

BACKGROUND INFORMATION

1. On November 6, 2012, were you assigned as a Voting Assistance Officer (VAO) for the Department of State (DoS)?

- Yes
 No

2. What was your Foreign Service (FS) or FS equivalent rank on November 6, 2012?

- FS-01
 FS-02
 FS-03
 FS-04
 FS-05
 FS-06
 FS-07
 FS-08
 FS-09

3. On November 6, 2012, in which country were you assigned? *Please enter the name of the country below.*

4. As of November 6, 2012, how long had you been assigned in this country?

- Less than 6 months
 6 months to less than 1 year
 1 year to less than 2 years
 2 years to less than 3 years
 3 years or more

5. What was your age on November 6, 2012?

- 18 to 24 years old
 25 to 29 years old
 30 to 34 years old
 35 to 44 years old
 45 years old or older

6. How long had you been a Voting Assistance Officer (VAO) in the assignment you held on November 6, 2012?

- Less than 3 months
 3 months to less than 6 months
 6 months to less than 1 year
 1 year or more

7. Had you ever served as a Voting Assistance Officer (VAO) before your most recent VAO assignment?

- Yes, once before
 Yes, twice before
 Yes, three or more times before
 No

8. As of November 6, 2012, how long had you served as a Voting Assistance Officer (VAO), including previous service?

- Less than 6 months
 6 months to less than 1 year
 1 year to less than 2 years
 2 years to less than 3 years
 3 years or more

TRAINING

9. During the Voting Assistance Officer (VAO) assignment period that includes November 6, 2012, did you receive any training to prepare you for performing your VAO duties?

- Yes
 No

10. [Ask if Q9 = "Yes"] How useful was each of the following types of training in preparing you for performing your Voting Assistance Officer (VAO) duties? *If you did not receive a specific type of training, mark "Did not receive this training." Mark one answer for each item.*

	Did not receive this training	Not at all useful	Not very useful	Somewhat useful	Useful	Very useful
a. Federal Voting Assistance Program's (FVAP) onsite VAO training workshop	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. FVAP GoToMeeting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. FVAP Learning Management System (LMS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Classroom instruction at the Foreign Service Institute	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Instructions from the Department of State (DoS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Materials on the Consular Affairs Intranet site	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

VOTING ASSISTANCE

11. During 2012, approximately how many U.S. citizens did you and your staff provide with voting assistance in the primaries and the November 6 general election?

- None
- 1 to 100
- 101 to 500
- 501 to 1,000
- 1,001 to 2,000
- 2,001 or more

12. Since Labor Day 2012 (September 3, 2012), approximately how many hours per week have you spent on Voting Assistance Officer (VAO) activities?

- 5 hours or less per week
- 6 to 10 hours per week
- 11 to 15 hours per week
- 16 to 20 hours per week
- 21 or more hours per week

13. During 2012, how satisfied or dissatisfied were you with the amount of support you received from each of the following groups in helping you perform your Voting Assistance Officer (VAO) duties? *If you did not receive support from a specific group, mark "Did not receive any support from this group." Mark one answer for each item.*

	Did not receive any support from this group	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a. Federal Voting Assistance Program (FVAP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Department of State (DoS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Your embassy or consulate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012. A rank of "1" indicates the voting assistance you provided most frequently. Rank all eight items.

- a. Providing paper or PDF copies of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]) to voters

- b. Directing voters to the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete voting forms (e.g., FPCAs or FWABs)
- c. Helping voters complete paper or PDF copies of voting forms (e.g., FPCAs or FWABs)
- d. Helping voters complete voting forms (e.g., FPCAs or FWABs) using FVAP's Automated Online Assistant
- e. Electronically transmitting and/or receiving election materials
- f. Helping voters determine their legal residency and/or voting jurisdiction
- g. Providing addresses of local election officials
- h. Explaining state voting procedures and/or election deadlines to voters

Very frequently (e.g., daily or nearly every day)					
Frequently (e.g., weekly)					
Occasionally (e.g., monthly)					
Rarely (e.g., 1-2 times)					
Never					
f. Non-government websites (e.g., .com sites)	<input checked="" type="checkbox"/>				
g. Department of State (DoS) e-mail address	<input checked="" type="checkbox"/>				
h. Personal e-mail address (e.g., Gmail, Yahoo, or Hotmail e-mail addresses)	<input checked="" type="checkbox"/>				

VOTING ASSISTANCE GUIDE

The Department of Defense *2012-13 Voting Assistance Guide (VAG)* provides state-by-state information about registering to vote and requesting an absentee ballot.

