

2023

National Cemetery Administration
State or Tribal Veterans Cemeteries
Satisfaction Survey



VA



U.S. Department
of Veterans Affairs

Texas State Report
August 2023

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Executive Summary

SECTION DESCRIPTION

- This section presents an overview of the content of this report and key findings from the next of kin and funeral directors who have had experiences at State Veterans Cemeteries. The next of kin survey data and analysis presented in this report only pertains to next of kin and funeral director experiences with State Veterans Cemeteries. Since there were no tribal cemetery interment records available in BOSS, no surveys were mailed to next of kin about Tribal Veterans Cemeteries. No funeral directors completed the survey about a Tribal Veterans Cemetery.

Executive Summary

Report Overview

Data for this 2023 survey were collected from next of kin and funeral directors in one fielding:

- Next of kin fielding: March 31, 2023 to July 5, 2023
- Funeral director fielding: March 31, 2023 to July 5, 2023

Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) and Automated Monument Application System (AMAS) database of interments. The survey was mailed to 17,689 next of kin who had interred a loved one at a State Veterans Cemetery during the time period of January 1, 2022 through December 31, 2022. The survey was also mailed to 12,881 funeral directors who had worked with VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries for the interment of a Veteran or eligible family member during the designated time period. A total of 30,567 survey questionnaires (17,689 to next of kin and 12,881 to funeral directors) were mailed for this survey. A total of 10,213 completed questionnaires (7,780 next of kin and 2,433 funeral directors) were returned, which resulted in an overall survey response rate of 34.95% (46.19% for next of kin and 19.65% for funeral directors). The survey response rate calculation excludes ineligible surveys, e.g., those returned undeliverable.

- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. Since there were no records of tribal cemetery interments in the BOSS database, no records were sent to next of kin about Tribal Veterans Cemeteries.

In this report survey findings are presented in nine sections:

- The first section -- Overall Satisfaction Measures and Key Metrics -- presents findings from survey items that provide information on next of kin and funeral directors' overall satisfaction with their experiences at a State or Tribal Veterans Cemetery. Combined responses are presented for all respondents, as well as for next of kin and funeral directors separately.
- The eight sections that follow present survey findings on specific areas of satisfaction for each group (next of kin and funeral directors). Each section begins with overall satisfaction measures within the content area, followed by responses to individual survey items.

Six appendices follow the main body of the report:

- Appendix A: Respondent Characteristics – presents self-reported demographic information for next of kin and funeral directors in the respondent sample.
- Appendix B: Methodology and Survey Instruments – describes the methodology used to administer the survey. Copies of the 2023 next of kin and the State or Tribal Veterans Cemetery component of the Funeral Director surveys are also included in this appendix.
- Appendix C: User Guide – presents an explanation of how to read and interpret the graphs and tables used throughout the report.
- Appendix D: Question Locator – provides a reference chart that lists each survey item and the corresponding report page number the data can be found.
- Appendix E: Response Rates – presents response rates for each State or Tribal Veterans Cemetery included in the survey.
- Appendix F: Survey Results by Question – reports the next of kin and funeral director survey results by question.

Executive Summary

Highlights of Findings

Questions asked of all respondents unless designated NoK for Next of Kin and FD for Funeral Director.

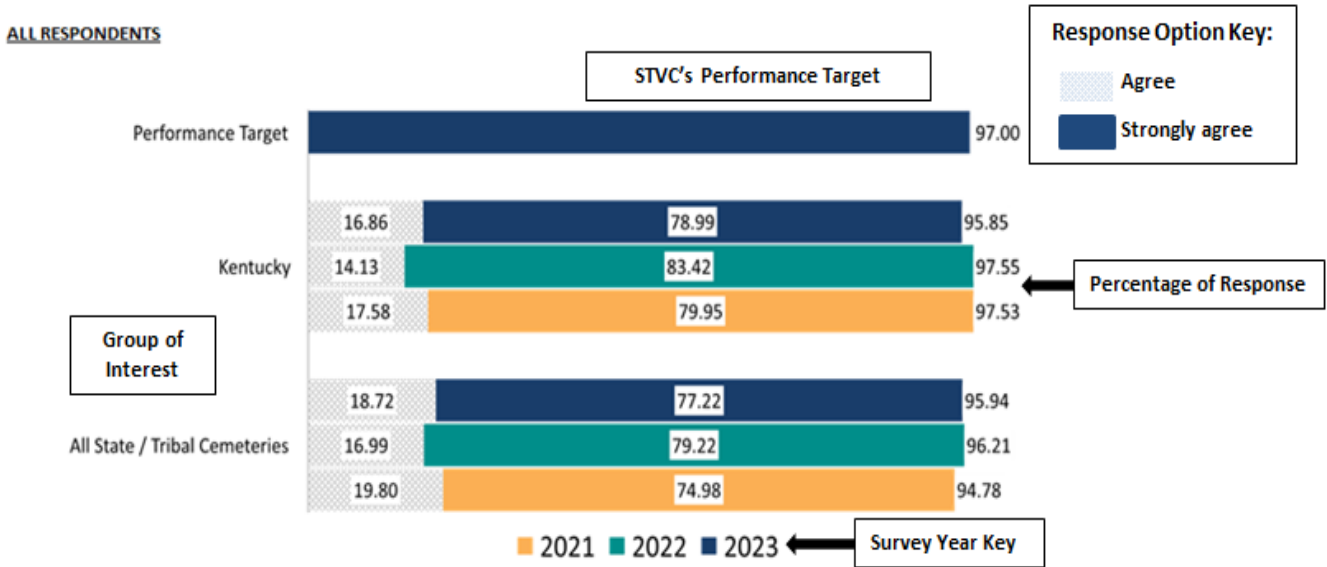
OVERALL SATISFACTION	
Overall Experience	99.03%
Quality of Service	97.26%
Courteous Staff	98.61%
Professional Staff	98.40%
Cemetery Appearance	99.61%
Recommend Cemetery	99.42%
COMMITTAL SERVICES	
Satisfaction with Committal Service (NoK)	98.94%
Ease of Scheduling Process (FD)	96.00%
Received the support needed from Cemetery Staff (FD)	100.00%
Service is superior or better than Private Cemetery (FD)	76.92%
TRUST	
Maintain as National Shrines	98.62%
Honors all Veterans	99.21%
INFORMATION & COMMUNICATION	
Satisfaction with Information Provided (NoK)	97.77%
Top way to find out about benefits: Family member/friend (NoK)	52.94%
Best way to convey Information: E-mail (NoK)	28.83%
Satisfaction with Communication (FD)	96.15%
Characterize Communication as Good or Excellent (FD)	92.31%
Provides most information re: policies & procedures: Outreach by cemetery staff (FD)	60.00%
Best way to Communicate: Email (FD)	73.08%
CEMETERY APPEARANCE & VISITOR ACCOMMODATIONS	
Gravesite Appearance is Excellent (NoK)	98.74%
Upkeep is Excellent	98.60%
Committal shelter was private, clean and free of safety hazards	100.00%
HEADSTONES, MARKERS, & COLUMBARIUM NICHE COVERS	
Satisfaction with length of time for placement (NoK)	96.46%
Satisfaction with quality and appearance (NoK)	95.87%
Accurate Inscription (NoK)	90.32%
STATE/TRIBAL VETERANS CEMETERIES IN COMPARISON TO NATIONAL CEMETERIES	
Appearance compared favorably (NoK)	91.52%
Quality of Service compared favorably (NoK)	84.38%
Honor of interment is equivalent (NoK)	81.68%

Overall Satisfaction Measures and Key Metrics

SECTION DESCRIPTION

- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type’s respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.
- Throughout this report, stacked bar graphs are used which show the percentage of participants responding positively to survey items across all respondents (NoK and funeral directors combined), as well as NoK and funeral directors separately. A sample stacked bar graph is presented below with labels to aid in interpretation of these graphs used throughout this report. A fuller explanation of how to understand and interpret the graphs and tables used in this report can be found in Appendix C (page 150) of this report.

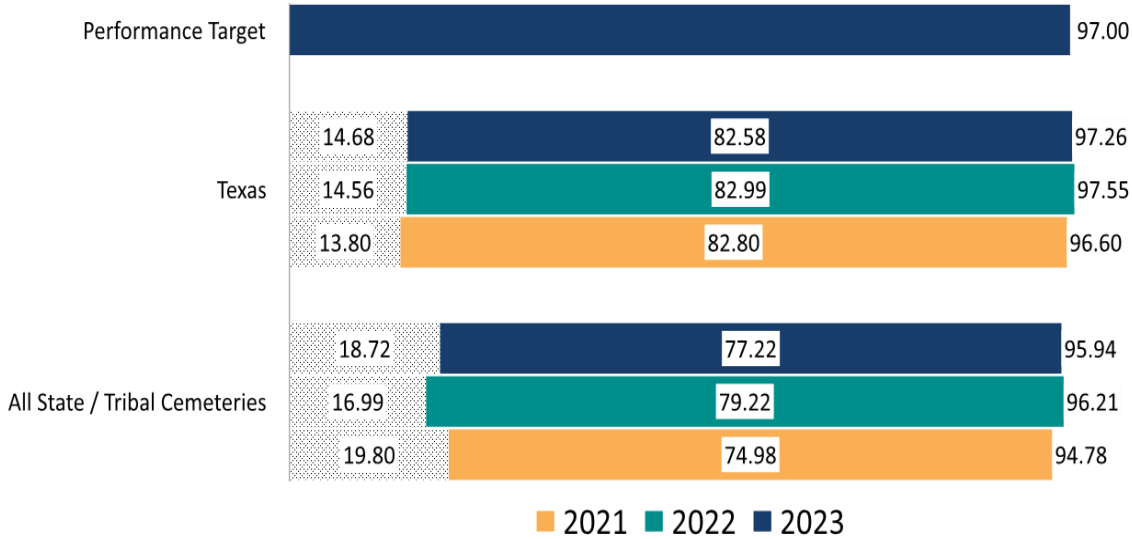
Question 33/29: The quality of service received from cemetery staff is excellent.



Overall Satisfaction Measures and Key Metrics

Question 33/29: The quality of service received from cemetery staff is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	511	82.58%	-0.41%	14.68%	1.96%	0.39%	0.39%
	2022	529	82.99%	0.19%	14.56%	2.08%	0.00%	0.38%
	2021	471	82.80%	3.24%	13.80%	2.34%	0.00%	1.06%
All State / Tribal Cemeteries	2023	8100	77.22%	-2.00%	18.72%	3.00%	0.68%	0.38%
	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%
	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%
Central Texas State Veterans Cemetery	2023	227	81.94%	-2.44%	14.54%	2.64%	0.44%	0.44%
	2022	256	84.38%	0.51%	14.45%	1.17%	0.00%	0.00%
	2021	217	83.87%	2.13%	13.36%	2.30%	0.00%	0.46%
Coastal Bend Veterans Cemetery	2023	141	84.40%	-0.82%	14.18%	1.42%	0.00%	0.00%
	2022	115	85.22%	-0.49%	13.04%	1.74%	0.00%	0.00%
	2021	119	85.71%	5.90%	10.92%	1.68%	0.00%	1.68%
Rio Grande Valley State Veterans Cemetery	2023	68	80.88%	6.49%	14.71%	1.47%	1.47%	1.47%
	2022	82	74.39%	1.37%	19.51%	4.88%	0.00%	1.22%
	2021	63	73.02%	-3.52%	19.05%	4.76%	0.00%	3.17%
Texas State Veterans Cemetery at Abilene	2023	75	82.67%	-1.54%	16.00%	1.33%	0.00%	0.00%
	2022	76	84.21%	0.88%	11.84%	2.63%	0.00%	1.32%
	2021	72	83.33%	7.99%	15.28%	1.39%	0.00%	0.00%

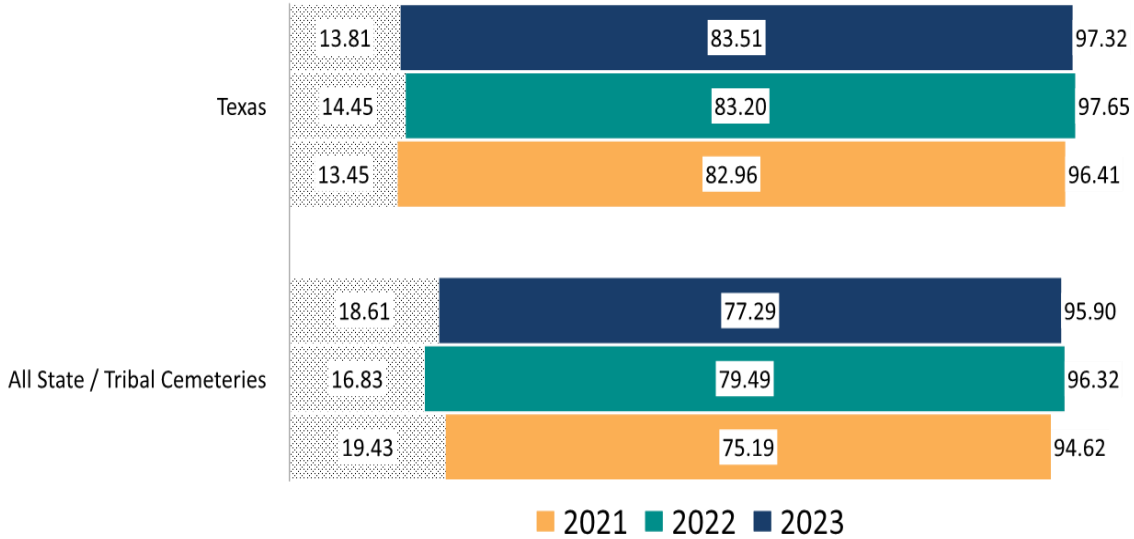
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

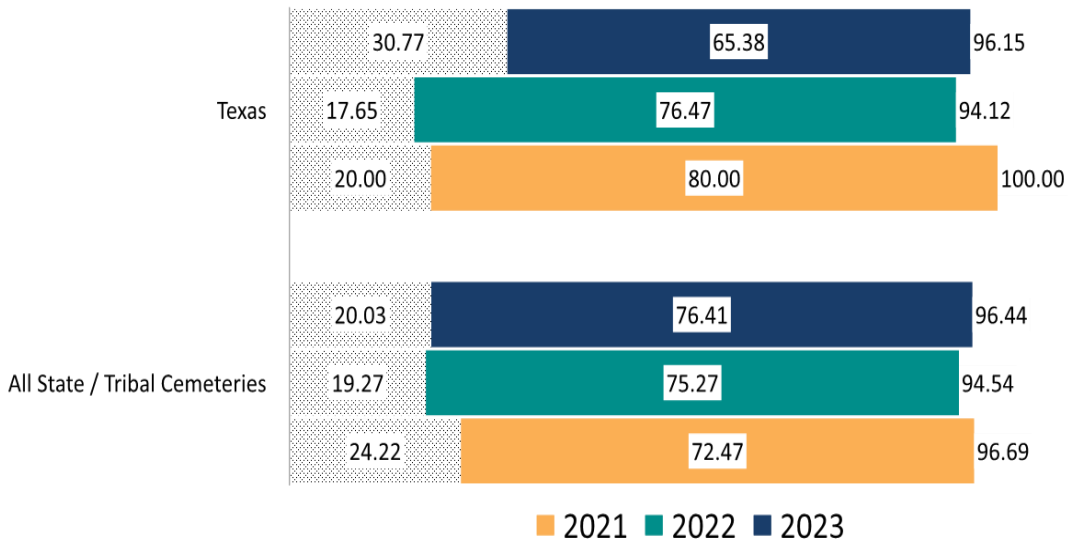
Overall Satisfaction Measures and Key Metrics

Question 33/29: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



FUNERAL DIRECTORS

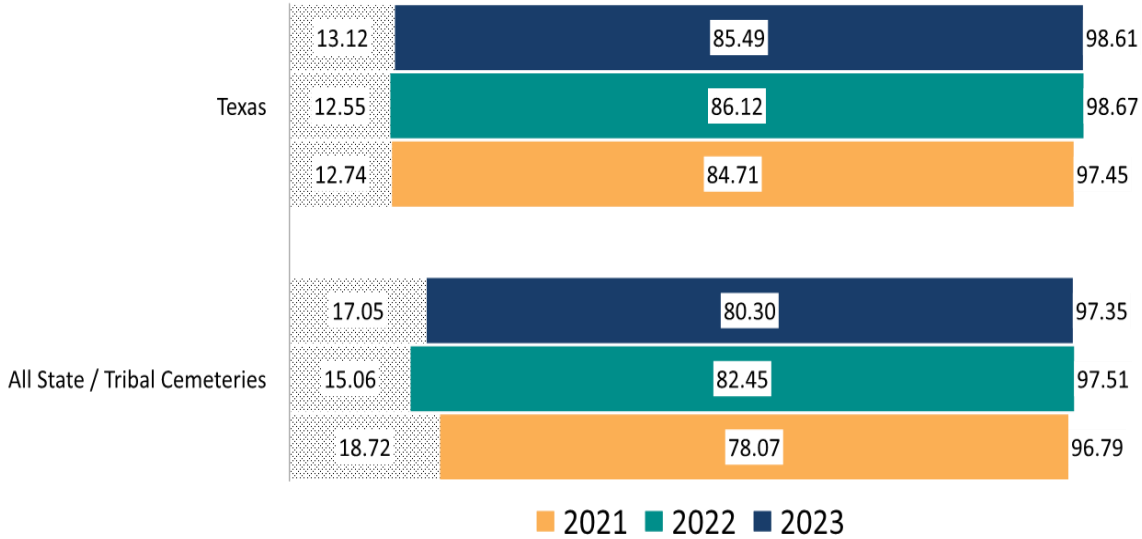


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	503	85.49%	-0.63%	13.12%	0.99%	0.20%	0.20%
	2022	526	86.12%	1.41%	12.55%	0.76%	0.19%	0.38%
	2021	471	84.71%	0.83%	12.74%	1.91%	0.00%	0.64%
All State / Tribal Cemeteries	2023	8071	80.30%	-2.15%	17.05%	2.08%	0.32%	0.25%
	2022	8547	82.45%	4.38%	15.06%	1.85%	0.37%	0.27%
	2021	7411	78.07%	-1.59%	18.72%	2.60%	0.24%	0.36%
Central Texas State Veterans Cemetery	2023	224	85.71%	-0.17%	12.95%	1.34%	0.00%	0.00%
	2022	255	85.88%	1.09%	13.33%	0.39%	0.39%	0.00%
	2021	217	84.79%	-3.13%	13.82%	1.38%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	136	87.50%	-1.29%	11.76%	0.74%	0.00%	0.00%
	2022	116	88.79%	1.40%	11.21%	0.00%	0.00%	0.00%
	2021	119	87.39%	3.08%	8.40%	3.36%	0.00%	0.84%
Rio Grande Valley State Veterans Cemetery	2023	68	80.88%	-0.60%	14.71%	1.47%	1.47%	1.47%
	2022	81	81.48%	3.70%	14.81%	2.47%	0.00%	1.23%
	2021	63	77.78%	-1.17%	15.87%	3.17%	0.00%	3.17%
Texas State Veterans Cemetery at Abilene	2023	75	85.33%	-2.51%	14.67%	0.00%	0.00%	0.00%
	2022	74	87.84%	1.73%	9.46%	1.35%	0.00%	1.35%
	2021	72	86.11%	11.11%	13.89%	0.00%	0.00%	0.00%

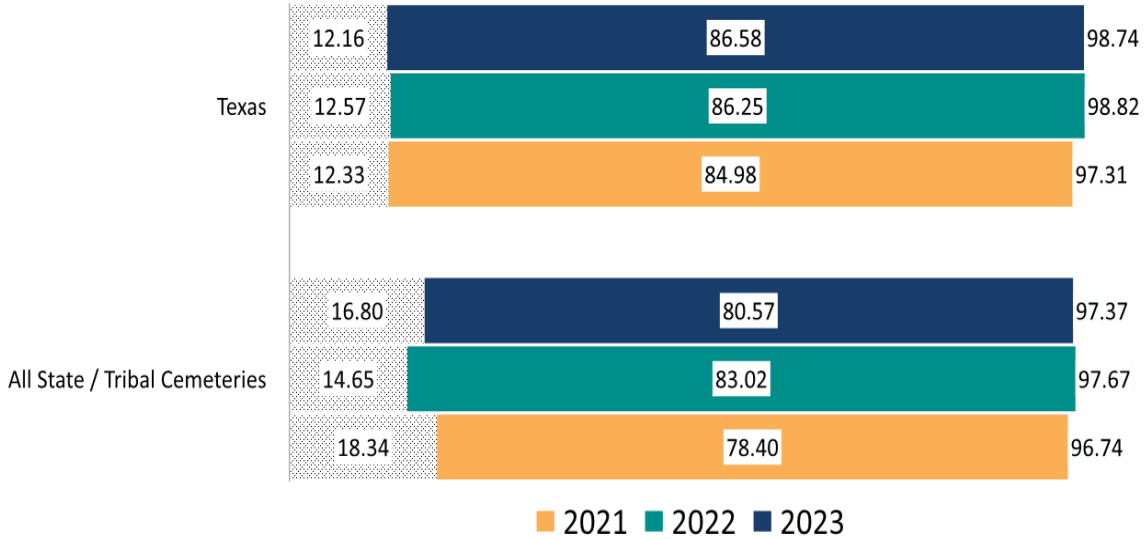
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

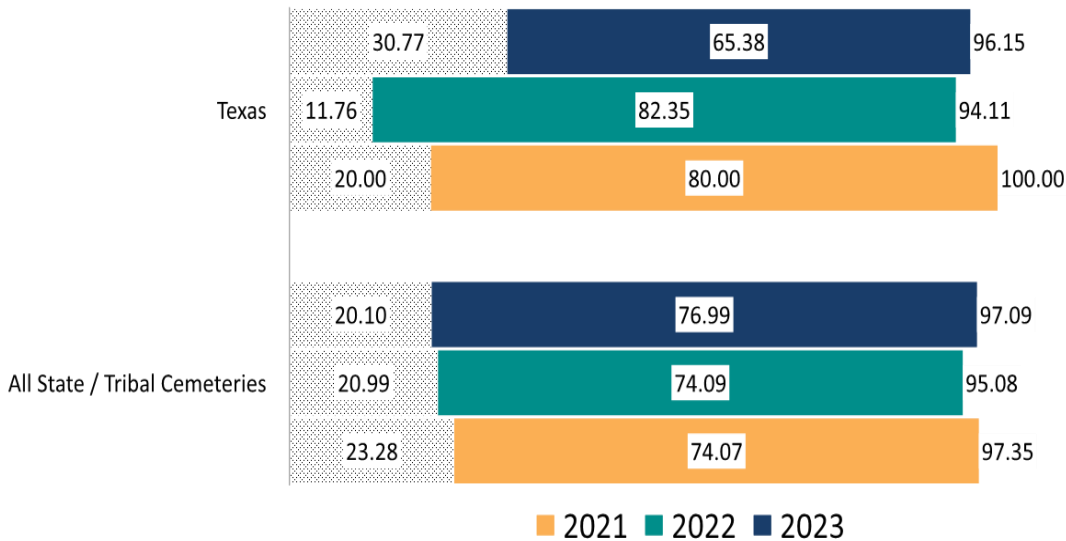
Overall Satisfaction Measures and Key Metrics

Question 34/30: The State or Tribal Veterans Cemetery staff was courteous.

NEXT OF KIN



FUNERAL DIRECTORS

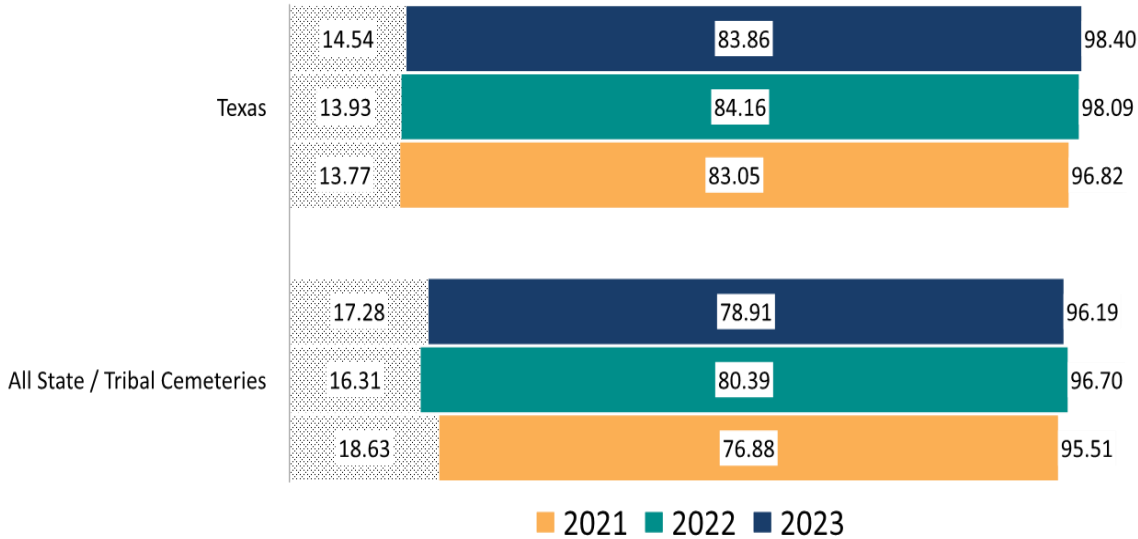


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 35/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	502	83.86%	-0.30%	14.54%	1.00%	0.20%	0.40%
	2022	524	84.16%	1.11%	13.93%	1.53%	0.19%	0.19%
	2021	472	83.05%	2.84%	13.77%	2.54%	0.00%	0.64%
All State / Tribal Cemeteries	2023	8037	78.91%	-1.48%	17.28%	2.95%	0.54%	0.32%
	2022	8523	80.39%	3.51%	16.31%	2.45%	0.47%	0.38%
	2021	7395	76.88%	0.39%	18.63%	3.45%	0.61%	0.43%
Central Texas State Veterans Cemetery	2023	223	84.75%	-0.74%	13.90%	0.90%	0.00%	0.45%
	2022	255	85.49%	1.30%	13.73%	0.78%	0.00%	0.00%
	2021	215	84.19%	0.65%	14.88%	0.93%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	136	84.56%	0.21%	14.71%	0.74%	0.00%	0.00%
	2022	115	84.35%	-0.65%	14.78%	0.87%	0.00%	0.00%
	2021	120	85.00%	6.78%	10.00%	4.17%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	76.47%	-3.53%	17.65%	2.94%	1.47%	1.47%
	2022	80	80.00%	1.87%	16.25%	2.50%	0.00%	1.25%
	2021	64	78.13%	0.21%	14.06%	4.69%	0.00%	3.13%
Texas State Veterans Cemetery at Abilene	2023	75	86.67%	2.89%	13.33%	0.00%	0.00%	0.00%
	2022	74	83.78%	2.96%	10.81%	4.05%	1.35%	0.00%
	2021	73	80.82%	6.53%	16.44%	2.74%	0.00%	0.00%

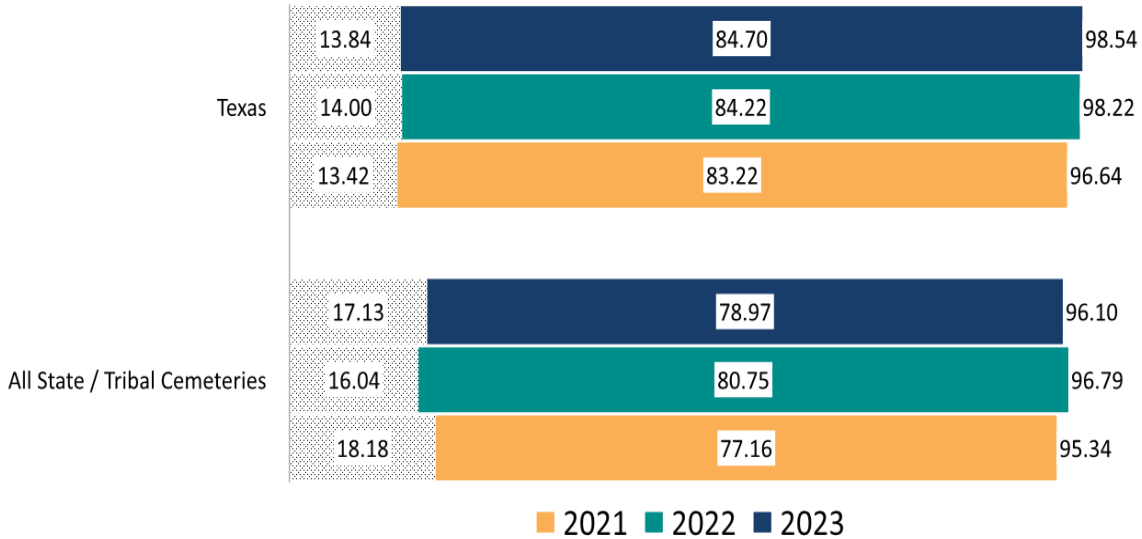
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Next of Kin and Funeral Director data for this survey item are presented on the following page.

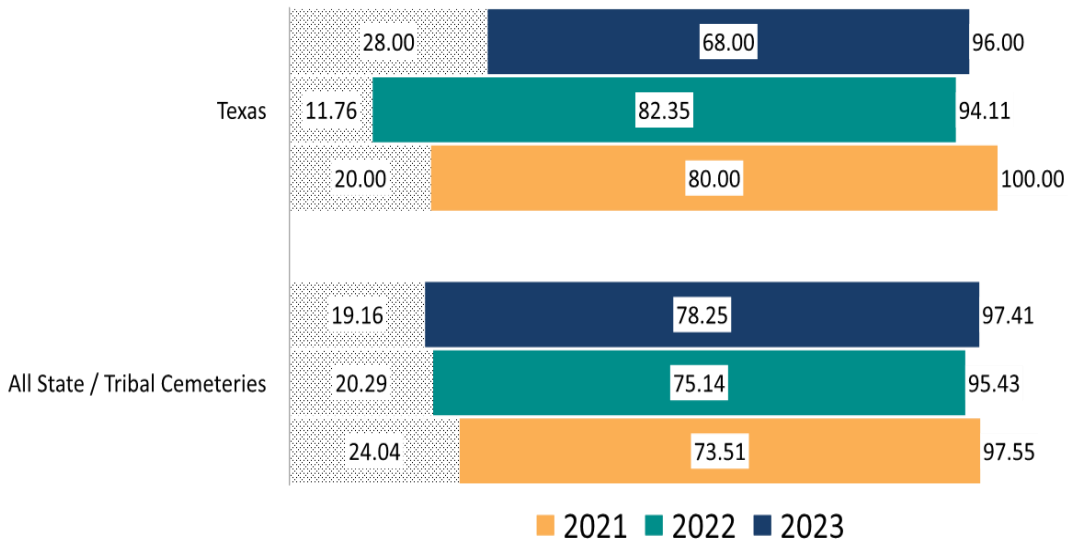
Overall Satisfaction Measures and Key Metrics

Question 35/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

NEXT OF KIN



FUNERAL DIRECTORS

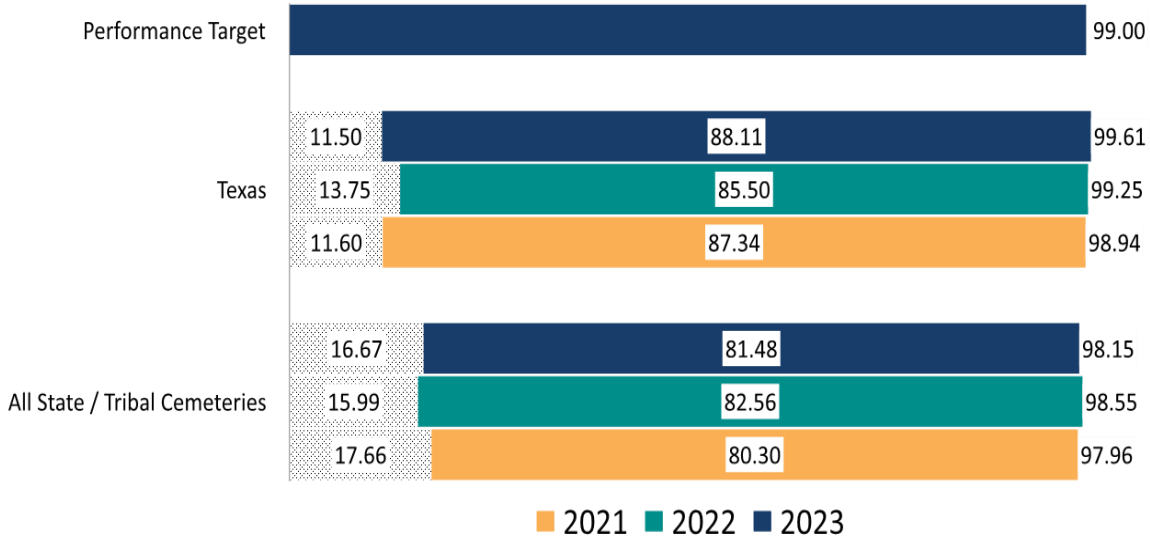


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	513	88.11%	2.61%	11.50%	0.39%	0.00%	0.00%
	2022	531	85.50%	-1.84%	13.75%	0.75%	0.00%	0.00%
	2021	474	87.34%	1.65%	11.60%	0.84%	0.00%	0.21%
All State / Tribal Cemeteries	2023	8200	81.48%	-1.08%	16.67%	1.49%	0.24%	0.12%
	2022	8700	82.56%	2.26%	15.99%	1.08%	0.22%	0.15%
	2021	7604	80.30%	-0.84%	17.66%	1.55%	0.24%	0.25%
Central Texas State Veterans Cemetery	2023	229	87.34%	2.07%	12.66%	0.00%	0.00%	0.00%
	2022	258	85.27%	-1.77%	13.95%	0.78%	0.00%	0.00%
	2021	216	87.04%	-1.44%	12.04%	0.93%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	140	85.00%	-3.79%	13.57%	1.43%	0.00%	0.00%
	2022	116	88.79%	1.29%	10.34%	0.86%	0.00%	0.00%
	2021	120	87.50%	2.74%	11.67%	0.00%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	92.65%	14.60%	7.35%	0.00%	0.00%	0.00%
	2022	82	78.05%	-7.89%	20.73%	1.22%	0.00%	0.00%
	2021	64	85.94%	1.99%	12.50%	1.56%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	76	92.11%	2.78%	7.89%	0.00%	0.00%	0.00%
	2022	75	89.33%	0.14%	10.67%	0.00%	0.00%	0.00%
	2021	74	89.19%	9.46%	9.46%	1.35%	0.00%	0.00%

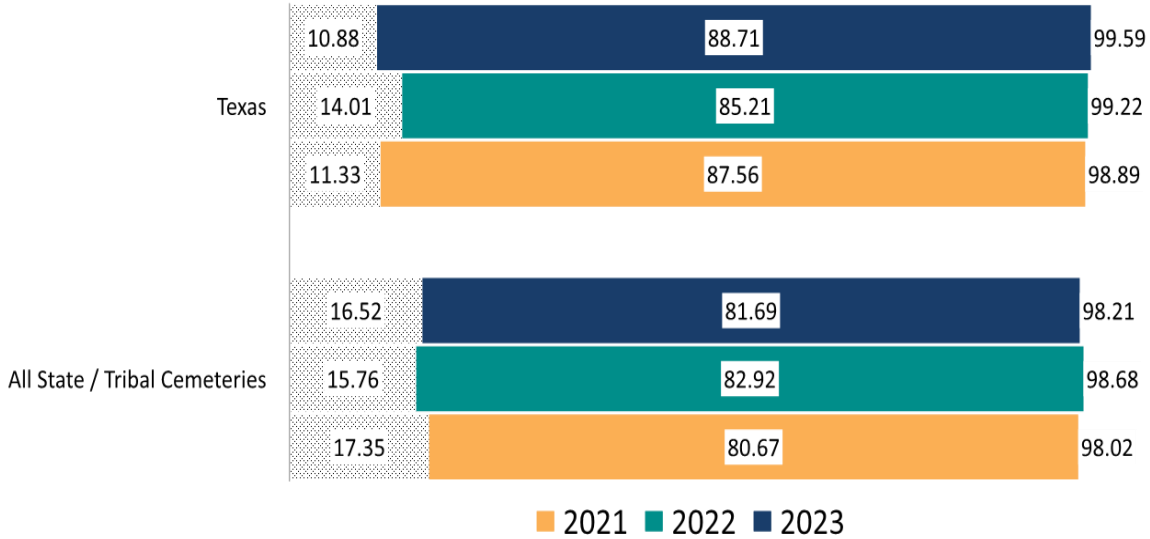
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

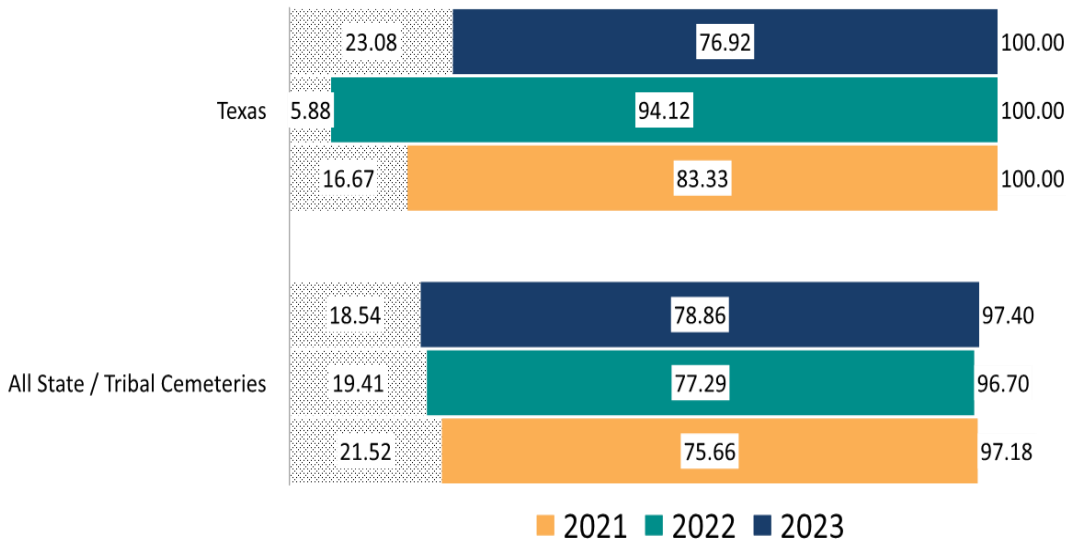
Overall Satisfaction Measures and Key Metrics

Question 38/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



FUNERAL DIRECTORS

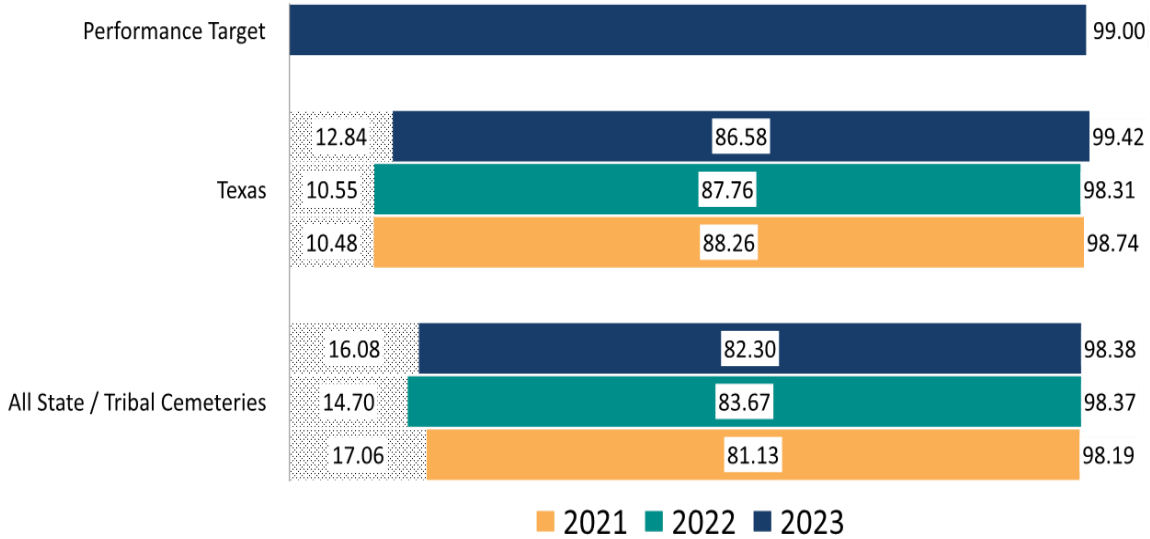


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 40/36: I would recommend the cemetery to Veteran families during their time of need.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	514	86.58%	-1.18%	12.84%	0.58%	0.00%	0.00%
	2022	531	87.76%	-0.50%	10.55%	1.51%	0.19%	0.00%
	2021	477	88.26%	1.73%	10.48%	0.84%	0.21%	0.21%
All State / Tribal Cemeteries	2023	8259	82.30%	-1.37%	16.08%	1.28%	0.21%	0.13%
	2022	8756	83.67%	2.54%	14.70%	1.34%	0.14%	0.16%
	2021	7679	81.13%	-2.05%	17.06%	1.26%	0.34%	0.21%
Central Texas State Veterans Cemetery	2023	228	84.65%	-3.29%	15.35%	0.00%	0.00%	0.00%
	2022	257	87.94%	-0.54%	11.28%	0.78%	0.00%	0.00%
	2021	217	88.48%	-0.50%	11.06%	0.46%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	142	87.32%	-3.20%	11.97%	0.70%	0.00%	0.00%
	2022	116	90.52%	2.09%	9.48%	0.00%	0.00%	0.00%
	2021	121	88.43%	-1.09%	9.92%	0.83%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	86.76%	3.83%	10.29%	2.94%	0.00%	0.00%
	2022	82	82.93%	-1.69%	12.20%	4.88%	0.00%	0.00%
	2021	65	84.62%	4.37%	12.31%	1.54%	1.54%	0.00%
Texas State Veterans Cemetery at Abilene	2023	76	90.79%	2.63%	9.21%	0.00%	0.00%	0.00%
	2022	76	88.16%	-2.38%	7.89%	2.63%	1.32%	0.00%
	2021	74	90.54%	9.46%	8.11%	1.35%	0.00%	0.00%

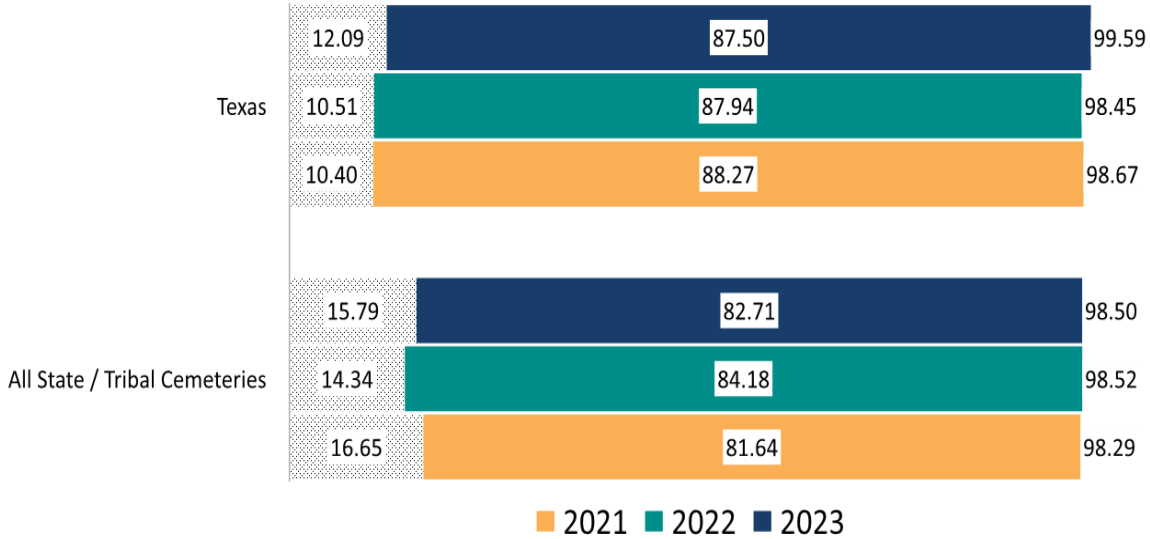
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

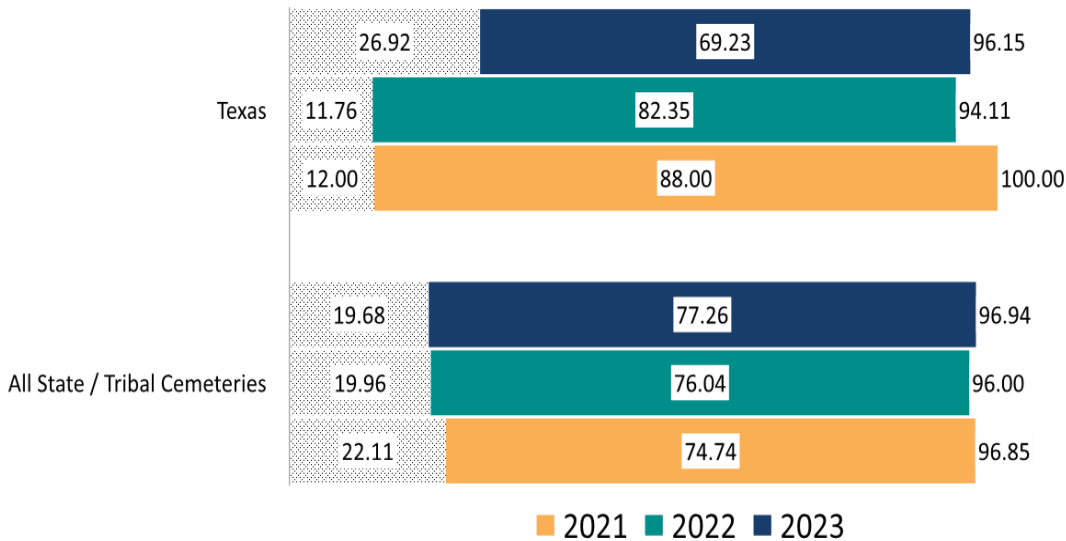
Overall Satisfaction Measures and Key Metrics

Question 40/36: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



FUNERAL DIRECTORS

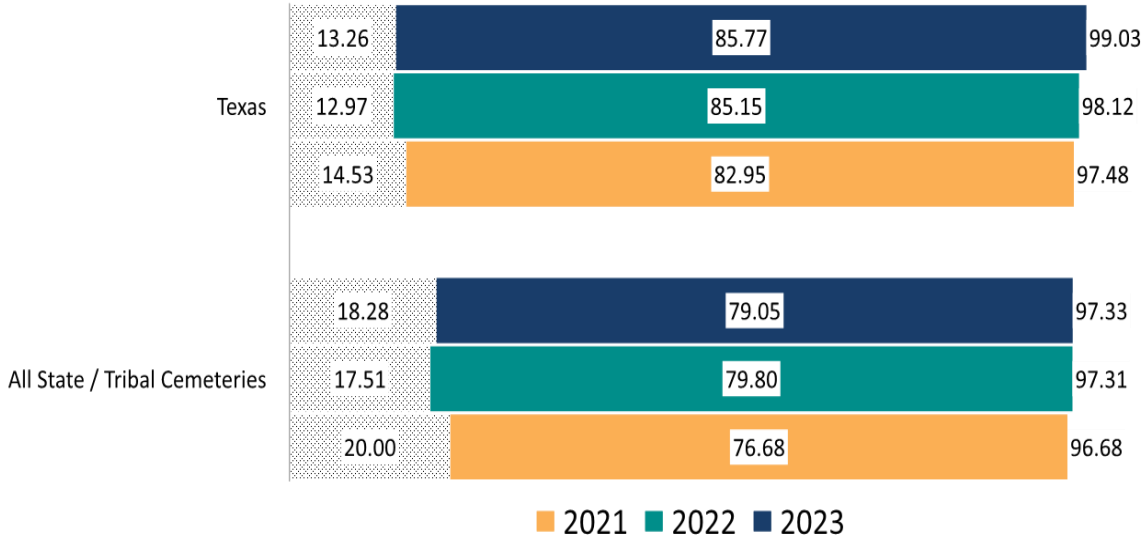


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

ALL RESPONDENTS



■ 2021
 ■ 2022
 ■ 2023

	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	513	85.77%	0.62%	13.26%	0.58%	0.19%	0.19%
	2022	532	85.15%	2.20%	12.97%	0.94%	0.56%	0.38%
	2021	475	82.95%	1.19%	14.53%	1.47%	0.21%	0.84%
All State / Tribal Cemeteries	2023	8237	79.05%	-0.75%	18.28%	1.86%	0.57%	0.24%
	2022	8739	79.80%	3.12%	17.51%	1.66%	0.66%	0.37%
	2021	7646	76.68%	-1.93%	20.00%	2.21%	0.61%	0.50%
Central Texas State Veterans Cemetery	2023	228	85.09%	-1.34%	13.60%	0.88%	0.44%	0.00%
	2022	258	86.43%	3.02%	12.40%	0.78%	0.00%	0.39%
	2021	217	83.41%	-2.01%	14.29%	1.38%	0.46%	0.46%
Coastal Bend Veterans Cemetery	2023	141	85.11%	-2.07%	14.18%	0.71%	0.00%	0.00%
	2022	117	87.18%	4.68%	11.97%	0.00%	0.85%	0.00%
	2021	120	82.50%	1.55%	15.00%	1.67%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	86.76%	8.98%	11.76%	0.00%	0.00%	1.47%
	2022	81	77.78%	-0.68%	18.52%	1.23%	1.23%	1.23%
	2021	65	78.46%	0.68%	16.92%	1.54%	0.00%	3.08%
Texas State Veterans Cemetery at Abilene	2023	76	88.16%	2.63%	11.84%	0.00%	0.00%	0.00%
	2022	76	85.53%	-0.77%	10.53%	2.63%	1.32%	0.00%
	2021	73	86.30%	10.96%	12.33%	1.37%	0.00%	0.00%

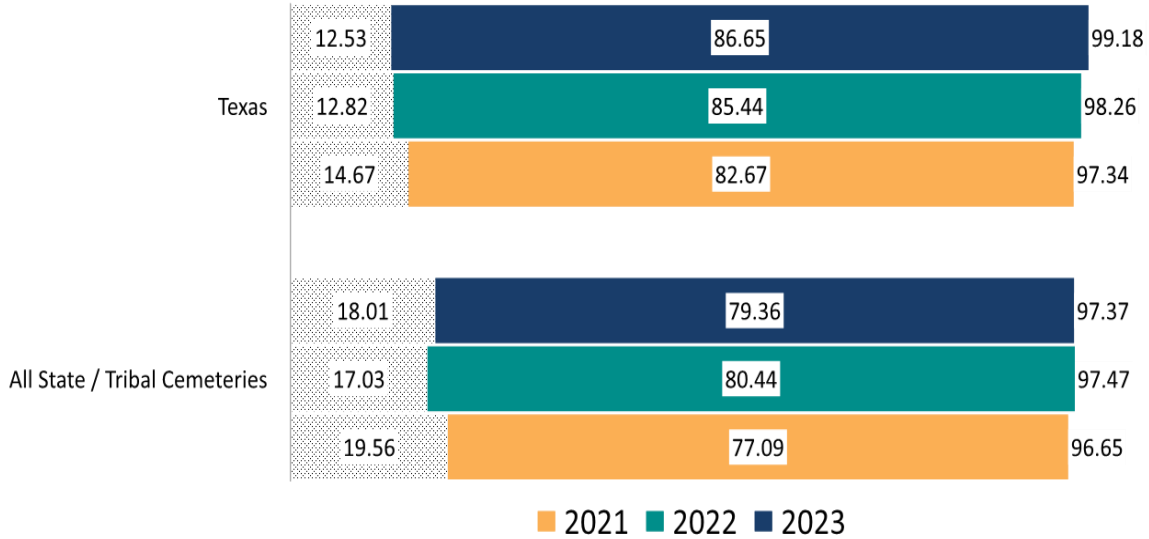
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

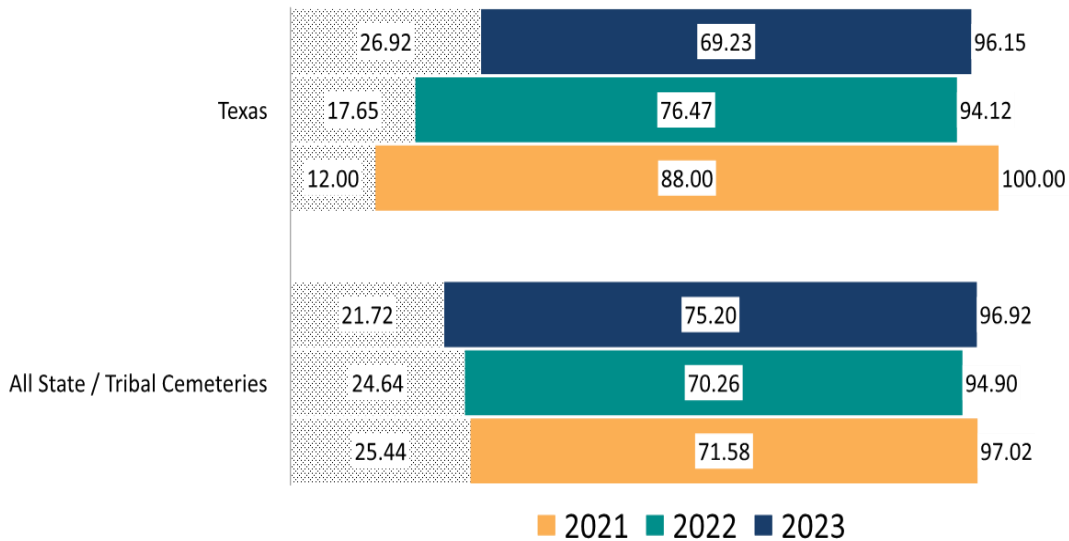
Overall Satisfaction Measures and Key Metrics

Question 39/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

NEXT OF KIN



FUNERAL DIRECTORS

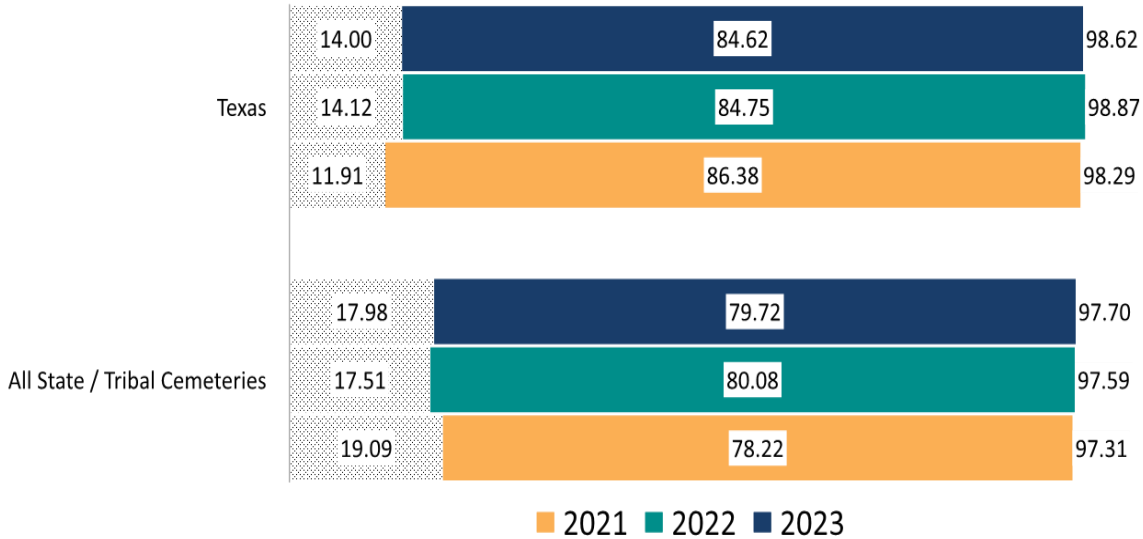


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	507	84.62%	-0.13%	14.00%	1.18%	0.20%	0.00%
	2022	531	84.75%	-1.63%	14.12%	1.13%	0.00%	0.00%
	2021	470	86.38%	3.74%	11.91%	1.28%	0.21%	0.21%
All State / Tribal Cemeteries	2023	8068	79.72%	-0.36%	17.98%	2.01%	0.20%	0.09%
	2022	8571	80.08%	1.86%	17.51%	1.93%	0.27%	0.21%
	2021	7539	78.22%	-1.63%	19.09%	2.19%	0.29%	0.21%
Central Texas State Veterans Cemetery	2023	224	83.93%	-1.67%	15.18%	0.89%	0.00%	0.00%
	2022	257	85.60%	-0.25%	13.62%	0.78%	0.00%	0.00%
	2021	212	85.85%	0.07%	12.26%	1.89%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	141	83.69%	-0.07%	14.18%	2.13%	0.00%	0.00%
	2022	117	83.76%	-3.02%	15.38%	0.85%	0.00%	0.00%
	2021	121	86.78%	4.13%	11.57%	0.83%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	83.82%	3.57%	13.24%	1.47%	1.47%	0.00%
	2022	81	80.25%	-4.13%	18.52%	1.23%	0.00%	0.00%
	2021	64	84.38%	9.38%	14.06%	0.00%	1.56%	0.00%
Texas State Veterans Cemetery at Abilene	2023	74	89.19%	1.03%	10.81%	0.00%	0.00%	0.00%
	2022	76	88.16%	-0.88%	9.21%	2.63%	0.00%	0.00%
	2021	73	89.04%	7.96%	9.59%	1.37%	0.00%	0.00%

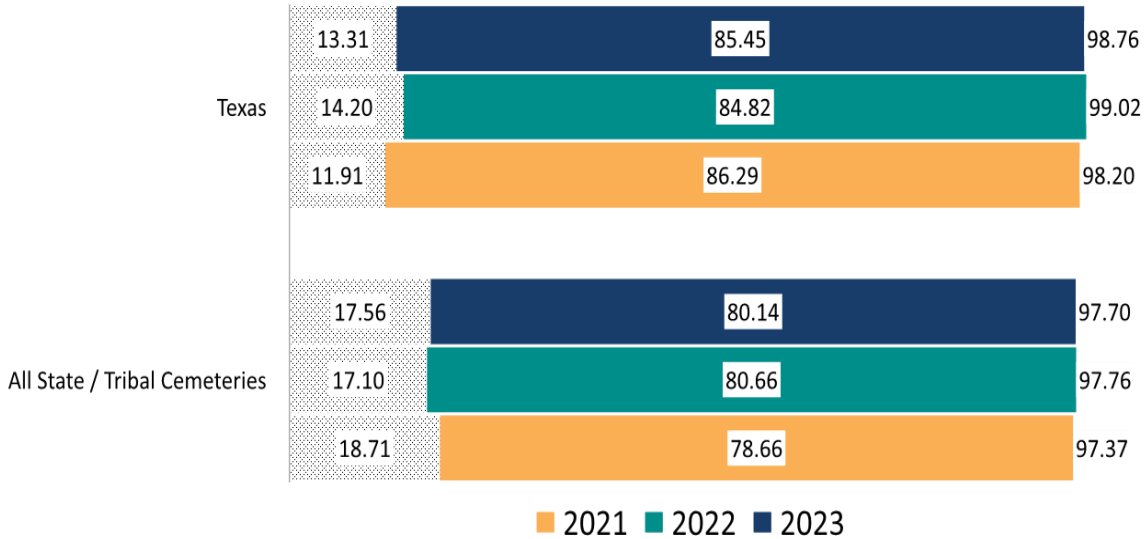
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

