

2025

# National Cemetery Administration

## National Cemeteries Satisfaction Survey



**VA**



U.S. Department  
of Veterans Affairs

National Report  
August 2025

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## Report Overview

### SECTION DESCRIPTION

- This section presents an overview of the contents of this report.
- These surveys and resulting data represent the NCA’s commitment to customer service, seeking feedback from those using our services, and an ongoing search for evidence-based opportunities for continuous improvement.



## 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 help 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 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery (NC) component of the 2025 Funeral Director Satisfaction Survey represent the twenty-fifth national administration of this satisfaction survey and the twelfth time a web survey option was offered to respondents.

Data for the 2025 survey were collected from next of kin (NOK) and funeral directors (FD) in two fieldings:

2025 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	10/1/24-12/23/24	NOK	1/1/24 – 6/30/24
Cohort 2	3/21/25-6/13/25	NOK	7/1/24 – 12/31/24
		FD	1/1/24 – 12/31/24

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 42,866 next of kin who had interred a loved one during the time period of January 1, 2024 through December 31, 2024. The survey was also mailed to 11,582 funeral directors who had worked with national, private, and state, tribal or territorial Veteran cemeteries for the interment of a Veteran or eligible family member during the same designated time period. A total of 54,448 questionnaires (42,866 to next of kin and 11,582 to funeral directors) were mailed for this survey. A total of 20,350 completed questionnaires (18,239 next of kin and 2,111 funeral directors) were returned, which resulted in an overall survey response rate of 39.10% (44.50% next of kin and 19.09% for funeral directors). The survey response rate calculation excludes those returned as not deliverable.

In this report survey findings are grouped in logical sections per the Index:

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

## Report Overview

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 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 Funeral Director Satisfaction Survey are included.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where the data can be found.
- Appendix E: Response Rates – presents response rates for the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey, the 2025 Funeral Director Satisfaction Survey, and the national 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.

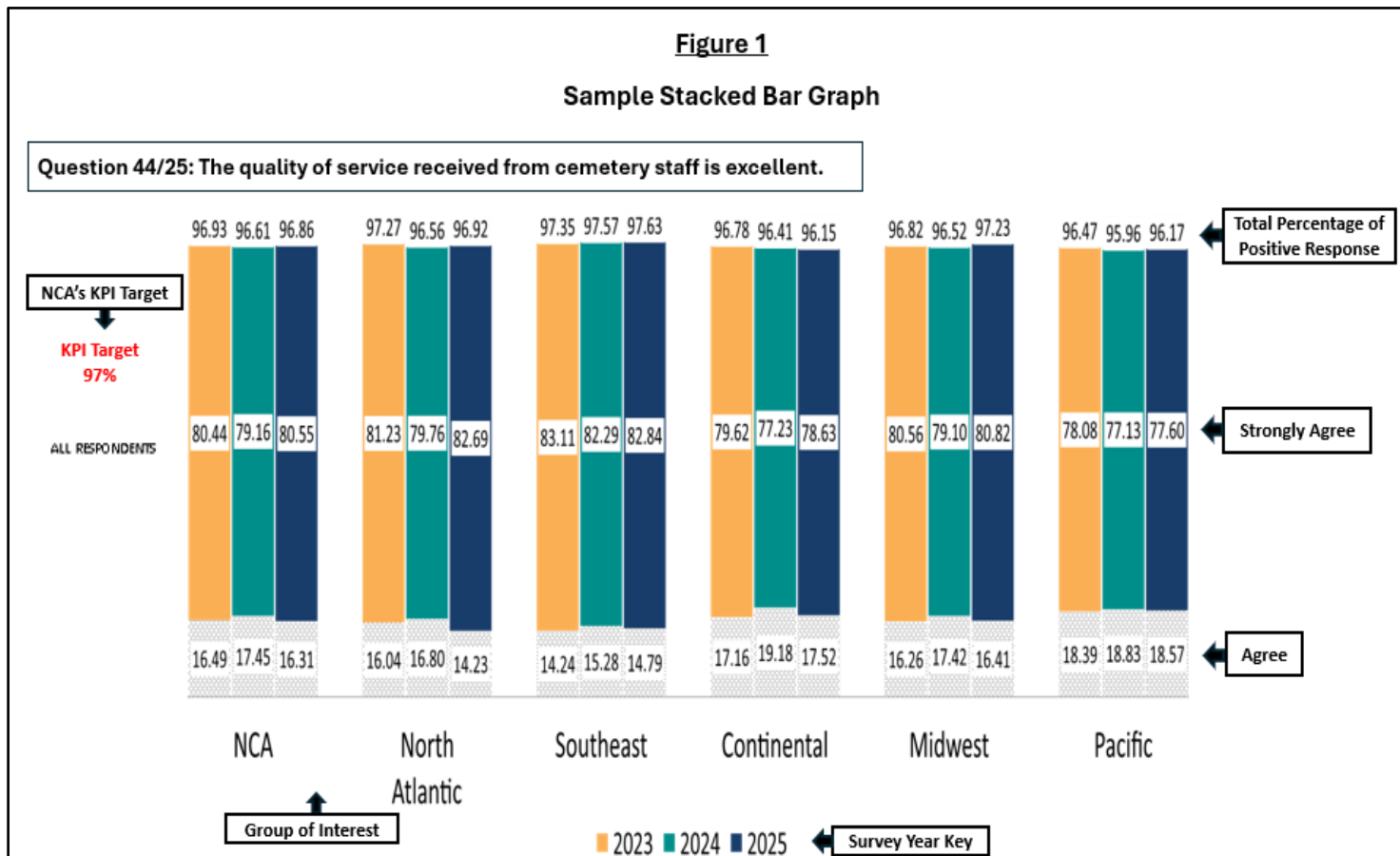
Survey Source and Question Abbreviations	
Shorthand	Survey Source
Question xx/yy	"Question xx/yy" denotes that the question was asked to both next of kin and funeral directors. The first number (xx) is the question number for next of kin, and the second number (yy) is the question number for funeral directors. These questions are derived from the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey, respectively.
NC NOK Qxx	"NC NOK" denotes that the question was derived from the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey.
NC FD Qyy	"NC FD" denotes that the question was derived from the national cemetery component of the 2025 Funeral Director Satisfaction Survey.
GEN FD Qyy	"GEN FD" GEN stands for general and denotes that the question was derived from the "2025 Funeral Director National Satisfaction Survey" component of the 2025 Funeral Director Satisfaction Survey.

Unless otherwise annotated in the Section Description, the questions and data in this report were primarily sourced from the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey, respectively.

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 190) further details how to interpret the graphs and tables used in this report.

## Report Overview

For comparative purposes, data for each District are also presented.



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## Key Performance Indicators

### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on NCA's 12 Key Performance Indicators for the national cemetery system.
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Key Performance Indicators

### Key Performance Indicators

	OAI TARGET	NC SPM TARGET	2025 ACTUAL
<b>OVERALL CEMETERY APPEARANCE, SERVICE &amp; VISITOR ACCOMMODATIONS</b>			
Quality of service (NC Q44/25)	-	SPM 15a (97%)	96.86%
Overall cemetery appearance (NC Q49/30)	OAI 1.1.1 (99%)	SPM 16a (99%)	99.12%
Gravesite appearance is excellent (NC NOK Q47)	OAI 1.1.2 (96%)	-	97.25%
Sufficient signs within the National Cemetery (NC Q43/24)	OAI 1.1.5 (90%)	-	91.11%
Satisfaction with service from NCA Scheduling Office (NC NOK Q24)	-	SPM 13 (98%)	98.44%
Recommend cemetery (NC Q52/32)	-	SPM 17 (99%)	99.01%
<b>COMMITTAL SERVICES</b>			
Satisfaction with committal service (NC NOK Q16)	OAI 1.1.3 (95%)	-	97.82%
Committal shelter was private, clean and free of safety hazards (NC Q14/22)	OAI 1.1.4 (98%)	-	97.98%
<b>HEADSTONES, MARKERS, &amp; COLUMBARIUM NICHE COVERS</b>			
Satisfaction with length of time for placement (NC NOK Q27)	-	SPM 14 (95%)	94.98%
Upkeep is excellent (NC Q42/21)	OAI 1.1.6 (98%)	-	97.71%
<b>FUNERAL DIRECTOR RESOURCES &amp; OFFERINGS</b>			
Ease of scheduling process (NC FD Q14)	-	SPM 18 (93%)	94.24%
Satisfaction with the length of time to schedule an interment (NC FD Q13)	-	SPM 19 (91%)	92.53%

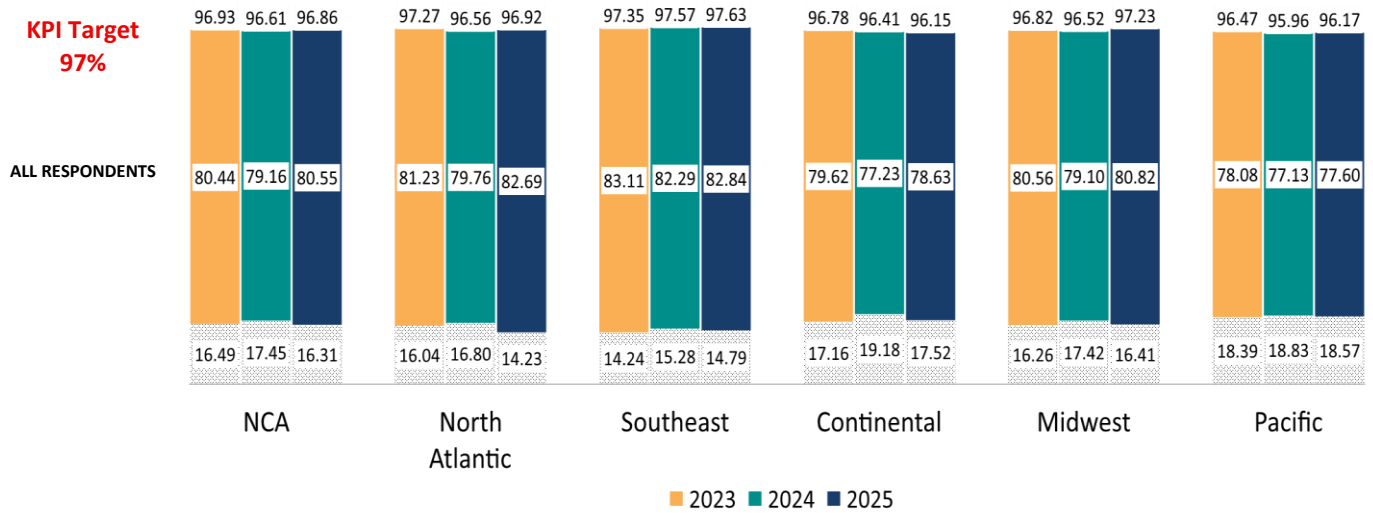
#### KPI Target Sources

OAI Targets- **NCA Operational Standards and Measures Guidebook, December 2023**, Organizational Assessment and Improvement (OAI) Targets published by NCA Cemetery Operations (41A)

FY25 NC SPM Targets- **NCA Operational and Customer Service Strategic Performance Measures**, National Cemetery (NC) Strategic Performance Measures (SPM) Targets published by NCA Performance Analysis & Planning Service (42A).

## Key Performance Indicators

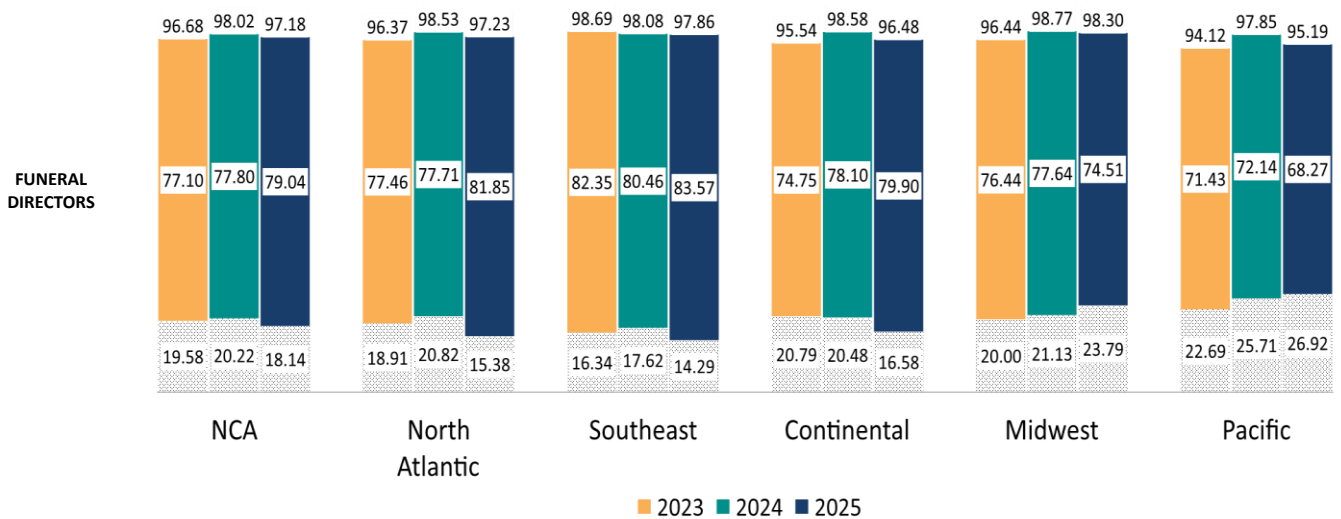
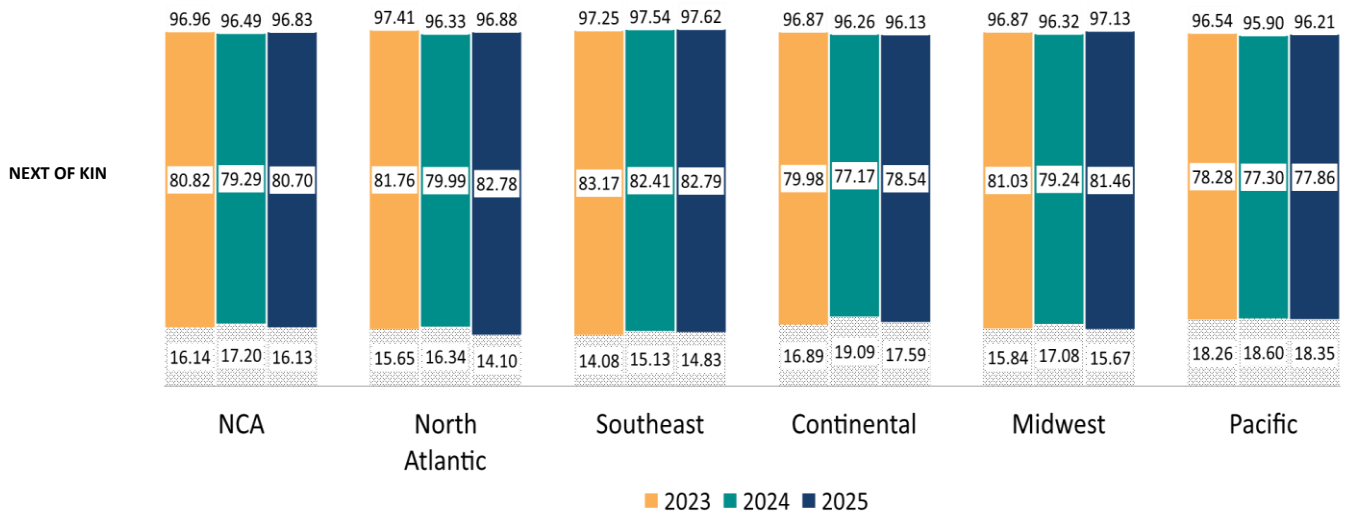
Question 44/25: The quality of service received from cemetery staff is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19358	20620	19170	3160	3370	3148	4114	4399	4138	2984	3259	3070	4466	4857	4484	4106	4333	3947
Strongly agree		80.44%	79.16%	80.55%	81.23%	79.76%	82.69%	83.11%	82.29%	82.84%	79.62%	77.23%	78.63%	80.56%	79.10%	80.82%	78.08%	77.13%	77.60%
Agree		16.49%	17.45%	16.31%	16.04%	16.80%	14.23%	14.24%	15.28%	14.79%	17.16%	19.18%	17.52%	16.26%	17.42%	16.41%	18.39%	18.83%	18.57%
Neither agree nor disagree		2.26%	2.65%	2.44%	2.03%	2.73%	2.54%	1.94%	1.84%	1.91%	2.38%	2.82%	3.03%	2.35%	2.90%	2.14%	2.61%	3.05%	2.79%
Disagree		0.47%	0.42%	0.45%	0.25%	0.36%	0.29%	0.46%	0.36%	0.29%	0.60%	0.40%	0.55%	0.54%	0.33%	0.47%	0.49%	0.62%	0.63%
Strongly disagree		0.34%	0.32%	0.26%	0.44%	0.36%	0.25%	0.24%	0.23%	0.17%	0.23%	0.37%	0.26%	0.29%	0.25%	0.16%	0.44%	0.37%	0.41%

## Key Performance Indicators

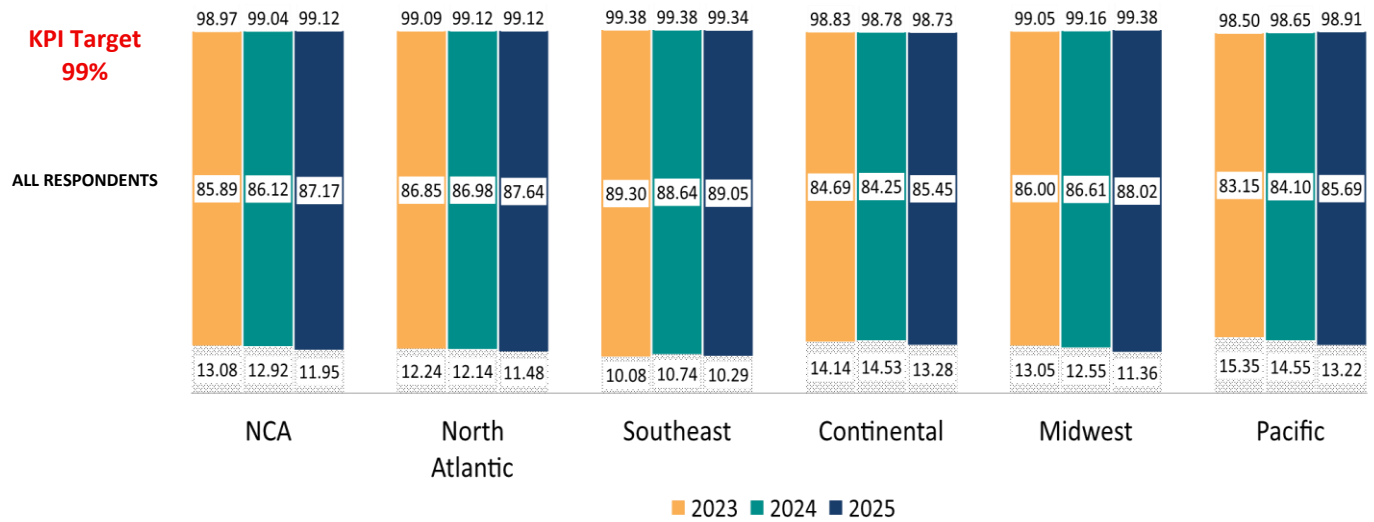
Question 44/25: The quality of service received from cemetery staff is excellent.





## Key Performance Indicators

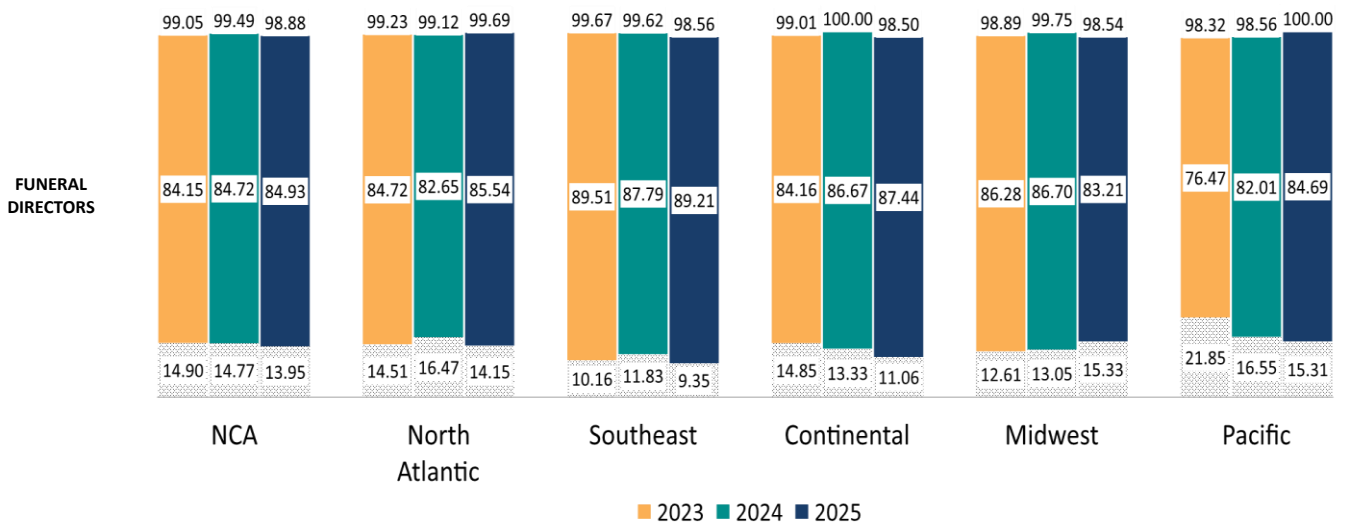
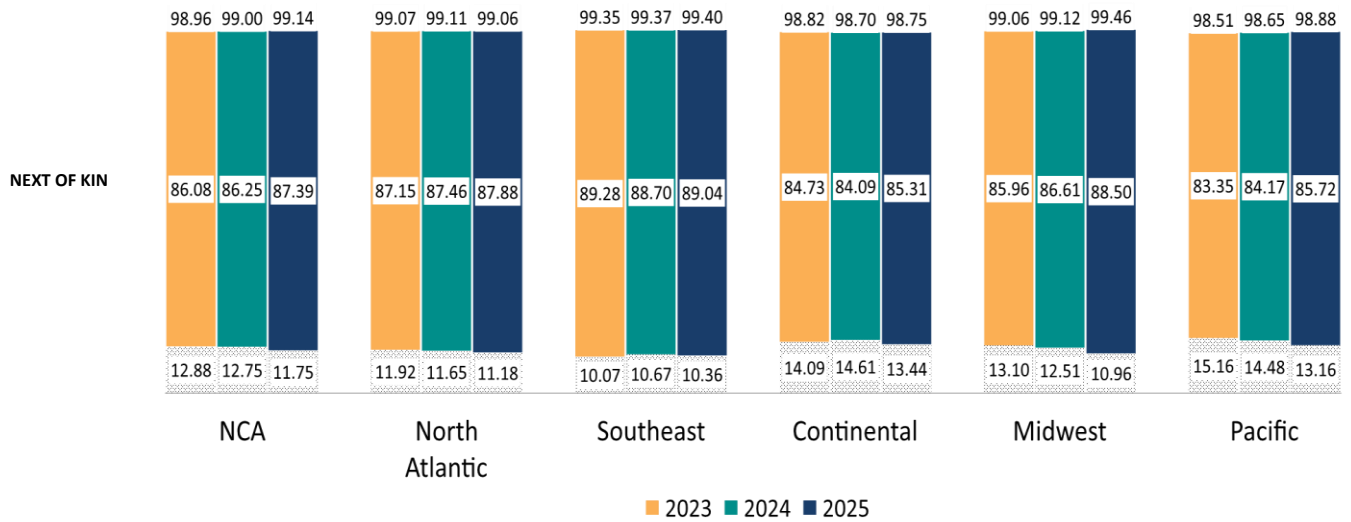
Question 49/30: The overall appearance of the national cemetery is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19484	20737	19229	3179	3395	3179	4129	4403	4148	3005	3283	3072	4520	4908	4507	4124	4345	3942
Strongly agree		85.89%	86.12%	87.17%	86.85%	86.98%	87.64%	89.30%	88.64%	89.05%	84.69%	84.25%	85.45%	86.00%	86.61%	88.02%	83.15%	84.10%	85.69%
Agree		13.08%	12.92%	11.95%	12.24%	12.14%	11.48%	10.08%	10.74%	10.29%	14.14%	14.53%	13.28%	13.05%	12.55%	11.36%	15.35%	14.55%	13.22%
Neither agree nor disagree		0.81%	0.72%	0.69%	0.57%	0.65%	0.72%	0.48%	0.48%	0.53%	0.80%	0.91%	1.01%	0.82%	0.71%	0.42%	1.29%	0.92%	0.84%
Disagree		0.12%	0.11%	0.10%	0.13%	0.06%	0.13%	0.15%	0.05%	0.02%	0.23%	0.12%	0.16%	0.04%	0.06%	0.07%	0.10%	0.28%	0.13%
Strongly disagree		0.10%	0.13%	0.10%	0.22%	0.18%	0.03%	0.00%	0.09%	0.10%	0.13%	0.18%	0.10%	0.09%	0.06%	0.13%	0.12%	0.16%	0.13%

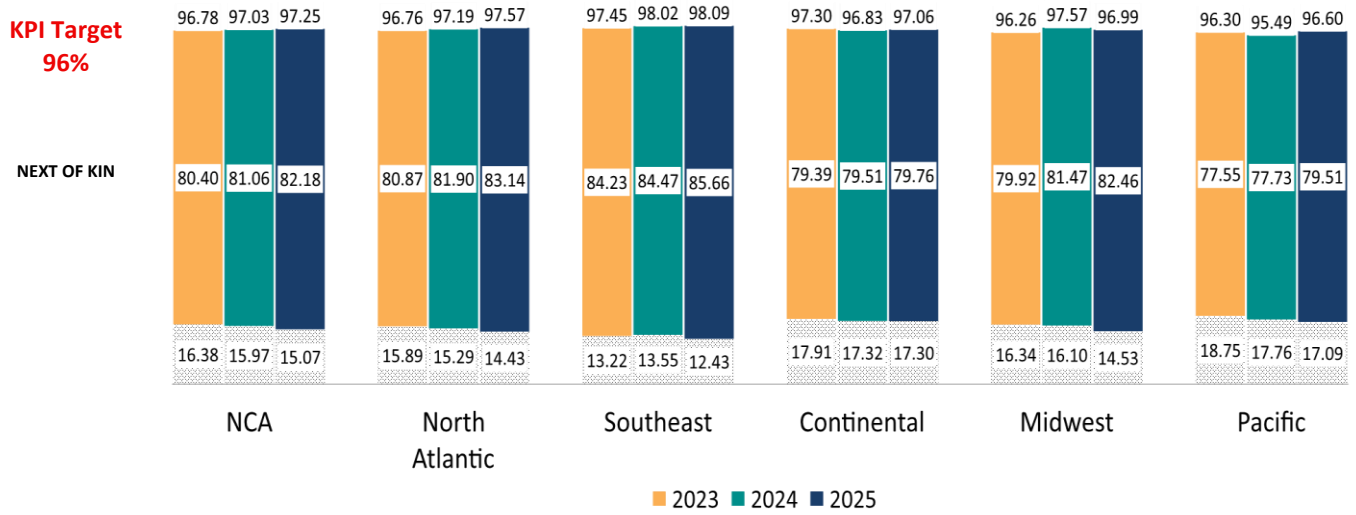
## Key Performance Indicators

Question 49/30: The overall appearance of the national cemetery is excellent.



## Key Performance Indicators

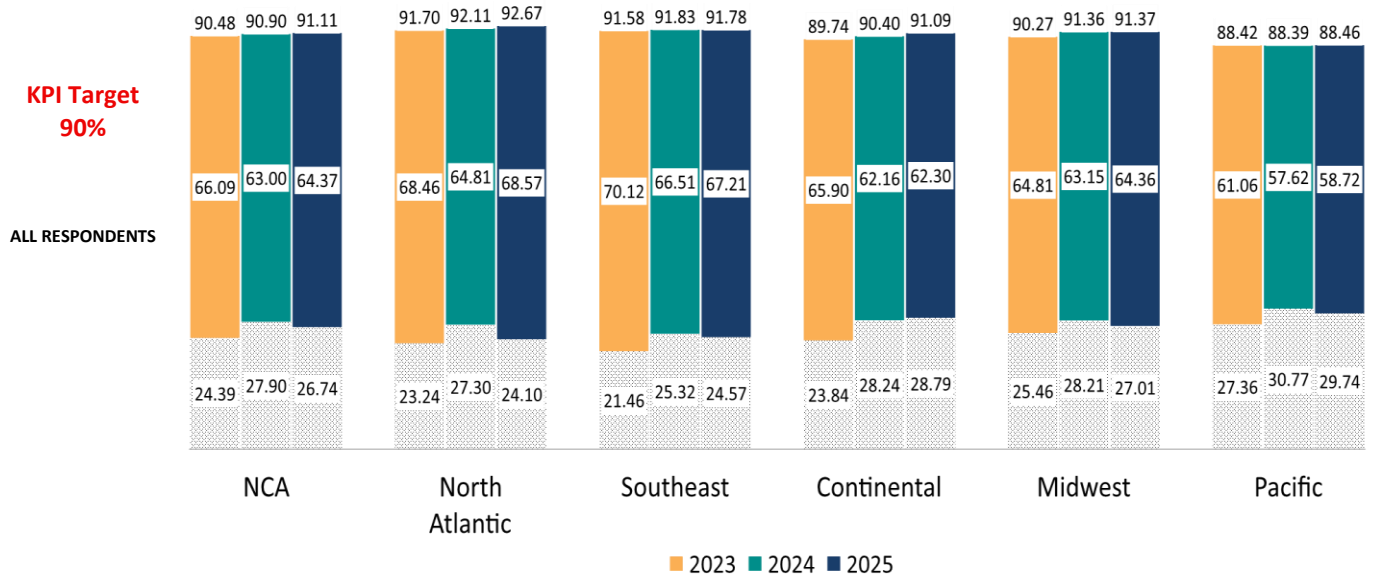
NC NOK Q47: The appearance of my loved one's gravesite/columbaria is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		16597	17722	16279	2630	2839	2598	3677	3927	3619	2674	2899	2722	3794	4155	3758	3818	3902	3582
Strongly agree		80.40%	81.06%	82.18%	80.87%	81.90%	83.14%	84.23%	84.47%	85.66%	79.39%	79.51%	79.76%	79.92%	81.47%	82.46%	77.55%	77.73%	79.51%
Agree		16.38%	15.97%	15.07%	15.89%	15.29%	14.43%	13.22%	13.55%	12.43%	17.91%	17.32%	17.30%	16.34%	16.10%	14.53%	18.75%	17.76%	17.09%
Neither agree nor disagree		2.47%	2.26%	2.13%	2.43%	2.04%	1.85%	1.88%	1.60%	1.41%	2.13%	2.31%	2.24%	3.03%	1.95%	2.39%	2.75%	3.36%	2.68%
Disagree		0.46%	0.45%	0.39%	0.34%	0.42%	0.38%	0.52%	0.25%	0.25%	0.34%	0.45%	0.40%	0.40%	0.36%	0.43%	0.63%	0.74%	0.50%
Strongly disagree		0.29%	0.27%	0.23%	0.46%	0.35%	0.19%	0.16%	0.13%	0.25%	0.22%	0.41%	0.29%	0.32%	0.12%	0.19%	0.31%	0.41%	0.22%

## Key Performance Indicators

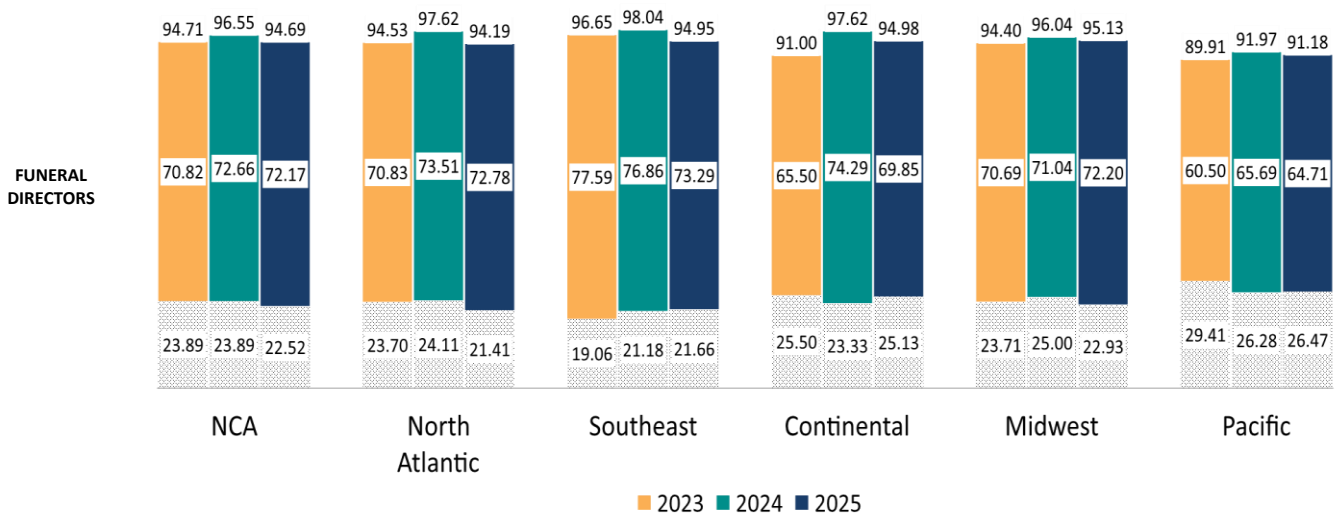
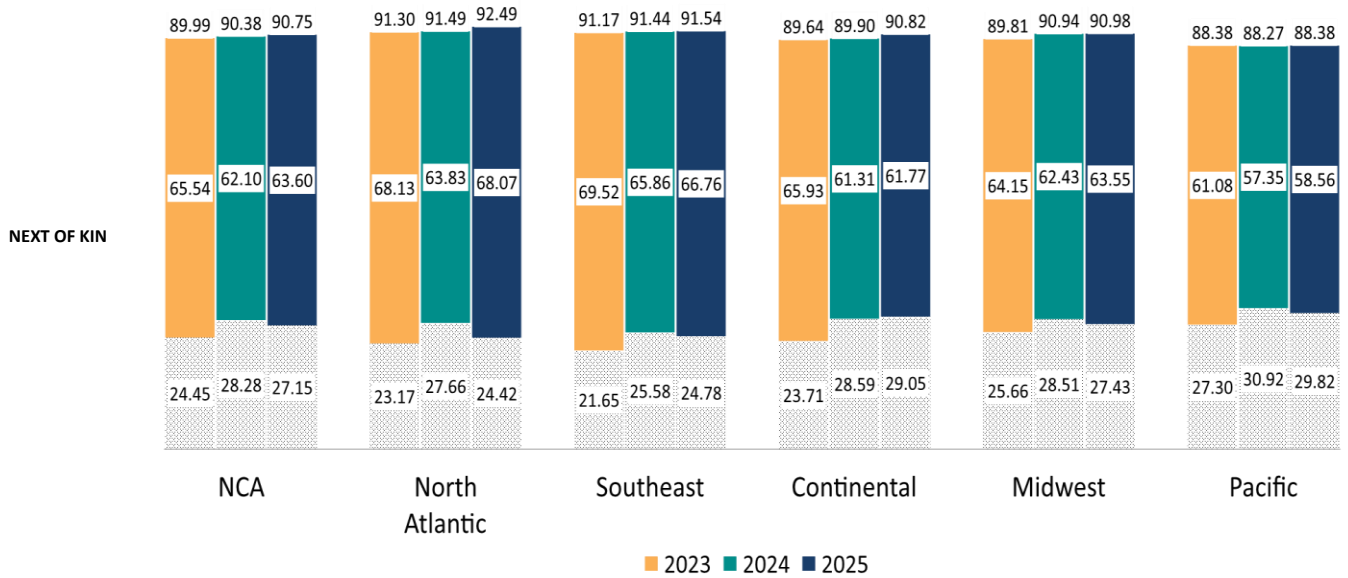
**Question 43/24: There are sufficient signs within the cemetery to assist visitors.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19143	20286	18843	3120	3322	3099	4049	4309	4062	2962	3229	3032	4430	4782	4405	4060	4245	3864
Strongly agree		66.09%	63.00%	64.37%	68.46%	64.81%	68.57%	70.12%	66.51%	67.21%	65.90%	62.16%	62.30%	64.81%	63.15%	64.36%	61.06%	57.62%	58.72%
Agree		24.39%	27.90%	26.74%	23.24%	27.30%	24.10%	21.46%	25.32%	24.57%	23.84%	28.24%	28.79%	25.46%	28.21%	27.01%	27.36%	30.77%	29.74%
Neither agree nor disagree		5.74%	5.72%	5.67%	5.19%	4.43%	4.97%	4.52%	4.87%	4.97%	6.28%	5.98%	5.77%	6.28%	5.44%	5.56%	6.97%	7.96%	7.27%
Disagree		3.25%	2.86%	2.77%	2.63%	2.80%	2.10%	3.61%	2.85%	2.78%	3.31%	3.03%	2.67%	2.96%	2.89%	2.68%	3.89%	2.99%	3.62%
Strongly disagree		0.53%	0.51%	0.45%	0.48%	0.66%	0.26%	0.30%	0.44%	0.47%	0.68%	0.59%	0.46%	0.50%	0.31%	0.39%	0.71%	0.66%	0.65%

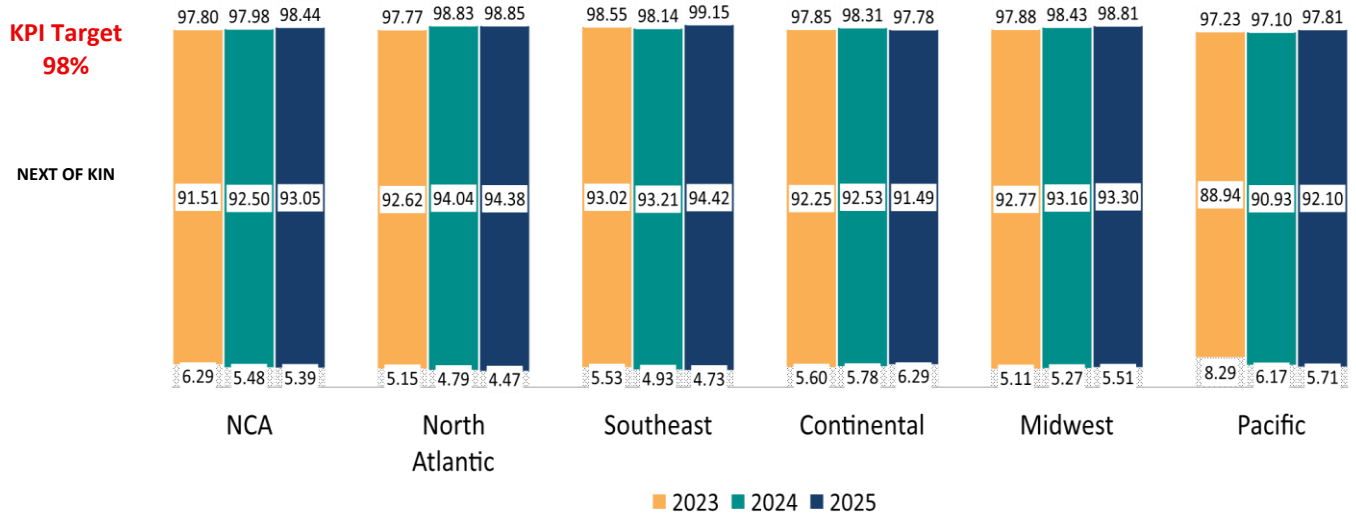
## Key Performance Indicators

**Question 43/24: There are sufficient signs within the cemetery to assist visitors.**



## Key Performance Indicators

**NC NOK Q24: How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?**

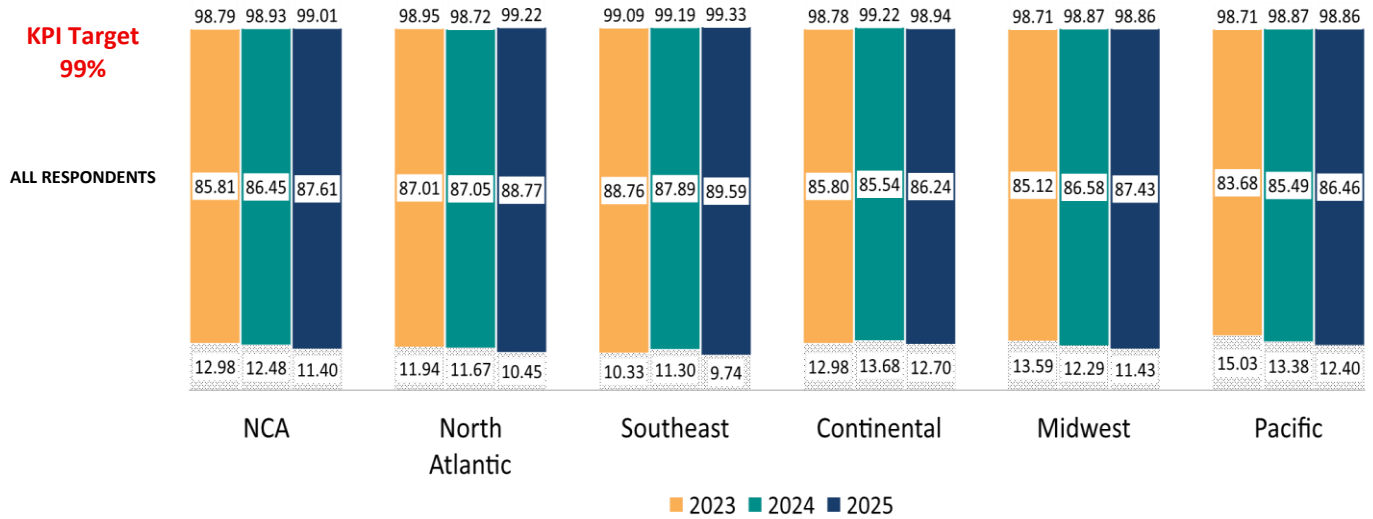


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		6040	6401	5971	718	772	694	1303	1400	1290	839	830	858	1272	1404	1344	1907	1995	1785
Very satisfied		91.51%	92.50%	93.05%	92.62%	94.04%	94.38%	93.02%	93.21%	94.42%	92.25%	92.53%	91.49%	92.77%	93.16%	93.30%	88.94%	90.93%	92.10%
Somewhat satisfied		6.29%	5.48%	5.39%	5.15%	4.79%	4.47%	5.53%	4.93%	4.73%	5.60%	5.78%	6.29%	5.11%	5.27%	5.51%	8.29%	6.17%	5.71%
Neither satisfied nor dissatisfied		1.01%	0.92%	0.64%	1.25%	0.91%	0.58%	0.69%	0.93%	0.31%	0.83%	0.48%	1.05%	1.02%	1.00%	0.60%	1.21%	1.05%	0.73%
Somewhat dissatisfied		0.83%	0.87%	0.59%	0.28%	0.26%	0.58%	0.46%	0.64%	0.23%	0.72%	0.96%	0.93%	1.02%	0.50%	0.37%	1.21%	1.50%	0.84%
Very dissatisfied		0.36%	0.22%	0.33%	0.70%	0.00%	0.00%	0.31%	0.29%	0.31%	0.60%	0.24%	0.23%	0.08%	0.07%	0.22%	0.37%	0.35%	0.62%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q23.

## Key Performance Indicators

Question 52/32: I would recommend the cemetery to Veteran families during their time of need.

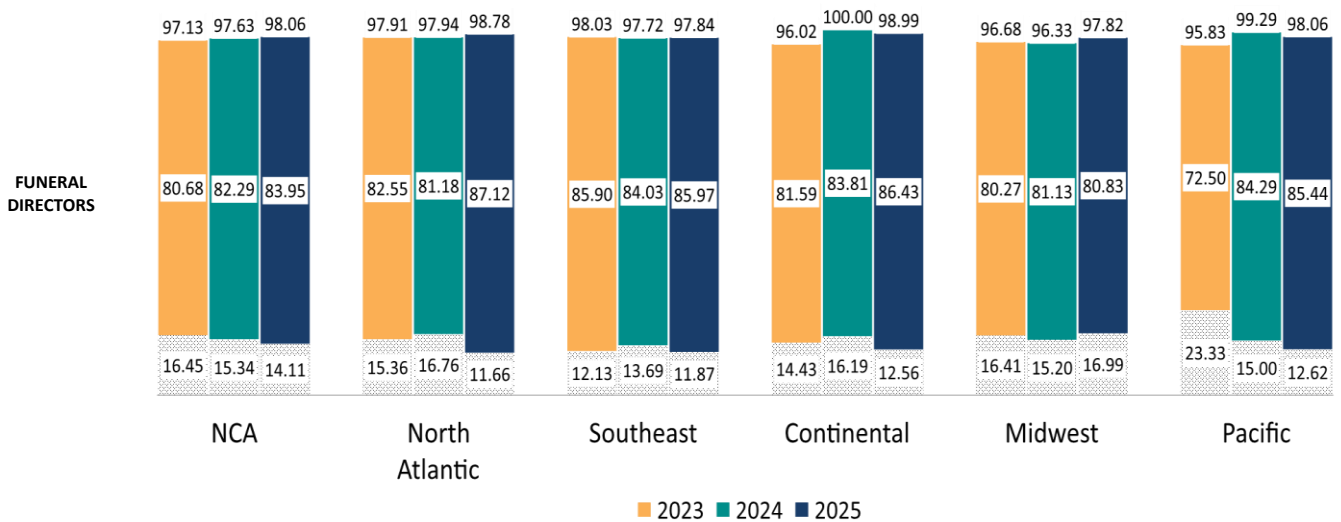
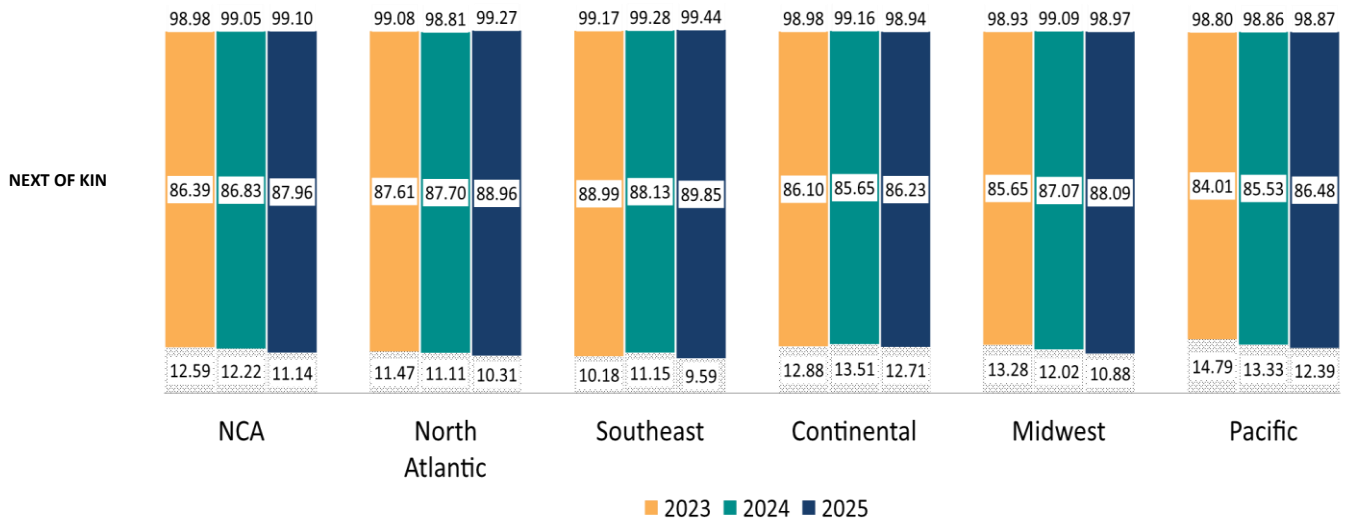


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19680	21013	19499	3217	3453	3216	4164	4468	4190	3028	3319	3118	4556	4957	4568	4184	4410	4024
Strongly agree		85.81%	86.45%	87.61%	87.01%	87.05%	88.77%	88.76%	87.89%	89.59%	85.80%	85.54%	86.24%	85.12%	86.58%	87.43%	83.68%	85.49%	86.46%
Agree		12.98%	12.48%	11.40%	11.94%	11.67%	10.45%	10.33%	11.30%	9.74%	12.98%	13.68%	12.70%	13.59%	12.29%	11.43%	15.03%	13.38%	12.40%
Neither agree nor disagree		0.97%	0.86%	0.81%	0.75%	0.96%	0.68%	0.79%	0.65%	0.60%	1.06%	0.54%	0.77%	1.01%	0.97%	0.94%	1.00%	0.98%	0.92%
Disagree		0.13%	0.07%	0.07%	0.12%	0.09%	0.06%	0.07%	0.09%	0.00%	0.07%	0.06%	0.10%	0.20%	0.06%	0.07%	0.14%	0.05%	0.10%
Strongly disagree		0.11%	0.14%	0.12%	0.19%	0.23%	0.03%	0.05%	0.07%	0.07%	0.10%	0.18%	0.19%	0.09%	0.10%	0.13%	0.14%	0.11%	0.12%



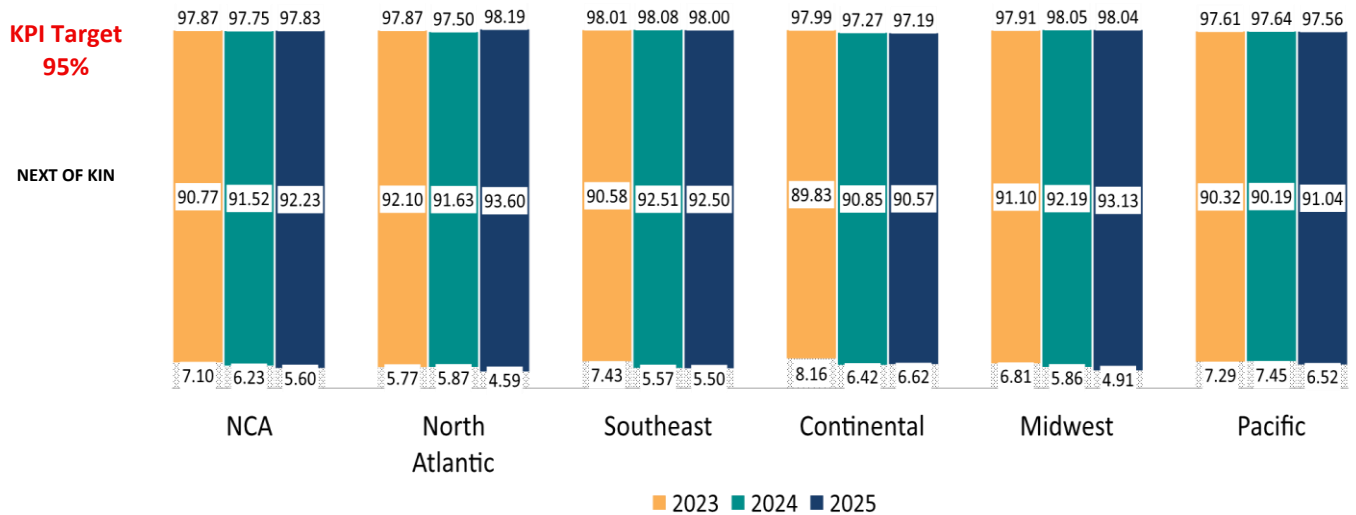
## Key Performance Indicators

Question 52/32: I would recommend the cemetery to Veteran families during their time of need.



## Key Performance Indicators

NC NOK Q16: Overall, how satisfied were you with the committal service at the national cemetery?

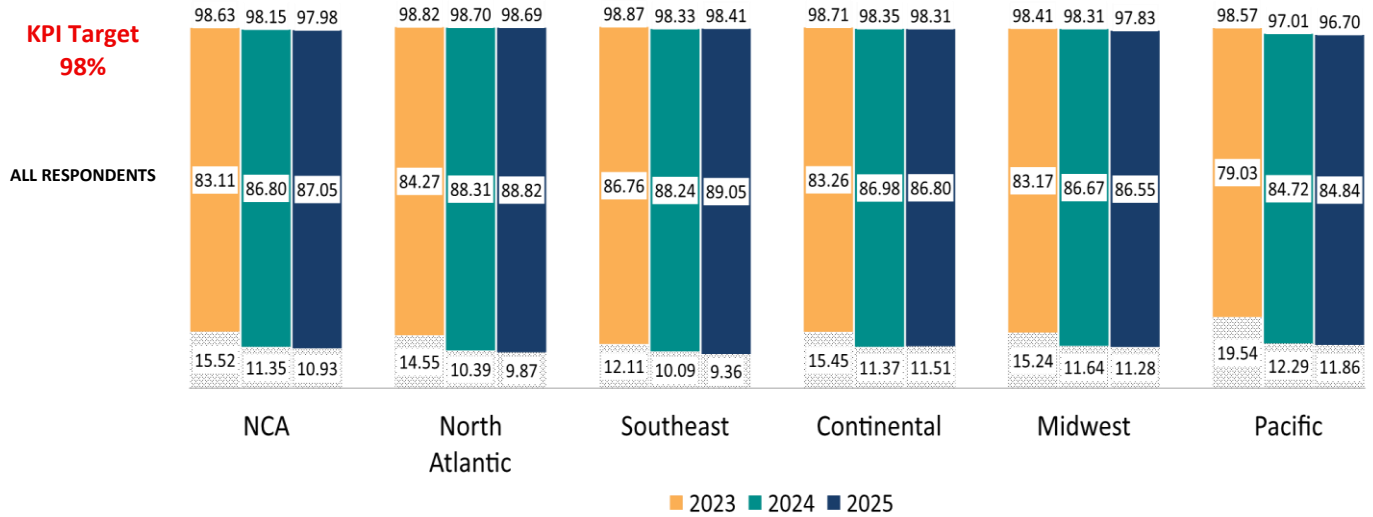


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		10710	15079	14457	1784	2520	2438	2261	3230	3200	1691	2460	2355	2584	3700	3506	2387	3169	2958
Very satisfied		90.77%	91.52%	92.23%	92.10%	91.63%	93.60%	90.58%	92.51%	92.50%	89.83%	90.85%	90.57%	91.10%	92.19%	93.13%	90.32%	90.19%	91.04%
Somewhat satisfied		7.10%	6.23%	5.60%	5.77%	5.87%	4.59%	7.43%	5.57%	5.50%	8.16%	6.42%	6.62%	6.81%	5.86%	4.91%	7.29%	7.45%	6.52%
Neither satisfied nor dissatisfied		1.17%	1.09%	1.15%	1.23%	1.43%	1.15%	1.19%	0.84%	1.03%	1.01%	1.14%	1.36%	1.12%	1.03%	1.06%	1.26%	1.14%	1.22%
Somewhat dissatisfied		0.61%	0.72%	0.64%	0.56%	0.71%	0.37%	0.49%	0.62%	0.63%	0.59%	1.10%	1.06%	0.66%	0.59%	0.46%	0.71%	0.69%	0.74%
Very dissatisfied		0.35%	0.43%	0.39%	0.34%	0.36%	0.29%	0.31%	0.46%	0.34%	0.41%	0.49%	0.38%	0.31%	0.32%	0.46%	0.42%	0.54%	0.47%

Note: In 2024 and 2025, 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 NC NOK Q6.

## Key Performance Indicators

Question 14/22: The committal shelter used for the service was private, clean, and free of safety hazards.

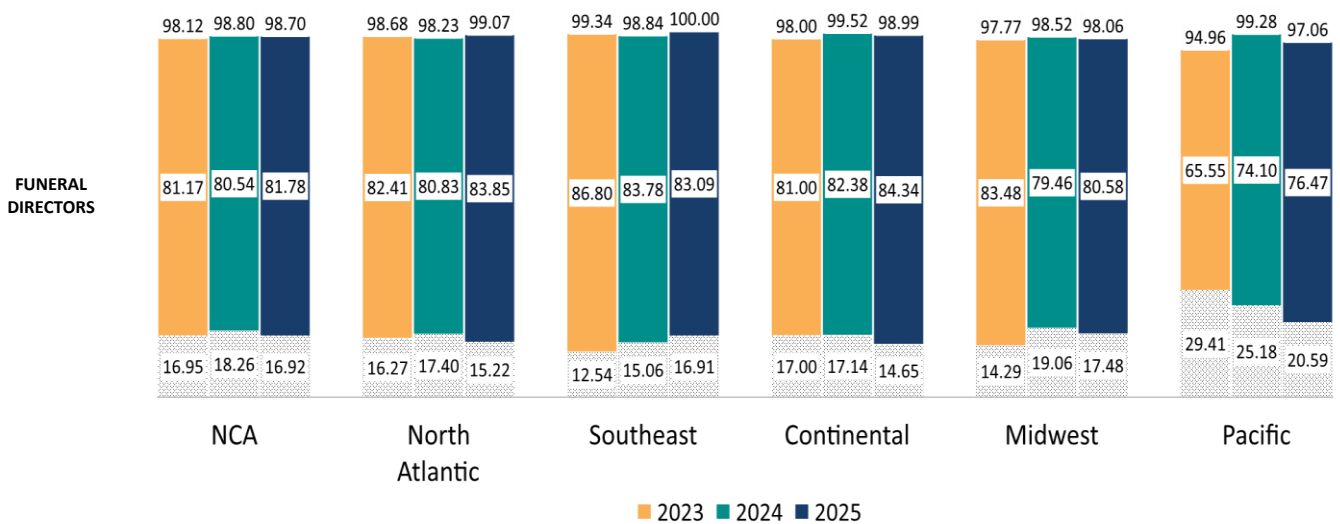
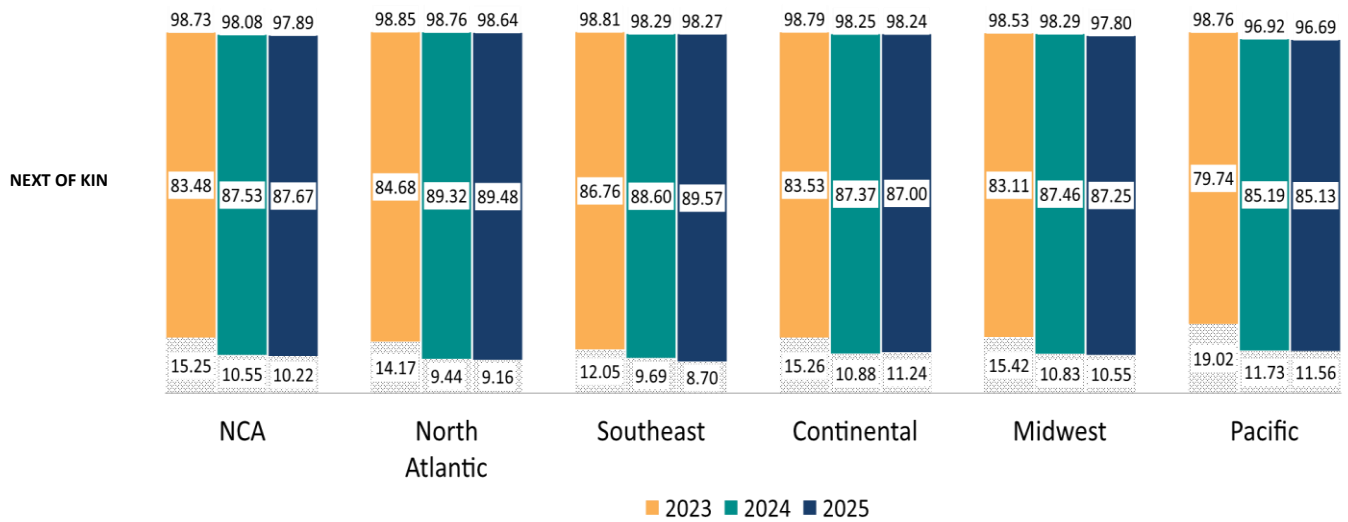


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		12329	16762	16068	2124	2849	2746	2485	3469	3462	1858	2673	2537	2965	4089	3910	2375	3286	3035
Strongly agree		83.11%	86.80%	87.05%	84.27%	88.31%	88.82%	86.76%	88.24%	89.05%	83.26%	86.98%	86.80%	83.17%	86.67%	86.55%	79.03%	84.72%	84.84%
Agree		15.52%	11.35%	10.93%	14.55%	10.39%	9.87%	12.11%	10.09%	9.36%	15.45%	11.37%	11.51%	15.24%	11.64%	11.28%	19.54%	12.29%	11.86%
Neither agree nor disagree		1.02%	1.66%	1.73%	0.80%	1.19%	1.13%	0.85%	1.53%	1.39%	0.81%	1.42%	1.34%	1.25%	1.44%	1.94%	1.14%	2.77%	2.83%
Disagree		0.19%	0.13%	0.22%	0.19%	0.07%	0.15%	0.20%	0.06%	0.14%	0.38%	0.11%	0.24%	0.13%	0.22%	0.20%	0.13%	0.15%	0.30%
Strongly disagree		0.15%	0.06%	0.07%	0.19%	0.04%	0.04%	0.08%	0.09%	0.06%	0.11%	0.11%	0.12%	0.20%	0.02%	0.03%	0.17%	0.06%	0.16%

Note: In 2024 and 2025, 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 NC NOK Q6.

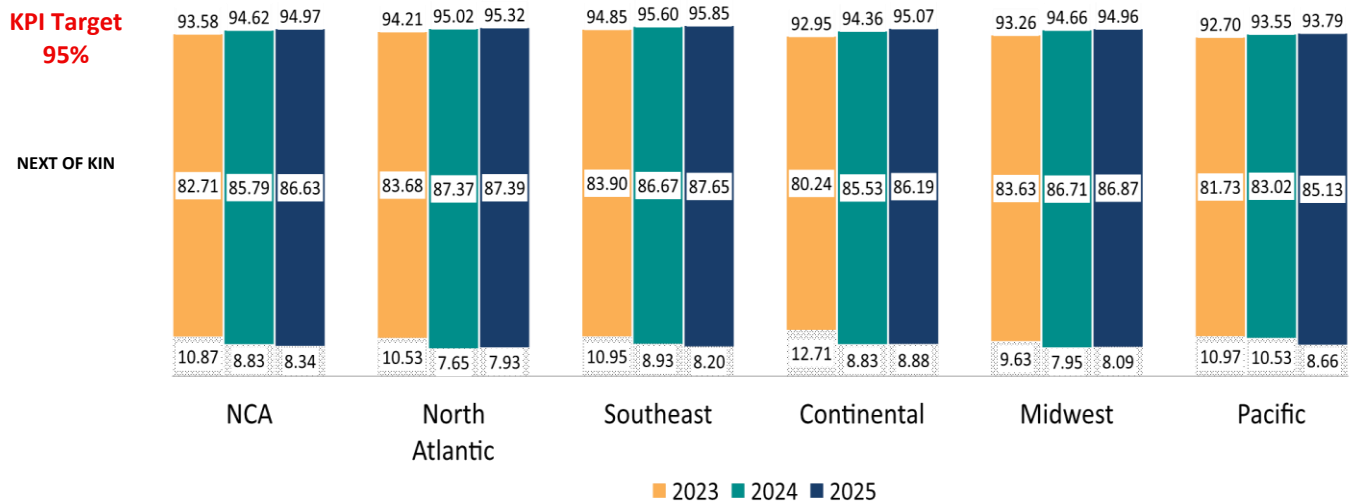
## Key Performance Indicators

**Question 14/22: The committal shelter used for the service was private, clean, and free of safety hazards.**



## Key Performance Indicators

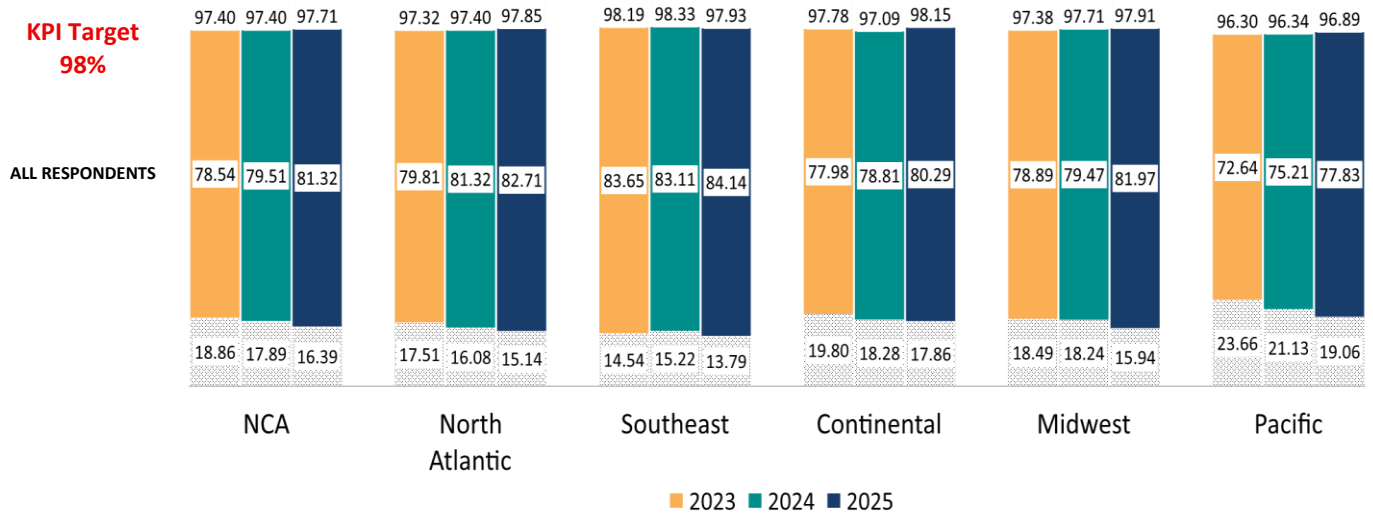
**NC NOK Q27: How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17147	18892	17297	2764	3033	2799	3763	4155	3830	2753	3068	2838	3916	4438	4044	3947	4198	3786
Very satisfied		82.71%	85.79%	86.63%	83.68%	87.37%	87.39%	83.90%	86.67%	87.65%	80.24%	85.53%	86.19%	83.63%	86.71%	86.87%	81.73%	83.02%	85.13%
Somewhat satisfied		10.87%	8.83%	8.34%	10.53%	7.65%	7.93%	10.95%	8.93%	8.20%	12.71%	8.83%	8.88%	9.63%	7.95%	8.09%	10.97%	10.53%	8.66%
Neither satisfied nor dissatisfied		4.83%	4.32%	4.02%	4.27%	4.02%	3.57%	3.80%	3.42%	3.37%	4.98%	4.53%	3.81%	5.13%	4.33%	4.28%	5.83%	5.29%	4.89%
Somewhat dissatisfied		1.05%	0.77%	0.72%	1.09%	0.59%	0.71%	0.85%	0.82%	0.60%	1.31%	0.81%	0.85%	1.20%	0.77%	0.52%	0.89%	0.81%	0.95%
Very dissatisfied		0.53%	0.28%	0.29%	0.43%	0.36%	0.39%	0.50%	0.17%	0.18%	0.76%	0.29%	0.28%	0.41%	0.25%	0.25%	0.58%	0.36%	0.37%

## Key Performance Indicators

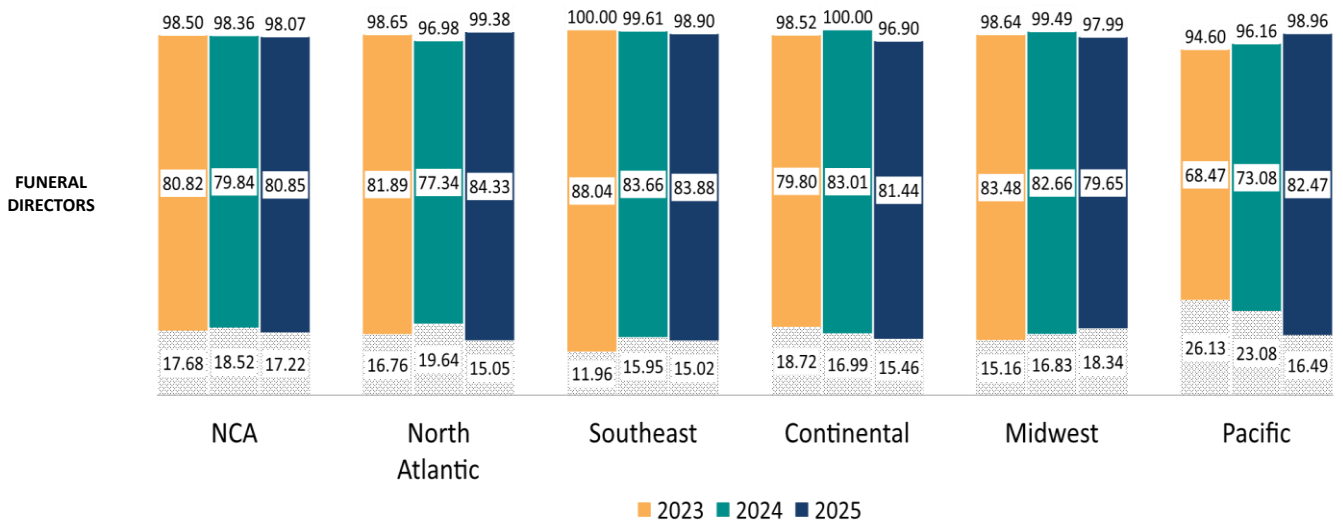
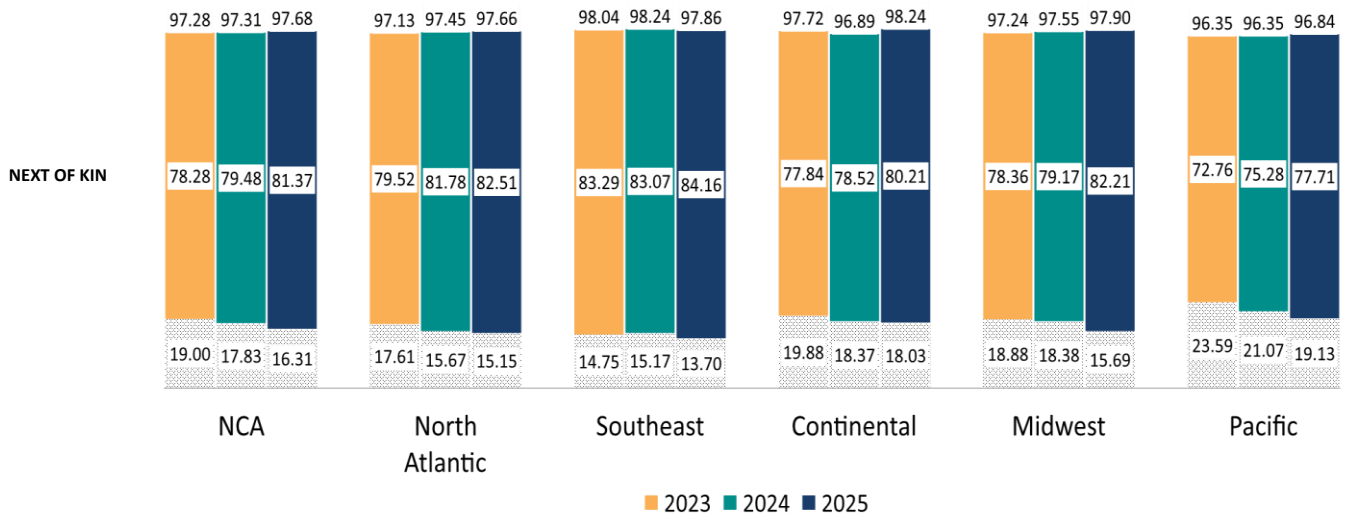
Question 42/21: The upkeep of the headstones, markers, or columbarium niche covers is excellent.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		18542	19601	18108	3016	3202	2972	3982	4180	3915	2879	3129	2928	4240	4632	4215	3914	4074	3704
Strongly agree		78.54%	79.51%	81.32%	79.81%	81.32%	82.71%	83.65%	83.11%	84.14%	77.98%	78.81%	80.29%	78.89%	79.47%	81.97%	72.64%	75.21%	77.83%
Agree		18.86%	17.89%	16.39%	17.51%	16.08%	15.14%	14.54%	15.22%	13.79%	19.80%	18.28%	17.86%	18.49%	18.24%	15.94%	23.66%	21.13%	19.06%
Neither agree nor disagree		2.19%	2.16%	1.89%	2.09%	2.34%	1.88%	1.58%	1.46%	1.76%	1.98%	2.17%	1.57%	2.36%	1.94%	1.71%	2.96%	2.92%	2.48%
Disagree		0.27%	0.30%	0.27%	0.27%	0.06%	0.20%	0.18%	0.17%	0.13%	0.10%	0.48%	0.20%	0.14%	0.24%	0.24%	0.61%	0.59%	0.46%
Strongly disagree		0.14%	0.14%	0.13%	0.33%	0.19%	0.07%	0.05%	0.05%	0.18%	0.14%	0.26%	0.07%	0.12%	0.11%	0.14%	0.13%	0.15%	0.16%

## Key Performance Indicators

**Question 42/21: The upkeep of the headstones, markers, or columbarium niche covers is excellent.**



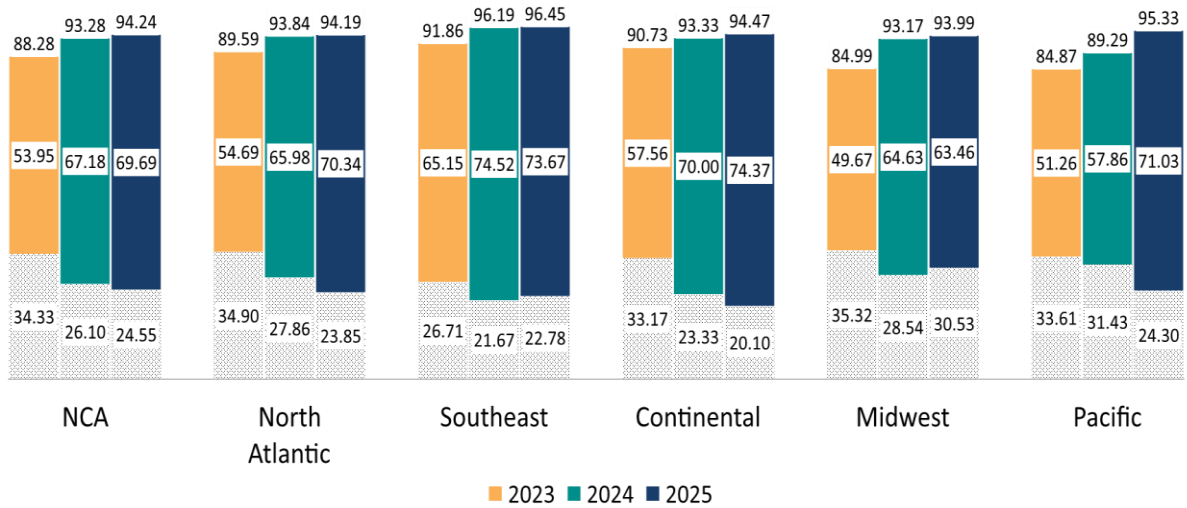


## Key Performance Indicators

### NC FD Q14: How easy is the process of scheduling an interment at the national cemetery?

KPI Target  
93%

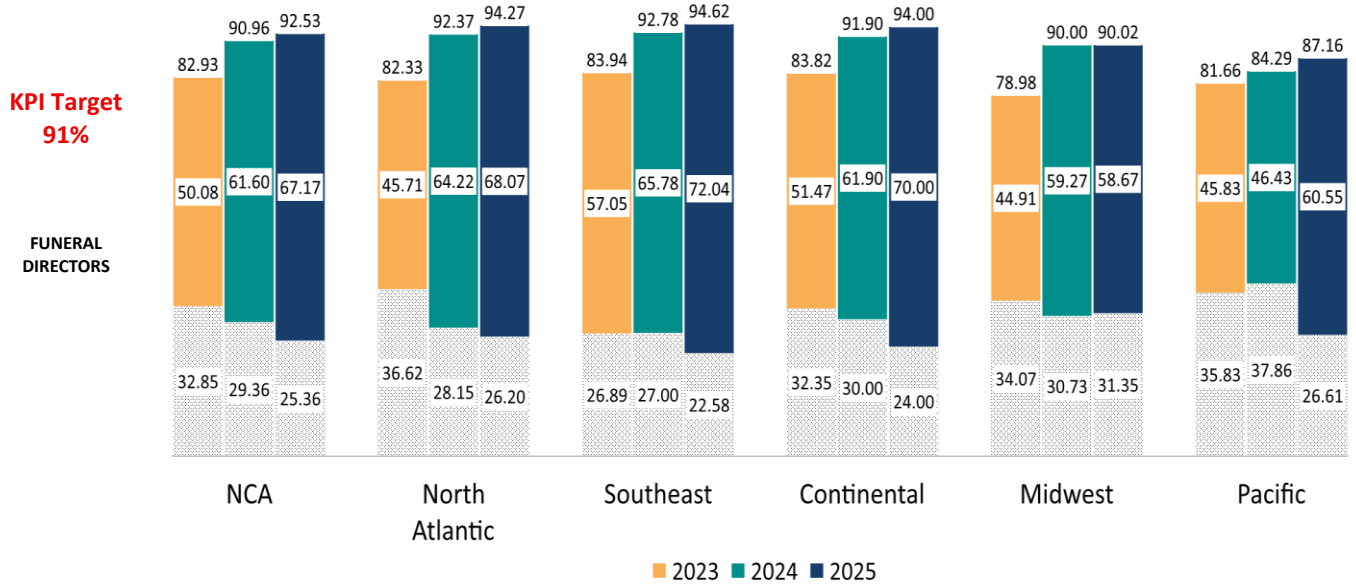
FUNERAL  
DIRECTORS



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1998	1770	1719	384	341	327	307	263	281	205	210	199	453	410	416	119	140	107
Very easy		53.95%	67.18%	69.69%	54.69%	65.98%	70.34%	65.15%	74.52%	73.67%	57.56%	70.00%	74.37%	49.67%	64.63%	63.46%	51.26%	57.86%	71.03%
Somewhat easy		34.33%	26.10%	24.55%	34.90%	27.86%	23.85%	26.71%	21.67%	22.78%	33.17%	23.33%	20.10%	35.32%	28.54%	30.53%	33.61%	31.43%	24.30%
Neither easy nor hard		7.26%	4.24%	4.01%	5.47%	3.81%	4.28%	5.21%	2.28%	3.20%	6.34%	4.29%	3.02%	8.61%	4.15%	4.09%	12.61%	6.43%	3.74%
Somewhat hard		3.45%	2.03%	1.28%	3.39%	2.05%	0.92%	2.93%	1.14%	0.36%	2.93%	1.43%	1.51%	4.64%	2.20%	1.44%	2.52%	4.29%	0.93%
Very hard		1.00%	0.45%	0.47%	1.56%	0.29%	0.61%	0.00%	0.38%	0.00%	0.00%	0.95%	1.01%	1.77%	0.49%	0.48%	0.00%	0.00%	0.00%

## Key Performance Indicators

**NC FD Q13: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1997	1771	1727	385	341	332	305	263	279	204	210	200	452	410	421	120	140	109
Very satisfied		50.08%	61.60%	67.17%	45.71%	64.22%	68.07%	57.05%	65.78%	72.04%	51.47%	61.90%	70.00%	44.91%	59.27%	58.67%	45.83%	46.43%	60.55%
Somewhat satisfied		32.85%	29.36%	25.36%	36.62%	28.15%	26.20%	26.89%	27.00%	22.58%	32.35%	30.00%	24.00%	34.07%	30.73%	31.35%	35.83%	37.86%	26.61%
Neither satisfied nor dissatisfied		9.06%	5.36%	4.98%	10.39%	4.69%	3.01%	8.20%	4.56%	3.23%	10.78%	5.24%	3.00%	9.29%	5.12%	7.36%	9.17%	7.86%	10.09%
Somewhat dissatisfied		6.01%	3.27%	1.97%	5.71%	2.35%	2.11%	6.23%	2.28%	1.79%	2.94%	1.90%	2.50%	8.85%	4.63%	1.66%	8.33%	7.86%	2.75%
Very dissatisfied		2.00%	0.40%	0.52%	1.56%	0.59%	0.60%	1.64%	0.38%	0.36%	2.45%	0.95%	0.50%	2.88%	0.24%	0.95%	0.83%	0.00%	0.00%

Note: Prior to 2024 the question wording was: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?

