

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

2015 Survey of Satisfaction with National Cemeteries



National Report

Final Report
December 2015



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Executive Summary

SECTION DESCRIPTION

- This section presents a brief introduction to the National Cemetery Administration's 2015 Survey of Satisfaction and an overview of the contents of this report.
- This section also presents key satisfaction findings from next of kin and funeral directors who have had experiences at national cemeteries.

Executive Summary

Introduction

- This report presents findings from the National Cemetery Administration (NCA) 2015 Survey of Satisfaction with National Cemeteries, representing the fifteenth national administration of the survey. The survey has been conducted annually since its inception in 2001. The 2015 survey was sponsored by NCA's Office of Finance and Planning and conducted by ICF International, a global research consulting organization, under contract GS-23F-0199K.
- This year a new survey question was added to the next of kin surveys to obtain customer age group.
- Data were collected from next of kin and funeral directors at approximately 100 active national cemeteries from August 20, 2015 to October 9, 2015. Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) database of interments.
- The survey was mailed to 26,679 next of kin who had interred a loved one 3 to 9 months prior to its start. The survey was also mailed to 12,789 funeral directors who had worked with national cemeteries during the designated time period.
- Presented in the following section are key findings from this satisfaction survey. National results in this report represent a roll-up of all survey respondents. Detailed findings are presented in the main body of the report.

Executive Summary

Report Overview

- Survey findings are presented in seven chapters in this report. The first chapter, “Overall Satisfaction Measures,” presents findings from eight survey items that provide information on next of kin and funeral directors’ overall satisfaction with their experiences at their national cemeteries. Responses are presented for all respondents, as well as for next of kin and funeral directors. Data for each District are presented for comparative purposes.
- The remaining six chapters present survey findings on specific areas of satisfaction for each patron group (next of kin and funeral directors). Each chapter begins with one to three overall satisfaction measures within the content area, followed by responses to individual survey items. Data for each District are presented for comparative purposes.
- Where applicable, “Elements of Comparison” are presented. These comparisons allow the reader to gain an understanding of the relationships between various survey items by examining them in relation to one another. A description of how to interpret these graphs is presented in Appendix C, “Users Guide.”
- Finally, where applicable, data for questions asked across multiple years are presented, allowing the reader to assess changes in respondent satisfaction over time.
- Five appendices follow the main body of the report. They are:
 - Appendix A: Respondent Characteristics – presents demographic information for next of kin and funeral directors in the respondent sample.
 - Appendix B: Methodology and Survey Instrument – describes the methodology used to administer the survey and presents a copy of the 2015 questionnaire.
 - Appendix C: Users Guide – presents an explanation of how to understand and interpret the graphs and tables used in the report.
 - Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.
 - Appendix E: Response Rates and Data Confidence – presents response rates and confidence intervals for each national cemetery included in the survey.

Executive Summary

Highlights of Findings

Overall Satisfaction Measures

- Overall, 97.9 percent of all respondents (98.0% of next of kin and 97.5% of funeral directors) agreed or strongly agreed that they were satisfied with their experience at the national cemetery.
- 95.8 percent of all respondents (95.7% of next of kin and 96.5% of funeral directors) agreed or strongly agreed the quality of service they received from cemetery staff was excellent.
- 97.1 percent of all respondents (97.3% of next of kin and 96.5% of funeral directors) agreed or strongly agreed that the national cemetery staff was courteous.
- 96.6 percent of all respondents (96.4% of next of kin and 97.2% of funeral directors) agreed or strongly agreed that the national cemetery staff was professional (knowledgeable, helpful, and responsive).
- 98.6 percent of all respondents (98.6% of next of kin and 98.6% of funeral directors) agreed or strongly agreed the overall appearance of their national cemeteries was excellent.
- 98.2 percent of respondents (98.6% of next of kin and 96.6% of funeral directors) indicated they would recommend their national cemeteries to Veteran families during their time of need.

Trust

- Overall, 97.6 percent of all respondents (97.8% of next of kin and 97.0% of funeral directors) agreed or strongly agreed they are willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.
- 97.9 percent of all respondents (97.7% of next of kin and 98.5% of funeral directors) agreed or strongly agreed their national cemeteries honor all Veterans and their service to our nation.

Information and Communication

- 96.9 percent of next of kin reported they were very or somewhat satisfied with the information they were provided throughout their experiences with their national cemeteries.
- The three most frequently reported means of finding out about NCA benefits prior to the time of need were: Family member/friend (60.7%), Funeral home (35.2%), and Military discharge-related materials (25.5%).

Executive Summary

Highlights of Findings (con't)

- Next of kin selected Newsletter/flyer (28.4%) and Local newspaper/television news reports (21.6%) as the two best ways for their national cemeteries to convey information regarding benefits, prior to their time of need.
- 95.1 percent of funeral directors who completed the survey reported they were very or somewhat satisfied with the communication between their funeral homes and their national cemeteries. 97.1 percent characterized this communication as excellent or good.
- Funeral directors indicated that Outreach by cemetery staff (36.7%) provides them the most information about national cemetery policies and procedures. Funeral directors noted that e-mail (46.9%) and letter (25.2%) are the best ways for their national cemeteries to communicate with their funeral homes regarding changes in policies and procedures.

Committal Services

- 95.0 percent of next of kin reported they were very or somewhat satisfied with the committal service at their national cemeteries.
- 85.2 percent of funeral directors reported the process of scheduling interments at their national cemeteries was very or somewhat easy.
- 97.8 percent of funeral directors reported they received the support they needed from cemetery staff always or for the most part.
- 67.8 percent of funeral directors indicated that the service they received from their national cemeteries was superior to or better than the service they received from private cemeteries. An additional 29.4 percent indicated that service was about the same as the service provided by private cemeteries.

Headstones, Markers, and Columbarium Niche Covers

- 93.3 percent of next of kin were very or somewhat satisfied with the length of time it took for the permanent marker, headstone, or columbarium niche cover to be put in place.
- 92.8 percent of next of kin were very or somewhat satisfied with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived.
- 86.8 percent of next of kin reported that when the headstone, marker, or columbarium niche cover arrived, the inscription was accurate. 3.6 percent reported the inscription was inaccurate, and 9.6 percent reported they did not know.

Executive Summary

Highlights of Findings (con't.)

Cemetery Appearance and Visitor Accommodations

- 96.2 percent of next of kin agreed or strongly agreed the appearance of their loved one's gravesite was excellent.
- 98.6 percent of all respondents (98.5% of next of kin and 98.7% of funeral directors) agreed or strongly agreed the maintenance of cemetery grounds was excellent.
- 97.5 percent of all respondents (97.4% of next of kin and 98.1% of funeral directors) agreed or strongly agreed the maintenance of other landscape features (e.g., flowers, trees, or shrubs) was excellent.
- 97.6 percent of all respondents (97.3% of next of kin and 98.8% of funeral directors) agreed or strongly agreed the upkeep of headstones, markers, and columbarium niche covers was excellent.
- 97.7 percent of all respondents (97.7% of next of kin and 97.7% of funeral directors) agreed or strongly agreed the committal shelter used for the service was private, clean, and free of safety hazards.

State and Tribal Veterans Cemeteries in Comparison to National Cemeteries

- 80.2 percent of next of kin who had visited a State or Tribal Veterans Cemetery agreed or strongly agreed that the appearance of the cemetery compared favorably to the VA national cemetery.
- 73.4 percent of next of kin who had visited a State or Tribal Veterans Cemetery agreed or strongly agreed that the quality of service at the cemetery compared favorably to the VA national cemetery.
- 37.1 percent of next of kin who had visited a State or Tribal Veterans Cemetery agreed or strongly agreed that the honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

Overall Satisfaction Measures

SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on eight overall measures of satisfaction.
- Results are presented for three strategic performance measures with five additional measures of overall satisfaction. Question-by-question comparative analyses (Element of Comparison) are also presented in this chapter.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 50/36: The quality of service received from cemetery staff is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,213	72.7%	0.6%	23.1%	3.3%	0.6%	0.2%
	2014	14,759	72.1%	-0.1%	23.8%	3.4%	0.6%	0.1%
North Atlantic District	2015	2,830	72.5%	0.7%	23.8%	3.1%	0.4%	0.1%
	2014	2,593	71.8%	2.3%	24.4%	3.1%	0.5%	0.2%
Southeast District	2015	3,437	76.4%	0.9%	20.5%	2.4%	0.5%	0.1%
	2014	3,752	75.6%	-1.6%	21.3%	2.8%	0.3%	0.0%
Continental District	2015	2,239	73.2%	1.5%	22.2%	3.7%	0.7%	0.2%
	2014	2,251	71.8%	-0.4%	24.0%	3.5%	0.6%	0.2%
Midwest District	2015	3,377	72.2%	0.1%	24.0%	3.0%	0.5%	0.3%
	2014	2,886	72.1%	0.4%	23.9%	3.3%	0.5%	0.2%
Pacific District	2015	3,051	69.2%	0.6%	25.2%	4.1%	1.1%	0.4%
	2014	3,007	68.6%	-0.1%	26.0%	4.3%	0.9%	0.3%

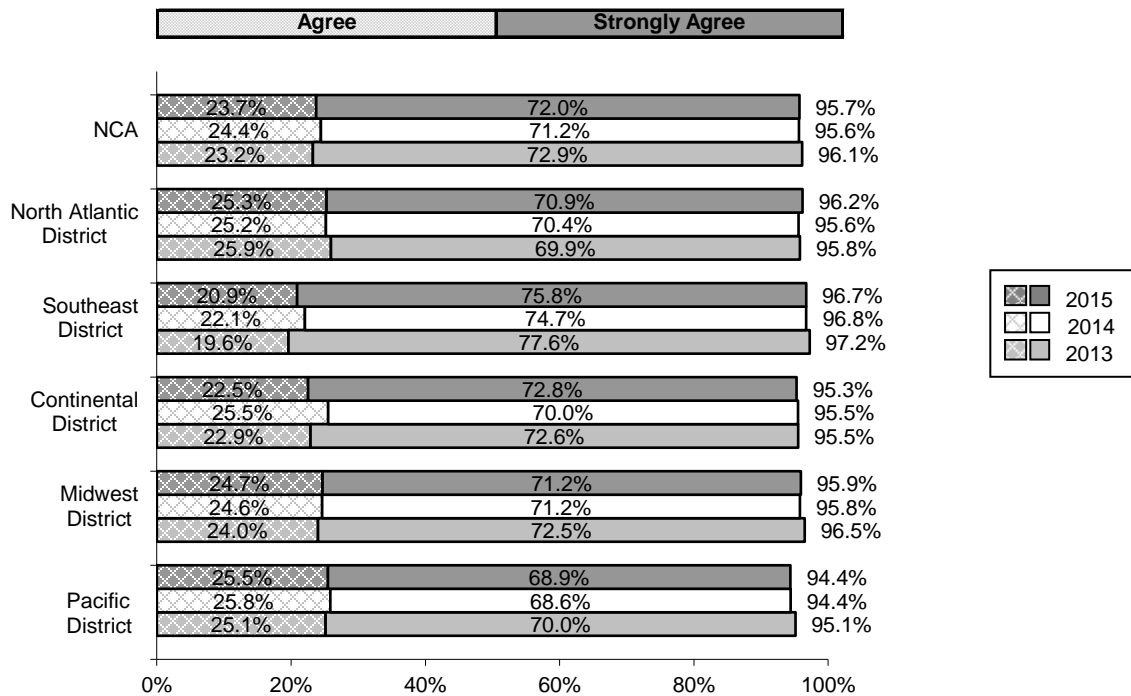
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

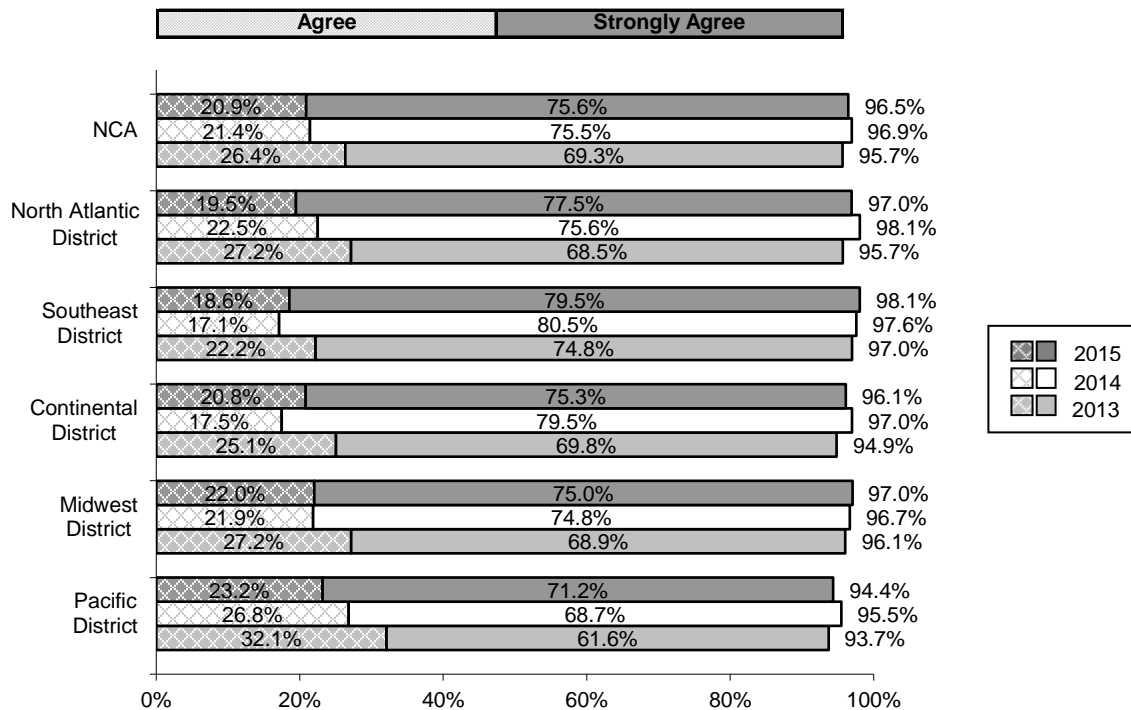
Overall Satisfaction Measures

Question 50/36: The quality of service received from cemetery staff is excellent (continued).

NEXT OF KIN



FUNERAL DIRECTORS

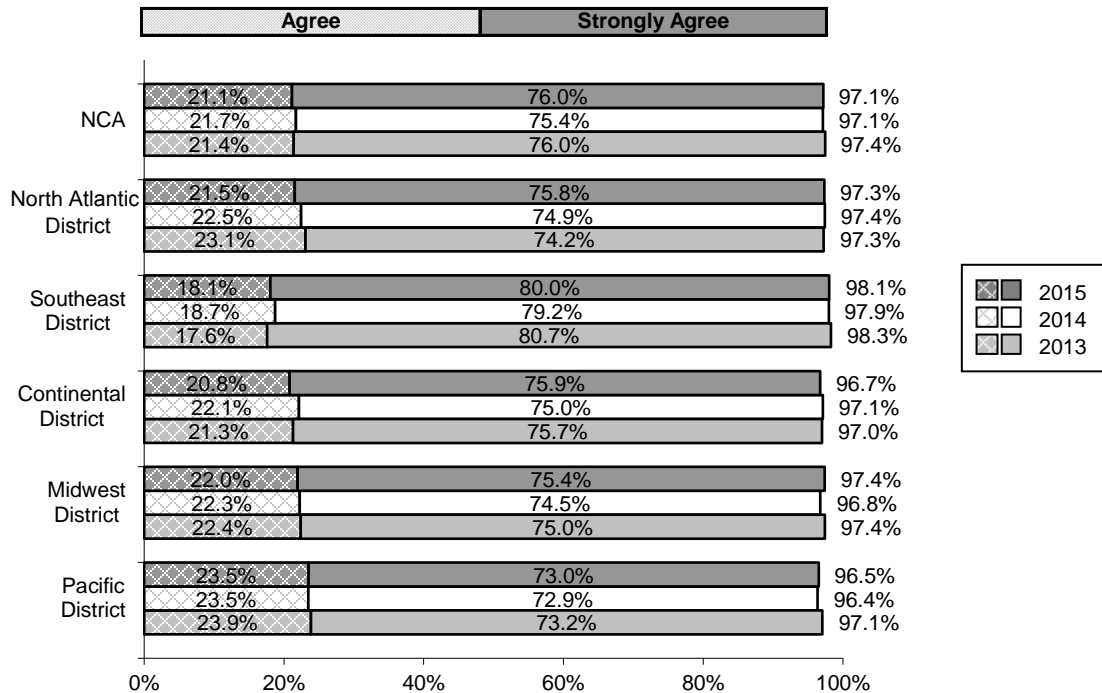


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 51/37: The national cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,245	76.0%	0.6%	21.1%	2.2%	0.4%	0.2%
	2014	14,781	75.4%	-0.6%	21.7%	2.4%	0.4%	0.1%
North Atlantic District	2015	2,845	75.8%	0.8%	21.5%	2.2%	0.3%	0.1%
	2014	2,605	74.9%	0.8%	22.5%	2.1%	0.3%	0.2%
Southeast District	2015	3,434	80.0%	0.7%	18.1%	1.6%	0.3%	0.1%
	2014	3,755	79.2%	-1.4%	18.7%	1.7%	0.3%	0.1%
Continental District	2015	2,234	75.9%	0.9%	20.8%	2.6%	0.6%	0.1%
	2014	2,254	75.0%	-0.7%	22.1%	2.3%	0.4%	0.2%
Midwest District	2015	3,394	75.4%	0.9%	22.0%	2.1%	0.3%	0.2%
	2014	2,889	74.5%	-0.5%	22.3%	2.9%	0.3%	0.1%
Pacific District	2015	3,061	73.0%	0.1%	23.5%	2.5%	0.7%	0.3%
	2014	3,009	72.9%	-0.3%	23.5%	2.9%	0.5%	0.2%

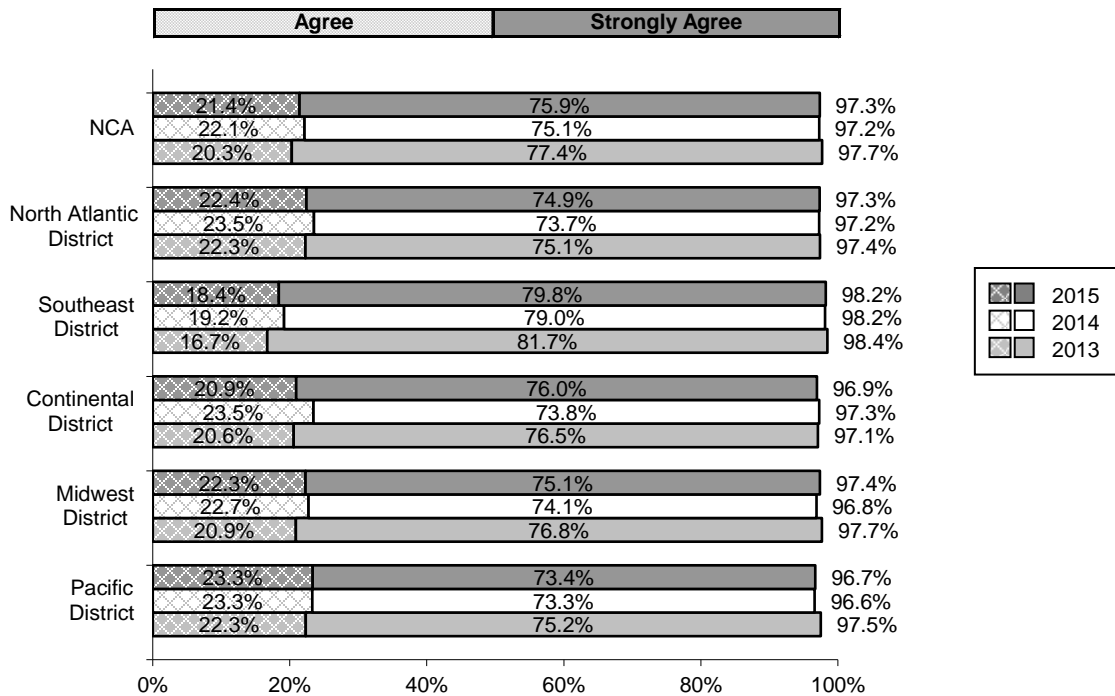
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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Overall Satisfaction Measures

Question 51/37: The national cemetery staff was courteous (continued).

NEXT OF KIN



FUNERAL DIRECTORS

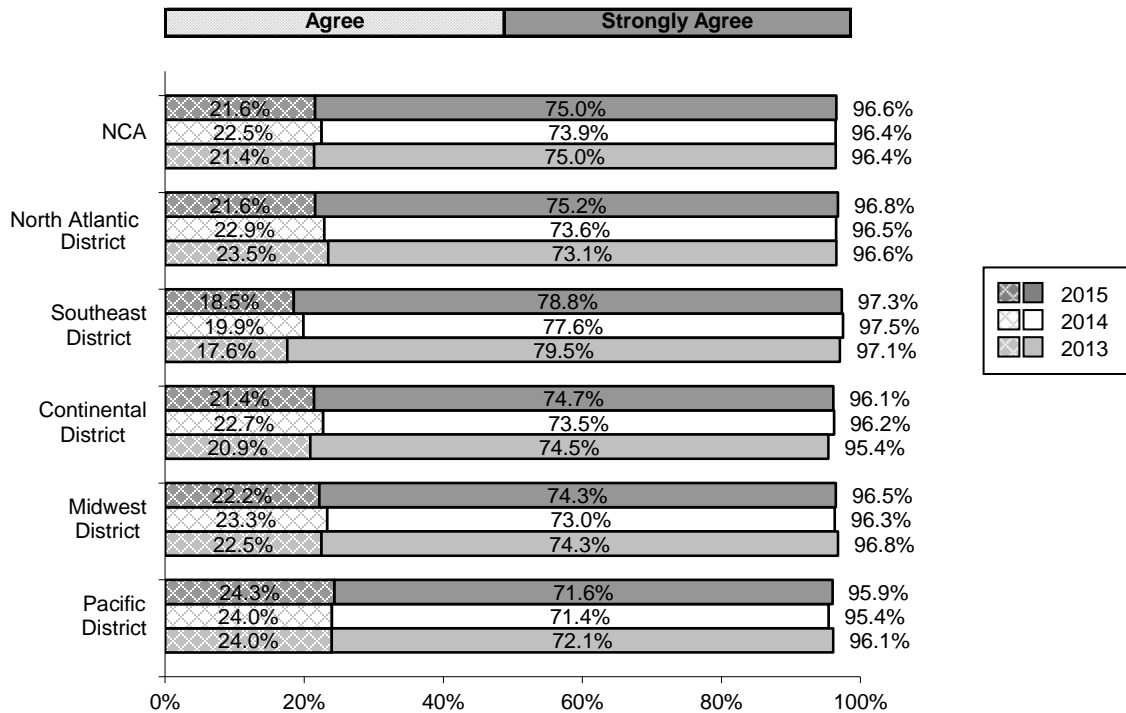


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 52/38: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score*	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,213	75.0%	1.0%	21.6%	2.7%	0.5%	0.2%
	2014	14,723	73.9%	-1.1%	22.5%	2.9%	0.5%	0.2%
North Atlantic District	2015	2,837	75.2%	1.6%	21.6%	2.5%	0.6%	0.1%
	2014	2,585	73.6%	0.6%	22.9%	2.6%	0.6%	0.3%
Southeast District	2015	3,422	78.8%	1.2%	18.5%	2.2%	0.4%	0.1%
	2014	3,747	77.6%	-1.9%	19.9%	2.0%	0.4%	0.1%
Continental District	2015	2,227	74.7%	1.2%	21.4%	3.3%	0.4%	0.2%
	2014	2,240	73.5%	-1.0%	22.7%	3.1%	0.5%	0.2%
Midwest District	2015	3,378	74.3%	1.3%	22.2%	2.8%	0.5%	0.3%
	2014	2,887	73.0%	-1.3%	23.3%	3.3%	0.3%	0.1%
Pacific District	2015	3,068	71.6%	0.2%	24.3%	2.8%	0.9%	0.4%
	2014	2,993	71.4%	-0.7%	24.0%	3.5%	0.8%	0.3%

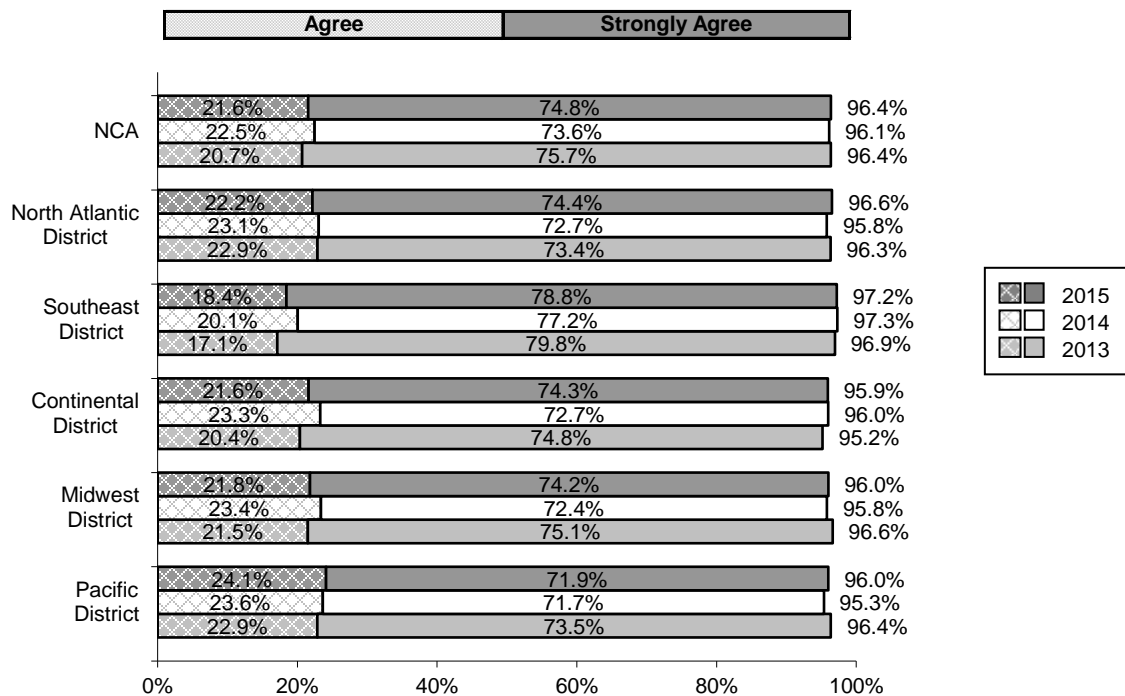
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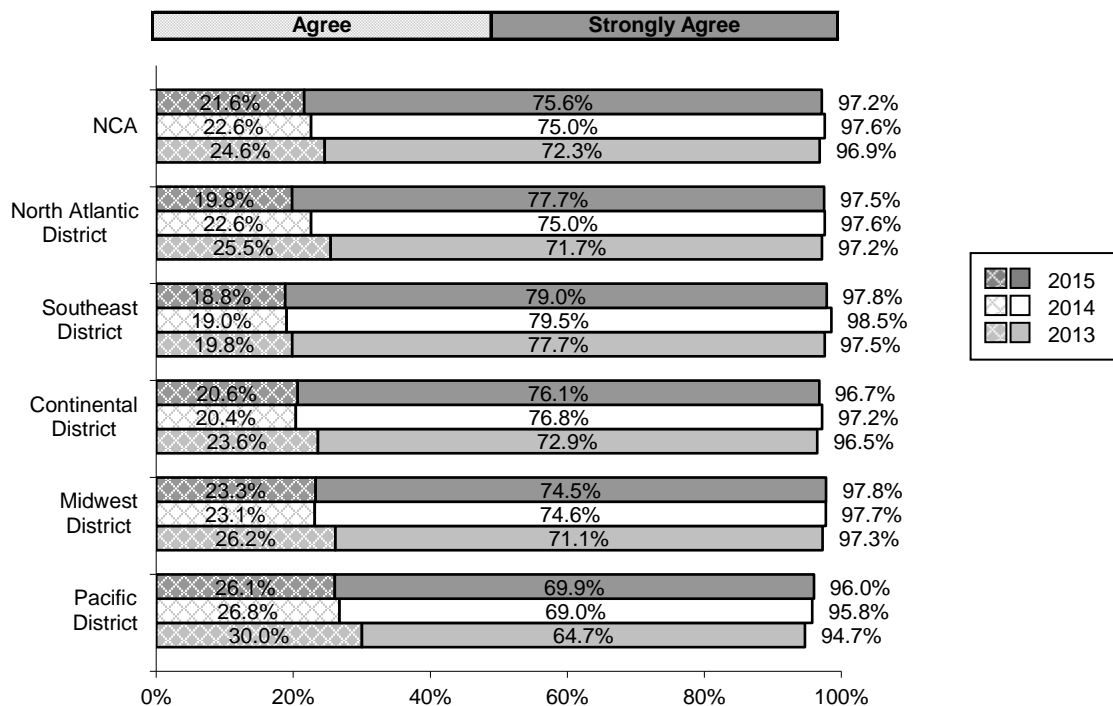
Overall Satisfaction Measures

Question 52/38: The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive (continued).

NEXT OF KIN



FUNERAL DIRECTORS

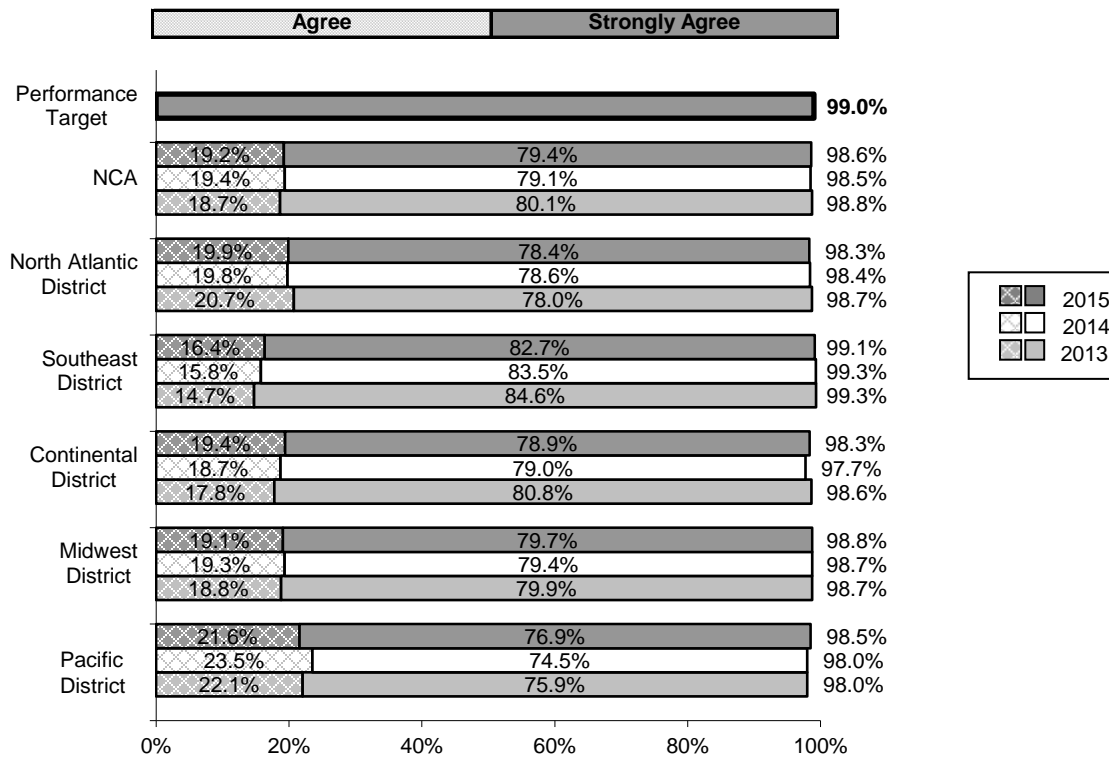


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 57/43: The overall appearance of the national cemetery is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,440	79.4%	0.3%	19.2%	1.2%	0.1%	0.1%
	2014	15,006	79.1%	-0.9%	19.4%	1.2%	0.2%	0.1%
North Atlantic District	2015	2,877	78.4%	-0.3%	19.9%	1.4%	0.2%	0.1%
	2014	2,634	78.6%	0.7%	19.8%	1.3%	0.3%	0.0%
Southeast District	2015	3,455	82.7%	-0.8%	16.4%	0.8%	0.1%	0.0%
	2014	3,815	83.5%	-1.1%	15.8%	0.6%	0.1%	0.1%
Continental District	2015	2,278	78.9%	-0.1%	19.4%	1.4%	0.0%	0.3%
	2014	2,297	79.0%	-1.8%	18.7%	1.4%	0.5%	0.3%
Midwest District	2015	3,454	79.7%	0.3%	19.1%	1.0%	0.1%	0.1%
	2014	2,942	79.4%	-0.5%	19.3%	1.0%	0.2%	0.0%
Pacific District	2015	3,099	76.9%	2.4%	21.6%	1.3%	0.2%	0.0%
	2014	3,046	74.5%	-1.5%	23.5%	1.7%	0.3%	0.0%

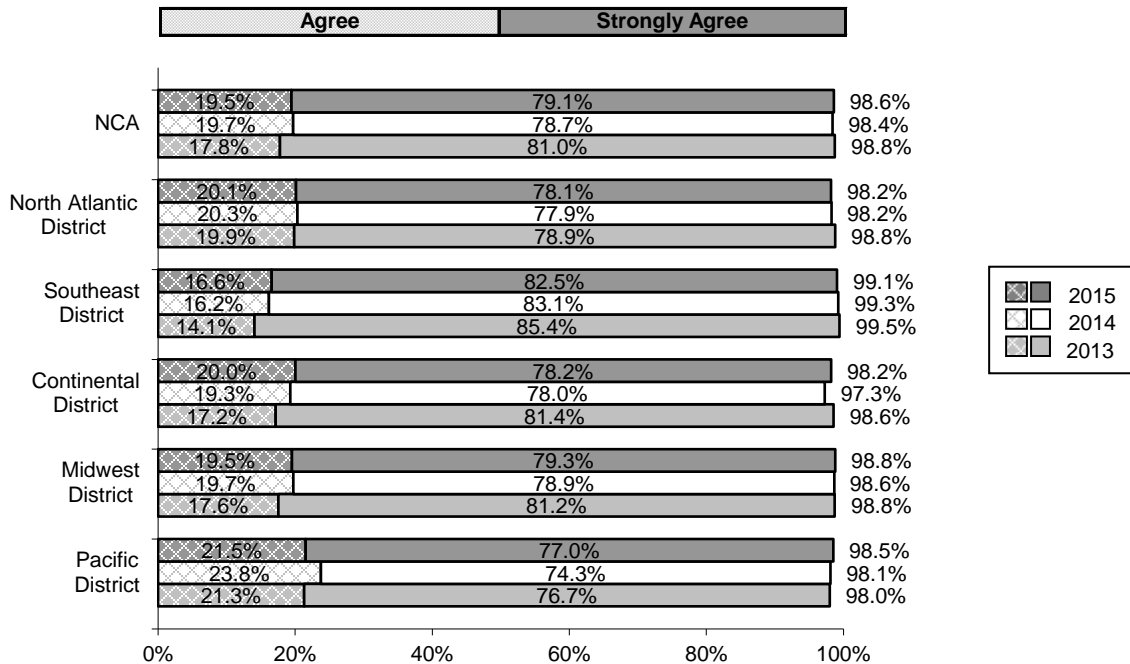
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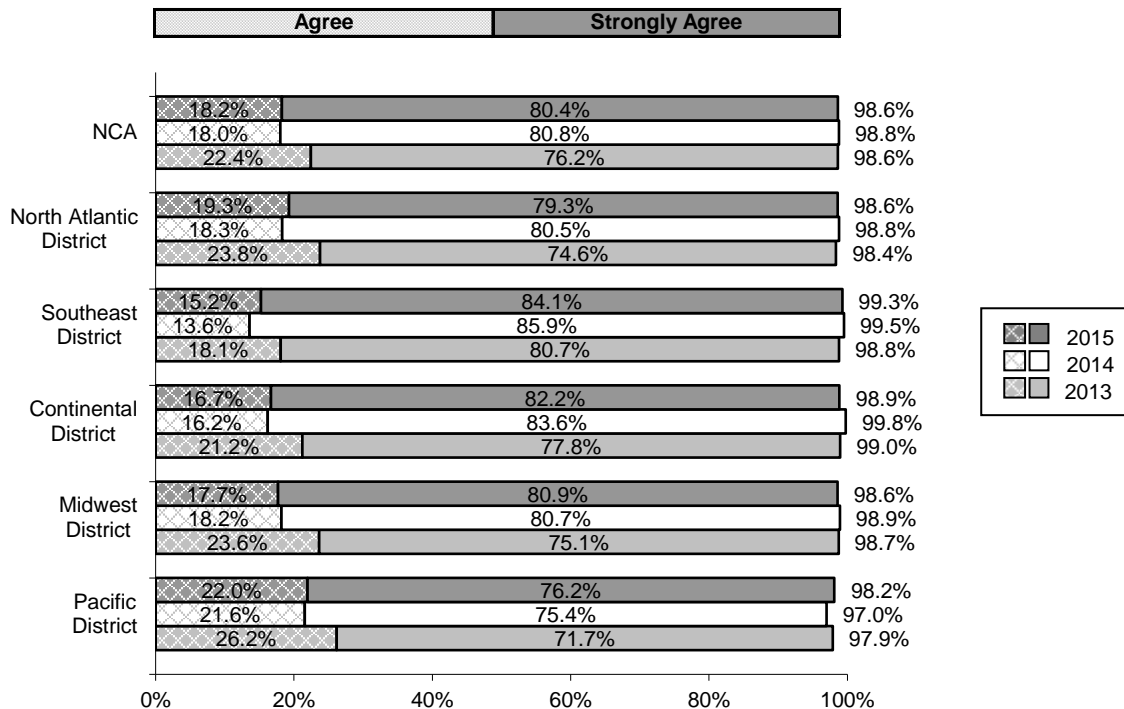
Overall Satisfaction Measures

Question 57/43: The overall appearance of the national cemetery is excellent (continued).

NEXT OF KIN



FUNERAL DIRECTORS



Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 59/45: I would recommend the cemetery to Veteran families during their time of need.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,564	79.4%	0.1%	18.8%	1.6%	0.1%	0.1%
	2014	15,100	79.3%	-1.7%	19.0%	1.5%	0.1%	0.1%
North Atlantic District	2015	2,899	78.4%	-0.3%	19.5%	1.8%	0.1%	0.2%
	2014	2,648	78.7%	-0.2%	19.4%	1.4%	0.2%	0.2%
Southeast District	2015	3,491	83.1%	0.5%	15.5%	1.2%	0.1%	0.0%
	2014	3,828	82.7%	-2.3%	16.0%	1.2%	0.0%	0.1%
Continental District	2015	2,293	78.9%	-0.2%	19.2%	1.5%	0.2%	0.1%
	2014	2,316	79.1%	-1.3%	19.3%	1.2%	0.3%	0.1%
Midwest District	2015	3,467	78.9%	-0.3%	19.3%	1.5%	0.1%	0.2%
	2014	2,964	79.3%	-0.8%	18.8%	1.7%	0.1%	0.1%
Pacific District	2015	3,137	77.4%	1.0%	20.8%	1.5%	0.2%	0.1%
	2014	3,074	76.4%	-2.8%	21.6%	1.8%	0.1%	0.0%

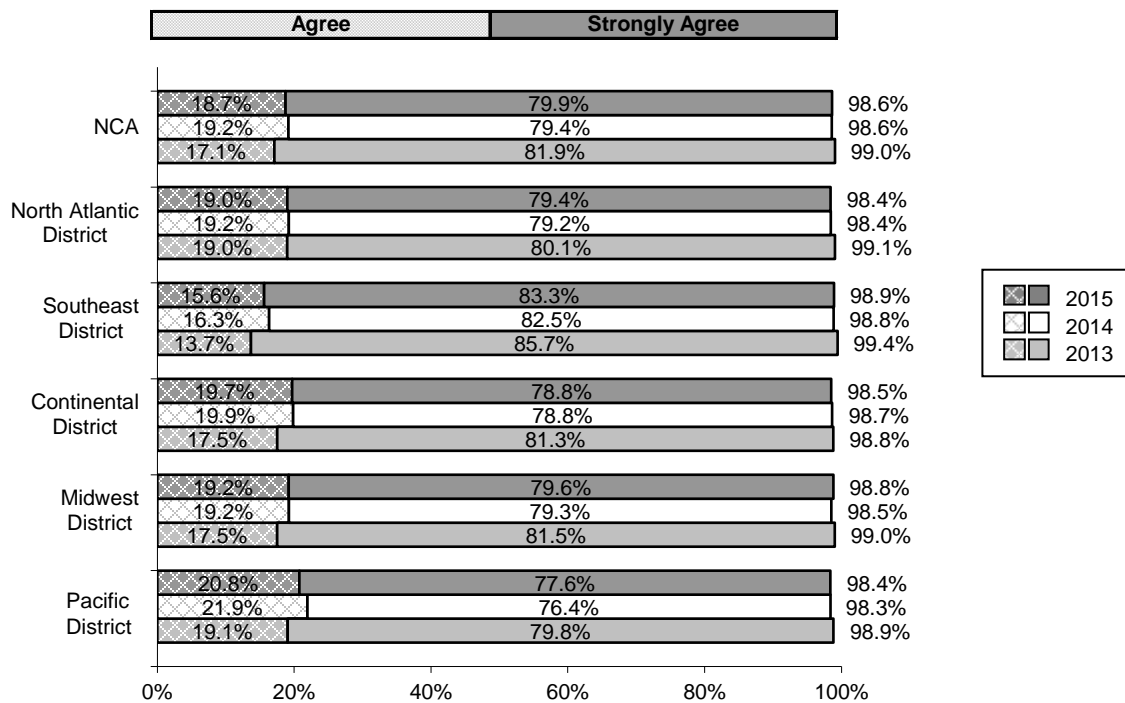
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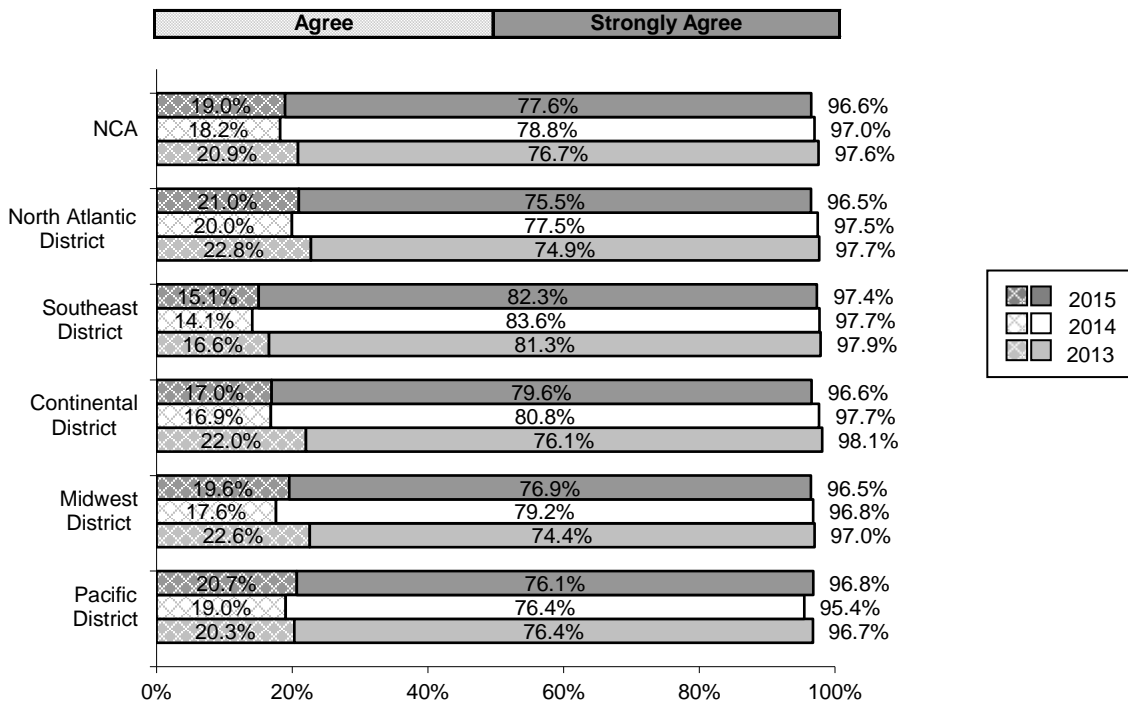
Overall Satisfaction Measures

Question 59/45: I would recommend the cemetery to Veteran families during their time of need (continued).

NEXT OF KIN



FUNERAL DIRECTORS

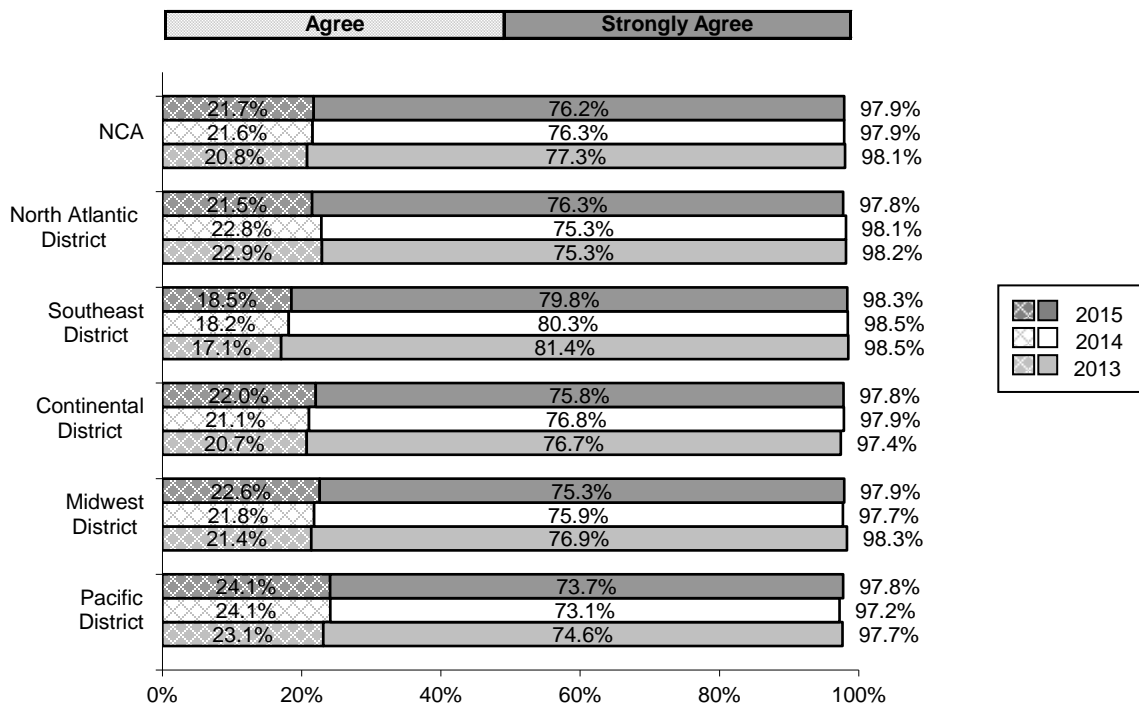


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 58/44: Overall, I am satisfied with my experience at the national cemetery.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,535	76.2%	-0.2%	21.7%	1.5%	0.4%	0.2%
	2014	15,048	76.3%	-0.9%	21.6%	1.4%	0.5%	0.2%
North Atlantic District	2015	2,906	76.3%	0.9%	21.5%	1.7%	0.4%	0.2%
	2014	2,646	75.3%	0.1%	22.8%	1.2%	0.4%	0.1%
Southeast District	2015	3,474	79.8%	-0.5%	18.5%	1.2%	0.3%	0.1%
	2014	3,818	80.3%	-1.2%	18.2%	0.9%	0.4%	0.2%
Continental District	2015	2,288	75.8%	-1.0%	22.0%	1.5%	0.5%	0.1%
	2014	2,298	76.8%	0.1%	21.1%	1.4%	0.6%	0.1%
Midwest District	2015	3,461	75.3%	-0.6%	22.6%	1.3%	0.4%	0.3%
	2014	2,954	75.9%	-1.0%	21.8%	1.8%	0.4%	0.1%
Pacific District	2015	3,129	73.7%	0.5%	24.1%	1.5%	0.6%	0.2%
	2014	3,062	73.1%	-1.4%	24.1%	1.8%	0.7%	0.3%

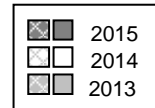
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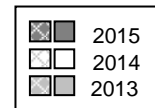
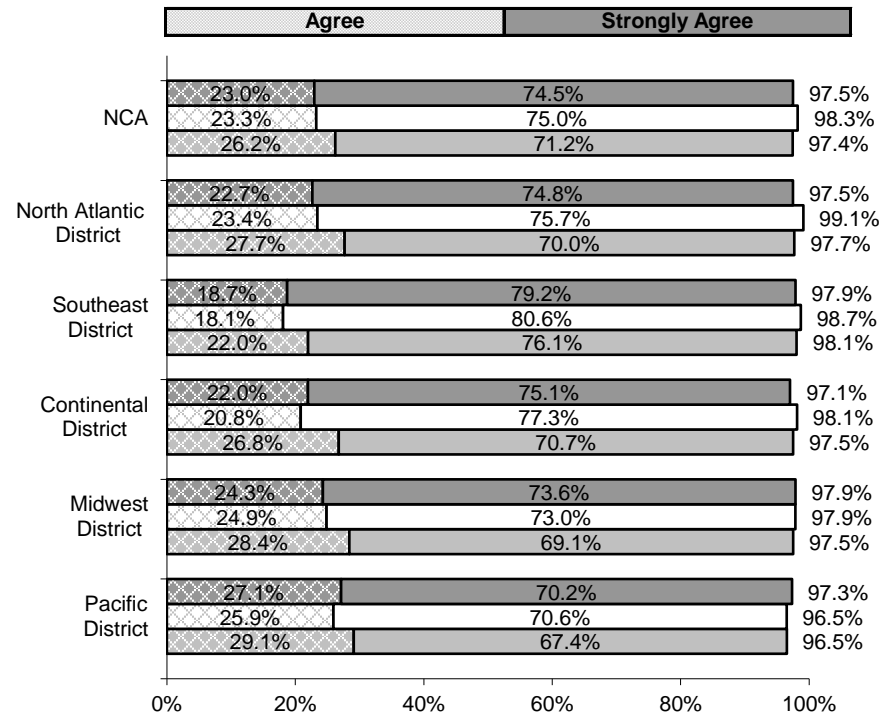
Overall Satisfaction Measures

Question 58/44: Overall, I am satisfied with my experience at the national cemetery (continued).

NEXT OF KIN



FUNERAL DIRECTORS

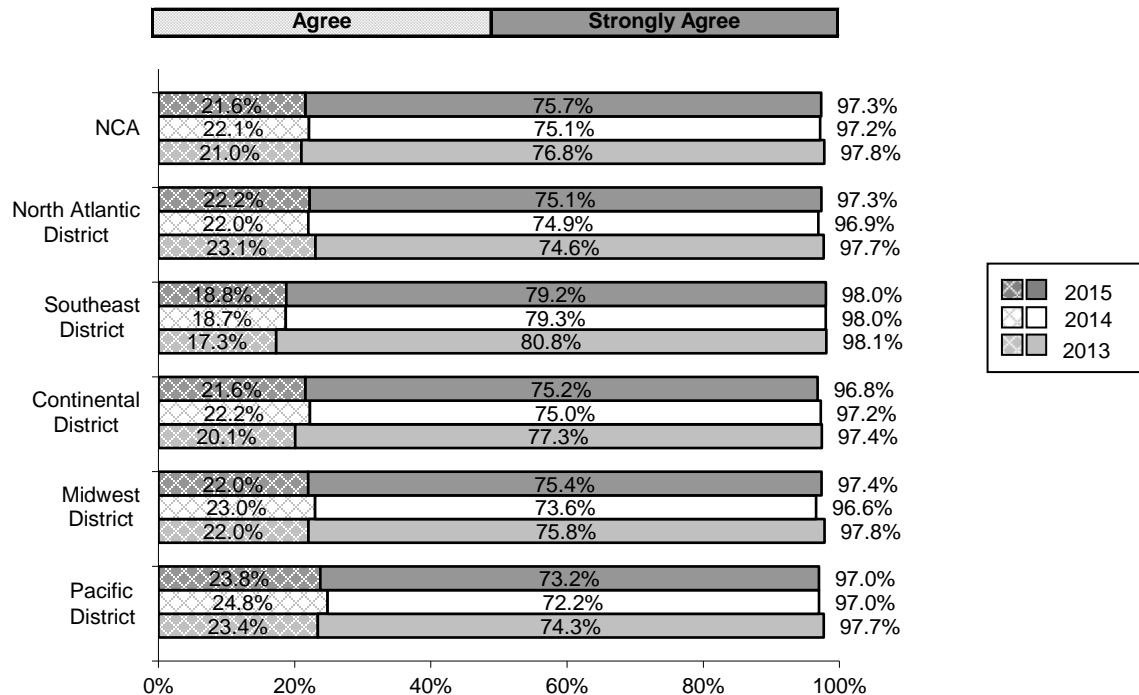


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 60/46: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,354	75.7%	0.7%	21.6%	2.3%	0.3%	0.1%
	2014	14,958	75.1%	-1.7%	22.1%	2.5%	0.3%	0.1%
North Atlantic District	2015	2,860	75.1%	0.3%	22.2%	2.2%	0.3%	0.2%
	2014	2,628	74.9%	0.3%	22.0%	2.5%	0.4%	0.2%
Southeast District	2015	3,452	79.2%	-0.1%	18.8%	1.7%	0.1%	0.1%
	2014	3,801	79.3%	-1.5%	18.7%	1.8%	0.2%	0.1%
Continental District	2015	2,270	75.2%	0.2%	21.6%	2.6%	0.4%	0.3%
	2014	2,289	75.0%	-2.3%	22.2%	2.4%	0.3%	0.0%
Midwest District	2015	3,411	75.4%	1.8%	22.0%	2.2%	0.3%	0.1%
	2014	2,935	73.6%	-2.2%	23.0%	3.1%	0.1%	0.2%
Pacific District	2015	3,084	73.2%	1.1%	23.8%	2.6%	0.4%	0.1%
	2014	3,036	72.2%	-2.1%	24.8%	2.6%	0.4%	0.0%

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

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

Overall Satisfaction Measures

Question 60/46: I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future (continued).

NEXT OF KIN



FUNERAL DIRECTORS

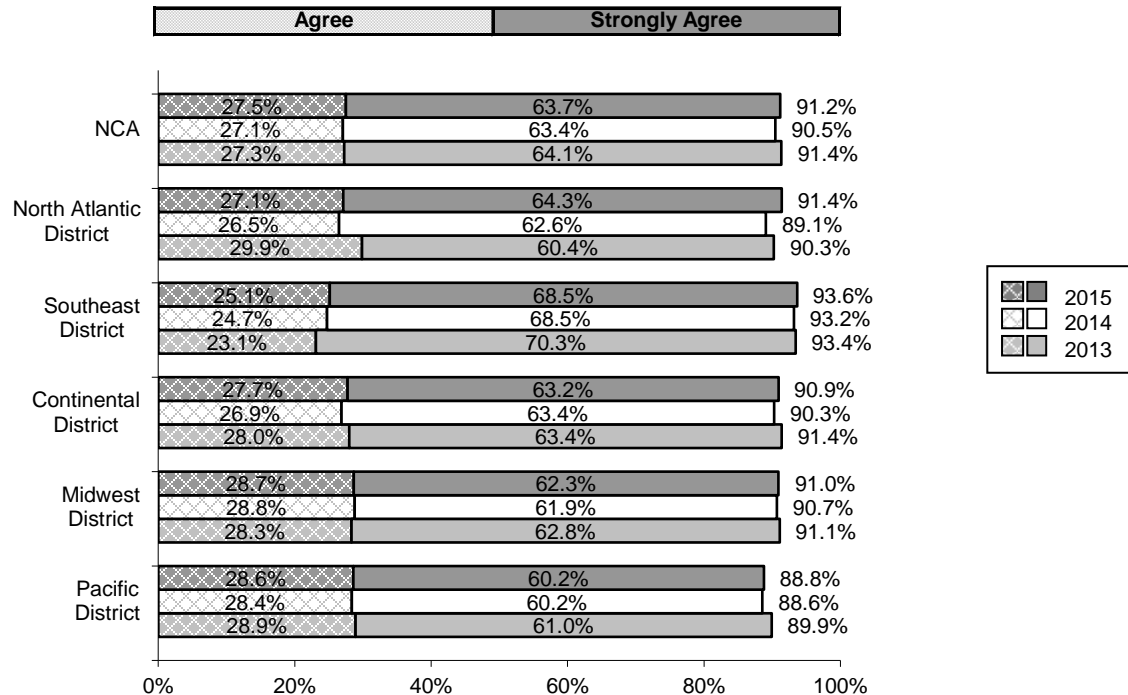


Overall Satisfaction Measures

OVERALL SATISFACTION MEASURE

Question 62/48: My experiences with the national cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,490	63.7%	0.3%	27.5%	7.6%	0.9%	0.3%
	2014	15,018	63.4%	-0.7%	27.1%	8.1%	1.2%	0.2%
North Atlantic District	2015	2,884	64.3%	1.7%	27.1%	7.6%	0.8%	0.2%
	2014	2,631	62.6%	2.2%	26.5%	9.4%	1.2%	0.4%
Southeast District	2015	3,477	68.5%	0.1%	25.1%	5.5%	0.7%	0.2%
	2014	3,805	68.5%	-1.9%	24.7%	5.8%	0.8%	0.1%
Continental District	2015	2,274	63.2%	-0.2%	27.7%	7.6%	1.2%	0.3%
	2014	2,305	63.4%	0.0%	26.9%	8.1%	1.4%	0.2%
Midwest District	2015	3,455	62.3%	0.4%	28.7%	7.8%	1.0%	0.4%
	2014	2,952	61.9%	-0.9%	28.8%	7.9%	1.4%	0.1%
Pacific District	2015	3,123	60.2%	0.0%	28.6%	9.8%	1.1%	0.4%
	2014	3,057	60.2%	-0.8%	28.4%	9.5%	1.5%	0.4%

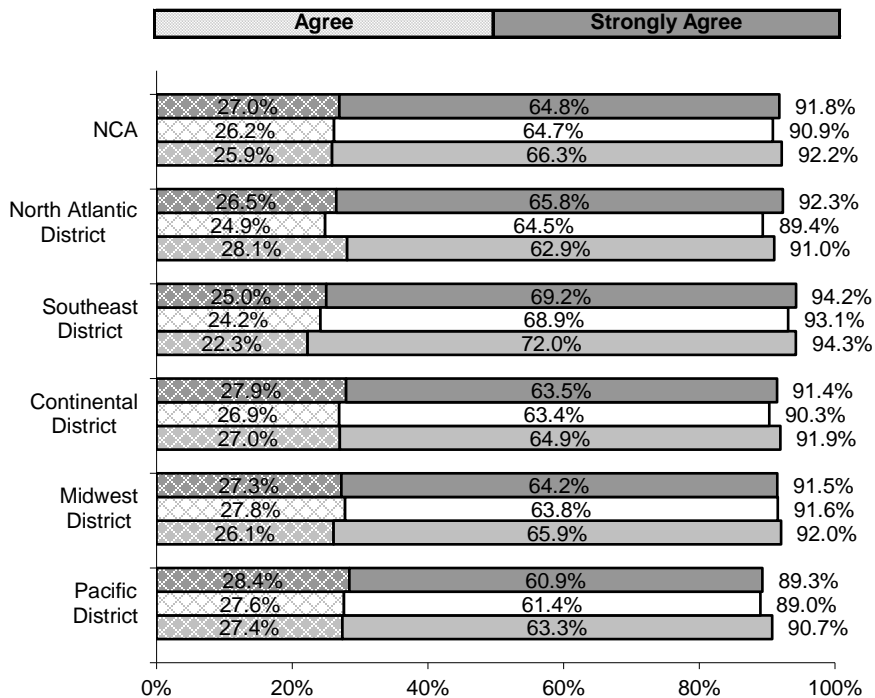
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

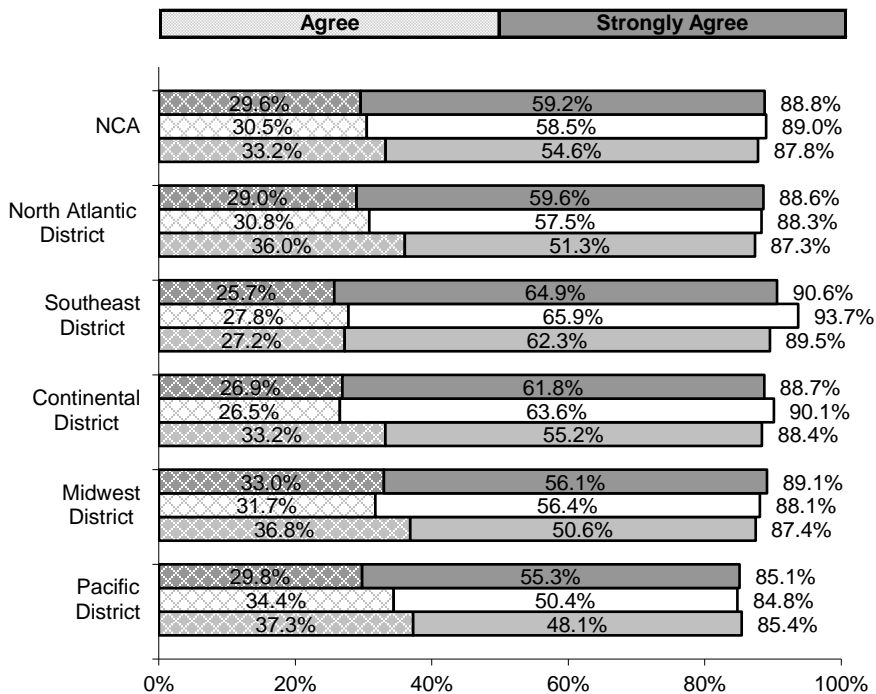
Overall Satisfaction Measures

Question 62/48: My experiences with the national cemetery exceeded my expectations (continued).

