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2012 Post-Election Voting Survey of Department of State Voting Assistance Officers Tabulations of Responses

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**2012 POST-ELECTION VOTING SURVEY OF
DEPARTMENT OF STATE
VOTING ASSISTANCE OFFICERS:
TABULATIONS OF RESPONSES**

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Acknowledgments

Defense Manpower Data Center (DMDC) is indebted to numerous people for their assistance with the *2012 Post-Election Voting Survey of Department of State Voting Assistance Officers (2012 PEV6)* which was conducted on behalf of the Office of the Under Secretary of Defense for Personnel and Readiness (OUSD[P&R]). The survey program is conducted under the leadership of Kristin Williams, Director of the *Human Resources Strategic Assessment Program (HRSAP)*.

Federal Voting Assistance Program (FVAP) staff and other FVAP stakeholders contributed to the development of this survey.

DMDC's Survey Design, Analysis, & Operations Branch, under the guidance of Paul Rosenfeld, Branch Chief, is responsible for the development of questionnaires in the survey program. The program manager on this survey was Fred Licari. The lead survey design analyst was Kimberly Williams. Shoshana Magazine, SRA International, Inc., designed the unique presentation of complex items used in this tabulation volume. Carol Newell, Team Lead of Survey Operations, is responsible for the survey database construction and archiving and was the lead operations analyst on this survey.

DMDC's Statistical Methods Branch, under the guidance of David McGrath, Branch Chief, is responsible for sampling and weighting methods used in the survey program. The lead statistical analyst on this survey was Phil Masui, supervised by Eric Falk, who developed weights for this survey. The Department of State was responsible for determining the population of embassies and consulates with Voting Assistance Officers. Data Recognition Corporation (DRC) performed data collection and editing.

Lynn Walthall, SRA International, Inc., formatted and assembled this tabulation volume using DMDC's Survey Reporting Tool. A team consisting of Carol Newell, Kimberly Williams, Shoshana Magazine, Margaret Coffey, and Kimberly Hylton, SRA International, Inc., completed quality control for this tabulation volume.

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2012 POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE VOTING ASSISTANCE OFFICERS: TABULATIONS OF RESPONSES

Introduction to the Survey

The *Human Resources Strategic Assessment Program* (HRSAP), Defense Manpower Data Center (DMDC), conducts surveys to support the personnel information needs of the Under Secretary of Defense for Personnel and Readiness (USD[P&R]). These surveys assess the attitudes and opinions of the entire Department of Defense (DoD) community. DMDC developed the *Post-Election Voting* (PEV) surveys in 2008. These surveys are conducted every other year at the request of the Federal Voting Assistance Program (FVAP) office as required by the Uniformed and Overseas Citizens Absentee Voting Act of 1986, Section 101.b (1), 42 USC §1973ff (UOCAVA) and the Military and Overseas Voter Empowerment Act (MOVE Act). The surveys provide an evaluation of the effectiveness of assistance provided UOCAVA voters in federal elections.

This report contains tabulations of responses from the *2012 Post-Election Voting Survey of Department of State Voting Assistance Officers (2012 PEV6)* conducted from November 7 to December 21, 2012. This introduction (1) summarizes the survey content, (2) defines the total population surveyed and the subgroups used in tabulations of responses, (3) summarizes the survey methodology,¹ and (4) provides details on how to use the tabulations. The tabulations and a copy of the survey items follow this introduction.²

Survey Content

The topics covered in the *2012 PEV6* include training, voting assistance, technological assistance in voting, voting assistance guide, Federal Voting Assistance Program's (FVAP) News Releases, FVAP website, FVAP Automated Online Assistant, FVAP toll-free telephone service, and other sources of voting information. This survey was subdivided into the following 10 topic areas:

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

¹ Details on survey methodology are reported by DMDC (2013b).

² Refer to DMDC (2013a) to view the survey as it appeared on the Web.

5. *Voting Assistance Guide*—Receipt of, usefulness of, and preferred format of DoD 2012-13 *Voting Assistance Guide* (VAG).
6. *FVAP News Releases*—Registration to receive and forwarding of FVAP News Releases.
7. *FVAP Website*—Use of FVAP website; usefulness of products, information, and resources accessed or obtained from FVAP website; and reasons for not using FVAP website.
8. *FVAP Automated Online Assistant*—Recommendations to use FVAP Automated Online Assistant to complete Federal Post Card Application (FPCA) and Federal Write-In Absentee Ballot (FWAB) and reasons for not recommending use of Automated Online Assistant to complete FPCA and/or FWAB.
9. *FVAP Toll-Free Telephone Service*—Use of or referral to use FVAP toll-free telephone service and reasons for not using or recommending others to use telephone service.
10. *Other Sources of Voting Information*—Usefulness of sources of voting information in performing VAO duties (e.g., Automated Online Assistant, FVAP's HelpDesk) and adequacy of supply of election materials.

Population and Reporting Categories

The target population for the 2012 PEV6 consisted of all 240 Department of State embassies and consulates. Survey results are presented for the total population and by a variety of reporting categories. To form the reporting categories for the tabulations, respondents were classified by survey self-report. Survey results are tabulated by location, time overseas, duration of VAO assignment, prior VAO service, VAO training, and age. Definitions for reporting categories follow:

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

Survey Methodology

The Web survey administration process began on November 7, 2012, with the e-mail of notification letters to sample members. This notification letter explained why the survey was being conducted, how the survey information would be used, and why participation was important. Throughout the administration period, additional e-mail reminders were sent to encourage survey participation. Data were collected on the Web from November 7 to December 21, 2012.





































The 2012 PEV6 was a census of all 240 DoS Voting Assistance Officers assigned to DoS embassies and consulates throughout the world. Completed surveys (defined as 50% or more of the survey questions asked of all participants are answered) were received from 204 eligible respondents. The overall weighted response rate for eligible sample members was 86%.

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

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

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

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

	Respondents			Estimated Population				
	Count	Percent		Totals		Percent		Max ME
TOTAL	204	100%		238	± 1	100%		
Africa (20%)	37	18%		47	± 0	20%		±0
East Asia/Pacific (17%)	34	17%		41	± 0	17%		±0
Europe and Eurasia (25%)	55	27%		60	± 1	25%		±0
Near East/South and Central Asia (17%)	34	17%		41	± 0	17%		±0
Western Hemisphere (21%)	44	22%		49	± 1	21%		±0
TIME OVERSEAS								
Less Than 1 Year (37%)	75	37%		88	± 7	37%		±3
1 Year or More (63%)	129	63%		150	± 7	63%		±3
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	34	17%		40	± 5	17%		±3
3 Months to Less Than 6 Months (30%)	63	31%		73	± 6	30%		±3
6 Months to Less Than 1 Year (20%)	41	20%		48	± 6	20%		±3
1 Year or More (33%)	66	32%		78	± 6	33%		±3
PRIOR VAO SERVICE								
Prior Service (23%)	47	23%		54	± 6	23%		±3
Non-Prior Service (77%)	156	76%		182	± 6	77%		±3
VAO TRAINING								
Trained (66%)	135	66%		158	± 7	66%		±3
Not Trained (34%)	69	34%		80	± 7	34%		±3
AGE								
34 Years Old or Younger (40%)	82	40%		96	± 7	40%		±3
35 Years Old or More (58%)	118	58%		138	± 7	58%		±3

Note. The Estimated Population column is a weighted estimate of eligible embassies/consulates in the population. For this survey, there were 240 embassies/consulates in the sample. Two embassies/consulates indicated that on November 6, 2012, they were not assigned as a Voting Assistance Officer for the Department of State. Hence, the total estimated population is 238 embassies/consulates.

Tabulation Procedures

Tabulations³ for each question, including the text of the questions and response options, are shown. To compress the width of columns in the tables, the response options are shown with a number or letter; then that number or letter is used as the column heading for the responses. The central feature of the tabulations is the percentage of members choosing the response options indicated by the column heading. Within a set of response options, percentages may not add to 100% due to rounding error.

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

On each page of tabulations, the first column lists the reporting group shown in that row, followed by the percentage of the estimated population in that reporting group. The second column, *Percent Responding*, lists the portion of the reporting group represented in the estimates in that row. In most cases, if this percentage is not 100, it may reflect item nonresponse, and the table note indicates that “Percent responding are Department of State Voting Assistance Officers who answered the question.” Not all questions will apply to every respondent. Where possible, the Web survey is programmed to skip respondents over questions that do not apply to them. For example, Q10 (How useful was each of the following types of training in preparing you for performing your Voting Assistance Officer [VAO] duties?) does not apply to those who marked in Q9 that they did not receive training. The table note for this question indicates, “Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9).”

Three items (Q1, Q26, and Q28) are not included in the tabulations. Q1 (On November 6, 2012, were you assigned as a Voting Assistance Officer [VAO] for the Department of State [DoS]?) had 100% responding and 100% reporting “Yes” and therefore is not included in the tabulations. Respondents who did not hold the DoS VAO assignment on election day are excluded from this report. Only 1% of the total sample responded to Q26 (What was the main reason why you did not visit the Federal Voting Assistance Program’s [FVAP’s] website in 2012?), and only 3% of the total sample responded to Q28 (What was the main reason why you did not recommend anyone to use the Federal Voting Assistance Program’s [FVAP] Automated Online Assistant to complete a Federal Post Card Application [FPCA] in 2012?). As a result, the data are not reportable. In addition, the negative response

³ Details of data editing and preparation are provided by DMDC (2013a).

options for three items (Q10, Q13, and Q33) are combined to prevent the disclosure of individual VAO responses to the survey.

Margins of Error

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

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

The following reporting conventions are used:

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

⁴ As a result of differential weighting, only certain statistical software procedures (such as SUDAAN[®] PROC DESCRIPT) correctly calculate standard errors, variances, or tests of statistical significance for stratified samples.

[®] Registered 2004 by Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709-2194.

References

- DMDC. (2013a). *2012 Post-Election Voting Survey of Department of State Voting Assistance Officers: Administration, datasets, and codebook* (Report No. 2013-012). Alexandria, VA: Author.
- DMDC. (2013b). *2012 Post-Election Voting Survey of Department of State Voting Assistance Officers: Statistical methodology report* (Report No. 2013-011). Alexandria, VA: Author.
- Research Triangle Institute. (2004). *SUDAAN[®] Language Manual, Release 9.0*. Research Triangle Park, NC: Research Triangle Institute.

Tabulations of Responses

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

1. FS-01
4. FS-04
7. FS-07

2. FS-02
5. FS-05
8. FS-08

3. FS-03
6. FS-06
9. FS-09

	Percent Responding		Percentages									Max ME
			1	2	3	4	5	6	7	8	9	
TOTAL	100	±0	2	13	26	50	5	3	1	1	0°	±3
Africa (20%)	100	±0	0	5	22	62	5	3	3	0	0°	±8
East Asia/Pacific (17%)	100	±0	0	21	32	32	12	3	0	0	0°	±7
Europe and Eurasia (25%)	100	±0	5	15	36	38	2	2	2	0	0°	±4
Near East/South and Central Asia (17%)	100	±0	0	9	24	53	3	6	3	3	0°	±8
Western Hemisphere (21%)	100	±0	2	14	16	64	5	0	0	0	0°	±5
TIME OVERSEAS												
Less Than 1 Year (37%)	100	±0	0	9	24	51	9	4	1	1	0°	±5
1 Year or More (63%)	100	±0	3	15	28	49	2	2	2	0	0°	±4
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0	9	20	53	9	6	0	3	0°	±7
3 Months to Less Than 6 Months (30%)	100	±0	2	8	19	62	5	2	3	0	0°	±5
6 Months to Less Than 1 Year (20%)	100	±0	0	2	29	59	7	0	3	0	0°	±6
1 Year or More (33%)	100	±0	4	25	35	31	2	3	0	0	0°	±5
PRIOR VAO SERVICE												
Prior Service (23%)	100	±0	6	36	41	13	0	2	0	2	0°	±6
Non-Prior Service (77%)	100	±0	1	6	22	60	7	3	2	0	0°	±4
VAO TRAINING												
Trained (66%)	100	±0	1	12	25	50	6	2	2	1	0°	±4
Not Trained (34%)	100	±0	3	15	28	48	3	3	0	0	0°	±5
AGE												
34 Years Old or Younger (40%)	100	±0	0	1	14	69	11	3	1	1	0°	±4
35 Years Old or More (58%)	100	±0	3	21	35	36	1	3	2	0	0°	±4

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

° Response option never endorsed.

3. On November 6, 2012, in which country were you assigned? Constructed item representing Department of State Overseas regions.



















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

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±0	20	17	25	17	21	±1
Africa (20%)	100	±0	100	0	0	0	0	±0
East Asia/Pacific (17%)	100	±0	0	100	0	0	0	±0
Europe and Eurasia (25%)	100	±0	0	0	100	0	0	±0
Near East/South and Central Asia (17%)	100	±0	0	0	0	100	0	±0
Western Hemisphere (21%)	100	±0	0	0	0	0	100	±0
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	19	19	24	19	19	±4
1 Year or More (63%)	100	±0	20	16	26	16	22	±3
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	16	15	25	21	23	±7
3 Months to Less Than 6 Months (30%)	100	±0	9	13	23	22	34	±4
6 Months to Less Than 1 Year (20%)	100	±0	26	13	20	18	23	±6
1 Year or More (33%)	100	±0	28	25	31	11	6	±4
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	14	22	34	13	16	±5
Non-Prior Service (77%)	100	±0	22	16	23	18	22	±2
VAO TRAINING								
Trained (66%)	100	±0	19	19	24	18	21	±2
Not Trained (34%)	100	±0	22	14	27	17	21	±4
AGE								
34 Years Old or Younger (40%)	100	±0	21	13	23	19	24	±4
35 Years Old or More (58%)	100	±0	18	21	27	16	18	±3

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

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

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

	Percent Responding		Percentages					Max ME	Average Number of Months		
			1	2	3	4	5				
TOTAL	100	±0	20	17	49	13	1	±3	15.3	±0.5	
Africa (20%)	100	±0	16	19	49	14	3	±8	16.0	±1.4	
East Asia/Pacific (17%)	100	±0	18	24	44	15	0	±8	15.0	±1.2	
Europe and Eurasia (25%)	100	±0	22	13	44	20	2	±4	16.3	±0.8	
Near East/South and Central Asia (17%)	100	±0	29	12	53	3	3	±8	13.4	±1.2	
Western Hemisphere (21%)	100	±0	14	20	55	11	0	±5	15.5	±0.8	
TIME OVERSEAS											
Less Than 1 Year (37%)	100	±0	53	47	0	0	0	±5	5.8	±0.3	
1 Year or More (63%)	100	±0	0	0	77	21	2	±3	20.9	±0.4	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	44	18	35	3	0	±7	10.1	±1.0	
3 Months to Less Than 6 Months (30%)	100	±0	38	18	41	3	0	±5	11.0	±0.7	
6 Months to Less Than 1 Year (20%)	100	±0	3	44	44	9	0	±7	14.8	±0.8	
1 Year or More (33%)	100	±0	0	0	66	30	5	±5	22.4	±0.6	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	15	13	34	34	4	±6	19.5	±1.1	
Non-Prior Service (77%)	100	±0	21	19	53	7	1	±4	14.1	±0.5	
VAO TRAINING											
Trained (66%)	100	±0	16	16	53	14	1	±4	16.0	±0.6	
Not Trained (34%)	100	±0	27	19	39	12	3	±5	14.1	±0.9	
AGE											
34 Years Old or Younger (40%)	100	±0	16	27	55	2	0	±5	13.5	±0.6	
35 Years Old or More (58%)	100	±0	20	10	46	21	3	±4	17.0	±0.7	

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

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

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

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

3. 30 to 34 years old

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	98	±1	1	14	27	35	24	±3
Africa (20%)	97	±3	0	6	39	44	11	±8
East Asia/Pacific (17%)	100	±0	0	18	12	44	26	±8
Europe and Eurasia (25%)	98	±2	0	7	30	31	31	±4
Near East/South and Central Asia (17%)	97	±3	3	27	15	33	21	±8
Western Hemisphere (21%)	98	±2	0	14	35	26	26	±5
TIME OVERSEAS								
Less Than 1 Year (37%)	95	±2	1	21	27	34	17	±5
1 Year or More (63%)	100	±0	0	9	27	36	27	±4
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	97	±3	3	24	24	31	18	±7
3 Months to Less Than 6 Months (30%)	97	±2	0	15	32	35	18	±5
6 Months to Less Than 1 Year (20%)	98	±2	0	18	33	28	22	±7
1 Year or More (33%)	100	±0	0	5	20	43	33	±5
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	0	2	10	45	42	±6
Non-Prior Service (77%)	97	±1	1	16	32	33	18	±4
VAO TRAINING								
Trained (66%)	99	±1	1	13	27	38	21	±4
Not Trained (34%)	97	±2	0	15	27	30	28	±5
AGE								
34 Years Old or Younger (40%)	100	±0	1	33	66	0	0	±4
35 Years Old or More (58%)	100	±0	0	0	0	60	40	±4

