FINAL REPORT

August 16, 2007, v2

Cognitive Appraisals of the 2004 Post-Election Voting Surveys

Mailed to

- **Local Election Officials**

- **Unit Voting Assistance Officers**

- **Uniformed Services**

- **Federal Civilians Overseas / Citizens Overseas**

and Administered by Web to

- **Department of State Voting Assistance Officers**

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A.   Overview of Purpose, Method, and Findings

Appraisal Purpose
The purpose of this appraisal was to identify possible cognitive problems with the five mail survey versions and one web-only survey version of the 2004 Federal Voting Assistance Program post-election surveys that might make it difficult for respondents to understand and answer the survey questions. For example, we assessed items to see if they might confuse respondents and thus cause respondents to misinterpret and answer the survey items incorrectly. We also assessed whether any items or item wording unnecessarily increase the respondent's burden in answering the questions. We suggested question/response revisions when it seemed appropriate to do so.

Appraisal Method
The overall appraisal team for this task included three survey methodologists. We used the following method to conduct the appraisal. Using a questionnaire appraisal coding form developed by Barbara Forsyth, Ph.D. (version 6-11-2003), we analyzed the questions for problems identified on the coding form. The codes fall into four general categories: Comprehension, Retrieval, Judgment, and Response Generation. In some instances, we created additional codes within these categories to describe the problem.

We developed Word versions of the questionnaire items and documented our findings in tables following each item. In the left column of each table we listed the appraisal code, or indicated that there was no problem apparent to us. In the right column, we noted the problem and offered suggested changes. For some items, we found more than one possible problem and usually used separate rows in the table to document independent problems. For the survey administered to local election officials, we also provided alternative tables that contain additional word cues and column heads to facilitate the reporting task.

Other Comments
When we conducted the appraisal, we left dates (year, month, day) alone in all the surveys but assumed they would change. We also did not address the need to change the language in the survey introductions about the survey administrator.

At times, we suggest alternative ways of solving an identified problem in a web survey. Our review of the printed versions of the web surveys indicated very few differences between the paper and web versions of the survey. For items with implicit questions, the web versions retained the implicit questions rather then first asking respondents if they had done something, then skipping those who said no to the next appropriate question.

General Comments Regarding Two Issues Appearing in All Surveys
We included several suggestions and comments for two issues that occur in all the surveys. First, we suggest that items with instructions to "Check all that apply" should be converted to yes/no items. Yes/no responses facilitate coding and variable creation. Also, a review of the literature indicates that many questionnaire design experts recommend using yes/no instead of "Mark all that apply" so that researchers can be reassured that respondents have not inadvertently

overlooked a list item or chosen to read and answer just a few of the items, thinking that is sufficient effort on their part (Krosnick's "satisficing" behavior). (Dillman, 2007; Rasinski, Mingay, & Bradburn, 1994; Krosnick, 1991). As noted in our appraisals of individual items, it will be necessary to reword "check all that apply" questions to correspond to yes/no responses. In addition, "Other" responses have to be revised as well to correspond to the yes/no format.

Second, we point out that 5-point response scales are standard in DMDC surveys and suggest adding a neutral category to the 4-point response scales in these surveys with the caveat that shifting to 5-point scales that are consistent with DMDC's standard approach could prevent trend comparisons. The survey methods literature indicates some disagreement among experts on the issue of including a middle category. Some argue that if individuals truly have a neutral opinion, then not providing a neutral response can lead to measurement error. Other experts argue, though, that some respondents may choose a neutral middle response even when they lean slightly in one direction because choosing the neutral response is quick and easy. Thus, including a neutral midpoint may or may not increase data quality. (Lyberg et al., 1997). Research also indicates that, although including a middle category may bring in some respondents who would have made a directional choice if a neutral midpoint was not available, this change may not alter the ratio of pro to con responses (Bradburn, Sudman, & Wansink, 2004). This finding has been true in many, but not all, studies on this topic (Schuman & Presser, 1996).

If 5-point scales are used in the 2008 surveys, an experiment to test for alterations in the ratio of pro to con responses could be conducted by forming a subset of the selected sample that is large enough to produce reliable estimates and use either the 4-point or 5-point scale in the subset and the other scale with the remainder of the sample. This test, of course, would add to the cost of the surveys.

We also suggest that all scale questions include mention of both the positive and negative direction of the responses. This construction cues respondents to the full range of responses and lets them know that negative responses are acceptable (Dillman, 2007).

Summary of Findings for the 2004 Post-Election Voting Survey of Local Election Officials
The most serious problem with this survey is that many questions in the survey assume the detailed information needed to answer the questions exists and is stored in an accessible location, but the percentages of missing responses for items 4, 6, 7, 8, and 9 suggest that either the data needed to answer the questions are not collected by local election officials or are difficult to retrieve and report. If these items are retained, we highly recommend adding two response options similar to those appearing in a survey sponsored by the Election Assistance Commission: This office does not collect these data and Don't know. In this report, we have typed into questions 4, 6, 7, 8, and 9 the overall percentages of missing data that seem to merit attention. For question 5, only 1 LEO said he did not mail any absentee ballots for the November 2004 general election, so we included missing data percentages for item 6. We attach as a separate file to this report an Excel spreadsheet that includes overall missing data percentages as well as missing data percentages by seven jurisdiction sizes (<50,000; 50,000 to 99,999; 100,000 to 199,000; 200,000 to 299,000; 300,000 to 399,000; 400,000 to 499,000; 500,000 and above) for questions 4 through 9.

NOTE: Missing data were not important problems with any of the other surveys.

We also identified potential "cognitive" problems with several items in the questionnaire. One recurring potential problem concerned the meaning and use of the word "jurisdiction." For the latter sections of the survey, answering for "the jurisdiction" is problematic. Another recurring potential problem concerned response layout in items where the respondent records a number or other information in a box. For some items, instructions were unclear or were ignored.

Summary of Findings for the 2004 Post-Election Voting Survey of Unit Voting Assistance Officers Survey
We assumed that the respondents for this survey would be very familiar with some of the acronyms that appear in the survey but not necessarily all of them. Thus we recommended spelling some of them out in various questions. A subset of questions in this survey contain the implicit assumption that at the time the respondent is answering the survey, he/she will still be in the same unit he/she was in on November 2, 2004 (or the comparable election date for 2008). We addressed this potential problem in our comments and suggestions. There are also some hidden questions/instructions in this survey (they can be solved easily in a web survey.) A few questions had unclear goals, others had awkward syntax, and some had problems with overlapping or missing response categories.

Summary of Findings for the 2004 Post-Election Voting Survey of the Uniformed Services
We did not identify many serious cognitive problems. Many of the 2004 items in this survey had been changed following the 2002 questionnaire appraisal conducted by Westat. The types of potential problems we did document include syntax issues, presence of acronyms, vague words or phrases in items and response options, unclear goals, hidden questions, and implicit assumptions (some of the latter problems can be addressed easily in a web survey). In this survey, some questions ask about the November 2, 2004 election, whereas others ask about the November 2004 election. We included only one comment about this change in wording but it might be less confusing for respondents to use November 2, 2004 whenever that is what is meant.

Summary of Findings for the 2004 Post-Election Voting Survey of Federal Civilians Overseas/Summary of Findings for the 2004 Post-Election Voting Survey of Federal Civilians Overseas
Many of the questions in these two surveys were identical to those in the survey of the uniformed services. In most instances when they did differ, only a few words differed. We prepared a combined report for these two surveys that contains only the questions that differed from the survey of uniformed services. As in that survey, the types of potential problems we found included presence of technical terms, syntax issues, and hidden questions/implicit assumptions.

Summary of Findings for the 2004 Post-Election Voting Survey of Department of State Voting Assistance Officers Survey
We appraised the printed questionnaire version of this web survey. Nearly all items in this survey were the same as or similar to those in the UVAO questionnaire. We indicate in shaded copy the types of differences that do exist, but we do not indicate when the only change was from UVAO to VAO. Both questionnaires share similar problems except that fewer acronyms were used in

this questionnaire. Also, this questionnaire substituted "you and your staff" for "you" and "you and your jurisdiction." In a couple of instances, items were not modified to take advantage of the automatic skips available in web surveys.

B.   POST-ELECTION VOTING SURVEY OF LOCAL ELECTION OFFICIALS

You have been randomly selected to participate in this survey. Your answers to these questions, along with your comments or opinions, can help change the absentee voting process to make it easier to vote.

This survey is conducted by the Federal Voting Assistance Program (FVAP), whose mission is to inform and educate U.S. citizens of their right to vote and to foster participation in the democratic process. The FVAP has retained the services of Sirota Consulting LLC, a New York-based survey research firm, to assist in developing, conducting, and analyzing the survey.

Please take a few minutes to complete and return this survey in the enclosed return envelope. **You may also complete this questionnaire using the Internet.** We strongly urge you to use the Internet version because it is the fastest and most efficient way to take the survey. To access the Internet version, go to:

https://survey.sirota.com/leofvap2004

Your access code is printed in the shaded area at the bottom of this page.

PRIVACY NOTICE:

AUTHORITY: The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986 (42 U.S.C. 1973 ff).

PURPOSE: The information obtained is used to evaluate and improve the Federal Voting Assistance Program.

