

POST-ELECTION VOTING SURVEYS  
VOTING ASSISTANCE OFFICERS

**TECHNICAL  
REPORT**

2016



**FVAP.GOV**  
FEDERAL VOTING ASSISTANCE PROGRAM

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# Introduction

The Federal Voting Assistance Program (FVAP) seeks to ensure that Service members, their eligible family members and overseas citizens are aware of their right to vote and have the tools and resources to successfully do so—from anywhere in the world. In order to improve its service to its customers and to meet its legislative and executive responsibilities, FVAP collects data on individuals covered by the *Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)* and the network that supports them. Voting Assistance Officers (VAO) represent a critical part of this *UOCAVA* assistance network, which has led FVAP to biennially collect voting assistance data on VAOs through the Post-Election Voting Survey of Voting Assistance Officers (PEVS-VAO). This report focuses on two key goals related to the VAO population: (1) answering within-population voting assistance research questions, and (2) describing the full survey methodology of the 2016 PEVS-VAO data collection, including survey design, survey administration, sampling and weighting.

This report is one of four interrelated documents evaluating the results of FVAP's 2016 Post-Election Voting Surveys (PEVS). The 2016 PEVS Integrated Report focuses specifically on FVAP program effectiveness across the voting assistance populations. The 2016 Active Duty Military (ADM) Technical Report and 2016 State Election Official (SEO) Technical Report each focuses on the within-population research questions and survey methodology for their respective populations.

This introduction discusses FVAP's legislative responsibility for conducting the PEVS-VAO, highlights key findings and research topics discussed in this report, and ends by describing the full outline of this report.

## 1.1 | FVAP Legislative Responsibility for PEVS-VAO

FVAP is responsible for carrying out the responsibilities of *UOCAVA* as amended by the *Military and Overseas Voter Empowerment (MOVE) Act*. The PEVS-VAO helps fulfill the required statistical analyses of this legislation. The *Uniformed and Overseas Citizens Absentee Voting Act* of 1986, Section 101.b (1), 42 USC §1973ff, now 52 U.S.C. 20310 (*UOCAVA*), provides the legal basis for absentee voting requirements for federal offices and for active members of the Uniformed Services and Merchant Marine. FVAP, under the guidance of the Under Secretary of Defense (USD) for Personnel and Readiness (P&R), is charged with administering *UOCAVA* and evaluating the effectiveness of its programs.

In addition, the PEVS-VAO fulfills, for VAOs, FVAP's requirements under Section 20308(b) of 52 U.S.C. to conduct statistical analyses to evaluate the effectiveness of the program in federal election years. Presidential Executive

Order 12642, signed in 1988, names the Secretary of Defense as the designee for administering *UOCAVA*. Further, Department of Defense Instruction (DoDI) 1000.04, Federal Voting Assistance Program, assigns the USD P&R as the Presidential designee; however, the responsibilities are carried out by the FVAP Director. Under these authorities, FVAP provides voter registration and voting information to those eligible to vote in applicable U.S. elections.

In October 2009, *UOCAVA* was amended by the *Military MOVE Act*, Title V, Subtitle H of P.L. 111-84, National Defense Authorization Act Fiscal Year 2010. FVAP contracted Fors Marsh Group (FMG) and the Defense Manpower Data Center's (DMDC) Defense Research, Surveys, and Statistics Center (RSSC) (now Office of People Analytics) to design, administer and analyze the PEVS-VAO. Without the PEVS-VAO, the Department of Defense would not be able to evaluate VAO voting assistance, FVAP resource use and VAO training effectiveness—all of which help improve ADM experiences with absentee voting.

## 1.2 | FVAP VAO Program

FVAP works closely with the Military Services and an array of other Federal Agencies, including the U.S. State Department and Election Assistance Commission (EAC), to accomplish its mission and oversee the administration of its enabling legislation. The Military Services have developed voting assistance programs, overseen by Service Voting Action Officers (SVAO), who in turn work with Installation Voting Assistance Officers (IVAO), Installation Voter Assistance (IVA) Offices and Unit Voting Assistance Officers (UVAO). These officers and offices all coordinate with FVAP to develop voting assistance programs for *UOCAVA*-covered citizens, and to provide voting information and assistance.

VAOs in particular are a key foundation of the *UOCAVA* voting assistance network, as they provide direct voting assistance to ADM and their families throughout each Service. They are stationed worldwide, and often are the first point of contact for a military member when they seek information about how to register to vote, request a ballot and vote in a federal election. VAOs have access to extensive and detailed training programs, both in-person and online, and are expected to be knowledgeable regarding the use of the *Voting Assistance Guide (Guide)*, a comprehensive document detailing State deadlines and absentee voting procedures. Given their key role in providing voting information and voting assistance, evaluating the effectiveness of VAO activities following each federal election is a key component of FVAP elections.

Although FVAP collects data from VAO trainings and through reported VAO metrics on the FVAP portal, only the PEVS-VAO is statistically designed to be both representative of the full VAO population and rigorous in eliminating bias in the data collection methodology. DMDC has been conducting this survey since 2008, and has sought to provide consistent and timely data for evaluation purposes regarding VAO activities, training and knowledge of FVAP services.



## 1.3 | VAO Research Topics and Key Findings

This report evaluates the VAO program and the effectiveness of FVAP products and services provided to VAOs using the 2016 PEVS-VAO, by focusing on three key topics specific to the VAO population:

- In-person and online VAO training
- Interaction between VAOs
- Resource use

Behavior in these three areas was assessed by comparing survey frequencies with VAO demographics, and by using logistic regression and ordinal logistic regression. Because 2016 was the first year that IVAOs and IVA Office Staff were included in the PEVS-VAO, this analysis also focuses on the differences between UVAOs and IVAOs and IVA Office Staff in behavior, preferences and opinions. However, due to the limited number of IVA Office Staff respondents, they were combined with IVAO respondents for the analysis. This means that although comparisons could be made between UVAOs and IVAOs, less can be said about the nuanced differences between IVAOs and IVA Office Staff.

Overall, this analysis found that VAOs are satisfied with the training available to them, confident in their ability to perform their duties and frequently use the resources available to them. The most prominent negative feedback was regarding the FVAP portal's user interface. VAOs tended to prefer in-person training to online training, and preferred the online version of the *Guide* to the hard copy—although a large share of VAOs still preferred the hard copy, and satisfaction was still high for both versions.

## 1.4 | Overview of Report

This report begins with four analysis sections devoted to the VAO population. The first analysis section briefly summarizes the demographic makeup of VAOs in 2016 and provides an overview of the analysis methodology used in this report. The second analysis section reviews VAO training and responsibilities to examine VAOs' preferences for the different types of training. Next, in the third analysis section, the report analyzes how VAOs interact with each other, and how this interaction varied across a range of characteristics of the VAOs. The last analysis section reports on VAO use of two VAO-specific resources and their satisfaction with them. Following these analyses, the report describes the complete survey methodology of the 2016 PEVS-VAO data collection. This section begins by describing the design of the PEVS-VAO and the how the survey was updated to answer new research questions. Next, the survey administration section discusses how the survey was programmed, fielded and quality checked. The methodology section ends by reporting the sampling and weighting of the survey, including how the survey was sampled to serve as a census of VAOs in the FVAP portal and the overall response rate for the PEVS-VAO. The report concludes with a discussion of what these analyses mean for improving FVAP resources and services for VAOs, recommendations for future research and limitations of these analyses. Appendix C displays the survey instrument, and Appendix D contains the email communications sent to PEVS-VAO sample members. Finally, Appendix E of the report includes the full descriptive survey results for each question of the 2016 PEVS-VAO, including each question broken out by VAO type and Service.



# Overview of VAOs

It is important to describe the general population of Voting Assistance Officers (VAO) before moving into more detailed research questions. This section provides a demographic overview of the VAO population and then follows with an overview of the methodology used in the next three analysis sections.

## 2.1 | VAO Demographics

Beyond Service Voting Assistance Officers (SVAOs), there are three types of VAOs: Unit Voting Assistance Officers (UVAO), Installation Voting Assistance Officers (IVA0), and Installation Voter Assistance Office Staff (IVA Office Staff). Of the 1,900 survey respondents to the 2016 PEVS-VAO, 86 percent were UVAOs, 13 percent were IVAOs, and 1 percent was IVA Office Staff. Because of the small number of IVA Office Staff, their survey responses were combined with the IVAOs and are henceforth referred to simply as IVAOs.<sup>1</sup>

Table 2.1 summarizes the demographics of VAOs by VAO type. The frequencies were weighted to be more representative of the full VAO population. The weighting methodology is discussed in the Methodology section. Overall, a higher proportion of UVAOs were active duty military (ADM) compared with IVAOs or IVA Office Staff, and tended to skew younger. Of the VAOs that were ADM, nearly half were in the Air Force. ADM UVAOs were far more likely to be in the Army than ADM IVAOs, whereas ADM IVAOs were far more likely to be in the Navy.

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<sup>1</sup> IVA Office Staff differ from IVAOs in a number of ways. IVA Office Staff do not oversee the activities of UVAOs and may also occupy dual roles of managing on-base Common Access Card (CAC) offices or other services. IVAOs are not all associated with managing a specific IVA Office. Despite these limitations, IVAOs and IVA Office Staff are demographically similar and receive similar training, which helps justify the assumption to combine these two categories of VAOs in this report.

**Table 2.1: VAO Demographics by VAO Type**

	Demographic	VAO Type	
		UVAOs	IVAOs
Age	18-24	7%	<1%
	25-29	22%	8%
	30-34	24%	14%
	35-44	34%	30%
	45+	14%	47%
Type	ADM	85%	46%
	Civilian	11%	53%
	National Guard/Reserve	5%	2%
Deployment	Not Deployed	12%	9%
	Overseas	11%	18%
	U.S.	76%	73%
	Ship	<1%	-
Service	Air Force	46%	47%
	Army	26%	1%
	Coast Guard	1%	1%
	Marine Corps	10%	10%
	Navy	17%	41%
Ethnicity	African American	13%	17%
	Hispanic/Latino	10%	11%
	White	69%	69%
	Other	8%	3%

Note: Service and Ethnicity variables limited to ADM only.

Most VAOs were assigned, with 31 percent volunteering for the position. UVAOs and IVAOs volunteered at similar rates (31 and 29 percent, respectively). Civilians and ADM located overseas were more likely to have volunteered to be VAOs. Of the ADM VAOs, Air Force and Navy members were more likely to volunteer.

## 2.2 | Analysis Methodology

In the analysis sections that follow, VAOs' performance and their satisfaction with the VAO program in the 2016 General Election were primarily evaluated by comparing survey responses across various demographics of interest and responses to other survey questions. Logistic and ordinal logistic regressions were used to determine which variables are correlated with certain behaviors. For survey questions with binary responses, such as whether or not the respondent took a certain type of training, logistic regression was appropriate. For

survey questions with more levels, in which the order of the responses mattered, ordinal logistic regression is appropriate. For example, UVAOs' satisfaction with their interactions with IVAOs had five levels: very dissatisfied, dissatisfied, neither satisfied or dissatisfied, satisfied, and very satisfied—and there is a clear linear progression to them.

The two continuous variables, experience and age from the Active Duty Master File (ADMF), were centered so that the mean was equal to zero to facilitate the interpretation of the regression results, which are presented in this report as predicted probabilities. For example, to compare the predicted probability for IVAOs against the predicted probability for UVAOs for a given regression, all other control variables were held constant. The default method of calculating predicted probabilities holds continuous variables at 0. No VAOs are going to be 0 years old, so it is not a meaningful age to use as the default for VAOs. By centering the average age and experience at 0, when the predicted probabilities are calculated, they more closely reflect the average VAO. All the frequencies and regression results presented in this report are weighted. The calculation of the survey weights is discussed in the Sampling and Weighting section.

As with any study using this methodology, all categorical comparisons of regression results discussed in this report are made against the baseline level. In Table A1 in Appendix A, the baseline comparison is the level assigned to “0” for binary variables and “1” for categorical levels. For instance, if being a UVAO had a significant, positive correlation with the dependent variable “online training satisfaction,” that would mean that UVAOs were more likely than the baseline comparison group—or IVAOs—to have that dependent variable outcome: being more satisfied with training. If a unit size of 150–199 has a significant and positive correlation, this means it is significantly different from zero compared to the baseline level, which is a unit size of 1–49. One cannot necessarily draw any conclusions about the relationship between two categories that do not include the baseline group.

In addition to the demographic questions asked in the survey, additional variables were merged from the ADMF for use in models of VAO behavior and opinions. However, this file contained data only on ADM respondents, and 23 percent of respondents to the VAO survey were federal civilians, federal reservists, or National Guard members. Furthermore, not all ADM respondents had ADMF data due to how they were matched to the file. Survey respondents were matched to ADMF data by email address, but email addresses were not available for every ADM respondent to the VAO survey. The match rate for ADM respondents to the ADMF was 84 percent, thus the ADMF data were available for 69 percent of respondents.

Given that the ADMF data were only available for a subset of PEVS-VAO survey respondents, two versions of each model were estimated: one of all eligible respondents, and one of ADM respondents that could be matched with the ADMF. Using this methodology, one model could have a large sample size but would have fewer controls, and the other would be able to control for variables that only appear in the ADMF, in addition to anything asked on the survey, but would be limited to a subset that may be less representative of the population. By examining the model results in tandem, a better understanding of the factors that are correlated with different behaviors can be determined. Table A1 in Appendix A describes all the control variables used in the models throughout this analysis. These variables were selected to control for the variety of ways that VAOs might vary in their preferences, experiences, current circumstances and duties as a VAO.





# VAO Training

## 3.1 | Introduction

IVAOs and UVAOs play a critical role in the process of providing information to *UOCAVA* voters, and assisting them as they seek to exercise their right to vote in federal elections. VAOs are assigned a number of important responsibilities: to be aware of voting procedures and deadlines, to facilitate awareness among potential voters about upcoming elections and to make sure that their location is well supplied with all of the materials that voters might need for an upcoming election. As they are sometimes located abroad and in distant locations, they must be prepared to help potential *UOCAVA* voters well in advance of an election—as well as help those who might have last-minute requests and difficulties exercising their right to vote. The quality of the training that VAOs receive directly impacts their ability to perform their myriad of duties, so it is vital to assess VAO satisfaction with the trainings available to them, and to identify any aspects of the training that could be improved.

This section assesses the effectiveness of the VAO trainings in 2016 based on responses to the 2016 PEVS-VAO. This analysis includes investigating when VAOs attended training, which trainings VAOs were aware of and which ones they attended, which training format VAOs preferred and why, and how satisfied VAOs were with the various trainings. Results show that respondents were satisfied with all the training types, and although the online training was by far the most common choice, a majority of respondents stated a preference for the in-person training. This section concludes with recommendations for improving VAO training, mainly focused on improving accessibility and availability, such as providing the in-person training in more locations and increasing marketing of the training dates.

### a. Research Questions

This section analyzes a number of research questions related to VAO training:

- When did VAOs attend training?
- Which type of training do VAOs prefer and why?
- What factors are associated with participating in FVAP in-person and online VAO training?

## 3.2 | FVAP In-Person and Online VAO Training

The training sessions available to VAOs seek to assist them with their responsibilities and to help them become knowledgeable about the issues associated with the absentee voting process for *UOCAVA* voters, to ensure that they know all of the various mechanisms that potential voters can use to obtain election materials and their ballots—either directly from their local or State election officials, or using the Federal Post Card Application (FPCA) or the Federal Write-In Absentee Ballot (FWAB)—and to help potential voters avoid problems with their voting materials. The training sessions for the 2016 General Election guided participating VAOs through each of these issues.

Successful VAOs also need to keep potential voters and themselves aware of current and upcoming elections and how to obtain additional information. VAOs should be able to efficiently answer *UOCAVA* voting process questions and point others in the right direction for further information. Training ensures that VAOs have a solid, unifying background of knowledge and best practices, and guarantees that those participating are aware of the latest tools and resources at their disposal. In particular, recent training materials have stressed how to use and navigate the FVAP portal, which was introduced in 2014.

IVAOs and UVAOs have differing duties, so the contents of their training materials differ as well. Whereas UVAOs aim to assist *UOCAVA* voters in their unit, IVAOs both provide assistance and aim to coordinate the voting programs conducted by UVAOs. Different responsibilities and subsequently differing training materials are important because they may result in varying voting assistance outcomes between VAO types.

The UVAO training is more utilitarian in terms of implementing the *UOCAVA* voting process. The training provides materials on a granular level, expecting that ultimately, UVAOs will be able to help individual *UOCAVA* voters through every step in the voting process. The training materials cover each step of the voting process in a linear fashion, beginning with voter eligibility and ending with possible reasons for form rejection. Individual forms such as the FPCA and the FWAB are discussed in detail as well as different submission methods for these materials. Usage of the FVAP portal is briefly covered in terms of access, account creation, and basic use and navigation. Overall, UVAO training is more direct and functional.

IVAO in-person training, in contrast, emphasizes a more comprehensive view of their respective duties. The tone is much more consumer facing and emphasizes treating voters as customers. Unlike the UVAO training, the IVAO material stresses self-empowerment and creativity. For example, there are tips and suggestions on how to foster and maintain positive relationships with voters and their families and to spur voter outreach and participation. Expectations of IVAOs and IVA Offices are also explicitly listed and discussed. The FVAP portal is also explored in much greater detail than in the UVAO training. The material discusses what metrics to input, their different types, and walks through each specific input page with relevant examples.

## 3.3 | Methodology

This section uses the results of the 2016 PEVS-VAO along with variables appended from the ADMF to answer the three key research questions associated with VAO training. In addition to reporting responses to the survey broken out by demographics and responses to other survey questions, several models were estimated to further

investigate which VAOs took or did not take the different types of training, if there was a difference between training attendance and training preference, and who found the trainings more or less useful. Although there are three types of VAO training available—FVAP in-person, FVAP online and training provided by each Military Service—this analysis focuses on FVAP in-person and online trainings, as they were more standardized than the military-provided training and more is known about them.

The first three sets of logistic models were estimated to examine which factors were most closely associated with the choice training type (FVAP in-person, FVAP online and Military Service training). These models were limited to respondents who were aware of the given training method. In addition to the control variables listed in Appendix A, the models controlled for the responses to the five questions about which method of training respondents preferred. Two of these questions were contingent on which training method respondents preferred and were recoded so the scales were comparable across all respondents. The first was “I believe this training is more convenient” and the second was “I believe this training provides higher quality information.” The questions were recoded so that the former measured whether respondents found the online training more convenient, and the latter measured whether they believed the in-person training provided higher quality information. Logistic models were also estimated to determine which training method respondents preferred. These models controlled for the variables in the table in Appendix A, but did not include the follow-up questions on training preference reason. Another pair of models was estimated using respondents who preferred the in-person training to learn more about why some VAOs did not attend the in-person training. This analysis was done by modeling in-person training participation again, but limiting it to respondents who preferred the in-person training.

Finally, three sets of models used ordinal logistic regression (OLR) to determine how useful respondents found the three training types. The results of all these regressions are discussed in the following sections, and detailed results from the regressions are located in Appendix B.

## 3.4 | Results

### a. VAO Training Attendance

In 2016, out of all respondents, 36 percent attended the in-person training, 87 percent took the online training and 35 percent attended training provided by their Service. More than half of VAOs took more than one type of training. Although online training was the most common choice, respondents were most satisfied with the in-person training, and 61 percent reported that if given a choice they would prefer an in-person workshop. Only 73 percent were aware of the in-person training workshops or of training provided by their Service, compared to 95 percent awareness of online training. VAO satisfaction with the training could be improved in the future by increasing awareness of those training options.

Awareness of the available training was higher across the board for IVAOs compared to UVAOs, particularly for in-person training. In particular, although 79 percent of IVAOs were aware of in-person training, only 56 percent of UVAOs were aware of it. UVAOs who were aware of the in-person training were much more likely to prefer it over online training than UVAOs who weren't aware of it—68 percent compared to 50 percent—again indicating that satisfaction with VAO training could be improved by increasing the awareness of in-person training.

Compared to 2014, awareness of and attendance at all three training programs decreased in 2016 among UVAOs, as shown in Table 3.1. Of the UVAOs who were aware of the in-person training, attendance was higher in 2016 at 61 percent, compared to 57 percent in 2014. Among UVAOs who were aware of them, attendance of the online and military-provided training declined slightly in 2016.

**Table 3.1: UVAO Training Awareness and Attendance in 2014 and 2016**

	Aware of Training		Attended Training	
	2014	2016	2014	2016
In-Person	73%	55%	42%	34%
Online	97%	95%	91%	87%
Military Provided	61%	56%	42%	35%

Note: Data reported in this table is limited to UVAOs.

In-person training for UVAOs in 2016 was available January through June, and the highest training attendance months were March (23 percent) and April (21 percent). Although IVAOs had slightly different months when in-person trainings were offered, they also followed the same pattern of attendance as UVAOs, with 58 percent of IVAOs attending in-person training in March and April. In-person training was least popular among IVAOs in August, with only a 9-percent attendance rate, which could be because the August IVAO trainings were added late to the training schedule and fewer VAOs may have been aware of their availability.

This higher rate of in-person training attendance in the spring can be explained by the fact that domestic training sessions were offered most often in March and April, and 21 of the 23 sessions held in March and April were in domestic locations. Although May did have one more training session available, 54 percent of those were hosted in international locations, where attendance may have been less feasible.

In-person training availability also varied considerably by Service. There were 31 in-person VAO trainings at Army installations, which was the most across the Services, followed by the Air Force with 25, the Navy with 14, and finally the Marine Corps with six. VAOs in the Army also had a very high attendance rate for the in-person training at 62 percent, compared to 31 percent in the Air Force, 28 percent in the Navy, and just 15 percent in the Marine Corps. Attendance records from 2012 and 2014 also showed that although training attendance increased for the Army, Air Force, and Navy, it declined slightly for the Marine Corps. Similar attendance records were not available for 2016. VAOs in the Army were also the most likely to be aware of the in-person training, with 74 percent reporting they were aware of it, whereas roughly half of VAOs in the Air Force, Marines Corps and Navy were not aware of it.

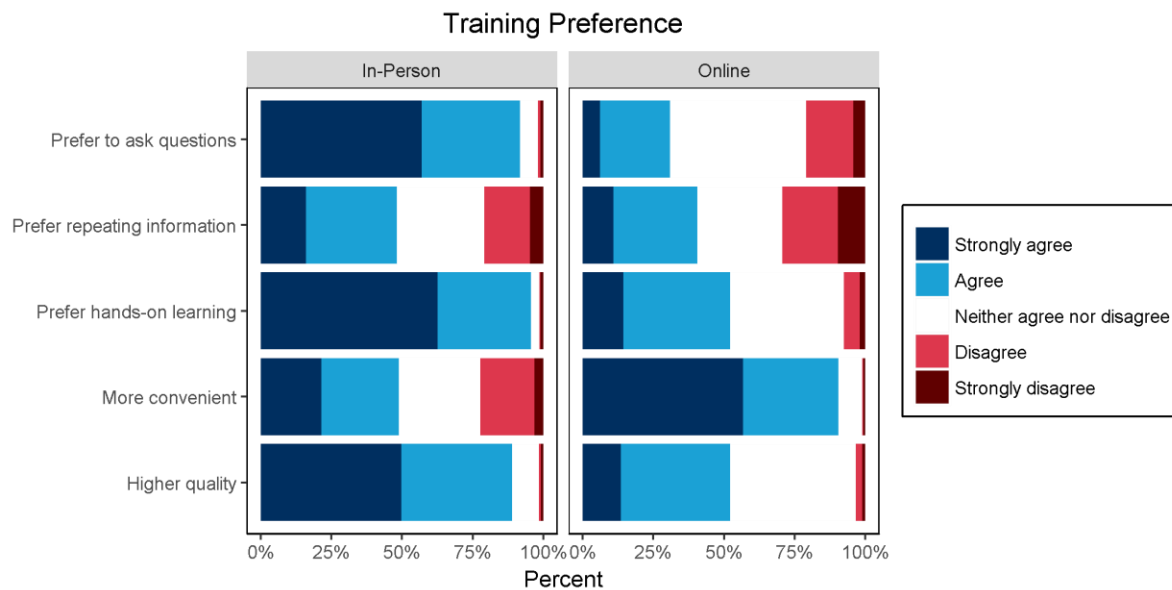
### **b. VAO Training Preferences**

As displayed in Figure 3.1, VAOs' preference for in-person or online training was associated with perceptions about the style of these trainings. Nearly all respondents who preferred in-person training wanted to be able to ask questions and preferred hands-on learning. Eighty-nine percent of respondents who preferred in-person training also thought it provided higher quality information. Among those who did not attend the in-person training, 17 percent reported that it was too far away for them to attend. In contrast, convenience was clearly a driving factor for the 39 percent of respondents who preferred online training to in-person training. None of the

other statements resonated strongly with those who took the online training, and only half of them thought it provided better information than the in-person training.

However, convenience alone does not fully explain in-person training attendance, as 17 percent reported receiving training from another source, 13 percent reported not needing training, and 48 percent said they did not attend training due to some other reason. Despite the fact that nearly half of respondents to that question said they did not attend the training for some other reason, only one respondent left a comment about how the VAO training could be improved. This respondent's suggestion was to increase the advertising and accessibility of VAO training, which supports the findings from the rest of the survey. Still, 10 percent of respondents did not take the in-person training nor did they provide any insight as to why. Increasing awareness and availability of the training options is an important first step to improving VAO satisfaction, but future surveys should continue to probe into what prevents VAOs from taking the in-person training.

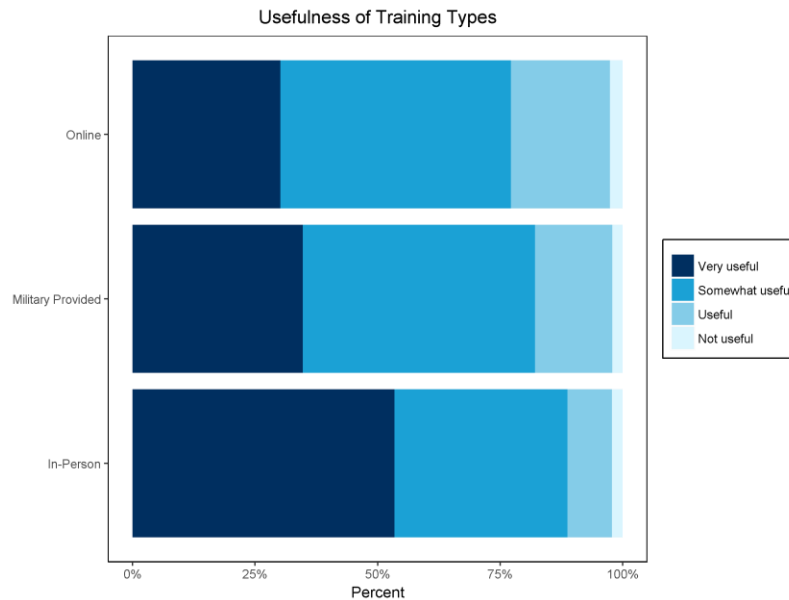
**Figure 3.1: Training Preference by Reason**



In addition to being the preferred training method, VAOs who took the in-person training also found it the most helpful, as visualized in Figure 3.2. All three of the trainings were well received by VAOs, with more than half of respondents finding each VAO training type either useful or very useful, but the in-person training was viewed as very useful by more than half of respondents, compared to 30 percent for the online training and 35 percent for the military-provided training.



**Figure 3.2: Usefulness of Training Types**



The regression results of in-person training satisfaction found that both VAOs who volunteered as well as civilians were significantly more likely to be satisfied with the training, as were IVAOs, controlling for all other factors. Of the ADM respondents, VAOs who were Black non-Hispanic were significantly more likely than White VAOs to find the training useful. For the online training, both VAOs who volunteered as well as older respondents were significantly more likely to find the online training useful, and ADM respondents with an advanced degree found it less useful than ADM respondents with a high school degree. Detailed results of these regressions are located in Appendix B.

Although Service was not significantly correlated with training usefulness for any of the training types, there were some variations in the predicted probability of training satisfaction across the Services. ADM VAOs in the Navy were the most likely to find the in-person training very useful, with a predicted probability of 59 percent, compared to 50 percent for VAOs in the Air Force, 43 percent for those in the Army, and 38 percent for those in the Marine Corps. VAOs in the Navy were also more likely to find the online training very useful, with a predicted probability of 36 percent, compared to 27 percent for those in the Army, 25 for the Air Force and just 19 percent for those in the Marine Corps.

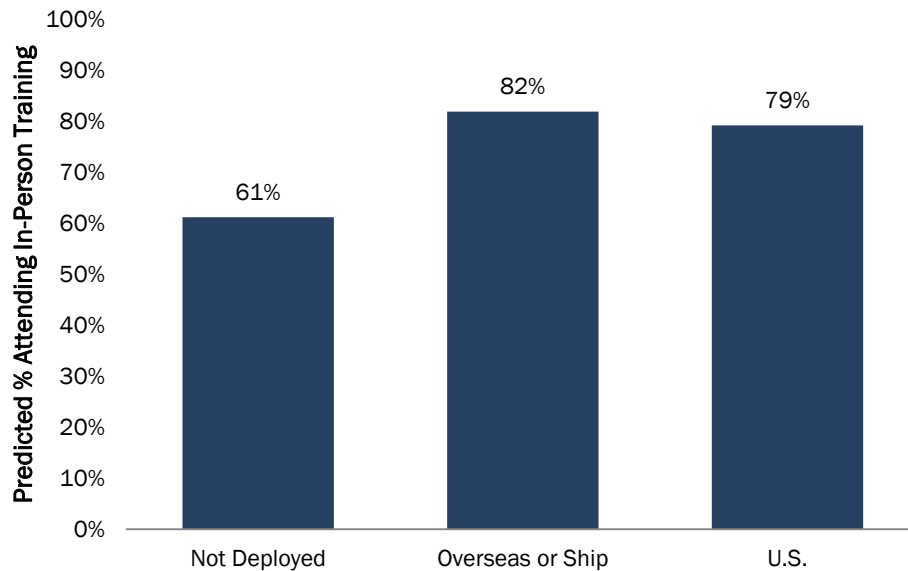
Overall, respondents were quite satisfied with the three types of training. However, in-person training was clearly the favorite of VAOs by a number of metrics. Satisfaction could be improved in future election cycles by ensuring that VAOs are not only aware of the in-person training, but have access to it. This accessibility could be accomplished by increasing the number of installations that provide opportunities for in-person training.

### **c. Attending FVAP In-Person and Online VAO Training**

As displayed in Table B1 in Appendix B, VAOs were significantly more likely to take the in-person training if they were deployed, younger, an IVAO, or a UVAO stationed with multiple other VAOs when controlling for all other factors. VAOs stationed overseas or on a ship had a predicted likelihood of 82 percent of attending the in-person training, and VAOs stationed in the United States had a predicted likelihood of 79 percent, compared to 61 percent for non-deployed VAOs, as visualized in Figure 3.3. The number of respondents stationed on ships was

too small to disaggregate their predicted probability from other respondents stationed overseas. VAOs were also significantly more likely to take the training if they believed it provided higher quality information or was more convenient than the online training. Other demographic variables, whether or not they preferred hands-on learning, being able to repeat information, or being able to ask questions, were not statistically significant.

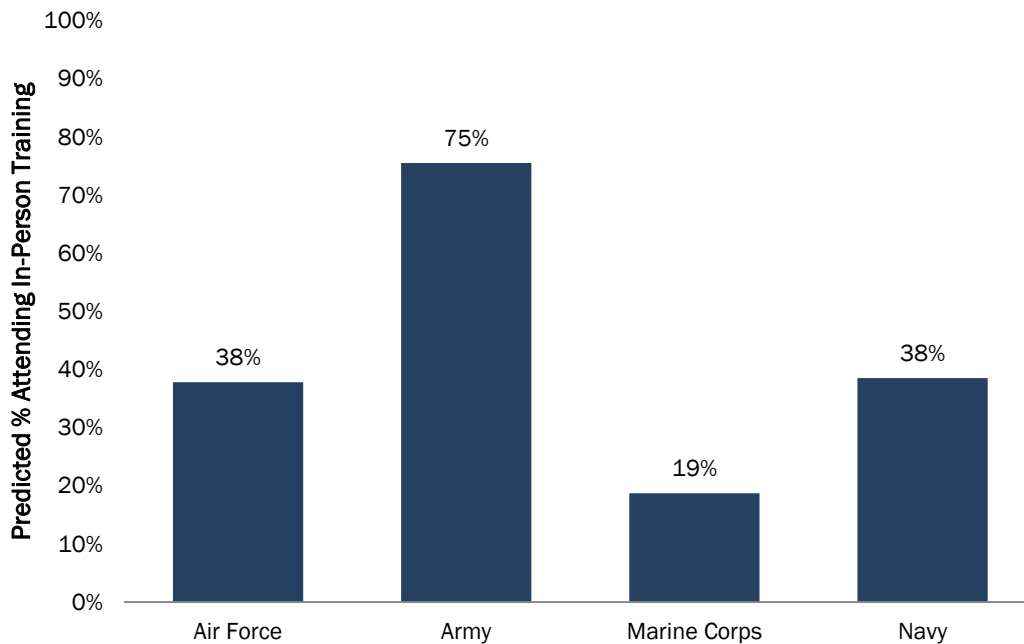
**Figure 3.3: Percentage Attending VAO In-Person Training, by Deployment**



Note: The percentages are the predicted probabilities from the model in Table B1 of the likelihood of attending VAO in-person training, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

When limiting the model to ADM respondents, holding all other variables constant, VAOs in the Army were twice as likely as those in the Air Force to take the in-person training, and those with a Master's Degree or higher were 1.4 times more likely compared to those with a high school degree. With a predicted probability of 19 percent, those in the Marine Corps were the least likely to take the in-person training, controlling for all other factors.

**Figure 3.4: Percentage Attending VAO In-Person Training, by Service**



Note: The percentages are the predicted probabilities from the model in Table B1 of the likelihood of attending VAO in-person training, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population. Coast Guard VAOs are not displayed because too few cases remained in the model.

Less experienced VAOs were more likely to take the FVAP online training, but no other variables were significantly correlated with online training attendance. This finding is not surprising, as 91 percent of those who were aware of the VAO online training took it. As a result, there were only a few respondents available to analyze who opted not to take the online training.

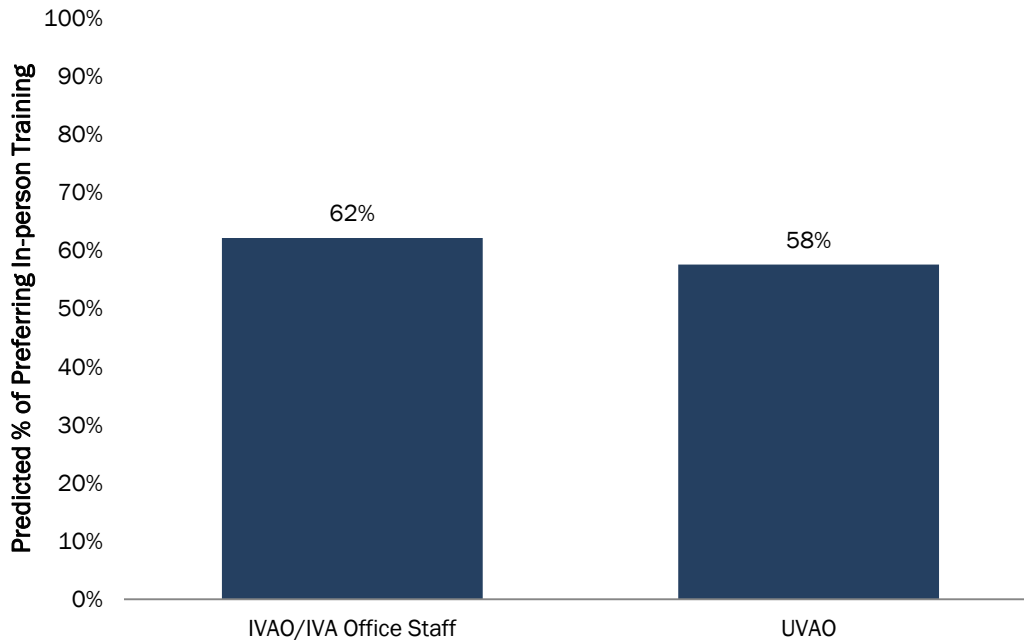
#### **d. VAO Training Preference**

To learn more about the form of training preferred by VAOs, the model displayed in Table B4 in Appendix B analyzes the demographic correlates of VAOs' preference for in-person training over online training. Those who preferred the in-person training were significantly more likely to be deployed, IVAOs or older when controlling for all other factors. Of the UVAOs, those in a unit of fewer than 50 permanent military members were significantly more likely to prefer the online training than UVAOs in larger units. When limiting the model to ADM respondents, VAOs with advanced degrees, in the Marine Corps, and who are White were all significantly more likely to prefer the online training over the in-person training.

Respondents who were IVAOs or deployed were significantly more likely to both prefer *and* attend the in-person training, but the other correlates differed. Notably, ADM respondents in the Marine Corps or with a degree in higher education were significantly more likely to attend the in-person training, but significantly less likely to prefer it to online training. Given the differences in content and overall tone between the UVAO and IVAO in-person training, it is reasonable that the preference for the in-person training varied between the two VAO types, as displayed in Figure 3.5. Controlling for other factors, Marines were also the least satisfied of the Services with both the in-person and online VAO training. An open-ended question in future versions of the survey asking

respondents why they preferred one training method to the other could help shed light on why the in-person training was less popular among UVAOs and Marines. Respondents could also be asked more detailed questions about their experiences with the training they attended.

**Figure 3.5: Preference for In-Person Training by VAO Type**



Note: The percentages are the predicted probabilities from the model in Table B4 of the likelihood of preferring in-person training, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

A final model examined why the factors that were correlated with those who prefer the in-person training differed from the factors correlated with actually attending the in-person training. Of the VAOs who preferred the in-person training, those who did not attend it were more likely to be UVAOs, not deployed or the only UVAO in their unit. Of the ADM VAOs who preferred the in-person training, those in the Marine Corps were more likely than those in the Air Force to not attend the training, and those in the Army, with a Bachelor's Degree, or in a unit with 100–149 permanent military members were more likely to attend the training.

The reoccurring significance of VAO type again reinforces the importance of a deeper investigation of the differences in the in-person training for UVAOs and IVAOs. Geography was also a key factor associated with VAOs' preference for in-person training, but not attending it. This supports the findings from earlier sections that accessibility affected VAOs' attendance of the in-person training. The correlation between attending in-person training and the number of UVAOs, as well as with unit size, in the ADM model could be an indicator that larger bases had more frequent or accessible training, or that having other VAOs nearby made it easier for UVAOs to remember to attend the in-person training or to secure transportation to it. Further research should be conducted to learn more about how both the accessibility and the content of the trainings varied across Services and bases, particularly for those in the Marine Corps.

## 3.5 | Discussion

This section evaluates FVAP in-person and online training for UVAOs and IVAOs. It has found a number of important findings, including:

- Training awareness and attendance declined somewhat from 2014, although respondents were predominantly satisfied with the training provided to them.
- VAOs were significantly more likely to take the in-person training if they were deployed, younger, an IVAO or a UVAO stationed with multiple other VAOs.
- VAOs who preferred in-person training primarily reported a preference for hands-on training or a desire to ask questions, whereas those preferring online training felt it was more convenient. There is evidence indicating that satisfaction with the in-person training could be improved by offering it at more locations.
- Those who preferred in-person training were significantly more likely to be deployed, IVAOs or older.
- VAOs in the Marine Corps were more likely to prefer the online training than VAOs in the other Services, but were also the least likely to be satisfied with both the in-person and online training.

FVAP could improve the accessibility and availability of in-person VAO training in future elections in a number of ways. FVAP could increase marketing efforts to publicize the in-person training dates and locations or encourage SVAOs and IVAOs to send reminders to UVAOs about these trainings. Training locations could also be determined using a more systematic geographic sampling approach to ensure that each location is chosen to maximize VAO attendance, while balancing FVAP resources.