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



















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

1. Less than 3 months

2. 3 months to less than 6 months

3. 6 months to less than 1 year

4. 1 year or more

	Percent Responding		Percentages				Max ME	Average Number of Months		
			1	2	3	4				
TOTAL	100	±0	17	30	20	33	±3	7.4	±0.3	
Africa (20%)	100	±0	14	14	27	46	±8	8.8	±0.6	
East Asia/Pacific (17%)	100	±0	15	24	15	47	±8	8.3	±0.6	
Europe and Eurasia (25%)	100	±0	16	27	16	40	±4	7.7	±0.4	
Near East/South and Central Asia (17%)	100	±0	21	38	21	21	±8	6.4	±0.6	
Western Hemisphere (21%)	100	±0	18	50	23	9	±5	5.7	±0.4	
TIME OVERSEAS										
Less Than 1 Year (37%)	100	±0	28	46	26	0	±5	4.8	±0.3	
1 Year or More (63%)	100	±0	10	21	17	52	±4	8.8	±0.3	
DURATION VAO ASSIGNMENT										
Less Than 3 Months (17%)	100	±0	100	0	0	0	±0	1.5	±0.0	
3 Months to Less Than 6 Months (30%)	100	±0	0	100	0	0	±0	4.5	±0.0	
6 Months to Less Than 1 Year (20%)	100	±0	0	0	100	0	±0	9.0	±0.0	
1 Year or More (33%)	100	±0	0	0	0	100	±0	12.0	±0.0	
PRIOR VAO SERVICE										
Prior Service (23%)	100	±0	6	15	13	66	±6	9.8	±0.4	
Non-Prior Service (77%)	100	±0	20	35	22	23	±3	6.6	±0.3	
VAO TRAINING										
Trained (66%)	100	±0	13	31	23	34	±4	7.7	±0.3	
Not Trained (34%)	100	±0	24	30	16	30	±5	6.7	±0.4	
AGE										
34 Years Old or Younger (40%)	100	±0	21	34	25	20	±4	6.5	±0.4	
35 Years Old or More (58%)	100	±0	13	27	17	43	±4	8.1	±0.3	

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



















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

1. Yes, once before

2. Yes, twice before

3. Yes, three or more times before



















4. No

	Percent Responding		Percentages				Max ME	Percentage Reporting Yes		
			1	2	3	4				
TOTAL	99	±1	15	5	3	77	±3	23.0	±3.0	
Africa (20%)	100	±0	8	8	0	84	±7	16.0	±7.0	
East Asia/Pacific (17%)	100	±0	18	9	3	71	±7	29.0	±7.0	
Europe and Eurasia (25%)	100	±0	22	5	4	69	±4	31.0	±4.0	
Near East/South and Central Asia (17%)	97	±3	12	3	3	82	±7	18.0	±7.0	
Western Hemisphere (21%)	100	±0	11	2	5	82	±5	18.0	±5.0	
TIME OVERSEAS										
Less Than 1 Year (37%)	100	±0	12	4	1	83	±4	17.0	±4.0	
1 Year or More (63%)	99	±1	16	6	4	74	±3	26.0	±3.0	
DURATION VAO ASSIGNMENT										
Less Than 3 Months (17%)	100	±0	3	3	3	91	±5	9.0	±5.0	
3 Months to Less Than 6 Months (30%)	100	±0	9	2	0	89	±3	11.0	±3.0	
6 Months to Less Than 1 Year (20%)	97	±3	12	3	0	85	±5	15.0	±5.0	
1 Year or More (33%)	100	±0	27	12	7	54	±5	46.0	±5.0	
PRIOR VAO SERVICE										
Prior Service (23%)	100	±0	64	24	13	0	±6	100.0	±0.0	
Non-Prior Service (77%)	100	±0	0	0	0	100	±0	0.0	±0.0	
VAO TRAINING										
Trained (66%)	99	±1	16	5	1	77	±3	23.0	±3.0	
Not Trained (34%)	100	±0	11	6	6	77	±4	23.0	±4.0	
AGE										
34 Years Old or Younger (40%)	99	±2	7	0	0	93	±3	7.0	±3.0	
35 Years Old or More (58%)	100	±0	20	9	5	66	±4	34.0	±4.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes includes those who answered "Yes, once before," "Yes, twice before," or "Yes, three or more times before."



















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

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

	Percent Responding		Percentages					Max ME	Average Number of Months		
			1	2	3	4	5				
TOTAL	98	±1	41	19	17	10	13	±3	13.5	±0.7	
Africa (20%)	100	±0	27	24	27	8	14	±8	15.2	±1.8	
East Asia/Pacific (17%)	97	±3	30	12	30	9	18	±7	16.7	±1.8	
Europe and Eurasia (25%)	98	±2	35	19	15	17	15	±4	15.7	±1.0	
Near East/South and Central Asia (17%)	97	±3	58	18	9	6	9	±8	10.1	±1.6	
Western Hemisphere (21%)	95	±3	60	21	5	7	7	±5	9.3	±1.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	97	±2	66	21	4	5	4	±5	7.6	±0.8	
1 Year or More (63%)	98	±1	27	18	24	12	18	±4	16.9	±0.8	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	94	0	0	0	6	±4	4.9	±1.0	
3 Months to Less Than 6 Months (30%)	95	±3	84	8	3	3	2	±4	5.4	±0.6	
6 Months to Less Than 1 Year (20%)	98	±2	3	83	5	10	0	±6	11.4	±0.8	
1 Year or More (33%)	99	±1	0	0	45	21	34	±5	26.6	±0.9	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	6	0	8	34	52	±6	30.4	±1.0	
Non-Prior Service (77%)	97	±1	52	24	20	3	1	±3	8.4	±0.5	
VAO TRAINING											
Trained (66%)	98	±1	40	21	18	11	11	±4	13.4	±0.8	
Not Trained (34%)	97	±2	45	16	15	7	16	±5	13.7	±1.2	
AGE											
34 Years Old or Younger (40%)	99	±1	49	26	21	3	1	±5	8.8	±0.7	
35 Years Old or More (58%)	97	±2	35	14	14	15	21	±4	17.2	±1.0	

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

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

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±0	66	±3	
Africa (20%)	100	±0	62	±8	
East Asia/Pacific (17%)	100	±0	74	±7	
Europe and Eurasia (25%)	100	±0	64	±4	
Near East/South and Central Asia (17%)	100	±0	68	±7	
Western Hemisphere (21%)	100	±0	66	±5	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	58	±5	
1 Year or More (63%)	100	±0	71	±4	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	50	±7	
3 Months to Less Than 6 Months (30%)	100	±0	67	±5	
6 Months to Less Than 1 Year (20%)	100	±0	74	±6	
1 Year or More (33%)	100	±0	69	±5	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	66	±6	
Non-Prior Service (77%)	100	±0	66	±3	
VAO TRAINING					
Trained (66%)	100	±0	100	±0	
Not Trained (34%)	100	±0	0	±0	
AGE					
34 Years Old or Younger (40%)	100	±0	66	±5	
35 Years Old or More (58%)	100	±0	67	±4	

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

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness excludes those who indicated they "Did not receive this training."
NR: Not reportable NA: Not applicable

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness excludes those who indicated they "Did not receive this training."
NR: Not reportable NA: Not applicable



















Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness excludes those who indicated they "Did not receive this training."
NR: Not reportable NA: Not applicable

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

1. 5 hours or less per week
4. 16 to 20 hours per week

2. 6 to 10 hours per week
5. 21 or more hours per week

3. 11 to 15 hours per week

	Percent Responding		Percentages					Max ME	Average Number of Hours		
			1	2	3	4	5				
TOTAL	100	±0	63	28	7	2	1	±3	5.2	±0.2	
Africa (20%)	100	±0	76	24	0	0	0	±8	3.8	±0.4	
East Asia/Pacific (17%)	100	±0	59	32	6	3	0	±8	5.4	±0.6	
Europe and Eurasia (25%)	100	±0	58	24	11	4	4	±4	6.2	±0.4	
Near East/South and Central Asia (17%)	100	±0	62	32	6	0	0	±8	4.9	±0.5	
Western Hemisphere (21%)	100	±0	59	27	11	2	0	±5	5.5	±0.4	
TIME OVERSEAS											
Less Than 1 Year (37%)	100	±0	67	28	4	1	0	±5	4.6	±0.3	
1 Year or More (63%)	100	±0	60	27	9	2	1	±4	5.6	±0.3	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	59	30	11	0	0	±7	5.3	±0.5	
3 Months to Less Than 6 Months (30%)	100	±0	68	23	6	2	2	±5	4.9	±0.4	
6 Months to Less Than 1 Year (20%)	100	±0	62	32	7	0	0	±6	5.0	±0.4	
1 Year or More (33%)	100	±0	60	28	6	4	1	±5	5.6	±0.4	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	53	37	6	2	2	±6	5.8	±0.5	
Non-Prior Service (77%)	100	±0	66	24	7	2	1	±3	5.0	±0.3	
VAO TRAINING											
Trained (66%)	100	±0	57	32	8	2	1	±4	5.7	±0.3	
Not Trained (34%)	100	±0	74	19	6	1	0	±5	4.4	±0.3	
AGE											
34 Years Old or Younger (40%)	100	±0	69	21	7	2	1	±4	4.9	±0.3	
35 Years Old or More (58%)	100	±0	59	31	7	2	1	±4	5.4	±0.3	

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

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

13. During 2012, how satisfied or dissatisfied were you with the level of support you received from each of the following groups in helping you perform your Voting Assistance Officer (VAO) duties?

b. Department of State (DoS)

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

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	100	±0	7	10	43	36	4	±3	3.1	±0.1	
Africa (20%)	100	±0	14	8	46	30	3	±8	2.9	±0.2	
East Asia/Pacific (17%)	100	±0	3	12	47	29	9	±8	3.1	±0.2	
Europe and Eurasia (25%)	100	±0	4	9	38	45	4	±4	3.3	±0.1	
Near East/South and Central Asia (17%)	100	±0	9	12	41	35	3	±8	3.1	±0.2	
Western Hemisphere (21%)	100	±0	5	9	45	39	2	±5	3.2	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	100	±0	4	9	43	37	7	±5	3.2	±0.1	
1 Year or More (63%)	100	±0	8	10	44	36	2	±4	3.1	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	6	14	35	35	9	±7	3.1	±0.2	
3 Months to Less Than 6 Months (30%)	100	±0	5	6	47	39	3	±5	3.2	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	7	15	37	41	0	±7	3.1	±0.2	
1 Year or More (33%)	100	±0	8	8	48	31	5	±5	3.1	±0.1	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	9	4	47	34	6	±6	3.1	±0.2	
Non-Prior Service (77%)	100	±0	6	12	42	37	3	±4	3.1	±0.1	
VAO TRAINING											
Trained (66%)	100	±0	6	7	45	42	0	±4	3.2	±0.1	
Not Trained (34%)	100	±0	7	16	39	26	12	±5	2.9	±0.1	
AGE											
34 Years Old or Younger (40%)	100	±0	7	11	47	29	5	±5	3.0	±0.1	
35 Years Old or More (58%)	100	±0	6	8	41	42	3	±4	3.2	±0.1	

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

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

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

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

1. Ranked 1st

2. Ranked 2nd



















3. Ranked 3rd

4. Ranked 4th

5. Ranked 5th

6. Ranked 6th

7. Ranked 7th or 8th

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	22	28	16	11	8	4	10	±3	3.1	±0.2	
Africa (20%)	100	±0	32	22	19	14	8	0	5	±8	2.7	±0.3	
East Asia/Pacific (17%)	100	±0	21	26	15	9	15	9	6	±7	3.2	±0.3	
Europe and Eurasia (25%)	100	±0	15	31	20	7	7	7	13	±4	3.4	±0.2	
Near East/South and Central Asia (17%)	97	±3	18	30	24	6	9	3	9	±7	3.1	±0.3	
Western Hemisphere (21%)	100	±0	25	32	2	18	5	2	16	±5	3.2	±0.3	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	22	27	14	7	9	7	14	±5	3.4	±0.2	
1 Year or More (63%)	100	±0	22	29	17	13	8	3	8	±4	3.0	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	15	50	8	6	6	3	12	±7	3.0	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	26	19	15	13	8	6	13	±5	3.3	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	25	31	20	7	5	2	9	±6	2.8	±0.3	
1 Year or More (33%)	100	±0	20	24	18	14	12	4	8	±5	3.2	±0.2	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	19	25	9	13	21	6	7	±5	3.4	±0.2	
Non-Prior Service (77%)	99	±1	22	30	18	10	5	4	11	±3	3.1	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	19	30	20	10	9	4	8	±4	3.1	±0.2	
Not Trained (34%)	98	±2	27	25	9	13	8	4	15	±5	3.3	±0.3	
AGE													
34 Years Old or Younger (40%)	100	±0	26	23	13	11	6	6	14	±4	3.3	±0.2	
35 Years Old or More (58%)	99	±1	20	30	18	11	9	3	7	±4	3.0	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

b. Directing voters to the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])

1. Ranked 1st
4. Ranked 4th
7. Ranked 7th or 8th

2. Ranked 2nd
5. Ranked 5th

3. Ranked 3rd
6. Ranked 6th

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	55	17	9	6	4	3	5	±3	2.2	±0.1	■
Africa (20%)	100	±0	41	22	19	5	3	0	11	±8	2.6	±0.4	■
East Asia/Pacific (17%)	100	±0	56	18	9	9	6	0	3	±8	2.0	±0.3	■
Europe and Eurasia (25%)	100	±0	65	7	7	5	2	7	5	±4	2.2	±0.2	■
Near East/South and Central Asia (17%)	97	±3	61	21	0	6	6	3	3	±8	2.0	±0.3	■
Western Hemisphere (21%)	100	±0	52	23	7	5	7	5	2	±5	2.1	±0.2	■
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	59	15	7	7	6	4	3	±5	2.1	±0.2	■
1 Year or More (63%)	100	±0	53	19	9	5	4	3	6	±4	2.3	±0.2	■
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	56	20	3	6	3	3	9	±7	2.3	±0.3	■
3 Months to Less Than 6 Months (30%)	98	±2	58	19	8	6	5	2	2	±5	1.9	±0.2	■
6 Months to Less Than 1 Year (20%)	100	±0	51	12	10	8	10	7	3	±7	2.5	±0.3	■
1 Year or More (33%)	100	±0	55	18	11	5	1	3	8	±5	2.2	±0.2	■
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	60	7	10	6	2	6	9	±6	2.4	±0.3	■
Non-Prior Service (77%)	99	±1	54	21	8	6	5	2	3	±4	2.1	±0.1	■
VAO TRAINING													
Trained (66%)	100	±0	58	16	8	6	4	3	5	±4	2.1	±0.2	■
Not Trained (34%)	98	±2	50	21	9	6	6	3	6	±5	2.3	±0.2	■
AGE													
34 Years Old or Younger (40%)	100	±0	57	21	6	5	6	1	4	±5	2.0	±0.2	■
35 Years Old or More (58%)	99	±1	54	16	11	7	3	4	5	±4	2.3	±0.2	■

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

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

1. Ranked 1st

2. Ranked 2nd

3. Ranked 3rd

4. Ranked 4th

5. Ranked 5th

6. Ranked 6th

7. Ranked 7th or 8th

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	3	14	20	16	12	18	18	±3	4.5	±0.1	
Africa (20%)	100	±0	5	19	30	14	11	14	8	±8	3.8	±0.3	
East Asia/Pacific (17%)	100	±0	0	12	21	9	12	15	32	±7	5.1	±0.3	
Europe and Eurasia (25%)	100	±0	2	16	11	22	13	15	22	±4	4.6	±0.2	
Near East/South and Central Asia (17%)	97	±3	6	12	21	18	6	15	21	±7	4.4	±0.3	
Western Hemisphere (21%)	100	±0	2	9	18	14	18	32	7	±5	4.6	±0.2	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	1	14	16	15	15	18	21	±4	4.7	±0.2	
1 Year or More (63%)	100	±0	4	14	22	16	11	18	16	±3	4.4	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	6	6	24	20	6	20	18	±7	4.5	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	0	20	15	15	16	16	19	±5	4.5	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	5	13	22	19	7	19	15	±6	4.3	±0.3	
1 Year or More (33%)	100	±0	3	13	20	12	15	18	18	±5	4.6	±0.2	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	4	15	20	15	6	22	19	±5	4.5	±0.3	
Non-Prior Service (77%)	99	±1	3	13	20	16	14	17	17	±3	4.5	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	2	14	19	17	15	16	18	±3	4.5	±0.2	
Not Trained (34%)	98	±2	6	14	21	13	6	23	18	±5	4.4	±0.2	
AGE													
34 Years Old or Younger (40%)	100	±0	2	11	24	15	13	20	15	±4	4.4	±0.2	
35 Years Old or More (58%)	99	±1	4	16	17	14	12	18	19	±3	4.5	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

d. Helping voters complete voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]) using Federal Voting Assistance Program's (FVAP's) Automated Online Assistant

