

***SURVEY OF MILITARY PERSONNEL:
DETAILED FINDINGS***

Background

In the following chapter of this report, detailed question-by-question results are provided for the complete Survey of Military Personnel. A total of 7,584 military personnel participated in the survey.

The survey results are presented as follows:

- Actual question wording is provided in bold type.
- The percentages listed are based on the number of respondents who answered each question, often less than the total number who participated in the survey. (Respondents occasionally skip questions inadvertently, skip them based on a response they have given to a previous question, or give an invalid response that cannot be counted.)
- The number responding to each question is noted beneath the question wording. This number appears as “(N= ___).”
- Percentages will not always add to 100 due to rounding.
- Where appropriate, additional tables or charts are provided to amplify the survey data.

DEMOGRAPHICS

Questions 1 through 8 focus on the demographic characteristics of the military personnel surveyed. The data includes each respondent's age, branch of service, paygrade, present duty station or ship, length of service at that duty station, and the number of family members age 18 or over. The number of military personnel who are registered to vote is also measured, along with their state of voting or legal residence.

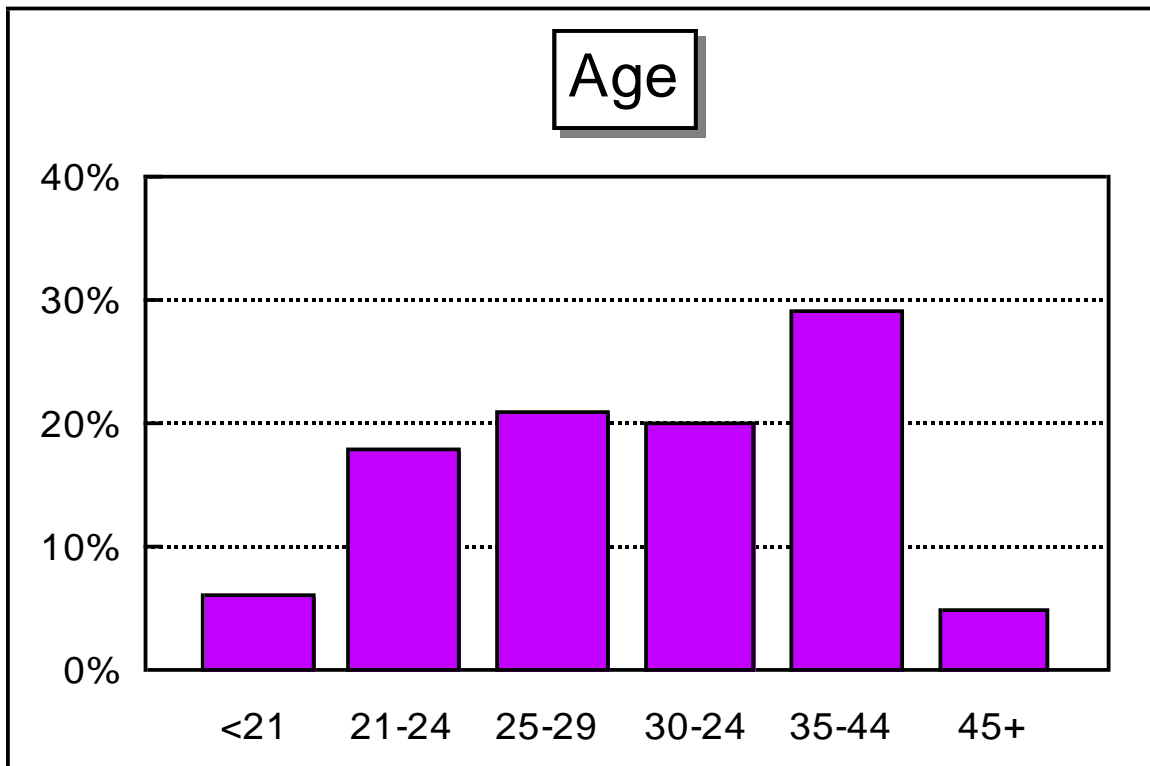
Responses to these questions give a picture of the composition of military personnel on these important issues related to voting behavior.

1. How old were you on November 5, 1996?

(N=7,539)

Under 21.....	6%
21 to 24	18%
25 to 29	21%
30 to 34	20%
35 to 44	29%
45 & above.....	5%

As of the survey date, November 5, 1996, 29% of the military personnel surveyed were between the ages of 35 and 44; 21% were age 25 to 29, 20% were 30 to 34, 18% were 21 to 24, 6% were under 21, and 5% were 45 and above.



2. What is your Branch of Service?

(N=7,546)

Army	33%
Navy	28%
Air Force	26%
Marine Corps	11%
Coast Guard	2%

33% of the respondents in the survey sample serve in the Army, followed by the Navy (28%), the Air Force (26%), the Marine Corps (11%), and the Coast Guard (2%).

