

**UOCAVA ABSENTEE BALLOT REQUESTS**

1. Did your jurisdiction acknowledge UOCAVA absentee ballots requests that it received from UOCAVA voters from January 1, 2012 until the close of registration for the November 2012 general election?

- Yes
- No

2. [Ask if Q1 = 'Yes'] What was the main method that your jurisdiction used to acknowledge UOCAVA absentee ballot requests it received from UOCAVA voters for the November 2012 general election? *Mark one.*

- State voter verification Web site
- Acknowledgment card from the FVAP Web site
- Acknowledgement card/postcard from this jurisdiction (not from the FVAP Web site)
- Telephone
- Electronic transmission (e.g., fax or e-mail)
- Notified relative of requestor
- Ballot sent as acknowledgment
- Voter Notification/Identification Card
- Mailed Letter
- Some other method

[Ask if Q1 = 'Yes' and Q2 = 'Some other method'] Please specify the other main method(s) that your jurisdiction used to acknowledge ballot requests made by Federal Post Card Applications (FPCAs) that it received.

3. Approximately when did your jurisdiction first receive a UOCAVA absentee ballot request from a UOCAVA voter?

- September 2012 or earlier
- October 2012
- November 2012
- Do not recall

**TRANSMISSION OF REGULAR UOCAVA ABSENTEE BALLOTS**

4. Did you receive any regular absentee ballot requests from UOCAVA voters at least 45 days before the election?

- Yes
- No

5. Enter the date that your jurisdiction first began transmitting regular absentee ballots to UOCAVA voters for the November 2012 general election. *If you do not know the exact date, please enter an approximate date and select the check box to indicate the date given is an approximate date.*

Month

Day

- Approximate date

6. How many UOCAVA absentee ballots did your jurisdiction transmit to UOCAVA voters? *Exclude Federal Write-In Absentee Ballots (FWABs) and State Write-In Absentee Ballots (SWABs) from your totals. Provide the appropriate data in the numeric box(es) below. To indicate none, enter "0". If you cannot provide data for a specific group, select the corresponding "Data Not Available" check box.*

- a. Uniformed Service Voters—  
APO/FPO/non-US Address   Data Not Available
- b. Uniformed Service Voters—  
Domestic US Address   Data Not Available
- c. Overseas Civilians   Data Not Available
- d. Total   Data Not Available

**ASSESSMENT OF ABSENTEE VOTING PROCESS**

7. Taking all things into consideration, do you believe that the UOCAVA absentee voting process for the November 2012 general election provided UOCAVA voters with an adequate opportunity to successfully cast an absentee ballot?

- Yes
- No

8. Do you believe that each aspect of the UOCAVA absentee voting process for the November 2012 general election listed below provided UOCAVA voters with an adequate opportunity to successfully cast an absentee ballot?

	Yes	No
a. Registering absentee voters and processing absentee ballot requests .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Delivering requested absentee ballots to voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Receiving completed absentee ballots from voters .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Counting returned absentee ballots from voters .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

9. Which aspect of the absentee voting process will best improve the UOCAVA voter's opportunity to successfully cast a ballot in future elections?

- Voter education and communication on the absentee voting process (e.g., how to vote absentee, know deadlines)
- Allowing no excuse absentee voting
- Registering absentee voters and processing absentee ballot requests
- Having updated address information for voters
- Delivering requested absentee ballots to voters
- Receiving completed absentee ballots from voters
- Counting returned absentee ballots from voters
- Ballot tracking system (e.g., to help fill out surveys)
- Some other aspect

[Ask if Q9 = 'Some other aspect'] Please specify what other aspect of the absentee voting process will best improve the UOCAVA voter's opportunity to successfully cast a ballot in future elections.

**ELECTRONIC FAX AND E-MAIL CONVERSION SERVICE**

10. The Federal Voting Assistance Program (FVAP) provides an electronic fax and e-mail conversion service that allows you or your staff to fax and/or e-mail election materials to UOCAVA voters. Did you or anyone on your staff use the electronic fax and e-mail conversion service during the 2012 election year?

- Yes
- No
- Don't know

11. How safe, secure, and reliable do you believe receiving voted ballots from UOCAVA voters through the electronic fax and e-mail conversion service provided by FVAP (the Electronic Transmission Service or ETS) is?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

Please elaborate on why you believe this.

12. [Ask if Q10 = 'Yes'] Overall, how useful was the voting information or assistance that you received from the Federal Voting Assistance Program's (FVAP) electronic fax and e-mail conversion service during the 2012 election year?

