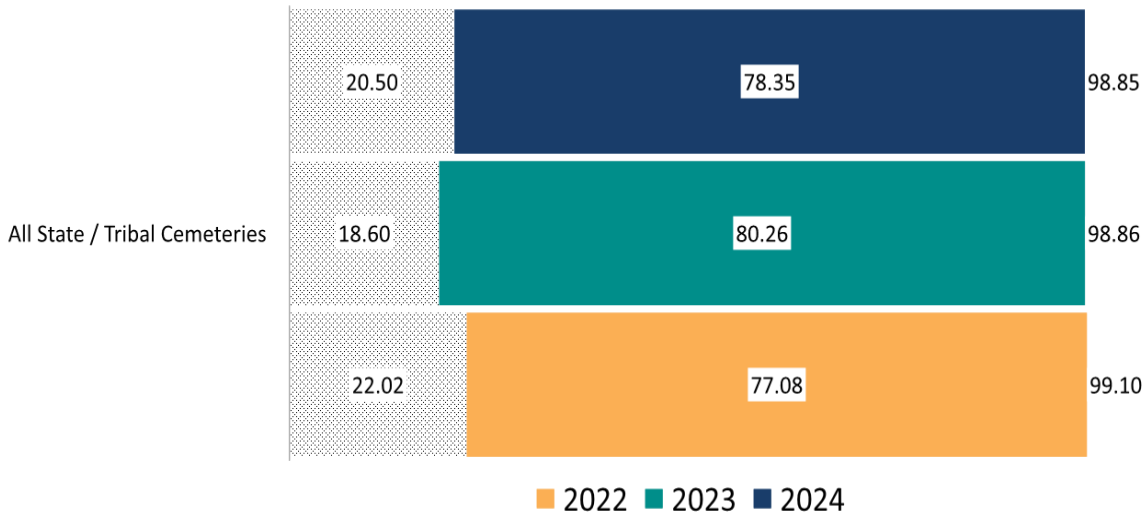
\*The change scores represent the difference between the "Less than 1 hour" categories for the row year and the previous year.

Note: In 2024, the response options "2 to 3 hours" and "4 to 5 hours" were added and prior to 2024 the response option "5 to 6 hours" was "5 to 8 hours."

# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**STVC FD Q19: Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?**

**FUNERAL DIRECTORS**



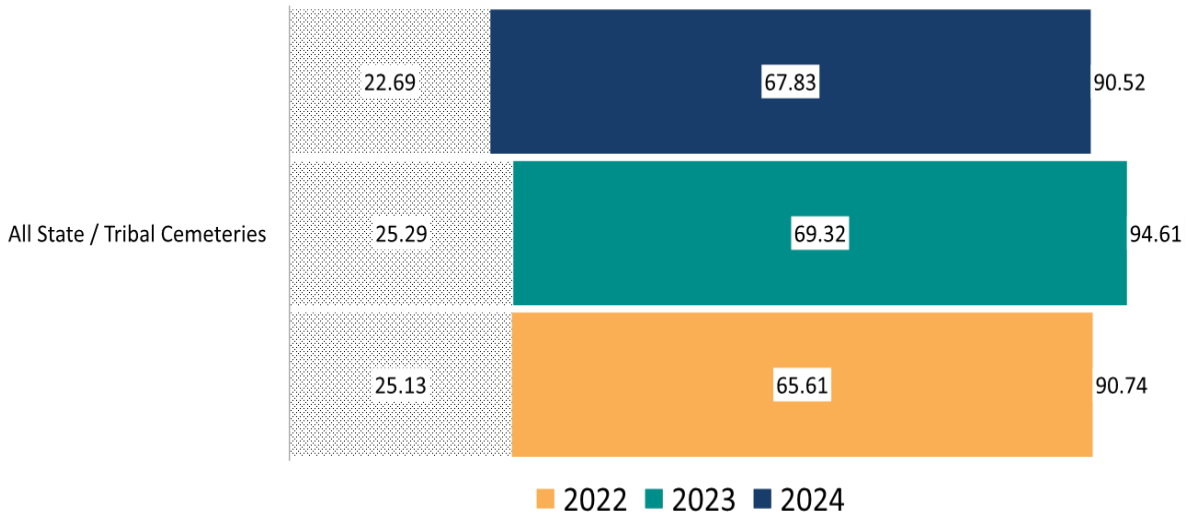
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
<b>All State / Tribal Cemeteries</b>	2024	605	78.35%	-1.91%	20.50%	0.83%	0.33%
	2023	613	80.26%	3.18%	18.60%	1.14%	0.00%
	2022	554	77.08%	-2.46%	22.02%	0.36%	0.54%

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

# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**STVC FD Q20: If you are delayed in arriving at the state, tribal or territorial Veterans cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?**

**FUNERAL DIRECTORS**



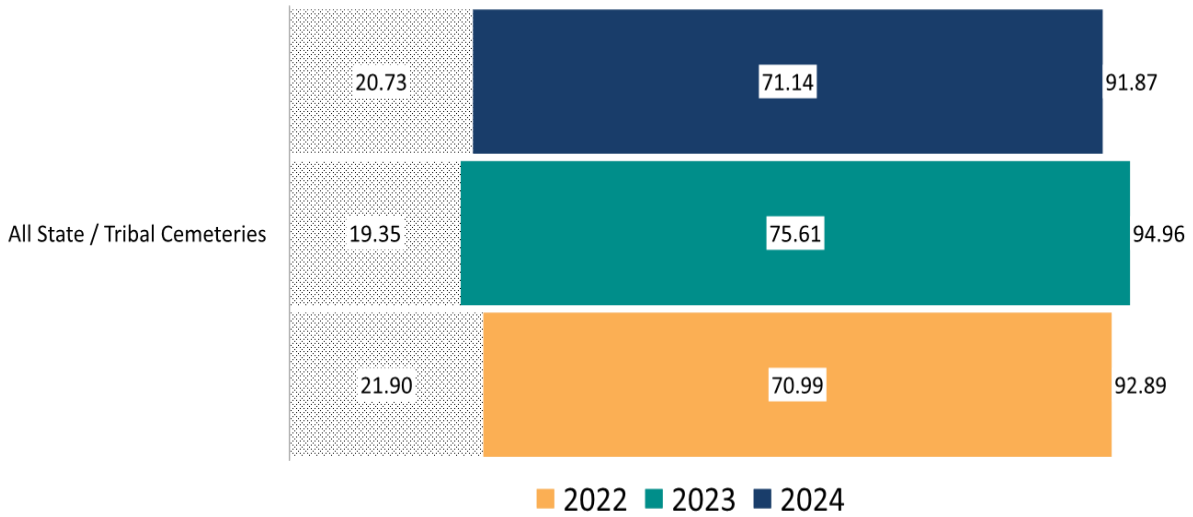
	Year	n	Very successful	*Change Score	Somewhat successful	Neither successful nor unsuccessful	Somewhat unsuccessful	Very unsuccessful
<b>All State / Tribal Cemeteries</b>	2024	401	67.83%	-1.49%	22.69%	5.74%	2.74%	1.00%
	2023	427	69.32%	3.71%	25.29%	3.28%	1.17%	0.94%
	2022	378	65.61%	2.69%	25.13%	6.35%	1.85%	1.06%

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

# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**STVC FD Q21: How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?**

**FUNERAL DIRECTORS**



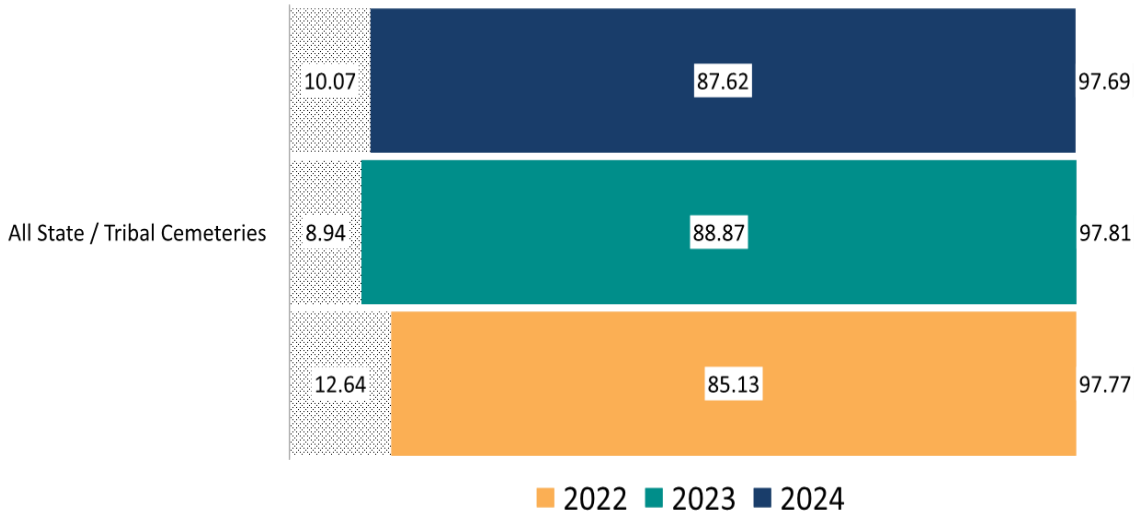
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
<b>All State / Tribal Cemeteries</b>	2024	603	71.14%	-4.47%	20.73%	6.14%	1.82%	0.17%
	2023	615	75.61%	4.62%	19.35%	3.74%	0.81%	0.49%
	2022	548	70.99%	-0.56%	21.90%	5.66%	1.28%	0.18%

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

# Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

## STVC FD Q23: 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	2024	606	87.62%	-1.25%	10.07%	1.82%	0.50%	0.00%
	2023	593	88.87%	3.74%	8.94%	1.69%	0.51%	0.00%
	2022	538	85.13%	-2.12%	12.64%	2.23%	0.00%	0.00%

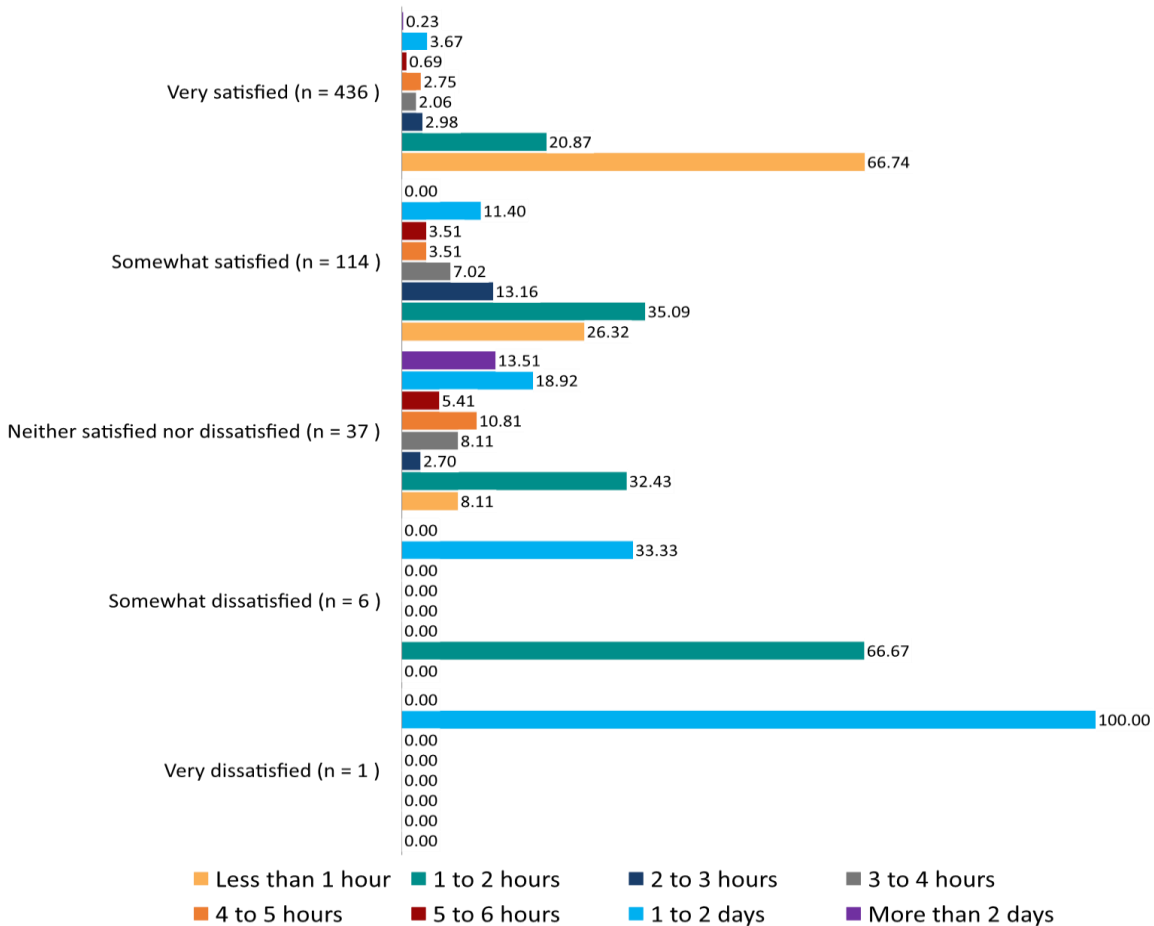
\*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.

**ELEMENT OF COMPARISON**

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

STVC FD Q16: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

STVC FD Q15: How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

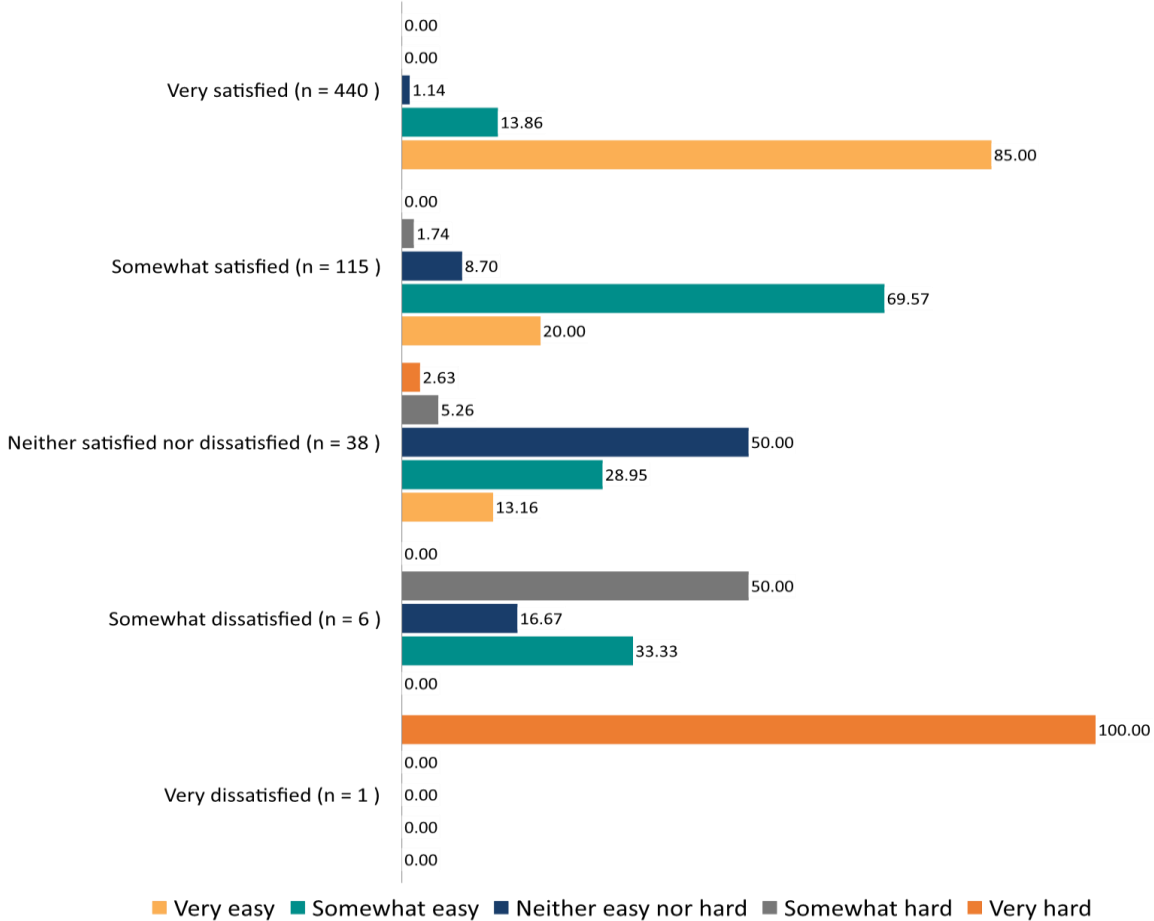


**ELEMENT OF COMPARISON**

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

STVC FD Q16: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

STVC FD Q14: How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?



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

### SECTION DESCRIPTION

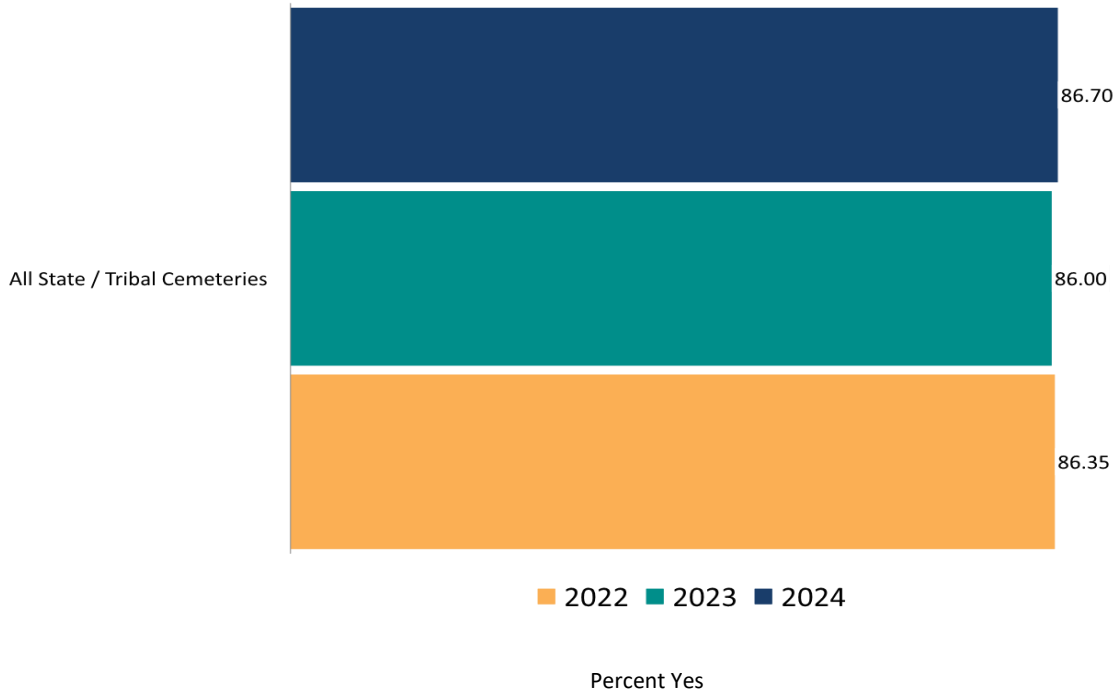
- This section presents survey findings from next of kin on satisfaction with experiences related to headstones, markers, and columbarium niche covers. Responses to survey questions relating to inscription options, satisfaction with quality and appearance, and inscription accuracy are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Satisfaction with amount of time for placement (STVC NOK Q25).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.



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

STVC NOK Q23: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?

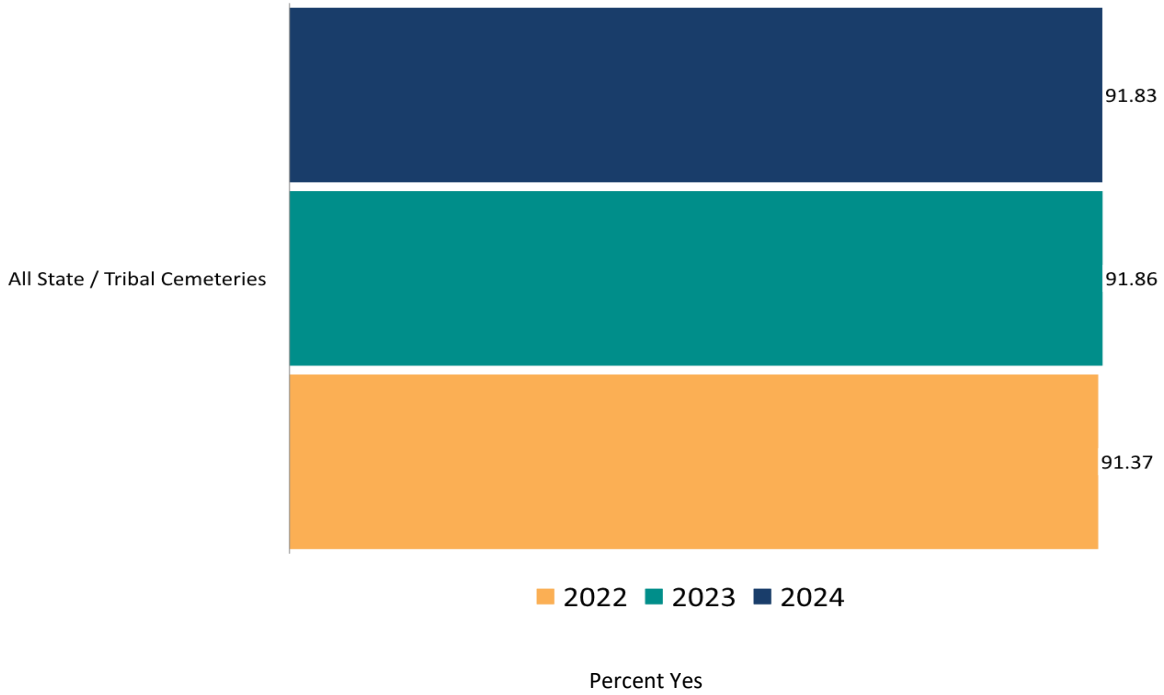
### NEXT OF KIN



	Year	n	Yes	No	Don't know
All State / Tribal Cemeteries	2024	8044	86.70%	7.40%	5.91%
	2023	7687	86.00%	7.25%	6.75%
	2022	8217	86.35%	7.02%	6.63%

**STVC NOK Q24: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?**

**NEXT OF KIN**

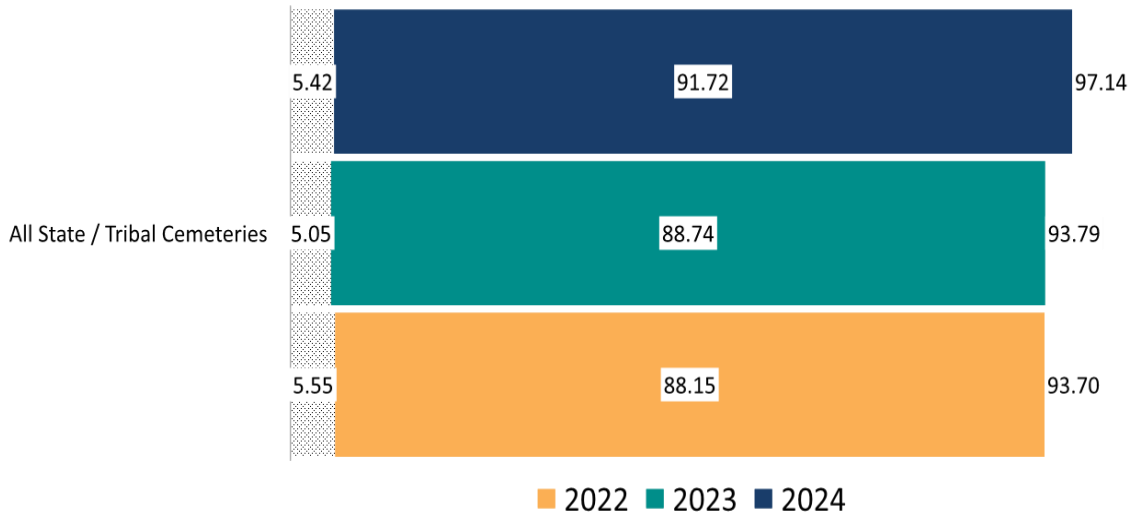


	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	7933	91.83%	8.17%
	2023	7591	91.86%	8.14%
	2022	8131	91.37%	8.63%

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

**STVC NOK Q26: 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 satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
<b>All State / Tribal Cemeteries</b>	2024	7091	91.72%	2.98%	5.42%	1.23%	1.04%	0.59%
	2023	6890	88.74%	0.59%	5.05%	5.01%	0.78%	0.42%
	2022	7356	88.15%	0.59%	5.55%	4.79%	0.98%	0.54%

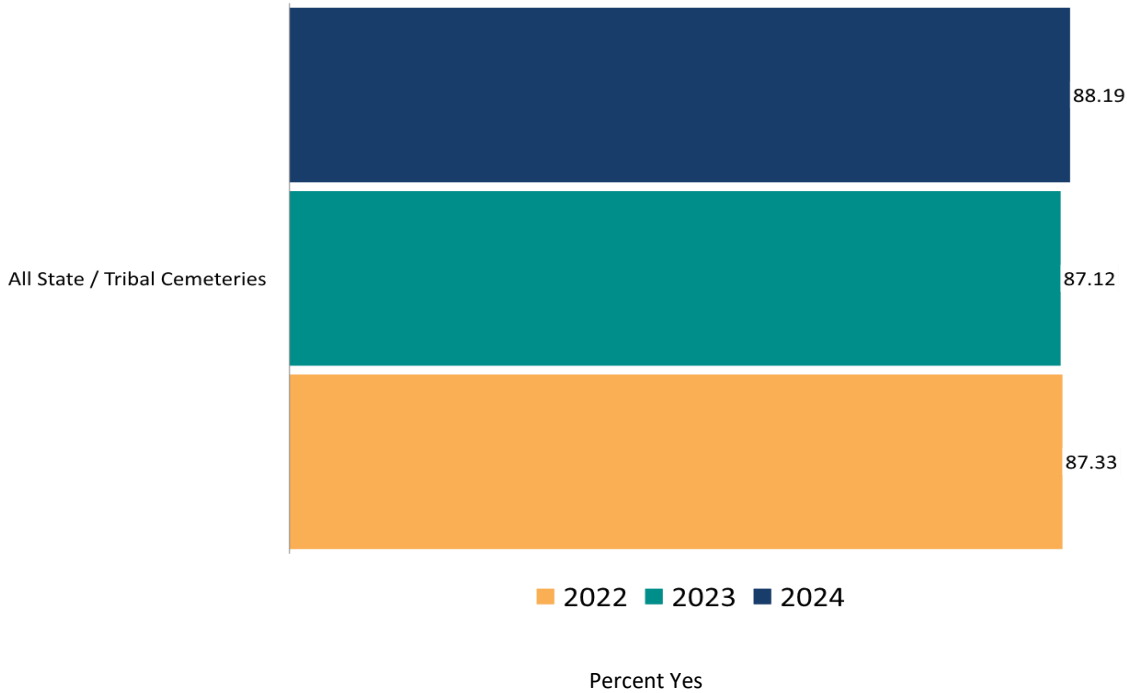
\*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: This question did not apply to respondents who selected the response option: "Don't know/The marker or headstone has not yet arrived" in STVC NOK Q25.

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

STVC NOK Q27: 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	2024	7530	88.19%	3.20%	8.61%
	2023	7041	87.12%	3.96%	8.92%
	2022	7537	87.33%	3.72%	8.96%

Note: This question did not apply to respondents who selected the response option: "Don't know/The marker or headstone has not yet arrived" in STVC NOK Q25.

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## Satisfaction with Cemetery Experiences

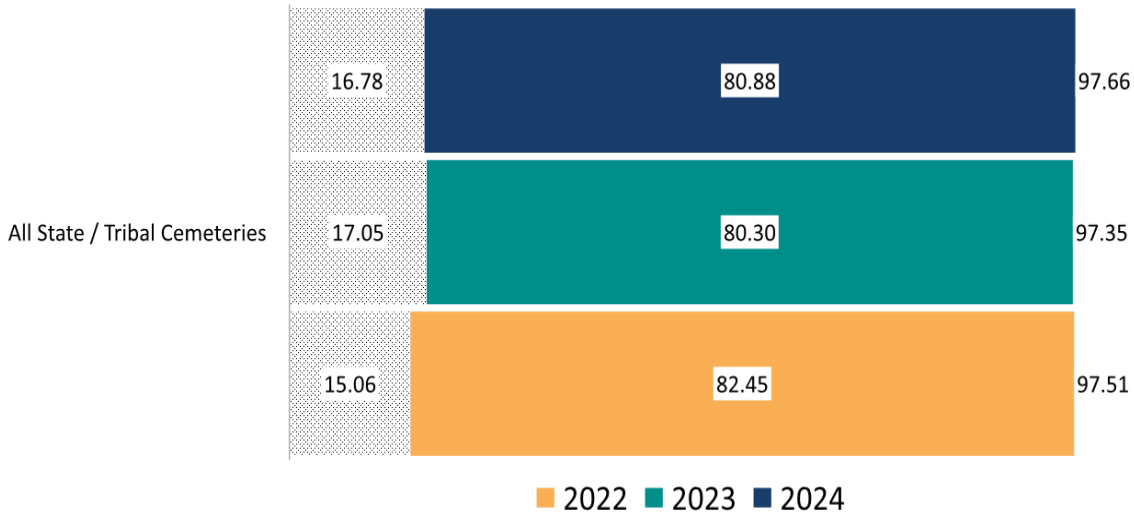
### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on satisfaction with their experiences at the state, tribal or territorial Veterans cemetery.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Gravesite appearance is excellent (STVC NOK Q44), committal shelter was private, clean and free of safety hazards (STVC Q14/16), upkeep is excellent (STVC Q39/25), and sufficient signs within the cemetery (STVC Q42/28).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Satisfaction with Cemetery Experiences

**Question 42/30: The state, tribal or territorial Veterans cemetery staff was courteous.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8408	80.88%	0.58%	16.78%	1.81%	0.31%	0.23%
	2023	8071	80.30%	-2.15%	17.05%	2.08%	0.32%	0.25%
	2022	8547	82.45%	4.38%	15.06%	1.85%	0.37%	0.27%

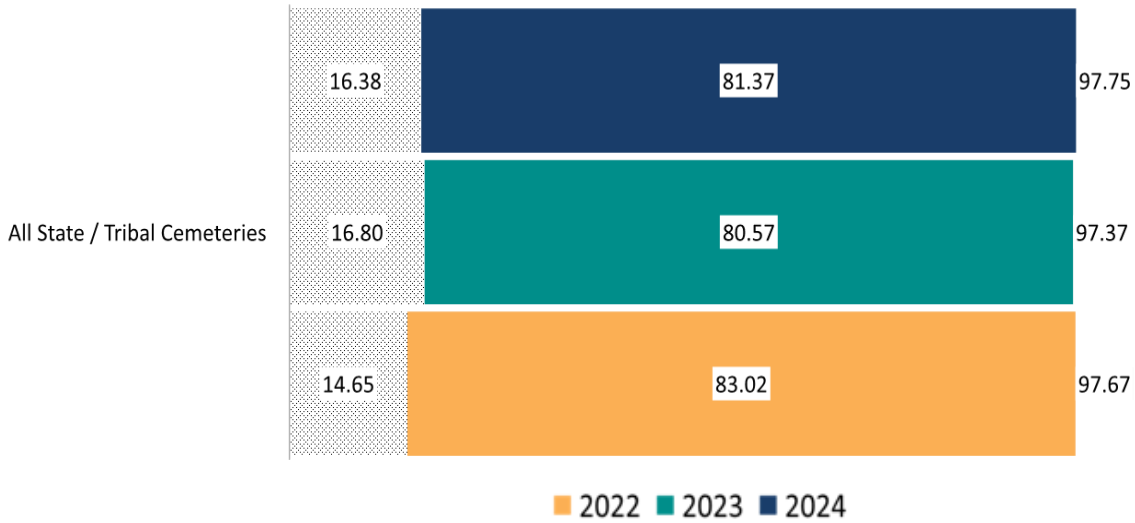
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

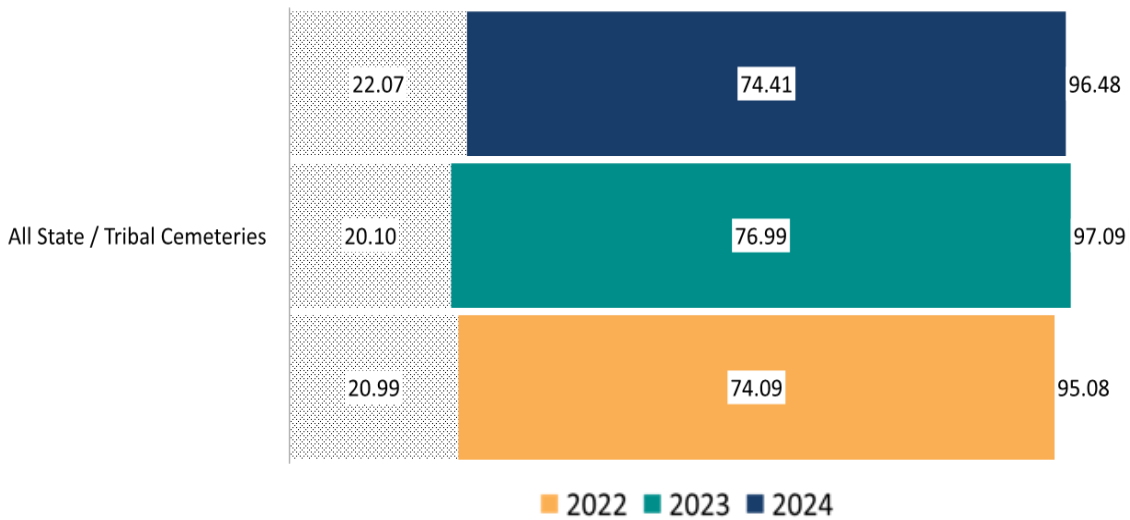
## Satisfaction with Cemetery Experiences

Question 42/30: The state, tribal or territorial Veterans cemetery staff was courteous.

### NEXT OF KIN



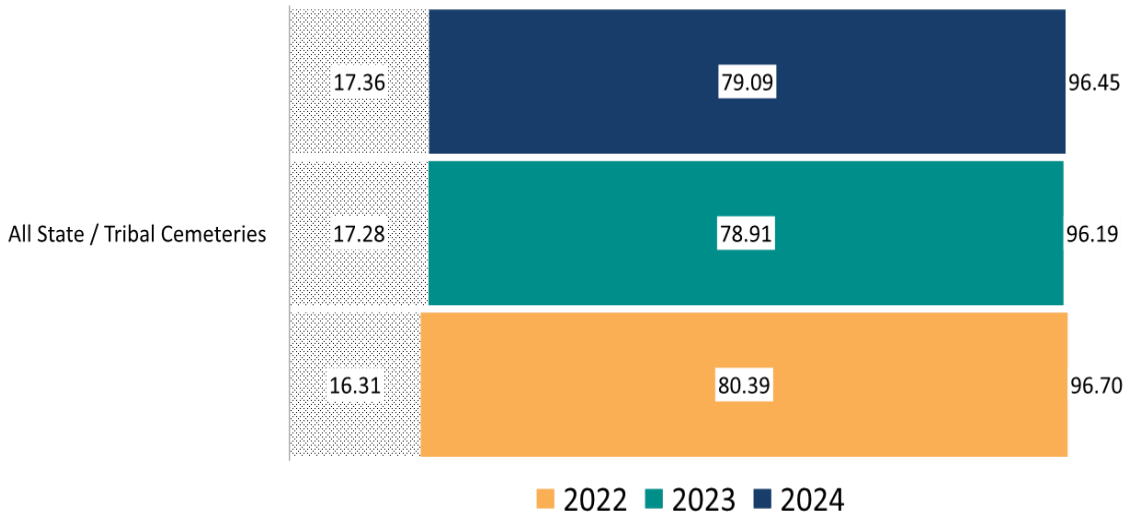
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Experiences

**Question 43/31: The state, tribal or territorial Veterans 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
<b>All State / Tribal Cemeteries</b>	2024	8371	79.09%	0.18%	17.36%	2.76%	0.53%	0.26%
	2023	8037	78.91%	-1.48%	17.28%	2.95%	0.54%	0.32%
	2022	8523	80.39%	3.51%	16.31%	2.45%	0.47%	0.38%

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

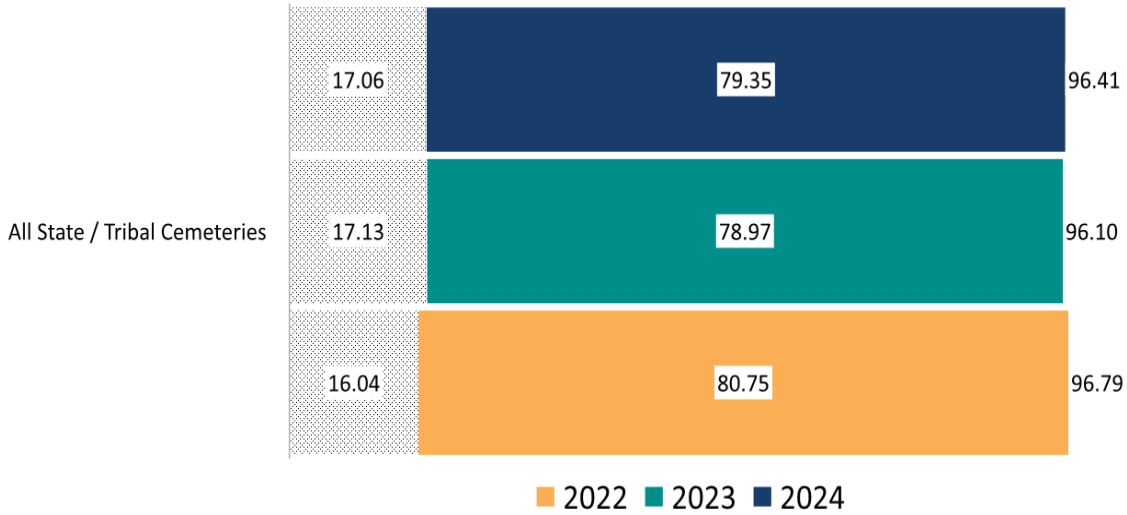
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.