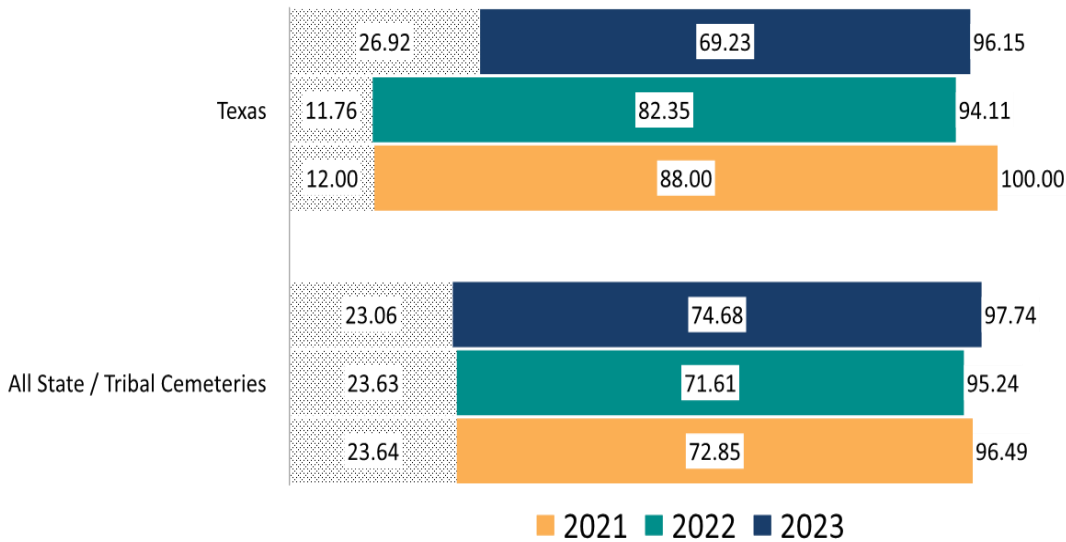
Overall Satisfaction Measures and Key Metrics

Question 41/37: I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN



FUNERAL DIRECTORS

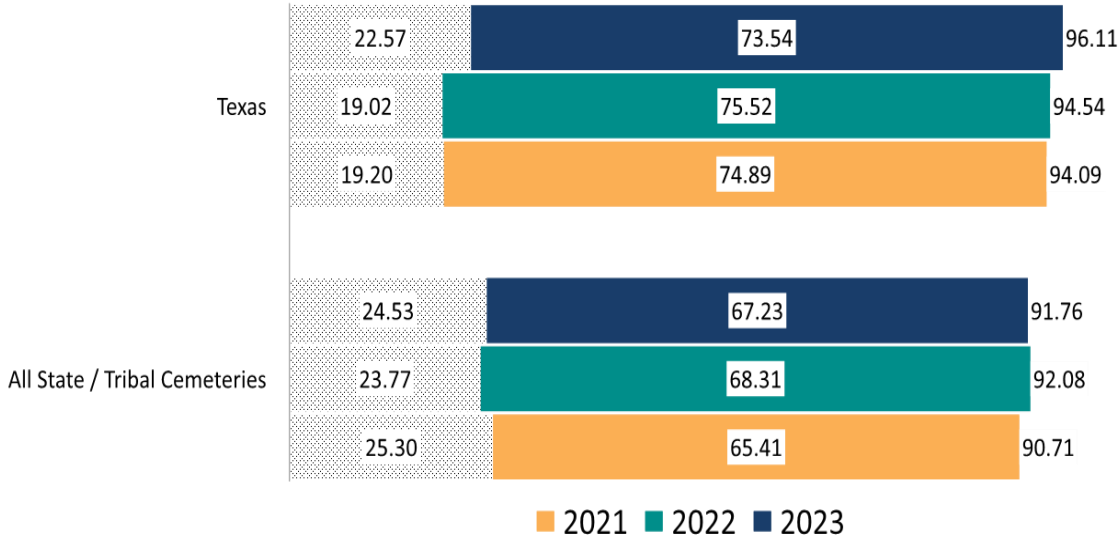


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Overall Satisfaction Measures and Key Metrics

Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	514	73.54%	-1.98%	22.57%	3.11%	0.39%	0.39%
	2022	531	75.52%	0.63%	19.02%	4.52%	0.56%	0.38%
	2021	474	74.89%	4.42%	19.20%	4.64%	0.21%	1.05%
All State / Tribal Cemeteries	2023	8219	67.23%	-1.08%	24.53%	6.81%	1.00%	0.43%
	2022	8699	68.31%	2.90%	23.77%	6.37%	1.10%	0.45%
	2021	7633	65.41%	4.99%	25.30%	7.44%	1.22%	0.63%
Central Texas State Veterans Cemetery	2023	229	70.74%	-3.19%	24.45%	4.37%	0.00%	0.44%
	2022	257	73.93%	-1.53%	21.01%	3.89%	0.78%	0.39%
	2021	216	75.46%	2.46%	18.06%	5.56%	0.46%	0.46%
Coastal Bend Veterans Cemetery	2023	140	75.71%	-6.19%	21.43%	2.14%	0.71%	0.00%
	2022	116	81.90%	5.23%	15.52%	2.59%	0.00%	0.00%
	2021	120	76.67%	3.85%	16.67%	5.00%	0.00%	1.67%
Rio Grande Valley State Veterans Cemetery	2023	69	81.16%	11.65%	13.04%	2.90%	1.45%	1.45%
	2022	82	69.51%	0.28%	20.73%	8.54%	1.22%	0.00%
	2021	65	69.23%	2.56%	24.62%	3.08%	0.00%	3.08%
Texas State Veterans Cemetery at Abilene	2023	76	71.05%	-6.58%	27.63%	1.32%	0.00%	0.00%
	2022	76	77.63%	2.29%	15.79%	5.26%	0.00%	1.32%
	2021	73	75.34%	12.48%	21.92%	2.74%	0.00%	0.00%

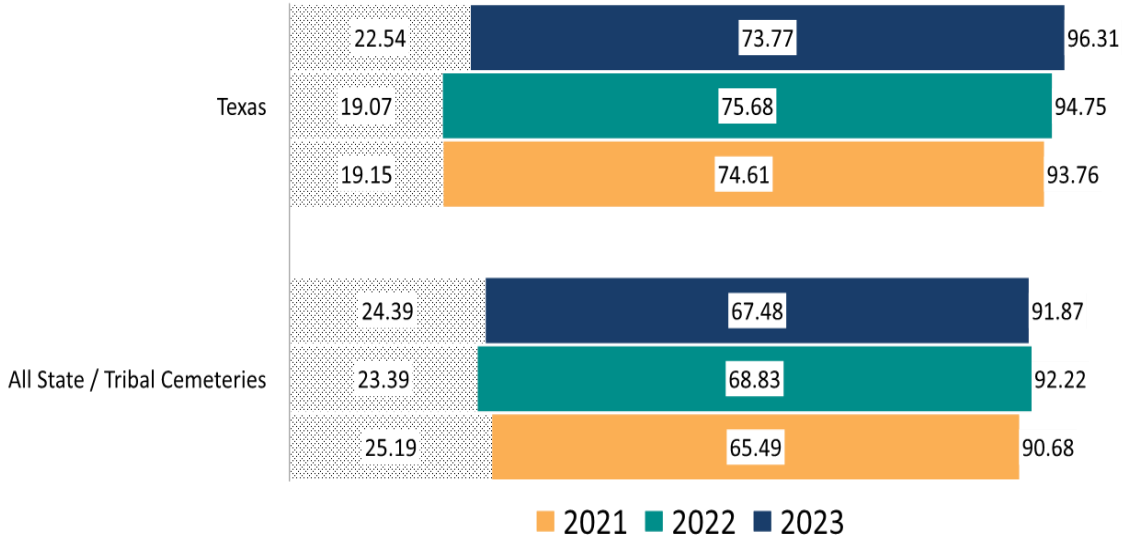
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

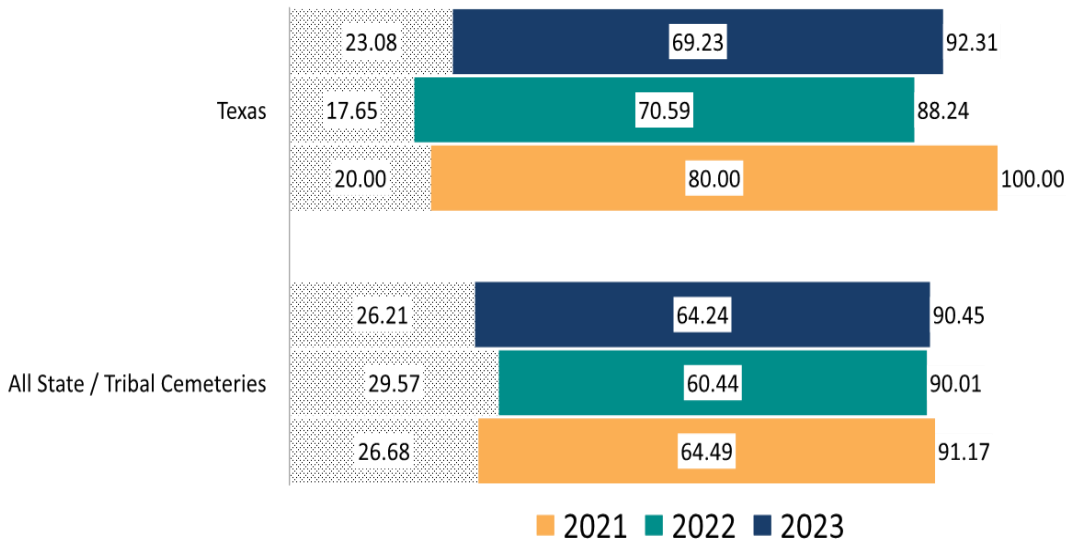
Overall Satisfaction Measures and Key Metrics

Question 43/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

NEXT OF KIN



FUNERAL DIRECTORS



Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Trust

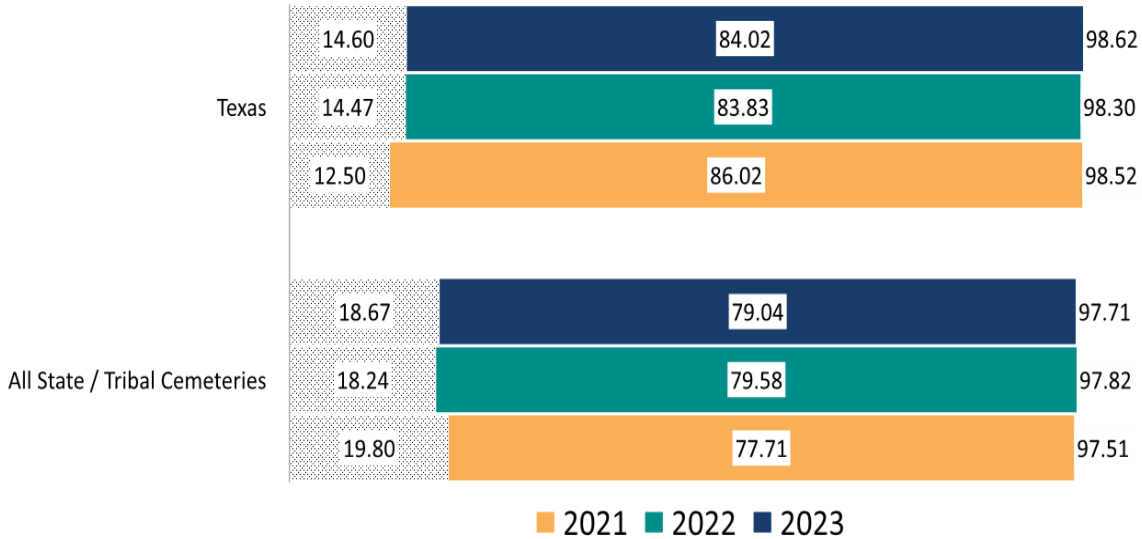
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a State or Tribal Veterans Cemetery’s commitment to maintain cemeteries as national shrines and to honor all Veterans.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type’s respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Trust

Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	507	84.02%	0.19%	14.60%	1.38%	0.00%	0.00%
	2022	532	83.83%	-2.19%	14.47%	1.50%	0.00%	0.19%
	2021	472	86.02%	7.45%	12.50%	1.06%	0.21%	0.21%
All State / Tribal Cemeteries	2023	8165	79.04%	-0.54%	18.67%	2.11%	0.13%	0.05%
	2022	8648	79.58%	1.87%	18.24%	1.85%	0.17%	0.16%
	2021	7606	77.71%	0.73%	19.80%	2.10%	0.22%	0.16%
Central Texas State Veterans Cemetery	2023	226	84.96%	0.40%	14.16%	0.88%	0.00%	0.00%
	2022	259	84.56%	-0.95%	13.51%	1.54%	0.00%	0.39%
	2021	214	85.51%	1.90%	12.62%	1.40%	0.47%	0.00%
Coastal Bend Veterans Cemetery	2023	138	81.88%	-4.33%	15.94%	2.17%	0.00%	0.00%
	2022	116	86.21%	1.91%	12.93%	0.86%	0.00%	0.00%
	2021	121	84.30%	9.30%	14.05%	0.83%	0.00%	0.83%
Rio Grande Valley State Veterans Cemetery	2023	68	82.35%	4.30%	16.18%	1.47%	0.00%	0.00%
	2022	82	78.05%	-9.25%	20.73%	1.22%	0.00%	0.00%
	2021	63	87.30%	17.68%	11.11%	1.59%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	75	86.67%	2.67%	12.00%	1.33%	0.00%	0.00%
	2022	75	84.00%	-5.19%	13.33%	2.67%	0.00%	0.00%
	2021	74	89.19%	12.48%	10.81%	0.00%	0.00%	0.00%

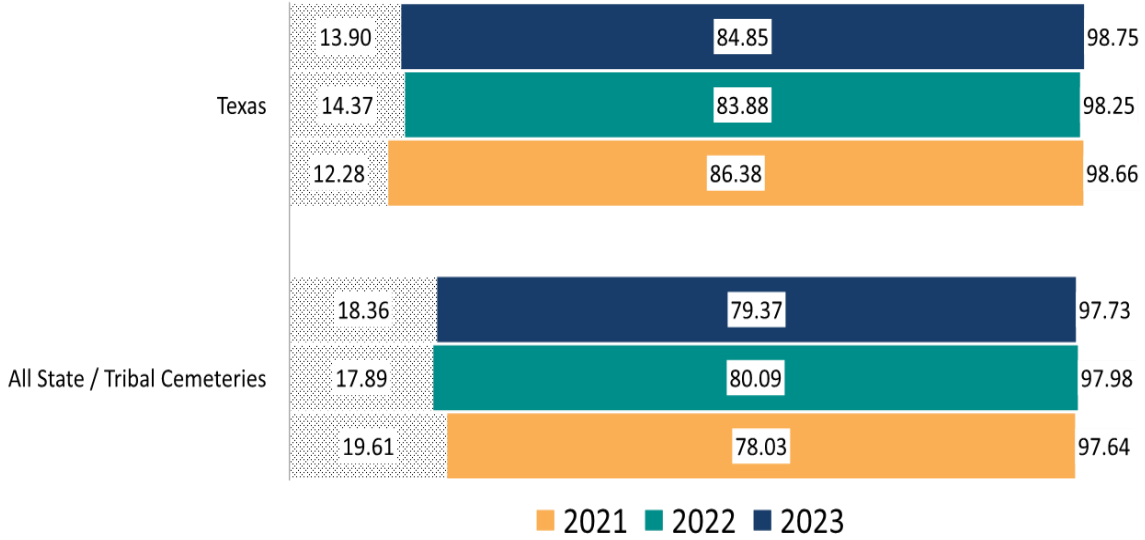
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

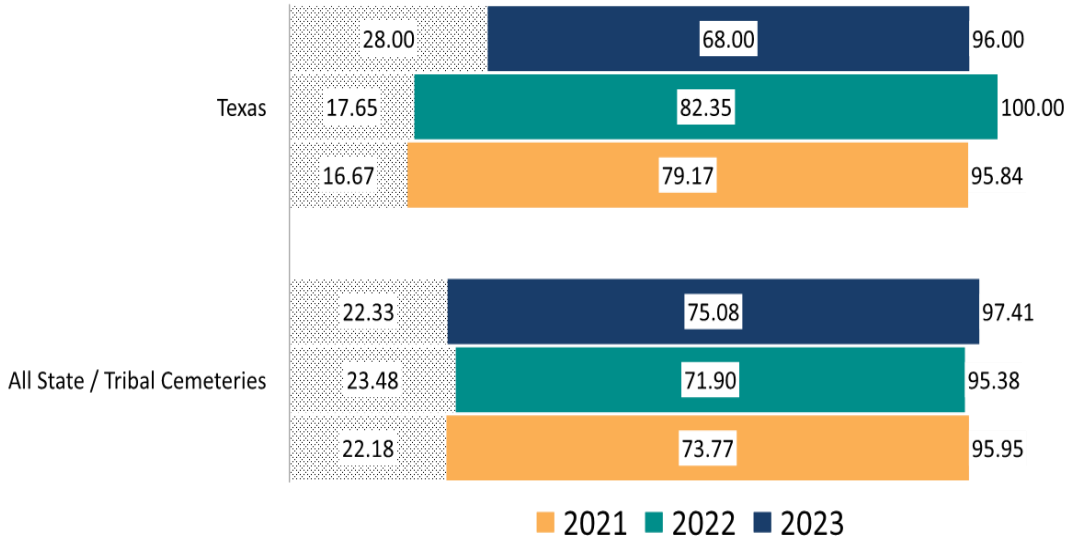
Trust

Question 42/38: I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

NEXT OF KIN



FUNERAL DIRECTORS

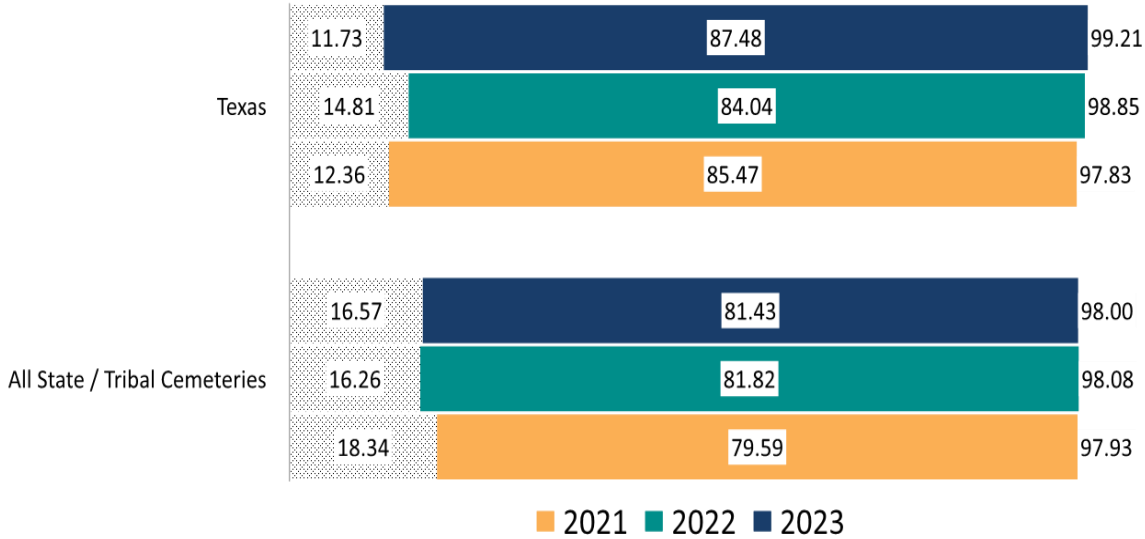


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Trust

Question 31/27: The cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	503	87.48%	3.44%	11.73%	0.80%	0.00%	0.00%
	2022	520	84.04%	-1.43%	14.81%	1.15%	0.00%	0.00%
	2021	461	85.47%	-0.07%	12.36%	0.87%	0.22%	1.08%
All State / Tribal Cemeteries	2023	7925	81.43%	-0.39%	16.57%	1.68%	0.16%	0.16%
	2022	8387	81.82%	2.23%	16.26%	1.59%	0.12%	0.21%
	2021	7321	79.59%	-3.20%	18.34%	1.60%	0.22%	0.25%
Central Texas State Veterans Cemetery	2023	225	85.33%	-0.22%	13.78%	0.89%	0.00%	0.00%
	2022	256	85.55%	1.49%	13.67%	0.78%	0.00%	0.00%
	2021	207	84.06%	-2.21%	14.49%	0.97%	0.00%	0.48%
Coastal Bend Veterans Cemetery	2023	140	85.71%	-0.65%	14.29%	0.00%	0.00%	0.00%
	2022	110	86.36%	1.74%	13.64%	0.00%	0.00%	0.00%
	2021	117	84.62%	-4.49%	11.11%	1.71%	0.00%	2.56%
Rio Grande Valley State Veterans Cemetery	2023	66	89.39%	13.14%	9.09%	1.52%	0.00%	0.00%
	2022	80	76.25%	-11.05%	21.25%	2.50%	0.00%	0.00%
	2021	63	87.30%	9.09%	11.11%	0.00%	1.59%	0.00%
Texas State Veterans Cemetery at Abilene	2023	72	95.83%	12.05%	2.78%	1.39%	0.00%	0.00%
	2022	74	83.78%	-5.41%	13.51%	2.70%	0.00%	0.00%
	2021	74	89.19%	3.08%	9.46%	0.00%	0.00%	1.35%

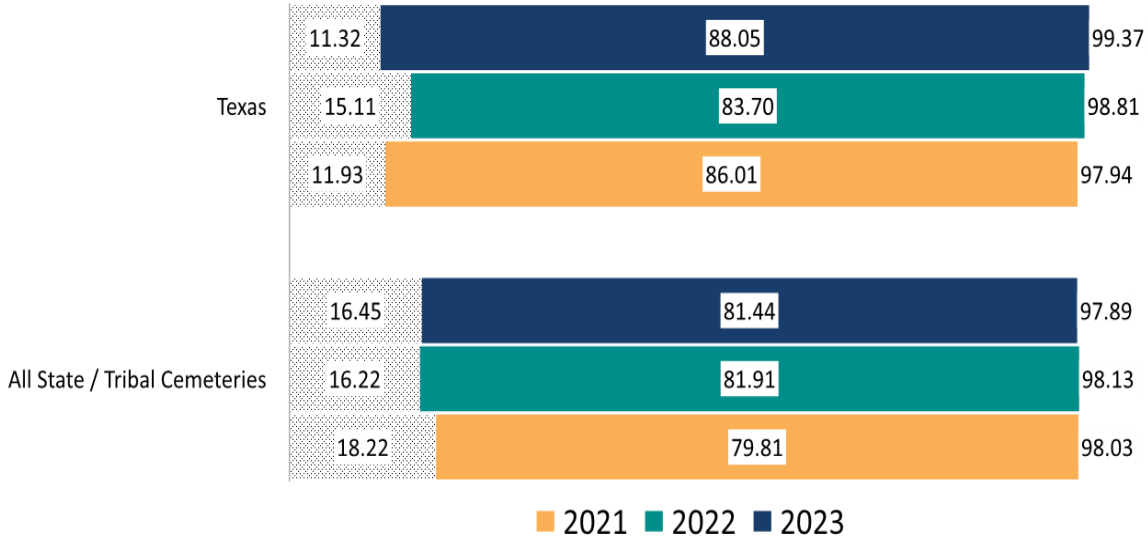
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

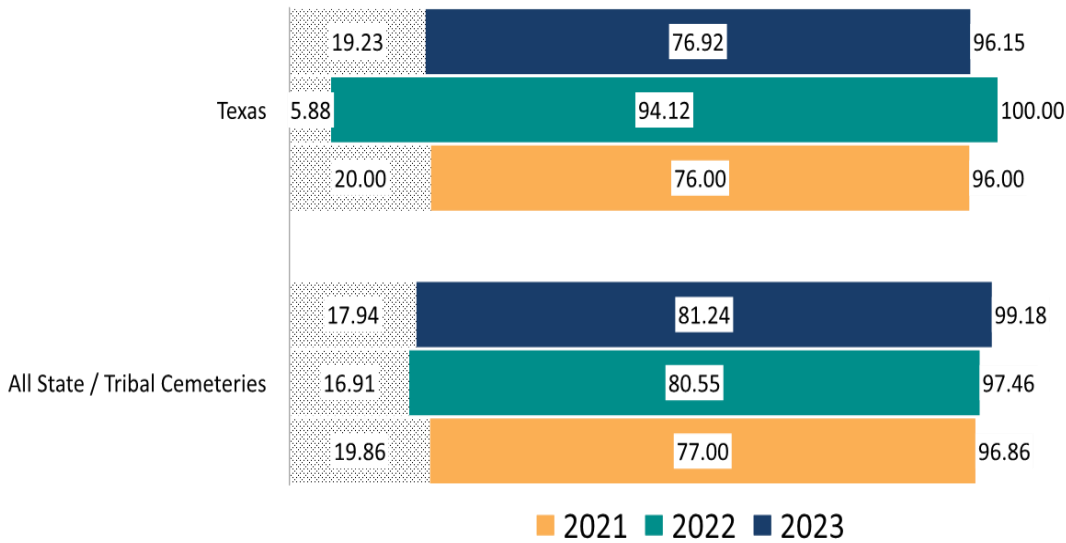
Trust

Question 31/27: The cemetery honors all Veterans and their service to our nation.

NEXT OF KIN



FUNERAL DIRECTORS



Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Next of Kin

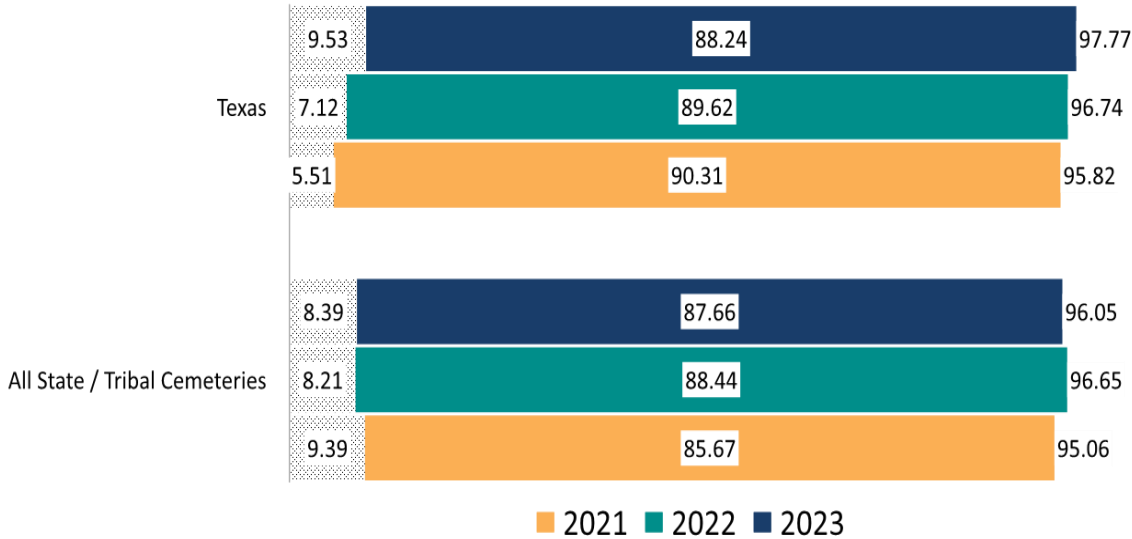
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans 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.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Next of Kin

Question 9: Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

NEXT OF KIN



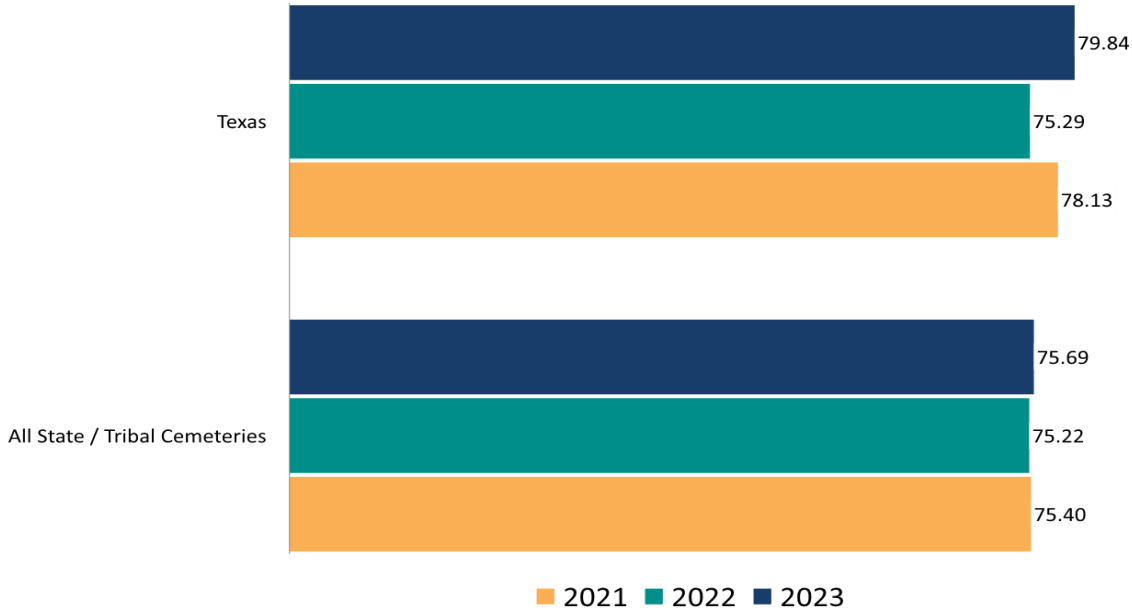
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither satisfied Nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Texas	2023	493	88.24%	-1.38%	9.53%	1.42%	0.41%	0.41%
	2022	520	89.62%	-0.69%	7.12%	1.92%	0.77%	0.58%
	2021	454	90.31%	-1.01%	5.51%	2.64%	0.44%	1.10%
All State / Tribal Cemeteries	2023	7627	87.66%	-0.78%	8.39%	2.53%	0.93%	0.49%
	2022	8209	88.44%	2.77%	8.21%	2.08%	0.69%	0.57%
	2021	7189	85.67%	-2.43%	9.39%	3.24%	0.95%	0.75%
Central Texas State Veterans Cemetery	2023	215	87.91%	-1.02%	9.77%	0.93%	0.93%	0.47%
	2022	253	88.93%	-0.29%	7.11%	2.37%	0.79%	0.79%
	2021	204	89.22%	-5.95%	5.39%	3.92%	0.00%	1.47%
Coastal Bend Veterans Cemetery	2023	139	88.49%	-4.49%	8.63%	2.16%	0.00%	0.72%
	2022	114	92.98%	1.45%	5.26%	0.88%	0.88%	0.00%
	2021	118	91.53%	-1.95%	5.93%	0.85%	1.69%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	65	89.23%	2.81%	7.69%	3.08%	0.00%	0.00%
	2022	81	86.42%	-0.88%	11.11%	1.23%	0.00%	1.23%
	2021	63	87.30%	-0.70%	4.76%	4.76%	0.00%	3.17%
Texas State Veterans Cemetery at Abilene	2023	74	87.84%	-2.44%	12.16%	0.00%	0.00%	0.00%
	2022	72	90.28%	-3.92%	5.56%	2.78%	1.39%	0.00%
	2021	69	94.20%	14.51%	5.80%	0.00%	0.00%	0.00%

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

Satisfaction with Information and Communication: Next of Kin

Question 6: Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

NEXT OF KIN

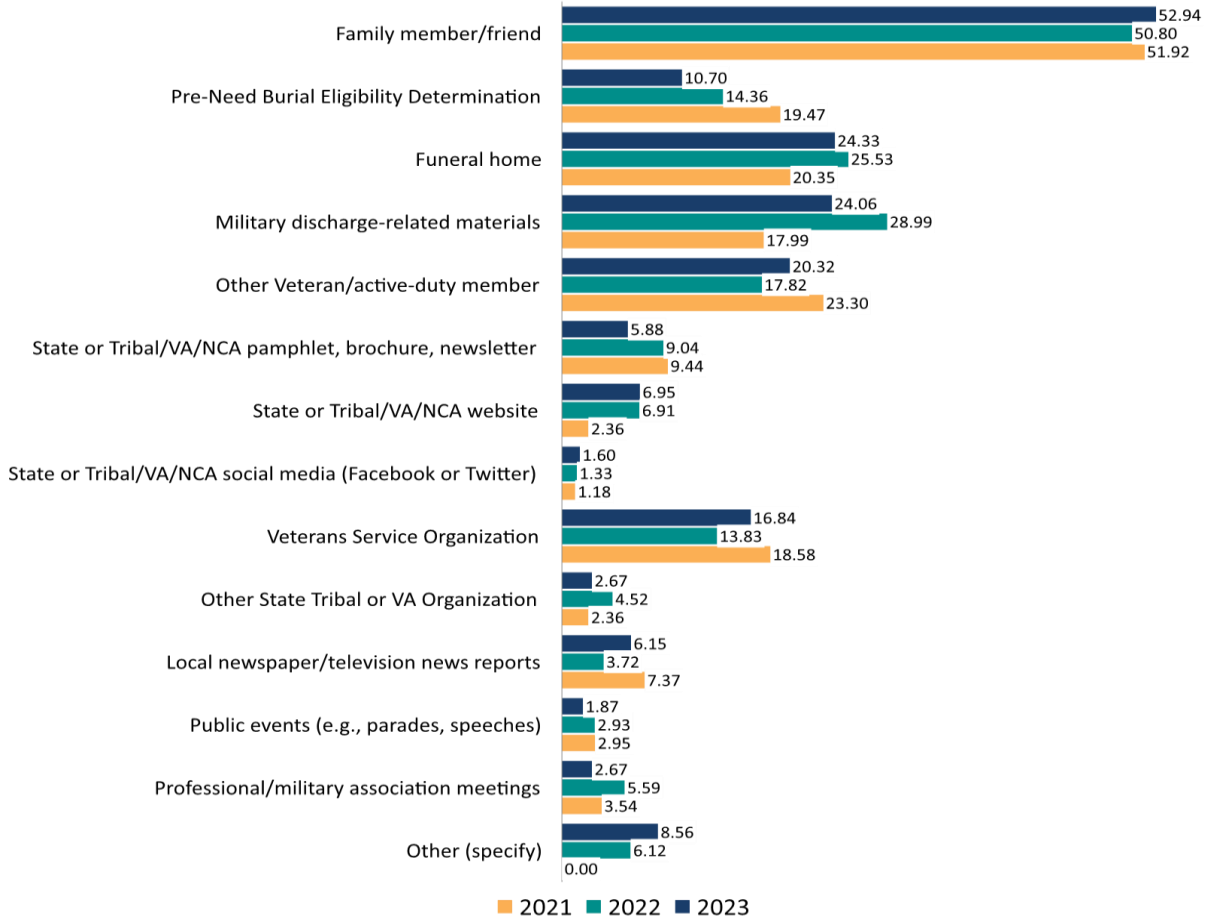


	Year	n	Yes	No
Texas	2023	491	79.84%	20.16%
	2022	518	75.29%	24.71%
	2021	448	78.13%	21.88%
All State / Tribal Cemeteries	2023	7644	75.69%	24.31%
	2022	8204	75.22%	24.78%
	2021	7183	75.40%	24.60%
Central Texas State Veterans Cemetery	2023	218	78.44%	21.56%
	2022	253	77.08%	22.92%
	2021	200	79.00%	21.00%
Coastal Bend Veterans Cemetery	2023	138	79.71%	20.29%
	2022	113	76.99%	23.01%
	2021	117	76.07%	23.93%
Rio Grande Valley State Veterans Cemetery	2023	64	82.81%	17.19%
	2022	80	68.75%	31.25%
	2021	62	80.65%	19.35%
Texas State Veterans Cemetery at Abilene	2023	71	81.69%	18.31%
	2022	72	73.61%	26.39%
	2021	69	76.81%	23.19%

Satisfaction with Information and Communication: Next of Kin

Question 7: How did you learn of these benefits prior to your time of need? (Mark all that apply)

NEXT OF KIN



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

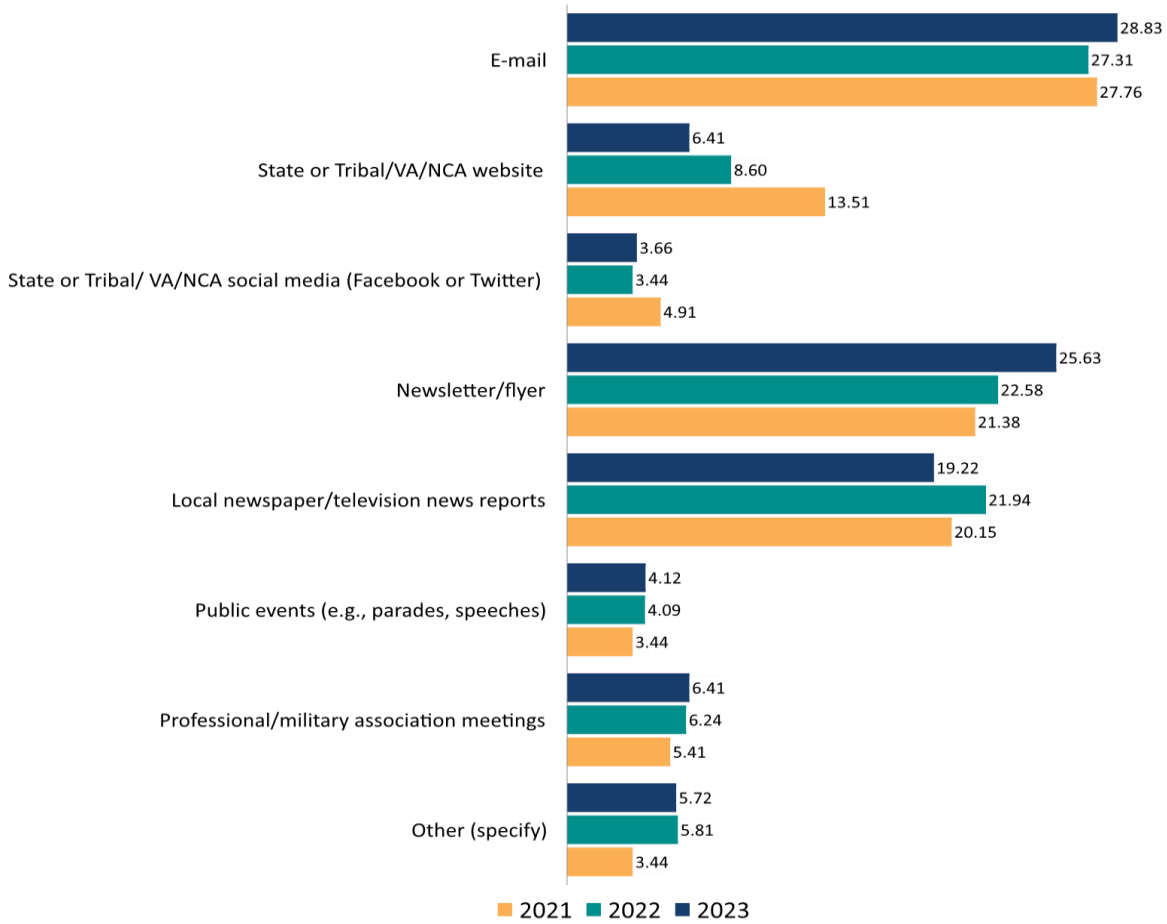
Note: The “Other (specify)” answer option was added to the 2022 survey.

Note: This question only applies to respondents who indicated "Yes" to Question 6 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 8: Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)

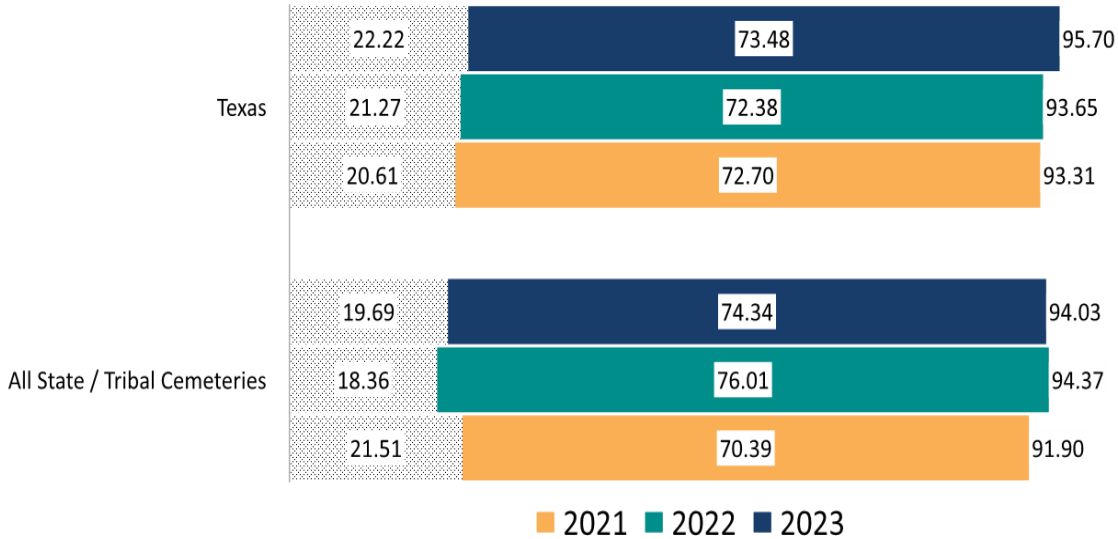
NEXT OF KIN



Satisfaction with Information and Communication: Next of Kin

Question 10: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

NEXT OF KIN



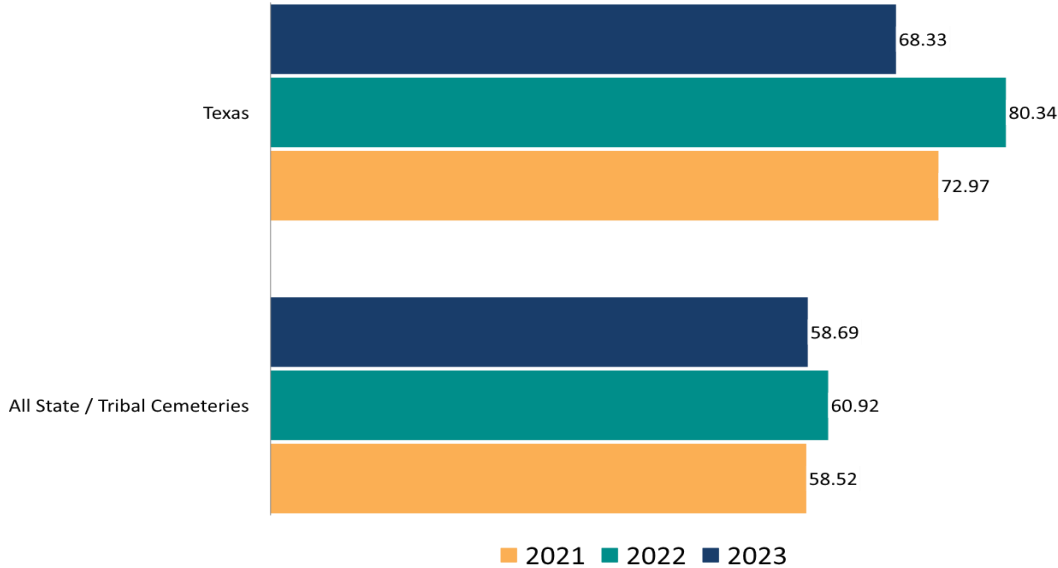
	Year	n	Very informed	*Change Score	Somewhat informed	Neither informed nor uninformed	Somewhat uninformed	Very uninformed
Texas	2023	279	73.48%	1.10%	22.22%	1.79%	1.43%	1.08%
	2022	362	72.38%	-0.32%	21.27%	2.21%	2.21%	1.93%
	2021	359	72.70%	2.79%	20.61%	3.62%	1.95%	1.11%
All State / Tribal Cemeteries	2023	4342	74.34%	-1.67%	19.69%	2.72%	1.84%	1.40%
	2022	6006	76.01%	5.62%	18.36%	2.95%	1.57%	1.12%
	2021	5522	70.39%	0.33%	21.51%	4.26%	2.12%	1.72%
Central Texas State Veterans Cemetery	2023	121	71.90%	-2.13%	23.14%	1.65%	2.48%	0.83%
	2022	181	74.03%	1.88%	20.99%	2.76%	1.10%	1.10%
	2021	158	72.15%	1.82%	19.62%	5.06%	2.53%	0.63%
Coastal Bend Veterans Cemetery	2023	80	76.25%	5.52%	21.25%	1.25%	1.25%	0.00%
	2022	82	70.73%	-3.50%	23.17%	0.00%	1.22%	4.88%
	2021	97	74.23%	-2.85%	20.62%	2.06%	2.06%	1.03%
Rio Grande Valley State Veterans Cemetery	2023	38	60.53%	-2.93%	31.58%	2.63%	0.00%	5.26%
	2022	52	63.46%	-6.75%	25.00%	3.85%	5.77%	1.92%
	2021	47	70.21%	3.54%	23.40%	2.13%	0.00%	4.26%
Texas State Veterans Cemetery at Abilene	2023	40	85.00%	6.28%	12.50%	2.50%	0.00%	0.00%
	2022	47	78.72%	5.04%	14.89%	2.13%	4.26%	0.00%
	2021	57	73.68%	12.39%	21.05%	3.51%	1.75%	0.00%

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

Satisfaction with Information and Communication: Next of Kin

Question 24: Did you receive a certificate signed by the President of the United States honoring the Veteran's service?

NEXT OF KIN



	Year	n	Yes	No
Texas	2023	401	68.33%	31.67%
	2022	417	80.34%	19.66%
	2021	370	72.97%	27.03%
All State / Tribal Cemeteries	2023	6090	58.69%	41.31%
	2022	6540	60.92%	39.08%
	2021	5593	58.52%	41.48%
Central Texas State Veterans Cemetery	2023	178	70.22%	29.78%
	2022	204	80.88%	19.12%
	2021	163	73.01%	26.99%
Coastal Bend Veterans Cemetery	2023	113	66.37%	33.63%
	2022	90	81.11%	18.89%
	2021	104	75.96%	24.04%
Rio Grande Valley State Veterans Cemetery	2023	51	66.67%	33.33%
	2022	67	80.60%	19.40%
	2021	51	68.63%	31.37%
Texas State Veterans Cemetery at Abilene	2023	59	67.80%	32.20%
	2022	56	76.79%	23.21%
	2021	52	71.15%	28.85%

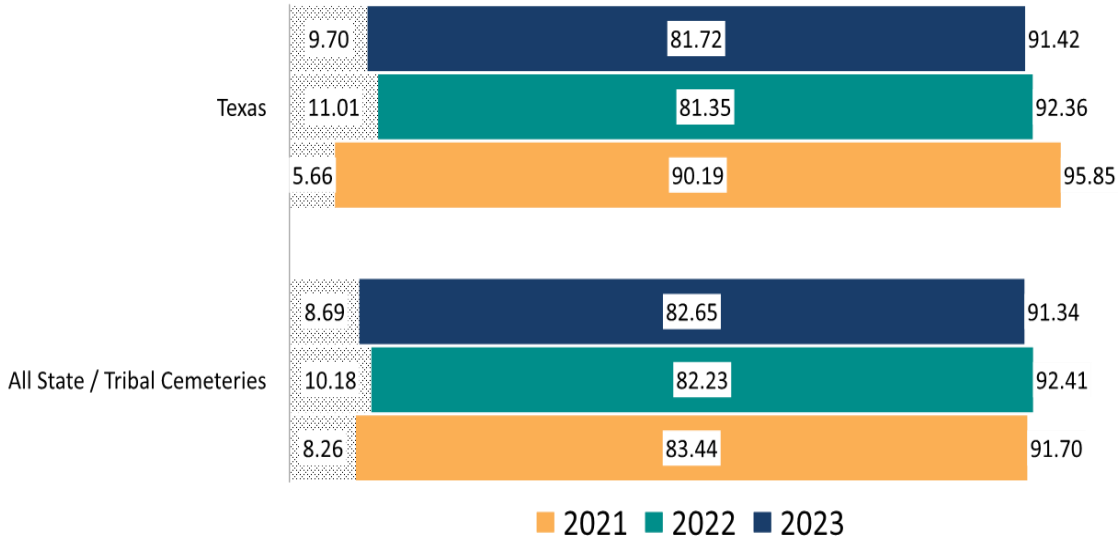
Note: The Veteran status of the interred loved one is not self-reported. Veteran status of the interred loved one is recorded by the national cemetery and captured in the NCA database. This question only applies to respondents whose interred loved one was a Veteran.

Note: Prior to 2022 the question wording was: If your loved one was a Veteran, did you receive a certificate signed by the President of the United States honoring the Veteran's service?

Satisfaction with Information and Communication: Next of Kin

Question 25: How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	268	81.72%	0.37%	9.70%	6.34%	1.12%	1.12%
	2022	327	81.35%	-8.84%	11.01%	4.89%	2.14%	0.61%
	2021	265	90.19%	16.79%	5.66%	3.02%	1.13%	0.00%
All State / Tribal Cemeteries	2023	3475	82.65%	0.42%	8.69%	6.85%	0.95%	0.86%
	2022	3882	82.23%	-1.21%	10.18%	5.64%	1.03%	0.93%
	2021	3159	83.44%	16.11%	8.26%	5.89%	1.14%	1.27%
Central Texas State Veterans Cemetery	2023	122	77.87%	-1.27%	13.93%	5.74%	2.46%	0.00%
	2022	163	79.14%	-8.79%	13.50%	4.29%	2.45%	0.61%
	2021	116	87.93%	15.07%	6.90%	5.17%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	74	79.73%	-3.37%	6.76%	10.81%	0.00%	2.70%
	2022	71	83.10%	-6.51%	8.45%	7.04%	1.41%	0.00%
	2021	77	89.61%	16.73%	6.49%	1.30%	2.60%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	33	96.97%	12.35%	3.03%	0.00%	0.00%	0.00%
	2022	52	84.62%	-12.52%	9.62%	1.92%	1.92%	1.92%
	2021	35	97.14%	30.47%	2.86%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	39	84.62%	1.69%	7.69%	5.13%	0.00%	2.56%
	2022	41	82.93%	-8.96%	7.32%	7.32%	2.44%	0.00%
	2021	37	91.89%	8.96%	2.70%	2.70%	2.70%	0.00%

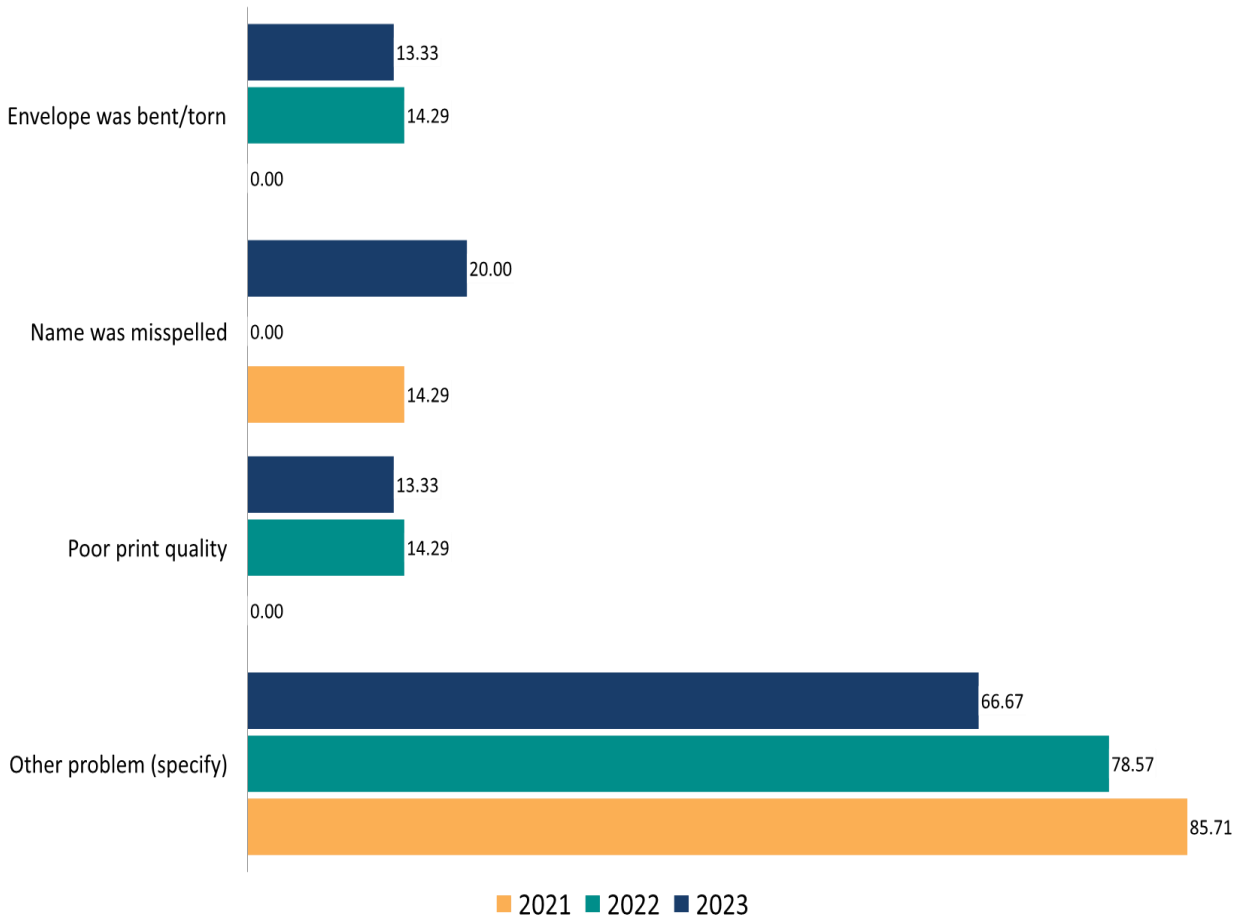
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 24 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 26: Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran’s service? (Mark all that apply)

NEXT OF KIN



2021: n = 7 2022: n = 14 2023: n = 15

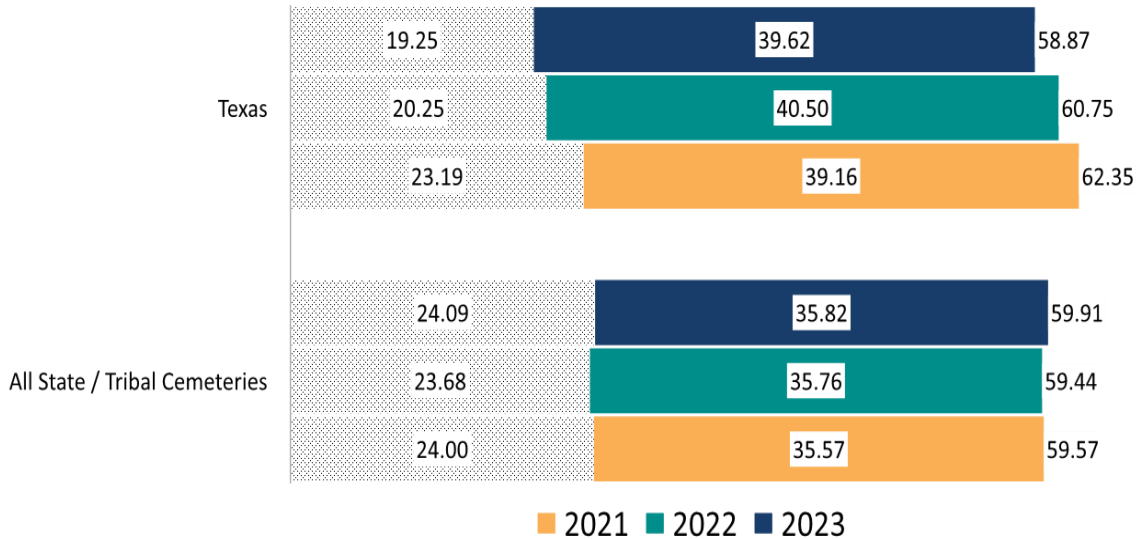
Note: This question only applies to respondents who indicated "Very dissatisfied", "Somewhat dissatisfied", or "Neither satisfied nor dissatisfied" to Question 25 (NoK).

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

Satisfaction with Information and Communication: Next of Kin

Question 27: Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	265	39.62%	-0.88%	19.25%	35.47%	3.77%	1.89%
	2022	321	40.50%	1.34%	20.25%	33.02%	3.74%	2.49%
	2021	263	39.16%	5.43%	23.19%	30.42%	6.46%	0.76%
All State / Tribal Cemeteries	2023	3425	35.82%	0.06%	24.09%	35.42%	3.53%	1.14%
	2022	3831	35.76%	0.19%	23.68%	35.66%	3.71%	1.20%
	2021	3129	35.57%	7.02%	24.00%	36.08%	3.52%	0.83%
Central Texas State Veterans Cemetery	2023	120	34.17%	-7.34%	21.67%	39.17%	1.67%	3.33%
	2022	159	41.51%	9.34%	21.38%	30.19%	3.77%	3.14%
	2021	115	32.17%	-4.42%	28.70%	31.30%	7.83%	0.00%
Coastal Bend Veterans Cemetery	2023	73	41.10%	-3.83%	20.55%	31.51%	5.48%	1.37%
	2022	69	44.93%	-7.02%	14.49%	36.23%	4.35%	0.00%
	2021	77	51.95%	25.42%	18.18%	24.68%	3.90%	1.30%
Rio Grande Valley State Veterans Cemetery	2023	34	64.71%	19.43%	11.76%	20.59%	2.94%	0.00%
	2022	53	45.28%	-1.78%	22.64%	30.19%	0.00%	1.89%
	2021	34	47.06%	12.06%	14.71%	23.53%	11.76%	2.94%
Texas State Veterans Cemetery at Abilene	2023	38	31.58%	9.08%	15.79%	44.74%	7.89%	0.00%
	2022	40	22.50%	-4.53%	22.50%	42.50%	7.50%	5.00%
	2021	37	27.03%	-5.47%	24.32%	45.95%	2.70%	0.00%

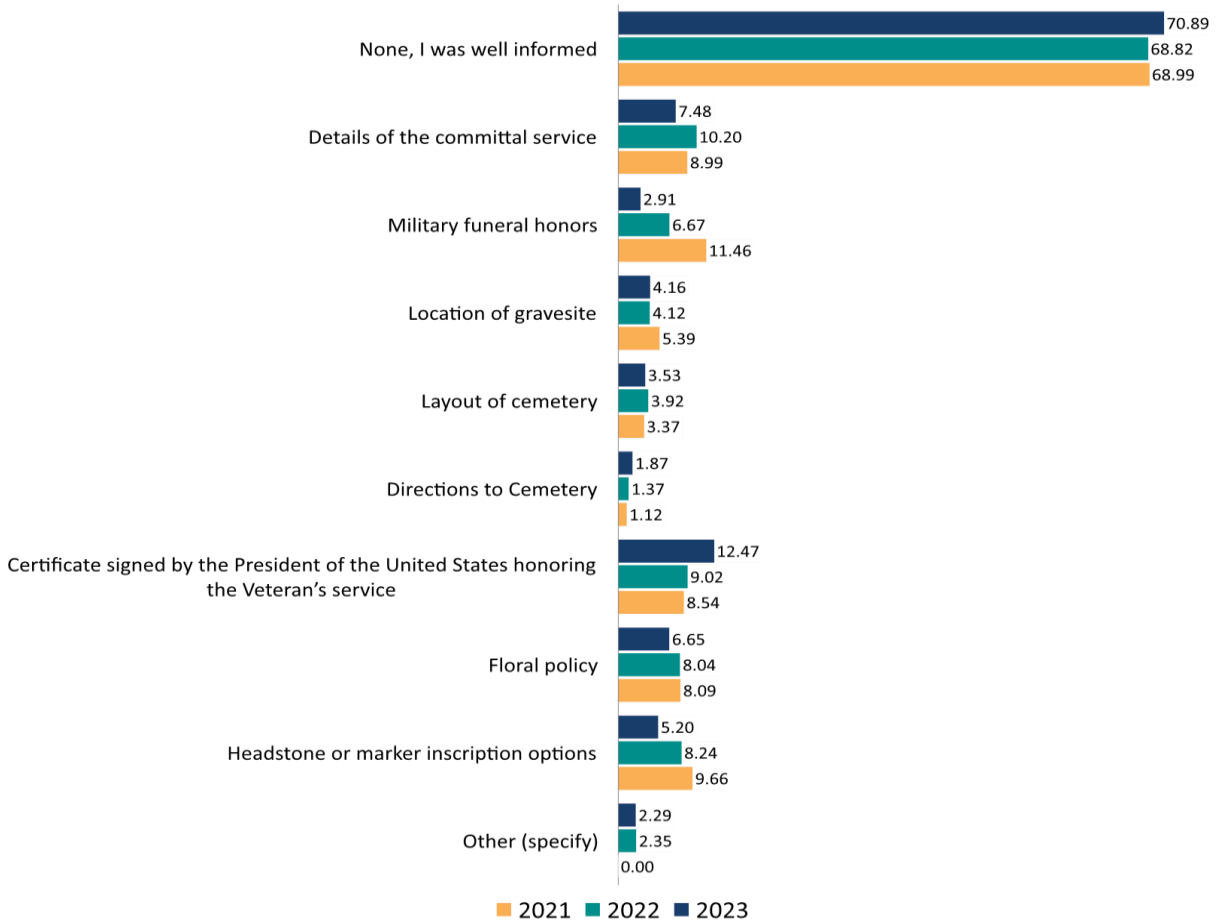
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 24 (NoK).

