

**PEW RESEARCH CENTER FOR THE PEOPLE AND THE PRESS**  
**JUNE NEWS INTEREST INDEX**  
**FINAL TOPLINE**  
**JUNE 19-23, 2002**  
**N=1,212**

Q.1 Do you approve or disapprove of the way George W. Bush is handling his job as president? **[IF DK ENTER AS DK. IF DEPENDS PROBE ONCE WITH: Overall do you approve or disapprove of the way George W. Bush is handling his job as president? [IF STILL DEPENDS ENTER AS DK]**

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't know</u>
June, 2002	70	20	10=100
April, 2002	69	18	13=100
Early April, 2002	74	16	10=100
February, 2002	78	13	9=100
January, 2002	80	11	9=100
Mid-November, 2001	84	9	7=100
Early October, 2001	84	8	8=100
Late September, 2001	86	7	7=100
Mid-September, 2001	80	9	11=100
Early September, 2001	51	34	15=100
August, 2001	50	32	18=100
July, 2001	51	32	17=100
June, 2001	50	33	17=100
May, 2001	53	32	15=100
April, 2001	56	27	17=100
March, 2001	55	25	20=100
February, 2001	53	21	26=100

Q.2 Do you (approve/disapprove) very strongly, or not so strongly?

		<i>---- Gallup ----</i>		
		<u>April 2001</u>	<u>Clinton April 1993<sup>1</sup></u>	<u>Reagan March 1981</u>
70	Approve	56	55	60
46	Very strongly	34	18	35
21	Not so strongly	20	37	25
3	Don't know	2	--	--
20	Disapprove	27	37	24
12	Not so strongly	9	16	9
8	Very strongly	18	21	15
0	Don't know	*	--	--
<u>10</u>	Don't know/Refused	<u>17</u>	<u>8</u>	<u>16</u>
100		100	100	100

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<sup>1</sup> In 1993 the question was worded "Do you approve/disapprove strongly or moderately?"

**ROTATE Q.3 AND Q.4**

Q.3 Do you approve or disapprove of the job Republican leaders in Congress are doing? **[IF DK ENTER AS DK. IF DEPENDS PROBE ONCE WITH: Overall do you approve or disapprove of the job Republican leaders in Congress are doing? IF STILL DEPENDS ENTER AS DK]**<sup>2</sup>

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't Know</u>
June, 2002	50	34	16=100
May, 2002	49	34	17=100
February, 2002	56	24	20=100
Early September, 2001	43	39	18=100
June, 2001	40	40	20=100
May, 2001	45	36	19=100
April, 2001	45	30	25=100
January, 2001	43	36	21=100
July, 2000	36	46	18=100
May, 2000	40	42	18=100
March, 2000	38	43	19=100
February, 2000	40	43	17=100
January, 2000	39	41	20=100
December, 1999	38	42	20=100
October, 1999	34	50	16=100
Late September, 1999	34	46	20=100
August, 1999	40	44	16=100
July, 1999	36	45	19=100
June, 1999	37	46	17=100
May, 1999	38	44	18=100
March, 1999	38	47	15=100
February, 1999	37	51	12=100
January, 1999	38	50	12=100
Early December, 1998	38	49	13=100
November, 1998	41	48	11=100
Early September, 1998	44	37	19=100
Early August, 1998	43	37	20=100
June, 1998	42	38	20=100
May, 1998	40	41	19=100
April, 1998	41	40	19=100
March, 1998	43	39	18=100
January, 1998	43	41	16=100
November, 1997	41	43	16=100
August, 1997	42	44	14=100
June, 1997	33	50	17=100
May, 1997	40	44	16=100
April, 1997	40	44	16=100
February, 1997	44	42	14=100
January, 1997	38	47	15=100
November, 1996	40	43	17=100
July, 1996	38	48	14=100
June, 1996	36	50	14=100
April, 1996	39	46	15=100
March, 1996	35	51	14=100
February, 1996	33	53	14=100
January, 1996	36	54	10=100
October, 1995	36	51	13=100
September, 1995	36	50	14=100
August, 1995	38	45	17=100
June, 1995	41	45	14=100
April, 1995	44	43	13=100
March, 1995	43	39	18=100
December, 1994	52	28	20=100

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<sup>2</sup>

Some trends from 1998 and 1999 have been omitted.

Q.4 Do you approve or disapprove of the job Democratic leaders in Congress are doing? **[IF DK ENTER AS DK. IF DEPENDS PROBE ONCE WITH: Overall do you approve or disapprove of the job Democratic leaders in Congress are doing? IF STILL DEPENDS ENTER AS DK]**

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't Know</u>
June, 2002	47	36	17=100
May, 2002	42	37	21=100
February, 2002	49	30	21=100
Early September, 2001	49	30	21=100
June, 2001	50	28	22=100

Q.5 Now I will read a list of some stories covered by news organizations this past month. As I read each item, tell me if you happened to follow this news story very closely, fairly closely, not too closely, or not at all closely. **[INSERT ITEM; ROTATE. OBSERVE FORM SPLITS]**

		<u>Very Closely</u>	<u>Fairly Closely</u>	<u>Not too Closely</u>	<u>Not at all Closely</u>	<u>DK/Ref</u>
<b>[FORM 1 N=608; FORM 2 N=604]</b>						
a.F1	The U.S. military effort in Afghanistan	38	32	20	9	1=100
	April, 2002	39	39	13	8	1=100
	Early April, 2002	45	37	12	5	1=100
	February, 2002	47	39	8	5	1=100
	January, 2002	51	35	9	4	1=100
	December, 2001	44	38	12	5	1=100
	Mid-November, 2001	49	36	11	3	1=100
	Early November, 2001	45	36	12	6	1=100
	Mid-October, 2001	51	35	10	3	1=100
	January, 1991 <sup>3</sup>	67	28	4	1	0=100
b.F2	Defending against terrorist attacks in the U.S.	45	35	12	7	1=100
	April, 2002	46	36	10	7	1=100
	Early April, 2002	49	35	10	5	1=100
	December, 2001 <sup>4</sup>	60	29	7	3	1=100
	Mid-November, 2001	66	25	6	2	1=100
	Early November, 2001	63	26	6	3	2=100
	Mid-October, 2001	78	16	4	1	1=100
	Early October, 2001 <sup>5</sup>	73	22	4	1	*=100
	Mid-September, 2001	74	22	3	1	*=100

<sup>3</sup> In January 1991 the question was worded: "How closely have you been following news about the War in the Gulf?"