NEXT OF KIN



FUNERAL DIRECTORS



Trust

SECTION DESCRIPTION

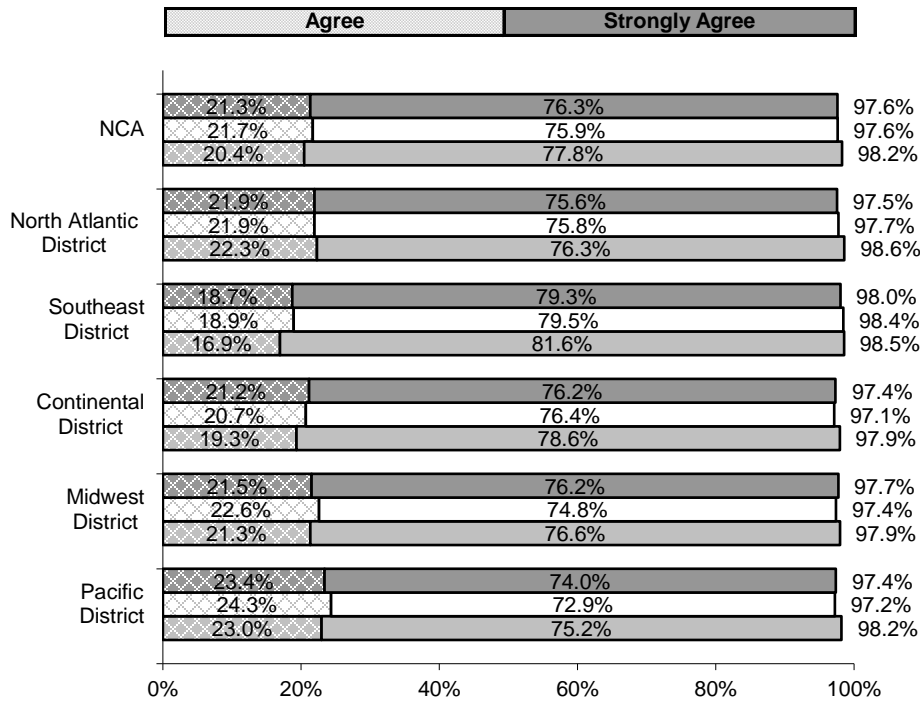
- This section presents survey findings from next of kin and funeral directors on their satisfaction with their national cemeteries' commitment to patriotism, heritage, maintenance of the cemetery as a national shrine, and honoring all veterans.
- Measures of overall satisfaction with their national cemeteries' commitment to patriotism, heritage, maintenance of the cemetery as a national shrine, and honoring all veterans are presented first, followed by a question-by-question comparative analysis (Element of Comparison).
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Trust

OVERALL SATISFACTION MEASURE

Question 61/47: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,432	76.3%	0.3%	21.3%	2.1%	0.2%	0.1%
	2014	14,949	75.9%	-1.9%	21.7%	2.1%	0.1%	0.1%
North Atlantic District	2015	2,885	75.6%	-0.2%	21.9%	2.1%	0.2%	0.1%
	2014	2,620	75.8%	-0.5%	21.9%	1.9%	0.2%	0.2%
Southeast District	2015	3,461	79.3%	-0.2%	18.7%	1.8%	0.1%	0.1%
	2014	3,791	79.5%	-2.1%	18.9%	1.4%	0.1%	0.1%
Continental District	2015	2,260	76.2%	-0.3%	21.2%	2.3%	0.3%	0.1%
	2014	2,297	76.4%	-2.2%	20.7%	2.6%	0.2%	0.1%
Midwest District	2015	3,445	76.2%	1.4%	21.5%	1.9%	0.2%	0.1%
	2014	2,939	74.8%	-1.9%	22.6%	2.3%	0.1%	0.2%
Pacific District	2015	3,104	74.0%	1.1%	23.4%	2.5%	0.1%	0.0%
	2014	3,034	72.9%	-2.3%	24.3%	2.6%	0.1%	0.0%

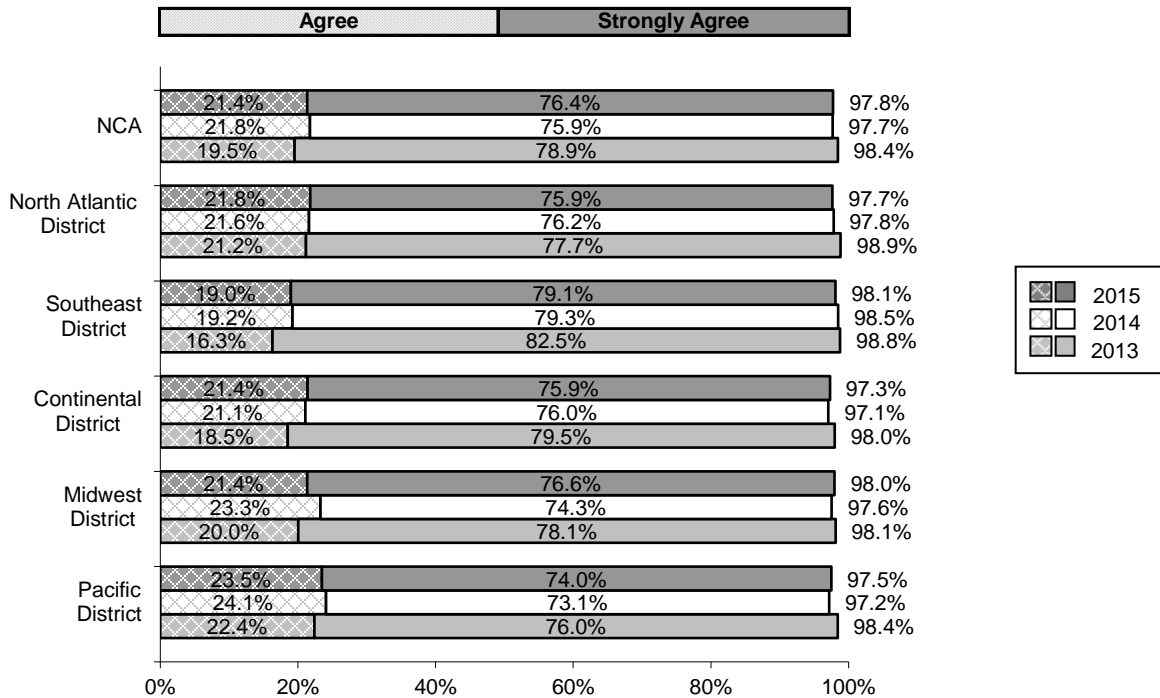
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

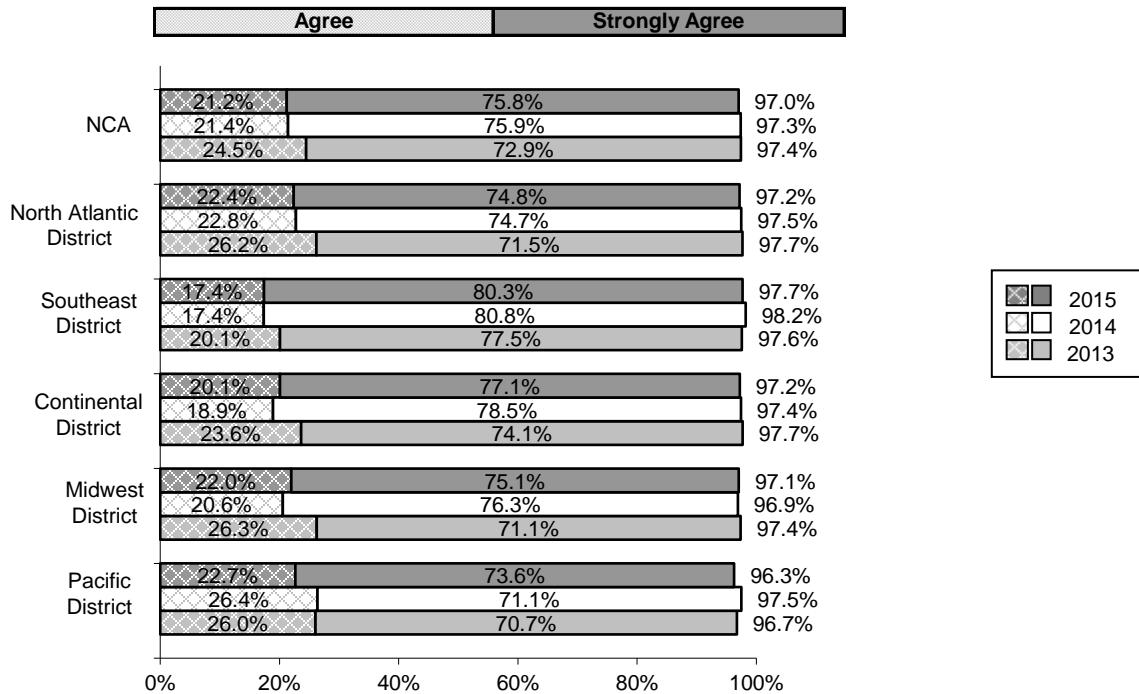
Trust

Question 61/47: I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future (continued).

NEXT OF KIN



FUNERAL DIRECTORS

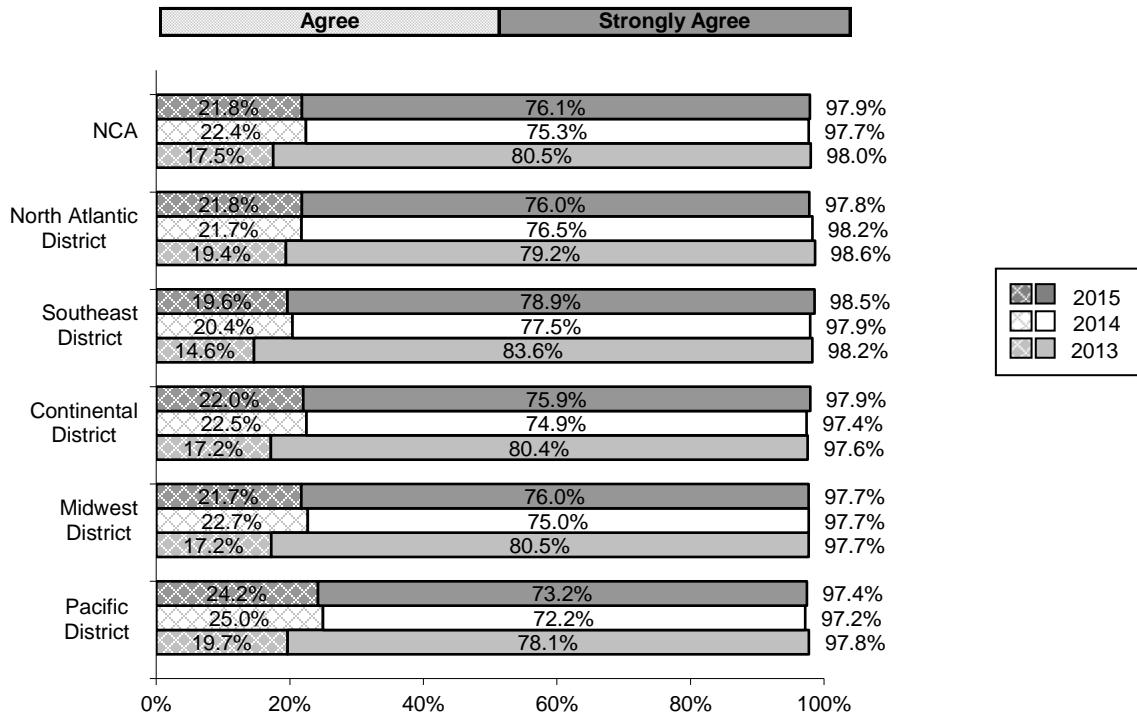


Trust

OVERALL SATISFACTION MEASURE

Question 46/32: The cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,076	76.1%	0.8%	21.8%	1.8%	0.2%	0.1%
	2014	14,653	75.3%	-5.2%	22.4%	1.9%	0.3%	0.1%
North Atlantic District	2015	2,807	76.0%	-0.5%	21.8%	1.9%	0.1%	0.2%
	2014	2,582	76.5%	-2.7%	21.7%	1.4%	0.3%	0.1%
Southeast District	2015	3,360	78.9%	1.4%	19.6%	1.3%	0.1%	0.0%
	2014	3,710	77.5%	-6.1%	20.4%	1.8%	0.2%	0.2%
Continental District	2015	2,231	75.9%	1.0%	22.0%	1.7%	0.3%	0.1%
	2014	2,251	74.9%	-5.5%	22.5%	2.1%	0.4%	0.1%
Midwest District	2015	3,366	76.0%	1.0%	21.7%	1.8%	0.3%	0.1%
	2014	2,866	75.0%	-5.5%	22.7%	1.8%	0.3%	0.2%
Pacific District	2015	3,035	73.2%	1.0%	24.2%	2.1%	0.3%	0.1%
	2014	2,974	72.2%	-5.8%	25.0%	2.4%	0.3%	0.1%

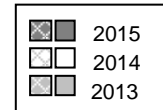
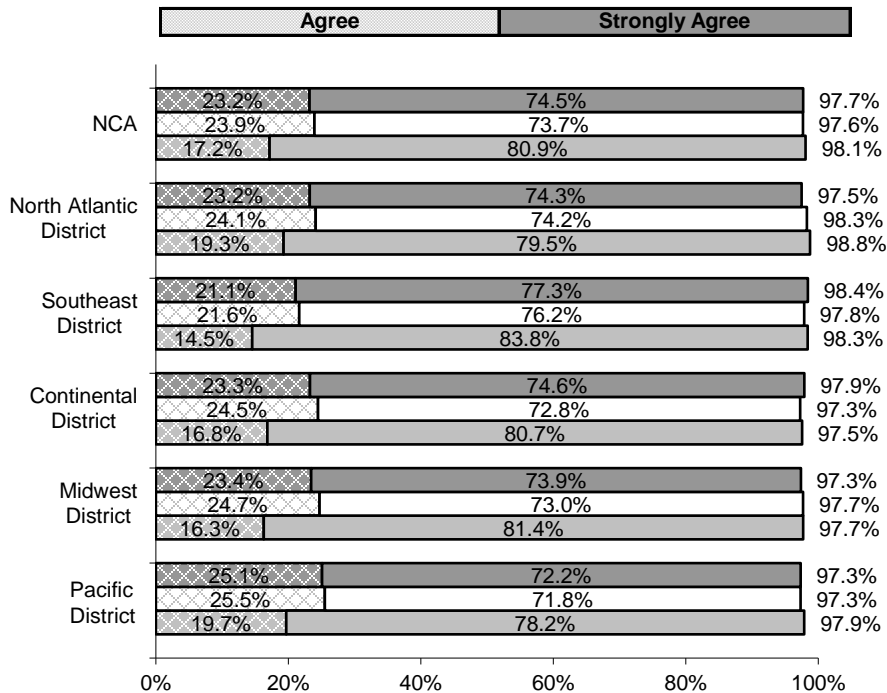
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

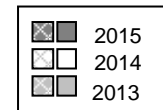
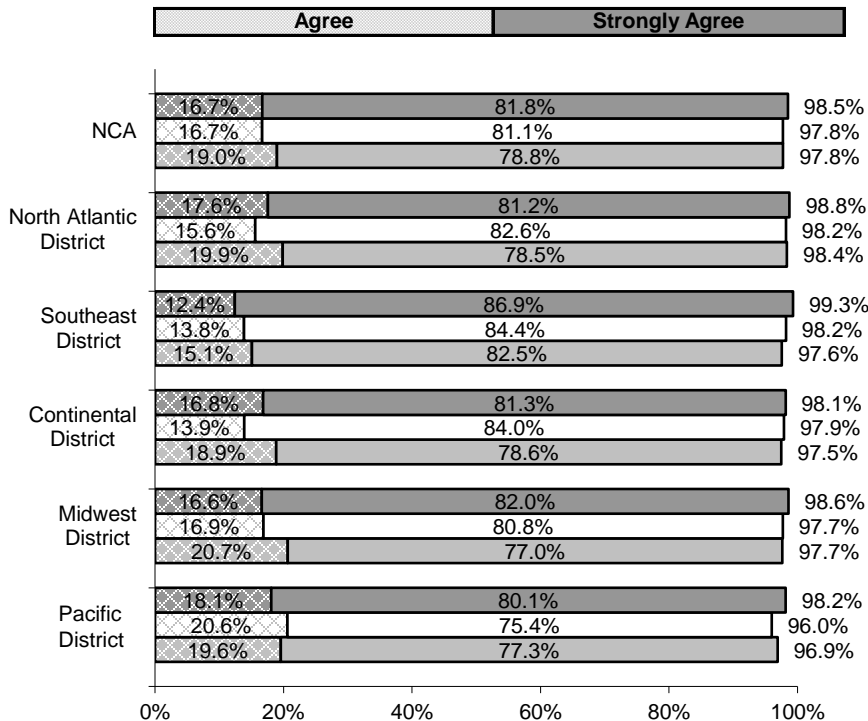
Trust

Question 46/32: The cemetery honors all Veterans and their service to our nation (continued).

NEXT OF KIN



FUNERAL DIRECTORS

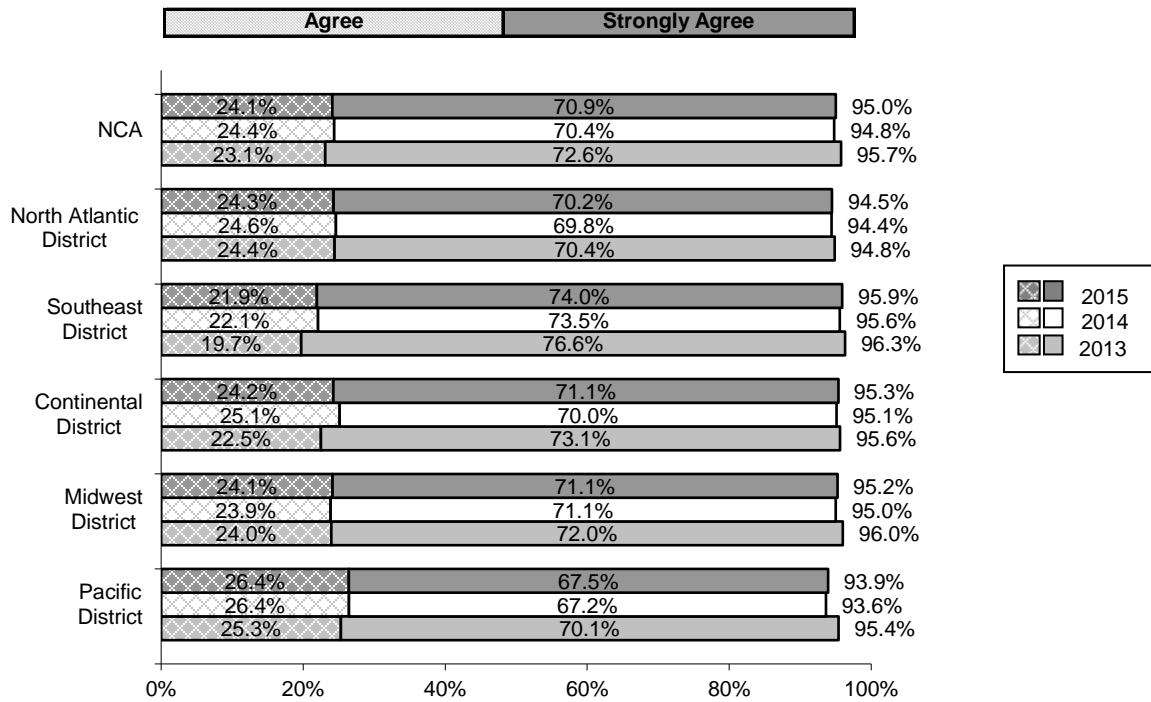


Trust

OVERALL SATISFACTION MEASURE

Question 56/42: Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	14,098	70.9%	0.5%	24.1%	4.7%	0.2%	0.1%
	2014	13,895	70.4%	-2.2%	24.4%	4.9%	0.2%	0.1%
North Atlantic District	2015	2,566	70.2%	0.4%	24.3%	5.5%	0.0%	0.1%
	2014	2,407	69.8%	-0.6%	24.6%	5.4%	0.2%	0.0%
Southeast District	2015	3,201	74.0%	0.5%	21.9%	3.9%	0.2%	0.0%
	2014	3,566	73.5%	-3.1%	22.1%	4.1%	0.3%	0.1%
Continental District	2015	2,124	71.1%	1.2%	24.2%	4.5%	0.1%	0.0%
	2014	2,129	70.0%	-3.1%	25.1%	4.5%	0.3%	0.1%
Midwest District	2015	3,141	71.1%	0.0%	24.1%	4.5%	0.2%	0.1%
	2014	2,720	71.1%	-0.9%	23.9%	4.7%	0.2%	0.1%
Pacific District	2015	2,800	67.5%	0.3%	26.4%	5.5%	0.5%	0.1%
	2014	2,815	67.2%	-2.9%	26.4%	6.1%	0.2%	0.1%

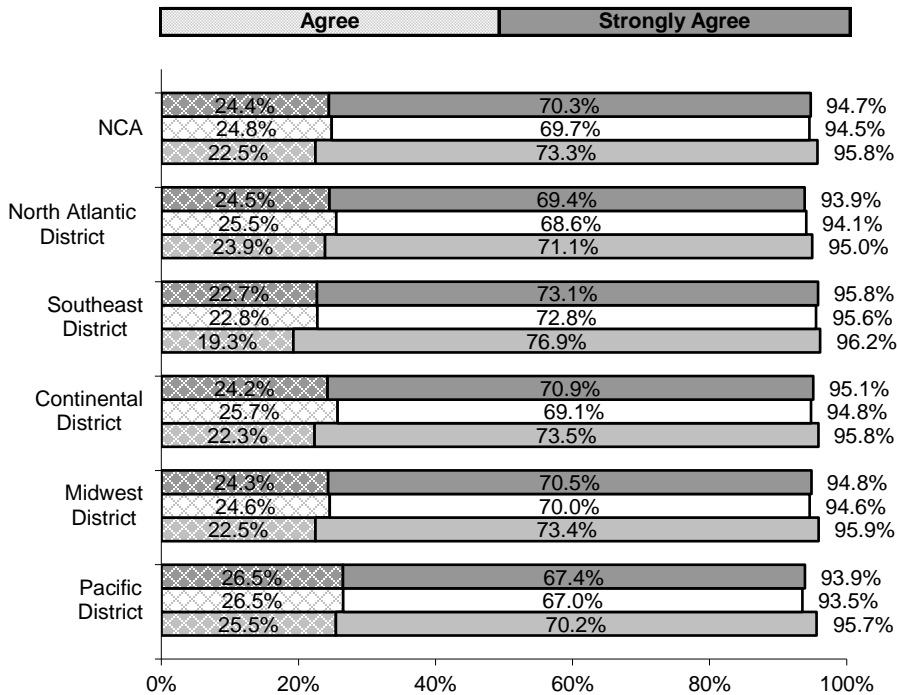
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

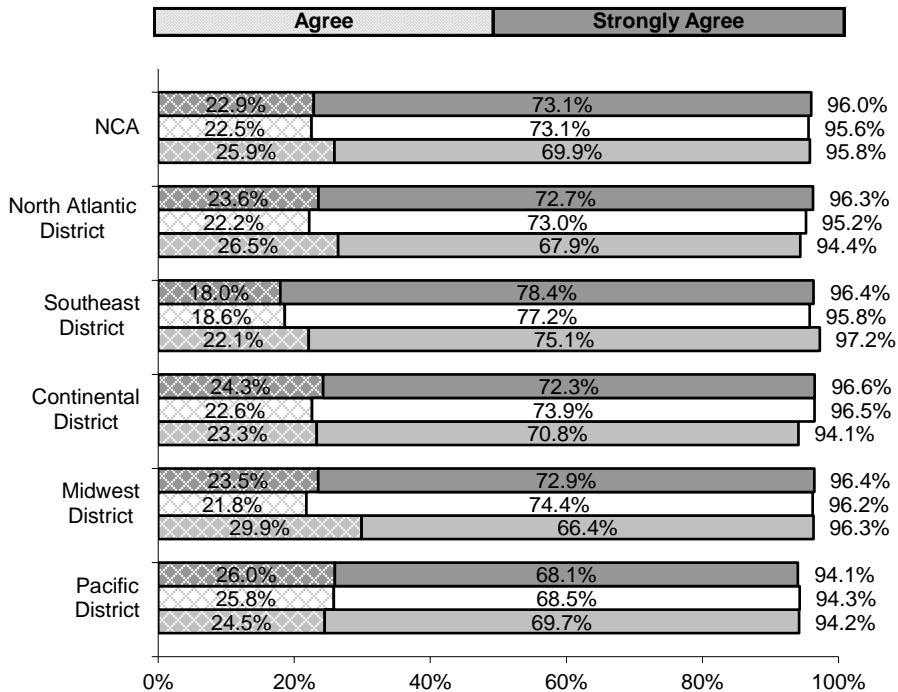
Trust

Question 56/42: Public ceremonies and events at the cemetery promote a sense of patriotism and heritage (continued).

NEXT OF KIN



FUNERAL DIRECTORS



Satisfaction with Information and Communication

Next of Kin

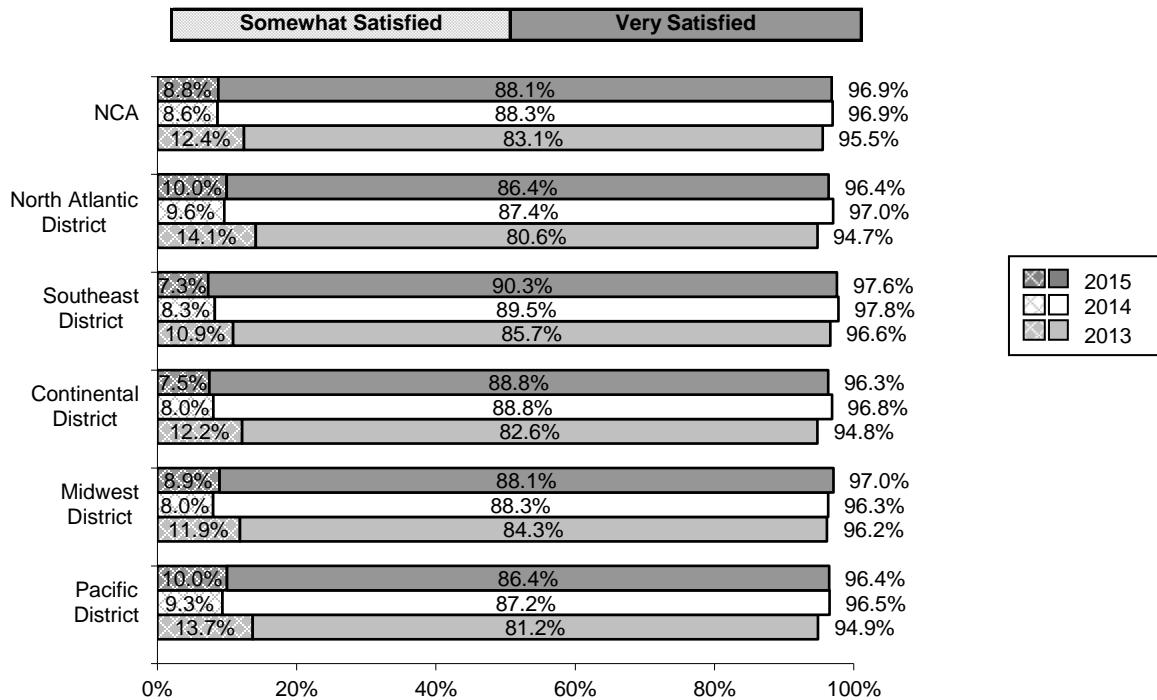
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the national cemetery where their loved one was interred.
- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Information and Communication: Next of Kin

OVERALL SATISFACTION MEASURE

Question 10: Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?

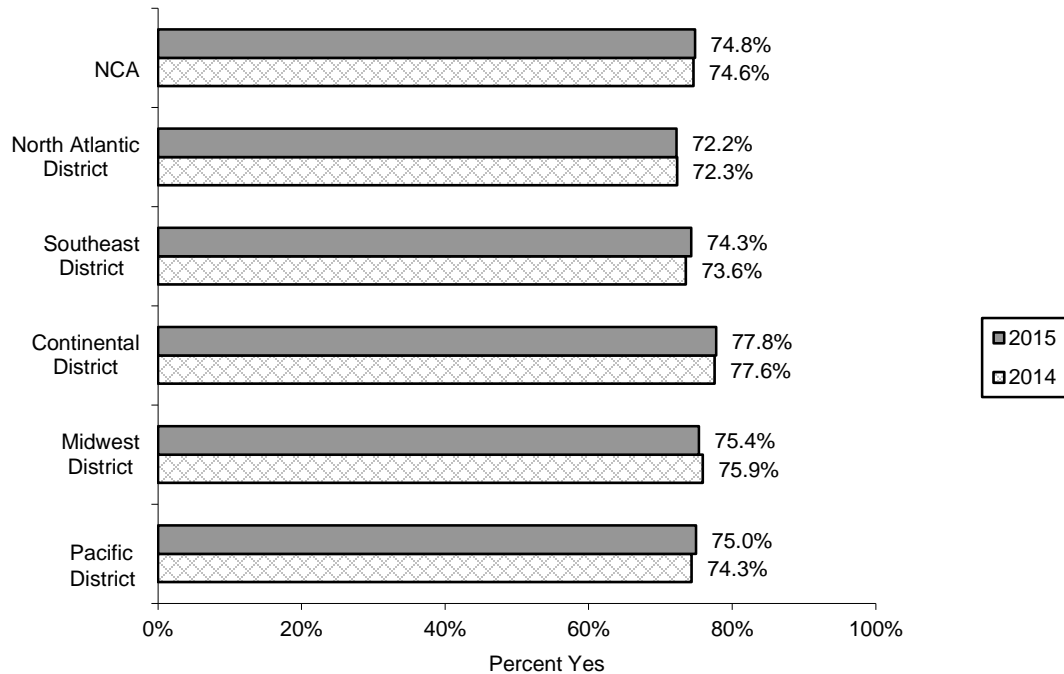


	Year	n	Very satisfied	Change Score *	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	12,732	88.1%	-0.2%	8.8%	2.1%	0.7%	0.4%
	2014	12,176	88.3%	5.2%	8.6%	2.2%	0.6%	0.3%
North Atlantic District	2015	2,259	86.4%	-1.0%	10.0%	2.3%	0.9%	0.5%
	2014	2,017	87.4%	6.8%	9.6%	2.2%	0.4%	0.3%
Southeast District	2015	2,998	90.3%	0.7%	7.3%	1.7%	0.4%	0.3%
	2014	3,247	89.5%	3.8%	8.3%	1.6%	0.5%	0.2%
Continental District	2015	1,900	88.8%	0.0%	7.5%	2.3%	1.1%	0.3%
	2014	1,915	88.8%	6.2%	8.0%	2.3%	0.3%	0.5%
Midwest District	2015	2,697	88.1%	-0.2%	8.9%	2.0%	0.4%	0.5%
	2014	2,247	88.3%	4.0%	8.0%	2.6%	0.8%	0.3%
Pacific District	2015	2,878	86.4%	-0.7%	10.0%	2.5%	0.7%	0.3%
	2014	2,749	87.2%	6.0%	9.3%	2.3%	0.8%	0.4%

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

Information and Communication: Next of Kin

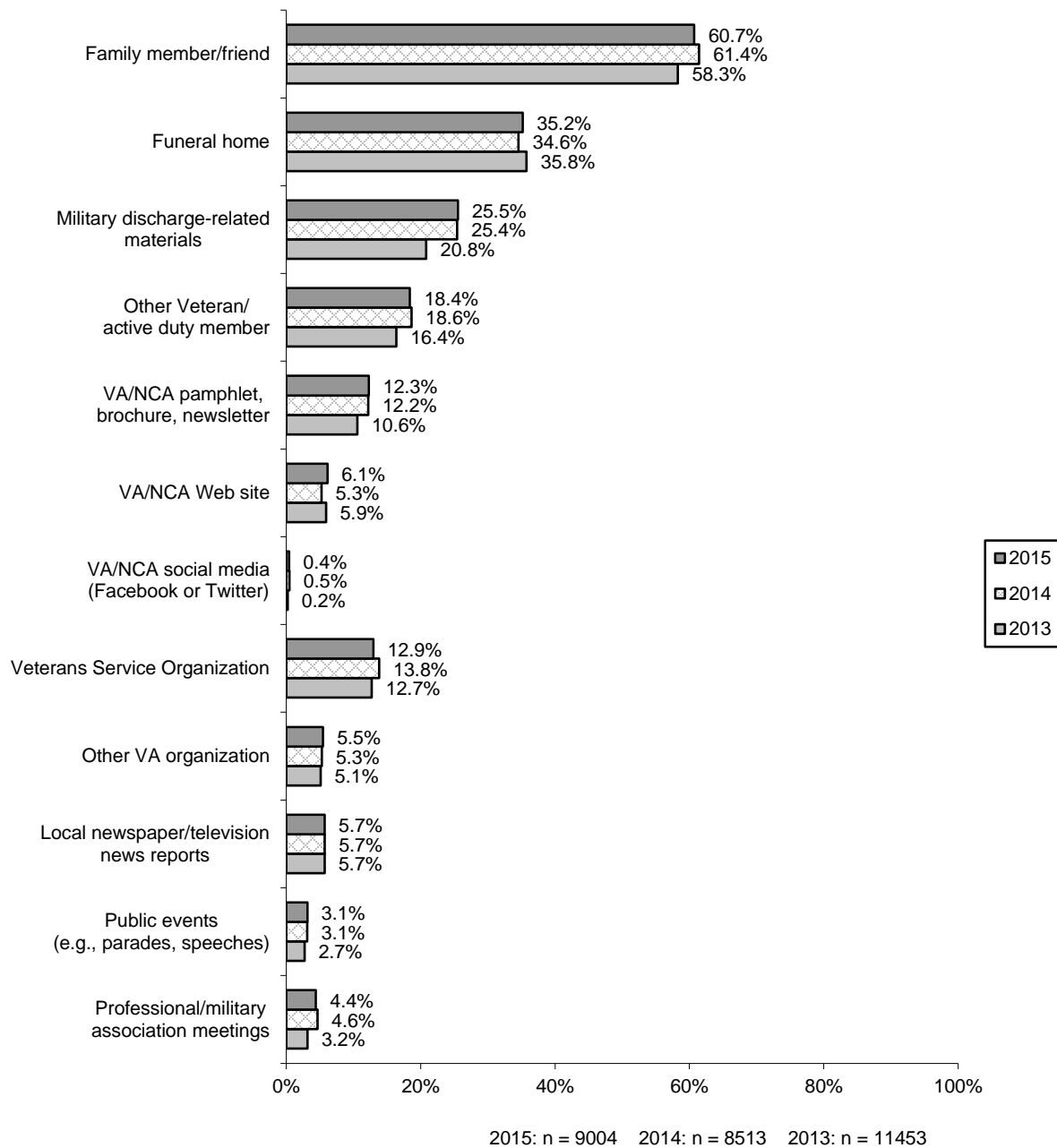
Question 7: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?



	Year	n	Yes	No
NCA	2015	12,409	74.8%	25.2%
	2014	11,843	74.6%	25.4%
North Atlantic District	2015	2,204	72.2%	27.8%
	2014	1,969	72.3%	27.7%
Southeast District	2015	2,915	74.3%	25.7%
	2014	3,157	73.6%	26.4%
Continental District	2015	1,834	77.8%	22.2%
	2014	1,868	77.6%	22.4%
Midwest District	2015	2,628	75.4%	24.6%
	2014	2,179	75.9%	24.1%
Pacific District	2015	2,828	75.0%	25.0%
	2014	2,669	74.3%	25.0%

Information and Communication: Next of Kin

Question 8: How did you learn of these benefits prior to your time of need?

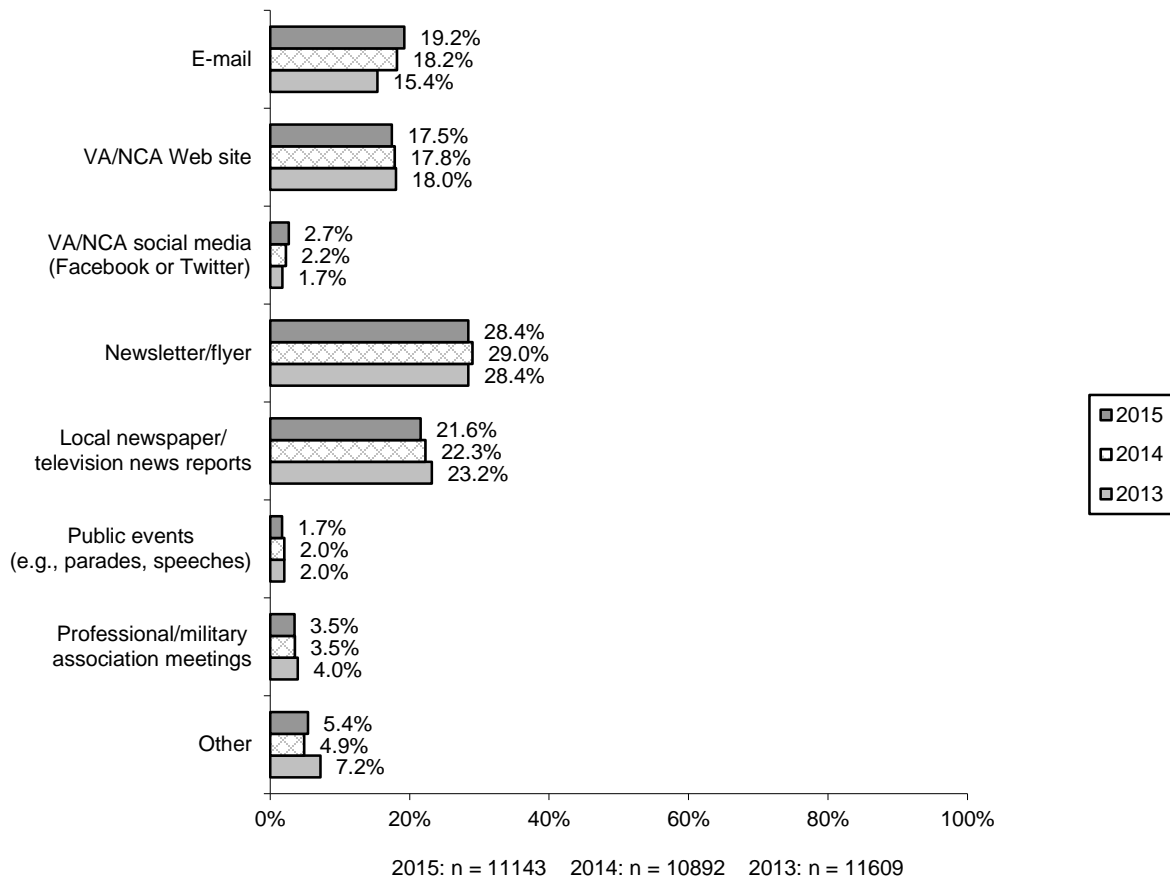


Note: As respondents could select more than one response option, percents may not sum to 100.

Only respondents that indicated "Yes" to Question 7 (NoK) received this question.

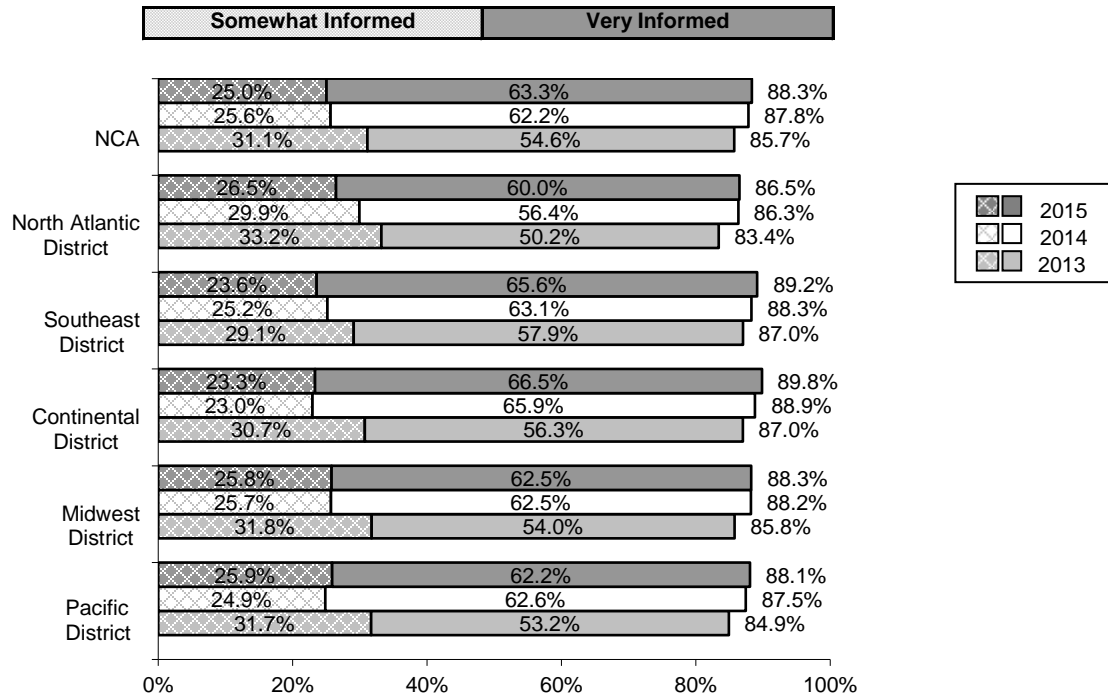
Information and Communication: Next of Kin

Question 9: Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?



Information and Communication: Next of Kin

Question 11: 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?

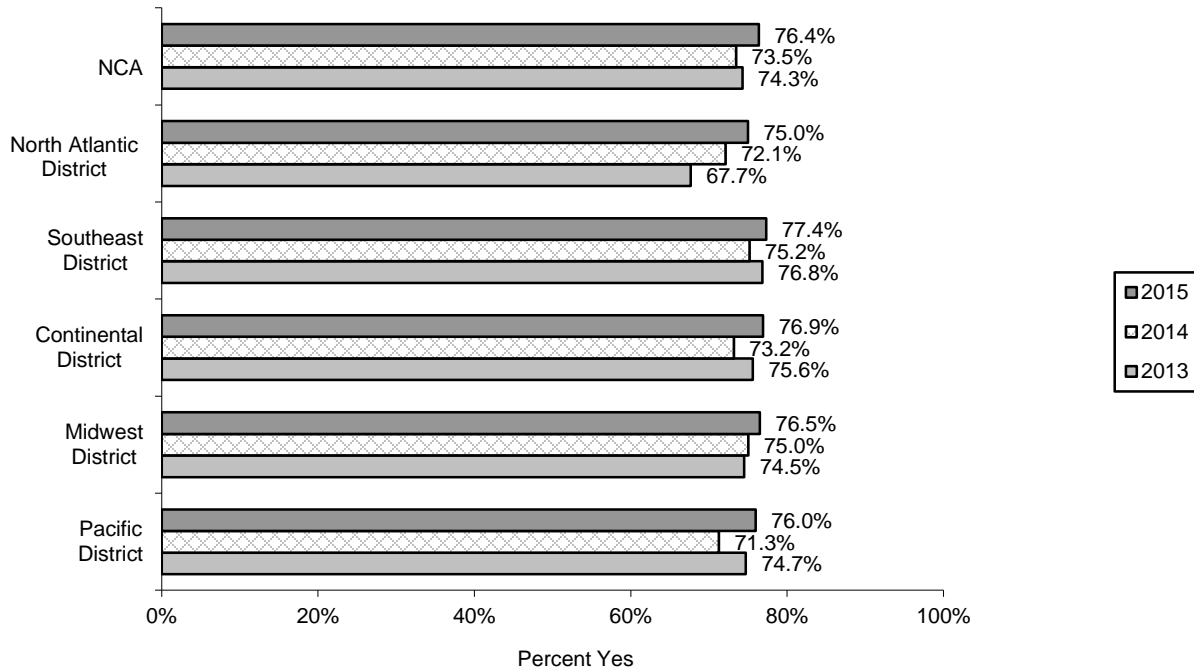


	Year	n	Very informed	Change Score *	Somewhat informed	Neither	Somewhat uninformed	Very uninformed
NCA	2015	12,670	63.3%	1.1%	25.0%	6.2%	2.6%	2.8%
	2014	12,192	62.2%	7.6%	25.6%	6.6%	3.0%	2.5%
North Atlantic District	2015	2,245	60.0%	3.6%	26.5%	6.9%	3.3%	3.3%
	2014	2,014	56.4%	6.2%	29.9%	7.2%	3.5%	2.9%
Southeast District	2015	2,982	65.6%	2.5%	23.6%	5.8%	2.5%	2.5%
	2014	3,261	63.1%	5.2%	25.2%	6.0%	3.1%	2.6%
Continental District	2015	1,894	66.5%	0.7%	23.3%	5.5%	2.1%	2.5%
	2014	1,921	65.9%	9.6%	23.0%	6.3%	2.3%	2.6%
Midwest District	2015	2,698	62.5%	0.0%	25.8%	6.5%	2.3%	2.9%
	2014	2,256	62.5%	8.5%	25.7%	7.0%	2.7%	2.1%
Pacific District	2015	2,851	62.2%	-0.4%	25.9%	6.4%	2.8%	2.7%
	2014	2,739	62.6%	9.3%	24.9%	6.7%	3.4%	2.4%

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

Information and Communication: Next of Kin

Question 27: If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

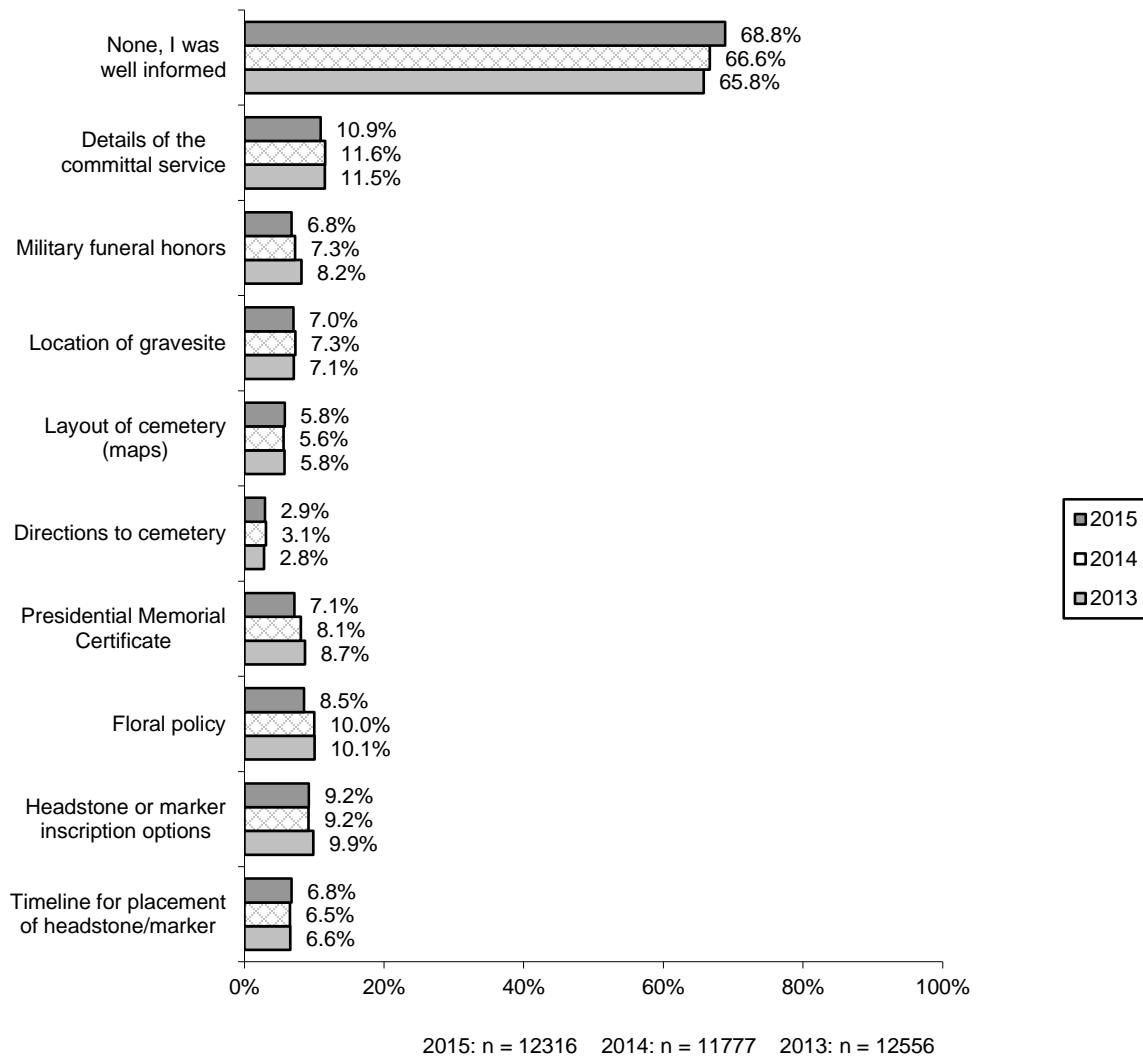


	Year	n	Yes	No
NCA	2015	8,595	76.4%	23.6%
	2014	8,155	73.5%	26.5%
North Atlantic District	2015	1,512	75.0%	25.0%
	2014	1,295	72.1%	27.9%
Southeast District	2015	2,115	77.4%	22.6%
	2014	2,269	75.2%	24.8%
Continental District	2015	1,262	76.9%	23.1%
	2014	1,253	73.2%	26.8%
Midwest District	2015	1,777	76.5%	23.5%
	2014	1,478	75.0%	25.0%
Pacific District	2015	1,929	76.0%	24.0%
	2014	1,859	71.3%	28.7%

Only respondents whose loved one was a Veteran received this question.

Information and Communication: Next of Kin

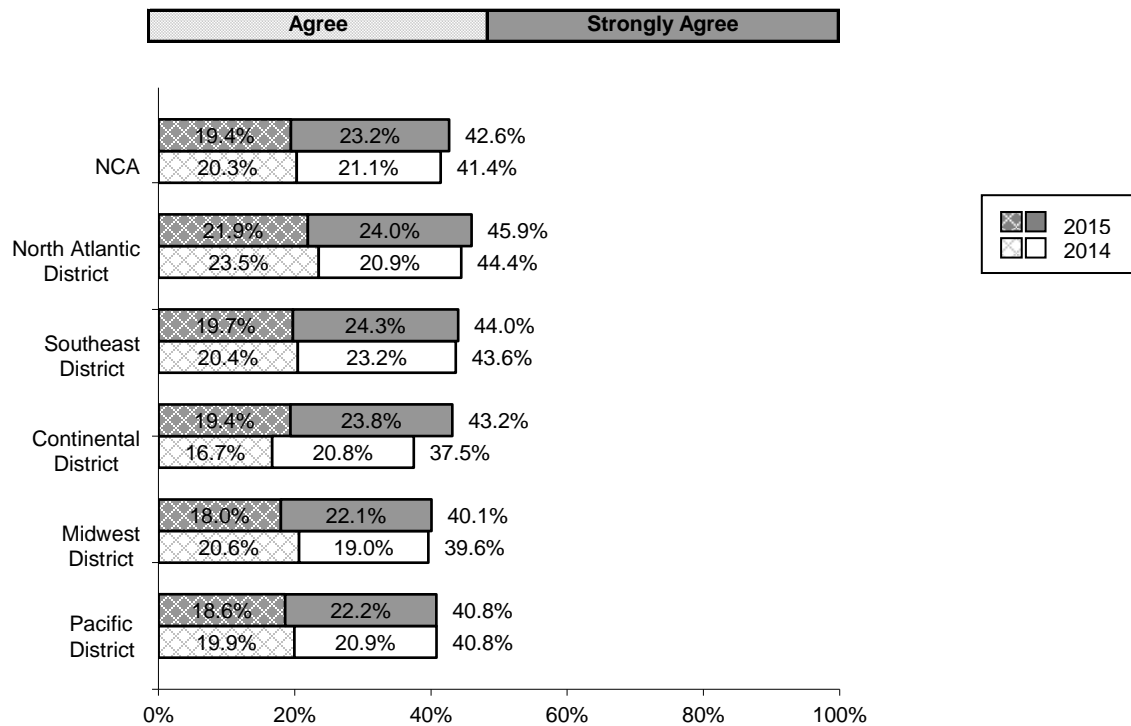
Question 28: Looking back at your overall experiences with the national cemetery, which items would you have liked more information about?



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

Information and Communication: Next of Kin

**Question 29: Please indicate your level of agreement with the following statement:
"I think it is acceptable for other family members, such as siblings, to be permitted to be interred with their Veteran loved one in a national cemetery if space is available in the Veteran's gravesite."**

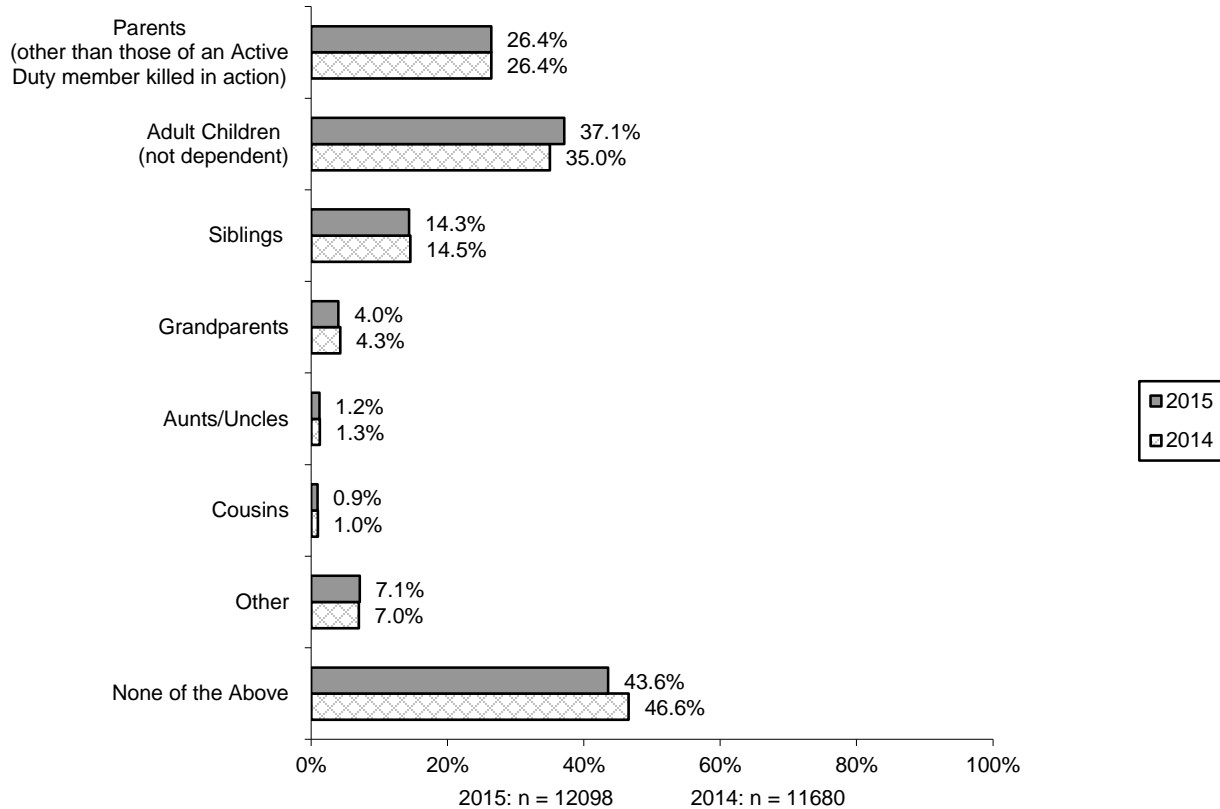


	Year	n	Strongly agree	Change Score*	Agree	Neither	Disagree	Strongly disagree
NCA	2015	12,458	23.2%	2.1%	19.4%	26.9%	20.8%	9.6%
	2014	12,121	21.1%		20.3%	25.2%	21.8%	11.6%
North Atlantic District	2015	2,217	24.0%	3.1%	21.9%	24.3%	20.6%	9.2%
	2014	2,007	20.9%		23.5%	25.4%	20.6%	9.6%
Southeast District	2015	2,930	24.3%	1.1%	19.7%	26.7%	20.6%	8.7%
	2014	3,247	23.2%		20.4%	22.8%	21.8%	11.8%
Continental District	2015	1,864	23.8%	3.0%	19.4%	27.3%	18.9%	10.7%
	2014	1,900	20.8%		16.7%	26.1%	22.9%	13.5%
Midwest District	2015	2,645	22.1%	3.1%	18.0%	27.6%	22.1%	10.2%
	2014	2,239	19.0%		20.6%	26.4%	22.4%	11.5%
Pacific District	2015	2,802	22.2%	1.3%	18.6%	28.4%	21.1%	9.7%
	2014	2,727	20.9%		19.9%	26.3%	21.3%	11.6%

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

Information and Communication: Next of Kin

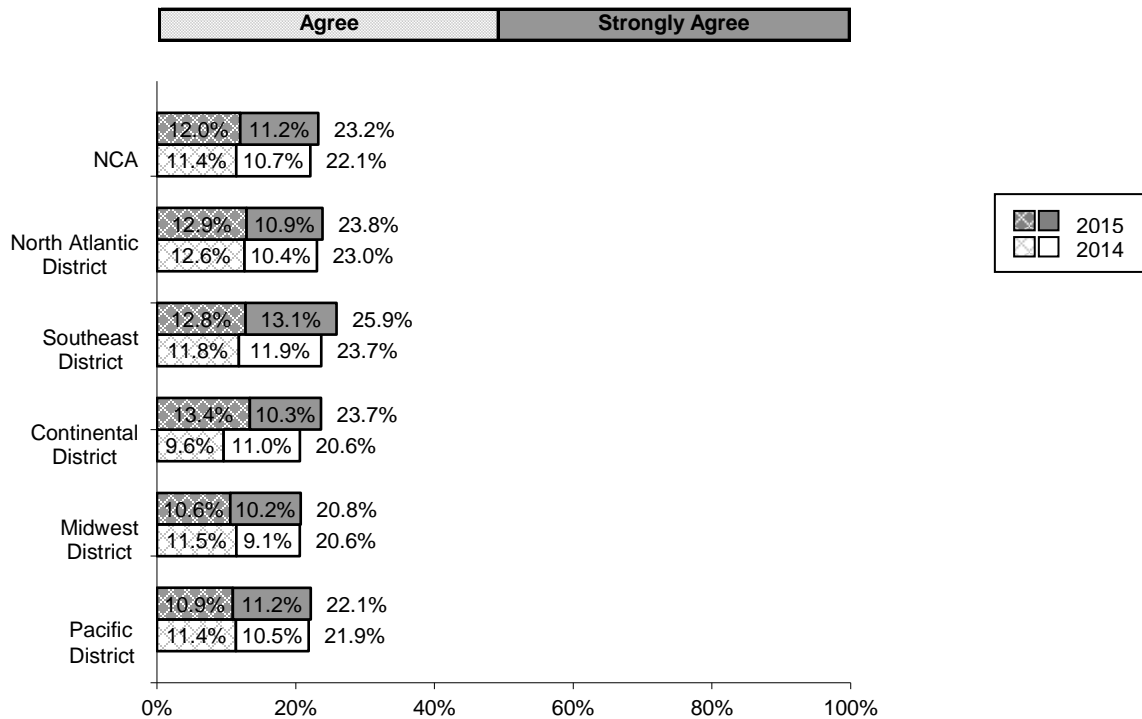
Question 30: Which of the following would be acceptable for burial in a Veteran's gravesite if space is available?



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

Information and Communication: Next of Kin

Question 31: Please indicate your level of agreement with the following statement: "I would change my family's current interment arrangements if other family member who are currently ineligible for burial in a national cemetery could be interred in the Veteran's gravesite."

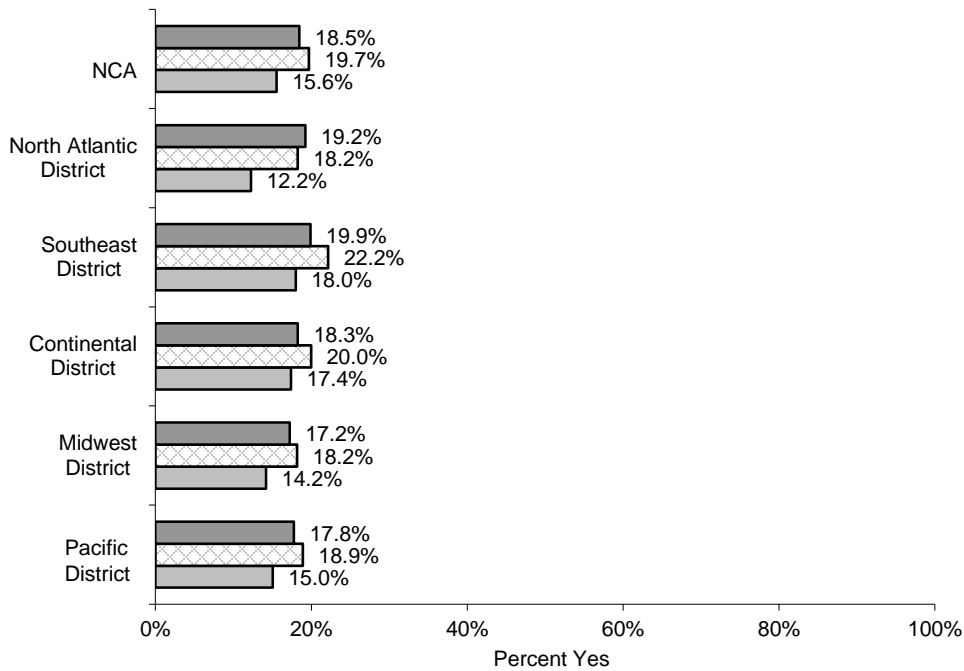


	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	12,330	11.2%	0.6%	12.0%	36.5%	23.7%	16.5%
	2014	11,901	10.7%		11.4%	35.9%	24.3%	17.7%
North Atlantic District	2015	2,183	10.9%	0.5%	12.9%	37.7%	22.4%	16.0%
	2014	1,964	10.4%		12.6%	37.1%	24.0%	15.9%
Southeast District	2015	2,897	13.1%	1.2%	12.8%	35.2%	23.7%	15.2%
	2014	3,183	11.9%		11.8%	35.3%	23.1%	18.0%
Continental District	2015	1,852	10.3%	-0.7%	13.4%	36.8%	22.4%	17.2%
	2014	1,883	11.0%		9.6%	34.9%	25.0%	19.4%
Midwest District	2015	2,620	10.2%	1.0%	10.6%	35.4%	26.2%	17.6%
	2014	2,200	9.1%		11.5%	34.9%	26.1%	18.5%
Pacific District	2015	2,778	11.2%	0.7%	10.9%	37.7%	23.2%	16.9%
	2014	2,670	10.5%		11.4%	37.4%	23.8%	16.9%

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

Information and Communication: Next of Kin

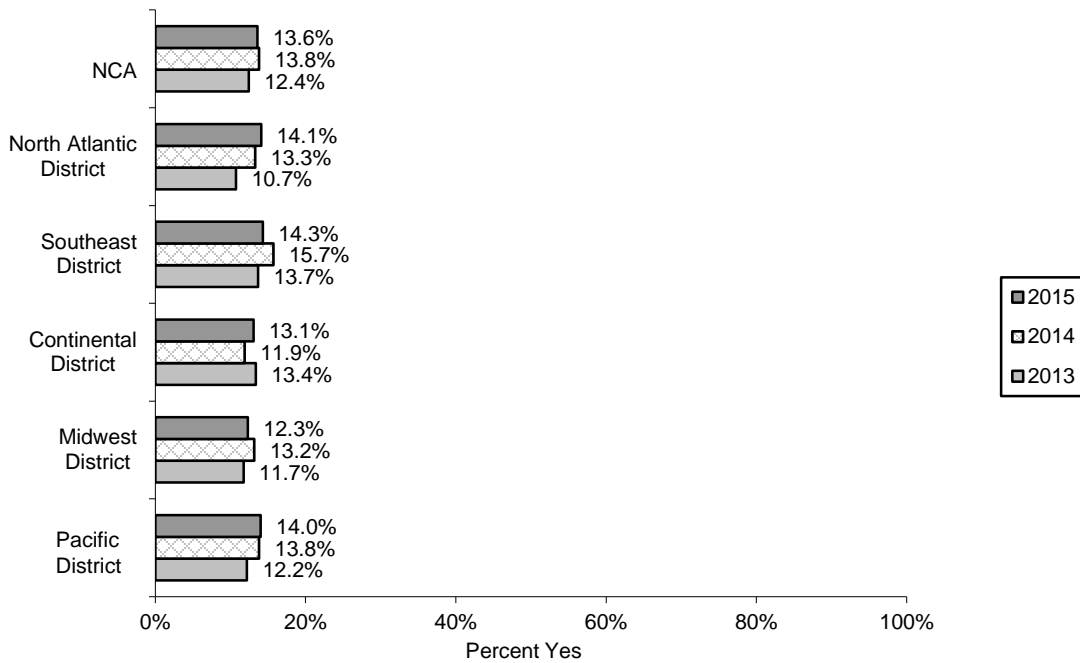
Question 32a: After the loss of your loved one... Did you need bereavement counseling or support?



	Year	n	Yes	No
NCA	2015	12,583	18.5%	81.5%
	2014	12,172	19.7%	80.3%
North Atlantic District	2015	2,215	19.2%	80.8%
	2014	2,007	18.2%	81.8%
Southeast District	2015	2,958	19.9%	80.1%
	2014	3,261	22.2%	77.8%
Continental District	2015	1,883	18.3%	81.7%
	2014	1,914	20.0%	80.0%
Midwest District	2015	2,684	17.2%	82.8%
	2014	2,256	18.2%	81.8%
Pacific District	2015	2,843	17.8%	82.2%
	2014	2,733	18.9%	81.1%

Information and Communication: Next of Kin

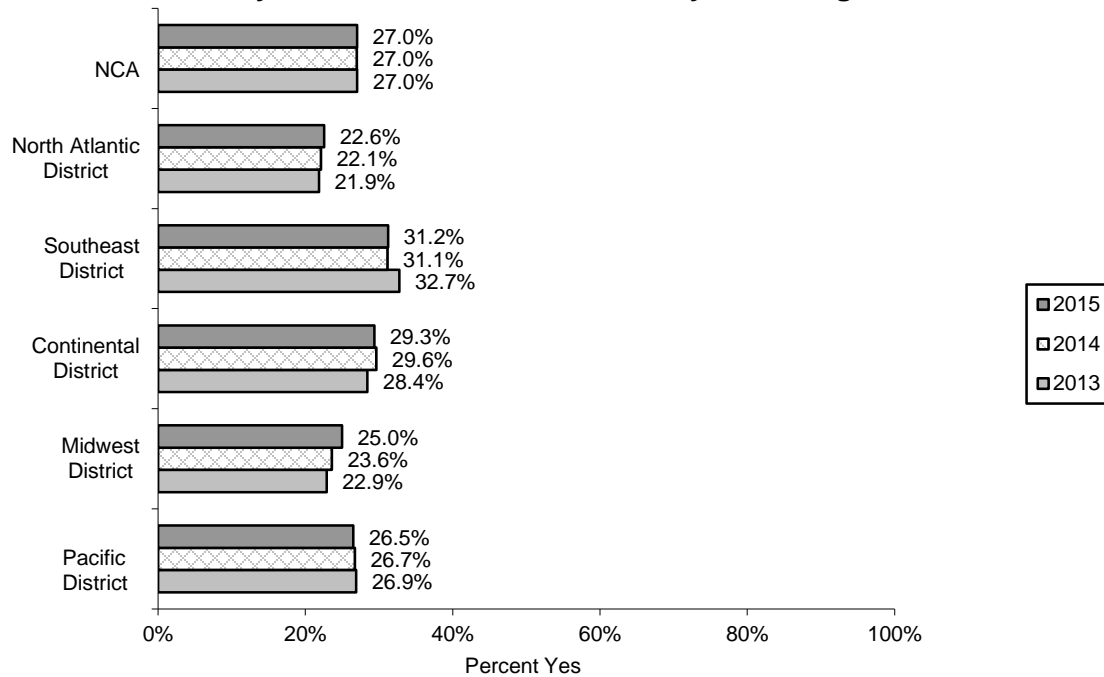
Question 32b: After the loss of your loved one... Did you seek bereavement counseling or support?



