



2004 POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE ASSISTANCE OFFICERS

You have been selected to participate in this survey. Your answers to these questions, along with your opinions, can help change the absentee voting process to make it easier to vote.

This survey is conducted by the Federal Voting Assistance Program (FVAP), whose mission is to inform citizens of their right to vote, and to foster participation in the democratic process. The FVAP has retained Sirota Consulting LLC, a New York-based survey research firm, to assist in developing, conducting, and analyzing the survey.

Please take a few minutes to complete this survey. Your input is appreciated.

Please enter your password:

INSTRUCTIONS:

If you are having trouble viewing the entire survey on your screen, you may need to scroll up or down or to the left or right. If any text is missing, you also may need to adjust your monitor settings, in which case you should see your IT support for assistance.

Some of the questions in the survey will allow only one answer. Once you click on a response option (e.g., "Very Satisfied") to another response option (e.g., "Satisfied"); however, you must click one of the other response options to change your answer.

PRIVACY NOTICE:

AUTHORITY: The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986 (42 U.S.C. 1973 ff).

PURPOSE: The information obtained is used to evaluate and improve the Federal Voting Assistance Program.

USES: This information will be used for research and analysis purposes only. No identifying information will be retained or returned on the survey. Sirota Consulting LLC is conducting this survey for the Federal Voting Assistance Program.

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to you. However, maximum participation is required for the survey to be complete and representative.



2004 POST-ELECTION VOTING SURVEY OF DEPARTMENT VOTING ASSISTANCE OFFICERS

ABOUT YOU

1. On November 2, 2004, in which country were you stationed?
2. On November 2, 2004, how long had you been stationed at the location in Question 1?
 - 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
3. What was your age on November 2, 2004?
 - Under 24 years old
 - 25 to 29 years old
 - 30 to 34 years old
 - 35 to 44 years old
 - 45 years old & above
4. As of November 2, 2004, how long had you been a VAO in your current assignment?
 - Less than 3 months
 - 3 to 6 months
 - 6 to 12 months
 - 1 year or more
5. Have you ever served as a VAO before your current VAO assignment?
 - Yes, once before
 - Yes, more than once before
 - No **Skip to Q7**
6. As of November 2, 2004, what is the total amount of time, including previous service, you have served as a VAO? Give your best estimate if you cannot remember exactly.
 - 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

YOUR RESPONSIBILITIES AS VOTING ASSISTANCE OFFICER (VAO)

7. As of November 2, 2004, how many U.S. citizens (official and non-official) resided in your cons

8. In your current VAO assignment, if you received any of the following types of training, how use preparing you for performing your VAO duties?

	Very Useful	Useful	Somewhat Useful	Not Useful At All
FVAP onsite VAO training workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FVAP online/CD ROM VAO training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other workshop/seminar(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal briefing(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials left by previous VAO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions from Department of State	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. During 2004, about how many people did you and your staff provide with voting assistance?

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

10. During 2004, about how many people did you and your staff provide with Federal Write-In Abs (FWABs)?

- None
- 1 to 50
- 51 to 100
- 101 to 200
- 201 to 500
- 501 or more

11. Since January 1, 2004, about how many hours per week on average have you and your staff s voting activities?

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

12. During your current assignment as a VAO, which of the following activities have you done? **Ma apply**

- Conducted workshops/briefings on voting for overseas citizens/post staff members
- Distributed Federal Post Card Applications (FPCAs)
- Regularly reported on voting activities to your Department's Chief Voting Officer
- Answered overseas citizens' voting questions
- Displayed voting information materials
- Involved overseas citizen organizations in voting program
- Regularly reported on voting activities to senior embassy officials

13. During 2004, what kinds of absentee voting assistance were you and your staff most often ask provide? **Mark up to three answers**

- Provide Federal Post Card Application (FPCA)
- Help fill out FPCA
- Provide Federal Write-In Absentee Ballot (FWAB)
- Help fill out FWAB
- Act as a notary/witness to FPCA and/or ballot
- Electronically transmit or receive (fax) election materials
- Help determine voting jurisdiction
- Provide address of local election official
- Explain specifics of state voting procedures
- Determine need to register or how to register
- Provide information on changing legal residence
- Explain deadlines for necessary forms and/or submitting ballot
- Give dates of elections
- Answer questions about impact of voting on federal tax liability
- Motivate individuals to vote
- Provide information on candidates/issues