16. Did you receive the 2012-13 VAG?

- Yes
- No

17. [Ask if Q16 = "Yes"] During 2012, how useful was the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

- Very useful
- Useful
- Somewhat useful
- Not very useful
- Not at all useful

18. [Ask if Q16 = "Yes"] During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties? Mark one answer for each item.

Not at all useful					
Not very useful					
Somewhat useful					
Useful					
Very useful					
a. State-by-state information on registering and voting absentee	<input checked="" type="checkbox"/>				
b. Dates of elections and deadlines.....	<input checked="" type="checkbox"/>				

TECHNOLOGICAL ASSISTANCE IN VOTING

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following? Mark one answer for each item.

Very frequently (e.g., daily or nearly every day)					
Frequently (e.g., weekly)					
Occasionally (e.g., monthly)					
Rarely (e.g., 1-2 times)					
Never					
a. Computer	<input checked="" type="checkbox"/>				
b. Printer	<input checked="" type="checkbox"/>				
c. Fax machine	<input checked="" type="checkbox"/>				
d. Internet.....	<input checked="" type="checkbox"/>				
e. Government websites (e.g., state or Federal [.gov or .mil] sites).....	<input checked="" type="checkbox"/>				

	Very useful	Useful	Somewhat useful	Not very useful	Not at all useful
c. Information on how to fill out voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]).....	<input checked="" type="checkbox"/>				
d. Mailing addresses to send completed voting forms (e.g., FPCAs or FWABs).....	<input checked="" type="checkbox"/>				
e. Information on transmitting completed voting forms (e.g., FPCAs or FWABs) by fax.....	<input checked="" type="checkbox"/>				
f. Information on transmitting completed voting forms (e.g., FPCAs or FWABs) by e-mail.....	<input checked="" type="checkbox"/>				

19. If given a choice, which format of the *Voting Assistance Guide (VAG)* would you prefer to use in the future?

- Paper-based copy
- Web-based copy
- Both a paper- and Web-based copy

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) NEWS RELEASES

The Federal Voting Assistance Program (FVAP) transmits News Releases to Voting Assistance Officers (VAOs) who are registered to receive them.

20. During 2012, were you registered to receive FVAP's News Releases?

- Yes
- No

21. [Ask if Q20 = "Yes"] During 2012, did you forward any Federal Voting Assistance Program (FVAP) News Releases to U.S. citizens?

- Yes
- No

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) WEBSITE

The Federal Voting Assistance Program's (FVAP) website, www.fvap.gov, provides voting-related information and resources.

22. During 2012, did you visit this website?

- Yes
- No

23. [Ask if Q22 = "Yes"] On average, how often have you visited the Federal Voting Assistance Program's (FVAP) website since Labor Day 2012 (September 3, 2012)?

- Every day
- 3-4 times each week
- 1-2 times each week
- Less than once a week
- Less than once a month
- I do not recall

24. [Ask if Q22 = "Yes"] During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties? *If you did not access or obtain a specific product, information, or resource from the FVAP website, mark "Did not access or obtain from FVAP website" for that response. Mark one answer for each item.*

	Very useful	Useful	Somewhat useful	Not very useful	Not at all useful
a. PDF versions of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])	<input checked="" type="checkbox"/>				

	Did not access or obtain from FVAP website					
	Not at all useful		Not very useful		Somewhat useful	
	Useful		Very useful			
b. Automated Online Assistant for voting forms (e.g., FPCAs or FWABs)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. 2012-13 Voting Assistance Guide (VAG)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. FVAP's News Releases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Election Calendar	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Links to other election-related websites	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Voting Assistance Officer (VAO) training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Toll-free telephone numbers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Link to e-mail FVAP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

25. [Ask if Q22 = "Yes"] Overall, during 2012, how useful was the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

- Very useful
- Useful
- Somewhat useful
- Not very useful
- Not at all useful

26. [Ask if Q22 = "No"] What was the main reason why you did not visit the Federal Voting Assistance Program's (FVAP) website in 2012?

