



The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line** by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans** (NCCHV) by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876
Expiration: 09/30/2022
Estimated Burden: 5 minutes

Thank you for visiting our cemetery.

We want to hear about your most recent visit to a VA National Cemetery. Your responses directly help us improve our services.

This survey should take you approximately 5 minutes to complete.

What was the main reason for your most recent visit?

- ☐ Visit a loved one’s or friend’s gravesite
- ☐ Attend a committal service
- ☐ Attend an event (Memorial Day, Veterans Day, etc.)
- ☐ Learn about Veteran history
- ☐ Engage in community service or volunteer
- ☐ Gather burial benefit or other cemetery-specific information from cemetery employees

Were there other reasons for your most recent visit? Please select all that apply.

- ☐ Visit a loved one’s or friend’s gravesite
- ☐ Attend a committal service
- ☐ Attend an event (Memorial Day, Veterans Day, etc.)
- ☐ Learn about Veteran history
- ☐ Engage in community service or volunteer
- ☐ Gather burial benefit or other cemetery-specific information from cemetery employees
- ☐ No, there are no other reasons I visit

Within the last year, approximately how often have you visited a National Cemetery?

Select your response

Note: Dropdown options are:

- o 1
- o 2-3
- o 4-5
- o 5-10
- o More than 10

Next

We are asking for this information so that you can provide compliments, recommendations, or concerns to VA. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of five minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.



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Using the options below, select the answer that best represents your experience as it relates to each statement. Selecting 5 indicates you Strongly Agree while selecting 1 indicates you Strongly Disagree. Selecting Not Applicable (N/A) indicates the statement does not apply to your most recent visit.

The information I needed about <National Cemetery> was easy to access on the website.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

The signs within <National Cemetery> helped me to quickly find where I needed to go.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

The gravesite locator kiosk helped me to quickly find the gravesite I was looking for.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

I was satisfied with the overall appearance of my loved one’s or friend’s gravesite.

Note: This question will only be displayed to users who responded “Visit a loved one’s or friend’s gravesite” as a primary or secondary reason for visiting.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

I was satisfied with the overall appearance of the cemetery.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

I was able to have a meaningful experience during this visit.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

Employees treated me with courtesy and respect.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

<This National Cemetery> helped me honor, remember, or learn more about Veterans.

| | | | | | |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A) |
| 1 | 2 | 3 | 4 | 5 | <input type="radio"/> |

What information were you most interested in during your visit to <National Cemetery>? Select all that apply.

- ☐ History of the National Cemetery
- ☐ Notable burials
- ☐ Information or biographies of Veterans interred at the cemetery

Note: This question will only be displayed to users who responded “Learn about Veteran history” as a primary or secondary reason for visiting.

I am satisfied with my experience visiting <National Cemetery>.

| | | | | |
|-------------------|----------|----------------------------|-------|----------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

I trust the National Cemetery Administration to honor Veterans and their families with a final resting place reflecting their service and sacrifice. Required

| | | | | |
|-------------------|----------|----------------------------|-------|----------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

Finish

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Thank you for visiting our cemetery.

The U.S. Department of Veterans Affairs National Cemetery Administration uses this survey to collect feedback to continuously improve the experience at our national cemeteries.

For additional information please visit <[Cemetery_URL](#)> or call <Cemetery Phone Number>.

Visit the [Veterans Legacy Memorial](#) to honor Veterans laid to rest in VA-managed and VA-funded cemeteries with an interactive digital memorialization experience.

Note:
The individual Cemetery URLs and Phone Numbers are listed in the NCA Org File:

Vet Legacy Memorial URL:
https://www.vlm.cem.va.gov/?utm_source=Veterans%20Legacy%20Memorial&utm_campaign=cem

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