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# **2010 Post-Election Voting Survey of Department of State Voting Assistance Officers**

## **Tabulations of Responses**



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**2010 POST-ELECTION VOTING SURVEY OF  
DEPARTMENT OF STATE  
VOTING ASSISTANCE OFFICERS:  
TABULATIONS OF RESPONSES**

**Defense Manpower Data Center  
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Policy officials contributing to the development of this survey include Paul Drugan and Bob Carey (Federal Voting Assistance Program). Other important contributors to the survey development include Jack Markey and Mark Raugust (Department of State).

DMDC's Program Evaluation Branch, under the guidance of Kristin Williams, Branch Chief, is responsible for the development of questionnaires in the survey program. The lead survey design analyst was Ryan Tulley. In addition, Toby Moore, SRA International, Inc., designed the unique presentation of complex items used in this tabulation volume.

DMDC's Personnel Survey Branch, under the guidance of David McGrath, Branch Chief, is responsible for sampling and weighting methods used in the survey program. The lead statistician on this survey was Dorothy Kester Jackman, SRA International, Inc., supervised by Eric Falk, DMDC, and Fawzi Al Nassir, SRA International, Inc. Laverne Wright, Chief, Survey Operations, is responsible for survey database construction and archiving. The lead operations analyst on this survey was Margaret Coffey, DMDC, supported by Jenna Bender, Consortium Research Fellow. Data Recognition Corporation performed data collection and editing.

DMDC's Survey Technology Branch, under the guidance of Fred Licari, Branch Chief, is responsible for the distribution of datasets outside of DMDC and maintaining records on compliance with the Privacy Act and 32 CFR 219.

Jacqueline Malone, SRA International, Inc., formatted and assembled this tabulation volume using DMDC's Survey Reporting Tool. A team consisting of Rachel Lipari, DMDC, Lindsay Rock, DMDC, and Chastity McFarlan, Consortium Research Fellow, completed quality control for this tabulation volume.

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# 2010 POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE VOTING ASSISTANCE OFFICERS: TABULATIONS OF RESPONSES

## *Introduction to the Survey*

The *Human Resources Strategic Assessment Program* (HRSAP), Defense Manpower Data Center (DMDC), conducts surveys to support the personnel information needs of the Under Secretary of Defense for Personnel and Readiness (USD[P&R]). These surveys assess the attitudes and opinions of the entire Department of Defense (DoD) community. Although the primary sources of information for HRSAP are *Status of Forces Surveys* (SOFS), DMDC also conducts special polls to obtain quick, targeted answers on special topics.

This report contains tabulations of responses from the *2010 Post-Election Voting Survey of Department of State Voting Assistance Officers (2010 PEV6)* conducted from November 22, 2010 to February 2, 2011. This introduction (1) summarizes the survey content, (2) defines the total population surveyed and the subgroups used in tabulations of responses, (3) summarizes the survey methodology,<sup>1</sup> and (4) provides details on how to use the tabulations. The tabulations and a copy of the survey items follow this introduction.<sup>2</sup>

## **Survey Content**

The topics covered in the *2010 PEV6* include training, voting assistance, technological assistance in voting, voting assistance guides, Federal Voting Assistance Program's (FVAP) news releases, FVAP's Web site, FVAP's Automated Online Assistant, FVAP's toll-free telephone service, and other sources of voting information. This survey was subdivided into the following 10 topic areas:

1. *Background Information*—Voting Assistance Officer (VAO) assignment for Department of State (DoS), Foreign Service (FS) or FS equivalent rank, geographic location, time overseas, age, current VAO position, duration of VAO assignment, and prior VAO service.
2. *Training*—Receipt and usefulness of VAO training.
3. *Voting Assistance*—Number of people assisted with voting, hours worked as VAO, satisfaction with support received for VAO duties, and types of activities and assistance provided as VAO.
4. *Technological Assistance in Voting*—Access to technology for VAO duties.

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<sup>1</sup> Details on survey methodology are reported by DMDC (2011b).

<sup>2</sup> Refer to DMDC (2011a) to view the survey as it appeared on the Web.

5. *Voting Assistance Guide*—Receipt and usefulness of the *Department of Defense 2010-11 Voting Assistance Guide (VAG) and preferred format of VAG*.
6. *FVAP's News Releases*—Receipt, forwarding, and usefulness of FVAP News Releases.
7. *FVAP's Web Site*—Use of the FVAP Web site, satisfaction with FVAP Web site, and reasons for using or not using FVAP Web site.
8. *FVAP's Automated Online Assistant*—Recommendations to use the FVAP Automated Online Assistant to complete a Federal Post Card Application (FPCA) and to complete a Federal Write-In Absentee Ballot (FWAB), and reasons for not recommending using the Automated Online Assistant to complete an FPCA and/or FWAB.
9. *FVAP's Toll-Free Telephone Service*—Use of FVAP toll-free telephone service, satisfaction with FVAP telephone service, and reasons for not recommending using the telephone service.
10. *Other Sources of Voting Information*—Usefulness of sources of voting information in performing VAO duties (e.g., Automated Online Assistant, online training programs) and adequacy of supply of election materials.

### ***Population and Reporting Categories***

The target population for the 2010 PEV6 consisted of all 238 Department of State embassies and consulates. Survey results are presented for the total population and by a variety of reporting categories. To form the reporting categories for the tabulations, respondents were classified by survey self-report. Survey results are tabulated by location, time overseas, duration of VAO assignment, prior VAO service, VAO training, and age. Definitions for reporting categories follow:

- *Location*—Geographic regions are *Africa, East Asia/Pacific, Europe and Eurasia, Near East/South and Central Asia, and Western Hemisphere*.
- *Time Overseas*—Categories include *Less Than 1 Year* and *1 Year or More*.
- *Duration VAO Assignment*—Categories include *Less Than 3 Months, 3 Months to Less Than 6 Months, 6 Months to Less Than 1 Year, and 1 Year or More*.
- *Prior VAO Service*—Categories include *Prior Service* and *Non-Prior Service*.
- *VAO Training*—Categories include *Trained* and *Not Trained*.
- *Age*—Categories include *29 Years Old or Younger, 30 to 34 Years Old, 35 to 44 Years Old, and 45 Years Old or More*.

### ***Survey Methodology***

The Web survey administration process began on November 22, 2010 with the e-mail of notification letters to sample members. This notification letter explained why the survey was being conducted, how the survey information would be used, and why participation was important. Throughout the administration period, additional e-mail reminders were sent to encourage survey participation. Data were collected on the Web from November 22, 2010 to February 2, 2011.

The 2010 PEV6 was a census of all 238 State Voting Assistance Officers assigned to DoS embassies and consulates throughout the world. Completed surveys (defined as 50% or more of the survey questions asked of all participants are answered) were received from 213 eligible respondents. The overall weighted response rate for eligible sample members was 90%.

Data were weighted using the industry standard two-stage process. This form of weighting produces survey estimates of population totals, proportions, and means (as well as other statistics) that are representative of their respective populations. Unweighted survey data, in contrast, are likely to produce biased estimates of population statistics. The two-stage process of weighting consists of the following steps:

- *Adjustment for selection probability*—Probability samples are selected from lists and each member of the list has a known nonzero probability of selection. In this study, all embassies were selected, so the base weight given to respondents was 1.
- *Adjustments for nonresponse*—Some sampled members do not respond to the survey. Suppose only half the members completed and returned a survey. Because the unweighted response set size would only be 50% of the total, weights are needed to project the response set up to the subgroup population total. In this example, the base weight of 1 is multiplied by the reciprocal of the nonresponse rate of 2 to create a new weight of 2. The weighted sample sums to the subgroup population total.

Table 1 (page 4) shows the number of respondents and the portion of total respondents in each reporting group. Also shown are the estimated number of members and the portion of total members in each reporting group. Differences in the percentages of respondents and population for the reporting categories reflect differences in the number sampled, as well as differences in response rates.

**Table 1.**  
**Number of Respondents (Total) and Estimated Population by Reporting Categories**

	Respondents			Estimated Population				
	Count	Percent		Totals		Percent	Max ME	
<b>TOTAL</b>	213	100%		237 ± 1		100%		
Africa	35	16%		45 ± 0		19%		±0
East Asia/Pacific	38	18%		41 ± 0		17%		±0
Europe and Eurasia	60	28%		61 ± 1		26%		±0
Near East/South and Central Asia	34	16%		41 ± 1		17%		±0
Western Hemisphere	46	22%		49 ± 0		21%		±0
<b>TIME OVERSEAS</b>								
Less Than 1 Year	75	35%		84 ± 6		35%		±3
1 Year or More	136	64%		151 ± 6		64%		±3
<b>DURATION VAO ASSIGNMENT</b>								
Less Than 3 Months	56	26%		62 ± 5		26%		±2
3 Months to Less Than 6 Months	41	19%		46 ± 5		19%		±2
6 Months to Less Than 1 Year	42	20%		46 ± 5		20%		±2
1 Year or More	72	34%		80 ± 5		34%		±3
<b>PRIOR VAO SERVICE</b>								
Prior Service	66	31%		74 ± 6		31%		±3
Non-Prior Service	144	68%		160 ± 6		67%		±3
<b>VAO TRAINING</b>								
Trained	44	21%		48 ± 5		20%		±2
Not Trained	167	78%		186 ± 5		79%		±2
<b>AGE</b>								
29 Years Old or Younger	45	21%		51 ± 5		21%		±3
30 to 34 Years Old	34	16%		38 ± 4		16%		±2
35 to 44 Years Old	72	34%		80 ± 6		34%		±3
45 Years Old or More	57	27%		62 ± 5		26%		±2

Note: The Estimated Population column is a weighted estimate of eligible units in the population. For this survey, there were 238 embassies and consulates in the sample. One embassy or consulate indicated that the Voting Assistance Officer responsible for completing the survey was no longer available. Hence, the total estimated population is 237 embassies/consulates.

### ***Tabulation Procedures***

Tabulations<sup>3</sup> for each question, including the text of the questions and response options, are shown. To compress the width of columns in the tables, the response options are shown with a number or letter; then that number or letter is used as the column heading for the responses. The central feature of the tabulations is the percentage of members choosing the response options indicated by the column heading. Within a set of response options, percentages may not add to 100% due to rounding error.

Where an item lends itself to presentation as an average, that average is also shown as both a number estimate and in a bar chart. The averages lend themselves to a quick scan for reporting groups differing from other similarly defined groups. In some cases, the responses are averages of the numeric scales presented with the response options. The mean bar charts for numeric scales items in these tabulations were created by using the midpoints of the response options to calculate averages. Where there is a simple binomial response (e.g., yes/no), only one percentage is presented. In this case, the bar chart represents that percentage.

On each page of tabulations, the first column lists the reporting group shown in that row. The second column, Percent Responding, lists the portion of the reporting group represented in the estimates in that row. In most cases, if this percentage is not 100, it may reflect item nonresponse, and the table note indicates that “Percent responding are Department of State Voting Assistance Officers who answered the question.” Not all questions will apply to every respondent. Where possible, the Web survey is programmed to skip respondents over questions that do not apply to them. For example, Q11 (If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer [VAO] duties?) does not apply to those who marked in Q10 that they did not receive training. The table note for this question indicates, “Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q10).”

### ***Margins of Error***

The presence of survey nonresponse required weighting to produce population estimates (e.g., percent prior service).<sup>4</sup> Because of the weighting, conventional formulas for calculating the margin of error will overstate the reliability of the estimate. For this report, variance estimates were calculated using SUDAAN<sup>®</sup> PROC DESCRIPT (Research Triangle Institute, 2004).

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<sup>3</sup> Details of data editing and preparation are provided by DMDC (2011a).

<sup>4</sup> As a result of differential weighting, only certain statistical software procedures, such as SUDAAN<sup>®</sup> PROC DESCRIPT, correctly calculate standard errors, variances, or tests of statistical significance for stratified samples.

<sup>®</sup> Registered 2004 by Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709-2194.

By definition, surveys are subject to error from nonresponse and noncompletion. Standard errors are estimates of the variance around population parameters, such as percentages or means, and are used to construct margins of error (i.e., confidence interval half-widths). Percentages and means in these tabulations are reported with margins of error based on 95% confidence intervals. In order to compress the data display, only the maximum margin of error (Max ME) for each reporting category is shown. That is, the tab volume shows only the largest margin of error for the percentages or means in each row. For each average shown in these tabulations, its margin of error is also printed.

The following reporting conventions are used:

- “0” indicates that no one in any reporting group selected the response option,
- NR indicates the estimate is *Not Reportable* and is suppressed because of low reliability. Estimates of low reliability are suppressed based on criteria defined in terms of nominal sample size (less than 5), effective sample size (less than 30), or relative standard error (greater than 0.225),
- NA indicates the question was *Not Applicable* because the question did not apply to respondents in the reporting category based on answers to previous questions,
- no Max ME is printed when all percentages in the row are shown as NR,
- no margin of error is printed for an average when it is shown as NR.

### **References**

- DMDC. (2011a). *2010 Post-Election Voting Survey of Department of State Voting Assistance Officers: Administration, datasets, and codebook* (Report No. 2011-011). Arlington, VA: Author.
- DMDC. (2011b). *2010 Post-Election Voting Survey of Department of State Voting Assistance Officers: Statistical methodology report* (Report No. 2011-010). Arlington, VA: Author.
- Research Triangle Institute. (2004). *SUDAAN® Language Manual, Release 9.0*. Research Triangle Park, NC: Research Triangle Institute.

## **Tabulations of Responses**

**1. On November 2, 2010, were you assigned as a Voting Assistance Officer (VAO) for the Department of State (DoS)?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	100	±0	
<b>Africa</b>	100	±0	100	±0	
<b>East Asia/Pacific</b>	100	±0	100	±0	
<b>Europe and Eurasia</b>	97	±1	100	±0	
<b>Near East/South and Central Asia</b>	100	±0	100	±0	
<b>Western Hemisphere</b>	100	±0	100	±0	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	99	±1	100	±0	
<b>1 Year or More</b>	100	±0	100	±0	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	100	±0	100	±0	
<b>3 Months to Less Than 6 Months</b>	98	±1	100	±0	
<b>6 Months to Less Than 1 Year</b>	100	±0	100	±0	
<b>1 Year or More</b>	100	±0	100	±0	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	100	±0	
<b>Non-Prior Service</b>	99	±1	100	±0	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	100	±0	
<b>Not Trained</b>	99	±1	100	±0	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	100	±0	100	±0	
<b>30 to 34 Years Old</b>	100	±0	100	±0	
<b>35 to 44 Years Old</b>	99	±1	100	±0	
<b>45 Years Old or More</b>	100	±0	100	±0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Respondents who did not hold the assignment on election day (November 2, 2010) are excluded from this report (Q1).