<sup>4</sup> From Mid-October 2001 to December 2001 the story was listed as "Terrorism attacks on the United States."

<sup>5</sup> In Early October 2001 and Mid-September 2001 the story was listed as "News about the terrorist attacks on the World Trade Center in New York and the Pentagon in Washington?"

**Q.5 CONTINUED ...**

**[FORM 1 N=608; FORM 2 N=604]**

		Very Closely	Fairly Closely	Not too Closely	Not at all Closely	DK/Ref
c.	Continued violence in the Middle East between the Palestinians and the Israelis	38	33	18	10	1=100
	April, 2002	38	37	14	10	1=100
	Early April, 2002	44	33	13	9	1=100
	December, 2001	31	40	19	9	1=100
	Early September, 2001	21	33	25	20	1=100
	April, 2001 <sup>6</sup>	22	34	24	19	1=100
	Mid-October, 2000	30	38	18	13	1=100
	Early October, 2000	21	30	27	21	1=100
	January, 1997	12	23	29	35	1=100
	October, 1996	17	34	26	23	*=100
	May, 1988	18	37	34	9	2=100
d.	Tensions between India and Pakistan January, 2002	24 23	33 36	24 24	18 17	1=100 *=100
e.	Reports of the FBI and CIA having information about terrorist plans prior to the September 11 <sup>th</sup> attacks	32	36	21	10	1=100
f.	The arrest of a man for planning a “dirty bomb” terrorist attack on the U.S.	30	30	24	15	1=100
g.	Reports of sexual abuses by Catholic priests Early April, 2002 December, 1993	38 27 18	36 34 32	17 25 31	8 13 18	1=100 1=100 1=100
h.F1	Wildfires in Colorado and other western states	30	36	25	9	*=100
i.F2	Soccer’s World Cup championship being held in Japan and South Korea	10	16	23	50	1=100

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<sup>6</sup> In April 2001 the story was listed as “Continued violence in the Middle East.” In Mid-October 2000 the story was listed as “Continued violence in the Middle East between the Palestinians and the Israelis.” In Early October 2000 the story was listed as “Renewed violence in the Middle East between the Palestinians and the Israelis.” In January 1997 the story was listed as “Renewed tensions between Israelis and Palestinians over Hebron.” In October 1996 the story was listed as “Renewed violence between Israelis & Palestinians on the West Bank and in Jerusalem.” In May 1988 the story was listed as “The conflict in the Middle East between the Palestinians and the Israelis in the occupied territories.”

Now a few questions about politics...

Q.6 If the elections for U.S. Congress were being held TODAY, would you vote for the Republican Party's candidate or the Democratic Party's candidate for Congress in your district?

**IF RESPONDENT ANSWERED "3" OR "9" IN Q.6 ASK:**

Q.7 As of TODAY, do you LEAN more to the Republican or the Democrat?

**BASED ON REGISTERED VOTERS [N=941]:**

	<u>Republican/ Lean Rep.</u>	<u>Democrat/ Lean Dem.</u>	<u>Other/ Undecided</u>
June, 2002	44	46	10=100
February, 2002	46	45	9=100
Early November, 2001	44	44	12=100
<b>2000 Election</b>			
Early November, 2000	42	48	10=100
Early October, 2000	43	47	10=100
July, 2000	43	47	10=100
February, 2000	44	47	9=100
October, 1999	43	49	8=100
June, 1999	40	50	10=100
<b>1998 Election</b>			
November, 1998	42	48	10=100
Late October, 1998	40	47	13=100
Early October, 1998	43	44	13=100
Early September, 1998	45	46	9=100
Late August, 1998	44	45	11=100
Early August, 1998	42	49	9=100
June, 1998	44	46	10=100
March, 1998	40	52	8=100
February, 1998	41	50	9=100
January, 1998	41	51	8=100
August, 1997	45	48	7=100
<b>1996 Election</b>			
November, 1996 <sup>7</sup>	44	48	8=100
October, 1996	42	49	9=100
Late September, 1996	43	49	8=100
Early September, 1996	43	51	6=100
July, 1996	46	47	7=100
June, 1996	44	50	6=100
March, 1996	44	49	7=100
January, 1996	46	47	7=100
October, 1995	48	48	4=100
August, 1995	50	43	7=100
<b>1994 Election</b>			
November, 1994	45	43	12=100
October, 1994	47	44	9=100
Early October, 1994	52	40	8=100
September, 1994	48	46	6=100
July, 1994	45	47	8=100

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November 1996 trend based on likely voters.

**ASK ALL:**

Q.8 What will make the biggest difference in how you vote for Congress in your district – national issues, local or state issues, the candidate’s political party, or the candidate’s character or experience? **[IF MORE THAN ONE, PROBE WITH: Well, which is most important?]**

**BASED ON REGISTERED VOTERS [N=941]:**

	National Issues	State/Local Issues	Political Party	Character/ Experience	Other	None	DK/ Ref.
June, 2002	26	30	5	33	2	1	3=100
October, 2000	21	42	9	21	1	1	5=100
July, 2000	18	40	6	32	1	1	2=100
Late October, 1998	20	39	5	27	3	2	4=100
Early October, 1998	23	36	7	28	1	*	5=100
Early September, 1998	22	34	5	33	2	*	4=100
Early August, 1998	20	38	5	31	2	*	4=100
June, 1998	22	37	4	32	1	1	3=100
March, 1998	18	37	6	35	1	1	2=100
November, 1996	23	38	6	25	2	*	6=100
October, 1996	19	45	7	26	1	1	1=100
Late September, 1996	25	38	6	24	2	*	5=100
Early September, 1996	18	42	6	30	1	*	3=100
November, 1994	22	38	5	30	1	*	4=100
Late October, 1994	22	38	3	29	3	1	4=100
Early October, 1994	22	27	5	39	2	1	4=100
CBS/NYT: 10/24-28, 1986	22	25	6	40	1	1	5=100
CBS/NYT: 9/28-10/1, 1986	20	23	9	41	3	*	4=100

Q.9 Thinking about your vote for Congress this fall, will the issue of which party controls Congress, the Republicans or the Democrats, be a factor in your vote, or not?