	Year	n	Yes	No
NCA	2015	12,579	13.6%	86.4%
	2014	12,123	13.8%	86.7%
North Atlantic District	2015	2,222	14.1%	85.9%
	2014	2,009	13.3%	86.7%
Southeast District	2015	2,944	14.3%	85.7%
	2014	3,240	15.7%	84.3%
Continental District	2015	2,958	13.1%	86.9%
	2014	3,261	11.9%	88.1%
Midwest District	2015	2,684	12.3%	87.7%
	2014	2,245	13.2%	86.8%
Pacific District	2015	2,854	14.0%	86.0%
	2014	2,721	13.8%	86.2%

Information and Communication: Next of Kin

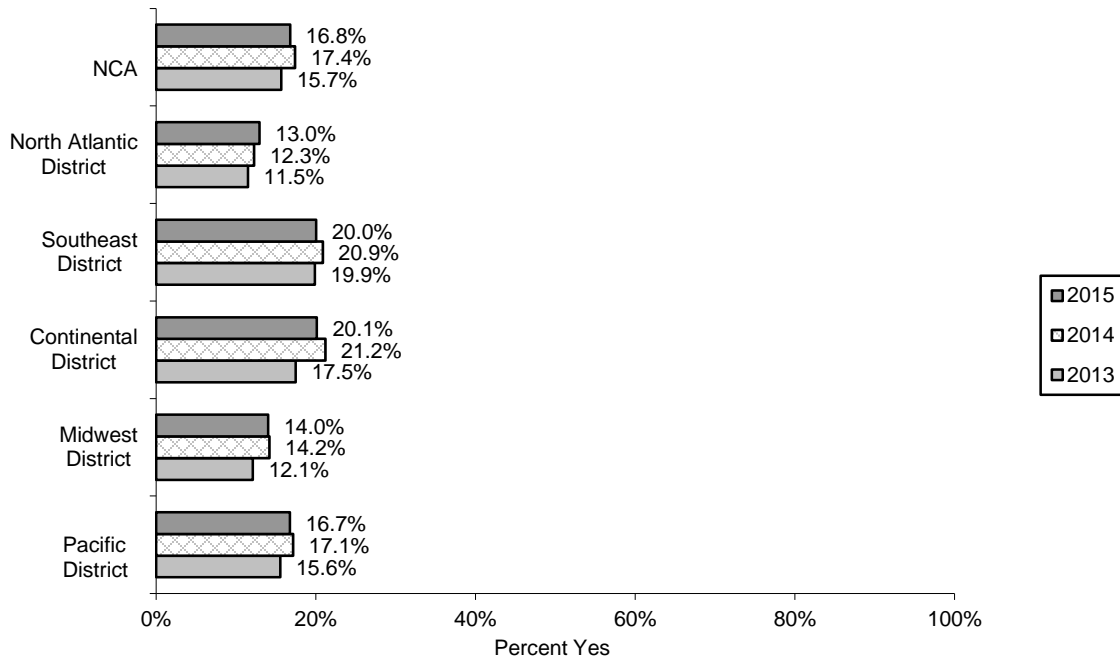
Question 33: Have you contacted VA to find out if you are eligible for VA survivor benefits?



	Year	n	Yes	No
NCA	2015	12,564	27.0%	73.0%
	2014	11,589	27.0%	73.0%
North Atlantic District	2015	2,230	22.6%	77.4%
	2014	1,931	22.1%	77.9%
Southeast District	2015	2,950	31.2%	68.8%
	2014	3,074	31.1%	68.9%
Continental District	2015	1,874	29.3%	70.7%
	2014	1,832	29.6%	70.4%
Midwest District	2015	2,668	25.0%	75.0%
	2014	2,171	23.6%	76.4%
Pacific District	2015	2,842	26.5%	73.5%
	2014	2,580	26.7%	73.3%

Information and Communication: Next of Kin

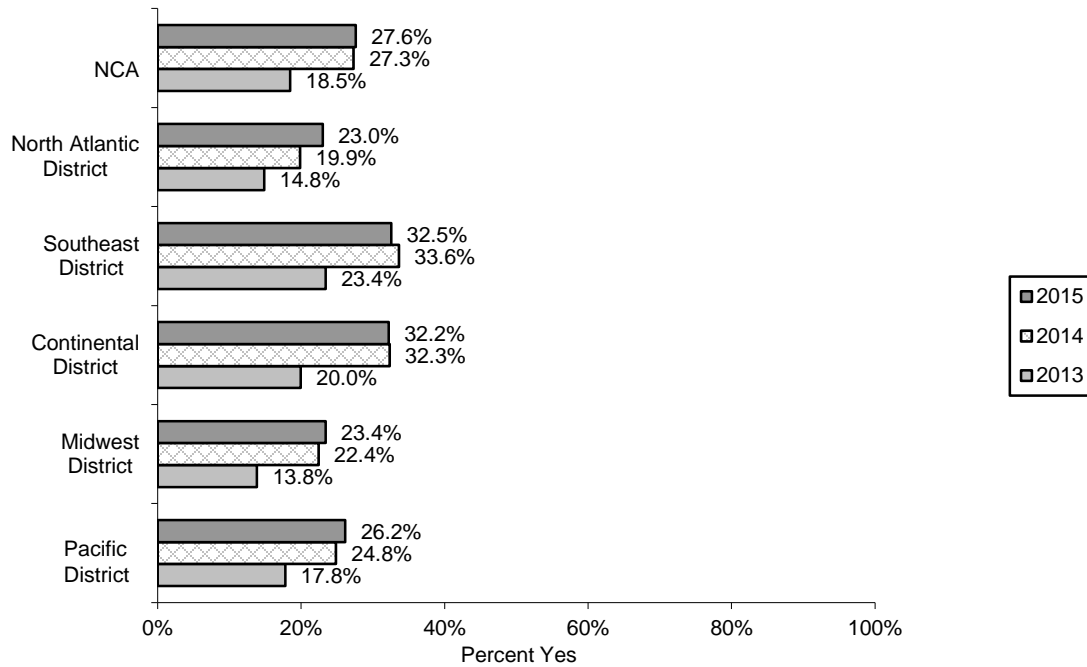
Question 34: Are you eligible for VA survivor benefits?



	Year	n	Yes	No	Don't know
NCA	2015	12,396	16.8%	47.2%	36.1%
	2014	11,393	17.4%	47.0%	35.5%
North Atlantic District	2015	2,190	13.0%	48.4%	38.6%
	2014	1,898	12.3%	49.7%	38.0%
Southeast District	2015	2,904	20.0%	43.9%	36.0%
	2014	3,004	20.9%	43.7%	35.5%
Continental District	2015	1,853	20.1%	44.3%	35.6%
	2014	1,802	21.2%	45.0%	33.8%
Midwest District	2015	2,637	14.0%	50.2%	35.8%
	2014	2,128	14.2%	51.2%	34.6%
Pacific District	2015	2,812	16.7%	48.6%	34.7%
	2014	2,560	17.1%	47.0%	35.8%

Information and Communication: Next of Kin

Question 35: Have you applied for VA survivor benefits?



	Year	n	Yes	No
NCA	2015	6,115	27.6%	72.4%
	2014	5,816	27.3%	72.7%
North Atlantic District	2015	1,065	23.0%	77.0%
	2014	916	19.9%	80.1%
Southeast District	2015	1,527	32.5%	67.5%
	2014	1,630	33.6%	66.4%
Continental District	2015	972	32.2%	67.8%
	2014	956	32.3%	67.7%
Midwest District	2015	1,205	23.4%	76.6%
	2014	1,017	22.4%	77.6%
Pacific District	2015	1,346	26.2%	73.8%
	2014	1,296	24.8%	75.2%

Only respondents that indicated "Yes" or "Don't Know" to Question 34 (NoK) received this question.

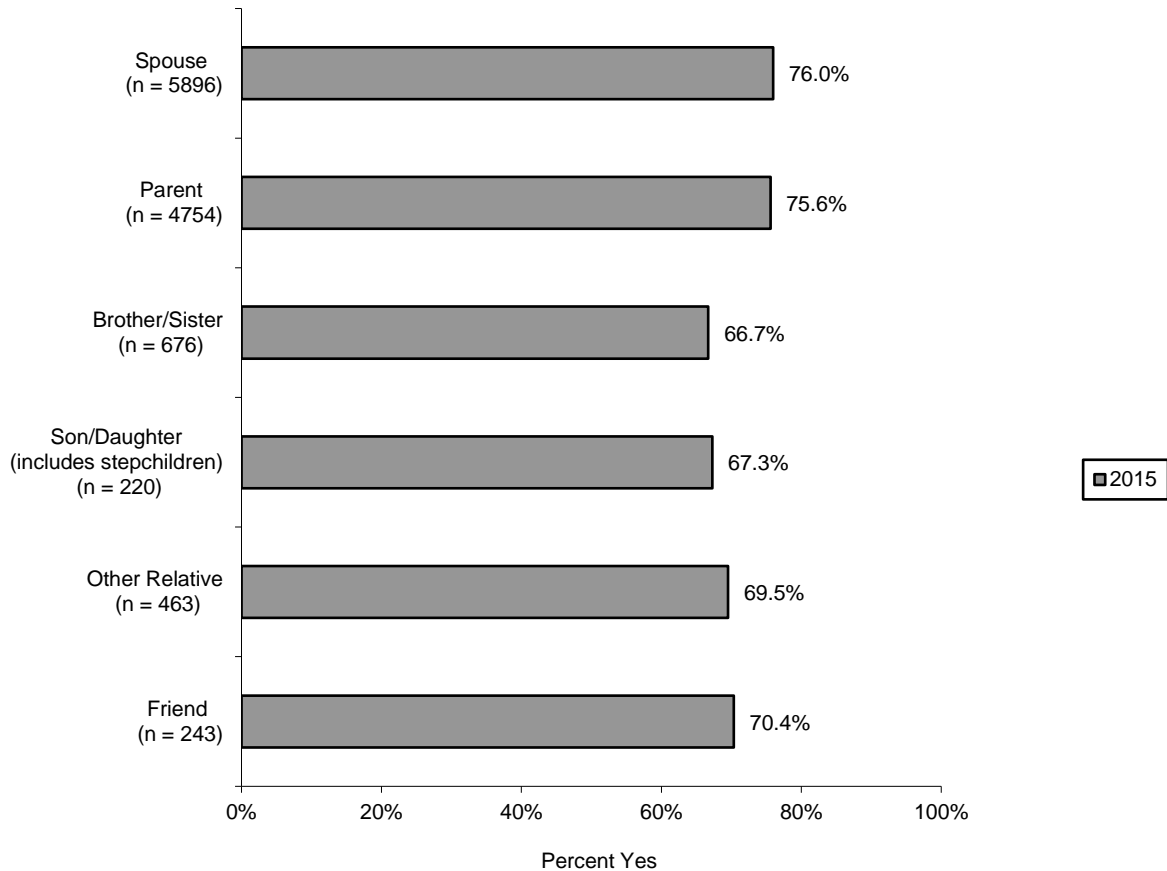
Information and Communication: Next of Kin

ELEMENT OF COMPARISON

Awareness of benefits prior to time of need if your recently deceased loved one was your...

Question 2: Your recently deceased loved one was your...

Question 7: Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?



Satisfaction with Information and Communication Funeral Directors

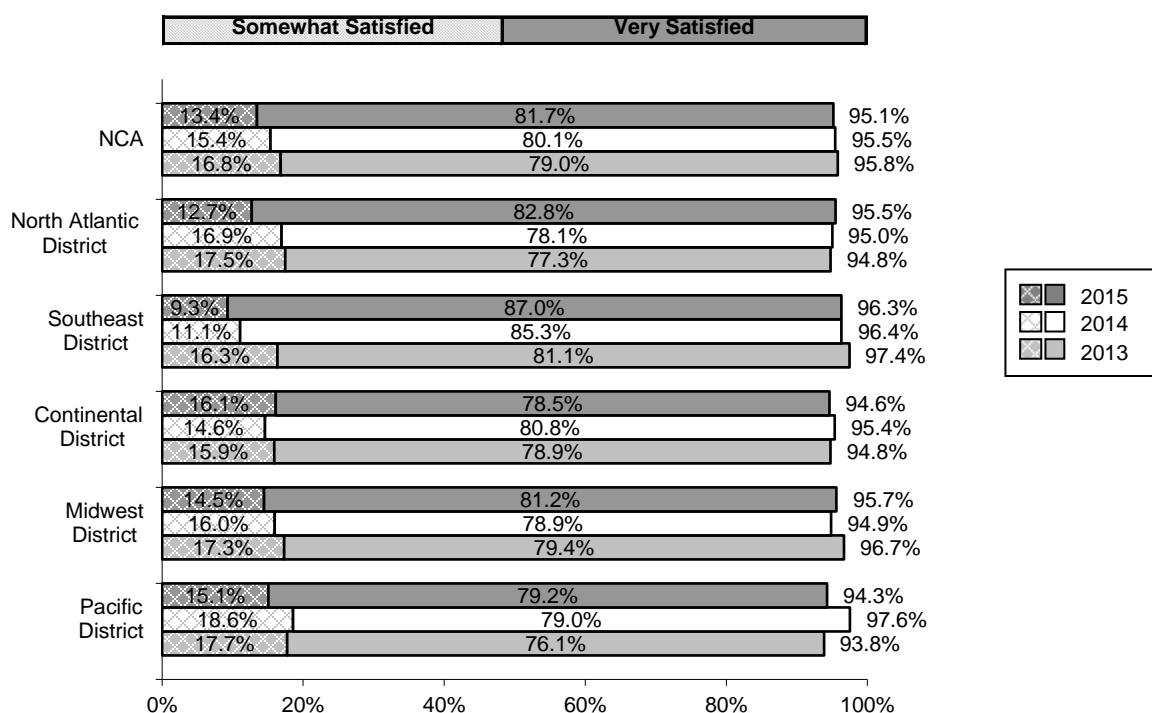
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the national cemetery with which they most frequently do business.
- Measures of overall satisfaction with information and communication are presented first, followed by responses to individual survey questions. This section also presents a question-by-question comparative analysis (Element of Comparison).
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Information and Communication: Funeral Directors

OVERALL SATISFACTION MEASURE

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



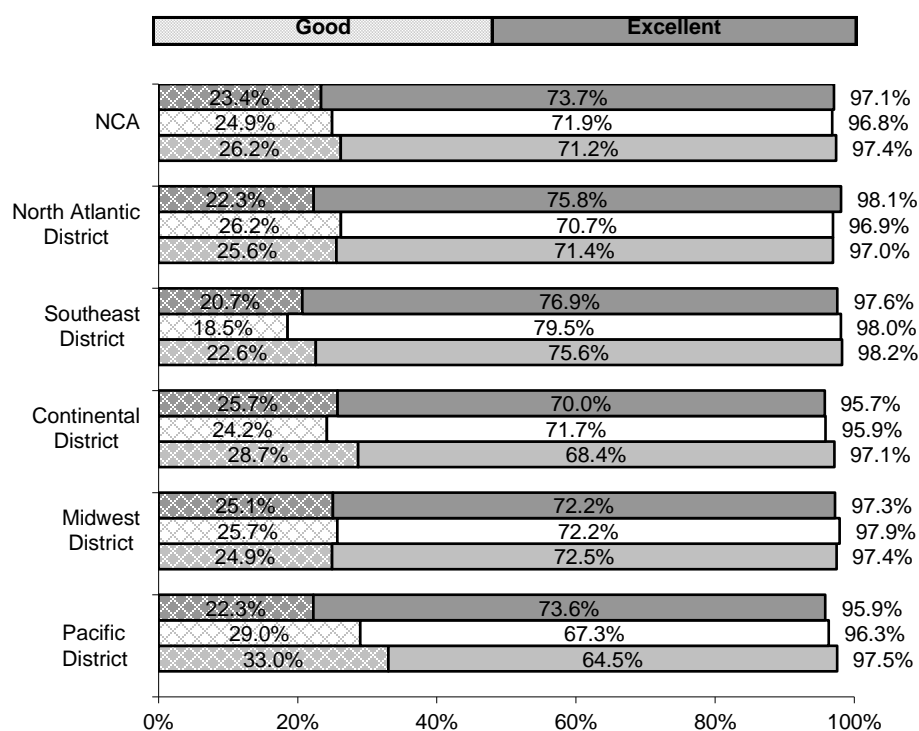
	Year	n	Very satisfied	Change Score *	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	3,280	81.7%	1.7%	13.4%	3.5%	0.9%	0.4%
	2014	3,177	80.1%	1.1%	15.4%	3.2%	0.9%	0.4%
North Atlantic District	2015	732	82.8%	4.7%	12.7%	3.4%	0.5%	0.5%
	2014	685	78.1%	0.8%	16.9%	3.4%	1.2%	0.4%
Southeast District	2015	571	87.0%	1.8%	9.3%	2.1%	0.7%	0.9%
	2014	624	85.3%	4.1%	11.1%	2.6%	0.8%	0.3%
Continental District	2015	447	78.5%	-2.3%	16.1%	4.0%	1.3%	0.0%
	2014	432	80.8%	1.9%	14.6%	3.5%	0.9%	0.2%
Midwest District	2015	865	81.2%	2.3%	14.5%	3.0%	1.2%	0.2%
	2014	758	78.9%	-0.5%	16.0%	4.2%	0.7%	0.3%
Pacific District	2015	385	79.2%	0.3%	15.1%	4.4%	0.8%	0.5%
	2014	404	79.0%	2.8%	18.6%	1.0%	0.7%	0.7%

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

Information and Communication: Funeral Directors

OVERALL SATISFACTION MEASURE

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

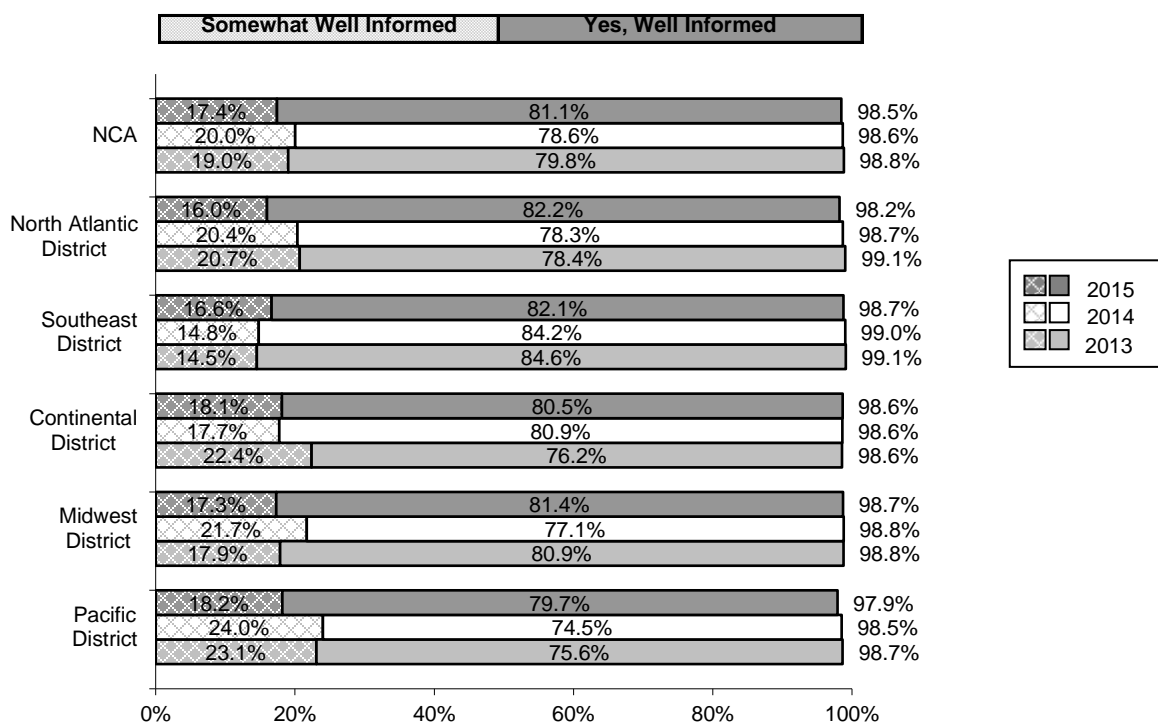


	Year	n	Excellent	Change Score *	Good	Fair	Poor
NCA	2015	3,271	73.7%	1.8%	23.4%	2.4%	0.6%
	2014	3,171	71.9%	0.7%	24.9%	2.7%	0.5%
North Atlantic District	2015	731	75.8%	5.1%	22.3%	1.5%	0.4%
	2014	683	70.7%	-0.6%	26.2%	2.5%	0.6%
Southeast District	2015	571	76.9%	-2.6%	20.7%	1.4%	1.1%
	2014	620	79.5%	3.9%	18.5%	1.8%	0.2%
Continental District	2015	447	70.0%	-1.6%	25.7%	3.4%	0.9%
	2014	434	71.7%	3.2%	24.2%	3.5%	0.7%
Midwest District	2015	862	72.2%	0.0%	25.1%	2.6%	0.2%
	2014	755	72.2%	-0.3%	25.7%	2.0%	0.1%
Pacific District	2015	382	73.6%	6.2%	22.3%	3.7%	0.5%
	2014	407	67.3%	2.8%	29.0%	2.9%	0.7%

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

Information and Communication: Funeral Directors

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

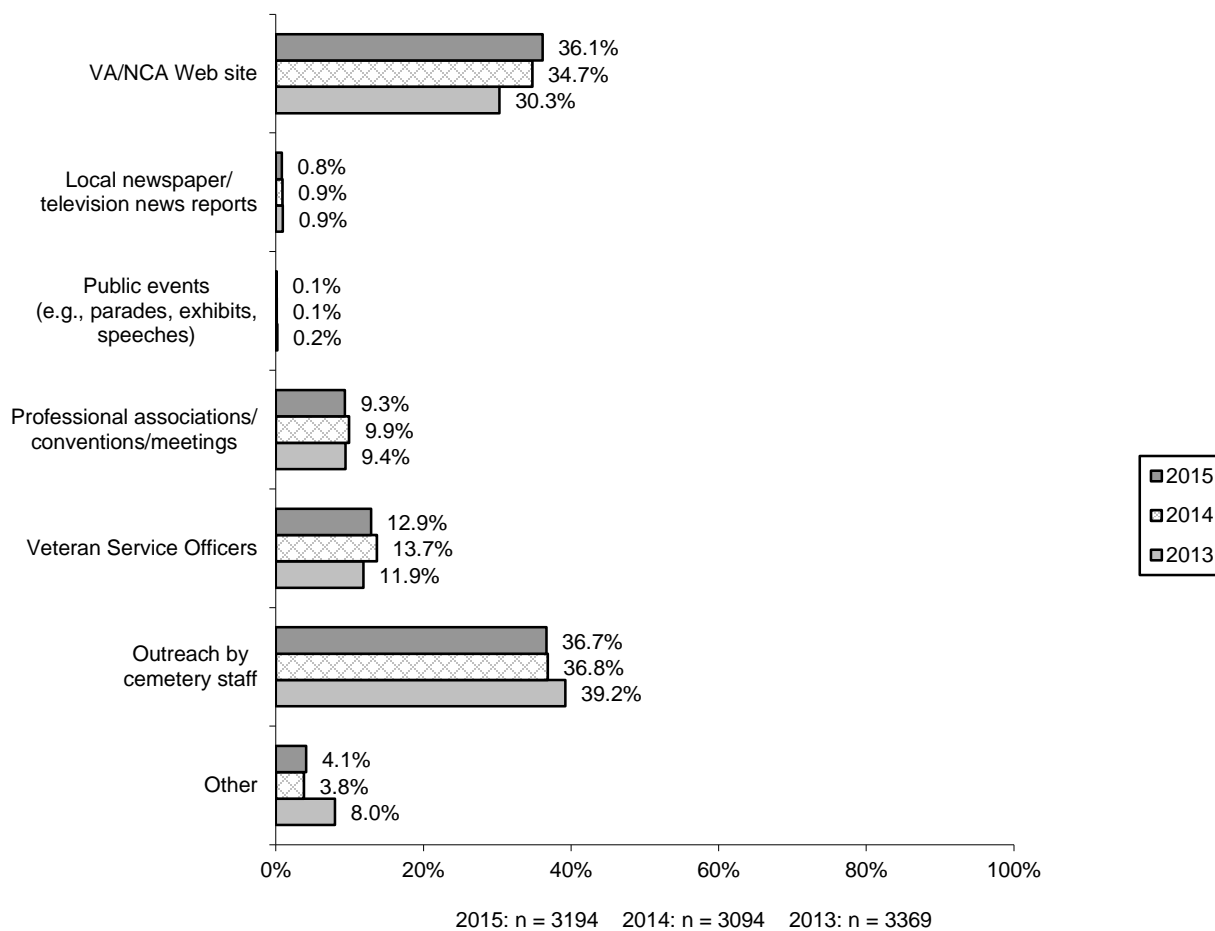


	Year	n	Yes, well informed	Change Score *	Somewhat well informed	No, not well informed
NCA	2015	3,262	81.1%	2.4%	17.4%	1.5%
	2014	3,170	78.6%	-1.2%	20.0%	1.3%
North Atlantic District	2015	726	82.2%	3.9%	16.0%	1.8%
	2014	683	78.3%	0.0%	20.4%	1.3%
Southeast District	2015	571	82.1%	-2.1%	16.6%	1.2%
	2014	622	84.2%	-0.3%	14.8%	1.0%
Continental District	2015	447	80.5%	-0.3%	18.1%	1.3%
	2014	434	80.9%	4.7%	17.7%	1.4%
Midwest District	2015	855	81.4%	4.3%	17.3%	1.3%
	2014	756	77.1%	-3.8%	21.7%	1.2%
Pacific District	2015	385	79.7%	5.2%	18.2%	2.1%
	2014	404	74.5%	-1.1%	24.0%	1.5%

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

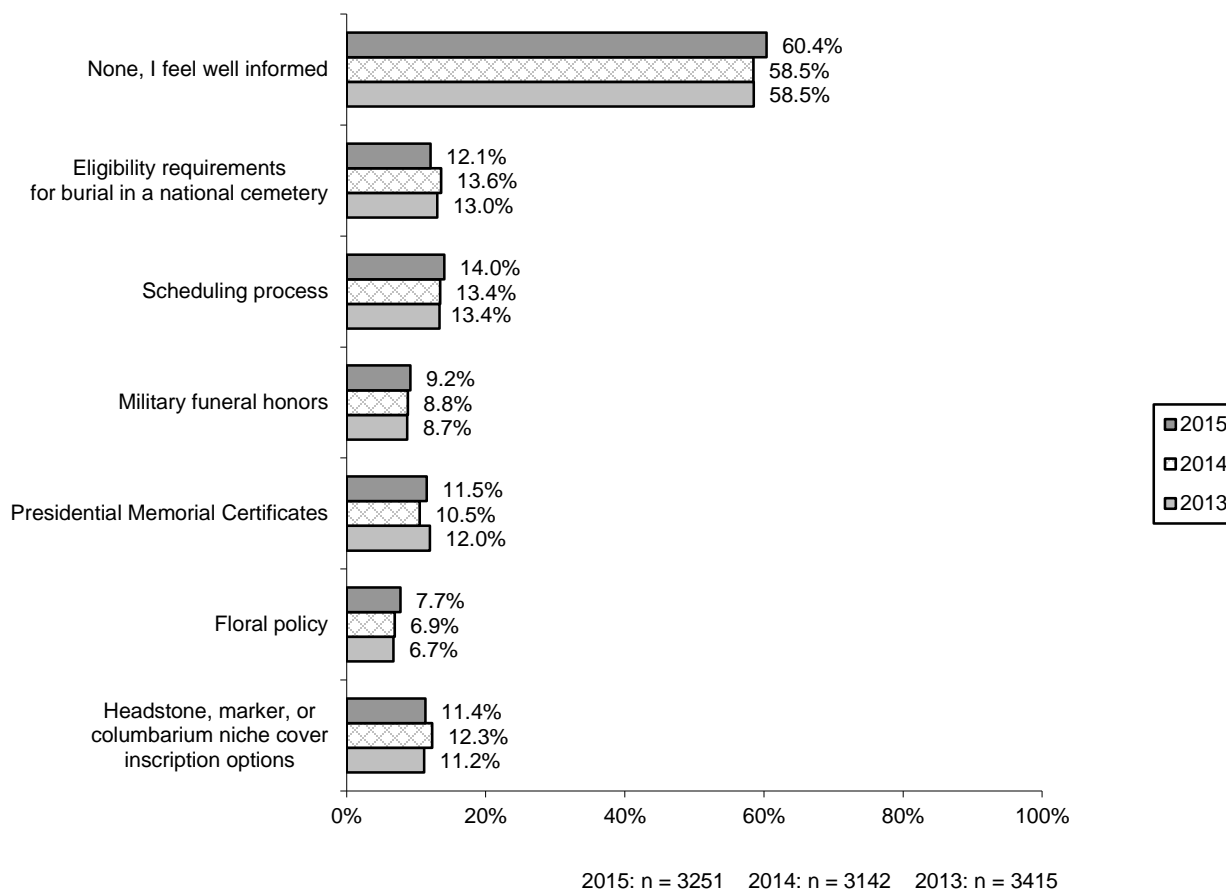
Information and Communication: Funeral Directors

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



Information and Communication: Funeral Directors

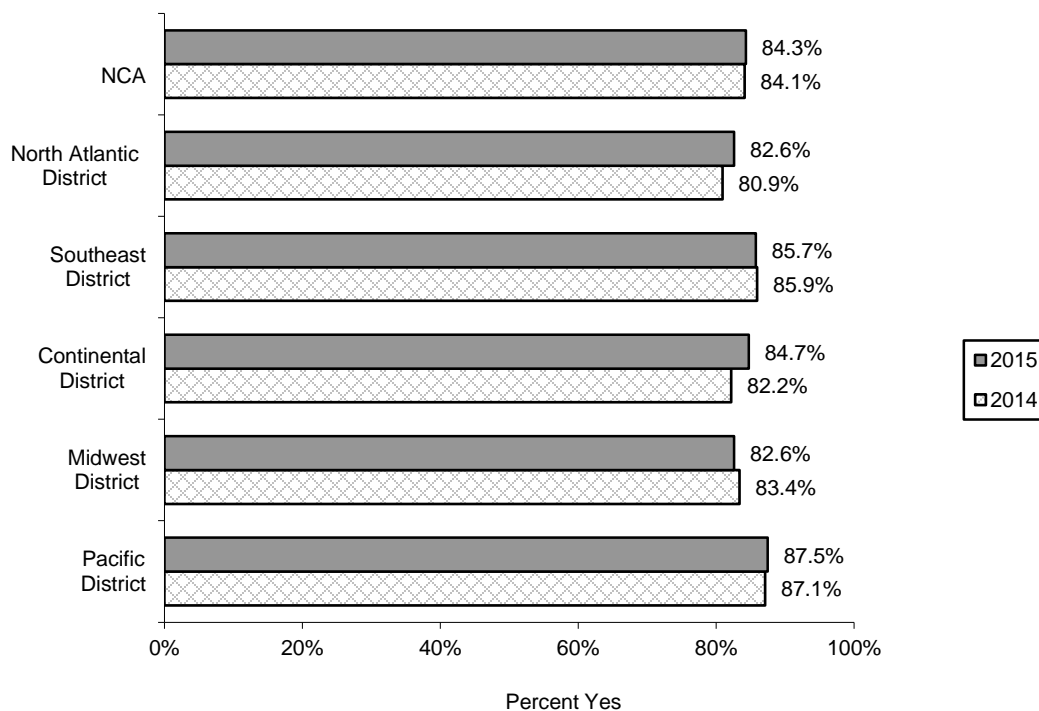
Question 8: What national cemetery policies or procedures do you feel you could use more information about?



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

Information and Communication: Funeral Directors

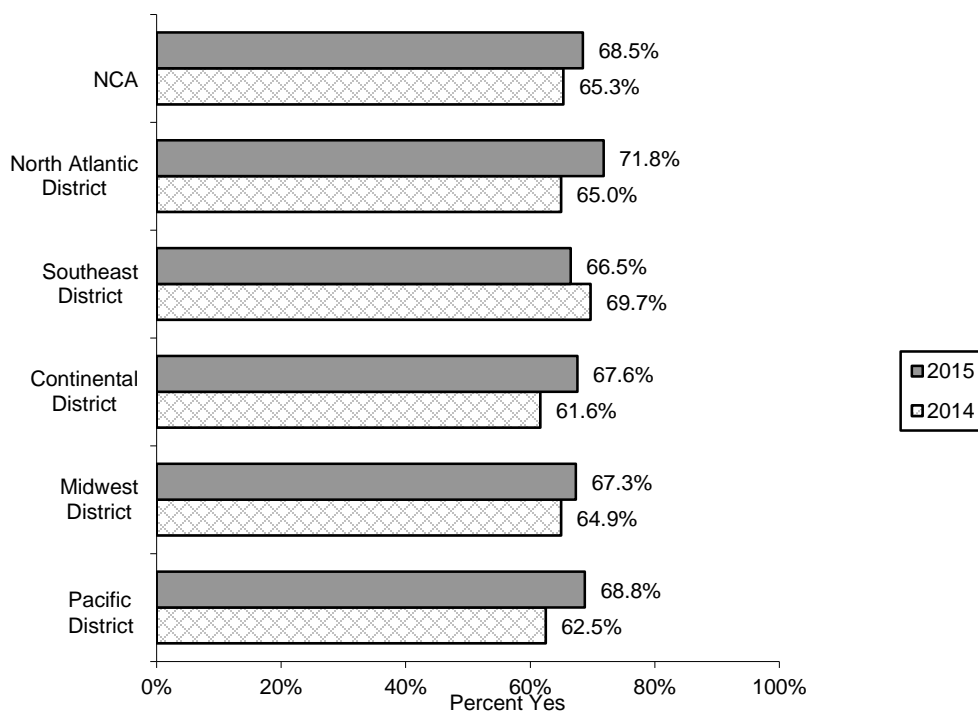
Question 12: Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?



	Year	n	Yes	No
NCA	2015	3,268	84.3%	15.7%
	2014	3,167	84.1%	15.9%
North Atlantic District	2015	730	82.6%	17.4%
	2014	681	80.9%	19.1%
Southeast District	2015	568	85.7%	14.3%
	2014	619	85.9%	14.1%
Continental District	2015	445	84.7%	15.3%
	2014	432	82.2%	17.8%
Midwest District	2015	863	82.6%	17.4%
	2014	758	83.4%	16.6%
Pacific District	2015	383	87.5%	12.5%
	2014	403	87.1%	12.9%

Information and Communication: Funeral Directors

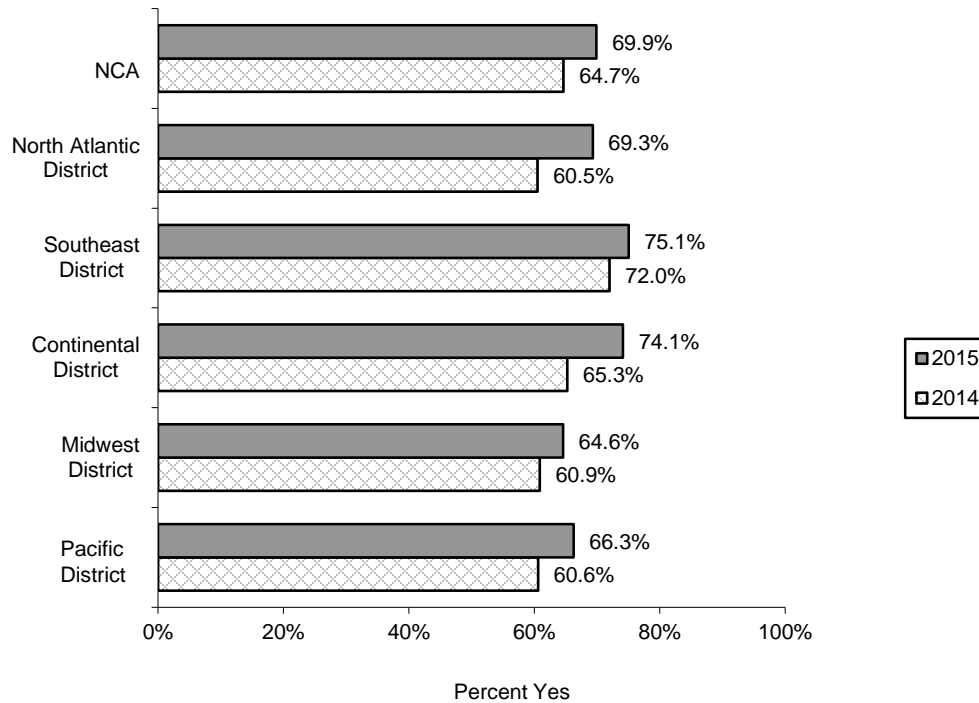
Question 13: Are you aware there are resources for Funeral Directors on the NCA Website?



	Year	n	Yes	No
NCA	2015	3,246	68.5%	31.5%
	2014	3148	65.3%	34.7%
North Atlantic District	2015	723	71.8%	28.2%
	2014	682	65.0%	35.0%
Southeast District	2015	564	66.5%	33.5%
	2014	617	69.7%	30.3%
Continental District	2015	444	67.6%	32.4%
	2014	430	61.6%	38.4%
Midwest District	2015	857	67.3%	32.7%
	2014	753	64.9%	35.1%
Pacific District	2015	381	68.8%	31.2%
	2014	397	62.5%	37.5%

Information and Communication: Funeral Directors

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

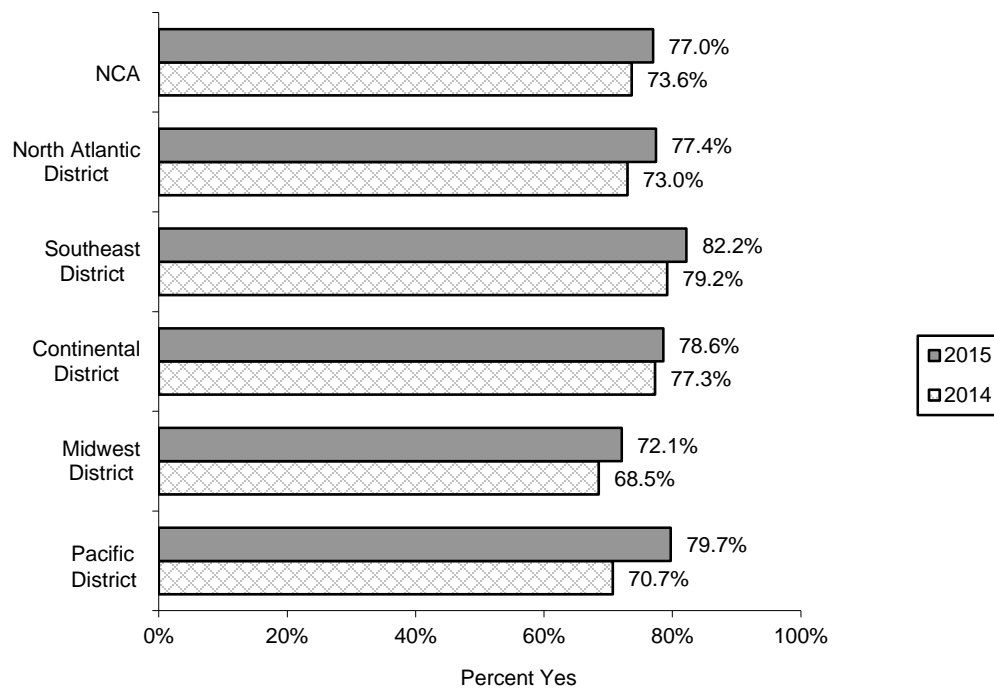


	Year	n	Yes	No
NCA	2015	2,159	69.9%	30.1%
	2014	2,017	64.7%	35.3%
North Atlantic District	2015	505	69.3%	30.7%
	2014	433	60.5%	39.5%
Southeast District	2015	369	75.1%	24.9%
	2014	425	72.0%	28.0%
Continental District	2015	294	74.1%	25.9%
	2014	262	65.3%	34.7%
Midwest District	2015	556	64.6%	35.4%
	2014	483	60.9%	39.1%
Pacific District	2015	255	66.3%	33.7%
	2014	241	60.6%	39.4%

Only respondents that indicated "Yes" to Question 13 (FD) received this question.

Information and Communication: Funeral Directors

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

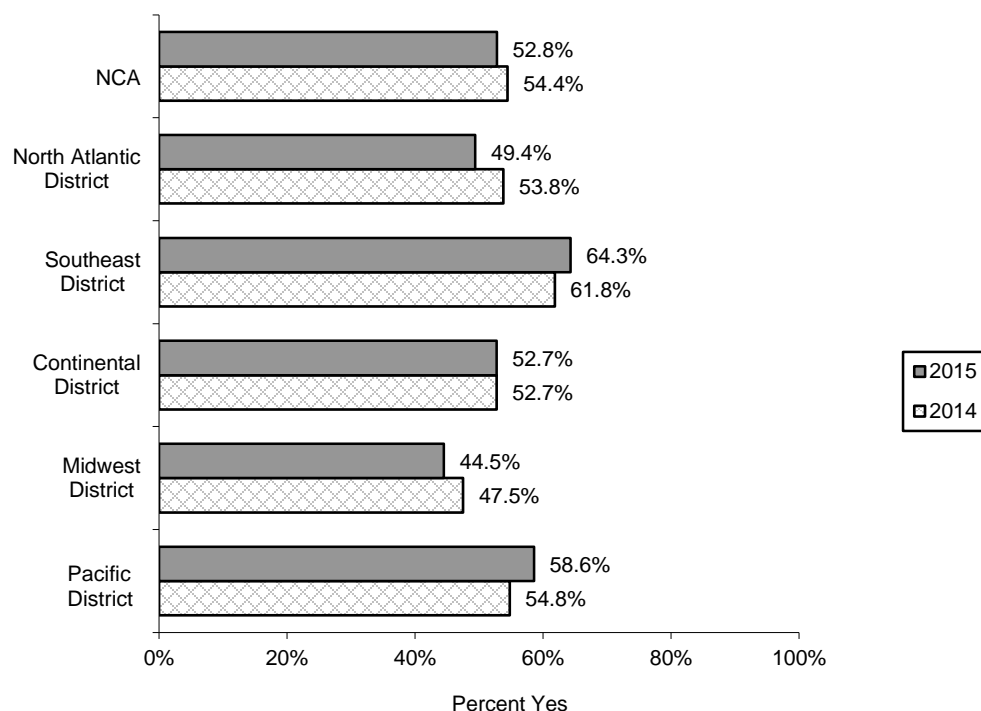


	Year	n	Yes	No
NCA	2015	2,017	77.0%	23.0%
	2014	1870	73.6%	26.4%
North Atlantic District	2015	465	77.4%	22.6%
	2014	396	73.0%	27.0%
Southeast District	2015	348	82.2%	17.8%
	2014	403	79.2%	20.8%
Continental District	2015	280	78.6%	21.4%
	2014	251	77.3%	22.7%
Midwest District	2015	523	72.1%	27.9%
	2014	451	68.5%	31.5%
Pacific District	2015	232	79.7%	20.3%
	2014	215	70.7%	29.3%

Only respondents that indicated "Yes" to Question 13 (FD) received this question.

Information and Communication: Funeral Directors

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

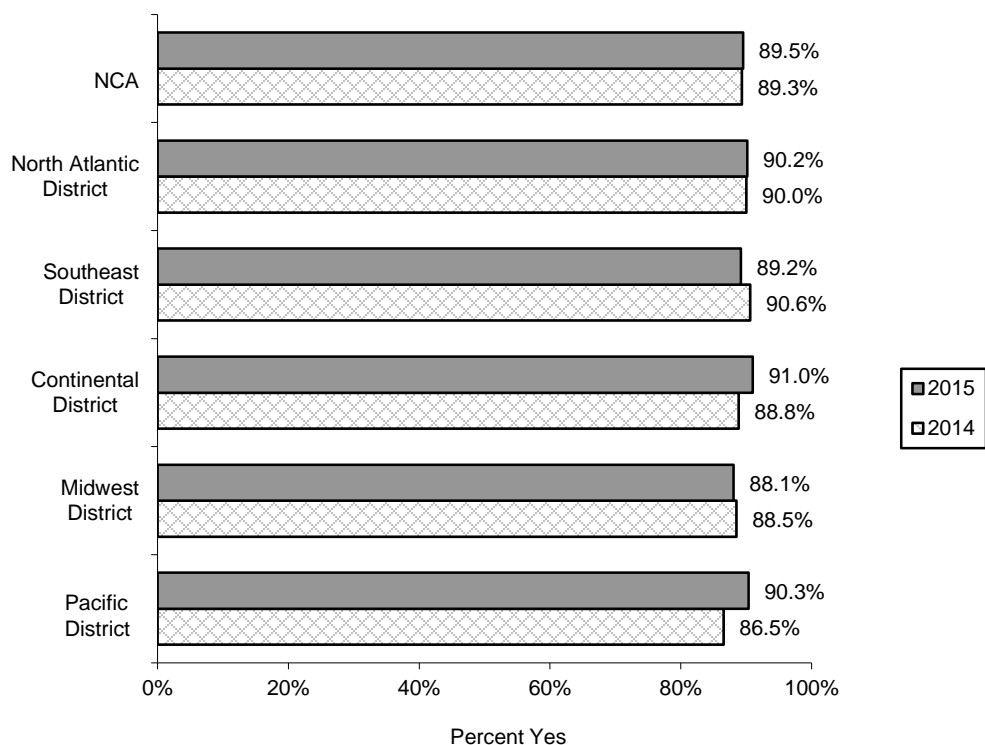


	Year	n	Yes	No
NCA	2015	2,148	52.8%	47.2%
	2014	1,997	54.4%	45.6%
North Atlantic District	2015	502	49.4%	50.6%
	2014	424	53.8%	46.2%
Southeast District	2015	367	64.3%	35.7%
	2014	419	61.8%	38.2%
Continental District	2015	292	52.7%	47.3%
	2014	256	52.7%	47.3%
Midwest District	2015	555	44.5%	55.5%
	2014	482	47.5%	52.5%
Pacific District	2015	251	58.6%	41.4%
	2014	241	54.8%	45.2%

Only respondents that indicated "Yes" to Question 13 (FD) received this question.

Information and Communication: Funeral Directors

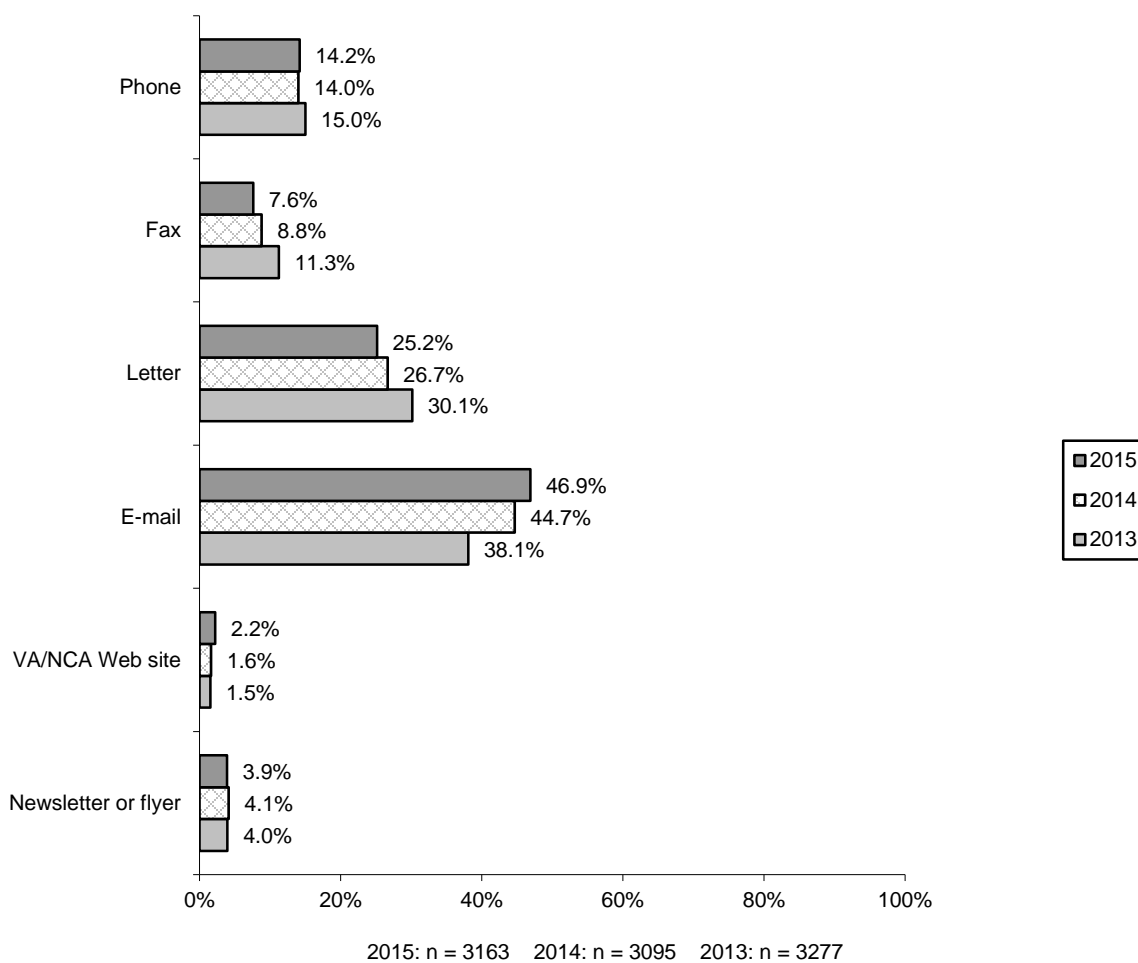
Question 17: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?



	Year	n	Yes	No
NCA	2015	3,251	89.5%	10.5%
	2014	3,156	89.3%	10.7%
North Atlantic District	2015	722	90.2%	9.8%
	2014	680	90.0%	10.0%
Southeast District	2015	564	89.2%	10.8%
	2014	618	90.6%	9.4%
Continental District	2015	445	91.0%	9.0%
	2014	430	88.8%	11.2%
Midwest District	2015	856	88.1%	11.9%
	2014	757	88.5%	11.5%
Pacific District	2015	383	90.3%	9.7%
	2014	401	86.5%	13.5%

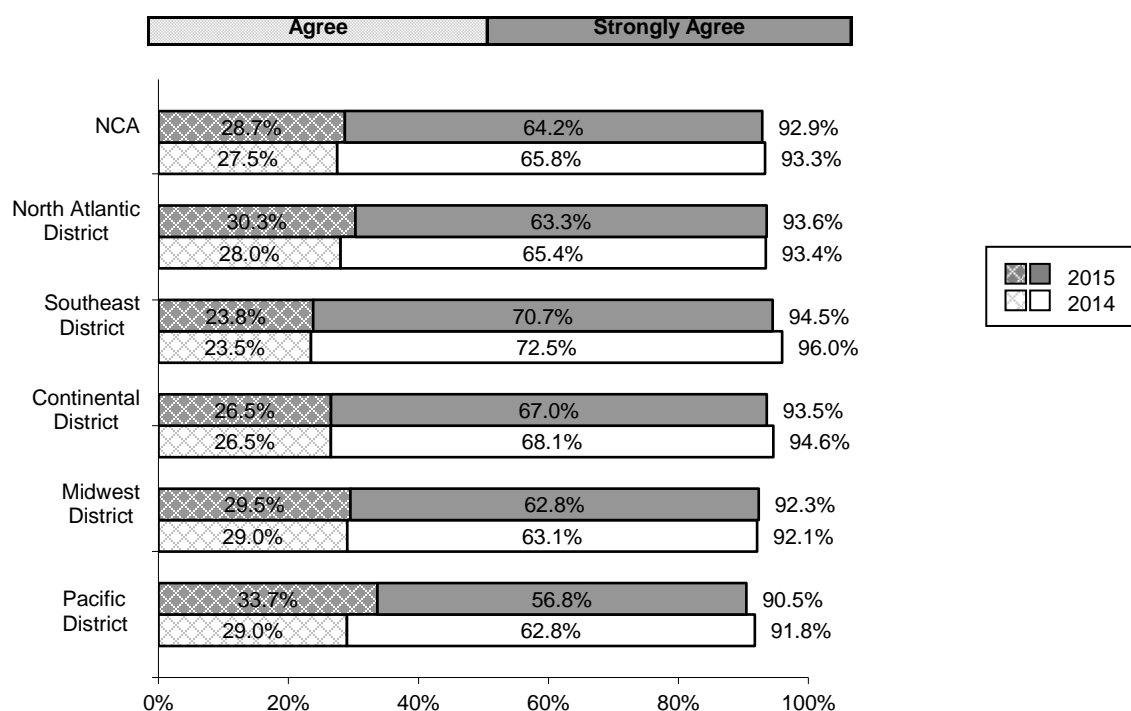
Information and Communication: Funeral Directors

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



Information and Communication: Funeral Directors

Question 39: The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services.



	Year	n	Strongly Agree	Change Score *	Agree	Neither	Disagree	Strongly Disagree
NCA	2015	3,222	64.2%	-1.6%	28.7%	5.2%	1.3%	0.7%
	2014	3,131	65.8%		27.5%	4.6%	1.7%	0.4%
North Atlantic District	2015	716	63.3%	-2.2%	30.3%	4.9%	0.8%	0.7%
	2014	439	65.4%		28.0%	4.9%	1.3%	0.3%
Southeast District	2015	563	70.7%	-1.8%	23.8%	3.6%	1.2%	0.7%
	2014	618	72.5%		23.5%	2.8%	1.0%	0.3%
Continental District	2015	437	67.0%	-1.0%	26.5%	3.9%	1.8%	0.7%
	2014	426	68.1%		26.5%	4.5%	0.7%	0.2%
Midwest District	2015	850	62.8%	-0.2%	29.5%	5.9%	1.4%	0.4%
	2014	747	63.1%		29.0%	5.1%	2.3%	0.5%
Pacific District	2015	377	56.8%	-6.0%	33.7%	6.6%	1.6%	1.3%
	2014	400	62.8%		29.0%	5.0%	3.0%	0.3%

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

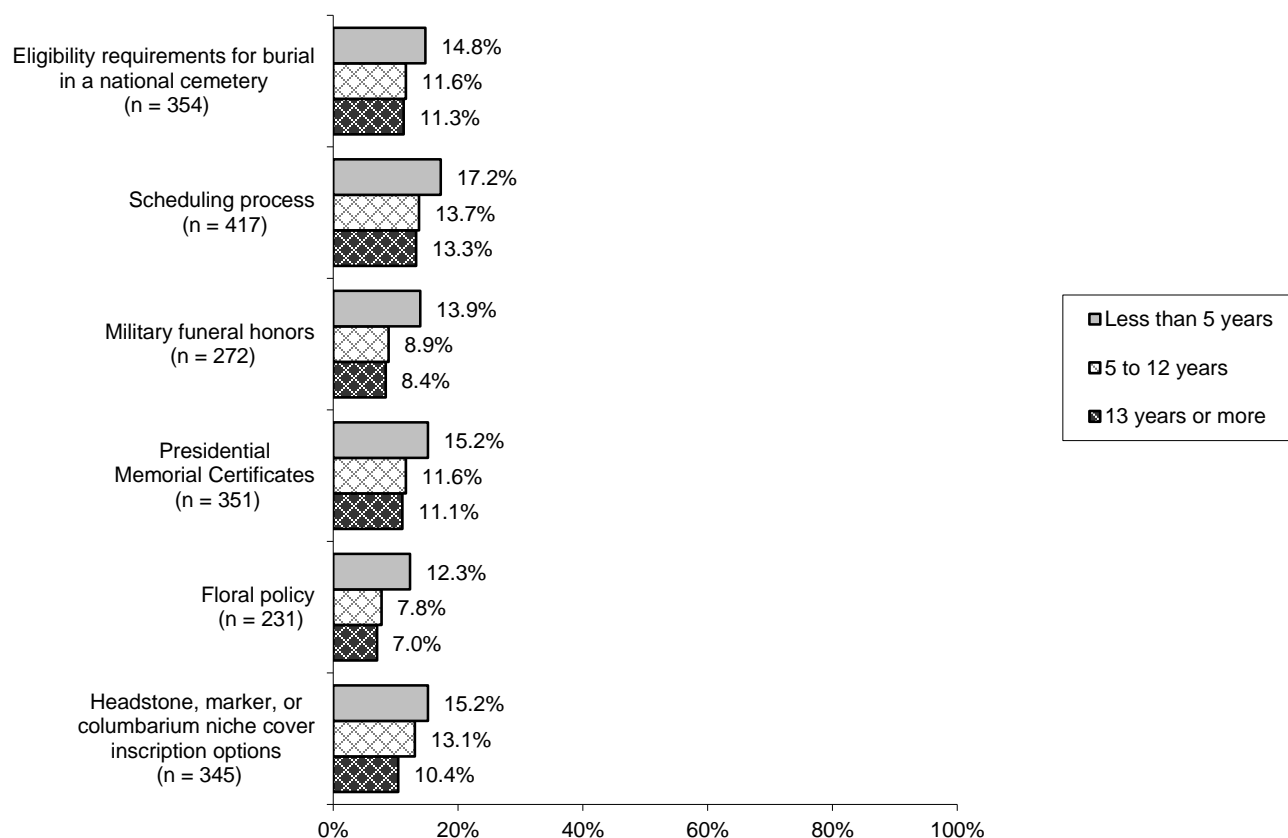
Information and Communication: Funeral Directors

ELEMENT OF COMPARISON

"What national cemetery policies or procedures do you feel you could use more information about?" by "How long has your funeral home worked with this national cemetery?"

Question 8: What national cemetery policies or procedures do you feel you could use more information about?

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



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

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

Satisfaction with Committal Service(s) Next of Kin

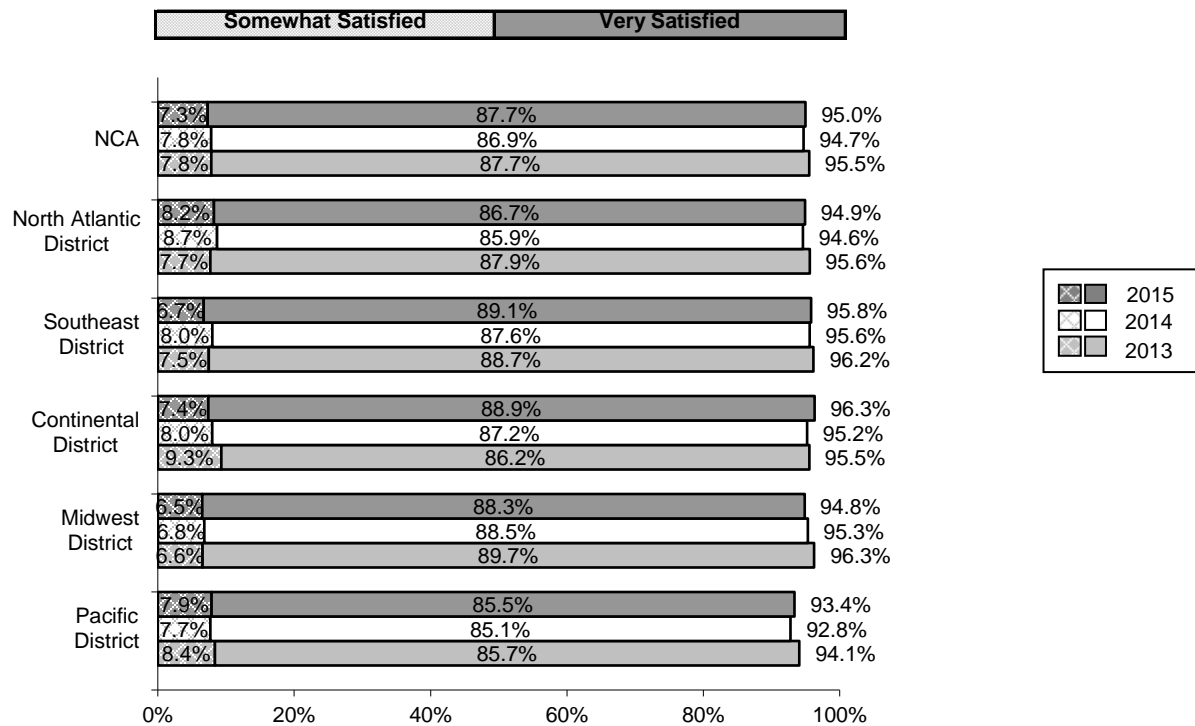
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the national cemetery where their loved one was interred.
- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Committal Service: Next of Kin

OVERALL SATISFACTION MEASURE

Question 19: Overall, how satisfied were you with the committal service at the national cemetery?

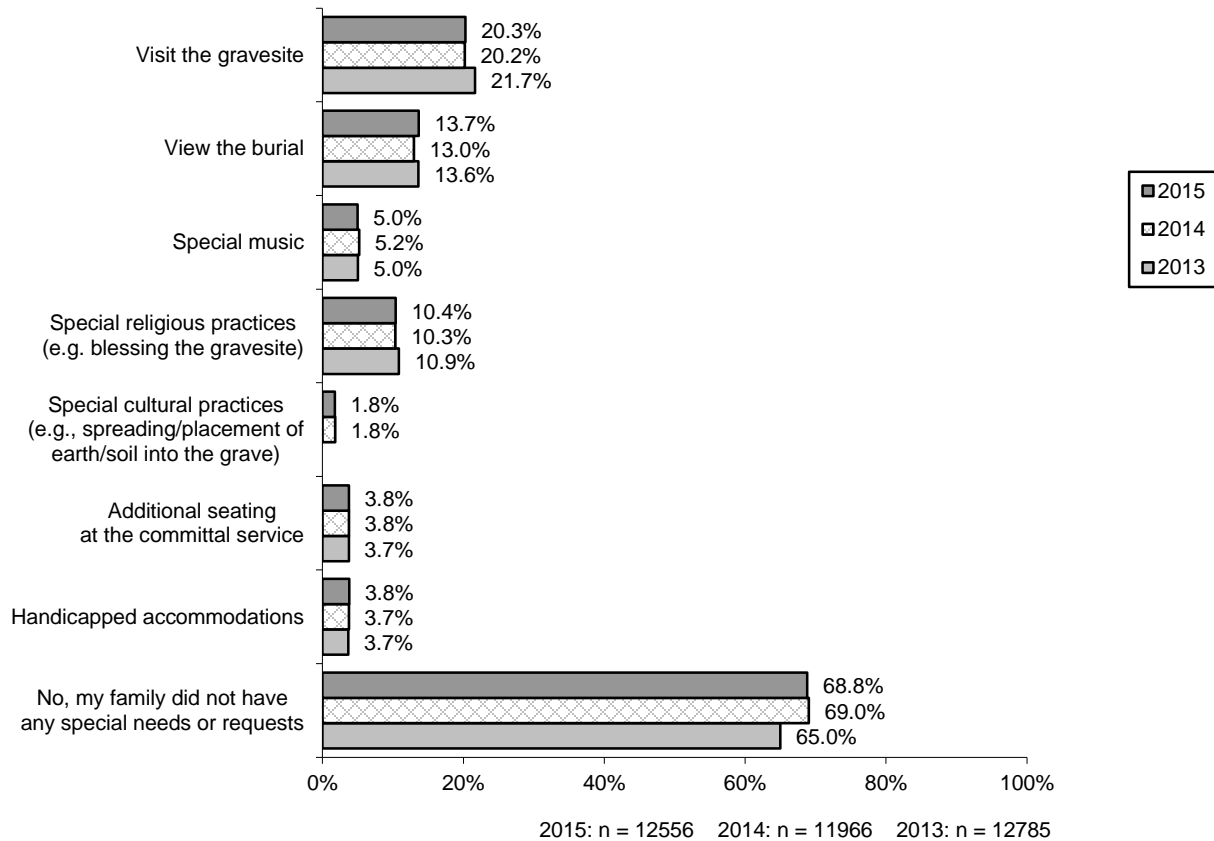


	Year	n	Very Satisfied	Change Score *	Satisfied	Neither	Dissatisfied	Very Dissatisfied
NCA	2015	12,528	87.7%	0.8%	7.3%	3.6%	1.0%	0.3%
	2014	12,018	86.9%	-0.8%	7.8%	3.8%	1.0%	0.5%
North Atlantic District	2015	2,223	86.7%	0.8%	8.2%	3.5%	1.2%	0.4%
	2014	2,002	85.9%	-2.0%	8.7%	3.7%	1.1%	0.5%
Southeast District	2015	2,958	89.1%	1.5%	6.7%	2.8%	1.1%	0.2%
	2014	3,225	87.6%	-1.1%	8.0%	2.9%	1.0%	0.5%
Continental District	2015	1,875	88.9%	1.7%	7.4%	2.7%	0.8%	0.2%
	2014	1,904	87.2%	1.0%	8.0%	3.3%	0.9%	0.6%
Midwest District	2015	2,669	88.3%	-0.2%	6.5%	3.8%	1.0%	0.3%
	2014	2,228	88.5%	-1.2%	6.8%	3.5%	0.9%	0.4%
Pacific District	2015	2,803	85.5%	0.4%	7.9%	5.1%	1.1%	0.5%
	2014	2,659	85.1%	-0.6%	7.7%	5.6%	1.1%	0.6%

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

Committal Service: Next of Kin

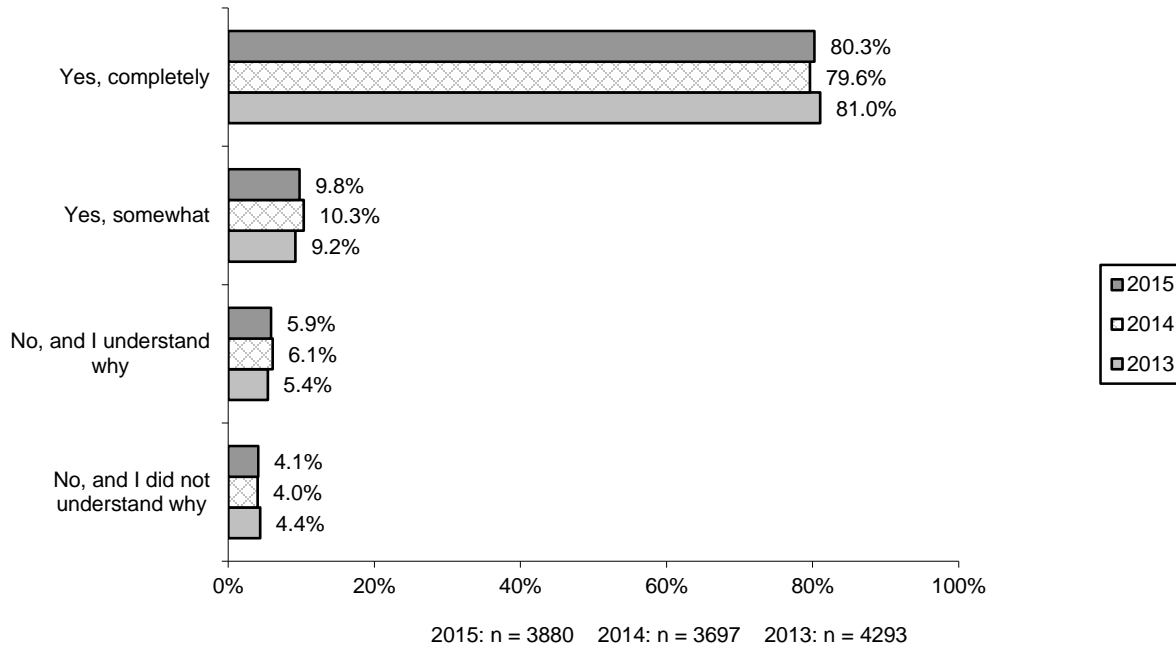
Question 12: At the committal service, did your family have any of the following special needs or requests?