Satisfaction with Information and Communication: Next of Kin

Question 28: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

NEXT OF KIN



2021: n = 445 2022: n = 510 2023: n = 481

Note: In the 2021 survey the answer option "Presidential Memorial Certificate" was changed to "Certificate signed by the President of the United States honoring the Veteran's service."

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

Note: The "Other (specify)" answer option was added to the 2022 survey.

Satisfaction with Information and Communication: Funeral Directors

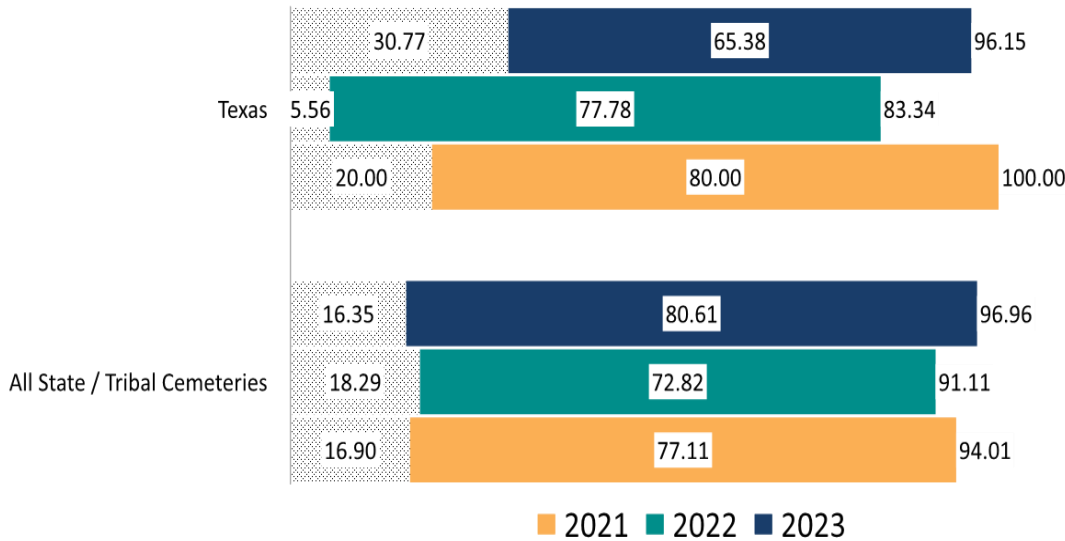
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the State or Tribal Veterans 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).
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 10: Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	26	65.38%	-12.40%	30.77%	0.00%	0.00%	3.85%
	2022	18	77.78%	-2.22%	5.56%	5.56%	0.00%	11.11%
	2021	25	80.00%	2.45%	20.00%	0.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	624	80.61%	7.79%	16.35%	2.40%	0.32%	0.32%
	2022	563	72.82%	-4.29%	18.29%	7.46%	0.89%	0.53%
	2021	568	77.11%	-0.60%	16.90%	4.93%	0.53%	0.53%
Central Texas State Veterans Cemetery	2023	11	63.64%	-36.36%	36.36%	0.00%	0.00%	0.00%
	2022	8	100.00%	26.67%	0.00%	0.00%	0.00%	0.00%
	2021	15	73.33%	-5.98%	26.67%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	80.00%	13.33%	20.00%	0.00%	0.00%	0.00%
	2022	3	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%
	2021	3	66.67%	-4.76%	33.33%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-8.33%	50.00%	0.00%	0.00%	25.00%
	2022	3	33.33%	-66.67%	0.00%	33.33%	0.00%	33.33%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	8.33%	16.67%	0.00%	0.00%	0.00%
	2022	4	75.00%	-25.00%	0.00%	0.00%	0.00%	25.00%
	2021	5	100.00%	12.50%	0.00%	0.00%	0.00%	0.00%

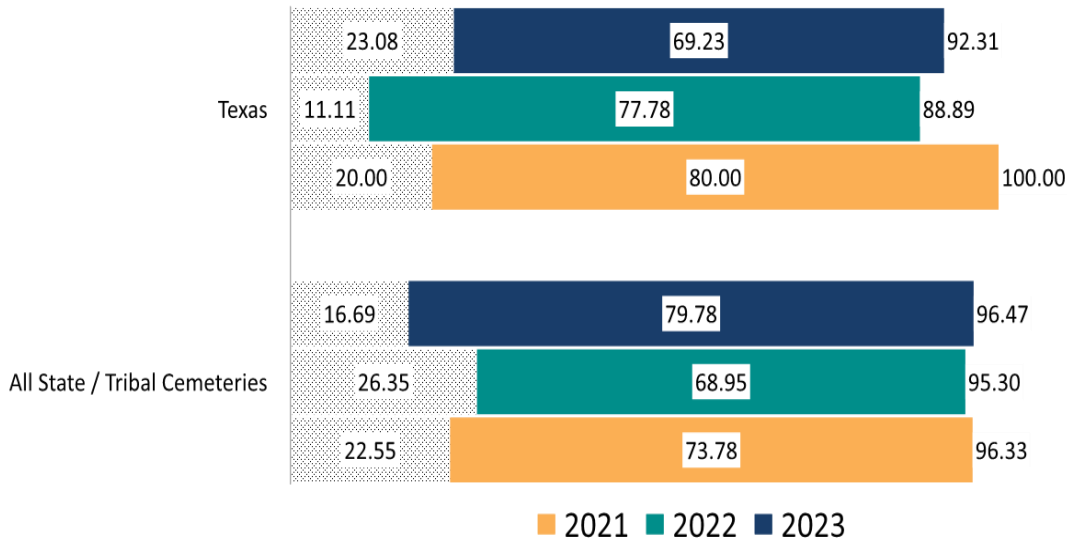
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 5: How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

FUNERAL DIRECTORS



	Year	n	Excellent	*Change Score	Good	Fair	Poor
Texas	2023	26	69.23%	-8.55%	23.08%	3.85%	3.85%
	2022	18	77.78%	-2.22%	11.11%	5.56%	5.56%
	2021	25	80.00%	14.00%	20.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	623	79.78%	10.83%	16.69%	3.05%	0.48%
	2022	554	68.95%	-4.83%	26.35%	3.97%	0.72%
	2021	572	73.78%	-4.08%	22.55%	2.62%	1.05%
Central Texas State Veterans Cemetery	2023	11	72.73%	-14.77%	27.27%	0.00%	0.00%
	2022	8	87.50%	14.17%	12.50%	0.00%	0.00%
	2021	15	73.33%	4.36%	26.67%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	33.33%	0.00%	0.00%	0.00%
	2021	3	66.67%	9.53%	33.33%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-8.33%	25.00%	25.00%	25.00%
	2022	3	33.33%	-66.67%	33.33%	0.00%	33.33%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	66.67%	-8.33%	33.33%	0.00%	0.00%
	2022	4	75.00%	-25.00%	0.00%	25.00%	0.00%
	2021	5	100.00%	33.33%	0.00%	0.00%	0.00%

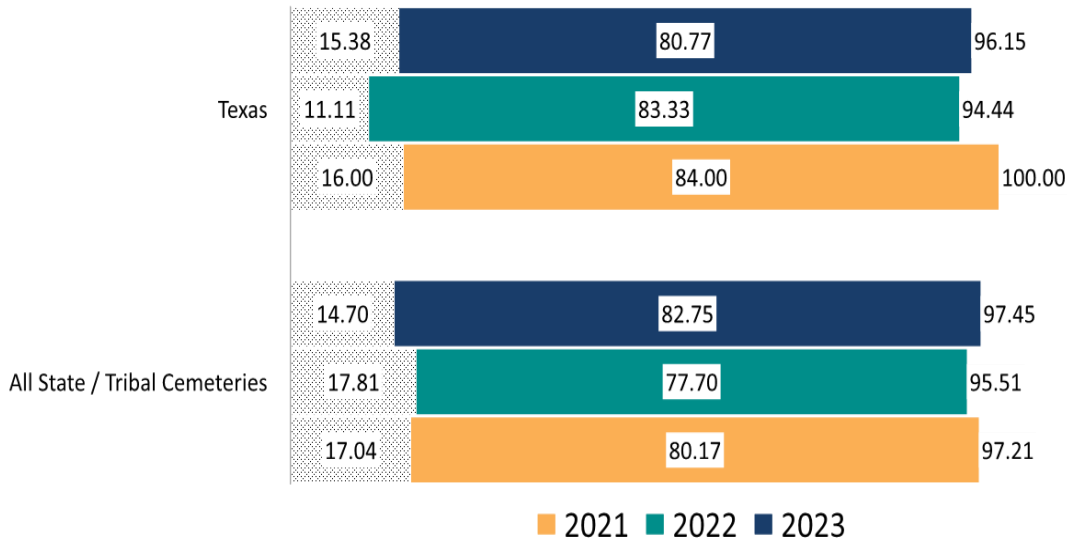
*The change scores represent the difference between the "Excellent" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 6: Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

FUNERAL DIRECTORS



	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
Texas	2023	26	80.77%	-2.56%	15.38%	3.85%
	2022	18	83.33%	-0.67%	11.11%	5.56%
All State / Tribal Cemeteries	2023	626	82.75%	5.05%	14.70%	2.56%
	2022	556	77.70%	-2.47%	17.81%	4.50%
Central Texas State Veterans Cemetery	2023	11	81.82%	-18.18%	18.18%	0.00%
	2022	8	100.00%	20.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	33.33%	0.00%	0.00%
	2022	3	66.67%	0.00%	33.33%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-41.67%	50.00%	25.00%
	2022	3	66.67%	-33.33%	0.00%	33.33%
Texas State Veterans Cemetery at Abilene	2023	6	100.00%	25.00%	0.00%	0.00%
	2022	4	75.00%	-25.00%	25.00%	0.00%

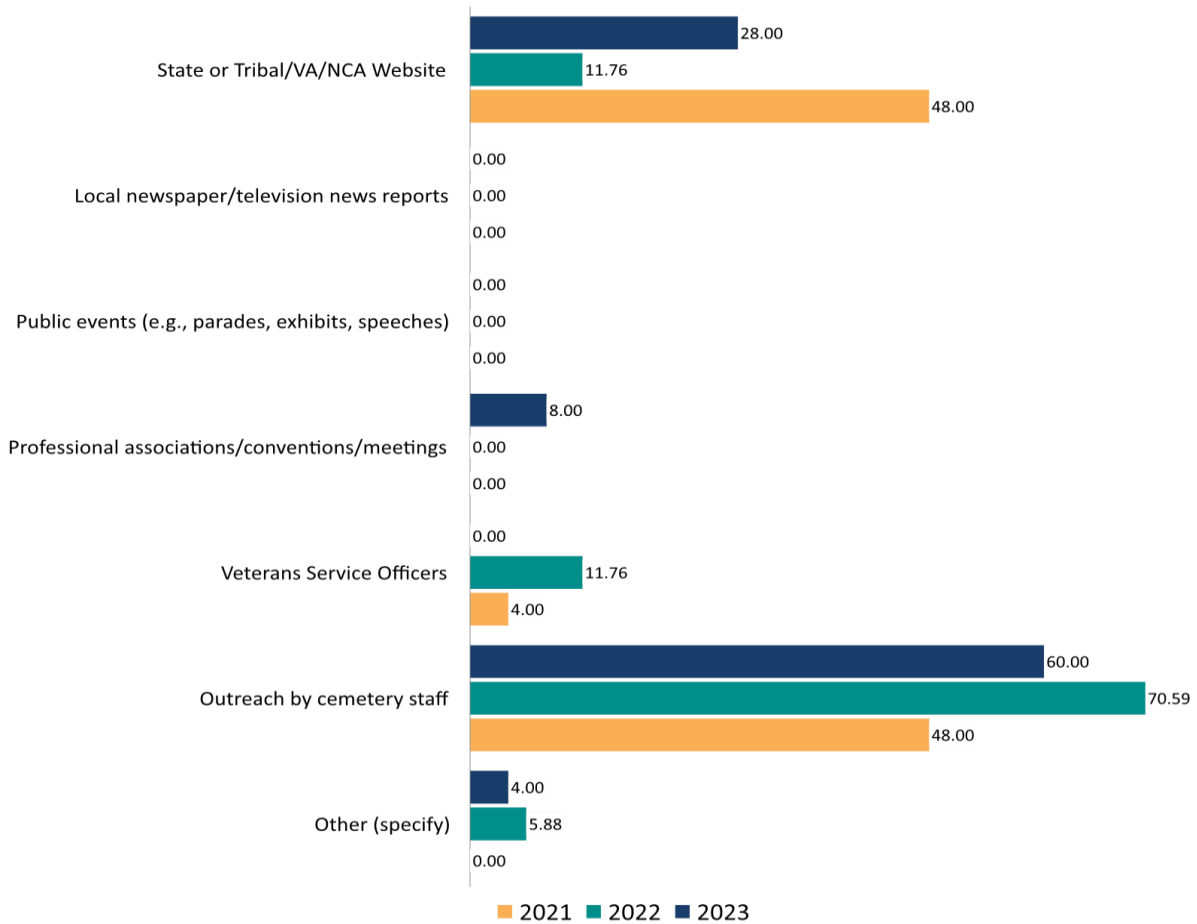
*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 7: In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

FUNERAL DIRECTORS

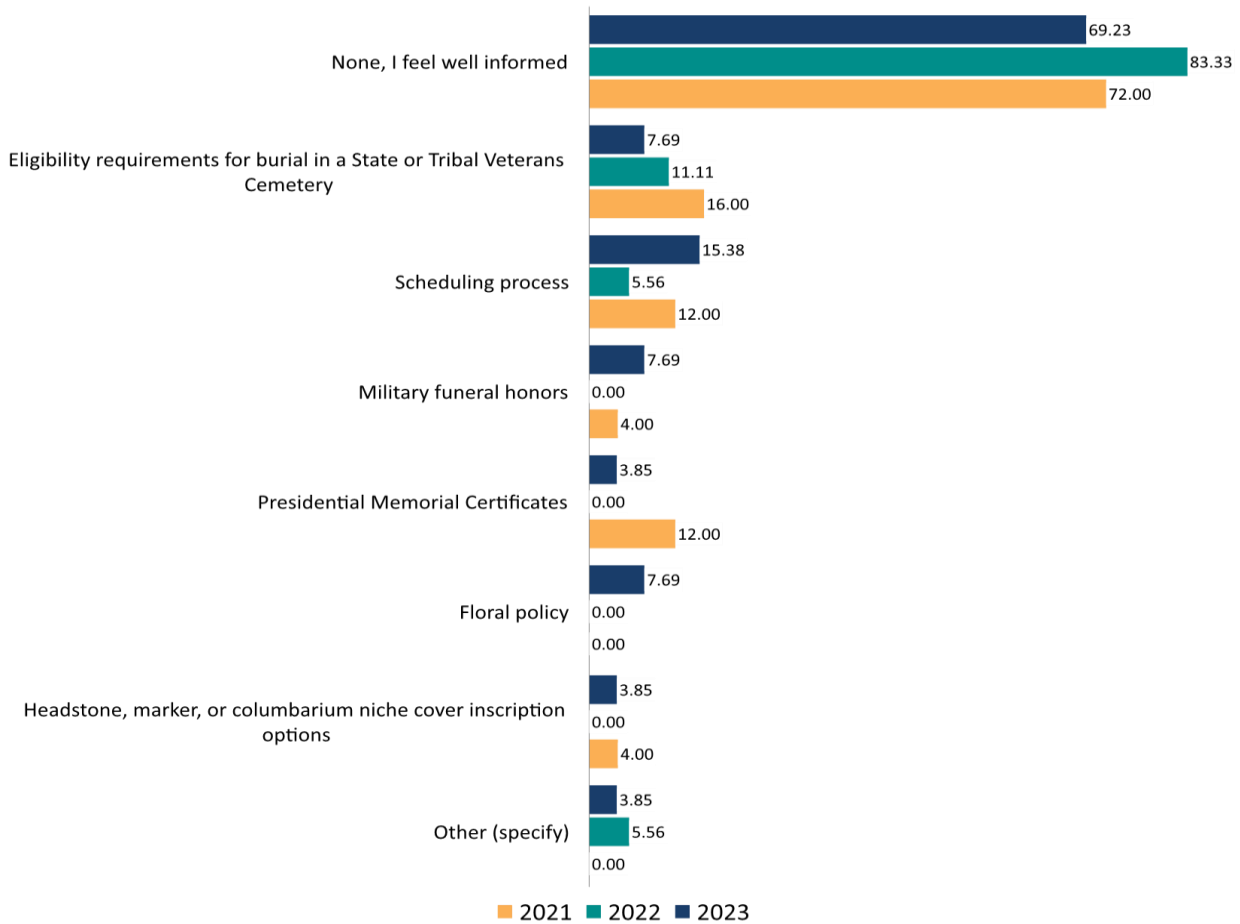


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

FUNERAL DIRECTORS



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

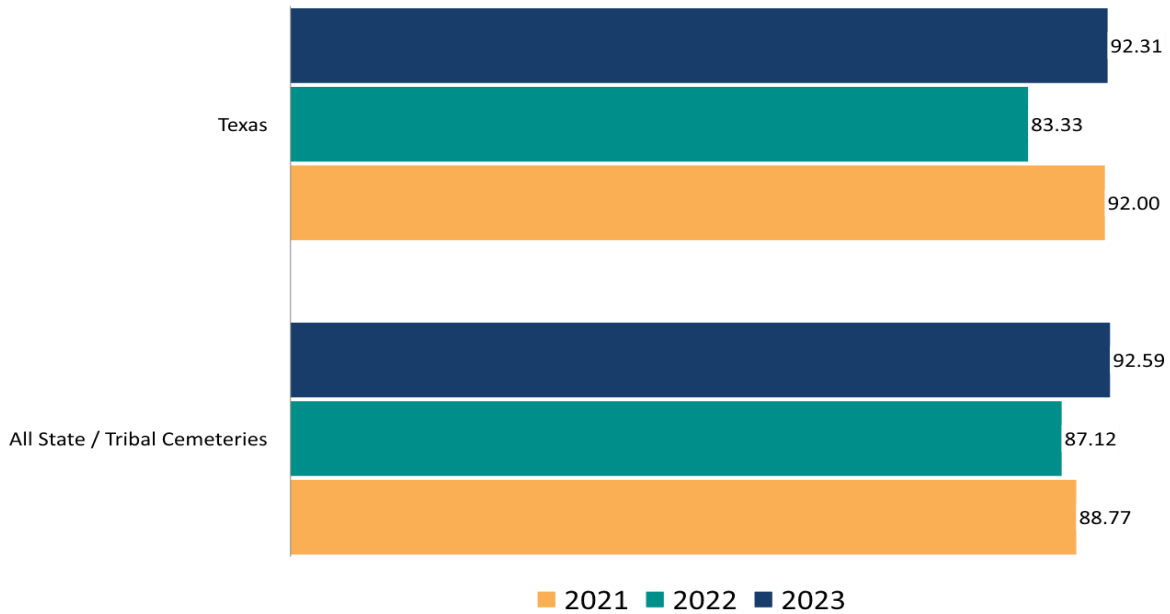
Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Note: The answer option “Other (specify)” was added to the 2022 questionnaire.

Satisfaction with Information and Communication: Funeral Directors

Question 13: Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?

FUNERAL DIRECTORS



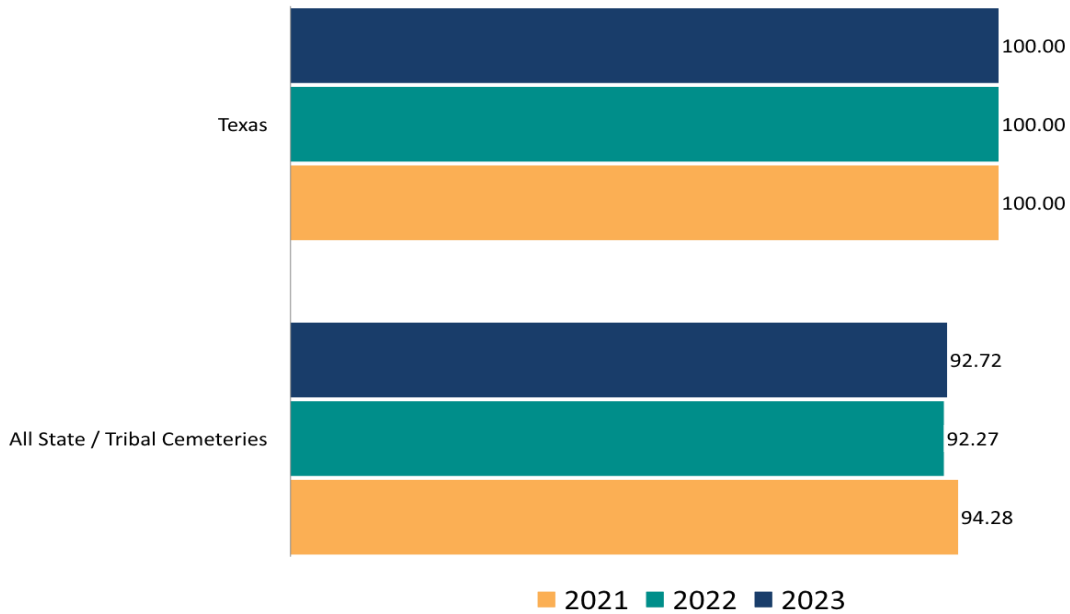
	Year	n	Yes	No
Texas	2023	26	92.31%	7.69%
	2022	18	83.33%	16.67%
	2021	25	92.00%	8.00%
All State / Tribal Cemeteries	2023	621	92.59%	7.41%
	2022	559	87.12%	12.88%
	2021	570	88.77%	11.23%
Central Texas State Veterans Cemetery	2023	11	90.91%	9.09%
	2022	8	100.00%	0.00%
	2021	15	100.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%
	2022	3	66.67%	33.33%
	2021	3	66.67%	33.33%
Rio Grande Valley State Veterans Cemetery	2023	4	100.00%	0.00%
	2022	3	33.33%	66.67%
	2021	2	50.00%	50.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	16.67%
	2022	4	100.00%	0.00%
	2021	5	100.00%	0.00%

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 16: Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?

FUNERAL DIRECTORS



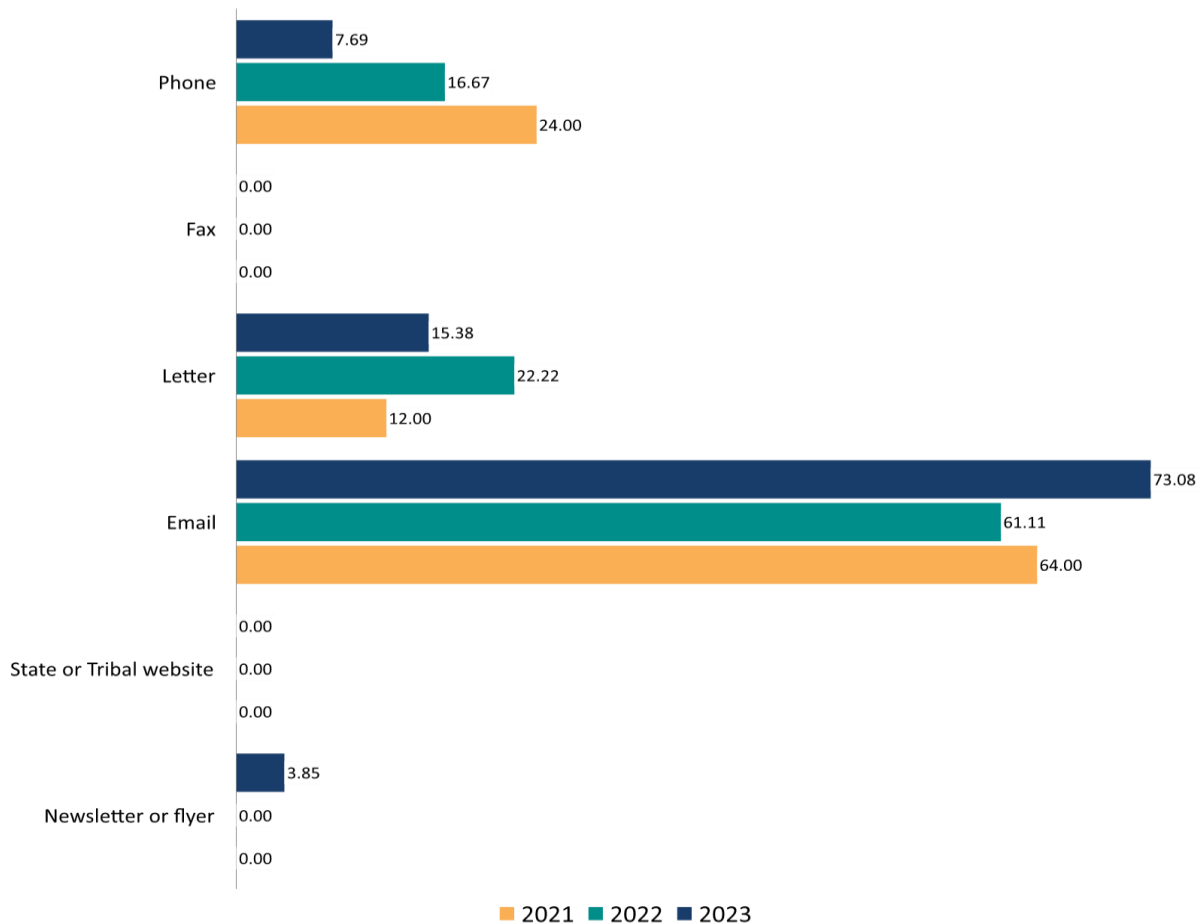
	Year	n	Yes	No
Texas	2023	25	100.00%	0.00%
	2022	17	100.00%	0.00%
	2021	25	100.00%	0.00%
All State / Tribal Cemeteries	2023	618	92.72%	7.28%
	2022	556	92.27%	7.73%
	2021	559	94.28%	5.72%
Central Texas State Veterans Cemetery	2023	11	100.00%	0.00%
	2022	8	100.00%	0.00%
	2021	15	100.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%
	2022	3	100.00%	0.00%
	2021	3	100.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	100.00%	0.00%
	2022	2	100.00%	0.00%
	2021	2	100.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	5	100.00%	0.00%
	2022	4	100.00%	0.00%
	2021	5	100.00%	0.00%

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Information and Communication: Funeral Directors

Question 9: What is the best way for the State and Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

FUNERAL DIRECTORS



Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

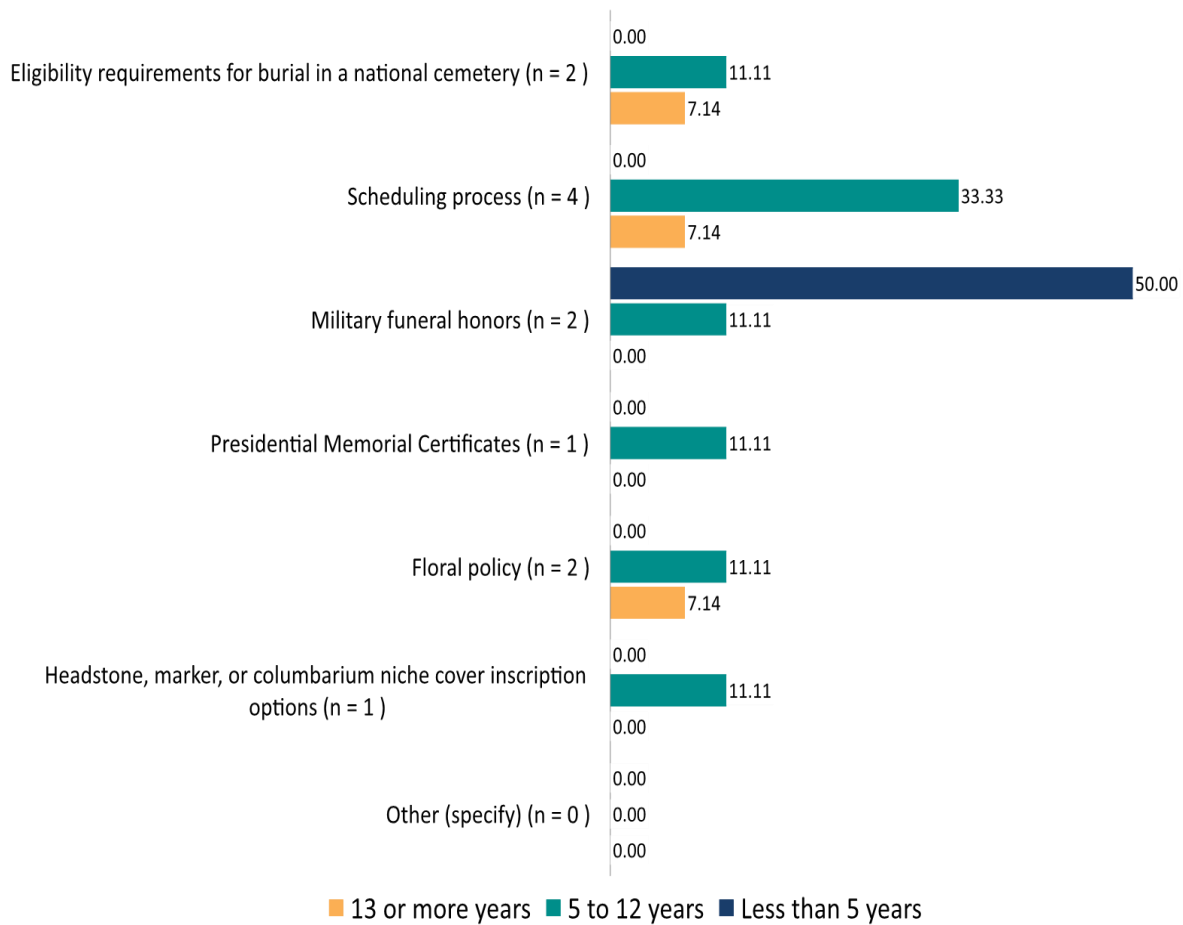
Satisfaction with Information and Communication: Funeral Directors

ELEMENT OF COMPARISON

Influence of length of time working with State or Tribal Veterans Cemetery and the need for more information about State or Tribal Veterans Cemetery policies or procedures.

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



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

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

Satisfaction with Committal Service(s): Next of Kin

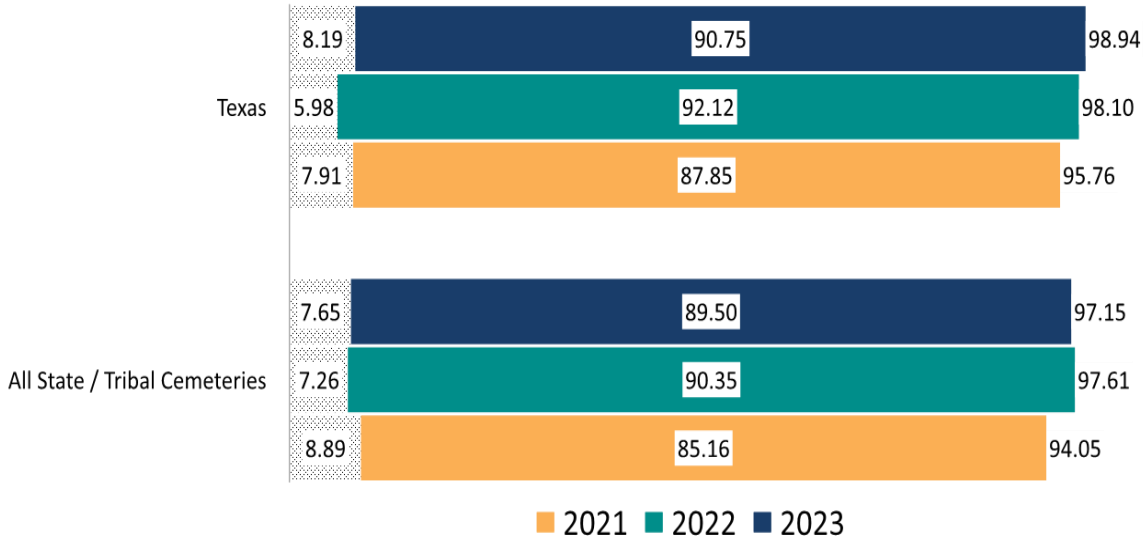
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans 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 section.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service(s): Next of Kin

Question 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

NEXT OF KIN



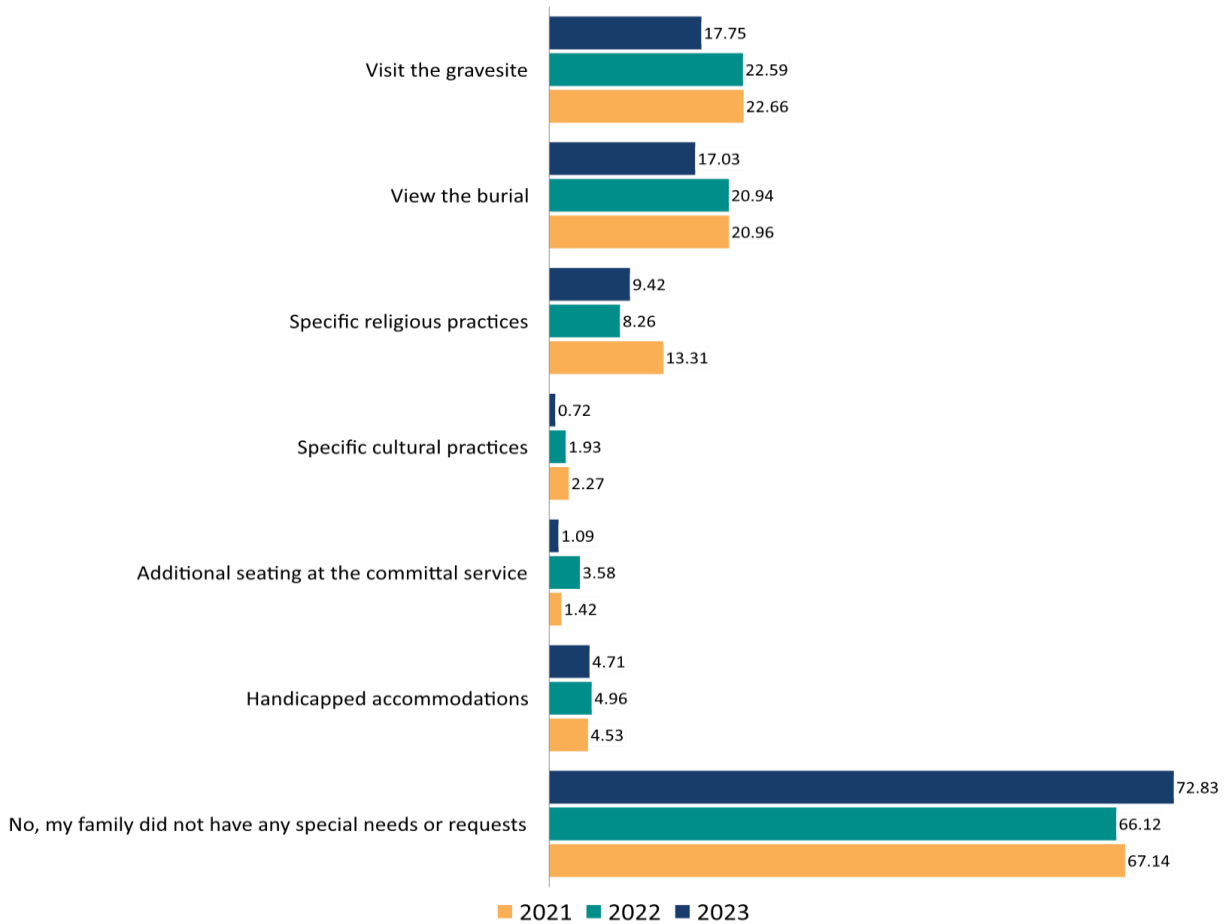
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	281	90.75%	-1.37%	8.19%	0.36%	0.71%	0.00%
	2022	368	92.12%	4.27%	5.98%	0.54%	0.82%	0.54%
	2021	354	87.85%	-0.96%	7.91%	1.13%	2.26%	0.85%
All State / Tribal Cemeteries	2023	4380	89.50%	-0.85%	7.65%	1.55%	0.84%	0.46%
	2022	6032	90.35%	5.19%	7.26%	1.19%	0.71%	0.48%
	2021	5492	85.16%	-3.13%	8.89%	3.75%	1.33%	0.87%
Central Texas State Veterans Cemetery	2023	123	91.06%	-0.20%	8.94%	0.00%	0.00%	0.00%
	2022	183	91.26%	3.92%	6.56%	0.55%	1.09%	0.55%
	2021	158	87.34%	0.08%	8.86%	1.27%	1.90%	0.63%
Coastal Bend Veterans Cemetery	2023	80	92.50%	-0.44%	6.25%	0.00%	1.25%	0.00%
	2022	85	92.94%	1.36%	7.06%	0.00%	0.00%	0.00%
	2021	95	91.58%	-3.04%	6.32%	0.00%	2.11%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	38	89.47%	-0.91%	10.53%	0.00%	0.00%	0.00%
	2022	52	90.38%	15.38%	5.77%	0.00%	1.92%	1.92%
	2021	44	75.00%	-12.50%	9.09%	4.55%	6.82%	4.55%
Texas State Veterans Cemetery at Abilene	2023	40	87.50%	-8.33%	7.50%	2.50%	2.50%	0.00%
	2022	48	95.83%	2.85%	2.08%	2.08%	0.00%	0.00%
	2021	57	92.98%	6.09%	7.02%	0.00%	0.00%	0.00%

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

Satisfaction with Committal Service(s): Next of Kin

Question 11: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

NEXT OF KIN

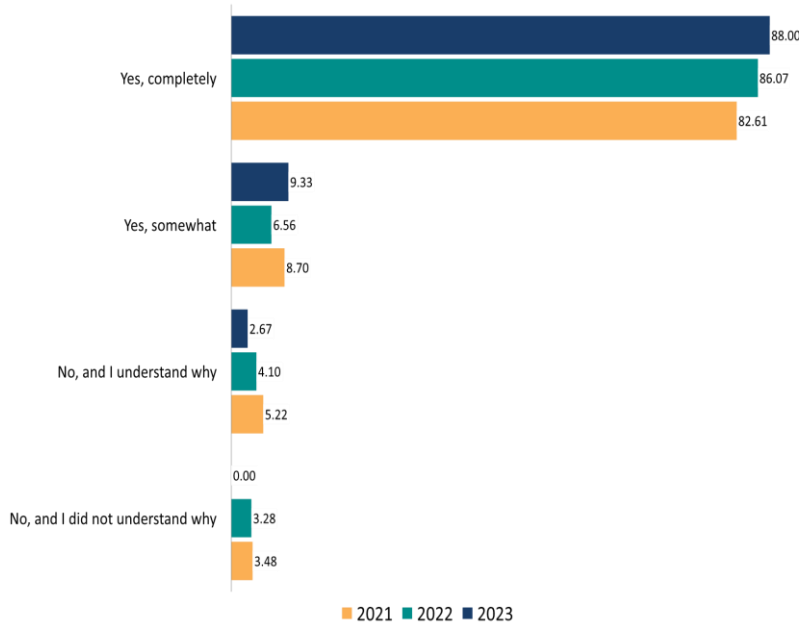


Note: As respondents could select more than one response option, percentages may not sum to 100%.

Satisfaction with Committal Service(s): Next of Kin

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

NEXT OF KIN



	Year	n	Yes, completely	*Change Score	Yes, somewhat	No, and I understand why	No, and I did not understand why
Texas	2023	75	88.00%	1.93%	9.33%	2.67%	0.00%
	2022	122	86.07%	3.46%	6.56%	4.10%	3.28%
	2021	115	82.61%	1.18%	8.70%	5.22%	3.48%
All State / Tribal Cemeteries	2023	1418	84.91%	-1.33%	7.90%	4.23%	2.96%
	2022	2027	86.24%	3.91%	6.36%	4.34%	3.06%
	2021	1686	82.33%	0.11%	8.36%	5.58%	3.74%
Central Texas State Veterans Cemetery	2023	40	87.50%	0.61%	10.00%	2.50%	0.00%
	2022	61	86.89%	-4.64%	8.20%	1.64%	3.28%
	2021	59	91.53%	3.12%	5.08%	1.69%	1.69%
Coastal Bend Veterans Cemetery	2023	22	95.45%	7.57%	0.00%	4.55%	0.00%
	2022	33	87.88%	11.69%	3.03%	6.06%	3.03%
	2021	21	76.19%	0.33%	23.81%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	7	85.71%	2.38%	14.29%	0.00%	0.00%
	2022	18	83.33%	30.00%	5.56%	11.11%	0.00%
	2021	15	53.33%	-11.67%	6.67%	26.67%	13.33%
Texas State Veterans Cemetery at Abilene	2023	6	66.67%	-13.33%	33.33%	0.00%	0.00%
	2022	10	80.00%	-5.00%	10.00%	0.00%	10.00%
	2021	20	85.00%	3.18%	5.00%	5.00%	5.00%

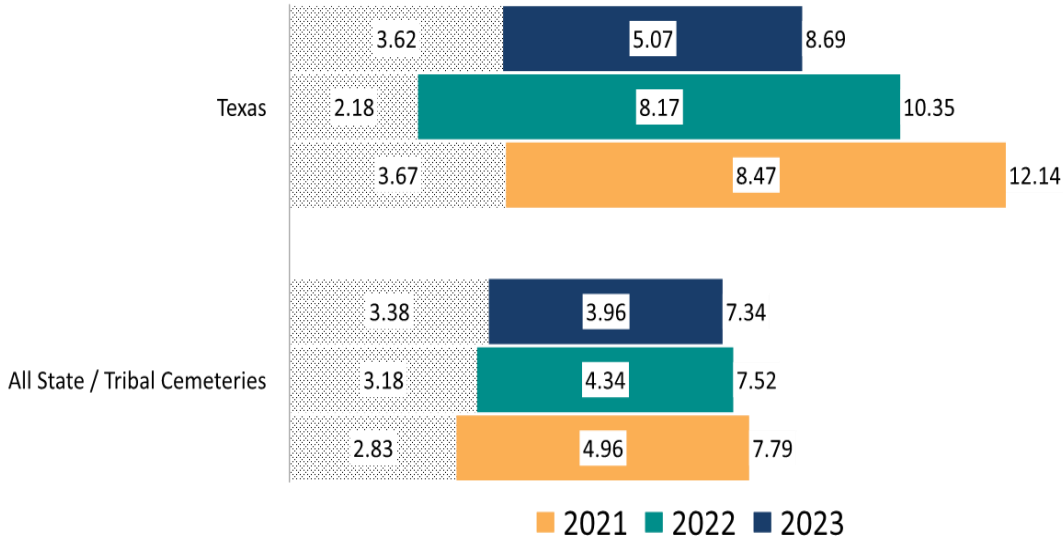
*The change scores represent the difference between the "Yes, completely" categories for the row year and the previous year.

Note: This question did not apply to respondents who indicated in Question 11 (NoK), "No, my family did not have any need or requests."

Satisfaction with Committal Service(s): 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 State or Tribal Veterans Cemeteries?

NEXT OF KIN



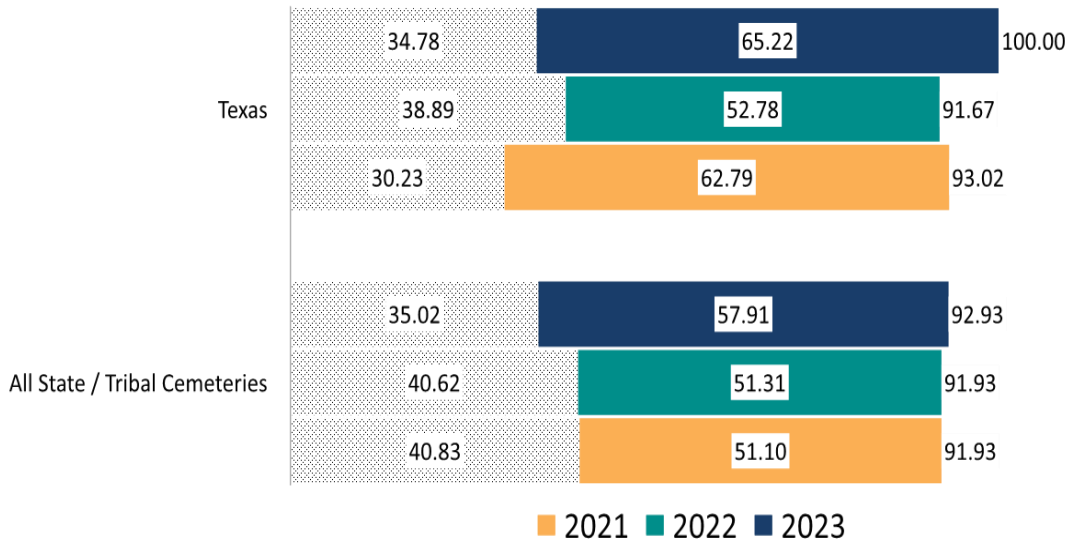
	Year	n	Yes, I viewed it online	*Change Score	Yes, the funeral director provided it	No
Texas	2023	276	3.62%	1.44%	5.07%	91.30%
	2022	367	2.18%	-1.49%	8.17%	89.65%
	2021	354	3.67%	-0.40%	8.47%	87.85%
All State / Tribal Cemeteries	2023	4348	3.38%	0.20%	3.96%	92.66%
	2022	6013	3.18%	0.35%	4.34%	92.48%
	2021	5503	2.83%	-0.55%	4.96%	92.20%
Central Texas State Veterans Cemetery	2023	122	4.10%	2.46%	4.10%	91.80%
	2022	183	1.64%	-4.17%	8.74%	89.62%
	2021	155	5.81%	2.94%	10.97%	83.23%
Coastal Bend Veterans Cemetery	2023	78	3.85%	0.28%	8.97%	87.18%
	2022	84	3.57%	1.49%	8.33%	88.10%
	2021	96	2.08%	-3.13%	7.29%	90.63%
Rio Grande Valley State Veterans Cemetery	2023	37	0.00%	0.00%	5.41%	94.59%
	2022	52	0.00%	0.00%	9.62%	90.38%
	2021	47	0.00%	-5.41%	8.51%	91.49%
Texas State Veterans Cemetery at Abilene	2023	39	5.13%	0.96%	0.00%	94.87%
	2022	48	4.17%	0.60%	4.17%	91.67%
	2021	56	3.57%	-1.19%	3.57%	92.86%

*The change scores represent the difference between the "Yes, I viewed it online" categories for the row year and the previous year.

Satisfaction with Committal Service(s): Next of Kin

Question 15: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Texas	2023	23	65.22%	12.44%	34.78%	0.00%	0.00%	0.00%
	2022	36	52.78%	-10.01%	38.89%	8.33%	0.00%	0.00%
	2021	43	62.79%	15.98%	30.23%	6.98%	0.00%	0.00%
All State / Tribal Cemeteries	2023	297	57.91%	6.60%	35.02%	6.40%	0.00%	0.67%
	2022	421	51.31%	0.21%	40.62%	8.08%	0.00%	0.00%
	2021	409	51.10%	0.78%	40.83%	8.07%	0.00%	0.00%
Central Texas State Veterans Cemetery	2023	10	50.00%	5.56%	50.00%	0.00%	0.00%	0.00%
	2022	18	44.44%	-28.64%	50.00%	5.56%	0.00%	0.00%
	2021	26	73.08%	7.86%	26.92%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	9	77.78%	17.78%	22.22%	0.00%	0.00%	0.00%
	2022	10	60.00%	15.56%	30.00%	10.00%	0.00%	0.00%
	2021	9	44.44%	19.44%	33.33%	22.22%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	2	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%
	2022	4	50.00%	25.00%	50.00%	0.00%	0.00%	0.00%
	2021	4	25.00%	-12.50%	50.00%	25.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	2	50.00%	-25.00%	50.00%	0.00%	0.00%	0.00%
	2022	4	75.00%	0.00%	0.00%	25.00%	0.00%	0.00%
	2021	4	75.00%	50.00%	25.00%	0.00%	0.00%	0.00%

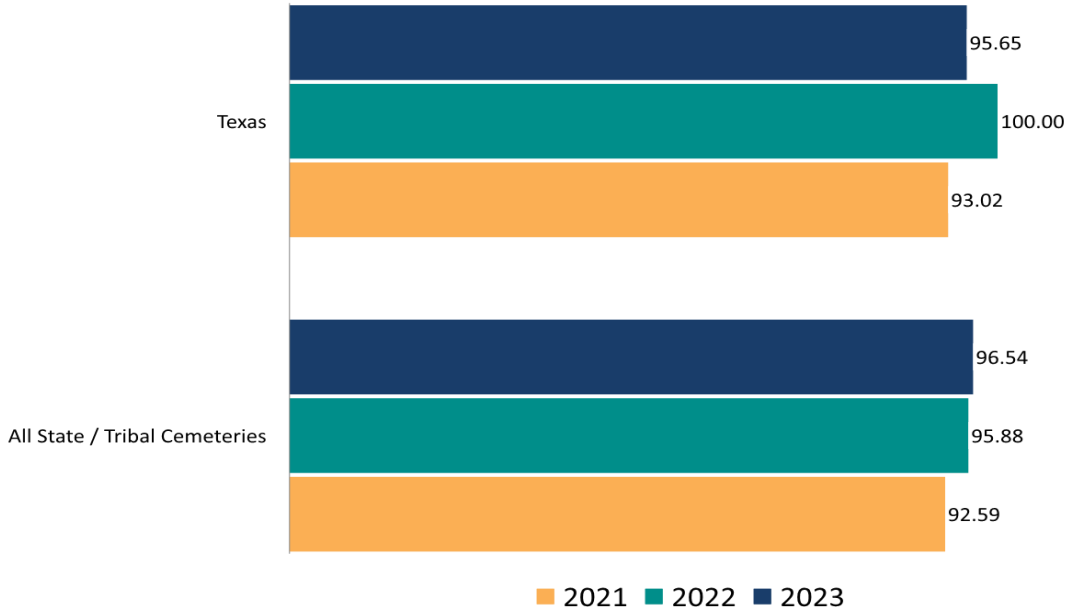
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 16: Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

NEXT OF KIN



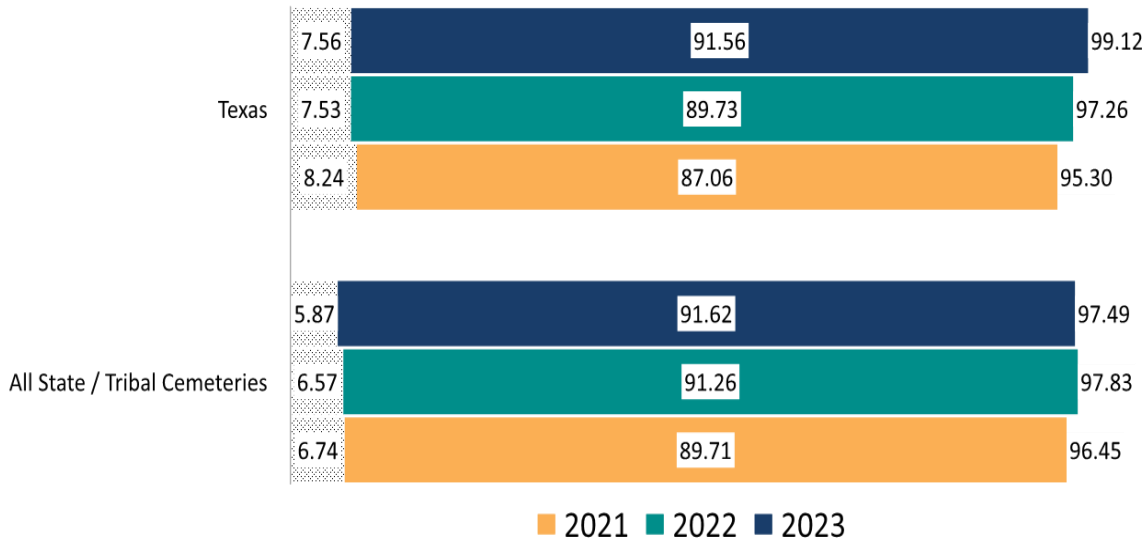
	Year	n	Yes	No
Texas	2023	23	95.65%	4.35%
	2022	37	100.00%	0.00%
	2021	43	93.02%	6.98%
All State / Tribal Cemeteries	2023	289	96.54%	3.46%
	2022	413	95.88%	4.12%
	2021	405	92.59%	7.41%
Central Texas State Veterans Cemetery	2023	10	90.00%	10.00%
	2022	19	100.00%	0.00%
	2021	26	92.31%	7.69%
Coastal Bend Veterans Cemetery	2023	9	100.00%	0.00%
	2022	10	100.00%	0.00%
	2021	9	88.89%	11.11%
Rio Grande Valley State Veterans Cemetery	2023	2	100.00%	0.00%
	2022	4	100.00%	0.00%
	2021	4	100.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	2	100.00%	0.00%
	2022	4	100.00%	0.00%
	2021	4	100.00%	0.00%

Note: This question only applies to respondents who indicated "Yes" to Question 14 (NoK).

Satisfaction with Committal Service(s): Next of Kin

Question 17: If your loved one received military funeral honors, how satisfied were you with the honors received?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	225	91.56%	1.83%	7.56%	0.44%	0.00%	0.44%
	2022	292	89.73%	2.67%	7.53%	1.03%	1.37%	0.34%
	2021	255	87.06%	-2.40%	8.24%	1.96%	1.57%	1.18%
All State / Tribal Cemeteries	2023	3304	91.62%	0.36%	5.87%	1.21%	0.85%	0.45%
	2022	4610	91.26%	1.55%	6.57%	0.85%	0.89%	0.43%
	2021	3976	89.71%	-1.28%	6.74%	1.69%	1.11%	0.75%
Central Texas State Veterans Cemetery	2023	99	88.89%	2.89%	9.09%	1.01%	0.00%	1.01%
	2022	150	86.00%	5.23%	10.67%	0.67%	2.00%	0.67%
	2021	104	80.77%	-6.27%	13.46%	1.92%	2.88%	0.96%
Coastal Bend Veterans Cemetery	2023	66	98.48%	3.10%	1.52%	0.00%	0.00%	0.00%
	2022	65	95.38%	4.13%	3.08%	1.54%	0.00%	0.00%
	2021	80	91.25%	-6.08%	5.00%	1.25%	1.25%	1.25%
Rio Grande Valley State Veterans Cemetery	2023	30	90.00%	-5.35%	10.00%	0.00%	0.00%	0.00%
	2022	43	95.35%	2.25%	4.65%	0.00%	0.00%	0.00%
	2021	29	93.10%	2.36%	0.00%	3.45%	0.00%	3.45%
Texas State Veterans Cemetery at Abilene	2023	30	86.67%	-1.57%	13.33%	0.00%	0.00%	0.00%
	2022	34	88.24%	-2.24%	5.88%	2.94%	2.94%	0.00%
	2021	42	90.48%	7.55%	7.14%	2.38%	0.00%	0.00%

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

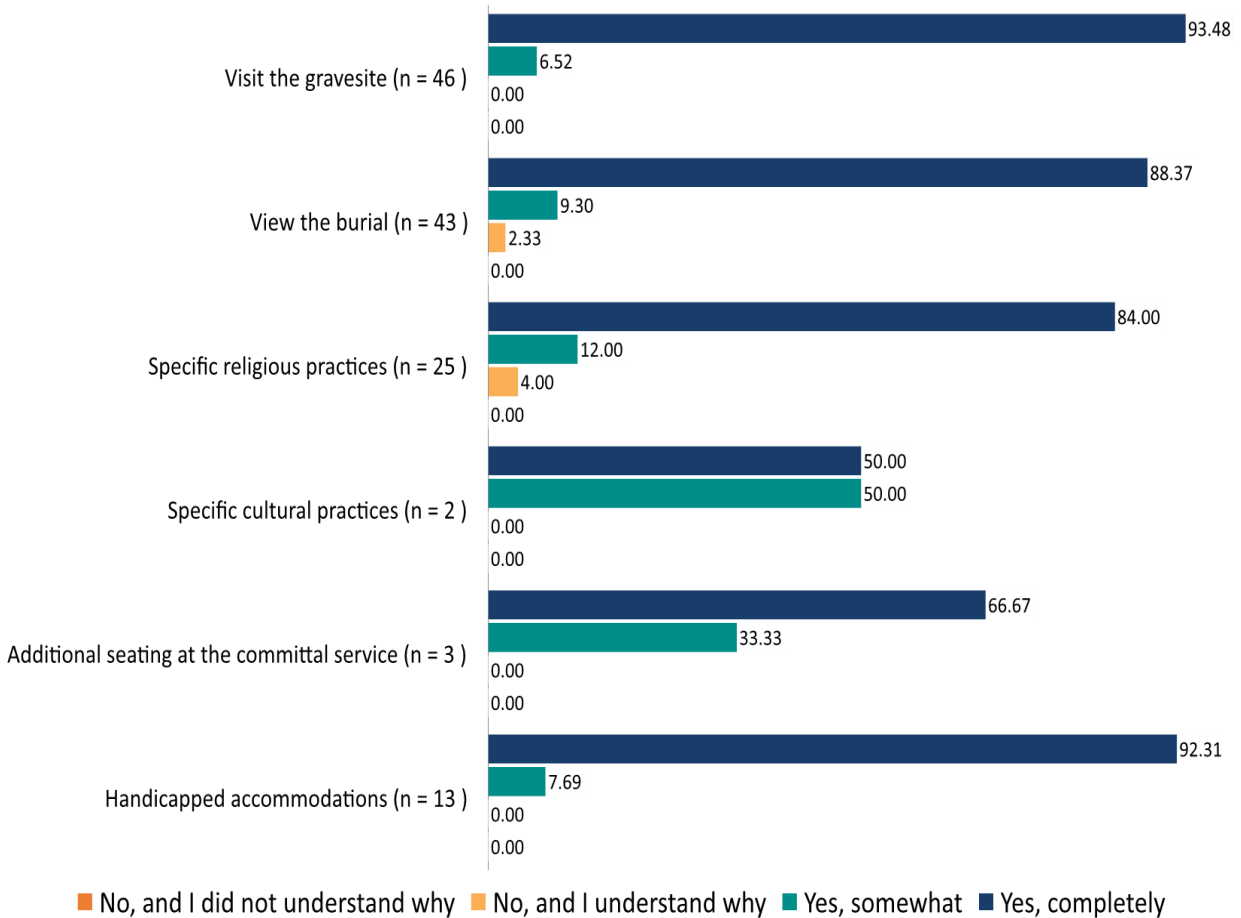
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

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

Question 11: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

Question 12: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



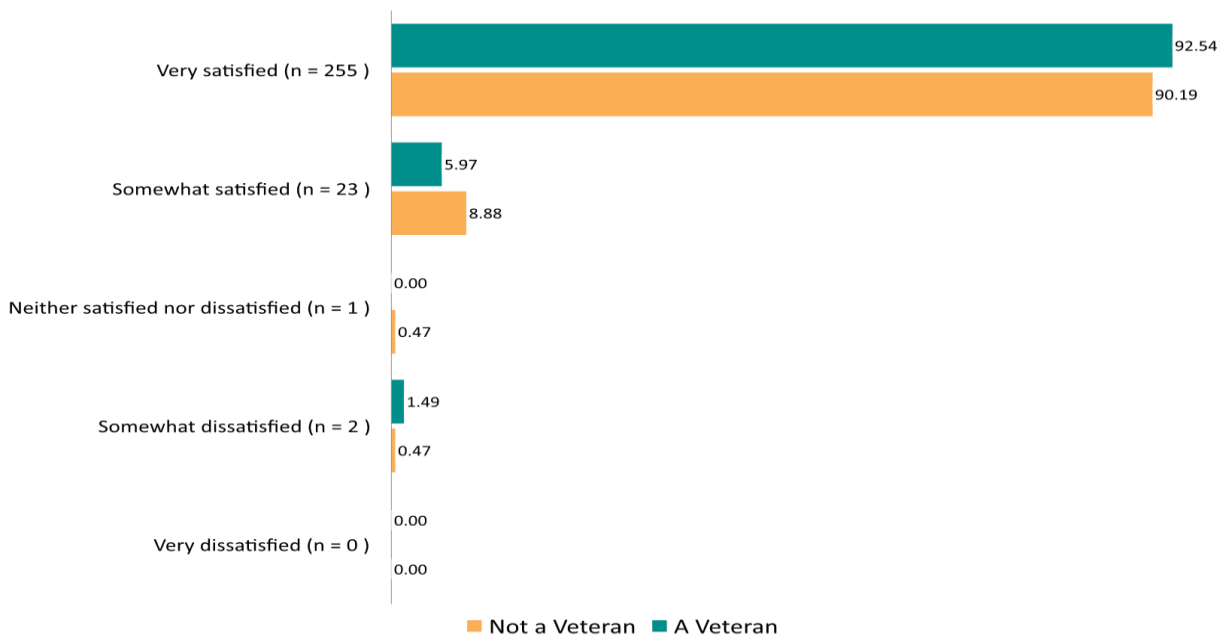
Satisfaction with Committal Service(s): Next of Kin

ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the State or Tribal Veterans Cemetery by Veteran status.