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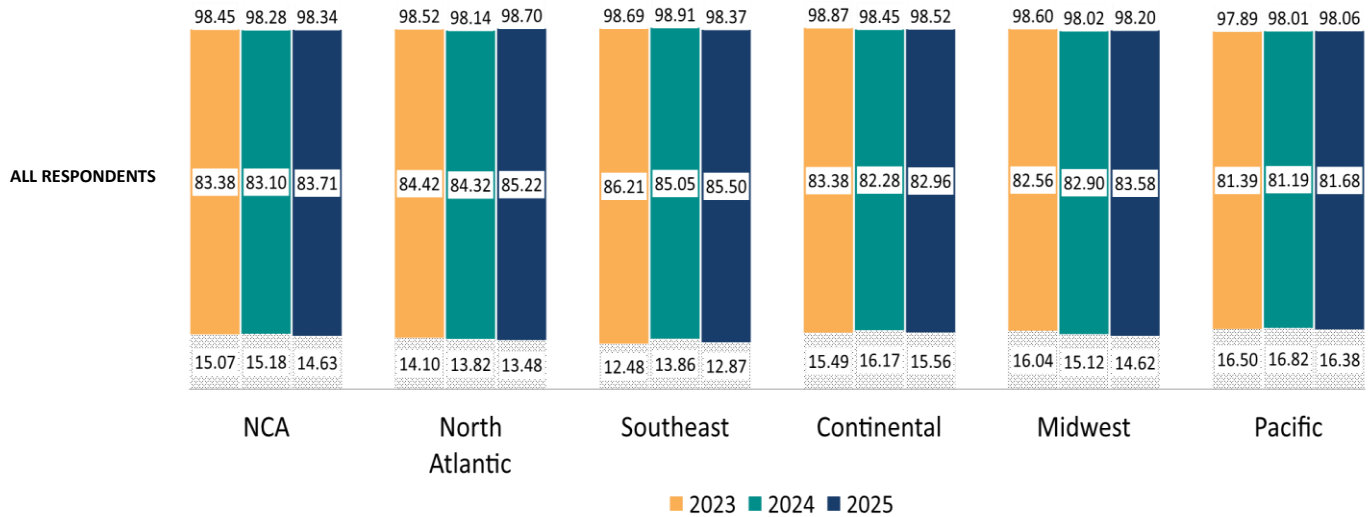
## TRUST

### SECTION DESCRIPTION

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

## Trust

**Question 54/34: I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**

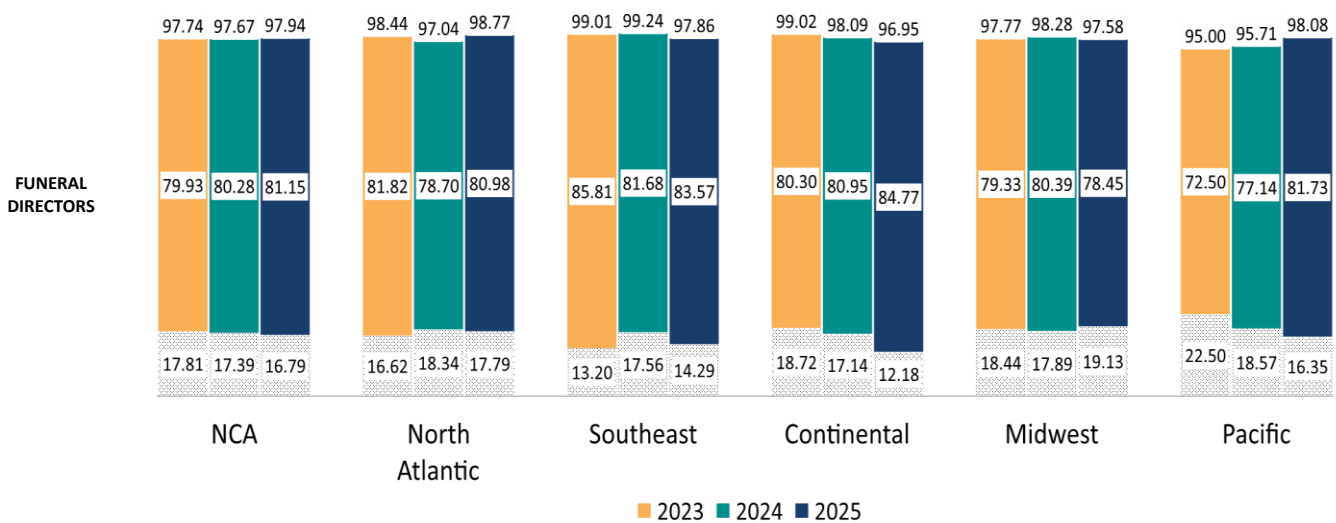
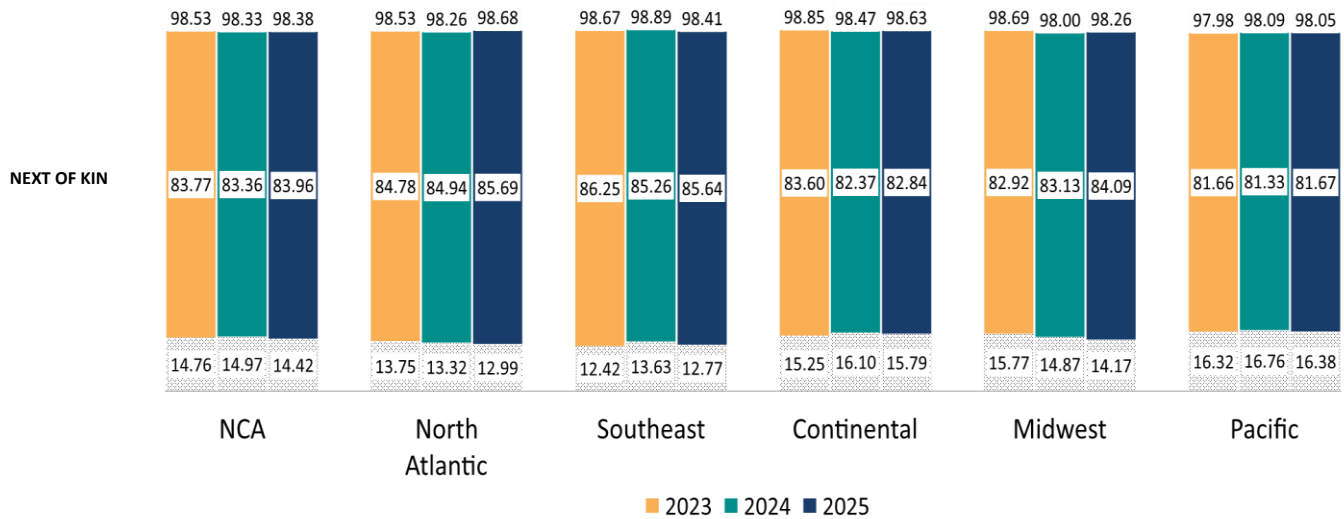


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19460	20771	19447	3178	3400	3213	4120	4407	4180	2996	3290	3111	4502	4907	4549	4133	4365	4011
Strongly agree		83.38%	83.10%	83.71%	84.42%	84.32%	85.22%	86.21%	85.05%	85.50%	83.38%	82.28%	82.96%	82.56%	82.90%	83.58%	81.39%	81.19%	81.68%
Agree		15.07%	15.18%	14.63%	14.10%	13.82%	13.48%	12.48%	13.86%	12.87%	15.49%	16.17%	15.56%	16.04%	15.12%	14.62%	16.50%	16.82%	16.38%
Neither agree nor disagree		1.36%	1.50%	1.32%	1.23%	1.59%	1.00%	1.07%	0.98%	1.27%	1.03%	1.22%	1.16%	1.24%	1.81%	1.43%	1.91%	1.74%	1.62%
Disagree		0.10%	0.11%	0.21%	0.09%	0.09%	0.25%	0.19%	0.05%	0.19%	0.03%	0.21%	0.16%	0.07%	0.06%	0.24%	0.12%	0.14%	0.20%
Strongly disagree		0.09%	0.12%	0.13%	0.16%	0.18%	0.06%	0.05%	0.07%	0.17%	0.07%	0.12%	0.16%	0.09%	0.10%	0.13%	0.07%	0.11%	0.12%

Note: Prior to 2025 the question wording was: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.

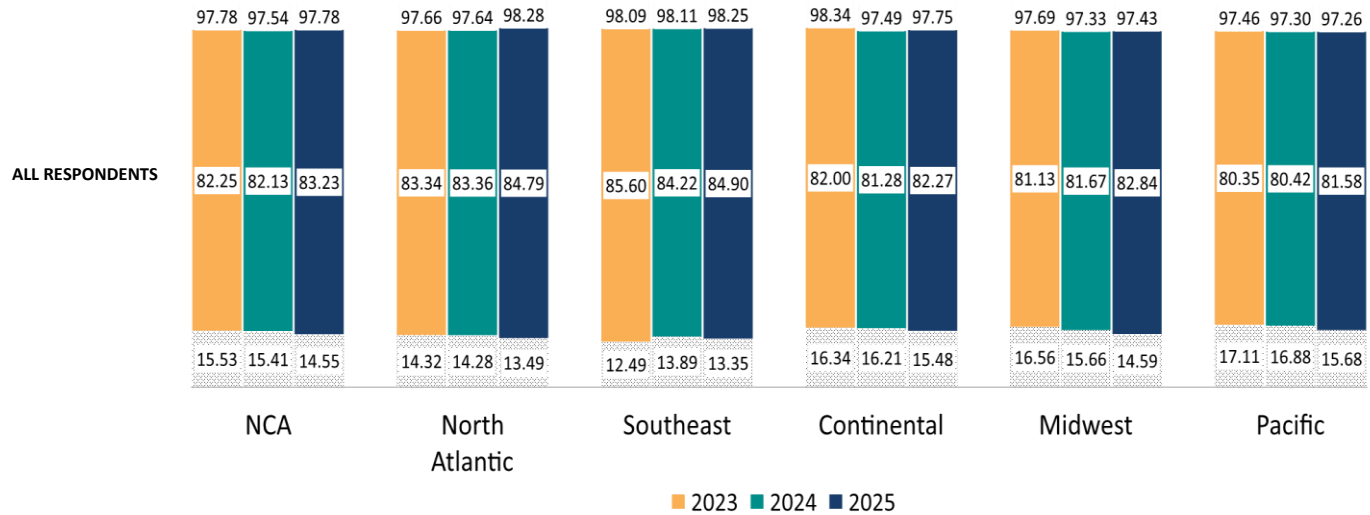
## Trust

**Question 54/34: I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.**



## Trust

**Question 53/33: I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**

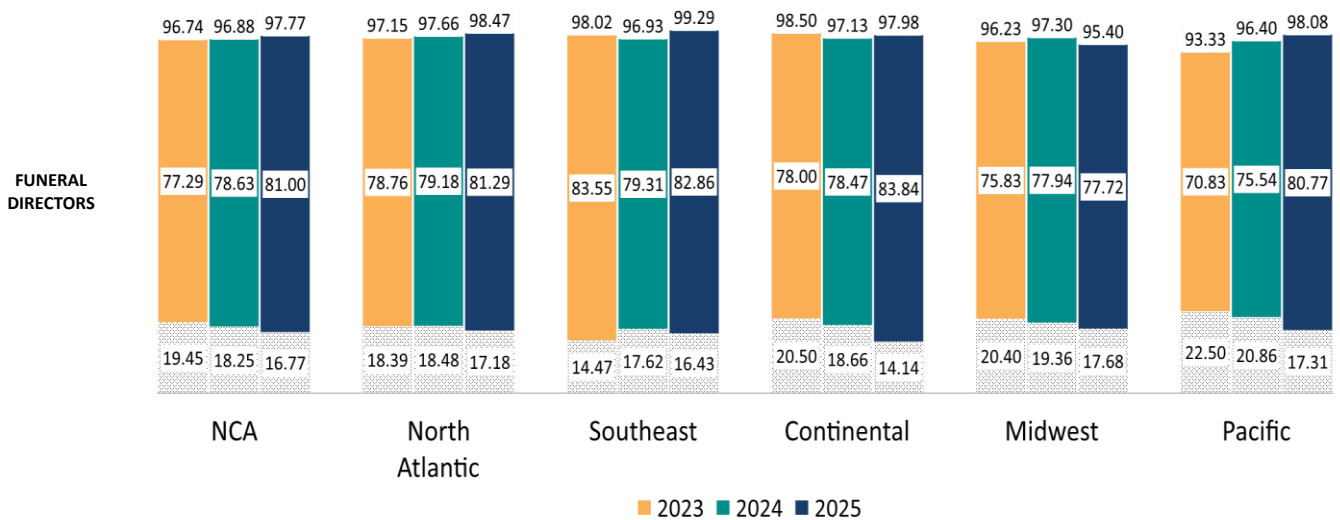
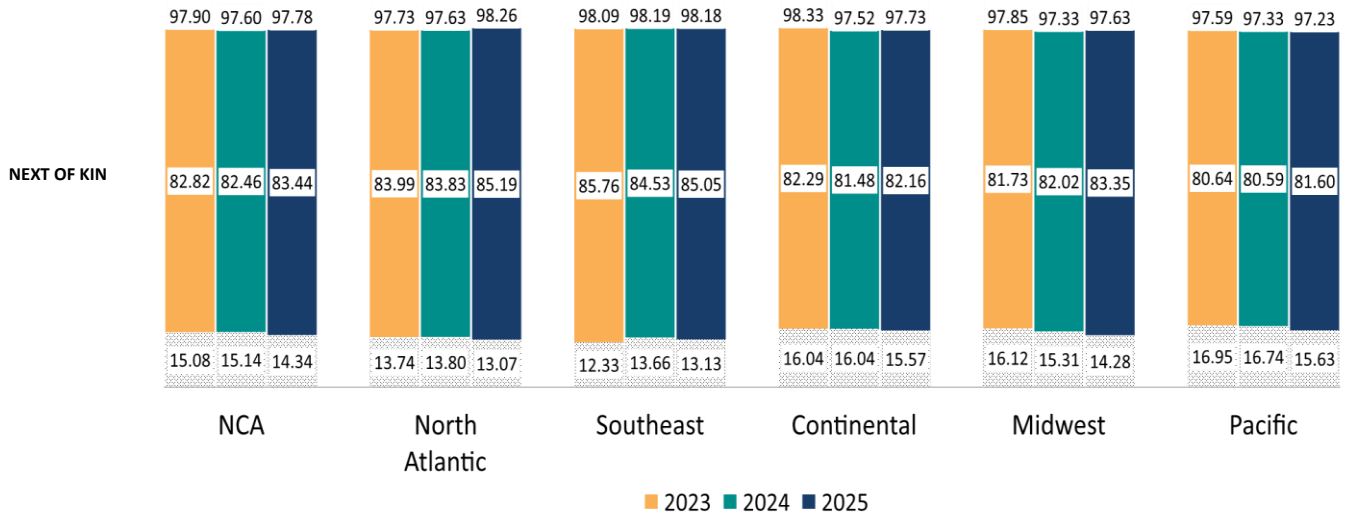


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19158	20376	19417	3122	3341	3202	4076	4347	4173	2956	3238	3107	4409	4784	4545	4062	4260	4006
Strongly agree		82.25%	82.13%	83.23%	83.34%	83.36%	84.79%	85.60%	84.22%	84.90%	82.00%	81.28%	82.27%	81.13%	81.67%	82.84%	80.35%	80.42%	81.58%
Agree		15.53%	15.41%	14.55%	14.32%	14.28%	13.49%	12.49%	13.89%	13.35%	16.34%	16.21%	15.48%	16.56%	15.66%	14.59%	17.11%	16.88%	15.68%
Neither agree nor disagree		1.86%	2.13%	1.80%	1.92%	2.01%	1.41%	1.62%	1.59%	1.49%	1.45%	2.07%	1.93%	1.91%	2.42%	2.11%	2.14%	2.37%	2.10%
Disagree		0.21%	0.15%	0.23%	0.16%	0.09%	0.22%	0.17%	0.12%	0.10%	0.17%	0.31%	0.13%	0.27%	0.08%	0.24%	0.25%	0.19%	0.40%
Strongly disagree		0.15%	0.18%	0.19%	0.26%	0.27%	0.09%	0.12%	0.18%	0.17%	0.03%	0.12%	0.19%	0.14%	0.17%	0.22%	0.15%	0.14%	0.25%

Note: Prior to 2025 the question wording was: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.

## Trust

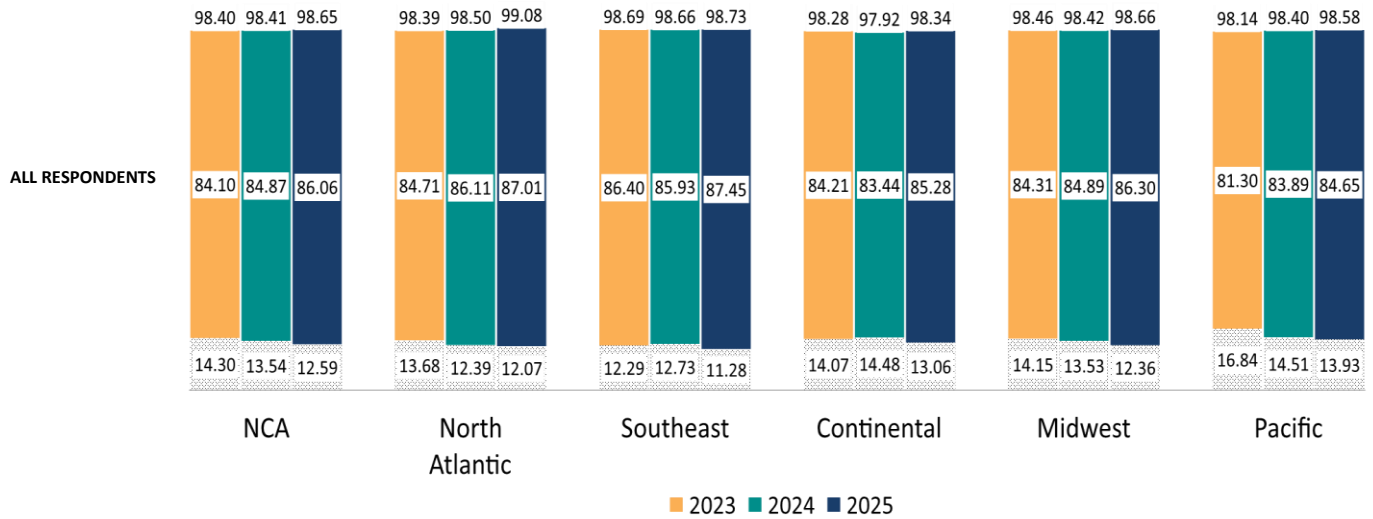
**Question 53/33: I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.**





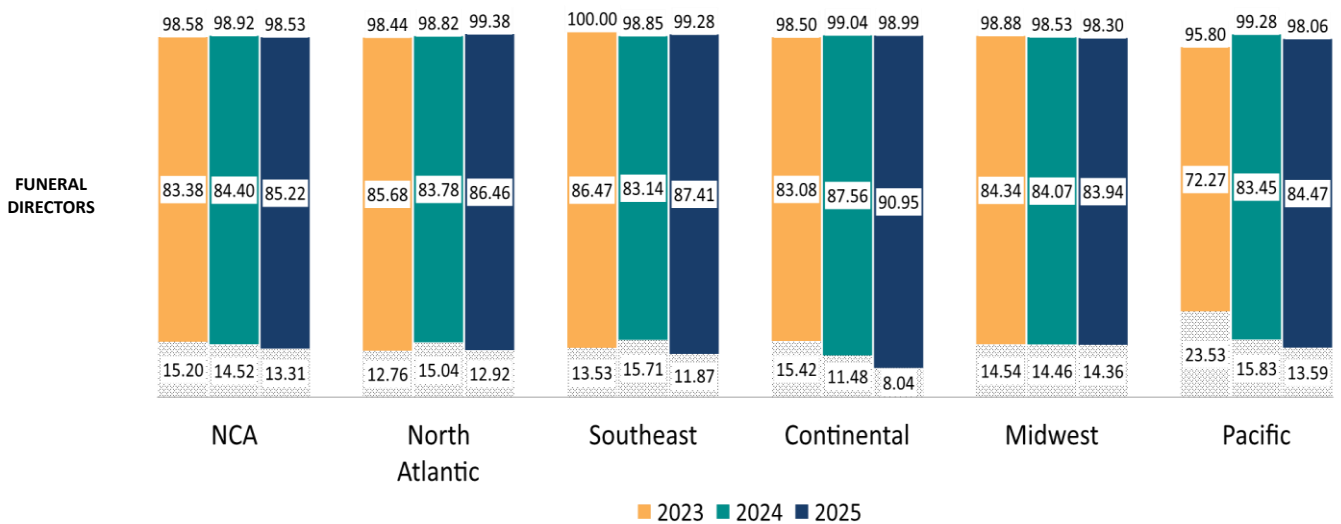
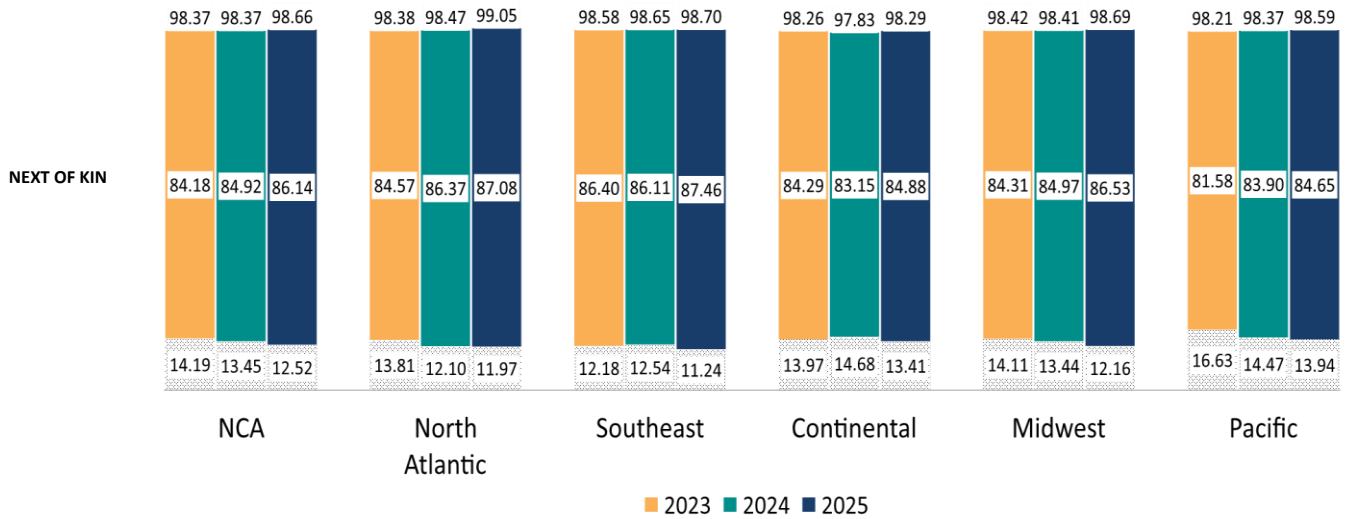
## Trust

### Question 51/23: The cemetery honors all Veterans and their service to our nation.

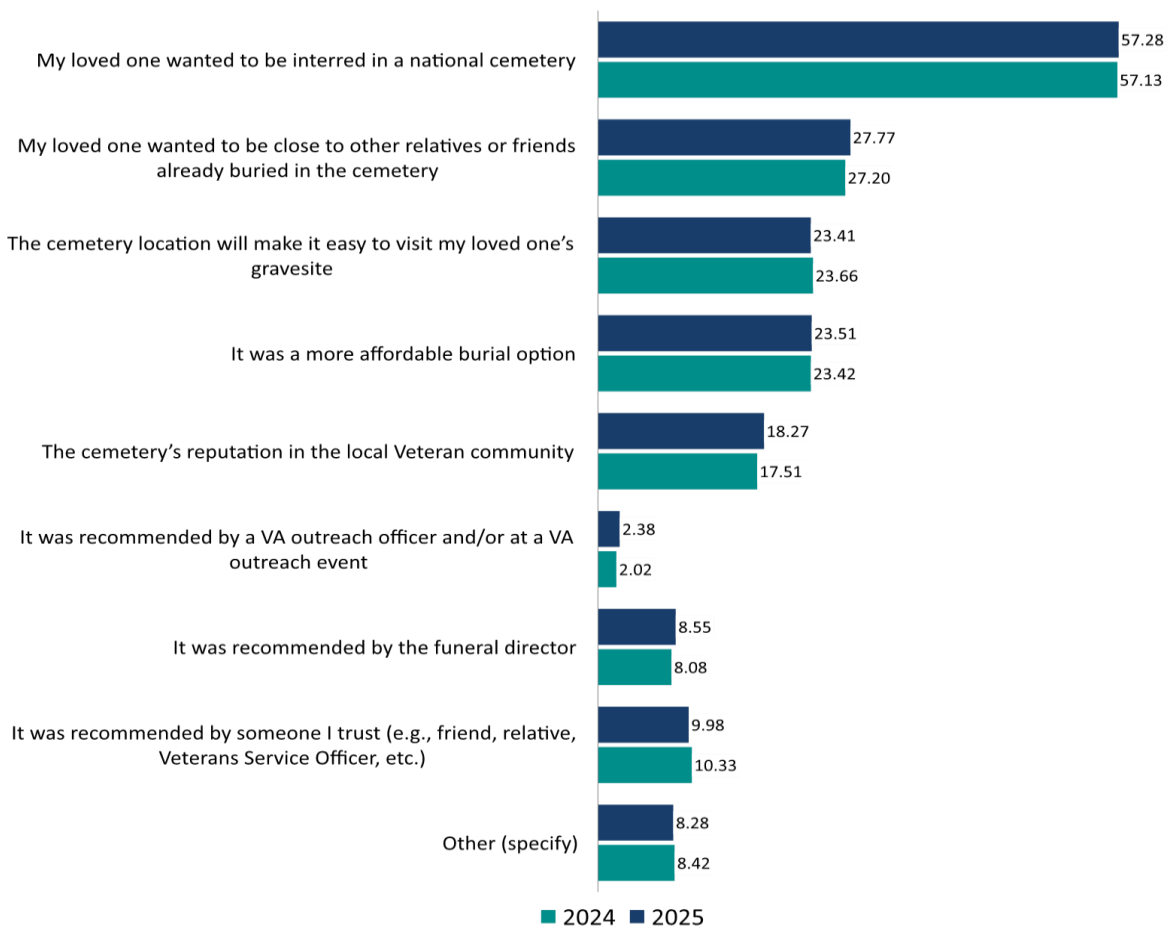


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		18832	20643	19113	3093	3398	3149	3964	4400	4105	2900	3260	3070	4366	4865	4473	3979	4320	3934
Strongly agree		84.10%	84.87%	86.06%	84.71%	86.11%	87.01%	86.40%	85.93%	87.45%	84.21%	83.44%	85.28%	84.31%	84.89%	86.30%	81.30%	83.89%	84.65%
Agree		14.30%	13.54%	12.59%	13.68%	12.39%	12.07%	12.29%	12.73%	11.28%	14.07%	14.48%	13.06%	14.15%	13.53%	12.36%	16.84%	14.51%	13.93%
Neither agree nor disagree		1.32%	1.29%	1.08%	1.29%	1.12%	0.76%	1.01%	0.98%	1.02%	1.31%	1.84%	1.24%	1.37%	1.27%	1.12%	1.58%	1.39%	1.14%
Disagree		0.15%	0.13%	0.14%	0.16%	0.15%	0.06%	0.18%	0.18%	0.15%	0.31%	0.06%	0.26%	0.09%	0.14%	0.07%	0.08%	0.09%	0.15%
Strongly disagree		0.13%	0.17%	0.13%	0.16%	0.24%	0.10%	0.13%	0.18%	0.10%	0.10%	0.18%	0.16%	0.07%	0.16%	0.16%	0.20%	0.12%	0.13%

Question 51/23: The cemetery honors all Veterans and their service to our nation.



### NC NOK Q1: Why did you choose to inter your loved one in a VA national cemetery? *(Mark all that apply)*



2024: n = 19,864 2025: n = 18,042

Note: NC NOK Q1 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

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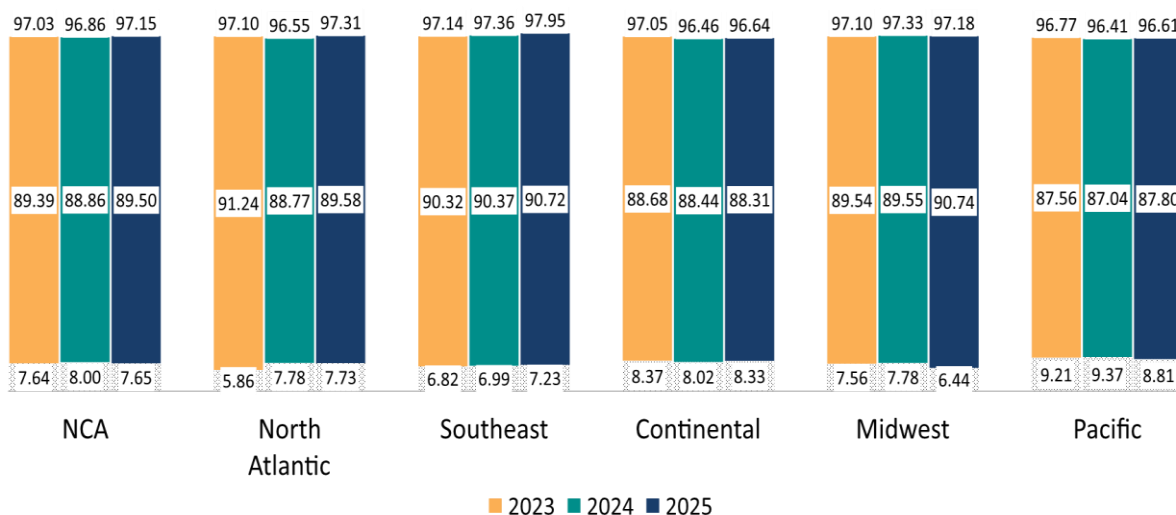
## Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

### SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the information they received throughout their experiences with the national cemetery where their loved one was interred.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Quality of service (NC Q44/25) and satisfaction with service from NCA Scheduling Office (NC NOK Q24).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

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

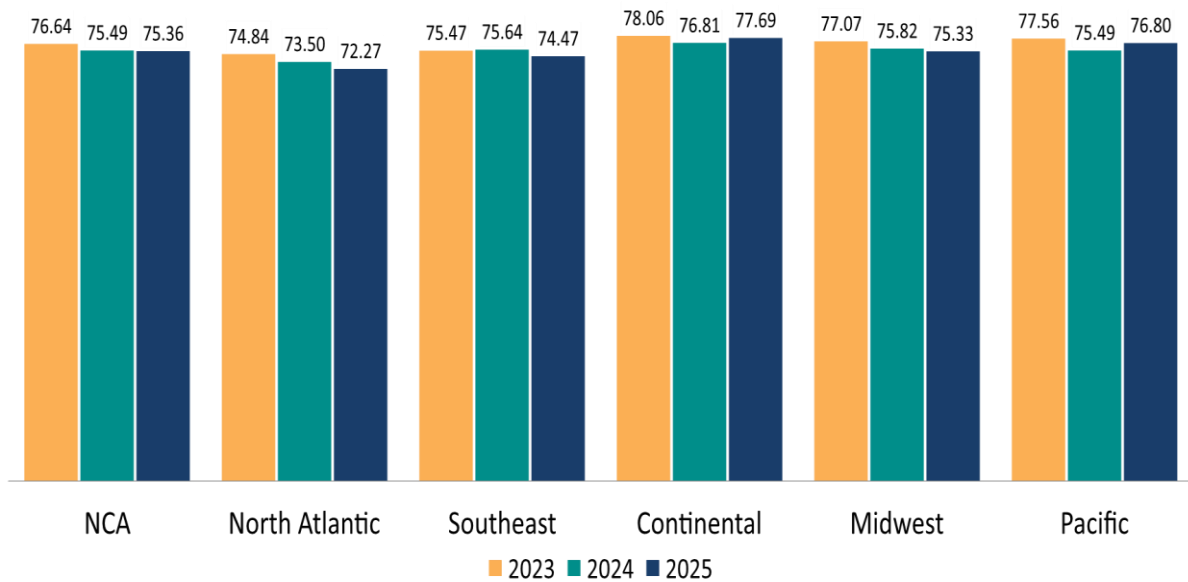
**NC NOK Q20: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17734	19658	18094	2831	3188	2938	3885	4290	3997	2818	3166	2952	4112	4640	4223	4084	4374	3984
Very satisfied		89.39%	88.86%	89.50%	91.24%	88.77%	89.58%	90.32%	90.37%	90.72%	88.68%	88.44%	88.31%	89.54%	89.55%	90.74%	87.56%	87.04%	87.80%
Somewhat satisfied		7.64%	8.00%	7.65%	5.86%	7.78%	7.73%	6.82%	6.99%	7.23%	8.37%	8.02%	8.33%	7.56%	7.78%	6.44%	9.21%	9.37%	8.81%
Neither satisfied nor dissatisfied		1.92%	1.99%	1.79%	1.87%	2.13%	1.91%	1.80%	1.70%	1.20%	1.77%	2.31%	2.00%	1.82%	1.83%	1.78%	2.28%	2.10%	2.13%
Somewhat dissatisfied		0.60%	0.82%	0.73%	0.57%	0.88%	0.65%	0.62%	0.63%	0.55%	0.60%	0.88%	0.98%	0.51%	0.60%	0.59%	0.69%	1.17%	0.93%
Very dissatisfied		0.45%	0.32%	0.33%	0.46%	0.44%	0.14%	0.44%	0.30%	0.30%	0.57%	0.35%	0.37%	0.56%	0.24%	0.45%	0.27%	0.32%	0.33%

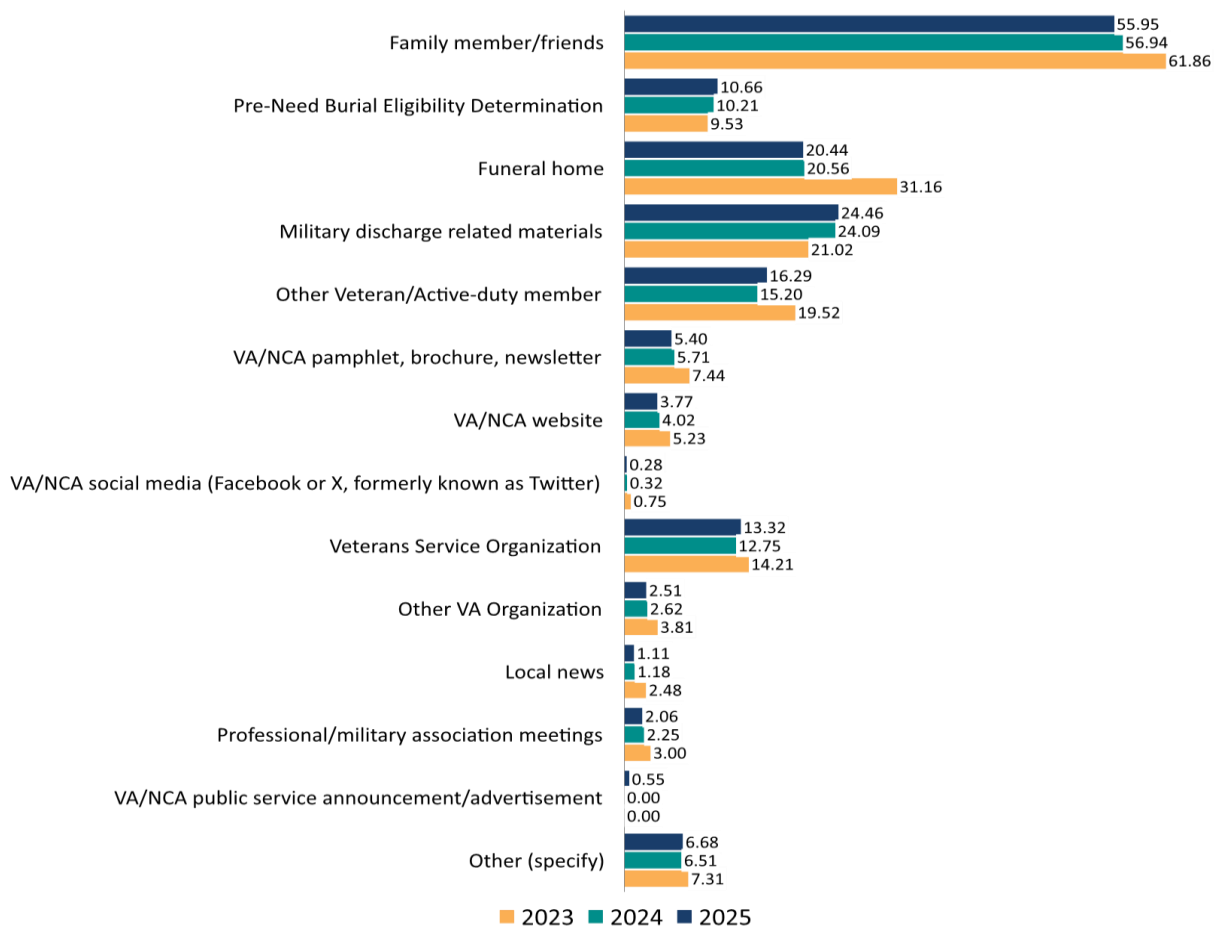
## Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

**NC NOK Q2: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17791	19272	17753	2850	3140	2885	3869	4195	3902	2830	3109	2900	4130	4532	4143	4108	4296	3923
Yes		76.64%	75.49%	75.36%	74.84%	73.50%	72.27%	75.47%	75.64%	74.47%	78.06%	76.81%	77.69%	77.07%	75.82%	75.33%	77.56%	75.49%	76.80%
No		23.36%	24.51%	24.64%	25.16%	26.50%	27.73%	24.53%	24.36%	25.53%	21.94%	23.19%	22.31%	22.93%	24.18%	24.67%	22.44%	24.51%	23.20%

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



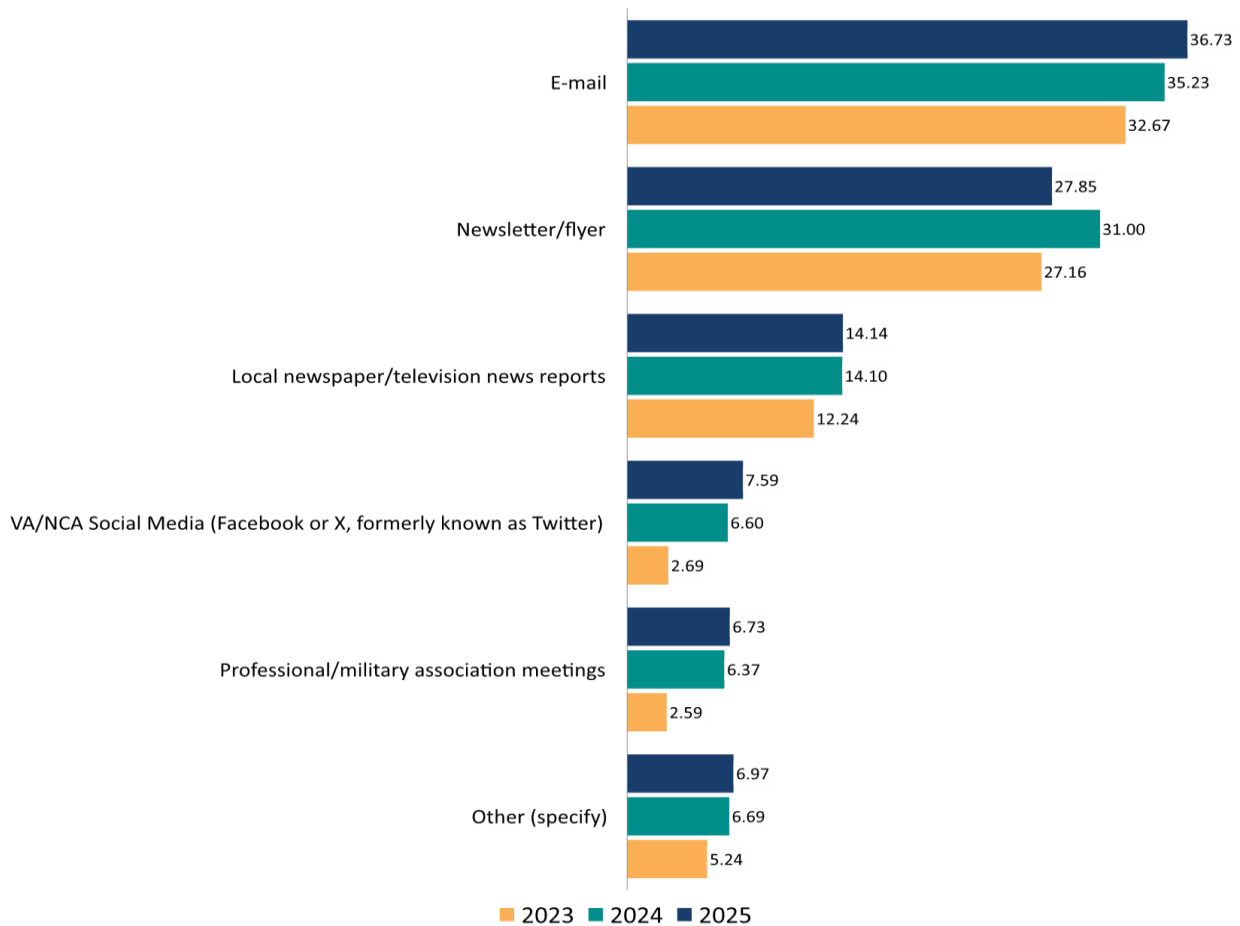
2023: n = 13,057   2024: n = 13,617   2025: n = 12,106

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 NC NOK Q2.

Note: In 2025, the response option "VA/NCA public service announcement/advertisement" was added.

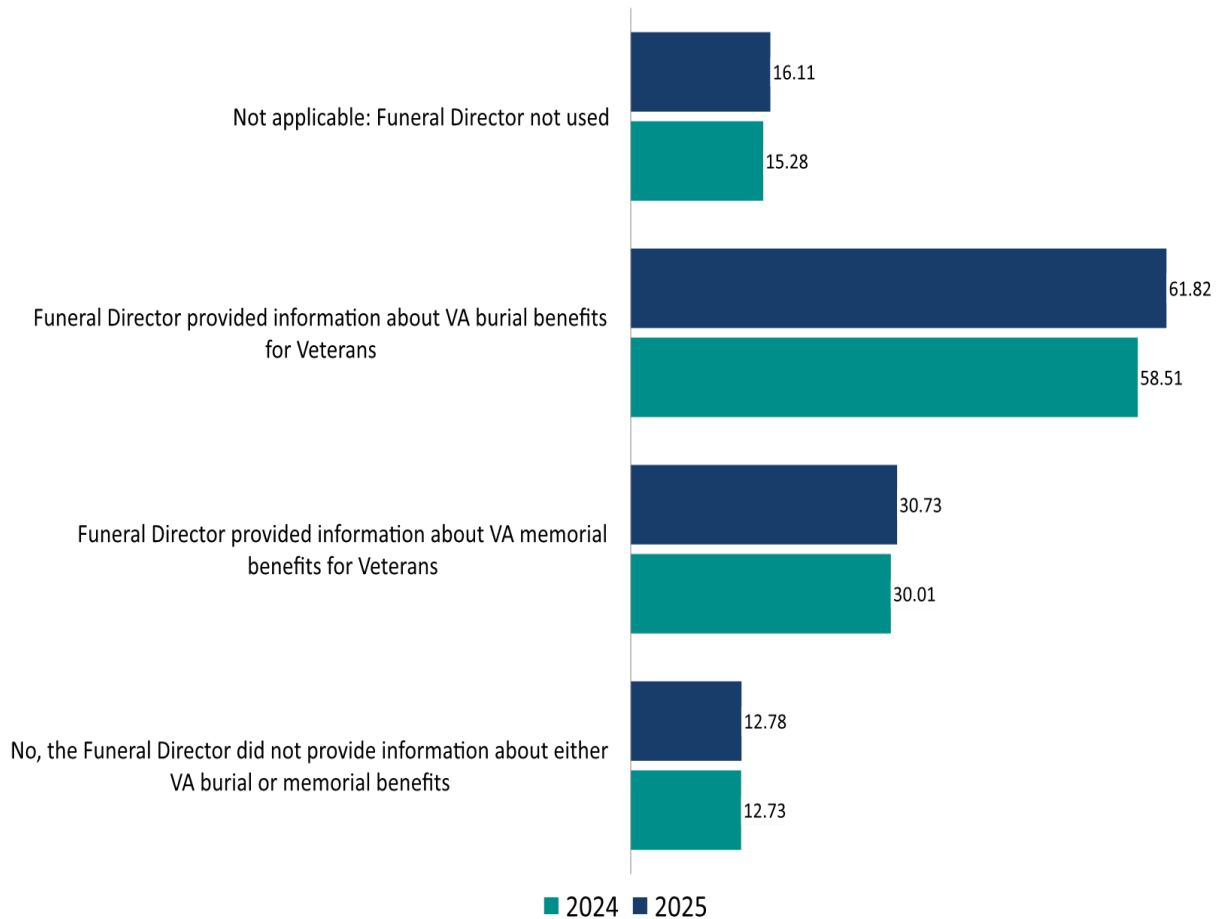
**NC NOK Q4: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)**



2023: n = 15,963 2024: n = 17,457 2025: n = 16,198



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

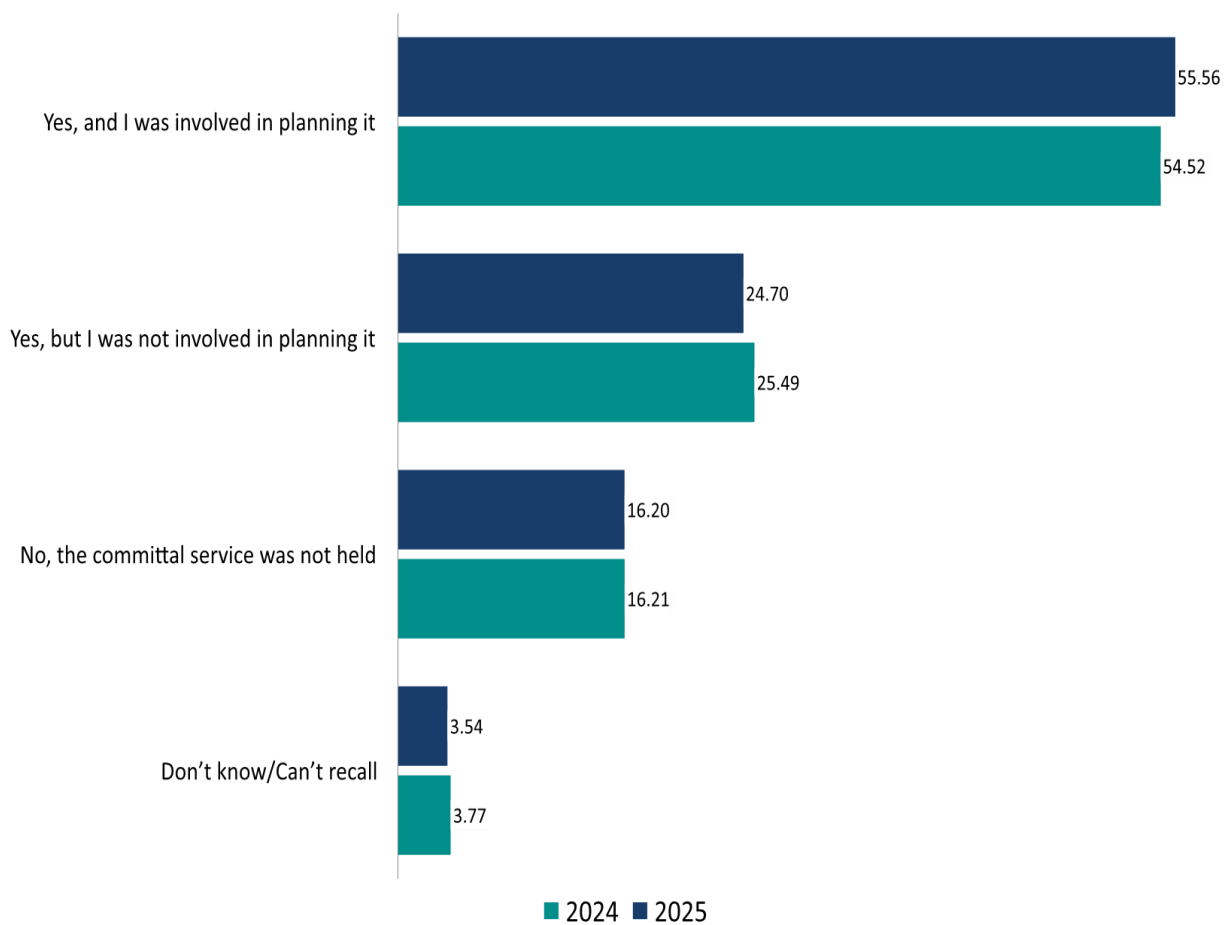


2024: n = 19,864 2025: n = 17,712

Note: NC NOK Q5 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

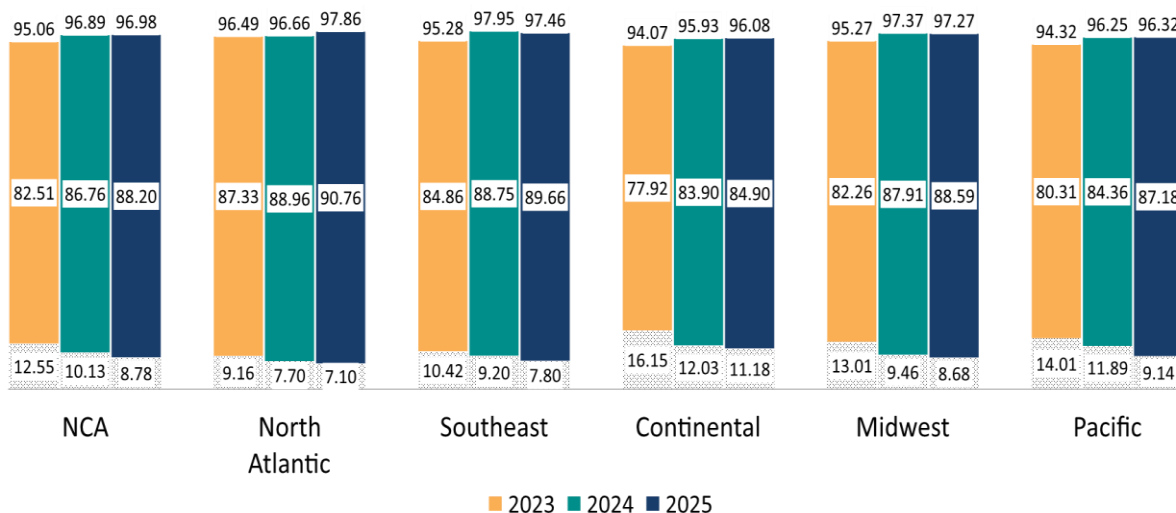
### NC NOK Q6: Was a committal service held at the national cemetery for your loved one?



2024: n = 19,083    2025: n = 17,731

Note: NC NOK Q6 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

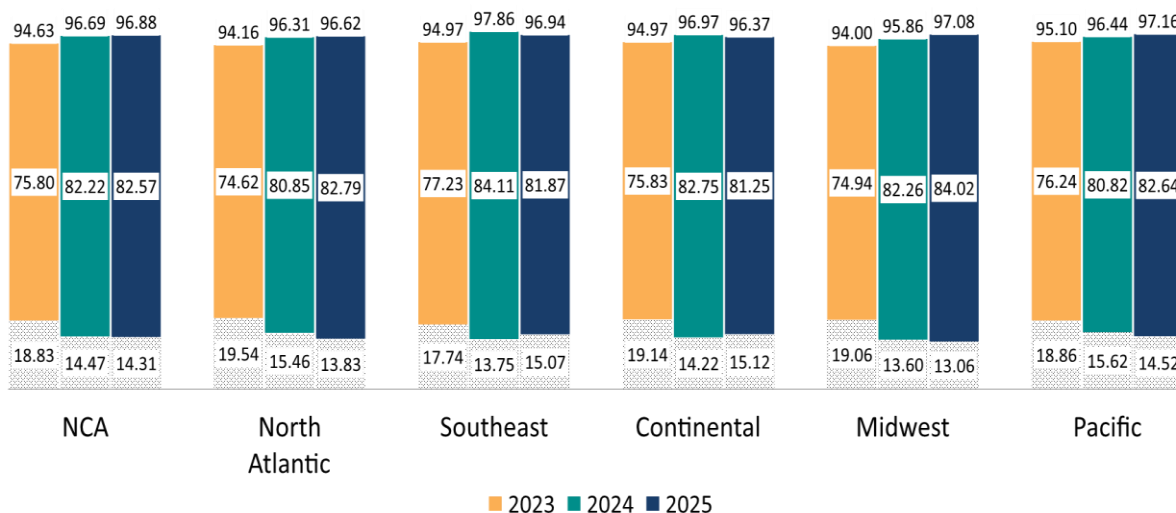


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		13474	10312	9838	2217	1494	1451	2880	2294	2205	2142	1721	1682	3168	2431	2269	3063	2372	2231
Very satisfied		82.51%	86.76%	88.20%	87.33%	88.96%	90.76%	84.86%	88.75%	89.66%	77.92%	83.90%	84.90%	82.26%	87.91%	88.59%	80.31%	84.36%	87.18%
Somewhat satisfied		12.55%	10.13%	8.78%	9.16%	7.70%	7.10%	10.42%	9.20%	7.80%	16.15%	12.03%	11.18%	13.01%	9.46%	8.68%	14.01%	11.89%	9.14%
Neither satisfied nor dissatisfied		2.84%	1.62%	1.51%	2.07%	2.07%	1.38%	2.26%	0.96%	1.18%	3.41%	2.03%	1.90%	2.90%	1.28%	1.19%	3.46%	2.02%	1.97%
Somewhat dissatisfied		1.73%	1.14%	1.14%	1.17%	1.00%	0.69%	1.91%	0.78%	1.04%	2.05%	1.63%	1.25%	1.55%	1.11%	1.15%	1.93%	1.26%	1.43%
Very dissatisfied		0.37%	0.34%	0.37%	0.27%	0.27%	0.07%	0.56%	0.31%	0.32%	0.47%	0.41%	0.77%	0.28%	0.25%	0.40%	0.29%	0.46%	0.27%

Note: In 2023 the question wording was: How satisfied were you with NCA's available dates and times to schedule your committal service and/or interment?

Note: In 2024 and 2025, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.

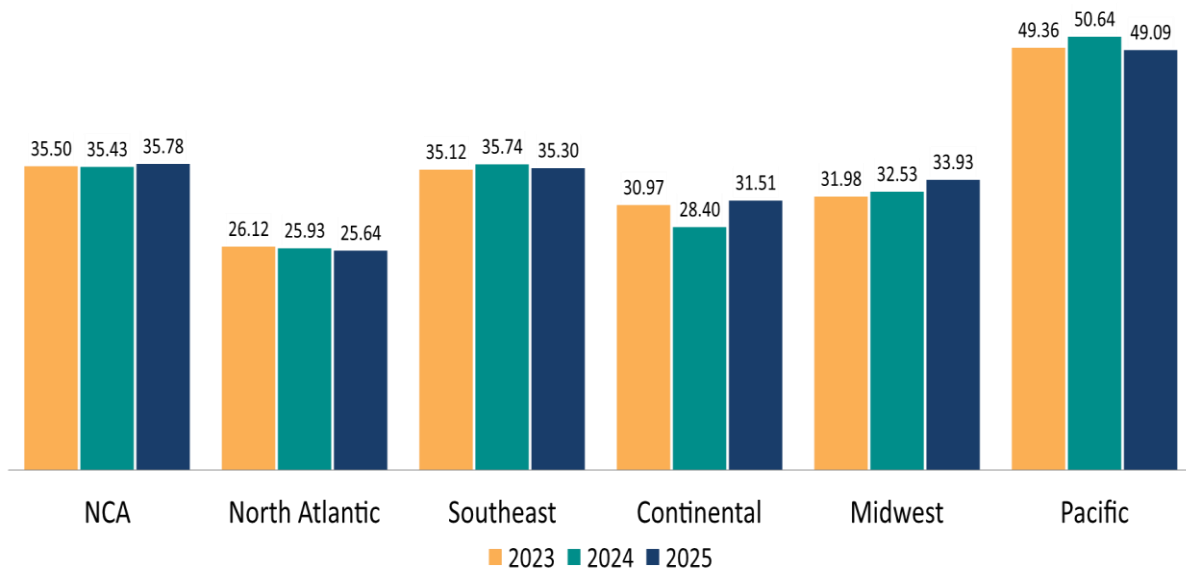
**NC NOK Q8: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		10688	10262	9806	1781	1488	1453	2244	2284	2190	1688	1716	1680	2586	2412	2259	2386	2362	2224
Very informed		75.80%	82.22%	82.57%	74.62%	80.85%	82.79%	77.23%	84.11%	81.87%	75.83%	82.75%	81.25%	74.94%	82.26%	84.02%	76.24%	80.82%	82.64%
Somewhat informed		18.83%	14.47%	14.31%	19.54%	15.46%	13.83%	17.74%	13.75%	15.07%	19.14%	14.22%	15.12%	19.06%	13.60%	13.06%	18.86%	15.62%	14.52%
Neither informed nor uninformed		2.89%	1.46%	1.47%	3.54%	1.61%	1.51%	2.63%	1.09%	1.78%	2.61%	0.99%	1.79%	3.33%	2.20%	1.33%	2.39%	1.31%	1.03%
Somewhat uninformed		1.57%	1.20%	1.05%	1.29%	1.34%	1.24%	1.47%	0.74%	0.73%	1.60%	1.17%	1.13%	1.82%	1.24%	1.02%	1.59%	1.52%	1.21%
Very uninformed		0.91%	0.65%	0.60%	1.01%	0.74%	0.62%	0.94%	0.31%	0.55%	0.83%	0.87%	0.71%	0.85%	0.70%	0.58%	0.92%	0.72%	0.58%

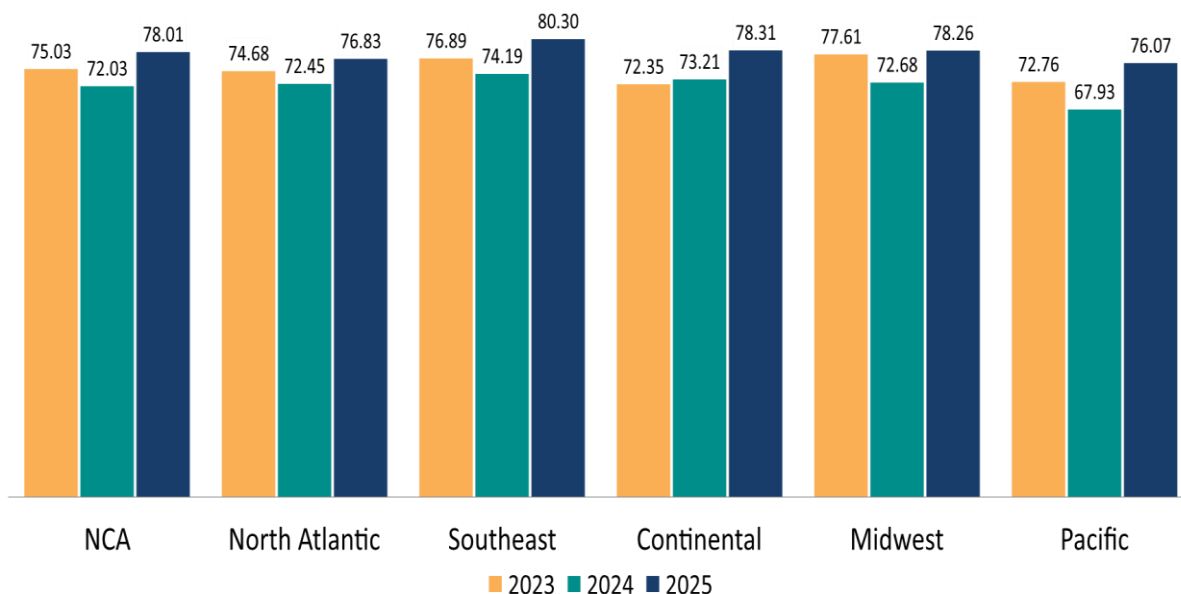
Note: In 2024 and 2025, this question only applies to respondents who indicated "Yes, and I was involved in planning it" or "Yes, but I was not involved in planning it" to NC NOK Q6.

### NC NOK Q23: Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17238	18501	17130	2783	3043	2793	3770	4009	3756	2754	2986	2802	4021	4421	4055	3906	4042	3724
Yes		35.50%	35.43%	35.78%	26.12%	25.93%	25.64%	35.12%	35.74%	35.30%	30.97%	28.40%	31.51%	31.98%	32.53%	33.93%	49.36%	50.64%	49.09%
No. A funeral director scheduled it		64.50%	64.57%	64.22%	73.88%	74.07%	74.36%	64.88%	64.26%	64.70%	69.03%	71.60%	68.49%	68.02%	67.47%	66.07%	50.64%	49.36%	50.91%

### NC NOK Q30: Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

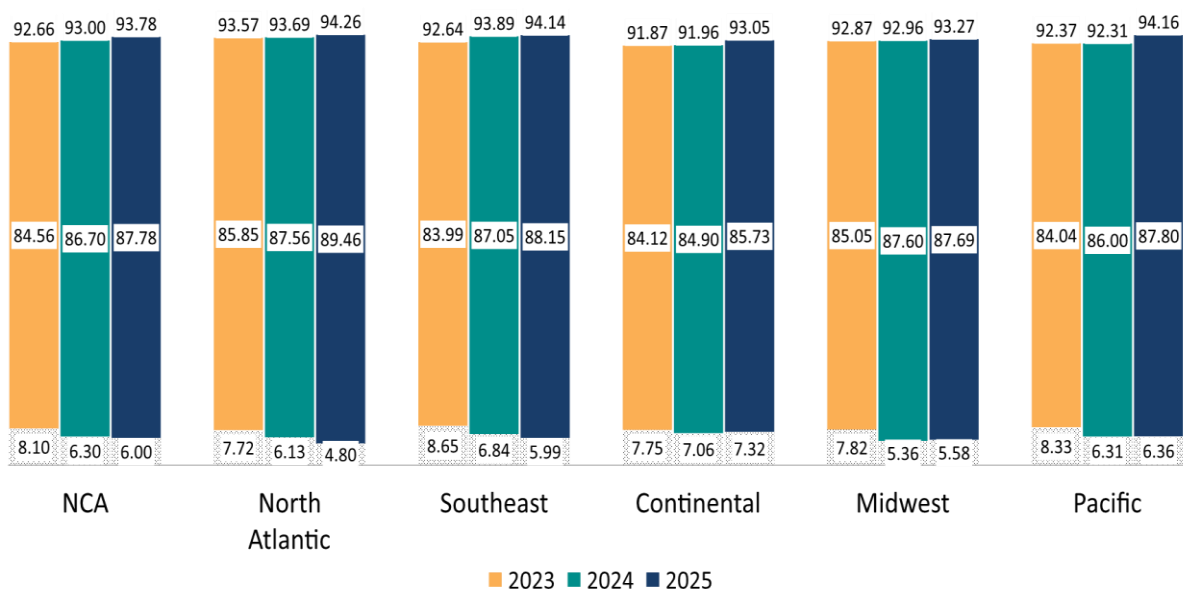


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		13912	14392	13181	2129	2290	2132	3089	3235	2955	2257	2299	2148	3261	3412	3054	3172	3156	2892
Yes		75.03%	72.03%	78.01%	74.68%	72.45%	76.83%	76.89%	74.19%	80.30%	72.35%	73.21%	78.31%	77.61%	72.68%	78.26%	72.76%	67.93%	76.07%
No		24.97%	17.54%	13.91%	25.32%	17.42%	13.88%	23.11%	16.51%	12.99%	27.65%	17.44%	14.48%	22.39%	15.89%	13.13%	27.24%	20.53%	15.25%
Don't know		0.00%	10.44%	8.08%	0.00%	10.13%	9.29%	0.00%	9.30%	6.70%	0.00%	9.35%	7.22%	0.00%	11.43%	8.61%	0.00%	11.53%	8.68%

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

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

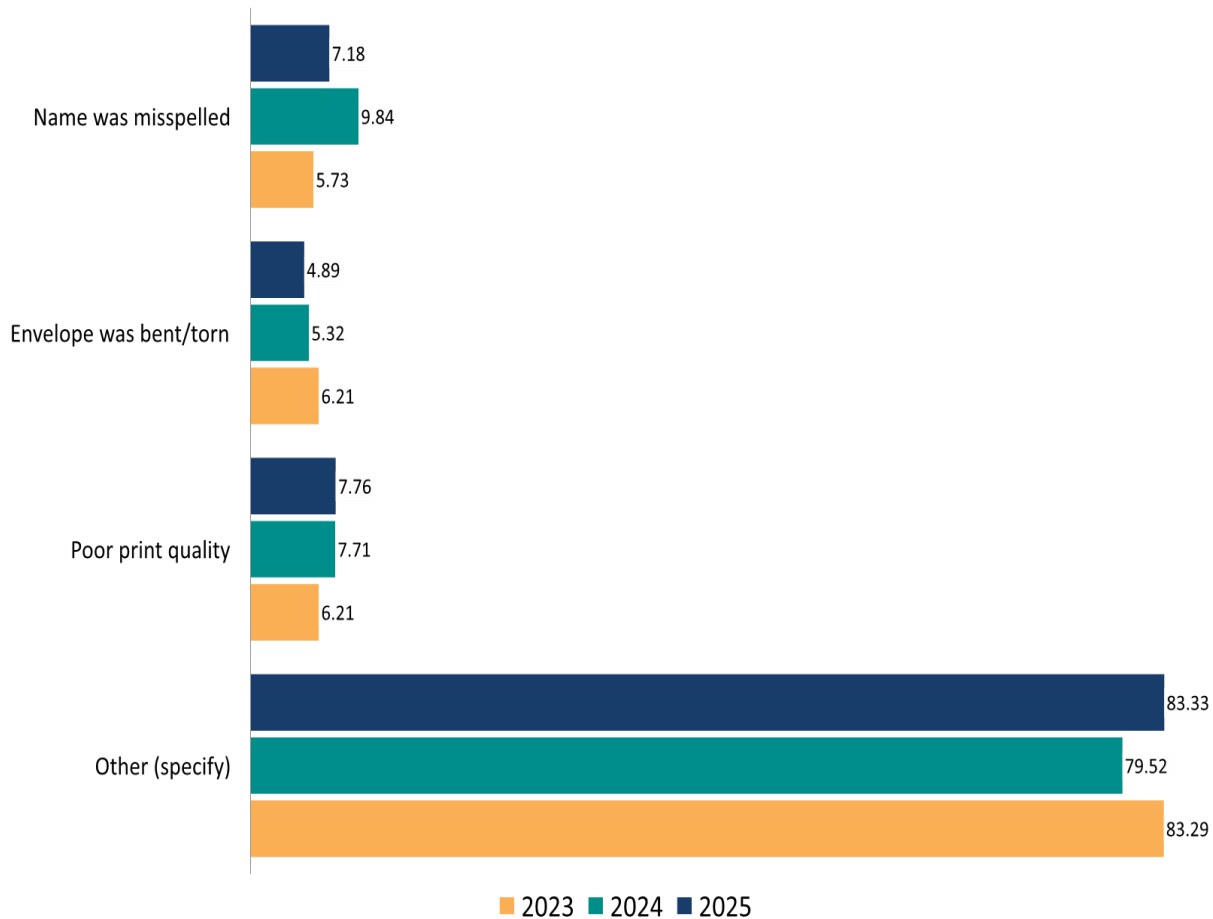
**NC NOK Q31: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		10149	10117	10051	1541	1616	1603	2311	2339	2321	1599	1642	1640	2441	2427	2347	2256	2093	2140
Very satisfied		84.56%	86.70%	87.78%	85.85%	87.56%	89.46%	83.99%	87.05%	88.15%	84.12%	84.90%	85.73%	85.05%	87.60%	87.69%	84.04%	86.00%	87.80%
Somewhat satisfied		8.10%	6.30%	6.00%	7.72%	6.13%	4.80%	8.65%	6.84%	5.99%	7.75%	7.06%	7.32%	7.82%	5.36%	5.58%	8.33%	6.31%	6.36%
Neither satisfied nor dissatisfied		6.06%	5.68%	5.08%	4.93%	5.14%	4.80%	5.71%	5.09%	4.65%	6.75%	6.21%	5.61%	6.39%	5.89%	5.62%	6.34%	6.12%	4.77%
Somewhat dissatisfied		0.63%	0.57%	0.56%	0.84%	0.56%	0.37%	0.78%	0.38%	0.69%	0.94%	0.67%	0.55%	0.25%	0.58%	0.60%	0.53%	0.72%	0.51%
Very dissatisfied		0.65%	0.75%	0.58%	0.65%	0.62%	0.56%	0.87%	0.64%	0.52%	0.44%	1.16%	0.79%	0.49%	0.58%	0.51%	0.75%	0.86%	0.56%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q30.

### NC NOK Q32: 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)



2023: n = 419 2024: n = 376 2025: n = 348

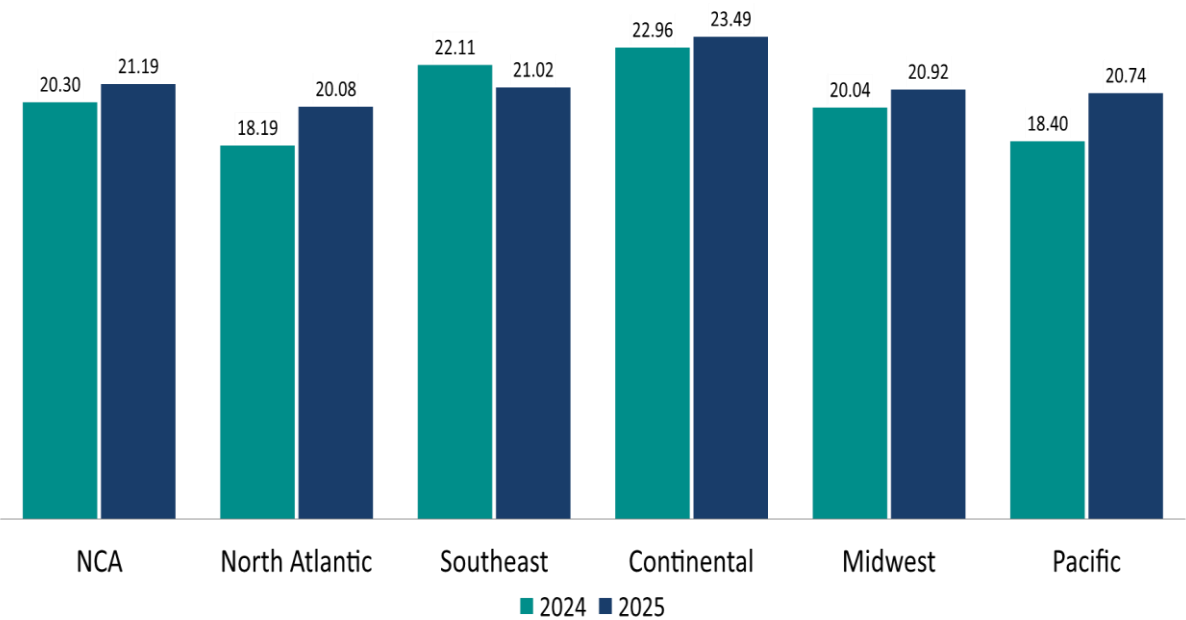
Note: This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to NC NOK Q31.

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.