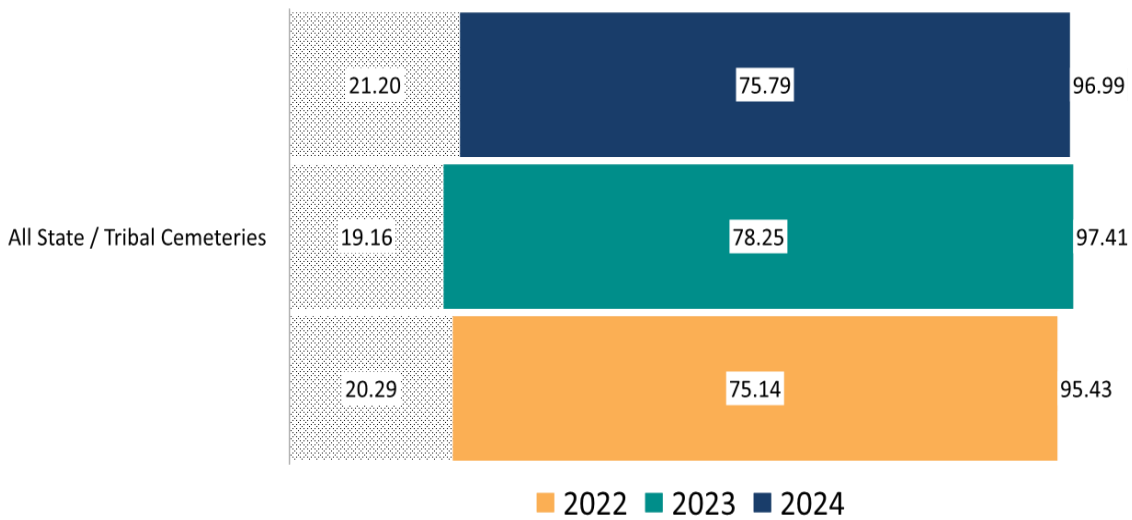
## Satisfaction with Cemetery Experiences

**Question 43/31: The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**

### NEXT OF KIN



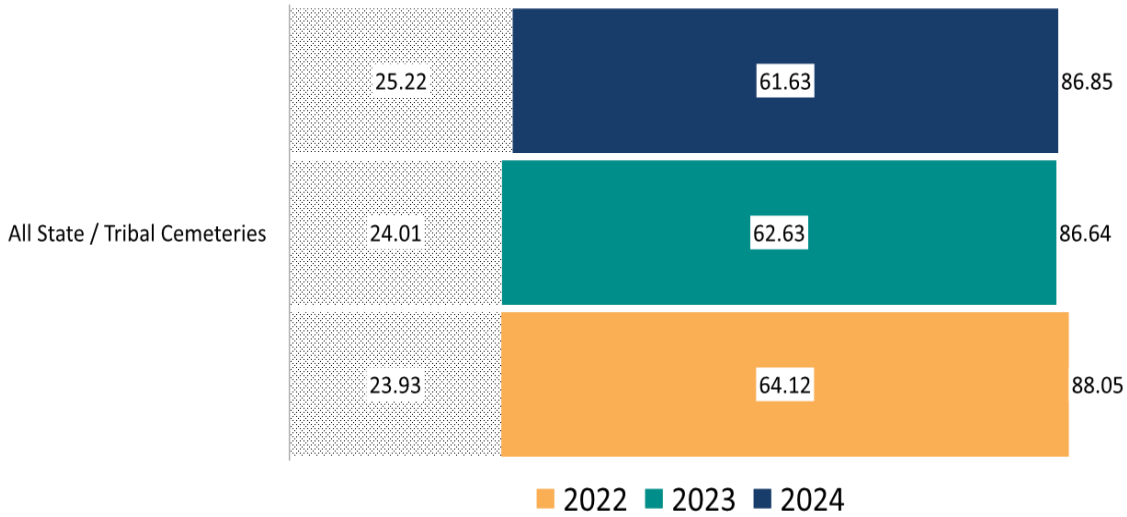
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Experiences

**Question 45/33: 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
<b>All State / Tribal Cemeteries</b>	2024	6875	61.63%	-1.00%	25.22%	11.35%	1.27%	0.54%
	2023	6848	62.63%	-1.49%	24.01%	11.29%	1.47%	0.60%
	2022	7147	64.12%	2.62%	23.93%	10.33%	1.05%	0.57%

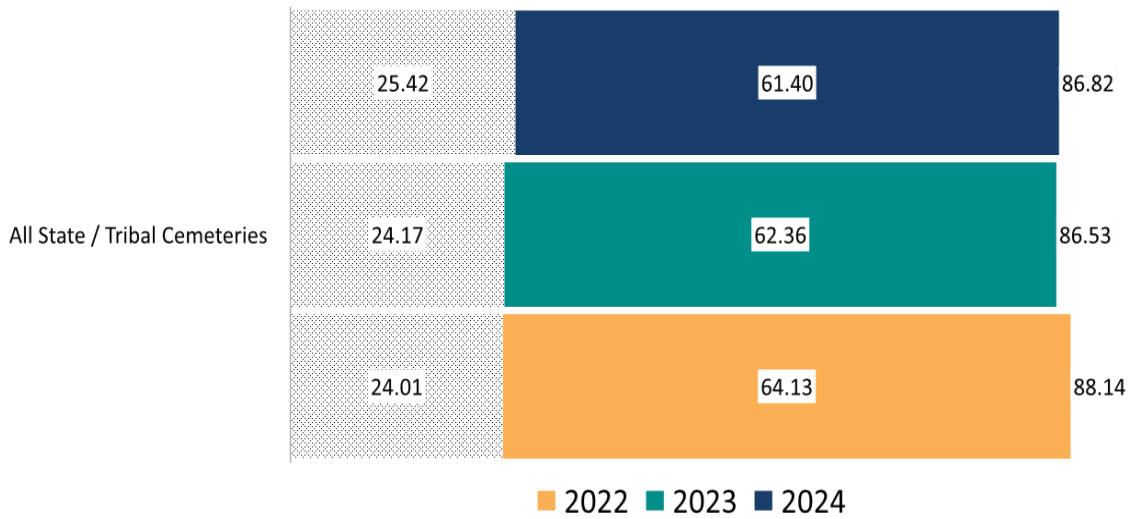
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

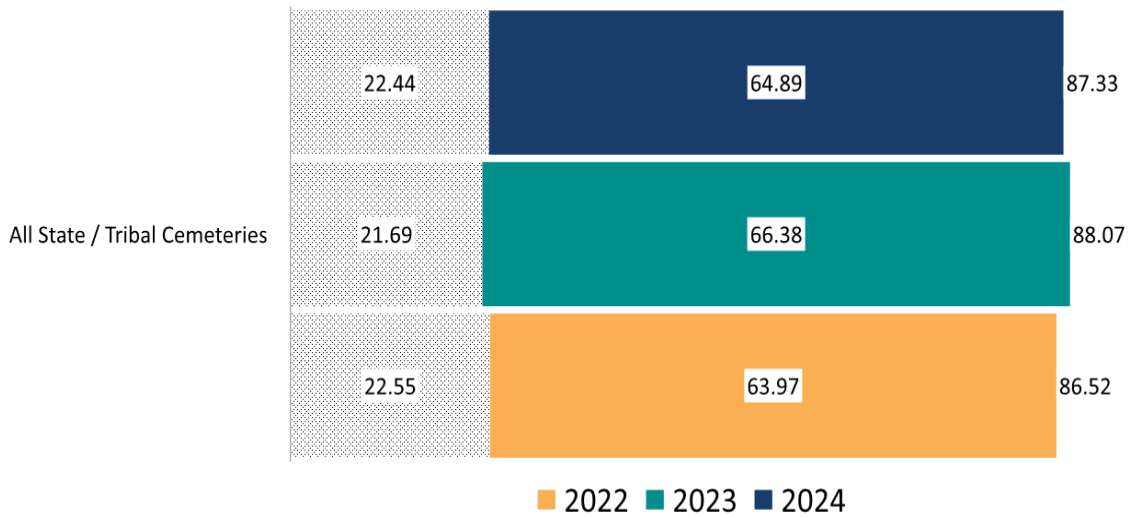
## Satisfaction with Cemetery Experiences

Question 45/33: The information kiosks (i.e., gravesite locators) are helpful to me.

### NEXT OF KIN



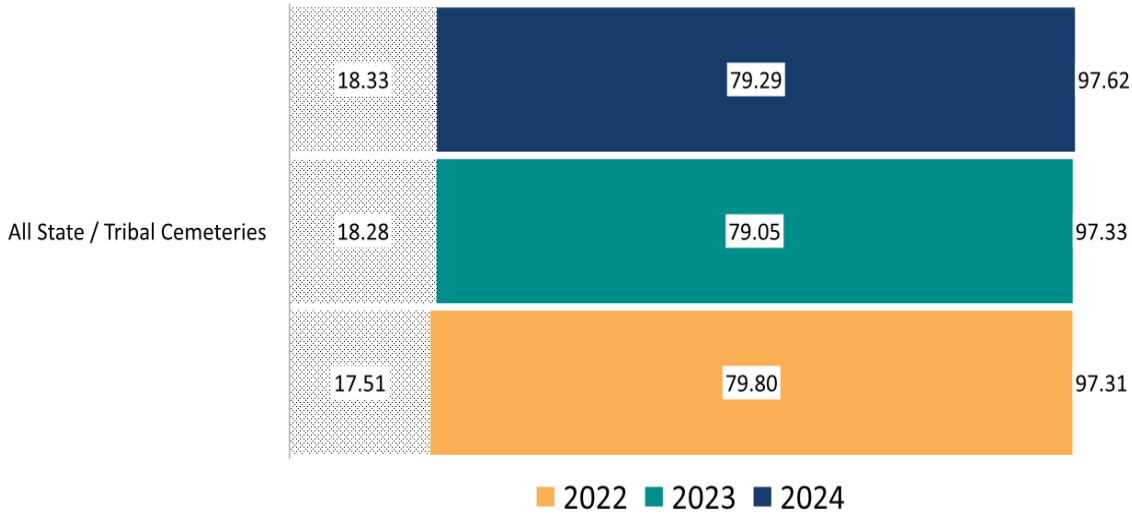
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Experiences

**Question 47/35: Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8558	79.29%	0.24%	18.33%	1.62%	0.44%	0.30%
	2023	8237	79.05%	-0.75%	18.28%	1.86%	0.57%	0.24%
	2022	8739	79.80%	3.12%	17.51%	1.66%	0.66%	0.37%

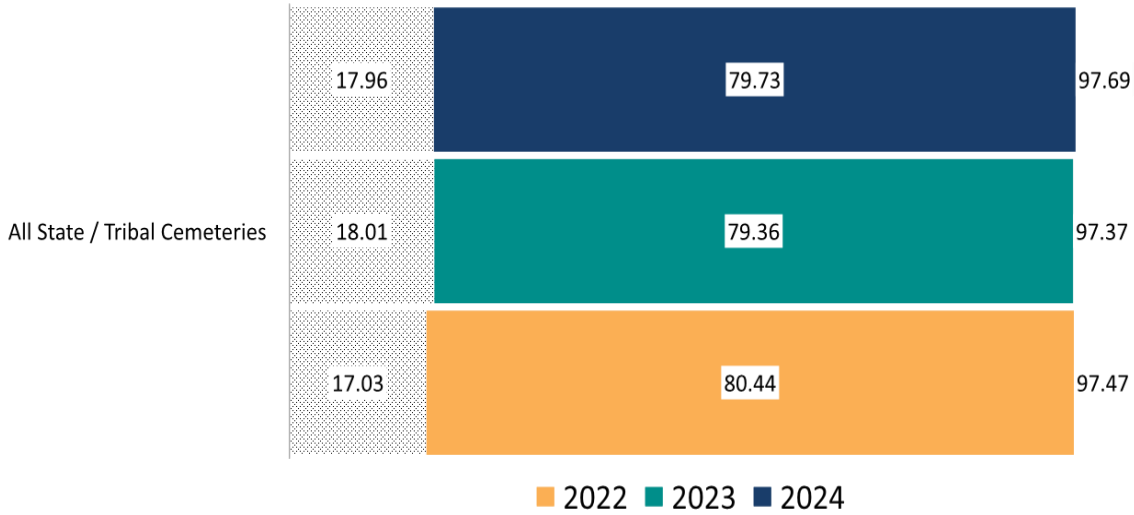
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

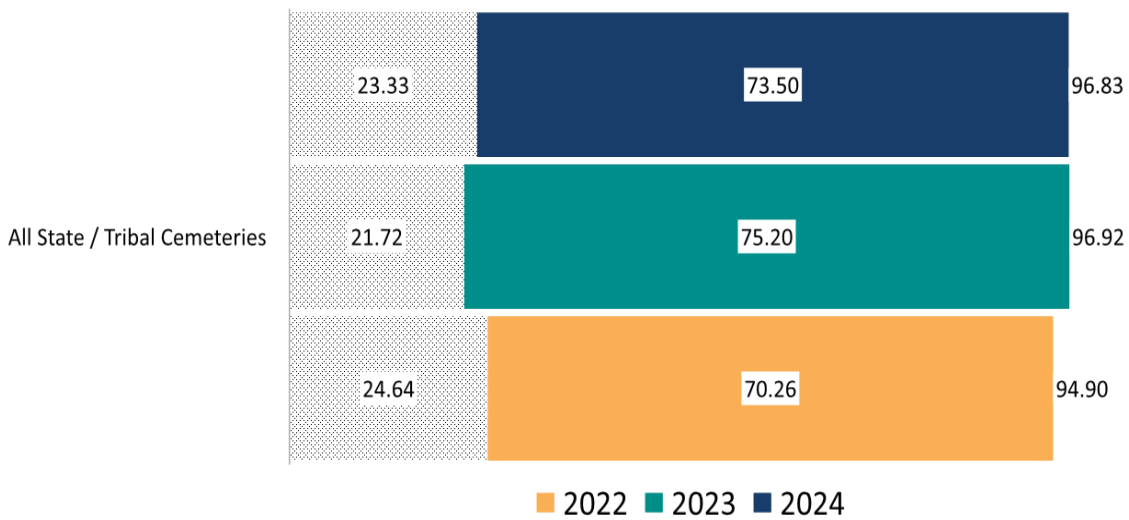
## Satisfaction with Cemetery Experiences

Question 47/35: Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.

### NEXT OF KIN



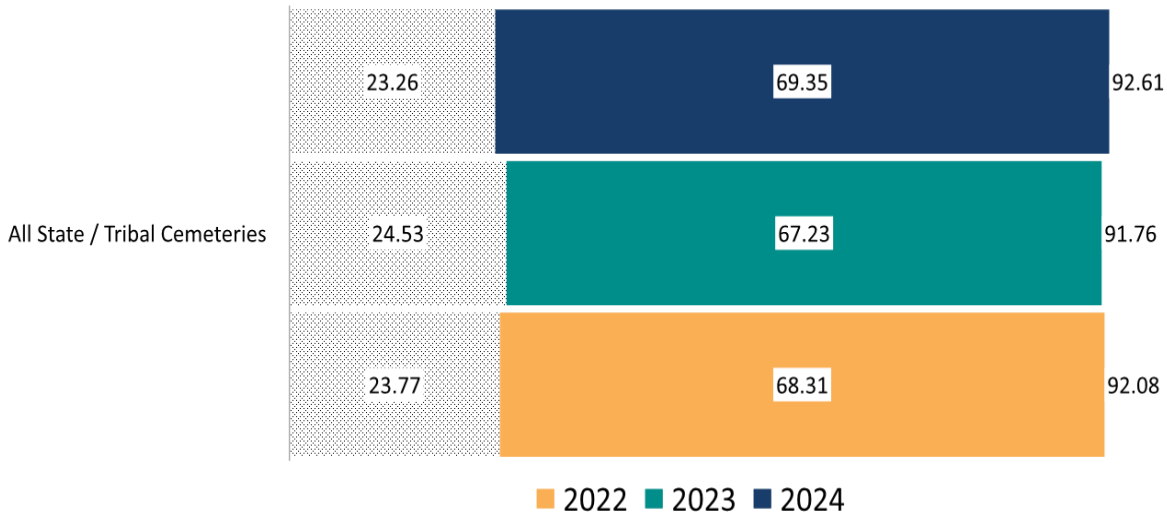
### FUNERAL DIRECTORS



## Satisfaction with Cemetery Experiences

**Question 52/39: My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.**

**ALL RESPONDENTS**



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	8548	69.35%	2.12%	23.26%	6.25%	0.75%	0.40%
	2023	8219	67.23%	-1.08%	24.53%	6.81%	1.00%	0.43%
	2022	8699	68.31%	2.90%	23.77%	6.37%	1.10%	0.45%

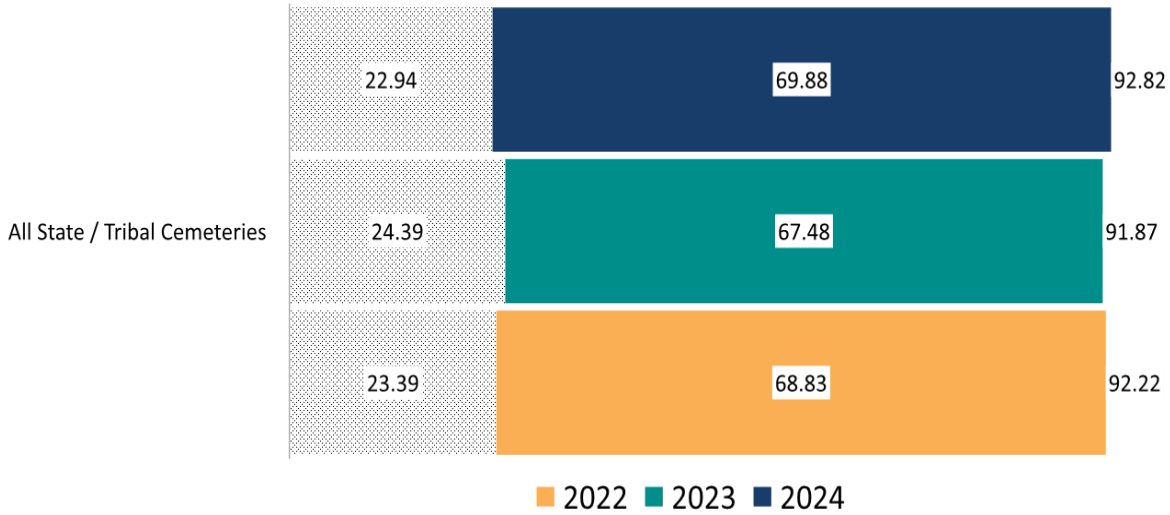
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

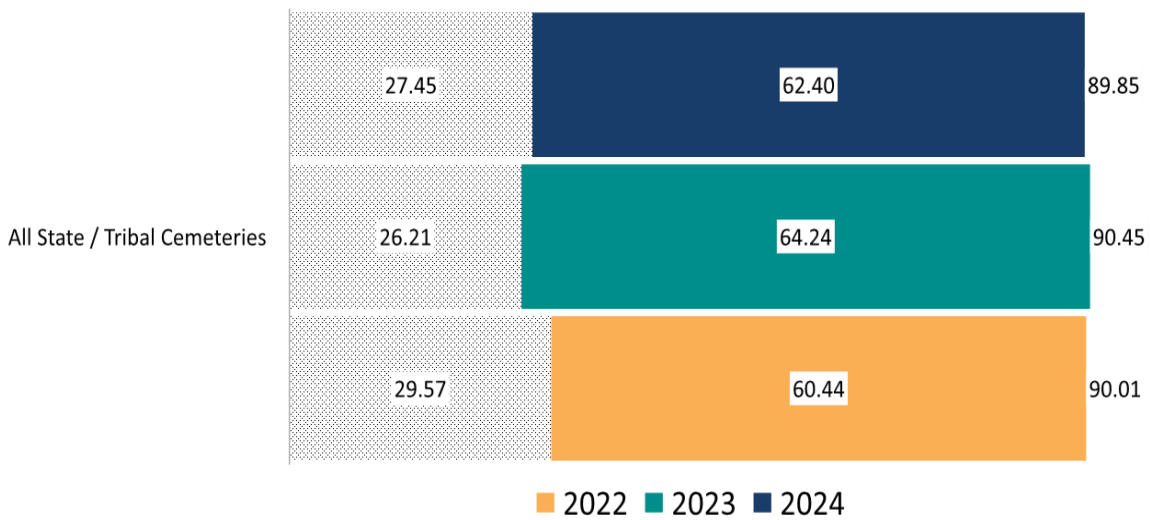
## Satisfaction with Cemetery Experiences

Question 52/39: My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.

### NEXT OF KIN



### FUNERAL DIRECTORS



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## **State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin**

### **SECTION DESCRIPTION**

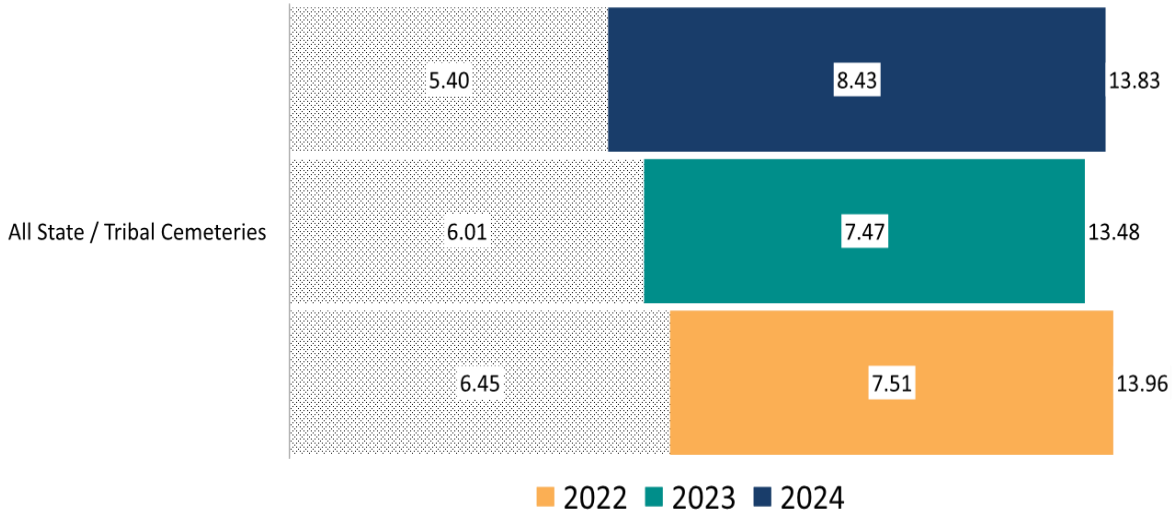
- This section presents survey findings from next of kin about experience with state, tribal or territorial Veterans cemeteries in comparison to national cemeteries. Measures of comparisons are provided on appearance, quality of service, and honor to Veterans.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.



# State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

**STVC NOK Q53: Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.**

## NEXT OF KIN

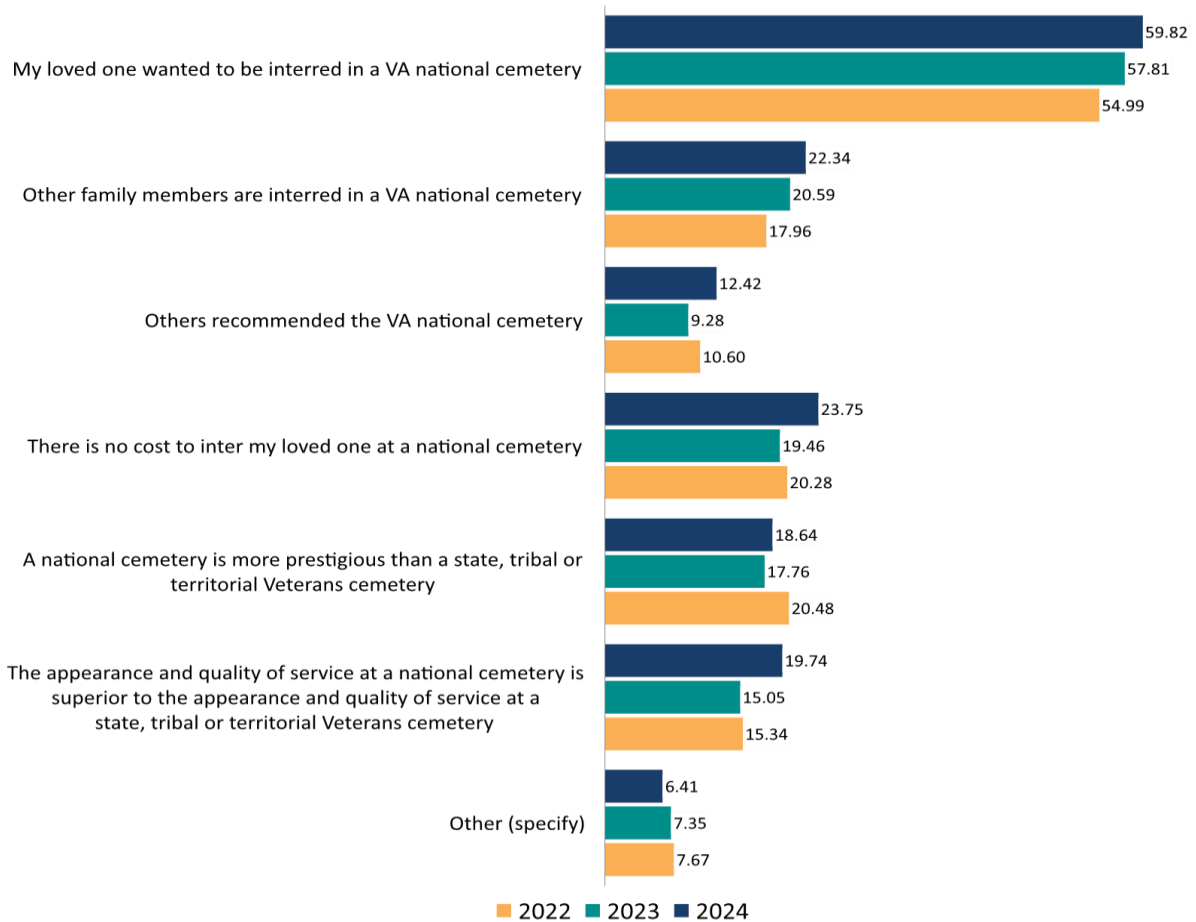


	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>All State / Tribal Cemeteries</b>	2024	7756	8.43%	0.96%	5.40%	49.79%	28.02%	8.35%
	2023	7334	7.47%	-0.04%	6.01%	52.59%	24.04%	9.89%
	2022	7958	7.51%	-0.88%	6.45%	52.10%	23.47%	10.47%

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

**STVC NOK Q54: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. (Mark all that apply)**

**NEXT OF KIN**



2022: n = 991 2023: n = 884 2024: n = 998

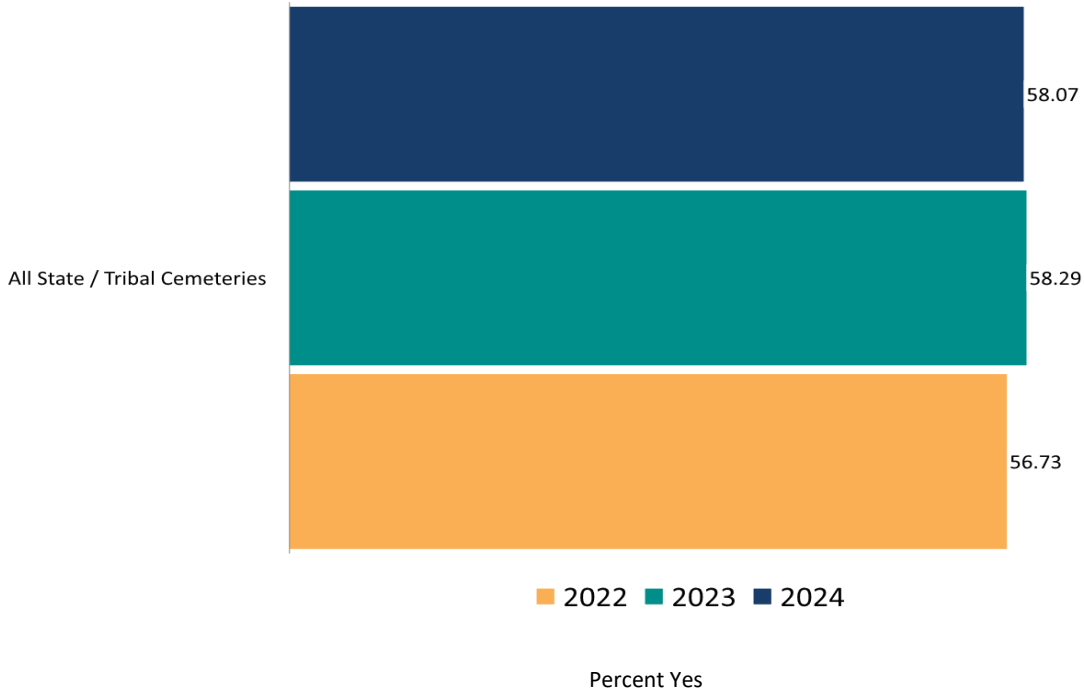
Note: As respondents could select more than one response option, percentages may not sum to 100%.

Note: This question only applies to respondents who indicated "Strongly agree" or "Agree" to STVC NOK Q53.

# State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

## STVC NOK Q55: Have you visited a VA national cemetery?

### NEXT OF KIN

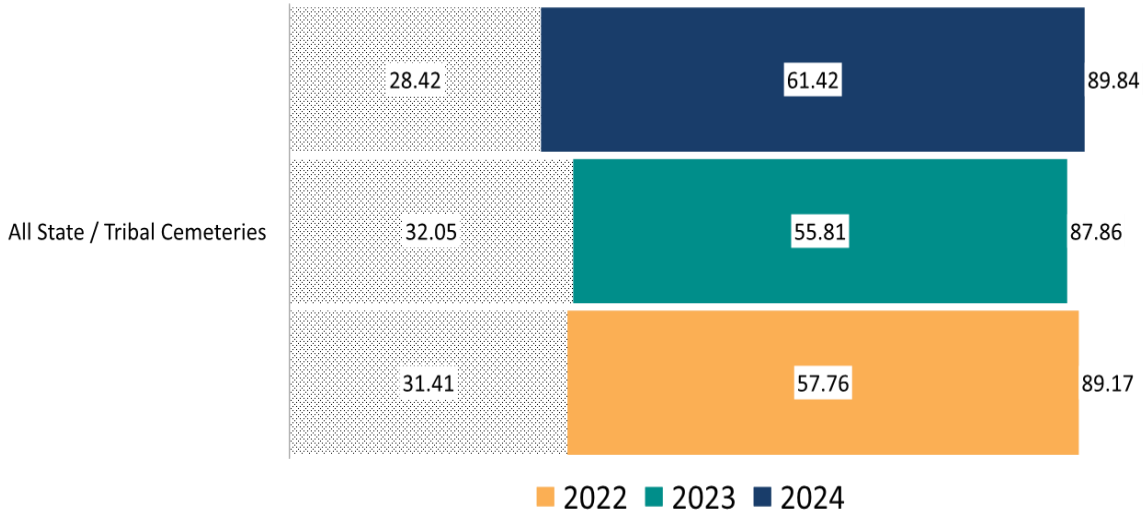


	Year	n	Yes	No
All State / Tribal Cemeteries	2024	7565	58.07%	41.93%
	2023	7123	58.29%	41.71%
	2022	7761	56.73%	43.27%

# State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

**STVC NOK Q56: Based on your visit, the appearance of the state, tribal or territorial 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
<b>All State / Tribal Cemeteries</b>	2024	4272	61.42%	5.61%	28.42%	8.87%	1.03%	0.26%
	2023	3994	55.81%	-1.95%	32.05%	10.22%	1.60%	0.33%
	2022	4228	57.76%	2.69%	31.41%	9.32%	1.40%	0.12%

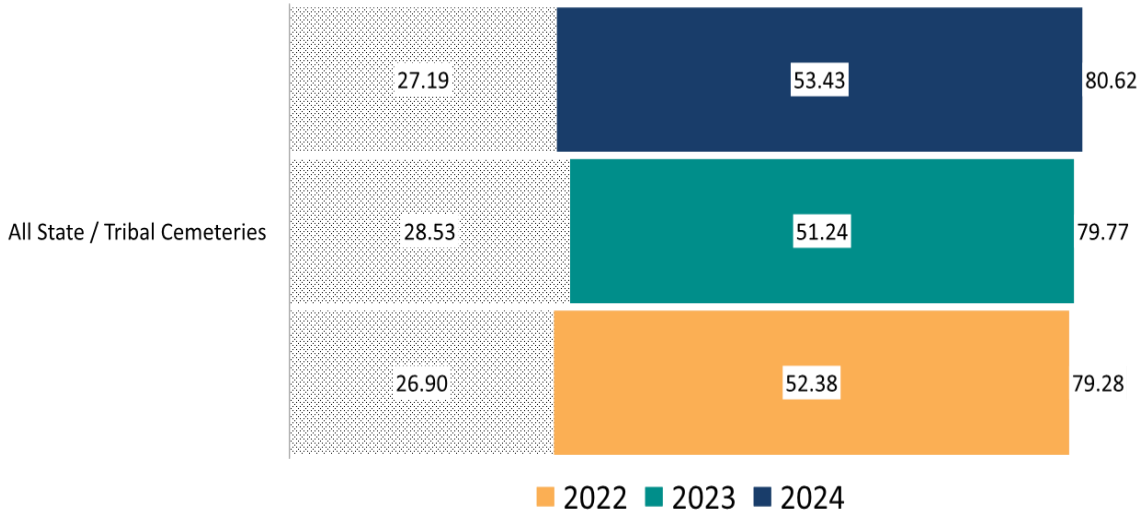
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q55.

# State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

**STVC NOK Q57: Based on your visit, the quality of service at the state, tribal or territorial 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
<b>All State / Tribal Cemeteries</b>	2024	4230	53.43%	2.19%	27.19%	18.35%	0.85%	0.19%
	2023	3985	51.24%	-1.14%	28.53%	18.72%	1.10%	0.40%
	2022	4223	52.38%	2.63%	26.90%	19.46%	1.07%	0.19%

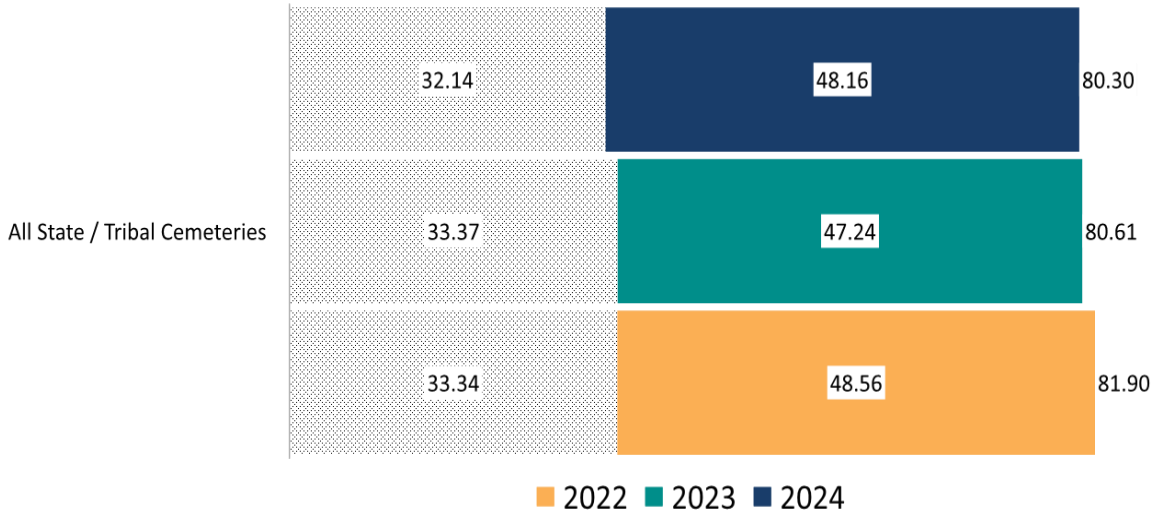
\*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q55.