**2. What was your Foreign Service (FS) or FS equivalent rank on November 2, 2010?**

1. FS-01 or FS-02

2. FS-03 or FS-04

3. FS-05 or higher

	Percent Responding		Percentages			Max ME
			1	2	3	
<b>TOTAL</b>	98	±1	17	62	21	±3
<b>Africa</b>	97	±3	15	65	21	±8
<b>East Asia/Pacific</b>	97	±2	14	68	19	±5
<b>Europe and Eurasia</b>	97	±1	28	60	12	±2
<b>Near East/South and Central Asia</b>	100	±0	12	53	35	±8
<b>Western Hemisphere</b>	100	±0	15	63	22	±4
<b>TIME OVERSEAS</b>						
<b>Less Than 1 Year</b>	99	±1	10	60	30	±4
<b>1 Year or More</b>	99	±1	21	63	16	±3
<b>DURATION VAO ASSIGNMENT</b>						
<b>Less Than 3 Months</b>	100	±0	5	68	27	±4
<b>3 Months to Less Than 6 Months</b>	98	±1	12	64	23	±6
<b>6 Months to Less Than 1 Year</b>	100	±0	16	61	22	±5
<b>1 Year or More</b>	99	±1	30	56	14	±4
<b>PRIOR VAO SERVICE</b>						
<b>Prior Service</b>	99	±1	39	54	6	±5
<b>Non-Prior Service</b>	99	±1	8	65	28	±3
<b>VAO TRAINING</b>						
<b>Trained</b>	98	±2	18	58	24	±5
<b>Not Trained</b>	99	±1	17	63	20	±3
<b>AGE</b>						
<b>29 Years Old or Younger</b>	100	±0	0	35	65	±5
<b>30 to 34 Years Old</b>	100	±0	5	82	12	±5
<b>35 to 44 Years Old</b>	99	±1	19	79	3	±4
<b>45 Years Old or More</b>	98	±1	37	49	15	±4

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**3. On November 2, 2010, in which country were you stationed? Constructed item representing Department of State Overseas regions.**

1. Africa (sub-Saharan)                      2. East Asia and the Pacific                      3. Europe  
 4. Near East/South and Central Asia                      5. Western Hemisphere

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
<b>TOTAL</b>	100	±0	19	17	26	17	21	±1
<b>Africa</b>	100	±0	100	0	0	0	0	±0
<b>East Asia/Pacific</b>	100	±0	0	100	0	0	0	±0
<b>Europe and Eurasia</b>	100	±0	0	0	100	0	0	±0
<b>Near East/South and Central Asia</b>	100	±0	0	0	0	100	0	±0
<b>Western Hemisphere</b>	100	±0	0	0	0	0	100	±0
<b>TIME OVERSEAS</b>								
<b>Less Than 1 Year</b>	100	±0	17	14	25	24	19	±4
<b>1 Year or More</b>	100	±0	20	19	26	14	22	±2
<b>DURATION VAO ASSIGNMENT</b>								
<b>Less Than 3 Months</b>	100	±0	12	19	28	21	19	±5
<b>3 Months to Less Than 6 Months</b>	100	±0	17	9	20	26	28	±6
<b>6 Months to Less Than 1 Year</b>	100	±0	11	19	29	21	21	±6
<b>1 Year or More</b>	100	±0	29	20	25	7	19	±4
<b>PRIOR VAO SERVICE</b>								
<b>Prior Service</b>	100	±0	24	15	30	15	16	±4
<b>Non-Prior Service</b>	100	±0	16	18	24	19	23	±2
<b>VAO TRAINING</b>								
<b>Trained</b>	100	±0	13	18	29	17	22	±6
<b>Not Trained</b>	100	±0	20	17	25	17	21	±2
<b>AGE</b>								
<b>29 Years Old or Younger</b>	100	±0	20	13	18	24	25	±6
<b>30 to 34 Years Old</b>	100	±0	14	20	27	22	17	±7
<b>35 to 44 Years Old</b>	100	±0	21	20	24	18	17	±4
<b>45 Years Old or More</b>	100	±0	18	16	33	8	26	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.



**5. What was your age on November 2, 2010?**

- 1. 18 to 24 years old
- 4. 35 to 44 years old

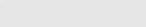
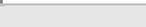
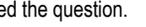
- 2. 25 to 29 years old
- 5. 45 years old or older

- 3. 30 to 34 years old

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
<b>TOTAL</b>	98	±1	2	19	16	35	27	±3
<b>Africa</b>	97	±3	0	24	12	38	26	±9
<b>East Asia/Pacific</b>	97	±2	3	14	19	41	24	±5
<b>Europe and Eurasia</b>	97	±1	0	16	17	33	34	±2
<b>Near East/South and Central Asia</b>	97	±3	6	24	21	36	12	±8
<b>Western Hemisphere</b>	100	±0	4	22	13	28	33	±4
<b>TIME OVERSEAS</b>								
<b>Less Than 1 Year</b>	99	±1	4	27	16	32	21	±4
<b>1 Year or More</b>	99	±1	1	15	17	37	30	±3
<b>DURATION VAO ASSIGNMENT</b>								
<b>Less Than 3 Months</b>	98	±2	4	33	9	39	16	±5
<b>3 Months to Less Than 6 Months</b>	98	±2	5	21	25	25	24	±6
<b>6 Months to Less Than 1 Year</b>	100	±0	2	22	19	36	21	±5
<b>1 Year or More</b>	99	±1	0	7	16	37	40	±4
<b>PRIOR VAO SERVICE</b>								
<b>Prior Service</b>	98	±2	0	5	12	41	42	±5
<b>Non-Prior Service</b>	99	±1	4	26	18	31	20	±3
<b>VAO TRAINING</b>								
<b>Trained</b>	95	±3	0	17	22	24	38	±5
<b>Not Trained</b>	99	±1	3	20	15	38	24	±3
<b>AGE</b>								
<b>29 Years Old or Younger</b>	100	±0	11	89	0	0	0	±4
<b>30 to 34 Years Old</b>	100	±0	0	0	100	0	0	±0
<b>35 to 44 Years Old</b>	100	±0	0	0	0	100	0	±0
<b>45 Years Old or More</b>	100	±0	0	0	0	0	100	±0

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**6. Are you currently assigned to the same Voting Assistance Officer (VAO) position that you held on November 2, 2010?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	92	±2	
<b>Africa</b>	97	±3	94	±6	
<b>East Asia/Pacific</b>	100	±0	95	±3	
<b>Europe and Eurasia</b>	98	±1	97	±1	
<b>Near East/South and Central Asia</b>	100	±0	94	±5	
<b>Western Hemisphere</b>	100	±0	83	±3	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	100	±0	96	±2	
<b>1 Year or More</b>	100	±0	90	±2	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	100	±0	98	±3	
<b>3 Months to Less Than 6 Months</b>	100	±0	83	±5	
<b>6 Months to Less Than 1 Year</b>	100	±0	86	±3	
<b>1 Year or More</b>	100	±0	97	±3	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	95	±3	
<b>Non-Prior Service</b>	100	±0	91	±2	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	88	±4	
<b>Not Trained</b>	100	±0	94	±2	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	100	±0	92	±3	
<b>30 to 34 Years Old</b>	100	±0	89	±4	
<b>35 to 44 Years Old</b>	100	±0	96	±2	
<b>45 Years Old or More</b>	100	±0	92	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.





**9. As of November 2, 2010, how long had you served as a Voting Assistance Officer (VAO), including previous service?**

1. Less than 6 months                      2. 6 months to less than 1 year                      3. 1 year to less than 2 years  
 4. 2 years to less than 3 years                      5. 3 years or more

	Percent Responding		Percentages					Max ME	Average Number of Months		
			1	2	3	4	5				
<b>TOTAL</b>	99	±1	35	18	18	12	17	±3	15.6	±0.6	
<b>Africa</b>	97	±3	24	18	24	12	24	±8	18.5	±2.1	
<b>East Asia/Pacific</b>	100	±0	34	16	16	13	21	±5	16.8	±1.2	
<b>Europe and Eurasia</b>	98	±1	31	19	22	14	15	±2	16.1	±0.5	
<b>Near East/South and Central Asia</b>	100	±0	44	21	18	9	9	±8	12.2	±1.6	
<b>Western Hemisphere</b>	100	±0	43	20	9	11	17	±4	14.2	±1.0	
<b>TIME OVERSEAS</b>											
<b>Less Than 1 Year</b>	100	±0	56	23	10	5	7	±4	9.4	±0.8	
<b>1 Year or More</b>	100	±0	23	16	22	15	23	±3	19.0	±0.7	
<b>DURATION VAO ASSIGNMENT</b>											
<b>Less Than 3 Months</b>	100	±0	78	7	8	5	2	±5	6.7	±0.9	
<b>3 Months to Less Than 6 Months</b>	100	±0	74	7	10	2	7	±5	7.9	±0.9	
<b>6 Months to Less Than 1 Year</b>	100	±0	0	72	14	7	7	±4	13.6	±0.8	
<b>1 Year or More</b>	100	±0	0	3	32	25	40	±4	28.0	±0.7	
<b>PRIOR VAO SERVICE</b>											
<b>Prior Service</b>	100	±0	0	6	20	26	49	±5	29.3	±0.7	
<b>Non-Prior Service</b>	100	±0	51	24	17	5	3	±3	9.4	±0.5	
<b>VAO TRAINING</b>											
<b>Trained</b>	100	±0	30	25	7	15	23	±5	17.4	±1.3	
<b>Not Trained</b>	100	±0	36	17	21	11	16	±3	15.1	±0.7	
<b>AGE</b>											
<b>29 Years Old or Younger</b>	100	±0	55	22	20	2	0	±6	7.9	±0.7	
<b>30 to 34 Years Old</b>	100	±0	35	26	15	12	12	±6	14.1	±1.5	
<b>35 to 44 Years Old</b>	100	±0	36	16	20	13	16	±4	15.5	±1.0	
<b>45 Years Old or More</b>	100	±0	19	13	14	17	37	±4	22.6	±1.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**10. During the Voting Assistance Officer (VAO) assignment period that includes November 2, 2010, did you receive any training to prepare you for performing your VAO duties?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	21	±2	
<b>Africa</b>	97	±3	15	±7	
<b>East Asia/Pacific</b>	100	±0	21	±4	
<b>Europe and Eurasia</b>	98	±1	24	±2	
<b>Near East/South and Central Asia</b>	100	±0	21	±7	
<b>Western Hemisphere</b>	100	±0	22	±4	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	100	±0	17	±4	
<b>1 Year or More</b>	100	±0	23	±3	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	100	±0	14	±4	
<b>3 Months to Less Than 6 Months</b>	100	±0	27	±5	
<b>6 Months to Less Than 1 Year</b>	100	±0	23	±4	
<b>1 Year or More</b>	100	±0	20	±4	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	21	±4	
<b>Non-Prior Service</b>	100	±0	21	±3	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	100	±0	
<b>Not Trained</b>	100	±0	0	±0	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	100	±0	15	±4	
<b>30 to 34 Years Old</b>	100	±0	27	±6	
<b>35 to 44 Years Old</b>	100	±0	14	±3	
<b>45 Years Old or More</b>	100	±0	28	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.











**12. During 2010, approximately how many U.S. citizens did you and your staff provide with voting assistance in the primaries and the November 2 general election?**

- 1. None
- 4. 501 to 1,000

- 2. 1 to 100
- 5. 1,001 to 2,000

- 3. 101 to 500
- 6. 2,001 or more

	Percent Responding		Percentages						Max ME	Average Number		
			1	2	3	4	5	6				
<b>TOTAL</b>	99	±1	3	68	22	4	1	2	±3	188.7	±12.5	■
<b>Africa</b>	97	±3	3	74	18	6	0	0	±8	134.3	±29.0	■
<b>East Asia/Pacific</b>	100	±0	3	68	16	3	3	8	±5	299.2	±49.4	■
<b>Europe and Eurasia</b>	98	±1	5	63	25	5	2	0	±2	171.7	±8.3	■
<b>Near East/South and Central Asia</b>	100	±0	3	74	21	3	0	0	±7	121.1	±21.3	■
<b>Western Hemisphere</b>	98	±2	2	62	27	4	2	2	±4	222.7	±27.6	■
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	100	±0	4	72	18	3	1	1	±4	158.2	±19.4	■
<b>1 Year or More</b>	99	±1	3	65	24	5	1	2	±3	205.8	±16.3	■
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	9	66	20	2	0	4	±4	176.4	±26.7	■
<b>3 Months to Less Than 6 Months</b>	100	±0	0	72	26	0	2	0	±5	147.7	±13.7	■
<b>6 Months to Less Than 1 Year</b>	100	±0	2	60	23	8	2	5	±5	285.7	±40.3	■
<b>1 Year or More</b>	100	±0	2	71	20	7	1	0	±4	165.7	±17.1	■
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	100	±0	0	62	28	6	3	1	±5	231.4	±23.5	■
<b>Non-Prior Service</b>	99	±1	5	70	19	4	1	2	±3	169.9	±14.9	■
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	0	56	34	6	4	0	±5	243.0	±25.5	■
<b>Not Trained</b>	99	±1	4	71	19	4	1	2	±3	174.5	±14.5	■
<b>AGE</b>												
<b>29 Years Old or Younger</b>	100	±0	9	63	24	2	0	2	±5	161.0	±22.7	■
<b>30 to 34 Years Old</b>	100	±0	0	67	27	0	3	3	±6	213.2	±32.7	■
<b>35 to 44 Years Old</b>	99	±1	1	75	16	5	1	1	±4	172.3	±19.5	■
<b>45 Years Old or More</b>	100	±0	3	60	25	8	2	2	±4	224.7	±29.0	■

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**13. Since Labor Day (September 6, 2010), approximately how many hours per week have you spent on Voting Assistance Officer (VAO) activities?**

1. 10 hours or less per week                      2. 11 to 20 hours per week                      3. 21 to 30 hours per week  
 4. 31 to 40 hours per week                      5. 41 or more hours per week

	Percent Responding		Percentages					Max ME	Average Number of Hours		
			1	2	3	4	5				
<b>TOTAL</b>	100	±1	97	2	1	0°	0°	±2	5.8	±0.2	■
<b>Africa</b>	100	±0	94	3	3	0°	0°	±5	6.4	±0.6	■
<b>East Asia/Pacific</b>	100	±0	97	3	0	0°	0°	±2	5.8	±0.2	■
<b>Europe and Eurasia</b>	98	±1	98	2	0	0°	0°	±1	5.7	±0.1	■
<b>Near East/South and Central Asia</b>	100	±0	97	3	0	0°	0°	±4	5.8	±0.3	■
<b>Western Hemisphere</b>	100	±0	98	2	0	0°	0°	±2	5.7	±0.2	■
<b>TIME OVERSEAS</b>											
<b>Less Than 1 Year</b>	100	±0	97	1	2	0°	0°	±3	5.9	±0.3	■
<b>1 Year or More</b>	100	±0	97	3	0	0°	0°	±2	5.8	±0.1	■
<b>DURATION VAO ASSIGNMENT</b>											
<b>Less Than 3 Months</b>	100	±0	96	2	2	0°	0°	±3	6.1	±0.4	■
<b>3 Months to Less Than 6 Months</b>	100	±0	95	5	0	0°	0°	±3	6.0	±0.3	■
<b>6 Months to Less Than 1 Year</b>	100	±0	98	2	0	0°	0°	±2	5.7	±0.2	■
<b>1 Year or More</b>	100	±0	98	2	0	0°	0°	±3	5.7	±0.2	■
<b>PRIOR VAO SERVICE</b>											
<b>Prior Service</b>	100	±0	95	3	2	0°	0°	±3	6.1	±0.4	■
<b>Non-Prior Service</b>	100	±0	98	2	0	0°	0°	±2	5.7	±0.2	■
<b>VAO TRAINING</b>											
<b>Trained</b>	100	±0	93	7	0	0°	0°	±4	6.2	±0.3	■
<b>Not Trained</b>	100	±0	98	1	1	0°	0°	±2	5.8	±0.2	■
<b>AGE</b>											
<b>29 Years Old or Younger</b>	100	±0	98	2	0	0°	0°	±3	5.7	±0.2	■
<b>30 to 34 Years Old</b>	100	±0	100	0	0	0°	0°	±0	5.5	±0.0	■
<b>35 to 44 Years Old</b>	100	±0	97	1	2	0°	0°	±3	6.0	±0.3	■
<b>45 Years Old or More</b>	100	±0	95	5	0	0°	0°	±3	6.0	±0.3	■

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.  
 ° Response option never endorsed.

