FVAP PRODUCTS AND SERVICES

JURVOTE
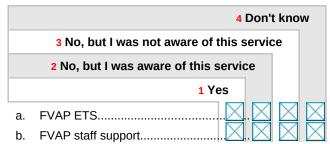
1. **The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) population includes members of the Uniformed Services, their eligible family members and U.S. citizens residing outside of the U.S. Does your office have UOCAVA voters in its jurisdiction?**
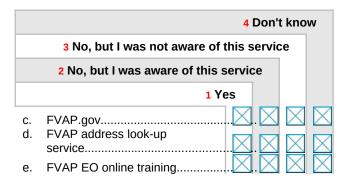
   2 ☒ Yes
   1 ☒ No

The Federal Voting Assistance Program (FVAP) supports UOCAVA citizens and election officials by providing a broad range of non-partisan information and assistance to facilitate the participation in the democratic process.

- **FVAP Electronic Transmission Service (ETS)**--FVAP provides an Electronic Transmission Service (ETS) that enables your office to transmit and receive election materials via toll-free fax to/from Uniformed Service members, their eligible family members and overseas citizens. ETS also provides a fax to e-mail conversion when the voter only has e-mail.
- **FVAP staff support**--FVAP provides e-mail support through vote@fvap.gov and a toll-free telephone service that allows your office to ask FVAP staff for voting information or assistance, or provide State-specific updates for FVAP to communicate with voters.
- **FVAP.gov**--The FVAP website provides voting-related information and resources for absent Uniformed Service members, their eligible family members, overseas U.S. citizens, and those that support them. The website provides State-specific election information that voters can rely on when voting absentee.
- **FVAP address look-up service**--FVAP provides jurisdictions with an address look-up service for undeliverable absentee ballots sent to Uniformed Service members.
- **FVAP election official (EO) online training**--The FVAP EO online training module provides election officials with information about the UOCAVA absentee voting process and answers some of the most frequently asked questions about the process.
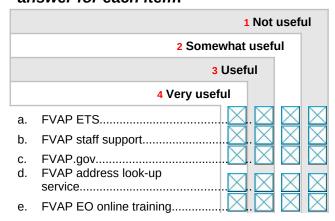
SERVICEA SERVICEB SERVICEC SERVICED SERVICEE

2. **During 2014, did your office use any of the following FVAP products or services? Mark one answer for each item.**

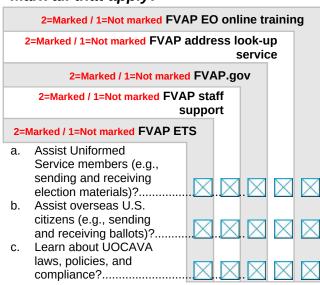|	1 Yes	2 No, but I was aware of this service	3 No, but I was not aware of this service	4 Don't know
a. FVAP ETS	☒	☒	☒	☒
b. FVAP staff support	☒	☒	☒	☒
c. FVAP.gov	☒	☒	☒	☒
d. FVAP address look-up service	☒	☒	☒	☒
e. FVAP EO online training	☒	☒	☒	☒

ETSUSE STAFFUSE WEBUSE ADDUSE LEOUSE

3. **[Ask if Q2 a = "Yes"] During 2014, how useful were each of the following products or services? Mark one answer for each item.**

	1 Not useful	2 Somewhat useful	3 Useful	4 Very useful
a. FVAP ETS	☒	☒	☒	☒
b. FVAP staff support	☒	☒	☒	☒
c. FVAP.gov	☒	☒	☒	☒
d. FVAP address look-up service	☒	☒	☒	☒
e. FVAP EO online training	☒	☒	☒	☒

ASSISTA1 ASSISTA2 ASSISTA3 ASSISTA4 ASSISTA5 ASSISTB1 ASSISTB2 ASSISTB3 ASSISTB4 ASSISTB5 ASSISTC1 ASSISTC2 ASSISTC3 ASSISTC4 ASSISTC5

4. **[Ask if Q2 a = "Yes" or Q2 b = "Yes or Q2 c = "Yes" or Q2 d = "Yes" or Q2 e = "Yes"] During 2014, did you use any of the FVAP product(s) or service(s) to... Mark all that apply.**