3. What is your paygrade?

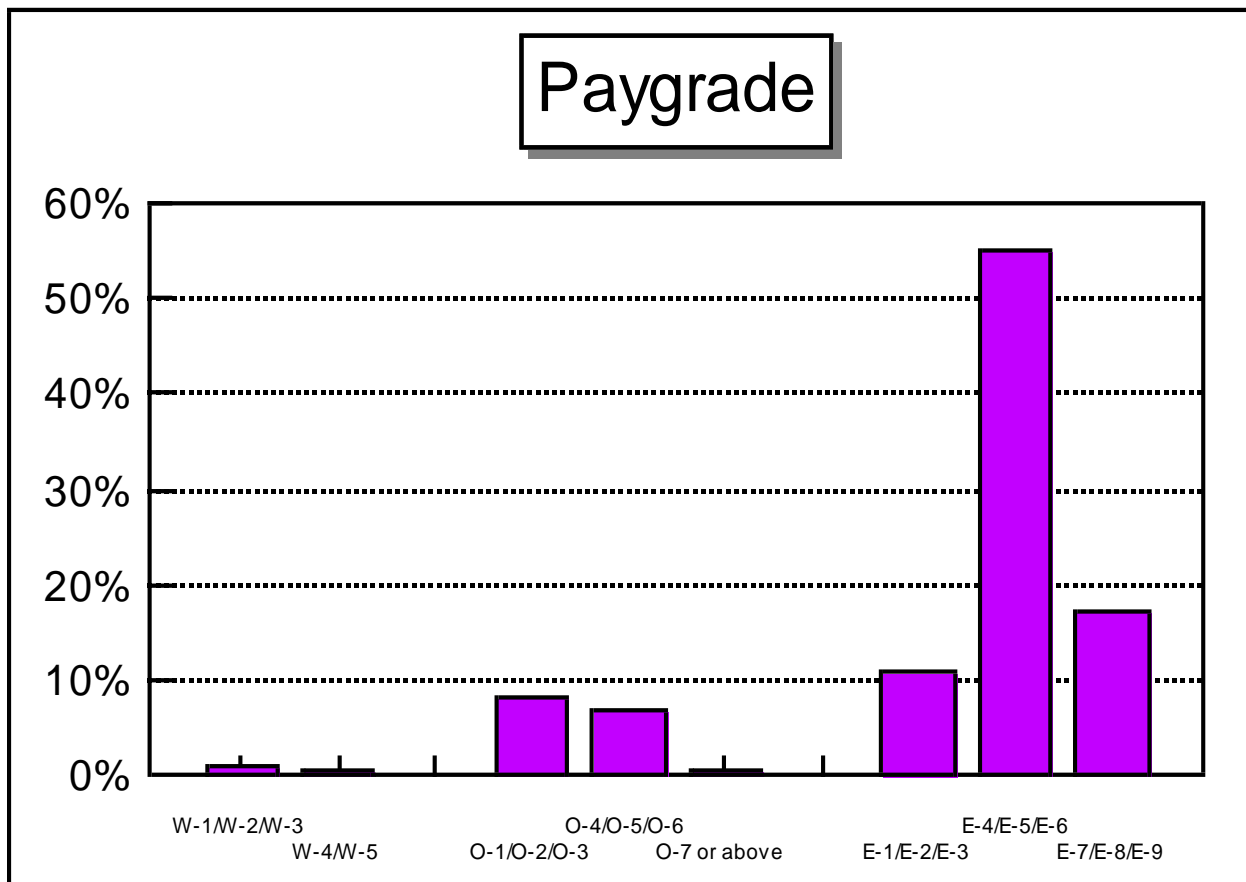
(N=7,526)

Warrant Officer	
W-1, W-2, W-3	1%
W-4 or W-5.....	*%
Commissioned Officer	
O-1, O-2, or O-3.....	8%
O-4, O-5, or O-6.....	7%
O-7 or above	*%
Enlisted member	
E-1, E-2, or E-3.....	11%
E-4, E-5, or E-6.....	55%
E-7, E-8, or E-9.....	17%

*% = less than 1 percent

The largest percentage of personnel included in the survey sample (55%) are enlisted members in paygrades E-4, E-5, or E-6, followed by 17% who are enlisted members in paygrades E-7, E-8, or E-9, and 11% who are enlisted members in paygrades E-1, E-2, or E-3.

Officers account for 17% of the survey sample.



4. In what overseas country are you currently stationed, or are you stationed in the U.S.? (If you are stationed on board a ship, mark your Homeport country.)
(N=7,487)

United States.....	68%	New Zealand.....	*%
Australia.....	*%	Norway.....	*%
Bahamas.....	*%	Pakistan.....	*%
Bermuda.....	*%	Panama.....	1%
Bosnia-Herzegovina.....	1%	Peru.....	*%
Canada.....	*%	Poland.....	*%
China.....	*%	Portugal.....	*%
Colombia.....	*%	Qatar.....	*%
Denmark.....	*%	Russia.....	*%
Egypt.....	*%	Saudi Arabia.....	*%
El Salvador.....	*%	Singapore.....	*%
Germany.....	8%	Spain.....	1%
Greece.....	*%	Switzerland.....	*%
Hungary.....	*%	Thailand.....	*%
Indonesia.....	*%	Turkey.....	1%
Italy.....	3%	U.A.E.....	*%
Japan.....	9%	United Kingdom.....	2%
Jordan.....	*%	Venezuela.....	*%
Kenya.....	*%	Yugoslavia.....	*%
Korea.....	4%	Other.....	2%
Kuwait.....	*%		
Netherlands.....	*%		

*% = less than 1 percent

68% of the military personnel surveyed are stationed in the U.S. Other locations with significant percentages of respondents were: Japan (9%), Germany (8%), Korea (4%), Italy (3%) United Kingdom (2%), and Bosnia-Herzegovina, Panama, Spain, and Turkey (each with 1%).

5. On November 5, 1996, how long had you been located at your present duty station/ship?
(N=7,537)

Less than 6 months.....	14%
6 to 12 months.....	19%
1 to 2 years.....	29%
2 to 3 years.....	21%
More than 3 years.....	17%

As of the November 1996 survey date, 29% of the military personnel surveyed had been at their present duty location for 1 to 2 years, 21% for 2 to 3 years, and 17% for more than 3 years. 33% had been at their present duty location for one year or less.

6. Not counting yourself, how many family members who were at least 18 years old were living with you at your current duty station on November 5, 1996? (Include your

spouse, and anyone related to you by blood, marriage, or adoption who depends on you for more than half of their support.)

(N=7,511)

None	40%
One	52%
Two	5%
Three	2%
Four	1%
Five or more	*%

*% = less than 1 percent

As of the November 1996 survey date, 52% of the military personnel surveyed had one family member 18 years old or older living with them at their current duty station.

5% had two voting age family members living with them, 2% lived with three family members of voting age, and 1% had four or more voting age family members living with them. In total, 60% of the military personnel sampled had at least one family member 18 or older living with them in November 1996.

The remaining 40% had no family members living with them.