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

Committal Service: Next of Kin

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

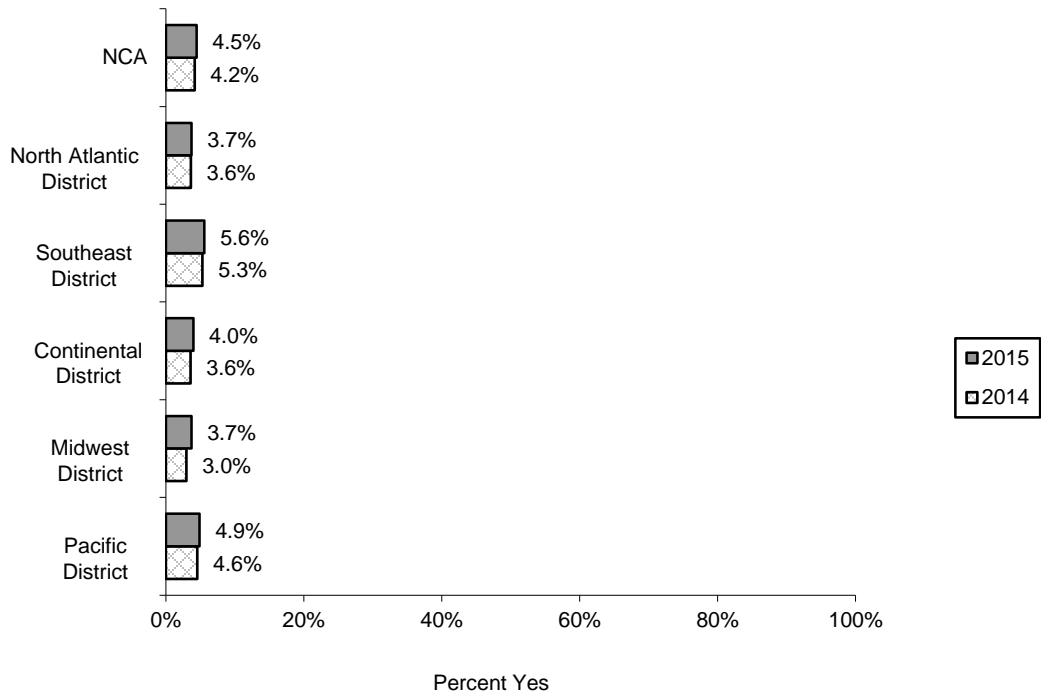


	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
NCA	2015	3,880	80.3%	9.8%	5.9%	4.1%
	2014	3,697	79.6%	10.3%	6.1%	4.0%
North Atlantic District	2015	584	75.2%	12.0%	7.9%	5.0%
	2014	531	74.8%	10.2%	8.5%	6.6%
Southeast District	2015	949	81.0%	8.0%	5.9%	5.1%
	2014	1,016	78.9%	11.2%	6.2%	3.6%
Continental District	2015	565	81.8%	10.8%	4.8%	2.7%
	2014	606	80.2%	10.6%	4.8%	4.5%
Midwest District	2015	757	81.5%	9.4%	5.5%	3.6%
	2014	605	83.1%	8.3%	6.3%	2.3%
Pacific District	2015	1,025	80.7%	9.9%	5.6%	3.9%
	2014	939	80.5%	10.5%	5.2%	3.7%

Respondents that indicated "No, my family did not have any needs or requests" to Question 12 (NoK) did not receive this question.

Committal Service: Next of Kin

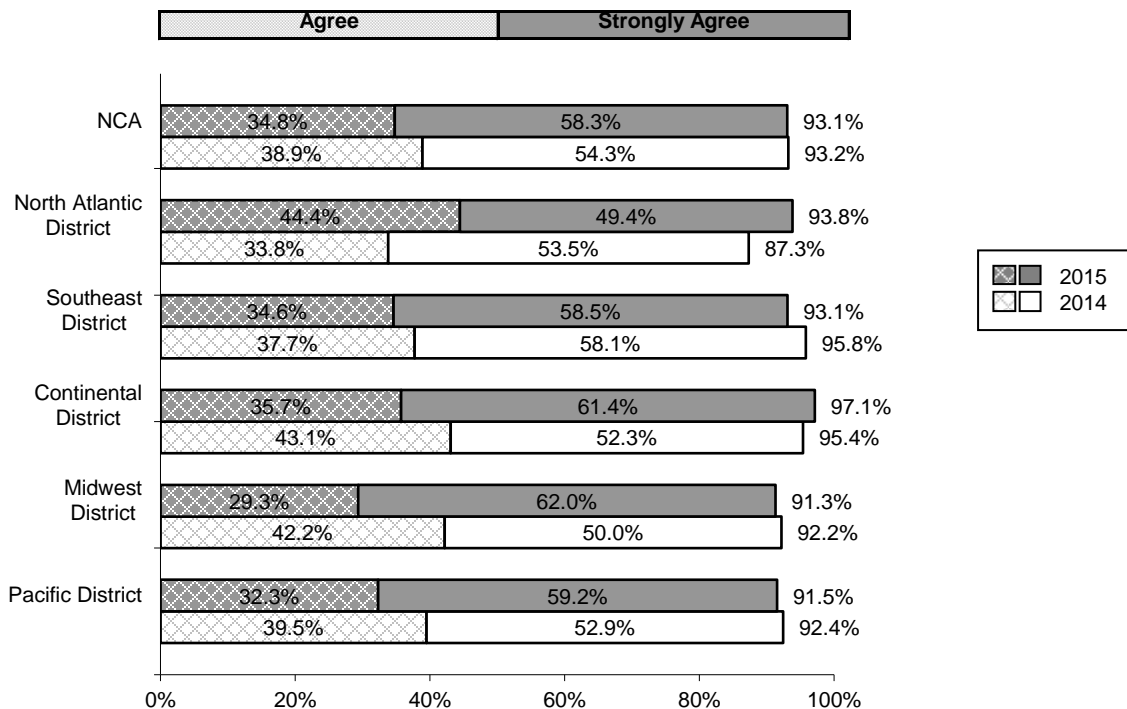
Question 14: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA cemeteries?



	Year	n	Yes	No
NCA	2015	12,617	4.5%	95.5%
	2014	12,106	4.2%	95.8%
North Atlantic District	2015	2,248	3.7%	96.3%
	2014	2,006	3.6%	96.4%
Southeast District	2015	2,971	5.6%	94.4%
	2014	3,235	5.3%	94.7%
Continental District	2015	1,885	4.0%	96.0%
	2014	1,901	3.6%	96.4%
Midwest District	2015	2,674	3.7%	96.3%
	2014	2,240	3.0%	97.0%
Pacific District	2015	2,839	4.9%	95.1%
	2014	2,723	4.6%	95.4%

Committal Service: Next of Kin

Question 15: The video(s) helped me understand the burial process at the national cemetery.



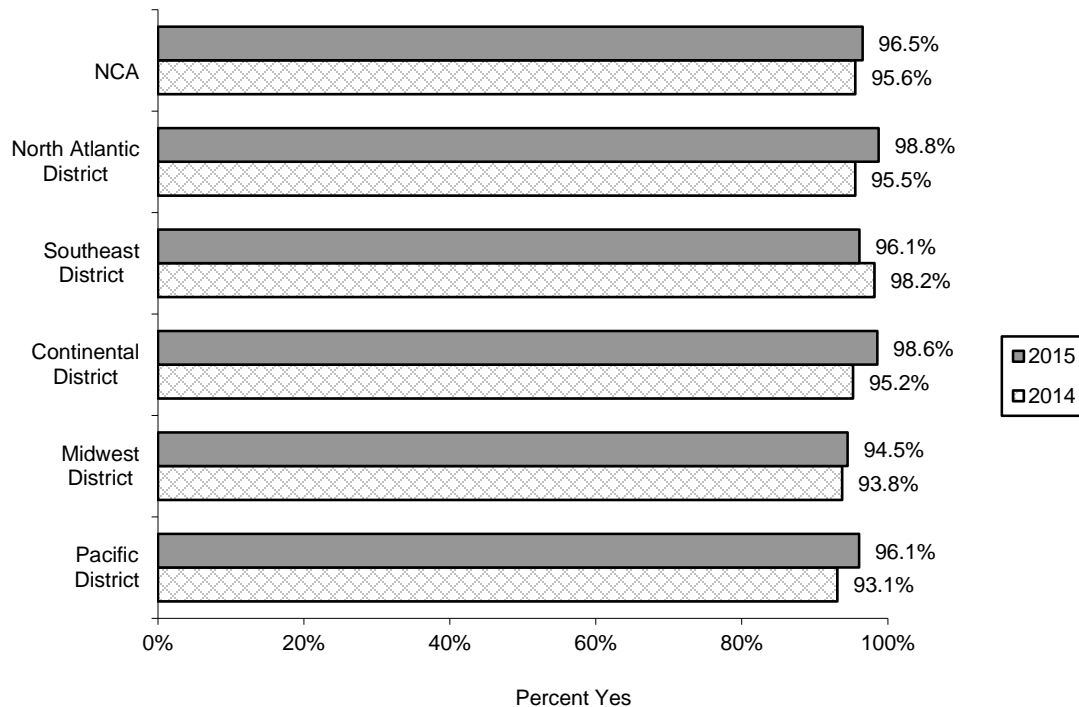
	Year	n	Strongly Agree	Change Score *	Agree	Neither	Disagree	Strongly Disagree
NCA	2015	532	58.3%	3.9%	34.8%	5.8%	0.8%	0.4%
	2014	486	54.3%		38.9%	6.6%	0.2%	0.0%
North Atlantic District	2015	81	49.4%	-4.1%	44.4%	6.2%	0.0%	0.0%
	2014	71	53.5%		33.8%	12.7%	0.0%	0.0%
Southeast District	2015	159	58.5%	0.4%	34.6%	5.7%	1.3%	0.0%
	2014	167	58.1%		37.7%	4.2%	0.0%	0.0%
Continental District	2015	70	61.4%	9.1%	35.7%	1.4%	1.4%	0.0%
	2014	65	52.3%		43.1%	3.1%	1.5%	0.0%
Midwest District	2015	92	62.0%	12.0%	29.3%	7.6%	0.0%	1.1%
	2014	64	50.0%		42.2%	7.8%	0.0%	0.0%
Pacific District	2015	130	59.2%	6.3%	32.3%	6.9%	0.8%	0.8%
	2014	119	52.9%		39.5%	7.6%	0.0%	0.0%

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

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

Committal Service: Next of Kin

Question 16: Was your experience at the national cemetery similar to the video on service options you viewed?

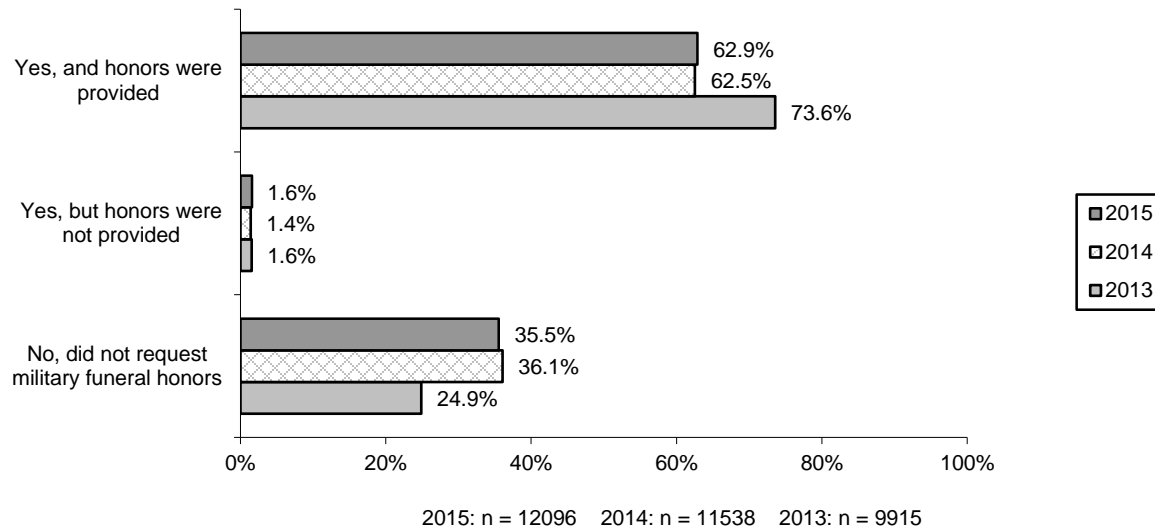


	Year	n	Yes	No
NCA	2015	521	96.5%	3.5%
	2014	473	95.6%	4.4%
North Atlantic District	2015	80	98.8%	1.3%
	2014	67	95.5%	4.5%
Southeast District	2015	154	96.1%	3.9%
	2014	163	98.2%	1.8%
Continental District	2015	69	98.6%	1.4%
	2014	1,804	95.2%	4.8%
Midwest District	2015	91	94.5%	5.5%
	2014	64	93.8%	6.3%
Pacific District	2015	127	96.1%	3.9%
	2014	116	93.1%	6.9%

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

Committal Service: Next of Kin

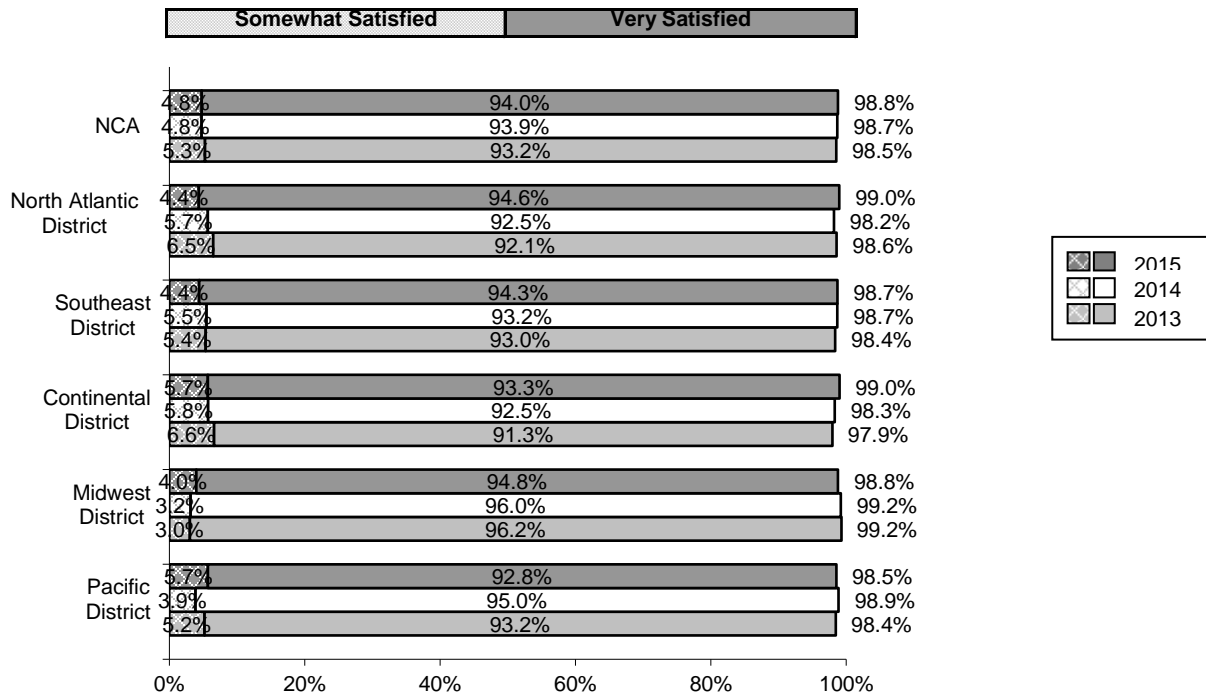
Question 17: If your loved one was a Veteran, did your family request military funeral honors?



	Year	n	Yes, and honors were provided	Yes, but honors were not provided	request military funeral honors
NCA	2015	12,096	62.9%	1.6%	35.5%
	2014	11,538	62.5%	1.4%	36.1%
North Atlantic District	2015	2,136	64.3%	1.2%	34.5%
	2014	1,915	61.6%	0.7%	37.7%
Southeast District	2015	2,876	62.3%	1.8%	35.9%
	2014	3,081	62.4%	2.2%	35.4%
Continental District	2015	1,793	62.4%	2.0%	35.7%
	2014	1,804	62.7%	1.2%	36.0%
Midwest District	2015	2,555	64.7%	1.2%	34.1%
	2014	2,133	65.1%	0.9%	33.9%
Pacific District	2015	2,736	61.0%	1.7%	37.3%
	2014	2,604	61.1%	1.5%	37.5%

Committal Service: Next of Kin

Question 18: How satisfied were you with the quality of the military funeral honors your loved one received?



	Year	n	Very satisfied	Change Score *	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	7,490	94.0%	0.1%	4.8%	0.6%	0.5%	0.2%
	2014	7,088	93.9%	0.7%	4.8%	0.5%	0.6%	0.2%
North Atlantic District	2015	1,351	94.6%	2.1%	4.4%	0.8%	0.1%	0.1%
	2014	1,157	92.5%	0.4%	5.7%	0.8%	1.0%	0.0%
Southeast District	2015	1,764	94.3%	1.1%	4.4%	0.5%	0.5%	0.3%
	2014	1,886	93.2%	0.2%	5.5%	0.4%	0.8%	0.2%
Continental District	2015	1,105	93.3%	0.8%	5.7%	0.4%	0.4%	0.3%
	2014	1,113	92.5%	1.2%	5.8%	0.4%	0.8%	0.4%
Midwest District	2015	1,624	94.8%	-1.3%	4.0%	0.6%	0.5%	0.1%
	2014	1,361	96.0%	-0.2%	3.2%	0.3%	0.3%	0.2%
Pacific District	2015	1,646	92.8%	-2.1%	5.7%	0.5%	0.7%	0.2%
	2014	1,570	95.0%	1.7%	3.9%	0.8%	0.4%	0.0%

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

Only respondents that indicated "Yes, and honors were provided" to Question 17 (NoK) received this question.

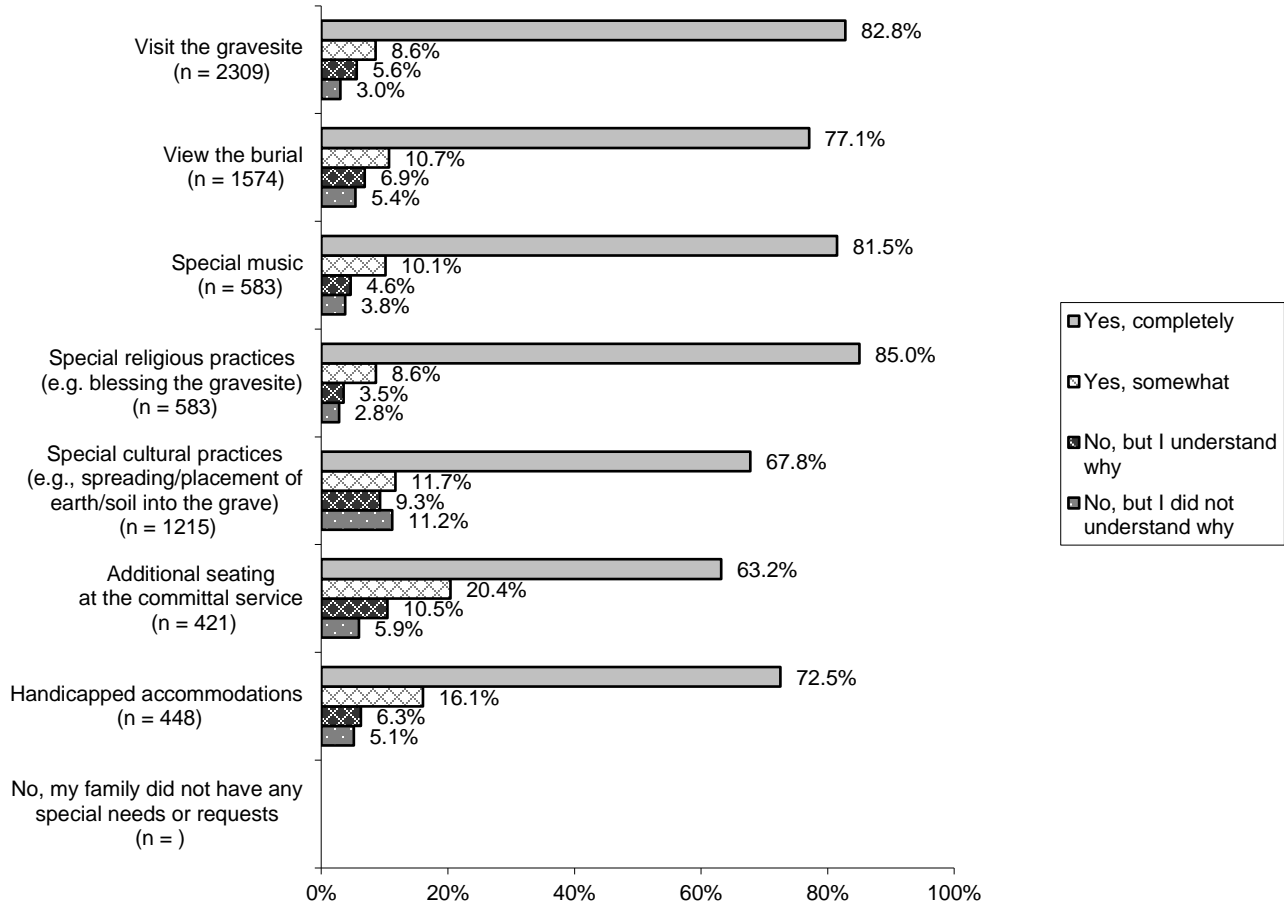
Committal Service: Next of Kin

ELEMENT OF COMPARISON

By special need requested, how satisfied was the requestor with the cemetery's ability to accommodate the request?

Question 12: At the committal service, did your family have any of the following special needs or requests?

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



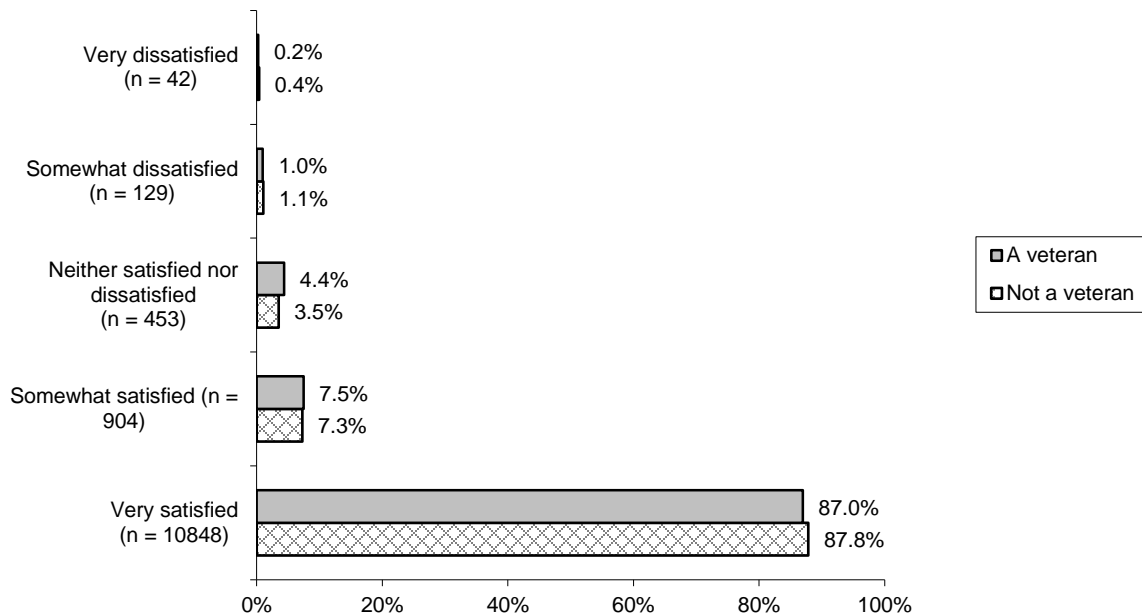
Committal Service: Next of Kin

ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the national cemetery if you are...

Question 6: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 19: Overall, how satisfied were you with the committal service at the national cemetery?



Satisfaction with Committal Service Scheduling and Staff Support Funeral Directors

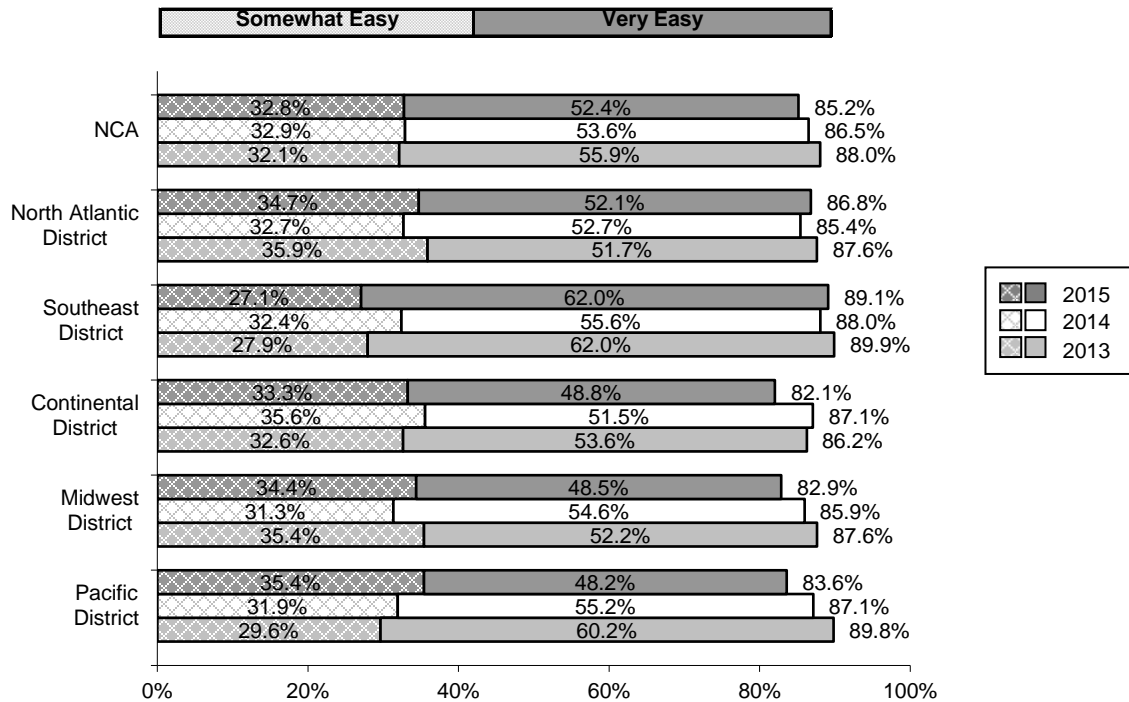
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the national cemetery with which they most frequently do business.
- Measures of overall satisfaction with the committal service are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Committal Service Scheduling and Staff Support: Funeral Directors

OVERALL SATISFACTION MEASURE

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



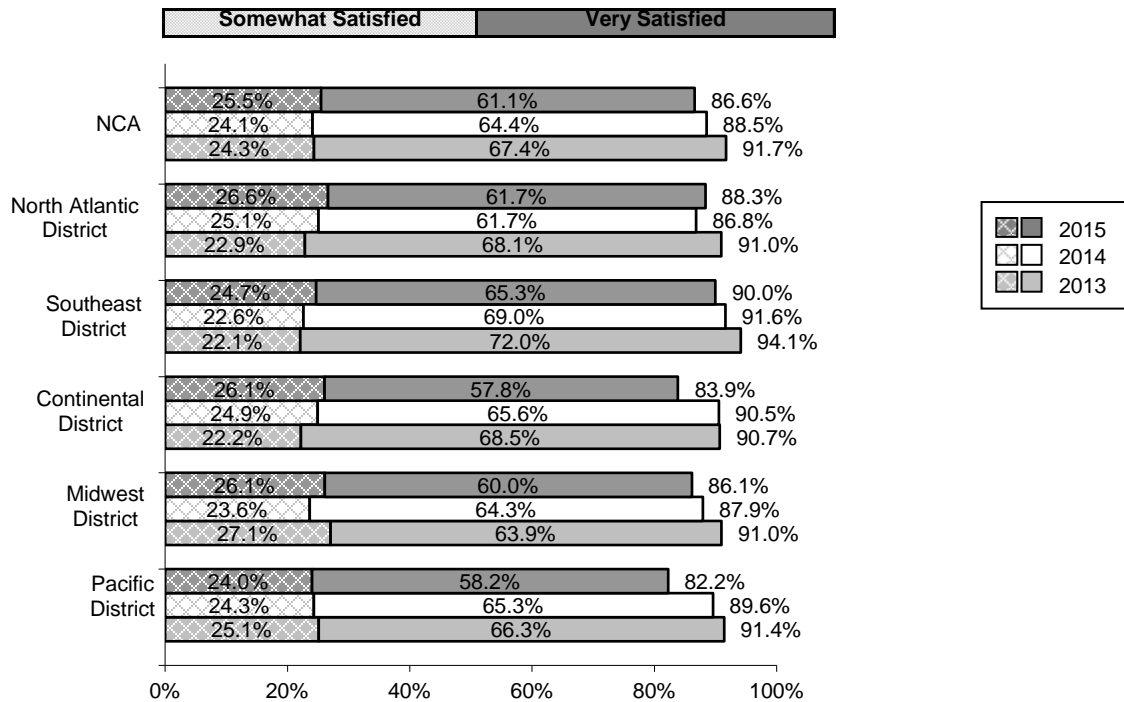
	Year	n	Very easy	Change Score *	Somewhat easy	Neither	Somewhat hard	Very hard
NCA	2015	3,254	52.4%	-1.2%	32.8%	8.2%	5.3%	1.3%
	2014	3,164	53.6%	-2.3%	32.9%	7.4%	5.2%	0.9%
North Atlantic District	2015	720	52.1%	-0.6%	34.7%	7.5%	4.4%	1.3%
	2014	679	52.7%	1.0%	32.7%	8.0%	5.7%	0.9%
Southeast District	2015	569	62.0%	6.4%	27.1%	5.3%	4.2%	1.4%
	2014	620	55.6%	-6.3%	32.4%	6.3%	5.0%	0.6%
Continental District	2015	445	48.8%	-2.7%	33.3%	9.9%	6.5%	1.6%
	2014	433	51.5%	-2.1%	35.6%	8.1%	4.2%	0.7%
Midwest District	2015	858	48.5%	-6.1%	34.4%	9.0%	6.8%	1.4%
	2014	756	54.6%	2.4%	31.3%	7.0%	5.8%	1.2%
Pacific District	2015	384	48.2%	-7.0%	35.4%	8.6%	6.5%	1.3%
	2014	404	55.2%	-5.0%	31.9%	7.4%	4.5%	1.0%

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

Committal Service Scheduling and Staff Support: Funeral Directors

OVERALL SATISFACTION MEASURE

Question 20: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?



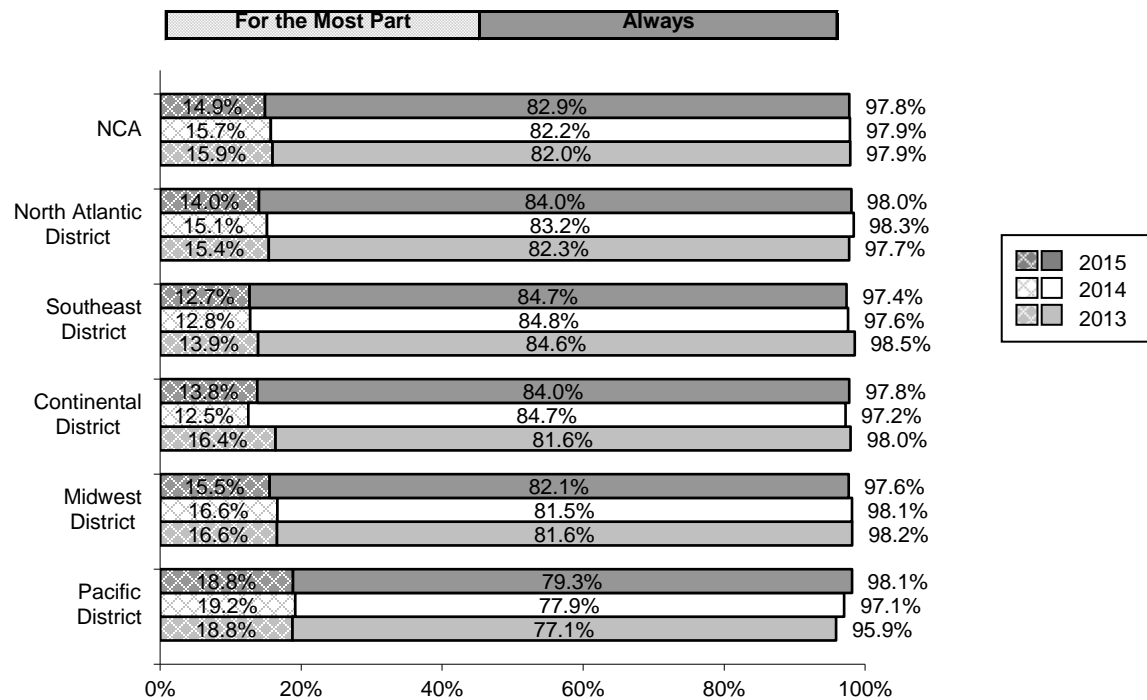
	Year	n	Very satisfied	Change Score*	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	3,252	61.1%	-3.4%	25.5%	7.0%	4.7%	1.7%
	2014	3,162	64.4%	-6.0%	24.1%	6.1%	3.7%	1.7%
North Atlantic District	2015	721	61.7%	0.0%	26.6%	5.0%	4.4%	2.2%
	2014	682	61.7%	-6.3%	25.1%	7.2%	4.1%	1.9%
Southeast District	2015	567	65.3%	-3.7%	24.7%	4.6%	4.4%	1.1%
	2014	619	69.0%	-3.0%	22.6%	3.4%	3.4%	1.6%
Continental District	2015	445	57.8%	-7.8%	26.1%	6.3%	7.4%	2.5%
	2014	433	65.6%	-2.9%	24.9%	4.6%	3.5%	1.4%
Midwest District	2015	858	60.0%	-4.3%	26.1%	8.2%	4.4%	1.3%
	2014	753	64.3%	0.4%	23.6%	6.9%	3.7%	1.5%
Pacific District	2015	383	58.2%	-7.0%	24.0%	11.7%	4.2%	1.8%
	2014	403	65.3%	-1.0%	24.3%	6.2%	3.7%	0.5%

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

Committal Service Scheduling and Staff Support: Funeral Directors

OVERALL SATISFACTION MEASURE

Question 21: During committal services, how often do you receive the support you need from cemetery staff?



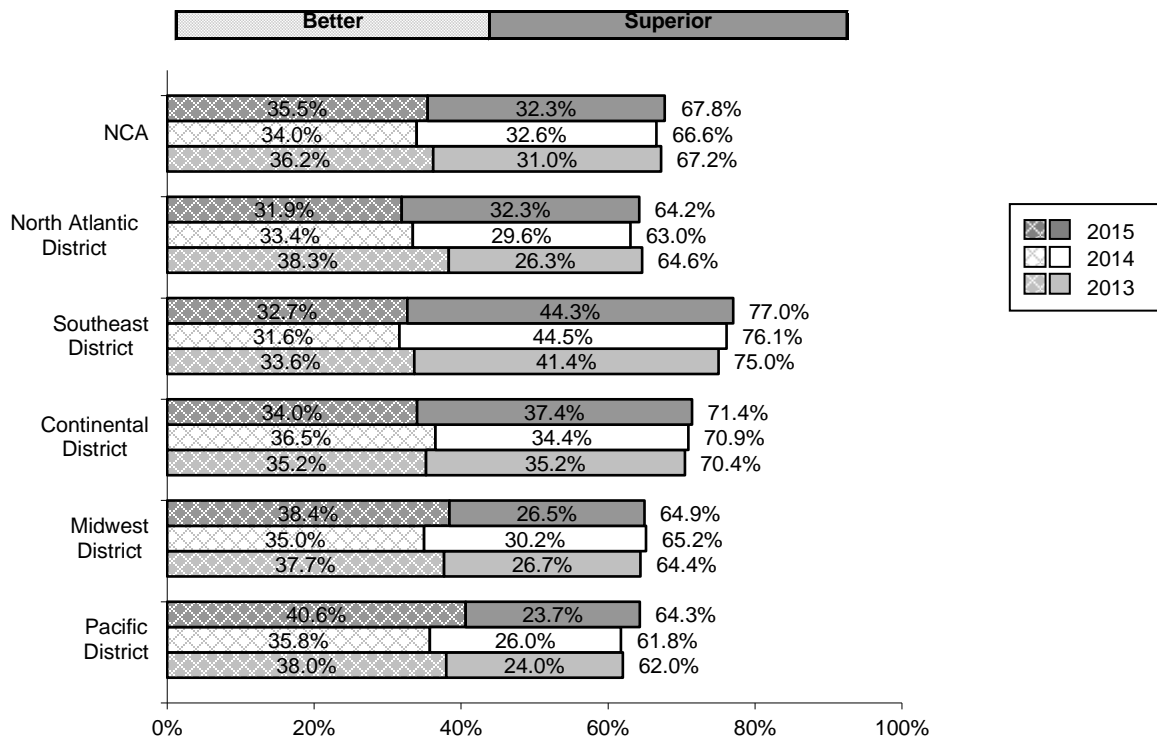
	Year	n	Always	Change Score *	For the most part	Occasionally	Never
NCA	2015	3,243	82.9%	0.7%	14.9%	1.7%	0.5%
	2014	3,155	82.2%	0.2%	15.7%	2.0%	0.1%
North Atlantic District	2015	721	84.0%	1%	14.0%	1.4%	0.6%
	2014	680	83.2%	0.9%	15.1%	1.3%	0.3%
Southeast District	2015	568	84.7%	-0.1%	12.7%	2.3%	0.4%
	2014	619	84.8%	0.2%	12.8%	2.4%	0.0%
Continental District	2015	443	84.0%	-0.7%	13.8%	1.4%	0.9%
	2014	432	84.7%	3.1%	12.5%	2.8%	0.0%
Midwest District	2015	857	82.1%	0.6%	15.5%	1.8%	0.6%
	2014	752	81.5%	-0.1%	16.6%	1.7%	0.1%
Pacific District	2015	377	79.3%	1.4%	18.8%	1.9%	0.0%
	2014	402	77.9%	0.7%	19.2%	2.7%	0.2%

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

Committal Service Scheduling and Staff Support: Funeral Directors

OVERALL SATISFACTION MEASURE

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

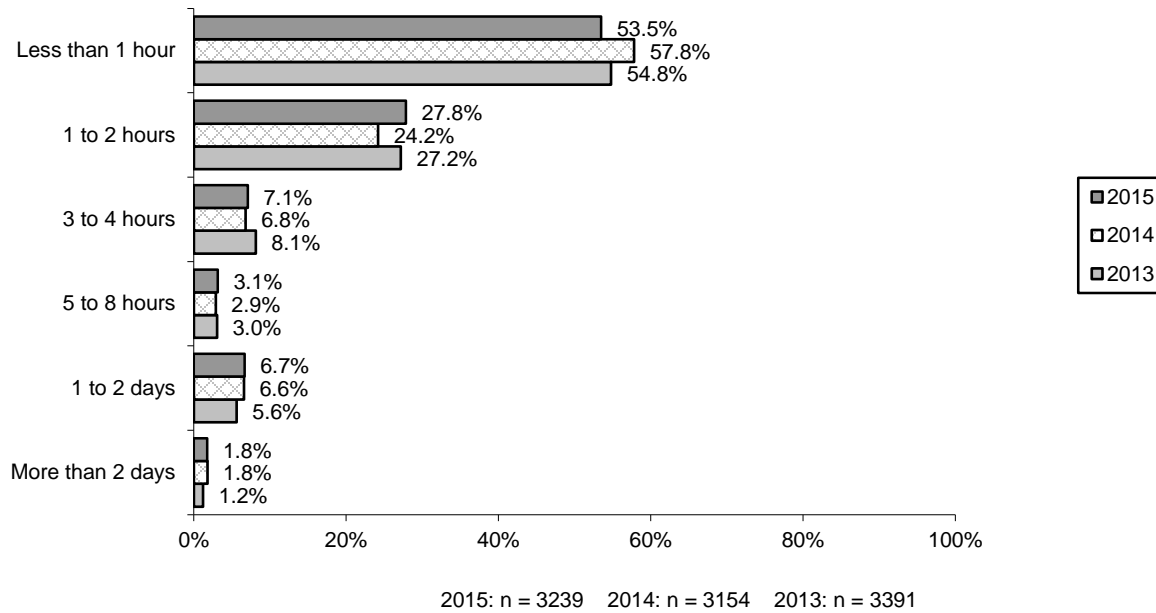


	Year	n	Superior	Change Score *	Better	About the same	Worse	Much worse
NCA	2015	3,255	32.3%	-0.4%	35.5%	29.4%	2.5%	0.4%
	2014	3,157	32.6%	1.6%	34.0%	30.7%	2.4%	0.3%
North Atlantic District	2015	730	32.3%	2.7%	31.9%	33.6%	1.8%	0.4%
	2014	682	29.6%	3.3%	33.4%	33.7%	2.8%	0.4%
Southeast District	2015	566	44.3%	-0.2%	32.7%	20.8%	1.9%	0.2%
	2014	620	44.5%	3.1%	31.6%	22.4%	1.3%	0.2%
Continental District	2015	441	37.4%	3.0%	34.0%	24.3%	3.6%	0.7%
	2014	430	34.4%	-0.8%	36.5%	26.7%	2.1%	0.2%
Midwest District	2015	859	26.5%	-3.7%	38.4%	31.3%	3.4%	0.3%
	2014	755	30.2%	3.5%	35.0%	31.3%	2.3%	0.3%
Pacific District	2015	384	23.7%	-2.3%	40.6%	33.3%	2.1%	0.3%
	2014	400	26.0%	2.0%	35.8%	35.0%	3.3%	0.0%

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

Committal Service Scheduling and Staff Support: Funeral Directors

Question 19: How long does it typically take to confirm the scheduling of an interment with the National Cemetery Scheduling Office?

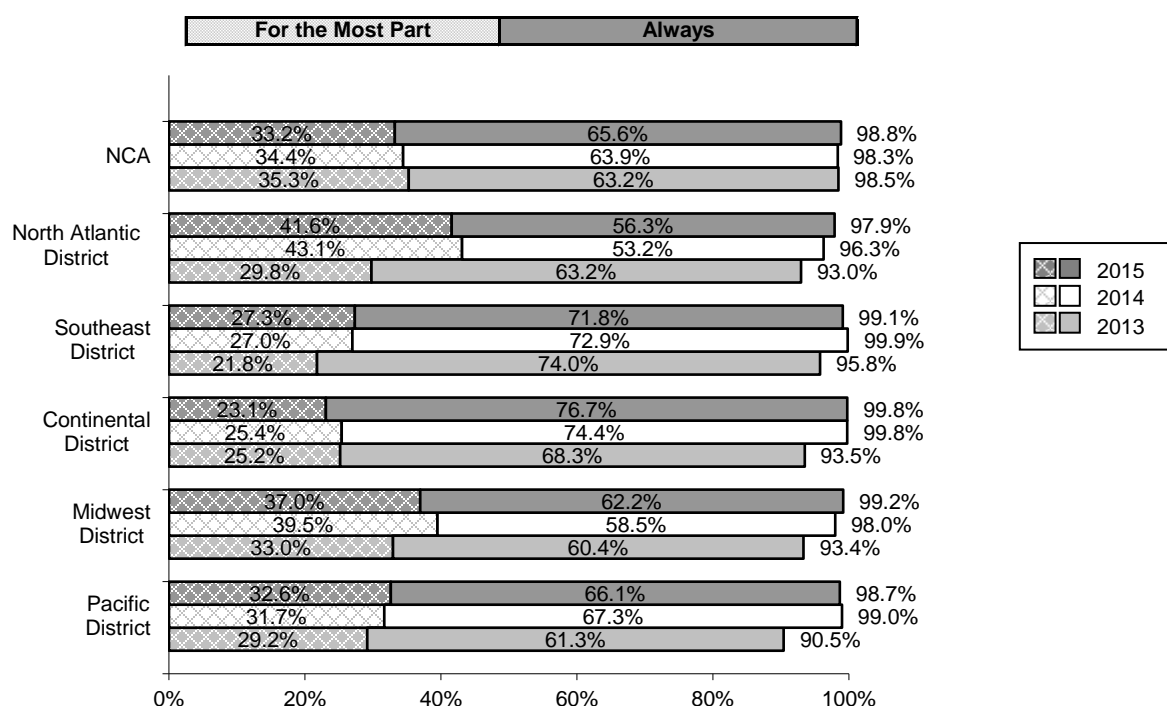


	Year	2 hours or less n	% 2 hours or less*
NCA	2015	2634	81.3%
	2014	2586	82.0%
North Atlantic District	2015	580	80.8%
	2014	538	79.1%
Southeast District	2015	485	85.7%
	2014	523	84.5%
Continental District	2015	343	77.8%
	2014	366	84.5%
Midwest District	2015	697	81.5%
	2014	641	85.4%
Pacific District	2015	325	85.3%
	2014	335	83.4%

*** Strategic Performance Target = 80%**

Committal Service Scheduling and Staff Support: Funeral Directors

Question 22: Generally, how often do committal services at the national cemetery start on time?

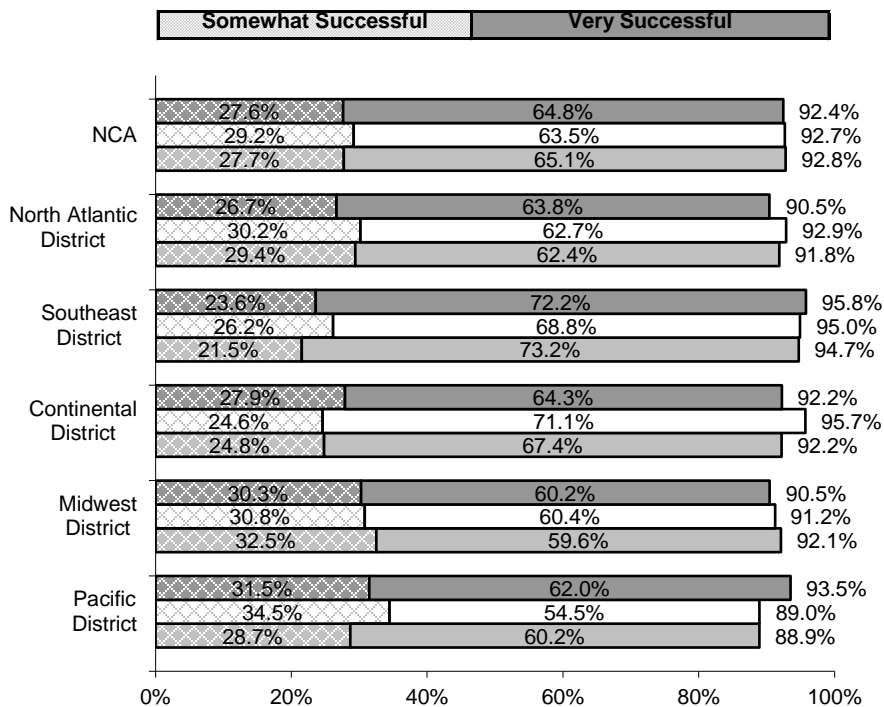


	Year	n	Always	Change Score *	For the most part	Occasionally	Never
NCA	2015	3,242	65.6%	1.7%	33.2%	0.9%	0.2%
	2014	3,150	63.9%	0.7%	34.4%	1.5%	0.2%
North Atlantic District	2015	719	56.3%	3.1%	41.6%	1.5%	0.6%
	2014	675	53.2%	-10.0%	43.1%	3.4%	0.3%
Southeast District	2015	567	71.8%	-1.1%	27.3%	0.9%	0.0%
	2014	619	72.9%	-1.1%	27.0%	0.2%	0.0%
Continental District	2015	442	76.7%	2.3%	23.1%	0.2%	0.0%
	2014	433	74.4%	6.0%	25.4%	0.2%	0.0%
Midwest District	2015	855	62.2%	3.7%	37.0%	0.8%	0.0%
	2014	752	58.5%	-1.9%	39.5%	1.7%	0.3%
Pacific District	2015	380	66.1%	-1.3%	32.6%	1.1%	0.3%
	2014	401	67.3%	6.1%	31.7%	0.7%	0.2%

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

Committal Service Scheduling and Staff Support: Funeral Directors

Question 23: 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?

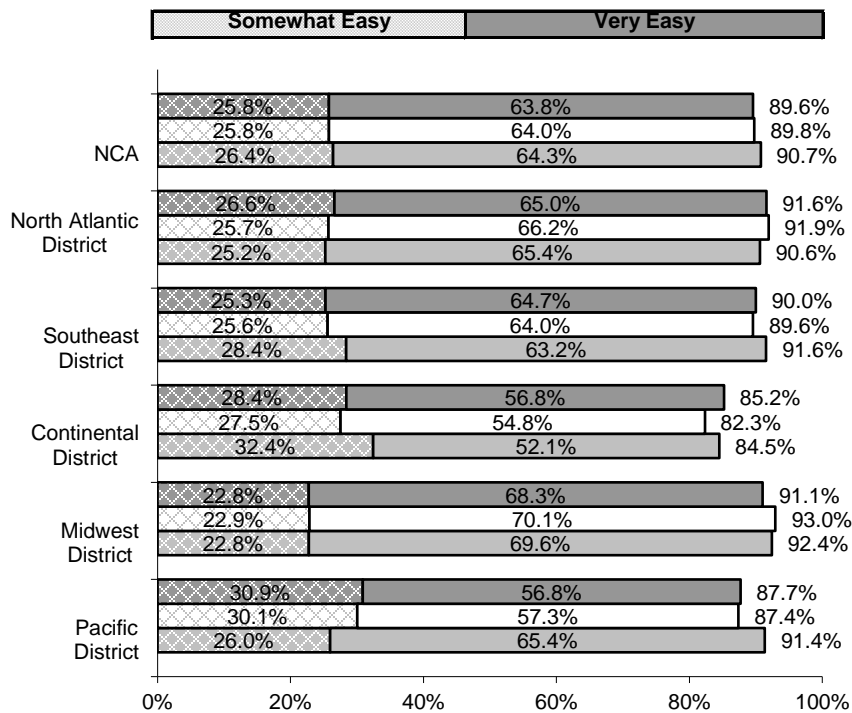


	Year	n	Very successful	Change Score *	Somewhat successful	Neither	Somewhat unsuccessful	Very unsuccessful
NCA	2015	1,987	64.8%	1.3%	27.6%	5.3%	1.3%	0.9%
	2014	2,090	63.5%	-1.6%	29.2%	4.8%	1.5%	1.0%
North Atlantic District	2015	469	63.8%	1.1%	26.7%	8.1%	0.9%	0.6%
	2014	477	62.7%	0.2%	30.2%	4.2%	1.7%	1.3%
Southeast District	2015	356	72.2%	3.4%	23.6%	3.1%	1.1%	0.0%
	2014	432	68.8%	-4.4%	26.2%	3.9%	0.7%	0.5%
Continental District	2015	258	64.3%	-6.8%	27.9%	4.7%	1.6%	1.6%
	2014	256	71.1%	3.7%	24.6%	2.0%	2.0%	0.4%
Midwest District	2015	502	60.2%	-0.3%	30.3%	5.6%	2.2%	1.8%
	2014	503	60.4%	0.9%	30.8%	5.8%	1.2%	1.8%
Pacific District	2015	216	62.0%	7.6%	31.5%	4.2%	1.4%	0.9%
	2014	235	54.5%	-5.8%	34.5%	6.8%	3.0%	1.3%

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

Committal Service Scheduling and Staff Support: Funeral Directors

Question 24: How easy is it to schedule military honors at the national cemetery?

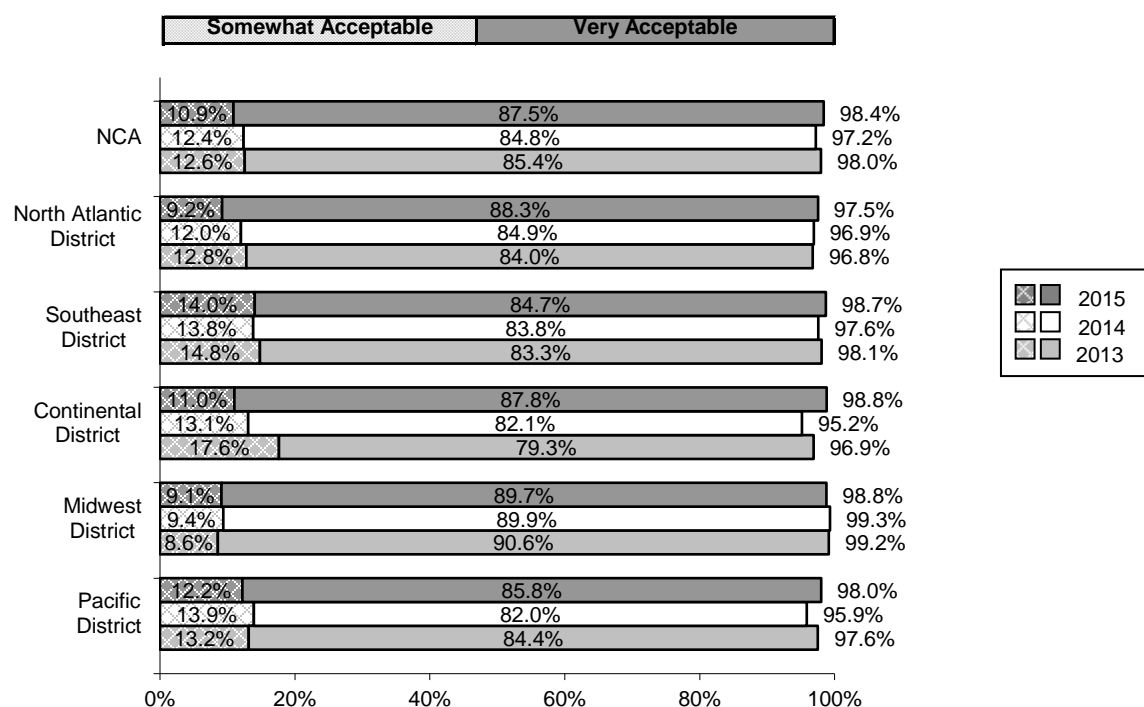


	Year	n	Very easy	Change Score *	Somewhat easy	Neither	Somewhat hard	Very hard
NCA	2015	3,165	63.8%	-0.2%	25.8%	6.7%	3.2%	0.5%
	2014	3,067	64.0%	-0.4%	25.8%	6.5%	3.1%	0.7%
North Atlantic District	2015	714	65.0%	-1.2%	26.6%	5.7%	1.8%	0.8%
	2014	657	66.2%	0.8%	25.7%	5.2%	2.4%	0.5%
Southeast District	2015	550	64.7%	0.8%	25.3%	5.8%	3.6%	0.5%
	2014	594	64.0%	0.8%	25.6%	7.2%	2.7%	0.5%
Continental District	2015	433	56.8%	2.0%	28.4%	11.1%	3.5%	0.2%
	2014	425	54.8%	2.8%	27.5%	8.7%	7.1%	1.9%
Midwest District	2015	835	68.3%	-1.8%	22.8%	4.9%	3.6%	0.5%
	2014	735	70.1%	0.4%	22.9%	4.9%	1.6%	0.5%
Pacific District	2015	366	56.8%	-0.5%	30.9%	7.7%	4.1%	0.5%
	2014	396	57.3%	-8.1%	30.1%	7.8%	4.5%	0.3%

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

Committal Service Scheduling and Staff Support: Funeral Directors

Question 25: To what extent is the quality of military honors acceptable?



	Year	n	Very acceptable	Change Score *	Somewhat acceptable	Neither	Somewhat unacceptable	Very unacceptable
NCA	2015	3,094	87.5%	2.7%	10.9%	1.2%	0.4%	0.1%
	2014	3,018	84.8%	-0.6%	12.4%	2.0%	0.6%	0.2%
North Atlantic District	2015	695	88.3%	3.4%	9.2%	1.7%	0.7%	0.0%
	2014	650	84.9%	1.0%	12.0%	2.6%	0.5%	0.0%
Southeast District	2015	541	84.7%	0.9%	14.0%	0.6%	0.6%	0.2%
	2014	579	83.8%	0.5%	13.8%	1.7%	0.5%	0.2%
Continental District	2015	426	87.8%	5.7%	11.0%	1.2%	0.0%	0.0%
	2014	413	82.1%	2.8%	13.1%	1.9%	2.2%	0.7%
Midwest District	2015	823	89.7%	-0.3%	9.1%	1.1%	0.1%	0.0%
	2014	735	89.9%	-0.6%	9.4%	0.7%	0.0%	0.0%
Pacific District	2015	352	85.8%	3.8%	12.2%	1.1%	0.6%	0.3%
	2014	388	82.0%	-2.4%	13.9%	3.1%	0.8%	0.3%

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

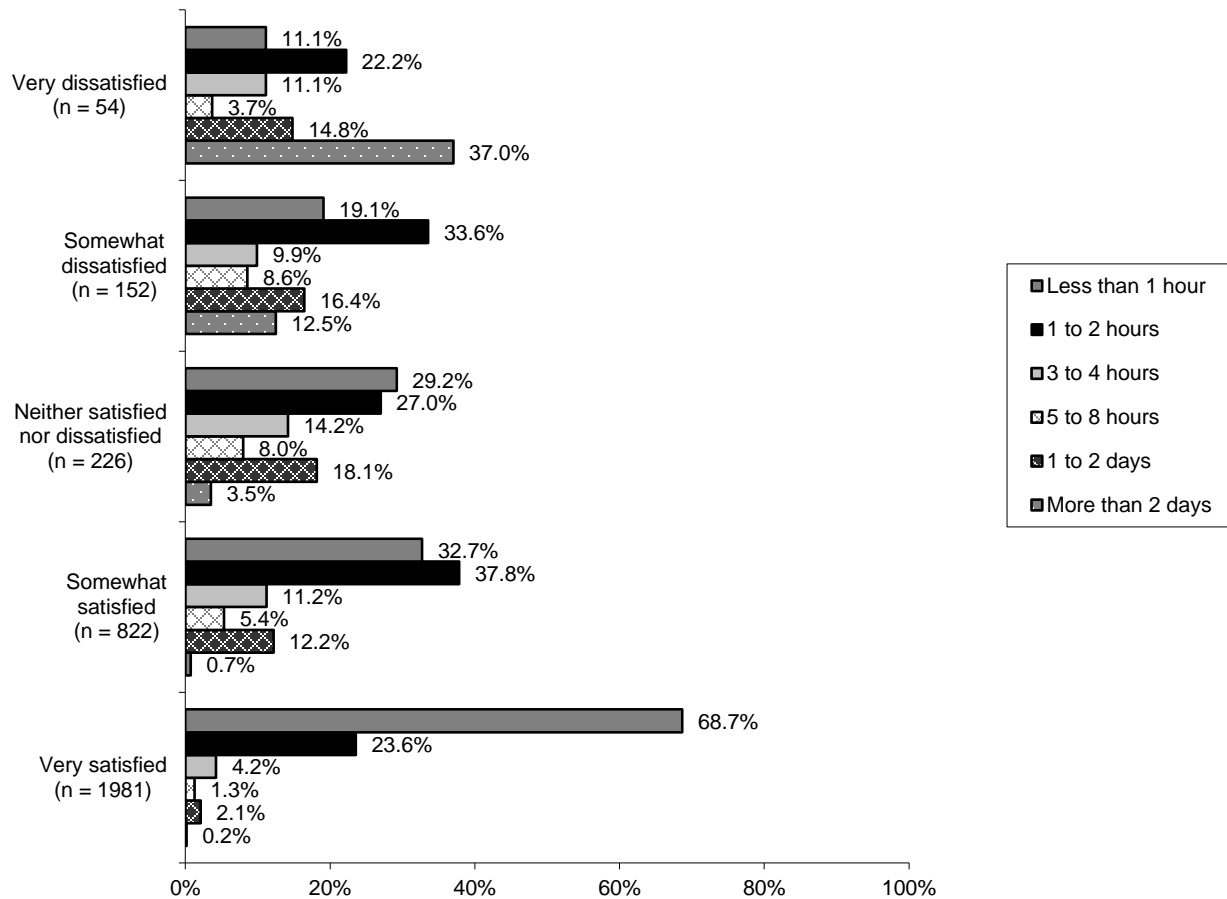
Committal Service Scheduling and Staff Support: Funeral Directors

ELEMENT OF COMPARISON

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

Question 20: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 19: How long does it typically take to confirm the scheduling of an interment with the National Cemetery Scheduling Office?



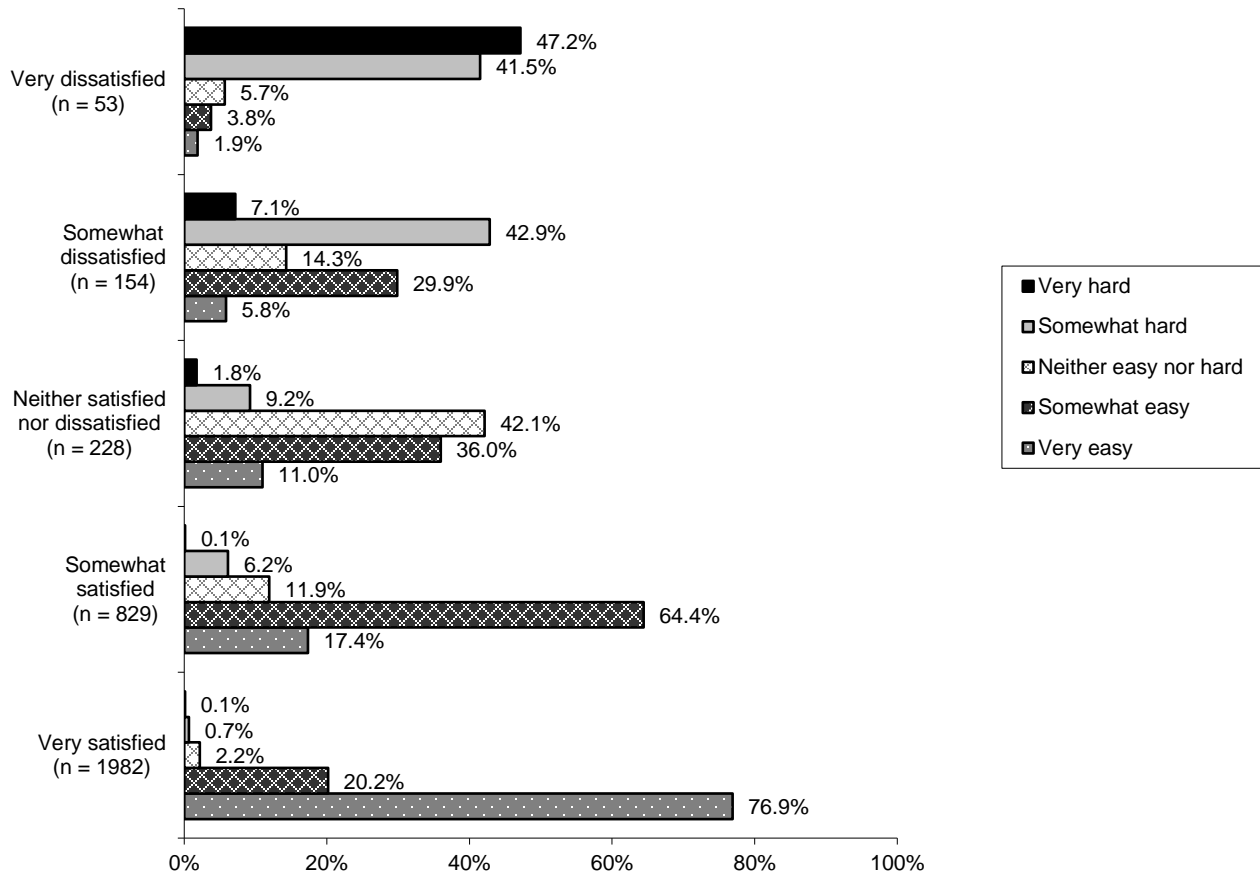
Committal Service Scheduling and Staff Support: Funeral Directors

ELEMENT OF COMPARISON

Ease of scheduling an interment by satisfaction with length of time needed to schedule an interment

Question 20: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

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



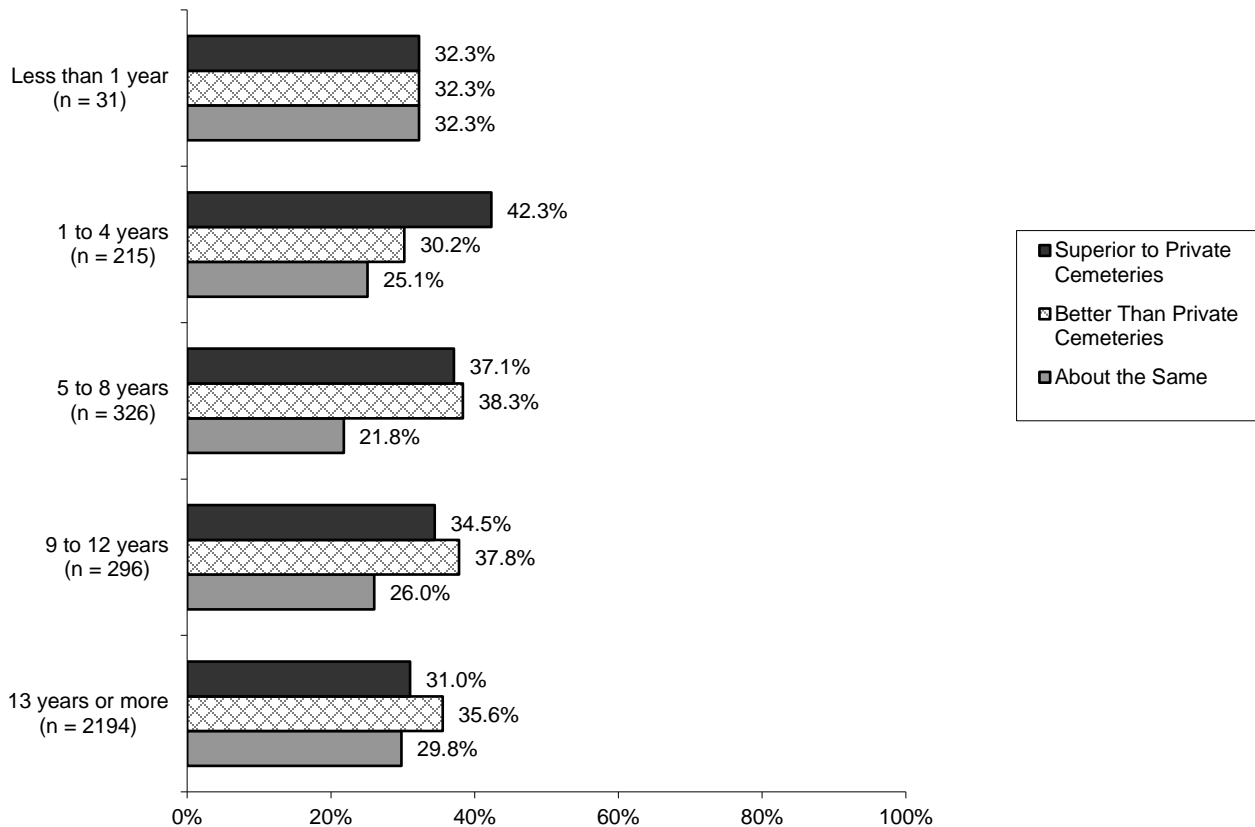
Committal Service Scheduling and Staff Support: Funeral Directors

ELEMENT OF COMPARISON

Comparing the level of service at the national cemetery vs. the level of service at private cemeteries ...