USES: This information will be used for research and analysis purposes only. No identifying information will be retained after completion and return of the survey. Sirota Consulting LLC is conducting this survey for the Federal Voting Assistance Program.

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to you. However, maximum participation is encouraged so that the data will be complete and representative.

SURVEY INSTRUCTIONS

- Please use a blue or black ink pen when marking your responses.
- Mark your responses the "right way" according to the following example.

Westat assumptions regarding survey questions in this "establishment-type" survey:

1) LEOs are trained and experienced and understand technical terms. (However, they may delegate responsibilities for filling out the questionnaire to other staff who have less knowledge and experience. Also, there may be staff turnover between 2004 and 2008 and newer officials may be unfamiliar with earlier election activities.)

2) The voting records needed to answer the questions are stored in an accessible location.
   NOTE: There are high percentages of missing responses for items 4, 6, 7, 8, and 9 that may be due partly to nonexistent data, inaccessible data, and failure to follow the instruction "If none, write in zero."

ABOUT YOUR JURISDICTION

1. Which of the following best describes your jurisdiction?
   - County/Parish
   - City
   - Township/Village
   - Other

Question: Technical term present	Jurisdiction
	The phrases "in/to/by your jurisdiction" are used throughout the survey. In this question and others immediately following, "jurisdiction" seems to refer to a geographic area over which the LEO has authority. Many questions near the end, though, ask about whether someone in the jurisdiction did something or used something and assumes the LEO knows about it. See comments in the appraisal - are those items intended to be asking about "you and your staff" or "you and anyone else in your jurisdiction"? If the latter, the respondent may not be able to answer accurately for anyone else.

2. In the November 2004 general election, how many people were registered to vote in your jurisdiction? *Please enter a number in each box. If none, write in 0.*

Active [   ]   Inactive [   ]

Technical terms present	Active, Inactive, Jurisdiction
Response: Vague labels	Making the response box labels more descriptive may facilitate the task. **Suggested revision:** No. of active registrants; No. of inactive registrants
Response: Layout	Respondents tend to read top to bottom; cognitive interview testing on government surveys shows they may overlook second box when it is place next to the first box. **Suggestion:** Place second box below first box. Put new suggested label to the right of each box. To the left of the boxes, put 2a. and 2b. [ ] No. of active registrants [ ] No. of inactive registrants
Problematic retrieval	Assumes accessible, accurate, and complete records

3. In the November 2004 general election, what was the total number who voted in your jurisdiction, including all absentee/advance ballots? *If none, write in 0*.

Question: Complex syntax	Suggest the following to clarify exactly who should be counted. **Suggested revision:** "…what was the total number who voted in your jurisdiction, including in-person voters and those who cast absentee and advance ballots?"
Response: Missing response box label in original format	Total no. of voters
Response: Layout	Suggested revisions: Place box with label to the right. Total no. of voters
Question: Technical term present	Jurisdiction
Problematic retrieval	Assumes accessible, accurate, and complete records

ABSENTEE BALLOTS

4. In the November 2004 general election, for military in the U.S., military overseas and overseas civilians only, please answer the following questions: *Please enter a number in each column and row below. If none, write in 0*.
   a. What was the total number of regular absentee/advance ballots that were issued to these citizens by any means, e.g., mail, fax, e-mail, from your jurisdiction?
   b. Some states send out special state ballots to these citizens in advance of the regular ballot mailing. How many special state absentee/advance ballots (e.g., advance Federal office ballots, state write-in ballots) were sent to these citizens by your jurisdiction?
   c. What was the total number of all absentee/advance ballots that were returned undeliverable to your jurisdiction?
   d. How many absentee/advance ballots were voted and returned by any means from these citizens to your jurisdiction? ****Count only one ballot returned per voter.**
   e. Out of all the absentee/advance ballots voted and returned by these citizens, how many were counted in your election totals?

	Military in the U.S.	**Military Overseas***	**Overseas Civilians**
a. Total Regular Ballots Issued			
b. Special State Ballots Sent	64% missing	60% missing	62% missing
c. Returned Undeliverable	45% missing	47% missing	57% missing
d. Voted and Returned**	18% missing	21% missing	25% missing
e. Counted	19% missing	21% missing	24% missing

*Usually designated by an APO/FPO address   **Count only one ballot returned per voter

Question 4a: Technical term present	"Regular"
Response: Complex task	Although items "a" to "e" each talk about absentee/advance ballots, the response table makes no reference to them. Since the introductory items are long, it might ease respondents' reporting task if the table contains cues to remind the respondent of the counting task. See suggested alternatives on next two pages (alternative A - incorporate a-e items in response table and delete from question) and (alternative B - keep question but modify response table). Alternative A is recommended.
Response: Syntax consistency	In other response tables in the survey, sentence-style capitalization is used for entries in the first column of cells (as in Alternatives A and B).

Problematic retrieval / Overlooked instruction	Assumes accessible, accurate, and complete records. **High percentages of missing data** - may be partly attributable to respondents who did not follow the instruction "If none, write in 0."

Alternative A Suggested Revision - Question 4 Response Table

Absentee/Advance Ballots	Military in the U.S.	Military Overseas*	Overseas Civilians
a. What was the total number of regular absentee/advance ballots that were issued to these citizens by any means, e.g., mail, fax, e-mail, from your jurisdiction?			
b. Some states send out special state ballots to these citizens in advance of the regular ballot mailing. How many special state absentee/advance ballots (e.g., advance Federal office ballots, state write-in ballots) were sent to these citizens by your jurisdiction?			
c. What was the total number of all absentee/advance ballots that were returned undeliverable to your jurisdiction?			
d. How many absentee/advance ballots were voted and returned by any means from these citizens to your jurisdiction? **Count only one ballot returned per voter.**			
e. Out of all the absentee/advance ballots voted and returned by these citizens, how many were counted in your election totals?			
*Usually designated by an APO/FPO address.			

Alternative B Suggested Revision - Question 4 Response Table

Absentee/Advance Ballots	Military in the U.S.	Military Overseas*	Overseas Civilians
a. Total regular absentee/advance ballots issued			
b. Special state absentee/advance ballots sent			
c. Absentee/advance ballots returned undeliverable			
d. Absentee/advance ballots voted and returned**			
e. Absentee/advance ballots counted			
*Usually designated by an APO/FPO address. **Count only one ballot returned per voter.			

5. In the November 2004 general election, when did your jurisdiction first begin to mail regular absentee/advance ballots to military in the U.S., military overseas and overseas civilians?
    o   On or before September 25
    o   September 26 to October 2
    o   October 3 to October 9
    o   October 10 to October 16   *Continue with Q6*
    o   October 17 to October 23
    o   October 24 to October 30
    o   After October 31
    o   I did not mail any absentee ballots for the November 2004 general election *Skip to Q7*

Response: Missing Date	October 31 is not included as a mail date. **Suggested revision:** Change second-to-last response option to: October 31 or later **OR** change previous response option to October 24 to October 31.

6. In the November 2004 general election, how many absentee/advance ballots from military in the U.S., military overseas and overseas civilians were not counted by your jurisdiction for the following reasons in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	Military Overseas	Overseas Civilians
Lacked postmark	70% missing	72% missing	71% missing
No voter signature	59% missing	65% missing	66% missing
Voter signature not verifiable	68% missing	69% missing	69% missing
No date of voter signature	73% missing	73% missing	73% missing
No notary/witness signature	71% missing	71% missing	72% missing
No date of notary/witness signature	72% missing	73% missing	73% missing
Received too late	45% missing	47% missing	51% missing
Returned undeliverable	48% missing	53% missing	60% missing
Other			

Question/Response: Complex task	Question is complex - suggest adding information to table to facilitate reporting task. **Suggested revision:** See table below with new column head for reasons and new column spanner head over the three population groups.
Question: Syntax	Question wording is awkward. **Suggested revision:** ". . . were not counted for the following reasons in your jurisdiction's election totals?
Problematic retrieval / Overlooked instructions	Assumes accessible, accurate, and complete records – **High percentages of missing data** - some missing data may be attributable to respondents' not following the instruction "If none, write in 0."

Suggested revised response table - Question 6

Reason for Not Counting Absentee/Advance Ballots	No. of Absentee/Advance Ballots Not Counted		
	Military in the U.S.	Military Overseas	Overseas Civilians
Lacked postmark			
No voter signature			
Voter signature not verifiable			
No date of voter signature			
No notary/witness signature			
No date of notary/witness signature			
Received too late			
Returned undeliverable			
Other			

7. The Federal Write-In Absentee Ballot (FWAB), Standard Form 186, is a back-up absentee ballot if you are overseas and you do not receive your regular absentee ballot. In the November 2004 general election, how many FWABs were submitted from military in the U.S., military overseas, and overseas civilians to your jurisdiction and counted in your election totals? (**NOTE:** Some jurisdictions have expanded the use of the FWAB to military in the U.S.) *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	**Military Overseas***	**Overseas Civilians**
Submitted	47% missing	30% missing	45% missing
Counted	53% missing	33% missing	49 % missing

*Usually designated by an APO/FPO address

Question/Response: Complex task	To facilitate reporting task, add table information. **Suggested revision:** See suggested change below.
Problematic retrieval / Overlooked instructions	Assumes accessible, accurate, and complete records – **High percentages of missing data** - some missing data may be attributable to respondents' not following the instruction "If none, write in 0."

