

2025

National Cemetery Administration

State, Tribal or Territorial Veterans 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 content of this report. The next of kin survey data and analysis presented in this report only pertains to experiences with state Veterans cemeteries. Since there were no tribal cemetery interment records available in BOSS, no surveys were mailed to next of kin about tribal Veterans cemeteries.
- These surveys and resulting data represent the NCA's commitment to customer service, seeking feedback from those using facilities the government has invested in, 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 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the state, tribal or territorial Veterans cemeteries component of the 2025 Funeral Director Satisfaction Survey represent the twelfth 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 19,254 next of kin who had interred a loved one at a state Veterans cemetery 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 VA national cemeteries, private cemeteries, and state, tribal, or territorial Veteran cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 9,969 completed questionnaires (7,858 next of kin and 2,111 funeral directors) were returned, which resulted in an overall survey response rate of 33.89% (42.81% next of kin and 19.09% for funeral directors). The survey response rate calculation excludes those returned as not deliverable.

The next of kin survey data presented in this report only pertain to state Veterans cemeteries. Since there were no records of tribal cemetery interments in the BOSS database, no records were sent to next of kin about tribal Veterans cemeteries.

In this report survey findings are 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 state, tribal or territorial cemeteries.
- The KPI Section contains questions and metrics that would normally fall into one of the other sections of this report. However, each question and result will only be presented once with the exception of comparative analysis.
- The remaining sections present survey findings on specific areas of satisfaction for each group (next of kin and funeral directors).

Report Overview

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

Six appendices follow the main body of the report:

- Appendix A: Respondent Characteristics – presents self-reported demographic information for next of kin and funeral directors in the respondent sample.
- Appendix B: Methodology and Survey Instruments – describes the methodology used to administer the survey. Copies of the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and 2025 Funeral Director Satisfaction Survey are also 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 the data can be found.
- Appendix E: Response Rates – presents response rates for the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, the 2025 Funeral Director Satisfaction Survey, and the cemeteries included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

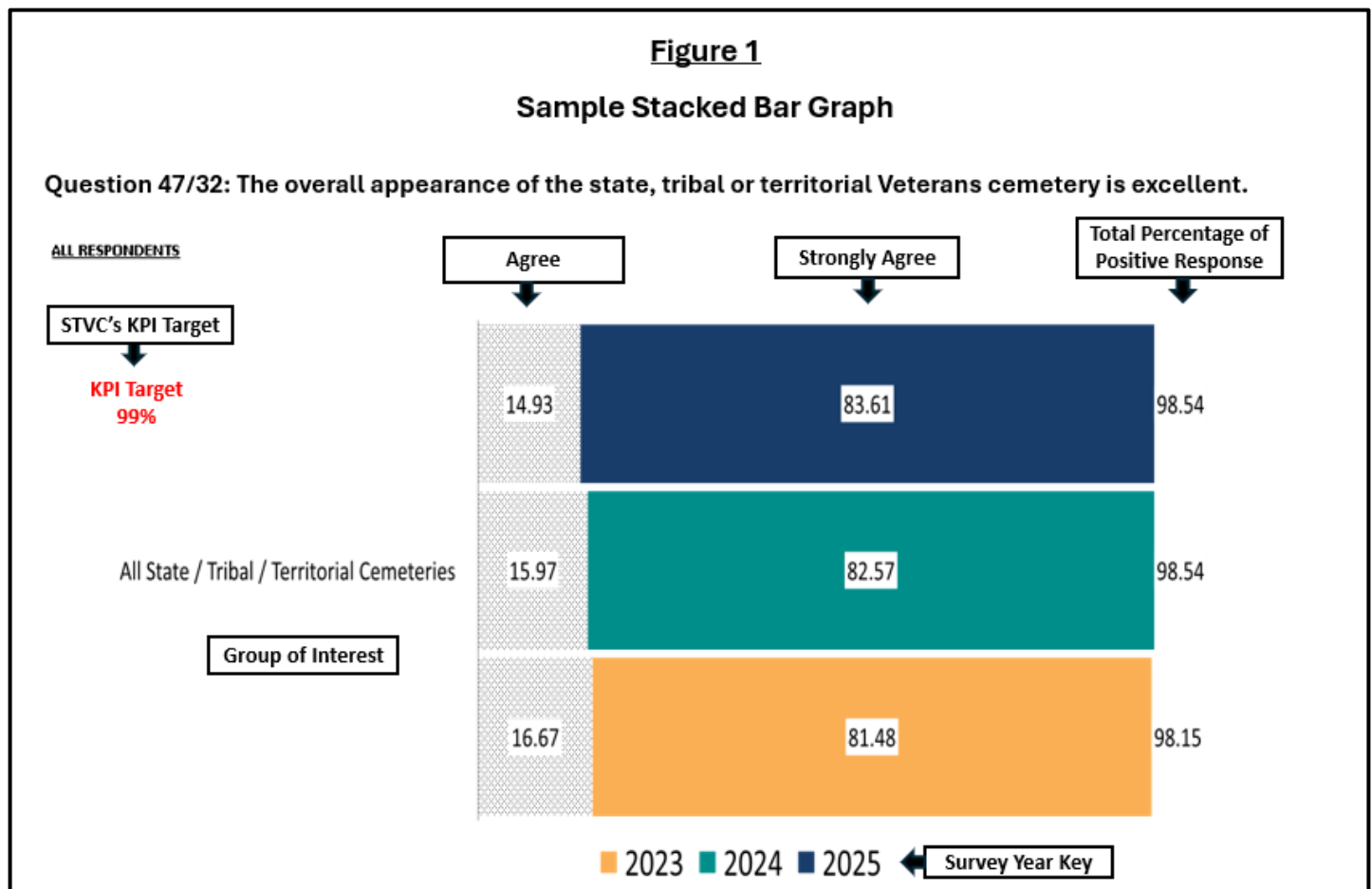
The table below provides references to abbreviations used throughout the report.

Survey Source and Question Abbreviations	
Shorthand	Survey Source
Question xx/yy	"Question xx/yy" denotes that the question was asked to both next of kin and funeral directors. The first number (xx) is the question number for next of kin, and the second number (yy) is the question number for funeral directors. These questions are derived from the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and state, tribal or territorial Veteran cemetery component of the 2025 Funeral Director Satisfaction Survey, respectively.
STVC NOK Qxx	"STVC NOK" denotes that the question was derived from the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.
STVC FD Qyy	"STVC FD" denotes that the question was derived from the state, tribal or territorial Veterans Cemeteries component of the 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 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and 2025 Funeral Director Satisfaction Survey, respectively.

Report Overview

Throughout this report, stacked bar graphs are used to show the percentage of participants responding positively to survey items across all respondents. When applicable, aggregate and break-out views are presented for next of kin and funeral director respondents of the same question. A sample stacked bar graph is presented below (see Figure 1) with labels to aid in interpretation of these graphs used throughout this report. Appendix C (page 182) further details how to interpret the graphs and tables used in this report.



Key Performance Indicators

SECTION DESCRIPTION

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

Key Performance Indicators

STVC KEY PERFORMANCE INDICATORS

CEMETERY APPEARANCE, SERVICE & VISITOR ACCOMMODATIONS	CRP TARGET	25 NC SPM TARGET*	25 STVC TARGET	25 STVC ACTUAL
Quality of service (STVC Q42/27)	-	SPM 15a (97%)	SPM 25 97%	96.15%
Overall cemetery appearance (STVC Q47/32)	CRP 1.1.1 (99%)	SPM 16a (99%)	SPM 26 99%	98.54%
Gravesite appearance is excellent (STVC NOK Q45)	CRP 1.1.2 (96%)	-	-	96.46%
Sufficient signs within the cemetery (STVC Q41/26)	CRP 1.1.5 (90%)	-	-	92.30%
Recommend cemetery (STVC Q50/34)	-	SPM 17 (99%)	SPM 27 99%	98.44%
COMMITTAL SERVICES				
Satisfaction with committal service (STVC NOK Q16)	CRP 1.1.3 (95%)	-	-	97.87%
Committal shelter was private, clean and free of safety hazards (STVC Q14/24)	CRP 1.1.4 (98%)	-	-	96.75%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS				
Satisfaction with amount of time for placement (STVC NOK Q25)	-	SPM 14 (95%)	95%	94.45%
Upkeep is excellent (STVC Q40/23)	CRP 1.1.6 (98%)	-	-	96.99%
FD RESOURCES & OFFERINGS				
Ease of scheduling process (STVC FD Q12)	-	SPM 18 (93%)	-	91.75%
Satisfaction with the length of time to schedule an interment (STVC FD Q14)	-	SPM 19 (91%)	-	93.24%

* for reference- NC Strategic Performance Measure Target

KPI Target Sources

CRP Targets- **VCGP: Compliance Review Program (CRP) Guide**, posted on Veterans Cemetery Grants Program SharePoint, Compliance Review Program (CRP) Guide with CRP Targets published by NCA Improvement and Compliance Service (42D) and annotated in the **CRP SCORECARD**.

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).

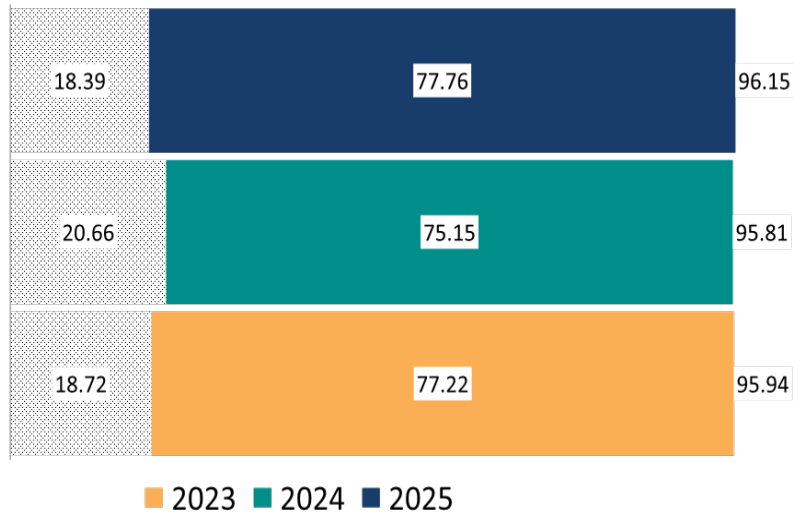
Key Performance Indicators

Question 42/27: The quality of service received from cemetery staff is excellent.

ALL RESPONDENTS

KPI Target
97%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8171	77.76%	2.61%	18.39%	2.99%	0.56%	0.29%
	2024	8416	75.15%	-2.07%	20.66%	3.20%	0.65%	0.33%
	2023	8100	77.22%	-2.00%	18.72%	3.00%	0.68%	0.38%

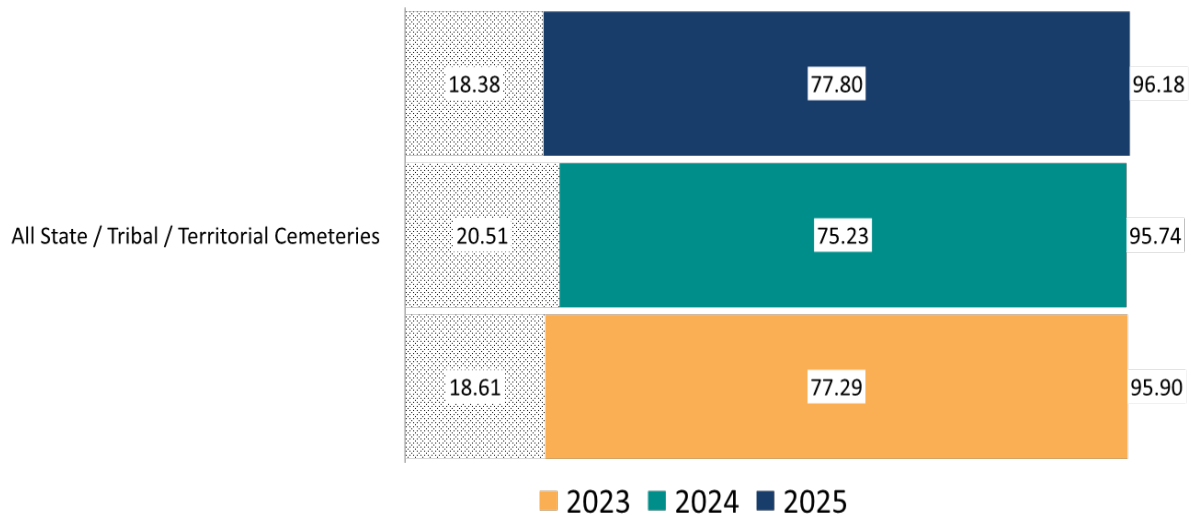
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

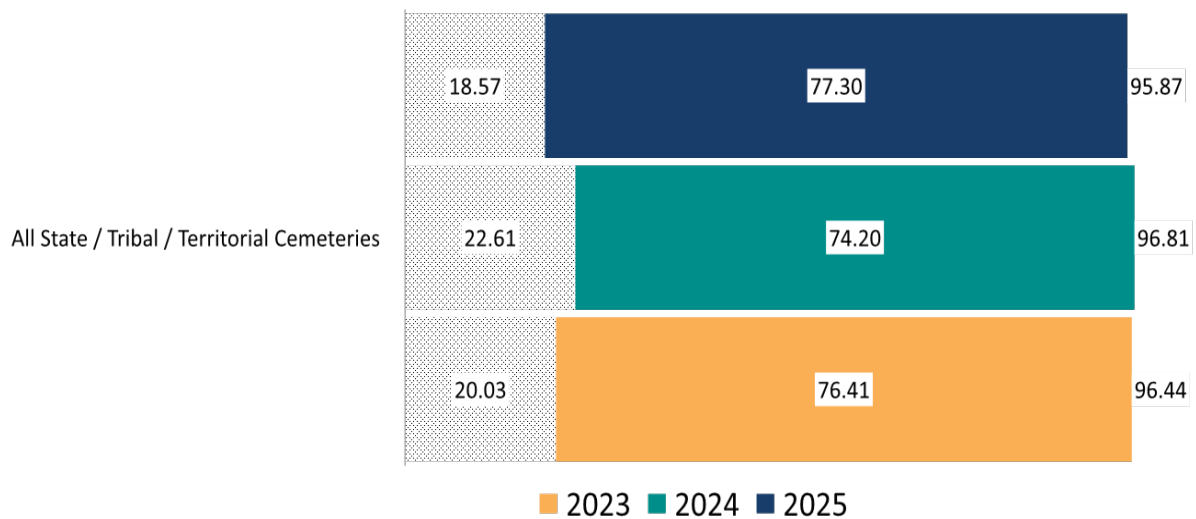
Key Performance Indicators

Question 42/27: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



FUNERAL DIRECTORS



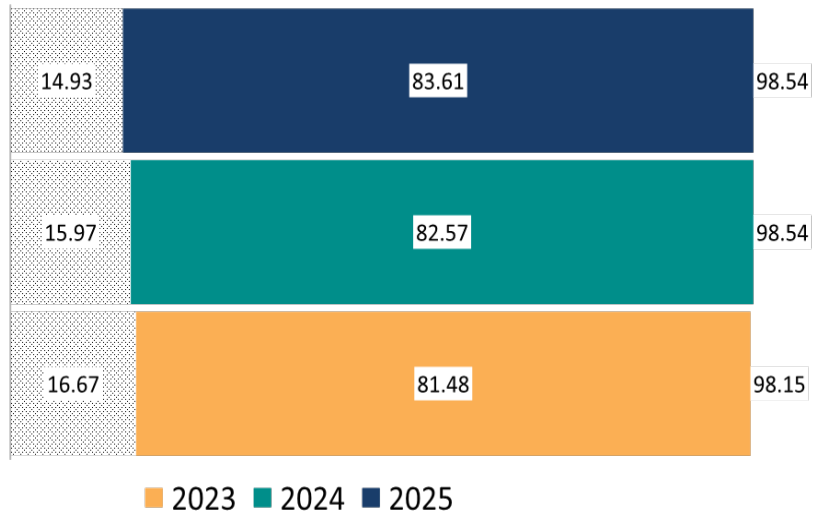
Key Performance Indicators

Question 47/32: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

ALL RESPONDENTS

KPI Target
99%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8239	83.61%	1.04%	14.93%	1.19%	0.12%	0.15%
	2024	8505	82.57%	1.09%	15.97%	1.03%	0.22%	0.20%
	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%

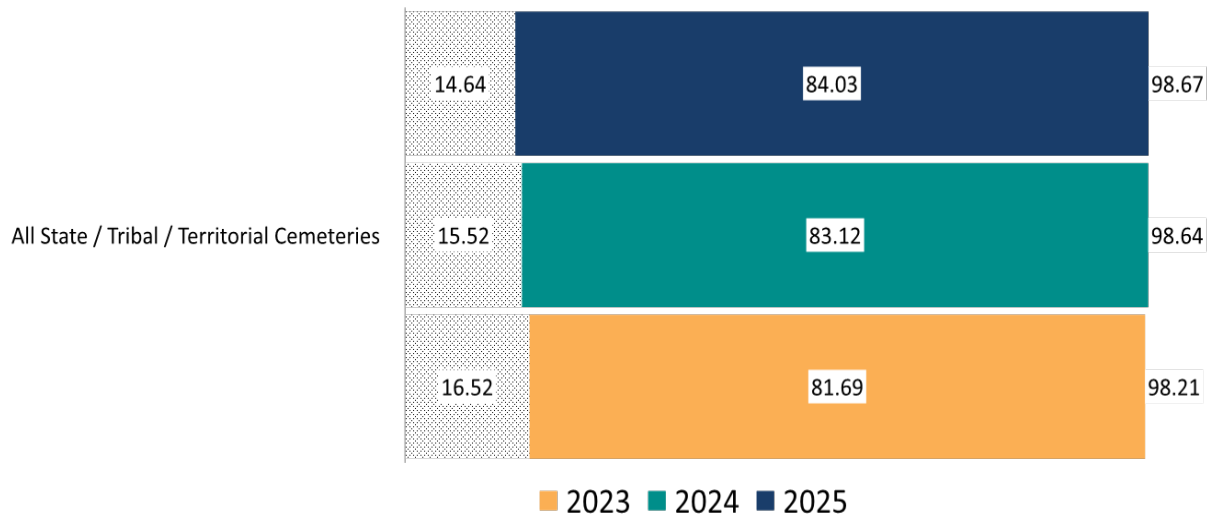
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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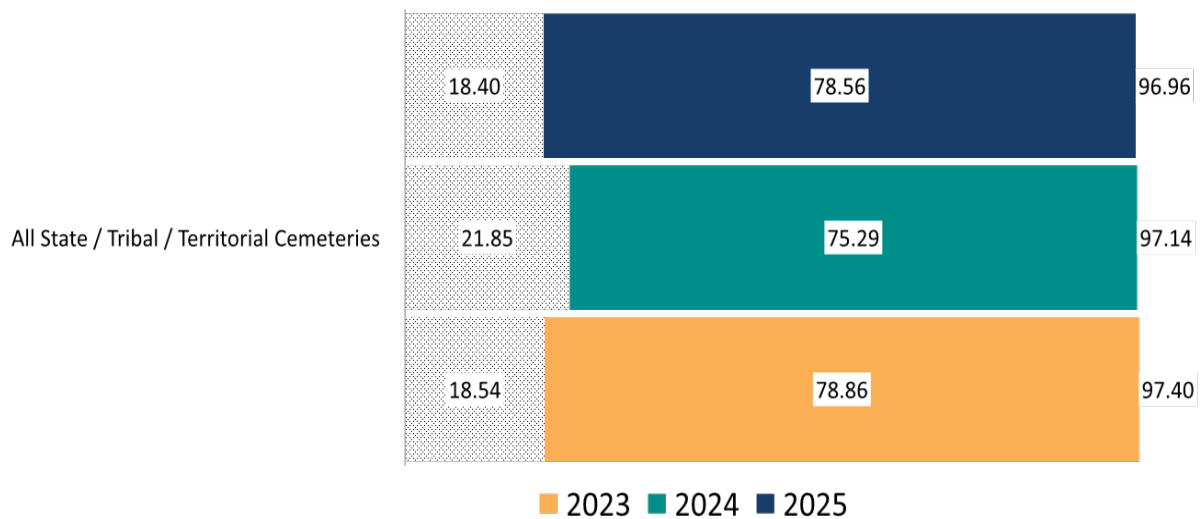
Key Performance Indicators

Question 47/32: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

NEXT OF KIN



FUNERAL DIRECTORS



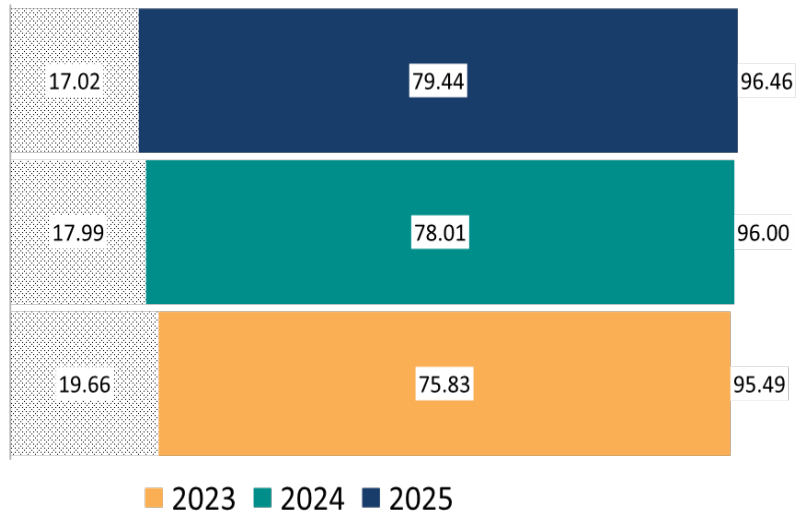
Key Performance Indicators

STVC NOK Q45: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN

KPI Target
96%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	7251	79.44%	1.43%	17.02%	2.51%	0.76%	0.28%
	2024	7582	78.01%	2.18%	17.99%	2.95%	0.57%	0.47%
	2023	7308	75.83%	-1.83%	19.66%	3.24%	1.00%	0.26%

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

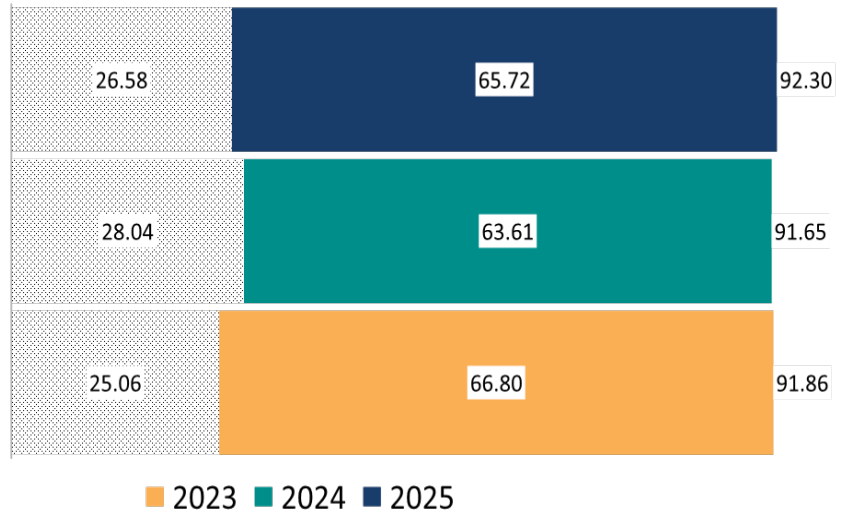
Key Performance Indicators

Question 41/26: There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.

ALL RESPONDENTS

**KPI Target
90%**

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8002	65.72%	2.11%	26.58%	5.26%	2.02%	0.41%
	2024	8296	63.61%	-3.19%	28.04%	5.85%	2.09%	0.42%
	2023	8046	66.80%	-1.63%	25.06%	5.65%	1.98%	0.51%

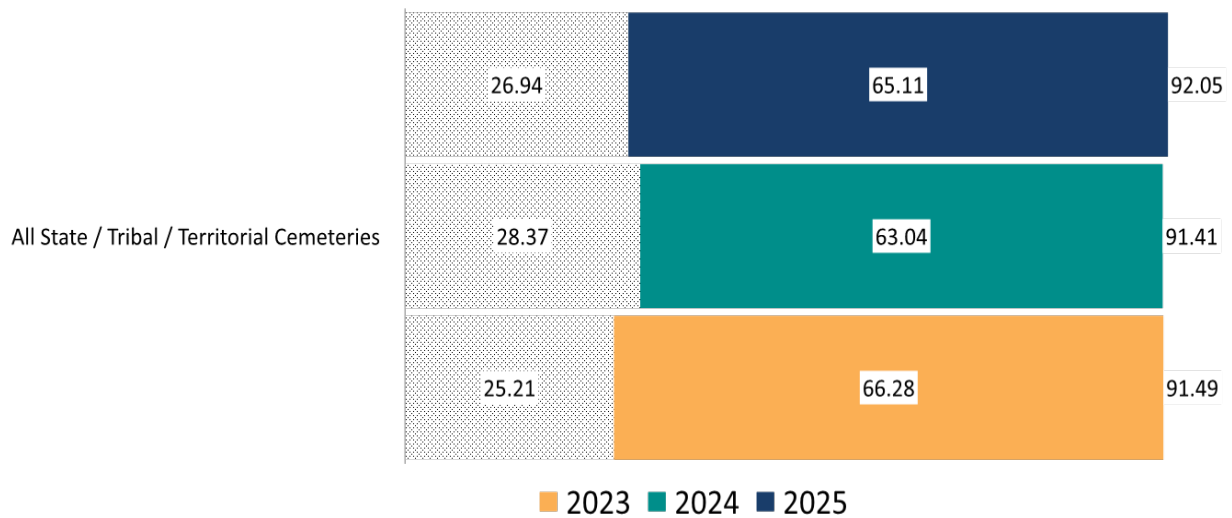
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

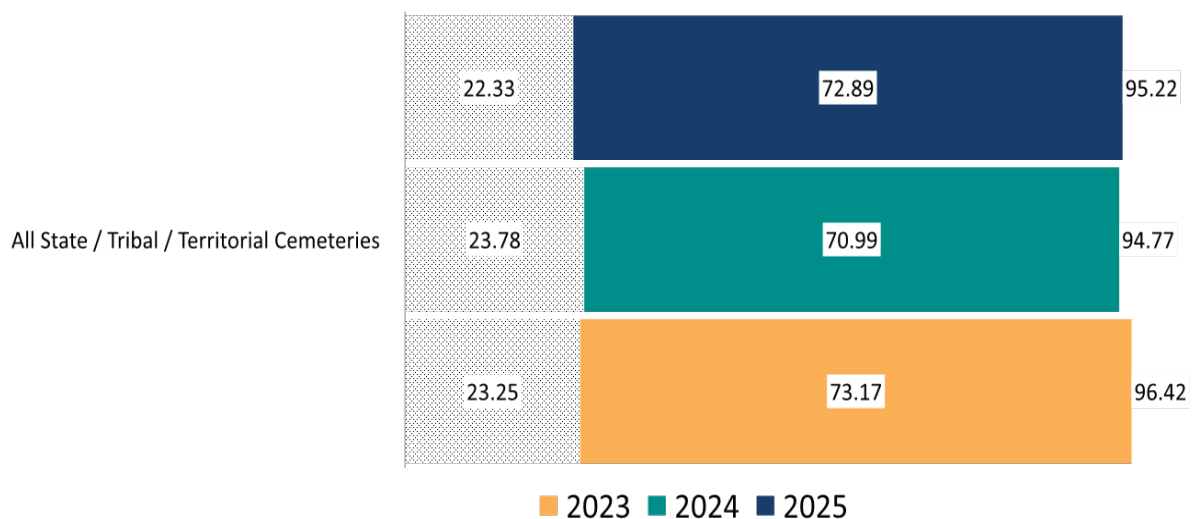
Key Performance Indicators

Question 41/26: There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.

NEXT OF KIN



FUNERAL DIRECTORS



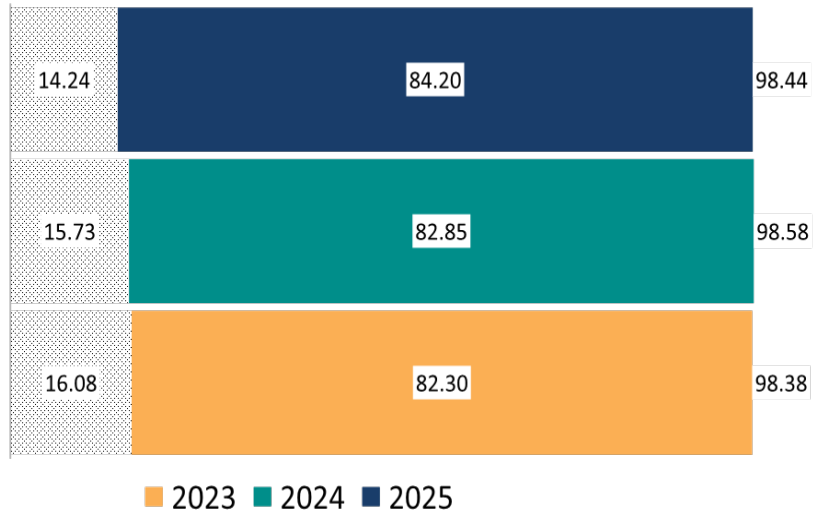
Key Performance Indicators

Question 50/34: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

ALL RESPONDENTS

KPI Target
99%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8285	84.20%	1.35%	14.24%	1.23%	0.14%	0.18%
	2024	8578	82.85%	0.55%	15.73%	1.15%	0.09%	0.17%
	2023	8259	82.30%	-1.37%	16.08%	1.28%	0.21%	0.13%

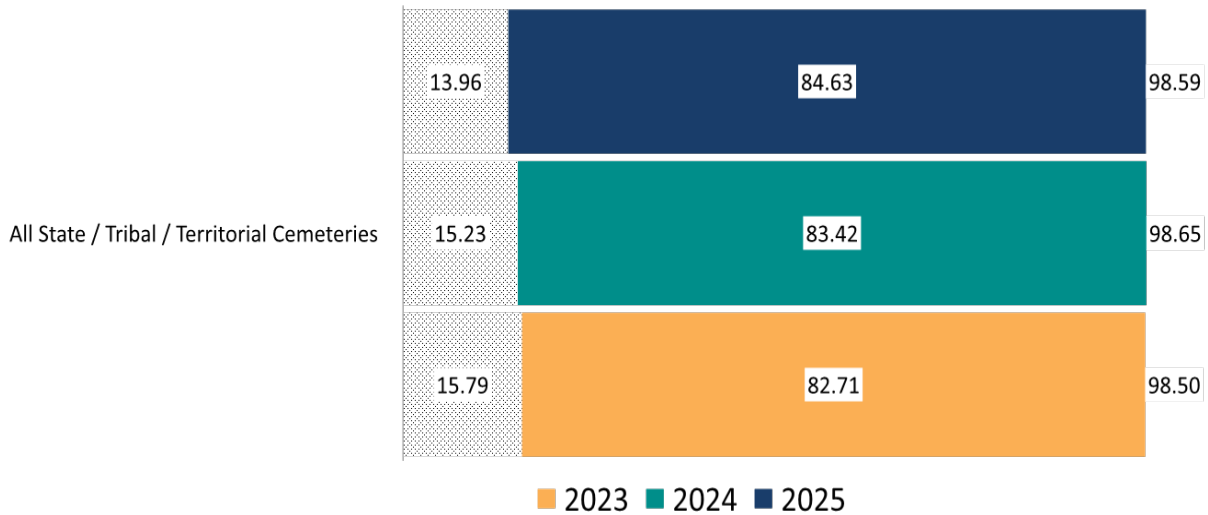
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

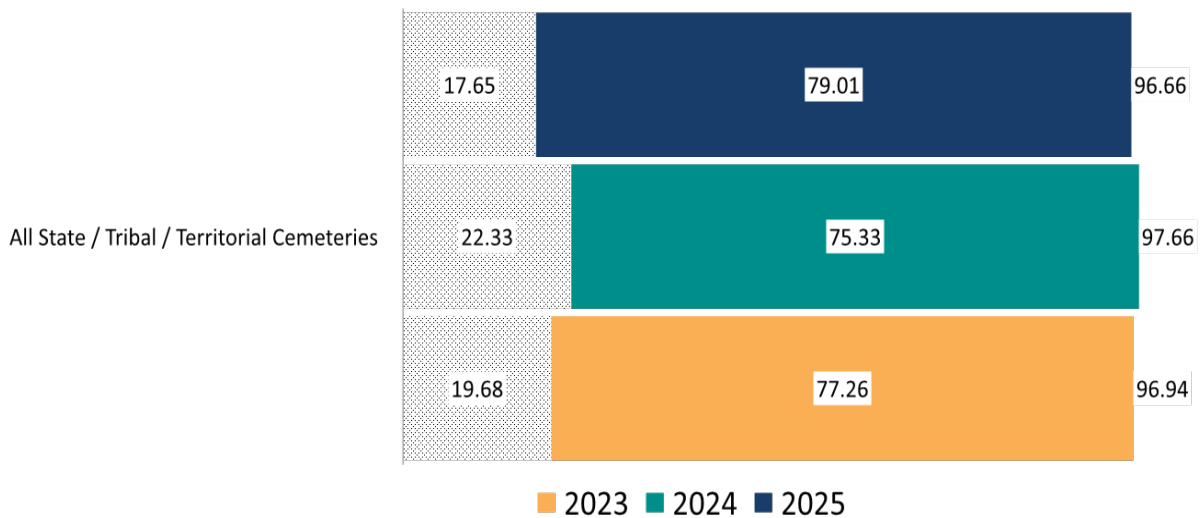
Key Performance Indicators

Question 50/34: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

NEXT OF KIN



FUNERAL DIRECTORS

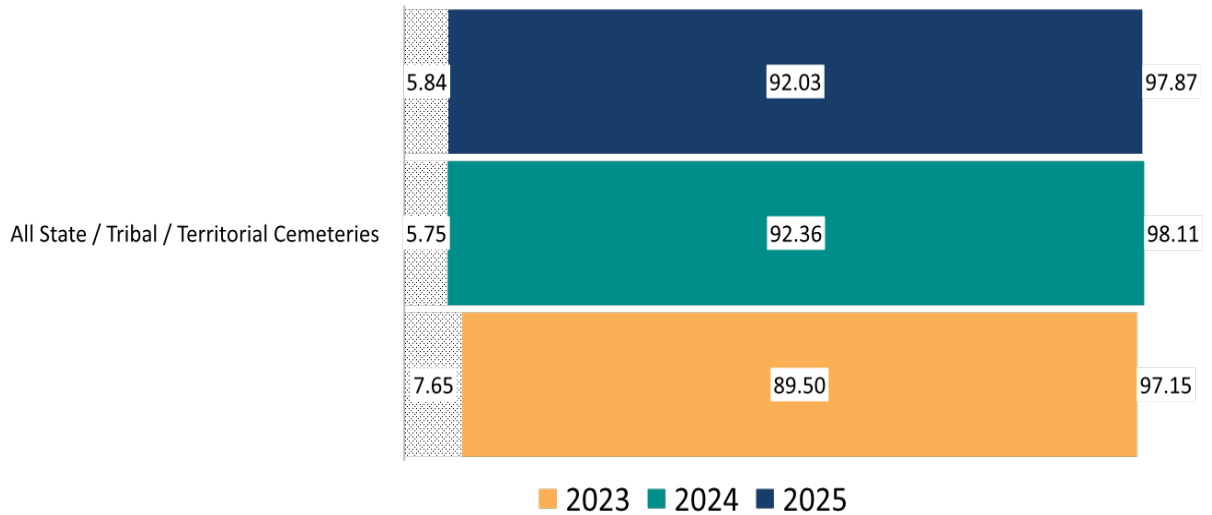


Key Performance Indicators

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

NEXT OF KIN

KPI Target
95%



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	6288	92.03%	-0.33%	5.84%	0.95%	0.83%	0.35%
	2024	6349	92.36%	2.86%	5.75%	0.93%	0.72%	0.24%
	2023	4380	89.50%	-0.85%	7.65%	1.55%	0.84%	0.46%

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

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 STVC NOK Q6.

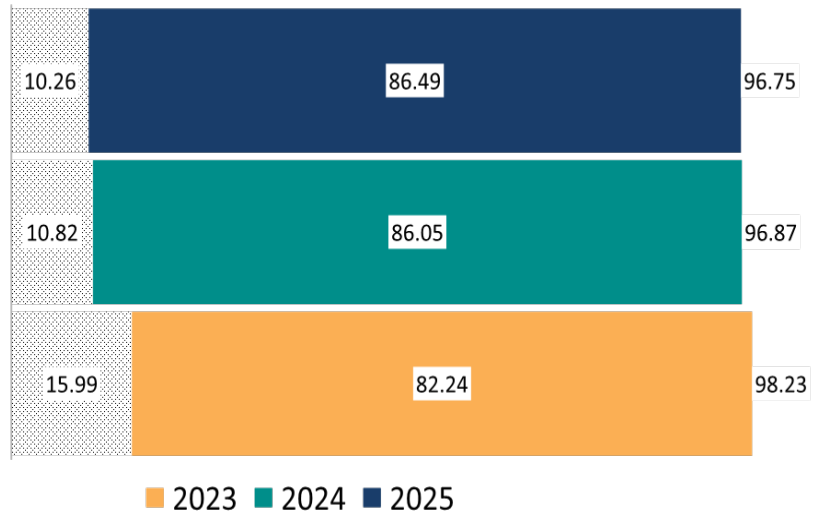
Key Performance Indicators

Question 14/24: The committal shelter used for the service was private, clean, and free of safety hazards.

ALL RESPONDENTS

KPI Target
98%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	6891	86.49%	0.44%	10.26%	2.87%	0.20%	0.17%
	2024	6876	86.05%	3.81%	10.82%	2.89%	0.13%	0.10%
	2023	4696	82.24%	-0.51%	15.99%	1.41%	0.17%	0.19%

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

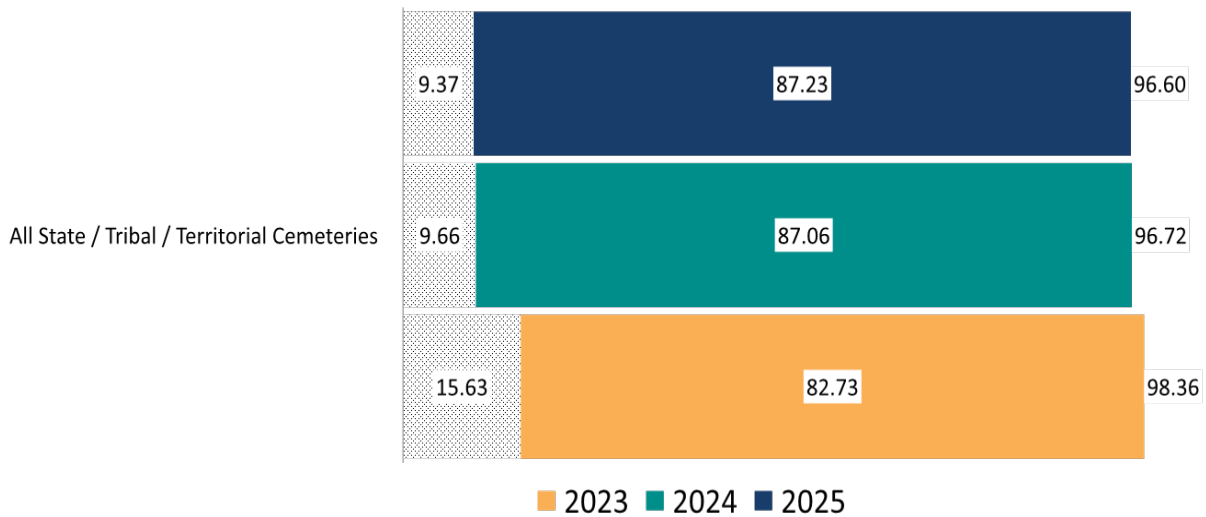
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.

Note: In 2024 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 STVC NOK Q6.

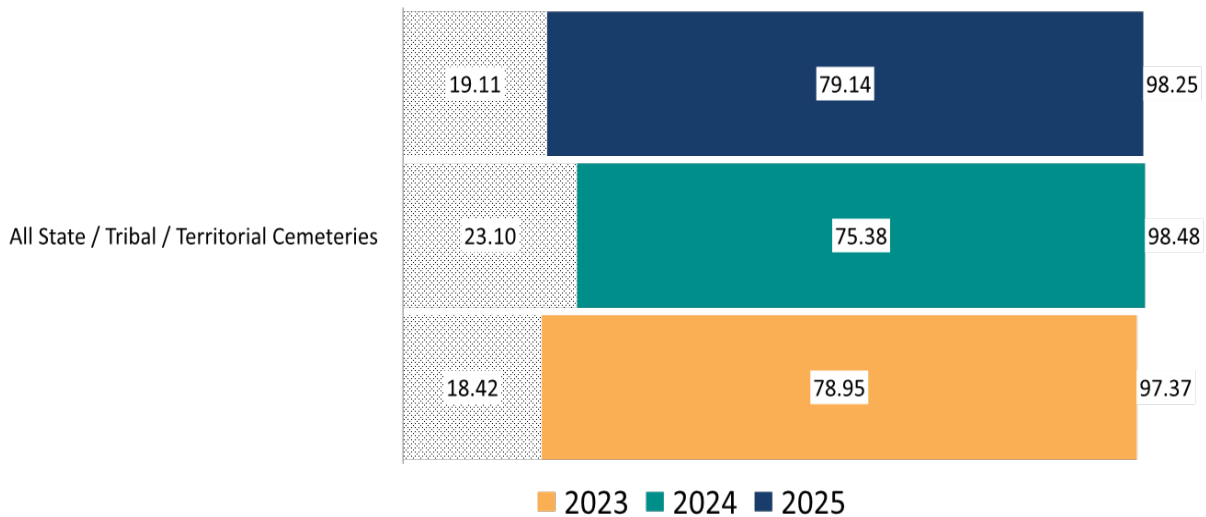
Key Performance Indicators

Question 14/24: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN



FUNERAL DIRECTORS

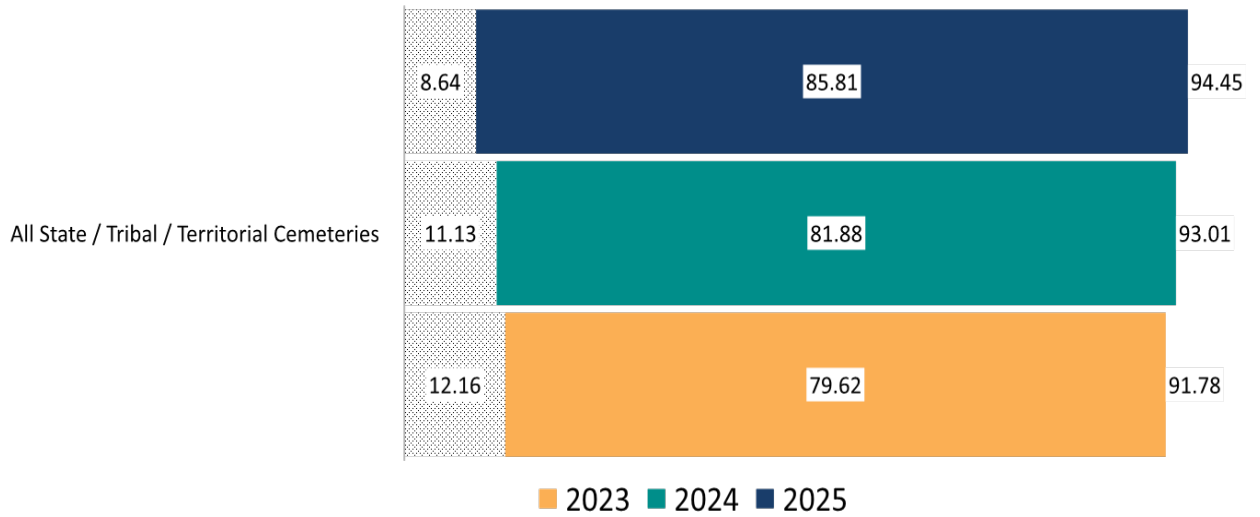


Key Performance Indicators

STVC NOK Q25: How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

NEXT OF KIN

**KPI Target
95%**



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	7335	85.81%	3.93%	8.64%	4.38%	0.87%	0.30%
	2024	7661	81.88%	2.26%	11.13%	4.76%	1.61%	0.61%
	2023	7227	79.62%	-1.53%	12.16%	5.20%	2.20%	0.82%

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

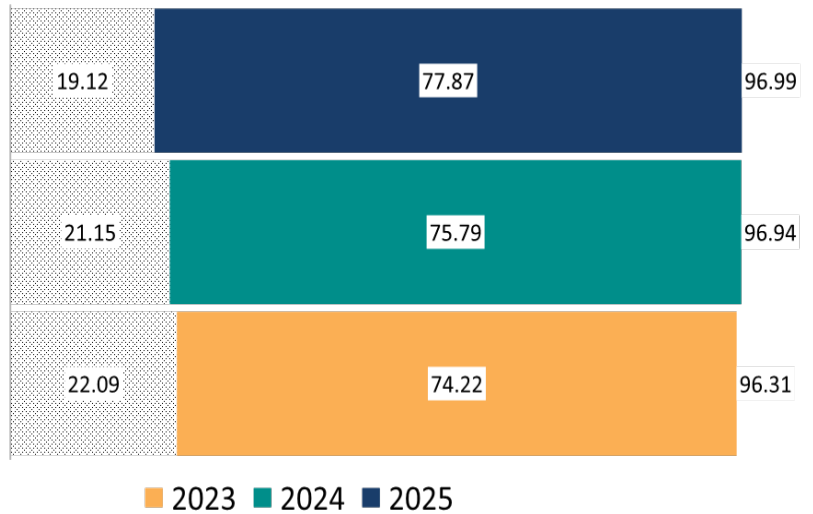
Key Performance Indicators

Question 40/23: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS

KPI Target
98%

All State / Tribal / Territorial Cemeteries



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	7823	77.87%	2.08%	19.12%	2.44%	0.41%	0.15%
	2024	8091	75.79%	1.57%	21.15%	2.35%	0.49%	0.22%
	2023	7828	74.22%	-0.92%	22.09%	3.00%	0.54%	0.15%

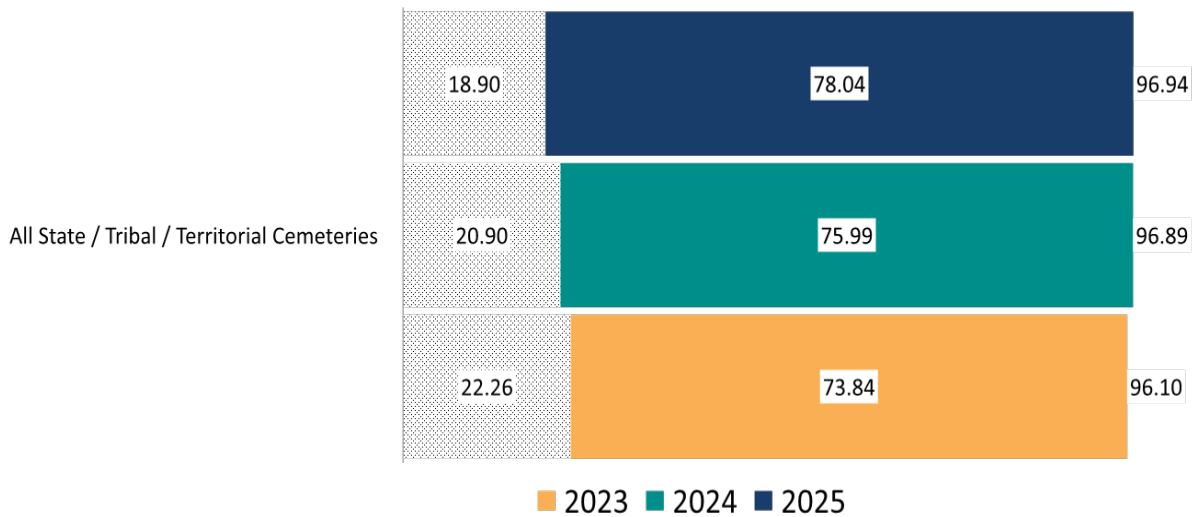
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

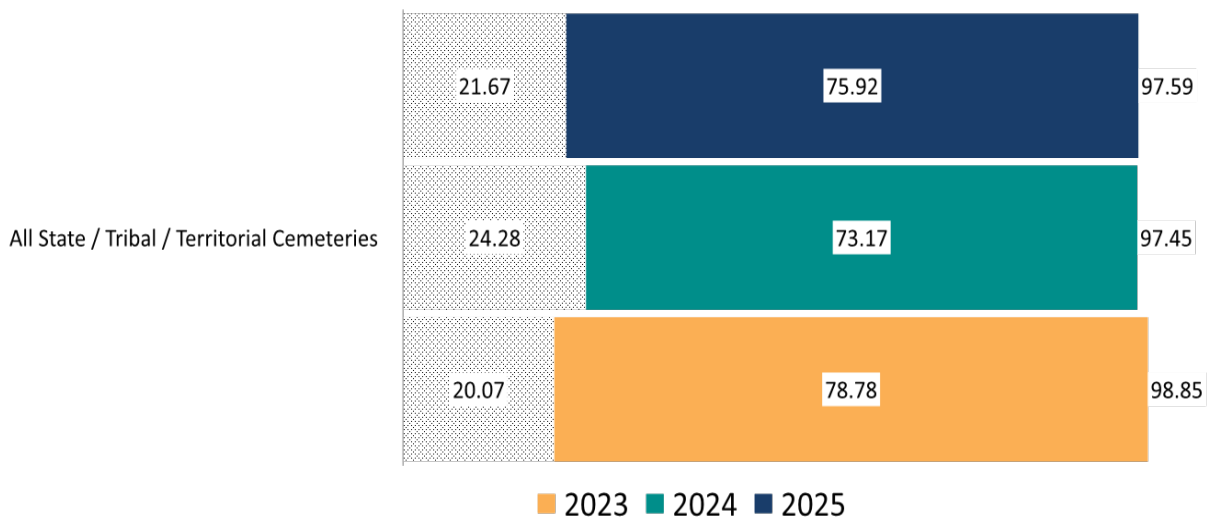
Key Performance Indicators

Question 40/23: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

NEXT OF KIN



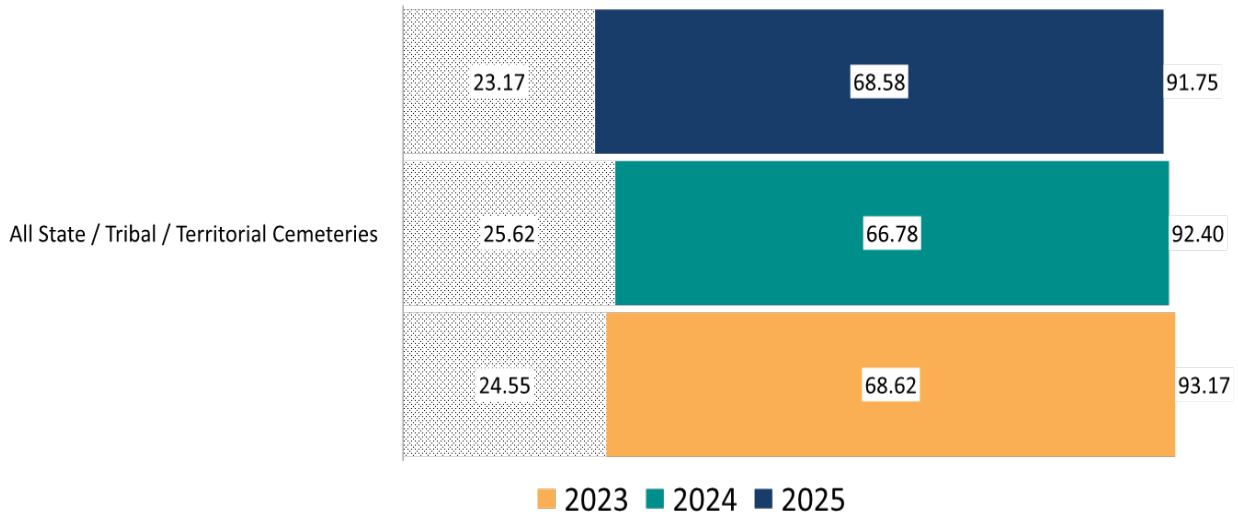
FUNERAL DIRECTORS



Key Performance Indicators

STVC FD Q12: How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?

FUNERAL DIRECTORS



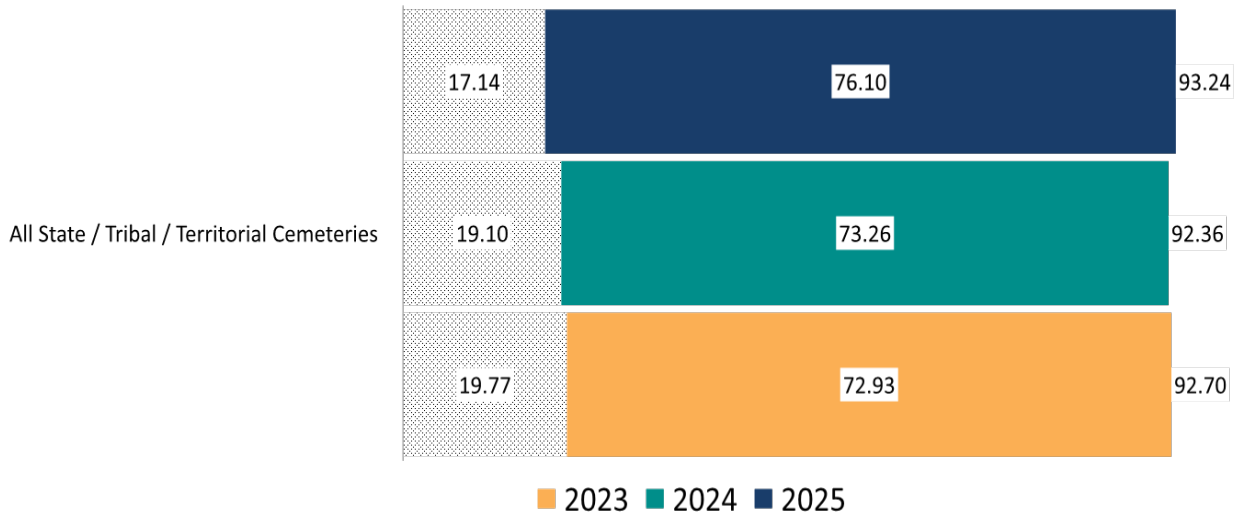
	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal / Territorial Cemeteries	2025	643	68.58%	1.80%	23.17%	5.60%	2.49%	0.16%
	2024	605	66.78%	-1.84%	25.62%	6.12%	1.16%	0.33%
	2023	615	68.62%	9.91%	24.55%	4.39%	1.63%	0.81%

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

Key Performance Indicators

STVC FD Q14: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

FUNERAL DIRECTORS



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	636	76.10%	2.84%	17.14%	4.87%	1.57%	0.31%
	2024	602	73.26%	0.33%	19.10%	6.48%	1.00%	0.17%
	2023	617	72.93%	6.14%	19.77%	5.35%	1.13%	0.81%

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

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

Trust

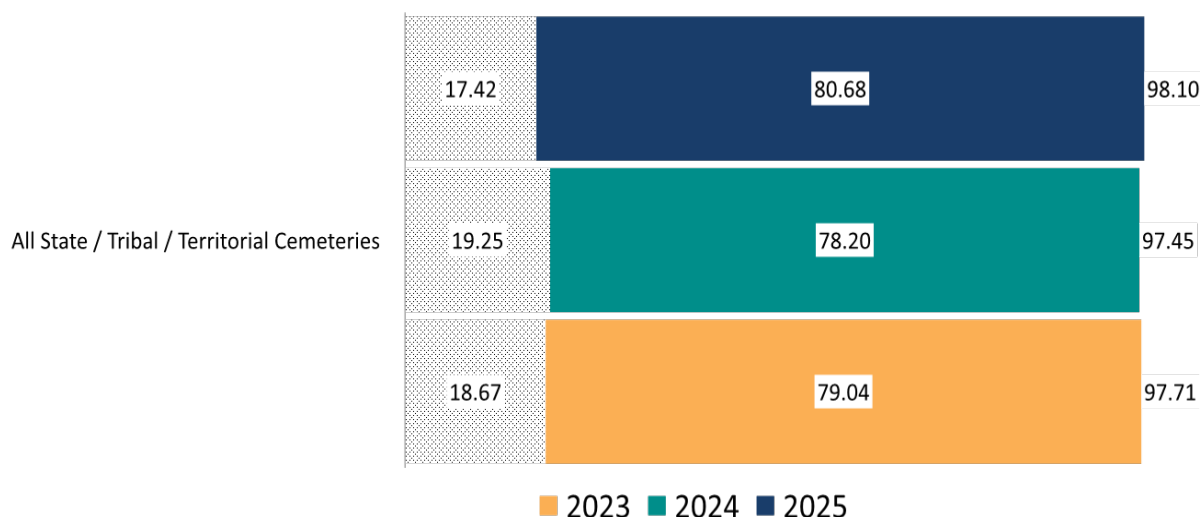
SECTION DESCRIPTION

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

Trust

Question 52/36: I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8265	80.68%	2.48%	17.42%	1.58%	0.15%	0.17%
	2024	8422	78.20%	-0.84%	19.25%	2.23%	0.11%	0.21%
	2023	8165	79.04%	-0.54%	18.67%	2.11%	0.13%	0.05%

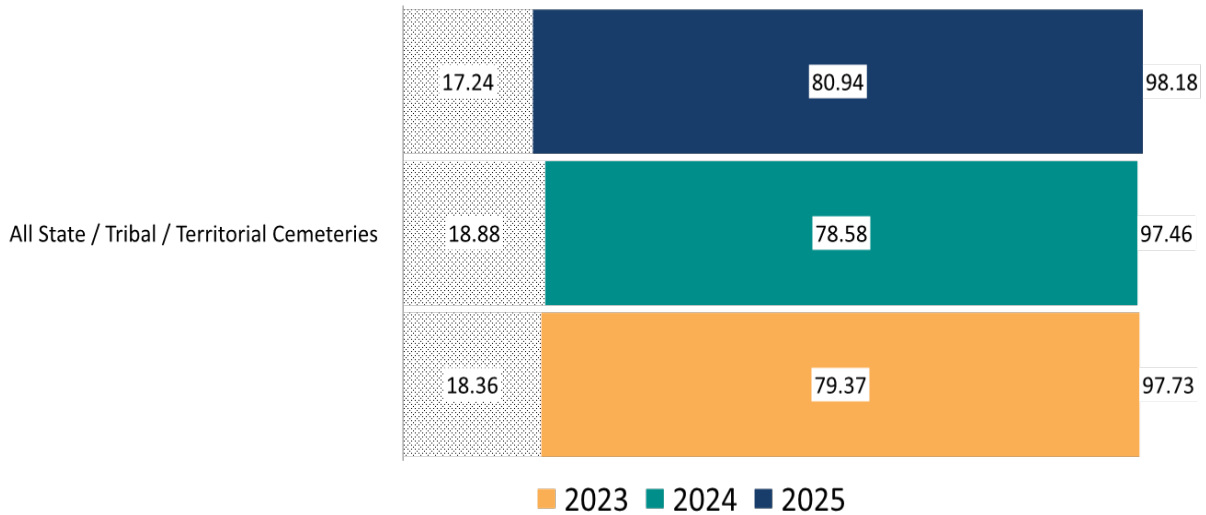
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: Prior to 2025 the question wording was: I am willing to rely on state, tribal or territorial governments to maintain national cemeteries as national shrines in the future.