**14. During 2010, 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?**

**a. Federal Voting Assistance Program (FVAP)**

- |                      |                   |  |
|----------------------|-------------------|--|
| 1. Very dissatisfied | 2. Dissatisfied   | 3. Neither satisfied nor dissatisfied          |
| 4. Satisfied         | 5. Very satisfied | 6. Did not receive any support from this group |

	Percent Responding		Percentages						Max ME	Average Satisfaction		
			1	2	3	4	5	6				
<b>TOTAL</b>	96	±1	1	1	14	38	41	5	±3	4.2	±0.1	
<b>Africa</b>	100	±0	0	0	6	37	51	6	±8	4.5	±0.1	
<b>East Asia/Pacific</b>	100	±0	3	3	16	42	37	0	±5	4.1	±0.1	
<b>Europe and Eurasia</b>	97	±1	3	3	17	26	43	7	±2	4.1	±0.1	
<b>Near East/South and Central Asia</b>	88	±5	0	0	10	57	33	0	±8	4.2	±0.1	
<b>Western Hemisphere</b>	96	±2	0	0	18	36	36	9	±4	4.2	±0.1	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	99	±2	0	1	12	44	38	5	±4	4.2	±0.1	
<b>1 Year or More</b>	96	±2	2	1	15	34	43	5	±3	4.2	±0.1	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	0	3	14	39	35	9	±5	4.2	±0.1	
<b>3 Months to Less Than 6 Months</b>	97	±3	2	0	22	34	35	8	±6	4.1	±0.1	
<b>6 Months to Less Than 1 Year</b>	95	±3	2	0	8	40	50	0	±5	4.3	±0.1	
<b>1 Year or More</b>	96	±2	1	1	13	38	44	3	±5	4.3	±0.1	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	94	±2	1	3	8	39	47	2	±5	4.3	±0.1	
<b>Non-Prior Service</b>	98	±1	1	1	16	38	38	6	±3	4.2	±0.1	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	2	11	33	44	7	±5	4.2	±0.1	
<b>Not Trained</b>	96	±2	1	1	15	39	40	4	±3	4.2	±0.1	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	100	±0	0	2	20	40	34	4	±6	4.1	±0.1	
<b>30 to 34 Years Old</b>	100	±0	3	3	17	27	41	10	±6	4.1	±0.1	
<b>35 to 44 Years Old</b>	97	±2	0	1	8	45	40	5	±4	4.3	±0.1	
<b>45 Years Old or More</b>	91	±3	4	0	11	35	48	2	±5	4.3	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Satisfaction does not include those who indicated they "Did not receive any support from this group."

**14. During 2010, how satisfied or dissatisfied were you with the level of support you received from each of the following groups in helping you perform your Voting Assistance Officer (VAO) duties?**

**b. Department of State (DoS)**

- |                      |                   |  |
|----------------------|-------------------|--|
| 1. Very dissatisfied | 2. Dissatisfied   | 3. Neither satisfied nor dissatisfied          |
| 4. Satisfied         | 5. Very satisfied | 6. Did not receive any support from this group |

	Percent Responding		Percentages						Max ME	Average Satisfaction		
			1	2	3	4	5	6				
<b>TOTAL</b>	99	±1	1	4	23	38	31	3	±3	4.0	±0.1	
<b>Africa</b>	100	±0	0	3	9	43	43	3	±8	4.3	±0.2	
<b>East Asia/Pacific</b>	100	±0	3	8	24	37	26	3	±5	3.8	±0.1	
<b>Europe and Eurasia</b>	98	±1	2	2	25	37	32	2	±2	4.0	±0.1	
<b>Near East/South and Central Asia</b>	97	±3	3	0	27	45	24	0	±8	3.9	±0.2	
<b>Western Hemisphere</b>	100	±0	0	7	28	30	26	9	±4	3.8	±0.1	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	100	±0	0	4	25	39	30	3	±4	4.0	±0.1	
<b>1 Year or More</b>	99	±1	2	4	22	37	31	4	±3	4.0	±0.1	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	100	±0	0	5	25	43	24	3	±5	3.9	±0.1	
<b>3 Months to Less Than 6 Months</b>	100	±0	2	0	36	30	27	5	±6	3.8	±0.1	
<b>6 Months to Less Than 1 Year</b>	97	±3	0	5	18	44	29	5	±5	4.0	±0.1	
<b>1 Year or More</b>	100	±0	3	4	17	35	39	1	±4	4.0	±0.1	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	100	±0	1	3	15	33	48	0	±4	4.2	±0.1	
<b>Non-Prior Service</b>	99	±1	1	4	26	40	23	5	±3	3.8	±0.1	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	2	20	53	23	0	±5	3.9	±0.1	
<b>Not Trained</b>	99	±1	1	4	24	34	33	4	±3	4.0	±0.1	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	100	±0	0	7	31	46	14	2	±6	3.7	±0.1	
<b>30 to 34 Years Old</b>	100	±0	3	8	25	30	30	3	±6	3.8	±0.2	
<b>35 to 44 Years Old</b>	99	±2	0	0	20	39	37	4	±4	4.2	±0.1	
<b>45 Years Old or More</b>	100	±0	4	3	17	35	38	3	±5	4.0	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Satisfaction does not include those who indicated they "Did not receive any support from this group."

**14. During 2010, how satisfied or dissatisfied were you with the level of support you received from each of the following groups in helping you perform your Voting Assistance Officer (VAO) duties?**

**c. Your embassy or consulate**

- |                      |                   |  |
|----------------------|-------------------|--|
| 1. Very dissatisfied | 2. Dissatisfied   | 3. Neither satisfied nor dissatisfied          |
| 4. Satisfied         | 5. Very satisfied | 6. Did not receive any support from this group |

	Percent Responding		Percentages						Max ME	Average Satisfaction		
			1	2	3	4	5	6				
<b>TOTAL</b>	97	±1	1	2	31	34	22	9	±3	3.8	±0.1	
<b>Africa</b>	100	±0	0	0	29	34	23	14	±8	3.9	±0.2	
<b>East Asia/Pacific</b>	100	±0	3	3	32	34	18	11	±5	3.7	±0.1	
<b>Europe and Eurasia</b>	97	±1	2	3	29	28	29	9	±2	3.9	±0.1	
<b>Near East/South and Central Asia</b>	91	±5	0	6	26	48	19	0	±8	3.8	±0.2	
<b>Western Hemisphere</b>	96	±2	2	0	41	32	16	9	±4	3.7	±0.1	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	99	±2	1	4	32	38	19	5	±4	3.7	±0.1	
<b>1 Year or More</b>	96	±2	1	2	31	32	23	11	±3	3.8	±0.1	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	2	7	27	40	20	4	±5	3.7	±0.1	
<b>3 Months to Less Than 6 Months</b>	97	±3	2	2	43	28	9	15	±6	3.5	±0.1	
<b>6 Months to Less Than 1 Year</b>	97	±3	0	0	28	36	29	7	±5	4.0	±0.1	
<b>1 Year or More</b>	96	±2	1	0	32	31	26	10	±4	3.9	±0.1	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	94	±2	1	1	27	31	31	9	±5	4.0	±0.1	
<b>Non-Prior Service</b>	99	±1	1	3	33	36	18	9	±3	3.7	±0.1	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	0	31	33	27	7	±5	3.9	±0.1	
<b>Not Trained</b>	96	±1	1	3	32	34	21	9	±3	3.8	±0.1	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	100	±0	2	2	36	43	11	6	±6	3.6	±0.1	
<b>30 to 34 Years Old</b>	100	±0	3	3	26	36	29	3	±6	3.9	±0.1	
<b>35 to 44 Years Old</b>	99	±2	0	3	26	37	26	9	±4	3.9	±0.1	
<b>45 Years Old or More</b>	91	±3	2	2	35	24	23	15	±5	3.8	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Satisfaction does not include those who indicated they "Did not receive any support from this group."

**15. During 2010, what was the most frequent form of voting assistance you were asked to provide as a Voting Assistance Officer (VAO)?**

- |  |  |   |
|--|--|---|
| 1. Providing paper or PDF copies of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-in Absentee Ballots [FWABs]) to voters | 2. Directing voters to the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete voting forms (e.g., FPCAs or FWABs) | 3. Helping voters complete paper or PDF copies of voting forms (e.g., FPCAs or FWABs) |
| 4. Helping voters complete voting forms (e.g., FPCAs or FWABs) using FVAP's Automated Online Assistant   | 5. Electronically transmitting and/or receiving election materials   | 6. Helping voters determine their legal residency and/or voting jurisdiction          |
| 7. Providing addresses of local election officials   | 8. Explaining state voting procedures and/or election deadlines to voters  |   |

	Percent Responding		Percentages								Max ME
			1	2	3	4	5	6	7	8	
<b>TOTAL</b>	98	±1	15	49	4	0	8	2	4	19	±3
<b>Africa</b>	100	±0	20	51	3	0	6	0	0	20	±8
<b>East Asia/Pacific</b>	97	±2	11	46	3	0	8	0	8	24	±5
<b>Europe and Eurasia</b>	95	±1	12	53	9	2	4	2	4	16	±2
<b>Near East/South and Central Asia</b>	100	±0	18	47	3	0	12	6	6	9	±8
<b>Western Hemisphere</b>	98	±2	13	44	0	0	11	2	2	27	±4
<b>TIME OVERSEAS</b>											
<b>Less Than 1 Year</b>	96	±1	9	45	3	1	11	3	5	23	±4
<b>1 Year or More</b>	99	±1	17	51	4	0	6	1	3	17	±3
<b>DURATION VAO ASSIGNMENT</b>											
<b>Less Than 3 Months</b>	93	±2	12	42	4	2	14	0	6	21	±5
<b>3 Months to Less Than 6 Months</b>	100	±0	3	53	2	0	9	5	5	24	±6
<b>6 Months to Less Than 1 Year</b>	100	±0	22	55	7	0	2	0	2	12	±5
<b>1 Year or More</b>	99	±1	19	47	3	0	6	3	3	20	±4
<b>PRIOR VAO SERVICE</b>											
<b>Prior Service</b>	100	±0	16	45	3	0	5	1	6	24	±5
<b>Non-Prior Service</b>	97	±1	14	51	4	1	9	2	3	16	±3
<b>VAO TRAINING</b>											
<b>Trained</b>	98	±2	14	47	10	0	4	2	7	16	±5
<b>Not Trained</b>	98	±1	14	49	2	1	9	2	3	20	±3
<b>AGE</b>											
<b>29 Years Old or Younger</b>	94	±2	21	43	5	0	10	3	0	18	±6
<b>30 to 34 Years Old</b>	100	±0	6	47	6	0	9	3	6	23	±6
<b>35 to 44 Years Old</b>	97	±1	14	51	3	1	7	3	4	16	±5
<b>45 Years Old or More</b>	100	±0	14	51	3	0	5	0	3	23	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**a. Computer**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>Africa</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>East Asia/Pacific</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Western Hemisphere</b>	96	±2	100	0°	0°	±0	100.0	±0.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Not Trained</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>45 Years Old or More</b>	97	±2	100	0°	0°	±0	100.0	±0.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

° Response option never endorsed.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**b. Printer**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>Africa</b>	97	±3	100	0°	0°	±0	100.0	±0.0	
<b>East Asia/Pacific</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	97	±3	100	0°	0°	±0	100.0	±0.0	
<b>Western Hemisphere</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Not Trained</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>45 Years Old or More</b>	100	±0	100	0°	0°	±0	100.0	±0.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

° Response option never endorsed.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**c. Fax machine**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	98	±1	93	3	4	±2	97.0	±2.0	
<b>Africa</b>	97	±3	74	9	18	±8	89.0	±7.0	
<b>East Asia/Pacific</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	98	±1	98	0	2	±1	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	94	3	3	±5	97.0	±4.0	
<b>Western Hemisphere</b>	93	±2	98	2	0	±2	98.0	±2.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	99	±1	94	1	5	±4	98.0	±2.0	
<b>1 Year or More</b>	97	±1	92	3	4	±3	97.0	±2.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	98	2	0	±3	98.0	±3.0	
<b>3 Months to Less Than 6 Months</b>	95	±2	91	3	6	±6	97.0	±5.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	90	5	5	±5	95.0	±4.0	
<b>1 Year or More</b>	97	±2	92	2	6	±4	98.0	±3.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	97	±2	97	2	1	±3	98.0	±3.0	
<b>Non-Prior Service</b>	98	±1	91	3	6	±3	97.0	±2.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	98	±1	97	3	0	±4	97.0	±4.0	
<b>Not Trained</b>	98	±1	92	3	5	±2	97.0	±2.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	98	±2	88	7	5	±5	92.0	±5.0	
<b>30 to 34 Years Old</b>	100	±0	97	0	3	±5	100.0	±0.0	
<b>35 to 44 Years Old</b>	98	±2	92	2	6	±4	98.0	±3.0	
<b>45 Years Old or More</b>	95	±2	96	2	2	±4	98.0	±4.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

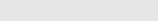
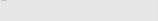
**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**d. Internet**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>Africa</b>	94	±4	100	0°	0°	±0	100.0	±0.0	
<b>East Asia/Pacific</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	97	±1	100	0°	0°	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Western Hemisphere</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	98	±2	100	0°	0°	±0	100.0	±0.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>1 Year or More</b>	95	±3	100	0°	0°	±0	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	95	±3	100	0°	0°	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	100	0°	0°	±0	100.0	±0.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>Not Trained</b>	97	±1	100	0°	0°	±0	100.0	±0.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	98	±1	100	0°	0°	±0	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0°	0°	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	97	±2	100	0°	0°	±0	100.0	±0.0	
<b>45 Years Old or More</b>	96	±3	100	0°	0°	±0	100.0	±0.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

° Response option never endorsed.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**e. Government Web sites (e.g., state or Federal [.gov or .mil] sites)**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	98	±1	99	0°	1	±1	100.0	±0.0	
<b>Africa</b>	97	±3	97	0°	3	±5	100.0	±0.0	
<b>East Asia/Pacific</b>	97	±2	100	0°	0	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Western Hemisphere</b>	96	±2	100	0°	0	±0	100.0	±0.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>1 Year or More</b>	97	±1	99	0°	1	±2	100.0	±0.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	100	0°	0	±0	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	97	±3	100	0°	0	±0	100.0	±0.0	
<b>1 Year or More</b>	97	±1	98	0°	2	±3	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	97	±2	100	0°	0	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	99	0°	1	±2	100.0	±0.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	98	±2	100	0°	0	±0	100.0	±0.0	
<b>Not Trained</b>	98	±1	99	0°	1	±2	100.0	±0.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	97	±3	100	0°	0	±0	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>45 Years Old or More</b>	95	±2	98	0°	2	±4	100.0	±0.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

° Response option never endorsed.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**f. Non-government Web sites (e.g., .com sites)**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	99	±1	98	1	1	±2	99.0	±1.0	
<b>Africa</b>	97	±3	91	3	6	±6	97.0	±5.0	
<b>East Asia/Pacific</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>Western Hemisphere</b>	100	±0	98	2	0	±2	98.0	±2.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>1 Year or More</b>	99	±1	97	2	2	±2	98.0	±2.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	97	3	0	±4	97.0	±4.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	95	2	3	±4	98.0	±2.0	
<b>1 Year or More</b>	98	±2	98	0	2	±3	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	97	1	2	±2	98.0	±2.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	97	±3	97	3	0	±4	97.0	±4.0	
<b>Not Trained</b>	100	±0	98	1	1	±2	99.0	±1.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	100	±0	97	0	3	±4	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	100	±0	100	0	0	±0	100.0	±0.0	
<b>45 Years Old or More</b>	98	±2	94	4	2	±4	96.0	±3.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**g. Department of State (DoS) e-mail address**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	99	±1	100	0°	0	±1	100.0	±0.0	
<b>Africa</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>East Asia/Pacific</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Western Hemisphere</b>	93	±2	98	0°	2	±2	100.0	±0.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	99	0°	1	±1	100.0	±0.0	
<b>1 Year or More</b>	98	±1	100	0°	0	±0	100.0	±0.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	98	0°	2	±2	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>1 Year or More</b>	97	±1	100	0°	0	±0	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	99	±1	100	0°	0	±0	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	99	0°	1	±1	100.0	±0.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>Not Trained</b>	98	±1	99	0°	1	±1	100.0	±0.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	100	±0	98	0°	2	±2	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>35 to 44 Years Old</b>	100	±0	100	0°	0	±0	100.0	±0.0	
<b>45 Years Old or More</b>	95	±2	100	0°	0	±0	100.0	±0.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

° Response option never endorsed.

