

## SUPPORTING STATEMENT

### 2010 Post-Election Voting Survey of Overseas Civilians<sup>1</sup>

#### Section A. JUSTIFICATION

##### A.1. Need for Information Collection

**Primary objectives.** The primary objective of the *2010 Post-Election Voting Survey of Overseas Civilians* is to identify areas where the electoral process can be improved by providing an accurate picture of the absentee voting process. Additionally, the data will permit an ongoing evaluation of the extent to which recent legislative changes have been successful in removing barriers for absentee voting and will assist in identifying any remaining obstacles to voting by those populations covered by *Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)*.

The Federal Voting Assistance Program (FVAP) post-election surveys request information to determine participation in the electoral process by those populations covered by *UOCAVA*. The information collection will help determine: 1) whether voting materials are being distributed in a timely manner and whether voting assistance is being made available; 2) the types of obstacles voters encounter when attempting to vote absentee; 3) the impact of FVAP's efforts to simplify and ease the process of voting absentee; and 4) any other problems existing for an absentee voter. FVAP will use the information to prepare a report to the President and Congress as required by the *National Defense Authorization Act*. Prior to 2010, the voting surveys were administered every four (4) years; i.e., immediately after each presidential election. Beginning in 2010, the surveys will be administered every two years, i.e., immediately after each national election. A detailed content summary for the current survey can be found in Attachment 1a. This summary highlights the relationships between the research objectives and the specific items found on the questionnaire.

**Legal authorities.** The President of the United States designated the Secretary of Defense to administer the *Uniformed and Overseas Citizens Absentee Voting Act of 1986 (UOCAVA)*, 42 USC 1973ff (Attachment 1b), and as modified by the *National Defense Authorization Act of FY 2010* (Attachment 1c). The Act permits members of the Uniformed Services and Merchant Marine and their eligible family members and all citizens residing

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<sup>1</sup> At the time of the 60-day FRN, the survey was titled the *2010 Post-Election Voting Survey of Overseas Citizens*. The term "Citizens" was later changed to "Civilians" to better specify this particular UOCAVA population.

outside the United States who are absent from the United States and its territories to vote in the general elections for Federal offices. The 1988 Executive Order 12642 (Attachment 1d) names the Secretary of Defense as the “Presidential designee” for administering UOCAVA. The Secretary of Defense in turn delegated this responsibility to the Director of the Federal Voting Assistance Program in Department of Defense (DoD) Directive 1000.4, Federal Voting Assistance Program (FVAP) (Attachment 1e), which defines the program’s responsibilities and authority.

### **A.2. Purpose and Use of Information**

***How and for what purpose information will be used.*** The respondents for this specific information collection are Overseas Civilians (OCs), who are U.S. citizens living abroad and not affiliated with the Federal government. As in prior survey administrations of UOCAVA populations, these survey data will identify areas where the electoral process can be improved by providing qualitative information regarding the absentee voting process through the perspective of the OCs. The Defense Manpower Data Center (DMDC), the survey research arm of the Under Secretary of Defense for Personnel and Readiness, designed the survey questions to capture self-reported attitudes and behaviors of this population, and will manage the survey data collection for FVAP.

***By whom information will be used.*** The sponsor of the *2010 Post-Election Voting Survey of Overseas Civilians* is the Office of the Under Secretary of Defense (Personnel and Readiness) (OUSD[P&R]), and the users of the data will be FVAP, the Office of the Secretary of Defense (OSD), other DoD senior staff and administrators, DMDC, and the Department of State (DoS).

### **A.3. Improved Information Technology**

To minimize respondent burden and to capitalize on computer-assisted survey administration technology, the *2010 Post-Election Voting Survey of Overseas Civilians* will be conducted entirely online. OCs will be able to complete the survey on the Web by logging onto the data collection contractor’s secure Web site. Furthermore, to capitalize on e-mail communication capability, e-mails will be sent to all OCs who are part of the “registered sample” and for whom DoS has a valid e-mail address. These e-mails will explain the purpose of

the survey, invite the selected OCs to participate, and describe how to access the Web site. Another group of OCs, referred to as the “convenience sample” will gain access to the survey via a number of sponsored Web sites, such as the DoS Web site, where they will be able to click on a link that will take them directly to the data collection contractor’s secure Web site. (Section B.1. defines the “registered sample” and the “convenience sample” in more detail and describes the procedural and methodological differences between the two.)

