

**FVAP PRODUCTS AND SERVICES**

1. **The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) population includes members of the Uniformed Services and U.S. citizens residing outside of the U.S. Do you have UOCAVA voters in your jurisdiction?**  
 Yes  
 No
  
2. **The Federal Voting Assistance Program (FVAP) provides a broad range of non-partisan information and assistance to facilitate the participation in the democratic process. Did you utilize any of the products or services that FVAP provides during the 2012 election year?**  
 Yes  
 No
  
3. **[Ask if Q2 = "No"] What was the main reason why you or your staff did not use FVAP products or services in 2012?**  
 Did not know about FVAP  
 Did not need FVAP assistance  
 Received desired assistance from the state  
 Did not use; My jurisdiction received assistance from FVAP in prior years and experienced issues  
 Used another organization for assistance  
 Some other reason
  
4. **Overall, how useful was the product or service you received from FVAP during the 2012 election year?**  
 Very useful  
 Useful  
 Somewhat useful  
 Not useful

**ELECTRONIC TRANSMISSION SERVICE (ETS)**

5. **The Federal Voting Assistance Program (FVAP) provides an electronic fax and e-mail conversion service (the Electronic Transmission Service or ETS) that allows you or your staff to fax and/or e-mail election materials to UOCAVA voters. Did you or anyone on your staff use the ETS during the 2012 election year?**  
 Yes  
 No  
 Don't know
  
6. **How safe, secure, and reliable do you believe the ETS provided by FVAP is for receiving voted ballots from UOCAVA voters?**  
 Extremely  
 Very  
 Moderately  
 Slightly  
 Not at all

**[Ask if Q6 = "Not at all" or "Slightly" or "Moderately" or "Very" or "Extremely"] Please elaborate on why you believe this.**

7. **[Ask if Q5 = 'Yes'] Overall, how useful was the voting information or assistance that you received from the FVAP ETS during the 2012 election year?**  
 Very useful  
 Useful  
 Somewhat useful  
 Not useful
  
8. **[Ask if Q5 = 'Yes'] Did you or anyone else on your staff use the FVAP ETS during the 2012 election year for any of the following reasons? Mark "Yes" or "No" for each item.**

	Yes	No
a. To receive registration and ballot requests from voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. To transmit blank ballots to voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. To receive completed ballots from voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. To receive completed Federal Write-In Absentee Ballots (FWABs) from voters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

9. [Ask if Q5 = 'No'] What was the main reason why you or your staff did not use the FVAP ETS in 2012?

- Did not know about it
- Did not need it
- Could not get through
- Received assistance from the state or the state handled this process
- Did not use; My jurisdiction used this service in prior years and experienced issues
- Used another system
- Some other reason

[Ask if Q5 = 'No' and Q9 = 'Some other reason'] Please specify the other reason(s) you or your staff did not use the Federal Voting Assistance Program's (FVAP) electronic fax and e-mail conversion service in 2012.

#### CALL CENTER SERVICE

10. The Federal Voting Assistance Program (FVAP) provides online chat, e-mail support, and a toll-free telephone service that allows you or your staff to ask FVAP staff for voting information or assistance. Did you or anyone on your staff use the online chat, e-mail support, or toll-free telephone service to request voting information or assistance during the 2012 election year?

- Yes
- No
- Don't know

11. [Ask if Q10 = 'Yes'] During 2012, how useful was the assistance you or your staff received from the FVAP staff via online chat, e-mail support, or toll-free telephone service in helping you perform your election official job duties?

- Very useful
- Useful
- Somewhat useful
- Not useful

12. [Ask if Q10 = 'Yes'] During 2012, what was the main reason why you or anyone else on your staff used the FVAP online chat, e-mail support, or toll-free telephone service?

- To obtain voter mailing addresses
- To request FVAP voting supplies (e.g., publications, forms, posters)
- To resolve a voting problem for uniformed service members or overseas civilians
- To make suggestions or changes/updates to FVAP publications or programs (e.g., Voting Assistance Guide, FVAP.gov)
- Some other reason

[Ask if Q10 = 'Yes' and Q12 = 'Some other reason'] Please specify the other reason(s) why you or anyone else on your staff used the FVAP online chat, e-mail support, or toll-free telephone service in 2012.

13. [Ask if Q10 = 'No'] What was the main reason why you or your staff did not use the FVAP online chat, e-mail support, or toll-free telephone service in 2012?

- Did not know about it
- Knew about it, but got desired information from other sources
- Did not need it
- Experienced issues
- Some other reason

[Ask if Q10 = 'No' and Q13 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not use the FVAP online chat, e-mail support, or toll-free telephone service in 2012.

#### FVAP WEB SITE

14. The Federal Voting Assistance Program (FVAP) Web site, [FVAP.gov](http://FVAP.gov), provides voting-related information and resources. During the 2012 election year, did you or a member of your staff visit this website?

- Yes
- No
- Don't know

15. [Ask if Q14 = 'Yes'] During 2012, how useful was the FVAP website in helping you or your staff perform your election official job duties?

- Very useful
- Useful
- Somewhat useful
- Not useful

16. [Ask if Q14 = 'Yes'] How much do you agree or disagree with the following statements about the FVAP website?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Search feature met my needs.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. I was able to find what I needed quickly and easily.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Assisted me in performing my duties.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

17. [Ask if Q14 = 'No'] What was the main reason why you or your staff did not visit the FVAP website in 2012?