**16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties?**

**h. Personal e-mail address (e.g., Gmail, Yahoo, or Hotmail e-mail addresses)**

1. Yes, I had enough access

2. No, I did not have enough access

3. I did not have any access to this technology

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	99	±1	93	1	6	±2	99.0	±1.0	
<b>Africa</b>	97	±3	85	0	15	±7	NR		
<b>East Asia/Pacific</b>	97	±2	95	0	5	±3	100.0	±0.0	
<b>Europe and Eurasia</b>	100	±0	93	0	7	±1	100.0	±0.0	
<b>Near East/South and Central Asia</b>	100	±0	97	0	3	±4	100.0	±0.0	
<b>Western Hemisphere</b>	100	±0	96	4	0	±2	96.0	±2.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	100	±0	97	0	3	±1	100.0	±0.0	
<b>1 Year or More</b>	98	±1	92	1	7	±2	98.0	±1.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	98	±1	98	0	2	±2	100.0	±0.0	
<b>3 Months to Less Than 6 Months</b>	100	±0	98	0	2	±2	100.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	97	±3	91	5	5	±3	95.0	±2.0	
<b>1 Year or More</b>	100	±0	90	0	10	±4	100.0	±0.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	100	±0	92	0	8	±4	100.0	±0.0	
<b>Non-Prior Service</b>	99	±1	94	1	4	±2	99.0	±1.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	100	±0	93	0	7	±4	100.0	±0.0	
<b>Not Trained</b>	99	±1	94	1	5	±2	99.0	±1.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	97	±3	98	0	2	±2	100.0	±0.0	
<b>30 to 34 Years Old</b>	100	±0	91	0	9	±5	100.0	±0.0	
<b>35 to 44 Years Old</b>	99	±1	94	0	6	±3	100.0	±0.0	
<b>45 Years Old or More</b>	100	±0	91	3	5	±3	96.0	±2.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "I did not have any access to this technology."

NR: Not reportable

**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**a. Computer**

- 1. 1 to 7 days
- 2. 8 to 14 days
- 3. 15 to 21 days
- 4. 22 to 35 days
- 5. 36 to 50 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	99	±1	3	0	1	2	0	92	±2	47.4	±0.4	
<b>Africa</b>	100	±0	0	0	0	3	0	97	±5	49.4	±0.6	
<b>East Asia/Pacific</b>	97	±2	8	0	3	0	3	86	±4	45.2	±1.2	
<b>Europe and Eurasia</b>	100	±0	2	0	0	2	0	97	±1	48.9	±0.3	
<b>Near East/South and Central Asia</b>	100	±0	3	0	6	3	0	88	±6	46.1	±1.6	
<b>Western Hemisphere</b>	96	±2	5	2	0	2	0	91	±3	46.5	±0.9	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	99	±1	3	0	1	3	1	92	±3	47.7	±0.7	
<b>1 Year or More</b>	99	±1	4	1	2	2	0	93	±2	47.2	±0.6	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	9	0	0	4	0	87	±4	45.0	±1.2	
<b>3 Months to Less Than 6 Months</b>	98	±2	0	0	0	0	0	100	±0	50.0	±0.0	
<b>6 Months to Less Than 1 Year</b>	100	±0	0	0	5	2	2	90	±4	47.7	±1.0	
<b>1 Year or More</b>	99	±1	3	1	1	2	0	93	±3	47.5	±0.6	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	99	±1	1	1	1	2	0	94	±3	47.9	±0.5	
<b>Non-Prior Service</b>	99	±1	3	0	2	2	1	92	±2	47.4	±0.6	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	0	0	0	0	98	±2	49.0	±0.6	
<b>Not Trained</b>	98	±1	4	1	2	2	1	91	±2	46.9	±0.5	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	100	±0	4	0	0	0	0	96	±3	47.9	±1.0	
<b>30 to 34 Years Old</b>	100	±0	3	0	0	0	3	94	±3	48.5	±0.8	
<b>35 to 44 Years Old</b>	100	±0	4	0	1	4	0	90	±3	46.8	±0.8	
<b>45 Years Old or More</b>	97	±2	2	2	4	2	0	91	±3	46.9	±0.8	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to a computer between September 13, 2010 and November 2, 2010 (Q16a). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010.

**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**b. Printer**

- 1. 1 to 7 days
- 4. 22 to 35 days

- 2. 8 to 14 days
- 5. 36 to 50 days

- 3. 15 to 21 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	98	±1	4	0°	2	3	1	91	±2	47.1	±0.4	
<b>Africa</b>	97	±3	0	0°	0	6	0	94	±6	48.7	±0.9	
<b>East Asia/Pacific</b>	97	±2	11	0°	3	0	5	81	±4	43.8	±1.4	
<b>Europe and Eurasia</b>	98	±1	2	0°	0	2	0	97	±1	48.9	±0.3	
<b>Near East/South and Central Asia</b>	97	±3	0	0°	6	6	0	88	±6	46.8	±1.3	
<b>Western Hemisphere</b>	100	±0	7	0°	0	2	0	91	±3	46.5	±0.9	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	99	±1	3	0°	1	4	1	90	±3	47.3	±0.7	
<b>1 Year or More</b>	98	±2	4	0°	2	2	1	91	±2	46.9	±0.6	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±2	7	0°	0	4	0	89	±3	45.9	±0.9	
<b>3 Months to Less Than 6 Months</b>	98	±2	2	0°	0	3	0	95	±4	48.3	±0.8	
<b>6 Months to Less Than 1 Year</b>	98	±1	0	0°	5	5	2	87	±5	47.0	±1.1	
<b>1 Year or More</b>	98	±2	4	0°	1	2	1	92	±3	47.3	±0.7	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	98	±2	3	0°	1	3	1	91	±3	47.4	±0.6	
<b>Non-Prior Service</b>	98	±1	3	0°	2	3	1	91	±2	47.2	±0.6	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	0°	0	0	0	98	±2	49.0	±0.6	
<b>Not Trained</b>	98	±1	4	0°	2	4	1	89	±2	46.6	±0.5	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	98	±2	4	0°	0	3	0	93	±4	47.5	±0.9	
<b>30 to 34 Years Old</b>	100	±0	3	0°	0	3	3	91	±4	47.8	±0.9	
<b>35 to 44 Years Old</b>	98	±2	4	0°	2	4	0	90	±3	46.7	±0.8	
<b>45 Years Old or More</b>	98	±1	3	0°	4	2	2	89	±3	46.7	±0.8	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to a printer between September 13, 2010 and November 2, 2010 (Q16b). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010.

° Response option never endorsed.

**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**c. Fax machine**

- 1. 1 to 7 days
- 2. 8 to 14 days
- 3. 15 to 21 days
- 4. 22 to 35 days
- 5. 36 to 50 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	93	±2	6	1	1	3	3	86	±2	45.8	±0.6	
<b>Africa</b>	77	±7	7	NR	NR	4	4	85	±8	45.5	±2.3	
<b>East Asia/Pacific</b>	97	±2	11	0	3	0	8	78	±4	43.6	±1.4	
<b>Europe and Eurasia</b>	97	±1	0	2	0	3	2	93	±1	48.5	±0.3	
<b>Near East/South and Central Asia</b>	97	±3	3	3	3	6	0	85	±6	45.2	±1.8	
<b>Western Hemisphere</b>	93	±2	9	0	0	2	2	86	±3	45.1	±1.1	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	93	±3	3	0	2	4	3	89	±3	47.1	±0.8	
<b>1 Year or More</b>	92	±2	7	2	1	2	3	85	±3	45.0	±0.9	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	9	0	0	4	0	87	±4	45.0	±1.2	
<b>3 Months to Less Than 6 Months</b>	88	±4	3	3	0	3	8	83	±5	46.6	±0.9	
<b>6 Months to Less Than 1 Year</b>	95	±4	5	3	3	2	5	82	±5	44.7	±1.7	
<b>1 Year or More</b>	89	±4	5	0	1	3	1	89	±3	46.5	±1.0	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	95	±2	3	0	2	3	2	90	±4	47.1	±1.0	
<b>Non-Prior Service</b>	91	±2	6	2	1	3	4	85	±3	45.4	±0.8	
<b>VAO TRAINING</b>												
<b>Trained</b>	98	±1	2	0	0	2	5	91	±4	48.1	±0.6	
<b>Not Trained</b>	91	±2	7	1	1	3	3	85	±3	45.1	±0.8	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	90	±4	12	0	0	2	2	83	±5	43.6	±1.7	
<b>30 to 34 Years Old</b>	97	±4	3	0	0	3	3	91	±4	47.7	±1.0	
<b>35 to 44 Years Old</b>	92	±3	5	2	0	5	3	86	±4	46.0	±1.1	
<b>45 Years Old or More</b>	93	±3	4	2	4	2	4	85	±4	45.7	±0.9	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to a fax machine between September 13, 2010 and November 2, 2010 (Q16c). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010. NR: Not reportable

**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**d. Internet**

- 1. 1 to 7 days
- 4. 22 to 35 days

- 2. 8 to 14 days
- 5. 36 to 50 days

- 3. 15 to 21 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	97	±1	3	0°	2	3	1	92	±2	47.4	±0.5	
<b>Africa</b>	91	±5	0	0°	0	6	3	91	±7	48.4	±0.9	
<b>East Asia/Pacific</b>	97	±2	8	0°	3	0	3	86	±4	45.2	±1.2	
<b>Europe and Eurasia</b>	97	±1	2	0°	0	2	0	97	±1	48.8	±0.3	
<b>Near East/South and Central Asia</b>	100	±0	3	0°	6	3	0	88	±6	46.1	±1.6	
<b>Western Hemisphere</b>	98	±2	4	0°	0	2	0	93	±3	47.5	±0.8	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	96	±1	3	0°	1	3	1	92	±3	47.6	±0.7	
<b>1 Year or More</b>	98	±2	4	0°	2	2	1	91	±2	47.2	±0.6	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	9	0°	0	4	0	87	±4	45.0	±1.2	
<b>3 Months to Less Than 6 Months</b>	95	±2	0	0°	0	0	3	97	±5	49.8	±0.2	
<b>6 Months to Less Than 1 Year</b>	100	±0	0	0°	5	5	2	87	±5	47.1	±1.1	
<b>1 Year or More</b>	95	±3	3	0°	1	2	0	94	±3	47.9	±0.6	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	95	±3	1	0°	2	2	0	95	±3	48.5	±0.5	
<b>Non-Prior Service</b>	98	±1	4	0°	2	3	2	90	±2	47.2	±0.6	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	0°	0	0	3	95	±4	48.8	±0.6	
<b>Not Trained</b>	96	±1	4	0°	2	3	1	91	±2	47.0	±0.6	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	98	±1	5	0°	0	3	0	93	±4	47.3	±1.2	
<b>30 to 34 Years Old</b>	100	±0	3	0°	0	0	3	94	±3	48.5	±0.8	
<b>35 to 44 Years Old</b>	97	±2	4	0°	2	4	0	90	±3	46.7	±0.8	
<b>45 Years Old or More</b>	96	±3	2	0°	4	2	2	91	±4	47.4	±0.8	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to the Internet between September 13, 2010 and November 2, 2010 (Q16d). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010.  
 ° Response option never endorsed.

**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**e. Government Web sites (e.g., state or Federal [.gov or .mil] sites)**

- 1. 1 to 7 days
- 2. 8 to 14 days
- 3. 15 to 21 days
- 4. 22 to 35 days
- 5. 36 to 50 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	97	±1	4	0	2	3	2	90	±2	46.9	±0.5	
<b>Africa</b>	94	±4	0	0	0	3	3	94	±6	49.1	±0.7	
<b>East Asia/Pacific</b>	95	±2	8	0	3	3	6	81	±4	44.3	±1.3	
<b>Europe and Eurasia</b>	100	±0	2	0	0	3	0	95	±1	48.5	±0.3	
<b>Near East/South and Central Asia</b>	97	±3	3	0	6	3	0	88	±6	46.0	±1.7	
<b>Western Hemisphere</b>	96	±2	7	2	0	2	0	89	±3	45.5	±1.0	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	99	±1	3	0	1	3	1	92	±3	47.7	±0.7	
<b>1 Year or More</b>	95	±2	5	1	2	3	2	88	±2	46.3	±0.6	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	98	±1	9	0	0	4	0	87	±4	45.0	±1.2	
<b>3 Months to Less Than 6 Months</b>	98	±2	0	0	0	5	3	92	±5	48.8	±0.4	
<b>6 Months to Less Than 1 Year</b>	97	±3	2	0	5	2	5	85	±4	46.4	±1.1	
<b>1 Year or More</b>	94	±3	3	1	1	2	0	93	±3	47.4	±0.7	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	97	±2	1	1	2	2	0	94	±3	47.9	±0.6	
<b>Non-Prior Service</b>	96	±2	4	0	2	4	2	88	±2	46.6	±0.6	
<b>VAO TRAINING</b>												
<b>Trained</b>	98	±2	2	0	0	0	3	95	±4	48.8	±0.6	
<b>Not Trained</b>	96	±2	4	1	2	4	1	88	±2	46.3	±0.6	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	97	±3	5	0	0	2	0	93	±3	47.4	±1.1	
<b>30 to 34 Years Old</b>	100	±0	3	0	0	0	3	94	±3	48.5	±0.8	
<b>35 to 44 Years Old</b>	100	±0	4	0	1	4	1	89	±3	46.7	±0.8	
<b>45 Years Old or More</b>	91	±3	4	2	4	4	2	84	±4	45.3	±1.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to government Web sites between September 13, 2010 and November 2, 2010 (Q16e). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010.