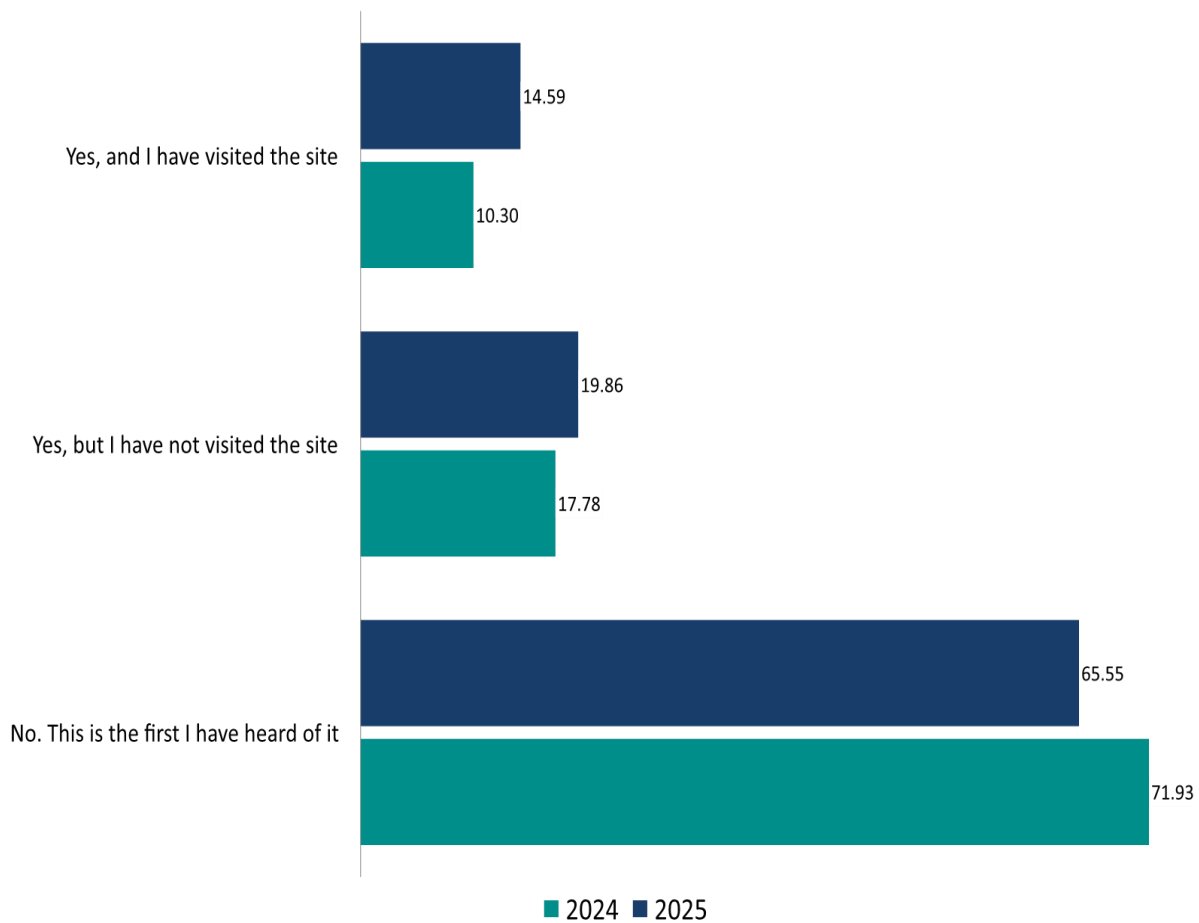
**NC NOK Q60: Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?**



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		19061	17572	3084	2854	4157	3853	3075	2882	4516	4120	4229	3863
Yes		20.30%	21.19%	18.19%	20.08%	22.11%	21.02%	22.96%	23.49%	20.04%	20.92%	18.40%	20.74%
No		36.46%	36.22%	38.00%	36.83%	36.40%	36.47%	35.02%	35.46%	35.76%	36.65%	37.20%	35.65%
Don't know what this is		43.24%	42.59%	43.81%	43.10%	41.50%	42.51%	42.02%	41.05%	44.20%	42.43%	44.41%	43.62%

Note: NC NOK Q60 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

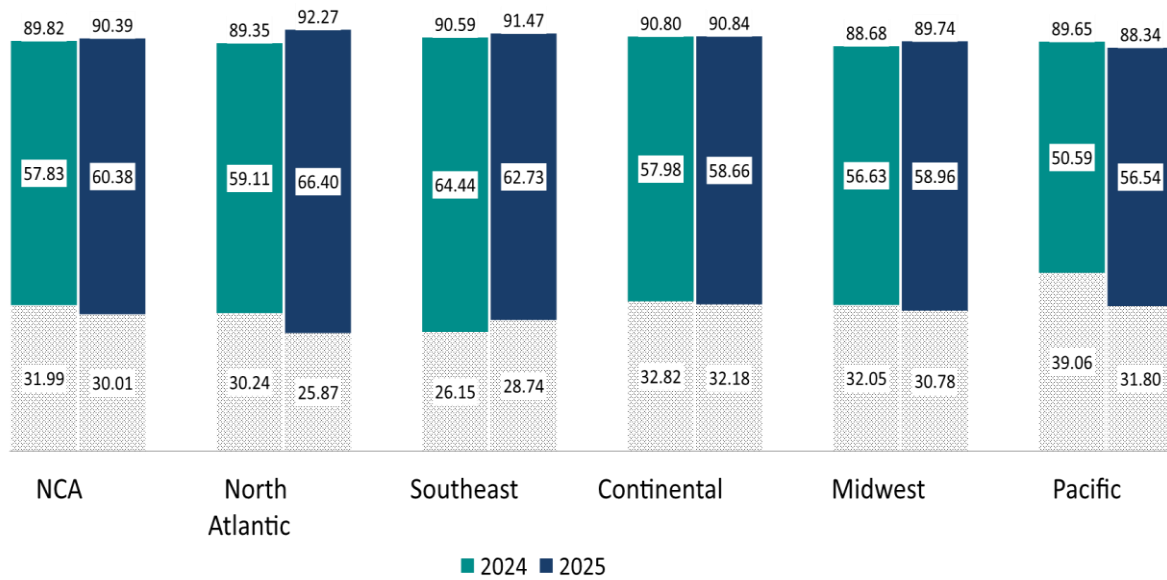
### NC NOK Q33: Are you aware of the Veterans Legacy Memorial (VLM) website [www.vlm.cem.va.gov](http://www.vlm.cem.va.gov)?



2024: n = 19,260 2025: n = 17,784

Note: NC NOK Q33 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

## NC NOK Q34: How easy was the VLM site to navigate?

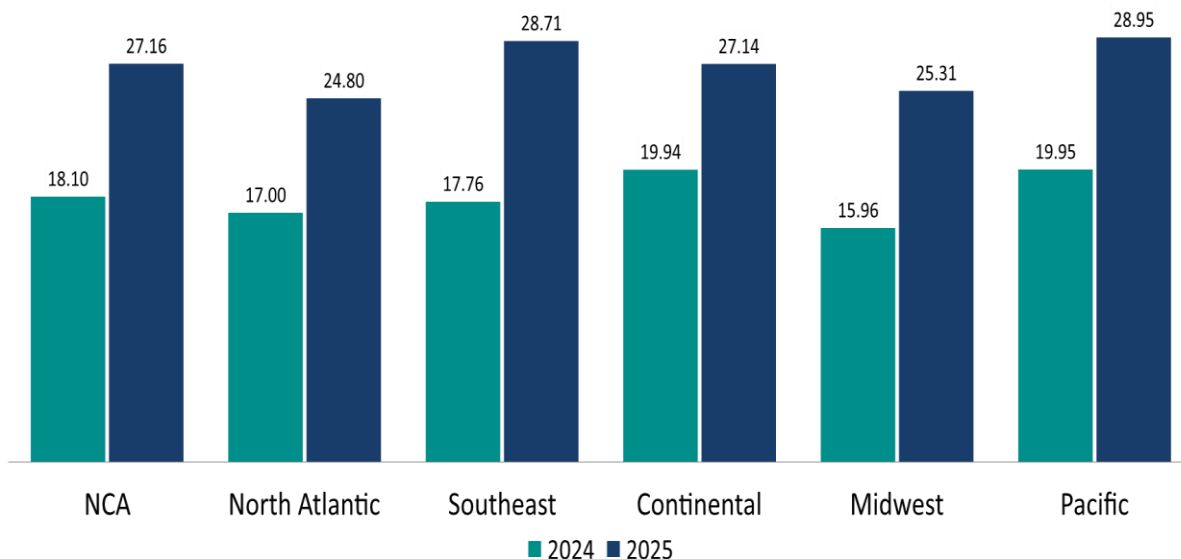


		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		1935	2529	291	375	478	609	326	404	415	575	425	566
Very easy		57.83%	60.38%	59.11%	66.40%	64.44%	62.73%	57.98%	58.66%	56.63%	58.96%	50.59%	56.54%
Easy		31.99%	30.01%	30.24%	25.87%	26.15%	28.74%	32.82%	32.18%	32.05%	30.78%	39.06%	31.80%
Neither easy nor difficult		8.63%	7.91%	8.59%	7.20%	7.95%	7.06%	7.36%	7.18%	10.12%	8.70%	8.94%	9.01%
Difficult		1.34%	1.38%	2.06%	0.53%	1.26%	1.31%	1.23%	1.73%	0.96%	1.57%	1.41%	1.59%
Very difficult		0.21%	0.32%	0.00%	0.00%	0.21%	0.16%	0.61%	0.25%	0.24%	0.00%	0.00%	1.06%

Note: NC NOK Q34 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to NC NOK Q33.

## NC NOK Q35: Have you added content to a Veteran page on the VLM site? (Mark all that apply)



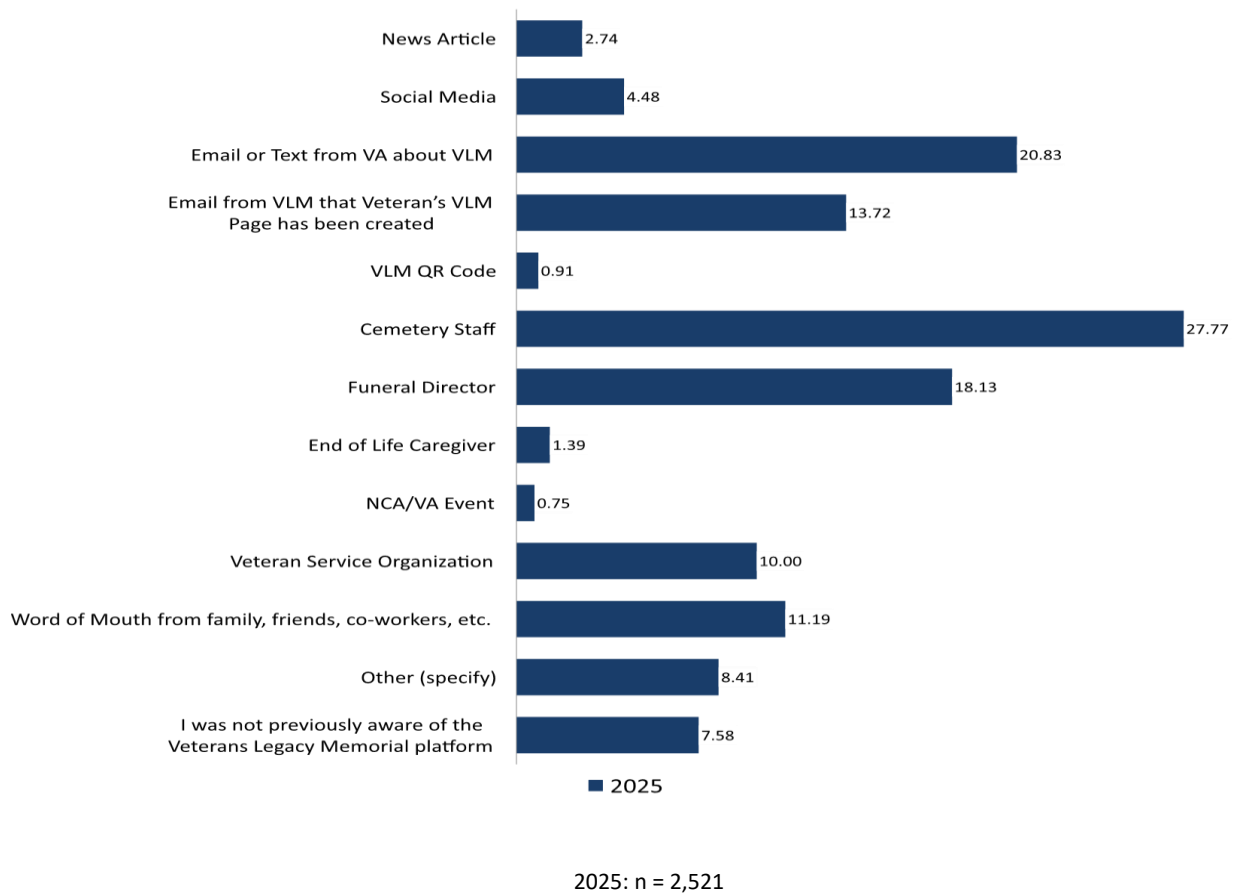
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		1983	2496	300	371	490	599	331	398	426	565	436	563
Yes		18.10%	27.16%	17.00%	24.80%	17.76%	28.71%	19.94%	27.14%	15.96%	25.31%	19.95%	28.95%
No. The content submission process was too difficult		9.28%	8.17%	10.67%	10.78%	9.80%	6.84%	10.27%	9.05%	8.45%	6.90%	7.80%	8.53%
No. I'm not comfortable sharing content on a Veteran's page		33.38%	27.12%	33.67%	25.61%	34.29%	27.21%	32.33%	28.89%	32.86%	27.26%	33.49%	26.64%
No. Other (specify)		33.33%	38.58%	33.33%	39.35%	32.65%	38.56%	31.42%	35.43%	35.68%	42.30%	33.26%	36.59%

Note: NC NOK 35 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: This question only applies to respondents who indicated "Yes, and I have visited the site" to NC NOK Q33.

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

### NC NOK Q36: How did you become aware of the Veterans Legacy Memorial website? *(Mark all that apply)*

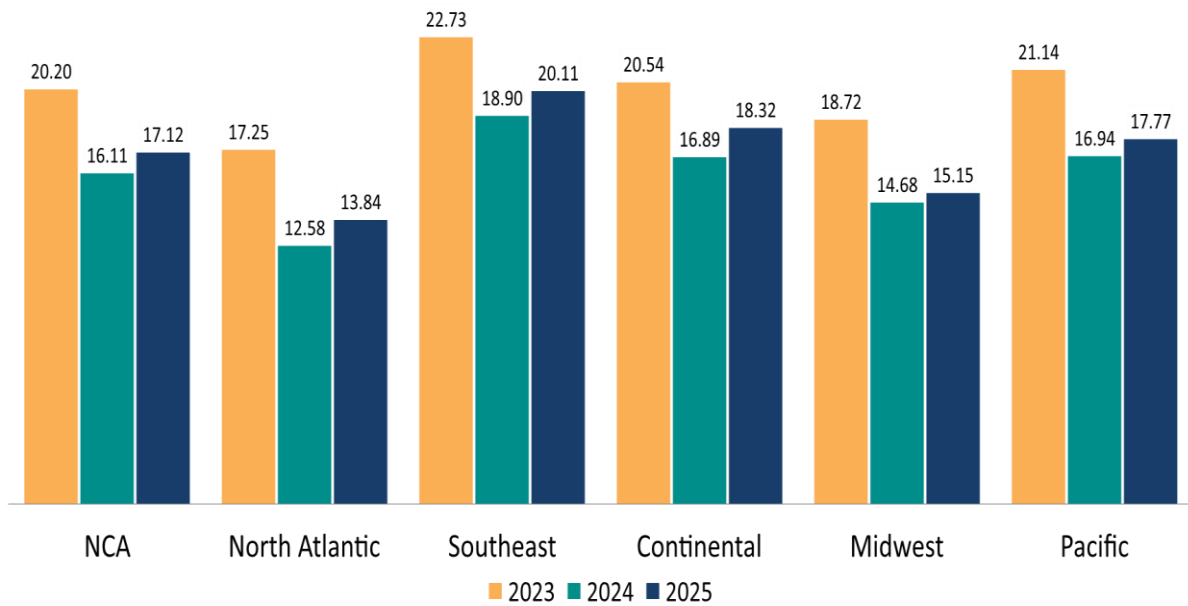


Note: NC NOK Q36 was added as a new question to the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

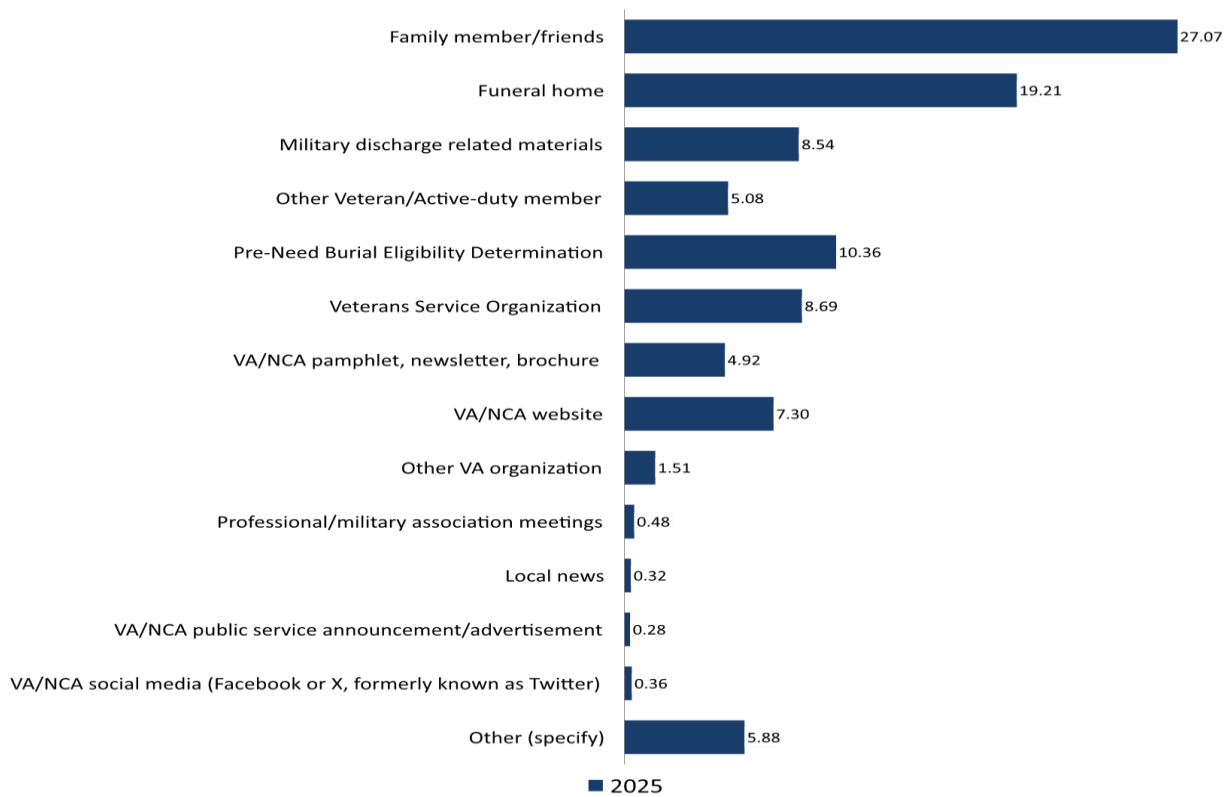
Note: This question only applies to respondents who indicated "Yes" to NC NOK Q33.

### NC NOK Q37: Are you aware of the NCA Pre-Need Eligibility Process?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		15651	18932	17176	2499	3077	2797	3374	4096	3755	2546	3049	2822	3628	4502	4014	3600	4208	3788
Yes		20.20%	16.11%	17.12%	17.25%	12.58%	13.84%	22.73%	18.90%	20.11%	20.54%	16.89%	18.32%	18.72%	14.68%	15.15%	21.14%	16.94%	17.77%
No		79.80%	83.89%	82.88%	82.75%	87.42%	86.16%	77.27%	81.10%	79.89%	79.46%	83.11%	81.68%	81.28%	85.32%	84.85%	78.86%	83.06%	82.23%

### NC NOK Q38: How did you first become aware of the Pre-Need opportunity? (Mark only one)

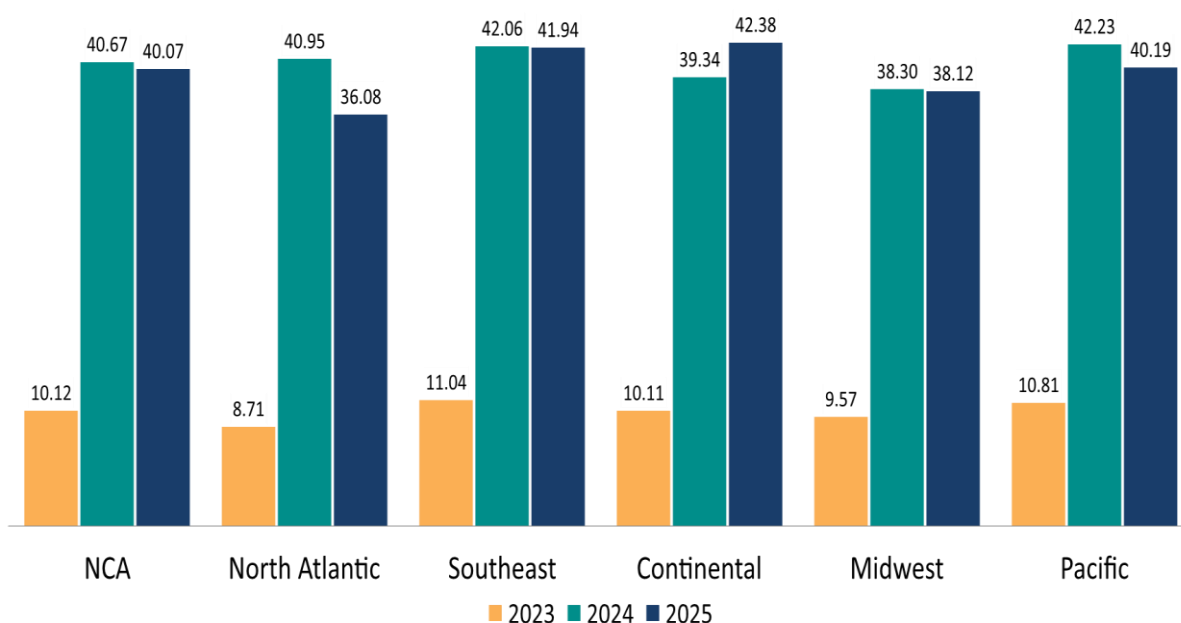


2025: n = 2,519

Only 2025 data is presented because in 2025 the word "first" was added to the question wording and it was changed to (Mark only one).

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q37.

### NC NOK Q39: Have you applied for Pre-Need Eligibility?



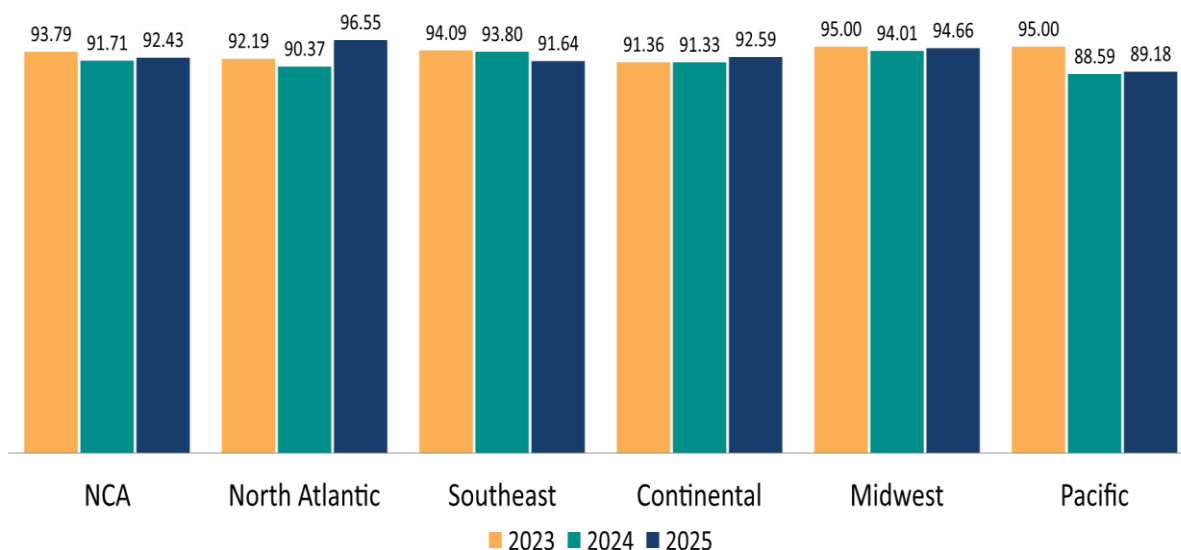
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		10589	2648	2713	1654	337	352	2247	661	701	1781	455	479	2425	577	564	2479	618	617
Yes		10.12%	40.67%	40.07%	8.71%	40.95%	36.08%	11.04%	42.06%	41.94%	10.11%	39.34%	42.38%	9.57%	38.30%	38.12%	10.81%	42.23%	40.19%
No		89.88%	59.33%	59.93%	91.29%	59.05%	63.92%	88.96%	57.94%	58.06%	89.89%	60.66%	57.62%	90.43%	61.70%	61.88%	89.19%	57.77%	59.81%

Note: In 2024 and 2025, this question only applies to respondents who indicated "Yes" to NC NOK Q37.



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

### NC NOK Q40: Were you satisfied with the length of time it took to receive a certificate of eligibility?



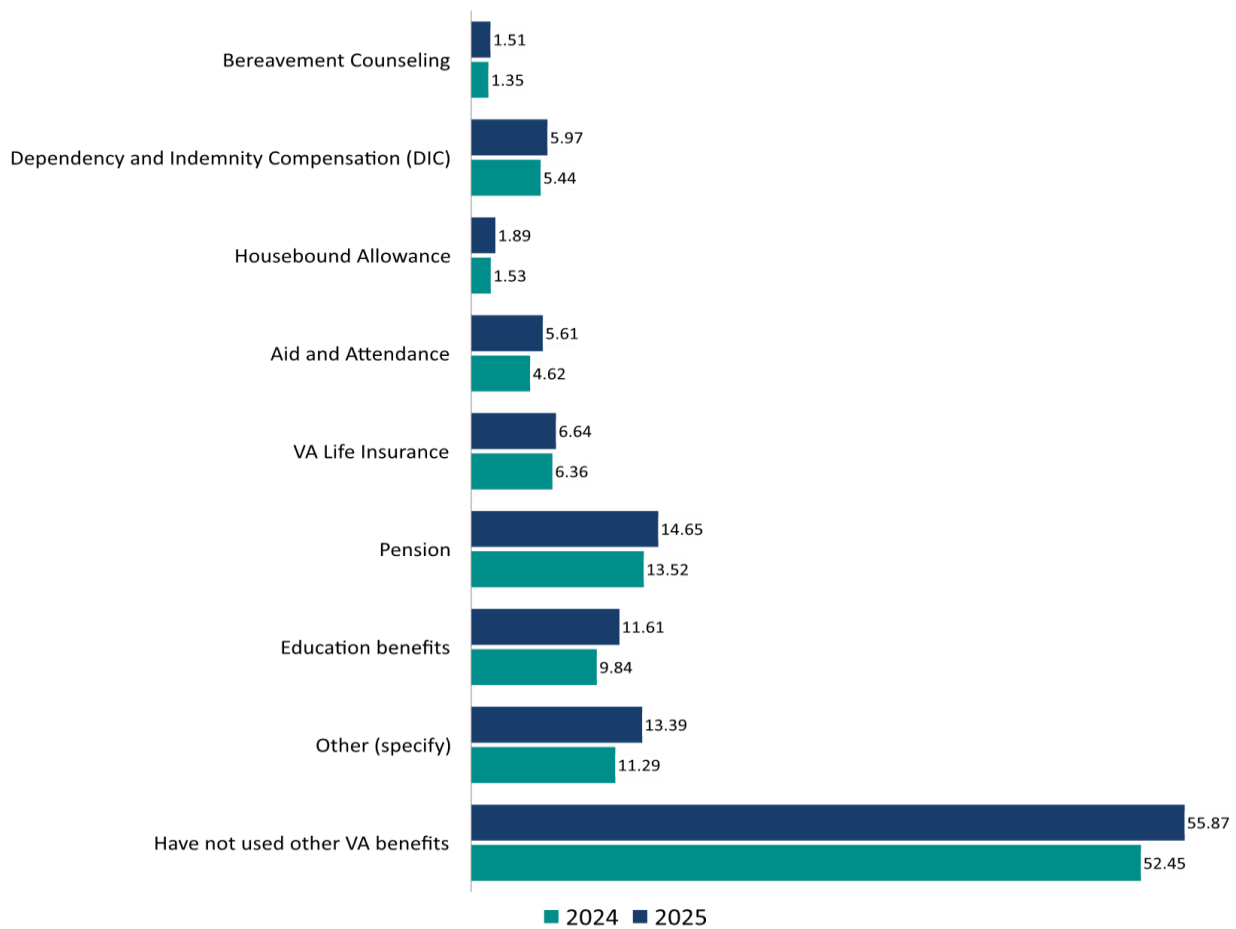
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		950	1062	1017	128	135	116	220	274	275	162	173	189	200	217	206	240	263	231
Yes		93.79%	91.71%	92.43%	92.19%	90.37%	96.55%	94.09%	93.80%	91.64%	91.36%	91.33%	92.59%	95.00%	94.01%	94.66%	95.00%	88.59%	89.18%
No		6.21%	2.26%	2.46%	7.81%	3.70%	0.86%	5.91%	1.09%	3.64%	8.64%	1.16%	1.59%	5.00%	2.76%	1.46%	5.00%	3.04%	3.46%
Have not received yet		0.00%	6.03%	5.11%	0.00%	5.93%	2.59%	0.00%	5.11%	4.73%	0.00%	7.51%	5.82%	0.00%	3.23%	3.88%	0.00%	8.37%	7.36%

Note: Prior to 2024 the question wording was: If you applied, were you satisfied with the length of time it took to receive a certificate of approval?

Note: In 2024, the response option "Have not received yet" was added.

Note: In 2024 and 2025, this question only applies to respondents who indicated "Yes" to NC NOK Q39.

### NC NOK Q77: Have you or your loved one used any other VA Benefits? *(Mark all that apply)*

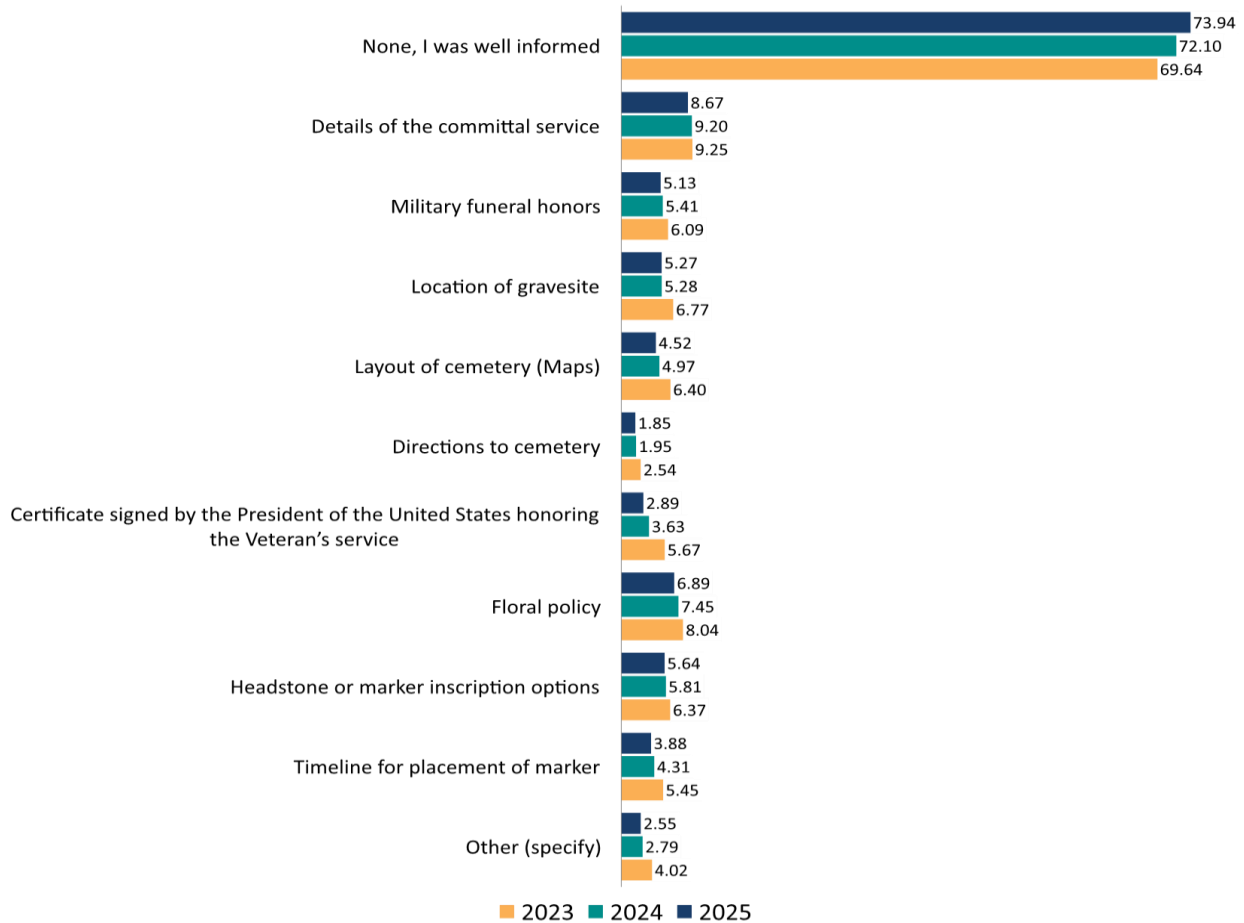


2024: n = 19,864 2025: n = 16,051

Note: NC NOK Q77 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

**NC NOK Q21: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)**



2023: n = 17,259 2024: n = 19,370 2025: n = 17,826

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

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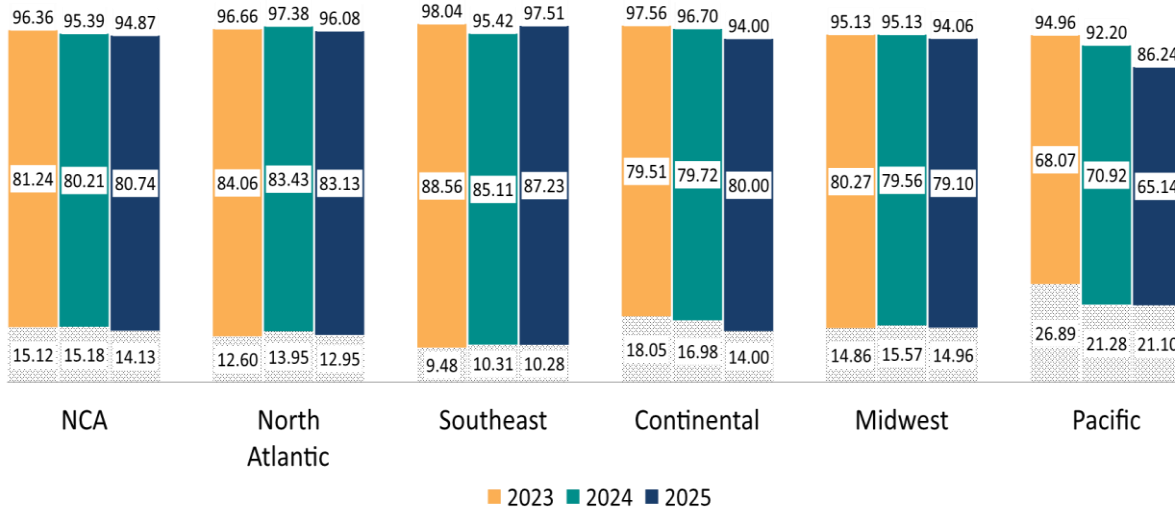
## **Satisfaction with Information and Communication: Funeral Directors**

### **SECTION DESCRIPTION**

- This section presents survey findings from funeral directors on satisfaction with the information they receive from the national 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

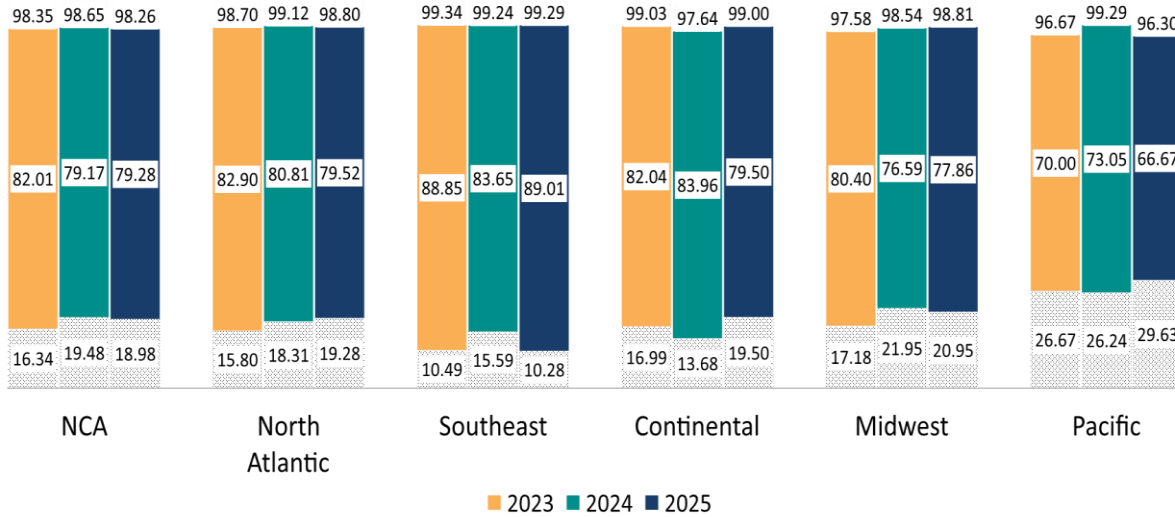
**NC FD Q8: Overall, how satisfied are you with the communication between your funeral home and the national cemetery?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2004	1779	1734	389	344	332	306	262	282	205	212	200	451	411	421	119	141	109
Very satisfied		81.24%	80.21%	80.74%	84.06%	83.43%	83.13%	88.56%	85.11%	87.23%	79.51%	79.72%	80.00%	80.27%	79.56%	79.10%	68.07%	70.92%	65.14%
Somewhat satisfied		15.12%	15.18%	14.13%	12.60%	13.95%	12.95%	9.48%	10.31%	10.28%	18.05%	16.98%	14.00%	14.86%	15.57%	14.96%	26.89%	21.28%	21.10%
Neither satisfied nor dissatisfied		2.30%	3.32%	3.92%	2.06%	1.74%	3.31%	0.98%	3.44%	2.48%	1.46%	2.36%	5.00%	3.33%	3.16%	4.04%	2.52%	5.67%	11.01%
Somewhat dissatisfied		0.85%	0.90%	0.87%	0.77%	0.58%	0.30%	0.98%	0.76%	0.00%	0.49%	0.94%	0.50%	0.67%	1.22%	1.43%	1.68%	1.42%	2.75%
Very dissatisfied		0.50%	0.39%	0.35%	0.51%	0.29%	0.30%	0.00%	0.38%	0.00%	0.49%	0.00%	0.50%	0.89%	0.49%	0.48%	0.84%	0.71%	0.00%

## Satisfaction with Information and Communication: Funeral Directors

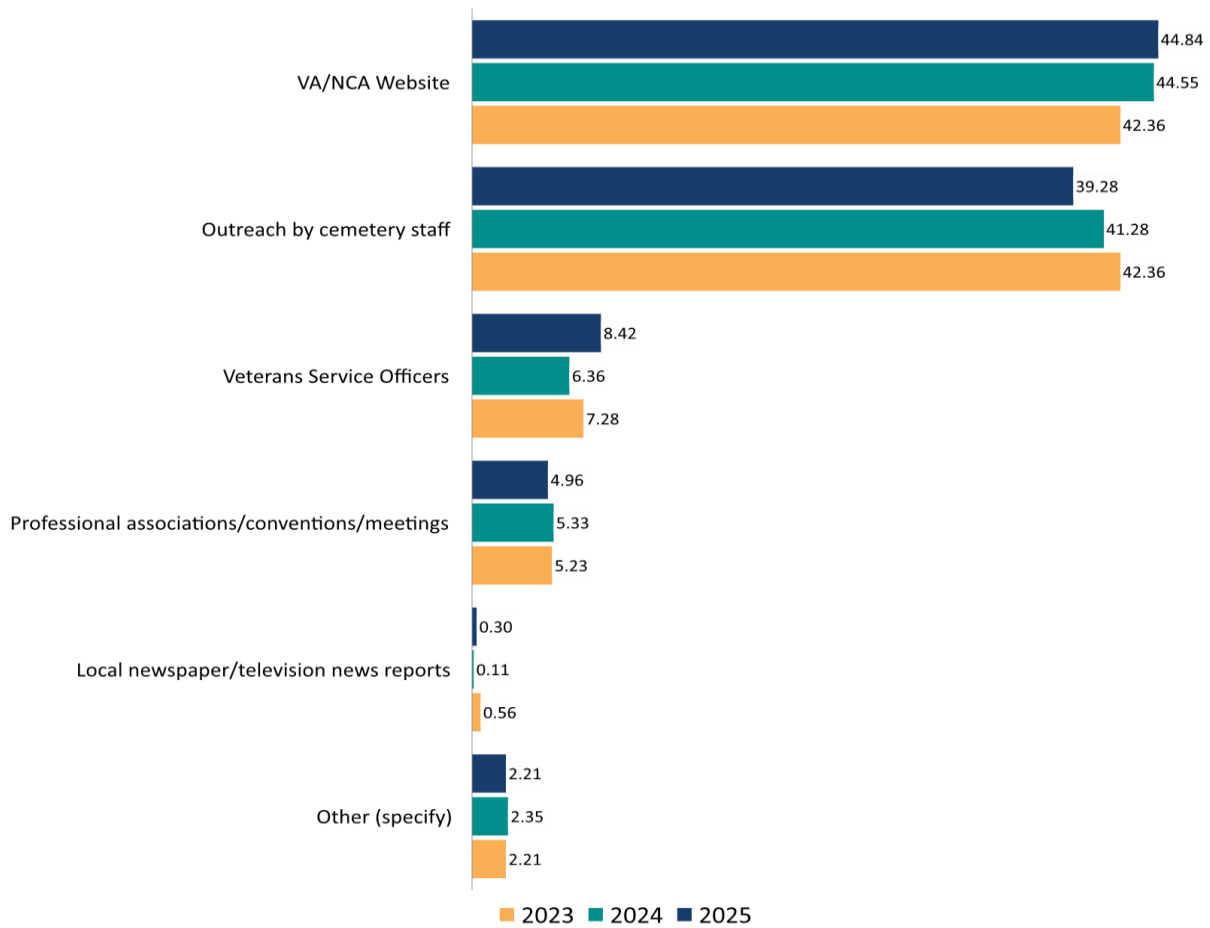
NC FD Q4: Do you feel that you are well informed by the national cemetery of its policies and procedures?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2001	1781	1728	386	344	332	305	263	282	206	212	200	454	410	420	120	141	108
Yes, well informed		82.01%	79.17%	79.28%	82.90%	80.81%	79.52%	88.85%	83.65%	89.01%	82.04%	83.96%	79.50%	80.40%	76.59%	77.86%	70.00%	73.05%	66.67%
Yes, somewhat well informed		16.34%	19.48%	18.98%	15.80%	18.31%	19.28%	10.49%	15.59%	10.28%	16.99%	13.68%	19.50%	17.18%	21.95%	20.95%	26.67%	26.24%	29.63%
No, not well informed		1.65%	1.35%	1.74%	1.30%	0.87%	1.20%	0.66%	0.76%	0.71%	0.97%	2.36%	1.00%	2.42%	1.46%	1.19%	3.33%	0.71%	3.70%

## Satisfaction with Information and Communication: Funeral Directors

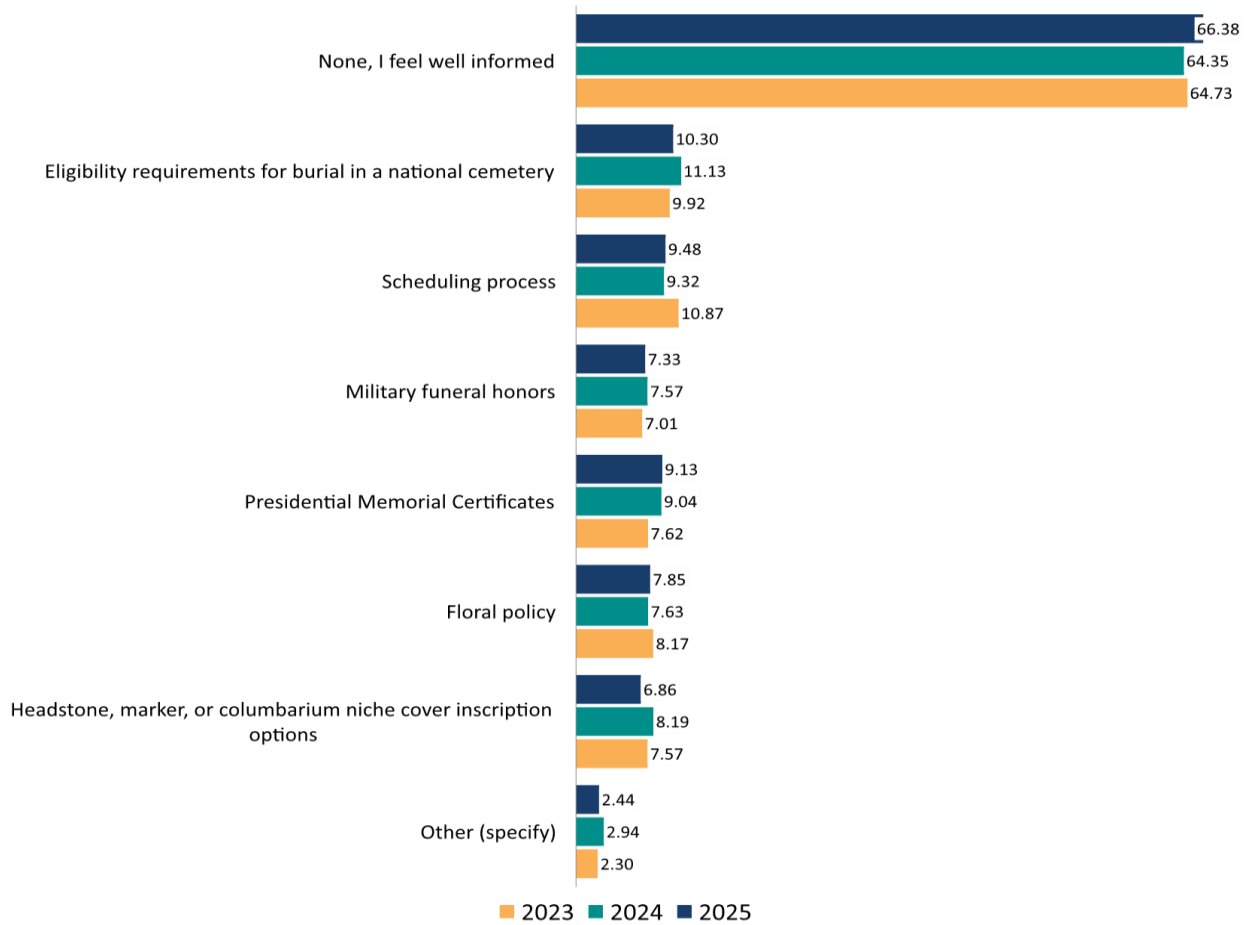
**NC FD Q5: In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)**



2023: n = 1,950 2024: n = 1,744 2025: n = 1,675

## Satisfaction with Information and Communication: Funeral Directors

**NC FD Q6: What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)**



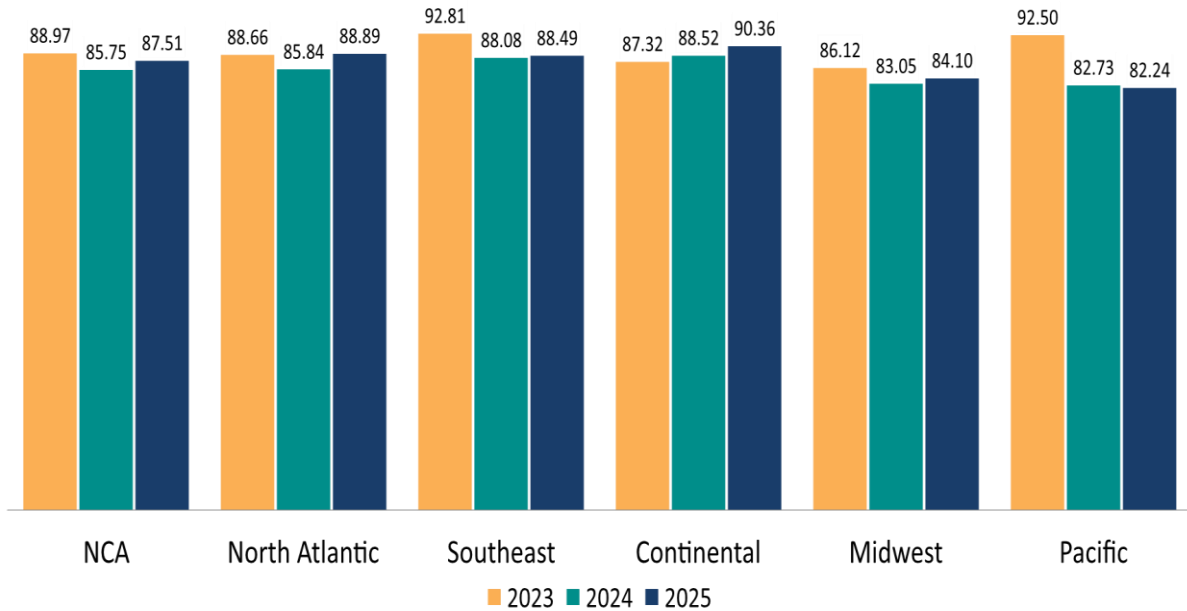
2023: n = 1,996 2024: n = 1,770 2025: n = 1,719

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



## Satisfaction with Information and Communication: Funeral Directors

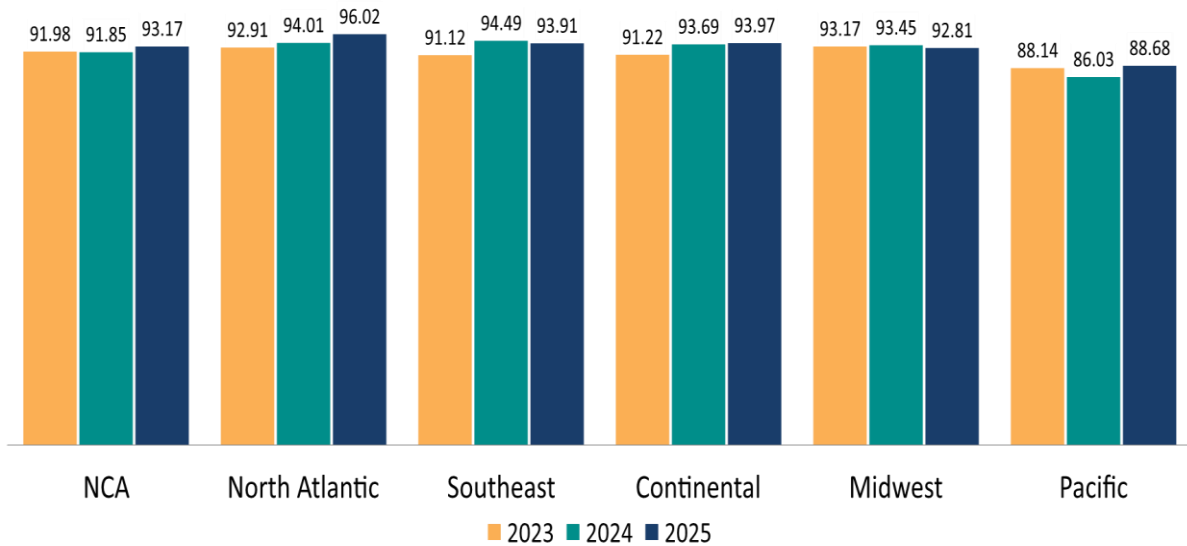
**NC FD Q16: Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2004	1761	1705	388	339	324	306	260	278	205	209	197	454	407	415	120	139	107
Yes		88.97%	85.75%	87.51%	88.66%	85.84%	88.89%	92.81%	88.08%	88.49%	87.32%	88.52%	90.36%	86.12%	83.05%	84.10%	92.50%	82.73%	82.24%
No		11.03%	14.25%	12.49%	11.34%	14.16%	11.11%	7.19%	11.92%	11.51%	12.68%	11.48%	9.64%	13.88%	16.95%	15.90%	7.50%	17.27%	17.76%

## Satisfaction with Information and Communication: Funeral Directors

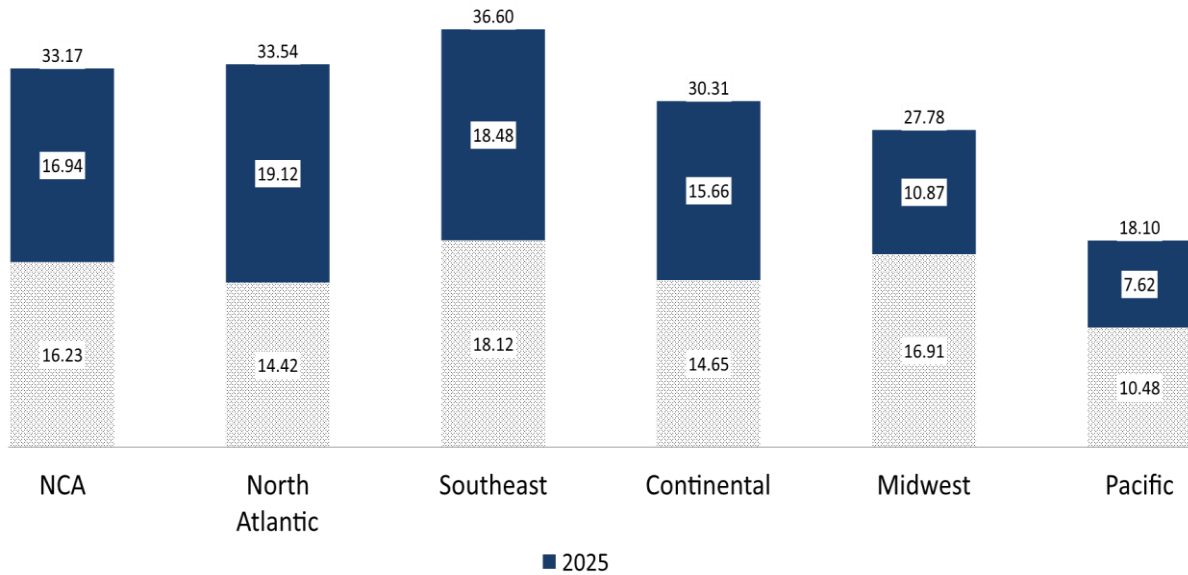
**NC FD Q19: Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1995	1730	1714	381	334	327	304	254	279	205	206	199	454	397	417	118	136	106
Yes		91.98%	91.85%	93.17%	92.91%	94.01%	96.02%	91.12%	94.49%	93.91%	91.22%	93.69%	93.97%	93.17%	93.45%	92.81%	88.14%	86.03%	88.68%
No		8.02%	8.15%	6.83%	7.09%	5.99%	3.98%	8.88%	5.51%	6.09%	8.78%	6.31%	6.03%	6.83%	6.55%	7.19%	11.86%	13.97%	11.32%

## Satisfaction with Information and Communication: Funeral Directors

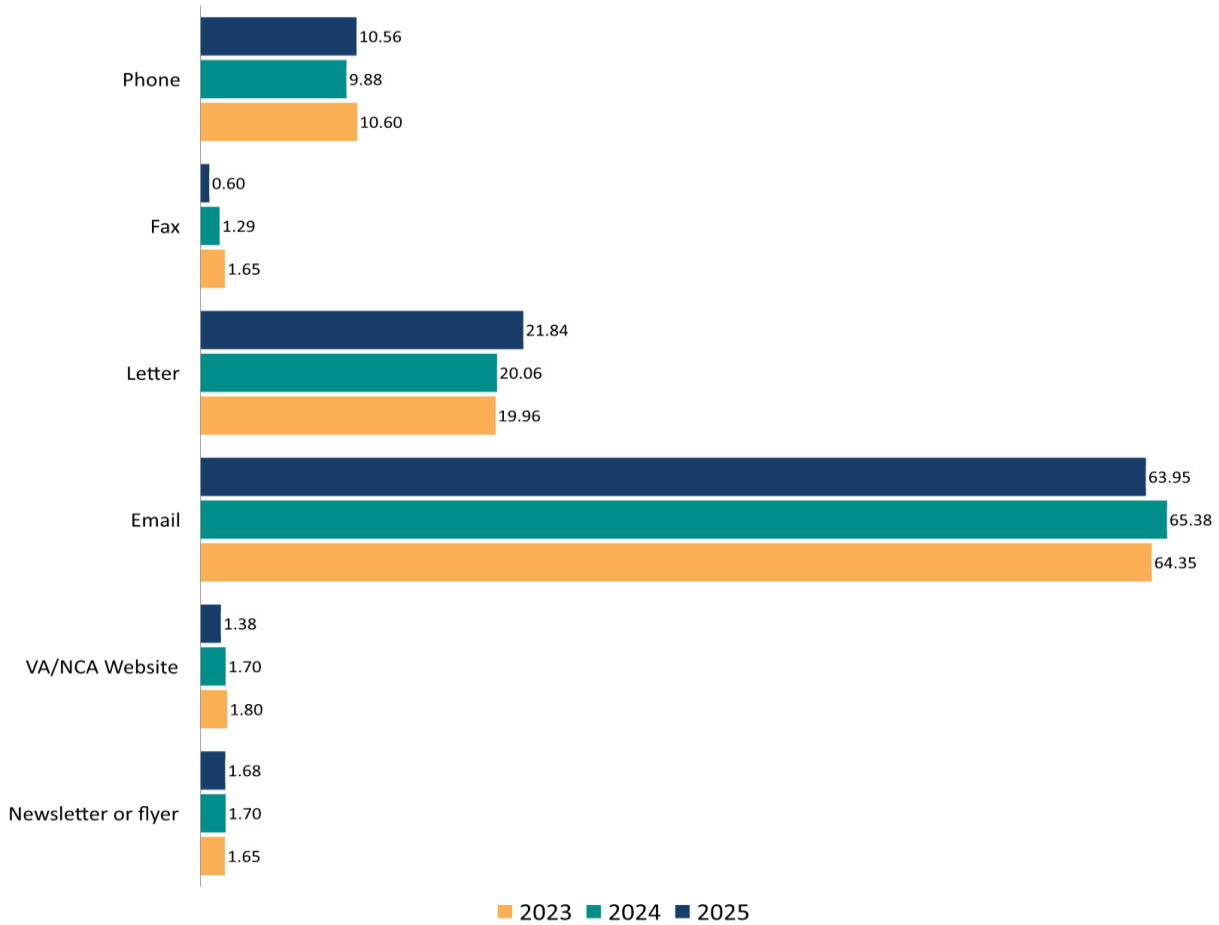
**NC FD Q20: How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.vlm.cem.va.gov](http://www.vlm.cem.va.gov))?**



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		1694	319	276	198	414	105
Always		16.94%	19.12%	18.48%	15.66%	10.87%	7.62%
Often		16.23%	14.42%	18.12%	14.65%	16.91%	10.48%
About half of the time		4.13%	3.45%	5.80%	4.55%	2.17%	3.81%
Rarely		13.87%	12.54%	15.94%	12.63%	13.53%	18.10%
Never, but I have heard of the program		9.15%	9.72%	9.78%	8.08%	11.35%	9.52%
Never, but I have NOT heard of the program		39.67%	40.75%	31.88%	44.44%	45.17%	50.48%

Note: Only 2025 data is presented because in 2025 the question wording and response options were updated from a Yes/No question to a frequency question.

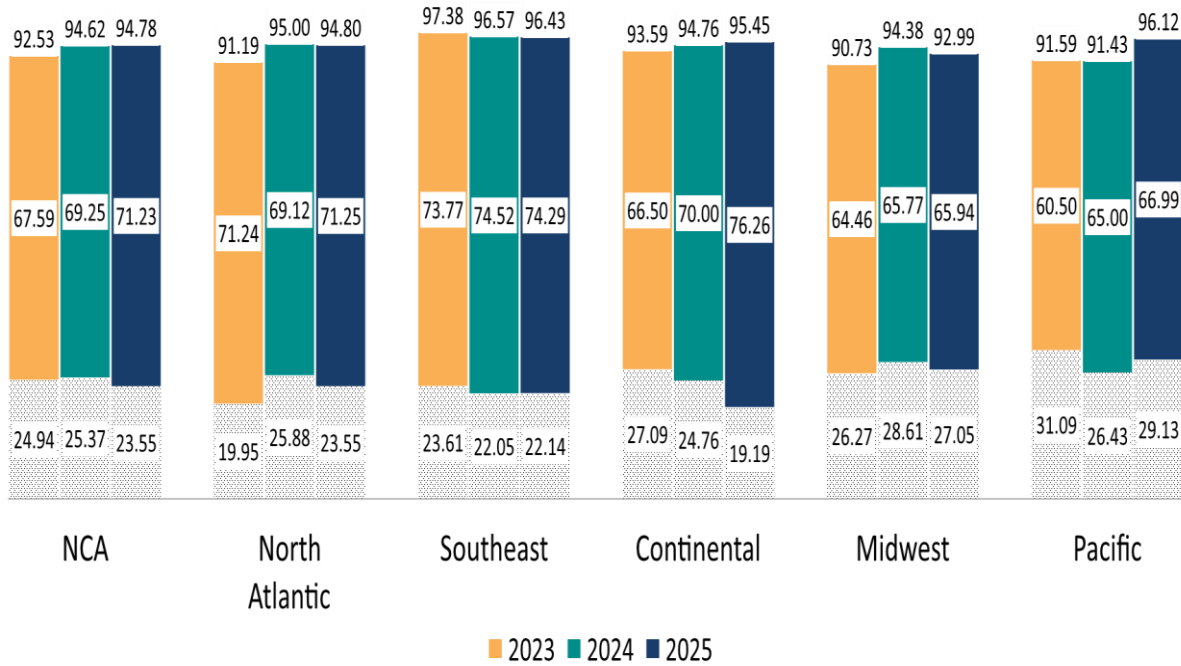
**NC FD Q7: What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (*Mark only one*)**



2023: n = 1,944   2024: n = 1,710   2025: n = 1,667

## Satisfaction with Information and Communication: Funeral Directors

**NC FD Q28: The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.**



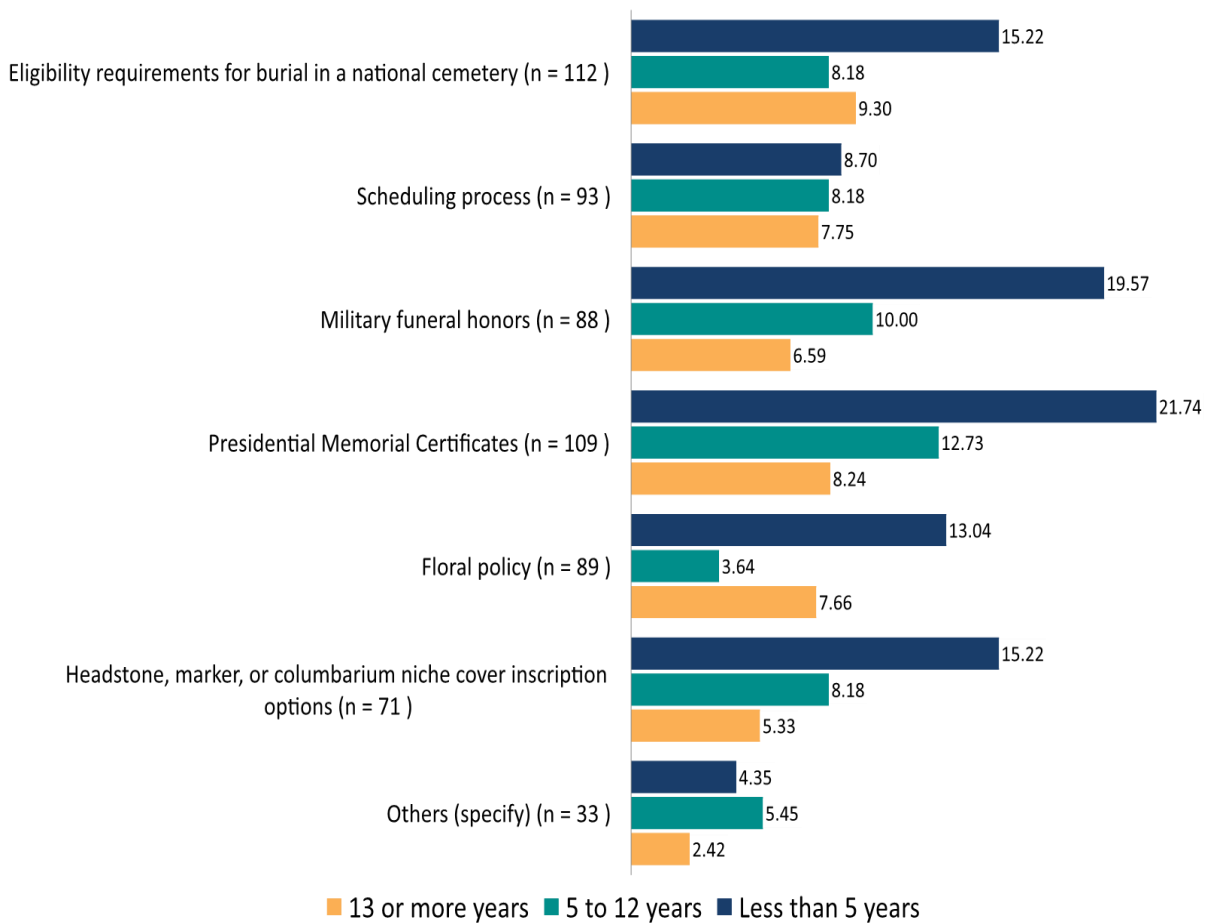
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1993	1766	1703	386	340	327	305	263	280	203	210	198	453	409	414	119	140	103
Strongly agree		67.59%	69.25%	71.23%	71.24%	69.12%	71.25%	73.77%	74.52%	74.29%	66.50%	70.00%	76.26%	64.46%	65.77%	65.94%	60.50%	65.00%	66.99%
Agree		24.94%	25.37%	23.55%	19.95%	25.88%	23.55%	23.61%	22.05%	22.14%	27.09%	24.76%	19.19%	26.27%	28.61%	27.05%	31.09%	26.43%	29.13%
Neither agree nor disagree		5.72%	3.62%	3.93%	6.74%	3.82%	4.28%	2.30%	0.76%	3.21%	5.42%	3.33%	2.53%	6.40%	3.42%	5.07%	7.56%	7.14%	2.91%
Disagree		1.35%	1.59%	0.70%	1.04%	1.18%	0.61%	0.33%	2.66%	0.36%	0.99%	1.90%	0.51%	2.65%	1.71%	1.21%	0.00%	0.71%	0.97%
Strongly disagree		0.40%	0.17%	0.59%	1.04%	0.00%	0.31%	0.00%	0.00%	0.00%	0.00%	0.00%	1.52%	0.22%	0.49%	0.72%	0.84%	0.71%	0.00%

### ELEMENT OF COMPARISON

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

NC FD Q6: What national cemetery policies or procedures do you feel you could use more information about?  
(Mark all that apply)

NC FD Q3: How long has your funeral home worked with the national cemetery?



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

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

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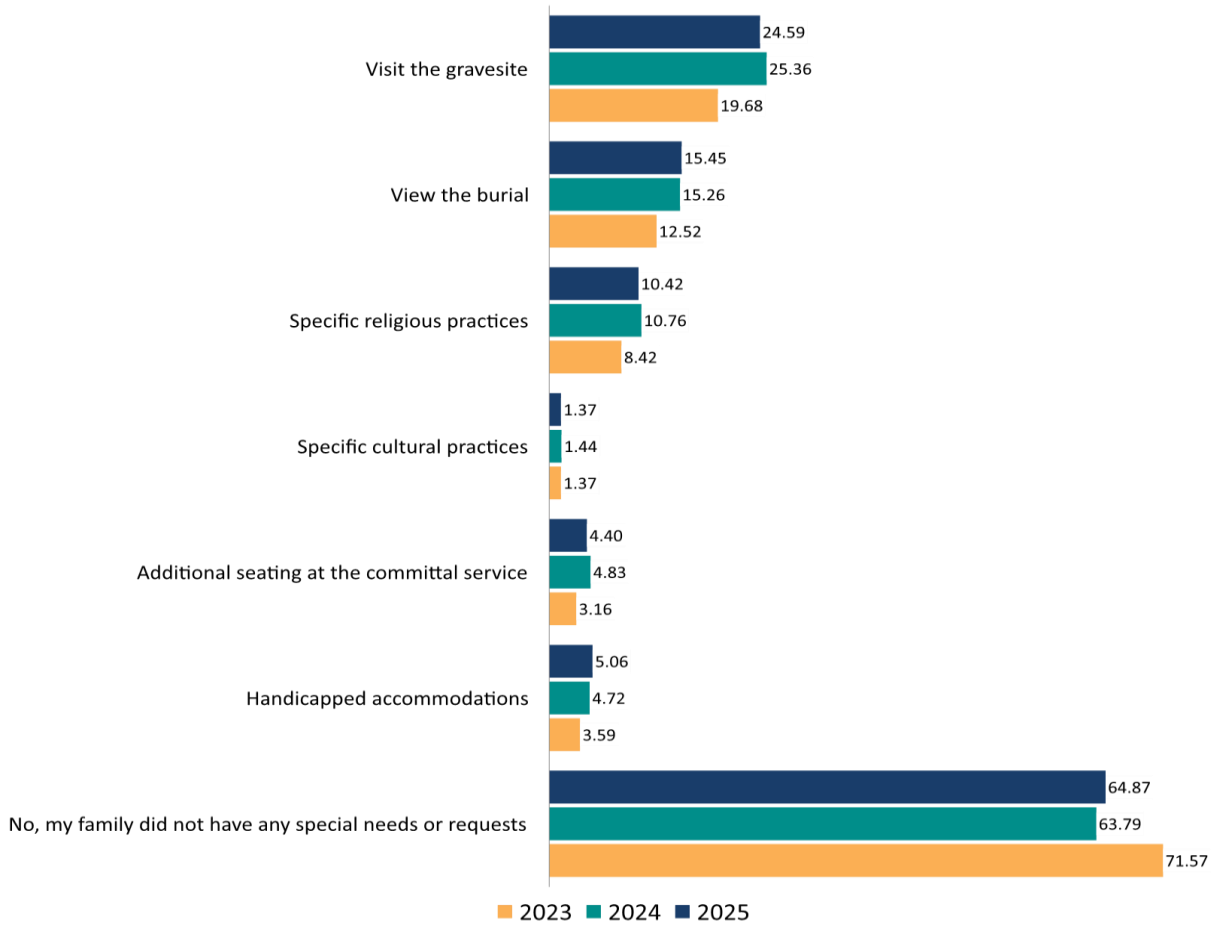
## **Satisfaction with Committal Service(s): Next of Kin**

### **SECTION DESCRIPTION**

- This section presents survey findings from next of kin on satisfaction with the committal service at the national cemetery where their loved one was interred. Responses to survey questions relating to various aspects of the committal service including special needs or requests, NCA videos, and livestreaming services are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Satisfaction with committal service (NC NOK Q16) and committal shelter was private, clean and free of safety hazards (NC Q14/22).
- 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

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



2023: n = 10,673 2024: n = 10,325 2025: n = 9,766

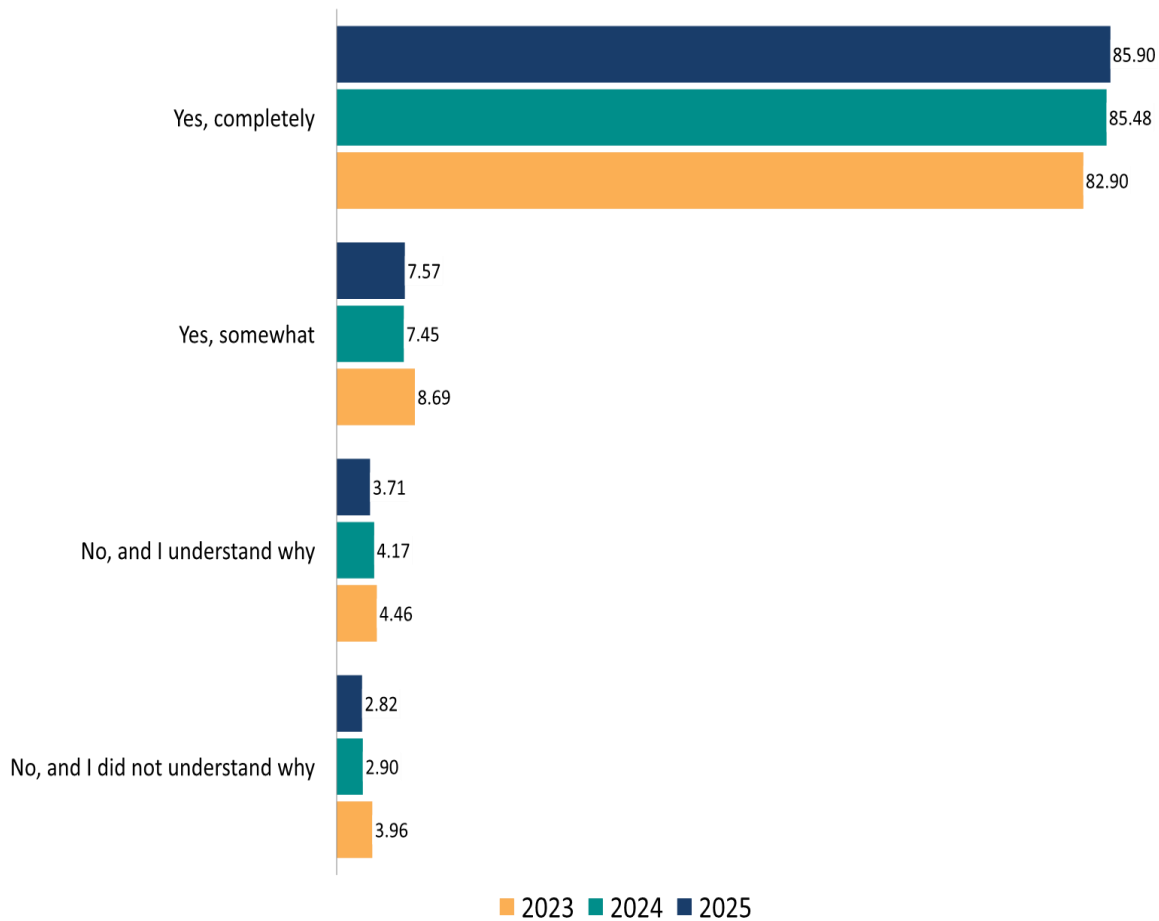
Note: As respondents could select more than one response option, percentages may not sum to 100%.

Note: In 2024 and 2025, this question only applies to respondents who indicated "Yes, and I was involved in planning it" to NC NOK Q6.