	2=Marked / 1=Not marked FVAP ETS	2=Marked / 1=Not marked FVAP staff support	2=Marked / 1=Not marked FVAP.gov	2=Marked / 1=Not marked FVAP address look-up service	2=Marked / 1=Not marked FVAP EO online training
a. Assist Uniformed Service members (e.g., sending and receiving election materials)?	☒	☒	☒	☒	☒
b. Assist overseas U.S. citizens (e.g., sending and receiving ballots)?	☒	☒	☒	☒	☒
c. Learn about UOCAVA laws, policies, and compliance?	☒	☒	☒	☒	☒

5. [Ask if Q2 a = "Yes" or Q2 b = "Yes" or Q2 c = "Yes" or Q2 d = "Yes" or Q2 e = "Yes"] **During 2014, which FVAP product or service did your office use most frequently?** *Mark one*.

1 ☒ FVAP ETS

2 ☒ FVAP staff support

3 ☒ FVAP.gov

4 ☒ FVAP address look-up service

5 ☒ FVAP EO online training

6. [Ask if Q2 a = "Yes" or "No, but I was aware of this service"] **How did your office hear about each of the following FVAP products or services?** *Mark all that apply*.

2=Marked / 1=Not marked **FVAP Newsletter**	2=Marked / 1=Not marked **FVAP voting alerts**	2=Marked / 1=Not marked **State election official**	2=Marked / 1=Not marked **FVAP.gov**	2=Marked / 1=Not marked **Social media**	2=Marked / 1=Not marked **At a conference**	2=Marked / 1=Not marked **Some other source**
a. FVAP ETS ☒	☒	☒	☒	☒	☒	☒
b. FVAP staff support ☒	☒	☒	☒	☒	☒	☒
c. FVAP.gov ☒	☒	☒	☒	☒	☒	☒
d. FVAP address look-up service ☒	☒	☒	☒	☒	☒	☒
e. FVAP EO online training ☒	☒	☒	☒	☒	☒	☒

[Ask if Q6 a7 = "Marked" or Q6 b7 = "Marked" or Q6 c7 = "Marked" or Q6 d7 = "Marked" or Q6 e7 = "Marked"] **Please specify how your office heard about [Q6 SOURCES].**

7. [Ask if Q2 a = "No, but I was not aware of this service" or Q2 b = "No, but I was not aware of this service" or Q2 c = "No, but I was not aware of this service" or Q2 d = "No, but I was not aware of this service" or Q2 e = "No, but I was not aware of this service"] **What is the best way to keep your office informed about FVAP products or services?** *Mark all that apply*.

☒ FVAP Newsletter

☒ FVAP voting alerts

☒ State election officials

☒ FVAP.gov

☒ Social media

☒ At a conference

☒ Some other method

[Ask if Q7g = "Marked"] **Please specify the other method(s) FVAP should use to keep your office informed about products or services.**

FVAP ELECTRONIC TRANSMISSION SERVICE (ETS)

ETSREASA ETSREASB ETSREASC ETSREASD ETSREASE

8. [Ask if Q2 a = "Yes"] **During 2014, did your office use the FVAP Electronic Transmission Service (ETS) for any of the following reasons?** *Mark "Yes" or "No" for each item*.

		1 No	**2 Yes**
a.	To receive registration and ballot requests.....	☒	☒
b.	To transmit blank ballots.................................	☒	☒
c.	To receive completed ballots..........................	☒	☒
d.	To receive completed Federal Write-In Absentee Ballots (FWABs).............................	☒	☒
e.	Some other reason...	☒	☒

ETSREASSP

[Ask if Q8 e = "Yes"] **Please specify the other reason(s) your office used the FVAP ETS during 2014.**

[ ]

ETSNOT

9. [Ask if Q2 a = "No, but I was aware of this service"] **During 2014, what was the main reason your office did not use the FVAP ETS?** *Mark one*.