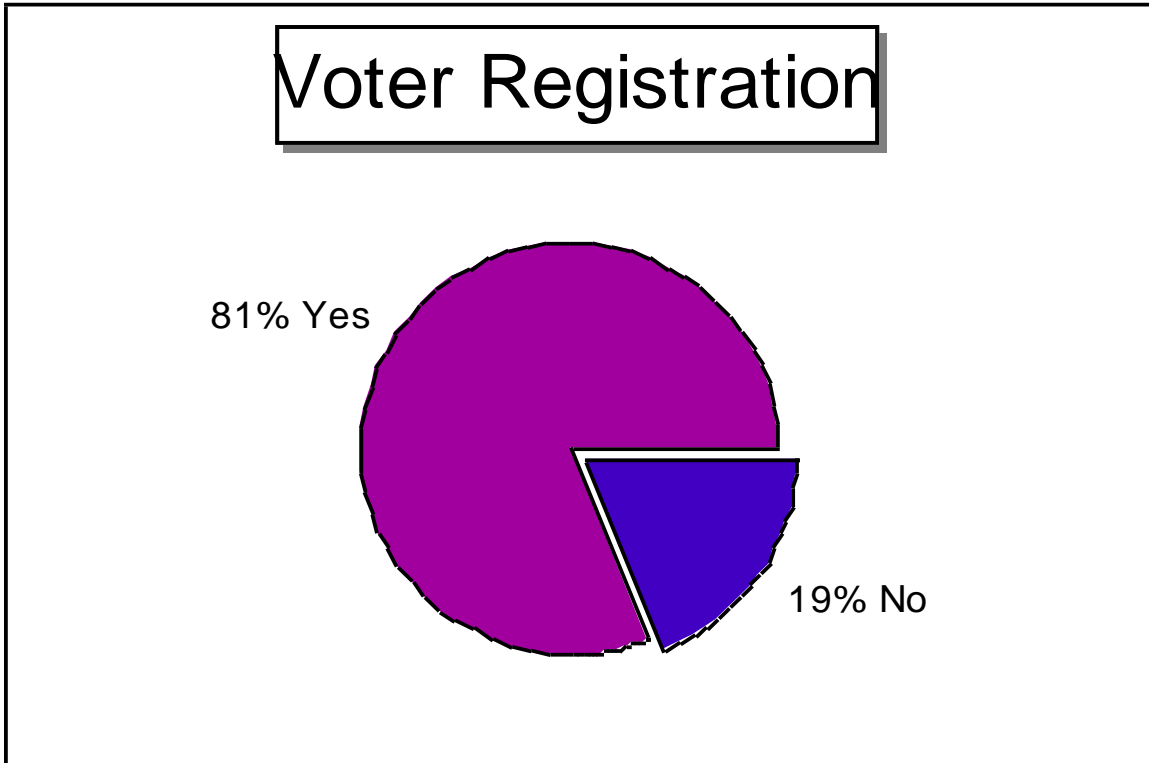
7. **Are you registered to vote in the United States?**

(N=7,459)

Yes..... 81%

No..... 19%

81% of the military personnel surveyed are registered to vote in the United States.



8. In what state or territory are you registered to vote? If you are not registered, where is your legal residence?

(N=7,478)

Alabama	1%	Nebraska	*%
Alaska.....	4%	Nevada	1%
American Samoa	0%	New Hampshire	1%
Arizona.....	1%	New Jersey.....	2%
Arkansas	1%	New Mexico.....	1%
California.....	8%	New York	6%
Colorado.....	1%	North Carolina	2%
Connecticut.....	1%	North Dakota.....	*%
Delaware.....	*%	Ohio	3%
District of Columbia	*%	Oklahoma.....	1%
Florida	11%	Oregon	1%
Georgia	2%	Pennsylvania	4%
Guam.....	*%	Puerto Rico	*%
Hawaii	1%	Rhode Island	*%
Idaho.....	1%	South Carolina	1%
Illinois.....	4%	South Dakota.....	1%
Indiana.....	2%	Tennessee.....	3%
Iowa.....	1%	Texas.....	11%
Kansas	1%	Utah	*%
Kentucky	1%	Vermont.....	*%
Louisiana.....	1%	Virginia	3%
Maine.....	*%	Virgin Islands (U.S.)	*%
Maryland	1%	Washington	3%
Massachusetts.....	1%	West Virginia.....	1%
Michigan	3%	Wisconsin.....	1%
Minnesota.....	1%	Wyoming	*%
Mississippi.....	1%		
Missouri.....	1%		
Montana.....	1%		

*% = less than 1 percent

The military personnel surveyed were asked in what state or territory they were registered to vote or had their legal residence. The following were the top 12 states cited: Florida and Texas (each with 11%); California (8%); New York (6%); Alaska, Illinois and Pennsylvania (4%); Michigan, Ohio, Tennessee, Virginia, and Washington (3%).

VOTING/NON-VOTING

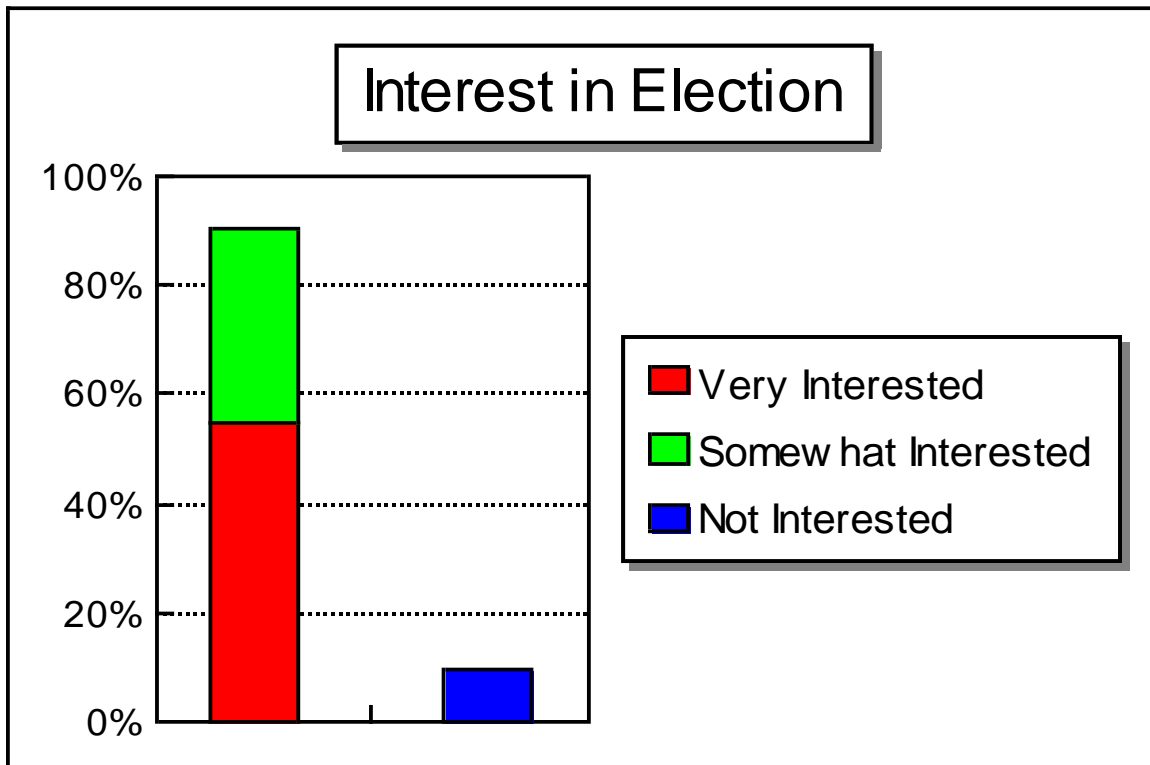
Questions 9 through 12 focus on the voting behavior of military personnel, including: their level of interest in the 1996 U.S. election, whether or not they voted, and, if not, their main reasons for not voting.