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

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



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2982	3691	3368	424	524	457	651	830	776	429	558	555	636	804	679	840	975	901
Yes, completely		82.90%	85.48%	85.90%	80.90%	86.64%	90.37%	82.95%	88.07%	87.89%	82.28%	82.97%	84.50%	83.49%	85.95%	85.71%	83.93%	83.69%	82.91%
Yes, somewhat		8.69%	7.45%	7.57%	10.14%	6.11%	5.25%	7.99%	6.99%	7.22%	10.02%	7.35%	7.93%	7.86%	6.47%	6.77%	8.33%	9.44%	9.43%
No, and I understand why		4.46%	4.17%	3.71%	3.54%	3.82%	2.41%	5.22%	3.01%	3.35%	4.43%	5.38%	3.78%	5.03%	4.98%	4.27%	3.81%	4.00%	4.22%
No, and I did not understand why		3.96%	2.90%	2.82%	5.42%	3.44%	1.97%	3.84%	1.93%	1.55%	3.26%	4.30%	3.78%	3.62%	2.61%	3.24%	3.93%	2.87%	3.44%

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

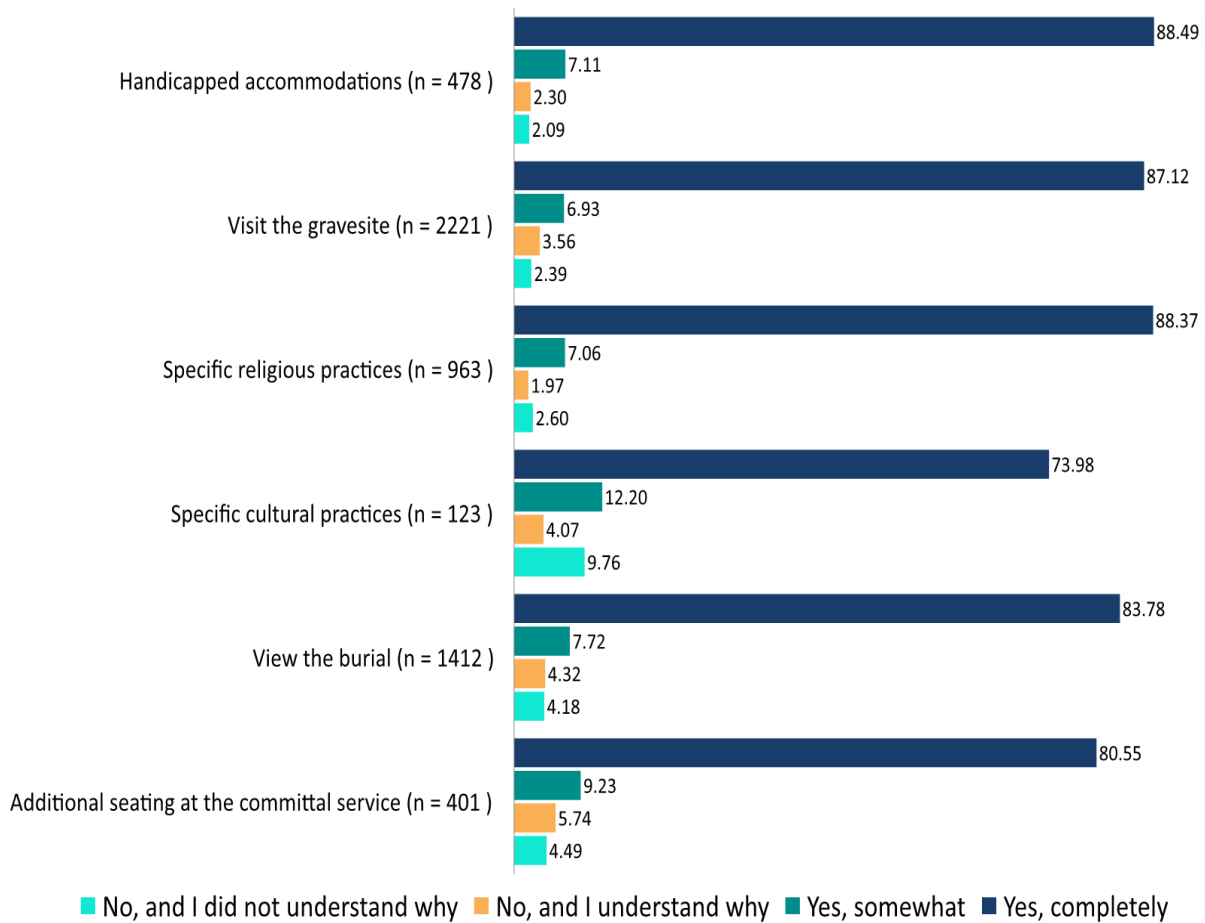
## Satisfaction with Committal Service(s): Next of Kin

### ELEMENT OF COMPARISON

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

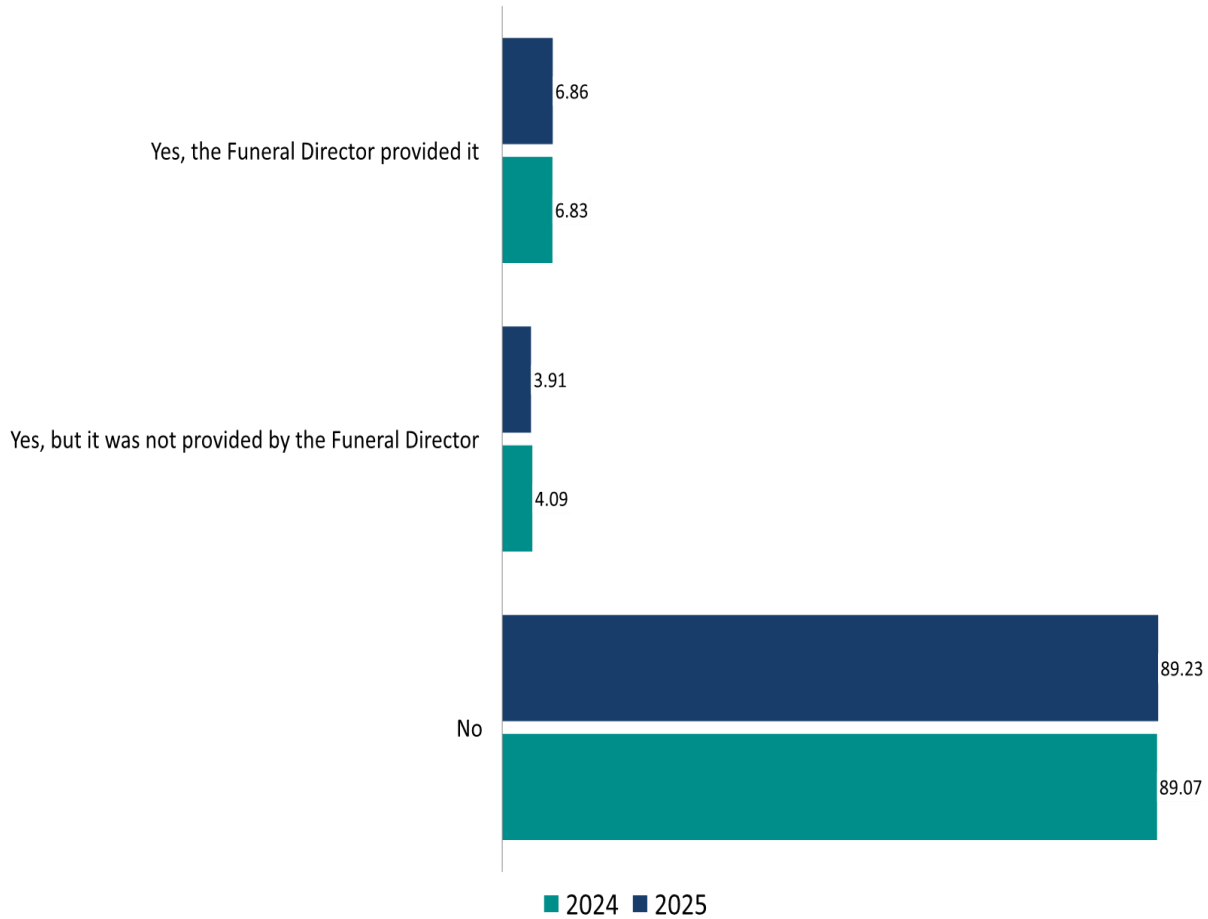
NC NOK Q12: At the committal service, did your family have any of the following special needs or requests?  
(Mark all that apply)

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



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

**NC NOK Q9: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?**



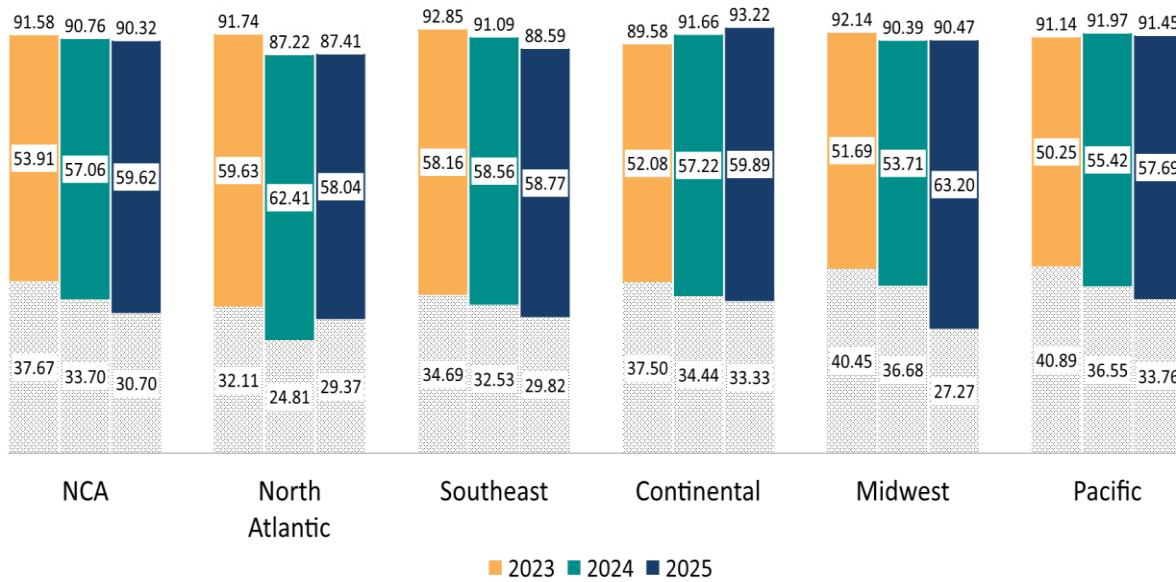
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		10330	9776	1503	1448	2285	2183	1726	1674	2429	2257	2387	2214
Yes, the Funeral Director provided it		6.83%	6.86%	5.32%	6.35%	8.40%	6.96%	7.59%	6.99%	6.18%	6.91%	6.41%	6.96%
Yes, but it was not provided by the Funeral Director		4.09%	3.91%	3.73%	3.87%	4.81%	3.99%	3.36%	4.00%	3.75%	3.72%	4.52%	3.97%
No		89.07%	89.23%	90.95%	89.78%	86.78%	89.05%	89.05%	89.01%	90.08%	89.37%	89.07%	89.07%

Note: Only 2024 and 2025 data are 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 NC NOK Q6.

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

**NC NOK Q10: The video(s) helped me understand the burial process at the national cemetery.**

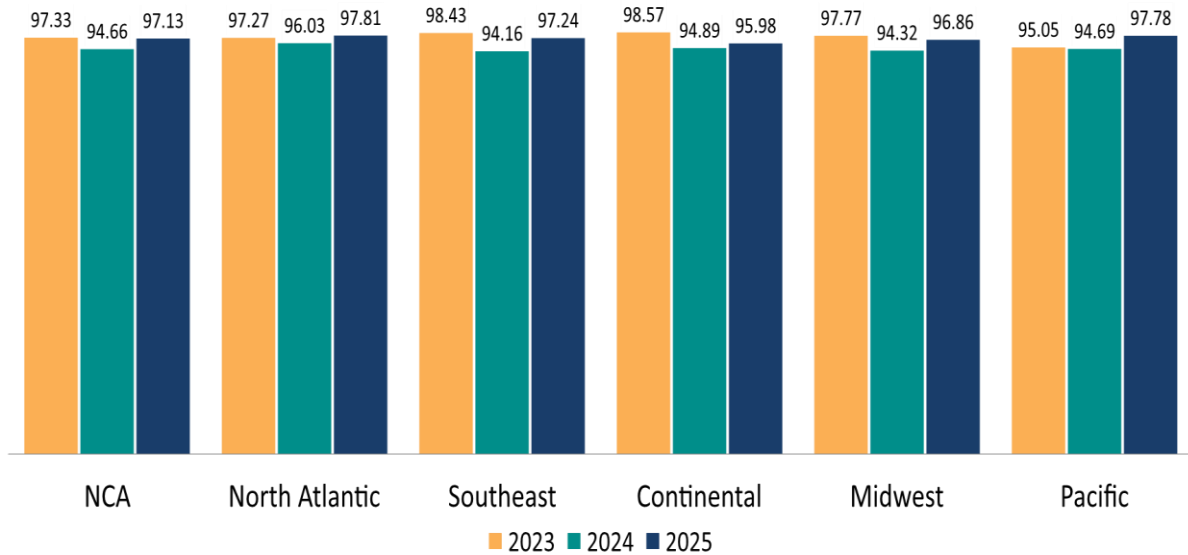


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		831	1083	1013	109	133	143	196	292	228	144	180	177	178	229	231	203	249	234
Strongly agree		53.91%	57.06%	59.62%	59.63%	62.41%	58.04%	58.16%	58.56%	58.77%	52.08%	57.22%	59.89%	51.69%	53.71%	63.20%	50.25%	55.42%	57.69%
Agree		37.67%	33.70%	30.70%	32.11%	24.81%	29.37%	34.69%	32.53%	29.82%	37.50%	34.44%	33.33%	40.45%	36.68%	27.27%	40.89%	36.55%	33.76%
Neither agree nor disagree		8.30%	8.31%	9.28%	8.26%	12.03%	11.89%	7.14%	8.22%	11.40%	10.42%	7.78%	6.21%	7.87%	8.73%	9.09%	8.37%	6.43%	8.12%
Disagree		0.00%	0.18%	0.30%	0.00%	0.00%	0.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.56%	0.00%	0.44%	0.43%	0.00%	0.40%	0.00%
Strongly disagree		0.12%	0.74%	0.10%	0.00%	0.75%	0.00%	0.00%	0.68%	0.00%	0.00%	0.56%	0.00%	0.00%	0.44%	0.00%	0.49%	1.20%	0.43%

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

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

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

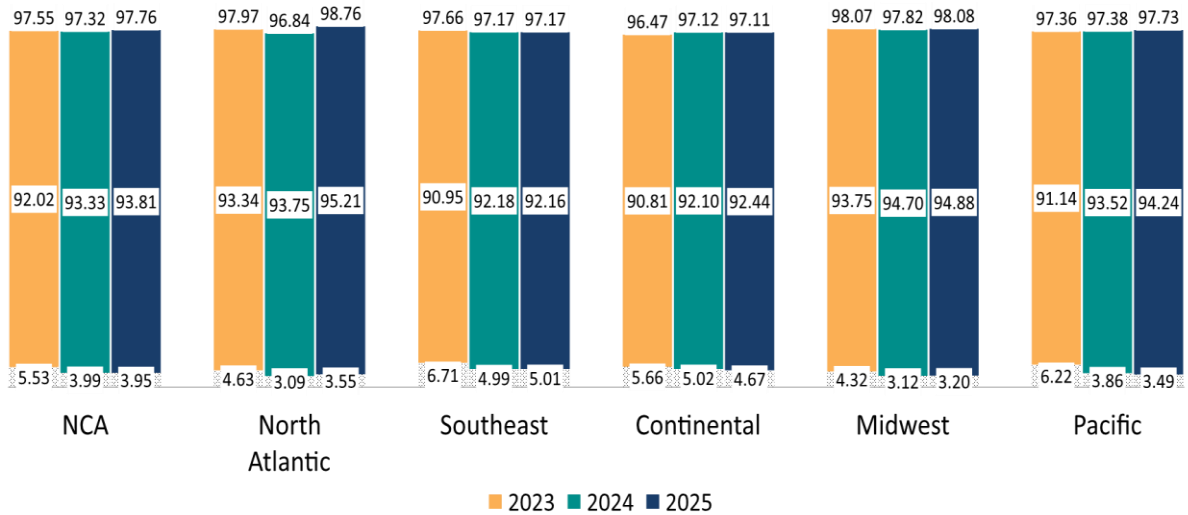


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		823	1067	976	110	126	137	191	291	217	140	176	174	179	229	223	202	245	225
Yes		97.33%	94.66%	97.13%	97.27%	96.03%	97.81%	98.43%	94.16%	97.24%	98.57%	94.89%	95.98%	97.77%	94.32%	96.86%	95.05%	94.69%	97.78%
No		2.67%	5.34%	2.87%	2.73%	3.97%	2.19%	1.57%	5.84%	2.76%	1.43%	5.11%	4.02%	2.23%	5.68%	3.14%	4.95%	5.31%	2.22%

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

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

**NC NOK Q15: If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?**

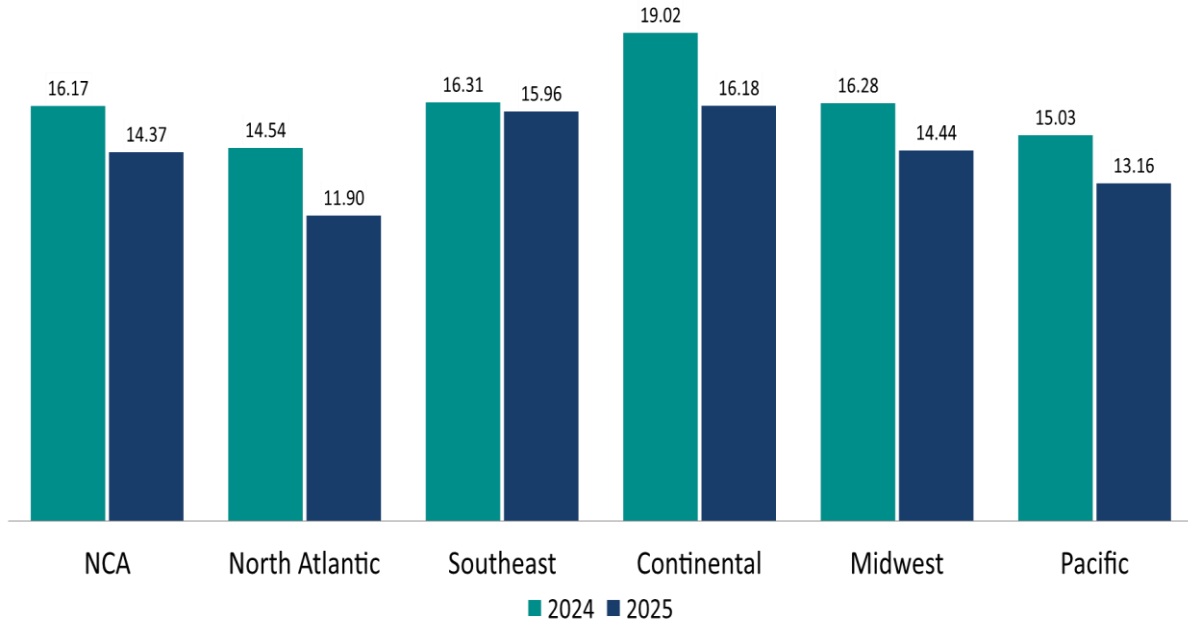


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		7697	10686	10190	1232	1713	1690	1668	2326	2257	1219	1734	1627	1873	2660	2498	1704	2253	2118
Very satisfied		92.02%	93.33%	93.81%	93.34%	93.75%	95.21%	90.95%	92.18%	92.16%	90.81%	92.10%	92.44%	93.75%	94.70%	94.88%	91.14%	93.52%	94.24%
Somewhat satisfied		5.53%	3.99%	3.95%	4.63%	3.09%	3.55%	6.71%	4.99%	5.01%	5.66%	5.02%	4.67%	4.32%	3.12%	3.20%	6.22%	3.86%	3.49%
Neither satisfied nor dissatisfied		1.16%	1.18%	0.86%	0.89%	1.58%	0.47%	0.78%	0.99%	1.11%	1.80%	1.04%	1.04%	1.17%	1.28%	0.72%	1.23%	1.07%	0.94%
Somewhat dissatisfied		0.79%	0.57%	0.47%	0.73%	0.58%	0.12%	0.84%	0.64%	0.62%	0.98%	0.75%	0.68%	0.53%	0.23%	0.40%	0.94%	0.75%	0.52%
Very dissatisfied		0.49%	0.94%	0.90%	0.41%	0.99%	0.65%	0.72%	1.20%	1.11%	0.74%	1.10%	1.17%	0.21%	0.68%	0.80%	0.47%	0.80%	0.80%

Note: In 2024 and 2025, 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 NC NOK Q6.

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

**NC NOK Q61: Was your family interested in livestreaming one or more parts of your loved one's funeral or committal activities?**



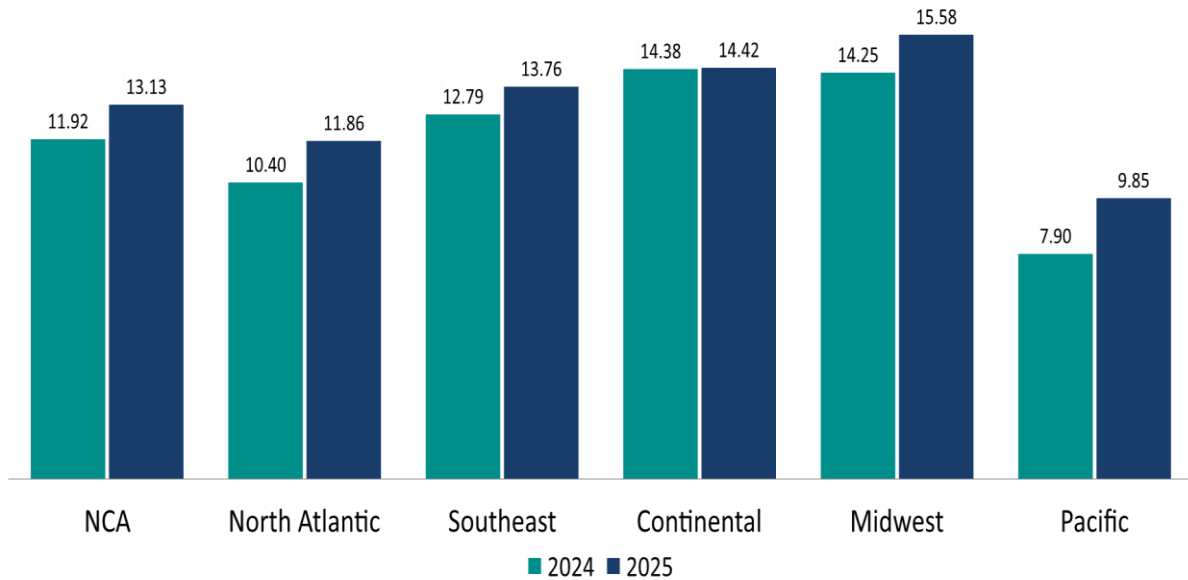
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		18763	17308	3026	2799	4077	3809	3029	2843	4447	4064	4184	3793
Yes		16.17%	14.37%	14.54%	11.90%	16.31%	15.96%	19.02%	16.18%	16.28%	14.44%	15.03%	13.16%
No		83.83%	85.63%	85.46%	88.10%	83.69%	84.04%	80.98%	83.82%	83.72%	85.56%	84.97%	86.84%

Note: NC NOK Q61 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: In 2024 the question working was: Were you interested in livestreaming one or more parts of your loved one's funeral or committal activities?

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

**NC NOK Q62: Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?**



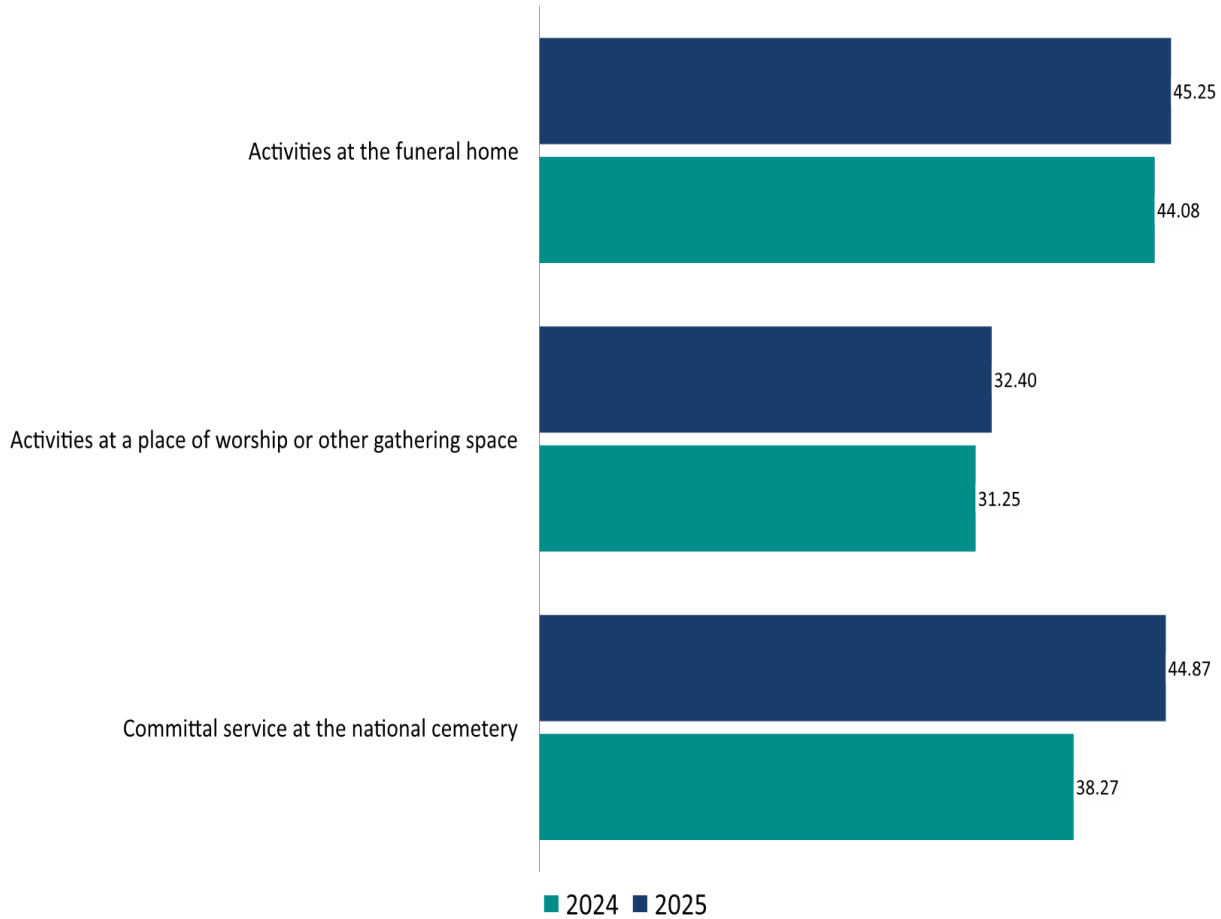
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		18759	17320	3047	2824	4073	3809	3024	2836	4464	4064	4151	3787
Yes		11.92%	13.13%	10.40%	11.86%	12.79%	13.76%	14.38%	14.42%	14.25%	15.58%	7.90%	9.85%
No		88.08%	86.87%	89.60%	88.14%	87.21%	86.24%	85.62%	85.58%	85.75%	84.42%	92.10%	90.15%

Note: NC NOK Q62 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.



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

**NC NOK Q63. Which of the following livestream activities were offered by the provider? (Mark all that apply)**



2024: n = 2,237 2025: n = 2,117

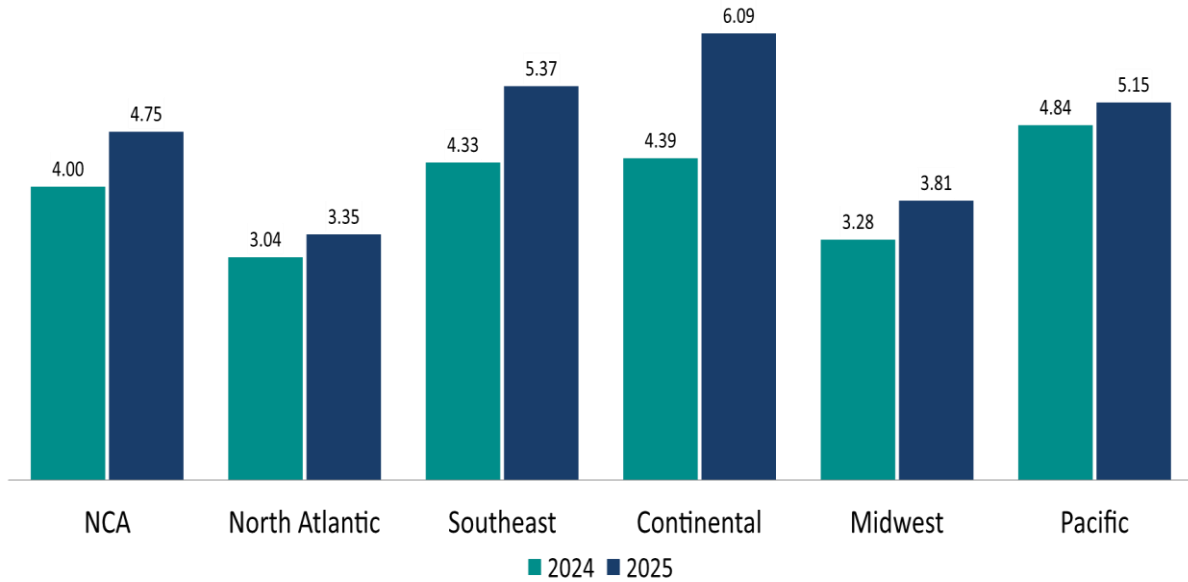
Note: NC NOK Q63 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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 NC NOK Q62.

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

**NC NOK Q64: Did your family livestream your loved one's committal service at the national cemetery?**



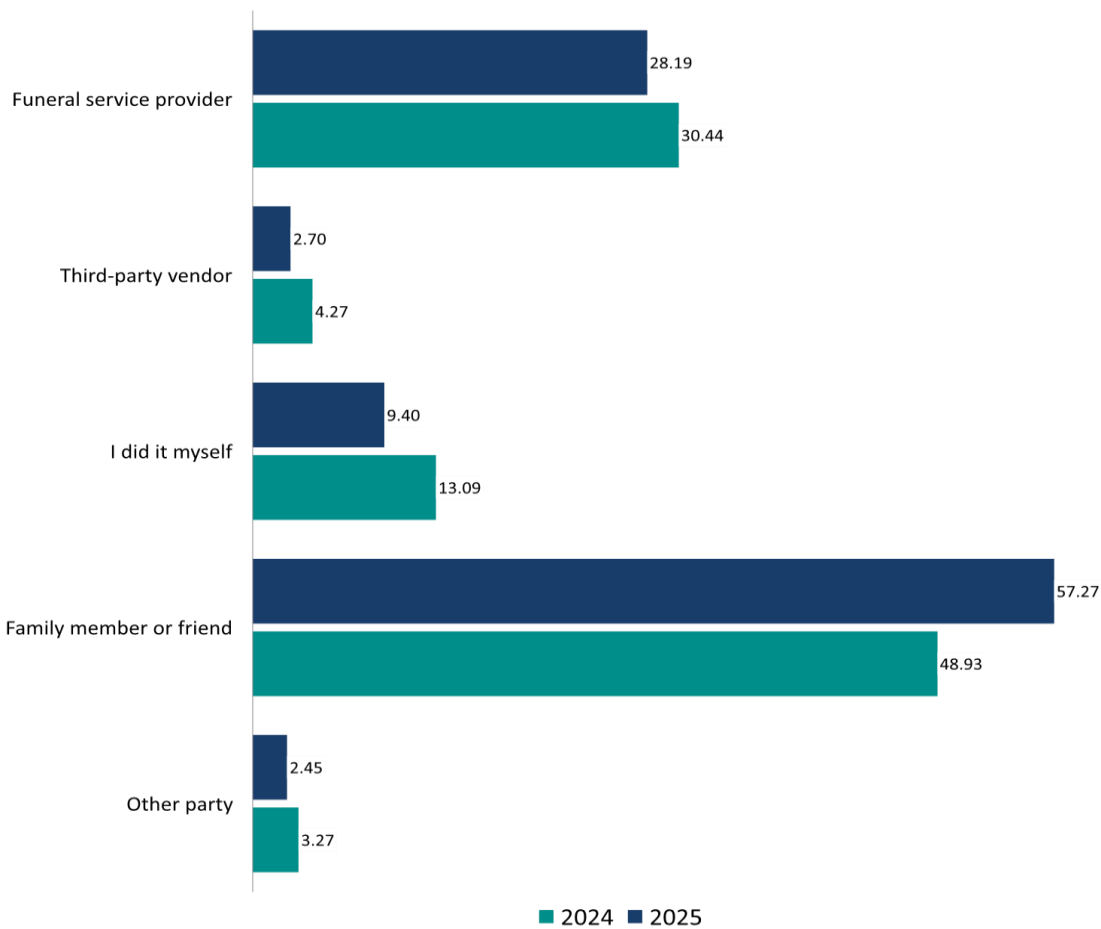
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		18873	17449	3058	2837	4112	3839	3051	2855	4477	4092	4175	3826
Yes		4.00%	4.75%	3.04%	3.35%	4.33%	5.37%	4.39%	6.09%	3.28%	3.81%	4.84%	5.15%
No		96.00%	95.25%	96.96%	96.65%	95.67%	94.63%	95.61%	93.91%	96.72%	96.19%	95.16%	94.85%

Note: NC NOK Q64 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: In 2024 the question working was: Did you livestream your loved one's committal service at the national cemetery?

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

### NC NOK Q65: Who provided the livestream service?



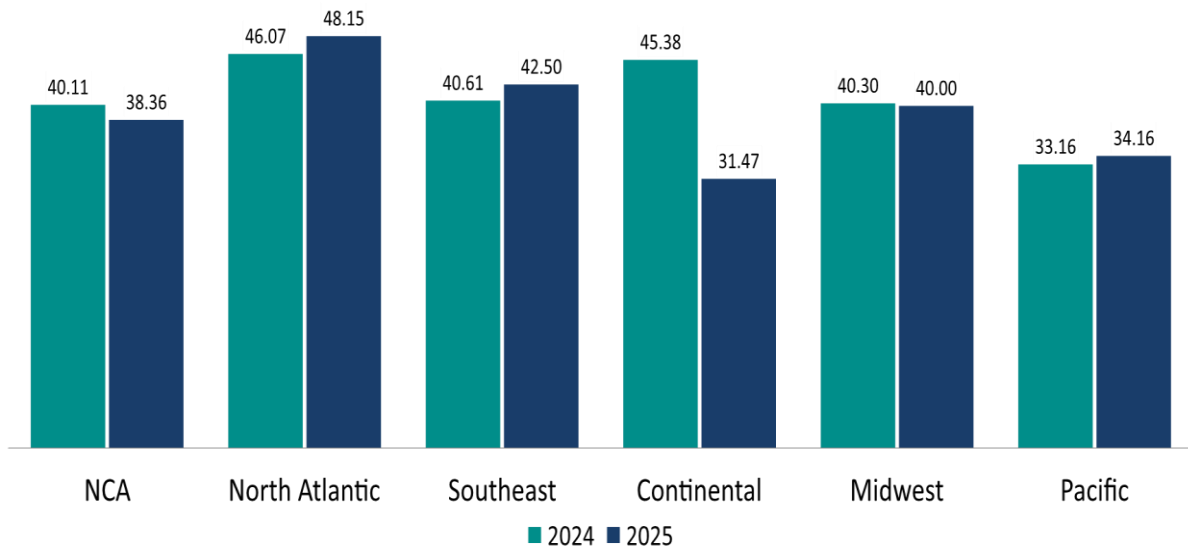
2024: n = 703 2025: n = 777

Note: NC NOK Q65 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q64.

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

**NC NOK Q66: Did your family create or receive a digital copy for sharing and repeat viewing as part of the livestream service?**



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		708	670	89	81	165	160	130	143	134	125	190	161
Yes		40.11%	38.36%	46.07%	48.15%	40.61%	42.50%	45.38%	31.47%	40.30%	40.00%	33.16%	34.16%
No		59.89%	61.64%	53.93%	51.85%	59.39%	57.50%	54.62%	68.53%	59.70%	60.00%	66.84%	65.84%

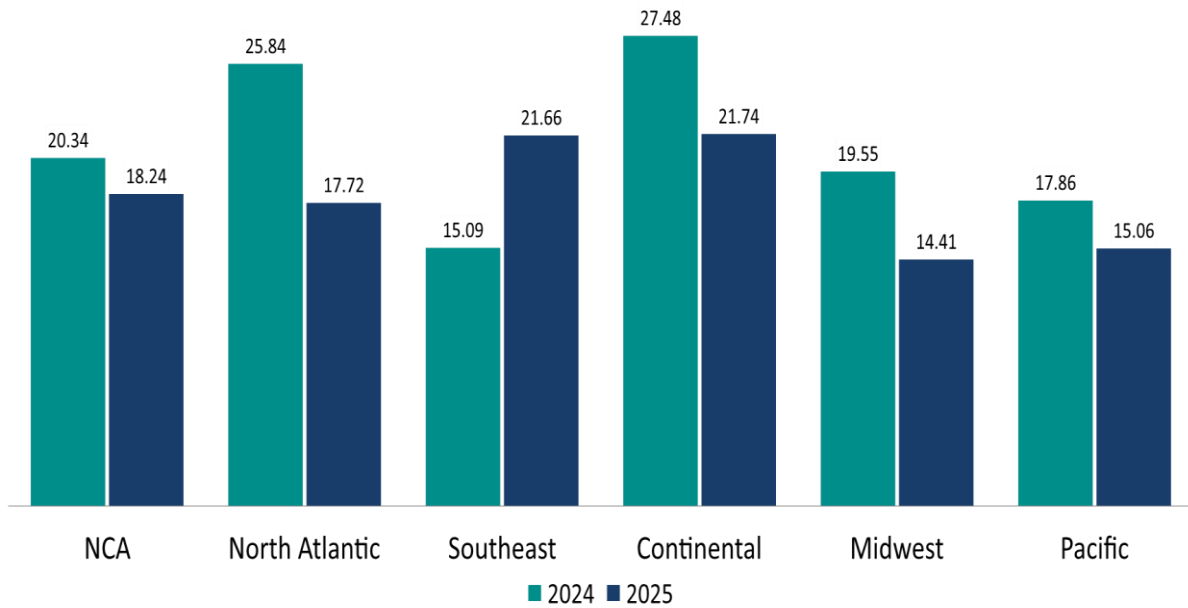
Note: NC NOK Q66 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q64.

Note: In 2024 the question wording was: Did you create or receive a digital copy for sharing and repeat viewing as part of the livestream service?

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

### NC NOK Q67: Did your family pay for the livestream service?



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		708	658	89	79	159	157	131	138	133	118	196	166
Yes		20.34%	18.24%	25.84%	17.72%	15.09%	21.66%	27.48%	21.74%	19.55%	14.41%	17.86%	15.06%
No		79.66%	81.76%	74.16%	82.28%	84.91%	78.34%	72.52%	78.26%	80.45%	85.59%	82.14%	84.94%

Note: NC NOK Q67 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q64.

Note: In 2024 the question working was: Did you pay for the livestream service?

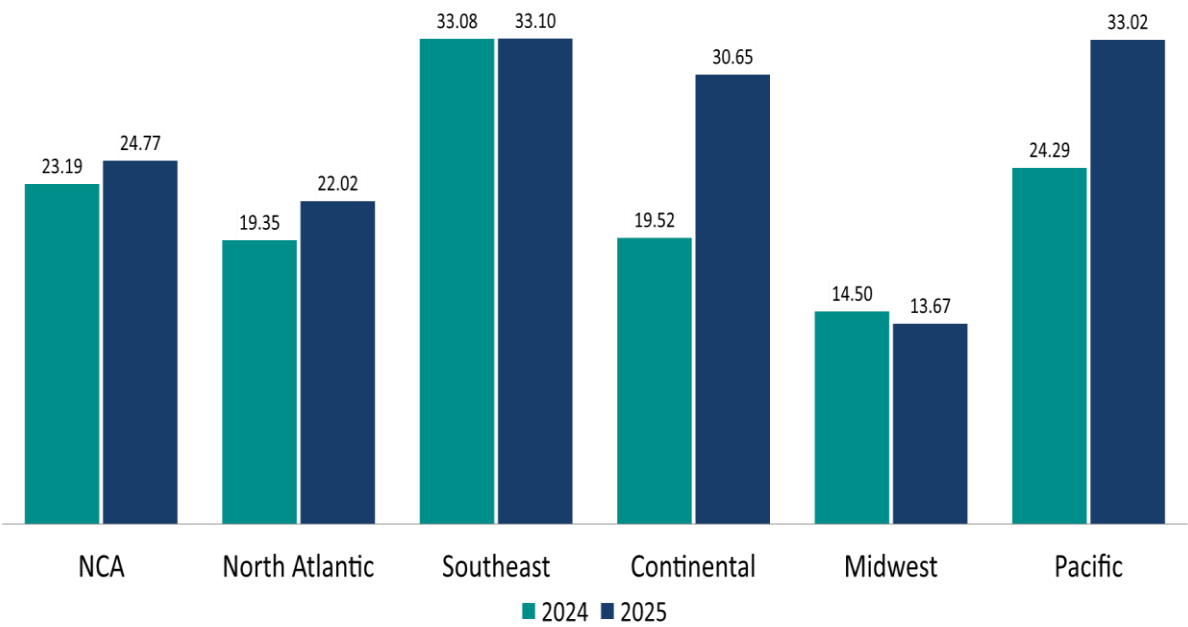
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## **Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors**

### **SECTION DESCRIPTION**

- This section presents survey findings from funeral directors on satisfaction with various aspects of committal services at the national cemetery with which they most frequently do business. The ease of scheduling at a national cemetery compared to another cemetery type is presented first, followed by satisfaction with NCA's available dates and times for scheduling along with responses to additional survey questions.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Ease of scheduling process (NC FD Q14) and satisfaction with the length of time to schedule an interment (NC FD Q13).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

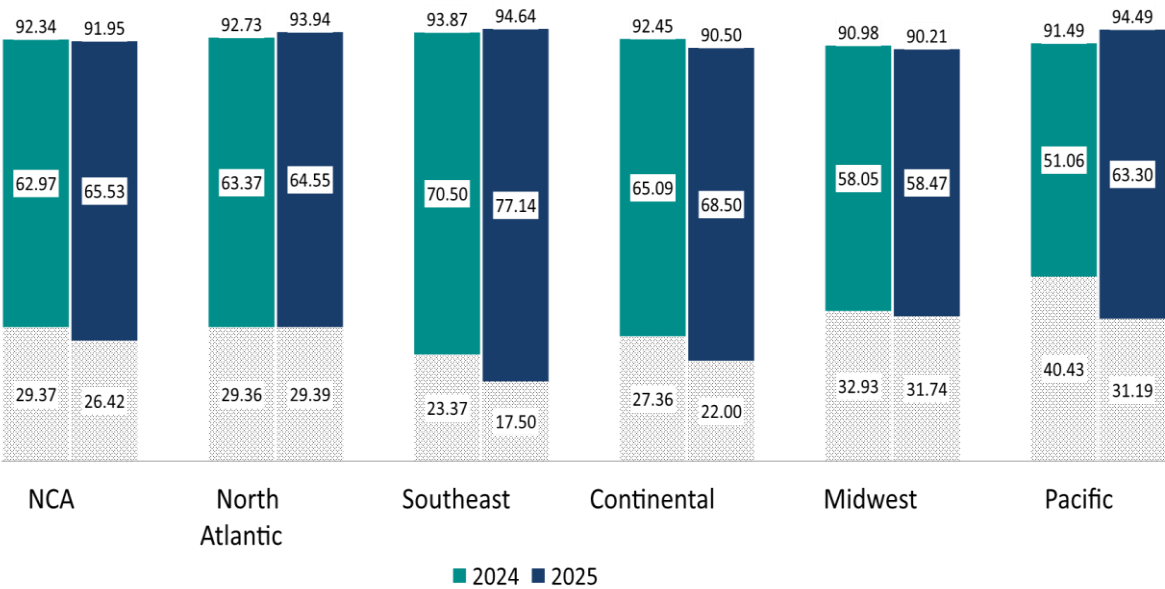
NC FD Q15: How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		1768	1716	341	327	263	281	210	199	407	417	140	106
Easier		23.19%	24.77%	19.35%	22.02%	33.08%	33.10%	19.52%	30.65%	14.50%	13.67%	24.29%	33.02%
About the same		56.50%	56.76%	61.88%	61.16%	54.75%	52.31%	59.52%	53.77%	58.72%	58.51%	46.43%	54.72%
Harder		20.31%	18.47%	18.77%	16.82%	12.17%	14.59%	20.95%	15.58%	26.78%	27.82%	29.29%	12.26%

Note: NC FD Q15 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

NC FD Q12: How satisfied are you with the NCA’s available dates and times to schedule your committal service and/or interment?



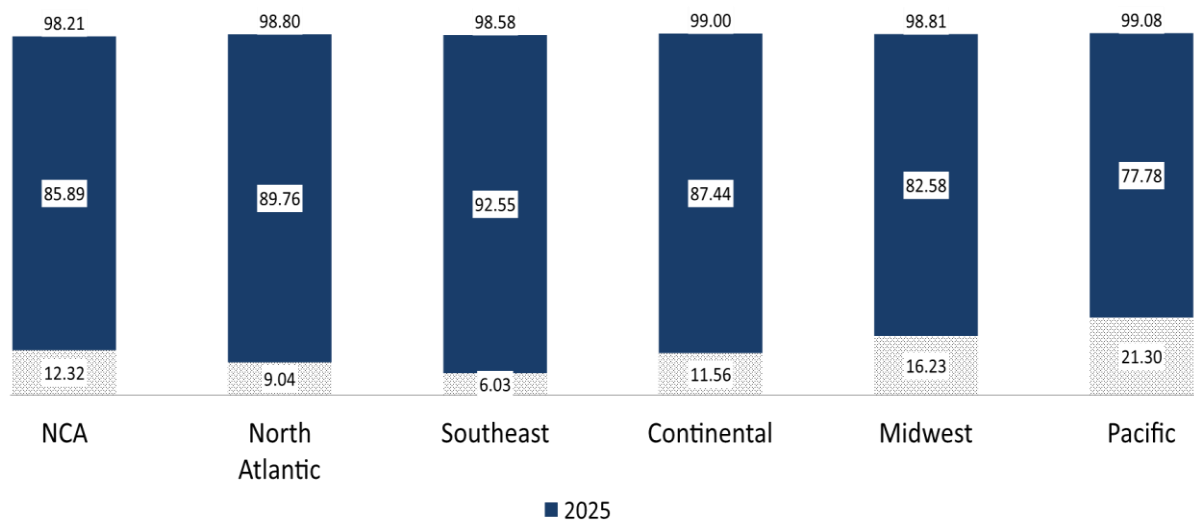
		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		1774	1726	344	330	261	280	212	200	410	419	141	109
Very satisfied		62.97%	65.53%	63.37%	64.55%	70.50%	77.14%	65.09%	68.50%	58.05%	58.47%	51.06%	63.30%
Somewhat satisfied		29.37%	26.42%	29.36%	29.39%	23.37%	17.50%	27.36%	22.00%	32.93%	31.74%	40.43%	31.19%
Neither satisfied nor dissatisfied		4.17%	4.63%	3.49%	2.73%	2.30%	3.93%	4.25%	5.00%	5.12%	5.73%	5.67%	3.67%
Somewhat dissatisfied		2.59%	2.78%	2.91%	3.33%	2.30%	1.43%	3.30%	4.00%	2.68%	2.86%	2.13%	1.83%
Very dissatisfied		0.90%	0.64%	0.87%	0.00%	1.53%	0.00%	0.00%	0.50%	1.22%	1.19%	0.71%	0.00%

Note: NC FD Q12 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.



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

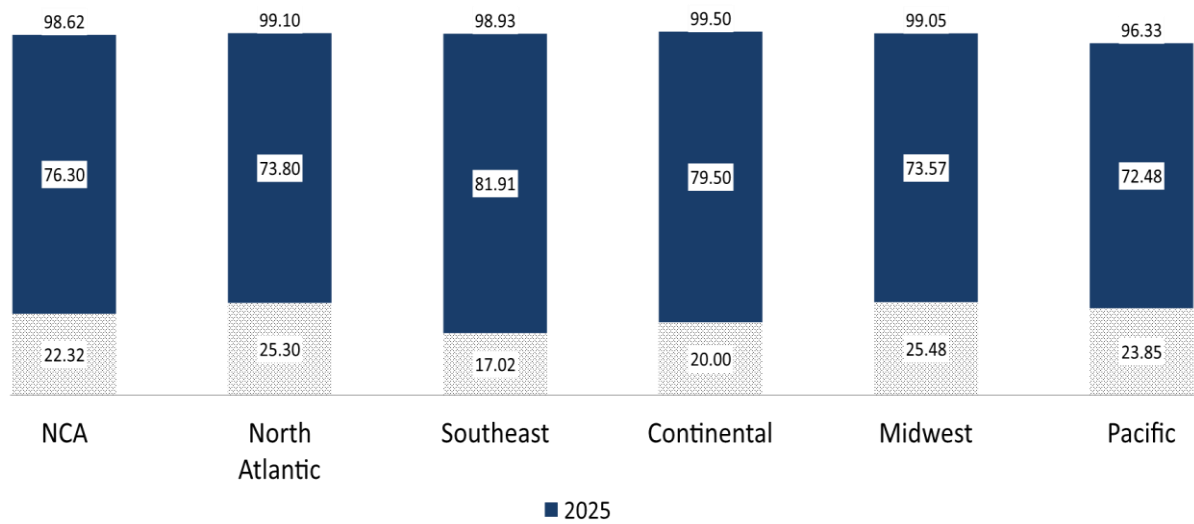
NC FD Q9: During committal services, how often do you receive the support you need from cemetery staff?



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		1729	332	282	199	419	108
Always		85.89%	89.76%	92.55%	87.44%	82.58%	77.78%
Often		12.32%	9.04%	6.03%	11.56%	16.23%	21.30%
About half of the time		1.27%	0.60%	0.35%	1.01%	0.95%	0.93%
Rarely		0.29%	0.00%	0.71%	0.00%	0.00%	0.00%
Never		0.23%	0.60%	0.35%	0.00%	0.24%	0.00%

Note: Only 2025 data is presented because in 2025 the response options were updated.

NC FD Q10: Generally, how often do committal services at the national cemetery start on time?

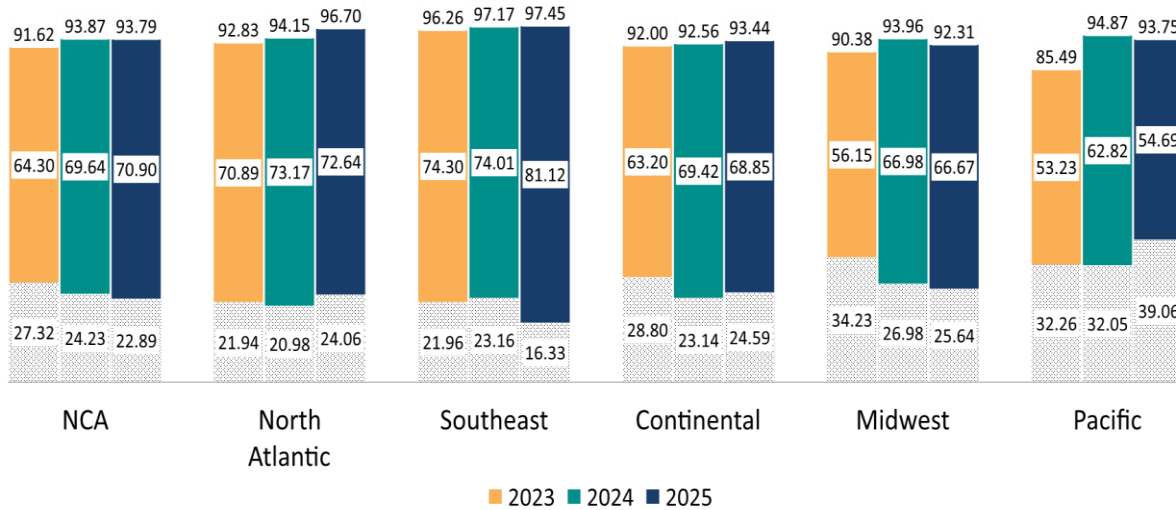


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		1734	332	282	200	420	109
Always		76.30%	73.80%	81.91%	79.50%	73.57%	72.48%
Often		22.32%	25.30%	17.02%	20.00%	25.48%	23.85%
About half of the time		0.98%	0.30%	1.06%	0.00%	0.95%	3.67%
Rarely		0.35%	0.60%	0.00%	0.50%	0.00%	0.00%
Never		0.06%	0.00%	0.00%	0.00%	0.00%	0.00%

Note: Only 2025 data is presented because in 2025 the response options were updated.

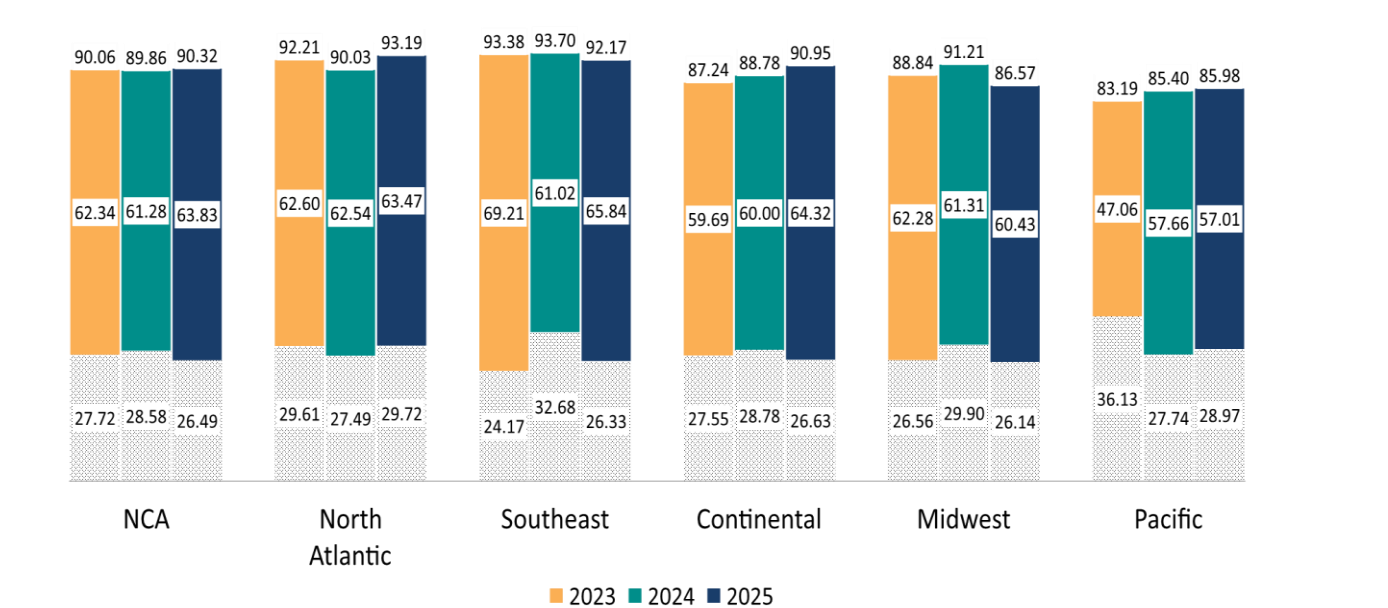
## Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

**NC FD Q11: If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?**



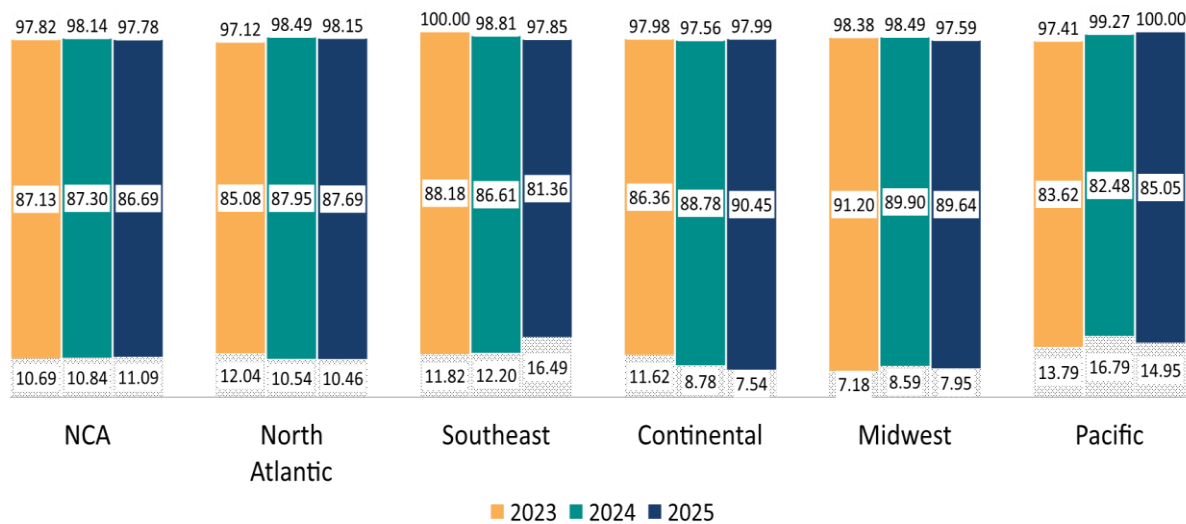
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1241	1044	1079	237	205	212	214	177	196	125	121	122	260	215	234	62	78	64
Very successful		64.30%	69.64%	70.90%	70.89%	73.17%	72.64%	74.30%	74.01%	81.12%	63.20%	69.42%	68.85%	56.15%	66.98%	66.67%	53.23%	62.82%	54.69%
Somewhat successful		27.32%	24.23%	22.89%	21.94%	20.98%	24.06%	21.96%	23.16%	16.33%	28.80%	23.14%	24.59%	34.23%	26.98%	25.64%	32.26%	32.05%	39.06%
Neither successful nor unsuccessful		5.48%	4.02%	3.52%	6.33%	4.88%	1.89%	2.80%	1.69%	2.55%	4.80%	5.79%	5.74%	6.15%	3.72%	4.27%	8.06%	2.56%	4.69%
Somewhat unsuccessful		2.10%	1.05%	1.39%	0.42%	0.00%	0.00%	0.47%	1.13%	0.00%	2.40%	0.00%	0.82%	2.31%	0.47%	2.56%	4.84%	1.28%	0.00%
Very unsuccessful		0.81%	1.05%	1.30%	0.42%	0.98%	1.42%	0.47%	0.00%	0.00%	0.80%	1.65%	0.00%	1.15%	1.86%	0.85%	1.61%	1.28%	1.56%

NC FD Q17: How easy is it to schedule military honors at the national cemetery?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1970	1725	1714	385	331	323	302	254	281	196	205	199	448	398	417	119	137	107
Very easy		62.34%	61.28%	63.83%	62.60%	62.54%	63.47%	69.21%	61.02%	65.84%	59.69%	60.00%	64.32%	62.28%	61.31%	60.43%	47.06%	57.66%	57.01%
Somewhat easy		27.72%	28.58%	26.49%	29.61%	27.49%	29.72%	24.17%	32.68%	26.33%	27.55%	28.78%	26.63%	26.56%	29.90%	26.14%	36.13%	27.74%	28.97%
Neither easy nor hard		5.84%	6.55%	6.07%	5.97%	6.95%	4.02%	3.97%	3.94%	5.34%	7.65%	6.34%	5.03%	5.80%	5.78%	7.67%	8.40%	9.49%	9.35%
Somewhat hard		3.50%	3.19%	3.03%	1.30%	2.42%	2.17%	2.65%	1.97%	1.78%	5.10%	3.90%	3.02%	4.46%	2.76%	5.04%	7.56%	4.38%	3.74%
Very hard		0.61%	0.41%	0.58%	0.52%	0.60%	0.62%	0.00%	0.39%	0.71%	0.00%	0.98%	1.01%	0.89%	0.25%	0.72%	0.84%	0.73%	0.93%

NC FD Q18: To what extent is the quality of military honors acceptable?



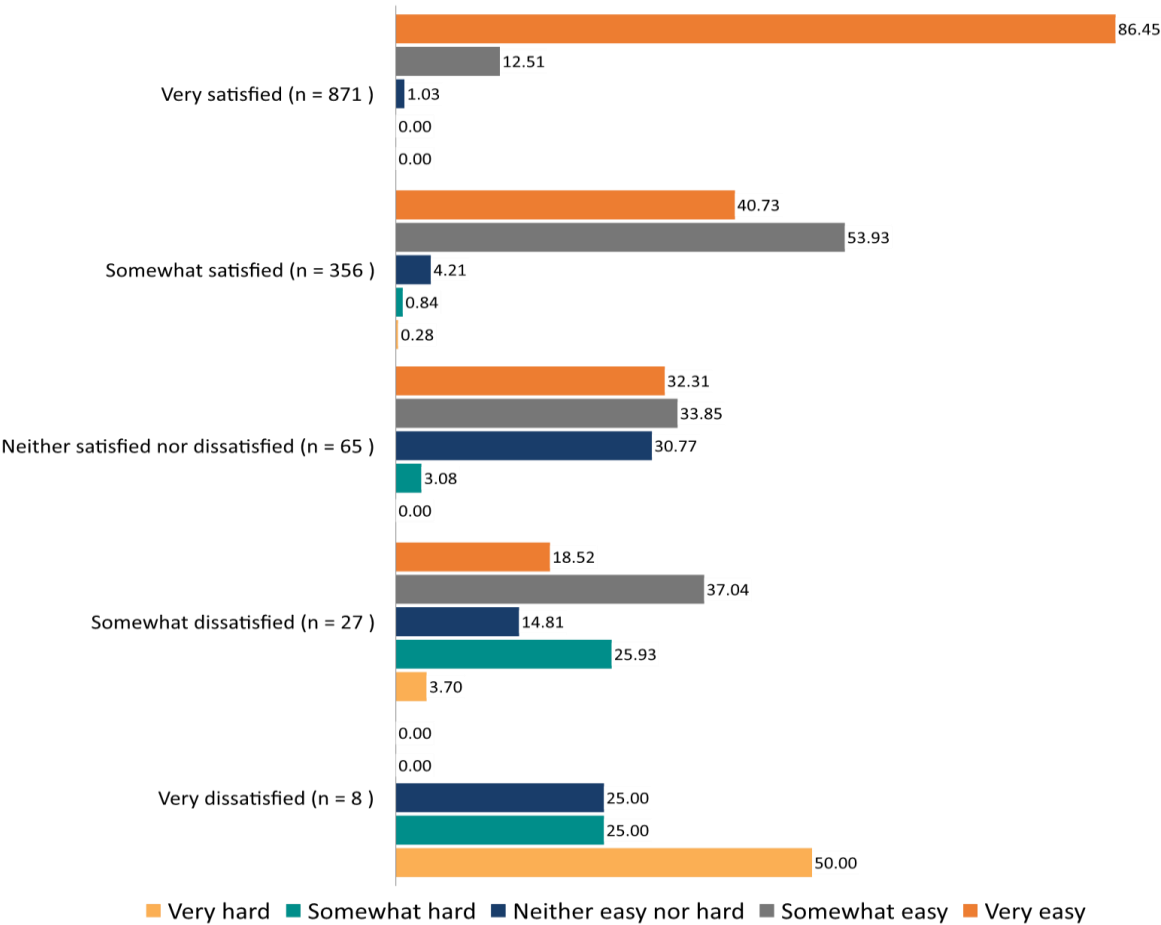
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1927	1725	1713	382	332	325	296	254	279	198	205	199	432	396	415	116	137	107
Very acceptable		87.13%	87.30%	86.69%	85.08%	87.95%	87.69%	88.18%	86.61%	81.36%	86.36%	88.78%	90.45%	91.20%	89.90%	89.64%	83.62%	82.48%	85.05%
Somewhat acceptable		10.69%	10.84%	11.09%	12.04%	10.54%	10.46%	11.82%	12.20%	16.49%	11.62%	8.78%	7.54%	7.18%	8.59%	7.95%	13.79%	16.79%	14.95%
Neither acceptable nor unacceptable		1.76%	1.28%	1.17%	2.62%	1.20%	0.92%	0.00%	0.79%	0.36%	2.02%	2.44%	1.51%	1.16%	1.26%	1.69%	1.72%	0.00%	0.00%
Somewhat unacceptable		0.31%	0.52%	0.70%	0.26%	0.00%	0.31%	0.00%	0.39%	1.79%	0.00%	0.00%	0.50%	0.23%	0.25%	0.00%	0.86%	0.73%	0.00%
Very unacceptable		0.10%	0.06%	0.35%	0.00%	0.30%	0.62%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.23%	0.00%	0.72%	0.00%	0.00%	0.00%

ELEMENT OF COMPARISON

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

NC FD Q14: How easy is the process of scheduling an interment at the national cemetery?

NC FD Q13: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the National Cemetery Scheduling Office?



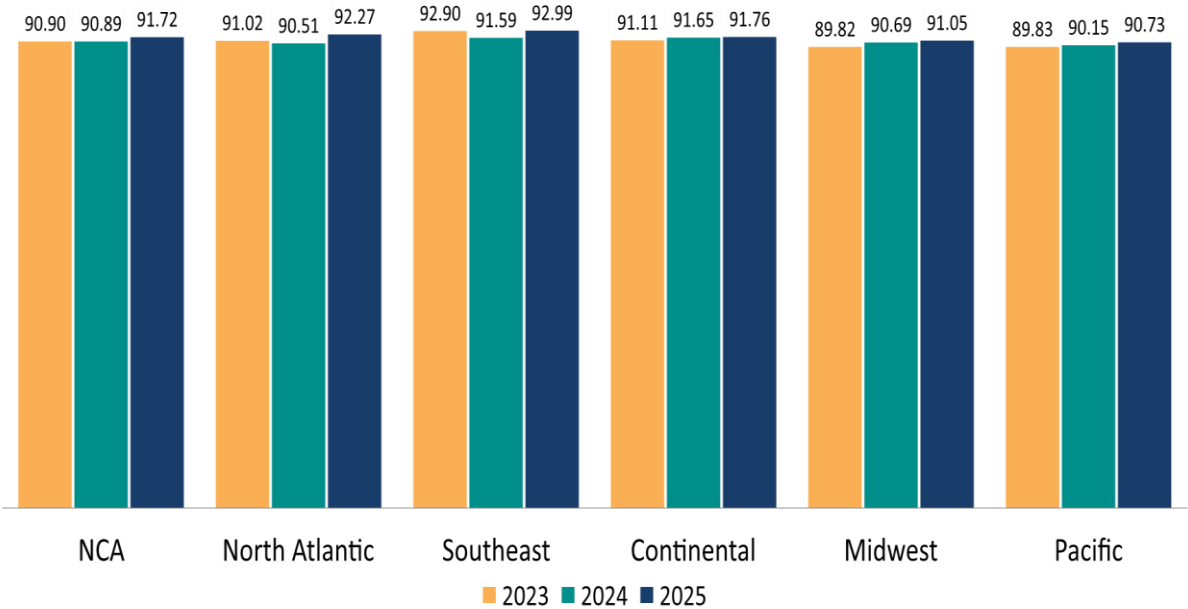
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## Satisfaction with Headstones, Markers and Columbarium Niche Covers: Next of Kin

### SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with headstones, markers, medallions, 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 KPIs: Satisfaction with amount of time for placement (NC NOK Q27) and upkeep is excellent (NC Q42/21).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

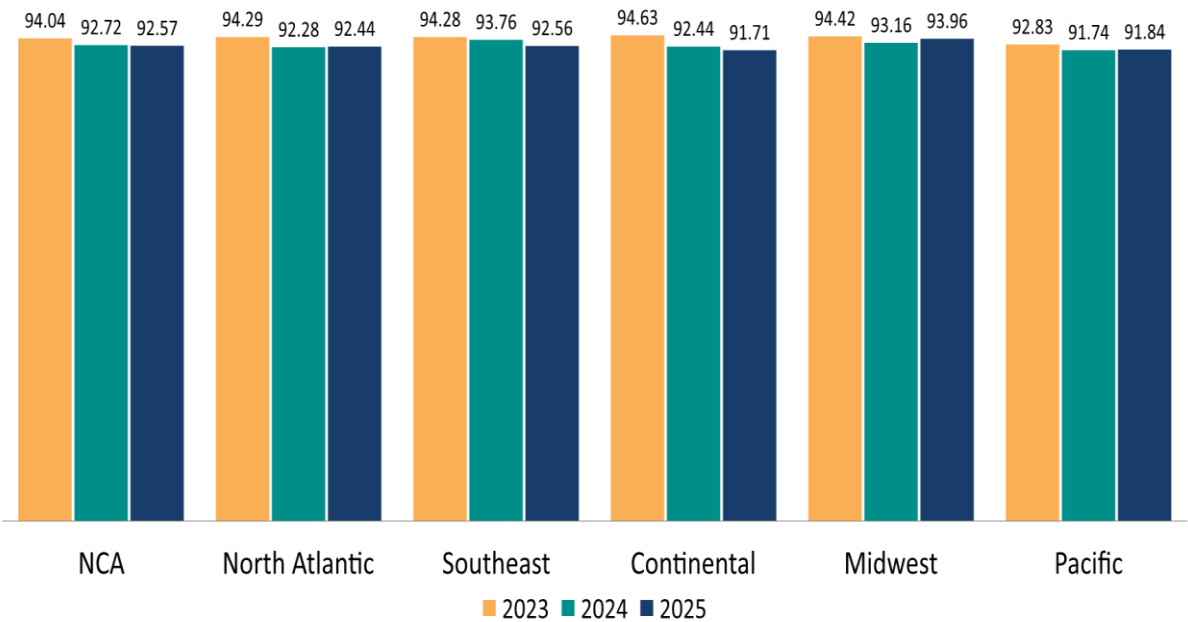
NC NOK Q25: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17787	19431	17889	2839	3161	2899	3890	4245	3937	2835	3114	2923	4127	4596	4181	4092	4315	3949
Yes		90.90%	90.89%	91.72%	91.02%	90.51%	92.27%	92.90%	91.59%	92.99%	91.11%	91.65%	91.76%	89.82%	90.69%	91.05%	89.83%	90.15%	90.73%
No		4.07%	4.23%	3.93%	3.70%	4.65%	3.79%	3.24%	3.51%	3.05%	4.48%	3.76%	4.24%	4.12%	4.42%	4.38%	4.79%	4.75%	4.20%
Don't know		5.03%	4.88%	4.35%	5.28%	4.84%	3.93%	3.86%	4.90%	3.96%	4.41%	4.59%	4.00%	6.06%	4.90%	4.57%	5.38%	5.10%	5.06%



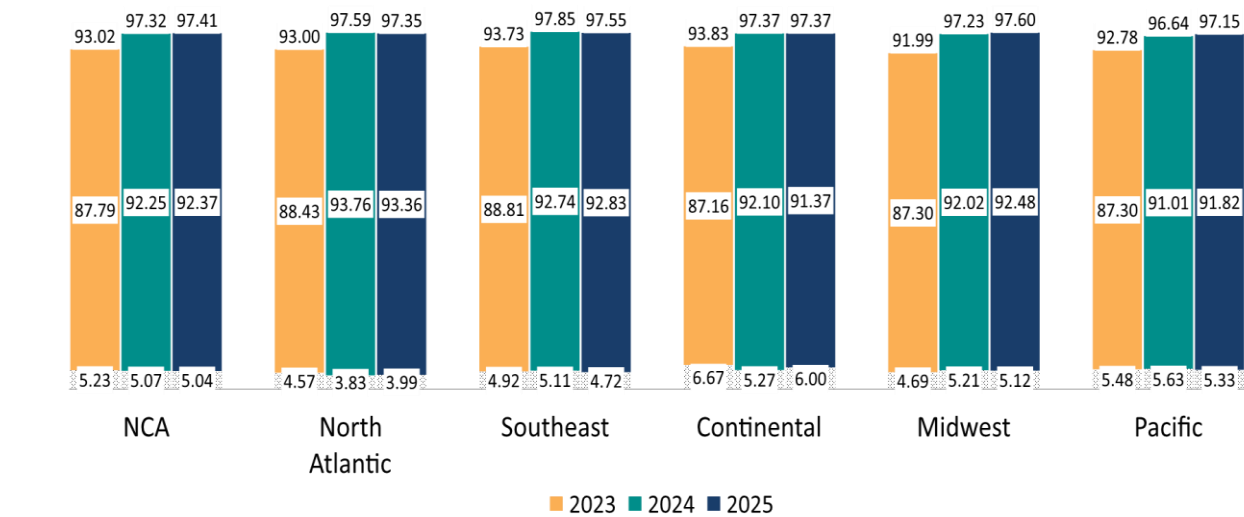
NC NOK Q26: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17756	19433	17915	2837	3162	2897	3878	4248	3950	2831	3133	2931	4119	4592	4191	4087	4298	3946
Yes		94.04%	92.72%	92.57%	94.29%	92.28%	92.44%	94.28%	93.76%	92.56%	94.63%	92.44%	91.71%	94.42%	93.16%	93.96%	92.83%	91.74%	91.84%
No		5.96%	7.28%	7.43%	5.71%	7.72%	7.56%	5.72%	6.24%	7.44%	5.37%	7.56%	8.29%	5.58%	6.84%	6.04%	7.17%	8.26%	8.16%

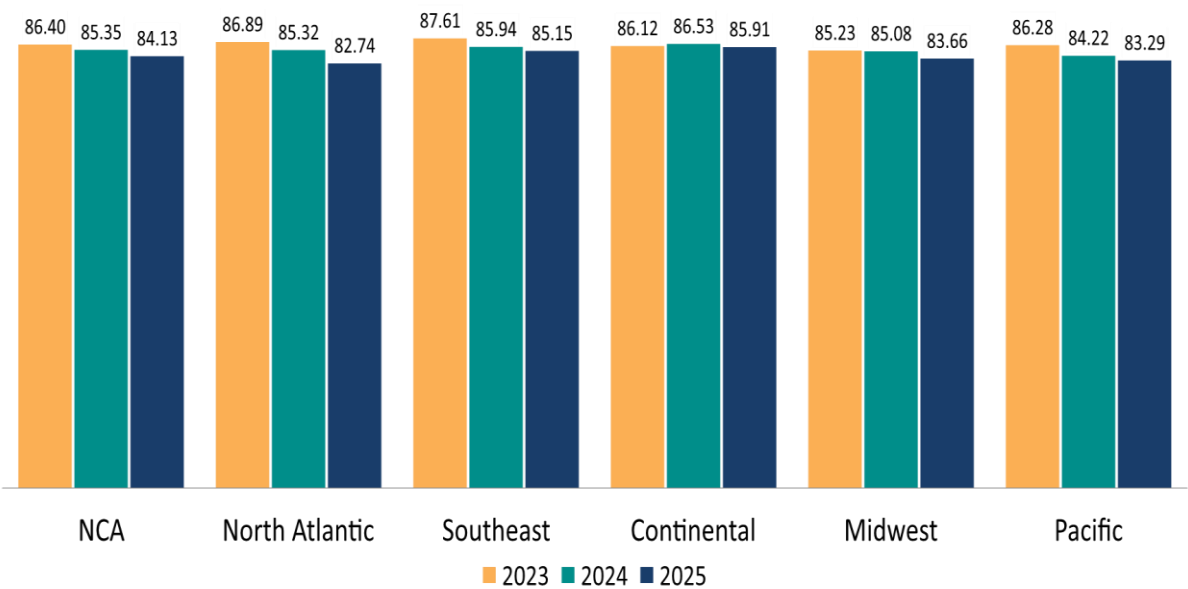
Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

NC NOK Q28: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?



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 NC NOK Q27.

NC NOK Q29: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		17025	18529	16962	2746	2971	2740	3729	4076	3757	2731	3006	2790	3893	4356	3965	3922	4120	3710
Yes		86.40%	85.35%	84.13%	86.89%	85.32%	82.74%	87.61%	85.94%	85.15%	86.12%	86.53%	85.91%	85.23%	85.08%	83.66%	86.28%	84.22%	83.29%
No		2.92%	2.48%	2.26%	2.51%	2.15%	2.34%	2.71%	2.53%	2.26%	3.88%	2.89%	2.90%	2.47%	2.07%	1.46%	3.16%	2.79%	2.59%
Don't know/Haven't seen		10.68%	12.17%	13.61%	10.60%	12.52%	14.93%	9.68%	11.53%	12.59%	10.00%	10.58%	11.18%	12.30%	12.86%	14.88%	10.56%	12.99%	14.12%

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 NC NOK Q27.