#### **A.4. Efforts to Identify Duplication**

There is no other Federal agency tasked with collecting information specific to all the populations covered by *UOCAVA* and designed to evaluate and report on FVAP’s efforts to simplify the process of voting absentee. The Secretary of Defense, as the “Presidential designee” under 42 USC 1973ff, designated the Director of FVAP to administer and oversee the Federal responsibilities of the Act. Presently, the only information of a similar nature available is information collected by FVAP from surveys of prior elections, with 2008 the most recent federal election. This information is no longer current and cannot be used to extrapolate to the upcoming federal election. Without current information, FVAP cannot perform its responsibilities under the Act.

#### **A.5. Methods Used to Minimize Burden on Small Entities**

The survey respondents for this data collection are the OCs. No data collection is being conducted with other businesses or establishments.

#### **A.6. Consequences of Not Collecting the Information**

The *UOCAVA* requires a statistical analysis of absentee voter participation, which includes uniformed services and overseas nonmilitary populations. Although a statistical analysis complete with prevalence estimates is not possible due to difficulties discussed later in the document, this survey will obtain qualitative data useful for FVAP’s outreach assessment program. To obtain the required information under *UOCAVA* to conduct this analysis, surveys need to be administered to OCs. FVAP is then required to prepare a report to Congress no later than the end of the year after a federal election. If surveys were not administered, the DoD would not be in compliance with the law.

**A.7. Special Circumstances**

There are no special circumstances. This collection will be conducted in a manner consistent with guidelines contained in 5 CFR 1320.5(d)(2).

**A.8. Agency 60-Day Federal Register Notice and Consultations Outside the Agency**

***Received comments.*** An agency 60-Day Federal Notice was published in Vol. 75, No. 25, Monday, February 8, 2010, Federal Register, pages 6184-6185, as required by 5 CFR 1320.8(d). A copy of the 60-Day Federal Notice is included in Attachment 2a. No public comments were received in response to the notice. In addition, FVAP corresponds regularly with interested citizens and State and local government officials on UOCAVA-related concerns, and these discussions informed the survey content.

***Consultants and coordinations.***

DMDC statisticians and FVAP staff consulted with DoS on matters pertaining to the administrative database maintained by DoS in order to identify the characteristics of the survey population by which to make the sample selection.

Coordinations were obtained from Ms. Cindy Allard, OSD/JS Privacy Office, WHS/ESD, 703.588.2386 (Attachment 2b), and Ms. Andrea Zucker, Exempt Determination Official for the Office of the Deputy Under Secretary of Defense (Program Integration), Human Research Protection Program, DHRA, 703.696.7178 (Attachment 2c).

**A.9. Payments to Respondents**

No payments or gifts will be provided to OCs for completing the survey.

**A.10. Assurance of Confidentiality**

The information collection does not ask respondents to submit propriety, trade secret, or confidential information to DoD. Though DMDC cannot promise confidentiality to this population, respondents will be told that the information they provide will be kept private to the extent permitted by law.

**A.11. Sensitive Questions**

The data collection instrument contains no questions of a sensitive nature. The survey will be non-intrusive and will make it clear that cooperation is voluntary and that responses will be kept private to the extent permitted by law. Further procedural and methodological details are provided in Section B.2.

**A.12. Estimates of Annual Response Burden and Labor Cost for Hour Burden to the Respondent for Collection of Information.**

***Response burden.***

Total annual respondents:	10,155	Assumes .15 completion rate
Frequency of response:	1	
Total annual responses:	10,155	
Burden per response:	30	Minutes on average
Total burden minutes:	304,637	
Total burden hours:	5,077	

***Explanation of how response burden was estimated.***

Fifteen percent of the population (N = 451,312) will be sampled for a sample size (n) of 67,697<sup>2</sup>. The estimated number of respondents is based on the sample size by the expected response rate of 15% (67,697 \* 0.15 = 10,155). The estimated burden per response (30 minutes) is based on the burden for previous surveys.