9. How interested were you in the U.S. election held on November 5, 1996?

(N=7,521)

Very interested.....	55%
Somewhat interested.....	35%
Not interested.....	10%

90% of all military personnel in the survey sample indicated that they were interested in the November 1996 election. 55% were “very interested” and 35% were “somewhat interested” in the election.



10. Did you vote in the November election?

(N=7,499)

Yes, I voted in person. (Skip to Question 24.)	13%
Yes, I voted by absentee ballot. (Skip to Question 13.)	40%
No, I did not vote. (Continue with Question 11.).....	47%

40% of the military personnel surveyed voted by absentee ballot and 14% voted in person — indicating that 53% of those who answered this question voted in the November 1996 election.

Those who did not vote were asked why they did not cast a ballot:

11. Which of these comes closest to your one main reason for not voting?

(Mark *only one*.)

(N=2,284)

My ballot did not arrive at all.....	19%
I had no candidate preference.	14%
I didn't know how to get an absentee ballot.	11%
I was discouraged by the process of absentee voting.	11%
I knew about the election, but wasn't interested in voting.	10%
I don't trust the candidates.....	10%
My ballot arrived too late.....	7%
I wasn't familiar with the candidates or issues.....	6%
I didn't think I was eligible to vote.	5%
I didn't think my vote would matter.	3%
I am concerned that voting might affect my Federal or State tax obligation.	2%
I didn't know my state of legal residence for voting.	1%
The requirement for notarization of election materials was too difficult.....	1%
I didn't know about the election.	*%

*% = less than 1 percent

Of the military personnel surveyed who said they did not vote in the 1996 election, the largest single response, cited by 19% of those who did not cast a ballot, was that the absentee ballot they had requested never arrived. Another 7% said they had requested an absentee ballot, but it arrived too late to be voted. In sum, more than one-fourth (26%) of those who did not vote said their main reason was that they requested but did not receive an absentee ballot in time for the election.

11% said they didn't know how to get an absentee ballot; 11% said they were discouraged by the process; 6% said they weren't familiar with the candidates or issues; 5% said they did not think they were eligible to vote; and 1% or less said they did not know their legal voting residence, did not know about the election, or thought the requirement for notarization of election materials was too difficult.

12. Were there any other reasons you did not vote?

(Mark all that apply.)

(N=2,373)

I had no candidate preference.	18%
I don't trust the candidates.....	15%
I knew about the election, but wasn't interested in voting.	13%
I was discouraged by the process of absentee voting.....	12%
I didn't know how to get an absentee ballot.	12%
I wasn't familiar with the candidates or issues.....	11%
My ballot did not arrive at all.....	11%
I didn't think my vote would matter.	8%
My ballot arrived too late.....	5%
I didn't think I was eligible to vote.	5%
The requirement for notarization of election materials was too difficult.....	3%
I am concerned that voting might affect my Federal or State tax obligation.	2%
I didn't know my state of legal residence for voting.	2%
I didn't know about the election.	1%

When asked if there were any other reasons they did not vote, military personnel cited no candidate preference (18%), a lack of trust for the candidates (15%), and a lack of interest in voting (13%).

The process of obtaining an absentee ballot discouraged 12%, and another 12% said they did not know how to get an absentee ballot.

11% said they were not familiar with the candidates or issues; 11% said they requested but never received their absentee ballot; 5% said their ballot arrived too late; 5% said they did not think they were eligible to vote; 3% said the requirement for notarization of election materials was too difficult; and 1% said they did not know about the election.

Questions 11 and 12 combined:

I had no candidate preference.	31%
My ballot did not arrive at all.....	29%
I don't trust the candidates.....	24%
I didn't know how to get an absentee ballot.	23%
I was discouraged by the process of absentee voting.....	22%
I knew about the election, but wasn't interested in voting.	22%
I wasn't familiar with the candidates or issues.....	17%
My ballot arrived too late.....	12%
I didn't think my vote would matter.	11%
I didn't think I was eligible to vote.	9%
I am concerned that voting might affect my Federal or State tax obligation.	4%
The requirement for notarization of election materials was too difficult.....	4%
I didn't know my state of legal residence for voting.	3%
I didn't know about the election.	2%

Combining the two questions reveals the relative importance, as either a primary or a contributing factor, of each of the reasons for not voting.

Results were as follows: 31% had no candidate preference; 29% said their absentee ballot was requested but did not arrive at all; 24% did not trust the candidates; 23% said they did not know how to get an absentee ballot; 22% said they were discouraged by the process of absentee voting; 22% were not interested in voting; 17% said they were not familiar with the candidates or issues; 12% said their absentee ballot arrived too late to vote; 11% did not think their vote would matter; 9% said they did not think they were eligible to vote; 4% were concerned that voting might impact their tax obligation; 4% said the requirement for notarization of election materials was too difficult; 3% said they did not know their legal voting residence; and 2% said they did not know about the election.

ABSENTEE VOTING

Questions 13 and 14 ask military personnel whether they requested an absentee ballot for the November 1996 election and, if so, when they requested it.

13. Whether or not you actually voted, did you request an absentee ballot for the November 5, 1996 election?

(N=6,317)

Yes (Continue with Question 14.).....	58%
No (Skip to Question 24.).....	42%

58% of the military personnel surveyed requested an absentee ballot, whether or not they actually voted in the 1996 election.

14. In what month did you request your absentee ballot?

(N=4,450)

July, or earlier.....	39%
August.....	21%
September.....	23%
October.....	16%
November.....	1%

39% of those surveyed who requested an absentee ballot did so in July 1996 or earlier. 23% requested a ballot in September, 21% in August, 16% in October, and 1% in November.

Federal Post Card Application (FPCA):

The Federal Post Card Application (FPCA), or Standard Form 76, is a simultaneous request for registration and ballot.

Questions 15 through 20 focus on the use of the FPCA by military personnel. Survey respondents are asked whether they used the FPCA; if so, where they obtained it; whether they were notified by the local election official in their home jurisdiction that the request had been received; whether they actually received the absentee ballot they had requested; when they received it; and when they completed and returned the ballot.