Suggested Revison –Question 7 Response Table

Federal Write-In Absentee Ballot (FWAB)	**Military in the U.S.**	**Military Overseas***	**Overseas Civilians**
No. of FWABs submitted			
No. of FWABs counted			

*Usually designated by an APO/FPO address

8. In the November 2004 general election, how many FWABs from military in the U.S., military overseas, and overseas civilians were not counted by your jurisdiction for the following reasons in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	**Military Overseas**	**Overseas Civilians**
Lacked postmark	73% missing	74% missing	74% missing
No voter signature	73% missing	72% missing	73% missing
No date of voter signature	74% missing	74% missing	74% missing
No notary/witness signature	73% missing	73% missing	73% missing
No date of notary/witness signature	73% missing	74% missing	74% missing
Received too late	65% missing	61% missing	64% missing
No absentee ballot request on file	64% missing	60% missing	64% missing
Submitted from within U.S.	71% missing	74% missing	73% missing
Other			

Question: Technical term	FWAB - For this population, using the acronym FWAB may be okay, but if it is likely that some respondents are not familiar with this acronym, spelling out the acronym would make the item easier to read.
Question: Syntax	Question wording is awkward. **Suggested revision:** ". . . were not counted for the following reasons in your jurisdiction's election totals?
Response: Complex task	Again, adding information to the response table could ease the respondent's reporting task. **Suggested revision:** See suggested response table on next page.
Problematic retrieval / Overlooked instructions	Assumes accessible, accurate, and complete records – **High percentages of missing data** - some missing data may be attributable to respondents' not following the instruction "If none, write in 0."

Suggested Revision - Question 8 Response Table

Reason for Not Counting Federal Write-In Absentee Ballot (FWAB)	No. of FWAB Absentee Ballots Not Counted		
	Military in the U.S.	Military Overseas	Overseas Civilians
Lacked postmark			
No voter signature			
Voter signature not verifiable			
No date of voter signature			
No notary/witness signature			
No date of notary/witness signature			
Received too late			
Returned undeliverable			
Other			

FEDERAL POST CARD APPLICATION

9. The Federal Post Card Application (FPCA) is a simultaneous request for registration and absentee ballot used by military and overseas voters.

a. In 2004, how many FPCA forms did the military in the U.S., military overseas and overseas civilians send to your jurisdiction by any means, e.g., mail, fax, e-mail? *If none, write in 0 and skip to Q12*.

b. In 2004, how many FPCAs from military in the U.S., military overseas and overseas civilians was your jurisdiction unable to process? *If none, write in 0 and continue with Q10.*

	Military in the U.S.	**Military Overseas***	**Overseas Civilians**
FPCAs sent to your jurisdiction	26% missing	29% missing	36% missing
FPCAs unable to process	56% missing	62% missing	64% missing
			*Usually designated by an APO/FPO address

Instruction for items a and b: Inaccurate	If the respondent writes in 0 for Military in U.S., the instruction says to skip to Q12 (or Q10). The respondent may not answer for Military Overseas and Overseas Civilians, etc. **Suggested revision (for both items a and b):** If none, write in 0 in all three columns and skip to XXX.
Response: Complex task	**Suggested revision:** See following table . Note addition of "a" and "b" preceding entries (to match question format).
Problematic retrieval / Overlooked instructions	Assumes accessible, accurate, and complete records – **High percentages of missing data** - some missing data may be attributable to respondents' not following the instruction "If none, write in 0."

Suggested Revisions - Question 9 Response Table

Federal Post Card Applicaton (FPCAs)	Military in the U.S.	Military Overseas*	Overseas Civilians
a. No. of FPCAs sent to your jurisdiction			
b. No. of FPCAs unable to process			
			*Usually designated by an APO/FPO address

10. In 2004, which of the following methods of acknowledgement for ballot requests made by FPCA did you use? *Mark all that apply*
  o FPCA return postcard
  o Letter
  o Telephone
  o E-mail
  o Fax
  o Notified relative of requestor
  o FVAP "Ombudsman" toll-free telephone service
  o Ballot sent as acknowledgement
  o No acknowledgement sent
  o Other

Question: Technical term present	FPCA **Suggestion**: Spell out the acronym "FPCA" in the question to make it easier to read the item.
Question: vague term	"you" - change to "your office"? OR ". . . made by FPCA were used in your jurisdiction?"
Response: Technical term present	"Ombudsman" – will respondents know what this refers to? How does it differ from any other FVAP toll-free telephone service? (See question 28 – is this the same service? If so, note that the word "ombudsman is not used in Q28ff.) "Ombudsman" usually refers to someone who investigates complaints and tries to achieve equitable outcomes. Is that what is intended here? This term either needs to be explained (e.g., "FVAP toll-free telephone service for assisting people experiencing problems with voting") or deleted ("FVAP toll-free telephone service").
Question/Response: Word spelling	First spelling in dictionary is "acknowledgment" – no "e" after the "g."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("In 2004, did you use the following methods of acknowledgment for ballot requests made by Federal Post Card Application?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other method."

11. In 2004, what were the most frequent problems your jurisdiction encountered in processing the FPCA? *Mark up to three answers*
- o No or inadequate voting residence address
- o Mailing address inadequate
- o Failure to indicate political party preference
- o Mail too slow
- o Mailed to wrong jurisdiction
- o No signature
- o No birth date given
- o No Social Security Number given
- o FPCA not witnessed or notarized
- o FPCA received too late
- o Writing illegible
- o Duplicate FPCAs received
- o Other

Question: Technical term present	FPCA
	Suggestion: Spell out the acronym "FPCA" to make it easier to read the item but include ("FPCA") because it appears as FPCA in response options.
Response: Technical term present	Notarized - no suggestions
Problematic retrieval	Assumes accessible, accurate, and complete records
Instructions: May be overlooked	Inevitably, some respondents will choose more than 3. Consider the following alternatives: (a) making this a yes/no question, followed perhaps by another question asking only for the most frequent problem, or (b) asking only for the most frequent problem, or (c) breaking into 3 separate items for most, second most, and third most frequent problems. **Suggested revision if changed to a yes/no response format:** "During 2004, did your jurisdiction encounter the following problems in processing the Federal Post Card Application (FPCA)." **Mark Yes or No for each item.** Also, change "Other" to "Some other problem."

ELECTRONIC TRANSMISSION OF ELECTION MATERIALS

12. In 2004, did your jurisdiction accept faxed FPCAs from military in the U.S., military overseas, or overseas civilians?
   o Yes *Continue with Q13*
   o No *Skip to Q14*

Question: Technical term present	FPCA
	Suggestion: Spell out the acronym "FPCA" to make it easier to read the item.

13. In 2004, how many faxed FPCAs did your jurisdiction process from each of the following groups? *Please enter a number for each group below. If none, write in 0.*

Military in the U.S.	**Military Overseas**	**Overseas Civilians**

Question: Technical term present	FPCA
	Suggestion: Spell out the acronym "FPCA" to make it easier to read the item.
Response: Layout	Respondents tend to read top to bottom; may overlook second and third boxes.
	Suggestion: Place second and third boxes below first box. Place labels to the right of each box

14. In the November 2004 general election, did your jurisdiction fax blank absentee/advance ballots to military in the U.S., military overseas, or overseas civilians?
   o Yes *Continue with Q15*
   o No *Skip to Q16*

No apparent problem	

15. In the November 2004 general election, how many blank absentee/advance ballots did your jurisdiction fax to each of the following groups? *Please enter a number for each group below. If none, write in 0.*

Military in the U.S.	**Military Overseas**	**Overseas Civilians**

Response: Layout issue	Respondents tend to read top to bottom; may overlook second and third boxes.
	Suggestion: Place second and third boxes below first box. Place label to the right of each box.

16. In the November 2004 general election, did your jurisdiction accept faxed voted ballots from military in the U.S., military overseas or overseas civilians?
   o   Yes *Continue with Q17*
   o   No *Skip to Q20*

No apparent problem	

17. In the November 2004 general election, how many voted ballots from military in the U.S., military overseas or overseas civilians were voted and returned by fax and of those returned by fax, how many were **counted** in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	**Military Overseas***	**Overseas Civilians**
Voted and Returned			
Counted			
			*Usually designated by an APO/FPO address

Question: Awkward syntax	The word "voted" is repeated unnecessarily in the question – makes the sentence awkward/difficult to read. **Suggested revision**: Delete "voted" before "ballots" in the sentence: ". . . how many ballots from military in the U.S. . . ."
Question: Syntax	In some of the questions in the FWAP surveys where the string of words "military in the U.S., military overseas, or overseas civilians" the conjunction "and" is correct; in other questions, "or" is correct. For this question, change "or" to "and."
Response: Complex task	To make it easier to understand and carry out the response task, add information in the table. **Suggested revision**: See table below.