Question 5: 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 18: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?



Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

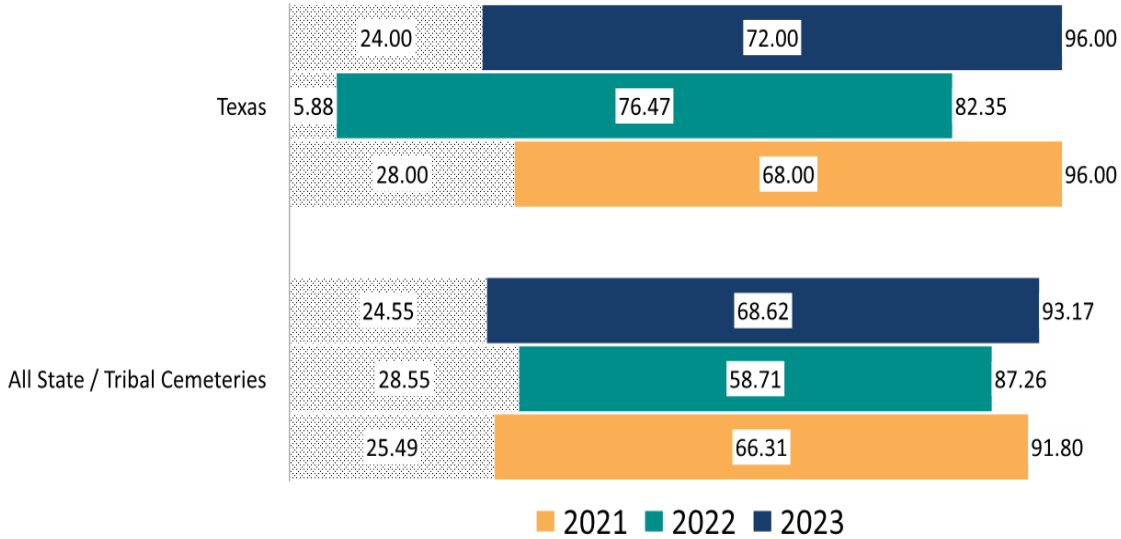
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the State or Tribal Veterans 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 section.
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
Texas	2023	25	72.00%	-4.47%	24.00%	0.00%	0.00%	4.00%
	2022	17	76.47%	8.47%	5.88%	5.88%	5.88%	5.88%
	2021	25	68.00%	-1.39%	28.00%	0.00%	4.00%	0.00%
All State / Tribal Cemeteries	2023	615	68.62%	9.91%	24.55%	4.39%	1.63%	0.81%
	2022	557	58.71%	-7.60%	28.55%	9.69%	2.33%	0.72%
	2021	561	66.31%	-3.83%	25.49%	4.81%	2.67%	0.71%
Central Texas State Veterans Cemetery	2023	11	72.73%	-14.77%	27.27%	0.00%	0.00%	0.00%
	2022	8	87.50%	20.83%	12.50%	0.00%	0.00%	0.00%
	2021	15	66.67%	-9.19%	33.33%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	33.33%	0.00%	0.00%	0.00%	0.00%
	2021	3	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-25.00%	50.00%	0.00%	0.00%	25.00%
	2022	2	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%
	2021	2	50.00%	-10.00%	50.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	5	80.00%	30.00%	20.00%	0.00%	0.00%	0.00%
	2022	4	50.00%	-30.00%	0.00%	0.00%	25.00%	25.00%
	2021	5	80.00%	24.44%	0.00%	0.00%	20.00%	0.00%

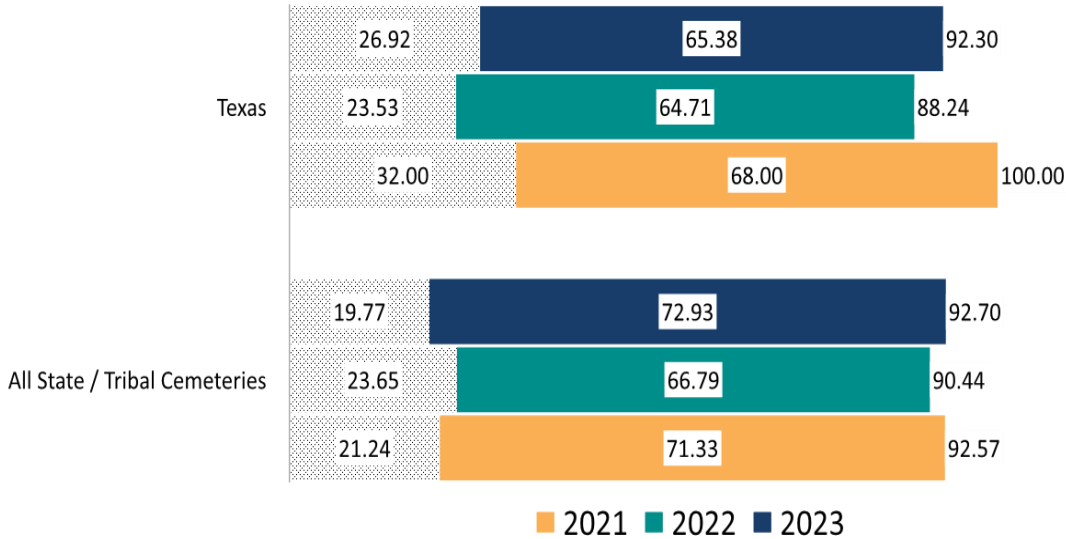
*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

FUNERAL DIRECTORS



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	26	65.38%	0.67%	26.92%	3.85%	0.00%	3.85%
	2022	17	64.71%	-3.29%	23.53%	0.00%	11.76%	0.00%
	2021	25	68.00%	-4.00%	32.00%	0.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	617	72.93%	6.14%	19.77%	5.35%	1.13%	0.81%
	2022	554	66.79%	-4.54%	23.65%	7.22%	1.99%	0.36%
	2021	565	71.33%	-2.03%	21.24%	5.84%	1.59%	0.00%
Central Texas State Veterans Cemetery	2023	11	63.64%	-11.36%	27.27%	9.09%	0.00%	0.00%
	2022	8	75.00%	15.00%	25.00%	0.00%	0.00%	0.00%
	2021	15	60.00%	-19.31%	40.00%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	80.00%	13.33%	20.00%	0.00%	0.00%	0.00%
	2022	3	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%
	2021	3	66.67%	-4.76%	33.33%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-25.00%	50.00%	0.00%	0.00%	25.00%
	2022	2	50.00%	-50.00%	0.00%	0.00%	50.00%	0.00%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	33.33%	16.67%	0.00%	0.00%	0.00%
	2022	4	50.00%	-30.00%	25.00%	0.00%	25.00%	0.00%
	2021	5	80.00%	24.44%	20.00%	0.00%	0.00%	0.00%

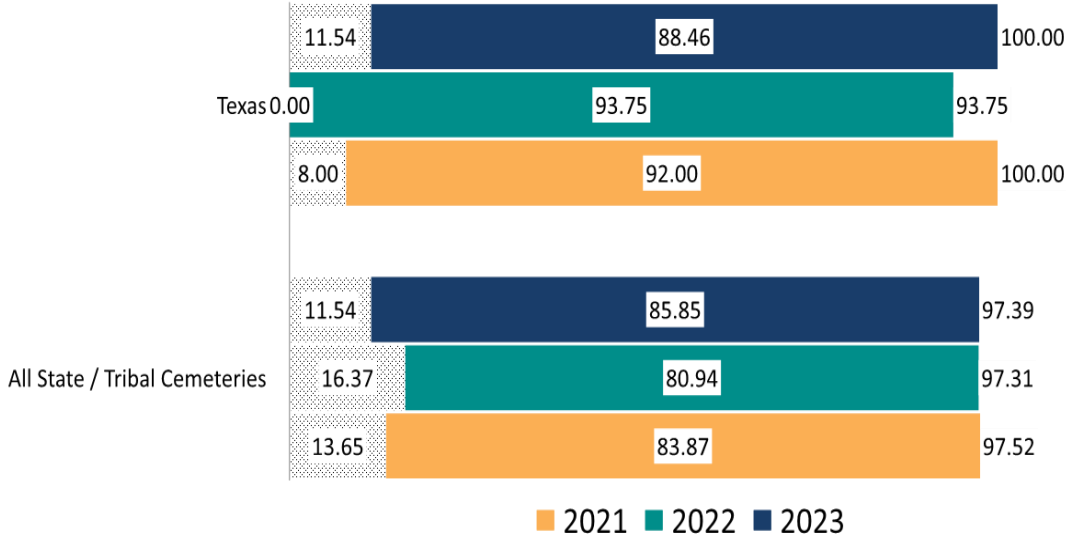
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 20: During committal services, how often do you receive the support you need from cemetery staff?

FUNERAL DIRECTORS



	Year	n	Always	*Change Score	For the most part	Occasionally	Never
Texas	2023	26	88.46%	-5.29%	11.54%	0.00%	0.00%
	2022	16	93.75%	1.75%	0.00%	0.00%	6.25%
	2021	25	92.00%	14.00%	8.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	615	85.85%	4.91%	11.54%	1.63%	0.98%
	2022	556	80.94%	-2.93%	16.37%	1.26%	1.44%
	2021	564	83.87%	-1.62%	13.65%	1.77%	0.71%
Central Texas State Veterans Cemetery	2023	11	90.91%	-9.09%	9.09%	0.00%	0.00%
	2022	7	100.00%	13.33%	0.00%	0.00%	0.00%
	2021	15	86.67%	3.91%	13.33%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	0.00%	0.00%	0.00%	0.00%
	2021	3	100.00%	28.57%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	75.00%	-25.00%	25.00%	0.00%	0.00%
	2022	2	100.00%	0.00%	0.00%	0.00%	0.00%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	8.33%	16.67%	0.00%	0.00%
	2022	4	75.00%	-25.00%	0.00%	0.00%	25.00%
	2021	5	100.00%	22.22%	0.00%	0.00%	0.00%

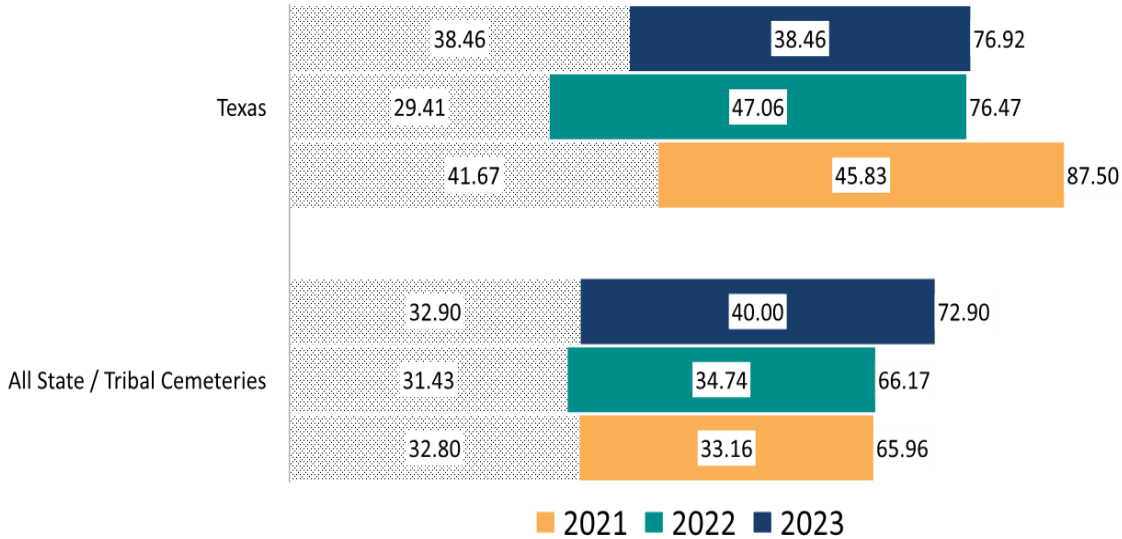
*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

FUNERAL DIRECTORS



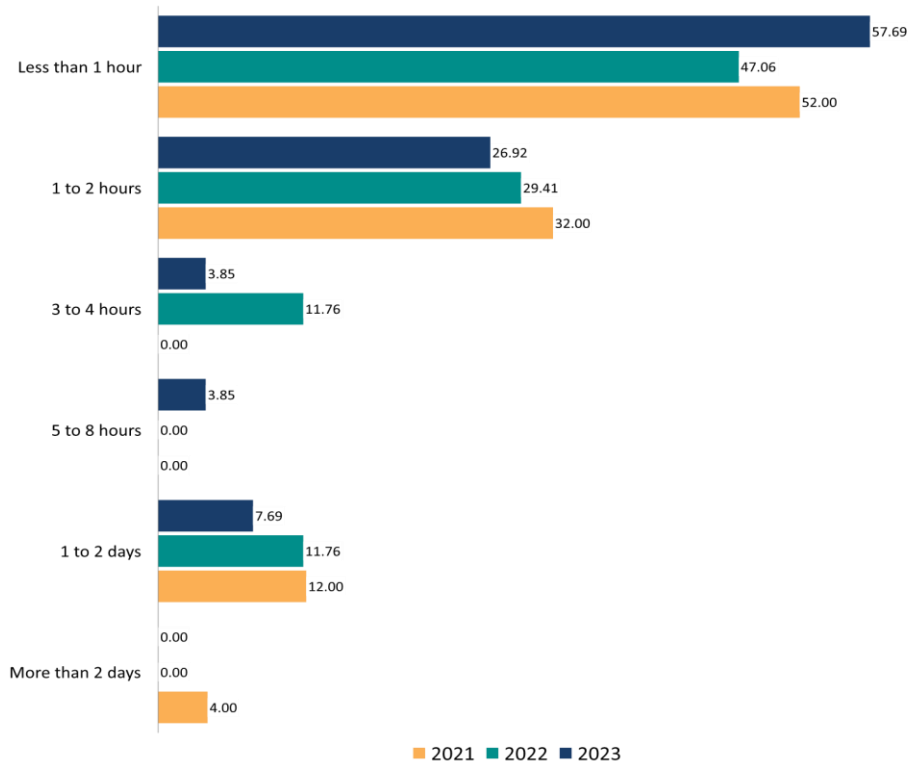
	Year	n	Superior to private cemeteries	*Change Score	Better than private cemeteries	About the same	Worse than private cemeteries	Much worse than private cemeteries
Texas	2023	26	38.46%	-8.60%	38.46%	15.38%	7.69%	0.00%
	2022	17	47.06%	1.23%	29.41%	17.65%	0.00%	5.88%
	2021	24	45.83%	-6.17%	41.67%	12.50%	0.00%	0.00%
All State / Tribal Cemeteries	2023	620	40.00%	5.26%	32.90%	24.52%	1.94%	0.65%
	2022	544	34.74%	1.58%	31.43%	31.07%	2.02%	0.74%
	2021	564	33.16%	-2.45%	32.80%	31.91%	1.60%	0.53%
Central Texas State Veterans Cemetery	2023	11	36.36%	-13.64%	54.55%	9.09%	0.00%	0.00%
	2022	8	50.00%	7.14%	37.50%	12.50%	0.00%	0.00%
	2021	14	42.86%	-8.86%	42.86%	14.29%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	60.00%	-6.67%	40.00%	0.00%	0.00%	0.00%
	2022	3	66.67%	33.34%	33.33%	0.00%	0.00%	0.00%
	2021	3	33.33%	-23.81%	66.67%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-25.00%	0.00%	25.00%	50.00%	0.00%
	2022	2	50.00%	-50.00%	0.00%	50.00%	0.00%	0.00%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	33.33%	8.33%	33.33%	33.33%	0.00%	0.00%
	2022	4	25.00%	-15.00%	25.00%	25.00%	0.00%	25.00%
	2021	5	40.00%	-4.44%	40.00%	20.00%	0.00%	0.00%

*The change scores represent the difference between the "Superior to private cemeteries" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?



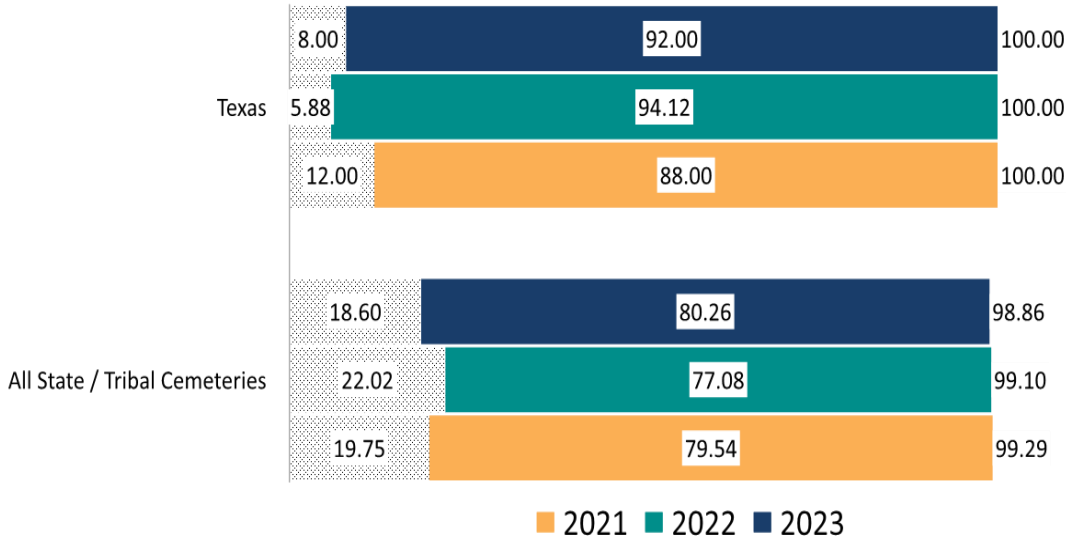
	Year	n	Less than 1 hour	1 to 2 hours
Texas	2023	26	57.69%	26.92%
	2022	17	47.06%	29.41%
	2021	25	52.00%	32.00%
All State / Tribal Cemeteries	2023	614	59.45%	22.64%
	2022	552	53.80%	27.17%
	2021	559	57.60%	25.40%
Central Texas State Veterans Cemetery	2023	11	54.55%	27.27%
	2022	8	62.50%	12.50%
	2021	15	53.33%	33.33%
Coastal Bend Veterans Cemetery	2023	5	80.00%	0.00%
	2022	3	0.00%	66.67%
	2021	3	33.33%	33.33%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	50.00%
	2022	2	0.00%	50.00%
	2021	2	100.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	66.67%	33.33%
	2022	4	75.00%	25.00%
	2021	5	40.00%	40.00%

Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

FUNERAL DIRECTORS



	Year	n	Always	*Change Score	For the most part	Occasionally	Never
Texas	2023	25	92.00%	-2.12%	8.00%	0.00%	0.00%
	2022	17	94.12%	6.12%	5.88%	0.00%	0.00%
	2021	25	88.00%	2.00%	12.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	613	80.26%	3.18%	18.60%	1.14%	0.00%
	2022	554	77.08%	-2.46%	22.02%	0.36%	0.54%
	2021	562	79.54%	-1.19%	19.75%	0.53%	0.18%
Central Texas State Veterans Cemetery	2023	11	81.82%	-18.18%	18.18%	0.00%	0.00%
	2022	8	100.00%	13.33%	0.00%	0.00%	0.00%
	2021	15	86.67%	-2.99%	13.33%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	33.33%	0.00%	0.00%	0.00%
	2021	3	66.67%	-4.76%	33.33%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	100.00%	0.00%	0.00%	0.00%	0.00%
	2022	2	100.00%	0.00%	0.00%	0.00%	0.00%
	2021	2	100.00%	20.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	5	100.00%	25.00%	0.00%	0.00%	0.00%
	2022	4	75.00%	-25.00%	25.00%	0.00%	0.00%
	2021	5	100.00%	11.11%	0.00%	0.00%	0.00%

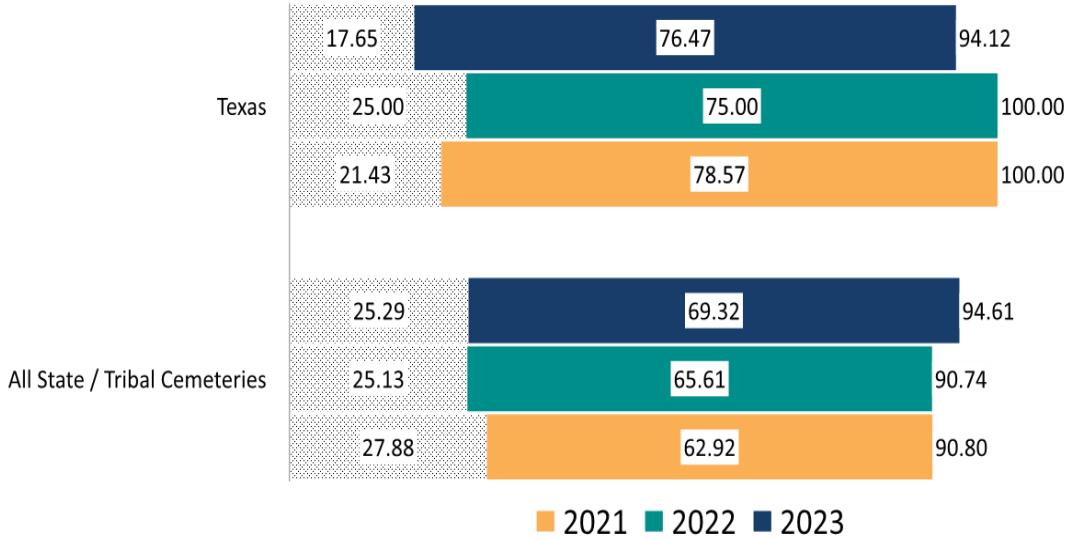
*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 22: If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

FUNERAL DIRECTORS



	Year	n	Very successful	*Change Score	Somewhat successful	Neither successful nor unsuccessful	Somewhat unsuccessful	Very unsuccessful
Texas	2023	17	76.47%	1.47%	17.65%	0.00%	5.88%	0.00%
	2022	8	75.00%	-3.57%	25.00%	0.00%	0.00%	0.00%
	2021	14	78.57%	8.20%	21.43%	0.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	427	69.32%	3.71%	25.29%	3.28%	1.17%	0.94%
	2022	378	65.61%	2.69%	25.13%	6.35%	1.85%	1.06%
	2021	391	62.92%	-3.75%	27.88%	6.39%	1.53%	1.28%
Central Texas State Veterans Cemetery	2023	7	57.14%	-42.86%	28.57%	0.00%	14.29%	0.00%
	2022	3	100.00%	37.50%	0.00%	0.00%	0.00%	0.00%
	2021	8	62.50%	-13.97%	37.50%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	80.00%	13.33%	20.00%	0.00%	0.00%	0.00%
	2022	3	66.67%	-33.33%	33.33%	0.00%	0.00%	0.00%
	2021	2	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2022	1	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2021	2	100.00%	40.00%	0.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	2	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	2022	1	0.00%	-100.00%	100.00%	0.00%	0.00%	0.00%
	2021	2	100.00%	66.67%	0.00%	0.00%	0.00%	0.00%

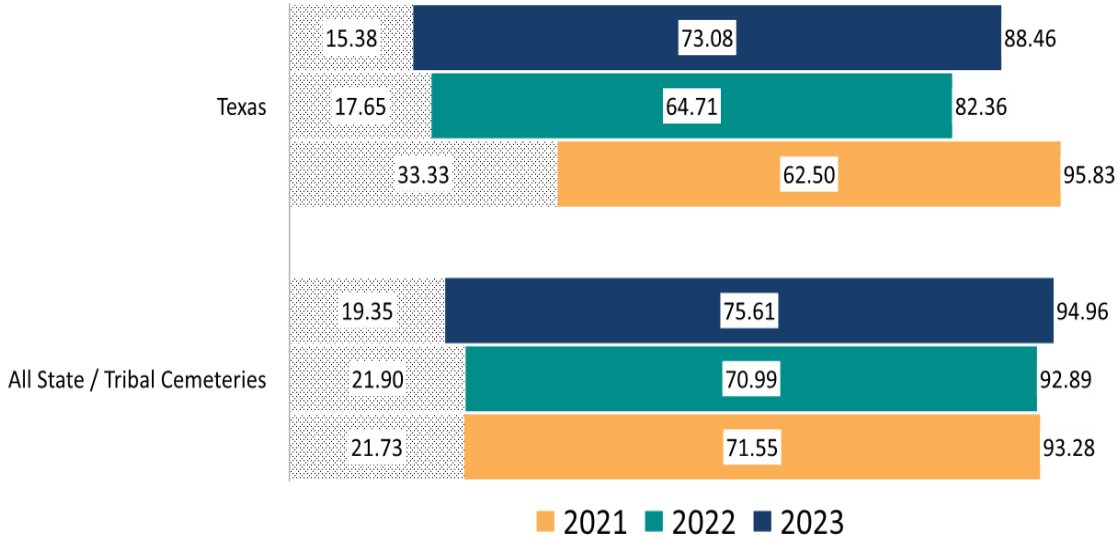
*The change scores represent the difference between the "Very successful" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 23: How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



	Year	n	Very easy	*Change Score	Somewhat easy	Neither easy nor hard	Somewhat hard	Very hard
Texas	2023	26	73.08%	8.37%	15.38%	7.69%	0.00%	3.85%
	2022	17	64.71%	2.21%	17.65%	11.76%	5.88%	0.00%
	2021	24	62.50%	-7.50%	33.33%	0.00%	4.17%	0.00%
All State / Tribal Cemeteries	2023	615	75.61%	4.62%	19.35%	3.74%	0.81%	0.49%
	2022	548	70.99%	-0.56%	21.90%	5.66%	1.28%	0.18%
	2021	566	71.55%	-1.52%	21.73%	4.95%	1.59%	0.18%
Central Texas State Veterans Cemetery	2023	11	72.73%	-2.27%	18.18%	9.09%	0.00%	0.00%
	2022	8	75.00%	10.71%	12.50%	12.50%	0.00%	0.00%
	2021	14	64.29%	-8.12%	35.71%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2021	3	100.00%	28.57%	0.00%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	50.00%	0.00%	25.00%	0.00%	0.00%	25.00%
	2022	2	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	2021	2	50.00%	-10.00%	50.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	66.67%	41.67%	16.67%	16.67%	0.00%	0.00%
	2022	4	25.00%	-15.00%	25.00%	25.00%	25.00%	0.00%
	2021	5	40.00%	-26.67%	40.00%	0.00%	20.00%	0.00%

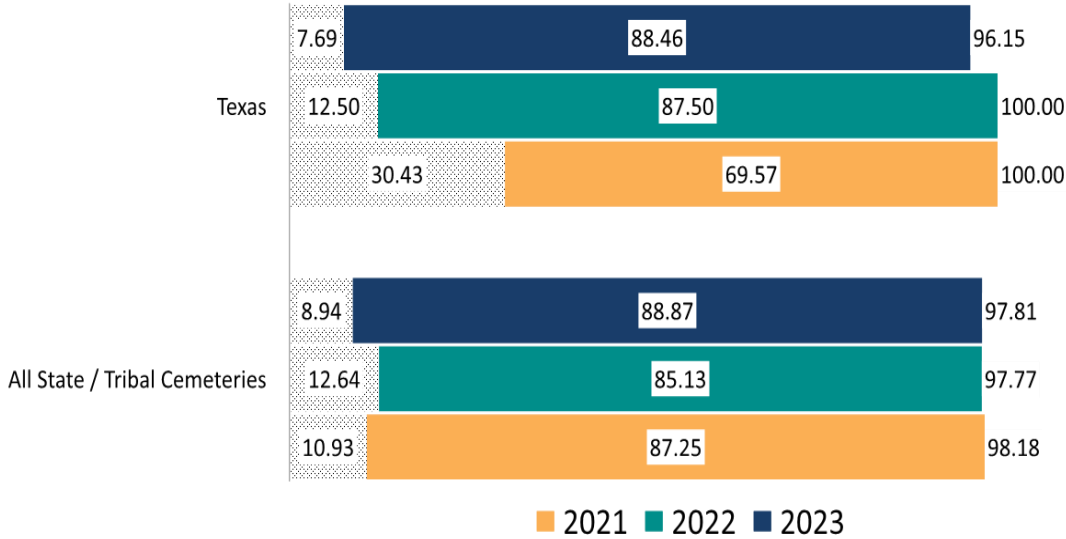
*The change scores represent the difference between the "Very Easy" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 24: To what extent is the quality of military honors acceptable?

FUNERAL DIRECTORS



	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither/nor	Somewhat unacceptable	Very unacceptable
Texas	2023	26	88.46%	0.96%	7.69%	3.85%	0.00%	0.00%
	2022	16	87.50%	17.93%	12.50%	0.00%	0.00%	0.00%
	2021	23	69.57%	-12.06%	30.43%	0.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	593	88.87%	3.74%	8.94%	1.69%	0.51%	0.00%
	2022	538	85.13%	-2.12%	12.64%	2.23%	0.00%	0.00%
	2021	549	87.25%	2.73%	10.93%	1.46%	0.36%	0.00%
Central Texas State Veterans Cemetery	2023	11	90.91%	3.41%	9.09%	0.00%	0.00%	0.00%
	2022	8	87.50%	18.27%	12.50%	0.00%	0.00%	0.00%
	2021	13	69.23%	-12.91%	30.77%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2021	3	100.00%	14.29%	0.00%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	75.00%	-25.00%	25.00%	0.00%	0.00%	0.00%
	2022	2	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%
	2021	2	50.00%	-50.00%	50.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	16.66%	0.00%	16.67%	0.00%	0.00%
	2022	3	66.67%	6.67%	33.33%	0.00%	0.00%	0.00%
	2021	5	60.00%	-6.67%	40.00%	0.00%	0.00%	0.00%

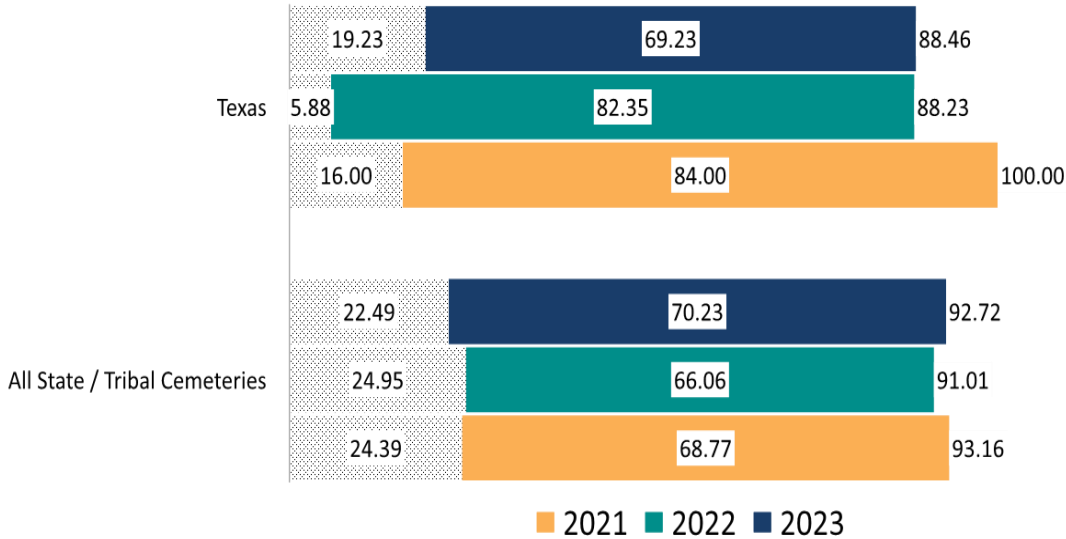
*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Committal Service Scheduling and Staff Support: Funeral Directors

Question 32: The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

FUNERAL DIRECTORS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Texas	2023	26	69.23%	-13.12%	19.23%	11.54%	0.00%	0.00%
	2022	17	82.35%	-1.65%	5.88%	0.00%	0.00%	11.76%
	2021	25	84.00%	14.61%	16.00%	0.00%	0.00%	0.00%
All State / Tribal Cemeteries	2023	618	70.23%	4.17%	22.49%	4.37%	2.10%	0.81%
	2022	545	66.06%	-2.71%	24.95%	5.32%	2.75%	0.92%
	2021	570	68.77%	6.88%	24.39%	3.86%	1.40%	1.58%
Central Texas State Veterans Cemetery	2023	11	72.73%	-14.77%	27.27%	0.00%	0.00%	0.00%
	2022	8	87.50%	7.50%	12.50%	0.00%	0.00%	0.00%
	2021	15	80.00%	4.14%	20.00%	0.00%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	5	80.00%	-20.00%	20.00%	0.00%	0.00%	0.00%
	2022	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2021	3	100.00%	28.57%	0.00%	0.00%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	4	25.00%	-25.00%	0.00%	75.00%	0.00%	0.00%
	2022	2	50.00%	-50.00%	0.00%	0.00%	0.00%	50.00%
	2021	2	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	6	83.33%	8.33%	16.67%	0.00%	0.00%	0.00%
	2022	4	75.00%	-5.00%	0.00%	0.00%	0.00%	25.00%
	2021	5	80.00%	24.44%	20.00%	0.00%	0.00%	0.00%

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

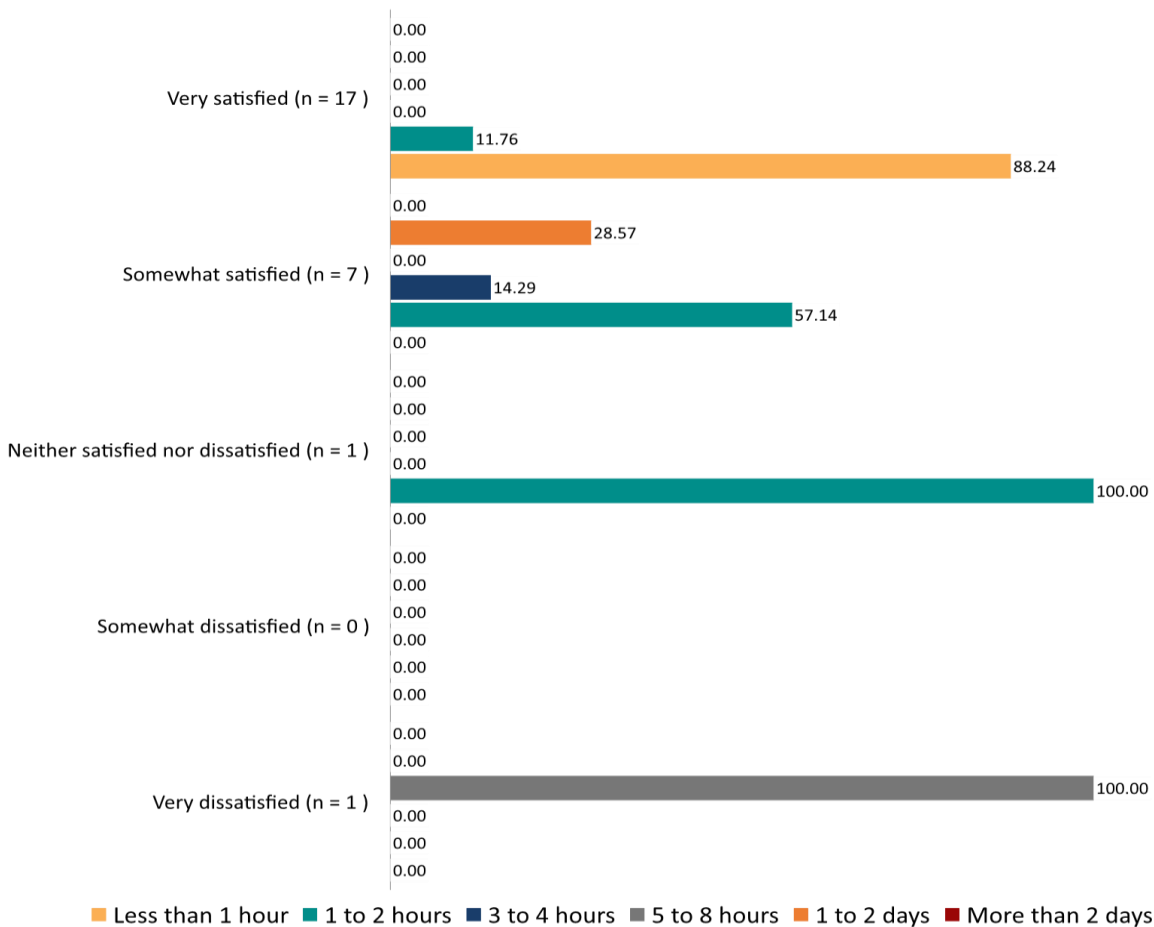
Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

ELEMENT OF COMPARISON

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

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?



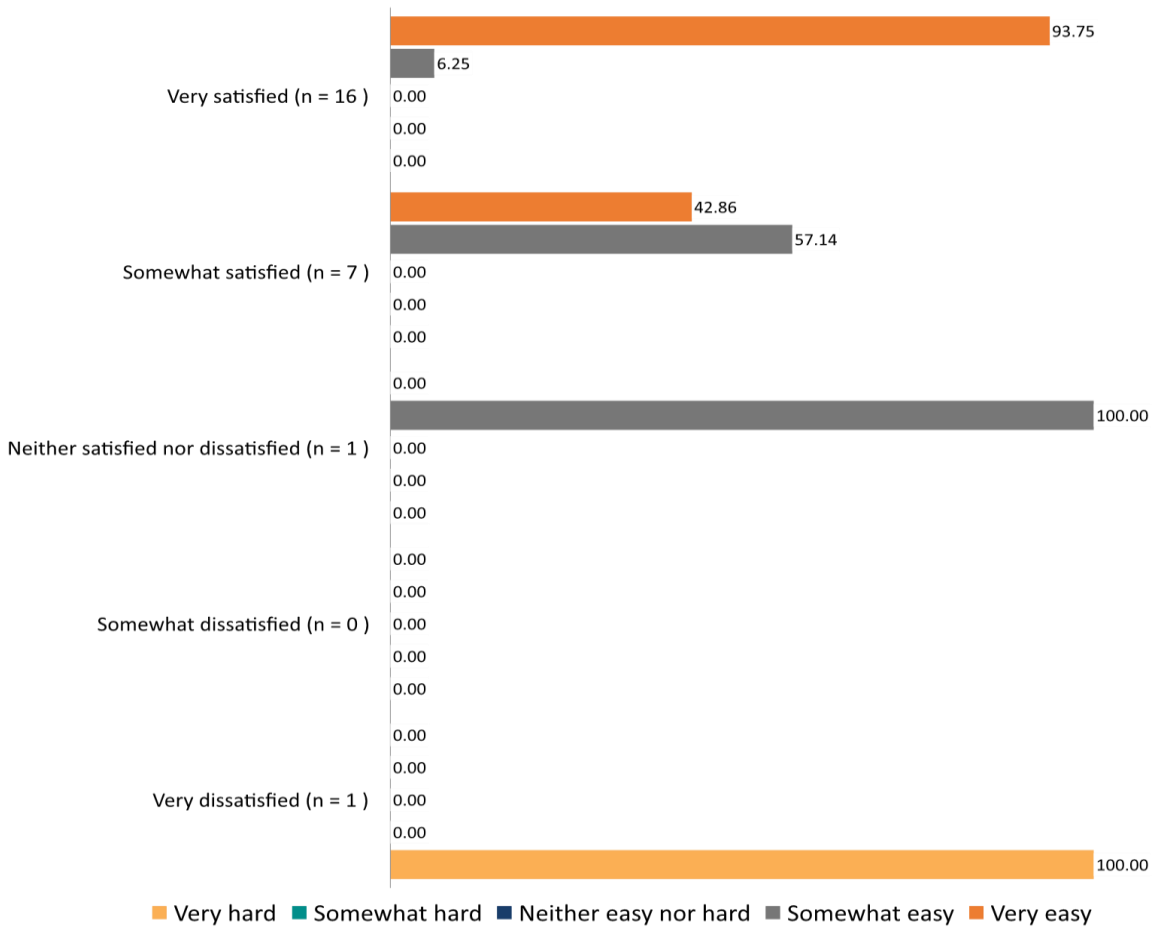
Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

ELEMENT OF COMPARISON

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

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?



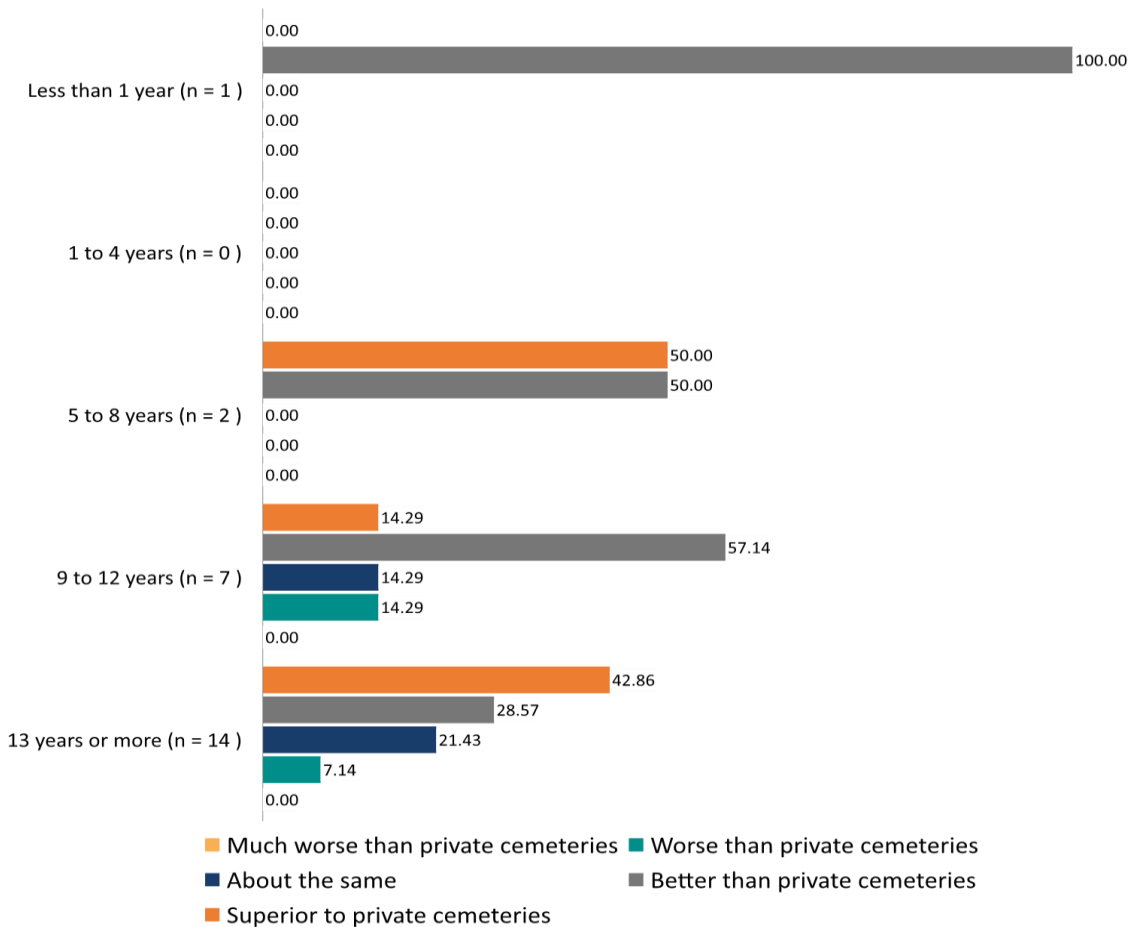
Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

ELEMENT OF COMPARISON

Comparing the level of service at the State or Tribal Veterans Cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the State or Tribal Veterans Cemetery.

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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

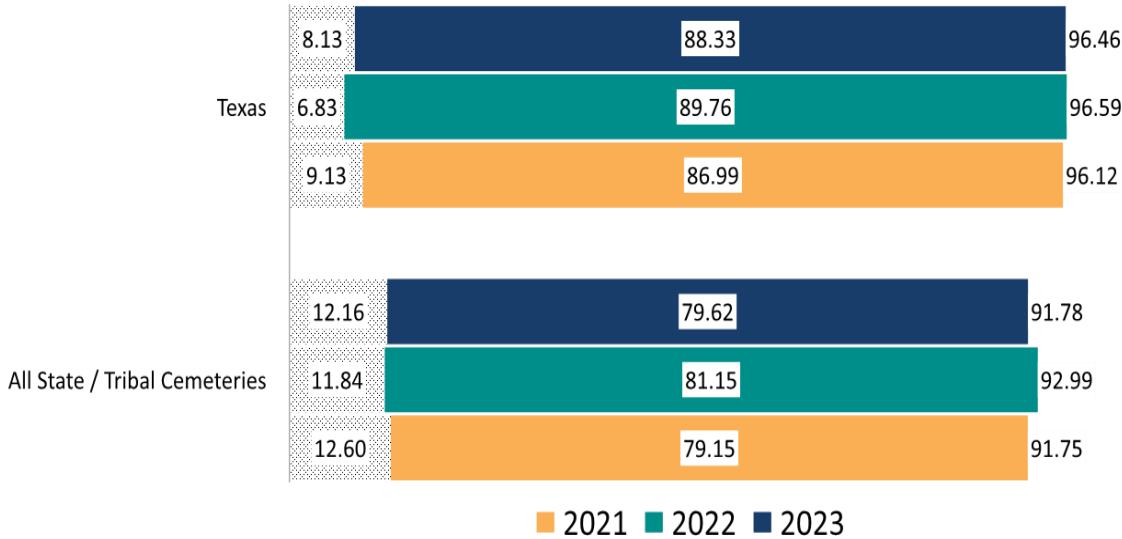
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the State or Tribal Veterans 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.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 21: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

NEXT OF KIN



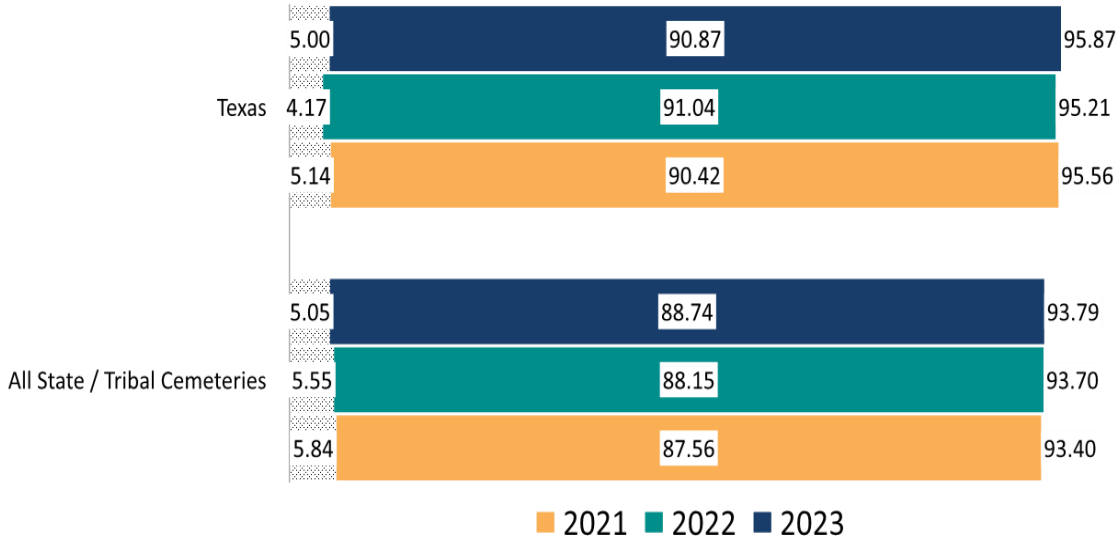
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	480	88.33%	-1.43%	8.13%	2.71%	0.42%	0.42%
	2022	498	89.76%	2.77%	6.83%	2.81%	0.40%	0.20%
	2021	438	86.99%	0.20%	9.13%	2.51%	0.68%	0.68%
All State / Tribal Cemeteries	2023	7227	79.62%	-1.53%	12.16%	5.20%	2.20%	0.82%
	2022	7696	81.15%	2.00%	11.84%	4.70%	1.57%	0.74%
	2021	6788	79.15%	-0.03%	12.60%	5.29%	1.99%	0.97%
Central Texas State Veterans Cemetery	2023	210	88.57%	-3.80%	7.62%	3.33%	0.00%	0.48%
	2022	236	92.37%	9.04%	4.24%	2.97%	0.42%	0.00%
	2021	192	83.33%	-0.40%	11.98%	3.13%	0.52%	1.04%
Coastal Bend Veterans Cemetery	2023	133	85.71%	-3.48%	9.77%	3.01%	1.50%	0.00%
	2022	111	89.19%	-4.83%	10.81%	0.00%	0.00%	0.00%
	2021	117	94.02%	1.63%	3.42%	1.71%	0.85%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	64	90.63%	8.13%	6.25%	1.56%	0.00%	1.56%
	2022	80	82.50%	3.47%	11.25%	5.00%	1.25%	0.00%
	2021	62	79.03%	-4.97%	14.52%	3.23%	1.61%	1.61%
Texas State Veterans Cemetery at Abilene	2023	73	90.41%	0.27%	8.22%	1.37%	0.00%	0.00%
	2022	71	90.14%	-2.40%	4.23%	4.23%	0.00%	1.41%
	2021	67	92.54%	0.48%	5.97%	1.49%	0.00%	0.00%

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

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

Question 23: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither/Nor	Somewhat dissatisfied	Very dissatisfied
Texas	2023	460	90.87%	-0.17%	5.00%	3.48%	0.22%	0.43%
	2022	480	91.04%	0.62%	4.17%	3.75%	0.83%	0.21%
	2021	428	90.42%	-1.38%	5.14%	3.04%	0.93%	0.47%
All State / Tribal Cemeteries	2023	6890	88.74%	0.59%	5.05%	5.01%	0.78%	0.42%
	2022	7356	88.15%	0.59%	5.55%	4.79%	0.98%	0.54%
	2021	6511	87.56%	-2.11%	5.84%	4.87%	1.12%	0.61%
Central Texas State Veterans Cemetery	2023	205	88.78%	-1.49%	6.83%	4.39%	0.00%	0.00%
	2022	226	90.27%	3.71%	4.42%	4.42%	0.44%	0.44%
	2021	186	86.56%	-6.05%	6.45%	5.38%	1.08%	0.54%
Coastal Bend Veterans Cemetery	2023	128	91.41%	-4.85%	3.13%	3.91%	0.00%	1.56%
	2022	107	96.26%	0.57%	2.80%	0.93%	0.00%	0.00%
	2021	116	95.69%	1.25%	3.45%	0.86%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	59	94.92%	10.50%	3.39%	1.69%	0.00%	0.00%
	2022	77	84.42%	-7.11%	7.79%	3.90%	3.90%	0.00%
	2021	59	91.53%	2.49%	6.78%	0.00%	1.69%	0.00%
Texas State Veterans Cemetery at Abilene	2023	68	92.65%	-0.21%	4.41%	1.47%	1.47%	0.00%
	2022	70	92.86%	1.82%	1.43%	5.71%	0.00%	0.00%
	2021	67	91.04%	2.52%	2.99%	2.99%	1.49%	1.49%

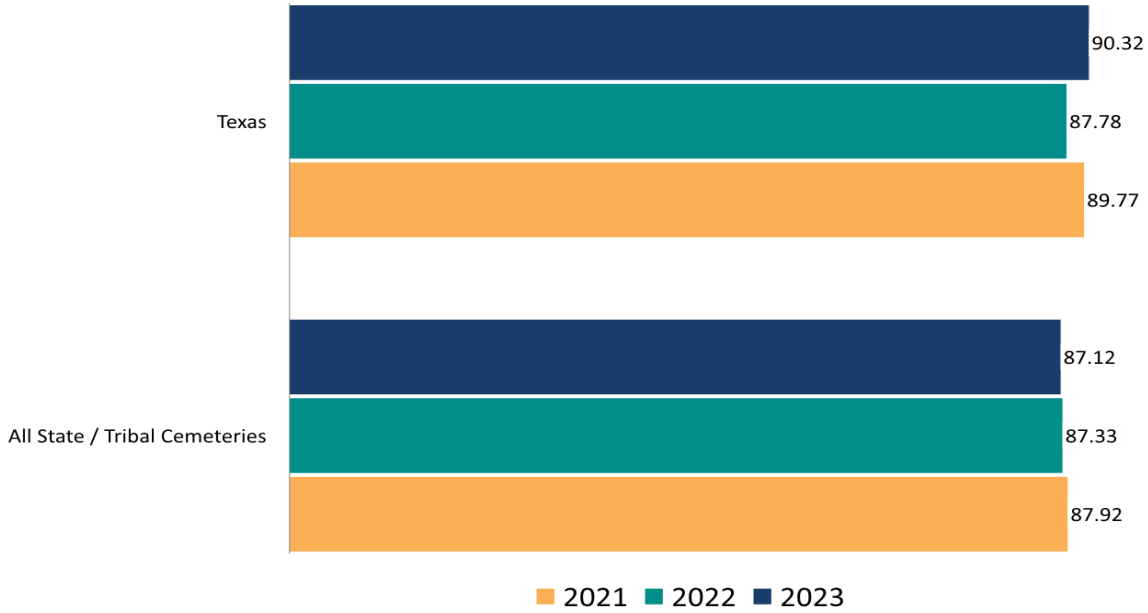
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Note: This question did not apply to respondents who indicated in Question 21 (NoK), "Don't know/the marker or headstone has not yet arrived."

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

Question 22: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

NEXT OF KIN



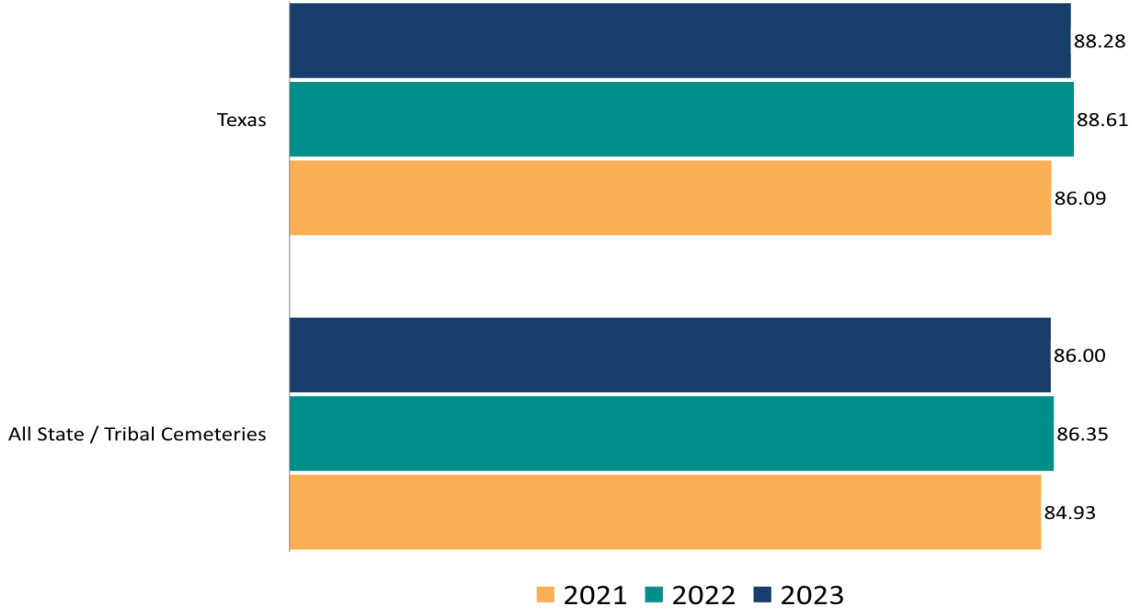
	Year	n	Yes	No	Don't know
Texas	2023	465	90.32%	4.30%	5.38%
	2022	491	87.78%	3.87%	8.35%
	2021	430	89.77%	5.35%	4.88%
All State / Tribal Cemeteries	2023	7041	87.12%	3.96%	8.92%
	2022	7537	87.33%	3.72%	8.96%
	2021	6666	87.92%	3.78%	8.30%
Central Texas State Veterans Cemetery	2023	207	90.34%	3.38%	6.28%
	2022	234	86.32%	3.42%	10.26%
	2021	188	85.64%	5.32%	9.04%
Coastal Bend Veterans Cemetery	2023	130	88.46%	6.15%	5.38%
	2022	108	89.81%	3.70%	6.48%
	2021	115	94.78%	5.22%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	60	90.00%	3.33%	6.67%
	2022	79	84.81%	6.33%	8.86%
	2021	60	91.67%	6.67%	1.67%
Texas State Veterans Cemetery at Abilene	2023	68	94.12%	4.41%	1.47%
	2022	70	92.86%	2.86%	4.29%
	2021	67	91.04%	4.48%	4.48%

Note: This question did not apply to respondents who indicated in Question 21 (NoK), "Don't know/the marker or headstone has not yet arrived."

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

Question 19: Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?