- Very useful
- Largely useful
- Moderately useful
- Somewhat useful
- Not at all useful

13. [Ask if Q10 = 'Yes'] Did you or anyone else on your staff use the Federal Voting Assistance Program's (FVAP) electronic fax and e-mail conversion service during the 2012 election year for any of the following reasons?

	Yes	No
a. To receive registration and ballot requests from voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. To transmit blank ballots to voters .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. To receive completed ballots from voters .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. To receive completed Federal Write-In Absentee Ballots (FWABs) from voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

14. [Ask if Q10 = 'No'] What was the main reason why you or your staff did not use the Federal Voting Assistance Program's (FVAP) electronic fax and e-mail conversion service in 2012?

- Did not know about it
- Did not need it
- Could not get through
- Received assistance from the state or the state handled this process
- Did not use; My jurisdiction used this service in prior years and experienced issues
- Used another system
- Some other reason

[Ask if Q10 = 'No' and Q14 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not use the Federal Voting Assistance Program's (FVAP) electronic fax and e-mail conversion service in 2012.

16. [Ask if Q15 = 'Yes'] During 2012, how useful was the assistance you or your staff received from the Federal Voting Assistance Program's (FVAP) staff via online chat, e-mail support, or toll-free telephone service in helping you perform your election official job duties?

- Very useful
- Largely useful
- Moderately useful
- Somewhat useful
- Not at all useful

17. [Ask if Q15 = 'Yes'] During 2012, what was the main reason why you or anyone else on your staff used the Federal Voting Assistance Program's (FVAP) online chat, e-mail support, or toll-free telephone service?

- To obtain voter mailing addresses
- To request Federal Voting Assistance Program (FVAP) publications/forms
- To resolve a voting problem for uniformed service members or overseas civilians
- To request voting supplies (e.g., posters)
- To make suggestions or changes to FVAP publications or programs
- Some other reason

[Ask if Q15 = 'Yes' and Q17 = 'Some other reason'] Please specify the other reason(s) why you or anyone else on your staff used the Federal Voting Assistance Program (FVAP) online chat, e-mail support, or toll-free telephone service in 2012.

18. [Ask if Q15 = 'No'] What was the main reason why you or your staff did not use the Federal Voting Assistance Program's (FVAP) toll-free telephone service in 2012?

- Did not know about it
- Knew about it, but did not know the telephone number
- Knew about it, but got desired information from other sources
- Did not need it
- It was a long-distance call
- Could not get through
- Some other reason

**CALL CENTER SERVICE**

15. The Federal Voting Assistance Program (FVAP) provides online chat, e-mail support, and a toll-free telephone service that allows you or your staff to ask FVAP staff for voting information or assistance. Did you or anyone on your staff use the online chat, e-mail support, or toll-free telephone service to request voting information or assistance during the 2012 election year?

- Yes
- No
- Don't know

[Ask if Q15 = 'No' and Q18 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not use the Federal Voting Assistance Program's (FVAP) toll-free telephone service in 2012.

**FVAP WEB SITE**

19. The Federal Voting Assistance Program (FVAP) Web site, [www.fvap.gov](http://www.fvap.gov), provides voting-related information and resources. During the 2012 election year, did you or a member of your staff visit this Web site?

- Yes
- No
- Don't know

20. [Ask if Q19 = 'Yes'] During 2012, how useful was the Federal Voting Assistance Program's (FVAP) Web site in helping you or your staff perform your election official job duties?

- Very useful
- Largely useful
- Moderately useful
- Somewhat useful
- Not at all useful

21. [Ask if Q19 = 'Yes'] How much do you agree or disagree with the following statements about the Federal Voting Assistance Program (FVAP) Web site?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Search feature met my needs.....	<input checked="" type="checkbox"/>				
b. I was able to find what I needed quickly and easily.....	<input checked="" type="checkbox"/>				
c. Assisted me in performing my duties .....	<input checked="" type="checkbox"/>				

22. [Ask if Q19 = 'No'] What was the main reason why you or your staff did not visit the Federal Voting Assistance Program's (FVAP) Web site in 2012?

- Did not know about it
- Did not have Internet access
- Knew about it, but did not know the Web site address
- Knew about it, but got desired information from other sources (e.g., from the state)
- Did not think it would be useful
- Did not need it
- Some other reason

[Ask if Q19 = 'No' and Q22 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not visit the Federal Voting Assistance Program (FVAP) Web site in 2012.