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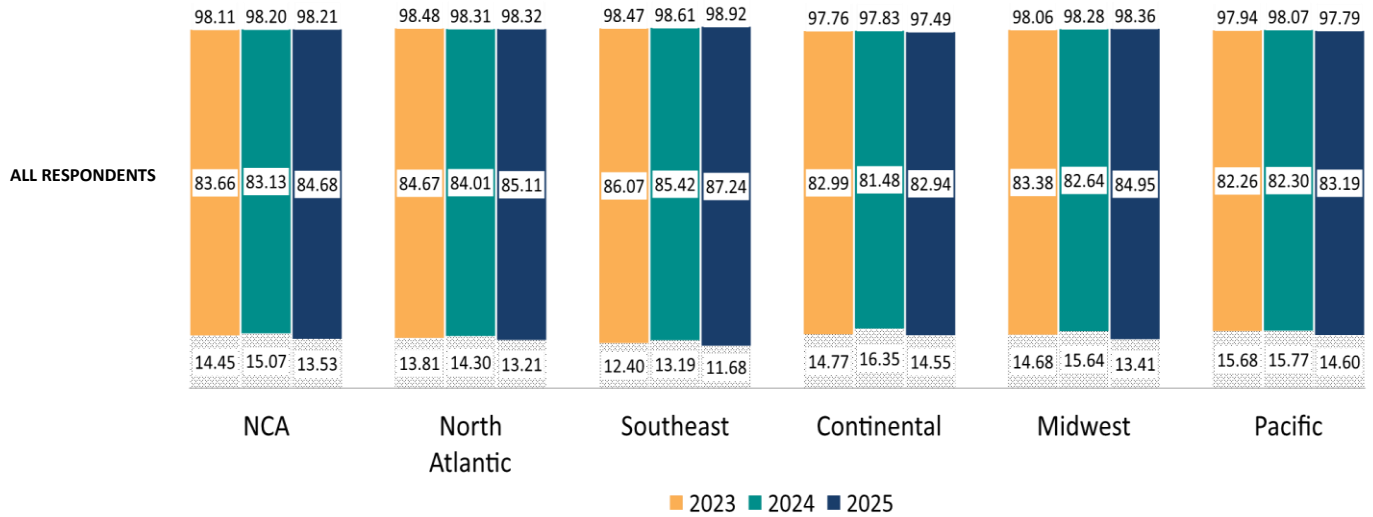
## Satisfaction with Cemetery Experience

### SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on satisfaction with their experiences at the national cemetery.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Overall cemetery appearance (NC Q49/30), gravesite appearance is excellent (NC NOK Q47), sufficient signs within the national cemetery (NC Q43/24), and recommend cemetery (NC Q52/32).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

## Satisfaction with Cemetery Experience

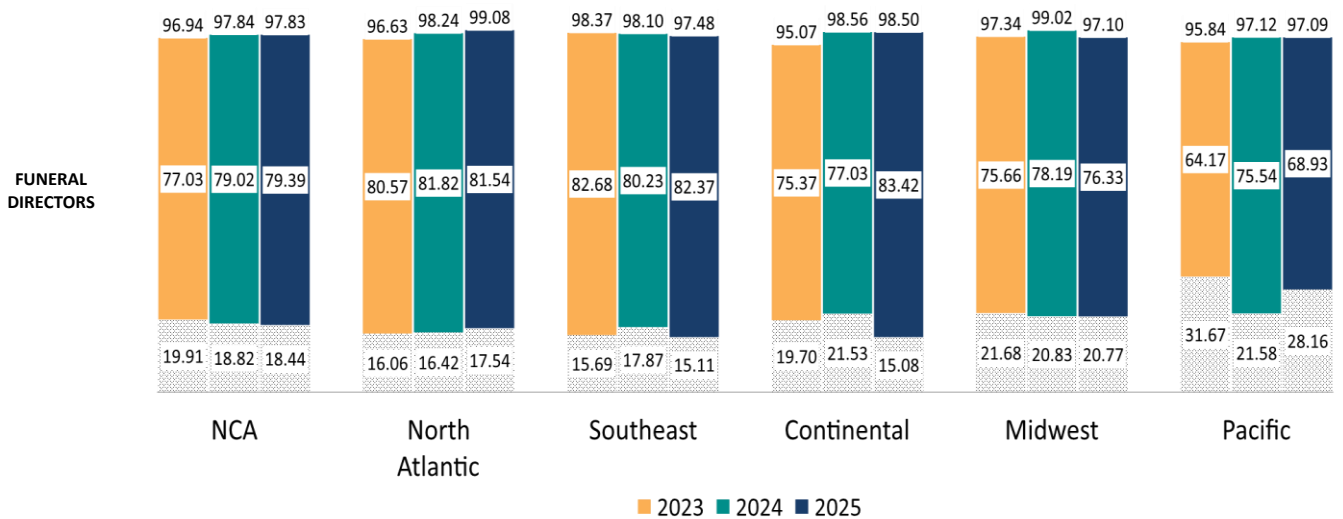
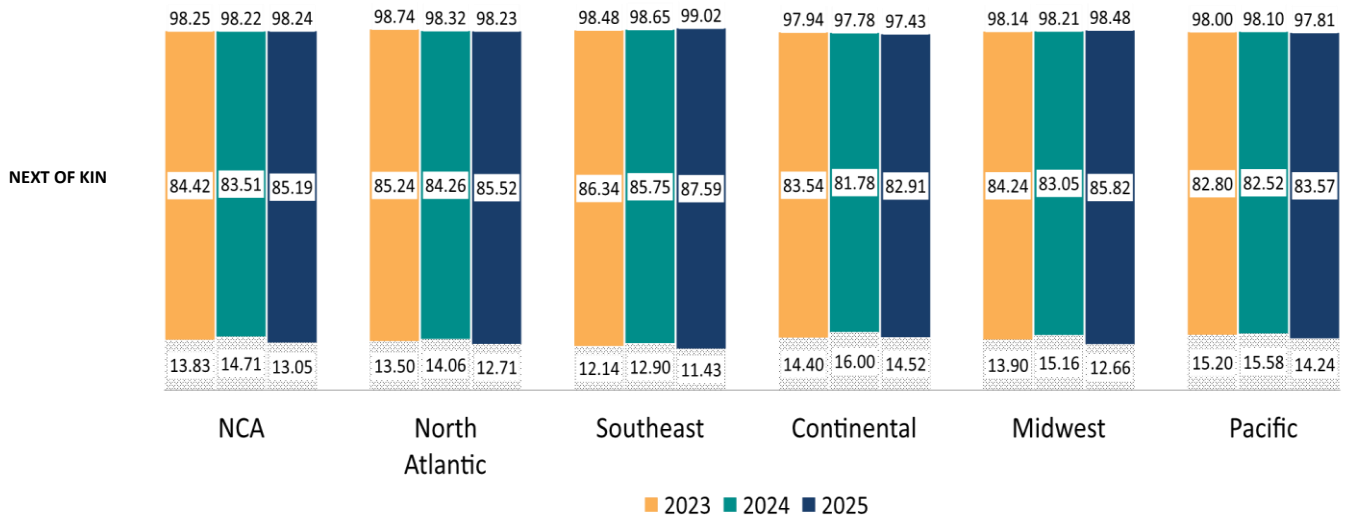
Question 45/26: The national cemetery staff was courteous.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19404	20670	19191	3171	3371	3150	4120	4411	4137	2980	3266	3078	4482	4880	4498	4120	4338	3944
Strongly agree		83.66%	83.13%	84.68%	84.67%	84.01%	85.11%	86.07%	85.42%	87.24%	82.99%	81.48%	82.94%	83.38%	82.64%	84.95%	82.26%	82.30%	83.19%
Agree		14.45%	15.07%	13.53%	13.81%	14.30%	13.21%	12.40%	13.19%	11.68%	14.77%	16.35%	14.55%	14.68%	15.64%	13.41%	15.68%	15.77%	14.60%
Neither agree nor disagree		1.39%	1.40%	1.34%	1.04%	1.39%	1.33%	1.12%	1.02%	0.77%	1.58%	1.59%	1.88%	1.61%	1.43%	1.20%	1.43%	1.52%	1.67%
Disagree		0.29%	0.21%	0.24%	0.16%	0.09%	0.25%	0.32%	0.23%	0.10%	0.54%	0.43%	0.36%	0.20%	0.10%	0.29%	0.27%	0.21%	0.25%
Strongly disagree		0.21%	0.19%	0.21%	0.32%	0.21%	0.10%	0.10%	0.14%	0.22%	0.13%	0.15%	0.26%	0.13%	0.18%	0.16%	0.36%	0.21%	0.28%

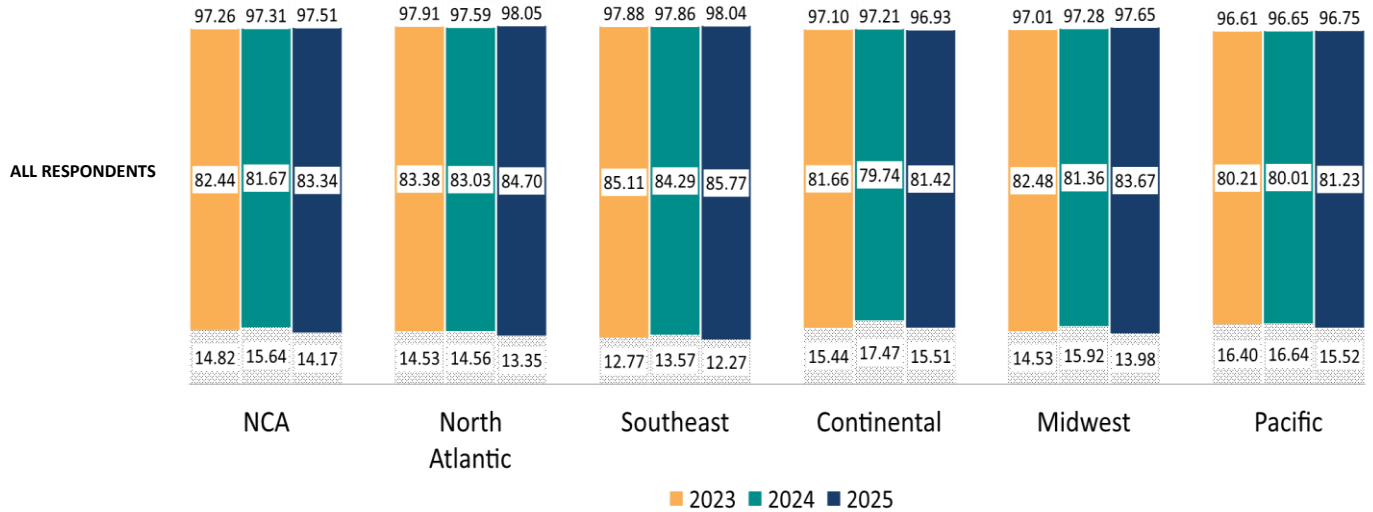
## Satisfaction with Cemetery Experience

Question 45/26: The national cemetery staff was courteous.



## Satisfaction with Cemetery Experience

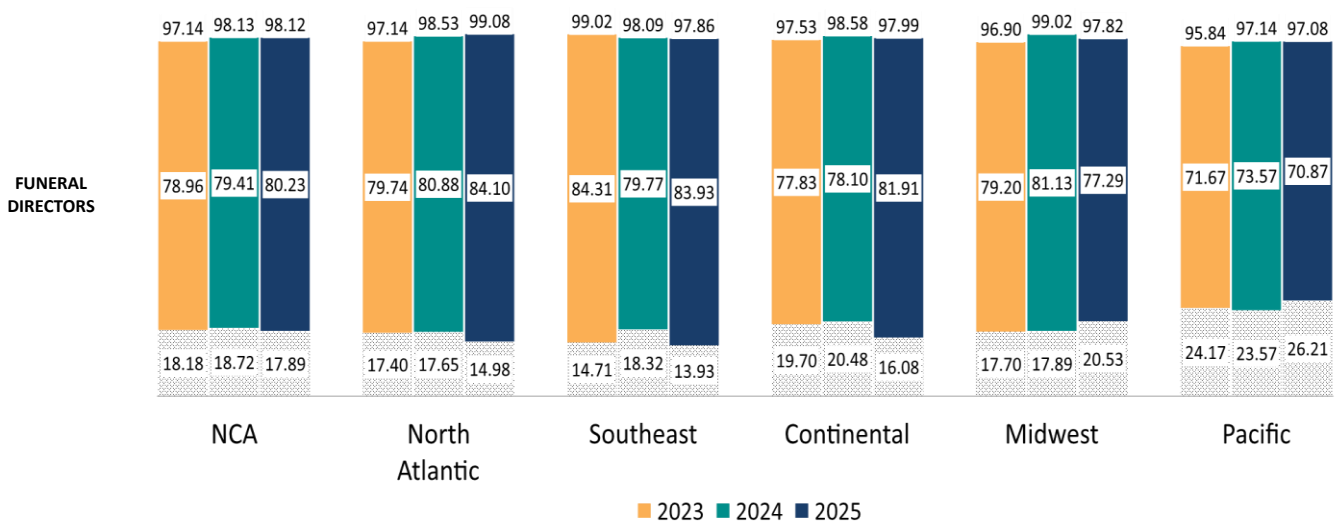
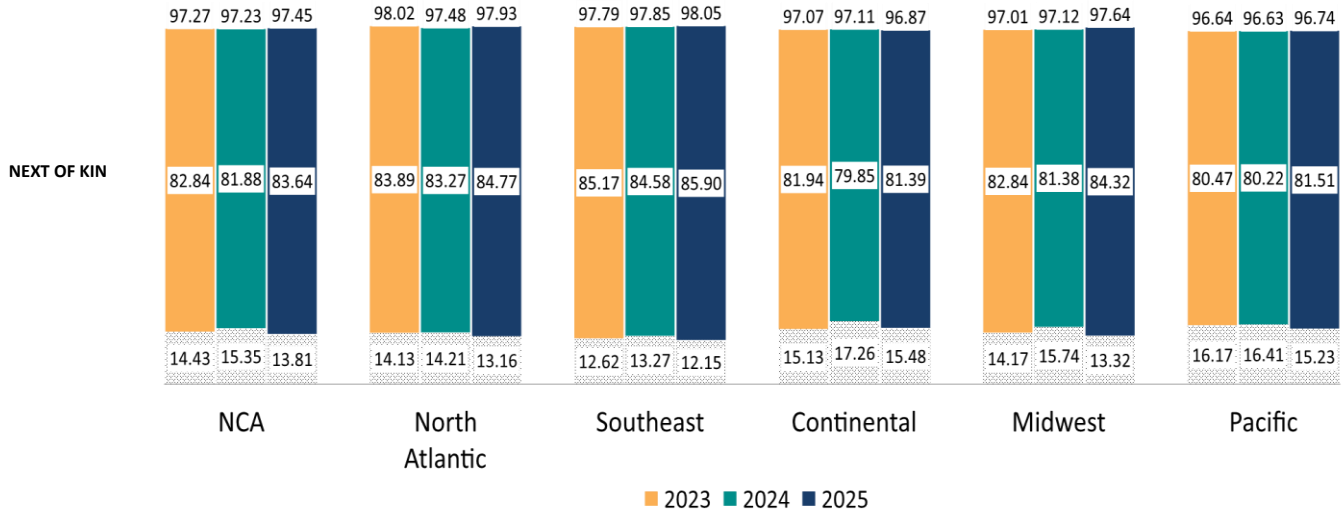
**Question 46/27: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19347	20592	19128	3159	3352	3138	4110	4399	4125	2972	3257	3068	4474	4849	4477	4103	4332	3938
Strongly agree		82.44%	81.67%	83.34%	83.38%	83.03%	84.70%	85.11%	84.29%	85.77%	81.66%	79.74%	81.42%	82.48%	81.36%	83.67%	80.21%	80.01%	81.23%
Agree		14.82%	15.64%	14.17%	14.53%	14.56%	13.35%	12.77%	13.57%	12.27%	15.44%	17.47%	15.51%	14.53%	15.92%	13.98%	16.40%	16.64%	15.52%
Neither agree nor disagree		2.01%	2.01%	1.84%	1.49%	1.88%	1.53%	1.53%	1.57%	1.45%	2.05%	1.93%	2.25%	2.26%	2.25%	1.81%	2.44%	2.35%	2.29%
Disagree		0.48%	0.46%	0.42%	0.25%	0.36%	0.29%	0.41%	0.39%	0.29%	0.57%	0.61%	0.59%	0.54%	0.29%	0.36%	0.58%	0.67%	0.58%
Strongly disagree		0.26%	0.23%	0.24%	0.35%	0.18%	0.13%	0.17%	0.18%	0.22%	0.27%	0.25%	0.23%	0.20%	0.19%	0.18%	0.37%	0.32%	0.38%

## Satisfaction with Cemetery Experience

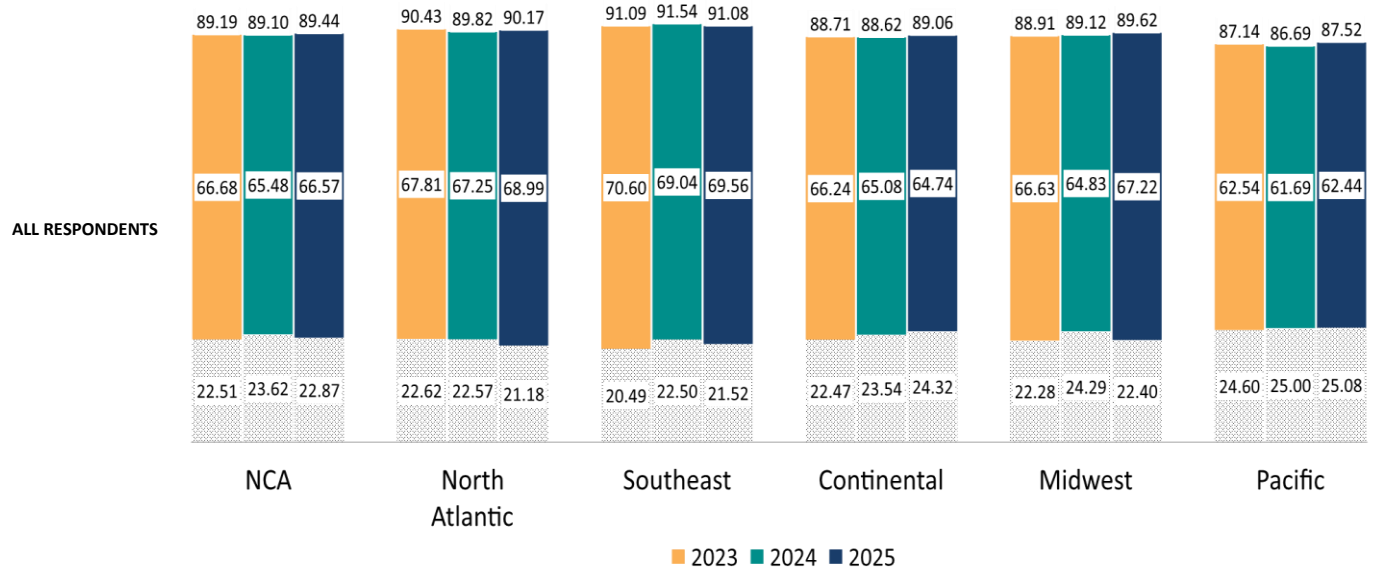
**Question 46/27: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.**





## Satisfaction with Cemetery Experience

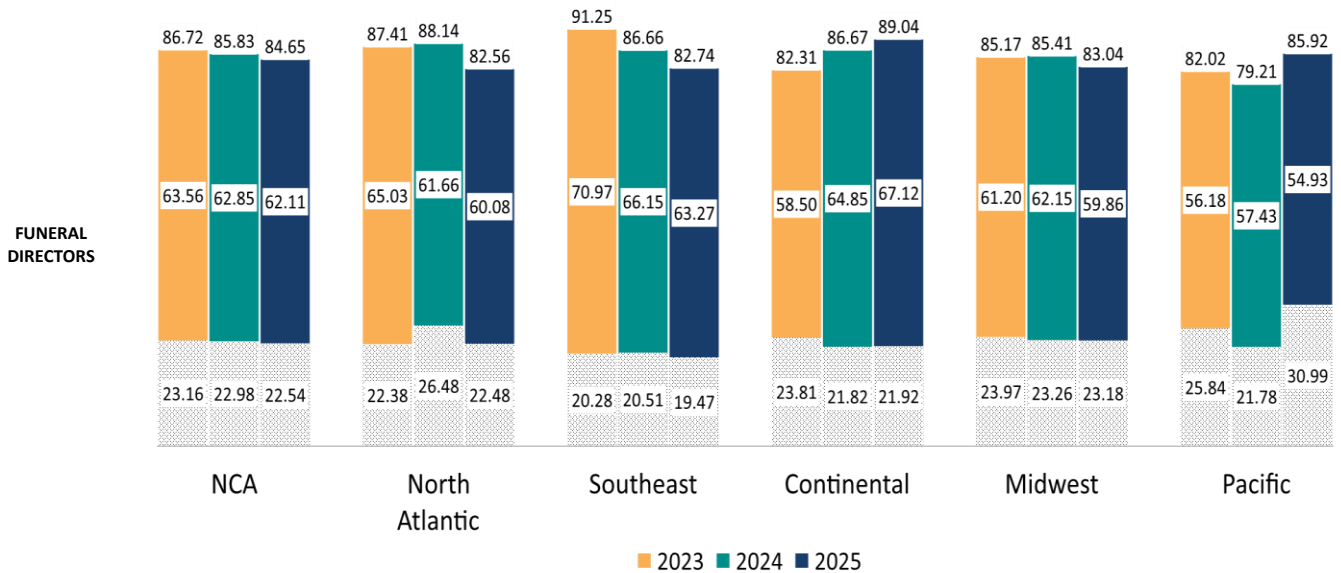
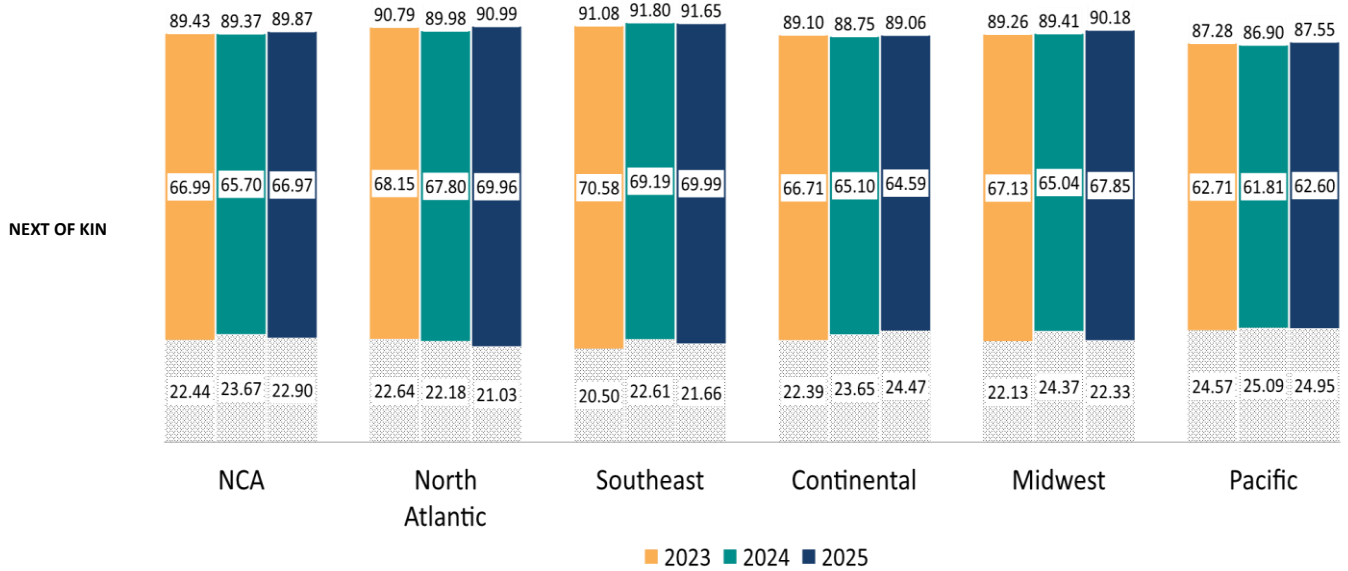
Question 48/29: The information kiosks (i.e., gravesite locators) are helpful to me.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		16489	17314	15967	2653	2818	2635	3568	3769	3508	2568	2732	2541	3752	4018	3639	3532	3652	3325
Strongly agree		66.68%	65.48%	66.57%	67.81%	67.25%	68.99%	70.60%	69.04%	69.56%	66.24%	65.08%	64.74%	66.63%	64.83%	67.22%	62.54%	61.69%	62.44%
Agree		22.51%	23.62%	22.87%	22.62%	22.57%	21.18%	20.49%	22.50%	21.52%	22.47%	23.54%	24.32%	22.28%	24.29%	22.40%	24.60%	25.00%	25.08%
Neither agree nor disagree		9.02%	9.18%	8.72%	8.18%	8.52%	8.92%	7.34%	7.08%	7.41%	9.70%	9.44%	9.01%	9.36%	9.71%	8.55%	10.36%	10.65%	9.77%
Disagree		1.36%	1.19%	1.34%	0.90%	1.10%	0.72%	1.37%	0.98%	1.08%	1.29%	1.50%	1.46%	1.28%	0.87%	1.29%	1.84%	1.70%	1.98%
Strongly disagree		0.42%	0.53%	0.49%	0.49%	0.57%	0.19%	0.20%	0.40%	0.43%	0.31%	0.44%	0.47%	0.45%	0.30%	0.55%	0.65%	0.96%	0.72%

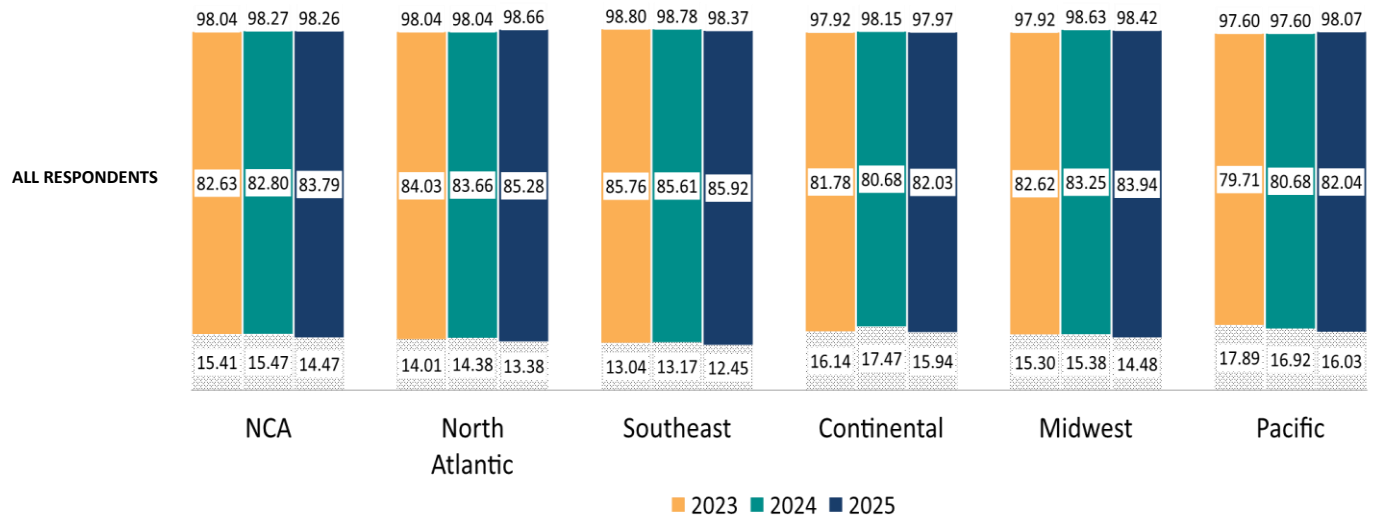
## Satisfaction with Cemetery Experience

Question 48/29: The information kiosks (i.e., gravesite locators) are helpful to me.



## Satisfaction with Cemetery Experience

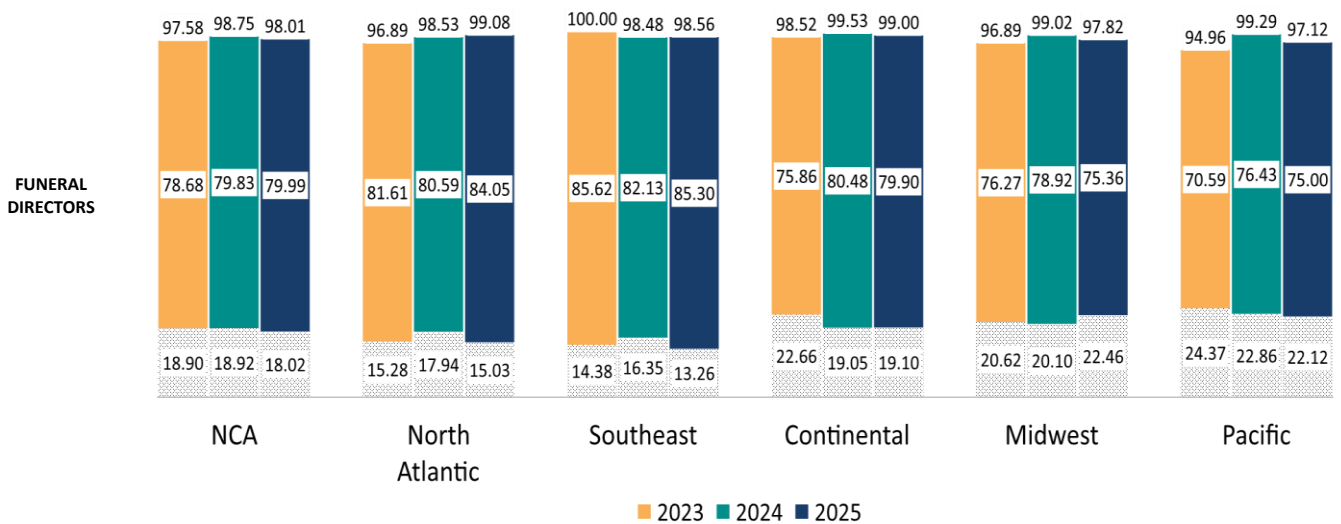
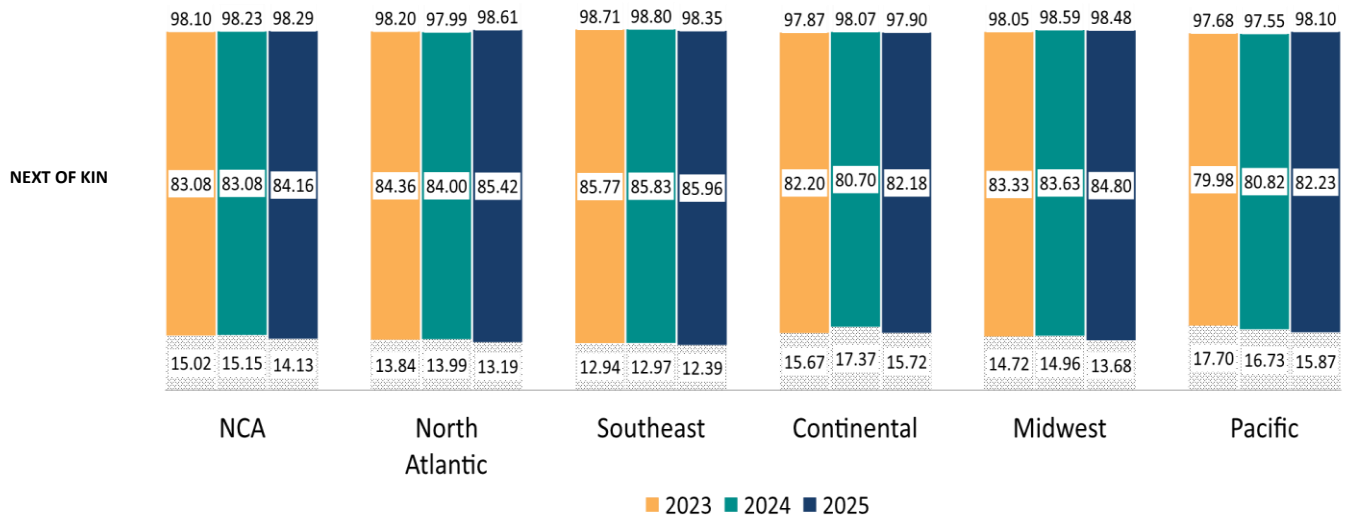
Question 50/31: Overall, I am satisfied with my experience at the national cemetery.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19625	20927	19413	3212	3428	3206	4163	4449	4176	3018	3308	3106	4535	4948	4545	4169	4390	3998
Strongly agree		82.63%	82.80%	83.79%	84.03%	83.66%	85.28%	85.76%	85.61%	85.92%	81.78%	80.68%	82.03%	82.62%	83.25%	83.94%	79.71%	80.68%	82.04%
Agree		15.41%	15.47%	14.47%	14.01%	14.38%	13.38%	13.04%	13.17%	12.45%	16.14%	17.47%	15.94%	15.30%	15.38%	14.48%	17.89%	16.92%	16.03%
Neither agree nor disagree		1.16%	1.13%	1.09%	1.18%	1.28%	0.97%	0.70%	0.76%	1.13%	1.13%	1.12%	1.38%	1.15%	0.95%	0.88%	1.58%	1.62%	1.08%
Disagree		0.48%	0.34%	0.40%	0.40%	0.35%	0.22%	0.31%	0.25%	0.31%	0.53%	0.42%	0.45%	0.60%	0.26%	0.46%	0.53%	0.48%	0.50%
Strongly disagree		0.32%	0.25%	0.24%	0.37%	0.32%	0.16%	0.19%	0.20%	0.19%	0.43%	0.30%	0.19%	0.33%	0.16%	0.24%	0.29%	0.30%	0.35%

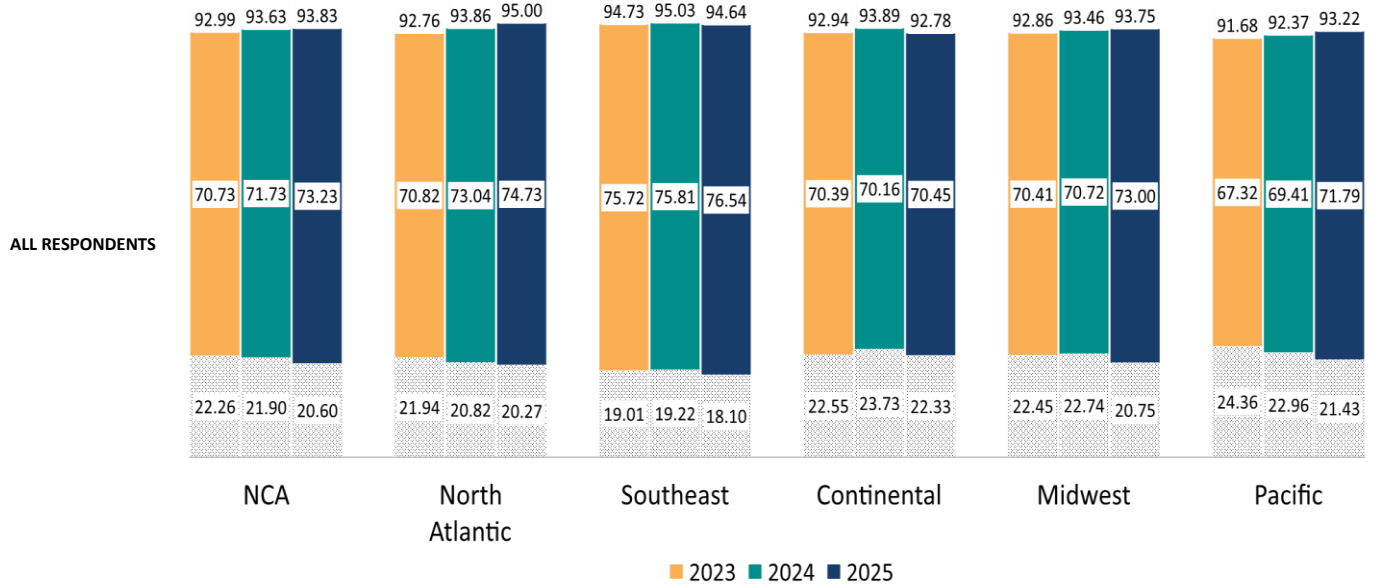
## Satisfaction with Cemetery Experience

Question 50/31: Overall, I am satisfied with my experience at the national cemetery.



## Satisfaction with Cemetery Experience

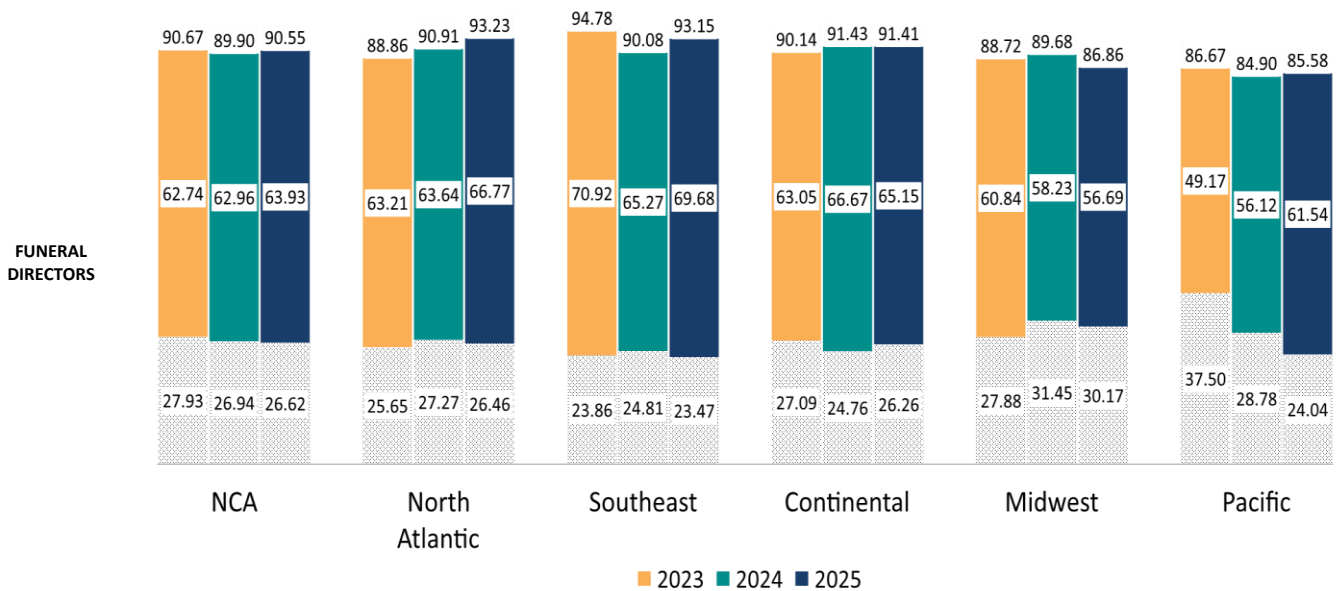
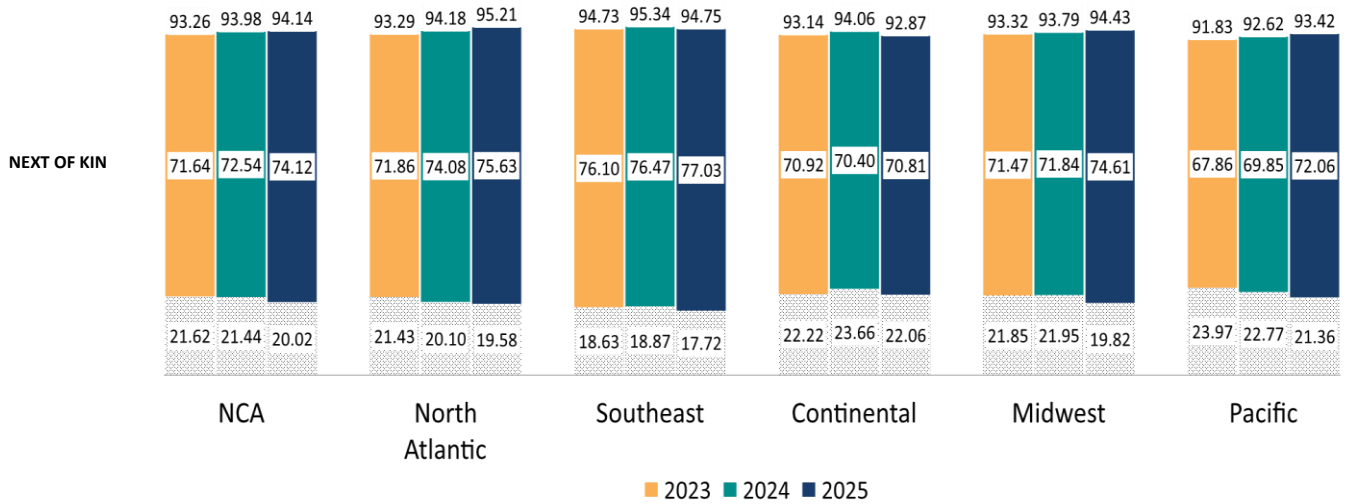
Question 55/35: My experiences with the national cemetery exceeded my expectations.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19590	20946	19438	3204	3435	3201	4155	4453	4177	3016	3308	3113	4525	4939	4559	4159	4407	4009
Strongly agree		70.73%	71.73%	73.23%	70.82%	73.04%	74.73%	75.72%	75.81%	76.54%	70.39%	70.16%	70.45%	70.41%	70.72%	73.00%	67.32%	69.41%	71.79%
Agree		22.26%	21.90%	20.60%	21.94%	20.82%	20.27%	19.01%	19.22%	18.10%	22.55%	23.73%	22.33%	22.45%	22.74%	20.75%	24.36%	22.96%	21.43%
Neither agree nor disagree		5.84%	5.45%	5.25%	6.24%	5.12%	4.34%	4.31%	4.36%	4.50%	5.97%	5.05%	6.33%	5.92%	5.85%	5.29%	6.92%	6.42%	5.66%
Disagree		0.78%	0.59%	0.60%	0.62%	0.64%	0.37%	0.72%	0.38%	0.62%	0.70%	0.63%	0.58%	0.77%	0.45%	0.64%	0.96%	0.86%	0.75%
Strongly disagree		0.38%	0.32%	0.32%	0.37%	0.38%	0.28%	0.24%	0.22%	0.24%	0.40%	0.42%	0.32%	0.44%	0.24%	0.33%	0.43%	0.34%	0.37%

## Satisfaction with Cemetery Experience

Question 55/35: My experiences with the national cemetery exceeded my expectations.



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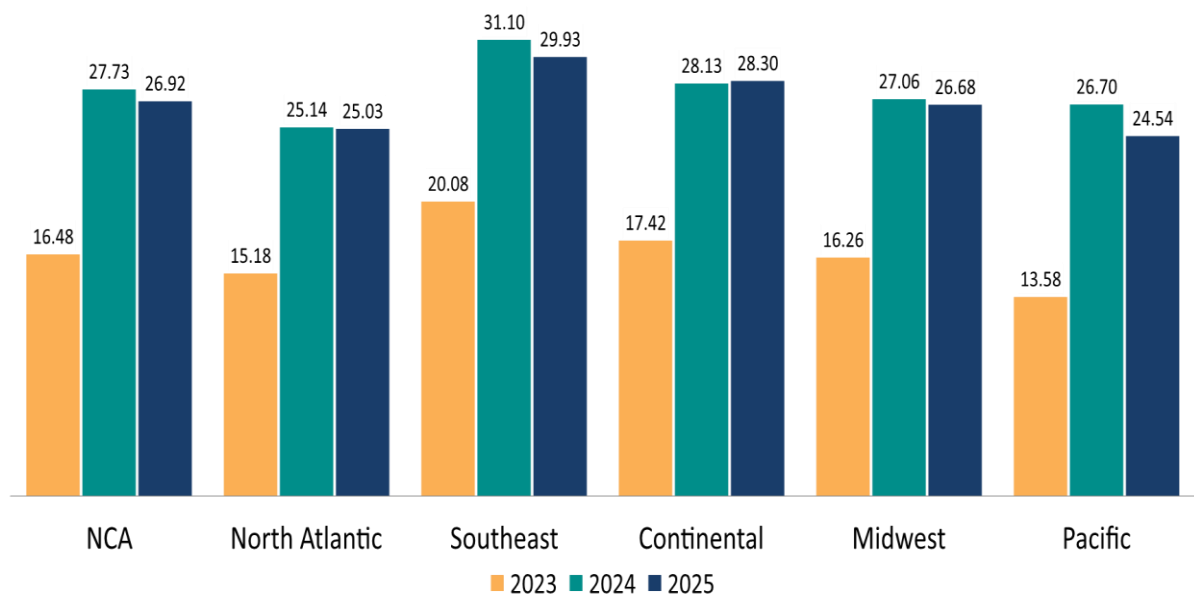
## **State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin**

### **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

NC NOK Q56: Have you visited a state, tribal or territorial Veterans cemetery?

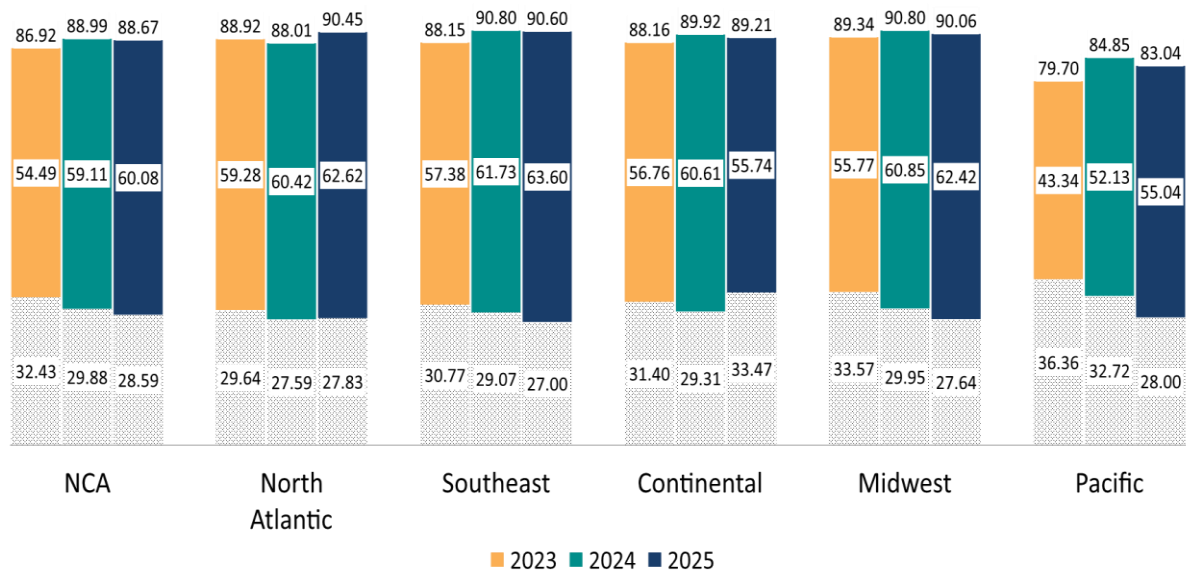


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		15720	17373	16112	2477	2772	2597	3417	3804	3528	2514	2826	2640	3677	4117	3785	3631	3854	3562
Yes		16.48%	27.73%	26.92%	15.18%	25.14%	25.03%	20.08%	31.10%	29.93%	17.42%	28.13%	28.30%	16.26%	27.06%	26.68%	13.58%	26.70%	24.54%
No		83.52%	72.27%	73.08%	84.82%	74.86%	74.97%	79.92%	68.90%	70.07%	82.58%	71.87%	71.70%	83.74%	72.94%	73.32%	86.42%	73.30%	75.46%



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

NC NOK Q57: Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

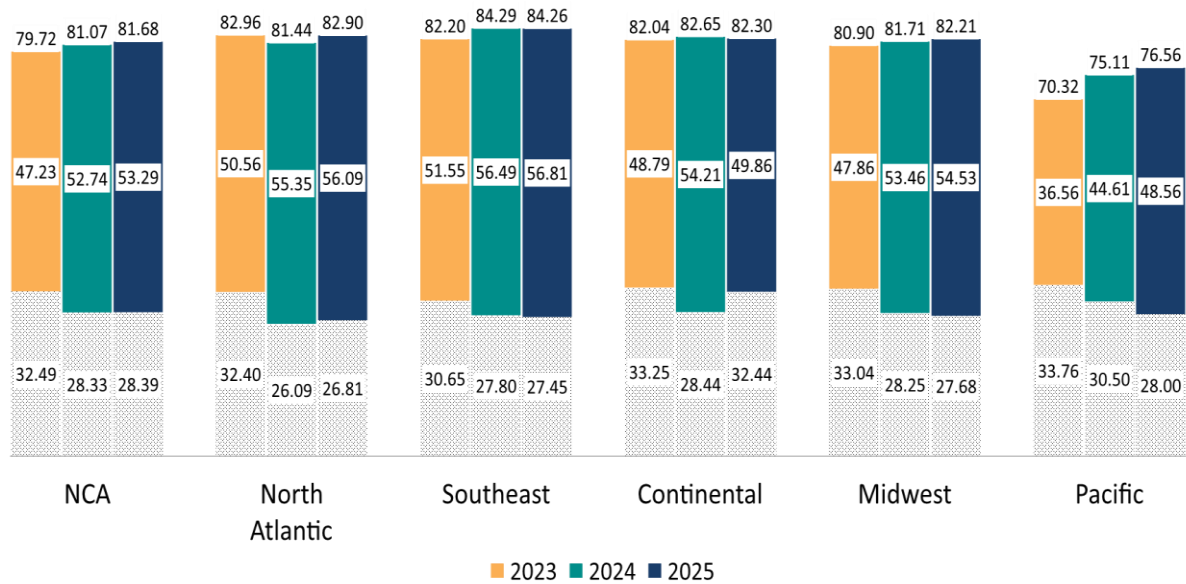


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2470	4612	4141	361	667	618	650	1142	1000	414	754	714	572	1065	966	473	984	843
Strongly agree		54.49%	59.11%	60.08%	59.28%	60.42%	62.62%	57.38%	61.73%	63.60%	56.76%	60.61%	55.74%	55.77%	60.85%	62.42%	43.34%	52.13%	55.04%
Agree		32.43%	29.88%	28.59%	29.64%	27.59%	27.83%	30.77%	29.07%	27.00%	31.40%	29.31%	33.47%	33.57%	29.95%	27.64%	36.36%	32.72%	28.00%
Neither agree nor disagree		10.49%	9.11%	9.10%	8.86%	10.19%	7.77%	8.92%	7.27%	7.30%	9.18%	7.82%	8.26%	9.62%	8.36%	8.70%	16.07%	12.30%	13.40%
Disagree		2.27%	1.67%	1.91%	1.94%	1.50%	1.29%	2.77%	1.49%	1.90%	2.17%	2.12%	2.10%	0.87%	0.85%	1.24%	3.59%	2.54%	2.97%
Strongly disagree		0.32%	0.24%	0.31%	0.28%	0.30%	0.49%	0.15%	0.44%	0.20%	0.48%	0.13%	0.42%	0.17%	0.00%	0.00%	0.63%	0.30%	0.59%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q56.

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

NC NOK Q58: Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.

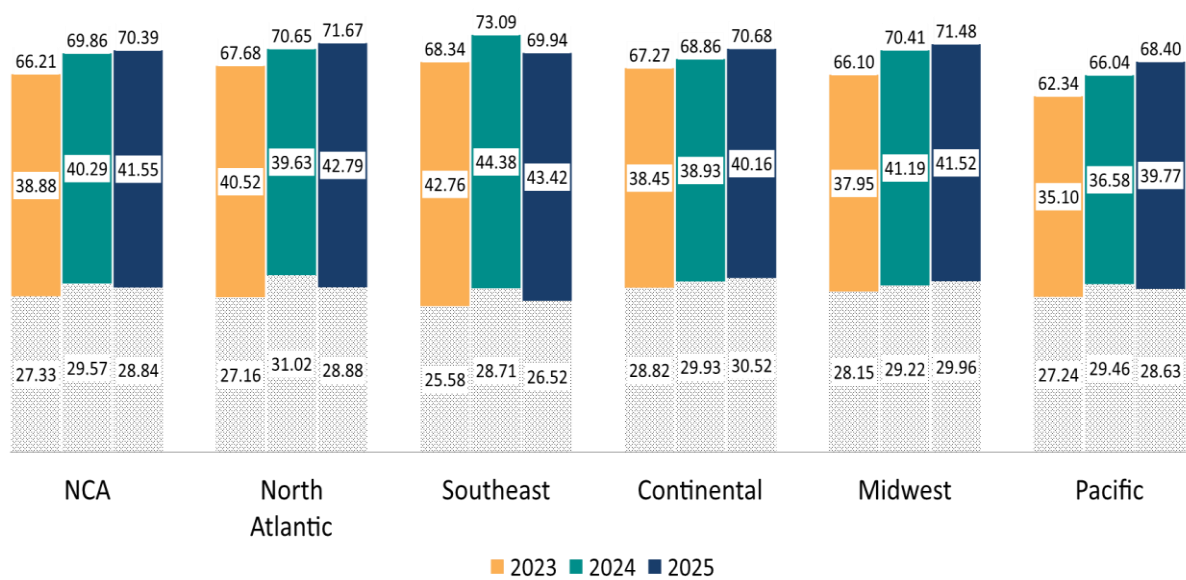


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		2441	4564	4104	358	663	608	646	1133	991	412	749	712	560	1055	961	465	964	832
Strongly agree		47.23%	52.74%	53.29%	50.56%	55.35%	56.09%	51.55%	56.49%	56.81%	48.79%	54.21%	49.86%	47.86%	53.46%	54.53%	36.56%	44.61%	48.56%
Agree		32.49%	28.33%	28.39%	32.40%	26.09%	26.81%	30.65%	27.80%	27.45%	33.25%	28.44%	32.44%	33.04%	28.25%	27.68%	33.76%	30.50%	28.00%
Neither agree nor disagree		18.19%	17.62%	16.79%	14.80%	17.19%	15.95%	15.94%	14.56%	14.03%	15.78%	16.29%	16.01%	18.21%	17.06%	17.07%	26.02%	23.13%	21.03%
Disagree		1.88%	1.23%	1.27%	1.96%	1.36%	0.66%	1.70%	1.06%	1.41%	1.94%	0.93%	1.26%	0.89%	1.23%	0.73%	3.23%	1.56%	2.16%
Strongly disagree		0.20%	0.09%	0.27%	0.28%	0.00%	0.49%	0.15%	0.09%	0.30%	0.24%	0.13%	0.42%	0.00%	0.00%	0.00%	0.43%	0.21%	0.24%

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q56.

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

NC NOK Q59: 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.



		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		8775	11080	10073	1355	1799	1603	1974	2445	2225	1433	1821	1671	2103	2656	2447	1909	2359	2127
Strongly agree		38.88%	40.29%	41.55%	40.52%	39.63%	42.79%	42.76%	44.38%	43.42%	38.45%	38.93%	40.16%	37.95%	41.19%	41.52%	35.10%	36.58%	39.77%
Agree		27.33%	29.57%	28.84%	27.16%	31.02%	28.88%	25.58%	28.71%	26.52%	28.82%	29.93%	30.52%	28.15%	29.22%	29.96%	27.24%	29.46%	28.63%
Neither agree nor disagree		28.67%	25.75%	25.28%	27.38%	25.40%	24.83%	26.95%	22.66%	25.39%	27.29%	26.36%	24.36%	29.62%	25.19%	24.89%	31.33%	29.38%	26.66%
Disagree		4.15%	3.66%	3.62%	3.76%	3.11%	2.87%	3.75%	3.27%	4.00%	4.54%	4.06%	4.25%	3.47%	3.80%	3.15%	5.29%	4.03%	3.86%
Strongly disagree		0.97%	0.73%	0.71%	1.18%	0.83%	0.62%	0.96%	0.98%	0.67%	0.91%	0.71%	0.72%	0.81%	0.60%	0.49%	1.05%	0.55%	1.08%

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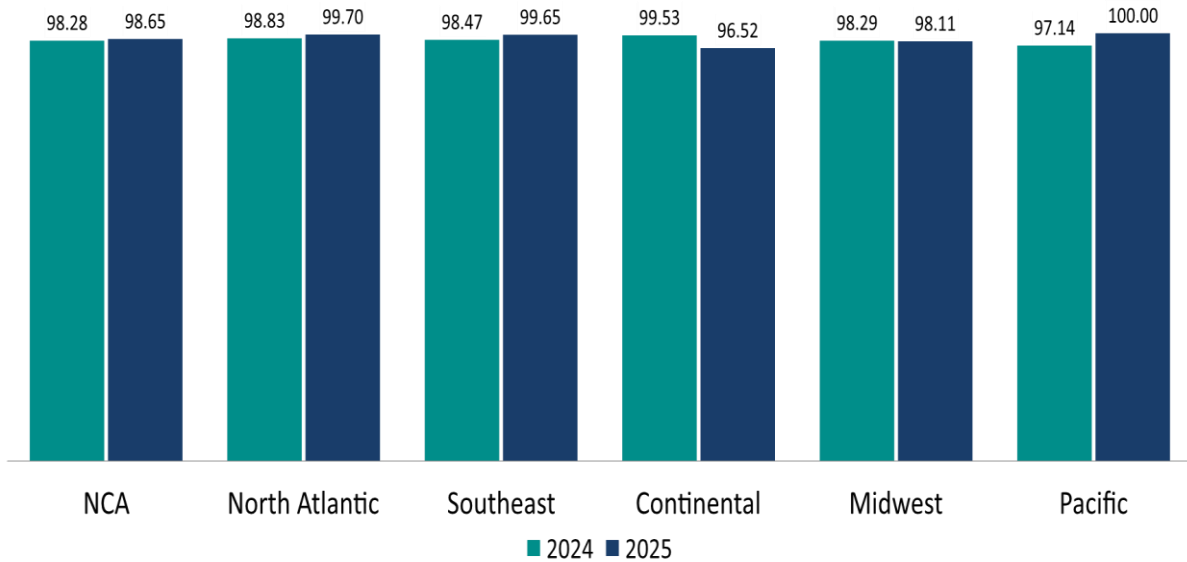
## **Funeral Director Resources and Offerings**

### **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 Director 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?**

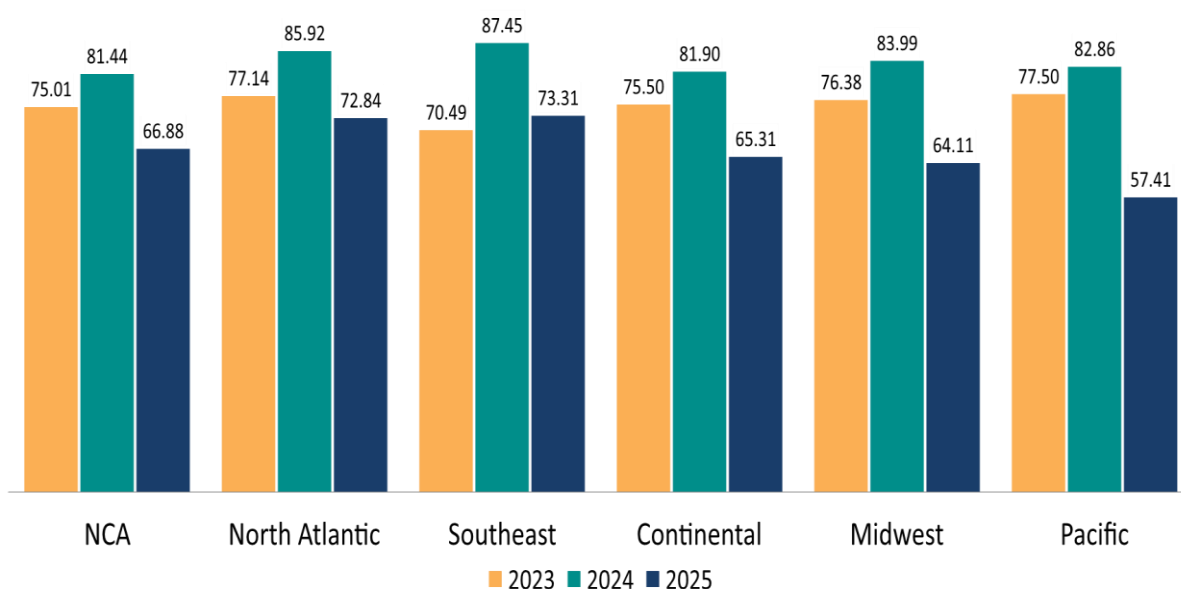


		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		2265	2072	342	333	262	282	212	201	409	423	140	109
Yes		98.28%	98.65%	98.83%	99.70%	98.47%	99.65%	99.53%	96.52%	98.29%	98.11%	97.14%	100.00%
No		1.72%	1.35%	1.17%	0.30%	1.53%	0.35%	0.47%	3.48%	1.71%	1.89%	2.86%	0.00%

Note: GEN FD Q1 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

## Funeral Director Resources and Offerings

GEN FD Q2: Are you aware of the NCA Funeral Director resource page at <https://www.cem.va.gov/funeraldirector.asp>?

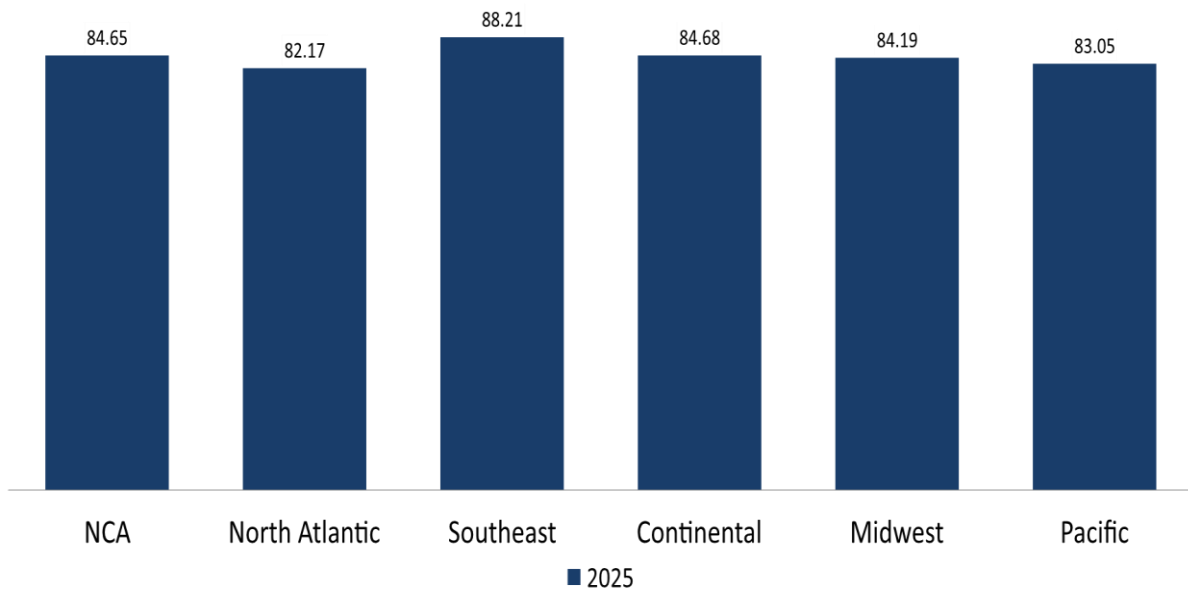


		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		1993	2257	2038	385	341	324	305	263	281	200	210	196	453	406	418	120	140	108
Yes		75.01%	81.44%	66.88%	77.14%	85.92%	72.84%	70.49%	87.45%	73.31%	75.50%	81.90%	65.31%	76.38%	83.99%	64.11%	77.50%	82.86%	57.41%
No		24.99%	18.56%	33.12%	22.86%	14.08%	27.16%	29.51%	12.55%	26.69%	24.50%	18.10%	34.69%	23.62%	16.01%	35.89%	22.50%	17.14%	42.59%

Note: Prior to 2025 the question wording was: Are you aware there are resources available for Funeral Directors on the NCA Website?

## Funeral Director Resources and Offerings

**GEN FD Q3: Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?**



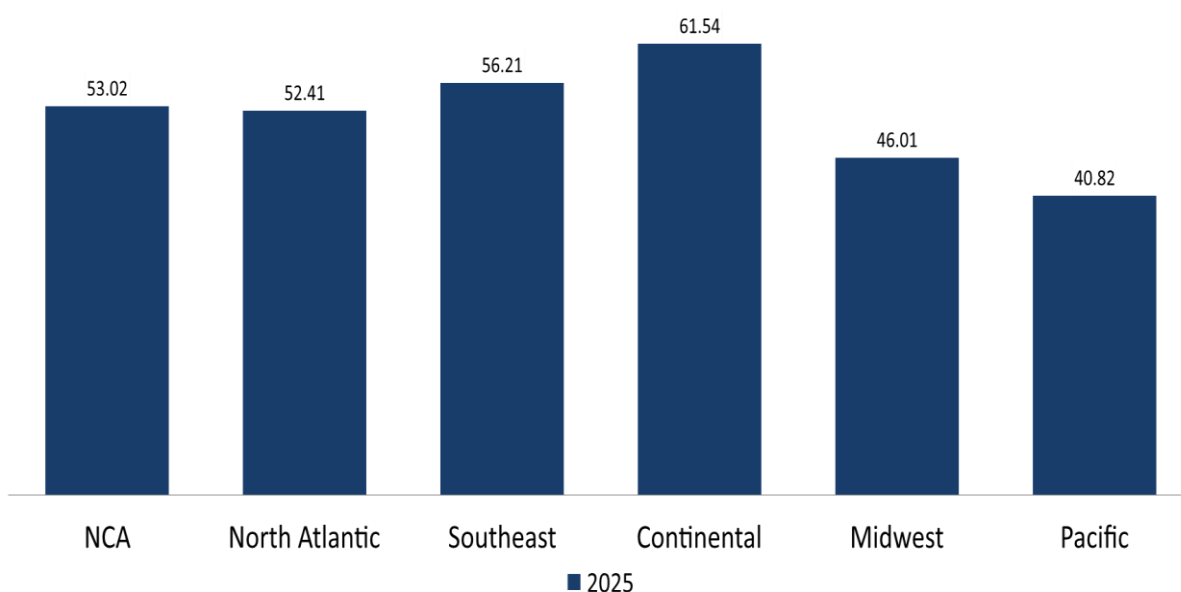
		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		1303	230	195	124	253	59
Yes		84.65%	82.17%	88.21%	84.68%	84.19%	83.05%
No		15.35%	17.83%	11.79%	15.32%	15.81%	16.95%

Note: Prior to 2025, GEN FD Q3 was only asked to funeral directors who completed the "National Cemetery" section of the Funeral Director Satisfaction Survey. In 2025, the question was moved to the "2025 Funeral Director National Satisfaction Survey" section and asked to all funeral directors. Because of the change in the placement of this question, the number of responses for this question increased significantly in 2025; thus, statistical inferences regarding the responses to this question between 2025 and years prior to 2025 are not comparable.

Note: This question only applies to respondents who indicated "Yes" to GEN FD Q2.

## Funeral Director Resources and Offerings

**GEN FD Q4: Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?**



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		1094	187	169	104	213	49
Yes		53.02%	52.41%	56.21%	61.54%	46.01%	40.82%
Somewhat		21.21%	21.39%	21.30%	15.38%	25.35%	26.53%
No		2.65%	2.14%	1.78%	0.96%	3.29%	6.12%
Did not view the video		21.85%	22.46%	20.71%	21.15%	23.47%	24.49%
I don't remember		1.28%	1.60%	0.00%	0.96%	1.88%	2.04%

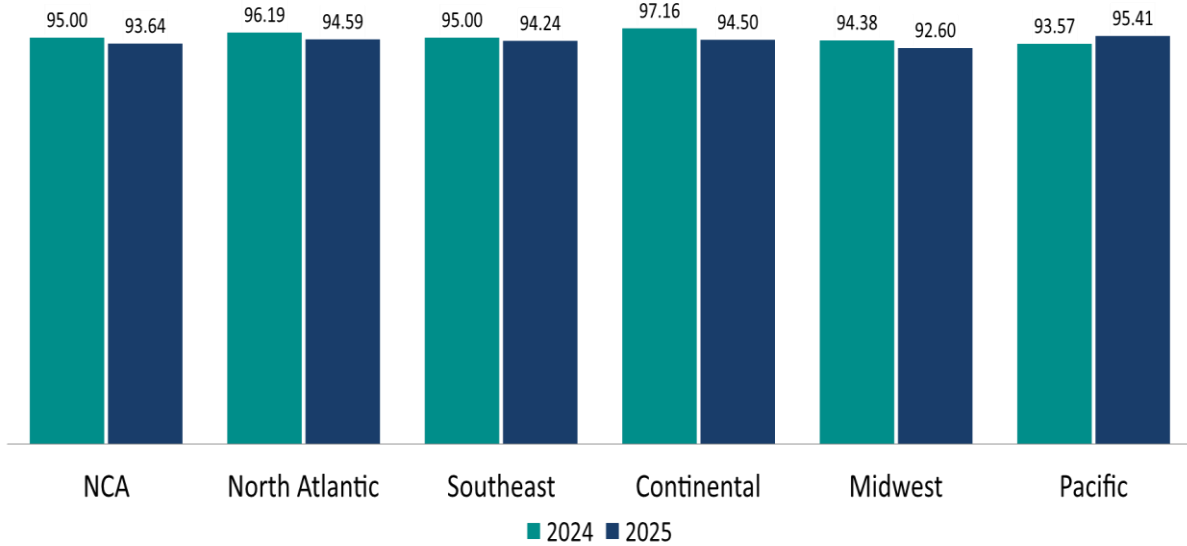
Note: Prior to 2025, GEN FD Q4 was only asked to funeral directors who completed the "National Cemetery" section of the Funeral Director Satisfaction Survey. In 2025, the question was moved to the "2025 Funeral Director National Satisfaction Survey" section and asked to all funeral directors. Because of the change in the placement of this question, the number of responses for this question increased significantly in 2025; thus, statistical inferences regarding the responses to this question between 2025 and years prior to 2025 are not comparable.

Note: This question only applies to respondents who indicated "Yes" to GEN FD Q3.



## Funeral Director Resources and Offerings

### GEN FD Q5: Do you typically provide information resources on military honors to next of kin?

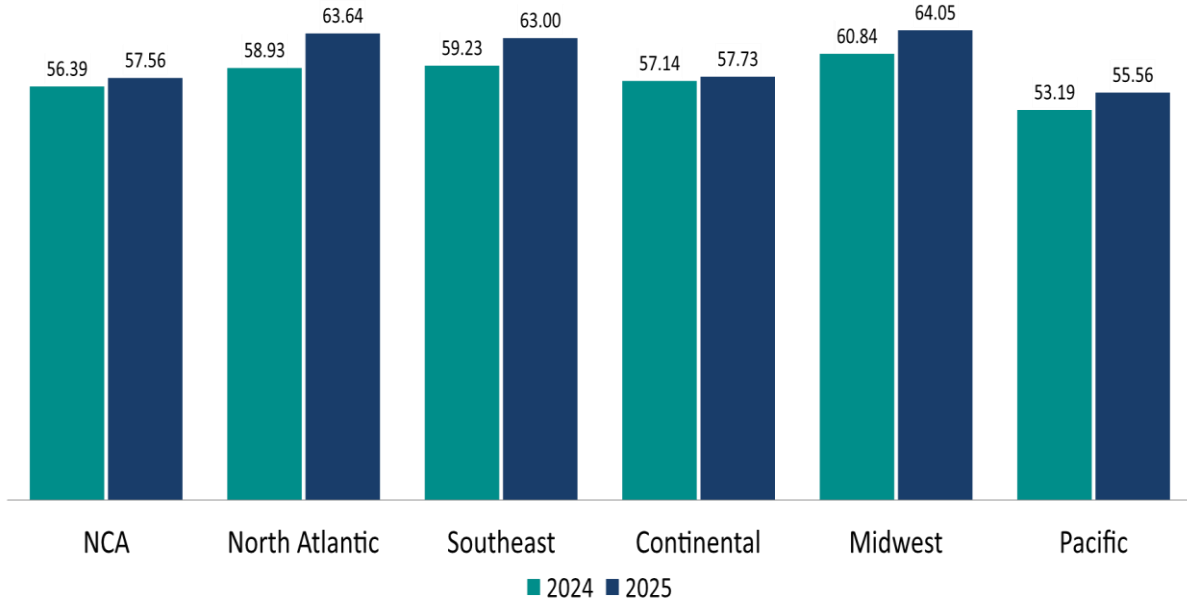


		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		2262	2060	341	333	260	278	211	200	409	419	140	109
Yes		95.00%	93.64%	96.19%	94.59%	95.00%	94.24%	97.16%	94.50%	94.38%	92.60%	93.57%	95.41%
No		5.00%	6.36%	3.81%	5.41%	5.00%	5.76%	2.84%	5.50%	5.62%	7.40%	6.43%	4.59%

Note: GEN FD Q5 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

## Funeral Director Resources and Offerings

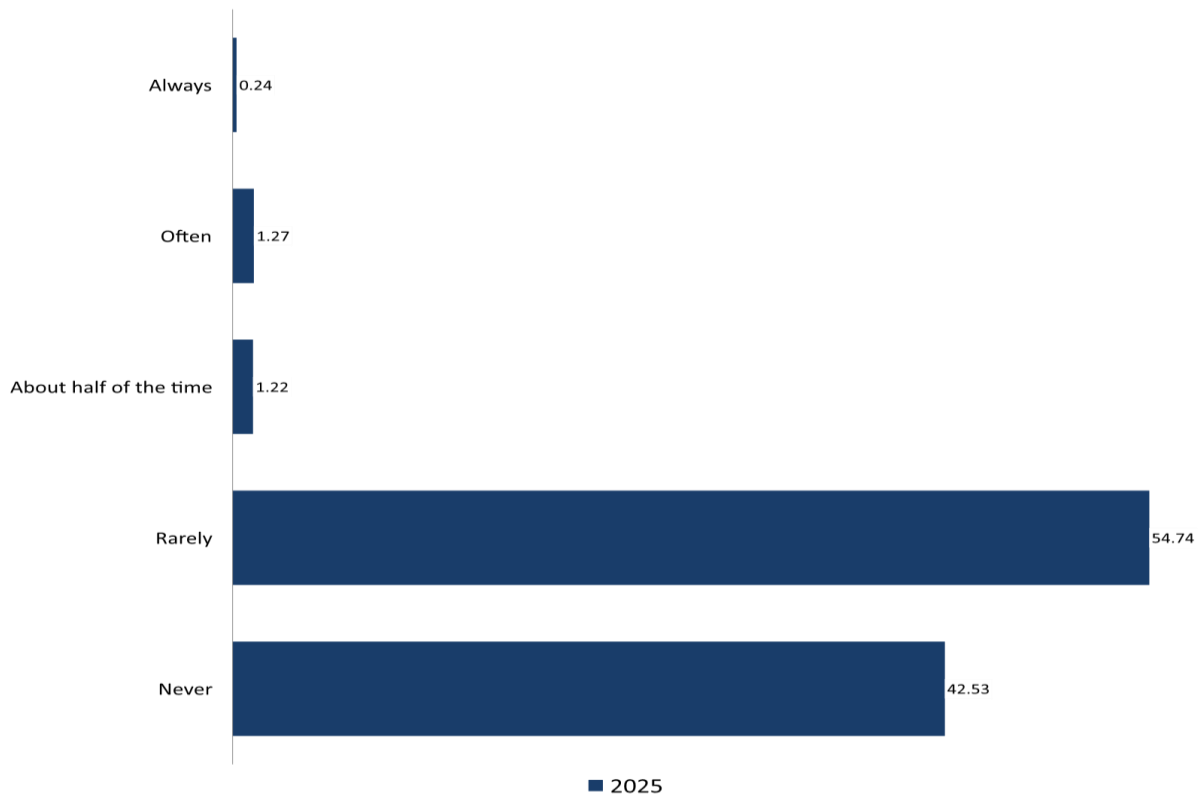
### GEN FD Q6: Are you aware of the NCA Pre-Need Eligibility process?



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		2238	2031	336	330	260	273	203	194	406	420	141	108
Yes		56.39%	57.56%	58.93%	63.64%	59.23%	63.00%	57.14%	57.73%	60.84%	64.05%	53.19%	55.56%
No		43.61%	42.44%	41.07%	36.36%	40.77%	37.00%	42.86%	42.27%	39.16%	35.95%	46.81%	44.44%

Note: GEN FD Q6 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

### GEN FD Q7: How often do your customers request “green” (i.e., environmentally sensitive) burials?

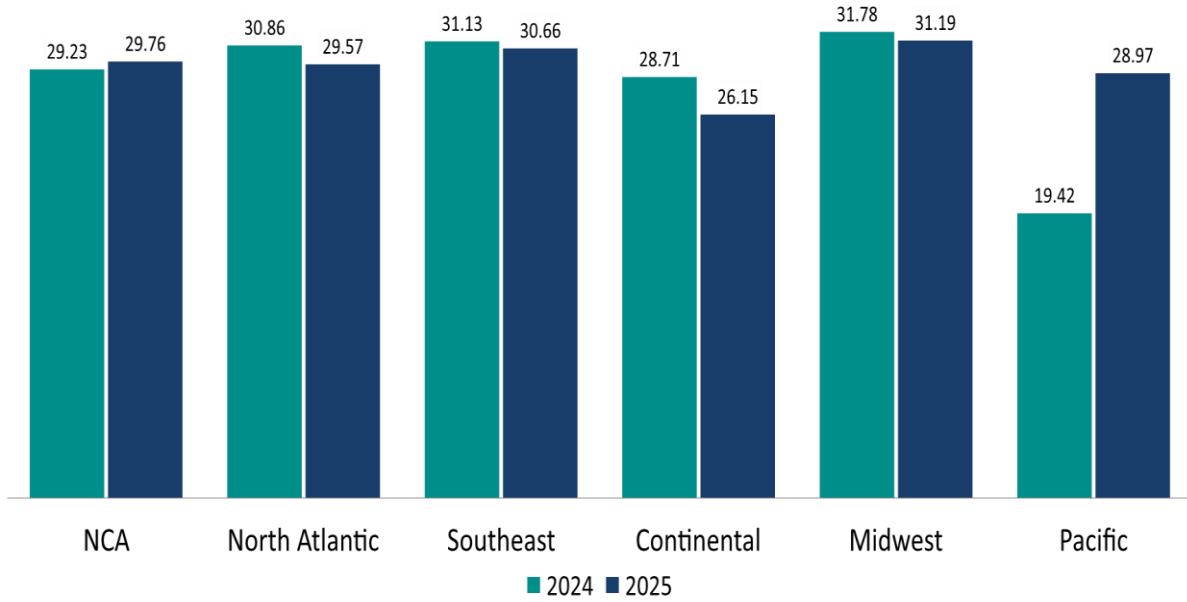


		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		2055	329	279	200	422	108
Always		0.24%	0.00%	0.72%	0.00%	0.00%	0.00%
Often		1.27%	0.61%	1.43%	1.00%	0.95%	2.78%
About half of the time		1.22%	0.30%	2.15%	0.50%	0.95%	2.78%
Rarely		54.74%	61.40%	51.97%	40.50%	60.90%	74.07%
Never		42.53%	37.69%	43.73%	58.00%	37.20%	20.37%

Note: Only 2025 data is presented because in 2025 the response options were updated.