1. ☒ Received assistance from the State
2. ☒ Received assistance from another resource
3. ☒ Did not need any assistance
4. ☒ Concerns about the security of the ETS
5. ☒ Some other reason

ETSNOTSP1

[Ask if Q9 = "Received assistance from another resource"] **Please specify the other resource(s) your office used instead of the FVAP ETS during 2014.**

[ ]

ETSNOTSP2

[Ask if Q9 = "Some other reason"] **Please specify the other reason(s) your office did not use the FVAP ETS during 2014.**

[ ]

FVAP Electronic Transmission Service (ETS)

The Electronic Transmission Service (ETS) is a service FVAP provides for your office in order to avoid costs associated with transmitting and receiving election materials via fax to/from Uniformed Service members, their eligible family members and overseas U.S. citizens. ETS allows voters to send election materials back to your office toll-free from around the world. ETS can also convert your fax to an e-mail if the voter only has e-mail.

ETSFTRE

10. [Ask if Q2 a = "No, but I was not aware of this service"] **Given the above information, how useful would the FVAP ETS be in helping your office in future elections?**

4 ☒ Very useful
3 ☒ Useful
2 ☒ Somewhat useful
1 ☒ Not useful

ETSLKLY

11. [Ask if Q2 a = "No, but I was not aware of this service"] **How likely is your office to use the FVAP ETS in future elections?**

4 ☒ Very likely
3 ☒ Likely
2 ☒ Somewhat likely
1 ☒ Not at all likely

FVAP STAFF SUPPORT

STFFREASA STFFREASB STFFREASC STFFREASD STFFREASE STFFREASF STFFREASG

12. [Ask if Q2 b = "Yes"] **During 2014, did your office use the FVAP staff support for any of the following reasons?** *Mark "Yes" or "No" for each item*.

		1 No	**2 Yes**
a.	To obtain voter mailing addresses.................	☒	☒

	1 No	2 Yes
b. To request FVAP voting supplies, receive information about training and/or resources..	☒	☒
c. To resolve a problem for a UOCAVA voter......	☒	☒
d. To make suggestions or changes/updates to FVAP publications or programs..................	☒	☒
e. To update your office's contact information.....	☒	☒
f. To obtain clarification about UOCAVA laws..	☒	☒
g. Some other reason..	☒	☒

[Ask if Q12 g = "Yes"] Please specify the other reason(s) your office used the <u>FVAP staff support</u> during 2014.

13. **[Ask if Q2 b = "No, but I was aware of this service"] During 2014, what was the main reason your office did not use the <u>FVAP staff support</u>?** *Mark one*.

1 ☒ Received assistance from the State

2 ☒ Received assistance from another resource

3 ☒ Did not need any assistance

4 ☒ Some other reason

[Ask if Q13 = "Received assistance from another resource"] Please specify the other resource(s) your office used instead of the <u>FVAP staff support</u> during 2014.

[Ask if Q13 = "Some other reason"] Please specify the other reason(s) your office did not use the <u>FVAP staff support</u> during 2014.

14. **[Ask if Q2 b = "No, but I was not aware of this service"] Given the above information, how useful would the <u>FVAP staff support</u> be in helping your office in future elections?** *Mark one*.

4 ☒ Very useful

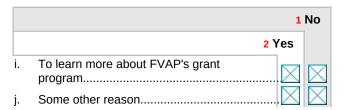3 ☒ Useful

2 ☒ Somewhat useful

1 ☒ Not useful

15. **[Ask if Q2 b = "No, but I was not aware of this service"] How likely is your office to use the <u>FVAP staff support</u> in future elections?** *Mark one*.

4 ☒ Very likely

3 ☒ Likely

2 ☒ Somewhat likely

1 ☒ Not at all likely

FVAP.GOV

16. **[Ask if Q2 c = "Yes"] During 2014, did your office visit <u>FVAP.gov</u> for any of the following reasons?** *Mark "Yes" or "No" for each item*.

	1 No	2 Yes
a. To use the Online Assistant to resolve a problem for a UOCAVA voter..........................	☒	☒
b. To obtain FVAP contact information...............	☒	☒
c. To visit the Election Official (EO) section........	☒	☒
d. To sign up for voting alerts.............................	☒	☒
e. To obtain the FVAP EO online training...........	☒	☒
f. To learn more about processing election materials..	☒	☒
g. To learn more about UOCAVA laws...............	☒	☒
h. To learn more about FVAP products and services...	☒	☒

		1 No	
			2 Yes
i.	To learn more about FVAP's grant program..	☒	☒
j.	Some other reason...	☒	☒

[Ask if Q16 j = "Yes"] Please specify the other reason(s) your office visited FVAP.gov during 2014.