14. During your current VAO assignment, how satisfied were you with each of the following as you your VAO duties?

	Very satisfied	Satisfied	Dissatisfied
Amount of time available for performing VAO duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Embassy support for the voting program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department support for the voting program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of voting materials available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of distribution of voting materials within the Department of State	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Method of requisitioning voting materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. During 2004, what were the most frequent complaints from overseas citizens concerning registration or obtaining an absentee ballot? **Mark up to three answers**

- Complicated voting procedures
- Federal Post Card Application (FPCA) difficult to fill out
- Delayed or no response to the FPCA
- FPCA returned because not accepted by election officials
- Absentee ballot confusing
- Federal Write-In Absentee Ballot (FWAB) difficult to use
- Voting Assistance Guide difficult to use
- Residency qualifications/laws confusing
- Not enough information on candidates/issues
- Difficulty in maintaining current mailing address with local election officials
- Difficult to have FPCA or ballot notarized
- I did not receive any complaints
- None of these

16. Based on your current experience as a VAO, during the 2004 elections, which **three** states or territories presented the most procedural problems to absentee voters at your post? **Enter states in bold**

ELECTRONIC TRANSMISSION OF ELECTION MATERIALS

17. Some states allow you to fax election materials such as your absentee ballot request or the ballot itself. During 2004, did you assist any voter with sending or receiving by fax any of the voting materials?

	YES, helped send materials	YES, helped receive materials
Federal Post Card Application (FPCA)	<input type="radio"/>	N/A
Blank absentee ballot	N/A	<input type="radio"/>
Voted ballot	<input type="radio"/>	N/A
Other voting materials	<input type="radio"/>	<input type="radio"/>

VOTING ASSISTANCE GUIDE

18. The Department of Defense Voting Assistance Guide 2004-05 is a comprehensive guide providing state information to enable citizens to register and vote absentee.

A. Did you receive the Voting Assistance Guide 2004-05?

- Yes, **Continue with Q18B**
- No, **Skip to Q21**

B. During what month and year did you receive the Voting Assistance Guide 2004-05?

- January 2004
- February 2004
- March 2004
- April 2004
- May 2004
- June 2004
- July 2004
- August 2004
- September 2004
- Do not recall

19. During 2004, how useful was the Voting Assistance Guide 2004-05 in performing VAO duties?

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

20. What did you like about the Voting Assistance Guide 2004-05? **Mark all that apply.**

- State-by-state information on registering and voting absentee
- Dates of elections and deadlines
- Information on how to fill out the Federal Post Card Application (FPCA)
- Mailing addresses for FPCA or ballot
- Information on electronically transmitting (faxing) the FPCA or voted ballot
- The overall layout and design
- Other
- None of the above

VOTING INFORMATION NEWS NEWSLETTER

21. The Voting Information News newsletter is a monthly publication containing timely information you currently receive the Voting Information News newsletter and if so, in what format do you

- Yes, electronically **Continue with Q22**
- Yes, hard copy **Continue with Q22**
- Yes, both electronically and hard copy **Continue with Q22**
- No **Skip to Q25**

22. During your current VAO assignment, in which of the following ways do you use the newsletter **that apply**

- Forward it by e-mail
- Photocopy the whole newsletter and distribute it
- Extract selected information and distribute it
- Keep it for reference

Other

23. Overall, how useful is the Voting Information News newsletter in carrying out your current VAC

Very useful

Useful

Somewhat useful

Not useful at all

24. When you used the Voting Information News newsletter in your current VAO assignment, what about it? **Mark all that apply**

