



INTRODUCTION

The **National Cemetery Administration** has contracted CFI Group to conduct this survey to measure **your satisfaction** with the services you received from one of the Department of Veterans Affairs national cemeteries, which are operated by the National Cemetery Administration. Sharing your opinion is voluntary and confidential, but **very important** for this research and may help others whom this agency serves in the future.

VA Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0770, and it expires 11/30/2026. Public reporting burden for this collection of information is estimated to average 10 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0770 in any correspondence. Do not send your completed VA Form to this email address.

Privacy Statement: VA considers the responses you submit confidential (38 U.S.C. 5701). VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (i.e., civil or criminal law enforcement, congressional communications, epidemiological or research studies, the collection of money owed to the United States, litigation in which the United States is a party or has an interest, the administration of VA programs and delivery of VA benefits, verification of identity and status, and personnel administration). Your response is voluntary.

• Mark your answer clearly using a pencil, like this: ● ✕ W

1. Think back and remember your expectations of the overall quality of the services to be provided before you had experience with the national cemetery and the National Cemetery Administration. Use the 10-point scale below to rate **your expectations for the overall quality** of the national cemetery and the services provided? (*Select number*)

Not Very High 1	2	3	4	5	6	7	8	9	Very High 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Think about the information you were able to get about the national cemetery ...

2. How difficult or easy was it to get information about the services provided by the national cemetery? (*Select number*)

Very Difficult 1	2	3	4	5	6	7	8	9	Very Easy 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

3. Was the information about the national cemetery and its services clear and understandable? (*Select number*)

Not At All Clear 1	2	3	4	5	6	7	8	9	Very Clear 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please flip page to continue.



4. Was the information you received helpful in terms of being accurate and current? *(Select number)*

Not At All Helpful										Very Helpful
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Think about the cemetery staff with whom you had contact ...

5. How courteous was the national cemetery staff? *(Select number)*

Not At All Courteous										Very Courteous	Not Applicable
1	2	3	4	5	6	7	8	9	10		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

6. How professional was the national cemetery staff in terms of being knowledgeable, helpful, and responsive? *(Select number)*

Not At All Professional										Very Professional	Not Applicable
1	2	3	4	5	6	7	8	9	10		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Now think about when you went to the national cemetery for your service ...

7. To what extent did the service and interment pay respect to your loved one in a dignified and respectful manner? *(Select number)*

Not At All Respectful										Very Respectful
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

8. To what extent did the national cemetery you used appear to be maintained as a national shrine? *(Select number)*

Not Maintained As National Shrine										Very Well Maintained As National Shrine
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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Satisfaction includes many things. Please consider your overall satisfaction with the national cemetery...

9. Consider all your experiences to date with the national cemetery.
How satisfied are you with the national cemetery? *(Select number)*

Very Dissatisfied									Very Satisfied
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

10. Considering all of your **expectations**, to what extent has the national cemetery **fallen short of or exceeded your expectations?** *(Select number)*

Falls Short of Expectations									Exceeds Expectations
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

11. Think about an **ideal** Veteran cemetery that treats Veterans with respect and is maintained as a national shrine. How well does the cemetery you used **compare with that ideal?** *(Select number)*

Not Very Close to Ideal									Very Close to Ideal
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

12. Think about any communication you may have had with the National Cemetery Administration regarding complaints about your experience. Have you ever complained about the national cemetery?
(Select one answer)

- ☐ **Yes** *(Answer questions 13 and 14)*
☐ **No** *(Skip to question 15)*

13. How was your complaint handled? *(Select number)*

Handled Very Poorly									Handled Very Well
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

14. How difficult or easy was it to make your complaint? *(Select number)*

Very Difficult									Very Easy
1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please flip page to continue.



- 15.** How willing would you be to say positive things about the job the National Cemetery Administration is doing in providing final resting places for America's Veterans? (*Select number*)

[illegible]

- 16.** How willing are you to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans and to maintain national cemeteries as national shrines in the future? (*Select number*)

[illegible]

- 17. Please use the space below to provide any additional feedback you would like to share with the National Cemetery Administration.**

[illegible]

Thank you for completing this survey and letting your voice be heard!

Please mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, the completed survey can be mailed to the following address:

**U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION
SURVEY PROCESSING CENTER
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