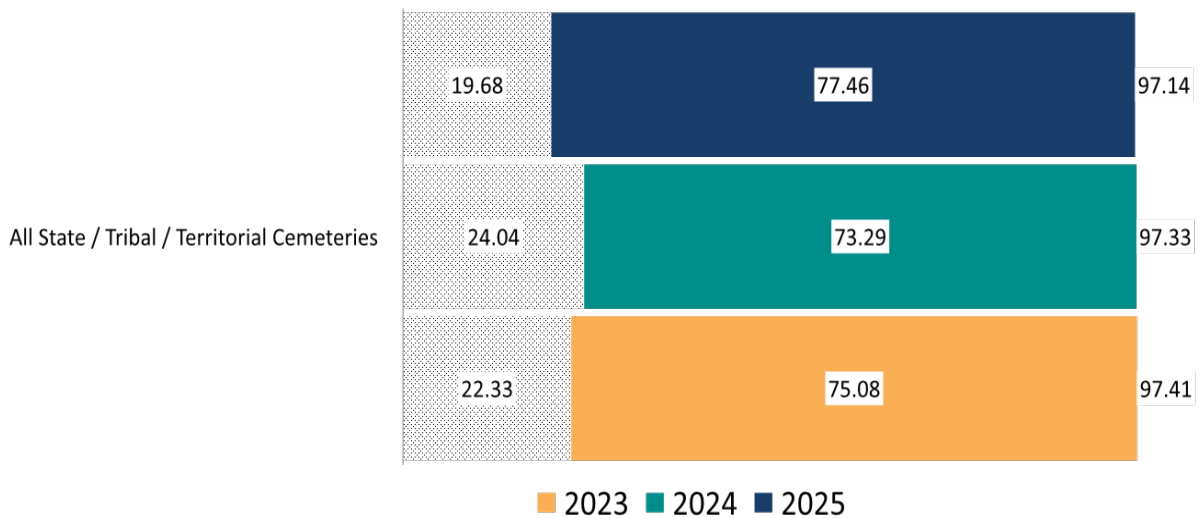
Trust

Question 52/36: I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.

NEXT OF KIN



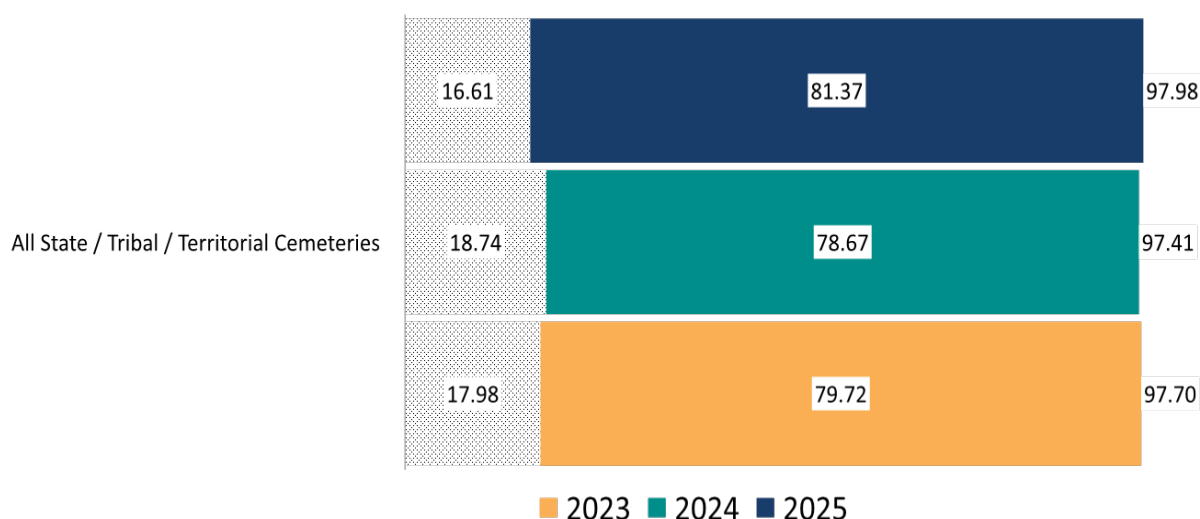
FUNERAL DIRECTORS



Trust

Question 51/35: I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8272	81.37%	2.70%	16.61%	1.57%	0.28%	0.17%
	2024	8317	78.67%	-1.05%	18.74%	2.13%	0.20%	0.25%
	2023	8068	79.72%	-0.36%	17.98%	2.01%	0.20%	0.09%

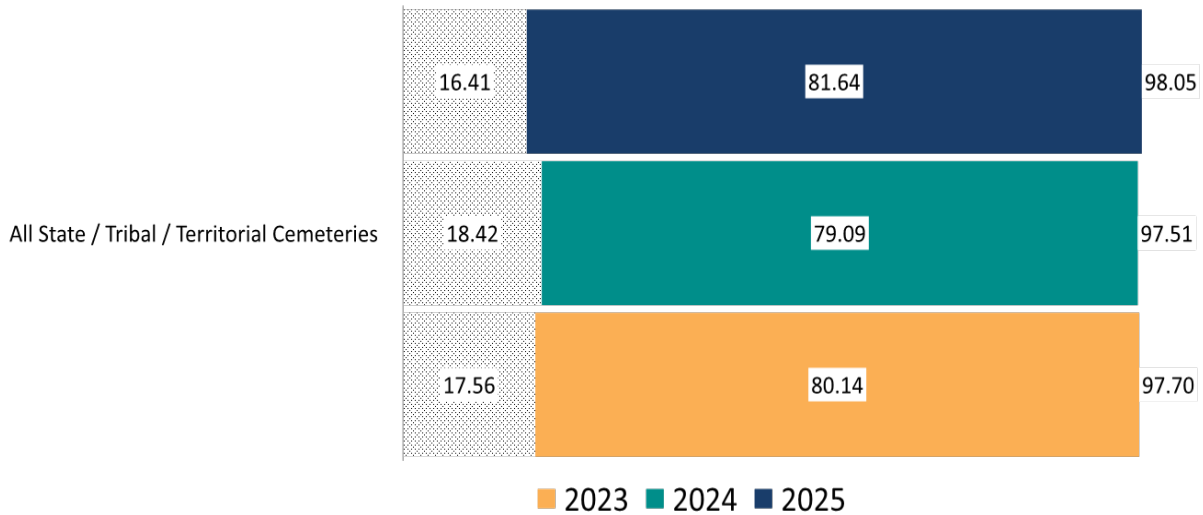
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: Prior to 2025 the question wording was: I am willing to rely on state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.

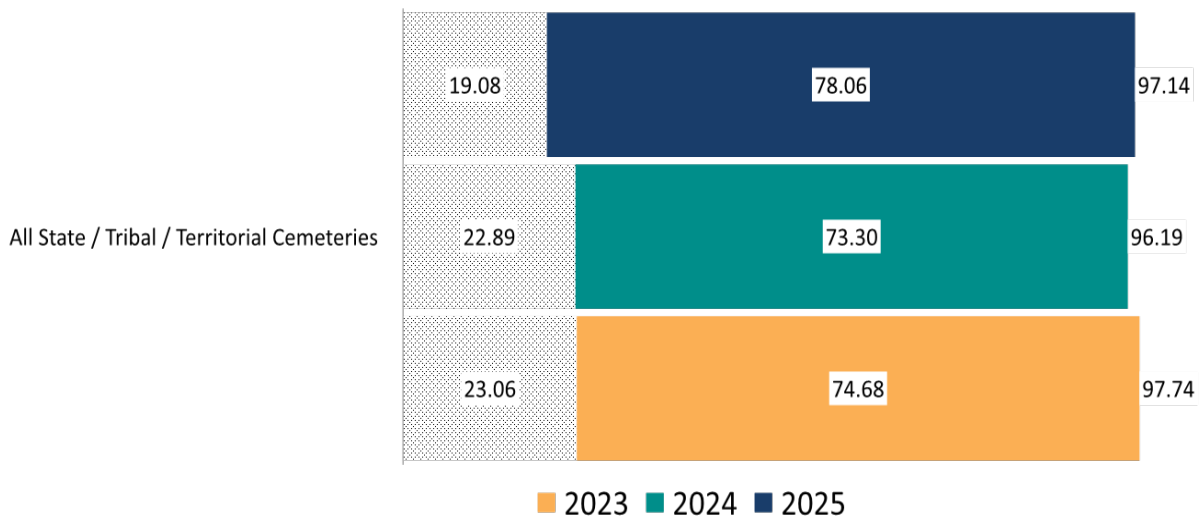
Trust

Question 51/35: I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN



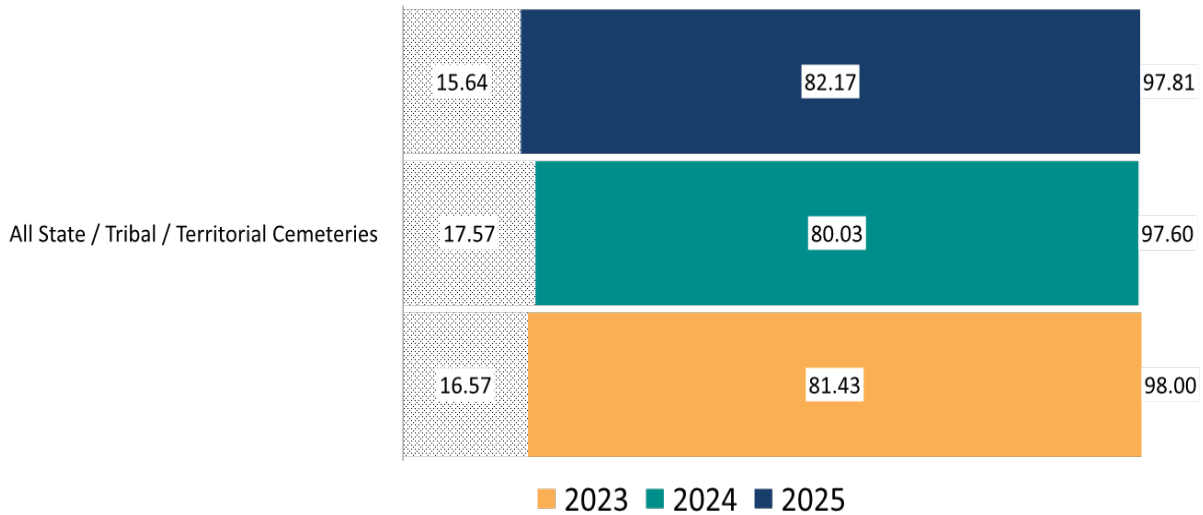
FUNERAL DIRECTORS



Trust

Question 49/25: The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



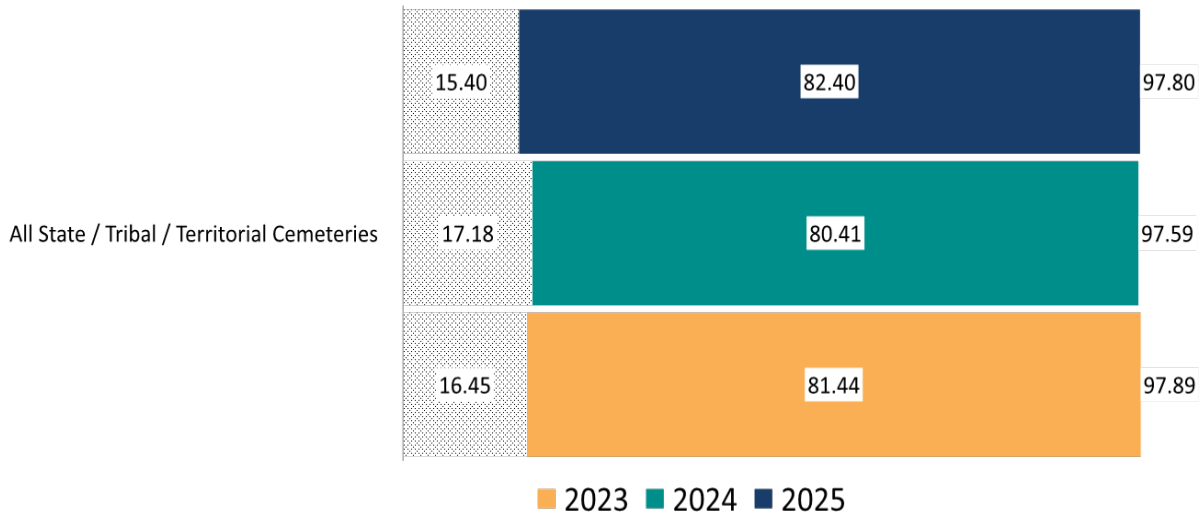
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8039	82.17%	2.14%	15.64%	1.83%	0.16%	0.20%
	2024	8309	80.03%	-1.40%	17.57%	1.97%	0.20%	0.22%
	2023	7925	81.43%	-0.39%	16.57%	1.68%	0.16%	0.16%

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

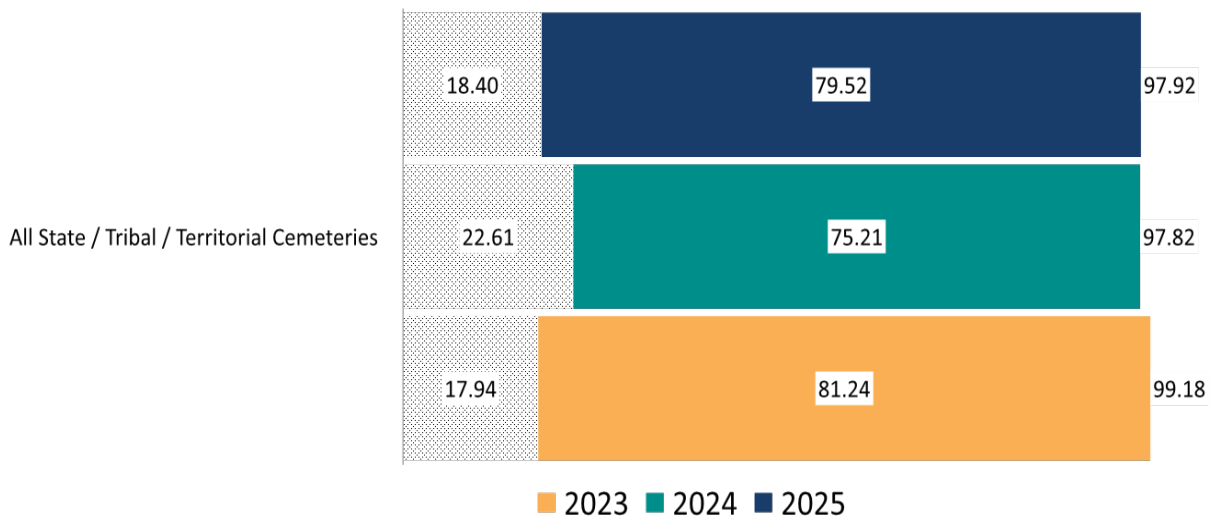
Note: Next of Kin and Funeral Director data for this survey item are presented on the following page.

Question 49/25: The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation.

NEXT OF KIN

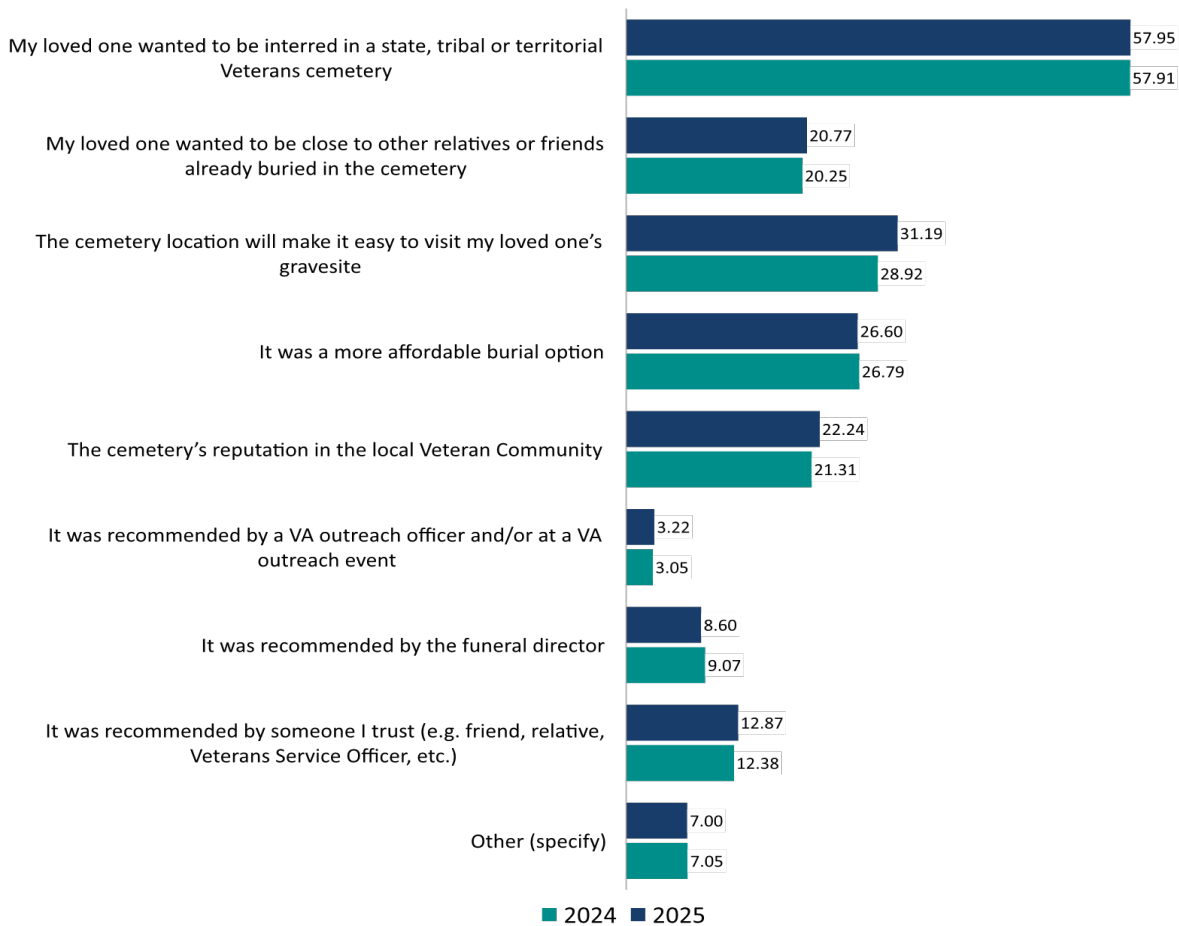


FUNERAL DIRECTORS



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

NEXT OF KIN



2024: n = 8,201 2025: n = 7,800

Note: STVC NOK Q1 was added to the 2024 State, Tribal or Territorial Veterans 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%.

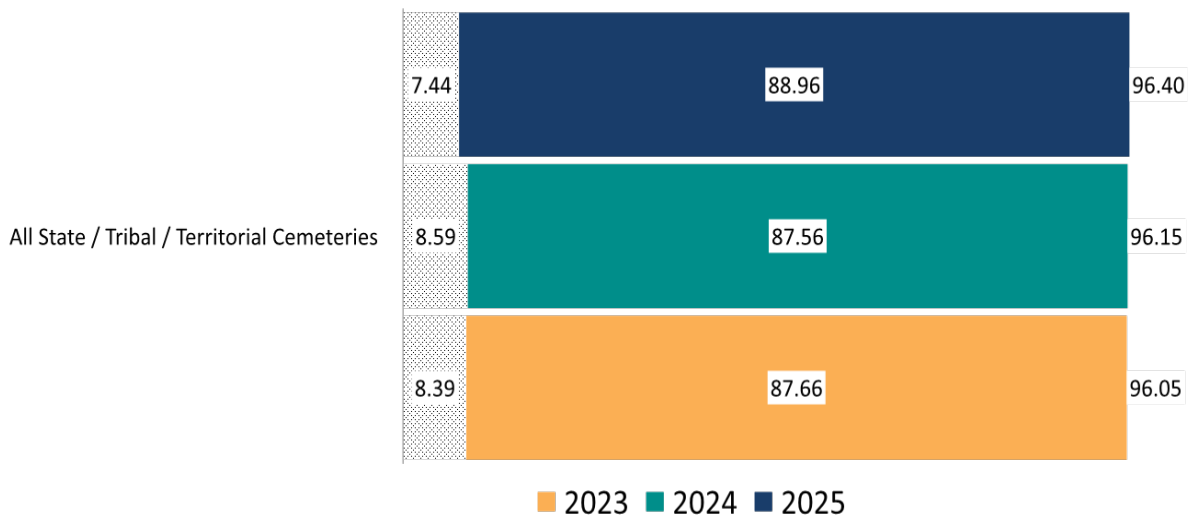
Benefits Awareness and Satisfaction with NCA Services and Products: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the information they received throughout experiences with the state, tribal or territorial Veterans cemetery where their loved one was interred.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPI: Quality of service (STVC Q42/27).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

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

NEXT OF KIN

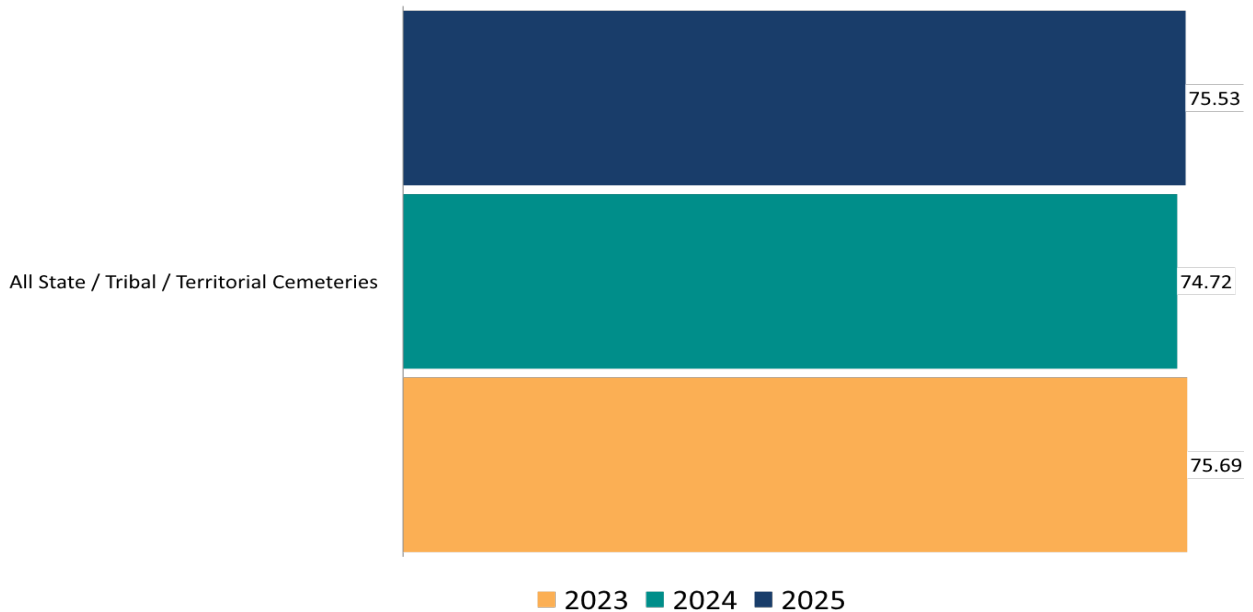


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	7791	88.96%	1.40%	7.44%	2.40%	0.81%	0.39%
	2024	8129	87.56%	-0.10%	8.59%	2.62%	0.95%	0.28%
	2023	7627	87.66%	-0.78%	8.39%	2.53%	0.93%	0.49%

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

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

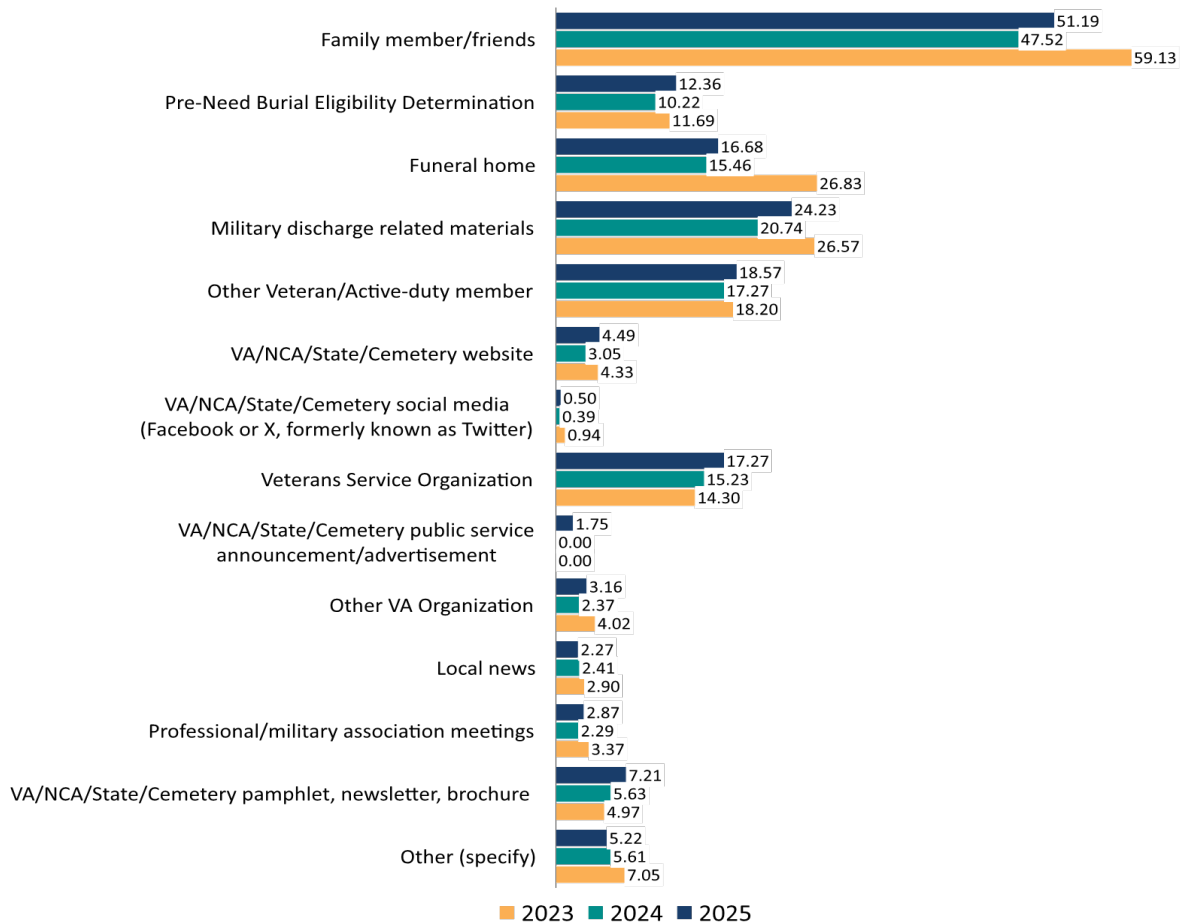
NEXT OF KIN



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	7563	75.53%	24.47%
	2024	7897	74.72%	25.28%
	2023	7644	75.69%	24.31%

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

NEXT OF KIN

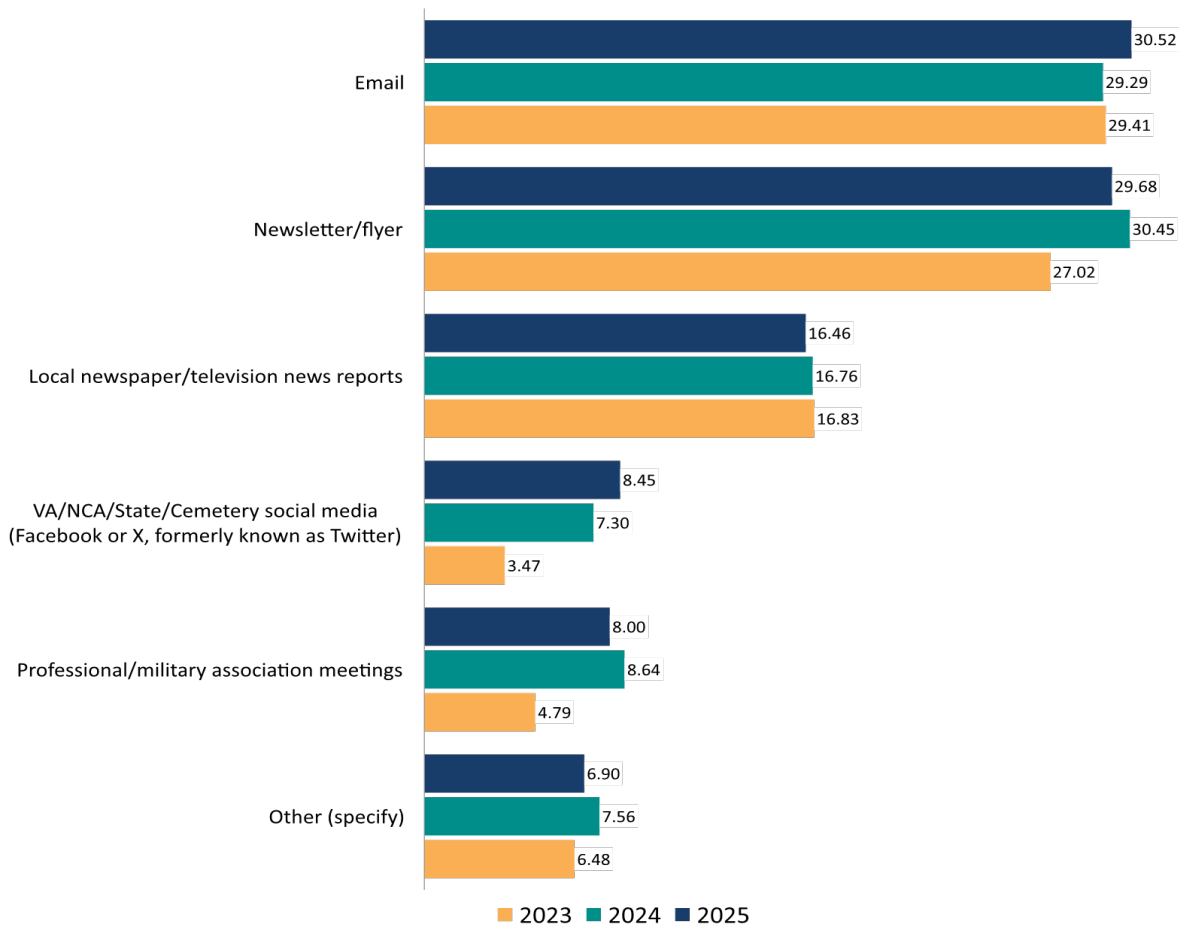


2023: n = 5,517 2024: n = 5,901 2025: n = 5,187

Note: In 2025, the response option “VA/NCA/State/Cemetery public service announcement/advertisement” was added.

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

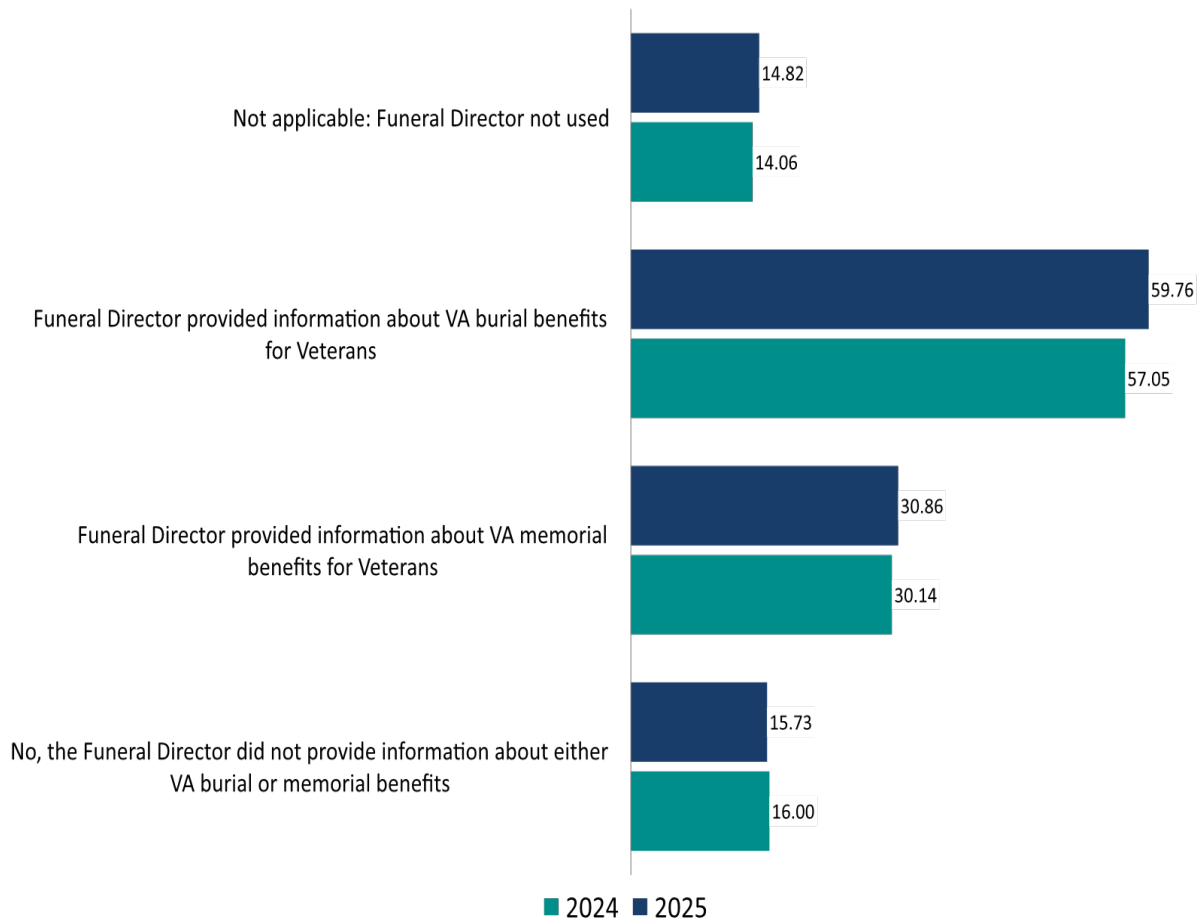
NEXT OF KIN



2023: n = 6,810 2024: n = 7,081 2025: n = 6,901

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

NEXT OF KIN



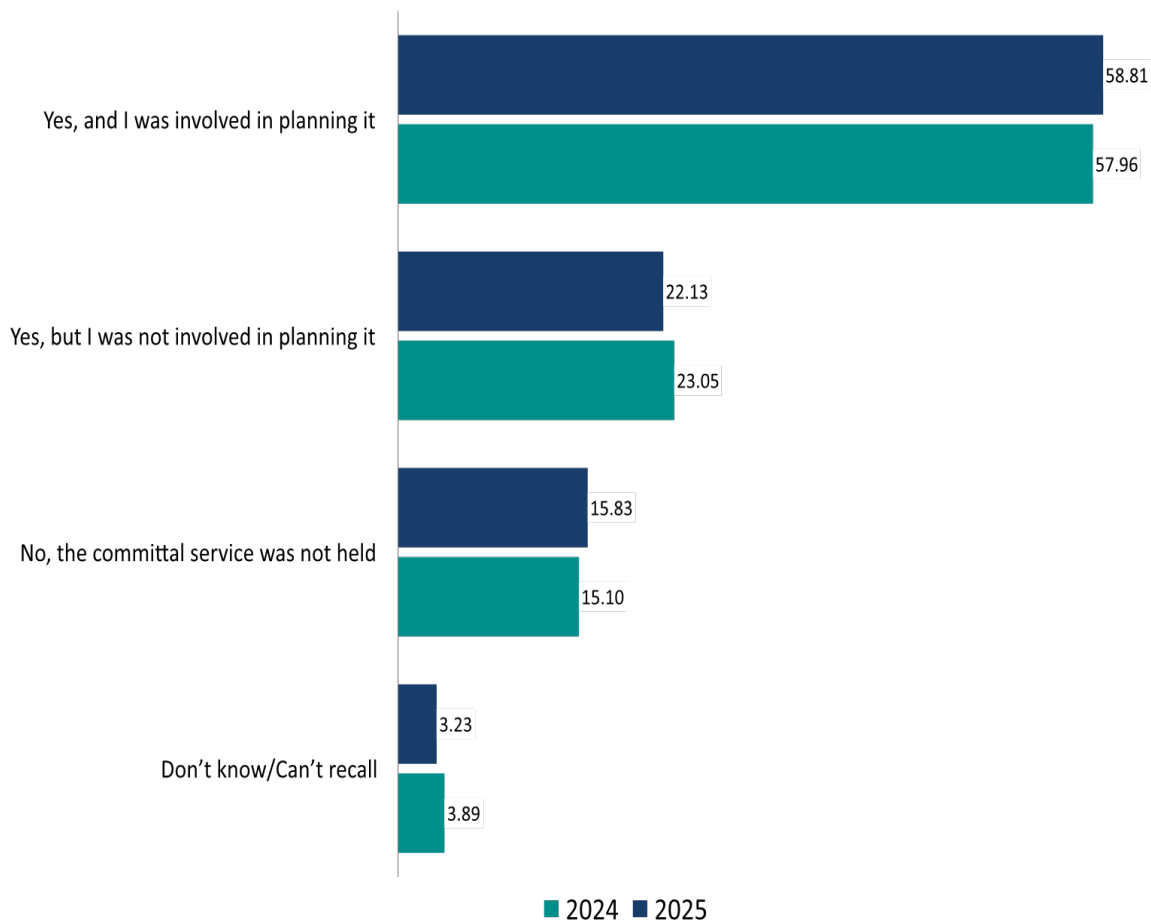
2024: n = 8,202 2025: n = 7,609

Note: STVC NOK Q5 was added to the 2024 State, Tribal or Territorial Veterans 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%.

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

NEXT OF KIN

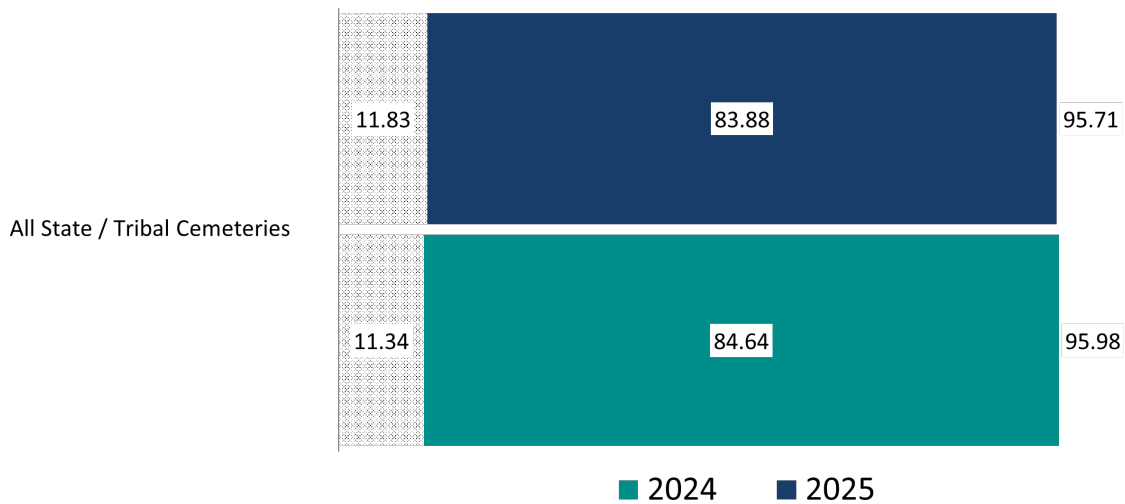


2024: n = 7,909 2025: n = 7,613

Note: STVC NOK Q6 was added to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	4515	83.88%	-0.76%	11.83%	1.99%	1.77%	0.53%
	2024	4498	84.64%	NA	11.34%	1.65%	1.98%	0.40%

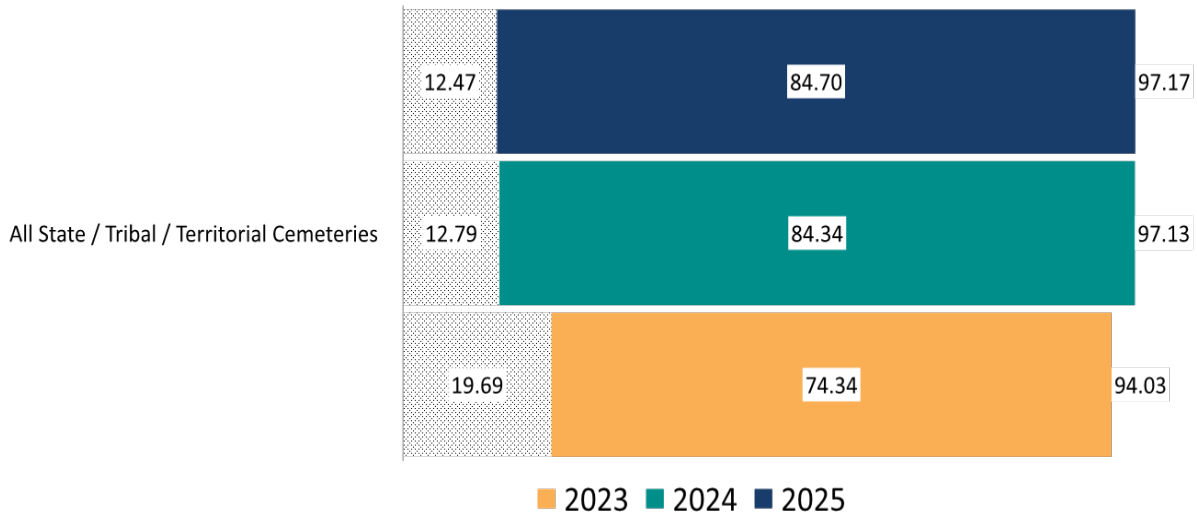
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: STVC NOK Q7 was added to the 2024 State, Tribal or Territorial Veterans 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 was involved in planning it" to STVC NOK Q6.

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

NEXT OF KIN



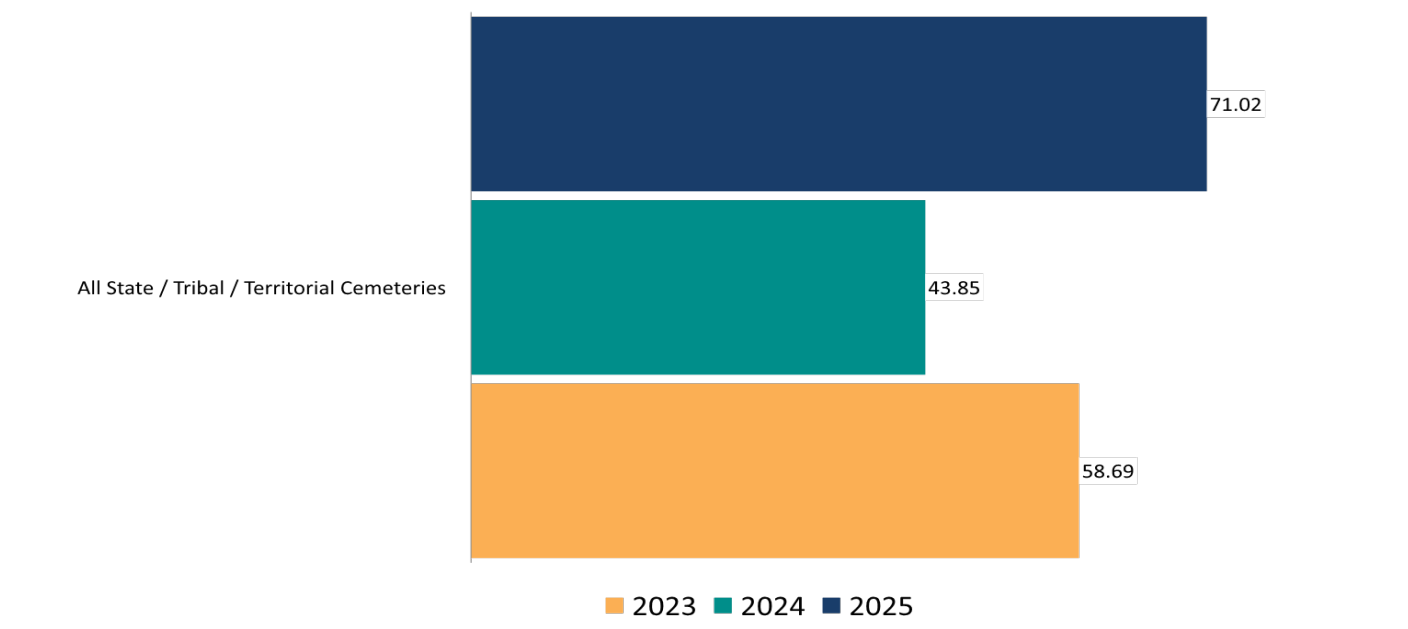
	Year	n	Very informed	*Change Score	Somewhat informed	Neither informed nor uninformed	Somewhat uninformed	Very uninformed
All State / Tribal / Territorial Cemeteries	2025	4497	84.70%	0.36%	12.47%	1.53%	0.85%	0.44%
	2024	4495	84.34%	10.00%	12.79%	1.33%	1.11%	0.42%
	2023	4342	74.34%	-1.67%	19.69%	2.72%	1.84%	1.40%

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

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 STVC NOK Q6.

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

NEXT OF KIN



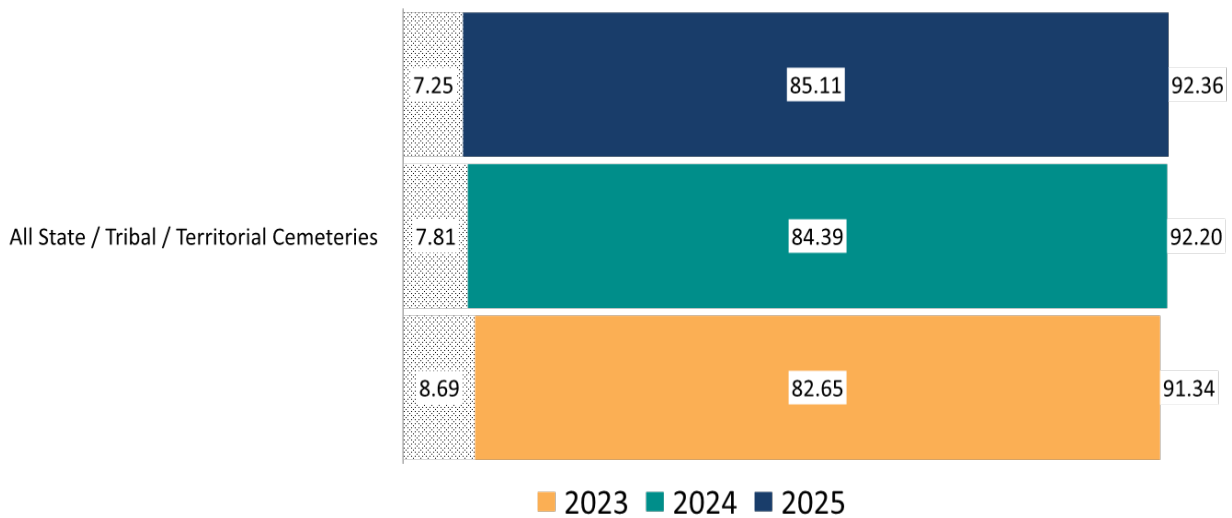
	Year	n	Yes	No	Don't Know
All State / Tribal / Territorial Cemeteries	2025	5956	71.02%	20.18%	8.80%
	2024	6169	43.85%	40.02%	16.13%
	2023	6090	58.69%	41.31%	0.00%

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

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

STVC NOK Q29: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

NEXT OF KIN

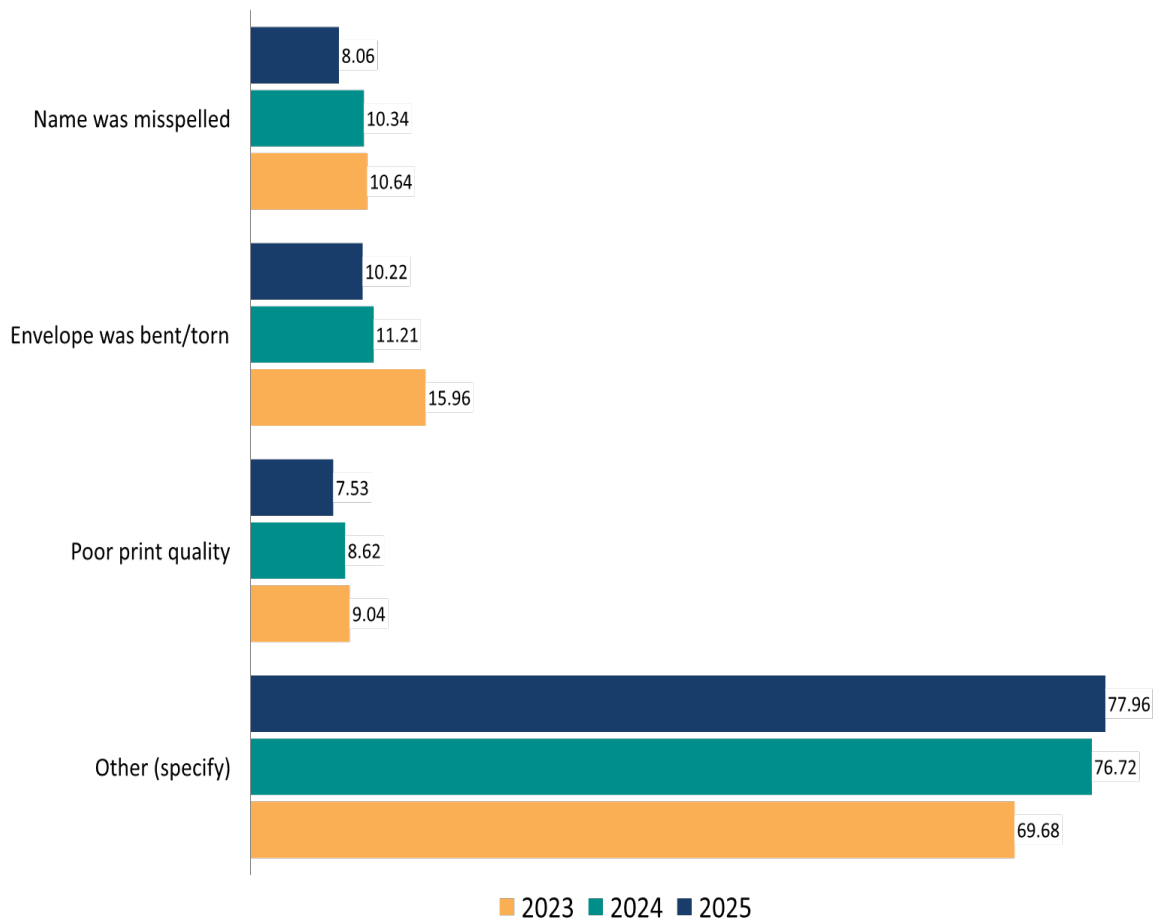


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	4138	85.11%	0.72%	7.25%	5.68%	0.85%	1.11%
	2024	2639	84.39%	1.74%	7.81%	6.37%	0.68%	0.76%
	2023	3475	82.65%	0.42%	8.69%	6.85%	0.95%	0.86%

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

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

STVC NOK Q30: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? *(Mark all that apply)*



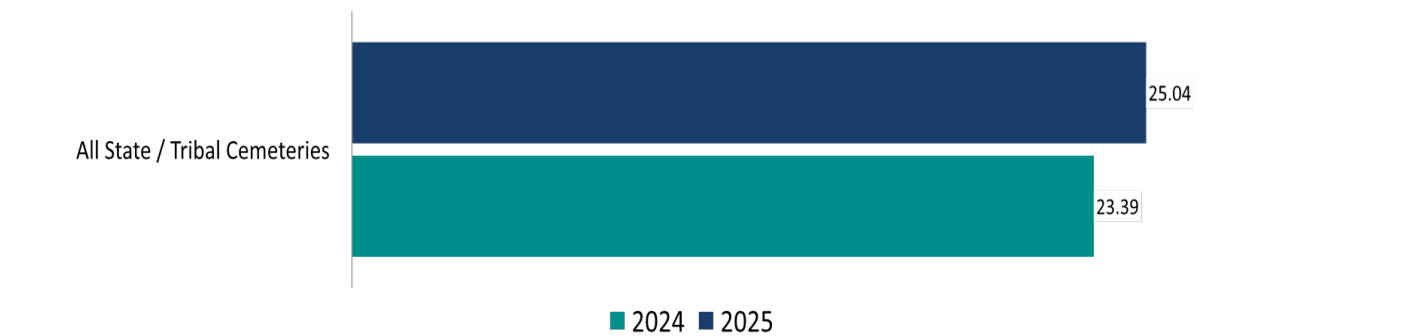
2023: n = 188 2024: n = 116 2025: n = 186

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

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

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

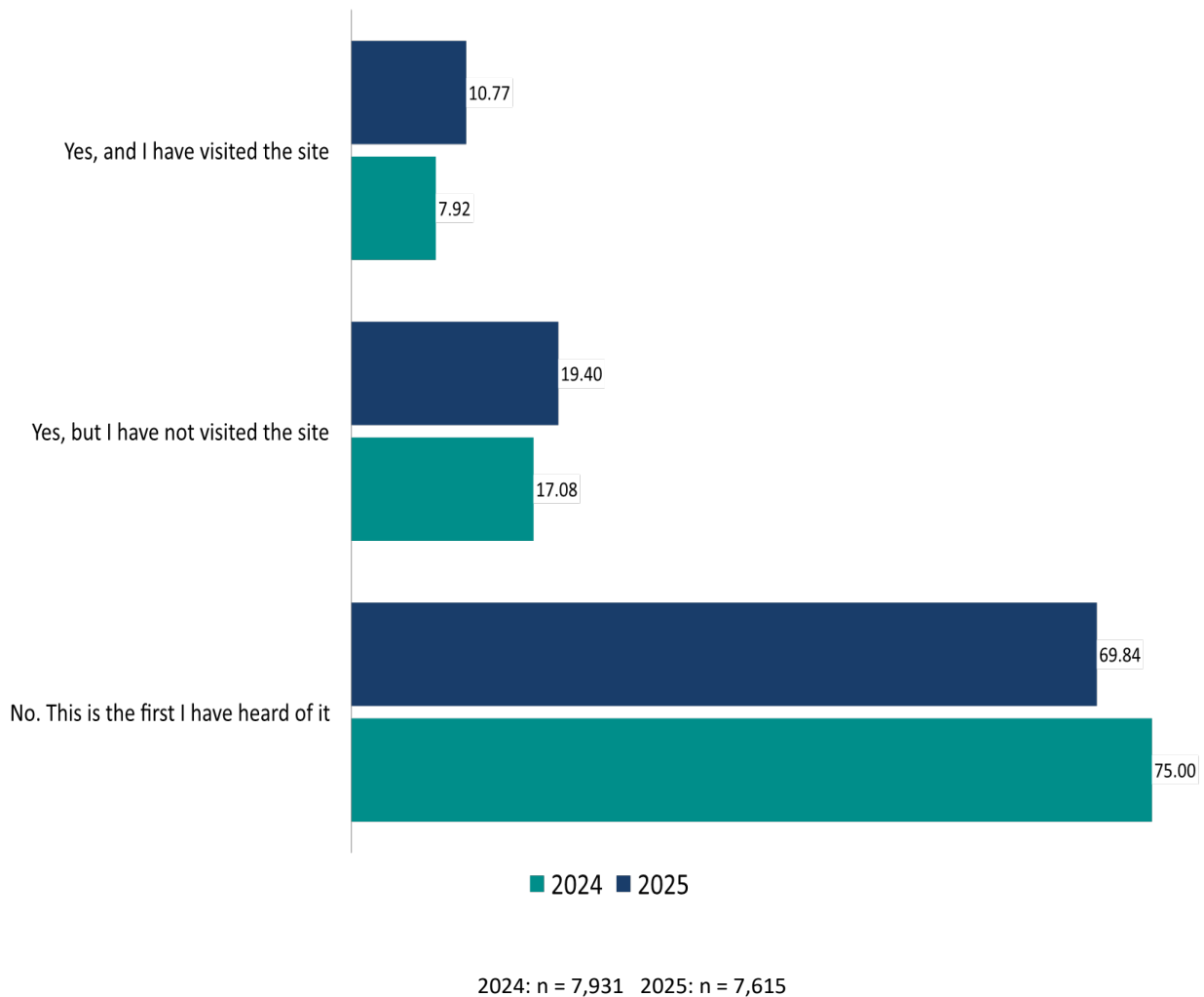
STVC NOK Q60: Are you aware of the PACT Act (The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act) and the expanded eligibility of VA health care for Veterans with toxic exposure?