***Labor cost to respondent.***

Total annual respondents:	10,155	Assumes .15 completion rate
Frequency of response:	1	
Total annual responses:	10,155	
Burden per response:	30	Minutes on average
Average cost per response:	\$9.96	\$19.92 *.50 (30 minutes on average × hourly rate)
Total cost:	\$101,144	Average cost per response (\$9.96) × expected number of responses (10,155)

***Explanation of how labor cost to respondent was estimated.***

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<sup>2</sup> The sample size will be 67,697 only in expectation. The DoS could only select the sample using a simple sampling plan, so DMDC recommended a Poisson sampling plan where uniform random numbers on (0,1) were assigned and sample members were selected if their random number was less than 0.15. (Note that this design makes the sample size a random variable.)

The estimated hourly wage used to calculate the average cost per response is the 2010 GS-9/1 hourly rate of \$19.92 (excluding any locality adjustment). While there is no clear way to determine estimated annual earnings for the population of interest (which is most likely quite varied in occupation and is residing in a large number of countries), a GS-9/1 comprises roughly a mid-range salary.

**A.13. Estimates of Other Cost Burden for the Respondent for Collection of Information.**

**Total capital and start-up cost.** There are no capital/startup costs.

**Operation and maintenance cost.** There are no operation and maintenance costs. No outside resources, consultations, or record retrieval are required to answer the survey questions.

**A.14. Estimates of Cost to the Federal Government.**

**a. DMDC Staffing Costs**

GS Grade/Step	Annual Rate	25% Fringe	Monthly	FTE Months	Cost
12/1	\$74,872	\$93,590	\$7,799	5	\$38,995
13/1	\$89,033	\$111,291	\$9,274	4	\$37,097
14/1	\$105,211	\$131,514	\$10,959	4	\$43,836
15/1	\$123,758	\$154,698	\$12,891	3	\$38,674
Total Cost					\$158,602

**b. Explanation of How Cost was Estimated.** Federal labor costs were estimated using the GS Salary Table for 2010-DCB which includes a locality payment of 24.22% for the Washington, Baltimore, and Northern Virginia area. An additional estimated 25% fringe benefit cost was added based on research available from the U.S. Bureau of Labor Statistics.<sup>3</sup>

**c. Additional Costs**

**Survey contractor operations and maintenance cost** \$155,914

<sup>3</sup> An estimate of 25% as the cost of fringe benefits was taken from a review of two papers available from the U.S. Bureau of Labor Statistics Website; 1) *Report on the American Workforce, U.S. Department of Labor, Elaine L. Chao, Secretary, 2001*, and, 2) "The Growth of fringe benefits: implications for social security" by Yung-Ping Chen.

(Estimated costs include contractor labor to produce Web-based survey, all data collection costs, creation of data files and supporting documentation, and data storage.)

***On-site contractor support costs*** \$182,000

(Estimated costs for on-site support contract are based on negotiated rates for similar services.)

***Government staffing costs*** \$158,602

(Includes sampling and weighting tasks, analysis of basic data set, creation of tab volume, writing statistical methods reports, contractor technical oversight, contract administration, consults with FVAP and the Department of State, preparation of the final internal documents.)

***Total Costs*** \$496,516

**A.15. Changes in Burden**

Change in burden is due to re-estimation of the number of respondents. In particular to the OC survey, a purposive sampling technique was used in 2008, but the 2010 survey effort will be a random sample of a known subset. Furthermore, the 2010 survey also includes a convenience sample.

**A.16. Published Reports and Project Schedule**

***Published reports.*** There are currently no plans to publish the results outside the DoD.

***Project schedule.***

Activity:	Anticipated Date:
Data collection begins	November 22, 2010
Data collection ends	January 27, 2011
Publish methods report	May 1, 2011
Post reports to FVAP Web site	July 1, 2011
Post tabulations to FVAP Web site	June 20, 2011
Post briefings to FVAP Web site	August 23, 2011

**A.17. Approval Not to Display Expiration Date**

This approval is not being requested.

**A.18. Exceptions to the Certification Statement**

No exceptions to the Certification Statement are being requested.

## **Section B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS**

### **B.1. Description of Potential Respondents**

**Target population.** Under UOCAVA, FVAP will conduct a post-election survey of OCs. DMDC will conduct the survey construction and data collection process. The population of interest for the *2010 Post-Election Voting Survey of Overseas Civilians* consists of all American citizens living overseas, excluding federal civilian employees and members of the U.S. Armed Forces. Although informal estimates of this population range from five to seven million, neither the Government nor business maintains a registry or precise count of overseas American civilians.