In addition to scheduling improvements, FVAP could also make improvements to the content of the UVAO and IVAO training materials. The IVAO in-person training currently covers topics like relationship building, duties and FVAP portal usage. By contrast, UVAO training has more detail about form usage, but a structure and tone that mirrors the IVAO training materials would be beneficial. The UVAO training materials should be modified to encourage attendees to be proactive and creative in their interactions with *UOCAVA* voters. In addition, the FVAP portal should be explored in more detail. Both training materials should also emphasize collaboration with other VAOs and not just other *UOCAVA* voters.

The differences in the content of the UVAO and IVAO trainings should be emphasized, as it could not be completely controlled for in comparisons of training attendance and satisfaction across demographics other than VAO type. Further research should be conducted on the variation in training attendance and satisfaction among UVAOs and IVAOs separately to learn more about what VAOs liked and did not like about the two separate trainings. Additionally, since IVAOs were required to take both the UVAO and IVAO training, future versions of the survey should either allow IVAOs to report training awareness, attendance, preference, and satisfaction for both the UVAO and IVAO training, or should specify that IVAOs should only report on their experiences with the IVAO training.

Although the research identified room for improvement in the training available to VAOs in the Marine Corps, it did not identify the cause of the lower attendance rates and satisfaction. However, the low level of awareness of the in-person training for VAOs in the Marine Corps might be an indicator that increasing awareness of the



trainings available to Marines could improve their experience in future elections. Further research should also be conducted to explore the differences between VAO training availability across the Services to improve the experience of VAOs in the Marine Corps in future elections.

Finally, future research should evaluate whether VAOs can obtain the necessary transportation to in-person trainings. These improvements and future research by FVAP can ensure that VAOs will be able to attend the type of training that suits them best, helping them to better perform their duties in ensuring ADM and their spouses can exercise their right to vote. Although the reason some VAOs were not able to attend the in-person training is not discernable from this survey, future versions of the survey could include an open-ended question asking all respondents how the VAO training could be improved, rather than limiting it to respondents who were aware of the in-person training but did not attend it.

# VAO Interaction

## 4.1 | Introduction

In order to provide voting assistance to *UOCAVA* voters, VAOs can rely on the FVAP in-person and online training or on their access to FVAP resources such as the *Voting Assistance Guide (Guide)* and *FVAP.gov*. However, some VAOs may find that the most effective way for them to resolve issues is to learn from other VAOs. It is important for FVAP to facilitate this VAO communication among VAOs. These communications might help VAOs quickly answer questions that they may not be able to resolve with reference to their training or other materials, or they might focus on issues that arise that might be new or unusual. Increasing substantive communication among VAOs also extends the reach of FVAP training by enabling VAOs to share training information with other VAO contacts. Thus, it is important for FVAP to evaluate how VAOs interact and whether they are using their connections with other VAOs to share information and get questions resolved.

This section examines questions about these communications in more detail, and seeks to better understand how and why VAOs communicate with other VAOs. Importantly, the analysis found that there is frequent communication among IVAOs: 36 percent of IVAOs reported daily contact with at least one other VAO. Not surprisingly, much of this communication was via email, although in situations in which there are multiple VAOs in close geographic proximity, there is in-person communication between VAOs. This section concludes with recommendations on how to improve the quality of VAO interactions and how to better understand VAO interactions with future changes to the survey instrument or future qualitative research.

### a. Research Questions

This section analyzes a number of research questions related to interaction between IVAOs and UVAOs:

- What resources do IVAOs distribute to UVAOs?
- By what mode do UVAOs and IVAOs communicate and how often?
- How does VAO interaction change in multiple UVAO units?
- How are communication mode and frequency of communication related to how satisfied UVAOs are with their IVAOs?

## 4.2 | Interaction Between VAOs

There is little FVAP research regarding how VAOs communicate among themselves, what types of information they seek and share, or what questions they ask when they communicate with other VAOs. Furthermore, FVAP has not previously studied which VAOs are more likely to seek out information from their colleagues and peers

and how effective they perceive it is to take advantage of their personal and professional networks for problem solving compared to seeking answers through more formal channels.

Although both the IVAO and UVAO trainings highlight the importance of networking and building relationships, they focus on the relationships between VAOs and UOCAVA voters and other groups on their installation, and not the relationship between VAOs. The IVAO training makes no mention of communication with other VAOs, and although the UVAOs are told that they can go to their SVAO for assistance, no mention of contacting IVAOs or IVA Office Staff is made. As the first survey iteration contacting IVAOs and focusing on this interaction, the 2016 PEVS-VAO can answer these questions, as opposed to prior literature.

## 4.3 | Methodology

In addition to comparing survey responses across demographics—particularly VAO type—models were estimated to learn more about the determinants of UVAO satisfaction with IVAOs and IVA Office Staff. UVAO satisfaction with IVAOs and IVA Office Staff was recorded on a linear scale, from unsatisfied to very satisfied. One group of interest in this section is VAOs who are stationed with other VAOs. This group is defined as either a UVAO with at least one other UVAO in his or her unit, or IVAOs with an IVA Office in their installation.

UVAO satisfaction with IVAOs and IVA Office Staff is hypothesized to be correlated with both the mode of communication that VAOs used for interaction and the frequency at which they interacted. VAOs were asked in the PEVS-VAO what their primary mode of communication was with each type of VAO, including email, phone, in-person and social media communication. UVAO responses about both IVAOs and IVA Office Staff were used to define communication mode in this analysis. It is hypothesized that reliance on more personal forms of communication such as in-person and phone communication should increase UVAO satisfaction with IVAOs because they are associated with greater interpersonal conversations, increased likelihood for asking clarifying questions and a greater likelihood of forming a meaningful VAO relationship. VAOs were also asked if they communicated with each VAO type on either a daily, weekly, monthly, semi-annually or annual basis. UVAO responses about both IVAOs and IVA Office Staff were used to define communication frequency. It is hypothesized that UVAOs who communicated with IVAOs or IVA Office Staff on a daily or weekly basis should be more satisfied with these VAOs. Increased communication frequency may be a proxy for greater interest in UVAO daily tasks, increased resource sharing, or overall greater motivation by IVAOs to supervise UVAOs. These hypotheses are tested while including the demographic control variables listed in Table A in the Appendix A.

## 4.4 | Results

### a. IVAO Distribution of Resources to UVAOs

Comparison of resource distribution behaviors uncovered differences in how IVAOs and VAOs shared voting resources and what resources they distributed. Generally, email was by far the most common mode of information distribution, with 91 percent responding that they had forwarded emails containing voting information to others. The next most common mode of resource distribution was posting information in places such as physical bulletin boards. Social media was the least common sharing method overall; however, there

was a large difference between social media use between IVAOs and UVAOs, as 32 percent of IVAOs shared information via social media but only 7 percent of UVAOs did the same. IVAOs and UVAOs were also split on which social media site they use most often for resource sharing. Overall, VAOs use Twitter and Facebook almost equally, with 58 percent of respondents stating that they use Facebook and 60 percent stating that they use Twitter. However, more IVAOs tended to share information using Facebook and more UVAOs shared information via Twitter.

The four most commonly shared informational materials by VAOs were brochures, voting posters, wallet cards and fact sheets. Each of these materials was shared more than 90 percent of the time by the VAOs that received them. The least shared materials were informational videos, infographics, banners, the hard copy of the *Voting Assistance Guide (Guide)*, and the Digital Media Toolkit, although the sharing frequency was still very high. The Digital Media Toolkit was shared by 79 percent of respondents. Ninety percent of IVAOs reported that they shared the toolkit and informational videos with voters, and 77 percent of UVAOs shared the toolkit and 83 percent shared informational videos. Overall, IVAOs shared more resources across a greater variety of platforms and ways than UVAOs.

Across the board, VAOs in the Army were the most likely to both request and receive materials, both compared to the other Services and non-ADM VAOs. The most common request was for voting posters, with 66 percent of VAOs in the Army requesting them, compared to 56 percent overall. The hard copy of the *Guide* and the brochures were also more frequently requested by VAOs in the Army, with 55 percent requesting the hard copy of the *Guide* and 54 percent requesting the brochures. Among VAOs who received the materials, those in the Marine Corps were the most likely to share them. More than 90 percent of Marines who received the fact sheets, voting posters, wallet cards and infographics shared them.

**Table 4.1: Voting Materials Request by Service**

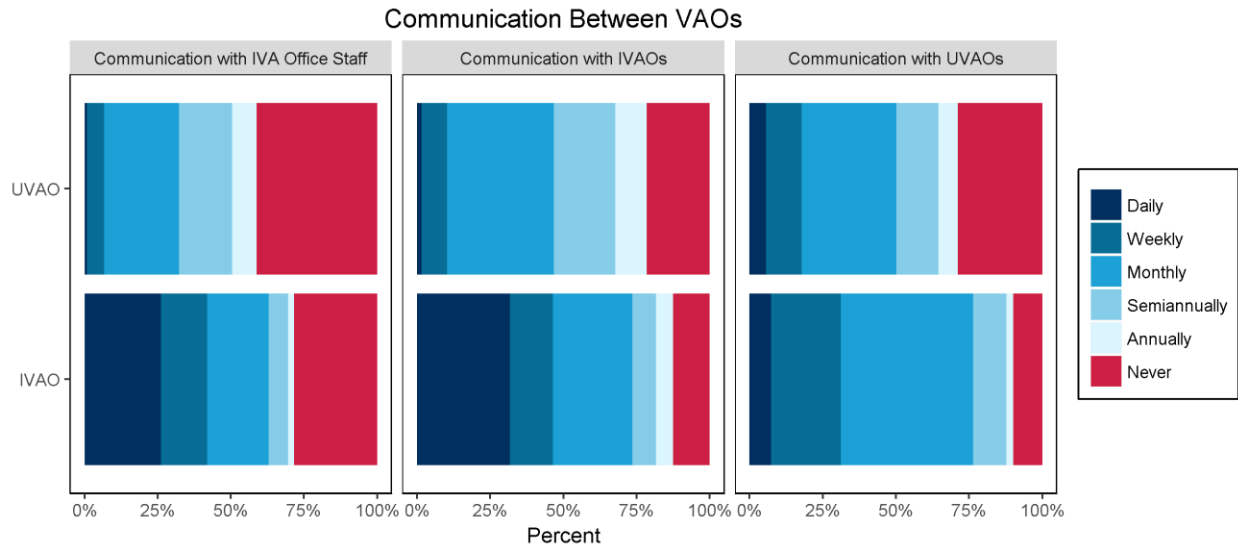
	All Respondents	Air Force	Army	Marine Corps	Navy
Brochures	45%	37%	54%	45%	41%
Fact Sheets	35%	29%	47%	33%	31%
Voting Posters	56%	46%	66%	63%	50%
Wallet Cards	29%	23%	32%	27%	24%
Hard Copy of the <i>Guide</i>	41%	33%	55%	46%	31%
Digital Media Toolkit	16%	12%	19%	13%	18%
Banners	23%	18%	23%	18%	16%
Informational Videos	14%	10%	15%	12%	15%
Infographics	15%	9%	20%	17%	16%

## b. UVAO and IVAO Modes of Communication

Ninety percent of VAOs reported having some sort of communication with other VAOs, generally on at least a monthly basis. Most chose to communicate via email, even if they were located on a base with other VAOs.

Figure 4.1 visualizes the variations in communication frequency by pairs of VAO type (e.g., UVAOs reporting on their communication with IVA Office Staff, or IVAOs and IVA Office Staff reporting on their communication with IVAOs). The rows are the VAO type of the respondent, and the columns are their VAO type they interacted with. IVAOs had the most frequent contact with other VAOs compared to UVAOs and had particularly high communication with other IVAOs. Fifty-eight percent of IVAOs reported being in at least weekly contact with other VAOs, compared to 21 percent for UVAOs. IVAOs tended to communicate with other IVAOs daily and with UVAOs monthly, whereas UVAOs typically communicated with all VAO types monthly.

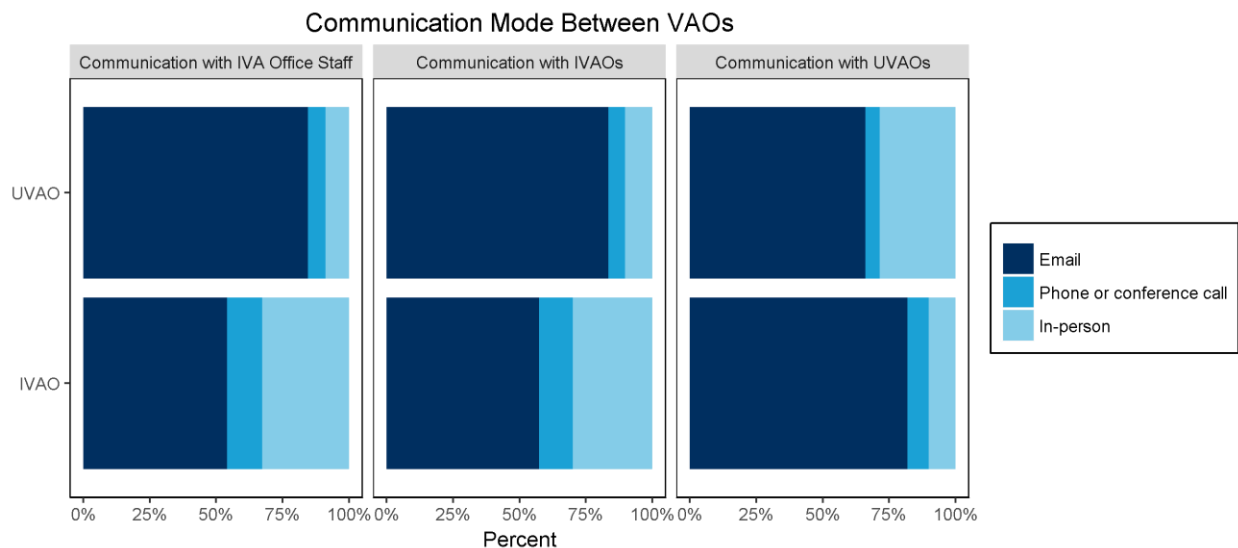
**Figure 4.1: Communication Frequency Between VAOs by VAO Type**



At 36 percent, VAOs in the Army were the most likely to be in weekly contact with other VAOs, compared to 30 percent for non-ADM VAOs, 22 percent for those in the Air Force, 19 percent for those in the Marine Corps and those in the Navy, and 11 percent for those in the Coast Guard. Only 6 percent of VAOs in the Army and 7 percent of VAOs in the Air Force never had any contact with other VAOs, compared to 12 percent for non-ADM VAOs. Fourteen percent of Marines and 18 percent of VAOs in the Navy never had contact with other VAOs.

As displayed in Figure 4.2, more than two-thirds of respondents primarily used email to communicate with each of the three VAO types. In-person communication was most common between VAOs of the same type; it was the primary form of communication for 30 percent of IVAOs when communicating with other IVAOs, and 29 percent for UVAOs communicating with other UVAOs. No more than 13 percent of IVAOs and 7 percent of UVAOs primarily used the phone to talk to any of the other VAO types.

**Figure 4.2: Mode Preference for Communication between VAOs by VAO Type**





### c. VAO Interaction in Locations with Multiple VAOs

Many VAOs were stationed with other VAOs, as demonstrated in Table 4.2. IVAOs and IVA Office Staff were more likely than UVAOs to be in a location with multiple VAOs. VAOs in the Air Force and the Army were more likely than VAOs in the other Services to be located with multiple VAOs.

**Table 4.2: Collocation with Other VAOs by VAO Type and Service**

		Solitary VAO	Multiple VAOs
<b>All Respondents</b>		32%	68%
<b>VAO Type</b>	UVAO	35%	65%
	IVAO/IVA Office Staff	12%	88%
<b>Service</b>	Air Force	20%	80%
	Army	24%	76%
	Coast Guard	66%	34%
	Marine Corps	36%	64%
	Navy	52%	48%

Contact between VAOs was higher on bases with either multiple UVAOs or an IVA Office. Ninety-four percent of VAOs located with other VAOs had some contact with other VAOs, compared to 81 percent for those not located with other VAOs. They also were in contact more frequently, with 14 percent in daily contact with other VAOs, compared to just 4 percent for those who were not stationed with other VAOs. The communication rate was even higher for collocated IVAOs at 40 percent, whereas it was just 8 percent for collocated UVAOs.

Email remained the most common method of communication even on multiple VAO bases, although in-person communication was slightly more frequent. For UVAOs sharing a base with other UVAOs, 63 percent primarily communicated primarily with them via email, and 32 percent primarily communicated in person. For UVAOs not on multiple VAO bases, 75 percent primarily communicated using email and 19 percent primarily communicating in person.

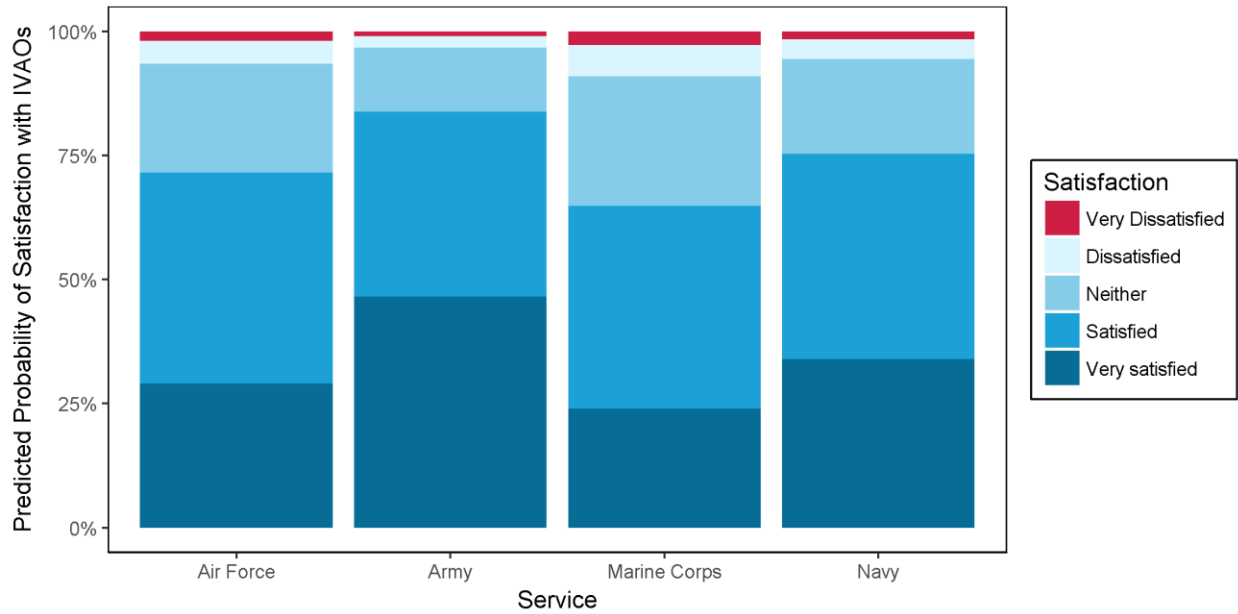
### d. Communication and UVAO Satisfaction with IVAOs

Two sets of models were estimated to study whether UVAOs' satisfaction with their interactions with IVAOs and IVA Office Staff was impacted by the frequency and primary mode of communication. The detailed results of these regressions are located in Appendix B. The results were similar for communication with IVAOs and IVA Office Staff. UVAOs were more satisfied if they communicated with IVAOs and IVA Office Staff more regularly; the primary mode of contact did not matter. Figure 4.3 visualizes the results of this regression for communication with IVAOs. The figure shows a strong, linear increase in the predicted satisfaction with IVAOs as the frequency of communication increases.

UVAOs who were more satisfied with IVAOs were also more likely to have volunteered, been stationed in the United States, and been on a base with multiple UVAOs. Of ADM respondents, UVAOs in the Army were more likely than those in the Air Force to be satisfied with IVAOs. Controlling for other factors, the predicted probability of being very satisfied with IVAOs was 47 percent for UVAOs in the Army, and 29 percent for UVAOs in the Air Force. The predicted probability of being very satisfied with their interaction with IVAOs was 24 percent for

UVAOs in the Marine Corps, and 34 percent for those in the Navy, but the differences between them and UVAOs in the Air Force were not significant.

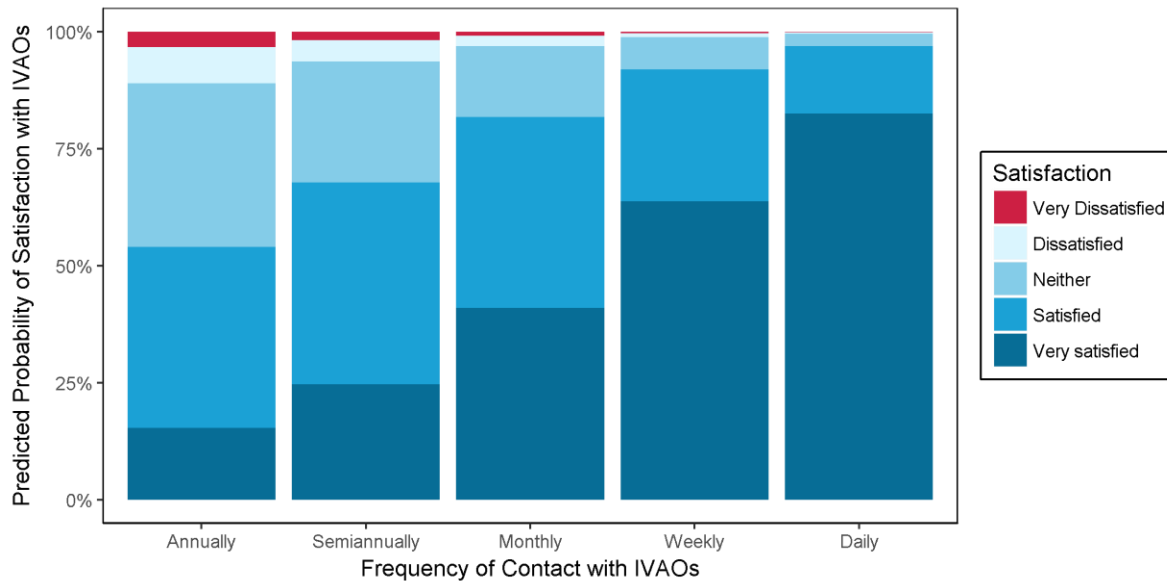
**Figure 4.3: UVAO Satisfaction with IVAOs by Service**



Note: The percentages are the predicted probabilities from the model in Table B9 in Appendix B of the likelihood of UVAO satisfaction with IVAOs, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

UVAO satisfaction with IVA Office Staff had several of the same significant correlates as IVAO satisfaction. In addition to being in more frequent contact with IVA Office Staff, satisfied UVAOs were also more likely to have volunteered and be stationed in the United States. Volunteering could be an indicator of motivation, which might be why they would want to engage with IVAOs and IVA Office Staff more regularly. UVAOs were also more likely to be satisfied with IVA Office Staff if they were older or in a unit with fewer than 250 permanent military members, neither of which was significantly associated with IVAO satisfaction.

**Figure 4.4: UVAO Satisfaction with IVAOs by Frequency of Communication**



Note: The percentages are the predicted probabilities from the model in Table B9 in Appendix B of the likelihood of UVAO satisfaction with IVAOs, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

## 4.5 | Discussion

This section analyzes the interaction between UVAOs and IVAOs, particularly by mode and frequency of communication, and reports a number of key findings:

- VAOs primarily relied on email communication to interact with other VAOs, both for their primary form of communication and when sharing resources.
- IVAOs communicated most frequently and more often in person with other IVAOs than UVAOs.
- IVAOs typically communicated with UVAOs on a monthly basis and via email.
- UVAOs were significantly more likely to be satisfied with IVAOs if they had more frequent communications with their IVAOs, but the type of communication was not significant.
- VAOs in the Marine Corps were in contact more frequently with other VAOs, and UVAOs in the Marine Corps were significantly more likely to be satisfied with their communication with IVAOs.
- VAOs in the Army were more likely to request voting materials than VAOs in the other Services and non-ADM VAOs.

These analyses show that VAOs who interact with one another, particularly in more personal ways, tend to be more satisfied with their VAO interactions.

These results suggest that FVAP could do more to facilitate three things: (1) increased frequency of all VAO communication, (2) increased interpersonal communication between VAOs, and (3) ultimately increased cross-VAO communication. In 2016, FVAP training encouraged VAOs to “build relationships,” typically with potential UOCAVA voters, but did not exclusively discuss building relationships with other VAOs. It would be useful to encourage IVAOs to foster greater relationships with their UVAOs and, conversely, for UVAOs to look to their peers and their IVAOs when they have questions about providing assistance.

Future research should continue to explore what communication modes and frequency are most successful for sharing information and forming relationships among VAOs. VAO interaction within the Marine Corps should be studied in more depth to learn what is causing them to have higher VAO communication and higher satisfaction with IVAOs. It would also be useful to study why VAOs tend to primarily communicate with VAOs of the same type, to determine what barriers exist to communicating up and down the voting assistance hierarchy. This is also the first year the PEVS-VAO has asked about VAO interaction. Future surveys or qualitative studies could ask more specifically about what information is typically shared within communications and to evaluate the content quality of interactions.



# VAO Resources

## 5.1 | Introduction

A primary VAO responsibility is to provide potential *UOCAVA* voters with the information they need to vote in federal elections. To successfully cast their ballot, *UOCAVA* voters need to know how to register to vote, request and return their ballot, and the associated deadlines for their State so their registration, ballot request, or ballot do not get rejected. These policies vary considerably by State, and sometimes vary between overseas citizens and ADM as well. To help *UOCAVA* voters navigate the intricacies of the voting process and overcome any issues they run into, FVAP provides resources specifically designed to assist and educate VAOs.

To make sure that VAOs are able to assist ADM and other eligible *UOCAVA* voters through the voting process, it is crucial to evaluate the quality of the resources available to them. This evaluation includes ensuring that VAOs know what resources are available, that they can easily access them and that they contain the answers to all the questions VAOs might have. This section focuses on two FVAP resources particularly designed for VAOs: the *Voting Assistance Guide (Guide)* and the FVAP portal.

### a. Research Questions

This section analyzes a number of research questions related to FVAP voting assistance resources for VAOs:

- Do VAOs have a preference for the online or paper format of the *Voting Assistance Guide (Guide)*?
- What factors are associated with *Guide* type preference?
- How can the *Guide* be improved for VAOs? Is all of the content necessary and useful?
- How often do VAOs visit the FVAP portal to obtain voting assistance materials and report metrics?

## 5.2 | Voting Assistance Guide and the FVAP Portal

Two of the key responsibilities of VAOs are to provide voting assistance to *UOCAVA* voters and to log their voting assistance. The *Voting Assistance Guide (Guide)* has long been the primary voting assistance and information resource for VAOs. Either in its print or online form, it contains a volume of important information and resources for VAOs to use.



The *Guide* has three parts. The first chapter contains general information about the absentee voting process, with important step-by-step details about how to obtain, complete and return election materials and ballots. This part also has a section with frequently encountered issues and step-by-step instructions for resolving them. The second chapter of the *Guide* has detailed State-by-State information on absentee voting procedures. This chapter includes all relevant and special State and territory voting deadlines and information needed to complete the voting process. The third chapter of the *Guide* gives VAOs information about their responsibilities and duties, how to promote voter awareness, and how to assist potential *UOCAVA* voters. This chapter provides contacts and other resources for VAOs to consult for specific questions. It also has an appendix with handouts (also available at [FVAP.gov](http://FVAP.gov)) that can be copied and provided to potential voters.

The FVAP portal was developed and made available to VAOs in 2014 as a central online access point for logging voting assistance metrics and accessing voting assistance resources. VAOs are required to report their metrics on a quarterly basis (except Army VAOs, who must report on a monthly basis). The portal has a data entry view, along with a dashboard, which provides a more user-friendly way for VAOs to collect and retain data about the services they are providing and gives them a visualization of their performance.

Both of these VAO-specific resources are critical for the effectiveness and efficiency of VAOs as they interact with potential *UOCAVA* voters located all over the world. Thus, VAO self-evaluation of the usefulness of these resources is an important component of the overall evaluation of the VAO program.

## 5.3 | Methodology

This section uses the results of the 2016 PEV-VAO to investigate what resources VAOs made use of, which VAOs found the most helpful and what improvements could be made to these resources going forward. In addition to survey response frequencies, open-ended comments were reviewed to identify specific frustrations shared by VAOs and concrete ways the *Guide* and the portal could be improved. Preference for the online version over the hard copy of the *Guide* was modeled off of a binary survey question that asked all respondents to select which of the two versions they preferred. Logistic regression was used along with the control variables described in Appendix A.

## 5.4 | Results

### a. Online and Paper Guide Preference

There was a clear preference for the online version of the *Guide*, with 72 percent of respondents saying they prefer it to the hard copy. Despite this preference, respondents were not dissatisfied with the hard copy of the *Guide*. Of the 46 percent of VAOs that used the hard copy of the *Guide*, 88 percent found it useful, and 80 percent shared it with others—both strong indicators of its usefulness as a voting resource. Of those who used the hard copy of the *Guide* and found the *Guide* useful overall (without specifying the type), 56 percent found the hard copy useful, and additional 33 percent found it very useful.

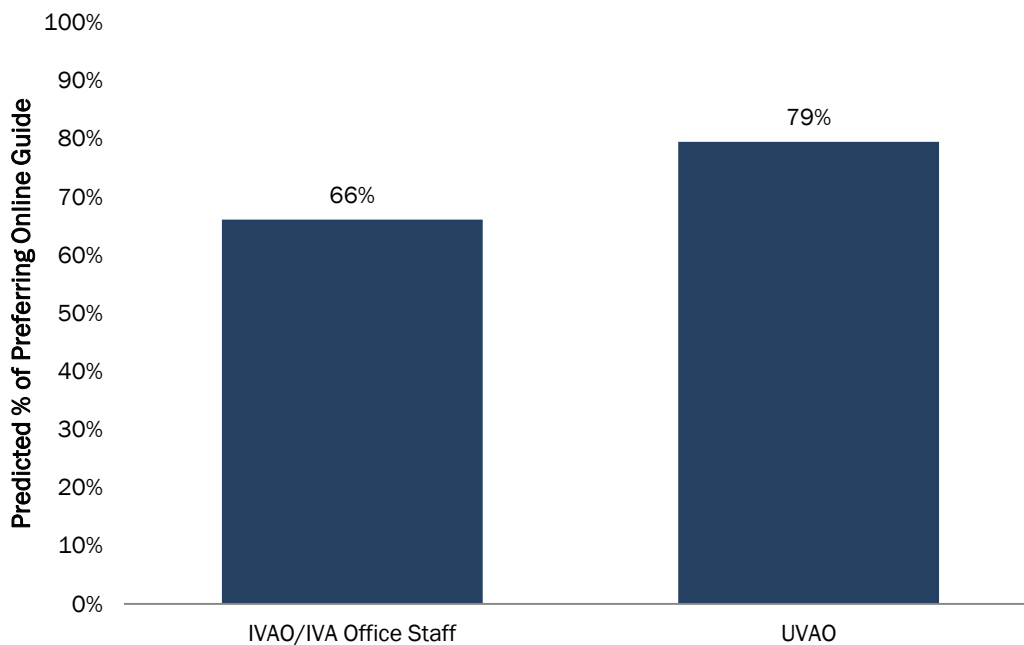
*Guide* type preference varied slightly by whether or not VAOs were deployed, and where they were stationed. Those who weren't deployed had the highest preference for the online version at 78 percent, compared to

73 percent for those stationed in the United States, 70 percent for those on ships, and 68 percent for those located overseas. VAOs who preferred the online version of the *Guide* were also more likely to prefer the online version of the VAO training than those who preferred the hard copy of the *Guide*, although the majority still preferred the in-person training.

## b. Guide Type Preference

The correlates of VAO *Guide* type preference are presented in Table B11 in Appendix B. Results show that UVAOs were significantly more likely than IVAOs to prefer the online version of the *Guide*, as demonstrated in Figure 5.1, but otherwise no other factors were statistically significant from zero. When controlling for all other factors, UVAOs were 13.3 percentage points more likely to prefer the online *Guide* compared to IVAOs. ADM VAOs stationed in the United States were significantly more likely than those that were not deployed to prefer the hard copy of the *Guide*.

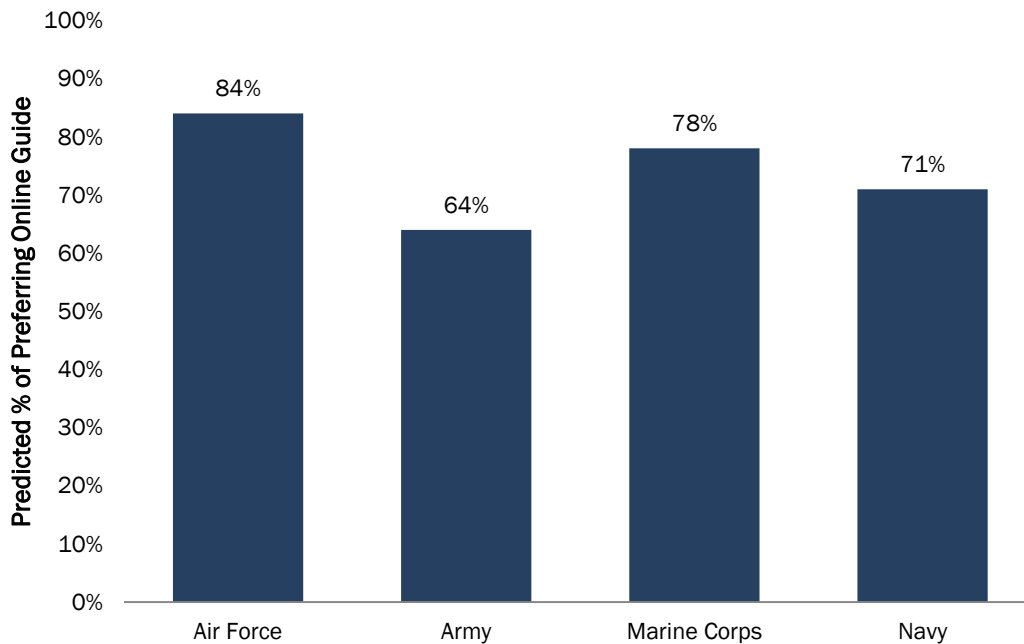
**Figure 5.1: Guide Type Preference by VAO Type**



Note: The percentages are the predicted probabilities from the model in Table B11 of the likelihood of preferring the online version of the *Guide*, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

ADM respondents in the Army and Navy had a predicted probability of 64 percent and 78 percent, respectively, of preferring the online version of the *Guide*, which were both significantly lower than the predicted probability of 84 percent for VAOs in the Air Force. The predicted probability was 78 percent for Marines and 71 percent for those in the Navy, but neither was significantly different from VAOs in the Air Force.

**Figure 5.2: Guide Type Preference by Service**



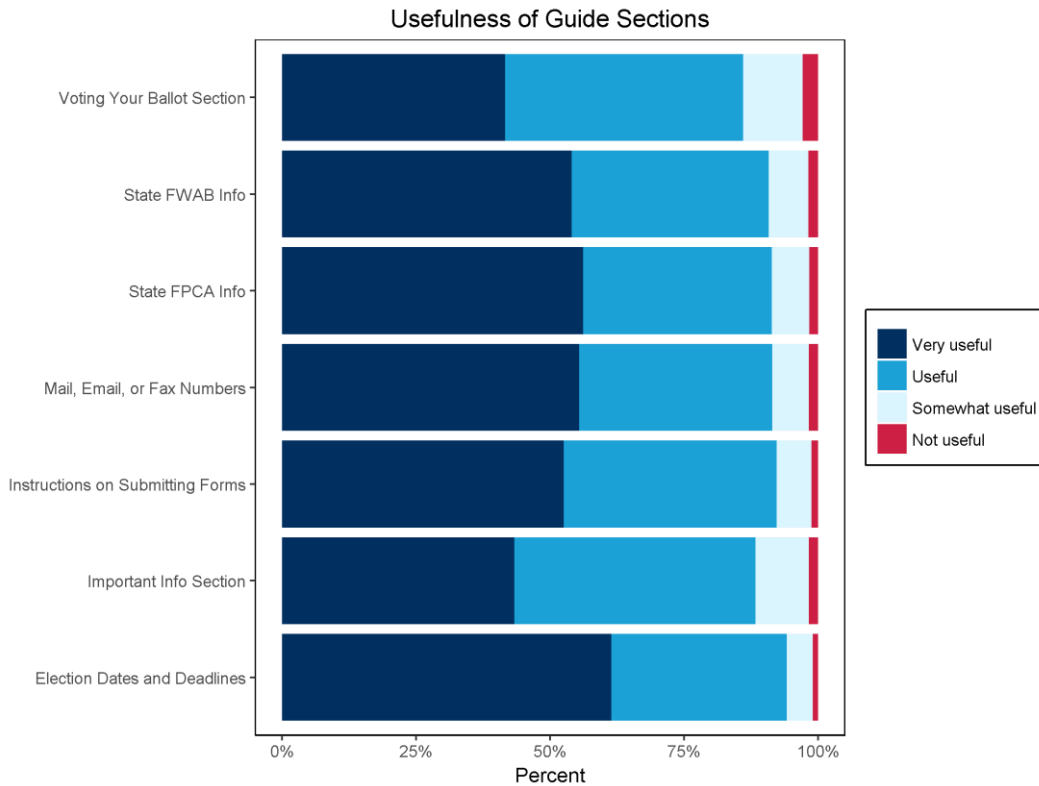
Note: The percentages are the predicted probabilities from the model in Table B11 of the likelihood of preferring the online version of the *Guide*, weighted, with all control variables held at their means so that the demographics of the sample more closely match those of the population.

### c. Usefulness of Guide Sections and Future Improvements

Overall, VAOs were quite satisfied with the *Voting Assistance Guide*, and many had suggestions for how it could be improved. Ninety-four percent were aware of the *Guide*, and nearly 90 percent were confident in their ability to use it to perform the duties. Of the 1,469 respondents who indicated that they had used the *Guide*, 426 provided written suggestions for improving it. They were not dissatisfied with any particular part of the *Guide*, but there are sections of the *Guide* that could be expanded upon to establish even more satisfaction. For example, respondents suggested tips for motivating others to vote, a section walking through common scenarios, or examples of certain roadblocks UOCAVA voters might encounter in the voting process. In addition, some suggested tabs for quicker reference in the physical copy of the *Guide* could also make referencing sections quicker and easier.

Figure 5.3 displays how useful respondents found each of the *Guide* sections. The important dates and deadlines section was the most helpful to VAOs, with 60 percent reporting that it was “very useful.” Respondents found the other sections useful as well, with at least 40 percent of respondents finding them very useful, supporting the comments left by respondents.

**Figure 5.3: Usefulness of Guide Sections**



#### d. FVAP Portal Use for Resources

Use of the FVAP portal was also quite high. Although respondents were confident in their ability to use the portal, they were relatively more dissatisfied with it than the *Guide*. Ninety-six percent of respondents were aware of the portal, and of the 88 percent who reported using it, 84 percent used it at least once a month and 15 percent used it at least weekly. Nearly 90 percent of respondents were confident in their ability to use the portal. Although only 3 percent of VAOs did not find the portal useful, they were more vocal about their displeasure with the portal than the *Guide* when asked for open feedback in the survey.

Those who indicated that they found the FVAP portal to be somewhat useful or not useful were asked what improvements they would like to see. The most resounding complaint about the FVAP portal was that it was difficult to find, access and navigate. Some indicated that they had to meticulously inspect FVAP.gov to find the link to the portal and others sifted through old emails to find a previously sent link. In addition, respondents expressed annoyance with the password reset procedure and frequency at which they had to repeat this process. However, on the topic of what additional services FVAP could provide to improve respondents' experience with the portal, VAOs suggested that their experience with the portal could be improved by being sent reminders to fill in voting metrics and by providing more extensive explanations of the portal in the VAO training.

