DEPARTMENT OF VETERANS AFFAIRS

Burial Operations Support System
Gravesite Assessment Reporting (GAR)

User Guide
V2.0
August 2009

OFFICE OF ENTERPRISE DEVELOPMENT
MEMORIAL PRODUCTS DIVISION

Revision History

Date	Revision	Description	Author
12/2008	Draft	Draft	Memorial Products Division
01/2009	V1.0	Version 1	Memorial Products Division
08/2009	V2.0	Version 2	Memorial Products Division

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1. Introduction

Welcome to the User Guide for the BOSS - Gravesite Assessment Reporting (GAR) of the National Cemetery Administration.

The Gravesite Assessment Reporting (GAR) application delivers the semi-annual and fiscal year Gravesite Assessment reports. The reports collect information about the cleanliness, height and alignment of headstones/markers National Cemeteries. The Assessment is based on a random sampling of gravesites inspected by cemetery staff in April and October each year.

1.1. Using this Guide

1.1.1. Usage-Based Organization

This Guide is organized around product features, beginning with start-up and following a typical usage path from basic to advance. You may use it in the following ways:

- ü Read straight through in sequence for a step-by-step orientation to product features.
- ü Use the table of contents to select the specific feature on which you want instruction.

1.1.2. Text Features: Notes, Tips, Caution

The following indicators appear throughout the Guide for extra information:



NOTE: Provides a special detail to help you use the product most effectively. May forecast a challenge and offer a reminder, alternate path, or usage hint.



CAUTION: Provides information that could prevent you performing a potentially harmful act with the product.

1.1.3. Conventions Used in This Guide

Throughout this Guide, you will find a variety of elements designed to help you work more efficiently with GAR. They include the many conventions listed below:

- **Keyboard Responses:** Keys provided in **<boldface>**, help you identify what to press on your keyboard to perform an action. For example, when you see **<ENTER>**, press this key on your keyboard.

- **Mouse Responses:** Buttons provided in **boldface**, within the steps, indicate you should select your computer screen using the mouse. For example, when you see **NEXT**, **YES/NO**, or **OK**, click or select the appropriate button on your computer screen.

- **User Responses:** Information presented in **boldface**, within the steps, indicates you should “type” (enter) onto your computer screen. For example, At the “**Cemetery Name**” field, type **FLORIDA%** and then press **<ENTER>**.

- **Form Field text:** Field/Column text from within the Form is presented in “**boldface**” within quotes. For example, Type a search criteria within the “**Assessment Comment**” field.

- **Screen Captures:** Provided throughout this Guide to show you examples of what you will see on you computer screen after performing a step or action.

- **Menu Options:** When provided in ***boldface italics***, identifies a menu option. For example, At the ***GAR*** main menu, select the ***Assessment Reporting Period***.

2. Overview

This Guide provides step-by-step instructions for Level I, Level II and Level III users. The following GAR features and functions are described in detail later in this document:

Level I Users (Business Process Improvement Service)

- ü Create/Edit/Query assessment period records
- ü Receive “Gravesite Assessment sample data is ready for review and submission” email.
- ü Edit/Accept cemetery sample size
- ü Receive “Gravesite Assessment Reporting Period Open!” email
- ü Create/Edit/Delete/Query standardized list of comments
- ü Update/Query/Print cemetery assessment status and results
- ü Print assessment reports (Semi-annual, Fiscal Year, MSN, and Cemetery)

Level II Users (MSN Officials)

- ü Receive “Gravesite Assessment Reporting Period Open!” email
- ü Query/Print cemetery assessment status and results

Level III Users (Cemetery Staff)

- ü Receive “Gravesite Assessment Reporting Period Open!” email
- ü Print cemetery assessment worksheets
- ü Query/Enter/Save/Submit gravesite assessments

2.1. Diagrams

2.1.1. High Level Process Flow

The diagram below describes the GAR high level process flow.

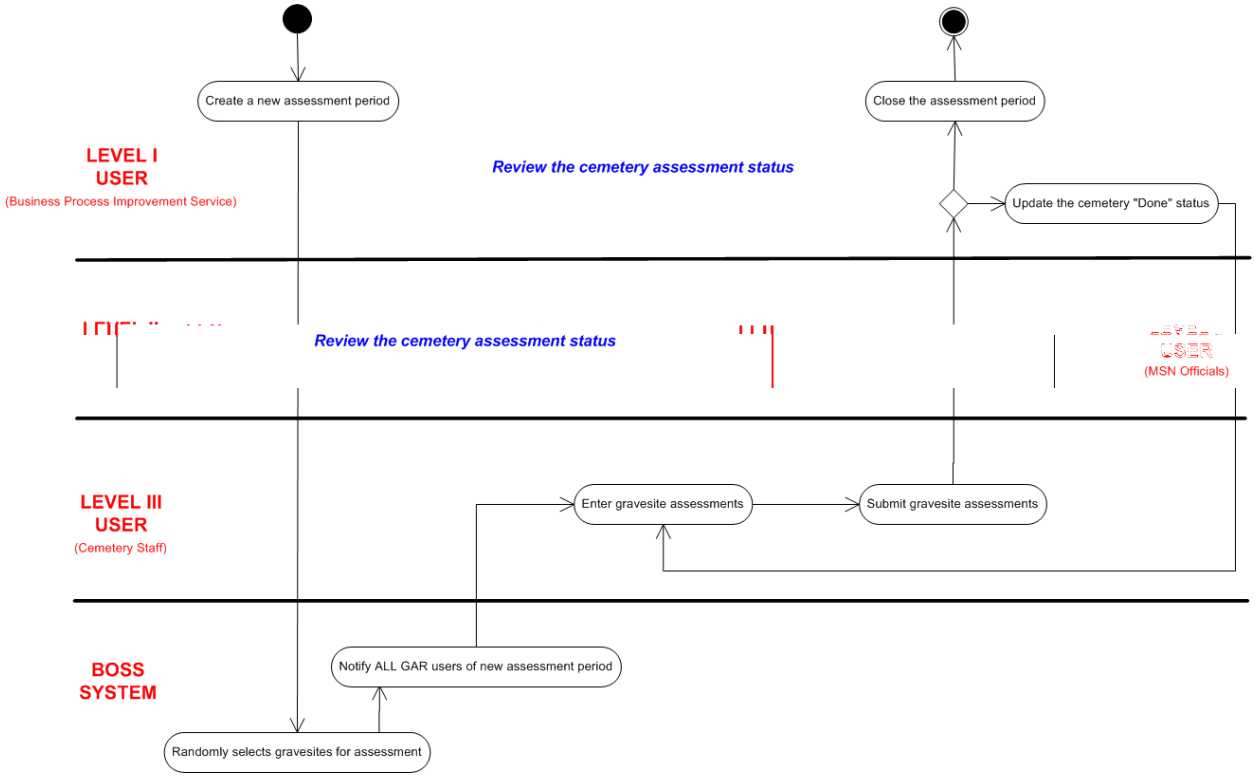


Figure 1. Diagram: GAR High Level Process Flow

2.1.2. Create a New Assessment Period

The diagram below describes the processess when creating a new assessment period.

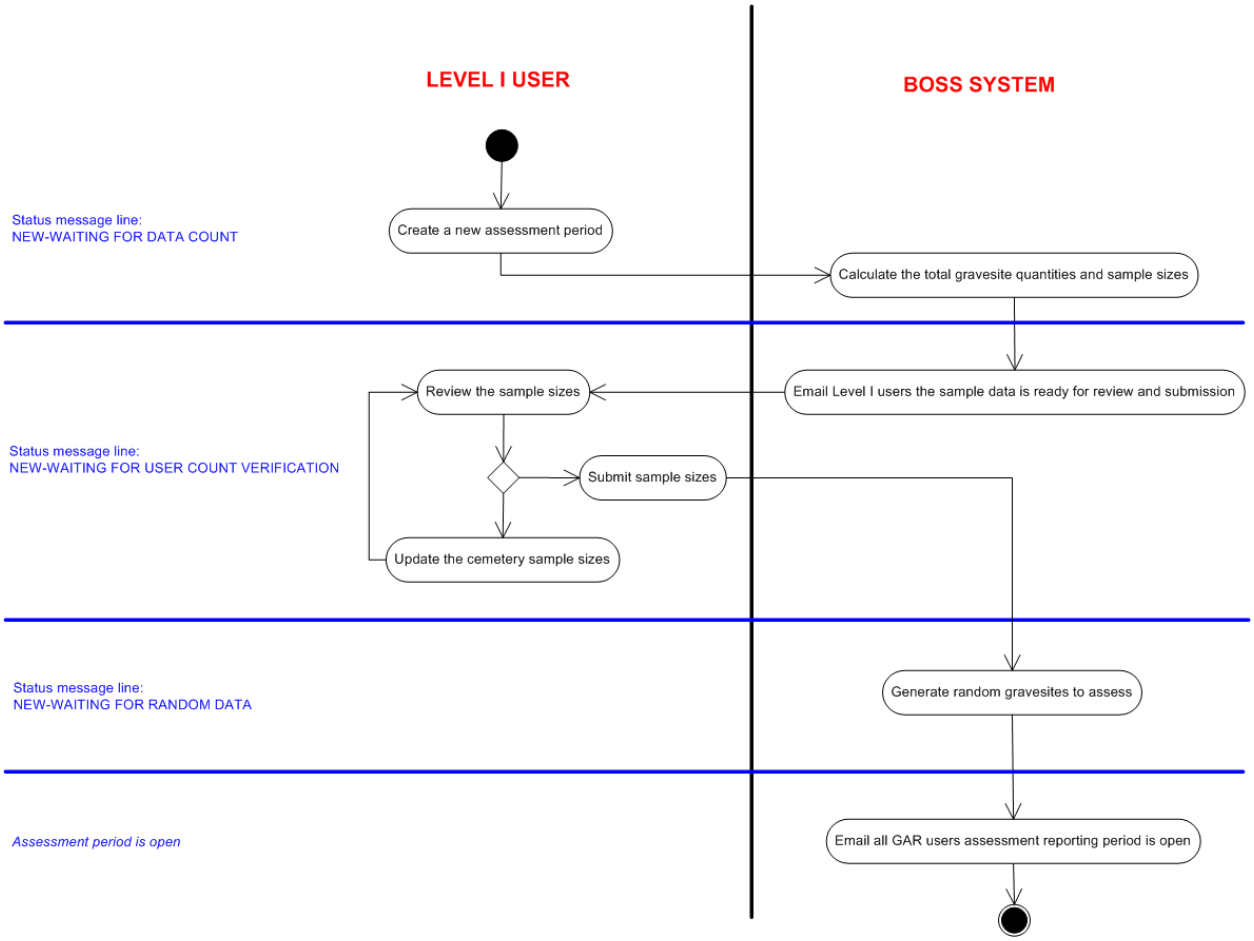


Figure 2. Diagram: Create a New Assessment Period

3. Accessing GAR

3.1. Obtaining and deleting accounts

All account requests must be submitted to the Remedy Help-Desk by a NCA Cemetery Director via Remedy Help-Desk ticket.

3.2. Changing password

Password requests must be submitted to the Remedy Help-Desk via Remedy Help-Desk ticket.

3.3. Location

The GAR application operates/functions within the Burial Operations Support System (BOSS) environment. It is accessed through the Quantico Regional Processing Center home page at http://vaww.cem.va.gov. There are two instances of GAR: Production and Training.

The Production instance is located at:
http://ncaapps.cem.va.gov:8082/forms/frmservlet?config=apps10g

The Training instance is located at:
http://ncaapps.cem.va.gov:8083/forms/frmservlet?config=apps10g-trng.

Accessing GAR consists of the following steps:

3. Launch a browser window.



NOTE: The browser will open the Quantico Regional Processing Center home page located at http://vaww.cem.va.gov.

4. From the left pane, select the ***Burial Operations Support System*** menu.
5. Select the appropriate product menu:



NOTE: There are two instances of GAR: Production and Training.

   a. For the Production instance, select ***BOSS Application*** menu.



Figure 6. Production instance: *BOSS Application* menu

b. For the Training instance, select the ***BOSS Application – (Training)*** menu.

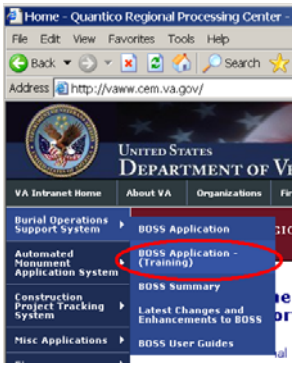


Figure 7. *BOSS Application – (Training)* menu

NOTE: Oracle JInitiator enables end users to run Oracle Developer Server applications within a browser. The GAR application uses Oracle JInitiator for authentication. If a new version is released, the messages below will be displayed. Select **Grant this session** to continue.