15. Did you use the FPCA to request your absentee ballot, or did you use another method?
(N=4,455)

I used the FPCA. (Continue with Question 16.) 71%
I used another method. (Skip to Question 17.) 29%

71% of those surveyed who requested an absentee ballot said they used the FPCA to submit their request. 29% said they requested a ballot using another method.

16. Where did you obtain your FPCA?
(N=3,231)

Through military channels	74%	
Federal Voting Assistance Program (FVAP)	19%	U.S.
Embassy or Consulate.....	*%	
Democrats or Republicans Abroad	*%	
Other	7%	

*% = less than 1 percent

74% of the military personnel surveyed who used the FPCA obtained it through military channels. 19% said they obtained their ballot through the Federal Voting Assistance Program. Fewer than 1% used a U.S. Embassy or Consulate, or Democrats/Republicans Abroad to obtain an FPCA.

17. After you requested your absentee ballot, did you receive notification from the local election official that your request had been received?

(N=4,462)

Yes.....	56%
No.....	32%
Don't recall	12%

56% of those surveyed who requested an absentee ballot said they were notified by the local election official that their request had been received. 32% said they were not notified, and 12% said they did not recall.

18. Did you actually receive the absentee ballot in response to your request?

(N=4,482)

Yes (Continue with Question 19.).....	82%
No, I never received it. (Skip to Question 21.)	18%

82% of those surveyed who requested an absentee ballot said they actually received the ballot. 18% said they did not receive it.

19. When did you receive your ballot?

(N=3,959)

July, or earlier.....	3%
August.....	4%
September	20%
October.....	65%
November.....	8%

65% of those surveyed who requested an absentee ballot said they received their ballot in October. 20% said they received it in September, 8% in November, 4% in August, and 3% in July or earlier. These responses indicate that 73% received their absentee ballot in October or November.

	Requested Ballot (N=4,450)	Received Ballot (N=3,959)
July, or earlier	39%	3%
August	21%	4%
September	23%	20%
October	16%	65%
November	1%	8%

This table compares the timing of the request for an absentee ballot to the actual receipt of the ballot.

20. When did you complete and return your ballot?

(N=4,003)

July, or earlier.....	1%
August.....	2%
September.....	8%
October.....	68%
November.....	12%
I did not return it.....	9%

Skip to Question 24.

68% of those surveyed who requested and received an absentee ballot said they completed and returned their ballot in October. 12% said they completed and returned their ballot in November, 8% in September, 2% in August, and 1% in July or earlier.

91% of those who requested and received a ballot completed and returned their ballot, while 9% did not return their ballot.

Federal Write-in Absentee Ballot

The Federal Write-in Absentee Ballot (FWAB), or Standard Form 186, is a back-up ballot that can be used when military personnel do not receive their regular absentee ballot.

Questions 21 through 23 ask military personnel about their use of the FWAB as an alternative voting method. Respondents are asked whether they used the FWAB; if so, when they used it; if not, why not.

21. When you did not receive your regular absentee ballot, did you use the FWAB?
(N=844)

Yes (Continue with Question 22.).....	11%
No (Skip to Question 23.).....	89%

11% of those surveyed who requested but did not receive an absentee ballot said they used the FWAB instead.

22. When did you use the FWAB?
(N=106)

September	39%
October.....	50%
November.....	10%

50% of those surveyed who said they used the FWAB did so in October. 39% said they used the FWAB in September, and 10% said they used it in November.

23. What is the one main reason you did not use the FWAB?
(Mark only one.)
(N=663)

I didn't know about the FWAB.....	82%
I was not outside the U.S.	8%
I did not know under what conditions it could be used.	6%
I knew about it, but couldn't get one.	4%

Of those military personnel surveyed who did not receive an absentee ballot, and did not use the FWAB, 82% said the main reason was that they did not know about the FWAB.

8% said they were not outside the U.S. at the time, 6% said they did not know under what conditions the FWAB could be used, and 4% said they knew about the FWAB but could not get one.

Voting Assistance Guide

The Department of Defense *Voting Assistance Guide 1996-97* (VAG) provides state-by-state information to enable citizens to register and vote absentee.

Questions 24 through 27 ask military personnel whether they used the VAG; what kind of information they were looking for when they consulted the VAG; how they would rate it as a reference; and, if they did not use the VAG, why not.

24. Did you refer to the VAG for information about registering to vote or requesting an absentee ballot?

(N=7,470)

Yes (Continue with Question 25.)..... 22%
No (Skip to Question 27.)..... 78%

22% of the military personnel surveyed said they referred to the VAG for absentee ballot information.

25. What kind of information were you looking for in the VAG? (Mark all that apply.)

(N=2,091)

Mailing address for FPCA or ballot 63%
How to apply to register to vote absentee 57%
How to fill out the FPCA 46%
Dates of elections and deadlines 31%
How to transmit the FPCA or voted ballot
electronically (i.e., Fax) 7%
Other 8%

The four top reasons cited for consulting the VAG among those who used the reference were: to find a mailing address for the FPCA or ballot (63%), to learn how to apply for voter registration or to vote absentee (57%), to learn how to fill out the FPCA (46%), and to learn dates of elections and deadlines (31%).

26. Overall, how would you rate the VAG as a reference on absentee voting procedures?

(N=2,084)

Excellent 44%
Good..... 46%
Fair 9%
Poor..... 1%

Of those surveyed who consulted the VAG, 90% gave it a positive rating. 44% rated the VAG as “excellent,” and 46% rated it as “good.”

27. Why didn't you use the VAG? (Mark only one.)

(N=5,230)

I didn't know about the VAG	58%
I got all the information I needed from other sources.	37%
I knew about it, but couldn't get a copy.....	5%

Of those surveyed who did not use the VAG, 58% said they did not know about it; 37% said they got all the information they needed from other sources; 5% said they knew about the VAG but could not get a copy.

Unit Voting Assistance Officer (Unit VAO)

Unit Voting Assistance Officers are designated individuals within a military unit who provide accurate, non-partisan voting information and assistance to citizens who wish to vote.

Questions 28 through 31 ask military personnel if they received voting information or assistance from their Unit VAO, what kinds of information or assistance they received, and how satisfied they were with the information or assistance provided. If they did not use their Unit VAO, respondents are asked for the main reason they did not do so.

28. Did you receive voting information or assistance from your Unit VAO?

(N=7,471)

Yes (Continue with Question 29.).....	42%
No (Skip to Question 31.)	58%

42% of the military personnel surveyed said they received voting information or assistance from their Unit VAO.