**17. Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following?**

**g. Department of State (DoS) e-mail address**

- 1. 1 to 7 days
- 2. 8 to 14 days
- 3. 15 to 21 days
- 4. 22 to 35 days
- 5. 36 to 50 days
- 6. Every day

	Percent Responding		Percentages						Max ME	Average Days		
			1	2	3	4	5	6				
<b>TOTAL</b>	97	±1	4	0°	2	3	2	90	±2	47.1	±0.5	
<b>Africa</b>	100	±0	0	0°	0	3	3	94	±5	49.2	±0.6	
<b>East Asia/Pacific</b>	97	±2	8	0°	3	0	5	84	±4	45.0	±1.2	
<b>Europe and Eurasia</b>	98	±1	2	0°	0	2	0	97	±1	48.9	±0.3	
<b>Near East/South and Central Asia</b>	97	±3	3	0°	6	6	0	85	±6	45.4	±1.7	
<b>Western Hemisphere</b>	91	±3	7	0°	0	2	2	88	±3	46.0	±1.0	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	96	±2	3	0°	1	4	3	89	±3	47.2	±0.7	
<b>1 Year or More</b>	97	±1	4	0°	2	2	2	91	±2	47.0	±0.6	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	97	±2	9	0°	0	4	0	87	±4	44.9	±1.2	
<b>3 Months to Less Than 6 Months</b>	95	±3	0	0°	0	3	3	94	±5	49.2	±0.6	
<b>6 Months to Less Than 1 Year</b>	100	±0	0	0°	5	2	7	86	±4	47.4	±1.0	
<b>1 Year or More</b>	96	±1	4	0°	1	2	0	93	±3	47.3	±0.7	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	97	±1	3	0°	2	3	1	91	±3	47.3	±0.6	
<b>Non-Prior Service</b>	97	±1	4	0°	2	2	2	90	±2	47.2	±0.6	
<b>VAO TRAINING</b>												
<b>Trained</b>	100	±0	2	0°	0	0	3	95	±4	48.8	±0.6	
<b>Not Trained</b>	96	±1	4	0°	2	3	2	89	±2	46.6	±0.6	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	96	±3	5	0°	0	0	0	95	±3	47.8	±1.1	
<b>30 to 34 Years Old</b>	100	±0	3	0°	0	3	3	91	±4	47.8	±0.9	
<b>35 to 44 Years Old</b>	100	±0	4	0°	1	4	1	89	±3	46.7	±0.8	
<b>45 Years Old or More</b>	93	±2	4	0°	4	2	4	87	±4	46.4	±0.9	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who had access to a DoS e-mail address between September 13, 2010 and November 2, 2010 (Q16g). The category "Every day" equates to 50 days for there are 50 days between September 13, 2010 and November 2, 2010.

° Response option never endorsed.



## 18. Did you receive the Department of Defense 2010-11 Voting Assistance Guide (VAG)?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	85	±2	
<b>Africa</b>	97	±3	88	±7	
<b>East Asia/Pacific</b>	100	±0	79	±4	
<b>Europe and Eurasia</b>	100	±0	92	±1	
<b>Near East/South and Central Asia</b>	100	±0	76	±7	
<b>Western Hemisphere</b>	100	±0	87	±3	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	98	±2	84	±4	
<b>1 Year or More</b>	100	±0	86	±3	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	98	±2	82	±4	
<b>3 Months to Less Than 6 Months</b>	100	±0	82	±5	
<b>6 Months to Less Than 1 Year</b>	100	±0	85	±5	
<b>1 Year or More</b>	100	±0	89	±3	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	91	±3	
<b>Non-Prior Service</b>	99	±1	82	±3	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	95	±5	
<b>Not Trained</b>	99	±1	82	±3	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	100	±0	81	±4	
<b>30 to 34 Years Old</b>	100	±0	86	±4	
<b>35 to 44 Years Old</b>	98	±2	87	±4	
<b>45 Years Old or More</b>	100	±0	89	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The Department of Defense 2010-11 VAG provides state-by-state information about registering to vote and requesting an absentee ballot.

**19. During 2010, how useful was the 2010-11 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?**

 1. Not at all useful  
 4. Useful

 2. Not very useful  
 5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
<b>TOTAL</b>	84	±2	1	8	18	31	42	±3	4.0	±0.1	
<b>Africa</b>	86	±6	NR	7	17	33	43	±9	4.1	±0.2	
<b>East Asia/Pacific</b>	76	±4	3	0	21	34	41	±6	4.1	±0.1	
<b>Europe and Eurasia</b>	92	±1	0	7	18	33	42	±2	4.1	±0.1	
<b>Near East/South and Central Asia</b>	76	±7	0	19	23	31	27	±8	3.7	±0.2	
<b>Western Hemisphere</b>	85	±3	3	8	13	26	51	±4	4.2	±0.1	
<b>TIME OVERSEAS</b>											
<b>Less Than 1 Year</b>	82	±4	3	10	23	26	39	±4	3.9	±0.1	
<b>1 Year or More</b>	84	±2	0	7	15	34	44	±3	4.2	±0.1	
<b>DURATION VAO ASSIGNMENT</b>											
<b>Less Than 3 Months</b>	80	±4	2	13	29	23	33	±5	3.7	±0.1	
<b>3 Months to Less Than 6 Months</b>	82	±5	3	9	12	26	49	±6	4.1	±0.2	
<b>6 Months to Less Than 1 Year</b>	81	±5	0	3	15	32	49	±6	4.3	±0.1	
<b>1 Year or More</b>	89	±3	0	7	14	39	41	±5	4.1	±0.1	
<b>PRIOR VAO SERVICE</b>											
<b>Prior Service</b>	91	±3	2	5	13	32	49	±5	4.2	±0.1	
<b>Non-Prior Service</b>	80	±3	1	10	19	31	39	±3	4.0	±0.1	
<b>VAO TRAINING</b>											
<b>Trained</b>	95	±4	0	0	12	26	62	±5	4.5	±0.1	
<b>Not Trained</b>	81	±3	1	11	19	33	36	±3	3.9	±0.1	
<b>AGE</b>											
<b>29 Years Old or Younger</b>	81	±4	3	17	23	28	30	±6	3.7	±0.2	
<b>30 to 34 Years Old</b>	83	±4	3	7	22	43	25	±7	3.8	±0.2	
<b>35 to 44 Years Old</b>	85	±4	0	8	18	30	44	±5	4.1	±0.1	
<b>45 Years Old or More</b>	87	±4	0	2	11	29	58	±5	4.4	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2010-11 VAG (Q18).  
 NR: Not reportable













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

1. Paper-based copy

2. Web-based copy

3. Both a paper- and Web-based copy

	Percent Responding		Percentages			Max ME
			1	2	3	
<b>TOTAL</b>	100	±0	7	41	52	±3
<b>Africa</b>	100	±0	9	29	63	±8
<b>East Asia/Pacific</b>	100	±0	5	29	66	±5
<b>Europe and Eurasia</b>	100	±0	3	52	45	±2
<b>Near East/South and Central Asia</b>	100	±0	3	56	41	±8
<b>Western Hemisphere</b>	100	±0	13	37	50	±4
<b>TIME OVERSEAS</b>						
<b>Less Than 1 Year</b>	100	±0	7	37	56	±4
<b>1 Year or More</b>	100	±0	6	42	51	±3
<b>DURATION VAO ASSIGNMENT</b>						
<b>Less Than 3 Months</b>	100	±0	6	49	45	±5
<b>3 Months to Less Than 6 Months</b>	100	±0	12	41	47	±6
<b>6 Months to Less Than 1 Year</b>	100	±0	2	34	64	±5
<b>1 Year or More</b>	100	±0	7	37	56	±4
<b>PRIOR VAO SERVICE</b>						
<b>Prior Service</b>	100	±0	8	37	55	±4
<b>Non-Prior Service</b>	100	±0	5	42	52	±3
<b>VAO TRAINING</b>						
<b>Trained</b>	100	±0	9	21	70	±5
<b>Not Trained</b>	100	±0	6	46	48	±3
<b>AGE</b>						
<b>29 Years Old or Younger</b>	100	±0	2	47	51	±6
<b>30 to 34 Years Old</b>	100	±0	8	53	39	±6
<b>35 to 44 Years Old</b>	100	±0	6	38	56	±4
<b>45 Years Old or More</b>	100	±0	11	33	56	±4

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**22. During 2010, were you registered to receive the Federal Voting Assistance Program's (FVAP) News Releases?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	88	±2	
<b>Africa</b>	100	±0	86	±7	
<b>East Asia/Pacific</b>	95	±2	89	±4	
<b>Europe and Eurasia</b>	98	±1	88	±2	
<b>Near East/South and Central Asia</b>	100	±0	91	±5	
<b>Western Hemisphere</b>	100	±0	85	±3	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	99	±1	81	±4	
<b>1 Year or More</b>	99	±1	91	±2	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	97	±2	80	±4	
<b>3 Months to Less Than 6 Months</b>	100	±0	88	±4	
<b>6 Months to Less Than 1 Year</b>	100	±0	93	±4	
<b>1 Year or More</b>	99	±1	90	±3	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	89	±4	
<b>Non-Prior Service</b>	99	±1	87	±2	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	95	±3	
<b>Not Trained</b>	98	±1	85	±2	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	98	±2	89	±4	
<b>30 to 34 Years Old</b>	100	±0	88	±4	
<b>35 to 44 Years Old</b>	97	±1	83	±4	
<b>45 Years Old or More</b>	100	±0	91	±3	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. FVAP transmits news releases to Voting Assistance Officers (VAOs) who are registered to receive them.

**23. During 2010, did you forward any Federal Voting Assistance Program (FVAP) News Releases to U.S. citizens?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	86	±2	80	±2	
<b>Africa</b>	86	±6	73	±9	
<b>East Asia/Pacific</b>	84	±4	97	±3	
<b>Europe and Eurasia</b>	87	±2	69	±2	
<b>Near East/South and Central Asia</b>	91	±5	97	±4	
<b>Western Hemisphere</b>	85	±3	72	±4	
<b>TIME OVERSEAS</b>					
Less Than 1 Year	80	±3	80	±3	
1 Year or More	90	±2	80	±3	
<b>DURATION VAO ASSIGNMENT</b>					
Less Than 3 Months	77	±4	71	±4	
3 Months to Less Than 6 Months	88	±3	89	±5	
6 Months to Less Than 1 Year	93	±3	81	±3	
1 Year or More	89	±3	81	±4	
<b>PRIOR VAO SERVICE</b>					
Prior Service	89	±3	88	±4	
Non-Prior Service	86	±2	76	±3	
<b>VAO TRAINING</b>					
Trained	95	±3	89	±3	
Not Trained	84	±2	77	±3	
<b>AGE</b>					
29 Years Old or Younger	87	±4	80	±5	
30 to 34 Years Old	88	±4	64	±6	
35 to 44 Years Old	81	±4	82	±4	
45 Years Old or More	91	±3	86	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and were registered to receive FVAP's news releases (Q22).



**25. During 2010, did you visit the Federal Voting Assistance Program's (FVAP) Web site?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	94	±2	
<b>Africa</b>	100	±0	94	±5	
<b>East Asia/Pacific</b>	97	±2	97	±2	
<b>Europe and Eurasia</b>	98	±1	93	±1	
<b>Near East/South and Central Asia</b>	100	±0	97	±4	
<b>Western Hemisphere</b>	100	±0	89	±3	
<b>TIME OVERSEAS</b>					
<b>Less Than 1 Year</b>	99	±1	91	±2	
<b>1 Year or More</b>	99	±1	96	±2	
<b>DURATION VAO ASSIGNMENT</b>					
<b>Less Than 3 Months</b>	97	±2	86	±3	
<b>3 Months to Less Than 6 Months</b>	100	±0	100	±0	
<b>6 Months to Less Than 1 Year</b>	100	±0	98	±2	
<b>1 Year or More</b>	100	±0	96	±2	
<b>PRIOR VAO SERVICE</b>					
<b>Prior Service</b>	100	±0	98	±3	
<b>Non-Prior Service</b>	99	±1	93	±2	
<b>VAO TRAINING</b>					
<b>Trained</b>	100	±0	100	±0	
<b>Not Trained</b>	99	±1	93	±2	
<b>AGE</b>					
<b>29 Years Old or Younger</b>	100	±0	89	±3	
<b>30 to 34 Years Old</b>	100	±0	100	±0	
<b>35 to 44 Years Old</b>	97	±1	95	±2	
<b>45 Years Old or More</b>	100	±0	95	±3	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The FVAP Web site, [www.fvap.gov](http://www.fvap.gov), provides voting-related information and resources.

**26. On average, how often have you visited the Federal Voting Assistance Program's (FVAP) Web site since Labor Day (September 6, 2010)?**

- |                          |                           |                        |
|--------------------------|---------------------------|------------------------|
| 1. Every day             | 2. 3-4 times each week    | 3. 1-2 times each week |
| 4. Less than once a week | 5. Less than once a month | 6. I do not recall     |

	Percent Responding		Percentages						Max ME
			1	2	3	4	5	6	
<b>TOTAL</b>	93	±2	3	14	37	27	13	7	±3
<b>Africa</b>	94	±4	0	12	39	27	9	12	±9
<b>East Asia/Pacific</b>	92	±3	9	11	43	23	11	3	±5
<b>Europe and Eurasia</b>	92	±1	4	16	38	18	15	9	±2
<b>Near East/South and Central Asia</b>	97	±3	0	15	30	36	12	6	±8
<b>Western Hemisphere</b>	89	±3	5	12	32	34	15	2	±4
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	89	±2	4	14	35	23	16	8	±5
<b>1 Year or More</b>	96	±2	3	14	37	30	11	6	±3
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	81	±3	6	20	29	23	17	5	±5
<b>3 Months to Less Than 6 Months</b>	100	±0	2	14	40	24	10	10	±6
<b>6 Months to Less Than 1 Year</b>	98	±2	2	10	44	25	14	5	±5
<b>1 Year or More</b>	96	±2	3	12	34	34	10	8	±4
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	98	±2	4	20	28	29	11	8	±4
<b>Non-Prior Service</b>	91	±2	3	11	40	26	14	6	±3
<b>VAO TRAINING</b>									
<b>Trained</b>	98	±2	2	14	59	21	5	0	±5
<b>Not Trained</b>	92	±2	4	14	30	29	15	9	±3
<b>AGE</b>									
<b>29 Years Old or Younger</b>	87	±3	0	5	48	32	13	3	±6
<b>30 to 34 Years Old</b>	100	±0	8	12	35	16	20	8	±6
<b>35 to 44 Years Old</b>	92	±2	3	15	38	28	9	6	±5
<b>45 Years Old or More</b>	95	±3	4	20	26	28	13	10	±4

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site (Q25).