**BASED ON REGISTERED VOTERS [N=941]:**

	Feb 2002	Early Oct 2000	July 2000	Late Oct 1998	Early Oct 1998	Early Sept 1998	Early Aug 1998	June 1998
47	46	46	46	46	47	41	44	45
50	49	50	49	50	49	56	53	51
3	5	4	5	4	4	3	3	4
100	100	100	100	100	100	100	100	100

Q.10 What one issue would you most like to hear the candidates in your state or district talk about this fall? [OPEN ENDED; PROMPT ONCE WITH "What would you name second?" ACCEPT UP TO THREE MENTIONS]

BASED ON REGISTERED VOTERS [N=941]:		Early Oct 1998	Early Sept 1998	June 1998
20	Education issues	24	20	20
13	Health care	8	6	5
12	National security	1	1	1
12	Taxation	8	11	13
9	Dealing with terrorism/terrorists	*	1	-
7	Economy/Economic issues	6	8	4
6	Jobs/Employment	3	4	5
6	Crime/Crime control/All other crime issues	7	9	14
6	Foreign policy/International relations	1	1	2
4	Environment	2	2	2
4	Balanced budget	3	2	3
3	Caring for seniors/Elder care	2	1	--
3	Social Security	6	4	9
2	Abortion	3	2	4
2	Poverty/Homelessness	3	2	2
2	Politicians/Political system	4	3	--
2	Morality/Character issues	3	4	4
2	National issues (unspecified)	*	1	--
1	State/local issues	3	4	--
1	Family/Child care issues	1	1	3
1	Immigration	*	*	*
1	Size/Scope of Government	2	2	--
1	Welfare reform	1	3	--
*	None	*	*	*
16	No answer/DK/Refused	2	21	18

Q.11 Would you like to see your representative in Congress be re-elected in November, or not?

	BASED ON REGISTERED VOTERS [N=941]: (VOL)			
	Yes	No	Congressperson Not running	No Opinion
June, 2002	58	23	1	18=100
Early November, 2000	59	16	2	23=100
October, 2000	60	17	1	22=100
July, 1999	66	23	*	11=100
Late October, 1998	64	19	1	16=100
Early October, 1998	58	20	2	20=100
Early September, 1998	63	20	1	16=100
March, 1998	63	21	1	15=100
January, 1998	66	23	0	11=100
August, 1997	66	22	0	12=100
Early November, 1996	60	16	3	21=100
October, 1996	62	19	2	17=100
Late September, 1996	55	17	2	26=100
Early September, 1996	62	19	2	17=100
November, 1994	58	25	1	16=100
October, 1994	55	30	2	13=100
Early October, 1994	49	29	2	20=100
Gallup: October 1990	62	22	2	14=100

Q.12 Regardless of how you feel about your own representative, would you like to see most members of Congress re-elected in the next congressional election, or not?

**BASED ON REGISTERED VOTERS [N=941]:**

		Oct 2000	July 1999	Late Oct 1998	Early Oct 1998	Early Sept 1998	March 1998	Jan 1998	Aug 1997	Early Sept 1996	Nov 1994	Late Oct 1994	Early Oct 1994
45	Yes	40	41	41	39	46	45	44	45	43	31	31	28
37	No	34	47	37	39	36	41	43	42	43	51	56	56
18	Don't know/Refused	26	12	22	22	18	14	13	13	14	18	13	16
100		100	100	100	100	100	100	100	100	100	100	100	100

Q.13 Thinking about the congressional elections that will be held this November, compared to previous elections, are you more enthusiastic about voting than usual, or less enthusiastic?

-- Gallup --

		June 1998	April 1998	Oct 1994
39	More	37	30	34
36	Less	47	48	46
20	Same (VOL)	14	19	18
5	Don't know/Refused	2	3	2
100		100	100	100

Q.14 In your opinion, are politicians in Washington still working together to find ways to fight terrorism, OR have they begun to argue along party lines about it?

**IF 'BEGUN TO ARGUE ALONG PARTY LINES' (Q.14=2), ASK:**

Q.14a Who do you most blame for this... President Bush and the Republicans or Democratic leaders in Washington?

31	Still working together
58	Begun to argue along party lines
13	Bush and Republicans
21	Democratic leaders
17	Both equally (VOL)
7	Don't know/Refused
11	Don't know/Refused
100	



Q.15 Now I am going to read a list of things that have been in the news recently. For each, please tell me how often, if ever, it comes up in your conversations with family and friends. First how often do you talk about [INSERT ITEM; ROTATE]... frequently, occasionally, hardly ever or never? What about...

<b>ASK ALL:</b>		<u>Frequ-</u> <u>ently</u>	<u>Occasi-</u> <u>onally</u>	<u>Hardly</u> <u>Ever</u>	<u>Never</u>	<u>DK/</u> <u>Ref.</u>
a.	Terrorist attacks against Americans at home or abroad Early September, 1998	55 37	31 37	10 20	4 6	*=100 *=100
<b>ASK FORM 1 ONLY [N=608]:</b>						
b.F1	Problems with public education Early September, 1998	48 48	28 31	17 15	7 6	*=100 *=100
c.F1	Problems with health insurance and HMOs Early September, 1998	51 44	24 29	16 17	9 10	*=100 *=100
d.F1	Problems with the Social Security system Early September, 1998	33 31	31 33	23 26	13 10	0=100 *=100
e.F1	The need to cut federal income taxes Early September, 1998	27 33	30 32	27 24	16 10	*=100 1=100
f.F1	The collapse of Enron and other recent business scandals	22	30	27	20	1=100
<b>ASK FORM 2 ONLY [N=604]:</b>						
g.F2	Declining moral standards in this country Early September, 1998	46 50	31 27	14 15	8 7	1=100 1=100
h.F2	Crime in your area Early September, 1998	35 42	34 35	23 18	8 5	*=100 *=100
i.F2	Poverty and homelessness Early September, 1998	29 33	38 41	27 20	6 6	*=100 *=100
j.F2	Environmental problems Early September, 1998	26 28	40 40	23 25	10 7	1=100 *=100
k.F2	Economic conditions in the nation	46	32	17	5	*=100

**ASK ALL:**

R.0 How much confidence do you have in business living up to its responsibility to the American public – a great deal of confidence, some confidence, or no real confidence?