NEXT OF KIN



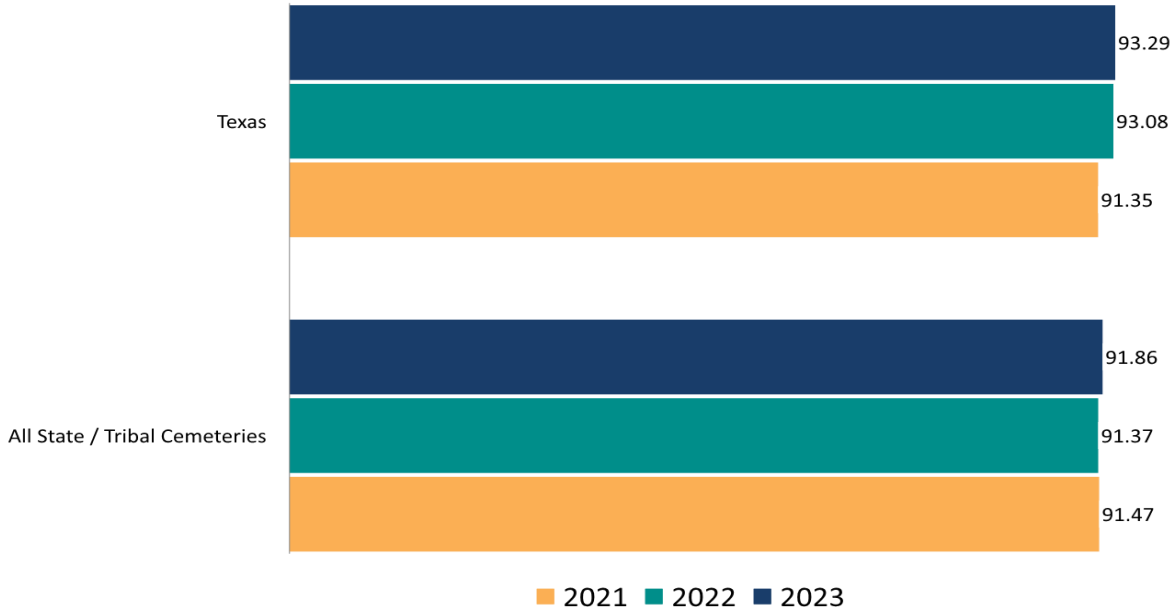
	Year	n	Yes	No	Don't know
Texas	2023	495	88.28%	5.05%	6.67%
	2022	518	88.61%	6.37%	5.02%
	2021	453	86.09%	5.74%	8.17%
All State / Tribal Cemeteries	2023	7687	86.00%	7.25%	6.75%
	2022	8217	86.35%	7.02%	6.63%
	2021	7188	84.93%	7.79%	7.28%
Central Texas State Veterans Cemetery	2023	220	87.27%	6.36%	6.36%
	2022	251	89.24%	6.77%	3.98%
	2021	203	86.70%	3.94%	9.36%
Coastal Bend Veterans Cemetery	2023	137	89.05%	2.19%	8.76%
	2022	114	89.47%	5.26%	5.26%
	2021	118	83.90%	8.47%	7.63%
Rio Grande Valley State Veterans Cemetery	2023	65	83.08%	9.23%	7.69%
	2022	80	87.50%	5.00%	7.50%
	2021	63	85.71%	4.76%	9.52%
Texas State Veterans Cemetery at Abilene	2023	73	94.52%	2.74%	2.74%
	2022	73	86.30%	8.22%	5.48%
	2021	69	88.41%	7.25%	4.35%

Note: Prior to 2022, the question wording was "Were the headstone, marker, or columbarium niche cover inscription options explained to you?"

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

Question 20: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

NEXT OF KIN



	Year	n	Yes	No
Texas	2023	492	93.29%	6.71%
	2022	520	93.08%	6.92%
	2021	451	91.35%	8.65%
All State / Tribal Cemeteries	2023	7591	91.86%	8.14%
	2022	8131	91.37%	8.63%
	2021	7080	91.47%	8.53%
Central Texas State Veterans Cemetery	2023	217	91.24%	8.76%
	2022	254	93.70%	6.30%
	2021	203	91.13%	8.87%
Coastal Bend Veterans Cemetery	2023	138	95.65%	4.35%
	2022	114	95.61%	4.39%
	2021	116	90.52%	9.48%
Rio Grande Valley State Veterans Cemetery	2023	65	89.23%	10.77%
	2022	81	87.65%	12.35%
	2021	63	92.06%	7.94%
Texas State Veterans Cemetery at Abilene	2023	72	98.61%	1.39%
	2022	71	92.96%	7.04%
	2021	69	92.75%	7.25%

Satisfaction with Cemetery Appearance and Visitor Accommodations

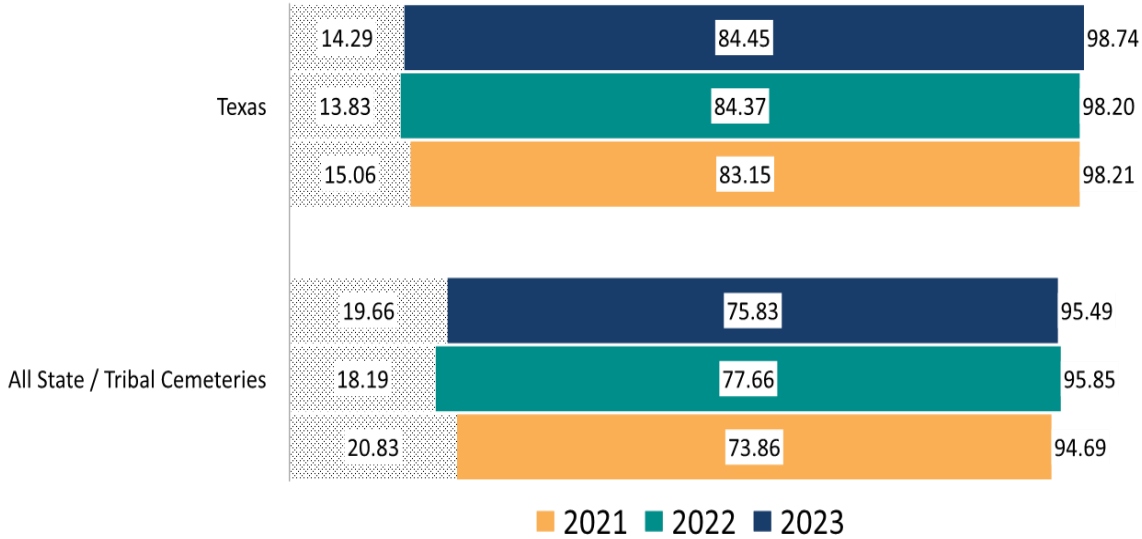
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribal Veterans Cemetery’s appearance and visitor accommodations.
- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type’s respective graph.
- When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 36: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN



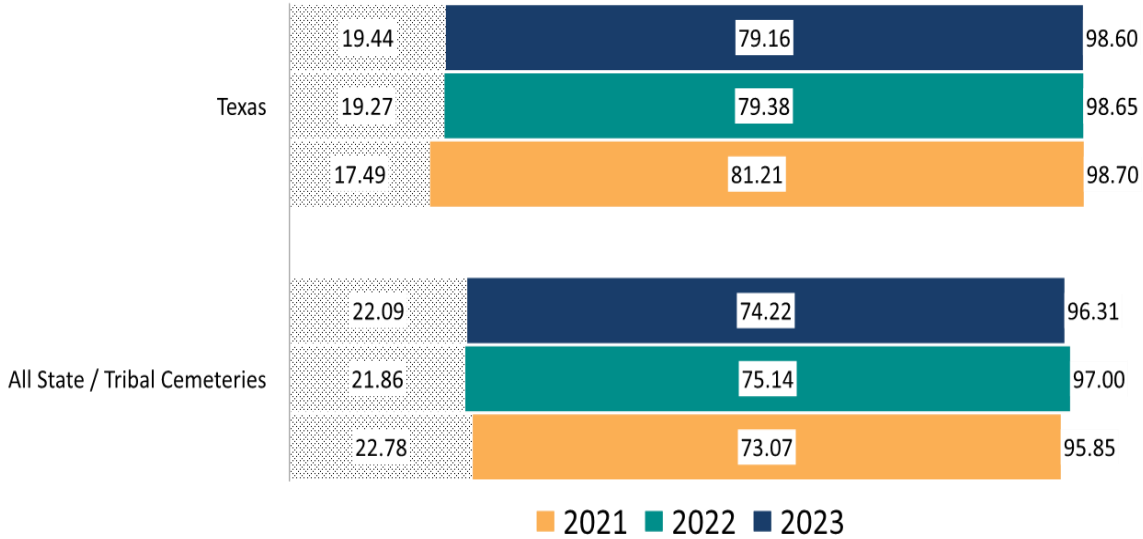
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	476	84.45%	0.08%	14.29%	1.05%	0.00%	0.21%
	2022	499	84.37%	1.22%	13.83%	1.60%	0.20%	0.00%
	2021	445	83.15%	0.69%	15.06%	1.35%	0.22%	0.22%
All State / Tribal Cemeteries	2023	7308	75.83%	-1.83%	19.66%	3.24%	1.00%	0.26%
	2022	7801	77.66%	3.80%	18.19%	2.92%	0.77%	0.46%
	2021	6784	73.86%	-1.74%	20.83%	3.67%	1.21%	0.43%
Central Texas State Veterans Cemetery	2023	214	83.18%	-0.99%	15.42%	1.40%	0.00%	0.00%
	2022	240	84.17%	0.67%	14.17%	1.67%	0.00%	0.00%
	2021	200	83.50%	-0.63%	13.50%	2.50%	0.50%	0.00%
Coastal Bend Veterans Cemetery	2023	131	83.21%	-3.28%	15.27%	0.76%	0.00%	0.76%
	2022	111	86.49%	3.73%	12.61%	0.90%	0.00%	0.00%
	2021	116	82.76%	-1.11%	16.38%	0.00%	0.00%	0.86%
Rio Grande Valley State Veterans Cemetery	2023	62	85.48%	7.27%	12.90%	1.61%	0.00%	0.00%
	2022	78	78.21%	-0.82%	20.51%	0.00%	1.28%	0.00%
	2021	62	79.03%	6.06%	19.35%	1.61%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	69	89.86%	1.29%	10.14%	0.00%	0.00%	0.00%
	2022	70	88.57%	2.00%	7.14%	4.29%	0.00%	0.00%
	2021	67	86.57%	0.63%	13.43%	0.00%	0.00%	0.00%

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

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	499	79.16%	-0.22%	19.44%	1.00%	0.40%	0.00%
	2022	519	79.38%	-1.83%	19.27%	1.35%	0.00%	0.00%
	2021	463	81.21%	-2.26%	17.49%	0.65%	0.43%	0.22%
All State / Tribal Cemeteries	2023	7828	74.22%	-0.92%	22.09%	3.00%	0.54%	0.15%
	2022	8239	75.14%	2.07%	21.86%	2.40%	0.38%	0.22%
	2021	7264	73.07%	-1.18%	22.78%	3.32%	0.52%	0.30%
Central Texas State Veterans Cemetery	2023	223	78.92%	-0.28%	19.73%	1.35%	0.00%	0.00%
	2022	250	79.20%	-1.66%	19.60%	1.20%	0.00%	0.00%
	2021	209	80.86%	-2.98%	18.66%	0.48%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	136	77.94%	1.22%	20.59%	0.74%	0.74%	0.00%
	2022	116	76.72%	-4.79%	21.55%	1.72%	0.00%	0.00%
	2021	119	81.51%	-4.35%	16.81%	0.84%	0.00%	0.84%
Rio Grande Valley State Veterans Cemetery	2023	67	82.09%	2.34%	16.42%	0.00%	1.49%	0.00%
	2022	79	79.75%	0.06%	18.99%	1.27%	0.00%	0.00%
	2021	64	79.69%	0.74%	15.63%	1.56%	3.13%	0.00%
Texas State Veterans Cemetery at Abilene	2023	73	79.45%	-4.33%	19.18%	1.37%	0.00%	0.00%
	2022	74	83.78%	0.68%	14.86%	1.35%	0.00%	0.00%
	2021	71	83.10%	-0.68%	16.90%	0.00%	0.00%	0.00%

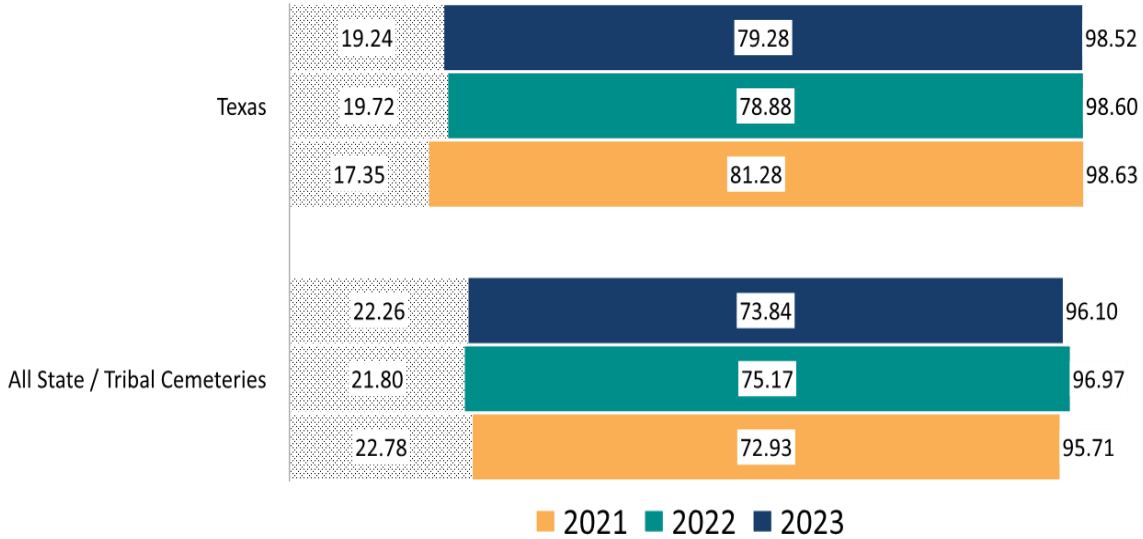
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

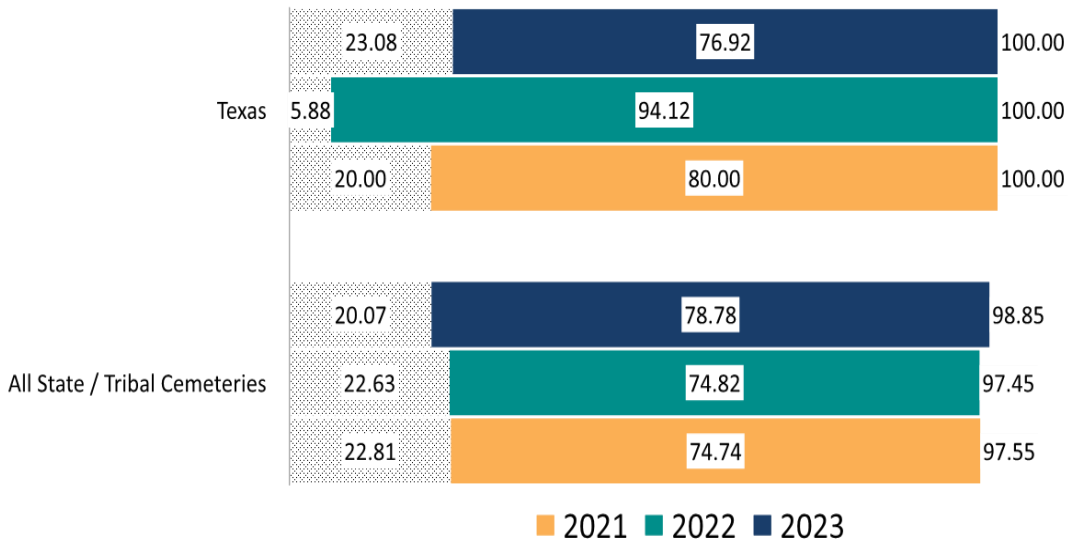
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 29/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

NEXT OF KIN



FUNERAL DIRECTORS

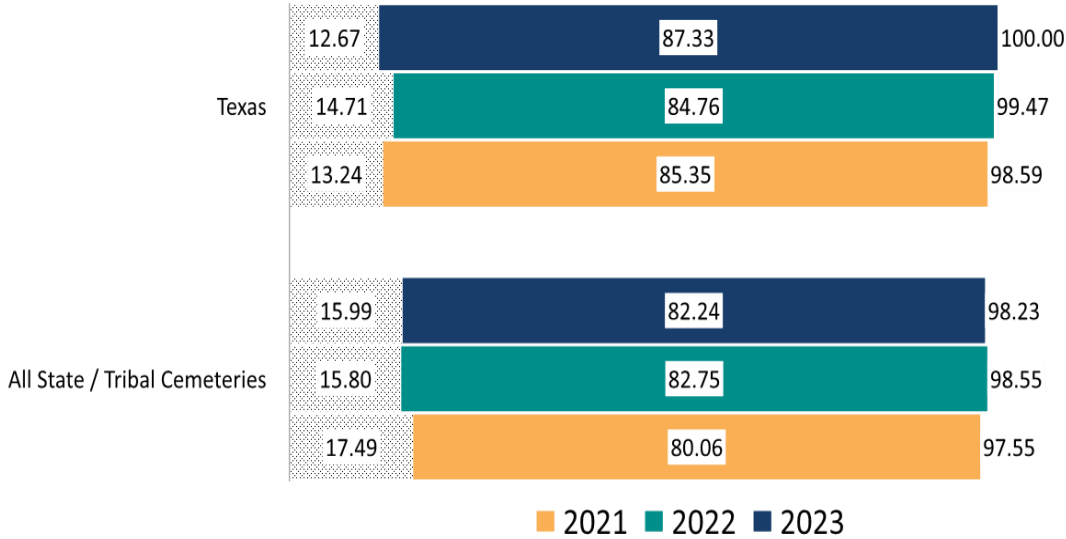


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: 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 agree nor disagree	Disagree	Strongly Disagree
Texas	2023	300	87.33%	2.57%	12.67%	0.00%	0.00%	0.00%
	2022	374	84.76%	-0.59%	14.71%	0.53%	0.00%	0.00%
	2021	355	85.35%	3.20%	13.24%	0.85%	0.28%	0.28%
All State / Tribal Cemeteries	2023	4696	82.24%	-0.51%	15.99%	1.41%	0.17%	0.19%
	2022	6163	82.75%	2.69%	15.80%	1.17%	0.13%	0.15%
	2021	5381	80.06%	-2.26%	17.49%	1.93%	0.33%	0.19%
Central Texas State Veterans Cemetery	2023	132	87.88%	2.85%	12.12%	0.00%	0.00%	0.00%
	2022	187	85.03%	-2.70%	13.90%	1.07%	0.00%	0.00%
	2021	163	87.73%	3.35%	11.66%	0.00%	0.61%	0.00%
Coastal Bend Veterans Cemetery	2023	82	85.37%	0.49%	14.63%	0.00%	0.00%	0.00%
	2022	86	84.88%	1.73%	15.12%	0.00%	0.00%	0.00%
	2021	89	83.15%	2.54%	15.73%	0.00%	0.00%	1.12%
Rio Grande Valley State Veterans Cemetery	2023	41	85.37%	4.60%	14.63%	0.00%	0.00%	0.00%
	2022	52	80.77%	2.20%	19.23%	0.00%	0.00%	0.00%
	2021	42	78.57%	-1.16%	16.67%	4.76%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	45	91.11%	3.35%	8.89%	0.00%	0.00%	0.00%
	2022	49	87.76%	0.87%	12.24%	0.00%	0.00%	0.00%
	2021	61	86.89%	7.18%	11.48%	1.64%	0.00%	0.00%

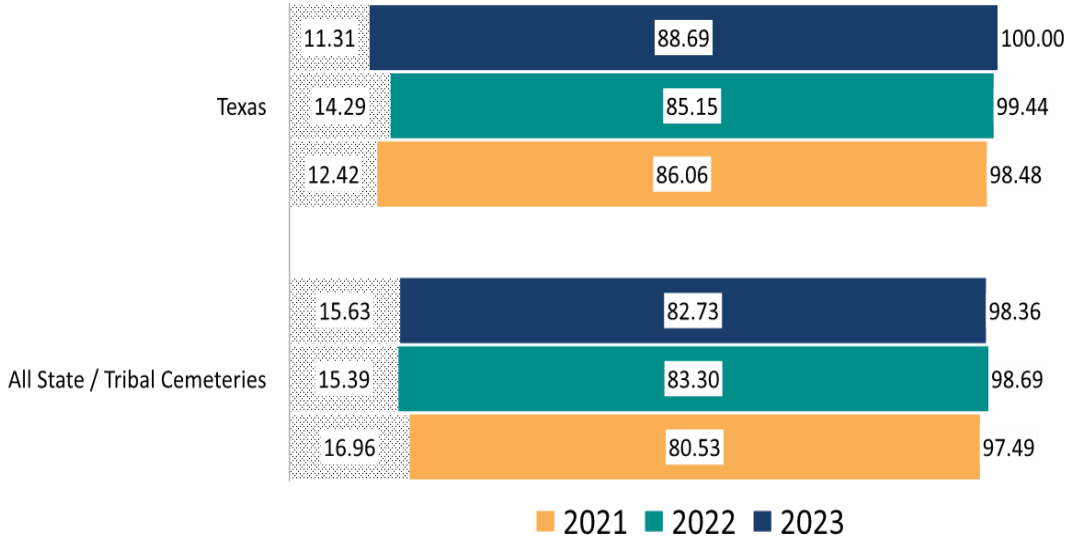
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

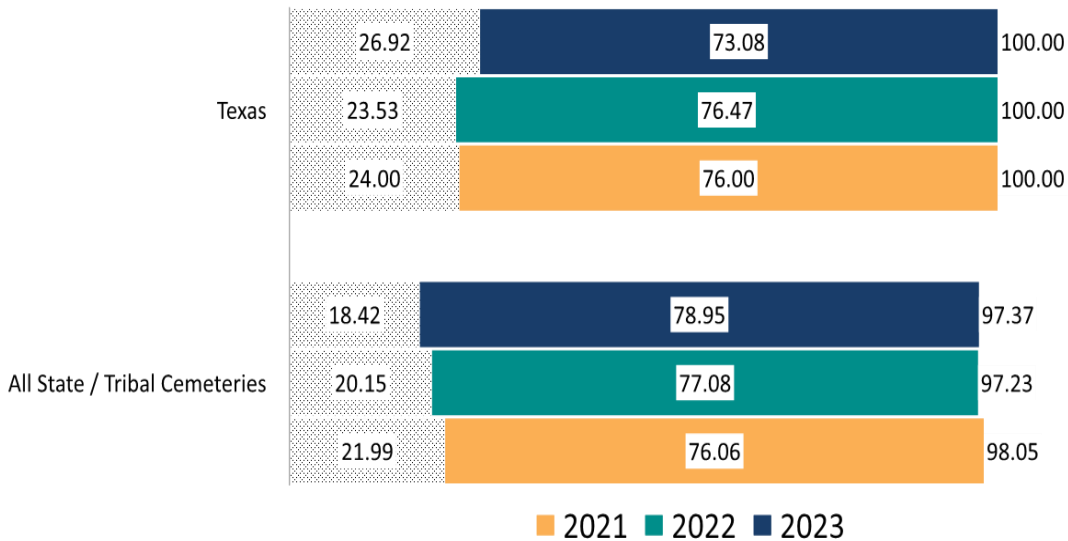
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 30/26: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN



FUNERAL DIRECTORS

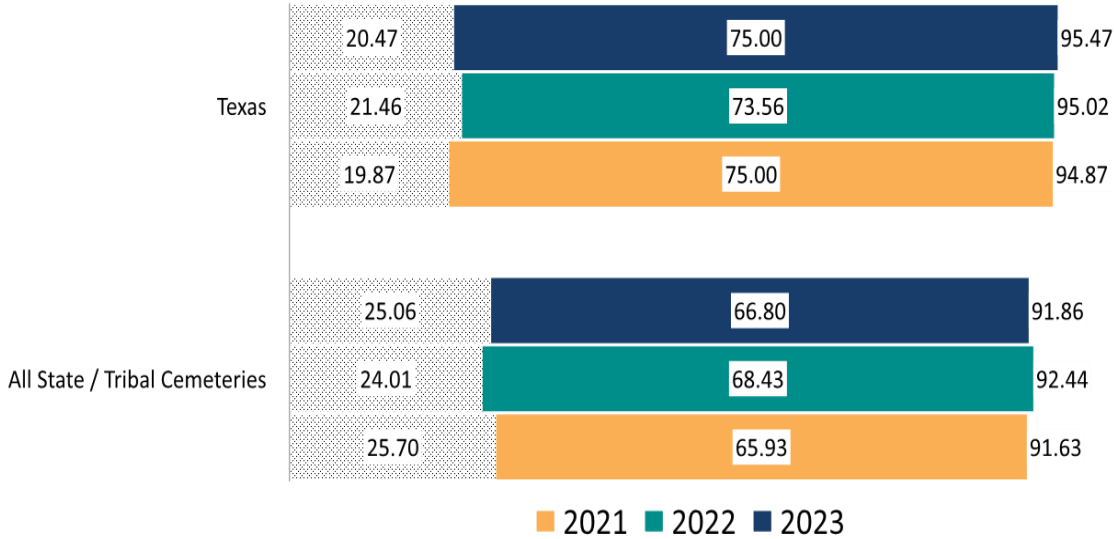


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist visitors.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	508	75.00%	1.44%	20.47%	2.95%	1.38%	0.20%
	2022	522	73.56%	-1.44%	21.46%	3.45%	1.34%	0.19%
	2021	468	75.00%	8.61%	19.87%	3.42%	1.71%	0.00%
All State / Tribal Cemeteries	2023	8046	66.80%	-1.63%	25.06%	5.65%	1.98%	0.51%
	2022	8514	68.43%	2.50%	24.01%	5.16%	2.09%	0.32%
	2021	7440	65.93%	8.45%	25.70%	5.59%	2.34%	0.44%
Central Texas State Veterans Cemetery	2023	227	74.01%	0.49%	21.15%	2.64%	2.20%	0.00%
	2022	253	73.52%	-0.43%	20.95%	3.95%	1.58%	0.00%
	2021	215	73.95%	3.49%	21.86%	3.26%	0.93%	0.00%
Coastal Bend Veterans Cemetery	2023	139	72.66%	-2.99%	24.46%	2.16%	0.72%	0.00%
	2022	115	75.65%	1.07%	20.87%	1.74%	1.74%	0.00%
	2021	118	74.58%	11.95%	20.34%	2.54%	2.54%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	67	79.10%	7.50%	11.94%	5.97%	1.49%	1.49%
	2022	81	71.60%	2.25%	24.69%	2.47%	1.23%	0.00%
	2021	62	69.35%	4.79%	22.58%	4.84%	3.23%	0.00%
Texas State Veterans Cemetery at Abilene	2023	75	78.67%	6.07%	18.67%	2.67%	0.00%	0.00%
	2022	73	72.60%	-10.96%	20.55%	5.48%	0.00%	1.37%
	2021	73	83.56%	23.29%	10.96%	4.11%	1.37%	0.00%

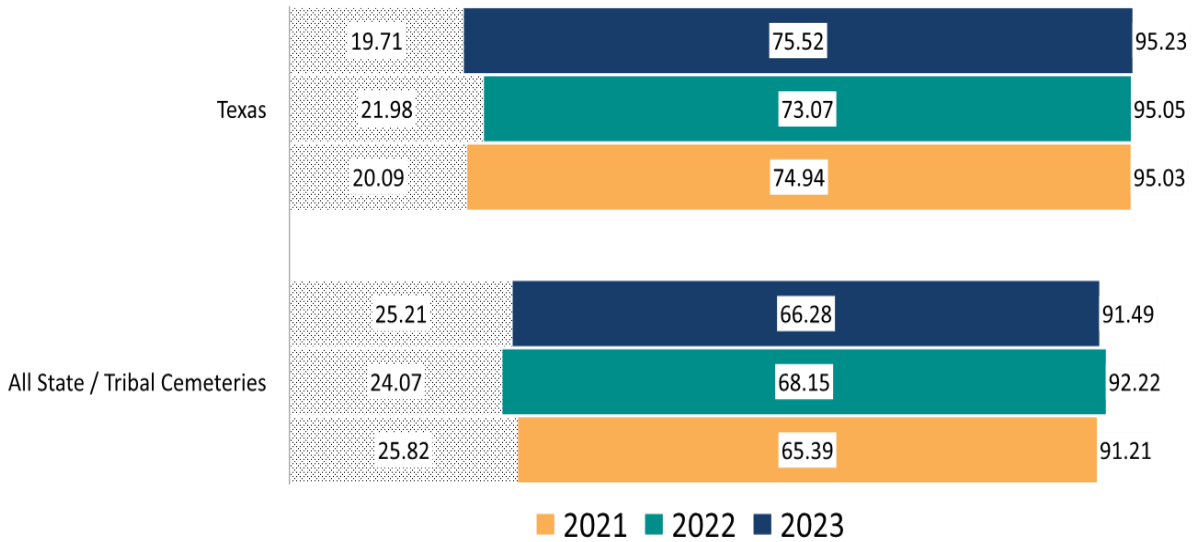
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

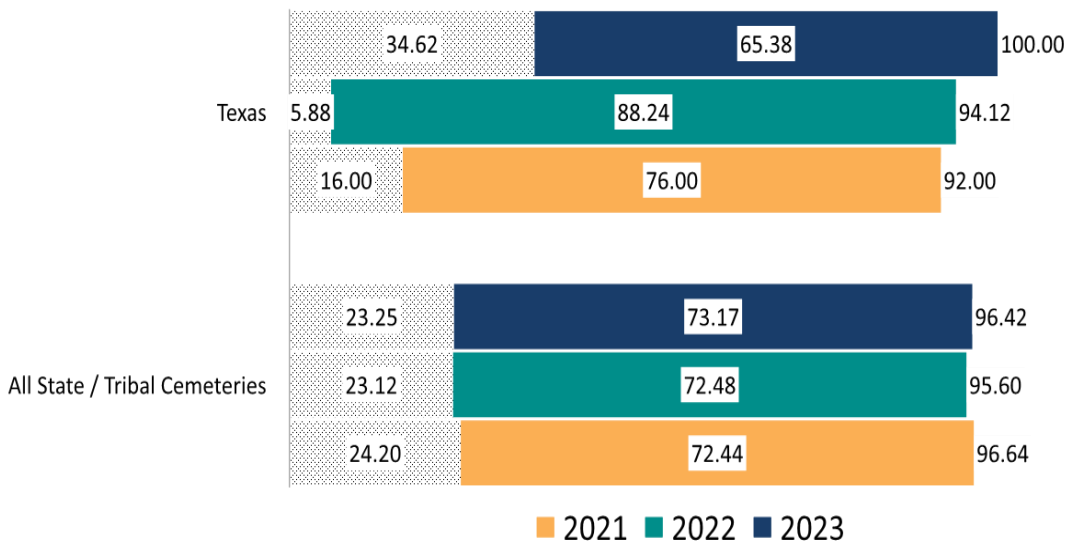
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 32/28: There are sufficient signs within the cemetery to assist visitors.

NEXT OF KIN



FUNERAL DIRECTORS

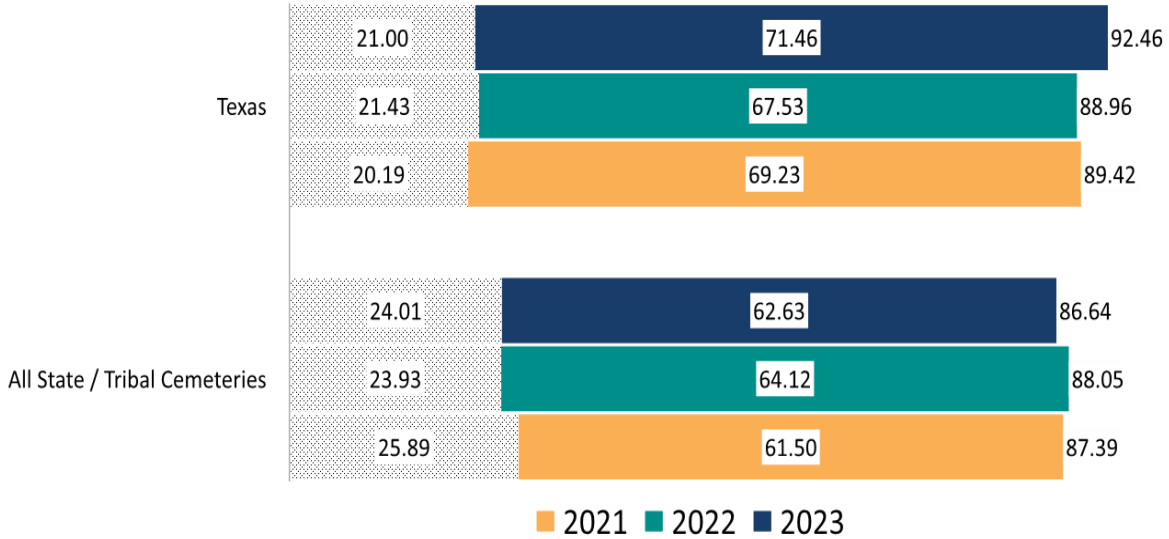


Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	438	71.46%	3.93%	21.00%	6.16%	0.91%	0.46%
	2022	462	67.53%	-1.70%	21.43%	9.09%	1.08%	0.87%
	2021	416	69.23%	9.23%	20.19%	7.93%	1.68%	0.96%
All State / Tribal Cemeteries	2023	6848	62.63%	-1.49%	24.01%	11.29%	1.47%	0.60%
	2022	7147	64.12%	2.62%	23.93%	10.33%	1.05%	0.57%
	2021	6293	61.50%	9.91%	25.89%	10.55%	1.40%	0.67%
Central Texas State Veterans Cemetery	2023	193	71.50%	6.34%	19.17%	7.25%	1.55%	0.52%
	2022	221	65.16%	-0.10%	23.08%	8.60%	1.81%	1.36%
	2021	190	65.26%	1.01%	23.16%	7.37%	2.63%	1.58%
Coastal Bend Veterans Cemetery	2023	124	72.58%	-1.65%	24.19%	3.23%	0.00%	0.00%
	2022	97	74.23%	-1.70%	23.71%	2.06%	0.00%	0.00%
	2021	108	75.93%	19.46%	16.67%	6.48%	0.93%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	56	78.57%	17.03%	16.07%	1.79%	1.79%	1.79%
	2022	78	61.54%	-6.98%	24.36%	12.82%	1.28%	0.00%
	2021	54	68.52%	10.99%	16.67%	14.81%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	65	63.08%	-9.65%	24.62%	12.31%	0.00%	0.00%
	2022	66	72.73%	2.42%	9.09%	16.67%	0.00%	1.52%
	2021	64	70.31%	16.98%	20.31%	6.25%	1.56%	1.56%

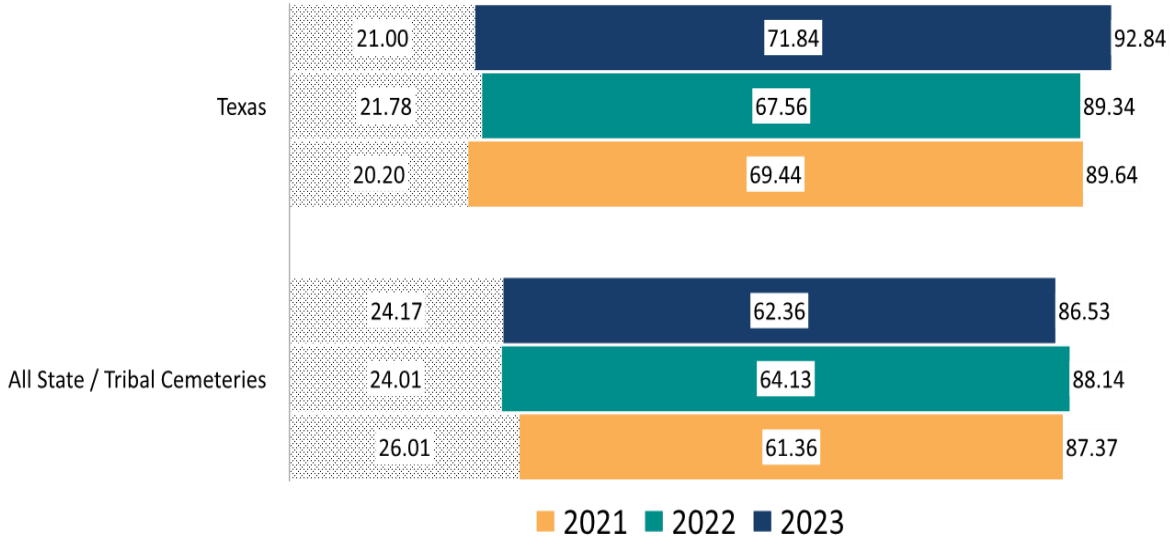
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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

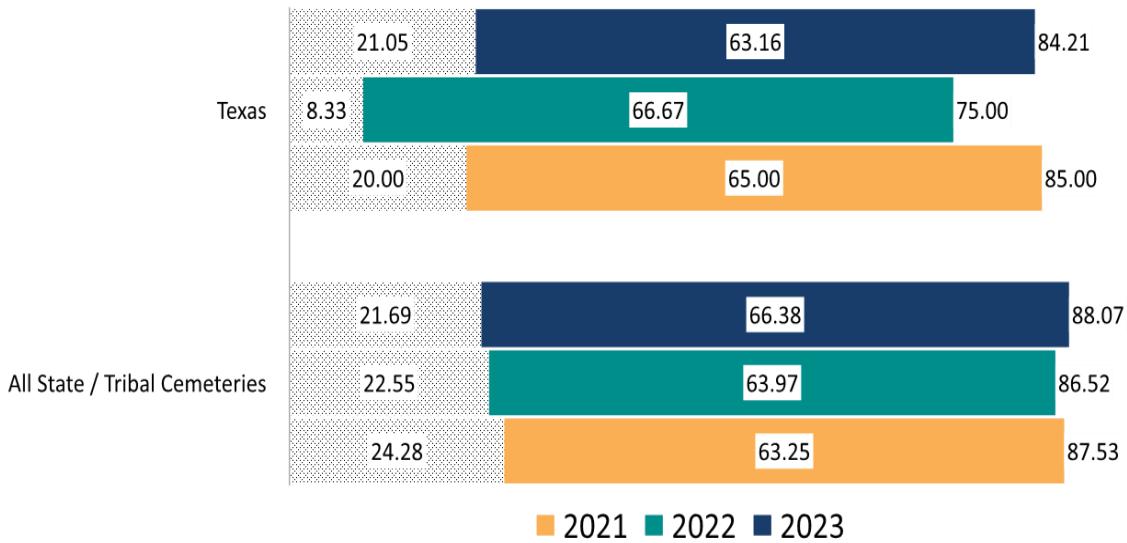
Satisfaction with Cemetery Appearance and Visitor Accommodations

Question 37/33: The information kiosks (i.e., gravesite locators) are helpful to me.

NEXT OF KIN



FUNERAL DIRECTORS



Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

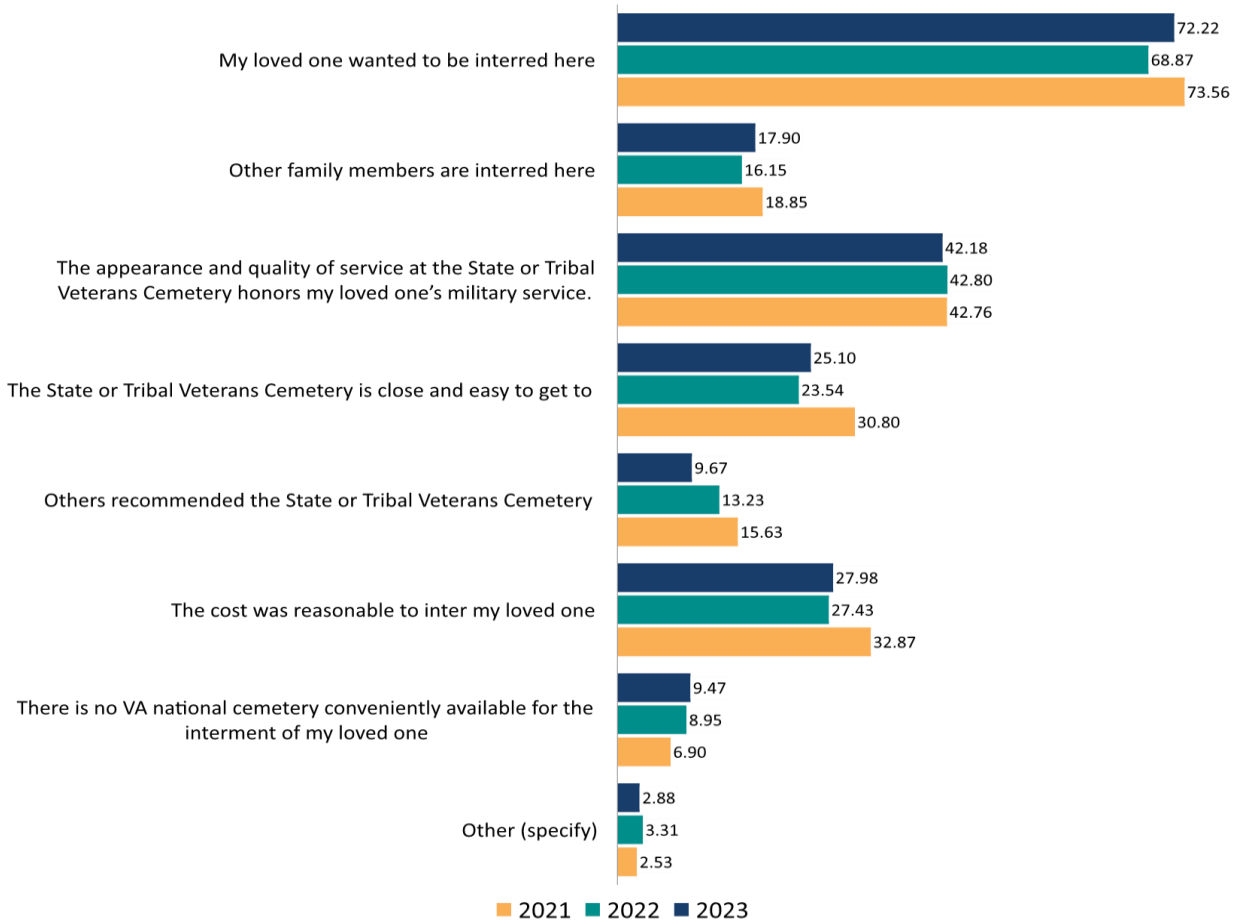
SECTION DESCRIPTION

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries in comparison to national cemeteries.
- Measures of comparisons between State or Tribal Veterans Cemeteries and national cemeteries are provided on appearance, quality of service, and honor to Veterans.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 44: Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

NEXT OF KIN

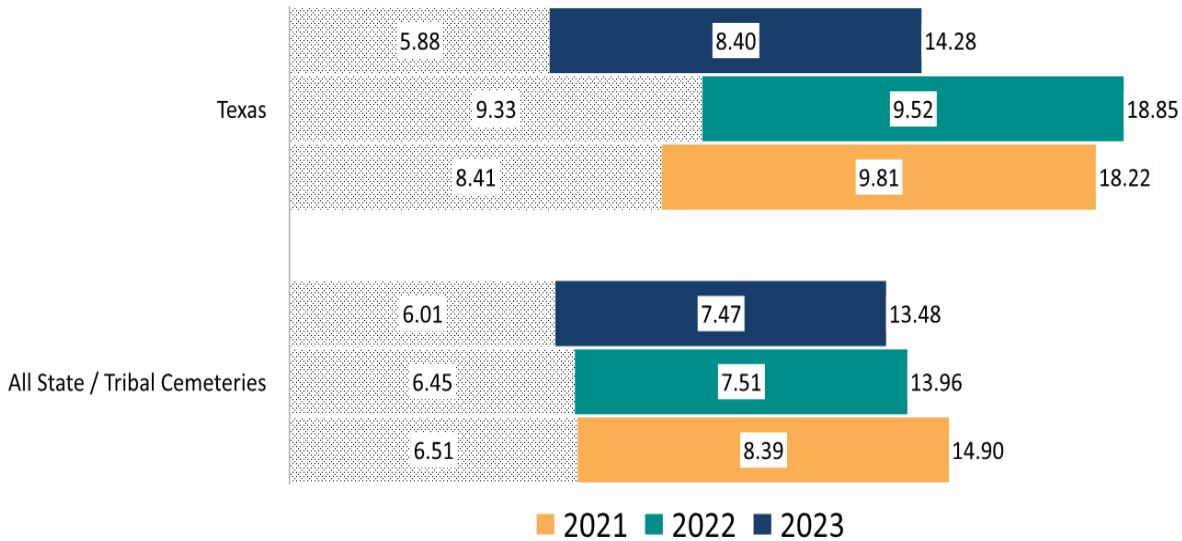


Note: As respondents could select more than one response option, percentages may not sum to 100%.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 45: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

NEXT OF KIN



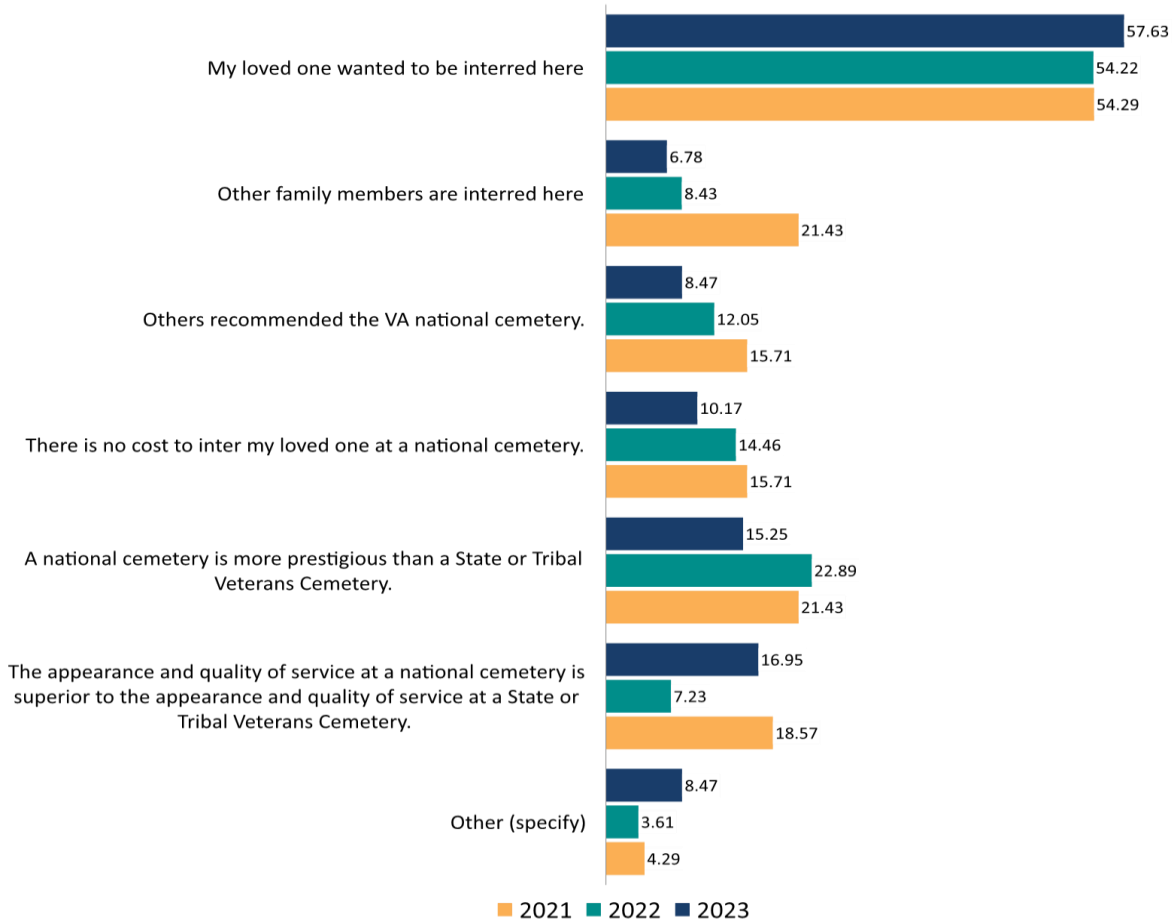
	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	476	8.40%	-1.12%	5.88%	55.46%	21.01%	9.24%
	2022	504	9.52%	-0.29%	9.33%	47.62%	21.83%	11.71%
	2021	428	9.81%	-1.64%	8.41%	50.47%	22.66%	8.64%
All State / Tribal Cemeteries	2023	7334	7.47%	-0.04%	6.01%	52.59%	24.04%	9.89%
	2022	7958	7.51%	-0.88%	6.45%	52.10%	23.47%	10.47%
	2021	6909	8.39%	-2.39%	6.51%	52.35%	22.84%	9.90%
Central Texas State Veterans Cemetery	2023	214	7.94%	-2.35%	5.14%	54.67%	23.36%	8.88%
	2022	243	10.29%	-0.18%	9.88%	45.68%	22.22%	11.93%
	2021	191	10.47%	1.69%	7.33%	49.74%	23.04%	9.42%
Coastal Bend Veterans Cemetery	2023	128	10.94%	1.85%	7.81%	50.78%	21.09%	9.38%
	2022	110	9.09%	1.95%	8.18%	52.73%	17.27%	12.73%
	2021	112	7.14%	-7.47%	10.71%	51.79%	21.43%	8.93%
Rio Grande Valley State Veterans Cemetery	2023	64	9.38%	-4.54%	9.38%	57.81%	20.31%	3.13%
	2022	79	13.92%	0.59%	12.66%	48.10%	18.99%	6.33%
	2021	60	13.33%	-3.57%	8.33%	53.33%	20.00%	5.00%
Texas State Veterans Cemetery at Abilene	2023	70	4.29%	1.51%	1.43%	64.29%	14.29%	15.71%
	2022	72	2.78%	-6.45%	5.56%	45.83%	30.56%	15.28%
	2021	65	9.23%	-0.29%	7.69%	47.69%	26.15%	9.23%

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 46: Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

NEXT OF KIN



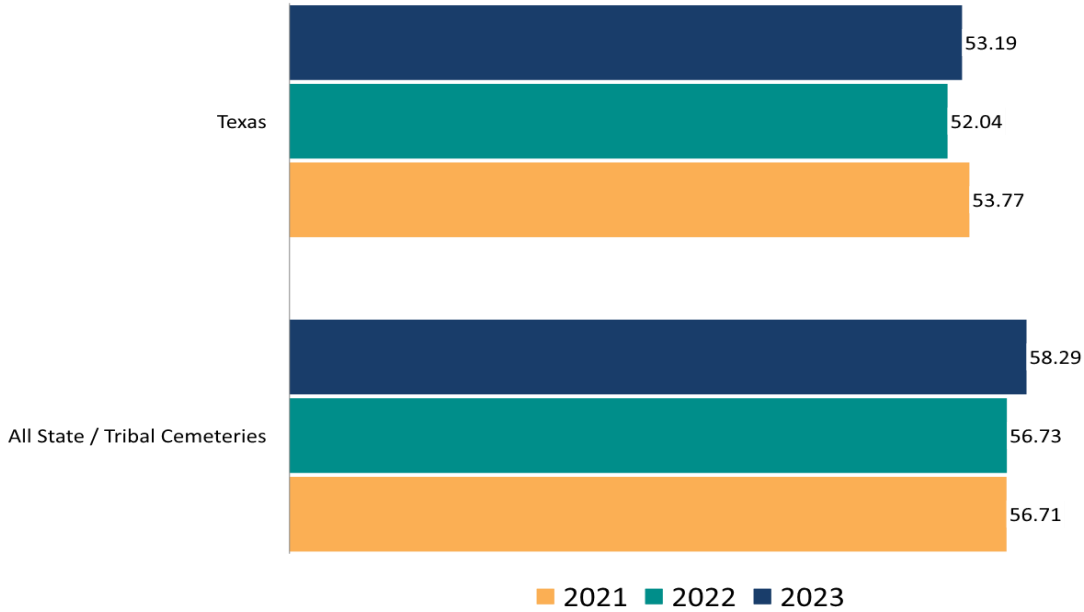
This question only applies to respondents who indicated “Strongly agree” or “Agree” to Question 45 (NoK).

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

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 47: Have you visited a VA national cemetery?

NEXT OF KIN

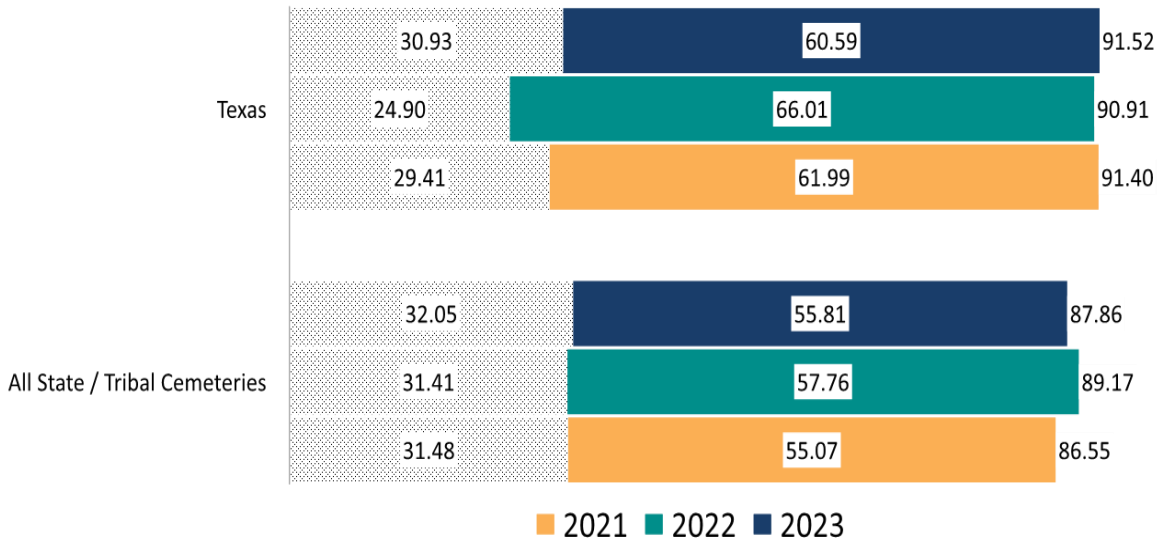


	Year	n	Yes	No
Texas	2023	455	53.19%	46.81%
	2022	490	52.04%	47.96%
	2021	424	53.77%	46.23%
All State / Tribal Cemeteries	2023	7123	58.29%	41.71%
	2022	7761	56.73%	43.27%
	2021	6726	56.71%	43.29%
Central Texas State Veterans Cemetery	2023	198	57.07%	42.93%
	2022	240	52.92%	47.08%
	2021	188	57.98%	42.02%
Coastal Bend Veterans Cemetery	2023	128	53.91%	46.09%
	2022	104	48.08%	51.92%
	2021	110	51.82%	48.18%
Rio Grande Valley State Veterans Cemetery	2023	63	47.62%	52.38%
	2022	76	55.26%	44.74%
	2021	60	50.00%	50.00%
Texas State Veterans Cemetery at Abilene	2023	66	45.45%	54.55%
	2022	70	51.43%	48.57%
	2021	66	48.48%	51.52%

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 48: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	236	60.59%	-5.42%	30.93%	6.36%	2.12%	0.00%
	2022	253	66.01%	4.02%	24.90%	8.30%	0.40%	0.40%
	2021	221	61.99%	-2.36%	29.41%	8.14%	0.45%	0.00%
All State / Tribal Cemeteries	2023	3994	55.81%	-1.95%	32.05%	10.22%	1.60%	0.33%
	2022	4228	57.76%	2.69%	31.41%	9.32%	1.40%	0.12%
	2021	3688	55.07%	0.66%	31.48%	11.33%	1.87%	0.24%
Central Texas State Veterans Cemetery	2023	110	60.91%	-7.09%	29.09%	8.18%	1.82%	0.00%
	2022	125	68.00%	2.91%	24.00%	6.40%	0.80%	0.80%
	2021	106	65.09%	-2.77%	23.58%	10.38%	0.94%	0.00%
Coastal Bend Veterans Cemetery	2023	67	59.70%	-6.30%	34.33%	4.48%	1.49%	0.00%
	2022	50	66.00%	4.89%	24.00%	10.00%	0.00%	0.00%
	2021	54	61.11%	-6.46%	33.33%	5.56%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	30	60.00%	5.24%	36.67%	0.00%	3.33%	0.00%
	2022	42	54.76%	9.93%	30.95%	14.29%	0.00%	0.00%
	2021	29	44.83%	-10.73%	51.72%	3.45%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	29	62.07%	-10.15%	24.14%	10.34%	3.45%	0.00%
	2022	36	72.22%	3.47%	22.22%	5.56%	0.00%	0.00%
	2021	32	68.75%	10.69%	21.88%	9.38%	0.00%	0.00%

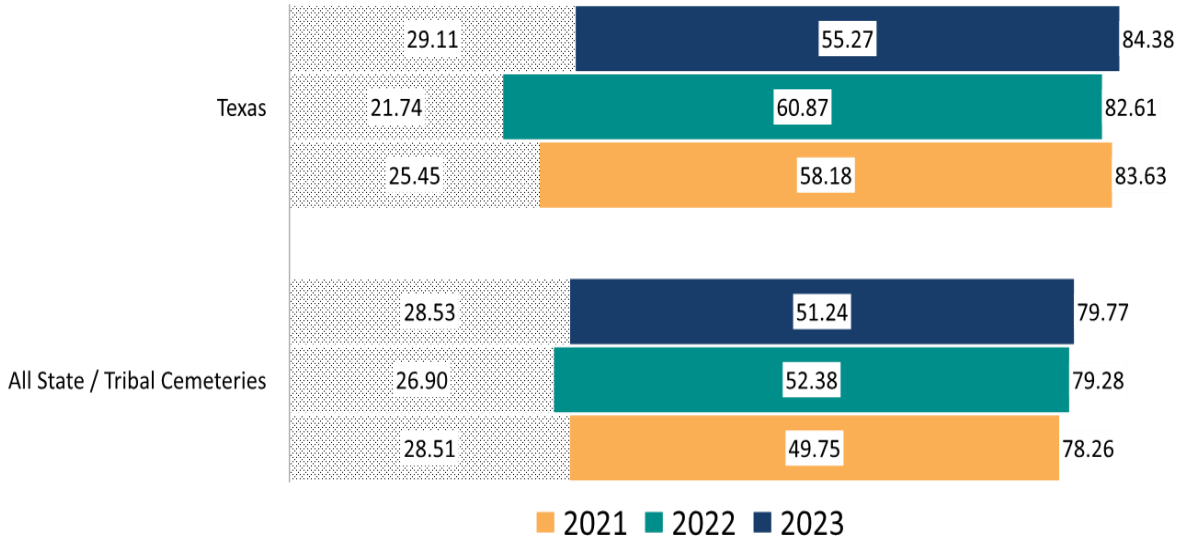
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 49: Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	237	55.27%	-5.60%	29.11%	14.77%	0.42%	0.42%
	2022	253	60.87%	2.69%	21.74%	16.60%	0.79%	0.00%
	2021	220	58.18%	-3.94%	25.45%	16.36%	0.00%	0.00%
All State / Tribal Cemeteries	2023	3985	51.24%	-1.14%	28.53%	18.72%	1.10%	0.40%
	2022	4223	52.38%	2.63%	26.90%	19.46%	1.07%	0.19%
	2021	3666	49.75%	-4.14%	28.51%	20.51%	0.90%	0.33%
Central Texas State Veterans Cemetery	2023	110	52.73%	-12.07%	26.36%	19.09%	0.91%	0.91%
	2022	125	64.80%	5.37%	18.40%	15.20%	1.60%	0.00%
	2021	106	59.43%	-6.91%	25.47%	15.09%	0.00%	0.00%
Coastal Bend Veterans Cemetery	2023	67	58.21%	4.21%	28.36%	13.43%	0.00%	0.00%
	2022	50	54.00%	-4.18%	28.00%	18.00%	0.00%	0.00%
	2021	55	58.18%	-7.53%	30.91%	10.91%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	30	53.33%	0.95%	36.67%	10.00%	0.00%	0.00%
	2022	42	52.38%	9.52%	30.95%	16.67%	0.00%	0.00%
	2021	28	42.86%	-8.66%	25.00%	32.14%	0.00%	0.00%
Texas State Veterans Cemetery at Abilene	2023	30	60.00%	-6.67%	33.33%	6.67%	0.00%	0.00%
	2022	36	66.67%	-1.07%	13.89%	19.44%	0.00%	0.00%
	2021	31	67.74%	12.57%	16.13%	16.13%	0.00%	0.00%

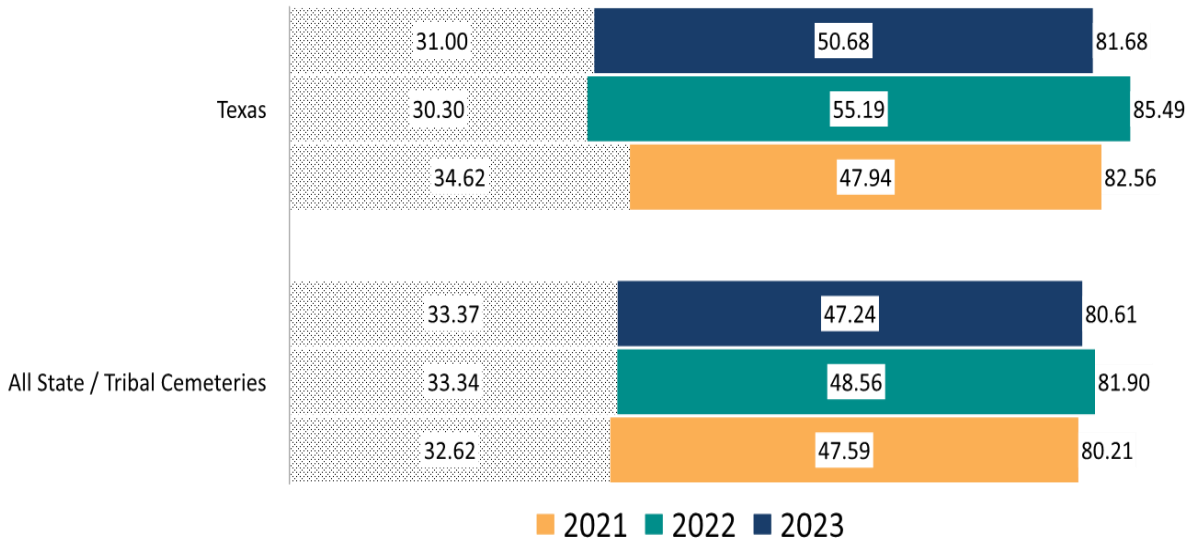
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Note: This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

Question 50: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Texas	2023	442	50.68%	-4.51%	31.00%	16.52%	1.81%	0.00%
	2022	462	55.19%	7.25%	30.30%	12.55%	1.52%	0.43%
	2021	413	47.94%	-0.60%	34.62%	16.46%	0.97%	0.00%
All State / Tribal Cemeteries	2023	6874	47.24%	-1.32%	33.37%	16.98%	2.08%	0.33%
	2022	7382	48.56%	0.97%	33.34%	15.75%	2.10%	0.24%
	2021	6438	47.59%	0.27%	32.62%	17.49%	1.85%	0.45%
Central Texas State Veterans Cemetery	2023	197	51.27%	-4.98%	29.95%	18.27%	0.51%	0.00%
	2022	224	56.25%	6.52%	28.57%	12.50%	1.79%	0.89%
	2021	185	49.73%	-3.14%	30.81%	17.84%	1.62%	0.00%
Coastal Bend Veterans Cemetery	2023	123	46.34%	-11.82%	35.77%	15.45%	2.44%	0.00%
	2022	98	58.16%	15.04%	28.57%	12.24%	1.02%	0.00%
	2021	109	43.12%	-3.87%	42.20%	14.68%	0.00%	0.00%
Rio Grande Valley State Veterans Cemetery	2023	58	46.55%	-1.40%	31.03%	17.24%	5.17%	0.00%
	2022	73	47.95%	7.95%	35.62%	15.07%	1.37%	0.00%
	2021	55	40.00%	-2.86%	34.55%	23.64%	1.82%	0.00%
Texas State Veterans Cemetery at Abilene	2023	64	60.94%	5.72%	25.00%	12.50%	1.56%	0.00%
	2022	67	55.22%	-2.59%	32.84%	10.45%	1.49%	0.00%
	2021	64	57.81%	13.95%	32.81%	9.38%	0.00%	0.00%

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

Note: This question only applies to respondents who indicated "Yes" to Question 47 (NoK).