**27. During 2010, what was your main reason for visiting the Federal Voting Assistance Program's (FVAP) Web site?**

- |  |   |   |
|--|---|---|
| 1. To access online PDF versions of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-in Absentee Ballots [FWABs]) | 2. To access the Automated Online Assistant for voting forms (e.g., FPCAs or FWABs) | 3. To access the online 2010-11 Voting Assistance Guide (VAG) |
| 4. To access FVAP's News Releases  | 5. To access the Election Calendar  | 6. To link to other election-related Web sites                |
| 7. To obtain Voting Assistance Officer (VAO) training  | 8. To obtain toll-free telephone numbers  | 9. To send e-mail to FVAP                                     |

	Percent Responding		Percentages									Max ME
			1	2	3	4	5	6	7	8	9	
<b>TOTAL</b>	92	±2	34	19	23	5	8	8	2	2	0	±3
<b>Africa</b>	94	±4	45	24	21	6	0	3	0	0	0	±9
<b>East Asia/Pacific</b>	89	±3	29	12	9	3	18	21	6	0	3	±5
<b>Europe and Eurasia</b>	92	±1	31	20	27	4	5	7	4	2	0	±2
<b>Near East/South and Central Asia</b>	97	±3	27	18	30	3	12	6	0	3	0	±7
<b>Western Hemisphere</b>	87	±3	38	20	23	10	5	3	0	3	0	±4
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	86	±3	35	16	26	8	5	8	1	2	0	±5
<b>1 Year or More</b>	96	±2	34	20	21	4	9	7	2	1	1	±3
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	78	±3	30	21	26	4	4	7	2	5	0	±5
<b>3 Months to Less Than 6 Months</b>	100	±0	36	10	20	12	7	7	4	0	2	±6
<b>6 Months to Less Than 1 Year</b>	98	±2	29	29	22	0	10	5	2	2	0	±5
<b>1 Year or More</b>	96	±2	39	16	23	4	8	10	0	0	0	±5
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	97	±2	34	11	33	5	7	7	1	2	0	±5
<b>Non-Prior Service</b>	91	±2	34	23	18	5	8	8	2	1	1	±3
<b>VAO TRAINING</b>												
<b>Trained</b>	98	±2	18	18	40	5	7	9	2	0	0	±5
<b>Not Trained</b>	91	±2	39	19	18	5	8	7	2	2	1	±3
<b>AGE</b>												
<b>29 Years Old or Younger</b>	83	±4	43	22	16	3	3	11	0	0	3	±6
<b>30 to 34 Years Old</b>	100	±0	31	30	18	6	6	3	6	0	0	±6
<b>35 to 44 Years Old</b>	92	±2	35	16	26	0	10	9	0	3	0	±5
<b>45 Years Old or More</b>	95	±3	30	13	24	12	9	7	3	2	0	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site (Q25).





**30. During 2010, did you recommend anyone to use the Federal Voting Assistant Program's (FVAP) Automated Online Assistant to complete a Federal Post Card Application (FPCA)?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	74	±2	
Africa	100	±0	83	±7	
East Asia/Pacific	95	±2	78	±4	
Europe and Eurasia	98	±1	69	±2	
Near East/South and Central Asia	100	±0	74	±7	
Western Hemisphere	100	±0	70	±4	
<b>TIME OVERSEAS</b>					
Less Than 1 Year	97	±1	69	±4	
1 Year or More	99	±1	77	±3	
<b>DURATION VAO ASSIGNMENT</b>					
Less Than 3 Months	95	±2	64	±5	
3 Months to Less Than 6 Months	100	±0	81	±4	
6 Months to Less Than 1 Year	100	±0	74	±5	
1 Year or More	100	±0	77	±4	
<b>PRIOR VAO SERVICE</b>					
Prior Service	100	±0	81	±4	
Non-Prior Service	99	±1	71	±3	
<b>VAO TRAINING</b>					
Trained	98	±2	84	±4	
Not Trained	99	±1	71	±3	
<b>AGE</b>					
29 Years Old or Younger	98	±2	70	±6	
30 to 34 Years Old	100	±0	88	±4	
35 to 44 Years Old	97	±1	68	±4	
45 Years Old or More	100	±0	75	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**31. 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 2010?**

- 1. I did not know about it.
- 2. I did not know what it was for.
- 3. I did not have access to the Internet.
- 4. I knew about it, but did not know the Web site address.
- 5. I felt more comfortable having voters use paper or PDF copies of FPCAs.
- 6. I did not think it would be useful.
- 7. Some other reason

	Percent Responding		Percentages							Max ME
			1	2	3	4	5	6	7	
<b>TOTAL</b>	26	±2	29	3	0°	0°	7	3	57	±4
<b>Africa</b>	17	±6	NR	NR	0°	0°	NR	NR	NR	±0
<b>East Asia/Pacific</b>	21	±4	NR	13	0°	0°	13	NR	75	±10
<b>Europe and Eurasia</b>	30	±2	39	6	0°	0°	11	11	33	±3
<b>Near East/South and Central Asia</b>	26	±7	11	NR	0°	0°	NR	NR	89	±12
<b>Western Hemisphere</b>	30	±4	36	0	0°	0°	0	0	64	±7
<b>TIME OVERSEAS</b>										
<b>Less Than 1 Year</b>	30	±4	30	4	0°	0°	9	0	57	±7
<b>1 Year or More</b>	23	±3	28	3	0°	0°	6	6	57	±6
<b>DURATION VAO ASSIGNMENT</b>										
<b>Less Than 3 Months</b>	34	±5	26	10	0°	0°	0	0	64	±7
<b>3 Months to Less Than 6 Months</b>	19	±4	39	NR	0°	0°	12	NR	49	±10
<b>6 Months to Less Than 1 Year</b>	26	±5	25	NR	0°	0°	20	8	46	±11
<b>1 Year or More</b>	23	±4	30	0	0°	0°	5	5	59	±8
<b>PRIOR VAO SERVICE</b>										
<b>Prior Service</b>	19	±4	46	0	0°	0°	8	0	46	±9
<b>Non-Prior Service</b>	29	±3	24	5	0°	0°	7	4	60	±5
<b>VAO TRAINING</b>										
<b>Trained</b>	15	±3	29	14	0°	0°	14	NR	44	±10
<b>Not Trained</b>	28	±3	29	2	0°	0°	6	4	59	±5
<b>AGE</b>										
<b>29 Years Old or Younger</b>	29	±5	38	NR	0°	0°	7	NR	55	±10
<b>30 to 34 Years Old</b>	12	±4	NR	NR	0°	0°	NR	NR	NR	
<b>35 to 44 Years Old</b>	31	±4	21	8	0°	0°	14	8	49	±6
<b>45 Years Old or More</b>	25	±4	37	0	0°	0°	0	0	63	±9

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not recommend anyone use FVAP's Automated Online Assistant to complete a FPCA (Q30).

NR: Not reportable

° Response option never endorsed.

**32. During 2010, did you recommend anyone to use the Federal Voting Assistant Program's (FVAP) Automated Online Assistant to complete a Federal Write-In Absentee Ballot (FWAB)?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	74	±2	
Africa	100	±0	86	±7	
East Asia/Pacific	97	±2	73	±5	
Europe and Eurasia	98	±1	68	±2	
Near East/South and Central Asia	100	±0	82	±7	
Western Hemisphere	100	±0	63	±4	
<b>TIME OVERSEAS</b>					
Less Than 1 Year	97	±1	72	±4	
1 Year or More	100	±0	74	±3	
<b>DURATION VAO ASSIGNMENT</b>					
Less Than 3 Months	97	±2	63	±5	
3 Months to Less Than 6 Months	100	±0	86	±3	
6 Months to Less Than 1 Year	100	±0	67	±5	
1 Year or More	100	±0	77	±4	
<b>PRIOR VAO SERVICE</b>					
Prior Service	100	±0	78	±3	
Non-Prior Service	99	±1	72	±3	
<b>VAO TRAINING</b>					
Trained	98	±2	82	±4	
Not Trained	99	±1	71	±3	
<b>AGE</b>					
29 Years Old or Younger	98	±2	71	±5	
30 to 34 Years Old	100	±0	88	±4	
35 to 44 Years Old	99	±1	66	±4	
45 Years Old or More	100	±0	74	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

**33. 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 2010?**

- 1. I did not know about it.
- 2. I did not know what it was for.
- 3. I did not have access to the Internet.
- 4. I knew about it, but did not know the Web site address.
- 5. I felt more comfortable having voters use paper or PDF copies of FWABs.
- 6. I did not think it would be useful.
- 7. Some other reason

	Percent Responding		Percentages							Max ME
			1	2	3	4	5	6	7	
<b>TOTAL</b>	26	±2	24	2	0°	0°	12	3	59	±4
<b>Africa</b>	14	±6	NR	NR	0°	0°	NR	NR	NR	±0
<b>East Asia/Pacific</b>	26	±4	10	10	0°	0°	10	10	60	±9
<b>Europe and Eurasia</b>	32	±2	32	0	0°	0°	21	5	42	±3
<b>Near East/South and Central Asia</b>	18	±6	17	NR	0°	0°	NR	NR	83	±17
<b>Western Hemisphere</b>	37	±4	29	0	0°	0°	6	0	65	±6
<b>TIME OVERSEAS</b>										
<b>Less Than 1 Year</b>	28	±4	38	5	0°	0°	10	0	47	±7
<b>1 Year or More</b>	26	±3	16	0	0°	0°	13	5	65	±4
<b>DURATION VAO ASSIGNMENT</b>										
<b>Less Than 3 Months</b>	36	±4	35	5	0°	0°	0	0	60	±7
<b>3 Months to Less Than 6 Months</b>	14	±3	17	0	0°	0°	33	0	50	±9
<b>6 Months to Less Than 1 Year</b>	33	±5	27	0	0°	0°	22	14	36	±9
<b>1 Year or More</b>	23	±4	11	0	0°	0°	11	0	78	±5
<b>PRIOR VAO SERVICE</b>										
<b>Prior Service</b>	22	±3	26	0	0°	0°	20	0	55	±7
<b>Non-Prior Service</b>	28	±3	24	2	0°	0°	10	5	59	±5
<b>VAO TRAINING</b>										
<b>Trained</b>	18	±4	12	NR	0°	0°	24	13	51	±10
<b>Not Trained</b>	29	±3	26	2	0°	0°	10	2	60	±5
<b>AGE</b>										
<b>29 Years Old or Younger</b>	28	±5	30	0	0°	0°	7	0	62	±9
<b>30 to 34 Years Old</b>	12	±4	NR	NR	0°	0°	NR	NR	NR	
<b>35 to 44 Years Old</b>	33	±4	19	4	0°	0°	16	4	56	±6
<b>45 Years Old or More</b>	26	±4	33	0	0°	0°	13	6	48	±8

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not recommend anyone use FVAP's Automated Online Assistant to complete a FWAB in 2010 (Q32).

NR: Not reportable

° Response option never endorsed.

**34. During 2010, did you use or refer anyone to the Federal Voting Assistance Program's (FVAP) toll-free telephone service?**

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
<b>TOTAL</b>	99	±1	27	±2	
Africa	100	±0	17	±7	
East Asia/Pacific	97	±2	41	±5	
Europe and Eurasia	98	±1	42	±2	
Near East/South and Central Asia	100	±0	3	±4	
Western Hemisphere	100	±0	28	±4	
<b>TIME OVERSEAS</b>					
Less Than 1 Year	97	±1	21	±3	
1 Year or More	100	±0	31	±3	
<b>DURATION VAO ASSIGNMENT</b>					
Less Than 3 Months	97	±2	19	±3	
3 Months to Less Than 6 Months	100	±0	23	±4	
6 Months to Less Than 1 Year	100	±0	35	±5	
1 Year or More	100	±0	31	±4	
<b>PRIOR VAO SERVICE</b>					
Prior Service	100	±0	32	±4	
Non-Prior Service	99	±1	25	±3	
<b>VAO TRAINING</b>					
Trained	98	±2	45	±5	
Not Trained	99	±1	23	±2	
<b>AGE</b>					
29 Years Old or Younger	98	±2	11	±3	
30 to 34 Years Old	100	±0	31	±5	
35 to 44 Years Old	99	±1	26	±4	
45 Years Old or More	100	±0	38	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The FVAP provides a toll-free telephone service from many countries that allows a caller to talk to FVAP staff for voting assistance.



**36. 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 2010?**

1. I did not know about it.
2. I knew about it, but did not know the telephone number.
3. I did not have access to a telephone.
4. I knew about it, but got the desired information from other sources.
5. I did not need it.
6. It was a long distance call.
7. I could not get through.
8. Some other reason

	Percent Responding		Percentages								Max ME
			1	2	3	4	5	6	7	8	
<b>TOTAL</b>	71	±2	20	0°	0°	21	27	10	1	22	±3
<b>Africa</b>	80	±7	14	0°	0°	7	32	29	NR	18	±9
<b>East Asia/Pacific</b>	58	±5	23	0°	0°	27	18	5	5	23	±6
<b>Europe and Eurasia</b>	57	±2	26	0°	0°	15	32	3	0	24	±3
<b>Near East/South and Central Asia</b>	97	±3	18	0°	0°	36	27	6	0	12	±8
<b>Western Hemisphere</b>	72	±4	18	0°	0°	18	21	6	3	33	±5
<b>TIME OVERSEAS</b>											
<b>Less Than 1 Year</b>	77	±3	22	0°	0°	23	22	11	2	20	±5
<b>1 Year or More</b>	68	±3	18	0°	0°	19	30	8	1	23	±4
<b>DURATION VAO ASSIGNMENT</b>											
<b>Less Than 3 Months</b>	78	±3	32	0°	0°	7	31	8	2	20	±6
<b>3 Months to Less Than 6 Months</b>	77	±4	16	0°	0°	36	23	10	0	15	±7
<b>6 Months to Less Than 1 Year</b>	62	±5	19	0°	0°	27	32	4	0	19	±7
<b>1 Year or More</b>	69	±4	12	0°	0°	20	24	13	2	29	±5
<b>PRIOR VAO SERVICE</b>											
<b>Prior Service</b>	68	±4	13	0°	0°	24	32	10	0	21	±6
<b>Non-Prior Service</b>	73	±3	22	0°	0°	20	25	9	2	22	±4
<b>VAO TRAINING</b>											
<b>Trained</b>	54	±5	13	0°	0°	30	31	9	0	17	±8
<b>Not Trained</b>	76	±2	21	0°	0°	19	26	9	2	23	±3
<b>AGE</b>											
<b>29 Years Old or Younger</b>	85	±4	20	0°	0°	27	21	5	2	23	±6
<b>30 to 34 Years Old</b>	69	±5	34	0°	0°	13	13	13	0	26	±8
<b>35 to 44 Years Old</b>	73	±4	17	0°	0°	23	26	13	0	21	±5
<b>45 Years Old or More</b>	62	±4	15	0°	0°	14	44	6	3	19	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not use or refer someone to FVAP's toll-free telephone service (Q34).  
 NR: Not reportable ° Response option never endorsed.