		<u>Feb 2002</u>	<u>Oct 1995</u>	<i>Time-Yankelovich</i> <u>Dec 1979</u>
10	Great deal of confidence	12	10	14
52	Some confidence	64	65	57
35	No real confidence	21	23	25
<u>3</u>	Don't know/Refused	<u>3</u>	<u>2</u>	<u>4</u>
100		100	100	100

R.1 Now I'd like you to think about some concerns that people may have. How concerned are you, if at all, about [INSERT ITEM: ROTATE]? Are you very concerned, somewhat concerned, not too concerned, or not at all concerned about this? What about [NEXT ITEM]...?

	Very Concerned	Somewhat Concerned	Not too Concerned	Not at all Concerned	Does Not Apply (VOL)	Don't Know
a. Not having enough money for your retirement?	54	25	10	10	1	*=100
February, 2001	55	24	10	9	1	1=100
September, 2000 (RVs)	55	24	11	8	1	1=100
October, 1999	51	27	13	8	1	*=100
May, 1997	42	26	15	13	3	1=100
October, 1996 (RVs)	56	24	11	7	1	1=100
March, 1996	59	23	9	7	2	*=100
October, 1995	48	29	10	8	4	1=100
May, 1988	34	35	15	8	4	4=100

**BASED ON THOSE WHO GIVE AN ANSWER [N=1,061]:**

b. Being unable to save enough money to put a child through college?	52	19	10	19=100	—	—
September, 2000 (RVs)	52	25	10	13=100	—	—
October, 1999	50	24	12	14=100	—	—
May, 1997	48	22	12	18=100	—	—
October, 1996 (RVs)	53	21	11	15=100	—	—
October, 1995	52	22	11	15=100	—	—
March, 1994	51	22	11	16=100	—	—
May, 1988	34	34	16	16=100	—	—

c. Being unable to afford necessary health care when a family member gets sick?	61	18	10	10	1	*=100
February, 2001	60	18	9	11	1	1=100
September, 2000 (RVs)	63	19	8	8	2	*=100
October, 1999	60	19	13	7	1	*=100
May, 1997	50	20	16	13	1	*=100
October, 1996 (RVs)	61	18	12	7	1	1=100
March, 1996	68	16	10	6	*	*=100
October, 1995	66	17	9	7	1	*=100

**BASED ON THOSE WHO GIVE AN ANSWER [N=957]:**

d. Not having adequate child care when you go to work?	37	17	13	33=100	—	—
September, 2000 (RVs)	43	21	11	25=100	—	—
October, 1995	42	22	15	21=100	—	—
March, 1994	35	22	15	28=100	—	—
May, 1988	35	22	20	23=100	—	—
e. Losing your job or taking a cut in pay	40	15	15	19	11	*=100
February, 2001	34	14	15	27	9	1=100
May, 1997	30	15	19	20	16	*=100
March, 1996	47	16	14	15	8	*=100
October, 1995	34	17	16	17	16	*=100
March, 1994	28	16	14	21	21	*=100

**ASK FORM 1 ONLY [N=608]:**

R.2F1 How worried are you that there will soon be another terrorist attack in the United States? **[READ]**

	Jan <u>2002</u>	Dec <u>2001</u>	Oct 15-21 <u>2001</u>	Oct 10-14 <u>2001</u>	Early Oct <u>2001</u>
32 Very worried	20	13	29	27	28
44 Somewhat worried	42	39	42	40	45
17 Not too worried	28	27	18	19	15
7 Not at all worried	9	19	10	12	11
* Don't know/Refused	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>1</u>
<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

**ASK FORM 2 ONLY [N=604]:**

R.3F2 All in all, how worried are you that you or someone in your family might become a victim of a terrorist attack? Would you say you are **[READ]**

	Jan <u>2002</u>	Early Nov <u>2001</u>	Oct 10-14 <u>2001</u>	Late Sept <u>2001</u>	----- Gallup -----				
				9/14-15 <u>2001</u> <sup>8</sup>	9/11 <u>2001</u> <sup>9</sup>	Aug <u>1998</u>	July <u>1996</u>	April <u>1995</u> <sup>10</sup>	
17 Very worried	12	13	18	17	18	23	10	13	14
28 Somewhat worried	26	27	32	36	33	35	22	26	28
36 Not too worried	38	35	29	31	35	24	38	34	33
19 Not at all worried	24	24	19	15	13	16	29	27	24
* Already victim (VOL)	*	0	0	*	*	1	--	--	--
* Don't know/Refused	*	<u>1</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>	*	<u>1</u>
<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

**ASK ALL:**

R.4 Since the terrorist attacks, have you yourself become more suspicious of people who you think are of Middle-Eastern descent, or not?

	Late Sept <u>2001</u>
36 Yes, more suspicious	28
62 No, not more suspicious	70
<u>2</u> Don't know/Refused	<u>2</u>
<u>100</u>	<u>100</u>

<sup>8</sup> For the September 14-15 Gallup trend the question started with wording, "I'd like to ask you a few questions about the events that occurred this past Tuesday in New York City and Washington, DC..."

<sup>9</sup> For the September 11 Gallup trend the question started with wording, "I'd like to ask you a few questions about the events that occurred today in New York City and Washington, DC..."

<sup>10</sup> For the April 1995 Gallup trend the question was worded, "How worried are you that you or someone in your family will become a victim of a terrorist attack similar to the bombing in Oklahoma City?"

On a different subject...

Q.16 Do you approve or disapprove of the way Laura Bush is handling her job as First Lady?