Figure 8. JInitiator, VeriSign, Inc. request for install



Figure 9. JInitiator, Oracle request for install

Result: The ***BOSS Application*** screen (http://ncaapps.cem.va.gov:8082/forms/frmservlet?config=apps10g)

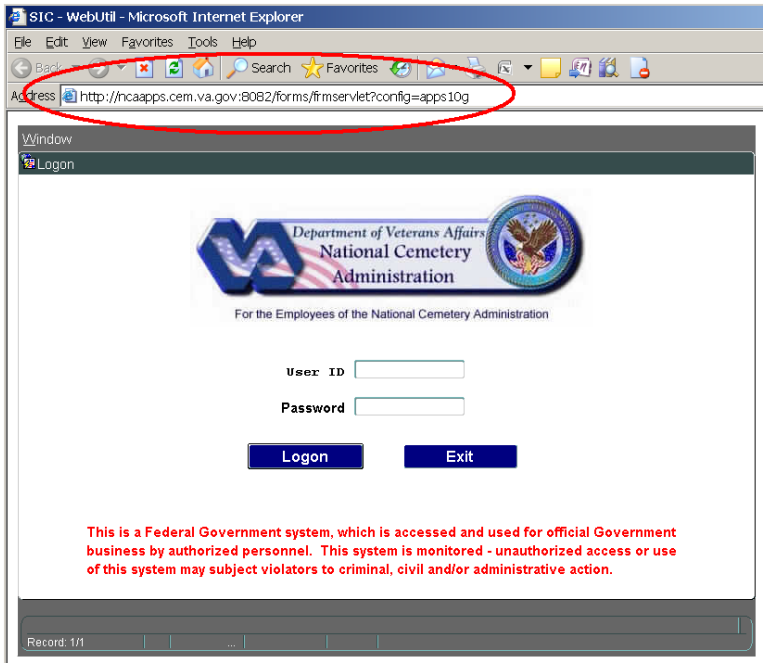


Figure 10. Production Instance: GAR Logon Screen

Result: The ***BOSS Application – (Training)*** screen (http://ncaapps.cem.va.gov:8083/forms/frmservlet?config=apps10g-trng)

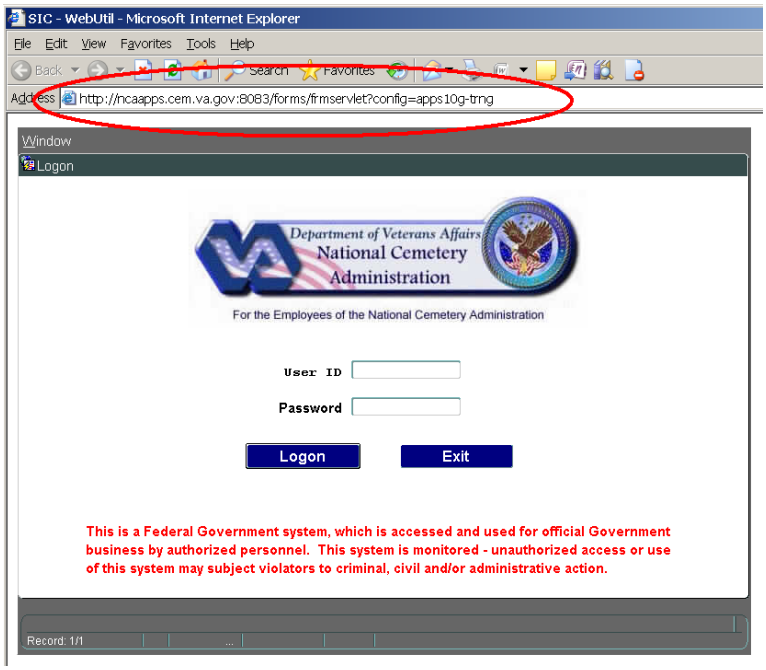


Figure 11. Training instance: GAR Logon Screen

4. Type your username into the "**User ID**" field and press the **<TAB>** key.
5. Type the password into the "**Password**" field and press the **<ENTER>** key or click **Logon**.

3.4. Setting the User Profile

GAR users are required to enter information in their User Profile.

1. For new users, the message below will be displayed after logging on. Click on **OK** to continue.

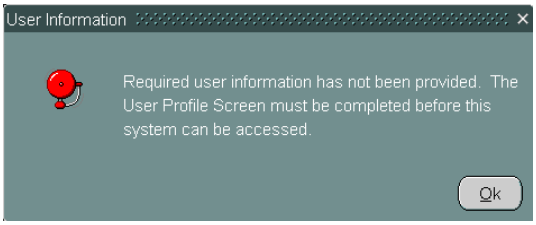


Figure 12. User Information message

For existing users, access your User Profile by selecting ***User Activity*** from the main GAR Form and selecting the ***User Profile*** menu.



Figure 13. *User Profile* menu

2. From the **USER PROFILE** Form, enter your information in the required fields: Phone, Default Printer, and Email.

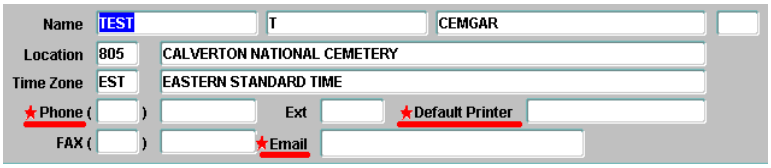


Figure 14. User Profile, required fields

NOTE: The required fields for GAR: Phone, Default Printer, and Email.

3.5. User Interface

The GAR application operates/functions within the BOSS environment. The screens below display the typical graphical user interface.

Example: ***GAR*** Main Menu

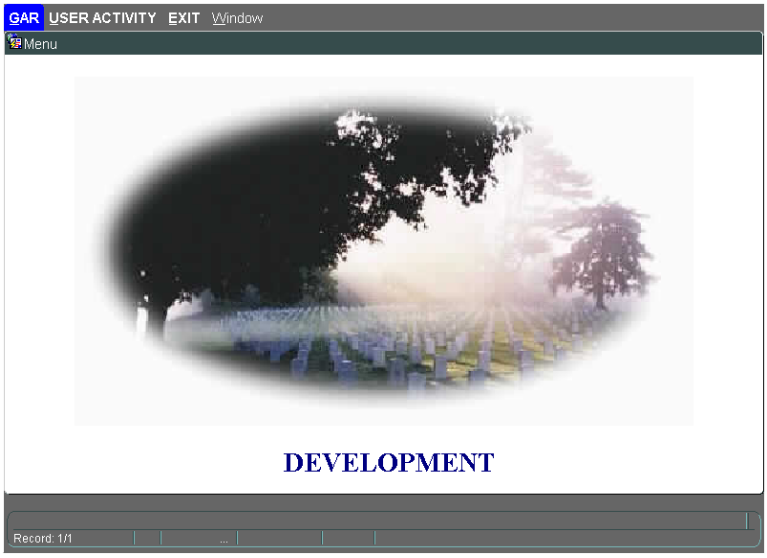


Figure 15. Example Form: *GAR* Main Menu

Example: Cemetery Assessment Status Form

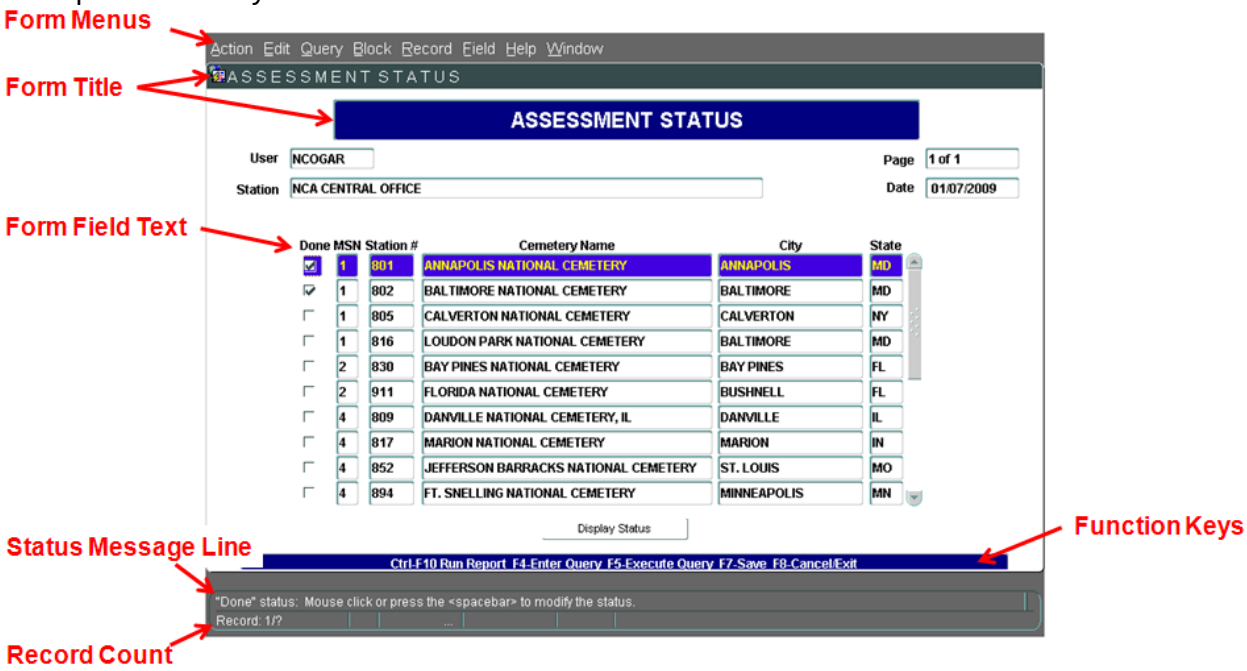


Figure 16. Example Form: Cemetery Assessment Status

3.6. Keyboard Navigation

The keyboard navigation varies based on the screen displayed. They are displayed at the bottom of the screen:



Figure 17. Keyboard navigation example

To view the keyboard function keys,

1. Select ***Help*** from the Form menu
2. Choose ***Keys*** from the list.

The following are displayed:

Function	Key
Accept	F7
Clear Block	Shift+F6
Clear Record	Shift+F7
Commit	F7
Delete Record	Ctrl+F3
Enter Query	F4
Execute Query	F5
EXIT/CANCEL	F8
Insert Record	Ctrl+F2
Left	Left
List of Values	F6
New Record	Ctrl+F2
Next Block	PageDown
Next Field	Enter
Next Field	Tab
Next Field	Return
Next Record	Down
Next Set of Records	Shift+F4
Previous Block	PageUp
Previous Field/Item	Shift+Tab
Previous Record	Up
Print	Ctrl+F10
Right	Right
Scroll Down	Ctrl+Down
Scroll Up	Ctrl+Up
Show Keys	F1

Table 1. Function Keys

4. Level I User (Business Process Improvement Service)

The Level I user consists of the Business Process Improvement Service (Program Office). This user is the manager of all Gravesite Assessments and Reports Manager (for all cemetery station numbers, MSNs, etc).

Level I users have access to the following functions:

- ü Create/Edit/Query assessment period records
- ü Receive "Gravesite Assessment sample data is ready for review and submission" email.
- ü Edit/Accept cemetery sample size
- ü Receive "Gravesite Assessment Reporting Period Open!" email
- ü Create/Edit/Delete/Query standardized list of comments
- ü Update/Query/Print cemetery assessment status and results
- ü Print assessment reports (Semi-annual, Fiscal Year, MSN, and Cemetery)

4.1. Main Menu

The Level I user has four main menus: ***Assessment Reporting Period***, ***Gravesite Cumulative Data***, ***Assessment Comments***, and ***Cemetery Assessment Status*****.**

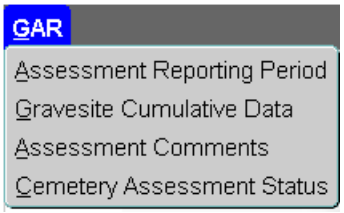


Figure 18. Level I User, GAR Main Menu

4.2. Create/Edit/Query assessment period records

The list of assessment periods are accessed through the ***Assessment Reporting Period*** menu. Within the **ASSESSMENT PERIOD** Form, the Level I user can perform the following:

1. Create/Edit/Query assessment period records.
2. Print assessment reports (Semi-annual, Fiscal Year, MSN, and Cemetery).