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WEBNOT

17. [Ask if Q2 c = "No, but I was aware of this service"] **During 2014, what was the main reason your office did not visit FVAP.gov?** *Mark one*.

1 ☒ Received assistance from the State website

2 ☒ Received assistance from my jurisdiction's website

3 ☒ Received assistance from another resource

4 ☒ Did not need any assistance

5 ☒ Some other reason

WEBNOTSP1

[Ask if Q17 = "Received assistance from another resource"] Please specify the other resource(s) your office used instead of FVAP.gov during 2014.

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WEBNOTSP2

[Ask if Q17 = "Some other reason"] Please specify the other reason(s) your office did not use FVAP.gov during 2014.

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FVAP.gov

The FVAP website provides customized, voting-related information and resources for absent Uniformed Service members, their eligible family members, overseas U.S. citizens, and those that support them. FVAP.gov showcases State-specific election information including dates, deadlines and contact information that voters can rely on when voting absentee, as well as helpful resources and the FVAP EO online training module.

WEBFTRE

18. [Ask if Q2 c = "No, but I was not aware of this service"] **Given the information above, how useful would FVAP.gov be in helping your office in future elections?** *Mark one*.

4 ☒ Very useful

3 ☒ Useful

2 ☒ Somewhat useful

1 ☒ Not useful

WEBLKLY

19. [Ask if Q2 c = "No, but I was not aware of this service"] **How likely is your office to use FVAP.gov in future elections?**

4 ☒ Very likely

3 ☒ Likely

2 ☒ Somewhat likely

1 ☒ Not at all likely

FVAP ADDRESS LOOK-UP SERVICE

ADDNOT

20. [Ask if Q2 d = "No, but I was aware of this service"] **During the 2014 election year, what was the main reason your office did not use the FVAP address look-up service?** *Mark one*.

1 ☒ Received assistance from the State

2 ☒ Received assistance from another resource

3 ☒ Did not need any assistance

4 ☒ Some other reason

[Ask if Q20 = "Received assistance from another resource"] Please specify the other resource(s) your office used instead of the <u>FVAP address look-up service</u> during 2014.

[Ask if Q20 = "Some other reason"] Please specify the other reason(s) your office did not use the <u>FVAP address look-up service</u> during 2014.

FVAP address look-up service

FVAP provides jurisdictions with an address look-up service for undeliverable absentee ballots sent to Uniformed Service members. Election officials can contact FVAP when a ballot sent to a Uniformed Service member is returned, and FVAP will attempt to find current contact information.

21. **[Ask if Q2 d = "No, but I was not aware of this service"]** Given the above information, how useful would the <u>FVAP address look-up service</u> be in helping your office in future elections? *Mark one*.

4 ☒ Very useful

3 ☒ Useful

2 ☒ Somewhat useful

1 ☒ Not useful

22. **[Ask if Q2 d = "No, but I was not aware of this service"]** How likely is your office to use the <u>FVAP address look-up service</u> in future elections? *Mark one*.

4 ☒ Very likely

3 ☒ Likely

2 ☒ Somewhat likely

1 ☒ Not at all likely

FVAP ELECTION OFFICIAL (EO) ONLINE TRAINING

23. **[Ask if Q2 e = "Yes"]** During 2014, did your office use the <u>FVAP EO online training</u> for any of the following reasons? *Mark "Yes" or "No" for each item*.

	1 No	**2 Yes**
a. To learn more about UOCAVA laws.	☒	☒
b. To learn more about FVAP products and services.	☒	☒
c. To learn more about processing election materials.	☒	☒
d. Some other reason.	☒	☒

[Ask if Q23 d = "Yes"] Please specify the other reason(s) your office used the <u>FVAP EO online training</u> during 2014.

24. **[Ask if Q2 e = "No, but I was aware of this service"]** During 2014, what was the main reason your office did not use the <u>FVAP EO online training</u>? *Mark one*.