- Did not know about it
- Did not have Internet access
- Knew about it, but did not know the website address
- Knew about it, but got desired information from other sources (e.g., from the state)
- Did not think it would be useful
- Did not need it
- Some other reason

[Ask if Q14 = 'No' and Q17 = 'Some other reason'] Please specify the other reason(s) why you or your staff did not visit the FVAP website in 2012.

[Ask if Q14 = 'No' and Q17 = 'Knew about it, but got desired information from other sources (e.g., from the state)'] Please specify the other source(s) you or your staff used to get information you needed in 2012.

"ADDRESS LOOK-UP" SERVICE

18. The Federal Voting Assistance Program (FVAP) provides local election jurisdictions with an "address look-up" service for undeliverable absentee ballots sent to active duty members. Did you or anyone on your staff use the "address look-up" service during the November 2012 General Election?

- Yes
- No, did not use any address look-up service
- No, used internal address look-up service
- Don't know

19. [Ask if Q18 = 'Yes'] During 2012, how useful was the FVAP "address look-up" service in helping you or your staff perform your election official job duties?

- Very useful
- Useful
- Somewhat useful
- Not useful

20. [Ask if Q18 = 'Yes'] How much do you agree or disagree with the following statements about the FVAP "address look-up" service?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Submitting "address look-up" requests were quick and easy to do.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. FVAP promptly provided me with the information I requested.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. The requested information I received from FVAP was accurate.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. The "address look-up" service assisted me in performing my duties.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

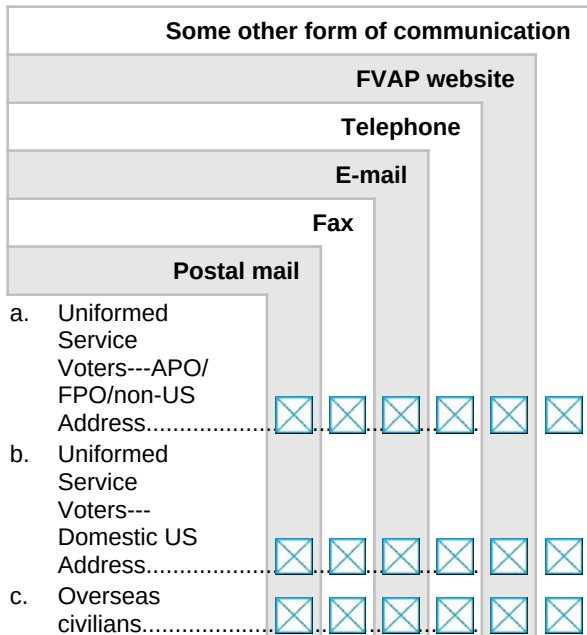
21. [Ask if Q18 = 'No, did not use any address look-up service' or 'No, used internal address look-up service'] What was the main reason why you or your staff **did not** use the FVAP "address look-up" service in 2012?

- Did not know about it
- Did not need the information provided by this service
- Knew about it, but got desired information from other sources (e.g., internal look-up service)
- Did not think it would be useful
- The service was slow to respond to past requests
- Some other reason

[Ask if Q18 = 'No, did not use any address look-up service' or 'No, used internal address look-up service' and Q21 = 'Some other reason'] Please specify the other reason(s) why you or your staff **did not** use the FVAP "address look-up" service in 2012.

**COMMUNICATION WITH UOCAVA VOTERS**

22. During the 2012 election year, what form of communication did you use most frequently to communicate with the following UOCAVA voter groups? Mark one for each group of UOCAVA voters.



[Ask if Q22a = 'Some other form of communication' or Q22b = 'Some other form of communication' or Q22c = 'Some other form of communication'] Please specify the other form of communication you used most frequently to communicate with each group of UOCAVA voters.

**ADDITIONAL TRAINING**

23. Would additional training on the following UOCAVA laws and procedures be helpful to you in servicing UOCAVA voters in future elections?

	Yes	No
a. UOCAVA voter eligibility.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. General aspects of UOCAVA laws.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. The <i>Military and Overseas Voter Empowerment Act (MOVE Act)</i> .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. The <i>Help America Vote Act (HAVA)</i> .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. The Federal Voting Assistance Program's (FVAP) assistance services.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. FVAP's electronic transmission service.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Some other area of UOCAVA laws and procedures.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

24. Did you or anyone else on your staff use the Federal Voting Assistance Program (FVAP) Local Election Official online training module?

- Yes
- No

25. [Ask if Q24 = 'Yes'] Overall, how useful was the FVAP Local Election Official online training module?

- Very useful
- Useful
- Somewhat useful
- Not useful

26. [Ask if Q24 = 'No'] What was the main reason why you or your staff did not use the FVAP Local Election Official online training module?

- Did not know about it
- Did not need it
- Could not get the training to work
- Received desired training from the state
- Did not use; My jurisdiction used similar FVAP training in prior years and did not find it useful
- Some other reason

**TAKING THE SURVEY**

27. 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. Any comments you make on this questionnaire will be kept confidential. However, if DMDC or its data collection contractor perceives comments as a direct threat to yourself or others, out of concern for your welfare, DMDC may contact an office in your area for appropriate action. Your feedback is useful and appreciated.

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**ITEM SOURCE INFORMATION**

27. NA