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

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



Satisfaction with Headstones, Markers, and Columbarium Niche Covers

Next of Kin

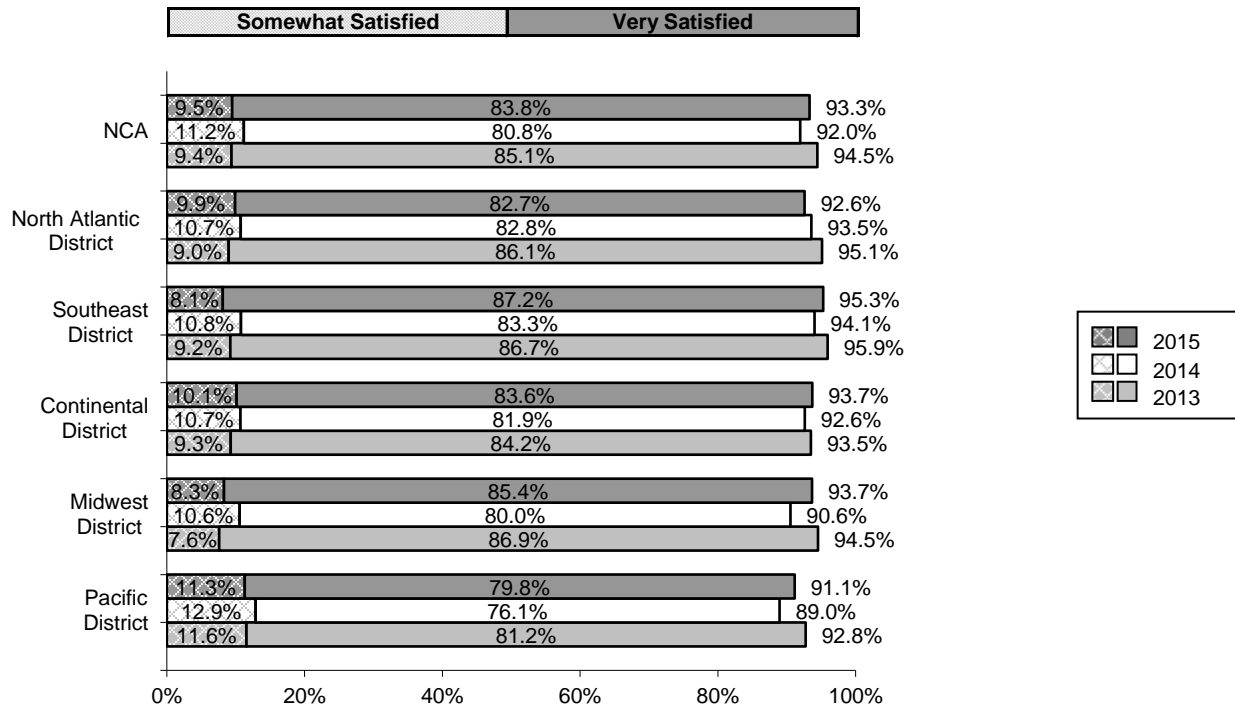
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the national cemetery where their loved one was interred.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this chapter.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

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

OVERALL SATISFACTION MEASURE

Question 24: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?



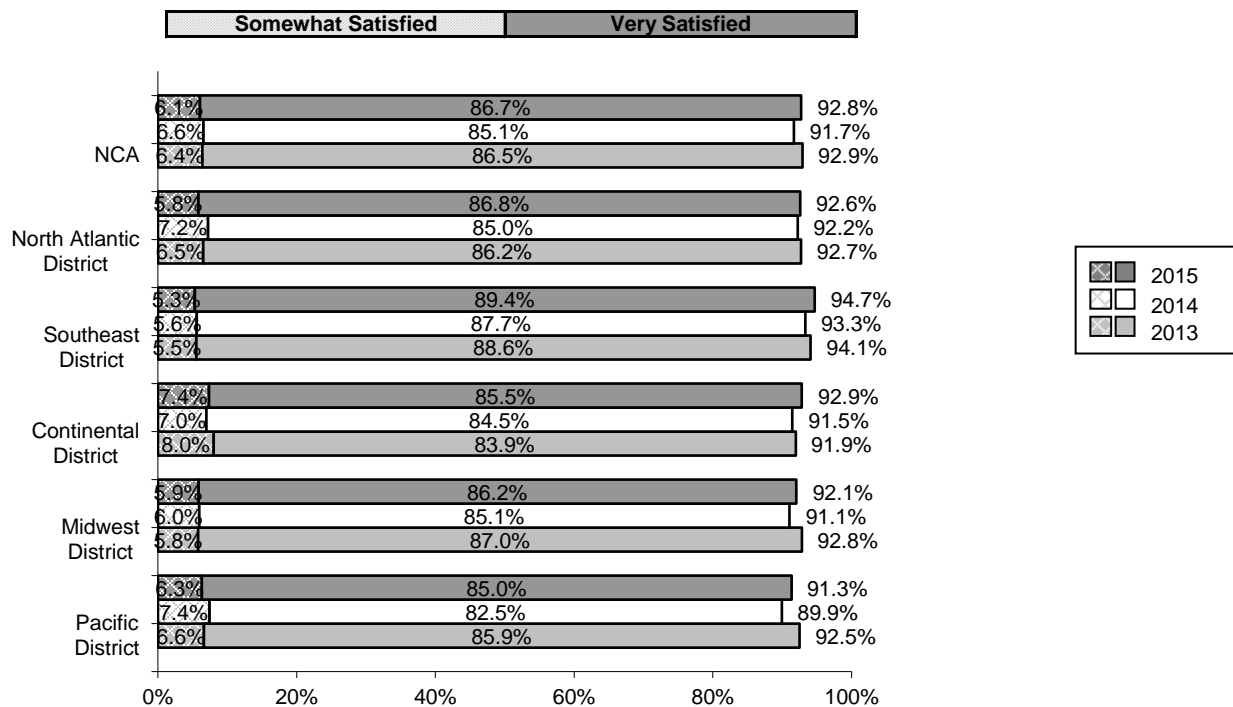
	Year	n	Very satisfied	Change Score *	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	12,009	83.8%	3.1%	9.5%	5.2%	1.1%	0.4%
	2014	11,708	80.8%	-4.3%	11.2%	6.6%	1.1%	0.4%
North Atlantic District	2015	2,119	82.7%	-0.2%	9.9%	5.8%	1.1%	0.5%
	2014	1,930	82.8%	-3.3%	10.7%	5.2%	0.9%	0.4%
Southeast District	2015	2,870	87.2%	3.9%	8.1%	3.7%	0.7%	0.3%
	2014	3,168	83.3%	-3.5%	10.8%	4.8%	0.9%	0.3%
Continental District	2015	1,797	83.6%	1.7%	10.1%	4.7%	1.4%	0.2%
	2014	1,843	81.9%	-2.3%	10.7%	6.3%	0.9%	0.2%
Midwest District	2015	2,544	85.4%	5.4%	8.3%	5.5%	0.7%	0.2%
	2014	2,167	80.0%	-7.0%	10.6%	8.6%	0.6%	0.2%
Pacific District	2015	2,679	79.8%	3.8%	11.3%	6.6%	1.5%	0.7%
	2014	2,599	76.1%	-5.1%	12.9%	8.1%	2.2%	0.8%

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

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

OVERALL SATISFACTION MEASURE

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



	Year	n	Very satisfied	Change Score *	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
NCA	2015	11,644	86.7%	1.6%	6.1%	5.5%	1.2%	0.5%
	2014	11,387	85.1%	-1.4%	6.6%	6.2%	1.4%	0.7%
North Atlantic District	2015	2,039	86.8%	1.8%	5.8%	5.8%	1.0%	0.6%
	2014	1,881	85.0%	-1.2%	7.2%	5.8%	1.2%	0.7%
Southeast District	2015	2,802	89.4%	1.6%	5.3%	3.9%	1.1%	0.4%
	2014	3,091	87.7%	-0.8%	5.6%	5.2%	0.8%	0.6%
Continental District	2015	1,739	85.5%	1.0%	7.4%	5.1%	1.6%	0.5%
	2014	1,789	84.5%	0.5%	7.0%	6.0%	2.1%	0.4%
Midwest District	2015	2,472	86.2%	1.1%	5.9%	6.0%	1.4%	0.6%
	2014	2,099	85.1%	-2.0%	6.0%	7.1%	1.1%	0.7%
Pacific District	2015	2,592	85.0%	2.5%	6.3%	7.0%	1.1%	0.6%
	2014	2,527	82.5%	-3.4%	7.4%	7.2%	1.8%	1.0%

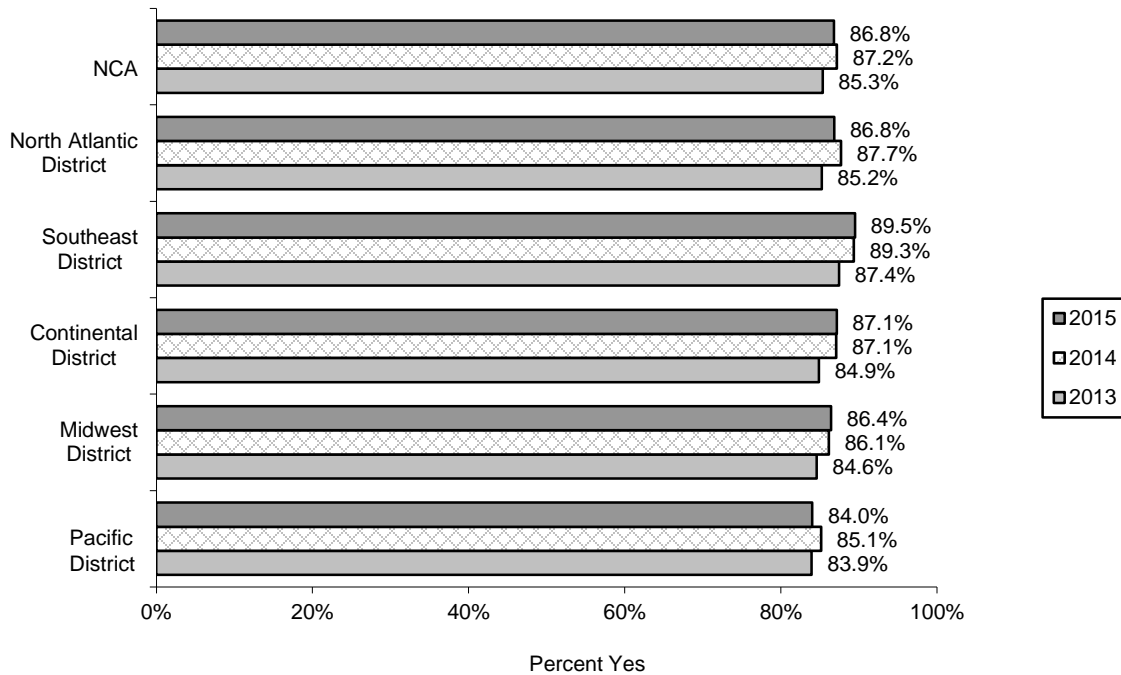
*The change scores represent the difference between the "very satisfied" categories for the row year and the previous year.

Respondents that indicated "Don't know/the marker or headstone has not yet arrived" to Question 24 (NoK) did not receive this question.

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

OVERALL SATISFACTION MEASURE

Question 25: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

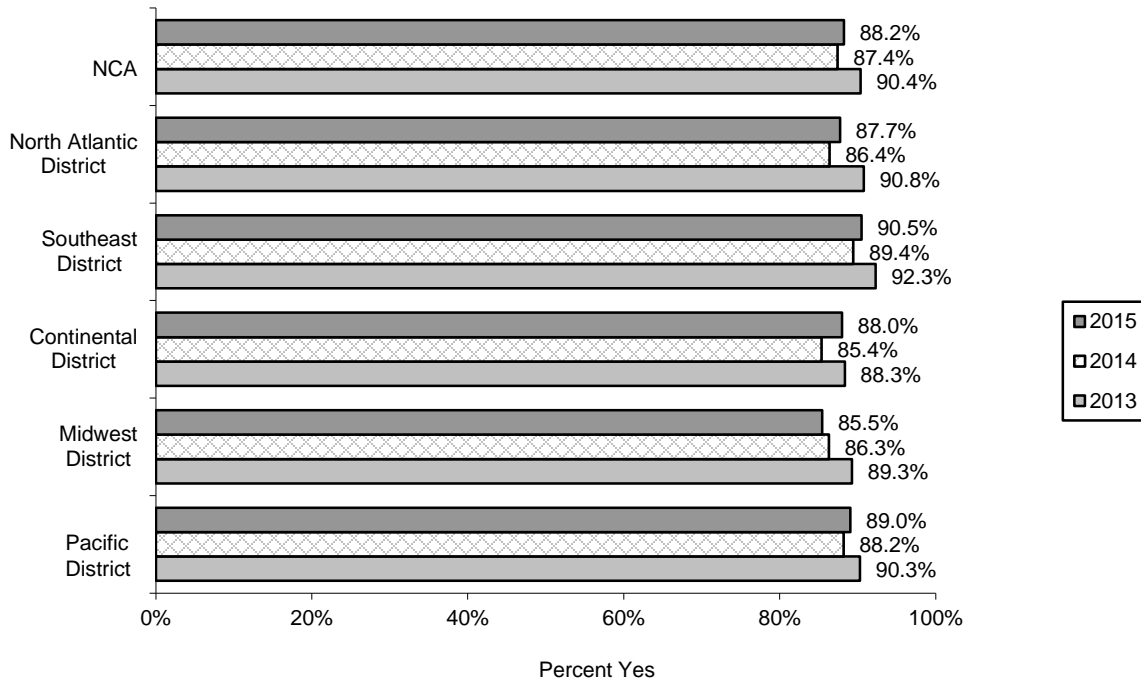


	Year	n	Yes	No	Don't know
NCA	2015	11,890	86.8%	3.6%	9.6%
	2014	11,625	87.2%	3.4%	9.4%
North Atlantic District	2015	2,094	86.8%	3.3%	9.9%
	2014	1,916	87.7%	3.1%	9.2%
Southeast District	2015	2,843	89.5%	2.9%	7.6%
	2014	3,143	89.3%	2.9%	7.8%
Continental District	2015	1,782	87.1%	4.0%	8.9%
	2014	1,832	87.1%	3.4%	9.6%
Midwest District	2015	2,524	86.4%	3.2%	10.3%
	2014	2,150	86.1%	2.9%	11.0%
Pacific District	2015	2,647	84.0%	4.5%	11.5%
	2014	2,583	85.1%	4.8%	10.0%

Respondents that indicated "Don't know/the marker or headstone has not yet arrived" to Question 24 (NoK) did not receive this question.

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

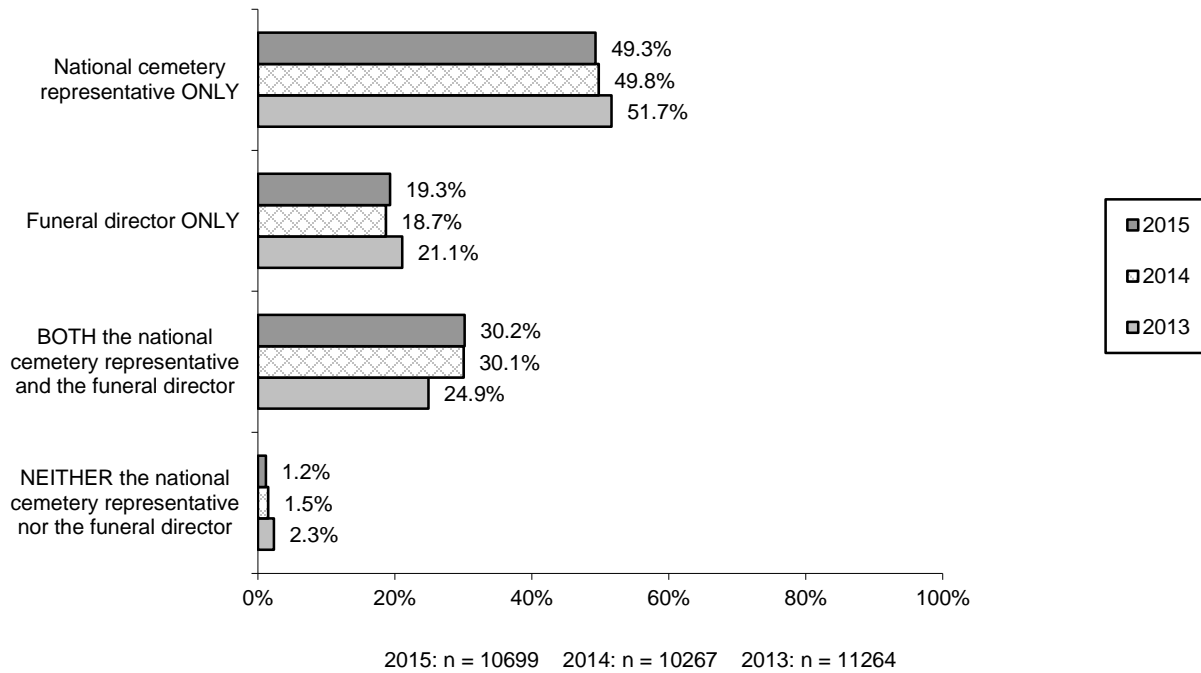
Question 20: Were the headstone, marker, or columbarium niche cover inscription options explained to you?



	Year	n	Yes	No	Not sure/ Don't know
NCA	2015	12,623	88.2%	6.6%	5.2%
	2014	12,142	87.4%	7.1%	5.5%
North Atlantic District	2015	2,235	87.7%	7.4%	4.9%
	2014	1,999	86.4%	8.2%	5.4%
Southeast District	2015	2,967	90.5%	5.2%	4.3%
	2014	3,246	89.4%	6.1%	4.4%
Continental District	2015	1,889	88.0%	6.5%	5.5%
	2014	1,914	85.4%	8.8%	5.9%
Midwest District	2015	2,674	85.5%	7.7%	6.8%
	2014	2,250	86.3%	7.5%	6.2%
Pacific District	2015	2,858	89.0%	6.3%	4.6%
	2014	2,732	88.2%	5.7%	6.1%

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

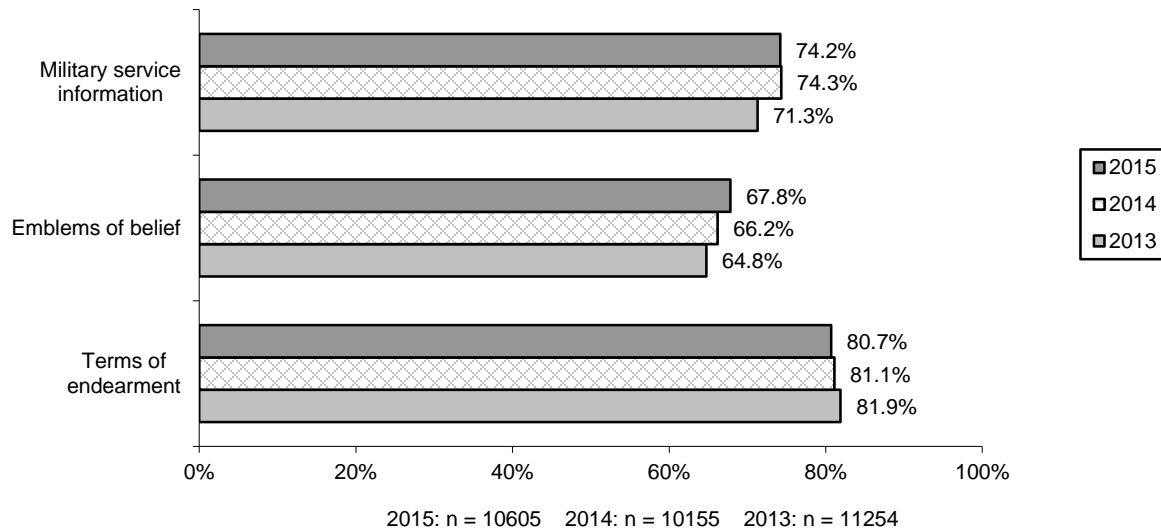
Question 21: Who explained headstone, marker, or columbarium niche cover inscription options to you?



Only respondents that indicated "Yes" to Question 20 (NoK) received this question.

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

Question 22: Which of the following inscription options were explained to you?



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

Only respondents that indicated "Yes" to Question 20 (NoK) received this question.

Question 23: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?



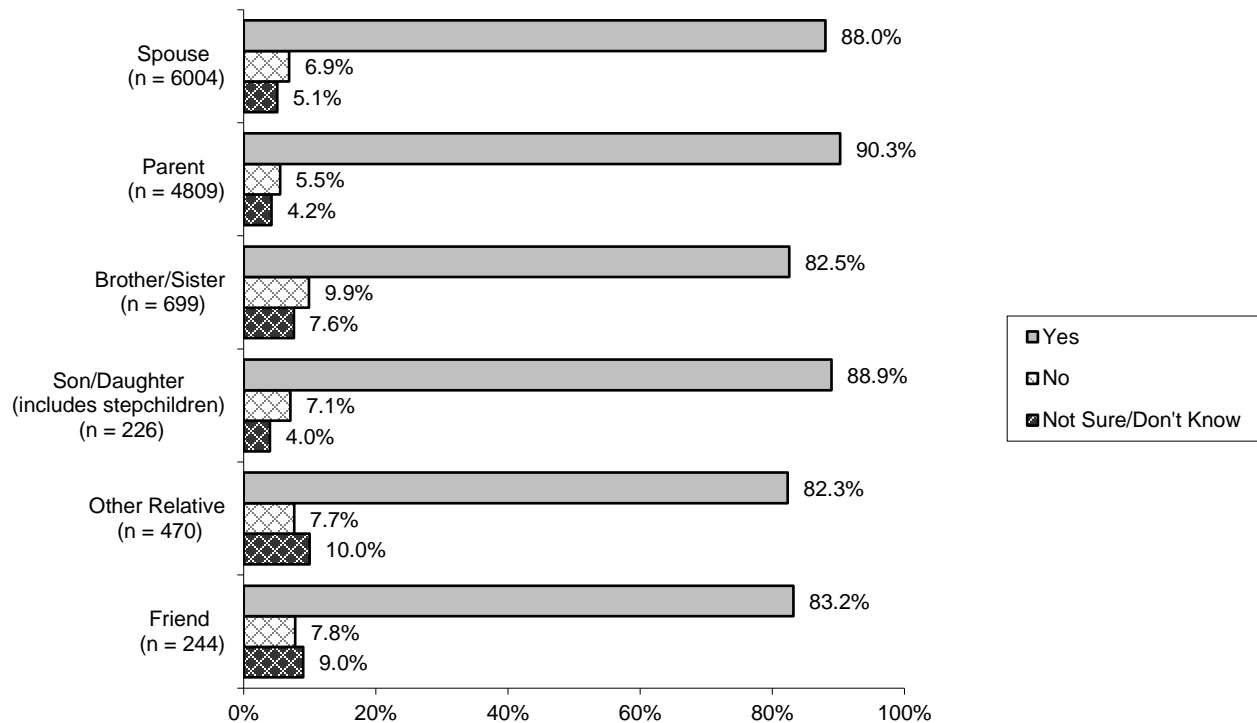
Headstones, Markers, and Columbarium Niche Covers: Next of Kin

ELEMENT OF COMPARISON

Extent to which headstone or marker inscription options were explained if your recently deceased loved one was your...

Question 2: Your recently deceased loved one was your...

Question 20: Were the headstone, marker, or columbarium niche cover inscription options explained to you?



Satisfaction with Cemetery Appearance and Visitor Accommodations

SECTION DESCRIPTION

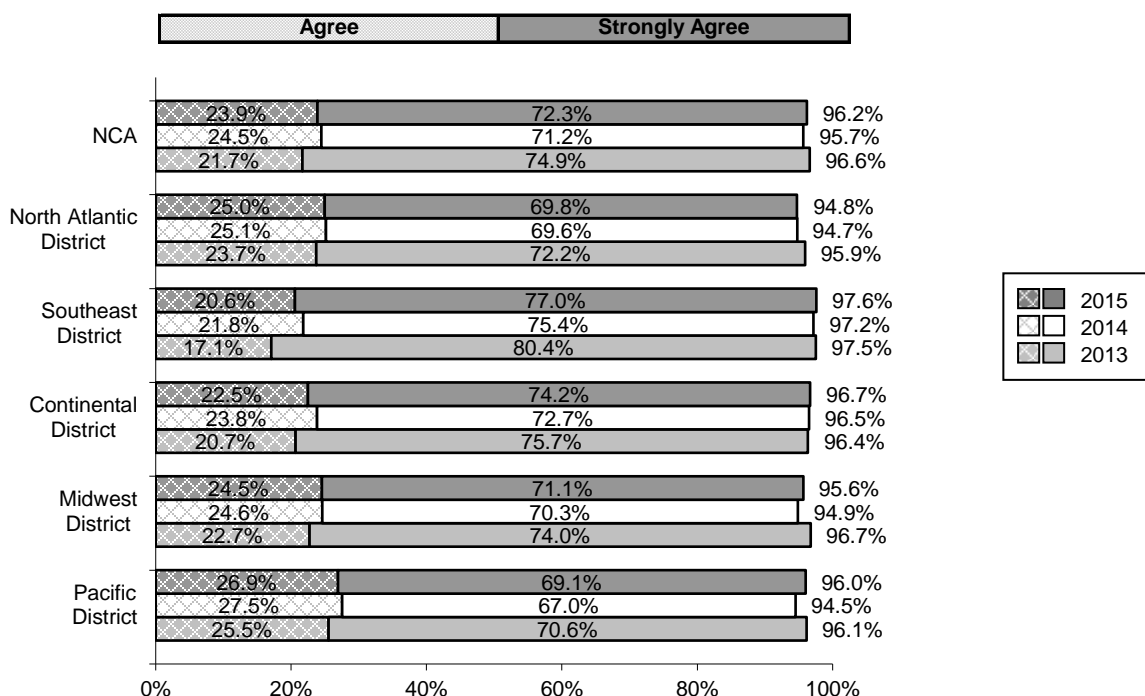
- This section presents survey findings from next of kin and funeral directors on their satisfaction with their national cemeteries' appearance and visitor accommodations.
- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

Cemetery Appearance and Visitor Accommodations

OVERALL SATISFACTION MEASURE

Question 54: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	11,583	72.3%	1.1%	23.9%	2.9%	0.6%	0.2%
	2014	11,298	71.2%	-3.8%	24.5%	3.2%	0.9%	0.2%
North Atlantic District	2015	2,027	69.8%	0.1%	25.0%	3.9%	1.0%	0.3%
	2014	1,857	69.6%	-2.6%	25.1%	3.5%	1.2%	0.5%
Southeast District	2015	2,782	77.0%	1.7%	20.6%	1.8%	0.5%	0.1%
	2014	3,061	75.4%	-5.1%	21.8%	2.4%	0.5%	0.0%
Continental District	2015	1,739	74.2%	1.5%	22.5%	2.5%	0.4%	0.4%
	2014	1,779	72.7%	-3.0%	23.8%	2.6%	0.7%	0.2%
Midwest District	2015	2,428	71.1%	0.9%	24.5%	3.3%	0.7%	0.4%
	2014	2,081	70.3%	-3.8%	24.6%	3.7%	1.2%	0.2%
Pacific District	2015	2,607	69.1%	2.1%	26.9%	3.3%	0.7%	0.0%
	2014	2,520	67.0%	-3.6%	27.5%	4.1%	1.0%	0.4%

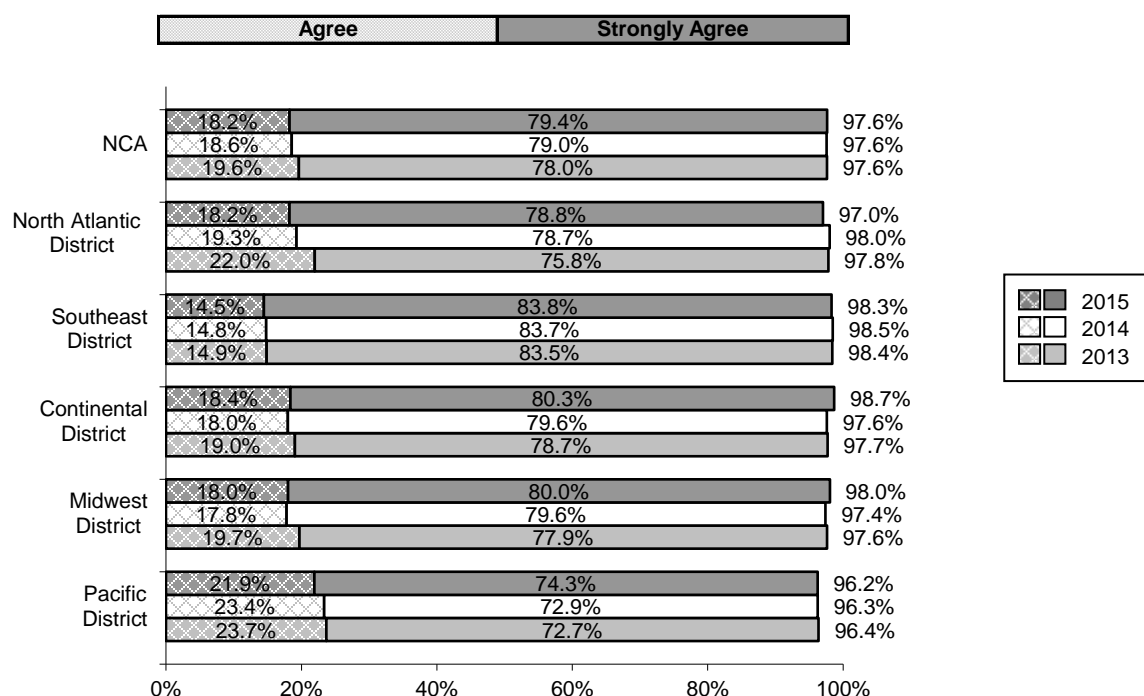
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

Cemetery Appearance and Visitor Accommodations

OVERALL SATISFACTION MEASURE

Question 41/27: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,284	79.4%	0.4%	18.2%	1.9%	0.4%	0.1%
	2014	14,809	79.0%	1.0%	18.6%	1.9%	0.5%	0.1%
North Atlantic District	2015	2,813	78.8%	0.1%	18.2%	2.3%	0.6%	0.0%
	2014	2,575	78.7%	2.9%	19.3%	1.4%	0.5%	0.1%
Southeast District	2015	3,437	83.8%	0.2%	14.5%	1.2%	0.5%	0.0%
	2014	3,772	83.7%	0.1%	14.8%	1.1%	0.3%	0.1%
Continental District	2015	2,253	80.3%	0.7%	18.4%	1.1%	0.2%	0.1%
	2014	2,278	79.6%	0.9%	18.0%	1.8%	0.4%	0.1%
Midwest District	2015	3,433	80.0%	0.5%	18.0%	1.5%	0.3%	0.1%
	2014	2,897	79.6%	1.7%	17.8%	1.9%	0.7%	0.1%
Pacific District	2015	3,076	74.3%	1.4%	21.9%	3.0%	0.6%	0.1%
	2014	3,015	72.9%	0.2%	23.4%	3.1%	0.4%	0.2%

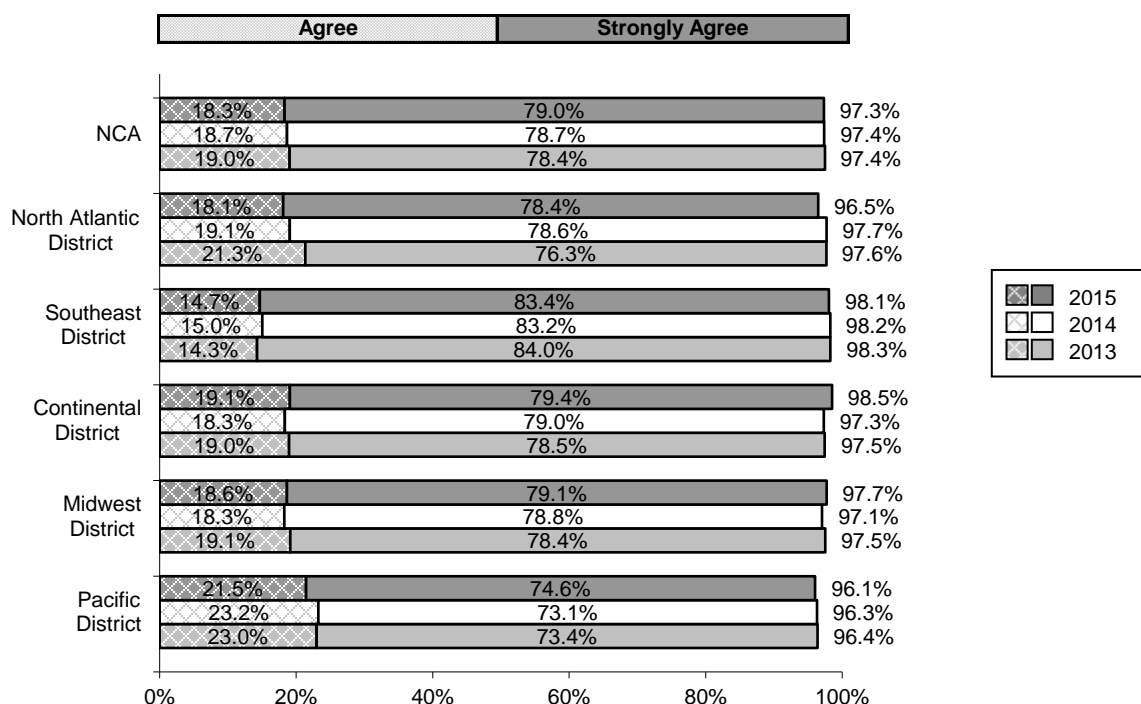
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

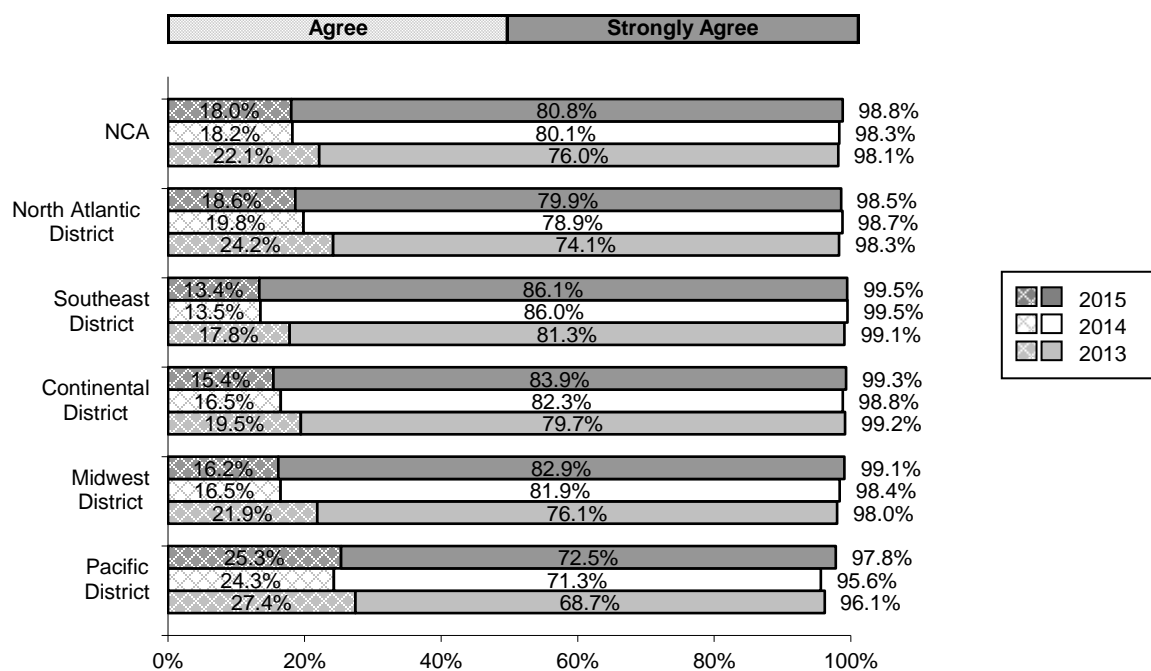
Cemetery Appearance and Visitor Accommodations

Question 41/27: The upkeep of the headstones, markers, or columbarium niche covers is excellent (continued).

NEXT OF KIN



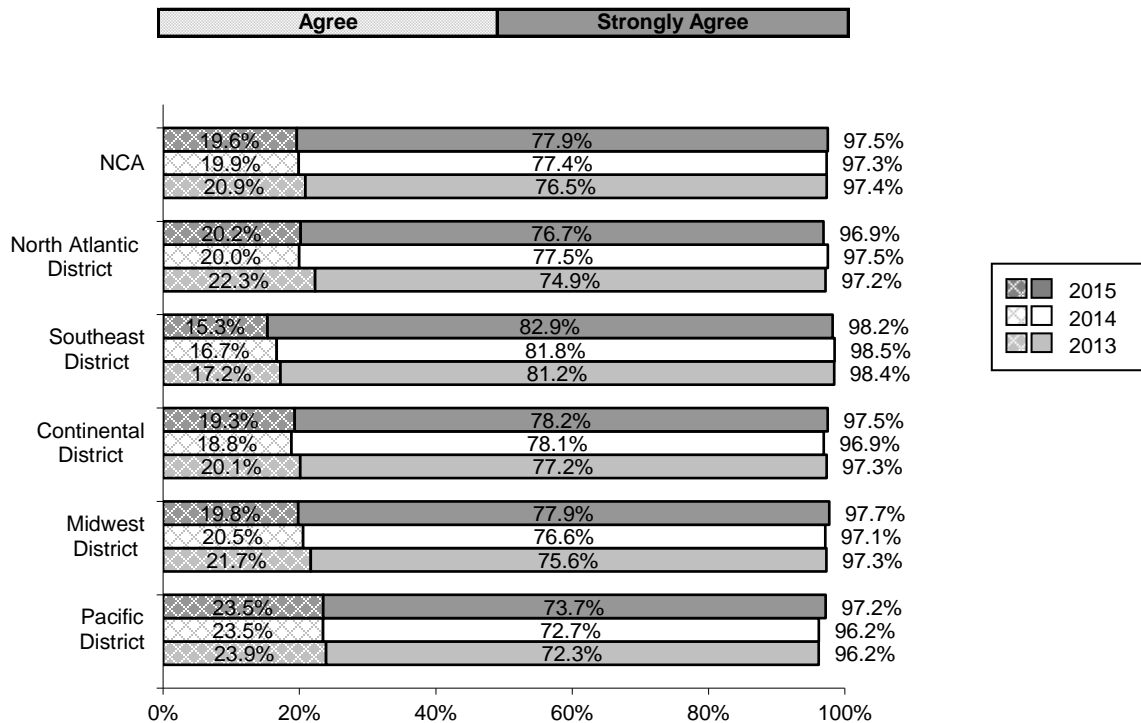
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 42/28: The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,424	77.9%	0.5%	19.6%	2.1%	0.3%	0.1%
	2014	14,952	77.4%	1.0%	19.9%	2.2%	0.4%	0.1%
North Atlantic District	2015	2,845	76.7%	-0.8%	20.2%	2.5%	0.5%	0.1%
	2014	2,598	77.5%	2.7%	20.0%	1.9%	0.5%	0.0%
Southeast District	2015	3,455	82.9%	1.1%	15.3%	1.5%	0.2%	0.1%
	2014	3,807	81.8%	0.6%	16.7%	1.3%	0.1%	0.0%
Continental District	2015	2,264	78.2%	0.1%	19.3%	2.2%	0.2%	0.1%
	2014	2,295	78.1%	0.9%	18.8%	2.4%	0.5%	0.2%
Midwest District	2015	3,461	77.9%	1.3%	19.8%	2.0%	0.2%	0.1%
	2014	2,931	76.6%	1.0%	20.5%	2.3%	0.4%	0.1%
Pacific District	2015	3,121	73.7%	1.0%	23.5%	2.5%	0.4%	0.0%
	2014	3,049	72.7%	0.5%	23.5%	3.3%	0.5%	0.0%

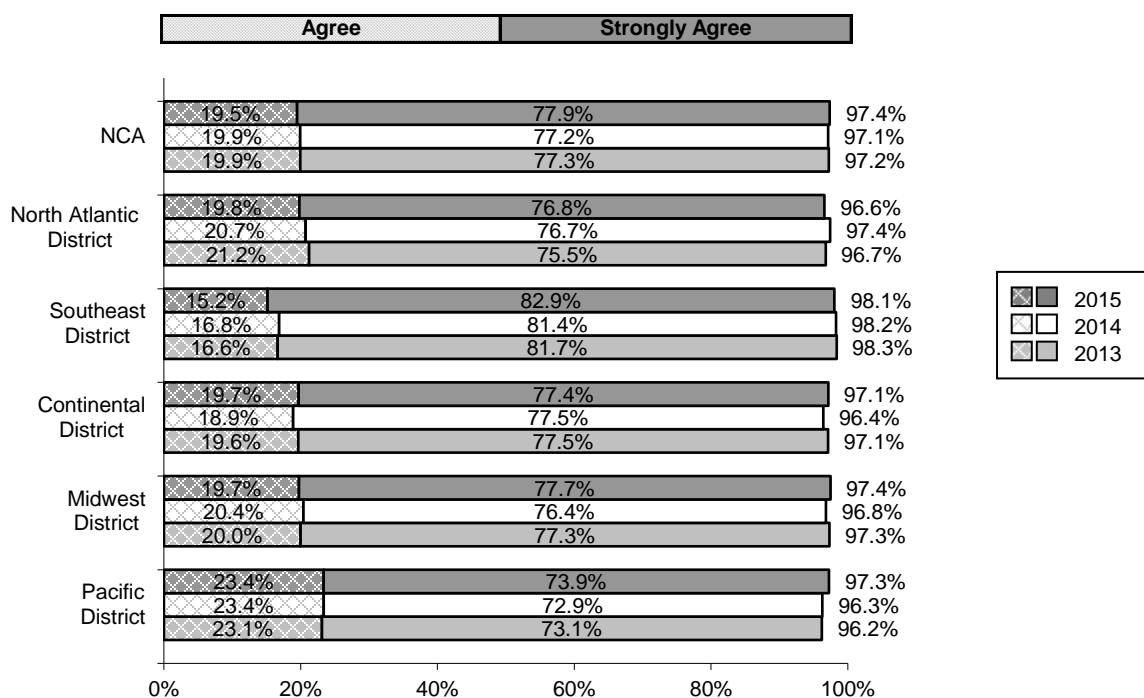
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

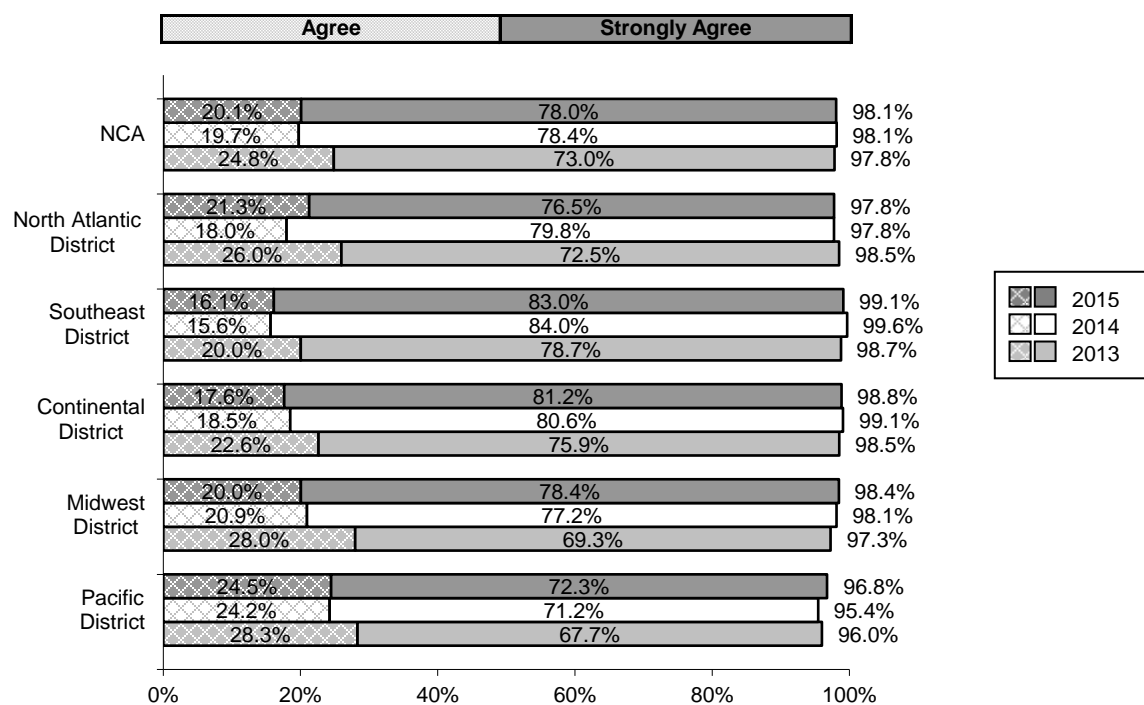
Cemetery Appearance and Visitor Accommodations

Question 42/28: The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent (continued).

NEXT OF KIN



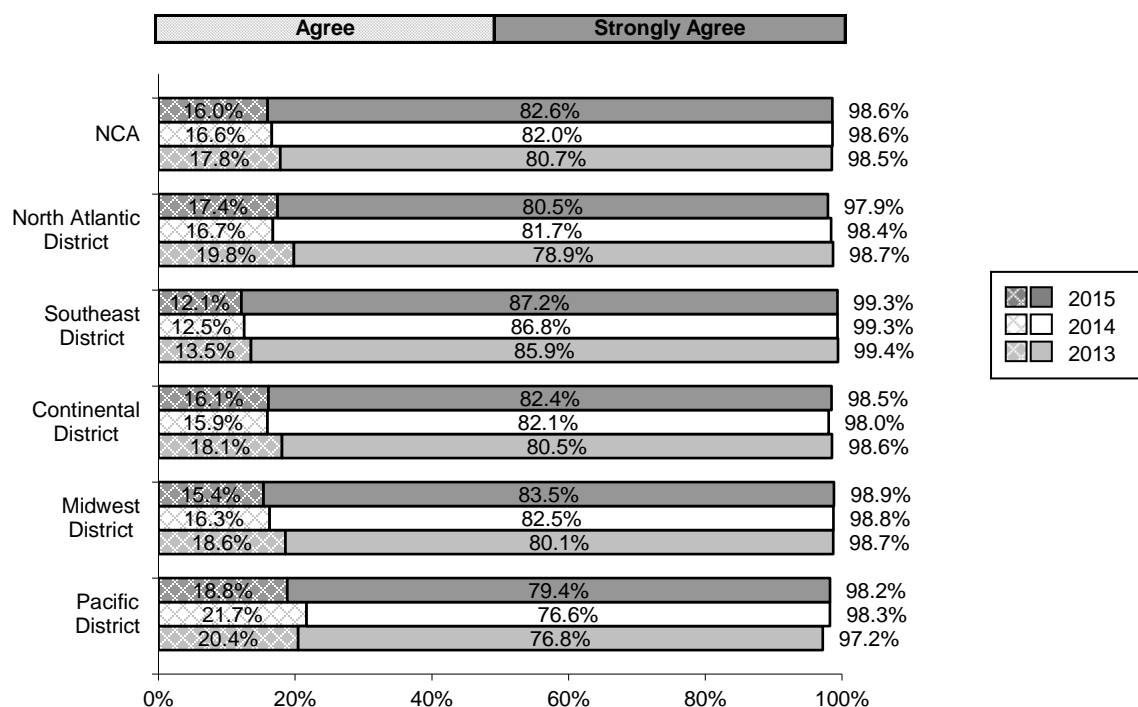
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 40/26: The maintenance of the cemetery grounds is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,545	82.6%	0.6%	16.0%	1.1%	0.2%	0.1%
	2014	15,121	82.0%	1.3%	16.6%	1.0%	0.3%	0.1%
North Atlantic District	2015	2,870	80.5%	-1.2%	17.4%	1.6%	0.3%	0.1%
	2014	2,638	81.7%	2.8%	16.7%	1.0%	0.6%	0.1%
Southeast District	2015	3,487	87.2%	0.4%	12.1%	0.5%	0.1%	0.0%
	2014	3,849	86.8%	0.9%	12.5%	0.5%	0.1%	0.0%
Continental District	2015	2,287	82.4%	0.3%	16.1%	1.1%	0.3%	0.1%
	2014	2,314	82.1%	1.6%	15.9%	1.3%	0.4%	0.2%
Midwest District	2015	3,482	83.5%	1.0%	15.4%	0.8%	0.3%	0.1%
	2014	2,964	82.5%	2.3%	16.3%	1.0%	0.2%	0.0%
Pacific District	2015	3,142	79.4%	2.8%	18.8%	1.5%	0.3%	0.0%
	2014	3,085	76.6%	-0.2%	21.7%	1.5%	0.3%	0.0%

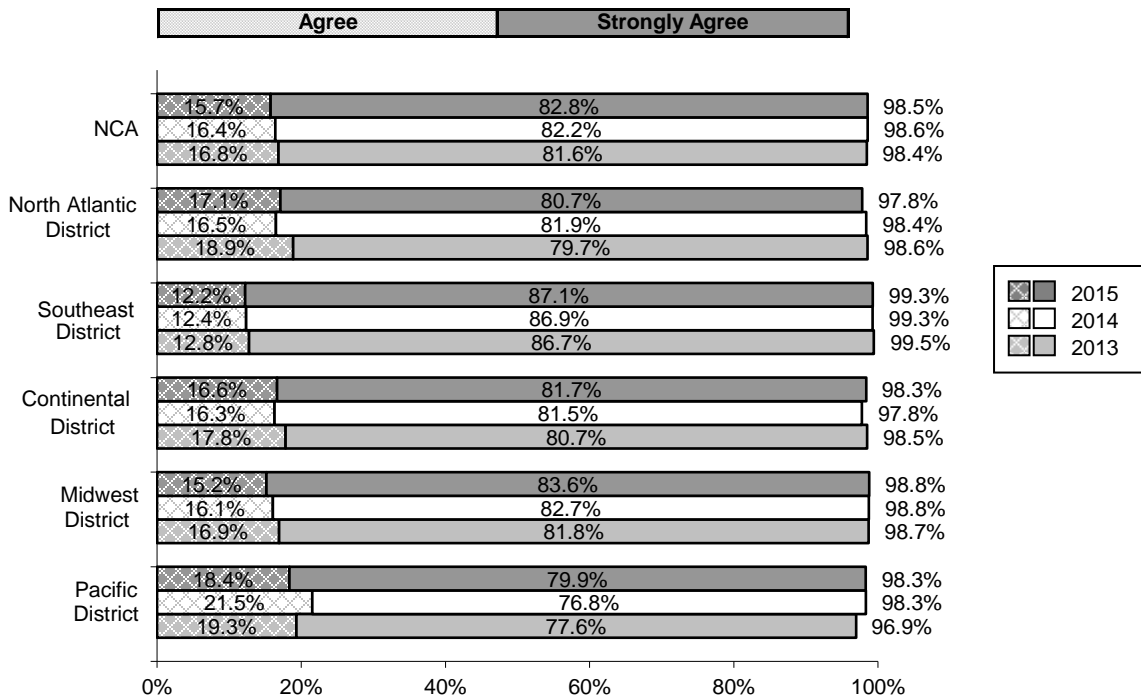
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

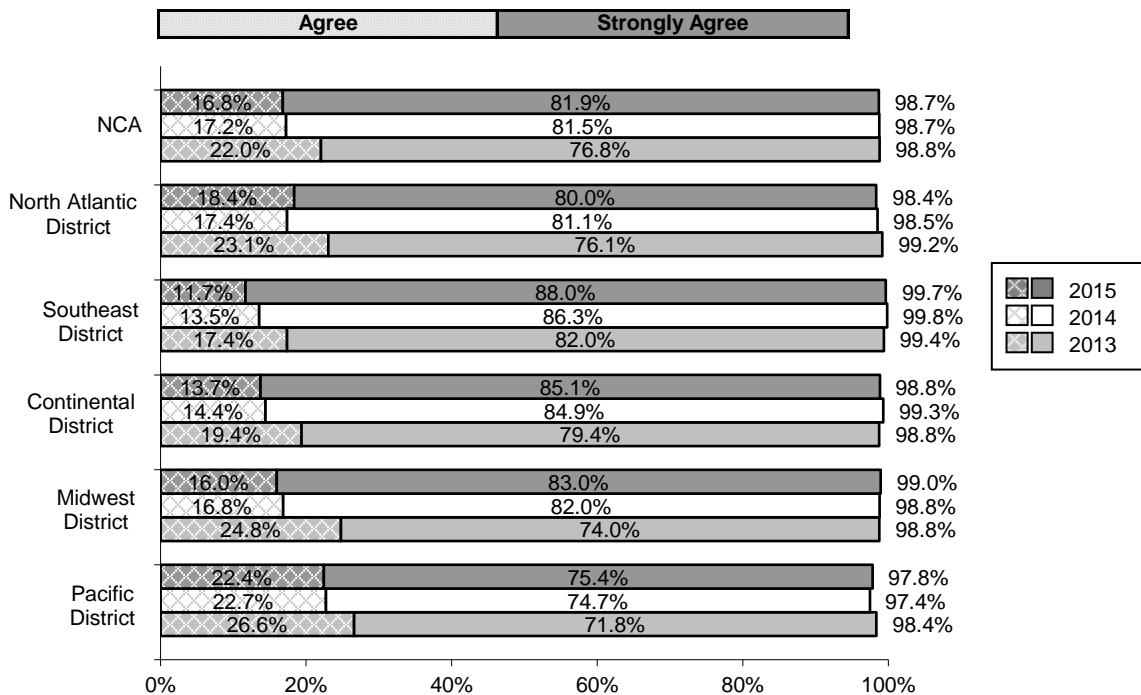
Cemetery Appearance and Visitor Accommodations

Question 40/26: The maintenance of the cemetery grounds is excellent (continued).

NEXT OF KIN



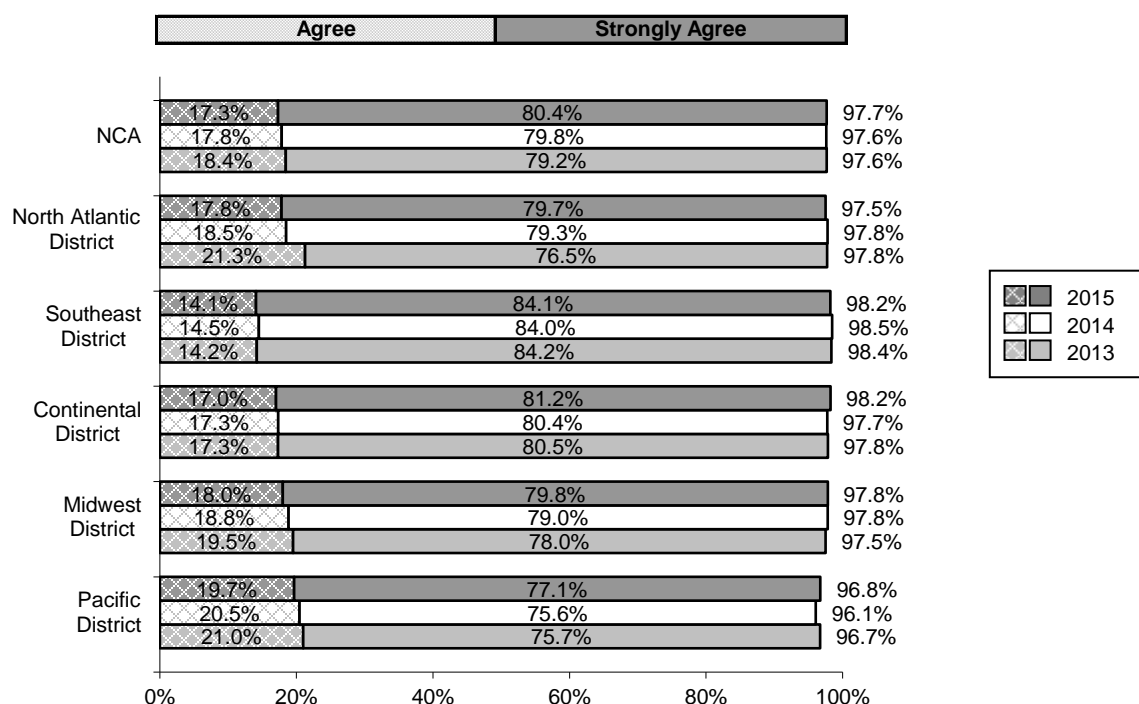
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 43/29: The committal shelter used for the service was private, clean, and free of safety hazards.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	14,831	80.4%	0.6%	17.3%	1.9%	0.3%	0.1%
	2014	14,315	79.8%	0.5%	17.8%	1.9%	0.3%	0.1%
North Atlantic District	2015	2,806	79.7%	0.4%	17.8%	2.0%	0.2%	0.3%
	2014	2,544	79.3%	2.8%	18.5%	1.8%	0.4%	0.0%
Southeast District	2015	3,338	84.1%	0.2%	14.1%	1.4%	0.3%	0.1%
	2014	3,662	84.0%	-0.2%	14.5%	1.3%	0.2%	0.1%
Continental District	2015	2,199	81.2%	0.8%	17.0%	1.5%	0.1%	0.1%
	2014	2,227	80.4%	-0.1%	17.3%	1.8%	0.4%	0.1%
Midwest District	2015	3,372	79.8%	0.9%	18.0%	1.8%	0.3%	0.0%
	2014	2,838	79.0%	1.0%	18.8%	1.7%	0.5%	0.1%
Pacific District	2015	2,843	77.1%	1.5%	19.7%	2.8%	0.4%	0.1%
	2014	2,777	75.6%	-0.1%	20.5%	3.3%	0.4%	0.2%

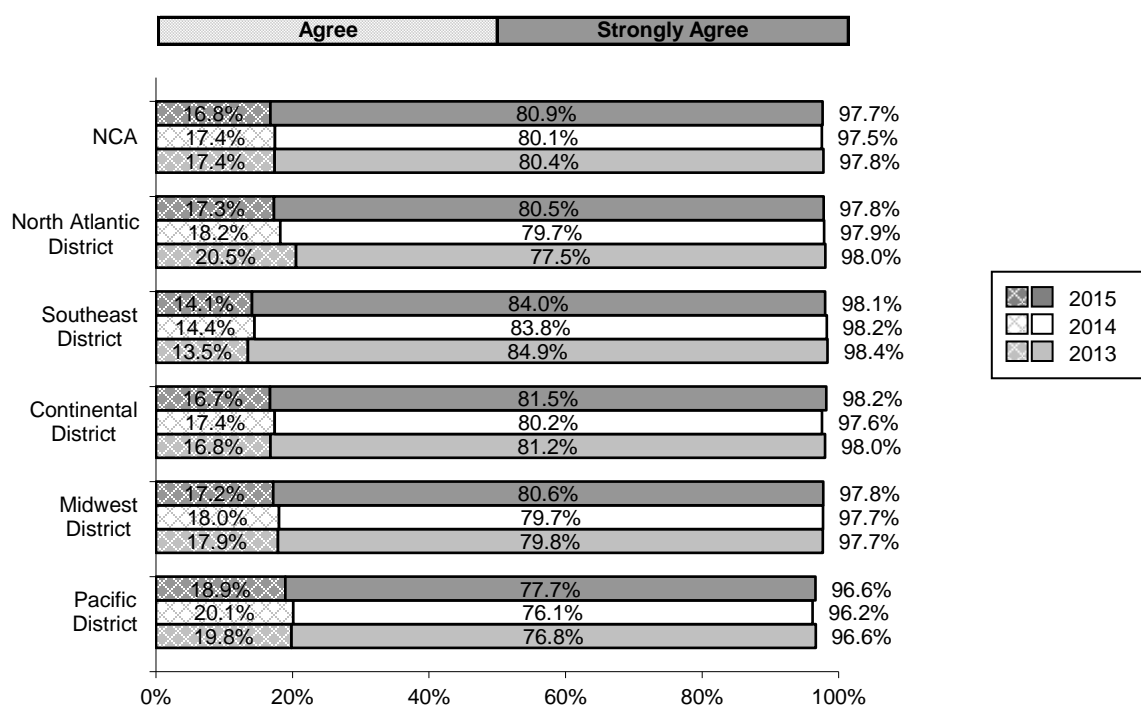
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

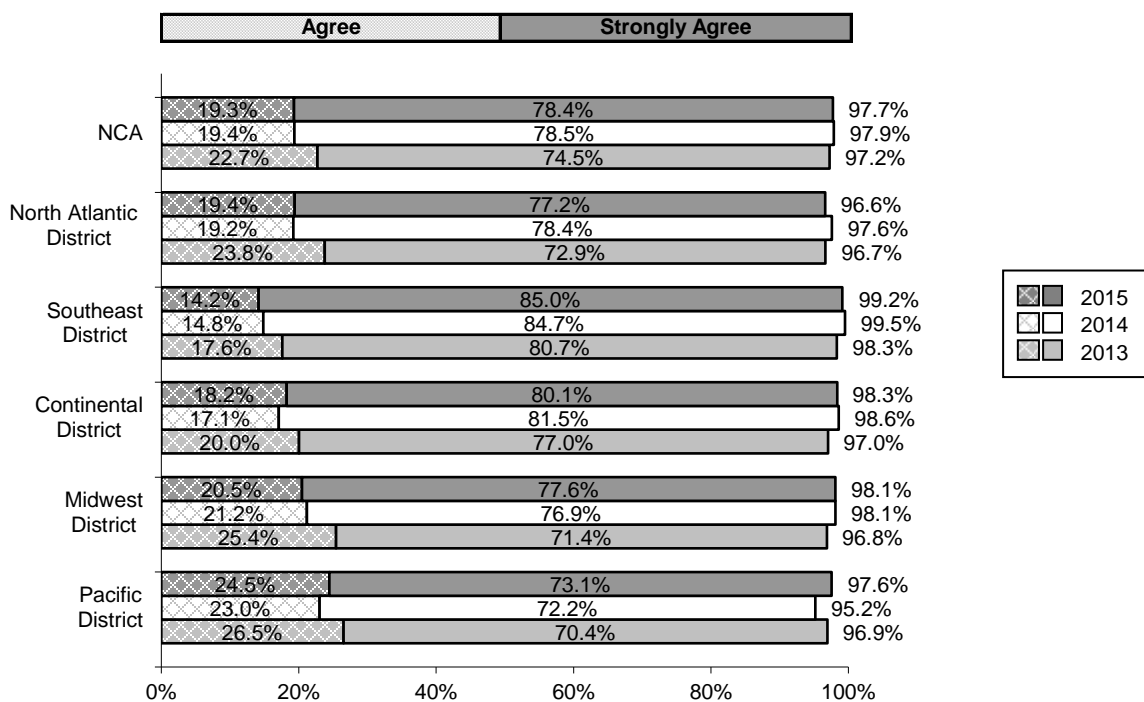
Cemetery Appearance and Visitor Accommodations

Question 43/29: The committal shelter used for the service was private, clean, and free of safety hazards (continued).