	Year	n	Yes	No	Don't know what this is
All State / Tribal / Territorial Cemeteries	2025	7548	25.04%	35.51%	39.45%
	2024	7862	23.39%	36.71%	39.90%

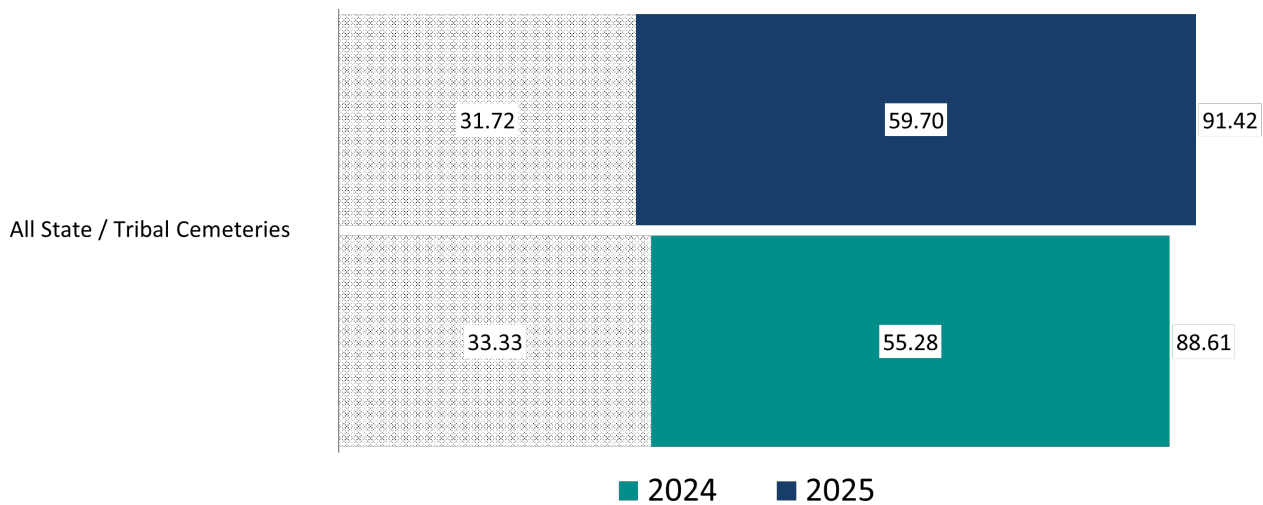
Note: STVC NOK Q60 was added to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

STVC NOK Q31: Are you aware of the Veterans Legacy Memorial (VLM) website www.vlm.cem.va.gov?



Note: STVC NOK Q31 was added to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

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



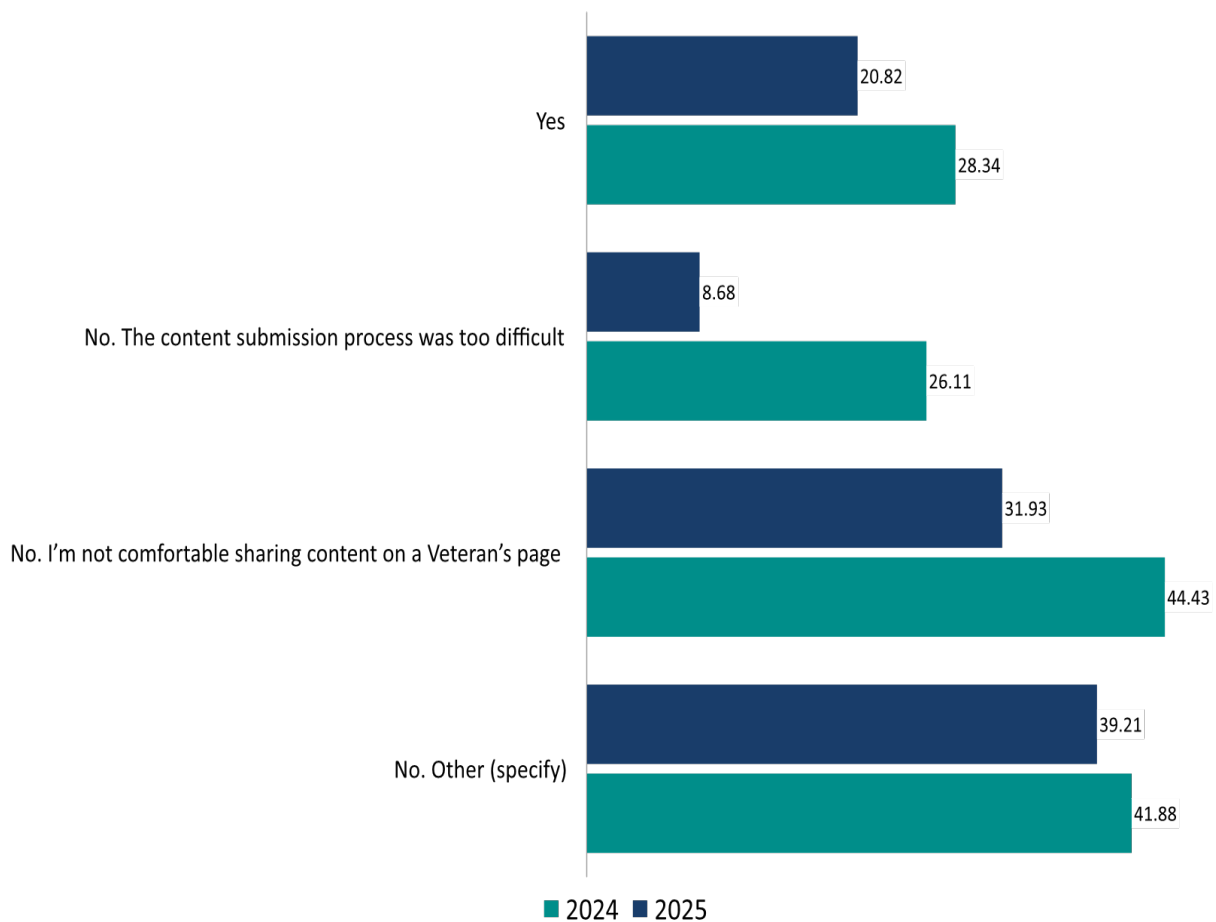
	Year	n	Very easy	*Change Score	Easy	Neither easy nor difficult	Difficult	Very difficult
All State / Tribal / Territorial Cemeteries	2025	804	59.70%	4.42%	31.72%	7.59%	0.87%	0.12%
	2024	606	55.28%	NA	33.33%	9.74%	1.32%	0.33%

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

Note: STVC NOK Q32 was added to the 2024 State, Tribal or Territorial Veterans 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 STVC NOK Q31.

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

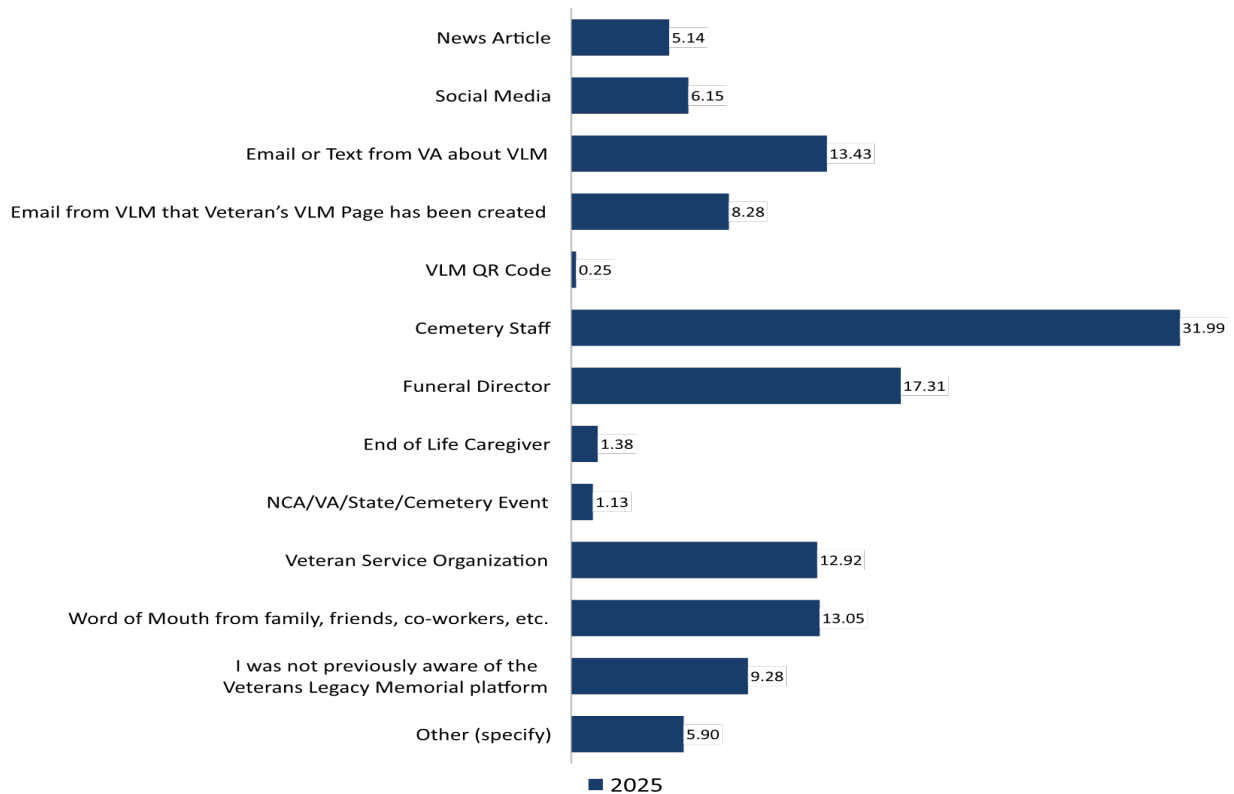


2024: n = 628 2025: n = 783

Note: STVC NOK Q33 was added to the 2024 State, Tribal or Territorial Veterans 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 STVC NOK Q31.

STVC NOK Q34: How did you become aware of the Veterans Legacy Memorial website? *(Mark all that apply)*



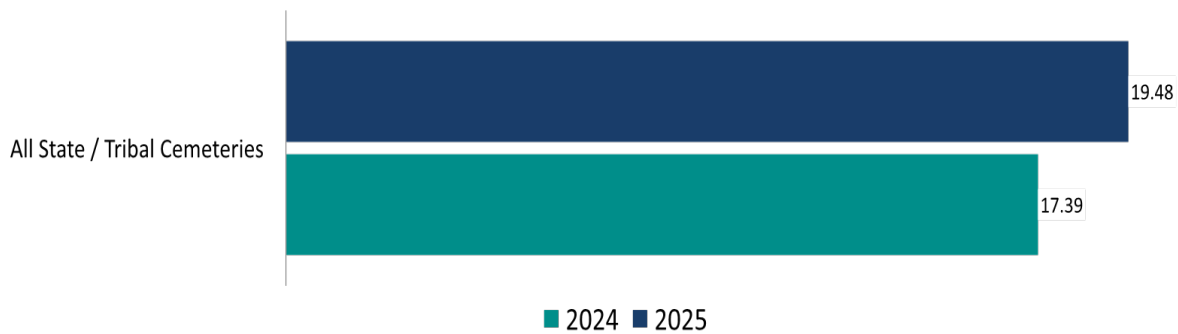
2025: n = 797

Note: NC NOK Q34 was added as a new question to the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

Note: This question only applies to respondents who indicated "Yes" to NC NOK Q31.

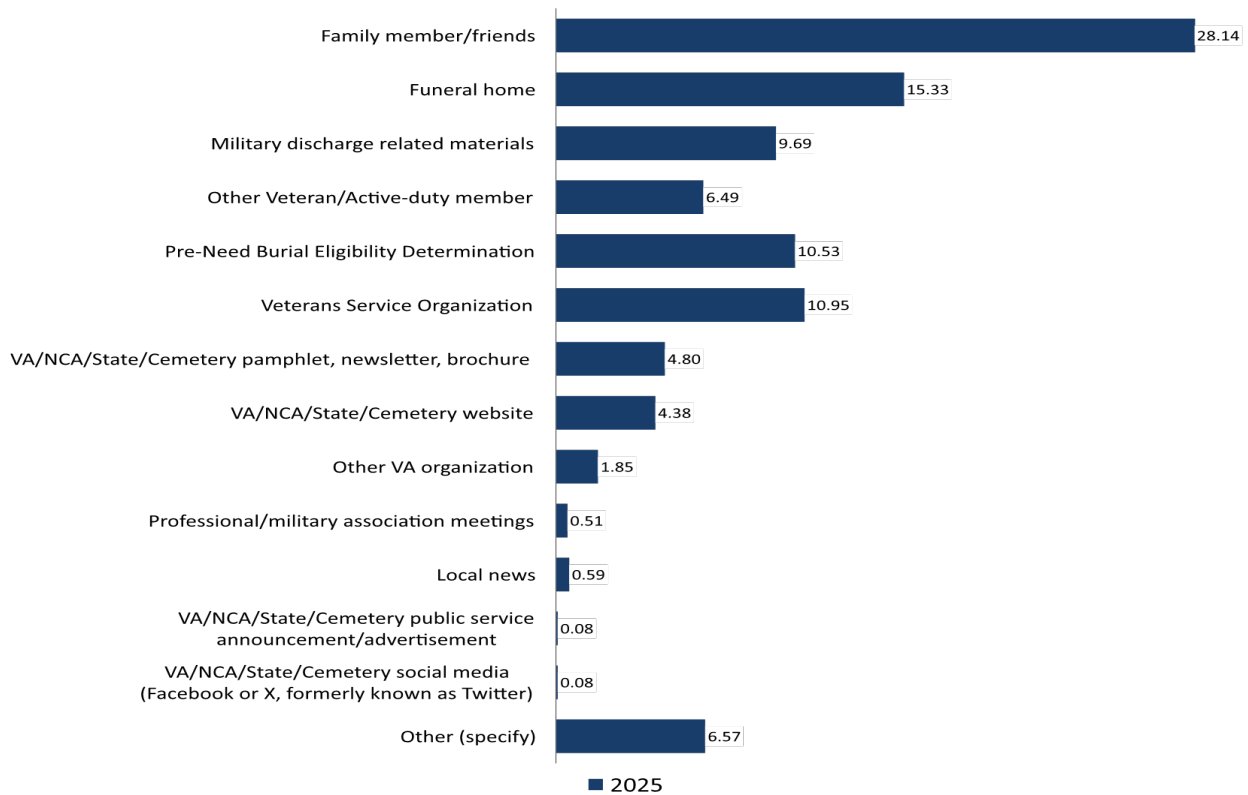
STVC NOK Q35: Are you aware of the NCA Pre-Need Eligibility process?



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	7365	19.48%	80.52%
	2024	7765	17.39%	82.61%

Note: STVC NOK Q35 was added to the 2024 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and only displays the current year's and 2024 results.

STVC NOK Q36: How did you become aware of the Pre-Need opportunity? (Mark only one)

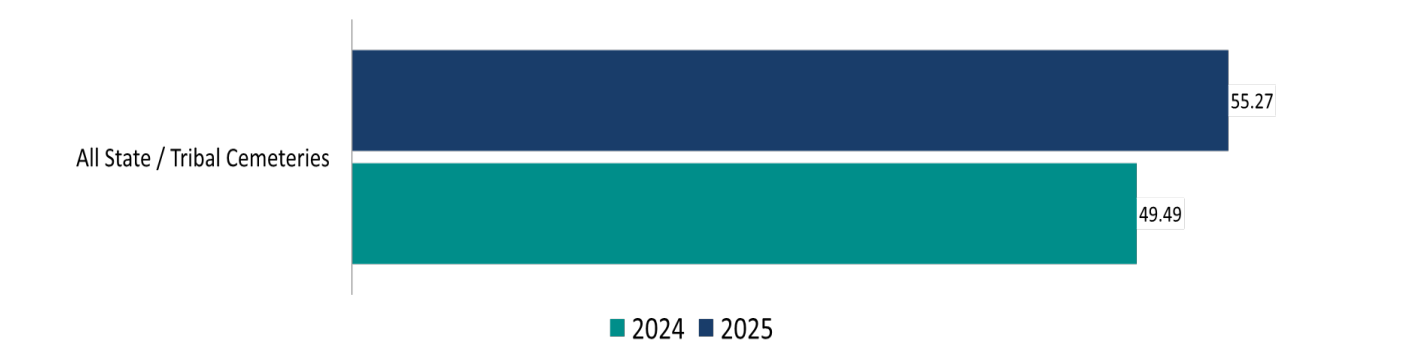


2025: n = 1,187

Note: In 2025 the word “first” was added to the question wording and (Mark all that apply) was change to (Mark only one).

Note: This question only applies to respondents who indicated "Yes" to STVC NOK Q35.

STVC NOK Q37: Have you applied for Pre-Need Eligibility?

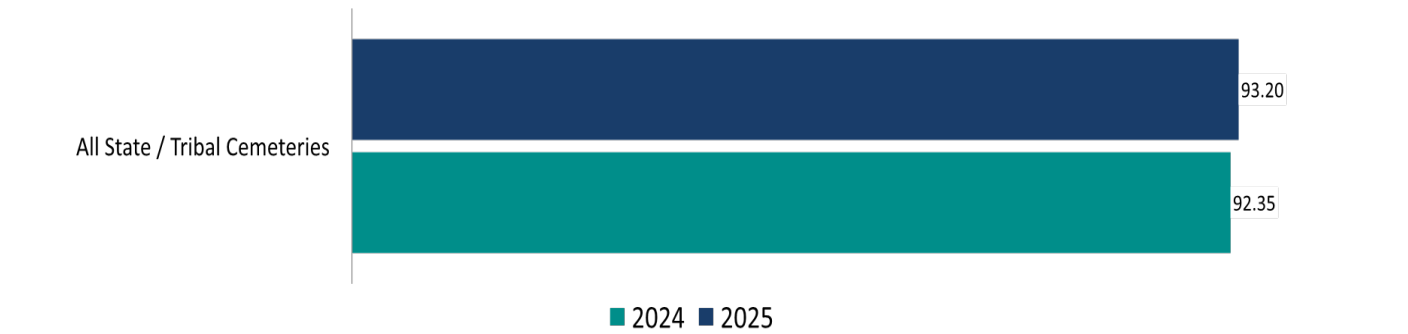


	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	1299	55.27%	44.73%
	2024	1273	49.49%	50.51%

Note: STVC NOK Q37 was added to the 2024 State, Tribal or Territorial Veterans 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 STVC NOK Q35.

STVC NOK Q38: Were you satisfied with the length of time it took to receive a certificate of eligibility?

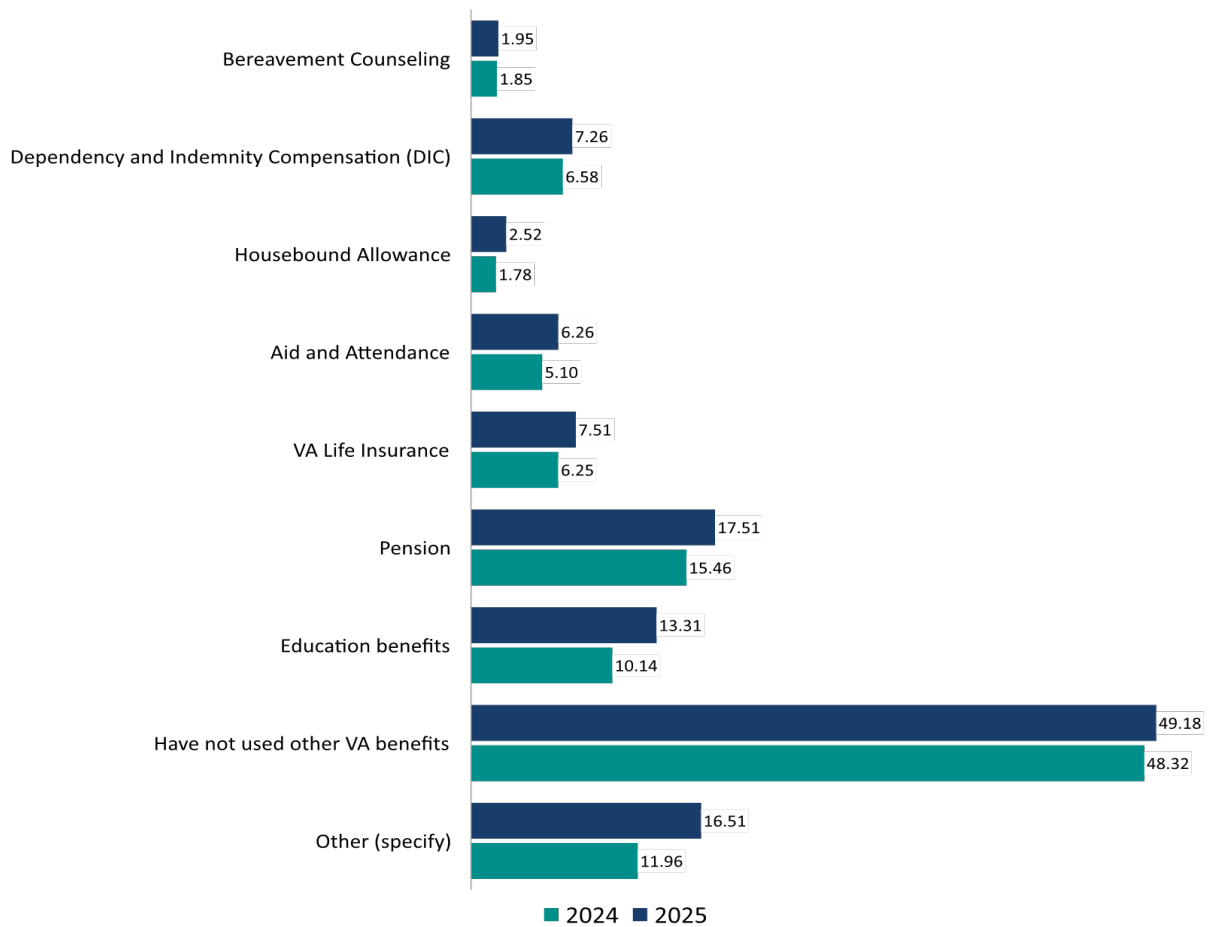


	Year	n	Yes	No	Have not received yet
All State / Tribal / Territorial Cemeteries	2025	676	93.20%	1.63%	5.18%
	2024	588	92.35%	1.02%	6.63%

Note: STVC NOK Q38 was added to the 2024 State, Tribal or Territorial Veterans 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 STVC NOK Q37.

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



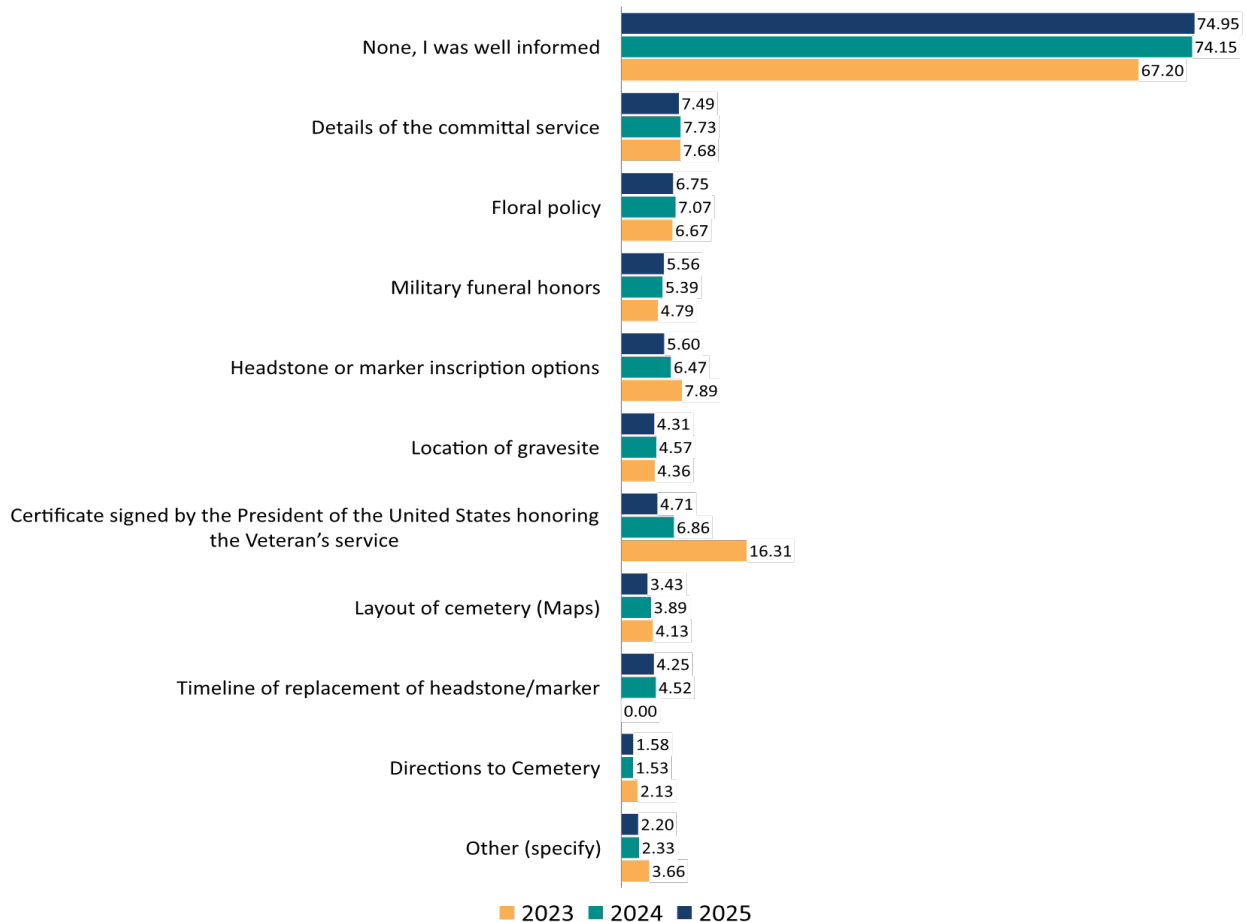
2024: n = 8,202 2025: n = 6,979

Note: STVC NOK Q70 was added to the 2024 State, Tribal or Territorial Veterans 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%.

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

NEXT OF KIN



2023: n = 7,499 2024: n = 7,902 2025: n = 7,678

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

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

Satisfaction with Information and Communication: Funeral Directors

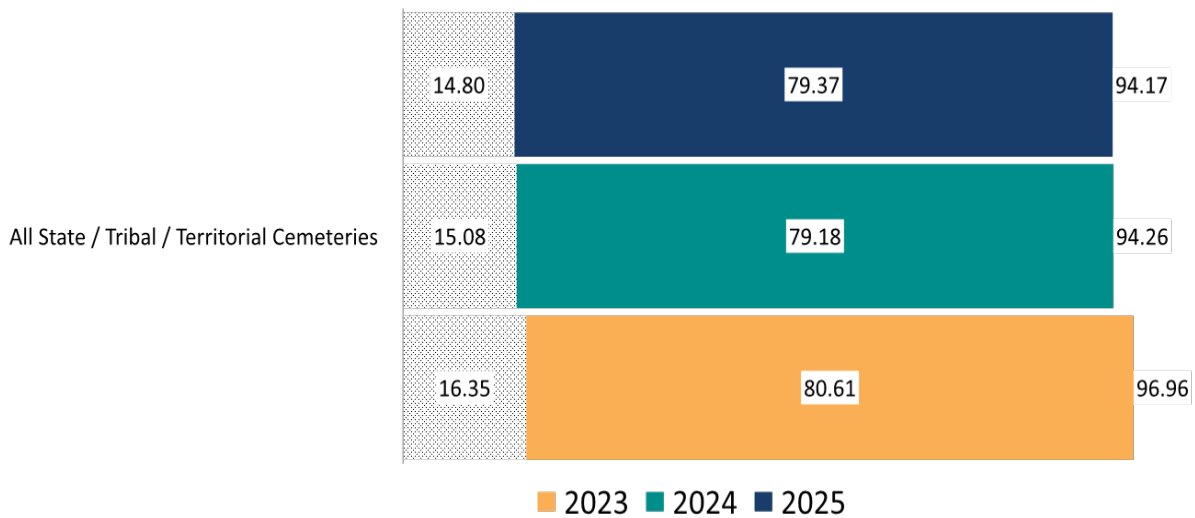
SECTION DESCRIPTION

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

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q8: Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?

FUNERAL DIRECTORS



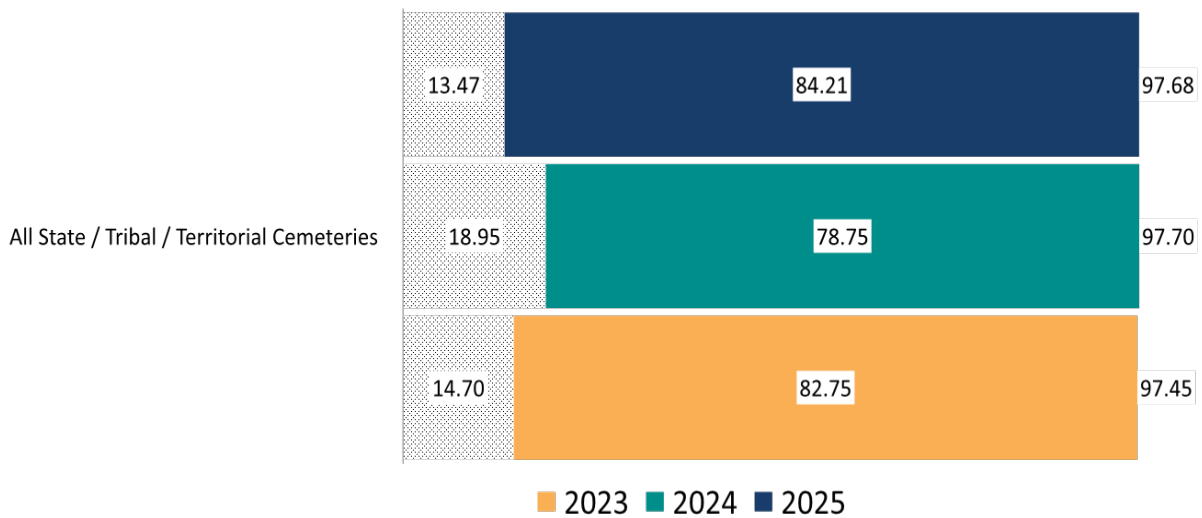
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	635	79.37%	0.19%	14.80%	4.57%	1.10%	0.16%
	2024	610	79.18%	-1.43%	15.08%	4.10%	1.31%	0.33%
	2023	624	80.61%	7.79%	16.35%	2.40%	0.32%	0.32%

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

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q4: Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?

FUNERAL DIRECTORS



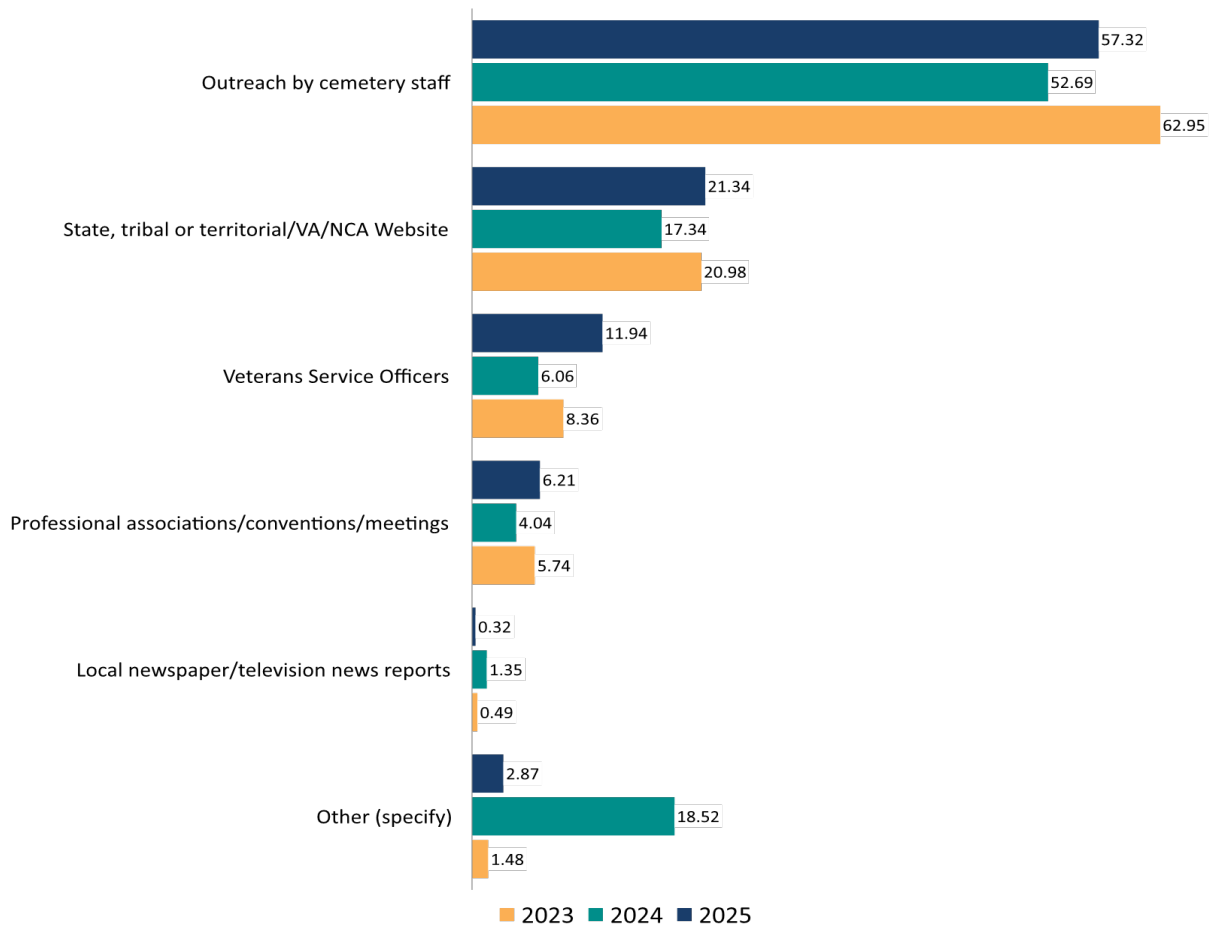
	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
All State / Tribal / Territorial Cemeteries	2025	646	84.21%	5.46%	13.47%	2.32%
	2024	607	78.75%	-4.00%	18.95%	2.31%
	2023	626	82.75%	5.05%	14.70%	2.56%

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

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q5: In general, of the following services, which one provides you the MOST information about state, tribal or territorial Veterans cemetery policies and procedures? (Mark only one)

FUNERAL DIRECTORS

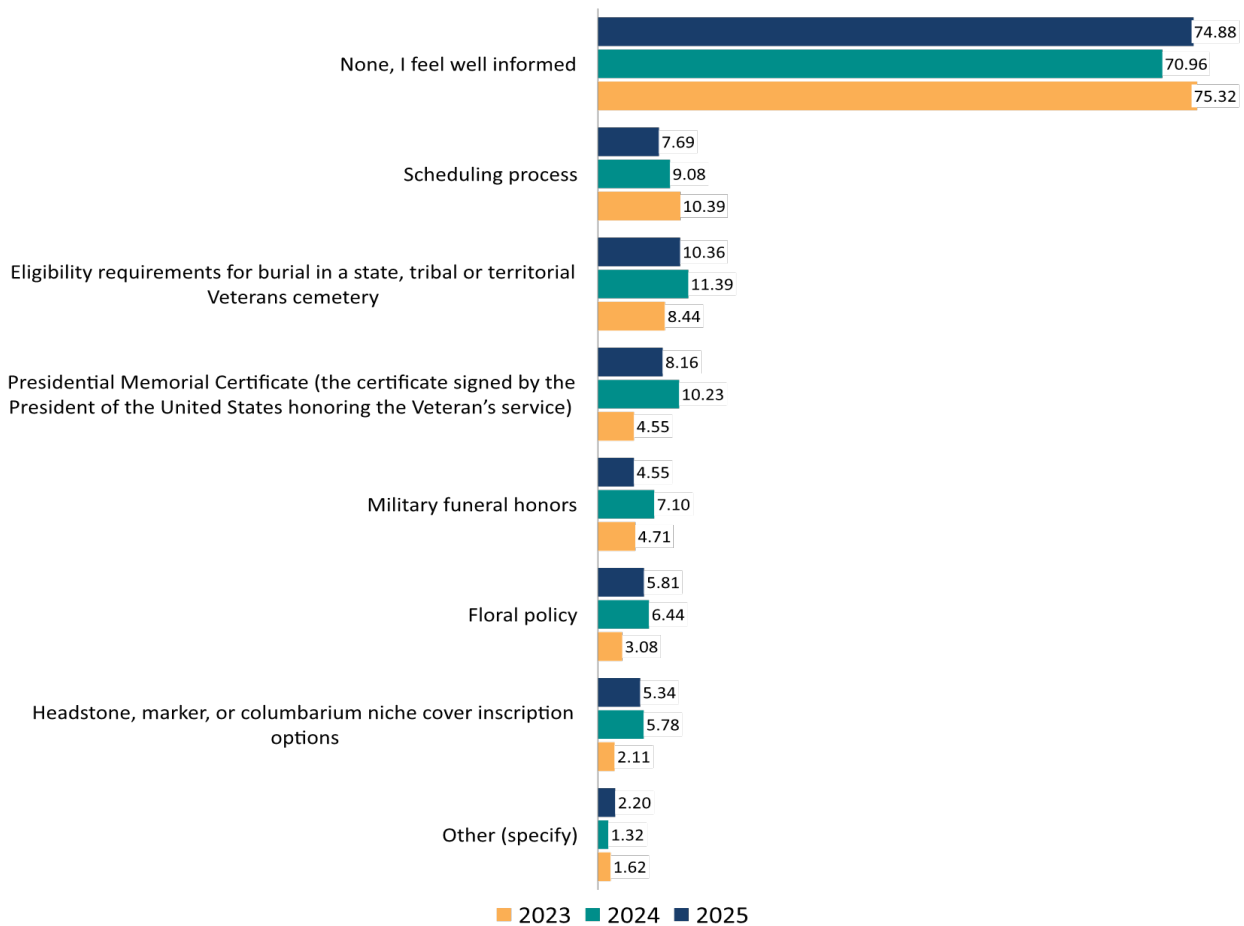


2023: n = 610 2024: n = 594 2025: n = 628

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q6: About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)

FUNERAL DIRECTORS



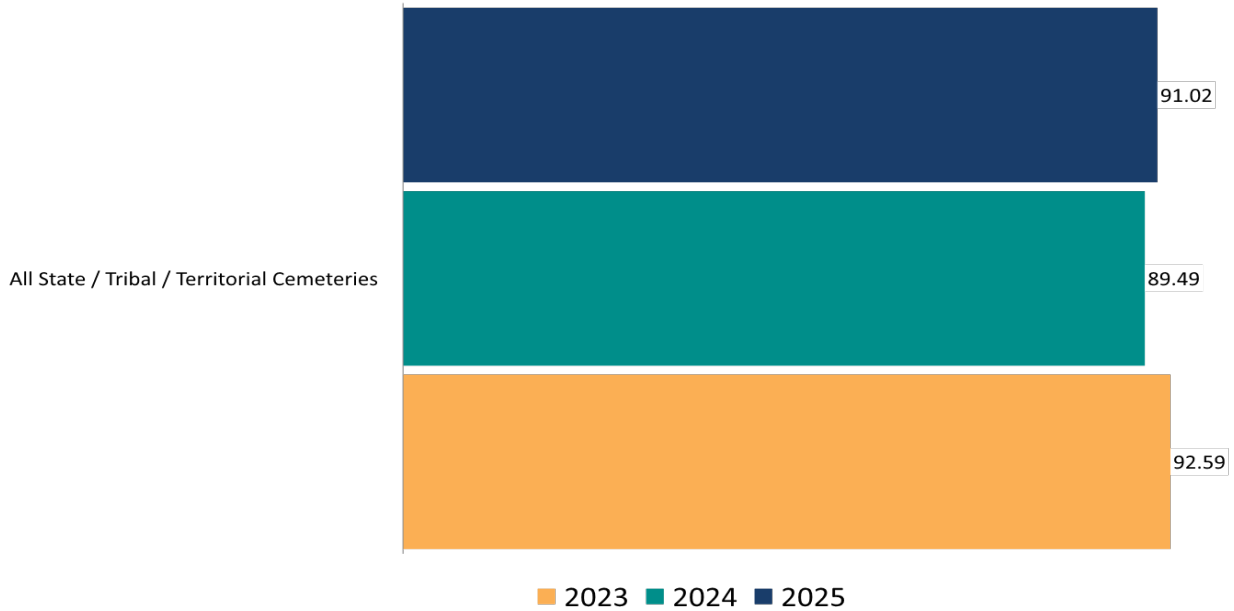
2023: n = 616 2024: n = 606 2025: n = 637

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

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q9: Do you understand the eligibility requirements for burial in a state, tribal or territorial Veterans cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

FUNERAL DIRECTORS

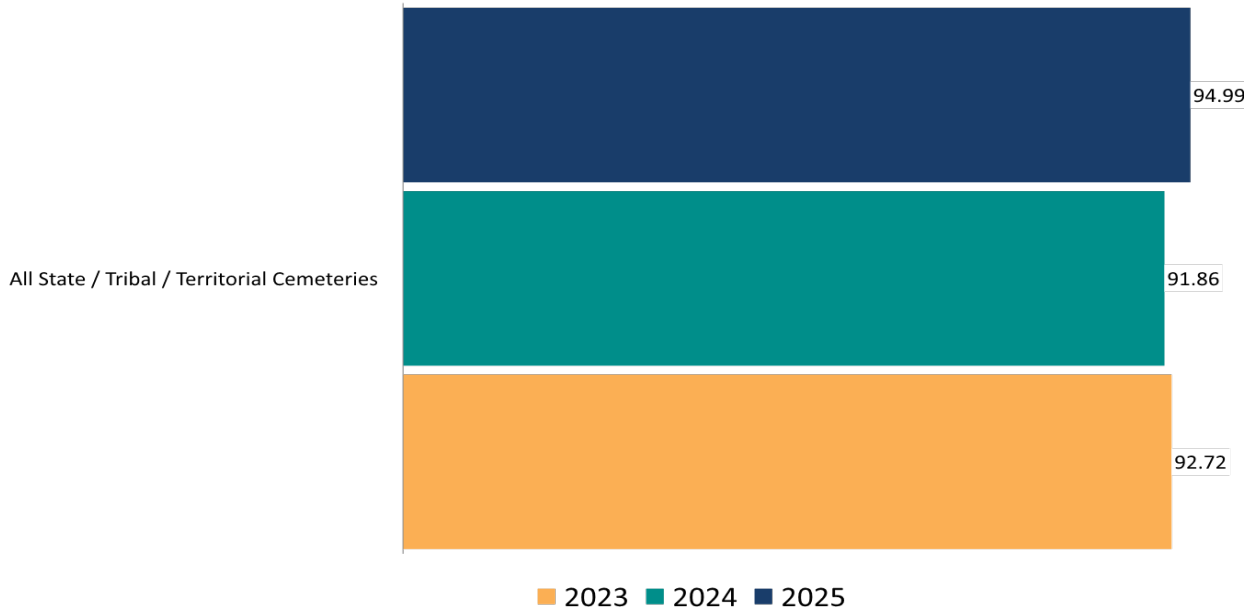


	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	646	91.02%	8.98%
	2024	609	89.49%	10.51%
	2023	621	92.59%	7.41%

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q10: Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?

FUNERAL DIRECTORS

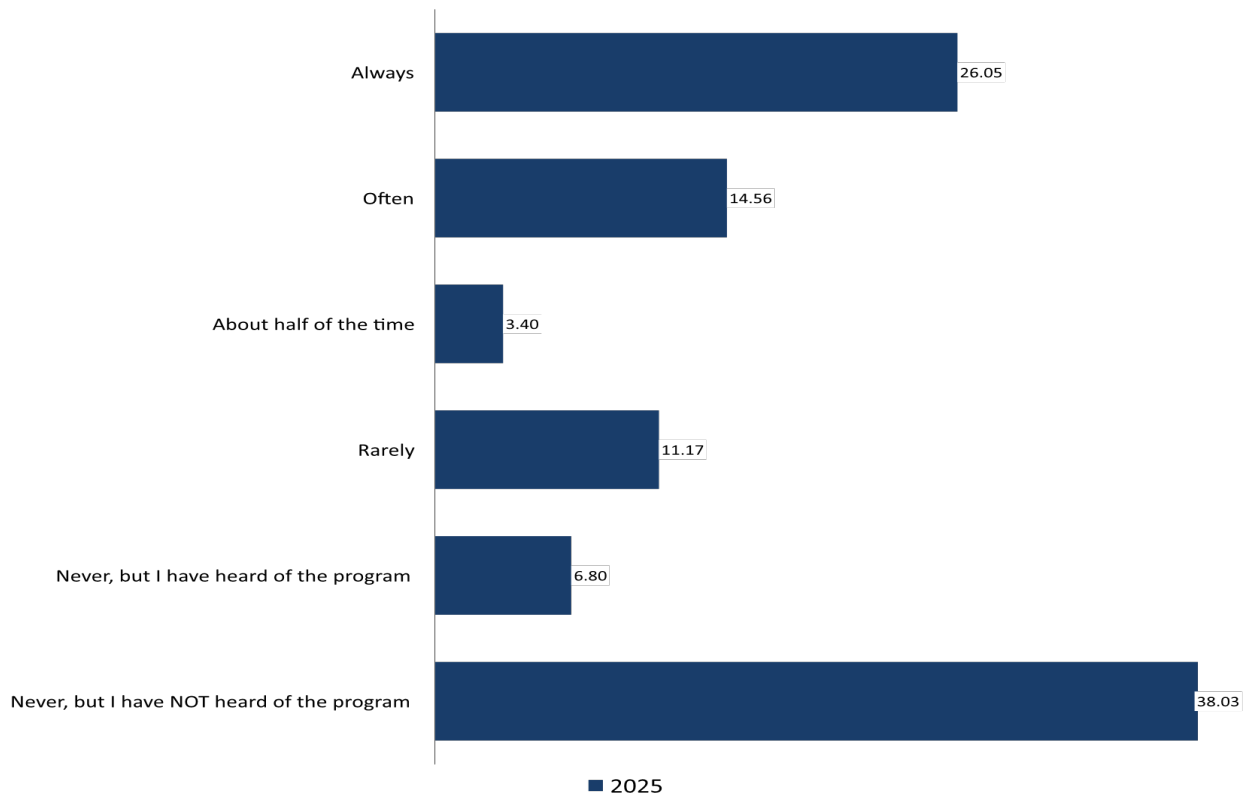


	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	639	94.99%	5.01%
	2024	602	91.86%	8.14%
	2023	618	92.72%	7.28%

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q22: How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.vlm.cem.va.gov)?

FUNERAL DIRECTORS

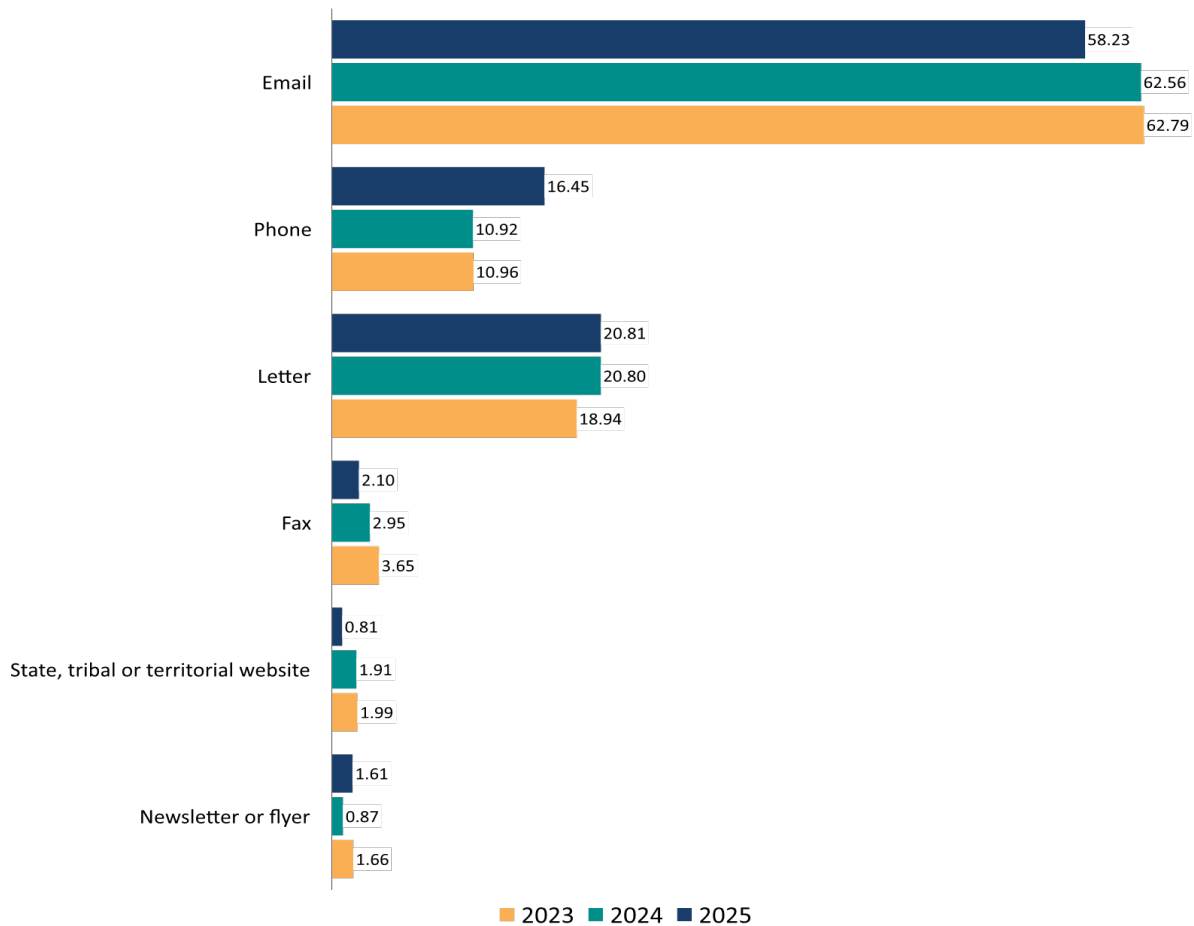


	Year	n	Always	Often	About half of the time	Rarely	Never, but I have heard of the program	Never, but I have NOT heard of the program
All State / Tribal / Territorial Cemeteries	2025	618	26.05%	14.56%	3.40%	11.17%	6.80%	38.03%

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.

STVC FD Q7: What is the best way for the state, tribal or territorial Veterans cemetery to communicate with your funeral home regarding changes in its policies and procedures? *(Mark only one)*

FUNERAL DIRECTORS

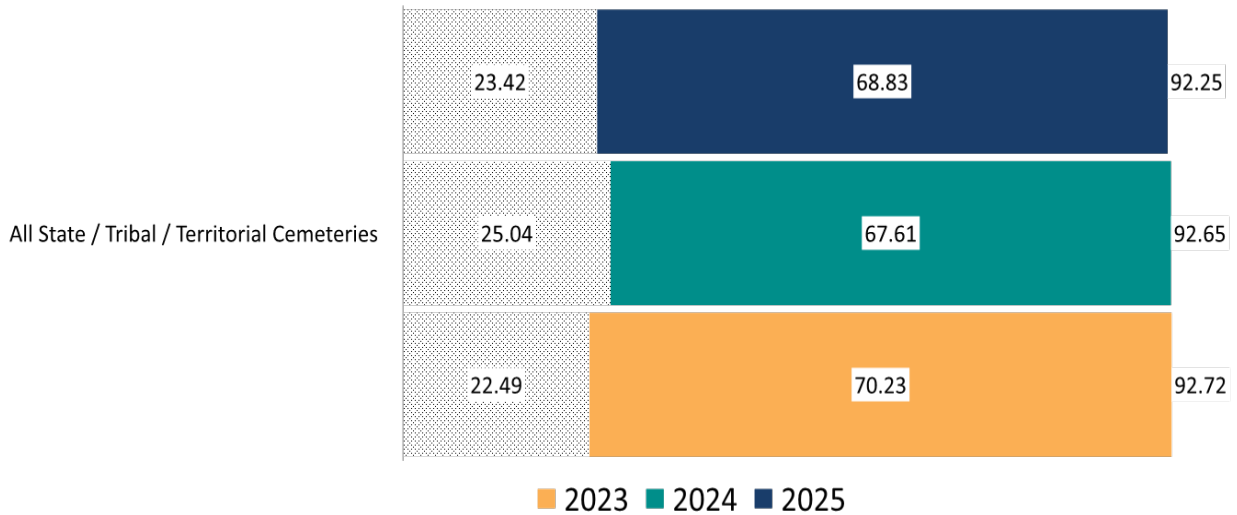


2023: n = 602 2024: n = 577 2025: n = 620

Satisfaction with Information and Communication: Funeral Directors

STVC FD Q30: The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services.