It is worth highlighting that although respondents seemed relatively pleased with the portal based on their responses to the portal usefulness question, the variety of open-ended comments suggested lower reported satisfaction. Without the open-ended comments, there would have been no indication of VAOs' frustrations with the portal.

Overall, VAOs would like for the FVAP portal to be more accessible and for the user interface to be restructured. They would also like for more initial guidance and training on using the portal and reminders for when they will need to access it.

## 5.5 | Discussion

This section analyzes the type preferences, use, and satisfaction among UVAOs and IVAOs for two VAO-specific voting assistance resources: the *Voting Assistance Guide (Guide)* and FVAP portal. It reports several key findings, including:

- VAOs were aware of the voting resources they had available and confident in their ability to use them to perform their duties.
- VAOs were generally satisfied with the *Guide*, but they were relatively more critical of the portal.
- UVAOs were significantly more likely to prefer the online version of the *Guide* than IVAOs, and ADM VAOs stationed in the United States and those in the Army and Navy were more likely to prefer the hard copy of the *Guide*.

FVAP should consider focusing its resources on improving the portal and training VAOs to ensure that they have a more favorable portal experience in future elections. Although there was a preference for the online version of the *Guide*, enough VAOs still preferred the hard copy to a degree that FVAP should continue to make both readily available to VAOs so they can choose whichever version they prefer. VAOs would also benefit from the inclusion of general tips and tricks for addressing common barriers to UOCAVA voting in future versions of the *Guide*.

Future surveys can also improve how VAOs are asked about their satisfaction with the portal to better identify VAOs who are dissatisfied with the portal. For example, multiple-choice questions about the portal could be improved by including specific questions about VAOs' experiences with the portal or by trying different response options. For instance, FVAP could ask if respondents found navigating the FVAP portal "very easy," "easy," "neither easy nor difficult," "difficult," or "very difficult." There is literature that has found that asking the questions in this way helps mitigate response bias, which could result in a more accurate estimate of VAO satisfaction with the portal. Finally, the PEVS-VAO asked several questions about the hard copy of the *Guide*, but none about the online version of the *Guide*, so questions could be added to the next version of the survey to better understand the different ways that VAOs use the online and hard copies of the *Guide*, and why many VAOs preferred the online version over the hard copy.

# 2016 PEVS-VAO Methodology





# Survey Design

The following section explains how the 2016 PEVS-VAO was modified from previous years and how the survey was designed to meet specific goals.

## 6.1 | Survey Goals

The main purpose of the 2016 PEVS-VAO was to collect data on all VAOs associated with the FVAP portal so that FVAP can help them be more effective in their roles. Central to this purpose were three interrelated goals: (1) learning how VAOs use FVAP products and services to assist *UOCAVA* voters, (2) evaluating VAO training over time, and (3) estimating the level and type of assistance provided by VAOs.

## 6.2 | Changes to the PEVS-VAO

The previous PEVS-UVAO was modified in 2016 to decrease respondent burden, improve question comprehension, answer new research questions and improve response distribution. Previously asked questions related to frequency of using FVAP products, frequency providing assistance, number of times served as a VAO, distance willing to travel to in-person training, UVAO forums and *Guide* CD-ROM were removed from the survey based on preference or already answered research questions. The removal of these questions allowed space for new research questions, which included questions on FVAP portal use and interaction, overall VAO confidence, volunteering, additional outreach materials, reasons why VAOs did not use FVAP resources, months attended FVAP training and IVAO-specific questions of offices and number assisted. Other questions were modified to improve survey design. The 2016 survey consolidated many individual VAO resource questions into four grid questions on awareness, receipt, use and usefulness. Relative response options were made into concrete scales, five-point usefulness scales were converted to four-point scales, knowledge scales were converted to confidence scales and double-barreled questions were split into individual questions. Background questions were moved to the end of the survey instrument and questions that could be captured with administrative data were removed. Where applicable, attempts were made to align the survey instrument with the 2016 PEVS-ADM and 2016 PEVS-SEO, particular related to resource use.

Overall, the survey asked VAOs about key topics related to their (1) experience as a VAO, (2) training, (3) confidence in their roles and responsibility, (4) level and type of assistance provided, (5) interaction with



other VAOs, (6) experience with FVAP voting assistance resources, and (7) interaction with FVAP outreach materials. The questionnaire contained 54 questions and was designed so the average respondent took 15 minutes to complete the survey.

These modifications to the survey were incorporated after going through multiple rounds of design and approval by the research team and FVAP. The research team initially met with FVAP to discuss findings and lessons learned from the 2014 PEVS-UVAO and the goals for 2016 PEVS-VAO. After revising the previous survey based on outlined goals, the research team collectively edited the survey by rewording specific questions, adding and removing response options, and rearranging the order of questions. The instrument was then reviewed by experts at DMDC, staff at FVAP and ultimately approved by the FVAP Director. Following FVAP approval, the survey instrument was submitted for DoD coordination in accordance with DoDI 8910.01.

# Survey Administration

The survey was administered from November 8, 2016, to January 9, 2017, for a total fielding period of 62 days. As described in detail in this section, before administration, researchers programmed the survey and conducted quality control checks on the materials. During the survey, researchers administered email communications, answered email help desk inquiries and monitored survey response rates.

## 7.1 | Programming

The survey was programmed as a web survey hosted on a .mil domain. FMG created the annotated questionnaire template and programmed the survey with its operations team via Verint's Enterprise Feedback Management (EFM) online survey software. Before fielding, researchers tested the web instrument with sample cases and adjusted for errors in programming, wording and incorrectly captured data. Immediately following the first week of fielding, researchers analyzed initial cases to ensure data were being correctly captured. Respondents who had navigated to the survey URL were greeted with a welcome screen and instructed to enter their personalized ticket number that they received on their survey communications. Additionally, they had the option to view FAQs and security information about the survey before viewing a privacy advisory.

## 7.2 | Communications

Sample members received a notification email and up to eight additional emails communications inviting them to take the 2016 PEVS-VAO. The email notification was sent by the respondent's SVAO one week before the survey opened. It informed sample members that they would receive a survey link via email, that the surveys were "Official Business" and could be completed at home or their work station, and stressed the importance of their feedback for improving the services FVAP provides to all VAOs.

The email communications included the respondents' first and last name and were sent to the email address associated with their FVAP portal account.<sup>2</sup> These emails sought to emphasize elements that were likely to

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<sup>2</sup> IVAOs were responsible for adding their UVAOs' email addresses to the FVAP portal. Once added, the UVAO had to confirm their account before

increase response rates. The email announcement was sent on November 9, followed by seven email reminders on November 15, November 21, November 28, December 6, December 16, December 28 and January 5. The emails were purposefully varied by day of the week and by time of day sent. All email reminders were addressed from UVAOSurvey@dmdc.osd.mil and signed by the Director of FVAP to add legitimacy to the request. Based on positive feedback from focus groups, the emails emphasized language about “personally inviting” the respondent. The emails were digitally signed using StrongMail email software.<sup>3</sup>

All sample members had access to an email survey help desk monitored by FMG. Sample members were instructed to direct survey access problems to the help desk and could unsubscribe from future email reminders. Otherwise, all sample members who had not yet completed the survey received all communications. VAOs who indicated via the help desk that they were no longer serving in their position, but had served as a VAO in 2016, were notified they were still eligible for the survey and were encouraged to participate based on the sample design.

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logging in, making them potentially eligible for the PEVS-VAO. Although emails varied among VAOs from .gov, .mil, and personal accounts, this login process assumes that the email was correctly associated with the VAO.

<sup>3</sup> Due to certain technical difficulties, the survey did not collect bounce-back notifications for bad emails.

# Sample Design and Selection

## 8.1 | Target Population

The population of interest for the 2016 PEVS-VAO consisted of the VAOs from the Department of Defense in the Army, Navy, Marine Corps, and Air Force, as well as the Coast Guard from the Department of Homeland Security (DHS) that assisted with the 2016 General Election. FVAP in 2014 created a portal designed to be used by all VAOs, however, the VAOs pulled from this frame did not perfectly coincide with the entire target population.

## 8.2 | Sampling Frame

For the previous (2014) iteration of this survey, SVAOs for the Navy and Marine Corps provided lists of all known UVAOs for their respective Services. For the Army, Air Force, and Coast Guard, the survey used a list of UVAOs who provided their information using the FVAP portal. For 2016, a list was used of VAOs (a change from just UVAOs in 2014) who provided their information using FVAP's data portal. The list of VAOs from the FVAP portal was cleaned to remove any VAOs that had a bad email, had an "archived" status, or had not logged in to the FVAP portal in 2016.<sup>4</sup> Using this process, there were 5,466 VAOs, an increase from 4,123 in 2014. Although these lists limit the frame to members who should have occupied the role of VAO during the 2016 General Election, there is currently no way of collecting a perfectly accurate snapshot of all VAOs at a given time. Therefore, some sample members may not have been VAOs during the 2016 election and the sampling frame may not include some members who were 2016 VAOs. The sampling frame is not identical to the target population for these reasons, which can introduce bias to survey estimates called coverage error. This potential bias is recognized, but it is argued that this sampling frame of 5,466 VAOs is more closely aligned to the target population than a frame created using the 2014 PEVS-VAO method. The change in the method to create a sampling frame prevents a comparison between the 2014 and 2016 estimates.

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<sup>4</sup> A bad email is any email that doesn't end in a valid extension. Archived status is when a VAO switches job roles to another VAO job, resulting in two entries in the portal. The old entry is then set to "archived." Lastly, if the VAO has not logged in from January 1, 2016, to November 8, 2016, then he/she was cleaned from the list of VAOs.

## 8.3 | Sample Design

The 2016 PEVS-VAO was a census of the 5,466 UVAOs, IVAOs and IVA Office Staff identified by the FVAP data portal.

## 8.4 | Sample Allocation

The total sample size was 5,466 VAOs, all of whom were considered eligible at the time the survey fielded. The sample design was not formally stratified, but key reporting domain variables were identified and used for weighting adjustments.

Table 8.1 shows the key variables from the population frame file that were used for stratification and nonresponse adjustments (discussed later). Strata were created by crossing Service branch (five levels) by paygrade (six levels). All VAOs were selected with certainty and had a sampling weight of 1. The final 2016 PEVS-VAO total sample size was 5,466. Table 8.2 provides the sample sizes by stratification variables.

**Table 8.1: Variables for Stratification and Key Reporting Domains**

Variable	Variable Name	Categories
Service Branch	CSERVICE	1 - Army, 2 - Navy, 3 - Marine Corps, 4 - Air Force, 5 - Coast Guard
Paygrade	CPAYGRP5	0 - Missing, 1 - E1-E4, 2 - E5-E9, 3 - W1-W5, 4 - O1-O3, 5 - O4-O6

**Table 8.2: Sample Size by Stratification Variables**

Stratification Variable	Total	Army	Navy	Marine Corps	Air Force	Coast Guard
Sample	5,466	1,481	1,151	508	2,295	31
Paygrade						
Missing	1,571	446	473	140	508	4
E1-E4	109	3	5	2	97	2
E5-E9	1,724	335	292	56	1,015	6
W1-W5	100	60	11	22	0	7
O1-O3	1,754	578	304	251	611	10
O4-O6	208	39	66	37	64	2

## 8.5 | Weighting

Analytical weights for the 2016 PEVS-VAO were created to account for unequal probabilities of selection and varying response rates among population subgroups. Sampling weights were computed as the inverse of the selection probabilities and then adjusted for nonresponse (eligibility and completion). The adjusted weights were

then poststratified to match population totals and to reduce bias unaccounted for by the previous weighting steps. Administrative data from the Active Duty Master File (ADMF) was merged to the data from the FVAP portal to provide more variables to use in weighting. The additional variables included Service, paygrade, gender race/ethnicity, marital status, years of service and education. The data were merged based on the ADMF-reported email with the email the VAO used to sign up to the FVAP portal. The FVAP portal does not require a government email to be used so the final merge rate was 71 percent. In cases in which there was not an email match, data from the portal were imputed for Service and all other variables were set to missing.

## 8.6 | Case Dispositions

Table 8.3 shows final case dispositions used for weighting, which were determined using information from field operations (the Survey Control System [SCS]) and returned surveys. No single source of information is both complete and correct; inconsistencies among sources were resolved according to the order of precedence shown in Table 8.3. This order is critical to resolving case dispositions. For example, suppose a sample person refused the survey, with the reason it was too long; in the absence of any other information, the disposition would be “Active Refusal,” which is a type of eligible non-respondent. If a proxy report were also given that the sample person had been hospitalized and was unable to complete the survey, the disposition would be “ineligible by self- or proxy-report.”

**Table 8.3: Case Dispositions for Weighting**

Case Disposition (SAMP_DC)	Information Source	Conditions	Sample Size
1. Record ineligible	Personnel record	VAO separated from the military or deceased and no longer in the mainframe database. This did not apply for this survey since list of VAO was provided by client.	0
2. Ineligible by self-or proxy-report	Survey Control System (SCS)	Self or proxy reported that member was “Retired,” “No longer employed by DoD,” or “Deceased.”	31
3. Ineligible by survey self-report	Survey eligibility questions	Deemed ineligible based on question 1 of the survey, indicated “No.”	30
4. Eligible, complete response	Item response rate	Item response is at least 50%.	1,900
5. Eligible, incomplete response	Item response rate	Survey isn’t blank but item response is less than 50%.	132
8. Active refusal	SCS	Reason survey is blank is “refused-too long,” “refused-inappropriate/intrusive,” “refused-other,” “ineligible-other,” “unreachable at this address,” “refused by current resident,” “concerned about security/confidentiality.”	31
9. Blank return	SCS	No reason given.	12
10. PND	SCS	Postal non-deliverable or original non-locatable.	0
11. Non-respondent	Remainder	Remaining blank surveys.	3,330
<b>Total</b>			<b>5,466</b>

Table 8.4 shows the 1,900 complete eligible respondents (SAMP\_DC=4) by stratification variables: Service and paygrade.

**Table 8.4: Complete Eligible Respondents by Stratification Variables**

Stratification Variable	Total	Army	Navy	Marine Corps	Air Force	Coast Guard
Sample	1,900	445	485	177	785	8
<b>Paygrade Grouping</b>						
Missing	595	187	169	49	189	1
E1-E4	28	2	2	0	24	0
E5-E9	648	107	142	24	373	2
W1-W5	34	16	8	8	0	2
O1-O3	511	119	127	85	178	2
O4-O6	84	14	37	11	21	1



## 8.7 | Nonresponse Adjustments and Final Weights

After case dispositions were resolved, the sampling weights were adjusted for nonresponse. First, the sampling weights for cases of known eligibility (SAMP\_DC = 2, 3, 4, 5) were adjusted to account for cases of unknown eligibility (SAMP\_DC = 8, 9, 10, 11). Second, the eligibility adjusted weights for eligible respondents (SAMP\_DC = 4) were adjusted to account for eligible sample members who returned an incomplete survey (SAMP\_DC = 5).

Weighting adjustment factors for eligibility and completion were computed as the inverse of model-predicted probabilities. First, a logistic regression model was used to predict the probability of eligibility for the survey (known eligibility vs. unknown eligibility). A second logistic regression model was used to predict the probability of response among eligible sample members (complete response vs. incomplete response). CHAID (Chi-squared Automatic Interaction Detection), a decision tree technique based on chi-squared tests, was used to determine the best variables for each logistic model. The models were weighted by the sampling weight for both eligibility and completion. Variables in these models included the following population characteristics: age, Service, years of service and marital status.

Table 8.5 shows the variables and the levels used for eligibility and completion adjustment to the weights.

**Table 8.5: Variables Used for the Eligibility and Completion Adjustments**

Variable	Variable Name	Categories
Service	Cservice	1 – Army, 2 – Navy, 3 – Marine Corps, 4 – Air Force, 5 – Coast Guard
Age	Age	20-54 years old (continuous)
Years of Service	Cyos	1 – 0 to 2 years, 2 – 3 to 5 years, 3 – 6 to 10 years, 4 – 10 years or more
Marital Status	Cmarital	1 – Not Married, 2 – Married

Finally, the weights were poststratified to match population totals and to reduce bias unaccounted for by the previous weighting adjustments. Poststratification cells were defined by Service. Within each poststratification cell, the nonresponse-adjusted weights for eligible respondents and self-reported ineligible (SAMP\_DC = 2, 3, 4) were adjusted to match population counts. Table 8.6 shows the three variables used for poststratification.

**Table 8.6: Variables Used for Poststratification**

Variable	Variable Name	Categories
Service	Cservice	1 – Army, 2 – Navy, 3 – Marine Corps, 4 – Air Force, 5 – Coast Guard

Table 8.7 provides summaries of the distributions of the sampling weights, intermediate weights, final weights and adjustment factors for eligible respondents. Eligible respondents were those individuals who were eligible to participate in the survey and completed 50 percent of the survey items asked of all respondents (SAMP\_DC=4).

**Table 8.7: Distribution of Weights and Adjustment Factors for Eligible Respondents**

Statistic	Sampling Weight	Eligibility Status Adjusted Weight	Complete Eligible Response Adjusted Weight	Final Weight with Nonresponse and Post stratification Factors	Eligibility Status Factor	Complete Eligible Response Factor	Post stratification Factor
N	1,900	1,900	1,900	1,900	1,900	1,900	1,900
MIN	1.0	1.4	1.5	1.5	1.4	1.1	1.0
MAX	1.0	3.6	4.1	4.7	3.6	1.1	1.2
MEAN	1.0	2.6	2.8	2.8	2.6	1.1	1.0
STD	0.0	0.5	0.5	0.5	0.5	0.0	0.0
CV	0.0	18.7	18.8	18.9	18.7	2.4	1.7

Table 8.8 exhibits the sum of the weights at different stages of weighting. The weights adjusted for known eligibility status distribute the sampling weights for nonrespondents with unknown eligibility status among the remaining dispositions. The eligible response adjusted weights then compensate for eligible respondents providing incomplete surveys. By design, the final poststratification adjustments redistribute record ineligible and other dispositions excluded from the final weights to match total number in the original frame.

**Table 8.8: Sum of Weights by Eligibility Status**

Eligibility Category	Sum of Sampling Weights	Sum of Eligibility Status Adjusted Weights	Sum of Complete Eligible Response Adjusted Weights	Sum of Final Weights with Nonresponse and Poststratification Adjustments
1. Eligible weighted	1,900	4,965	5,310	5,307
2. Ineligible weighted	61	159	159	159
3. Nonrespondents	3,505	342	0	0
4. Record ineligibles	0	0	0	0
<b>Total</b>	<b>5,466</b>	<b>5,466</b>	<b>5,469</b>	<b>5,466</b>

## 8.8 | Variance Estimation

Sampling error is the uncertainty associated with an estimate that is based on data gathered from a sample of the population rather than the full population. Note that sample-based estimates vary depending on the particular sample selected from the population. Measures of the magnitude of sampling error, such as the variance and the standard error (the square root of the variance), reflect the variation in the estimates over all possible samples that could have been selected from the population using the same sampling methodology. Analysis of the 2016 PEVS-VAO data required a variance estimation procedure that accounted for the weighting procedures. The final step of the weighting process was to define strata for variance estimation by Taylor series linearization. The 2016 PEVS-VAO variance estimation strata are the crossing of the Service and paygrade

variables; however, it was necessary to collapse some strata containing fewer than 25 complete eligible responses with non-zero final weights with similar strata. There were a total of 14 variance estimation strata defined for the 2016 PEVS-VAO.

## 8.9 | Contact, Cooperation and Response Rates

Contact, cooperation and response rates were calculated in accordance with the recommendations of the American Association for Public Opinion Research (AAPOR, 2016 Standard Definitions), which estimates the proportion of eligible respondents among cases of unknown eligibility (SAMP\_DC = 10 and 11).

The *contact rate* uses the concepts of AAPOR standard formula CON2 and is defined as:

$$CON2 = \frac{(I + P) + R + O - e(O)}{(I + P) + R + O + NC - e(NC + O)} = \frac{\text{adjusted located sample}}{\text{adjusted eligible sample}} = \frac{N_L}{N_E}$$

The *cooperation rate* uses the concepts of AAPOR standard formula COOP2 and is defined as:

$$COOP2 = \frac{(I + P)}{(I + P) + R + O - e(O)} = \frac{\text{complete eligibles}}{\text{adjusted located sample}} = \frac{N_R}{N_L}$$

The *response rate* (RR) uses AAPOR standard formula RR4 and is defined as:

$$RR4 = \frac{(I + P)}{(I + P) + R + O + NC - e(NC + O)} = \frac{\text{complete eligibles}}{\text{adjusted eligible sample}} = \frac{N_R}{N_E}$$

Where:

*I* = Fully complete responses according to RR4 are greater than 80 percent complete (SAMP\_DC=4)

*P* = Partially complete responses according to RR4 are between 50 and 80 percent complete (SAMP\_DC=8)

*R* = Refusal and break-off according to RR4 are less than 50 percent complete (SAMP\_DC=5, 8, and 9)<sup>5</sup>

*NC* = Non-contact (SAMP\_DC =10)

*O* = *Other* (SAMP\_DC = 11)<sup>6</sup>

*e(O)* = Estimated ineligible nonrespondents

*e(NC)* = Estimated ineligible PND

*N<sub>L</sub>* = Adjusted located sample

*N<sub>E</sub>* = Adjusted eligible sample

*N<sub>R</sub>* = Complete eligibles<sup>7</sup>

<sup>5</sup> OPA considers these all cases of known eligibility.

<sup>6</sup> These are all nonrespondents that OPA considers cases of unknown eligibility.

<sup>7</sup> Complete eligibles is an OPA term that applies to self-administered surveys in comparison to the terms complete and partial interviews used by AAPOR.

Table 8.9 shows the corresponding sample disposition codes associated with the response categories.

**Table 8.9: Disposition Codes for Response Rates**

Response Category	SAMP_DC Values
Eligible Sample	4, 5, 8, 9, 10, 11
Located Sample	4, 5, 8, 9, 11
Eligible Response	4
Not Returned	11
Eligibility Determined	2, 3, 4, 5, 8, 9
Self-Report Ineligible	2, 3

### a. Ineligibility Rate

The ineligibility rate (IR) is defined as the following and needs to be calculated for both weighted and unweighted to be applied to Table 8.9:

$IR = \text{Self Report Ineligible} / \text{Eligibility Determined}$ .

### b. Estimated Ineligible Postal Non-Deliverable/Not Located Rate

The estimated ineligible postal non-deliverable or not located (IPNDR) is defined as:

$IPNDR = (\text{Eligible Sample} - \text{Located Sample}) * IR$ .

### c. Estimated Ineligible Nonresponse

The estimated ineligible nonresponse (EINR) is defined as:

$EINR = (\text{Not Returned}) * IR$ .

### d. Adjusted Location Rate

The adjusted location rate (ALR) is defined as:

$ALR = (\text{Located Sample} - \text{EINR}) / (\text{Eligible Sample} - \text{IPNDR} - \text{EINR})$ .

### e. Adjusted Completion Rate

The adjusted completion rate (ACR) is defined as:

$ACR = (\text{Eligible Response}) / (\text{Located Sample} - \text{EINR})$ .

### f. Adjusted Response Rate

The adjusted response rate (ARR) is defined as:

$ARR = (\text{Eligible Response}) / (\text{Eligible Sample} - \text{IPNDR} - \text{EINR})$ .

The final response rate is the product of the location rate and the completion rate.

Table 8.10 shows both weighted and unweighted location, completion and response rates for the 2016 PEVS-VAO. Finally, Table 8.11 shows weighted location, completion and response rates for the full sample by the stratification variables.

**Table 8.10: Location, Completion and Response Rates**

Type of Rate	Computation	Unweighted	Weighted
Contact	Contacted sample/Eligible sample	100.0%	100.0%
Cooperation	Complete eligible responses/Contacted sample	35.8%	35.8%
Response	Complete eligible responses/Eligible sample	35.8%	35.8%

**Table 8.11: Rates for Full Sample and Stratification Level**

Domain Variable	Domain	Sample Size	Eligible Responses	Sum of Weights	Location Rate	Completion Rate	Response Rate
Sample	Sample	5,466	1,900	5,466	100%	36%	36%
Service	Army	1,481	445	1,481	100%	31%	31%
	Navy	1,151	485	1,151	100%	43%	43%
	Marine Corps	508	177	508	100%	36%	36%
	Air Force	2,295	785	2,295	100%	35%	35%
	Coast Guard	31	8	31	100%	29%	29%
Paygrade <sup>c</sup>	E1-E4	109	28	109	100%	27%	27%
	E5-E9	1,724	648	1,724	100%	39%	39%
	W1-W5	100	34	100	100%	36%	36%
	O1-O3	1,754	511	1,754	100%	30%	30%
	O4-O6	208	84	208	100%	41%	41%

<sup>c</sup> Missing values were excluded from the rates for paygrade.

# Conclusion

FVAP is responsible for administering the federal responsibilities of *UOCAVA*, as amended by the *MOVE Act*, to ensure that covered U.S. citizens are able to exercise their right to vote in federal elections. The VAO program plays a crucial role in this process by making sure that ADM members, their spouses, and their eligible dependents have access to the information and materials they need to cast their ballots, regardless of where they are stationed.

This report focused on two key goals related to the VAO population: (1) answering within-population voting assistance research questions using results from the PEVS-VAO survey, and (2) describing the full survey methodology of the 2016 PEVS-VAO data collection. The analysis section reported on VAO population-specific research questions related to VAO demographic composition, training and responsibilities, interaction between VAOs, and resource use. The methodology section reported on the survey design, survey administration, and sampling and weighting of the 2016 PEVS-VAO.

## 9.1 | Summary of Results

Overall, this analysis found that VAOs are satisfied with the provided training and frequently use the resources available to them, with room for improvement in terms of interacting more personally with other VAOs. Satisfaction with the *Guide* was relatively high, but respondents raised relatively more concerns with the FVAP portal. This section begins by summarizing the analysis results for each of the three key areas, then discusses some of the limitations of the analysis and concludes with recommendations based on the results and identifying areas for future research.

### a. VAO Training

FVAP provides VAOs both online and in-person training to help VAOs be more effective in their roles. Findings indicated that VAOs most commonly chose online training but were most satisfied by in-person training. However, of the three options, VAOs were also most aware of online training. IVAOs were more aware of the different types of available training compared to UVAOs. Overall, the high proportion of online training attendance appears to be driven by a desire for hands-on learning, convenience and lack of awareness of other options. Results of the regression analysis showed that VAOs who were deployed, were IVAOs, older or were enlisted were significantly more likely to prefer in-person training than other demographic groups. VAOs in the Marine Corps were less likely than those in the other Services and non-ADM VAOs to take the in-person training

and more likely to prefer the online training, but were also less satisfied with both online and in-person VAO trainings.

### **b. VAO Interaction**

In this first survey of IVAOs, and first research on VAO communication, VAOs were found to be in relatively frequent communication with one another and are distributing resources to voters. Email was the preferred method of communication for VAOs, and IVAOs were in more frequent contact with other IVAOs than UVAOs. Fifty-eight percent of IVAOs reported being in weekly contact with another VAO. In contrast, 21 percent of UVAOs reported being in weekly contact with another VAO. Unsurprisingly, VAOs stationed at a base with other VAOs or an IVA office were in more frequent communication with other VAOs. VAOs in the Marine Corps were in more frequent contact with other VAOs and more likely to be satisfied with their interactions with other VAOs. VAOs in the Army were more likely to request voting materials than VAOs in the other Services and non-ADM VAOs.

Regardless of the mode of contact, the regression results discovered that UVAOs were more satisfied with their interactions with IVAOs if their communications were more regular, emphasizing the importance of continuing to promote communication between VAOs.

### **c. VAO Resources**

Use of both the *Guide* and the FVAP portal was very high among VAOs. Although respondents had some constructive feedback for future versions of the *Guide*, they were relatively more critical of the portal. Despite consistent and frequent use of the FVAP portal, respondents voiced frustrations with the user interface of the site. VAOs had a substantial preference for the online version of the *Guide* over a physical copy; however, satisfaction and sharing of the hard copy of the *Guide* were still high, indicating the need for both versions.

UVAOs were more likely to prefer the online version of the *Guide* than IVAOs. ADM respondents stationed in the United States and those in the Army or Navy were more likely to prefer the hard copy of the *Guide*. Questions could be added to future PEVS-VAO to learn more about why VAOs prefer one version of the *Guide* to the other. Respondents also recommended the inclusion of more military-specific information into future versions of the *Guide*, as well as a new section focusing on common issues that UOCAVA voters experience and how to overcome them.

## **9.2 | Methodological Limitations**

Two limitations of the survey and analysis should be taken into consideration in the context of the findings of this analysis. First, few demographic variables were available for all respondents. Several were available for UVAOs but not IVAOs or IVA Office Staff, and many were only available for ADM VAOs who could be matched with the ADMF. This limitation resulted in a tradeoff between a comprehensive set of control variables and a set of observations representative of all VAOs, which was accounted for by using two versions of each of the regressions. Second, because of the small number of IVA Office Staff respondents, they had to be grouped with IVAOs, meaning that little could be determined about the differences between the experiences of the two VAO types. Neither of these limitations invalidates the results of this analysis; rather, they highlight the need for continued research into this population.



## 9.3 | Recommendations and Future Research

Despite the limitations of this survey and its analysis, it is clear that satisfaction with the different trainings, resources, and interactions with other VAOs was relatively high, with the exception of the FVAP portal. The analysis findings suggest five concrete ways for FVAP to continue to improve the experience and performance of VAOs in future elections, and to better understand the experiences and interactions of VAOs:

- Increase awareness of training options, particularly in-person training
- Develop mechanisms to facilitate increased communication between VAOs
- Include more military-specific information in the *Guide*
- Continue research on the differences between VAOs across the Services
- Continue to develop the usability portal and training on the portal, and
- Continue improving the survey questionnaire

VAOs are already relatively satisfied with the three training options. But in order to improve training in future elections, VAOs should be made better aware of, and have better access to, both FVAP VAO trainings. Increasing awareness and access to training programs is especially important for in-person training workshops, which most respondents preferred, and which they also believed offered higher quality information than the online training. Although in-person training was largely preferred, a large majority of respondents took the online training and were still satisfied with it. FVAP should consider increasingly publicizing the various training options so that VAOs can choose the training method that best suits their learning style. The trainings for both IVAOs and UVAOs could also focus more on how to use the FVAP portal, such as specific sections on how to log in to the portal, how to request a password reset and how to report metrics. Ideally, these trainings would help VAOs inculcate these behaviors with hands-on learning techniques.

UVAOs who were in more frequent communication with IVAOs and IVA Office Staff tended to be more satisfied with the IVAOs. Therefore, making it easier for VAOs to communicate with each other could only help increase their satisfaction going forward. That said, little is known regarding the content of VAO communications. To learn more about this interaction, questions could be added to the PEVS-VAO that shed light on what kinds of questions VAOs ask each other and what types of VAO-to-VAO interactions they think are useful and productive. Preceding the next survey administration, FVAP could explore the positive impacts of frequent and personal communication using qualitative studies to help form a list of best communication practices.

The *Guide* is currently a popular and heavily used resource for VAOs, but it could be improved further by adding in more information tailored toward military voters such as adding in more walkthroughs of how to address common problems that UOCAVA voters may face during the voting process and what VAOs can do to help voters address them. Overall, VAOs desire small tweaks to the *Guide* that summarize information across States and bin different common problems together.

VAO satisfaction and the performance of their duties varied across the Services, from training attendance to resource distribution to interaction with other VAOs. However, due to the scope of this study, further research is necessary to understand the source of the differences and how the Services can learn from each other to improve the experience of VAOs in future elections.

Finally, VAOs made extensive use of the portal, and were fairly confident in their abilities to use it to perform their duties, but were also critical of it. FVAP should continue to devote resources to the portal to address respondents' concerns, particularly regarding the user interface. Survey questions about the FVAP portal can also be improved to better identify user issues with the portal. Future research and improvements to the VAO program would continue to ensure that FVAP meets its legislative requirements of improving voting assistance programs and ensuring all UOCAVA who want to vote are able to do so around the world.

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# Appendix A: Variable Definitions

**Table A1: Control Variables**

Variable	Description
VAO Type	1 for IVAO or IVA Office Staff; 2 for UVAO
Volunteered	1 for assigned to VAO position; 2 for volunteered for the position
Station	1 for not deployed; 2 for deployed overseas or on a ship; 3 for deployed in the United States
Military Service	1 for ADM; 2 for Federal civilian or reserve
Age Bin	1 for 18-24 years old; 2 for 25 to 29; 3 for 30 to 34; 4 for 35 to 44; 5 for 45 years or older
Months Served as VAO	Continuous months served as a VAO
Unit Size	1 for UVAOs with less than 50 permanent military members assigned to unit; 2 for 50 to 99; 3 for 100 to 149; 4 for 150 to 199; 5 for 200 to 249; 6 for 250 or more; 7 for missing
Number of UVAOs	1 for one UVAO or UVAO assistant assigned to unit including self, 2 for two UVAOs, 3 for three or more; 4 for missing
Training Preference Reason (A)	"I prefer hands-on learning." Continuous variable from 1 to 5, where 1 is strongly disagree and 5 is strongly agree
Training Preference Reason (B)	"I prefer to ask questions during training." Continuous variable from 1 to 5, where 1 is strongly disagree and 5 is strongly agree
Training Preference Reason (C)	"I believe the online training is more convenient." <sup>8</sup> Continuous variable from 1 to 5, where 1 is strongly disagree and 5 is strongly agree
Training Preference Reason (D)	"I prefer to repeat information multiple times." Continuous variable from 1 to 5, where 1 is strongly disagree and 5 is strongly agree
Training Preference Reason (E)	"I believe the in-person training provides better quality information." <sup>9</sup> Continuous variable from 1 to 5, where 1 is strongly disagree and 5 is strongly agree
Communication Mode (IVAO)	1 for email as primary mode of communication with IVAOs; 2 for phone; 3 for email; 4 for social media
Communication Mode (IVA Office Staff)	1 for email as primary mode of communication with IVA Office Staff; 2 for phone; 3 for email; 4 for social media
Communication Frequency (IVAO)	1 for primarily communicating with IVAOs on a daily basis; 2 for weekly; 3 for monthly; 4 for semiannually; 5 for annually

<sup>8</sup> The original statement was "I believe this training is more convenient." The response codes were reversed for respondents that preferred the in-person training so their responses could be compared to respondents that preferred the online training.

<sup>9</sup> The original statement was "I believe this training provides better quality information." The response codes for respondents that preferred the online training were swapped for comparison purposes.

Communication Frequency (IVA Office Staff)	1 for primarily communicating with IVA Office Staff on a daily basis; 2 for weekly; 3 for monthly; 4 for semiannually; 5 for annually
Service (ADMF)	1 for Air Force; 2 for Army; 3 for Marine Corps; 4 for Navy
Ethnicity (ADMF)	1 for African American; 2 for Hispanic or Latino; 3 for Other Ethnicity; 4 for White
Education (ADMF)	1 for high school degree; 2 for associate degree; 3 for Bachelor's Degree; 4 for Master's Degree or higher
Age (ADMF)	Continuous variable for age
Marital Status (ADMF)	1 for married; 2 for not married

**Table A2: Dependent Variables Definitions**

Variable	Description
In-Person Training Attendance	0 for did not attend in-person training; 1 for attended
Online Training Attendance	0 for did not attend online training; 1 for attended
Military-Provided Training Attendance	0 for did not attend military-provided training; 1 for attended
Satisfaction with In-Person Training	1 for found in-person training not useful; 2 for somewhat useful; 3 for useful; 4 for very useful
Satisfaction with Online Training	1 for found online training not useful; 2 for somewhat useful; 3 for useful; 4 for very useful
Satisfaction with Military-Provided Training	1 for found military-provided training not useful; 2 for somewhat useful; 3 for useful; 4 for very useful
Training Preference	0 for preferred online training; 1 for preferred in-person training
UVAO Satisfaction with IVAOs	1 for very dissatisfied with IVAOs; 2 for dissatisfied; 3 for neither satisfied nor dissatisfied; 4 for satisfied; 5 for very satisfied
UVAO Satisfaction with IVA Office Staff	1 for very dissatisfied with IVA Office Staff; 2 for dissatisfied; 3 for neither satisfied nor dissatisfied; 4 for satisfied; 5 for very satisfied
Voting Assistance Guide Type Preference	0 for preferred hard copy of the <i>Guide</i> ; 1 for preferred the online version

# Appendix B: Regression Results

**Table B1: Participation in Training—In-Person**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.51 (0.25*)	-1.13 (0.4**)
Volunteer Status	Volunteered	-0.1 (0.15)	0.14 (0.22)
Station	Overseas or Ship	1.06 (0.3***)	0.31 (0.38)
	US	0.89 (0.25***)	0.38 (0.3)
Military Service	Civilian	0.01 (0.24)	-
Age Group	25 to 29 years old	-0.39 (0.38)	-
	30 to 34 years old	-0.74 (0.38*)	-
	35 to 44 years old	-0.74 (0.37*)	-
	45 years old or older	-0.81 (0.42)	-
	Age	-	-0.01 (0.02)
	Months Served as VAO	0.05 (0.07)	0.08 (0.11)
Training Preference Reasons	Prefer hands-on learning	0.01 (0.11)	-0.06 (0.15)
	Prefer to ask questions	0.18 (0.1)	0.03 (0.13)
	Online training more convenient	-0.3 (0.07***)	-0.18 (0.1)
	Prefer to repeat information	0.02 (0.07)	0.08 (0.09)
	Believe training better quality	0.19 (0.08*)	0.48 (0.12***)
Number of UVAOs	2	0.37 (0.18*)	0.71 (0.25**)
	3 or More	1.14 (0.24***)	0.95 (0.36**)
Unit Size	50–99	0.08 (0.24)	0.01 (0.33)
	100–149	0.06	0.56



		(0.26)	(0.35)
	150–199	-0.29 (0.29)	-0.04 (0.39)
	200–249	-0.27 (0.33)	0.64 (0.45)
	250 or More	-0.32 (0.24)	0.14 (0.35)
Military Branch	Army	-	1.62 (0.28***)
	Marine Corps	-	-0.97 (0.37**)
	Navy	-	0.03 (0.28)
Ethnicity	Hispanic or Latino	-	-0.37 (0.39)
	Other Ethnicity	-	0.3 (0.46)
	White	-	0.34 (0.31)
Education Level	Associate Degree	-	0.23 (0.31)
	Bachelor’s Degree	-	0.52 (0.28)
	Master’s Degree or Higher	-	0.68 (0.33*)
Marriage Status	Not Married	-	0.15 (0.24)
	Pseudo R-squared	.11	.199
	N	1,029	658

Note: The dependent variable is a dichotomous indicator for whether or not a respondent attended the in-person training. The first model is limited to respondents who were aware of the in-person training, and the second model is limited to ADM respondents who were aware of the in-person training. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .



**Table B2: Participation in Training—Online Training**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.25 (0.33)	-0.44 (0.58)
Volunteer Status	Volunteered	0.38 (0.2)	0.5 (0.29)
Station	Overseas or Ship	0.14 (0.38)	-0.09 (0.47)
	US	0.07 (0.3)	0.05 (0.38)
Military Service	Civilian	-0.11 (0.3)	-
Age Group	25 to 29 years old	0.2 (0.43)	-
	30 to 34 years old	-0.07 (0.42)	-
	35 to 44 years old	0 (0.41)	-
	45 years old or older	-0.22 (0.49)	-
	Age	-	-0.02 (0.02)
	Months Served as VAO	-0.25 (0.09**)	-0.31 (0.14*)
Training Preference Reasons	Prefer hands-on learning	-0.1 (0.13)	-0.1 (0.19)
	Prefer to ask questions	0.06 (0.12)	0.15 (0.17)
	Online training more convenient	-0.03 (0.09)	0.09 (0.12)
	Prefer to repeat information	-0.04 (0.08)	-0.06 (0.12)
	Believe training better quality	-0.1 (0.11)	-0.06 (0.14)
Number of UVAOs	2	-0.27 (0.21)	0.08 (0.31)
	3 or More	0.23 (0.31)	0.23 (0.43)
Unit Size	50–99	0.38 (0.32)	0.15 (0.4)
	100–149	-0.14 (0.3)	0.24 (0.44)
	150–199	-0.07 (0.33)	0.22 (0.48)
	200–249	0.16 (0.4)	0.52 (0.57)
	250 or More	0.02 (0.29)	-0.14 (0.4)
Military Branch	Army	-	0.07 (0.32)

	Marine Corps	-	0.48 (0.44)
	Navy	-	0.8 (0.45)
Ethnicity	Hispanic or Latino	-	-0.01 (0.47)
	Other Ethnicity	-	1.46 (0.83)
	White	-	0.04 (0.36)
Education Level	Associate Degree	-	-0.03 (0.42)
	Bachelor's Degree	-	-0.53 (0.36)
	Master's Degree or Higher	-	-0.33 (0.43)
Marriage Status	Not Married	-	0.2 (0.29)
Pseudo <i>R</i> -squared		.026	.05
<i>N</i>		1,696	1,107

Note: The dependent variable is a dichotomous indicator for whether or not a respondent took the online training. The first model is limited to respondents who were aware of the online training, and the second model is limited to ADM respondents who were aware of the online training. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B3: Participation in Training—Military-Provided Training**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.08 (0.25)	0.06 (0.4)
Volunteer Status	Volunteered	-0.02 (0.15)	0.14 (0.2)
Station	Overseas or Ship	0.48 (0.28)	0.08 (0.34)
	US	0.4 (0.22)	0.21 (0.27)
Military Service	Civilian	-0.02 (0.23)	-
Age Group	25 to 29 years old	0.29 (0.32)	-
	30 to 34 years old	0.18 (0.31)	-
	35 to 44 years old	0.23 (0.3)	-
	45 years old or older	-0.25 (0.36)	-
	Age	-	-0.02 (0.02)
	Months Served as VAO	-0.08 (0.07)	-0.05 (0.09)
Training Preference Reasons	Prefer hands-on learning	0.09 (0.11)	0.08 (0.14)
	Prefer to ask questions	-0.03 (0.1)	-0.01 (0.12)
	Online training more convenient	-0.27 (0.07***)	-0.21 (0.09*)
	Prefer to repeat information	0.04 (0.06)	0.02 (0.09)
	Believe training better quality	-0.06 (0.08)	-0.04 (0.1)
	Number of UVAOs	2	0.39 (0.17*)
3 or More		0.76 (0.23***)	0.8 (0.33*)
Unit Size	50–99	-0.05 (0.23)	-0.15 (0.3)
	100–149	-0.16 (0.25)	-0.31 (0.32)
	150–199	-0.45 (0.27)	-0.46 (0.35)
	200–249	-0.05 (0.31)	-0.14 (0.39)
	250 or More	0.02 (0.23)	0.09 (0.31)
Military Branch	Army	-	0.36 (0.25)
	Marine Corps	-	-0.6 (0.34)
	Navy	-	-0.45 (0.27)

Ethnicity	Hispanic or Latino	-	0.27 (0.37)
	Other Ethnicity	-	1.23 (0.49*)
	White	-	0.16 (0.27)
Education Level	Associate Degree	-	0.02 (0.28)
	Bachelor's Degree	-	0.1 (0.25)
	Master's Degree or Higher	-	0.26 (0.3)
Marriage Status	Not Married	-	-0.21 (0.22)
Pseudo R-squared		.046	.069
N		1,004	655

Note: The dependent variable is a dichotomous indicator for whether or not a respondent took the military-provided training. The first model is limited to respondents who were aware of the military-provided training, and the second model is limited to ADM respondents who were aware of the military-provided training. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B4: Training Preference**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.19 (0.04***)	-0.24 (0.06***)
Volunteer Status	Volunteered	0 (0.02)	-0.04 (0.03)
Station	Overseas or Ship	0.21 (0.05***)	0.19 (0.05***)
	US	0.11 (0.04**)	0.13 (0.04**)
Military Service	Civilian	-0.03 (0.04)	-
Age Group	25 to 29 years old	-0.01 (0.05)	-
	30 to 34 years old	0.14 (0.05**)	-
	35 to 44 years old	0.08 (0.05)	-
	45 years old or older	0.13 (0.06*)	-
	Age	-	0.01 (0*)
	Months Served as VAO	-0.02 (0.01)	0.02 (0.01)
Number of UVAOs	2	0.07 (0.03*)	0.03 (0.04)
	3 or More	0.07 (0.04)	0.05 (0.05)
Unit Size	50-99	0.11 (0.04**)	0.08 (0.05)
	100-149	0.11 (0.04**)	0.11 (0.05*)
	150-199	0 (0.05)	0.07 (0.05)
	200-249	0.11 (0.05*)	0.15 (0.06**)
	250 or More	0.08 (0.04*)	0.13 (0.05**)
Military Branch	Army	-	0.06 (0.04)
	Marine Corps	-	-0.12 (0.05*)
	Navy	-	-0.06 (0.04)
Ethnicity	Hispanic or Latino	-	0 (0.06)
	Other Ethnicity	-	-0.06 (0.06)
	White	-	-0.09 (0.04*)
Education Level	Associate Degree	-	-0.01 (0.04)
	Bachelor's Degree	-	-0.11 (0.04**)
	Master's Degree or Higher	-	-0.17

			(0.05***)
Marriage Status	Not Married	-	-0.05 (0.03)
	Pseudo R-squared	.043	.082
	N	1,845	1,195

Note: The dependent variable is a dichotomous indicator for whether or not a respondent preferred the in-person training over the online training. The first model is of all respondents who provided a response to that question, and the second model is limited to ADM respondents who responded to the question. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B5: Not attending In-Person Training Among Respondents with Preference for In-Person Training**

Variables		All Respondents	ADM
VAO Type	UVAO	0.14 (0.06*)	0.29 (0.09**)
Volunteer Status	Volunteered	0.04 (0.04)	0 (0.05)
Station	Overseas or Ship	-0.27 (0.07***)	-0.18 (0.09*)
	US	-0.22 (0.06***)	-0.12 (0.07)
Military Service	Civilian	-0.03 (0.06)	-
Age Group	25 to 29 years old	0 (0.09)	-
	30 to 34 years old	0.13 (0.08)	-
	35 to 44 years old	0.1 (0.08)	-
	45 years old or older	0.11 (0.1)	-
	Age	-	0 (0)
	Months Served as VAO	-0.01 (0.02)	0 (0.02)
Training Preference Reasons	Prefer hands-on learning	0.06 (0.03*)	0.03 (0.04)
	Prefer to ask questions	0.01 (0.03)	0.03 (0.03)
	Online training more convenient	0.03 (0.02)	0.01 (0.02)
	Prefer to repeat information	-0.02 (0.02)	-0.02 (0.02)
	Believe training better quality	-0.09 (0.03**)	-0.11 (0.03**)
Number of UVAOs	2	-0.08 (0.04)	-0.11 (0.06)
	3 or More	-0.21 (0.06***)	-0.13 (0.07)
Unit Size	50-99	-0.06 (0.06)	-0.1 (0.07)
	100-149	-0.03 (0.06)	-0.16 (0.08*)
	150-199	0.02 (0.07)	-0.08 (0.09)
	200-249	0 (0.08)	-0.15 (0.09)
	250 or More	0.06 (0.06)	-0.09 (0.07)
Military Branch	Army	-	-0.18 (0.05***)
	Marine Corps	-	0.23 (0.09**)
	Navy	-	0.01 (0.07)



Ethnicity	Hispanic or Latino	-	0.07 (0.08)
	Other Ethnicity	-	-0.05 (0.09)
	White	-	-0.06 (0.06)
Education Level	Associate Degree	-	-0.01 (0.06)
	Bachelor's Degree	-	-0.13 (0.05*)
	Master's Degree or Higher	-	-0.09 (0.07)
Marriage Status	Not Married	-	0 (0.05)
Pseudo R-squared		.084	.160
N		714	459

Note: The dependent variable is a dichotomous indicator for whether or not a respondent attended the in-person training. The first model is of respondents who preferred the in-person training and were aware of it, and the second model is limited to ADM respondents who preferred the in-person training and were aware of it. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B6: Satisfaction with Training—In-Person**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.8 (0.3**)	-0.31 (0.45)
Volunteer Status	Volunteered	0.7 (0.18***)	0.9 (0.23***)
Station	Overseas or Ship	0.23 (0.39)	0.6 (0.43)
	US	0.12 (0.35)	0.52 (0.37)
Military Service	Civilian	1.01 (0.3***)	-
Age Group	25 to 29 years old	0.5 (0.39)	-
	30 to 34 years old	0.57 (0.38)	-
	35 to 44 years old	0.58 (0.37)	-
	45 years old or older	0.34 (0.45)	-
	Age	-	-0.01 (0.02)
	Months Served as VAO	0.05 (0.09)	0.05 (0.11)
Number of UVAOs	2	-0.01 (0.21)	-0.37 (0.29)
	3 or More	0.11 (0.27)	0.02 (0.37)
Unit Size	50–99	0.31 (0.28)	0.49 (0.34)
	100–149	-0.3 (0.29)	-0.04 (0.34)
	150–199	-0.01 (0.33)	-0.2 (0.4)
	200–249	0.79 (0.39*)	0.94 (0.46*)
	250 or More	0.13 (0.27)	0.39 (0.35)
Military Branch	Army	-	-0.33 (0.25)
	Marine Corps	-	-0.47 (0.52)
	Navy	-	0 (0.36)
Ethnicity	Hispanic or Latino	-	-0.51 (0.43)
	Other Ethnicity	-	-0.86 (0.48)

	White	-	-0.79 (0.3**)
Education Level	Associate Degree	-	-0.49 (0.33)
	Bachelor's Degree	-	-0.46 (0.28)
	Master's Degree or Higher	-	-0.19 (0.34)
Marriage Status	Not Married	-	-0.27 (0.24)
	Pseudo R-squared*	.087	.384
	N	643	418

Note: The dependent variable is an ordinal variable that measures respondents' satisfaction with the in-person training. The first model is limited to respondents who attended the in-person training, and the second model is limited to ADM respondents who attended the in-person training. The model was estimated using ordinal logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error. Pseudo R-squared calculated using McFadden's Pseudo R-Squared equation.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B7: Satisfaction with Training—Online**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.2 (0.18)	0.11 (0.28)
Volunteer Status	Volunteered	0.38 (0.1***)	0.26 (0.14)
Station	Overseas or Ship	-0.34 (0.2)	-0.31 (0.24)
	US	-0.28 (0.16)	-0.1 (0.19)
Military Service	Civilian	-0.04 (0.17)	-
Age Group	25 to 29 years old	0.2 (0.22)	-
	30 to 34 years old	0.29 (0.22)	-
	35 to 44 years old	0.47 (0.21*)	-
	45 years old or older	1.07 (0.27***)	-
	Age	-	0.03 (0.01*)
	Months Served as VAO	0.07 (0.05)	0.02 (0.06)
Number of UVAOs	2	-0.06 (0.12)	-0.03 (0.16)
	3 or More	0.15 (0.16)	0.06 (0.21)
Unit Size	50–99	-0.12 (0.17)	-0.08 (0.21)
	100–149	-0.13 (0.18)	-0.25 (0.22)
	150–199	-0.19 (0.19)	-0.2 (0.24)
	200–249	-0.07 (0.21)	-0.08 (0.26)
	250 or More	0.04 (0.16)	-0.02 (0.21)
Military Branch	Army	-	0.11 (0.17)
	Marine Corps	-	-0.23 (0.22)
	Navy	-	0.37 (0.19)
Ethnicity	Hispanic or Latino	-	0.23 (0.25)
	Other Ethnicity	-	-0.5 (0.28)
	White	-	-0.37 (0.19*)
Education Level	Associate Degree	-	-0.18

			(0.19)
	Bachelor's Degree	-	-0.31 (0.17)
	Master's Degree or Higher	-	-0.46 (0.21*)
Marriage Status	Not Married	-	0.14 (0.14)
	Pseudo <i>R</i> -squared*	.055	.372
	<i>N</i>	1,577	1,046

Note: The dependent variable is an ordinal variable that measures respondents' satisfaction with the online training. The first model is limited to respondents who attended the online training, and the second model is limited to ADM respondents who took the online training. The model was estimated using ordinal logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error. Pseudo *R*-squared calculated using McFadden's Pseudo *R*-Squared equation.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B8: Satisfaction with Training—Military-Provided Training**

Variables		All Respondents	ADM
VAO Type	UVAO	-0.83 (0.31**)	-0.49 (0.5)
Volunteer Status	Volunteered	0.07 (0.17)	-0.02 (0.21)
Station	Overseas or Ship	0.05 (0.33)	0.46 (0.39)
	US	0.02 (0.28)	0.17 (0.31)
Military Service	Civilian	-0.16 (0.29)	-
Age Group	25 to 29 years old	0.6 (0.36)	-
	30 to 34 years old	0.8 (0.36*)	-
	35 to 44 years old	0.57 (0.35)	-
	45 years old or older	1.43 (0.43***)	-
	Age	-	0 (0.02)
	Months Served as VAO	-0.01 (0.08)	0.04 (0.1)
Number of UVAOs	2	0.27 (0.2)	-0.04 (0.27)
	3 or More	0.53 (0.25*)	0.38 (0.33)
Unit Size	50–99	0.09 (0.27)	0.03 (0.32)
	100–149	-0.06 (0.28)	-0.06 (0.35)
	150–199	-0.19 (0.31)	-0.23 (0.37)
	200–249	-0.29 (0.34)	-0.2 (0.43)
	250 or More	0.18 (0.25)	0.3 (0.32)
Military Branch	Army	-	-0.15 (0.25)
	Marine Corps	-	-0.3 (0.44)
	Navy	-	-0.05 (0.32)
Ethnicity	Hispanic or Latino	-	-0.11 (0.39)
	Other Ethnicity	-	-1.36 (0.43**)
	White	-	-1.07 (0.3***)
Education Level	Associate Degree	-	-0.45

			(0.31)
	Bachelor's Degree	-	-0.36 (0.27)
	Master's Degree or Higher	-	-0.38 (0.32)
Marriage Status	Not Married	-	0.17 (0.24)
	Pseudo <i>R</i> -squared*	.052	.363
	<i>N</i>	619	426

Note: The dependent variable is an ordinal variable that measures respondents' satisfaction with the military-provided training. The first model is limited to respondents who attended the military-provided training, and the second model is limited to ADM respondents who attended the military-provided training. The model was estimated using ordinal logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error. Pseudo *R*-squared calculated using McFadden's Pseudo *R*-Squared equation.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .



**Table B9: UVAO Satisfaction with IVAOs**

Variables		All Respondents	ADM
Communication Mode	Phone	0.04 (0.23)	0.09 (0.28)
	In Person	0.3 (0.19)	0.34 (0.23)
	Social Media	-0.43 (1.13)	0.12 (1.31)
Communication Frequency	Weekly	-0.93 (0.59)	-1.14 (0.7)
	Monthly	-1.84 (0.57**)	-1.99 (0.67**)
	Semiannually	-2.56 (0.57***)	-2.42 (0.67***)
	Annually	-3.17 (0.58***)	-3.23 (0.69***)
Volunteer Status	Volunteered	0.35 (0.12**)	0.4 (0.15**)
Station	Overseas or Ship	0.26 (0.23)	0.14 (0.26)
	U.S.	0.52 (0.18**)	0.43 (0.21*)
Military Service	Civilian	0.16 (0.2)	-
Age Group	25 to 29 years old	-0.32 (0.24)	-
	30 to 34 years old	0 (0.23)	-
	35 to 44 years old	0.08 (0.23)	-
	45 years old or older	0.24 (0.29)	-
Age		-	0.01 (0.01)
Months Served as VAO		0.01 (0.06)	-0.01 (0.07)
Number of UVAOs	2	0.04 (0.13)	0.07 (0.17)
	3 or More	0.52 (0.17**)	0.24 (0.23)
Unit Size	50-99	0 (0.18)	-0.25 (0.22)
	100-149	-0.09 (0.19)	-0.22 (0.23)
	150-199	-0.24 (0.21)	-0.19 (0.26)
	200-249	-0.22 (0.23)	-0.14 (0.28)
	250 or More	-0.32 (0.17)	-0.31 (0.23)
Military Branch	Army	-	0.45

			(0.18*)
	Marine Corps	-	-0.07 (0.27)
	Navy	-	0.1 (0.23)
Ethnicity	Hispanic or Latino	-	-0.1 (0.28)
	Other Ethnicity	-	-0.8 (0.31**)
	White	-	-0.13 (0.21)
Education Level	Associate Degree	-	-0.03 (0.21)
	Bachelor's Degree	-	-0.09 (0.18)
	Master's Degree or Higher	-	-0.09 (0.24)
Marriage Status	Not Married	-	0.21 (0.16)
Pseudo R-squared*		.311	.505
N		1,196	842

Note: The dependent variable is an ordinal variable that measures UVAO satisfaction with their interaction with IVAOs. The first model is limited to UVAOs who had some interaction with IVAOs, and the second model is limited to ADM UVAOs who had some interaction with IVAOs. The model was estimated using ordinal logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error. Pseudo R-squared calculated using McFadden's Pseudo R-Squared equation.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B10: Communication Mode—IVA Staff**

Variables		All Respondents	ADM
Communication Mode	Phone	-0.28 (0.27)	-0.26 (0.31)
	In Person	0.28 (0.24)	0.35 (0.28)
	Social Media	-0.47 (1.11)	0.06 (1.31)
Communication Frequency	Weekly	-1.81 (0.94)	-1.74 (0.96)
	Monthly	-2.54 (0.92**)	-2.29 (0.93*)
	Semiannually	-3.19 (0.92***)	-2.81 (0.94**)
	Annually	-3.86 (0.93***)	-3.48 (0.95***)
Volunteer Status	Volunteered	0.4 (0.14**)	0.41 (0.18*)
Station	Overseas or Ship	0.36 (0.26)	0.3 (0.31)
	U.S.	0.49 (0.21*)	0.32 (0.24)
Military Service	Civilian	0.23 (0.23)	-
Age Group	25 to 29 years old	-0.18 (0.27)	-
	30 to 34 years old	0.29 (0.27)	-
	35 to 44 years old	0.43 (0.26)	-
	45 years old or older	0.48 (0.33)	-
	Age	-	0.03 (0.01*)
	Months Served as VAO	0.01 (0.07)	-0.04 (0.09)
Number of UVAOs	2	-0.1 (0.15)	-0.05 (0.2)
	3 or More	0.43 (0.21*)	0.23 (0.27)
Unit Size	50-99	-0.06 (0.2)	-0.11 (0.25)
	100-149	-0.25 (0.22)	-0.33 (0.26)
	150-199	-0.05 (0.25)	0.08 (0.31)
	200-249	-0.51 (0.28)	-0.35 (0.34)
	250 or More	-0.52 (0.21*)	-0.43 (0.26)
Military Branch	Army	-	0.15

			(0.2)
	Marine Corps	-	-0.08 (0.33)
	Navy	-	-0.18 (0.28)
Ethnicity	Hispanic or Latino	-	-0.08 (0.33)
	Other Ethnicity	-	-0.66 (0.36)
	White	-	-0.32 (0.25)
Education Level	Associate Degree	-	0.04 (0.24)
	Bachelor's Degree	-	-0.12 (0.21)
	Master's Degree or Higher	-	-0.16 (0.28)
Marriage Status	Not Married	-	0.18 (0.18)
	Pseudo <i>R</i> -squared*	.466	.621
	<i>N</i>	876	614

Note: The dependent variable is an ordinal variable that measures UVAO satisfaction with their interaction with IVAO Office Staff. The first model is limited to UVAOs who had some interaction with IVA Office Staff, and the second model is limited to ADM UVAOs who had some interaction with IVA Office Staff. The model was estimated using ordinal logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error. Pseudo *R*-squared calculated using McFadden's Pseudo *R*-Squared equation.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

**Table B11: Guide Type Preference**

Variables		All Respondents	ADM
VAO Type	UVAO	0.69 (0.19***)	0.78 (0.31*)
Volunteer Status	Volunteered	-0.04 (0.12)	-0.19 (0.16)
Station	Overseas or Ship	-0.43 (0.23)	-0.45 (0.3)
	U.S.	-0.27 (0.19)	-0.49 (0.25*)
Military Service	Civilian	0.08 (0.18)	-
Age Group	25 to 29 years old	0.23 (0.25)	-
	30 to 34 years old	0.22 (0.25)	-
	35 to 44 years old	0.24 (0.24)	-
	45 years old or older	-0.16 (0.28)	-
	Age	-	0 (0.01)
Number of UVAOs	Months Served as VAO	0.07 (0.05)	-0.02 (0.07)
	2	-0.06 (0.13)	-0.05 (0.18)
	3 or More	-0.32 (0.17)	-0.08 (0.24)
Unit Size	50-99	0.01 (0.19)	0 (0.25)
	100-149	-0.19 (0.19)	-0.26 (0.25)
	150-199	0.13 (0.23)	0.06 (0.3)
	200-249	-0.19 (0.24)	-0.54 (0.3)
	250 or More	-0.19 (0.18)	-0.4 (0.24)
Military Branch	Army	-	-1.07 (0.19***)
	Marine Corps	-	-0.35 (0.26)
	Navy	-	-0.72 (0.21***)
Ethnicity	Hispanic or Latino	-	0.2 (0.3)
	Other Ethnicity	-	-0.58 (0.3)
	White	-	0.03 (0.21)
Education Level	Associate Degree	-	-0.18

			(0.23)
	Bachelor's Degree	-	-0.38 (0.19)
	Master's Degree or Higher	-	0.2 (0.25)
Marriage Status	Not Married	-	0.05 (0.16)
	Pseudo R-squared	.018	.051
	N	1,842	1,174

Note: The dependent variable is a dichotomous indicator for whether or not a respondent preferred the online version of the *Guide* to the hard copy. The first model is of all respondents who provided a response to the question, and the second model is limited to ADM respondents who responded to the question. The model was estimated using logistic regression. Observations are weighted to reflect the study design and mitigate the risk of various sources of survey error.

\* $p < .05$ , \*\* $p < .01$ , \*\*\* $p < .001$ .

# Appendix C: 2016 PEVS-VAO Instrument

// Include section header "2016 Post-Election Voting Survey of Voting Assistance Officers" //

[RCS CONTROL NUMBER LINK]

## Welcome

You have been selected to take a survey about your experience as a Voting Assistance Officer (VAO) and your use of FVAP products and services in the 2016 General Election. Most people take about 20 minutes to complete the survey.

This survey covers four main topics, including:

- Your VAO service in 2016
- Your VAO related training in 2016
- Voting assistance you provided as a VAO in 2016
- Your experience with FVAP voting assistance resources in 2016

After you enter your ticket number and click the Next button below, you will be asked to:

- Read the Privacy Advisory Statement
- Take the brief survey

Please **enter your ticket number** and click *Next* to begin the survey.

Ticket number:

We also have some additional information available to you about this survey and website privacy. Select the additional pages you would like to read below, if any, before proceeding with the survey.

**[Checkbox]** Frequently Asked Questions

**[Checkbox]** Security Protection Advisory (i.e., website privacy and cookies)

Thank you for your time and participation.

### Section 508 Compliance

The U.S. Department of Defense is committed to making electronic and information technologies accessible to individuals with disabilities in accordance with [Section 508 of the Rehabilitation Act \(29 U.S.C. §794d\), as amended in 1999](#). Send feedback or concerns related to the accessibility of this website to: [DoDSection508@osd.mil](mailto:DoDSection508@osd.mil). For more information about



Section 508, please visit the [DoD Section 508 website](#).

[Next button]

For questions or concerns about this survey, e-mail: [uvao-survey@mail.mil](mailto:uvao-survey@mail.mil)

*// Display if respondent checks "Frequently Asked Questions" checkbox on Welcome Screen.  
Include section header "2016 Post-Election Voting Survey of Voting Assistance Officers" //*

**[BACK]**

## Frequently Asked Questions (FAQs)

### How to Contact Us

If you have question or concerns about this survey, please email [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil).

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### Frequently Asked Questions

*// FAQ's below should link to page positions below. "TOP" buttons should link back to top of FAQ //*

[What is the Federal Voting Assistance Program \(FVAP\)?](#)

[What is Defense Manpower Data Center \(DMDC\)?](#)

[What is the Post-Election Voting \(PEV\) Program?](#)

[What is UOCAVA?](#)

[How do I know this is an official, approved DoD survey?](#)

[How did you pick me?](#)

[Why should I participate?](#)

[What is UVAO-Survey@mail.mil?](#)

[Why am I being asked to use the web?](#)

[Why are you using a .net instead of a .mil domain to field your survey?](#)

[Do I have to answer all questions?](#)

[Will my answers be kept private?](#)

[Can I withdraw my answers once I have started the survey?](#)

[Will I ever see the results of the survey?](#)

#### **What is the Federal Voting Assistance Program (FVAP)? [Top](#)**

- FVAP administers the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) on behalf of the Secretary of Defense. FVAP works to ensure that all Service members, their eligible family members, and overseas citizens are aware of their right to vote and have the tools and resources to successfully do so - from anywhere in the world.

#### **What is Defense Manpower Data Center (DMDC)? [Top](#)**

- 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 DoD. To learn more, visit the DMDC website. <http://www.dmdc.osd.mil/>

#### What is the Post-Election Voting (PEV) Program? [Top](#)

- 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 of 1986 (UOCAVA). UOCAVA, as amended by the Military and Overseas Voter Empowerment (MOVE) Act, requires FVAP to provide to Congress an assessment of voter registration and participation by absent Uniformed Services voters and the effectiveness of FVAP activities. The PEV surveys are designed to assist FVAP in administering UOCAVA and are used to develop ways to further improve the absentee voting process for military personnel and overseas citizens.

#### What is UOCAVA? [Top](#)

- The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) was enacted in 1986 and permits members of the Uniformed Services and Merchant Marines, their eligible family members, and U.S. citizens residing overseas, to register and vote absentee in elections for Federal offices. The Federal Voting Assistance Program (FVAP) administers the Federal requirements of the law and works to ensure UOCAVA citizens are aware of their right to vote and have the tools and resources to successfully do so from anywhere in the world.

#### How do I know this is an official, approved DoD survey? [Top](#)

- In accordance with [DoD Instruction 8910.01](#), all data collection in DoD must be licensed and show that license as a Report Control Symbol (RCS) with an expiration date. The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021.

#### How did you pick me? [Top](#)

- DMDC uses well-established, scientific procedures to randomly select a sample that represents the Defense community based on combinations of demographic characteristics (e.g., Service).

#### Why should I participate? [Top](#)

- This is your chance to be heard on issues that directly affect you, including the assessment of VAO training, the availability of voting resource materials, and VAO activities.
- Your responses on this survey **make a difference**.

#### What is UVAO-Survey@mail.mil? [Top](#)

- The official e-mail address for communicating with VAOs about Post-Election Voting (PEV). "UVAO-Survey@mail.mil" is short for Voting Assistance Officers Survey.

#### Why am I being asked to use the web? [Top](#)

- Web administration enables us to get survey results to senior Defense leaders faster.

#### Why are you using a .net instead of a .mil domain to field your survey? [Top](#)

- The survey is administered by our contractor, Data Recognition Corporation, an experienced survey operations company. The survey collection tool begins 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 answer all questions? [Top](#)

- No, it is not necessary to answer every question. We know you are very busy so the survey will let you start and stop as necessary, while continuing to save your progress.
- Within the survey screen, you have four control buttons: *Next Page* (→), *Previous Page* (←), *Clear Responses*, and *Save and Return Later*. Use these buttons to navigate through the survey or skip questions. Use *Save and Return Later* to give yourself flexibility to complete the survey at a convenient time. When you return to the survey website, enter your Ticket Number to get to the place in the survey where you had stopped.

#### Will my answers be kept private? [Top](#)

- Data you provide may be identifiable to DoD or the Federal Voting Assistance Program (FVAP). Please view the [Privacy Advisory](#).
- We encourage you to safeguard your Ticket Number to prevent unauthorized access to your survey. In addition, to ensure your privacy, be aware of the environment in which you take the survey (e.g., take the survey when no one else is home, take care to not leave the survey unattended).

#### Can I withdraw my answers once I have started the survey? [Top](#)

- If you wish to withdraw your answers, please notify the Survey Processing Center prior to January 6, 2017 by sending an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). Include your name and Ticket Number.

#### Will I ever see the results of the survey? [Top](#)

- The Federal Voting Assistance Program (FVAP) will post a post-election report to Congress at <http://www.FVAP.gov/>

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*// Display if respondent checks "Security Protection Advisory" checkbox on Welcome Screen. Include section header "2016 Post-Election Voting Survey of Voting Assistance Officers" //*

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## Security Protection Advisory

**WEBSITE PRIVACY:** The Department of Defense (DoD) will not collect personal information about you when you visit this website unless you choose to provide it yourself. Data you provide may be identifiable to DoD or the Federal Voting Assistance Program (FVAP).

**Use of "Cookies:"** Our system uses two types of "cookies," which are files placed on your computer's hard drive in order to monitor your use of the site or the web. We use session "cookies" for performance and load balancing issues.

For more information about your privacy rights, please read the Privacy Advisory at the start of the survey.

This website does collect certain data from your visit but does not store it in a way that it can be linked to you. This non-personal information helps us make the site more useful by recognizing the types of technology being used. The data collected are listed below:

1. The Internet Protocol (IP) address for the computer and the server being used on the Internet (for example, www.verizon.com, www.comcast.com, 122.3.55.34). Depending on your Internet service provider, IP addresses may identify your computer; in other cases, they identify no more than your Internet service provider (such as Verizon or Comcast).
2. The type and version of the browser and operating system used to access our site.
3. The date and time this site was accessed.
4. Number of bytes sent and received.
5. The pages visited.

This information is stored permanently for troubleshooting technical problems and for future capacity planning. It cannot be linked to any survey response data and resides in a completely different database. It may be shared with DoD as required for troubleshooting connections from DoD computers. None of this information will be revealed publicly or used to identify you.

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*// Display if respondent clicks welcome screen RCS Number link. Include section header "2016 Post-Election Voting Survey of Voting Assistance Officers" //*

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[How do I know this is an official, approved DoD survey?](#)

- In accordance with [DoD Instruction 8910.01](#) all data collections across multiple Services or commands within the Department must be licensed and show that license as a Report Control Symbol (RCS) with an expiration date. The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021.
- For surveys within a single Service or command, regulations or orders establish procedures for survey reviews and information collection licenses.
- All approved surveys are to display an information control symbol and expiration date, such as an RCS, a Service specific control number, or an Office of Budget Management (OMB) control number.

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*// Include section header "2016 Post-Election Voting Survey of Voting Assistance Officers" //*

## Privacy Advisory

This survey does not collect or use personally identifiable information and is not retrieved by personal identifier. Responding to this survey is voluntary. Most people can complete the survey in 20 minutes. There is no penalty to you or your office if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative.

### Additional Information

The Uniformed and Overseas Citizens Absentee Voting Act as modified by the Military and Overseas Voting Empowerment Act, 42 United States Code, Section 1973ff, and Executive Order 12642 requires the Department of Defense to conduct this survey.

This survey is conducted by the Federal Voting Assistance Program (FVAP), which works to ensure that all Service members, their eligible family members, and overseas citizens are aware of their right to vote and have the tools to do so - from anywhere in the world. Information collected in this survey will provide FVAP with critical information to help improve the services and information available for Voting Assistance Officers (VAOs). Reports will be provided to the President and to Congress. Some findings may be published by the Defense Manpower Data Center (DMDC) or in professional journals, or presented at conferences, symposia, and scientific meetings. Your responses could be used in future research.

Completing this survey is voluntary. Most people can complete the survey in 20 minutes. There is no penalty to you or your office if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative. This survey is being conducted for program evaluation at the DoD level and at the unit level. **Your responses will not be treated as confidential. Identifying information about your position as a Voting Assistance Officer (VAO) may be used by government and contractor staff engaged in, and for purposes of, the program evaluation. In addition, FVAP will receive data which will identify your unit.** Any comments you leave on the survey will be provided verbatim (i.e., exactly as submitted) to FVAP. Do not include any Personally Identifiable Information (PII) in your comments.

If you experience any difficulties taking the survey, please contact the Survey Processing Center by sending an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). Once you start answering the survey, if you desire to withdraw your answers, please notify the Survey Processing Center prior to January 6, 2017. 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.

[CONTINUE]

## Eligibility

// Include running section header "Eligibility" //

Item #: Q1

Question type: Single punch

// If Q1 = 1, skip to Q56 //

// Soft Prompt: "We would like your response to the question above." //

**CURVAO:** Did you serve as a Unit Voting Assistance Officer (UVAO), Installation Voting Assistance Officer (IVA0), or Installation Voting Assistance Office Staff (IVA Office Staff) at any point between January 1, 2016, and November 8, 2016?

Variable Label: Q1: 2016 VAO eligibility

Value	Value Label
2	Yes
1	No

Item #: Q2

Question type: Single punch

// If Q2 = 5, skip to Q56 //

// Soft Prompt: "We would like your response to the question above." //

**MILSERVE:** Which of the following best describes your affiliation?

Variable Label: Q2: Affiliation

Value	Value Label
1	Active duty military member
2	Member of the National Guard or Reserve in a full-time, active duty program (AGR/ FTS/AR)
3	Traditional National Guard/Reserve member (e.g., drilling unit, IMA, IRR)
4	Federal civilian
5	Federal contractor

## VAO Service

// Include running section header "VAO Service" //

Item #: Q3

Question type: Multi-punch

MONVAO: In 2016, in which months did you serve as a Voting Assistance Officer (VAO)? *Mark all that apply.*

Variable Label: Q3: VAO 2016 months served

Variable Name	Variable Text	Variable Label
MONVAOJAN	January	Q2_1: January served
MONVAOFEB	February	Q2_2: February served
MONVAOMAR	March	Q2_3: March served
MONVAOAPR	April	Q2_4: April served
MONVAOMAY	May	Q2_5: May served
MONVAOJUN	June	Q2_6: June served
MONVAOJUL	July	Q2_7: July served
MONVAOAUG	August	Q2_8: August served
MONVAOSEP	September	Q2_9: September served
MONVAOOCT	October	Q2_10: October served
MONVAONOV	November	Q2_11: November served

Item #: Q4

Question type: Open-End Numeric

// Limit numeric answers to 0-1000, no decimals. //

MONTOT: Before November 2016, what was the total number of months you had ever served as a Voting Assistance Officer (Including UVAO, IVAO, or IVA Office Staff service)?

Variable Label: Q4: VAO total months served

--

Item #: Q5

Question type: Single punch

VOLUNTEER: Were you assigned to your position or did you volunteer for your position as [Pipe in VAOTYPE] for the November 8, 2016, election?

Variable Label: Q5: Assigned or Volunteered

Value	Value Label
1	Assigned
2	Volunteered

## Training

// Include running section header "Training" //

// On the same page, format description text inside a box with a light blue background //



In coordination with the Services, the Federal Voting Assistance Program (FVAP) develops various training materials for Voting Assistance Officers (VAOs) to use to provide assistance with voter registration and absentee ballots. Your answers to the following questions will help us evaluate the current training materials and learn how we can improve the materials for future elections.

FVAP offers both in-person and online trainings for Voting Assistance Officers (VAOs).

As you answer the following questions, please consider any training you received for the *November 8, 2016, election*.

**Item #: Q6**

**Question Type:** Grid

*// Soft Prompt: "You did not answer all questions, we would like your response to the question above."//*

**TRAINAW.** In 2016, were you aware of any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? *Mark "Yes" or "No" for each item.*

Variable Name	Variable Text	Variable Label
TRAINAWA	FVAP in-person VAO training workshop	Q6a: FVAP in-person VAO training
TRAINAWB	FVAP online VAO training module	Q6b: FVAP online VAO training
TRAINAWC	Training provided by your military Service	Q6c: Military service training

Value	Value Label
2	Yes
1	No

**Item #: Q7**

**Question Type:** Grid

*// For each subitem, ask if matching Q6a/b/c = 2. If all Q6 subitems ≠ 2, skip to Q8 //*

**TRAIN.** In 2016, did you attend any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? *Mark "Yes" or "No" for each item.*

Variable Name	Variable Text	Variable Label
TRAINA	FVAP in-person VAO training workshop	Q7a: FVAP in-person VAO training
TRAINB	FVAP online VAO training module	Q7b: FVAP online VAO training
TRAINC	Training provided by your military Service	Q7c: Military service training

Value	Value Label
2	Yes
1	No

**Item #: Q8**

**Question type:** Single punch

*// Ask if Q6a = 2 and Q7a = 1 //*

**TRAINNOT:** During 2016, what was the main reason you did not attend FVAP in-person Voting Assistance Officer (VAO) training?

**Variable Label:** Q8: Reason not attended VAO training

Value	Value Label
1	I did not believe FVAP offered training on the information I needed.
2	I did not believe the training included accurate information.
3	I received comparable training from another source.
4	The trainings were too far away for me to attend.
5	I was not able to obtain permission to attend the training.
6	I did not need training.
7	Some other reason

**Item #:** Q8sp

**Question type:** Open-End Essay

// Ask if Q8 = 1 OR 2. Limit comment to 1000 characters. //

**TRAINNOTSP:** Please specify how we can improve FVAP in-person Voting Assistance Officer (VAO) training? Do not provide any Personally Identifiable Information (PII).

**Variable Label:** Q8sp: How to improve in-person VAO training

**Item #:** Q9

**Question type:** Single punch

// Ask if Q7a = 2 AND VAOTYPE = "UVAO" //

**TMONUVAO:** In 2016, in what month did you attend the FVAP in-person Unit Voting Assistance Officer (UVAO) training workshop?

**Variable Label:** Q9: Month attended in-person UVAO training

Value	Value Label
1	January
2	February
3	March
4	April
5	May
6	June

**Item #:** Q10

**Question type:** Single punch

// Ask if Q7a = 2 AND VAOTYPE = "IVA0" OR "IVA Office Staff" //

**TMONIVA0:** In 2016, in what month did you attend the FVAP in-person Installation Voting Assistance Officer (IVA0) or IVA Office staff training workshop?