NEXT OF KIN



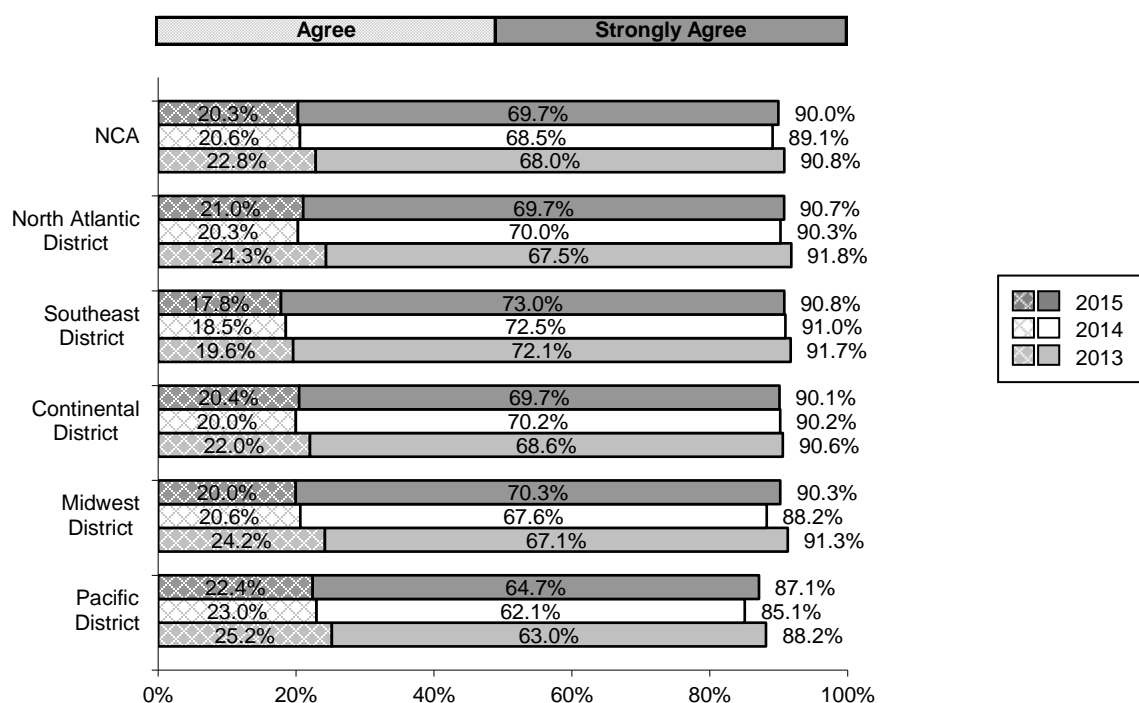
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 44/30: There is adequate handicap accessibility for visitors who need it.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	13,097	69.7%	1.1%	20.3%	7.5%	2.0%	0.6%
	2014	12,882	68.5%	0.6%	20.6%	7.9%	2.3%	0.7%
North Atlantic District	2015	2,429	69.7%	-0.2%	21.0%	7.2%	1.6%	0.3%
	2014	2,258	70.0%	2.5%	20.3%	7.6%	1.7%	0.5%
Southeast District	2015	2,925	73.0%	0.5%	17.8%	7.1%	1.4%	0.6%
	2014	3,264	72.5%	0.3%	18.5%	6.2%	2.2%	0.7%
Continental District	2015	1,971	69.7%	-0.6%	20.4%	7.3%	2.0%	0.7%
	2014	1,984	70.2%	1.7%	20.0%	6.7%	2.4%	0.8%
Midwest District	2015	2,892	70.3%	2.6%	20.0%	7.8%	1.6%	0.4%
	2014	2,532	67.6%	0.5%	20.6%	9.3%	1.9%	0.6%
Pacific District	2015	2,611	64.7%	2.6%	22.4%	8.7%	3.4%	0.8%
	2014	2,577	62.1%	-0.9%	23.0%	10.1%	3.8%	1.1%

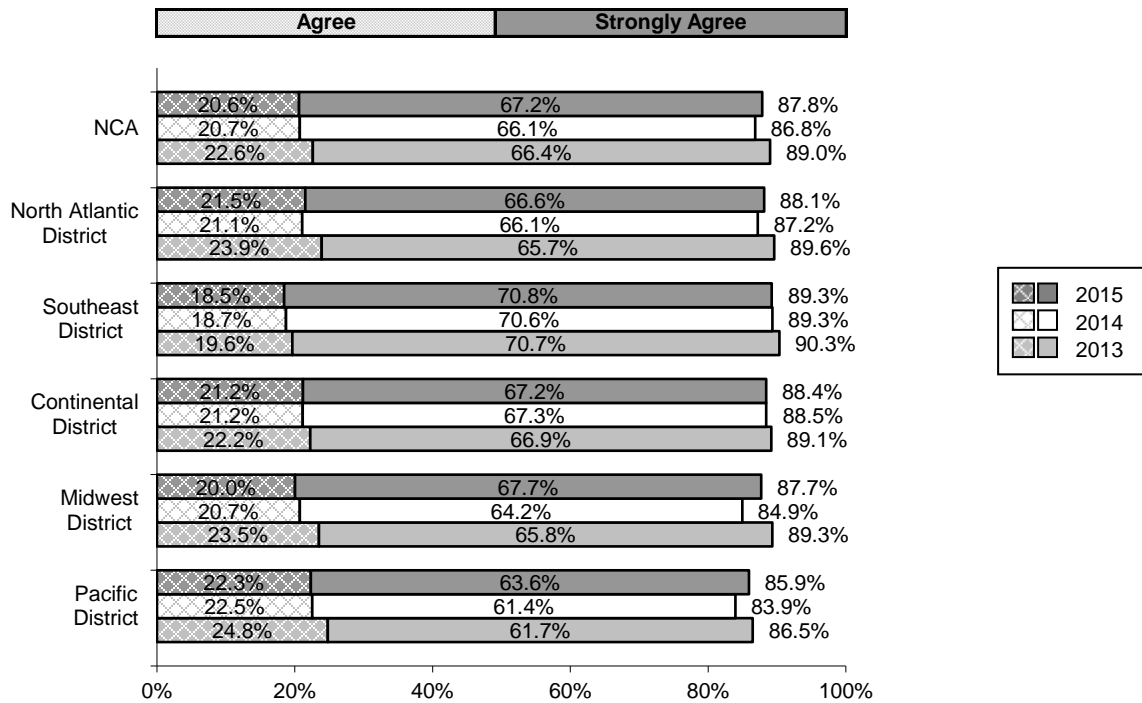
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

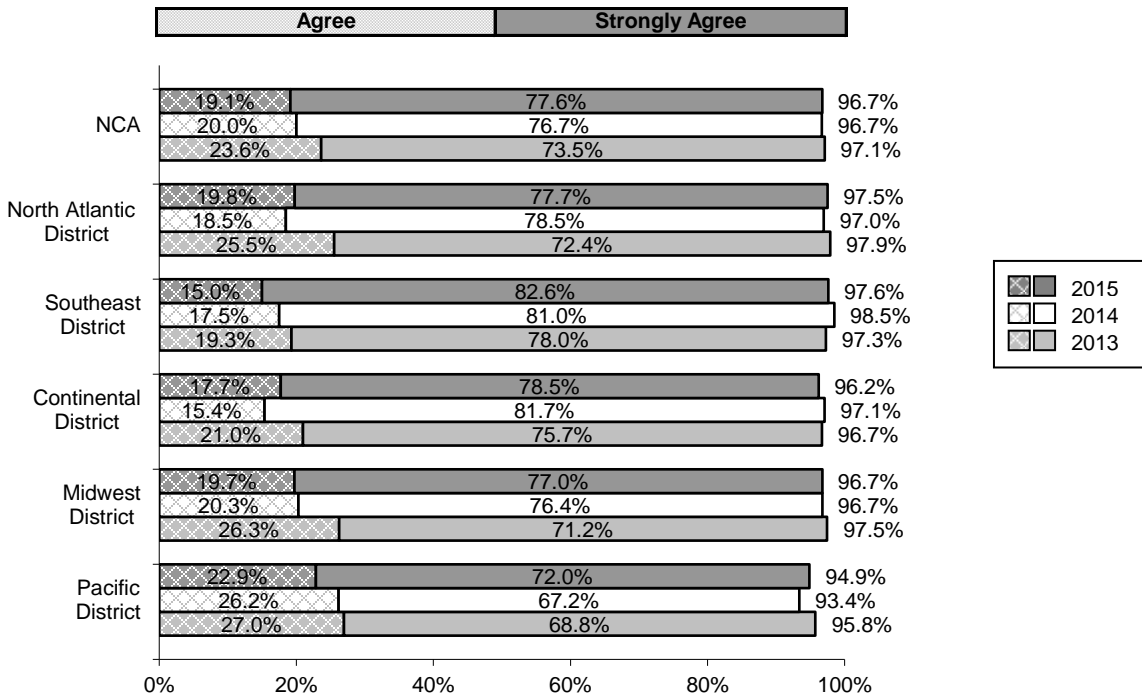
Cemetery Appearance and Visitor Accommodations

Question 44/30: There is adequate handicap accessibility for visitors who need it (continued).

NEXT OF KIN



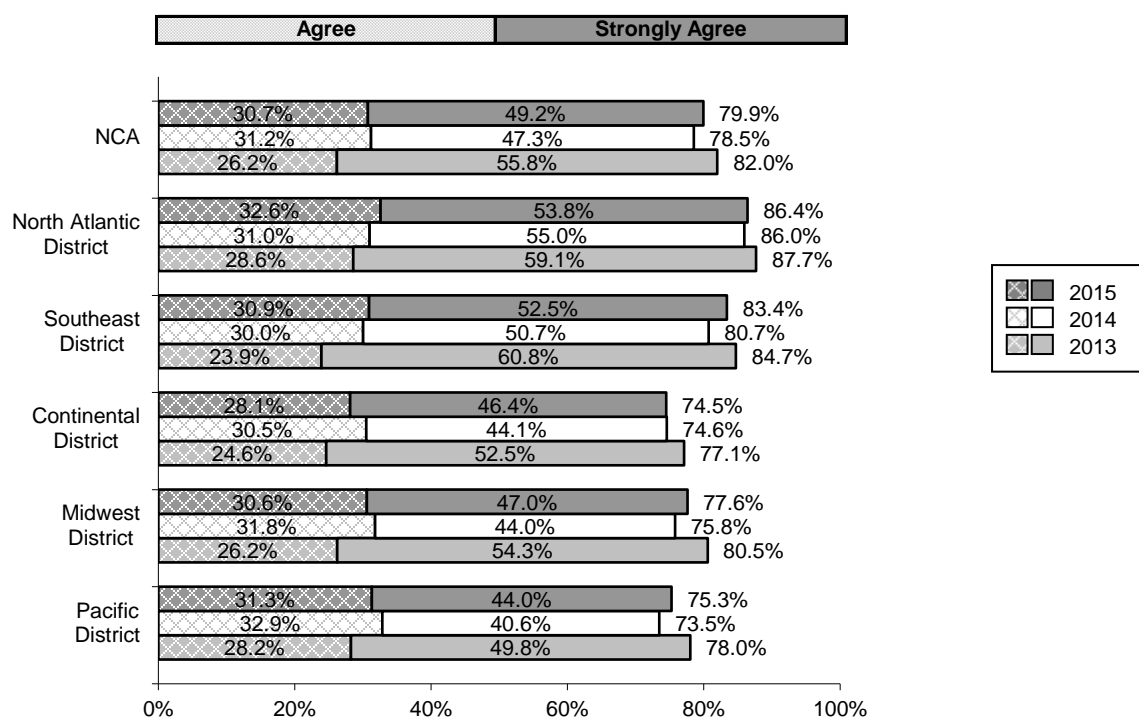
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 45/31: The availability of restrooms is suitable to accommodate visitors on busy days.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	12,667	49.2%	1.9%	30.7%	13.4%	5.5%	1.2%
	2014	12,458	47.3%	-8.4%	31.2%	14.1%	6.2%	1.1%
North Atlantic District	2015	2,458	53.8%	-1.1%	32.6%	9.5%	3.2%	0.9%
	2014	2,289	55.0%	-4.1%	31.0%	9.6%	4.1%	0.3%
Southeast District	2015	2,841	52.5%	1.8%	30.9%	11.2%	4.4%	1.1%
	2014	3,126	50.7%	-10.1%	30.0%	12.5%	5.5%	1.3%
Continental District	2015	1,799	46.4%	2.3%	28.1%	16.2%	7.5%	1.8%
	2014	1,873	44.1%	-8.4%	30.5%	15.9%	8.0%	1.5%
Midwest District	2015	2,747	47.0%	3.0%	30.6%	15.4%	6.0%	0.9%
	2014	2,360	44.0%	-10.3%	31.8%	17.3%	5.8%	1.1%
Pacific District	2015	2,555	44.0%	3.3%	31.3%	16.2%	7.2%	1.4%
	2014	2,546	40.6%	-9.2%	32.9%	16.8%	8.4%	1.4%

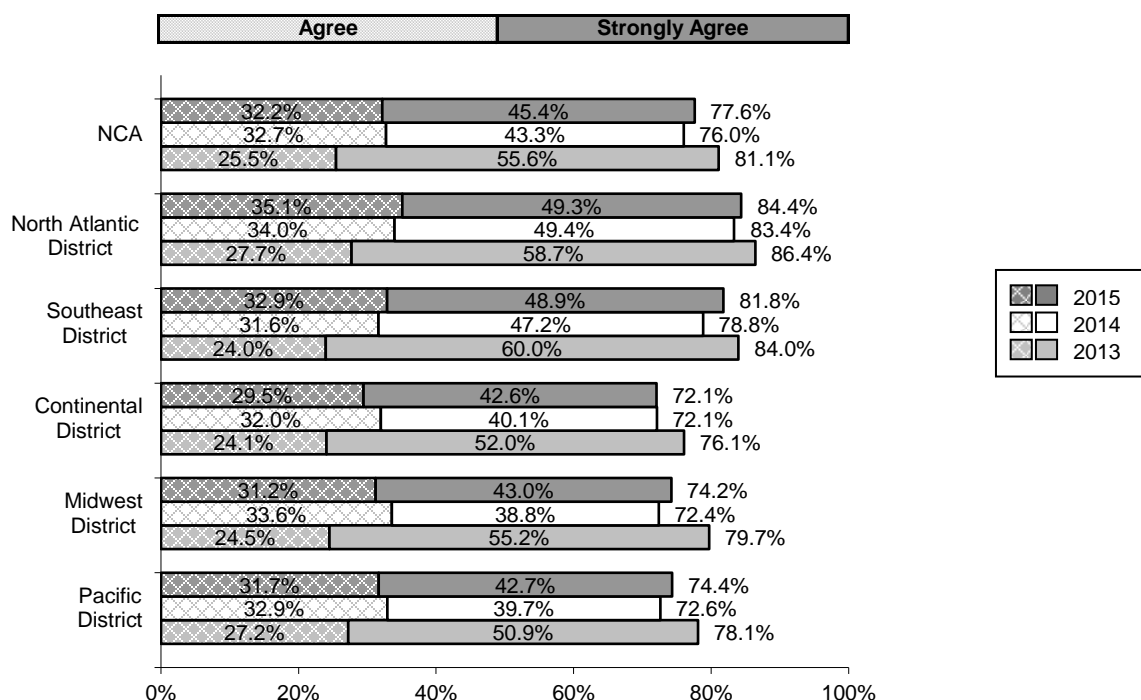
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

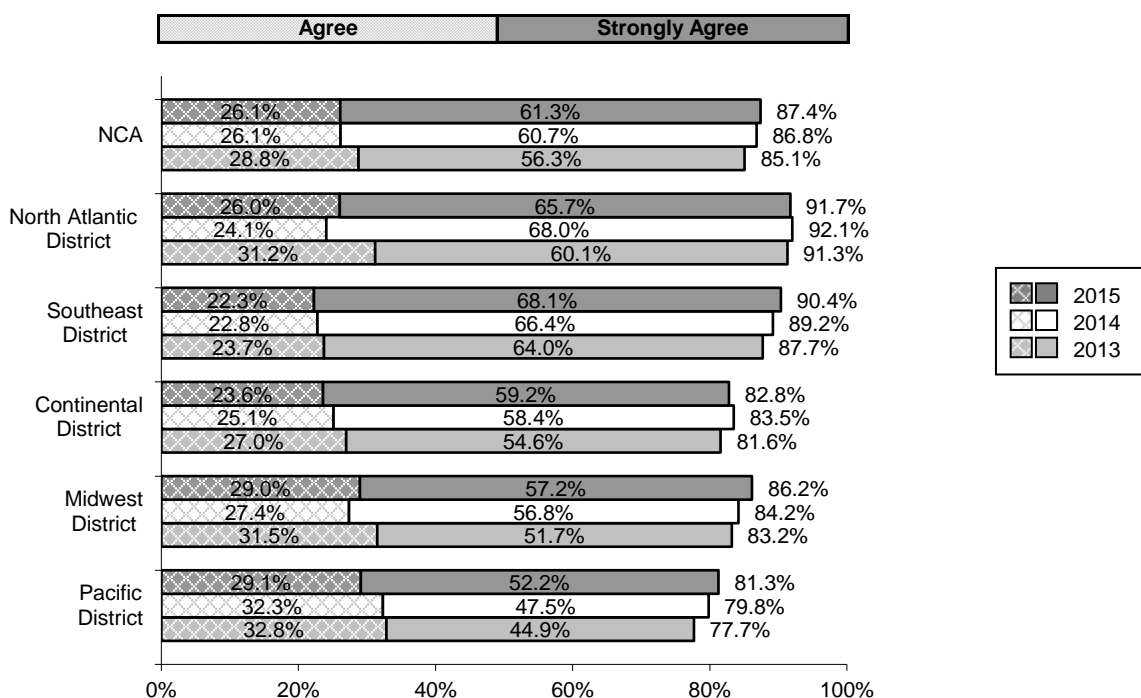
Cemetery Appearance and Visitor Accommodations

Question 45/31: The availability of restrooms is suitable to accommodate visitors on busy days (continued).

NEXT OF KIN



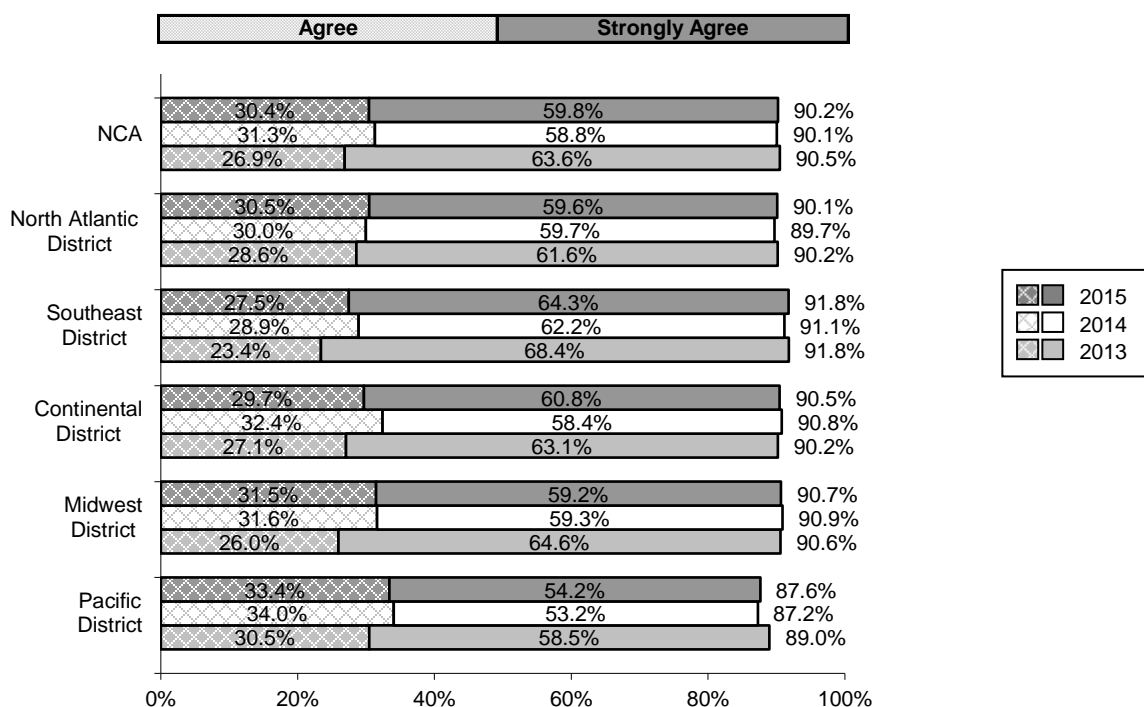
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 47/33: There are sufficient signs within the cemetery to assist visitors.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,090	59.8%	1.0%	30.4%	6.2%	3.3%	0.3%
	2014	14,661	58.8%	-4.9%	31.3%	6.2%	3.3%	0.4%
North Atlantic District	2015	2,820	59.6%	-0.1%	30.5%	6.4%	3.1%	0.4%
	2014	2,577	59.7%	-1.9%	30.0%	6.4%	3.6%	0.3%
Southeast District	2015	3,352	64.3%	2.0%	27.5%	5.2%	2.8%	0.2%
	2014	3,720	62.2%	-6.2%	28.9%	5.4%	2.9%	0.5%
Continental District	2015	2,240	60.8%	2.4%	29.7%	5.8%	3.4%	0.4%
	2014	2,253	58.4%	-4.8%	32.4%	5.0%	3.7%	0.5%
Midwest District	2015	3,369	59.2%	-0.1%	31.5%	5.7%	3.4%	0.2%
	2014	2,873	59.3%	-5.3%	31.6%	5.7%	3.0%	0.4%
Pacific District	2015	3,035	54.2%	1.0%	33.4%	7.9%	4.1%	0.3%
	2014	2,970	53.2%	-5.3%	34.0%	8.5%	3.7%	0.5%

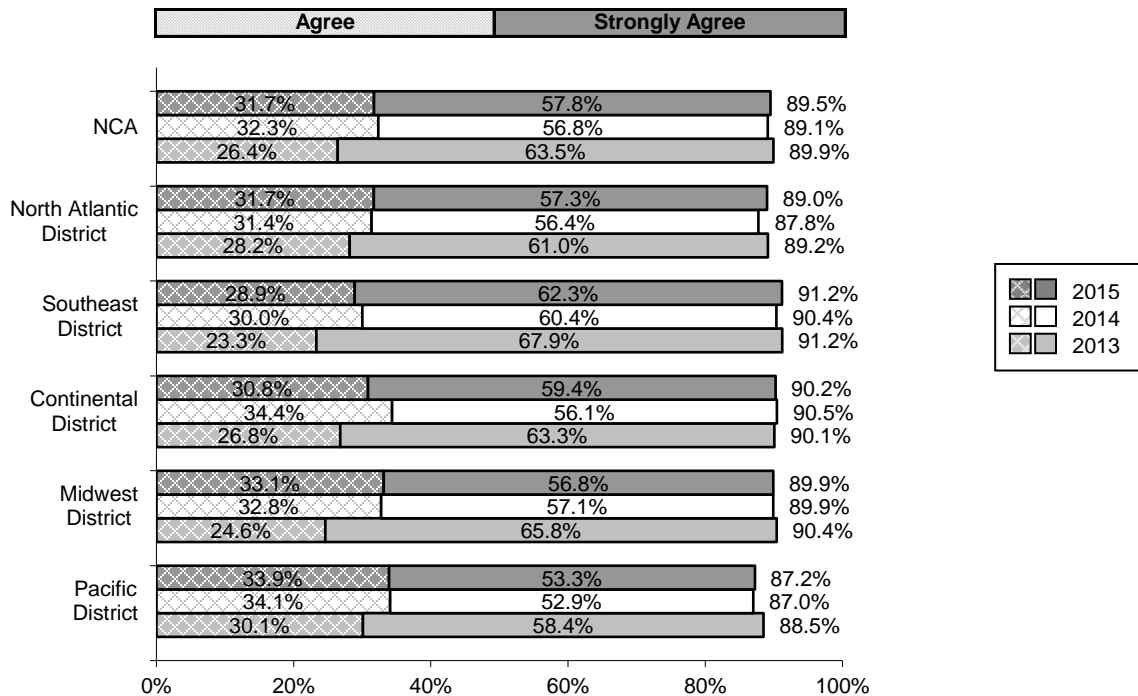
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

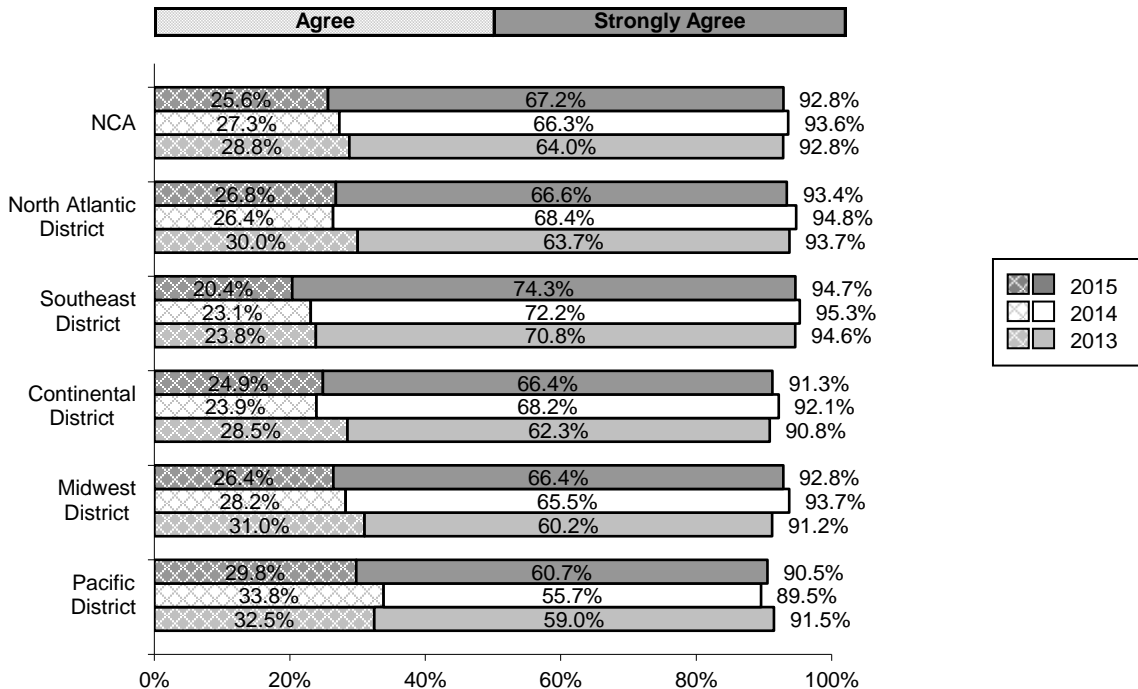
Cemetery Appearance and Visitor Accommodations

Question 47/33: There are sufficient signs within the cemetery to assist visitors(continued).

NEXT OF KIN



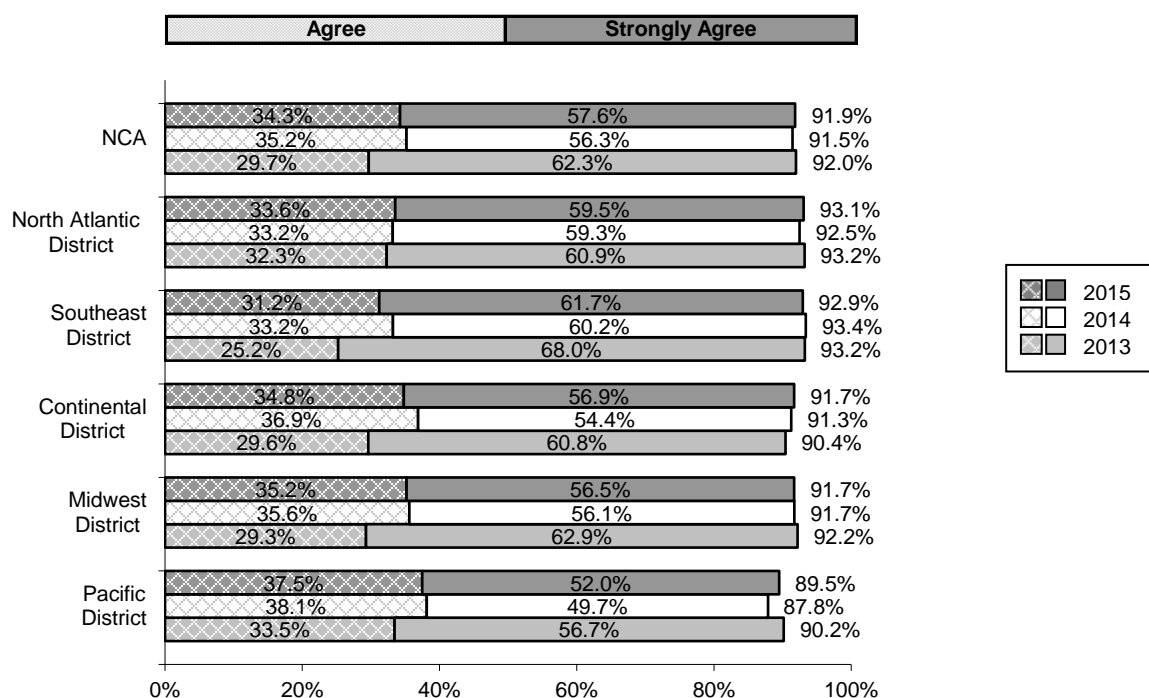
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 48/34: Parking at the cemetery is adequate to accommodate visitors on most days.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	14,978	57.6%	1.3%	34.3%	5.6%	2.3%	0.3%
	2014	14,531	56.3%	-6.0%	35.2%	5.9%	2.3%	0.4%
North Atlantic District	2015	2,769	59.5%	0.2%	33.6%	4.8%	1.8%	0.3%
	2014	2,533	59.3%	-1.6%	33.2%	5.6%	1.7%	0.3%
Southeast District	2015	3,373	61.7%	1.6%	31.2%	4.8%	2.0%	0.3%
	2014	3,696	60.2%	-7.8%	33.2%	4.6%	1.8%	0.3%
Continental District	2015	2,224	56.9%	2.5%	34.8%	5.6%	2.4%	0.3%
	2014	2,243	54.4%	-6.4%	36.9%	5.7%	2.6%	0.5%
Midwest District	2015	3,318	56.5%	0.4%	35.2%	6.1%	2.0%	0.3%
	2014	2,835	56.1%	-6.8%	35.6%	5.6%	2.3%	0.4%
Pacific District	2015	3,020	52.0%	2.3%	37.5%	6.6%	3.5%	0.4%
	2014	2,956	49.7%	-7.0%	38.1%	8.4%	3.2%	0.5%

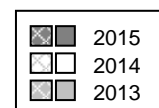
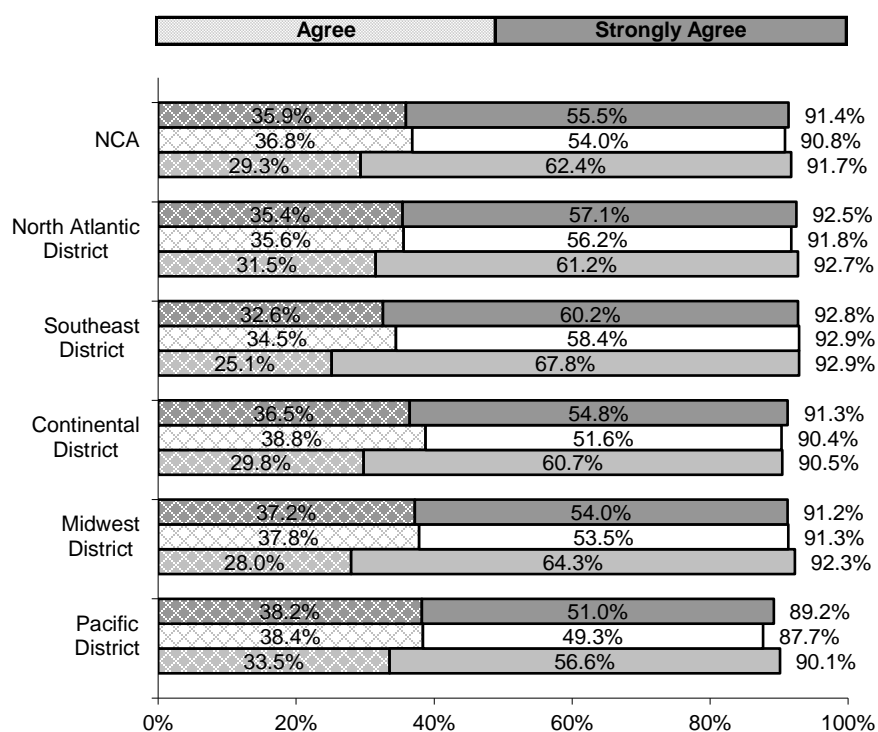
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

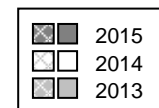
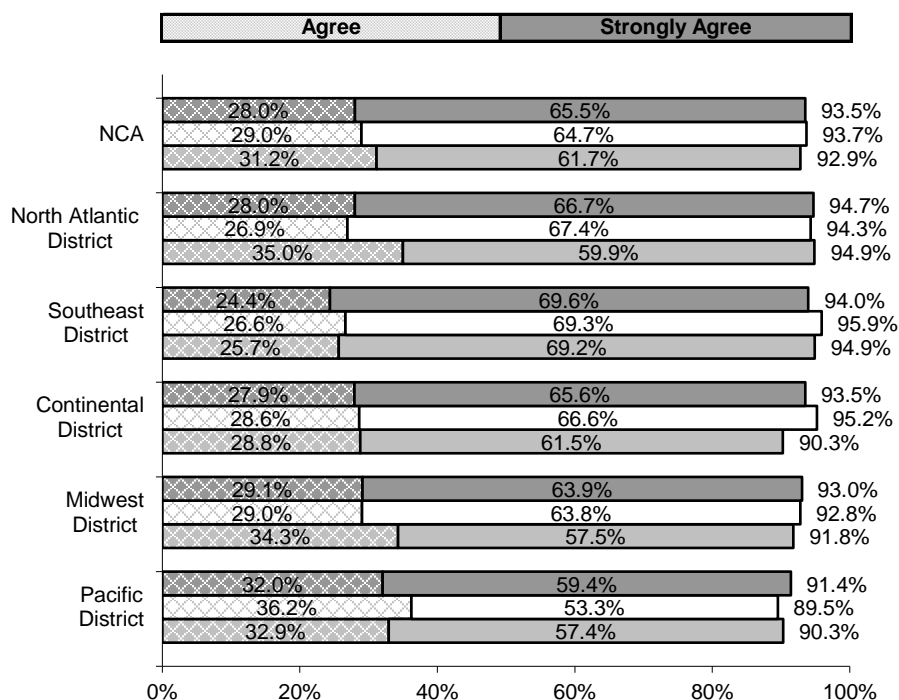
Cemetery Appearance and Visitor Accommodations

Question 48/34: Parking at the cemetery is adequate to accommodate visitors on most days (continued).

NEXT OF KIN



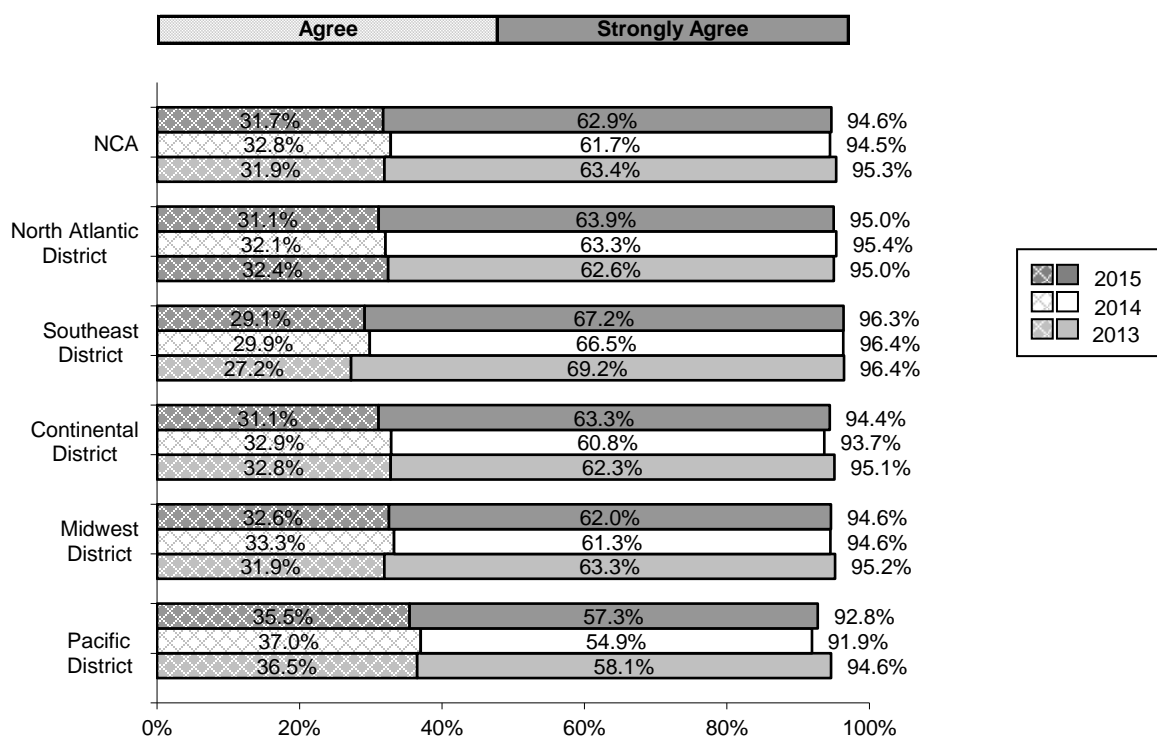
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 49/35: The cemetery's roadways and intersections are safe and easily navigated.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,331	62.9%	1.3%	31.7%	3.8%	1.4%	0.2%
	2014	14,876	61.7%	-1.8%	32.8%	4.2%	1.1%	0.2%
North Atlantic District	2015	2,845	63.9%	0.6%	31.1%	3.7%	1.2%	0.1%
	2014	2,605	63.3%	0.7%	32.1%	3.6%	0.8%	0.3%
Southeast District	2015	3,439	67.2%	0.8%	29.1%	2.6%	0.9%	0.2%
	2014	3,771	66.5%	-2.7%	29.9%	2.8%	0.8%	0.1%
Continental District	2015	2,261	63.3%	2.5%	31.1%	3.6%	1.8%	0.1%
	2014	2,289	60.8%	-1.5%	32.9%	4.2%	1.7%	0.3%
Midwest District	2015	3,422	62.0%	0.8%	32.6%	4.1%	1.2%	0.1%
	2014	2,920	61.3%	-2.0%	33.3%	4.4%	0.9%	0.1%
Pacific District	2015	3,086	57.3%	2.4%	35.5%	5.1%	1.9%	0.2%
	2014	3,020	54.9%	-3.2%	37.0%	6.2%	1.6%	0.3%

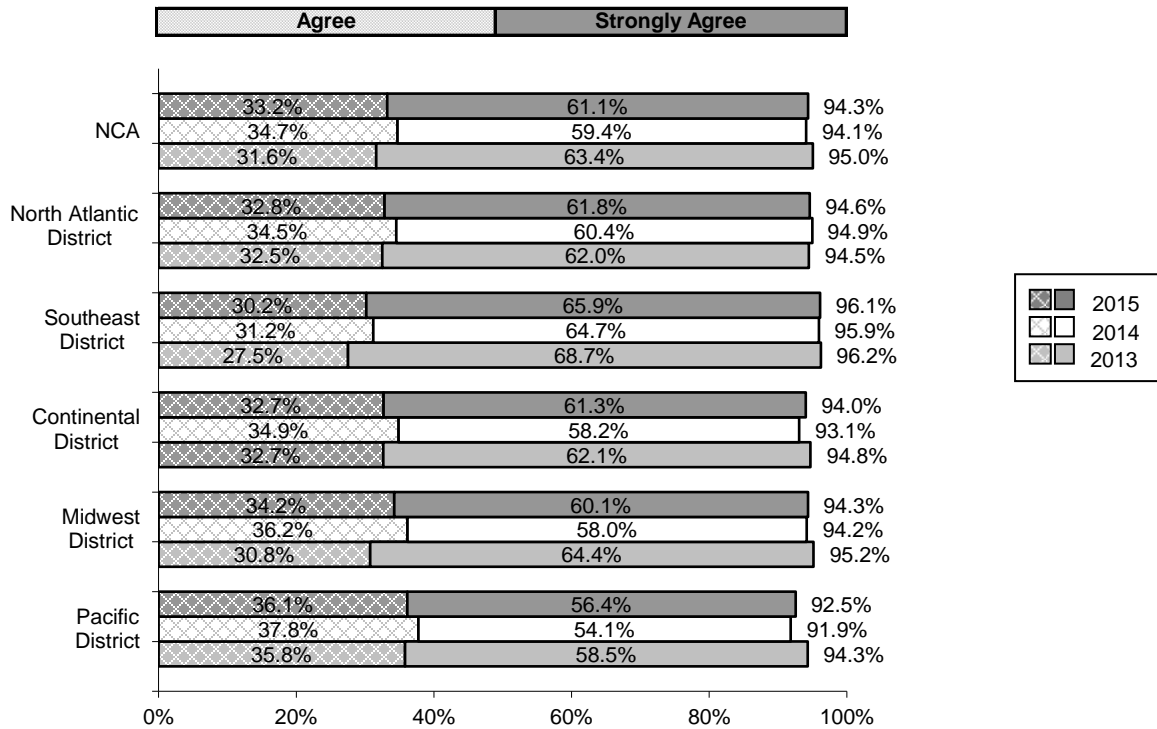
*The change scores represent the difference between the "strongly agree" categories for the row year and the previous year.

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

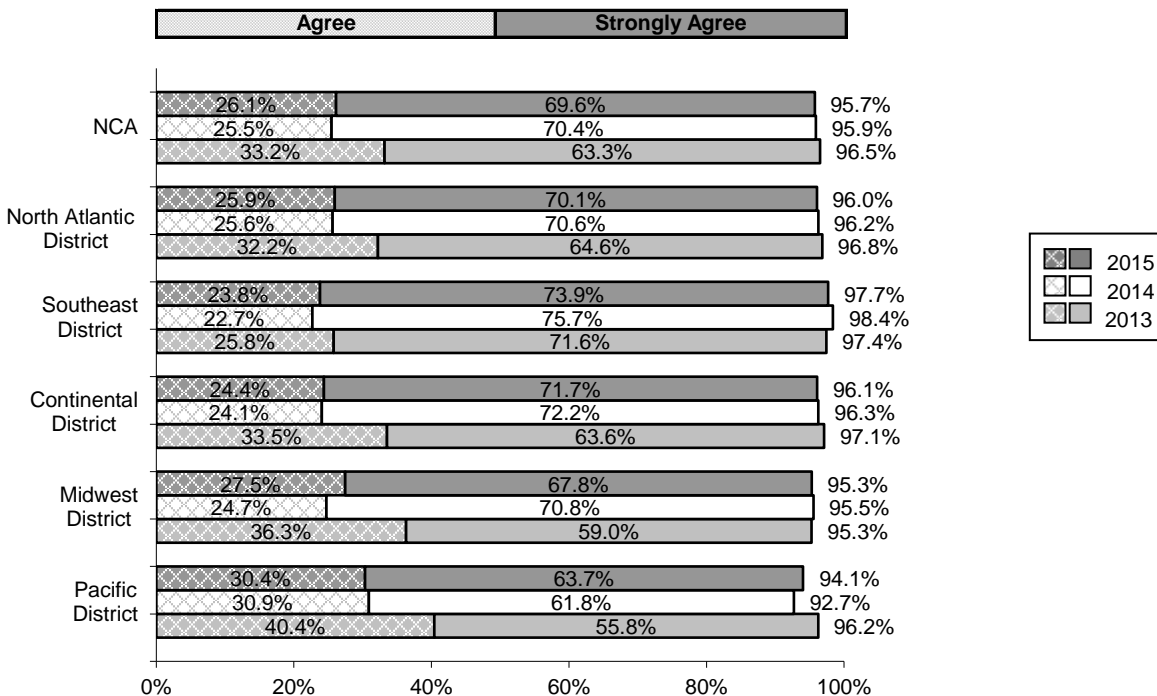
Cemetery Appearance and Visitor Accommodations

Question 49/35: The cemetery's roadways and intersections are safe and easily navigated (continued).

NEXT OF KIN



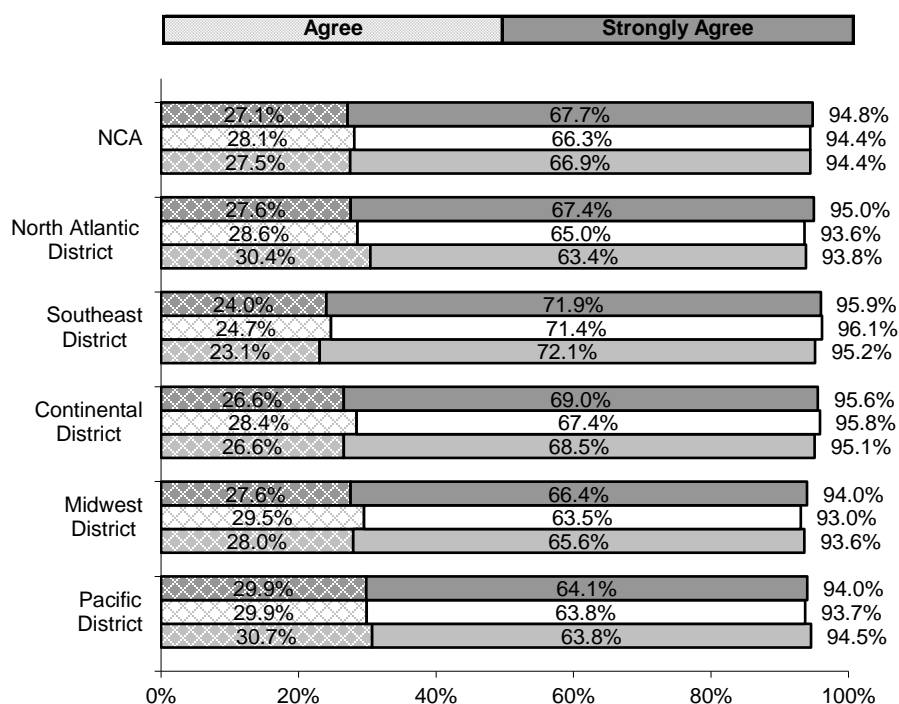
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 53/40: The national cemetery hours of operation meet my needs for visiting my love one's gravesite. / The national cemetery hours of operation meet my needs for scheduling services.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	15,030	67.7%	1.3%	27.1%	3.8%	1.1%	0.3%
	2014	14,585	66.3%	-0.6%	28.1%	3.9%	1.4%	0.3%
North Atlantic District	2015	2,799	67.4%	2.4%	27.6%	3.6%	1.1%	0.3%
	2014	2,559	65.0%	1.7%	28.6%	4.2%	1.8%	0.4%
Southeast District	2015	3,389	71.9%	0.5%	24.0%	2.9%	0.9%	0.2%
	2014	3,698	71.4%	-0.6%	24.7%	2.8%	0.9%	0.2%
Continental District	2015	2,216	69.0%	1.5%	26.6%	3.2%	1.0%	0.3%
	2014	2,243	67.4%	0.0%	28.4%	3.0%	1.0%	0.1%
Midwest District	2015	3,330	66.4%	2.9%	27.6%	4.2%	1.4%	0.5%
	2014	2,865	63.5%	-2.1%	29.5%	4.5%	1.8%	0.6%
Pacific District	2015	3,018	64.1%	0.4%	29.9%	4.5%	1.1%	0.3%
	2014	2,951	63.8%	-0.1%	29.9%	4.6%	1.4%	0.3%

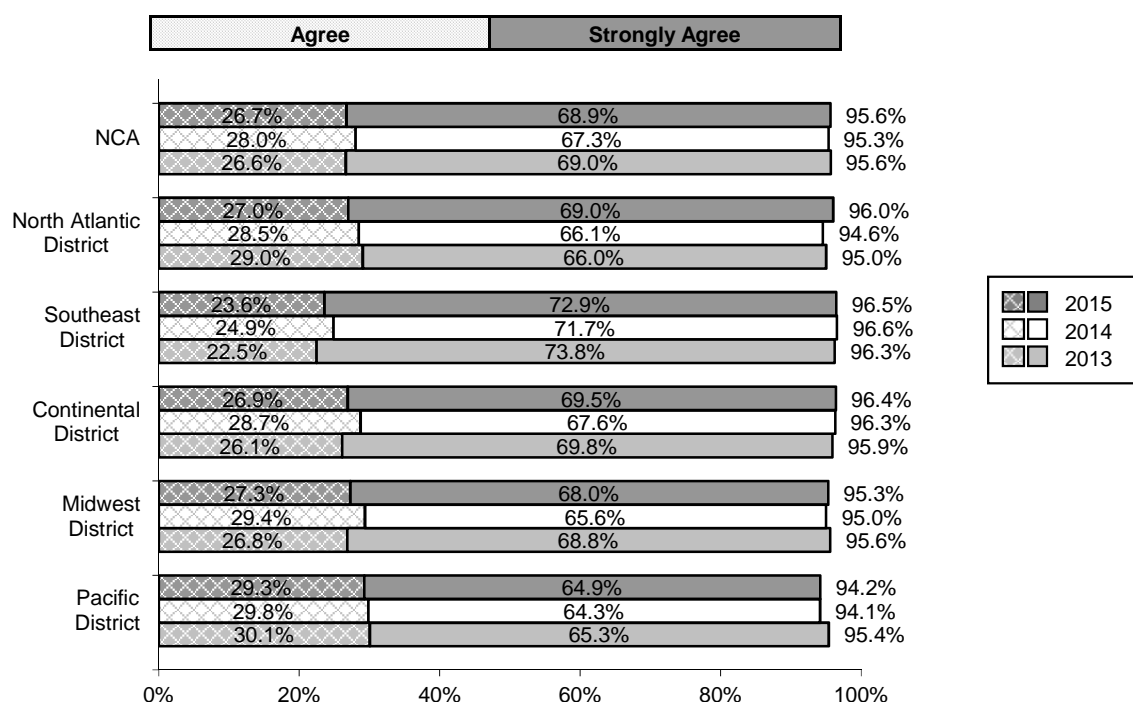
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Next of Kin and Funeral Director data for this survey item are presented on the following page.

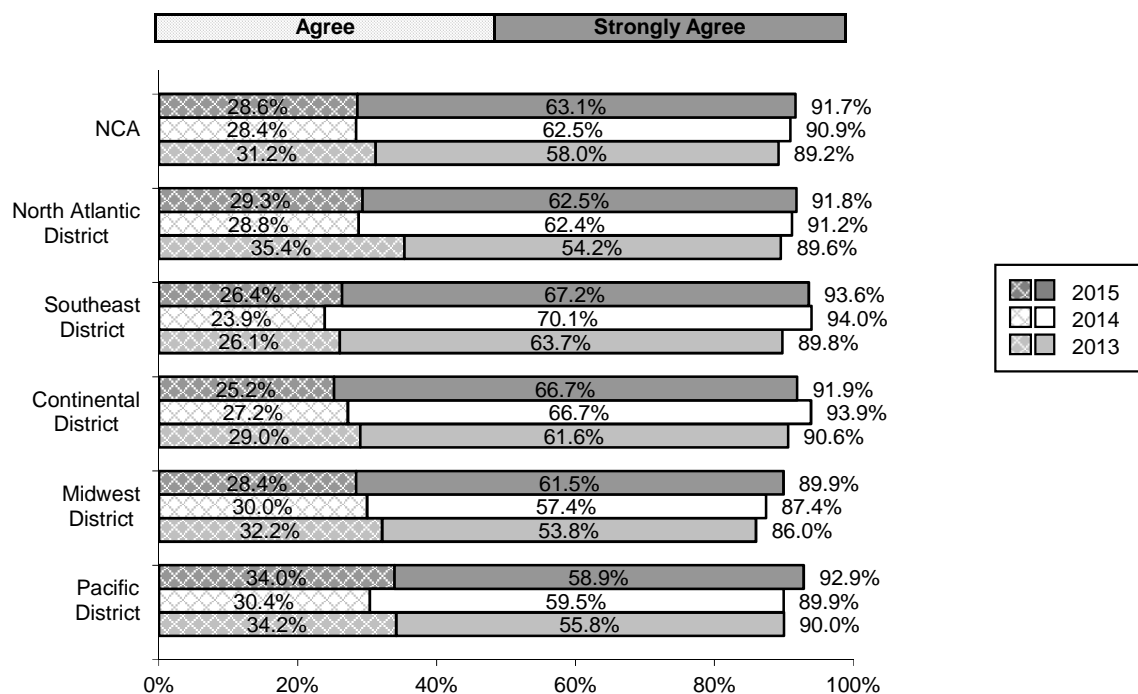
Cemetery Appearance and Visitor Accommodations

Question 53/40: The national cemetery hours of operation meet my needs for visiting my love one's gravesite. / The national cemetery hours of operation meet my needs for scheduling services (continued).

NEXT OF KIN



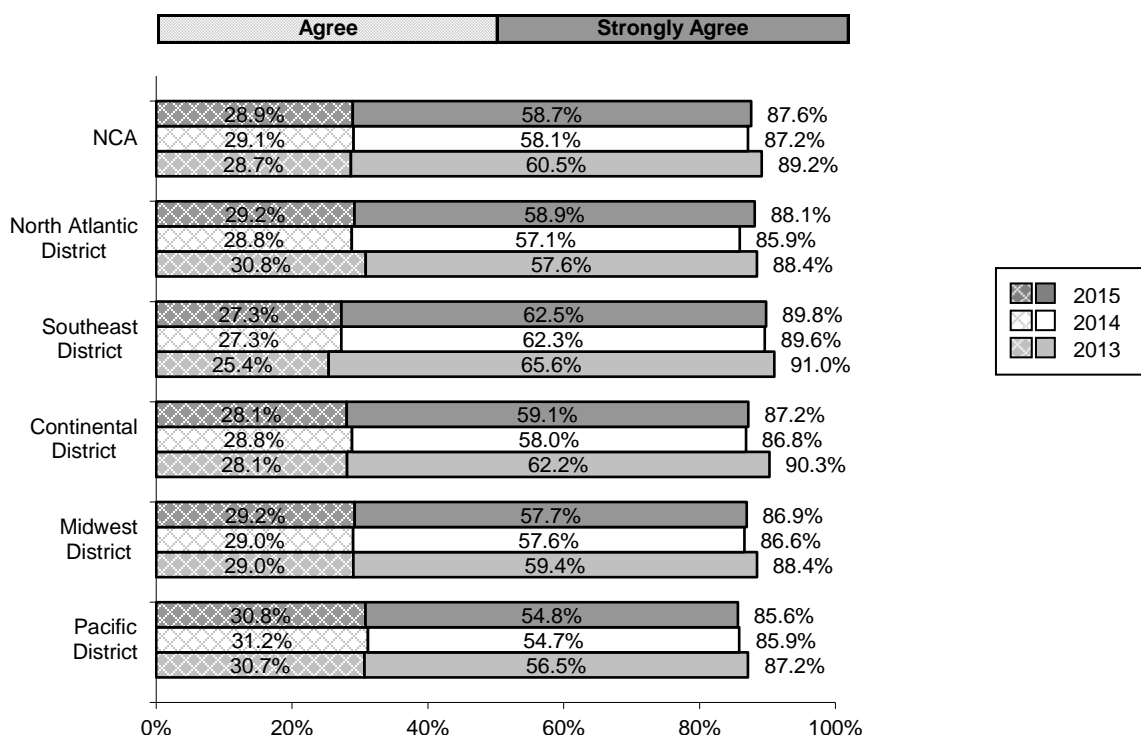
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 55/41: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	13,080	58.7%	0.6%	28.9%	10.9%	1.2%	0.3%
	2014	12,885	58.1%	-2.4%	29.1%	11.2%	1.4%	0.3%
North Atlantic District	2015	2,415	58.9%	1.8%	29.2%	10.4%	1.2%	0.2%
	2014	2,276	57.1%	-0.5%	28.8%	12.4%	1.4%	0.3%
Southeast District	2015	2,989	62.5%	0.2%	27.3%	8.8%	1.2%	0.2%
	2014	3,321	62.3%	-3.3%	27.3%	8.8%	1.2%	0.4%
Continental District	2015	1,918	59.1%	1.1%	28.1%	11.4%	1.4%	0.1%
	2014	1,998	58.0%	-4.2%	28.8%	11.5%	1.5%	0.3%
Midwest District	2015	2,871	57.7%	0.1%	29.2%	12.0%	0.8%	0.2%
	2014	2,477	57.6%	-1.8%	29.0%	11.7%	1.4%	0.2%
Pacific District	2015	2,661	54.8%	0.2%	30.8%	12.3%	1.6%	0.5%
	2014	2,581	54.7%	-1.8%	31.2%	12.4%	1.4%	0.4%

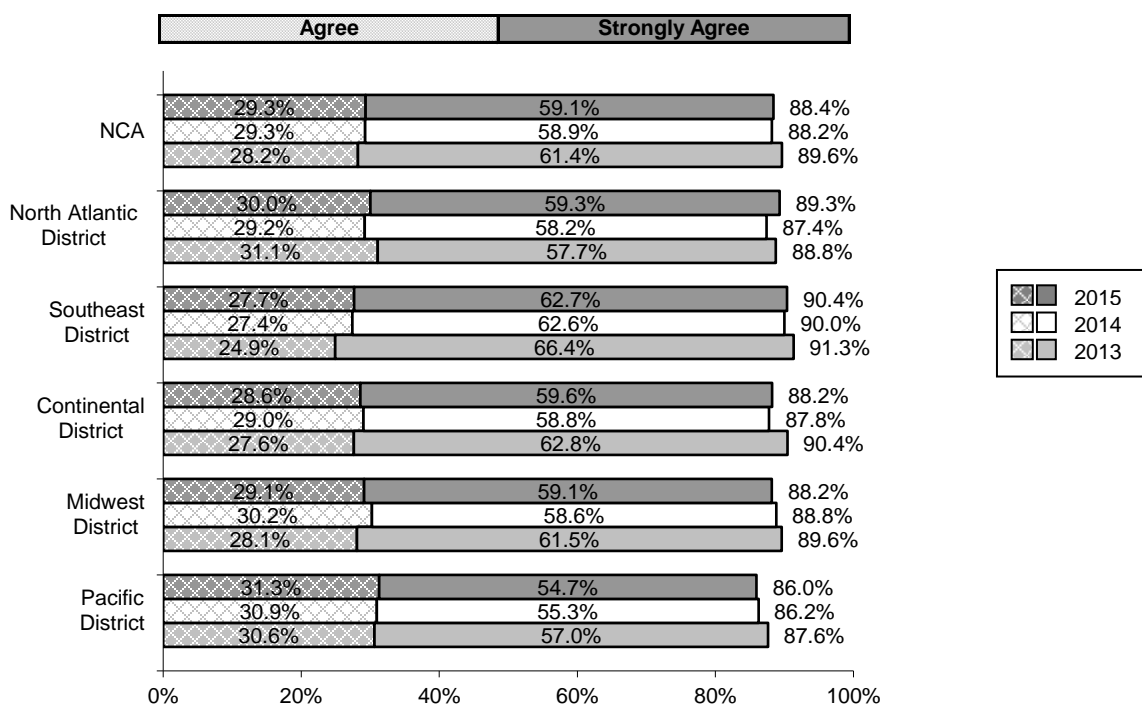
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Next of Kin and Funeral Director data for this survey item are presented on the following page.

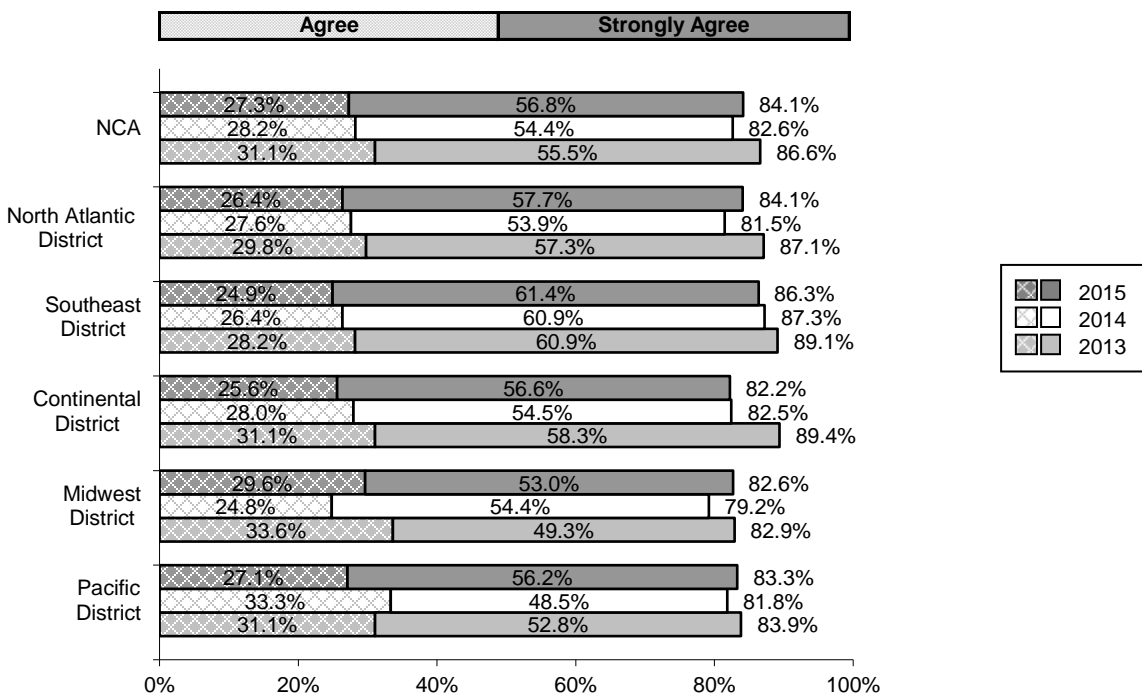
Cemetery Appearance and Visitor Accommodations

Question 55/41: The information kiosks (i.e., gravesite locators) are helpful to me
(continued).

NEXT OF KIN



FUNERAL DIRECTORS



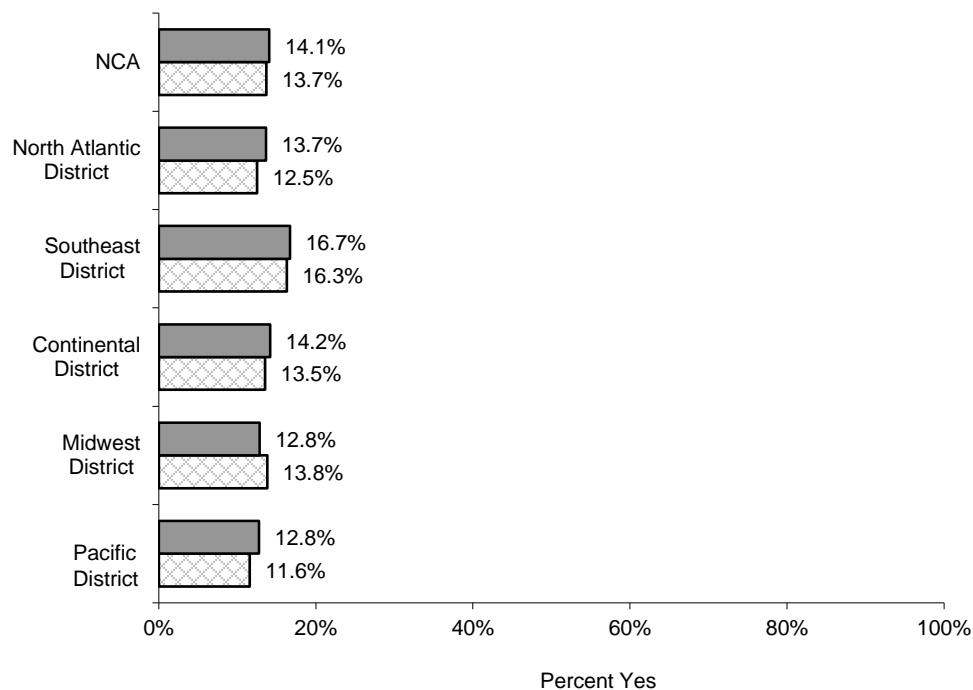
State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

SECTION DESCRIPTION

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries.
- Measures of comparisons between State or Tribal Veterans Cemeteries and National Cemeteries are provided on appearance, quality of service, and honor to Veterans.
- For comparative purposes, data for each District are also presented.
- Note that due to rounding, some percentages may not sum to 100.

State and Tribal Veteran Cemeteries in Comparison to National Cemeteries Next of Kin

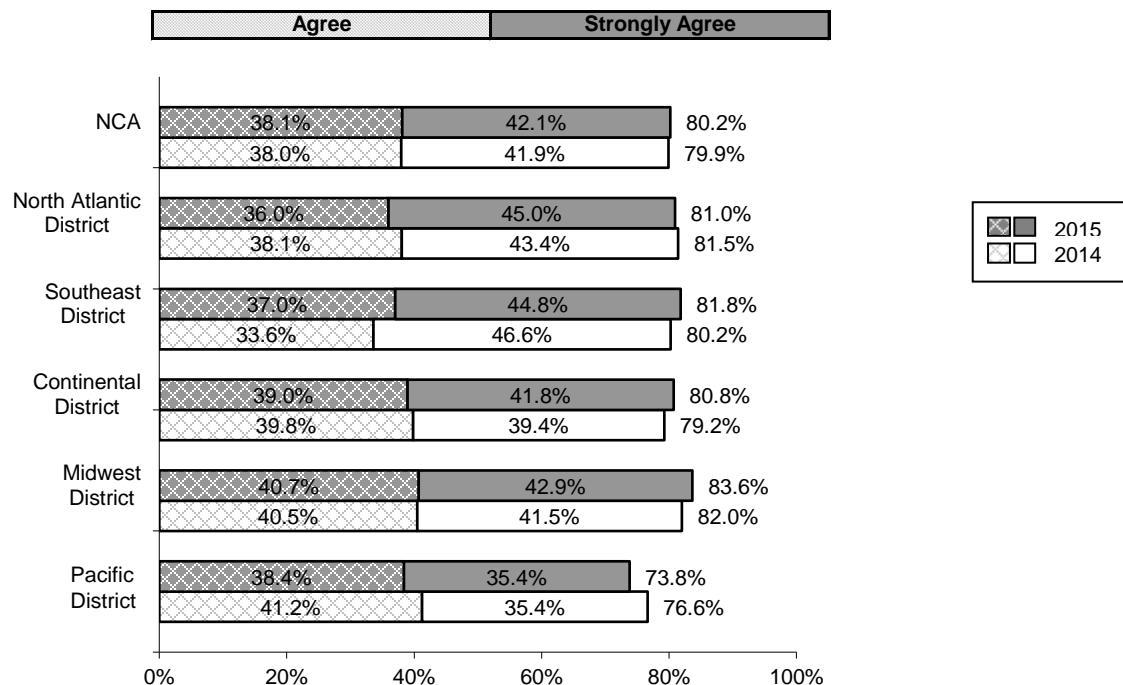
Question 63: Have you visited a State or Tribal Veterans Cemetery?