1. Ranked 1st
4. Ranked 4th
7. Ranked 7th or 8th

2. Ranked 2nd
5. Ranked 5th

3. Ranked 3rd
6. Ranked 6th

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	2	4	7	12	13	15	46	±3	5.8	±0.1	
Africa (20%)	100	±0	3	3	3	22	19	19	32	±8	5.5	±0.3	
East Asia/Pacific (17%)	100	±0	3	6	9	6	12	9	56	±8	5.9	±0.3	
Europe and Eurasia (25%)	100	±0	2	4	7	9	13	16	49	±4	6.0	±0.2	
Near East/South and Central Asia (17%)	97	±3	0	3	9	18	12	18	39	±8	5.7	±0.3	
Western Hemisphere (21%)	100	±0	2	7	9	7	9	14	52	±5	5.8	±0.2	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	0	7	11	15	12	16	39	±5	5.6	±0.2	
1 Year or More (63%)	100	±0	3	3	5	10	13	15	50	±4	6.0	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	3	3	12	6	14	17	45	±7	5.8	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	3	6	10	13	13	16	38	±5	5.5	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	0	7	2	13	15	22	41	±7	5.9	±0.3	
1 Year or More (33%)	100	±0	2	2	6	14	11	9	57	±5	6.1	±0.2	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	0	9	8	7	9	6	61	±6	6.1	±0.3	
Non-Prior Service (77%)	99	±1	3	3	7	14	14	18	41	±3	5.7	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	3	4	7	13	13	16	46	±4	5.8	±0.2	
Not Trained (34%)	98	±2	0	6	9	11	13	15	47	±5	5.8	±0.2	
AGE													
34 Years Old or Younger (40%)	100	±0	1	6	6	17	11	19	40	±5	5.7	±0.2	
35 Years Old or More (58%)	99	±1	3	3	8	9	15	12	50	±4	5.9	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

e. Electronically transmitting and/or receiving election materials

- | | | |
|----------------------|---------------|---------------|
| 1. Ranked 1st | 2. Ranked 2nd | 3. Ranked 3rd |
| 4. Ranked 4th | 5. Ranked 5th | 6. Ranked 6th |
| 7. Ranked 7th or 8th | | |

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	3	5	5	7	13	15	52	±3	6.1	±0.2	
Africa (20%)	100	±0	5	3	0	8	22	14	49	±8	6.0	±0.3	
East Asia/Pacific (17%)	100	±0	3	3	0	9	9	15	62	±8	6.5	±0.3	
Europe and Eurasia (25%)	100	±0	4	7	13	7	15	18	36	±4	5.5	±0.2	
Near East/South and Central Asia (17%)	97	±3	0	6	3	3	6	21	61	±8	6.6	±0.3	
Western Hemisphere (21%)	100	±0	2	5	7	7	11	7	61	±5	6.2	±0.2	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	3	5	6	5	12	13	55	±5	6.1	±0.2	
1 Year or More (63%)	100	±0	3	5	4	8	13	16	51	±4	6.1	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	0	3	6	8	21	14	48	±7	6.2	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	5	6	5	6	9	13	55	±5	6.0	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	0	2	5	3	14	18	59	±7	6.6	±0.2	
1 Year or More (33%)	100	±0	5	6	6	9	11	15	48	±5	5.9	±0.3	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	2	4	6	7	7	17	57	±6	6.3	±0.3	
Non-Prior Service (77%)	99	±1	3	5	5	7	15	14	51	±4	6.0	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	3	7	6	9	10	13	52	±4	6.0	±0.2	
Not Trained (34%)	98	±2	3	1	4	3	18	18	53	±5	6.3	±0.2	
AGE													
34 Years Old or Younger (40%)	100	±0	2	5	5	5	19	11	54	±5	6.1	±0.2	
35 Years Old or More (58%)	99	±1	3	5	4	9	8	17	53	±4	6.1	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

f. Helping voters determine their legal residency and/or voting jurisdiction

- | | | |
|----------------------|---------------|---------------|
| 1. Ranked 1st | 2. Ranked 2nd | 3. Ranked 3rd |
| 4. Ranked 4th | 5. Ranked 5th | 6. Ranked 6th |
| 7. Ranked 7th or 8th | | |

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	0	4	12	15	15	20	32	±3	5.4	±0.1	<div></div>
Africa (20%)	100	±0	0	3	5	8	11	22	51	±8	6.2	±0.3	<div></div>
East Asia/Pacific (17%)	100	±0	0	6	18	18	15	26	18	±7	5.0	±0.3	<div></div>
Europe and Eurasia (25%)	100	±0	2	7	11	22	15	16	27	±4	5.1	±0.2	<div></div>
Near East/South and Central Asia (17%)	97	±3	0	3	9	9	24	15	39	±8	5.7	±0.3	<div></div>
Western Hemisphere (21%)	100	±0	0	2	18	18	14	23	25	±5	5.3	±0.2	<div></div>
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	0	3	12	20	16	15	34	±5	5.5	±0.2	<div></div>
1 Year or More (63%)	100	±0	1	5	12	13	15	23	31	±4	5.4	±0.2	<div></div>
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	3	3	9	9	15	18	44	±7	5.8	±0.3	<div></div>
3 Months to Less Than 6 Months (30%)	98	±2	0	0	16	19	13	23	29	±5	5.4	±0.2	<div></div>
6 Months to Less Than 1 Year (20%)	100	±0	0	5	9	19	19	10	38	±7	5.5	±0.2	<div></div>
1 Year or More (33%)	100	±0	0	9	12	13	15	26	25	±5	5.2	±0.2	<div></div>
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	0	13	8	23	19	17	19	±5	4.9	±0.2	<div></div>
Non-Prior Service (77%)	99	±1	1	2	13	13	14	21	36	±3	5.6	±0.2	<div></div>
VAO TRAINING													
Trained (66%)	100	±0	0	4	8	14	16	22	35	±4	5.7	±0.2	<div></div>
Not Trained (34%)	98	±2	1	4	21	17	13	16	27	±5	5.0	±0.2	<div></div>
AGE													
34 Years Old or Younger (40%)	100	±0	0	1	11	13	13	21	41	±5	5.8	±0.2	<div></div>
35 Years Old or More (58%)	99	±1	1	7	12	16	17	21	26	±4	5.2	±0.2	<div></div>

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

g. Providing addresses of local election officials

- | | | |
|----------------------|---------------|---------------|
| 1. Ranked 1st | 2. Ranked 2nd | 3. Ranked 3rd |
| 4. Ranked 4th | 5. Ranked 5th | 6. Ranked 6th |
| 7. Ranked 7th or 8th | | |

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	1	5	18	20	22	12	22	±3	4.9	±0.1	
Africa (20%)	100	±0	0	11	16	14	19	19	22	±7	4.9	±0.3	
East Asia/Pacific (17%)	100	±0	0	6	15	29	24	6	21	±7	4.8	±0.3	
Europe and Eurasia (25%)	100	±0	2	2	16	18	25	15	22	±4	5.0	±0.2	
Near East/South and Central Asia (17%)	97	±3	0	0	24	27	12	15	21	±7	4.9	±0.3	
Western Hemisphere (21%)	100	±0	2	7	20	14	27	5	25	±5	4.8	±0.2	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	1	7	23	17	16	14	22	±4	4.8	±0.2	
1 Year or More (63%)	100	±0	1	4	16	21	25	11	22	±3	5.0	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	3	3	23	24	17	21	9	±7	4.5	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	0	6	19	15	21	8	31	±5	5.1	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	2	5	17	22	20	8	27	±6	5.0	±0.3	
1 Year or More (33%)	100	±0	0	5	15	21	27	13	18	±5	4.9	±0.2	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	0	0	26	22	23	11	19	±6	4.8	±0.2	
Non-Prior Service (77%)	99	±1	1	7	16	19	21	12	23	±3	4.9	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	1	4	19	19	22	13	22	±3	4.9	±0.2	
Not Trained (34%)	98	±2	0	8	17	22	22	9	22	±5	4.9	±0.2	
AGE													
34 Years Old or Younger (40%)	100	±0	1	6	22	17	18	15	20	±4	4.8	±0.2	
35 Years Old or More (58%)	99	±1	0	4	16	22	24	10	22	±4	5.0	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

14. Please rank order the following forms of voting assistance you were asked to provide as a Voting Assistance Officer (VAO) to indicate the relative frequency in which you provided each form of voting assistance during 2012.

h. Explaining state voting procedures and/or election deadlines to voters

1. Ranked 1st
4. Ranked 4th
7. Ranked 7th or 8th

2. Ranked 2nd
5. Ranked 5th

3. Ranked 3rd
6. Ranked 6th

	Percent Responding		Percentages							Max ME	Average Ranking		
			1	2	3	4	5	6	7				
TOTAL	99	±1	13	22	13	13	12	12	15	±3	3.9	±0.2	
Africa (20%)	100	±0	14	19	8	16	8	14	22	±7	4.2	±0.4	
East Asia/Pacific (17%)	100	±0	18	24	15	12	9	21	3	±7	3.5	±0.3	
Europe and Eurasia (25%)	100	±0	9	25	15	9	11	5	25	±4	4.2	±0.2	
Near East/South and Central Asia (17%)	97	±3	15	24	9	12	24	9	6	±7	3.6	±0.3	
Western Hemisphere (21%)	100	±0	14	16	18	18	9	14	11	±5	3.9	±0.2	
TIME OVERSEAS													
Less Than 1 Year (37%)	99	±2	14	23	12	13	13	12	12	±4	3.8	±0.2	
1 Year or More (63%)	100	±0	13	21	14	13	11	12	16	±3	4.0	±0.2	
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)	100	±0	15	12	14	21	18	3	17	±6	4.0	±0.3	
3 Months to Less Than 6 Months (30%)	98	±2	8	22	12	13	15	16	13	±4	4.1	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	17	25	15	10	9	15	9	±6	3.5	±0.3	
1 Year or More (33%)	100	±0	15	24	12	12	8	11	18	±5	3.9	±0.3	
PRIOR VAO SERVICE													
Prior Service (23%)	100	±0	15	28	13	8	13	15	9	±6	3.6	±0.3	
Non-Prior Service (77%)	99	±1	13	20	13	15	12	11	17	±3	4.0	±0.2	
VAO TRAINING													
Trained (66%)	100	±0	14	21	15	13	10	12	15	±3	3.9	±0.2	
Not Trained (34%)	98	±2	13	22	10	14	15	12	13	±5	3.9	±0.2	
AGE													
34 Years Old or Younger (40%)	100	±0	10	27	14	16	13	7	13	±4	3.8	±0.2	
35 Years Old or More (58%)	99	±1	15	18	13	12	10	15	16	±3	4.0	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Ranking scores range from 1 to 8 with lower scores indicating the specific form of voting assistance was provided more frequently compared to the other seven forms of voting assistance.

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**a. Computer**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	99	±1	0°	1	0°	3	97	±2
Africa (20%)	97	±3	0°	3	0°	0	97	±5
East Asia/Pacific (17%)	100	±0	0°	0	0°	6	94	±5
Europe and Eurasia (25%)	100	±0	0°	0	0°	0	100	±0
Near East/South and Central Asia (17%)	100	±0	0°	0	0°	9	91	±5
Western Hemisphere (21%)	100	±0	0°	0	0°	0	100	±0
TIME OVERSEAS								
Less Than 1 Year (37%)	99	±2	0°	1	0°	4	94	±3
1 Year or More (63%)	100	±0	0°	0	0°	2	98	±2
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	0°	0	0°	3	97	±4
3 Months to Less Than 6 Months (30%)	100	±0	0°	0	0°	2	98	±3
6 Months to Less Than 1 Year (20%)	97	±3	0°	3	0°	3	95	±5
1 Year or More (33%)	100	±0	0°	0	0°	3	97	±3
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	0°	2	0°	2	95	±4
Non-Prior Service (77%)	99	±1	0°	0	0°	3	97	±2
VAO TRAINING								
Trained (66%)	99	±1	0°	0	0°	3	97	±2
Not Trained (34%)	100	±0	0°	2	0°	2	97	±3
AGE								
34 Years Old or Younger (40%)	99	±2	0°	1	0°	0	99	±2
35 Years Old or More (58%)	100	±0	0°	0	0°	4	96	±2

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

° Response option never endorsed.

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**b. Printer**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±1	2	1	1	3	94	±2
Africa (20%)	100	±0	3	0	0	3	95	±5
East Asia/Pacific (17%)	100	±0	0	6	3	3	88	±6
Europe and Eurasia (25%)	100	±0	0	0	0	2	98	±2
Near East/South and Central Asia (17%)	100	±0	6	0	0	6	88	±6
Western Hemisphere (21%)	98	±2	0	0	0	2	98	±3
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	4	1	1	3	90	±4
1 Year or More (63%)	99	±1	0	1	0	3	96	±2
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	3	0	0	3	94	±4
3 Months to Less Than 6 Months (30%)	98	±1	2	2	2	0	95	±3
6 Months to Less Than 1 Year (20%)	100	±0	3	0	0	7	90	±5
1 Year or More (33%)	100	±0	0	2	0	3	95	±3
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	2	0	0	2	95	±4
Non-Prior Service (77%)	99	±1	1	1	1	3	93	±2
VAO TRAINING								
Trained (66%)	100	±0	1	1	0	4	95	±2
Not Trained (34%)	99	±1	3	2	2	2	92	±4
AGE								
34 Years Old or Younger (40%)	100	±0	1	0	1	4	94	±3
35 Years Old or More (58%)	99	±1	2	2	0	3	94	±3

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

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**c. Fax machine**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	99	±1	10	4	4	7	75	±3
Africa (20%)	100	±0	30	5	8	0	57	±8
East Asia/Pacific (17%)	97	±3	3	6	3	9	79	±7
Europe and Eurasia (25%)	100	±0	2	4	2	11	82	±4
Near East/South and Central Asia (17%)	100	±0	12	3	0	6	79	±7
Western Hemisphere (21%)	100	±0	7	0	5	9	80	±5
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	15	7	3	5	70	±5
1 Year or More (63%)	99	±1	7	2	4	8	79	±3
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	9	0	6	9	76	±7
3 Months to Less Than 6 Months (30%)	100	±0	8	3	3	8	77	±5
6 Months to Less Than 1 Year (20%)	97	±3	15	8	3	7	67	±7
1 Year or More (33%)	100	±0	10	3	3	6	78	±5
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	9	2	4	8	76	±6
Non-Prior Service (77%)	99	±1	11	4	3	7	75	±3
VAO TRAINING								
Trained (66%)	99	±1	4	5	5	7	80	±3
Not Trained (34%)	100	±0	23	2	1	8	66	±5
AGE								
34 Years Old or Younger (40%)	100	±0	13	4	4	4	76	±4
35 Years Old or More (58%)	99	±1	8	3	3	9	76	±4

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

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**d. Internet**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	99	±1	0°	1	0°	1	98	±2
Africa (20%)	97	±3	0°	3	0°	0	97	±5
East Asia/Pacific (17%)	100	±0	0°	0	0°	3	97	±4
Europe and Eurasia (25%)	100	±0	0°	0	0°	0	100	±0
Near East/South and Central Asia (17%)	100	±0	0°	0	0°	3	97	±4
Western Hemisphere (21%)	98	±2	0°	0	0°	2	98	±3
TIME OVERSEAS								
Less Than 1 Year (37%)	99	±2	0°	1	0°	1	97	±3
1 Year or More (63%)	99	±1	0°	0	0°	2	98	±2
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	97	±3	0°	0	0°	6	94	±4
3 Months to Less Than 6 Months (30%)	100	±0	0°	0	0°	0	100	±0
6 Months to Less Than 1 Year (20%)	98	±2	0°	3	0°	0	97	±4
1 Year or More (33%)	100	±0	0°	0	0°	2	98	±2
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	0°	2	0°	2	95	±4
Non-Prior Service (77%)	99	±1	0°	0	0°	1	99	±1
VAO TRAINING								
Trained (66%)	99	±1	0°	0	0°	1	99	±2
Not Trained (34%)	98	±2	0°	2	0°	2	97	±3
AGE								
34 Years Old or Younger (40%)	98	±2	0°	1	0°	0	99	±2
35 Years Old or More (58%)	100	±0	0°	0	0°	3	97	±2

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

° Response option never endorsed.