Suggested Revision - Question 17 Response Table

Faxed Ballots	**Military in the U.S.**	**Military Overseas***	**Overseas Civilians**
No. of ballots voted and returned by fax			
No. of faxed voted ballots counted in election totals			
			*Usually designated by an APO/FPO address

18. In the November 2004 general election, how many faxed voted ballots received from military in the U.S., military overseas or overseas civilians were not counted by your jurisdiction for the following reasons in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	Military Overseas	Overseas Civilians
No voter signature			
No date of voter signature			
No notary/witness signature			
No date of notary/witness signature			
Received too late			
Illegible			
Misrouted			
Incomplete package			
Other			

Question: Syntax	Change "or" to "and" before "overseas civilians."
Response: Complex task	To make it easier to understand and carry out the response task, add some information to the response table (column spanner head and left column head). **Suggested revision:** See revised table below.
Problematic retrieval	Assumes accessible, accurate, and complete records

Suggested Revision - Question 18 Response Table

Reason for Not Counting Faxed Voted Ballots	No. of Faxed Voted Ballots Not Counted		
	Military in the U.S.	Military Overseas	Overseas Civilians
No voter signature			
No date of voter signature			
No notary/witness signature			
No date of notary/witness signature			
Received too late			
Illegible			
Misrouted			
Incomplete package			
Other			

19. In faxing ballots in the November 2004 general election to military in the U.S., military overseas or overseas civilians, how easy or difficult was each of the following for your jurisdiction? *Mark ONE answer for each*

	Very easy	Somewhat easy	Somewhat difficult	Very difficult
Access to fax machine	O	O	O	O
Transmitting legible copy to voters	O	O	O	O
Receiving legible copy from voters	O	O	O	O
Ballots fitting in fax machine	O	O	O	O

Problematic retrieval	Assumes accessible, accurate, and complete records
Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, insert "Neither easy nor difficult." However, this change could prevent trend comparisons to past surveys.

ELECTRONIC VOTING PROJECTS

20. Did your jurisdiction participate in a local, state or Federal electronic voting project (e.g., e-mail ballot) during a general election in any of the following years? *Mark ONE answer for each year*

	Yes	No	
2002	O	O	
2003	O	O	
2004	O	O	→ **If "Yes", continue with Q21. If "No", skip to Q23.**

Instruction: Vague	It's not immediately clear that "yes" applies only to 2004. **Suggested revision:** If "Yes for 2004," continue with . . .

21. If your jurisdiction participated in an electronic voting project in the November 2004 general election, how many ballots were voted and returned and of those returned how many were counted for military in the U.S., military overseas or overseas civilians in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	**Military Overseas***	**Overseas Civilians**
Voted and Returned			
Counted			
			*Usually designated by an APO/FPO address

Question: Complex syntax	This question contains an "if" clause that is not appropriate given that the respondents answered "yes" in question 20 – the wording should be revised. Also, the "or" should be changed to "and" before "overseas citizens." The item asks two questions, so adding cues to the response table would be appropriate (see following comments). **Suggested revision for question wording:** "For the November 2004 electronic voting project in which your jurisdiction participated, how many ballots were voted and returned, and of those returned, how many were counted for military in the U.S., military overseas and overseas civilians in your election totals?
Response: Complex task	To make it easier to understand and carry out the response task, add more information in the response table. **Suggested revision:** See table below.

Suggested revision for response table - Question 21

Electronic Voting Project	**Military in the U.S.**	**Military Overseas***	**Overseas Civilians**
No. of ballots voted and returned			
No. of returned ballots counted in election totals			
			*Usually designated by an APO/FPO address

22. In the electronic voting project in which your jurisdiction participated during the November 2004 general election, how many electronic ballots from military in the U.S., military overseas or overseas civilians were not counted in your jurisdiction for the following reasons in your election totals? *Please enter a number in each column and row below. If none, write in 0.*

	Military in the U.S.	**Military Overseas**	**Overseas Civilians**
Computer failure			
Unqualified voter			
Signature incorrect			
Date incorrect			
Received too late			
Other			

Question: Syntax	For this question, change "or" to "and" before "overseas civilians."
Question: Syntax	Suggest using same wording as recommended for question 21. **Suggested revision for question wording**: "For the November 2004 electronic voting project in which your jurisdiction participated, how many ballots were voted and returned, and of those returned, how many were counted for military in the U.S., military overseas and overseas civilians in your election totals?
Response: Complex task	To make it easier to understand and carry out the response task, add more information in the response table. **Suggested revision**: See table below.
Problematic retrieval	Assumes accessible, accurate, and complete records

Suggested Revision - Question 22 Response Table

Reasons for Not Counting Electronic Ballots	No. of Electronic Ballots Not Counted		
	Military in the U.S.	**Military Overseas**	**Overseas Civilians**
Computer failure			
Unqualified voter			
Signature incorrect			
Date incorrect			
Received too late			
Other			

23. The Department of Defense *Voting Assistance Guide 2004-05 (VAG)* is a publication that provides state-by-state information to assist citizens in registering and voting absentee. Did you or anyone else in your jurisdiction refer to the *VAG* for any purpose?
    o Yes   *Continue with Q24*
    o No   *Skip to Q26*

Question: Syntax	Move (VAG) as follows: "…*Voting Assistance Guide (VAG) 2004-05.* (It appears this way in response options in other FVAP surveys.)
Question: Vague term Response: Possible retrieval problem	"anyone else in your jurisdiction" - If this means anyone in the geographic region included in the jurisdiction, the respondent probably does not know about all others in the jurisdiction and could not answer accurately. **Suggested revision:** Depends on intent. If it means anyone in the jurisdiction, consider deleting this part of the question (i.e., "or anyone else in your jurisdiction). However, if it means the LEO and others in LEO office(s) in the jurisdiction, then could revise the sentence: Did you or your staff refer to the *VAG* for any purpose?
Response: Missing category	The respondent may not know how "anyone else in your jurisdiction" got the VAG **Suggested response option:** Don't know

24. How did you or your jurisdiction obtain the *VAG*?
    o I requested it from the Federal Voting Assistance Program (FVAP)
    o I accessed it electronically on the FVAP web site
    o I got it from another source.

Question: Technical term	VAG – consider spelling out VAG in this followup question to make it easier for the respondent to read the question.
Question: Vague term Response: Possible retrieval problem	"in your jurisdiction" - same issue as in question 24.
Response: Missing category	The respondent may not know how the "jurisdiction" got the VAG **Suggested response option:** Don't know

25. What information in the *VAG* did you or your jurisdiction find most useful? ***Mark only one answer***
    o Mailing addresses of election officials in other states
    o Absentee registration and voting procedures of other states
    o Absentee registration and voting procedures in your state
    o Information on Federal Post Card Application
    o Information on Federal Write-In Absentee Ballot
    o Other

Question: Technical term	VAG – consider spelling out VAG in this followup question to make it easier for the respondent to read the question.
Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - same issue as in question 24.
Response: Missing category	The respondent may not know what information "your jurisdiction" found useful. **Suggested response option:** Don't know
Response: Check: "Other"	**Suggestion:** Check to see what percentage of 2004 respondents checked "other." If an appreciable percentage did, you might want to check the 2004 results to see if another response option should be listed.

VOTING INFORMATION NEWS NEWSLETTER

26. The *Voting Information News (VIN)* newsletter is a monthly publication from the Federal Voting Assistance Program containing timely information on elections and absentee voting. Do you or your jurisdiction currently receive the *VIN* newsletter?
    o Yes   ***Continue with Q27***
    o No   ***Skip to Q28***

Question: Vague term Response: Possible retrieval problem	"in your jurisdiction" - same issue as in question 24.
Response: Missing category	The respondent may not know whether the "jurisdiction" receives the *VIN*. **Suggested response option:** Don't know

27. How useful is the *VIN* currently to you or your jurisdiction?
- o Very useful
- o Useful
- o Somewhat useful
- o Not useful at all

Question: Technical term	Consider spelling out the acronym VIN to make the item easier to read.
Question: Vague term Response: Possible retrieval problem	"in your jurisdiction" - same issue as in question 24.
Response: Missing category	The respondent may not know how useful the VIN is to "your jurisdiction." **Suggested response option:** Don't know
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither Useful nor Useless, Somewhat useless, and Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should reflect both positive and negative response options: "Currently, how useful or useless is the newsletter *Voting Information News* to you or your jurisdiction (staff?)?"

TOLL-FREE TELEPHONE SERVICE

28. The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service that allows a caller to talk with FVAP staff for voting assistance. Did you or your jurisdiction use the toll-free telephone service to request voting assistance during the 2004 election year?
- o Yes   *Continue with Q29*
- o No   *Skip to Q31*

Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - same issue as in question 24.
Response: Missing category	The respondent may not know if anyone else in the jurisdiction used the telephone service. **Suggested response option:** Don't know

29. Which of the following are reasons you or anyone else in your jurisdiction used the toll-free telephone service during the 2004 election year? *Mark all that apply*
- o Obtain voter mailing addresses
- o Request FVAP publications/forms
- o Information on the Federal Post Card Application
- o Information on the Federal Write-In Absentee Ballot
- o Clarify something in the Voting Assistance Guide
- o Resolve a voting problem with a military or overseas citizen
- o Make suggestions or changes to FVAP's publications or programs
- o Other

Question: Vague term Response: Possible retrieval problem	"anyone else in your jurisdiction" - same issue as in question 24. The respondent is unlikely to be able to answer for "anyone else in your jurisdiction."
Question: Awkward syntax	The wording of this item is awkward. **Suggested revision**: For which of the following reasons did you or anyone else in your [office/jurisdiction] use the toll-free telephone service during the 2004 election year? (**OR** use the wording in other questions: Which of the following reasons explain why you or anyone else in your [office/jurisdiction] used the toll-free telephone service during the 2004 election year?
Response: Missing category	The respondent may not know why anyone else in the jurisdiction used the telephone service. **Suggested response option**: Don't know
Question: Carry-over topic	This item does not specify it is talking about the Federal Voting Assistance Program and the response options include "FVAP." **Suggested revision**: Insert "Federal Voting Assistance Program (FWAP)" before "toll-free telephone service….." At a minimum, insert "FVAP."
Response: Question/Response syntax mismatch; nonparallel responses	**Suggestions**: Consider adding "To" before each of the responses (e.g., "To obtain voter mailing addresses"). Also, add the word "obtain" before each of the two responses that begin with "Information."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation. The question would need to be revised to match the yes/no response format ("Did you or anyone else in your jurisdiction (Did you or your staff?) use the toll-free telephone service during the 2004 election year for the following

	reasons?" and the instruction would then read: "Mark Yes or No for each item."