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't know</u>
June, 2002	69	8	23=100
July, 2001	58	8	34=100
<b>Hillary Clinton:</b>			
Gallup: November 2000	66	30	4=100
ABC News: August 1998*	71	24	5=100
Gallup: October 1997	62	31	7=100
ABC News/W. Post: January 1997	60	36	4=100
ABC News/W. Post: March 1996	51	46	4=100
ABC News: January 1996	46	42	12=100
ABC/W. Post: August 1994	60	37	3=100
ABC News: April 1994	57	38	6=100
ABC/W. Post: March 1994	60	37	3=100
Gallup: January 1993	67	16	17=100
<b>Barbara Bush:**</b>			
US News & World Report: April 1992	77	20	3=100
Harris: July 1989	66	28	6=100
<b>Nancy Reagan:</b>			
Gallup: May 1988	53	31	16=100
Gallup: April 1987	58	23	19=100
CBS/New York Times: January 1985	71	14	14=100
Gallup: December 1981	57	26	17=100

\* Question wording for all ABC News /W. Post trends: "Do you approve or disapprove of the way Hillary Clinton is handling her position as First Lady?"

\*\* Question wording for Barbara Bush trends: "How would you rate the job Barbara Bush has done as a First Lady? Would you say she has been an excellent, good, only fair or poor First Lady?" (Note: Excellent and good shown as approval / only fair and poor shown as disapproval.)

Q.17 Now a different kind of question. Please tell me what one word best describes your impression of Laura Bush. Tell me just the ONE best word that describes her. [ACCEPT UP TO TWO RESPONSES.]

\* This table shows the number of respondents who offered each response; the numbers ARE NOT percentages.

<b>June 2002: Laura Bush's "Top 20"</b>		<b>July 2001: Laura Bush's "Top 20"</b>	
(Based on 1,212 interviews)	<u>Frequency*</u>	(Based on 1,003 interviews)	<u>Frequency*</u>
1. Nice/Nice lady	44	1. Nice/Nice lady	72
2. Intelligent	33	2. Lady/Lady like	68
3. Classy/Has class	32	3. Classy/Has class	48
4. Honest	31	4. Intelligent	43
5. Lady/Lady like	30	5. Quiet	31
6. Caring	27	6. Good/Good person	29
7. Good/Good person	27	7. Conservative	28
8. Confident	22	8. Loyal/loyalty	24
9. Concerned	20	9. Mother/Motherly	24
10. Sincere	20	10. Dignified/Dignity	21
11. Dedicated	18	11. OK	20
12. Supportive	18	12. Elegant	17
13. Dignified	17	13. Pleasant	17
14. Gracious	16	14. Competent	16
15. Great	15	15. Great	16
16. Mother/Motherly	14	16. Invisible	16
17. Kind	13	17. Sophisticated	16
18. Quiet	13	18. Unknown	16
19. Integrity	13	19. Dedicated	15
20. Competent	12	20. Honest	15
21. Loyal	12		

Q.18 Thinking of the last four American first ladies, who comes closest to your idea of what a first lady should be... Nancy Reagan, Barbara Bush, Hillary Clinton or Laura Bush?

		---- Gallup ----		
		<u>July 2001</u>	<u>Feb 1999</u>	<u>Sept 1993</u>
19	Nancy Reagan	29	17	11
26	Barbara Bush	30	40	39
30	Hillary Clinton	31	29	36
19	Laura Bush	6	n/a	n/a
n/a	Rosalyn Carter	n/a	11	7
*	All/Any (VOL)	*	1	1
1	None (VOL)	2	1	2
<u>5</u>	Don't know/Refused	<u>2</u>	<u>1</u>	<u>4</u>
100		100	100	100

Now thinking about President Bush...

R.5 Do you approve or disapprove of the way George W. Bush is handling [INSERT ITEM, ROTATE]

		<u>Approve</u>	<u>Disapprove</u>	<u>DK/Ref</u>
a.	The economy	53	36	11=100
	January, 2002	60	28	12=100
	Early September, 2001	47	44	9=100
	February, 2001	50	22	28=100
	<b>Clinton:</b>			
	Early September, 1998	71	23	6=100
	September, 1997	60	34	6=100
	January, 1996	50	42	8=100
	June, 1995	46	46	8=100
	October, 1994	45	46	9=100
	July, 1994	38	56	6=100
	<b>Bush, Sr.:</b>			
	August, 1990	40	52	8=100
	May, 1990	42	47	11=100
b.	Terrorist threats	74	18	8=100
	<b>Clinton:</b> September, 1998 <sup>11</sup>	72	20	8=100
c.	Race relations	59	21	20=100
	<b>Clinton:</b> July, 1994	57	27	16=100
<b>ASK FORM 1 ONLY [N=608]:</b>				
d.f1	The situation in the Middle East	64	28	8=100
	Early September, 2001	45	35	20=100
	<b>Clinton:</b> September, 1997*	50	36	14=100
	<b>Clinton:</b> Oct. 1-2, 1996*	52	34	14=100
	<b>Clinton:</b> Oct. 2-3, 1996*	51	35	14=100
	<b>Clinton:</b> October, 1994*	56	35	9=100
	* Gallup/CNN/USA Today trend			
e.f1	The jobs situation	50	37	13=100
	<b>Clinton:</b> July, 1994	40	52	8=100
f.f1	Health care policy	37	46	17=100
	<b>Clinton:</b> July, 1994	39	54	7=100

<sup>11</sup> In September 1998 the question was "Do you approve or disapprove of the way Bill Clinton is handling current threats from international terrorist groups?"

**R.5 CONTINUED ...**

	<u>Approve</u>	<u>Disapprove</u>	<u>DK/Ref</u>
g.f1 The environment	50	38	12=100
Early September, 2001	42	42	16=100
<b>ASK FORM 2 ONLY [N=604]:</b>			
h.f2 Energy policy	41	39	20=100
<i>Gallup/CNN/USA Today: 3/02</i>	57	29	14=100
<i>ABC/Wash. Post: 9/01</i>	42	51	7=100
<i>CBS News: 8/01</i>	43	42	15=100
i.f2 Education	56	31	13=100
<i>Gallup/CNN/USA Today: 4/02</i>	63	26	11=100
<i>Gallup/CNN/USA Today: 7/01</i>	63	25	12=100
<i>Gallup/CNN/USA Today: 4/01</i>	62	28	10=100
<i>Gallup/CNN/USA Today: 3/01</i>	65	22	13=100
j.f2 Tax policy	45	39	16=100
<i>FOX News: 1/02*</i>	58	28	14=100
<i>FOX News: 6/01*</i>	59	29	12=100
<i>FOX News: 3/01*</i>	54	31	15=100
* Based on Registered Voters			
k.f2 Social Security	36	42	22=100
<i>Gallup/CNN/USA Today: 4/02</i>	47	40	13=100
<i>Gallup/CNN/USA Today: 7/01</i>	49	35	16=100
<i>Gallup/CNN/USA Today: 3/01</i>	49	31	20=100
l.F2 Recent business scandals	40	38	22=100

**ASK ALL:**

Q.19 Compared to recent Congresses, would you say THIS Congress has accomplished more, accomplished less, or accomplished about the same amount?