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**e. Government websites (e.g., state or Federal [.gov or .mil] sites)**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±1	0°	1	0	3	95	±2
Africa (20%)	100	±0	0°	3	0	3	95	±5
East Asia/Pacific (17%)	100	±0	0°	0	0	9	91	±5
Europe and Eurasia (25%)	100	±0	0°	0	2	0	98	±2
Near East/South and Central Asia (17%)	100	±0	0°	3	0	3	94	±5
Western Hemisphere (21%)	98	±2	0°	0	0	2	98	±3
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	0°	3	0	1	96	±3
1 Year or More (63%)	99	±1	0°	0	1	4	95	±2
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	97	±2	0°	0	0	3	97	±4
3 Months to Less Than 6 Months (30%)	100	±0	0°	2	0	3	95	±3
6 Months to Less Than 1 Year (20%)	100	±0	0°	3	0	0	97	±4
1 Year or More (33%)	100	±0	0°	0	1	5	94	±3
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	0°	2	2	2	93	±4
Non-Prior Service (77%)	99	±1	0°	1	0	3	96	±2
VAO TRAINING								
Trained (66%)	99	±1	0°	1	1	2	96	±2
Not Trained (34%)	100	±0	0°	2	0	4	94	±3
AGE								
34 Years Old or Younger (40%)	100	±0	0°	1	0	1	97	±3
35 Years Old or More (58%)	99	±1	0°	1	1	4	94	±2

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

° Response option never endorsed.

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**f. Non-government websites (e.g., .com sites)**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	99	±1	1	3	3	5	88	±2
Africa (20%)	100	±0	3	3	0	3	92	±6
East Asia/Pacific (17%)	97	±3	3	0	3	6	88	±6
Europe and Eurasia (25%)	98	±2	0	6	6	7	81	±4
Near East/South and Central Asia (17%)	100	±0	0	6	6	3	85	±6
Western Hemisphere (21%)	100	±0	0	0	2	5	93	±3
TIME OVERSEAS								
Less Than 1 Year (37%)	97	±2	1	3	4	5	86	±4
1 Year or More (63%)	100	±0	1	3	3	5	89	±3
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	0	3	6	3	88	±5
3 Months to Less Than 6 Months (30%)	97	±2	0	5	2	7	87	±4
6 Months to Less Than 1 Year (20%)	100	±0	3	0	3	5	90	±5
1 Year or More (33%)	100	±0	2	3	4	4	87	±4
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	2	2	2	8	85	±5
Non-Prior Service (77%)	99	±1	1	3	4	4	88	±3
VAO TRAINING								
Trained (66%)	99	±1	1	3	4	5	88	±3
Not Trained (34%)	98	±2	2	3	3	4	88	±4
AGE								
34 Years Old or Younger (40%)	98	±2	1	1	1	6	90	±3
35 Years Old or More (58%)	100	±0	1	4	5	4	86	±3

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

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**g. Department of State (DoS) e-mail address**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±0	1	0	2	5	92	±2
Africa (20%)	100	±0	3	0	0	5	92	±6
East Asia/Pacific (17%)	100	±0	0	0	3	3	94	±5
Europe and Eurasia (25%)	100	±0	0	0	2	9	89	±3
Near East/South and Central Asia (17%)	100	±0	0	0	6	3	91	±5
Western Hemisphere (21%)	100	±0	0	2	0	2	95	±3
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	1	0	3	5	90	±4
1 Year or More (63%)	100	±0	0	1	2	5	93	±2
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	0	3	3	0	94	±4
3 Months to Less Than 6 Months (30%)	100	±0	0	0	2	6	92	±3
6 Months to Less Than 1 Year (20%)	100	±0	3	0	0	5	93	±5
1 Year or More (33%)	100	±0	0	0	3	6	91	±3
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	2	0	0	8	89	±4
Non-Prior Service (77%)	100	±0	0	1	3	4	93	±2
VAO TRAINING								
Trained (66%)	100	±0	0	1	2	5	92	±2
Not Trained (34%)	100	±0	2	0	2	5	92	±4
AGE								
34 Years Old or Younger (40%)	100	±0	1	0	0	5	94	±3
35 Years Old or More (58%)	100	±0	0	1	3	5	91	±3

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















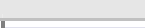

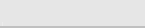

15. Between Labor Day (September 3, 2012) and November 6, 2012, how often did you have access to each of the following?**h. Personal e-mail address (e.g., Gmail, Yahoo, or Hotmail e-mail addresses)**

1. Never
 2. Rarely (e.g., 1-2 times)
 3. Occasionally (e.g., monthly)
 4. Frequently (e.g., weekly)
 5. Very frequently (e.g., daily or nearly every day)

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±0	3	2	2	8	84	±3
Africa (20%)	100	±0	5	0	3	5	86	±7
East Asia/Pacific (17%)	100	±0	0	3	3	12	82	±7
Europe and Eurasia (25%)	100	±0	4	2	2	9	84	±4
Near East/South and Central Asia (17%)	100	±0	6	3	3	6	82	±7
Western Hemisphere (21%)	100	±0	0	5	2	9	84	±4
TIME OVERSEAS								
Less Than 1 Year (37%)	100	±0	4	4	5	8	79	±4
1 Year or More (63%)	100	±0	2	2	1	8	87	±3
DURATION VAO ASSIGNMENT								
Less Than 3 Months (17%)	100	±0	6	3	0	12	79	±6
3 Months to Less Than 6 Months (30%)	100	±0	2	5	5	6	82	±4
6 Months to Less Than 1 Year (20%)	100	±0	5	0	3	10	83	±5
1 Year or More (33%)	100	±0	2	2	1	7	88	±4
PRIOR VAO SERVICE								
Prior Service (23%)	100	±0	2	2	2	8	85	±5
Non-Prior Service (77%)	100	±0	3	2	3	8	83	±3
VAO TRAINING								
Trained (66%)	100	±0	1	2	1	10	85	±3
Not Trained (34%)	100	±0	6	3	4	6	81	±4
AGE								
34 Years Old or Younger (40%)	100	±0	3	1	0	11	85	±4
35 Years Old or More (58%)	100	±0	3	3	4	7	83	±3

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

16. Did you receive the 2012-13 Voting Assistance Guide (VAG)?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±0	92	±2	
Africa (20%)	100	±0	97	±4	
East Asia/Pacific (17%)	100	±0	88	±6	
Europe and Eurasia (25%)	100	±0	93	±3	
Near East/South and Central Asia (17%)	100	±0	88	±6	
Western Hemisphere (21%)	100	±0	91	±4	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	87	±4	
1 Year or More (63%)	100	±0	95	±2	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	85	±6	
3 Months to Less Than 6 Months (30%)	100	±0	90	±4	
6 Months to Less Than 1 Year (20%)	100	±0	88	±5	
1 Year or More (33%)	100	±0	99	±2	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	96	±3	
Non-Prior Service (77%)	100	±0	90	±2	
VAO TRAINING					
Trained (66%)	100	±0	92	±2	
Not Trained (34%)	100	±0	91	±3	
AGE					
34 Years Old or Younger (40%)	100	±0	89	±3	
35 Years Old or More (58%)	100	±0	94	±2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The Department of Defense 2012-13 VAG provides state-by-state information about registering to vote and requesting an absentee ballot.

17. During 2012, how useful was the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?1. Not at all useful
4. Useful2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	1	4	15	21	59	±3	4.3	±0.1	
Africa (20%)	97	±3	0	3	19	14	64	±8	4.4	±0.2	
East Asia/Pacific (17%)	88	±5	7	0	10	20	63	±8	4.3	±0.2	
Europe and Eurasia (25%)	93	±2	0	10	10	25	55	±4	4.3	±0.1	
Near East/South and Central Asia (17%)	88	±5	0	7	13	20	60	±8	4.3	±0.2	
Western Hemisphere (21%)	89	±4	0	0	21	26	54	±6	4.3	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	87	±4	0	4	22	24	50	±5	4.2	±0.1	
1 Year or More (63%)	94	±2	2	4	11	20	64	±4	4.4	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	0	14	31	55	±7	4.4	±0.2	
3 Months to Less Than 6 Months (30%)	90	±3	0	3	14	21	62	±5	4.4	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	0	11	14	26	49	±7	4.1	±0.2	
1 Year or More (33%)	99	±1	3	3	16	15	63	±5	4.3	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	96	±3	0	2	16	15	67	±6	4.5	±0.1	
Non-Prior Service (77%)	90	±2	1	5	14	23	56	±4	4.3	±0.1	
VAO TRAINING											
Trained (66%)	91	±2	1	3	9	19	68	±4	4.5	±0.1	
Not Trained (34%)	91	±3	2	6	26	25	42	±5	4.0	±0.1	
AGE											
34 Years Old or Younger (40%)	88	±3	0	6	13	31	50	±5	4.3	±0.1	
35 Years Old or More (58%)	94	±2	2	3	15	15	64	±4	4.4	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?
a. State-by-state information on registering and voting absentee

1. Not at all useful

2. Not very useful

3. Somewhat useful

4. Useful

5. Very useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	1	3	6	22	68	±3	4.5	±0.1	
Africa (20%)	95	±4	0	3	14	14	69	±8	4.5	±0.2	
East Asia/Pacific (17%)	88	±5	3	3	3	27	63	±8	4.4	±0.2	
Europe and Eurasia (25%)	93	±2	2	6	2	16	75	±4	4.5	±0.1	
Near East/South and Central Asia (17%)	88	±5	0	3	7	20	70	±8	4.6	±0.2	
Western Hemisphere (21%)	89	±4	0	0	5	33	62	±6	4.6	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	87	±4	0	1	8	30	60	±5	4.5	±0.1	
1 Year or More (63%)	93	±2	2	4	5	17	72	±4	4.5	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	0	4	24	72	±7	4.7	±0.1	
3 Months to Less Than 6 Months (30%)	90	±3	0	2	5	24	69	±5	4.6	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	3	9	25	61	±7	4.4	±0.2	
1 Year or More (33%)	97	±2	2	6	7	16	70	±5	4.5	±0.1	
PRIOR VAO SERVICE											
Prior Service (23%)	96	±3	2	2	2	20	73	±6	4.6	±0.1	
Non-Prior Service (77%)	89	±2	1	4	7	22	66	±4	4.5	±0.1	
VAO TRAINING											
Trained (66%)	90	±2	1	2	4	20	73	±4	4.6	±0.1	
Not Trained (34%)	91	±3	2	5	10	25	59	±5	4.3	±0.1	
AGE											
34 Years Old or Younger (40%)	88	±3	0	4	10	25	61	±5	4.4	±0.1	
35 Years Old or More (58%)	93	±2	2	3	3	19	73	±4	4.6	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?
b. Dates of elections and deadlines

 1. Not at all useful
 4. Useful

 2. Not very useful
 5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	1	3	10	28	58	±3	4.4	±0.1	
Africa (20%)	97	±3	0	3	11	28	58	±8	4.4	±0.2	
East Asia/Pacific (17%)	85	±6	3	3	10	28	55	±8	4.3	±0.2	
Europe and Eurasia (25%)	93	±2	2	4	8	25	61	±4	4.4	±0.1	
Near East/South and Central Asia (17%)	88	±5	0	3	20	20	57	±8	4.3	±0.2	
Western Hemisphere (21%)	89	±4	0	0	3	38	59	±6	4.6	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	85	±4	0	1	11	28	60	±5	4.5	±0.1	
1 Year or More (63%)	94	±2	2	3	9	28	58	±4	4.4	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	0	7	28	65	±7	4.6	±0.1	
3 Months to Less Than 6 Months (30%)	89	±4	0	2	5	26	67	±5	4.6	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	0	14	32	51	±7	4.3	±0.2	
1 Year or More (33%)	99	±1	2	6	13	27	52	±5	4.2	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	96	±3	2	4	7	26	60	±6	4.4	±0.2	
Non-Prior Service (77%)	89	±2	1	2	10	29	58	±4	4.4	±0.1	
VAO TRAINING											
Trained (66%)	91	±2	1	2	8	26	62	±4	4.5	±0.1	
Not Trained (34%)	90	±3	2	3	13	32	50	±5	4.3	±0.1	
AGE											
34 Years Old or Younger (40%)	87	±3	0	1	16	28	55	±5	4.4	±0.1	
35 Years Old or More (58%)	94	±2	2	4	6	27	61	±4	4.4	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

c. Information on how to fill out voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])

1. Not at all useful

2. Not very useful

3. Somewhat useful

4. Useful

5. Very useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	2	4	19	34	41	±3	4.1	±0.1	
Africa (20%)	97	±3	0	6	28	17	50	±8	4.1	±0.2	
East Asia/Pacific (17%)	88	±5	7	3	17	30	43	±8	4.0	±0.2	
Europe and Eurasia (25%)	91	±3	2	6	8	42	42	±4	4.2	±0.1	
Near East/South and Central Asia (17%)	88	±5	0	0	23	30	47	±8	4.2	±0.2	
Western Hemisphere (21%)	89	±4	0	3	23	49	26	±6	4.0	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	85	±4	0	3	24	37	36	±5	4.1	±0.1	
1 Year or More (63%)	94	±2	2	4	17	32	44	±4	4.1	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	7	14	34	45	±7	4.2	±0.2	
3 Months to Less Than 6 Months (30%)	89	±3	0	2	22	42	35	±5	4.1	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	3	23	31	40	±7	4.0	±0.2	
1 Year or More (33%)	99	±1	3	5	17	28	46	±5	4.1	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	94	±3	2	2	14	34	47	±6	4.2	±0.2	
Non-Prior Service (77%)	90	±2	1	4	21	34	39	±4	4.1	±0.1	
VAO TRAINING											
Trained (66%)	91	±2	1	2	18	30	48	±4	4.2	±0.1	
Not Trained (34%)	90	±3	3	7	21	41	27	±5	3.8	±0.2	
AGE											
34 Years Old or Younger (40%)	87	±3	0	3	28	29	40	±5	4.1	±0.1	
35 Years Old or More (58%)	94	±2	3	4	14	37	42	±4	4.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

d. Mailing addresses to send completed voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	1	2	7	28	63	±3	4.5	±0.1	
Africa (20%)	97	±3	0	0	11	17	72	±8	4.6	±0.2	
East Asia/Pacific (17%)	88	±5	3	3	0	37	57	±8	4.4	±0.2	
Europe and Eurasia (25%)	93	±2	2	4	4	31	59	±4	4.4	±0.1	
Near East/South and Central Asia (17%)	88	±5	0	0	10	23	67	±8	4.6	±0.2	
Western Hemisphere (21%)	89	±4	0	0	8	33	59	±6	4.5	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	87	±4	0	3	9	38	50	±5	4.3	±0.1	
1 Year or More (63%)	94	±2	2	1	5	23	69	±4	4.6	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	0	0	34	66	±7	4.7	±0.1	
3 Months to Less Than 6 Months (30%)	90	±3	0	3	7	32	58	±5	4.4	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	0	14	25	58	±7	4.4	±0.2	
1 Year or More (33%)	99	±1	2	2	5	24	68	±5	4.5	±0.1	
PRIOR VAO SERVICE											
Prior Service (23%)	96	±3	2	2	2	29	64	±6	4.5	±0.1	
Non-Prior Service (77%)	90	±2	1	1	8	28	62	±4	4.5	±0.1	
VAO TRAINING											
Trained (66%)	91	±2	1	2	5	24	68	±4	4.6	±0.1	
Not Trained (34%)	91	±3	2	1	10	36	51	±5	4.3	±0.1	
AGE											
34 Years Old or Younger (40%)	88	±3	0	1	11	27	60	±5	4.5	±0.1	
35 Years Old or More (58%)	94	±2	2	2	4	29	64	±4	4.5	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

e. Information on transmitting completed voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]) by fax

1. Not at all useful

2. Not very useful

3. Somewhat useful

4. Useful

5. Very useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	4	8	16	36	36	±3	3.9	±0.1	
Africa (20%)	97	±3	6	14	28	17	36	±8	3.6	±0.2	
East Asia/Pacific (17%)	85	±6	7	7	10	41	34	±8	3.9	±0.2	
Europe and Eurasia (25%)	93	±2	2	8	10	47	33	±4	4.0	±0.1	
Near East/South and Central Asia (17%)	88	±5	3	7	13	27	50	±8	4.1	±0.2	
Western Hemisphere (21%)	89	±4	3	3	21	46	28	±6	3.9	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	85	±4	2	12	17	38	30	±5	3.8	±0.2	
1 Year or More (63%)	94	±2	5	5	16	35	39	±4	4.0	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	82	±6	0	8	15	39	39	±7	4.1	±0.2	
3 Months to Less Than 6 Months (30%)	90	±3	4	5	16	44	32	±5	3.9	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	20	20	23	35	±7	3.7	±0.2	
1 Year or More (33%)	99	±1	6	3	16	36	38	±5	4.0	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	94	±3	2	7	12	40	39	±6	4.1	±0.2	
Non-Prior Service (77%)	90	±2	4	8	18	35	34	±4	3.9	±0.1	
VAO TRAINING											
Trained (66%)	90	±2	1	8	14	34	43	±4	4.1	±0.1	
Not Trained (34%)	91	±3	10	6	21	41	22	±5	3.6	±0.2	
AGE											
34 Years Old or Younger (40%)	88	±3	3	8	20	35	34	±5	3.9	±0.2	
35 Years Old or More (58%)	93	±2	5	7	14	36	38	±4	4.0	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

18. During 2012, how useful were the following features of the 2012-13 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

f. Information on transmitting completed voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs]) by e-mail

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	91	±2	2	5	15	39	38	±3	4.1	±0.1	
Africa (20%)	97	±3	3	6	19	28	44	±8	4.1	±0.2	
East Asia/Pacific (17%)	88	±5	7	3	13	40	37	±8	4.0	±0.2	
Europe and Eurasia (25%)	93	±2	2	8	8	47	35	±4	4.1	±0.1	
Near East/South and Central Asia (17%)	85	±6	0	7	17	24	52	±8	4.2	±0.2	
Western Hemisphere (21%)	89	±4	0	3	18	54	26	±6	4.0	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	85	±4	2	7	14	42	35	±5	4.0	±0.1	
1 Year or More (63%)	94	±2	2	4	15	38	40	±4	4.1	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	85	±5	0	4	14	41	41	±7	4.2	±0.2	
3 Months to Less Than 6 Months (30%)	89	±4	2	7	14	44	33	±5	4.0	±0.1	
6 Months to Less Than 1 Year (20%)	86	±4	3	5	20	31	41	±7	4.0	±0.2	
1 Year or More (33%)	99	±1	3	5	13	39	40	±5	4.1	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	96	±3	2	2	14	44	38	±6	4.1	±0.2	
Non-Prior Service (77%)	89	±2	2	6	15	38	38	±4	4.0	±0.1	
VAO TRAINING											
Trained (66%)	90	±2	1	4	17	34	44	±4	4.2	±0.1	
Not Trained (34%)	91	±3	5	8	11	49	27	±5	3.8	±0.2	
AGE											
34 Years Old or Younger (40%)	88	±3	0	4	20	38	38	±5	4.1	±0.1	
35 Years Old or More (58%)	93	±2	4	6	12	39	39	±4	4.0	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2012-13 VAG (Q16).