# State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries

**STVC NOK Q58: The honor of being interred at a state, tribal or territorial 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
<b>All State / Tribal Cemeteries</b>	2024	7191	48.16%	0.92%	32.14%	17.58%	1.89%	0.24%
	2023	6874	47.24%	-1.32%	33.37%	16.98%	2.08%	0.33%
	2022	7382	48.56%	0.97%	33.34%	15.75%	2.10%	0.24%

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

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## Funeral Director Resources and Offerings

### SECTION DESCRIPTION

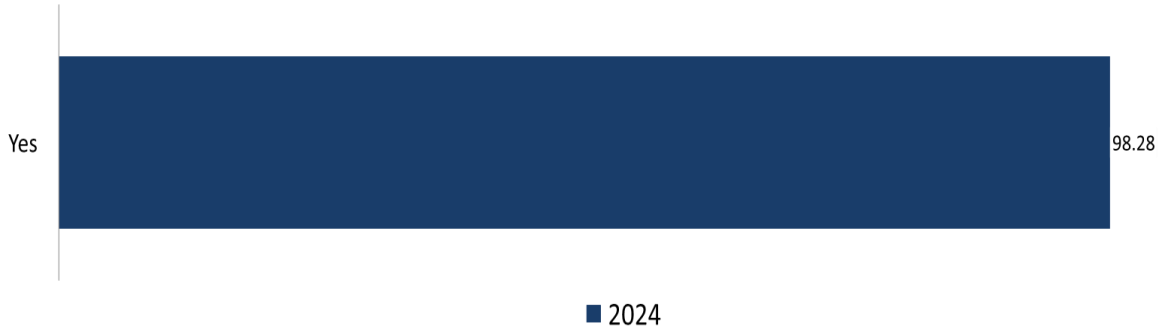
- This section presents survey findings from funeral directors regarding utilization of NCA resources and services, including burial and memorial benefits, website resources, military honors, NCA Pre-Need Eligibility, "green" burials, and livestreaming services.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Funeral Directors Resources and Offerings

---

**GEN FD Q1: Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?**

### FUNERAL DIRECTORS



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	2265	98.28%	1.72%

Note: GEN FD Q1 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

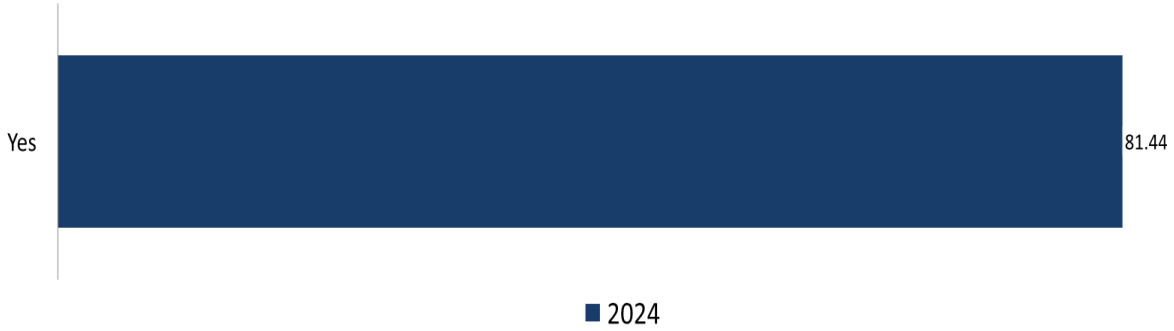


## Funeral Directors Resources and Offerings

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**GEN FD Q2: Are you aware there are resources available for Funeral Directors on the NCA Website?**

**FUNERAL DIRECTORS**



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	2257	81.44%	18.56%

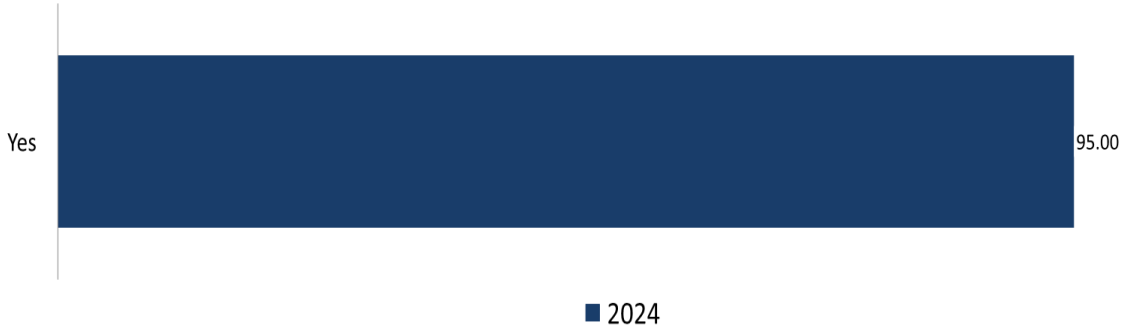
Note: GEN FD Q2 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

## Funeral Directors Resources and Offerings

---

**GEN FD Q3: Do you typically provide information resources on military honors to next of kin?**

**FUNERAL DIRECTORS**



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	2262	95.00%	5.00%

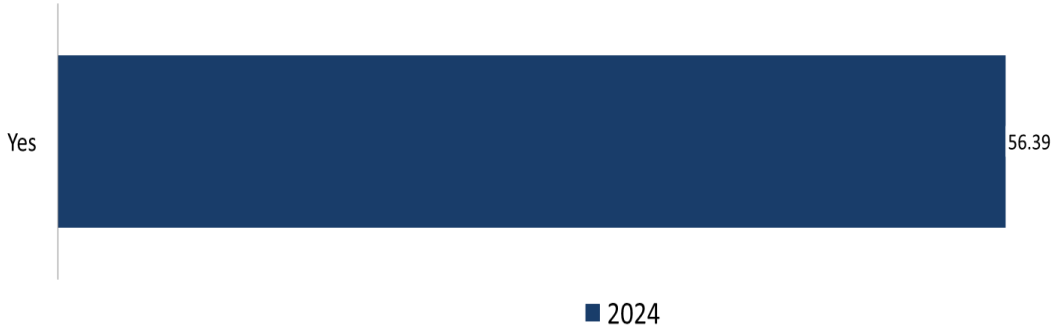
Note: GEN FD Q3 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

## Funeral Directors Resources and Offerings

---

### GEN FD Q4: Are you aware of the NCA Pre-Need Eligibility process?

#### FUNERAL DIRECTORS



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	2238	56.39%	43.61%

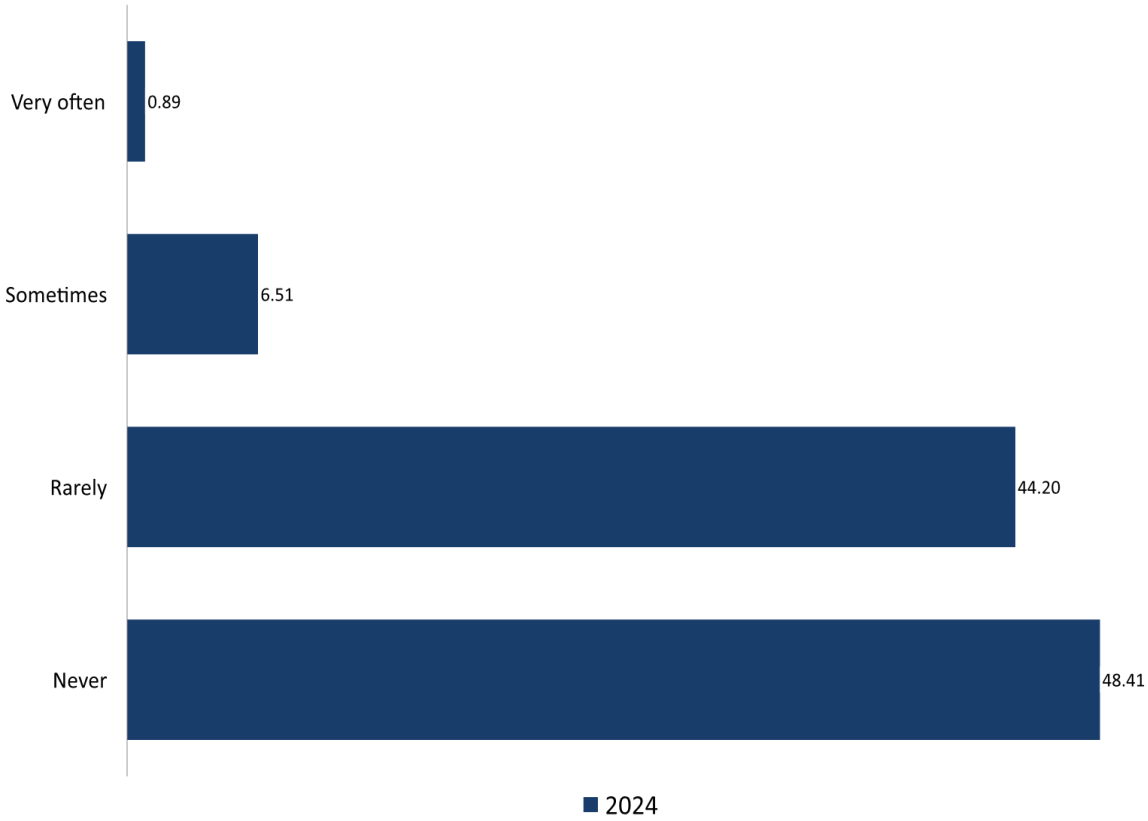
Note: GEN FD Q4 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

## Funeral Directors Resources and Offerings

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### GEN FD Q5: How often do your customers request “green” (i.e., environmentally sensitive) burials?

#### FUNERAL DIRECTORS



	Year	n	Very often	Sometimes	Rarely	Never
<b>All State / Tribal Cemeteries</b>	2024	2258	0.89%	6.51%	44.20%	48.41%

Note: GEN FD Q5 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

## Funeral Directors Resources and Offerings

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### GEN FD Q6: Did you offer livestreaming of committal services at cemeteries?

#### FUNERAL DIRECTORS



	Year	n	Yes	No
<b>All State / Tribal Cemeteries</b>	2024	2241	29.23%	70.77%

Note: GEN FD Q6 was added as a new question to the 2024 Funeral Director Satisfaction Survey.

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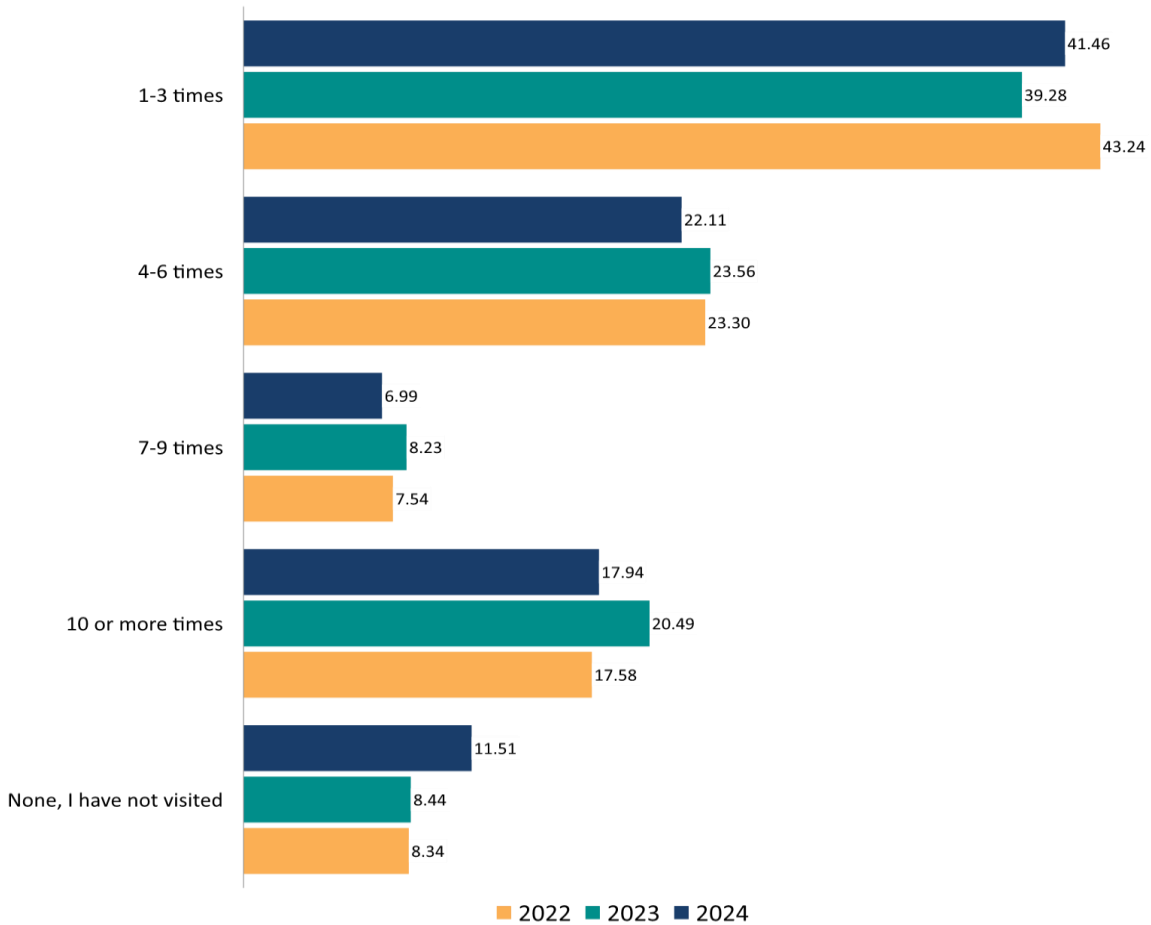
## **Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors**

### **SECTION DESCRIPTION**

- This section presents an overview of the characteristics of the survey respondent population.
- Key demographic information is presented for both next of kin and funeral director survey respondents.
- Demographic information is self-reported by the next of kin and funeral directors who completed the survey.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

STVC NOK Q17: How many times have you visited the cemetery where your loved one was interred?

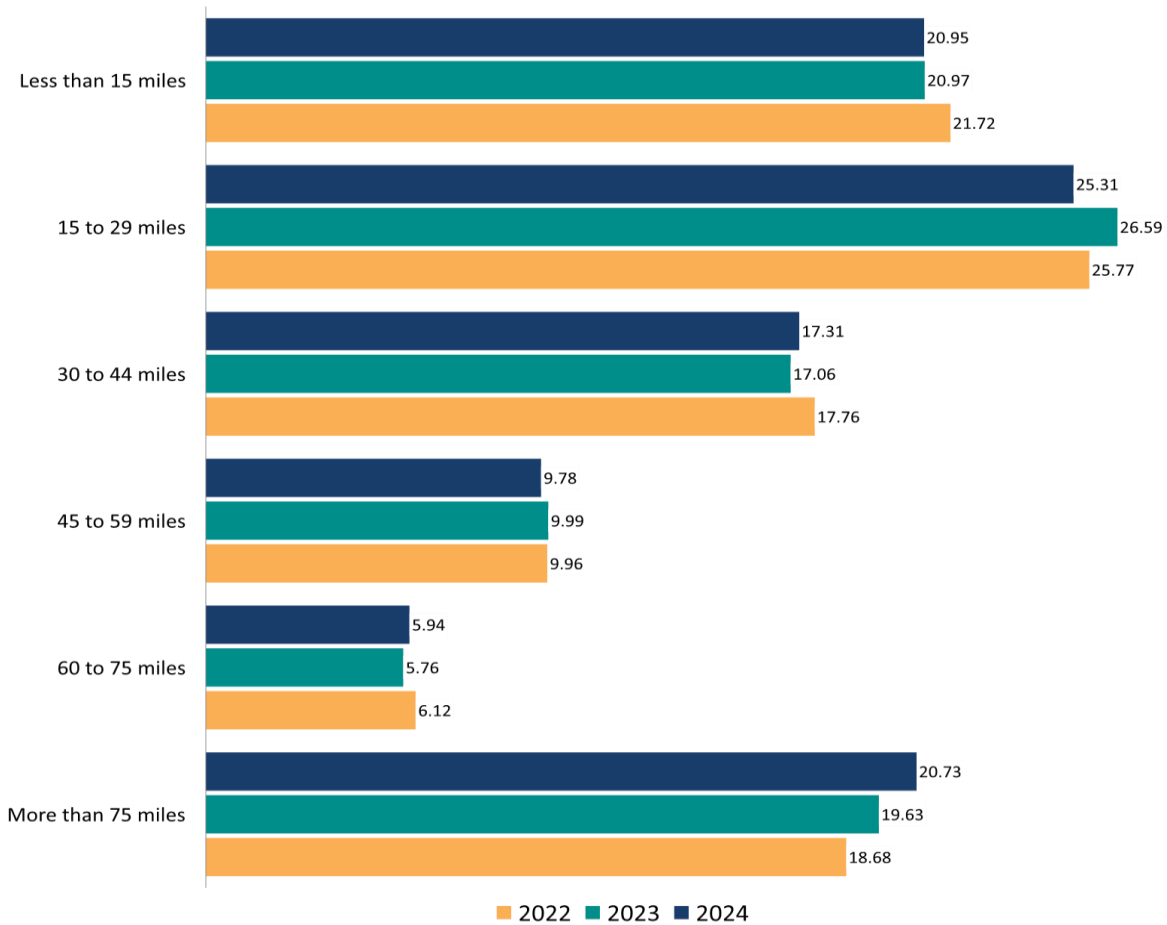
**NEXT OF KIN**



2022: n = 8,249 2023: n = 7,726 2024: n = 8,129

## STVC NOK Q18: How far do you reside from the cemetery?

### NEXT OF KIN

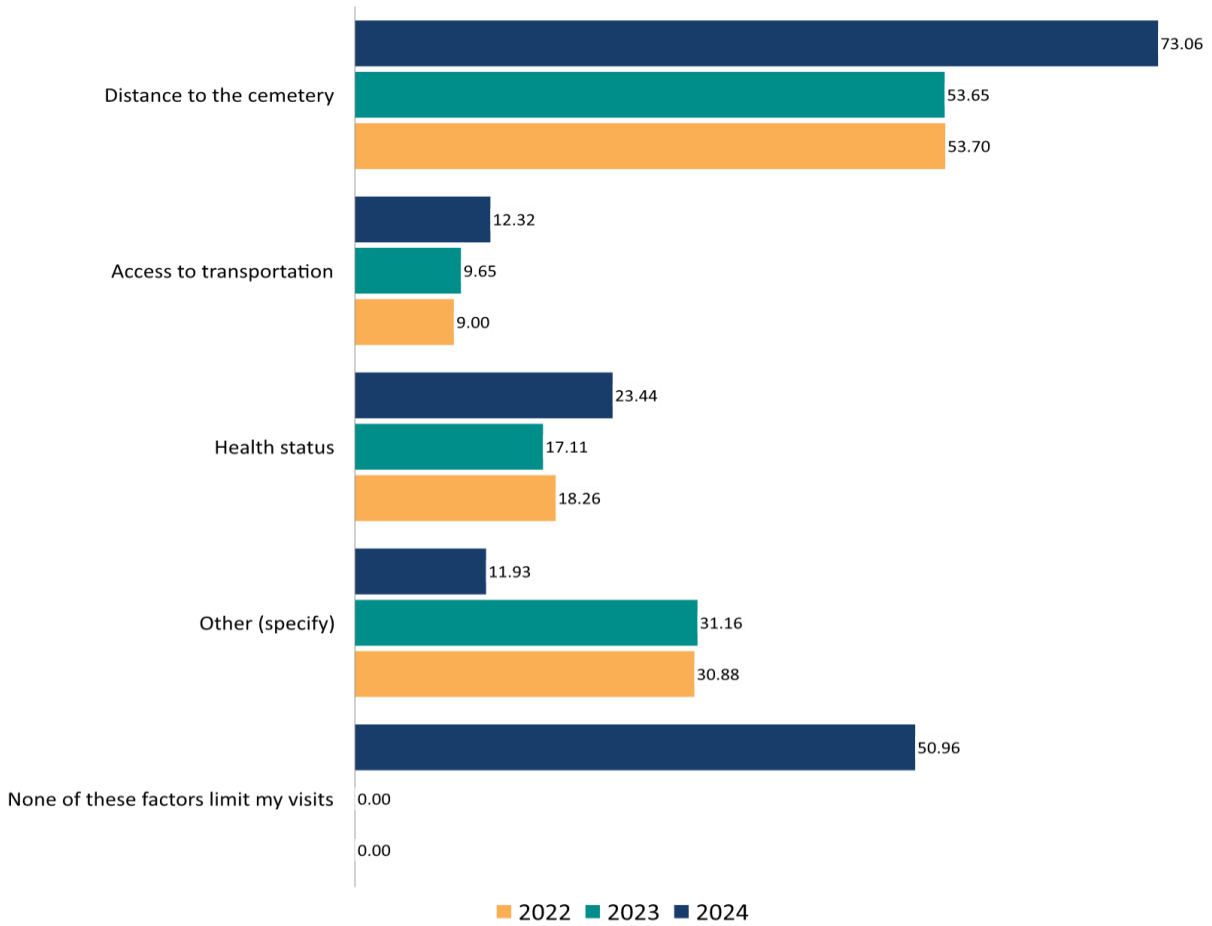


2022: n = 8,206   2023: n = 7,645   2024: n = 8,101



**STVC NOK Q19: Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? (Mark all that apply)**

**NEXT OF KIN**



2022: n = 7,345 2023: n = 6,902 2024: n = 8,202

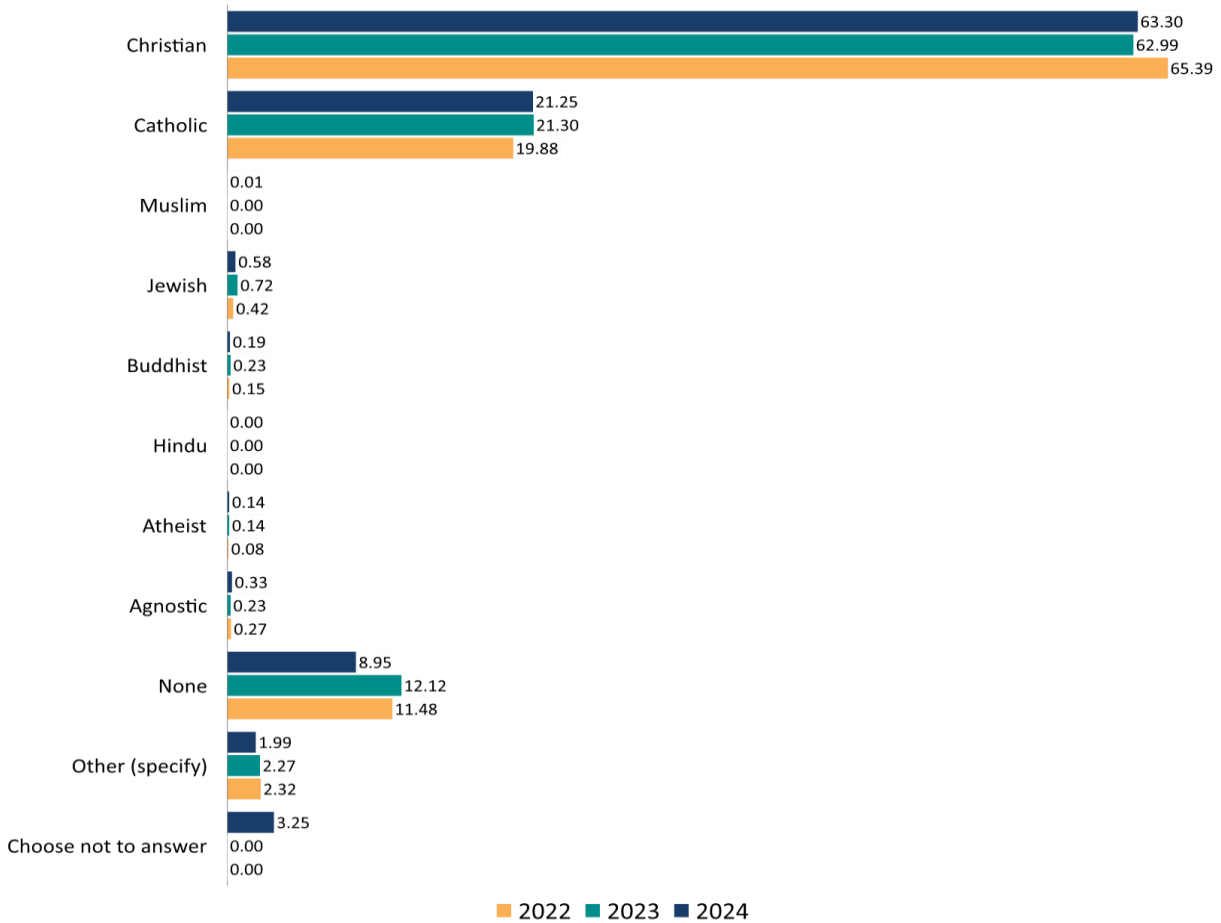
Note: Prior to 2024 the question wording was: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

Note: In 2024, the response option “None of these factors limit my visits” was added.

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

**STVC NOK Q69: In what belief tradition was the burial conducted?**

**NEXT OF KIN**



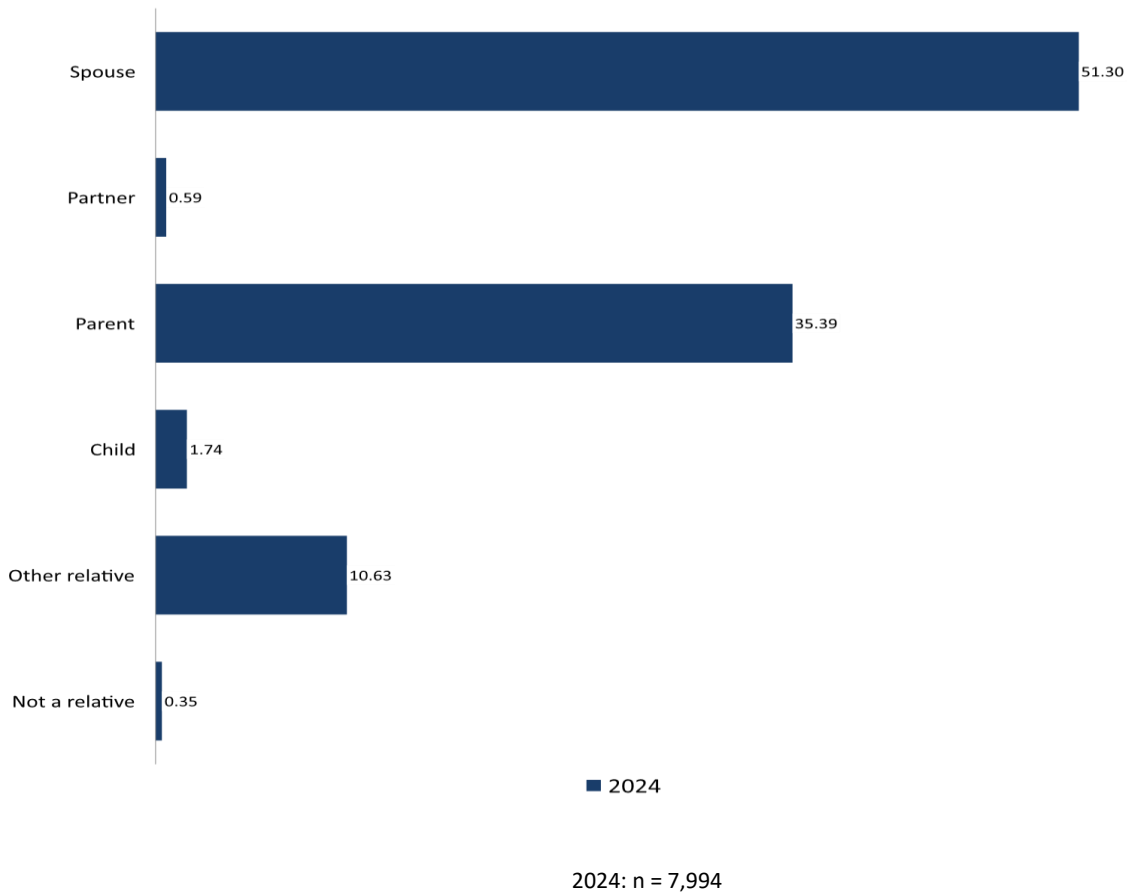
2022: n = 5,941    2023: n = 4,323    2024: n = 7,788

Note: Prior to 2024 the question wording was: In what religious practice was the burial conducted?

Note: In 2024, the response option “Choose not to answer” was added.

### STVC NOK Q60: Was your loved one your.....

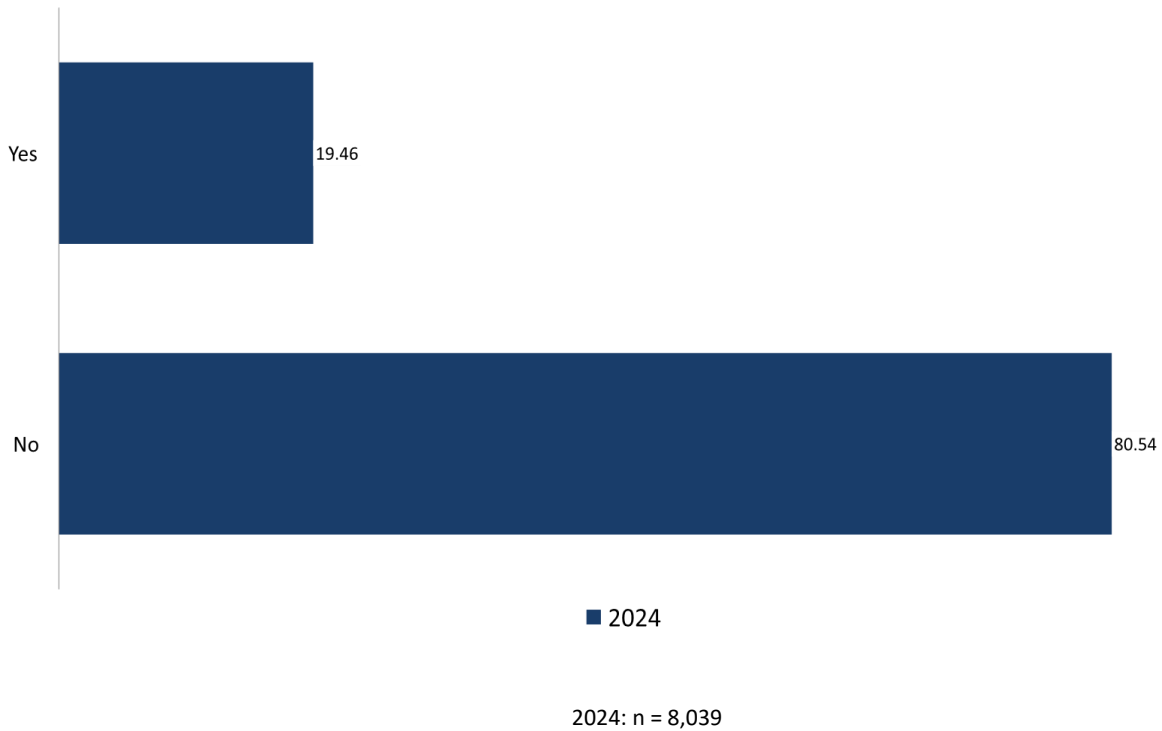
#### NEXT OF KIN



Note: STVC NOK Q60 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

### STVC NOK Q62: Are you a Veteran?

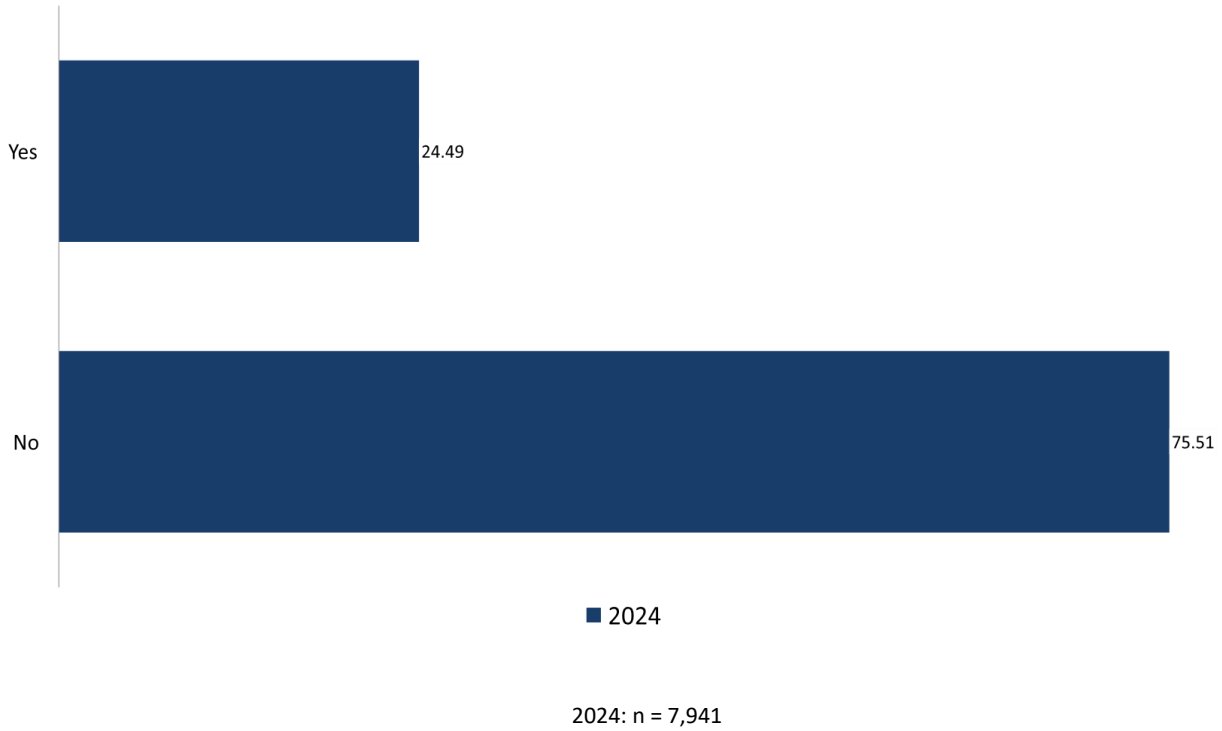
#### NEXT OF KIN



Note: STVC NOK Q62 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

### STVC NOK Q61: Are you a Veteran married/partnered to a Veteran?

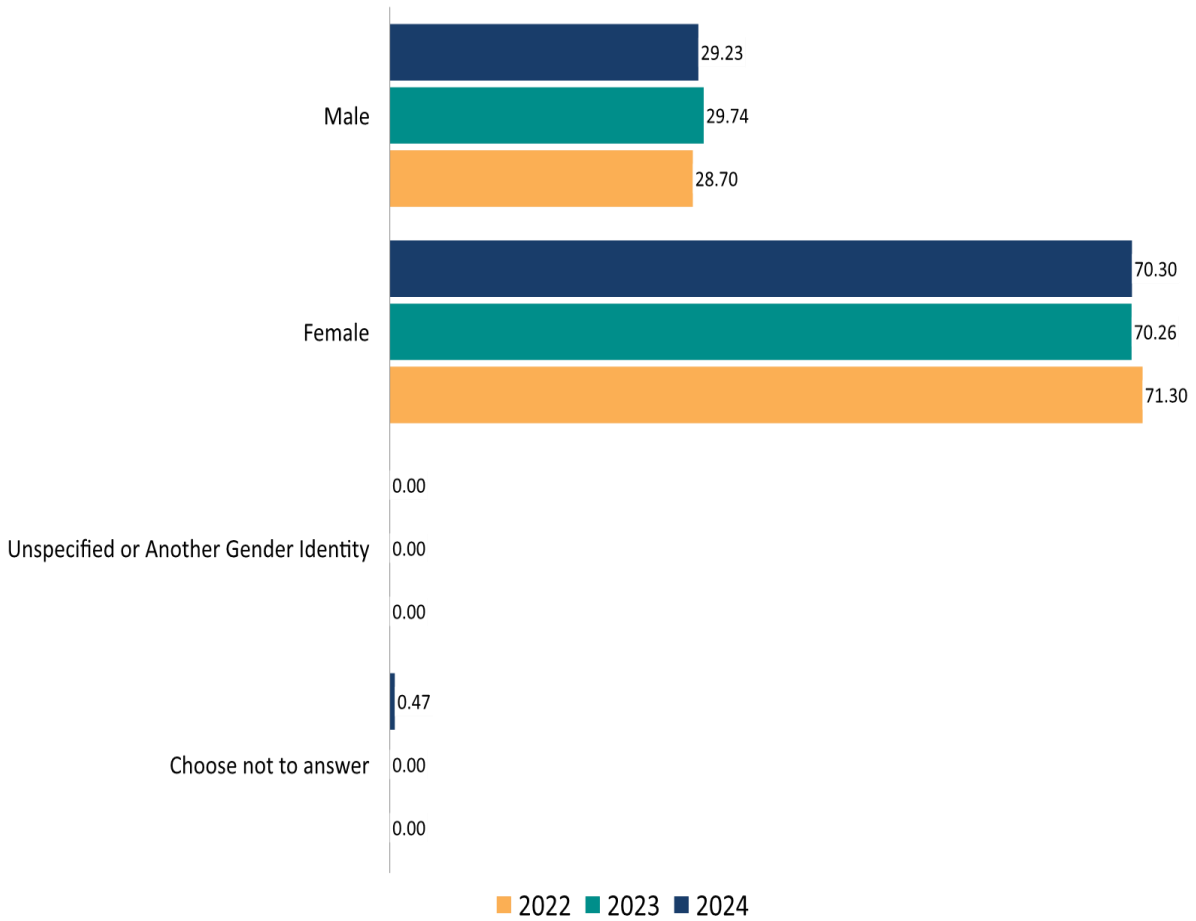
#### NEXT OF KIN



Note: STVC NOK Q61 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

## STVC NOK Q63: What is your gender?

### NEXT OF KIN



2022: n = 8,170 2023: n = 7,573 2024: n = 8,034

Note: In the 2024, the response options “Unspecified or Another Gender Identity” and “Choose not to answer” were added.