1 ☒ FVAP did not offer training on the information needed by my office

2 ☒ Received training from another resource

3 ☒ Did not need any assistance

4 ☒ Some other reason

[Ask if Q24 = "FVAP did not offer the training on the information needed by my office"] Please specify the other information on training that your office needed during 2014.
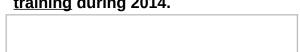
TRNNOTSP2

[Ask if Q24 = "Received training from another resource"] **Please specify the other resource(s) your office used to get the training you needed during 2014.**

TRNNOTSP3

[Ask if Q24 = "Some other reason"] **Please specify the other reason(s) your office did not use the <u>FVAP EO online training</u> during 2014.**

FVAP election official (EO) online training

The FVAP EO online training is a short, interactive course created by, and for, election officials. It provides information on laws and processes for those who are unfamiliar with UOCAVA, clarifies how citizens covered under this Federal legislation vote absentee, and includes an overview of FVAP's role in assisting your office with your UOCAVA voters.

TRNFTRE

25. [Ask if Q2 e = "No, but I was not aware of this service"] **Given the above information, how useful would the <u>FVAP EO online training</u> be in helping your office in future elections? *Mark one*.**

4 ☒ Very useful

3 ☒ Useful

2 ☒ Somewhat useful

1 ☒ Not useful

TRNLKLY

26. [Ask if Q2 e = "No, but I was not aware of this service"] **How likely is your office to use the <u>FVAP EO online training</u> in future elections? *Mark one*.**

4 ☒ Very likely

3 ☒ Likely

2 ☒ Somewhat likely

1 ☒ Not at all likely

FVAPTRN

27. **FVAP provides various types of assistance to election officials, including online training, reference materials, and site visits. Which type would be most valuable for your office? *Mark one*.**

1 ☒ Online training modules

2 ☒ Reference materials (e.g., fact sheets, newsletters, and brochures)

3 ☒ Site visits

4 ☒ Some other type of assistance

FVAPTRNSP

[Ask if Q27 = "Some other method"] **Please specify the other type(s) of assistance by which your office would like to receive future training from FVAP.**

GRANT PROGRAM

FVAP grant program

In 2011 and 2013, FVAP offered grants to States and localities to research improving services to military and overseas voters. Its purpose is to evaluate the effect of blank ballot delivery on the voter success rate and other improvements to the voting process for miliary and overseas voters.

GRNTAPP

28. **Has your State/jurisdiction ever applied for the FVAP grant program? *Mark one*.**

1 ☒ Yes

2 ☒ No, but I was aware of the grant program

3 ☒ No, but I was not aware of the grant program

4 ☒ Don't know

29. [Ask if Q28 = "Yes"] **How satisfied was your State/jurisdiction with the FVAP grant program application process?** *Mark one.*

5 ☒ Very satisfied

4 ☒ Satisfied

3 ☒ Neither satisfied nor dissatisfied

2 ☒ Dissatisfied

1 ☒ Very dissatisfied

GRNTSATSP

[Ask if Q29 = "Very dissatisfied" or "Dissatisfied"] **Please specify how the FVAP grant program application process could be improved.**

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GRNTREC

30. [Ask if Q28 = "Yes"] **Was your State/jurisdiction chosen to receive an FVAP grant?**

2 ☒ Yes

1 ☒ No

GRNTADM

31. [Ask if Q30 = "Yes"] **How satisfied is your State/jurisdiction with the administration of the grant through the Department of Defense?** *Mark one.*

5 ☒ Very satisfied

4 ☒ Satisfied

3 ☒ Neither satisfied nor dissatisfied

2 ☒ Dissatisfied

1 ☒ Very dissatisfied

GRNTADMSP

[Ask if Q31 = "Very dissatisfied" or "Dissatisfied"] **Please specify how the administration of the grant through the Department of Defense could be improved.**

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FVAP grant program

In 2011 and 2013, FVAP offered grants to States and localities to research improving services to military and overseas voters. Its purpose is to evaluate the effect of blank ballot delivery on the voter success rate and other improvements to the voting process for miliary and overseas voters.
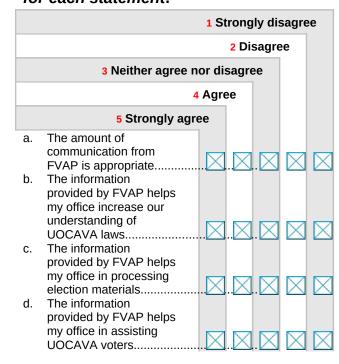
GRNTLKLY