Because DoD does not have a sampling frame for this population, the DoD will not be able to conduct a reasonably budgeted, statistically valid survey of the full target population (i.e., statistically valid area samples are possible but clearly cost prohibitive). Instead, DoD plans to test results from the combination of (1) a survey of a known and identifiable subset of this population (“registered sample”) and (2) a convenience sample designed for accessibility by the full target population (“convenience sample”). Since each of these surveys has limitations, the 2010 survey incorporates a two-survey methods test to determine whether reasonable responses to either method can be used by the DoD for qualitative analysis of overseas voting issues and experiences.

**Registered sample.** The Department of State (DoS) maintains a registry of overseas American civilians who register with an embassy. The DoS has slightly more than two million registries on their records. In 2008, Westat (on behalf of DMDC) attempted to sample from this population and conduct a Web and a paper-and-pen survey. These efforts resulted in a 5.3% response rate (see Table 1 below for more detail). DMDC and FVAP consider the 2008 Survey of Overseas Civilians to have failed due to extremely low response rates.

Table 1. 2008 - Sample Size by Case Disposition Categories

<b>Case Disposition Category and (Code Value)</b>	<b>Sample Size</b>
Total	10,687
Frame Ineligible	6
Ineligible Response Self/Proxy-report (2)	861
Survey Self report (3)	121
Eligible Response Complete (4)	577
Incomplete (5)	34
Unknown eligibility	5
Refused/Deployed/Other (8)	3
Postal Non-Delivery (10)	2,343
Non-respondents (11)	6,737

Over 20% of the 2008 surveys never reached their intended recipient due to postal non-delivery. Since postal mailings to most countries still encounter large delays and failed deliveries, and since the postal mailing process was very burdensome to the DoS, the *2010 Post-Election Voting Survey of Overseas Civilians* will eliminate the paper-and-pen component.

For 2010, DoS will create the sampling frame from embassy and consulate registration records of civilians living or traveling overseas who voluntarily register either online (through the Internet Based Registration System) or in-person (with a U.S. embassy or consulate in the overseas country). Registration records are generally used only to reach Americans in case of an emergency or to notify them of a security threat against U.S. civilians in the country where they are living. Unlike the 2008 survey, DoS has attempted to limit the ‘registration’ frame to American civilians, adults, civilians with email address, and civilians on planned long-term stays (e.g., people traveling abroad for a week would be considered ineligible for this data collection effort and would not be included on the survey frame). These restrictions in the sampling frame should reduce the 65 percent ineligibility rate from the 2008 survey, where these restrictions were not implemented due to timing and workload issues. The restricted registrations are more likely to be recent and contain better contact information. Specifically, the DoS will select a Poisson random sample of 15 percent of the 451,312 records on DoS’s registration file (total

number or registrants 18 years or older as of November 2, 2010 with an email address), yielding a sample size of about 67,697.

The total sample size (~67,697) was designed so that the DoD would have enough sample to identify a wide set of experiences and issues given an expected low response rate, and some qualitative information as to whether voting experiences varied by Region of the world.

DoS registration records have the following limitations as a sampling frame for the survey:

1. Registration records have limited coverage of overseas civilians because many overseas civilians do not register.
2. Registration coverage varies by geographic region (e.g., relatively complete coverage in Africa and far less complete coverage in European countries or Canada).
3. Although DoS attempted to clean their registries for DMDC's survey purposes, the registration records still may include persons not eligible for the current survey. For example, the registries may include the names of minors, non-civilians, and persons no longer living overseas who did not notify the embassy that they had returned to the United States.
4. Registration records contain different types of contact information. Some contain only postal addresses. E-mail addresses are available for only a subset of registrants because the DoS did not begin collecting that information for U.S. citizen registrants until 2000.

Despite these known limitations, the registration lists are considered the best source for building a sample frame and drawing a probability sample of overseas adult Americans. The frame, then, was said to include (but is not restricted to) overseas adult American civilians who registered at an embassy or consulate. Registration information collected by the DoS (i.e., name and address) is protected by the Privacy Act and not available to DMDC or its data collection contractor. As a result, all processing of information, frame assembly, sample selection, and respondent emailing will be performed exclusively by the DoS.