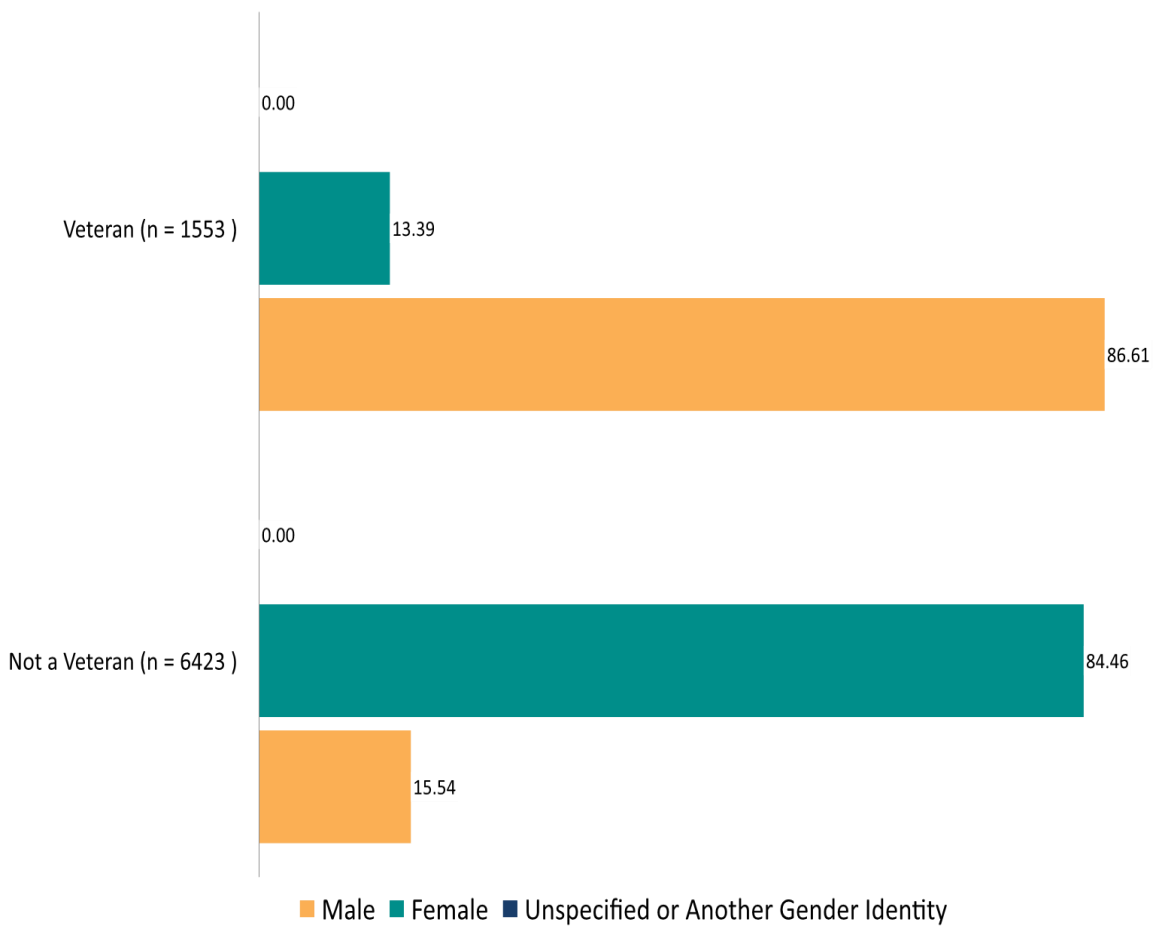
## ELEMENT OF COMPARISON

### Gender by Veteran Status.

STVC NOK Q63: What is your gender?

STVC NOK Q62: Are you a Veteran?

### NEXT OF KIN



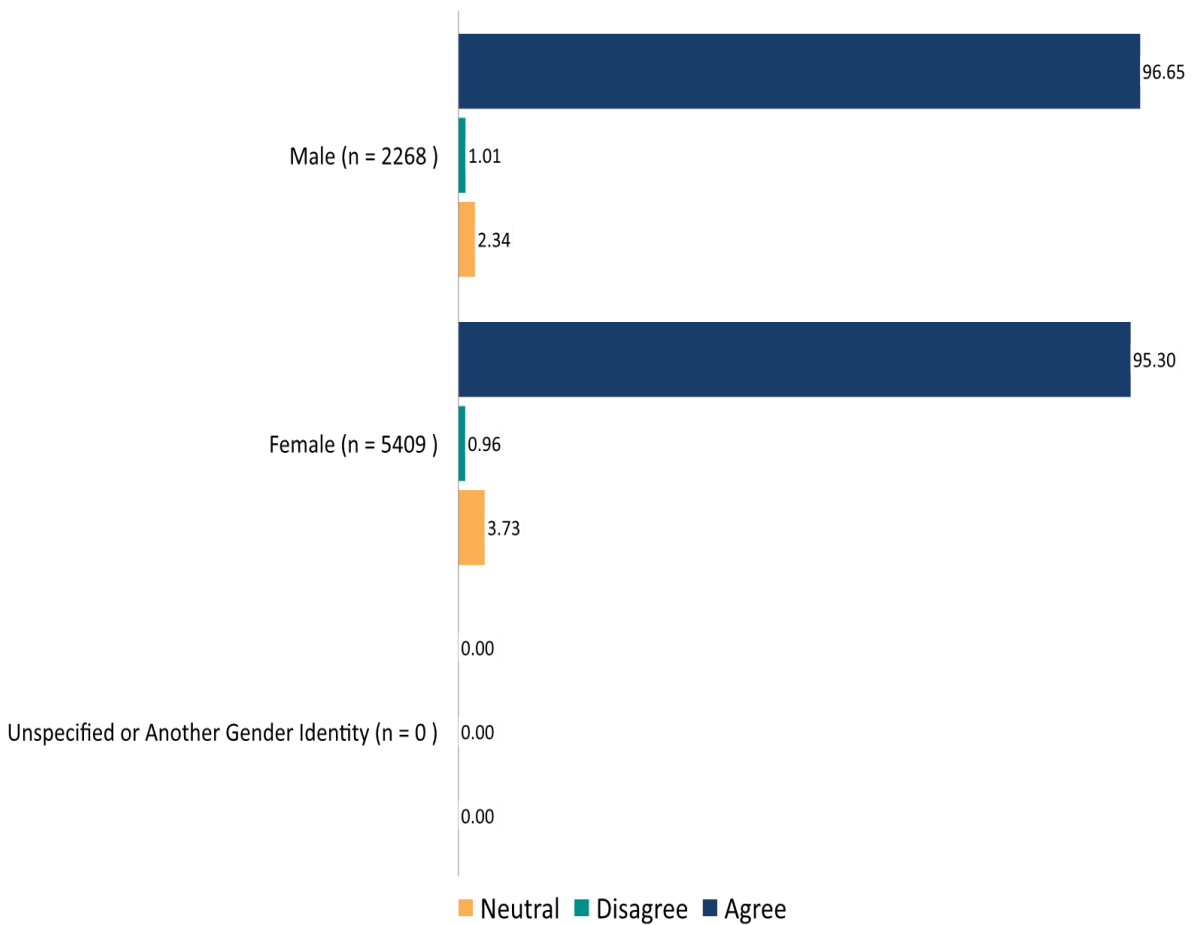
## ELEMENT OF COMPARISON

### Influence of gender on the perception of quality of service.

STVC NOK Q63: What is your gender?

STVC NOK Q41: The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent.

## NEXT OF KIN



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



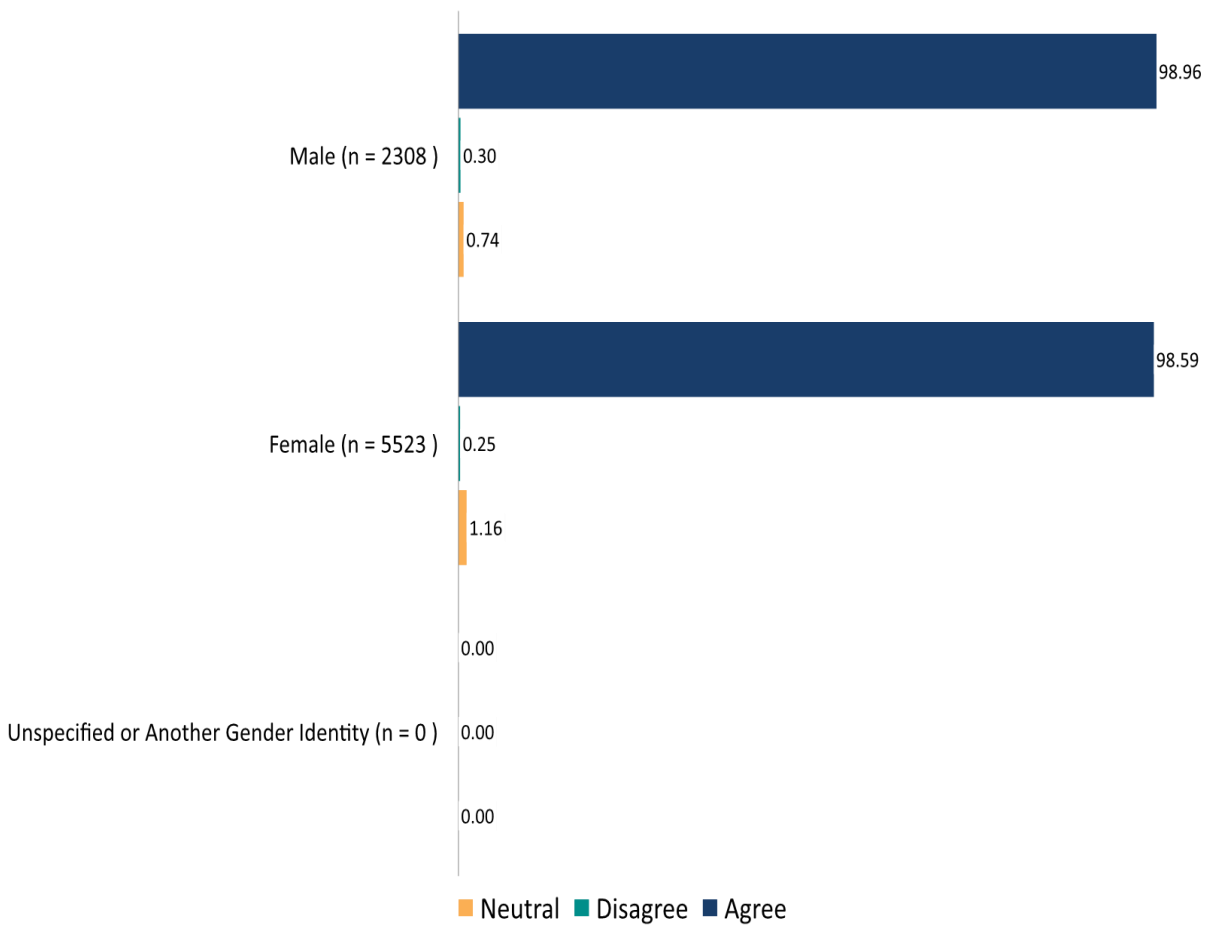
## ELEMENT OF COMPARISON

### Influence of gender on recommending the cemetery.

STVC NOK Q63: What is your gender?

STVC NOK Q49: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

## NEXT OF KIN



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

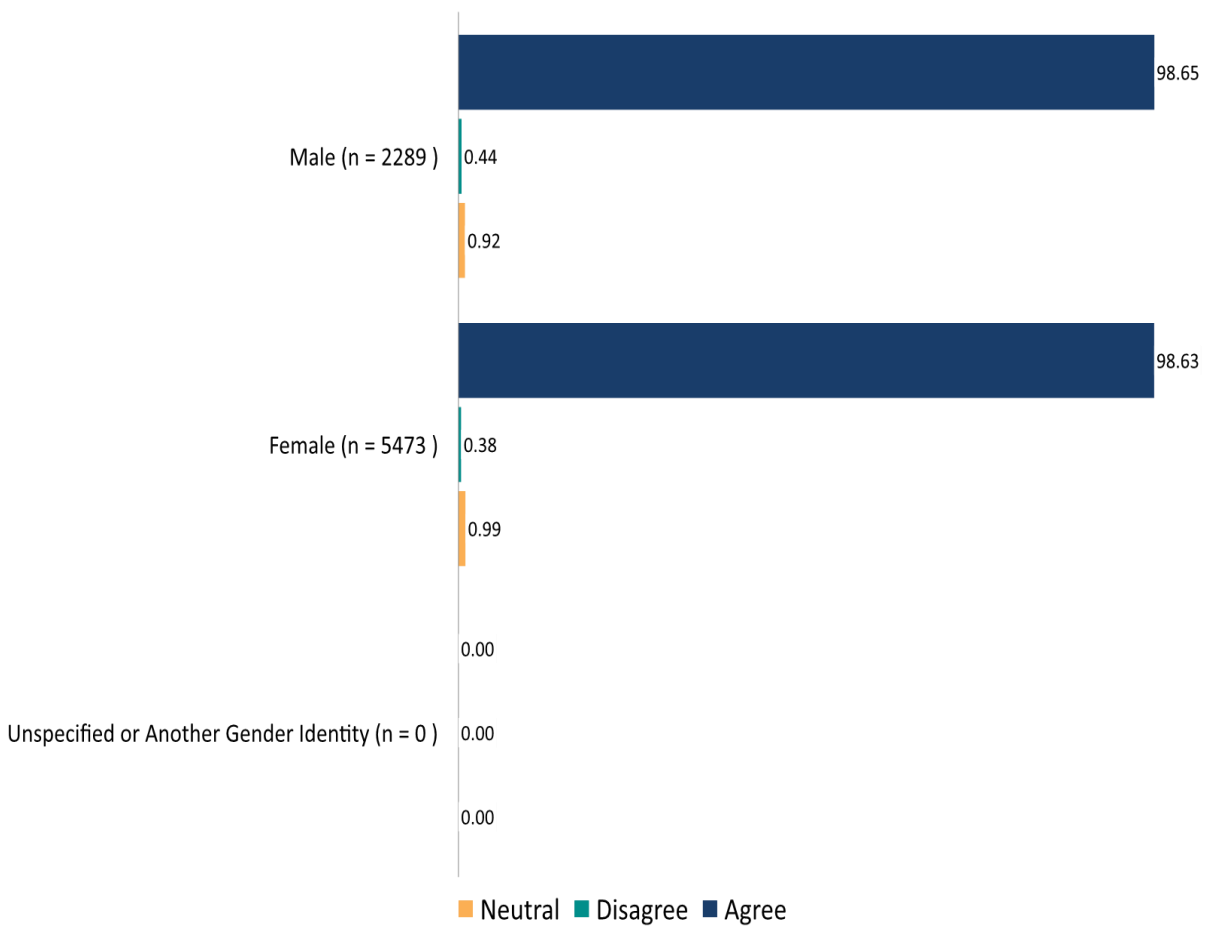
## ELEMENT OF COMPARISON

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

STVC NOK Q63: What is your gender?

STVC NOK Q46: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

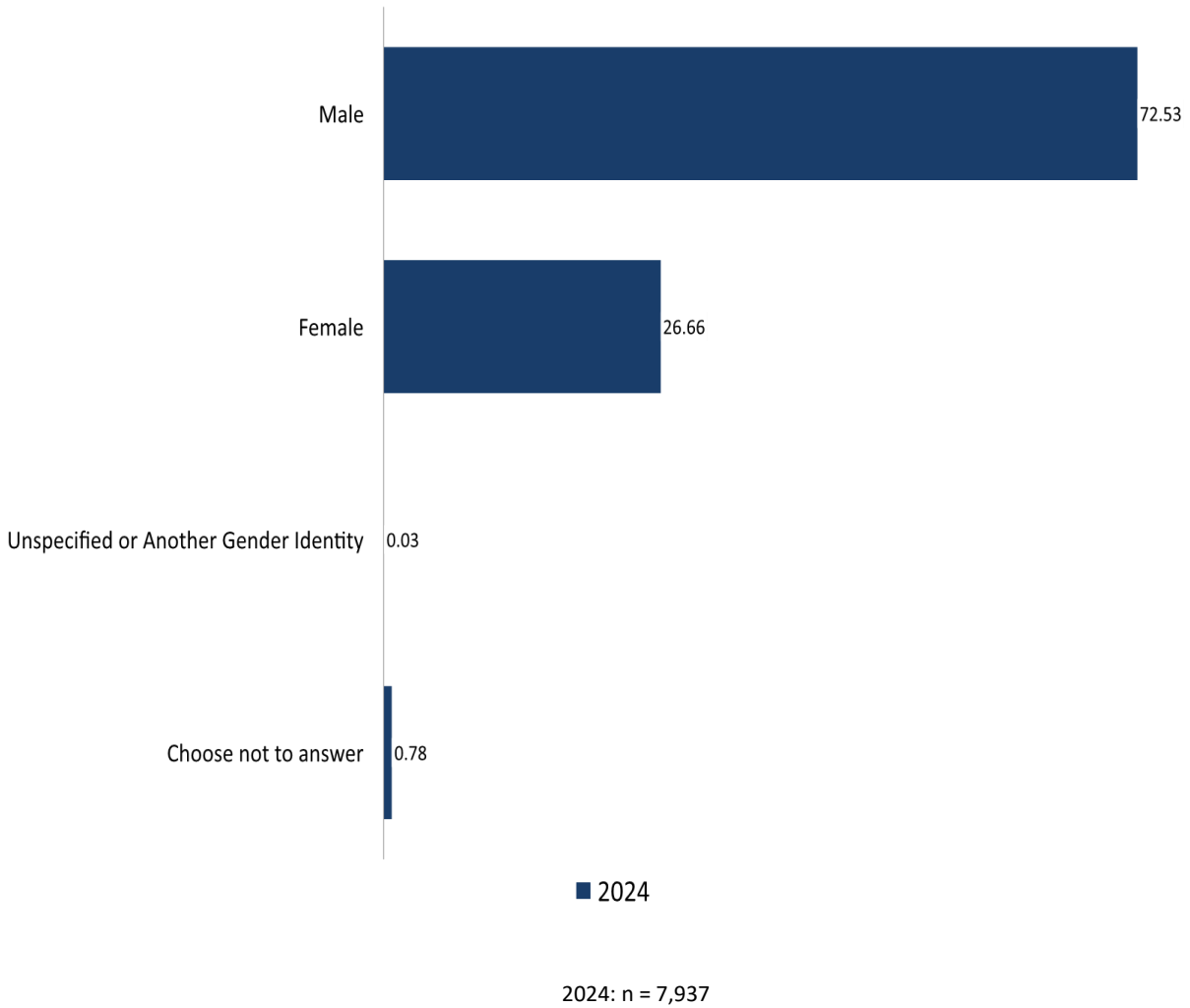
## NEXT OF KIN



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.

## STVC NOK Q64: Did your loved one describe themselves as.....?

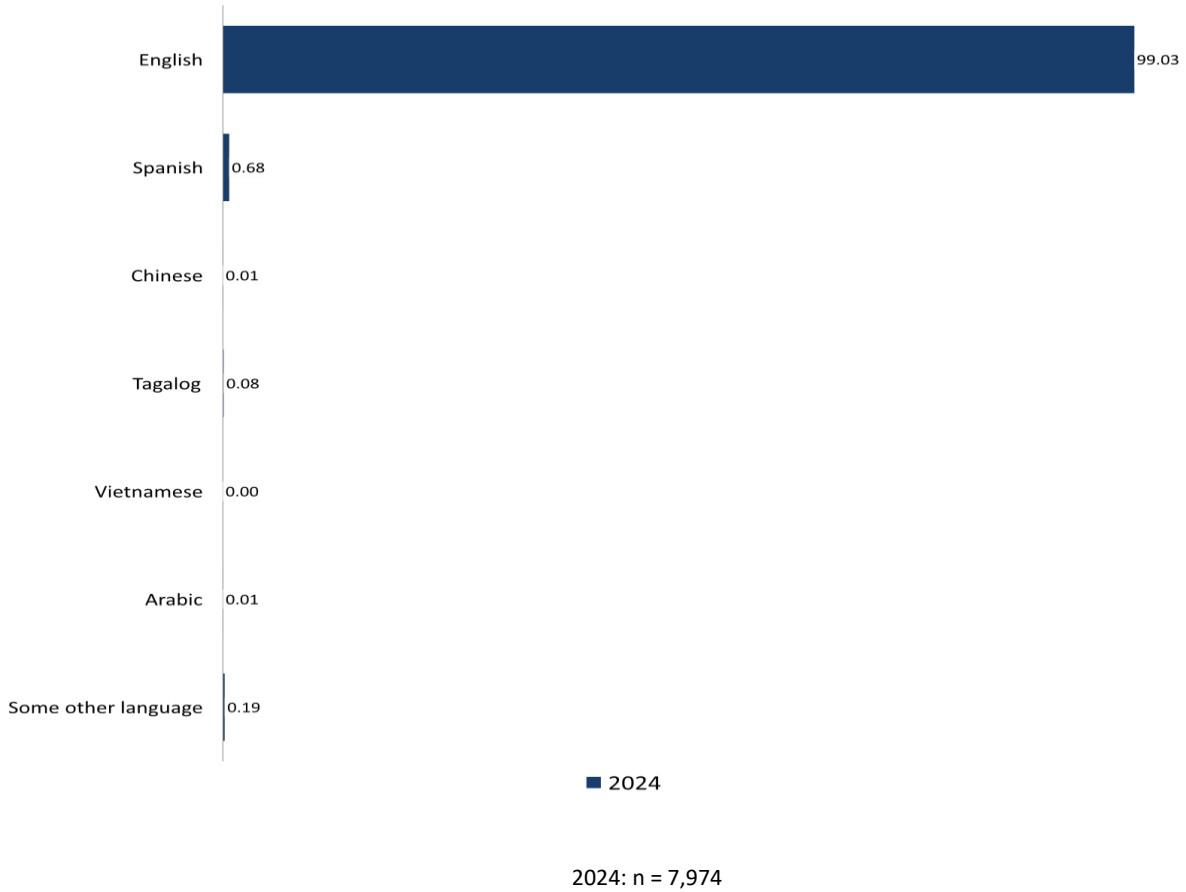
### NEXT OF KIN



Note: STVC NOK Q64 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

## STVC NOK Q65: What language do you mainly speak at home?

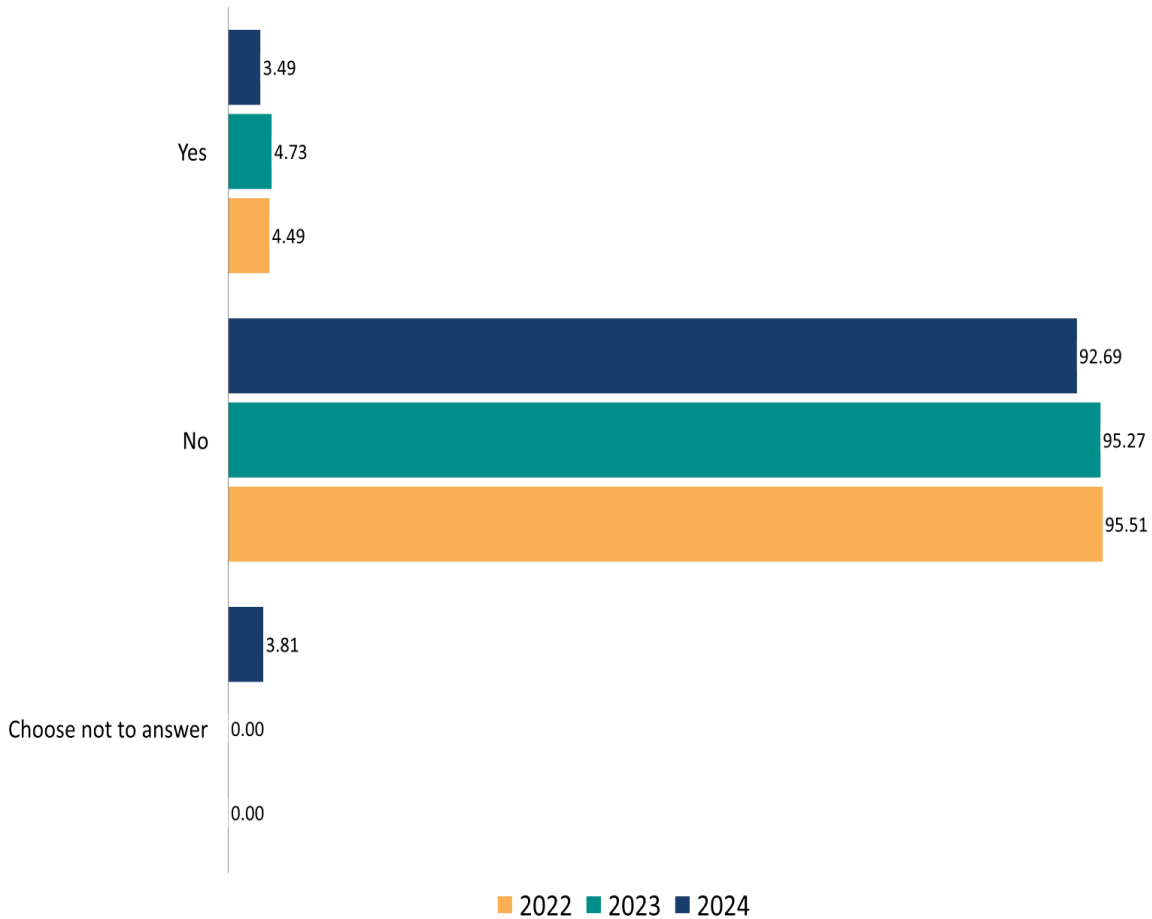
### NEXT OF KIN



Note: STVC NOK Q65 was added as a new question to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

## STVC NOK Q67: Are you Hispanic or Latino?

### NEXT OF KIN



2022: n = 7,988 2023: n = 7,376 2024: n = 7,843

Note: In 2024, the response option "Choose not to answer" was added.

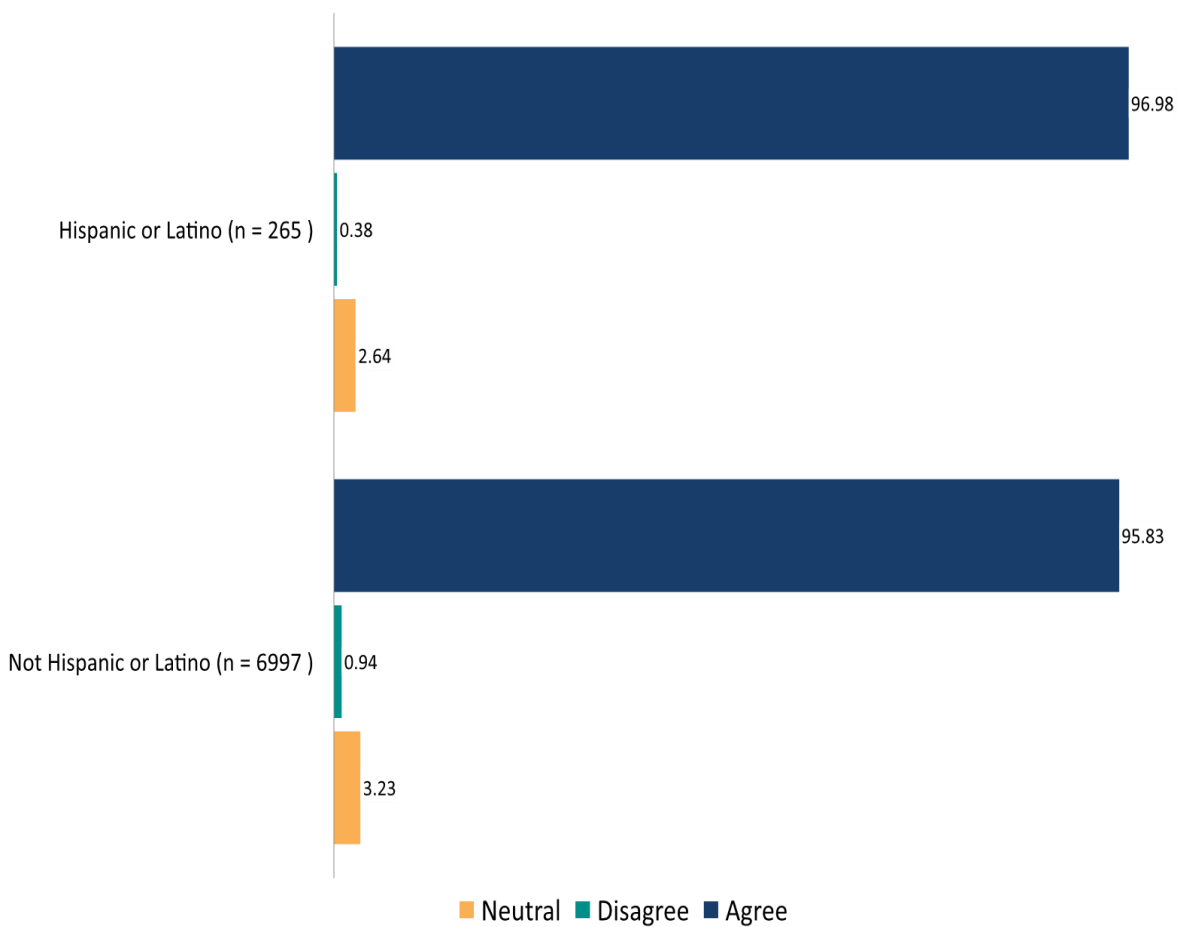
## ELEMENT OF COMPARISON

### Influence of ethnicity on the perception of quality of service.

STVC NOK Q67: Are you Hispanic or Latino?

STVC NOK Q41: The quality of service received from the state, tribal or territorial Veterans 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.

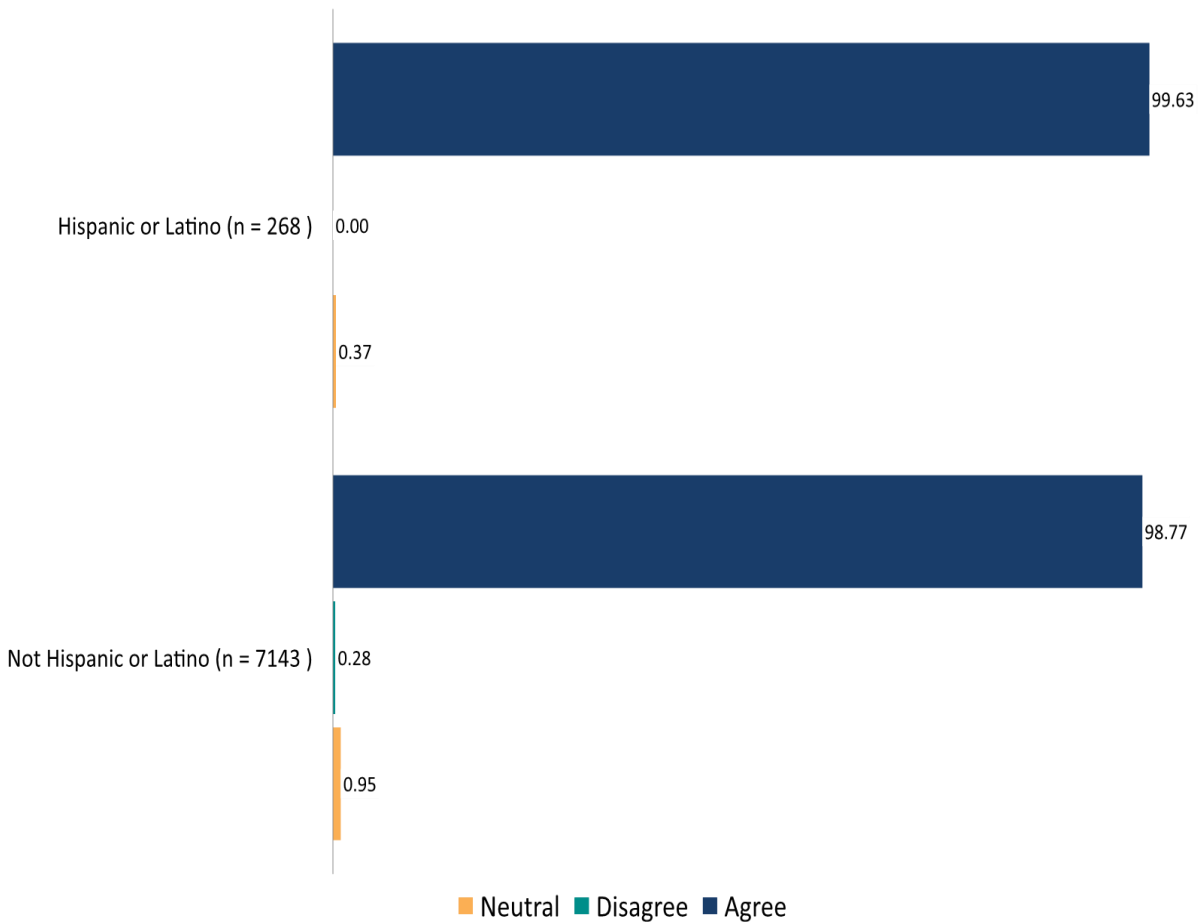
## ELEMENT OF COMPARISON

### Influence of ethnicity on recommending the cemetery.

STVC NOK Q67: Are you Hispanic or Latino?

STVC NOK Q49: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

## NEXT OF KIN



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

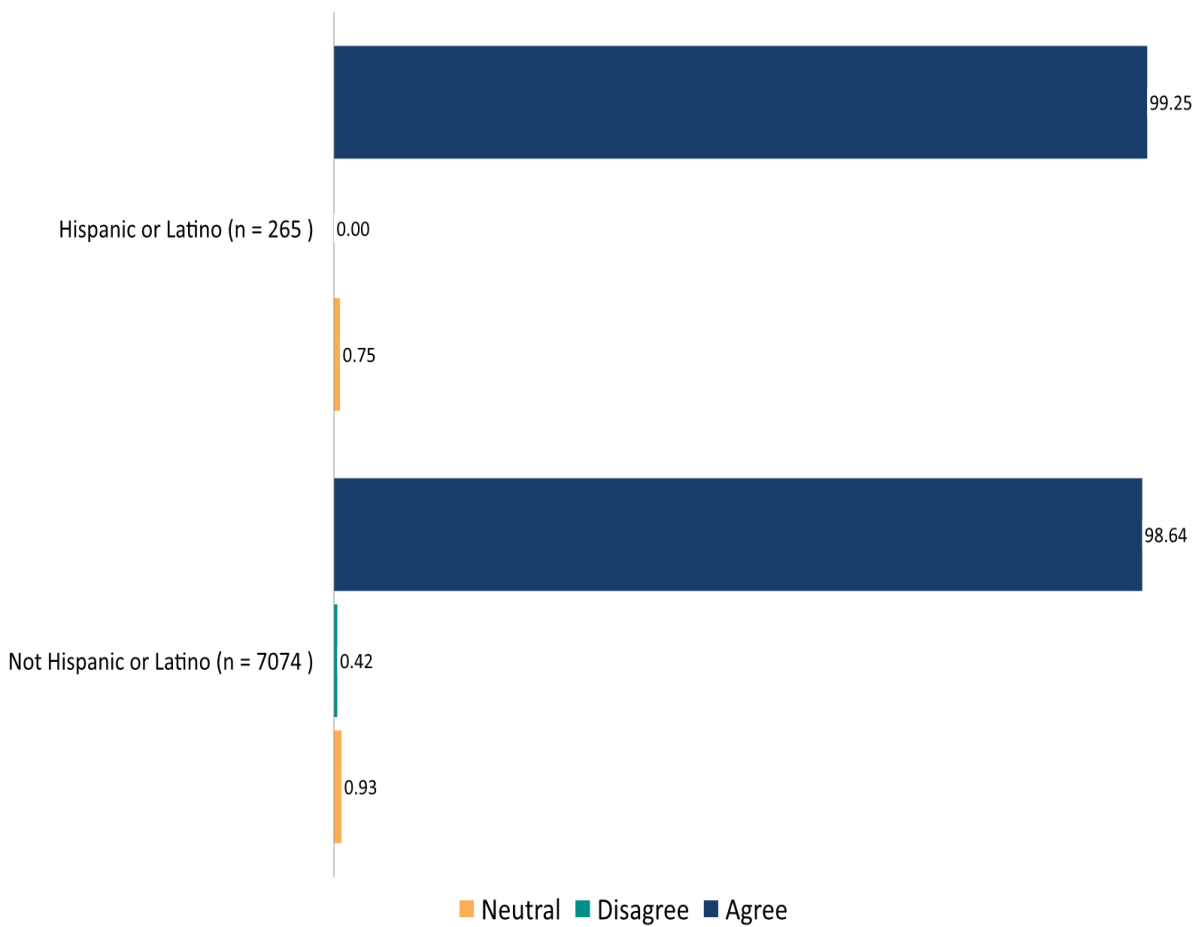
## ELEMENT OF COMPARISON

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

STVC NOK Q67: Are you Hispanic or Latino?

STVC NOK Q46: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

## NEXT OF KIN



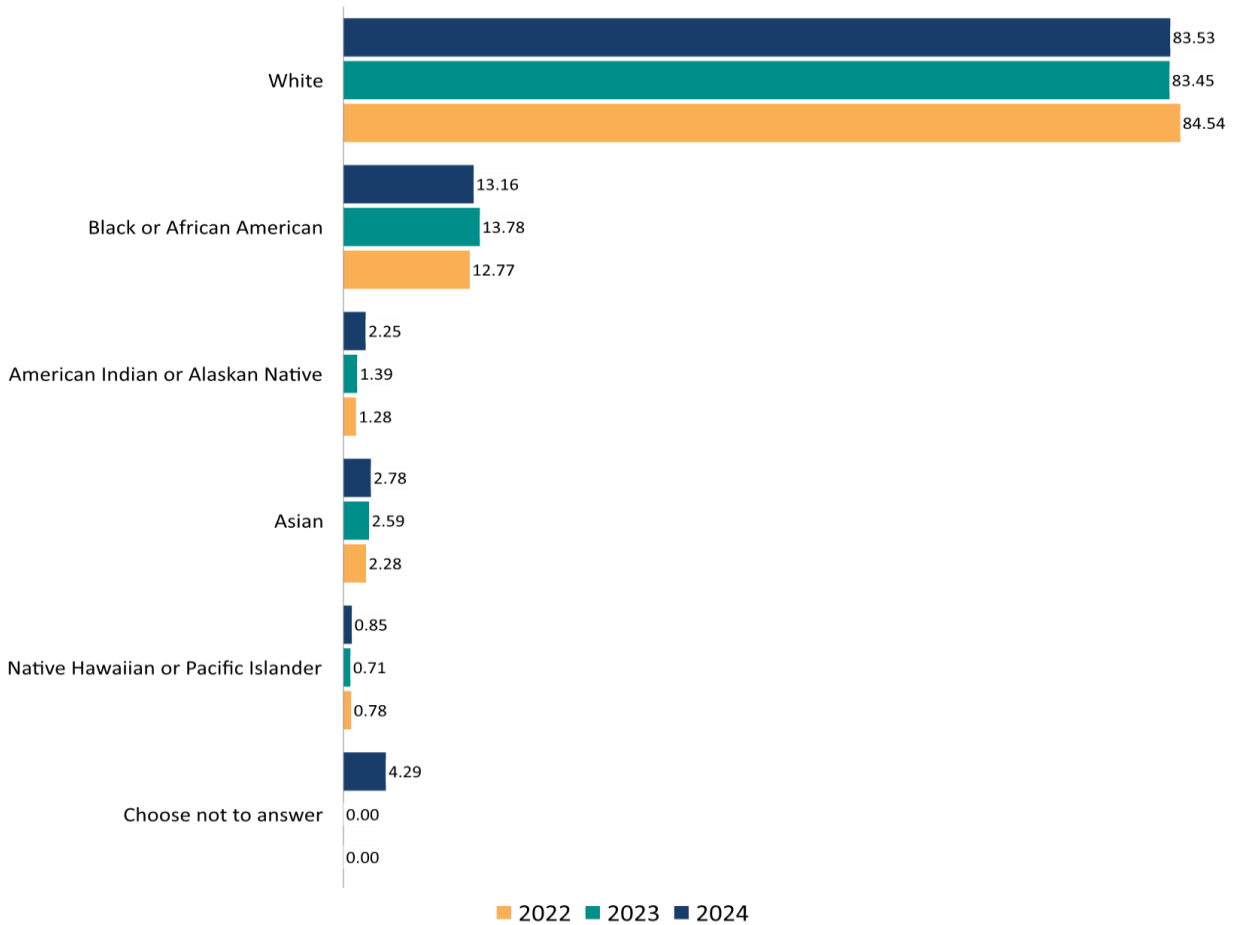
Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.