**Variable Label:** Q10: Month attended in-person IVA0 training

Value	Value Label
1	February
2	March
3	April
4	May
5	August

Item #: Q11

Question Type: Grid

// For each subitem, ask if matching Q7a/b/c = 2. If all Q7 subitems ≠ 2, skip to Q12 //

**TRAINUSF.** How useful were each of the following types of training in preparing you for performing your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

Variable Name	Variable Text	Variable Label
TRAINUSFA	FVAP in-person VAO training workshop	Q11a: FVAP in-person VAO training
TRAINUSFB	FVAP online VAO training module	Q11b: FVAP online VAO training
TRAINUSFC	Training provided by your military Service	Q11c: Military service training

Value	Value Label
1	Not useful
2	Somewhat useful
3	Useful
4	Very useful

Item #: Q12

Question type: Single punch

// Randomize order of response options //

**TRAINPREF:** If given a choice, which type of Voting Assistance Officer (VAO) training would you prefer?

**Variable Label:** Q12: VAO training mode preference

Value	Value Label
1	FVAP in-person VAO training workshop
2	FVAP online VAO training module

Item #: Q13

Question Type: Grid

// Ask if Q12 ≠ -99; Randomize order of subitems //

**TRAINPREFWHY.** You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? *Mark one answer for each item.*

Variable Name	Variable Text	Variable Label
TRAINPREFWHYA	I prefer hands-on learning.	Q13a: Prefer hands on learning
TRAINPREFWHYB	I prefer to ask questions during training.	Q13b: Prefer to ask questions
TRAINPREFWHYC	I believe this training is more	Q13c: Believe training more convenient

	convenient.	
TRAINPREFWHYD	I prefer to repeat information multiple times.	Q13d: Prefer repeating information
TRAINPREFWHYE	I believe this training provides better quality information.	Q13e: Believe training better quality

Value	Value Label
5	Strongly agree
4	Agree
3	Neither agree nor disagree
2	Disagree
1	Strongly disagree

Item #: Q14

Question Type: Grid

// Randomize order of subitems //

// Soft Prompt: "You did not answer all questions, we would like your response to the question above." //

**DUTYCONF.** Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? *Mark one answer for each item.*

Variable Name	Variable Text	Variable Label
DUTYCONFA	I understand my duties and responsibilities as a VAO.	Q14a: Understand VAO duties
DUTYCONFB	I understand voting laws (e.g., the <i>Uniformed and Overseas Citizens Absentee Voting Act [UOCAVA]</i> ).	Q14b: Understand voting laws
DUTYCONFC	I can determine who is an eligible UOCAVA voter.	Q14c: Can determine UOCAVA eligibility
DUTYCONFD	I can use the <i>Voting Assistance Guide (VAG)</i> to explain differences in State voting procedures.	Q14d: Can use VAG for State differences
DUTYCONF E	I can explain to others how to complete the Federal Post Card Application (FPCA).	Q14e: Can explain FPCA
DUTYCONF F	I can explain to others how to complete the Federal Write-In Absentee Ballot (FWAB).	Q14f: Can explain FWAB
DUTYCONF G	I can conduct effective outreach to UOCAVA voters.	Q14g: Can conduct voter outreach
DUTYCONF H	I understand how to navigate FVAP.gov.	Q14h: Can navigate FVAP.gov
DUTYCONF I	I understand how to use the FVAP portal.	Q14h: Can use FVAP portal
DUTYCONF J	I can explain to others how to return an absentee ballot.	Q14j: Can explain how to return absentee ballot

DUTYCONFK	I can guide a voter through the FVAP online assistant.	Q14k: Can use FVAP online assistant
DUTYCONFL	I understand what VAO metrics to report.	Q14l: Understand VAO metrics to report

Value	Value Label
4	Very confident
3	Confident
2	Somewhat confident
1	Not confident

**Item #:** Q15

**Question type:** Single punch

**JOBCONF:** For the 2016 election, how confident are you that you were able to effectively do your job as a [Pipe in VAOTYPE]?

**Variable Label:** Q15: VAO job effectiveness confidence

Value	Value Label
4	Very confident
3	Confident
2	Somewhat confident
1	Not confident

## Voting Assistance

// Include running section header "Voting Assistance" //

// On the same page, format description text inside a box with a light blue background //

The following questions will help us evaluate how Voting Assistance Officers (VAOs) interact with voters and other VAOs. As you answer the following questions, please reference the time period you were assisting voters in preparation for the *November 8, 2016, election*.

**Item #:** Q16

**Question type:** Single punch

// Ask if VAOTYPE = "UVAO" //

**NUMUNIT:** Approximately how many permanent military members were assigned to the unit(s) where you served as a Unit Voting Assistance Officer (UVAO)?

**Variable Label:** Q16: UVAO unit military members assigned

Value	Value Label
1	Less than 50
2	50 to 99
3	100 to 149
4	150 to 199
5	200 to 249
6	250 or more

**Item #:** Q17

**Question type:** Single punch

// Ask if VAOTYPE = "UVAO" //

**NUMUVAOS:** How many Unit Voting Assistance Officers (UVAOs) and assistant UVAOs were assigned to the unit(s) where you served as a UVAO? *Please include yourself in the total number.*

**Variable Label:** Q17: UVAO unit UVAOs assigned

Value	Value Label
1	1
2	2
3	3
4	4
5	5
6	6 or more

**Item #:** Q18

**Question type:** Single punch

// Ask if VAOTYPE = "UVAO" //

**NUMMMASST:** Approximately how many permanent military members from your unit(s) did you assist with voting during the 2016 election year?

**Variable Label:** Q18: UVAO number military unit assisted

Value	Value Label
1	None
2	1 to 9
3	10 to 24
4	25 to 99
5	100 or more

**Item #:** Q19

**Question type:** Single punch

// Ask if VAOTYPE = "UVAO" //

**NUMSPDASST:** Approximately how many military spouses and dependents did you assist with voting during the 2016 election year?

**Variable Label:** Q19: UVAO number spouse and dependents assisted

Value	Value Label
1	None
2	1 to 9
3	10 to 24
4	25 to 99
5	100 or more

**Item #:** Q20

**Question type:** Single punch

// Ask if VAOTYPE = "IVA" OR "IVA Office Staff" //

**IVAOFFICE:** At your installation, do you have an Installation Voter Assistance (IVA) Office that voters can come to for in-person assistance?

**Variable Label:** Q20: Have IVA Office at installation

Value	Value Label
2	Yes
1	No

**Item #:** Q21

**Question type:** Single punch

// Ask if VAOTYPE = "IVAO" OR "IVA Office Staff" AND Q20 = 2 //

**NUMIVAASST:** Not including those who visited for routine processing activities, approximately how many individuals came to your IVA Office for voting assistance in 2016?

**Variable Label:** Q21: Number assisted at IVA Office

Value	Value Label
1	None
2	1 to 9
3	10 to 24
4	25 to 99
5	100 or more

**Item #:** Q22

**Question Type:** Grid

**VOTEASST.** On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? *Mark one answer for each option.*

Variable Name	Variable Text	Variable Label
VOTEASSTA	Providing paper or PDF copies of voting forms (e.g., FPCAs or FWABs) to voters	Q22a: Provide paper or PDF voting forms
VOTEASSTB	Directing voters to the FVAP online assistant to complete voting forms (e.g., FPCAs or FWABs)	Q22b: Direct voters to online assistant
VOTEASSTC	Helping voters complete paper or PDF copies of voting forms (e.g., FPCAs or FWABs)	Q22c: Help voters with paper or PDF voting forms
VOTEASSTD	Helping voters complete voting forms (e.g., FPCAs or FWABs) using the FVAP online assistant	Q22d: Help voters with online assistant
VOTEASSTE	Helping voters determine their legal residency and/or voting jurisdiction	Q22e: Help voters determine residency
VOTEASSTF	Providing addresses of Local Election Officials (LEOs)	Q22f: Provide LEO addresses
VOTEASSTG	Explaining State voting procedures and/or election deadlines to voters	Q22g: Explain State voting info
VOTEASSTH	Hosting outreach events for voters	Q22h: Host voter outreach events

Value	Value Label
1	Daily
2	Weekly

3	Semimonthly
4	Monthly
5	Semiannually
6	Never

Item #: Q23

Question Type: Grid

// Ask Q23a/b/c/d if VAOTYPE = "UVAO", ask Q23a/b if VAOTYPE = "IVA" OR "IVA Office Staff"//  
**SUPPORT.** How satisfied or dissatisfied were you with the amount of support you received from each of the following groups with helping you perform your [Pipe in VAOTYPE] duties in 2016? *Mark one answer for each item. If you did not receive support from a specific group, mark "Does not apply" for that item.*

Variable Name	Variable Text	Variable Label
SUPPORTA	FVAP	Q23a: FVAP support satisfaction
SUPPORTB	Your command	Q23b: Command support satisfaction
SUPPORTC	Your Installation Voting Assistance Officer (IVA)	Q23c: IVAO support satisfaction
SUPPORTD	Your Installation Voter Assistance (IVA) Office Staff	Q23d: IVA Office Staff support satisfaction

Value	Value Label
5	Very satisfied
4	Satisfied
3	Neither satisfied nor dissatisfied
2	Dissatisfied
1	Very Dissatisfied
6	Does not apply

Item #: Q24

Question Type: Grid

**CONTVAO.** How often did you have contact with others serving as each of the following Voting Assistance Officers in 2016? *Mark one answer for each item.*

Variable Name	Variable Text	Variable Label
CONTVAOA	Installation Voting Assistance Officers (IVAOs)	Q24a: IVAO contact frequency
CONTVAOB	Installation Voting Assistance (IVA) Office Staff	Q24b: IVA Office Staff contact frequency
CONTVAOC	Unit Voting Assistance Officers (UVAOs)	Q24c: UVAO contact frequency

Value	Value Label
1	Daily
2	Weekly
3	Monthly
4	Semiannually



5	Annually
6	Never

Item #: Q25

Question Type: Grid

// Ask if Q24a/b/c matching ≠ 6 OR -99//

**COMMVAO.** What was your primary mode of communication with each of the following Voting Assistance Officers? *Mark one answer for each item.*

Variable Name	Variable Text	Variable Label
COMMVAOA	Installation Voting Assistance Officers (IVAOs)	Q25a: IVAO contact mode
COMMVAOB	Installation Voting Assistance (IVA) Office Staff	Q25b: IVA Office Staff contact mode
COMMVAOC	Unit Voting Assistance Officers (UVAOs)	Q25c: UVAO contact mode

Value	Value Label
1	Email
2	Phone or conference call
3	In-person
4	Social media (e.g., Facebook, Twitter)

## FVAP Voting Assistance Resources

// Include running section header “FVAP Voting Assistance Resources” //

// On separate page, format description text inside a box with a light blue background //

The next section of this survey will ask about your experience in 2016 using seven different FVAP voting assistance resources. As you answer the following questions, please reference the time period you were assisting voters in preparation for the *November 8, 2016, election*.

On the next page, please read the following descriptions of these FVAP products and services carefully. You can reference these descriptions during the survey by using the links at the bottom of your screen.

// On a separate page list all description text. Format seven resource description texts inside seven boxes with a light blue background //

### FVAP.gov

The website provides voting-related information and resources for absent Uniformed Service members, their eligible family members, overseas U.S. citizens and those that support them. The website provides State-specific election information that voters can rely on when voting absentee.

### Online Assistant

FVAP offers an easy-to-use online assistant at FVAP.gov to guide voters in completing Federal Post Card Applications (FPCA) and Federal Write-In Absentee Ballots (FWAB). The online assistant simplifies the completion of FPCAs and FWABs by providing State-specific information and instructions on how to download, print and mail forms to Local Election Officials (LEOs).

### Portal

The FVAP Portal is an online portal at FVAP.gov where VAOs go to submit required metrics on their voting assistance duties.

### Monthly To-Do List

FVAP creates a monthly to-do list that UVAOs receive from their IVAO or the FVAP portal. It details recommended tasks that VAOs should perform each month to best assist Service members.

### Voting Alerts

FVAP's voting alerts or news releases are focused, timely and relevant emails that keep UVAOs informed about election dates, important deadlines throughout the absentee voting process, changes to State laws and other crucial absentee voting information.

### Staff Support

FVAP provides email support through vote@fvap.gov and a toll-free telephone service that allows VAOs to ask FVAP staff for voting information, assistance or to provide State-specific updates for FVAP to communicate with voters.

### Voting Assistance Guide (VAG)

The *Voting Assistance Guide* (VAG) is a reference guide for absentee voting regulations, laws, deadlines and procedures across all 50 States and 5 U.S. territories. It is the primary source of information for citizens covered by the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), regarding procedures for registering to vote, requesting a ballot and voting in a specific State or territory of legal residence. The VAG can be found on FVAP.gov and it is also available in a paper format.

// Page Break //

// At the bottom of Q26-Q29, display link to pop up descriptions of FVAP.gov, Online Assistant, Portal, Monthly To-Do List, Voting Alerts, Staff Support, and Voting Assistance Guide with above descriptions //

Item #: Q26

Question Type: Grid

// Soft Prompt: "You did not answer all questions, we would like your response to the question above."//

AW. In 2016, were you aware of the following FVAP voting assistance resources? Mark "Yes" or "No" for each item.

Variable Name	Variable Text	Variable Label
AWWEB	FVAP.gov	Q26a: FVAP.gov awareness
AWOASST	FVAP online assistant	Q26b: Online assistant awareness

AWPORT	FVAP portal	Q26c: Portal awareness
AWTODO	FVAP monthly to-do list	Q26d: Monthly TDL awareness
AWALERT	FVAP voting alerts	Q26e: Voting alerts awareness
AWSTAFF	FVAP staff support	Q26f: Staff support awareness
AWVAG	FVAP 2016-17 Voting Assistance Guide (VAG)	Q26g: VAG awareness

Value	Value Label
2	Yes
1	No

Item #: Q27

Question Type: Grid

// Ask Q27a if Q26d =2; Ask Q27b if Q26e=2; Ask Q27c if Q26g=2; else skip to Q28 //

REC. In 2016, did you receive any of the following FVAP voting assistance resources? Mark "Yes" or "No" for each item.

Variable Name	Variable Text	Variable Label
RECTODO	FVAP monthly to-do list	Q27a: Monthly TDL received
RECALERT	FVAP voting alerts	Q27b: Voting alerts received
RECVAG	FVAP 2016-17 Voting Assistance Guide (VAG)	Q27c: VAG received

Value	Value Label
2	Yes
1	No

Item #: Q28

Question Type: Grid

// Ask if Q26a/b/c/d/e/f/g matching =2 AND Ask Q28d if Q27a =2; Ask Q28e if Q27b=2; Ask Q28g if Q27c=2; else skip to Q29 //

USE. In 2016, did you use the following FVAP voting assistance resources? Mark "Yes" or "No" for each item.

Variable Name	Variable Text	Variable Label
USEWEB	FVAP.gov	Q28a: FVAP.gov use
USEOASST	FVAP online assistant	Q28b: Online assistant use
USEPORT	FVAP portal	Q28c: Portal use
USETODO	FVAP monthly to-do list	Q28d: Monthly TDL use
USEALERT	FVAP voting alerts	Q28e: Voting alerts use
USESTAFF	FVAP staff support	Q28f: Staff support use
USEVAG	FVAP 2016-17 Voting Assistance Guide (VAG)	Q28g: VAG use

Value	Value Label
2	Yes
1	No

Item #: Q29

Question Type: Grid

// Ask if Q28a/b/c/d/e/f/g matching =2 //

USFL. How useful were the following voting assistance resources in helping you perform your VAO duties? *Mark one answer for each statement.*

Variable Name	Variable Text	Variable Label
USFLWEB	FVAP.gov	Q29a: FVAP.gov use
USFLOASST	FVAP online assistant	Q29b: Online assistant use
USFLPORT	FVAP portal	Q29c: Portal use
USFLTODD	FVAP monthly to-do list	Q29d: Monthly TDL use
USFLALERT	FVAP voting alerts	Q29e: Voting alerts use
USFLSTAFF	FVAP staff support	Q29f: Staff support use
USFLVAG	FVAP 2016-17 <i>Voting Assistance Guide</i> (VAG)	Q29g: VAG use

Value	Value Label
4	Very useful
3	Useful
2	Somewhat useful
1	Not useful

## FVAP.gov

// Include running section header "FVAP.gov" //

// At the bottom of Q30-31sp, display link to pop up description of FVAP.gov //

// On the same page, format description text inside a box with a light blue background //

FVAP provides the following products, information and resources on [FVAP.gov](#) to support VAOs with their duties assisting military members.

Item #: Q30

Question Type: Grid

// Ask if Q28a = 2; Randomize order of subitems //

FWEBUSEFUL. How useful were each of the following in helping you perform your VAO duties? *Mark one answer for each item. If you did not access or obtain the item from FVAP.gov, mark "Does not apply."*

Variable Name	Variable Text	Variable Label
FWEBUSEFULA	PDF versions of voting forms (e.g., FPCAs or FWABs) or envelopes	Q30a: PDF voting forms usefulness
FWEBUSEFULB	Election date calendar	Q30b: Election data calendar usefulness
FWEBUSEFULC	Links to other election-related websites	Q30c: Election-related website usefulness
FWEBUSEFULD	International toll-free phone and fax	Q30d: International phone and fax

	numbers	usefulness
FWEBUSEFULE	The Voting Assistance Officer (VAO) section	Q30e: VAO section usefulness
FWEBUSEFULF	Voting alert sign-up	Q30f: Voting alert signup usefulness
FWEBUSEFULG	FVAP contact information	Q30g: FVAP contact info usefulness
FWEBUSEFULH	PDF versions of posters and handouts	Q30h: PDF posters and handouts usefulness

Value	Value Label
4	Very useful
3	Useful
2	Somewhat useful
1	Not useful
5	Does not apply

Item #: Q31

Question type: Single punch

// Ask if Q26a = 2 AND Q28a = 1 //

NOVISITFVAP: What was the main reason why you did not visit [FVAP.gov](http://FVAP.gov)?

Variable Label: Q31: Reason not visited FVAP.gov

Value	Value Label
1	I did not believe FVAP.gov offered the assistance I needed.
2	I did not believe FVAP.gov offered accurate information.
3	I received comparable assistance from another resource.
4	I did not need assistance or information available on FVAP.gov.
5	Some other reason

Item #: Q31sp

Question type: Open-End Essay

// Ask if Q31 = 1 OR Q31 = 2. Limit comment to 1000 characters. //

NOVISITFVAPSP: Please specify how we can improve [FVAP.gov](http://FVAP.gov)? Do not provide any Personally Identifiable Information (PII).

Variable Label: Q31sp: How to improve FVAP.gov

## Federal Voting Assistance Program's (FVAP) Online Assistant

// Include running section header "FVAP Online Assistant" //

// At the bottom of Q32-33sp2, display link to pop up descriptions of Online Assistant //

Item #: Q32

Question Type: Grid

// Ask if Q26b = 2 //

RECMD. In 2016, did you recommend anyone to use the FVAP online assistant to complete any of the following? Mark "Yes" or "No" for each item.

Variable Name	Variable Text	Variable Label
RECMDA	Federal Post Card Application (FPCA)	Q32a: Recommend FPCA online assistant
REC MDB	Federal Write-In Absentee Ballot (FWAB)	Q32b: Recommend FWAB online assistant

Value	Value Label
2	Yes
1	No

Item #: Q33

Question type: Single punch

// Ask if Q32a = 1 AND Q32b = 1 //

NORECMD: What was the main reason why you did not recommend anyone to use the FVAP online assistant?

Variable Label: Q33: Reason not recommended online assistant

Value	Value Label
1	I did not believe FVAP online assistant provided the assistance others needed.
2	I did not believe FVAP online assistant offered accurate information.
3	Other voters received comparable assistance from another resource.
4	I preferred to rely on paper or PDF copies of forms (e.g., FPCAs and FWABs).
5	Some other reason

Item #: Q33sp1

Question type: Open-End Essay

// Ask if Q33 = 5. Limit comment to 1000 characters. //

NORECMDSP1: Please specify the other reason(s) you did not recommend anyone to use the FVAP online assistant. *Do not provide any Personally Identifiable Information (PII).*

Variable Label: Q33sp: Reason not recommended online assistant

Item #: Q33sp2

Question type: Open-End Essay

// Ask if Q33 = 1 OR 2. Limit comment to 1000 characters. //

**NORECMDSP2:** Please specify how we can improve the FVAP online assistant. *Do not provide any Personally Identifiable Information (PII).*

**Variable Label:** Q33sp: How to improve online assistant

## Federal Voting Assistance Program’s (FVAP) Portal

// Include running section header “FVAP Portal” //

// At the bottom of Q34-Q34sp, display link to pop up description of Portal //

**Item #:** Q34

**Question type:** Single punch

// Ask if Q28c = 2 //

**PORTLOG:** During 2016, on average how often did you log in to the FVAP portal to report metrics or obtain election materials?

**Variable Label:** Q34: Portal login frequency

Value	Value Label
1	Daily
2	Weekly
3	Monthly
4	Semiannually
5	Annually
6	Never

**Item #:** Q34sp

**Question type:** Open-End Essay

// Ask if Q29c = 1 OR 2. Limit comment to 1000 characters. //

**USFLPORTSP:** Please specify how we can improve the FVAP portal. *Do not provide any Personally Identifiable Information (PII).*

**Variable Label:** Q34sp: How to improve portal

## Federal Voting Assistance Program’s (FVAP) Voting Alerts

// Include running section header “FVAP Voting Alerts” //

// At the bottom of Q35-Q36, display link to pop up descriptions of Voting Alerts //

Item #: Q35

Question type: Single punch

// Ask if Q26e = 2 AND Q27b = 1 //

ALERTREG: During 2016, were you registered to receive FVAP's voting alerts?

Variable Label: Q34: Voting alerts registered

Value	Value Label
2	Yes
1	No

Item #: Q36

Question type: Multi-punch

// Ask if Q27b = 2; Randomize order response options //

ALERTFWD: How did you distribute information obtained from the FVAP's voting alerts? *Mark all that apply.*

Variable Label: Q36: Voting alerts registered

Variable Name	Variable Text	Variable Label
ALERTFWD1	Forwarded the emails	Q36_1 Forwarded emails
ALERTFWD2	Posted the information (e.g., on bulletin boards)	Q36_2 Posted information
ALERTFWD3	Through social media (e.g., Facebook, Twitter)	Q36_3 Social media
ALERTFWD4	Announced during formations	Q36_4 Announced during formations
ALERTFWD5	Announced during staff meetings	Q36_5 Announced during staff meetings

## Federal Voting Assistance Program's (FVAP) Staff Support

// Include running section header "FVAP Staff Support" //

// At the bottom of Q37-Q38sp2, display link to pop up descriptions of Staff Support //

Item #: Q37

Question Type: Grid

// Ask if Q28f = 2; Randomize order subitems //

STAFFCON. Did you use any of the following types of communication when you contacted FVAP staff support? *Mark "Yes" or "No" for each item.*

Variable Name	Variable Text	Variable Label
STAFFCONA	Email	Q37a: Email staff support
STAFFCONB	Phone	Q37b: Phone staff support
STAFFCONC	Electronic Transmission Service (ETS)	Q37c: ETS staff support

Value	Value Label
-------	-------------



2	Yes
1	No

Item #: Q38

Question type: Single punch

// Ask if Q26f = 2 AND Q28f = 1 //

NOSTAFF: What was the main reason why you did not use FVAP staff support?

Variable Label: Q38: Reason not used staff support

Value	Value Label
1	I did not believe FVAP staff offered the assistance I or others needed.
2	I did not believe FVAP staff offered accurate information.
3	I did not believe FVAP staff provided timely responses.
4	I received comparable assistance from another resource.
5	I did not need assistance or information from FVAP staff.
6	Some other reason

Item #: Q38sp1

Question type: Open-End Essay

// Ask if Q38 = 6. Limit comment to 1000 characters. //

NOSTAFFSP1: Please specify the main reason why you did not use FVAP staff support. Do not provide any Personally Identifiable Information (PII).

Variable Label: Q38sp1: Reason not used staff support

Item #: Q38sp2

Question type: Open-End Essay

// Ask if Q38 = 1 OR 2. Limit comment to 1000 characters. //

NOSTAFFSP2: Please specify how we can improve FVAP staff support. Do not provide any Personally Identifiable Information (PII).

Variable Label: Q38sp2: How to improve staff support

## Federal Voting Assistance Program's (FVAP) Voting Assistance Guide

// Include running section header "FVAP Voting Assistance Guide" //

// At the bottom of Q39-Q41, display link to pop up descriptions of Voting Assistance Guide //

Item #: Q39

Question type: Single punch

VAGPREF: If given a choice, would you prefer the paper or online version of the 2016–17 *Voting Assistance Guide* (VAG)?

Variable Label: Q39: VAG mode preference

Value	Value Label
1	Paper
2	Online

Item #: Q40

Question Type: Grid

// Ask if Q28g = 2; Randomize order subitems //

VAGUSFL. How useful did you find the following information in the *2016–17 Voting Assistance Guide* (VAG)? Mark one answer for each item.

Variable Name	Variable Text	Variable Label
VAGUSFLA	Dates of elections and deadlines	Q40a: Election dates and deadlines
VAGUSFLB	The “Important Information” section	Q40b: Important info section
VAGUSFLC	State-by-State information on filling out FPCAs	Q40c: State FPCA info
VAGUSFLD	The “Voting Your Ballot” section	Q40d: Voting your ballot section
VAGUSFLE	State-by-State information on filling out FWABs	Q40e: State FWAB info
VAGUSFLF	Instructions on submitting forms	Q40f: Instructions submit forms
VAGUSFLG	Mailing addresses, emails or fax numbers to send completed voting forms (e.g., FPCA or FWAB)	Q40g: Mail, email or fax numbers

Value	Value Label
4	Very useful
3	Useful
2	Somewhat useful
1	Not useful

Item #: Q41

Question type: Open-End Essay

// Ask if Q28g = 2. Limit to 1000 characters. //

VAGADD: What information should be added to the 2016–17 *Voting Assistance Guide* (VAG) that would be useful to you in performing your VAO duties? Do not provide any Personally Identifiable Information (PII).

Variable Label: Q41: Info added to VAG

--

## Federal Voting Assistance Program’s (FVAP) Outreach

// Include running section header “FVAP Outreach” //

Item #: Q42

Question type: Single punch

**OUTREACH.** Did you hear or see any FVAP advertising or outreach materials (i.e., radio, print or online ads) in 2016?

**Variable Label:** Q42: FVAP outreach awareness

Value	Value Label
2	Yes
1	No

Item #: Q43

Question Type: Grid

**SOCVISIT.** Did you visit any of the following FVAP social media sites in 2016? *Mark “Yes” or “No” for each item.*

Variable Name	Variable Text	Variable Label
SOCVISITA	FVAP on Facebook	Q43a: Visited FVAP Facebook
SOCVISITB	FVAP on Twitter	Q43b: Visited FVAP Twitter

Value	Value Label
2	Yes
1	No

Item #: Q44

Question Type: Grid

// Ask if Q42a/b matching = 2 //

**SOCSHARE.** Did you share any information found on the following FVAP social media sites in 2016? *Mark “Yes” or “No” for each item.*

Variable Name	Variable Text	Variable Label
SOCSHAREA	FVAP on Facebook	Q44a: Shared FVAP Facebook
SOCSHAREB	FVAP on Twitter	Q44b: Shared FVAP Twitter

Value	Value Label
2	Yes
1	No

Item #: Q45

Question Type: Grid

**OUTRREQ.** Did you *request* any of the following FVAP informational materials in 2016? *Mark “Yes” or “No” for each item.*

Variable Name	Variable Text	Variable Label
OUTRREQA	Brochures	Q45a: Brochures requested
OUTRREQB	Fact sheets or one-pagers	Q45b: Fact sheets requested
OUTRREQC	Voting posters	Q45c: Voting posters requested

OUTRREQD	Wallet cards	Q45d: Wallet cards requested
OUTRREQE	Hard copy of the 2016–17 <i>Voting Assistance Guide</i> (VAG)	Q45e: Hard copy VAG requested
OUTRREQF	Digital media content toolkit	Q45f: Digital media toolkit requested
OUTRREQG	Banners	Q45g: Banners requested
OUTRREQH	Informational videos for voters	Q45h: Info videos for voters requested
OUTRREQI	Infographics	Q45i: Infographics requested

Value	Value Label
2	Yes
1	No

**Item #:** Q46

**Question Type:** Grid

OUTRRCV. Did you *receive* any of the following FVAP informational materials in 2016? Mark “Yes” or “No” for each item.

Variable Name	Variable Text	Variable Label
OUTRRCVA	Brochures	Q46a: Brochures received
OUTRRCVB	Fact sheets or one-pagers	Q46b: Fact sheets received
OUTRRCVC	Voting posters	Q46c: Voting posters received
OUTRRCVD	Wallet cards	Q46d: Wallet cards received
OUTRRCVE	Hard copy of the 2016–17 <i>Voting Assistance Guide</i> (VAG)	Q46e: Hard copy VAG received
OUTRRCVF	Digital media content toolkit	Q46f: Digital media toolkit received
OUTRRCVG	Banners	Q46g: Banners received
OUTRRCVH	Informational videos for voters	Q46h: Info videos for voters received
OUTRRCVI	Infographics	Q46i: Infographics received

Value	Value Label
2	Yes
1	No

**Item #:** Q47

**Question Type:** Grid

// Ask if Q46a/b/c/d/e/f/g/h/i matching = 2 //

OUTRUSFL. How *useful* were the following FVAP informational material(s) in helping you perform your VAO duties? Mark *one* answer for each item.

Variable Name	Variable Text	Variable Label
OUTRUSFLA	Brochures	Q47a: Brochures useful
OUTRUSFLB	Fact sheets or one-pagers	Q47b: Fact sheets useful
OUTRUSFLC	Voting posters	Q47c: Voting posters useful
OUTRUSFLD	Wallet cards	Q47d: Wallet cards useful
OUTRUSFLE	Hard copy of the 2016–17 <i>Voting Assistance Guide</i> (VAG)	Q47e: Hard copy VAG useful
OUTRUSFLF	Digital media content toolkit	Q47f: Digital media toolkit useful
OUTRUSFLG	Banners	Q47g: Banners useful

OUTRUSFLH	Informational videos for voters	Q47h: Info videos for voters useful
OUTRUSFLI	Infographics	Q47i: Infographics useful

Value	Value Label
4	Very useful
3	Useful
2	Somewhat useful
1	Not useful

Item #: Q48

Question Type: Grid

// Ask if Q46a/b/c/d/e/f/g/h/i matching = 2 //

OUTRSHARE. Did you *share* any of the following informational material(s) from FVAP with military members in 2016? Mark “Yes” or “No” for each item.

Variable Name	Variable Text	Variable Label
OUTRSHAREA	Brochures	Q48a: Brochures shared
OUTRSHAREB	Fact sheets or one-pagers	Q48b: Fact sheets shared
OUTRSHAREC	Voting posters	Q48c: Voting posters shared
OUTRSHARED	Wallet cards	Q48d: Wallet cards shared
OUTRSHAREE	Hard copy of the 2016–17 <i>Voting Assistance Guide (VAG)</i>	Q48e: Hard copy VAG shared
OUTRSHAREF	Digital media content toolkit	Q48f: Digital media toolkit shared
OUTRSHAREG	Banners	Q48g: Banners shared
OUTRSHAREH	Informational videos for voters	Q48h: Info videos for voters shared
OUTRSHAREI	Infographics	Q48i: Infographics shared

Value	Value Label
2	Yes
1	No

## Background Information

// Include running section header “Background Information” //

// On the same page, format description text inside a box with a light blue background //

The following questions will help us learn a little more about you. As you answer, please reference the time period you were assisting voters in preparation for the *November 8, 2016, election*. If your responses to any of the questions changed during this time period, please select the response that reflects the most recent information.

Item #: Q49

Question type: Single punch

// Ask if Q2 = 1|2|3 //

MILGRADE: What was your paygrade?

**Variable Label: Q49: Military paygrade**

Value	Value Label
1	E-1
2	E-2
3	E-3
4	E-4
5	E-5
6	E-6
7	E-7
8	E-8
9	E-9
10	W-1
11	W-2
12	W-3
13	W-4
14	W-5
15	O-1/O-1E
16	O-2/O-2E
17	O-3/O-3E
18	O-4
19	O-5
20	O-6 or above

**Item #: Q50**

**Question type:** Single punch

// Ask if Q2 = 4 //

**CIVGRADE:** What was your GS or GS equivalent paygrade?

**Variable Label: Q50: Civilian Paygrade**

Value	Value Label
1	GS-1
2	GS-2
3	GS-3
4	GS-4
5	GS-5
6	GS-6
7	GS-7
8	GS-8
9	GS-9
10	GS-10
11	GS-11
12	GS-12
13	GS/GM-13
14	GS/GM-14
15	GS/GM-15 or above

**Item #: Q51**

**Question type:** Single punch

**DEPLOYED:** Were you deployed at any time when you were assigned as a VAO in 2016?

**Variable Label:** Q51: Deployed as VAO in 2016

Value	Value Label
2	Yes
1	No

**Item #:** Q52

**Question type:** Single punch

// Ask if Q51 = 2 //

**DEPLOYLOCN:** To which of the following locations was your unit deployed? *Select one item from the list below.*

**Variable Label:** Q51: Deployment location

Value	Value Label
1	In one of the 50 states, D.C., Puerto Rico or a U.S. territory or possession
2	Afghanistan
3	Iraq
4	Other North African, Near Eastern or South Asian country (e.g., Bahrain, Diego Garcia, Kuwait, Saudi Arabia)
5	Europe (e.g., Bosnia and Herzegovina, Germany, Italy, Serbia, United Kingdom)
6	Former Soviet Union (e.g., Russia, Tajikistan, Uzbekistan)
7	East Asia and Pacific (e.g., Australia, Japan, Korea)
8	Sub-Saharan Africa (e.g., Kenya, Liberia, South Africa)
9	Western Hemisphere (e.g., Cuba, Honduras, Peru)

**Item #:** Q52sp

**Question type:** Drop-down menu

// Ask if Q51 = 2 AND Q52 = 1 //

**DEPLOYLOCNSP:** Please select from the list below your deployment location within one of the 50 States, D.C., Puerto Rico or a U.S. territory or possession.

**Variable Label:** Q52sp: Deployment US location

Value	Value Label
1-55	State or territory name

**Item #:** Q53

**Question type:** Single punch

// Ask if Q51 = 1 //

**STATION:** Where were you stationed?

**Variable Label:** Q53: Stationed

Value	Value Label
-------	-------------

1	United States (including U.S. territories)
2	Overseas
3	On board a ship

Item #: Q53sp

Question type: Drop-down menu

// Ask if Q53 = 2 | 3 //

STATIONCO: Please select from the list below the overseas country in which you were stationed. *If on board a ship, select the homeport country.*

Variable Label: Q53sp: Stationed country

Value	Value Label
1-262	Country name

Item #: Q54

Question type: Single punch

SRAGEGP: What was your age?

Variable Label: Q54: Age

Value	Value Label
1	18 to 24 years old
2	25 to 29 years old
3	30 to 34 years old
4	35 to 44 years old
5	45 years old or older

## Comments

// Include running section header "Comments" //

Item #: Q55

Question type: Open-End Essay

// Limit comment to 1000 characters. //

COMMENTS: Thank you for participating in the survey. There are no more questions on this survey. If you have comments or concerns that you were not able to express while answering this survey, please enter them in the space provided. Your comments will be viewed and considered as policy deliberations take place. Your feedback is useful and appreciated. *Do not provide any Personally Identifiable Information (PII).*

Variable Label: Q55: Comments

## Survey Eligibility

// Include running section header "Survey Eligibility" //



**Item #:** Q56

**Question type:** Open-End Essay

**// Ask if Q1 = 1 OR Q2 = 5. Limit comment to 1000 characters. //**

**ELIGCOMMENT:** You have indicated that either you were not assigned as a Voting Assistance Officer (VAO) or you were a federal contractor performing the **[Pipe in VAOTYPE]** duties in 2016. If you know who the **[Pipe in VAOTYPE]** was for your unit in 2016, then please do the following three steps:

- Click the Back button,
- Clear your answer and
- Forward the survey notification to the person who was the **[Pipe in VAOTYPE]** in 2016.

If you don't know who the **[Pipe in VAOTYPE]** was, then click *Submit Survey* to submit the survey. For further help, please email [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil).

**Variable Label:** Q56: Survey eligibility comment

# Appendix D: 2016 PEVS-ADM Communications

## 2016 PEVS-VAO Email Communications

### a. Service Announcement – Army Example

Subject: Notification of the 2016 Post-Election Voting Survey of Voting Assistance Officers

This message announces the release of the 2016 Post-Election Voting Survey of Voting Assistance Officers (VAOs). This survey is administered by the Federal Voting Assistance Program (FVAP) and is their primary source of information about the experiences of UVAOs, IVAOs, and IVA Office staff during the 2016 election cycle. We strongly encourage participation from all Service members that acted as Army UVAOs, IVAOs, and IVA Office Staff during 2016.

This survey is conducted after every Federal election and the data are used by FVAP to make policy and program improvements that affect all Service VAOs. By completing this survey, you will help FVAP obtain feedback on services offered to you as a VAO, and make programmatic decisions regarding VAO training that best meet your needs, and estimate the number of military members that received voting assistance in 2016.

FVAP will send email invitations to all Army UVAOs, IVAOs, and IVA Office staff on 9 NOV 2016 with instructions on how to complete the survey online. In the email invitation, you will receive a unique Ticket Number you will need to access your survey. These surveys are “Official Business” and can be completed at your work station, at home or elsewhere. While participation is desired, it is entirely voluntary. Survey administration is planned to end on or about [DATE] 2016.

Thank you in advance for your participation.

[Signature Line]

### b. Invitation Email

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers (VAOs)

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

To help Voting Assistance Officers (VAOs) be more effective in their roles, the Federal Voting Assistance Program (FVAP) is interested in learning how you and other VAOs use FVAP products and services to assist UOCAVA voters. Your Service Voting Action Officer recently sent you a message inviting you to participate in the FVAP's *2016 Post-Election Voting Survey of Voting Assistance Officers*. You were selected because you were identified as serving as a VAO in 2016. While your participation is voluntary, FVAP needs your feedback to evaluate and improve the services FVAP provides to all VAOs. **As the director of FVAP, I personally invite you to participate in a short, 20-minute survey.**

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**  
<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you have any questions about completing this survey or need assistance, please send an email to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil).

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

### c. Email Two

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

The Federal Voting Assistance Program (FVAP) is interested in how you and other VAOs use their products and resources to assist UOCAVA voters. In order to help us assist you in your responsibilities, please take the time today to complete the *2016 Post-Election Survey of Voting Assistance Officers*. This survey will ask about your familiarity with and use of FVAP resources and your experience assisting UOCAVA voters leading up to the 2016 election. Most people complete the survey in about 20 minutes.

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**

<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

You were selected because you were identified as serving as a VAO in 2016. While your participation is voluntary, FVAP needs your feedback to evaluate and improve the services FVAP provides to all VAOs.

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil).

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

#### **d. Email Three**

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

To help Voting Assistance Officers (VAOs) be more effective in their roles, the Federal Voting Assistance Program (FVAP) is interested in learning how you and other VAOs use FVAP products and services to assist UOCAVA voters. If you have already completed the survey, we thank you. If you have not had a chance to do so, please take the time today. You were selected because you were identified as serving as a VAO in 2016. While your participation is desired, it is entirely voluntary. Your opinions will help us evaluate and improve the products and services that FVAP offers to you and other VAOs.

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**

<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal**

**Ticket Number: %key\_1%**

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). We hope you will participate in this important effort, but if you choose not to, you can reply to this message along with the words, "Please remove me from this survey's mailing list," and include your Ticket Number.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

#### **e. Email Four**

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

The Federal Voting Assistance Program (FVAP) is interested in how Voting Assistance Officers use their services and provide assistance to UOCAVA voters. This information will help FVAP improve the services they provide to Voting Assistance Officers (VAOs). For those of you who have already completed the survey, we thank you. If you have not had the time to complete the survey, please do so before **the website closes on January 6**. Your responses will provide FVAP with useful feedback that will allow them improve the services they provide to you and other VAOs to better perform your duties. While your participation is desired, it is entirely voluntary.

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**

<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). We hope you will participate in this important effort, but if you choose not to, you can reply to this message along with the words, "Please remove me from this survey's mailing list," and include your Ticket Number.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

#### f. Email Five

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the *2016 Post-Election Voting Survey of Voting Assistance Officers*. **Please take the time before January 6 to complete the survey.** You were selected because you were identified as serving as a VAO in 2016 and your response will help FVAP better assist VAOs in performing their responsibilities. While your participation is voluntary, FVAP needs your feedback to evaluate and improve the services FVAP provides to all VAOs.

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**

<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you have started the survey but have not clicked the "Submit" button, please log onto the website, complete the remaining items, and submit the survey.

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). We hope you will participate in this important effort, but if you choose not to, you can reply to this message along with the words, "Please remove me from this survey's mailing list," and include your Ticket Number.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

### g. Email Six

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the *2016 Post-Election Voting Survey of Voting Assistance Officers*. This survey will ask about your familiarity with and use of FVAP resources and your experience assisting UOCAVA voters leading up to the 2016 election. Please take the time now to complete and submit the survey, as **the website closes on January 6**.

