

NATIONAL CREDIT UNION ADMINISTRATION 2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		204	384	93	95	23	799	NA
	%	73.75	25.51	48.24	11.59	11.84	2.82	100.00	
2. I have enough information to do my job well.	N		145	407	112	98	29	791	NA
	%	69.84	18.37	51.47	14.32	12.28	3.56	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		156	299	140	140	50	785	NA
	%	57.79	19.75	38.04	17.91	17.99	6.31	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		236	358	112	63	23	792	NA
	%	74.96	29.43	45.53	14.22	7.88	2.94	100.00	
*5. I like the kind of work I do.	N		301	387	71	23	7	789	NA
	%	87.14	37.93	49.21	9.04	2.91	0.92	100.00	
6. I know what is expected of me on the job.	N		211	407	83	63	28	792	NA
	%	78.06	26.51	51.55	10.49	7.98	3.46	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		486	271	24	6	5	792	NA
	%	95.55	61.20	34.35	3.08	0.72	0.66	100.00	
8. I am constantly looking for ways to do my job better.	N		371	355	53	14	3	796	NA
	%	90.99	46.38	44.62	6.80	1.78	0.43	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		118	342	95	178	62	795	4
	%	57.97	14.78	43.18	11.91	22.41	7.72	100.00	
*10. My workload is reasonable.	N		78	366	115	175	61	795	1
	%	55.90	9.84	46.07	14.45	21.94	7.71	100.00	
*11. My talents are used well in the workplace.	N		147	339	131	102	50	769	1
	%	63.43	19.05	44.38	16.98	12.99	6.60	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		230	431	75	41	16	793	3
	%	83.26	28.82	54.44	9.49	5.19	2.07	100.00	
*13. The work I do is important.	N		349	361	44	20	8	782	3
	%	90.71	44.18	46.53	5.62	2.58	1.10	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		191	336	165	63	28	783	13
	%	67.35	24.29	43.06	20.91	8.14	3.60	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		190	360	100	87	56	793	5
	%	68.98	23.65	45.34	12.87	11.00	7.15	100.00	
16. I am held accountable for achieving results.	N		265	435	64	17	6	787	4
	%	88.87	33.58	55.29	8.20	2.16	0.77	100.00	

Survey Administration Period: April 30, 2013 to June 14, 2013

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* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 799