The overall layout and design

The information it contains

Easy to use

Frequency of the newsletter

Timeliness of the information in the newsletter

"To Do" Checklist

Other

None of the above

FEDERAL VOTING ASSISTANCE PROGRAM WEB SITE

25. The Federal Voting Assistance Program (FVAP) web site, www.fvap.gov, provides voting-related and resources.

A. During 2004, did you personally use the FVAP web site at any time, for any reason?

Yes, **Continue with Q25B**

No **Skip to Q28**

B. During 2004, how often did you use the FVAP web site?

Everyday

At least once a week but not everyday

At least once a month but not every week

At least once in 2004 but not every month

26. During 2004, for which of the following reasons did you use the FVAP web site? **Mark all that**

To access the online Voting Assistance Guide

To access Voting Information News newsletters

To access other FVAP publications

To access the Voting Calendar

To access the online Federal Post Card Application (FPCA)

To link to other election-related web sites

To obtain Voting Assistance Officer training

To find a U.S. Representative/Senator

To obtain toll-free telephone numbers

- To e-mail FVAP
- To obtain information for your own publications

27. During 2004, how satisfied were you with the FVAP web site?

- Very satisfied **Skip to Q29**
- Satisfied **Skip to Q29**
- Dissatisfied **Skip to Q29**
- Very dissatisfied **Skip to Q29**

28. Which of the following explains why you did not use the FVAP web site during 2004? **Mark all**

- I did not know about it
- I did not know what it was for
- 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 that it would be useful
- Other

VOTING INFORMATION CENTER

29. The Voting Information Center (VIC) is an automated telephone system that provides election and direct access to incumbent members of Congress, State Governors, State Chief Election Officer or Department of State (DoS) Voting Action Officers by call forwarding. Prior to an election, messages from candidates for Federal offices and State Governors are also available. During 2004, did you use or refer anyone to the VIC?

- Yes, **Continue with Q30**
- No **Skip to Q32**

30. During 2004, for which of the following did you use or refer anyone to the VIC? **Mark all that**

- Election information and election dates
- Messages from incumbents
- Messages from candidates
- Contacting Service/DoS Chief Voting Action Officer
- Contacting elected representative(s)
- Contacting election officials

31. During 2004, how satisfied were you or those you referred with the assistance received from the VIC?

- Very satisfied, **Skip to Q33**
- Satisfied, **Skip to Q33**
- Dissatisfied, **Skip to Q33**
- Very dissatisfied, **Skip to Q33**
- Don't know, **Skip to Q33**

32. During 2004, which of the following explain why you did not use or refer anyone to the VIC? **Mark all that apply**

- I got all the voting assistance I needed from other sources

- No one needed it or asked to be referred
- I did not know about it
- Other

TOLL-FREE OMBUDSMAN TELEPHONE SERVICE

33. The Federal Voting Assistance Program (FVAP) provides a toll-free ombudsman telephone serv many countries that allows a caller to talk directly with FVAP staff for voting assistance. During you use or refer anyone to the FVAP toll-free ombudsman telephone service?

- Yes, I personally used it or referred someone to it. **Continue with Q34**
- No, I did not use it or refer someone to it. **Skip to Q35**

34. During 2004, how satisfied were you or those you referred with the assistance you received frc toll-free ombudsman telephone service?

- Very satisfied **Skip to Q36**
- Satisfied **Skip to Q36**
- Dissatisfied **Skip to Q36**
- Very dissatisfied **Skip to Q36**
- Don't know **Skip to Q36**

35. During 2004, which of the following reasons explain why you did not use or refer anyone to the free ombudsman telephone service? **Mark all that apply**

- I got all the voting assistance I needed from other sources
- No one needed it or asked to be referred
- I did not know about it
- Other

OTHER SOURCES OF VOTING INFORMATION

36. During 2004, how useful was each of the following sources of information on voting in carrying current VAO duties? **Mark ONE answer for each**

	Very Useful	Useful	Somewhat Useful	Not Useful At All
Voting News Releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivational posters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Voting Information Election Calendar poster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How To Do It! Absentee Voting Frequently Asked Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public service ad campaign	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. During 2004, did you have enough of each of the following materials available to you for your

	Yes
<u>Voting Assistance Guide 2004-05</u>	<input type="radio"/>
Federal Post Card Applications	<input type="radio"/>

- Federal Write-In Absentee Ballots C
- The Voting Information Election Calendar poster C
- Motivational posters C

38. In the space below, provide any comments you have about this questionnaire, the Federal Voting Assistance Program or your current role as an embassy/consulate Voting Assistance Officer.