**The 2016 Post-Election Voting Survey of Voting Assistance Officers is available at:**

<https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you have partially completed the survey, but have not clicked the "Submit" button, please log onto the website, complete as many items as you can and submit the survey. After January 6, we will consider whatever items you have completed at that point to be your intended response.

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil). We hope you will participate in this important effort, but if you choose not to, you can reply to this message along with the words, "Please remove me from this survey's mailing list," and include your Ticket Number.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

### h. Email Seven

Subject: 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the *2016 Post-Election Voting Survey of Voting Assistance Officers*. There are only a few days remaining before we have to close the website. **Please take the time now to complete the survey.** While your participation is desired, it is entirely voluntary.

**The website for the survey is:** <https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>

Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you have partially completed the survey, but have not clicked the “Submit” button, please log onto the website, complete as many items as you can and submit the survey. After January 6, we will consider whatever items you have completed at that point to be your intended response

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil)

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

## **i. Email Eight**

Subject: Final Reminder - 2016 Post-Election Voting Survey of Voting Assistance Officers

Dear %first\_name% %last\_name%,

Your Ticket Number: %key\_1%

This is a final reminder to complete the *2016 Post-Election Voting Survey of Voting Assistance Officers*. **Please do so before the website closes on January 6, 2017.** Most people take 20 minutes to complete the survey. Your participation is voluntary.

**Take the survey at:** <https://dodsurveys.mil/EFM/se.ashx?s=3913053109417FFA>



Click on the link to go directly to the survey website, or you can copy and paste this address into the web address box of your Internet browser. Once you have accessed the website, **enter your personal Ticket Number: %key\_1%**

If you cannot access the website or experience technical issues, please send an e-mail to [UVAO-Survey@mail.mil](mailto:UVAO-Survey@mail.mil).

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

Matt Boehmer  
Director, FVAP

The RCS for this survey is DD-P&R(BE)2632, expiring 11/01/2021

# Appendix E: 2016 PEVS-VAO Results

## 1.1 | Introduction

The following appendix reports the survey frequencies for the 2016 PEVS-VAO. All reported percentages were weighted using analytical weights for eligible respondents. To compress the width of columns in each table, column headings use a number that corresponds to one of the response options. Within a set of response options, percentages may not add to 100 percent due to rounding. All tables list the number of eligible respondents, *N*, that were asked to answer this question. Tables in which *N* is less than the total number of eligible respondents are due to skip patterns planned within the survey questionnaire. Tables display “-” to indicate no applicable responses.

The responses are each presented for (1) all VAO eligible respondents, (2) by VAO type including UVAOs and a combined IVAOs and IVA Office Staff, and (3) by Service. VAO type and Service are both determined using the FVAP portal frame. Dropdown list and open-end numerical question responses were recoded into categorical answers. Open-ended text responses are not reported in these responses to protect personally identifiable information (PII). Each response contains the maximum margin of error (ME), which is the largest margin of error by row.

## 1.2 | Frequencies

### Q1: Did you serve as a Unit Voting Assistance Officer (UVAO), Installation Voting Assistance Officer (IVAO), or Installation Voting Assistance Office Staff (IVA Office Staff) at any point between January 1, 2016, and November 8, 2016?

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	--	100	--	0
<b>VAO Type</b>				
UVAO	--	100	--	0
IVAO or IVA Office Staff	--	100	--	0
<b>Service</b>				
Army	--	100	--	0
Marine Corps	--	100	--	0
Navy	--	100	--	0
Air Force	--	100	--	0
Coast Guard	--	100	--	0

Percent responding is all VAO eligible respondents.

### Q2: Which of the following best describes your affiliation?

(1) Active duty military member (2) Member of the National Guard or Reserve in a full-time, active duty program (AGR/FTS/AR) (3) Traditional National Guard/Reserve member (e.g., drilling unit, IMA, IRR) (4) Federal civilian (5) Federal contractor (99) Refused

	Percentages						
	1	2	3	4	5	99	Max ME
All Respondents (N = 1,900)	79.3	3.5	0.8	16.3	--	0.1	1.8
<b>VAO Type</b>							
UVAO	84.7	3.8	1	10.5	--	--	1.7
IVAO or IVA Office Staff	45.4	1.7	--	52.5	--	0.4	6.1
<b>Service</b>							
Army	100	--	--	--	--	--	0
Marine Corps	100	--	--	--	--	--	0
Navy	99.6	0.4	--	--	--	--	0.8
Air Force	100	--	--	--	--	--	0
Coast Guard	100	--	--	--	--	--	0

Percent responding is all VAO eligible respondents.

**Q3a-j: In 2016, in which months did you serve as a Voting Assistance Officer (VAO)?**

(1) January (2) February (3) April (4) May (5) June (6) July (7) August (8) September (9) October (10) November

	Percentages										Max ME
	1	2	3	4	5	6	7	8	9	10	
All Respondents (N = 1,900)	63.7	68.8	77.9	81.6	85.4	88.1	90.5	91.7	91.3	90.5	2.2
<b>VAO Type</b>											
UVAO	62.5	67.9	77.8	81.5	85.6	88.2	90.8	91.7	91.5	90.3	2.3
IVAO or IVA Office Staff	71.7	74.3	78.9	81.8	84	87.3	88.7	91.4	90.5	91.3	5.5
<b>Service</b>											
Army	54.8	63.5	76.3	80.4	84.6	87.9	89.7	92.6	90.1	89.5	5.6
Marine Corps	51.2	56	62.7	68.3	76.2	82.4	91.1	91.7	90.2	89.2	8.6
Navy	56.6	63.9	72.3	77.4	83.3	86.6	91.9	93.1	94	93.2	6.3
Air Force	65.6	70	80.3	84.3	86.9	88.8	89.3	89.1	88.3	86.9	3.9
Coast Guard	100	100	100	100	100	100	100	100	100	100	0

Percent responding is all VAO eligible respondents.

**Q4: Before November 2016, what was the total number of months you had ever served as a Voting Assistance Officer (Including UVAO, IVAO, or IVA Office Staff 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 that 3 years (5) 3 years or more

	Percentages					Max ME
	1	2	3	4	5	
All Respondents (N = 1,897)	24.9	30.2	24.9	10.2	9.8	2.1
<b>VAO Type</b>						
UVAO	25.6	31.3	24.9	9.4	8.9	2.2
IVAO or IVA Office Staff	20.8	23.3	25.1	15.6	15.2	5.3
<b>Service</b>						
Army	33.2	34.1	23.6	7.3	1.9	5.4
Marine Corps	31.4	24.2	22.2	7.7	14.4	8
Navy	29.8	34.4	25.8	6.5	3.6	6
Air Force	22.2	36	27.3	10.8	3.7	3.9
Coast Guard	--	11.2	54.7	11.2	23	33

Percent responding is all VAO eligible respondents.

**Q5: Were you assigned to your position or did you volunteer for your position as [Pipe in VAOTYPE] for the November 8, 2016, election?**

(1) Assigned (2) Volunteered (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	69.2	30.6	0.2	2.1
<b>VAO Type</b>				
UVAO	69.3	30.5	0.2	2.2
IVAO or IVA Office Staff	69	30.7	0.3	5.6
<b>Service</b>				
Army	81	19	--	4.4
Marine Corps	93	6.4	0.6	4.4
Navy	60.3	39.3	0.4	6.2
Air Force	62.1	37.9	--	4
Coast Guard	88.8	11.2	--	20.8

Percent responding is all VAO eligible respondents.

**Q6a: In 2016, were you aware of any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? FVAP in-person VAO training**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	41	59	--	2.2
<b>VAO Type</b>				
UVAO	44.1	55.9	--	2.4
IVAO or IVA Office Staff	20.6	79.4	--	4.9
<b>Service</b>				
Army	25.7	74.3	--	4.9
Marine Corps	58.3	41.7	--	8.5
Navy	43.2	56.8	--	6.3
Air Force	47.2	52.8	--	4.1
Coast Guard	57.7	42.3	--	32.7

Percent responding is all VAO eligible respondents.

**Q6b: In 2016, were you aware of any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? FVAP online VAO training**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	4.9	95.1	--	1
<b>VAO Type</b>				
UVAO	5.1	94.9	--	1.1
IVAO or IVA Office Staff	3.7	96.3	--	2.3
<b>Service</b>				
Army	5.3	94.7	--	2.5
Marine Corps	4.1	95.9	--	3.4
Navy	7.4	92.6	--	3.3
Air Force	4.3	95.7	--	1.6
Coast Guard	22.3	77.7	--	27.6

Percent responding is all VAO eligible respondents.

**Q6c: In 2016, were you aware of any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? Military service training**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	42.1	57.9	0.1	2.2
<b>VAO Type</b>				
UVAO	42.9	57.1	--	2.4
IVAO or IVA Office Staff	37	62.5	0.4	5.9
<b>Service</b>				
Army	36.4	63.6	--	5.4
Marine Corps	53.2	46.8	--	8.6
Navy	40.4	59.6	--	6.2
Air Force	44.9	55.1	--	4.1
Coast Guard	68.9	31.1	--	30.7

Percent responding is all VAO eligible respondents.

**Q7a: In 2016, did you attend any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? FVAP in-person VAO training**

1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,122)	36.6	60.3	3.1	2.9
<b>VAO Type</b>				
UVAO	37.8	58.9	3.4	3.2
IVAO or IVA Office Staff	31.6	66.7	1.7	6.4
<b>Service</b>				
Army	14.6	81.6	3.7	5.1
Marine Corps	62.8	35.7	1.5	13
Navy	47.3	48	4.7	8.4
Air Force	39.9	58.1	1.9	5.5
Coast Guard	100	--	--	0

Percent responding is all VAO eligible respondents who answered Q6a="Yes".

**Q7b: In 2016, did you attend any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? FVAP online VAO training**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,807)	8.6	90.2	1.2	1.4
<b>VAO Type</b>				
UVAO	8.6	90.2	1.2	1.5
IVAO or IVA Office Staff	8.6	90.1	1.3	3.7
<b>Service</b>				
Army	8.2	90.3	1.4	3.4
Marine Corps	7.3	91	1.6	5
Navy	5.2	94.2	0.6	3.1
Air Force	8.4	91.3	0.4	2.4
Coast Guard	14.4	85.6	--	26.3

Percent responding is all VAO eligible respondents who answered Q6b="Yes".

**Q7c: In 2016, did you attend any of the following types of training to prepare you for performing your Voting Assistance Officer (VAO) duties? Military service training**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,099)	36.8	59.1	4.1	2.9
<b>VAO Type</b>				
UVAO	36.1	60	3.9	3.1
IVAO or IVA Office Staff	41.3	53.5	5.2	7.7
<b>Service</b>				
Army	22.4	73.5	4.2	6.3
Marine Corps	49.9	48.7	1.3	12.6
Navy	47.2	48.1	4.7	8.2
Air Force	31.4	66.1	2.5	5.2
Coast Guard	38.1	61.9	--	57.6

Percent responding is all VAO eligible respondents who answered Q6c="Yes".

**Q8: During 2016, what was the main reason you did not attend FVAP in-person Voting Assistance Officer (VAO) training?**

(1) I did not believe FVAP offered training on the information I needed. (2) I did not believe the training included accurate information. (3) I received comparable training from another source. (4) The trainings were too far away for me to attend. (5) I was not able to obtain permission to attend the training. (6) I did not need training. (7) Some other reason (99) Refused

	Percentages								Max ME
	1	2	3	4	5	6	7	99	
All Respondents (N = 411)	0.2	--	17	15.8	5.7	13.1	48.1	--	4.8
<b>VAO Type</b>									
UVAO	0.3	--	17.3	14.4	5.9	13.1	49	--	5.3
IVAO or IVA Office Staff	--	--	15.2	23.6	4.5	13.5	43.2	--	12
<b>Service</b>									
Army	--	--	10.8	--	4.5	6.6	78.1	--	14.2
Marine Corps	--	--	23.6	29.7	3	17.8	26	--	15.5
Navy	--	--	22.5	21.1	6.8	8.3	41.3	--	12.1
Air Force	--	--	16.2	8.1	9.2	12	54.5	--	8.9
Coast Guard	--	--	--	--	28	45.6	26.4	--	50.7

Percent responding is all VAO eligible respondents who answered Q6a="Yes" and Q7a="No".



**Q9: In 2016, in what month did you attend the FVAP in-person Unit Voting Assistance Officer (UVAO) training workshop?**

(1) January (2) February (3) March (4) April (5) May (6) June (99) Refused

	Percentages							Max ME
	1	2	3	4	5	6	99	
All Respondents (N = 539)	10.7	16.1	21.9	20.2	14.3	13.1	3.7	3.5
<b>VAO Type</b>								
UVAO	10.7	16.1	21.9	20.2	14.3	13.1	3.7	3.5
IVAO or IVA Office Staff	--	--	--	--	--	--	--	--
<b>Service</b>								
Army	7	20.7	22.4	15.6	17.9	12.4	3.8	6.1
Marine Corps	18.1	--	18.6	37	6.6	19.7	--	23.5
Navy	8.7	15.8	24.5	25.9	10.8	6.7	7.5	12.6
Air Force	11	14.6	18.9	21.6	17	16.3	0.6	6.5
Coast Guard	--	--	--	--	--	--	--	--

*Percent responding are UVAOs who answered Q7a="Yes".*

**Q10: In 2016, in what month did you attend the FVAP in-person Installation Voting Assistance Officer (IVA) or IVA Office staff training workshop?**

(1) February (2) March (3) April (4) May (5) August (99) Refused

	Percentages							Max ME
	1	2	3	4	5	99		
All Respondents (N = 138)	16.8	27.9	28.8	15.7	8.6	2.2	7.6	
<b>VAO Type</b>								
UVAO	--	--	--	--	--	--	--	
IVAO or IVA Office Staff	16.8	27.9	28.8	15.7	8.6	2.2	7.6	
<b>Service</b>								
Army	--	100	--	--	--	--	0	
Marine Corps	35.6	--	--	64.4	--	--	55.9	
Navy	12.9	25.2	39.2	14.2	4.1	4.4	22.4	
Air Force	22.4	31.1	30.7	12	3.8	--	18.5	
Coast Guard	--	--	--	--	--	--	--	

*Percentage responding are IVAOs or IVA Office Staff who answered Q7a="Yes".*

**Q11a: How useful were each of the following types of training in preparing you for performing your Voting Assistance Officer (VAO) duties? FVAP in-person VAO training workshop**

(1) Not Useful (2) Somewhat Useful (3) Useful (4) Very Useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 677)	2.1	35.1	9.1	53.2	0.5	3.8
<b>VAO Type</b>						
UVAO	2.5	38.4	10.1	48.4	0.6	4.2
IVAO or IVA Office Staff	0.7	22.3	5.1	71.9	--	7.5
<b>Service</b>						
Army	0.9	44.5	12.4	41.6	0.7	7.2
Marine Corps	--	37.2	19.6	43.2	--	22.2
Navy	2	29.3	10.5	56.8	1.5	12.1
Air Force	2.9	37.2	10.3	49.6	--	7.4
Coast Guard	--	--	--	--	--	--

Percent responding is all VAO eligible respondents who answered Q7a="Yes".

**Q11b: How useful were each of the following types of training in preparing you for performing your Voting Assistance Officer (VAO) duties? FVAP online VAO training**

(1) Not Useful (2) Somewhat Useful (3) Useful (4) Very Useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,631)	2.6	46.9	20.2	30.1	0.2	2.4
<b>VAO Type</b>						
UVAO	2.7	47.8	21	28.3	0.2	2.6
IVAO or IVA Office Staff	1.5	41	15.5	41.5	0.4	6.4
<b>Service</b>						
Army	3.1	54.1	18.4	24.5	--	6.1
Marine Corps	1.9	50.8	29.6	17.8	--	9.3
Navy	1.4	41.1	21.5	35.4	0.6	6.7
Air Force	3.9	49.1	21.8	25	0.2	4.4
Coast Guard	--	53.2	29	17.8	--	40.5

Percent responding is all VAO eligible respondents who answered Q7b="Yes".

**Q11c: How useful were each of the following types of training in preparing you for performing your Voting Assistance Officer (VAO) duties? Military service training**

(1) Not Useful (2) Somewhat Useful (3) Useful (4) Very Useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 650)	2.1	47.2	15.7	34.7	0.3	3.8
<b>VAO Type</b>						
UVAO	2.3	48.5	16.8	32.1	0.3	4.1
IVAO or IVA Office Staff	0.9	38.2	9.1	51.8	--	10.5
<b>Service</b>						
Army	1.5	51	16.2	31.2	--	8.3
Marine Corps	--	36.9	28	35.1	--	17.5
Navy	1.9	54.7	12.6	30.8	--	11.8
Air Force	2.8	52.1	16.7	27.5	0.8	6.8
Coast Guard	--	--	100	--	--	0

Percent responding is all VAO eligible respondents who answered Q7c="Yes".

**Q12: If given a choice, which type of Voting Assistance Officer (VAO) training would you prefer?**

(1) FVAP in-person VAO training workshop (2) FVAP online VAO training module (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	61.3	38.5	0.2	2.2
<b>VAO Type</b>				
UVAO	60	39.7	0.3	2.4
IVAO or IVA Office Staff	69.6	30.4	--	5.6
<b>Service</b>				
Army	68.6	31.2	0.3	5.3
Marine Corps	51.6	48.4	--	8.6
Navy	56.6	43.4	--	6.3
Air Force	63.6	36	0.4	3.9
Coast Guard	22.3	77.7	--	27.6

Percent responding is all VAO eligible respondents.

**Q13a: You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? I prefer hands-on learning.**

(1) Strongly disagree (2) Disagree (3) Neither agree nor disagree (4) Agree (5) Strongly agree (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,896)	1.4	2.3	17.3	34.8	43.7	0.5	2.2
<b>VAO Type</b>							
UVAO	1.3	2.5	17.5	36	42.1	0.5	2.4
IVAO or IVA Office Staff	1.6	1	16.1	27.5	53.8	--	6.1
<b>Service</b>							
Army	1.4	1.6	16	36.7	42.3	2	5.6
Marine Corps	--	2.2	16.4	47.9	33.4	--	8.6
Navy	0.8	1.8	15.3	38.3	43.5	0.3	6.3
Air Force	1.3	2.3	15.9	33.4	47	0.2	4.1
Coast Guard	--	19.3	30.4	16.1	34.2	--	31.4

Percent responding is all VAO eligible respondents who did not refuse to answer Q12.

**Q13b: You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? I prefer to ask questions during training.**

(1) Strongly disagree (2) Disagree (3) Neither agree nor disagree (4) Agree (5) Strongly agree (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,896)	2.2	7	22.4	30.8	37.1	0.6	2.2
<b>VAO Type</b>							
UVAO	2.1	7.4	23	31.8	35.2	0.5	2.3
IVAO or IVA Office Staff	2.4	4.1	19	24.6	49.1	0.8	6.1
<b>Service</b>							
Army	3	6	21.4	32.3	37.4	--	5.5
Marine Corps	1.6	12	26.2	35.5	24.8	--	8.3
Navy	1.6	6.1	24.2	32	34.6	1.4	6
Air Force	1.5	8.2	19.3	31.2	38.9	0.9	4
Coast Guard	--	19.3	46.5	11.9	22.3	--	33

Percent responding is all VAO eligible respondents who did not refuse to answer Q12.

**Q13c: You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? I believe this training is more convenient.**

(1) Strongly disagree (2) Disagree (3) Neither agree nor disagree (4) Agree (5) Strongly agree (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,896)	2.2	11.9	20.9	29.8	35	0.3	2.1
<b>VAO Type</b>							
UVAO	2.1	12.4	20.8	30.6	33.8	0.3	2.3
IVAO or IVA Office Staff	2.8	8.4	21.9	24.9	41.7	0.4	6
<b>Service</b>							
Army	3.4	12.1	19.7	32.4	32.1	0.3	5.3
Marine Corps	0.8	17.1	21.2	25.3	35.5	--	8.3
Navy	2.3	14.3	22.3	26.9	33.6	0.6	6
Air Force	2.2	12.7	23.6	30.3	31	0.1	3.8
Coast Guard	--	--	11.2	38.6	50.3	--	33.1

Percent responding is all VAO eligible respondents who did not refuse to answer Q12.

**Q13d: You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? I prefer to repeat information multiple times.**

(1) Strongly disagree (2) Disagree (3) Neither agree nor disagree (4) Agree (5) Strongly agree (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,896)	6.6	17.3	30.5	31.1	13.9	0.7	2.1
<b>VAO Type</b>							
UVAO	6.9	17.8	30.6	30.6	13.4	0.8	2.2
IVAO or IVA Office Staff	4.9	14.1	29.8	34.3	16.8	--	5.8
<b>Service</b>							
Army	6.9	16.7	28.9	31.3	15.4	0.8	5.3
Marine Corps	6.1	21.5	30.2	34.8	6.6	0.8	8.2
Navy	8.5	16.3	30.8	32.5	11	0.9	5.9
Air Force	7.5	20.1	28.8	30	12.9	0.7	3.7
Coast Guard	--	54.7	11.2	34.2	--	--	33

Percent responding is all VAO eligible respondents who did not refuse to answer Q12.

**Q13e: You indicated that you would prefer the [Pipe in Q11 response]. How much do you agree or disagree with the following statements about your preference for this training style? I believe this training provides better quality**

(1) Strongly disagree (2) Disagree (3) Neither agree nor disagree (4) Agree (5) Strongly agree (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,896)	0.9	1.2	22.9	39	35.7	0.2	2.2
<b>VAO Type</b>							
UVAO	0.9	1.3	23.4	40.6	33.4	0.3	2.4
IVAO or IVA Office Staff	0.9	0.7	19.2	29.1	50	--	6.1
<b>Service</b>							
Army	1	0.5	17.5	40.2	40.8	--	5.6
Marine Corps	--	0.8	26.6	50.5	22.2	--	8.7
Navy	0.9	1.9	22	43.9	31	0.3	6.3
Air Force	1	1.6	23.6	37.7	35.9	0.2	4
Coast Guard	--	--	61.6	16.1	22.3	--	32.2

Percent responding is all VAO eligible respondents who did not refuse to answer Q12.

**Q14a: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I understand my duties and responsibilities as a VAO.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	0.8	10.6	40.4	48.1	--	2.2
<b>VAO Type</b>						
UVAO	0.9	11.2	43	44.9	--	2.4
IVAO or IVA Office Staff	0.3	6.9	24.2	68.6	--	5.6
<b>Service</b>						
Army	0.5	11.6	41.3	46.6	--	5.6
Marine Corps	0.8	6	51.4	41.8	--	8.6
Navy	0.5	10.9	38.9	49.7	--	6.3
Air Force	1.2	12.9	40.8	45.1	--	4.1
Coast Guard	--	11.2	34.2	54.7	--	33

Percent responding is all VAO eligible respondents.

**Q14b: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I understand voting laws (e.g., the Uniformed and Overseas Citizens Absentee Voting Act [UOCAVA]).**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	3.6	22.9	43.1	30.3	--	2.2
<b>VAO Type</b>						
UVAO	3.6	24.5	44	27.9	--	2.4
IVAO or IVA Office Staff	4	13.2	37.4	45.4	--	6.1
<b>Service</b>						
Army	3.7	21.5	44.3	30.5	--	5.6
Marine Corps	1.6	27.6	48.1	22.7	--	8.6
Navy	3.5	20.7	42.7	33	--	6.3
Air Force	4	26.8	42.9	26.4	--	4
Coast Guard	11.9	11.2	77	--	--	27.9

*Percent responding is all VAO eligible respondents.*

**Q14c: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can determine who is an eligible UOCAVA voter.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	3.6	15.3	39.1	42	0	2.2
<b>VAO Type</b>						
UVAO	3.8	16.1	40.8	39.3	0	2.4
IVAO or IVA Office Staff	2.6	10	28.9	58.4	--	6
<b>Service</b>						
Army	4.2	14.4	42.4	39.1	--	5.6
Marine Corps	4.8	15.5	43.1	36.6	--	8.6
Navy	2.9	17.4	32.8	46.7	0.2	6.3
Air Force	4.5	16.5	38.9	40.1	--	4
Coast Guard	--	--	53.5	46.5	--	33

*Percent responding is all VAO eligible respondents.*

**Q14d: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can use the Voting Assistance Guide (VAG) to explain differences in State voting procedures.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	2.2	12.2	38.4	47	0.1	2.2
<b>VAO Type</b>						
UVAO	2.2	12.9	40.7	44.1	0.1	2.4
IVA0 or IVA Office Staff	2.2	7.8	24.5	65.5	--	5.8
<b>Service</b>						
Army	1.6	8.4	45.6	44.3	--	5.6
Marine Corps	0.8	12.4	44	42.8	--	8.6
Navy	1.7	11	38.8	48.5	--	6.3
Air Force	3.2	14.4	38.2	44.1	0.2	4
Coast Guard	--	23	22.3	54.7	--	33

*Percent responding is all VAO eligible respondents.*

**Q14e: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can explain to others how to complete the Federal Post Card Application (FPCA).**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	1.1	8.3	38.8	51.8	--	2.2
<b>VAO Type</b>						
UVAO	1.1	8.7	41	49.2	--	2.4
IVA0 or IVA Office Staff	1	6.3	24.6	68.1	--	5.7
<b>Service</b>						
Army	0.3	7.5	42.3	49.9	--	5.7
Marine Corps	--	5.4	45.8	48.8	--	8.6
Navy	1	8.4	34.9	55.7	--	6.3
Air Force	1.9	8.9	40	49.2	--	4.1
Coast Guard	--	--	42.3	57.7	--	32.7

*Percent responding is all VAO eligible respondents.*



**Q14f: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can explain to others how to complete the Federal Write-In Absentee Ballot (FWAB).**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	1.4	11.8	39.2	47.4	0.1	2.2
<b>VAO Type</b>						
UVAO	1.5	12.4	41.1	45	--	2.4
IVAO or IVA Office Staff	1	8.4	27.5	62.8	0.4	5.9
<b>Service</b>						
Army	0.9	12.6	40	46.4	--	5.6
Marine Corps	--	9.8	43.5	46.7	--	8.6
Navy	1.6	10.7	36.8	50.9	--	6.3
Air Force	2.2	12.7	40.6	44.5	--	4.1
Coast Guard	--	--	72.7	27.3	--	29.5

Percent responding is all VAO eligible respondents.

**Q14g: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can conduct effective outreach to UOCAVA voters.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,900)	4.5	18.5	42.6	34.3	0.1	2.2
<b>VAO Type</b>						
UVAO	4.4	19.5	44.3	31.8	--	2.4
IVAO or IVA Office Staff	5.1	12.7	31.8	49.9	0.4	6.1
<b>Service</b>						
Army	5.6	19.2	44.1	31.2	--	5.6
Marine Corps	2.4	20.8	46.6	30.2	--	8.6
Navy	4.1	20.1	40.4	35.4	--	6.2
Air Force	5.9	17.6	45.4	31.1	--	4.1
Coast Guard	--	11.2	53.5	35.4	--	33

Percent responding is all VAO eligible respondents.

**Q14h: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I understand how to navigate FVAP.gov.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	1.3	9.4	39.1	50.2	--	2.2
<b>VAO Type</b>						
UVAO	1.4	9.9	41.7	47.1	--	2.4
IVAO or IVA Office Staff	0.9	6.5	22.8	69.8	--	5.6
<b>Service</b>						
Army	1.6	8.4	45.8	44.2	--	5.6
Marine Corps	0.8	8.5	46	44.7	--	8.6
Navy	1.4	8.4	36.6	53.6	--	6.3
Air Force	1.6	11.3	36.1	51	--	4.1
Coast Guard	--	--	23	77	--	27.9

Percent responding is all VAO eligible respondents.

**Q14i: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I understand how to use the FVAP portal.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	1.5	11.4	39	48.1	--	2.2
<b>VAO Type</b>						
UVAO	1.5	12.2	41.1	45.2	--	2.4
IVAO or IVA Office Staff	1.6	6.2	26.2	66	--	5.8
<b>Service</b>						
Army	2.2	11.8	44.4	41.5	--	5.6
Marine Corps	0.6	11.5	49.2	38.6	--	8.7
Navy	2	9.4	36.2	52.4	--	6.3
Air Force	1.7	13.9	36.3	48.1	--	4.1
Coast Guard	--	--	23	77	--	27.9

Percent responding is all VAO eligible respondents.

**Q14j: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can explain to others how to return an absentee ballot.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	1.4	9.1	38.9	50.6	--	2.2
<b>VAO Type</b>						
UVAO	1.4	9.5	41.1	48	--	2.4
IVAO or IVA Office Staff	1.2	6.7	25.7	66.5	--	5.7
<b>Service</b>						
Army	1.5	7	44.6	46.9	--	5.6
Marine Corps	--	6.2	44.1	49.6	--	8.7
Navy	1	10	34.4	54.6	--	6.3
Air Force	1.6	10.9	40.1	47.4	--	4.1
Coast Guard	--	--	34.2	65.8	--	31.4

Percent responding is all VAO eligible respondents.

**Q14k: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I can guide a voter through the FVAP online assistant.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	1.2	7.7	38	53.2	--	2.2
<b>VAO Type</b>						
UVAO	1.3	8.1	40	50.6	--	2.4
IVAO or IVA Office Staff	1	4.9	25	69.1	--	5.6
<b>Service</b>						
Army	2.1	6.6	42.2	49.1	--	5.7
Marine Corps	--	6.2	45.6	48.2	--	8.6
Navy	1.1	6.9	34.9	57.1	--	6.3
Air Force	1.6	9.2	38.3	50.9	--	4.1
Coast Guard	--	--	23	77	--	27.9

Percent responding is all VAO eligible respondents.

**Q14: Based on your experience and training as a Voting Assistance Officer (VAO) for the 2016 election, how confident are you that you can complete the following tasks? I understand what VAO metrics to report.**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	5.3	16.2	38.6	39.9	--	2.2
<b>VAO Type</b>						
UVAO	5.7	16.8	40.6	36.9	--	2.4
IVAO or IVA Office Staff	2.4	12.9	26.1	58.5	--	6
<b>Service</b>						
Army	6.9	19.5	42.6	30.9	--	5.6
Marine Corps	0.8	16.8	48.4	33.9	--	8.6
Navy	4.9	16.9	35	43.2	--	6.3
Air Force	5.9	17.1	37.9	39	--	4
Coast Guard	23	38.4	19.3	19.3	--	32.2

Percent responding is all VAO eligible respondents.

**Q15: For the 2016 election, how confident are you that you were able to effectively do your job as a [Pipe in VAOTYPE]?**

(1) Not confident (2) Somewhat confident (3) Confident (4) Very confident (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,900)	1.2	11.3	44.8	42.7	--	2.2
<b>VAO Type</b>						
UVAO	1.4	12	46.4	40.2	--	2.4
IVAO or IVA Office Staff	--	7	34.8	58.3	--	6
<b>Service</b>						
Army	2.5	9.7	47.4	40.3	--	5.6
Marine Corps	1.4	10.2	43.6	44.7	--	8.6
Navy	0.8	10.3	43.4	45.5	--	6.3
Air Force	1.1	12.7	49.7	36.5	--	4.1
Coast Guard	--	--	61.4	38.6	--	32.2

Percent responding is all VAO eligible respondents.

**Q16: Approximately how many permanent military members were assigned to the unit(s) where you served as a Unit Voting Assistance Officer (UVAO)?**

(1) Less than 50 (2) 50 to 99 (3) 100 to 149 (4) 150 to 199 (5) 200 to 249 (6) 250 or more (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,640)	23.6	17.1	14.6	10.9	7.9	26	--	2.1
<b>VAO Type</b>								
UVAO	23.6	17.1	14.7	10.9	7.9	25.9	--	2.1
IVA or IVA Office Staff	--	--	--	--	--	--	--	--
<b>Service</b>								
Army	27.5	22.2	14	9.6	4.5	22.2	--	5.1
Marine Corps	6.9	6.1	10.8	13.4	13.4	49.5	--	9
Navy	26.4	15.4	14.8	9	6.8	27.7	--	6.2
Air Force	16.5	17.6	17.1	13.5	11.5	23.9	--	3.6
Coast Guard	47.6	--	52.4	--	--	--	--	35.1

Percentage responding are UVAOs.

**Q17: How many Unit Voting Assistance Officers (UVAOs) and assistant UVAOs were assigned to the unit(s) where you served as a UVAO?**

(1) One (2) Two (3) Three (4) Four (5) Five (6) Six or more (99) NA

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,640)	34.9	46.3	5.4	2.9	1.5	9	--	2.4
<b>VAO Type</b>								
UVAO	34.9	46.3	5.4	2.9	1.5	9	--	2.4
IVA or IVA Office Staff	--	--	--	--	--	--	--	--
<b>Service</b>								
Army	23.8	40.4	7.3	6.3	3.2	19	--	5.6
Marine Corps	39.4	38.6	5	5.2	3.6	8.2	--	8.8
Navy	58.3	28.3	4.4	2.6	0.8	5.7	--	6.8
Air Force	20.6	67.8	6.6	1.4	0.5	3.1	--	4
Coast Guard	74.1	25.9	--	--	--	--	--	30.8

Percentage responding are UVAOs.

**Q18: Approximately how many permanent military members from your unit(s) did you assist with voting during the 2016 election year?**

(1) None (2) 1 to 9 (3) 10 to 24 (4) 25 to 99 (5) 100 or more (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,640)	7.4	30.6	23.1	22.5	16.3	0.1	2.2
<b>VAO Type</b>							
UVAO	7.4	30.6	23.1	22.5	16.2	0.1	2.2
IVA or IVA Office Staff	--	--	--	--	--	--	--
<b>Service</b>							
Army	5.9	27.7	25.6	25.3	15.6	--	5.1
Marine Corps	4.9	26.9	16	23.3	28.9	--	8.2
Navy	5.6	24.3	22.8	27.7	19.7	--	6.2
Air Force	6.5	31.9	26.5	21.7	13.4	--	4
Coast Guard	--	34.3	44	21.7	--	--	34.9

Percentage responding are UVAOs.

**Q19: Approximately how many military spouses and dependents did you assist with voting during the 2016 election year?**

(1) None (2) 1 to 9 (3) 10 to 24 (4) 25 to 99 (5) 100 or more (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,640)	48.9	34.2	8.9	5.2	2.4	0.4	2.4
<b>VAO Type</b>							
UVAO	48.9	34.3	8.8	5.2	2.4	0.4	2.4
IVA or IVA Office Staff	--	--	--	--	--	--	--
<b>Service</b>							
Army	39	41.8	10.1	7.3	1.4	0.4	5.6
Marine Corps	52.4	33.3	7.4	6	0.9	--	9
Navy	52.4	32.2	8.7	5.1	1.6	--	6.9
Air Force	46.5	35.7	9.4	5.3	3	--	4.2
Coast Guard	31.5	46.8	21.7	--	--	--	35.1

Percentage responding are UVAOs.

**Q20: At your installation, do you have an Installation Voter Assistance (IVA) Office that voters can come to for in-person assistance?**

(1) No (2) Yes (99) Refused

	Percentages				Max ME
	1	2	99		
All Respondents (N = 260)	11.7	88.3	--		3.9
<b>VAO Type</b>					
UVAO	--	--	--		--
IVAO or IVA Office Staff	11.7	88.3	--		3.9
<b>Service</b>					
Army	--	100	--		0
Marine Corps	--	100	--		0
Navy	21.2	78.8	--		12.9
Air Force	11.1	88.9	--		9.2
Coast Guard	--	100	--		0

Percentage responding are IVAOs and IVA Office Staff.

**Q21: Not including those who visited for routine processing activities, approximately how many individuals came to your IVA Office for voting assistance in 2016?**

(1) None (2) 1 to 9 (3) 10 to 24 (4) 25 to 99 (5) 100 or more (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 230)	6.5	26.3	17.3	24.2	25.8	--	5.7
<b>VAO Type</b>							
UVAO	--	--	--	--	--	--	--
IVAO or IVA Office Staff	6.5	26.3	17.3	24.2	25.8	--	5.7
<b>Service</b>							
Army	--	--	--	--	100	--	0
Marine Corps	--	42.7	35.7	21.7	--	--	31.3
Navy	7.4	20.5	33.3	29.9	8.8	--	16.8
Air Force	17.9	44.5	16.8	14.4	6.5	--	15.5
Coast Guard	--	--	--	100	--	--	0

Percentage responding are IVAOs and IVA Office Staff who answered Q20="Yes".

**Q22a: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Providing paper or PDF copies of voting forms (e.g., FPCAs or FWABs) to voters**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	4.1	9.9	11.3	26.2	27.9	20.1	0.5	2
<b>VAO Type</b>								
UVAO	2.7	8.2	10.6	27.8	29.1	21.1	0.5	2.2
IVAO or IVA Office Staff	13.4	20.2	15.1	15.9	20.3	14.1	0.9	4.9
<b>Service</b>								
Army	4.6	11.7	14.9	33	19.8	16	--	5.3
Marine Corps	4	12.9	9.6	26.6	22.8	24.1	--	7.6
Navy	3.9	9.5	10.4	32	23.8	19.8	0.6	5.9
Air Force	1.6	5.7	11	26.2	35.5	19.7	0.3	3.9
Coast Guard	--	--	16.1	41.6	30.4	11.9	--	32.6

Percentage responding is all VAO eligible respondents.

**Q22b: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Directing voters to the FVAP online assistant to complete voting forms (e.g., FPCAs or FWABs)**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	6.4	21.2	17.1	35.1	15.4	4.2	0.5	2.1
<b>VAO Type</b>								
UVAO	4.4	19.6	17	37.5	16.5	4.5	0.5	2.3
IVAO or IVA Office Staff	19.3	31	17.8	20.5	8.4	2.1	0.9	5.6
<b>Service</b>								
Army	5.3	22.6	19.9	36.7	12.4	2.8	0.3	5.5
Marine Corps	8.8	34	17.5	24.7	11.8	3.1	--	8.2
Navy	7.2	22.6	18.2	36.8	13.2	1.9	--	6.1
Air Force	2.9	18.7	17	40.4	17.3	3.2	0.6	4
Coast Guard	--	28	--	72	--	--	--	29.7

Percent responding is all VAO eligible respondents.



**Q22c: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Helping voters complete paper or PDF copies of voting forms (e.g., FPCAs or FWABs)**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	2.2	10.1	11.4	23.8	20.8	30.8	0.8	2.1
<b>VAO Type</b>								
UVAO	1.1	8.6	11.3	24.9	21.2	32.2	0.6	2.3
IVAO or IVA Office Staff	9.1	19.6	12	16.5	18.2	22.6	2.1	5.1
<b>Service</b>								
Army	1.5	15.2	13.2	32.2	13.5	23.7	0.7	5.3
Marine Corps	1.7	10.3	14.3	21.6	22.3	29.8	--	7.9
Navy	1.3	11.5	10.9	25.2	19.7	29.7	1.7	5.8
Air Force	1.1	5.9	11.6	23.9	26.8	30.3	0.5	3.7
Coast Guard	--	--	16.1	41.6	11.2	31.1	--	32.6

Percentage responding is all VAO eligible respondents.

**Q22d: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Helping voters complete voting forms (e.g., FPCAs or FWABs) using the FVAP online assistant**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	2.6	11.8	12.6	25.7	21.5	24.9	1	2
<b>VAO Type</b>								
UVAO	1.5	9.9	12.7	26.7	22.9	25.4	0.8	2.1
IVAO or IVA Office Staff	9	23.4	12.4	19.5	12.7	21.4	1.6	5.1
<b>Service</b>								
Army	2.7	14.2	13.6	34.3	15.3	18.6	1.3	5.4
Marine Corps	3.3	13.9	14.8	19.6	26.3	21.3	0.8	7.6
Navy	2	14.4	14.2	26	21.6	21.4	0.4	5.6
Air Force	1.1	7.5	12.3	28.1	26.1	24.1	0.8	3.7
Coast Guard	--	--	16.1	30.4	41.6	11.9	--	32.6

Percent responding is all VAO eligible respondents.