- I did not know about it
- I did not know what it was for
- I did not have access to the Internet
- I knew about it, but did not know the website address
- I got all the information I needed from other sources
- I did not think it would be useful
- Some other reason

[Ask if Q22 = "No" and Q26 = "Some other reason"] Please specify the main reason why you did not visit FVAP's website.

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) AUTOMATED ONLINE ASSISTANT

27. During 2012, did you recommend anyone to use the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete a Federal Post Card Application (FPCA)?

- Yes
- No

28. [Ask if Q27 = "No"] What was the main reason why you did not recommend anyone to use the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete a Federal Post Card Application (FPCA) in 2012?

- I did not know about it
- I did not know what it was for
- I did not have access to the Internet
- I knew about it, but did not know the website address
- I felt more comfortable having voters use paper or PDF copies of FPCAs
- I did not think it would be useful
- Some other reason

29. During 2012, did you recommend anyone to use the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete a Federal Write-In Absentee Ballot (FWAB)?

- Yes
- No

30. [Ask if Q29 = "No"] What was the main reason why you **did not** recommend anyone to use the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete a Federal Write-In Absentee Ballot (FWAB) in 2012?

- I did not know about it
- I did not know what it was for
- I did not have access to the Internet
- I knew about it, but did not know the website address
- I felt more comfortable having voters use paper or PDF copies of FWABs
- I did not think it would be useful
- Some other reason

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) TOLL-FREE TELEPHONE SERVICE

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

31. During 2012, did you use or refer anyone to FVAP's toll-free telephone service?

- Yes
- No

32. [Ask if Q31 = "No"] What was the main reason why you **did not** use, or recommend anyone to use, the Federal Voting Assistance Program's (FVAP) toll-free telephone service in 2012?

- I did not know about it
- I knew about it, but did not know the telephone number
- I did not have access to a telephone
- I knew about it, but got the desired information from other sources
- I did not need it
- It was a long distance call
- I could not get through
- Some other reason

[Ask if Q31 = "No" and Q32 = "Some other reason"] Please specify the main reason why you **did not** use, or recommend anyone to use, FVAP's toll-free telephone service.

OTHER SOURCES OF VOTING INFORMATION

33. During 2012, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties? If you did not use a specific source of information, mark "Did not use" for that response. Mark one answer for each item.

	Very useful	Useful	Somewhat useful	Not very useful	Not at all useful	Did not use
a. Federal Voting Assistance Program's (FVAP) Automated Online Assistant.....	<input checked="" type="checkbox"/>					
b. Election Dates Posters.....	<input checked="" type="checkbox"/>					
c. FVAP's News Releases.....	<input checked="" type="checkbox"/>					
d. FVAP's toll-free telephone service	<input checked="" type="checkbox"/>					
e. Public service ad campaign	<input checked="" type="checkbox"/>					
f. FVAP's Online Chat Room.....	<input checked="" type="checkbox"/>					
g. FVAP's HelpDesk	<input checked="" type="checkbox"/>					
h. FVAP on Facebook.....	<input checked="" type="checkbox"/>					
i. FVAP on Twitter.....	<input checked="" type="checkbox"/>					
j. FVAP on LinkedIn	<input checked="" type="checkbox"/>					

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties? *If you did not use the specific election materials, mark "Did not use" for that response. Mark one answer for each item.*

	Did not use		
	No		
	Yes		
a. 2012-13 Voting Assistance Guide (VAG).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Federal Post Card Applications (FPCAs).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Federal Write-In Absentee Ballots (FWABs).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Election Dates Posters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Motivational posters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

COMMENTS

35. Thank you for participating in the survey. There are no more questions on this survey. If you have comments or concerns that you were not able to express in answering this survey, please enter them in the space provided. Your comments will be viewed and considered as policy deliberations take place. Your feedback is useful and appreciated.

SURVEY ELIGIBILITY

36. [Ask if Q1 = "No"] You have indicated that you were not assigned as a Voting Assistance Officer (VAO) on November 6, 2012. If you know who the VAO was for your embassy or consulate on November 6, 2012, then please do the following three steps:

- Click the Back button,
- Clear your answer, and
- Forward the survey notification to the person who was the VAO on November 6, 2012.

If you don't know who the VAO was, then click Submit Survey to submit the survey.

For further help, please call our Survey Processing Center toll-free at 1-800-881-5307 or e-mail DoSVAOSurvey@osd.pentagon.mil.