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

1. Paper-based copy



















2. Web-based copy

3. Both a paper- and Web-based copy

	Percent Responding		Percentages			Max ME
			1	2	3	
TOTAL	100	±0	14	23	63	±3
Africa (20%)	100	±0	27	19	54	±8
East Asia/Pacific (17%)	100	±0	6	24	71	±7
Europe and Eurasia (25%)	100	±0	13	20	67	±4
Near East/South and Central Asia (17%)	100	±0	9	29	62	±8
Western Hemisphere (21%)	100	±0	14	25	61	±5
TIME OVERSEAS						
Less Than 1 Year (37%)	100	±0	15	32	54	±5
1 Year or More (63%)	100	±0	13	18	69	±4
DURATION VAO ASSIGNMENT						
Less Than 3 Months (17%)	100	±0	11	32	56	±7
3 Months to Less Than 6 Months (30%)	100	±0	10	25	65	±5
6 Months to Less Than 1 Year (20%)	100	±0	18	14	68	±7
1 Year or More (33%)	100	±0	17	22	62	±5
PRIOR VAO SERVICE						
Prior Service (23%)	100	±0	15	17	68	±6
Non-Prior Service (77%)	100	±0	14	25	61	±4
VAO TRAINING						
Trained (66%)	100	±0	14	19	66	±4
Not Trained (34%)	100	±0	13	30	57	±5
AGE						
34 Years Old or Younger (40%)	100	±0	12	24	63	±5
35 Years Old or More (58%)	100	±0	15	22	63	±4



















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

20. During 2012, were you registered to receive Federal Voting Assistance Program's (FVAP's) News Releases?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±0	63	±3	
Africa (20%)	100	±0	70	±8	
East Asia/Pacific (17%)	100	±0	68	±7	
Europe and Eurasia (25%)	100	±0	65	±4	
Near East/South and Central Asia (17%)	100	±0	56	±8	
Western Hemisphere (21%)	100	±0	57	±5	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	59	±5	
1 Year or More (63%)	100	±0	66	±4	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	53	±7	
3 Months to Less Than 6 Months (30%)	100	±0	53	±5	
6 Months to Less Than 1 Year (20%)	100	±0	68	±6	
1 Year or More (33%)	100	±0	75	±5	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	81	±5	
Non-Prior Service (77%)	100	±0	59	±4	
VAO TRAINING					
Trained (66%)	100	±0	67	±4	
Not Trained (34%)	100	±0	56	±5	
AGE					
34 Years Old or Younger (40%)	100	±0	52	±5	
35 Years Old or More (58%)	100	±0	72	±4	

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

21. During 2012, did you forward any Federal Voting Assistance Program (FVAP) News Releases to U.S. citizens?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	63	±3	79	±3	
Africa (20%)	70	±7	85	±8	
East Asia/Pacific (17%)	68	±7	83	±8	
Europe and Eurasia (25%)	65	±4	83	±4	
Near East/South and Central Asia (17%)	56	±8	74	±10	
Western Hemisphere (21%)	57	±5	68	±7	
TIME OVERSEAS					
Less Than 1 Year (37%)	59	±5	70	±6	
1 Year or More (63%)	66	±4	84	±3	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	53	±7	66	±9	
3 Months to Less Than 6 Months (30%)	53	±5	75	±7	
6 Months to Less Than 1 Year (20%)	68	±6	69	±7	
1 Year or More (33%)	75	±5	92	±4	
PRIOR VAO SERVICE					
Prior Service (23%)	81	±5	90	±4	
Non-Prior Service (77%)	59	±4	75	±4	
VAO TRAINING					
Trained (66%)	67	±4	80	±4	
Not Trained (34%)	56	±5	77	±6	
AGE					
34 Years Old or Younger (40%)	52	±5	81	±5	
35 Years Old or More (58%)	72	±4	80	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who were registered to receive FVAP's News Releases (Q20).

22. During 2012, did you visit the Federal Voting Assistance Program (FVAP) website, www.fvap.gov?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±0	99	±1	
Africa (20%)	100	±0	100	±0	
East Asia/Pacific (17%)	100	±0	97	±4	
Europe and Eurasia (25%)	100	±0	98	±2	
Near East/South and Central Asia (17%)	100	±0	100	±0	
Western Hemisphere (21%)	100	±0	100	±0	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	100	±0	
1 Year or More (63%)	100	±0	98	±1	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	100	±0	
3 Months to Less Than 6 Months (30%)	100	±0	98	±2	
6 Months to Less Than 1 Year (20%)	100	±0	100	±0	
1 Year or More (33%)	100	±0	98	±2	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	100	±0	
Non-Prior Service (77%)	100	±0	99	±1	
VAO TRAINING					
Trained (66%)	100	±0	99	±1	
Not Trained (34%)	100	±0	98	±2	
AGE					
34 Years Old or Younger (40%)	100	±0	100	±0	
35 Years Old or More (58%)	100	±0	98	±2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The FVAP website, www.fvap.gov, provides voting-related information and resources.

23. On average, how often have you visited the Federal Voting Assistance Program's (FVAP) website since Labor Day 2012 (September 3, 2012)?

1. Every day

2. 3-4 times each week

3. 1-2 times each week

4. Less than once a week

5. Less than once a month

6. I do not recall

	Percent Responding		Percentages						Max ME
			1	2	3	4	5	6	
TOTAL	99	±1	19	31	29	13	5	3	±3
Africa (20%)	100	±0	14	24	46	11	5	0	±8
East Asia/Pacific (17%)	97	±3	21	27	27	12	3	9	±7
Europe and Eurasia (25%)	98	±2	24	26	28	15	4	4	±4
Near East/South and Central Asia (17%)	100	±0	18	44	18	15	6	0	±8
Western Hemisphere (21%)	100	±0	18	36	23	14	7	2	±5
TIME OVERSEAS									
Less Than 1 Year (37%)	100	±0	15	20	36	18	8	4	±5
1 Year or More (63%)	98	±1	22	38	24	11	3	2	±4
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	20	26	27	12	6	9	±7
3 Months to Less Than 6 Months (30%)	98	±1	21	32	29	13	3	2	±5
6 Months to Less Than 1 Year (20%)	100	±0	16	29	20	24	10	0	±6
1 Year or More (33%)	98	±2	18	34	34	7	3	3	±5
PRIOR VAO SERVICE									
Prior Service (23%)	100	±0	19	32	32	13	2	2	±6
Non-Prior Service (77%)	99	±1	19	31	28	14	6	3	±3
VAO TRAINING									
Trained (66%)	99	±1	23	33	27	11	4	1	±4
Not Trained (34%)	98	±2	11	27	31	18	7	6	±5
AGE									
34 Years Old or Younger (40%)	100	±0	17	35	28	10	6	4	±5
35 Years Old or More (58%)	98	±1	21	29	29	15	4	3	±4

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22).

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

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

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	99	±1	1	2	10	25	56	6	±3	4.4	±0.1	
Africa (20%)	100	±0	0	3	8	16	62	11	±8	4.5	±0.2	
East Asia/Pacific (17%)	97	±3	3	0	15	27	52	3	±8	4.3	±0.2	
Europe and Eurasia (25%)	98	±2	2	0	9	31	52	6	±4	4.4	±0.1	
Near East/South and Central Asia (17%)	100	±0	0	6	12	15	68	0	±7	4.4	±0.2	
Western Hemisphere (21%)	98	±2	0	2	7	30	49	12	±5	4.4	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	1	0	14	25	55	5	±5	4.4	±0.1	
1 Year or More (63%)	98	±1	1	3	8	24	57	7	±4	4.4	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0	0	15	20	59	6	±7	4.5	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	0	2	6	29	56	6	±5	4.5	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	5	3	12	17	59	5	±6	4.3	±0.2	
1 Year or More (33%)	98	±2	0	3	9	27	52	8	±5	4.4	±0.1	
PRIOR VAO SERVICE												
Prior Service (23%)	100	±0	2	0	7	36	48	7	±6	4.4	±0.1	
Non-Prior Service (77%)	98	±1	1	3	11	21	58	6	±4	4.4	±0.1	
VAO TRAINING												
Trained (66%)	99	±1	1	2	9	27	55	5	±4	4.4	±0.1	
Not Trained (34%)	98	±2	0	2	12	20	57	9	±5	4.5	±0.1	
AGE												
34 Years Old or Younger (40%)	100	±0	0	4	10	28	52	6	±5	4.4	±0.1	
35 Years Old or More (58%)	98	±1	2	1	10	22	58	7	±4	4.4	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

b. Automated Online Assistant for voting forms (e.g., Federal Post Card Applications [FPCAs] or Federal Write-In Absentee Ballots [FWABs])

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	98	±1	0°	3	15	27	43	13	±3	4.3	±0.1	
Africa (20%)	97	±3	0°	0	19	19	44	17	±8	4.3	±0.2	
East Asia/Pacific (17%)	97	±3	0°	3	24	21	42	9	±8	4.1	±0.2	
Europe and Eurasia (25%)	98	±2	0°	0	17	33	39	11	±4	4.3	±0.1	
Near East/South and Central Asia (17%)	100	±0	0°	6	12	24	50	9	±8	4.3	±0.2	
Western Hemisphere (21%)	98	±2	0°	5	5	35	40	16	±5	4.3	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	0°	1	16	24	44	15	±5	4.3	±0.1	
1 Year or More (63%)	98	±2	0°	3	15	29	42	11	±4	4.2	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0°	0	15	32	36	18	±7	4.3	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	0°	2	12	26	50	11	±5	4.4	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	0°	5	20	22	47	7	±7	4.2	±0.2	
1 Year or More (33%)	97	±2	0°	3	16	29	37	14	±5	4.2	±0.1	
PRIOR VAO SERVICE												
Prior Service (23%)	100	±0	0°	2	17	29	40	11	±6	4.2	±0.1	
Non-Prior Service (77%)	97	±1	0°	3	14	27	44	13	±4	4.3	±0.1	
VAO TRAINING												
Trained (66%)	99	±1	0°	3	14	26	46	11	±4	4.3	±0.1	
Not Trained (34%)	97	±2	0°	2	18	29	36	15	±5	4.2	±0.1	
AGE												
34 Years Old or Younger (40%)	99	±2	0°	2	14	32	42	10	±5	4.3	±0.1	
35 Years Old or More (58%)	98	±1	0°	3	16	25	43	14	±4	4.3	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

° Response option never endorsed.

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

c. 2012-13 Voting Assistance Guide (VAG)

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	98	±1	0	4	10	24	53	9	±3	4.4	±0.1	
Africa (20%)	97	±3	0	6	8	14	64	8	±8	4.5	±0.2	
East Asia/Pacific (17%)	97	±3	0	0	3	30	55	12	±8	4.6	±0.1	
Europe and Eurasia (25%)	98	±2	2	6	11	28	48	6	±4	4.2	±0.1	
Near East/South and Central Asia (17%)	100	±0	0	6	15	15	59	6	±8	4.3	±0.2	
Western Hemisphere (21%)	98	±2	0	0	14	30	42	14	±5	4.3	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	0	4	13	27	47	9	±5	4.3	±0.1	
1 Year or More (63%)	98	±2	1	3	9	22	56	9	±4	4.4	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0	3	6	26	59	6	±7	4.5	±0.1	
3 Months to Less Than 6 Months (30%)	97	±2	0	2	18	20	51	10	±5	4.3	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	2	7	7	26	47	10	±7	4.2	±0.2	
1 Year or More (33%)	97	±2	0	3	8	25	55	10	±5	4.4	±0.1	
PRIOR VAO SERVICE												
Prior Service (23%)	98	±3	0	4	9	24	59	5	±6	4.4	±0.1	
Non-Prior Service (77%)	98	±1	1	3	11	24	51	10	±4	4.4	±0.1	
VAO TRAINING												
Trained (66%)	99	±1	1	4	8	24	58	6	±4	4.4	±0.1	
Not Trained (34%)	97	±2	0	3	15	24	43	15	±5	4.3	±0.1	
AGE												
34 Years Old or Younger (40%)	100	±0	0	6	9	24	52	10	±5	4.3	±0.1	
35 Years Old or More (58%)	97	±2	1	2	12	23	54	8	±4	4.4	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

d. FVAP's News Releases

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	99	±1	1	7	21	26	15	30	±3	3.7	±0.1	
Africa (20%)	100	±0	3	3	22	30	16	27	±8	3.7	±0.2	
East Asia/Pacific (17%)	97	±3	0	6	27	21	15	30	±7	3.7	±0.2	
Europe and Eurasia (25%)	98	±2	2	9	13	33	15	28	±4	3.7	±0.1	
Near East/South and Central Asia (17%)	100	±0	0	15	21	18	21	26	±7	3.6	±0.2	
Western Hemisphere (21%)	98	±2	0	5	26	26	7	37	±5	3.6	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	1	5	25	27	11	31	±5	3.6	±0.1	
1 Year or More (63%)	98	±1	1	9	19	26	17	29	±4	3.7	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	3	6	24	29	12	26	±7	3.6	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	0	3	21	23	8	44	±5	3.6	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	0	14	22	27	12	24	±6	3.5	±0.2	
1 Year or More (33%)	98	±2	2	8	19	27	23	22	±5	3.8	±0.2	
PRIOR VAO SERVICE												
Prior Service (23%)	100	±0	0	4	32	33	15	15	±6	3.7	±0.1	
Non-Prior Service (77%)	98	±1	1	8	18	24	15	34	±3	3.6	±0.1	
VAO TRAINING												
Trained (66%)	99	±1	0	8	25	23	17	28	±4	3.7	±0.1	
Not Trained (34%)	98	±2	3	7	13	33	10	34	±5	3.6	±0.2	
AGE												
34 Years Old or Younger (40%)	100	±0	2	11	17	18	10	41	±5	3.4	±0.2	
35 Years Old or More (58%)	98	±1	0	5	24	32	18	21	±4	3.8	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