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		207	356	114	44	41	762	33
	%	73.88	27.12	46.76	15.11	5.73	5.28	100.00	
*18. My training needs are assessed.	N		134	353	136	116	54	793	2
	%	61.35	16.91	44.44	17.19	14.66	6.80	100.00	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		198	328	100	100	63	789	10
	%	66.67	25.06	41.62	12.73	12.66	7.94	100.00	
*20. The people I work with cooperate to get the job done.	N		273	402	62	44	17	798	NA
	%	84.60	34.13	50.48	7.81	5.51	2.08	100.00	
*21. My work unit is able to recruit people with the right skills.	N		106	321	166	139	48	780	18
	%	54.67	13.50	41.17	21.39	17.74	6.21	100.00	
*22. Promotions in my work unit are based on merit.	N		110	236	191	140	86	763	28
	%	45.28	14.34	30.94	24.98	18.44	11.30	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		70	228	180	138	92	708	87
	%	42.16	9.87	32.29	25.49	19.36	12.99	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		77	240	196	150	79	742	53
	%	42.85	10.45	32.40	26.25	20.37	10.53	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		114	296	149	114	88	761	34
	%	53.79	15.01	38.78	19.69	14.90	11.61	100.00	
26. Employees in my work unit share job knowledge with each other.	N		271	399	63	44	19	796	0
	%	84.31	34.03	50.28	7.90	5.45	2.34	100.00	
27. The skill level in my work unit has improved in the past year.	N		164	316	178	82	34	774	24
	%	62.07	21.15	40.92	23.03	10.55	4.35	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		352	357	79	9	1	798	NA
	%	89.03	44.00	45.03	9.74	1.12	0.11	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		129	424	130	86	16	785	5
	%	70.82	16.54	54.29	16.46	10.70	2.02	100.00	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		114	306	166	126	59	771	19
	%	54.52	14.86	39.66	21.62	16.32	7.55	100.00	
31. Employees are recognized for providing high quality products and services.	N		108	322	165	114	61	770	15
	%	55.88	14.07	41.82	21.44	14.80	7.88	100.00	
*32. Creativity and innovation are rewarded.	N		92	232	223	138	78	763	28
	%	42.54	12.19	30.36	29.11	18.04	10.31	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		46	141	181	153	221	742	48
	%	25.30	6.20	19.10	24.19	20.70	29.80	100.00	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		157	361	149	36	28	731	61
	%	70.95	21.54	49.40	20.22	4.98	3.86	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		168	377	150	57	21	773	18
	%	70.32	21.73	48.59	19.57	7.32	2.80	100.00	
*36. My organization has prepared employees for potential security threats.	N		101	354	178	80	49	762	24
	%	59.74	13.37	46.37	23.26	10.59	6.42	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		127	275	164	91	72	729	56
	%	55.11	17.39	37.72	22.31	12.64	9.95	100.00	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N		189	307	139	38	33	706	78
	%	70.31	26.86	43.45	19.68	5.39	4.62	100.00	
39. My agency is successful at accomplishing its mission.	N		173	436	118	32	15	774	14
	%	78.63	22.20	56.42	15.32	4.14	1.91	100.00	
40. I recommend my organization as a good place to work.	N		231	322	157	60	19	789	NA
	%	70.24	29.09	41.15	19.85	7.54	2.36	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		158	270	164	99	56	747	45
	%	57.21	21.14	36.07	22.06	13.45	7.28	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		285	306	87	68	41	787	4
	%	75.11	36.07	39.04	11.02	8.71	5.16	100.00	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		263	325	101	55	41	785	4
	%	74.85	33.39	41.46	12.85	7.15	5.14	100.00	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		233	301	110	70	61	775	12
	%	68.99	29.82	39.17	14.17	9.05	7.79	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		234	295	136	23	28	716	71
	%	73.73	32.42	41.31	19.24	3.17	3.85	100.00	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		229	317	114	65	59	784	3
	%	69.84	29.13	40.71	14.30	8.34	7.52	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		275	316	98	47	46	782	7
	%	75.72	35.10	40.62	12.39	6.11	5.78	100.00	
48. My supervisor/team leader listens to what I have to say.	N		319	316	68	54	30	787	NA
	%	80.67	40.42	40.26	8.67	6.85	3.81	100.00	
49. My supervisor/team leader treats me with respect.	N		352	303	61	43	29	788	NA
	%	83.20	44.63	38.57	7.82	5.36	3.63	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		316	386	38	33	14	787	NA
	%	89.57	40.02	49.56	4.64	4.05	1.74	100.00	
*51. I have trust and confidence in my supervisor.	N		303	263	111	58	54	789	NA
	%	71.91	38.42	33.49	13.88	7.48	6.73	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		327	255	119	47	38	786	NA
	%	74.19	41.61	32.59	15.03	6.02	4.75	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		93	292	192	128	68	773	10
	%	49.75	12.09	37.66	24.83	16.65	8.77	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		139	320	157	81	52	749	31
	%	61.14	18.65	42.49	21.01	10.95	6.90	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		160	334	162	43	25	724	51
	%	68.17	22.04	46.13	22.50	5.93	3.40	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		140	382	130	80	38	770	9
	%	67.88	18.13	49.75	16.91	10.34	4.87	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		130	374	153	49	27	733	44
	%	68.85	17.80	51.05	20.85	6.68	3.62	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		134	316	141	94	63	748	31
	%	60.26	17.85	42.41	18.96	12.45	8.33	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		145	319	150	92	49	755	25
	%	61.59	19.26	42.33	19.89	12.08	6.44	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		219	270	143	43	42	717	61
	%	68.17	30.45	37.72	20.13	5.90	5.80	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		178	276	163	104	50	771	8
	%	58.93	23.27	35.66	21.08	13.40	6.60	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		140	240	189	110	57	736	44
	%	51.64	19.04	32.60	25.67	14.94	7.76	100.00	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		123	303	172	129	50	777	NA
	%	55.06	15.75	39.32	21.99	16.61	6.34	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		110	347	146	130	43	776	NA
	%	58.97	14.30	44.67	18.83	16.85	5.35	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		115	284	164	142	71	776	NA
	%	51.61	14.72	36.89	21.14	18.21	9.04	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		85	307	191	133	59	775	NA
	%	50.60	11.01	39.59	24.73	17.16	7.51	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		100	246	201	134	96	777	NA
	%	44.54	12.90	31.65	26.10	17.22	12.14	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		118	360	132	116	49	775	NA
	%	61.69	15.15	46.54	17.01	15.08	6.23	100.00	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		165	379	128	74	28	774	NA
	%	70.48	21.16	49.33	16.37	9.58	3.56	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		90	240	135	179	133	777	NA
	%	42.35	11.49	30.86	17.36	23.19	17.11	100.00	
71. Considering everything, how satisfied are you with your organization?	N		145	339	164	99	30	777	NA
	%	62.50	18.57	43.93	21.08	12.58	3.84	100.00	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