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

## STVC NOK Q68: Are you...? (Mark all that apply)

### NEXT OF KIN



2022: n = 7,982 2023: n = 7,364 2024: n = 7,555

Note: Prior to 2024 the question wording was: What is your race? (Mark one or more).

Note: In 2024, the response option "Choose not to answer" was added.

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

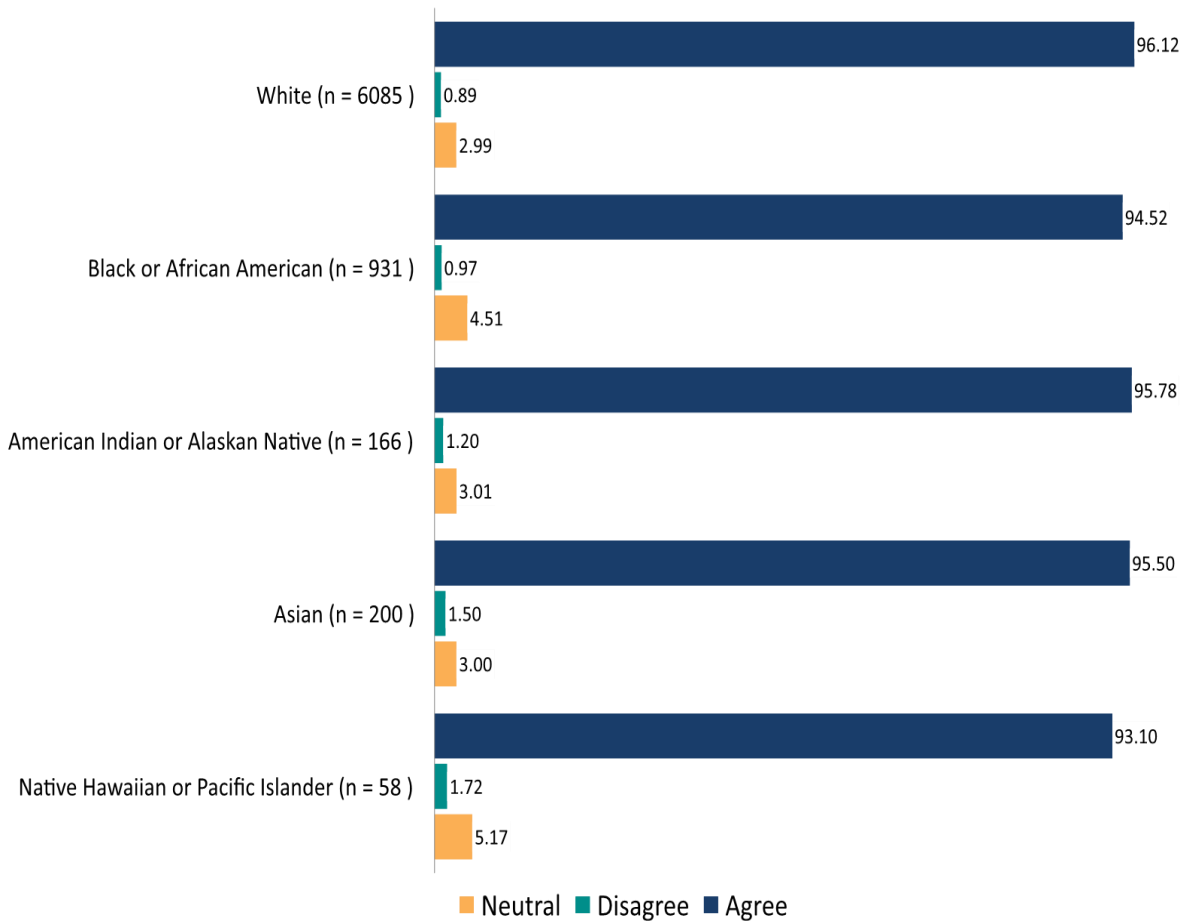
## ELEMENT OF COMPARISON

### Influence of race on the perception of quality of service.

STVC NOK Q68: Are you...? (Mark all that apply)

STVC NOK Q41: The quality of service received from the state, tribal or territorial Veterans 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.

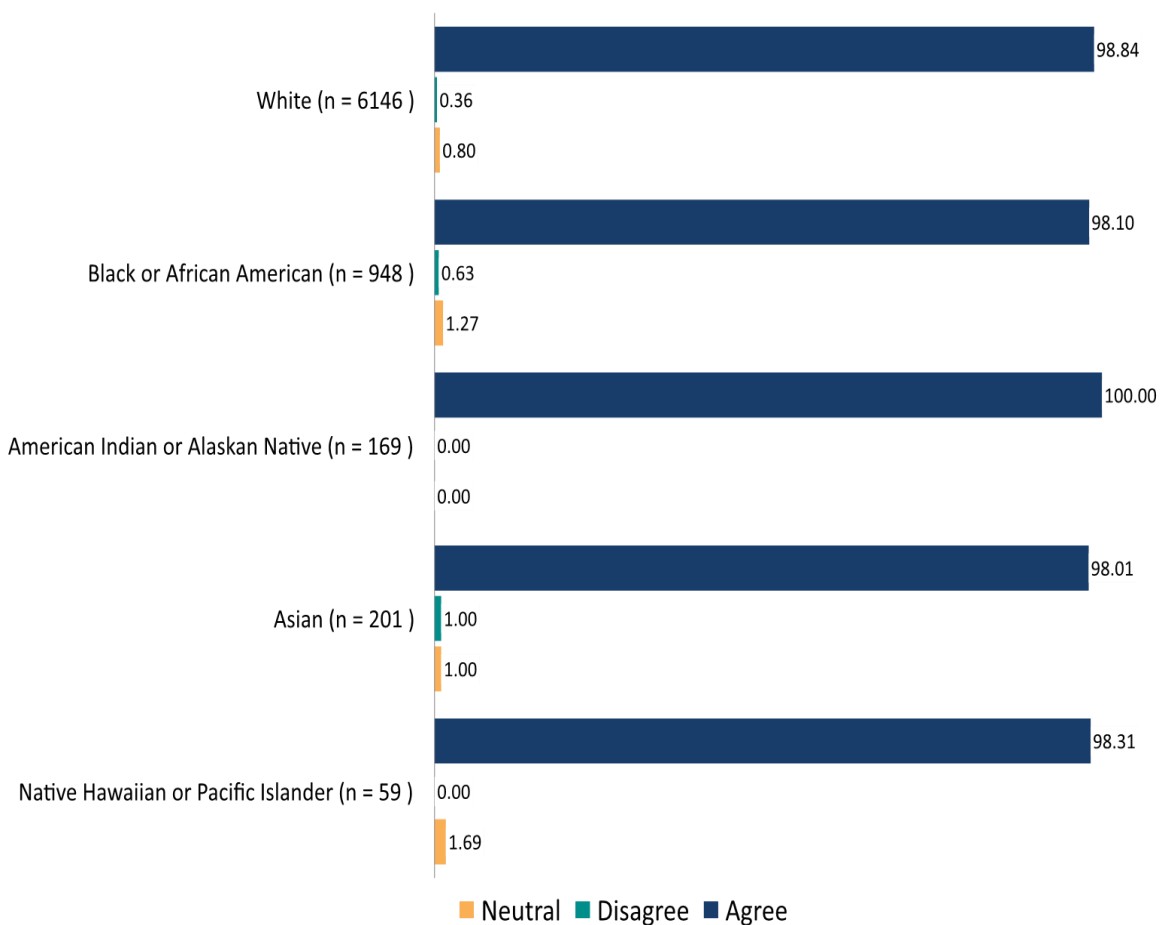
## ELEMENT OF COMPARISON

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

STVC NOK Q68: Are you...? (Mark all that apply)

STVC NOK Q46: The overall appearance of the state, tribal or territorial 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.

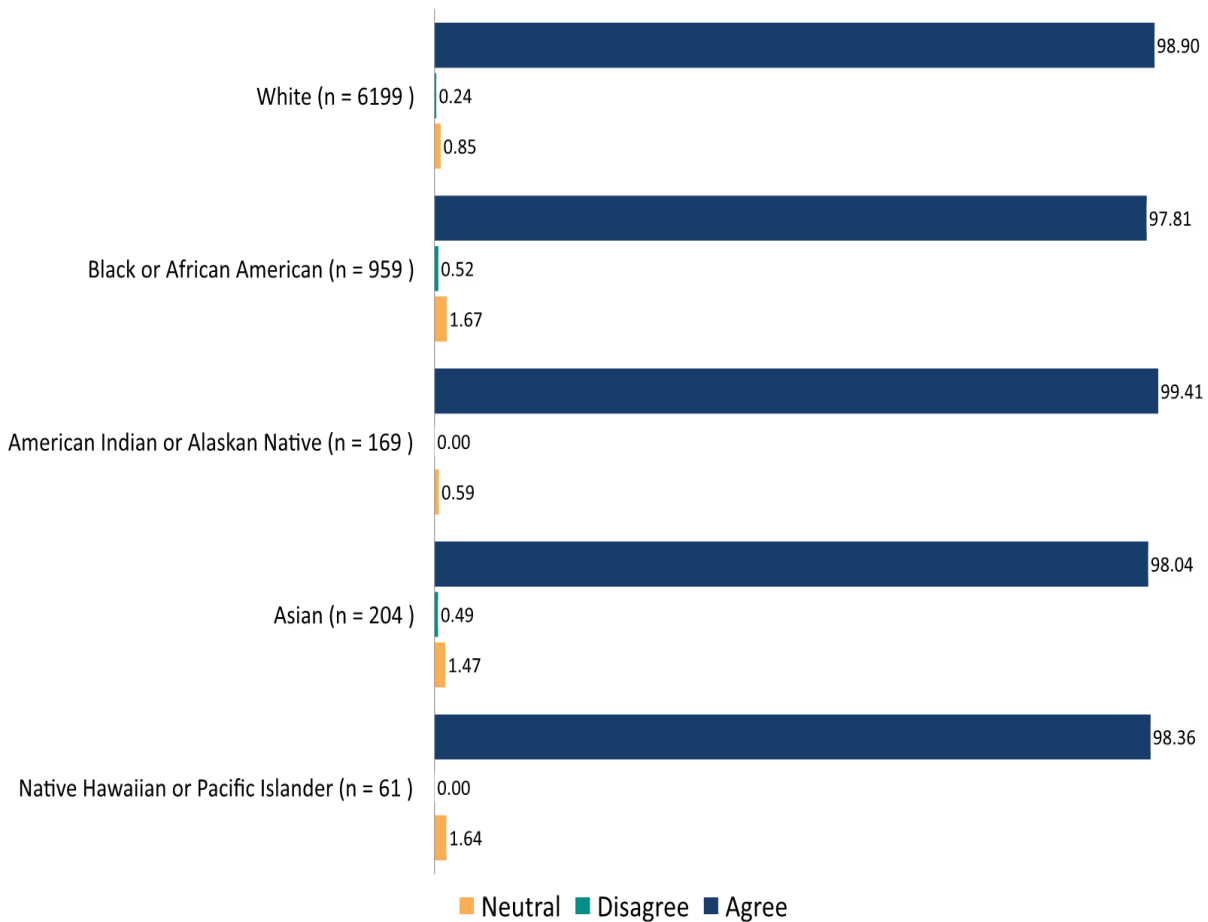
## ELEMENT OF COMPARISON

### Influence of race on recommending the cemetery.

STVC NOK Q68: Are you...? (Mark all that apply)

STVC NOK Q49: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

### NEXT OF KIN



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

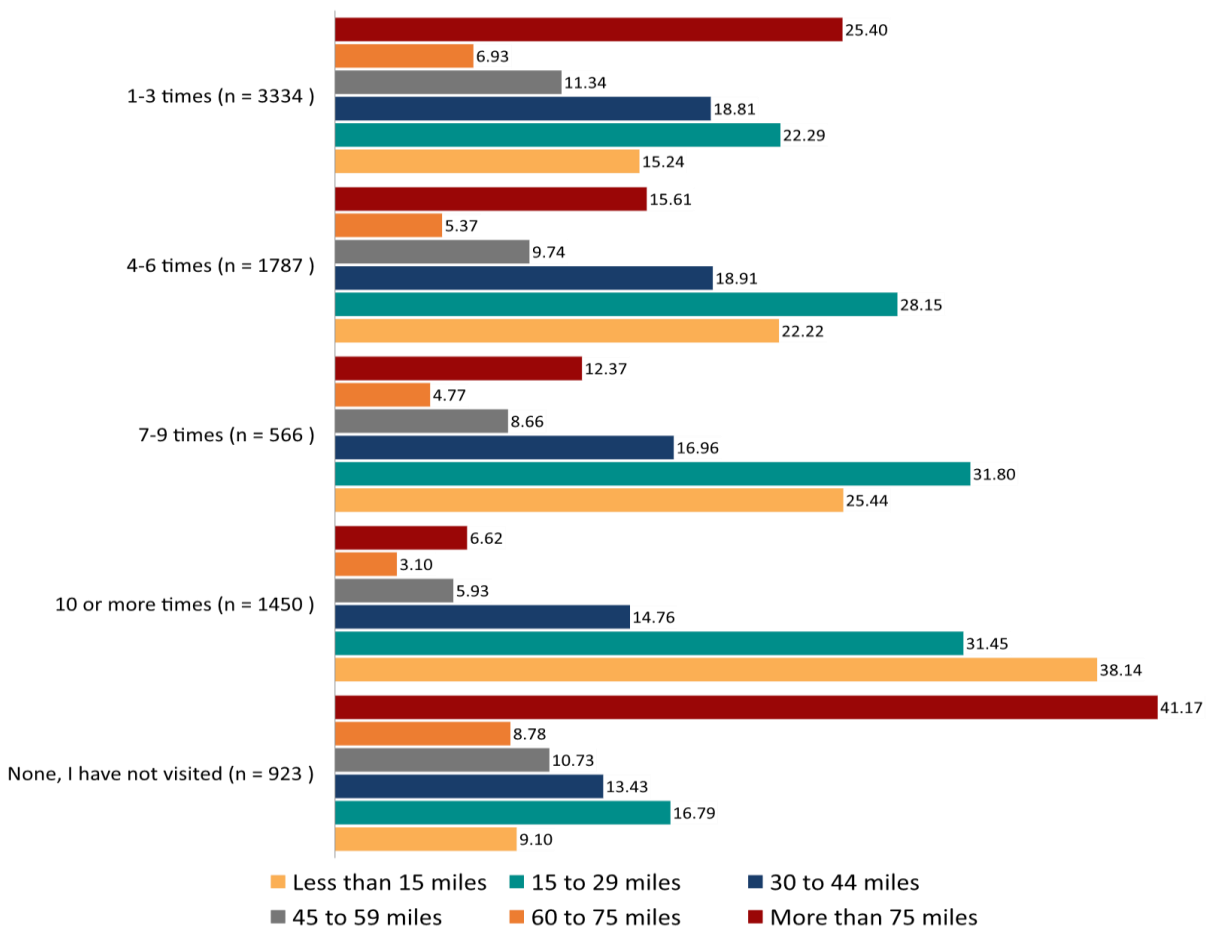
**ELEMENT OF COMPARISON**

**Number of times you have visited the state, tribal or territorial Veterans cemetery by the distance to cemetery.**

STVC NOK Q17: How many times have you visited the cemetery where your loved one was interred?

STVC NOK Q18: How far do you reside from the cemetery?

**NEXT OF KIN**



## ELEMENT OF COMPARISON

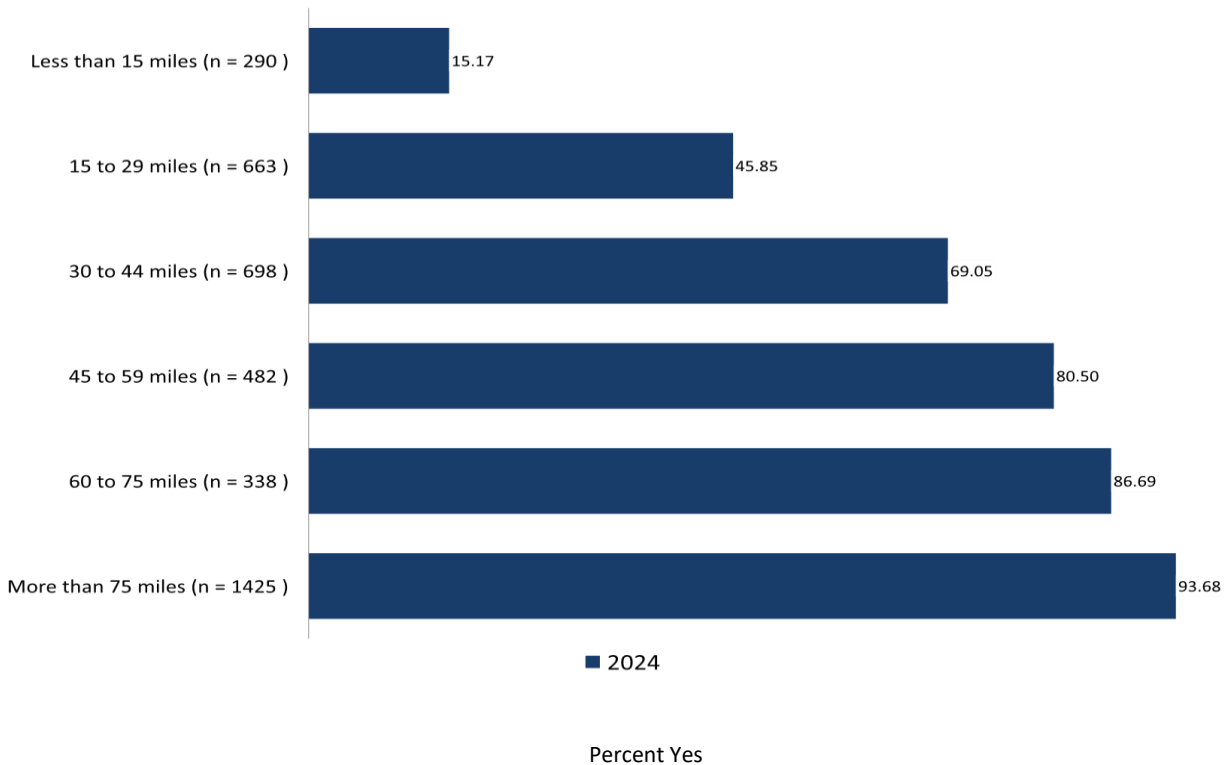
### Factors influencing visiting by the distance to cemetery.

STVC NOK Q18: How far do you reside from the cemetery?

STVC NOK Q19a: Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Distance to the cemetery

### NEXT OF KIN



## ELEMENT OF COMPARISON

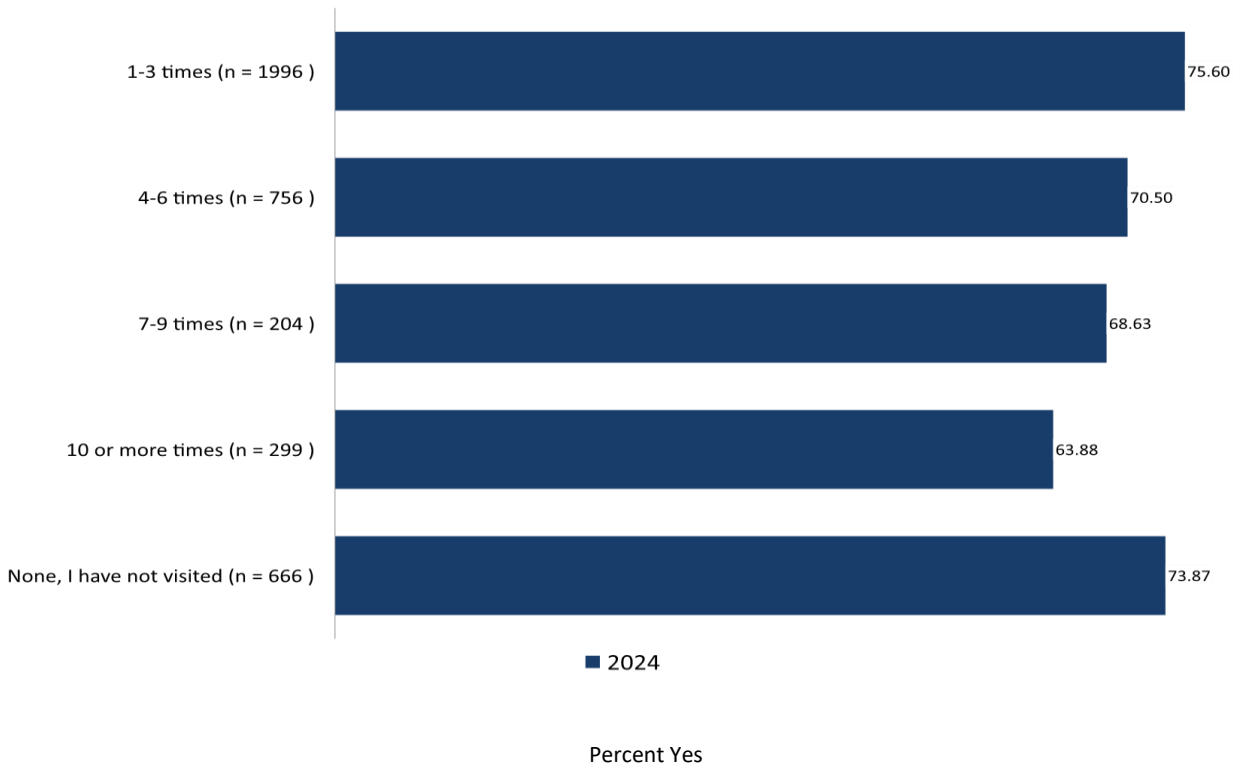
### Factors influencing visiting by number of times visiting the cemetery.

STVC NOK Q17: How many times have you visited the cemetery where your loved one was interred?

STVC NOK Q19a: Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Distance to the cemetery

### NEXT OF KIN



## ELEMENT OF COMPARISON

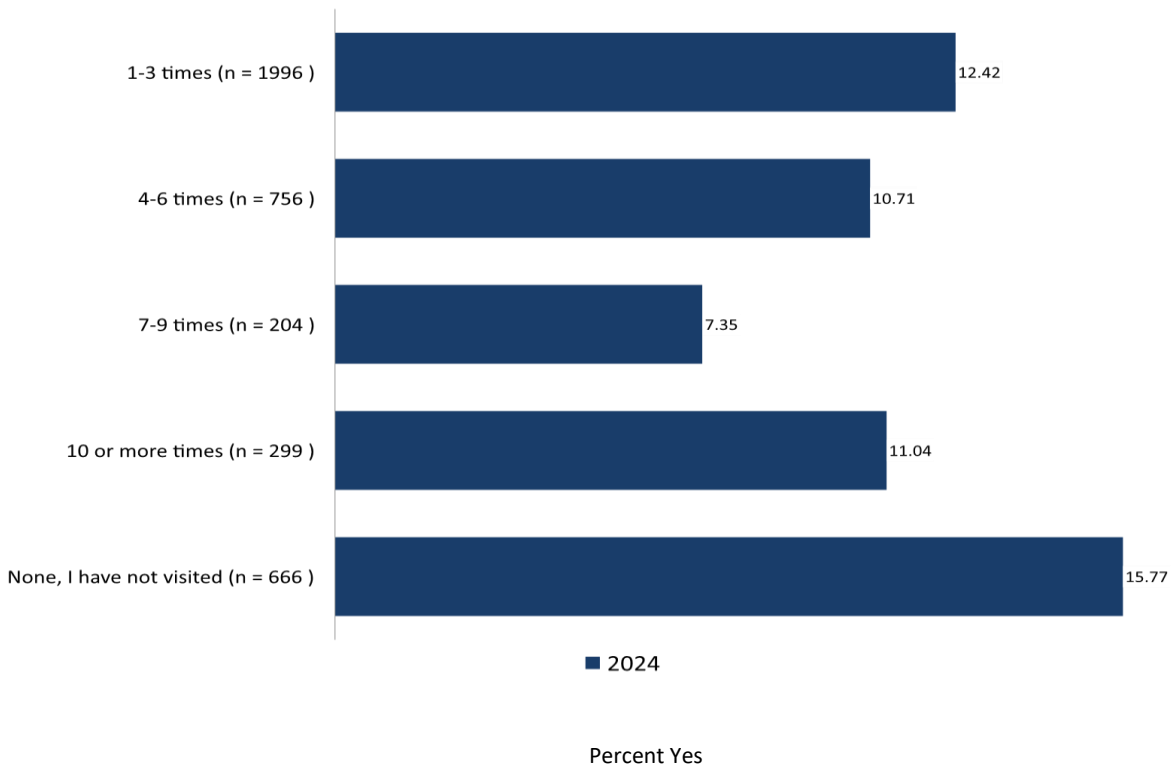
### Factors influencing visiting by number of times visiting the cemetery.

STVC NOK Q17: How many times have you visited the cemetery where your loved one was interred?

STVC NOK Q19b: Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Access to transportation

### NEXT OF KIN





## ELEMENT OF COMPARISON

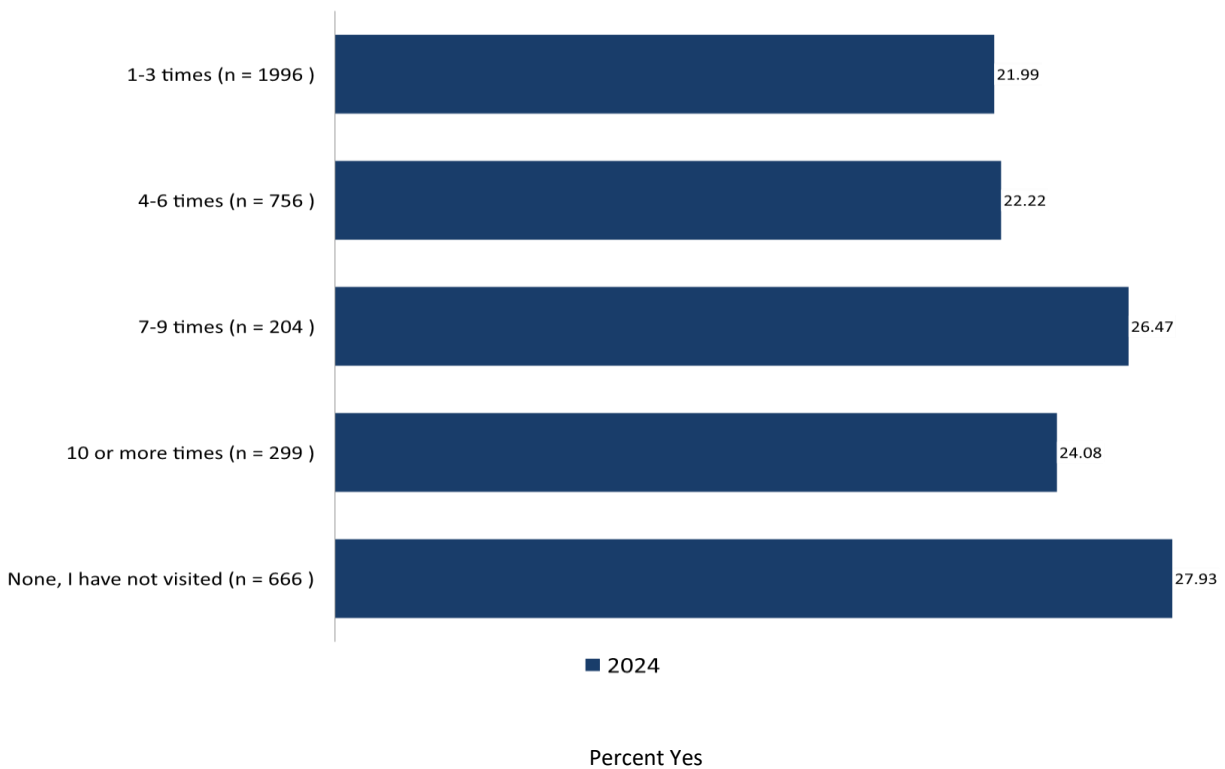
### Factors influencing visiting by number of times visiting the cemetery.

STVC NOK Q17: How many times have you visited the cemetery where your loved one was interred?

STVC NOK Q19c: Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? *(Mark all that apply)*

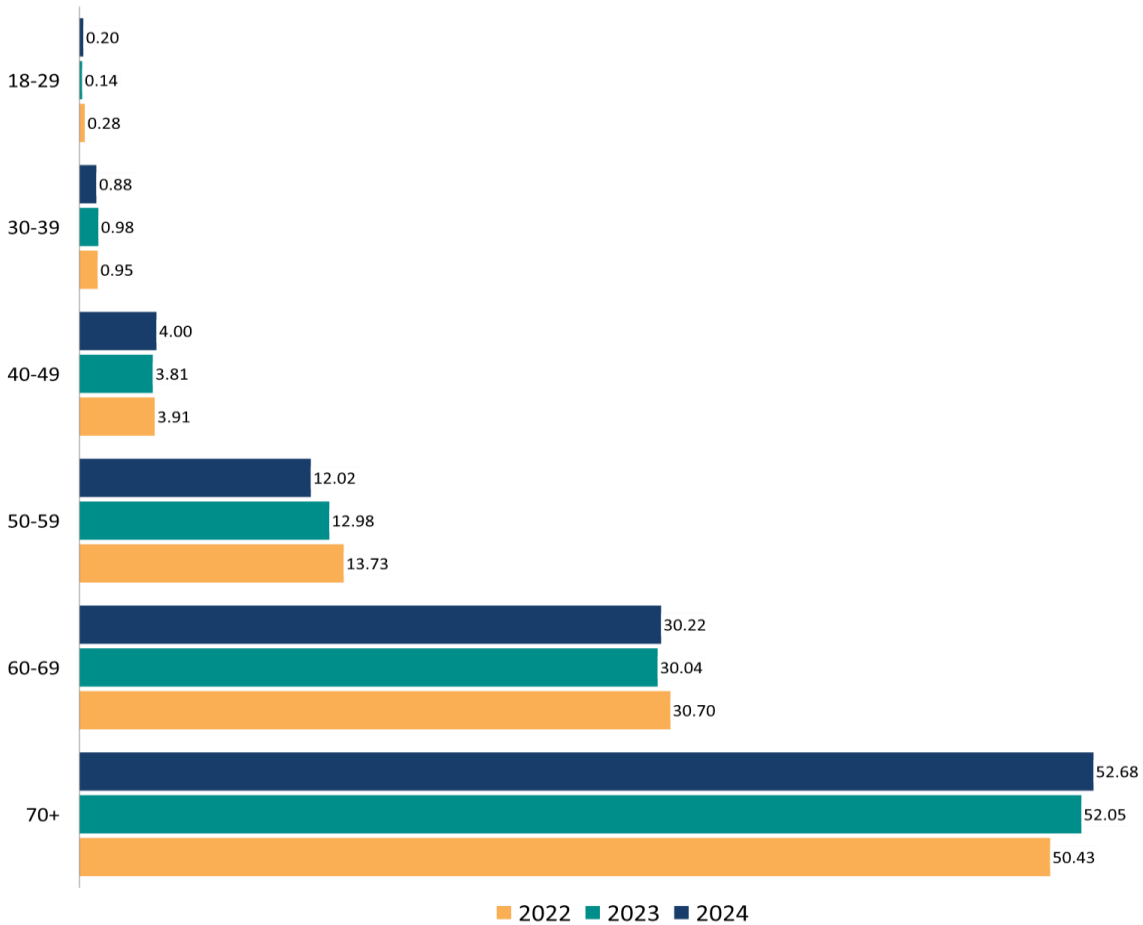
#### ■ Health status

### NEXT OF KIN



## STVC NOK Q66: In what year were you born? (Age group)

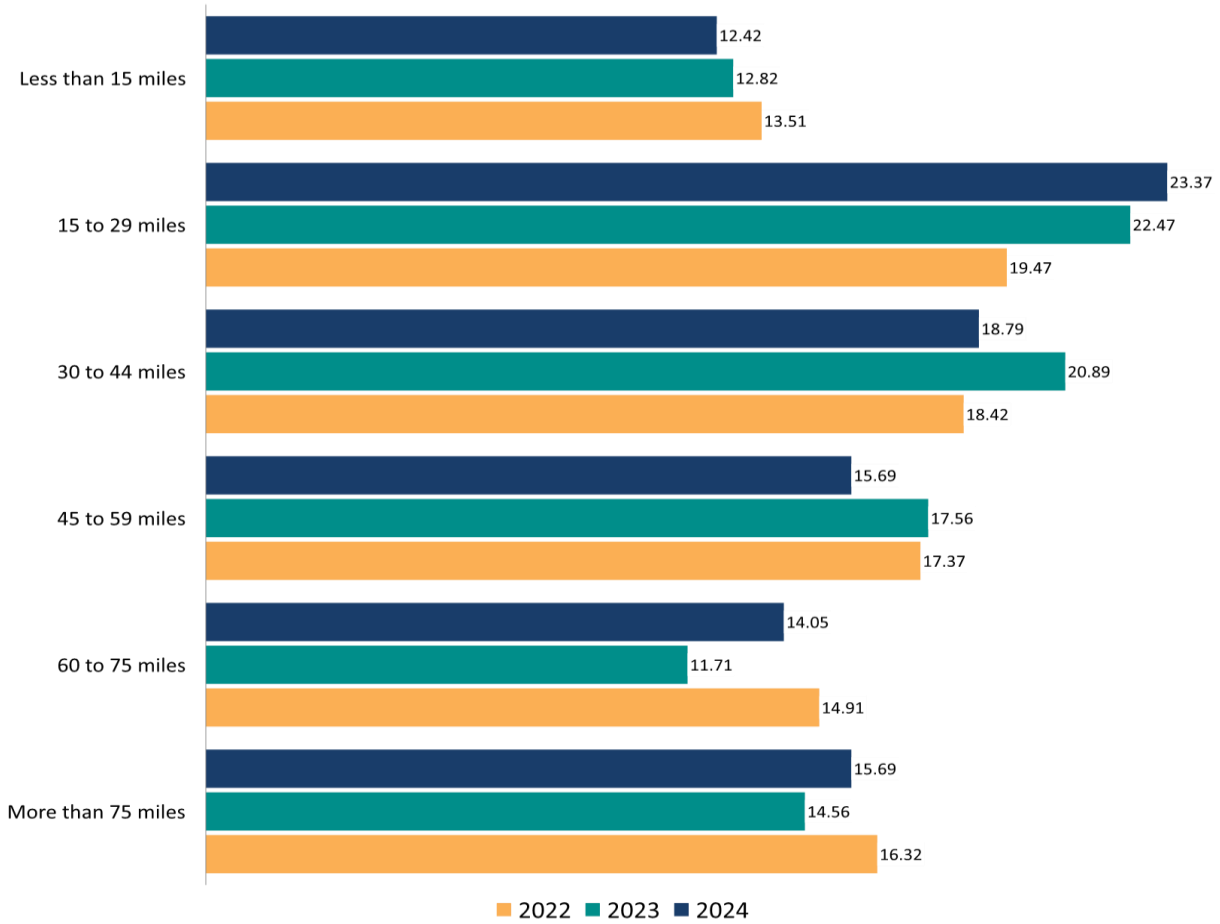
### NEXT OF KIN



2022: n = 7,085   2023: n = 6,502   2024: n = 7,620

**STVC FD Q2: How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?**

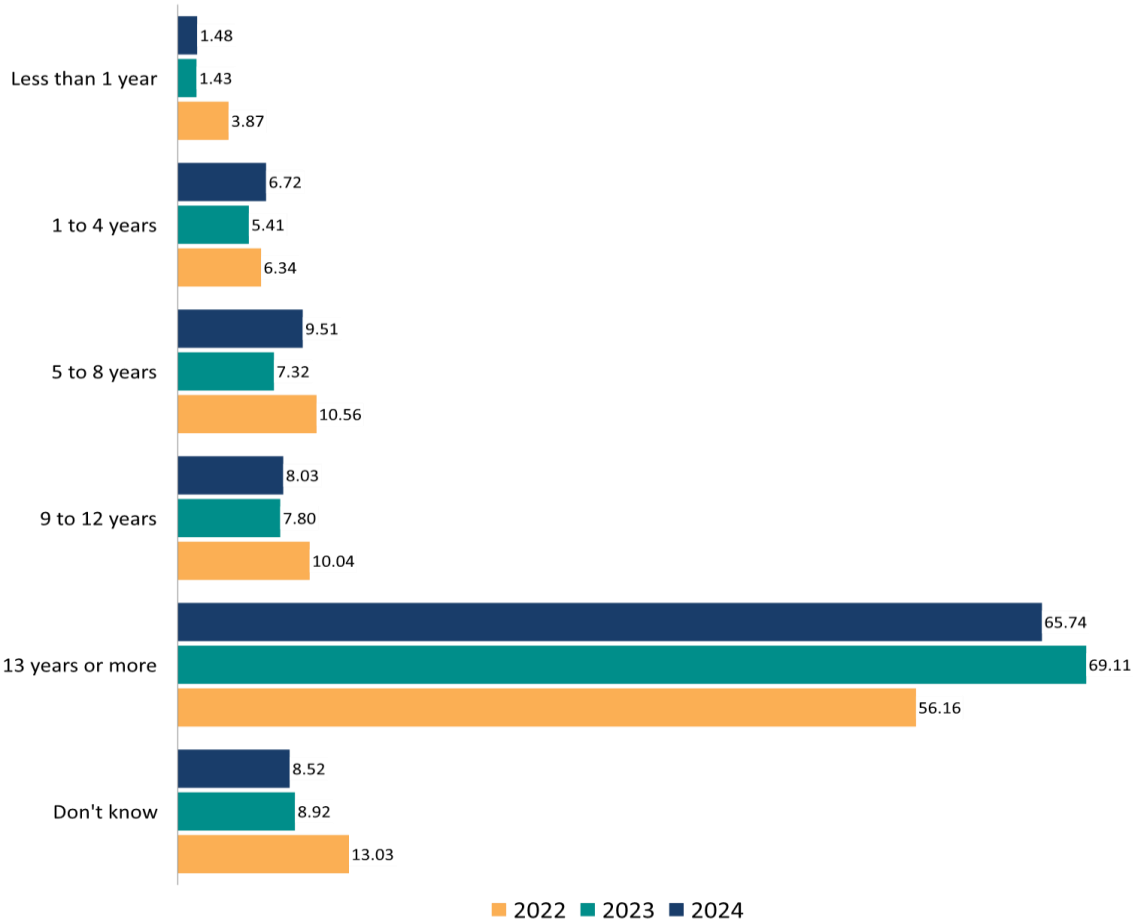
**FUNERAL DIRECTORS**



2022: n = 570 2023: n = 632 2024: n = 612

**STVC FD Q3: How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?**

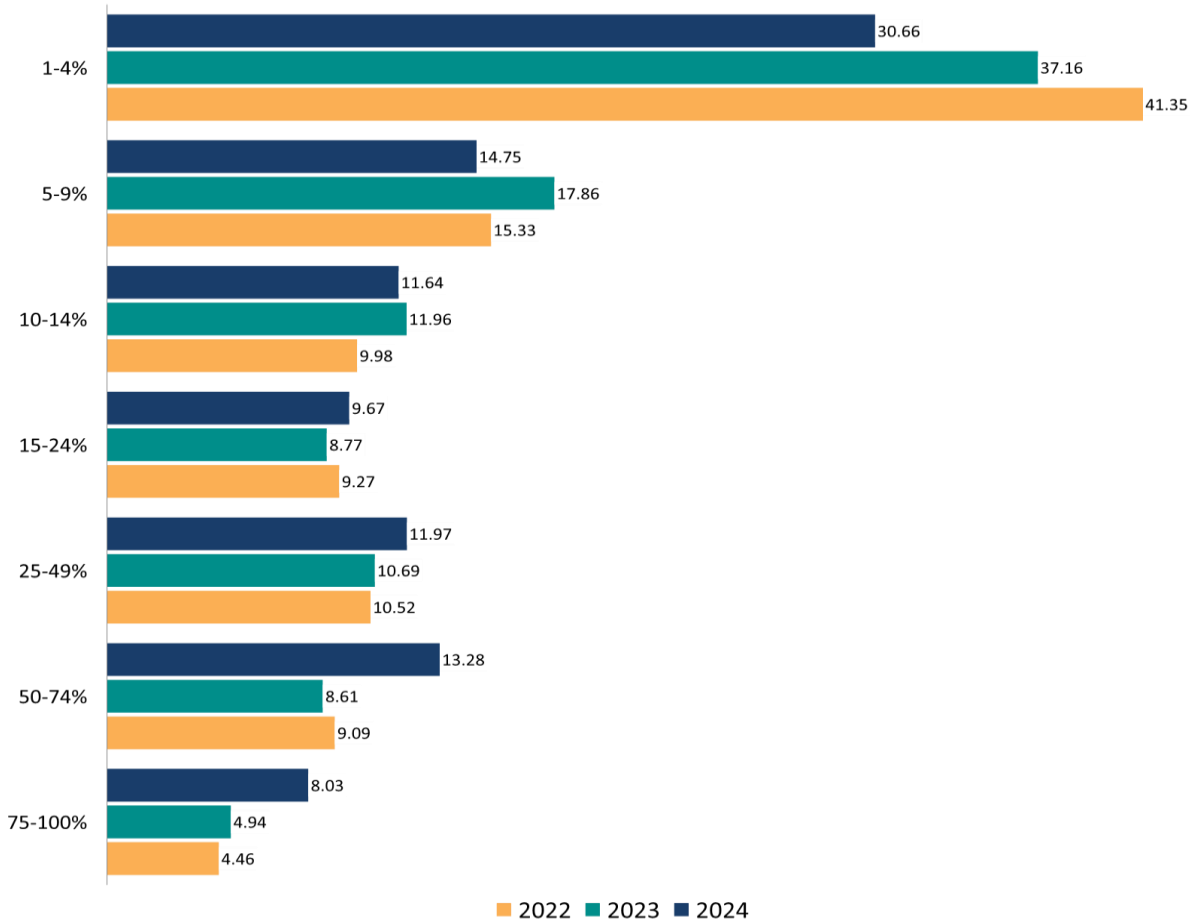
**FUNERAL DIRECTORS**



2022: n = 568 2023: n = 628 2024: n = 610

**STVC FD Q4: Of the eligible Veteran families you serve, approximately what percent choose burial in the state, tribal or territorial Veterans cemetery?**