e. Election Calendar

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	97	±1	1	3	17	38	25	16	±3	4.0	±0.1	
Africa (20%)	97	±3	0	0	11	33	33	22	±8	4.3	±0.2	
East Asia/Pacific (17%)	97	±3	3	0	30	39	15	12	±8	3.7	±0.2	
Europe and Eurasia (25%)	96	±2	2	2	17	49	26	4	±4	4.0	±0.1	
Near East/South and Central Asia (17%)	97	±3	0	9	15	30	24	21	±7	3.9	±0.2	
Western Hemisphere (21%)	98	±2	0	5	14	35	23	23	±5	4.0	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	96	±2	1	3	19	39	25	13	±5	4.0	±0.1	
1 Year or More (63%)	98	±2	1	3	16	38	25	18	±4	4.0	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	97	±3	3	3	9	36	36	13	±7	4.1	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	0	2	19	33	25	21	±5	4.0	±0.1	
6 Months to Less Than 1 Year (20%)	98	±2	0	5	22	30	22	20	±6	3.9	±0.2	
1 Year or More (33%)	97	±2	2	3	16	49	20	10	±5	3.9	±0.1	
PRIOR VAO SERVICE												
Prior Service (23%)	98	±2	0	4	13	45	28	9	±6	4.1	±0.1	
Non-Prior Service (77%)	97	±2	1	3	19	36	24	17	±4	4.0	±0.1	
VAO TRAINING												
Trained (66%)	97	±2	1	2	18	37	26	15	±4	4.0	±0.1	
Not Trained (34%)	97	±2	1	4	15	41	22	17	±5	3.9	±0.1	
AGE												
34 Years Old or Younger (40%)	99	±2	1	4	20	39	19	17	±5	3.9	±0.1	
35 Years Old or More (58%)	97	±2	1	2	16	37	30	14	±4	4.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

f. Links to other election-related websites

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	97	±1	1	10	22	30	15	22	±3	3.6	±0.1	
Africa (20%)	100	±0	5	11	16	30	16	22	±8	3.5	±0.2	
East Asia/Pacific (17%)	97	±3	0	9	36	27	12	15	±8	3.5	±0.2	
Europe and Eurasia (25%)	96	±2	0	11	21	34	13	21	±4	3.6	±0.1	
Near East/South and Central Asia (17%)	94	±4	0	9	22	25	22	22	±7	3.8	±0.2	
Western Hemisphere (21%)	95	±3	0	10	17	31	12	31	±5	3.7	±0.2	
TIME OVERSEAS												
Less Than 1 Year (37%)	97	±2	1	11	23	31	10	23	±5	3.5	±0.2	
1 Year or More (63%)	96	±2	1	10	21	29	18	22	±4	3.7	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	3	6	15	44	15	17	±7	3.7	±0.2	
3 Months to Less Than 6 Months (30%)	95	±2	0	5	23	31	14	26	±5	3.7	±0.2	
6 Months to Less Than 1 Year (20%)	95	±2	0	21	23	21	13	23	±6	3.3	±0.2	
1 Year or More (33%)	97	±2	2	11	24	27	17	20	±5	3.6	±0.2	
PRIOR VAO SERVICE												
Prior Service (23%)	98	±2	0	8	29	22	15	26	±6	3.6	±0.2	
Non-Prior Service (77%)	96	±2	1	11	20	33	14	21	±3	3.6	±0.1	
VAO TRAINING												
Trained (66%)	96	±2	1	11	25	25	17	22	±4	3.6	±0.1	
Not Trained (34%)	97	±2	2	9	16	40	11	22	±5	3.6	±0.2	
AGE												
34 Years Old or Younger (40%)	98	±2	1	10	18	31	12	27	±4	3.6	±0.2	
35 Years Old or More (58%)	98	±1	0	9	25	30	17	19	±4	3.7	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

g. Voting Assistance Officer (VAO) training

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	98	±1	0°	6	19	33	22	21	±3	3.9	±0.1	
Africa (20%)	100	±0	0°	5	11	38	14	32	±8	3.9	±0.2	
East Asia/Pacific (17%)	97	±3	0°	3	33	30	18	15	±8	3.8	±0.2	
Europe and Eurasia (25%)	98	±2	0°	7	13	33	24	22	±4	4.0	±0.1	
Near East/South and Central Asia (17%)	97	±3	0°	9	15	27	30	18	±7	4.0	±0.2	
Western Hemisphere (21%)	95	±3	0°	2	24	33	26	14	±5	4.0	±0.1	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	0°	5	19	32	19	25	±5	3.9	±0.1	
1 Year or More (63%)	97	±2	0°	6	18	33	25	18	±4	3.9	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0°	0	15	29	15	41	±7	4.0	±0.2	
3 Months to Less Than 6 Months (30%)	95	±2	0°	3	17	35	25	20	±5	4.0	±0.1	
6 Months to Less Than 1 Year (20%)	98	±2	0°	10	22	33	19	15	±7	3.7	±0.2	
1 Year or More (33%)	98	±2	0°	8	20	32	26	14	±5	3.9	±0.2	
PRIOR VAO SERVICE												
Prior Service (23%)	96	±3	0°	7	16	30	27	20	±6	4.0	±0.2	
Non-Prior Service (77%)	98	±1	0°	5	19	33	21	21	±4	3.9	±0.1	
VAO TRAINING												
Trained (66%)	97	±1	0°	3	20	41	31	4	±4	4.1	±0.1	
Not Trained (34%)	98	±2	0°	10	16	16	6	52	±5	3.4	±0.2	
AGE												
34 Years Old or Younger (40%)	99	±1	0°	9	17	36	17	21	±5	3.8	±0.1	
35 Years Old or More (58%)	97	±2	0°	3	19	31	27	19	±4	4.0	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

° Response option never endorsed.

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

h. Toll-free telephone numbers

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	98	±1	5	12	17	17	7	43	±3	3.2	±0.1	
Africa (20%)	100	±0	5	11	19	5	0	59	±8	2.6	±0.3	
East Asia/Pacific (17%)	97	±3	6	12	30	12	6	33	±8	3.0	±0.2	
Europe and Eurasia (25%)	98	±2	4	13	13	28	11	31	±4	3.4	±0.2	
Near East/South and Central Asia (17%)	97	±3	9	18	9	15	3	45	±8	2.7	±0.3	
Western Hemisphere (21%)	95	±3	0	5	17	19	14	45	±5	3.8	±0.2	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	6	14	20	13	8	40	±5	3.1	±0.2	
1 Year or More (63%)	97	±2	4	10	15	19	7	44	±4	3.3	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0	6	12	23	14	45	±7	3.8	±0.2	
3 Months to Less Than 6 Months (30%)	95	±2	5	16	12	13	8	47	±5	3.1	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	10	7	22	14	5	42	±7	2.9	±0.2	
1 Year or More (33%)	97	±2	3	14	22	18	5	38	±5	3.1	±0.2	
PRIOR VAO SERVICE												
Prior Service (23%)	98	±2	2	9	24	17	11	37	±6	3.4	±0.2	
Non-Prior Service (77%)	98	±1	5	13	15	17	6	44	±4	3.1	±0.1	
VAO TRAINING												
Trained (66%)	98	±1	5	15	18	17	6	40	±4	3.1	±0.1	
Not Trained (34%)	97	±2	5	6	16	16	10	47	±5	3.4	±0.2	
AGE												
34 Years Old or Younger (40%)	99	±1	3	9	17	18	6	47	±5	3.3	±0.2	
35 Years Old or More (58%)	97	±2	6	14	18	16	8	38	±4	3.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

24. During 2012, how useful were the following products, information, and resources that you accessed or obtained from the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

i. Link to e-mail FVAP

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
6. Did not access or obtain from FVAP website

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	6				
TOTAL	99	±1	2	7	15	18	19	39	±3	3.8	±0.1	
Africa (20%)	100	±0	3	11	14	16	8	49	±8	3.3	±0.3	
East Asia/Pacific (17%)	97	±3	0	0	27	21	18	33	±8	3.9	±0.2	
Europe and Eurasia (25%)	98	±2	2	7	13	28	20	30	±4	3.8	±0.1	
Near East/South and Central Asia (17%)	100	±0	3	12	9	12	29	35	±8	3.8	±0.3	
Western Hemisphere (21%)	98	±2	0	2	14	12	21	51	±5	4.0	±0.2	
TIME OVERSEAS												
Less Than 1 Year (37%)	99	±1	1	10	10	19	22	38	±5	3.8	±0.2	
1 Year or More (63%)	98	±1	2	5	18	18	18	40	±4	3.8	±0.1	
DURATION VAO ASSIGNMENT												
Less Than 3 Months (17%)	100	±0	0	0	12	23	23	42	±7	4.2	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	0	5	10	15	18	52	±5	4.0	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	5	12	10	22	16	35	±7	3.5	±0.2	
1 Year or More (33%)	98	±2	1	8	25	17	20	30	±5	3.6	±0.2	
PRIOR VAO SERVICE												
Prior Service (23%)	100	±0	0	9	24	10	28	30	±6	3.8	±0.2	
Non-Prior Service (77%)	98	±1	2	6	12	20	17	43	±4	3.8	±0.1	
VAO TRAINING												
Trained (66%)	99	±1	2	8	15	14	20	41	±4	3.7	±0.1	
Not Trained (34%)	98	±2	2	3	14	26	18	37	±5	3.9	±0.2	
AGE												
34 Years Old or Younger (40%)	100	±0	1	7	11	22	13	45	±5	3.7	±0.2	
35 Years Old or More (58%)	98	±1	2	6	18	16	23	35	±4	3.8	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22). Average Usefulness excludes those who indicated they "Did not access or obtain from FVAP website."

25. Overall, during 2012, how useful was the Federal Voting Assistance Program's (FVAP) website in helping you perform your Voting Assistance Officer (VAO) duties?

1. Not at all useful
4. Useful



















2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	99	±1	0°	1	6	25	68	±3	4.6	±0.1	
Africa (20%)	100	±0	0°	3	5	16	76	±8	4.6	±0.2	
East Asia/Pacific (17%)	97	±3	0°	0	12	27	61	±8	4.5	±0.2	
Europe and Eurasia (25%)	98	±2	0°	0	6	22	72	±4	4.7	±0.1	
Near East/South and Central Asia (17%)	97	±3	0°	0	3	30	67	±8	4.6	±0.1	
Western Hemisphere (21%)	100	±0	0°	0	7	30	64	±5	4.6	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	100	±0	0°	1	8	22	68	±5	4.6	±0.1	
1 Year or More (63%)	98	±2	0°	0	6	26	68	±4	4.6	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	97	±3	0°	0	9	27	64	±7	4.5	±0.1	
3 Months to Less Than 6 Months (30%)	98	±1	0°	0	2	27	71	±5	4.7	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	0°	3	12	22	63	±7	4.5	±0.1	
1 Year or More (33%)	98	±2	0°	0	6	23	71	±5	4.6	±0.1	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	0°	0	7	25	68	±6	4.6	±0.1	
Non-Prior Service (77%)	98	±1	0°	1	6	24	69	±3	4.6	±0.1	
VAO TRAINING											
Trained (66%)	99	±1	0°	1	5	25	69	±4	4.6	±0.1	
Not Trained (34%)	97	±2	0°	0	10	24	66	±5	4.6	±0.1	
AGE											
34 Years Old or Younger (40%)	99	±2	0°	1	7	28	63	±5	4.5	±0.1	
35 Years Old or More (58%)	98	±1	0°	0	5	22	73	±4	4.7	±0.1	

















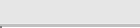

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP website during 2012 (Q22).
° Response option never endorsed.

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

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±1	97	±2	
Africa (20%)	100	±0	95	±5	
East Asia/Pacific (17%)	100	±0	100	±0	
Europe and Eurasia (25%)	98	±2	98	±2	
Near East/South and Central Asia (17%)	100	±0	91	±5	
Western Hemisphere (21%)	100	±0	100	±0	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	97	±3	
1 Year or More (63%)	99	±1	97	±2	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	91	±6	
3 Months to Less Than 6 Months (30%)	100	±0	98	±3	
6 Months to Less Than 1 Year (20%)	100	±0	100	±0	
1 Year or More (33%)	99	±1	97	±3	
PRIOR VAO SERVICE					
Prior Service (23%)	98	±2	96	±4	
Non-Prior Service (77%)	100	±0	97	±2	
VAO TRAINING					
Trained (66%)	99	±1	98	±2	
Not Trained (34%)	100	±0	95	±3	
AGE					
34 Years Old or Younger (40%)	100	±0	96	±3	
35 Years Old or More (58%)	99	±1	98	±2	

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

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

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	100	±1	89	±2	
Africa (20%)	100	±0	86	±7	
East Asia/Pacific (17%)	100	±0	91	±5	
Europe and Eurasia (25%)	98	±2	93	±3	
Near East/South and Central Asia (17%)	100	±0	82	±7	
Western Hemisphere (21%)	100	±0	91	±4	
TIME OVERSEAS					
Less Than 1 Year (37%)	100	±0	89	±4	
1 Year or More (63%)	99	±1	89	±3	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	88	±6	
3 Months to Less Than 6 Months (30%)	100	±0	90	±4	
6 Months to Less Than 1 Year (20%)	100	±0	88	±5	
1 Year or More (33%)	99	±1	89	±4	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	91	±5	
Non-Prior Service (77%)	99	±1	88	±3	
VAO TRAINING					
Trained (66%)	99	±1	93	±2	
Not Trained (34%)	100	±0	81	±5	
AGE					
34 Years Old or Younger (40%)	99	±1	90	±3	
35 Years Old or More (58%)	100	±0	89	±3	

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

30. What was the main reason why you did not recommend anyone to use the Federal Voting Assistance Program's (FVAP) Automated Online Assistant to complete a Federal Write-In Absentee Ballot (FWAB) in 2012?

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



















	Percent Responding		Percentages							Max ME
			1	2	3	4	5	6	7	
TOTAL	10	±2	29	0°	0°	0°	23	9	38	±9
Africa (20%)	14	±6	NR	0°	0°	0°	NR	NR	NR	±0
East Asia/Pacific (17%)	6	±4	NR	0°	0°	0°	NR	NR	NR	
Europe and Eurasia (25%)	7	±2	NR	0°	0°	0°	NR	NR	NR	
Near East/South and Central Asia (17%)	18	±6	NR	0°	0°	0°	17	17	17	±17
Western Hemisphere (21%)	9	±3	NR	0°	0°	0°	NR	NR	NR	
TIME OVERSEAS										
Less Than 1 Year (37%)	9	±3	30	0°	0°	0°	14	NR	56	±17
1 Year or More (63%)	11	±3	29	0°	0°	0°	28	14	29	±11
DURATION VAO ASSIGNMENT										
Less Than 3 Months (17%)	12	±5	NR	0°	0°	0°	NR	NR	NR	
3 Months to Less Than 6 Months (30%)	8	±3	NR	0°	0°	0°	19	NR	19	±14
6 Months to Less Than 1 Year (20%)	12	±4	19	0°	0°	0°	20	NR	61	±16
1 Year or More (33%)	11	±4	15	0°	0°	0°	29	13	43	±17
PRIOR VAO SERVICE										
Prior Service (23%)	9	±4	NR	0°	0°	0°	NR	NR	NR	
Non-Prior Service (77%)	11	±2	30	0°	0°	0°	23	12	35	±10
VAO TRAINING										
Trained (66%)	7	±2	23	0°	0°	0°	44	10	23	±13
Not Trained (34%)	18	±4	34	0°	0°	0°	8	8	49	±12
AGE										
34 Years Old or Younger (40%)	8	±3	NR	0°	0°	0°	29	15	56	±15
35 Years Old or More (58%)	11	±3	39	0°	0°	0°	22	7	32	±12

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not recommend anyone use FVAP's Automated Online Assistant to complete a FWAB in 2012 (Q29).

NR: Not reportable

° Response option never endorsed.

31. During 2012, did you use or refer anyone to Federal Voting Assistance Program's (FVAP's) toll-free telephone service?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	99	±1	24	±3	
Africa (20%)	100	±0	11	±6	
East Asia/Pacific (17%)	100	±0	29	±7	
Europe and Eurasia (25%)	100	±0	36	±4	
Near East/South and Central Asia (17%)	97	±3	12	±6	
Western Hemisphere (21%)	100	±0	27	±5	
TIME OVERSEAS					
Less Than 1 Year (37%)	99	±2	20	±4	
1 Year or More (63%)	100	±0	27	±3	
DURATION VAO ASSIGNMENT					
Less Than 3 Months (17%)	100	±0	32	±6	
3 Months to Less Than 6 Months (30%)	100	±0	17	±4	
6 Months to Less Than 1 Year (20%)	97	±3	20	±6	
1 Year or More (33%)	100	±0	29	±5	
PRIOR VAO SERVICE					
Prior Service (23%)	100	±0	31	±5	
Non-Prior Service (77%)	99	±1	22	±3	
VAO TRAINING					
Trained (66%)	99	±1	28	±3	
Not Trained (34%)	100	±0	17	±4	
AGE					
34 Years Old or Younger (40%)	100	±0	21	±4	
35 Years Old or More (58%)	99	±1	27	±4	

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

32. What was the main reason why you did not use, or recommend anyone to use, the Federal Voting Assistance Program's (FVAP) toll-free telephone service in 2012?