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

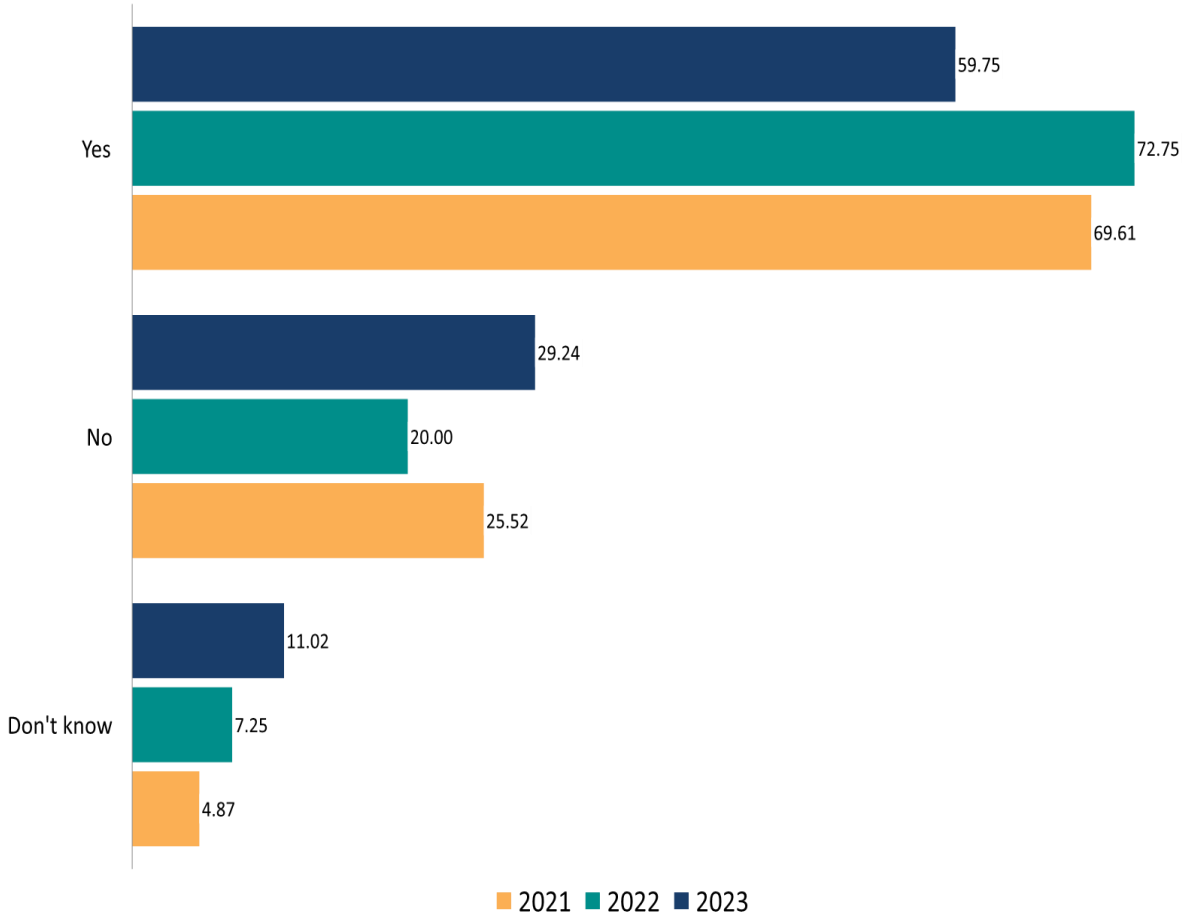
SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key self-reported 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.
- The sample sizes of funeral director responses shown at the state and individual cemetery level are for reporting purposes only and do not provide statistically significant or reliable data.
- Due to rounding, some percentages may not sum to 100%.
- Estimates provided in this report are generalizable at the national level. Estimates provided for individual cemeteries are for planning purposes only.
- Any data shown in the charts and tables in this section with “n” samples less than 30 are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 1: Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?

NEXT OF KIN

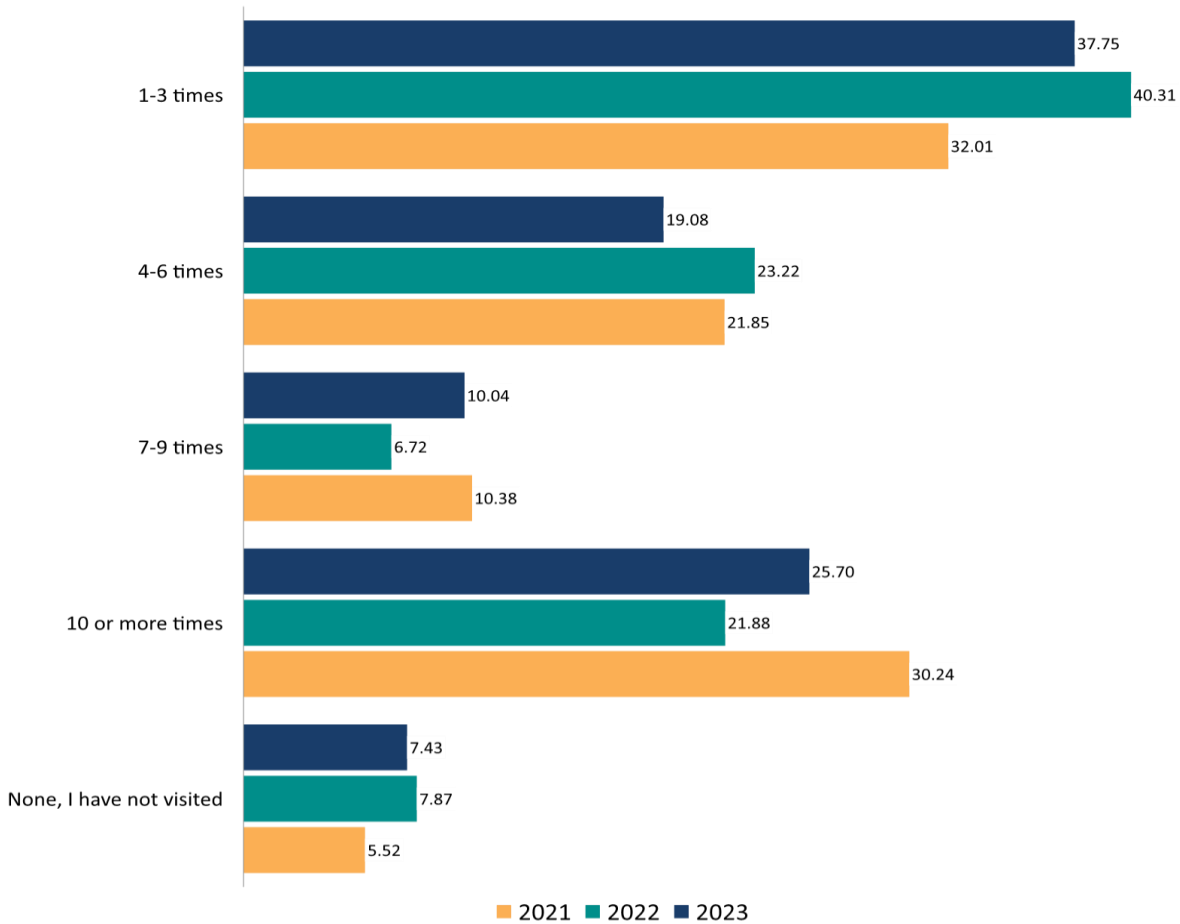


2021: n = 431 2022: n = 510 2023: n = 472

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

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

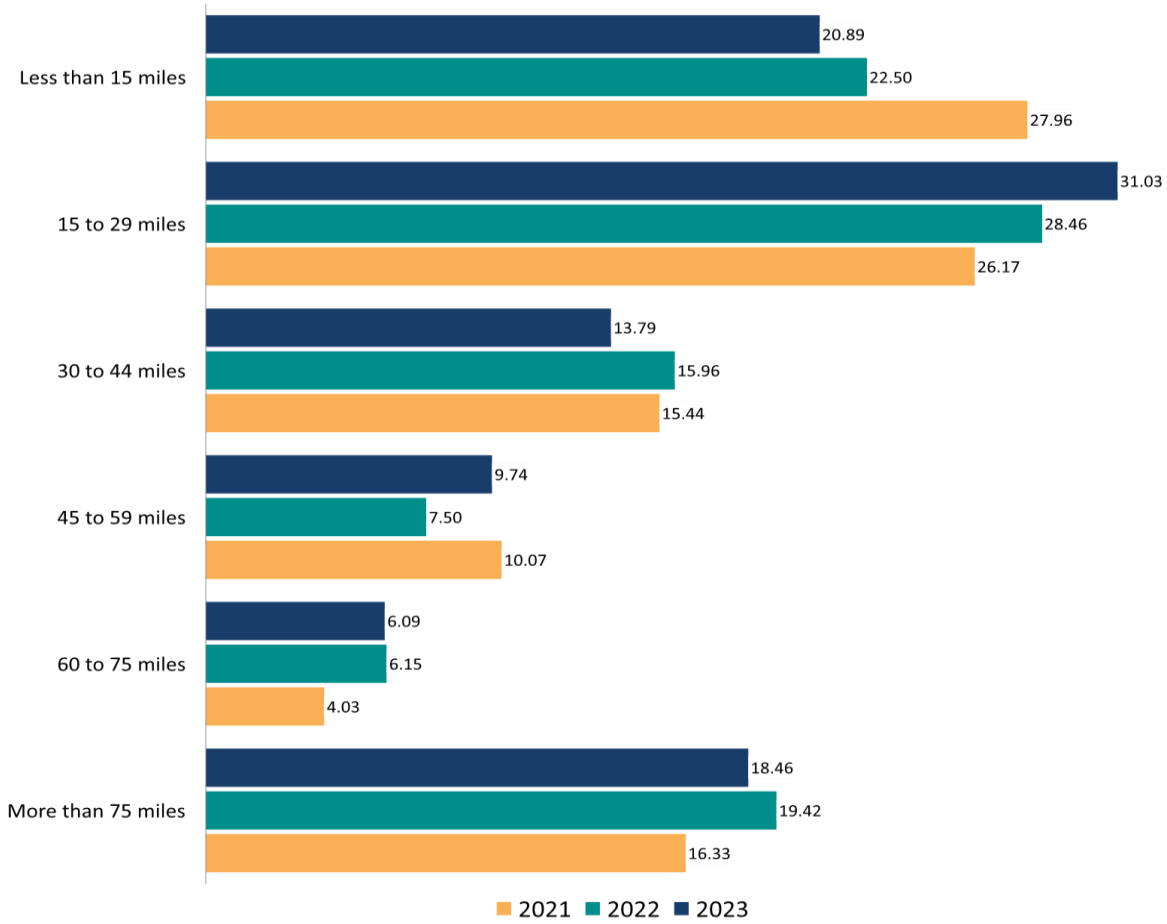
NEXT OF KIN



2021: n = 453 2022: n = 521 2023: n = 498

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

NEXT OF KIN

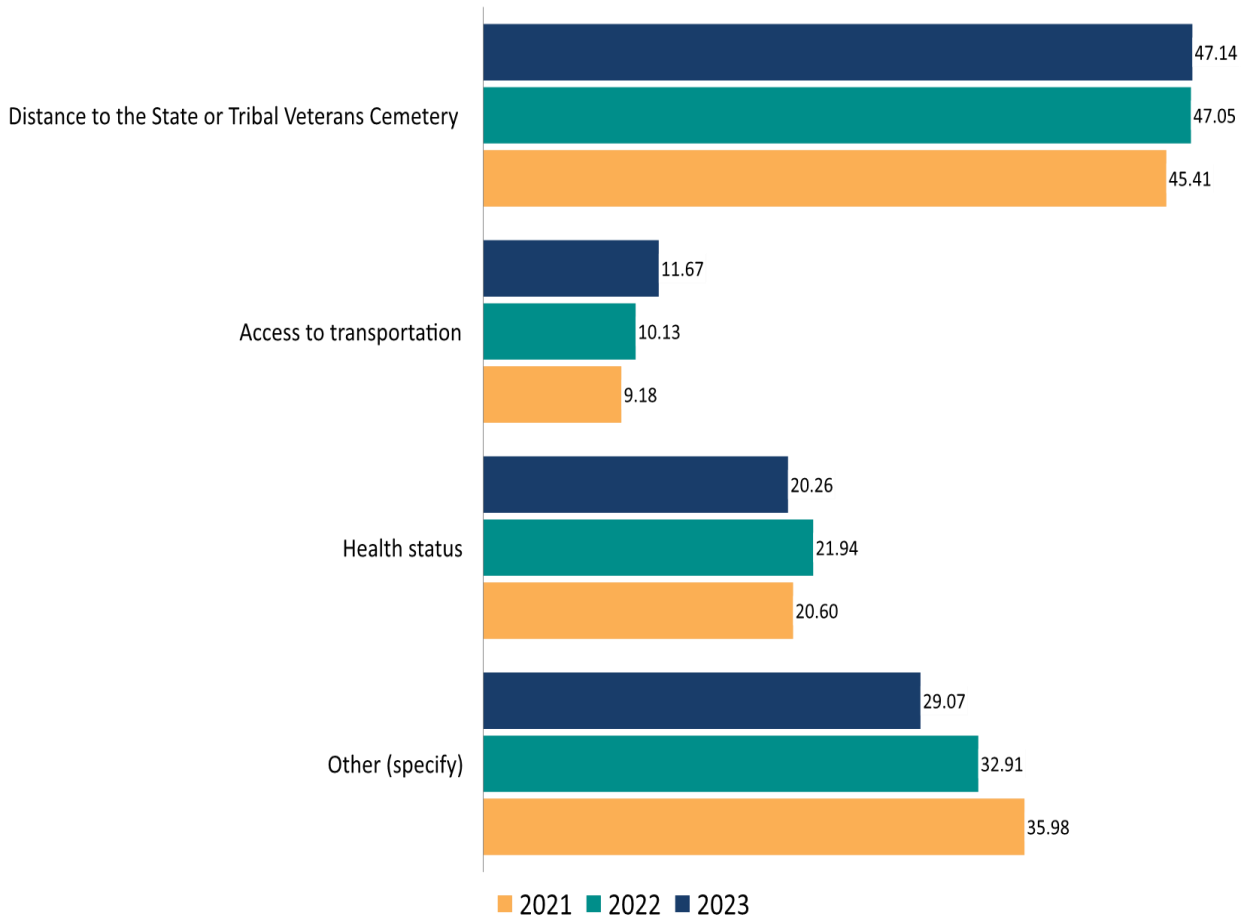


2021: n = 447 2022: n = 520 2023: n = 493

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

Question 4: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

NEXT OF KIN



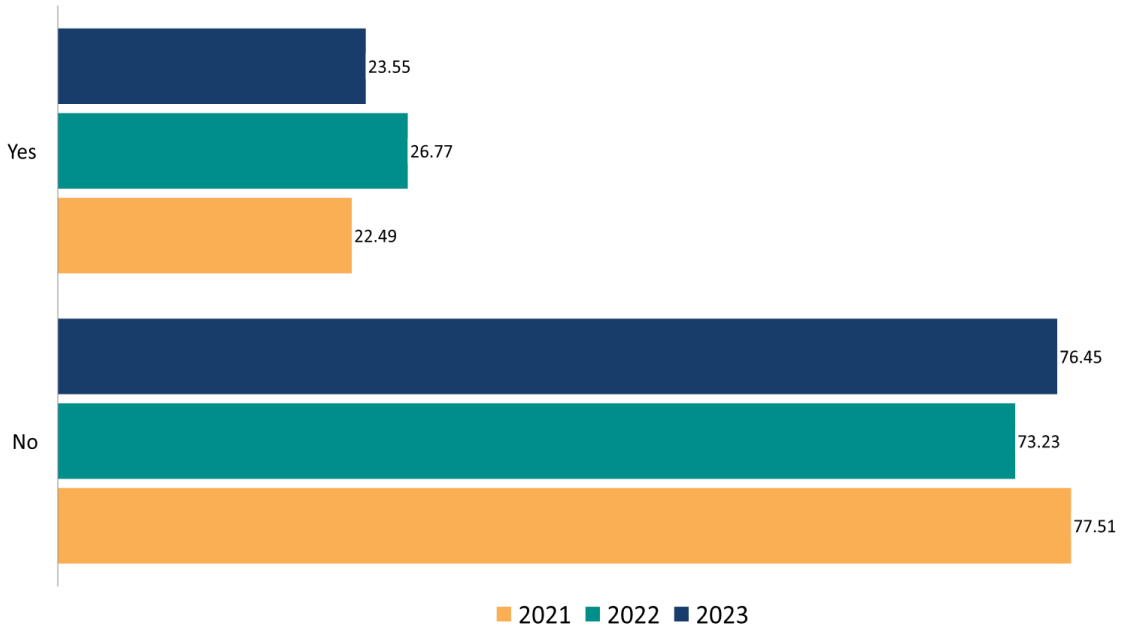
2021: n = 403 2022: n = 474 2023: n = 454

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

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

Question 5: 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?

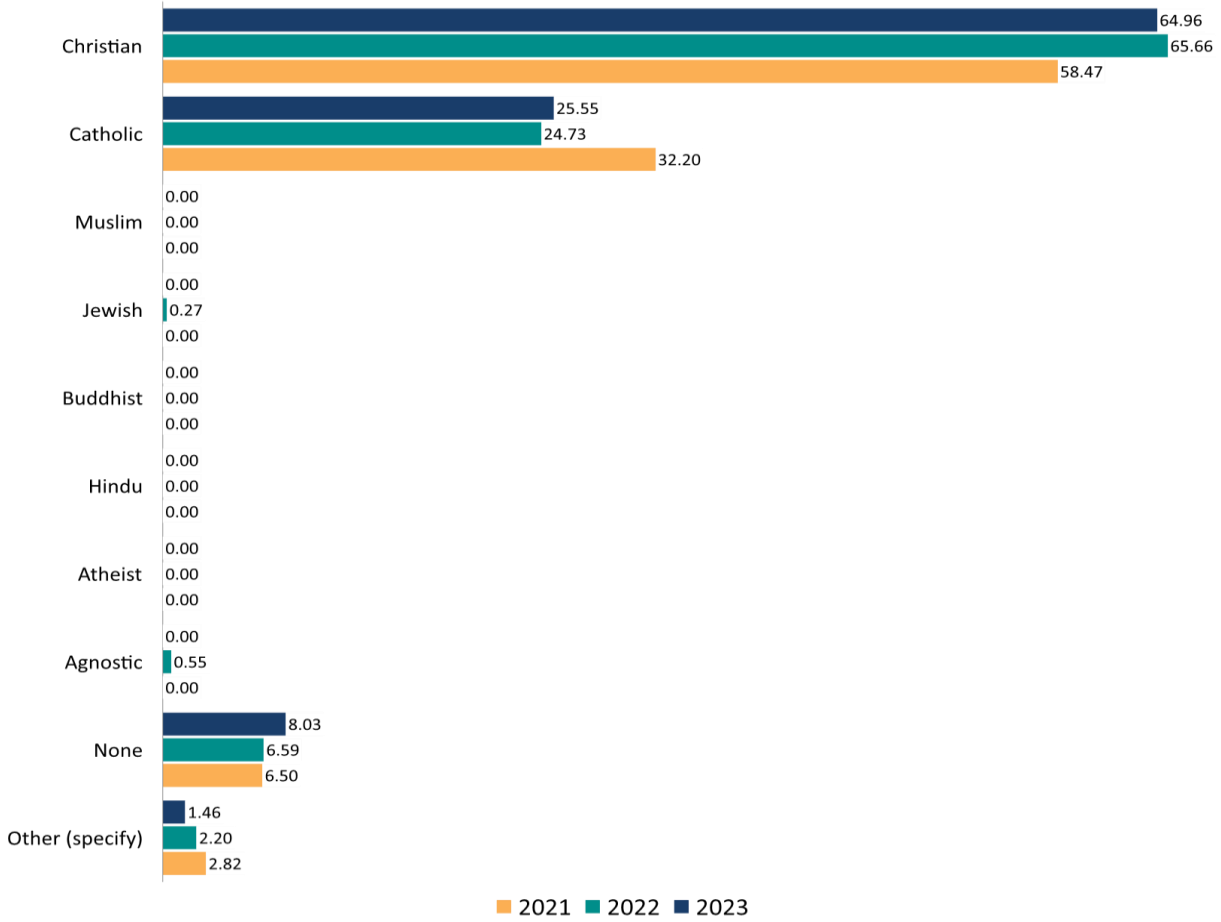
NEXT OF KIN



2021: n = 449 2022: n = 523 2023: n = 501

Question 13: In what religious practice was the burial conducted?

NEXT OF KIN

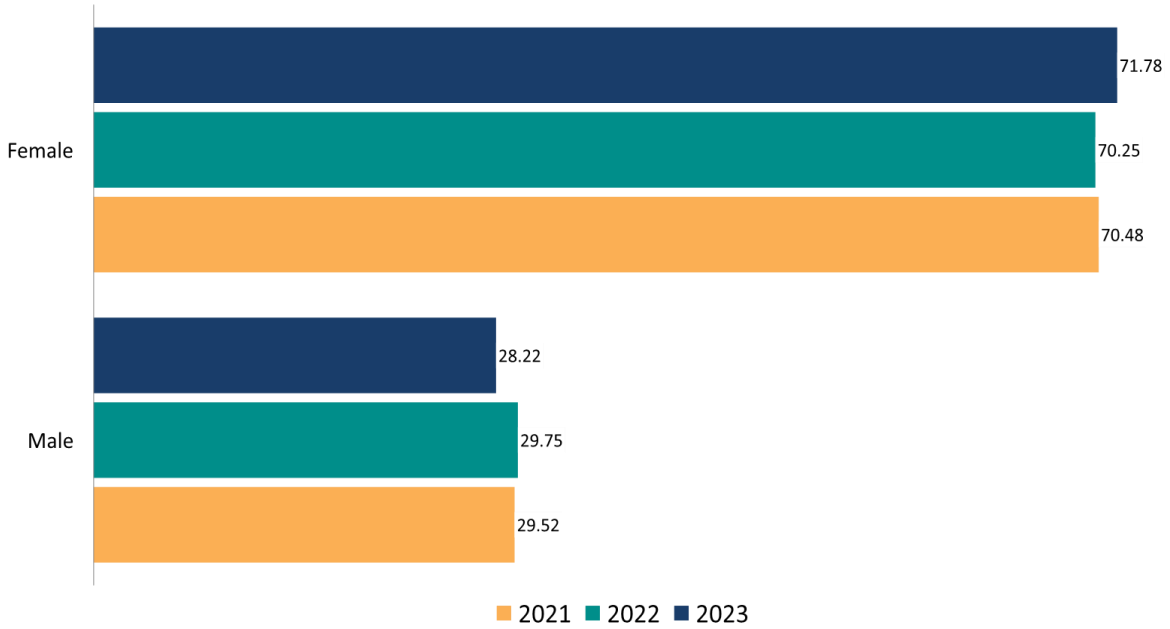


2021: n = 354 2022: n = 364 2023: n = 274

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

Question 51: What is your gender?

NEXT OF KIN



2021: n = 454 2022: n = 521 2023: n = 489

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

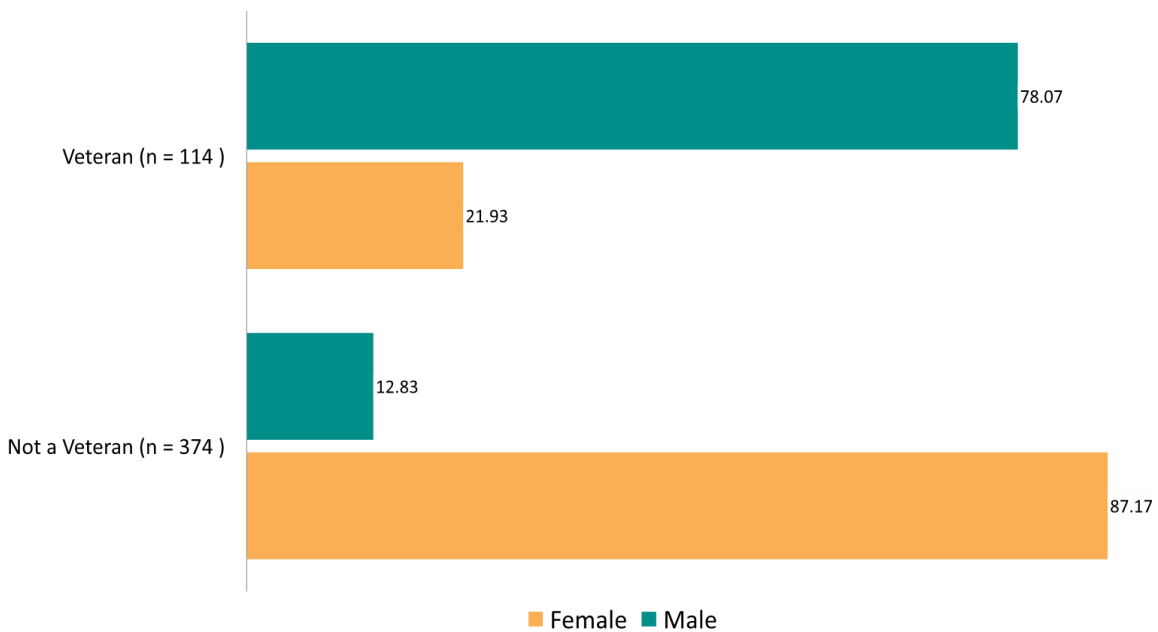
ELEMENT OF COMPARISON

Gender by Veteran Status.

Question 51: What is your gender?

Question 5: 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?

NEXT OF KIN



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

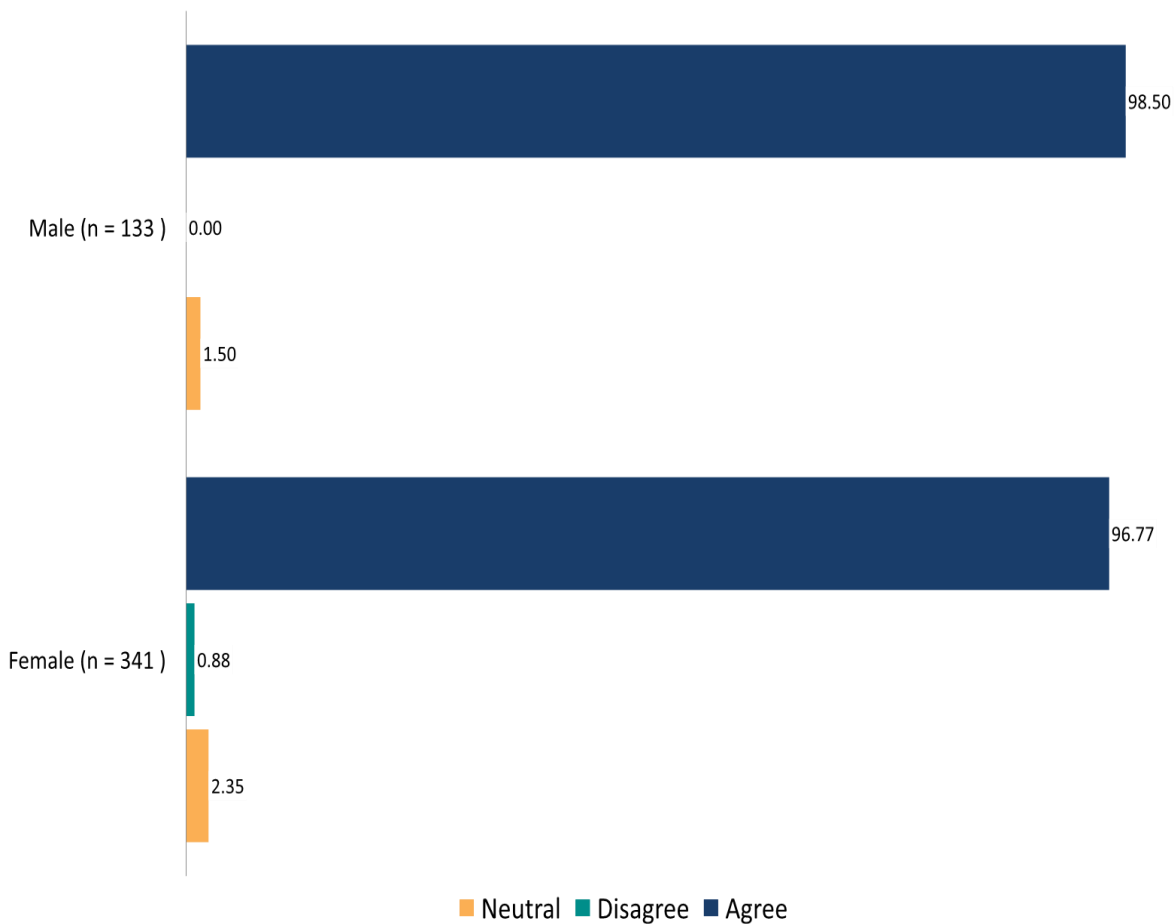
ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service.

Question 51: What is your gender?

Question 33: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



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

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

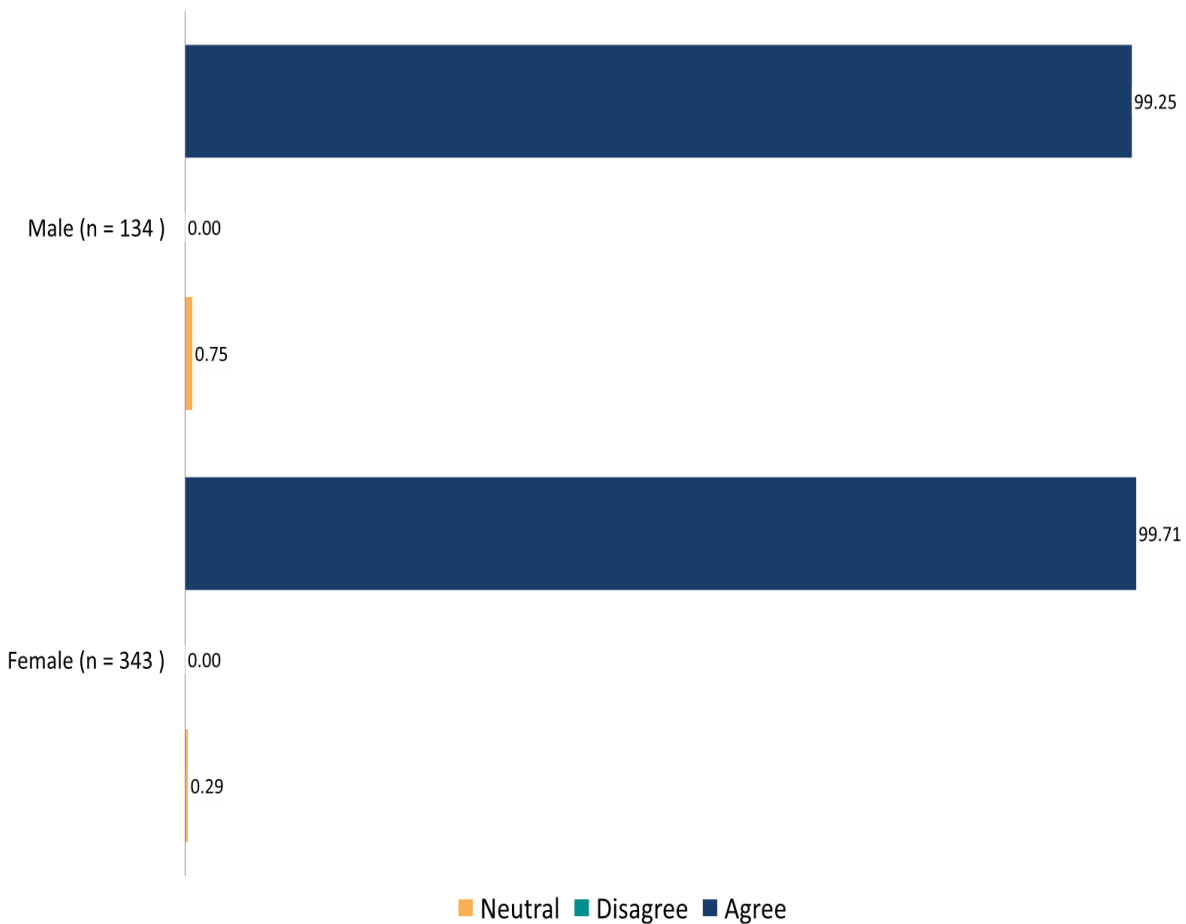
ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery.

Question 51: What is your gender?

Question 40: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



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

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

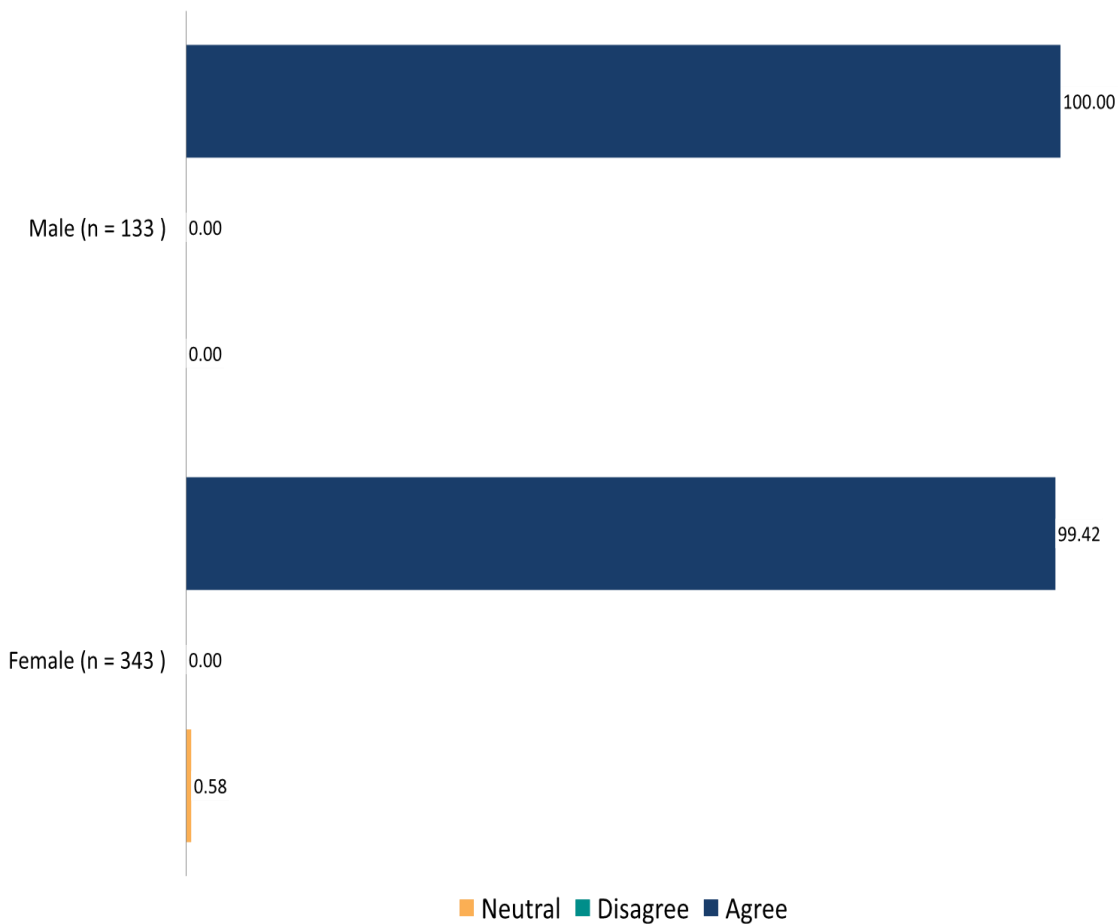
ELEMENT OF COMPARISON

Influence of gender on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 51: What is your gender?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN

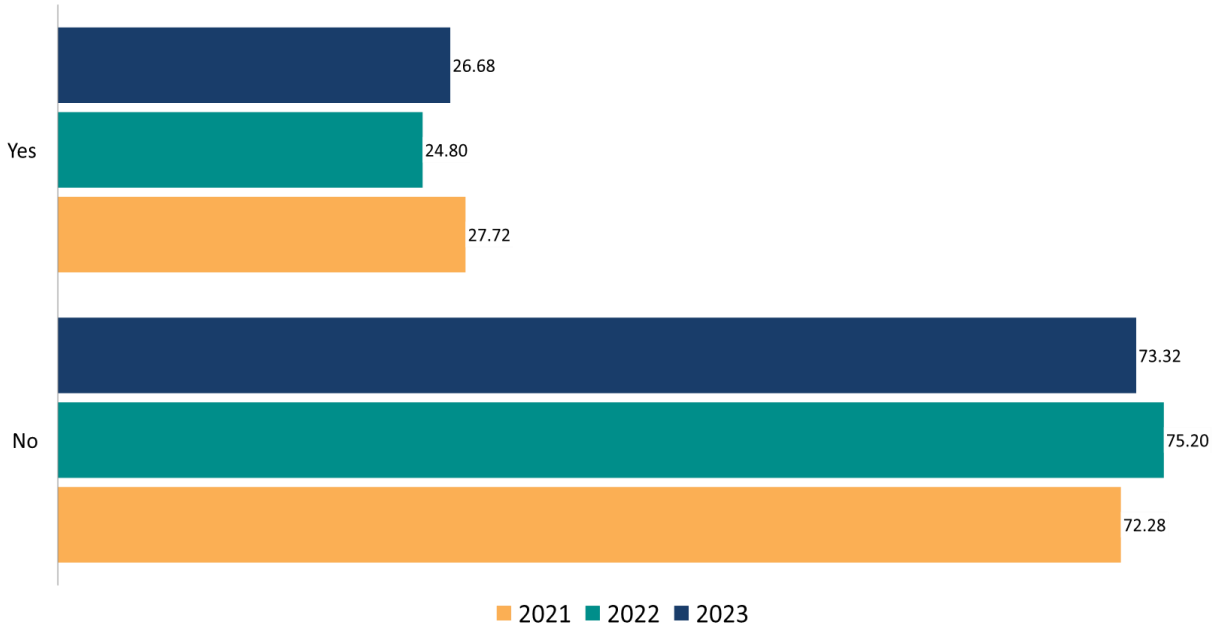


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

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

Question 52: Are you Hispanic or Latino?

NEXT OF KIN



2021: n = 451 2022: n = 512 2023: n = 476

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

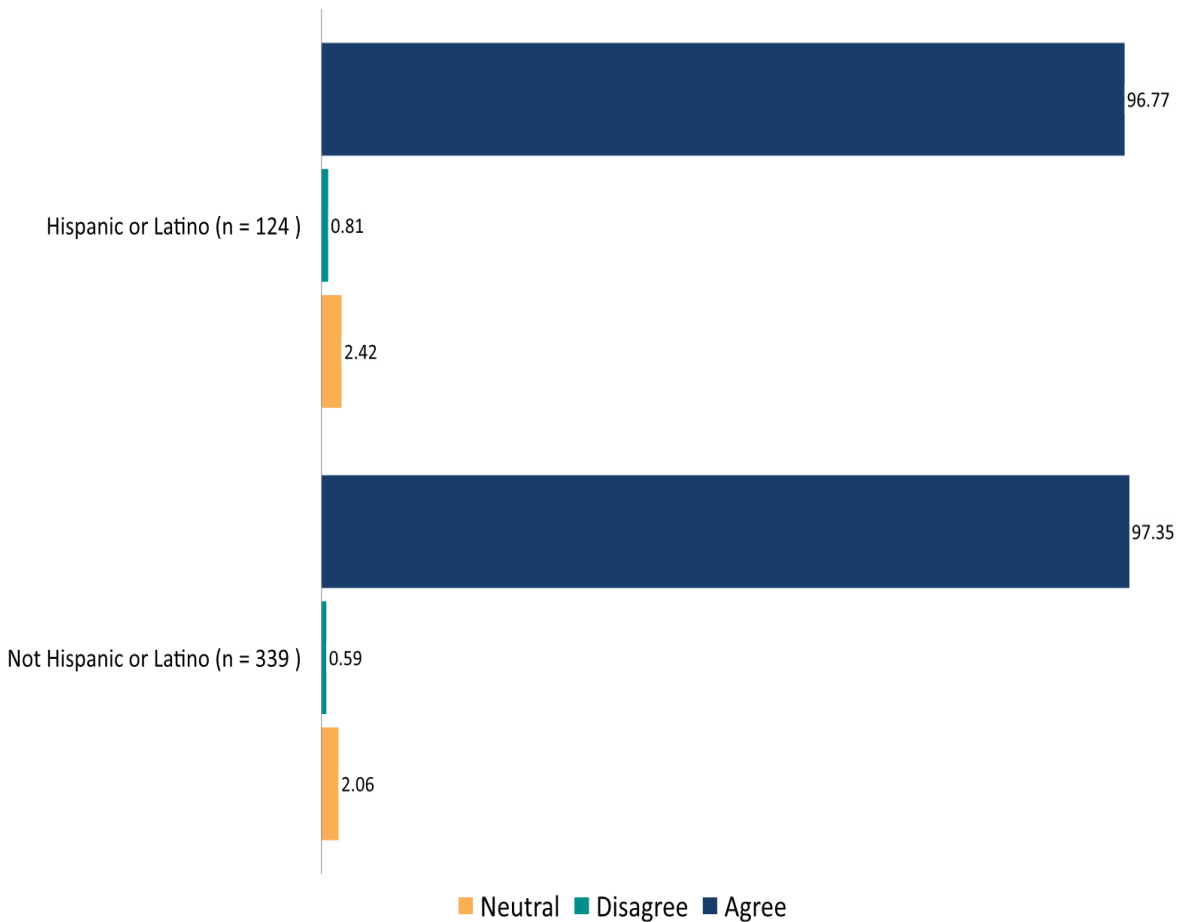
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service.

Question 52: Are you Hispanic or Latino?

Question 33: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



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

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

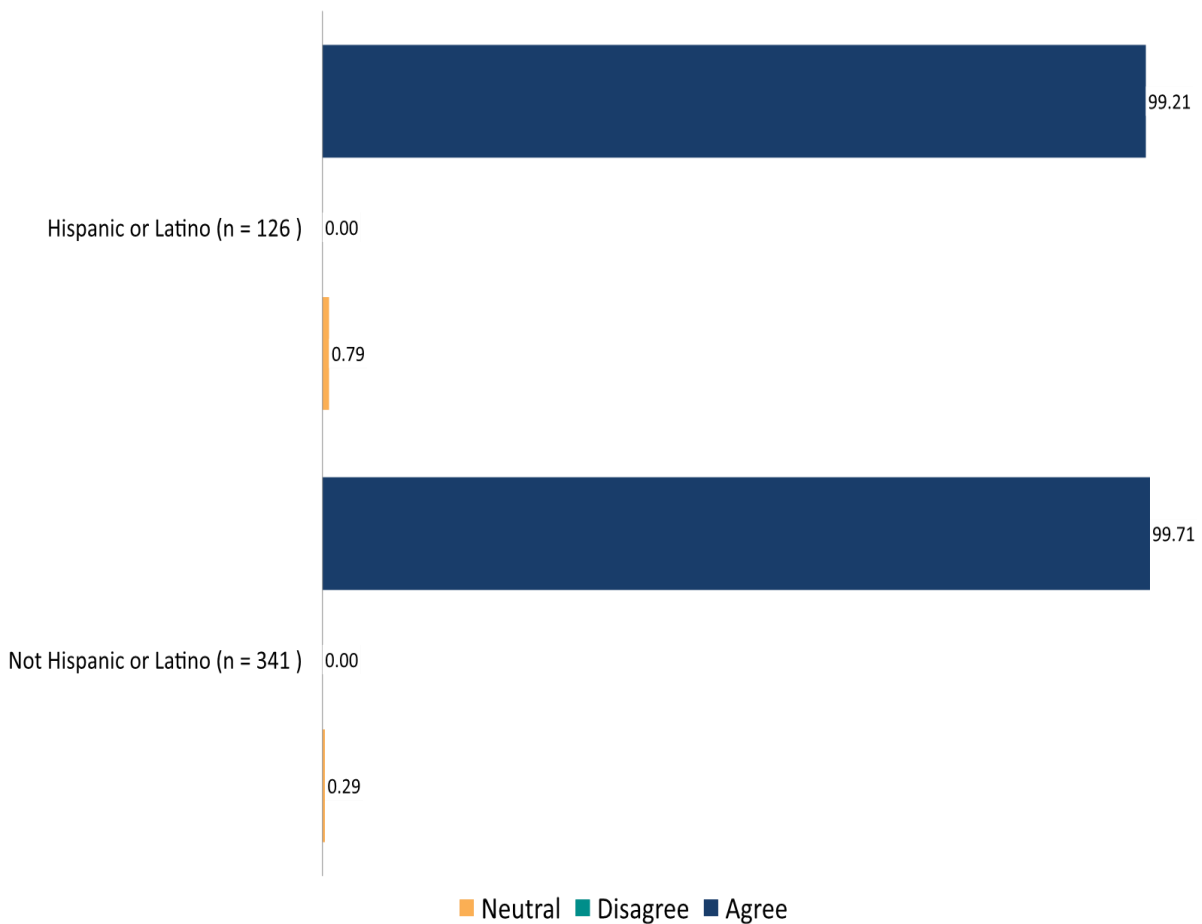
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 52: Are you Hispanic or Latino?

Question 40: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



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

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

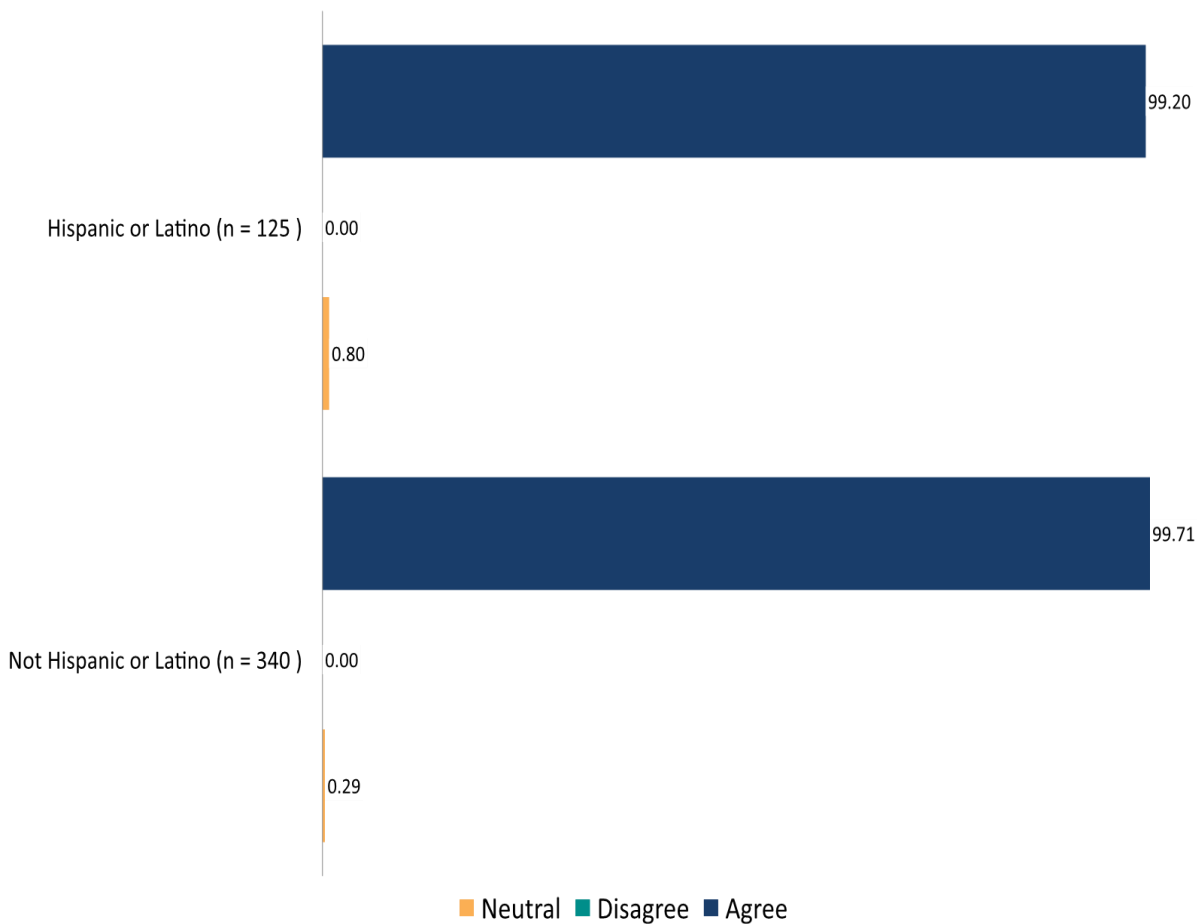
ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 52: Are you Hispanic or Latino?

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN

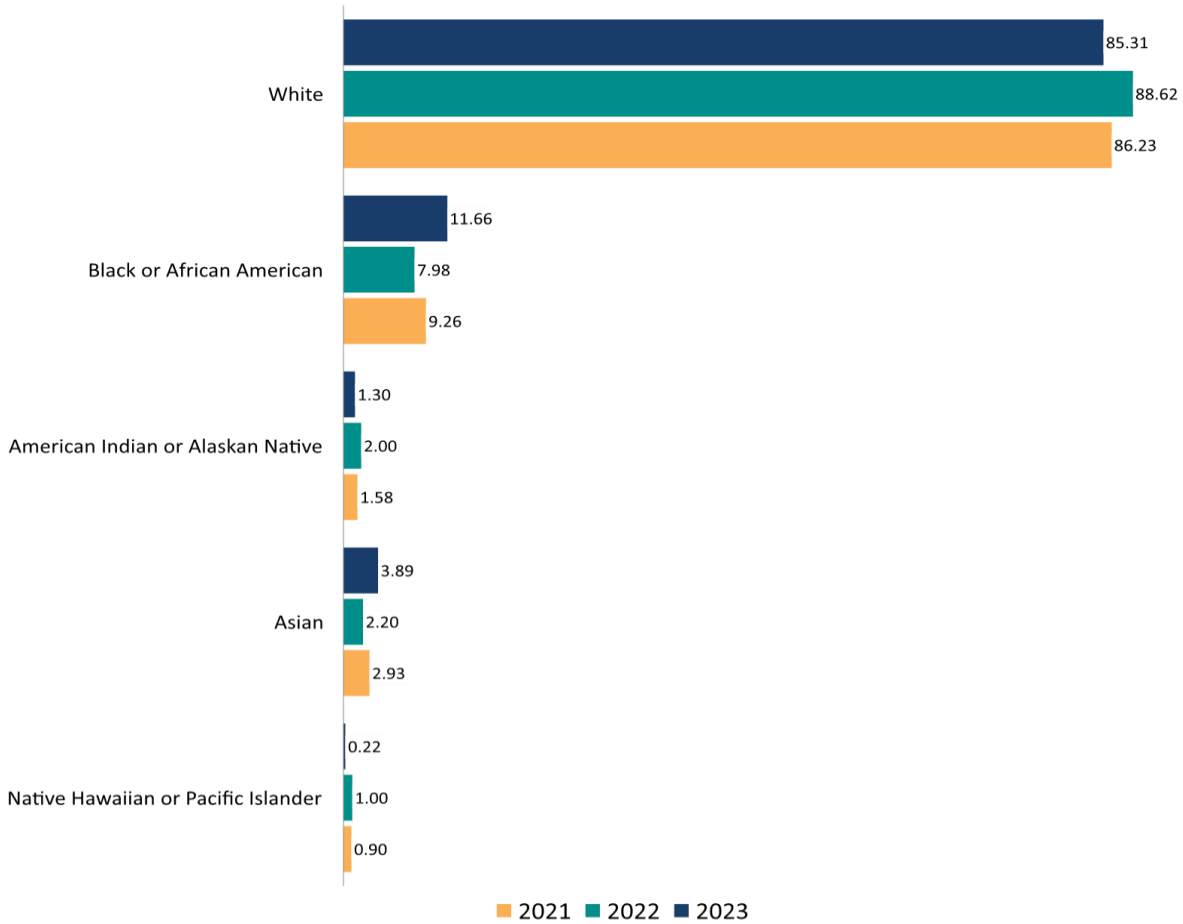


Note: The "Agree" figures shown above combine the "Strongly agree" and "Agree" response categories for this question; the "Disagree" scores combine the "Strongly disagree" and "Disagree" answer categories, while the "Neutral" scores shown represent the "Neither agree nor disagree" response category.

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

Question 53: What is your race? (Mark one or more)

NEXT OF KIN



2021: n = 443 2022: n = 501 2023: n = 463

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

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

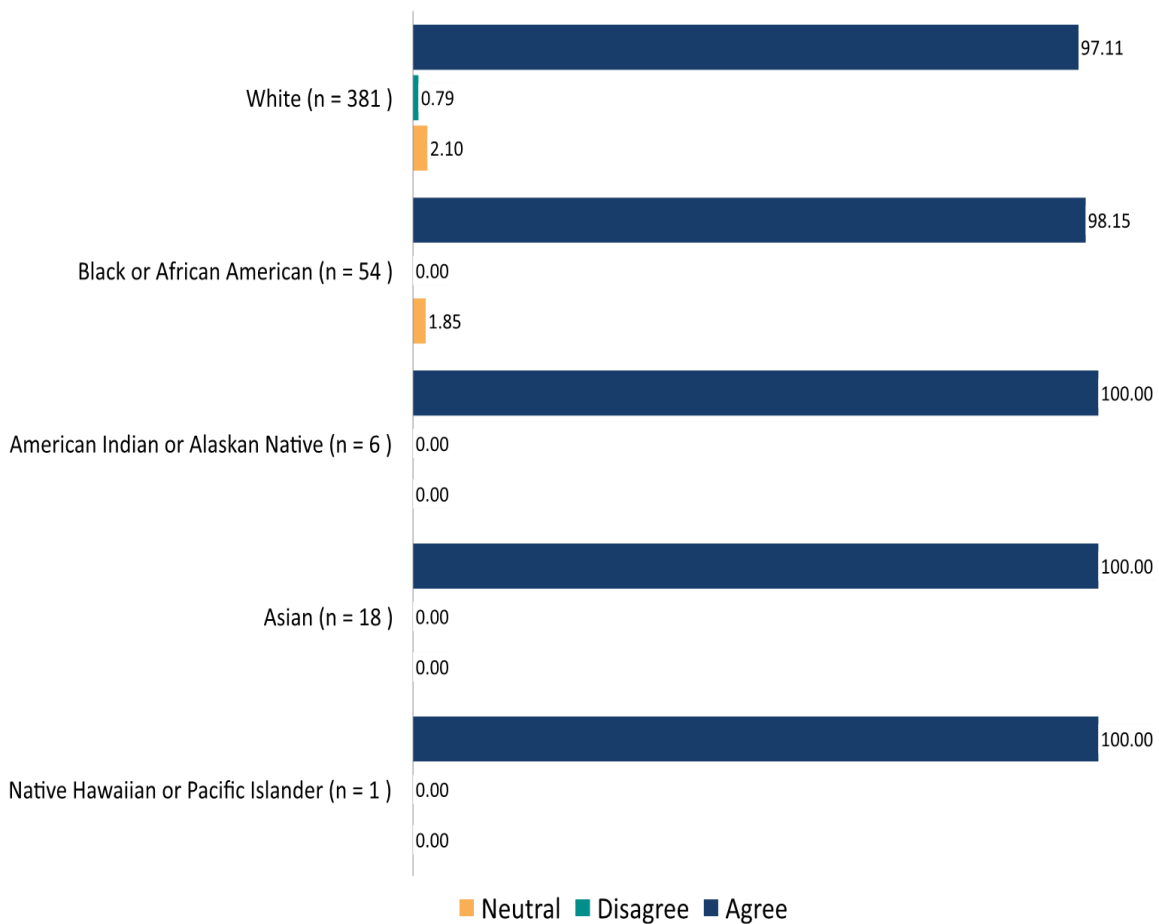
ELEMENT OF COMPARISON

Influence of race on the perception of quality of service.