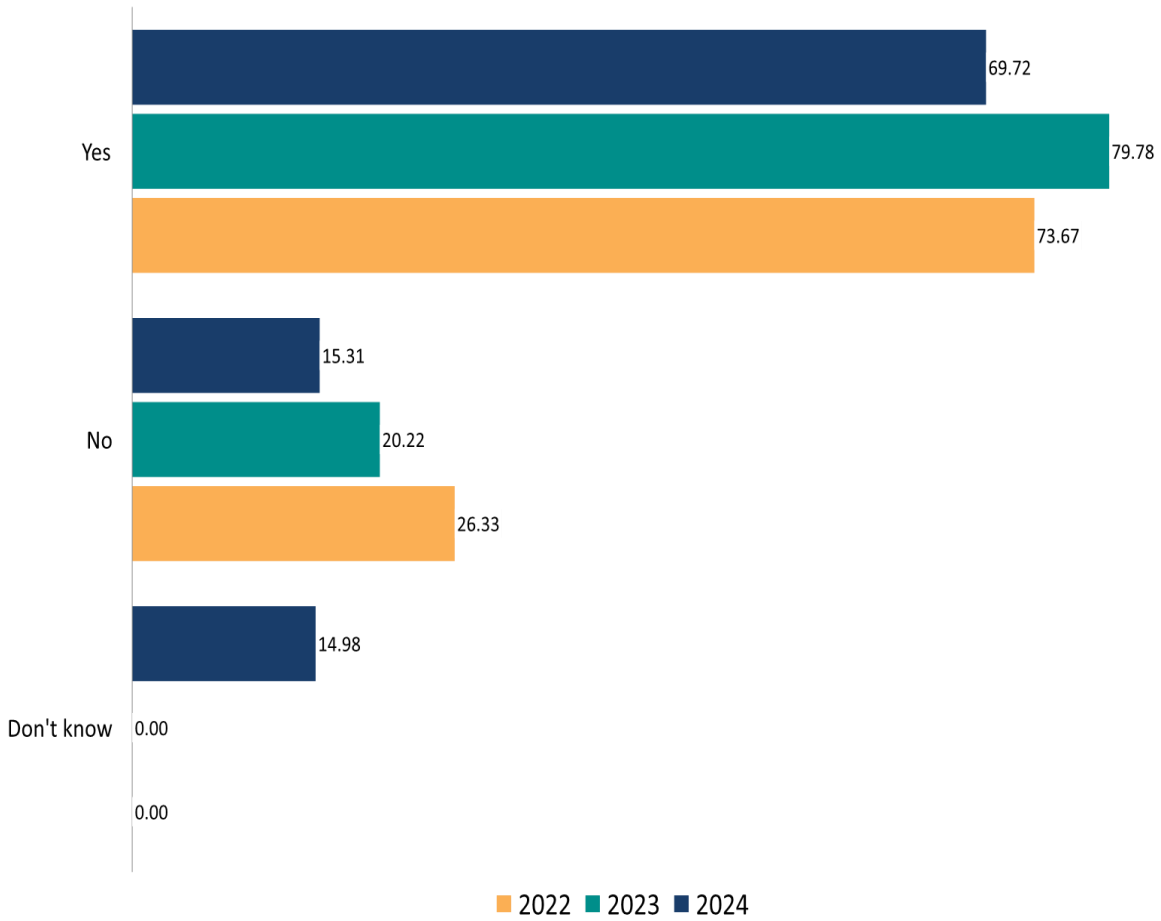
## FUNERAL DIRECTORS



2022: n = 561 2023: n = 627 2024: n = 610

## STVC FD Q22: Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?

### FUNERAL DIRECTORS



2022: n = 562 2023: n = 623 2024: n = 601

Note: In 2024 the response option "Don't know" was added.

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## Appendix B: Methodology and Survey Instruments

### SECTION DESCRIPTION

- Presented within this appendix is a description of the methodology used to develop and administer the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey.
- 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 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey are included as well for reference.

### Project Background

To better assess satisfaction with services provided by state, tribal or territorial 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 2024 Survey of Satisfaction with State, Tribal or Territorial Veteran Cemeteries. The 2024 survey represents the eleventh national administration of this satisfaction survey and the eleventh time a web survey option was offered to respondents.

Data for this 2024 survey were collected from next of kin and funeral directors in two fielding periods:

2024 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	2/22/24 – 6/17/24	NOK (English)	1/1/23 – 6/30/23
		FD (English)	1/1/23 – 12/31/23
Cohort 2	3/29/24 – 6/17/24	NOK (English)	7/1/23 – 12/31/23
		NOK & FD (Spanish)	1/1/23 – 12/31/23

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, 2023 to December 31, 2023.

Surveys were mailed to 19,010 next of kin who had interred a loved one at a state, tribal or territorial Veteran cemetery. The survey was also mailed to 12,280 funeral directors who worked with VA national cemeteries, private cemeteries, and state, tribal or territorial Veterans cemeteries for the interment of a Veteran or eligible family member during the same designated time period.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2024 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2024 Survey Instruments



### Survey Development

The survey instrument used for the 2024 survey administration was developed from the 2023 survey instrument. Several modifications were made to the 2023 survey instruments to develop the 2024 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2024 questionnaires.

The final 2024 questionnaires included a total of 72 questions for next of kin, and 48 questions for funeral directors.

#### 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey

The survey instrument revisions were as follows:

- Throughout the survey “State or Tribal Veterans Cemetery” was updated to “State, Tribal or Territorial Veterans Cemetery.”
- Section headers were added throughout the survey:
  - Before question 1: Choosing a State, Tribal or Territorial Veterans Cemetery / Cemetery Support and Interaction / NCA Videos
  - Before question 23: Headstones, Markers or Columbarium Niche Covers
  - Before question 28: The Presidential Memorial Certificate, the Veterans Legacy Memorial and the NCA Pre-Need Eligibility Registration Process
- The following questions and text were added to the survey:
  - Q1. Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? *(Mark all that apply)*
    - My loved one wanted to be interred in a state, tribal or territorial Veterans cemetery
    - My loved one wanted to be close to other relatives or friends already buried in the cemetery
    - The cemetery location will make it easy to visit my loved one’s gravesite
    - It was a more affordable burial option
    - The cemetery’s reputation in the local Veteran Community
    - It was recommended by a VA outreach officer and/or at a VA outreach event
    - It was recommended by the funeral director
    - It was recommended by someone I trust (e.g. friend, relative, Veterans Service Officer, etc.)
    - Other (specify):
  - Q5. Did the funeral director provide information about burial and memorial benefits available for Veterans? *(Mark all that apply)*
    - Not applicable: Funeral Director not used
    - Funeral Director provided information about VA burial benefits for Veterans
    - Funeral Director provided information about VA memorial benefits for Veterans
    - No, the Funeral Director did not provide information about either VA burial or memorial benefits.

## Appendix B: Methodology and Survey Instruments

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- Q6. Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?
  - Yes, and I was involved in planning it
  - Yes, but I was not involved in planning it -> GO TO QUESTION #14
  - No, the committal service was not held -> GO TO QUESTION #17
  - Don't know/Can't recall -> GO TO QUESTION #17
- Q7. How satisfied were you with the available dates and times offered for the scheduling of your committal service?
  - Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
- Q22. Please add any comments regarding information about the process or support you received from the state, tribal or territorial Veterans cemetery you would like to share with NCA.
- Q31. Are you aware of the Veterans Legacy Memorial (VLM) web site [www.va.gov/remember?](http://www.va.gov/remember?)
  - Yes, and I have visited the site
  - Yes, but I have not visited the site -> GO TO QUESTION #34
  - No. This is the first I have heard of it -> GO TO QUESTION #34
- Q32. How easy was the VLM site to navigate?
  - Very easy
  - Easy
  - Neither easy nor difficult
  - Difficult
  - Very difficult
- Q33. Have you added content to a Veteran page on the VLM site? *(Mark all that apply)*
  - Yes
  - No. The content submission process was too difficult
  - No. I'm not comfortable sharing content on a Veteran's page
  - Other (specify):
- Q34. Are you aware of the NCA Pre-Need Eligibility Process?
  - Yes
  - No
- Q35. How did you become aware of the Pre-Need opportunity? *(Mark all that apply)*
  - Family member/friends
  - Funeral home
  - Military discharge related materials
  - Other Veteran/Active-duty member
  - Pre-Need Burial Eligibility Determination
  - Veterans Service Organization

## Appendix B: Methodology and Survey Instruments

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- VA/NCA pamphlet, newsletter, brochure
  - VA/NCA website
  - Other VA organization
  - Professional/military association meetings
  - Local news
  - VA/NCA social media (Facebook or X, formerly known as Twitter)
  - Other (specify):
- Q36. Have you applied for Pre-Need Eligibility?
    - Yes
    - No
  - Q37. Were you satisfied with the length of time it took to receive a certificate of eligibility?
    - Yes
    - No
    - Have not received yet
  - Q38. Do you have any additional comments on the headstone, marker or niche cover, the Presidential Memorial Certificate, the Veterans Legacy Memorial or the NCA Pre-Need Eligibility process?
  - Q59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?
    - Yes
    - No
    - Don't know what this is
  - The following statement was added before question 60:  
Demographics Disclaimer Statement: Although responding to the following question(s) is voluntary, VA strongly encourages you to provide as much data and information as possible. Your responses will not be connected to you as an individual. These responses will help improve customer experience, approved research, and the quality of care and services for all Veterans. They will not be used to update your customer profile or other demographics found in any of your VA records. VA follows strict security and privacy practices and adheres to VA's data ethics standards to keep secure.
  - Q 60. Was your loved one your.....
    - Spouse
    - Partner
    - Parent
    - Child
    - Other relative
    - Not a relative
  - Q61. Are you a Veteran married/partnered to a Veteran?
    - Yes
    - No

## Appendix B: Methodology and Survey Instruments

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- The following statement was added before question 62:  
Please note: Veterans who are married to Veterans are entitled to individual gravesite and headstone/marker/medallion benefits. Visit [www.va.gov/burials-memorials/eligibility/](http://www.va.gov/burials-memorials/eligibility/) for more information.
  
- Q62. Are you a Veteran?
  - Yes
  - No
  
- Q64. Did your loved one describe themselves as.....?
  - Male
  - Female
  - Unspecified or Another Gender Identity
  - Choose not to answer
  
- Q65. What language do you mainly speak at home?
  - English
  - Spanish
  - Chinese
  - Tagalog
  - Vietnamese
  - Arabic
  - Some other language (specify):
  
- Q70. Have you or your loved one used any other VA Benefits? *(Mark all that apply)*
  - Bereavement Counseling
  - Dependency and Indemnity Compensation (DIC)
  - Housebound Allowance
  - Aid and Attendance
  - VA Life Insurance
  - Pension
  - Education benefits
  - Other (specify):
  - Have not used other VA benefits
  
- Q72. Are you willing to participate in a Focus Group discussion?
  - No
  - Yes -> If you are interested in participating in a focus group discussion to assist the National Cemetery Administration with improving its quality of service to Veterans and their families, please complete the information below:
  
- In what way would you be willing to participate in the focus group? *(Mark all that apply)*
  - Online
  - By phone
  - In person at a focus group facility
  - Name:
  - Phone Number:
  - Email:

## Appendix B: Methodology and Survey Instruments

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- The following questions were revised in the 2024 survey:
  - Q3. The response option “Local newspaper/news report” was updated to “Local news” and the response option “State or Tribal VA/NCA social media (Facebook or Twitter)” was updated to “VA/NCA social media (Facebook or X, formerly known as Twitter), the response option “State or Tribal/VA/NCA website” was updated to “VA/NCA website” and the response option “State or Tribal/VA/NCA pamphlet, newsletter, brochure” was updated to “VA/NCA pamphlet, newsletter, brochure.” The response option “Public events (e.g., parades, speeches)” was removed.
  - Q4. In the question text, underlines were removed from the words “BEST” and “one.” The response option “State or Tribal VA/NCA social media (Facebook or Twitter)” was updated to “VA/NCA social media (Facebook or X, formerly known as Twitter).” The response options “Public events (e.g., parades, speeches)” and State or Tribal/VA/NCA website were removed.
  - Q9. The response option “Yes, I viewed it online” was replaced with “Yes, but it was not provided by the Funeral Director.”
  - Q15. The response option, “My loved one did not receive military funeral honors” was moved up to be the first option.
  - Q19. The question text “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*)” was updated to “Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? (*Mark all that apply*)” and the response option, “None of these factors limit my visits” was added.
  - Q25. In the question text the word “amount” replaced the word “length.”
  - Q26. The response option, “Don’t know/Haven’t seen” was added.
  - Q27: The “Don’t know” response option was updated to include “Haven’t seen” so that it is “Don’t know/Haven’t seen.”
  - Q28. The response option, “Don’t know” was added.
  - Q30. The word “problem” was removed from the response option “Other (specify).”
  - Q53. The question text “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” was updated to “Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.”
  - Q56. In the question text “appearance” was underlined.
  - Q57. In the question text “quality of service” was underlined.
  - Q58. In the question text “honor” was underlined.
  - Q63. The response options “Unspecified or Another Gender Identity” and “Choose not to answer” were added.
  - Q67. The response options were updated to: “Yes, Hispanic or Latino” and “No, not Hispanic or

## Appendix B: Methodology and Survey Instruments

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Latino”; and the response option “Choose not to answer” was added.

- Q68. The question text “What is your race? (*Mark one or more*)” was updated to “Are you.... (*Mark all that apply*),” the response options were ordered in alphabetical order, and the response option “Choose not to answer” was added.
- Q69. The question text “In what religious practice was the burial conducted?” was updated to “In what belief tradition was the burial conducted?” and the response option “Choose not to answer” was added.
- The following questions were removed from the 2023 survey:
  - Q1. Due to COVID-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?
  - Q5. 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?
  - Q27. 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.
  - Q44. 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*)

### 2024 Funeral Director Satisfaction Survey

The survey instrument revisions were as follows:

- Throughout the survey “State or Tribal Veterans Cemetery” was updated to “State, Tribal or Territorial Veterans Cemetery”.
- The following questions were added to a new section of the funeral director survey, titled “2024 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY.” These questions were asked to all funeral directors regardless of whether their funeral home assisted with services at a national cemetery, state, tribal or territorial Veterans cemetery, or with ordering a memorial product.
  - Q1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?
    - Yes
    - No
  - Q2. Are you aware there are resources available for Funeral Directors on the NCA website?
    - Yes
    - No

## Appendix B: Methodology and Survey Instruments

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- Q3. Do you typically provide information resources on military honors to next of kin?
  - Yes
  - No
  
- Q4. Are you aware of the NCA Pre-Need Eligibility process?
  - Yes
  - No
  
- Q5. How often do your customers request “green” (i.e., environmentally sensitive) burials?
  - Very often
  - Sometimes
  - Rarely
  - Never
  
- Q6. Did you offer livestreaming of committal services at cemeteries?
  - Yes
  - No
  
- Q7. Are you willing to participate in a Focus Group discussion?
  - No
  - Yes -> In what way would you be willing to participate in the focus group? (Mark all that apply)
    - Online
    - By phone
    - In person at a focus group facility
    - Name:
    - Phone Number:
    - Email:
  
- Q8. Did you conduct business at a national cemetery during the 2023 calendar year?
  - Yes -> GO TO QUESTION #1 BELOW
  - No -> GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6
  
- The following questions were added to the state, tribal or territorial Veterans cemetery section of the funeral director survey:
  
- 13. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?
  - Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
  
- Q17. How do you compare the ease of scheduling between a state, tribal or territorial

## Appendix B: Methodology and Survey Instruments

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Veterans cemetery with another cemetery type?

- Easier
- About the same
- Harder

- Q24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.va.gov/remember](http://www.va.gov/remember))?
  - Yes
  - No
  - Don't know
- The following questions were revised in the state, tribal or territorial Veterans cemetery section of the 2024 funeral director survey:
  - Q7. In the question text, the underline was removed from the word “one” and the response option “Public events (e.g. parades, exhibits, speeches)” was removed.
  - Q9. In the question text, underlines were removed from the words “changes” and “one.”
  - Q16. The text “with the state, tribal or territorial Veterans cemetery” was added to the end of the question text: “Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?”
  - Q22. The response option “Don't know” was added.
- The following questions were removed from the state, tribal or territorial Veterans cemetery section of the 2023 funeral director survey:
  - Q11. 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?
  - Q12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?



## Sampling

### Sampling Frame

The sampling frame for the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey included all the state, tribal or territorial Veterans cemeteries where a Veteran or family member was eligible to be interred during the 2023 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2024 survey fielding there were 175 state, tribal or territorial Veterans cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2024 surveys was provided to Vistra by NCA in two installments – one for January 1–June 30, 2023 interments and one for July 1– December 31, 2023 interments. The initial step was to clean the data and remove records that included fields with missing data critical for successful mailing. In 2024 the BOSS national cemetery and BOSS state, tribal or territorial Veterans cemetery data files were cleaned together.

Reasons for exclusion in descending order of frequency were:

- 1) Duplicate
- 2) Not NOK
- 3) No name
- 4) No address/Incomplete address
- 5) Invalid names\*

NC and STVC NOK BOSS Data Summary of Reasons for Record Exclusion	
Reason Record Excluded	Number
Duplicate	13,094
Not NOK	5,884
No name	2,484
No address/Incomplete address	1,864
Invalid names	254
Total excluded	23,580
Total available	180,122
Percent excluded	13.09%

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

STVC NOK Excluded Records	
Total excluded	5,833
Total available	41,288
Percent excluded	14.13%

## Appendix B: Methodology and Survey Instruments

As in previous iterations, the funeral director survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys. Of the 299,644 total available funeral director records, 95.76% were removed as a result of various de-duplications, with 12,694 deemed usable.

The records that were deemed eligible, or usable, were based on the American Association for Public Opinion Research (AAPOR) referenced by the federal government. AAPOR classifies the eligibility of data by disposition codes for mail surveys\*\* into categories of “mail surveys of specifically named persons” and “internet surveys of specifically named persons.” AAPOR’s disposition codes inform which records are eligible, or usable, from which to draw sample. Of the 41,288 total available next of kin records, 14.13% of were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 35,455 deemed usable.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC NOK	41,288	35,455
Funeral Directors	299,644	12,694

\*\*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 2024 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 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey employed sampling whereas the 2024 Funeral Director Satisfaction Survey used a census, which included every available unduplicated record.

The second stage of sampling utilized stratification by creating groups, 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.

## Appendix B: Methodology and Survey Instruments

Stratum Creation by Cemetery Size	
Number of Interments per Cemetery	Percent of Records Selected
100 or less	100.00%
101 or more	50.00%

For the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, probability-based sampling was used; this took into account confidence levels, margin of error, variance, and population size. Probability based sampling means that the likelihood of selection for the sample drawn from the population will be known. In contrast, non-probability samples such as convenience samples will gather information from any group that happens to be available at a given place or time, so they are not truly representative. Sampling at random after stratifying the frame from which the sample is drawn is the best method that alleviates sources of error that can bias estimates.

The confidence level for this 2024 survey was 95 percent ( $\alpha = 1 - 0.95$ , or  $\alpha = 0.05$ ) which is in accordance with other federal surveys. A 95 percent confidence level means that there was a 5% chance of any response falling outside the defined margin of error, due to chance. Margin of error is defined as  $1.96 * \sqrt{(\sigma/n)}$  for each question (parameter). The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. For example, 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 ( $\sigma$ ) is the standard deviation, and n is the sample size.

Based on this approach, of the final 35,455 usable next of kin records, 19,476 were sampled (54.93%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 19,010 next of kin. 12,280 surveys were mailed to funeral directors after being “de-duplicated” and undergoing NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2023 until December 31, 2023; (2) assisted with interments at state, tribal or territorial 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 2024 National Cemeteries Satisfaction Survey, the 2024 State, Tribal or Territorial Veterans Cemetery Satisfaction Survey, and 2024 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, Tribal or Territorial 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 postcard.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 70 next of kin and 85 funeral directors.

The mailings took place according to the below schedule.

- The cohort 1 mailing included:
  - English surveys for next of kin with January 1 to June 30, 2023 interment dates.
  - English surveys for funeral directors worked with national, private, and state, tribal or territorial Veterans cemeteries between January 1 and December 31, 2023.
- The cohort 2 mailing included:
  - English surveys for next of kin with July 1 to December 31, 2023 interment dates.
  - Spanish surveys for next of kin with January 1 to December 31, 2023 interment dates.
  - Spanish surveys for funeral directors worked with national, private, and state, tribal or territorial Veterans cemeteries between January 1 and December 31, 2023.

Wave	Cohort 1	Cohort 2
<b>Wave 1: First Questionnaire</b>	02/22/2024	03/29/2024
<b>Wave 2: First Postcard</b>	03/14/2024	04/22/2024
<b>Wave 3: Second Questionnaire</b>	04/08/2024	05/15/2024
<b>Wave 4: Second Postcard</b>	04/23/2024	05/29/2024
<b>Close of Field Date</b>	06/17/2024	06/17/2024

### Survey Help Line

To facilitate responses during the 2024 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 808 respondents called or emailed (750 calls, 58 emails) the Help Line or email address with questions pertaining to the 2024 NCA Customer Satisfaction Surveys. Calls and emails were fielded from February 21 to June 14, 2024.

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

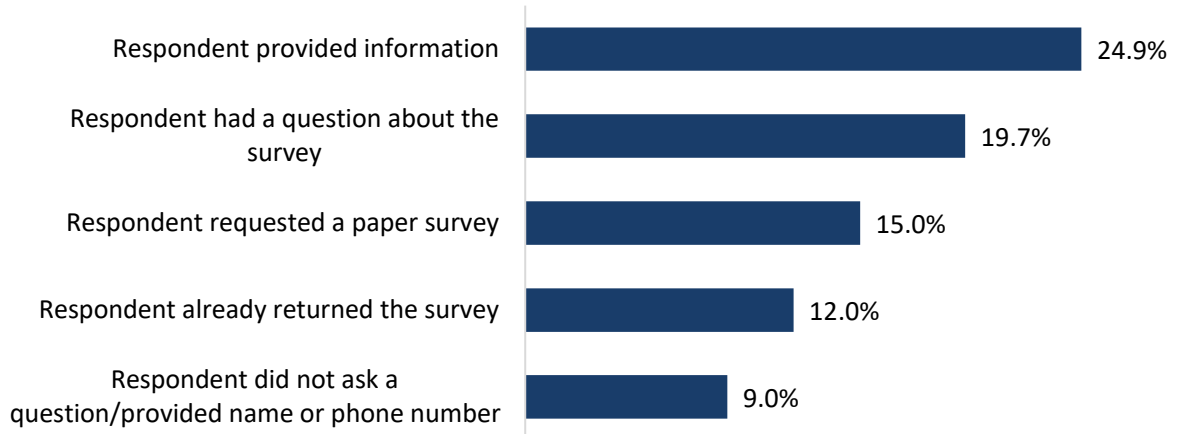
- Respondent provided information
  - Respondents provided general information about the status of their survey. This information generally included if they sent in the survey, when they would send the survey, or why they would not be completing the survey. Respondents also oftentimes provided information about their loved one's service or delivery of their marker/headstone/columbarium niche.
- Respondent had a question about the survey
  - Questions varied by respondent, 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, tribal or territorial" cemetery, inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it), and how to access the online survey.
- Respondent requested a paper survey
  - Respondents 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 or not they mailed in the survey.
- Respondent already returned the survey
  - Respondents called in/emailed to report that they had already submitted the survey on a previous date but for some reason received another survey in the mail.
- Respondent did not ask a question / Provided name or phone number
  - Respondents simply left their name and/or phone number on the help line or email.

Note that the "Call/Email Reason" is based on the initial voice message left on the Help Line or email received, which in most instances involved one issue or question. In other instances, the message was not always clearly defined or stated. However, upon call or email back, the respondent may have mentioned several issues. The "Action Taken" was the most important item categorized, for which requesting to be added to the "Do not contact (DNC) or survey list" took precedence.

## Appendix B: Methodology and Survey Instruments

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

Top 5 Reasons for Call/Email

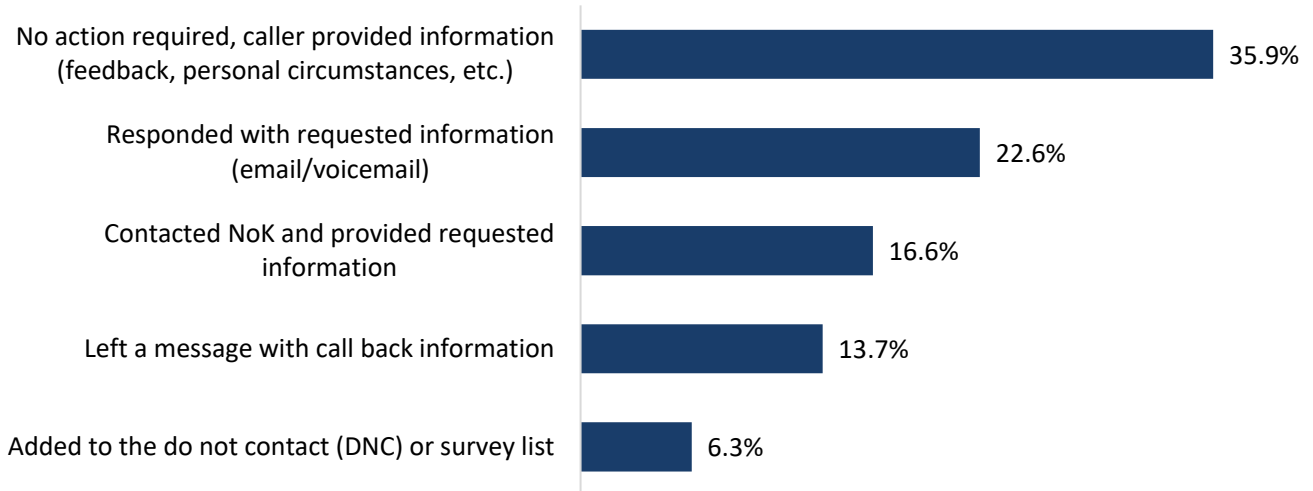


Reason for Call/Email	n	Percent
Respondent provided information	201	24.9%
Respondent had a question about the survey	159	19.7%
Respondent requested a paper survey	121	15.0%
Respondent already returned the survey	97	12.0%
Respondent did not ask a question/provided name or phone number	73	9.0%
Online survey question	61	7.5%
NOK is deceased	21	2.6%
Other (See Additional Comments)	15	1.9%
Unable to fill out the survey because of mental or physical limitations	14	1.7%
Received a 2nd survey	12	1.5%
Did not get the survey, just the postcard	12	1.5%
Received the postcard	10	1.2%
Benefit question	5	0.6%
Needed a return envelope/address	3	0.4%
3-digit code requested	2	0.2%
Do not contact (DNC) or survey	1	0.1%
Pre-Need Eligibility question	1	0.1%
<b>Grand Total</b>	<b>808</b>	<b>100.0%</b>

## Appendix B: Methodology and Survey Instruments

The below chart and table show the actions taken by Vistra.

Top 5 Actions Taken



Action Taken	n	Percent
No action required, caller provided information (feedback, personal circumstances, etc.)	290	35.9%
Responded with requested information (email/voicemail)	183	22.6%
Contacted NoK and provided requested information	134	16.6%
Left a message with call back information	111	13.7%
Added to the do not contact (DNC) or survey list	51	6.3%
NCA follow-up - Resolved	15	1.9%
Unable to contact (Phone disconnected/no option for voicemail)	14	1.7%
Other (See Additional Comments)	5	0.6%
Completed survey via phone	4	0.5%
NCA follow-up - Referred	1	0.1%
<b>Grand Total</b>	<b>808</b>	<b>100.0%</b>

# Appendix B: Methodology and Survey Instruments

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

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

### STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES: 2024 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



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

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

**The survey will take about 20 minutes to complete. Please read each question carefully before making your response. You may complete the survey on-line using the link address noted on the cover letter (<https://bit.ly/STVC2024>) or by using the enclosed paper copy in this mailing. To access the survey on-line, enter your unique survey ID code ([MasterID]) on the main screen.**

#### Marking Instructions

- 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 states "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**Correct Mark**      **Incorrect Marks**  
        

**If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069  
or email [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).**



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NATIONAL CEMETERY ADMINISTRATION  
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## Appendix B: Methodology and Survey Instruments

<p style="font-size: small; margin: 0;">SEE MARKING INSTRUCTIONS ON THE COVER.</p>	<p style="font-size: small; margin: 0;">Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p style="font-size: x-small; margin: 0;"><i>Please complete this survey based on your experiences at the state, tribal or territorial VA-funded Veterans cemetery where your loved one was interred.</i></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="font-size: small; margin: 0;"><b>Choosing a State, Tribal or Territorial Veterans Cemetery/Cemetery Support and Interaction/NCA Videos</b></p> </div> <p><b>1. Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? (Mark all that apply)</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> My loved one wanted to be interred in a state, tribal or territorial Veterans cemetery</li> <li><input type="radio"/> My loved one wanted to be close to other relatives or friends already buried in the cemetery</li> <li><input type="radio"/> The cemetery location will make it easy to visit my loved one's gravesite</li> <li><input type="radio"/> It was a more affordable burial option</li> <li><input type="radio"/> The cemetery's reputation in the local Veteran Community</li> <li><input type="radio"/> It was recommended by a VA outreach officer and/or at a VA outreach event</li> <li><input type="radio"/> It was recommended by the funeral director</li> <li><input type="radio"/> It was recommended by someone I trust (e.g. friend, relative, Veterans Service Officer, etc.)</li> <li><input type="radio"/> Other (specify): _____</li> </ul> <p><b>2. Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No → GO TO QUESTION #4</li> </ul> <p><b>3. How did you learn of these benefits prior to your time of need? (Mark all that apply)</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Family member/friends</li> <li><input type="radio"/> Funeral home</li> <li><input type="radio"/> Military discharge related materials</li> <li><input type="radio"/> Other Veteran/Active-duty member</li> <li><input type="radio"/> Pre-Need Burial Eligibility Determination</li> <li><input type="radio"/> Veterans Service Organization</li> <li><input type="radio"/> VA/NCA pamphlet, newsletter, brochure</li> <li><input type="radio"/> VA/NCA website</li> <li><input type="radio"/> Other VA Organization</li> <li><input type="radio"/> Professional/military association meetings</li> <li><input type="radio"/> Local news</li> <li><input type="radio"/> VA/NCA social media (Facebook or X, formerly known as Twitter)</li> <li><input type="radio"/> Other (specify): _____</li> </ul>	<p><b>4. Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? (Mark only one)</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> E-mail</li> <li><input type="radio"/> Newsletter/flyer</li> <li><input type="radio"/> Local newspaper/television news reports</li> <li><input type="radio"/> VA/NCA Social Media (Facebook or X, formerly known as Twitter)</li> <li><input type="radio"/> Professional/military association meetings</li> <li><input type="radio"/> Other (specify): _____</li> </ul> <p><b>5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Not applicable: Funeral Director not used</li> <li><input type="radio"/> Funeral Director provided information about VA burial benefits for Veterans</li> <li><input type="radio"/> Funeral Director provided information about VA memorial benefits for Veterans</li> <li><input type="radio"/> No, the Funeral Director did not provide information about either VA burial or memorial benefits</li> </ul> <p><b>6. Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes, and I was involved in planning it</li> <li><input type="radio"/> Yes, but I was not involved in planning it → GO TO QUESTION #14</li> <li><input type="radio"/> No, the committal service was not held → GO TO QUESTION #17</li> <li><input type="radio"/> Don't know/Can't recall → GO TO QUESTION #17</li> </ul> <p><b>7. How satisfied were you with the available dates and times offered for the scheduling of your committal service?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Very satisfied</li> <li><input type="radio"/> Somewhat satisfied</li> <li><input type="radio"/> Neither satisfied nor dissatisfied</li> <li><input type="radio"/> Somewhat dissatisfied</li> <li><input type="radio"/> Very dissatisfied</li> </ul> <p><b>8. 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?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Very informed</li> <li><input type="radio"/> Somewhat informed</li> <li><input type="radio"/> Neither informed nor uninformed</li> <li><input type="radio"/> Somewhat uninformed</li> <li><input type="radio"/> Very uninformed</li> </ul>

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

**9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?**

- Yes, the Funeral Director provided it
- Yes, but it was not provided by the Funeral Director
- No → **GO TO QUESTION #12**

**10. The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.**

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

**11. Was your experience at the cemetery similar to the video on service options you viewed?**

- Yes
- No

**12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)**

- Visit the grave
- View the burial
- Special religious practices (e.g., blessing the gravesite)
- Special cultural practices (e.g., spreading/ placement of earth/soil into the grave)
- Additional seating at the committal service
- Handicapped accommodations
- No, my family did not have any specific needs or requests → **GO TO QUESTION #14**

**13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?**

- Yes, completely
- Yes, somewhat
- No, and I understand why
- No, and I did not understand why

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

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

**15. If your loved one received military funeral honors, how satisfied were you with the honors received?**

- My loved one did not receive military funeral honors
- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**16. Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?**

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

**17. How many times have you visited the cemetery where your loved one was interred?**

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

**18. How far do you reside from the 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

**19. Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? (Mark all that apply)**

- Distance to the cemetery
- Access to transportation
- Health status
- Other (specify): \_\_\_\_\_
- None of these factors limit my visits

**20. Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?**

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

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

**21. Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? (Mark all that apply)**

- None. I was well informed
- Details of the committal service
- Floral policy
- Military funeral honors
- Headstone or marker inscription options
- Location of gravesite
- Certificate signed by the President of the United States honoring the Veteran's service
- Layout of the cemetery (Maps)
- Timeline of replacement of headstone/marker
- Directions to cemetery
- Other (specify): \_\_\_\_\_

**22. Please add any comments regarding information about the process or support you received from the state, tribal or territorial Veterans cemetery you would like to share with NCA.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Headstones, Markers or Columbarium Niche Covers**

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

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

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

- Yes
- No

**25. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/The marker or headstone has not yet arrived → **GO TO QUESTION #28**

**26. 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
- Don't know/Haven't seen

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

- Yes
- No
- Don't know/Haven't seen

**The Presidential Memorial Certificate, the Veterans Legacy Memorial and the NCA Pre-Need Eligibility Registration Process**

*If your loved one was NOT a Veteran, please go to Question #31*

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

- Yes
- No → **GO TO QUESTION #31**
- Don't know → **GO TO QUESTION #31**

*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](http://www.cem.va.gov/pmc.asp)*

**29. 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 QUESTION #31**
- Somewhat satisfied → **GO TO QUESTION #31**
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ○ ○ ● ○

Incorrect Marks ✓ ✗ ○ ●

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/not applicable
39. 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"/>
40. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The state, tribal or territorial 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"/>
43. The state, tribal or territorial 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"/>
44. The <u>appearance</u> of my loved one's gravesite/columbarium is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. 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"/>
46. The <u>overall appearance</u> of the state, tribal or territorial Veterans cemetery is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. Overall, I am <u>satisfied with my experience</u> at the state, tribal or territorial Veterans cemetery. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. The state, tribal or territorial Veterans 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"/>
49. I would <u>recommend</u> the state, tribal or territorial Veterans 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"/>
50. I am willing to <u>rely</u> on state, tribal or territorial Veterans cemetery to <u>meet the burial needs of Veterans in the future.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. I am willing to <u>rely on</u> state, tribal or territorial governments to <u>maintain</u> national 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"/>
52. <u>My experiences</u> with the state, tribal or territorial Veterans cemetery <u>exceeded my expectations</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

*State, tribal or territorial Veterans cemeteries are complements to VA's national cemeteries that 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.*

**53. Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.**

- Strongly agree
- Agree
- Neither agree nor disagree → GO TO QUESTION #55
- Disagree → GO TO QUESTION #55
- Strongly disagree → GO TO QUESTION #55

**54. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial 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, tribal or territorial Veterans cemetery
- The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a state, tribal or territorial Veterans cemetery
- Other (specify): \_\_\_\_\_

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

- Yes
- No → GO TO QUESTION #58
- Don't know/Not applicable → GO TO QUESTION #58

**56. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.**

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

**57. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.**

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

**58. The honor of being interred at a state, tribal or territorial 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

**59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?**

- Yes
- No
- Don't know what this is

**Demographics Disclaimer Statement:**

Although responding to the following question(s) is voluntary, VA strongly encourages you to provide as much data and information as possible. Your responses will not be connected to you as an individual. These responses will help improve customer experience, approved research, and the quality of care and services for all Veterans. They will not be used to update your customer profile or other demographics found in any of your VA records. VA follows strict security and privacy practices and adheres to VA's data ethics standards to keep your personal information confidential and secure.