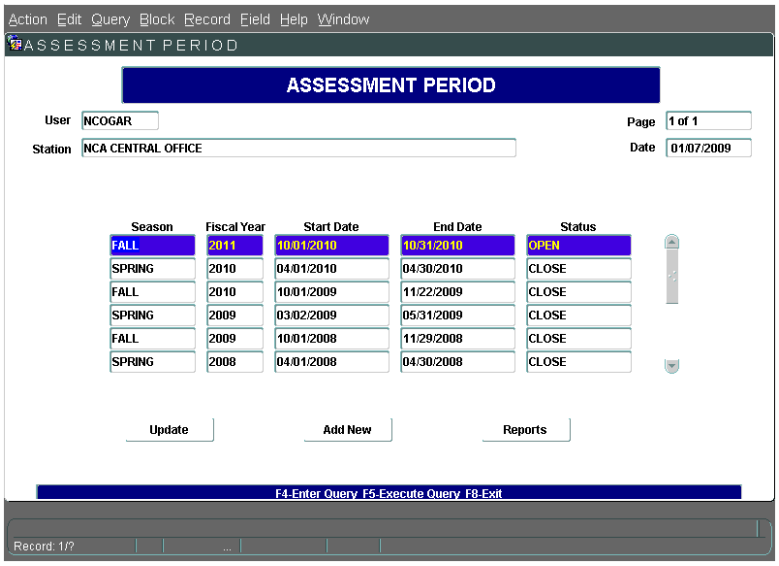


Figure 19. Level I User Form: Assessment Reporting Period Main Form

4.2.1. Create a new assessment period

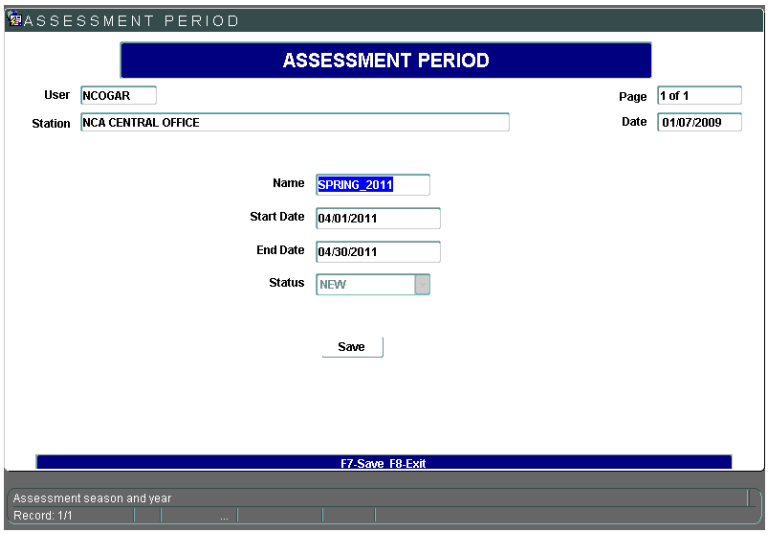


Figure 20. Level I User Form: Create a new assessment period

To create a new assessment period:

1. From the ***GAR*** Main Menu, select the ***Assessment Reporting Period***.
2. Click on the **Add New** button.

CAUTION: Creating a new assessment period notifies the BOSS environment to calculate the total gravesite quantities and generate the sample gravesite sizes.

NOTE:

- The diagram located in Section 2.1.2 Create a New Assessment Period contains detailed description of the internal processes.

- The most recent assessment period must have a CLOSE status in order to create a new assessment period.
- The "**Start Date**" and "**End Date**" are the only editable fields.
- Validation for the "**Start Date**" and "**End Date**":
  - ü For Spring assessment, the "**Start Date**" cannot be before 3/1 of the year.
  - ü For Spring assessment, the "**End Date**" cannot be after 5/31 of the year.
  - ü For Fall assessment, the "**Start Date**" cannot be before 9/1 of the year.
  - ü For Fall assessment, the "**End Date**" cannot be after 11/30 of the year.
  - ü When updating any assessment period (including Fall and Spring), the days between "**Start Date**" and "**End Date**" cannot be less than 30 days. For example, "**End Date**" of 4/30/08 and "**Start Date**" of 4/1/08 are valid, but "**End Date**" of 4/29/08 and "**Start Date**" of 4/1/08 have only 29 days in between and are invalid.

3. Click on the **Save** button or press **<F7-Save>**.

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.2.2. Edit an existing assessment period

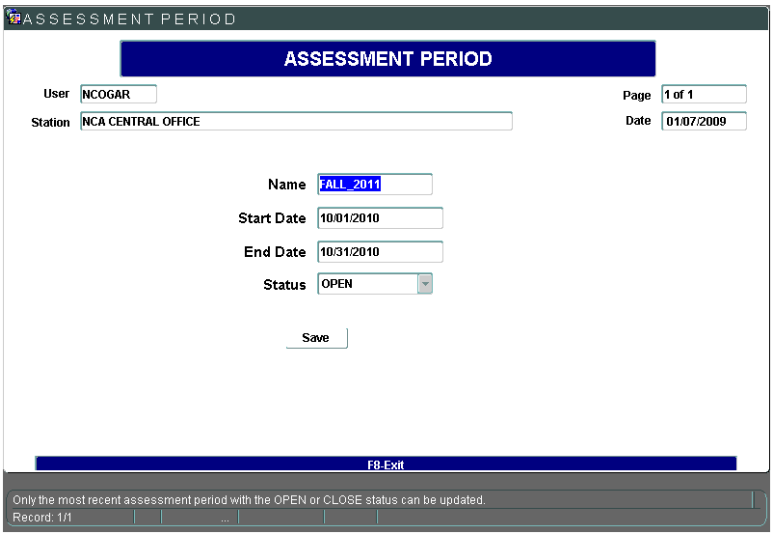


Figure 21. Level I User Form: Edit an existing assessment period

To edit an existing assessment period:

1. From the ***GAR*** Main Menu, select the ***Assessment Reporting Period***.
2. Click on the **Update** button.

NOTE:

- Only the most recent assessment period with the **OPEN** or **CLOSE** status can be updated.
- The "**Start Date**", "**End Date**" and "**Status**" are the only editable fields.
- Review the **NOTE** from section **4.2.1. Create a new assessment period** for the requirements for the "**Start Date**" and "**End Date**".

3. Edit the "**Start Date**" and "**End Date**", if needed.
4. Modify the "**Status**" to **OPEN** or **CLOSE**.

NOTE:

- All assessments must be complete in order to close an assessment period. The following message will be displayed: "There are incomplete cemetery assessments. Please review the status by selecting the "Cemetery Assessment Status" menu."
- When closing an assessment period, the current date is check with the set "**End Date**". The following message will be displayed: "The Assessment Period End Date is set before today's date. Are you sure you want to close?" Select from **Yes** or **No**.

5. Click on the **Save** button or press **<F7-Save>**.

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.2.3. Query for an assessment period

From the **ASSESSMENT PERIOD** Form:

1. Press **<F4-Enter Query>**.

NOTE: A blank Form is displayed. The status message line displays "Enter a query, press F5 to continue, press F5 to execute, F8 to cancel."

2. Enter the search criteria within the desired fields.

NOTE: A wildcard **%** can be used. For example, **SPR%** will find "SPRING".

3. Press **<F5-Execute Query>**.

NOTE: If a search criterion is not found, the status message line displays "FRM-40301: Query caused no records to be retrieved. Re-enter.'

4.3. Receive "Gravesite Assessment sample data is ready for review and submission" email

When the cumulative data are ready, the Level I user will receive the "Gravesite Assessment sample data is ready for review and submission" email.

To view an example of the email, refer to Appendix A: "Gravesite Assessment sample data is ready for reivew and submission" Email.

4.4. Edit/Accept cemetery sample size

The list of cemetery sample sizes is accessed through the ***Gravesite Cumulative Data*** menu.

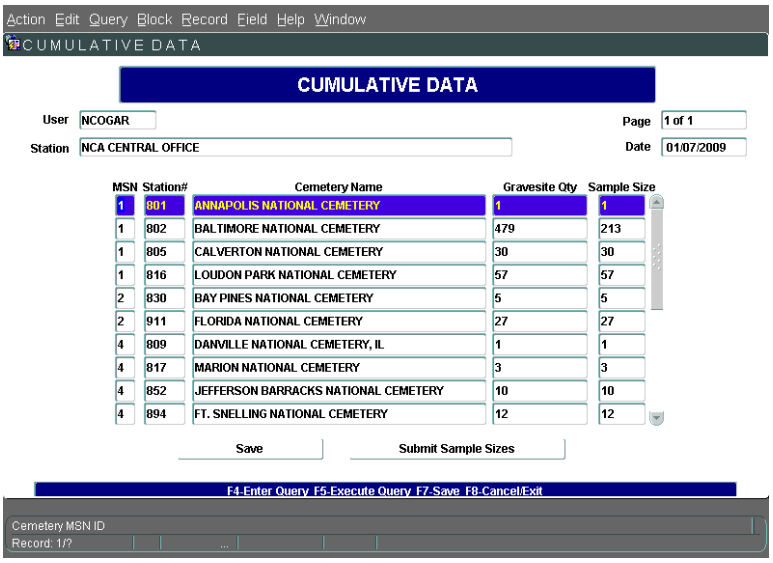


Figure 22. Level I User Form: Edit/Accept cemetery sample size

4.4.1. Edit cemetery sample sizes

Within the **CUMULATIVE DATA** Form:

1. Modify the cemetery "**Sample Size**".

NOTE:

- The "**Sample Size**" can be set to zero.
- The "**Sample Size**" can not be greater than the "**Gravesite Qty**".

2. Click on the **Save** button or press **<F7-Save>**.

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.4.2. Accept the cemetery sample sizes

To accept the cemetery sample sizes:

1. Click on the "**Submit Sample Sizes**" button.

CAUTION:

- Once the sample sizes have been submitted, it cannot be updated.
- Submitting the sample sizes notifies the BOSS environment to generate the random gravesites to be assessed.

NOTE: The message "The cemetery sample sizes have been submitted" is displayed.

4.5. Receive "Gravesite Assessment Reporting Period Open!" email

When the assessment period is ready, all GAR users will receive the email "Gravesite Assessment Reporting Period Open!" email.

To view an example of the email, refer to Appendix B: "Gravesite Assessment Reporting Period Open!" Email.

4.6. Create/Edit/Delete/Query standardized list of comments

The standardized list of comments is accessed through the ***Assessment Comments*** menu.

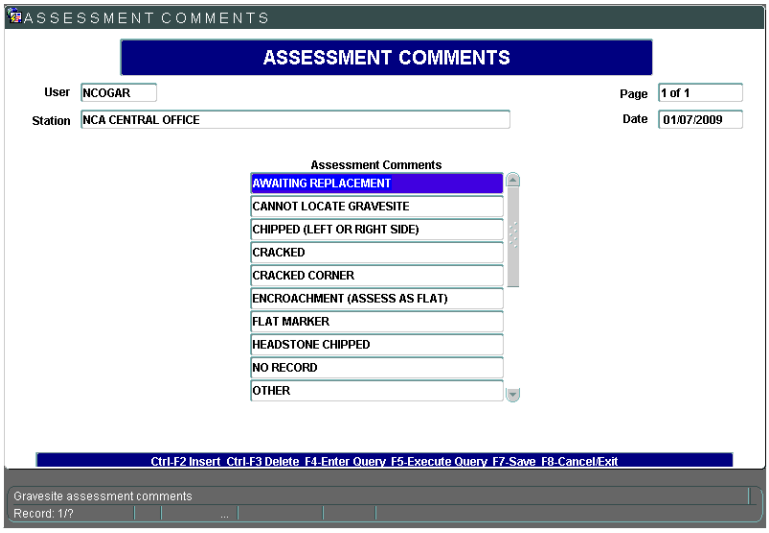


Figure 23. Level I User Form: Create/Edit/Delete/Query standardized list of comments

4.6.1. Create a new standardized comment

To create a new standarized comment:

1. Press **<Ctrl-F2 Insert>**.
2. In the new record created, type the new standardized comment.

3. Press **<F7-Save>**.

CAUTION: A new assessment comment must be unique. If the record is a duplicate, the following message will be displayed: "A duplicate record exists. Please ensure the record is unique."

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.6.2. Edit an existing standardized comment

To edit an existing standardized comment:

1. Select the record to be edited.
2. Edit the record.
3. Press **<F7-Save>**.

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.6.3. Delete an existing standardized comment

To delete an existing standardized comment:

1. Select the record and press **<Ctrl-F3 Delete>**.
2. Press **<F7-Save>**.

NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.6.4. Query for a standardized comment

To query for an existing standardized comment:

1. Press **<F4-Enter Query>**.

NOTE: A blank Form is displayed. The status message line displays "Enter a query, press F5 to continue, press F5 to execute, F8 to cancel."

2. Type a search criterion within the "**Assessment Comment**" field.

NOTE: A wildcard "**%**" can be used. For example, **AWAI%** will find "AWAITING REPLACEMENT".

3. Press **<F5-Execute Query>**.

NOTE: If a search criterion is not found, the status message line displays "FRM-40301: Query caused no records to be retrieved. Re-enter.'

NOTE:

- If a search criterion is not found, the status message line displays "FRM-40301: Query caused no records to be retrieved. Re-enter.'
- **OPTION**: You can edit the assessment comment from here. Press **<F7-Save>** when done.

4.7. Update/Query/Print the cemetery assessment status and results

The cemetery assessment status and results are access through the ***Cemetery Assessment Status*** menu.