FUNERAL DIRECTORS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	632	68.83%	1.22%	23.42%	5.06%	2.37%	0.32%
	2024	599	67.61%	-2.62%	25.04%	4.67%	2.00%	0.67%
	2023	618	70.23%	4.17%	22.49%	4.37%	2.10%	0.81%

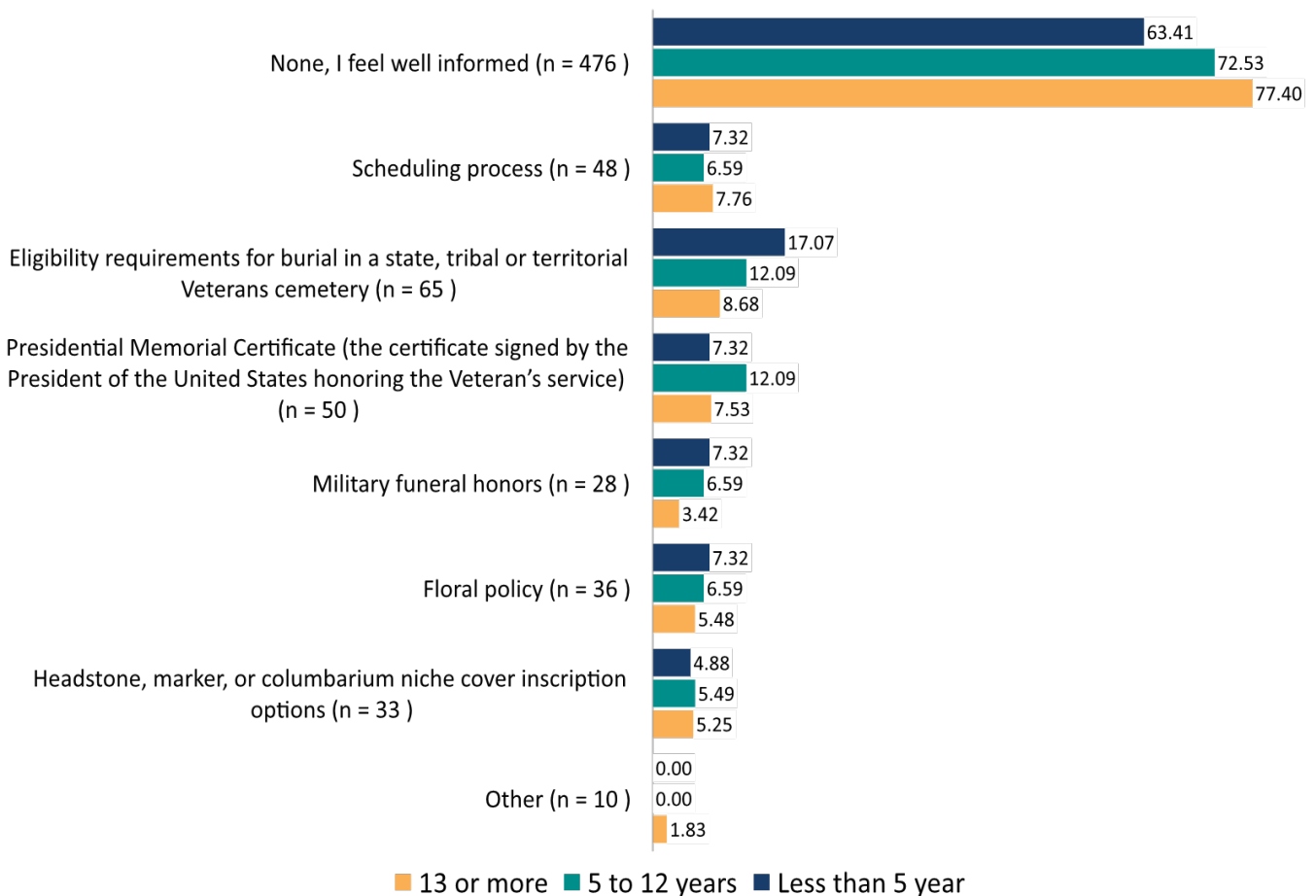
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

ELEMENT OF COMPARISON

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

STVC FD Q6. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? *(Mark all that apply)*

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



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

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

Satisfaction with Committal Service(s): Next of Kin

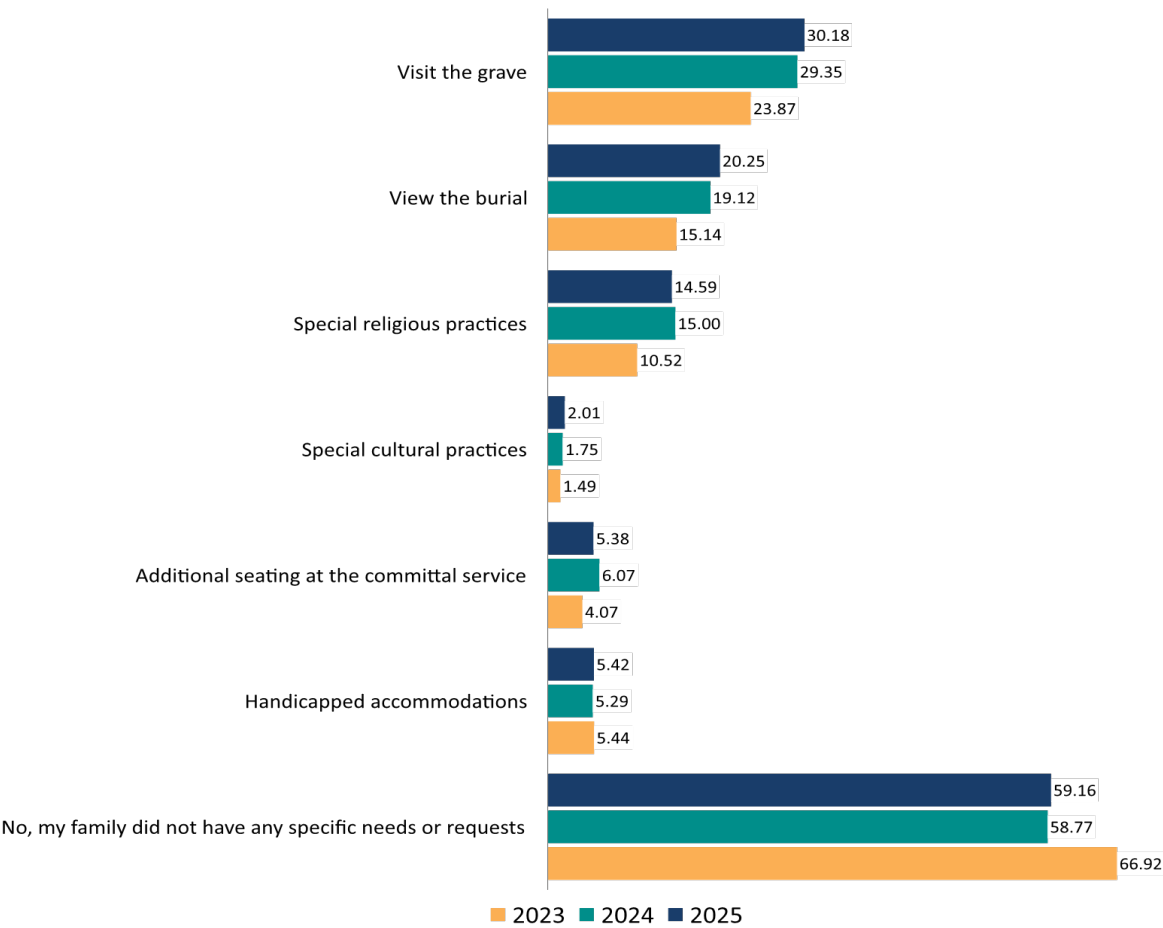
SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with the committal service at the state, tribal or territorial Veterans cemetery where their loved one was interred. Responses to survey questions relating to various aspects of the committal service including special needs or requests and NCA videos are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Satisfaction with committal service (STVC NOK Q16) and committal shelter was private, clean and free of safety hazards (STVC Q14/24).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Committal Service(s): Next of Kin

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

NEXT OF KIN



2023: n = 4,353 2024: n = 4,446 2025: n = 4,483

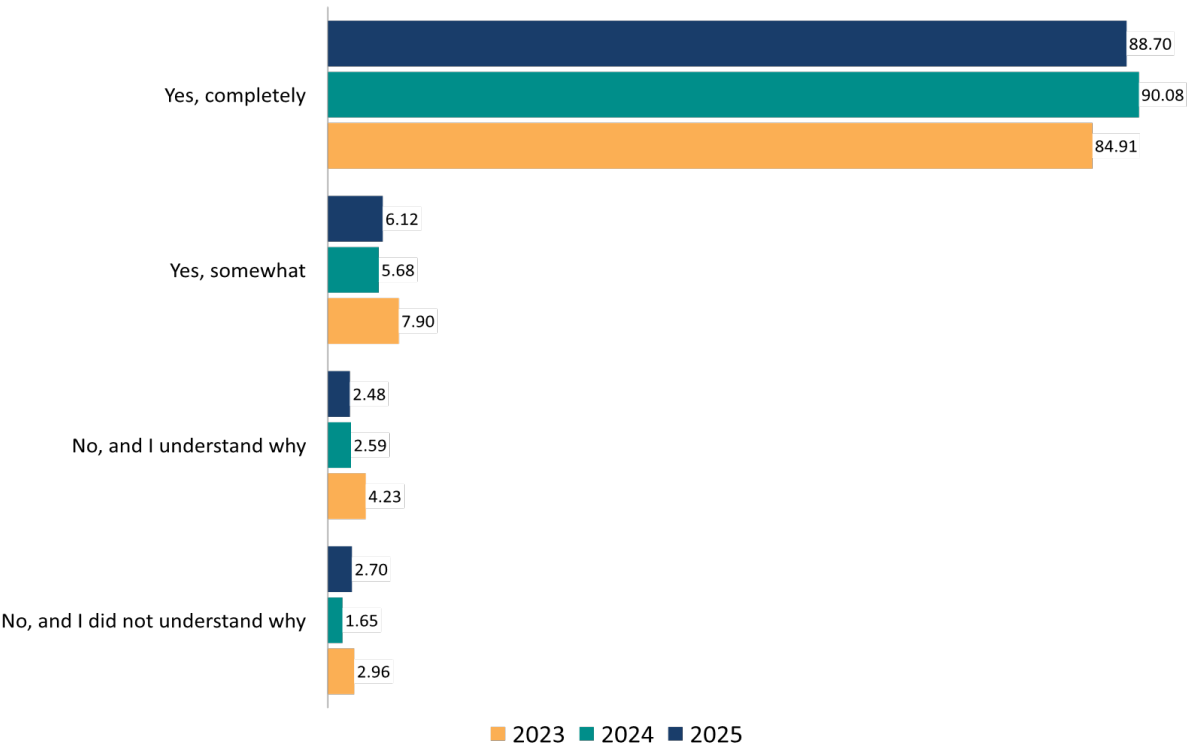
Note: As respondents could select more than one response option, percentages may not sum to 100%.

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

Satisfaction with Committal Service(s): Next of Kin

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

NEXT OF KIN



	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
All State / Tribal / Territorial Cemeteries	2025	1814	88.70%	6.12%	2.48%	2.70%
	2024	1814	90.08%	5.68%	2.59%	1.65%
	2023	1418	84.91%	7.90%	4.23%	2.96%

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

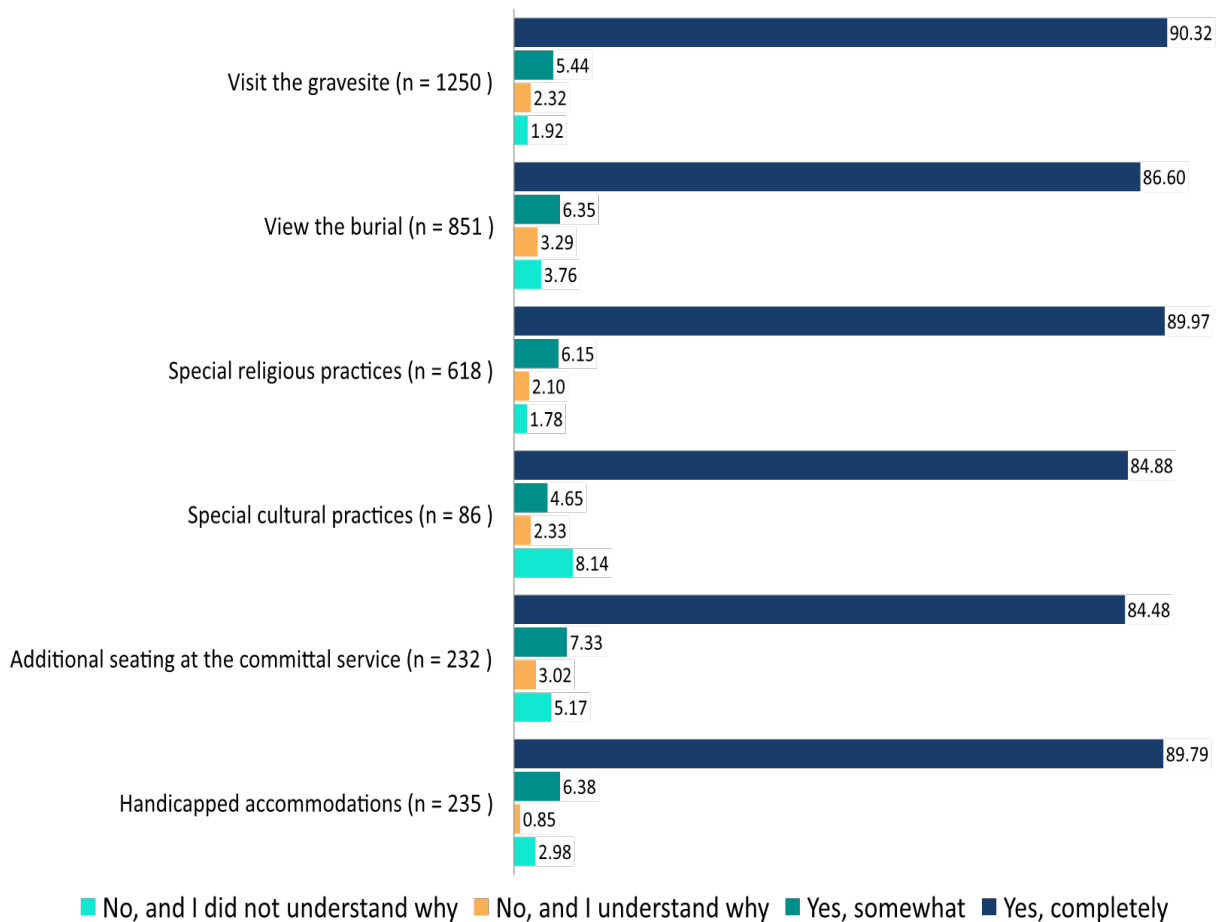
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

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

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

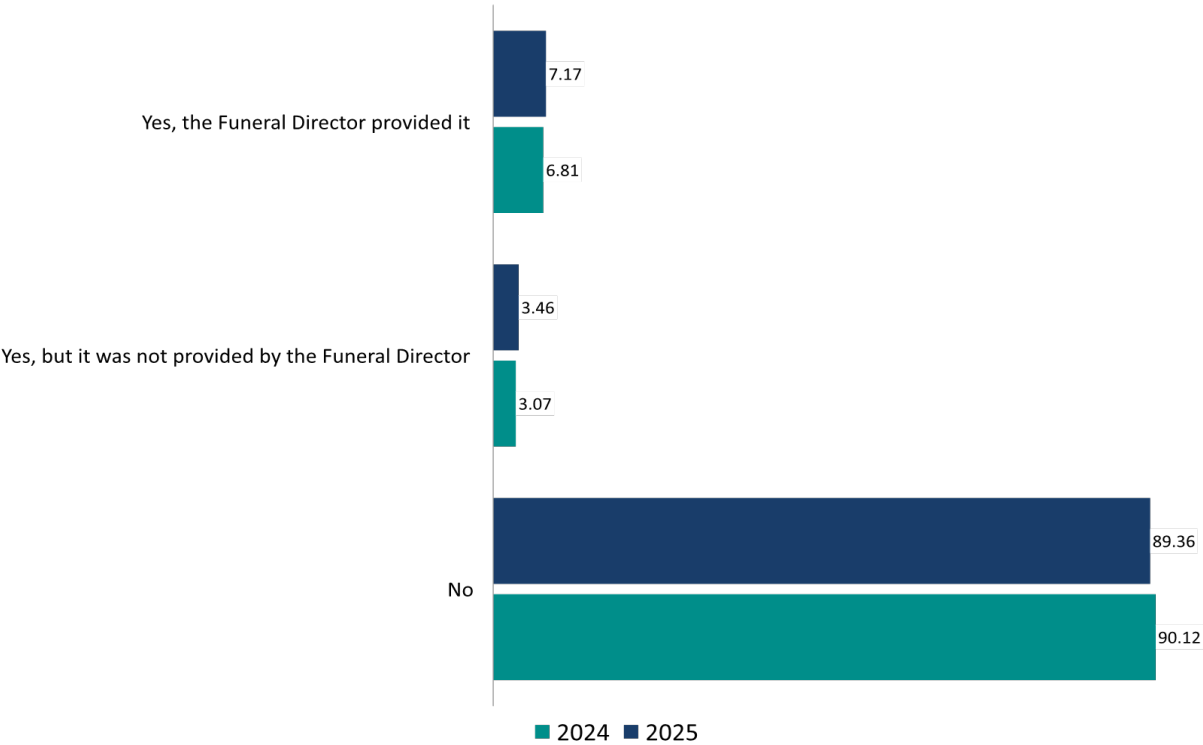
STVC NOK Q13: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



Satisfaction with Committal Service(s): Next of Kin

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

NEXT OF KIN



	Year	n	Yes, the Funeral Director provided it	Yes, but it was not provided by the Funeral Director	No
All State / Tribal / Territorial Cemeteries	2025	4474	7.17%	3.46%	89.36%
	2024	4462	6.81%	3.07%	90.12%

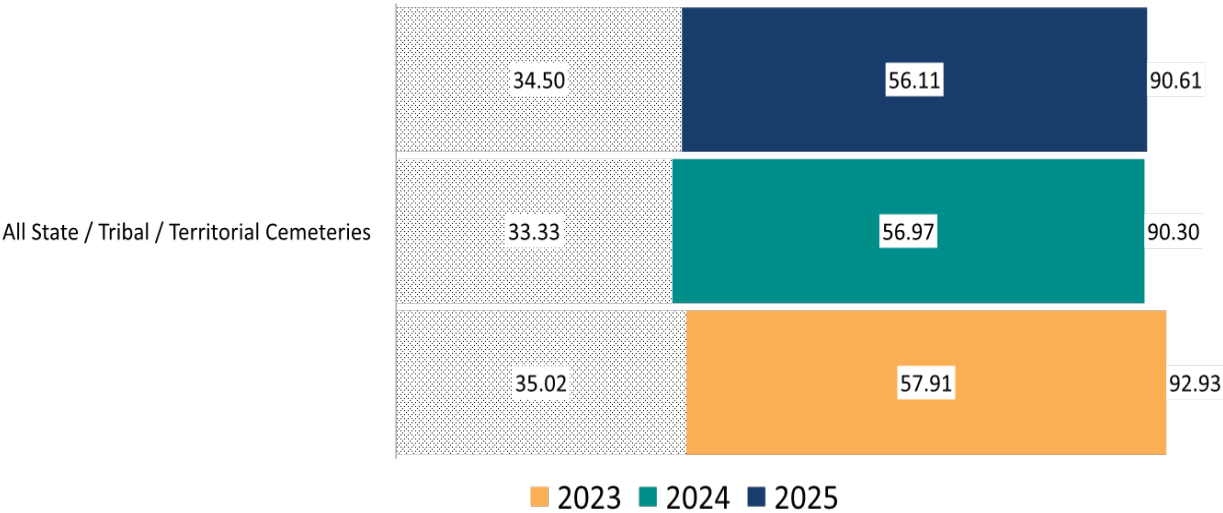
Note: Only 2024 and 2025 data are presented because in 2024 the response option “Yes, but it was not provided by the Funeral Director” replaced the response option “Yes, I viewed it online.”

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

Satisfaction with Committal Service(s): Next of Kin

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

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	458	56.11%	-0.86%	34.50%	8.73%	0.44%	0.22%
	2024	423	56.97%	-0.94%	33.33%	9.22%	0.24%	0.24%
	2023	297	57.91%	6.60%	35.02%	6.40%	0.00%	0.67%

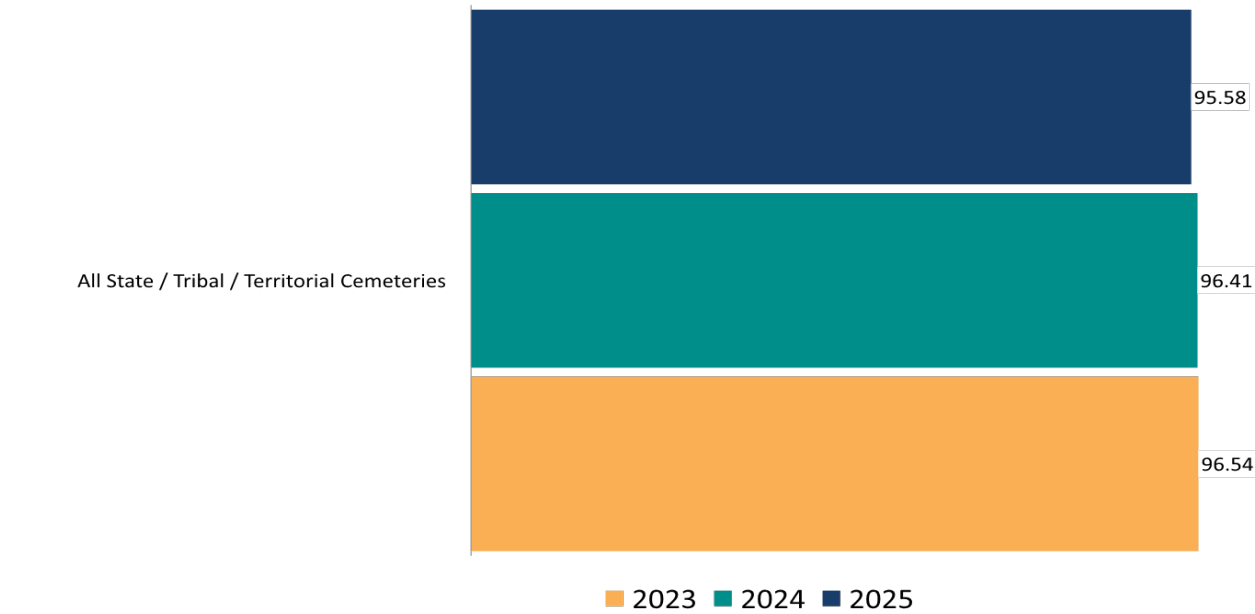
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

Satisfaction with Committal Service(s): Next of Kin

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

NEXT OF KIN



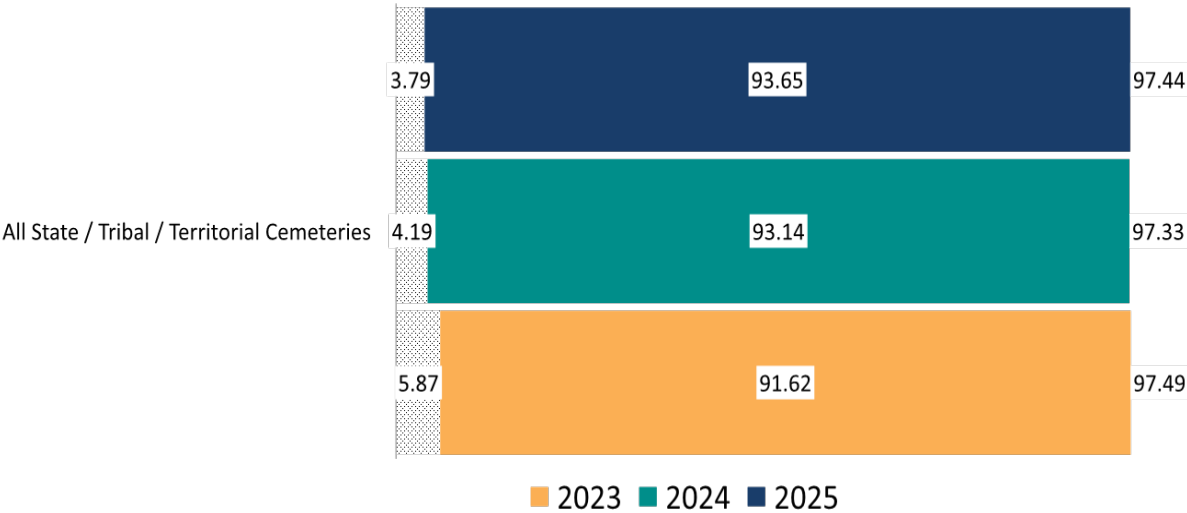
	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	453	95.58%	4.42%
	2024	418	96.41%	3.59%
	2023	289	96.54%	3.46%

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

Satisfaction with Committal Service(s): Next of Kin

STVC NOK Q15: If your loved one received military funeral honors, how satisfied were you with the honors received?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	4674	93.65%	0.51%	3.79%	1.16%	0.68%	0.73%
	2024	4676	93.14%	1.52%	4.19%	1.09%	0.62%	0.96%
	2023	3304	91.62%	0.36%	5.87%	1.21%	0.85%	0.45%

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

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 STVC NOK Q6.

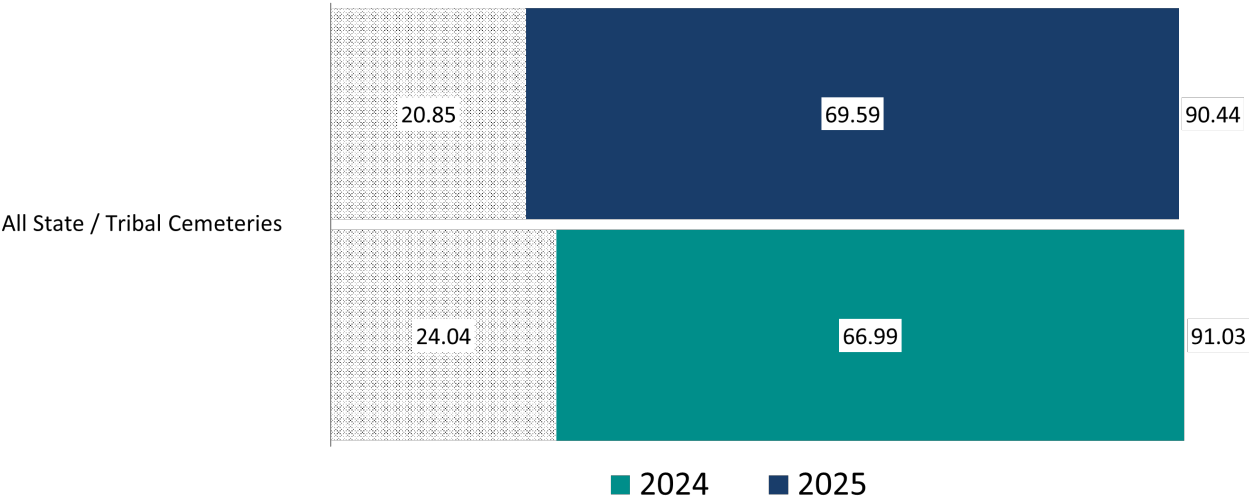
Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the state, tribal or territorial Veterans cemetery with which they most frequently do business.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Ease of scheduling process (STVC FD Q12) and satisfaction with the length of time to schedule an interment (STVC FD Q14).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

STVC FD Q11: How satisfied were you with the available dates and times offered for the scheduling of your committal service?

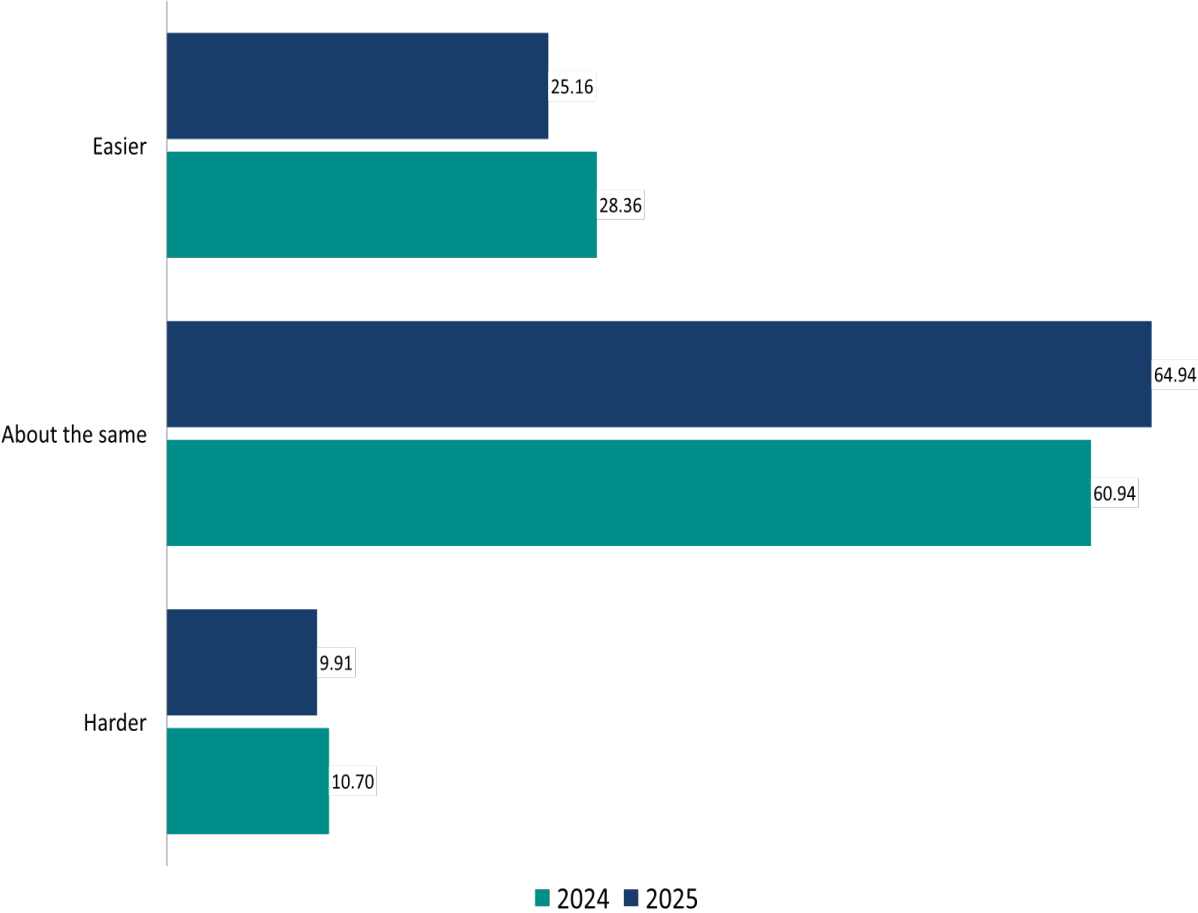


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	638	69.59%	2.60%	20.85%	5.96%	2.66%	0.94%
	2024	624	66.99%	NA	24.04%	5.93%	2.08%	0.96%

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

Note: STVC FD Q11 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

STVC FD Q15: How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?

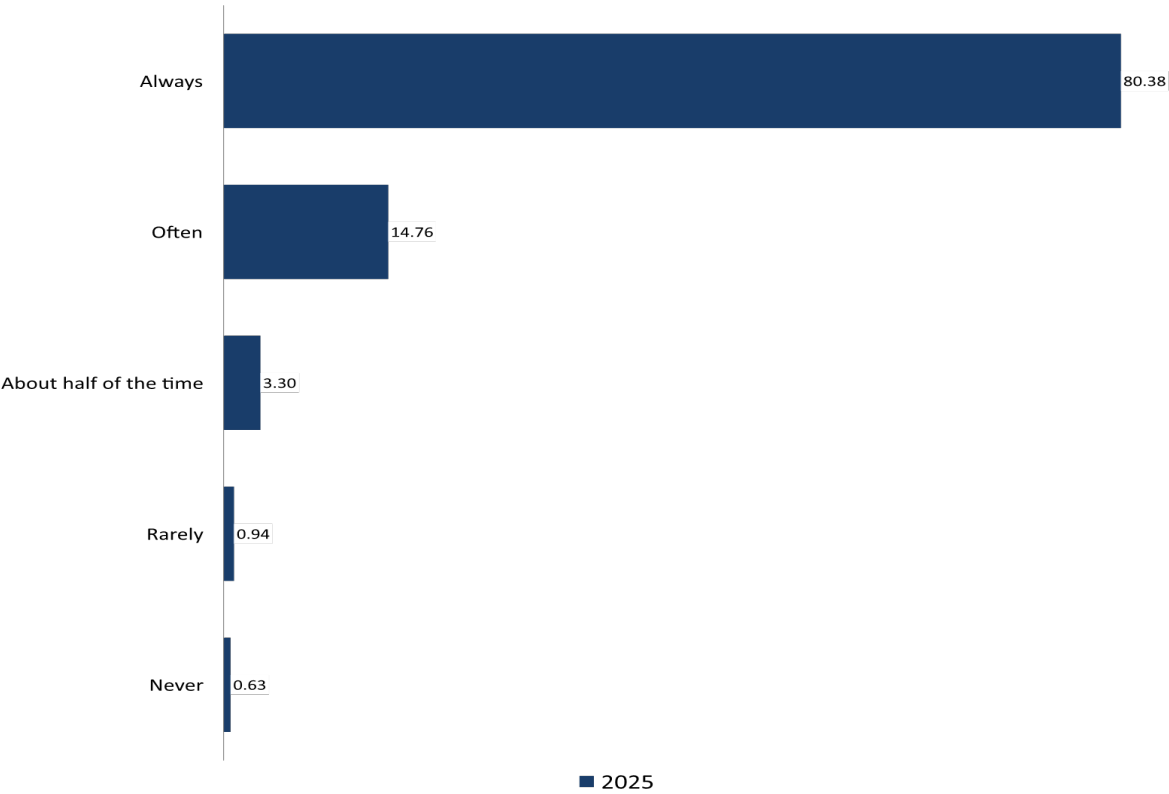


	Year	n	Easier	About the same	Harder
All State / Tribal / Territorial Cemeteries	2025	636	25.16%	64.94%	9.91%
	2024	617	28.36%	60.94%	10.70%

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

STVC FD Q16: During committal services, how often do you receive the support you need from cemetery staff?

FUNERAL DIRECTORS

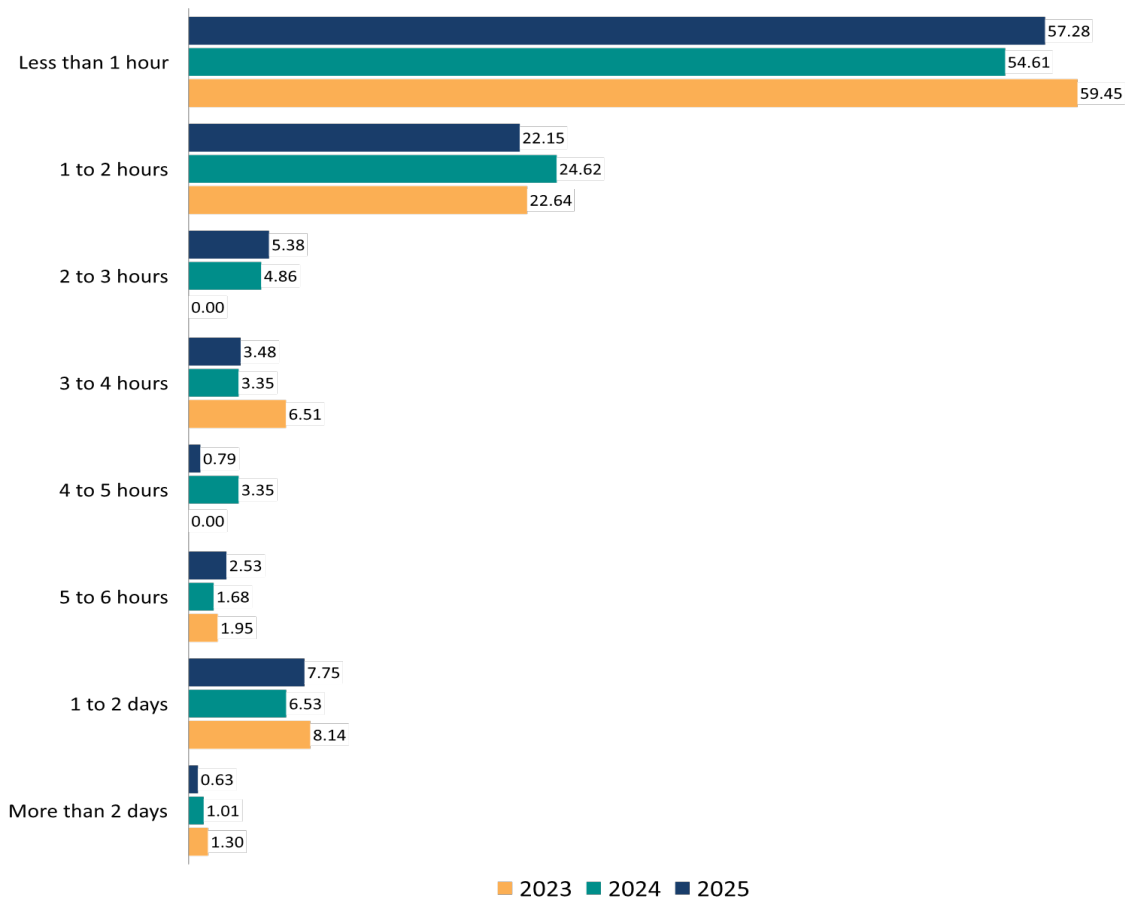


	Year	n	Always	Often	About half of the time	Rarely	Never
All State / Tribal / Territorial Cemeteries	2025	637	80.38%	14.76%	3.30%	0.94%	0.63%

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

STVC FD Q13: How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

FUNERAL DIRECTORS



2023 2024 2025

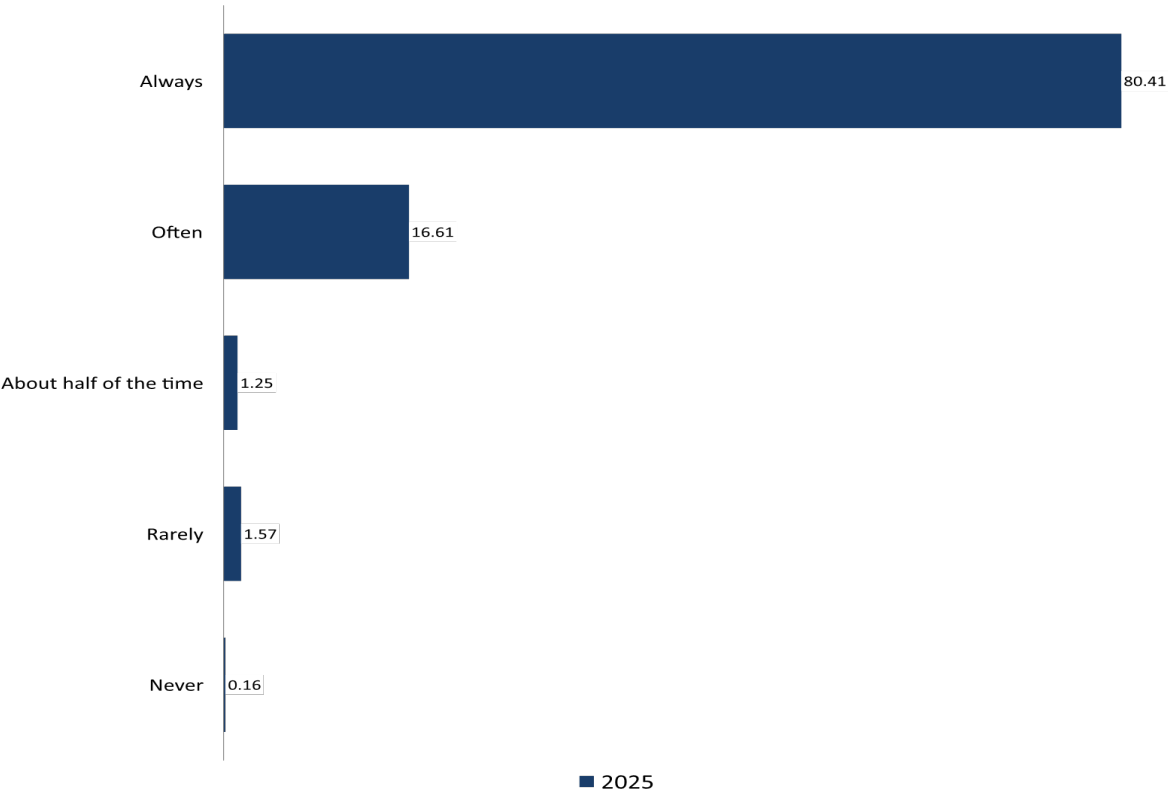
	Year	n	Less than 1 hour	*Change Score	1 to 2 hours	2 to 3 hours	3 to 4 hours	4 to 5 hours	5 to 6 hours	1 to 2 days	More than 2 days
All State / Tribal / Territorial Cemeteries	2025	632	57.28%	2.67%	22.15%	5.38%	3.48%	0.79%	2.53%	7.75%	0.63%
	2024	597	54.61%	-4.84%	24.62%	4.86%	3.35%	3.35%	1.68%	6.53%	1.01%
	2023	614	59.45%	5.65%	22.64%	0.00%	6.51%	0.00%	1.95%	8.14%	1.30%

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

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

STVC FD Q17: Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?

FUNERAL DIRECTORS

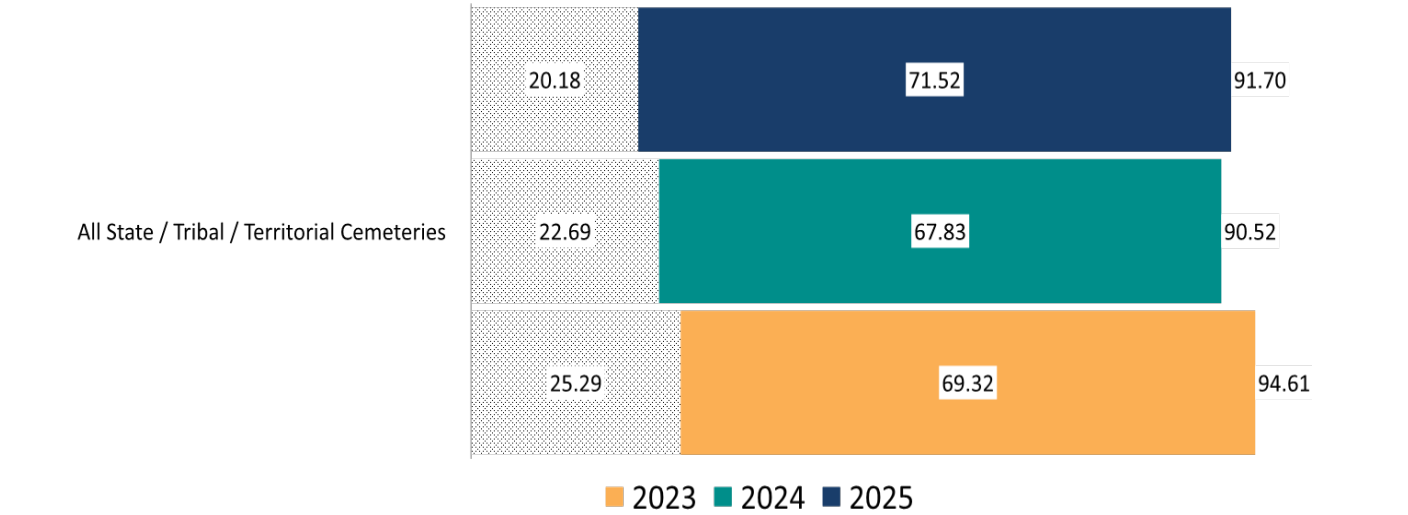


	Year	n	Always	Often	About half of the time	Rarely	Never
All State / Tribal / Territorial Cemeteries	2025	638	80.41%	16.61%	1.25%	1.57%	0.16%

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

STVC FD Q18: If you are delayed in arriving at the state, tribal or territorial Veterans cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

FUNERAL DIRECTORS

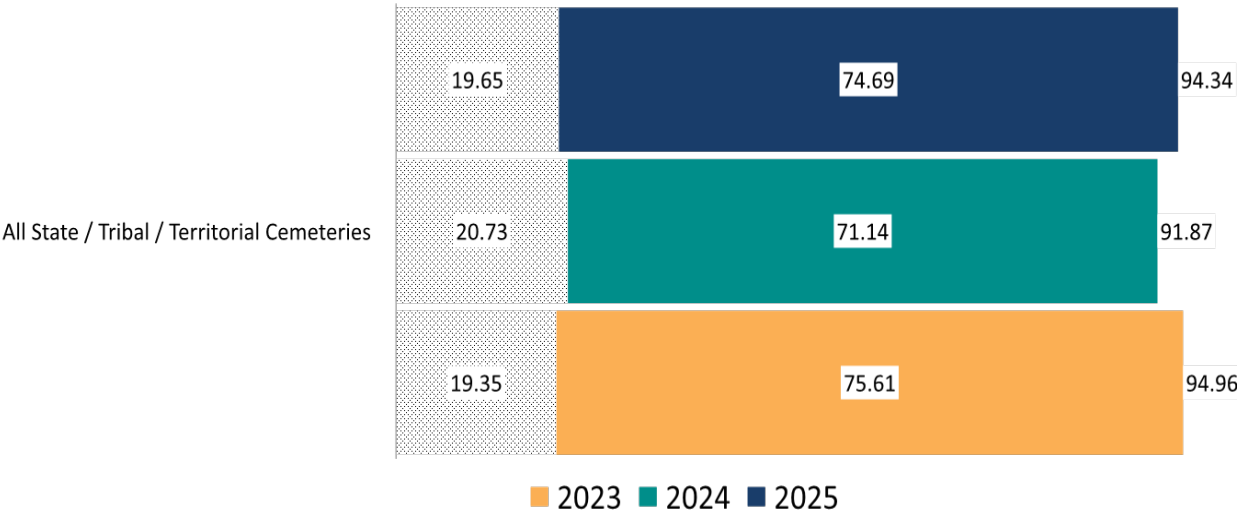


	Year	n	Very successful	*Change Score	Somewhat successful	Neither successful nor unsuccessful	Somewhat unsuccessful	Very unsuccessful
All State / Tribal / Territorial Cemeteries	2025	446	71.52%	3.69%	20.18%	5.16%	1.35%	1.79%
	2024	401	67.83%	-1.49%	22.69%	5.74%	2.74%	1.00%
	2023	427	69.32%	3.71%	25.29%	3.28%	1.17%	0.94%

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

STVC FD Q19: How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?

FUNERAL DIRECTORS

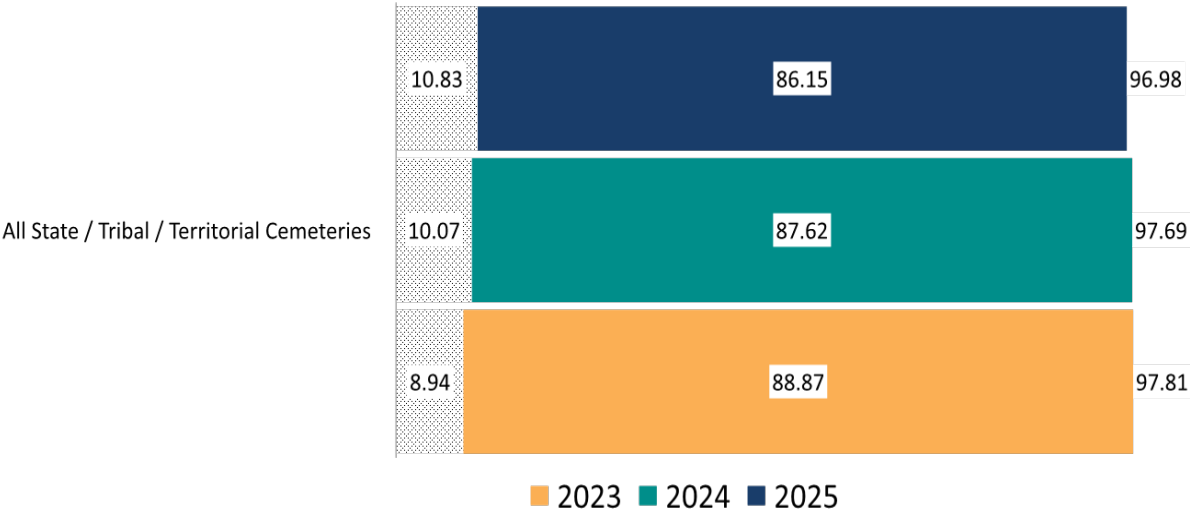


	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
All State / Tribal / Territorial Cemeteries	2025	636	74.69%	3.55%	19.65%	3.93%	1.57%	0.16%
	2024	603	71.14%	-4.47%	20.73%	6.14%	1.82%	0.17%
	2023	615	75.61%	4.62%	19.35%	3.74%	0.81%	0.49%

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

STVC FD Q21: To what extent is the quality of military honors acceptable?

FUNERAL DIRECTORS



	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither acceptable nor unacceptable	Somewhat unacceptable	Very unacceptable
All State / Tribal / Territorial Cemeteries	2025	628	86.15%	-1.47%	10.83%	2.55%	0.32%	0.16%
	2024	606	87.62%	-1.25%	10.07%	1.82%	0.50%	0.00%
	2023	593	88.87%	3.74%	8.94%	1.69%	0.51%	0.00%

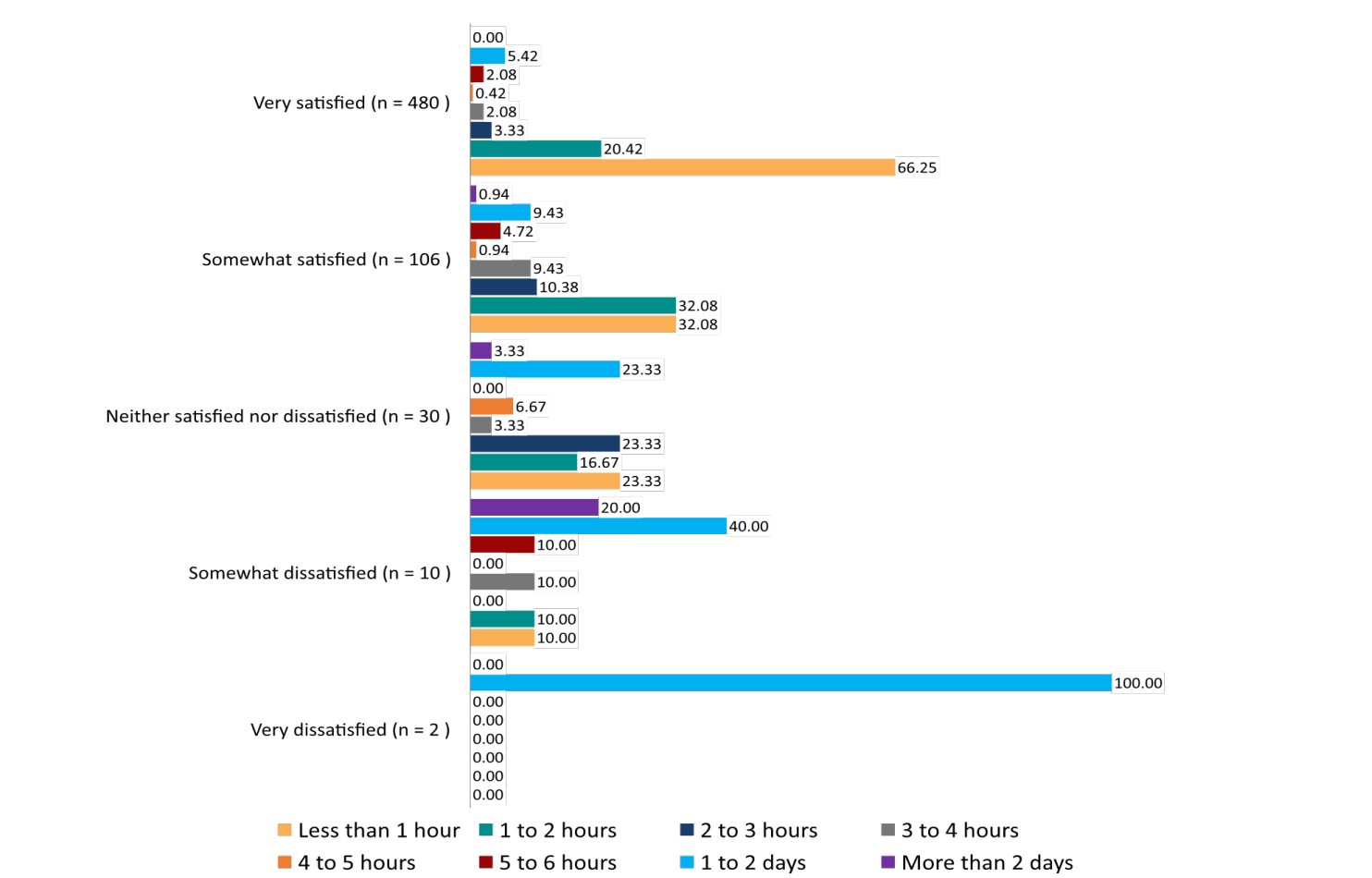
*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.

ELEMENT OF COMPARISON

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

STVC FD Q14: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

STVC FD Q13: How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?

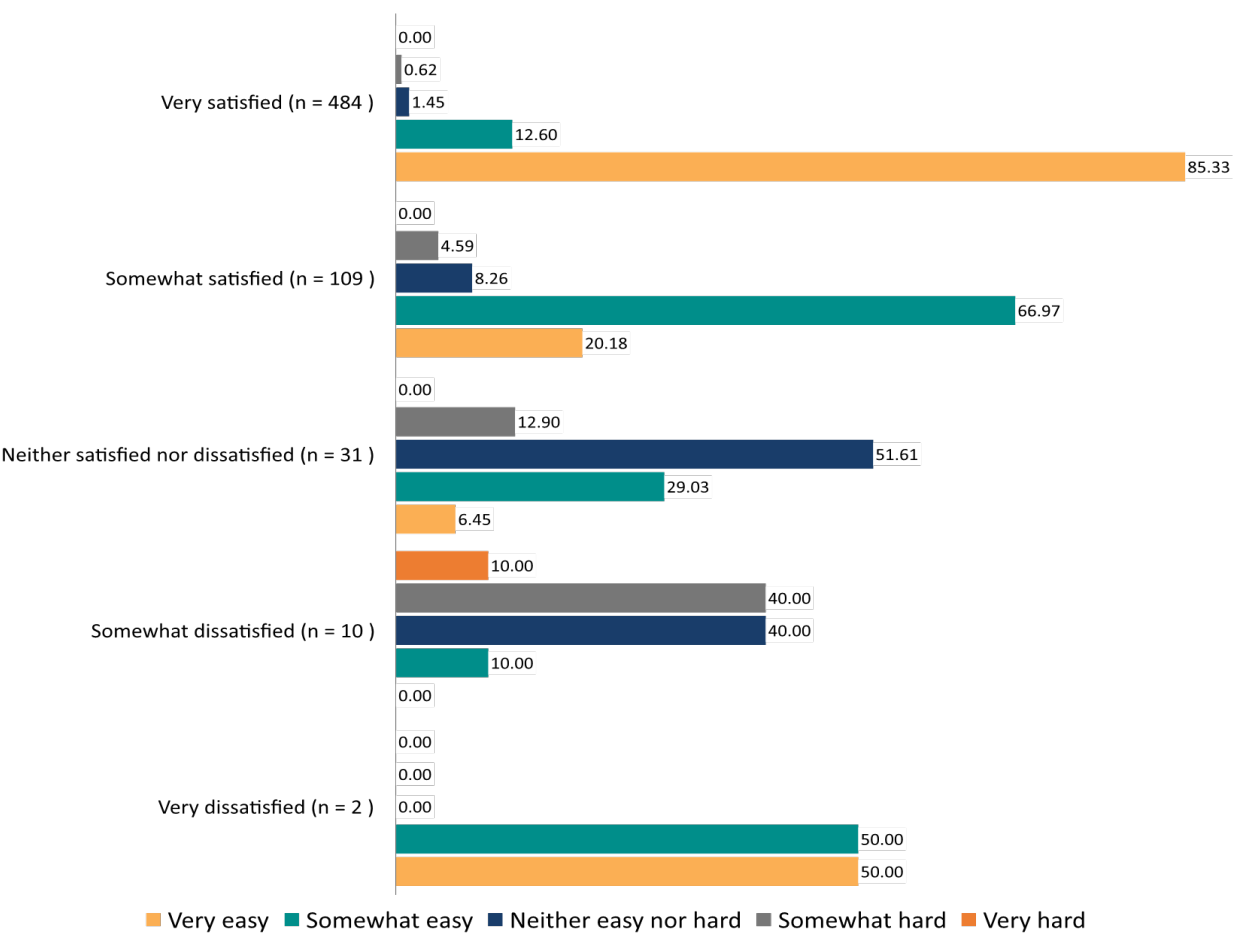


ELEMENT OF COMPARISON

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

STVC FD Q14: Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?

STVC FD Q12: How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?