## Funeral Director Resources and Offerings

### GEN FD Q8: Did you offer livestreaming of committal services at cemeteries?



		NCA		North Atlantic		Southeast		Continental		Midwest		Pacific	
Category	Year	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
n		2241	2036	337	328	257	274	209	195	409	420	139	107
Yes		29.23%	29.76%	30.86%	29.57%	31.13%	30.66%	28.71%	26.15%	31.78%	31.19%	19.42%	28.97%
No		70.77%	70.24%	69.14%	70.43%	68.87%	69.34%	71.29%	73.85%	68.22%	68.81%	80.58%	71.03%

Note: GEN FD Q8 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

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

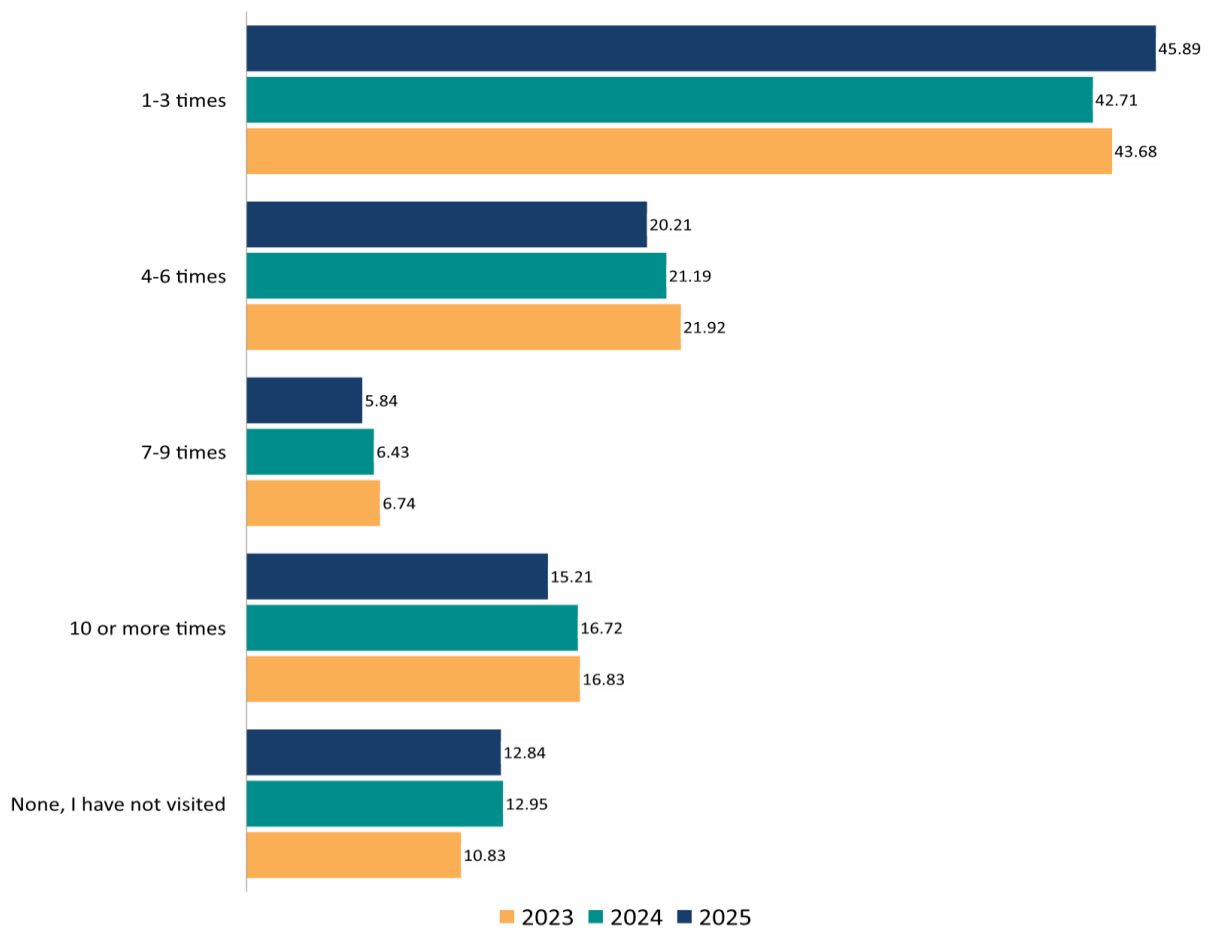
### **SECTION DESCRIPTION**

- 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.

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

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

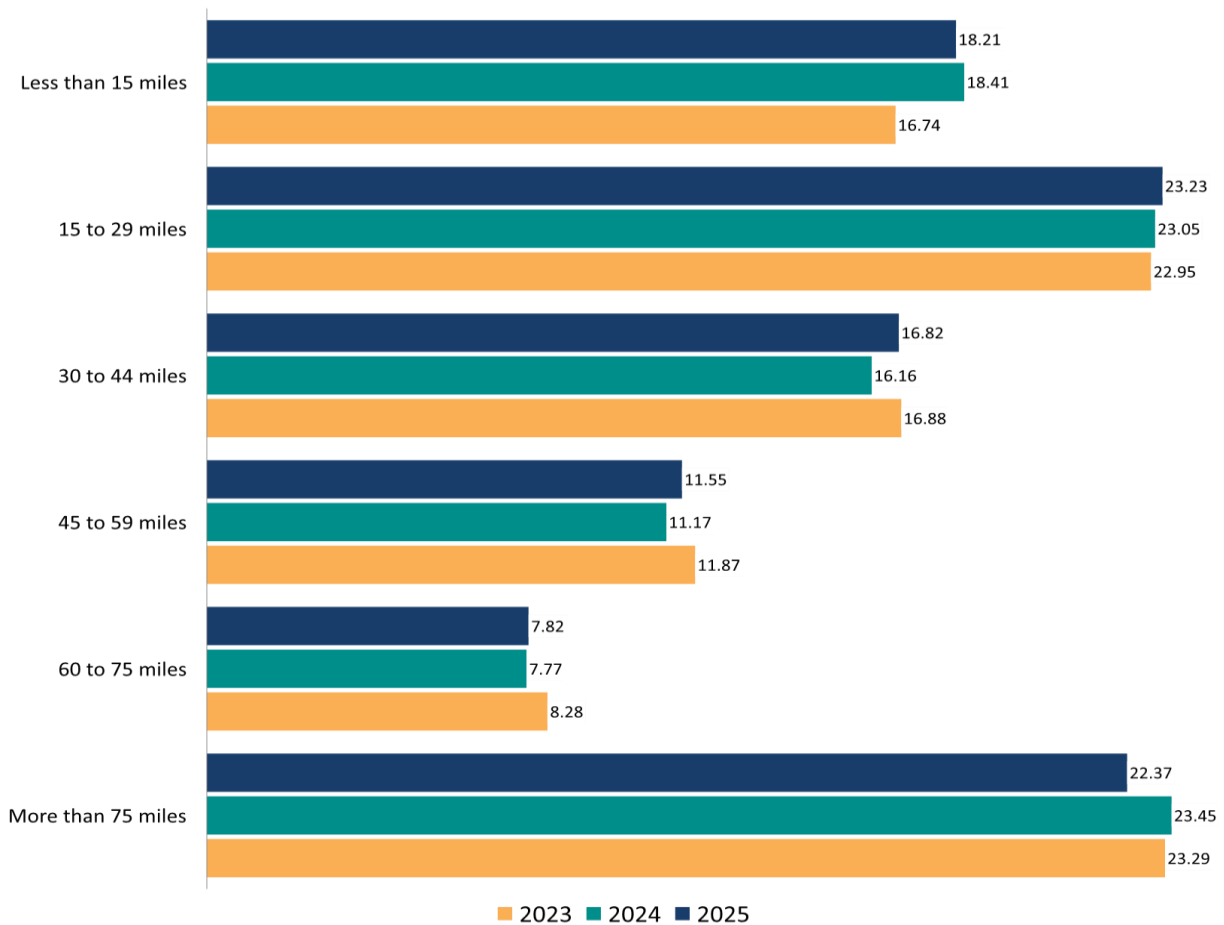
### Next of Kin



2023: n = 17,903   2024: n = 19,625   2025: n = 18,073

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

#### Next of Kin

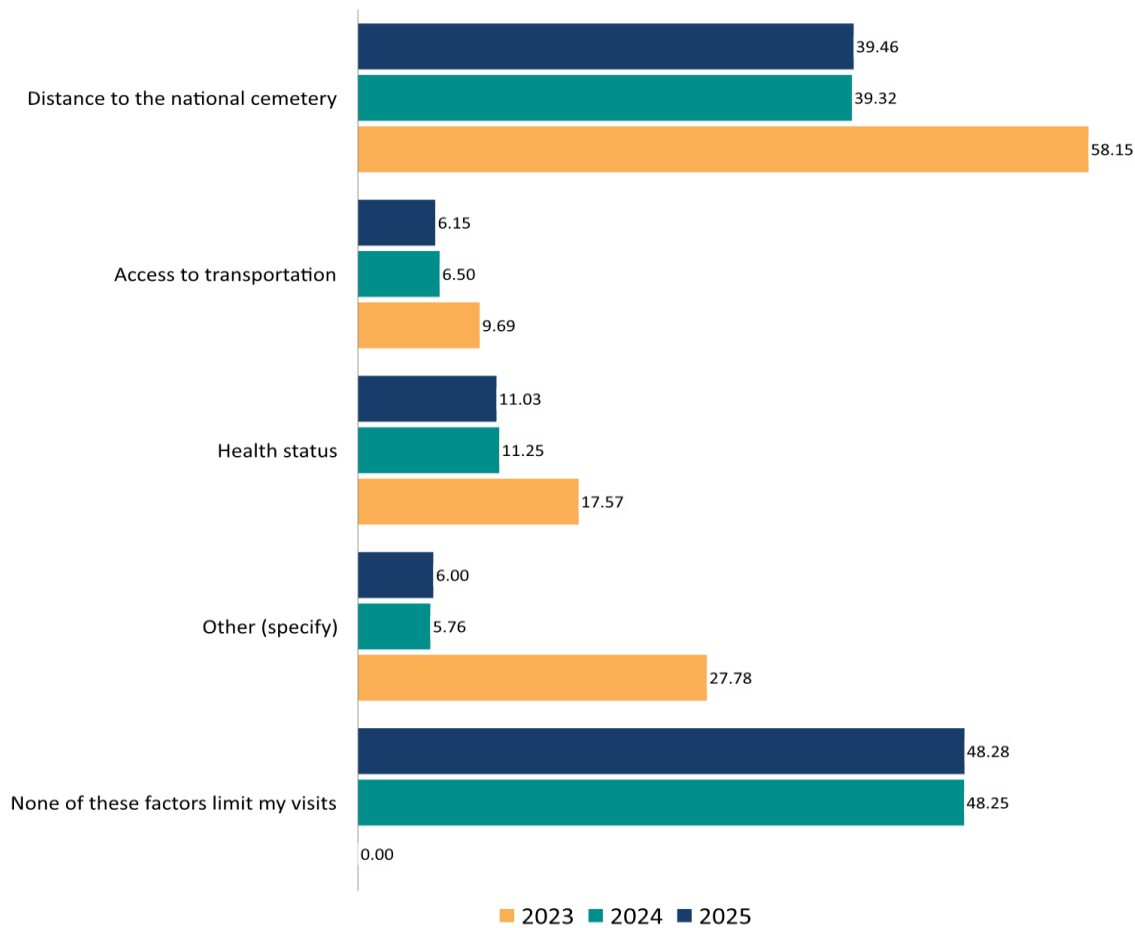


2023: n = 17,715   2024: n = 19,543   2025: n = 18,003

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

**NC NOK Q19: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)**

### Next of Kin



2023: n = 16,230 2024: n = 19,594 2025: n = 17,987

Note: Prior to 2024 the question wording was: Which of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply).

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

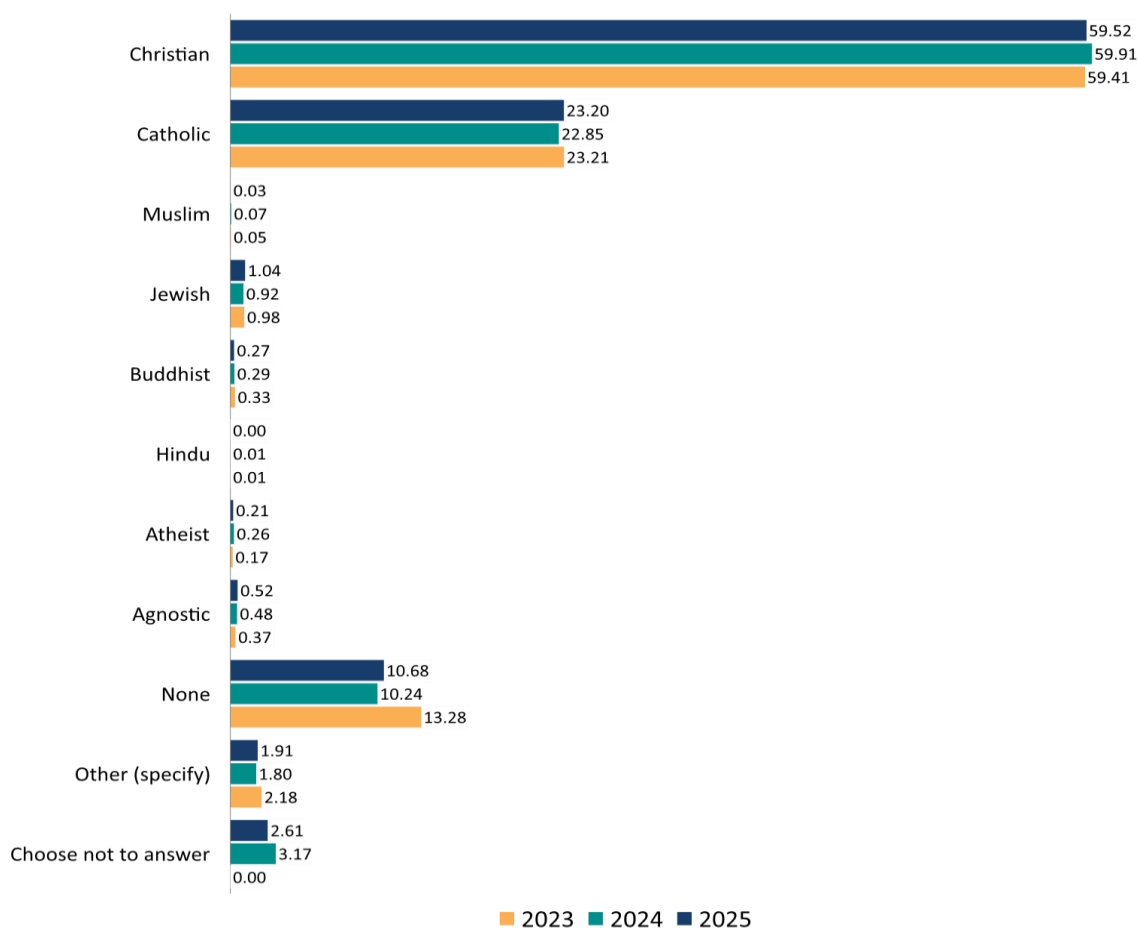
Note: As respondents could select more than one response option, percentages may not sum to 100%.



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

### NC NOK Q76: In what belief tradition was the burial conducted?

#### Next of Kin



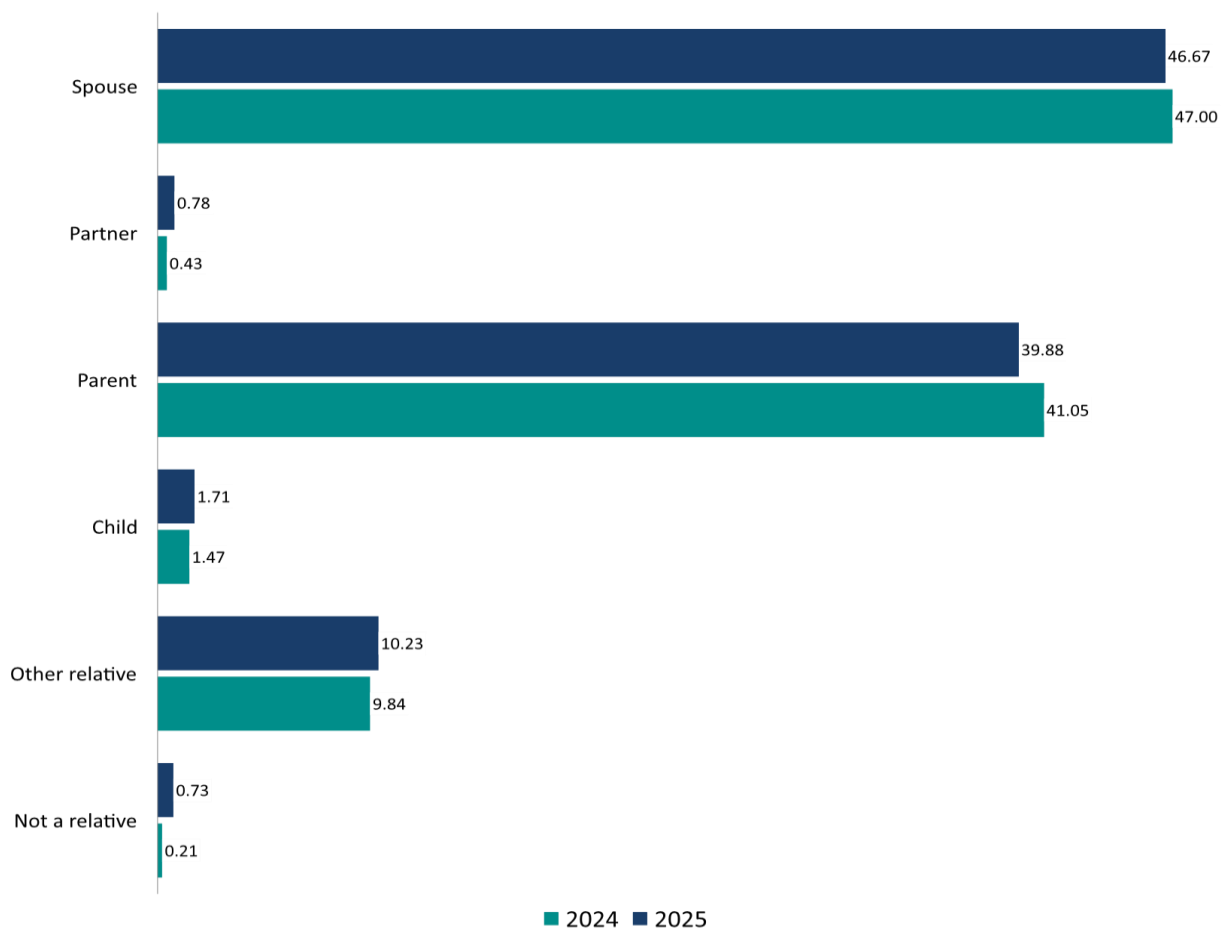
2023: n = 10,498 2024: n = 18,942 2025: n = 17,466

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.

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

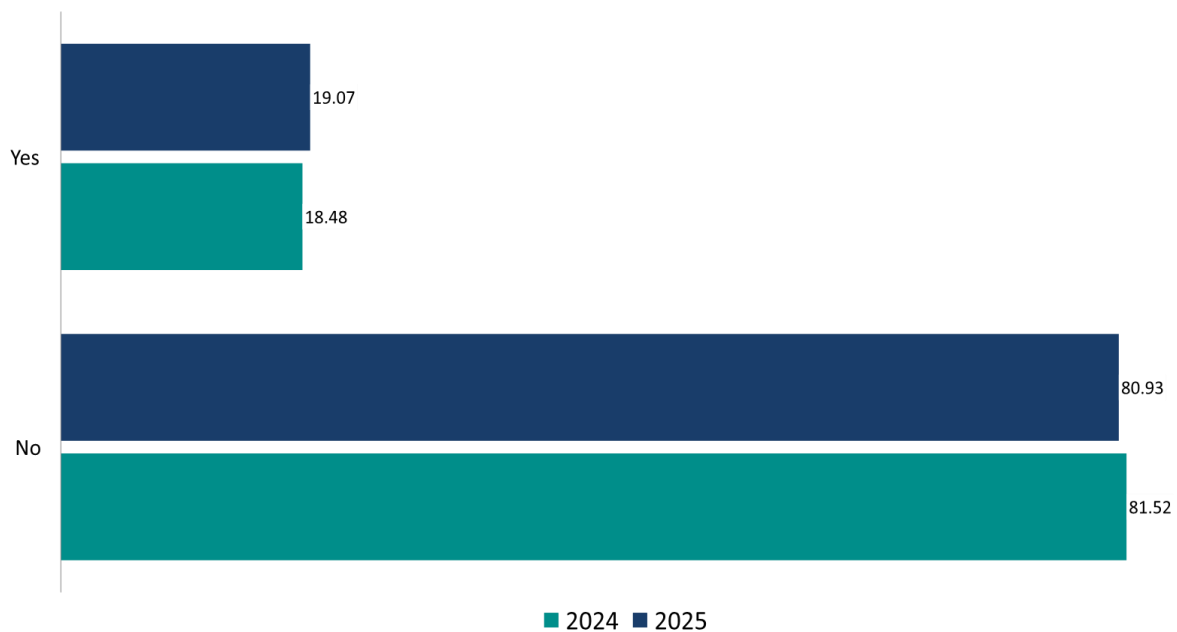
### NC NOK Q68: Was your loved one your.....



2024: n = 19,377 2025: n = 17,861

Note: NC NOK Q68 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

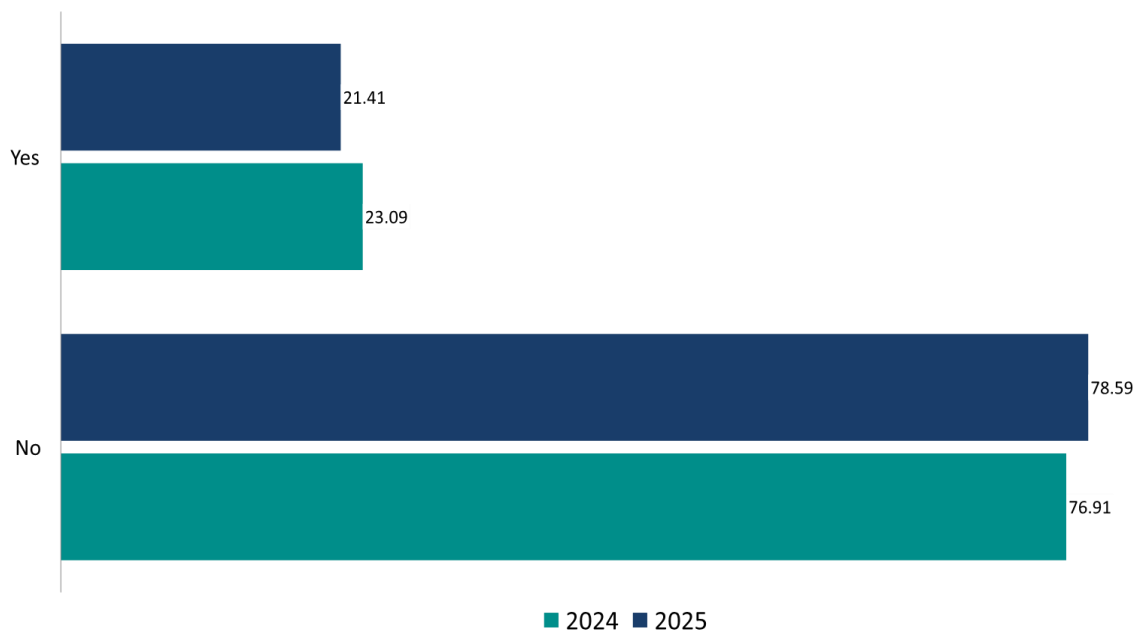
### NC NOK Q69: Are you a Veteran?



2024: n = 19,423    2025: n = 17,836

Note: NC NOK Q69 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

### NC NOK Q70: Are you a Veteran married/partnered to a Veteran?



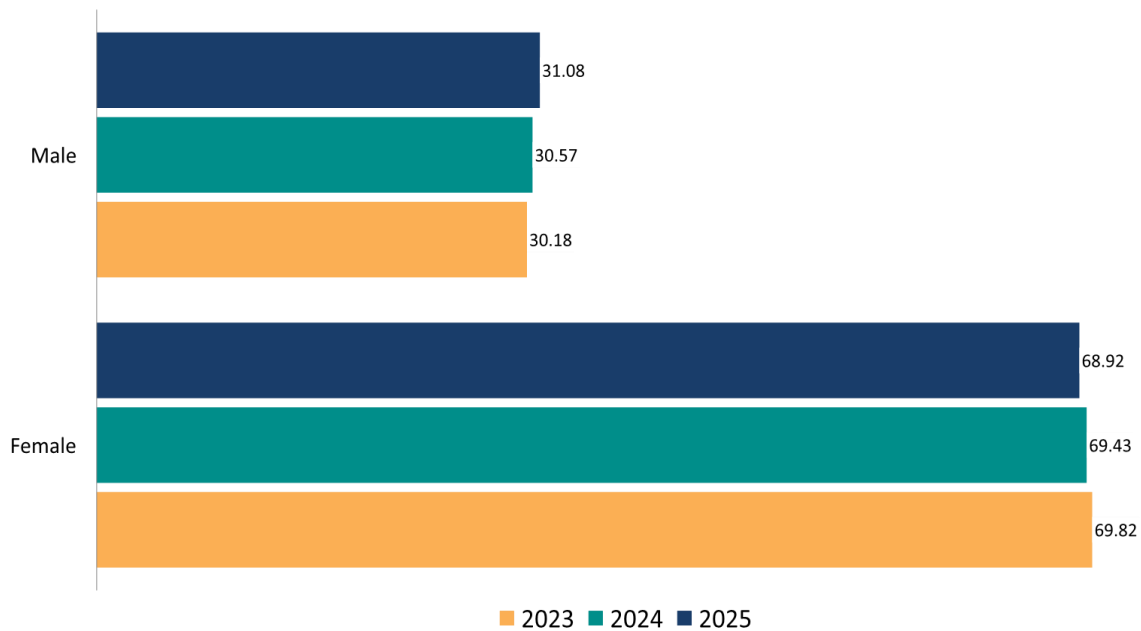
2024: n = 19,205 2025: n = 3,073

Note: NC NOK Q70 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

Note: In 2025, this question only applies to respondents who selected "Yes" to NC NOK Q69.

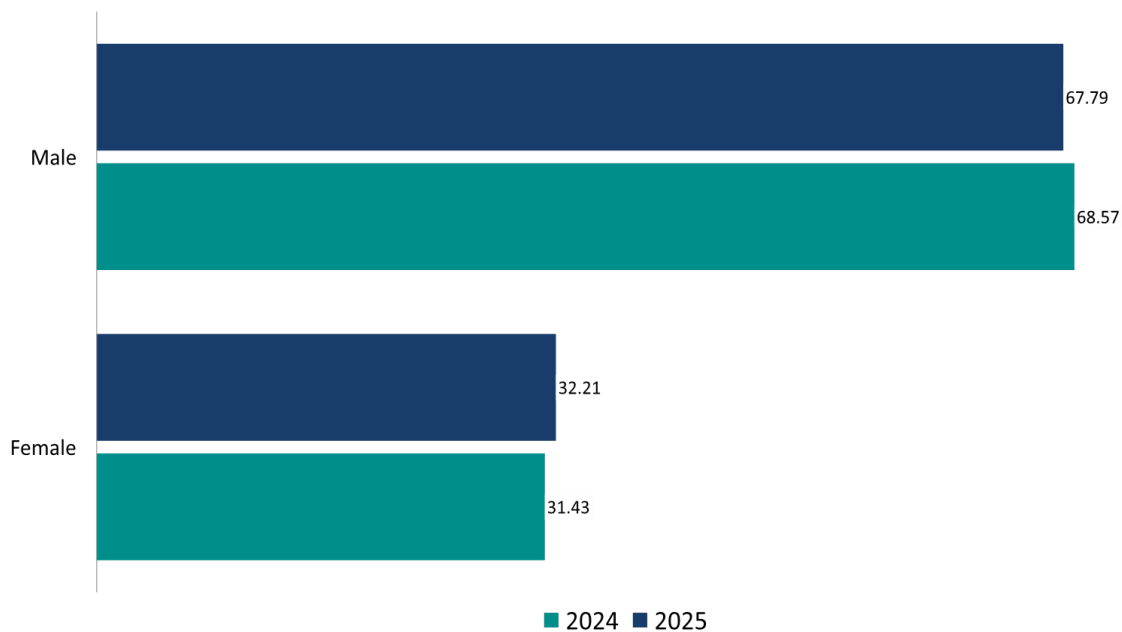
### NC NOK Q71: What is your sex?

#### Next of Kin



2023: n = 17,469   2024: n = 19,238   2025: n = 17,716

### NC NOK Q72: Was your loved one female or male?



2024: n = 18,972   2025: n = 17,418

Note: NC NOK Q72 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

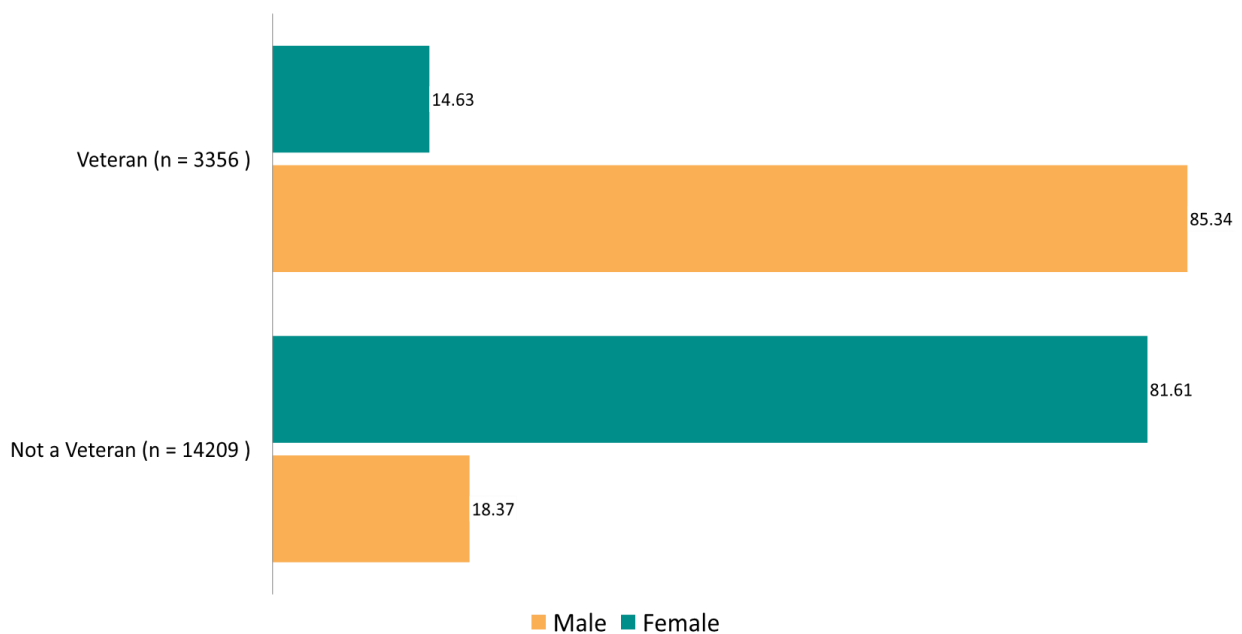
### ELEMENT OF COMPARISON

#### Influence of sex on serving active duty.

NC NOK Q71: What is your sex?

NC NOK Q69: Are you a Veteran?

#### Next of Kin



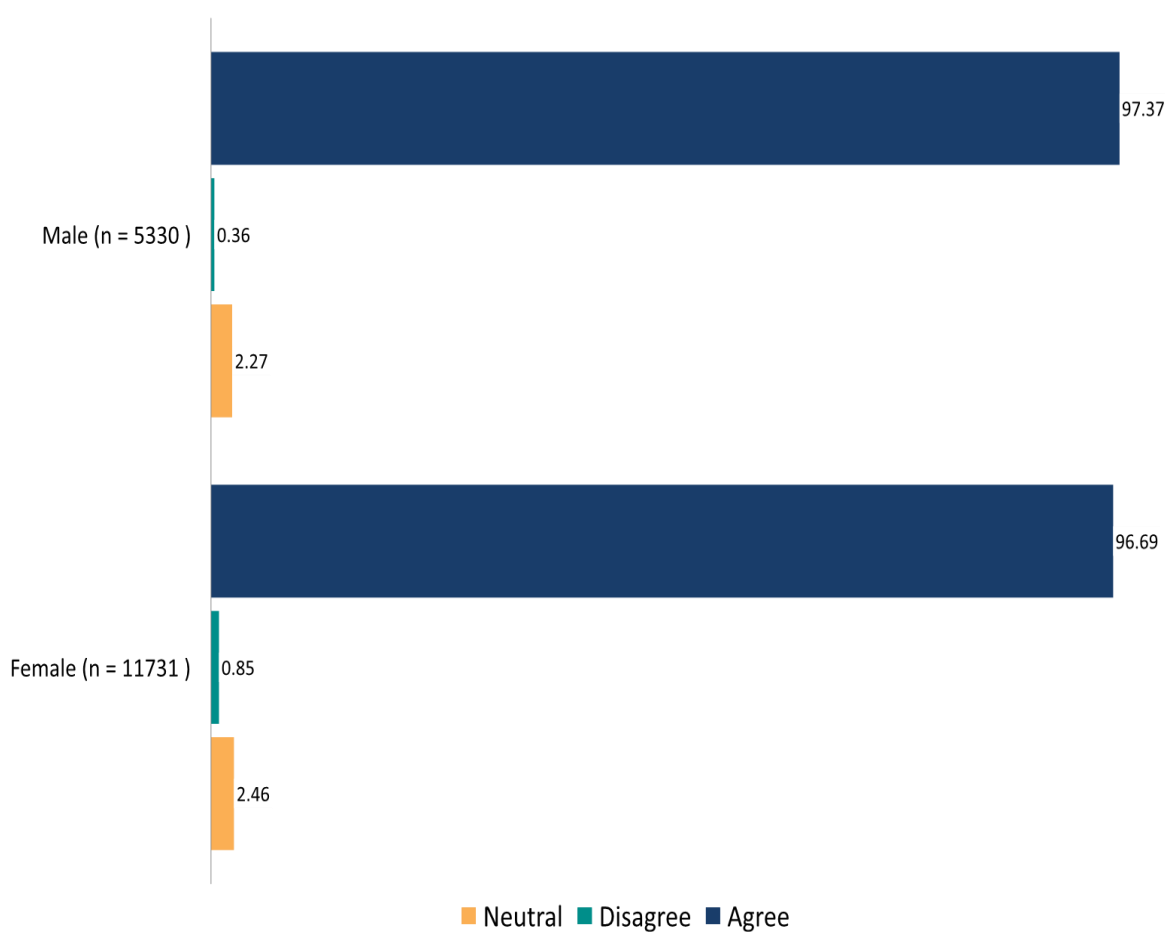
### ELEMENT OF COMPARISON

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

NC NOK Q71: What is your sex?

NC NOK Q44: The quality of service received from cemetery staff is excellent.

#### Next of Kin



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



### ELEMENT OF COMPARISON

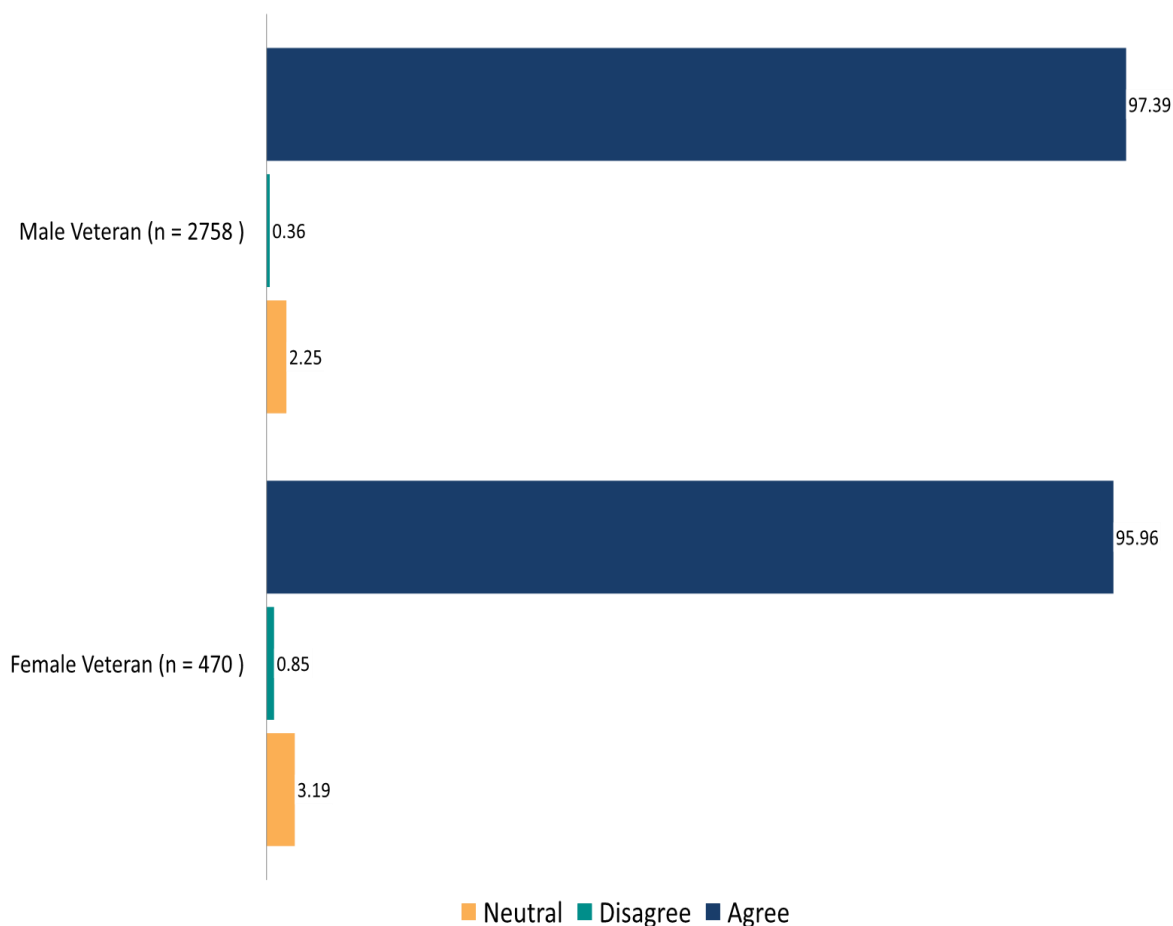
**Influence of sex and serving active duty on the perception of quality of service.**

NC NOK Q69: Are you a Veteran?

NC NOK Q71: What is your sex?

NC NOK Q44: The quality of service received from cemetery staff is excellent.

#### Next of Kin



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

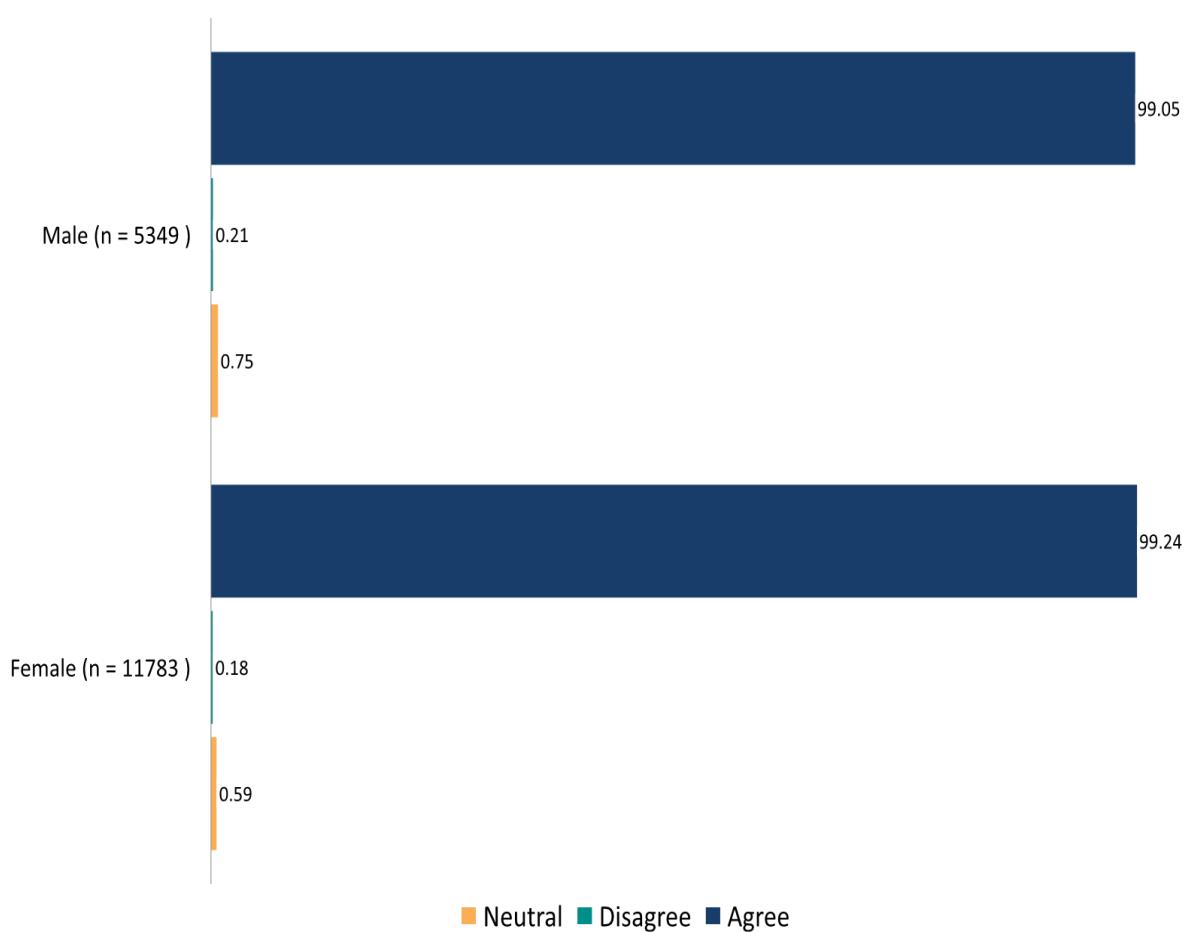
### ELEMENT OF COMPARISON

**Influence of sex on the perception of overall appearance of the national cemetery.**

NC NOK Q71: What is your sex?

NC NOK Q49: The overall appearance of the national cemetery is excellent.

#### Next of Kin



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

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

### ELEMENT OF COMPARISON

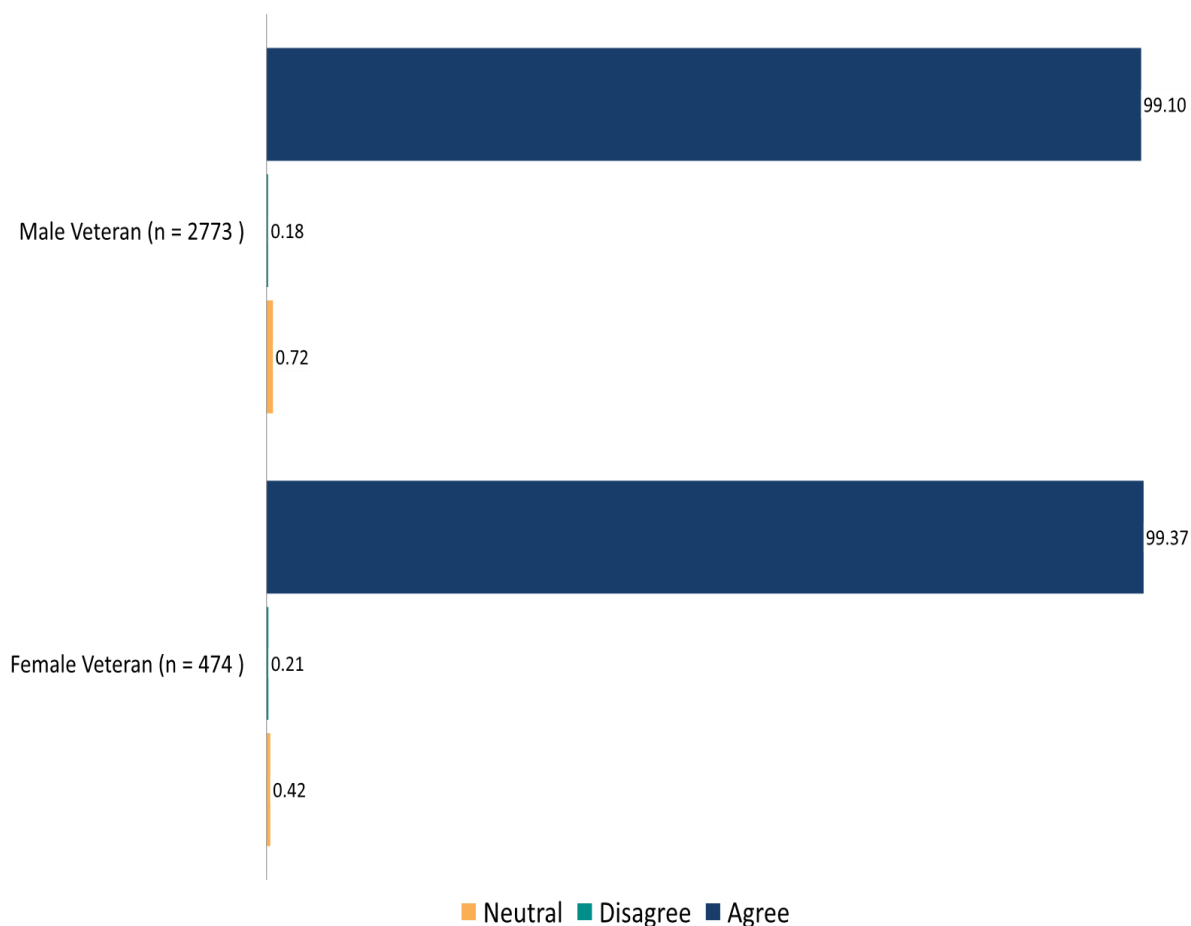
**Influence of sex and serving active duty on the perception of overall appearance of the national cemetery.**

NC NOK Q69: Are you a Veteran?

NC NOK Q71: What is your sex?

NC NOK Q49: The overall appearance of the national cemetery is excellent.

#### Next of Kin



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

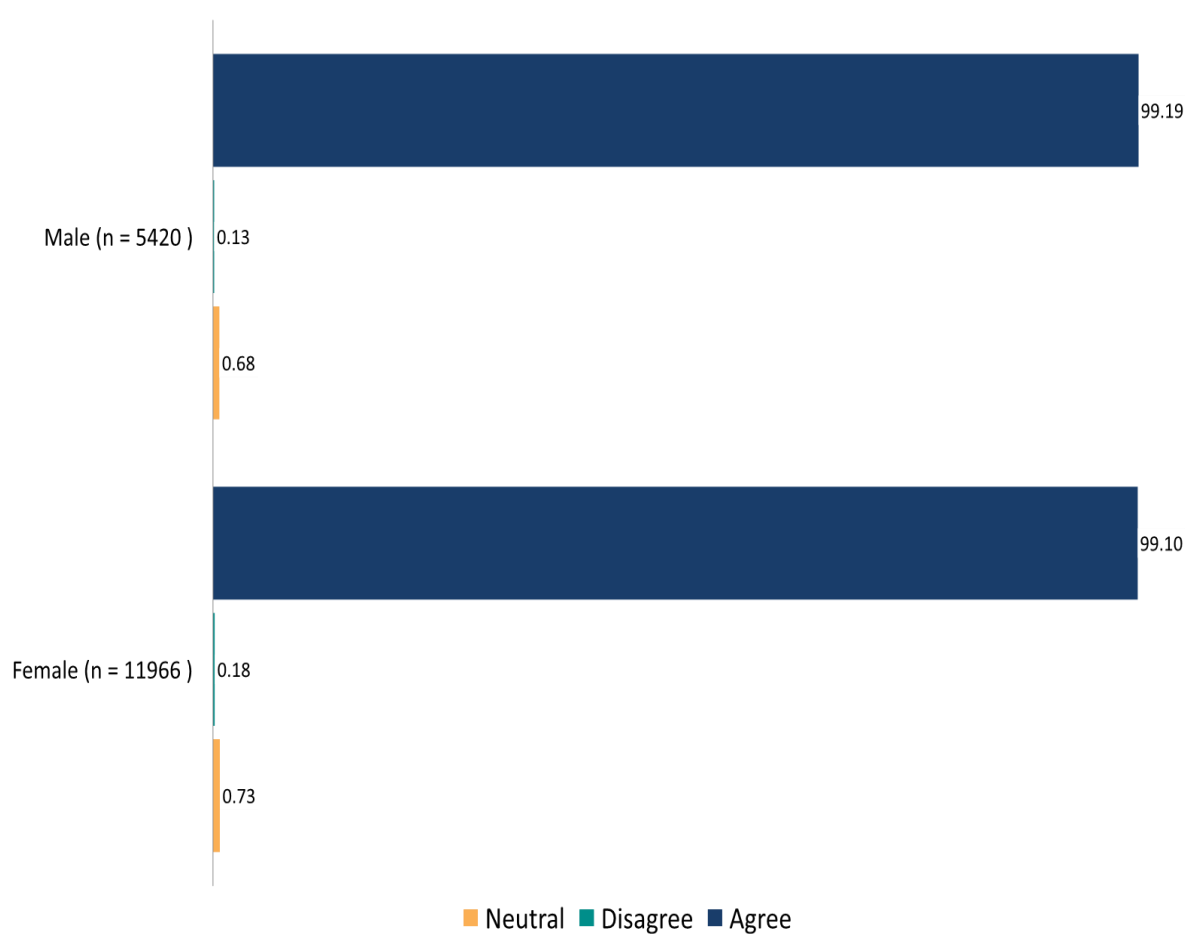
### ELEMENT OF COMPARISON

#### Influence of sex on recommending the cemetery.

NC NOK Q71: What is your sex?

NC NOK Q52: I would recommend the cemetery to Veteran families during their time of need.

#### Next of Kin



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

### ELEMENT OF COMPARISON

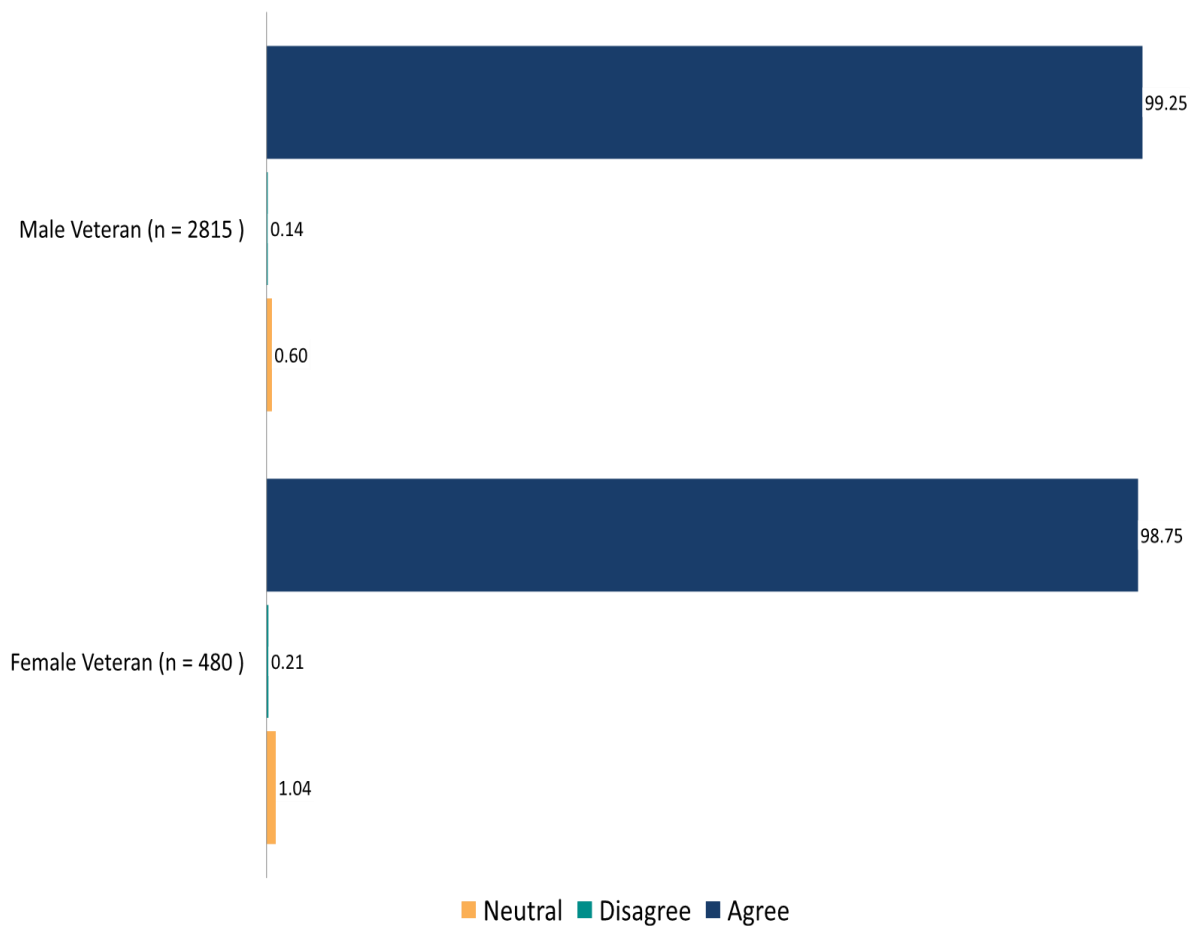
#### Influence of sex and serving active duty on recommending the cemetery.

NC NOK Q69: Are you a Veteran?

NC NOK Q71: What is your sex?

NC NOK Q52: I would recommend the cemetery to Veteran families during their time of need.

#### Next of Kin

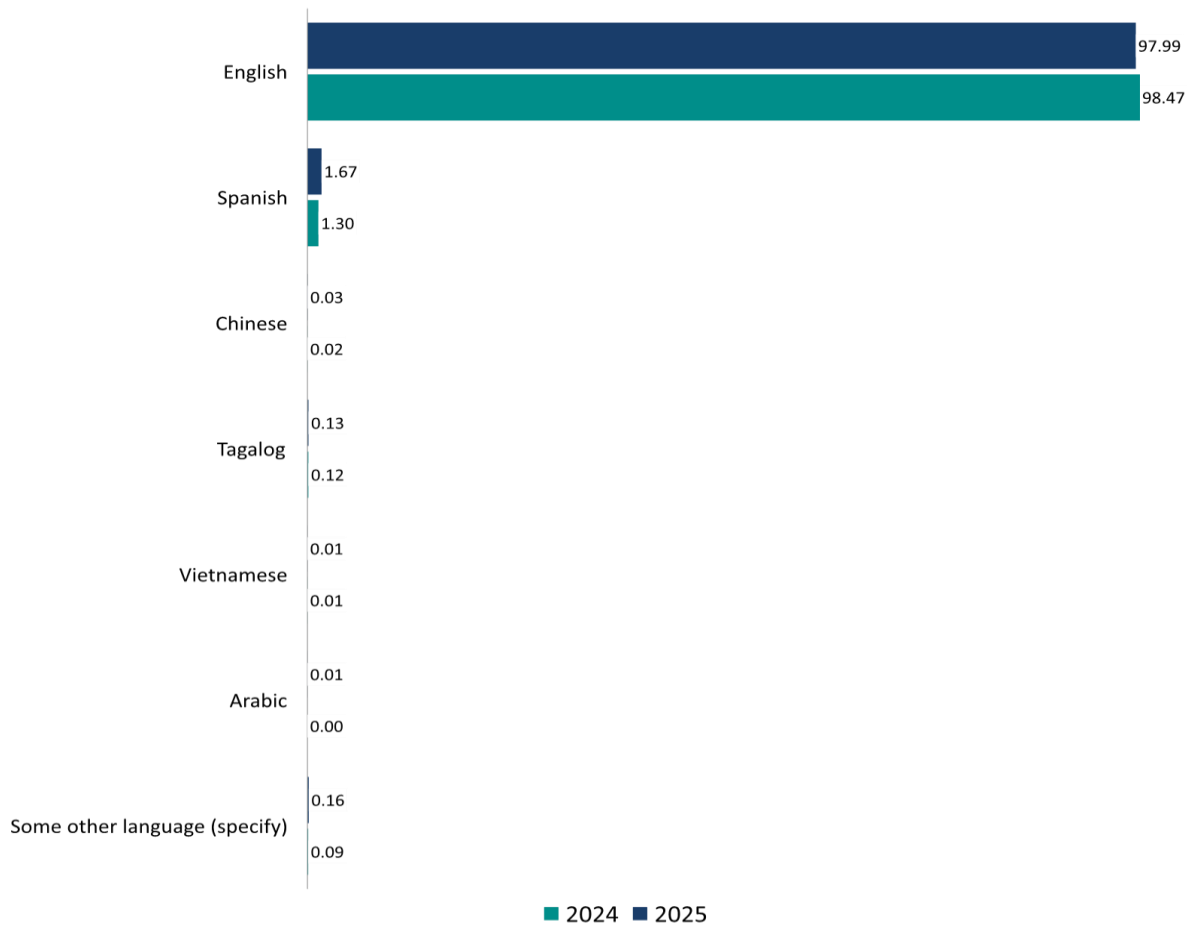


Note: The “Agree” figures shown above combine the “Strongly agree” and “Agree” response categories for this question; the “Disagree” scores combine the “Strongly disagree” and “Disagree” answer categories, while the “Neutral” scores shown represent the “Neither agree nor disagree” response category.

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

### NC NOK Q73: What language do you mainly speak at home?

#### Next of Kin



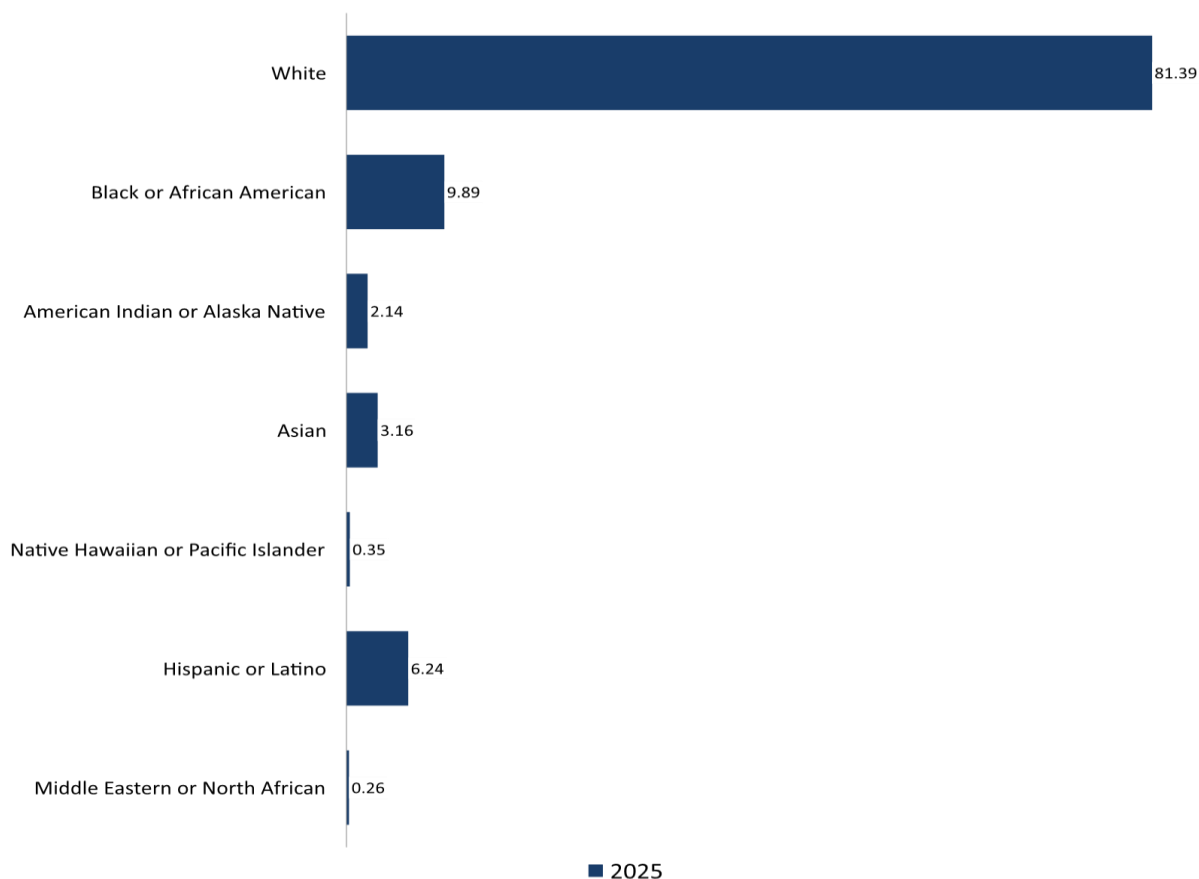
2024: n = 19,290 2025: n = 17,711

Note: NC NOK Q73 was added to the 2024 National Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

### NC NOK Q75: What is your race and/or ethnicity? *(Mark all that apply)*

#### Next of Kin



		NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
Category	Year	2025	2025	2025	2025	2025	2025
n		17571	2862	3876	2865	4102	3866
White		81.39%	86.44%	76.01%	75.99%	88.96%	79.02%
Black or African American		9.89%	10.66%	13.39%	12.29%	8.24%	5.77%
American Indian or Alaska Native		2.14%	1.68%	1.73%	2.65%	2.05%	2.61%
Asian		3.16%	1.33%	1.93%	1.68%	1.19%	8.92%
Native Hawaiian or Pacific Islander		0.35%	0.10%	0.18%	0.17%	0.10%	1.09%
Hispanic or Latino		6.24%	1.89%	9.18%	11.13%	1.32%	8.10%
Middle Eastern or North African		0.26%	0.24%	0.28%	0.17%	0.27%	0.28%

Note: NC NOK Q75 was added as a new question to the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

### ELEMENT OF COMPARISON

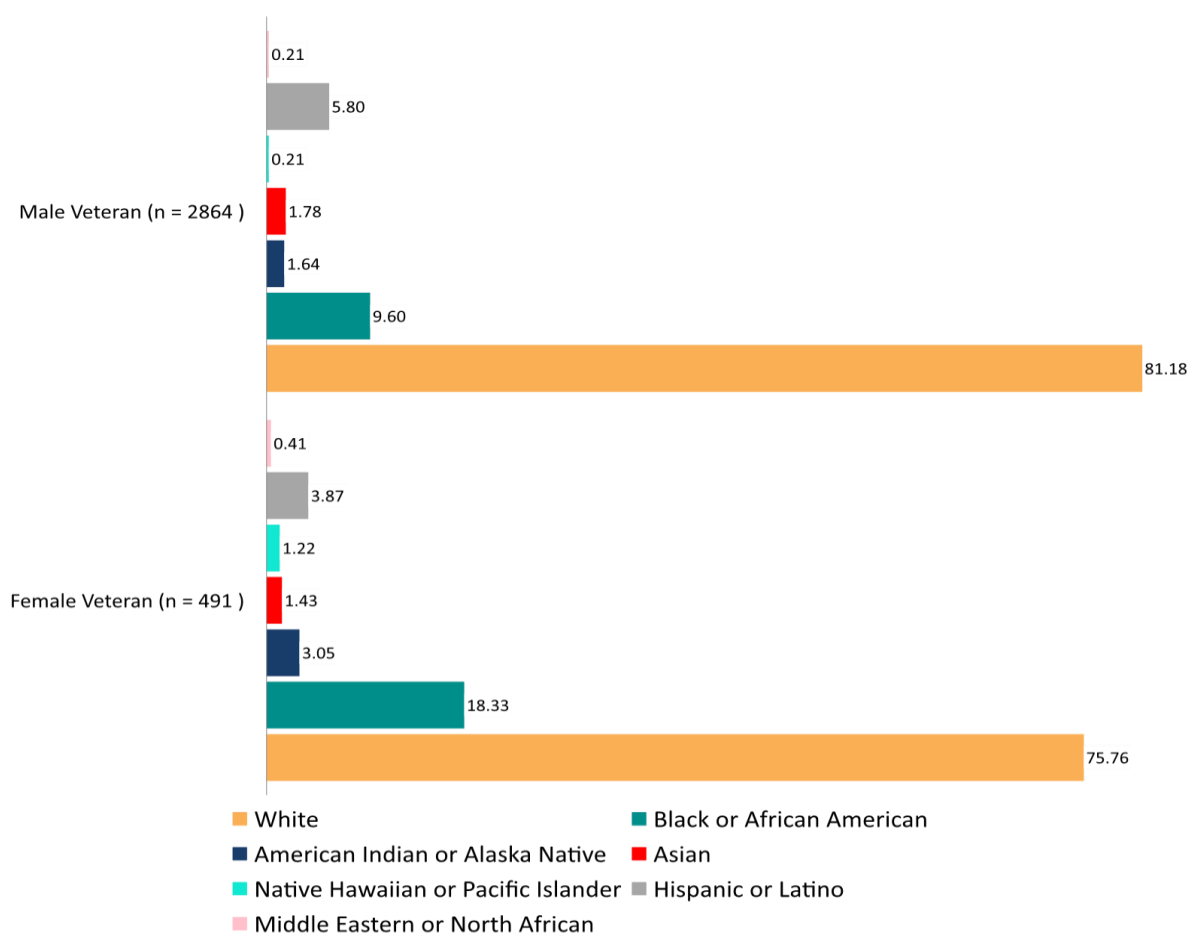
#### Veteran's race by sex.

NC NOK Q69: Are you a Veteran?

NC NOK Q71: What is your sex?

NC NOK Q75: What is your race and/or ethnicity? *(Mark all that apply)*

#### Next of Kin





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

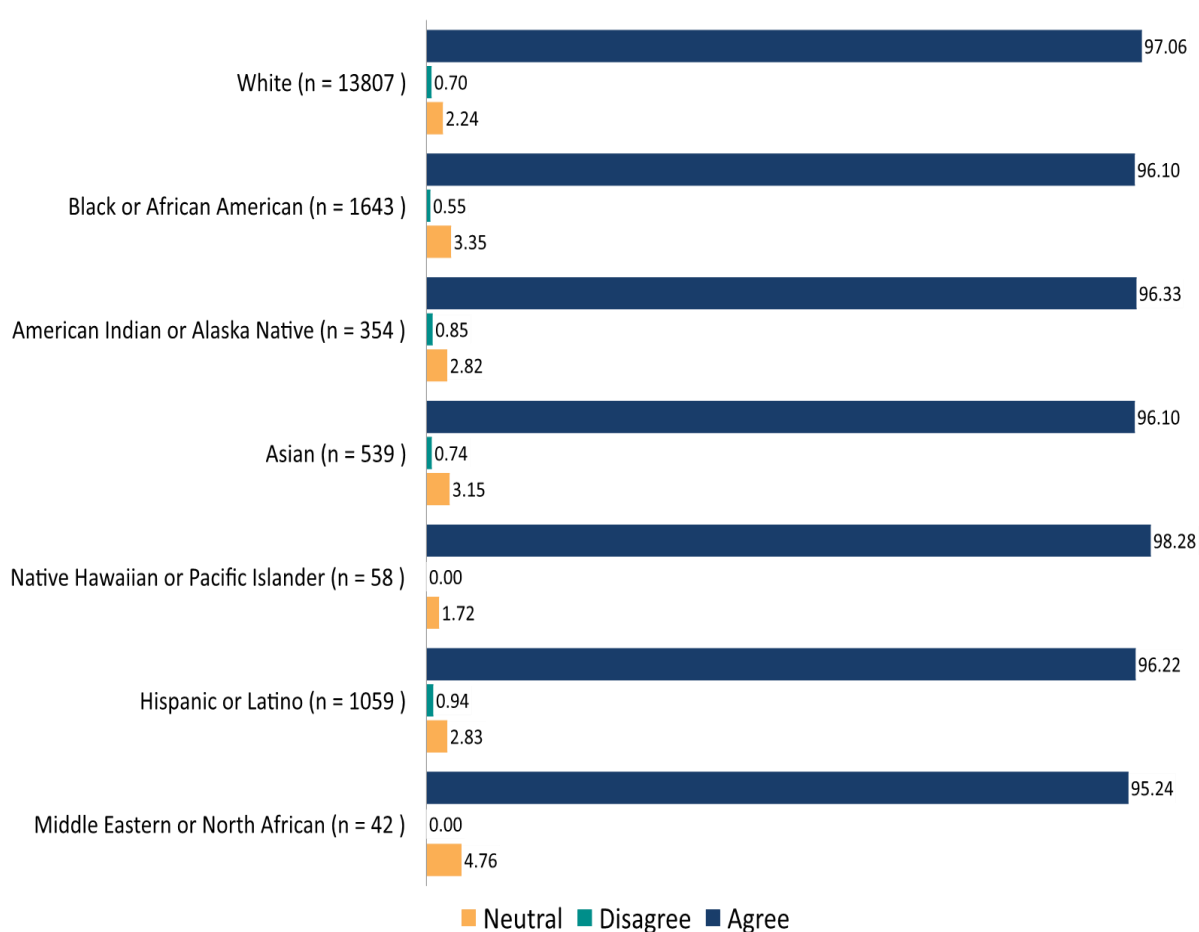
### ELEMENT OF COMPARISON

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

NC NOK Q75: What is your race and/or ethnicity?

NC NOK Q44: The quality of service received from cemetery staff is excellent.

#### Next of Kin



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

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

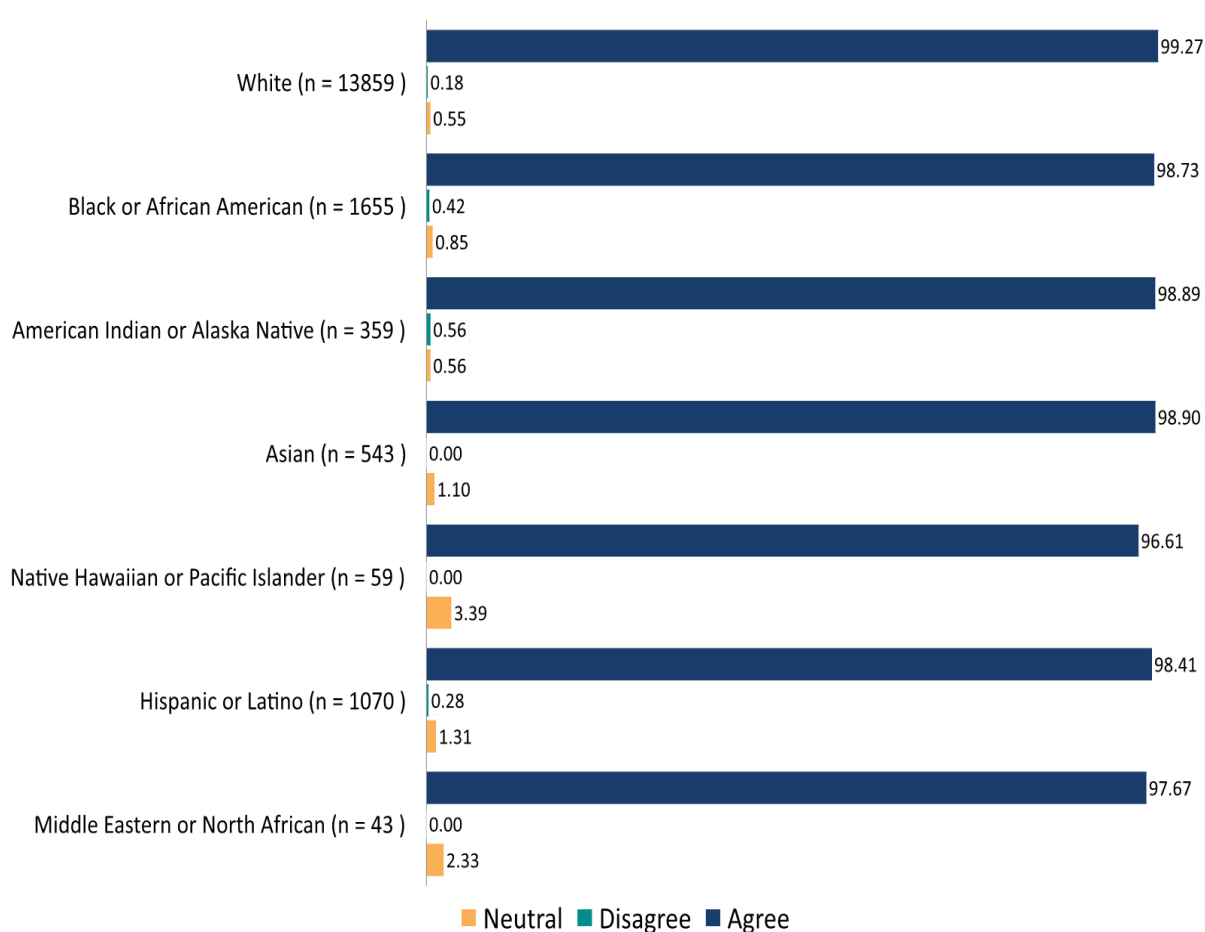
### ELEMENT OF COMPARISON

**Influence of race/ethnicity on the perception of overall appearance of the national cemetery.**

NC NOK Q75: What is your race and/or ethnicity? *(Mark all that apply)*

NC NOK Q49: The overall appearance of the national cemetery is excellent.

#### Next of Kin



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

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

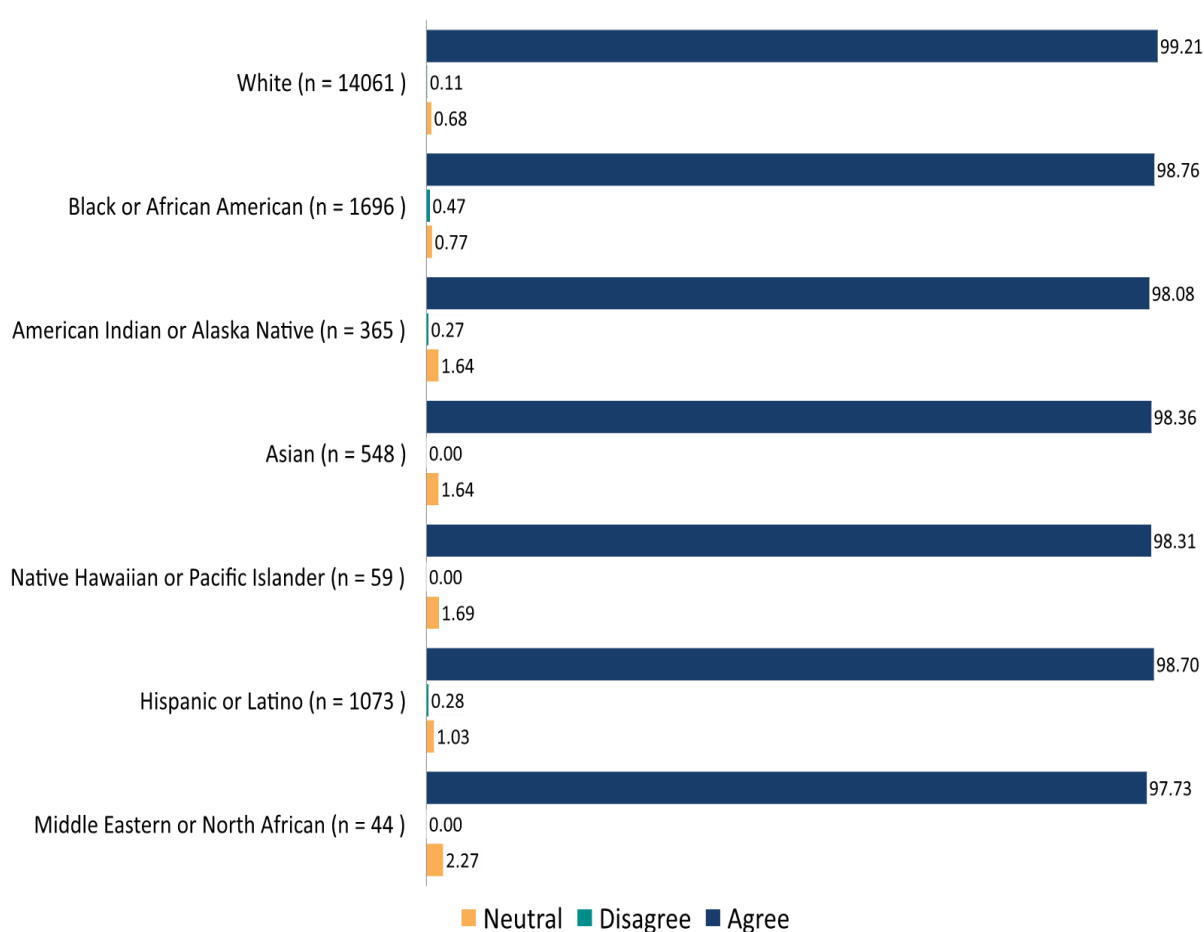
### ELEMENT OF COMPARISON

#### Influence of race/ethnicity on recommending the cemetery.

NC NOK Q75: What is your race and/or ethnicity? *(Mark all that apply)*

NC NOK Q52: I would recommend the cemetery to Veteran families during their time of need.