30. Overall, how satisfied were you or your jurisdiction with the voting information or assistance you received from the toll-free telephone service during the 2004 election year?
    o Very satisfied
    o Satisfied   **Skip to Q32**
    o Dissatisfied
    o Very dissatisfied

Question: Carry-over topic	This item does not specify it is talking about the Federal Voting Assistance Program **Suggested revision:** Insert "Federal Voting Assistance Program" before "toll-free telephone service….." At a minimum, insert "FVAP."
Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - meaning unclear - see previous comments.
Response: Missing category	The respondent may not know how satisfied "your jurisdiction" was with the assistance received. **Suggested response option:** Don't know
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, insert Neither satisfied nor dissatisfied. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should reflect both positive and negative response options: "Overall, how satisfied or dissatisfied were you or your jurisdiction (staff?) with the voting information or assistance you received from the toll-free telephone service during the 2004 election year?"

31. Which of the following reasons explain why you or your jurisdiction did not use the toll-free telephone service during the 2004 election year? *Mark all that apply*
   o Did not know about it
   o No one needed it or asked to be referred
   o Got all the information needed from other sources
   o Other *Continue with Q32*

Question: Carry-over topic	This item does not specify it is talking about the Federal Voting Assistance Program **Suggested revision: Insert** "Federal Voting Assistance Program" before "toll-free telephone service....." At a minimum, insert "FVAP."
Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - meaning unclear - see previous comments.
Response: Missing category	The respondent may not know the reasons "your jurisdiction" had for not using the telephone service. **Suggested response option:** Don't know
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you or anyone else in your jurisdiction (Did you or your staff?) not use the toll-free telephone service during the 2004 election year for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

TOLL-FREE FAXING SERVICE

32. The Federal Voting Assistance Program (FVAP) provides a toll-free electronic transmission (faxing) service that allows you to fax election materials to military in the U.S., military overseas or overseas civilians. Did you or your jurisdiction use the toll-free faxing service during the 2004 election year?
   o Yes *Continue to Q33*
   o No *Skip to Q34*

Question: Syntax	For this question, change "or" to "and."
Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - meaning unclear - see previous comments.
Response: Missing category	The respondent may not know whether "your jurisdiction" used the faxing service. **Suggested response option:** Don't know

33. Overall, how satisfied were you or your jurisdiction with the voting information or assistance you received from the toll-free faxing service during the 2004 election year?
   o   Very satisfied
   o   Satisfied
   o   Dissatisfied
   o   Very dissatisfied

Question: Carry-over topic	This item does not specify it is talking about the Federal Voting Assistance Program **Suggested revision: Insert** "Federal Voting Assistance Program" before "toll-free telephone service….." At a minimum, insert "FVAP."
Question: Vague term Response: Possible retrieval problem	"or your jurisdiction" - meaning unclear - see previous comments. **Suggested revision:** Depends on intention. If it means anyone else in the LEO's office, replace the words "you or your jurisdiction" with "you and your staff." **Note:** Respondent may not be able to answer for others.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, insert Neither satisfied nor dissatisfied. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative response options: "Overall, how satisfied or dissatisfied were you or your jurisdiction (staff?) with the voting information or assistance you received from the toll-free faxing service during the 2004 election year?"

34. In the space below, please provide any comments about this questionnaire and/or how to improve the Federal Voting Assistance Program.

_____

_____

No apparent problem	

Thank you for participating in this survey.
Please return your completed survey in the enclosed envelope.

C.   POST-ELECTION VOTING SURVEY OF UNIT VOTING ASSISTANCE OFFICERS

You have been randomly selected to participate in this survey. Your answers to these questions, along with your comments or opinions, can help change the absentee voting process to make it easier to vote.

This survey is conducted by the Federal Voting Assistance Program (FVAP), whose mission is to inform and educate U.S. citizens of their right to vote and to foster participation in the democratic process. The FVAP has retained the services of Sirota Consulting LLC, a New York-based survey research firm, to assist in developing, conducting, and analyzing the survey.

Please take a few minutes to complete and return this survey in the enclosed return envelope. **You may also complete this questionnaire using the Internet.** We strongly urge you to use the Internet version because it is the fastest and most efficient way to take the survey. To access the Internet version, go to:

https://survey.sirota.com/uvaofvap2004

Your access code is printed in the shaded area at the bottom of this page.

PRIVACY NOTICE:

AUTHORITY: The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986 (42 U.S.C. 1973 ff).

PURPOSE: The information obtained is used to evaluate and improve the Federal Voting Assistance Program.

USES: This information will be used for research and analysis purposes only. No identifying information will be retained after completion and return of the survey. Sirota Consulting LLC is conducting this survey for the Federal Voting Assistance Program.

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to you. However, maximum participation is encouraged so that the data will be complete and representative.

- Please use a blue or black ink pen when marking your responses.
- Mark your responses the "right way" according to the following example.

ABOUT YOU

Question: Nonstandard DMDC demographic items	Use standard DMDC demographic items where applicable in this opening section.

1. What is your Branch of Service?
   - o Army
   - o Navy
   - o Marine Corps
   - o Air Force
   - o Coast Guard

No additional comment	

2. What is your pay grade?

Warrant Officer	**Commissioned Officer**	**Enlisted Member**
o W-1	o O-1	o E-1
o W-2	o O-2	o E-2
o W-3	o O-3	o E-3
o W-4	o O-4	o E-4
o W-5	o O-5	o E-5
	o O-6	o E-6
	o O-7 or above	o E-7
		o E-8
		o E-9

No additional comment	

3. On November 2, 2004, where were you stationed or if you were stationed on board a ship, where was your homeport country?
   - o United States
   - o Overseas *Please enter country in box below*

Question: Complex syntax	This item is syntactically awkward in a way that makes the question somewhat difficult to interpret. **Suggested revision:** On November 2, 2004, where were you stationed (if you were stationed on board a ship, where was your homeport country)?

4. On November 2, 2004, how long had you been stationed at your location in Question 3?
   o Less than 6 months
   o 6 months to less than 1 year
   o 1 year to less than 2 years
   o 2 years to less than 3 years
   o 3 years or more

No apparent problem	

5. What was your age on November 2, 2004?
   o 18 to 24 years old
   o 25 to 29 years old
   o 30 to 34 years old
   o 35 to 44 years old
   o 45 years old and above

No additional comment	

6. As of November 2, 2004, how long had you been a UVAO in your current unit?
   o Less than 3 months
   o 3 to 6 months
   o 6 to 12 months
   o 1 year or more

Question: technical term present	Use of acronym - UVAO. This acronym has not yet been introduced in the survey. Usually, acronyms are not recommended in surveys but this acronym is the job title of the respondent, who is probably quite familiar with its meaning. Nevertheless, we recommend introducing it. **Suggested revision:** As of November 2, 2004, how long had you been a Unit Voting Assistance Officer (UVAO) in your current unit?
Implicit assumption	Use of the term "current" implies that the respondent is still in the unit he/she was in as of November 2, 2004. Given the mobility of some UVAOs and the length of the field period for the survey, that may not be the case. **Suggested revision:** As of November 2, 2004, how long had you been a UVAO in the location identified in Question 3?
Web survey alternative	In a web survey you could first ask if the respondent is currently in the same unit he/she was in on November 2, 2004. If no, an alternative question with appropriate wording could be used with those persons.
Response: Overlapping categories	The response options could be confusing for someone who wants to answer 3 months, etc., because that time appears in two response options. **Suggested revision:** Less than 3 months 3 months to less than 6 months 6 months to less than 12 months 1 year or more

7. Have you ever served as a UVAO before your current UVAO assignment?
   - o Yes, once before
   - o Yes, more than once before   *Continue with Q8*
   - o No *Skip to Q9*

No apparent problem.	

8. As of November 2, 2004, what is the total amount of time, including previous service, you have served as a UVAO? Give your best estimate if you cannot remember exactly.
   - o Less than 6 months
   - o 6 months to less than 1 year
   - o 1 year to less than 2 years
   - o 2 years to less than 3 years
   - o 3 years or more

No apparent problem.	