	<u>July</u>	<u>Aug</u>	<u>Early</u>	<u>Early</u>	<u>Nov</u>	<u>April</u>
	<u>2000</u>	<u>1999</u>	<u>Sept</u>	<u>Aug</u>	<u>1997</u>	<u>1997</u>
	<u>2000</u>	<u>1999</u>	<u>1998</u>	<u>1998</u>	<u>1997</u>	<u>1997</u>
16 More	21	15	25	18	23	10
22 Less	15	20	15	15	12	22
56 Same	55	60	55	60	59	59
<u>6</u> Don't know/Refused	<u>9</u>	<u>5</u>	<u>5</u>	<u>7</u>	<u>6</u>	<u>9</u>
100	100	100	100	100	100	100

Q.20 Students are often given the grades A, B, C, D, or Fail to describe the quality of their work. All in all, what grade would you give Congress for the job it's done [INSERT ITEM, ROTATE]? Would you give Congress an A, B, C, D or Fail?

	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>Fail</u>	<u>DK/Ref</u>
a. Pursuing the war on terrorism	17	44	22	7	6	4=100
b. Dealing with health care	2	16	36	23	17	6=100
c. Improving economic conditions in the nation	4	21	43	17	10	5=100
d. Fixing the Social Security system	2	12	34	25	19	8=100
e. Handling the budget deficit	2	18	37	21	15	7=100
f. Dealing with recent business scandals	4	20	36	16	14	10=100
g. Dealing with the energy problem	3	18	40	20	11	8=100

On a different subject...

Q.21 In the dispute between Israel and the Palestinians, which side do you sympathize with more, Israel or the Palestinians?

	<u>Israel</u>	<u>Palestinians</u>	<u>(VOL) Both</u>	<u>(VOL) Neither</u>	<u>DK/Ref</u>
June, 2002	46	12	6	19	17=100
Early April, 2002	41	13	6	21	19=100
Mid-October, 2001	47	10	8	18	17=100
Early September, 2001	40	17	6	23	14=100
September, 1997	48	13	5	16	18=100
September, 1993	45	21	3	18	12=100
<b>Chicago CFR: 1990</b>	34	13	7	26	20=100
<b>Chicago CFR: 1982</b>	41	17	8	19	16=100
<b>Chicago CFR: 1978</b>	39	12	8	15	13=100

Q.22 In the way they have been covering the Mideast situation so far, do you think that news organizations are biased in favor of Israel, biased in favor of the Palestinians, or don't you think news organizations have shown any bias one way or the other?

27	Biased in favor of Israel
8	Biased in favor of the Palestinians
47	No bias
18	Don't know/Refused
100	

Now, thinking about your own personal finances...

Q.23 How would you rate your own personal financial situation? Would you say you are in excellent shape, good shape, only fair shape or poor shape?

	<i>(RVs)</i>								<i>U.S. News &amp; World Report</i>					
	<u>June 2001</u>	<u>June 2000</u>	<u>Aug 1999</u>	<u>May 1997</u>	<u>Sept 1996</u>	<u>Feb 1995</u>	<u>Mar 1994</u>	<u>Dec 1993</u>	<u>Jan 1993</u>	<u>Oct 1992</u>	<u>Aug 1992</u>	<u>May 1992</u>	<u>Jan 1992</u>	
5	Excellent shape	6	9	6	7	8	8	5	5	4	6	5	4	4
40	Good shape	38	43	43	43	47	39	41	34	33	34	30	35	32
37	Only fair shape	39	35	41	38	34	38	40	45	46	40	47	45	45
16	OR poor shape	16	11	9	11	10	14	13	15	16	19	17	15	18
2	Don't know/Refused	1	2	1	1	1	1	1	1	1	1	1	1	1
100		100	100	100	100	100	100	100	100	100	100	100	100	100

Q.24 Over the course of the next year, do you think the financial situation of you and your family will improve a lot, improve some, get a little worse or get a lot worse?

		<i>U.S. News &amp; World Report</i>											
		Jan 2002	June 2001	Jan 2001	Jan 1999	May 1997	Feb 1995	March 1994	Oct 1992	Aug 1992	May 1992	Jan 1992	
11	Improve a lot	12	11	11	17	12	11	10	9	6	8	9	
55	Improve some	53	52	46	55	56	53	57	51	50	49	46	
11	Stay the same (VOL)	11	14	12	14	17	17	16	15	14	13	16	
15	Get a little worse	15	15	18	7	10	13	11	14	20	22	19	
4	Get a lot worse	5	4	9	3	2	3	3	3	5	4	5	
4	Don't know/Refused	4	4	4	4	3	3	3	8	5	4	5	
100		100	100	100	100	100	100	100	100	100	100	100	

Q.25 A year from now, do you expect that economic conditions in the country as a whole will be better than they are at present, or worse, or just about the same as now?

		<i>Newsweek</i>			<i>Newsweek Early</i>							
		Jan 2002	Jan 2001	June 2000	Oct 1998	Sept 1998	May 1990	Feb 1989	Sept 1988	May 1988	Jan 1988	Jan 1984
30	Better	44	18	15	16	18	18	25	24	24	22	35
20	Worse	17	33	24	22	17	31	22	16	20	26	13
46	Same	36	44	55	57	61	45	49	51	46	45	49
4	Don't know/Refused	3	5	6	5	4	6	4	9	10	7	3
100		100	100	100	100	100	100	100	100	100	100	100

Q.26 In your opinion, is President Bush doing as much as he can to improve economic conditions or do you think he could be doing more?

		--- Bush, Sr. ---		
		Jan 2002	March 1992	Jan 1992
33	Doing as much as he can	48	21	21
62	Could be doing more	46	76	76
5	Can't say	6	3	3
100		100	100	100

Q.27 In general, how easy is it for you to afford the things in life that you want – very easy, easy, difficult or very difficult?