#### Next of Kin



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

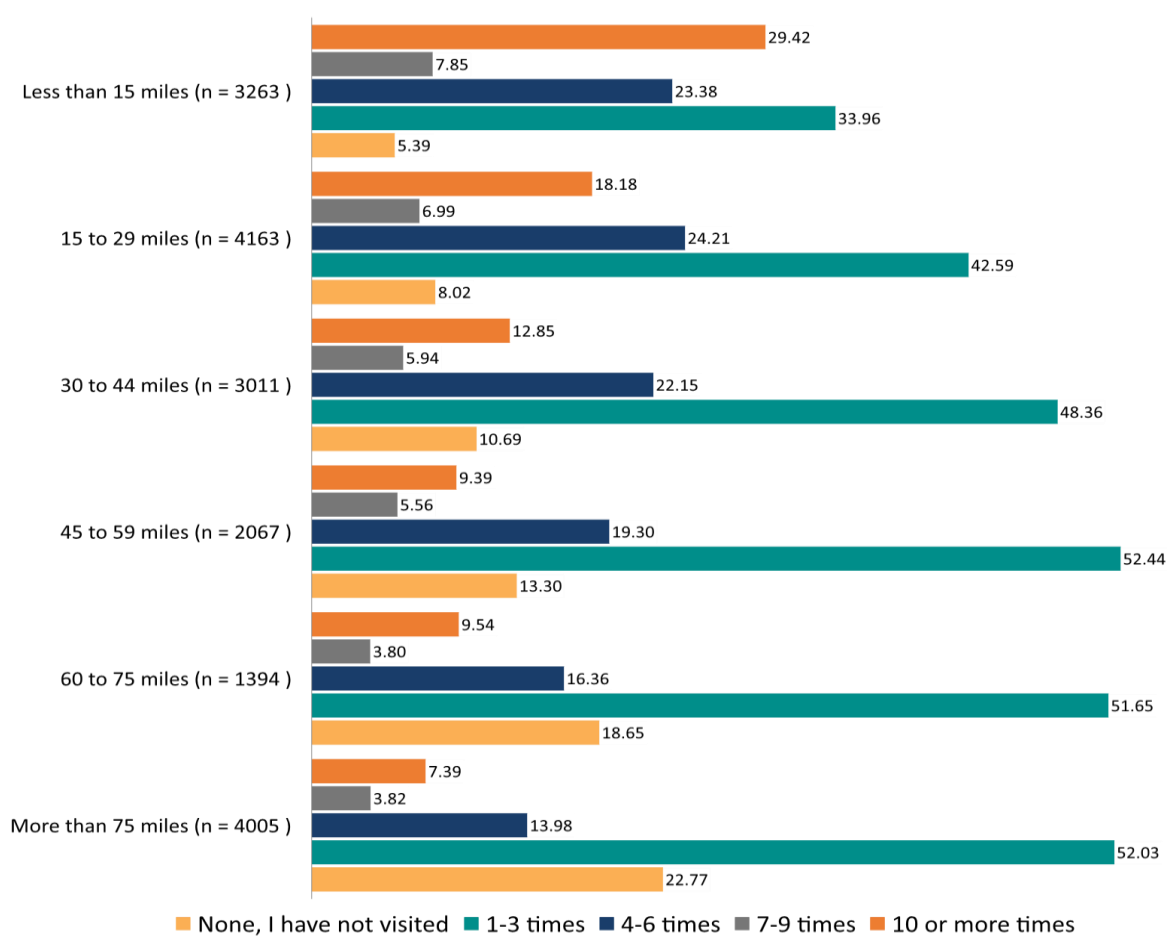
### ELEMENT OF COMPARISON

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

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

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

#### Next of Kin



### ELEMENT OF COMPARISON

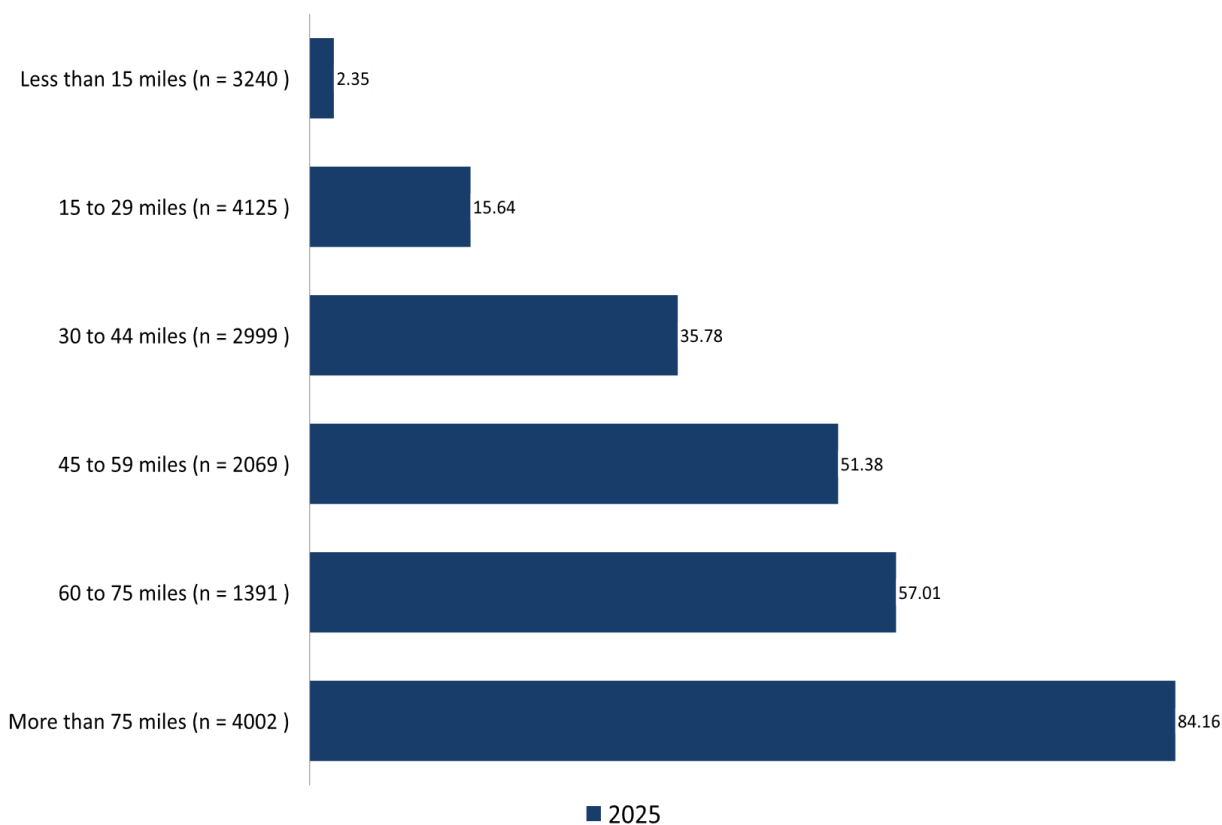
#### Factors influencing visiting by the distance to cemetery.

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

NC NOK Q19a: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Distance to the national cemetery

##### Next of Kin



### ELEMENT OF COMPARISON

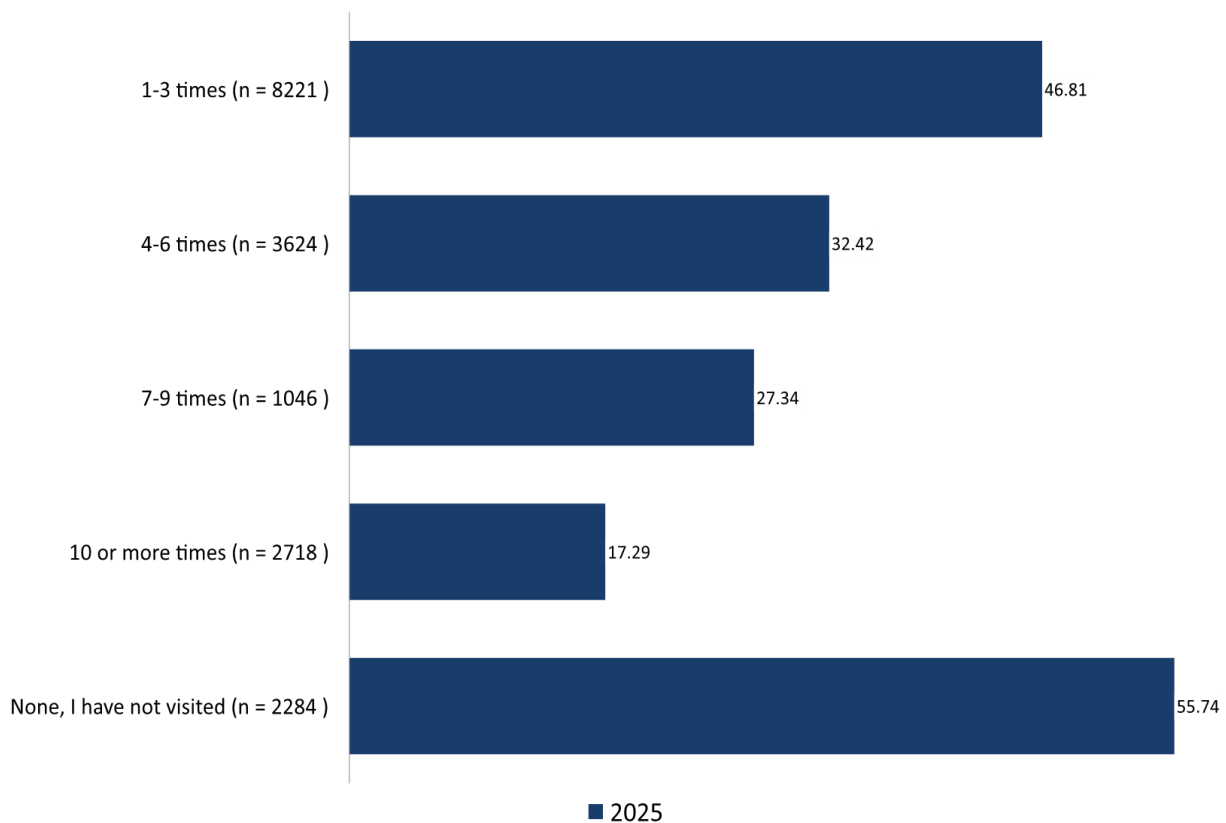
#### Factors influencing visiting by number of times visiting the national cemetery.

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

NC NOK Q19a: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Distance to the national cemetery

#### Next of Kin



### ELEMENT OF COMPARISON

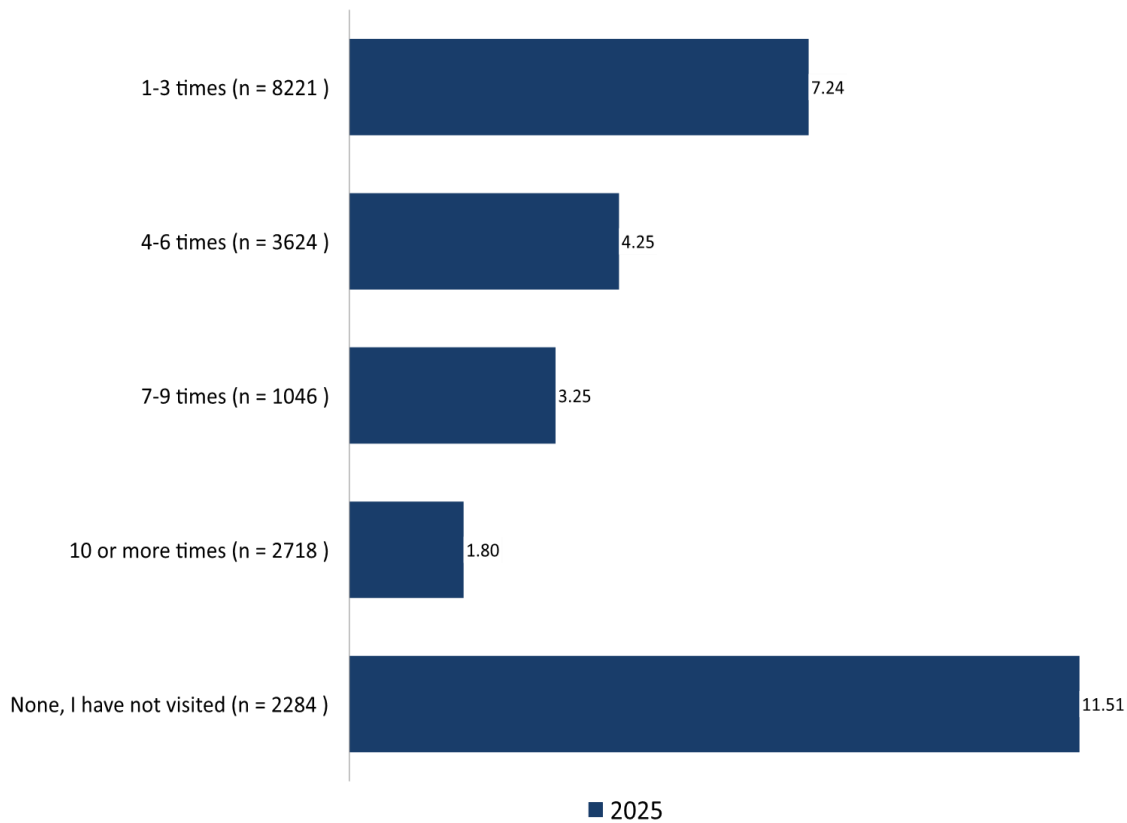
#### Factors influencing visiting by number of times visiting the national cemetery.

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

NC NOK Q19b: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Access to transportation

#### Next of Kin



### ELEMENT OF COMPARISON

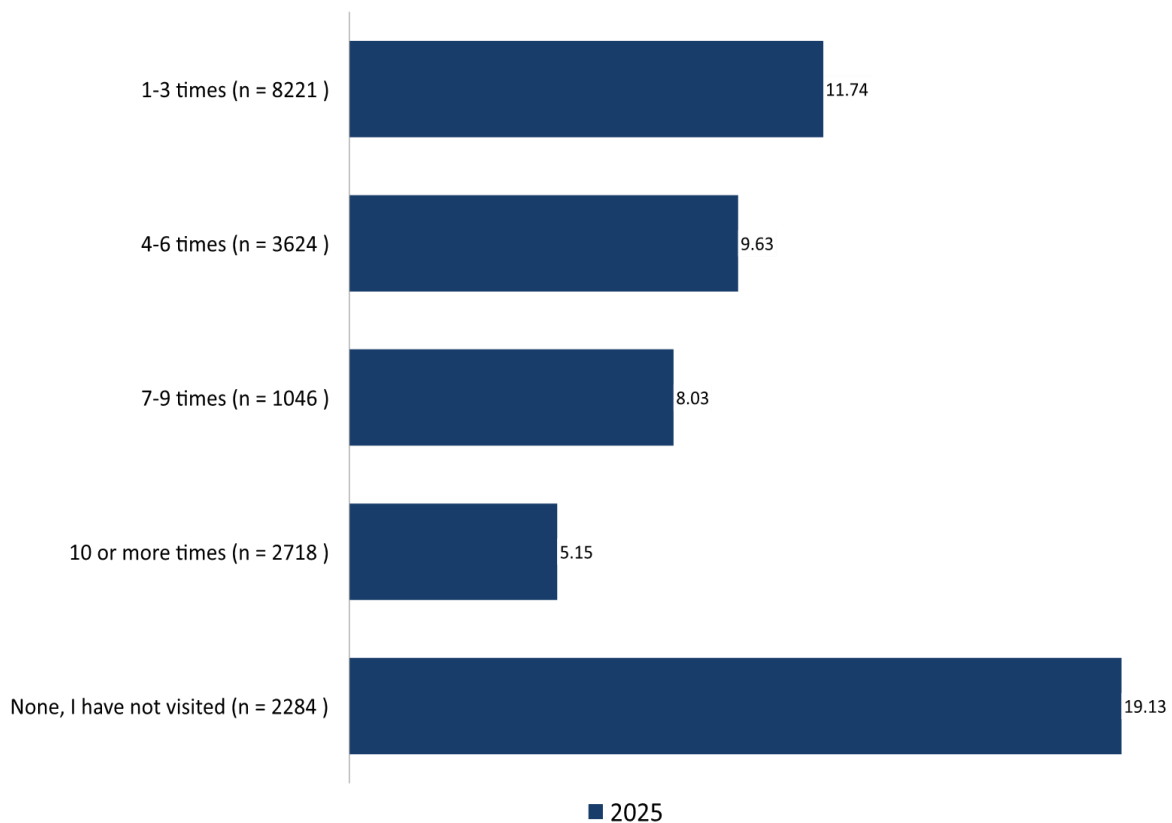
#### Factors influencing visiting by number of times visiting the national cemetery.

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

NC NOK Q19c: Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? *(Mark all that apply)*

#### ■ Health status

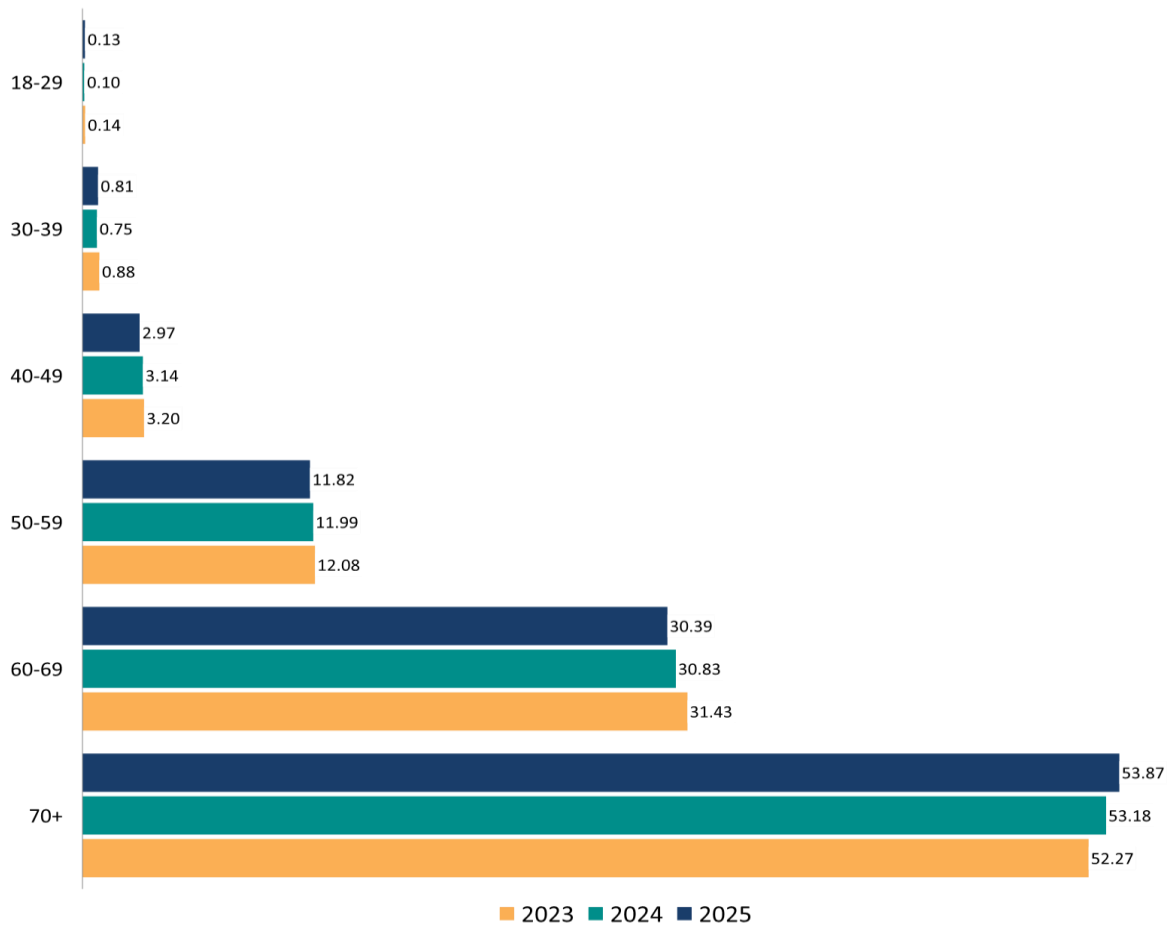
#### Next of Kin





### NC NOK Q74: In what year were you born? (Age group)

#### Next of Kin

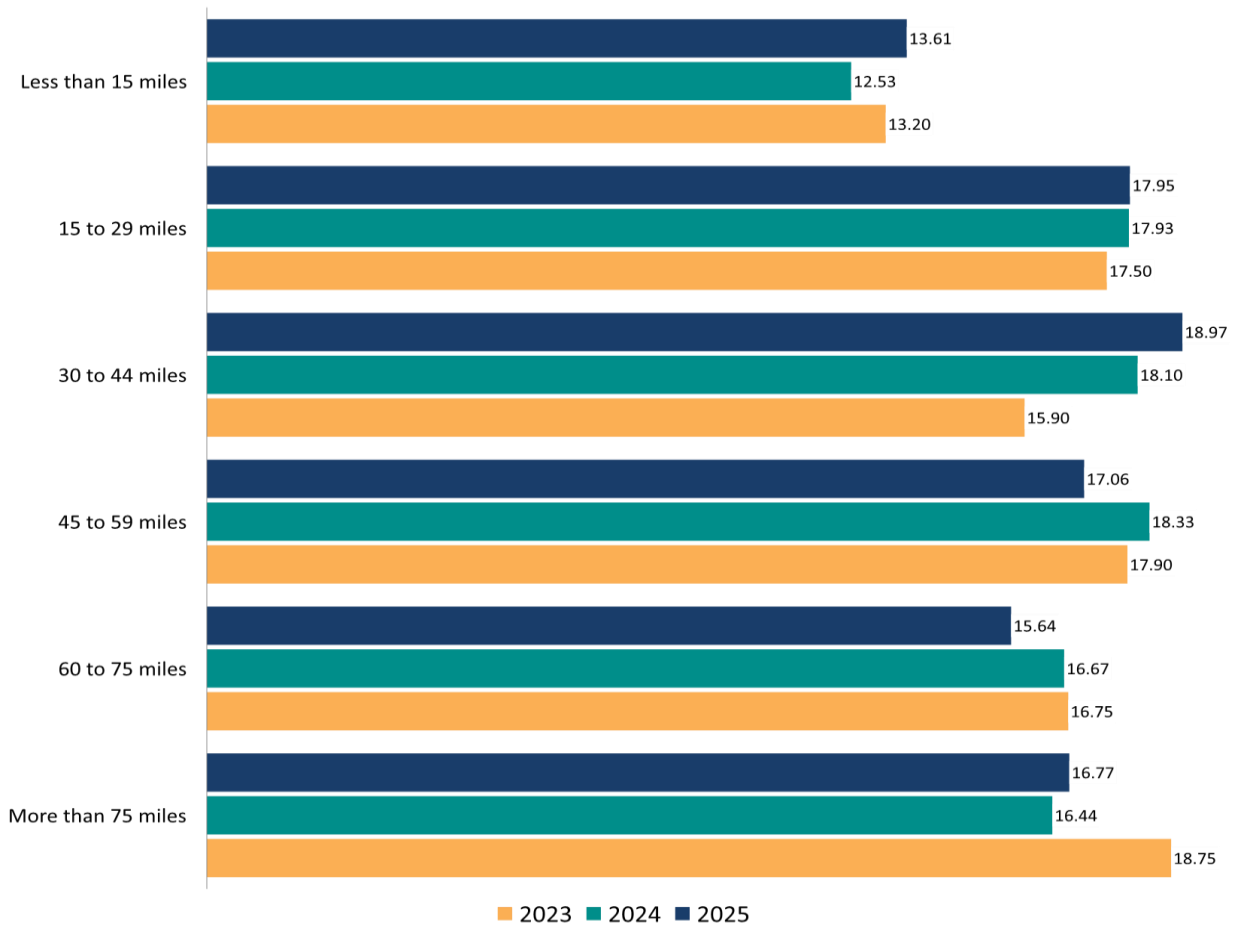


2023: n = 16,912   2024: n = 18,190   2025: n = 17,079

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

**NC FD Q2: How far is your funeral home from the national cemetery with which you most frequently do business?**

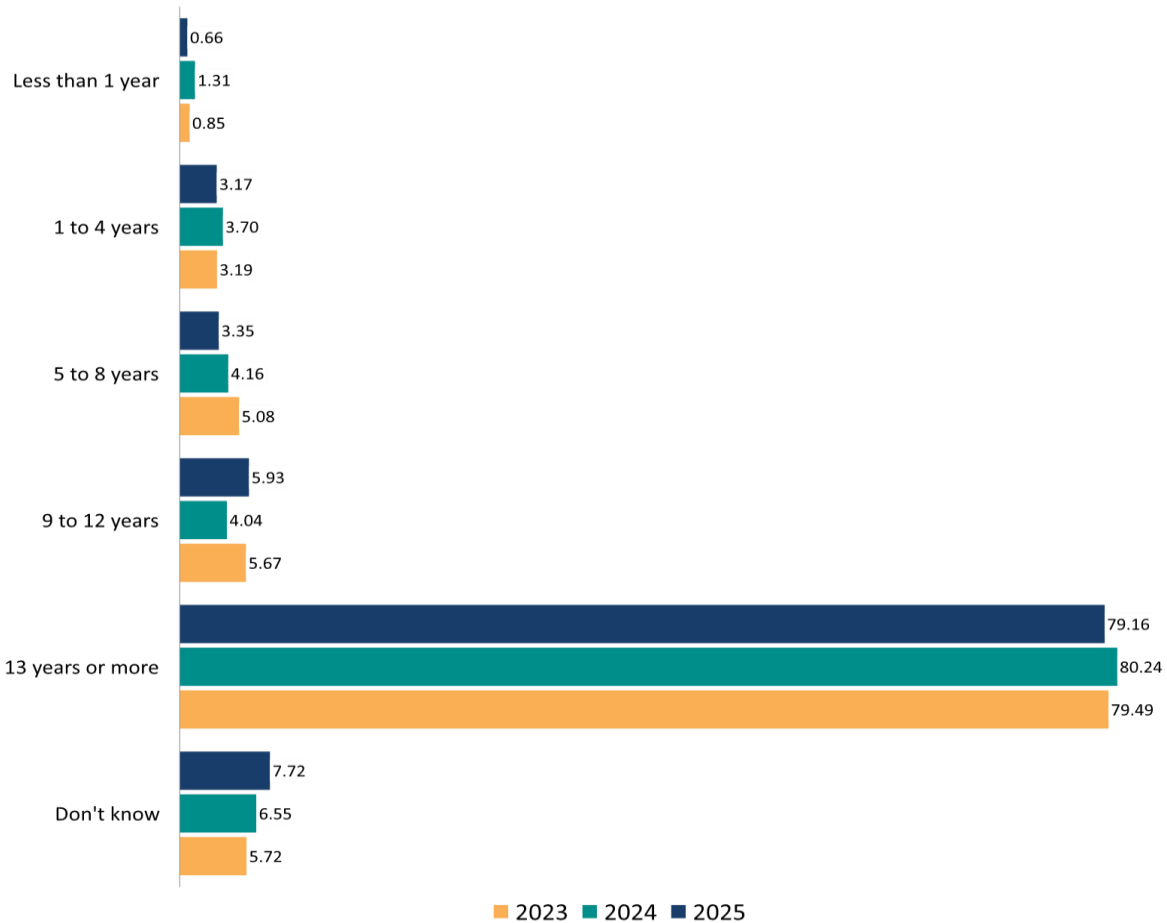
### Funeral Director



2023: n = 2,000   2024: n = 1,740   2025: n = 1,682

### NC FD Q3: How long has your funeral home worked with the national cemetery?

#### Funeral Director



2023: n = 2,009   2024: n = 1,756   2025: n = 1,670

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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 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 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 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 Funeral Director Satisfaction Survey are included as well for reference.

### Project Background

To better assess satisfaction with services provided by national cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2025 Survey of Satisfaction with National Cemeteries. The 2025 survey represents the twenty-fifth full administration of this satisfaction survey and the twelfth time a web survey option was offered to respondents.

Data for this 2025 survey were collected from next of kin and funeral directors in two fielding periods:

2025 Survey Fielding Schedule			
Cohort	Survey Fielding	NOK/FD	Interment Population
Cohort 1	10/1/24-12/23/24	NOK	1/1/24 – 6/30/24
Cohort 2	3/21/25-6/13/25	NOK	7/1/24 – 12/31/24
		FD	1/1/24 – 12/31/24

Mailing data were 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, 2024 to December 31, 2024.

Surveys were mailed to 42,866 next of kin who had interred a loved one at a national cemetery. The survey was also mailed to 11,582 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. A total of 20,350 completed questionnaires (18,239 next of kin and 2,111 funeral directors) were returned, which resulted in an overall survey response rate of 39.10% (44.50% next of kin and 19.09% for funeral directors). Please see Appendix E (beginning on page 200) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2025 NCA Survey of Customer Satisfaction.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2025 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2025 Survey Instruments

### Survey Development

The survey instrument used for the 2025 survey administration was developed from the 2024 survey instrument. Several modifications were made to the 2024 survey instruments to develop the 2025 versions. These modifications are summarized below. The question numbers in the list below refer to the numbers in the 2025 questionnaires.

The final 2025 questionnaires included a total of 79 questions for next of kin, and 46 questions for funeral directors.

#### 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey

The survey instrument revisions were as follows:

- The following questions were added to the survey:
  - Q36. How did you become aware of the Veterans Legacy Memorial website? *(Mark all that apply)*
    - News Article
    - Social Media
    - Email or Text from VA about VLM
    - Email from VLM that Veteran's VLM Page has been created
    - VLM QR Code
    - Cemetery Staff
    - Funeral Director
    - End of Life Caregiver
    - NCA/VA Event
    - Veteran Service Organization
    - Word of Mouth from family, friends, co-workers, etc.
    - Other (specify):
    - I was not previously aware of the Veterans Legacy Memorial platform
  - Q75. What is your race and/or ethnicity? *(Mark all that apply)*
    - American Indian or Alaska Native  
*For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.*
    - Asian  
*For example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, Japanese, etc.*
    - Black or African American  
*For example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.*
    - Hispanic or Latino  
*For example, Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, etc.*
    - Middle Eastern or North African  
*For example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, Israeli, etc.*
    - Native Hawaiian or Pacific Islander  
*For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, etc.*
    - White  
*For example, English, German, Irish, Italian, Polish, Scottish, etc.*

- The following questions were revised in the 2025 survey:
  - Q3. The response option “VA/NCA public service announcement/advertisement” was added.
  - Q33. In the question text the URL was update to [www.vlm.cem.va.gov](http://www.vlm.cem.va.gov).
  - Q38. The word “first” was added to the question text, the question was changed from (*Mark all that apply*) to (*Mark only one*), and the response option “VA/NCA social media (Facebook or X, formerly known as Twitter)” was added.
  - Q53. The statement was updated to “I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.”
  - Q54. The statement was updated to “I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.”
  - Q61. In the question text “Was your family” replaced “Were you.”
  - Q64, Q66, and Q67. In the question text “Did your family” replaced “Did you.”
  - Q69. The question (“Are you a Veteran?”) was moved so that it comes before the question “Are you a Veteran married/partner to a Veteran” and skip logic was added to the response option “No.”
  - Q71. The question text was changed to “What is your sex” and the response options “Unspecified or Another Gender Identity” and “Choose not to answer” were removed.
  - Q72. The question text what changed to “Was your loved one female or male?” and the response options “Unspecified or Another Gender Identity” and “Choose not to answer” were removed.
  - Q77. The response option “Have not used other VA benefits” was moved up to be the first response option.
- The following questions were removed from the 2024 survey:
  - Q74. Are you a Hispanic or Latino?
  - Q75. Are you... (*Mark all that apply*) (Note: This question was in regard to race)

## Appendix B: Methodology and Survey Instruments

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### 2025 Funeral Director Satisfaction Survey

The survey instrument revisions were as follows:

- The following questions were added to the “2025 Funeral Director National Satisfaction Survey” section of the 2025 funeral director survey.
  - Q3: 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 #5
  - Q4. 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
    - Somewhat
    - No
    - Did not view the video
    - I don’t remember
- The following questions were revised in the “2025 Funeral Director National Satisfaction Survey” section of the 2025 funeral director survey.
  - Q2. The question text was updated to: Are you aware of the NCA Funeral Director resource page at <https://www.cem.va.gov/funeraldirector.asp>?
  - Q7. The response options were updated to: Always, Often, About half of the time, Rarely, and Never.
- The following questions were revised in the national cemetery section of the 2025 funeral director survey.
  - Q9 and Q10. The response options were updated to: Always, Often, About half of the time, Rarely, and Never.
  - Q20: The question text and response options were updated to: How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.vlm.cem.va.gov](http://www.vlm.cem.va.gov))?
    - Always
    - Often
    - About half of the time
    - Rarely
    - Never, but I have heard of the program
    - Never, but I have NOT heard of the program
  - Q33. The statement was updated to “I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.”



## Appendix B: Methodology and Survey Instruments

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- Q34. The statement was updated to “I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.”
- The following questions were removed from the national cemetery section of the 2024 funeral director survey:
  - Q4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?
  - Q5. How would you characterize the overall communications from the national cemetery to your funeral home?

Q19 and Q20 were moved to the “2025 Funeral Director National Satisfaction Survey” section of the survey:

- Q19. 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?
- Q20. 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?

### Sampling

#### Sampling Frame

The sampling frame for the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey included all national cemeteries where a Veteran or family member was eligible to be interred during the 2024 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2025 survey fielding there were 156 national cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2025 surveys was provided to Vistra by NCA in two installments – one for January 1–June 30, 2024 interments and one for July 1– December 31, 2024 interments. The initial step was to clean the data and remove records that included fields with missing data critical for successful mailing. In 2025, 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) No name
- 3) Not NOK
- 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	12,825
No name	2,763
Not NOK	2,684
No address/Incomplete address	1,681
Invalid names	122
<b>Total excluded</b>	<b>20,075</b>
<b>Total available</b>	<b>176,206</b>
<b>Percent excluded</b>	<b>11.39%</b>

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

NC NOK Excluded Records	
Total excluded	14,821
Total available	134,438
Percent excluded	11.02%

## Appendix B: Methodology and Survey Instruments

As in previous iterations, the 2025 Funeral Director Satisfaction 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 262,524 total available funeral director records, 95.42% were removed as a result of various de-duplications, with 12,023 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 134,438 total available next of kin records, 11.02% were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 119,617 deemed usable.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
National NOK	134,438	119,617
Funeral Directors	262,524	12,023

\*\*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 2025 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, 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey employed sampling whereas the 2025 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.

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

## Appendix B: Methodology and Survey Instruments

For the 2025 National 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 2025 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  $1.96 \cdot \sqrt{\sigma/n}$  for each question. 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 119,617 usable next of kin records, 44,924 were sampled (37.56%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 42,866 next of kin. 11,582 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, 2024 until December 31, 2024; (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 2025 National Cemeteries Satisfaction Survey, the 2025 State, Tribal or Territorial Veterans Cemetery Satisfaction Survey, and 2025 the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience. Please see Appendix E (beginning on page 200) for details about the numbers of surveys mailed to individual cemeteries and response rates by cemetery for each national cemetery included in the 2025 NCA Survey of Customer Satisfaction.

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

Number of Surveys Mailed by District: Next of Kin	
Continental District	7,511
Midwest District	9,590
North Atlantic District	6,598
Pacific District	9,608
Southeast District	9,559
<b>Total</b>	<b>42,866</b>

### Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

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

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 520 next of kin and 96 funeral directors.

The mailings took place according to the below schedule.

- The Cohort 1 mailing included:
  - English and Spanish surveys for next of kin with January 1 to June 30, 2024 interment dates.
- The Cohort 2 mailing included:
  - English and Spanish surveys for next of kin with July 1 to December 31, 2024 interment dates.
  - English and Spanish surveys for funeral directors who worked with national, private, and state, tribal or territorial Veterans cemeteries between January 1 and December 31, 2024.

Wave	Cohort 1	Cohort 2
Wave 1: First Questionnaire	10/01/2024	03/21/2025
Wave 2: First Postcard	10/25/2024	04/18/2025
Wave 3: Second Questionnaire	11/18/2024	05/09/2025
Wave 4: Second Postcard	12/02/2024	05/23/2025
Close of Field Date	12/23/2024	06/13/2025

### Survey Help Line

To facilitate responses during the 2025 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 539 respondents called or emailed (504 calls, 35 emails) the Help Line or email address with questions pertaining to the 2025 NCA Customer Satisfaction Surveys. Calls and emails for were fielded for Cohort 1 from October 3 to December 23, 2024 and for Cohort 2 from March 27 to June 13, 2025.

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

- 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 provided status
  - Respondents provided general information about the status of their survey. This information included if they sent in the survey, when they would send the survey, or why they would not be completing the survey. Respondents also oftentimes provided information about their loved one’s service or delivery of their marker/headstone/columbarium niche.
- 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.
- 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.

## Appendix B: Methodology and Survey Instruments

The below table shows the reasons for the calls/emails. 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.

Reason for Call/Email	n	Percent
Respondent had a question about the survey	99	18.4%
Respondent provided status	98	18.2%
Respondent already returned the survey	95	17.6%
Respondent did not ask a question/provided name or phone number	69	12.8%
Respondent requested a paper survey	49	9.1%
Online survey question	29	5.4%
Did not get the survey, just the postcard	25	4.6%
Do not contact (DNC) or survey	15	2.8%
Unable to fill out the survey because of mental or physical limitations	13	2.4%
Other (See additional comments)	12	2.2%
NOK is deceased	11	2.0%
Received the postcard	6	1.1%
Needs return envelope/address	4	0.7%
Benefit question	4	0.7%
Change of name/address	4	0.7%
Received a 2nd survey	3	0.6%
3-digit code requested	2	0.4%
Call/email in Spanish	1	0.2%
<b>Grand Total</b>	<b>539</b>	<b>100.0%</b>

## Appendix B: Methodology and Survey Instruments

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The below table show the actions taken by Vistra.

Action Taken	n	Percent
No action required, caller provided information (feedback, personal circumstances, etc.)	152	28.2%
Responded with requested information (email/voicemail)	104	19.3%
Contacted NOK and provided requested information	89	16.5%
Left a message with call back information	86	16.0%
Added to the do not contact (DNC) or survey list	37	6.9%
Unable to contact (Phone disconnected/No option for voicemail)	37	6.9%
Other (See Additional Comments)	18	3.3%
NCA follow-up - Resolved	12	2.2%
Completed survey via phone	4	0.7%
<b>Grand Total</b>	<b>539</b>	<b>100.0%</b>



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

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

**NATIONAL CEMETERIES:  
2025 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY**



An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0571, and it expires 09/30/2026. Public reporting burden for this collection of information is estimated to average 20 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0571 in any correspondence. Do not send your completed VA Survey to this email address.

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.

**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/NCE2025>) 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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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



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

### Choosing a VA National Cemetery / National Cemetery Support and Interaction / NCA Videos

#### 1. Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)

- ☐ My loved one wanted to be interred in a national 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): \_\_\_\_\_

#### 2. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?

- ☐ Yes
- ☐ No → GO TO QUESTION #4

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

- ☐ Family member/friends
- ☐ Funeral home
- ☐ Military discharge related materials
- ☐ Other Veteran/Active-duty member
- ☐ Pre-Need Burial Eligibility Determination
- ☐ Veterans Service Organization
- ☐ VA/NCA pamphlet, newsletter, brochure
- ☐ VA/NCA website
- ☐ Other VA organization
- ☐ Professional/military association meetings
- ☐ Local news
- ☐ VA/NCA public service announcement/advertisement
- ☐ VA/NCA social media (Facebook or X, formerly known as Twitter)
- ☐ Other (specify): \_\_\_\_\_

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

- ☐ E-mail
- ☐ Newsletter/flyer
- ☐ Local newspaper/television news reports
- ☐ VA/NCA Social Media (Facebook or X, formerly known as Twitter)
- ☐ Professional/military association meetings
- ☐ Other (specify): \_\_\_\_\_

#### 5. 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

#### 6. Was a committal service held at the national 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

#### 7. How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?

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

#### 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.

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

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?</p> <p><input type="radio"/> Yes, the Funeral Director provided it</p> <p><input type="radio"/> Yes, but it was not provided by the Funeral Director</p> <p><input type="radio"/> No → GO TO QUESTION #12</p> <p>10. The videos helped me understand the burial process at the national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>11. Was your experience at the national cemetery similar to the video on service options you viewed?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <p><input type="radio"/> Visit the gravesite</p> <p><input type="radio"/> View the burial</p> <p><input type="radio"/> Special religious practices (e.g., blessing the gravesite)</p> <p><input type="radio"/> Special cultural practices (e.g., spreading/placement of earth/soil into the grave)</p> <p><input type="radio"/> Additional seating at the committal service</p> <p><input type="radio"/> Handicapped accommodations</p> <p><input type="radio"/> No, my family did not have any special needs or requests → GO TO QUESTION #14</p> <p>13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <p><input type="radio"/> Yes, completely</p> <p><input type="radio"/> Yes, somewhat</p> <p><input type="radio"/> No, and I understand why</p> <p><input type="radio"/> No, and I did not understand why</p> <p>14. The committal shelter used for the service was private, clean, and free of safety hazards.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p>	<p>15. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?</p> <p><input type="radio"/> My loved one did not receive military funeral honors</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>16. Overall, how satisfied were you with the committal service at the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>17. How many times have you visited the national cemetery where your loved one was interred?</p> <p><input type="radio"/> 1-3</p> <p><input type="radio"/> 4-6</p> <p><input type="radio"/> 7-9</p> <p><input type="radio"/> 10 or more</p> <p><input type="radio"/> None. I have not visited</p> <p>18. How far do you reside from the national cemetery?</p> <p><input type="radio"/> Less than 15 miles</p> <p><input type="radio"/> 15 to 29 miles</p> <p><input type="radio"/> 30 to 44 miles</p> <p><input type="radio"/> 45 to 59 miles</p> <p><input type="radio"/> 60 to 75 miles</p> <p><input type="radio"/> More than 75 miles</p> <p>19. Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)</p> <p><input type="radio"/> Distance to the national cemetery</p> <p><input type="radio"/> Access to transportation</p> <p><input type="radio"/> Health status</p> <p><input type="radio"/> Other (specify): _____</p> <p><input type="radio"/> None of these factors limit my visits</p> <p>20. Overall, how satisfied were you with the information provided throughout your experience with the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>		

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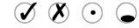
## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



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

- ☐ None. I was well informed
- ☐ Details of the committal service
- ☐ Floral policy
- ☐ Military funeral honors
- ☐ Headstone or marker inscription options
- ☐ Location of gravesite
- ☐ Certificate signed by the President of the United States honoring the Veteran's service
- ☐ Layout of the cemetery (Maps)
- ☐ Timeline of the 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 cemetery you would like to share with NCA.

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### National Cemetery Scheduling Office Experience

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

- ☐ Yes
- ☐ No. A funeral director scheduled it. → GO TO QUESTION #25
- ☐ Don't know → GO TO QUESTION #25

24. How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?

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

### Headstones, Markers or Columbarium Niche Covers

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

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

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

- ☐ Yes
- ☐ No

27. 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 #30

28. 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

29. 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 #33

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

- ☐ Yes
- ☐ No → GO TO QUESTION #33
- ☐ Don't know → GO TO QUESTION #33

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 website at [www.cem.va.gov/pmc.asp](http://www.cem.va.gov/pmc.asp)

31. 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 #33
- ☐ Somewhat satisfied → GO TO QUESTION #33
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

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## Appendix B: Methodology and Survey Instruments

[illegible]

## 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
42. 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"/>
43. There are <u>sufficient signs</u> within the national cemetery to assist visitors. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. The <u>quality of service</u> received from national cemetery staff is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. 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"/>
46. 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"/>
47. 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"/>
48. 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"/>
49. 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"/>
50. 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"/>
51. The national 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"/>
52. I would <u>recommend</u> the national 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"/>
53. I <u>trust</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"/>
54. I <u>trust</u> VA and the National Cemetery Administration <u>to 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"/>
55. <u>My experiences</u> with the national cemetery <u>exceeded my expectations</u> .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>56. Have you visited a state, tribal or territorial Veterans cemetery?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #59</p> <p><input type="radio"/> Don't know/Not applicable → GO TO QUESTION #59</p> <p>57. Based on your visit, the <u>appearance</u> of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>58. Based on your visit, the <u>quality of service</u> at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p>59. The <u>honor</u> of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p><input type="radio"/> Don't know/Not applicable</p> <p>60. 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?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know what this is</p> <p><b>Opportunity to Livestream the Committal Service</b></p> <p>61. Was your family interested in livestreaming one or more parts of your loved one's funeral or committal activities?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>62. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #64</p> <p>63. Which of the following livestream activities were offered by the provider? (Mark all that apply)</p> <p><input type="radio"/> Activities at the funeral home</p> <p><input type="radio"/> Activities at a place of worship or other gathering space</p> <p><input type="radio"/> Committal service at the national cemetery</p> <p>64. Did your family livestream your loved one's committal service at the national cemetery?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #68</p> <p>65. Who provided the livestream service?</p> <p><input type="radio"/> Funeral service provider</p> <p><input type="radio"/> Third-party vendor</p> <p><input type="radio"/> I did it myself</p> <p><input type="radio"/> Family member or friend</p> <p><input type="radio"/> Other party</p> <p>66. Did your family create or receive a digital copy for sharing and repeat viewing as part of the livestream service?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p> <p>67. Did your family pay for the livestream service?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p>

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

### 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.

### 68. Was your loved one your.....

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

### 69. Are you a Veteran?

- ☐ Yes
- ☐ No → GO TO QUESTION #71

### 70. Are you a Veteran married/partnered to a Veteran?

- ☐ Yes
- ☐ No

**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.**

### 71. What is your sex?

- ☐ Female
- ☐ Male

### 72. Was your loved one female or male?

- ☐ Female
- ☐ Male

### 73. What language do you mainly speak at home?

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

### 74. In what year were you born?

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

### 75. What is your race and/or ethnicity?

(Mark all that apply)

- ☐ **American Indian or Alaska Native**  
*For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.*
- ☐ **Asian**  
*For example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, Japanese, etc.*
- ☐ **Black or African American**  
*For example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.*
- ☐ **Hispanic or Latino**  
*For example, Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, etc.*
- ☐ **Middle Eastern or North African**  
*For example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, Israeli, etc.*
- ☐ **Native Hawaiian or Pacific Islander**  
*For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, etc.*
- ☐ **White**  
*For example, English, German, Irish, Italian, Polish, Scottish, etc.*

### 76. In what belief tradition was the burial conducted?

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

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## 2025 National Cemetery National Report

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

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

**2025 FUNERAL DIRECTOR SATISFACTION SURVEY**  
*(National Cemeteries; VA Memorial Products; and State, Tribal or Territorial Veterans Cemeteries)*



An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0571, and it expires 09/30/2026. Public reporting burden for this collection of information is estimated to average 20 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0571 in any correspondence. Do not send your completed VA Survey to this email address.

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.

**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/FDE25E>) 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).**



**< MasterID >**

NATIONAL CEMETERY ADMINISTRATION  
295128-2

- 1 -

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct MarkIncorrect Marks

2025 FUNERAL DIRECTOR NATIONAL SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING:

1. Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?

Yes

No

2. Are you aware of the NCA Funeral Director resource page at <https://www.cem.va.gov/funeraldirector.asp>?

Yes

No → GO TO QUESTION #5

3. 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 #5

4. 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

Somewhat

No

Did not view the video

I don't remember

5. Do you typically provide information resources on military honors to next of kin?

Yes

No

6. Are you aware of the NCA Pre-Need Eligibility process?

Yes

No

7. How often do your customers request “green” (i.e., environmentally sensitive) burials?

Always

Often

About half of the time

Rarely

Never

8. Did you offer livestreaming of committal services at cemeteries?

Yes

No

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

No

Yes → In what way would you be willing to participate? (Mark all that apply)

Online

By phone

In person at a focus group facility

Name:

Phone Number:

Email:

10. Did you conduct business at a national cemetery during the 2024 calendar year?

Yes → GO TO QUESTION #1 BELOW

No → GO TO THE MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY ON PAGE 6

2025 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.

Please complete this survey based on your experiences at this national cemetery within the 2024 calendar year.

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

Less than 15 miles

45 miles to 59 miles

15 miles to 29 miles

60 miles to 75 miles

30 miles to 44 miles

More than 75 miles

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

Less than 1 year

9 to 12 years

1 to 4 years

13 years or more

5 to 8 years

I don't know

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2025 National Cemetery National Report

August 2025

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## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>4. Do you feel that you are well informed by the national cemetery of its policies and procedures?</p> <p><input type="radio"/> Yes, well informed</p> <p><input type="radio"/> Yes, somewhat well informed</p> <p><input type="radio"/> No, not well informed</p> <p>5. In general, of the following services, which one provides you the <b>MOST</b> information about national cemetery policies and procedures? (Mark only one)</p> <p><input type="radio"/> VA/NCA website</p> <p><input type="radio"/> Outreach by cemetery staff</p> <p><input type="radio"/> Veterans Service Officers</p> <p><input type="radio"/> Professional associations/conventions/meetings</p> <p><input type="radio"/> Local newspaper/television news reports</p> <p><input type="radio"/> Other (specify): _____</p> <p>6. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I feel well informed</p> <p><input type="radio"/> Scheduling process</p> <p><input type="radio"/> Eligibility requirement for burial in a national cemetery</p> <p><input type="radio"/> Floral policy</p> <p><input type="radio"/> Military funeral honors</p> <p><input type="radio"/> Headstone, marker or columbarium niche cover inscription options</p> <p><input type="radio"/> Presidential Memorial Certificates (the certificate signed by the President of the United States honoring the Veteran's service)</p> <p><input type="radio"/> Other (specify): _____</p> <p><i>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 <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>.</i></p> <p>7. 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)</p> <p><input type="radio"/> Email</p> <p><input type="radio"/> Letter</p> <p><input type="radio"/> Phone</p> <p><input type="radio"/> Fax</p> <p><input type="radio"/> VA/NCA website</p> <p><input type="radio"/> Newsletter or flyer</p>	<p>8. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>9. During committal services, how often do you receive the support you need from cemetery staff?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> Often</p> <p><input type="radio"/> About half of the time</p> <p><input type="radio"/> Rarely</p> <p><input type="radio"/> Never</p> <p>10. Generally, how often do committal services at the national cemetery start on time?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> Often</p> <p><input type="radio"/> About half of the time</p> <p><input type="radio"/> Rarely</p> <p><input type="radio"/> Never</p> <p>11. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?</p> <p><input type="radio"/> Very successful</p> <p><input type="radio"/> Somewhat successful</p> <p><input type="radio"/> Neither successful nor unsuccessful</p> <p><input type="radio"/> Somewhat unsuccessful</p> <p><input type="radio"/> Very unsuccessful</p> <p><input type="radio"/> Don't know/Not applicable</p> <p>12. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>13. Overall, how satisfied were you with the length of time you were on the phone to schedule interments with the national cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>

## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

**14. 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

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

- ☐ Easier
- ☐ About the same
- ☐ Harder

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

- ☐ Yes
- ☐ No

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

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

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

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

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

- ☐ Yes
- ☐ No

**20. How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.vlm.cem.va.gov](http://www.vlm.cem.va.gov))?**

- ☐ Always
- ☐ Often
- ☐ About half of the time
- ☐ Rarely
- ☐ Never, but I have heard of the program
- ☐ Never, but I have NOT heard of the program

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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 checked="" type="checkbox"/> <input checked="" type="checkbox"/>			
<b>For the following series of statements please indicate your level of agreement.</b>		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
21. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is <u>excellent</u> . . . . .		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. 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"/>
23. 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"/>
24. 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"/>
25. 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"/>
26. 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"/>
27. 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"/>
28. 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"/>
29. 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"/>
30. 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"/>
31. 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"/>
32. 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"/>
33. I <u>trust</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"/>
34. I <u>trust</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"/>
35. <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"/>
<p>36. Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>Note:</b> If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):</p> <p>_____</p>							



## Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

### 2025 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 2024 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. 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) \_\_\_\_\_

4. 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

5. 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 #8  
☐ Don't know → GO TO QUESTION #8

6. 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): \_\_\_\_\_

7. How satisfied were you with the service you received from the NCA Customer Service Representative?

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

8. How easy is the process of scheduling an interment at a national cemetery vs. a non-VA cemetery?

- ☐ Easier at the non-VA cemetery  
☐ About the same  
☐ Easier at the national cemetery  
☐ Don't know/No opinion

9. Have you visited the VA website for information about ordering the headstone, marker or medallion?

- ☐ Yes  
☐ No → GO TO QUESTION #12

10. What kind of information were you looking for on VA's website? (Mark all that apply)

- ☐ Download an order form  
☐ Find out what could go on the headstone/maker/medallion  
☐ How to order a headstone/marker/medallion  
☐ Find information on documentation needed  
☐ Find information on Presidential Memorial Certificates (the certificate signed by the President of the United States honoring the Veteran's service)  
☐ Other (specify): \_\_\_\_\_

11. How satisfied were you with the ease of finding the information you were looking for on VA's website?

- ☐ Very satisfied  
☐ Somewhat satisfied  
☐ 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 <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>																																		
<p><b>12. 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>13. 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>14. 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>15. 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> <p><b>16. In the past year, have you/your company had problems with a delivered headstone, marker or medallion?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #20</p> <p><input type="radio"/> Don't know → GO TO QUESTION #20</p> <p><b>17. About what percentage of the markers that you receive have problems?</b></p> <p><input type="radio"/> Less than 1%</p> <p><input type="radio"/> 1-5%</p> <p><input type="radio"/> 6-10%</p> <p><input type="radio"/> More than 10%</p>	<p><b>18. What types of problems have you experienced with VA furnished headstones and markers?</b></p> <p><i>(Mark all that apply)</i></p> <p><input type="radio"/> Broken/chipped headstones/markers</p> <p><input type="radio"/> Typographical errors</p> <p><input type="radio"/> Wrong information/symbol</p> <p><input type="radio"/> Discoloration</p> <p><input type="radio"/> Wrong type of headstone/marker</p> <p><input type="radio"/> Other (specify): _____</p> <p><b>19. How satisfied are you with the timeliness in which problems have been corrected?</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>20. 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?</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Excellent</th> <th style="text-align: center;">Above average</th> <th style="text-align: center;">Average</th> <th style="text-align: center;">Below average</th> <th style="text-align: center;">Extremely poor</th> </tr> </thead> <tbody> <tr> <td>Cut .....</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Polish .....</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Color .....</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Finish .....</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Depth of the inscription (Stone only) .....</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> </tbody> </table> <p><b>21. 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."</b></p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p> <p><b>22. Are you aware of the Presidential Memorial Certificate (PMC) (the certificate signed by the President of the United States honoring the Veteran's service)?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → GO TO QUESTION #25</p> <p><i>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 <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a></i></p>		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"/>
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## 2025 National Cemetery National Report

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="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/>
<p><b>23. Do you typically inform your clients about the Presidential Memorial Certificate?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → If no, please explain why not</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>26. 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.</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>		
<p><b>24. Do you typically order the Presidential Memorial Certificate for your clients?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>			
<p><b>25. Overall, how satisfied are you with your experience with these VA Memorial Products and Services?</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



### 2025 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 2024 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
	6	6
	7	7
	8	8
	9	9

Please complete this survey based on your experiences at this cemetery within the 2024 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. 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

5. 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): \_\_\_\_\_

6. 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  
☐ 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).

7. 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  
☐ Phone  
☐ Letter  
☐ Fax  
☐ State, tribal or territorial website  
☐ Newsletter or flyer

8. 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

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



9. 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

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).

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

☐ Yes ☐ No

11. 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

12. 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

13. 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 ☐ 4 to 5 hours  
☐ 1 to 2 hours ☐ 5 to 6 hours  
☐ 2 to 3 hours ☐ 1 to 2 days  
☐ 3 to 4 hours ☐ More than 2 days

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

☐ Very satisfied  
☐ Somewhat satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Somewhat dissatisfied  
☐ Very dissatisfied

15. 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

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

☐ Always  
☐ Often  
☐ About half of the time  
☐ Rarely  
☐ Never

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

☐ Always  
☐ Often  
☐ About half of the time  
☐ Rarely  
☐ Never

18. 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

19. 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

20. 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 ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

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

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

22. How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program ([www.vlm cem.va.gov](http://www.vlm cem.va.gov))?

- ☐ Always  
☐ Often  
☐ About half of the time  
☐ Rarely  
☐ Never, but I have heard of the program  
☐ Never, but I have NOT heard of the program

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

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

Strongly agree  
Agree  
Neither agree nor disagree  
Disagree  
Strongly Disagree  
Don't know/ Not applicable

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

25. The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation .....

26. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors. ....

27. The quality of service received from state, tribal or territorial Veterans cemetery staff is excellent. ....

28. The state, tribal or territorial Veterans cemetery staff was courteous .....

29. The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive. ....

30. The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services .....

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

32. The overall appearance of the state, tribal or territorial Veterans cemetery is excellent .....

33. Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery .....

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

35. I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future .....

36. I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future .....

37. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations .....

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

☐

☐

☒

☐

Incorrect Marks

☒

☒

☐

☐

38. 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.

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

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

NATIONAL CEMETERY ADMINISTRATION  
PO BOX 510570  
LIVONIA, MI 48151-9807

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

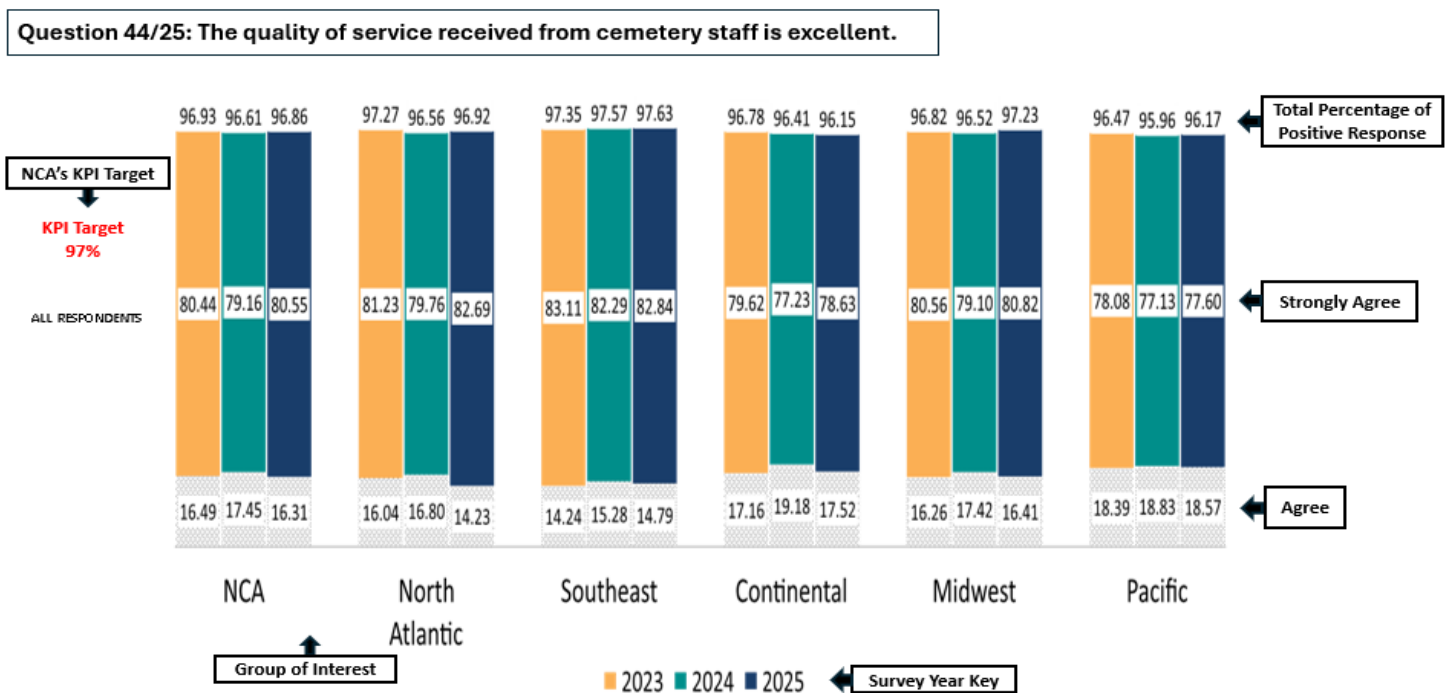
- This section presents an explanation of how to understand and interpret the graphs and tables used in this report.
- Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “Strongly agree” to “Strongly disagree”).
- Standard bar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

## Question Numbers

Questions that were asked of both next of kin and funeral directors are combined in All Respondents graphs followed by the next of kin and funeral directors in separate graphs. When presented together, the first number presented for the question is the question number in the survey instrument asked of next of kin, while the second number is the question number in the survey instrument asked of funeral directors. In the below example, Question 44 was asked of next of kin in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey, while Question 25 was asked of funeral directors in the national cemetery component of the 2025 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., “Strongly agree” and “Agree”). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all NCA survey participants. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.



A survey year key is located at the bottom of the graph. When data are available, the graph will display data from the current year and the previous two years. According to the key in this example, 2025 data are shown by the blue bars (darkest shade), 2024 data are shown by the green bars (medium shade), and 2023 data are shown by the yellow bars (lightest shade).

The top percentages represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the bottom percentages are the moderate responses (in this case, “Agree”). For example, in the above graph 16.31% of all NCA respondents selected “Agree” in 2025 and 80.55% selected “Strongly agree,” so in total, 96.86% of participants responded positively to this item.

## Appendix C: User Guide

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 97%, while the actual satisfaction scores on this item have ranged from 95% to 98%. Note that KPI targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not display a 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 two years (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

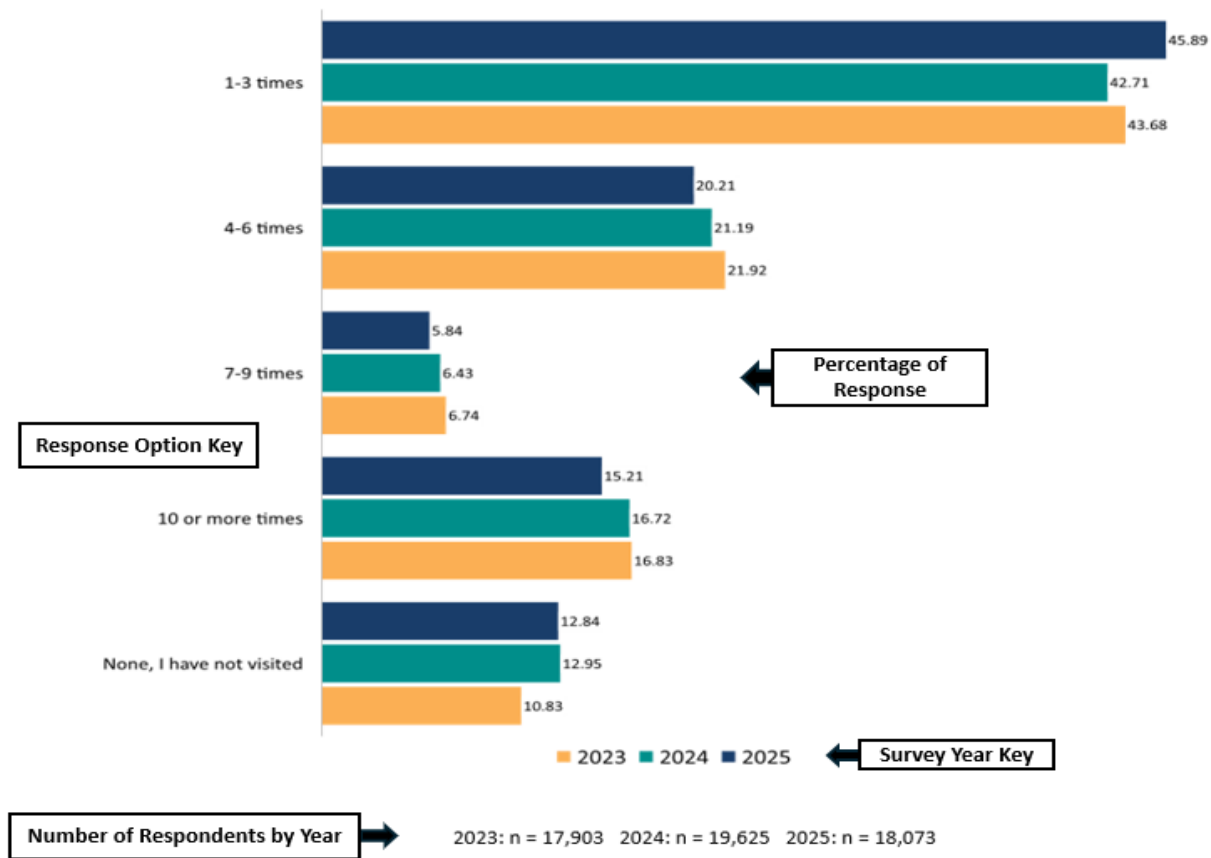
		NCA			North Atlantic			Southeast			Continental			Midwest			Pacific		
Category	Year	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
n		19358	20620	19170	3160	3370	3148	4114	4399	4138	2984	3259	3070	4466	4857	4484	4106	4333	3947
Strongly agree		80.44%	79.16%	80.55%	81.23%	79.76%	82.69%	83.11%	82.29%	82.84%	79.62%	77.23%	78.63%	80.56%	79.10%	80.82%	78.08%	77.13%	77.60%
Agree		16.49%	17.45%	16.31%	16.04%	16.80%	14.23%	14.24%	15.28%	14.79%	17.16%	19.18%	17.52%	16.26%	17.42%	16.41%	18.39%	18.83%	18.57%
Neither agree nor disagree		2.26%	2.65%	2.44%	2.03%	2.73%	2.54%	1.94%	1.84%	1.91%	2.38%	2.82%	3.03%	2.35%	2.90%	2.14%	2.61%	3.05%	2.79%
Disagree		0.47%	0.42%	0.45%	0.25%	0.36%	0.29%	0.46%	0.36%	0.29%	0.60%	0.40%	0.55%	0.54%	0.33%	0.47%	0.49%	0.62%	0.63%
Strongly disagree		0.34%	0.32%	0.26%	0.44%	0.36%	0.25%	0.24%	0.23%	0.17%	0.23%	0.37%	0.26%	0.29%	0.25%	0.16%	0.44%	0.37%	0.41%

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



### Standard Bar Graphs

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “Strongly agree” to “Strongly disagree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses with no rank order such as Veteran status, race, ethnicity, type of communication, etc.).



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 2025 data are represented by the top blue bars, 2024 data are represented by the middle green bars, and 2023 data are represented by the bottom yellow bars. Thus, 45.89% of respondents selected 1-3 times in 2025, 42.71% selected 1-3 times in 2024, and 43.68% selected 1-3 times in 2023.

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 #
44	25	The quality of service received from cemetery staff is excellent.	10 - 11
49	30	The overall appearance of the national cemetery is excellent.	12 - 13
43	24	There are sufficient signs within the cemetery to assist visitors.	15 - 16
52	32	I would recommend the cemetery to Veteran families during their time of need.	18 - 19
14	22	The committal shelter used for the service was private, clean, and free of safety hazards.	21 - 22
42	21	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	24 – 25
54	34	I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	29 - 30
53	33	I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	31 - 32
51	23	The cemetery honors all Veterans and their service to our nation.	33 - 34
45	26	The national cemetery staff was courteous.	101 - 102
46	27	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	103 - 104
48	29	The information kiosks (i.e., gravesite locators) are helpful to me.	105 - 106
50	31	Overall, I am satisfied with my experience at the national cemetery.	107 - 108
55	35	My experiences with the national cemetery exceeded my expectations.	109 - 110

## Appendix D: Question Locator

### Questions for Next of Kin

Question #	Question Text	Report Page #
<b>NOK</b>		<b>Report Page #</b>
NC NOK Q1	Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)	35
NC NOK Q2	Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	38
NC NOK Q3	How did you learn of these benefits prior to your time of need? (Mark all that apply)	39
NC NOK Q4	Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	40
NC NOK Q5	Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)	41
NC NOK Q6	Was a committal service held at the national cemetery for your loved one?	42
NC NOK Q7	How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?	43
NC 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?	44
NC NOK Q9	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	75
NC NOK Q10	The video(s) helped me understand the burial process at the national cemetery.	76
NC NOK Q11	Was your experience at the national cemetery similar to the video on service options you viewed?	77
NC NOK Q12	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	72
NC NOK Q13	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	73
NC NOK Q15	If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	78
NC NOK Q16	Overall, how satisfied were you with the committal service at the national cemetery?	20
NC NOK Q17	How many times have you visited the national cemetery where your loved one was interred?	126
NC NOK Q18	How far do you reside from the national cemetery?	127
NC NOK Q19	Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	128
NC NOK Q20	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	37
NC NOK Q21	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	59
NC NOK Q23	Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	45
NC NOK Q24	How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?	17
NC NOK Q25	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	96
NC NOK Q26	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	97
NC NOK Q27	How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?	23
NC NOK Q28	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	98
NC NOK Q29	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	99
NC NOK Q30	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	46

## Appendix D: Question Locator

### Questions for Next of Kin

Question #	Question Text	Report Page #
NOK		Report Page #
NC NOK Q31	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	47
NC NOK Q32	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)	48
NC NOK Q33	Are you aware of the Veterans Legacy Memorial (VLM) website <a href="http://www.vlm.cem.va.gov">www.vlm.cem.va.gov</a> ?	50
NC NOK Q34	How easy was the VLM site to navigate?	51
NC NOK Q35	Have you added content to a Veteran page on the VLM site? (Mark all that apply)	52
NC NOK Q36	How did you become aware of the Veterans Legacy Memorial website? (Mark all that apply)	53
NC NOK Q37	Are you aware of the NCA Pre-Need Eligibility Process?	54
NC NOK Q38	How did you first become aware of the Pre-Need opportunity? (Mark only one)	55
NC NOK Q39	Have you applied for Pre-Need Eligibility?	56
NC NOK Q40	Were you satisfied with the length of time it took to receive a certificate of eligibility?	57
NC NOK Q47	The appearance of my loved one's gravesite/columbaria is excellent.	14
NC NOK Q56	Have you visited a state, tribal or territorial Veterans cemetery?	112
NC NOK Q57	Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	113
NC NOK Q58	Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	114
NC NOK Q59	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.	115
NC NOK Q60	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?	49
NC NOK Q61	Was your family interested in livestreaming one or more parts of your loved one's funeral or committal activities?	79
NC NOK Q62	Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?	80
NC NOK Q63	Which of the following livestream activities were offered by the provider? (Mark all that apply)	81
NC NOK Q64	Did your family livestream your loved one's committal service at the national cemetery?	82
NC NOK Q65	Who provided the livestream service?	83
NC NOK Q66	Did your family create or receive a digital copy for sharing and repeat viewing as part of the livestream service?	84
NC NOK Q67	Did your family pay for the livestream service?	85
NC NOK Q68	Was your loved one your.....	130
NC NOK Q70	Are you a Veteran married/partnered to a Veteran?	132
NC NOK Q69	Are you a Veteran?	131
NC NOK Q71	What is your sex?	133
NC NOK Q72	Was your loved one female or male?	134
NC NOK Q73	What language do you mainly speak at home?	142
NC NOK Q74	In what year were you born? (Age group)	153
NC NOK Q75	What is your race and/or ethnicity? (Mark all that apply)	143
NC NOK Q76	In what belief tradition was the burial conducted?	129
NC NOK Q77	Have you or your loved one used any other VA Benefits? (Mark all that apply)	58

## 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?	117
GEN FD Q2	Are you aware of the NCA Funeral Director resource page at <a href="https://www.cem.va.gov/funeraldirector.asp">https://www.cem.va.gov/funeraldirector.asp</a> ?	118
GEN FD Q3	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?	119
GEN FD Q4	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?	120
GEN FD Q5	Do you typically provide information resources on military honors to next of kin?	121
GEN FD Q6	Are you aware of the NCA Pre-Need Eligibility process?	122
GEN FD Q7	How often do your customers request “green” (i.e., environmentally sensitive) burials?	123
GEN FD Q8	Did you offer livestreaming of committal services at cemeteries?	124
NC FD Q2	How far is your funeral home from the national cemetery with which you most frequently do business?	154
NC FD Q3	How long has your funeral home worked with the national cemetery?	155
NC FD Q4	Do you feel that you are well informed by the national cemetery of its policies and procedures?	62
NC FD Q5	In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	63
NC FD Q6	What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	64
NC FD Q7	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)	68
NC FD Q8	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	61
NC FD Q9	During committal services, how often do you receive the support you need from cemetery staff?	89
NC FD Q10	Generally, how often do committal services at the national cemetery start on time?	90
NC FD Q11	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?	91
NC FD Q12	How satisfied are you with the NCA’s available dates and times to schedule your committal service and/or interment?	88
NC FD Q13	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?	27
NC FD Q14	How easy is the process of scheduling an interment at the national cemetery?	26
NC FD Q15	How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?	87
NC FD Q16	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	65
NC FD Q17	How easy is it to schedule military honors at the national cemetery?	92
NC FD Q18	To what extent is the quality of military honors acceptable?	93
NC FD Q19	Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?	66
NC FD Q20	How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program ( <a href="http://www.vlm.cem.va.gov">www.vlm.cem.va.gov</a> )?	67
NC FD Q28	The National Cemetery Scheduling Office’s hours of operation meet my needs for scheduling services.	69

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## Appendix E: Response Rates

### SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 Funeral Director Satisfaction Survey.

### National Response Rates

Nationally, the survey yielded a response rate of 39.10% (44.50% next of kin and 19.09% for funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. A total of 54,448 survey questionnaires (42,866 to next of kin and 11,582 to funeral directors) were mailed for this survey.

The funeral director response rate is reported only at the national level.

In the 2025 survey mailings, Secure Destruction, a free service provided by the United States Postal Service (USPS) that offers a secure method for handling undeliverable First-Class mail, was used by the GPO print vendor. Secure Destruction ensures that any undeliverable First-Class mail is securely destroyed at USPS facilities. Rather than being returned to the sender, mail is processed and eliminated under strict security protocols, preventing any potential unauthorized access. In total the GPO print vendor reported 2,223 pieces of mail being undeliverable. In addition, 181 pieces of mail were returned to the return to sender address as undeliverable. In 2025, a total of 2,404 pieces of mail (4.42%) were undeliverable.

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable.

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	42,866	11,582	54,448
Total Undeliverable	1,882	522	2,404
<i>Returned to USPS</i>	<i>1,748</i>	<i>475</i>	<i>2,223</i>
<i>Returned to Sender</i>	<i>134</i>	<i>47</i>	<i>181</i>
Total Eligible Questionnaires	40,984	11,060	52,044
Total Returned Surveys	18,239	2,111	20,350
<i>English Surveys Returned</i>	<i>18,021</i>	<i>2,085</i>	<i>20,106</i>
<i>Spanish Surveys Returned</i>	<i>218</i>	<i>26</i>	<i>244</i>
<b>Total Response Rate (Returned/Eligible)</b>	<b>44.50%</b>	<b>19.09%</b>	<b>39.10%</b>



## Appendix E: Response Rates

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 2
Total Sample	22,106	20,760	11,582
Total Undeliverable	1,006	876	522
Total Eligible Questionnaires	21,100	19,884	11,060
Total Returned Surveys	9,248	8,991	2,111
<b>Total Response Rate (Returned/Eligible)</b>	<b>43.83%</b>	<b>45.22%</b>	<b>19.09%</b>

Cohort 1: NOK English and Spanish surveys, 1/1/2024-6/30/2024 interments; Cohort 2: NOK English and Spanish surveys, 7/1/2024- 12/31/2024 interments and FD English and Spanish surveys, 1/1/2024-12/31/2024 interments.