***Convenience sample.*** In addition to the aforementioned procedural difficulties associated with sampling the overseas civilian population, estimates from the 'registered' subset of the population are likely biased. Overseas civilians who are registered with their embassy or consulate (hereafter written as "embassy") are likely very different from civilians who do not

register. For example, registered civilians may have greater attachment to the United States and vote at higher rates than those not registered. This issue is further compounded by the fact that for the planned 2010 statistical sample, DMDC will sample from an even smaller subset than the 2008 survey: only overseas American civilians with email addresses on file. Civilians with email addresses may be very different from those without email addresses. For example, civilians with email may have registered more recently, be more technologically oriented, younger, or have other characteristics related to completing a Web survey, using the Web to order Federal Postcard Applications (FPCA) or using FVAP's Web site. Due to the potentially severe coverage bias, the DoD will not use responses from this survey to make prevalence estimates that purport to represent all overseas citizens. Instead, the DoD will use these survey data to gain qualitative information from a subset of the overseas population. In addition to the previously described "registered" sample, DMDC will also conduct a convenience sample.

The convenience sample opens access of the survey to all Overseas Citizens with Web access, and may provide additional qualitative data not captured by the registered sample. Convenience samples have strong, well-documented limitations with the largest negative aspect being an inability to assess or correct for nonresponse bias. The self-selected sample may have very different characteristics from the target population, and because little is known about the respondents (and nonrespondents), results from the survey can be misleading. Although the results may be difficult for the DoD to interpret due to coverage, measurement, selection bias, and other survey errors, the DoD still has an interest in whether the convenience sample produces similar data to the registered sample. For future surveys, it is likely the DoD will choose the 'best' survey method to continue collecting qualitative data to monitor overseas voting experiences.

## **B.2. Procedures for the Collection of Information**

***Registered sample recruitment and data collection procedures.*** Survey administration will begin on November 03, 2010, the day after the national election, and will last approximately six (6) weeks. Because mailing notification letters and paper survey forms internationally was expensive and fraught with problems in 2008, survey members will be contacted only by email for the 2010 administration. The DoS could not share protected contact information (e.g., registrant names, postal addresses, and e-mail addresses) with other members of the research

team. Consequently, all mailing operations (e-mail) will be performed at the DoS office in Washington, DC.

An announcement e-mail will be sent following the November 03, 2010 informing the OCs that data collection has started and inviting them to participate (Attachment 3a). Throughout the field period, four follow-up thank you/reminder e-mails (Attachment 3b) will be sent by DoS. These communications remind sampled individuals of the survey and ask them to complete/submit the Web-based. Thank you/reminders will be sent to all sample members because the DoS email system does not allow the DoD to indentify who has responded to the survey. All emails will be under the signature of Janice Jacobs, Assistant Secretary of State for Consular Affairs. The survey invitations and thank you/reminders include a hyperlink to the survey Web site and a general (i.e., non-unique) Ticket Number for logging on to the survey. Once a survey participant logs on with the general Ticket Number and opens the Welcome screen, the program will generate a unique Ticket Number. The respondent will be instructed to keep a record of their assigned, unique ticket number in the event they leave the survey before completing/submitting it and wish to return at a later time. In that case, the respondent will be required to enter their unique Ticket Number to get back into the survey.

**Data collection.** Data collection for the ‘registered’ sample will be Web only. Though the final Web-based survey instrument has not yet been programmed, the content will be the same as that presented in Attachment 4a. The survey includes a few initial screening questions to ensure eligibility. For example, if Q. 1 (“Were you a U.S. citizen on November 2, 2010?”) or Q. 4 (“On November 2, 2010, did you live outside the U.S.?”) is answered “No,” or if respondents indicate at Q. 2 they are “17 years of age or younger,” they are skipped to the end of the survey.

When respondents log on to the Web site using the general Ticket number to complete the on-line instrument, they will be directed to a set of Web screens, starting with the “Welcome” screen (Attachment 5a). From there they can view the “Frequently Asked Questions” screen (Attachment 5b) and the “Security Protection Advisory”<sup>4</sup> screen (Attachment 5c). The Advisory for the survey program informs visitors to the Web site that no information

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<sup>4</sup> Because the data are collected on a Web site, the Web site is required to include Security Protection Advisory information according to the *Office of the Secretary of Defense Policy for Establishing and Maintaining a Publicly Accessible Department of Defense Web Information Service* (dated July 18, 1997; updated January 9, 1998).

on the person's computer or Internet connection is collected in a way it can be associated with the person or the survey responses. Respondents are then directed to the “Agency Disclosure Notice” (ADN) and the “Privacy Advisory Statement and Informed Consent Information” screen (Attachment 5d). This screen includes the instruction "Click 'Continue' if you agree to do the survey" and informed consent is indicated by clicking the "Continue" button and answering the survey questions. The data collection procedures are not expected to involve any risk to participants. Neither names nor email addresses are provided to DMDC or to DMDC's data collection contractor by DoS, and it will not be possible to keep a record of who responded to the survey and who did not.