		<i>U.S. News &amp; World Report</i>	
		June 2001	Jan 1992
5	Very Easy	7	4
44	Easy	43	35
37	Difficult	36	46
11	Very Difficult	12	12
3	Don't Know	2	3
100		100	100

Q.28 Are you now employed full-time, part-time or not employed?

		June 2001	Jan 2001	Late Sept 1999	Aug 1999	Early Sept 1998	Nov 1997	May 1997	June 1996	Feb 1995	July 1994	March 1994
55	Full-time	54	52	56	58	55	55	53	57	55	55	53
10	Part-time	11	12	13	11	12	12	12	13	11	12	14
35	Not employed	35	35	31	30	33	33	35	30	34	33	32
*	Don't know/Refused	*	1	*	1	*	*	*	*	*	*	1
100		100	100	100	100	100	100	100	100	100	100	100



**IF "NOT EMPLOYED" (Q.28=3), ASK:**

Q.28a Is that because you are a student, because you are retired, because you choose not to work, or because you've lost or quit a job?

**BASED ON TOTAL RESPONDENTS: June 2001**

2	Student	n/a
19	Retired	17
4	Choose not to work	4
4	Lost or quit a job	4
6	Other reason (VOL)	10
*	Don't know/Refused	*
<u>35%</u>		<u>35%</u>

**ASK ALL:**

Q.29 Do you or does anyone else in your household work at more than one job?

		<u>June 2001</u>
15	Yes	14
85	No	86
0	Don't know/Refused	*
<u>100</u>		<u>100</u>

**Q.30 and Q.31 BASED ON THOSE EMPLOYED FULL-TIME OR PART-TIME [N=804]:**

Q.30 Do you now earn enough money to lead the kind of life you want, or not?

												<i>U.S. News &amp; World Report</i>			
		Late		Early											
		Jan	Sept	Aug	Sept	Nov	May	June	Feb	July	March	Oct	Aug	May	Jan
		<u>2001</u>	<u>1999</u>	<u>1999</u>	<u>1998</u>	<u>1997</u>	<u>1997</u>	<u>1996</u>	<u>1995</u>	<u>1994</u>	<u>1994</u>	<u>1992</u>	<u>1992</u>	<u>1992</u>	<u>1992</u>
43	Yes	43	42	39	43	41	46	44	41	40	44	36	33	34	39
56	No	56	58	60	57	59	54	56	58	60	56	63	66	65	61
1	DK/Ref	1	*	1	*	*	*	*	1	*	*	1	1	1	*
<u>100</u>		<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

**IF "2" DO NOT NOW EARN ENOUGH MONEY IN Q.30 ASK:**

Q.31 Do you think you will be able to earn enough money in the future to lead the kind of life you want, or not?

												<i>U.S. News &amp; World Report</i>			
		Late		Early											
		Jan	Sept	Aug	Sept	Nov	May	June	Feb	July	March	Oct	Aug	May	Jan
		<u>2001</u>	<u>1999</u>	<u>1999</u>	<u>1998</u>	<u>1997</u>	<u>1997</u>	<u>1996</u>	<u>1995</u>	<u>1994</u>	<u>1994</u>	<u>1992</u>	<u>1992</u>	<u>1992</u>	<u>1992</u>
30	Yes	33	33	38	36	33	34	34	35	34	33	35	36	34	34
23	No	21	23	19	20	24	18	20	20	24	20	36	25	28	22
3	DK/Ref	2	2	3	1	2	2	2	3	2	3	5	5	3	5
<u>56%</u>		<u>56%</u>	<u>58%</u>	<u>60%</u>	<u>57%</u>	<u>59%</u>	<u>54%</u>	<u>56%</u>	<u>58%</u>	<u>60%</u>	<u>56%</u>	<u>63%</u>	<u>66%</u>	<u>65%</u>	<u>61%</u>

**ASK ALL:**

Q.32 Thinking now about job opportunities where you live, would you say there are plenty of jobs available in your community or are jobs difficult to find?

		<i>U.S. News &amp; World Report</i>			
		<u>June 2001</u>	<u>Aug 1992</u>	<u>May 1992</u>	<u>Jan 1992</u>
31	Plenty of jobs available	42	15	16	12
59	Jobs are difficult to find	44	76	77	79
4	Lots of some jobs, few of others (VOL)	8	6	4	6
<u>6</u>	Don't know	<u>6</u>	<u>3</u>	<u>3</u>	<u>3</u>
<u>100</u>		<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

Thinking again about Washington...

Q.33 In general, how well do you think the U.S. government is doing in reducing the threat of terrorism?  
[READ]

		<u>Nov 2001</u>	<u>Oct 10-14 2001</u>
16	Very well	35	48
60	Fairly well	46	40
16	Not too well	9	6
4	Not at all well	5	2
<u>4</u>	Don't know/Refused	<u>5</u>	<u>4</u>
<u>100</u>		<u>100</u>	<u>100</u>

Q.34 If you had to choose, what should get a higher priority now [READ AND ROTATE]...?

		<u>Jan 2002</u>	<u>Early Nov 2001</u>	<u>Oct 15-21 2001</u>	<u>Oct 10-14 2001</u>	<u>Late Sept 2001</u>
51	Building our defenses at home to prevent future terrorist attacks	44	42	37	36	33
OR						
34	Taking military action to destroy terrorist networks around the world	40	42	48	45	44
8	Both (VOL)	12	11	13	13	16
<u>7</u>	Don't know/Refused	<u>4</u>	<u>5</u>	<u>2</u>	<u>6</u>	<u>7</u>
<u>100</u>		<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

**NO Q.35 OR Q.36**

Q.37 In order to curb terrorism in this country, do you think it will be necessary for the average person to give up some civil liberties, or not?

		Jan <u>2002</u>	Mid-Sept <u>2001</u>	April <u>1997</u>	March <u>1996</u>	<i>L.A. Times</i> <u>April 1995</u>
49	Yes, it will be necessary	55	55	29	30	49
45	No, it will not be necessary	39	35	62	65	43
<u>6</u>	Don't know/Refused	<u>6</u>	<u>10</u>	<u>9</u>	<u>5</u>	<u>8</u>
100		100	100	100	100	100

Q.38 What concerns you more right now? That the government will fail to enact strong, new anti-terrorism laws, or that the government will enact new anti-terrorism laws which excessively restrict the average person's civil liberties?