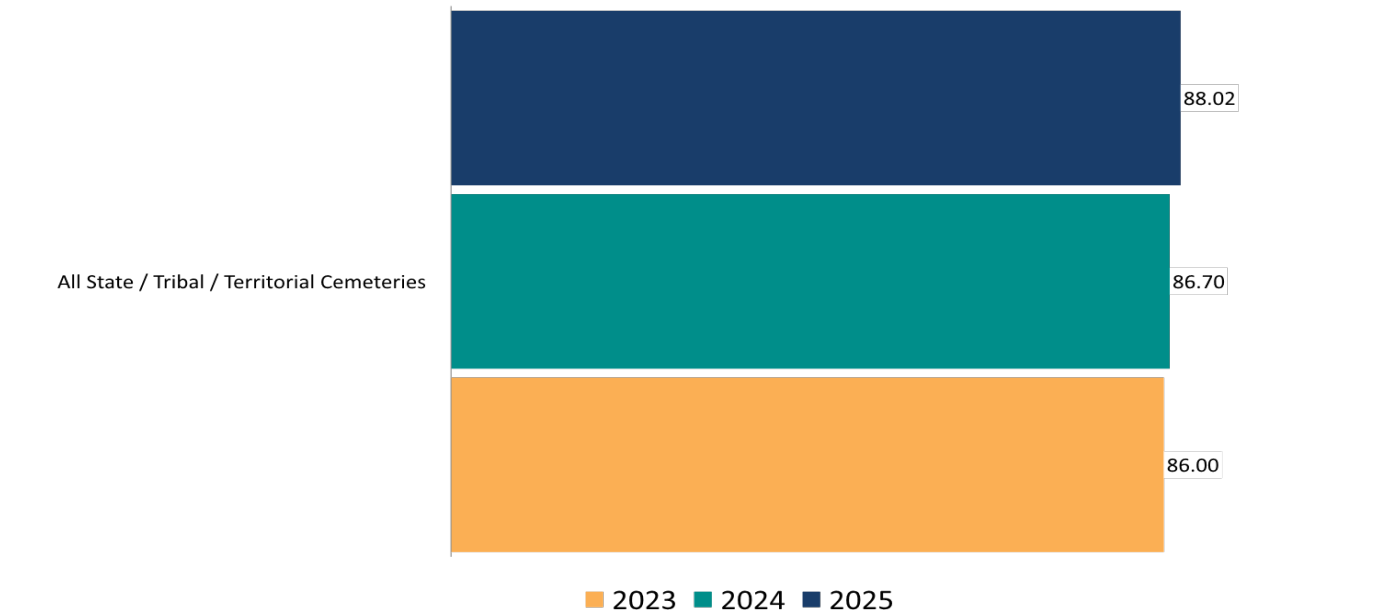
Satisfaction with Headstones, Markers, and Columbarium Niche Covers: Next of Kin

SECTION DESCRIPTION

- This section presents survey findings from next of kin on satisfaction with experiences related to headstones, markers, and columbarium niche covers. Responses to survey questions relating to inscription options, satisfaction with quality and appearance, and inscription accuracy are presented.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Satisfaction with amount of time for placement (STVC NOK Q25) and upkeep is excellent (STVC Q40/23).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

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

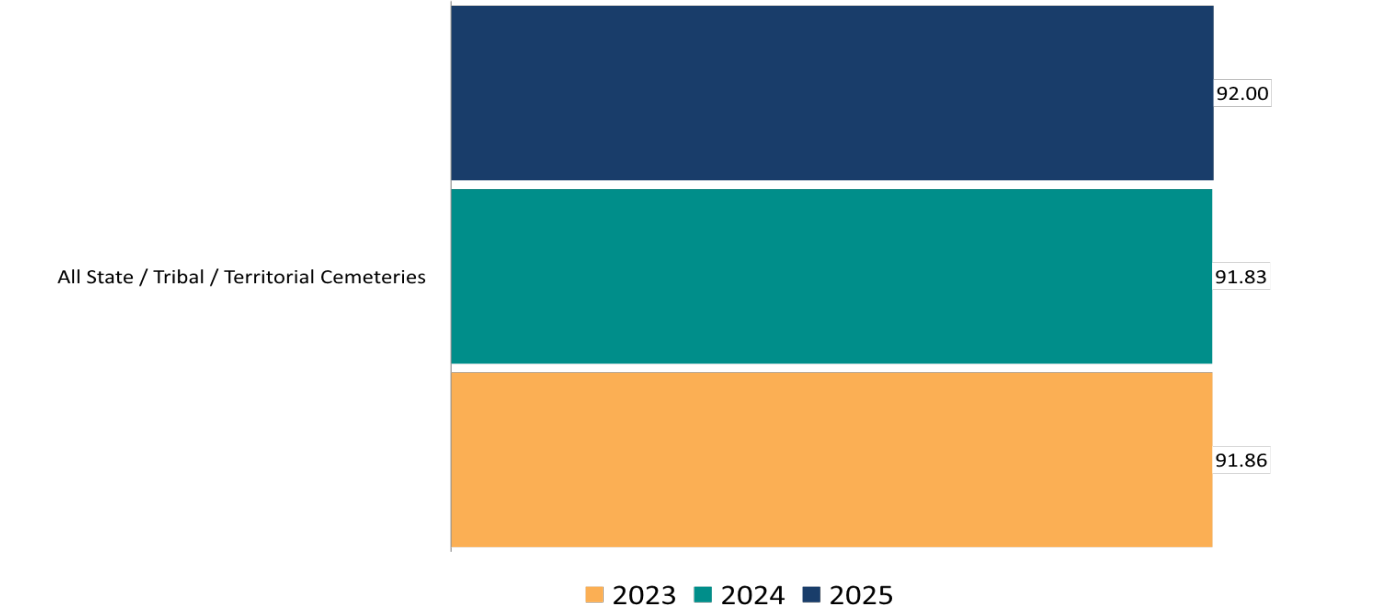
NEXT OF KIN



	Year	n	Yes	No	Don't know
All State / Tribal / Territorial Cemeteries	2025	7724	88.02%	6.49%	5.49%
	2024	8044	86.70%	7.40%	5.91%
	2023	7687	86.00%	7.25%	6.75%

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

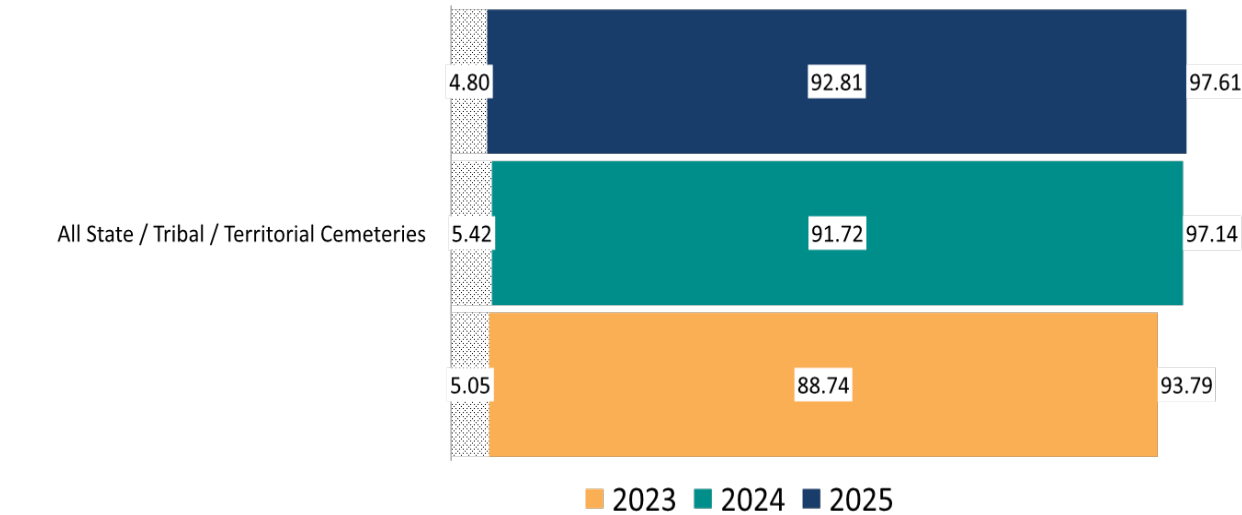
NEXT OF KIN



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	7625	92.00%	8.00%
	2024	7933	91.83%	8.17%
	2023	7591	91.86%	8.14%

STVC NOK Q26: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

NEXT OF KIN



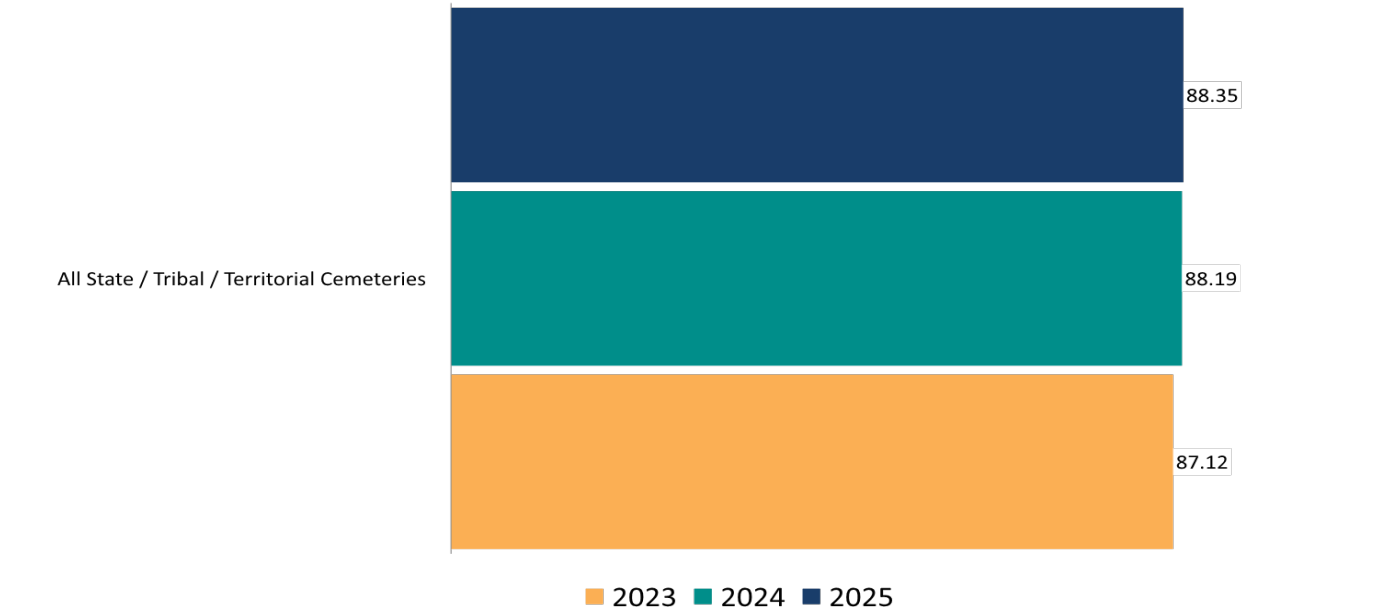
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
All State / Tribal / Territorial Cemeteries	2025	6818	92.81%	1.09%	4.80%	1.26%	0.73%	0.40%
	2024	7091	91.72%	2.98%	5.42%	1.23%	1.04%	0.59%
	2023	6890	88.74%	0.59%	5.05%	5.01%	0.78%	0.42%

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

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

STVC NOK Q27: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

NEXT OF KIN



	Year	n	Yes	No	Don't know
All State / Tribal / Territorial Cemeteries	2025	7229	88.35%	2.74%	8.91%
	2024	7530	88.19%	3.20%	8.61%
	2023	7041	87.12%	3.96%	8.92%

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

Satisfaction with Cemetery Experiences

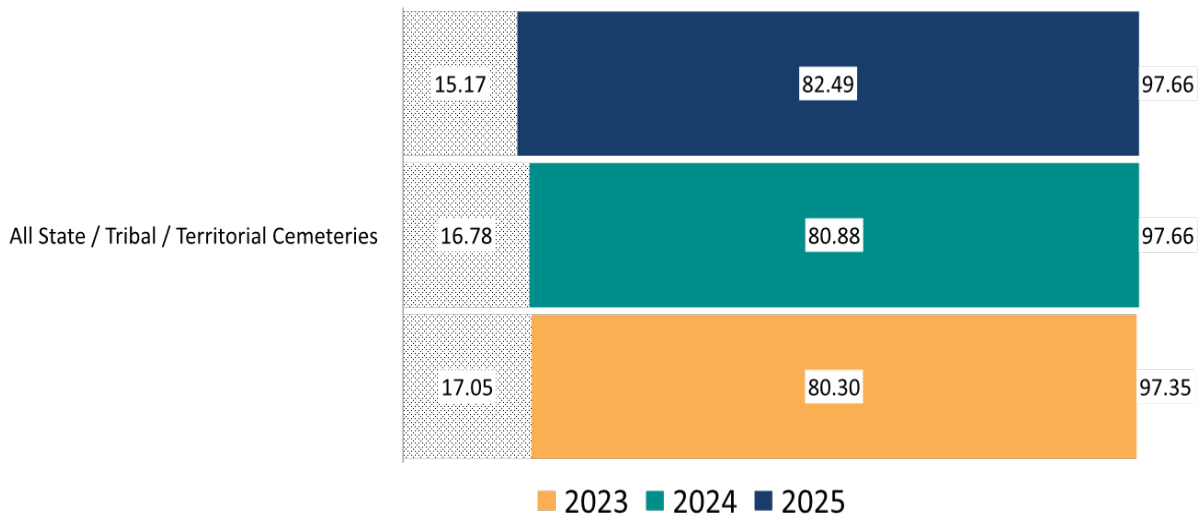
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on satisfaction with their experiences at the state, tribal or territorial Veterans cemetery.
- Please refer to the Key Performance Indicator (KPI) section of the report (page 8) for this section's KPIs: Overall cemetery appearance (STVC Q47/32), gravesite appearance is excellent (STVC NOK Q45), sufficient signs within the national cemetery (STVC Q41/26), and recommend cemetery (STVC Q50/34).
- Please refer to the Report Overview section (page 4) for an overview of the contents of the report.

Satisfaction with Cemetery Experiences

Question 43/28: The state, tribal or territorial Veterans cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8148	82.49%	1.61%	15.17%	1.71%	0.38%	0.26%
	2024	8408	80.88%	0.58%	16.78%	1.81%	0.31%	0.23%
	2023	8071	80.30%	-2.15%	17.05%	2.08%	0.32%	0.25%

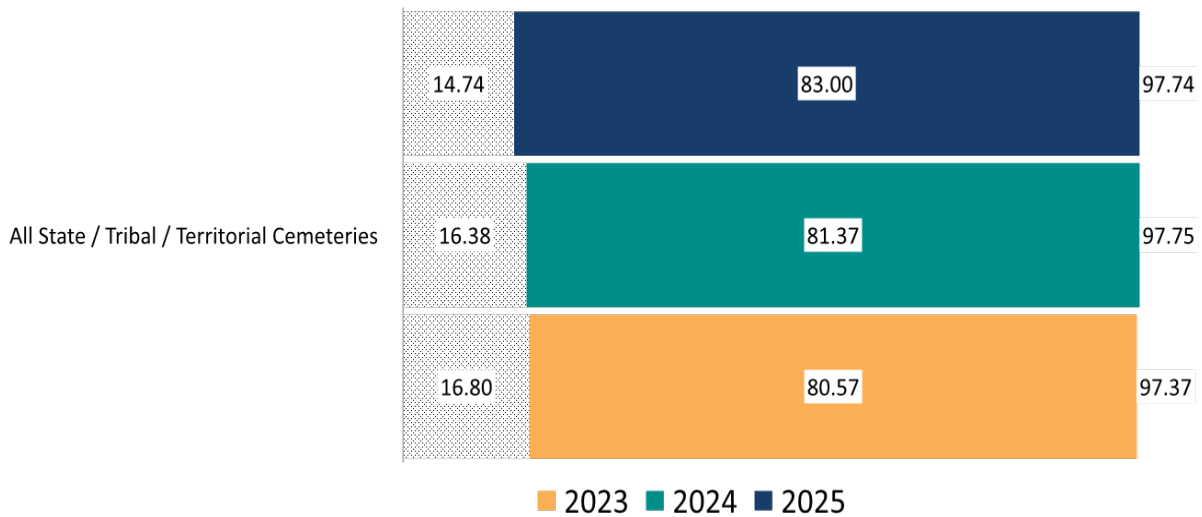
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

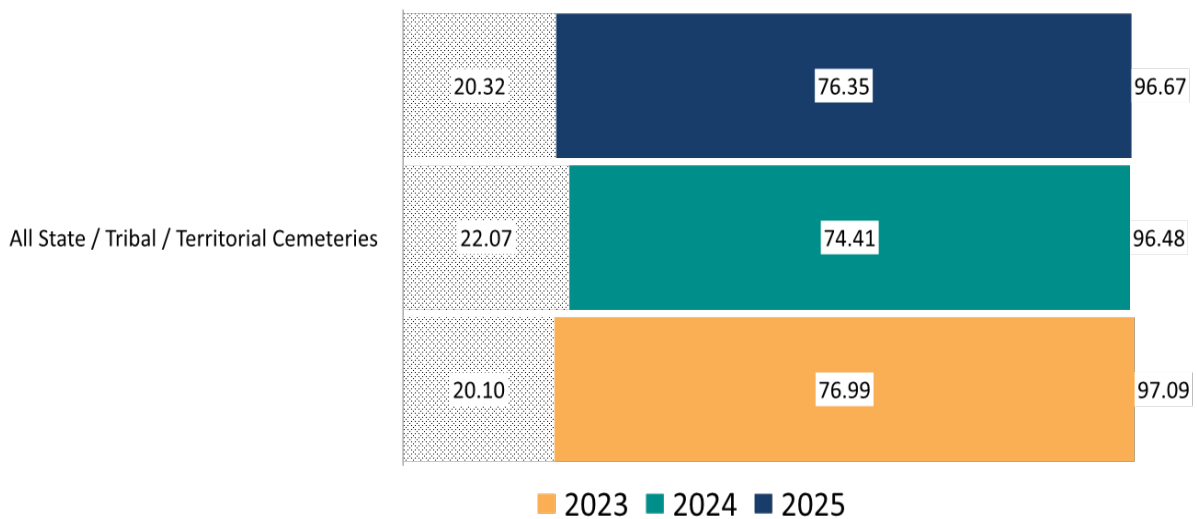
Satisfaction with Cemetery Experiences

Question 43/28: The state, tribal or territorial Veterans cemetery staff was courteous.

NEXT OF KIN



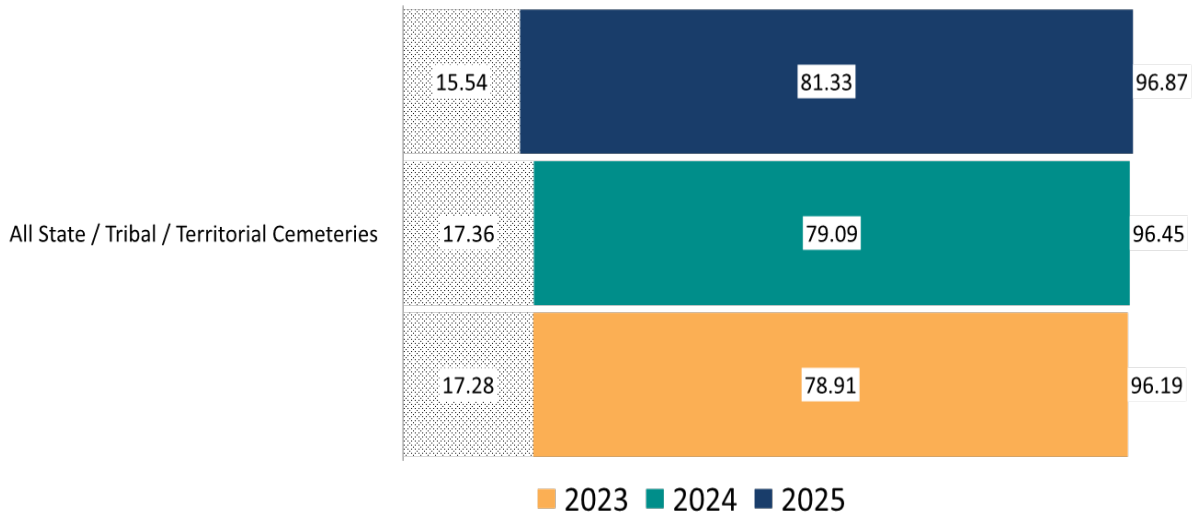
FUNERAL DIRECTORS



Satisfaction with Cemetery Experiences

Question 44/29: The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8122	81.33%	2.24%	15.54%	2.30%	0.57%	0.26%
	2024	8371	79.09%	0.18%	17.36%	2.76%	0.53%	0.26%
	2023	8037	78.91%	-1.48%	17.28%	2.95%	0.54%	0.32%

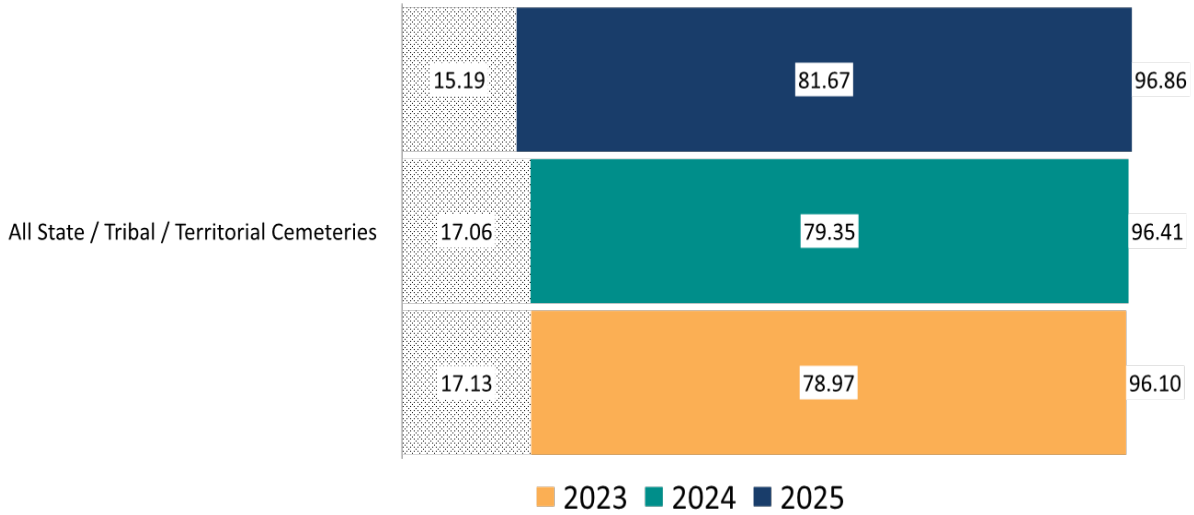
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

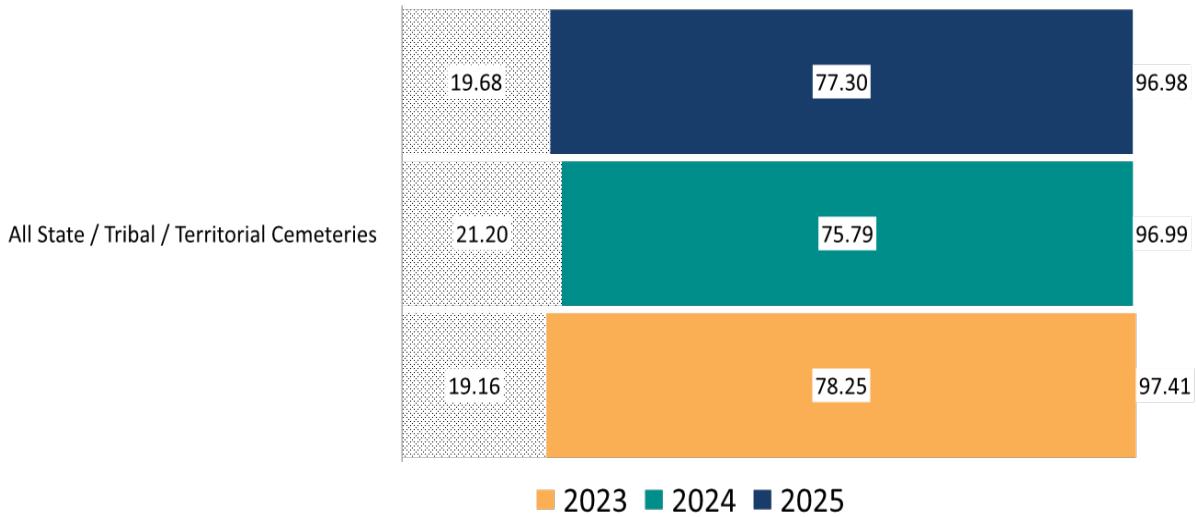
Satisfaction with Cemetery Experiences

Question 44/29: The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

NEXT OF KIN



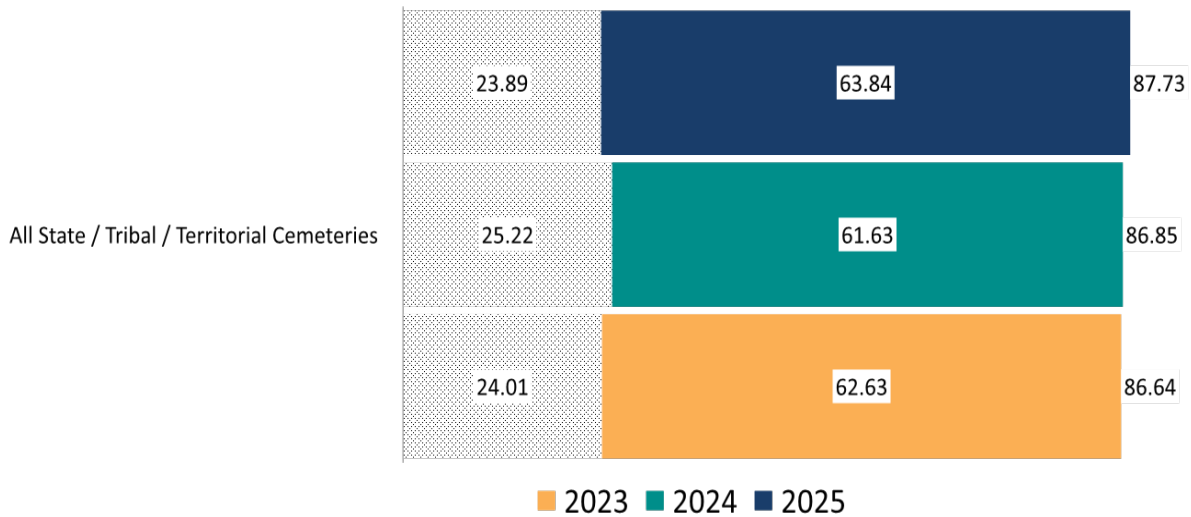
FUNERAL DIRECTORS



Satisfaction with Cemetery Experiences

Question 46/31: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	6690	63.84%	2.21%	23.89%	10.97%	0.87%	0.43%
	2024	6875	61.63%	-1.00%	25.22%	11.35%	1.27%	0.54%
	2023	6848	62.63%	-1.49%	24.01%	11.29%	1.47%	0.60%

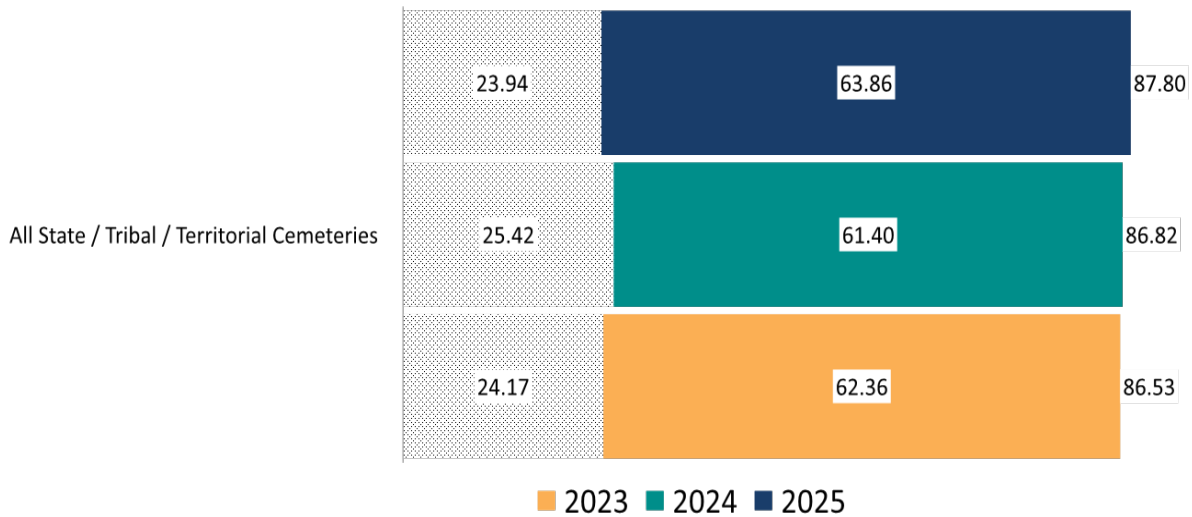
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

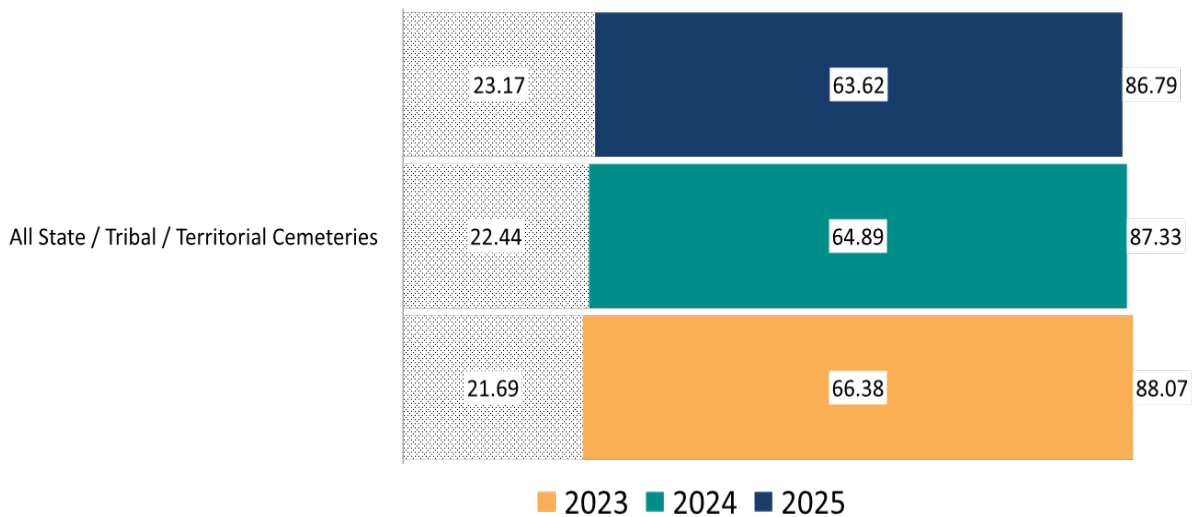
Satisfaction with Cemetery Experiences

Question 46/31: The information kiosks (i.e., gravesite locators) are helpful to me.

NEXT OF KIN



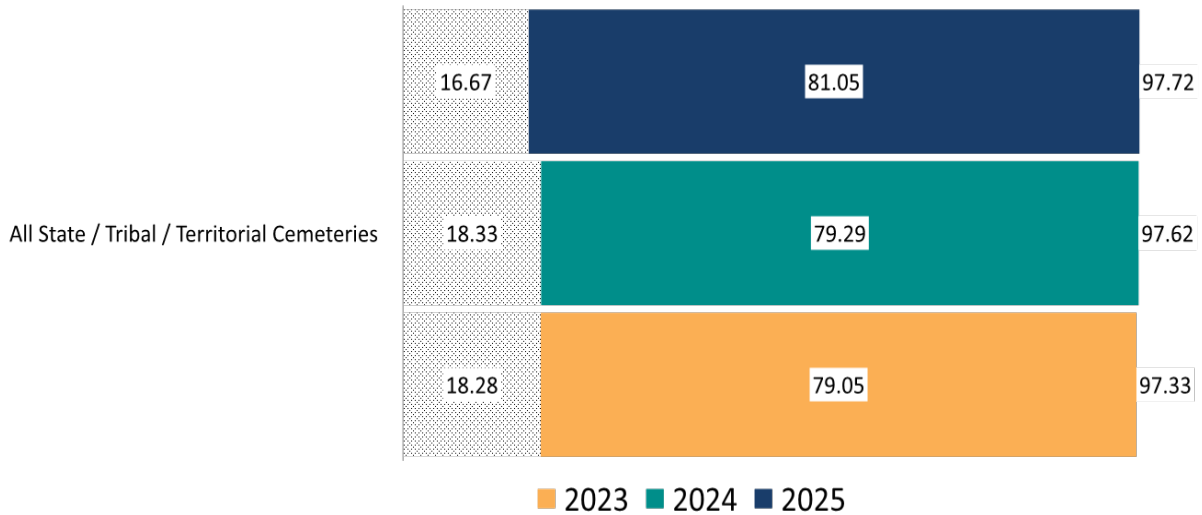
FUNERAL DIRECTORS



Satisfaction with Cemetery Experiences

Question 48/33: Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8283	81.05%	1.76%	16.67%	1.56%	0.47%	0.25%
	2024	8558	79.29%	0.24%	18.33%	1.62%	0.44%	0.30%
	2023	8237	79.05%	-0.75%	18.28%	1.86%	0.57%	0.24%

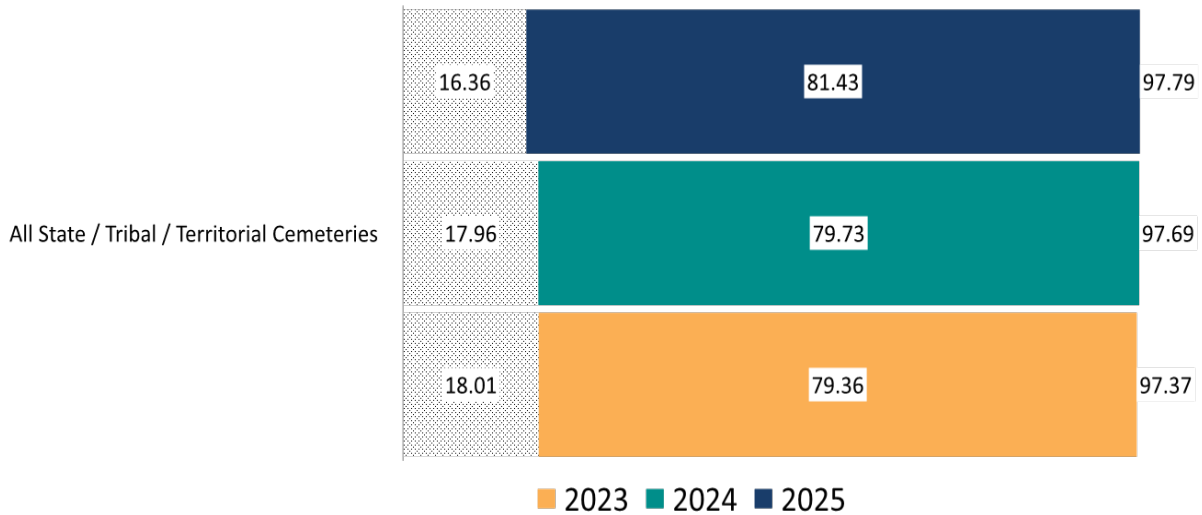
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

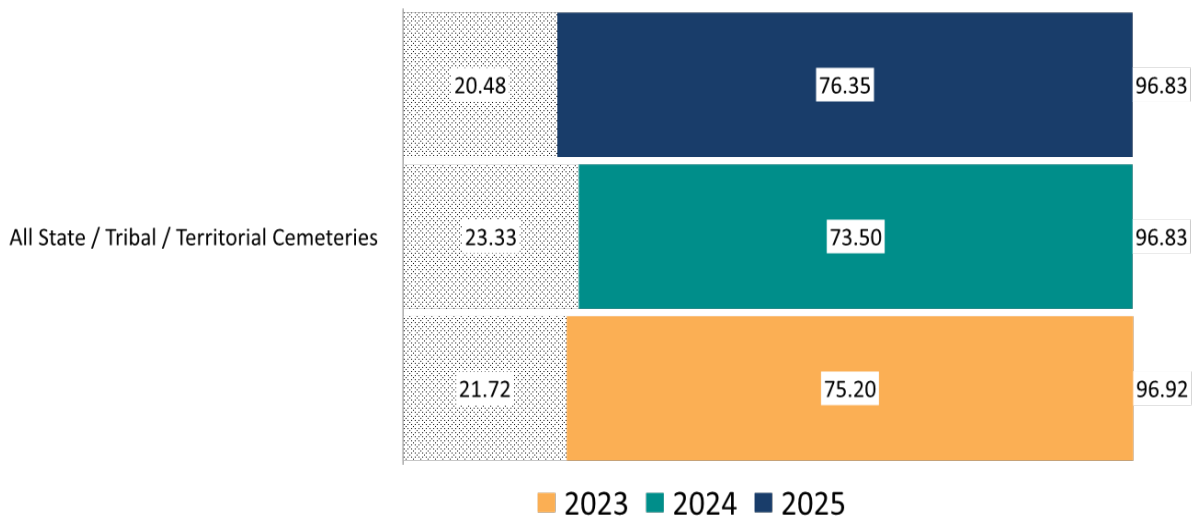
Satisfaction with Cemetery Experiences

Question 48/33: Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.

NEXT OF KIN



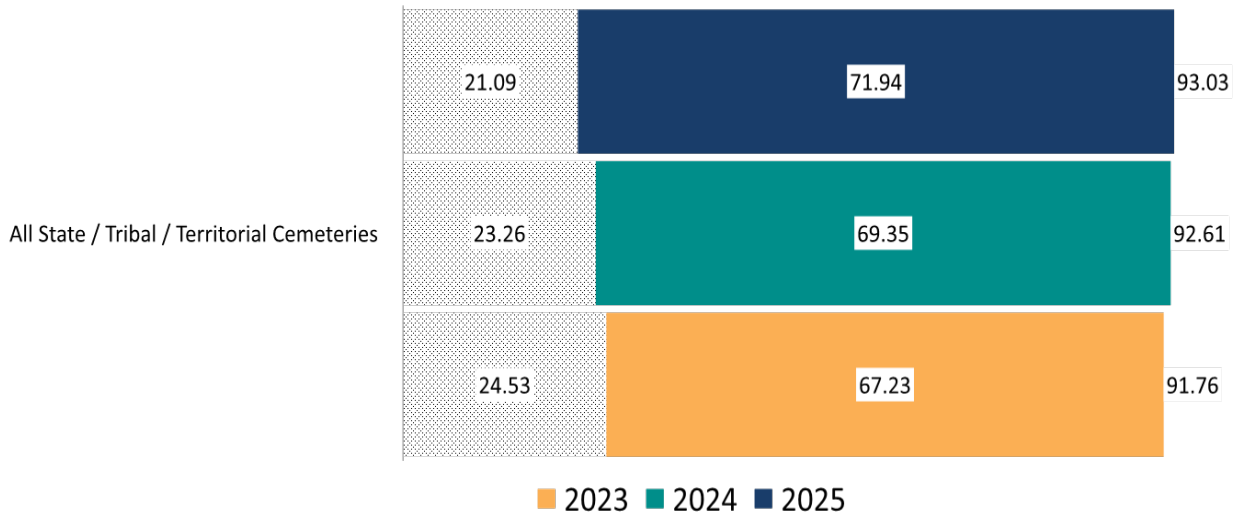
FUNERAL DIRECTORS



Satisfaction with Cemetery Experiences

Question 53/37: My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8271	71.94%	2.59%	21.09%	5.72%	0.91%	0.35%
	2024	8548	69.35%	2.12%	23.26%	6.25%	0.75%	0.40%
	2023	8219	67.23%	-1.08%	24.53%	6.81%	1.00%	0.43%

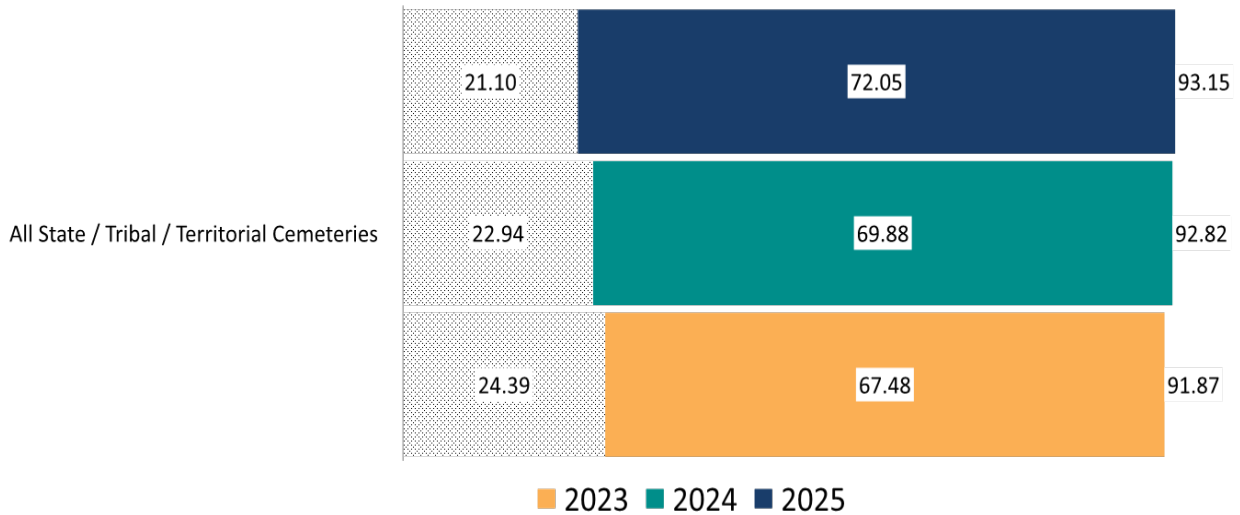
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

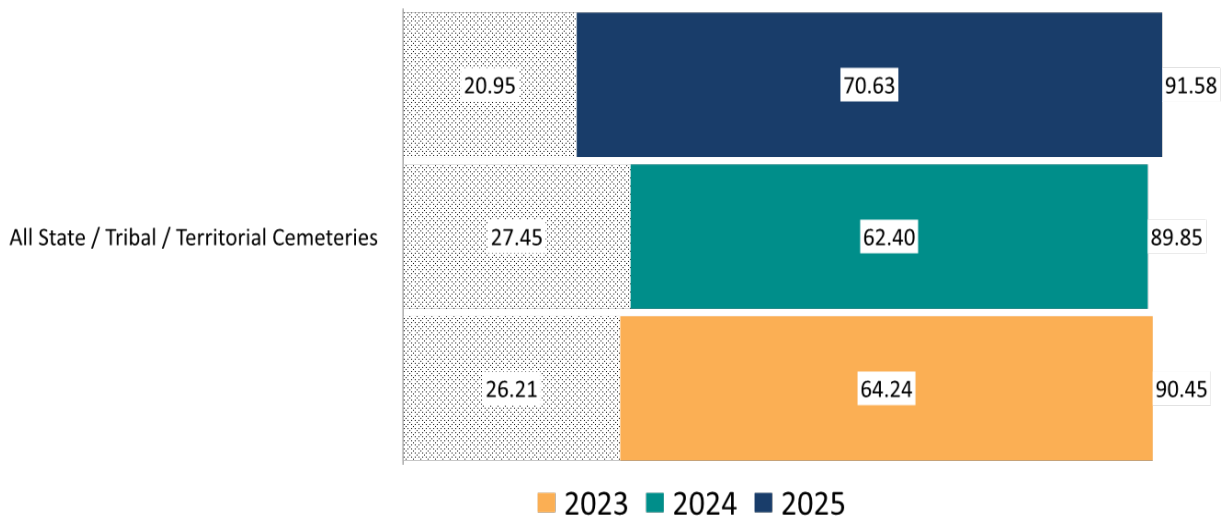
Satisfaction with Cemetery Experiences

Question 53/37: My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.

NEXT OF KIN



FUNERAL DIRECTORS



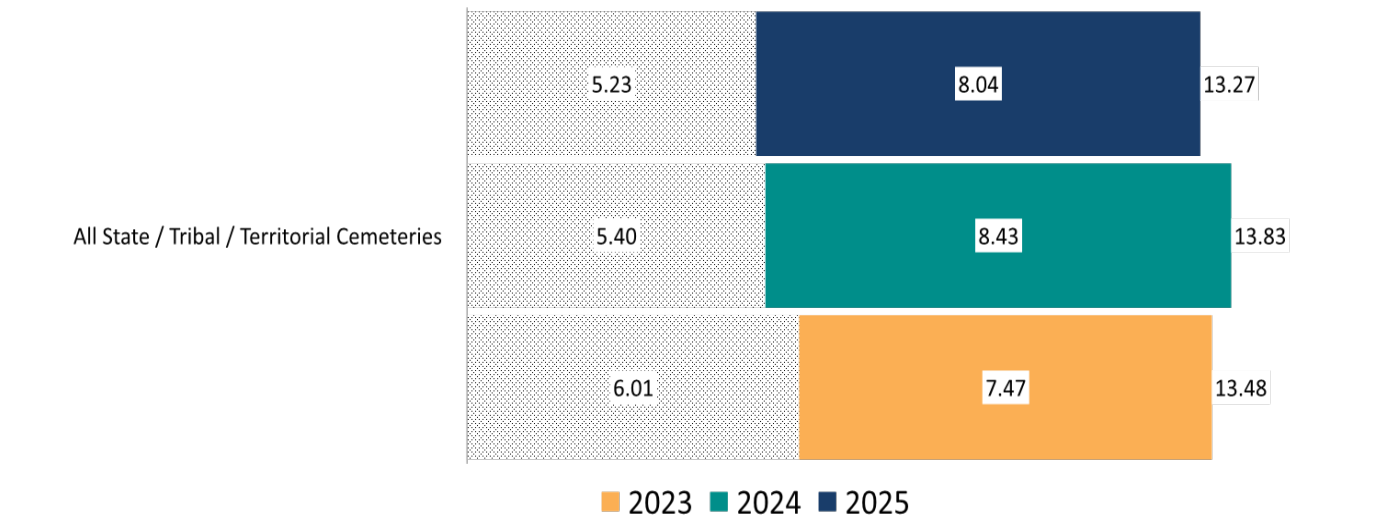
State, Tribal or Territorial Veterans Cemeteries in Comparison to National Cemeteries: Next of Kin

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.

STVC NOK Q54: Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.

NEXT OF KIN

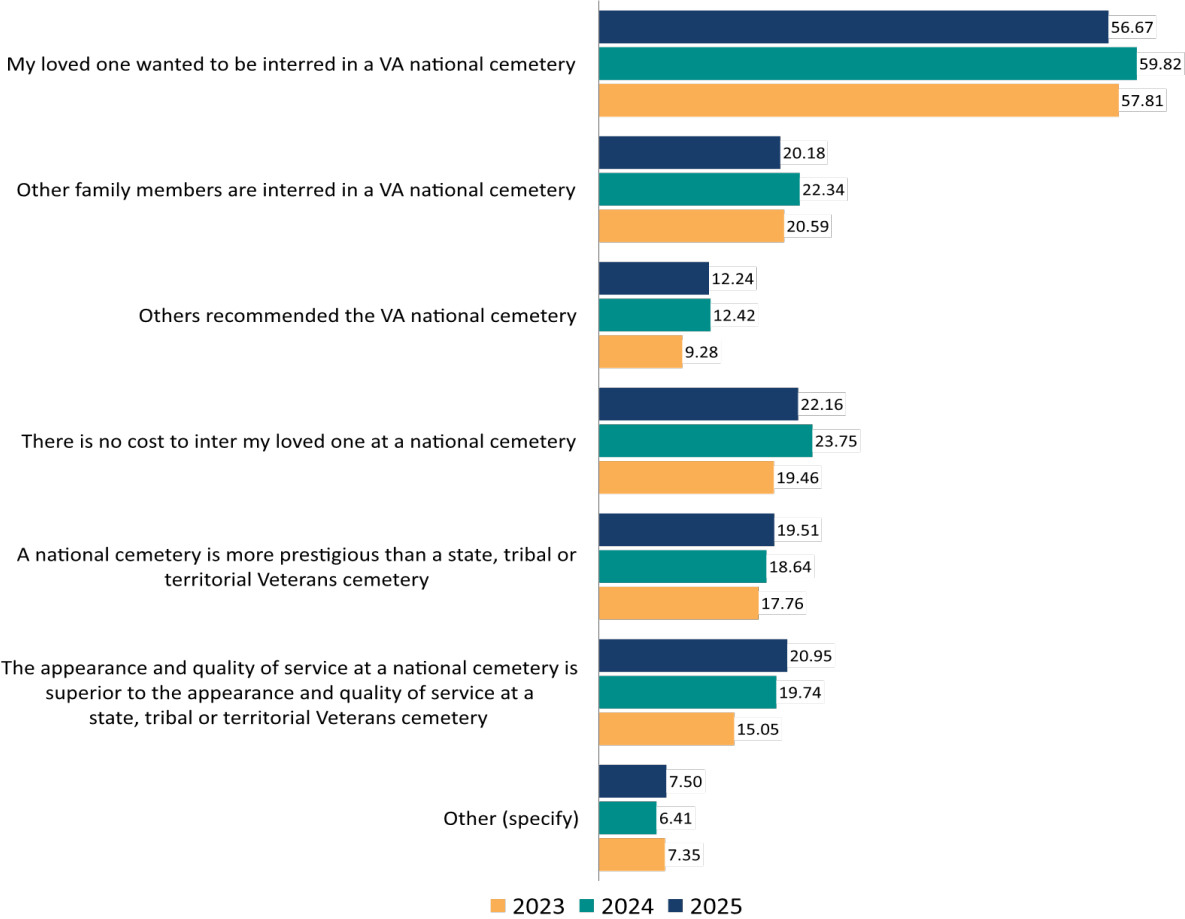


	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	7472	8.04%	-0.39%	5.23%	49.91%	27.19%	9.62%
	2024	7756	8.43%	0.96%	5.40%	49.79%	28.02%	8.35%
	2023	7334	7.47%	-0.04%	6.01%	52.59%	24.04%	9.89%

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

STVC NOK Q55: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. (Mark all that apply)

NEXT OF KIN

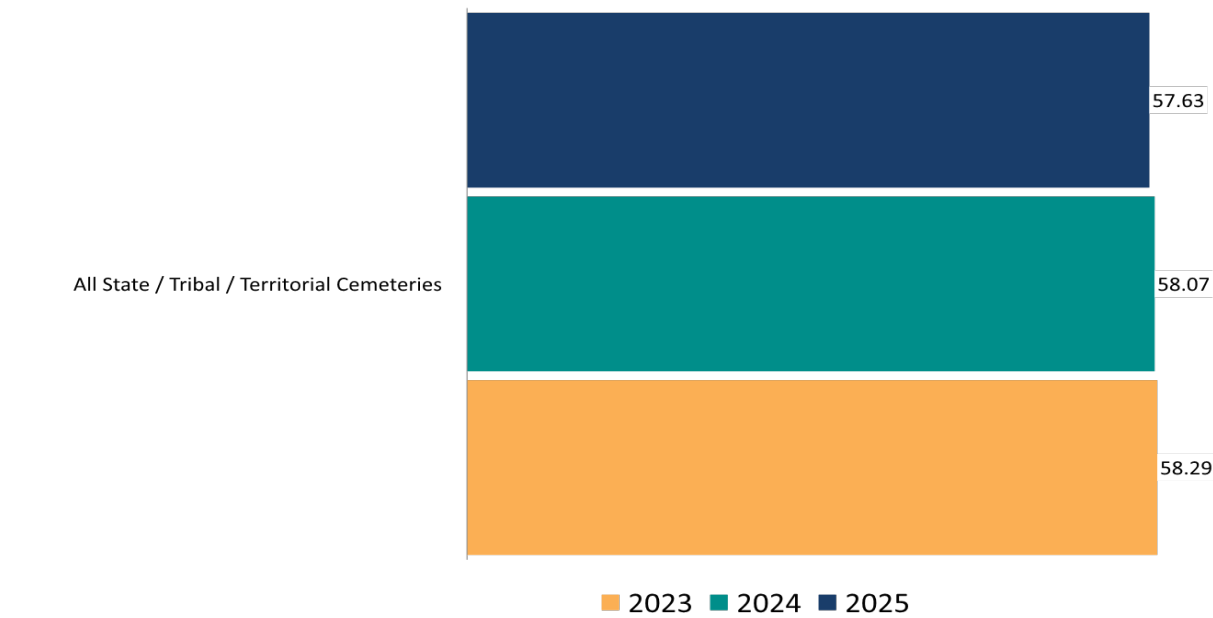


2023: n = 884 2024: n = 998 2025: n = 907

Note: As respondents could select more than one response option, percentages may not sum to 100%.
Note: This question only applies to respondents who indicated "Strongly agree" or "Agree" to STVC NOK Q54.

STVC NOK Q56: Have you visited a VA national cemetery?

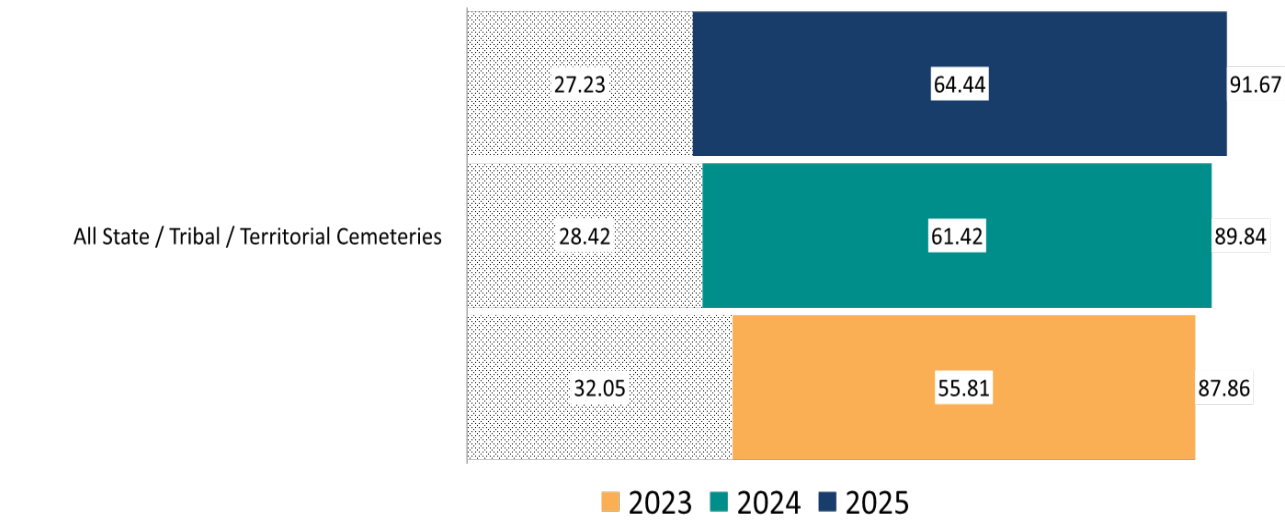
NEXT OF KIN



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	7251	57.63%	42.37%
	2024	7565	58.07%	41.93%
	2023	7123	58.29%	41.71%

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

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	4050	64.44%	3.02%	27.23%	6.99%	1.14%	0.20%
	2024	4272	61.42%	5.61%	28.42%	8.87%	1.03%	0.26%
	2023	3994	55.81%	-1.95%	32.05%	10.22%	1.60%	0.33%

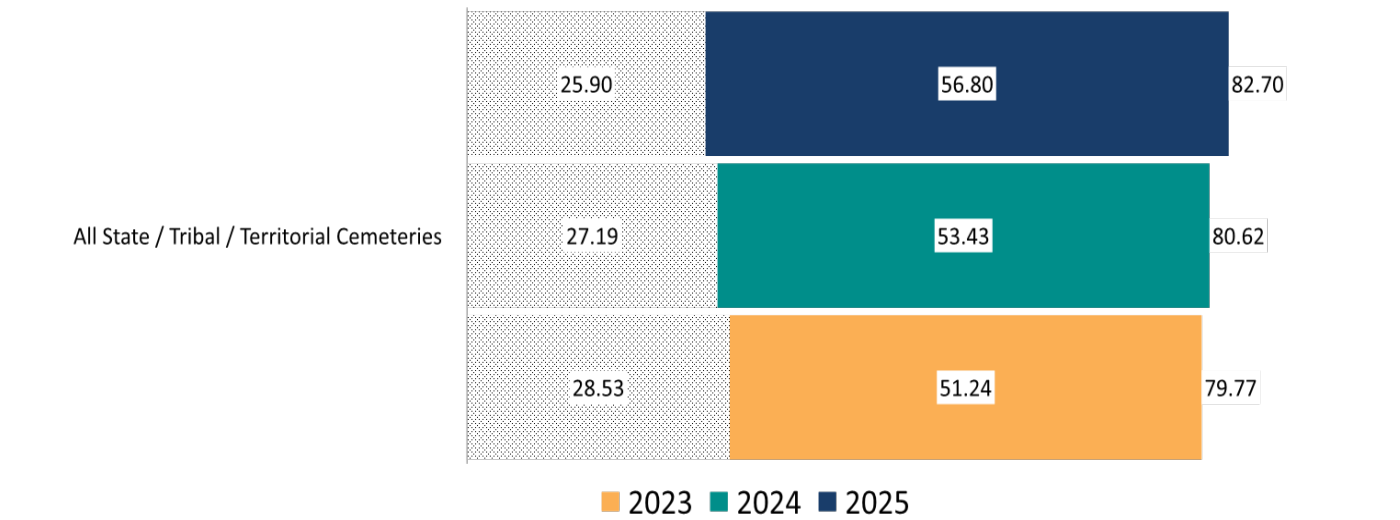
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

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

STVC 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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	4039	56.80%	3.37%	25.90%	16.51%	0.59%	0.20%
	2024	4230	53.43%	2.19%	27.19%	18.35%	0.85%	0.19%
	2023	3985	51.24%	-1.14%	28.53%	18.72%	1.10%	0.40%

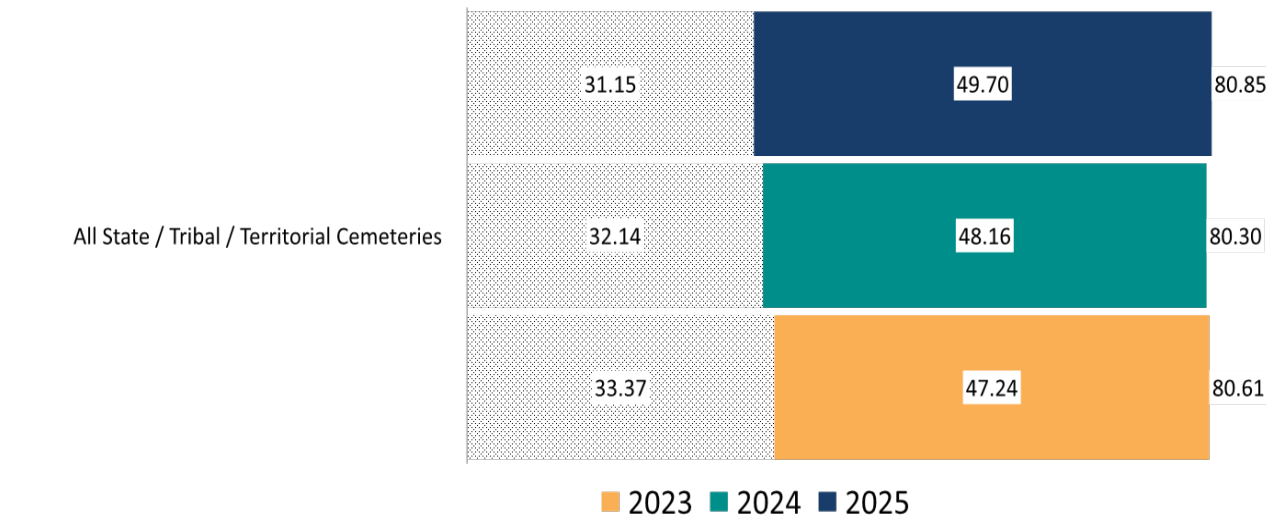
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

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

STVC 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.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	6976	49.70%	1.54%	31.15%	17.13%	1.83%	0.19%
	2024	7191	48.16%	0.92%	32.14%	17.58%	1.89%	0.24%
	2023	6874	47.24%	-1.32%	33.37%	16.98%	2.08%	0.33%

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

Funeral Director Resources and Offerings

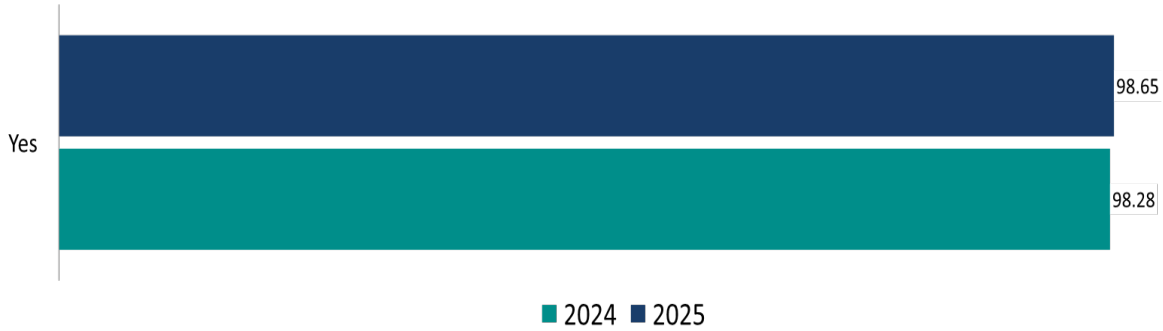
SECTION DESCRIPTION

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

Funeral Directors Resources and Offerings

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

FUNERAL DIRECTORS



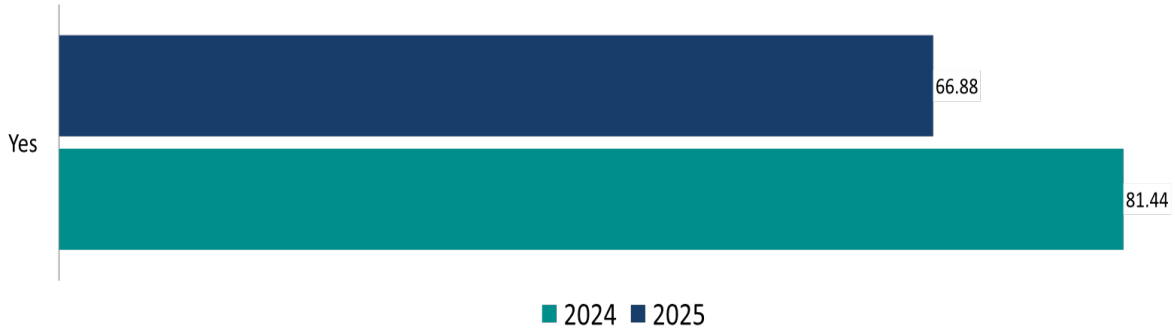
	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	2072	98.65%	1.35%
	2024	2265	98.28%	1.72%

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

Funeral Directors Resources and Offerings

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

FUNERAL DIRECTORS



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	2038	66.88%	33.12%
	2024	2257	81.44%	18.56%

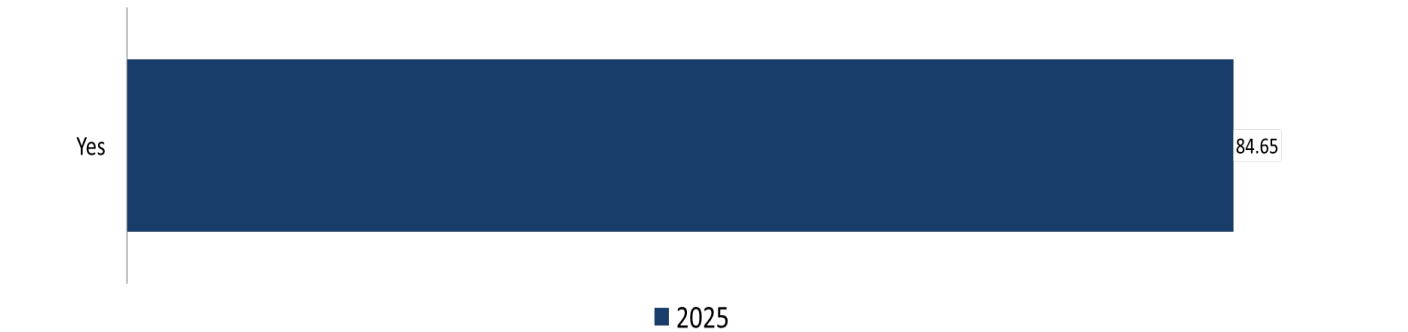
Note: GEN FD Q2 was added to the 2024 Funeral Director Satisfaction Survey and only displays the current year's and 2024 results.