YOUR RESPONSIBILITIES AS UNIT VOTING ASSISTANCE OFFICER (UVAO)

9. As of November 2, 2004, how many people were assigned to the unit where you serve as UVAO?
   - o Fewer than 25
   - o 25 to 99
   - o 100 to 249
   - o 250 or more

Implicit assumption	Assumes the respondent is still in the unit he/she was in as of November 2, 2004. If that is true for most UVAO survey respondents, the following suggestion may be unnecessary. **Suggested revision:** As of November 2, 2004, how many people were assigned to the unit where you were serving as UVAO?
Web survey alternative	It may be possible in the web survey to have alternative wording for just those persons who earlier answered they are not serving as UVAO in the same unit as on November 2, 2004.

10. In your current UVAO assignment, if you received any of the following types of training, how useful was it in preparing you for performing your UVAO duties? *Mark ONE answer for each*

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did Not Receive This Training
FVAP onsite VAO training workshop	O	O	O	O	O
FVAP online/CD ROM VAO training	O	O	O	O	O
Installation workshop/seminar(s)	O	O	O	O	O
Classroom instruction	O	O	O	O	O
Informal briefing(s)	O	O	O	O	O
Materials left by previous UVAO	O	O	O	O	O

Implicit assumption	This question also assumes the respondent is still in the same UVAO assignment he/she was in as of November 2, 2004. **Suggested revision:** During the UVAO assignment period that included November 2, 2004, if you received any of the following types of training to help prepare you for your UVAO duties, mark how useful the training was.
Hidden instruction	This question does not directly ask if the respondent received any of the various types of training but offers a response option that the training was not received. Respondents, however, may not notice the last response option. **Suggested addition to item:** At the end of the question, add the following sentence: "Also mark if you did not receive those types of training."
Web survey alternative	Could first ask if they had received any of the various types of training and then skip to usefulness questions for "yes" respondents and to next question for "no" respondents.
Response: Technical term present	FVAP - this acronym has not been introduced yet in the survey. **Suggested revision:** Insert the full name of the acronym followed by (FWAP) the first time it appears in the response table. (continues)

Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful or useless, Somewhat useless, Very Useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative response options: "During the UVAO assignment period that included November 2, 2004, if you received the following types of training, how useful or useless was it in preparing you for performing your UVAO duties?"

11. During 2004, about how many people did you personally assist with voting?
   o None
   o 1 to 9
   o 10 to 24
   o 25 to 99
   o 100 or more

Recall difficulty	No suggestions

12. During 2004, about how many people did you personally provide with Federal Write-In Absentee Ballots (FWABs)?
   o None
   o 1 to 9
   o 10 to 24
   o 25 to 99
   o 100 or more

Unclear goal Possible shortage of memory cues	Are respondents supposed to report FWABs for both primary elections and the general election in 2004? If so, you may want to promote accurate reporting by making that explicit. **Suggested revision:** "During 2004, about how many people did you personally provide with Federal Write-In Absentee Ballots (FWABs), including FWABS for primary elections and for the November 2 election?"
Recall difficulty	If records about this are not available, it may be difficult to recall.

13. Since January 1, 2004, about how many hours per week on average have you personally spent on UVAO voting activities?
   o Less than 1 hour per week
   o 1 hour to less than 2 hours per week
   o 2 hours to less than 3 hours per week
   o 3 hours to less than 4 hours per week
   o 4 or more hours per week

No apparent problem (other than recall difficulty for early months of the year)	

14. During your current assignment as a UVAO, which of the following activities have you done? *Mark all that apply*
   o Conducted workshops/briefings on voting for unit members
   o Conducted workshops/briefings on voting for eligible family members
   o Distributed Federal Post Card Applications (FPCAs) to all unit members
   o Distributed FPCAs to some unit members
   o Distributed FPCAs to eligible family members
   o Regularly reported on voting activities to your installation commander(s) and/or Service Voting Action Officer
   o Answered unit member's and/or family member's voting questions
   o Displayed voting information materials
   o Involved on-base community organizations in voting program

Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no format ("Overall, how satisfied or dissatisfied were you or your [jurisdiction/staff] with the voting information or assistance you received from the toll-free faxing service during the 2004 election year?") and the instruction would then read: "Mark Yes or No for each item."

15. During 2004, what kinds of absentee voting assistance were you personally most asked to provide? *Mark up to three answers*
   o Provide Federal Post Card Application (FPCA)
   o Help fill out FPCA
   o Provide Federal Write-In Absentee Ballot (FWAB)
   o Help fill out FWAB
   o Act as a notary/witness to FPCA and/or ballot
   o Electronically transmit or receive (fax) election materials
   o Help determine voting jurisdiction
   o Provide address of local election official
   o Explain specifics of state voting procedures
   o Determine need to register or how to register
   o Provide information on changing legal residence
   o Explain deadlines for necessary forms and/or submitting ballot
   o Give dates of elections
   o Answer questions about impact of voting on federal tax liability
   o Motivate individuals to vote
   o Provide information on voting by family members
   o Provide information on candidates/issues

Unclear goal; Possible question-response option mismatch	The words "personally most asked to provide" suggests that the UVAO was asked to do something by people in his unit. However, the response option "motivate individuals to vote" seems to fit with the UVAO being asked by a superior officer or by FVAP to do something. If the question refers only to requests for assistance from unit members (and possibly their family members), we suggest changing that response option. **Suggested response option revision:** Replace "Motivate individuals to vote" with "Explain the importance of voting" If the broader group of requesters is intended, we suggest a question change along the following lines: **Suggested item revision:** During 2004, what kinds of absentee voting assistance were you personally most asked to provide by people in your unit and by xxxxxx? You could then keep the response "Motivate individuals to vote." (continues)

Instructions: May be ignored	Inevitably, some respondents will choose more than 3. Consider the following alternatives: (a) making this a yes/no question, perhaps followed by another question asking only for the most frequently requested kind of assistance, or (b) asking only for the most frequently requested kind of assistance, or (c) breaking into 3 separate items for most, second most, and third most frequently requested kinds of assistance. **Suggested revision if changed to a yes/no response format:** "During 2004, were you personally asked to provide the following kinds of absentee voting assistance?" Mark Yes or No for each item.

16. During your current UVAO assignment, how satisfied were you with each of the following as you performed your UVAO duties? ***Mark ONE answer for each***

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Amount of time available for performing UVAO duties	O	O	O	O
Command support for the voting program	O	O	O	O
Quantity of voting materials available	O	O	O	O
Timeliness of distribution of voting materials within unit/installation	O	O	O	O
Method of requisitioning voting materials	O	O	O	O

Implicit assumption	This question also assumes the respondent is still in the same UVAO assignment he/she was in as of November 2, 2004. **Suggested revision:** During the UVAO assignment period that included November 2, 2004, if you received any of the following types of training to help prepare you for your UVAO duties, mark how useful the training was.
Web survey alternative	As noted for question 10, could first ask if they received the types of training, then

	skip "yes" respondents to satisfaction question and "no" respondents to next item.
Response: Nonstandard DMDC response scale Question: Nonstandard wording	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, use Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, or Very dissatisfied. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative response options: "During your current VAO assignment, how satisfied or dissatisfied were you with each of the following as you performed your UVAO duties?"

17. During 2004, what were the most frequent complaints from people in your unit concerning registering to vote or obtaining an absentee ballot? *Mark up to three answers*
    o Complicated voting procedures
    o Federal Post Card Application (FPCA) difficult to fill out
    o Delayed or no response to the FPCA
    o FPCA returned because not accepted by election officials
    o Absentee ballot confusing
    o Federal Write-In Absentee Ballot (FWAB) difficult to use
    o Residency qualifications/laws confusing
    o Not enough information on candidates/issues
    o Difficulty in maintaining current mailing address with local election officials
    o Difficult to have FPCA or ballot notarized
    o None of these
    o I did not receive any complaints

Question-response option mismatch	The question stem asks about complaints concerning "registering to vote or obtaining an absentee ballot" but answer choices do not all fit within these categories (e.g., not enough information on candidates/issues). **Suggested question revision:** During 2004, what were the most frequent complaints from people in your unit concerning registering to vote, obtaining an absentee ballot, or preparing to vote?
Response: Possible overlapping categories	"None of these" and "I did not receive any complaints" are not mutually exclusive. **Suggested response option revision:** Replace "None of these" with "Other complaint"
Instructions: May be ignored	Inevitably, some respondents will choose more than 3. Consider the following alternatives: (a) making this a yes/no question, perhaps followed by another question asking only for the most frequent complaint, (b) asking only for the most frequent complaint, or (c) breaking into 3 separate items for most, second most, and third most frequent complaints. **Suggested revision if changed to a yes/no response format:** "During 2004, did you receive the following complaints from people in your unit concerning registering to vote, obtaining an absentee ballot, or preparing to vote?" **Mark Yes or No for each item.** Also, change "None of these to "Some other complaint."

18. Based on your current experience as a UVAO, during the 2004 elections, which **three** states or territories presented the most procedural problems to absentee voters in your unit? *Write states in box below*

Complex syntax	The question asks about current experience and the 2004 election period, which might confuse respondents. Also, "the most procedural problems" could be misinterpreted as the problems that were the most procedural [in nature]. **Suggested answer revision:** "Based on your experience as a UVAO during the 2004 elections, the absentee voting procedures of which **three** states or territories presented the most problems to people in your unit?"