32. [Ask if Q28 = "No, but I was not aware of the grant program"] **If the FVAP grant program were to be available again in the future, how likely would it be for your State/jurisdiction to apply?** *Mark one.*

4 ☒ Very likely

3 ☒ Likely

2 ☒ Somewhat likely

1 ☒ Not at all likely

IMPROVEMENT OF SERVICES

COMMSA COMMSB COMMSC COMMSD

33. **How much do you agree or disagree with each of the following statements about the communication(s) your office receives from FVAP?** *Mark one answer for each statement.*

	1 Strongly disagree	2 Disagree	3 Neither agree nor disagree	4 Agree	5 Strongly agree
a. The amount of communication from FVAP is appropriate	☒	☒	☒	☒	☒
b. The information provided by FVAP helps my office increase our understanding of UOCAVA laws	☒	☒	☒	☒	☒
c. The information provided by FVAP helps my office in processing election materials	☒	☒	☒	☒	☒
d. The information provided by FVAP helps my office in assisting UOCAVA voters	☒	☒	☒	☒	☒

COMMSSP

[Ask if Q33 a = "Strongly disagree" or Q33 b = "Strongly disagree" Q33 c = "Strongly disagree" Q33 d = "Strongly disagree"] Please specify how communication(s) from FVAP could be improved.

COMMFVAP

34. **[Ask if Q33 a = "Strongly disagree" or "Disagree"] Would your office prefer more or less direct communication with FVAP in order to better serve UOCAVA voters?** *Mark one*.

5 ☒ Much more communication

4 ☒ More communication

3 ☒ No change in communication; the level of current communication is just right

2 ☒ Less communication

1 ☒ Much less communication

OUTREACHA OUTREACHB OUTREACHC OUTREACHD OUTREACHE

35. During 2014, did your office receive any of the following FVAP outreach materials? *Mark all that apply*.

☒ Newsletter *via FVAP.gov*

☒ Newsletter *via e-mail from FVAP*

☒ Fact sheets *via FVAP.gov*

☒ Fact sheets *via e-mail from FVAP*

☒ Other

OUTREACHSP

[Ask if Q35 e = "Marked"] Please specify the other FVAP outreach material(s) received by your office.

OTRCHUSE

36. **[Ask if Q35 a = "Marked" or Q35 b = "Marked" or Q35 c = "Marked" or Q35 d = "Marked" or Q35 e = "Marked"] How useful were the FVAP outreach materials?** *Mark one*.

4 ☒ Very useful

3 ☒ Useful

2 ☒ Somewhat useful

1 ☒ Not useful

IMPETS IMPSTFF IMPWEB IMPADD IMPTRN IMPNONE

37. Which of the following FVAP products and services need improvement? *Mark all that apply*.

☒ FVAP ETS

☒ FVAP staff support

☒ FVAP.gov

☒ FVAP address look-up service

☒ FVAP EO online training

☒ None of the services need improvement

IMPSP

[Ask if Q37 a = "Marked" or Q37 b = "Marked" or Q37 c = "Marked" or Q37 d = "Marked" or Q37 e = "Marked"] **Please describe how FVAP could best improve [Q37 SELECTIONS].**

IMPSVCS

38. What product(s) or service(s) would your office like to receive from FVAP in order to better serve UOCAVA voters?

DISCUSS

39. We are constantly striving to create and improve products that local election officials find useful and we value your feedback.

Would a local election official from your office be willing to discuss improvements that FVAP could make to its products and services with a representative from FVAP?

2 ☒ Yes

1 ☒ No

COMMENT

40. 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. Do not include any personally identifiable information (PII) in your comments. 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.

INELIGNODATA

41. Based on your answer to the previous question, you are ineligible to take this survey. If you feel you have encountered this message in error, click the back arrow button and check your answer(s). To submit your answers click *Submit.* For further help, please call our Survey Processing Center toll-free at 1-800-881-5307, e-mail us at leo-survey@mail.mil, or send fax to 1-763-268-3002.

ITEM SOURCE INFORMATION

40.   NA

41.   NA