**Q22e: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Helping voters determine their legal residency and/or voting jurisdiction**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	2.3	11.2	13.5	26.1	21.2	25.3	0.4	2
<b>VAO Type</b>								
UVAO	1.4	9.4	13.1	27.2	22.2	26.2	0.4	2.2
IVAO or IVA Office Staff	7.6	22	15.7	19.1	15	19.7	0.9	5
<b>Service</b>								
Army	2.8	11	16.4	31.8	16.6	21	0.4	5.3
Marine Corps	1.7	17.3	14.3	21.1	19.7	26	--	7.6
Navy	1.4	13.3	13.3	29	22	20.8	0.3	5.8
Air Force	1.4	6.8	12.9	25.8	25.4	27.5	0.2	3.6
Coast Guard	--	--	--	49.7	27.3	23	--	33.1

Percent responding is all VAO eligible respondents.

**Q22f: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Providing addresses of Local Election Officials (LEOs)**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	2.6	9.2	9.8	21.6	20.7	35.7	0.5	2.2
<b>VAO Type</b>								
UVAO	1.3	7.5	9.9	22.7	21.2	37	0.5	2.3
IVAO or IVA Office Staff	10.5	19.6	9.3	14.6	17.5	27.7	0.8	5.4
<b>Service</b>								
Army	0.8	12.2	15.8	27	16.6	27.6	--	5.1
Marine Corps	2.4	9.3	9.2	19.5	24.6	35	--	8.3
Navy	1.1	11.6	9.3	21.7	22.8	32.5	1.1	5.9
Air Force	1.5	4.8	8.2	21	23.7	40.2	0.5	4
Coast Guard	--	--	--	42.3	--	57.7	--	32.7

Percent responding is all VAO eligible respondents.

**Q22g: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Explaining State voting procedures and/or election deadlines to voters**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	3	12.2	14.1	31.7	22.4	15.8	0.8	2.1
<b>VAO Type</b>								
UVAO	1.6	10.5	14.1	33.3	22.9	16.7	0.8	2.3
IVAO or IVA Office Staff	11.7	22.2	14.3	21.6	19.3	10	0.9	5.1
<b>Service</b>								
Army	1.4	12.6	19.6	34.7	16.7	13.1	1.9	5.4
Marine Corps	3.2	14.4	18	30.8	18	14.7	0.8	8
Navy	1.7	15.9	14.1	34.5	22.8	10.8	0.2	6
Air Force	1.4	8.3	11.7	36.4	24.8	16.9	0.5	3.9
Coast Guard	--	11.9	27.3	49.7	11.2	--	--	33.1

Percent responding is all VAO eligible respondents.

**Q22h: On average, how often did you provide each of the following types of voting assistance as a Voting Assistance Officer (VAO) in 2016? Hosting outreach events for voters**

(1) Daily (2) Weekly (3) Semimonthly (4) Monthly (5) Semiannually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	0.6	3.3	6	14.1	31.3	44.4	0.3	2.2
<b>VAO Type</b>								
UVAO	0.4	2.6	5.3	13.4	30.1	47.8	0.3	2.4
IVAO or IVA Office Staff	1.8	7.7	10.4	17.9	39	23.2	--	5.9
<b>Service</b>								
Army	0.3	4.3	6.8	19.4	28.1	40.8	0.3	5.6
Marine Corps	0.8	2.4	3.8	13.7	23.5	55.8	--	8.6
Navy	0.3	4.8	4.5	15.9	27.3	46.5	0.7	6.3
Air Force	0.5	1.2	5.9	10.4	39	42.8	0.2	4
Coast Guard	--	--	--	30.4	19.3	50.3	--	33.1

Percent responding is all VAO eligible respondents.

**Q23a: How satisfied or dissatisfied were you with the amount of support you received from each of the following groups with helping you perform your [Pipe in VAOTYPE] duties in 2016?**

(1) Very Dissatisfied (2) Dissatisfied (3) Neither satisfied nor dissatisfied (4) Satisfied (5) Very satisfied (6) Does not apply (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	0.9	1.2	16.4	41.8	37.1	2.5	0.2	2.2
<b>VAO Type</b>								
UVAO	0.8	1.4	17.3	43.5	34.3	2.5	0.1	2.4
IVAO or IVA Office Staff	1.1	0.3	10.6	31.3	54	2	0.7	6.1
<b>Service</b>								
Army	1.3	1.1	16.4	47.4	32.3	1.4	--	5.6
Marine Corps	1.6	0.6	16	42.8	38.1	0.8	--	8.6
Navy	0.3	0.6	15.2	43.2	38.1	2.1	0.5	6.3
Air Force	0.9	1.5	16.7	46.1	32.1	2.7	--	4.1
Coast Guard	--	--	11.9	68.9	19.3	--	--	30.7

Percent responding is all VAO eligible respondents.

**Q23b: How satisfied or dissatisfied were you with the amount of support you received from each of the following groups with helping you perform your [Pipe in VAOTYPE] duties in 2016?**

(1) Very Dissatisfied (2) Dissatisfied (3) Neither satisfied nor dissatisfied (4) Satisfied (5) Very satisfied (6) Does not apply (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	1.9	4.6	25.8	36.9	26.8	3.3	0.6	2.2
<b>VAO Type</b>								
UVAO	1.8	5.1	27.1	37.7	24.4	3.2	0.6	2.3
IVAO or IVA Office Staff	2.7	1.8	17.4	32.2	41.7	3.8	0.4	6
<b>Service</b>								
Army	0.8	7.2	23.4	42.1	25.5	0.7	0.3	5.6
Marine Corps	1.4	3.2	31.2	39.1	19.6	3.8	1.6	8.4
Navy	0.8	3.3	20.3	38.2	34.5	2.7	0.3	6.2
Air Force	2.8	5.8	30.6	36.9	18.8	4.7	0.4	3.9
Coast Guard	--	--	11.9	46.5	41.6	--	--	33

Percent responding is all VAO eligible respondents.

**Q23c: How satisfied or dissatisfied were you with the amount of support you received from each of the following groups with helping you perform your [Pipe in VAOTYPE] duties in 2016?**

(1) Very Dissatisfied (2) Dissatisfied (3) Neither satisfied nor dissatisfied (4) Satisfied (5) Very satisfied (6) Does not apply (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,640)	2.5	4.4	23.5	33	28.8	7.2	0.5	2.3
<b>VAO Type</b>								
UVAO	2.5	4.4	23.5	33	28.7	7.2	0.5	2.3
IVAO or IVA Office Staff	--	--	--	--	--	--	--	--
<b>Service</b>								
Army	2.1	2.6	16.5	35.9	40.8	2	--	5.6
Marine Corps	1.5	8.5	36.2	25.8	16.2	11.2	0.7	8.6
Navy	2.8	3.9	30.7	25.2	21.4	15.5	0.4	6.4
Air Force	3.3	6.6	22.7	38.8	24.9	3.1	0.5	4.1
Coast Guard	--	--	12.6	12.6	--	74.9	--	30.5

Percentage responding are UVAOs.

**Q23d: How satisfied or dissatisfied were you with the amount of support you received from each of the following groups with helping you perform your [Pipe in VAOTYPE] duties in 2016?**

(1) Very Dissatisfied (2) Dissatisfied (3) Neither satisfied nor dissatisfied (4) Satisfied (5) Very satisfied (6) Does not apply (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,640)	2.4	4	27.7	28.2	23.9	13.5	0.3	2.2
<b>VAO Type</b>								
UVAO	2.4	4	27.7	28.2	23.8	13.5	0.3	2.2
IVAO or IVA Office Staff	--	--	--	--	--	--	--	--
<b>Service</b>								
Army	2.1	2.2	22.1	32	31.8	9.3	0.5	5.3
Marine Corps	1.7	6.7	39.2	21.5	12.9	18	--	8.8
Navy	2.4	4.4	31.8	22.2	18.8	20.4	--	6.5
Air Force	3	5.4	29.5	32.4	20.1	9.5	0.2	4
Coast Guard	--	--	25.9	12.6	--	61.5	--	34.2

Percentage responding are UVAOs.

**Q24a: How often did you have contact with others serving as each of the following Voting Assistance Officers in 2016?  
Installation Voting Assistance Officers (IVAOs)**

(1) Daily (2) Weekly (3) Monthly (4) Semiannually (5) Annually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	5.6	9.6	35	19.2	10	20.2	0.3	2.1
<b>VAO Type</b>								
UVAO	1.5	8.8	36.3	21	10.7	21.5	0.2	2.3
IVAO or IVA Office Staff	31.5	14.5	26.9	7.8	5.8	12.4	1	5.6
<b>Service</b>								
Army	2.6	18.7	36.3	19.5	8.1	14.8	--	5.4
Marine Corps	3.3	4.6	22.3	16.7	14	38.5	0.6	8.4
Navy	5	5.1	32.5	17.5	8.4	31.5	--	5.9
Air Force	3.3	6.7	38.9	24.9	11.4	14	0.8	4
Coast Guard	--	--	--	--	--	100	--	0

Percent responding is all VAO eligible respondents.

**Q24b: How often did you have contact with others serving as each of the following Voting Assistance Officers in 2016?  
Installation Voting Assistance (IVA) Office Staff**

(1) Daily (2) Weekly (3) Monthly (4) Semiannually (5) Annually (6) Never (99) Refused

	Percentages							
	1	2	3	4	5	6	99	Max ME
All Respondents (N = 1,900)	4.3	7.1	24.8	16.5	7.4	39.1	0.8	2.2
<b>VAO Type</b>								
UVAO	0.9	5.7	25.4	18.1	8.3	40.8	0.7	2.4
IVAO or IVA Office Staff	25.8	15.6	20.6	6.7	2.1	27.9	1.4	5.5
<b>Service</b>								
Army	1.2	13.6	33.2	17.4	8.7	25.9	--	5.3
Marine Corps	3.3	2.4	15.5	13.6	9.1	54.6	1.5	8.6
Navy	3.7	5.6	23.8	14.1	4.6	47.9	0.4	6.3
Air Force	2.4	4.8	23.7	19.1	8.5	40.2	1.3	4
Coast Guard	--	--	--	--	--	100	--	0

Percent responding is all VAO eligible respondents.

**Q24c: How often did you have contact with others serving as each of the following Voting Assistance Officers in 2016?  
Unit Voting Assistance Officers (UVAOs)**

(1) Daily (2) Weekly (3) Monthly (4) Semiannually (5) Annually (6) Never (99) Refused

	Percentages							Max ME
	1	2	3	4	5	6	99	
All Respondents (N = 1,900)	5.9	13.7	33.9	13.9	5.9	26.1	0.6	2.1
<b>VAO Type</b>								
UVAO	5.7	12.1	32.2	14.3	6.4	28.7	0.6	2.3
IVAO or IVA Office Staff	7.3	23.7	44.8	11.3	2.4	9.7	0.7	6
<b>Service</b>								
Army	7.6	22.7	34.5	10.7	4.4	19.2	0.9	5.4
Marine Corps	5.4	8.7	35.7	15.8	5.5	28.3	0.6	8.3
Navy	5	8.7	30.4	12	5.8	37.2	1	6.1
Air Force	5.8	11.3	37.5	16.2	6.1	22.6	0.5	3.9
Coast Guard	11.2	--	--	16.1	--	72.7	--	29.5

Percent responding is all VAO eligible respondents.

**Q25a: What was your primary mode of communication with each of the following Voting Assistance Officers?  
Installation Voting Assistance Officers (IVAOs)**

(1) Email (2) Phone or conference call (3) In-person (4) Social media (e.g., Facebook, Twitter) (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,510)	79	7.2	13.2	0.2	0.4	2.1
<b>VAO Type</b>						
UVAO	82.9	6.3	10.2	0.2	0.3	2.1
IVAO or IVA Office Staff	56.9	12.4	29.7	--	0.9	6.5
<b>Service</b>						
Army	72.4	8.8	18.2	0.3	0.3	5.5
Marine Corps	77.9	8	14.1	--	--	9.2
Navy	76.6	9.1	13.1	0.9	0.3	6.5
Air Force	86.8	4.8	7.8	--	0.6	3
Coast Guard	--	--	--	--	--	--

Percent responding is all VAO eligible respondents who answered Q24a="Daily", "Weekly", "Monthly", "Semiannually", or "Annually".

**Q25b: What was your primary mode of communication with each of the following Voting Assistance Officers? Installation Voting Assistance (IVA) Office Staff**

(1) Email (2) Phone or conference call (3) In-person (4) Social media (e.g., Facebook, Twitter) (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,142)	77.9	7.5	12.5	0.2	1.9	2.4
<b>VAO Type</b>						
UVAO	82.8	6.4	8.8	0.2	1.8	2.4
IVAO or IVA Office Staff	52.7	13	31.9	--	2.4	7.2
<b>Service</b>						
Army	71.8	11.6	13.3	0.4	2.9	5.9
Marine Corps	76.5	9.4	14.1	--	--	11.1
Navy	69.9	9.7	14.8	1.2	4.5	8.1
Air Force	88.1	3.7	7.7	--	0.5	3.4
Coast Guard	--	--	--	--	--	--

*Percent responding is all VAO eligible respondents who answered Q24b="Daily", "Weekly", "Monthly", "Semiannually", or "Annually".*

**Q25c: What was your primary mode of communication with each of the following Voting Assistance Officers? Unit Voting Assistance Officers (UVAOs)**

(1) Email (2) Phone or conference call (3) In-person (4) Social media (e.g., Facebook, Twitter) (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,392)	67.8	5.7	25.3	0.4	0.8	2.5
<b>VAO Type</b>						
UVAO	65.3	5.3	28.3	0.3	0.7	2.7
IVAO or IVA Office Staff	80.5	7.9	9.9	0.8	0.9	5.1
<b>Service</b>						
Army	54.3	7.2	37.5	0.3	0.7	6.3
Marine Corps	65.6	10	24.5	--	--	9.7
Navy	66.3	9	20.9	1.5	2.3	7.6
Air Force	66	3.2	29.8	--	1	4.4
Coast Guard	59.1	--	40.9	--	--	62.4

*Percentage responding is all VAO eligible respondents who answered Q24c="Daily", "Weekly", "Monthly", "Semiannually", or "Annually".*



**Q26a: In 2016, were you aware of the following FVAP voting assistance resources? FVAP.gov**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	0.3	99.5	0.2	0.3
<b>VAO Type</b>				
UVAO	0.4	99.5	0.1	0.3
IVAO or IVA Office Staff	--	99.3	0.7	1
<b>Service</b>				
Army	0.9	99.1	--	1.1
Marine Corps	--	100	--	0
Navy	--	99.4	0.6	1
Air Force	0.5	99.3	0.2	0.7
Coast Guard	--	100	--	0

*Percent responding is all VAO eligible respondents.*

**Q26b: In 2016, were you aware of the following FVAP voting assistance resources? FVAP online assistant**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	10	89.7	0.2	1.4
<b>VAO Type</b>				
UVAO	10.3	89.6	0.2	1.5
IVAO or IVA Office Staff	8.5	90.8	0.7	3.5
<b>Service</b>				
Army	11.4	88.6	--	3.6
Marine Corps	11.8	88.2	--	5.6
Navy	7.9	91.5	0.6	3.5
Air Force	9.9	89.8	0.3	2.5
Coast Guard	--	100	--	0

*Percent responding is all VAO eligible respondents.*

**Q26c: In 2016, were you aware of the following FVAP voting assistance resources? FVAP portal**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	3.5	96.3	0.3	0.9
<b>VAO Type</b>				
UVAO	3.7	96.1	0.2	0.9
IVAO or IVA Office Staff	1.9	97.1	1	2
<b>Service</b>				
Army	6.4	93.6	–	2.8
Marine Corps	3.8	96.2	–	3.3
Navy	3.2	95.8	0.9	2.5
Air Force	3	96.6	0.3	1.5
Coast Guard	--	100	–	0

*Percent responding is all VAO eligible respondents.*

**Q26d: In 2016, were you aware of the following FVAP voting assistance resources? FVAP monthly to-do list**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	23.1	76.7	0.2	1.9
<b>VAO Type</b>				
UVAO	24.8	75.1	0.2	2.1
IVAO or IVA Office Staff	12.7	86.6	0.7	4.1
<b>Service</b>				
Army	25.9	74.1	–	5
Marine Corps	15.8	84.2	–	6.3
Navy	20.7	78.7	0.6	5.2
Air Force	27.4	72.3	0.3	3.7
Coast Guard	16.1	83.9	–	24.3

*Percent responding is all VAO eligible respondents.*

**Q26e: In 2016, were you aware of the following FVAP voting assistance resources? FVAP voting alerts**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	11.4	88.4	0.3	1.4
<b>VAO Type</b>				
UVAO	12.3	87.5	0.2	1.6
IVAO or IVA Office Staff	5.3	93.7	1	3
<b>Service</b>				
Army	15.8	84.2	–	4.1
Marine Corps	8.8	90.5	0.8	5.1
Navy	12.2	86.9	0.9	4.3
Air Force	8.9	90.9	0.2	2.3
Coast Guard	16.1	83.9	–	24.3

*Percent responding is all VAO eligible respondents.*

**Q26f: In 2016, were you aware of the following FVAP voting assistance resources? FVAP staff support**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	30.3	69.5	0.2	2.1
<b>VAO Type</b>				
UVAO	32.8	67.1	0.2	2.3
IVAO or IVA Office Staff	14.6	84.7	0.7	4.4
<b>Service</b>				
Army	32.4	67.6	–	5.3
Marine Corps	39.2	60.8	–	8.4
Navy	30.6	68.7	0.6	5.9
Air Force	34.9	64.8	0.3	3.9
Coast Guard	16.1	83.9	–	24.3

*Percent responding is all VAO eligible respondents.*

**Q26g: In 2016, were you aware of the following FVAP voting assistance resources? FVAP 2016-17 Voting Assistance Guide**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	5.8	93.9	0.2	1.1
<b>VAO Type</b>				
UVAO	6.6	93.3	0.1	1.2
IVAO or IVA Office Staff	1.3	97.7	1.1	1.8
<b>Service</b>				
Army	6.2	93.8	–	2.7
Marine Corps	3.9	96.1	–	3.3
Navy	6.3	93.1	0.6	3.2
Air Force	5.5	94.3	0.2	1.9
Coast Guard	19.3	80.7	–	26.1

*Percent responding is all VAO eligible respondents.*

**Q27a: In 2016, did you receive any of the following FVAP voting assistance resources? FVAP monthly to-do list**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,457)	15	84.6	0.5	1.9
<b>VAO Type</b>				
UVAO	16.5	83	0.5	2.1
IVAO or IVA Office Staff	6.6	92.9	0.4	3.3
<b>Service</b>				
Army	15.2	84.2	0.6	4.8
Marine Corps	17.6	82.4	–	7.2
Navy	17.2	82.4	0.4	5.4
Air Force	16.9	82.5	0.6	3.6
Coast Guard	36.3	63.7	–	34.8

*Percent responding is all VAO eligible respondents who answered Q26d="Yes".*

**Q27b: In 2016, did you receive any of the following FVAP voting assistance resources? FVAP voting alerts**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,679)	5.9	93.3	0.7	1.2
<b>VAO Type</b>				
UVAO	6.3	92.9	0.8	1.3
IVAO or IVA Office Staff	4	95.6	0.4	2.6
<b>Service</b>				
Army	3.5	95.1	1.4	2.7
Marine Corps	7.1	92.9	--	4.7
Navy	6.3	93.4	0.4	3.4
Air Force	6.2	93	0.8	2.2
Coast Guard	--	100	--	0

Percent responding is all VAO eligible respondents who answered Q26e="Yes".

**Q27c: In 2016, did you receive any of the following FVAP voting assistance resources? FVAP 2016-17 Voting Assistance Guide (VAG)**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,785)	7.6	91.8	0.7	1.3
<b>VAO Type</b>				
UVAO	8.3	91	0.7	1.4
IVAO or IVA Office Staff	3.1	96.2	0.7	2.4
<b>Service</b>				
Army	4.5	95.1	0.4	2.5
Marine Corps	9.5	90.5	--	5.2
Navy	10.1	89.6	0.4	4
Air Force	10	89.3	0.7	2.6
Coast Guard	13.8	86.2	--	25.4

Percent responding is all VAO eligible respondents who answered Q26g="Yes".

**Q28a: In 2016, did you use the following FVAP voting assistance resources? FVAP.gov**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,890)	1.5	98.1	0.4	0.6
<b>VAO Type</b>				
UVAO	1.5	98.1	0.4	0.7
IVAO or IVA Office Staff	1.2	98.4	0.4	1.5
<b>Service</b>				
Army	1.3	98.7	–	1.3
Marine Corps	–	99.2	0.8	1.6
Navy	1.1	98.6	0.3	1.5
Air Force	1.9	97.4	0.7	1.3
Coast Guard	–	100	–	0

*Percent responding is all VAO eligible respondents who answered Q26a="Yes".*

**Q28b: In 2016, did you use the following FVAP voting assistance resources? FVAP online assistant**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,705)	23.7	75.1	1.1	2.1
<b>VAO Type</b>				
UVAO	24.4	74.6	1	2.2
IVAO or IVA Office Staff	19.5	78.8	1.7	5.2
<b>Service</b>				
Army	18	82	–	4.6
Marine Corps	25.3	73.8	0.9	8.1
Navy	19.7	79.5	0.8	5.4
Air Force	23	75.3	1.7	3.7
Coast Guard	23	77	–	27.9

*Percent responding is all VAO eligible respondents who answered Q26b="Yes".*

**Q28c: In 2016, did you use the following FVAP voting assistance resources? FVAP portal**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,829)	7.2	91.8	0.9	1.3
<b>VAO Type</b>				
UVAO	7.5	91.5	1	1.4
IVAO or IVA Office Staff	5.8	93.8	0.4	3
<b>Service</b>				
Army	5.7	93.8	0.5	2.8
Marine Corps	6.4	92	1.5	4.8
Navy	5.2	94	0.8	3.1
Air Force	8.9	89.7	1.4	2.5
Coast Guard	11.2	88.8	--	20.8

Percentage responding is all VAO eligible respondents who answered Q26c="Yes".

**Q28d: In 2016, did you use the following FVAP voting assistance resources? FVAP monthly to-do list**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,232)	10	88.8	1.2	1.8
<b>VAO Type</b>				
UVAO	10.7	87.9	1.4	2
IVAO or IVA Office Staff	6.4	93.2	0.4	3.4
<b>Service</b>				
Army	10.7	89.3	--	4.4
Marine Corps	10.9	87.9	1.2	6.8
Navy	8.3	90.9	0.8	4.5
Air Force	9.8	87.2	3	3.5
Coast Guard	41.7	58.3	--	44.7

Percent responding is all VAO eligible respondents who answered Q26d="Yes" and Q27a="Yes".

**Q28e: In 2016, did you use the following FVAP voting assistance resources? FVAP voting alerts**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,566)	7.7	91.3	1	1.4
<b>VAO Type</b>				
UVAO	8.4	90.6	1	1.6
IVAO or IVA Office Staff	4	95.5	0.5	2.7
<b>Service</b>				
Army	7	91.3	1.7	3.6
Marine Corps	9.2	89.8	1	5.7
Navy	5.6	94	0.4	3.4
Air Force	7	91.8	1.2	2.4
Coast Guard	--	100	--	0

Percent responding is all VAO eligible respondents who answered Q26e="Yes" and Q27b="Yes".

**Q28f: In 2016, did you use the following FVAP voting assistance resources? FVAP staff support**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,321)	42	56.4	1.6	2.7
<b>VAO Type</b>				
UVAO	44.2	54.1	1.7	2.9
IVAO or IVA Office Staff	30.9	68.1	1	6.2
<b>Service</b>				
Army	32.7	65.2	2.1	6.6
Marine Corps	41.6	57	1.4	11
Navy	41.3	57.8	0.9	7.6
Air Force	48.7	49.3	2	5.1
Coast Guard	100	--	--	0

Percent responding is all VAO eligible respondents who answered Q26f="Yes".



**Q28g: In 2016, did you use the following FVAP voting assistance resources? FVAP 2016-17 Voting Assistance Guide (VAG)**

(1) No (2) Yes (99) Refused

	Percentages				Max ME
	1	2	99		
All Respondents (N = 1,638)	8.8	90.1	1.1		1.4
<b>VAO Type</b>					
UVAO	9.3	89.6	1.1		1.6
IVAO or IVA Office Staff	6.4	92.7	0.9		3.3
<b>Service</b>					
Army	6.2	92.8	1		3.1
Marine Corps	12.5	85.6	1.9		6.5
Navy	7.5	91.8	0.6		3.8
Air Force	10	89.2	0.8		2.8
Coast Guard	27.7	72.3	--		35.5

Percent responding is all VAO eligible respondents who answered Q26g="Yes" and Q27c="Yes".

**Q29a: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP.gov**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,855)	0.8	4.8	31	63	0.4	2.2
<b>VAO Type</b>						
UVAO	1	5.3	32.8	60.6	0.4	2.4
IVAO or IVA Office Staff	--	1.3	19.8	78.1	0.7	5.1
<b>Service</b>						
Army	--	4.1	35.6	59.5	0.9	5.6
Marine Corps	1.7	7.8	31.6	58.9	--	8.6
Navy	--	4.5	34.7	60	0.8	6.3
Air Force	1.4	5.2	30	63	0.4	4
Coast Guard	--	--	--	100	--	0

Percent responding is all VAO eligible respondents who answered Q28a="Yes".

**Q29b: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP online assistant**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,281)	1	6.4	34.7	56.5	1.4	2.7
<b>VAO Type</b>						
UVAO	1.2	6.4	35.9	55.1	1.3	2.9
IVAO or IVA Office Staff	--	6.3	27.7	64.4	1.6	6.9
<b>Service</b>						
Army	0.6	5	40.2	52	2.1	6.6
Marine Corps	2.5	8.6	36.5	51.5	1	10.7
Navy	0.6	5.9	29.4	63.6	0.4	7.2
Air Force	1.5	6.8	35	55.8	1	4.9
Coast Guard	--	--	14.5	85.5	--	26.6

Percent responding is all VAO eligible respondents who answered Q28b="Yes".

**Q29c: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP portal**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,679)	2.7	11	40.9	44.5	0.9	2.4
<b>VAO Type</b>						
UVAO	2.4	11	42.7	43.2	0.8	2.6
IVAO or IVA Office Staff	4.6	11.1	30.3	52.2	1.8	6.4
<b>Service</b>						
Army	2	9.1	48.5	39	1.4	6
Marine Corps	4.2	14	43	37.8	0.9	9.1
Navy	3.3	11.5	37.2	47.1	1	6.7
Air Force	3	11.7	41.3	43	1	4.3
Coast Guard	--	--	56	44	--	34.9

Percentage responding is all VAO eligible respondents who answered Q28c="Yes".

**Q29d: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP monthly to-do list**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,094)	1.4	11.8	41.9	43.6	1.4	2.9
<b>VAO Type</b>						
UVAO	1.5	12.1	43.9	41.2	1.3	3.2
IVAO or IVA Office Staff	0.5	10.3	32.8	54.5	2	7
<b>Service</b>						
Army	1.2	10.6	52.7	34	1.5	7.6
Marine Corps	2.7	15.8	39.6	41.9	--	10.9
Navy	1	11.4	40.2	45.7	1.7	8.2
Air Force	2	12.4	42	42.7	0.9	5.6
Coast Guard	--	--	61.9	38.1	--	57.6

Percentage responding is all VAO eligible respondents who answered Q28d="Yes".

**Q29e: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP voting alerts**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,431)	1.3	9.1	40.4	47.9	1.3	2.6
<b>VAO Type</b>						
UVAO	1.5	8.6	40.8	47.8	1.3	2.8
IVAO or IVA Office Staff	0.4	11.9	38	47.9	1.7	6.6
<b>Service</b>						
Army	1.3	6.7	44.5	45.7	1.8	6.6
Marine Corps	1	12	41.8	43.2	1.9	9.9
Navy	0.4	8.9	35.4	54.1	1.1	7.2
Air Force	2	10.3	36.8	49.8	1.1	4.6
Coast Guard	--	--	72.6	27.4	--	32.2

Percentage responding is all VAO eligible respondents who answered Q28e="Yes".

**Q29f: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP staff support**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 745)	2.4	12.1	43	39.3	3.2	3.6
<b>VAO Type</b>						
UVAO	2.9	12.5	44.7	36.6	3.3	4
IVAO or IVA Office Staff	0.8	10.3	36.5	49.8	2.7	8
<b>Service</b>						
Army	2.4	12.1	51.1	30.6	3.8	8.5
Marine Corps	6.8	6.8	36.2	50.2	--	14.7
Navy	0.6	14.2	46.3	36.5	2.4	10
Air Force	3.1	15.5	39.2	38.8	3.4	7
Coast Guard	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q28f="Yes".

**Q29g: How useful were the following voting assistance resources in helping you perform your VAO duties? FVAP 2016-17 Voting Assistance Guide (VAG)**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.5	8.2	36.2	53.1	0.9	2.5
<b>VAO Type</b>						
UVAO	1.5	8.7	38.4	50.6	1	2.8
IVAO or IVA Office Staff	1.5	6	24.6	67.1	0.8	6.1
<b>Service</b>						
Army	1.9	6.2	40.5	48.9	2.5	6.2
Marine Corps	2.2	11.9	37.7	48.2	--	10
Navy	--	12.9	36.3	50	0.8	7.3
Air Force	1.7	9.3	36.6	51.6	0.9	4.7
Coast Guard	--	--	54.2	45.8	--	46.5

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q30a: How useful were each of the following in helping you perform your VAO duties?  
PDF versions of voting forms (e.g., FPCAs or FWABs) or envelopes**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	4.4	12.4	33.4	43.1	1.8	2.3
<b>VAO Type</b>						
UVAO	4.3	12.7	34	41.8	2	2.4
IVAO or IVA Office Staff	5.2	10	30.1	50.9	0.8	6.1
<b>Service</b>						
Army	2.3	12.1	37.2	41	3.8	5.6
Marine Corps	5.5	15.3	33.6	37.6	5.5	8.4
Navy	5.1	13.5	27.5	47.7	0.3	6.4
Air Force	4.8	12.4	35.3	41.5	1.5	4.1
Coast Guard	--	19.3	11.2	69.6	--	30.5

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30b: How useful were each of the following in helping you perform your VAO duties? Election date calendar**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	2.2	11.3	35.3	44.5	1.4	2.3
<b>VAO Type</b>						
UVAO	2.4	11.8	35.4	43.1	1.4	2.4
IVAO or IVA Office Staff	1.2	8.4	34.7	52.8	1.3	6.1
<b>Service</b>						
Army	1.2	14.2	36.1	41.6	4.1	5.6
Marine Corps	0.8	13.3	41.8	38.4	1.6	8.6
Navy	2.7	9.2	33.6	47.8	0.3	6.4
Air Force	3.5	12.1	35.3	42.4	1	4.1
Coast Guard	--	11.2	11.2	77.7	--	27.6

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30c: How useful were each of the following in helping you perform your VAO duties? Links to other election-related websites**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	6.2	18	34.8	28	1.6	2.2
<b>VAO Type</b>						
UVAO	6.2	18.2	35.4	26.4	1.7	2.3
IVAO or IVA Office Staff	6.1	17.4	30.5	38.4	1.2	6
<b>Service</b>						
Army	8	18.4	34.6	24.5	4.8	5.4
Marine Corps	7.1	20.9	42.2	20.5	1.6	8.6
Navy	6.7	16.5	34.3	29.7	1.1	6.1
Air Force	6.3	20.2	33.8	25.9	1.2	3.9
Coast Guard	--	16.1	--	72.7	--	29.5

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30d: How useful were each of the following in helping you perform your VAO duties?  
International toll-free phone and fax numbers**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	13.4	15.8	19.5	13.6	2	2.2
<b>VAO Type</b>						
UVAO	13.5	16.1	19.6	12.5	2	2.4
IVAO or IVA Office Staff	12.1	13.8	19	20.1	2	5.8
<b>Service</b>						
Army	12.2	16.3	23.4	12.5	4	5.3
Marine Corps	15.2	18.2	24.8	9.2	1.6	8
Navy	13.8	14.8	15.3	12.1	2.3	6.3
Air Force	15	16.4	20.3	12.8	1.8	3.9
Coast Guard	16.1	--	--	11.2	--	29.5

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30e: How useful were each of the following in helping you perform your VAO duties?  
The Voting Assistance Officer (VAO) section**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	3.4	15.7	40.8	34.2	2.1	2.2
<b>VAO Type</b>						
UVAO	3.7	16.4	40.7	33.4	2.1	2.4
IVAO or IVA Office Staff	1.7	11	41.4	38.7	1.7	6.1
<b>Service</b>						
Army	2.8	17.9	40.4	33.5	3.8	5.6
Marine Corps	1.6	22.8	43	25.7	2.3	8.6
Navy	4.3	14.9	36	41.3	0.8	6.3
Air Force	4	17.1	43.1	30	1.7	4.1
Coast Guard	--	--	30.4	58.4	--	32.6

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30f: How useful were each of the following in helping you perform your VAO duties? Voting alert sign-up**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	6	16.9	34.3	30.6	1.6	2.2
<b>VAO Type</b>						
UVAO	6.2	16.6	34.5	29.8	1.8	2.3
IVAO or IVA Office Staff	5.2	18.8	32.8	35.7	0.8	5.9
<b>Service</b>						
Army	7.3	18.7	35.7	23.9	5	5.5
Marine Corps	7.4	16.1	37	28.3	1.6	8.4
Navy	4.7	15.4	32.5	32.6	0.6	6
Air Force	6.1	15.1	35.8	33.7	1.2	4
Coast Guard	--	27.3	19.3	42.3	--	32.7

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30g: How useful were each of the following in helping you perform your VAO duties? FVAP contact information**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	5.1	18	38	28.5	1.8	2.2
<b>VAO Type</b>						
UVAO	5.6	18.4	38.5	26.9	1.8	2.4
IVAO or IVA Office Staff	2.3	15.1	35.1	38.6	1.7	6
<b>Service</b>						
Army	3.9	15.3	41.6	29.8	3.3	5.6
Marine Corps	4.1	21.7	45.4	20.1	3.1	8.7
Navy	6.4	17.1	32.5	31.5	0.3	6
Air Force	6.8	21.8	36	23.6	2.2	4
Coast Guard	–	38.4	19.3	42.3	–	32.7

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".

**Q30h: How useful were each of the following in helping you perform your VAO duties? PDF versions of posters and handouts**

(1) Not Useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 1,855)	7.4	17.6	35.3	30.4	1.4	2.2
<b>VAO Type</b>						
UVAO	7.5	18.3	35.5	28.7	1.6	2.3
IVAO or IVA Office Staff	6.8	13.6	33.9	40.9	0.5	6
<b>Service</b>						
Army	2.5	20.6	39.8	29.6	3.7	5.6
Marine Corps	8	18.9	38.6	26.7	1.6	8.5
Navy	8.8	15.2	30.6	35.9	0.6	6.2
Air Force	9.6	22.3	33	23.6	1.3	3.9
Coast Guard	11.2	19.3	35.4	11.9	–	31.7

Percentage responding is all VAO eligible respondents who answered Q28a="Yes".



**Q31: What was the main reason why you did not visit FVAP.gov?**

(1) I did not believe FVAP.gov offered the assistance I needed. (2) I did not believe FVAP.gov offered accurate information. (3) I received comparable assistance from another resource. (4) I did not need assistance or information available on FVAP.gov (5) Some other reason (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 28)	4.2	--	9.9	46.8	39.2	--	18.6
<b>VAO Type</b>							
UVAO	4.7	--	11.1	44.8	39.4	--	19.7
IVAO or IVA Office Staff	--	--	--	62.7	37.3	--	54
<b>Service</b>							
Army	--	--	21.1	21.1	57.7	--	50.1
Marine Corps	--	--	--	--	--	--	--
Navy	--	--	--	69.3	30.7	--	56.1
Air Force	--	--	7.1	32.4	60.5	--	28.8
Coast Guard	--	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q26a="Yes" and Q28a="No".

**Q32a: In 2016, did you recommend anyone to use the FVAP online assistant to complete any of the following?  
Federal Post Card Application (FPCA)**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,705)	11.1	87.6	1.3	1.6
<b>VAO Type</b>				
UVAO	11.5	87	1.4	1.7
IVAO or IVA Office Staff	8.8	90.8	0.4	3.7
<b>Service</b>				
Army	12	85.8	2.2	4.2
Marine Corps	9.1	89.9	0.9	5.5
Navy	8.1	90.8	1	3.8
Air Force	9.6	89	1.4	2.7
Coast Guard	--	100	--	0

Percentage responding is all VAO eligible respondents who answered Q26b="Yes".

**Q32b: In 2016, did you recommend anyone to use the FVAP online assistant to complete any of the following?  
Federal Write-In Absentee Ballot (FWAB)**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,705)	18.7	79.9	1.4	1.9
<b>VAO Type</b>				
UVAO	19	79.5	1.5	2.1
IVAO or IVA Office Staff	16.8	82.3	0.9	4.9
<b>Service</b>				
Army	18.6	79.2	2.2	4.9
Marine Corps	16.6	81.5	1.8	7.1
Navy	13.1	85.9	1	4.6
Air Force	18.1	80.5	1.4	3.4
Coast Guard	50.4	49.6	--	33.1

Percentage responding is all VAO eligible respondents who answered Q26b="Yes".

**Q33: What was the main reason why you did not recommend anyone to use the FVAP online assistant?**

(1) I did not believe FVAP online assistant provide the assistance others needed. (2) I did not believe FVAP online assistant offered accurate information. (3) Other voters received comparable assistance from another resource. (4) I preferred to rely on paper or PDF copies of forms (e.g., FPCAs and FWABs). (5) Some other reason (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 137)	1.4	0.7	19	25.7	53.1	--	8.4
<b>VAO Type</b>							
UVAO	1.6	0.8	16.8	26.4	54.5	--	8.9
IVAO or IVA Office Staff	--	--	36.2	20.7	43.2	--	24.3
<b>Service</b>							
Army	--	--	11.4	63.7	24.9	--	19.8
Marine Corps	--	--	38.1	37.4	24.5	--	33.1
Navy	6.8	--	13.5	16.2	63.6	--	28.4
Air Force	--	2.9	13.2	8.7	75.2	--	14.6
Coast Guard	--	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q32a="No" and Q32b="No".

**Q34: During 2016, on average how often did you log in to the FVAP portal to report metrics or obtain election materials?**

(1) Daily (2) Weekly (3) Monthly (4) Semiannually (5) Annually (6) Never (99) Refused

	Percentages							Max ME
	1	2	3	4	5	6	99	
All Respondents (N = 1,679)	1.7	13.2	68.8	12.7	0.9	1.8	0.9	2.2
<b>VAO Type</b>								
UVAO	0.7	12.1	69.9	13.8	1	1.5	1.1	2.4
IVAO or IVA Office Staff	7.6	20.3	61.9	6.4	--	3.8	--	6.2
<b>Service</b>								
Army	0.5	16.3	63.6	12.7	1.9	2.7	2.3	5.8
Marine Corps	0.9	15.9	66.6	13.9	0.9	0.9	0.9	8.7
Navy	0.8	12.6	76.3	8.3	0.7	0.6	0.7	5.7
Air Force	0.6	11.3	71.2	12.9	0.9	2.4	0.6	4
Coast Guard	--	--	74.9	25.1	--	--	--	30.5

Percentage responding is all VAO eligible respondents who answered Q28c="Yes".

**Q35: During 2016, were you registered to receive FVAPs voting alerts?**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 100)	44.6	54.2	1.1	9.8
<b>VAO Type</b>				
UVAO	43.7	55	1.3	10.3
IVAO or IVA Office Staff	53.2	46.8	--	31.4
<b>Service</b>				
Army	64.4	35.6	--	31.6
Marine Corps	50.2	49.8	--	34.1
Navy	53	47	--	27.2
Air Force	29.3	70.7	--	15.7
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q26e="Yes" and Q27b="No".