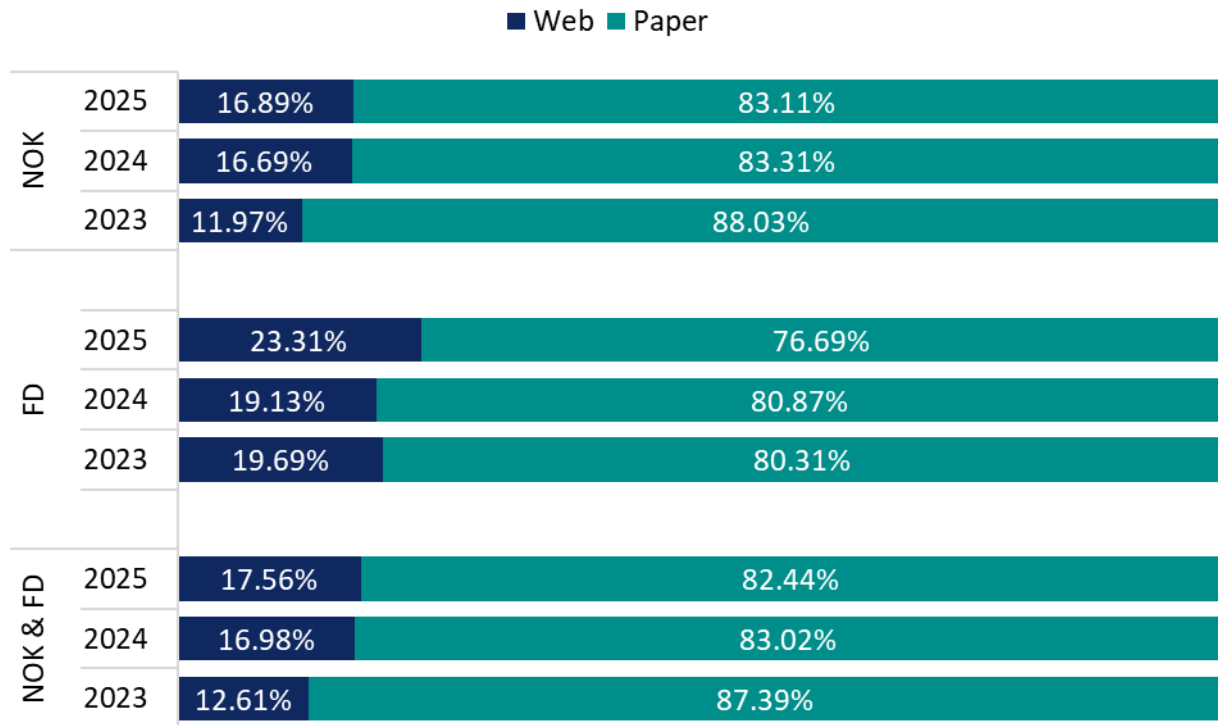
The table below presents survey returns by District.

Survey Returns by District				
	Next of Kin		Funeral Directors	
Continental District	2,975	16.31%	201	9.62%
Midwest District	4,255	23.33%	426	20.39%
North Atlantic District	2,961	16.23%	335	16.04%
Pacific District	4,026	22.07%	109	5.22%
Southeast District	4,022	22.05%	283	13.55%
No District Identified	0	0.00%	735	35.18%
<b>Total Returned Surveys</b>	<b>18,239</b>	<b>100.00%</b>	<b>2,089*</b>	<b>100.00%</b>

\*Note: A total of 2,111 Funeral Directors completed the 2025 Funeral Director Satisfaction Survey, but only 2,089 completed the National Cemetery section.

## Appendix E: Response Rates

The chart below shows the percentage of web and paper completion modes among NOK and FD over the past three years.



### Cemetery Reports

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

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Abraham Lincoln National Cemetery	963	405	42.06%	58
Acadia National Cemetery	24	12	50.00%	1
Alabama National Cemetery	426	190	44.60%	18
Alexandria National Cemetery, LA	13	7	53.85%	0
Alexandria National Cemetery, VA	2	0	0.00%	6
Alton National Cemetery	N/A	N/A	N/A	0
Annapolis National Cemetery	N/A	N/A	N/A	1
Bakersfield National Cemetery	348	133	38.22%	6
Ball's Bluff National Cemetery	N/A	N/A	N/A	1
Baltimore National Cemetery	171	75	43.86%	7
Barrancas National Cemetery	539	216	40.07%	13
Bath National Cemetery	165	66	40.00%	5
Baton Rouge National Cemetery	2	0	0.00%	2
Baxter Springs Soldier Lot	N/A	N/A	N/A	0
Bay Pines National Cemetery	446	186	41.70%	4
Beaufort National Cemetery	376	171	45.48%	10
Benicia Arsenal Post Cemetery	N/A	N/A	N/A	0
Beverly National Cemetery	59	29	49.15%	4
Biloxi National Cemetery	413	174	42.13%	8
Black Hills National Cemetery	413	204	49.39%	11
Calverton National Cemetery	1,133	426	37.60%	44
Camp Butler National Cemetery	292	137	46.92%	11
Camp Nelson National Cemetery	272	96	35.29%	22
Cape Canaveral National Cemetery	568	263	46.30%	10
Cave Hill National Cemetery	N/A	N/A	N/A	1
Chattanooga National Cemetery	416	168	40.38%	14
Cheyenne National Cemetery	118	64	54.24%	1
City Point National Cemetery	N/A	N/A	N/A	0
Cold Harbor National Cemetery	N/A	N/A	N/A	0
Corinth National Cemetery	48	20	41.67%	3
Crown Hill National Cemetery	166	74	44.58%	4
Culpeper National Cemetery	208	101	48.56%	8
Cypress Hills National Cemetery	N/A	N/A	N/A	1
Dallas/Fort Worth National Cemetery	1,243	481	38.70%	44
Danville National Cemetery, IL	140	51	36.43%	10
Danville National Cemetery, KY	N/A	N/A	N/A	0
Danville National Cemetery, VA	17	10	58.82%	2

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Dayton National Cemetery	399	160	40.10%	26
Eagle Point National Cemetery	360	167	46.39%	3
Fargo National Cemetery	164	90	54.88%	3
Fayetteville National Cemetery	269	116	43.12%	3
Finn's Point National Cemetery	37	12	32.43%	1
Florence National Cemetery	223	88	39.46%	9
Florida National Cemetery	1,418	626	44.15%	31
Fort Bayard National Cemetery	98	44	44.90%	1
Fort Bliss National Cemetery	488	152	31.15%	2
Fort Custer National Cemetery	464	230	49.57%	21
Fort Devens Post Cemetery	5	1	20.00%	1
Fort Douglas Post Cemetery	4	3	75.00%	0
Fort Gibson National Cemetery	374	154	41.18%	20
Fort Harrison National Cemetery	1	0	0.00%	0
Fort Jackson National Cemetery	419	166	39.62%	14
Fort Lawton Post Cemetery	1	0	0.00%	0
Fort Leavenworth National Cemetery	51	24	47.06%	5
Fort Logan National Cemetery	974	412	42.30%	6
Fort Lyon National Cemetery	19	9	47.37%	1
Fort McClellan Post Cemetery	1	0	0.00%	0
Fort McPherson National Cemetery	161	70	43.48%	7
Fort Meade National Cemetery	N/A	N/A	N/A	0
Fort Missoula Post Cemetery	N/A	N/A	N/A	0
Fort Mitchell National Cemetery	308	115	37.34%	9
Fort Richardson National Cemetery	170	73	42.94%	3
Fort Rosecrans National Cemetery	307	121	39.41%	0
Fort Sam Houston National Cemetery	1,060	411	38.77%	25
Fort Scott National Cemetery	138	62	44.93%	7
Fort Sheridan National Cemetery	166	79	47.59%	2
Fort Sill National Cemetery	311	136	43.73%	20
Fort Smith National Cemetery	241	99	41.08%	4
Fort Snelling National Cemetery	1,189	512	43.06%	42
Fort Stevens National Cemetery	16	5	31.25%	0
Fort Worden Post Cemetery	N/A	N/A	N/A	0
Georgia National Cemetery	658	255	38.75%	25
Gerald B.H. Solomon Saratoga National Cemetery	485	259	53.40%	18
Glendale National Cemetery	1	0	0.00%	0
Golden Gate National Cemetery	165	75	45.45%	1

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Grafton National Cemetery	N/A	N/A	N/A	8
Great Lakes National Cemetery	1,109	501	45.18%	53
Green Mount Cemetery Soldiers' Lot	N/A	N/A	N/A	0
Hampton (VAMC) National Cemetery	N/A	N/A	N/A	2
Hampton National Cemetery	30	13	43.33%	2
Hot Springs National Cemetery	N/A	N/A	N/A	0
Houston National Cemetery	909	306	33.66%	35
Indiantown Gap National Cemetery	610	308	50.49%	56
Jacksonville National Cemetery	501	204	40.72%	15
Jefferson Barracks National Cemetery	1,207	488	40.43%	32
Jefferson City National Cemetery	3	1	33.33%	2
Keokuk National Cemetery	94	46	48.94%	5
Kerrville National Cemetery	N/A	N/A	N/A	0
Knoxville National Cemetery	21	13	61.90%	2
Leavenworth National Cemetery	476	193	40.55%	12
Lebanon National Cemetery	61	29	47.54%	8
Lexington National Cemetery	N/A	N/A	N/A	1
Little Rock National Cemetery	30	13	43.33%	9
Long Island National Cemetery	381	174	45.67%	1
Los Angeles National Cemetery	332	134	40.36%	2
Loudon Park National Cemetery	N/A	N/A	N/A	1
Louisiana National Cemetery	264	84	31.82%	7
Marietta National Cemetery	10	4	40.00%	1
Marion National Cemetery	243	93	38.27%	13
Massachusetts National Cemetery	618	271	43.85%	29
Memphis National Cemetery	65	19	29.23%	5
Mill Springs National Cemetery	103	52	50.49%	4
Miramar National Cemetery	781	357	45.71%	4
Mobile National Cemetery	6	1	16.67%	0
Morovis National Cemetery	211	84	39.81%	6
Mound City National Cemetery	44	18	40.91%	4
Mountain Home National Cemetery	280	132	47.14%	9
Nashville National Cemetery	144	63	43.75%	11
Natchez National Cemetery	83	32	38.55%	5
National Cemetery of the Alleghenies	486	229	47.12%	39
National Memorial Cemetery at Quantico	521	227	43.57%	17

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
National Memorial Cemetery of Arizona	841	340	40.43%	6
National Memorial Cemetery of the Pacific	456	241	52.85%	0
New Albany National Cemetery	38	14	36.84%	2
New Bern National Cemetery	13	4	30.77%	3
Northwoods National Cemetery	65	43	66.15%	3
Ohio Western Reserve National Cemetery	747	343	45.92%	51
Omaha National Cemetery	439	219	49.89%	12
Philadelphia National Cemetery	1	0	0.00%	1
Pikes Peak National Cemetery	458	219	47.82%	3
Port Hudson National Cemetery	68	22	32.35%	1
Prescott National Cemetery	207	108	52.17%	3
Puerto Rico National Cemetery	426	169	39.67%	5
Quincy National Cemetery	1	0	0.00%	0
Raleigh National Cemetery	11	5	45.45%	0
Richmond National Cemetery	N/A	N/A	N/A	0
Riverside National Cemetery	1,753	682	38.90%	11
Rock Island National Cemetery	331	159	48.04%	12
Roseburg National Cemetery	264	107	40.53%	4
Sacramento Valley National Cemetery	909	360	39.60%	16
Salisbury National Cemetery	398	154	38.69%	24
San Antonio National Cemetery	1	0	0.00%	1
San Francisco National Cemetery	38	19	50.00%	0
San Joaquin Valley National Cemetery	379	148	39.05%	7
Santa Fe National Cemetery	455	189	41.54%	7
Sarasota National Cemetery	588	262	44.56%	10
Seven Pines National Cemetery	N/A	N/A	N/A	0
Sitka National Cemetery	11	3	27.27%	1
Snake River Canyon National Cemetery	61	24	39.34%	4
South Florida National Cemetery	705	293	41.56%	15
Springfield National Cemetery	53	23	43.40%	11
St. Augustine National Cemetery	N/A	N/A	N/A	0
Staunton National Cemetery	N/A	N/A	N/A	0
Tahoma National Cemetery	756	344	45.50%	13
Tallahassee National Cemetery	269	116	43.12%	5
Togus National Cemetery	N/A	N/A	N/A	2
Utah National Cemetery - Cedar City	N/A	N/A	N/A	0

## Appendix E: Response Rates

The table below presents response rates for each national cemetery included in the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and national cemetery component of the 2025 Funeral Director Satisfaction Survey.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Vancouver Barracks National Cemetery	58	24	41.38%	0
Washington Crossing National Cemetery	592	261	44.09%	34
West Virginia National Cemetery	225	105	46.67%	6
Western NY National Cemetery	280	156	55.71%	10
Willamette National Cemetery	842	328	38.95%	17
Wilmington National Cemetery	8	4	50.00%	0
Winchester National Cemetery	6	2	33.33%	0
Wood National Cemetery	72	30	41.67%	9
Woodlawn National Cemetery	110	57	51.82%	0
Yellowstone National Cemetery	169	81	47.93%	4
Zachary Taylor National Cemetery	13	7	53.85%	1



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## Appendix F: Survey Results by Question

### SECTION DESCRIPTION

- This appendix provides the 2025 National Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 Funeral Director Satisfaction Survey results by question.

## Appendix F: Survey Results by Question (Next of Kin)

### Survey Results by Question: Next of Kin

NOK Q1. Why did you choose to inter your loved one in a VA national cemetery? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,042	n=2,932	n=3,978	n=2,947	n=4,210	n=3,975
My loved one wanted to be interred in a national cemetery	57.28%	54.26%	59.28%	57.99%	57.89%	56.33%
My loved one wanted to be close to other relatives or friends already buried in the cemetery	27.77%	28.21%	23.25%	26.91%	27.89%	32.48%
The cemetery location will make it easy to visit my loved one's gravesite	23.41%	22.37%	25.24%	25.11%	21.76%	22.84%
It was a more affordable burial option	23.51%	23.19%	22.67%	24.30%	24.42%	23.04%
The cemetery's reputation in the local Veteran community	18.27%	17.74%	19.51%	17.61%	19.22%	16.91%
It was recommended by a VA outreach officer and/or at a VA outreach event	2.38%	2.35%	2.44%	2.07%	2.26%	2.72%
It was recommended by the funeral director	8.55%	11.70%	8.65%	7.09%	9.14%	6.57%
It was recommended by someone I trust (e.g., friend, relative, Veterans Service Officer, etc.)	9.98%	9.79%	9.98%	8.72%	10.90%	10.09%
Other (specify)	8.28%	7.61%	7.99%	8.89%	8.22%	8.65%
NOK Q2. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,753	n=2,885	n=3,902	n=2,900	n=4,143	n=3,923
Yes	75.36%	72.27%	74.47%	77.69%	75.33%	76.80%
No	24.64%	27.73%	25.53%	22.31%	24.67%	23.20%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q3. How did you learn of these benefits prior to your time of need? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=12,106	n=1,887	n=2,637	n=2,045	n=2,842	n=2,695
Family member/friends	55.95%	57.66%	51.84%	54.18%	58.44%	57.48%
Pre-Need Burial Eligibility Determination	10.66%	8.37%	13.54%	10.02%	8.59%	12.13%
Funeral home	20.44%	23.58%	20.17%	19.90%	21.46%	17.81%
Military discharge related materials	24.46%	22.58%	26.47%	27.33%	22.62%	23.56%
Other Veteran/Active-duty member	16.29%	13.57%	17.52%	17.56%	17.07%	15.21%
VA/NCA pamphlet, brochure, newsletter	5.40%	4.45%	6.14%	5.62%	5.07%	5.53%
VA/NCA website	3.77%	3.44%	4.13%	3.62%	3.31%	4.23%
VA/NCA social media (Facebook or X, formerly known as Twitter)	0.28%	0.21%	0.38%	0.24%	0.21%	0.33%
Veterans Service Organization	13.32%	12.24%	13.65%	13.50%	14.85%	11.99%
Other VA Organization	2.51%	1.38%	3.30%	2.93%	2.57%	2.15%
Local news	1.11%	1.38%	1.02%	0.98%	1.30%	0.89%
Professional/military association meetings	2.06%	1.80%	2.50%	2.20%	2.18%	1.56%
VA/NCA public service announcement/advertisement	0.55%	0.42%	0.57%	0.64%	0.53%	0.59%
Other (specify)	6.68%	6.15%	6.79%	6.60%	6.79%	6.90%
NOK Q4. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits? (Mark only one)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,198	n=2,655	n=3,574	n=2,641	n=3,787	n=3,541
E-mail	36.73%	34.92%	39.40%	36.35%	33.43%	39.20%
Newsletter/flyer	27.85%	29.38%	26.69%	26.54%	30.50%	26.01%
Local newspaper/television news reports	14.14%	15.52%	13.71%	13.33%	14.79%	13.44%
VA/NCA Social Media (Facebook or X, formerly known as Twitter)	7.59%	7.91%	7.22%	9.13%	7.31%	6.86%
Professional/military association meetings	6.73%	5.05%	7.02%	7.72%	6.65%	7.03%
Other (specify)	6.97%	7.23%	5.96%	6.93%	7.31%	7.46%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,712	n=2,888	n=3,894	n=2,882	n=4,142	n=3,906
Not applicable: Funeral Director not used	16.11%	11.01%	14.05%	15.02%	14.70%	24.24%
Funeral Director provided information about VA burial benefits for Veterans	61.82%	67.28%	62.56%	60.86%	64.82%	54.58%
Funeral Director provided information about VA memorial benefits for Veterans	30.73%	31.02%	30.64%	31.23%	31.19%	29.75%
No, the Funeral Director did not provide information about either VA burial or memorial benefits	12.78%	12.95%	14.20%	14.12%	11.95%	11.14%
NOK Q6. Was a committal service held at the national cemetery for your loved one?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,731	n=2,880	n=3,889	n=2,888	n=4,150	n=3,924
Yes, and I was involved in planning it	55.56%	50.14%	56.21%	58.10%	55.25%	57.34%
Yes, but I was not involved in planning it	24.70%	33.06%	24.07%	21.81%	28.31%	17.48%
No, the committal service was not held	16.20%	12.95%	16.17%	16.00%	13.40%	21.74%
Don't know/Can't recall	3.54%	3.85%	3.55%	4.09%	3.04%	3.44%
NOK Q7. How satisfied were you with NCA's available dates and times offered for the scheduling of your committal service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,838	n=1,451	n=2,205	n=1,682	n=2,269	n=2,231
Very satisfied	88.20%	90.76%	89.66%	84.90%	88.59%	87.18%
Somewhat satisfied	8.78%	7.10%	7.80%	11.18%	8.68%	9.14%
Neither satisfied nor dissatisfied	1.51%	1.38%	1.18%	1.90%	1.19%	1.97%
Somewhat dissatisfied	1.14%	0.69%	1.04%	1.25%	1.15%	1.43%
Very dissatisfied	0.37%	0.07%	0.32%	0.77%	0.40%	0.27%
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?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,806	n=1,453	n=2,190	n=1,680	n=2,259	n=2,224
Very informed	82.57%	82.79%	81.87%	81.25%	84.02%	82.64%
Somewhat informed	14.31%	13.83%	15.07%	15.12%	13.06%	14.52%
Neither informed nor uninformed	1.47%	1.51%	1.78%	1.79%	1.33%	1.03%
Somewhat uninformed	1.05%	1.24%	0.73%	1.13%	1.02%	1.21%
Very uninformed	0.60%	0.62%	0.55%	0.71%	0.58%	0.58%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,776	n=1,448	n=2,183	n=1,674	n=2,257	n=2,214
Yes, the Funeral Director provided it	6.86%	6.35%	6.96%	6.99%	6.91%	6.96%
Yes, but it was not provided by the Funeral Director	3.91%	3.87%	3.99%	4.00%	3.72%	3.97%
No	89.23%	89.78%	89.05%	89.01%	89.37%	89.07%
NOK Q10. The video(s) helped me understand the burial process at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,013	n=143	n=228	n=177	n=231	n=234
Strongly agree	59.62%	58.04%	58.77%	59.89%	63.20%	57.69%
Agree	30.70%	29.37%	29.82%	33.33%	27.27%	33.76%
Neither agree nor disagree	9.28%	11.89%	11.40%	6.21%	9.09%	8.12%
Disagree	0.30%	0.70%	0.00%	0.56%	0.43%	0.00%
Strongly disagree	0.10%	0.00%	0.00%	0.00%	0.00%	0.43%
NOK Q11. Was your experience at the national cemetery similar to the video on service options you viewed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=976	n=137	n=217	n=174	n=223	n=225
Yes	97.13%	97.81%	97.24%	95.98%	96.86%	97.78%
No	2.87%	2.19%	2.76%	4.02%	3.14%	2.22%
NOK Q12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=9,766	n=1,446	n=2,182	n=1,672	n=2,244	n=2,222
Visit the gravesite	24.59%	22.06%	27.41%	21.29%	21.79%	28.76%
View the burial	15.45%	11.89%	16.82%	12.92%	14.26%	19.53%
Specific religious practices	10.42%	10.86%	9.53%	10.47%	8.96%	12.47%
Specific cultural practices	1.37%	0.83%	1.70%	1.79%	0.62%	1.85%
Additional seating at the committal service	4.40%	4.08%	4.31%	4.07%	3.52%	5.85%
Handicapped accommodations	5.06%	5.74%	4.26%	4.61%	4.95%	5.85%
No, my family did not have any special needs or requests	64.87%	67.77%	63.61%	66.21%	68.89%	59.14%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=3,368	n=457	n=776	n=555	n=679	n=901
Yes, completely	85.90%	90.37%	87.89%	84.50%	85.71%	82.91%
Yes, somewhat	7.57%	5.25%	7.22%	7.93%	6.77%	9.43%
No, and I understand why	3.71%	2.41%	3.35%	3.78%	4.27%	4.22%
No, and I did not understand why	2.82%	1.97%	1.55%	3.78%	3.24%	3.44%
NOK Q14. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,378	n=2,424	n=3,184	n=2,339	n=3,498	n=2,933
Strongly agree	87.67%	89.48%	89.57%	87.00%	87.25%	85.13%
Agree	10.22%	9.16%	8.70%	11.24%	10.55%	11.56%
Neither agree nor disagree	1.82%	1.16%	1.51%	1.41%	1.94%	2.86%
Disagree	0.21%	0.17%	0.16%	0.21%	0.23%	0.27%
Strongly disagree	0.08%	0.04%	0.06%	0.13%	0.03%	0.17%
NOK Q15. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,190	n=1,690	n=2,257	n=1,627	n=2,498	n=2,118
Very satisfied	93.81%	95.21%	92.16%	92.44%	94.88%	94.24%
Somewhat satisfied	3.95%	3.55%	5.01%	4.67%	3.20%	3.49%
Neither satisfied nor dissatisfied	0.86%	0.47%	1.11%	1.04%	0.72%	0.94%
Somewhat dissatisfied	0.47%	0.12%	0.62%	0.68%	0.40%	0.52%
Very dissatisfied	0.90%	0.65%	1.11%	1.17%	0.80%	0.80%
NOK Q16. Overall, how satisfied were you with the committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,457	n=2,438	n=3,200	n=2,355	n=3,506	n=2,958
Very satisfied	92.23%	93.60%	92.50%	90.57%	93.13%	91.04%
Somewhat satisfied	5.60%	4.59%	5.50%	6.62%	4.91%	6.52%
Neither satisfied nor dissatisfied	1.15%	1.15%	1.03%	1.36%	1.06%	1.22%
Somewhat dissatisfied	0.64%	0.37%	0.63%	1.06%	0.46%	0.74%
Very dissatisfied	0.39%	0.29%	0.34%	0.38%	0.46%	0.47%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q17. How many times have you visited the national cemetery where your loved one was interred?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,073	n=2,937	n=3,989	n=2,951	n=4,219	n=3,977
1-3 times	45.89%	46.41%	45.42%	44.02%	45.75%	47.52%
4-6 times	20.21%	18.39%	21.36%	20.98%	20.24%	19.81%
7-9 times	5.84%	5.72%	6.17%	6.20%	5.62%	5.58%
10 or more times	15.21%	14.54%	14.89%	17.69%	14.32%	15.14%
None, I have not visited	12.84%	14.95%	12.16%	11.11%	14.08%	11.94%
NOK Q18. How far do you reside from the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,003	n=2,932	n=3,959	n=2,944	n=4,209	n=3,959
Less than 15 miles	18.21%	16.71%	16.82%	21.57%	19.22%	17.15%
15 to 29 miles	23.23%	22.27%	20.81%	27.38%	24.31%	22.13%
30 to 44 miles	16.82%	18.83%	17.08%	15.35%	17.96%	14.95%
45 to 59 miles	11.55%	12.62%	12.68%	9.92%	11.05%	11.37%
60 to 75 miles	7.82%	8.90%	8.89%	5.74%	6.87%	8.49%
More than 75 miles	22.37%	20.67%	23.72%	20.04%	20.60%	25.92%
NOK Q19. Do any of the following factors limit the number of times you visit the national cemetery where your loved one is interred? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,987	n=2,921	n=3,977	n=2,934	n=4,193	n=3,962
Distance to the national cemetery	39.46%	39.54%	40.58%	34.94%	37.63%	43.56%
Access to transportation	6.15%	6.50%	5.53%	6.41%	5.68%	6.84%
Health status	11.03%	10.75%	12.17%	12.34%	9.80%	10.42%
Other (specify)	6.00%	6.23%	5.31%	5.35%	6.53%	6.46%
None of these factors limit my visits	48.28%	47.62%	46.77%	52.25%	50.89%	44.57%
NOK Q20. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=18,094	n=2,938	n=3,997	n=2,952	n=4,223	n=3,984
Very satisfied	89.50%	89.58%	90.72%	88.31%	90.74%	87.80%
Somewhat satisfied	7.65%	7.73%	7.23%	8.33%	6.44%	8.81%
Neither satisfied nor dissatisfied	1.79%	1.91%	1.20%	2.00%	1.78%	2.13%
Somewhat dissatisfied	0.73%	0.65%	0.55%	0.98%	0.59%	0.93%
Very dissatisfied	0.33%	0.14%	0.30%	0.37%	0.45%	0.33%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q21. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,826	n=2,890	n=3,933	n=2,910	n=4,165	n=3,928
None, I was well informed	73.94%	74.67%	73.51%	71.55%	76.30%	73.09%
Details of the committal service	8.67%	9.38%	8.75%	9.31%	7.32%	9.04%
Floral policy	6.89%	5.99%	8.16%	8.28%	6.12%	6.06%
Military funeral honors	5.13%	4.53%	5.24%	6.39%	4.23%	5.50%
Headstone or marker inscription options	5.64%	5.33%	4.93%	5.98%	4.90%	7.10%
Location of gravesite	5.27%	4.60%	4.88%	5.40%	5.14%	6.21%
Certificate signed by the President of the United States honoring the Veteran's service	2.89%	3.08%	2.52%	3.02%	2.69%	3.26%
Layout of cemetery	4.52%	4.57%	4.47%	4.43%	4.11%	5.02%
Timeline for placement of marker	3.88%	3.60%	3.86%	4.26%	3.60%	4.10%
Directions to cemetery	1.85%	1.97%	1.68%	1.72%	2.02%	1.86%
Other (specify)	2.55%	2.01%	2.19%	2.82%	2.35%	3.31%
NOK Q23. Did you or a family member personally schedule the interment through the National Cemetery Scheduling Office (1-800-535-1117)?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,130	n=2,793	n=3,756	n=2,802	n=4,055	n=3,724
Yes	35.78%	25.64%	35.30%	31.51%	33.93%	49.09%
No. A funeral director scheduled it.	64.22%	74.36%	64.70%	68.49%	66.07%	50.91%
NOK Q24. How satisfied were you with the services you or your family member received from the National Cemetery Scheduling Office?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=5,971	n=694	n=1,290	n=858	n=1,344	n=1,785
Very satisfied	93.05%	94.38%	94.42%	91.49%	93.30%	92.10%
Somewhat satisfied	5.39%	4.47%	4.73%	6.29%	5.51%	5.71%
Neither satisfied nor dissatisfied	0.64%	0.58%	0.31%	1.05%	0.60%	0.73%
Somewhat dissatisfied	0.59%	0.58%	0.23%	0.93%	0.37%	0.84%
Very dissatisfied	0.33%	0.00%	0.31%	0.23%	0.22%	0.62%
NOK Q25. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,889	n=2,899	n=3,937	n=2,923	n=4,181	n=3,949
Yes	91.72%	92.27%	92.99%	91.76%	91.05%	90.73%
No	3.93%	3.79%	3.05%	4.24%	4.38%	4.20%
Not sure/Don't know	4.35%	3.93%	3.96%	4.00%	4.57%	5.06%



## Appendix F: Survey Results by Question (Next of Kin)

NOK Q26. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,915	n=2,897	n=3,950	n=2,931	n=4,191	n=3,946
Yes	92.57%	92.44%	92.56%	91.71%	93.96%	91.84%
No	7.43%	7.56%	7.44%	8.29%	6.04%	8.16%
NOK Q27. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,297	n=2,799	n=3,830	n=2,838	n=4,044	n=3,786
Very satisfied	86.63%	87.39%	87.65%	86.19%	86.87%	85.13%
Somewhat satisfied	8.34%	7.93%	8.20%	8.88%	8.09%	8.66%
Neither satisfied nor dissatisfied	4.02%	3.57%	3.37%	3.81%	4.28%	4.89%
Somewhat dissatisfied	0.72%	0.71%	0.60%	0.85%	0.52%	0.95%
Very dissatisfied	0.29%	0.39%	0.18%	0.28%	0.25%	0.37%
NOK Q28. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=15,144	n=2,408	n=3,389	n=2,550	n=3,496	n=3,301
Very satisfied	92.37%	93.36%	92.83%	91.37%	92.48%	91.82%
Somewhat satisfied	5.04%	3.99%	4.72%	6.00%	5.12%	5.33%
Neither satisfied nor dissatisfied	1.10%	1.16%	1.09%	0.82%	1.00%	1.39%
Somewhat dissatisfied	0.94%	0.79%	0.77%	1.14%	1.00%	1.00%
Very dissatisfied	0.55%	0.71%	0.59%	0.67%	0.40%	0.45%
NOK Q29. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,962	n=2,740	n=3,757	n=2,790	n=3,965	n=3,710
Yes	84.13%	82.74%	85.15%	85.91%	83.66%	83.29%
No	2.26%	2.34%	2.26%	2.90%	1.46%	2.59%
Don't know/Haven't seen	13.61%	14.93%	12.59%	11.18%	14.88%	14.12%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q30. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=13,181	n=2,132	n=2,955	n=2,148	n=3,054	n=2,892
Yes	78.01%	76.83%	80.30%	78.31%	78.26%	76.07%
No	13.91%	13.88%	12.99%	14.48%	13.13%	15.25%
Don't know	8.08%	9.29%	6.70%	7.22%	8.61%	8.68%
NOK Q31. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,051	n=1,603	n=2,321	n=1,640	n=2,347	n=2,140
Very satisfied	87.78%	89.46%	88.15%	85.73%	87.69%	87.80%
Somewhat satisfied	6.00%	4.80%	5.99%	7.32%	5.58%	6.36%
Neither satisfied nor dissatisfied	5.08%	4.80%	4.65%	5.61%	5.62%	4.77%
Somewhat dissatisfied	0.56%	0.37%	0.69%	0.55%	0.60%	0.51%
Very dissatisfied	0.58%	0.56%	0.52%	0.79%	0.51%	0.56%
NOK Q32. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=348	n=49	n=75	n=71	n=94	n=59
Envelope was bent/torn	4.89%	0.00%	4.00%	7.04%	7.45%	3.39%
Name was misspelled	7.18%	4.08%	6.67%	4.23%	6.38%	15.25%
Poor print quality	7.76%	4.08%	9.33%	8.45%	6.38%	10.17%
Other (specify)	83.33%	93.88%	85.33%	81.69%	81.91%	76.27%
NOK Q33. Are you aware of the Veterans Legacy Memorial (VLM) website <a href="http://www.vlm.cem.va.gov">www.vlm.cem.va.gov</a> ?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,784	n=2,893	n=3,915	n=2,903	n=4,157	n=3,916
Yes, and I have visited the site	14.59%	13.27%	16.02%	14.09%	14.27%	14.86%
Yes, but I have not visited the site	19.86%	17.18%	20.77%	19.15%	21.82%	19.38%
No. This is the first I have heard of it	65.55%	69.55%	63.22%	66.76%	63.92%	65.76%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q34. How easy was the VLM site to navigate?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,529	n=375	n=609	n=404	n=575	n=566
Very easy	60.38%	66.40%	62.73%	58.66%	58.96%	56.54%
Easy	30.01%	25.87%	28.74%	32.18%	30.78%	31.80%
Neither easy nor difficult	7.91%	7.20%	7.06%	7.18%	8.70%	9.01%
Difficult	1.38%	0.53%	1.31%	1.73%	1.57%	1.59%
Very difficult	0.32%	0.00%	0.16%	0.25%	0.00%	1.06%
NOK Q35. Have you added content to a Veteran page on the VLM site? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,496	n=371	n=599	n=398	n=565	n=563
Yes	27.16%	24.80%	28.71%	27.14%	25.31%	28.95%
No. The content submission process was too difficult	8.17%	10.78%	6.84%	9.05%	6.90%	8.53%
No. I'm not comfortable sharing content on a Veteran's page	27.12%	25.61%	27.21%	28.89%	27.26%	26.64%
No. Other (specify)	38.58%	39.35%	38.56%	35.43%	42.30%	36.59%
NOK Q36. How did you become aware of the Veterans Legacy Memorial website? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,521	n=370	n=606	n=400	n=576	n=569
News Article	2.74%	4.32%	2.31%	3.50%	1.56%	2.81%
Social Media	4.48%	4.32%	4.95%	4.75%	5.03%	3.34%
Email or Text from VA about VLM	20.83%	16.22%	18.32%	18.00%	23.96%	25.31%
Email from VLM that Veteran's VLM Page has been created	13.72%	13.78%	12.54%	11.75%	13.72%	16.34%
VLM QR Code	0.91%	0.27%	0.83%	2.50%	0.35%	0.88%
Cemetery Staff	27.77%	25.95%	26.24%	31.00%	30.21%	25.83%
Funeral Director	18.13%	21.62%	18.81%	19.25%	16.49%	15.99%
End of Life Caregiver	1.39%	0.27%	1.49%	2.25%	1.39%	1.41%
NCA/VA Event	0.75%	0.81%	0.99%	0.75%	0.52%	0.70%
Veteran Service Organization	10.00%	10.00%	11.72%	10.25%	8.85%	9.14%
Word of Mouth from family, friends, co-workers, etc.	11.19%	14.05%	9.57%	14.50%	10.07%	9.84%
Other (specify)	8.41%	7.57%	9.08%	7.25%	8.51%	8.96%
I was not previously aware of the Veterans Legacy Memorial platform	7.58%	5.95%	7.92%	7.25%	7.99%	8.08%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q37. Are you aware of the NCA Pre-Need Eligibility Process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,176	n=2,797	n=3,755	n=2,822	n=4,014	n=3,788
Yes	17.12%	13.84%	20.11%	18.32%	15.15%	17.77%
No	82.88%	86.16%	79.89%	81.68%	84.85%	82.23%
NOK Q38. How did you first become aware of the Pre-Need opportunity? (Mark only one)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,519	n=333	n=645	n=444	n=519	n=578
Family member/friends	27.07%	27.03%	29.77%	25.45%	26.97%	25.43%
Funeral home	19.21%	21.62%	19.38%	20.50%	20.81%	15.22%
Military discharge related materials	8.54%	10.51%	8.84%	8.56%	5.39%	9.86%
Other Veteran/Active-duty member	5.08%	3.90%	5.12%	6.53%	5.01%	4.67%
Pre-Need Burial Eligibility Determination	10.36%	8.71%	12.56%	9.68%	8.29%	11.25%
Veterans Service Organization	8.69%	7.51%	6.98%	8.11%	11.75%	9.00%
VA/NCA pamphlet, newsletter, brochure	4.92%	4.80%	3.72%	4.05%	5.39%	6.57%
VA/NCA website	7.30%	5.11%	6.36%	6.31%	7.71%	10.03%
Other VA organization	1.51%	2.70%	0.62%	1.13%	1.93%	1.73%
Professional/military association meetings	0.48%	0.00%	0.16%	0.90%	0.77%	0.52%
Local news	0.32%	0.90%	0.16%	0.90%	0.00%	0.00%
VA/NCA public service announcement/advertisement	0.28%	0.00%	0.47%	0.23%	0.19%	0.35%
VA/NCA social media (Facebook or X, formerly known as Twitter)	0.36%	0.60%	0.47%	0.23%	0.58%	0.00%
Other (specify)	5.88%	6.61%	5.43%	7.43%	5.20%	5.36%
NOK Q39. Have you applied for Pre-Need Eligibility?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,713	n=352	n=701	n=479	n=564	n=617
Yes	40.07%	36.08%	41.94%	42.38%	38.12%	40.19%
No	59.93%	63.92%	58.06%	57.62%	61.88%	59.81%
NOK Q40. Were you satisfied with the length of time it took to receive a certificate of eligibility?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,017	n=116	n=275	n=189	n=206	n=231
Yes	92.43%	96.55%	91.64%	92.59%	94.66%	89.18%
No	2.46%	0.86%	3.64%	1.59%	1.46%	3.46%
Have not received yet	5.11%	2.59%	4.73%	5.82%	3.88%	7.36%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q42. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,453	n=2,653	n=3,642	n=2,734	n=3,817	n=3,607
Strongly agree	81.37%	82.51%	84.16%	80.21%	82.21%	77.71%
Agree	16.31%	15.15%	13.70%	18.03%	15.69%	19.13%
Neither agree nor disagree	1.93%	2.07%	1.81%	1.50%	1.70%	2.52%
Disagree	0.25%	0.19%	0.14%	0.18%	0.24%	0.47%
Strongly disagree	0.14%	0.08%	0.19%	0.07%	0.16%	0.17%
NOK Q43. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,147	n=2,772	n=3,785	n=2,833	n=3,995	n=3,762
Strongly agree	63.60%	68.07%	66.76%	61.77%	63.55%	58.56%
Agree	27.15%	24.42%	24.78%	29.05%	27.43%	29.82%
Neither agree nor disagree	5.84%	4.98%	5.07%	5.93%	5.73%	7.28%
Disagree	2.94%	2.24%	2.93%	2.75%	2.88%	3.67%
Strongly disagree	0.47%	0.29%	0.45%	0.49%	0.40%	0.66%
NOK Q44. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,467	n=2,823	n=3,858	n=2,871	n=4,072	n=3,843
Strongly agree	80.70%	82.78%	82.79%	78.54%	81.46%	77.86%
Agree	16.13%	14.10%	14.83%	17.59%	15.67%	18.35%
Neither agree nor disagree	2.44%	2.52%	1.89%	3.00%	2.21%	2.78%
Disagree	0.47%	0.32%	0.31%	0.59%	0.49%	0.62%
Strongly disagree	0.26%	0.28%	0.18%	0.28%	0.17%	0.39%
NOK Q45. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,488	n=2,825	n=3,859	n=2,879	n=4,084	n=3,841
Strongly agree	85.19%	85.52%	87.59%	82.91%	85.82%	83.57%
Agree	13.05%	12.71%	11.43%	14.52%	12.66%	14.24%
Neither agree nor disagree	1.30%	1.38%	0.65%	1.91%	1.08%	1.67%
Disagree	0.26%	0.28%	0.10%	0.38%	0.29%	0.26%
Strongly disagree	0.21%	0.11%	0.23%	0.28%	0.15%	0.26%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q46. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,423	n=2,811	n=3,845	n=2,869	n=4,063	n=3,835
Strongly agree	83.64%	84.77%	85.90%	81.39%	84.32%	81.51%
Agree	13.81%	13.16%	12.15%	15.48%	13.32%	15.23%
Neither agree nor disagree	1.88%	1.64%	1.40%	2.27%	1.82%	2.32%
Disagree	0.43%	0.28%	0.31%	0.63%	0.37%	0.57%
Strongly disagree	0.24%	0.14%	0.23%	0.24%	0.17%	0.37%
NOK Q47. The appearance of my loved one's gravesite/ columbaria is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,279	n=2,598	n=3,619	n=2,722	n=3,758	n=3,582
Strongly agree	82.18%	83.14%	85.66%	79.76%	82.46%	79.51%
Agree	15.07%	14.43%	12.43%	17.30%	14.53%	17.09%
Neither agree nor disagree	2.13%	1.85%	1.41%	2.24%	2.39%	2.68%
Disagree	0.39%	0.38%	0.25%	0.40%	0.43%	0.50%
Strongly disagree	0.23%	0.19%	0.25%	0.29%	0.19%	0.22%
NOK Q48. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=14,658	n=2,377	n=3,282	n=2,395	n=3,350	n=3,254
Strongly agree	66.97%	69.96%	69.99%	64.59%	67.85%	62.60%
Agree	22.90%	21.03%	21.66%	24.47%	22.33%	24.95%
Neither agree nor disagree	8.29%	8.25%	6.76%	8.98%	7.97%	9.68%
Disagree	1.34%	0.59%	1.16%	1.46%	1.28%	2.03%
Strongly disagree	0.50%	0.17%	0.43%	0.50%	0.57%	0.74%
NOK Q49. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,537	n=2,854	n=3,870	n=2,873	n=4,096	n=3,844
Strongly agree	87.39%	87.88%	89.04%	85.31%	88.50%	85.72%
Agree	11.75%	11.18%	10.36%	13.44%	10.96%	13.16%
Neither agree nor disagree	0.67%	0.77%	0.47%	1.01%	0.37%	0.86%
Disagree	0.09%	0.14%	0.03%	0.14%	0.05%	0.13%
Strongly disagree	0.10%	0.04%	0.10%	0.10%	0.12%	0.13%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q50. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,709	n=2,880	n=3,897	n=2,907	n=4,131	n=3,894
Strongly agree	84.16%	85.42%	85.96%	82.18%	84.80%	82.23%
Agree	14.13%	13.19%	12.39%	15.72%	13.68%	15.87%
Neither agree nor disagree	1.06%	1.01%	1.13%	1.41%	0.80%	1.05%
Disagree	0.40%	0.21%	0.31%	0.48%	0.46%	0.51%
Strongly disagree	0.24%	0.17%	0.21%	0.21%	0.27%	0.33%
NOK Q51. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,415	n=2,824	n=3,827	n=2,871	n=4,062	n=3,831
Strongly agree	86.14%	87.08%	87.46%	84.88%	86.53%	84.65%
Agree	12.52%	11.97%	11.24%	13.41%	12.16%	13.94%
Neither agree nor disagree	1.07%	0.81%	1.05%	1.25%	1.08%	1.15%
Disagree	0.14%	0.07%	0.16%	0.28%	0.07%	0.13%
Strongly disagree	0.13%	0.07%	0.10%	0.17%	0.15%	0.13%
NOK Q52. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,798	n=2,890	n=3,912	n=2,919	n=4,156	n=3,921
Strongly agree	87.96%	88.96%	89.85%	86.23%	88.09%	86.48%
Agree	11.14%	10.31%	9.59%	12.71%	10.88%	12.39%
Neither agree nor disagree	0.74%	0.66%	0.49%	0.82%	0.82%	0.89%
Disagree	0.06%	0.03%	0.00%	0.07%	0.07%	0.10%
Strongly disagree	0.11%	0.03%	0.08%	0.17%	0.14%	0.13%
NOK Q53. I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,712	n=2,876	n=3,893	n=2,909	n=4,132	n=3,902
Strongly agree	83.44%	85.19%	85.05%	82.16%	83.35%	81.60%
Agree	14.34%	13.07%	13.13%	15.57%	14.28%	15.63%
Neither agree nor disagree	1.81%	1.43%	1.54%	1.99%	1.91%	2.13%
Disagree	0.21%	0.21%	0.10%	0.10%	0.22%	0.38%
Strongly disagree	0.20%	0.10%	0.18%	0.17%	0.24%	0.26%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q54. I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,744	n=2,887	n=3,900	n=2,914	n=4,136	n=3,907
Strongly agree	83.96%	85.69%	85.64%	82.84%	84.09%	81.67%
Agree	14.42%	12.99%	12.77%	15.79%	14.17%	16.38%
Neither agree nor disagree	1.28%	0.97%	1.23%	1.13%	1.33%	1.61%
Disagree	0.21%	0.28%	0.21%	0.10%	0.27%	0.20%
Strongly disagree	0.13%	0.07%	0.15%	0.14%	0.15%	0.13%
NOK Q55. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,744	n=2,876	n=3,900	n=2,915	n=4,148	n=3,905
Strongly agree	74.12%	75.63%	77.03%	70.81%	74.61%	72.06%
Agree	20.02%	19.58%	17.72%	22.06%	19.82%	21.36%
Neither agree nor disagree	4.95%	4.10%	4.38%	6.24%	4.68%	5.48%
Disagree	0.59%	0.38%	0.62%	0.58%	0.58%	0.72%
Strongly disagree	0.32%	0.31%	0.26%	0.31%	0.31%	0.38%
NOK Q56. Have you visited a state, tribal or territorial Veterans cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,112	n=2,597	n=3,528	n=2,640	n=3,785	n=3,562
Yes	26.92%	25.03%	29.93%	28.30%	26.68%	24.54%
No	73.08%	74.97%	70.07%	71.70%	73.32%	75.46%
NOK Q57. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,141	n=618	n=1,000	n=714	n=966	n=843
Strongly agree	60.08%	62.62%	63.60%	55.74%	62.42%	55.04%
Agree	28.59%	27.83%	27.00%	33.47%	27.64%	28.00%
Neither agree nor disagree	9.10%	7.77%	7.30%	8.26%	8.70%	13.40%
Disagree	1.91%	1.29%	1.90%	2.10%	1.24%	2.97%
Strongly disagree	0.31%	0.49%	0.20%	0.42%	0.00%	0.59%



## Appendix F: Survey Results by Question (Next of Kin)

NOK Q58. Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=4,104	n=608	n=991	n=712	n=961	n=832
Strongly agree	53.29%	56.09%	56.81%	49.86%	54.53%	48.56%
Agree	28.39%	26.81%	27.45%	32.44%	27.68%	28.00%
Neither agree nor disagree	16.79%	15.95%	14.03%	16.01%	17.07%	21.03%
Disagree	1.27%	0.66%	1.41%	1.26%	0.73%	2.16%
Strongly disagree	0.27%	0.49%	0.30%	0.42%	0.00%	0.24%
NOK Q59. 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.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=10,073	n=1,603	n=2,225	n=1,671	n=2,447	n=2,127
Strongly agree	41.55%	42.79%	43.42%	40.16%	41.52%	39.77%
Agree	28.84%	28.88%	26.52%	30.52%	29.96%	28.63%
Neither agree nor disagree	25.28%	24.83%	25.39%	24.36%	24.89%	26.66%
Disagree	3.62%	2.87%	4.00%	4.25%	3.15%	3.86%
Strongly disagree	0.71%	0.62%	0.67%	0.72%	0.49%	1.08%
NOK Q60. 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?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,572	n=2,854	n=3,853	n=2,882	n=4,120	n=3,863
Yes	21.19%	20.08%	21.02%	23.49%	20.92%	20.74%
No	36.22%	36.83%	36.47%	35.46%	36.65%	35.65%
Don't know what this is	42.59%	43.10%	42.51%	41.05%	42.43%	43.62%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q61. Was your family interested in livestreaming one or more parts of your loved one's funeral or committal activities?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,308	n=2,799	n=3,809	n=2,843	n=4,064	n=3,793
Yes	14.37%	11.90%	15.96%	16.18%	14.44%	13.16%
No	85.63%	88.10%	84.04%	83.82%	85.56%	86.84%
NOK Q62. Did your funeral service provider offer an option to livestream one or more parts of your loved one's funeral or committal activities?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,320	n=2,824	n=3,809	n=2,836	n=4,064	n=3,787
Yes	13.13%	11.86%	13.76%	14.42%	15.58%	9.85%
No	86.87%	88.14%	86.24%	85.58%	84.42%	90.15%
NOK Q63. Which of the following livestream activities were offered by the provider? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,117	n=313	n=491	n=387	n=588	n=338
Activities at the funeral home	45.25%	50.16%	41.75%	49.10%	49.83%	33.43%
Activities at a place of worship or other gathering space	32.40%	32.27%	34.62%	29.97%	35.20%	27.22%
Committal service at the national cemetery	44.87%	40.89%	49.29%	43.41%	36.22%	58.88%
NOK Q64. Did your family livestream your loved one's committal service at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,449	n=2,837	n=3,839	n=2,855	n=4,092	n=3,826
No	95.25%	96.65%	94.63%	93.91%	96.19%	94.85%
Yes	4.75%	3.35%	5.37%	6.09%	3.81%	5.15%
NOK Q65. Who provided the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=777	n=86	n=195	n=165	n=148	n=183
Funeral service provider	28.19%	36.05%	29.23%	33.33%	31.08%	16.39%
Third-party vendor	2.70%	2.33%	3.59%	1.21%	2.70%	3.28%
I did it myself	9.40%	10.47%	9.23%	9.70%	6.76%	10.93%
Family member or friend	57.27%	47.67%	55.90%	54.55%	55.41%	67.21%
Other party	2.45%	3.49%	2.05%	1.21%	4.05%	2.19%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q66. Did your family create or receive a digital copy for sharing and repeat viewing as part of the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=670	n=81	n=160	n=143	n=125	n=161
Yes	38.36%	48.15%	42.50%	31.47%	40.00%	34.16%
No	61.64%	51.85%	57.50%	68.53%	60.00%	65.84%
NOK Q67. Did your family pay for the livestream service?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=658	n=79	n=157	n=138	n=118	n=166
Yes	18.24%	17.72%	21.66%	21.74%	14.41%	15.06%
No	81.76%	82.28%	78.34%	78.26%	85.59%	84.94%
NOK Q68. Was your loved one your.....	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,861	n=2,907	n=3,942	n=2,920	n=4,154	n=3,938
Spouse	46.67%	44.34%	52.13%	50.27%	44.63%	42.41%
Partner	0.78%	0.96%	0.74%	0.89%	0.72%	0.66%
Parent	39.88%	40.66%	35.77%	37.26%	40.66%	44.54%
Child	1.71%	1.34%	2.11%	1.92%	1.73%	1.42%
Other relative	10.23%	12.14%	8.50%	9.11%	11.53%	10.01%
Not a relative	0.73%	0.55%	0.76%	0.55%	0.72%	0.96%
NOK Q69. Are you a Veteran?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,836	n=2,904	n=3,920	n=2,919	n=4,161	n=3,932
Yes	19.07%	17.60%	21.02%	21.51%	18.46%	17.07%
No	80.93%	82.40%	78.98%	78.49%	81.54%	82.93%
NOK Q70. Are you a Veteran married/partnered to a Veteran?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=3,073	n=462	n=746	n=570	n=689	n=606
Yes	21.41%	23.16%	21.45%	25.09%	19.45%	18.81%
No	78.59%	76.84%	78.55%	74.91%	80.55%	81.19%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q71. What is your sex?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,716	n=2,886	n=3,910	n=2,891	n=4,124	n=3,905
Male	31.08%	32.05%	29.49%	30.40%	32.10%	31.40%
Female	68.92%	67.95%	70.51%	69.60%	67.90%	68.60%
NOK Q72. Was your loved one female or male?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,418	n=2,832	n=3,835	n=2,870	n=4,058	n=3,823
Male	67.79%	68.50%	69.07%	67.28%	67.94%	66.18%
Female	32.21%	31.50%	30.93%	32.72%	32.06%	33.82%
NOK Q73. What language do you mainly speak at home?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,711	n=2,898	n=3,902	n=2,885	n=4,136	n=3,890
English	97.99%	99.79%	93.54%	98.75%	99.71%	98.71%
Spanish	1.67%	0.14%	6.07%	0.97%	0.10%	0.59%
Chinese	0.03%	0.03%	0.00%	0.00%	0.02%	0.08%
Tagalog	0.13%	0.00%	0.13%	0.10%	0.05%	0.33%
Vietnamese	0.01%	0.00%	0.03%	0.00%	0.00%	0.03%
Arabic	0.01%	0.00%	0.03%	0.03%	0.00%	0.00%
Some other language (specify)	0.16%	0.03%	0.21%	0.14%	0.12%	0.26%
NOK Q74. In what year were you born? (Age group)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,079	n=2,782	n=3,784	n=2,799	n=3,979	n=3,735
18-29	0.13%	0.11%	0.18%	0.14%	0.15%	0.08%
30-39	0.81%	0.86%	0.92%	0.93%	0.73%	0.67%
40-49	2.97%	3.41%	2.83%	3.25%	3.22%	2.30%
50-59	11.82%	13.08%	10.94%	12.40%	11.74%	11.43%
60-69	30.39%	29.58%	29.86%	29.76%	31.09%	31.27%
70+	53.87%	52.95%	55.26%	53.52%	53.08%	54.24%

## Appendix F: Survey Results by Question (Next of Kin)

NOK Q75. What is your race and/or ethnicity? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,571	n=2,862	n=3,876	n=2,865	n=4,102	n=3,866
White	81.39%	86.44%	76.01%	75.99%	88.96%	79.02%
Black or African American	9.89%	10.66%	13.39%	12.29%	8.24%	5.77%
American Indian or Alaska Native	2.14%	1.68%	1.73%	2.65%	2.05%	2.61%
Asian	3.16%	1.33%	1.93%	1.68%	1.19%	8.92%
Native Hawaiian or Pacific Islander	0.35%	0.10%	0.18%	0.17%	0.10%	1.09%
Hispanic or Latino	6.24%	1.89%	9.18%	11.13%	1.32%	8.10%
Middle Eastern or North African	0.26%	0.24%	0.28%	0.17%	0.27%	0.28%
NOK Q76. In what belief tradition was the burial conducted?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=17,466	n=2,838	n=3,866	n=2,850	n=4,074	n=3,838
Christian	59.52%	48.45%	65.24%	66.14%	60.46%	56.02%
Catholic	23.20%	36.82%	19.50%	19.79%	23.59%	18.97%
Muslim	0.03%	0.00%	0.05%	0.07%	0.02%	0.03%
Jewish	1.04%	1.13%	2.41%	0.32%	0.34%	0.89%
Buddhist	0.27%	0.04%	0.08%	0.14%	0.07%	0.96%
Hindu	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Atheist	0.21%	0.14%	0.18%	0.18%	0.17%	0.34%
Agnostic	0.52%	0.49%	0.34%	0.56%	0.47%	0.76%
None	10.68%	8.88%	7.97%	8.35%	10.33%	16.86%
Other (specify)	1.91%	1.55%	2.04%	2.18%	1.77%	2.01%
Choose not to answer	2.61%	2.50%	2.20%	2.28%	2.77%	3.18%
NOK Q77. Have you or your loved one used any other VA Benefits? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=16,051	n=2,638	n=3,533	n=2,632	n=3,698	n=3,550
Bereavement Counseling	1.51%	1.48%	1.92%	1.56%	1.24%	1.38%
Dependency and Indemnity Compensation (DIC)	5.97%	4.55%	7.47%	7.64%	5.06%	5.27%
Housebound Allowance	1.89%	1.71%	1.81%	2.17%	1.92%	1.89%
Aid and Attendance	5.61%	5.27%	6.26%	5.97%	4.76%	5.83%
VA Life Insurance	6.64%	6.60%	6.68%	6.84%	6.41%	6.70%
Pension	14.65%	12.62%	16.16%	17.44%	12.17%	15.18%
Education benefits	11.61%	10.69%	11.24%	12.65%	10.95%	12.56%
Other (specify)	13.39%	13.12%	13.05%	13.79%	14.01%	13.01%
Have not used other VA benefits	55.87%	58.61%	53.58%	51.67%	58.95%	56.03%

Note: NC NOK Q78 on the National Cemetery Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to.

## Appendix F: Survey Results by Question (Next of Kin)

### Survey Results by Question: Funeral Directors

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?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,072	n=333	n=282	n=201	n=423	n=109
Yes	98.65%	99.70%	99.65%	96.52%	98.11%	100.00%
No	1.35%	0.30%	0.35%	3.48%	1.89%	0.00%
GEN FD Q2. Are you aware of the NCA Funeral Director resource page at <a href="https://www.cem.va.gov/funeraldirector.asp">https://www.cem.va.gov/funeraldirector.asp</a> ?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,038	n=324	n=281	n=196	n=418	n=108
Yes	66.88%	72.84%	73.31%	65.31%	64.11%	57.41%
No	33.12%	27.16%	26.69%	34.69%	35.89%	42.59%
GEN FD Q3. Are you aware that the Funeral Director resources on the NCA website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,303	n=230	n=195	n=124	n=253	n=59
Yes	84.65%	82.17%	88.21%	84.68%	84.19%	83.05%
No	15.35%	17.83%	11.79%	15.32%	15.81%	16.95%
GEN FD Q4. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,094	n=187	n=169	n=104	n=213	n=49
Yes	53.02%	52.41%	56.21%	61.54%	46.01%	40.82%
Somewhat	21.21%	21.39%	21.30%	15.38%	25.35%	26.53%
No	2.65%	2.14%	1.78%	0.96%	3.29%	6.12%
Did not view the video	21.85%	22.46%	20.71%	21.15%	23.47%	24.49%
I don't remember	1.28%	1.60%	0.00%	0.96%	1.88%	2.04%

## Appendix F: Survey Results by Question (Funeral Director)

GEN FD Q5. Do you typically provide information resources on military honors to next of kin?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,060	n=333	n=278	n=200	n=419	n=109
Yes	93.64%	94.59%	94.24%	94.50%	92.60%	95.41%
No	6.36%	5.41%	5.76%	5.50%	7.40%	4.59%
GEN FD Q6. Are you aware of the NCA Pre-Need Eligibility process?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,031	n=330	n=273	n=194	n=420	n=108
Yes	57.56%	63.64%	63.00%	57.73%	64.05%	55.56%
No	42.44%	36.36%	37.00%	42.27%	35.95%	44.44%
GEN FD Q7. How often do your customers request “green” (i.e., environmentally sensitive) burials?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,055	n=329	n=279	n=200	n=422	n=108
Always	0.24%	0.00%	0.72%	0.00%	0.00%	0.00%
Often	1.27%	0.61%	1.43%	1.00%	0.95%	2.78%
About half of the time	1.22%	0.30%	2.15%	0.50%	0.95%	2.78%
Rarely	54.74%	61.40%	51.97%	40.50%	60.90%	74.07%
Never	42.53%	37.69%	43.73%	58.00%	37.20%	20.37%
GEN FD Q8. Did you offer livestreaming of committal services at cemeteries?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=2,036	n=328	n=274	n=195	n=420	n=107
Yes	29.76%	29.57%	30.66%	26.15%	31.19%	28.97%
No	70.24%	70.43%	69.34%	73.85%	68.81%	71.03%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q2. How far is your funeral home from the national cemetery with which you most frequently do business?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,682	n=325	n=273	n=194	n=411	n=105
Less than 15 miles	13.61%	12.31%	17.22%	17.53%	12.41%	20.00%
15 to 29 miles	17.95%	22.77%	15.75%	18.56%	15.33%	19.05%
30 to 44 miles	18.97%	20.31%	17.95%	16.49%	22.87%	10.48%
45 to 59 miles	17.06%	12.62%	21.25%	12.89%	18.98%	20.00%
60 to 75 miles	15.64%	16.92%	18.32%	12.89%	12.90%	8.57%
More than 75 miles	16.77%	15.08%	9.52%	21.65%	17.52%	21.90%
FD Q3. How long has your funeral home worked with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,670	n=322	n=271	n=190	n=410	n=104
Less than 1 year	0.66%	0.93%	0.00%	1.05%	1.22%	0.96%
1 to 4 years	3.17%	4.04%	1.85%	1.05%	2.68%	3.85%
5 to 8 years	3.35%	2.17%	4.43%	3.68%	2.20%	2.88%
9 to 12 years	5.93%	2.80%	8.49%	7.89%	4.88%	7.69%
13 years or more	79.16%	80.75%	80.44%	77.89%	83.66%	69.23%
Don't know	7.72%	9.32%	4.80%	8.42%	5.37%	15.38%
FD Q4. Do you feel that you are well informed by the national cemetery of its policies and procedures?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,728	n=332	n=282	n=200	n=420	n=108
Yes, well informed	79.28%	79.52%	89.01%	79.50%	77.86%	66.67%
Yes, somewhat well informed	18.98%	19.28%	10.28%	19.50%	20.95%	29.63%
No, not well informed	1.74%	1.20%	0.71%	1.00%	1.19%	3.70%
FD Q5. In general, of the following services, which one provides you the MOST information about national cemetery policies and procedures? (Mark only one)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,675	n=320	n=272	n=199	n=414	n=105
VA/NCA Website	44.84%	45.63%	44.49%	44.22%	45.65%	48.57%
Outreach by cemetery staff	39.28%	36.56%	41.54%	40.70%	38.89%	39.05%
Veterans Service Officers	8.42%	6.25%	8.46%	8.04%	7.73%	2.86%
Professional associations/conventions/meetings	4.96%	9.06%	2.94%	4.52%	6.04%	4.76%
Local newspaper/television news reports	0.30%	0.00%	0.37%	1.01%	0.24%	0.00%
Other (specify)	2.21%	2.50%	2.21%	1.51%	1.45%	4.76%

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 (Funeral Director)

FD Q6. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,719	n=331	n=280	n=200	n=415	n=109
None, I feel well informed	66.38%	66.16%	69.64%	70.50%	66.99%	53.21%
Eligibility requirements for burial in a national cemetery	10.30%	11.48%	10.36%	9.50%	8.67%	10.09%
Scheduling process	9.48%	8.16%	7.50%	6.50%	9.40%	8.26%
Military funeral honors	7.33%	7.25%	6.43%	9.00%	7.47%	8.26%
Presidential Memorial Certificates	9.13%	9.97%	6.79%	8.50%	8.43%	22.02%
Floral policy	7.85%	6.65%	8.93%	7.50%	6.75%	12.84%
Headstone, marker, or columbarium niche cover inscription options	6.86%	7.25%	6.43%	6.50%	4.82%	15.60%
Other (specify)	2.44%	2.11%	1.07%	3.00%	2.89%	7.34%
FD Q7. 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)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,667	n=323	n=272	n=193	n=410	n=104
Phone	10.56%	11.76%	9.93%	6.74%	9.02%	11.54%
Fax	0.60%	0.62%	0.37%	0.52%	0.98%	0.96%
Letter	21.84%	25.39%	21.69%	18.13%	22.44%	15.38%
Email	63.95%	57.59%	64.34%	71.50%	65.85%	70.19%
VA/NCA Website	1.38%	2.48%	1.47%	1.04%	0.73%	0.96%
Newsletter or flyer	1.68%	2.17%	2.21%	2.07%	0.98%	0.96%
FD Q8. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,734	n=332	n=282	n=200	n=421	n=109
Very satisfied	80.74%	83.13%	87.23%	80.00%	79.10%	65.14%
Somewhat satisfied	14.13%	12.95%	10.28%	14.00%	14.96%	21.10%
Neither satisfied nor dissatisfied	3.92%	3.31%	2.48%	5.00%	4.04%	11.01%
Somewhat dissatisfied	0.87%	0.30%	0.00%	0.50%	1.43%	2.75%
Very dissatisfied	0.35%	0.30%	0.00%	0.50%	0.48%	0.00%
FD Q9. During committal services, how often do you receive the support you need from cemetery staff?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,729	n=332	n=282	n=199	n=419	n=108
Always	85.89%	89.76%	92.55%	87.44%	82.58%	77.78%
Often	12.32%	9.04%	6.03%	11.56%	16.23%	21.30%
About half of the time	1.27%	0.60%	0.35%	1.01%	0.95%	0.93%
Rarely	0.29%	0.00%	0.71%	0.00%	0.00%	0.00%
Never	0.23%	0.60%	0.35%	0.00%	0.24%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q10. Generally, how often do committal services at the national cemetery start on time?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,734	n=332	n=282	n=200	n=420	n=109
Always	76.30%	73.80%	81.91%	79.50%	73.57%	72.48%
Often	22.32%	25.30%	17.02%	20.00%	25.48%	23.85%
About half of the time	0.98%	0.30%	1.06%	0.00%	0.95%	3.67%
Rarely	0.35%	0.60%	0.00%	0.50%	0.00%	0.00%
Never	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q11. If you are delayed in arriving at the national cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,079	n=212	n=196	n=122	n=234	n=64
Very successful	70.90%	72.64%	81.12%	68.85%	66.67%	54.69%
Somewhat successful	22.89%	24.06%	16.33%	24.59%	25.64%	39.06%
Neither successful nor unsuccessful	3.52%	1.89%	2.55%	5.74%	4.27%	4.69%
Somewhat unsuccessful	1.39%	0.00%	0.00%	0.82%	2.56%	0.00%
Very unsuccessful	1.30%	1.42%	0.00%	0.00%	0.85%	1.56%
FD Q12. How satisfied are you with the NCA's available dates and times to schedule your committal service and/or interment?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,726	n=330	n=280	n=200	n=419	n=109
Very satisfied	65.53%	64.55%	77.14%	68.50%	58.47%	63.30%
Somewhat satisfied	26.42%	29.39%	17.50%	22.00%	31.74%	31.19%
Neither satisfied nor dissatisfied	4.63%	2.73%	3.93%	5.00%	5.73%	3.67%
Somewhat dissatisfied	2.78%	3.33%	1.43%	4.00%	2.86%	1.83%
Very dissatisfied	0.64%	0.00%	0.00%	0.50%	1.19%	0.00%
FD Q13. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,727	n=332	n=279	n=200	n=421	n=109
Very satisfied	67.17%	68.07%	72.04%	70.00%	58.67%	60.55%
Somewhat satisfied	25.36%	26.20%	22.58%	24.00%	31.35%	26.61%
Neither satisfied nor dissatisfied	4.98%	3.01%	3.23%	3.00%	7.36%	10.09%
Somewhat dissatisfied	1.97%	2.11%	1.79%	2.50%	1.66%	2.75%
Very dissatisfied	0.52%	0.60%	0.36%	0.50%	0.95%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q14. How easy is the process of scheduling an interment at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,719	n=327	n=281	n=199	n=416	n=107
Very hard	0.47%	0.61%	0.00%	1.01%	0.48%	0.00%
Somewhat hard	1.28%	0.92%	0.36%	1.51%	1.44%	0.93%
Neither easy nor hard	4.01%	4.28%	3.20%	3.02%	4.09%	3.74%
Somewhat easy	24.55%	23.85%	22.78%	20.10%	30.53%	24.30%
Very easy	69.69%	70.34%	73.67%	74.37%	63.46%	71.03%
FD Q15. How do you compare the ease of scheduling between a national cemetery with scheduling another cemetery type?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,716	n=327	n=281	n=199	n=417	n=106
Easier	24.77%	22.02%	33.10%	30.65%	13.67%	33.02%
About the same	56.76%	61.16%	52.31%	53.77%	58.51%	54.72%
Harder	18.47%	16.82%	14.59%	15.58%	27.82%	12.26%
FD Q16. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,705	n=324	n=278	n=197	n=415	n=107
Yes	87.51%	88.89%	88.49%	90.36%	84.10%	82.24%
No	12.49%	11.11%	11.51%	9.64%	15.90%	17.76%
FD Q17. How easy is it to schedule military honors at the national cemetery?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,714	n=323	n=281	n=199	n=417	n=107
Very easy	63.83%	63.47%	65.84%	64.32%	60.43%	57.01%
Somewhat easy	26.49%	29.72%	26.33%	26.63%	26.14%	28.97%
Neither easy nor hard	6.07%	4.02%	5.34%	5.03%	7.67%	9.35%
Somewhat hard	3.03%	2.17%	1.78%	3.02%	5.04%	3.74%
Very hard	0.58%	0.62%	0.71%	1.01%	0.72%	0.93%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q18. To what extent is the quality of military honors acceptable?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,713	n=325	n=279	n=199	n=415	n=107
Very acceptable	86.69%	87.69%	81.36%	90.45%	89.64%	85.05%
Somewhat acceptable	11.09%	10.46%	16.49%	7.54%	7.95%	14.95%
Neither acceptable nor unacceptable	1.17%	0.92%	0.36%	1.51%	1.69%	0.00%
Somewhat unacceptable	0.70%	0.31%	1.79%	0.50%	0.00%	0.00%
Very unacceptable	0.35%	0.62%	0.00%	0.00%	0.72%	0.00%
FD Q19. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,714	n=327	n=279	n=199	n=417	n=106
Yes	93.17%	96.02%	93.91%	93.97%	92.81%	88.68%
No	6.83%	3.98%	6.09%	6.03%	7.19%	11.32%
FD Q20. How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.vlm.cem.va.gov)	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,694	n=319	n=276	n=198	n=414	n=105
Always	16.94%	19.12%	18.48%	15.66%	10.87%	7.62%
Often	16.23%	14.42%	18.12%	14.65%	16.91%	10.48%
About half of the time	4.13%	3.45%	5.80%	4.55%	2.17%	3.81%
Rarely	13.87%	12.54%	15.94%	12.63%	13.53%	18.10%
Never, but I have heard of the program	9.15%	9.72%	9.78%	8.08%	11.35%	9.52%
Never, but I have NOT heard of the program	39.67%	40.75%	31.88%	44.44%	45.17%	50.48%
FD Q21. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,655	n=319	n=273	n=194	n=398	n=97
Strongly agree	80.85%	84.33%	83.88%	81.44%	79.65%	82.47%
Agree	17.22%	15.05%	15.02%	15.46%	18.34%	16.49%
Neither agree nor disagree	1.45%	0.31%	1.10%	2.58%	1.76%	1.03%
Disagree	0.42%	0.31%	0.00%	0.52%	0.25%	0.00%
Strongly disagree	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q22. The committal shelter used for the service was private, clean, and free of safety hazards.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,690	n=322	n=278	n=198	n=412	n=102
Strongly agree	81.78%	83.85%	83.09%	84.34%	80.58%	76.47%
Agree	16.92%	15.22%	16.91%	14.65%	17.48%	20.59%
Neither agree nor disagree	1.01%	0.93%	0.00%	0.51%	1.94%	1.96%
Disagree	0.30%	0.00%	0.00%	0.51%	0.00%	0.98%
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FD Q23. The cemetery honors all Veterans and their service to our nation.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,698	n=325	n=278	n=199	n=411	n=103
Strongly agree	85.22%	86.46%	87.41%	90.95%	83.94%	84.47%
Agree	13.31%	12.92%	11.87%	8.04%	14.36%	13.59%
Neither agree nor disagree	1.12%	0.31%	0.72%	1.01%	1.46%	0.97%
Disagree	0.18%	0.00%	0.00%	0.00%	0.00%	0.97%
Strongly disagree	0.18%	0.31%	0.00%	0.00%	0.24%	0.00%
FD Q24. There are sufficient signs within the cemetery to assist visitors.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,696	n=327	n=277	n=199	n=410	n=102
Strongly agree	72.17%	72.78%	73.29%	69.85%	72.20%	64.71%
Agree	22.52%	21.41%	21.66%	25.13%	22.93%	26.47%
Neither agree nor disagree	4.01%	4.89%	3.61%	3.52%	3.90%	6.86%
Disagree	1.06%	0.92%	0.72%	1.51%	0.73%	1.96%
Strongly disagree	0.24%	0.00%	0.72%	0.00%	0.24%	0.00%
FD Q25. The quality of service received from cemetery staff is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,703	n=325	n=280	n=199	n=412	n=104
Strongly agree	79.04%	81.85%	83.57%	79.90%	74.51%	68.27%
Agree	18.14%	15.38%	14.29%	16.58%	23.79%	26.92%
Neither agree nor disagree	2.35%	2.77%	2.14%	3.52%	1.46%	2.88%
Disagree	0.23%	0.00%	0.00%	0.00%	0.24%	0.96%
Strongly disagree	0.23%	0.00%	0.00%	0.00%	0.00%	0.96%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q26. The national cemetery staff was courteous.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,703	n=325	n=278	n=199	n=414	n=103
Strongly agree	79.39%	81.54%	82.37%	83.42%	76.33%	68.93%
Agree	18.44%	17.54%	15.11%	15.08%	20.77%	28.16%
Neither agree nor disagree	1.82%	0.92%	2.52%	1.51%	2.42%	1.94%
Disagree	0.12%	0.00%	0.00%	0.00%	0.24%	0.00%
Strongly disagree	0.23%	0.00%	0.00%	0.00%	0.24%	0.97%
FD Q27. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,705	n=327	n=280	n=199	n=414	n=103
Strongly agree	80.23%	84.10%	83.93%	81.91%	77.29%	70.87%
Agree	17.89%	14.98%	13.93%	16.08%	20.53%	26.21%
Neither agree nor disagree	1.35%	0.61%	2.14%	2.01%	1.69%	0.97%
Disagree	0.29%	0.31%	0.00%	0.00%	0.24%	0.97%
Strongly disagree	0.23%	0.00%	0.00%	0.00%	0.24%	0.97%
FD Q28. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,703	n=327	n=280	n=198	n=414	n=103
Strongly agree	71.23%	71.25%	74.29%	76.26%	65.94%	66.99%
Agree	23.55%	23.55%	22.14%	19.19%	27.05%	29.13%
Neither agree nor disagree	3.93%	4.28%	3.21%	2.53%	5.07%	2.91%
Disagree	0.70%	0.61%	0.36%	0.51%	1.21%	0.97%
Strongly disagree	0.59%	0.31%	0.00%	1.52%	0.72%	0.00%
FD Q29. The information kiosks (i.e., gravesite locators) are helpful to me.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,309	n=258	n=226	n=146	n=289	n=71
Strongly agree	62.11%	60.08%	63.27%	67.12%	59.86%	54.93%
Agree	22.54%	22.48%	19.47%	21.92%	23.18%	30.99%
Neither agree nor disagree	13.60%	15.12%	16.81%	9.59%	15.22%	14.08%
Disagree	1.38%	1.94%	0.00%	1.37%	1.38%	0.00%
Strongly disagree	0.38%	0.39%	0.44%	0.00%	0.35%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q30. The overall appearance of the national cemetery is excellent.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,692	n=325	n=278	n=199	n=411	n=98
Strongly agree	84.93%	85.54%	89.21%	87.44%	83.21%	84.69%
Agree	13.95%	14.15%	9.35%	11.06%	15.33%	15.31%
Neither agree nor disagree	0.89%	0.31%	1.44%	1.01%	0.97%	0.00%
Disagree	0.18%	0.00%	0.00%	0.50%	0.24%	0.00%
Strongly disagree	0.06%	0.00%	0.00%	0.00%	0.24%	0.00%
FD Q31. Overall, I am satisfied with my experiences at the national cemetery.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,704	n=326	n=279	n=199	n=414	n=104
Strongly agree	79.99%	84.05%	85.30%	79.90%	75.36%	75.00%
Agree	18.02%	15.03%	13.26%	19.10%	22.46%	22.12%
Neither agree nor disagree	1.41%	0.61%	1.08%	1.01%	1.69%	1.92%
Disagree	0.41%	0.31%	0.36%	0.00%	0.48%	0.00%
Strongly disagree	0.18%	0.00%	0.00%	0.00%	0.00%	0.96%
FD Q32. I would recommend the cemetery to Veteran families during their time of need.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,701	n=326	n=278	n=199	n=412	n=103
Strongly agree	83.95%	87.12%	85.97%	86.43%	80.83%	85.44%
Agree	14.11%	11.66%	11.87%	12.56%	16.99%	12.62%
Neither agree nor disagree	1.53%	0.92%	2.16%	0.00%	2.18%	1.94%
Disagree	0.24%	0.31%	0.00%	0.50%	0.00%	0.00%
Strongly disagree	0.18%	0.00%	0.00%	0.50%	0.00%	0.00%
FD Q33. I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,705	n=326	n=280	n=198	n=413	n=104
Strongly agree	81.00%	81.29%	82.86%	83.84%	77.72%	80.77%
Agree	16.77%	17.18%	16.43%	14.14%	17.68%	17.31%
Neither agree nor disagree	1.70%	1.23%	0.71%	1.01%	4.12%	0.96%
Disagree	0.41%	0.31%	0.00%	0.51%	0.48%	0.96%
Strongly disagree	0.12%	0.00%	0.00%	0.51%	0.00%	0.00%

## Appendix F: Survey Results by Question (Funeral Director)

FD Q34. I trust VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,703	n=326	n=280	n=197	n=413	n=104
Strongly agree	81.15%	80.98%	83.57%	84.77%	78.45%	81.73%
Agree	16.79%	17.79%	14.29%	12.18%	19.13%	16.35%
Neither agree nor disagree	1.70%	1.23%	1.79%	1.52%	2.42%	1.92%
Disagree	0.18%	0.00%	0.00%	1.02%	0.00%	0.00%
Strongly disagree	0.18%	0.00%	0.36%	0.51%	0.00%	0.00%
FD Q35. My experiences with the national cemetery exceeded my expectations.	NCA	North Atlantic	Southeast	Continental	Midwest	Pacific
	n=1,694	n=325	n=277	n=198	n=411	n=104
Strongly agree	63.93%	66.77%	69.68%	65.15%	56.69%	61.54%
Agree	26.62%	26.46%	23.47%	26.26%	30.17%	24.04%
Neither agree nor disagree	8.32%	6.46%	6.14%	7.58%	11.44%	12.50%
Disagree	0.77%	0.31%	0.72%	0.51%	1.22%	1.92%
Strongly disagree	0.35%	0.00%	0.00%	0.51%	0.49%	0.00%

Note: Question 36 on the Funeral Director Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to.