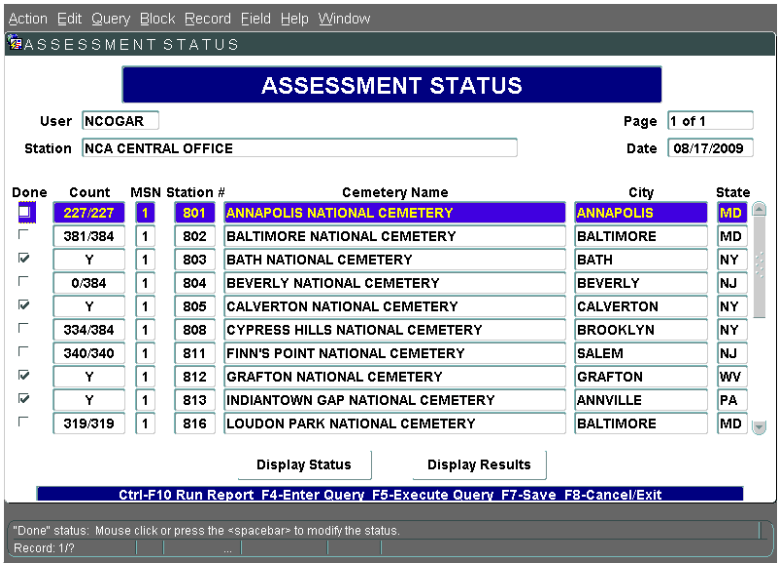


Figure 24. Level I User Form: Update/Query/Print the cemetery assessment status and results

4.7.1. Update the cemetery assessment "Done" status

To update the cemetery assessment "**Done**" status:

1. Click the "**Done**" field for the cemetery.

NOTE:

- A checked "**Done**" field and a "**Y**" for the "**Count**" field indicate the cemetery is complete with the assessment.
- A re-opened cemetery assessment displays the "**Done**" field as unchecked and the "**Count**" field displays total done/total count, where total done equals total count, for example 227/227.
- If there are incomplete assessments for the cemetery, the status message line displays: "There are *xxx* incomplete gravesite(s) for FLORIDA NATIONAL CEMETERY (911)", where *xxx* is the number of incomplete assessments.

2. Press **<F7-Save>**.



NOTE: The status message line displays "FRM-40400: Transaction complete: # records applied and saved."

4.7.2. Query the cemetery assessment status

To query for a cemetery:

1. Press **<F4-Enter Query>**.



NOTE: A blank Form is displayed. The status message line displays "Enter a query, press F5 to continue, press F5 to execute, F8 to cancel."

2. Enter the search criteria within the desired fields.



NOTE:

- The following fields are query able: "**Count**", "**MSN**", "**Station**", "**Cemetery Name**", "**City**" and "**State**".
- A wildcard "%" can be used. For example, Type **FLO%** within the "**Cemetery Name**" field will find FLORIDA NATIONAL CEMETERY

3. Press **<F5-Execute Query>**.



NOTE: If a search criteria is not found, the status message line displays 'FRM-40301: Query caused no records to be retrieved. Re-enter.'

OPTION:

4. Edit the "**Done**" status.
5. Press **<F7-Save>**.

4.7.3. Print the assessment status report for all cemeteries

To display the assessment status report for printing:

1. Select a cemetery to assess.
2. Click on the **Display Status** button or press **<Ctrl-F10 Run Report>**.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

3. Within the browser, click on the **Save** button.
4. Select the desired location to save the file.
5. Click on the **Save** button or press **<F7-Save>**.

For an example of the report, refer to Appendix C: Sample Reports.

4.7.4. Print the assessment results report for a cemetery

To display the assessment results report for printing:

1. Select a cemetery to assess.
2. Click on the **Display Results** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

3. Within the browser, click on the **Save** button.
4. Select the desired location to save the file.
5. Click on the **Save** button or press **<F7-Save>**.

For an example of the report, refer to Appendix C: Sample Reports.

4.8. Print assessment reports (Semi-annual, Fiscal Year, MSN, and Cemetery)

There are five assessment reports:

1. Semi-annual, Completed assessment results by NCA
2. Semi-annual, Completed assessment results by MSN
3. Semi-annual, National Totals by MSN
4. Fiscal Year annual report, Consolidated assessment results by NCA
5. Fiscal Year annual report, Consolidated assessment results by MSN
6. Fiscal Year annual report, National Totals by MSN
7. Cemetery Assessment Results

4.8.1. Semi-annual report, Completed assessment results by NCA

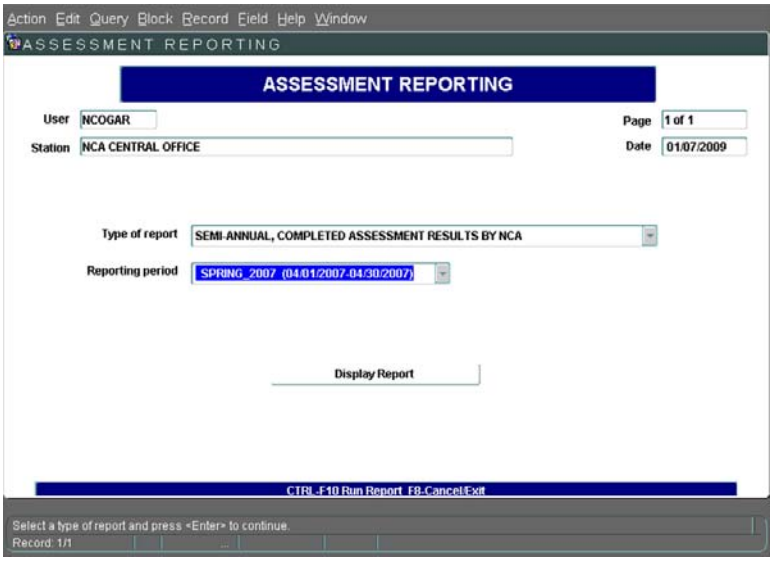


Figure 25. Level I User Form: Semi-annual report, Completed assessment results by NCA

To display the report:

1. From the ***GAR*** Main menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**SEMI-ANNUAL, COMPLETED ASSESSMENT RESULTS BY NCA**" report.
5. Navigate to the "**Reporting Period**" by pressing **<Tab>**, **<Enter>** or by clicking on the drop-down list.
6. Select from the list of available reporting periods.
7. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
8. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

9. Within the browser, click on the **Save** button.
10. Select the desired location to save the file.

11. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.2. Semi-annual report, Completed assessment results by MSN

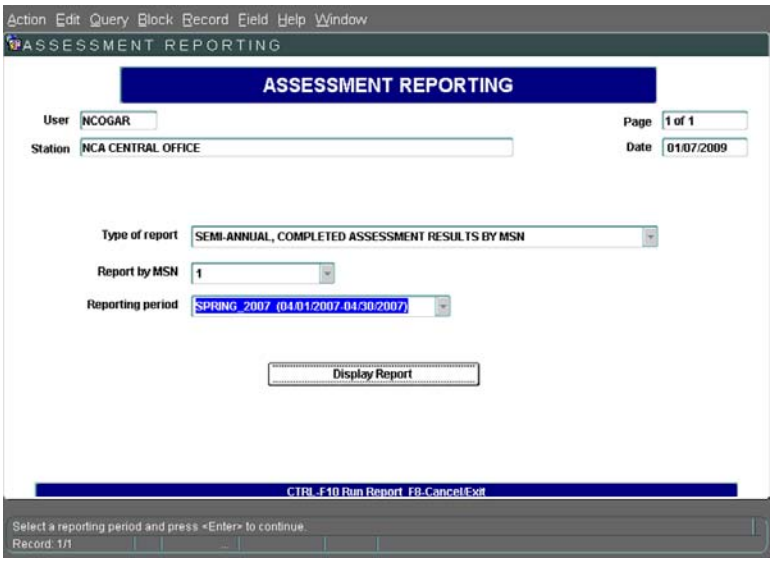


Figure 26. Level I User Form: Semi-annual report, Completed assessment results by MSN

To display the report:

1. From the ***GAR*** Main menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**SEMI-ANNUAL, COMPLETED ASSESSMENT RESULTS BY MSN**" report.
5. Navigate to the "**Report by MSN**" by press **<Tab>**, **<Enter>** or by clicking on the drop-down list.
6. Select from the list of available MSNs.
7. Press **<Tab>** or **<Enter>** to navigate to the "**Reporting period**" drop-down list.
8. Select from the list of available reporting periods.
9. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
10. Press **<Enter>** or click on the **Display Report** button.

NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

11. Within the browser, click on the **Save** button.
12. Select the desired location to save the file.
13. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.3. Semi-annual report, National Totals by MSN

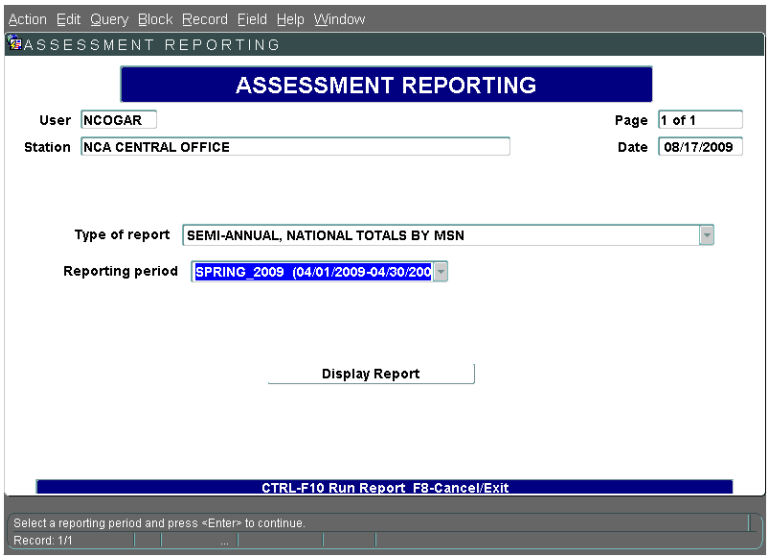


Figure 27. Level I User Form: Semi-annual report, National Totals by MSN

To display the report:

1. From the ***GAR*** Main menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**SEMI-ANNUAL, NATIONAL TOTALS BY MSN**" report.
5. Navigate to the "**Reporting Period**" by pressing **<Tab>**, **<Enter>** or by clicking on the drop-down list.
6. Select from the list of available reporting periods.
7. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
8. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

9. Within the browser, click on the **Save** button.
10. Select the desired location to save the file.
11. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.4. Fiscal year annual report, Consolidated assessment results by NCA

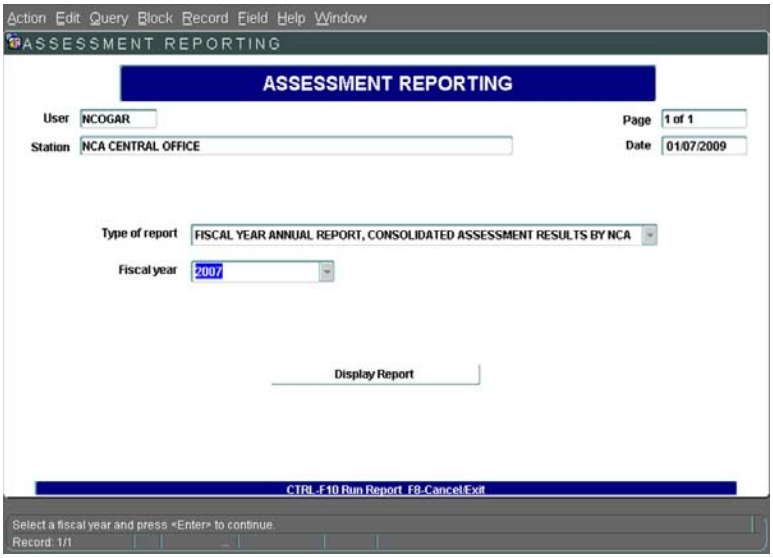


Figure 28. Level I User Form: Fiscal year annual report, Consolidated assessment results by NCA

To display the report:

1. From the ***GAR*** Main menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**FISCAL YEAR ANNUAL REPORT, CONSOLIDATED ASSESSMENT RESULTS BY NCA**" report.
5. Navigate to the "**Reporting Period**" by pressing **<Tab>**, **<Enter>** or by clicking on the drop-down list.
6. Select from the list of available reporting periods.
7. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
8. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

9. Within the browser, click on the **Save** button.
10. Select the desired location to save the file.
11. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.5. Fiscal year annual report, Consolidated assessment results by MSN

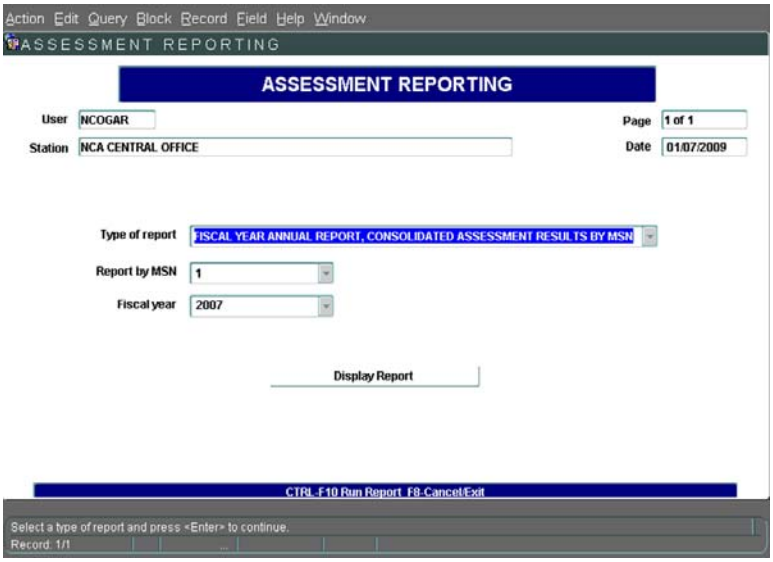


Figure 29. Level I User Form: Fiscal year annual report, Consolidated assessment results by MSN

To display the report:

1. From the ***GAR*** menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**FISCAL YEAR ANNUAL, CONSOLIDATED ASSESSMENT RESULTS BY MSN**" report.
5. Navigate to the "**Report by MSN**" by pressing **<Tab>**, **<Enter>** or by clicking the drop-down list.
6. Select from the list of available MSNs.
7. Press **<Tab>** or **<Enter>** to navigate to the "**Reporting period**" drop-down list.
8. Select from the list of available fiscal years.
9. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
10. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

11. Within the browser, click on the **Save** button.
12. Select the desired location to save the file.
13. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.6. Fiscal year annual report, National Totals by MSN

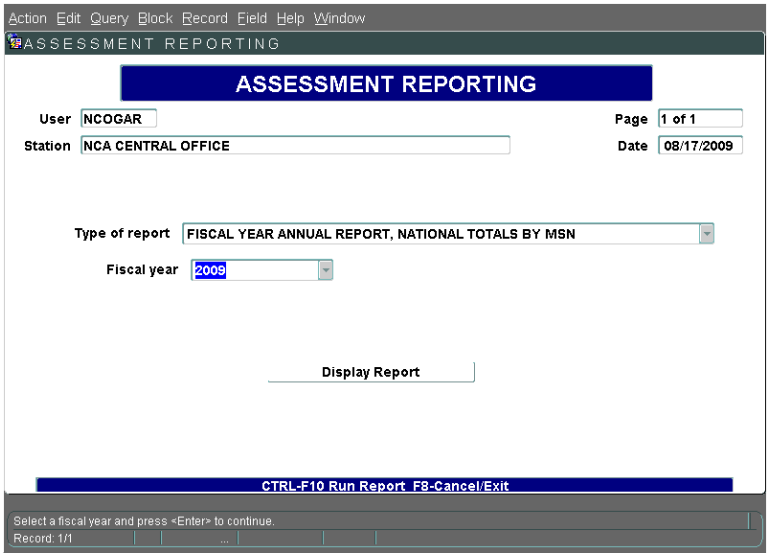


Figure 30. Level I User Form: Fiscal year annual report, National Totals by MSN

To display the report:

1. From the ***GAR*** Main menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**FISCAL YEAR ANNUAL REPORT, NATIONAL TOTALS BY MSN**" report.
5. Navigate to the "**Fiscal year**" by pressing **<Tab>**, **<Enter>** or by clicking on the drop-down list.
6. Select from the list of available fiscal years.
7. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
8. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

9. Within the browser, click on the **Save** button.
10. Select the desired location to save the file.
11. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

4.8.7. Cemetery Assessment Results

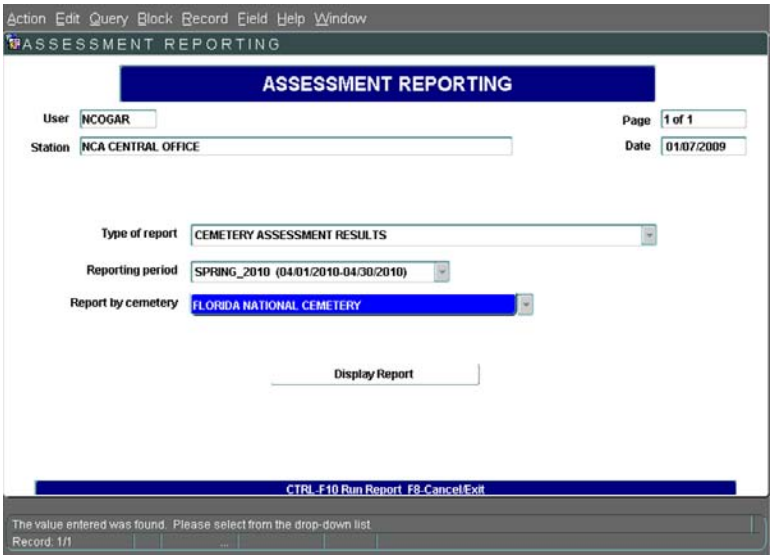


Figure 31. Level I User Form: Cemetery Assessment Results

To display the report:

1. From the ***GAR*** menu, select the ***Assessment Reporting Period*** menu.
2. Within the **ASSESSMENT PERIOD** Form, click on the **Reports** button.
3. Within the **ASSESSMENT REPORTING** Form, click on the "**Type of report**" drop-down list.
4. Select the "**CEMETERY ASSESSMENT RESULTS**" report.
5. Navigate to the "**Report by Cemetery**" by pressing **<Tab>**, **<Enter>** or clicking on the drop-down list.
6. Select from the list of available cemeteries.

NOTE:

- A wildcard **%** can be used. For example, Type **FLO%** within the "**Cemetery Name**" field will find **FLORIDA NATIONAL CEMETERY**.
- To list all available cemeteries, type **%** and press **<Enter>**.

For wildcards:

a. Type the cemetery name with a % sign, for example **FLO%**.
b. Press **<Enter>**.

NOTE: The system message lines display:

- If the search criteria are found, the status message line displays "The value entered was found. Please select from the drop-down list."
- If the search criteria are not found, the status message line displays "The value entered for the "Report by cemetery" is invalid. Please select from the list provided."

c. Click on the "**Report by Cemetery**" drop-down list.
d. Select from the list of available cemeteries.

7. Press **<Tab>** or **<Enter>** to navigate to the "**Reporting period**" drop-down list.
8. Select from the list of available reporting periods.
9. Press **<Tab>** or **<Enter>** to navigate to the **Display Report** button.
10. Press **<Enter>** or click on the **Display Report** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

11. Within the browser, click on the **Save** button.
12. Select the desired location to save the file.
13. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

5. Level II User (MSN Officials)

The Level II user consists of MSN officials. This user reviews the assessment status and results for all the cemeteries within their MSN area.

The Level II user has following functions:

- ü Receive “Gravesite Assessment Reporting Period Open!” email
- ü Query/Print cemetery assessment status and results

5.1. Main Menu

The Level II user has one main menu, **Cemetery Assessment Status**.

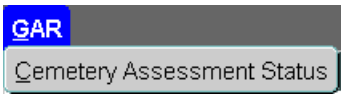


Figure 32. Level II User, GAR Main Menu

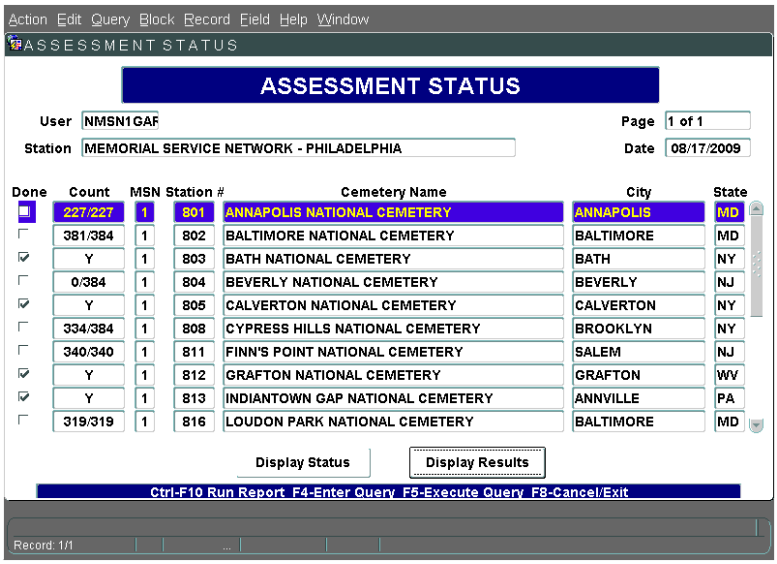


Figure 33. Level II User Form: Assessment Status

5.2. Receive “Gravesite Assessment Reporting Period Open!” email

When the assessment period is ready, all GAR users will receive the email “Gravesite Assessment Reporting Period Open!” email.

To view a sample of the email, refer to Appendix B: “Gravesite Assessment Reporting Period Open!” Email.

5.3. Query/Print cemetery assessment status and results

5.3.1. Query cemetery assessment status

To query for a cemetery:

1. Press **<F4-Enter Query>**.



NOTE: A blank Form is displayed. The system message displays "Enter a query, press F5 to continue, press F5 to execute, F8 to cancel."

2. Enter the search criteria within the desired fields.



NOTE:

- The following fields are query able: "**Count**", "**MSN**", "**Station**", "**Cemetery Name**", "**City**" and "**State**".
- A wildcard "%" can be used. For example, Type **FLO%** within the "**Cemetery Name**" field will find "FLORIDA NATIONAL CEMETERY".

3. Press **<F5-Execute Query>**.



NOTE: If there are no records to found, the status message line displays "FRM-40301: Query caused no records to be retrieved. Re-enter."

5.3.2. Print cemetery assessment status

To display the assessment status report for printing:

1. Select a cemetery to assess.
2. Click on the **Display Status** button or press **<Ctrl-F10 Run Report>**.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

3. Within the browser, click on the **Save** button.
4. Select the desired location to save the file.
5. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

5.3.3. Print cemetery assessment results

To display the assessment results report for printing:

1. Select a cemetery to assess.
2. Click on the **Display Results** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

2. Within the browser, click on the **Save** button.
3. Select the desired location to save the file.
4. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

6. Level III User (Cemetery Staff)

The Level III user consists of cemetery level/gravesite assessment users. This user enters the gravesite assessments for the designated primary and supported satellite cemeteries.

The Level III user has following functions:

- ü Receive "Gravesite Assessment Reporting Period Open!" email
- ü Print cemetery assessment worksheets
- ü Query/Enter/Save/Submit gravesite assessments

6.1. Main Menu

The Level III user has one main menu option, ***Cemetery Assessments***. The menu consists of two Forms: **Cemetery Selection** and **Assessment for Cemetery**.

CAUTION: The BOSS Standard Window size was exceeded for the **CEMETERY ASSESSMENT** Form. It will be necessary for Level III Users to adjust their settings when logging into BOSS.

BOSS Users who have GAR Level III access must use the following URL:

For the Production instance:
http://ncaapps.cem.va.gov:8082/forms/frmservlet?config=apps10g&width=1000

For the Training instance:
http://ncaapps.cem.va.gov:8083/forms/frmservlet?config=apps10g-trng&width=1000

This will increase the screen width from the standard BOSS screen width.

To show this one screen correctly, all other BOSS screens will appear with gray space to the right of the BOSS screen.