ELECTRONIC TRANSMSSION OF ELECTION MATERIALS

19. Some states allow you to fax election materials such as your absentee ballot request or the completed ballot itself. During 2004, did you assist any voter with sending or receiving by fax any of the following voting materials? *Mark ONE answer for each*

	YES, helped send materials	**YES, helped receive materials**	**NO**
Federal Post Card Application (FPCA)			
Blank absentee ballot			
Voted ballot			
Other voting materials			

Possible inaccurate instruction/unclear response category	If it is possible that a UVAO could have helped voters send <u>and</u> receive the listed voting materials, changes should be made. **Suggested instruction/response category revisions:** "Mark at least one answer for each of the voting materials listed." Also, change "NO" to "Did not help send or receive materials." Could also add "Voting Materials" as head for first column.

VOTING ASSISTANCE GUIDE

20. The Department of Defense *Voting Assistance Guide 2004-05 (VAG)* is a comprehensive guide providing state-by-state information to enable citizens to register and vote absentee.
    a. Did you receive the *VAG 2004-05*?
       o Yes   ***Continue with Q20b***
       o No   ***Skip to Q23***

    b. During what month and year did you receive the *VAG 2004-05* (to the best of your recollection)?

o November 2003	o June 2004
o December 2003	o July 2004
o January 2004	o August 2004
o February 2004	o September 2004
o March 2004	o October 2004
o April 2004	o November 2004
o May 2004	o Do not recall

Minor item syntax problem /mismatch between stem statement and items	Move (VAG) as follows: "…*Voting Assistance Guide (VAG) 2004-05* so that it appears the same in 20, 20a, and 20b statements.
Question: Technical term present	VAG - If the population may not be familiar with this guide, the question would be easier to read if VAG was spelled out.
Long recall period	November 2003 and December 2003 were not included in the DoS VAO survey. **Suggested revision:** Considering deleting them here as well to reduce recall burden.

21. During 2004, how useful was the *VAG 2004-05* in performing UVAO duties?
- o Very useful
- o Useful
- o Somewhat useful
- o Not useful at all

Question: Syntax problem	This item should acknowledge that the <u>UVAO</u> was performing the duties with the help of the VAG. **Suggested question revision:** "During 2004, how useful was the *VAG 2004-05* in helping you perform your UVAO duties?"
Question: Technical term present	Use of acronym. *VAG* - If some of the population is not very familiar with this guide, spelling out *VAG* would make the question easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During 2004, how useful or useless was the *Voting Assistance Guide 2004-05* in helping you perform your UVAO duties?"

22. What did you like about the *VAG 2004-05*? ***Mark all that apply***
    o State-by-state information on registering and voting absentee
    o Dates of elections and deadlines
    o Information on how to fill out the Federal Post Card Application (FPCA)
    o Mailing addresses for FPCA or ballot
    o Information on electronically transmitting (faxing) the FPCA or voted ballot
    o The overall layout and design
    o Other
    o None of the above

Response: Check "other"	If many respondents selected "Other" in the 2004 survey, check to see if another response should be listed.
Mismatch between item and response options	Also, "other" is vague and does not match well with the item. **Suggested response option revisions:** Replace "Other" with "Something else" and change "None of the above" with "Did not like anything about it"
Question: Technical term present	Use of acronym. Spelling out *VAG* would make the question easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("Did you like any of the following features of the *Voting Assistance Guide 2004-05*?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other feature" and delete "None of the above."

23. The *Voting Information News (VIN)* newsletter is a monthly publication containing timely information for UVAOs. Do you currently receive the VIN newsletter and if so, in what format do you receive it? ***Mark only one answer***
   o Yes, electronically
   o Yes, hard copy   *Continue to Q24*
   o Yes, both electronically and hard copy
   o No   ***Skip to Q27***

Carry-over time frame	Are we still referring to 2004 for this set of questions or is only current information desired?
Response: overlapping categories	The response options are not mutually exclusive - responses 1, 2, and 3 may apply to the same respondent. **Suggested revision:** Add "only" at the end of the first two response options: "Yes, electronically only," Yes, hard copy only." Consider moving the third response "Yes, both electronically and hard copy" to be the first option - to prevent possible errors in marking responses.

24. During your current UVAO assignment, in which of the following ways do you use the newsletter? *Mark all that apply*
- o Forward it by e-mail
- o Photocopy the whole newsletter and distribute it
- o Extract selected information and distribute it
- o Keep it for reference
- o Other

Carry-over timeframe	Are we still referring to 2004 for this set of questions or is current information intended?
Carry-over topic	Continue to specify which newsletter. If some respondents are not familiar with the newsletter, it will be easier to read if the full title rather than its acronym (*VIN*) is used. **Suggestion:** Insert "Voting information News" before the word "newsletter."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response option ("During your current UVAO assignment, do you use the newsletter *Voting information News* in the following ways?") and the instruction would then read: "Mark Yes or No for each item." Note: With this revision, change the response option "Other" to "In some other way."

25. Overall, how useful is the *VIN* newsletter in carrying out your current UVAO duties?
- o Very useful
- o Useful
- o Somewhat useful
- o Not useful at all

Question: Complex syntax	The item wording should acknowledge that the UVAO was performing the duties with the help of the *VIN*. **Suggested revision:** "Overall, how useful is the *VIN* newsletter in helping you carry out your UVAO duties?"
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, how useful or useless is the VIN newsletter in helping you carry out your current UVAO duties?"

26. When you used the VIN newsletter in your current assignment, what did you like about it?
   Mark all that apply
   o The overall layout and design
   o The information it contains
   o Easy to use
   o Frequency of the newsletter
   o Timeliness of the information in the newsletter
   o "To Do" checklist
   o Other
   o None of the above

Response: Check "other"	If many respondents selected "Other" in the 2004 survey, check to see if another response should be listed.
Mismatch between item and response options	Also, "other" is vague and does not match well with the item. **Suggested response option revisions:** Replace "Other" with "Something else" and change "None of the above" with "Did not like anything about it"
Syntax problem	All of the specific options are noun phrases except for "Easy to use." Consider changing that response to "Ease of use."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to reflect the yes/no format ("When you used the newsletter *Voting Information News* in your current UVAO assignment, did you like the following newsletter features?") and the instruction would then read: "Mark Yes or No for each item." *Note:* Would also need to change the response option "Other" to "Some other feature" and delete "None of the above."

27. The Federal Voting Assistance Program (FVAP) web site, www.fvap.gov, provides voting-related information and resources.

     a.During 2004, did you personally use the FVAP web site at any time, for any reason?
        Yes   *Continue with Q27b*
        No   *Skip to Q30*

Question: Ambiguous or vague term	It's not clear what constitutes "use" of the web site. For example, respondents may say they did not "use" the web site because they did not find the web information useful (note that this respondent would thus skip the web site satisfaction questions that follow). **Suggested question revision:** Assuming that anyone who visited the web site should answer "yes" here, consider replacing "use" with "visit."

     b.During 2004, how often did you use the FVAP web site?
     Everyday
     At least once a week but not every day
     At least once a month but not every week
     At least once in 2004 but not every month

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision:** Consider replacing "use" with "visit."

28. During 2004, for which of the following reasons did you use the FVAP web site? *Mark all that apply*
   o To access the online Voting Assistance Guide
   o To access Voting Information News newsletters
   o To access other FVAP publications
   o To access the Voting Calendar
   o To access the online Federal Post Card Application (FPCA)
   o To link to other election-related websites
   o To obtain Voting Assistance Officer training
   o To find a U.S. Representative/Senator
   o To obtain toll-free telephone numbers
   o To e-mail FVAP
   o To obtain information for your own publications

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision:** Consider replacing "use" with "visit."
Response: missing category	This response list does not include the generic "other" response. **Suggested response option addition:** Add "To obtain other information"
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no format ("During 2004, did you visit the FVAP web site for the following reasons?" and the instruction would then read: "Mark Yes or No for each item."

29. During 2004, how satisfied were you with the Federal Voting Assistance Program web site?
- o Very satisfied
- o Satisfied   *Skip to Q31*
- o Dissatisfied
- o Very dissatisfied

No apparent problem.	
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add Neither satisfied nor dissatisfied. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During 2004, how satisfied or dissatisfied were you with the Federal Voting Assistance Program web site?"

30. Which of the following explains why you did not use the Federal Voting Assistance Program web site during 2004? *Mark all that apply*
   o I did not know about it
   o I did not know what it was for
   o I knew about it, but did not know the web site address
   o I got all the information I needed from other sources
   o I did not think that it would be useful
   o Other

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision**: Consider replacing "use" with "visit."
Question: awkard syntax	The question does not prepare the respondent to use the response format. **Suggested question revision:** "Which of the following reasons explain why you did not use the Federal Voting Assistance Program web site during 2004?"
Response: Syntax	**Suggestion**: Delete "that" from the second-to-last response option - unnecessary
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you not use the FVAP web site during 2004 for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." *Note:* Also change "Other" to "Some other reason."

VOTING INFORMATION CENTER

31. The Voting Information Center (VIC) is an automated telephone system that provides election information and direct access to incumbent members of Congress, State Governors, State Chief Election Officials and Service or State Department Voting Action Officers by call forwarding. Prior to an election, taped messages from candidates for Federal offices and State Governors are also available. During 2004, did you use or refer anyone in your unit to the VIC?
    - o Yes   *Continue with Q32*
    - o No   *Skip to Q34*

Question: Complex topic	This item is lengthy and could be misinterpreted (the VIC actually provides direct access to the offices of members of Congress)
	Suggested question revision:
	"The Voting Information Center (VIC) is an automated telephone system that provides election information and access to the offices of members of Congress, Governors, State Chief Election Officials and Voting Action Officers by call forwarding. Prior to an election, recorded messages from candidates are also available. During 2004, did you use the VIC or refer anyone in your unit to the VIC?"