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

Funeral Directors 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?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	1303	84.65%	15.35%

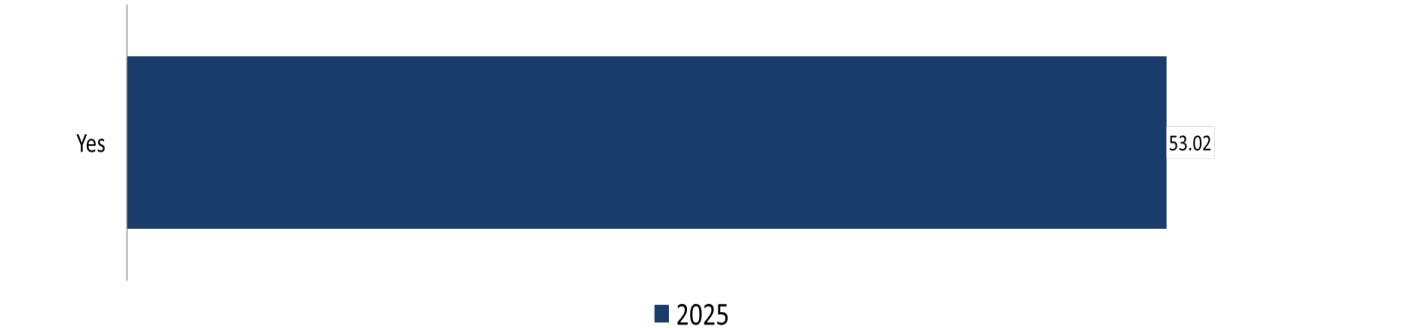
Note: Prior to 2025, GEN FD Q3 was only asked to funeral directors who completed the "National Cemetery" section of the Funeral Director Satisfaction Survey. In 2025, the question was moved to the "2025 Funeral Director National Satisfaction Survey" section and asked to all funeral directors. Because 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 Directors 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?

NEXT OF KIN



	Year	n	Yes	Somewhat	No	Did not view the video	I don't remember
All State / Tribal / Territorial Cemeteries	2025	1094	53.02%	21.21%	2.65%	21.85%	1.28%

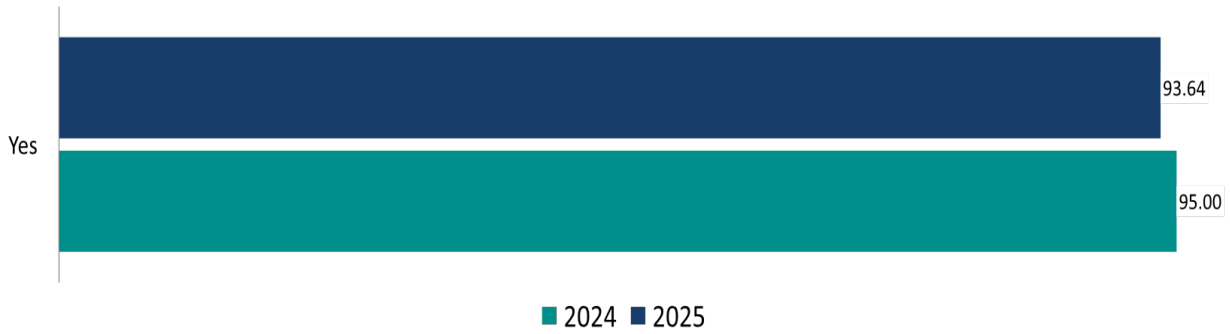
Note: Prior to 2025, GEN FD Q4 was only asked to funeral directors who completed the "National Cemetery" section of the Funeral Director Satisfaction Survey. In 2025, the question was moved to the "2025 Funeral Director National Satisfaction Survey" section and asked to all funeral directors. Because 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 Directors Resources and Offerings

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

FUNERAL DIRECTORS



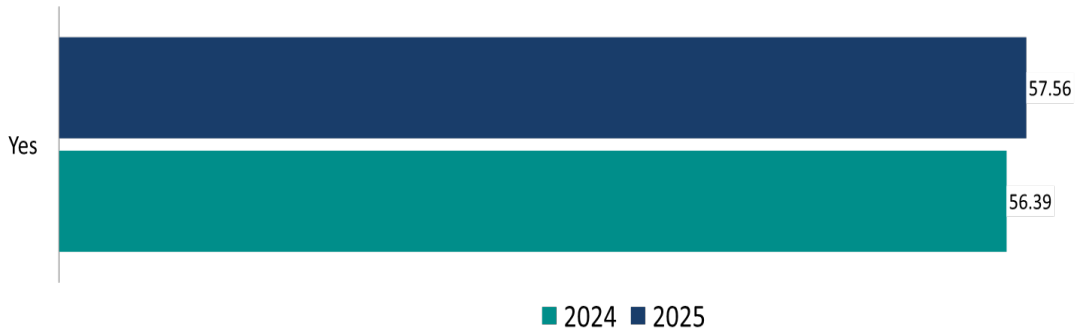
	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	2060	93.64%	6.36%
	2024	2262	95.00%	5.00%

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

Funeral Directors Resources and Offerings

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

FUNERAL DIRECTORS



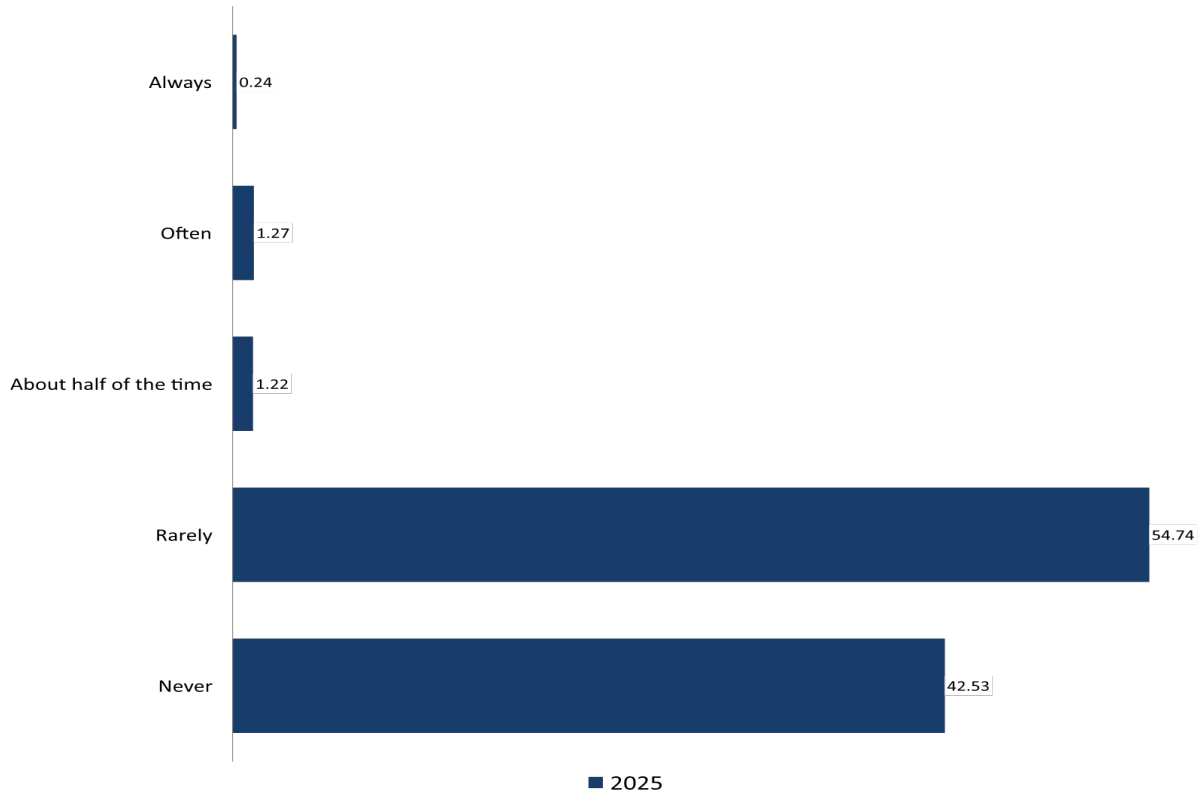
	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	2031	57.56%	42.44%
	2024	2238	56.39%	43.61%

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

Funeral Directors Resources and Offerings

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

FUNERAL DIRECTORS



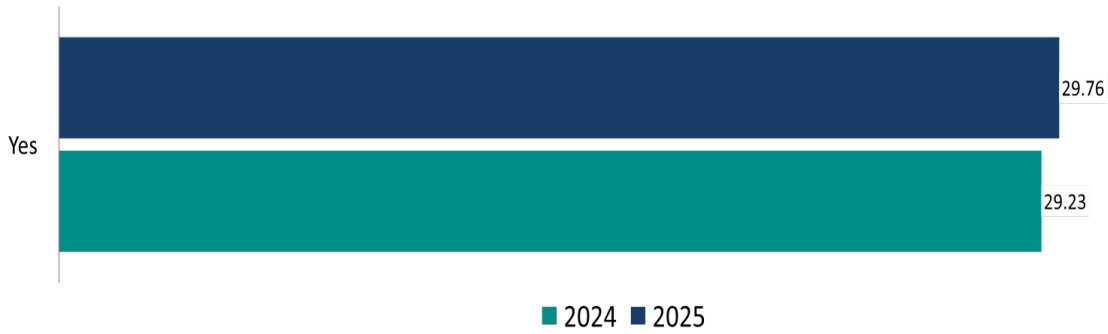
	Year	n	Always	Often	About half of the time	Rarely	Never
All State / Tribal / Territorial Cemeteries	2025	2055	0.24%	1.27%	1.22%	54.74%	42.53%

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

Funeral Directors Resources and Offerings

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

FUNERAL DIRECTORS



	Year	n	Yes	No
All State / Tribal / Territorial Cemeteries	2025	2036	29.76%	70.24%
	2024	2241	29.23%	70.77%

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

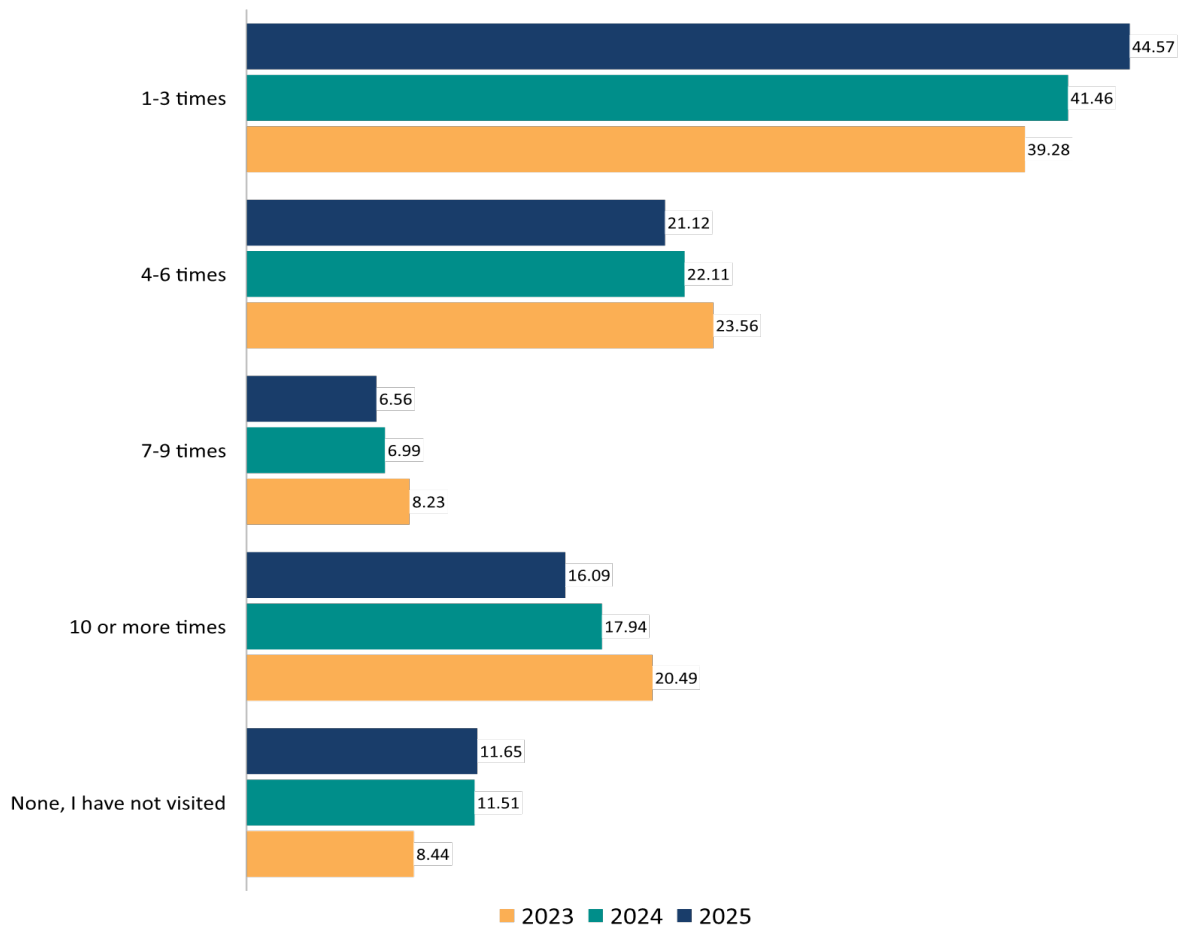
Appendix A: Respondent Characteristics: Next of Kin and Funeral Directors

SECTION DESCRIPTION

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

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

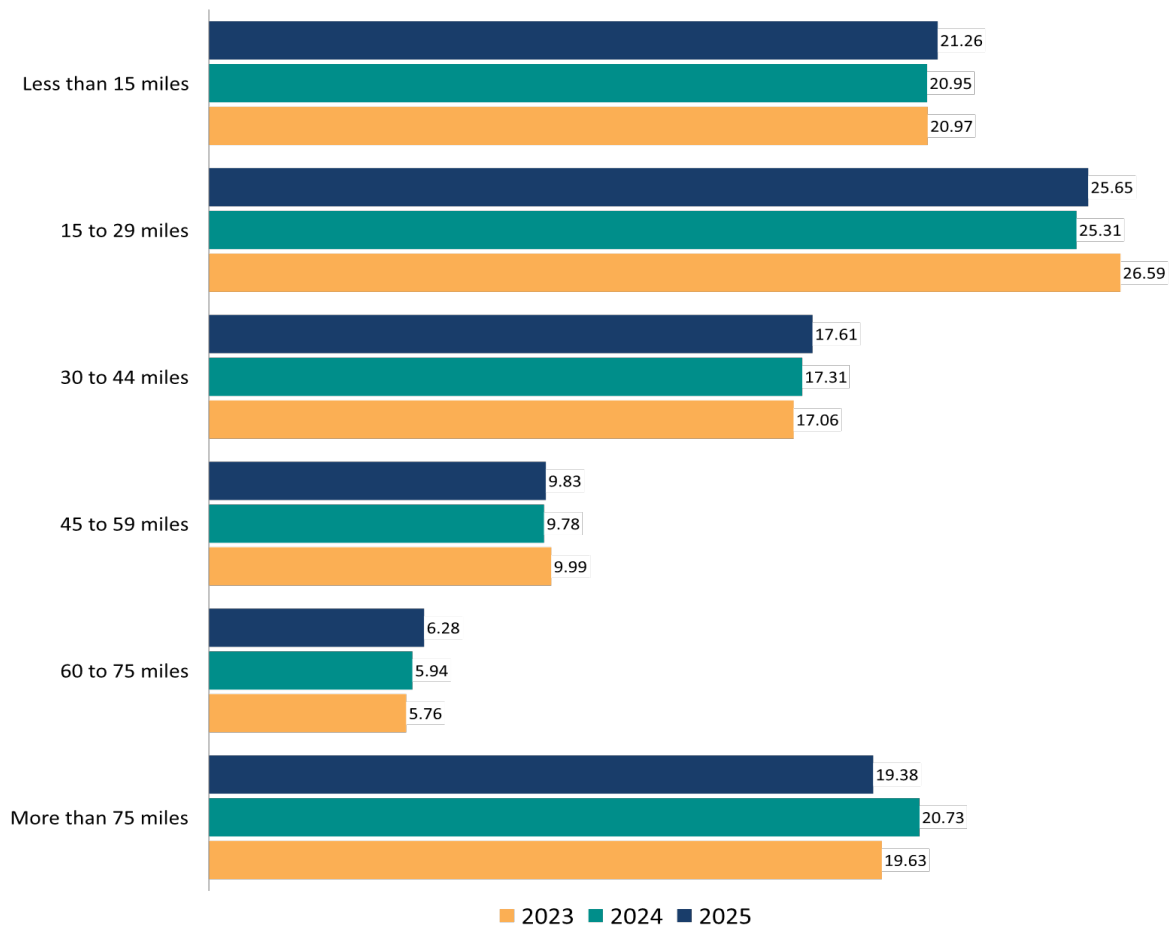
NEXT OF KIN



2023: n = 7,726 2024: n = 8,129 2025: n = 7,792

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

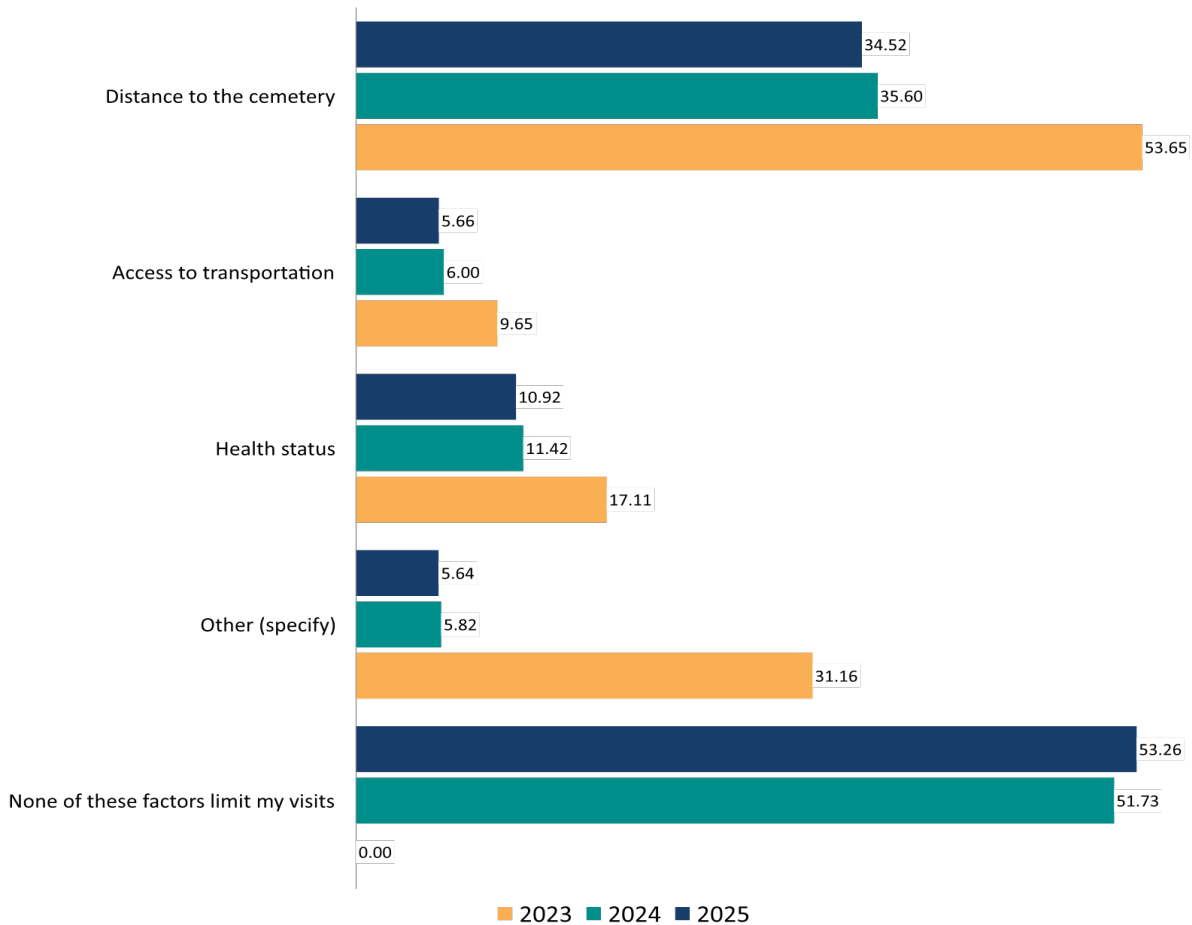
NEXT OF KIN



2023: n = 7,645 2024: n = 8,101 2025: n = 7,775

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

NEXT OF KIN



2023: n = 6,902 2024: n = 8,081 2025: n = 7,750

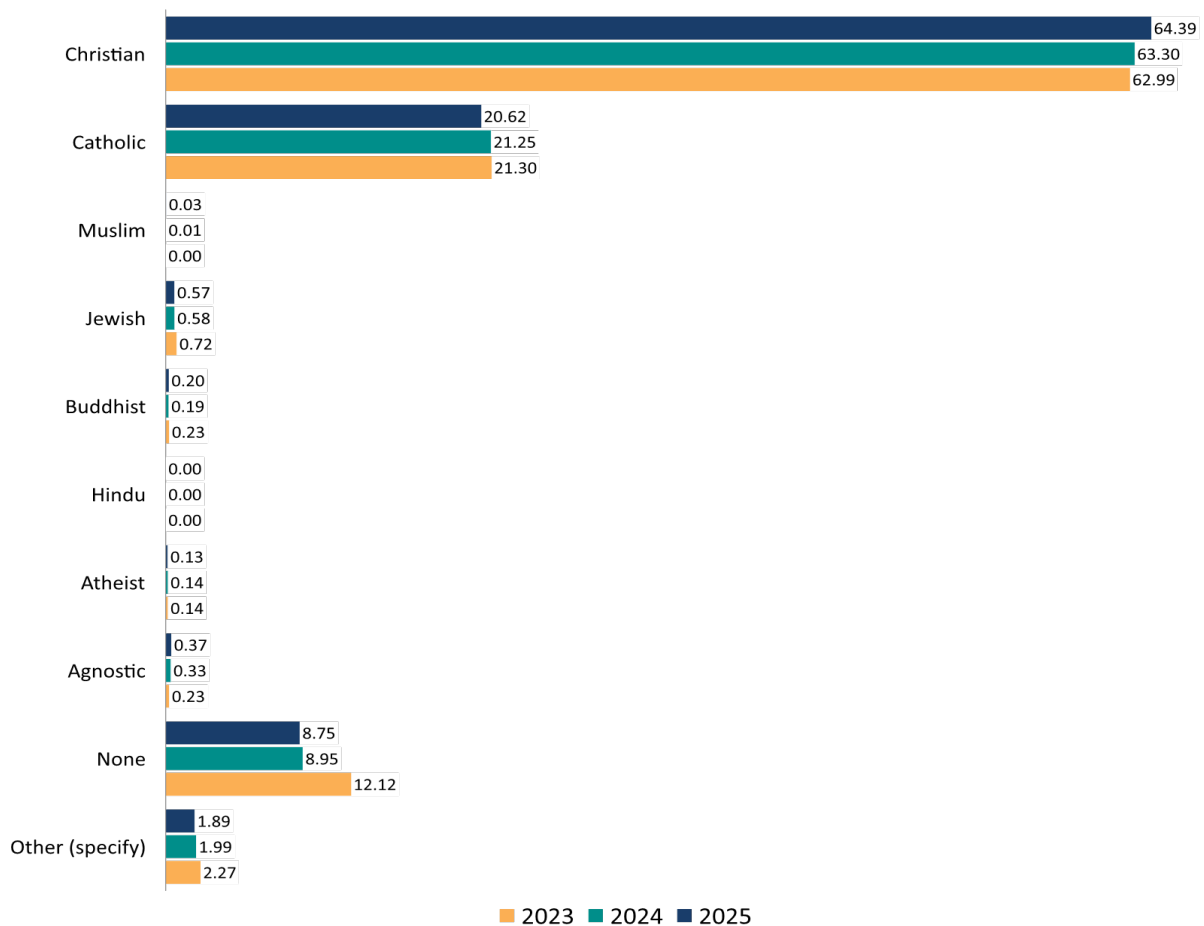
Note: Prior to 2024 the question wording was: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (*Mark all that apply*)

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

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

STVC NOK Q68: In what belief tradition was the burial conducted?

NEXT OF KIN



2023: n = 4,323 2024: n = 7,788 2025: n = 7,579

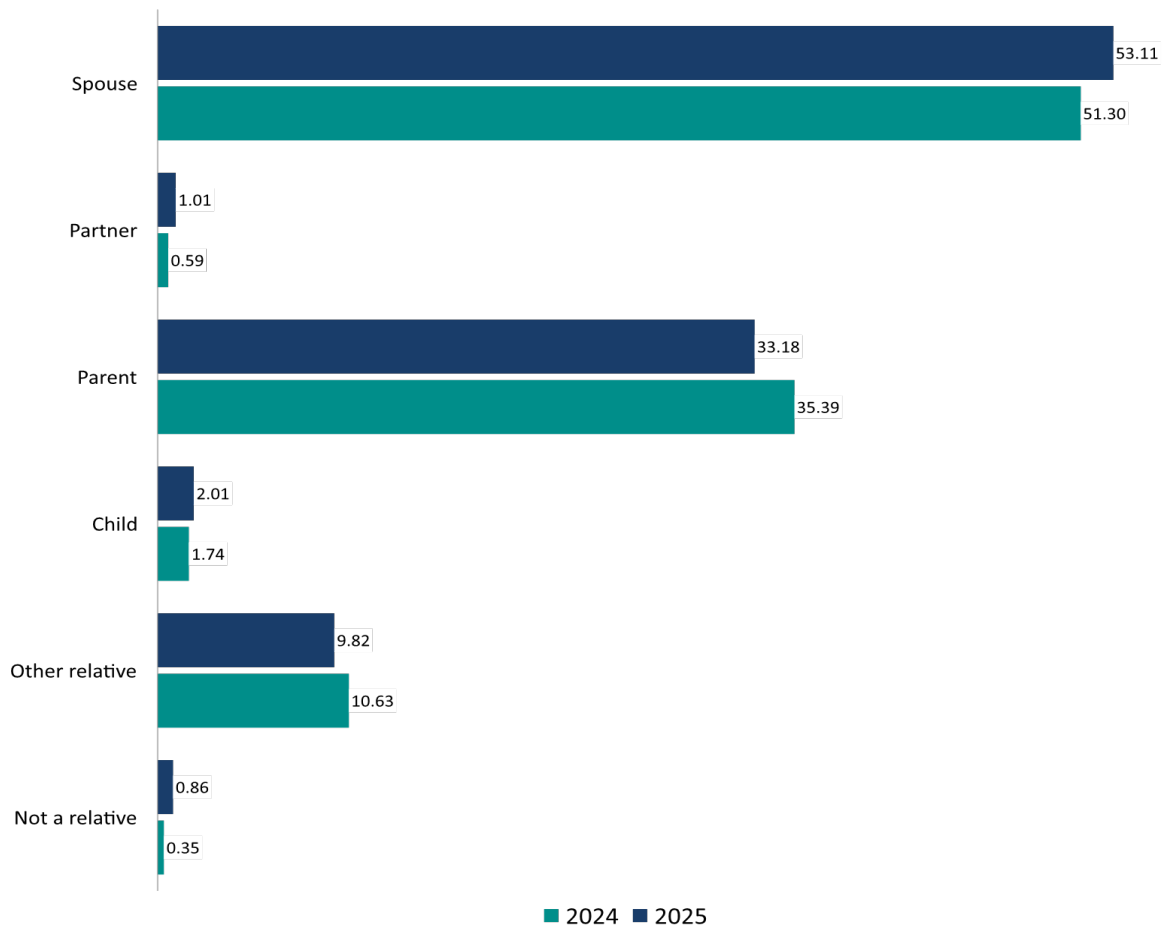
Note: Prior to 2024 the question wording was: In what religious practice was the burial conducted?

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

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

STVC NOK Q61: Was your loved one your.....

NEXT OF KIN

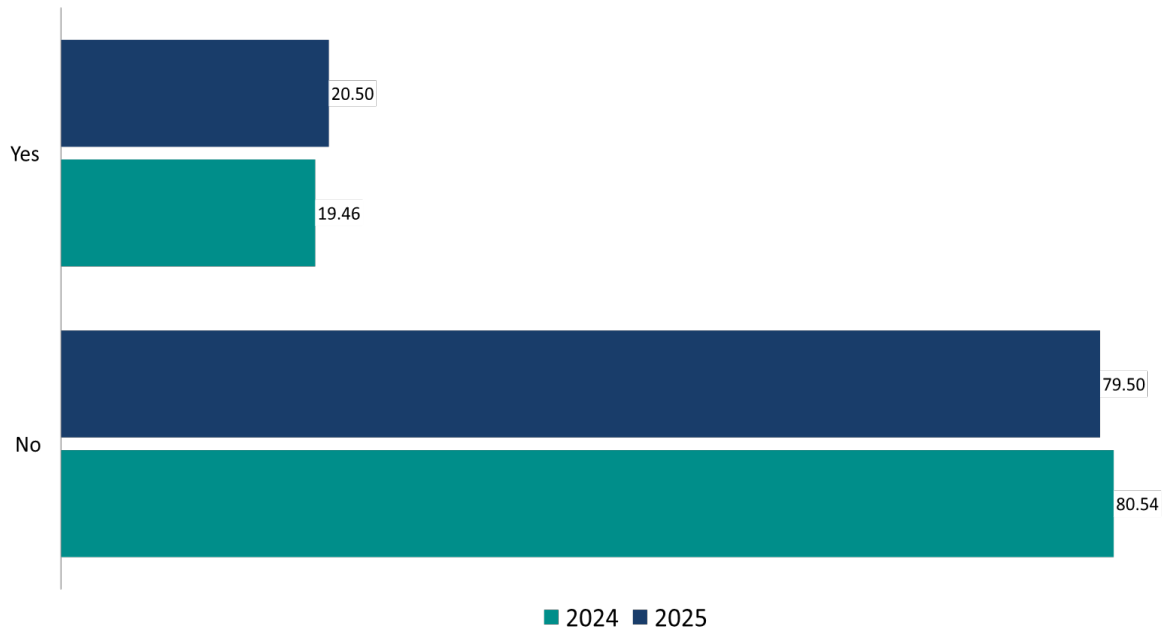


2024: n = 7,994 2025: n = 7,695

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

STVC NOK Q62: Are you a Veteran?

NEXT OF KIN

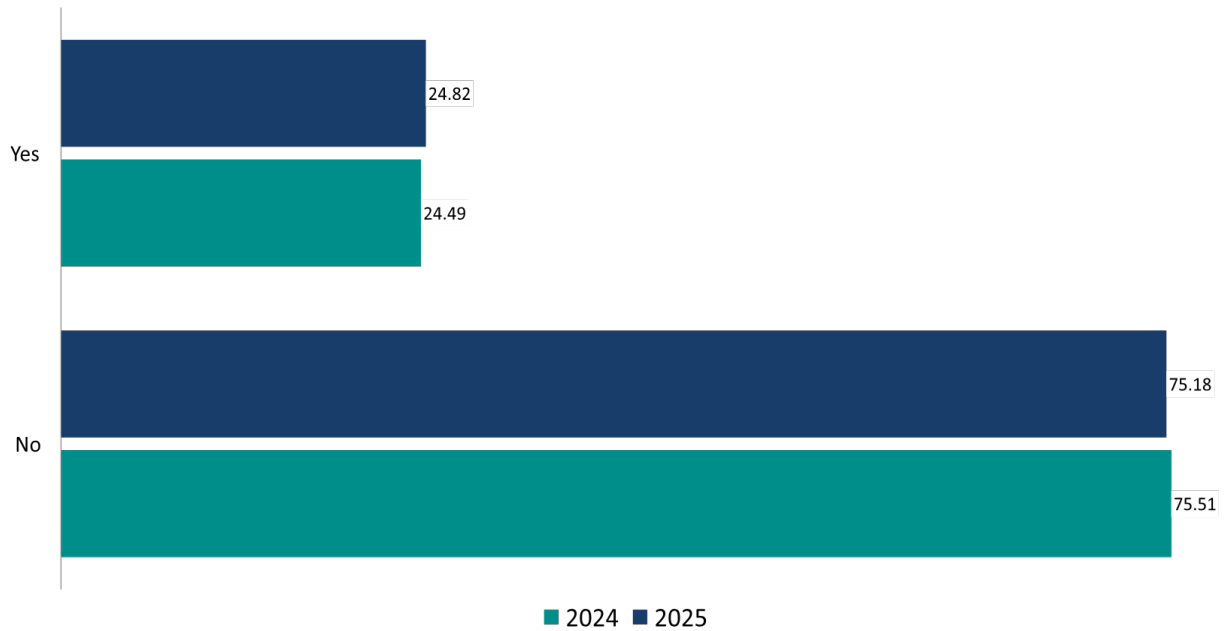


2024: n = 8,039 2025: n = 7,654

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

STVC NOK Q63: Are you a Veteran married/partnered to a Veteran?

NEXT OF KIN



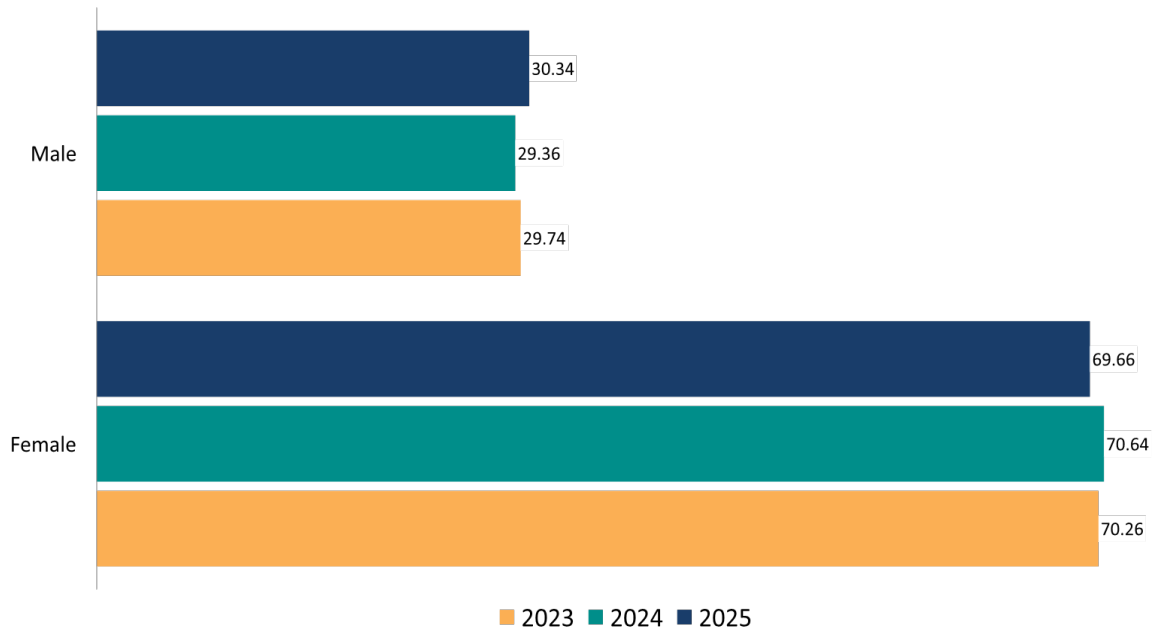
2024: n = 7,941 2025: n = 1,426

Note: NC NOK Q63 was added to the 2024 State, Tribal or Territorial Veterans 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 Q62.

STVC NOK Q64: What is your sex?

NEXT OF KIN



2023: n = 7,573 2024: n = 7,996 2025: n = 7,676

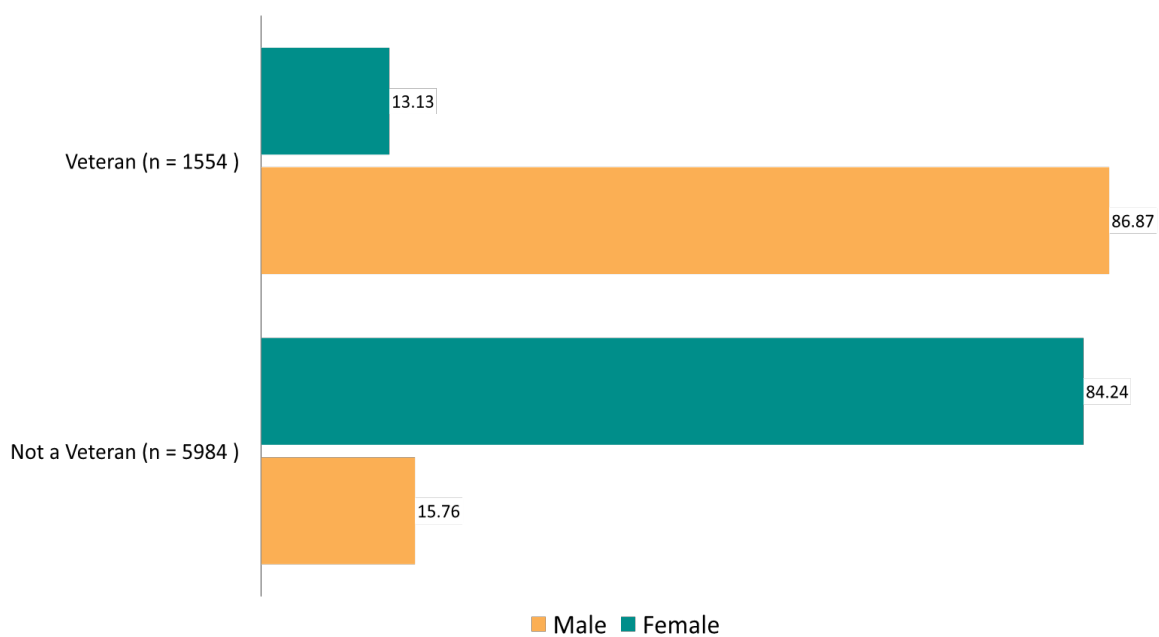
ELEMENT OF COMPARISON

Sex by Veteran Status.

STVC NOK Q64: What is your sex?

STVC NOK Q62: Are you a Veteran?

NEXT OF KIN



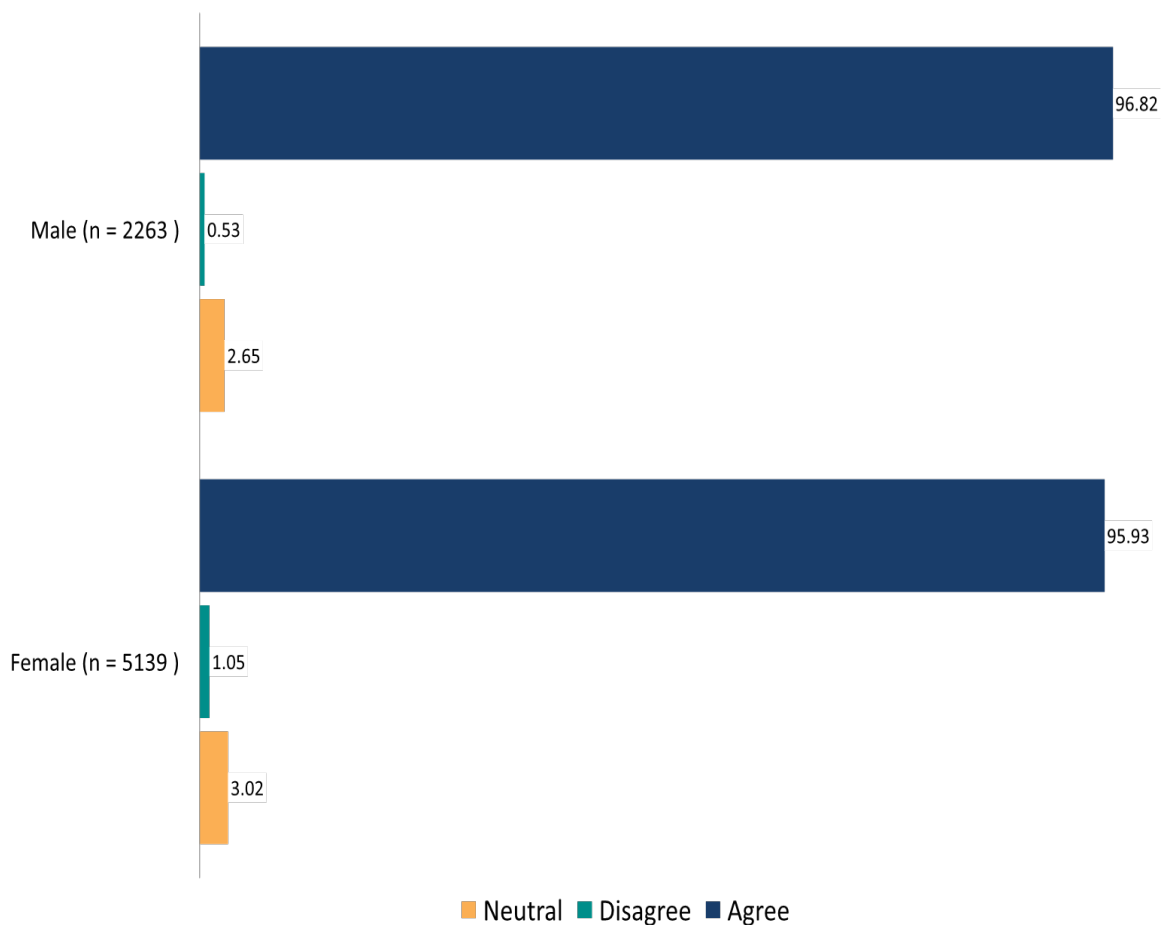
ELEMENT OF COMPARISON

Influence of Sex on the perception of quality of service.

STVC NOK Q64: What is your sex?

STVC NOK Q42: The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent.

NEXT OF KIN



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

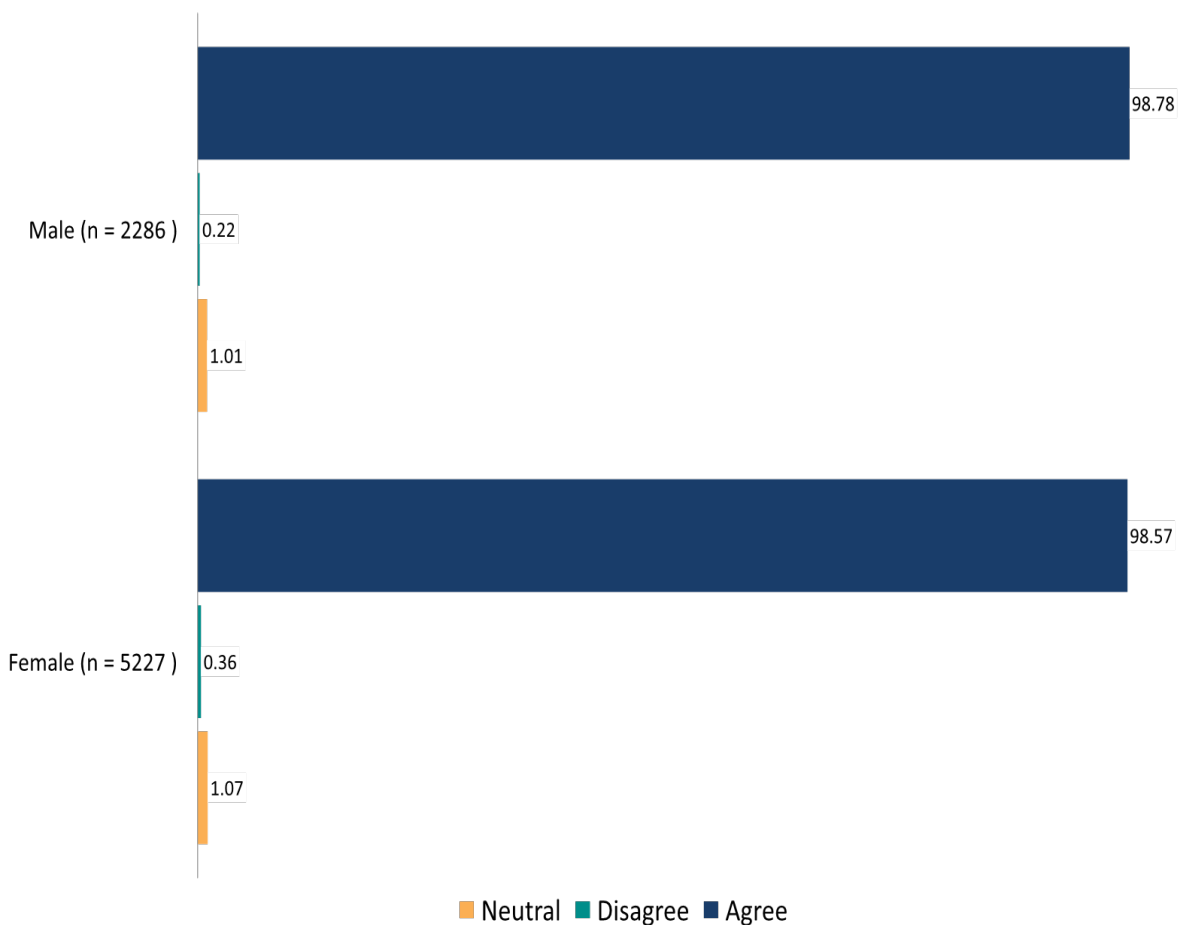
ELEMENT OF COMPARISON

Influence of Sex on recommending the cemetery.

STVC NOK Q64: What is your sex?

STVC NOK Q50: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

NEXT OF KIN



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

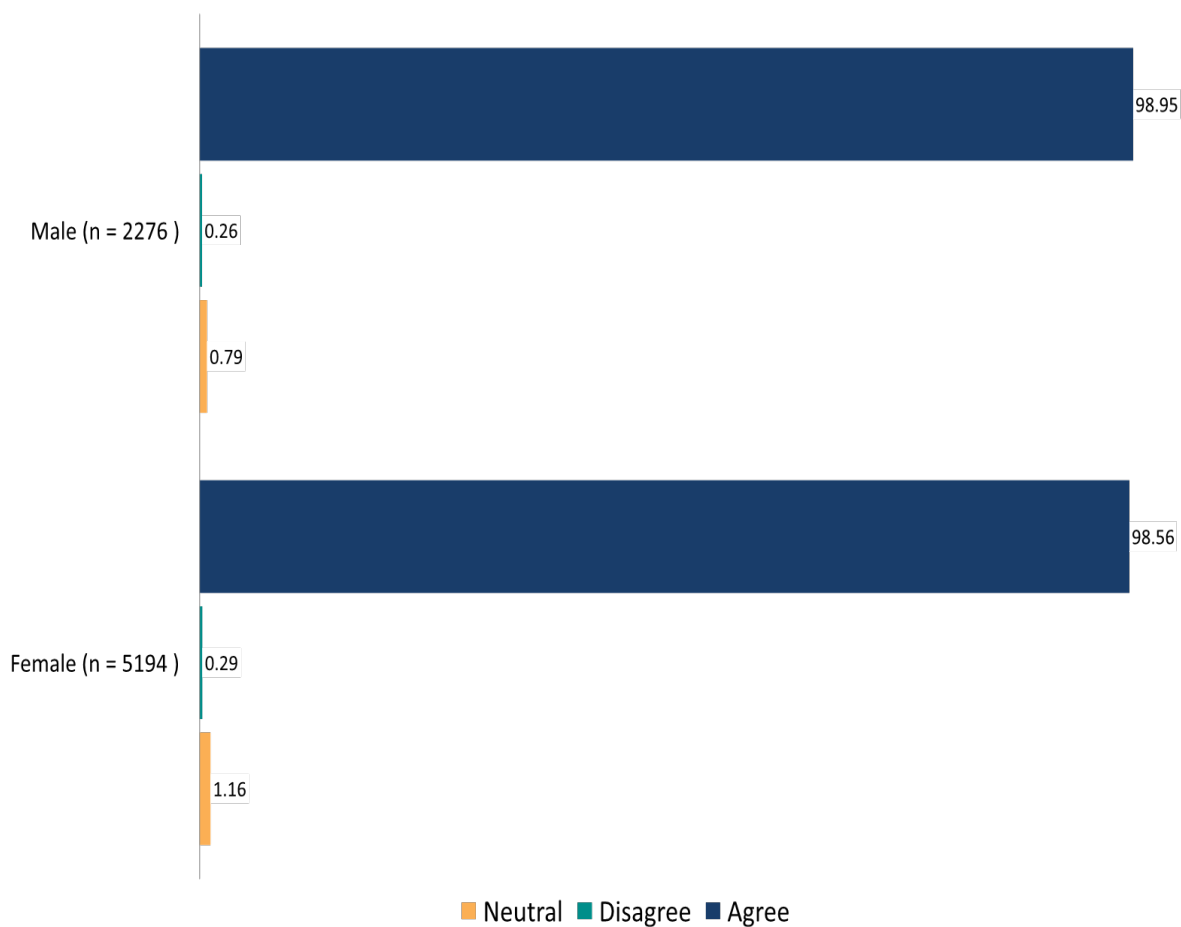
ELEMENT OF COMPARISON

Influence of Sex on the perception of overall appearance of the cemetery.

STVC NOK Q64: What is your sex?

STVC NOK Q47: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

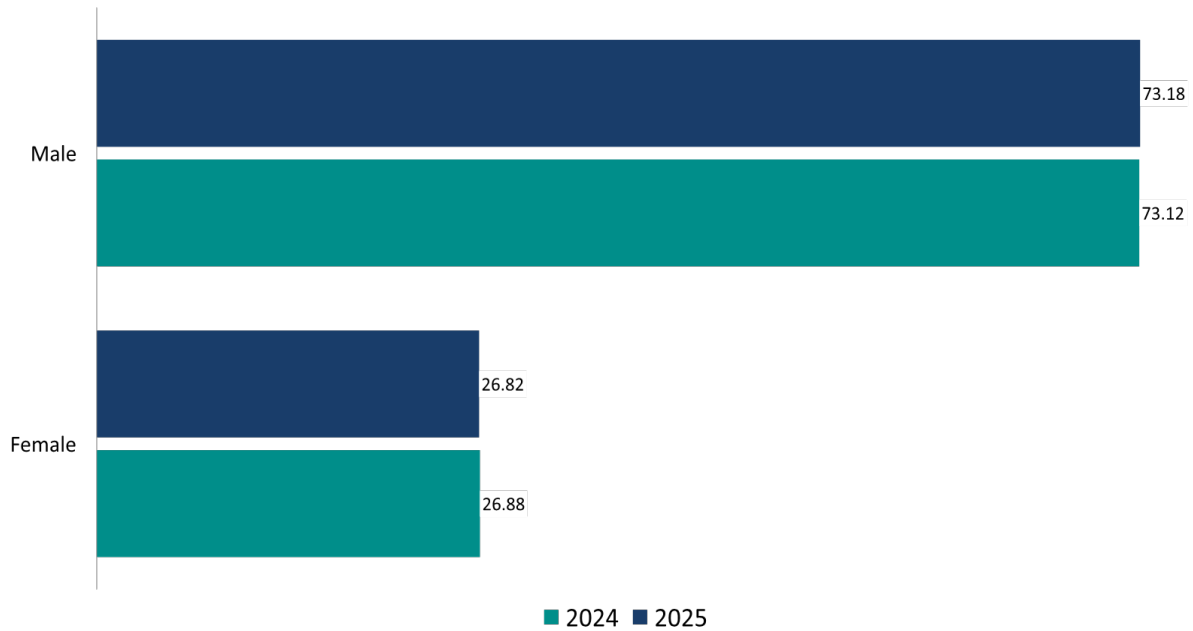
NEXT OF KIN



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

STVC NOK Q65: Was your loved one female or male?