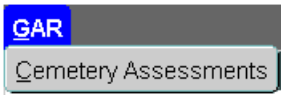


Figure 34. Level III User, GAR Main Menu

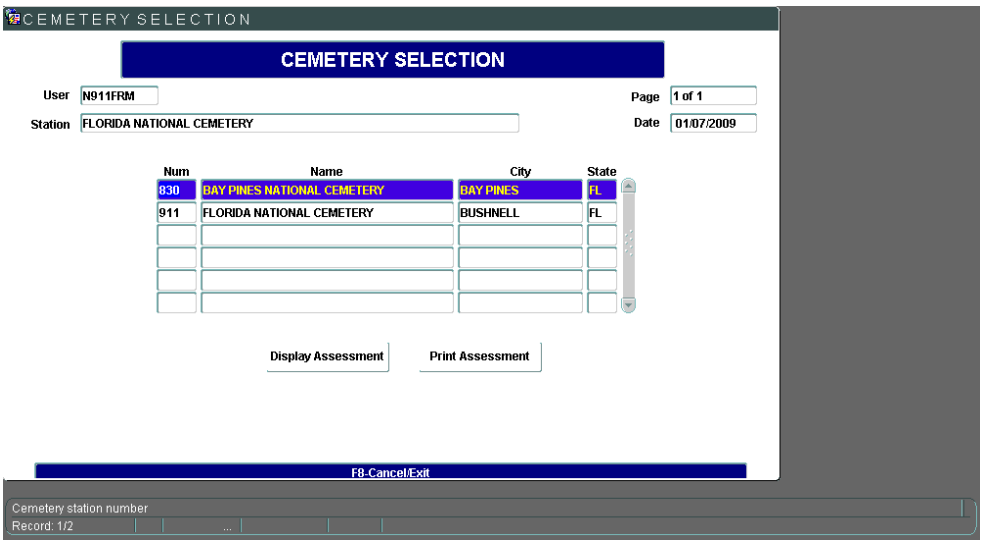


Figure 35. Level III User Form: Cemetery Selection

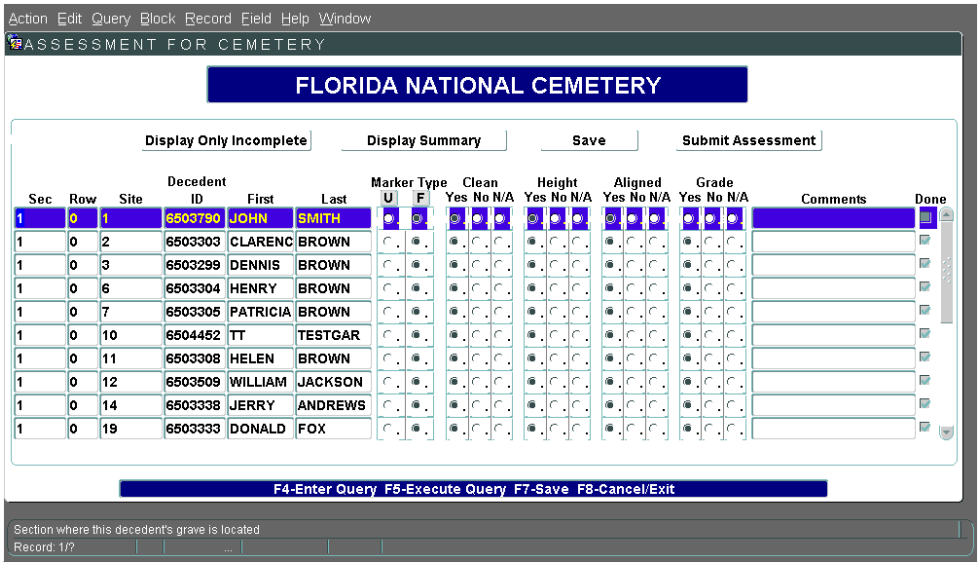


Figure 36. Level III User Form: Assessment for Cemetery

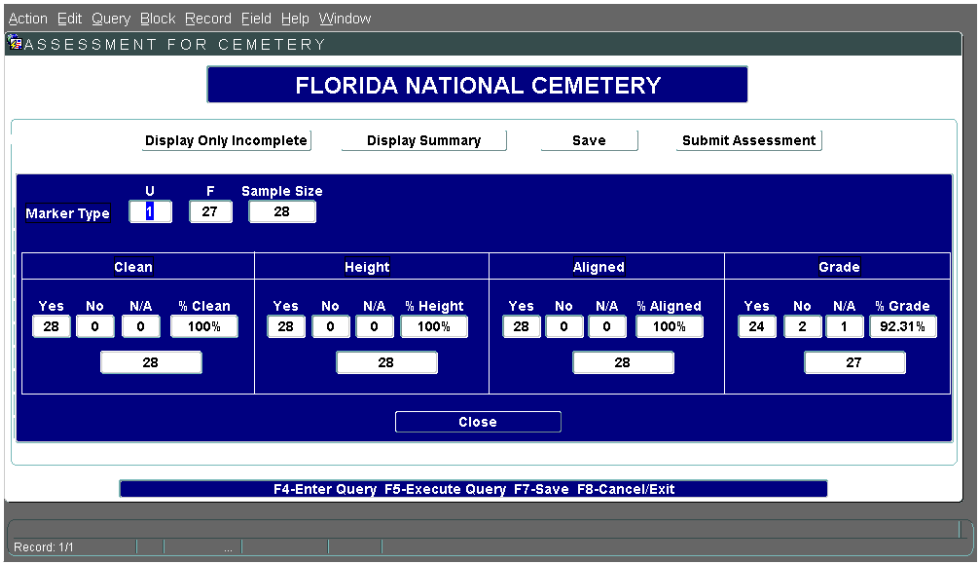


Figure 37. Level III User Form: Assessment for Cemetery, Display Summary

6.2. Receive "Gravesite Assessment Reporting Period Open!" email

When the assessment period is ready, all GAR users will receive the email "Gravesite Assessment Reporting Period Open!" email.

To view a sample of the email, refer to Appendix B: "Gravesite Assessment Reporting Period Open!" Email.

6.3. Print cemetery assessment worksheets

To display the cemetery assessment worksheets for printing:

1. Select the cemetery.
2. Click on the **Print Assessment** button.



NOTE: The report will be displayed within the browser as an Adobe Acrobat (.PDF) file.

3. Within the browser, click on the **Save** button.
4. Select the desired location to save the file.
5. Click on the **Print** or **Save** the button.

For an example of the report, refer to Appendix C: Sample Reports.

6.4. Query/Enter/Display Summary/Save/Submit gravesite assessments

The gravesite assessments are access through the **ASSESSMENT FOR CEMETERY** Form.

To access the **ASSESSMENT FOR CEMETERY** Form:

1. From the ***GAR*** Main Menu, select the ***Cemetery Assessments*** Menu.



NOTE: Managing cemeteries will be displayed the list of managed sites.

2. Click on the **Display Assessment** button.

6.4.1. Query gravesite assessments

To enter a query for the gravesite assessments:

1. Press **<F4-Enter Query>**.



NOTE: A blank Form is displayed. The system message displays "Enter a query, press F5 to continue, press F5 to execute, F8 to cancel."

2. Enter the search criteria within the desired fields.



NOTE:

- The following fields are queryable: "**Sec**"tion, "**Row**", "**Site**", "**Decedent ID**", "**First**", "**Last**".
- A wildcard "%" can be used. For example, Type **RON%** within the "**First Name**" field will find "RON", "RONNY", "RONALD".

3. Press **<F5-Execute Query>**.



NOTE: If a search criterion is not found, the status message line displays "FRM-40301: Query caused no records to be retrieved. Re-enter.'

6.4.2. Enter gravesite assessments

To enter the gravesite assessments:



NOTE:

- The "**Marker Type**", "**Clean**", "**Height**", "**Aligned**", "**Grade**" fields are required to complete a gravesite assessment.
- A "**Comment**" is required if "**N/A**" is selected for the "**Clean**", "**Height**", "**Aligned**", "**Grade**" fields.
- The "**Done**" field is automatically checked after the **Save** button is pressed.

1. Select "**U**" or "**F**" for the "**Marker Type**" field.



NOTE:

- Select "**U**" for upright gravesites.
- Select "**F**" for flat gravesites

- Select the **U** button to set the gravesites on the list as upright.
- Select the **F** button to set the gravesites on the list as flat.

2. Select "**Yes**", "**No**", or "**N/A**" for the "**Clean**" field.
3. Select "**Yes**", "**No**", or "**N/A**" for the "**Height**" field.
4. Select "**Yes**", "**No**", or "**N/A**" for the "**Aligned**" field.
5. Select "**Yes**", "**No**", or "**N/A**" for the "**Grade**" field.
6. The "**Comments**" can be selected from the list of standardized comments or a customized comment can be entered.



NOTE:

- Contact the Business Process Improvement Service (BPIS) to add a comment to the list of standardized comments.
- A "**Comment**" is required if "**N/A**" is selected for "**Clean**", "**Height**", "**Aligned**", "**Grade**" fields.
- If the "**Comment**" is missing, the status message line displays: "Gravesite containing 'N/A' requires a 'Comment': Section: ###, Row: ###, Site: ###, Decedent name: xxx", where # is the gravesite location and xxx is the decedent name.

To select from the list of standardized comments:

a. Click on the "**Comments**" field.
b. Select from the list of standardized comments provided.
c. Click on **OK**.

To enter customized comments:

a. Click on the "**Comments**" field.
b. Press **Cancel** from the list of standardized comments Form.
c. Type the customized comment.



NOTE: Contact the Business Process Improvement Service (BPIS) to add a comment to the list of standardized comments.

7. Click the **Save** button.

6.4.3. Save gravesite assessments

To save the gravesite assessments:

1. Click the **Save** button.



NOTE:

- The system message status line displays "FRM-40400: Transaction complete: # records applied and saved."
- The "**Done**" field is automatically checked once the **Save** button is pressed.

CAUTION: Save your gravesite assessments frequently.

6.4.4. Display assessment summary

To display the assessment summary:

1. Click the **Display Summary** button.
2. Click on the **Close** button or press "**F8-Cancel/Exit**".

6.4.5. Display only incomplete assessments

To display only incomplete assessments:

1. Click the **Display Only Incomplete** button.
2. Click on the Display All button to display all assessments.

6.4.6. Submit gravesite assessments

To submit the gravesite assessments:

1. Click the **Submit Assessment** button.

CAUTION:

- Once the gravesite assessments have been submitted, it cannot be updated. The following message is displayed: "Your assessments have been marked complete. Please contact the program coordinator to update your assessments".
- Notify the Business Process Improvement Service (BPIS) if the cemetery assessment needs to be updated.

NOTE:

- The application checks if all the gravesite assessments are complete.
- If the assessments are complete, the following message is displayed: "Your cemetery assessments have been submitted."
- If there are incomplete assessments, the following message is displayed: "There are incomplete gravesite assessments. Please select 'Display Only Incomplete'."
- Click on the **Display Only Incomplete** button to view the list of incomplete assessments.

7. Appendix A: “Gravesite Assessment sample data is ready for review and submission” Email

The “Gravesite Assessment sample data is ready for review and submission” email is sent to the Level I users. It is used to notify the Level I users to review and submit the gravesite sample sizes.

Subject: Gravesite Assessment sample data is ready for review and submission.

GAR SAMPLE DATA NOTICE:

You must review and submit the sample calculations in order to notify, via email, all GAR Users to begin the assessment process.

Log into BOSS and Select 'Gravesite Cumulative Data' from the Menu to continue.

8. Appendix B: "Gravesite Assessment Reporting Period Open!" Email

The "**Gravesite Assessment Reporting Peirod Open!**" email is sent to all GAR users. It is used to notify all GAR users a new assessment period is in progress.

Subject: Gravesite Assessment Reporting Period Open!

Greetings all MSN Directors and Staff:

Please forward this email to all cemeteries in your MSN.

It is time to conduct the FALL Gravesite Assessment Report (GAR) to measure the cleanliness, height and alignment of your headstones/markers as well as the avoidance of sunken graves.

Assessments for ALL cemeteries under your management MUST BE completed and entered into the system accurately by COB, 02/28/1999

A statistically valid random sampling of gravesites has been calculated for all of you national cemeteries. The gravesite assessment worksheets are available for download and print from BOSS.

The assessment criteria is available in the GAR section of the BOSS User Guide. You can access GAR by logging into BOSS.

If you do not have a BOSS account with access to the GAR Menu you must request one through Remedy. Be sure to provide the Help Desk with the type of GAR access you need:

Level 1: Business Process Improvement Service User Level 2: MSN Official Level 3: Cemetery-Level User

For Level 1 and Level 2 users, BOSS can be found at:
http://ncaapps.cem.va.gov:8082/forms/frmservlet?config=apps10g

For Level 3 users, BOSS can be found at:
http://ncaapps.cem.va.gov:8082/forms/frmservlet?config=apps10&width=1000

The BOSS User Guides can be found at:
http://vaww.cem.va.gov/boss/bossuserguides.htm

Be sure to review the user guides and the assessment criteria. The reliability of NCA's data depends on everyone using the same criteria consistently, across all cemeteries.

IMPORTANT INFORMATION/CLARIFICATION OF POSTING REQUIREMENTS:

1) If an upright headstone has been laid flat on a gravesite due to a tree or to allow for maneuvering of equipment at the end of a row, assess the headstone using criteria for a flat marker.

2) Memorial Gravesites must be assessed for headstone/marker cleanliness, height, alignment and site grade.

3) Instructions for Use of Not Applicable (NA): For any NA entered on the four Assessment areas (cleanliness, height, alignment and grade), you must provide an explanation in the Comment column.

For example,

- If your sample includes a private monument, do not assess the height, alignment nor cleanliness of the marker. Mark these columns as NA, however, you must assess the grade of the site and note "private monument" in the Comment column.

- If the sample includes a recent burial and there is no headstone, do not assess the height, alignment nor cleanliness of the headstone/marker. Mark these columns as NA, however, you must assess the grade of the site and note "recent burial" in the Comment column.

- If the sample includes a Section under renovation, where the headstone/maker has been removed; the height, alignment and cleanliness would be marked as NA, however, you must assess the grade of the site and note "under renovation" in the Comment column.

4) Your assessment data MUST be entered into the GAR system. Consult the BOSS User Guide for information pertaining to GAR.

FOR MSN OFFICES: Each MSN office will be able to check the status of each cemeteries in their MSN during the assessment period through BOSS.

GRAVESITE ASSESSMENT CORRECTIONS AFTER SUBMISSION:
If you have any corrections to your assessment after submission, please contact the Office of Gravesite Assessment promptly, but no later than 02/28/1999

9. Appendix C: Sample Reports

9.1. Level I: Semi-annual, Completed assessment results by NCA

An example of the Level I: Semi-annual, Completed assessment results by NCA.

NCA
Gravesite Assessment Report
April 2007

Gravesite Assessment Report April 2007	Headstone/Marker/Niche Cover																				Grave			
	Sample Size	TYPE		CLEAN			Percentage of Headstones and Markers Clean	HEIGHT			Percentage of Headstones and Markers at Proper Height	ALIGNED			Percentage of Headstones and Markers Properly Aligned	PROPER HEIGHT AND ALIGNMENT			Percentage of Headstones and Markers at the Proper Height and Alignment	GRADE			Percentage of Graves at Proper Grade
NAME		U	F	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*
NATIONAL TOTALS	42183	339	385	465	255	4	1.2%	438	282	4	1.3%	319	401	4	1.2%	301	41878	4	1.1%	554	170	0	1.4%
MSN 1 - PHILADELPHIA	9716	339	385	465	255	4	6.2%	438	282	4	6.7%	319	401	4	5.9%	301	9411	4	5.5%	554	170	0	7.3%
MSN 2 - ATLANTA	10922	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	10922	0	0.0%	0	0	0	0.0%
MSN 3 - DENVER	6497	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	6497	0	0.0%	0	0	0	0.0%
MSN 4 - INDIANAPOLIS	9280	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	9280	0	0.0%	0	0	0	0.0%
MSN 5 - OAKLAND	5768	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	5768	0	0.0%	0	0	0	0.0%

*Data were weighted at the National and MSN levels to be proportionate to actual gravesite populations and NA's were excluded from analysis. The weighted figure represents NCA's and each of the MSN's performance level.