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

	Percent Responding		Percentages								Max ME
			1	2	3	4	5	6	7	8	
TOTAL	75	±3	33	0°	0°	23	20	16	0°	7	±3
Africa (20%)	89	±5	27	0°	0°	18	18	30	0°	6	±8
East Asia/Pacific (17%)	71	±7	29	0°	0°	25	25	17	0°	4	±9
Europe and Eurasia (25%)	64	±4	46	0°	0°	23	6	14	0°	11	±5
Near East/South and Central Asia (17%)	85	±6	28	0°	0°	21	31	14	0°	7	±8
Western Hemisphere (21%)	73	±5	34	0°	0°	31	25	3	0°	6	±6
TIME OVERSEAS											
Less Than 1 Year (37%)	79	±4	37	0°	0°	17	20	19	0°	7	±5
1 Year or More (63%)	73	±3	30	0°	0°	28	21	14	0°	7	±4
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	68	±6	53	0°	0°	13	18	8	0°	9	±9
3 Months to Less Than 6 Months (30%)	83	±4	38	0°	0°	25	15	14	0°	8	±5
6 Months to Less Than 1 Year (20%)	78	±5	19	0°	0°	31	29	16	0°	6	±7
1 Year or More (33%)	71	±4	28	0°	0°	22	22	22	0°	6	±6
PRIOR VAO SERVICE											
Prior Service (23%)	69	±5	21	0°	0°	16	38	22	0°	3	±7
Non-Prior Service (77%)	77	±3	35	0°	0°	25	16	15	0°	8	±4
VAO TRAINING											
Trained (66%)	72	±3	31	0°	0°	27	21	16	0°	5	±4
Not Trained (34%)	83	±3	36	0°	0°	18	20	16	0°	11	±5
AGE											
34 Years Old or Younger (40%)	79	±4	39	0°	0°	26	14	8	0°	12	±5
35 Years Old or More (58%)	73	±3	25	0°	0°	22	26	23	0°	3	±4

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not use or refer someone to FVAP's toll-free telephone service in 2012 (Q31).

° Response option never endorsed.

33. During 2012, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties?
b. Election Dates Posters

 1. Not useful
 4. Very useful

 2. Somewhat useful
 5. Did not use

3. Useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	98	±1	8	24	35	19	14	±3	2.8	±0.1	
Africa (20%)	97	±3	14	19	36	14	17	±8	2.6	±0.2	
East Asia/Pacific (17%)	100	±0	6	29	32	24	9	±7	2.8	±0.2	
Europe and Eurasia (25%)	100	±0	5	25	36	22	11	±4	2.8	±0.1	
Near East/South and Central Asia (17%)	97	±3	12	18	30	18	21	±7	2.7	±0.2	
Western Hemisphere (21%)	95	±3	5	26	38	17	14	±5	2.8	±0.1	
TIME OVERSEAS											
Less Than 1 Year (37%)	96	±2	4	25	35	14	22	±5	2.8	±0.1	
1 Year or More (63%)	99	±1	10	23	35	22	9	±4	2.8	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	9	21	32	18	21	±7	2.7	±0.2	
3 Months to Less Than 6 Months (30%)	97	±2	12	25	33	13	18	±5	2.6	±0.1	
6 Months to Less Than 1 Year (20%)	95	±4	8	28	37	18	10	±7	2.7	±0.2	
1 Year or More (33%)	100	±0	5	23	37	26	9	±5	2.9	±0.1	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	0	30	35	26	9	±6	3.0	±0.1	
Non-Prior Service (77%)	97	±1	11	22	35	17	15	±4	2.7	±0.1	
VAO TRAINING											
Trained (66%)	97	±2	11	25	34	19	11	±4	2.7	±0.1	
Not Trained (34%)	100	±0	3	22	37	19	19	±5	2.9	±0.1	
AGE											
34 Years Old or Younger (40%)	100	±0	12	17	36	17	18	±5	2.7	±0.1	
35 Years Old or More (58%)	97	±2	6	28	35	21	10	±4	2.8	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness excludes those who indicated they "Did not use."

			Percent Responding		Percentages					Max ME	Average Usefulness		
					1	2	3	4	5				
TOTAL			97	±1	10	14	12	2	61	±3	2.2	±0.1	<div></div>
Africa (20%)			95	±4	9	9	9	0	74	±8	2.0	±0.3	<div></div>
East Asia/Pacific (17%)			97	±3	3	12	18	0	67	±8	2.5	±0.2	<div></div>
Europe and Eurasia (25%)			96	±2	15	23	11	4	47	±4	2.1	±0.1	<div></div>
Near East/South and Central Asia (17%)			100	±0	18	15	6	0	62	±8	1.7	±0.2	<div></div>
Western Hemisphere (21%)			95	±3	5	10	17	7	62	±5	2.7	±0.2	<div></div>
TIME OVERSEAS													
Less Than 1 Year (37%)			97	±2	12	16	11	1	60	±5	2.0	±0.2	<div></div>
1 Year or More (63%)			96	±2	9	13	13	3	62	±4	2.3	±0.1	<div></div>
DURATION VAO ASSIGNMENT													
Less Than 3 Months (17%)			100	±0	6	9	20	6	60	±7	2.6	±0.2	<div></div>
3 Months to Less Than 6 Months (30%)			97	±2	6	16	10	0	68	±5	2.1	±0.2	<div></div>
6 Months to Less Than 1 Year (20%)			100	±0	12	10	7	5	66	±6	2.1	±0.2	<div></div>
1 Year or More (33%)			92	±3	15	18	13	2	53	±5	2.0	±0.2	<div></div>
PRIOR VAO SERVICE													
Prior Service (23%)			94	±3	16	20	11	2	51	±6	2.0	±0.2	<div></div>
Non-Prior Service (77%)			97	±2	9	12	12	2	64	±3	2.2	±0.1	<div></div>
VAO TRAINING													
Trained (66%)			97	±1	8	15	12	2	62	±4	2.2	±0.1	<div></div>
Not Trained (34%)			95	±3	14	12	12	3	60	±5	2.1	±0.2	<div></div>
AGE													
34 Years Old or Younger (40%)			97	±2	7	15	10	1	67	±4	2.1	±0.2	<div></div>
35 Years Old or More (58%)			97	±2	12	14	14	3	57	±4	2.2	±0.1	<div></div>

33. During 2012, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties?
e. Public service ad campaign

 1. Not useful
 4. Very useful

 2. Somewhat useful
 5. Did not use

3. Useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	99	±1	8	22	16	4	51	±3	2.3	±0.1	
Africa (20%)	100	±0	5	8	16	3	68	±8	2.5	±0.3	
East Asia/Pacific (17%)	97	±3	3	30	21	0	45	±8	2.3	±0.2	
Europe and Eurasia (25%)	100	±0	13	25	13	5	44	±4	2.2	±0.1	
Near East/South and Central Asia (17%)	100	±0	12	26	12	6	44	±8	2.2	±0.2	
Western Hemisphere (21%)	98	±2	5	19	19	5	53	±5	2.5	±0.2	
TIME OVERSEAS											
Less Than 1 Year (37%)	99	±1	5	29	13	3	49	±5	2.3	±0.1	
1 Year or More (63%)	99	±1	9	17	17	5	52	±4	2.4	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	0	26	14	6	54	±7	2.6	±0.2	
3 Months to Less Than 6 Months (30%)	98	±1	3	20	16	2	60	±5	2.4	±0.1	
6 Months to Less Than 1 Year (20%)	100	±0	12	19	15	5	49	±6	2.2	±0.2	
1 Year or More (33%)	98	±2	14	23	17	5	42	±5	2.2	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	13	34	13	2	39	±6	2.1	±0.2	
Non-Prior Service (77%)	99	±1	6	18	17	4	54	±4	2.4	±0.1	
VAO TRAINING											
Trained (66%)	99	±1	7	19	16	4	55	±4	2.4	±0.1	
Not Trained (34%)	98	±2	10	28	15	4	43	±5	2.2	±0.1	
AGE											
34 Years Old or Younger (40%)	100	±0	5	16	12	5	63	±4	2.5	±0.2	
35 Years Old or More (58%)	99	±1	10	26	19	3	41	±4	2.3	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness excludes those who indicated they "Did not use."

33. During 2012, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties?
f. Federal Voting Assistance Program's (FVAP's) Online Chat Room

 1. Not useful
 4. Very useful

 2. Somewhat useful
 5. Did not use

3. Useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	100	±1	8	8	2	1	81	±3	1.8	±0.1	
Africa (20%)	100	±0	3	3	3	0	92	±6	NR		
East Asia/Pacific (17%)	100	±0	3	9	3	0	85	±6	2.0	±0.3	
Europe and Eurasia (25%)	100	±0	11	13	2	2	73	±4	1.8	±0.2	
Near East/South and Central Asia (17%)	100	±0	21	6	0	0	74	±7	1.2	±0.2	
Western Hemisphere (21%)	98	±2	5	7	0	5	84	±4	2.3	±0.3	
TIME OVERSEAS											
Less Than 1 Year (37%)	99	±1	7	12	1	0	80	±4	1.7	±0.2	
1 Year or More (63%)	100	±0	9	5	2	2	82	±3	1.8	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	3	9	3	0	86	±5	2.0	±0.3	
3 Months to Less Than 6 Months (30%)	98	±1	3	8	0	2	87	±4	2.0	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	14	7	0	2	76	±6	1.6	±0.2	
1 Year or More (33%)	100	±0	12	7	3	1	76	±5	1.7	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	11	17	0	0	72	±6	1.6	±0.2	
Non-Prior Service (77%)	99	±1	8	5	2	2	84	±3	1.9	±0.2	
VAO TRAINING											
Trained (66%)	99	±1	7	7	1	1	84	±3	1.8	±0.2	
Not Trained (34%)	100	±0	11	9	3	1	76	±4	1.8	±0.2	
AGE											
34 Years Old or Younger (40%)	100	±0	8	3	1	1	86	±3	1.7	±0.2	
35 Years Old or More (58%)	100	±0	8	11	2	2	77	±3	1.8	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness excludes those who indicated they "Did not use."

NR: Not reportable

- | | Percent Responding | | Percentages | | | | | Max ME | Average Usefulness | | |
|--|--------------------|----|-------------|----|----|---|----|--------|--------------------|------|-------------|
| | | | 1 | 2 | 3 | 4 | 5 | | | | |
| TOTAL | 99 | ±1 | 6 | 8 | 9 | 1 | 75 | ±3 | 2.2 | ±0.1 | <div></div> |
| Africa (20%) | 100 | ±0 | 3 | 3 | 5 | 0 | 89 | ±6 | NR | | <div></div> |
| East Asia/Pacific (17%) | 97 | ±3 | 0 | 6 | 15 | 0 | 79 | ±7 | 2.7 | ±0.2 | <div></div> |
| Europe and Eurasia (25%) | 100 | ±0 | 7 | 11 | 11 | 4 | 67 | ±4 | 2.3 | ±0.2 | <div></div> |
| Near East/South and Central Asia (17%) | 100 | ±0 | 15 | 15 | 9 | 0 | 62 | ±8 | 1.8 | ±0.2 | <div></div> |
| Western Hemisphere (21%) | 95 | ±3 | 5 | 7 | 5 | 2 | 81 | ±5 | 2.3 | ±0.3 | <div></div> |
| TIME OVERSEAS | | | | | | | | | | | |
| Less Than 1 Year (37%) | 99 | ±1 | 4 | 12 | 7 | 1 | 76 | ±4 | 2.2 | ±0.2 | <div></div> |
| 1 Year or More (63%) | 98 | ±1 | 7 | 6 | 10 | 1 | 75 | ±3 | 2.2 | ±0.2 | <div></div> |
| DURATION VAO ASSIGNMENT | | | | | | | | | | | |
| Less Than 3 Months (17%) | 100 | ±0 | 3 | 6 | 12 | 3 | 77 | ±6 | 2.6 | ±0.2 | <div></div> |
| 3 Months to Less Than 6 Months (30%) | 97 | ±2 | 2 | 7 | 10 | 0 | 82 | ±4 | 2.5 | ±0.2 | <div></div> |
| 6 Months to Less Than 1 Year (20%) | 100 | ±0 | 12 | 9 | 5 | 2 | 71 | ±6 | 1.9 | ±0.2 | <div></div> |
| 1 Year or More (33%) | 98 | ±2 | 8 | 11 | 9 | 1 | 71 | ±5 | 2.2 | ±0.2 | <div></div> |
| PRIOR VAO SERVICE | | | | | | | | | | | |
| Prior Service (23%) | 100 | ±0 | 9 | 15 | 11 | 0 | 66 | ±6 | 2.1 | ±0.2 | <div></div> |
| Non-Prior Service (77%) | 98 | ±1 | 5 | 6 | 8 | 2 | 78 | ±3 | 2.3 | ±0.2 | <div></div> |
| VAO TRAINING | | | | | | | | | | | |
| Trained (66%) | 98 | ±1 | 5 | 7 | 9 | 1 | 78 | ±3 | 2.2 | ±0.2 | <div></div> |
| Not Trained (34%) | 100 | ±0 | 7 | 12 | 9 | 3 | 70 | ±5 | 2.2 | ±0.2 | <div></div> |
| AGE | | | | | | | | | | | |
| 34 Years Old or Younger (40%) | 99 | ±1 | 5 | 6 | 4 | 1 | 84 | ±3 | 2.1 | ±0.2 | <div></div> |
| 35 Years Old or More (58%) | 99 | ±1 | 7 | 10 | 13 | 2 | 69 | ±4 | 2.3 | ±0.2 | <div></div> |

NR: Not reportable

33. During 2012, how useful were each of the following sources of information in helping you perform your Voting Assistance Officer (VAO) duties?
j. Federal Voting Assistance Program (FVAP) on LinkedIn

 1. Not useful
 4. Very useful

 2. Somewhat useful
 5. Did not use

3. Useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	100	±1	8	6	2	1	82	±3	1.8	±0.2	
Africa (20%)	100	±0	3	3	3	0	92	±6	NR		
East Asia/Pacific (17%)	100	±0	6	3	3	0	88	±6	NR		
Europe and Eurasia (25%)	100	±0	7	9	4	2	78	±4	2.0	±0.2	
Near East/South and Central Asia (17%)	100	±0	24	6	0	0	71	±7	1.2	±0.2	
Western Hemisphere (21%)	98	±2	2	7	2	5	84	±4	2.6	±0.3	
TIME OVERSEAS											
Less Than 1 Year (37%)	99	±1	5	8	4	0	83	±4	1.9	±0.2	
1 Year or More (63%)	100	±0	9	5	2	2	82	±3	1.8	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Months (17%)	100	±0	0	6	6	0	88	±5	NR		
3 Months to Less Than 6 Months (30%)	98	±1	3	5	2	0	90	±3	1.8	±0.2	
6 Months to Less Than 1 Year (20%)	100	±0	15	5	0	5	76	±5	1.8	±0.3	
1 Year or More (33%)	100	±0	12	7	3	1	76	±5	1.7	±0.2	
PRIOR VAO SERVICE											
Prior Service (23%)	100	±0	11	11	4	2	73	±5	1.9	±0.2	
Non-Prior Service (77%)	99	±1	7	4	2	1	85	±3	1.8	±0.2	
VAO TRAINING											
Trained (66%)	99	±1	6	5	1	1	86	±3	1.9	±0.2	
Not Trained (34%)	100	±0	12	7	4	1	75	±4	1.8	±0.2	
AGE											
34 Years Old or Younger (40%)	100	±0	7	2	2	1	87	±3	1.8	±0.3	
35 Years Old or More (58%)	100	±0	9	8	3	2	79	±3	1.9	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness excludes those who indicated they "Did not use."

NR: Not reportable

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?
a. 2012-13 Voting Assistance Guide (VAG)

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	100	±1	86	6	8	±2	93.0	±2.0	
Africa (20%)	100	±0	92	5	3	±6	94.0	±5.0	
East Asia/Pacific (17%)	100	±0	79	3	18	±7	96.0	±5.0	
Europe and Eurasia (25%)	98	±2	85	7	7	±3	92.0	±3.0	
Near East/South and Central Asia (17%)	100	±0	91	3	6	±5	97.0	±4.0	
Western Hemisphere (21%)	100	±0	82	11	7	±5	88.0	±4.0	
TIME OVERSEAS									
Less Than 1 Year (37%)	99	±1	88	3	10	±4	97.0	±2.0	
1 Year or More (63%)	100	±0	85	8	7	±3	91.0	±3.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	77	8	15	±6	90.0	±4.0	
3 Months to Less Than 6 Months (30%)	98	±1	89	6	5	±4	93.0	±3.0	
6 Months to Less Than 1 Year (20%)	100	±0	86	2	12	±5	97.0	±3.0	
1 Year or More (33%)	100	±0	88	8	5	±4	92.0	±4.0	
PRIOR VAO SERVICE									
Prior Service (23%)	100	±0	87	9	5	±5	91.0	±4.0	
Non-Prior Service (77%)	99	±1	85	6	9	±3	94.0	±2.0	
VAO TRAINING									
Trained (66%)	99	±1	87	8	5	±3	91.0	±2.0	
Not Trained (34%)	100	±0	84	3	13	±4	97.0	±2.0	
AGE									
34 Years Old or Younger (40%)	99	±1	86	5	10	±3	95.0	±2.0	
35 Years Old or More (58%)	100	±0	86	8	6	±3	92.0	±3.0	

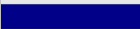















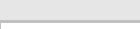

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes excludes those who indicated they "Did not use."