	Year	n	Yes	No
NCA	2015	12,137	14.1%	85.9%
	2014	11,770	13.7%	14.0%
North Atlantic District	2015	2,137	13.7%	86.3%
	2014	1,949	12.5%	13.0%
Southeast District	2015	2,846	16.7%	83.3%
	2014	3,128	16.3%	16.0%
Continental District	2015	1,828	14.2%	85.8%
	2014	1,862	13.5%	14.0%
Midwest District	2015	2,577	12.8%	87.2%
	2014	2,174	13.8%	14.0%
Pacific District	2015	2,749	12.8%	87.2%
	2014	2,656	11.6%	12.0%

State and Tribal Veteran Cemeteries in Comparison to National Cemeteries Next of Kin

Question 64: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.



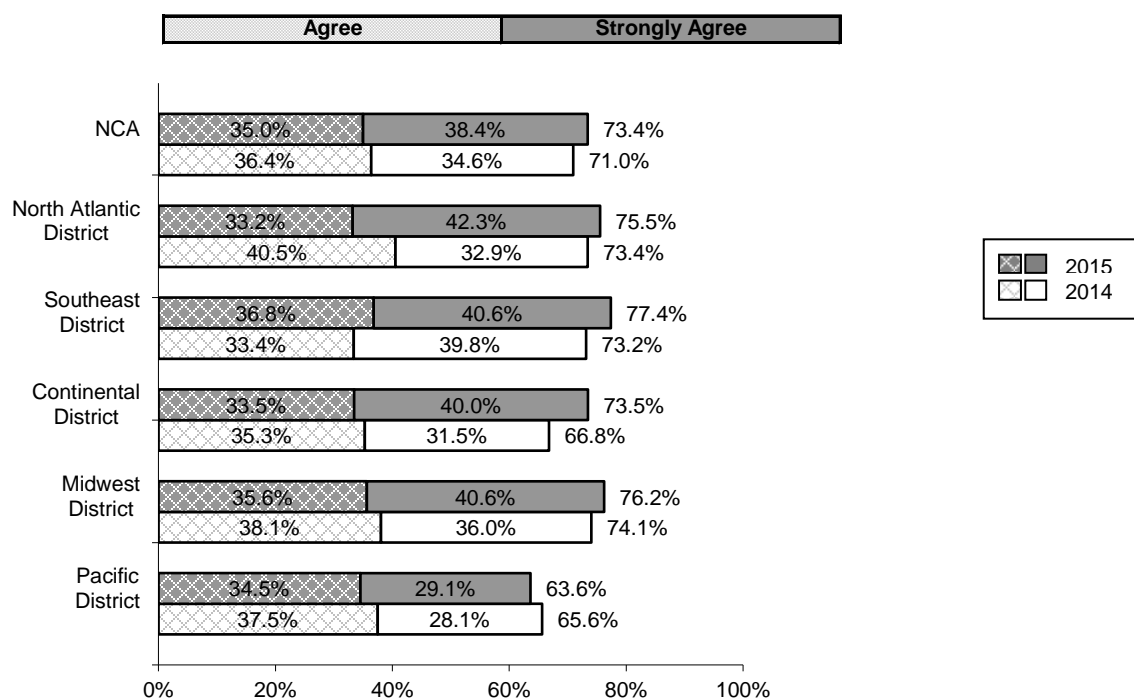
	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	1,626	42.1%	0.1%	38.1%	15.3%	3.9%	0.6%
	2014	1,538	41.9%		38.0%	13.9%	5.1%	1.1%
North Atlantic District	2015	278	45.0%	1.6%	36.0%	14.0%	4.0%	1.1%
	2014	226	43.4%		38.1%	14.6%	3.1%	0.9%
Southeast District	2015	451	44.8%	-1.9%	37.0%	14.0%	3.1%	1.1%
	2014	491	46.6%		33.6%	13.8%	4.3%	1.6%
Continental District	2015	249	41.8%	2.3%	39.0%	14.5%	4.8%	0.0%
	2014	241	39.4%		39.8%	14.1%	5.8%	0.8%
Midwest District	2015	312	42.9%	1.4%	40.7%	13.8%	2.2%	0.3%
	2014	289	41.5%		40.5%	13.5%	3.8%	0.7%
Pacific District	2015	336	35.4%	0.0%	38.4%	19.9%	6.0%	0.3%
	2014	291	35.4%		41.2%	13.7%	8.6%	1.0%

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

Only respondents that indicated "Yes" to Question 63 (NoK) received this question.

State and Tribal Veteran Cemeteries in Comparison to National Cemeteries Next of Kin

Question 65: Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.



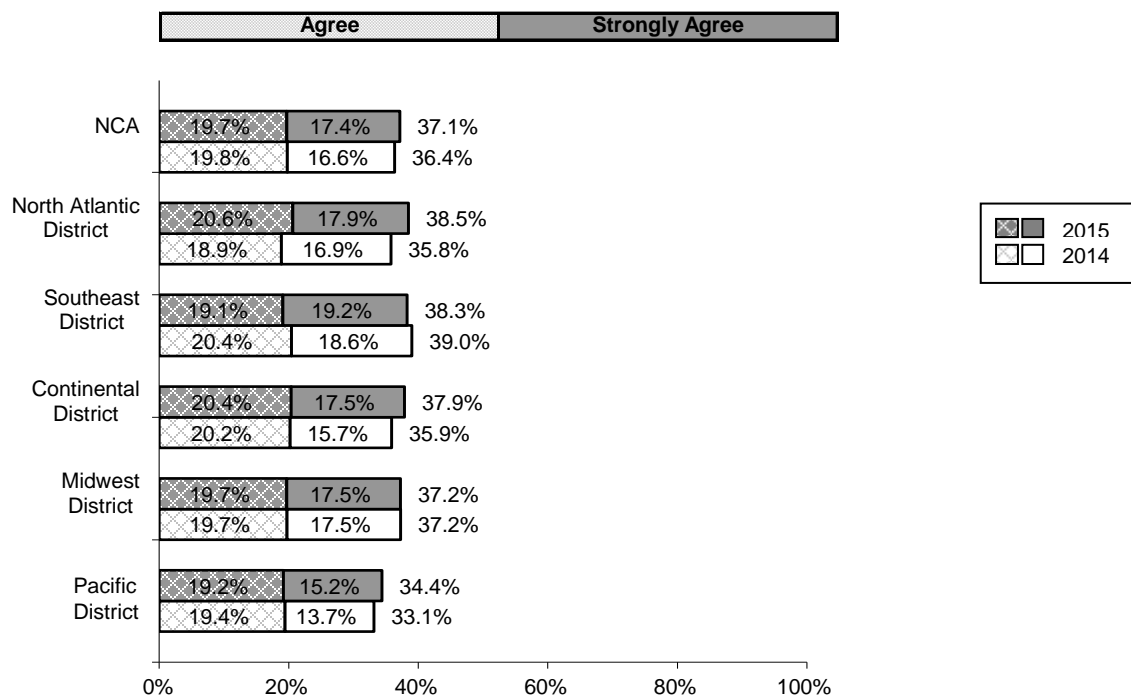
	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	1,603	38.4%	3.9%	35.0%	22.4%	3.7%	0.5%
	2014	1,525	34.6%		36.4%	25.0%	3.2%	0.8%
North Atlantic District	2015	274	42.3%	9.5%	33.2%	20.1%	3.6%	0.7%
	2014	222	32.9%		40.5%	23.0%	2.7%	0.9%
Southeast District	2015	451	40.6%	0.8%	36.8%	19.1%	2.9%	0.7%
	2014	488	39.8%		33.4%	22.1%	3.5%	1.2%
Continental District	2015	245	40.0%	8.5%	33.5%	22.9%	3.7%	0.0%
	2014	238	31.5%		35.3%	31.5%	1.3%	0.4%
Midwest District	2015	303	40.6%	4.6%	35.6%	19.8%	3.6%	0.3%
	2014	289	36.0%		38.1%	22.5%	2.8%	0.7%
Pacific District	2015	330	29.1%	1.0%	34.5%	30.9%	4.8%	0.6%
	2014	288	28.1%		37.5%	28.8%	5.2%	0.3%

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

Only respondents that indicated "Yes" to Question 63 (NoK) received this question.

State and Tribal Veteran Cemeteries in Comparison to National Cemeteries Next of Kin

Question 66: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.



	Year	n	Strongly agree	Change Score *	Agree	Neither	Disagree	Strongly disagree
NCA	2015	11,399	17.4%	0.9%	19.7%	56.7%	4.7%	1.5%
	2014	11,158	16.6%		19.8%	56.2%	5.3%	2.1%
North Atlantic District	2015	2,011	17.9%	0.9%	20.6%	56.1%	4.4%	1.0%
	2014	1,844	16.9%		18.9%	57.0%	5.5%	1.6%
Southeast District	2015	2,670	19.2%	0.6%	19.1%	54.8%	5.4%	1.6%
	2014	2,971	18.6%		20.4%	53.7%	5.0%	2.2%
Continental District	2015	1,732	17.5%	1.8%	20.4%	56.4%	4.2%	1.5%
	2014	1,775	15.7%		20.2%	55.8%	3.5%	2.4%
Midwest District	2015	2,416	17.5%	0.0%	19.7%	57.2%	3.9%	1.7%
	2014	2,082	17.5%		19.7%	56.2%	4.9%	1.6%
Pacific District	2015	2,570	15.2%	1.5%	19.2%	58.8%	5.2%	1.7%
	2014	2,485	13.7%		19.4%	58.8%	5.4%	2.7%

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

Appendix A: Respondent Characteristics

Next of Kin Funeral Directors

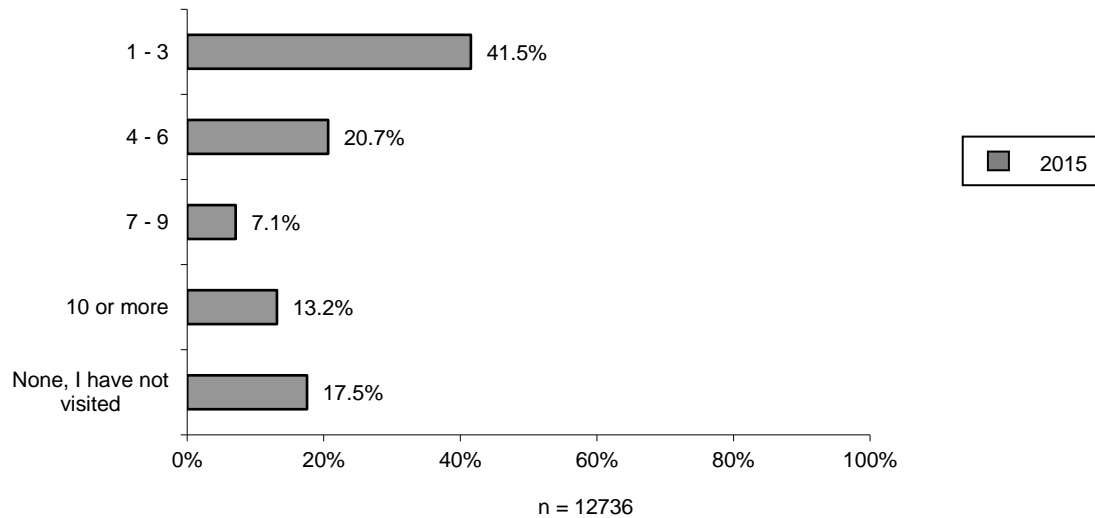
SECTION DESCRIPTION

- 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.
- Question-by-question comparative analyses (Elements of Comparison) are included as well.
- Note that due to rounding, some percentages may not sum to 100.

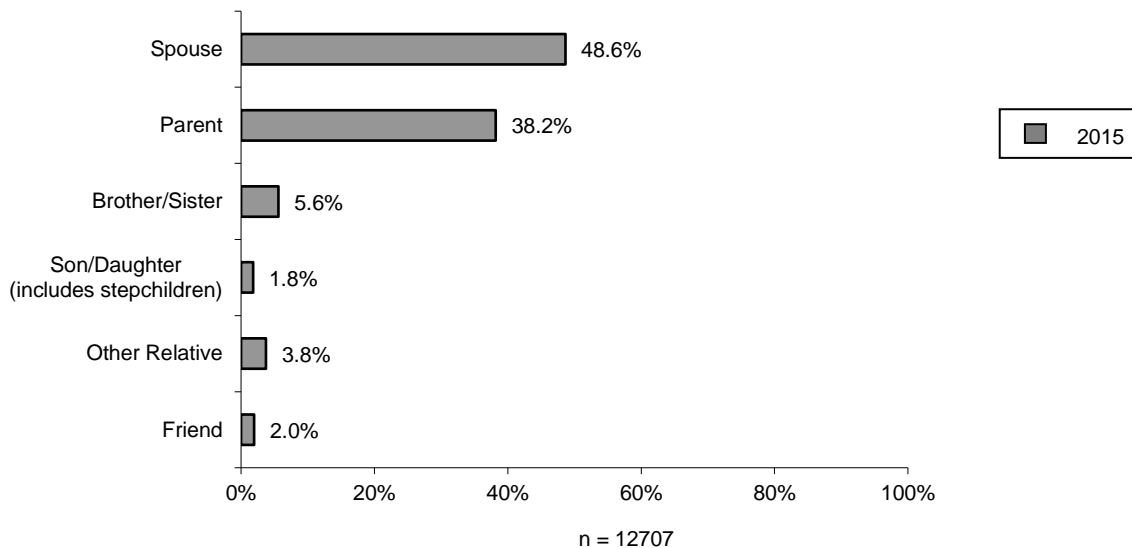
Appendix A: Respondent Characteristics

Next of Kin

Question 1: Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

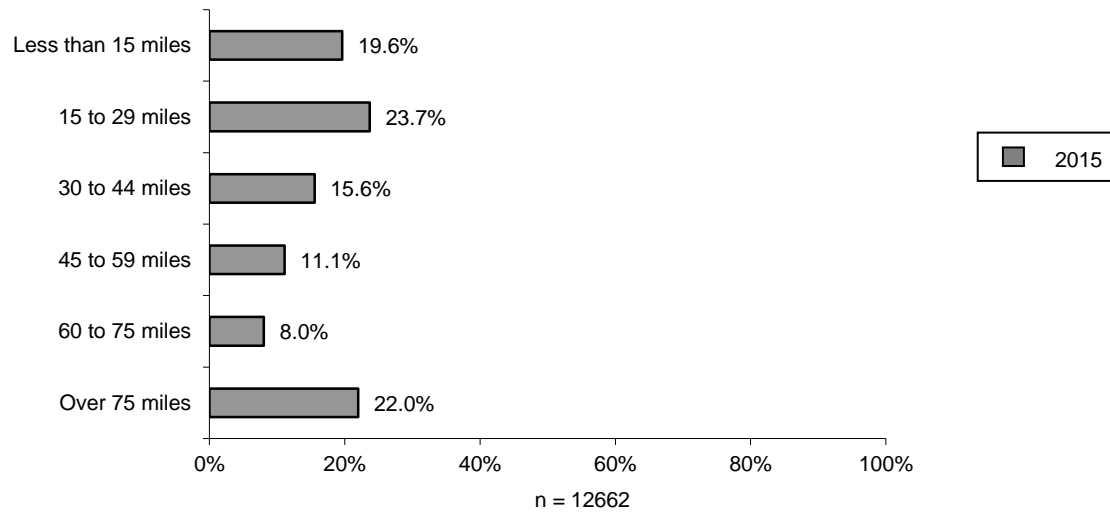


Question 2: Your recently deceased loved one was your...

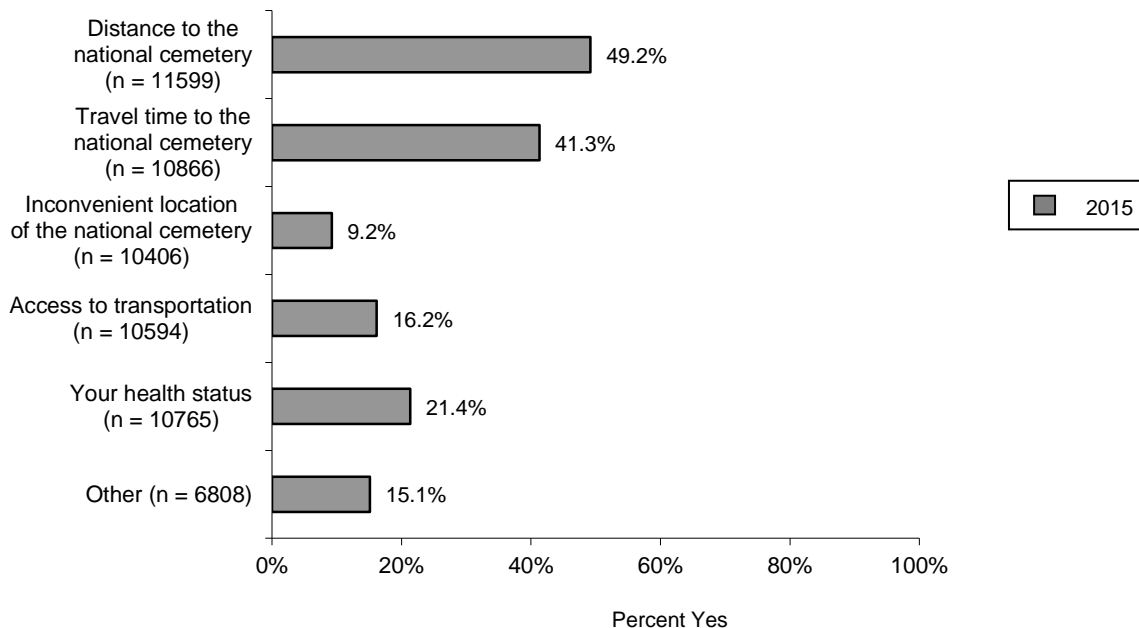


Appendix A: Respondent Characteristics Next of Kin

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



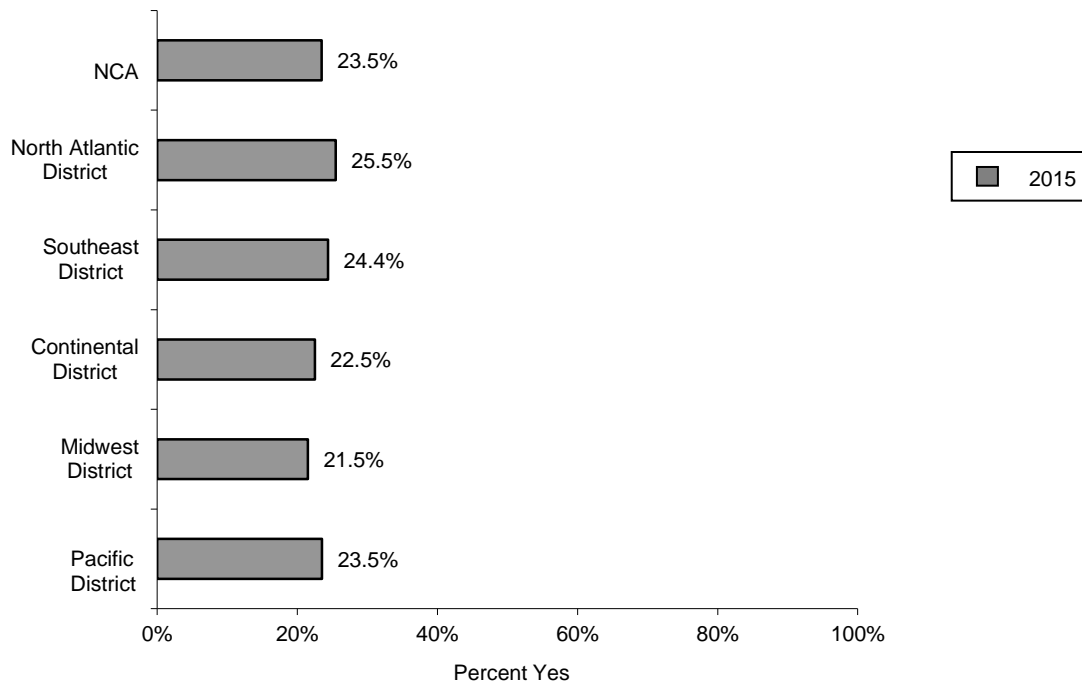
Question 4: Do the following factors limit the number of times you visit where your loved one is interred?



Appendix A: Respondent Characteristics

Next of Kin

Question 5: Would you be interested in a free shuttle service from a central location to the national cemetery if that was offered by VA?

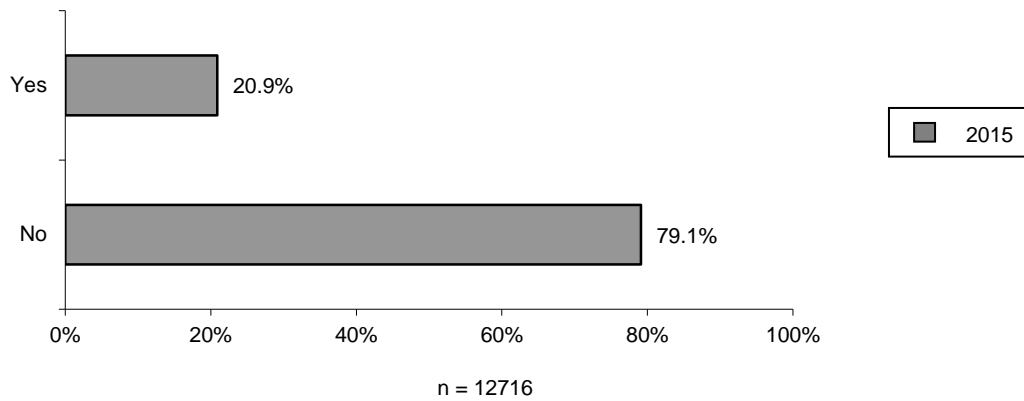


	Year	n	Yes	No
NCA	2015	12,363	23.5%	76.5%
North Atlantic District	2015	2,194	25.5%	74.5%
Southeast District	2015	2,897	24.4%	75.6%
Continental District	2015	1,844	22.5%	77.5%
Midwest District	2015	2,631	21.5%	78.5%
Pacific District	2015	2,797	23.5%	76.5%

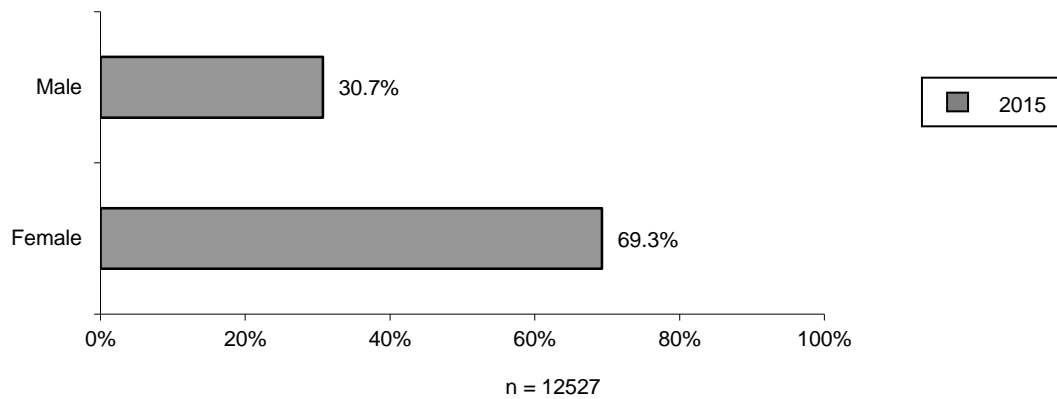
Appendix A: Respondent Characteristics

Next of Kin

Question 6: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?



Question 36: What is your gender?



Appendix A: Respondent Characteristics

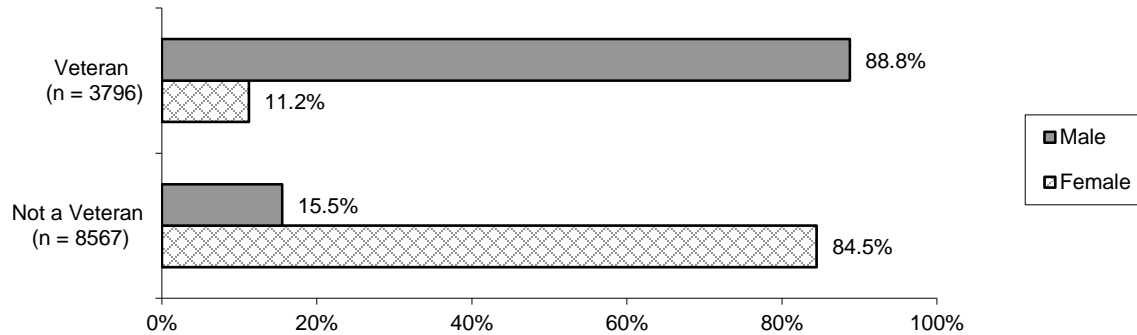
Next of Kin

ELEMENT OF COMPARISON

Influence of gender on serving active duty

Question 36: What is your gender?

Question 6: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

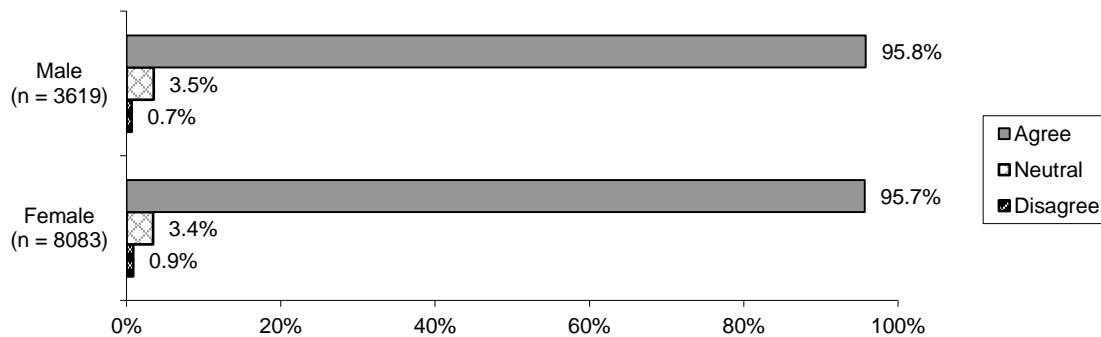


ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service

Question 36: What is your gender?

Question 50: The quality of service from cemetery staff is excellent.



Appendix A: Respondent Characteristics

Next of Kin

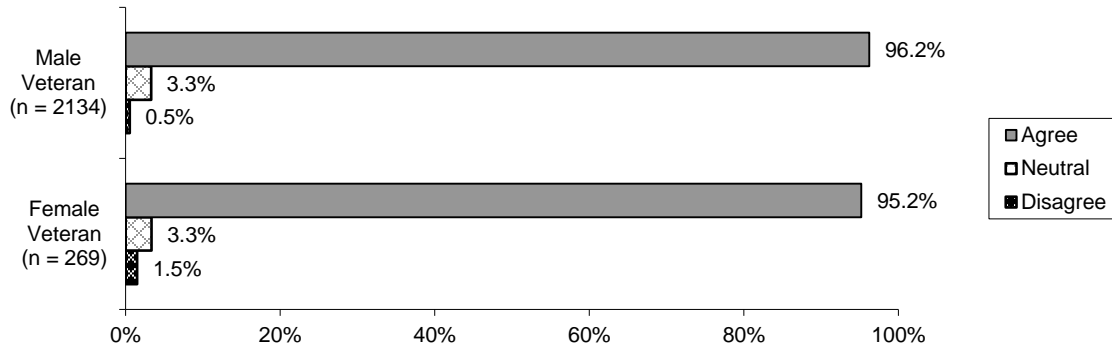
ELEMENT OF COMPARISON

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

Question 6: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

Question 36: What is your gender?

Question 50: The quality of service from cemetery staff is excellent.



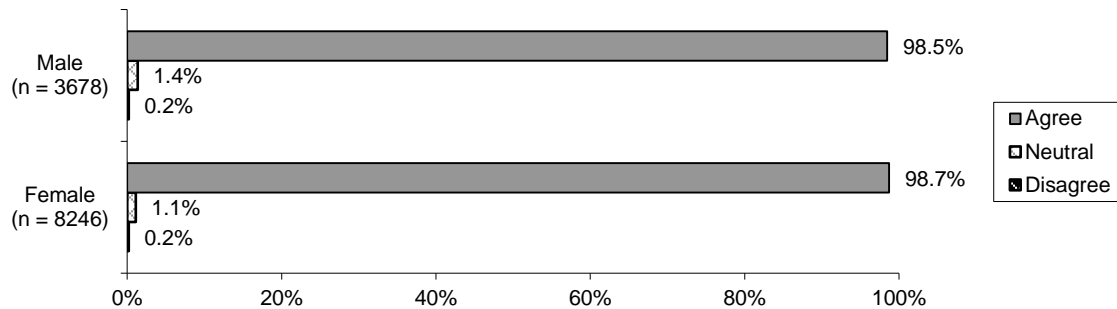
Appendix A: Respondent Characteristics Next of Kin

ELEMENT OF COMPARISON

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

Question 36: What is your gender?

Question 57: The overall appearance of the national cemetery is excellent.



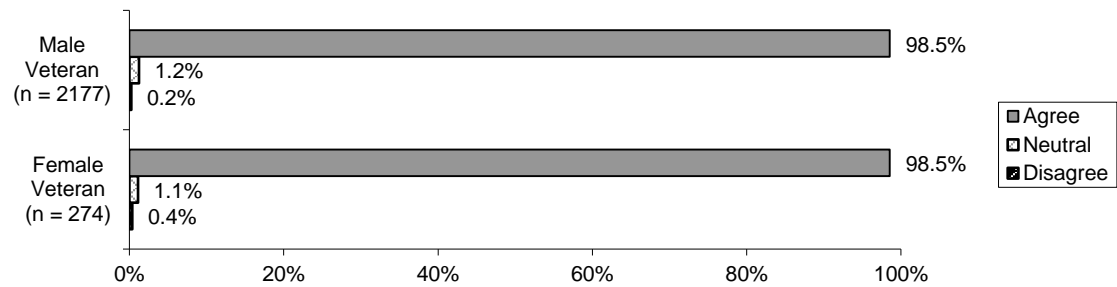
ELEMENT OF COMPARISON

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

Question 6: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

Question 36: What is your gender?

Question 57: The overall appearance of the national cemetery is excellent.



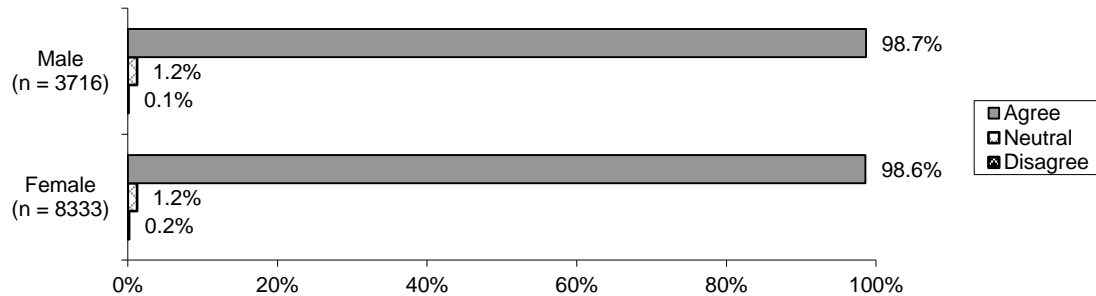
Appendix A: Respondent Characteristics Next of Kin

ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery

Question 36: What is your gender?

Question 59: I would recommend the cemetery to Veteran families during their time of need.



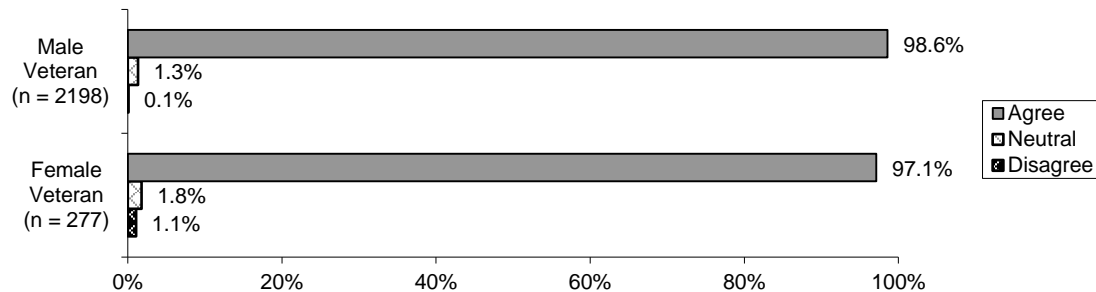
ELEMENT OF COMPARISON

Influence of gender and serving active duty on recommending the cemetery

Question 6: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

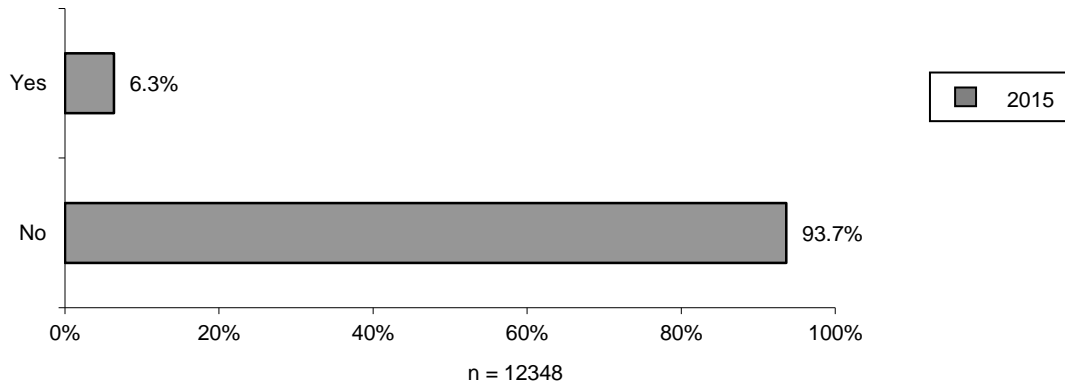
Question 36: What is your gender?

Question 59: I would recommend the cemetery to Veteran families during their time of need.



Appendix A: Respondent Characteristics Next of Kin

Question 37: Are you Hispanic or Latino?

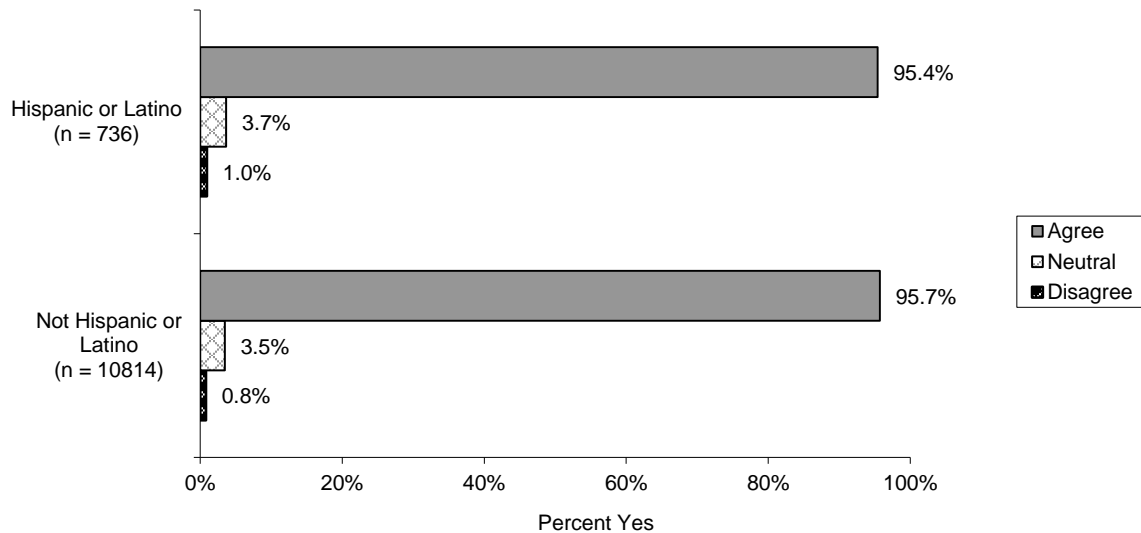


ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service

Question 37: Are you Hispanic or Latino?

Question 50: The quality of service received from the cemetery staff was excellent.



Appendix A: Respondent Characteristics

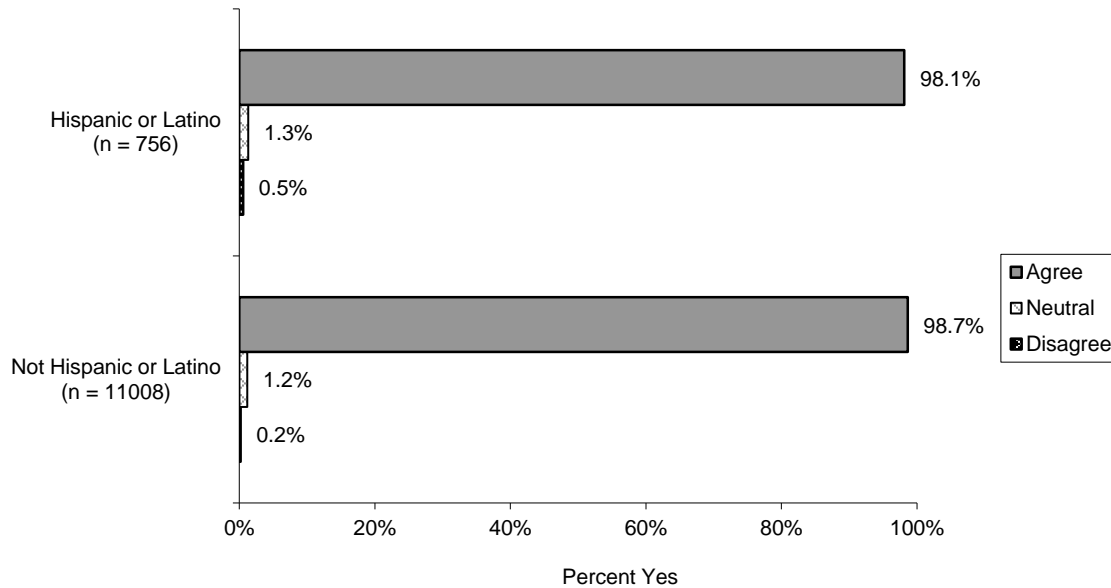
Next of Kin

ELEMENT OF COMPARISON

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

Question 37: Are you Hispanic or Latino?

Question 57: The overall appearance of the national cemetery is excellent.

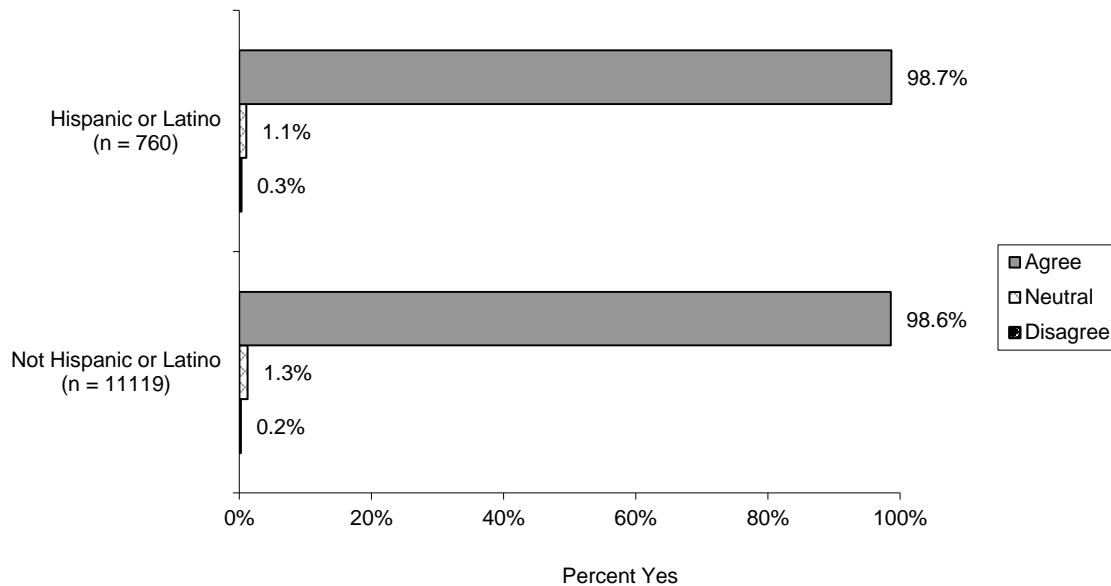


ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery

Question 37: Are you Hispanic or Latino?

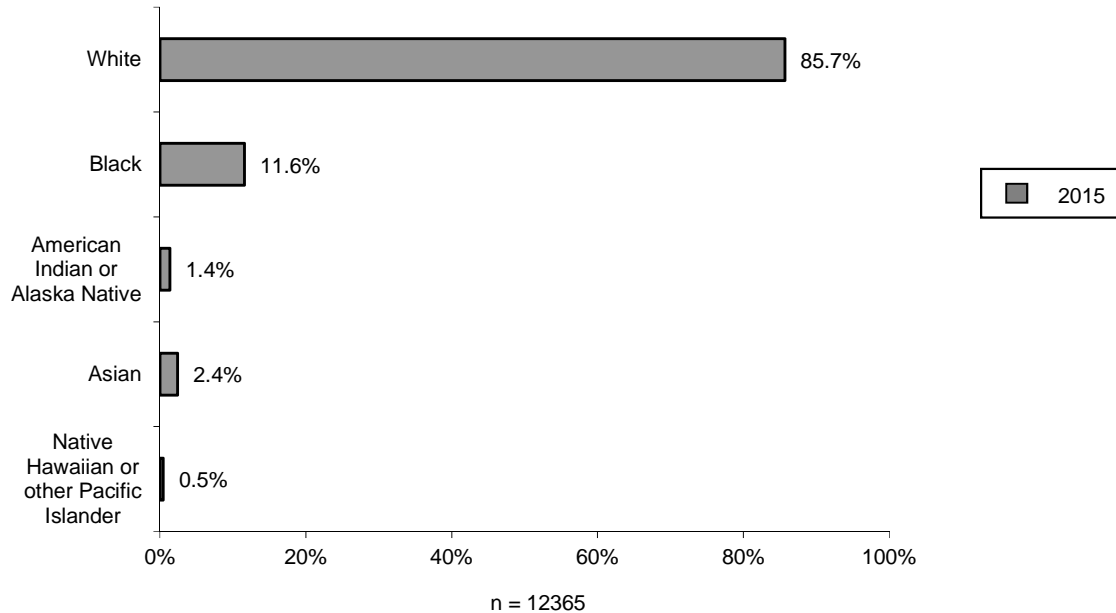
Question 59: I would recommend the cemetery to Veteran families during their time of need.



Appendix A: Respondent Characteristics

Next of Kin

Question 38: What is your race?



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

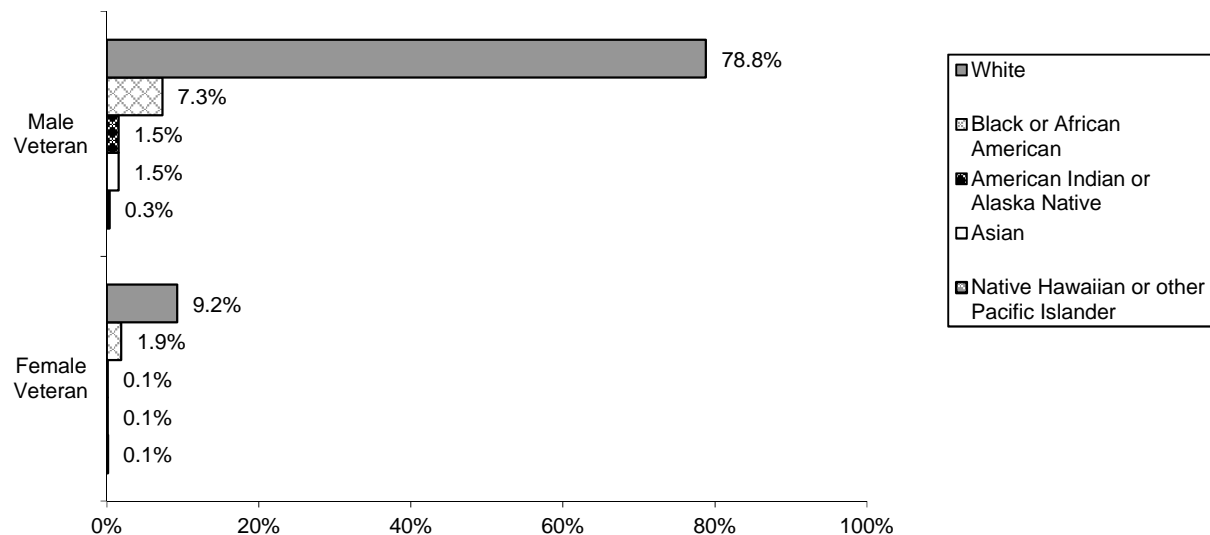
ELEMENT OF COMPARISON

Veteran's race by gender

Question 6: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

Question 36: What is your gender?

Question 38: What is your race?



Appendix A: Respondent Characteristics Next of Kin

Question 38: What is your race? (continued)

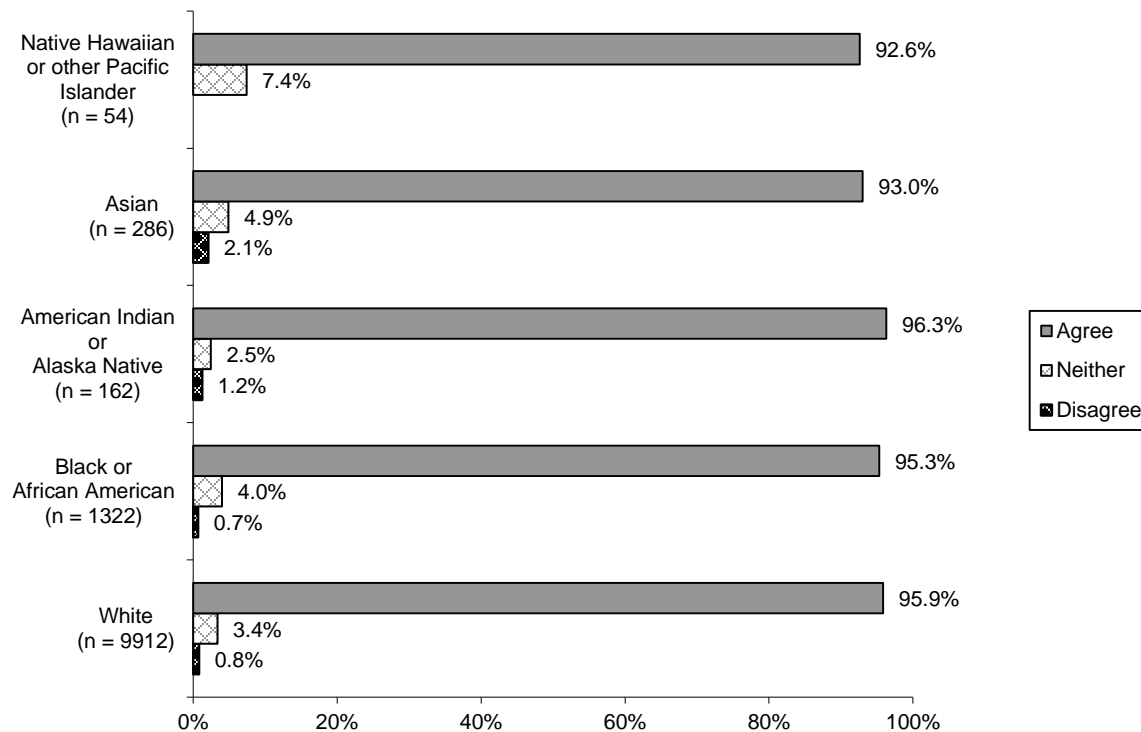
	White N	Black or African American N	American Indian or Alaska Native N	Asian N	Native Hawaiian or Pacific Islander N
NCA	10,593	1,434	171	301	57
North Atlantic District	1,924	273	15	13	0
Southeast District	2,455	435	27	24	6
Continental District	1,524	266	45	33	6
Midwest District	2,292	335	32	13	3
Pacific District	2,398	125	52	218	42

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service

Question 38: What is your race?

Question 50: The quality of service received from the cemetery staff was excellent.



Appendix A: Respondent Characteristics

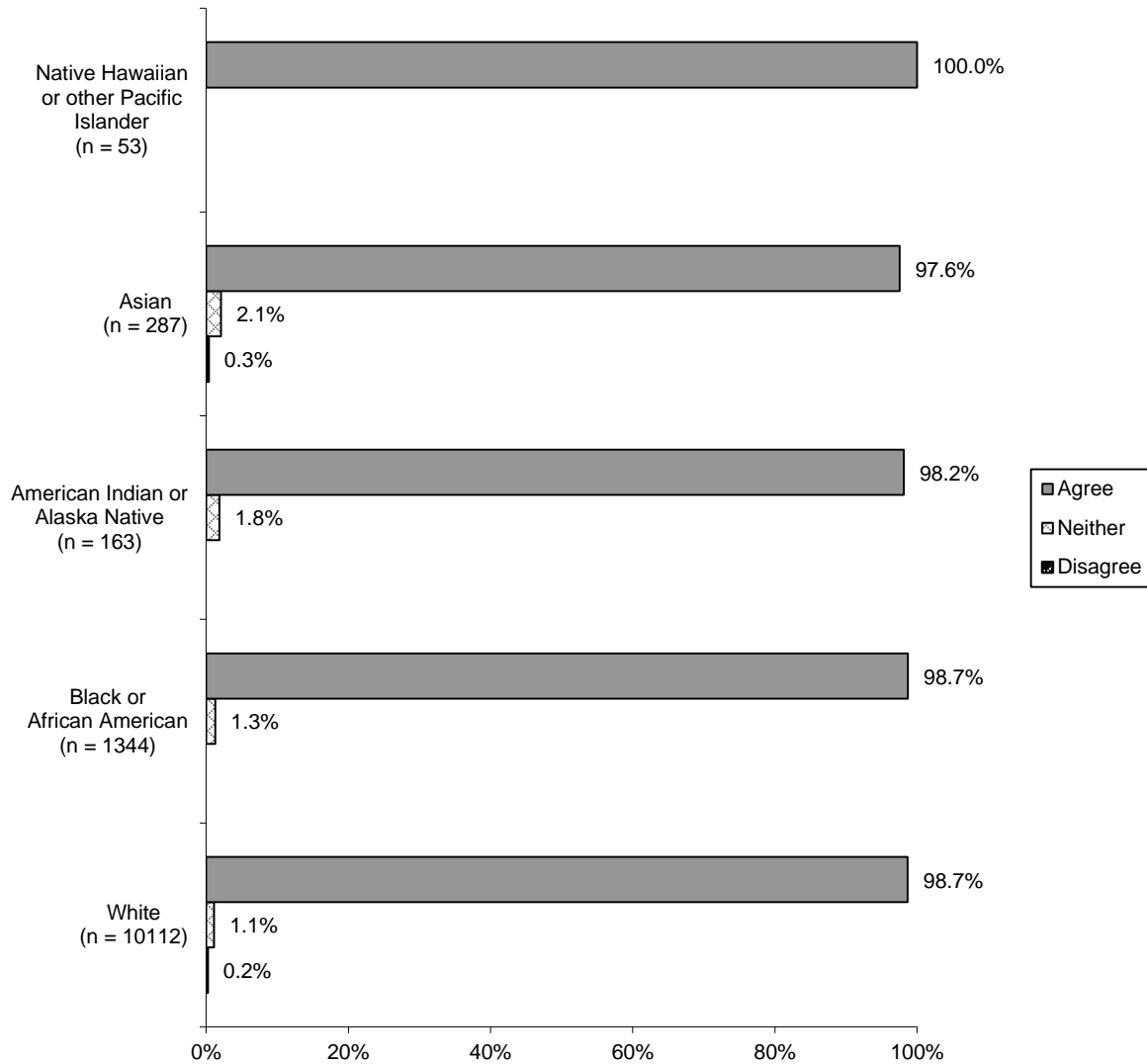
Next of Kin

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service

Question 38: What is your race?

Question 57: The overall appearance of the national cemetery is excellent.



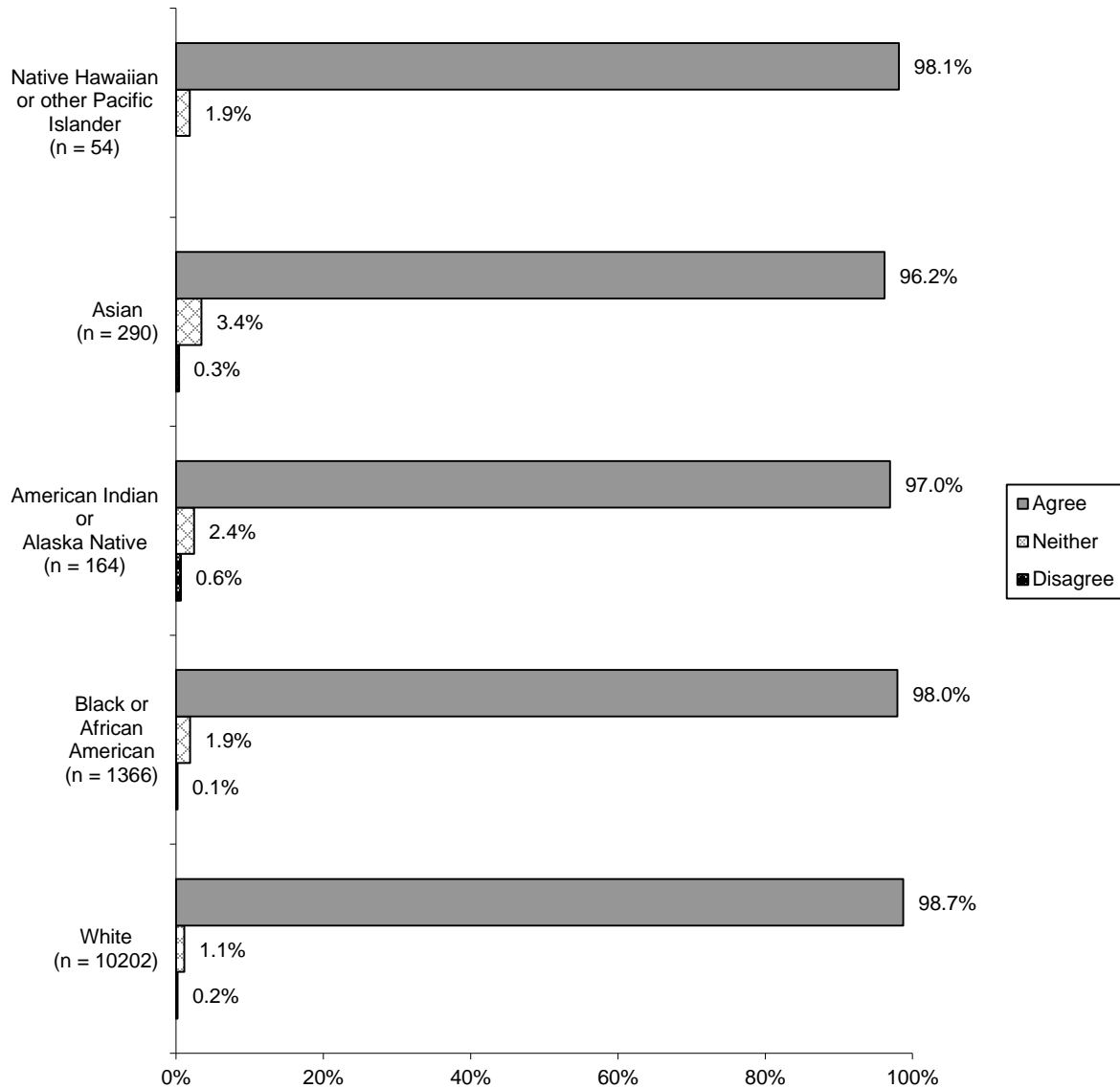
Appendix A: Respondent Characteristics Next of Kin

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service

Question 38: What is your race?

Question 59: I would recommend the cemetery to Veteran families during their time of need.