[Ask if Q17 = 'No' and Q20 = 'Knew about it, but got desired information from other sources (e.g., from the state)'] Please specify the other source(s) you or your staff used to get information you needed in 2012.

**"ADDRESS LOOK-UP" SERVICE**

23. The Federal Voting Assistance Program (FVAP) provides local election jurisdictions with an "address look-up" service for undeliverable absentee ballots sent to active duty members. Did you or anyone on your staff use the "address look-up" service during the November 2012 general election?

- Yes
- No, did not use any address look-up service
- No, used internal address look-up service
- Don't know

24. [Ask if Q23 = 'Yes'] During 2012, how useful was the Federal Voting Assistance Program's (FVAP) "address look-up" service in helping you or your staff perform your election official job duties?

- Very useful
- Largely useful
- Moderately useful
- Somewhat useful
- Not at all useful

25. [Ask if Q23 = 'Yes'] How much do you agree or disagree with the following statements about the Federal Voting Assistance Program's (FVAP) "address look-up" service?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Submitting "address look-up" requests were quick and easy to do .....	<input checked="" type="checkbox"/>				
b. FVAP promptly provided me with the information I requested.....	<input checked="" type="checkbox"/>				
c. The requested information I received from FVAP was accurate.....	<input checked="" type="checkbox"/>				
d. The "address look-up" service assisted me in performing my duties .....	<input checked="" type="checkbox"/>				

26. [Ask if Q23 = 'No, did not use any address look-up service' or 'No, used internal address look-up service'] What was the main reason why you or your staff did not use the Federal Voting Assistance Program's (FVAP) "address look-up" service in 2012?

- Did not know about it
- Knew about it, but did not need the information provided by this service
- Knew about it, but got desired information from other sources (e.g., internal look-up service)
- Did not think it would be useful
- The service was slow to respond to past requests
- Did not need it
- Some other reason

[Ask if Q23 = 'No, did not use any address look-up service' or 'No, used internal address look-up service' and Q26 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not use the Federal Voting Assistance Program's (FVAP) "address look-up" service in 2012.

**FVAP GRANT PROGRAM**

27. Did your jurisdiction participate in the FVAP 2012 Electronic Absentee Systems for Elections (EASE) Grant Program?

- Yes
- No

28. [Ask if Q27 = 'Yes'] How satisfied are you with the FVAP 2012 EASE Grant Program?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

[Ask if Q28 = 'Very satisfied' or 'Satisfied' or 'Neither satisfied nor dissatisfied' or 'Dissatisfied' or 'Very dissatisfied'] Please elaborate on why you are satisfied or dissatisfied with the FVAP 2012 EASE Grant Program.

**COMMUNICATION WITH UOCAVA VOTERS**

29. During the 2012 election year, what form of communication did you use most frequently to communicate with the following UOCAVA voter groups? *Mark one for each group of UOCAVA voters.*

	Postal mail	Fax	E-mail	Telephone	FVAP Web site	Some other form of communication
a. Military in the U.S.....	<input checked="" type="checkbox"/>					
b. Military overseas.....	<input checked="" type="checkbox"/>					
c. Overseas civilians.....	<input checked="" type="checkbox"/>					

[Ask if Q29a = 'Some other form of communication' or Q29b = 'Some other form of communication' or Q29c = 'Some other form of communication'] Please specify the other form of communication you used most frequently to communicate with each group of UOCAVA voters.

**ADDITIONAL TRAINING**

30. Do you feel that you need additional training on UOCAVA laws and procedures to adequately service UOCAVA voters in future elections?

- Yes
- No

31. Would additional training on the following UOCAVA laws and procedures be helpful to you in servicing UOCAVA voters in future elections?

	Yes	No
a. UOCAVA voter eligibility .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. General aspects of UOCAVA laws .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. The <i>Military and Overseas Voter Empowerment Act (MOVE Act)</i> .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. The <i>Help America Vote Act (HAVA)</i> .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
e. The Federal Voting Assistance Program's (FVAP) assistance services.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. FVAP's electronic transmission service .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Some other area of UOCAVA laws and procedures.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**FUTURE SURVEYS**

32. For future Federal Voting Assistance Program (FVAP) election surveys, which one of the following survey methods would you most prefer to respond to?

- A mailed survey
- A Web survey
- No preference

**TAKING THE SURVEY**

33. If you have comments or concerns that you were not able to express in answering this survey, please enter them in the space provided.