29. Which of the following kinds of information or assistance did you receive from your Unit VAO? (Mark all that apply.)
(N=3,715)

Obtaining the Federal Post Card Application (FPCA).....	65%
Understanding the absentee voting process	42%
Completing the FPCA.....	39%
Determining my eligibility to vote	24%
Obtaining a Federal Write-in Absentee Ballot (FWAB)	17%
Finding information on candidates/issues.....	9%
Assisting with the FWAB.....	8%
Electronic transmission of election materials (Faxing).....	5%

Of those surveyed who received information or assistance from their Unit VAO, the top five forms of information and assistance cited were: obtaining an FPCA (65%), understanding the absentee voting process (42%), completing the FPCA (39%), determining voting eligibility (24%), and obtaining a FWAB (17%).

30. Overall, how satisfied were you with the assistance or information you received from your Unit VAO?
(N=3,684)

Very satisfied.....	61%
Somewhat satisfied	32%
Somewhat dissatisfied.....	5%
Very dissatisfied	3%

Of those surveyed who received information or assistance from their Unit VAO, 93% were satisfied with the information or assistance they received. Of those, 61% said they were “very satisfied” with the service, and 32% were “somewhat satisfied.”

31. Why didn't you receive voting information or assistance from your Unit VAO? (Mark all that apply.)
(N=3,756)

I did not need any voting information or assistance.....	43%
I did not know who my Unit VAO was.	40%
I did not have a Unit VAO.....	15%
I did not know how to contact my Unit VAO.	15%
My Unit VAO was not available when I needed assistance.	6%
My Unit VAO was not helpful when I needed assistance.	3%
My Unit VAO did not have the materials/information I needed.	3%

Of those surveyed who did not receive information or assistance from their Unit VAO, 43% said they did not need any information or assistance, 40% said they did not know who their Unit VAO was, 15% said they did not have a Unit VAO, and 15% said they did not know how to contact their Unit VAO.

Electronic Transmission (Faxing)

Some states now allow the electronic transmission (i.e., faxing) of election materials, such as the absentee ballot request or the voted ballot itself.

Questions 32 through 35 ask military personnel about their use of electronic transmission for election materials, what they transmitted or received electronically, whether they found electronic transmission easy or difficult, and whether they have access to various forms of electronic transmission equipment.

32. In 1996, did you receive or transmit your request for registration and/or a ballot, the ballot itself, or any other election materials electronically (Fax)?
(N=7,370)

Yes (Continue with Question 33.).....	2%
No (Skip to Question 35.)	98%

2% of the military personnel surveyed said they received or transmitted election materials electronically in 1996.

33. What did you receive or transmit electronically (Fax)? (Mark all that apply.)
(N=157)

Federal Post Card Application (FPCA).....	44%
Ballot.....	23%
Non-FPCA request for absentee ballot.....	10%
Federal Write-In Absentee Ballot (FWAB)	7%
Other	15%

Of those surveyed who did receive or transmit election materials electronically, 44% used this process to receive or transmit the FPCA. Other materials cited were: absentee ballot (23%), a non-FPCA absentee ballot request (10%), and the FWAB (7%).

34. How easy was it to transmit documents electronically (Fax)?
(N=137)

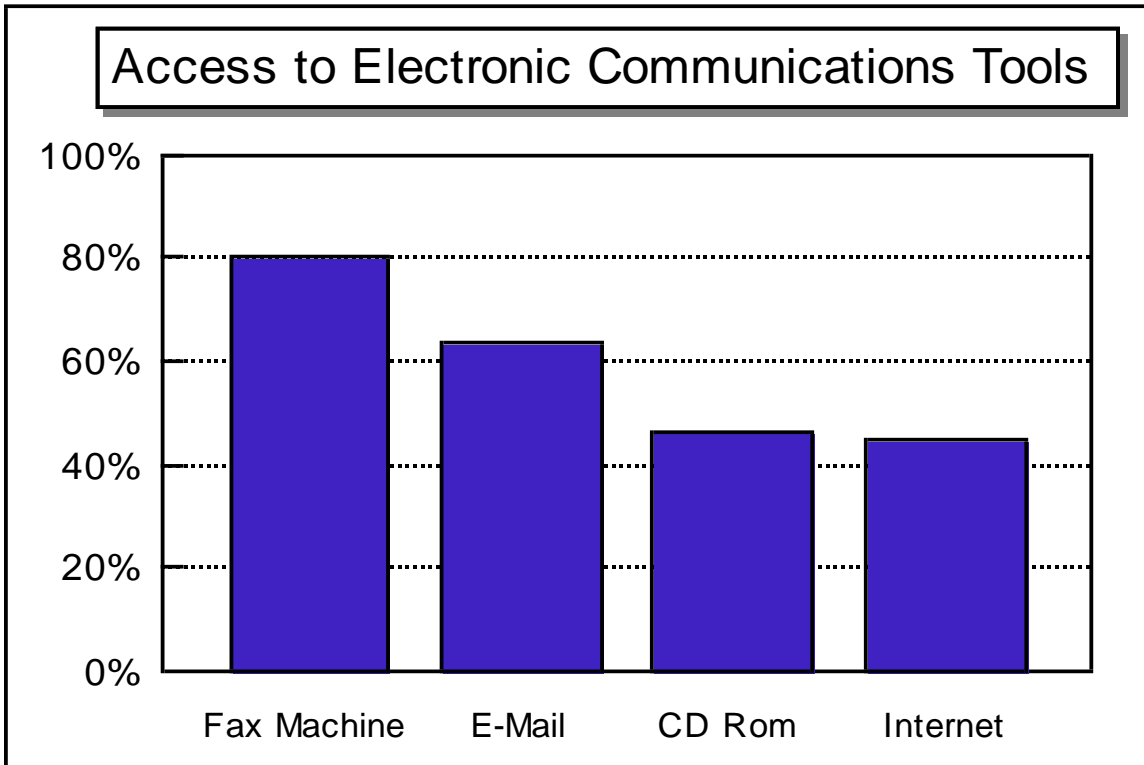
Very easy	68%
Somewhat easy.....	16%
Somewhat difficult.....	14%
Very difficult	1%

Of those surveyed who transmitted election materials electronically, 84% found it easy to do so, with 68% saying it was “very easy” and 16% saying it was “somewhat easy.”

35. Do you have access to any or all of the following? (Mark all that apply.)
(N=7,213)

Fax machine	80%
Electronic mail (E-mail)	64%
CD Rom	46%
The Internet	45%

When asked about access to electronic communications equipment and systems, 80% of the military personnel surveyed said they have access to a fax machine, 64% have E-mail, 46% have CD Rom-capability, and 45% cited the Internet.