		Jan <u>2002</u>	Mid-Sept <u>2001</u>	<i>L.A. Times</i> <u>April 1995</u>
35	Fail to enact strong laws	40	39	40
49	Enact laws that restrict civil liberties	45	34	44
3	Neither ( <b>VOL</b> )	3	10	4
<u>13</u>	Don't know/Refused	<u>12</u>	<u>17</u>	<u>12</u>
100		100	100	100

Q.39 Do you favor or oppose the U.S. government's policy of holding American citizens without formal charges or trial in cases of suspected terrorism?

55	Favor
36	Oppose
<u>9</u>	Don't know/Refused
100	

Q.40 How much, if at all, do you worry that this policy might weaken the protections built into the American legal system – a great deal, a fair amount, not much, or not at all?

22	Worry a great deal
31	Worry a fair amount
28	Don't worry much
15	Not at all worried
<u>4</u>	Don't know/Refused
100	

On another subject...

**ROTATE QUESTIONS 41 AND 42**

Q.41 [One/Another] way of protecting the U.S. is to make sure our enemies KNOW they would be destroyed if they attacked the U.S. How effective do you think this is as a way of protecting the U.S.? **[READ]**

36 Very effective  
38 Somewhat effective  
15 Not too effective  
8 Not at all effective  
3 Don't know/Refused  
100

Q.42 [One/Another] way of protecting the U.S. is to attack potential enemies FIRST if we think it is likely they will attack us. How effective do you think this is as a way of protecting the U.S.? **[READ]**

24 Very effective  
39 Somewhat effective  
18 Not too effective  
15 Not at all effective  
4 Don't know/Refused  
100

Q.43 All in all, which way of protecting the U.S. do you favor most? **[READ AND ROTATE]**

66 Making sure our enemies know they would be destroyed if they attack us  
--OR--  
25 Attacking our enemies FIRST if we think it is likely they will attack us  
2 Other (VOL)  
1 Depends (VOL)  
6 Don't know/Refused  
100

D.13 Which of the following labels best describes your household: **[READ ITEMS, IN ORDER]**

		Feb <u>2002</u>	June <u>2001</u>
31	Professional or business class	32	29
47	Working class	46	47
14	OR a struggling family or household?	14	15
2	More than one apply (VOL)	2	2
3	None apply (VOL)	4	4
<u>3</u>	DK/Refused	<u>2</u>	<u>3</u>
100		100	100

Now, just a few questions for statistical purposes only.

Q.44 Do you use a computer at your workplace, at school, at home or anywhere else on at least an occasional basis?

[IF 1 "YES, USE A COMPUTER" IN Q.44, ASK:]

Q.45 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

	<i>Computer User</i>			<b>Based on Total Respondents:</b> <i>Goes Online</i>		
	<u>Yes</u>	<u>No</u>	<u>DK/Ref</u>	<u>Yes</u>	<u>No</u>	<u>DK/Ref</u>
June, 2002	74	26	*=100	66	34	*=100
May, 2002	75	25	*=100	66	34	*=100
April, 2002	71	29	*=100	62	38	0=100
February, 2002	71	29	*=100	62	38	0=100
January, 2002	73	27	0=100	62	38	0=100
Mid-November, 2001	73	27	0=100	62	38	0=100
Mid-September, 2001	72	28	*=100	62	38	*=100
June, 2001	72	28	*=100	62	38	0=100
May, 2001	75	25	*=100	64	36	0=100
April, 2001	72	28	*=100	62	38	0=100
February, 2001	72	28	0=100	60	40	*=100
January, 2001	71	29	*=100	61	39	0=100
July, 2000	68	31	1=100	55	45	*=100
June, 2000	68	31	1=100	56	44	*=100
April, 2000	68	32	*=100	54	46	*=100
March, 2000 <sup>12</sup>	72	28	0=100	61	39	0=100
February, 2000	67	33	*=100	52	48	0=100
January, 2000	68	32	*=100	52	48	*=100
December, 1999	67	33	*=100	53	47	0=100
October, 1999	67	33	*=100	50	50	0=100
Late September, 1999	68	32	*=100	52	48	*=100
September, 1999	70	30	*=100	53	47	0=100
August, 1999	67	33	*=100	52	48	0=100
July, 1999	68	32	*=100	49	51	0=100
June, 1999	64	35	1=100	50	50	*=100
May, 1999	66	33	1=100	48	52	0=100
April, 1999	71	29	*=100	51	49	*=100
March, 1999	68	32	*=100	49	51	*=100
February, 1999	68	32	*=100	49	51	*=100
January, 1999	69	31	*=100	47	53	*=100
Early December, 1998	64	36	*=100	42	58	0=100
November, 1998	--	--	--	37	63	*=100
Early September, 1998	64	36	*=100	42	58	*=100
Late August, 1998	66	34	0=100	43	57	*=100
Early August, 1998	66	34	*=100	41	59	*=100
April, 1998	61	39	*=100	36	64	0=100
January, 1998	65	35	*=100	37	63	0=100
November, 1997	66	34	*=100	36	63	1=100
June, 1997	60	40	0=100	--	--	--
Early September, 1996	56	44	*=100	--	--	--
July, 1996	56	44	*=100	23	77	0=100
April, 1996	58	42	*=100	21	79	*=100
March, 1996	61	39	*=100	22	78	0=100
February, 1996	60	40	0=100	21	79	*=100
January, 1996	59	41	0=100	21	79	0=100
June, 1995 <sup>13</sup>	--	--	--	14	86	*=100

<sup>12</sup> In March 2000, "or anywhere else" was added to the question wording.

<sup>13</sup> The 1995 figure combines responses from two separate questions:  
 (1) Do you or anyone in your household ever use a modem to connect to any computer bulletin boards, information services such as CompuServe or Prodigy, or other computers at other locations? (IF YES, PROBE: Is that you, someone else or both?) (2) Do you, yourself, ever use a computer at (work) (school) (work or school) to connect with computer bulletin boards, information services such as America Online or Prodigy, or other computers over the Internet?