Question 53: What is your race? (Mark one or more)

Question 33: The quality of service received from cemetery staff is excellent.

NEXT OF KIN



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

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

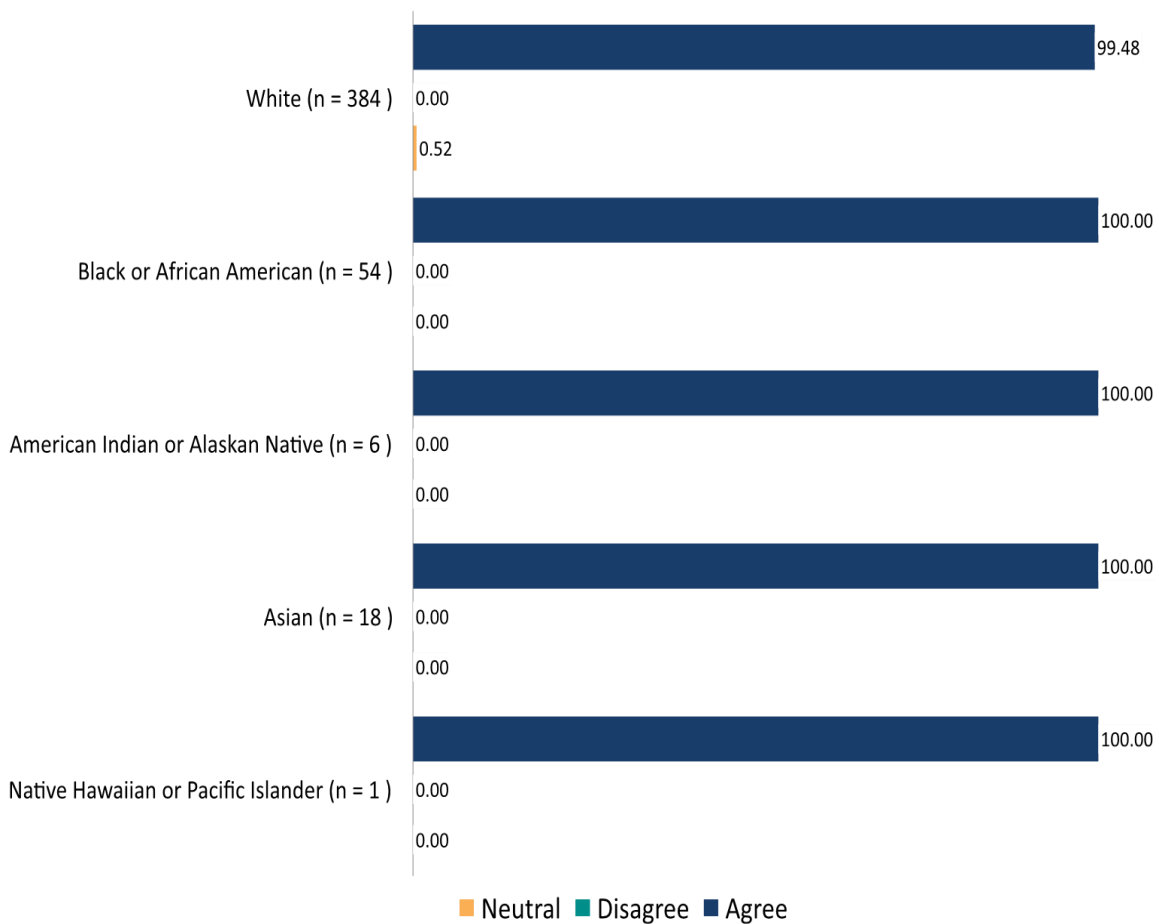
ELEMENT OF COMPARISON

Influence of race on the perception of overall appearance of the State or Tribal Veterans Cemetery.

Question 53: What is your race? (Mark one or more)

Question 38: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



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

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

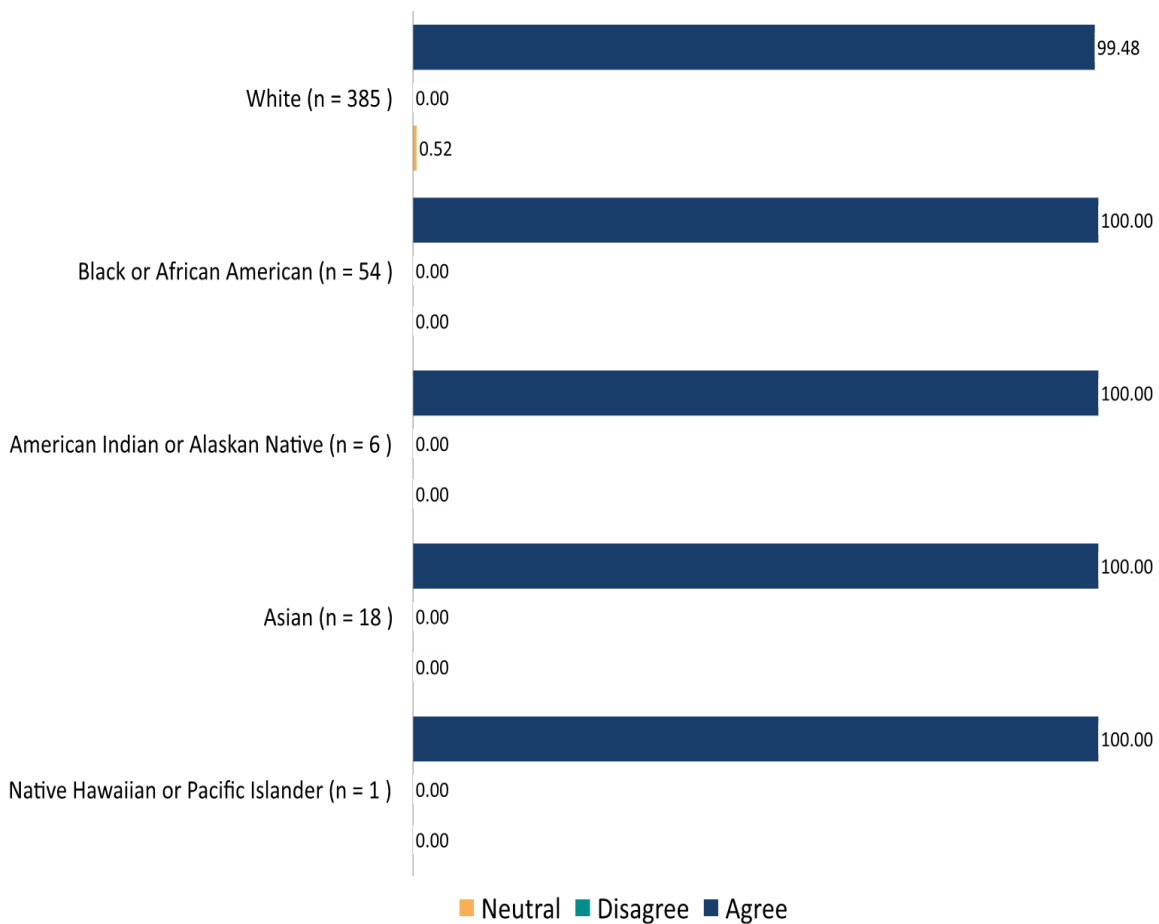
ELEMENT OF COMPARISON

Influence of race on recommending the cemetery.

Question 53: What is your race? (Mark one or more)

Question 40: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



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

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

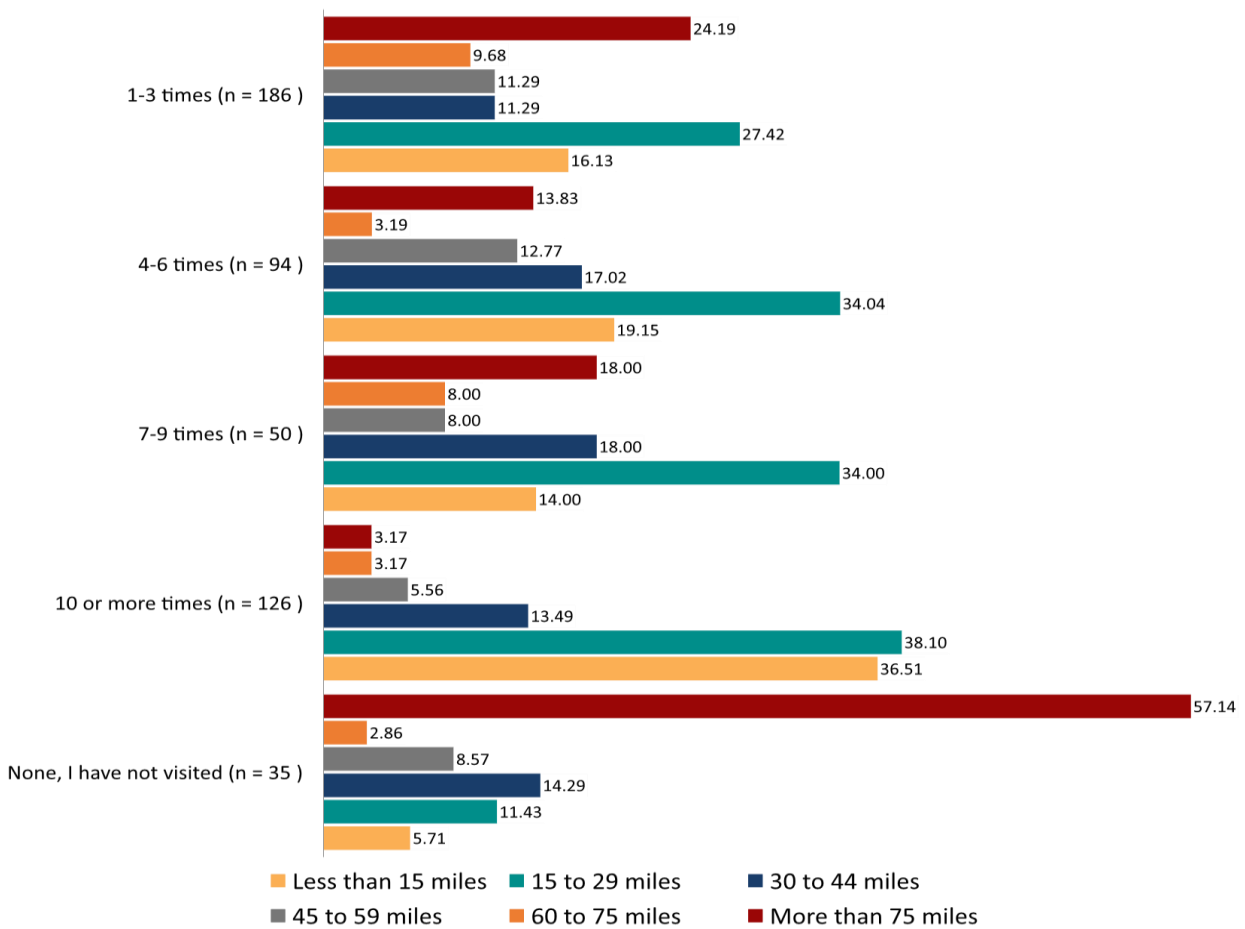
ELEMENT OF COMPARISON

Number of times you have visited the State or Tribal Veterans Cemetery by the distance to cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

NEXT OF KIN



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

ELEMENT OF COMPARISON

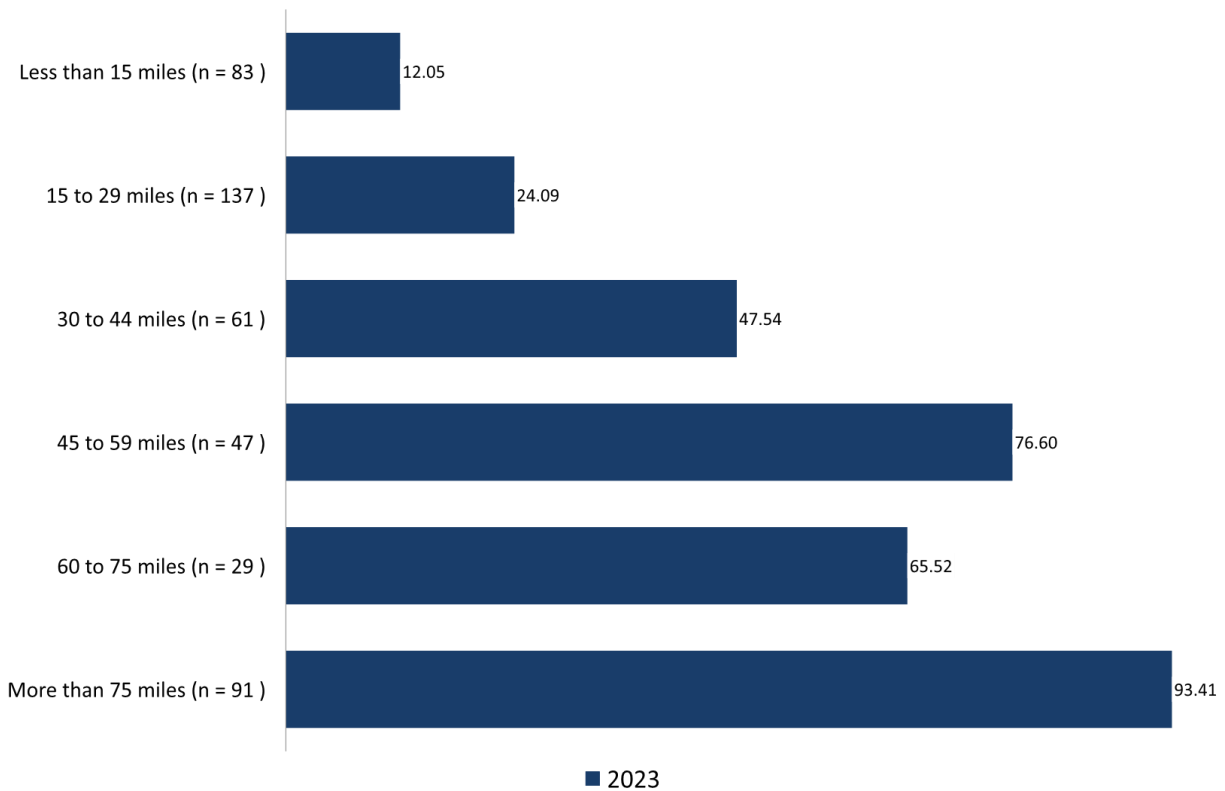
Factors influencing visiting by the distance to cemetery.

Question 3: How far do you reside from the State or Tribal Veterans Cemetery?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

■ Distance to the State or Tribal Veterans Cemetery

NEXT OF KIN



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

ELEMENT OF COMPARISON

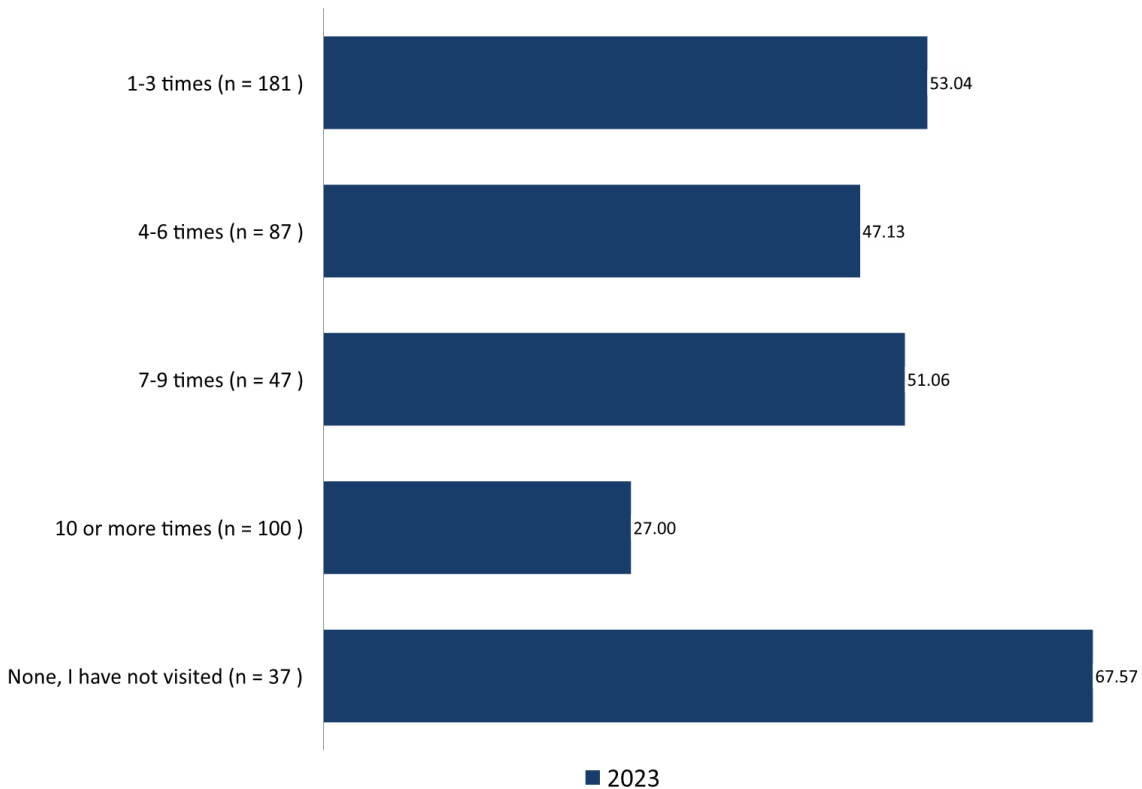
Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4a: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

- Distance to the State or Tribal Veterans Cemetery

NEXT OF KIN



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

ELEMENT OF COMPARISON

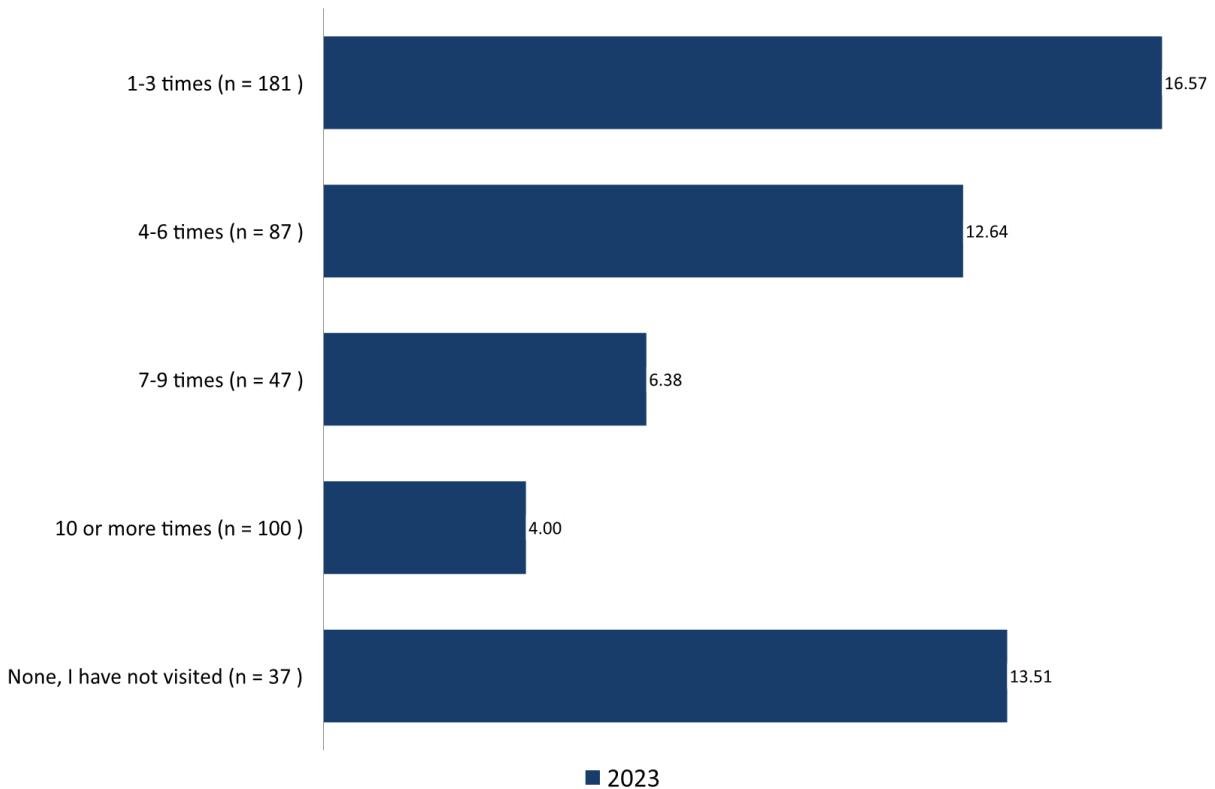
Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4b: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

- Access to transportation

NEXT OF KIN



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

ELEMENT OF COMPARISON

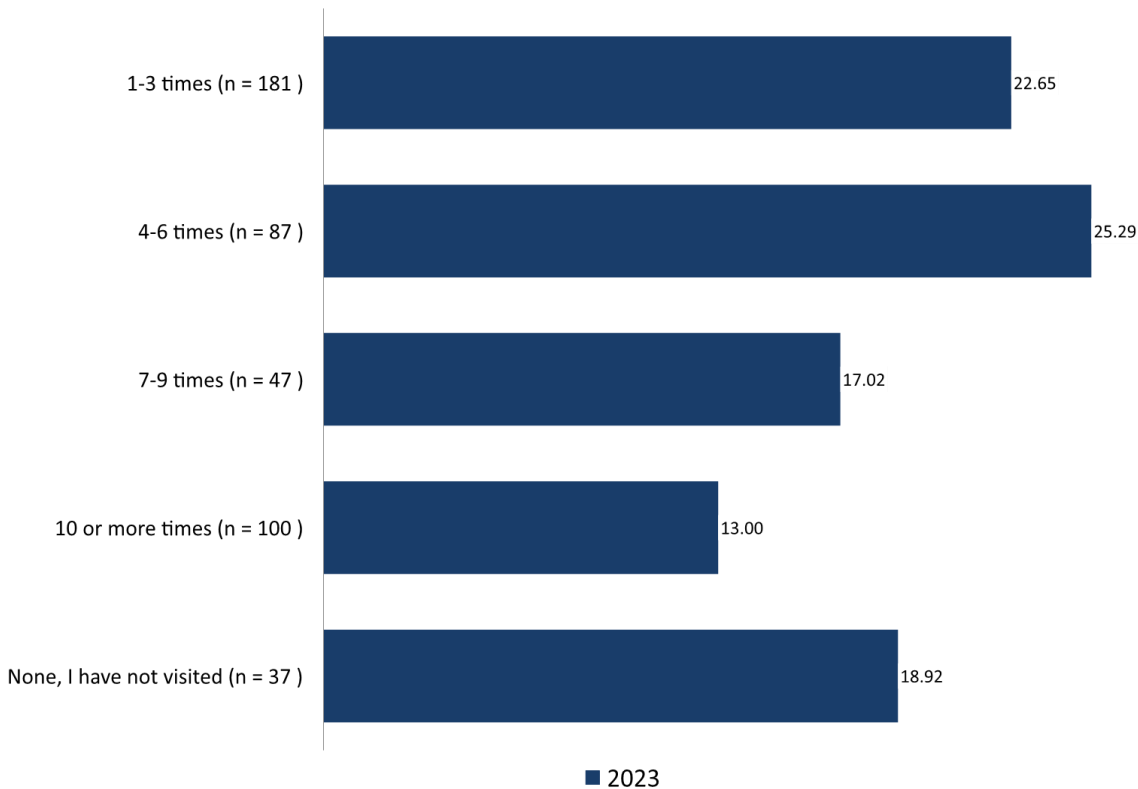
Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery.

Question 2: How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 4c: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

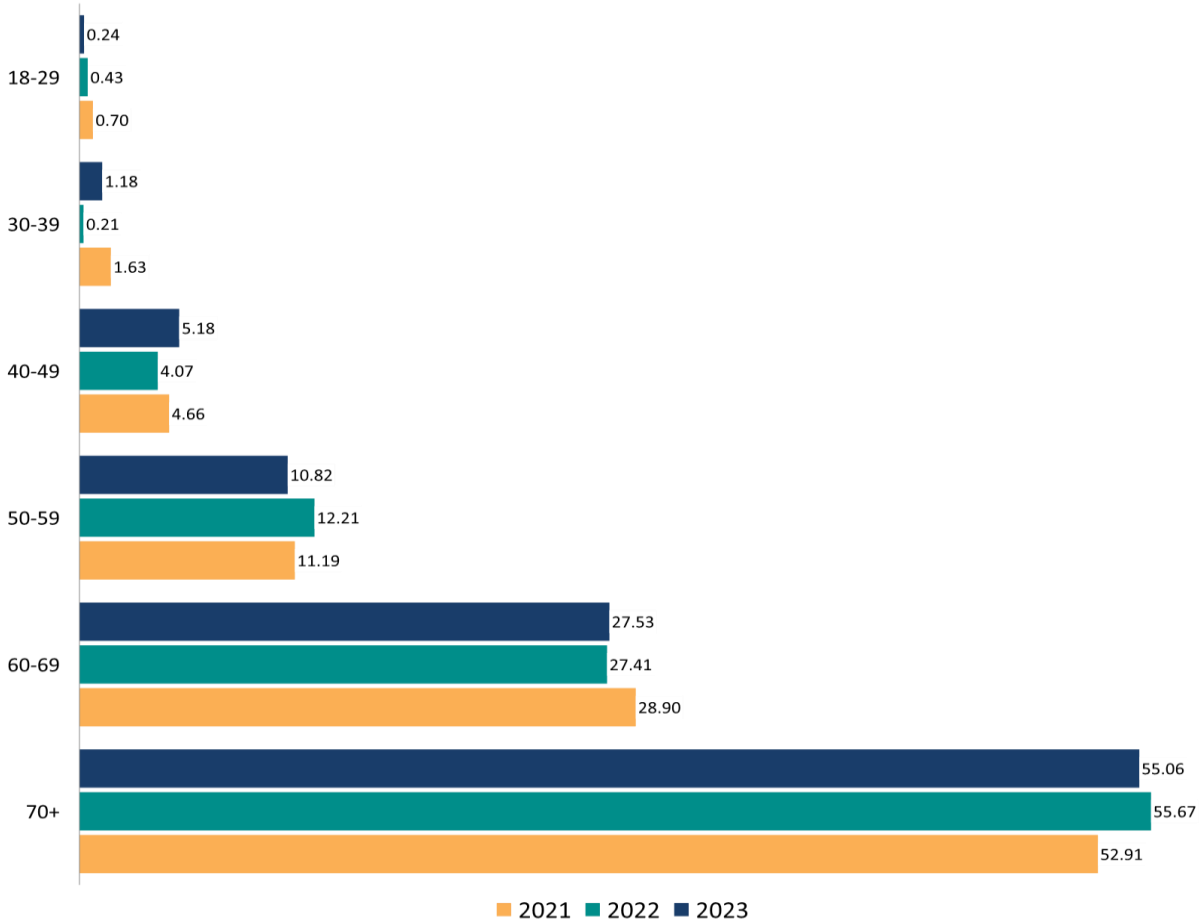
■ Health status

NEXT OF KIN



Question 54: In what year were you born? (Age group)

NEXT OF KIN

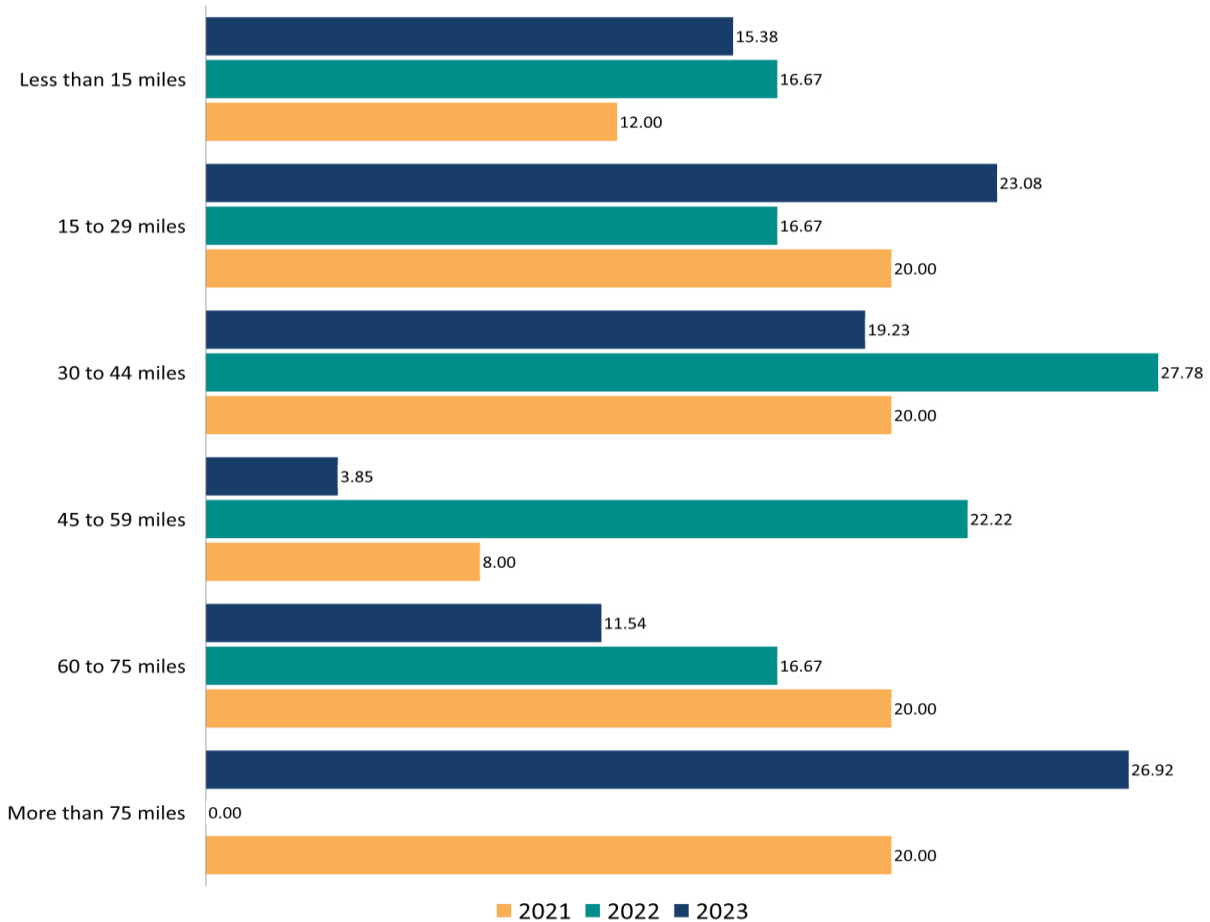


2021: n = 429 2022: n = 467 2023: n = 425

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

Question 2: How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?

FUNERAL DIRECTORS



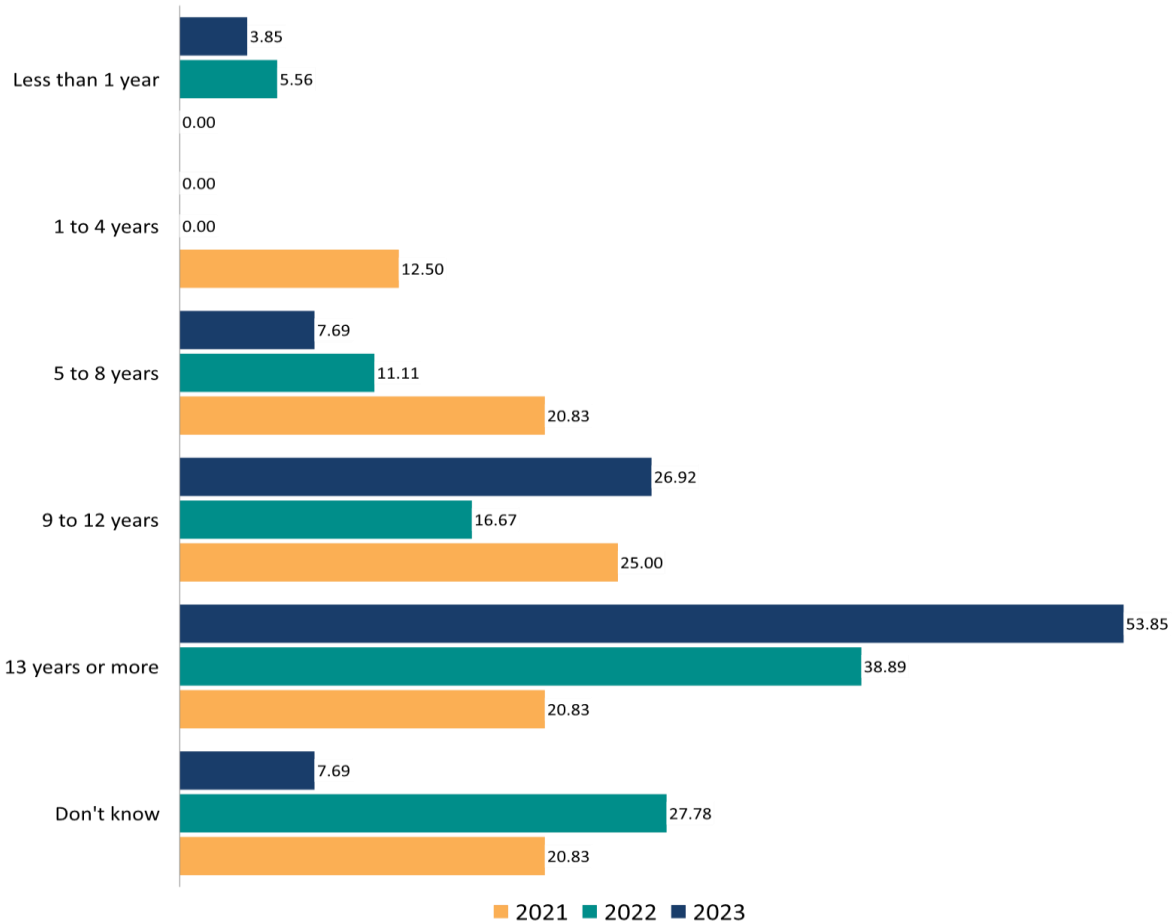
2021: n = 25 2022: n = 18 2023: n = 26

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



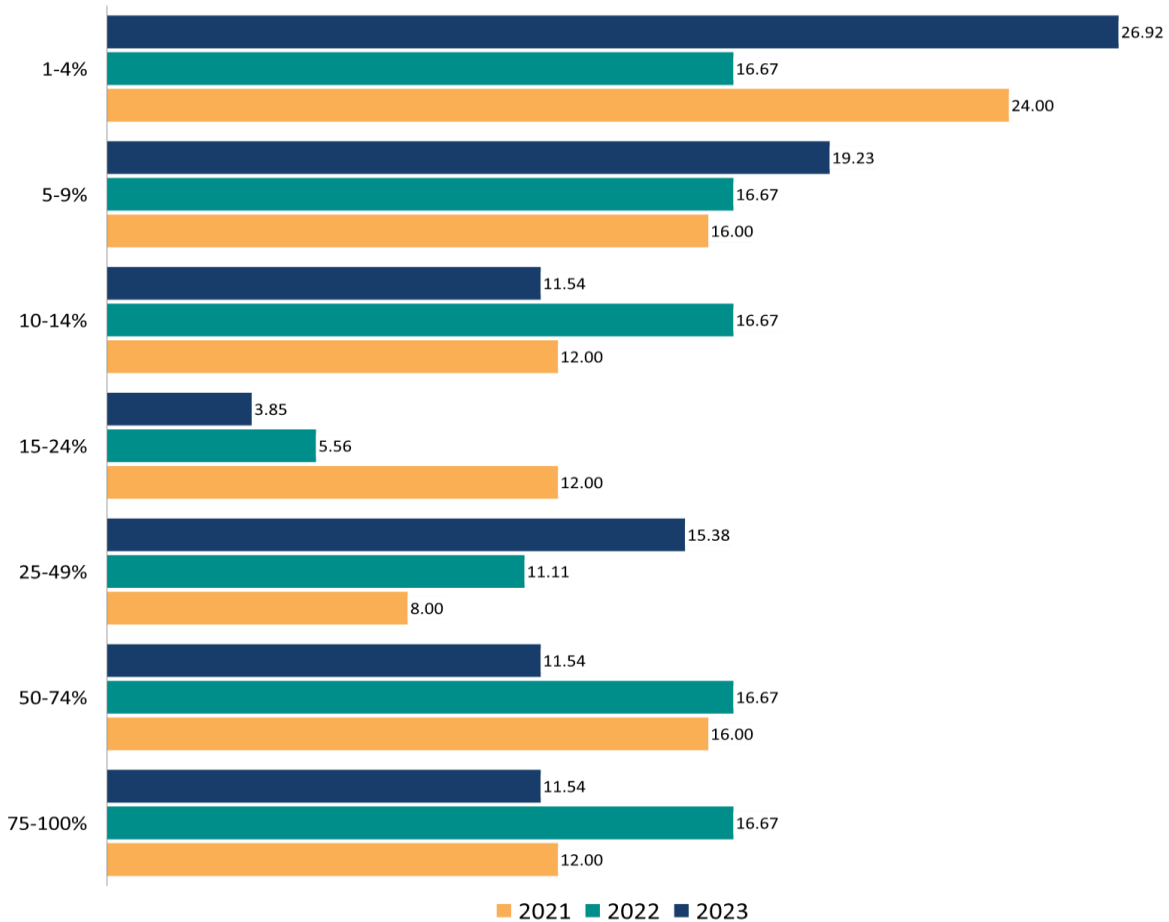
2021: n = 24 2022: n = 18 2023: n = 26

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS

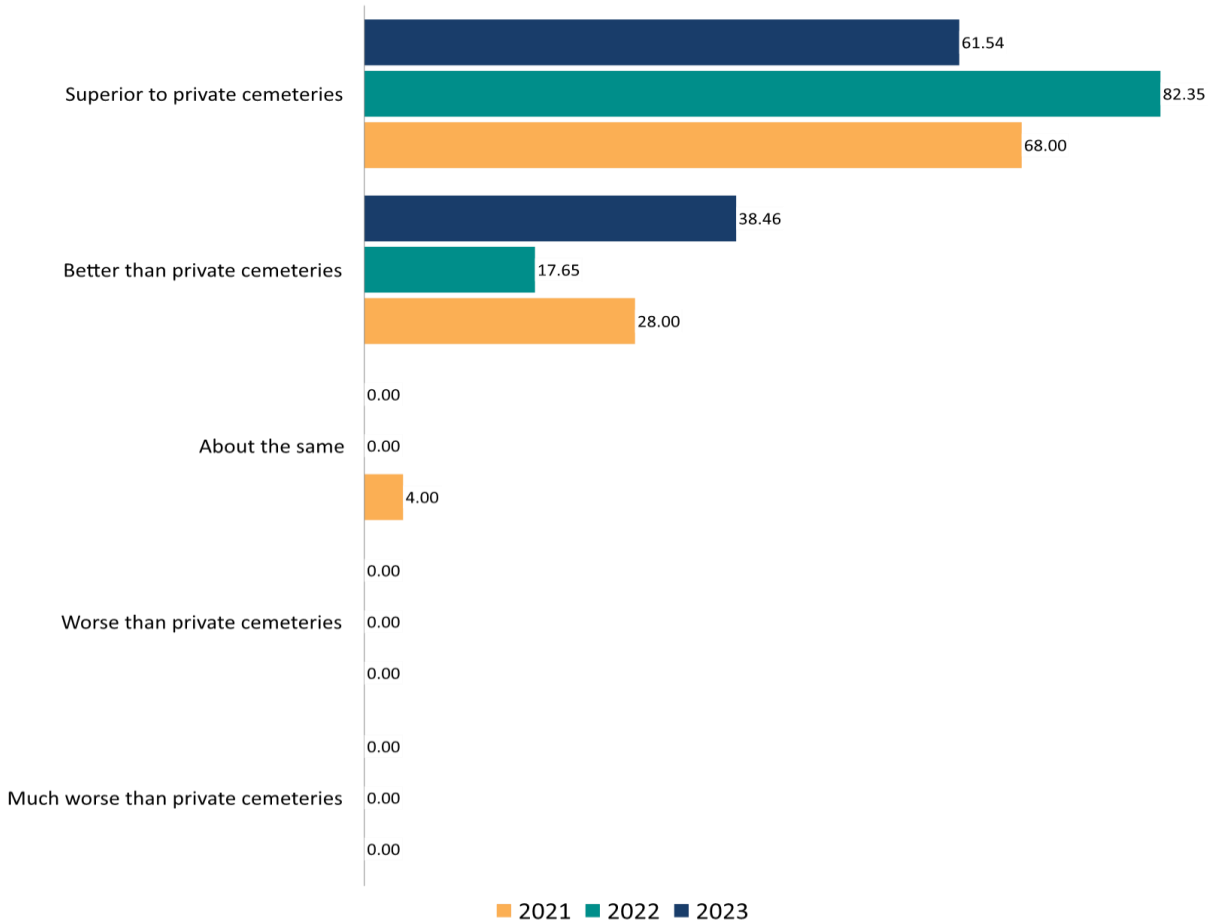


2021: n = 25 2022: n = 18 2023: n = 26

Note: The sample sizes of funeral director responses shown at the individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

Question 12: Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?

FUNERAL DIRECTORS



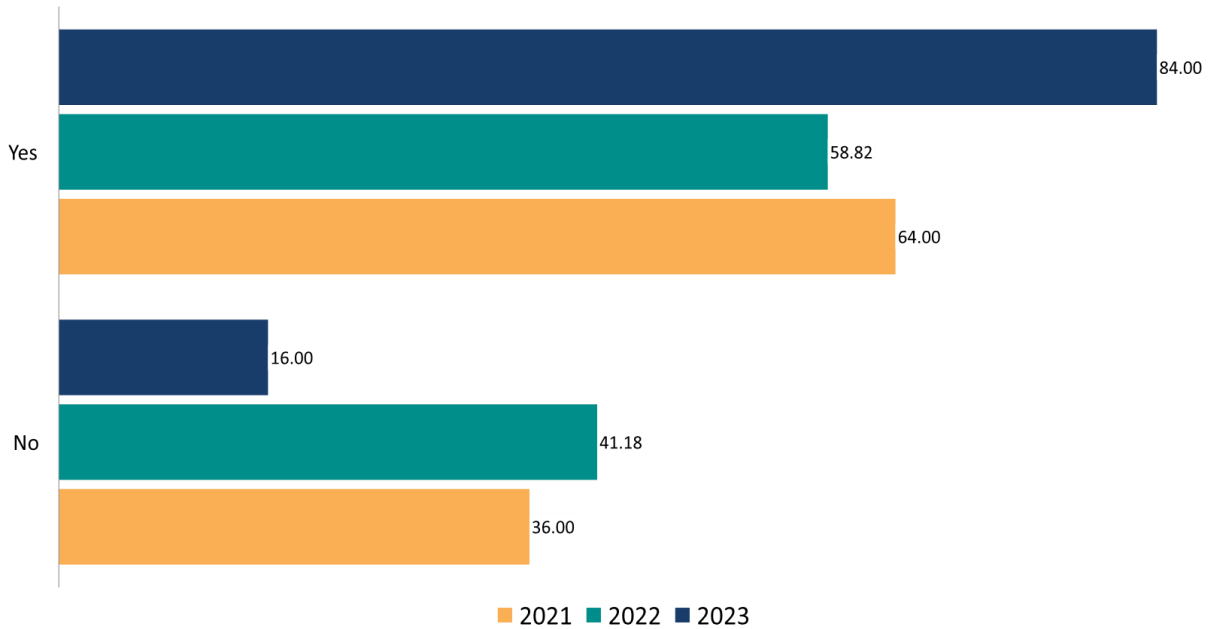
2021: n = 25 2022: n = 17 2023: n = 26

Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 14: Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?

FUNERAL DIRECTORS



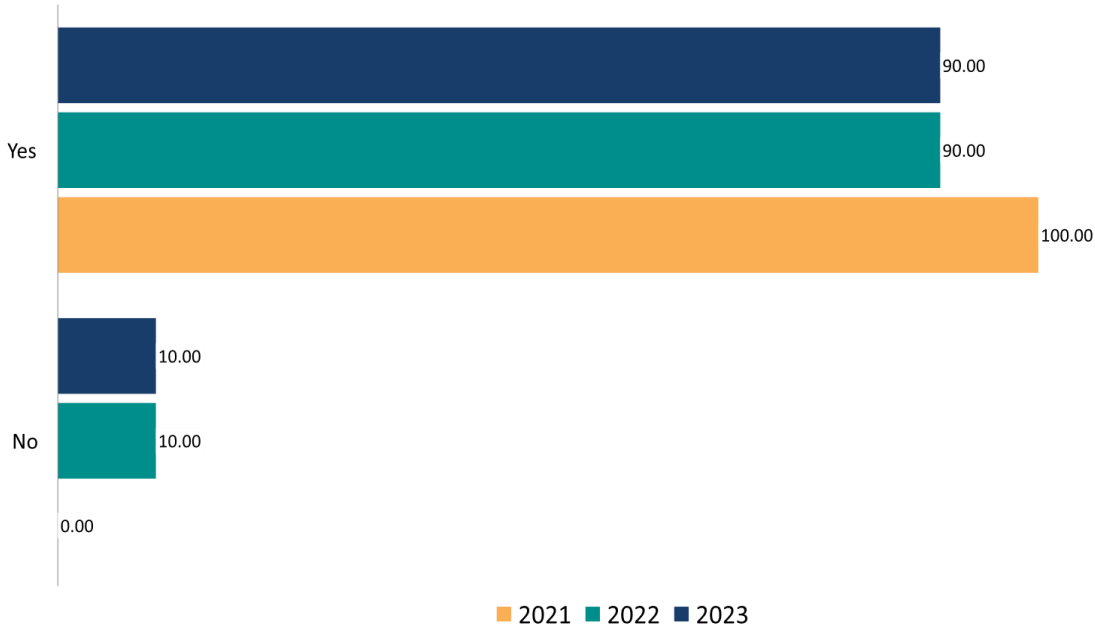
2021: n = 25 2022: n = 17 2023: n = 25

Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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

Question 15: Do you typically provide these information resources on military honors to next of kin?

FUNERAL DIRECTORS



2021: n = 16 2022: n = 10 2023: n = 20

Note: This question only applies to respondents who indicated "Yes" to Question 14 (FD).

Note: The sample sizes of funeral director responses shown at the state and individual cemetery level for this question are for reporting purposes only and do not provide statistically significant or reliable data.

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 2023 NCA Survey of Satisfaction with State or Tribal Veterans Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- A summary of the types and number of calls received to the survey help line and email address established to respond to survey respondents' questions or concerns about the survey is included.
- Finally, the 2023 State or Tribal Veterans Cemetery survey for next of kin and STVC component of the funeral director survey instruments are included as well.

Project Background

To better assess satisfaction with services provided by State or Tribal Veteran Cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2023 Survey of Satisfaction with State or Tribal Veterans Cemeteries. The 2023 survey represents the tenth national administration of this satisfaction survey and the tenth time a web survey option was offered to respondents.

Data for this 2023 survey were collected from next of kin and funeral directors in a fielding period of March 31, 2023 to July 5, 2023.

Mailing data was extracted from NCA's Automated Monument Application System (AMAS) database and the Burial Operations Support System (BOSS) for records with interment dates from January 1, 2022 to December 31, 2022.

Surveys were mailed to 17,686 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery. Surveys were also mailed to 12,881 funeral directors who had worked with VA national cemeteries, private cemeteries, and State or Tribal Veteran Cemeteries.

This appendix presents the detailed methodology used to conduct and administer the surveys, as well as the 2023 survey instruments used for the study. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- Survey Help Line
- 2023 Survey Instruments

Survey Development

The survey instrument used for the 2023 survey administration was developed from the 2022 survey instrument. There were no modifications made to the 2022 survey instruments to develop the 2023 versions.

The final 2023 questionnaires included a total of 55 questions for next of kin, and 40 questions for funeral directors.

Sampling

Sampling Frame

The sampling frame for the 2023 next of kin State or Tribal Veterans Cemetery survey included all State or Tribal Veterans cemeteries where a Veteran or family member was eligible to be interred during the 2022 calendar year. Cemetery lists change from year to year as new cemeteries are added. For the 2023 survey fielding there were 175 State or Tribal Veterans Cemeteries available for Veteran and next of kin interments.

The sampling frame utilized for the 2023 surveys was provided to Vistra by NCA. The initial step was to clean the data and remove records that included fields with missing data critical for successful mailing. Reasons for exclusion in descending order of frequency were:

- 1) Duplicate addresses
- 2) No address/Incomplete address
- 3) Not NoK
- 4) No NoK name
- 5) Invalid names*

Summary of Reasons for Record Exclusion	
Reason Record Excluded	Numbers
Duplicate address	3,161
No address/Incomplete address	1,086
Not NoK	962
No NoK name	840
Invalid names	158
No NoK state and/or city	22
Total excluded	6,229
Total available	42,624
Percent excluded	14.61%

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

Appendix B: Methodology and Survey Instruments

As in previous iterations, the funeral director survey was a census, but data cleaning was still conducted so as to prevent duplicate surveys from being sent to the same funeral home. Duplicate addresses are far more common with this population than next of kin surveys, and over 100,000 records were removed as a result of various de-duplication.

The records that were deemed eligible, or usable, were based on the American Association for Public Opinion Research (AAPOR) referenced by the federal government. AAPOR classifies the eligibility of data by disposition codes for mail surveys** into categories of “mail surveys of specifically named persons” and “internet surveys of specifically named persons.” AAPOR’s disposition codes inform which records are eligible, or usable, from which to draw sample. Of the 42,624 and 189,483 records available for STVC next of kin and funeral directors, respectively, 36,395 and 13,370 were deemed usable for sample selection.

Usable Records Available for Sample Selection		
Group	Available Records	Usable Records
STVC NoK	42,624	36,395
Funeral Directors	189,483	13,370

**The American Association for Public Opinion Research. 2015. Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 8th edition. AAPOR.

Sample Selection

The 2023 sample selections for next of kin and funeral directors had the overarching goal of achieving comparability with past administrations of the NCA Customer Satisfaction Surveys to avoid a break in the series of survey administration and strive for full comparability from survey administrations in recent years.

As in previous iterations, the STVC next of kin survey employed sampling whereas the funeral director survey used a census, which included every available unduplicated record.

The second stage of sampling for the STVC next of kin survey utilized stratification by creating subgroups, or strata, from which records were selected using simple random sampling (SRS) with different percentages applicable to certain stratum. For example, a policy decision of NCA over all survey administrations has been to select 100% (or a census) of interments at any cemetery with 100 or fewer interments. The cut points and percent of records selected, or probability, within each stratum are provided in the table below.

Appendix B: Methodology and Survey Instruments

Stratum Creation by Cemetery Size	
Number of Interments per Cemetery	Percent of Available Records
100 or less	100.00%
101 or more	50.00%
200-449	50.00%
450-749	50.00%
750 or more	50.00%

For the STVC next of kin survey, probability-based sampling was used which took into account confidence levels, margin of error, variance, and population size. Probability based sampling means that the likelihood of selection for the sample drawn from the population will be known. In contrast, non-probability samples such as convenience samples will gather information from any group that happens to be available at a given place or time, so they are not representative. Sampling at random removes sources of error that can bias estimates.

The confidence level for this 2023 survey was 95 percent ($\alpha = 1 - 0.95$, or alpha = 0.05) which is in accordance with other federal surveys. The margin of error (MOE) is 3 percent which is frequently used with opinion research. The MOE is commonly used to indicate how many percentage points estimates will differ from the real population value. With an MOE of 3 percent, this means the estimate (statistic) for the sample will be within 3 percentage points of the true value (parameter) in the population. The MOE is calculated by finding the critical value of the z-score (1.96 for 95% confidence level), sigma (σ) is the standard deviation, and n is the sample size.

Based on this approach, of the final 36,395 usable next of kin records, 18,363 were sampled (50.45%). Following National Change of Address (NCOA) file cleaning, surveys were mailed to 17,686 NoK. 12,881 surveys were mailed to funeral directors after the NCOA cleaning who had (1) assisted with interments at national cemeteries from January 1, 2022 until December 31, 2022; (2) assisted with interments at State or Tribal Veterans Cemeteries during that same period; or (3) who assisted with obtaining memorial products for interments during that period. Vistra mailed each funeral director three survey instruments contained in one physical survey package: the National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Satisfaction Survey, and the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience.

Mailing Protocol and Schedule

The mailing protocol consisted of four waves:

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

In addition to the traditional reminder and thank you postcard, the Wave 4 postcard included an invitation to participate in a focus group as the NCA seeks to gather more qualitative insights on customer experience. Next of kin and funeral directors were instructed to provide their contact information and how they would be willing to participate (i.e., online, by phone, or in person) and return the postage-paid postcard in the mail.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 47 next of kin and 110 funeral directors.

The mailings took place according to the following schedule:

Wave	Date
Wave 1: First Questionnaire	03/31/2023
Wave 2: First Postcard	04/24/2023
Wave 3: Second Questionnaire	05/17/2023
Wave 4: Second Postcard	06/01/2023
Close of Field Date	07/05/2023

Survey Help Line

To facilitate responses during the survey administration period, Vistra maintained a survey-specific, toll-free survey help line and email address where respondents could ask questions. A live agent returned all survey-related calls and emails within 24 hours or the next business day.

Overall, during the survey administration period 761 respondents called or emailed (733 calls, 28 emails) the help line with questions pertaining to the 2023 NCA Customer Satisfaction Surveys. Calls and emails were fielded from March 31, 2023 to July 5, 2023.

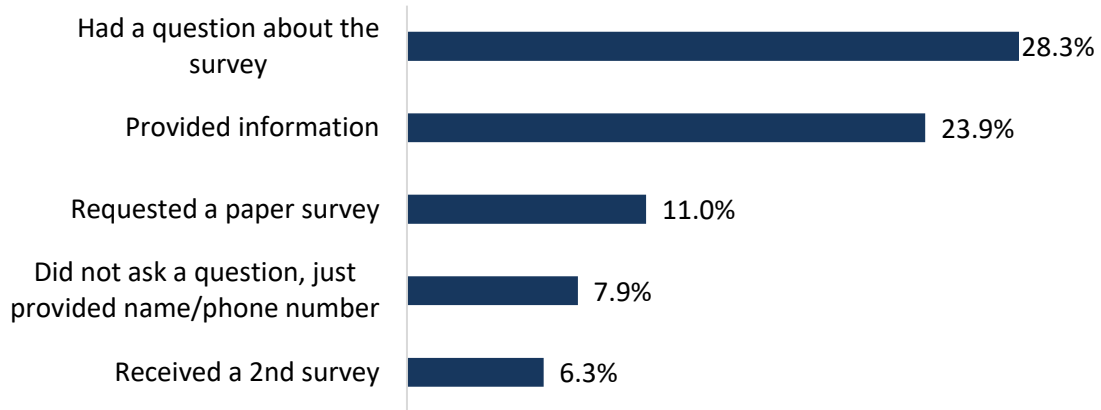
The majority of calls/emails received pertained to one of the following:

- Survey-related questions
 - Questions varied by caller, but common themes included how to answer a particular question, not understanding terminology on the survey, not understanding the difference between a “national” and “state or tribal” cemetery, inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it), whether they could turn the survey in late due to their COVID delaying the service, and how to access the online survey.
- Provided information
 - Callers provided general information about the status of their survey. This information included if they sent in the survey, when they would send the survey, or why they would not be completing the survey.
- Requested a paper survey
 - Callers requested a paper survey for the following reasons: they did not receive the initial survey, they misplaced or discarded the survey, or they could not remember whether they sent in the survey.
- Did not ask a question / Provided name or phone number
 - Callers simply left their name and/or phone number on the Help Line.
- Received a 2nd survey
 - Callers called in to report that they had already submitted the survey but for some reason received another survey in the mail.

Appendix B: Methodology and Survey Instruments

The below chart and table show the reasons for the calls/emails.

Top 5 Reasons for Call/E-mail

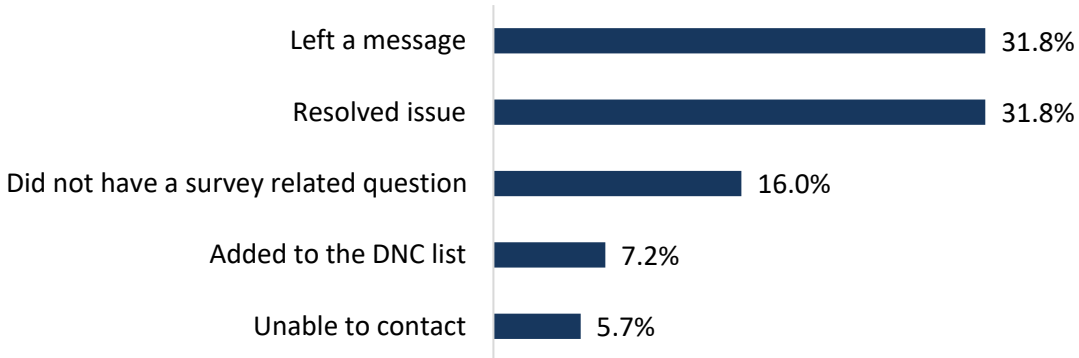


Reasons for calls	N	Percentage
Had a question about the survey	215	28.3%
Provided information	182	23.9%
Requested a paper survey	84	11.0%
Did not ask a question, just provided name/phone number	60	7.9%
Received a 2nd survey	48	6.3%
Online survey question	47	6.2%
Received the postcard	34	4.5%
Did not get the survey, just the postcard	26	3.4%
NOK is deceased	13	1.7%
Other (See Additional Comments)	12	1.6%
Change of name/address	10	1.3%
Do not contact or survey	8	1.1%
Benefit question	6	0.8%
Pre-Need Eligibility Question	6	0.8%
Needs return envelope/address	4	0.5%
Unable to fill out the survey because of mental or physical limitations	3	0.4%
3 digit Code requested	3	0.4%
Grand Total	761	100.0%

Appendix B: Methodology and Survey Instruments

The below chart and table show the call/email resolutions. It should be noted that the “call reason” is based on the initial voice message left on the Help Line, which in most instances involves one issue or question. In other instances, the message is not always clearly defined or stated. However, upon call back, the caller may mention several issues. The “resolution” is the most important item categorized, for which requesting to be added to the “Do not contact or survey list” takes precedence.

Top 5 Resolutions



Resolutions	n	Percent
Left a message	242	31.8%
Resolved issue	242	31.8%
Did not have a survey related question	122	16.0%
Added to the DNC list	55	7.2%
Unable to contact	43	5.7%
Replied to email	25	3.3%
NCA follow-up	19	2.5%
Other (See Additional Comments)	12	1.6%
Sent to Spanish Consultant	1	0.1%
Grand Total	761	100.0%

Appendix B: Methodology and Survey Instruments

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

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION STATE OR TRIBAL VETERANS CEMETERIES: 2023 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 circle of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it 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 contact the Survey Help Line at 1-833-231-7069
or VistraResearch@ConsultVistra.com.