	N	%
Yes	457	59.56
No	202	26.46
Not sure	106	13.98
Total	765	100.00

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	117	15.82
I telework 1 or 2 days per week.	87	11.91
I telework, but no more than 1 or 2 days per month.	91	12.42
I telework very infrequently, on an unscheduled or short-term basis.	156	21.15
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	143	19.77
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	6	0.79
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	68	9.26
I do not telework because I choose not to telework.	66	8.88
Total	734	100.00

**NATIONAL CREDIT UNION ADMINISTRATION
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	%
Yes	546	70.31
No	151	19.68
Not available to me	77	10.01
Total	774	100.00

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
Yes	160	20.82
No	427	55.20
Not available to me	182	23.98
Total	769	100.00

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	%
Yes	80	10.32
No	616	79.89
Not available to me	72	9.79
Total	768	100.00

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	%
Yes	6	0.83
No	526	68.05
Not available to me	242	31.12
Total	774	100.00

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	%
Yes	7	0.96
No	521	67.42
Not available to me	246	31.62
Total	774	100.00

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		129	172	76	30	8	415	79
	%	72.46	30.94	41.52	18.53	7.17	1.84	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		229	244	48	17	3	541	6
	%	87.46	42.42	45.04	8.84	3.16	0.55	100.00	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N		53	69	21	7	1	151	16
	%	81.03	34.98	46.05	13.82	4.51	0.64	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		26	35	14	0	2	77	10
	%	78.94	33.64	45.30	18.63	0.00	2.43	100.00	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N		3	0	1	0	0	4	5
	%	75.36	75.36	0.00	24.64	0.00	0.00	100.00	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		3	0	2	1	0	6	4
	%	50.39	50.39	0.00	34.53	15.08	0.00	100.00	

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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85. Where do you work?	N	%
Headquarters	216	27.94
Field	557	72.06
Total	773	100.00

*86. What is your supervisory status?	N	%
Non-Supervisor	546	70.91
Team Leader	98	12.73
Supervisor	84	10.91
Manager	9	1.17
Executive	33	4.29
Total	770	100.00

*87. Are you:	N	%
Male	413	53.99
Female	352	46.01
Total	765	100.00

*88. Are you Hispanic or Latino?	N	%
Yes	44	5.84
No	710	94.16
Total	754	100.00

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	6	0.81
Asian	45	6.10
Black or African American	105	14.23
Native Hawaiian or Other Pacific Islander	3	0.41
White	557	75.47
Two or more races	22	2.98
Total	738	100.00

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90. What is your age group?	N	%
25 and under	23	3.03
26-29	56	7.39
30-39	153	20.18
40-49	236	31.13
50-59	237	31.27
60 or older	53	6.99
Total	758	100.00

91. What is your pay category/grade?	N	%
Federal Wage System	5	0.66
GS 1-6	7	0.92
GS 7-12	318	41.73
GS 13-15	244	32.02
Senior Executive Service	29	3.81
Senior Level (SL) or Scientific or Professional (ST)	2	0.26
Other	157	20.60
Total	762	100.00

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	7	0.91
1 to 3 years	155	20.21
4 to 5 years	82	10.69
6 to 10 years	103	13.43
11 to 14 years	90	11.73
15 to 20 years	76	9.91
More than 20 years	254	33.12
Total	767	100.00

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	24	3.13
1 to 3 years	197	25.72
4 to 5 years	76	9.92
6 to 10 years	107	13.97
11 to 20 years	172	22.45
More than 20 years	190	24.80
Total	766	100.00

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	569	74.57
Yes, to retire	27	3.54
Yes, to take another job within the Federal Government	91	11.93
Yes, to take another job outside the Federal Government	41	5.37
Yes, other	35	4.59
Total	763	100.00

95. I am planning to retire:

	N	%
Within one year	20	2.64
Between one and three years	44	5.80
Between three and five years	66	8.70
Five or more years	629	82.87
Total	759	100.00

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96. Self-Identify as:	N	%
Heterosexual or Straight	594	82.16
Gay, Lesbian, Bisexual, or Transgender	17	2.35
I prefer not to say	112	15.49
Total	723	100.00

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	132	17.37
No	628	82.63
Total	760	100.00

98. Are you an individual with a disability?	N	%
Yes	73	9.61
No	687	90.39
Total	760	100.00