The data collection contractor converts raw data files to SAS datasets according to specifications written by DMDC. Datasets are then transmitted to DMDC via secure file transfer protocol. DMDC then creates a report for FVAP of the survey responses in subgroup categories and percentages (weighted to reflect the population). FVAP then further analyzes the data and prepares a report to the President and the Congress.

***Convenience sample recruitment and data collection procedures.*** Recruitment of OCs to participate in the survey as part of the convenience sample is described in Section B.4 below. However, once the survey participants log onto the data collection contractor's secure survey Web site, they will go through the same Ticket Numbering and data collection procedures as other OC survey participants. The wording of the screens they will open and view (“Welcome” screen [Attachment 6a], “Security Protection Advisory” screen [Attachment 6b], “Agency Disclosure Notice/Privacy Advisory Statement and Informed Consent Information” screen [Attachment 6c], “Frequently Asked Questions” screen [Attachment 6d]) will vary only slightly from the comparable screens viewed by the OCs participating as part of the “registered” sample. The survey itself is identical.

The set of Ticket Numbers the data collection contractor's program creates for those survey participants who are part of the convenience sample will systematically vary from those the program creates for the survey participants who are part of the “registered” sample. The program is able to make this differentiation because it will be able to determine if the respondent logged onto the survey via an external Web site (convenience sample) or logged on to the survey directly via the contractor's link. See Section B. 3 (***Encouraging response***). In this manner,

DMDC will be able to track the number of completed surveys for each of the two samples, and the contractor will be able to create two separate databases.

**Data security.** The current survey does not collect or use personally identifiable information and data are not retrieved by personal identifier. Therefore, the information collected is not subject to the Privacy Act of 1974, as amended. DMDC will report only aggregate data in the form of statistical summaries.

DMDC's and the data collection contractor's network sites are secure and password protected. Security is strictly enabled by using physical and software access restrictions. All servers are physically located in locked rooms with access permitted only to Technical Services staff through the use of a security card system. Access to the network is allowed only through a login account and password. In addition, employees use password protected screen savers at workstations to protect their systems while they are away from their desks. At DMDC, the network is accessed through the use of Common Access Card (CAC) readers and utilizes Public Key Infrastructure (PKI) security. Logging on to the network requires both physical possession of the CAC and a separately issued Personal Identification Number. All computer systems comply with current Federal Information Security Management Act (FISMA) security standards.

The survey contractor makes daily backup tapes that are stored for five (5) years in fire proof vaults located within a security-card protected area, and all provisions dealing with the protection of human subjects and data security are in force for as long as the contractor retains any protected data.

**Weighting and Estimation.** Due to the many limitations discussed earlier, the DoD will not produce production weights nor will we produce official estimates from the Overseas Citizens Surveys. All uses of these data are either qualitative in nature or for research purposes to test the best way to obtain future data from the overseas population.

**Limitations of the Data.** Because of the lack of a complete frame (coverage error), selection bias, and limited auxiliary data available, the data from these two surveys have extreme limitations. The DoD will conduct the 2010 OC survey to provide qualitative information, as well as methodological information useful for the planned review and development of possible designs for a 2012 survey. The 2010 survey of overseas citizens is not a statistical, generalizable representation of overseas citizens. But for a modest price we will get a reasonable assessment of what classes of problems occur and their relative impact on the ability of overseas citizens to

vote. This information is worth exploring, and it represents the first step we will take demonstrating to Congress and overseas citizens that we are committed to addressing the lack of information in this area even if at this time it is not possible to do a statistical, generalizable measurement of the exact extent of each type of problem.

To protect from the misuse of these survey data, the DoD will show the following disclaimer on all pages that show unweighted frequencies from this survey.