NATIONAL CEMETERY ADMINISTRATION
293997-3

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark Incorrect Marks

Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.

1. Due to COVID-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?

Yes
 No
 Don't know

2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

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

3. How far do you reside from the State or Tribal Veterans Cemetery?

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

4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)

Distance to the cemetery
 Access to transportation
 Health status
 Other (specify) _____

5. 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

6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

Yes
 No → Go To #8

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

Family member/friends
 Funeral home
 Veterans Service Organization
 Other Veteran/active duty member
 Pre-Need Burial Eligibility Determination
 Military discharge-related materials
 State or Tribal/VA/NCA pamphlet, newsletter, brochure
 Local newspaper/news report
 Professional/military association meetings
 Other State, Tribal, or VA organization
 State or Tribal/VA/NCA website
 Public events (e.g., parades, speeches)
 State or Tribal/VA/NCA social media (Facebook or Twitter)
 Other (specify) _____

8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)

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

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

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

10. 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

HF10632099
- 2 -

Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

11. 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
- 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 #13**

12. 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

13. In what religious practice was the burial conducted?

- Christian
- Catholic
- Muslim
- Jewish
- Buddhist
- Hindu
- Atheist
- Agnostic
- None
- Other (specify) _____

14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

- Yes, I viewed it online
- Yes, the funeral director provided it
- 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 State or Tribal Veterans Cemetery.

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

16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

- Yes
- No

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

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

18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

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

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

- Yes
- No
- Not sure/don't know

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

- Yes
- No

21. 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 #24**

Appendix B: Methodology and Survey Instruments

	<p><i>SEE MARKING INSTRUCTIONS ON THE COVER.</i></p> <p>Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	
<p>22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know</p> <p>23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p> <p><i>If your loved one was NOT a Veteran please go to Question 28.</i></p> <p>24. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Yes <input type="radio"/> No → Go To #28</p> <p><i>For information about the certificate signed by the President of the United States honoring the Veteran's service or to order more copies, please visit our web page at www.cem.va.gov/pmc.asp.</i></p> <p>25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?</p> <p><input type="radio"/> Very satisfied → Go To #27 <input type="radio"/> Somewhat satisfied → Go To #27 <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p> <p>26. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service? (Mark all that apply)</p> <p><input type="radio"/> Envelope was bent/torn <input type="radio"/> Name was misspelled <input type="radio"/> Poor print quality <input type="radio"/> Other problem (specify) _____</p>	<p><i>Please indicate your level of agreement with the following statement:</i></p> <p>27. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</p> <p><input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree</p> <p>28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I was well informed <input type="radio"/> Certificate signed by the President of the United States honoring the Veteran's service <input type="radio"/> Details of the committal service <input type="radio"/> Headstone or marker inscription options <input type="radio"/> Military funeral honors <input type="radio"/> Floral policy <input type="radio"/> Location of gravesite <input type="radio"/> Layout of cemetery (maps) <input type="radio"/> Directions to cemetery <input type="radio"/> Other (specify) _____</p>	
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.
Correct Mark Incorrect Marks

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
29. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The cemetery <u>honors</u> all Veterans and their service to our nation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. There are <u>sufficient signs</u> within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The <u>quality of service</u> received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The State or Tribal Veterans Cemetery staff was <u>courteous</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. The State or Tribal Veterans Cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The <u>appearance</u> 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"/>
37. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The <u>overall appearance</u> of the State or Tribal Veterans Cemetery is excellent.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Overall, I am <u>satisfied with my experience</u> at the State or Tribal Veterans Cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. I would <u>recommend</u> the cemetery to Veteran families during their time of need.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. I am willing to <u>rely on</u> the State or Tribal Veterans Cemetery 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"/>
42. I am willing to <u>rely on</u> the State or Tribal governments to maintain State or Tribal Veterans 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"/>
43. <u>My experiences</u> with the State or Tribal Veterans Cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark
Incorrect Marks

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

44. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

- My loved one wanted to be interred here.
- Other family members are interred here.
- The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.
- The State or Tribal Veterans Cemetery is close and easy to get to.
- Others recommended the State or Tribal Veterans Cemetery.
- The cost was reasonable to inter my loved one.
- There is no VA national cemetery conveniently available for the interment of my loved one.
- Other (specify) _____

Please indicate your level of agreement with the following statement:

45. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

- Strongly agree
- Agree
- Neither agree nor disagree → **Go To #47**
- Disagree → **Go To #47**
- Strongly disagree → **Go To #47**

46. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

- My loved one wanted to be interred in a VA national cemetery.
- Other family members are interred in a VA national cemetery.
- Others recommended the VA national cemetery.
- There is no cost to inter my loved one at a national cemetery.
- A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.
- The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.
- Other (specify) _____

47. Have you visited a VA national cemetery?

- Yes
- No → **Go To #50**
- Don't know/not applicable → **Go To #50**

Please indicate your level of agreement with the following statements.

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

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

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

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

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

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

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

51. What is your gender?

- Male
 Female

52. Are you Hispanic or Latino?

- Yes
 No

53. 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

54. In what year were you born?

55. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

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

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

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

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or VistraResearch@ConsultVistra.com.

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

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

2023 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 circle of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it 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 contact the Survey Help Line at 1-833-231-7069
or VistraResearch@ConsultVistra.com.**



NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark

Incorrect Marks

STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Did you conduct business at a State or Tribal Veterans Cemetery during the 2022 calendar year?

- Yes → Go to Question 1
 No → Please return this survey in the pre-paid envelope provided

1. In the survey packet, look at the form labeled “INSTRUCTIONS FOR COMPLETING THE STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY QUESTION 1” to identify which State or Tribal Veteran Cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

Please complete this survey based on your experiences at this cemetery within the 2022 calendar year.

2. How far is your funeral home from the State or Tribal Veterans 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 More than 75 miles

3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?

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

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans 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 State or Tribal Veterans Cemetery to your funeral home?

- Excellent
 Good
 Fair
 Poor

6. Do you feel that you are well informed by the State or Tribal Veterans 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 State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

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

8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

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

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

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

- Email Fax
 Phone State or Tribal website
 Letter Newsletter or flyer

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans 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 State or Tribal Veterans 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. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of 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

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?

- Yes
- No

For general information about eligibility for interment at a State or Tribal Veterans Cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.

14. Are you aware of any State or Tribal Veterans Cemetery Information resources on military honors?

- Yes
- No → Go To #16

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

- Yes
- No

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

- Yes
- No

17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?

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

18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?

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

19. 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

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

- Always
- For the most part
- Occasionally
- Never

21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

- Always
- For the most part
- Occasionally
- Never

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Appendix B: Methodology and Survey Instruments

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark Incorrect Marks

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

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

23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

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

24. To what extent is the quality of Military honors acceptable?

- Very acceptable
- Somewhat acceptable
- Neither acceptable or unacceptable
- Somewhat unacceptable
- Very unacceptable

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 |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|---------------------------|
| 25. The <u>upkeep</u> of the headstones, markers, or columbarium niche covers is excellent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26. The committal shelter used for the service was <u>private, clean, and free of safety hazards</u> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27. The cemetery <u>honors</u> all Veterans and their service to our nation. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28. There are <u>sufficient signs</u> within the cemetery to assist visitors. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29. The <u>quality of service</u> received from cemetery staff is excellent. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30. The State or Tribal Veterans Cemetery staff was <u>courteous</u> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31. The State or Tribal Veterans Cemetery staff was professional in terms of being <u>knowledgeable, helpful, and responsive</u> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32. The State or Tribal Veterans Cemetery hours of operation <u>meet my needs</u> for scheduling services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 33. The information kiosks (i.e., gravesite locators) are <u>helpful</u> to me. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 34. The <u>overall appearance</u> of the State or Tribal Veterans Cemetery is excellent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 35. Overall, I am <u>satisfied with my experience</u> at the State or Tribal Veterans Cemetery | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 36. I would <u>recommend</u> the cemetery to Veteran families during their time of need | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark ○ ○ ● ○

Incorrect Marks ✓ ✗ ○ ●

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/not applicable
37. I am willing to <u>rely on</u> the State or Tribal Veterans Cemetery to <u>meet the burial needs of Veterans in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to <u>rely on</u> the State or Tribal governments to <u>maintain</u> State or Tribal Veterans Cemeteries <u>as national shrines in the future</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. <u>My experiences</u> with the State or Tribal Veterans Cemetery <u>exceeded my expectations</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

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

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

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Survey Help Line at 1-833-231-7069 or VistraResearch@ConsultVistra.com.

HD10432499

Appendix C: User Guide

SECTION DESCRIPTION

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

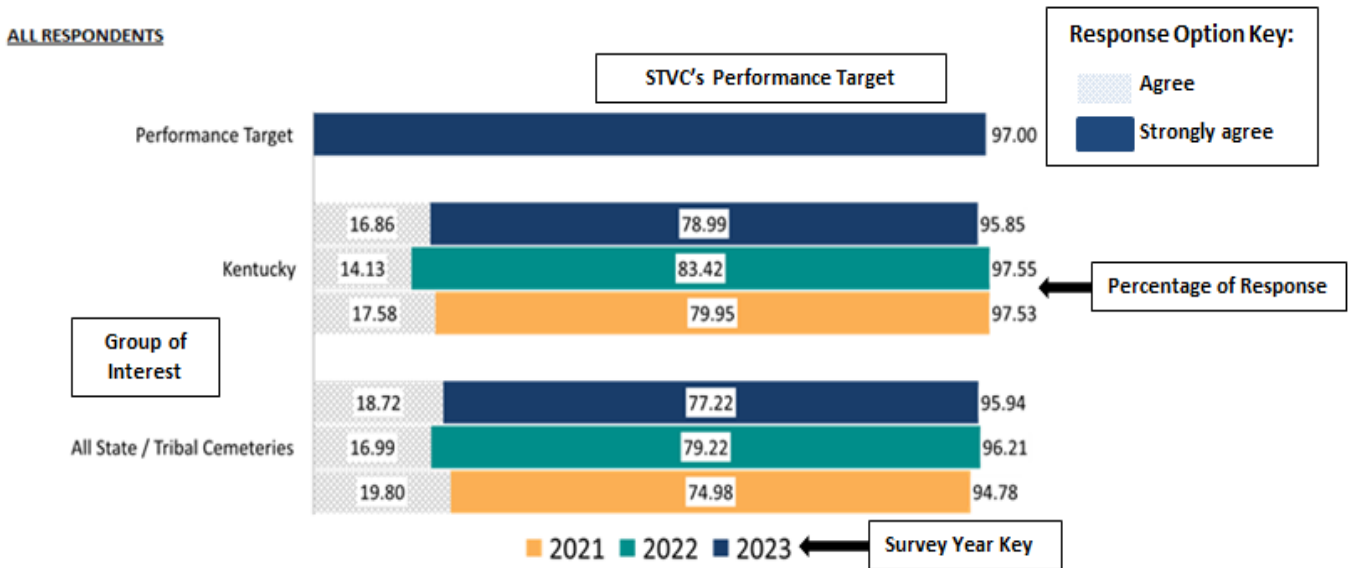
Question Numbers

Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type’s respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors. In the below example, Question 33 was asked of next of kin in the State or Tribal Veterans Cemetery satisfaction survey, while Question 29 was asked of funeral directors in the funeral director survey.

Stacked Bar Graphs

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

Question 33/29: The quality of service received from cemetery staff is excellent.



A survey year key is located at the bottom of the graph. When data are available, the graph will display data from the current year and the previous year. According to the key in this example, 2023 data are shown by the top blue bars (darkest shade), 2022 data are shown by the middle green bars (medium shade), and 2021 data are shown by the orange bars (lightest shade).

The percentages to the right of the chart represent the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). The percentages in the middle are the strong positive response (in this case, “Strongly agree”) and the percentages on the left are the moderate responses (in this case, “Agree”). For example, in the above graph 16.86% of all respondents selected “Agree” in 2023 and 78.99% selected “Strongly agree,” so in total, 95.85% of participants responded positively to this item.

Appendix C: User Guide

When an NCA performance target exists for an item, the performance target is presented at the top of the graph. 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 97.00%, while the actual satisfaction scores on this item have ranged from 95.85% to 97.53% over the past three years. 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.

Appendix C: User Guide

Data Tables

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

	Year	n	Strongly agree	*Change Score	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
California	2022	222	83.78%	-2.49%	13.96%	1.80%	0.00%	0.45%
	2021	153	86.27%	-0.21%	13.07%	0.65%	0.00%	0.00%
	2020	244	86.48%	-0.62%	11.48%	0.82%	0.41%	0.82%
All State / Tribal Cemeteries	2022	8605	79.22%	4.24%	16.99%	2.73%	0.69%	0.37%
	2021	7446	74.98%	-1.53%	19.80%	3.88%	0.82%	0.52%
	2020	8412	76.51%	-3.33%	19.66%	2.92%	0.51%	0.39%
Northern California Veterans Cemetery at Redding	2022	121	83.47%	1.75%	14.05%	2.48%	0.00%	0.00%
	2021	93	81.72%	1.16%	17.20%	1.08%	0.00%	0.00%
	2020	144	80.56%	-2.11%	16.67%	1.39%	0.00%	1.39%
California Central Coast Veterans Cemetery	2022	97	85.57%	-9.35%	12.37%	1.03%	0.00%	1.03%
	2021	59	94.92%	-0.08%	5.08%	0.00%	0.00%	0.00%
	2020	100	95.00%	4.47%	4.00%	0.00%	1.00%	0.00%

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

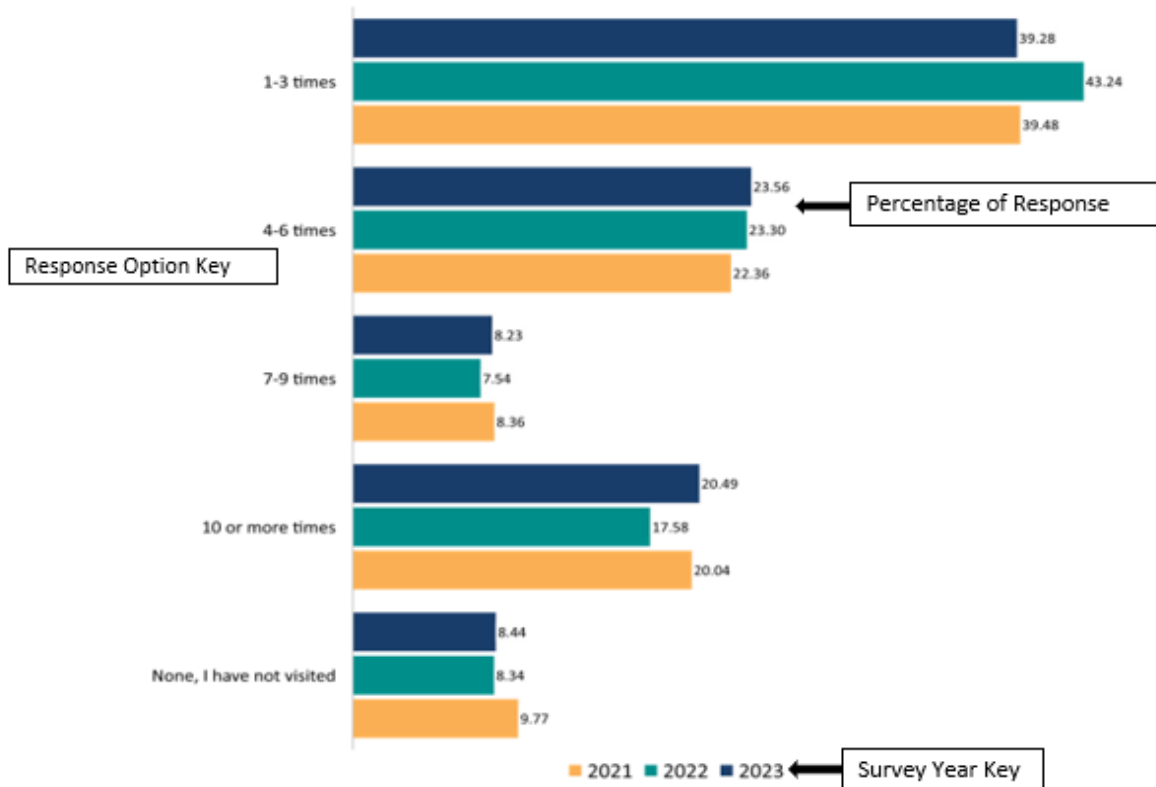
Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., "Strongly agree," "Very satisfied") for the row year versus the previous year. For example, in the above table 67.23% of respondents selected "Strongly agree" in 2023, while 67.52% selected this option in 2022. The change score was calculated as follows: 67.23% - 67.52% = -0.29%. Although 2020 data are not presented in the table, the 2021 change score represents the difference between the percentage of respondents selecting "Strongly agree" in 2021 and in 2020.

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

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

Standard Bar Graphs

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “Strongly agree” to “Strongly disagree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses 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 color to designate each year’s data is presented in the survey year key. In the above example, 2023 data are represented by the top blue bars, 2022 data are represented by the middle green bars, and 2021 data are represented by the bottom yellow bars. Thus, 39.28% of respondents selected 1-3 times in 2023, 43.24% selected 1-3 times in 2022, and 39.48% selected 1-3 times in 2021.

The graph above depicts an example item in which respondents could select only one option, so that for each year, data will sum to approximately 100% across the possible response options (the total may vary slightly due to rounding).

Items on which respondents were instructed to “Mark all that apply” may also be depicted with standard bar graphs, but percentages may not sum to 100%. Despite this difference, the graphs can be interpreted in the same manner.

Data tables are not provided for these items because the standard bar graphs depict the full range of response options, unlike the stacked bar graphs that present only the positive response options.

Since a data table is not provided, the total number of respondents for each of the three years is presented at the bottom of the graph.

Appendix D: Question Locator

SECTION DESCRIPTION

- Appendix D provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.

Appendix D: Question Locator

Questions for All Participants

Question #		Question Text	Report Page #
NK	FD		Report Page #
29	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	81 – 82
30	26	The committal shelter used for the service was private, clean, and free of safety hazards.	83 -- 84
31	27	The cemetery honors all Veterans and their service to our nation.	26 – 27
32	28	There are sufficient signs within the cemetery to assist visitors.	85 - 86
33	29	The quality of service received from cemetery staff is excellent.	7 – 8
34	30	The State or Tribal Veterans Cemetery staff was courteous.	9 - 10
35	31	The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	11 – 12
37	33	The information kiosks (i.e., gravesite locators) are helpful to me.	87 – 88
38	34	The overall appearance of the national cemetery is excellent.	13 – 14
39	35	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	17 – 18
40	36	I would recommend the cemetery to Veteran families during their time of need.	15 – 16
41	37	I am willing to rely on the State or Tribal Veteran Cemetery to meet the burial needs of Veterans in the future.	19 – 20
42	38	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	23 – 24
43	39	My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	21 – 22

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
NK		Report Page #
1	Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	98
2	How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	99
3	How far do you reside from the State or Tribal Veterans Cemetery?	100
4	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)	101
5	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?	102
6	Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	30
7	How did you learn of these benefits prior to your time of need? (Mark all that apply)	31
8	Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)	32
9	What is the best way for the State and Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	47
10	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?	33
11	At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	51
12	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	52
13	In what religious practice was the burial conducted?	103
14	Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?	127
15	Do you typically provide these information resources on military honors to next of kin?	128
16	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	46
17	If your loved one received military funeral honors, how satisfied were you with the honors received?	56
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	64
19	Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	77
20	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	78
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	65
22	If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	66
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	67
24	To what extent is the quality of military honors acceptable?	34

Appendix D: Question Locator

Questions for Next of Kin

Question #	Question Text	Report Page #
NK		Report Page #
25	How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	35
26	Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	36
27	Receiving the certificate signed by the President of the United States honoring the Veteran's service the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	37
28	Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about?	38
51	What is your gender?	104
52	Are you Hispanic or Latino?	109
53	What is your race?	113
54	In what year were you born?	122
44	Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)	90
45	If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	91
46	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)	92
47	Have you visited a VA national cemetery?	93
48	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	94
49	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	95
50	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	96

Appendix D: Question Locator

Questions for Funeral Directors

Question #	Question Text	Report Page #
FD		Report Page #
2	How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	124
3	How long has your funeral home worked with the State or Tribal Veterans Cemetery?	125
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	126
5	How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	42
6	Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	43
7	In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures?	44
8	What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?	45
9	What is the best way for the State and Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	48
10	Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	41
11	Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	64
12	Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	127
13	Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	46
14	Are you aware of any State or Tribal Veterans Cemetery informational resources on military honors?	128
15	Do you typically provide these information resources on military honors to next of kin?	129
16	Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to next of kin?	47
17	How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	61
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	65
19	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	62
20	During committal services, how often do you receive the support you need from cemetery staff?	63
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	66
22	If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	67
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	68
24	To what extent is the quality of Military honors acceptable?	69
32	The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.	70

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2023 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

Appendix E: Response Rates

National Response Rates

Nationally, the survey yielded a response rate of 34.95% (46.19% for next of kin and 19.65% for funeral directors). The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.

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

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable. 1,342 undeliverable pieces of mail (4.40%) were received over the course of the 2023 survey. The following number of surveys were defined as undeliverable and not delivered to the respondent and returned to the post office:

Undeliverable Reason	Number of Surveys Returned/Percent			
	Next of Kin		Funeral Directors	
Not deliverable as addressed	301	35.71%	168	33.67%
Insufficient address	123	14.59%	34	6.81%
Attempted – Not known	138	16.37%	67	13.43%
No such number	100	11.86%	30	6.01%
No such street	8	0.95%	8	1.60%
No mail receptacle	48	5.69%	130	26.05%
Vacant	40	4.74%	24	4.81%
No comment	5	0.59%	13	2.61%
Unclaimed	12	1.42%	6	1.20%
Moved – Left no address	6	0.71%	5	1.00%
Forward time expired	22	2.61%	3	0.60%
Refused	10	1.19%	4	0.80%
Deceased	8	0.95%	0	0.00%
Unable to Forward	12	1.42%	4	0.80%
Return to Sender	3	0.36%	0	0.00%
Temporarily Away	1	0.12%	0	0.00%
Illegible	0	0.00%	2	0.40%
In Dispute	6	0.71%	1	0.20%
Total	843	100.00%	499	100.00%

Appendix E: Response Rates

The table below presents information about the overall response rates for the next of kin and funeral director surveys.

Survey Response Rates			
	Next of Kin	Funeral Directors	Total
Total Sample	17,686	12,881	30,567
Undeliverable	843	499	1,342
Total Eligible Questionnaires	16,843	12,382	29,225
Total Returned Surveys	7,780	2,433	10,213
English Surveys Returned	7,759	2,420	10,179
Spanish Surveys Returned	21	13	34
Total Response Rate (Returned/Eligible)	46.19%	19.65%	34.95%

The table below presents survey returns by completion method.

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	1,068	13.73%	479	19.69%
	Spanish	5	0.64%	0	0.00%
	Total	1,073	13.79%	479	19.69%
Paper Completes	English	6,691	86.00%	1,941	79.78%
	Spanish	16	0.21%	13	0.53%
	Total	6,707	86.21%	1,954	80.31%
Total Returned Surveys		7,780	100.00%	2,433	100.00%

*17,639 English-language NoK and 47 Spanish-language survey NoK questionnaires were mailed for this survey; 12,771 English-language FD and 110 Spanish-language FD survey questionnaires were mailed for this survey.

Cemetery Reports

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

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Alabama State Veterans Cemetery - Spanish Fort	196	82	42%	9
Albert G. Horton Jr. Memorial Veterans Cemetery	633	268	42%	6
<i>All Nations Veterans Cemetery</i>	0	0	N/A	2
Angel Fire State Veterans Cemetery	0	0	N/A	1
<i>Apsaalooke Veterans Cemetery</i>	0	0	N/A	0
Arizona Veterans Memorial Cemetery at Camp Navajo	52	23	44%	4
Arizona Veterans Memorial Cemetery at Marana	262	117	45%	2
Arkansas State Veterans Cemetery - Birdeye	0	0	N/A	0
Arkansas Veterans Cemetery at North Little Rock	336	121	36%	8
Atlantic Garden Veterans Cemetery	64	29	45%	3
<i>Big Sandy Rancheria Veterans Cemetery</i>	0	0	N/A	0
Brigadier General William C. Doyle Veterans Memorial Cemetery	845	384	45%	43
California Central Coast Veterans Cemetery	204	108	53%	3
Central Louisiana Veterans Cemetery	52	19	37%	3
Central Texas State Veterans Cemetery	552	223	40%	11
Central Wisconsin Veterans Memorial Cemetery	84	46	55%	2
Cheltenham Veterans Cemetery	444	164	37%	4
Coastal Bend Veterans Cemetery	303	140	46%	5
Coastal Carolina State Veterans Cemetery	159	68	43%	1
Colonel Raymond F. Gates Memorial Cemetery	2	0	N/A	0
Connecticut State Veterans Cemetery - Middletown	309	141	46%	14
Crownsville Veterans Cemetery	378	170	45%	5
Delaware Veterans Memorial Cemetery New Castle County-Bear	0	0	N/A	3
Delaware Veterans Memorial Cemetery Sussex County-Millsboro	175	80	46%	1
Donel Kinnard Memorial State Veterans Cemetery	110	45	41%	2
East Hawaii Veterans Cemetery-1	0	0	N/A	1
East Hawaii Veterans Cemetery-2	0	0	N/A	0
East Tennessee State Veterans Cemetery (Lyons View)	58	19	33%	2
East Tennessee State Veterans Cemetery II (John Sevier)	304	146	48%	12
Eastern Carolina State Veterans Cemetery	134	49	37%	9
Eastern Montana State Veterans Cemetery	26	15	58%	0

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Eastern Shore Veterans Cemetery	105	40	38%	1
Fort Stanton State Veterans Cemetery	0	0	N/A	1
Gallup State Veterans Cemetery	0	0	N/A	1
Garrison Forest Veterans Cemetery	517	174	34%	4
Georgia Veterans Memorial Cemetery-Glenville	87	34	39%	4
Georgia Veterans Memorial Cemetery-Milledgeville	149	63	42%	5
Guam Veterans Cemetery	0	0	N/A	0
Hawaii State Veterans Cemetery	287	131	46%	0
<i>Houlton Band of Maliseet Indians Veterans Cemetery</i>	0	0	N/A	0
Idaho State Veterans Cemetery	366	173	47%	4
Idaho State Veterans Cemetery - Blackfoot	39	22	56%	3
Indiana Veterans Memorial Cemetery	91	36	40%	4
Iowa Veterans Cemetery	276	137	50%	10
Kansas Veterans Cemetery at Fort Dodge	30	17	57%	0
Kansas Veterans Cemetery at Fort Riley	69	35	51%	3
Kansas Veterans Cemetery at Wakeeney	44	21	48%	0
Kansas Veterans Cemetery at Winfield	83	35	42%	6
Kauai Veterans Cemetery	0	0	N/A	0
Kentucky Veterans Cemetery Central	324	135	42%	14
Kentucky Veterans Cemetery-North	105	50	48%	5
Kentucky Veterans Cemetery-Northeast	72	29	40%	4
Kentucky Veterans Cemetery-Southeast	23	20	87%	2
Kentucky Veterans Cemetery-West	185	79	43%	10
<i>Lakota Freedom Veterans Cemetery</i>	0	0	N/A	0
Lanai Veterans Cemetery	0	0	N/A	0
<i>Leech Lake Veterans Cemetery</i>	0	0	N/A	0
M.J. Dolly Cooper Veterans Cemetery	209	86	41%	6
Maine Veterans Memorial Cemetery-Civic Center Drive	151	79	52%	1
Maine Veterans Memorial Cemetery-Mt. Vernon Road	192	88	46%	3
Massachusetts State Veterans Cemetery-Agawam	395	189	48%	5
Massachusetts State Veterans Cemetery-Winchendon	155	81	52%	9
Maui Veterans Cemetery	0	0	N/A	2

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
<i>Metlakatla Veterans Memorial Cemetery</i>	0	0	N/A	0
Middle Tennessee State Veterans Cemetery	341	158	46%	11
Minnesota State Veterans Cemetery -Duluth	62	39	63%	4
Minnesota State Veterans Cemetery -Little Falls	233	113	48%	14
Minnesota State Veterans Cemetery -Preston	78	51	65%	5
Mississippi Veterans Memorial Cemetery-Newton	90	37	41%	3
Missouri State Veterans Cemetery-Bloomfield	165	81	49%	9
Missouri State Veterans Cemetery-Fort Leonard Wood	68	33	49%	4
Missouri State Veterans Cemetery-Higginsville	210	110	52%	19
Missouri State Veterans Cemetery-Jacksonville	72	35	49%	7
Missouri State Veterans Cemetery-Springfield	392	204	52%	11
Molokai Veterans Cemetery	0	0	N/A	0
Montana State Veterans Cemetery	90	41	46%	5
Monte Calvario Veterans Cemetery	0	0	N/A	0
Nebraska Veterans Cemetery at Alliance	38	25	66%	2
New Hampshire State Veterans Cemetery	448	207	46%	9
North Dakota Veterans Cemetery	228	101	44%	7
North Mississippi Veterans Memorial Cemetery-Kilmichael	33	13	39%	3
Northeast Louisiana Veterans Cemetery	68	27	40%	2
Northern California Veterans Cemetery	216	104	48%	6
Northern Maine Veterans Cemetery	57	28	49%	0
Northern Nevada Veterans Memorial Cemetery	250	101	40%	0
Northern Wisconsin Veterans Memorial Cemetery	155	81	52%	4
Northwest Louisiana Veterans Cemetery	144	59	41%	2
Ohio Veterans Home Cemetery	0	0	N/A	4
Oklahoma State-Ardmore	0	0	N/A	1
Oregon Trail Veterans Cemetery	0	0	N/A	2
Pennsylvania Soldiers and Sailors Home Cemetery-Erie	0	0	N/A	0
Rhode Island Veterans Cemetery	506	213	42%	5
Rio Grande Valley State Veterans Cemetery	148	65	44%	4
Rocky Gap Veterans Cemetery	89	38	43%	3

Appendix E: Response Rates

The table below presents response rates for each State or Tribal Veterans Cemetery included in the 2023 NCA Survey of Customer Satisfaction. The names of cemeteries listed in italics are Tribal Cemeteries.

Cemetery Name	Next of Kin			Funeral Directors
	Surveys Sent	Returned n	Response Rate	Returned n
Saipan Veterans Cemetery-CNMI	0	0	N/A	0
<i>San Carlos Apache Tribal Veterans Cemetery</i>	0	0	N/A	0
Sandhills State Veterans Cemetery	246	87	35%	7
<i>Seminole Nation and Veterans Memorial Cemetery</i>	0	0	N/A	0
<i>Sicangu Akicita Owicahé Veterans Cemetery</i>	0	0	N/A	0
<i>Sisseton-Wahpeton Oyate Veterans Cemetery</i>	0	0	N/A	0
South Dakota Veterans Cemetery	83	50	60%	2
Southeast Louisiana Veterans Cemetery	259	87	34%	5
Southern Arizona Veterans' Memorial Cemetery	139	58	42%	0
Southern Maine Veterans Cemetery	100	46	46%	0
Southern Minnesota State Veterans Cemetery	0	0	N/A	1
Southern Nevada Veterans Memorial Cemetery	779	289	37%	0
Southern Wisconsin Veterans Memorial Cemetery	529	237	45%	11
Southwest Louisiana Veterans Cemetery	62	20	32%	4
Southwest Virginia Veterans Cemetery	114	56	49%	7
Sunset Cemetery	0	0	N/A	2
Tennessee State Veterans Cemetery at Parkers Crossroads	55	20	36%	8
Texas State Veterans Cemetery at Abilene	163	74	45%	6
Utah State Veterans Cemetery	0	0	N/A	0
Vermont Veterans Memorial Cemetery	0	0	N/A	2
Veterans Memorial Cemetery of Western Colorado	166	84	51%	2
Virginia Veterans Cemetery at Amelia	250	125	50%	10
Washington State Veterans Cemetery - Medical Lake	0	0	N/A	0
West Hawaii State Veterans Cemetery	0	0	N/A	0
West Tennessee State Veterans Cemetery	554	187	34%	8
Western Carolina State Veterans Cemetery	0	0	N/A	5
Western Montana Veterans Cemetery	68	45	66%	1
<i>White Eagle Cemetery</i>	0	0	N/A	0
<i>Yurok Veterans Cemetery</i>	0	0	N/A	0

Appendix F: Survey Results by Question

- This appendix provides the 2023 next of kin and funeral director survey results by question.

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

Survey Results by Question: Next of Kin

1. Due to Covid-19 pandemic restrictions, was a committal service held at the cemetery for your loved one?	Texas	All State / Tribal Cemeteries
	n=472	n=7,449
Yes	59.75%	59.19%
No	29.24%	31.75%
Don't know	11.02%	9.06%
2. How many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	Texas	All State / Tribal Cemeteries
	n=498	n=7,726
1-3 times	37.75%	39.28%
4-6 times	19.08%	23.56%
7-9 times	10.04%	8.23%
10 or more times	25.70%	20.49%
None, I have not visited	7.43%	8.44%
3. How far do you reside from the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=493	n=7,645
Less than 15 miles	20.89%	20.97%
15 to 29 miles	31.03%	26.59%
30 to 44 miles	13.79%	17.06%
45 to 59 miles	9.74%	9.99%
60 to 75 miles	6.09%	5.76%
More than 75 miles	18.46%	19.63%
4. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=454	n=6,902
Distance to the State or Tribal Veterans Cemetery	47.14%	53.65%
Access to transportation	11.67%	9.65%
Health status	20.26%	17.11%
Other (Specify)	29.07%	31.16%
5. 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?	Texas	All State / Tribal Cemeteries
	n=501	n=7,714
Yes	23.55%	20.26%
No	76.45%	79.74%

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

6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=491	n=7,644
Yes	79.84%	75.69%
No	20.16%	24.31%
7. How did you learn of these benefits prior to your time of need? (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=374	n=5,513
Family member/friend	52.94%	59.17%
Funeral home	24.33%	26.85%
Veterans Service Organization	16.84%	14.31%
Other Veteran/active-duty member	20.32%	18.21%
Pre-Need Burial Eligibility Determination	10.70%	11.70%
Military discharge-related materials	24.06%	26.59%
State or Tribal/VA/NCA pamphlet, brochure, newsletter	5.88%	4.97%
Local newspaper/television news reports	6.15%	2.90%
Professional/military association meetings	2.67%	3.37%
Other State Tribal or VA Organization	2.67%	4.03%
State or Tribal/VA/NCA website	6.95%	4.34%
Public events (e.g., parades, speeches)	1.87%	2.16%
State or Tribal/VA/NCA social media (Facebook or Twitter)	1.60%	<1%
Other (specify)	8.56%	7.06%
8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)	Texas	All State / Tribal Cemeteries
	n=437	n=6,810
E-mail	28.83%	29.41%
State or Tribal/VA/NCA website	6.41%	8.59%
State or Tribal/ VA/NCA social media (Facebook or Twitter)	3.66%	3.47%
Newsletter/flyer	25.63%	27.02%
Local newspaper/television news reports	19.22%	16.83%
Public events (e.g., parades, speeches)	4.12%	3.42%
Professional/military association meetings	6.41%	4.79%
Others (specify)	5.72%	6.48%

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

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=493	n=7,627
Very satisfied	88.24%	87.66%
Somewhat satisfied	9.53%	8.39%
Neither / Nor	1.42%	2.53%
Somewhat dissatisfied	<1%	<1%
Very dissatisfied	<1%	<1%
10. 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?	Texas	All State / Tribal Cemeteries
	n=279	n=4,342
Very informed	73.48%	74.34%
Somewhat informed	22.22%	19.69%
Neither informed nor uninformed	1.79%	2.72%
Somewhat uninformed	1.43%	1.84%
Very uninformed	1.08%	1.40%
11. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=276	n=4,353
Visit the gravesite	17.75%	23.87%
View the burial	17.03%	15.14%
Specific religious practices	9.42%	10.52%
Specific cultural practices	<1%	1.49%
Additional seating at the committal service	1.09%	4.07%
Handicapped accommodations	4.71%	5.44%
No, my family did not have any special needs or requests	72.83%	66.92%
12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?	Texas	All State / Tribal Cemeteries
	n=75	n=1,418
Yes, completely	88.00%	84.91%
Yes, somewhat	9.33%	7.90%
No, and I understand why	2.67%	4.23%
No, and I did not understand why	0.00%	2.96%

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

13. In what religious practice was the burial conducted?	Texas	All State / Tribal Cemeteries
	n=274	n=4,323
Christian	64.96%	62.99%
Catholic	25.55%	21.30%
Muslim	0.00%	0.00%
Jewish	0.00%	<1%
Buddhist	0.00%	<1%
Hindu	0.00%	0.00%
Atheist	0.00%	<1%
Agnostic	0.00%	<1%
None	8.03%	12.12%
Other (specify)	1.46%	2.27%

14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	Texas	All State / Tribal Cemeteries
	n=276	n=4,348
Yes, I viewed it online	3.62%	3.38%
Yes, the funeral director provided it	5.07%	3.96%
No	91.30%	92.66%

15. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery	Texas	All State / Tribal Cemeteries
	n=23	n=297
Strongly agree	65.22%	57.91%
Agree	34.78%	35.02%
Neither agree nor disagree	0.00%	6.40%
Disagree	0.00%	0.00%
Strongly disagree	0.00%	<1%

16. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	Texas	All State / Tribal Cemeteries
	n=23	n=289
Yes	4.35%	3.46%
No	95.65%	96.54%

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

17. If your loved one received military funeral honors, how satisfied were you with the quality of the honors received?	Texas	All State / Tribal Cemeteries
	n=225	n=3,304
Very satisfied	91.56%	91.62%
Somewhat satisfied	7.56%	5.87%
Neither / Nor	<1%	1.21%
Somewhat dissatisfied	0.00%	<1%
Very dissatisfied	<1%	<1%
18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=281	n=4,380
Very satisfied	90.75%	89.50%
Somewhat satisfied	8.19%	7.65%
Neither / Nor	<1%	1.55%
Somewhat dissatisfied	<1%	<1%
Very dissatisfied	0.00%	<1%
19. Were the inscription options for the headstone, marker, or columbarium niche cover explained to you?	Texas	All State / Tribal Cemeteries
	n=462	n=7,168
Yes	94.59%	92.23%
No	5.41%	7.77%
20. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	Texas	All State / Tribal Cemeteries
	n=492	n=7,591
Yes	93.29%	91.86%
No	6.71%	8.14%
21. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	Texas	All State / Tribal Cemeteries
	n=480	n=7,227
Very satisfied	88.33%	79.62%
Somewhat satisfied	8.13%	12.16%
Neither / Nor	2.71%	5.20%
Somewhat dissatisfied	<1%	2.20%
Very dissatisfied	<1%	<1%

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

22. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	Texas	All State / Tribal Cemeteries
	n=440	n=6,413
Yes	95.45%	95.65%
No	4.55%	4.35%
23. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	Texas	All State / Tribal Cemeteries
	n=460	n=6,890
Very satisfied	90.87%	88.74%
Somewhat satisfied	5.00%	5.05%
Neither / Nor	3.48%	5.01%
Somewhat dissatisfied	<1%	<1%
Very dissatisfied	<1%	<1%
24. Did you receive a certificate signed by the President of the United States honoring the Veteran's service?	Texas	All State / Tribal Cemeteries
	n=401	n=6,090
Yes	68.33%	58.69%
No	31.67%	41.31%
25. How satisfied were you with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	Texas	All State / Tribal Cemeteries
	n=268	n=3,475
Very satisfied	81.72%	82.65%
Somewhat satisfied	9.70%	8.69%
Neither / Nor	6.34%	6.85%
Somewhat dissatisfied	1.12%	<1%
Very dissatisfied	1.12%	<1%
26. Why were you not satisfied with the quality of the certificate signed by the President of the United States honoring the Veteran's service?	Texas	All State / Tribal Cemeteries
	n=15	n=188
Envelope was bent/torn	13.33%	15.96%
Name was misspelled	20.00%	10.64%
Poor print quality	13.33%	9.04%
Other problem (specify)	66.67%	69.68%

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

27. Receiving the certificate signed by the President of the United States honoring the Veteran's service at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	Texas	All State / Tribal Cemeteries
	n=265	n=3,425
Strongly agree	39.62%	35.82%
Agree	19.25%	24.09%
Neither agree nor disagree	35.47%	35.42%
Disagree	3.77%	3.53%
Strongly disagree	1.89%	1.14%
28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=481	n=7,494
None, I was well informed	70.89%	67.24%
Details of the committal service	7.48%	7.69%
Military funeral honors	2.91%	4.79%
Location of gravesite	4.16%	4.36%
Layout of cemetery	3.53%	4.14%
Directions to Cemetery	1.87%	2.14%
Certificate signed by the President of the United States honoring the Veteran's service	12.47%	16.32%
Floral policy	6.65%	6.67%
Headstone or marker inscription options	5.20%	7.90%
Other(specify)	2.29%	3.66%

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

29. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	Texas	All State / Tribal Cemeteries
	n=499	n=7,828
Strongly agree	79.16%	74.22%
Agree	19.44%	22.09%
Neither agree nor disagree	1.00%	3.00%
Disagree	<1%	<1%
Strongly disagree	0.00%	<1%
30. The committal shelter used for the service was private, clean, and free of safety hazards.	Texas	All State / Tribal Cemeteries
	n=300	n=4,696
Strongly agree	87.33%	82.24%
Agree	12.67%	15.99%
Neither agree nor disagree	0.00%	1.41%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%

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

31. The cemetery honors all Veterans and their service to our nation.	Texas	All State / Tribal Cemeteries
	n=503	n=7,925
Strongly agree	87.48%	81.43%
Agree	11.73%	16.57%
Neither agree nor disagree	<1%	1.68%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
32. There are sufficient signs within the cemetery to assist visitors.	Texas	All State / Tribal Cemeteries
	n=508	n=8,046
Strongly agree	75.00%	66.80%
Agree	20.47%	25.06%
Neither agree nor disagree	2.95%	5.65%
Disagree	1.38%	1.98%
Strongly disagree	<1%	<1%
33. The quality of service received from cemetery staff is excellent.	Texas	All State / Tribal Cemeteries
	n=511	n=8,100
Strongly agree	82.58%	77.22%
Agree	14.68%	18.72%
Neither agree nor disagree	1.96%	3.00%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
34. The State or Tribal Veterans Cemetery staff was courteous.	Texas	All State / Tribal Cemeteries
	n=503	n=8,071
Strongly agree	85.49%	80.30%
Agree	13.12%	17.05%
Neither agree nor disagree	0.99%	2.08%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%

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

35. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	Texas	All State / Tribal Cemeteries
	n=502	n=8,037
Strongly agree	83.86%	78.91%
Agree	14.54%	17.28%
Neither agree nor disagree	1.00%	2.95%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
36. The appearance of my loved one's gravesite/columbaria is excellent.	Texas	All State / Tribal Cemeteries
	n=476	n=7,308
Strongly agree	84.45%	75.83%
Agree	14.29%	19.66%
Neither agree nor disagree	1.05%	3.24%
Disagree	0.00%	1.00%
Strongly disagree	<1%	<1%
37. The information kiosks (i.e., gravesite locators) are helpful to me.	Texas	All State / Tribal Cemeteries
	n=438	n=6,848
Strongly agree	71.46%	62.63%
Agree	21.00%	24.01%
Neither agree nor disagree	6.16%	11.29%
Disagree	<1%	1.47%
Strongly disagree	<1%	<1%
38. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	Texas	All State / Tribal Cemeteries
	n=513	n=8,200
Strongly agree	88.11%	81.48%
Agree	11.50%	16.67%
Neither agree nor disagree	<1%	1.49%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%

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

39. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	Texas	All State / Tribal Cemeteries
	n=513	n=8,237
Strongly agree	85.77%	79.05%
Agree	13.26%	18.28%
Neither agree nor disagree	<1%	1.86%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
40. I would recommend the cemetery to Veteran families during their time of need.	Texas	All State / Tribal Cemeteries
	n=514	n=8,259
Strongly agree	86.58%	82.30%
Agree	12.84%	16.08%
Neither agree nor disagree	<1%	1.28%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
41. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	Texas	All State / Tribal Cemeteries
	n=507	n=8,068
Strongly agree	84.62%	79.72%
Agree	14.00%	17.98%
Neither agree nor disagree	1.18%	2.01%
Disagree	<1%	<1%
Strongly disagree	0.00%	<1%
42. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	Texas	All State / Tribal Cemeteries
	n=507	n=8,165
Strongly agree	84.02%	79.04%
Agree	14.60%	18.67%
Neither agree nor disagree	1.38%	2.11%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%

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

43. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	Texas	All State / Tribal Cemeteries
	n=514	n=8,219
Strongly agree	73.54%	67.23%
Agree	22.57%	24.53%
Neither agree nor disagree	3.11%	6.81%
Disagree	<1%	1.00%
Strongly disagree	<1%	<1%
44. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=486	n=7,561
My loved one wanted to be interred here	72.22%	69.30%
Other family members are interred here	17.90%	26.44%
The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.	42.18%	39.61%
The State or Tribal Veterans Cemetery is close and easy to get to	25.10%	23.04%
Others recommended the State or Tribal Veterans Cemetery	9.67%	13.82%
The cost was reasonable to inter my loved one	27.98%	33.29%
There is no VA national cemetery conveniently available for the interment of my loved one	9.47%	8.05%
Others (specify)	2.88%	3.90%
45. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	Texas	All State / Tribal Cemeteries
	n=476	n=7,334
Strongly agree	8.40%	7.47%
Agree	5.88%	6.01%
Neither agree nor disagree	55.46%	52.59%
Disagree	21.01%	24.04%
Strongly disagree	9.24%	9.89%

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

46. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery.	Texas	All State / Tribal Cemeteries
	n=59	n=884
My loved one wanted to be interred here	57.63%	57.81%
Other family members are interred here	6.78%	20.59%
Others recommended the VA national cemetery.	8.47%	9.28%
Others recommended the State or Tribal Veterans Cemetery	8.47%	9.28%
There is no cost to inter my loved one at a national cemetery.	10.17%	19.46%
A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.	15.25%	17.76%
The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.	16.95%	15.05%
Others (specify)	8.47%	7.35%
47. Have you visited a VA national cemetery?	Texas	All State / Tribal Cemeteries
	n=455	n=7,123
Yes	53.19%	58.29%
No	46.81%	41.71%
48. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	Texas	All State / Tribal Cemeteries
	n=236	n=3,994
Strongly agree	60.59%	55.81%
Agree	30.93%	32.05%
Neither agree nor disagree	6.36%	10.22%
Disagree	2.12%	1.60%
Strongly disagree	0.00%	<1%
49. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	Texas	All State / Tribal Cemeteries
	n=237	n=3,985
Strongly agree	55.27%	51.24%
Agree	29.11%	28.53%
Neither agree nor disagree	14.77%	18.72%
Disagree	<1%	1.10%
Strongly disagree	<1%	<1%

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

50. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	Texas	All State / Tribal Cemeteries
	n=442	n=6,874
Strongly agree	50.68%	47.24%
Agree	31.00%	33.37%
Neither agree nor disagree	16.52%	16.98%
Disagree	1.81%	2.08%
Strongly disagree	0.00%	<1%
51. What is your gender?	Texas	All State / Tribal Cemeteries
	n=489	n=7,573
Female	71.78%	70.26%
Male	28.22%	29.74%
52. Are you Hispanic or Latino?	Texas	All State / Tribal Cemeteries
	n=476	n=7,376
Yes	26.68%	4.73%
No	73.32%	95.27%
53. What is your race? (Mark one or more)	Texas	All State / Tribal Cemeteries
	n=463	n=7,364
White	85.31%	83.45%
Black or African American	11.66%	13.78%
American Indian or Alaskan Native	1.30%	1.39%
Asian	3.89%	2.59%
Native Hawaiian or Pacific Islander	<1%	<1%
54. In what year were you born? (Age group)	Texas	All State / Tribal Cemeteries
	n=425	n=6,502
18-29	<1%	<1%
30-39	1.18%	<1%
40-49	5.18%	3.81%
50-59	10.82%	12.98%
60-69	27.53%	30.04%
70+	55.06%	52.05%

Note: Question 55 on the State or Tribal Veterans Cemetery Survey is an optional free text question for next of kin to elaborate on their experience they chose. These answers are captured in the NCA STVC 2023 Semiannual Reports.

Appendix F: Survey Results by Question (Funeral Directors)

Survey Results by Question: Funeral Directors

2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	Texas	All State / Tribal Cemeteries
	n=26	n=632
Less than 15 miles	15.38%	12.82%
15 to 29 miles	23.08%	22.47%
30 to 44 miles	19.23%	20.89%
45 to 59 miles	3.85%	17.56%
60 to 75 miles	11.54%	11.71%
More than 75 miles	26.92%	14.56%
3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=26	n=628
Less than 1 year	3.85%	1.43%
1 to 4 years	0.00%	5.41%
5 to 8 years	7.69%	7.32%
9 to 12 years	26.92%	7.80%
13 years or more	53.85%	69.11%
Don't know	7.69%	8.92%
4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=26	n=627
1-4%	26.92%	37.16%
5-9%	19.23%	17.86%
10-14%	11.54%	11.96%
15-24%	3.85%	8.77%
25-49%	15.38%	10.69%
50-74%	11.54%	8.61%
75-100%	11.54%	4.94%

Note: Question 1 on the Funeral Director Survey asks the respondent to identify the cemetery it does the most business with, this information is used to associate respondents' information with the appropriate cemetery.

Appendix F: Survey Results by Question (Funeral Directors)

5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	Texas	All State / Tribal Cemeteries
	n=26	n=623
Excellent	69.23%	79.78%
Good	23.08%	16.69%
Fair	3.85%	3.05%
Poor	3.85%	<1%
6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	Texas	All State / Tribal Cemeteries
	n=26	n=626
Yes, well informed	80.77%	82.75%
Yes, somewhat well informed	15.38%	14.70%
No, not well informed	3.85%	2.56%
7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)	Texas	All State / Tribal Cemeteries
	n=25	n=610
State or Tribal/VA/NCA Website	28.00%	20.98%
Local newspaper/television news reports	0.00%	<1%
Public events (e.g., parades, exhibits, speeches)	0.00%	0.00%
Professional associations/conventions/meetings	8.00%	5.74%
Veterans Service Officers	0.00%	8.36%
Outreach by cemetery staff	60.00%	62.95%
Other (Please specify)	4.00%	1.48%
8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)	Texas	All State / Tribal Cemeteries
	n=26	n=616
None, I feel well informed	69.23%	75.32%
Eligibility requirements for burial in a State or Tribal Veterans Cemetery	7.69%	8.44%
Scheduling process	15.38%	10.39%
Military funeral honors	7.69%	4.71%
Presidential Memorial Certificates	3.85%	4.55%
Floral policy	7.69%	3.08%
Headstone, marker, or columbarium niche cover inscription options	3.85%	2.11%

Appendix F: Survey Results by Question (Funeral Directors)

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)	Texas	All State / Tribal Cemeteries
	n=26	n=602
Phone	7.69%	10.96%
Fax	0.00%	3.65%
Letter	15.38%	18.94%
Email	73.08%	62.79%
State or Tribal website	0.00%	1.99%
Newsletter or flyer	3.85%	1.66%
10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=26	n=624
Very satisfied	65.38%	80.61%
Somewhat satisfied	30.77%	16.35%
Neither / Nor	0.00%	2.40%
Somewhat dissatisfied	0.00%	<1%
Very dissatisfied	3.85%	<1%
11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	Texas	All State / Tribal Cemeteries
	n=26	n=625
Superior to private cemeteries	38.46%	39.68%
Better than private cemeteries	38.46%	32.64%
About the same	15.38%	24.32%
Worse than private cemeteries	7.69%	1.92%
Much worse than private cemeteries	0.00%	<1%
12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	Texas	All State / Tribal Cemeteries
	n=26	n=618
Superior to private cemeteries	61.54%	56.47%
Better than private cemeteries	38.46%	30.42%
About the same	0.00%	12.62%
Worse than private cemeteries	0.00%	<1%
Much worse than private cemeteries	0.00%	0.00%

Appendix F: Survey Results by Question (Funeral Directors)

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	Texas	All State / Tribal Cemeteries
	n=26	n=621
Yes	92.31%	92.59%
No	7.69%	7.41%
14. Are you aware of any State or Veterans Tribal Cemetery informational resources on military honors?	Texas	All State / Tribal Cemeteries
	n=25	n=623
Yes	84.00%	79.78%
No	16.00%	20.22%
15. Do you typically provide these information resources on military honors to next of kin?	Texas	All State / Tribal Cemeteries
	n=20	n=488
Yes	90.00%	94.67%
No	10.00%	5.33%
16. Do you understand the inscription options for the headstone, marker, or columbarium niche cover available to Next of Kin?	Texas	All State / Tribal Cemeteries
	n=25	n=618
Yes	100.00%	92.72%
No	0.00%	7.28%
17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=25	n=615
Very easy	72.00%	68.62%
Somewhat easy	24.00%	24.55%
Neither easy nor hard	0.00%	4.39%
Somewhat hard	0.00%	1.63%
Very hard	4.00%	<1%

Appendix F: Survey Results by Question (Funeral Directors)

18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=26	n=614
Less than 1 hour	57.69%	59.45%
1 to 2 hours	26.92%	22.64%
3 to 4 hours	3.85%	6.51%
5 to 8 hours	3.85%	1.95%
1 to 2 days	7.69%	8.14%
More than 2 days	0.00%	1.30%
19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	Texas	All State / Tribal Cemeteries
	n=26	n=617
Very satisfied	65.38%	72.93%
Somewhat satisfied	26.92%	19.77%
Neither / Nor	3.85%	5.35%
Somewhat dissatisfied	0.00%	1.13%
Very dissatisfied	3.85%	<1%
20. During committal services, how often do you receive the support you need from cemetery staff?	Texas	All State / Tribal Cemeteries
	n=26	n=615
Always	88.46%	85.85%
For the most part	11.54%	11.54%
Occasionally	0.00%	1.63%
Never	0.00%	<1%
21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	Texas	All State / Tribal Cemeteries
	n=25	n=613
Always	92.00%	80.26%
For the most part	8.00%	18.60%
Occasionally	0.00%	1.14%
Never	0.00%	0.00%

Appendix F: Survey Results by Question (Funeral Directors)

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	Texas	All State / Tribal Cemeteries
	n=17	n=427
Very successful	76.47%	69.32%
Somewhat successful	17.65%	25.29%
Neither successful nor unsuccessful	0.00%	3.28%
Somewhat unsuccessful	5.88%	1.17%
Very unsuccessful	0.00%	<1%
23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	Texas	All State / Tribal Cemeteries
	n=26	n=615
Very easy	73.08%	75.61%
Somewhat easy	15.38%	19.35%
Neither easy nor hard	7.69%	3.74%
Somewhat hard	0.00%	<1%
Very hard	3.85%	<1%
24. To what extent is the quality of military honors acceptable?	Texas	All State / Tribal Cemeteries
	n=26	n=593
Very acceptable	88.46%	88.87%
Somewhat acceptable	7.69%	8.94%
Neither acceptable or unacceptable	3.85%	1.69%
Somewhat unacceptable	0.00%	<1%
Very unacceptable	0.00%	0.00%
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	Texas	All State / Tribal Cemeteries
	n=499	n=7,828
Strongly agree	79.16%	74.22%
Agree	19.44%	22.09%
Neither agree nor disagree	1.00%	3.00%
Disagree	<1%	<1%
Strongly disagree	0.00%	<1%

Appendix F: Survey Results by Question (Funeral Directors)

26. The committal shelter used for the service was private, clean, and free of safety hazards.	Texas	All State / Tribal Cemeteries
	n=300	n=4,696
Strongly agree	87.33%	82.24%
Agree	12.67%	15.99%
Neither agree nor disagree	0.00%	1.41%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
27. The cemetery honors all Veterans and their service to our nation.	Texas	All State / Tribal Cemeteries
	n=503	n=7,925
Strongly agree	87.48%	81.43%
Agree	11.73%	16.57%
Neither agree nor disagree	<1%	1.68%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
28. There are sufficient signs within the cemetery to assist visitors.	Texas	All State / Tribal Cemeteries
	n=508	n=8,046
Strongly agree	75.00%	66.80%
Agree	20.47%	25.06%
Neither agree nor disagree	2.95%	5.65%
Disagree	1.38%	1.98%
Strongly disagree	<1%	<1%
29. The quality of service received from cemetery staff is excellent.	Texas	All State / Tribal Cemeteries
	n=511	n=8,100
Strongly agree	82.58%	77.22%
Agree	14.68%	18.72%
Neither agree nor disagree	1.96%	3.00%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%

Appendix F: Survey Results by Question (Funeral Directors)

30. The State or Tribal Veterans Cemetery staff was courteous.	Texas	All State / Tribal Cemeteries
	n=503	n=8,071
Strongly agree	85.49%	80.30%
Agree	13.12%	17.05%
Neither agree nor disagree	0.99%	2.08%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	Texas	All State / Tribal Cemeteries
	n=502	n=8,037
Strongly agree	83.86%	78.91%
Agree	14.54%	17.28%
Neither agree nor disagree	1.00%	2.95%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.	Texas	All State / Tribal Cemeteries
	n=26	n=618
Strongly agree	69.23%	70.23%
Agree	19.23%	22.49%
Neither agree nor disagree	11.54%	4.37%
Disagree	0.00%	2.10%
Strongly disagree	0.00%	<1%
33. The information kiosks (i.e., gravesite locators) are helpful to me.	Texas	All State / Tribal Cemeteries
	n=438	n=6,848
Strongly agree	71.46%	62.63%
Agree	21.00%	24.01%
Neither agree nor disagree	6.16%	11.29%
Disagree	<1%	1.47%
Strongly disagree	<1%	<1%

Appendix F: Survey Results by Question (Funeral Directors)

34. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	Texas	All State / Tribal Cemeteries
	n=513	n=8,200
Strongly agree	88.11%	81.48%
Agree	11.50%	16.67%
Neither agree nor disagree	<1%	1.49%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
35. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	Texas	All State / Tribal Cemeteries
	n=513	n=8,237
Strongly agree	85.77%	79.05%
Agree	13.26%	18.28%
Neither agree nor disagree	<1%	1.86%
Disagree	<1%	<1%
Strongly disagree	<1%	<1%
36. I would recommend the cemetery to Veteran families during their time of need.	Texas	All State / Tribal Cemeteries
	n=514	n=8,259
Strongly agree	86.58%	82.30%
Agree	12.84%	16.08%
Neither agree nor disagree	<1%	1.28%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
37. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	Texas	All State / Tribal Cemeteries
	n=507	n=8,068
Strongly agree	84.62%	79.72%
Agree	14.00%	17.98%
Neither agree nor disagree	1.18%	2.01%
Disagree	<1%	<1%
Strongly disagree	0.00%	<1%

Appendix F: Survey Results by Question (Funeral Directors)

38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	Texas	All State / Tribal Cemeteries
	n=507	n=8,165
Strongly agree	84.02%	79.04%
Agree	14.60%	18.67%
Neither agree nor disagree	1.38%	2.11%
Disagree	0.00%	<1%
Strongly disagree	0.00%	<1%
39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	Texas	All State / Tribal Cemeteries
	n=514	n=8,219
Strongly agree	73.54%	67.23%
Agree	22.57%	24.53%
Neither agree nor disagree	3.11%	6.81%
Disagree	<1%	1.00%
Strongly disagree	<1%	<1%

Note: Question 40 on the Funeral Director survey is an optional free text question for funeral directors to elaborate on their experience. These answers are captured in the NCA 2023 Semiannual Reports.