Voting Information Center

The Voting Information Center (VIC) is a telephone system that helps citizens become more informed about candidates and issues.

Questions 36 through 39 ask military personnel about their use of the VIC, how often they used it, how satisfied they were with it; and if they did not use the VIC, why not.

36. During 1996, did you use the Voting Information Center (VIC)?

(N=7,415)

Yes (Continue with Question 37.).....	1%
No (Skip to Question 39.).....	99%

1% of the military personnel surveyed said they used the VIC during 1996.

37. About how many times did you use the VIC during 1996?

(N=75)

1.....	68%
2 to 4	26%
5 to 10	6%
11 or more	*%

*% = less than 1 percent

Of those surveyed who used the VIC, 68% used it one time, 26% used it 2 to 4 times, and 6% used it 5 to 10 times.

38. Overall, how satisfied were you with the VIC?

(N=76)

Very satisfied.....	36%
Somewhat satisfied	42%
Not very satisfied	22%

78% of those who used the VIC were satisfied with it. 36% said they were “very satisfied,” and 42% were “somewhat satisfied.”

39. Why didn't you use the VIC during 1996? (Mark all that apply.)

(N=7,339)

I didn't know about it.	78%
I got all the information I needed from other sources.	24%
I didn't know how it might be useful.....	7%
I knew about it, but didn't know the phone number.	1%

Of those surveyed who did not use the VIC during 1996, 78% marked "I didn't know about it" as a reason for non-use. 24% marked "I got all the information I needed from other sources," 7% marked "I didn't know how it might be useful," and 1% marked "I knew about it, but didn't know the phone number." This indicates that the primary reasons for non-use were lack of knowledge about the VIC.

Toll-free Telephone Service

The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service that allows a caller to talk with FVAP staff for voting information or assistance.

Questions 40 through 42 ask military personnel about their use of the toll-free telephone service, how satisfied they were with it; and if they did not use the toll-free service, why not.

40. Did you use this service for the 1996 election?

(N=7,427)

Yes (Continue with Question 41.).....	1%
No (Skip to Question 42.)	99%

1% of the military personnel surveyed said they used the FVAP toll-free telephone service during 1996.

41. Overall, how satisfied were you with the assistance you received when you called the toll-free number?

(N=84)

Very satisfied.....	41%
Somewhat satisfied	31%
Somewhat dissatisfied.....	21%
Very dissatisfied	7%
<i>Skip to Question 43.</i>	

72% of those who used the toll-free telephone service were satisfied with it. Of those surveyed who used the FVAP toll-free telephone service, 41% were "very satisfied" with the service, and 31% were "somewhat satisfied."

42. Why didn't you use the toll-free telephone service? (Mark all that apply.)

(N=7,342)

I didn't know about it.	79%
I got all the information I needed from other sources.	25%
I didn't know how it might be useful.....	5%
I knew about it, but didn't know the phone number.	1%

Of those surveyed who did not use the toll-free telephone service during 1996, 79% marked “I didn’t know about it” as a reason for non-use; 25% marked “I got all the information I needed from other sources;” 5% marked “I didn’t know how it might be useful;” and 1% marked “I knew about it, but didn’t know the phone number.”

Other Sources of Voting Information

U.S. Citizens often rely on different sources of information about elections and voting.

Questions 43 through 45 ask military personnel how satisfied they were with specific sources of voting information and assistance.

43. Overall how satisfied were you with the voting information or assistance you received from the following sources for the 1996 election?

(For each source, mark only one answer.)

(N=7,584)

Federal Voting Assistance Program (FVAP):

Very satisfied.....	16%
Somewhat satisfied	14%
Somewhat dissatisfied.....	3%
Very dissatisfied	3%
Did not use	51%
Not available to me	9%
No response.....	5%

16% of the military personnel surveyed said they were very satisfied with the FVAP, and 14% said they were somewhat satisfied with this information source. 51% said they did not use the FVAP as a voter information source, and 9% said it was not available to them.

Other Federal agency/agencies:

Very satisfied.....	6%
Somewhat satisfied	8%
Somewhat dissatisfied.....	3%
Very dissatisfied	2%
Did not use	63%
Not available to me	10%
No response.....	8%

6% of the military personnel surveyed said they were very satisfied with voter information services provided by other Federal agencies, and 8% said they were somewhat satisfied with these services. 63% said they did not use voter information services provided by other Federal agencies, and 10% said these services were not available to them.

U.S. Embassy or consulate:

Very satisfied.....	1%
Somewhat satisfied	2%
Somewhat dissatisfied.....	1%
Very dissatisfied	1%
Did not use	69%
Not available to me	17%
No response.....	9%

1% of the military personnel surveyed said they were very satisfied with voter information services provided by the U.S. Embassy or consulate, and 2% said they were somewhat satisfied with these services. 69% said they did not use voter information services provided by the U.S. Embassy or consulate, and 17% said these services were not available to them.

Political or other private organization:

Very satisfied.....	5%
Somewhat satisfied	9%
Somewhat dissatisfied.....	3%
Very dissatisfied	2%
Did not use	61%
Not available to me	11%
No response.....	8%

5% of the military personnel surveyed said they were very satisfied with voter information services provided by political or other private organizations, and 9% said they were somewhat satisfied with these services. 61% said they did not use voter information services provided by political or other private organizations, and 11% said these services were not available to them.

44. **How useful was each of the following sources of information on voting in the 1996 election?** (For each source, mark only one answer.)
(N=7,584)

Electronic Voting Messages

(Electronic news releases on election dates and procedures)

Very useful	2%
Somewhat useful	4%
Not very useful	1%
Not useful at all	1%
Did not use	68%
Not available to me	19%
No response	5%

2% of the military personnel surveyed said they found electronic voting messages very useful during the 1996 election, and 4% said they found them somewhat useful. 68% said they did not use electronic voting messages, and 19% said this information source was not available to them.

The *Voting Information News* newsletter

Very useful	1%
Somewhat useful	3%
Not very useful	1%
Not useful at all	1%
Did not use	63%
Not available to me	25%
No response	5%

1% of the military personnel surveyed said they found *Voting Information News* very useful during the 1996 election, and 3% said they found it somewhat useful. 63% said they did not use *Voting Information News*, and 25% said it was not available to them.