Figure 38. Level I User Report: Semi-annual, Completed assessment results by NCA

9.2. Level I: Semi-annual, Completed assessment results by MSN

An example of the Level I: Semi-annual, Completed assessment results by MSN.

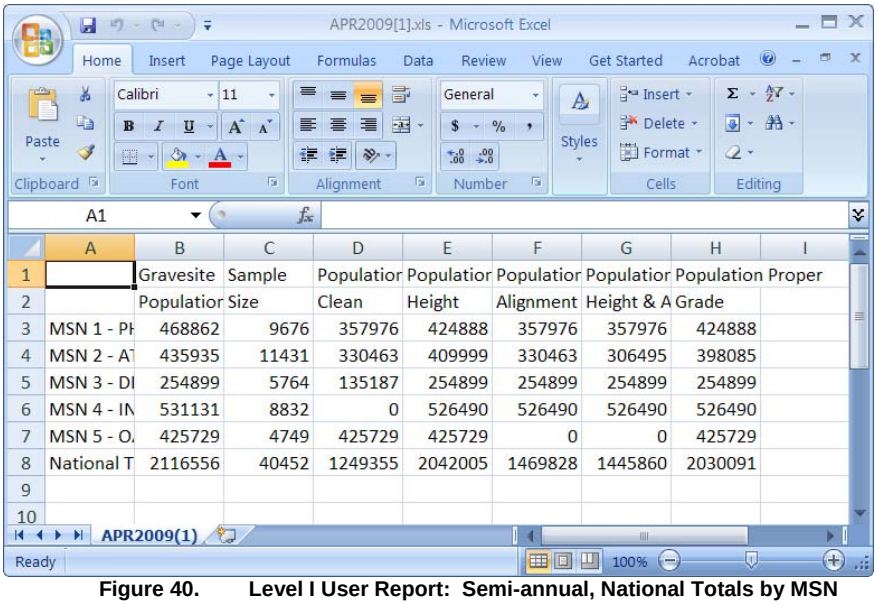
NCA
Gravesite Assessment Report
MSN I

Gravesite Assessment Report April 2007		Headstone/Marker/Niche Cover																			Grave			
		Sample Size	TYPE		CLEAN			Percentage of Headstones and Markers Clean	HEIGHT			Percentage of Headstones and Markers at Proper Height	ALIGNED			Percentage of Headstones and Markers Properly Aligned	PROPER HEIGHT AND ALIGNMENT			Percentage of Headstones and Markers at the Proper Height and Alignment	GRADE			Percentage of Graves at Proper Grade
CEM	NAME		U	F	yes	no	na		yes	no	na		yes	no	na		yes	no	na		yes	no	na	
801	ANNAPOLIS NATIONAL CEMETERY	340	339	1	139	201	0	40.9%	82	258	0	24.1%	0	340	0	0.0%	0	340	0	0.0%	172	168	0	50.6%
803	BATH NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
804	BEVERLY NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
808	CYPRESS HILLS NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
811	FINNS POINT NATIONAL CEMETERY	312	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	312	0	0.0%	0	0	0	0.0%
812	GRAFTON NATIONAL CEMETERY	325	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	325	0	0.0%	0	0	0	0.0%
813	INDIANTOWN GAP NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
815	LONG ISLAND NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
816	LOUDON PARK NATIONAL CEMETERY	363	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	363	0	0.0%	0	0	0	0.0%
818	MASSACHUSETTS NATIONAL CEMETERY	384	0	384	326	54	4	85.8%	356	24	4	93.7%	319	61	4	83.9%	301	79	4	79.2%	382	2	0	99.5%
819	PHILADELPHIA NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
822	TOGUS NATIONAL CEMETERY	358	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	358	0	0.0%	0	0	0	0.0%
824	WOODLAWN NATIONAL CEMETERY	367	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	367	0	0.0%	0	0	0	0.0%
826	ALEXANDRIA NATIONAL CEMETERY, VA	351	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	351	0	0.0%	0	0	0	0.0%
827	BALLS BLUFF NATIONAL CEMETERY	25	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	25	0	0.0%	0	0	0	0.0%
836	CITY POINT NATIONAL CEMETERY	359	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	359	0	0.0%	0	0	0	0.0%
837	COLD HARBOR NATIONAL CEMETERY	276	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	276	0	0.0%	0	0	0	0.0%
839	CULPEPER NATIONAL CEMETERY	368	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	368	0	0.0%	0	0	0	0.0%
845	FT. HARRISON NATIONAL CEMETERY	286	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	286	0	0.0%	0	0	0	0.0%
848	GLENDALE NATIONAL CEMETERY	297	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	297	0	0.0%	0	0	0	0.0%
849	HAMPTON NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
850	HAMPTON VA NATIONAL CEMETERY	22	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	22	0	0.0%	0	0	0	0.0%
872	QUANTICO NATIONAL CEMETERY	384	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	384	0	0.0%	0	0	0	0.0%
874	RICHMOND NATIONAL CEMETERY	365	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	365	0	0.0%	0	0	0	0.0%
878	SEVEN PINES NATIONAL CEMETERY	287	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	287	0	0.0%	0	0	0	0.0%
880	STAUNTON NATIONAL CEMETERY	265	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	265	0	0.0%	0	0	0	0.0%
882	WINCHESTER NATIONAL CEMETERY	358	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	358	0	0.0%	0	0	0	0.0%
912	WEST VIRGINIA NATIONAL CEMETERY	338	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	338	0	0.0%	0	0	0	0.0%
917	GERALD B.H. SOLOMON SARATOGA NATIONAL CEMETERY	358	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	358	0	0.0%	0	0	0	0.0%
925	NATIONAL CEMETERY OF THE ALLEGHENIES	240	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	240	0	0.0%	0	0	0	0.0%
30	**MSN I - PHILADELPHIA**	9716	339	385	465	255	4	6.2%	438	282	4	6.7%	319	401	4	5.9%	301	9411	4	5.5%	554	170	0	7.3%

Figure 39. Level I User Report: Semi-annual, Completed assessment results by MSN

9.3. Level I: Semi-annual, National Totals by MSN

An example of the Level I: Semi-annual, National Totals by MSN.



	A	B	C	D	E	F	G	H	I
1		Gravesite	Sample	Population	Population	Population	Population	Population	Proper
2		Population	Size	Clean	Height	Alignment	Height & A	Grade	
3	MSN 1 - PH	468862	9676	357976	424888	357976	357976	424888	
4	MSN 2 - AT	435935	11431	330463	409999	330463	306495	398085	
5	MSN 3 - DI	254899	5764	135187	254899	254899	254899	254899	
6	MSN 4 - IN	531131	8832	0	526490	526490	526490	526490	
7	MSN 5 - O	425729	4749	425729	425729	0	0	425729	
8	National T	2116556	40452	1249355	2042005	1469828	1445860	2030091	
9									
10									

Figure 40. Level I User Report: Semi-annual, National Totals by MSN

9.4. Level I: Fiscal Year annual report, Consolidated assessment results by NCA

An example of the Level I: Fiscal year annual report, Consolidated assessment results by NCA.

NCA

Gravesite Assessment Report

FY 2007

Gravesite Assessment Report - FY 2007	Sample Size	Headstone/Marker/Niche Cover																		Grave			
		TYPE		CLEAN			Percentage of Headstones and Markers Clean	HEIGHT			Percentage of Headstones and Markers at Proper Height	ALIGNED			Percentage of Headstones and Markers Properly Aligned	PROPER HEIGHT AND ALIGNMENT			Percentage of Headstones and Markers at the Proper Height and Alignment	GRADE			Percentage of Graves at Proper Grade
NAME		U	F	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*	yes	no	na	weighted*
NATIONAL TOTALS	83532	675	773	930	513	5	1.2%	826	617	5	1.3%	847	596	5	1.3%	646	82881	5	1.1%	1205	242	1	1.5%
MSN 1 - PHILADELPHIA	19166	675	773	930	513	5	6.4%	826	617	5	6.5%	847	596	5	6.4%	646	18515	5	5.7%	1205	242	1	7.4%
MSN 2 - ATLANTA	21630	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	21630	0	0.0%	0	0	0	0.0%
MSN 3 - DENVER	12971	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	12971	0	0.0%	0	0	0	0.0%
MSN 4 - INDIANAPOLIS	18470	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	18470	0	0.0%	0	0	0	0.0%
MSN 5 - OAKLAND	11295	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	11295	0	0.0%	0	0	0	0.0%

*Data were weighted at the National and MSN levels to be proportionate to actual gravesite populations and NA's were excluded from analysis. The weighted figure represents NCA's and each of the MSN's performance level.

Figure 41. Level I User Report: Fiscal Year annual report, Consolidated assessment results by NCA

9.5. Level I: Fiscal Year annual report, Consolidated assessment results by MSN

An example of the Level I: Fiscal year annual report, Consolidated assessment results by MSN.

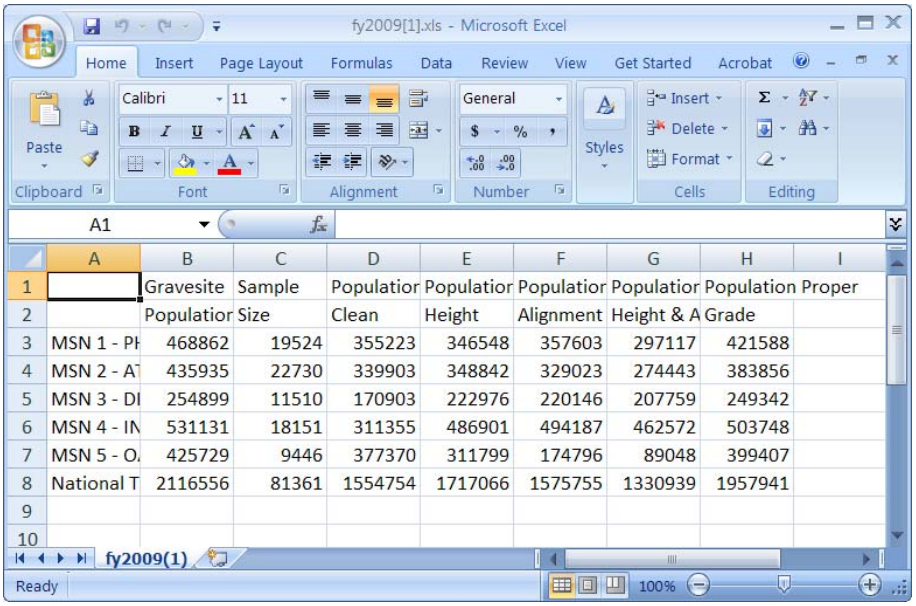
NCA
Gravesite Assessment Report FY 2007
MSN 1

Gravesite Assessment Report FY 2007		Headstone/Marker/Niche Cover																		Grave			
		Sample Size	TYPE		CLEAN			Percentage of Headstones and Markers Clean	HEIGHT			Percentage of Headstones and Markers at Proper Height	ALIGNED			Percentage of Headstones and Markers Properly Aligned	PROPER HEIGHT AND ALIGNMENT			Percentage of Headstones and Markers at the Proper Height and Alignment	GRADE			Percentage of Graves at Proper Grade
CEM	NAME		U	F	yes	no	na		yes	no	na		yes	no	na		yes	no	na		yes	no	na	
801	ANNAPOLIS NATIONAL CEMETERY	680	675	5	264	416	0	38.8%	131	549	0	19.3%	167	513	0	24.6%	26	654	0	3.8%	441	239	0	64.9%
803	BATH NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
804	BEVERLY NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
808	CYPRESS HILLS NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
811	FINN'S POINT NATIONAL CEMETERY	465	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	465	0	0.0%	0	0	0	0.0%
812	GRAFTON NATIONAL CEMETERY	650	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	650	0	0.0%	0	0	0	0.0%
813	INDIANTOWN GAP NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
815	LONG ISLAND NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
816	LOUDON PARK NATIONAL CEMETERY	726	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	726	0	0.0%	0	0	0	0.0%
818	MASSACHUSETTS NATIONAL CEMETERY	766	0	766	666	97	5	87.3%	695	66	5	91.1%	680	83	5	89.1%	620	143	5	81.3%	764	3	1	99.6%
819	PHILADELPHIA NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
822	TOGUS NATIONAL CEMETERY	716	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	716	0	0.0%	0	0	0	0.0%
824	WOODLAWN NATIONAL CEMETERY	733	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	733	0	0.0%	0	0	0	0.0%
826	ALEXANDRIA NATIONAL CEMETERY, VA	702	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	702	0	0.0%	0	0	0	0.0%
827	BALLS BLUFF NATIONAL CEMETERY	50	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	50	0	0.0%	0	0	0	0.0%
836	CITY POINT NATIONAL CEMETERY	718	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	718	0	0.0%	0	0	0	0.0%
837	COLD HARBOR NATIONAL CEMETERY	552	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	552	0	0.0%	0	0	0	0.0%
839	CULPEPER NATIONAL CEMETERY	735	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	735	0	0.0%	0	0	0	0.0%
845	FT. HARRISON NATIONAL CEMETERY	572	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	572	0	0.0%	0	0	0	0.0%
848	GLENDALE NATIONAL CEMETERY	594	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	594	0	0.0%	0	0	0	0.0%
849	HAMPTON NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
850	HAMPTON VA NATIONAL CEMETERY	44	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	44	0	0.0%	0	0	0	0.0%
872	QUANTICO NATIONAL CEMETERY	766	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	766	0	0.0%	0	0	0	0.0%
874	RICHMOND NATIONAL CEMETERY	730	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	730	0	0.0%	0	0	0	0.0%
878	SEVEN PINES NATIONAL CEMETERY	574	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	574	0	0.0%	0	0	0	0.0%
880	STAUNTON NATIONAL CEMETERY	530	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	530	0	0.0%	0	0	0	0.0%
882	WINCHESTER NATIONAL CEMETERY	716	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	716	0	0.0%	0	0	0	0.0%
912	WEST VIRGINIA NATIONAL CEMETERY	673	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	673	0	0.0%	0	0	0	0.0%
917	GERALD B.H. SOLOMON SARATOGA NATIONAL CEMETERY	712	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	712	0	0.0%	0	0	0	0.0%
925	NATIONAL CEMETERY OF THE ALLEGHENIES	382	0	0	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	0	382	0	0.0%	0	0	0	0.0%
30	**MSN 1 - PHILADELPHIA**	19166	675	773	930	513	5	6.4%	826	617	5	6.5%	847	596	5	6.4%	646	1851	5	5.7%	1205	242	1	7.4%