NEXT OF KIN

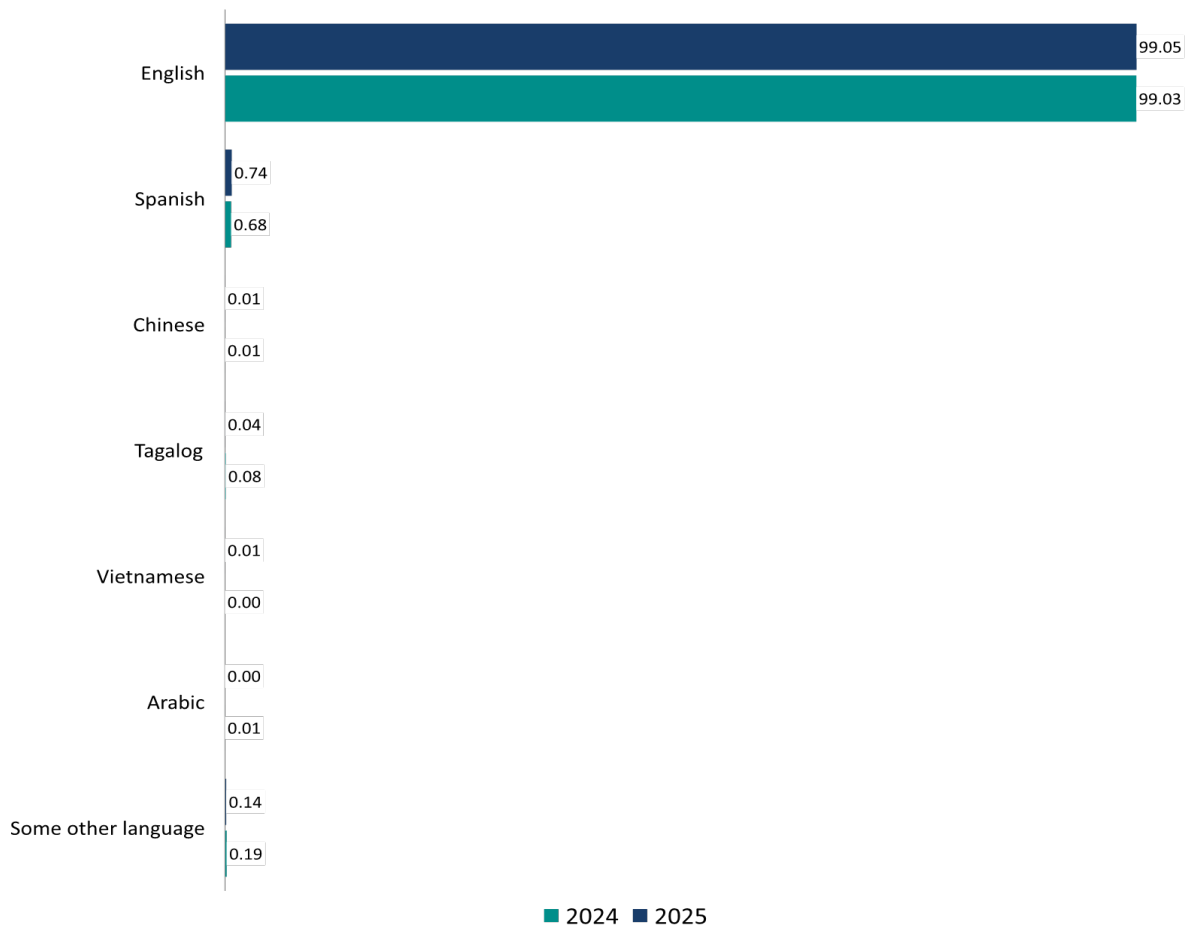


2024: n = 7,873 2025: n = 7,568

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

STVC NOK Q66: What language do you mainly speak at home?

NEXT OF KIN



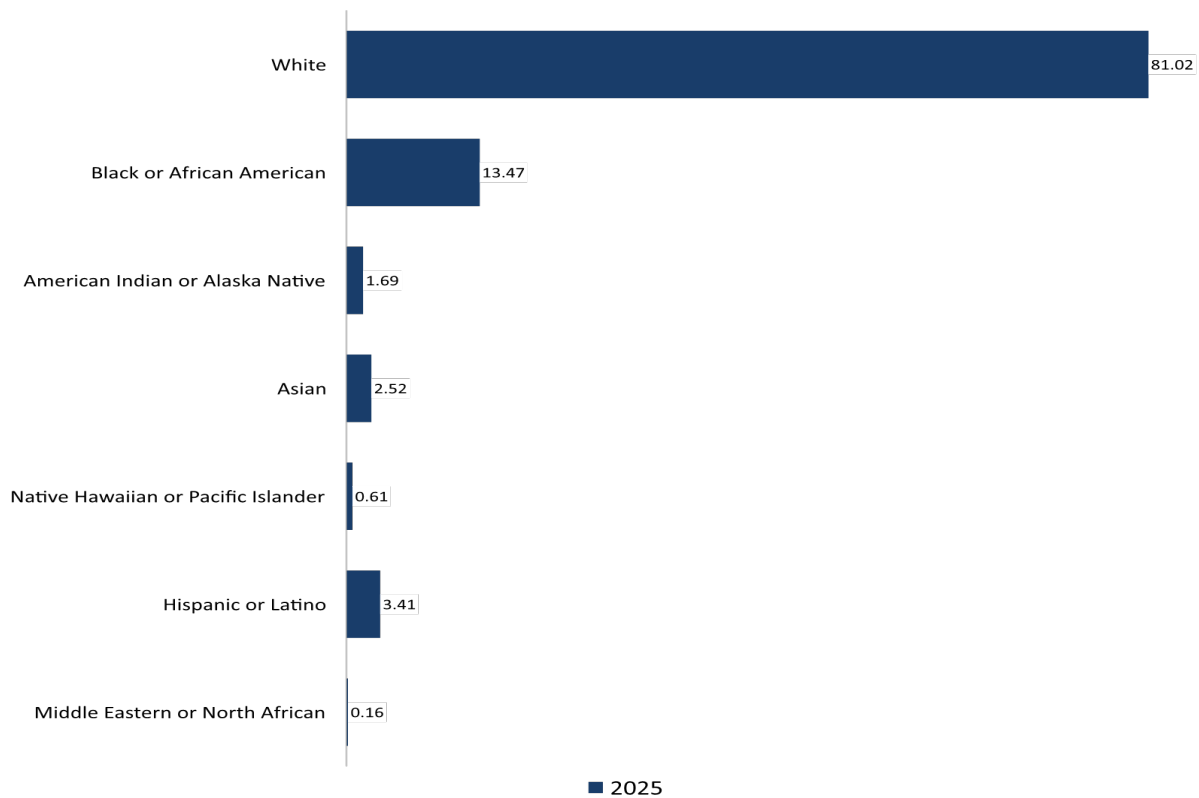
2024: n = 7,974 2025: n = 7,672

Note: NC NOK Q66 was added to the 2024 State, Tribal or Territorial Veterans 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

STVC NOK Q69: What is your race and/or ethnicity? (*Mark all that apply*)

NEXT OF KIN



2025: n = 7,593

Note: STVC NOK Q69 was added as a new question to the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey.

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

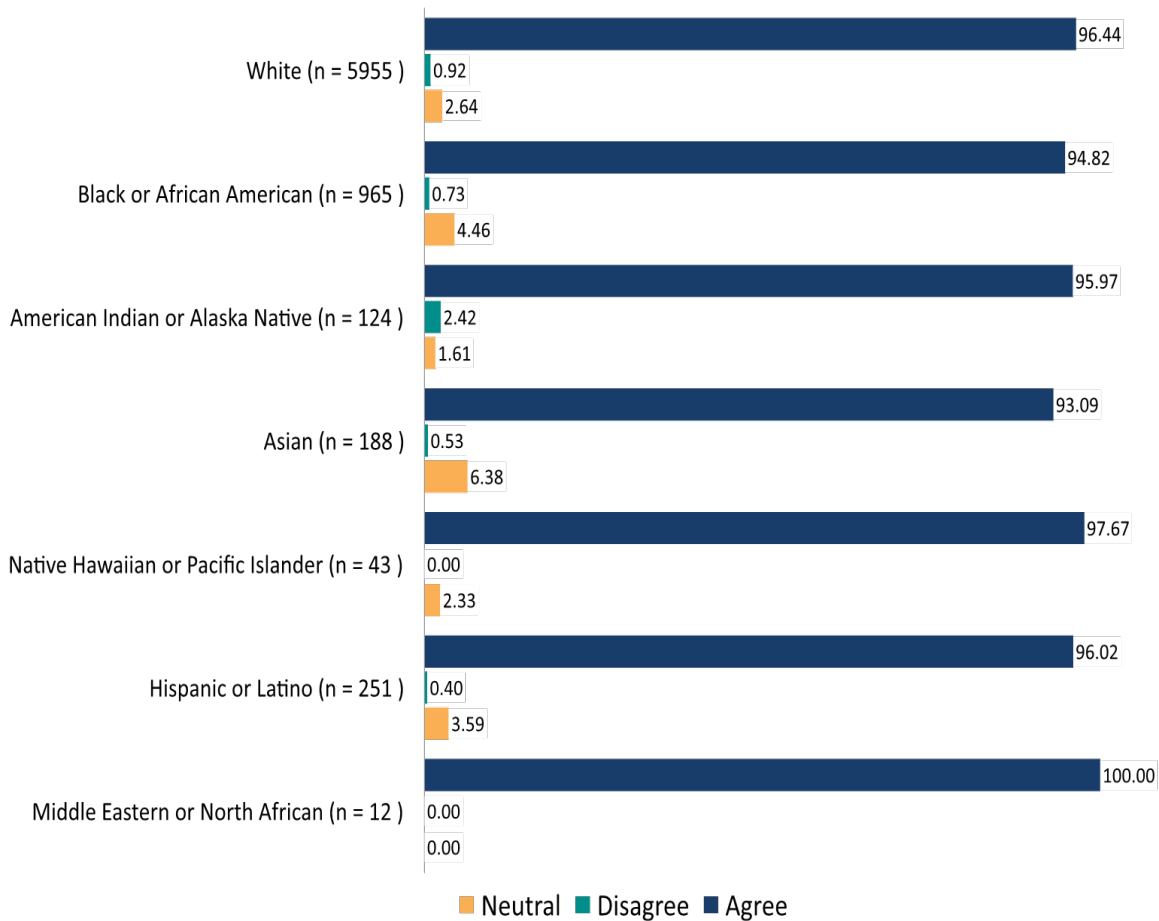
ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

STVC NOK Q69: What is your race and/or ethnicity? *(Mark all that apply)*

STVC NOK Q42: The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent.

NEXT OF KIN



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

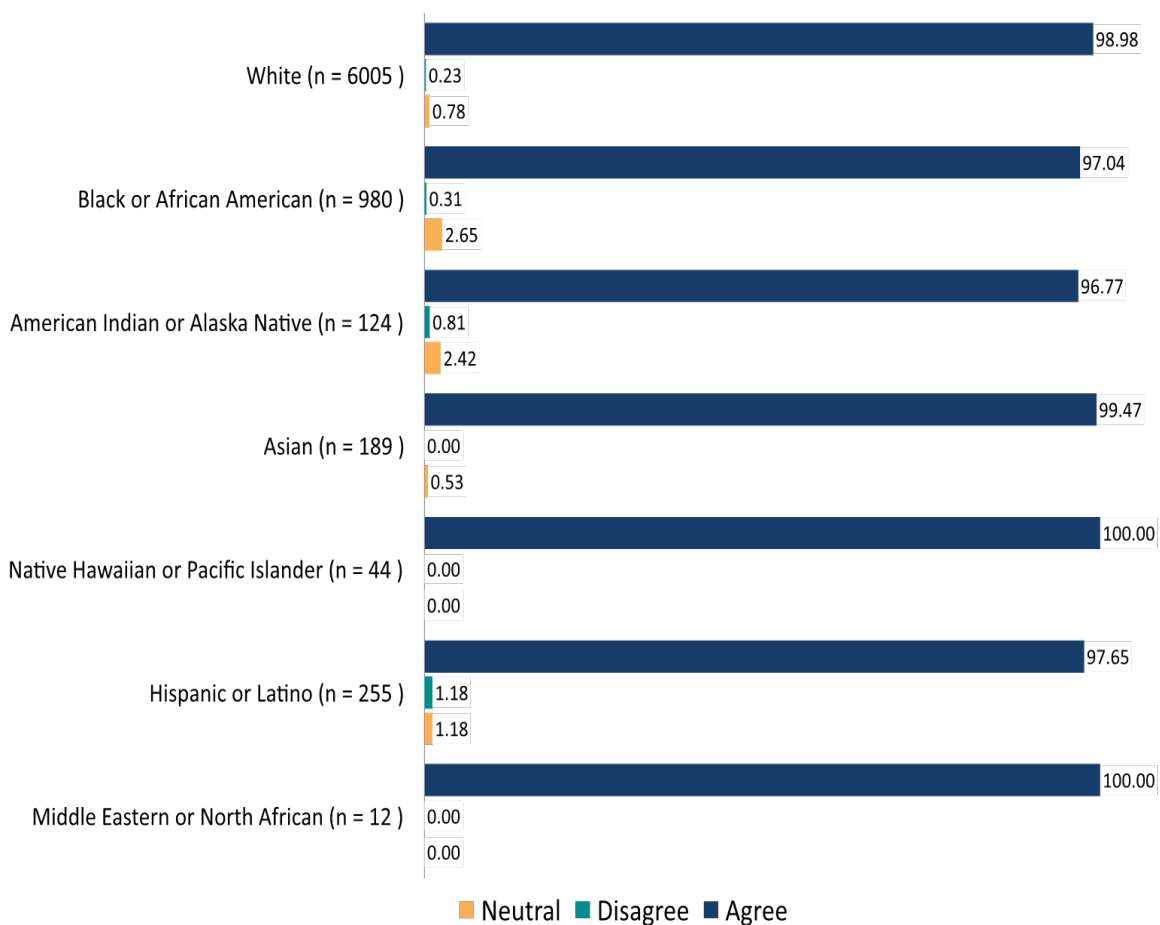
ELEMENT OF COMPARISON

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

STVC NOK Q69: What is your race and/or ethnicity? *(Mark all that apply)*

STVC NOK Q47: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.

NEXT OF KIN



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

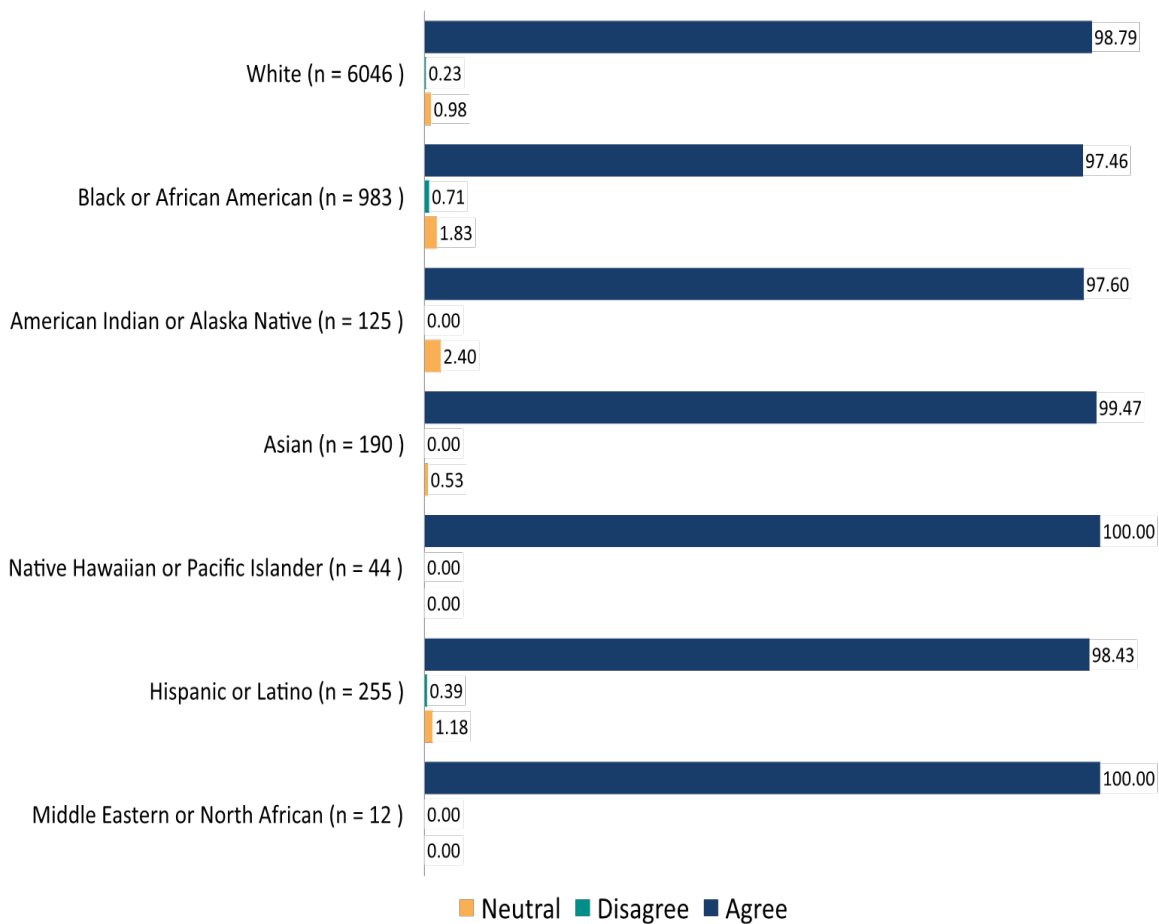
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

STVC NOK Q69: What is your race and/or ethnicity? *(Mark all that apply)*

STVC NOK Q50: I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.

NEXT OF KIN



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

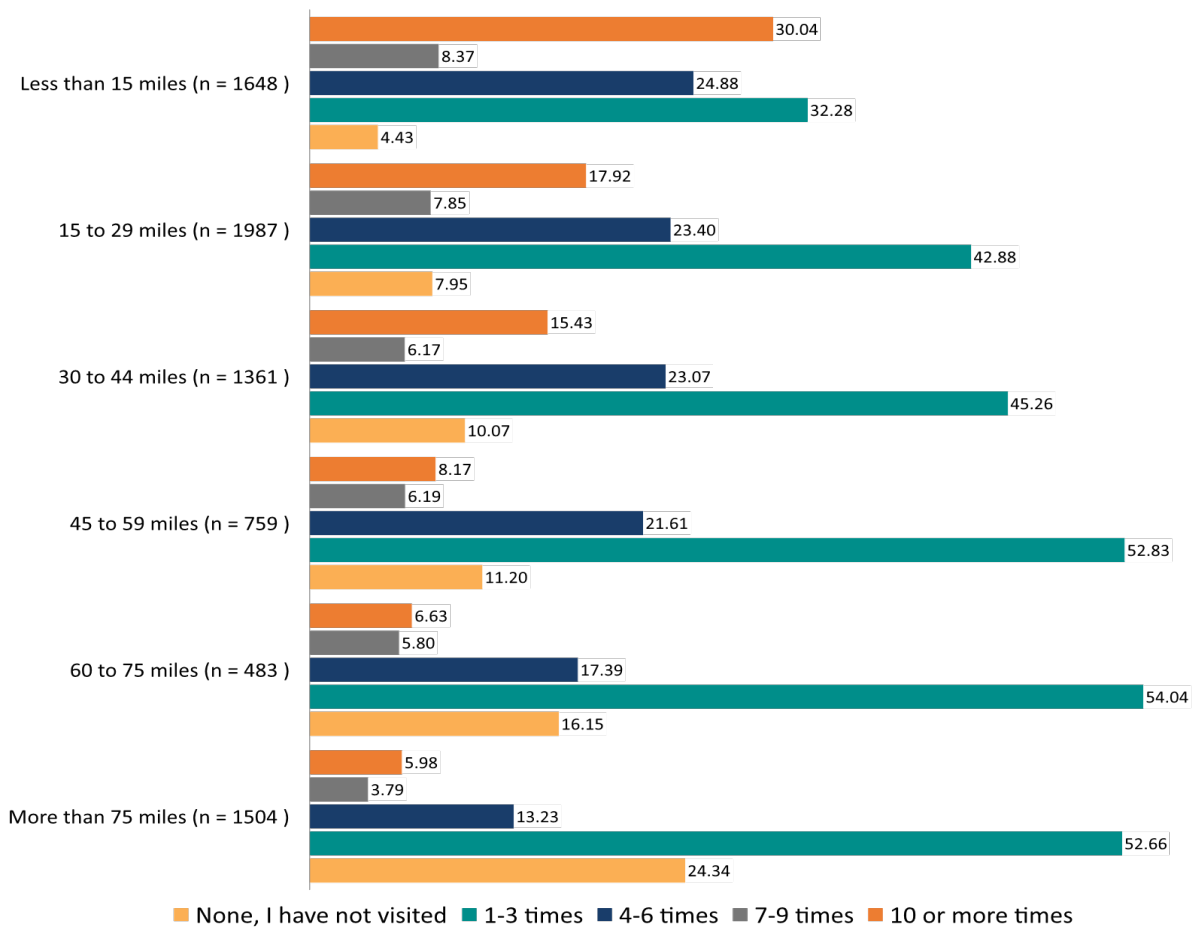
ELEMENT OF COMPARISON

Distance to the cemetery by number of times you have visited the cemetery.

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

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

NEXT OF KIN



ELEMENT OF COMPARISON

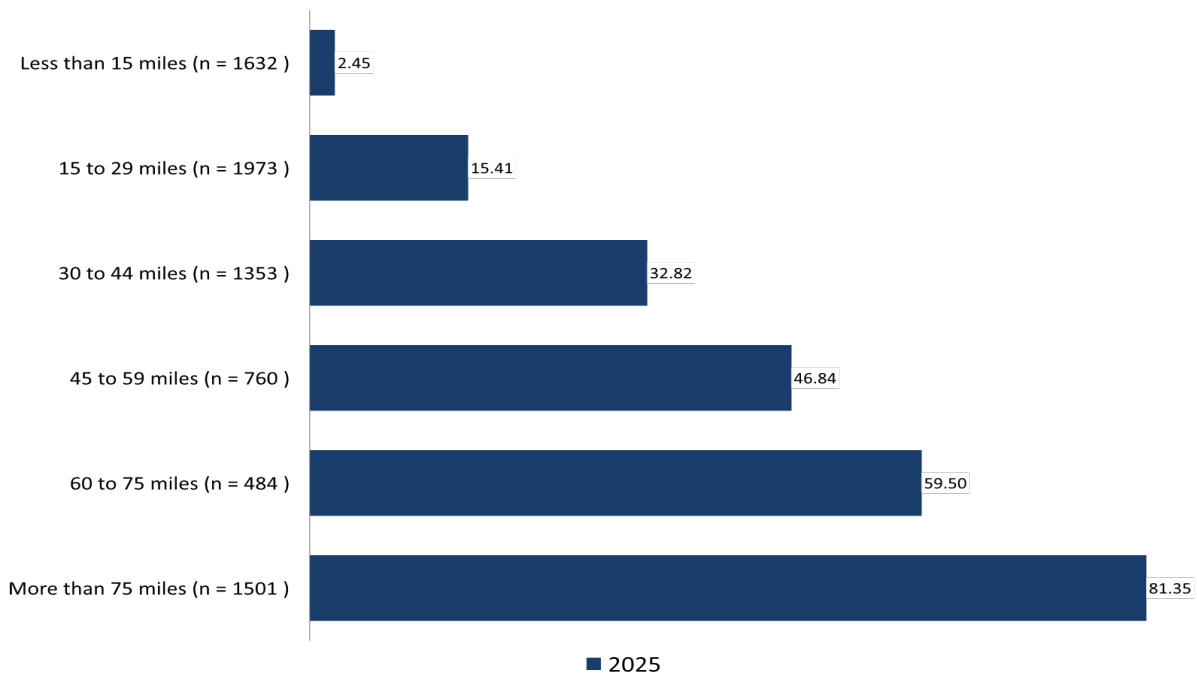
Factors influencing visiting by the distance to cemetery.

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

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

■ Distance to the cemetery

NEXT OF KIN



ELEMENT OF COMPARISON

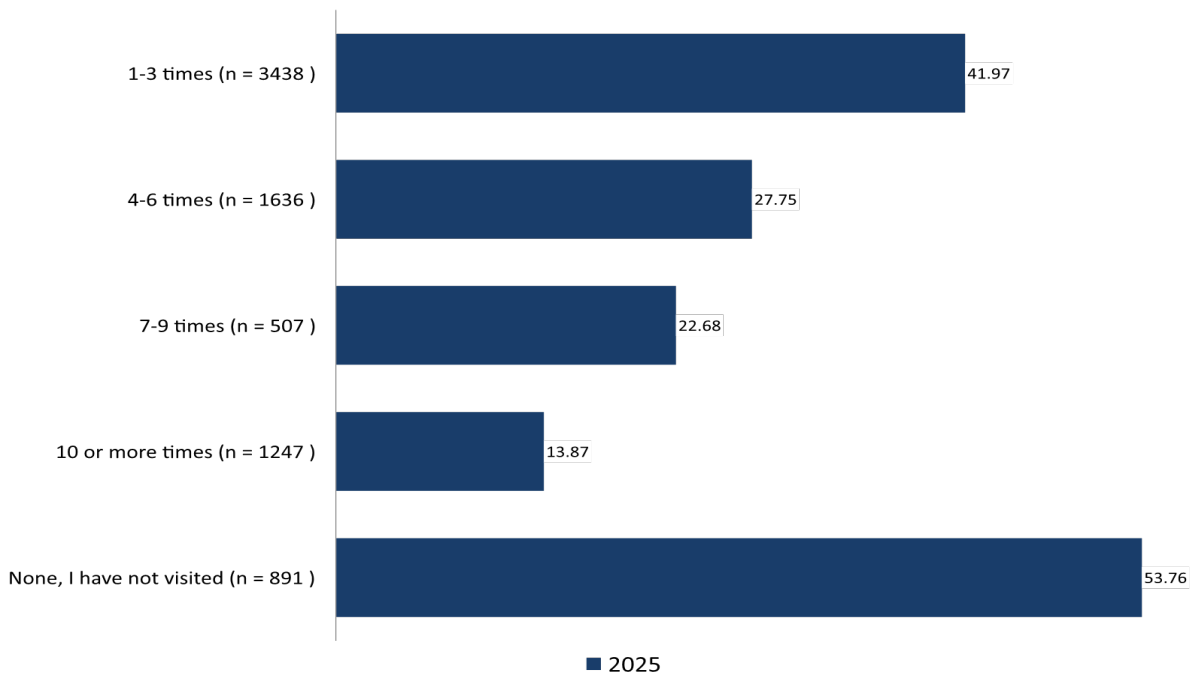
Factors influencing visiting by number of times visiting the cemetery.

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

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

■ Distance to the cemetery

NEXT OF KIN



ELEMENT OF COMPARISON

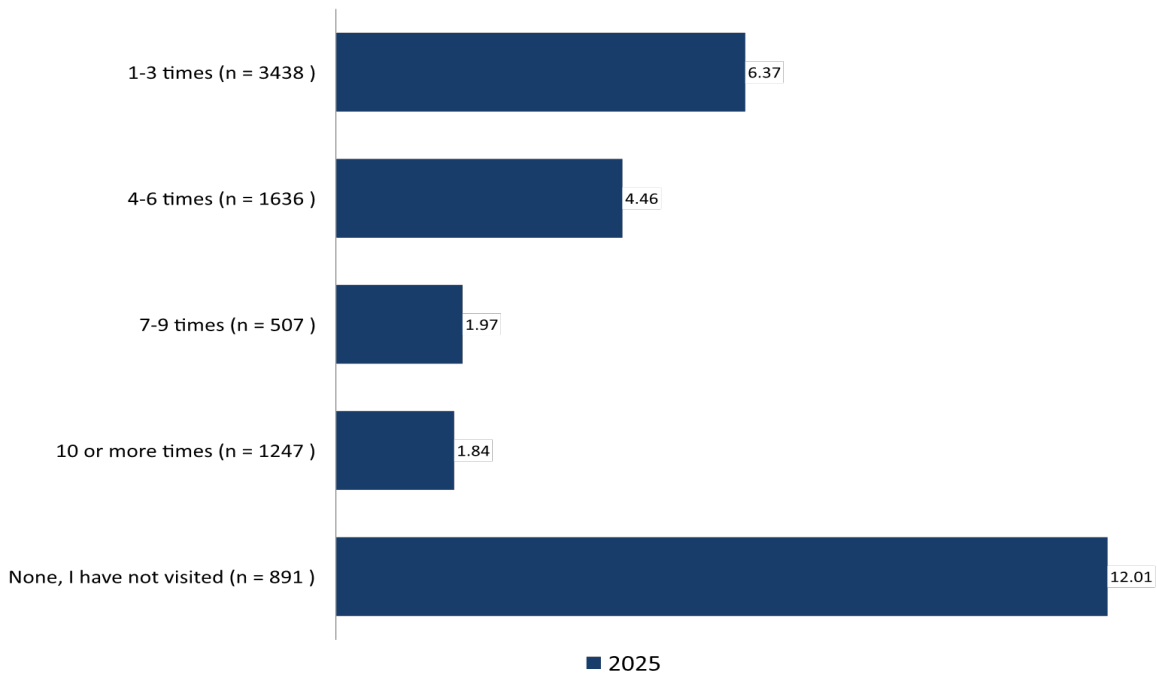
Factors influencing visiting by number of times visiting the cemetery.

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

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

■ Access to transportation

NEXT OF KIN



ELEMENT OF COMPARISON

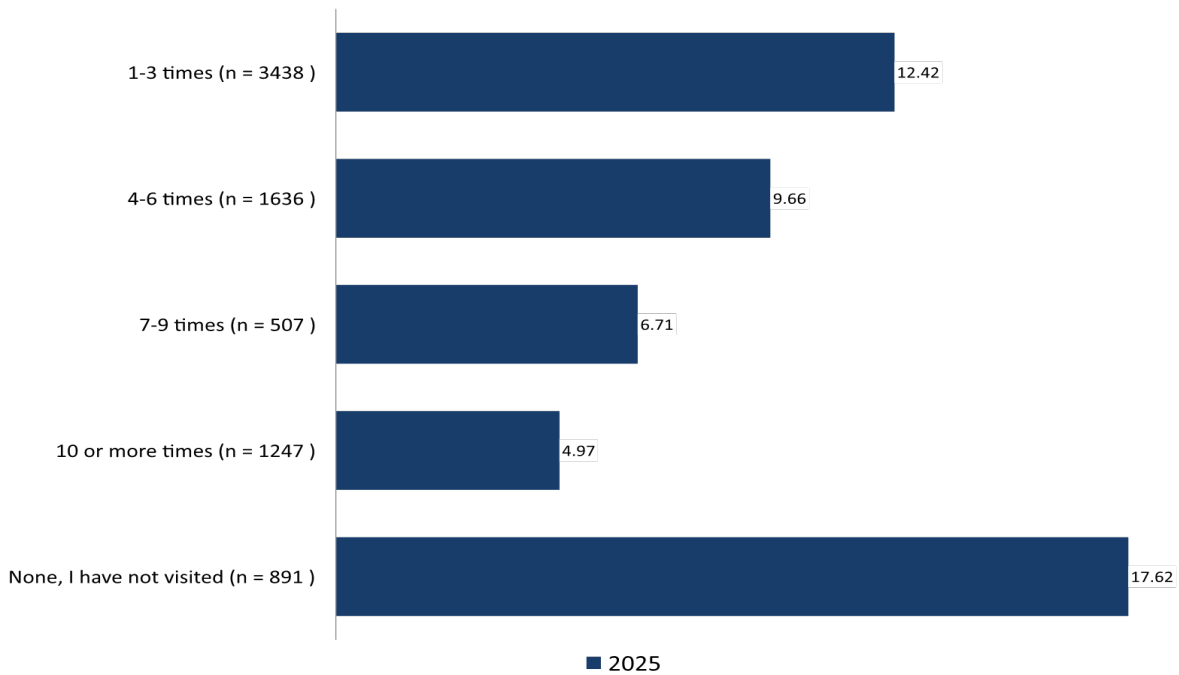
Factors influencing visiting by number of times visiting the cemetery.

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

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

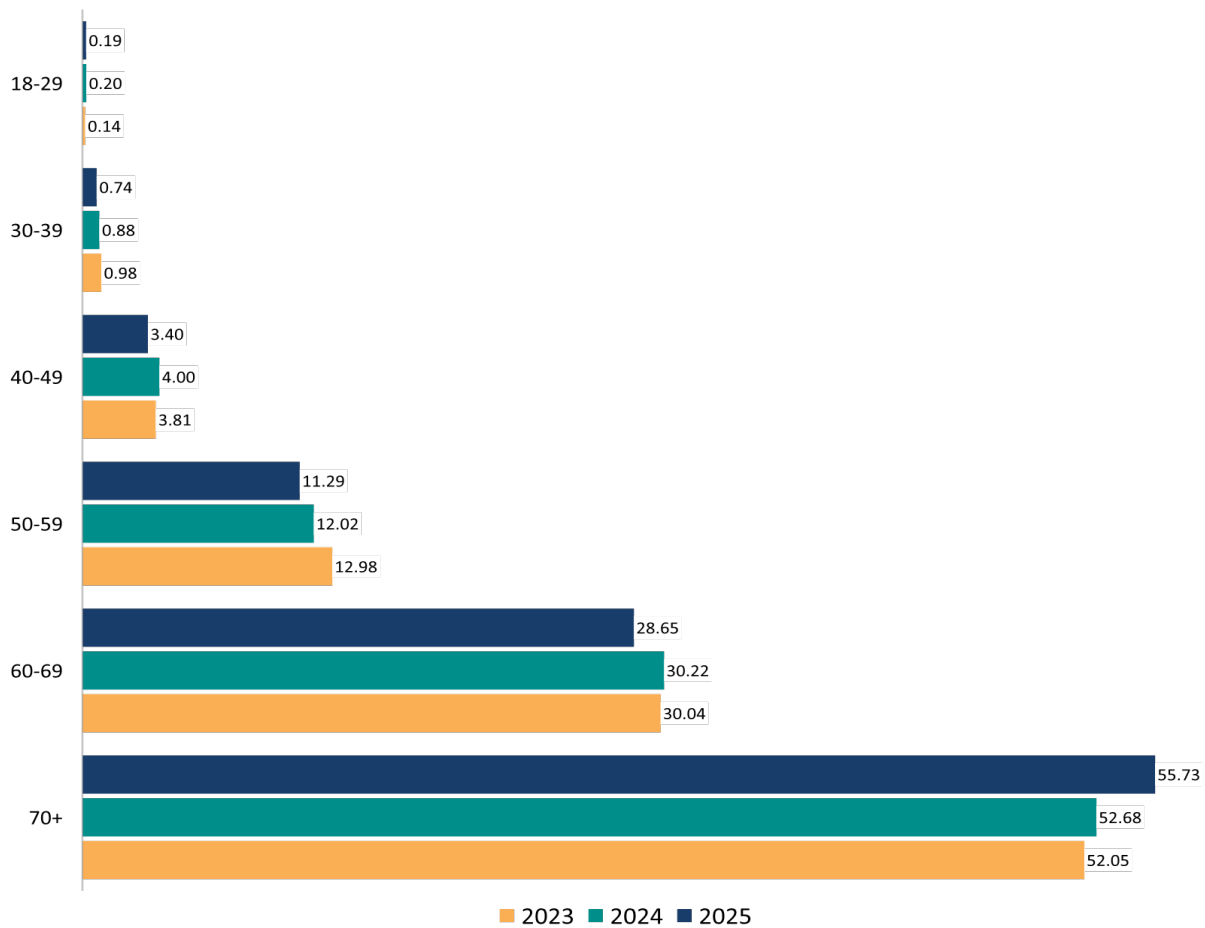
■ Health status

NEXT OF KIN



STVC NOK Q67: In what year were you born? (Age group)

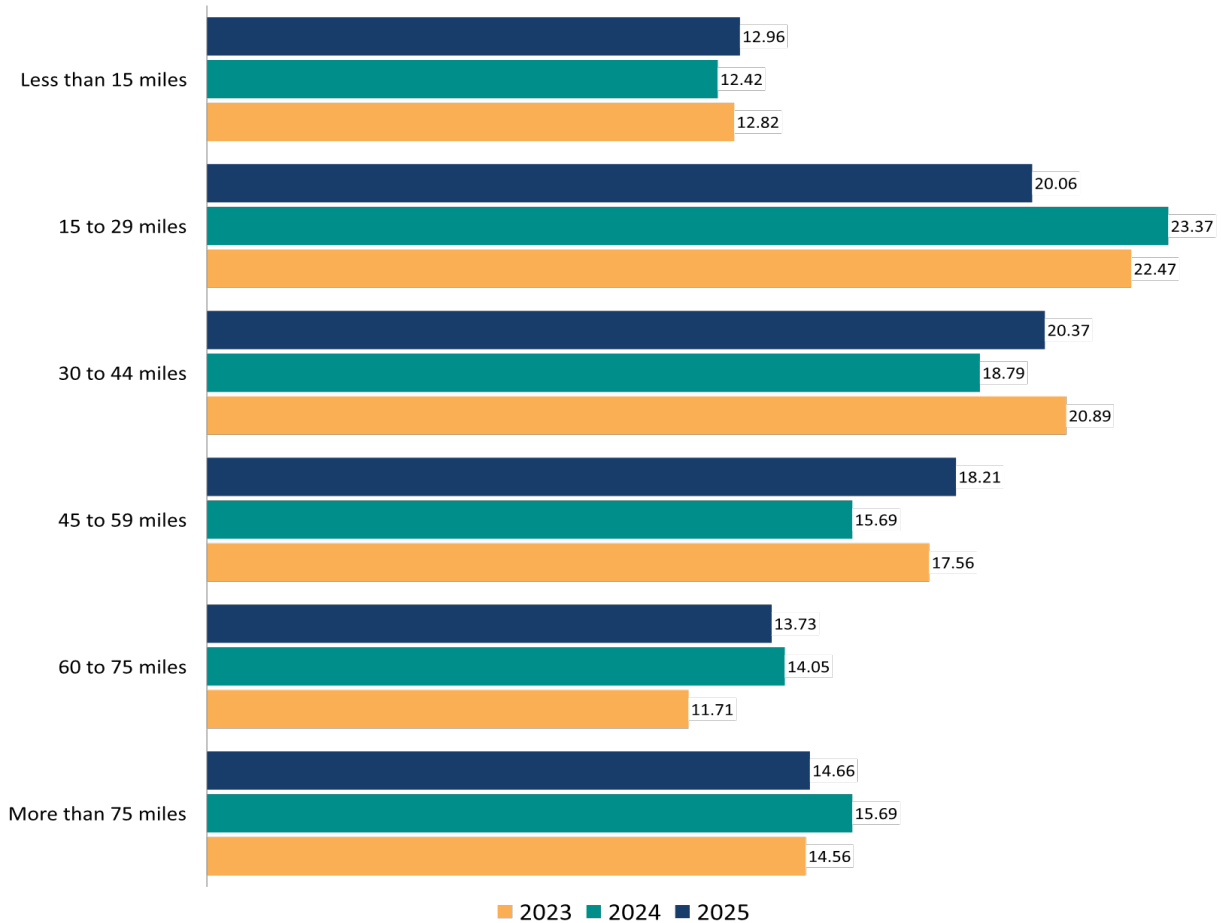
NEXT OF KIN



2023: n = 6,502 2024: n = 7,620 2025: n = 7,388

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

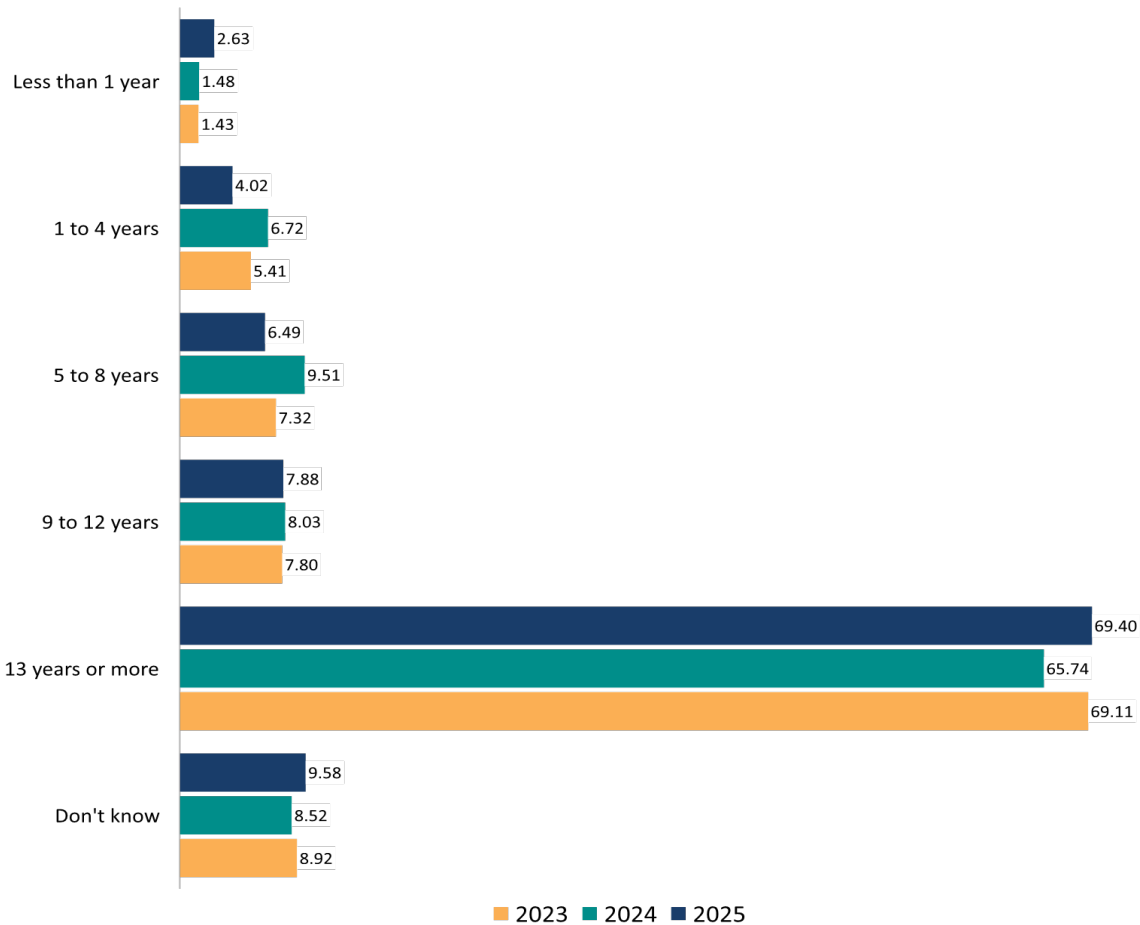
FUNERAL DIRECTORS



2023: n = 632 2024: n = 612 2025: n = 648

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

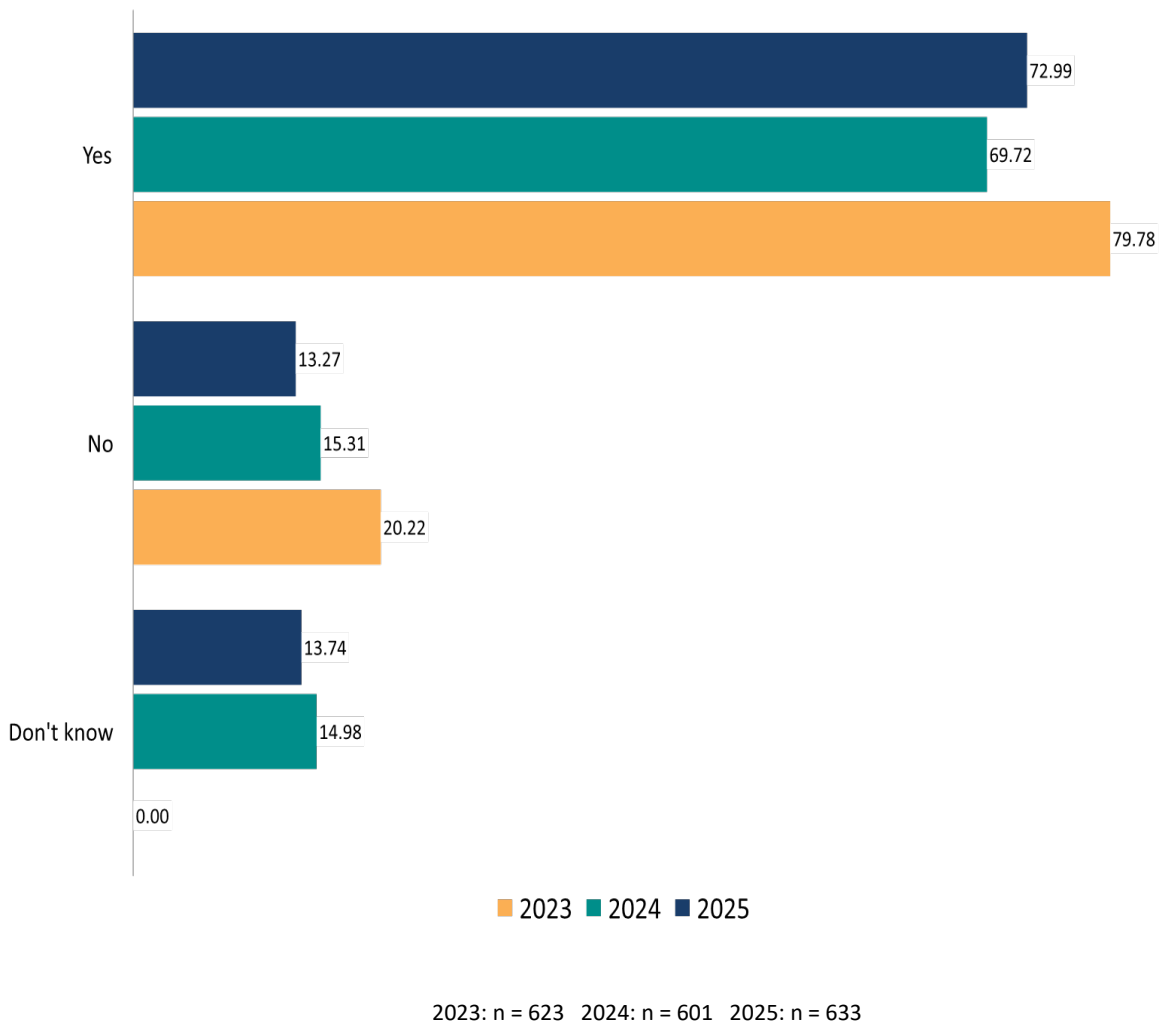
FUNERAL DIRECTORS



2023: n = 628 2024: n = 610 2025: n = 647

STVC FD Q20: Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?

FUNERAL DIRECTORS



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

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 State, Tribal or Territorial Veterans 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 State, Tribal or Territorial Veterans 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 state, tribal or territorial Veteran cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2025 Survey of Satisfaction with State, Tribal or Territorial Veteran Cemeteries. The 2025 survey represents the twelfth national 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 19,254 next of kin who had interred a loved one at a state, tribal or territorial Veteran 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.

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 72 questions for next of kin, and 48 questions for funeral directors.

2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey

The survey instrument revisions were as follows:

- Q34. 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
- Q69 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/State/Cemetery public service announcement/advertisement” was added and “State/Cemetery” was added to the following response options “VA/NCA/State/Cemetery pamphlet, newsletter, brochure,” “VA/NCA/State/Cemetery website,” and “VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter).”
 - Q4. “State/Cemetery” was added to the response option “VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter).”
 - Q31. In the question text the URL was update to www.vlm.cem.va.gov.
 - Q36. The word “first” was added to the question text and the question was changed from (*Mark all that apply*) to (*Mark only one*). The response option “VA/NCA/State/Cemetery public service announcement/advertisement” was added and “State/Cemetery” was added to the following response options “VA/NCA/State/Cemetery pamphlet, newsletter, brochure,” “VA/NCA/State/Cemetery website,” and “VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter).”
 - Q51. The statement was updated to “I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.”
 - Q52. The statement was updated to “I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.”
 - Q62. 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.”
 - Q64. 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.
 - Q65. 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.
 - Q70. 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:
 - Q67. Are you a Hispanic or Latino?
 - Q68. Are you... (*Mark all that apply*) (Note: This question was in regard to race)

Appendix B: Methodology and Survey Instruments

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
 - 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
- 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 state, tribal or territorial Veterans cemetery section of the 2024 funeral director survey:
 - Q1. The number 5 bubble was removed from the survey since there are no longer cemetery numbers that start with the number 5.
 - Q16 and Q17. The response options were updated to: Always, Often, About half of the time, Rarely, and Never.
 - Q22: 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)?
 - 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

Appendix B: Methodology and Survey Instruments

- Q35. The statement was updated to “I trust VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.”
- Q36. 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 state, tribal or territorial Veterans cemetery section of the 2024 funeral director survey:
 - Q4. Of the eligible Veteran families you serve, approximately what percent choose burial in the state, tribal or territorial Veterans cemetery?
 - Q5. How would you characterize the overall communication from the state, tribal or territorial Veterans cemetery to your funeral home?

Sampling

Sampling Frame

The sampling frame for the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey included all the state, tribal or territorial Veterans cemeteries where a Veteran or family member was eligible to be interred during the 2024 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2025 survey fielding there were 122 state, tribal or territorial Veterans 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
Total excluded	20,075
Total available	176,206
Percent excluded	11.39%

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

STVC NOK Excluded Records	
Total excluded	5,254
Total available	41,768
Percent excluded	12.58%

Appendix B: Methodology and Survey Instruments

As in previous iterations, the funeral director survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys. Of the 262,524 total available funeral director records, 95.42% were removed as a result of various de-duplication, 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 41,768 total available next of kin records, 12.58% of were excluded from sample selection due to missing data required to have a “usable” record to include for sampling purposes, with 36,514 deemed usable.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC NOK	41,768	36,514
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, the 2025 State, Tribal or Territorial Veterans 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.

Appendix B: Methodology and Survey Instruments

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

For the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, probability-based sampling was used; this took into account confidence levels, margin of error, variance, and population size. Probability based sampling means that the likelihood of selection for the sample drawn from the population will be known. In contrast, non-probability samples such as convenience samples will gather information from any group that happens to be available at a given place or time, so they are not truly representative. Sampling at random after stratifying the frame from which the sample is drawn is the best method that alleviates sources of error that can bias estimates.

The confidence level for this 2024 survey was 95 percent ($\alpha = 1 - 0.95$, or $\alpha = 0.05$) which is in accordance with other federal surveys. A 95 percent confidence level means that there was a 5% chance of any response falling outside the defined margin of error, due to chance. Margin of error is defined as $1.96 \cdot \sqrt{\sigma/n}$ for each question (parameter). The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. For example, with an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma (σ) is the standard deviation, and n is the sample size.

Based on this approach, of the final 36,514 usable next of kin records, 20,187 were sampled (55.29%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 19,254 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.

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

- Wave 1:
 - A cover letter signed by the Director of the Veterans Cemetery Grants Program for the next of kin State, Tribal or Territorial Veterans Cemetery survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
 - A cover letter signed by the Principal Deputy Under Secretary for Memorial Affairs for the funeral directors survey, requesting the respondents' participation, a copy of the questionnaire, and a return envelope.
- Wave 2: A reminder/thank you postcard.
- Wave 3: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 4: A reminder/thank you postcard.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 90 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%
Grand Total	539	100.0%

Appendix B: Methodology and Survey Instruments

The below chart and 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%
Grand Total	539	100.0%

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

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

**STATE, TRIBAL OR TERRITORIAL VETERANS CEMETERIES:
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/STVC2025>) 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.



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NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



Please complete this survey based on your experiences at the state, tribal or territorial VA-funded Veterans cemetery where your loved one was interred.

Choosing a State, Tribal or Territorial Veterans Cemetery/Cemetery Support and Interaction/NCA Videos

1. Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? (Mark all that apply)

- ☐ My loved one wanted to be interred in a state, tribal or territorial Veterans cemetery
- ☐ My loved one wanted to be close to other relatives or friends already buried in the cemetery
- ☐ The cemetery location will make it easy to visit my loved one's gravesite
- ☐ It was a more affordable burial option
- ☐ The cemetery's reputation in the local Veteran Community
- ☐ It was recommended by a VA outreach officer and/or at a VA outreach event
- ☐ It was recommended by the funeral director
- ☐ It was recommended by someone I trust (e.g. friend, relative, Veterans Service Officer, etc.)
- ☐ Other (specify): _____

2. Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans 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/State/Cemetery pamphlet, newsletter, brochure
- ☐ VA/NCA/State/Cemetery website
- ☐ Other VA Organization
- ☐ Professional/military association meetings
- ☐ Local news
- ☐ VA/NCA/State/Cemetery public service announcement/advertisement
- ☐ VA/NCA/State/Cemetery 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 state, tribal or territorial Veterans cemetery to convey information regarding benefits? (Mark only one)

- ☐ E-mail
- ☐ Newsletter/flyer
- ☐ Local newspaper/television news reports
- ☐ VA/NCA/State/Cemetery 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 state, tribal or territorial Veterans cemetery for your loved one?

- ☐ Yes, and I was involved in planning it
- ☐ Yes, but I was not involved in planning it
→ GO TO QUESTION #14
- ☐ No, the committal service was not held
→ GO TO QUESTION #17
- ☐ Don't know/Can't recall
→ GO TO QUESTION #17

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

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

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 ☒ ☒ ☒ ☒

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

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

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

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

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

- ☐ Yes
- ☐ No

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

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

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

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

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

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

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

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

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

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

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

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

18. How far do you reside from the cemetery?

- ☐ Less than 15 miles
- ☐ 15 to 29 miles
- ☐ 30 to 44 miles
- ☐ 45 to 59 miles
- ☐ 60 to 75 miles
- ☐ More than 75 miles

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

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

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

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

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

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

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

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

Headstones, Markers or Columbarium Niche Covers

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

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

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

- ☐ Yes
- ☐ No

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

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

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

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know/Haven't seen

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

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

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

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

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

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

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

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

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

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ○ ○ ● ○

Incorrect Marks ✓ ✗ • ◐

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
40. 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"/>
41. There are <u>sufficient signs</u> within the state, tribal or territorial Veterans cemetery to assist visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The <u>quality of service</u> received from the state, tribal or territorial Veterans cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The state, tribal or territorial Veterans cemetery staff was <u>courteous</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. The state, tribal or territorial Veterans cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. 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"/>
46. 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"/>
47. The <u>overall appearance</u> of the state, tribal or territorial Veterans cemetery is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Overall, I am <u>satisfied with my experience</u> at the state, tribal or territorial Veterans cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. The state, tribal or territorial Veterans cemetery <u>honors</u> all Veterans and their service to our nation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. I would <u>recommend</u> the state, tribal or territorial Veterans cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. I <u>trust</u> the state, tribal or territorial Veterans cemetery <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"/>
52. I <u>trust</u> the state, tribal or territorial governments <u>to maintain</u> their 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"/>
53. <u>My experiences</u> with the state, tribal or territorial Veterans cemetery <u>exceeded my expectations</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ○ ○ ● ○

Incorrect Marks ✓ ✗ ◌ ◌

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

54. Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree → GO TO QUESTION #56
 - ☐ Disagree → GO TO QUESTION #56
 - ☐ Strongly disagree → GO TO QUESTION #56

55. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. (Mark all that apply)
- ☐ My loved one wanted to be interred in a VA national cemetery
 - ☐ Other family members are interred in a VA national cemetery
 - ☐ Others recommended the VA national cemetery
 - ☐ There is no cost to inter my loved one at a national cemetery
 - ☐ A national cemetery is more prestigious than a state, tribal or territorial Veterans cemetery
 - ☐ The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a state, tribal or territorial Veterans cemetery
 - ☐ Other (specify): _____

56. Have you visited a VA national cemetery?
- ☐ Yes
 - ☐ No → GO TO QUESTION #59
 - ☐ Don't know/Not applicable → GO TO QUESTION #59

57. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree

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

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

59. The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.

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

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?

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

Demographics Disclaimer Statement:

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

61. Was your loved one your...

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

62. Are you a Veteran?

- ☐ Yes
- ☐ No → GO TO QUESTION #64

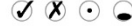
Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



63. 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/ for more information.

64. What is your sex?

- ☐ Female
- ☐ Male

65. Was your loved one female or male?

- ☐ Female
- ☐ Male

66. What language do you mainly speak at home?

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

67. In what year were you born?

— — — —

68. In what belief tradition was the burial conducted?

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

69. 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.

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

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

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

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

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

No

Yes → If you are interested in participating in a focus group discussion to assist the National Cemetery Administration with improving its quality of service to Veterans and their families, please complete the information below:

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

Online

By phone

In person at a focus group facility

Name:

Phone Number:

Email:

Your participation will have no impact on your VA benefits.

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

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

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.

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2025 STVC National Report

August 2025 169

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.



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NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐ Incorrect 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.

	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

2. How far is your funeral home from the national cemetery with which you most frequently did business?
- ☐ Less than 15 miles
- ☐ 15 miles to 29 miles
- ☐ 30 miles to 44 miles
- ☐ 45 miles to 59 miles
- ☐ 60 miles to 75 miles
- ☐ More than 75 miles
3. How long has your funeral home worked with the national cemetery?
- ☐ Less than 1 year
- ☐ 1 to 4 years
- ☐ 5 to 8 years
- ☐ 9 to 12 years
- ☐ 13 years or more
- ☐ I don't know

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

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

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

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

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

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

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

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

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)

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

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

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

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

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

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

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

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?

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

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

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

13. Overall, how satisfied were you with the length of time you were on the phone to schedule interments with the national cemetery?

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

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

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)?

- ☐ 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 type="checkbox"/> <input type="checkbox"/>					
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
21. The upkeep of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
33. I <u>trust</u> VA and the National Cemetery Administration to <u>meet the burial needs of Veterans in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. I <u>trust</u> VA and the National Cemetery Administration to <u>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"/>	<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"/>	<input type="radio"/>
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. <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div>							
Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number): <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div>							

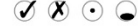
Appendix B: Methodology and Survey Instruments

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 ☐ ☐ ☒ ☐

Incorrect Marks ☒ ☒ ☒ ☒

12. When completing an application for a VA headstone, marker or medallion, do you typically...(Mark only one)

- ☐ Complete and confirm information with family member's review and signature
☐ Complete and send to VA
☐ Partially complete and give to family member for finalization
☐ Other (specify): _____

13. Are you aware of the following requirements?

Memorial products orders require the signature from the next of kin or written delegation or representation?

- ☐ Yes ☐ No

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?