Appendix A: Respondent Characteristics

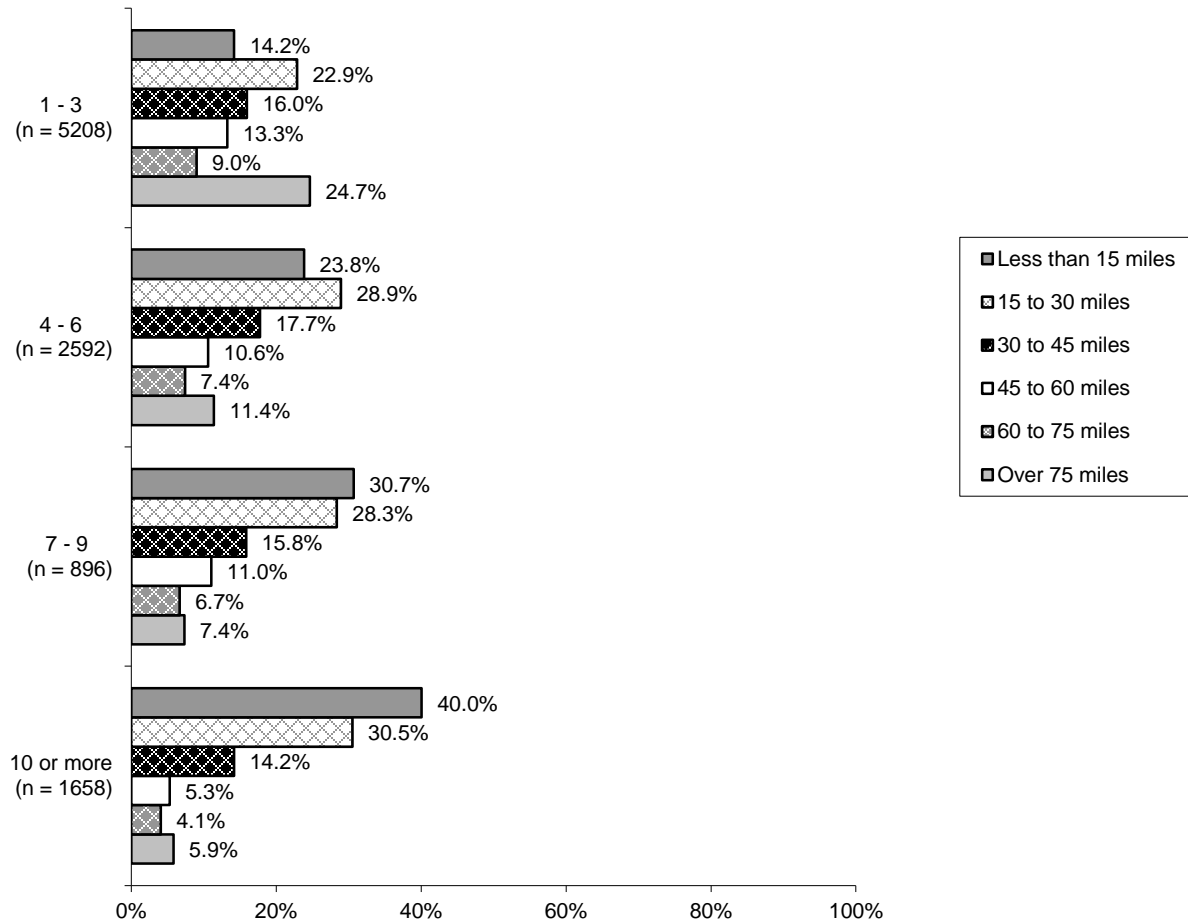
Next of Kin

ELEMENT OF COMPARISON

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

Question 1: Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

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



Appendix A: Respondent Characteristics

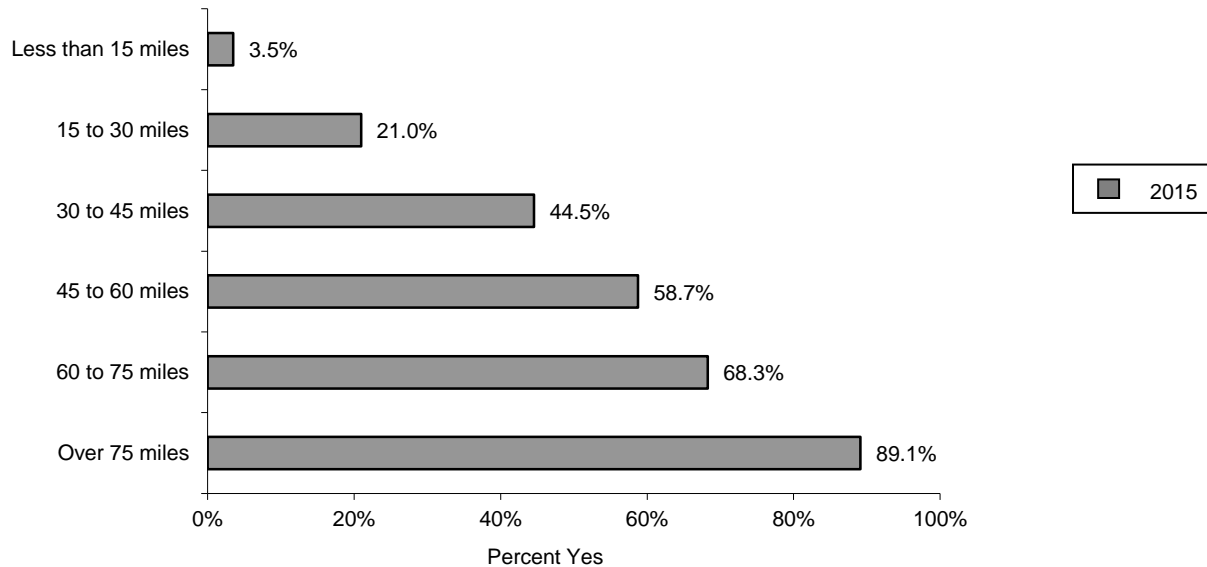
Next of Kin

ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery

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

Question 4a: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **Distance to the national cemetery**

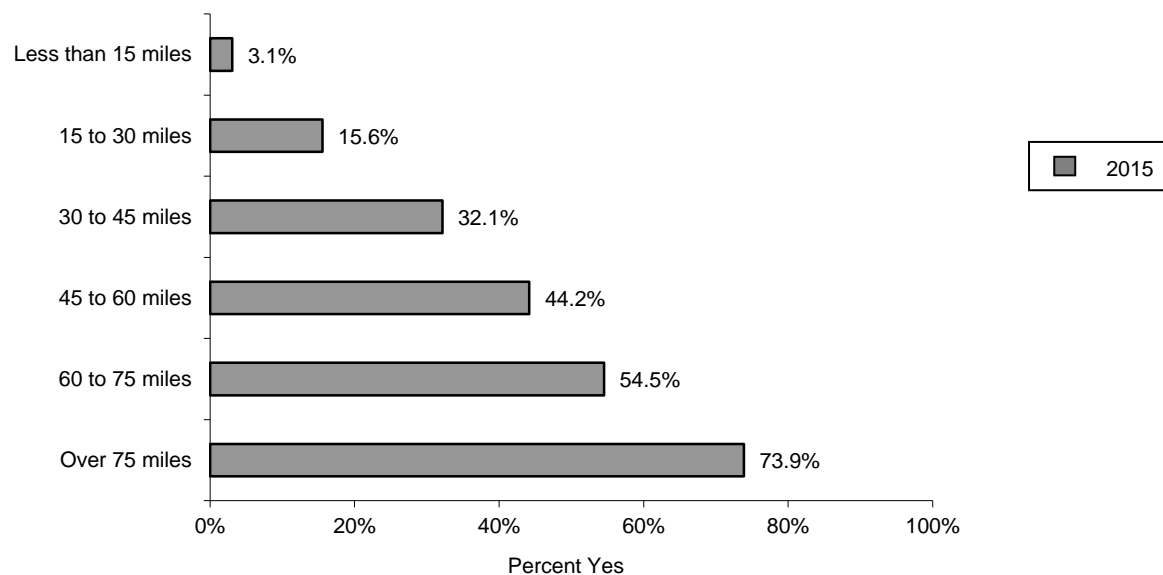


ELEMENT OF COMPARISON

Factors influencing visiting by the travel time to the cemetery

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

Question 4b: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **Travel time to the national cemetery**



Appendix A: Respondent Characteristics

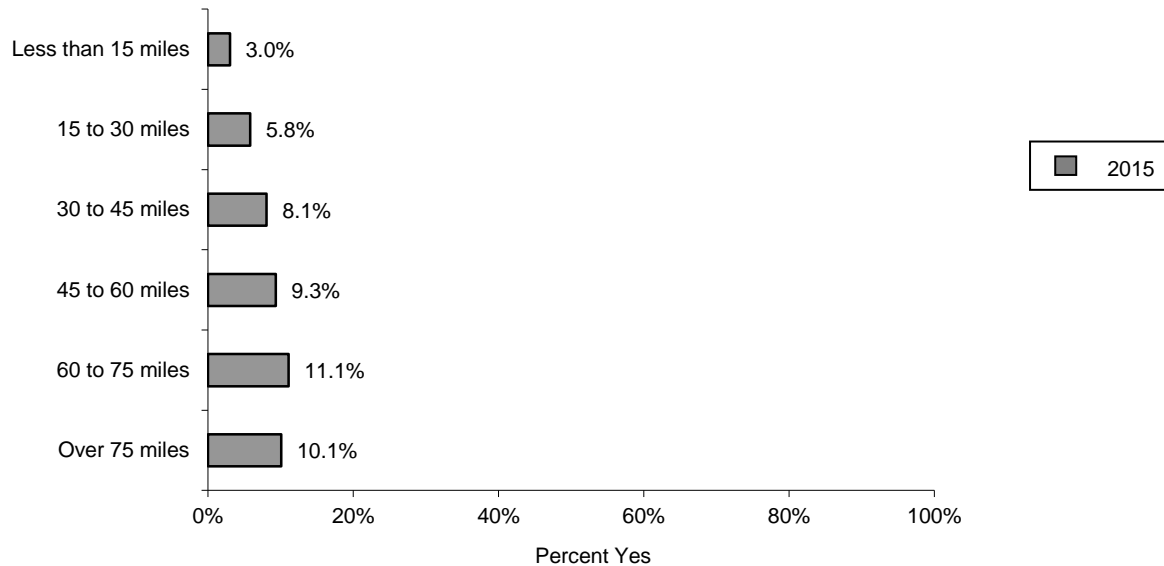
Next of Kin

ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery

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

Question 4c: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **Inconvenient location of the national cemetery**

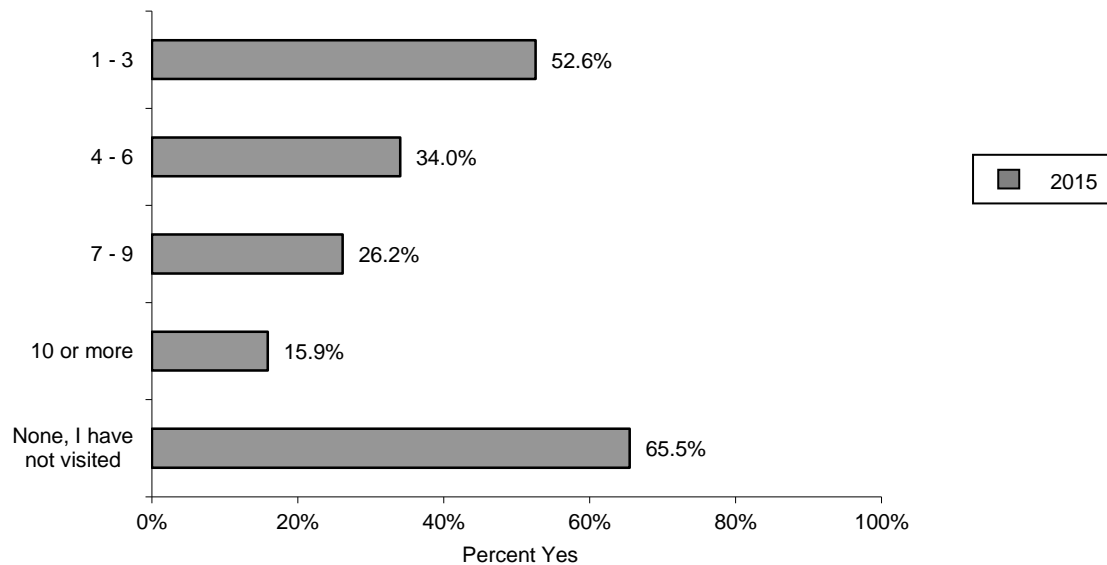


ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the national cemetery

Question 1: Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

Question 4a: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **Distance to the national cemetery**



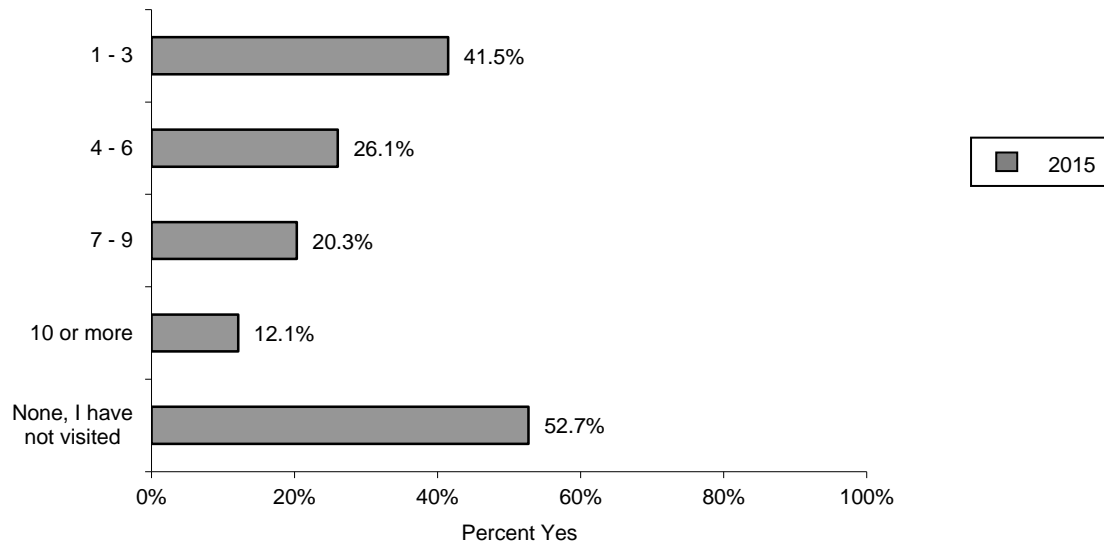
Appendix A: Respondent Characteristics Next of Kin

ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the national cemetery

Question 1: Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

Question 4b: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **Travel time to the national cemetery**

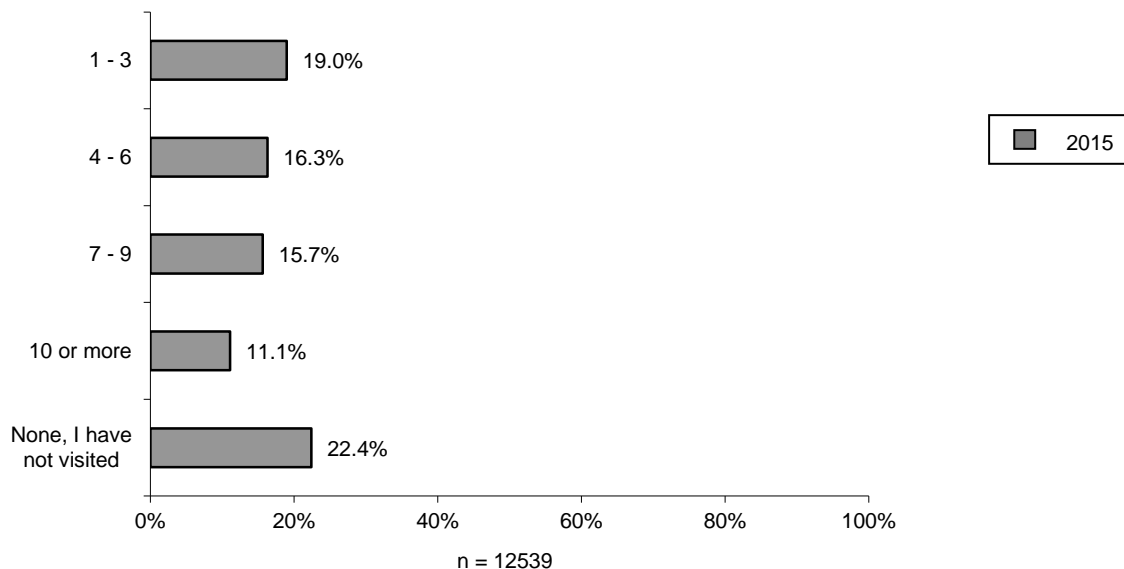


ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the national cemetery

Question 1: Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

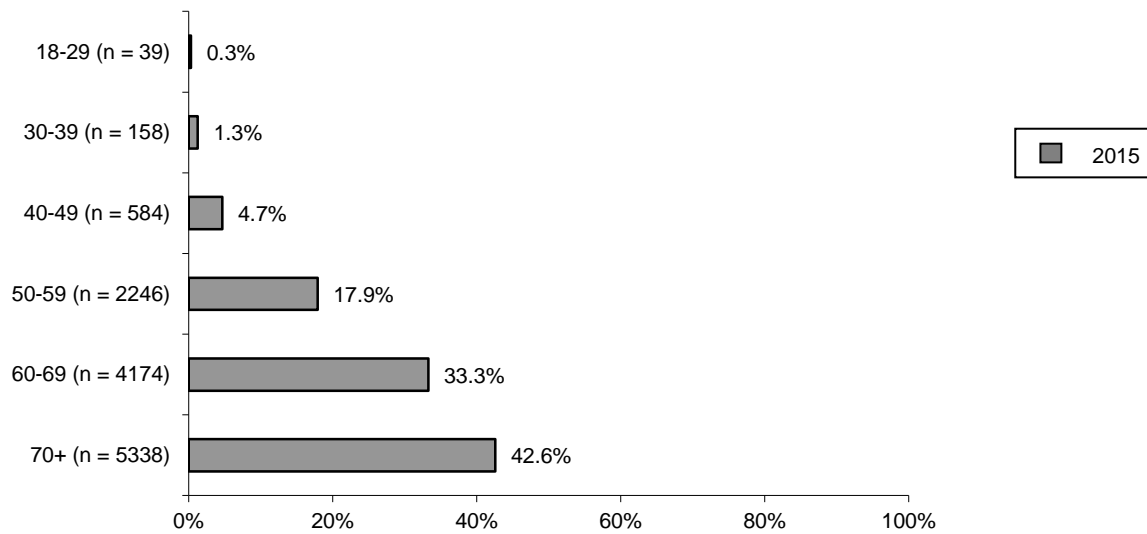
Question 4e: Do the following factors limit the number of times you visit the national cemetery where your loved one is interred: **My health status**



Appendix A: Respondent Characteristics

Next of Kin

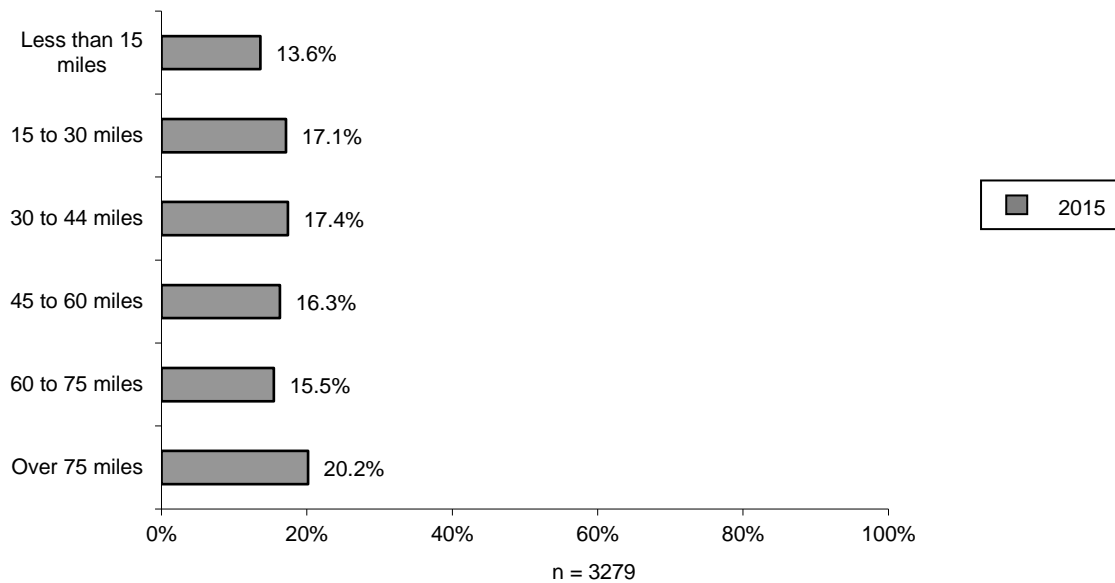
Question 39: Please select your age group:



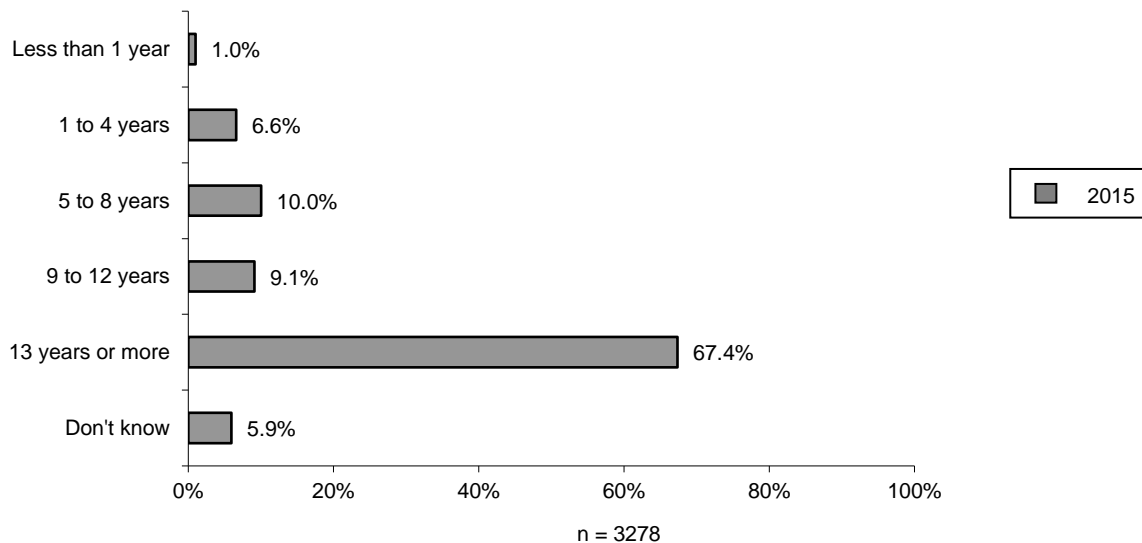
Appendix A: Respondent Characteristics

Funeral Directors

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



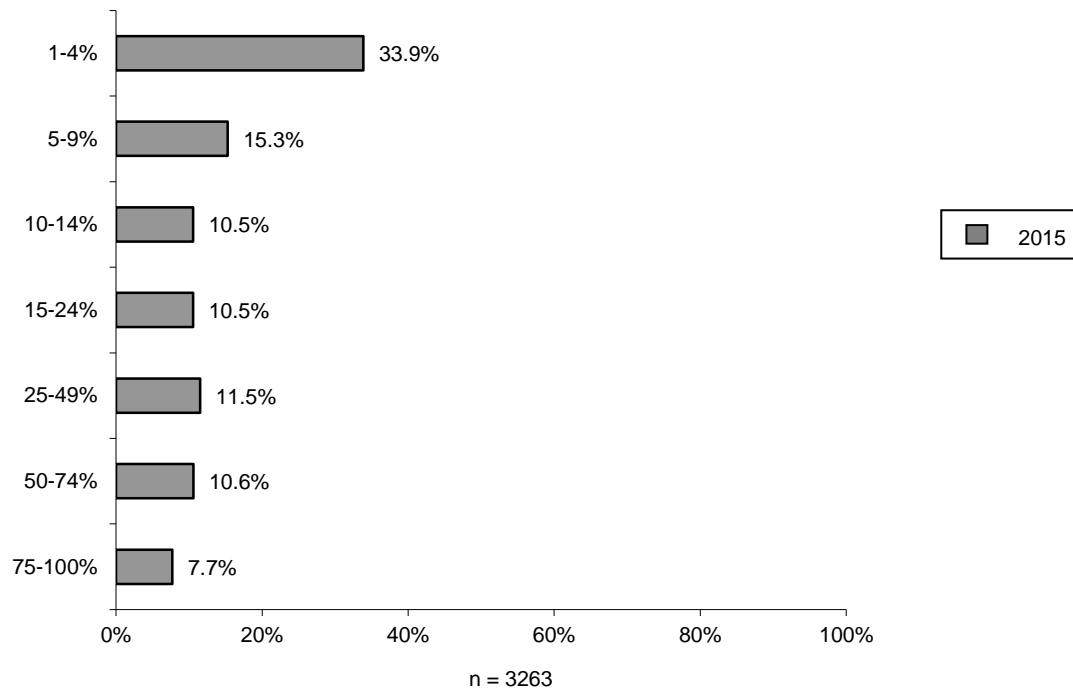
Question 3: How long has your funeral home worked with the national cemetery?



Appendix A: Respondent Characteristics

Funeral Directors

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



Appendix B:

Methodology and Survey Instruments

SECTION DESCRIPTION

- Presented within this appendix is a detailed description of the methodology used to develop and administer the 2015 NCA Survey of Satisfaction with National Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- Also included in this appendix is information about the overall survey response rate.
- Finally, this chapter summarizes the types and number of calls received in the toll-free assistance line established to respond to survey respondents' questions or concerns about the study.

Appendix B

Methodology and Survey Instrument

Project Background

- To better assess satisfaction with services provided by national cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with ICF, a national research organization, to conduct the 2015 Survey of Satisfaction with National Cemeteries. The 2015 survey represents the fifteenth full administration of the satisfaction survey.
- The first full administration of the survey took place from July to September 2001 and resulted in the development of 80 cemetery-level reports, five Memorial Service Network (MSN) reports, and an overall National Summary report. Findings from the surveys are presented to NCA leadership annually.
- This appendix presents the detailed methodology used to conduct the 2015 Survey of Satisfaction with National Cemeteries. It is presented in the following sections:
 - Survey Development
 - Sampling
 - Mailing Protocol and Schedule
 - National Response Rates
 - Toll-free Assistance Line
- A detailed break-out of response rates by national cemetery can be found in Appendix E.

Survey Development

- The survey instrument used for the 2015 survey administration was developed from the 2014 survey instrument. The original questionnaire in 2001 was developed through the following steps:
 - Focus groups with next of kin and funeral directors at three national cemeteries to identify salient issues
 - Development of a draft survey
 - Cognitive lab sessions with next of kin and funeral directors to identify survey improvements
 - Pretest administration to 900 respondents nationwide
 - Survey revisions based on analysis of pretest findings.

Appendix B

Methodology and Survey Instrument

- Several modifications were made to the 2014 survey instrument to develop the 2015 version. These are summarized below. The question numbers in the list below refer to the numbers in the 2014 questionnaires.

Modifications to the Next of Kin instrument:

- Q12: Changed response option 5 from "... (e.g., throwing of dirt into the grave" to "... (e.g., spreading/placement of earth/soil into the grave)".
- Q24: This question on unconventional text for inscriptions such as "2GETHER 4EVER" was deleted.
- Question added to the instrument: "Please select your age group"
 - 18-29
 - 30-39
 - 40-49
 - 50-59
 - 60-69
 - 70+"
- General Comments section - instructions added to directions asking respondents to reference the question number in the mail survey instrument

Modifications to the Funeral Directors instrument:

- Q18: This question on unconventional text for inscriptions such as "2GETHER 4EVER" was deleted.
- General Comments section - instructions added to directions asking respondents to reference the question number in the mail survey instrument

The final 2015 questionnaire included a total of 67 questions for next of kin, and 49 questions for funeral directors.

Sampling

- ICF developed a detailed sampling plan that determined the sample size needed for each national cemetery to yield valid data at the 95 percent confidence level, assuming a 60 percent response rate. Two different approaches were used, depending on the number of interments within the sampling frame for each national cemetery.
- For cemeteries with 400 or more interments, a random sample of next of kin was drawn based on the required sample size needed to yield a 95% confidence level and a 5% confidence interval. The sample was drawn from next of kin who had a loved one interred at the national cemetery over the 6-month period that fell three to nine months prior to survey administration.

Appendix B

Methodology and Survey Instrument

- For cemeteries with fewer than with 400 interments, the number of survey returns needed to yield a valid sample at the 95 percent confidence level exceeded the population size, given a 60 percent response rate. Consequently, ICF sent surveys to the census of next of kin at these cemeteries.
- Based on these two approaches, ICF sent surveys to 26,679 Next of Kin.
- ICF sent surveys to 12,789 funeral directors. We first developed three sampling frames composed of funeral directors who (1) assisted with interments at National Veteran Cemeteries from 3-9 months prior to the survey; (2) assisted with interments at state or tribal cemeteries during that same period; and (3) who assisted with obtaining memorial products for interments during that period. The three sampling frames had a great degree of overlap because many of the funeral directors assisted with multiple interments. We then eliminated duplicates within each frame, and across the three frames, yielding 12,789 unique funeral directors. NCA decided to use all funeral directors in the final de-duplicated frame. We mailed each funeral director three surveys contained in one physical survey booklet: the National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Survey, and the Memorial Products Services Satisfaction Survey.
- A primary objective of this survey effort was to monitor changes in the satisfaction of users of national cemeteries over time. To that end, the data presented within the current set of 2015 survey reports provide comparisons to survey data collected in 2014 and in 2013.

Mailing Protocol and Schedule

- The mailing protocol consisted of five mailings to the sample of survey participants. These mailings included:
 - A prenotification letter informing respondents of the survey and informing them that they will receive a mailed survey questionnaire in approximately one week
 - A copy of the questionnaire and a return envelope, along with a cover letter signed by the Deputy Under Secretary for Field Programs for NCA, requesting their participation
 - A reminder/thank-you postcard
 - A second copy of the questionnaire, a return envelope, and a cover letter mailed to those who had not yet responded within four weeks of the first survey mailing

Appendix B

Methodology and Survey Instrument

- A reminder/thank-you postcard following the second mailing.
- The mailing protocol consisted of five mailings to the samples of survey participants. Survey packets mailed to next of kin having addresses in Puerto Rico contained letters and surveys in Spanish.

National Cemetery Customer Satisfaction Survey	SURVEYS DEVELOPED BY LANGUAGE FORM	
	Next of Kin	Funeral Directors
English	26,268	12,619
Spanish	411	170
Totals	26,679	12,789

- The questionnaires were sent stamped “Address Service Requested,” to assist in locating respondents who had moved.
- The mailings took place according to the following schedule:

SCHEDULE FOR SURVEY MAILING TASKS	
Task 1 – Pre-notification letter	8/20/2015
Task 2 – First questionnaire	8/26/2015
Task 3 – First reminder postcard	8/31/2015
Task 4 – Second questionnaire	9/21/2015
Task 5 – Second reminder postcard	9/24/2015
Fieldwork completed	10/9/2015

National Response Rates

- Nationally, the survey yielded a response rate of 43.1% (50.8% for next of kin and 27.1% for funeral directors).
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.
- Eligible questionnaires are those that were returned completed and those that were not returned.

Appendix B

Methodology and Survey Instrument

- Undeliverable questionnaires were those that were returned undeliverable, blank, incomplete, were returned with an indication that the recipient was deceased, or unable to complete the questionnaire. Opt-out questionnaires were from respondents that explicitly withdrew from the survey: 79 from Next of Kin and 33 from Funeral Directors.
- The table below presents detailed information about the overall response rates for this survey:

SURVEY RESPONSE RATES			
	Next of Kin	Funeral Directors	Total
Total Sample	26,679	12,789	39,468
Undeliverable	1,197	470	1,667
Deceased	16	0	16
Total Eligible Questionnaires	25,466	12,319	37,785
Total Returned Surveys	12,943	3,335	16,278
Total Response Rate (Returned/Eligible)	50.8%	27.1%	43.1%

Toll Free Assistance Line

- To facilitate response during the survey administration period, ICF maintained a survey-specific, dedicated, toll-free line and provided a menu of options optimally designed to serve respondent needs. These options provided respondents the opportunity to speak with a live agent regarding any questions they might have with the survey, to leave a voicemail, to call in to complete an interview at their convenience, or to seek technical support if they experienced challenges completing the web survey.
- Project staff answered telephone calls during regular business hours (8:30 a.m. ET-6:00 p.m. ET). A voice messaging system was available to receive messages after regular business hours. Project staff attempted to return calls left on the voicemail system within 24 hours.
- Overall, during the survey administration period 1,784 calls were received pertaining to the three 2015 NCA Customer Satisfaction Surveys.
- The majority of calls received pertained to one of the following:

Appendix B

Methodology and Survey Instrument

- Completed – Due to the truncated fielding, many respondents received reminder postcards and second mailings prior to ICF receiving their completed surveys. Agents staffing the phone line were able to check the respondent’s completion status and advise the respondent over the phone on whether they should complete the survey again.
 - Refusals/Opt Outs – Respondents called the help desk to indicate that they did not wish to participate in the survey. These respondents were marked as a refusal in the sample and did not receive further mail communications.
- Other calls consisted of a variety of questions (e.g., “Who is ICF?” “What is the difference between a National and State/Tribal Veterans Cemetery?”, etc.), requests to change addresses, and requests to complete the survey over the phone.

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

NATIONAL CEMETERIES: 2015 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



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

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

Marking Instructions

The survey will take about 20 minutes to complete.

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



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

**If you have any questions or concerns, please call the Survey Helpline at:
1-844-403-3937**





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

1. Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

☐ 1 – 3
☐ 4 – 6
☐ 7 – 9
☐ 10 or more
☐ None, I have not visited

2. Your recently deceased loved one was your...

☐ Spouse
☐ Parent
☐ Brother/Sister
☐ Son/Daughter (includes stepchildren)
☐ Other relative
☐ Friend

3. How far do you reside from the national cemetery?

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

4. Do the following factors limit the number of times you visit the national cemetery where your loved one is interred?

(Please mark Yes or No for each item below.)

	Yes	No
a. Distance to the national cemetery.	<input type="radio"/>	<input type="radio"/>
b. Travel time to the national cemetery	<input type="radio"/>	<input type="radio"/>
c. Inconvenient location of the national cemetery (e.g., neighborhood, no direct route)	<input type="radio"/>	<input type="radio"/>
d. My access to transportation (private or public).	<input type="radio"/>	<input type="radio"/>
e. My health status (e.g., physical limitation or constraints)	<input type="radio"/>	<input type="radio"/>
f. Other (please specify in General Comments, page 7).	<input type="radio"/>	<input type="radio"/>

5. Would you be interested in a free shuttle service from a central location to the national cemetery if that was offered by VA?

☐ Yes
☐ No

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

☐ Yes
☐ No

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

☐ Yes
☐ No -> Go To #9

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

☐ Family member/friend
☐ Funeral home
☐ Military discharge-related materials
☐ Other Veteran/active duty member
☐ VA/NCA pamphlet, brochure, newsletter
☐ VA/NCA Web site
☐ VA/NCA social media (Facebook or Twitter)
☐ Veterans Service Organization
☐ Other VA organization
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, speeches)
☐ Professional/military association meetings

9. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?

(Mark only one)

☐ E-mail
☐ VA/NCA Web site
☐ VA/NCA social media (Facebook or Twitter)
☐ Newsletter/flyer
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, speeches)
☐ Professional/military association meetings
☐ Other (specify) _____

10. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?

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



11. 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

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

- ☐ Visit the gravesite
- ☐ View the burial
- ☐ Special music
- ☐ Specific religious practices (e.g., blessing the gravesite)
- ☐ Specific 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 special needs or requests → **Go To #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. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?

- ☐ Yes
- ☐ No → **Go To #17**

Please indicate your level of agreement with the following statement:

15. The video(s) helped me understand the burial process at the national cemetery.

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

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

- ☐ Yes
- ☐ No

17. If your loved one was a Veteran, did your family request military funeral honors?

- ☐ Yes, and honors were provided
- ☐ Yes, but honors were not provided → **Go To #19**
- ☐ No, did not request military funeral honors → **Go To #19**

18. How satisfied were you with the quality of the military funeral honors your loved one received?

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

19. Overall, how satisfied were you with the committal service at the national cemetery?

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

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

- ☐ Yes
- ☐ No → **Go To #23**
- ☐ Not sure/don't know → **Go To #23**

21. Who explained headstone, marker, or columbarium niche cover inscription options to you?

- ☐ National cemetery representative ONLY
- ☐ Funeral director ONLY
- ☐ BOTH the national cemetery representative and the funeral director
- ☐ NEITHER the national cemetery nor the funeral director

22. Which of the following inscription options were explained to you? (Mark all that apply)

- ☐ Military service information (e.g., rank, service, valor awards)
- ☐ Emblems of belief (e.g., religious symbols)
- ☐ Terms of endearment (e.g., beloved father)

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

- ☐ Yes
- ☐ No

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

- ☐ 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 #27

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

- ☐ Yes
- ☐ No
- ☐ Don't know

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

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

27. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

- ☐ Yes
- ☐ No

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

- ☐ None, I was well informed
- ☐ Details of the committal service
- ☐ Military funeral honors
- ☐ Location of gravesite
- ☐ Layout of cemetery (maps)
- ☐ Directions to cemetery
- ☐ Presidential Memorial Certificate
- ☐ Floral policy
- ☐ Headstone or marker inscription options
- ☐ Timeline for placement of headstone/ marker

At present, eligibility for interment in a VA national cemetery is limited to the Veteran, spouse, dependent children, and, in some instances, the parents of an Active Duty member killed in action. Retired reservists are also eligible. We are interested in your opinion about possible burial options for currently ineligible family members of Veterans.

29. Please indicate your level of agreement with the following statement:

"I think it is acceptable for other family members, such as siblings, to be permitted to be interred with their Veteran loved one in a national cemetery if space is available in the Veteran's gravesite."

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

30. Which of the following would be acceptable for burial in a Veteran's gravesite if space is available? (Mark all that apply)

- ☐ Parents (other than those of an Active Duty member killed in action)
- ☐ Adult Children (not dependent)
- ☐ Siblings
- ☐ Grandparents
- ☐ Aunts/Uncles
- ☐ Cousins
- ☐ Other (specify) _____
- ☐ None of the Above



31. Please indicate your level of agreement with the following statement:

"I would change my family's current interment arrangements if other family members who are currently ineligible for burial in a national cemetery could be interred in the Veteran's gravesite."

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

32. After the loss of your loved one...

a. Did you need bereavement counseling or support?

- ☐ Yes ☐ No

b. Did you seek bereavement counseling or support?

- ☐ Yes ☐ No

33. Have you contacted VA to find out if you are eligible for VA survivor benefits?

- ☐ Yes
☐ No

34. Are you eligible for VA survivor benefits?

- ☐ Yes
☐ No → Go To #36
☐ Don't know

35. Have you applied for VA survivor benefits?

- ☐ Yes
☐ No

(For information on survivor benefits, contact the VA at 1-800-827-1000)

36. What is your gender?

- ☐ Male
☐ Female

37. Are you Hispanic or Latino?

- ☐ Yes
☐ No

38. What is your race? (Mark one or more)

- ☐ White
☐ Black or African American
☐ American Indian or Alaska Native
☐ Asian
☐ Native Hawaiian or other Pacific Islander

39. Please select your age group:

- ☐ 18-29
☐ 30-39
☐ 40-49
☐ 50-59
☐ 60-69
☐ 70+

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 maintenance of the cemetery grounds is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. 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"/>
42. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The committal shelter used for the service was private, clean, and free of safety hazards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. There is adequate handicap accessibility for visitors who need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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
45. The availability of restrooms is suitable to accommodate visitors on busy days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. The cemetery honors all Veterans and their service to our nation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. There are sufficient signs within the cemetery to assist visitors. .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Parking at the cemetery is adequate to accommodate visitors on most days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. The cemetery's roadways and intersections are safe and easily navigated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. The quality of service received from cemetery staff is excellent. .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. The national cemetery staff was courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. The national cemetery hours of operation meet my needs for visiting my love one's gravesite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. The appearance of my loved one's gravesite/columbaria is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. The overall appearance of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Overall, I am satisfied with my experience at the national cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. I would recommend the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. My experiences with the national cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

2015 FUNERAL DIRECTOR SATISFACTION SURVEY

(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)



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

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

Marking Instructions

The survey will take about 20-30 minutes to complete.

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



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

**If you have any questions or concerns, please call the Survey Helpline at:
1-844-403-3937**



NATIONAL CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE READ BEFORE PROCEEDING: Please complete the following questions if you have conducted business at a National Cemetery within the past 12 months. If you have **NOT** conducted business at a National Cemetery within the past 12 months, please go to the Memorial Products Service Satisfaction Survey section on Page 6.

1. Looking at the attached form labelled “National Cemeteries”, please identify which national cemetery you most frequently do business with and fill in the corresponding number in the spaces below.

Please complete this survey based on your experiences at this national cemetery within the last 12 months.

<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"/>	<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 do business?

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

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

☐ Less than 1 year ☐ 9 to 12 years
☐ 1 to 4 years ☐ 13 years or more
☐ 5 to 8 years ☐ Don't know

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

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

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

☐ Excellent
☐ Good
☐ Fair
☐ Poor

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

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

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

☐ VA/NCA Web site
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, exhibits, speeches)
☐ Professional associations/conventions/meetings
☐ Veterans Service Officers
☐ Outreach by cemetery staff
☐ Other (specify): _____

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

☐ None, I feel well informed
☐ Eligibility requirements for burial in a national cemetery
☐ Scheduling process
☐ Military funeral honors
☐ Presidential Memorial Certificates
☐ Floral policy
☐ Headstone, marker, or columbarium niche cover inscription options

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

☐ Phone
☐ Fax
☐ Letter
☐ Email
☐ VA/NCA Web site
☐ Newsletter or flyer



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

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

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

- ☐ Superior to private cemeteries
- ☐ Better than private cemeteries
- ☐ About the same
- ☐ Worse than private cemeteries
- ☐ Much worse than private cemeteries
- ☐ Don't know/not applicable

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No → Go To #17

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

18. 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

19. How long does it typically take to confirm the scheduling of an interment with the National Cemetery Scheduling Office?

- ☐ Less than 1 hour
- ☐ 1 to 2 hours
- ☐ 3 to 4 hours
- ☐ 5 to 8 hours
- ☐ 1 to 2 days
- ☐ More than 2 days

20. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

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

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

- ☐ Always
- ☐ For the most part
- ☐ Occasionally
- ☐ Never

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

- ☐ Always
- ☐ For the most part
- ☐ Occasionally
- ☐ Never



23. If you are delayed in arriving at the national cemetery for a scheduling 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

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

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

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

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

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

26. The maintenance of the cemetery grounds is excellent

Strongly Agree



Agree



Neither Agree
Nor Disagree



Disagree



Strongly
Disagree



Don't Know/
Not Applicable



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



28. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.



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



30. There is adequate handicap accessibility for visitors who need it



31. The availability of restrooms is suitable to accommodate visitors on busy days



32. The cemetery honors all Veterans and their service to our nation



33. There are sufficient signs within the cemetery to assist visitors.



34. Parking at the cemetery is adequate to accommodate visitors on most days



35. The cemetery's roadways and intersections are safe and easily navigated.



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



37. The national cemetery staff was courteous





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
38. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The national cemetery hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The overall appearance of the national cemetery is excellent. ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Overall, I am satisfied with my experience at the national cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. I would recommend the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. My experiences with the national cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

Appendix C: Users Guide

SECTION DESCRIPTION

- This section presents an explanation of how to understand and interpret the graphs and tables used in this report:
 - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “strongly disagree” to “strongly agree”).
 - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses).
 - Element of comparison graphs combine results from two survey items in a single bar graph in order to provide a more detailed look at survey results.
- This appendix should be used in conjunction with the graphs and tables presented throughout this report.

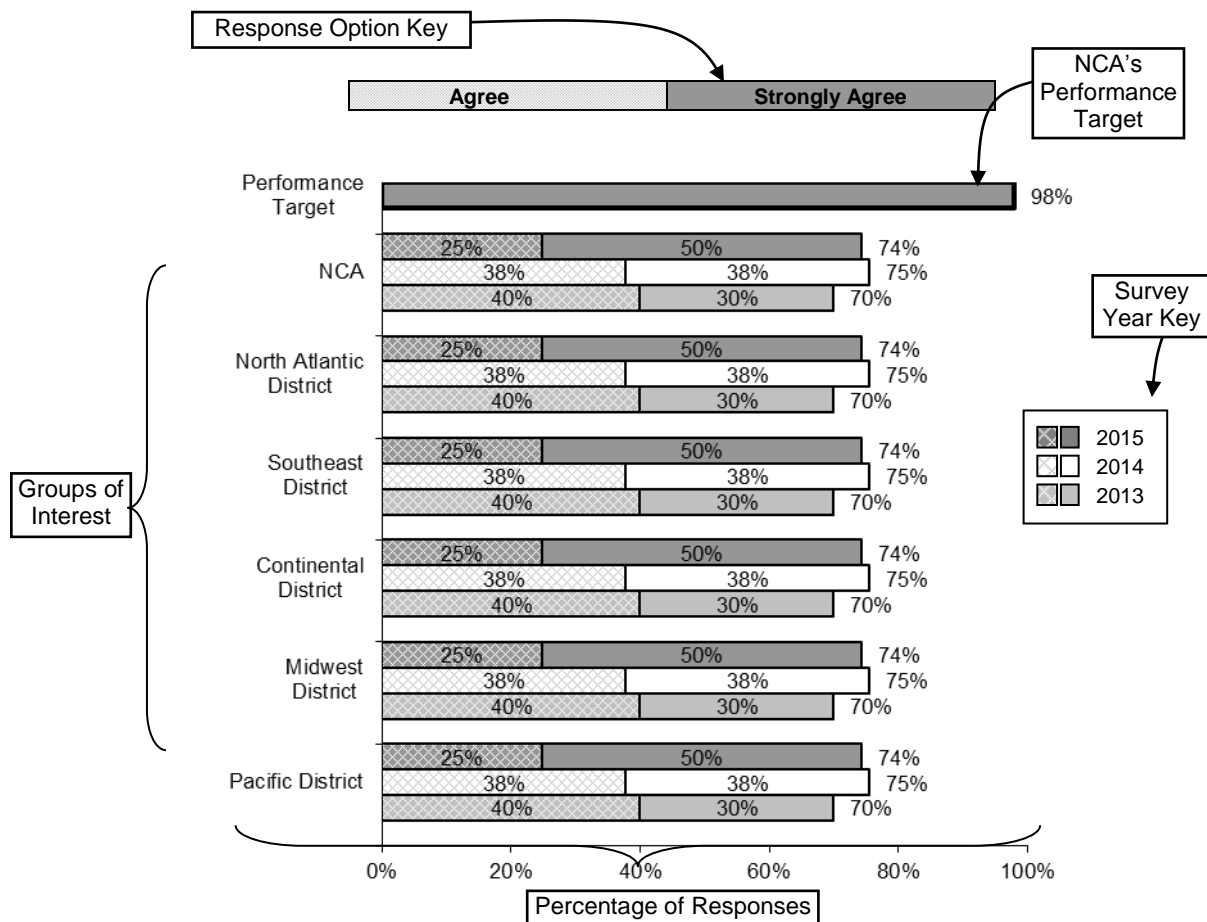
Appendix C: Users Guide

QUESTION NUMBERS

Questions that were asked of both Funeral Directors and Next of Kin are presented together with All Respondent graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for the Next of Kin, the second is the question number for the Funeral Directors.

STACKED BAR GRAPHS

Stacked bar graphs are used in this report to illustrate the results of survey items with a continuous response scale (e.g., “strongly agree” to “strongly disagree”). The graphs depict the frequency of positive responses to an item, while maintaining the distinction between the degree of endorsement (e.g., “agree” and “strongly agree”). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all NCA survey participants and for each MSN. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.



A survey year key is located to the right of the graph. When data are available, the graph will display data from the current year and the previous two years. According to the key in this example, 2015

data are shown by the darkest bars, 2014 data are shown by the lightest bars, and 2013 data are shown by the medium-shaded bars. Thus, for each group of interest, the most recent data are illustrated by the top bar, with the previous year's data in the middle and the data from two years previous at the bottom for that group.

A response option key is located at the top of the graph. This key lists the positive response options to the item (e.g., “agree” and “strongly agree”) and depicts the type of shading for each of the two response options. Although the specific response options differ by item, moderate endorsement of the item is always indicated by the patterned section of the bar, while strong endorsement is always indicated by solid shading of the bar. The total length of the bar represents the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). For example, in the above graph 25% of all NCA respondents selected “agree” in 2015 and 50% selected “strongly agree”, so in total, 74% of participants responded positively to this item.

When an NCA performance target exists for an item, the performance target is presented just below the response option key. This is meant to aid with the comparison between NCA's performance target on the item and the actual satisfaction survey data. In this example, the performance target is 98%, while the actual satisfaction scores on this item have ranged from 70% to 75%. Note that performance targets exist for only a subset of the items on the survey; thus, all stacked bar graphs do not depict a performance target.

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). At the national level and for each MSN, 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	Disagree	Strongly disagree
NCA	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%
North Atlantic District	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%
Southeast District	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%
Continental District	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%
Midwest District	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%
Pacific District	2015	1,210	49.6%	11.9%	24.8%	16.5%	8.3%	0.8%
	2014	530	37.7%	7.7%	37.7%	18.9%	3.8%	1.9%

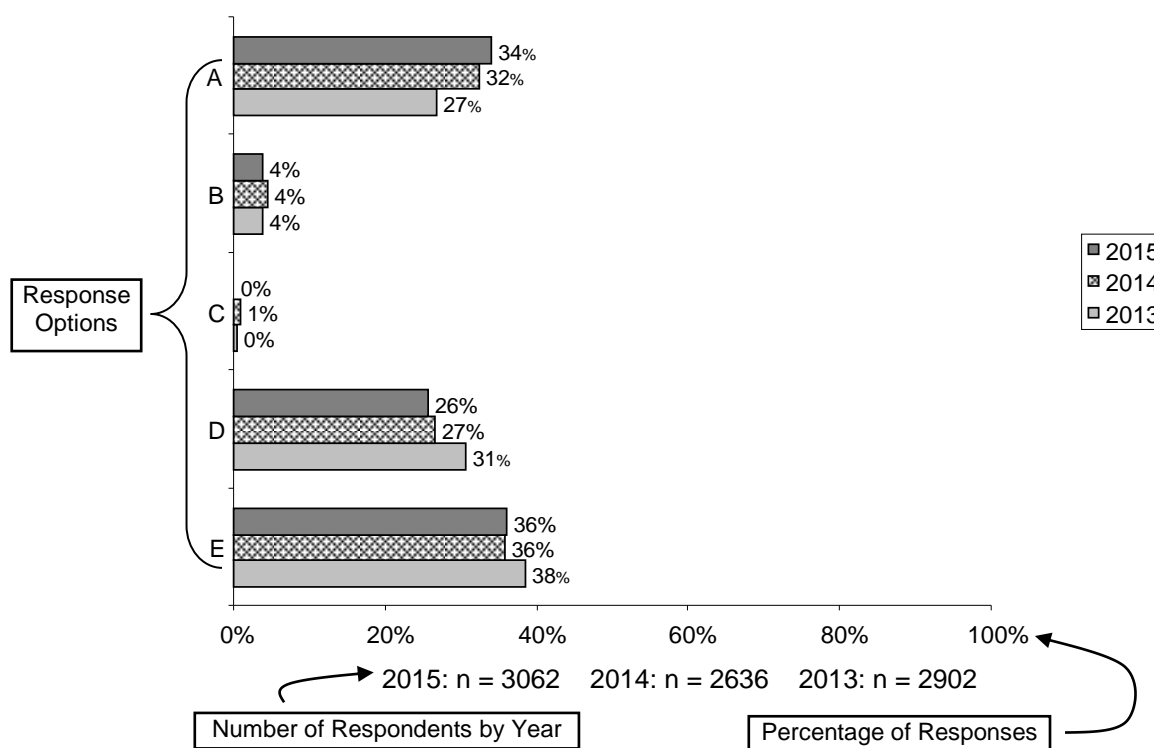
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., “strongly agree”, “very satisfied”) for the row year versus the previous

year. For example, in the above table 49.6% of NCA respondents selected “strongly agree” in 2015, while 37.7% selected this option in 2014. The change score was calculated as follows: $49.6\% - 37.7\% = 11.9\%$. Although 2013 data are not presented in the table, the 2014 change score represents the difference between the percentage of respondents selecting “strongly agree” in 2014 and in 2013.

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.

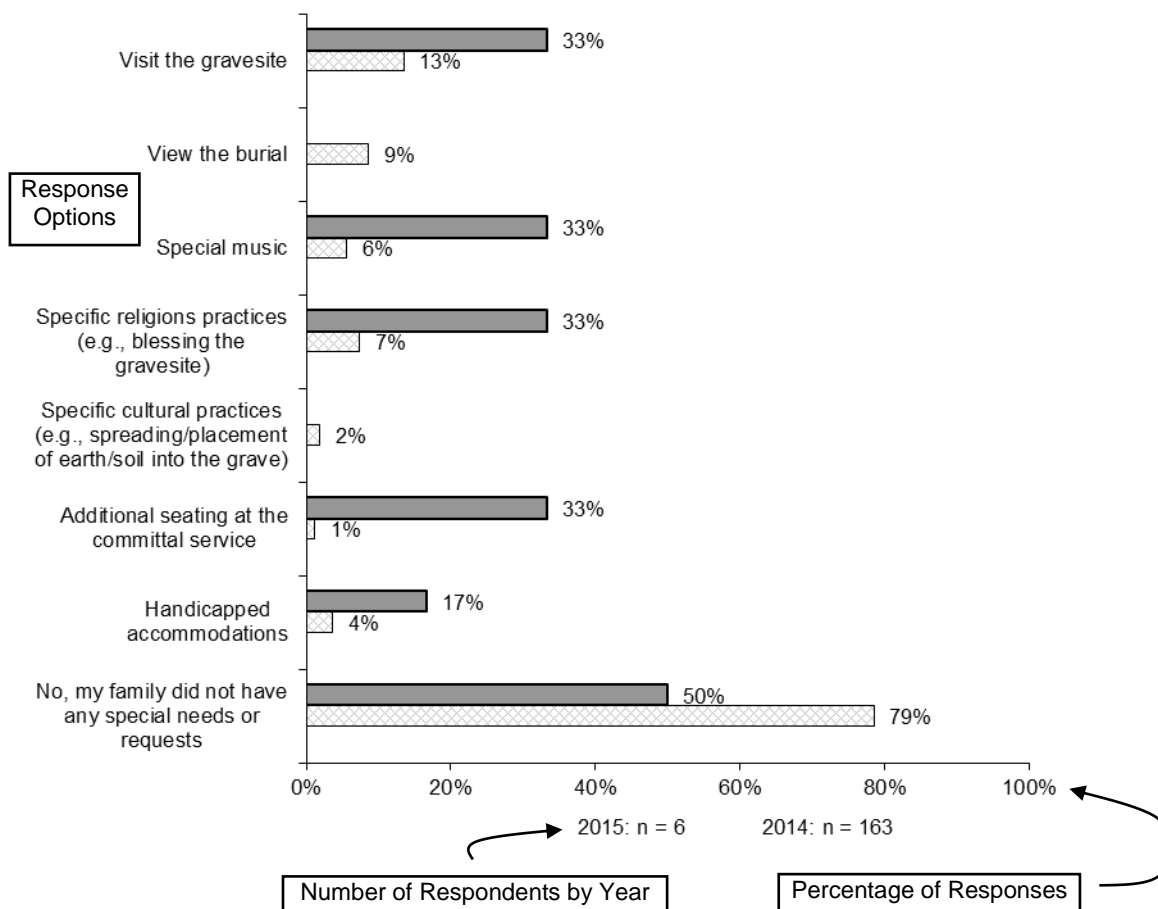
STANDARD BAR GRAPHS

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “strongly disagree” to “strongly agree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses such as relation to the deceased or types of communication).



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 shading selection to designate each year’s data are presented in the survey year key. In the above example, 2015 data are represented by the dark gray bars, 2014 data are represented by the patterned bars, and 2013 data are represented by the light gray bars. Thus, 34% of respondents selected option A in 2015, 32% selected A in 2014, and 27% selected A in 2013.

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 responses will likely sum to greater than 100%. Despite this difference, the graphs can be interpreted in the same manner.

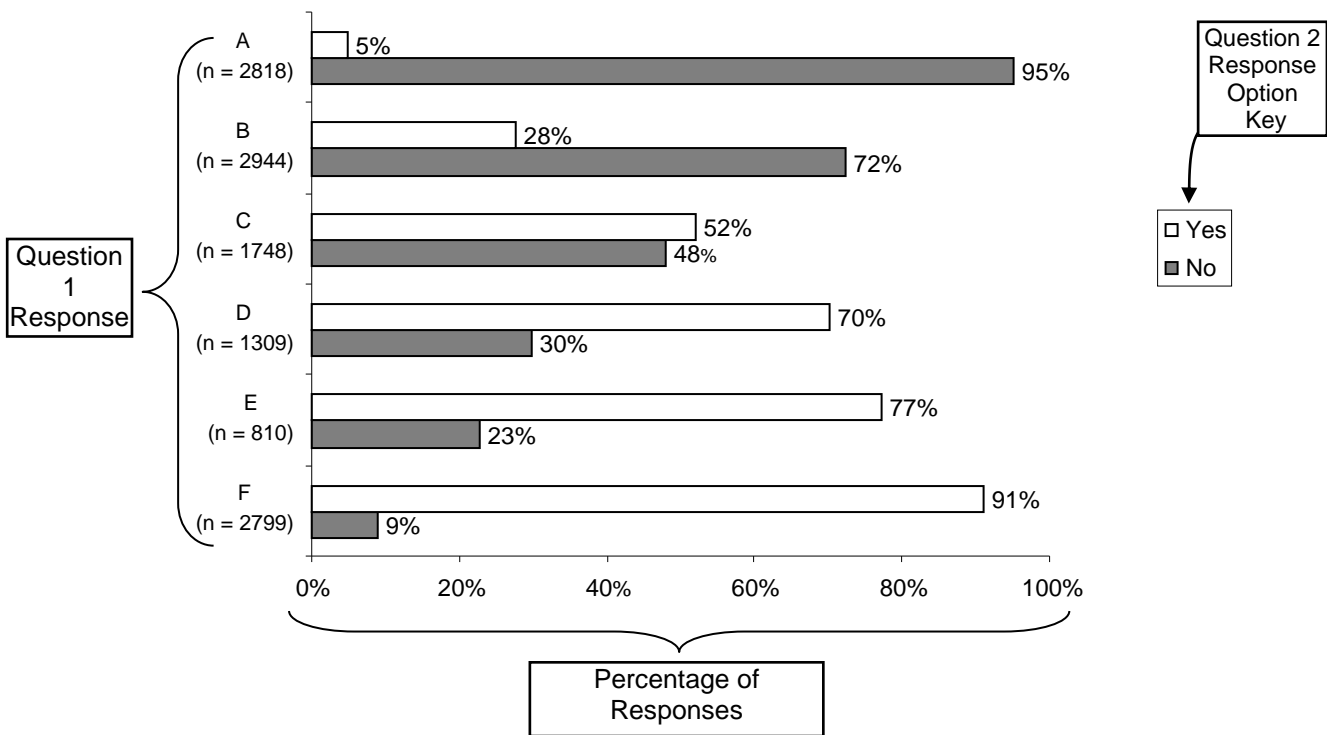
Data tables are not provided for these items because the standard bar graphs depict the full range of response options, unlike the stacked bar graphs that present only the positive response options. Since a data table is not provided, the total number of respondents for each of the three years is presented at the bottom of the graph.

ELEMENT OF COMPARISON BAR GRAPHS

Element of comparison graphs combine results from two survey items in a single bar graph. The response options to one item are presented along the vertical axis. Then, data are divided within each of those response options based upon the response frequencies for the second item.

In the sample graph below, responses of “yes” to Question 2 are shaded in white, while responses of “no” to Question 2 are grey. Within each of the Question 1 response options, the two rows sum to 100% because the percentages are based upon the number of participants who selected each Question 1 response option. For example, the following conclusion could be derived from the sample

graph: “Of those who selected A on Question 1, 95% selected “no” on Question 2, while 5% selected “yes” on Question 2.”



Thus, the element of comparison graphs provide additional information beyond the graphs of a single survey item because they can help to explain who is selecting each response option. For example, the sample graph indicates that those who selected A and B on Question 1 were more likely to select “no” for Question 2, while those who selected D through F on Question 1 were more likely to select “yes” for Question 2.

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 #
NK	FD		
40	26	The maintenance of the cemetery grounds is excellent.	102-103
41	27	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	98-99
42	28	The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.	100-101
43	29	The committal shelter used for the service was private, clean, and free of safety hazards.	104-105
44	30	There is adequate handicap accessibility for visitors who need it.	106-107
45	31	The availability of restrooms is suitable to accommodate visitors on busy days.	108-109
46	32	The cemetery honors all veterans and their service to our nation.	28-29
47	33	There are sufficient signs within the cemetery to assist visitors.	110-111
48	34	Parking at the cemetery is adequate to accommodate visitors on most days.	112-113
49	35	The cemetery's roadways and intersections are safe and easily navigated.	114-115
50	36	The quality of service received from cemetery staff is excellent.	9-10
51	37	The national cemetery staff was courteous.	11-12
52	38	The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	13-14
53	40	The national cemetery hours of operation meet my needs for visiting my love one's gravesite. / The national cemetery hours of operation meet my needs for scheduling services.	116-117
55	41	The information kiosks (i.e., gravesite locators) are helpful to me.	118-119
56	42	Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.	30-31
57	43	The overall appearance of the national cemetery is excellent.	15-16
58	44	Overall, I am satisfied with my experiences at the national cemetery.	19-20
59	45	I would recommend the cemetery to veteran families during their time of need.	17-18
60	46	I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future.	21-22
61	47	I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future.	26-27
62	48	My experiences with the national cemetery exceeded my expectations.	23-24

Appendix D: Question Locator

Questions for Next of Kin (Questions 1-66)

Question #	Question Text	Report Page #
1	Since the committal service, how many times have you visited the national cemetery where your loved one was interred?	A-2, A-16, A-18, A-19
2	Your recently deceased loved one was your...	48, 95, A-2
3	How far do you reside from the national cemetery?	A-3, A-16, A-17, A-18
4	Do the following factors limit the number of times you visits the national cemetery where your loved one is interred? (Please mark yes or no for each item below.)	A-3
5	Would you be interested in a free shuttle service from a central location to the national cemetery if that was offered by VA?	A-4
6	Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?	74, A-5, A-6, A-7, A-8, A-9, A-12
7	<u>Prior to the time of need</u> , to what extent were you aware of the benefits related to burial in a national cemetery?	34, 48
8	How did you learn of these benefits prior to your time of need? (Mark all that apply)	35
9	<u>Prior to the time of need</u> , what is the <u>BEST</u> way for the national cemetery to convey information regarding benefits? (Mark only one)	36
10	Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?	33
11	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?	37
12	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	66, 73
13	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	66, 73
14	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries? (2013: Did the funeral home provide you or show you a copy of the cemetery video on military honors?)	68
15	<u>Please indicate your level of agreement with the following statement:</u> The video(s) helped me understand the burial process at the national cemetery.	69
16	Was your experience at the national cemetery similar to the video on service options you viewed?	70
17	If your loved one was a veteran, did your family request military funeral honors?	71
18	How satisfied were you with the quality of the military funeral honors your loved one received?	72
19	Overall, how satisfied were you with the committal service at the national cemetery?	65, 74
20	Were the headstone, marker, or columbarium niche cover inscription options explained to you?	92, 95
21	Who explained headstone, marker, or columbarium niche cover inscription options to you?	93

Appendix D: Question Locator

Question #	Question Text	Report Page #
22	Which of the following inscription options were explained to you? (Mark all that apply)	94
23	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	94
24	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	89
25	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	91
26	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	90
27	If your loved one was a veteran, did you receive a Presidential Memorial Certificate?	38
28	Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)	39
29	<u>Please indicate your level of agreement with the following statement:</u> "I think it is acceptable for other family members, such as siblings, to be permitted to be interred with their Veteran loved one in a national cemetery if space is available in the Veteran's gravesite."	40
30	Which of the following would be acceptable for burial in a Veteran's gravesite if space is available? (Mark all that apply)	41
31	<u>Please indicate your level of agreement with the following statement:</u> "I would change my family's current interment arrangements if other family members who are currently ineligible for burial in a national cemetery could be interred in the Veteran's gravesite."	42
32a	After the loss of your loved one did you <u>need</u> bereavement counseling or support?	43
32b	After the loss of your loved one did you <u>seek</u> bereavement counseling or support?	44
33	Have you contacted VA to find out if you are eligible for VA survivor benefits?	45
34	Are you eligible for VA survivor benefits?	46
35	Have you applied for VA survival benefits?	47
36	What is your gender?	A-5, A-6, A-7, A-8, A-9
37	Are you Hispanic or Latino?	A-10, A-11
38	What is your race? (Mark one or more)	A-12, A-13, A-14, A-15
39	Please select your age group	A-20
54	The appearance of my loved one's gravesite/columbaria is excellent.	97
63	Have you visited a State or Tribal Veterans Cemetery?	121
64	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	122
65	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	123
66	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	124

Appendix D: Question Locator

Questions for Funeral Directors (Questions 2-41)

Question #	Question Text	Report Page #
2	How far is your funeral home from the national cemetery with which you most frequently do business?	A-21
3	How long has your funeral home worked with the national cemetery?	A-21
4	Of the eligible veteran families you serve, approximately what percent choose burial in the national cemetery?	A-22
5	How would you characterize the overall communication from the national cemetery to your funeral home?	51
6	Do you feel that you are well informed by the national cemetery of its policies and procedures?	52
7	In general, of the following services, which one provides you the <u>MOST</u> information about national cemetery policies and procedures? (Mark only one)	53
8	What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	54
9	What is the best way for the national cemetery to communicate with your funeral home regarding <u>changes</u> in its policies and procedures? (Mark only one)	61
10	Overall, how satisfied are you with the communication between your funeral home and the national cemetery?	50
11	Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?	79, 87
12	Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?	55
13	Are you aware there are resources available for Funeral Directors on the NCA Website?	56
14	Are you aware that the Funeral Director resources on the NCA Website have links to the NCA videos illustrating different committal service options at VA national cemeteries?	57
15	Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?	58
16	Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?	59
17	Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin? (2013: How well do you understand. . .)	60
18	How easy is the process of scheduling an interment at the national cemetery?	76
19	How long does it typically take to confirm the scheduling of an interment at the national cemetery?	80, 85
20	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	77, 85, 86
21	During committal services, how often do you receive the support you need from the cemetery staff?	78

Appendix D: Question Locator

Question #	Question Text	Report Page #
22	Generally, how often do committal services at the national cemetery start on time?	81
23	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?	82
24	How easy is it to schedule military honors at the national cemetery?	83
25	To what extent is the quality of military honors acceptable?	84
39	The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services	62

Appendix E:

Response Rates and Data Confidence

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates and confidence intervals for each national cemetery included in the 2015 National Cemetery Administration Survey of Customer Satisfaction.

Appendix E: Response Rates and Data Confidence

The table below presents response rates and confidence intervals for each national cemetery included in the 2015 Survey of Satisfaction with National Cemeteries. A description of each of these terms is provided below.

Response Rates

The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Please note that if the number of surveys at a particular national cemetery was low enough to make the findings unusable, no report was developed.

Confidence Intervals

Next of kin data in this report represent information gathered from a sample that can be generalized to the entire next of kin population. A confidence interval is calculated to determine the range around each sample mean. For example, if 80 percent of next of kin reported satisfaction with the maintenance of the cemetery grounds, with a confidence interval of $\pm 4\%$, it can be assumed with 95 percent accuracy that between 76 and 84 percent of the entire next of kin population is satisfied with the maintenance of the cemetery grounds. For common uses of these survey data by national cemeteries, samples with confidence intervals of 5 percent or less are considered good. However, even large confidence intervals (e.g., $\pm 15\%$) are sufficient to detect medium size differences in the data. The overall confidence interval for the next of kin was 0.7% in 2015. The confidence intervals by cemetery are presented below.

All unique funeral homes were mailed a survey. Had all funeral homes returned the survey, this would be a complete census of the population and would have a confidence interval of 0. Since not all funeral homes returned the survey, we calculate a confidence interval based on the sample of funeral homes that responded to the survey. The overall confidence interval for the next of kin was 1.2% in 2015. The confidence intervals by cemetery are presented below. Confidence intervals for cemeteries with small sample sizes have been suppressed.

RESPONSE RATES AND CONFIDENCE INTERVALS				
	Next of Kin		Funeral Directors	
National Cemetery	Response Rate	95% Confidence Interval	Response Rate	95% Confidence Interval
Abraham Lincoln National Cemetery	50.0%	4.6%	35.4%	5.2%
Alabama National Cemetery	51.2%	4.1%	28.9%	11.6%
Bakersfield National Cemetery	52.3%	4.1%	25.5%	
Baltimore National Cemetery	54.5%	7.3%	35.6%	
Barrancas National Cemetery	47.9%	4.8%	32.3%	14.1%
Bath National Cemetery	46.1%	8.7%	25.7%	
Bay Pines National Cemetery	48.7%	4.8%	28.9%	

Appendix E: Response Rates and Data Confidence

RESPONSE RATES AND CONFIDENCE INTERVALS				
	Next of Kin		Funeral Directors	
National Cemetery	Response Rate	95% Confidence Interval	Response Rate	95% Confidence Interval
Beaufort National Cemetery	51.6%	5.0%	32.1%	
Biloxi National Cemetery	52.4%	4.7%	40.3%	12.3%
Black Hills National Cemetery	59.4%	3.6%	41.8%	11.5%
Calverton National Cemetery	46.9%	4.7%	26.2%	6.3%
Camp Butler National Cemetery	52.0%	4.3%	41.7%	11.0%
Camp Nelson National Cemetery	52.9%	4.9%	41.0%	12.2%
Chattanooga National Cemetery	52.2%	4.6%	37.5%	12.2%
Culpeper National Cemetery	48.1%	8.2%	34.1%	
Dallas-Ft. Worth National Cemetery	53.7%	4.4%	34.7%	6.6%
Dayton National Cemetery	44.6%	5.2%	31.4%	9.2%
Eagle Point National Cemetery	44.2%	4.8%	36.4%	
Fayetteville National Cemetery	53.7%	5.8%	43.3%	
Florence National Cemetery	39.6%	8.0%	31.3%	14.7%
Florida National Cemetery	52.2%	4.4%	24.8%	7.3%
Fort Smith National Cemetery	54.6%	5.2%	28.6%	
Ft. Bliss National Cemetery	46.1%	5.0%	23.3%	
Ft. Custer National Cemetery	53.3%	4.6%	24.8%	10.9%
Ft. Gibson National Cemetery	47.7%	5.1%	49.5%	8.5%
Ft. Jackson National Cemetery	53.1%	3.8%	34.1%	11.6%
Ft. Logan National Cemetery	49.4%	4.6%	31.5%	9.6%
Ft. McPherson National Cemetery	57.7%	5.7%	40.5%	
Ft. Mitchell National Cemetery	41.8%	6.5%	24.1%	
Ft. Rosecrans National Cemetery	45.8%	5.1%	4.3%	
Ft. Sam Houston National Cemetery	45.9%	4.8%	35.7%	8.6%
Ft. Scott National Cemetery	64.4%	7.1%	40.0%	
Ft. Sill National Cemetery	53.9%	4.8%	41.0%	10.7%
Ft. Snelling National Cemetery	57.4%	4.2%	41.8%	5.6%
Georgia National Cemetery	57.1%	4.3%	28.9%	9.0%
Golden Gate National Cemetery	47.6%	5.8%	15.0%	

Appendix E: Response Rates and Data Confidence

RESPONSE RATES AND CONFIDENCE INTERVALS				
	Next of Kin		Funeral Directors	
National Cemetery	Response Rate	95% Confidence Interval	Response Rate	95% Confidence Interval
Great Lakes National Cemetery	55.3%	4.3%	34.9%	6.4%
Houston National Cemetery	40.9%	5.2%	24.8%	8.4%
Indiantown Gap National Cemetery	54.9%	4.3%	34.5%	6.3%
Jacksonville National Cemetery	51.7%	4.6%	32.8%	10.4%
Jefferson Barracks National Cemetery	52.0%	4.4%	39.1%	6.6%
Leavenworth National Cemetery	45.5%	5.2%	34.5%	11.6%
Long Island National Cemetery	45.8%	4.9%	14.1%	15.5%
Los Angeles National Cemetery	49.5%	7.9%	14.3%	
Louisiana National Cemetery	54.8%	7.1%	41.7%	
Marion National Cemetery	41.5%	8.3%	32.1%	12.9%
Massachusetts National Cemetery	52.2%	4.5%	34.7%	6.5%
Mountain Home National Cemetery	56.7%	4.5%	32.7%	
Nashville National Cemetery	40.5%	10.5%	62.8%	9.4%
National Cemetery of the Alleghenies	56.1%	4.2%	33.8%	6.8%
National Memorial Cemetery of Arizona	53.2%	4.4%	33.9%	10.1%
National Memorial Cemetery of the Pacific	54.7%	4.4%	20.0%	
Ohio Western Reserve National Cemetery	54.4%	4.3%	40.3%	5.7%
Port Hudson National Cemetery	51.1%	8.0%	25.0%	
Prescott National Cemetery	54.9%	6.0%	36.4%	
Puerto Rico National Cemetery	47.6%	5.1%	20.0%	14.1%
Quantico National Cemetery	52.9%	4.6%	33.6%	9.8%
Riverside National Cemetery	41.0%	5.0%	22.2%	7.8%
Rock Island National Cemetery	55.8%	4.4%	45.3%	11.8%
Roseburg National Cemetery	45.0%	7.5%	47.1%	
Sacramento Valley National Cemetery	48.8%	4.6%	33.3%	7.7%
Salisbury National Cemetery	44.2%	5.4%	30.9%	9.2%
San Joaquin Valley National Cemetery	51.0%	4.6%	22.8%	12.4%
Santa Fe National Cemetery	49.4%	4.7%	26.6%	
Sarasota National Cemetery	57.9%	4.2%	33.7%	12.2%

Appendix E: Response Rates and Data Confidence

RESPONSE RATES AND CONFIDENCE INTERVALS				
	Next of Kin		Funeral Directors	
National Cemetery	Response Rate	95% Confidence Interval	Response Rate	95% Confidence Interval
Saratoga National Cemetery	59.0%	4.1%	35.8%	8.3%
South Florida National Cemetery	52.1%	4.5%	32.1%	8.8%
Tahoma National Cemetery	47.0%	4.8%	33.3%	10.0%
Washington Crossing National Cemetery	59.0%	4.2%	27.6%	8.1%
West Virginia National Cemetery	54.0%	6.4%	36.5%	
Willamette National Cemetery	50.9%	4.6%	30.6%	9.2%
Wood National Cemetery	41.7%	12.1%	57.4%	10.2%
Yellowstone National Cemetery	60.5%	7.7%	50.0%	
OVERALL	50.8%	0.7%	27.1%	1.2%