**60. Was your loved one your...**

- Spouse
- Partner
- Parent
- Child
- Other relative
- Not a relative

**61. Are you a Veteran married/partnered to a Veteran?**

- Yes
- No

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

**Please note: Veterans who are married to Veterans are entitled to individual gravesite and headstone/marker/medallion benefits. Visit [www.va.gov/burials-memorials/eligibility/](http://www.va.gov/burials-memorials/eligibility/) for more information.**

**62. Are you a Veteran?**

- Yes
- No

**63. What is your gender?**

- Male
- Female
- Unspecified or Another Gender Identity
- Choose not to answer

**64. Did your loved one describe themselves as..... ?**

- Male
- Female
- Unspecified or Another Gender Identity
- Choose not to answer

**65. What language do you mainly speak at home?**

- English
- Spanish
- Chinese
- Tagalog
- Vietnamese
- Arabic
- Some other language (specify): \_\_\_\_\_

**66. In what year were you born?**

\_\_\_\_ - \_\_\_\_ - \_\_\_\_

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino
- Choose not to answer

**68. Are you...? (Mark all that apply)**

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Choose not to answer

**69. In what belief tradition was the burial conducted?**

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other (specify): \_\_\_\_\_
- Choose not to answer

**70. Have you or your loved one used any other VA Benefits? (Mark all that apply)**

- Bereavement Counseling
- Dependency and Indemnity Compensation (DIC)
- Housebound Allowance
- Aid and Attendance
- VA Life Insurance
- Pension
- Education benefits
- Other (specify): \_\_\_\_\_
- Have not used other VA benefits

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

71. Please use this space to elaborate on any additional aspects of your experience at the state, tribal or territorial Veterans cemetery you would like to share with the NCA.

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72. Are you willing to participate in a Focus Group discussion?

- No  
 Yes → If you are interested in participating in a focus group discussion to assist the National Cemetery Administration with improving its quality of service to Veterans and their families, please complete the information below:

In what way would you be willing to participate in the focus group? (Mark all that apply)

- Online  
 By phone  
 In person at a focus group facility

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Your participation will have no impact on your VA benefits.

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

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

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

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or email [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).



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

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

**2024 FUNERAL DIRECTOR SATISFACTION SURVEY**  
*(National Cemeteries; VA Memorial Products; and State, Tribal or Territorial 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.

**The survey will take about 20 minutes to complete. Please read each question carefully before making your response. You may complete the survey on-line using the link address noted on the cover letter (<https://bit.ly/FDE24E>) or by using the enclosed paper copy in this mailing. To access the survey on-line, enter your unique survey ID code ([MasterID]) on the main screen.**

**Marking Instructions**

- 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 states "Mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**Correct Mark**



**Incorrect Marks**



**If you have any questions or concerns, please contact the Survey Help Line at 1-833-231-7069 or email [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).**



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NATIONAL CEMETERY ADMINISTRATION  
295128-2

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

### 2024 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:**

- |  |   |
|--|---|
| <p><b>1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?</b></p> <p><input type="radio"/> Yes<br/><input type="radio"/> No</p> <p><b>2. Are you aware there are resources available for Funeral Directors on the NCA website?</b></p> <p><input type="radio"/> Yes<br/><input type="radio"/> No</p> <p><b>3. Do you typically provide information resources on military honors to next of kin?</b></p> <p><input type="radio"/> Yes<br/><input type="radio"/> No</p> <p><b>4. Are you aware of the NCA Pre-Need Eligibility process?</b></p> <p><input type="radio"/> Yes<br/><input type="radio"/> No</p> <p><b>5. How often do your customers request “green” (i.e., environmentally sensitive) burials?</b></p> <p><input type="radio"/> Very often<br/><input type="radio"/> Sometimes<br/><input type="radio"/> Rarely<br/><input type="radio"/> Never</p> | <p><b>6. Did you offer livestreaming of committal services at cemeteries?</b></p> <p><input type="radio"/> Yes<br/><input type="radio"/> No</p> <p><b>7. Are you willing to participate in a Focus Group discussion?</b></p> <p><input type="radio"/> No<br/><input type="radio"/> Yes → In what way would you be willing to participate? (Mark all that apply)</p> <p><input type="checkbox"/> Online<br/><input type="checkbox"/> By phone<br/><input type="checkbox"/> In person at a focus group facility</p> <p>Name: _____<br/>Phone Number: _____<br/>Email: _____</p> <p><b>8. Did you conduct business at a national cemetery during the 2023 calendar year?</b></p> <p><input type="radio"/> Yes → GO TO QUESTION #1 BELOW<br/><input type="radio"/> No → GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6</p> |
|--|---|

### 2024 NATIONAL CEMETERIES SATISFACTION SURVEY

- 1. In the survey packet, please look at the form labeled “INSTRUCTIONS FOR COMPLETING THE “NATIONAL CEMETERIES SATISFACTION SURVEY QUESTION 1” to identify which national cemetery you most frequently did business with and fill in the corresponding bubbles in the columns 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 national cemetery within the 2023 calendar year.*

- |   |   |
|---|---|
| <p><b>2. How far is your funeral home from the national cemetery with which you most frequently did business?</b></p> <p><input type="radio"/> Less than 15 miles    <input type="radio"/> 45 miles to 59 miles<br/> <input type="radio"/> 15 miles to 29 miles    <input type="radio"/> 60 miles to 75 miles<br/> <input type="radio"/> 30 miles to 44 miles    <input type="radio"/> More than 75 miles</p> | <p><b>3. How long has your funeral home worked with the national cemetery?</b></p> <p><input type="radio"/> Less than 1 year    <input type="radio"/> 9 to 12 years<br/> <input type="radio"/> 1 to 4 years    <input type="radio"/> 13 years or more<br/> <input type="radio"/> 5 to 8 years    <input type="radio"/> I don't know</p> <p><b>4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?</b></p> <p><input type="radio"/> 1-4%    <input type="radio"/> 25-49%<br/> <input type="radio"/> 5-9%    <input type="radio"/> 50-74%<br/> <input type="radio"/> 10-14%    <input type="radio"/> 75-100%<br/> <input type="radio"/> 15-24%</p> <p><b>5. How would you characterize the overall communications from the national cemetery to your funeral home?</b></p> <p><input type="radio"/> Excellent<br/> <input type="radio"/> Good<br/> <input type="radio"/> Fair<br/> <input type="radio"/> Poor</p> |
|---|---|

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

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

- Yes, well informed
- Yes, somewhat well informed
- No, not well informed

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

- VA/NCA website
- Outreach by cemetery staff
- Veterans Service Officers
- Professional associations/conventions/meetings
- Local newspaper/television news reports
- Other (specify): \_\_\_\_\_

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

- None. I feel well informed
- Scheduling process
- Eligibility requirement for burial in a national cemetery
- Floral policy
- Military funeral honors
- Headstone, marker or columbarium niche cover inscription options
- Presidential Memorial Certificates (the certificate signed by the President of the United States honoring the Veteran's service)
- Other (specify): \_\_\_\_\_

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

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

- Email
- Letter
- Phone
- Fax
- VA/NCA website
- Newsletter or flyer

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

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

**11. During committal services, how often do you receive the support you need from cemetery staff?**

- Always
- For the most part
- Occasionally
- Never

**12. Generally, how often do committal services at the national cemetery start on time?**

- Always
- For the most part
- Occasionally
- Never

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

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

**14. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?**

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

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark     Incorrect Marks

15. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?

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

16. How easy is the process of scheduling an interment at the national cemetery?

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

17. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?

- Easier
- About the same
- Harder

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

- Yes
- No

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

- Yes
- No → GO TO QUESTION #21

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

- Yes
- No
- Did not view the videos

21. How easy is it to schedule military honors at the national cemetery?

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

22. To what extent is the quality of military honors acceptable?

- Very acceptable
- Somewhat acceptable
- Neither acceptable nor unacceptable
- Somewhat unacceptable
- Very unacceptable

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

- Yes
- No

24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.va.gov/remember](http://www.va.gov/remember))?

- Yes
- No

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.      Correct Mark          Incorrect Marks

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

40. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



### 2024 MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:** Did your funeral home order NCA memorial products (headstones, markers, medallions, or Presidential Memorial Certificates (certificate signed by the President of the United States honoring the Veteran's service)) during the 2023 calendar year?

Yes → GO TO QUESTION 1 BELOW

No → GO TO THE STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY ON PAGE 9

1. Do you understand the eligibility requirements for Veteran benefits, including eligibility for National Guard, Reservists, and Veteran dependents?

- Yes  
 No

2. On average, about how many VA headstones, markers and medallions do you/your company order in a year?

- Less than 10  
 10 to 25  
 26 to 40  
 More than 40

3. Please indicate type(s) of VA headstones/markers/medallions you/your company typically ordered. (Mark all that apply)

- Flat Bronze  
 Flat Stone (Marble/Granite)  
 Bronze Niche Cover  
 Upright Stone (Marble/Granite)  
 Bronze Medallion

4. How do you typically order VA headstones, markers, or medallions? (Mark all that apply)

- Via the mail (to National VA)  
 Online via Quick Submit  
 Via fax (to National VA)  
 Via the local VA Office  
 Other (specify) \_\_\_\_\_

5. How satisfied are you with the process you typically use to order headstones, markers, and medallions?

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

6. Of the eligible Veteran families you serve, approximately what percent request VA memorial products?

- 1-4%  
 5-9%  
 10-14%  
 15-24%  
 25-49%  
 50-74%  
 75-100%

7. Did you call the NCA Applicant Assistance Number (1-800-697-6947) for assistance with a headstone, marker or medallion?

- Yes  
 No → GO TO QUESTION #11  
 Don't know → GO TO QUESTION #11

8. Why did you call NCA? (Mark all that apply)

- To check on the status of an order  
 To get help with ordering a marker  
 To file a complaint about a marker  
 Other (specify): \_\_\_\_\_

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.	Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p><b>9. How satisfied were you with the service you received from the NCA Customer Service Representative?</b></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><b>10. Did you speak with an NCA Customer Service Representative initially, or were you transferred to NCA by a VA Customer Representative?</b></p> <p><input type="radio"/> Spoke with on NCA Customer Service Representative initially</p> <p><input type="radio"/> Transferred to NCA</p> <p><input type="radio"/> Don't know</p> <p><b>11. How easy is the process of scheduling an interment at a national cemetery vs. a non-VA cemetery?</b></p> <p><input type="radio"/> Easier at the non-VA cemetery</p> <p><input type="radio"/> About the same</p> <p><input type="radio"/> Easier at the national cemetery</p> <p><input type="radio"/> Don't know/No opinion</p> <p><b>12. Have you visited the VA website for information about ordering the headstone, marker or medallion?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #15</p> <p><b>13. What kind of information were you looking for on VA's website? (Mark all that apply)</b></p> <p><input type="radio"/> Download an order form</p> <p><input type="radio"/> Find out what could go on the headstone/maker/medallion</p> <p><input type="radio"/> How to order a headstone/marker/medallion</p> <p><input type="radio"/> Find information on documentation needed</p> <p><input type="radio"/> Find information on certificate signed by the President of the United States honoring the Veteran's service</p> <p><input type="radio"/> Other (specify): _____</p>	<p><b>14. How satisfied were you with the ease of finding the information you were looking for on VA's website?</b></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><b>15. When completing an application for a VA headstone, marker or medallion, do you typically... (Mark only one)</b></p> <p><input type="radio"/> Complete and confirm information with family member's review and signature</p> <p><input type="radio"/> Complete and send to VA</p> <p><input type="radio"/> Partially complete and give to family member for finalization</p> <p><input type="radio"/> Other (specify): _____</p> <p><b>16. Are you aware of the following requirements?</b></p> <p><b>Memorial products orders require the signature from the next of kin or written delegation or representation?</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><b>Certification that the Veteran for whom the headstone, marker or medallion is intended has not committed a capital crime and/or Tier 3 sex offense?</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><b>17. Generally, about how long after ordering the headstone, marker, or medallion did it arrive?</b></p> <p><input type="radio"/> Less than 1 month</p> <p><input type="radio"/> Between 1 and 2 months</p> <p><input type="radio"/> Between 2 and 3 months</p> <p><input type="radio"/> Between 3 and 4 months</p> <p><input type="radio"/> More than 4 months</p> <p><input type="radio"/> Has not arrived yet</p> <p><input type="radio"/> Don't know/Not sure</p> <p><b>18. How satisfied are you with the amount of time it takes to receive VA markers?</b></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>

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

19. In the past year, have you/your company had problems with a delivered headstone, marker or medallion?

- Yes
- No → GO TO QUESTION #23
- Don't know → GO TO QUESTION #23

20. About what percentage of the markers that you receive have problems?

- Less than 1%
- 1-5%
- 6-10%
- More than 10%

21. What types of problems have you experienced with VA furnished headstones and markers? (Mark all that apply)

- Broken/chipped headstones/markers
- Typographical errors
- Wrong information/symbol
- Discoloration
- Wrong type of headstone/marker
- Other (specify): \_\_\_\_\_

22. How satisfied are you with the timeliness in which problems have been corrected?

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

23. Generally, how would you rate the quality of the VA headstones or markers received compared to those received in previous years in the following areas?

	Excellent	Above average	Average	Below average	Extremely poor
Cut .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polish .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finish .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depth of the inscription (Stone only).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Please indicate your level of agreement with the following statement: "The overall quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the headstone, marker, or medallion I received from the VA was excellent."

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

25. Are you aware of the Presidential Memorial Certificate (PMC) (the certificate signed by the President of the United States honoring the Veteran's service)?

- Yes
- No → GO TO QUESTION #28

*For more information about the Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veterans service) or to order more copies, please visit our webpage at [www.cem.va.gov/pmc.asp](http://www.cem.va.gov/pmc.asp)*

26. Do you typically inform your clients about the Presidential Memorial Certificate?

- Yes
- No

27. Do you typically order the Presidential Memorial Certificate for your clients?

- Yes
- No

28. Overall, how satisfied are you with your experience with these VA Memorial Products and Services?

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

29. Please use this space to elaborate on any additional aspects of your experience you would like to share with the NCA. If your comment is in response to a specific question, please reference the question number.

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# Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

## 2024 STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION SURVEY

**IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:** Did you conduct business at a state, tribal or territorial Veterans cemetery during the 2023 calendar year?

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

1. In the survey packet, please look at the form labeled “INSTRUCTIONS FOR COMPLETING THE STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES SATISFACTION QUESTION 1” to identify which state, tribal or territorial Veterans cemetery you most frequently did business with and fill in the corresponding bubble to the right.

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

Please complete this survey based on your experiences at this cemetery within the 2023 calendar year.

2. How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did 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, tribal or territorial 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, tribal or territorial 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, tribal or territorial Veterans cemetery to your funeral home?

- Excellent  
 Good  
 Fair  
 Poor

6. Do you feel that you are well informed by the state, tribal or territorial 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, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)

- Outreach by cemetery staff  
 State, tribal or territorial/VA/NCA website  
 Veterans Service Officers  
 Professional associations/conventions/ meetings  
 Local newspaper/television or news reports  
 Other (specify): \_\_\_\_\_

8. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)

- None, I feel well informed  
 Scheduling process  
 Eligibility requirements for burial in a state, tribal or territorial 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](http://www.cem.va.gov/pmc.asp).

9. What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

- Email                       Fax  
 Phone                       State, tribal or territorial website  
 Letter                       Newsletter or flyer

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

10. Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?

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

*For general information about eligibility for interment at a state, tribal or territorial or Veterans cemetery, please visit our web pages at [www.cem.va.gov/cem/grants/veterans\\_cemeteries.asp](http://www.cem.va.gov/cem/grants/veterans_cemeteries.asp) and [www.cem.va.gov/cem/burial\\_benefits/eligible.asp](http://www.cem.va.gov/cem/burial_benefits/eligible.asp).*

11. Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

- Yes
- No

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

- Yes
- No

13. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?

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

14. How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

15. How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

- Less than 1 hour
- 1 to 2 hours
- 2 to 3 hours
- 3 to 4 hours
- 4 to 5 hours
- 5 to 6 hours
- 1 to 2 days
- More than 2 days

16. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

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

17. How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?

- Easier
- About the same
- Harder

18. During committal services, how often do you receive the support you need from cemetery staff?

- Always
- For the most part
- Occasionally
- Never

19. Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?

- Always
- For the most part
- Occasionally
- Never

20. If you are delayed in arriving at the state, tribal or territorial 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

21. How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?

- Very easy
- Somewhat easy
- Neither easy nor hard
- Somewhat hard
- Very hard

22. Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?

- Yes
- No
- Don't know

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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<p><b>23. To what extent is the quality of military honors acceptable?</b></p> <p> <input type="radio"/> Very acceptable  <input type="radio"/> Somewhat acceptable  <input type="radio"/> Neither acceptable nor unacceptable  <input type="radio"/> Somewhat unacceptable  <input type="radio"/> Very unacceptable                 </p>	<p><b>24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (<a href="http://www.va.gov/remember">www.va.gov/remember</a>)?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Don't know                 </p>
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For the following series of statements please indicate your level of agreement.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ Not applicable
25. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The state, tribal or territorial Veterans cemetery <u>honors all Veterans and their service to our nation</u> .....	<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 state, tribal or territorial Veterans cemetery to assist visitors. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The <u>quality of service</u> received from state, tribal or territorial Veterans cemetery staff is excellent. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The state, tribal or territorial 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"/>
31. The state, tribal or territorial 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"/>
32. The state, tribal or territorial 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"/>
33. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The <u>overall appearance</u> of the state, tribal or territorial Veterans cemetery is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am <u>satisfied with my experience</u> at the state, tribal or territorial Veterans cemetery. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I would <u>recommend</u> the state, tribal or territorial Veterans 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"/>

# Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark     Incorrect Marks

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ Not applicable
37. I am willing to <u>rely on</u> the state, tribal or territorial 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"/>
38. I am willing to <u>rely on</u> the state, tribal or territorial governments to maintain the 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"/>
39. <u>My experiences</u> with the state, tribal or territorial Veterans cemetery <u>exceeded my expectations</u> . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. *Please use this space to elaborate on any aspect of your experience at the state, tribal or territorial Veterans cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.*

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

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

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

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or email [VistraResearch@ConsultVistra.com](mailto:VistraResearch@ConsultVistra.com).

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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.).

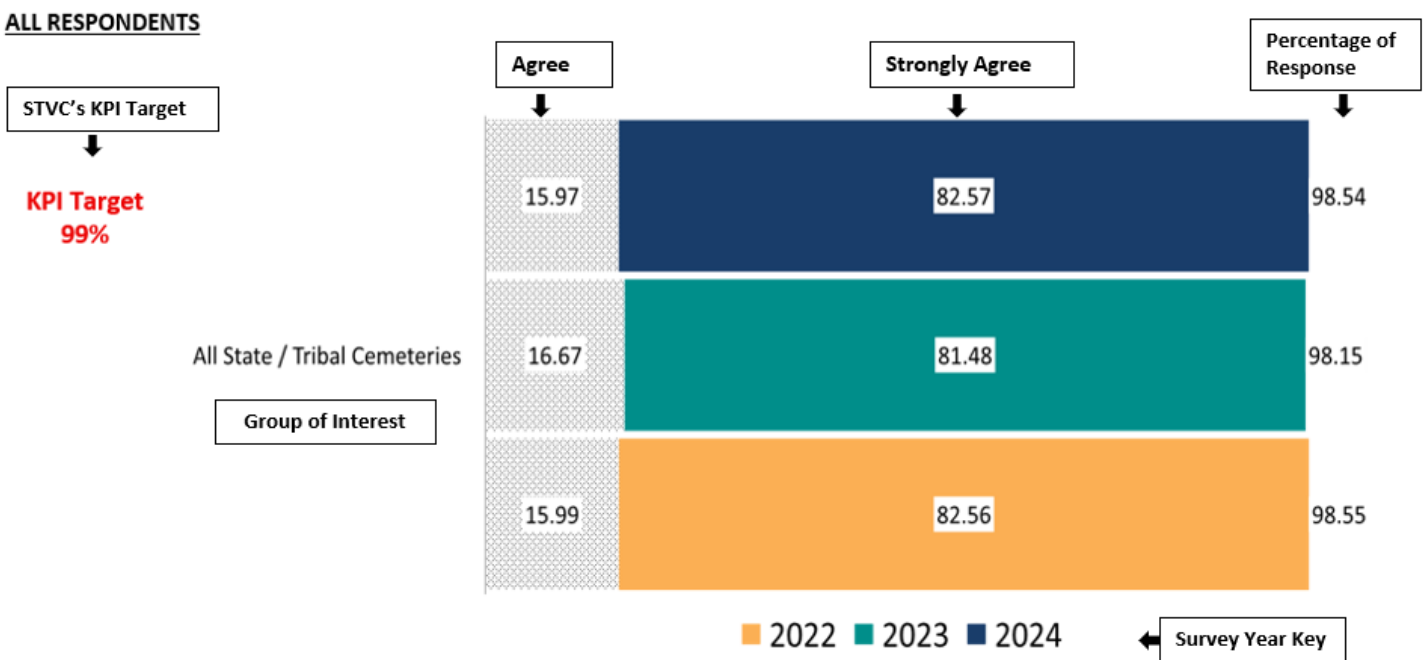
**Question Numbers**

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 46 was asked of next of kin in the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, while Question 34 was asked of funeral directors in the 2024 Funeral Director Satisfaction 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, tribal or territorial Veterans cemeteries survey participants.

**Question 46/34: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.**



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, 2024 data are shown by the top blue bars (darkest shade), 2023 data are shown by the middle green bars (medium shade), and 2022 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

## Appendix C: User Guide

left are the moderate responses (in this case, “Agree”). For example, in the above graph 15.97% of all respondents selected “Agree” in 2024 and 82.57% selected “Strongly agree,” so in total, 98.54% of participants responded positively to this item.

When an NCA KPI target exists for an item, the KPI target is presented at the top left of the graph. This is meant to aid with the comparison between NCA’s KPI target on the item and the actual satisfaction survey data. In this example, the KPI target is 99.00%, while the actual satisfaction scores on this item have ranged from 98.15% to 98.55%. Note that KPI targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not display a KPI target.

### 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
<b>All State / Tribal Cemeteries</b>	2024	8505	82.57%	1.09%	15.97%	1.03%	0.22%	0.20%
	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%
	2022	8700	82.56%	2.26%	15.99%	1.08%	0.22%	0.15%

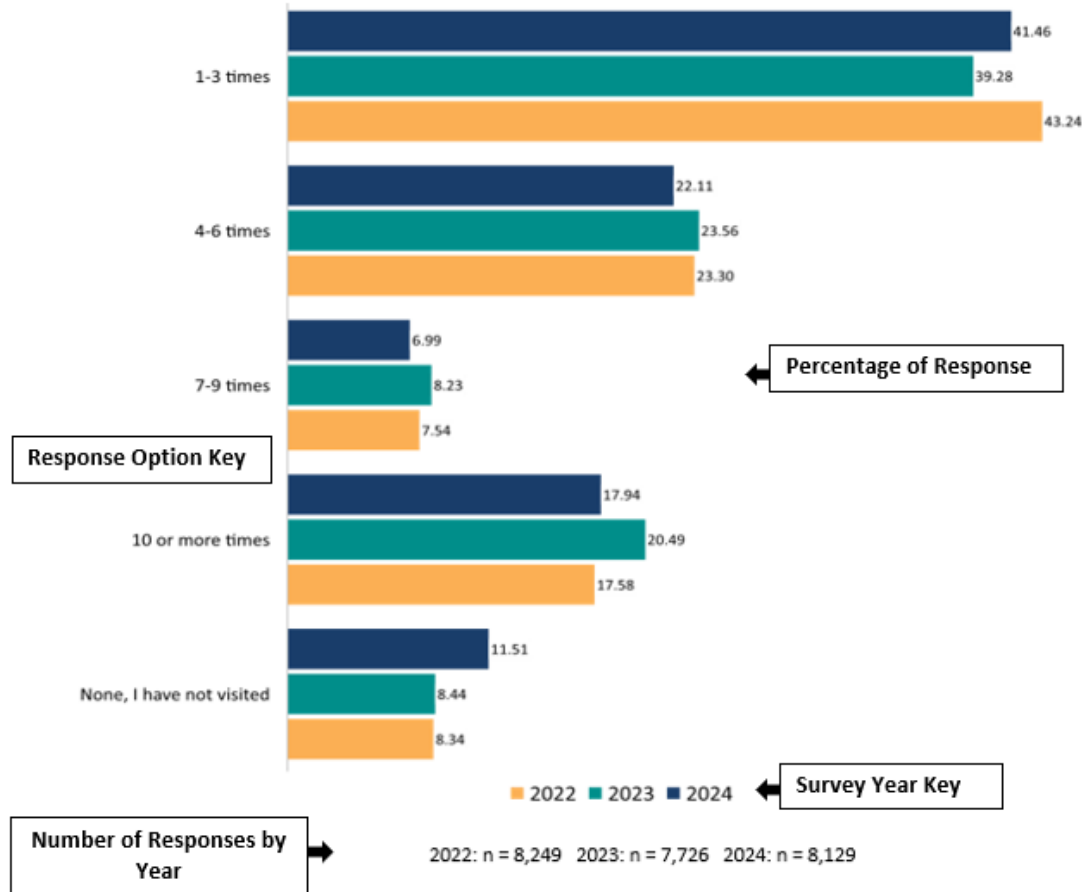
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., “Strongly agree,” “Very satisfied”) for the row year versus the previous year. For example, in the above table 82.57% of respondents selected “Strongly agree” in 2024, while 81.48% selected this option in 2023. The change score was calculated as follows:  $82.57\% - 81.48\% = 1.09\%$ . Although 2021 data are not presented in the table, the 2022 change score represents the difference between the percentage of respondents selecting “Strongly agree” in 2022 and in 2021.

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, 2024 data are represented by the top blue bars, 2023 data are represented by the middle green bars, and 2022 data are represented by the bottom yellow bars. Thus, 41.46% of respondents selected 1-3 times in 2024, 39.28% selected 1-3 times in 2023, and 43.24% selected 1-3 times in 2022.

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.



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## 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: Question Locator

### Questions for All Participants

Question #		Question Text	Report Page #
NOK	FD		Report Page #
41	29	The quality of service received from cemetery staff is excellent.	10 – 11
46	34	The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.	12 – 13
14	26	The committal shelter used for the service was private, clean, and free of safety hazards.	15 – 16
40	28	There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.	17 – 18
39	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	19 – 20
49	36	I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.	21 – 22
51	38	I am willing to rely on state, tribal or territorial governments to maintain national cemeteries as national shrines in the future.	28 – 29
50	37	I am willing to rely on state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.	30 – 31
48	27	The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation.	32 – 33
42	30	The state, tribal or territorial Veterans cemetery staff was courteous.	94 – 95
43	31	The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	96 - 97
45	33	The information kiosks (i.e., gravesite locators) are helpful to me.	98 – 99
47	35	Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.	100 – 101
52	39	My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.	102 – 103

## Appendix D: Question Locator

### Questions for Next of Kin

Question #	Question Text	Report Page #
<b>STVC NOK</b>		<b>Report Page #</b>
1	Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? <i>(Mark all that apply)</i>	34
2	Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?	37
3	How did you learn of these benefits prior to your time of need? <i>(Mark all that apply)</i>	38
4	Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? <i>(Mark only one)</i>	39
5	Did the funeral director provide information about burial and memorial benefits available for Veterans? <i>(Mark all that apply)</i>	40
6	Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?	41
7	How satisfied were you with the available dates and times offered for the scheduling of your committal service?	42
8	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?	43
9	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?	73
10	The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.	74
11	Was your experience at the cemetery similar to the video on service options you viewed?	75
12	At the committal service, did your family have any of the following special needs or requests? <i>(Mark all that apply)</i>	70
13	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	71
15	If your loved one received military funeral honors, how satisfied were you with the honors received?	76
16	Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?	23
17	How many times have you visited the cemetery where your loved one was interred?	119
18	How far do you reside from the cemetery?	120
19	Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? <i>(Mark all that apply)</i>	121
20	Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?	36
21	Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? <i>(Mark all that apply)</i>	56
23	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	89
24	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	90
25	How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	24
26	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	91
27	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	92

## Appendix D: Question Locator

### Questions for Next of Kin

Question #	Question Text	Report Page #
<b>STVC NOK</b>		<b>Report Page #</b>
28	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	44
29	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	45
30	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? <i>(Mark all that apply)</i>	46
31	Are you aware of the Veterans Legacy Memorial (VLM) web site <a href="http://www.va.gov/remember/">www.va.gov/remember/</a> ?	48
32	How easy was the VLM site to navigate?	49
33	Have you added content to a Veteran page on the VLM site? <i>(Mark all that apply)</i>	50
34	Are you aware of the NCA Pre-Need Eligibility Process?	51
35	How did you become aware of the Pre-Need opportunity? <i>(Mark all that apply)</i>	52
36	Have you applied for Pre-Need Eligibility?	53
37	Were you satisfied with the length of time it took to receive a certificate of eligibility?	54
44	The appearance of my loved one's gravesite/columbaria is excellent.	14
53	Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.	105
54	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. <i>(Mark all that apply)</i>	106
55	Have you visited a VA national cemetery?	107
56	Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	108
57	Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	109
58	The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.	110
59	Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?	47
60	Was your loved one your.....	123
61	Are you a Veteran married/partnered to a Veteran?	125
62	Are you a Veteran?	124
63	What is your gender?	126
64	Did your loved one describe themselves as.....?	131
65	What language do you mainly speak at home?	132
66	In what year were you born? (Age group)	146
67	Are you Hispanic or Latino?	133
68	Are you...? <i>(Mark all that apply)</i>	137
69	In what belief tradition was the burial conducted?	122
70	Have you or your loved one used any other VA Benefits? <i>(Mark all that apply)</i>	55

## Appendix D: Question Locator

### Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
GEN FD Q1	Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?	112
GEN FD Q2	Are you aware there are resources available for Funeral Directors on the NCA Website?	113
GEN FD Q3	Do you typically provide information resources on military honors to next of kin?	114
GEN FD Q4	Are you aware of the NCA Pre-Need Eligibility process?	115
GEN FD Q5	How often do your customers request “green” (i.e., environmentally sensitive) burials?	116
GEN FD Q6	Did you offer livestreaming of committal services at cemeteries?	117
2	How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?	147
3	How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?	148
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the state, tribal or territorial Veterans cemetery?	149
5	How would you characterize the overall communication from the state, tribal or territorial Veterans cemetery to your funeral home?	59
6	Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?	60
7	In general, of the following services, which one provides you the MOST information about state, tribal or territorial Veterans cemetery policies and procedures? <i>(Mark only one)</i>	61
8	About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? <i>(Mark all that apply)</i>	62
9	What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? <i>(Mark only one)</i>	66
10	Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?	58
11	Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	63
12	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	64
13	How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?	78
14	How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?	25
15	How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?	81
16	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?	26
17	How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?	79
18	During committal services, how often do you receive the support you need from cemetery staff?	80
19	Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?	82
20	If you are delayed in arriving at the state, tribal or territorial Veterans cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	83
21	How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?	84
22	Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?	150
23	To what extent is the quality of military honors acceptable?	85

## Appendix D: Question Locator

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Question #	Question Text	Report Page #
FD		Report Page #
24	Do you inform or provide information to your clients about the Veterans Legacy Memorial Program ( <a href="http://www.va.gov/remember">www.va.gov/remember</a> )?	65
32	The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services.	67

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## Appendix E: Response Rates

### SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey.

## Appendix E: Response Rates

### National Response Rates

Nationally, the survey yielded a response rate of 35.75% (44.53% for next of kin and 22.06% 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. 1,050 undeliverable pieces of mail (3.36%) were received over the course of the 2024 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	253	42.66%	144	31.51%
Attempted - not known	116	19.56%	69	15.10%
Insufficient address	64	10.79%	39	8.53%
No such number	36	6.07%	30	6.56%
No mail receptacle	33	5.56%	114	24.95%
Vacant	30	5.06%	32	7.00%
Unable to forward	20	3.37%	4	0.88%
Unclaimed	10	1.69%	7	1.53%
Undeliverable as addressed	6	1.01%	1	0.22%
Deceased	6	1.01%	0	0.00%
No such street	6	1.01%	3	0.66%
Return to sender	4	0.67%	4	0.88%
Refused	3	0.51%	4	0.88%
No comment	3	0.51%	2	0.44%
Moved and left no address	1	0.17%	0	0.00%
Recipient unknown/Wrong address	1	0.17%	0	0.00%
Illegible	1	0.17%	1	0.22%
Not at this address	0	0.00%	3	0.66%
<b>Total</b>	<b>593</b>	<b>100.00%</b>	<b>457</b>	<b>100.00%</b>



## 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	19,010	12,280	31,290
Undeliverable	593	457	1,050
Total Eligible Questionnaires	18,417	11,823	30,240
Total Returned Surveys	8,202	2,608	10,810
English Surveys Returned	8,169	2,594	10,763
Spanish Surveys Returned	33	14	47
<b>Total Response Rate (Returned/Eligible)</b>	44.53%	22.06%	35.75%

The table below presents the response rates for next of kin and funeral directors by cohort.