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?**b. Federal Post Card Applications (FPCAs)**

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	100	±0	84	9	7	±2	91.0	±2.0	
Africa (20%)	100	±0	92	5	3	±6	94.0	±5.0	
East Asia/Pacific (17%)	100	±0	85	6	9	±6	94.0	±5.0	
Europe and Eurasia (25%)	100	±0	84	11	5	±4	88.0	±3.0	
Near East/South and Central Asia (17%)	100	±0	82	12	6	±7	88.0	±6.0	
Western Hemisphere (21%)	100	±0	80	9	11	±5	90.0	±4.0	
TIME OVERSEAS									
Less Than 1 Year (37%)	100	±0	83	11	6	±4	89.0	±4.0	
1 Year or More (63%)	100	±0	85	8	7	±3	92.0	±2.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	88	9	3	±6	91.0	±6.0	
3 Months to Less Than 6 Months (30%)	100	±0	84	8	8	±4	91.0	±3.0	
6 Months to Less Than 1 Year (20%)	100	±0	76	14	10	±6	84.0	±5.0	
1 Year or More (33%)	100	±0	88	6	6	±4	94.0	±3.0	
PRIOR VAO SERVICE									
Prior Service (23%)	100	±0	79	12	9	±5	86.0	±4.0	
Non-Prior Service (77%)	100	±0	86	8	6	±3	92.0	±2.0	
VAO TRAINING									
Trained (66%)	100	±0	88	9	4	±3	91.0	±2.0	
Not Trained (34%)	100	±0	78	9	13	±4	90.0	±4.0	
AGE									
34 Years Old or Younger (40%)	100	±0	82	7	11	±4	92.0	±3.0	
35 Years Old or More (58%)	100	±0	87	8	4	±3	91.0	±3.0	



















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

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?
c. Federal Write-In Absentee Ballots (FWABs)

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	100	±0	82	12	6	±3	88.0	±2.0	
Africa (20%)	100	±0	92	5	3	±6	94.0	±5.0	
East Asia/Pacific (17%)	100	±0	76	15	9	±7	84.0	±7.0	
Europe and Eurasia (25%)	100	±0	84	11	5	±4	88.0	±3.0	
Near East/South and Central Asia (17%)	100	±0	79	15	6	±7	84.0	±7.0	
Western Hemisphere (21%)	100	±0	77	14	9	±5	85.0	±4.0	
TIME OVERSEAS									
Less Than 1 Year (37%)	100	±0	80	13	6	±4	86.0	±4.0	
1 Year or More (63%)	100	±0	83	11	6	±3	89.0	±3.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	85	12	3	±6	87.0	±6.0	
3 Months to Less Than 6 Months (30%)	100	±0	84	11	5	±4	88.0	±4.0	
6 Months to Less Than 1 Year (20%)	100	±0	71	17	12	±6	81.0	±6.0	
1 Year or More (33%)	100	±0	85	9	6	±4	91.0	±4.0	
PRIOR VAO SERVICE									
Prior Service (23%)	100	±0	76	15	9	±5	84.0	±5.0	
Non-Prior Service (77%)	100	±0	84	11	6	±3	88.0	±3.0	
VAO TRAINING									
Trained (66%)	100	±0	85	12	3	±3	87.0	±3.0	
Not Trained (34%)	100	±0	77	10	13	±5	88.0	±4.0	
AGE									
34 Years Old or Younger (40%)	100	±0	81	12	7	±4	87.0	±4.0	
35 Years Old or More (58%)	100	±0	83	11	6	±3	88.0	±3.0	

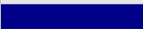















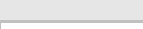

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes excludes those who indicated they "Did not use."

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?
d. Election Dates Posters

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	99	±1	82	5	13	±3	94.0	±2.0	
Africa (20%)	97	±3	81	6	14	±7	94.0	±6.0	
East Asia/Pacific (17%)	100	±0	76	6	18	±7	93.0	±6.0	
Europe and Eurasia (25%)	100	±0	85	4	11	±3	96.0	±2.0	
Near East/South and Central Asia (17%)	97	±3	79	3	18	±7	96.0	±5.0	
Western Hemisphere (21%)	100	±0	86	7	7	±4	93.0	±4.0	
TIME OVERSEAS									
Less Than 1 Year (37%)	99	±2	75	5	19	±5	93.0	±3.0	
1 Year or More (63%)	99	±1	86	5	9	±3	95.0	±2.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	82	3	15	±6	97.0	±3.0	
3 Months to Less Than 6 Months (30%)	100	±0	74	5	21	±5	94.0	±4.0	
6 Months to Less Than 1 Year (20%)	97	±3	85	5	10	±5	94.0	±4.0	
1 Year or More (33%)	98	±2	88	6	6	±4	93.0	±4.0	
PRIOR VAO SERVICE									
Prior Service (23%)	98	±2	87	9	5	±5	91.0	±5.0	
Non-Prior Service (77%)	99	±1	81	4	15	±3	95.0	±2.0	
VAO TRAINING									
Trained (66%)	98	±1	83	6	11	±3	93.0	±2.0	
Not Trained (34%)	100	±0	81	3	16	±4	96.0	±3.0	
AGE									
34 Years Old or Younger (40%)	99	±2	77	7	16	±4	91.0	±3.0	
35 Years Old or More (58%)	99	±1	87	4	10	±3	96.0	±2.0	

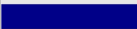















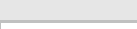

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Percentage Reporting Yes excludes those who indicated they "Did not use."

34. During 2012, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?
e. Motivational posters

1. Yes

2. No

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	100	±0	63	8	29	±3	88.0	±3.0	
Africa (20%)	100	±0	57	8	35	±8	88.0	±8.0	
East Asia/Pacific (17%)	100	±0	65	9	26	±8	88.0	±7.0	
Europe and Eurasia (25%)	100	±0	65	7	27	±4	90.0	±4.0	
Near East/South and Central Asia (17%)	100	±0	59	15	26	±8	80.0	±8.0	
Western Hemisphere (21%)	100	±0	68	5	27	±5	94.0	±4.0	
TIME OVERSEAS									
Less Than 1 Year (37%)	100	±0	58	7	35	±5	90.0	±4.0	
1 Year or More (63%)	100	±0	66	9	25	±4	87.0	±3.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Months (17%)	100	±0	62	3	36	±7	96.0	±4.0	
3 Months to Less Than 6 Months (30%)	100	±0	58	5	37	±5	92.0	±4.0	
6 Months to Less Than 1 Year (20%)	100	±0	61	12	27	±7	83.0	±6.0	
1 Year or More (33%)	100	±0	69	12	18	±5	85.0	±5.0	
PRIOR VAO SERVICE									
Prior Service (23%)	100	±0	63	15	22	±6	81.0	±6.0	
Non-Prior Service (77%)	100	±0	63	7	30	±4	91.0	±3.0	
VAO TRAINING									
Trained (66%)	100	±0	63	10	26	±4	86.0	±3.0	
Not Trained (34%)	100	±0	62	4	33	±5	93.0	±4.0	
AGE									
34 Years Old or Younger (40%)	100	±0	61	10	30	±5	86.0	±4.0	
35 Years Old or More (58%)	100	±0	64	8	28	±4	89.0	±3.0	

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

Survey Instrument



Human Resources Strategic Assessment Program (HRSAP)

Information and Technology for Better Decision Making

- You have reached the redirect page for Department of Defense Human Resources Strategic Assessment Program (HRSAP) surveys. You will be redirected to our contractor's web site (a secure .com site run by Data Recognition Corporation) to participate in the survey.
- DMDC has set up a telephone line for anyone who wishes to verify the survey's legitimacy. Call DSN 372-1034 from any DoD or other government telephone with DSN for a list of current DMDC surveys. If you do not have access to a DSN telephone line, call 1-571-372-1034. The prerecorded list does not include surveys conducted by agencies other than DMDC.
- Please enter your Ticket Number below, then click the Continue button to access your survey.

Continue



2012 Post-Election Voting Survey of Department of State Voting Assistance Officers

Welcome

[Security Protection Advisory](#)

RCS# DD-P&R(AR)1918

Exp. 06/30/2014

You have been selected to take a survey that is geared towards Department of State Voting Assistance Officers and your experiences managing the absentee voting process during the November 2012 General Election. When you click the *Continue* button below, you will be asked to:

- Create a Personal Identification Number (PIN)
- Read the Privacy Act & Informed Consent Statement
- Take the survey, which should only take you about 20 minutes

Thank you for your time and participation.

Continue

PRIVACY ACT STATEMENT & INFORMED CONSENT INFORMATION

In accordance with the Privacy Act, this notice informs you of the purpose of the survey and how the findings of these surveys will be used. It also provides information about the Privacy Act and about informed consent. Please read it carefully.

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

PRINCIPAL PURPOSE: Information collected in this survey will be used to evaluate the effectiveness of assistance under UOCAVA, as amended in November 2009 by the MOVE Act, in the 2012 election. Reports will be provided to the Federal Voting Assistance Program (FVAP). Previous survey results have affected decisions in critical areas such as establishing advertising campaigns geared towards 18-24 year old Uniformed Service members, utilizing social networking sites to encourage voter participation, and developing online Federal Post Card Application and Federal Write-In Absentee Ballot wizards. Survey results are also the basis for developing Legislative initiatives. Some findings may be published by the Defense Manpower Data Center (DMDC) or in professional journals, or presented at conferences, symposia, and scientific meetings. Data could be used in future research. Datasets without any identifying information may be analyzed by researchers outside of DMDC. Briefings and reports on results from these surveys will be posted on the Web: <http://www.fvap.gov>

ROUTINE USES: None.

DISCLOSURE: Providing information on this survey is voluntary. Most people can complete the survey in 20 minutes. There is no penalty or loss of benefits to which you are entitled if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative. Your survey responses will be treated as confidential. Identifying information will be used only by government and contractor staff engaged in, and for purposes of, survey research. For example, the research oversight office of the Office of the Under Secretary of Defense (Personnel and Readiness) and representatives of the U.S. Army Medical Research and Materiel Command are eligible to review research records as a part of their responsibility to protect human subjects in research. This survey is being conducted for research purposes. In no case will individual identifiable survey responses be reported.

SURVEY ELIGIBILITY AND POTENTIAL BENEFITS: DMDC uses well-established, scientific procedures to randomly select a sample that represents the Department of State community based on combinations of demographic characteristics. This is your chance to be heard on issues that directly affect you, including length of Voting Assistance Officer (VAO) assignment, access to voting technology, the assessment of VAO training, voting resource materials available, and VAO activities. While there is no direct benefit for your individual participation, your responses on this survey **make a difference.**

STATEMENT OF RISK: The data collection procedures are not expected to involve any risk or discomfort to you. The only risk to you is accidental or unintentional disclosure of the data you provide. However, the government and its contractors have a number of policies and procedures to ensure that survey data are safe and protected. For example, no identifying information (name, address, Social Security Number) is ever stored in the same file as survey responses. Survey data may be shared with organizations doing research on personnel but only after minimizing detailed demographic data (for example, paygrade and detailed location information) that could possibly be used to identify an individual. A confidentiality analysis is performed to reduce the risk of there being a combination of demographic variables that can single out an individual. Government and contractor staff members have been trained to protect client identity and are subject to civil penalties for violating your confidentiality.

If you experience any difficulties taking the survey, please contact the Survey Processing Center by sending an e-mail to DoSVAOSurvey@osd.pentagon.mil or call, toll-free, 1-800-881-5307. If you have concerns about your rights as a research participant, please contact: U.S. Army Medical Research and Materiel Command Office of Research Protections Institutional Review Board Office (HQ USAMRMC IRB), irboffice@amedd.army.mil, 301-619-6240.

Once you start answering the survey, if you desire to withdraw your answers, please notify the Survey Processing Center prior to December 19, 2012. Please include in the e-mail or phone message your name, Ticket Number, and the PIN that you selected when you started this survey. Unless withdrawn, partially completed survey data may be used after that date.

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

HOW TO CONTACT US

If you have questions or concerns about this survey, you have three ways to contact the Survey Operations Center:

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

FREQUENTLY ASKED QUESTIONS

What is the Federal Voting Assistance Program (FVAP)?

- FVAP administers the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) on behalf of the Secretary of Defense. FVAP provides U.S. citizens worldwide a broad range of non-partisan information and assistance to facilitate their participation in the democratic process — regardless of where they work or live.

What is Defense Manpower Data Center (DMDC)?

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

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

What is the Post-Election Voting (PEV) Program?

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

What is the UOCAVA?

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

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

- In accordance with [DoD Instruction 8910.01](#), all data collection in the DoD must be licensed and show that license as a Report Control Symbol (RCS) with an expiration date. The RCS for this survey is RCS# DD-P&R(AR)1918, expiring 06/30/2014.

Why should I participate?

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

What is DoSVAOSurvey@osd.pentagon.mil?

- The official e-mail address for communicating with Department of State Voting Assistance Officers about Post-Election Voting (PEV) surveys. "DoSVAOSurvey@osd.pentagon.mil" is short for Department of State Voting Assistance Officers survey.

Why am I being asked to use the Web?

- 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?

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

Do I have to answer all questions?

No, it is not necessary to answer every question. 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.

Why does the survey ask personal questions?

- DMDC reports overall results, as well as by other characteristics, such as location, gender, etc. To complete these analyses, we must ask respondents for these types of demographic information.
- Analyzing results in this way provides Defense leaders information about the attitudes and concerns of all subgroups of personnel so that no groups are overlooked.
- Sometimes sensitive questions are asked in order to improve personnel policies, programs, and practices. As with all questions on the surveys, your responses will be held in confidence.

Will my answers be kept private?

- Your privacy will be safeguarded in accordance with the Privacy Act of 1974 (Public Law 93-579).
- All data will be reported in the aggregate and no individual data will be reported.
- 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?

- If you wish to withdraw your answers, please notify the Survey Processing Center prior to December 19, 2012 by sending an e-mail to DoSVAOSurvey@osd.pentagon.mil or calling, toll-free 1-800-881-5307. Include your name, Ticket Number, and PIN.

Will I ever see the results of the survey?

- FVAP will post survey results and a corresponding post-election report to Congress at www.fvap.gov

BACKGROUND INFORMATION

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

- ☒ Yes
☒ No

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

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

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

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

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

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

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

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

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

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

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

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

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

TRAINING

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

- ☒ Yes
☒ No

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

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

VOTING ASSISTANCE

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

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

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

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

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

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

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

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

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

TECHNOLOGICAL ASSISTANCE IN VOTING

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

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

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

VOTING ASSISTANCE GUIDE

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

16. Did you receive the 2012-13 VAG?

- ☒ Yes
☒ No

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

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

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

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

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

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

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

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) NEWS RELEASES

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

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

- ☒ Yes
☒ No

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

- ☒ Yes
☒ No

FEDERAL VOTING ASSISTANCE PROGRAM'S (FVAP) WEBSITE

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

22. During 2012, did you visit this website?

- ☒ Yes
☒ No

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

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

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

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

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

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

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

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

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

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

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

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

- ☒ Yes
☒ No

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

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

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

☒ Yes

☒ No

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

☒ I did not know about it

☒ I did not know what it was for

☒ I did not have access to the Internet

☒ I knew about it, but did not know the website address

☒ I felt more comfortable having voters use paper or PDF copies of FWABs

☒ I did not think it would be useful

☒ Some other reason

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

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

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

☒ Yes

☒ No

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

☒ I did not know about it

☒ I knew about it, but did not know the telephone number

☒ I did not have access to a telephone

☒ I knew about it, but got the desired information from other sources

☒ I did not need it

☒ It was a long distance call

☒ I could not get through

☒ Some other reason

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

OTHER SOURCES OF VOTING INFORMATION

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

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

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

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

COMMENTS

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

SURVEY ELIGIBILITY

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

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

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

Insert SF298 if Public Affairs approval/DTIC number will be obtained