- ☐ Yes ☐ No

14. Generally, about how long after ordering the headstone, marker, or medallion did it arrive?

- ☐ Less than 1 month
☐ Between 1 and 2 months
☐ Between 2 and 3 months
☐ Between 3 and 4 months
☐ More than 4 months
☐ Has not arrived yet
☐ Don't know/Not sure

15. How satisfied are you with the amount of time it takes to receive VA markers?

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

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

- ☐ Yes
☐ No → GO TO QUESTION #20
☐ Don't know → GO TO QUESTION #20

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

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

18. What types of problems have you experienced with VA furnished headstones and markers?

(Mark all that apply)

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

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

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

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?

	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"/>

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."

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

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)?

- ☐ Yes
☐ No → GO TO QUESTION #25

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

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct MarkIncorrect Marks

<p>23. Do you typically inform your clients about the Presidential Memorial Certificate?</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>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.</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<p>24. Do you typically order the Presidential Memorial Certificate for your clients?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	
<p>25. Overall, how satisfied are you with your experience with these VA Memorial Products and Services?</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>	

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.

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

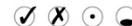
Appendix B: Methodology and Survey Instruments

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 and 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)?

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.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ Not applicable
23. The upkeep of the headstones, markers, or columbarium niche covers is excellent						
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.

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Appendix C: User Guide

SECTION DESCRIPTION

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

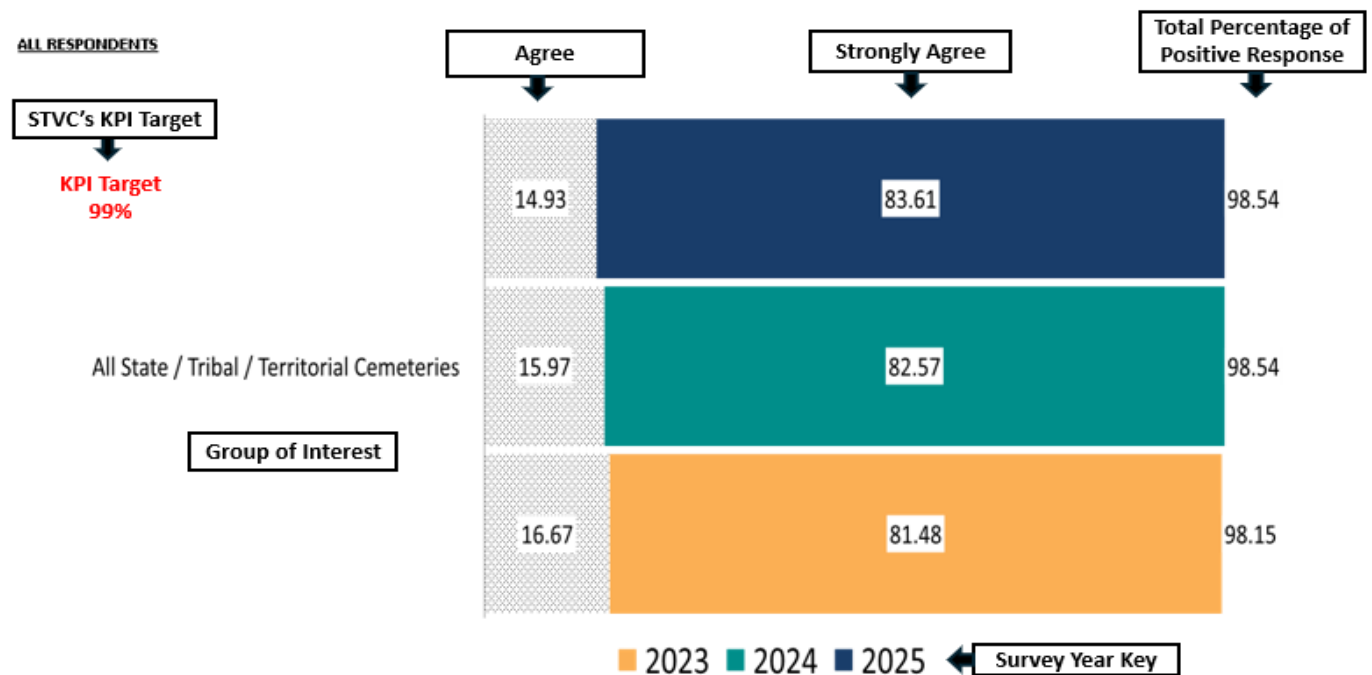
Question Numbers

Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors. In the below example, Question 47 was asked of next of kin in the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey, while Question 32 was asked of funeral directors in 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., "Agree" and "Strongly agree"). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all state, tribal or territorial Veterans cemeteries survey participants.

Question 47/32: The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.



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

The percentages to the right of the chart represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, "Strongly agree") and the percentages on the

left are the moderate responses (in this case, “Agree”). For example, in the above graph 14.93% of all respondents selected “Agree” in 2025 and 83.61% selected “Strongly agree,” so in total, 98.54% of participants responded positively to this item.

When an NCA KPI target exists for an item, the KPI target is presented at the top left of the graph. This is meant to aid with the comparison between NCA’s KPI target on the item and the actual satisfaction survey data. In this example, the KPI target is 99.00%, while the actual satisfaction scores on this item have ranged from 98.15% to 98.54%. Note that KPI targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not display a KPI target.

Data Tables

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

	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All State / Tribal / Territorial Cemeteries	2025	8239	83.61%	1.04%	14.93%	1.19%	0.12%	0.15%
	2024	8505	82.57%	1.09%	15.97%	1.03%	0.22%	0.20%
	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%

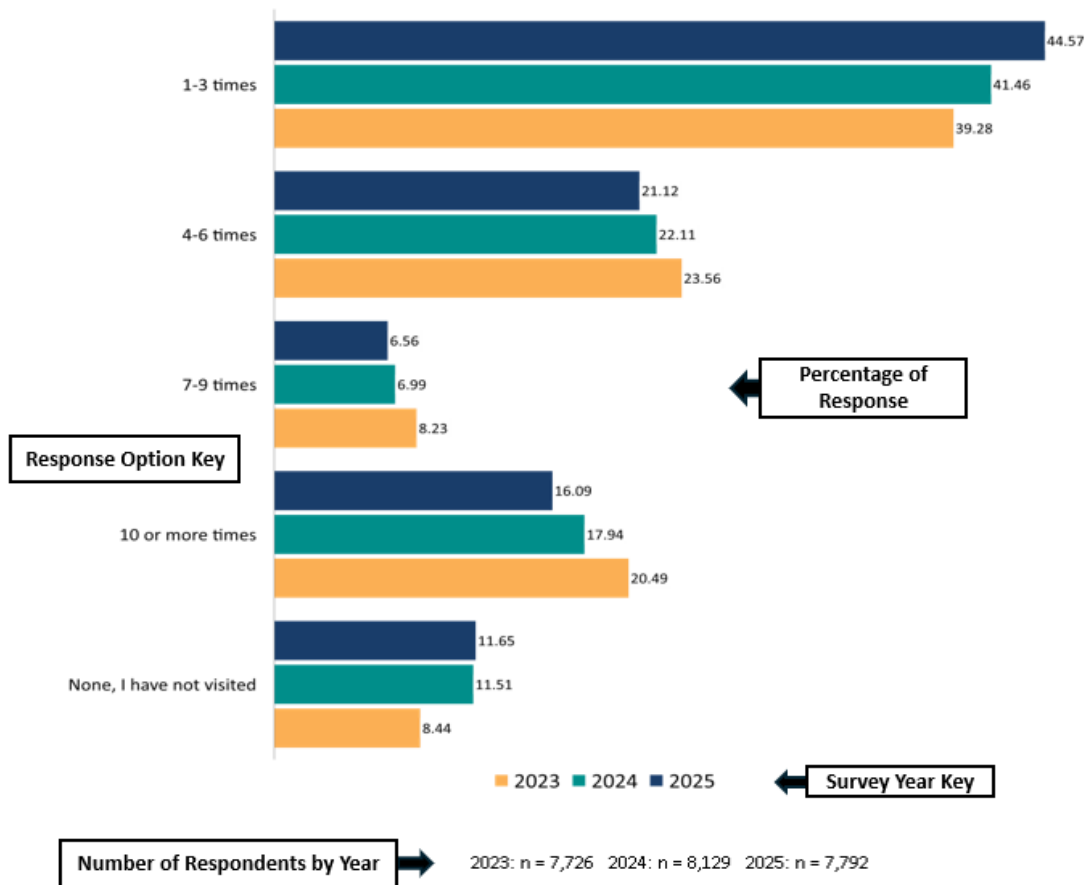
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., “Strongly agree,” “Very satisfied”) for the row year versus the previous year. For example, in the above table 83.61% of respondents selected “Strongly agree” in 2025, while 82.57% selected this option in 2024. The change score was calculated as follows: $83.61\% - 82.57\% = 1.04\%$. Although 2022 data are not presented in the table, the 2023 change score represents the difference between the percentage of respondents selecting “Strongly agree” in 2023 and in 2022.

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

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

Standard Bar Graphs

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



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 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, 44.57% of respondents selected 1-3 times in 2025, 41.46% selected 1-3 times in 2024, and 39.28% 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.

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 #
42	27	The quality of service received from cemetery staff is excellent.	10 – 11
47	32	The overall appearance of the state, tribal or territorial Veterans cemetery is excellent.	12 – 13
41	26	There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors.	15 – 16
50	34	I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need.	17 – 18
14	24	The committal shelter used for the service was private, clean, and free of safety hazards.	20 – 21
40	23	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	23 – 24
52	36	I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.	28 – 29
51	35	I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.	30 – 31
49	25	The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation.	32 – 33
43	28	The state, tribal or territorial Veterans cemetery staff was courteous.	94 – 95
44	29	The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	96 – 97
46	31	The information kiosks (i.e., gravesite locators) are helpful to me.	98 – 99
48	33	Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery.	100 – 101
53	37	My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations.	102 – 103

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
STVC NOK		Report Page #
1	Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? <i>(Mark all that apply)</i>	34
2	Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?	37
3	How did you learn of these benefits prior to your time of need? <i>(Mark all that apply)</i>	38
4	Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? <i>(Mark only one)</i>	39
5	Did the funeral director provide information about burial and memorial benefits available for Veterans? <i>(Mark all that apply)</i>	40
6	Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?	41
7	How satisfied were you with the available dates and times offered for the scheduling of your committal service?	42
8	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	43
9	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?	73
10	The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.	74
11	Was your experience at the cemetery similar to the video on service options you viewed?	75
12	At the committal service, did your family have any of the following special needs or requests? <i>(Mark all that apply)</i>	70
13	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	71
15	If your loved one received military funeral honors, how satisfied were you with the honors received?	76
16	Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?	19
17	How many times have you visited the cemetery where your loved one was interred?	121
18	How far do you reside from the cemetery?	122
19	Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? <i>(Mark all that apply)</i>	123
20	Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?	36
21	Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? <i>(Mark all that apply)</i>	57
23	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	89
24	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	90
25	How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	22
26	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	91
27	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	92

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
STVC NOK		Report Page #
28	Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	44
29	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	45
30	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? <i>(Mark all that apply)</i>	46
31	Are you aware of the Veterans Legacy Memorial (VLM) website www.vlm.cem.va.gov ?	48
32	How easy was the VLM site to navigate?	49
33	Have you added content to a Veteran page on the VLM site? <i>(Mark all that apply)</i>	50
34	How did you become aware of the Veterans Legacy Memorial website? <i>(Mark all that apply)</i>	51
35	Are you aware of the NCA Pre-Need Eligibility process?	52
36	How did you first become aware of the Pre-Need opportunity? <i>(Mark only one)</i>	53
37	Have you applied for Pre-Need Eligibility?	54
38	Were you satisfied with the length of time it took to receive a certificate of eligibility?	55
45	The appearance of my loved one's gravesite/columbaria is excellent.	14
54	Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.	105
55	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. <i>(Mark all that apply)</i>	106
56	Have you visited a VA national cemetery?	107
57	Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	108
58	Based on your visit, the quality of service at the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	109
59	The honor of being interred at a state, tribal or territorial Veterans cemetery is equivalent to that of being interred at a VA national cemetery.	110
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?	47
61	Was your loved one your.....	125
62	Are you a Veteran?	126
63	Are you a Veteran married/partnered to a Veteran?	127
64	What is your sex?	128
65	Was your loved one female or male?	133
66	What language do you mainly speak at home?	134
67	In what year were you born? (Age group)	144
68	In what belief tradition was the burial conducted?	124
69	What is your race and/or ethnicity?	135
70	Have you or your loved one used any other VA Benefits? <i>(Mark all that apply)</i>	56

Appendix D: Question Locator

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
GEN FD Q1	Do you inform families of Veterans of their potential burial and memorial benefits from the VA for which they might be eligible?	112
GEN FD Q2	Are you aware of the NCA Funeral Director resource page at https://www.cem.va.gov/funeraldirector.asp ?	113
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?	114
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?	115
GEN FD Q5	Do you typically provide information resources on military honors to next of kin?	116
GEN FD Q6	Are you aware of the NCA Pre-Need Eligibility process?	117
GEN FD Q7	How often do your customers request “green” (i.e., environmentally sensitive) burials?	118
GEN FD Q8	Did you offer livestreaming of committal services at cemeteries?	119
2	How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?	145
3	How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?	146
4	Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?	60
5	In general, of the following services, which one provides you the MOST information about state, tribal or territorial Veterans cemetery policies and procedures? <i>(Mark only one)</i>	61
6	About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? <i>(Mark all that apply)</i>	62
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? <i>(Mark only one)</i>	66
8	Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?	59
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?	63
10	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	64
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?	78
12	How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?	25
13	How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?	81
14	Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?	26
15	How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?	79
16	During committal services, how often do you receive the support you need from cemetery staff?	80
17	Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?	82
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?	83
19	How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?	84
20	Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?	147
21	To what extent is the quality of military honors acceptable?	85

Appendix D: Question Locator

Question #	Question Text	Report Page #
FD		Report Page #
22	Do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.va.gov/remember)?	65
30	The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services.	67

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2025 State, Tribal or Territorial Veterans 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 33.89% (42.81% 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 30,836 survey questionnaires (19,254 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 1,292 pieces of mail being undeliverable. In addition, 127 pieces of mail were returned to the return to sender address as undeliverable. In 2025, a total of 1,419 pieces of mail (4.60%) 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	19,254	11,582	30,836
Total Undeliverable	897	522	1,419
<i>Returned to USPS</i>	<i>817</i>	<i>475</i>	<i>1,292</i>
<i>Returned to Sender</i>	<i>80</i>	<i>47</i>	<i>127</i>
Total Eligible Questionnaires	18,357	11,060	29,417
Total Returned Surveys	7,858	2,111	9,969
<i>English Surveys Returned</i>	<i>7,811</i>	<i>2,085</i>	<i>9,896</i>
<i>Spanish Surveys Returned</i>	<i>47</i>	<i>26</i>	<i>73</i>
Total Response Rate (Returned/Eligible)	42.81%	19.09%	33.89%

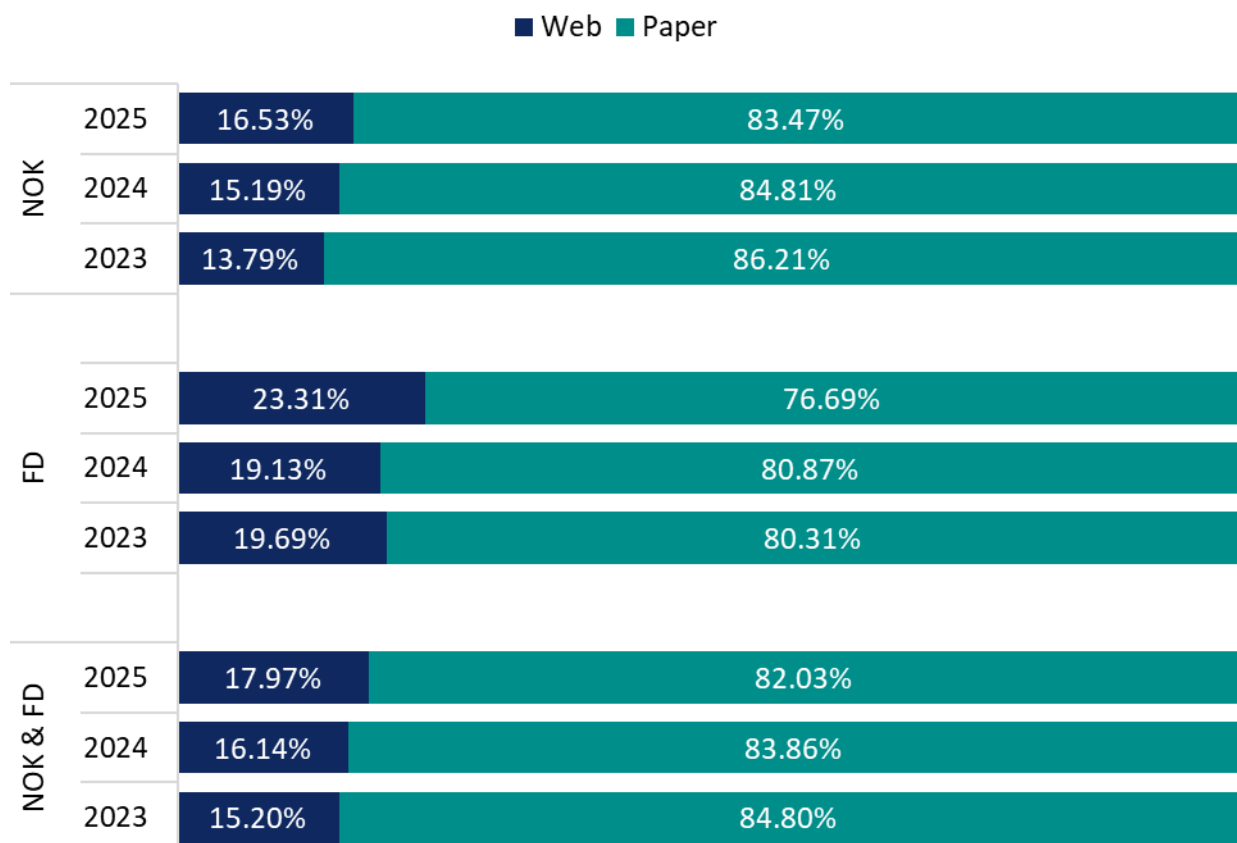
Appendix E: Response Rates

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	9,677	9,577	11,582
Total Undeliverable	456	441	522
Total Eligible Questionnaires	9,221	9,136	11,060
Total Returned Surveys	3,824	4,034	2,111
Total Response Rate (Returned/Eligible)	41.47%	44.15%	19.09%

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 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 state-level reports.

Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2025 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are tribal cemeteries.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Alabama State Veterans Cemetery - Spanish Fort	202	80	39.60%	10
Albert G. Horton Jr. Memorial Veterans Cemetery	664	246	37.05%	5
<i>All Nations Veterans Cemetery</i>	N/A	N/A	N/A	0
Angel Fire State Veterans Cemetery	N/A	N/A	N/A	1
<i>Apsaalooke Veterans Cemetery</i>	N/A	N/A	N/A	0
Arizona Veterans Memorial Cemetery at Camp Navajo	60	27	45.00%	4
Arizona Veterans Memorial Cemetery at Marana	290	120	41.38%	0
Arkansas State Veterans Cemetery - Birdeye	49	22	44.90%	4
Arkansas Veterans Cemetery at North Little Rock	333	122	36.64%	10
Atlantic Garden Veterans Cemetery	110	53	48.18%	3
<i>Big Sandy Rancheria Veterans Cemetery</i>	N/A	N/A	N/A	1
Brigadier General William C. Doyle Veterans Memorial Cemetery	991	390	39.35%	39
California Central Coast Veterans Cemetery	218	98	44.95%	1
Central Louisiana Veterans Cemetery	135	52	38.52%	2
Central Texas State Veterans Cemetery	572	192	33.57%	7
Central Wisconsin Veterans Memorial Cemetery	131	67	51.15%	6
Cheltenham Veterans Cemetery	424	144	33.96%	2
Coastal Bend Veterans Cemetery	258	84	32.56%	7
Coastal Carolina State Veterans Cemetery	161	58	36.02%	6
Colonel Raymond F. Gates Cemetery	5	4	80.00%	0
Connecticut State Veterans Cemetery - Middletown	343	151	44.02%	9
Crownsville Veterans Cemetery	296	128	43.24%	4
Delaware Veterans Memorial Cemetery New Castle County-Bear	N/A	N/A	N/A	2
Delaware Veterans Memorial Cemetery Sussex County - Millsboro	176	75	42.61%	1
Donel Kinnard Memorial State Veterans Cemetery	106	47	44.34%	3
East Hawaii Veterans Cemetery-1	N/A	N/A	N/A	0
East Hawaii Veterans Cemetery-2	N/A	N/A	N/A	1
East Tennessee State Veterans Cemetery (Lyons View)	54	15	27.78%	1
East Tennessee State Veterans Cemetery II (John Sevier)	301	140	46.51%	9
Eastern Carolina State Veterans Cemetery	143	53	37.06%	5
Eastern Montana State Veterans Cemetery	13	6	46.15%	0

Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2025 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are tribal cemeteries.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Eastern Shore Veterans Cemetery	108	46	42.59%	2
Fort Stanton State Veterans Cemetery	N/A	N/A	N/A	1
Gallup State Veterans Cemetery	N/A	N/A	N/A	0
Garrison Forest Veterans Cemetery	460	153	33.26%	9
Georgia Veterans Memorial Cemetery - Glennville	114	39	34.21%	3
Georgia Veterans Memorial Cemetery - Milledgeville	155	58	37.42%	10
Guam Veterans Cemetery	N/A	N/A	N/A	0
Hawaii State Veterans Cemetery	267	106	39.70%	0
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	N/A	N/A	N/A	0
Idaho State Veterans Cemetery - Blackfoot	64	24	37.50%	1
Idaho State Veterans Cemetery - Boise	331	150	45.32%	5
Indiana Veterans Memorial Cemetery	149	58	38.93%	5
Iowa Veterans Cemetery at Van Meter	267	126	47.19%	8
Kansas Veterans Cemetery at Fort Dodge	28	11	39.29%	1
Kansas Veterans Cemetery at Fort Riley	123	48	39.02%	5
Kansas Veterans Cemetery at Wakeeney	37	14	37.84%	0
Kansas Veterans Cemetery at Winfield	147	59	40.14%	6
Kauai Veterans Cemetery	N/A	N/A	N/A	0
Kentucky Veterans Cemetery - Central	312	124	39.74%	19
Kentucky Veterans Cemetery - North	106	50	47.17%	5
Kentucky Veterans Cemetery - Northeast	147	55	37.41%	4
Kentucky Veterans Cemetery - Southeast	23	14	60.87%	3
Kentucky Veterans Cemetery-West	193	78	40.41%	3
<i>Lakota Freedom Veterans Cemetery</i>	N/A	N/A	N/A	0
Lanai Veterans Cemetery	N/A	N/A	N/A	0
<i>Leech Lake Veterans Cemetery</i>	N/A	N/A	N/A	0
M.J. Dolly Cooper Veterans Cemetery	240	89	37.08%	8
Maine Veterans Memorial Cemetery - Civic Center Drive	124	56	45.16%	0
Maine Veterans Memorial Cemetery - Mt. Vernon Road	114	43	37.72%	1
Massachusetts State Veterans Cemetery - Agawam	375	172	45.87%	3
Massachusetts State Veterans Cemetery - Winchendon	151	62	41.06%	3

Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2025 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are tribal cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
<i>Metlakatla Veterans Memorial Cemetery</i>	N/A	N/A	N/A	0
Middle Tennessee State Veterans Cemetery	286	103	36.01%	10
Minnesota State Veterans Cemetery - Duluth	178	114	64.04%	3
Minnesota State Veterans Cemetery - Little Falls	239	112	46.86%	7
Minnesota State Veterans Cemetery - Preston	189	108	57.14%	6
Minnesota State Veterans Cemetery - Redwood Falls	31	23	74.19%	6
Mississippi Veterans Memorial Cemetery - Newton	136	53	38.97%	2
Missouri State Veterans Cemetery - Bloomfield	153	57	37.25%	10
Missouri State Veterans Cemetery - Fort Leonard Wood	165	67	40.61%	2
Missouri State Veterans Cemetery - Higginsville	223	97	43.50%	13
Missouri State Veterans Cemetery - Jacksonville	177	84	47.46%	4
Missouri Veterans Cemetery - Springfield	361	171	47.37%	9
Molokai Veterans Cemetery	N/A	N/A	N/A	0
Montana State Veterans Cemetery	131	58	44.27%	3
<i>Monte Calvario Veterans Cemetery</i>	N/A	N/A	N/A	0
Nebraska Veterans Cemetery at Alliance	45	22	48.89%	3
New Hampshire State Veterans Cemetery	444	185	41.67%	3
New York State Veterans Cemetery - Finger Lakes	55	26	47.27%	2
North Dakota Veterans Cemetery	286	131	45.80%	8
North Mississippi Veterans Memorial Cemetery - Kilmichael	51	22	43.14%	2
Northeast Louisiana Veterans Cemetery	135	65	48.15%	4
Northern California Veterans Cemetery at Redding	204	87	42.65%	2
Northern Maine Veterans Cemetery	104	44	42.31%	0
Northern Nevada Veterans Memorial Cemetery	217	64	29.49%	1
Northern Wisconsin Veterans Memorial Cemetery	137	80	58.39%	3
Northwest Louisiana Veterans Cemetery	144	45	31.25%	5
Ohio Veterans Home Cemetery	N/A	N/A	N/A	9
Oklahoma State-Ardmore	N/A	N/A	N/A	1
Oregon Trail Veterans Cemetery	147	65	44.22%	5
Pennsylvania Soldiers and Sailors Home Cemetery - Erie	N/A	N/A	N/A	4
Rhode Island Veterans Cemetery	508	196	38.58%	3

Appendix E: Response Rates

The table below presents response rates for each state, tribal or territorial Veterans cemetery included in the 2025 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are tribal cemeteries.

Cemetery Name	Next of Kin			Funeral Directors Returned n
	Surveys Sent	Returned n	Response Rate	
Rocky Gap Veterans Cemetery	174	85	48.85%	4
Saipan Veterans Cemetery-CNMI	N/A	N/A	N/A	0
<i>San Carlos Apache Tribal Veterans Cemetery in San Carlos</i>	N/A	N/A	N/A	0
Sandhills State Veterans Cemetery	249	86	34.54%	2
<i>Seminole Nation and Veterans Memorial Cemetery</i>	N/A	N/A	N/A	0
<i>Sicangu Akicita Owicahé Veterans Cemetery</i>	N/A	N/A	N/A	0
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	N/A	N/A	N/A	0
South Dakota Veterans Cemetery	124	80	64.52%	1
Southeast Louisiana Veterans Cemetery	223	84	37.67%	10
Southern Arizona Veterans' Memorial Cemetery	142	59	41.55%	1
Southern Maine Veterans Cemetery	114	44	38.60%	0
Southern Nevada Veterans Memorial Cemetery	785	264	33.63%	1
Southern Wisconsin Veterans Memorial Cemetery	453	207	45.70%	18
Southwest Louisiana Veterans Cemetery	155	59	38.06%	5
Southwest Virginia Veterans Cemetery	141	63	44.68%	6
Sunset Cemetery	N/A	N/A	N/A	3
Tennessee State Veterans Cemetery at Parkers Crossroads	105	42	40.00%	9
Texas State Veterans Cemetery at Abilene	164	65	39.63%	7
Utah State Veterans Cemetery	107	35	32.71%	0
Vermont Veterans Memorial Cemetery	N/A	N/A	N/A	2
Veterans Memorial Cemetery of Western Colorado	152	77	50.66%	1
Virginia Veterans Cemetery at Amelia	268	120	44.78%	11
Washington State Veterans Cemetery - Medical Lake	277	128	46.21%	5
West Hawaii State Veterans Cemetery	N/A	N/A	N/A	0
West Tennessee State Veterans Cemetery	523	152	29.06%	7
Western Carolina State Veterans Cemetery	N/A	N/A	N/A	7
Western Montana Veterans Cemetery	133	62	46.62%	1
<i>White Eagle Cemetery</i>	N/A	N/A	N/A	0
<i>Yurok Veterans Cemetery</i>	N/A	N/A	N/A	0

Appendix F: Survey Results by Question

- This appendix provides the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey and the 2025 Funeral Director Satisfaction Survey results by question.

Appendix F: Survey Results by Question

Survey Results by Question: Next of Kin

NOK Q1. Why did you choose to inter your loved one in a state, tribal or territorial Veterans cemetery? (Mark all that apply)	National
	n=7,800
My loved one wanted to be interred in a state, tribal or territorial Veterans cemetery	57.95%
My loved one wanted to be close to other relatives or friends already buried in the cemetery	20.77%
The cemetery location will make it easy to visit my loved one's gravesite	31.19%
It was a more affordable burial option	26.60%
The cemetery's reputation in the local Veteran Community	22.24%
It was recommended by a VA outreach officer and/or at a VA outreach event	3.22%
It was recommended by the funeral director	8.60%
It was recommended by someone I trust (e.g. friend, relative, Veterans Service Officer, etc.)	12.87%
Other (specify)	7.00%
NOK Q2. Prior to your time of need, were you aware of the benefits related to burial in a state, tribal or territorial Veterans cemetery?	National
	n=7,563
Yes	75.53%
No	24.47%
NOK Q3. How did you learn of these benefits prior to your time of need? (Mark all that apply)	National
	n=5,187
Family member/friends	51.19%
Pre-Need Burial Eligibility Determination	12.36%
Funeral home	16.68%
Military discharge related materials	24.23%
Other Veteran/Active-duty member	18.57%
VA/NCA/State/Cemetery website	4.49%
VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter)	0.50%
Veterans Service Organization	17.27%
VA/NCA/State/Cemetery public service announcement/advertisement	1.75%
Other VA Organization	3.16%
Local news	2.27%
Professional/military association meetings	2.87%
VA/NCA/State/Cemetery pamphlet, newsletter, brochure	7.21%
Other (specify)	5.22%

Appendix F: Survey Results by Question

NOK Q4. Prior to the time of need, what is the BEST way for the state, tribal or territorial Veterans cemetery to convey information regarding benefits? (Mark only one)	National
	n=6,901
Email	30.52%
Newsletter/flyer	29.68%
Local newspaper/television news reports	16.46%
VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter)	8.45%
Professional/military association meetings	8.00%
Other (specify)	6.90%
NOK Q5. Did the funeral director provide information about burial and memorial benefits available for Veterans? (Mark all that apply)	National
	n=7,609
Not applicable: Funeral Director not used	14.82%
Funeral Director provided information about VA burial benefits for Veterans	59.76%
Funeral Director provided information about VA memorial benefits for Veterans	30.86%
No, the Funeral Director did not provide information about either VA burial or memorial benefits	15.73%
NOK Q6. Was a committal service held at the state, tribal or territorial Veterans cemetery for your loved one?	National
	n=7,613
Yes, and I was involved in planning it	58.81%
Yes, but I was not involved in planning it	22.13%
No, the committal service was not held	15.83%
Don't know/Can't recall	3.23%
NOK Q7. How satisfied were you with the available dates and times offered for the scheduling of your committal service?	National
	n=4,515
Very satisfied	83.88%
Somewhat satisfied	11.83%
Neither satisfied nor dissatisfied	1.99%
Somewhat dissatisfied	1.77%
Very dissatisfied	0.53%

Appendix F: Survey Results by Question

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?	National
	n=4,497
Very informed	84.70%
Somewhat informed	12.47%
Neither informed nor uninformed	1.53%
Somewhat uninformed	0.85%
Very uninformed	0.44%
NOK Q9. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at state, tribal or territorial Veterans cemeteries?	National
	n=4,474
Yes, the Funeral Director provided it	7.17%
Yes, but it was not provided by the Funeral Director	3.46%
No	89.36%
NOK Q10. The video(s) helped me understand the burial process at the state, tribal or territorial Veterans cemetery.	National
	n=458
Strongly agree	56.11%
Agree	34.50%
Neither agree nor disagree	8.73%
Disagree	0.44%
Strongly disagree	0.22%
NOK Q11. Was your experience at the cemetery similar to the video on service options you viewed?	National
	n=453
Yes	95.58%
No	4.42%

Appendix F: Survey Results by Question

NOK Q12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	National
	n=4,483
Visit the grave	30.18%
View the burial	20.25%
Special religious practices	14.59%
Special cultural practices	2.01%
Additional seating at the committal service	5.38%
Handicapped accommodations	5.42%
No, my family did not have any specific needs or requests	59.16%
NOK Q13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	National
	n=1,814
Yes, completely	88.70%
Yes, somewhat	6.12%
No, and I understand why	2.48%
No, and I did not understand why	2.70%
NOK Q14. The committal shelter used for the service was private, clean, and free of safety hazards.	National
	n=6,263
Strongly agree	87.23%
Agree	9.37%
Neither agree nor disagree	3.00%
Disagree	0.21%
Strongly disagree	0.19%
NOK Q15. If your loved one received military funeral honors, how satisfied were you with the honors received?	National
	n=4,674
Very satisfied	93.65%
Somewhat satisfied	3.79%
Neither / Nor	1.16%
Somewhat dissatisfied	0.68%
Very dissatisfied	0.73%

Appendix F: Survey Results by Question

NOK Q16. Overall, how satisfied were you with the committal service at the state, tribal or territorial Veterans cemetery?	National
	n=6,288
Very satisfied	92.03%
Somewhat satisfied	5.84%
Neither satisfied nor dissatisfied	0.95%
Somewhat dissatisfied	0.83%
Very dissatisfied	0.35%
NOK Q17. How many times have you visited the cemetery where your loved one was interred?	National
	n=7,792
1-3 times	44.57%
4-6 times	21.12%
7-9 times	6.56%
10 or more times	16.09%
None, I have not visited	11.65%
NOK Q18. How far do you reside from the cemetery?	National
	n=7,775
Less than 15 miles	21.26%
15 to 29 miles	25.65%
30 to 44 miles	17.61%
45 to 59 miles	9.83%
60 to 75 miles	6.28%
More than 75 miles	19.38%
NOK Q19. Do any of the following factors limit the number of times you visit the state, tribal or territorial Veterans cemetery where your loved one is interred? (Mark all that apply)	National
	n=7,750
Distance to the cemetery	34.52%
Access to transportation	5.66%
Health status	10.92%
Other (specify)	5.64%
None of these factors limit my visits	53.26%

Appendix F: Survey Results by Question

NOK Q20. Overall, how satisfied were you with the information provided throughout your experience with the state, tribal or territorial Veterans cemetery?	National
	n=7,791
Very satisfied	88.96%
Somewhat satisfied	7.44%
Neither satisfied nor dissatisfied	2.40%
Somewhat dissatisfied	0.81%
Very dissatisfied	0.39%
NOK Q21. Looking back at your overall experiences with the state, tribal or territorial Veterans cemetery, which items would you have liked more information about? (Mark all that apply)	National
	n=7,678
None, I was well informed	74.95%
Details of the committal service	7.49%
Floral policy	6.75%
Military funeral honors	5.56%
Headstone or marker inscription options	5.60%
Location of gravesite	4.31%
Certificate signed by the President of the United States honoring the Veteran's service	4.71%
Layout of cemetery (Maps)	3.43%
Timeline of replacement of headstone/marker	4.25%
Directions to Cemetery	1.58%
Other (specify)	2.20%
NOK Q23. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	National
	n=7,724
Yes	88.02%
No	6.49%
Not Sure/Don't know	5.49%

Appendix F: Survey Results by Question

NOK Q24. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	National
	n=7,625
Yes	92.00%
No	8.00%
NOK Q25. How satisfied were you with the amount of time it took for the permanent headstone, marker, or columbarium niche cover to be placed?	National
	n=7,335
Very satisfied	85.81%
Somewhat satisfied	8.64%
Neither satisfied nor dissatisfied	4.38%
Somewhat dissatisfied	0.87%
Very dissatisfied	0.30%
NOK Q26. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	National
	n=6,818
Very satisfied	92.81%
Somewhat satisfied	4.80%
Neither satisfied nor dissatisfied	1.26%
Somewhat dissatisfied	0.73%
Very dissatisfied	0.40%
NOK Q27. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	National
	n=7,229
Yes	88.35%
No	2.74%
Don't know	8.91%

Appendix F: Survey Results by Question

NOK Q28. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	National
	n=5,956
Yes	71.02%
No	20.18%
Don't Know	8.80%
NOK Q29. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	National
	n=4,138
Very satisfied	85.11%
Somewhat satisfied	7.25%
Neither / Nor	5.68%
Somewhat dissatisfied	0.85%
Very dissatisfied	1.11%
NOK Q30. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring Veteran's service? (Mark all that apply)	National
	n=186
Name was misspelled	8.06%
Envelope was bent/torn	10.22%
Poor print quality	7.53%
Other (specify)	77.96%
NOK Q31. Are you aware of the Veterans Legacy Memorial (VLM) website www.vlm.cem.va.gov?	National
	n=7,615
Yes, and I have visited the site	10.77%
Yes, but I have not visited the site	19.40%
No. This is the first I have heard of it	69.84%
NOK Q32. How easy was the VLM site to navigate?	National
	n=804
Very easy	59.70%
Easy	31.72%
Neither easy nor difficult	7.59%
Difficult	0.87%
Very difficult	0.12%

Appendix F: Survey Results by Question

NOK Q33. Have you added content to a Veteran page on the VLM site? (Mark all that apply)	National
	n=783
Yes	20.82%
No. The content submission process was too difficult	8.68%
No. I'm not comfortable sharing content on a Veteran's page	31.93%
No. Other (specify)	39.21%
NOK Q34. How did you become aware of the Veterans Legacy Memorial website? (Mark all that apply)	National
	n=797
News Article	5.14%
Social Media	6.15%
Email or Text from VA about VLM	13.43%
Email from VLM that Veteran's VLM Page has been created	8.28%
VLM QR Code	0.25%
Cemetery Staff	31.99%
Funeral Director	17.31%
End of Life Caregiver	1.38%
NCA/VA/State/Cemetery Event	1.13%
Veteran Service Organization	12.92%
Word of Mouth from family, friends, co-workers, etc.	13.05%
I was not previously aware of the Veterans Legacy Memorial platform	9.28%
Other (specify)	5.90%
NOK Q35. Are you aware of the NCA Pre-Need Eligibility process?	National
	n=7,365
Yes	19.48%
No	80.52%

Appendix F: Survey Results by Question

NOK Q36. How did you become aware of the Pre-Need opportunity? (Mark only one)	National
	n=1,187
Family member/friends	28.14%
Funeral home	15.33%
Military discharge related materials	9.69%
Other Veteran/Active-duty member	6.49%
Pre-Need Burial Eligibility Determination	10.53%
Veterans Service Organization	10.95%
VA/NCA/State/Cemetery pamphlet, newsletter, brochure	4.80%
VA/NCA/State/Cemetery website	4.38%
Other VA organization	1.85%
Professional/military association meetings	0.51%
Local news	0.59%
VA/NCA/State/Cemetery public service announcement/advertisement	0.08%
VA/NCA/State/Cemetery social media (Facebook or X, formerly known as Twitter)	0.08%
Other (specify)	6.57%
NOK Q37. Have you applied for Pre-Need Eligibility?	National
	n=1,299
Yes	55.27%
No	44.73%
NOK Q38. Were you satisfied with the length of time it took to receive a certificate of eligibility?	National
	n=676
Yes	93.20%
No	1.63%
Have not received yet	5.18%
NOK Q40. The upkeep of the headstones, markers, or columbarium niche covers is excellent	National
	n=7,200
Strongly agree	78.04%
Agree	18.90%
Neither agree nor disagree	2.47%
Disagree	0.43%
Strongly disagree	0.15%

Appendix F: Survey Results by Question

NOK Q41. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors	National
	n=7,375
Strongly agree	65.11%
Agree	26.94%
Neither agree nor disagree	5.37%
Disagree	2.14%
Strongly disagree	0.43%
NOK Q42. The quality of service received from the state, tribal or territorial Veterans cemetery staff is excellent	National
	n=7,541
Strongly agree	77.80%
Agree	18.38%
Neither agree nor disagree	2.93%
Disagree	0.60%
Strongly disagree	0.29%
NOK Q43. The state, tribal or territorial Veterans cemetery staff was courteous	National
	n=7,518
Strongly agree	83.00%
Agree	14.74%
Neither agree nor disagree	1.61%
Disagree	0.39%
Strongly disagree	0.27%
NOK Q44. The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	National
	n=7,492
Strongly agree	81.67%
Agree	15.19%
Neither agree nor disagree	2.31%
Disagree	0.56%
Strongly disagree	0.27%

Appendix F: Survey Results by Question

NOK Q45. The appearance of my loved one's gravesite/columbarium is excellent.	National
	n=7,251
Strongly agree	79.44%
Agree	17.02%
Neither agree nor disagree	2.51%
Disagree	0.76%
Strongly disagree	0.28%
NOK Q46. The information kiosks (i.e., gravesite locators) are helpful to me	National
	n=6,198
Strongly agree	63.86%
Agree	23.94%
Neither agree nor disagree	10.86%
Disagree	0.89%
Strongly disagree	0.45%
NOK Q47. The overall appearance of the state, tribal or territorial Veterans cemetery is excellent	National
	n=7,614
Strongly agree	84.03%
Agree	14.64%
Neither agree nor disagree	1.05%
Disagree	0.13%
Strongly disagree	0.14%
NOK Q48. Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery	National
	n=7,653
Strongly agree	81.43%
Agree	16.36%
Neither agree nor disagree	1.45%
Disagree	0.50%
Strongly disagree	0.26%

Appendix F: Survey Results by Question

NOK Q49. The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation	National
	n=7,414
Strongly agree	82.40%
Agree	15.40%
Neither agree nor disagree	1.83%
Disagree	0.16%
Strongly disagree	0.20%
NOK Q50. I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need	National
	n=7,656
Strongly agree	84.63%
Agree	13.96%
Neither agree nor disagree	1.10%
Disagree	0.14%
Strongly disagree	0.17%
NOK Q51. I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.	National
	n=7,643
Strongly agree	81.64%
Agree	16.41%
Neither agree nor disagree	1.50%
Disagree	0.27%
Strongly disagree	0.17%
NOK Q52. I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.	National
	n=7,635
Strongly agree	80.94%
Agree	17.24%
Neither agree nor disagree	1.49%
Disagree	0.16%
Strongly disagree	0.17%

Appendix F: Survey Results by Question

NOK Q53. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations	National
	n=7,641
Strongly agree	72.05%
Agree	21.10%
Neither agree nor disagree	5.60%
Disagree	0.89%
Strongly disagree	0.37%
NOK Q54. Had I been able, I would have chosen to inter my loved one at a VA national cemetery rather than the state, tribal or territorial Veterans cemetery.	National
	n=7,472
Strongly agree	8.04%
Agree	5.23%
Neither agree nor disagree	49.91%
Disagree	27.19%
Strongly disagree	9.62%
NOK Q55. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a state, tribal or territorial Veterans cemetery. (Mark all that apply)	National
	n=907
My loved one wanted to be interred in a VA national cemetery	56.67%
Other family members are interred in a VA national cemetery	20.18%
Others recommended the VA national cemetery	12.24%
There is no cost to inter my loved one at a national cemetery	22.16%
A national cemetery is more prestigious than a state, tribal or territorial Veterans cemetery	19.51%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a state, tribal or territorial Veterans cemetery	20.95%
Other (specify)	7.50%
NOK Q56. Have you visited a VA national cemetery?	National
	n=7,251
Yes	57.63%
No	42.37%

Appendix F: Survey Results by Question

NOK Q57. Based on your visit, the appearance of the state, tribal or territorial Veterans cemetery compares favorably to the VA national cemetery.	National
	n=4,050
Strongly agree	64.44%
Agree	27.23%
Neither agree nor disagree	6.99%
Disagree	1.14%
Strongly disagree	0.20%
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.	National
	n=4,039
Strongly agree	56.80%
Agree	25.90%
Neither agree nor disagree	16.51%
Disagree	0.59%
Strongly disagree	0.20%
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.	National
	n=6,976
Strongly agree	49.70%
Agree	31.15%
Neither agree nor disagree	17.13%
Disagree	1.83%
Strongly disagree	0.19%
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?	National
	n=7,548
Yes	25.04%
No	35.51%
Don't know what this is	39.45%

Appendix F: Survey Results by Question

NOK Q61. Was your loved one your...	National
	n=7,695
Spouse	53.11%
Partner	1.01%
Parent	33.18%
Child	2.01%
Other relative	9.82%
Not a relative	0.86%
NOK Q62. Are you a Veteran?	National
	n=7,654
Yes	20.50%
No	79.50%
NOK Q63. Are you a Veteran married/partnered to a Veteran?	National
	n=1,426
Yes	24.82%
No	75.18%
NOK Q64. What is your sex?	National
	n=7,676
Male	30.34%
Female	69.66%

Appendix F: Survey Results by Question

NOK Q65. Was your loved one female or Male?	National
	n=7,568
Male	73.18%
Female	26.82%
NOK Q66. What language do you mainly speak at home?	National
	n=7,672
English	99.05%
Spanish	0.74%
Chinese	0.01%
Tagalog	0.04%
Vietnamese	0.01%
Arabic	0.00%
Some other language (specify)	0.14%
NOK Q67. In what year were you born?	National
	n=7,388
18-29	0.19%
30-39	0.74%
40-49	3.40%
50-59	11.29%
60-69	28.65%
70+	55.73%

Appendix F: Survey Results by Question

NOK Q68. In what belief tradition was the burial conducted?	National
	n=7,579
Christian	64.39%
Catholic	20.62%
Muslim	0.03%
Jewish	0.57%
Buddhist	0.20%
Hindu	0.00%
Atheist	0.13%
Agnostic	0.37%
None	8.75%
Other (specify)	1.89%
NOK Q69. What is your race and/or ethnicity? (Mark all that apply)	National
	n=7,593
White	81.02%
Black or African American	13.47%
American Indian or Alaska Native	1.69%
Asian	2.52%
Native Hawaiian or Pacific Islander	0.61%
Hispanic or Latino	3.41%
Middle Eastern or North African	0.16%
NOK Q70. Have you or your loved one used any other VA Benefits? (Mark all that apply)	National
	n=6,979
Bereavement Counseling	1.95%
Dependency and Indemnity Compensation (DIC)	7.26%
Housebound Allowance	2.52%
Aid and Attendance	6.26%
VA Life Insurance	7.51%
Pension	17.51%
Education benefits	13.31%
Other (specify)	16.51%
Have not used other VA benefits	49.18%

Note: STVC NOK Q71 on the 2025 State, Tribal or Territorial Veterans Cemeteries Next of Kin/Family Member Satisfaction Survey is an optional free text question for next of kin to elaborate on any question or aspect of their experience they want to.

Appendix F: Survey Results by Question

Survey Results by Question: Funeral Directors

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?	National
	n=2,072
Yes	98.65%
No	1.35%
GEN FD Q2. Are you aware of the NCA Funeral Director resource page at https://www.cem.va.gov/funeraldirector.asp?	National
	n=2,038
Yes	66.88%
No	33.12%
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?	National
	n=1,303
Yes	84.65%
No	15.35%
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?	National
	n=1,094
Yes	53.02%
Somewhat	21.21%
No	2.65%
Did not view the video	21.85%
I don't remember	1.28%
GEN FD Q5. Do you typically provide information resources on military honors to next of kin?	National
	n=2,060
Yes	93.64%
No	6.36%

Appendix F: Survey Results by Question

GEN FD Q6. Are you aware of the NCA Pre-Need Eligibility process?	National
	n=2,031
Yes	57.56%
No	42.44%
GEN FD Q7. How often do your customers request “green” (i.e., environmentally sensitive) burials?	National
	n=2,055
Always	0.24%
Often	1.27%
About half of the time	1.22%
Rarely	54.74%
Never	42.53%
GEN FD Q8. Did you offer livestreaming of committal services at cemeteries?	National
	n=2,036
Yes	29.76%
No	70.24%
FD Q2. How far is your funeral home from the state, tribal or territorial Veterans cemetery with which you most frequently did business?	National
	n=648
Less than 15 miles	12.96%
15 to 29 miles	20.06%
30 to 44 miles	20.37%
45 to 59 miles	18.21%
60 to 75 miles	13.73%
More than 75 miles	14.66%

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

Appendix F: Survey Results by Question

FD Q3. How long has your funeral home worked with the state, tribal or territorial Veterans cemetery?	National
	n=647
Less than 1 year	2.63%
1 to 4 years	4.02%
5 to 8 years	6.49%
9 to 12 years	7.88%
13 years or more	69.40%
Don't know	9.58%
FD Q4. Do you feel that you are well informed by the state, tribal or territorial Veterans cemetery of its policies and procedures?	National
	n=646
Yes, well informed	84.21%
Yes, somewhat well informed	13.47%
No, not well informed	2.32%
FD Q5. 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)	National
	n=628
Outreach by cemetery staff	57.32%
State, tribal or territorial/VA/NCA Website	21.34%
Veterans Service Officers	11.94%
Professional associations/conventions/meetings	6.21%
Local newspaper/television news reports	0.32%
Other (specify)	2.87%

Appendix F: Survey Results by Question

FD Q6. About which state, tribal or territorial Veterans cemetery policies or procedures do you feel you could use more information? (Mark all that apply)	National
	n=637
None, I feel well informed	74.88%
Scheduling process	7.69%
Eligibility requirements for burial in a state, tribal or territorial Veterans cemetery	10.36%
Presidential Memorial Certificate (the certificate signed by the President of the United States honoring the Veteran's service)	8.16%
Military funeral honors	4.55%
Floral policy	5.81%
Headstone, marker, or columbarium niche cover inscription options	5.34%
Other (specify)	2.20%
FD Q7. 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)	National
	n=620
Email	58.23%
Phone	16.45%
Letter	20.81%
Fax	2.10%
State, tribal or territorial website	0.81%
Newsletter or flyer	1.61%
FD Q8. Overall, how satisfied are you with the communication between your funeral home and the state, tribal or territorial Veterans cemetery?	National
	n=635
Very satisfied	79.37%
Somewhat satisfied	14.80%
Neither / Nor	4.57%
Somewhat dissatisfied	1.10%
Very dissatisfied	0.16%
FD Q9. 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?	National
	n=646
Yes	91.02%
No	8.98%

Appendix F: Survey Results by Question

FD Q10. Do you understand the inscription options for the headstone, marker or columbarium niche cover available to next of kin?	National
	n=639
Yes	94.99%
No	5.01%
FD Q11. How satisfied are you with the state, tribal or territorial Veterans cemetery available dates and times to schedule your committal service and/or interment?	National
	n=638
Very satisfied	69.59%
Somewhat satisfied	20.85%
Neither satisfied nor dissatisfied	5.96%
Somewhat dissatisfied	2.66%
Very dissatisfied	0.94%
FD Q12. How easy is the process of scheduling an interment at the state, tribal or territorial Veterans cemetery?	National
	n=643
Very hard	0.16%
Somewhat hard	2.49%
Neither easy nor hard	5.60%
Somewhat easy	23.17%
Very easy	68.58%
FD Q13. How long does it typically take to confirm the scheduling of an interment with the state, tribal or territorial Veterans cemetery?	National
	n=632
Less than 1 hour	57.28%
1 to 2 hours	22.15%
2 to 3 hours	5.38%
3 to 4 hours	3.48%
4 to 5 hours	0.79%
5 to 6 hours	2.53%
1 to 2 days	7.75%
More than 2 days	0.63%

Appendix F: Survey Results by Question

FD Q14. Overall, how satisfied were you with the length of time you were on the phone to schedule an interment with the state, tribal or territorial Veterans cemetery?	National
	n=636
Very satisfied	76.10%
Somewhat satisfied	17.14%
Neither satisfied nor dissatisfied	4.87%
Somewhat dissatisfied	1.57%
Very dissatisfied	0.31%
FD Q15. How do you compare the ease of scheduling between a state, tribal or territorial Veterans cemetery with another cemetery type?	National
	n=636
Easier	25.16%
About the same	64.94%
Harder	9.91%
FD Q16. During committal services, how often do you receive the support you need from cemetery staff?	National
	n=637
Always	80.38%
Often	14.76%
About half of the time	3.30%
Rarely	0.94%
Never	0.63%
FD Q17. Generally, how often do committal services at the state, tribal or territorial Veterans cemetery start on time?	National
	n=638
Always	80.41%
Often	16.61%
About half of the time	1.25%
Rarely	1.57%
Never	0.16%

Appendix F: Survey Results by Question

FD Q18. 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?	National
	n=446
Very successful	71.52%
Somewhat successful	20.18%
Neither successful nor unsuccessful	5.16%
Somewhat unsuccessful	1.35%
Very unsuccessful	1.79%
FD Q19. How easy is it to schedule military honors at the state, tribal or territorial Veterans cemetery?	National
	n=636
Very easy	74.69%
Somewhat easy	19.65%
Neither easy nor hard	3.93%
Somewhat hard	1.57%
Very hard	0.16%
FD Q20. Are you aware of any state, tribal or territorial Veterans cemetery information resources on military honors?	National
	n=633
Yes	72.99%
No	13.27%
Don't know	13.74%
FD Q21. To what extent is the quality of military honors acceptable?	National
	n=628
Very acceptable	86.15%
Somewhat acceptable	10.83%
Neither acceptable nor unacceptable	2.55%
Somewhat unacceptable	0.32%
Very unacceptable	0.16%

Appendix F: Survey Results by Question

FD Q22: How often do you inform or provide information to your clients about the Veterans Legacy Memorial Program (www.vlm.cem.va.gov)?	National
	n=618
Always	26.05%
Often	14.56%
About half of the time	3.40%
Rarely	11.17%
Never, but I have heard of the program	6.80%
Never, but I have NOT heard of the program	38.03%
FD Q23. The upkeep of the headstones, markers, or columbarium niche covers is excellent	National
	n=623
Strongly agree	75.92%
Agree	21.67%
Neither agree nor disagree	2.09%
Disagree	0.16%
Strongly disagree	0.16%
FD Q24. The committal shelter used for the service was private, clean, and free of safety hazards	National
	n=628
Strongly agree	79.14%
Agree	19.11%
Neither agree nor disagree	1.59%
Disagree	0.16%
Strongly disagree	0.00%
FD Q25. The state, tribal or territorial Veterans cemetery honors all Veterans and their service to our nation	National
	n=625
Strongly agree	79.52%
Agree	18.40%
Neither agree nor disagree	1.76%
Disagree	0.16%
Strongly disagree	0.16%

Appendix F: Survey Results by Question

FD Q26. There are sufficient signs within the state, tribal or territorial Veterans cemetery to assist visitors	National
	n=627
Strongly agree	72.89%
Agree	22.33%
Neither agree nor disagree	3.99%
Disagree	0.64%
Strongly disagree	0.16%
FD Q27. The quality of service received from state, tribal or territorial Veterans cemetery staff is excellent.	National
	n=630
Strongly agree	77.30%
Agree	18.57%
Neither agree nor disagree	3.65%
Disagree	0.16%
Strongly disagree	0.32%
FD Q28. The state, tribal or territorial Veterans cemetery staff was courteous	National
	n=630
Strongly agree	76.35%
Agree	20.32%
Neither agree nor disagree	2.86%
Disagree	0.32%
Strongly disagree	0.16%
FD Q29. The state, tribal or territorial Veterans cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	National
	n=630
Strongly agree	77.30%
Agree	19.68%
Neither agree nor disagree	2.22%
Disagree	0.63%
Strongly disagree	0.16%

Appendix F: Survey Results by Question

FD Q30. The state, tribal or territorial Veterans cemetery hours of operation meet my needs for scheduling services	National
	n=632
Strongly agree	68.83%
Agree	23.42%
Neither agree nor disagree	5.06%
Disagree	2.37%
Strongly disagree	0.32%
FD Q31. The information kiosks (i.e., gravesite locators) are helpful to me.	National
	n=492
Strongly agree	63.62%
Agree	23.17%
Neither agree nor disagree	12.40%
Disagree	0.61%
Strongly disagree	0.20%
FD Q32. The overall appearance of the state, tribal or territorial Veterans cemetery is excellent	National
	n=625
Strongly agree	78.56%
Agree	18.40%
Neither agree nor disagree	2.88%
Disagree	0.00%
Strongly disagree	0.16%
FD Q33. Overall, I am satisfied with my experience at the state, tribal or territorial Veterans cemetery	National
	n=630
Strongly agree	76.35%
Agree	20.48%
Neither agree nor disagree	2.86%
Disagree	0.16%
Strongly disagree	0.16%

Appendix F: Survey Results by Question

FD Q34. I would recommend the state, tribal or territorial Veterans cemetery to Veteran families during their time of need	National
	n=629
Strongly agree	79.01%
Agree	17.65%
Neither agree nor disagree	2.86%
Disagree	0.16%
Strongly disagree	0.32%
FD Q35. I trust the state, tribal or territorial Veterans cemetery to meet the burial needs of Veterans in the future.	National
	n=629
Strongly agree	78.06%
Agree	19.08%
Neither agree nor disagree	2.38%
Disagree	0.32%
Strongly disagree	0.16%
FD Q36. I trust the state, tribal or territorial governments to maintain their cemeteries as national shrines in the future.	National
	n=630
Strongly agree	77.46%
Agree	19.68%
Neither agree nor disagree	2.70%
Disagree	0.00%
Strongly disagree	0.16%
FD Q37. My experiences with the state, tribal or territorial Veterans cemetery exceeded my expectations	National
	n=630
Strongly agree	70.63%
Agree	20.95%
Neither agree nor disagree	7.14%
Disagree	1.11%
Strongly disagree	0.16%

Note: Question 38 on the 2025 Funeral Director Satisfaction Survey is an optional free text question for funeral directors to elaborate on any question or aspect of their experience they want to.