Response Rate by Cohort				
	Next of Kin		Funeral Directors	
	Cohort 1	Cohort 2	Cohort 1	Cohort 2
Total Sample	9,525	9,485	12,195	85
Undeliverable	343	250	446	11
Total Eligible Questionnaires	9,182	9,235	11,749	74
Total Returned Surveys	4,068	4,134	2,594	14
<b>Total Response Rate (Returned/Eligible)</b>	44.30%	44.76%	22.08%	18.92%

NoK Cohort 1: English surveys, 1/1/2023-6/30/2023 interments; NoK Cohort 2: English surveys, 7/1/2023-12/31/2023 interments and Spanish surveys, 1/1/2023-12/31/2023 interments; FD Cohort 1: English surveys, 1/1/2023-12/31/2023 interments; FD Cohort 2: Spanish surveys, 1/1/2023-12/31/2023 interments

The table below presents survey returns by completion method.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	1,240	15.12%	498	19.10%
	Spanish	6	0.07%	1	0.04%
	Total	1,246	15.19%	499	19.13%
Paper Completes	English	6,929	84.48%	2,096	80.37%
	Spanish	27	0.33%	13	0.50%
	Total	6,956	84.81%	2,109	80.87%
<b>Total Returned Surveys</b>		8,202	100.00%	2,608	100.00%

\*18,940 English-language NOK and 70 Spanish-language NoK survey questionnaires were mailed for this survey; 12,195 English-language FD and 85 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, tribal or territorial Veterans cemetery included in the 2024 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 - Spanish Fort	206	93	45.15%	4
Albert G. Horton Jr. Memorial Veterans Cemetery	690	264	38.26%	7
<i>All Nations Veterans Cemetery</i>	0	0	N/A	0
Angel Fire State Veterans Cemetery	0	0	N/A	2
<i>Apsaalooke Veterans Cemetery</i>	0	0	N/A	1
Arizona Veterans Memorial Cemetery at Camp Navajo	51	25	49.02%	3
Arizona Veterans Memorial Cemetery at Marana	172	83	48.26%	4
Arkansas State Veterans Cemetery - Birdeye	0	0	N/A	4
Arkansas Veterans Cemetery at North Little Rock	291	100	34.36%	8
Atlantic Garden Veterans Cemetery	88	38	43.18%	1
<i>Big Sandy Rancheria Veterans Cemetery</i>	0	0	N/A	1
Brigadier General William C. Doyle Veterans Memorial Cemetery	1,126	483	42.90%	34
California Central Coast Veterans Cemetery	204	100	49.02%	2
Central Louisiana Veterans Cemetery	99	38	38.38%	3
Central Texas State Veterans Cemetery	542	209	38.56%	11
Central Wisconsin Veterans Memorial Cemetery	169	78	46.15%	5
Cheltenham Veterans Cemetery	414	163	39.37%	5
Coastal Bend Veterans Cemetery	246	105	42.68%	4
Coastal Carolina State Veterans Cemetery	164	66	40.24%	3
Colonel Raymond F. Gates Memorial Cemetery	6	1	16.67%	1
Connecticut State Veterans Cemetery - Middletown	309	120	38.83%	11
Crownsville Veterans Cemetery	345	145	42.03%	7
Delaware Veterans Memorial Cemetery New Castle County - Bear	0	0	N/A	2
Delaware Veterans Memorial Cemetery Sussex County - Millsboro	195	75	38.46%	0
Donel Kinnard Memorial State Veterans Cemetery	144	54	37.50%	3
East Hawaii Veterans Cemetery – 1	0	0	N/A	0
East Hawaii Veterans Cemetery – 2	0	0	N/A	0
East Tennessee State Veterans Cemetery (Lyons View)	64	19	29.69%	0
East Tennessee State Veterans Cemetery II (John Sevier)	299	137	45.82%	8
Eastern Carolina State Veterans Cemetery	152	62	40.79%	11
Eastern Montana State Veterans Cemetery	17	11	64.71%	0

## Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2024 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	112	41	36.61%	1
Fort Stanton State Veterans Cemetery	0	0	N/A	0
Gallup State Veterans Cemetery	0	0	N/A	0
Garrison Forest Veterans Cemetery	507	171	33.73%	3
Georgia Veterans Memorial Cemetery - Glennville	146	66	45.21%	3
Georgia Veterans Memorial Cemetery - Milledgeville	153	57	37.25%	4
Guam Veterans Cemetery	0	0	N/A	0
Hawaii State Veterans Cemetery	250	120	48.00%	1
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	0	0	N/A	0
Idaho State Veterans Cemetery	371	188	50.67%	6
Idaho State Veterans Cemetery - Blackfoot	58	31	53.45%	2
Indiana Veterans Memorial Cemetery	157	65	41.40%	7
Iowa Veterans Cemetery	280	121	43.21%	8
Kansas Veterans Cemetery at Fort Dodge	46	19	41.30%	0
Kansas Veterans Cemetery at Fort Riley	131	56	42.75%	2
Kansas Veterans Cemetery at Wakeeney	42	22	52.38%	0
Kansas Veterans Cemetery at Winfield	150	63	42.00%	7
Kauai Veterans Cemetery	0	0	N/A	0
Kentucky Veterans Cemetery - Central	320	124	38.75%	13
Kentucky Veterans Cemetery - North	104	41	39.42%	4
Kentucky Veterans Cemetery - Northeast	165	63	38.18%	5
Kentucky Veterans Cemetery - Southeast	20	10	50.00%	2
Kentucky Veterans Cemetery - West	194	93	47.94%	7
<i>Lakota Freedom Veterans Cemetery</i>	0	0	N/A	1
Lanai Veterans Cemetery	0	0	N/A	0
<i>Leech Lake Veterans Cemetery</i>	0	0	N/A	0
M.J. Dolly Cooper Veterans Cemetery	232	86	37.07%	8
Maine Veterans Memorial Cemetery - Civic Center Drive	120	57	47.50%	0
Maine Veterans Memorial Cemetery - Mt. Vernon Road	160	66	41.25%	3
Massachusetts State Veterans Cemetery - Agawam	347	163	46.97%	4
Massachusetts State Veterans Cemetery - Winchendon	144	67	46.53%	2
Maui Veterans Cemetery	0	0	N/A	0

## Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2024 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	N/A	0
Middle Tennessee State Veterans Cemetery	337	134	39.76%	6
Minnesota State Veterans Cemetery – Duluth	151	98	64.90%	2
Minnesota State Veterans Cemetery - Little Falls	251	133	52.99%	14
Minnesota State Veterans Cemetery – Preston	162	100	61.73%	3
Minnesota State Veterans Cemetery - Redwood Falls	25	18	72.00%	1
Mississippi Veterans Memorial Cemetery - Newton	122	47	38.52%	3
Missouri State Veterans Cemetery – Bloomfield	133	49	36.84%	5
Missouri State Veterans Cemetery - Fort Leonard Wood	156	65	41.67%	4
Missouri State Veterans Cemetery - Higginsville	203	101	49.75%	12
Missouri State Veterans Cemetery - Jacksonville	145	77	53.10%	3
Missouri Veterans Cemetery - Springfield	377	176	46.68%	6
Molokai Veterans Cemetery	0	0	N/A	0
Montana State Veterans Cemetery	180	95	52.78%	2
<i>Monte Calvario Veterans Cemetery</i>	0	0	N/A	0
Nebraska Veterans Cemetery at Alliance	37	21	56.76%	3
New Hampshire State Veterans Cemetery	435	209	48.05%	6
North Dakota Veterans Cemetery	231	120	51.95%	4
North Mississippi Veterans Memorial Cemetery - Kilmichael	53	23	43.40%	4
Northeast Louisiana Veterans Cemetery	127	55	43.31%	5
Northern California Veterans Cemetery	170	73	42.94%	4
Northern Maine Veterans Cemetery	110	51	46.36%	0
Northern Nevada Veterans Memorial Cemetery	173	72	41.62%	1
Northern Wisconsin Veterans Memorial Cemetery	163	106	65.03%	3
Northwest Louisiana Veterans Cemetery	171	58	33.92%	4
Ohio Veterans Home Cemetery	0	0	N/A	6
Oklahoma State - Ardmore	0	0	N/A	2
Oregon Trail Veterans Cemetery	136	62	45.59%	2
Pennsylvania Soldiers and Sailors Home Cemetery - Erie	0	0	N/A	3
Rhode Island Veterans Cemetery	499	185	37.07%	2
Rio Grande Valley State Veterans Cemetery	148	57	38.51%	4

## Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2024 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
Rocky Gap Veterans Cemetery	172	83	48.26%	3
Saipan Veterans Cemetery - CNMI	0	0	N/A	0
<i>San Carlos Apache Tribal Veterans Cemetery</i>	0	0	N/A	0
Sandhills State Veterans Cemetery	233	81	34.76%	6
<i>Seminole Nation and Veterans Memorial Cemetery</i>	0	0	N/A	1
<i>Sicangu Akicita Owicaha Veterans Cemetery</i>	0	0	N/A	0
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	0	0	N/A	0
South Dakota Veterans Cemetery	142	80	56.34%	5
Southeast Louisiana Veterans Cemetery	233	94	40.34%	11
Southern Arizona Veterans' Memorial Cemetery	133	68	51.13%	1
Southern Maine Veterans Cemetery	149	56	37.58%	1
Southern Minnesota State Veterans Cemetery	0	0	N/A	2
Southern Nevada Veterans Memorial Cemetery	796	308	38.69%	4
Southern Wisconsin Veterans Memorial Cemetery	495	235	47.47%	10
Southwest Louisiana Veterans Cemetery	122	47	38.52%	6
Southwest Virginia Veterans Cemetery	109	46	42.20%	6
Sunset Veterans Cemetery	0	0	N/A	3
Tennessee State Veterans Cemetery at Parkers Crossroads	94	42	44.68%	5
Texas State Veterans Cemetery at Abilene	150	65	43.33%	6
Utah State Veterans Cemetery	5	2	40.00%	1
Vermont Veterans Memorial Cemetery	0	0	N/A	0
Veterans Memorial Cemetery of Western Colorado	171	79	46.20%	1
Virginia Veterans Cemetery at Amelia	198	91	45.96%	6
Washington State Veterans Cemetery - Medical Lake	256	123	48.05%	4
West Hawaii State Veterans Cemetery	0	0	N/A	0
West Tennessee State Veterans Cemetery	515	179	34.76%	9
Western Carolina State Veterans Cemetery	0	0	N/A	9
Western Montana Veterans Cemetery	140	79	56.43%	1
<i>White Eagle Cemetery</i>	0	0	N/A	0
<i>Yurok Veterans Cemetery</i>	0	0	N/A	0

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## Appendix F: Survey Results by Question

- This appendix provides the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2024 Funeral Director Satisfaction Survey results by question.

## Appendix F: Survey Results by Question

### Survey Results by Question: Next of Kin

<b>1. Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? (Mark all that apply)</b>	<b>National</b>
	<b>n=8,201</b>
My loved one wanted to be interred in a state, tribal or territorial Veterans cemetery	57.91%
My loved one wanted to be close to other relatives or friends already buried in the cemetery	20.25%
The cemetery location will make it easy to visit my loved one's gravesite	28.92%
It was a more affordable burial option	26.79%
The cemetery's reputation in the local Veteran Community	21.31%
It was recommended by a VA outreach officer and/or at a VA outreach event	3.05%
It was recommended by the funeral director	9.07%
It was recommended by someone I trust (e.g. friend, relative, Veterans Service Officer, etc.)	12.38%
Other (specify)	7.05%
<b>2. Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=7,897</b>
Yes	74.72%
No	25.28%
<b>3. How did you learn of these benefits prior to your time of need? (Mark all that apply)</b>	<b>National</b>
	<b>n=5,901</b>
Family member/friend	47.52%
Pre-Need Burial Eligibility Determination	10.22%
Funeral home	15.46%
Military discharge-related materials	20.74%
Other Veteran/active duty member	17.27%
VA/NCA pamphlet, brochure, newsletter	5.63%
VA/NCA website	3.05%
VA/NCA social media (Facebook or X, formerly known as Twitter)	<1%
Veterans Service Organization	15.23%
Other VA Organization	2.37%
Local news	2.41%
Professional/military association meetings	2.29%
Other (specify)	5.61%



## Appendix F: Survey Results by Question

<b>4. Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? (Mark only one)</b>	<b>National</b>
	<b>n=7,081</b>
Email	29.29%
Newsletter/flyer	30.45%
Local newspaper/television news reports	16.76%
VA/NCA Social Media (Facebook or X, formerly known as Twitter)	7.30%
Professional/military association meetings	8.64%
Other (specify)	7.56%
<b>5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)</b>	<b>National</b>
	<b>n=8,202</b>
Not applicable: Funeral Director not used	14.06%
Funeral Director provided information about VA burial benefits for Veterans	57.05%
Funeral Director provided information about VA memorial benefits for Veterans	30.14%
No, the Funeral Director did not provide information about either VA burial or memorial benefits	16.00%
<b>6. Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?</b>	<b>National</b>
	<b>n=7,909</b>
Yes, and I was involved in planning it	57.96%
Yes, but I was not involved in planning it	23.05%
No, the committal service was not held	15.10%
Don't know/Can't recall	3.89%
<b>7. How satisfied were you with the available dates and times offered for the scheduling of your committal service?</b>	<b>National</b>
	<b>n=4,498</b>
Very satisfied	84.64%
Somewhat satisfied	11.34%
Neither satisfied nor dissatisfied	1.65%
Somewhat dissatisfied	1.98%
Very dissatisfied	<1%

## Appendix F: Survey Results by Question

<b>8. 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?</b>	<b>National</b>
	<b>n=4,495</b>
Very informed	84.34%
Somewhat informed	12.79%
Neither informed nor uninformed	1.33%
Somewhat uninformed	1.11%
Very uninformed	<1%
<b>9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?</b>	<b>National</b>
	<b>n=4,462</b>
Yes, the Funeral Director provided it	6.81%
Yes, but it was not provided by the Funeral Director	3.07%
No	90.12%
<b>10. The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.</b>	<b>National</b>
	<b>n=423</b>
Strongly agree	56.97%
Agree	33.33%
Neither agree nor disagree	9.22%
Disagree	<1%
Strongly disagree	<1%
<b>11. Was your experience at the cemetery similar to the video on service options you viewed?</b>	<b>National</b>
	<b>n=418</b>
Yes	96.41%
No	3.59%

## Appendix F: Survey Results by Question

<b>12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</b>	<b>National</b>
	<b>n=4,446</b>
Visit the grave	29.35%
View the burial	19.12%
Special religious practices	15.00%
Special cultural practices	1.75%
Additional seating at the committal service	6.07%
Handicapped accommodations	5.29%
No, my family did not have any specific needs or requests	58.77%
<b>13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</b>	<b>National</b>
	<b>n=1,814</b>
Yes, completely	90.08%
Yes, somewhat	5.68%
No, and I understand why	2.59%
No, and I did not understand why	1.65%
<b>14. The committal shelter used for the service was private, clean, and free of safety hazards.</b>	<b>National</b>
	<b>n=6,283</b>
Strongly agree	87.06%
Agree	9.66%
Neither agree nor disagree	3.06%
Disagree	<1%
Strongly disagree	<1%
<b>15. If your loved one received military funeral honors, how satisfied were you with the honors received?</b>	<b>National</b>
	<b>n=4,676</b>
Very satisfied	93.14%
Somewhat satisfied	4.19%
Neither / Nor	1.09%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%

## Appendix F: Survey Results by Question

<b>16. Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=6,349</b>
Very satisfied	92.36%
Somewhat satisfied	5.75%
Neither satisfied nor dissatisfied	<1%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>17. How many times have you visited the cemetery where your loved one was interred?</b>	<b>National</b>
	<b>n=8,129</b>
1-3 times	41.46%
4-6 times	22.11%
7-9 times	6.99%
10 or more times	17.94%
None, I have not visited	11.51%
<b>18. How far do you reside from the cemetery?</b>	<b>National</b>
	<b>n=8,101</b>
Less than 15 miles	20.95%
15 to 29 miles	25.31%
30 to 44 miles	17.31%
45 to 59 miles	9.78%
60 to 75 miles	5.94%
More than 75 miles	20.73%
<b>19. Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? (Mark all that apply)</b>	<b>National</b>
	<b>n=8,202</b>
Distance to the cemetery	73.06%
Access to transportation	12.32%
Health status	23.44%
Other (specify)	11.93%
None of these factors limit my visits	50.96%

## Appendix F: Survey Results by Question

<b>20. Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=8,129</b>
Very satisfied	87.56%
Somewhat satisfied	8.59%
Neither satisfied nor dissatisfied	2.62%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%
<b>21. Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? (Mark all that apply)</b>	<b>National</b>
	<b>n=7,902</b>
None, I was well informed	74.15%
Details of the committal service	7.73%
Floral policy	7.07%
Military funeral honors	5.39%
Headstone or marker inscription options	6.47%
Location of gravesite	4.57%
Certificate signed by the President of the United States honoring the Veteran's service	6.86%
Layout of cemetery (Maps)	3.89%
Timeline of replacement of headstone/marker	4.52%
Directions to Cemetery	1.53%
Other (specify)	2.33%
<b>23. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?</b>	<b>National</b>
	<b>n=8,044</b>
Yes	86.70%
No	7.40%
Not Sure/Don't know	5.91%
<b>24. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</b>	<b>National</b>
	<b>n=7,933</b>
Yes	91.83%
No	8.17%

## Appendix F: Survey Results by Question

<b>25. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?</b>	<b>National</b>
	<b>n=7,661</b>
Very satisfied	81.88%
Somewhat satisfied	11.13%
Neither satisfied nor dissatisfied	4.76%
Somewhat dissatisfied	1.61%
Very dissatisfied	<1%
<b>26. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</b>	<b>National</b>
	<b>n=7,091</b>
Very satisfied	91.72%
Somewhat satisfied	5.42%
Neither satisfied nor dissatisfied	1.23%
Somewhat dissatisfied	1.04%
Very dissatisfied	<1%
<b>27. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</b>	<b>National</b>
	<b>n=7,530</b>
Yes	88.19%
No	3.20%
Don't know	8.61%
<b>28. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?</b>	<b>National</b>
	<b>n=6,169</b>
Yes	43.85%
No	40.02%
Don't Know	16.13%
<b>29. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</b>	<b>National</b>
	<b>n=2,639</b>
Very satisfied	84.39%
Somewhat satisfied	7.81%
Neither / Nor	6.37%
Somewhat dissatisfied	<1%
Very dissatisfied	<1%

## Appendix F: Survey Results by Question

<b>30. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring Veteran’s service? (Mark all that apply)</b>	<b>National</b>
	<b>n=116</b>
Name was misspelled	10.34%
Envelope was bent/torn	11.21%
Poor print quality	8.62%
Other (specify)	76.72%
<b>31. Are you aware of the Veterans Legacy Memorial (VLM) web site <a href="http://www.va.gov/remember">www.va.gov/remember</a> ?</b>	<b>National</b>
	<b>n=7,931</b>
Yes, and I have visited the site	7.92%
Yes, but I have not visited the site	17.08%
No. This is the first I have heard of it	75.00%
<b>32. How easy was the VLM site to navigate?</b>	<b>National</b>
	<b>n=606</b>
Very easy	55.28%
Easy	33.33%
Neither easy nor difficult	9.74%
Difficult	1.32%
Very difficult	<1%
<b>33. Have you added content to a Veteran page on the VLM site? (Mark all that apply)</b>	<b>National</b>
	<b>n=628</b>
Yes	28.34%
No. The content submission process was too difficult	26.11%
No. I’m not comfortable sharing content on a Veteran’s page	44.43%
No. Other (specify)	41.88%

## Appendix F: Survey Results by Question

<b>34. Are you aware of the NCA Pre-Need Eligibility process?</b>	<b>National</b>
	<b>n=7,765</b>
Yes	17.39%
No	82.61%
<b>35. How did you become aware of the Pre-Need opportunity? (Mark all that apply)</b>	<b>National</b>
	<b>n=1,350</b>
Family member/friends	38.00%
Funeral home	22.74%
Military discharge related materials	16.30%
Other Veterans/Active-duty members	15.41%
Pre-Need Burial Eligibility Determination	20.07%
Veterans Service Organization	17.26%
VA/NCA pamphlet, newsletter, brochure	8.07%
VA/NCA website	6.07%
Other VA organization	2.96%
Professional/military association meetings	2.96%
Local news	2.00%
VA/NCA social media (Facebook or X, formerly known as Twitter)	<1%
Other (specify)	7.04%
<b>36. Have you applied for Pre-Need Eligibility?</b>	<b>National</b>
	<b>n=1,273</b>
Yes	49.49%
No	50.51%
<b>37. Were you satisfied with the length of time it took to receive a certificate of eligibility?</b>	<b>National</b>
	<b>n=588</b>
Yes	92.35%
No	1.02%
Have not received yet	6.63%



## Appendix F: Survey Results by Question

<b>39. The upkeep of the headstones, markers, or columbarium niche covers is excellent</b>	<b>National</b>
	<b>n=7,502</b>
Strongly agree	75.99%
Agree	20.90%
Neither agree nor disagree	2.36%
Disagree	<1%
Strongly disagree	<1%
<b>40. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors</b>	<b>National</b>
	<b>n=7,703</b>
Strongly agree	63.04%
Agree	28.37%
Neither agree nor disagree	5.98%
Disagree	2.18%
Strongly disagree	<1%
<b>41. The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent</b>	<b>National</b>
	<b>n=7,819</b>
Strongly agree	75.23%
Agree	20.51%
Neither agree nor disagree	3.30%
Disagree	<1%
Strongly disagree	<1%
<b>42. The state, tribal or territorial Veterans cemetery staff was courteous</b>	<b>National</b>
	<b>n=7,810</b>
Strongly agree	81.37%
Agree	16.38%
Neither agree nor disagree	1.78%
Disagree	<1%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>43. The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive</b>	<b>National</b>
	<b>n=7,772</b>
Strongly agree	79.35%
Agree	17.06%
Neither agree nor disagree	2.83%
Disagree	<1%
Strongly disagree	<1%
<b>44. The appearance of my loved one's gravesite/columbarium is excellent.</b>	<b>National</b>
	<b>n=7,582</b>
Strongly agree	78.01%
Agree	17.99%
Neither agree nor disagree	2.95%
Disagree	<1%
Strongly disagree	<1%
<b>45. The information kiosks (i.e., gravesite locators) are helpful to me</b>	<b>National</b>
	<b>n=6,425</b>
Strongly agree	61.40%
Agree	25.42%
Neither agree nor disagree	11.28%
Disagree	1.32%
Strongly disagree	<1%
<b>46. The overall appearance of the state, tribal or territorial Veterans cemetery is excellent</b>	<b>National</b>
	<b>n=7,910</b>
Strongly agree	83.12%
Agree	15.52%
Neither agree nor disagree	<1%
Disagree	<1%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>47. Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery</b>	<b>National</b>
	<b>n=7,958</b>
Strongly agree	79.73%
Agree	17.96%
Neither agree nor disagree	1.58%
Disagree	<1%
Strongly disagree	<1%
<b>48. The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation</b>	<b>National</b>
	<b>n=7,712</b>
Strongly agree	80.41%
Agree	17.18%
Neither agree nor disagree	2.01%
Disagree	<1%
Strongly disagree	<1%
<b>49. I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need</b>	<b>National</b>
	<b>n=7,978</b>
Strongly agree	83.42%
Agree	15.23%
Neither agree nor disagree	1.09%
Disagree	<1%
Strongly disagree	<1%
<b>50. I am willing to rely on state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.</b>	<b>National</b>
	<b>n=7,714</b>
Strongly agree	79.09%
Agree	18.42%
Neither agree nor disagree	2.05%
Disagree	<1%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>51. I am willing to rely on state, tribal or territorial governments to maintain national cemeteries as national shrines in the future</b>	<b>National</b>
	<b>n=7,823</b>
Strongly agree	78.58%
Agree	18.88%
Neither agree nor disagree	2.25%
Disagree	<1%
Strongly disagree	<1%
<b>52. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations</b>	<b>National</b>
	<b>n=7,947</b>
Strongly agree	69.88%
Agree	22.94%
Neither agree nor disagree	6.08%
Disagree	<1%
Strongly disagree	<1%
<b>53. Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.</b>	<b>National</b>
	<b>n=7,756</b>
Strongly agree	8.43%
Agree	5.40%
Neither agree nor disagree	49.79%
Disagree	28.02%
Strongly disagree	8.35%
<b>54. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. (Mark all that apply)</b>	<b>National</b>
	<b>n=998</b>
My loved one wanted to be interred in a VA national cemetery	59.82%
Other family members are interred in a VA national cemetery	22.34%
Others recommended the VA national cemetery	12.42%
There is no cost to inter my loved one at a national cemetery	23.75%
A national cemetery is more prestigious than a state, tribal or territorial Veterans cemetery	18.64%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a state, tribal or territorial Veterans cemetery	19.74%
Other (specify)	6.41%

## Appendix F: Survey Results by Question

<b>55. Have you visited a VA national cemetery?</b>	<b>National</b>
	<b>n=7,565</b>
Yes	58.07%
No	41.93%
<b>56. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.</b>	<b>National</b>
	<b>n=4,272</b>
Strongly agree	61.42%
Agree	28.42%
Neither agree nor disagree	8.87%
Disagree	1.03%
Strongly disagree	<1%
<b>57. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.</b>	<b>National</b>
	<b>n=4,230</b>
Strongly agree	53.43%
Agree	27.19%
Neither agree nor disagree	18.35%
Disagree	<1%
Strongly disagree	<1%
<b>58. The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.</b>	<b>National</b>
	<b>n=7,191</b>
Strongly agree	48.16%
Agree	32.14%
Neither agree nor disagree	17.58%
Disagree	1.89%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>59. Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?</b>	<b>National</b>
	<b>n=7,862</b>
Yes	23.39%
No	36.71%
Don't know what this is	39.90%
<b>60. Was your loved one your...</b>	<b>National</b>
	<b>n=7,994</b>
Spouse	51.30%
Partner	<1%
Parent	35.39%
Child	1.74%
Other relative	10.63%
Not a relative	<1%
<b>61. Are you a Veteran married/partnered to a Veteran?</b>	<b>National</b>
	<b>n=7,941</b>
Yes	24.49%
No	75.51%
<b>62. Are you a Veteran?</b>	<b>National</b>
	<b>n=8,039</b>
Yes	19.46%
No	80.54%
<b>63. What is your gender?</b>	<b>National</b>
	<b>n=8,034</b>
Male	29.23%
Female	70.30%
Unspecified or Another Gender Identity	0.00%
Choose not to answer	<1%

## Appendix F: Survey Results by Question

<b>64. Did your loved one describe themselves as...?</b>	<b>National</b>
	<b>n=7,937</b>
Male	72.53%
Female	26.66%
Unspecified or Another Gender Identity	<1%
Choose not to answer	<1%
<b>65. What language do you mainly speak at home?</b>	<b>National</b>
	<b>n=7,974</b>
English	99.03%
Spanish	<1%
Chinese	<1%
Tagalog	<1%
Vietnamese	0.00%
Arabic	<1%
Some other language (specify)	<1%
<b>66. In what year were you born?</b>	<b>National</b>
	<b>n=7,620</b>
18-29	<1%
30-39	<1%
40-49	4.00%
50-59	12.02%
60-69	30.22%
70+	52.68%
<b>67. Are you Hispanic or Latino?</b>	<b>National</b>
	<b>n=7,843</b>
Yes	3.49%
No	92.69%
Choose not to answer	3.81%

## Appendix F: Survey Results by Question

<b>68. Are you...? (Mark all that apply)</b>	<b>National</b>
	<b>n=7,555</b>
White	83.53%
Black or African American	13.16%
American Indian or Alaskan Native	2.25%
Asian	2.78%
Native Hawaiian or Pacific Islander	<1%
Choose not to answer	4.29%
<b>69. In what belief tradition was the burial conducted?</b>	<b>National</b>
	<b>n=7,788</b>
Christian	63.30%
Catholic	21.25%
Muslim	<1%
Jewish	<1%
Buddhist	<1%
Hindu	0.00%
Atheist	<1%
Agnostic	<1%
None	8.95%
Other (specify)	1.99%
Choose not to answer	3.25%
<b>70. Have you or your loved one used any other VA Benefits? (Mark all that apply)</b>	<b>National</b>
	<b>n=8,202</b>
Bereavement Counseling	1.85%
Dependency and Indemnity Compensation (DIC)	6.58%
Housebound Allowance	1.78%
Aid and Attendance	5.10%
VA Life Insurance	6.25%
Pension	15.46%
Education benefits	10.14%
Other (specify)	11.96%
Have not used other VA benefits	48.32%

Note: STVC NOK Q71 on the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to.



## Appendix F: Survey Results by Question

### Survey Results by Question: Funeral Directors

<b>GEN FD Q1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?</b>	<b>National</b>
	<b>n=2,265</b>
Yes	98.28%
No	1.72%
<b>GEN FD Q2. Are you aware there are resources available for Funeral Directors on the NCA website?</b>	<b>National</b>
	<b>n=2,257</b>
Yes	81.44%
No	18.56%
<b>GEN FD Q3. Do you typically provide information resources on military honors to next of kin?</b>	<b>National</b>
	<b>n=2,262</b>
Yes	95.00%
No	5.00%
<b>GEN FD Q4. Are you aware of the NCA Pre-Need Eligibility process?</b>	<b>National</b>
	<b>n=2,238</b>
Yes	56.39%
No	43.61%
<b>GEN FD Q5. How often do your customers request “green” (i.e., environmentally sensitive) burials?</b>	<b>National</b>
	<b>n=2,258</b>
Very often	<1%
Sometimes	6.51%
Rarely	44.20%
Never	48.41%
<b>GEN FD Q6. Did you offer livestreaming of committal services at cemeteries?</b>	<b>National</b>
	<b>n=2,241</b>
Yes	29.23%
No	70.77%

## Appendix F: Survey Results by Question

<b>2. How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?</b>	<b>National</b>
	<b>n=612</b>
Less than 15 miles	12.42%
15 to 29 miles	23.37%
30 to 44 miles	18.79%
45 to 59 miles	15.69%
60 to 75 miles	14.05%
More than 75 miles	15.69%
<b>3. How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=610</b>
Less than 1 year	1.48%
1 to 4 years	6.72%
5 to 8 years	9.51%
9 to 12 years	8.03%
13 years or more	65.74%
Don't know	8.52%
<b>4. Of the eligible Veteran families you serve, approximately what percent choose burial in the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=610</b>
1-4%	30.66%
5-9%	14.75%
10-14%	11.64%
15-24%	9.67%
25-49%	11.97%
50-74%	13.28%
75-100%	8.03%
<b>5. How would you characterize the overall communication from the state, tribal or territorial Veterans cemetery to your funeral home?</b>	<b>National</b>
	<b>n=606</b>
Excellent	74.75%
Good	21.45%
Fair	3.47%
Poor	<1%

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

## Appendix F: Survey Results by Question

<b>6. Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?</b>	<b>National</b>
	<b>n=607</b>
Yes, well informed	78.75%
Yes, somewhat well informed	18.95%
No, not well informed	2.31%
<b>7. In general, of the following services, which one provides you the MOST information about state, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)</b>	<b>National</b>
	<b>n=594</b>
Outreach by cemetery staff	52.69%
State, tribal or territorial/VA/NCA Website	17.34%
Veterans Service Officers	6.06%
Professional associations/conventions/meetings	4.04%
Local newspaper/television news reports	1.35%
Other (specify)	18.52%
<b>8. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)</b>	<b>National</b>
	<b>n=606</b>
None, I feel well informed	70.96%
Scheduling process	9.08%
Eligibility requirements for burial in a state, tribal or territorial Veterans cemetery	11.39%
Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)	10.23%
Military funeral honors	7.10%
Floral policy	6.44%
Headstone, marker, or columbarium niche cover inscription options	5.78%
Other (specify)	1.32%
<b>9. What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)</b>	<b>National</b>
	<b>n=577</b>
Email	62.56%
Phone	10.92%
Letter	20.80%
Fax	2.95%
State, tribal or territorial website	1.91%
Newsletter or flyer	<1%

## Appendix F: Survey Results by Question

<b>10. Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=610</b>
Very satisfied	79.18%
Somewhat satisfied	15.08%
Neither / Nor	4.10%
Somewhat dissatisfied	1.31%
Very dissatisfied	<1%
<b>11. Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?</b>	<b>National</b>
	<b>n=609</b>
Yes	89.49%
No	10.51%
<b>12. Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?</b>	<b>National</b>
	<b>n=602</b>
Yes	91.86%
No	8.14%
<b>13. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?</b>	<b>National</b>
	<b>n=624</b>
Very satisfied	66.99%
Somewhat satisfied	24.04%
Neither satisfied nor dissatisfied	5.93%
Somewhat dissatisfied	2.08%
Very dissatisfied	<1%
<b>14. How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=605</b>
Very hard	<1%
Somewhat hard	1.16%
Neither easy nor hard	6.12%
Somewhat easy	25.62%
Very easy	66.78%

## Appendix F: Survey Results by Question

<b>15. How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=597</b>
Less than 1 hour	54.61%
1 to 2 hours	24.62%
2 to 3 hours	4.86%
3 to 4 hours	3.35%
4 to 5 hours	3.35%
5 to 6 hours	1.68%
1 to 2 days	6.53%
More than 2 days	1.01%
<b>16. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=602</b>
Very satisfied	73.26%
Somewhat satisfied	19.10%
Neither satisfied nor dissatisfied	6.48%
Somewhat dissatisfied	1.00%
Very dissatisfied	<1%
<b>17. How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?</b>	<b>National</b>
	<b>n=617</b>
Easier	28.36%
About the same	60.94%
Harder	10.70%
<b>18. During committal services, how often do you receive the support you need from cemetery staff?</b>	<b>National</b>
	<b>n=603</b>
Always	78.28%
For the most part	18.08%
Occasionally	2.82%
Never	<1%
<b>19. Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?</b>	<b>National</b>
	<b>n=605</b>
Always	78.35%
For the most part	20.50%
Occasionally	<1%
Never	<1%

## Appendix F: Survey Results by Question

<b>20. If you are delayed in arriving at the state, tribal or territorial Veterans cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?</b>	<b>National</b>
	<b>n=401</b>
Very successful	67.83%
Somewhat successful	22.69%
Neither successful nor unsuccessful	5.74%
Somewhat unsuccessful	2.74%
Very unsuccessful	1.00%
<b>21. How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?</b>	<b>National</b>
	<b>n=603</b>
Very easy	71.14%
Somewhat easy	20.73%
Neither easy nor hard	6.14%
Somewhat hard	1.82%
Very hard	<1%
<b>22. Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?</b>	<b>National</b>
	<b>n=601</b>
Yes	69.72%
No	15.31%
Don't know	14.98%
<b>23. To what extent is the quality of military honors acceptable?</b>	<b>National</b>
	<b>n=606</b>
Very acceptable	87.62%
Somewhat acceptable	10.07%
Neither acceptable nor unacceptable	1.82%
Somewhat unacceptable	<1%
Very unacceptable	0.00%
<b>24. Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (<a href="http://www.va.gov/remember">www.va.gov/remember</a>)?</b>	<b>National</b>
	<b>n=616</b>
Yes	30.68%
No	48.54%
Don't know	20.78%

## Appendix F: Survey Results by Question

<b>25. The upkeep of the headstones, markers, or columbarium niche covers is excellent</b>	<b>National</b>
	<b>n=589</b>
Strongly agree	73.17%
Agree	24.28%
Neither agree nor disagree	2.21%
Disagree	<1%
Strongly disagree	0.00%
<b>26. The committal shelter used for the service was private, clean, and free of safety hazards</b>	<b>National</b>
	<b>n=593</b>
Strongly agree	75.38%
Agree	23.10%
Neither agree nor disagree	1.18%
Disagree	<1%
Strongly disagree	<1%
<b>27. The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation</b>	<b>National</b>
	<b>n=597</b>
Strongly agree	75.21%
Agree	22.61%
Neither agree nor disagree	1.51%
Disagree	<1%
Strongly disagree	<1%
<b>28. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors</b>	<b>National</b>
	<b>n=593</b>
Strongly agree	70.99%
Agree	23.78%
Neither agree nor disagree	4.05%
Disagree	<1%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>29. The quality of service received from state, tribal or territorial Veterans cemetery staff is excellent.</b>	<b>National</b>
	<b>n=597</b>
Strongly agree	74.20%
Agree	22.61%
Neither agree nor disagree	1.84%
Disagree	1.01%
Strongly disagree	<1%
<b>30. The state, tribal or territorial Veterans cemetery staff was courteous</b>	<b>National</b>
	<b>n=598</b>
Strongly agree	74.41%
Agree	22.07%
Neither agree nor disagree	2.17%
Disagree	<1%
Strongly disagree	<1%
<b>31. The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive</b>	<b>National</b>
	<b>n=599</b>
Strongly agree	75.79%
Agree	21.20%
Neither agree nor disagree	1.84%
Disagree	1.00%
Strongly disagree	<1%
<b>32. The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services</b>	<b>National</b>
	<b>n=599</b>
Strongly agree	67.61%
Agree	25.04%
Neither agree nor disagree	4.67%
Disagree	2.00%
Strongly disagree	<1%



## Appendix F: Survey Results by Question

<b>33. The information kiosks (i.e., gravesite locators) are helpful to me.</b>	<b>National</b>
	<b>n=450</b>
Strongly agree	64.89%
Agree	22.44%
Neither agree nor disagree	12.22%
Disagree	<1%
Strongly disagree	0.00%
<b>34. The overall appearance of the state, tribal or territorial Veterans cemetery is excellent</b>	<b>National</b>
	<b>n=595</b>
Strongly agree	75.29%
Agree	21.85%
Neither agree nor disagree	2.02%
Disagree	<1%
Strongly disagree	<1%
<b>35. Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery</b>	<b>National</b>
	<b>n=600</b>
Strongly agree	73.50%
Agree	23.33%
Neither agree nor disagree	2.17%
Disagree	<1%
Strongly disagree	<1%
<b>36. I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need</b>	<b>National</b>
	<b>n=600</b>
Strongly agree	75.33%
Agree	22.33%
Neither agree nor disagree	2.00%
Disagree	<1%
Strongly disagree	<1%

## Appendix F: Survey Results by Question

<b>37. I am willing to rely on the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future</b>	<b>National</b>
	<b>n=603</b>
Strongly agree	73.30%
Agree	22.89%
Neither agree nor disagree	3.15%
Disagree	<1%
Strongly disagree	<1%
<b>38. I am willing to rely on the state, tribal or territorial governments to maintain the cemeteries as national shrines in the future</b>	<b>National</b>
	<b>n=599</b>
Strongly agree	73.29%
Agree	24.04%
Neither agree nor disagree	2.00%
Disagree	<1%
Strongly disagree	<1%
<b>39. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations</b>	<b>National</b>
	<b>n=601</b>
Strongly agree	62.40%
Agree	27.45%
Neither agree nor disagree	8.49%
Disagree	1.00%
Strongly disagree	<1%

Note: Question 40 on the 2024 Funeral Director Satisfaction Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to.