**37. During 2010, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties?**

**f. FVAP's Online Chat Room**

- 1. Not at all useful
- 2. Not very useful
- 3. Somewhat useful
- 4. Useful
- 5. Very useful
- 6. Did not use

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
<b>TOTAL</b>	97	±1	3	8	4	3	2	80	±2	2.6	±0.2	
<b>Africa</b>	97	±3	3	15	0	3	0	79	±8	2.1	±0.3	
<b>East Asia/Pacific</b>	92	±3	3	3	0	6	0	89	±4	NR		
<b>Europe and Eurasia</b>	98	±1	7	7	5	3	2	76	±2	2.4	±0.1	
<b>Near East/South and Central Asia</b>	100	±0	0	6	9	0	3	82	±7	3.0	±0.4	
<b>Western Hemisphere</b>	98	±2	2	9	4	2	4	78	±4	2.9	±0.3	
<b>TIME OVERSEAS</b>												
<b>Less Than 1 Year</b>	96	±2	3	3	6	4	1	84	±3	3.0	±0.2	
<b>1 Year or More</b>	98	±1	4	9	3	2	2	80	±3	2.5	±0.2	
<b>DURATION VAO ASSIGNMENT</b>												
<b>Less Than 3 Months</b>	95	±2	2	4	6	5	6	78	±4	3.4	±0.2	
<b>3 Months to Less Than 6 Months</b>	95	±2	7	2	3	2	0	85	±4	2.0	±0.3	
<b>6 Months to Less Than 1 Year</b>	97	±3	0	15	3	2	0	80	±5	2.4	±0.2	
<b>1 Year or More</b>	100	±0	4	8	4	2	1	82	±4	2.4	±0.3	
<b>PRIOR VAO SERVICE</b>												
<b>Prior Service</b>	100	±0	5	8	6	2	0	80	±4	2.2	±0.2	
<b>Non-Prior Service</b>	97	±1	3	7	3	3	3	82	±3	2.8	±0.2	
<b>VAO TRAINING</b>												
<b>Trained</b>	96	±2	2	9	2	2	2	82	±3	2.6	±0.2	
<b>Not Trained</b>	98	±1	4	6	4	3	2	81	±3	2.6	±0.2	
<b>AGE</b>												
<b>29 Years Old or Younger</b>	95	±3	0	7	7	2	2	81	±5	3.0	±0.3	
<b>30 to 34 Years Old</b>	100	±0	0	9	0	0	0	91	±4	NR		
<b>35 to 44 Years Old</b>	96	±2	1	6	3	6	3	81	±4	3.1	±0.2	
<b>45 Years Old or More</b>	100	±0	10	7	5	2	2	74	±4	2.1	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness does not include those who indicated they "Did not use."  
 NR: Not reportable

**38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**

**a. 2010-11 Voting Assistance Guide (VAG)**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	97	±1	88	3	9	±2	96.0	±1.0	
<b>Africa</b>	97	±3	91	3	6	±6	97.0	±5.0	
<b>East Asia/Pacific</b>	92	±3	83	0	17	±4	100.0	±0.0	
<b>Europe and Eurasia</b>	98	±1	93	2	5	±1	98.0	±1.0	
<b>Near East/South and Central Asia</b>	100	±0	88	3	9	±6	97.0	±4.0	
<b>Western Hemisphere</b>	96	±2	82	9	9	±4	90.0	±3.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	95	±2	84	4	11	±4	95.0	±3.0	
<b>1 Year or More</b>	98	±1	90	3	7	±2	97.0	±2.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	95	±2	81	4	15	±4	96.0	±2.0	
<b>3 Months to Less Than 6 Months</b>	93	±3	90	5	5	±4	94.0	±4.0	
<b>6 Months to Less Than 1 Year</b>	97	±3	90	2	7	±4	97.0	±2.0	
<b>1 Year or More</b>	100	±0	90	3	7	±3	97.0	±2.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	100	±0	95	3	1	±2	97.0	±2.0	
<b>Non-Prior Service</b>	96	±2	84	4	12	±3	96.0	±2.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	96	±2	90	7	3	±4	93.0	±4.0	
<b>Not Trained</b>	97	±1	87	2	10	±2	97.0	±1.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	93	±3	84	7	9	±4	93.0	±3.0	
<b>30 to 34 Years Old</b>	100	±0	86	0	14	±4	100.0	±0.0	
<b>35 to 44 Years Old</b>	96	±2	90	2	9	±3	98.0	±3.0	
<b>45 Years Old or More</b>	100	±0	89	5	5	±4	94.0	±3.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "Did not use."

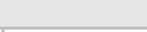
**38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**

**b. Federal Post Card Applications (FPCAs)**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	96	±1	80	6	14	±2	93.0	±2.0	
Africa	97	±3	76	12	12	±8	87.0	±7.0	
East Asia/Pacific	92	±3	83	3	14	±4	97.0	±3.0	
Europe and Eurasia	98	±1	88	3	8	±2	96.0	±1.0	
Near East/South and Central Asia	100	±0	79	6	15	±7	93.0	±6.0	
Western Hemisphere	93	±2	72	7	21	±4	91.0	±3.0	
<b>TIME OVERSEAS</b>									
Less Than 1 Year	94	±2	80	5	15	±4	95.0	±3.0	
1 Year or More	98	±1	80	7	13	±3	92.0	±3.0	
<b>DURATION VAO ASSIGNMENT</b>									
Less Than 3 Months	93	±2	75	4	21	±4	95.0	±3.0	
3 Months to Less Than 6 Months	93	±3	84	3	13	±5	97.0	±5.0	
6 Months to Less Than 1 Year	97	±3	83	8	10	±5	92.0	±4.0	
1 Year or More	100	±0	80	9	11	±4	90.0	±4.0	
<b>PRIOR VAO SERVICE</b>									
Prior Service	100	±0	89	5	6	±4	95.0	±3.0	
Non-Prior Service	95	±2	76	7	18	±3	92.0	±3.0	
<b>VAO TRAINING</b>									
Trained	96	±2	92	3	5	±4	97.0	±5.0	
Not Trained	96	±1	77	7	16	±3	92.0	±2.0	
<b>AGE</b>									
29 Years Old or Younger	93	±3	81	5	14	±5	94.0	±4.0	
30 to 34 Years Old	100	±0	66	6	27	±6	91.0	±6.0	
35 to 44 Years Old	96	±2	80	7	13	±4	92.0	±4.0	
45 Years Old or More	98	±1	87	6	7	±4	94.0	±3.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "Did not use."

**38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**

**c. Federal Write-In Absentee Ballots (FWABs)**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	97	±1	80	7	13	±2	92.0	±2.0	
<b>Africa</b>	97	±3	79	15	6	±8	84.0	±7.0	
<b>East Asia/Pacific</b>	92	±3	80	6	14	±4	93.0	±3.0	
<b>Europe and Eurasia</b>	98	±1	88	2	10	±2	98.0	±1.0	
<b>Near East/South and Central Asia</b>	100	±0	79	6	15	±7	93.0	±6.0	
<b>Western Hemisphere</b>	96	±2	73	7	20	±4	91.0	±3.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	95	±2	78	6	17	±4	93.0	±3.0	
<b>1 Year or More</b>	98	±1	82	7	11	±3	92.0	±3.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	95	±2	76	4	21	±4	95.0	±2.0	
<b>3 Months to Less Than 6 Months</b>	93	±3	79	6	16	±5	93.0	±5.0	
<b>6 Months to Less Than 1 Year</b>	97	±3	85	5	10	±5	94.0	±5.0	
<b>1 Year or More</b>	100	±0	82	10	8	±4	89.0	±4.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	100	±0	89	7	4	±4	93.0	±4.0	
<b>Non-Prior Service</b>	96	±2	76	7	17	±3	92.0	±3.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	96	±2	92	3	5	±4	97.0	±5.0	
<b>Not Trained</b>	97	±1	77	8	15	±3	91.0	±3.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	93	±3	81	5	14	±5	94.0	±4.0	
<b>30 to 34 Years Old</b>	100	±0	64	10	27	±6	87.0	±7.0	
<b>35 to 44 Years Old</b>	96	±2	83	6	11	±4	93.0	±4.0	
<b>45 Years Old or More</b>	100	±0	86	7	7	±4	92.0	±3.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "Did not use."

**38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**

**d. Election Dates Posters**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	96	±1	68	8	24	±3	90.0	±2.0	
Africa	97	±3	68	12	21	±8	85.0	±8.0	
East Asia/Pacific	92	±3	71	3	26	±5	96.0	±3.0	
Europe and Eurasia	97	±1	72	10	17	±2	88.0	±2.0	
Near East/South and Central Asia	100	±0	65	3	32	±8	96.0	±6.0	
Western Hemisphere	96	±2	64	9	27	±4	88.0	±4.0	
<b>TIME OVERSEAS</b>									
Less Than 1 Year	95	±2	64	10	26	±5	86.0	±4.0	
1 Year or More	97	±1	70	7	23	±3	91.0	±2.0	
<b>DURATION VAO ASSIGNMENT</b>									
Less Than 3 Months	95	±2	62	8	31	±5	89.0	±4.0	
3 Months to Less Than 6 Months	93	±3	62	8	30	±6	88.0	±6.0	
6 Months to Less Than 1 Year	97	±3	66	10	25	±5	87.0	±4.0	
1 Year or More	99	±1	77	7	16	±4	92.0	±3.0	
<b>PRIOR VAO SERVICE</b>									
Prior Service	99	±1	77	9	14	±4	89.0	±4.0	
Non-Prior Service	96	±2	63	7	29	±3	90.0	±3.0	
<b>VAO TRAINING</b>									
Trained	96	±2	76	12	12	±5	86.0	±5.0	
Not Trained	96	±1	66	7	27	±3	91.0	±2.0	
<b>AGE</b>									
29 Years Old or Younger	93	±3	67	9	24	±6	88.0	±5.0	
30 to 34 Years Old	100	±0	59	9	32	±6	87.0	±5.0	
35 to 44 Years Old	95	±2	70	5	25	±5	94.0	±4.0	
45 Years Old or More	100	±0	72	10	18	±4	87.0	±3.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "Did not use."

**38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**

**e. Motivational posters**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
<b>TOTAL</b>	97	±1	55	10	35	±3	85.0	±3.0	
<b>Africa</b>	97	±3	53	18	29	±8	75.0	±10.0	
<b>East Asia/Pacific</b>	92	±3	66	3	31	±5	96.0	±3.0	
<b>Europe and Eurasia</b>	98	±1	63	14	24	±2	82.0	±2.0	
<b>Near East/South and Central Asia</b>	100	±0	44	3	53	±8	94.0	±8.0	
<b>Western Hemisphere</b>	96	±2	50	9	41	±4	85.0	±4.0	
<b>TIME OVERSEAS</b>									
<b>Less Than 1 Year</b>	95	±2	57	10	33	±5	85.0	±4.0	
<b>1 Year or More</b>	98	±1	54	10	36	±3	84.0	±3.0	
<b>DURATION VAO ASSIGNMENT</b>									
<b>Less Than 3 Months</b>	95	±2	52	11	37	±5	83.0	±4.0	
<b>3 Months to Less Than 6 Months</b>	93	±3	45	10	45	±6	81.0	±7.0	
<b>6 Months to Less Than 1 Year</b>	97	±3	55	10	35	±5	85.0	±6.0	
<b>1 Year or More</b>	100	±0	62	9	29	±4	88.0	±4.0	
<b>PRIOR VAO SERVICE</b>									
<b>Prior Service</b>	100	±0	65	14	21	±4	82.0	±5.0	
<b>Non-Prior Service</b>	96	±2	50	8	42	±3	86.0	±3.0	
<b>VAO TRAINING</b>									
<b>Trained</b>	96	±2	63	15	22	±6	81.0	±6.0	
<b>Not Trained</b>	97	±1	53	9	38	±3	86.0	±3.0	
<b>AGE</b>									
<b>29 Years Old or Younger</b>	93	±3	52	7	41	±6	88.0	±6.0	
<b>30 to 34 Years Old</b>	100	±0	59	3	39	±6	96.0	±2.0	
<b>35 to 44 Years Old</b>	96	±2	58	12	30	±5	83.0	±5.0	
<b>45 Years Old or More</b>	100	±0	52	14	34	±5	79.0	±5.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes does not include those who indicated "Did not use."



# **Survey Instrument**





## Welcome to the DMDC Survey Operations Center Web Site

This site hosted by:  
DATA RECOGNITION  
**DRC**  
CORPORATION

Please enter your Ticket Number to access your survey, and then click the Continue button.

### [Security Protection Advisory](#)

DoDSurvey.net is maintained by Data Recognition Corporation, Maple Grove, MN.



## 2010 Post-Election Voting Survey of Department of State Voting Assistance Officers

### Welcome

[Security Protection Advisory](#)

[DD-P&R\(AR\)1918](#)  
[Exp. 09/30/2011](#)

You have been selected to take a survey about your duties as Voting Assistance Officer (VAO). When you click the *Continue* button below, you will be asked to:

- Read the Informed Consent Statement
- Take the survey

Thank you for your time and participation.

[Frequently Asked Questions / How to Contact Us](#)

**2010 POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE VOTING ASSISTANCE OFFICERS  
INFORMED CONSENT INFORMATION**

**This survey is exempt from the Privacy Act, because no personally identifiable information is collected.**

**AUTHORITY:** The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986, Section 101.b (1), 42 USC §1973ff and the Military and Overseas Voter Empowerment (MOVE) Act, a subtitle of the National Defense Authorization Act for Fiscal Year 2010.

**PRINCIPAL PURPOSE:** Information collected in this survey will be used to evaluate and improve the absentee voting process experienced by military and U.S. civilians abroad. Reports will be provided to the Federal Voting Assistance Program (FVAP). These results will be used for research and analysis purposes only.

**ROUTINE USES:** None.

**DISCLOSURE:** Providing information on this survey is voluntary. Most people can complete the survey in 10 minutes. There is no penalty or loss of benefits to which you are entitled if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative. Identifying information will be used only by government and contractor staff engaged in, and for the purposes of, the research project. For example, the research oversight office of the Office of the Under Secretary of Defense (Personnel and Readiness) and representatives of the U.S. Army Medical Research and Materiel Command are eligible to review research records as a part of their responsibility to protect human subjects in research. This survey is being conducted for research purposes. In no case will individual identifiable survey responses be reported. If you answer any item and indicate distress or being upset, etc., you will not be contacted for follow-up purposes. However, if you indicate a direct threat to harm yourself or others within responses or communications about the survey, because of concern for your welfare, DMDC will notify an office in your area for appropriate action.

**SURVEY ELIGIBILITY AND POTENTIAL BENEFITS:** DMDC uses established, scientific procedures when selecting a representative sample from the Defense community. For this survey, we have selected Department of State (DoS) Voting Assistance Officers (VAO) for all embassies and consulates. The DoS VAO for each embassy and consulate is eligible to participate. You have been identified as the DoS VAO for the embassy and consulate. This is your chance to be heard on issues that directly affect you, including length of VAO assignment, access to voting technology, the assessment of VAO training, voting resource materials available, and VAO activities. While there is no direct benefit for your individual participation, your responses on this survey **make a difference**.

**STATEMENT OF RISK:** The data collection procedures are not expected to involve any risk or discomfort to you. The only risk to you is accidental or unintentional disclosure of the data you provide. However, the government and its contractors have a number of policies and procedures to ensure that survey data are safe and protected. For example, no identifying information is ever stored in the same file as survey responses. Survey data may be shared with organizations doing research on DoD personnel.

**If you experience any difficulties taking the survey, please contact the Survey Processing Center by sending an e-mail to [DoSVAOSurvey@osd.pentagon.mil](mailto:DoSVAOSurvey@osd.pentagon.mil) or call, toll-free, 1-800-881-5307. If you have concerns about your rights as a research participant, please contact: Ms. Caroline Miner, Human Research Protection Program Manager for the Office of the Under Secretary of Defense (P&R), [HRPP@tma.osd.mil](mailto:HRPP@tma.osd.mil) (703) 575-2677.**

**If you desire to withdraw your answers after starting the survey, please notify the Survey Processing Center prior to January 3, 2011. Please include in the e-mail or phone message your name, and Ticket Number. Unless withdrawn, partially completed survey data may be used after that date.**

**Click *Continue* if you agree to do the survey.**

## HOW TO CONTACT US

If you have technical issues with the survey or you need to update your contact information, you have three ways to contact the Survey Operations Center:

- **Call:** 1-800-881-5307
- **E-mail:** [DoSVAOSurvey@osd.pentagon.mil](mailto:DoSVAOSurvey@osd.pentagon.mil)
- **Fax:** 1-763-268-3002

If you have any questions about this survey, or for more information on the Federal Voting Assistance Program (FVAP) Post-Election Voting Survey Program, contact FVAP:

- **Call:** 1-800-438-VOTE
- **E-mail:** [vote@fvap.gov](mailto:vote@fvap.gov)

## FREQUENTLY ASKED QUESTIONS

### What is Defense Manpower Data Center (DMDC)?

- DMDC maintains the largest archive of personnel, manpower, training, and financial data in the Department of Defense (DoD). DMDC also conducts Joint-Service surveys including the Status of Forces Surveys, QuickCompass, and Human Relations Surveys for the DoD. To learn more, visit the DMDC Web site.