**Disclaimer:** The DoD is unable to build a sampling frame (list) of American Citizens Living overseas. Therefore, estimates from this survey only represent Americans that completed the survey, and are not intended to be representative of all overseas American citizens. Respondents to this survey may have very different attitudes, opinions, and experiences than other overseas Americans, and therefore these estimates should not be viewed as statistical estimates but rather as qualitative data from the most conveniently accessible overseas citizens. Therefore, no estimates of precision claiming statistical properties of these frequencies are computed.

***Unusual problems requiring specialized sampling.*** No unusual problems that would require specialized sampling are anticipated.

***Use of periodic data collection cycles to reduce burden.*** This request is for a single collection, and therefore it cannot be reduced further.

### **B.3. Non-response, Maximization to Response Rates, and Accuracy and Reliability**

***Encouraging response.*** Although the data is qualitative, DoD would like to maximize responses to these surveys. To maximize response rates for the OCs who comprise the “registered survey,” an announcement e-mail will be sent the day after Election Day (Wednesday, November 03, 2010), explaining the survey and informing the OCs data collection has started. Throughout the approximate 10-week field period, the OCs will be sent four (4) reminder e-mails thanking those who have already responded, and encouraging non-respondents to log onto the Web site and complete the survey.

To reach out to, and to encourage participation from, OCs who would comprise the convenience sample, a number of Web sites will be selected, in consultation with FVAP and DoS, that may be frequented by U.S. civilians living outside the United States; e.g., the DoS Web site, Websites of the individual embassies, FVAP’s Web site, etc. Many of the individual

embassies' Web sites are currently running a short announcement, with FVAP's logo, reminding U.S. civilians of the Federal mid-term general elections and hosting a link to FVAP. This will serve as the model for announcing the OC survey, encouraging participation, and providing a link to the data collection contractor's secure survey Web site. Of course, the more Web sites that announce the survey, the more potential convenience sample completes will be collected. DMDC will work with FVAP and DoS to identify as many Web sites as is feasible. The timing of the field period for the convenience sample will mirror as closely as possible that of the registered sample, but no Web site will post the announcement of the survey prior to the day of the election.

***Analysis of survey non-response.*** The DoD expects high levels of survey nonresponse to the registered survey in 2010. Due to policy, the DoS can provide the DoD with very little information on overseas citizens on their registries. Again, no official estimates will be made from data from these surveys.

#### **B.4. Tests of Procedures**

DMDC utilizes best practices in its design of Web-based surveys (e.g., visual presentation of questions and response options, usability and interactive elements, use of color, font style and size, and screen layout). These features of Web-based data collection, in addition to automated skip logic, serve to ease the burden on the respondents, increase data quality, and minimize response error. Similarly, and pertinent to the "registered" sample, DMDC has incorporated a number of randomized experiments into its surveys over the past several years testing such conditions as number and wording of letters and emails, timing of respondent contacts, presence or absence of a brochure, sponsorship, and subject line text. Because of these experiments, DMDC has developed field procedures grounded in experience and empirical findings. In addition to these tests and experiments, DMDC conducted the *2008 Post-Election Voting Survey of Overseas Civilians* and has made revisions to the survey content and format as a result.

DMDC establishes a schedule of deliverables and the operations contractor provides reports on progress according to the schedule. The operations contractor performs quality control checks on assembly of survey packages, address lists and data input.

**B.5. Individuals Consulted on Statistical Aspects and Individuals Consulting and/or Analyzing Data**

FVAP Principal Investigators: Robert Carey  
Director, Federal Voting Assistance Program  
W: 703-588-8118  
C: 703-485-5022  
[Robert.Carey@fvap.gov](mailto:Robert.Carey@fvap.gov)

FVAP Program Analyst: Allan White  
W: 703-588-8112  
[Allan.White.CTR@FVAP.gov](mailto:Allan.White.CTR@FVAP.gov)

DoS Chief Voting Action Officer: Jack Markey  
W: 202-736-4937  
[markeyjd@state.gov](mailto:markeyjd@state.gov)

DoS Deputy Voting Action Officer: Mark Raugust  
W: 202-736-9163  
[raugustm@state.gov](mailto:raugustm@state.gov)

DMDC Principal Investigator: Dr. Timothy Elig (703-696-5858)

DMDC Survey Statisticians:

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