**Q36a-e: How did you distribute information obtained from the FVAP' voting alerts?**

(1) Forwarded the emails. (2) Posted the information (e.g. on bulletin boards) (3) Through social media (e.g. Facebook, Twitter) (4) Announced during formations (5) Announced during staff meetings

	Percentages					Max ME
	1	2	3	4	5	
All Respondents (N = 1,566)	91.3	47.1	10.9	39.8	45.9	2.5
<b>VAO Type</b>						
UVAO	90.6	47	7.4	42.4	45	2.7
IVAO or IVA Office Staff	95.3	47.7	31.5	24.6	51.4	6.4
<b>Service</b>						
Army	79.1	62.3	6.1	51.9	52.6	6.3
Marine Corps	88.8	58.9	8.6	48.1	54.5	9.4
Navy	92.9	57.2	10.7	44.5	52.9	7
Air Force	95.9	32.7	6.1	39.9	38.1	4.3
Coast Guard	100	36.3	--	49.6	49.6	36.1

Percentage responding is all VAO eligible respondents who answered Q27b="Yes".

**Q37a: Did you use any of the following types of communication when you contacted FVAP staff support? Email.**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 745)	15.6	82.4	2	2.7
<b>VAO Type</b>				
UVAO	18.1	79.5	2.3	3.2
IVAO or IVA Office Staff	5.7	93.5	0.8	3.9
<b>Service</b>				
Army	21.8	75.1	3.1	7.4
Marine Corps	18.1	79.6	2.3	11.8
Navy	17	80.7	2.4	8
Air Force	14.9	82.9	2.2	5.4
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q27b="Yes".

**Q37b: Did you use any of the following types of communication when you contacted FVAP staff support? Phone.**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 745)	50.4	43.9	5.7	3.6
<b>VAO Type</b>				
UVAO	55.8	38.1	6.1	4
IVA0 or IVA Office Staff	28.8	67.2	4	7.5
<b>Service</b>				
Army	59	36.2	4.8	8.4
Marine Corps	53.8	46.2	--	14.7
Navy	51.5	40.9	7.5	10.1
Air Force	57.7	34.8	7.5	7.1
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q27b="Yes".

**Q37c: Did you use any of the following types of communication when you contacted FVAP staff support? Electronic Transmission Service (ETS)**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 745)	72.2	18.9	9	3.2
<b>VAO Type</b>				
UVAO	73.1	18.3	8.6	3.6
IVA0 or IVA Office Staff	68.4	21.1	10.5	7.4
<b>Service</b>				
Army	78.6	14.2	7.2	7
Marine Corps	79.1	14.1	6.8	12
Navy	71.7	20.5	7.8	9.1
Air Force	71.4	17.7	10.9	6.5
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q27b="Yes".

**Q38: What was the main reason why you did not use FVAP staff support?**

(1) I did not believe FVAP staff offered the assistance I or other needed. (2) I did not believe FVAP staff offered accurate information. (3) I did not believe FVAP staff provided timely responses. (4) I received comparable assistance from another resource. (5) I did not need assistance or information from FVAP staff. (6) Some other reason (99) Refused

	Percentages							Max ME
	1	2	3	4	5	6	99	
All Respondents (N = 554)	1.1	0.2	0.8	14.8	73	9.4	0.9	3.7
<b>VAO Type</b>								
UVAO	1.1	0.2	0.9	14.8	71.9	10.1	1	4
IVAO or IVA Office Staff	1.1	--	--	14.4	80.2	4.3	--	9.5
<b>Service</b>								
Army	1.2	--	--	17.2	69.5	10.3	1.7	11.1
Marine Corps	3.1	--	--	11.8	73.1	8.7	3.3	15.3
Navy	2.1	--	--	13.2	71.1	12	1.6	10.8
Air Force	1	--	1.1	15.3	71.8	9.9	1	6.5
Coast Guard	--	--	--	--	86.7	13.3	--	24.5

Percentage responding is all VAO eligible respondents who answered Q26f="Yes" Q28f="No".

**Q39: If given a choice, would you prefer the paper or online version of the 2016-17 Voting Assistance Guide (VAG)?**

(1) Paper (2) Online (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,900)	26.9	71.6	1.5	2
<b>VAO Type</b>				
UVAO	25	73.3	1.6	2.1
IVAO or IVA Office Staff	38.6	60.4	1	5.9
<b>Service</b>				
Army	37.3	61	1.7	5.5
Marine Corps	26	73.1	0.8	7.7
Navy	30.2	68.6	1.2	5.9
Air Force	19.3	78.6	2	3.3
Coast Guard	11.2	88.8	--	20.8

Percentage responding is all VAO eligible respondents.

**Q40a: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?**  
**Dates of elections and deadlines**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1	4.7	32.1	60.1	2.1	2.5
<b>VAO Type</b>						
UVAO	1.1	5	33.8	57.9	2.3	2.7
IVAO or IVA Office Staff	0.5	3	22.9	72.1	1.4	5.8
<b>Service</b>						
Army	0.9	3.7	34.7	58.9	1.9	6.1
Marine Corps	1.1	3.2	36.8	57.9	1.1	9.9
Navy	0.5	5.1	37.8	54.8	1.7	7.2
Air Force	1.2	5.7	33.6	56.8	2.7	4.7
Coast Guard	--	--	54.2	45.8	--	46.5

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q40b: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?**  
**The Important Information section**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.7	9.7	44	42.4	2.1	2.5
<b>VAO Type</b>						
UVAO	1.8	9.9	45.1	41	2.1	2.8
IVAO or IVA Office Staff	0.9	8.5	38	50.5	2.1	6.5
<b>Service</b>						
Army	3.2	11.2	41.3	42.4	1.9	6.1
Marine Corps	2.1	9.6	54.3	32.9	1.1	10
Navy	1.1	11.3	48.3	37.3	2.1	7.2
Air Force	1.6	9.3	45.6	41.3	2.2	4.7
Coast Guard	--	--	76.4	23.6	--	39.6

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q40c: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?  
State-by-State information on filling out FPCAs**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.6	6.8	34.4	55	2.2	2.5
<b>VAO Type</b>						
UVAO	1.7	6.9	35.9	53.1	2.4	2.8
IVAO or IVA Office Staff	0.9	6.5	26.5	64.9	1.1	6.2
<b>Service</b>						
Army	1.7	5.1	33.2	58.2	1.9	6.1
Marine Corps	3.2	6.4	38.3	51.1	1.1	10
Navy	0.5	10.1	37.4	49.9	2.1	7.3
Air Force	2.3	7.3	38.2	49.3	2.9	4.7
Coast Guard	--	--	76.4	23.6	--	39.6

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q40d: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?  
The Voting Your Ballot section**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	2.9	10.8	43.5	40.7	2.1	2.5
<b>VAO Type</b>						
UVAO	3.1	11.3	44.5	39.1	2.1	2.8
IVAO or IVA Office Staff	1.7	8.4	37.5	49.8	2.6	6.5
<b>Service</b>						
Army	2.5	12	39.5	44.1	1.9	6.2
Marine Corps	5.4	8.5	56	29	1.1	10
Navy	2.2	12.3	47.4	36.5	1.7	7.2
Air Force	3.4	12.6	44.4	37.7	2	4.7
Coast Guard	--	22.2	54.2	23.6	--	46.5

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".



**Q40e: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?  
State-by-State information on filling out FWABs**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.8	7.1	35.8	52.7	2.6	2.5
<b>VAO Type</b>						
UVAO	1.9	7.4	37.2	50.8	2.6	2.8
IVAO or IVA Office Staff	1.3	5.7	27.6	63.1	2.3	6.3
<b>Service</b>						
Army	2.2	5.5	35.2	54.2	2.9	6.2
Marine Corps	4.2	7.5	43.5	43.7	1.1	9.9
Navy	--	9.1	37.9	49.4	3.5	7.3
Air Force	2.2	8.5	39	48	2.3	4.7
Coast Guard	--	22.2	54.2	23.6	--	46.5

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q40f: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)?  
Instructions on submitting forms**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.2	6.3	38.6	51.1	2.7	2.6
<b>VAO Type</b>						
UVAO	1.3	6.7	39.6	49.6	2.9	2.8
IVAO or IVA Office Staff	0.9	4.3	33	59.9	1.8	6.4
<b>Service</b>						
Army	1.2	5.8	37.2	53.3	2.4	6.2
Marine Corps	1.1	8.6	39.3	48.9	2.2	10
Navy	0.5	6.3	43.7	46.5	3	7.2
Air Force	1.6	6.8	41.9	47	2.7	4.7
Coast Guard	--	--	76.4	23.6	--	39.6

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q40g: How useful did you find the following information in the 2016-17 Voting Assistance Guide (VAG)? Mailing addresses, emails or fax numbers to send completed voting forms (e.g., FPCA or FWAB)**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,475)	1.7	6.7	35.2	54.2	2.2	2.5
<b>VAO Type</b>						
UVAO	1.6	7.3	36.6	52.2	2.3	2.8
IVAO or IVA Office Staff	2.1	3.7	27.7	65	1.5	6.2
<b>Service</b>						
Army	2.2	4.7	34.2	56	2.9	6.2
Marine Corps	2.1	6.2	41.2	49.4	1.1	10
Navy	0.8	6.7	42	48.8	1.7	7.3
Air Force	1.9	8.4	37.7	49.4	2.7	4.7
Coast Guard	--	--	54.2	45.8	--	46.5

Percentage responding is all VAO eligible respondents who answered Q28g="Yes".

**Q42: Did you hear or see any FVAP advertising or outreach materials (i.e., radio, print or online ads) in 2016?**

(1) No (2) Yes (99) Refused

	Percentages				Max ME
	1	2	99		
All Respondents (N = 1,900)	31.8	66.4	1.8	2.1	
<b>VAO Type</b>					
UVAO	33.5	64.7	1.9	2.3	
IVAO or IVA Office Staff	21.7	77	1.3	5.1	
<b>Service</b>					
Army	20.7	77.5	1.7	4.7	
Marine Corps	30.7	68.5	0.8	8	
Navy	34.3	63.6	2.2	6.1	
Air Force	34.6	63.1	2.4	3.9	
Coast Guard	61.4	38.6	--	32.2	

Percentage responding is all VAO eligible respondents.

**Q43a: Did you visit any of the following FVAP social media sites in 2016? FVAP on Facebook**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	71.2	26.8	1.9	2
<b>VAO Type</b>				
UVAO	74.1	23.9	2	2.1
IVAO or IVA Office Staff	53.1	45.6	1.3	6.1
<b>Service</b>				
Army	69.8	28.2	2	5.2
Marine Corps	84.4	14.8	0.8	6.3
Navy	59.4	37.8	2.8	6.2
Air Force	80.2	17.5	2.4	3.3
Coast Guard	64.6	35.4	--	31.7

*Percentage responding is all VAO eligible respondents.***Q43b: Did you visit any of the following FVAP social media sites in 2016? FVAP on Twitter**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	91.7	4.6	3.7	1.2
<b>VAO Type</b>				
UVAO	92.4	4.1	3.5	1.3
IVAO or IVA Office Staff	87.5	7.7	4.8	4
<b>Service</b>				
Army	92.9	3.8	3.3	2.9
Marine Corps	96.2	2.2	1.6	3.3
Navy	90.6	5.2	4.2	3.7
Air Force	93.5	3.2	3.4	2
Coast Guard	80.7	19.3	--	26.1

*Percentage responding is all VAO eligible respondents.*

**Q44a: Did you share any information found on the following FVAP social media sites in 2016? FVAP on Facebook**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 510)	42.1	57.2	0.7	4.3
<b>VAO Type</b>				
UVAO	46.4	52.7	0.9	4.9
IVAO or IVA Office Staff	28	72	--	8.1
<b>Service</b>				
Army	41	59	--	10.5
Marine Corps	52.6	47.4	--	22.5
Navy	48.3	51	0.8	10.3
Air Force	41.7	56.3	2	9.7
Coast Guard	100	--	--	0

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Percentage responding is all VAO eligible respondents who answered Q43a="Yes".

**Q44b: Did you share any information found on the following FVAP social media sites in 2016? FVAP on Twitter**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 87)	39.4	58.6	1.9	10.3
<b>VAO Type</b>				
UVAO	38.2	59.3	2.5	11.7
IVAO or IVA Office Staff	43.6	56.4	--	21.7
<b>Service</b>				
Army	35.9	64.1	--	27.8
Marine Corps	--	100	--	0
Navy	47.2	47.2	5.6	27.7
Air Force	40.2	54.4	5.4	22.8
Coast Guard	100	--	--	0

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Percentage responding is all VAO eligible respondents who answered Q43b="Yes".

**Q45a: Did you request any of the following FVAP informational materials in 2016? Brochures**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	53.9	43.7	2.4	2.2
<b>VAO Type</b>				
UVAO	58.4	39.1	2.5	2.4
IVAO or IVA Office Staff	25.4	72.8	1.8	5.4
<b>Service</b>				
Army	45	52.3	2.7	5.7
Marine Corps	54.4	44.8	0.8	8.6
Navy	57.1	40.3	2.6	6.3
Air Force	60.8	36.3	2.9	4
Coast Guard	80.7	19.3	--	26.1

Percentage responding is all VAO eligible respondents.

**Q45b: Did you request any of the following FVAP informational materials in 2016? Fact sheets or one-pagers**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	63.3	33.5	3.2	2.2
<b>VAO Type</b>				
UVAO	65.7	31	3.2	2.3
IVAO or IVA Office Staff	48.5	48.6	2.9	6.1
<b>Service</b>				
Army	50.9	45.1	4	5.7
Marine Corps	66.2	33	0.8	8.2
Navy	67.1	29.7	3.2	6
Air Force	68.6	27.7	3.7	3.8
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q45c: Did you request any of the following FVAP informational materials in 2016? Voting posters**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	42.9	54.7	2.4	2.2
<b>VAO Type</b>				
UVAO	46.4	51	2.5	2.4
IVAO or IVA Office Staff	20.6	77.6	1.8	5.1
<b>Service</b>				
Army	33.1	64.2	2.7	5.4
Marine Corps	36.7	62.5	0.8	8.4
Navy	49.1	48.4	2.6	6.3
Air Force	52	45.1	2.9	4.1
Coast Guard	53.5	46.5	--	33

Percentage responding is all VAO eligible respondents.

**Q45d: Did you request any of the following FVAP informational materials in 2016? Wallet cards**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	68.7	28.2	3.1	2.1
<b>VAO Type</b>				
UVAO	73.8	23.1	3.1	2.1
IVAO or IVA Office Staff	37.5	59.9	2.7	6
<b>Service</b>				
Army	66.2	30.6	3.2	5.4
Marine Corps	72.7	26.4	0.8	7.7
Navy	73.6	22.7	3.8	5.6
Air Force	74.3	22.6	3.1	3.6
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q45e: Did you request any of the following FVAP informational materials in 2016? Hard copy of the 2016-17 Voting Assistance Guide (VAG).**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	57.1	40.1	2.8	2.2
<b>VAO Type</b>				
UVAO	61	36.1	2.9	2.4
IVAO or IVA Office Staff	32.8	65.2	2.1	5.8
<b>Service</b>				
Army	43.3	53.8	3	5.6
Marine Corps	53.5	44.9	1.7	8.6
Navy	66.9	30.2	2.9	6
Air Force	64.9	31.9	3.2	3.9
Coast Guard	53.5	46.5	--	33

Percentage responding is all VAO eligible respondents.

**Q45f: Did you request any of the following FVAP informational materials in 2016? Digital media content toolkit**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	81.1	15.6	3.3	1.8
<b>VAO Type</b>				
UVAO	82.6	14.2	3.2	1.8
IVAO or IVA Office Staff	71.3	25	3.6	5.5
<b>Service</b>				
Army	78.6	18.3	3.1	4.6
Marine Corps	86.5	12.7	0.8	5.9
Navy	79.1	17.1	3.9	5.2
Air Force	84.5	11.9	3.6	3
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q45g: Did you request any of the following FVAP informational materials in 2016? Banners**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	74.3	22.6	3.1	2
<b>VAO Type</b>				
UVAO	80.7	16.1	3.2	1.9
IVAO or IVA Office Staff	34.1	63.6	2.3	5.8
<b>Service</b>				
Army	74.5	22.8	2.7	4.9
Marine Corps	80.7	17.7	1.6	6.8
Navy	80.5	15.1	4.4	5
Air Force	79.2	17.1	3.7	3.3
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q45h: Did you request any of the following FVAP informational materials in 2016? Informational videos for voters**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	82.8	13.9	3.4	1.7
<b>VAO Type</b>				
UVAO	85.1	11.4	3.5	1.7
IVAO or IVA Office Staff	68.1	29.2	2.7	5.7
<b>Service</b>				
Army	82.7	14.1	3.2	4.3
Marine Corps	85.8	11.8	2.4	6
Navy	81.5	14.7	3.9	4.9
Air Force	86.5	9.8	3.7	2.8
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.



**Q45i: Did you request any of the following FVAP informational materials in 2016? Infographics**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	82.4	14	3.6	1.7
<b>VAO Type</b>				
UVAO	83.4	12.8	3.8	1.8
IVAO or IVA Office Staff	75.9	21.8	2.3	5.2
<b>Service</b>				
Army	77.3	19.2	3.4	4.7
Marine Corps	81.7	16.6	1.7	6.7
Navy	80.7	15	4.3	5
Air Force	87.4	8.3	4.2	2.7
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q46a: Did you receive any of the following FVAP informational materials in 2016? Brochures**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	41.5	54	4.4	2.2
<b>VAO Type</b>				
UVAO	45.6	49.8	4.6	2.4
IVAO or IVA Office Staff	16.3	80.5	3.1	4.8
<b>Service</b>				
Army	28.3	67.1	4.6	5.3
Marine Corps	50.8	46	3.2	8.7
Navy	46.8	47.5	5.7	6.3
Air Force	47.8	48.3	3.9	4.1
Coast Guard	80.7	19.3	--	26.1

Percentage responding is all VAO eligible respondents.

**Q46b: Did you receive any of the following FVAP informational materials in 2016? Fact sheets or one-pagers**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	50.9	44	5.1	2.2
<b>VAO Type</b>				
UVAO	53.3	41.5	5.2	2.4
IVAO or IVA Office Staff	35.8	59.9	4.3	6
<b>Service</b>				
Army	34.6	60.8	4.6	5.5
Marine Corps	65.4	29.2	5.4	8.2
Navy	54.8	38.7	6.5	6.3
Air Force	56.3	39.2	4.5	4
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q46c: Did you receive any of the following FVAP informational materials in 2016? Voting posters**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	35.1	60.5	4.4	2.2
<b>VAO Type</b>				
UVAO	38.4	57	4.7	2.4
IVAO or IVA Office Staff	14.1	82.9	3	4.6
<b>Service</b>				
Army	24.2	71.2	4.6	5.1
Marine Corps	35.3	61.5	3.2	8.4
Navy	41.9	51.6	6.5	6.3
Air Force	43.1	53.1	3.8	4.1
Coast Guard	34.2	65.8	--	31.4

Percentage responding is all VAO eligible respondents.

**Q46d: Did you receive any of the following FVAP informational materials in 2016? Wallet cards**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	61.2	33.6	5.2	2.2
<b>VAO Type</b>				
UVAO	65.5	28.9	5.6	2.3
IVAO or IVA Office Staff	34	62.7	3.3	5.9
<b>Service</b>				
Army	53.5	41.4	5	5.6
Marine Corps	68.4	28.4	3.2	8
Navy	66.8	26.8	6.3	6
Air Force	66.7	28.6	4.7	3.8
Coast Guard	83.9	--	16.1	24.3

Percentage responding is all VAO eligible respondents.

**Q46e: Did you receive any of the following FVAP informational materials in 2016? Hard copy of the 2016-17 Voting Assistance Guide (VAG).**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	48.9	46.4	4.7	2.2
<b>VAO Type</b>				
UVAO	52.7	42.3	5.1	2.4
IVAO or IVA Office Staff	24.7	73	2.3	5.4
<b>Service</b>				
Army	30.9	64.1	5	5.4
Marine Corps	53.8	43	3.2	8.6
Navy	56.6	36.5	6.9	6.3
Air Force	58.4	37.3	4.2	4
Coast Guard	34.2	65.8	--	31.4

Percentage responding is all VAO eligible respondents.

**Q46f: Did you receive any of the following FVAP informational materials in 2016? Digital media content toolkit**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	77	17.5	5.5	1.9
<b>VAO Type</b>				
UVAO	78.1	16.4	5.4	2
IVAO or IVA Office Staff	69.5	24.3	6.2	5.6
<b>Service</b>				
Army	69.9	25.1	5	5.2
Marine Corps	84.1	11.3	4.6	6.3
Navy	73.6	18.6	7.8	5.6
Air Force	83.3	12.2	4.4	3
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q46g: Did you receive any of the following FVAP informational materials in 2016? Banners**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	71.5	23	5.6	2
<b>VAO Type</b>				
UVAO	77.7	16.3	6	2
IVAO or IVA Office Staff	32.2	65	2.7	5.8
<b>Service</b>				
Army	69.1	24.9	6	5.2
Marine Corps	79.4	14.2	6.4	7
Navy	76.7	16.7	6.7	5.4
Air Force	79.2	16.4	4.4	3.3
Coast Guard	80.7	19.3	--	26.1

Percentage responding is all VAO eligible respondents.

**Q46h: Did you receive any of the following FVAP informational materials in 2016? Informational videos for voters**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	78	16.5	5.5	1.9
<b>VAO Type</b>				
UVAO	80.3	13.9	5.8	1.9
IVAO or IVA Office Staff	63.5	32.8	3.7	5.9
<b>Service</b>				
Army	73.7	20.1	6.2	5
Marine Corps	85	10.4	4.6	6.2
Navy	80	12.7	7.3	5.1
Air Force	84.4	10.7	4.9	3
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q46i: Did you receive any of the following FVAP informational materials in 2016? Infographics**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	77.1	17.2	5.7	1.9
<b>VAO Type</b>				
UVAO	78.3	16	5.8	2
IVAO or IVA Office Staff	69.4	24.9	5.7	5.6
<b>Service</b>				
Army	68.5	26	5.5	5.3
Marine Corps	83.4	12	4.6	6.4
Navy	76.6	16.1	7.2	5.4
Air Force	83.1	11.8	5.1	3.1
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q47a: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Brochures**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,026)	3.6	11.9	43.2	40.9	0.4	3
<b>VAO Type</b>						
UVAO	3.5	12.5	45.5	38.2	0.3	3.4
IVAO or IVA Office Staff	3.3	9.7	34.4	51.6	1	6.8
<b>Service</b>						
Army	4.7	10.3	47.3	37.2	0.6	6.9
Marine Corps	9	15.1	45.6	30.2	--	12.7
Navy	3.2	15.4	38.8	42.6	--	9.1
Air Force	2.9	13.7	51.7	31.4	0.4	5.9
Coast Guard	--	--	100	--	--	0

*Percentage responding is all VAO eligible respondents who answered Q46a="Yes".*

**Q47b: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Fact sheets or one-pagers**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Q47b Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 836)	2.4	9.4	42.8	44.9	0.5	3.4
<b>VAO Type</b>						
UVAO	1.9	9.7	45.7	42.1	0.5	3.7
IVAO or IVA Office Staff	4.2	7.6	30.4	57.1	0.6	7.8
<b>Service</b>						
Army	1.4	9.4	48.9	39.6	0.6	7.3
Marine Corps	2.8	13.8	50.3	33.1	--	16
Navy	6.5	13.1	40.4	38.7	1.4	10
Air Force	1.6	9.5	45.6	42.8	0.4	6.5
Coast Guard	--	--	--	--	--	--

**Q47c: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Voting posters**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 1,149)	4	14.4	40.9	40.2	0.6	2.8
<b>VAO Type</b>						
UVAO	4.1	15.4	42.8	36.9	0.7	3.2
IVAO or IVA Office Staff	3.5	9.7	32.5	54.4	--	6.6
<b>Service</b>						
Army	3.5	13.1	47.7	34.6	1.1	6.7
Marine Corps	5.3	16.2	38.4	40.2	--	10.8
Navy	5.1	9.8	35.3	49.1	0.6	8.8
Air Force	5.2	21.1	43.9	29.8	--	5.6
Coast Guard	--	46.3	53.7	--	--	40.7

Percentage responding is all VAO eligible respondents who answered Q46c="Yes".

**Q47d: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Wallet cards**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Q47d Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 638)	9.8	15.9	36	38	0.3	3.8
<b>VAO Type</b>						
UVAO	10.3	17.2	39.2	33.1	0.2	4.4
IVAO or IVA Office Staff	8.4	12.3	27.1	51.6	0.6	7.7
<b>Service</b>						
Army	11	15.6	46.6	26.8	--	8.8
Marine Corps	7.7	33.8	25	33.4	--	15.4
Navy	16.3	12.3	39.2	32.2	--	12
Air Force	9.4	14.5	37.5	38.5	--	7.4
Coast Guard	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46d="Yes".

**Q47e: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Hard copy of the 2016-17 Voting Assistance Guide (VAG)**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 882)	4.2	7.5	31.6	56	0.6	3.3
<b>VAO Type</b>						
UVAO	4	7.5	33.5	54.6	0.4	3.7
IVAO or IVA Office Staff	5.2	7.5	25	61	1.4	6.9
<b>Service</b>						
Army	3.2	6.7	30.5	59	0.6	7
Marine Corps	5.6	9.2	33	52.2	--	13.2
Navy	3.9	8.6	31.6	54.3	1.7	10.5
Air Force	5.5	8	33.9	52.6	--	6.7
Coast Guard	--	29.3	53.7	17	--	40.7

Percentage responding is all VAO eligible respondents who answered Q46e="Yes".

**Q47f: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Digital media content toolkit**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 332)	4.3	11.7	47.1	35.5	1.4	5.4
<b>VAO Type</b>						
UVAO	5.3	12.6	47.9	32.7	1.5	6
IVAO or IVA Office Staff	--	7.7	43.4	47.8	1.1	12.3
<b>Service</b>						
Army	5.4	17.7	49.9	24.4	2.6	11.3
Marine Corps	14.3	14.8	49.6	21.2	--	25.7
Navy	1.2	6.6	48	42.6	1.6	14.7
Air Force	6.1	13.2	53.7	27	--	11.6
Coast Guard	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46f="Yes".



**Q47g: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Banners**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 437)	5.8	13.7	37	42.2	1.3	4.6
<b>VAO Type</b>						
UVAO	7.7	16	42.5	33	0.8	5.9
IVAO or IVA Office Staff	2.8	10.1	28.2	56.9	2	7.5
<b>Service</b>						
Army	10.8	14	54.8	18.9	1.5	11.3
Marine Corps	--	5.5	56.1	38.3	--	22.8
Navy	6.3	9.2	32.4	52.1	--	15.5
Air Force	6.9	18.6	40.2	33.1	1	9.9
Coast Guard	100	--	--	--	--	0

Percentage responding is all VAO eligible respondents who answered Q46g="Yes".

**Q47h: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Informational videos for voters**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					
	1	2	3	4	99	Max ME
All Respondents (N = 314)	3.6	14.1	39.2	41.9	1.1	5.5
<b>VAO Type</b>						
UVAO	4.2	12.8	42.7	39.2	1.1	6.4
IVAO or IVA Office Staff	2.2	17.5	29.8	49.3	1.2	10.6
<b>Service</b>						
Army	6.8	16.4	52.8	19.8	4.3	12.6
Marine Corps	7.6	7.6	46	38.8	--	26.8
Navy	2.3	9.2	44.6	43.9	--	17.7
Air Force	1.9	17.1	45.6	35.4	--	12.4
Coast Guard	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46h="Yes".

**Q47i: How useful were the following FVAP informational material(s) in helping you perform your VAO duties? Infographics**

(1) Not useful (2) Somewhat useful (3) Useful (4) Very useful (99) Refused

	Percentages					Max ME
	1	2	3	4	99	
All Respondents (N = 326)	4.6	15.9	42.5	35.4	1.6	5.4
<b>VAO Type</b>						
UVAO	5	17.1	43.7	32.7	1.5	6
IVAO or IVA Office Staff	2.8	11	37.9	46.5	1.8	12.2
<b>Service</b>						
Army	7	17.6	51.9	20.2	3.2	11.1
Marine Corps	6.9	6.6	40.1	46.5	--	24.9
Navy	1.8	9.6	41.9	44.8	1.9	15.7
Air Force	4.5	19.2	43.3	31.8	1.1	11.7
Coast Guard	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46i="Yes".

**Q48a: Did you share any of the following informational material(s) from FVAP with military members in 2016? Brochures**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,026)	5.9	93.7	0.4	1.5
<b>VAO Type</b>				
UVAO	6.1	93.4	0.5	1.7
IVAO or IVA Office Staff	4.9	95.1	--	2.9
<b>Service</b>				
Army	4.7	94	1.2	3.3
Marine Corps	12.4	87.6	--	8.4
Navy	3.1	96.9	--	3.2
Air Force	5.3	94.1	0.6	2.8
Coast Guard	--	100	--	0

Percentage responding is all VAO eligible respondents who answered Q46i="Yes".

**Q48b: Did you share any of the following informational material(s) from FVAP with military members in 2016? Fact sheets or one-pagers**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 836)	7.8	91.9	0.3	1.8
<b>VAO Type</b>				
UVAO	8.1	91.6	0.3	2.1
IVAO or IVA Office Staff	6.4	93	0.6	4
<b>Service</b>				
Army	7.1	92.3	0.6	3.9
Marine Corps	8.4	91.6	--	8.9
Navy	8.6	91.4	--	5.7
Air Force	10.2	89.4	0.3	4
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46b="Yes".

**Q48c: Did you share any of the following informational material(s) from FVAP with military members in 2016? Voting posters**

(1) No (2) Yes (99) Refused

	Percentages			Max ME
	1	2	99	
All Respondents (N = 1,149)	6.5	93	0.4	1.5
<b>VAO Type</b>				
UVAO	6.6	93	0.4	1.6
IVAO or IVA Office Staff	6.3	93.2	0.5	3.4
<b>Service</b>				
Army	5.4	94	0.5	3.2
Marine Corps	6.6	93.4	--	5.5
Navy	3.4	96.6	--	3.2
Air Force	7.9	91.5	0.6	3.1
Coast Guard	--	100	--	0

Percentage responding is all VAO eligible respondents who answered Q46c="Yes".

**Q48d: Did you share any of the following informational material(s) from FVAP with military members in 2016? Wallet cards**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 638)	8.3	91.4	0.4	2.2
<b>VAO Type</b>				
UVAO	9.8	89.9	0.2	2.7
IVAO or IVA Office Staff	3.8	95.5	0.7	3.2
<b>Service</b>				
Army	12	88	--	5.7
Marine Corps	7.7	92.3	--	8.7
Navy	6.4	93.6	--	6
Air Force	7.1	92.2	0.7	4.1
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46d="Yes".

**Q48e: Did you share any of the following informational material(s) from FVAP with military members in 2016? Hard copy of the 2016-17 Voting Assistance Guide (VAG)**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 882)	20.2	79.2	0.6	2.7
<b>VAO Type</b>				
UVAO	21.3	77.9	0.8	3.1
IVAO or IVA Office Staff	16.1	83.9	--	5.2
<b>Service</b>				
Army	16.8	82	1.2	5.4
Marine Corps	27.8	72.2	--	11.8
Navy	22.3	76.8	0.9	8.9
Air Force	20.3	79	0.7	5.4
Coast Guard	29.3	70.7	--	37.1

Percentage responding is all VAO eligible respondents who answered Q46e="Yes".

**Q48f: Did you share any of the following informational material(s) from FVAP with military members in 2016? Digital media content toolkit**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 332)	20.4	77.8	1.8	4.5
<b>VAO Type</b>				
UVAO	23	75.7	1.4	5.1
IVAO or IVA Office Staff	9.6	86.8	3.6	8.3
<b>Service</b>				
Army	25.1	71.8	3.1	10.2
Marine Corps	21.7	78.3	–	21.2
Navy	23.4	75.4	1.2	12.7
Air Force	26.8	72.1	1.1	10.5
Coast Guard	–	–	–	–

Percentage responding is all VAO eligible respondents who answered Q46f="Yes".

**Q48g: Did you share any of the following informational material(s) from FVAP with military members in 2016? Banners**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 437)	16.4	82.6	1	3.6
<b>VAO Type</b>				
UVAO	16.3	82.5	1.2	4.5
IVAO or IVA Office Staff	16.7	82.7	0.7	5.7
<b>Service</b>				
Army	15.8	82.6	1.6	8.6
Marine Corps	16.8	83.2	–	17.2
Navy	18.5	81.5	–	12.1
Air Force	18.6	81.4	–	7.8
Coast Guard	100	–	–	0

Percentage responding is all VAO eligible respondents who answered Q46g="Yes".

**Q48h: Did you share any of the following informational material(s) from FVAP with military members in 2016? Informational videos for voters**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 314)	15	84.2	0.8	4
<b>VAO Type</b>				
UVAO	17	82	1	5
IVAO or IVA Office Staff	9.8	90.2	--	6.3
<b>Service</b>				
Army	17.9	78.1	3.9	10.4
Marine Corps	15.2	84.8	--	19.3
Navy	20.4	79.6	--	14.3
Air Force	17.4	82.6	--	9.5
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46h="Yes".

**Q48i: Did you share any of the following informational material(s) from FVAP with military members in 2016? Infographics**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 326)	16.2	82.8	1	4.1
<b>VAO Type</b>				
UVAO	16.8	82.5	0.8	4.6
IVAO or IVA Office Staff	14	84.2	1.8	8.9
<b>Service</b>				
Army	19.6	78.9	1.5	9
Marine Corps	6.9	93.1	--	12.7
Navy	15.3	84.7	--	11.4
Air Force	21	77.8	1.2	9.9
Coast Guard	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q46i="Yes".

**Q49: What was your paygrade?**

(1) E1-E5 (2) E6-E9 (3) W1-W5 (4) O1-O3 (5) O4-O6 (99) Refused

	Percentages						Max ME
	1	2	3	4	5	99	
All Respondents (N = 1,589)	8.5	39.2	2.8	39.5	7.6	2.4	2.4
<b>VAO Type</b>							
UVAO	9	39.5	2.7	39.8	6.6	2.4	2.5
IVA0 or IVA Office Staff	3.2	35	3.4	37	19.5	1.8	8.5
<b>Service</b>							
Army	2.3	37.7	5.8	47.5	4.8	1.9	5.6
Marine Corps	1.6	16.8	6	67.4	7.4	0.8	8.1
Navy	2.7	40.5	2	42.6	9.7	2.6	6.3
Air Force	14.5	49.1	--	31	2.9	2.6	4.1
Coast Guard	--	30.4	22.3	28	19.3	--	30.5

Percentage responding is all VAO eligible respondents who answered Q2="Active duty military member", "Member of the National Guard or Reserve in a full-time, active duty program (AGR/FTS/AR)", or "Traditional National Guard/Reserve member (e.g., drilling unit, IMA, IRR)".

**Q50: What was your GS or GS equivalent paygrade?**

(1) GS1-8 (2) GS9-12 (3) GS/GM 13 or above (99) Refused

	Percentages					Max ME
	1	2	3	99		
All Respondents (N = 310)	15	67.4	16.9	0.7	5.2	
<b>VAO Type</b>						
UVAO	21.8	62.6	15	0.7	7.2	
IVA0 or IVA Office Staff	6.5	73.1	19.5	0.8	7.4	
<b>Service</b>						
Army	--	--	--	--	--	
Marine Corps	--	--	--	--	--	
Navy	--	--	--	--	--	
Air Force	--	--	--	--	--	
Coast Guard	--	--	--	--	--	

Percentage responding is all VAO eligible respondents who answered Q2="Federal civilian".

**Q51: Were you deployed at any time when you were assigned as a VAO in 2016?**

(1) No (2) Yes (99) Refused

	Percentages			
	1	2	99	Max ME
All Respondents (N = 1,900)	88.1	9.7	2.2	1.5
<b>VAP Type</b>				
UVAO	87.6	10.1	2.3	1.6
IVAO or IVA Office Staff	91.3	7	1.8	3.4
<b>Service</b>				
Army	93.1	4.7	2.2	2.9
Marine Corps	85	14.2	0.8	6.2
Navy	78.4	18.5	3	5.2
Air Force	87.9	9.6	2.5	2.7
Coast Guard	100	--	--	0

Percentage responding is all VAO eligible respondents.

**Q52: To which of the following locations was your unit deployed?**

(1) In one of the 50 states, D.C., Puerto Rico or a U.S. territory or possession (2) Afghanistan (3) Iraq (4) Other North African, Near Eastern or South Asian country (e.g., Bahrain, Diego Garcia, Kuwait, Saudi Arabia) (5) Europe (e.g., Bosnia and Herzegovina, Germany, Italy, Serbia, United Kingdom) (6) Former Soviet Union (e.g., Russia, Tajikistan, Uzbekistan) (7) East Asia and Pacific (e.g., Australia, Japan, Korea) (8) Sub-Saharan Africa (e.g., Kenya, Liberia, South Africa) (9) Western Hemisphere (e.g., Cuba, Honduras, Peru) (99) Refused

	Percentages										
	1	2	3	4	5	6	7	8	9	99	Max ME
All Respondents (N = 184)	11.5	5.6	5.6	38	9.2	--	21.3	4	4.8	--	7
<b>VAO Type</b>											
UVAO	11.7	5.1	6.2	38	9	--	21.4	3.2	5.3	--	7.4
IVAO or IVA Office Staff	9.2	9.8	--	38.2	10.9	--	20.6	11.2	--	--	22.4
<b>Service</b>											
Army	--	--	15.2	35.7	9.6	--	23.8	5.6	10.2	--	24.9
Marine Corps	11	--	--	22.9	--	--	55.9	5.5	4.7	--	22.8
Navy	12.2	--	3.9	34.2	5.6	--	35.4	--	8.6	--	14.1
Air Force	9.4	14.5	--	46.4	17.6	--	4.8	4.1	3.2	--	13.1
Coast Guard	--	--	--	--	--	--	--	--	--	--	--

Percentage responding is all VAO eligible respondents who answered Q51="Yes".



**Q53: Where were you stationed?**

(1) United States (including U.S. territories) (2) Overseas (3) On board a ship (99) Refused

	Percentages					Max ME
	1	2	3	99		
All Respondents (N = 1,675)	85.2	14	0.4	0.4	1.7	
<b>VAO Type</b>						
UVAO	86	13.1	0.5	0.4	1.8	
IVAO or IVA Office Staff	80	19.6	--	0.4	5.1	
<b>Service</b>						
Army	82.9	16.2	--	0.9	4.4	
Marine Corps	89.5	10.5	--	--	5.8	
Navy	87.5	10.6	1.5	0.4	4.7	
Air Force	81.4	18.4	--	0.2	3.4	
Coast Guard	100	--	--	--	0	

Percentage responding is all VAO eligible respondents who answered Q51="Yes".

**Q54: What was your age?**

(1) 18 to 24 years old (2) 25 to 29 years old (3) 30 to 34 years old (4) 35 to 44 years old (5) 45 years old or older (99) Refused

	Percentages					99	Max ME
	1	2	3	4	5		
All Respondents (N = 1,900)	5.6	19.7	22.1	32.4	18.1	2.2	2.1
<b>VAO Type</b>							
UVAO	6.4	21.5	23.4	32.8	13.6	2.2	2.3
IVAO or IVA Office Staff	0.4	8.3	13.9	29.8	45.9	1.8	6.1
<b>Service</b>							
Army	8.8	18.9	29.1	34.8	6.4	2.1	5.4
Marine Corps	6.4	39.4	24.8	27.9	0.6	0.8	8.5
Navy	2.1	23.2	25.8	39.1	6.8	3	6.2
Air Force	8.1	25.1	24.1	38.1	2.2	2.5	4
Coast Guard	--	16.1	19.3	31.1	33.5	--	31.2

Percentage responding is all VAO eligible respondents.



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