<http://www.dmdc.osd.mil/>

### What is the Post-Election Voting (PEV) survey?

- Post-Election Voting (PEV) surveys are sponsored by the Director of the Federal Voting Assistance Program (FVAP) as the Presidential designee to administer the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA). UOCAVA, as amended in 2009, requires FVAP to report to Congress how effective programs are for assisting overseas citizens to vote in Federal elections. The PEV surveys are designed to assist FVAP in administering UOCAVA and are used to develop ways to make absentee voting easier for military personnel and overseas citizens.

### What is the UOCAVA law?

- The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) was enacted in 1986. UOCAVA law permits members of the Uniformed Service and Merchant Marines, their eligible family members, and U.S. citizens residing overseas, to vote in federal general elections. The Federal Voting Assistance Program (FVAP) has been charged with administering UOCAVA law and works to ensure UOCAVA citizens their right to vote, no matter where in the world they may be residing.

### How do I know this is an official, approved DoD survey?

- In accordance with [DoD Instruction 8910.01](#), all data collection in the Department of Defense must be licensed and show that license as a Report Control Symbol (RCS) with an expiration date. The RCS for this survey is RCS# DD-P&R(AR)1918, which expires 09/30/2011.

### How did you pick me?

- DMDC uses well-established, scientific procedures to select samples. We selected all Department of State (DoS) Voting Assistance Officer from U.S. embassies and consulates around the world. You have self-identified as the DoS Voting Assistance Officer for an embassy of consulate.

### Why should I participate?

- This is your chance to be heard on issues that directly affect you and your position as a DoS Voting Assistance Officer, including length of VAO assignment, access to voting technology, the assessment of VAO training, voting resource materials available, and VAO activities. Your responses on this survey **make a difference**.

### What is DoSVAOSurvey@osd.pentagon.mil?

- This is the official e-mail address for communicating with Department of State Voting Assistance Officers about Post-Election Voting (PEV) Surveys. "DoSVAOSurvey" is short for Department of State Voting Assistance Officers.

### Why am I being asked to use the Web?

- Web administered surveys allow us to get survey results to senior leaders faster, which increases their ability to make informed policy decisions in a timely manner.

**Why are you using a .net instead of a .mil domain to field your survey?**

- The survey is administered by our contractor, Data Recognition Corporation, an experienced survey operations company. The survey collection tool starts on a .mil site within DMDC. Once you enter your ticket number you are redirected to a contractor site which uses a .net domain. This allows everyone to access the survey, even from a non-government computer.

**Do I have to take the survey in one sitting?**

- No, it is not necessary to complete the survey in one sitting. From any survey item, just click the *Save and Return Later* button. All of your responses are saved. When you return to the Web site, enter your Ticket Number. You will re-start the survey at the point where you stopped.

**Why does the survey ask personal questions?**

- Asking questions that are specific to you as an individual allows DMDC to look for similarities and differences among groups of Department of State Voting Assistance Officers. Collecting this information is vital to informing policy makers about the attitudes and concerns of all personnel subgroups so no group is overlooked.

**Will my answers be kept private?**

- All data will be reported in the aggregate; which means no individual data will be reported.

**Can I withdraw my answers once I have started the survey?**

- If you wish to withdraw your answers, please notify the Survey Processing Center prior to January 3, 2011 by sending an e-mail to [DoSVAOSurvey@osd.pentagon.mil](mailto:DoSVAOSurvey@osd.pentagon.mil) or calling, toll-free 1-800-881-5307. Include your name and Ticket Number in the correspondents.

**Will I ever see the results of the survey?**

- DMDC posts survey results on the following Web site:

<http://www.dmdc.osd.mil/surveys/>

### BACKGROUND INFORMATION

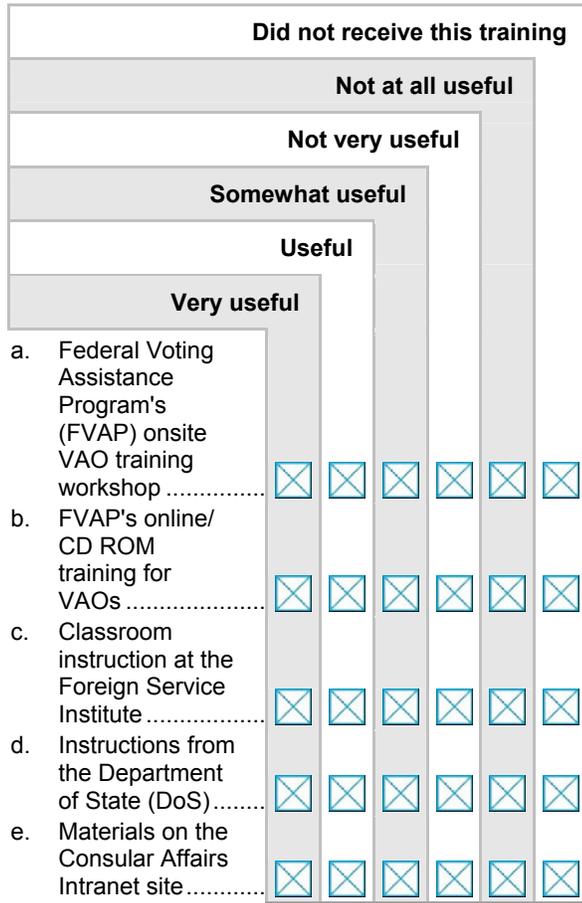
1. **On November 2, 2010, were you assigned as a Voting Assistance Officer (VAO) for the Department of State (DoS)?**
- Yes
- No
2. **What was your Foreign Service (FS) or FS equivalent rank on November 2, 2010?**
- FS-01
- FS-02
- FS-03
- FS-04
- FS-05
- FS-06
- FS-07
- FS-08
- FS-09
3. **On November 2, 2010, in which country were you assigned? *Please enter the name of the country in the box below.***
- 
4. **As of November 2, 2010, 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 2, 2010?**
- 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. **Are you currently assigned to the same Voting Assistance Officer (VAO) position that you held on November 2, 2010?**
- Yes
- No

7. **How long had you been a Voting Assistance Officer (VAO) in the assignment you held on November 2, 2010?**
- Less than 3 months
- 3 months to less than 6 months
- 6 months to less than 1 year
- 1 year or more
8. **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
9. **As of November 2, 2010, 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

10. **During the Voting Assistance Officer (VAO) assignment period that includes November 2, 2010, did you receive any training to prepare you for performing your VAO duties?**
- Yes
- No

11. [Ask if Q10 = "Yes"] If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*



**VOTING ASSISTANCE**

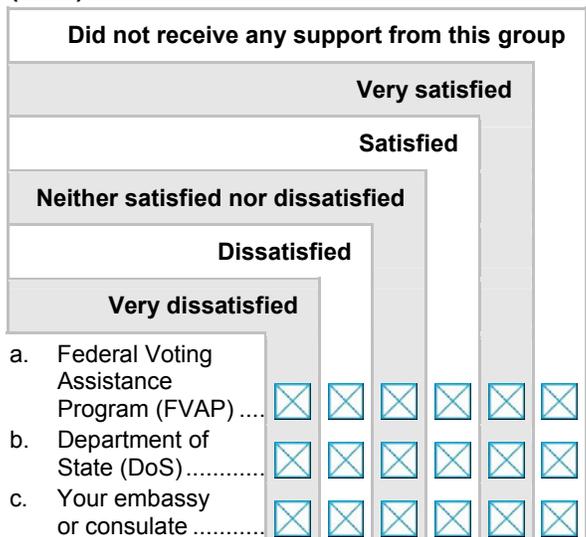
12. During 2010, approximately how many U.S. citizens did you and your staff provide with voting assistance in the primaries and the November 2 general election?

- None
- 1 to 100
- 101 to 500
- 501 to 1000
- 1001 to 2000
- 2001 or more

13. Since Labor Day (September 6, 2010), approximately how many hours per week have you spent on Voting Assistance Officer (VAO) activities?

- 10 hours or less per week
- 11 to 20 hours per week
- 21 to 30 hours per week
- 31 to 40 hours per week
- 41 or more hours per week

14. During 2010, 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? *Mark one answer for each item.*



15. During 2010, what was the most frequent form of voting assistance you were asked to provide as a Voting Assistance Officer (VAO)? *Mark one answer.*

- Providing paper or PDF copies of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]) to voters
- Directing voters to the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete voting forms (e.g., FPCAs or FWABs)
- Helping voters complete paper or PDF copies of voting forms (e.g., FPCAs or FWABs)
- Helping voters complete voting forms (e.g., FPCAs or FWABs) using FVAP's Automated Online Assistant
- Electronically transmitting and/or receiving election materials
- Helping voters determine their legal residency and/or voting jurisdiction
- Providing addresses of local election officials
- Explaining state voting procedures and/or election deadlines to voters

**TECHNOLOGICAL ASSISTANCE IN VOTING**

16. Between September 13, 2010 and November 2, 2010, were you provided with enough access to the following modes of technology to support your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

I did not have any access to this technology	
No, I did not have enough access	
Yes, I had enough access	
a. Computer .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
b. Printer .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
c. Fax machine .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
d. Internet.....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
e. Government Web sites (e.g., state or Federal [.gov or .mil] sites) .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
f. Non-government Web sites (e.g., .com sites) .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
g. Department of State (DoS) e-mail address .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
h. Personal e-mail address (e.g., Gmail, Yahoo, or Hotmail e-mail addresses) .....	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

17. [Ask if Q16 [MATCHING ITEM] = "Yes, I had enough access" or Q16 [MATCHING ITEM] = "No, I did not have enough access"] Between September 13, 2010 and November 2, 2010, approximately how many days did you have access to each of the following? *Mark one answer for each item.*

	Every day				
	36-50 days				
	22-35 days				
	15-21 days				
	8-14 days				
	1-7 days				
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 Web sites (e.g., state or Federal [.gov or .mil] sites) .....	<input checked="" type="checkbox"/>				
f. Non-government Web sites (e.g., .com sites) .....	<input checked="" type="checkbox"/>				

	Every day				
	36-50 days				
	22-35 days				
	15-21 days				
	8-14 days				
	1-7 days				
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**

18. The Department of Defense 2010-11 Voting Assistance Guide (VAG) provides state-by-state information about registering to vote and requesting an absentee ballot. Did you receive the 2010-11 VAG?

- Yes
- No

19. [Ask if Q18 = "Yes"] During 2010, how useful was the 2010-11 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

20. [Ask if Q18 = "Yes"] During 2010, how useful were the following features of the 2010-11 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"/>				
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"/>				

21. 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**

22. The Federal Voting Assistance Program (FVAP) transmits News Releases to Voting Assistance Officers (VAOs) who are registered to receive them. During 2010, were you registered to receive FVAP's News Releases?

- Yes
- No

23. [Ask if Q22 = "Yes"] During 2010, did you forward any Federal Voting Assistance Program (FVAP) News Releases to U.S. citizens?

- Yes
- No

24. [Ask if Q22 = "Yes"] During 2010, how useful were the Federal Voting Assistance Program's (FVAP) News Releases in helping you perform your Voting Assistance Officer (VAO) duties?

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

**FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) WEB SITE**

25. The Federal Voting Assistance Program's (FVAP) Web site, [www.fvap.gov](http://www.fvap.gov), provides voting-related information and resources. During 2010, did you visit this Web site?

- Yes
- No

26. [Ask if Q25 = "Yes"] On average, how often have you visited the Federal Voting Assistance Program's (FVAP) Web site since Labor Day (September 6, 2010)?

- 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

27. [Ask if Q25 = "Yes"] During 2010, what was your main reason for visiting the Federal Voting Assistance Program's (FVAP) Web site? *Mark one answer.*

- To access online PDF versions of voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])
- To access the Automated Online Assistant for voting forms (e.g., FPCAs or FWABs)
- To access the online 2010-11 Voting Assistance Guide (VAG)
- To access FVAP's News Releases

- To access the Election Calendar
- To link to other election-related Web sites
- To obtain Voting Assistance Officer (VAO) training
- To obtain toll-free telephone numbers
- To send e-mail to FVAP

28. [Ask if Q25 = "Yes"] During 2010, how useful was the Federal Voting Assistance Program's (FVAP) Web site in helping you perform your Voting Assistance Officer (VAO) duties?

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

29. [Ask if Q25 = "No"] What was the main reason why you did not visit the Federal Voting Assistance Program's (FVAP) Web site in 2010?

- 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 Web site address
- I got all the information I needed from other sources
- I did not think it would be useful
- Some other reason

[Ask if Q25 = "No" and Q29 = "Some other reason"] Please specify the main reason why you did not visit FVAP's Web site.

31. [Ask if Q30 = "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 2010?

- 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 Web site 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

32. During 2010, did you recommend anyone to use the Federal Voting Assistant Program's (FVAP) Automated Online Assistant to complete a Federal Write-In Absentee Ballot (FWAB)?

- Yes
- No

33. [Ask if Q32 = "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 2010?

- 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 Web site 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) AUTOMATED ONLINE ASSISTANT**

30. During 2010, did you recommend anyone to use the Federal Voting Assistant Program's (FVAP) Automated Online Assistant to complete a Federal Post Card Application (FPCA)?

- Yes
- No

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

34. 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. During 2010, did you use or refer anyone to FVAP's toll-free telephone service?

- Yes
- No

35. [Ask if Q34 = "Yes"] During 2010, how useful was the assistance you received from the Federal Voting Assistance Program's (FVAP) toll-free telephone service in helping you perform your Voting Assistance Officer (VAO) duties?

- Very useful
- Useful
- Somewhat useful
- Not very useful
- Not at all useful
- I did not use this service

36. [Ask if Q34 = "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 2010?

- 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 Q34 = "No" and Q36 = "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**

37. During 2010, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

	Very useful	Useful	Somewhat useful	Not very useful	Not at all useful	Did not use
a. The Federal Voting Assistance Program's (FVAP) Automated Online Assistant.....	<input checked="" type="checkbox"/>					
b. FVAP's online training programs.....	<input checked="" type="checkbox"/>					
c. Election Dates Posters.....	<input checked="" type="checkbox"/>					
d. How To Do It! Frequently Asked Questions about absentee voting .....	<input checked="" type="checkbox"/>					
e. Public service ad campaign .....	<input checked="" type="checkbox"/>					
f. FVAP's Online Chat Room.....	<input checked="" type="checkbox"/>					

38. During 2010, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

	Yes	No	Did not use
a. 2010-11 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**

39. Thank you for participating in this Post-Election Voting survey. There are no more questions on this survey. If you would like to know when and where the results of this and other DMDC surveys are available, follow DMDC Facebook (<http://www.facebook.com/go2dmdc>) or Twitter (<http://www.twitter.com/dmdc>).

Please provide any comments or questions you have regarding this questionnaire, the Federal Voting Assistance Program (FVAP), or your most recent assignment as a Voting Assistance Officer (VAO) in the space provided. Your comments will be viewed and considered as policy deliberations take place. Any comments you make on this questionnaire will be kept confidential, and no follow-up action will be taken in response to any specifics reported. Your feedback is useful and appreciated.

**SURVEY ELIGIBILITY**

40. [Ask if Q1 = "No"] You have indicated that you were not assigned as a Voting Assistance Officer (VAO) on November 2, 2010. If you know who the VAO was for embassy or consulate on November 2, 2010 then 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 2, 2010.

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