“Your Vote is the One that Matters” motivational poster

Very useful	2%
Somewhat useful	5%
Not very useful	3%
Not useful at all	3%
Did not use	56%
Not available to me	26%
No response	5%

2% of the military personnel surveyed said they found the motivational poster very useful during the 1996 election, and 5% said they found it somewhat useful. 56% said they did not use the motivational poster, and 26% said it was not available to them.

The Voting Information Election Calendar poster

Very useful	2%
Somewhat useful.....	4%
Not very useful.....	2%
Not useful at all.....	2%
Did not use	58%
Not available to me	28%
No response.....	5%

2% of the military personnel surveyed said they found the Election Calendar poster very useful during the 1996 election, and 4% said they found it somewhat useful. 58% said they did not use the Election Calendar poster, and 28% said it was not available to them.

***Communicating With Your Elected Officials* pamphlet**

Very useful	2%
Somewhat useful.....	4%
Not very useful.....	2%
Not useful at all.....	2%
Did not use	58%
Not available to me	28%
No response.....	5%

2% of the military personnel surveyed said they found the *Communicating With Your Elected Officials* pamphlet very useful during the 1996 election, and 4% said they found it somewhat useful. 58% said they did not use the pamphlet, and 28% said it was not available to them.

***How To Do It! Vote Absentee* pamphlet**

Very useful	4%
Somewhat useful.....	5%
Not very useful.....	1%
Not useful at all.....	1%
Did not use	59%
Not available to me	24%
No response.....	5%

4% of the military personnel surveyed said they found the *How To Do It! Vote Absentee* pamphlet very useful during the 1996 election, and 5% said they found it somewhat useful. 59% said they did not use the pamphlet, and 24% said it was not available to them.

**The FVAP Voting Assistance Video Training Tape
(Instructions on registering and voting absentee)**

Very useful	1%
Somewhat useful.....	1%
Not very useful.....	1%
Not useful at all.....	1%
Did not use	60%
Not available to me	31%
No response.....	5%

1% of the military personnel surveyed said they found the FVAP video training tape very useful during the 1996 election, and 1% said they found it somewhat useful. 60% said they did not use the training tape, and 30% said it was not available to them.

"Get out the Vote" public service ad campaign

Very useful	4%
Somewhat useful.....	8%
Not very useful.....	3%
Not useful at all.....	3%
Did not use	54%
Not available to me	23%
No response.....	5%

4% of the military personnel surveyed said they found the "Get out the Vote" public service ad campaign very useful during the 1996 election, and 8% said they found it somewhat useful. 54% said they did not use the public service ad campaign, and 23% said it was not available to them.

45. How useful was each of the following sources of information on voting in the 1996 election? (For each source, mark only one answer.)
(N=7,584)

Base or unit newspaper

Very useful	7%
Somewhat useful	17%
Not very useful	9%
Not useful at all	15%
Did not use	40%
Not available to me	7%
No response	4%

7% of the military personnel surveyed said they found their base or unit newspaper a very useful voter information source during the 1996 election, and 17% said they found it somewhat useful. 40% said they did not use their base or unit newspaper as a voter information source, and 7% said it was not available to them.

Military magazines

Very useful	5%
Somewhat useful	15%
Not very useful	9%
Not useful at all	10%
Did not use	50%
Not available to me	4%
No response	5%

5% of the military personnel surveyed said they found military magazines a very useful voter information source during the 1996 election, and 15% said they found them somewhat useful. 50% said they did not use military magazines as a voter information source, and 4% said the magazines were not available to them.

Armed Forces Radio/TV

Very useful	7%
Somewhat useful	13%
Not very useful	6%
Not useful at all	7%
Did not use	46%
Not available to me	16%
No response	5%

7% of the military personnel surveyed said they found Armed Forces Radio/ TV a very useful voter information source during the 1996 election, and 13% said they found it somewhat useful. 46% said they did not use Armed Forces Radio/TV as a voter information source, and 16% said it was not available to them.

Army, Navy, Air Force, or Federal Times

Very useful	6%
Somewhat useful.....	16%
Not very useful.....	7%
Not useful at all.....	7%
Did not use	53%
Not available to me	5%
No response.....	6%

6% of the military personnel surveyed said they found the *Army, Navy, Air Force, or Federal Times* a very voter useful information source during the 1996 election, and 16% said they found it somewhat useful. 58% said they did not use *Army, Navy, Air Force, or Federal Times* as a voter information source, and 5% said the publications were not available to them.

Stars and Stripes

Very useful	6%
Somewhat useful.....	11%
Not very useful.....	5%
Not useful at all.....	5%
Did not use	48%
Not available to me	18%
No response.....	7%

6% of the military personnel surveyed said they found *Stars and Stripes* a very useful voter information source during the 1996 election, and 11% said they found it somewhat useful. 48% said they did not use *Stars and Stripes* as a voter information source, and 18% said it was not available to them.

U.S. civilian newspapers, magazines, radio, TV

Very useful	27%
Somewhat useful.....	26%
Not very useful.....	6%
Not useful at all.....	4%
Did not use	27%
Not available to me	5%
No response.....	6%

27% of the military personnel surveyed said they found U.S. civilian newspapers, magazines, radio, and TV very useful voter information sources during the 1996 election, and 26% said they found them somewhat useful. 27% said they did not use U.S. civilian newspapers, magazines, radio, and TV as voter information sources, and 5% said the sources were not available to them..

Foreign newspapers, magazines, radio, TV

Very useful	2%
Somewhat useful.....	6%
Not very useful.....	3%
Not useful at all.....	5%
Did not use	56%
Not available to me	20%
No response.....	7%

2% of the military personnel surveyed said they found foreign newspapers, magazines, radio, and TV very useful voter information sources during the 1996 election and 6% said they found them somewhat useful. 56% said that they did not use foreign newspapers, magazines, radio, and TV as voter information sources, and 20% said the sources were not available to them.

Family/Friends

Very useful	16%
Somewhat useful.....	28%
Not very useful.....	8%
Not useful at all.....	4%
Did not use	37%
Not available to me	3%
No response.....	5%

16% of the military personnel surveyed said they found family and friends a very useful voter information source during the 1996 election, and 28% said they found them somewhat useful. 37% said they did not use family and friends as a voter information source, and 3% said this source was not available to them.

The Internet

Very useful	5%
Somewhat useful.....	7%
Not very useful.....	2%
Not useful at all.....	2%
Did not use	58%
Not available to me	20%
No response.....	5%

5% of the military personnel surveyed said they found the Internet a very useful voter information source during the 1996 election, and 7% said they found it somewhat useful. 58% said they did not use the Internet as a voter information source, and 20% said it was not available to them.