Figure 42. Level I User Report: Fiscal Year annual report, Consolidated assessment results by MSN

9.6. Level I: Fiscal Year annual report, National Totals by MSN

An example of the Level I: Fiscal Year annual report, National Totals by MSN



	A	B	C	D	E	F	G	H	I
1		Gravesite	Sample	Populatior	Populatior	Populatior	Populatior	Population	Proper
2		Populatior	Size	Clean	Height	Alignment	Height & A	Grade	
3	MSN 1 - PH	468862	19524	355223	346548	357603	297117	421588	
4	MSN 2 - AT	435935	22730	339903	348842	329023	274443	383856	
5	MSN 3 - DI	254899	11510	170903	222976	220146	207759	249342	
6	MSN 4 - IN	531131	18151	311355	486901	494187	462572	503748	
7	MSN 5 - O.	425729	9446	377370	311799	174796	89048	399407	
8	National T	2116556	81361	1554754	1717066	1575755	1330939	1957941	
9									
10									

Figure 43. Level I User Report: Fiscal Year annual report, National Totals by MSN

9.7. Level I: Cemetery Assessment Results

An example of the Level I: Cemetery Assessment Results

	TYPE		Sample Size	Clean			% Clean	Height			% Height	Aligned			% Aligned	Grade			% Grade
Cemetery	U	F		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A	
BAY PINES NATIONAL CEMETERY	384	0	384	384	0	0	100.0%	0	384	0	0.0%	384	0	0	100.0%	0	384	0	0.0%
				384				384				384				384			

National Cemetery Gravesite Assessment Results (830)

Found a total of 384 Sample Graves.

						TYPE		CLEAN			HEIGHT			ALIGNED			GRADE			
Sect	Row	Site	Dec_ID	First	Last	U	F	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Comments
1	1	1	1713488	PETER	JOHNSON	*		*				*		*				*		
1	1	9	1748708	WILLIAM	SCHULTZ	*		*				*		*				*		
1	1	14	3443491	FRANK	TAPP	*		*				*		*				*		
1	2	5	1735885	MARTIN	NOON	*		*				*		*				*		
1	4	5	1681668	JOHN	CARR	*		*				*		*				*		
2	2	6	1677004	CASSIUS	CASE	*		*				*		*				*		
4	1	12	1712885	CLEMENT	ITELL	*		*				*		*				*		
5	3	10	3439431	CHARLES	DANNEBERGER	*		*				*		*				*		
5	4	18	1697312	ERNEST	ENDICOTT	*		*				*		*				*		
6	1	13	1679691	SAMUEL	CAPERS	*		*				*		*				*		
7	2	18	1741110	THOMAS	RIDGEWAY	*		*				*		*				*		
7	2	20	1707292	JACKSON	HARRIS	*		*				*		*				*		
7	2	21	3435532	EDGAR	CARVER	*		*				*		*				*		

Figure 44. Level I User Report: Cemetery Assessment Results

9.8. Level I: Cemetery Assessment Status

An example of the Level I: Cemetery Assessment Status

Gravesite Assessment Status for MSN 1

DONE	STATION	CEMETERY NAME	CITY	STATE
227/227	801	ANNAPOLIS NATIONAL CEMETERY	ANNAPOLIS	MD
381/384	802	BALTIMORE NATIONAL CEMETERY	BALTIMORE	MD
Y	803	BATH NATIONAL CEMETERY	BATH	NY
0/384	804	BEVERLY NATIONAL CEMETERY	BEVERLY	NJ
Y	805	CALVERTON NATIONAL CEMETERY	CALVERTON	NY
334/384	808	CYPRESS HILLS NATIONAL CEMETERY	BROOKLYN	NY
340/340	811	FINN'S POINT NATIONAL CEMETERY	SALEM	NJ
Y	812	GRAFTON NATIONAL CEMETERY	GRAFTON	WV
Y	813	INDIANTOWN GAP NATIONAL CEMETERY	ANNVILLE	PA
319/319	816	LOUDON PARK NATIONAL CEMETERY	BALTIMORE	MD
Y	818	MASSACHUSETTS NATIONAL CEMETERY	BOURNE	MA
384/384	819	PHILADELPHIA NATIONAL CEMETERY	PHILADELPHIA	PA

Figure 45. Level I User Report: Cemetery Assessment Status

9.9. Level II: Cemetery Assessment Results

An example of the Level II: Cemetery Assessment Results

	TYPE		Sample Size	Clean			% Clean	Height			% Height	Aligned			% Aligned	Grade			% Grade
Cemetery	U	F		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A	
BAY PINES NATIONAL CEMETERY	384	0	384	384	0	0	100.0%	0	384	0	0.0%	384	0	0	100.0%	0	384	0	0.0%
				384				384				384				384			

National Cemetery Gravesite Assessment Results (830)

Found a total of 384 Sample Graves.

						TYPE		CLEAN			HEIGHT			ALIGNED			GRADE			
Sect	Row	Site	Dec_ID	First	Last	U	F	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Comments
1	1	1	1713488	PETER	JOHNSON	*		*				*		*				*		
1	1	9	1748708	WILLIAM	SCHULTZ	*		*				*		*				*		
1	1	14	3443491	FRANK	TAPP	*		*				*		*				*		
1	2	5	1735885	MARTIN	NOON	*		*				*		*				*		
1	4	5	1681668	JOHN	CARR	*		*				*		*				*		
2	2	6	1677004	CASSIUS	CASE	*		*				*		*				*		
4	1	12	1712885	CLEMENT	ITELL	*		*				*		*				*		
5	3	10	3439431	CHARLES	DANNEBERGER	*		*				*		*				*		
5	4	18	1697312	ERNEST	ENDICOTT	*		*				*		*				*		
6	1	13	1679691	SAMUEL	CAPERS	*		*				*		*				*		
7	2	18	1741110	THOMAS	RIDGEWAY	*		*				*		*				*		
7	2	20	1707292	JACKSON	HARRIS	*		*				*		*				*		
7	2	21	3435532	EDGAR	CARVER	*		*				*		*				*		

Figure 46. Level II User Report: Cemetery Assessment Results

9.10. Level II: Cemetery Assessment Status

An example of the Level II: Cemetery Assessment Status

Gravesite Assessment Status for MSN 1

DONE	STATION	CEMETERY NAME	CITY	STATE
227/227	801	ANNAPOLIS NATIONAL CEMETERY	ANNAPOLIS	MD
381/384	802	BALTIMORE NATIONAL CEMETERY	BALTIMORE	MD
Y	803	BATH NATIONAL CEMETERY	BATH	NY
0/384	804	BEVERLY NATIONAL CEMETERY	BEVERLY	NJ
Y	805	CALVERTON NATIONAL CEMETERY	CALVERTON	NY
334/384	808	CYPRESS HILLS NATIONAL CEMETERY	BROOKLYN	NY
340/340	811	FINN'S POINT NATIONAL CEMETERY	SALEM	NJ
Y	812	GRAFTON NATIONAL CEMETERY	GRAFTON	WV
Y	813	INDIANTOWN GAP NATIONAL CEMETERY	ANNVILLE	PA
319/319	816	LOUDON PARK NATIONAL CEMETERY	BALTIMORE	MD
Y	818	MASSACHUSETTS NATIONAL CEMETERY	BOURNE	MA
384/384	819	PHILADELPHIA NATIONAL CEMETERY	PHILADELPHIA	PA

Figure 47. Level II User Report: Cemetery Assessment Status

9.11. Level III: Cemetery Assessment Worksheet

An example of the Level III: Cemetery Assessment Worksheet

	TYPE		Sample Size	Clean			% Clean	Height			% Height	Aligned			% Aligned	Grade			% Grade
Cemetery	U	F		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A		Yes	No	N/A	
BAY PINES NATIONAL CEMETERY	384	0	384	384	0	0	100.0%	0	384	0	0.0%	384	0	0	100.0%	0	384	0	0.0%
				384				384				384				384			

National Cemetery Gravesite Assessment Results (830)

Found a total of 384 Sample Graves.

						TYPE		CLEAN			HEIGHT			ALIGNED			GRADE			
Sect	Row	Site	Dec_ID	First	Last	U	F	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Comments
1	1	1	1713488	PETER	JOHNSON	*		*				*		*				*		
1	1	9	1748708	WILLIAM	SCHULTZ	*		*				*		*				*		
1	1	14	3443491	FRANK	TAPP	*		*				*		*				*		
1	2	5	1735885	MARTIN	NOON	*		*				*		*				*		
1	4	5	1681668	JOHN	CARR	*		*				*		*				*		
2	2	6	1677004	CASSIUS	CASE	*		*				*		*				*		
4	1	12	1712885	CLEMENT	ITELL	*		*				*		*				*		
5	3	10	3439431	CHARLES	DANNEBERGER	*		*				*		*				*		
5	4	18	1697312	ERNEST	ENDICOTT	*		*				*		*				*		
6	1	13	1679691	SAMUEL	CAPERS	*		*				*		*				*		
7	2	18	1741110	THOMAS	RIDGEWAY	*		*				*		*				*		
7	2	20	1707292	JACKSON	HARRIS	*		*				*		*				*		
7	2	21	3435532	EDGAR	CARVER	*		*				*		*				*		

Figure 48. Level III User Report: Cemetery Assessment Worksheets

10. Appendix D: Glossary of Terms

Table 2. Appendix – Glossary of Terms

Term	Meaning
BOSS	Burial Operations Support System
BPIS	Business Process Improvement Service
GAR	Gravesite Assessment Reporting

11. Appendix E: Gravesite Assessment Criteria

HEADSTONE/MARKER CLEANLINESS
HEADSTONE/MARKER HEIGHT AND ALIGNMENT
SUNKEN GRAVES

11.1.1. Headstone/Marker Cleanliness

- The headstone or marker contains NO environmental deposits, such as mold, mildew, moss, algae, lichen, dirt/mud, grass clippings, grass marks, thatch, accumulation of dried bird droppings, or tire marks and scuffs as a result of cemetery operations.
    - **NOTE: Headstones that have undergone a raise/realignment project may present a soiled appearance due to mineral absorption into that part of the headstone previously below grade. In some cases, this discoloration is permanent and cannot be removed by cleaning the headstone. In these situations a permanent discoloration is considered a natural occurrence and will not result in the standard not being met.**
- The inscription is not obscured by any of the conditions above.
- The natural surface has been retained. The headstone or marker has not been painted, whitewashed, calcimined or polished.
- The surface of the headstone/marker presents a uniform appearance.

11.1.2. Headstone/Marker Height and Alignment

11.2. Upright Headstones

- *Set at a nominal height of 24 inches from the finished grade to the top of the arc. A range of 24 – 26 inches in height is acceptable.*
    - ***NOTE: Where headstones have been previously set at other heights above grade, but in general are at a uniform height throughout an area and otherwise present an overall appearance with the inscription visible.***
- *Old Boys, Civil War, Spanish/American War and Civil War Unknown (6 x 6) Headstones/Markers.*
    - *Upright type (35 inches x 10 inches x 2 inches); set 16 -18 inches out of ground.*
    - *Unknown type (30 inches x 6 inches x 6 inches); set 12 inches out of ground.*
- *Minor deviations are permissible to provide a fair and pleasing top line and to compensate for slight ground rises or depressions within a burial section.*
- *The headstone is in vertical and horizontal alignment and plumb – the headstone does not appear to be sunken, tilted or fallen.*
- *The headstone is aligned laterally, transversely and diagonally with other headstones in the section.*
- *The entire inscription is visible.*

11.3. Flat Markers

- *Markers are parallel with the ground and no more than one inch above ground level.*
- *The marker is aligned laterally, transversely and diagonally with other markers in the section.*
- *The entire inscription is visible.*
- *Bronze plaques installed on the top of a flat base are horizontally and vertically aligned.*

11.3.1. Sunken Graves

- The grade of the gravesite is level and blends with the grade level of adjacent gravesites.