32. During 2004, for which of the following did you use or refer anyone in your unit to the VIC?
    Mark all that apply
    o   Election information and election dates
    o   Messages from incumbents
    o   Messages from candidates
    o   Contacting Service Voting Action Officer
    o   Contacting elected representative(s)
    o   Contacting election officials
    o   Other

Question: Awkward syntax	This item would be clearer if the question specified the type of answers that will follow. Also, the answers are nonparallel in structure - consider changing them to begin with "to," followed by a verb (change "other" too). Also, the "use or refer ….." phrase has grammar problems.
Response: Awkward syntax	**Suggested question/response option revision:** "During 2004, did you use the VIC or refer someone in your unit to the VIC for any of the following reasons? To get election information and election dates To get messages from incumbents To get messages from candidates To contact Service Voting Action Officers To contact elected representatives To contact election officials To do something else"
Question: Technical term present	Consider spelling out VIC the first time it appears in the item, followed by (VIC), to make the item easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, did you use the VIC or refer anyone else to the VIC for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

33. During 2004, how satisfied were you or those you referred with the assistance received from the VIC?
- o Very satisfied
- o Satisfied
- o Dissatisfied   *Skip to Q35*
- o Very dissatisfied
- o Don't know

Multiple questions	This is a doubled-barreled question, and one of the questions asks about something the respondent may not know - the satisfaction level of those he/she referred to the VIC. **Alternative suggestions:** 33. Based on your 2004 experience with the VIC and what you know of the experiences of others whom you referred to the VIC in 2004, how would you rate the level of satisfaction with assistance received from the VIC?" [Replace "Don't know" with "Not sure"] **OR** 33. How would you rate the level of satisfaction with assistance received from the VIC in 2004? 33a. For yourself: o Very satisfied o Satisfied o Dissatisfied *Skip to Q35* o Very dissatisfied 33b. For others you referred to the VIC: o Very satisfied o Satisfied o Dissatisfied *Skip to Q35* o Very dissatisfied o Don't know
Question: Technical term present	Consider spelling out VIC to make the item easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add Neither satisfied nor dissatisfied. However, this change could prevent trend comparisons to past surveys. Note: The question wording should be revised to reflect both positive and

	negative responses: "Based on your 2004 experience with the VIC and what you know of the experiences of others whom you referred to the VIC in 2004, how would you rate the level of satisfaction or dissatisfaction with assistance received from the VIC?" See additional Westat comments above.

34. During 2004, which of the following explain why you did not use or refer anyone in your unit to the VIC? *Mark all that apply*
   - o I got all the voting assistance I needed from other sources
   - o No one needed it or asked to be referred
   - o I did not know about it
   - o Other

Question: Awkward syntax	The question does not prepare the respondent to use the response format. **Suggested question revision**: "During 2004, which of the following reasons explain why you did not use the VIC or refer anyone in your unit to the VIC?"
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question: Technical term present	Consider spelling out VIC the first time it appears in the item, followed by (VIC), to make the item easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, did you not use the VIC or refer anyone to the VIC for any of the following reasons?") and the instruction would then read: "Mark Yes or No for each item." *Note:* With this revision, also change "Other" to "Some other reason."

TOLL-FREE OMBUDSMAN TELEPHONE SERVICE

35. The Federal Voting Assistance Program (FVAP) provides a toll-free ombudsman telephone service from many countries that allows a caller to talk directly with FVAP staff for voting assistance. During 2004, did you use or refer anyone in your unit to the FVAP toll-free ombudsman telephone service?
   - o Yes, I personally used it or referred someone to it   *Continue with Q36*
   - o No, I did not use it or refer someone to it   *Skip to Q37*

Question: Undefined technical term	"Ombudsman" - This word usually refers to someone who investigates complaints and tries to achieve equitable outcomes. If that is the intended meaning, the meaning of that word needs to be introduced before the item (in the FVAP context). **Other alternative suggestions:** If the toll-free service is available for getting general voting assistance, then consider deleting the word *ombudsman* wherever it appears in item 35 **OR** reword the item: The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service from many countries that allows a caller to talk directly with FVAP staff for voting assistance. During 2004, did you use or refer anyone in your unit to the FVAP toll-free telephone service?

36. During 2004, how satisfied were you or those you referred with the assistance you received from the FVAP toll-free ombudsman telephone service?
   o Very satisfied
   o Satisfied
   o Dissatisfied   *Skip to Q38*
   o Very dissatisfied
   o Don't know

Multiple questions	Like question 33, this is a doubled-barreled question, and one of the questions asks about something the respondent may not know - the satisfaction level of those he/she referred to the FVAP toll-free telephone service.
	Alternative suggestions:
	36. Based on your 2004 experience with the FVAP toll-free telephone service and what you know of the experiences of others whom you referred to that service in 2004, how would you rate the level of satisfaction with assistance received from this telephone service" [Replace "Don't know" with "Not sure"] **OR**
	36. How would you rate the level of satisfaction with assistance received from the FVAP toll-free telephone service in 2004?
	36a. For yourself:
	o Very satisfied
	o Satisfied
	o Dissatisfied
	o Very dissatisfied
	36b. For others you referred to the FVAP toll-free service:
	o Very satisfied
	o Satisfied
	o Dissatisfied
	o Very dissatisfied
	o Don't know
Question: Technical term present	Use of acronym. If your respondents are not very familiar with "FVAP," spelling out FVAP would make the item easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add Neither satisfied nor dissatisfied. However, this

	change could prevent trend comparisons to past surveys. Note: The question wording should be revised to reflect both positive and negative responses: "Based on your 2004 experience with the FVAP toll-free telephone service and what you know of the experiences of others whom you referred to that service in 2004, how would you rate the level of satisfaction or dissatisfaction with assistance received from this telephone service?"

37. During 2004, which of the following reasons explain why you did not use or refer anyone in your unit to the toll-free telephone service? ***Mark all that apply***
   36.   I got all the voting assistance I needed from other sources
   37.   No one needed it or asked to be referred
   38.   I did not know about it
   39.   Other

Carryover topic	Include "FVAP" as in previous questions. **Suggested question revision:** "During 2004, which of the following reasons explain why you did not use the FVAP toll-free telephone service or refer anyone in your unit to that service?"
Question: Technical term present	Use of acronym. If your respondents are not very familiar with "FVAP," spelling out FVAP would make the item easier to read.
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, did you not use the toll-free ombudsman telephone service or not refer anyone in your unit to that service for any of the following reasons?") and the instruction would then read: "Mark Yes or No for each item." *Note:* With this revision, change "Other" to "Some other reason."

OTHER SOURCES OF VOTING INFORMATION

38. During 2004, how useful was each of the following sources of information on voting in carrying out your current UVAO duties? *Mark ONE answer for each*

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did not use
Voting News Releases	O	O	O	O	O
Motivational posters	O	O	O	O	O
The Voting Information Election Calendar poster	O	O	O	O	O
How To Do It! Absentee Voting Frequently Asked Questions	O	O	O	O	O
Public Service ad campaign	O	O	O	O	O

Unclear goal Question: Complex syntax	Is the question asking how useful the information *was* during 2004, or how useful the information *is* in carrying out current duties? The wording of this item should acknowledge that the UVAO was carrying out his/her duties with the help of these sources of information. **Suggested question revision:** "During 2004, how useful was each of the following sources of voting information in helping you carry out your UVAO duties?" Also add instruction: "Also mark if you did not use the source."
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During 2004, how useful or useless was each of the following sources of information on voting in carrying out your current UVAO duties?"

39. During 2004, did you have enough of each of the following materials available to you for your unit? *Mark ONE answer for each*

	Yes	No
Voting Assistance Guide 2004-05	○	○
Federal Post-Card Applications	○	○
Federal Write-In Absentee Ballots	○	○
The Voting Information Election Calendar poster	○	○
Motivational posters	○	○

Incomplete instruction	To clarify, consider saying "Mark Yes or No for each listed material."

40. In the space below, please provide any comments you have about this questionnaire, the Federal Voting Assistance Program or your current role as a Unit Voting Assistance Officer.

_____

_____

_____

_____

_____

_____

No apparent problem	

Thank you for participating in this survey.
Please return your completed survey in the enclosed envelope.

D. POST-ELECTION VOTING SURVEY OF THE UNIFORMED SERVICES

You have been randomly selected to participate in this survey. Your answers to these questions, along with your comments or opinions, can help change the absentee voting process to make it easier to vote.

This survey is conducted by the Federal Voting Assistance Program (FVAP) whose mission is to inform and educate U.S. citizens of their right to vote and to foster participation in the democratic process. The FVAP has retained the services of Sirota Consulting LLC, a New York-based survey research firm, to assist in developing, conducting, and analyzing the survey.

Please take a few minutes to complete and return this survey in the enclosed return envelope. **You may also complete this questionnaire using the Internet.** We strongly encourage you to use the Internet version because it is the fastest and most efficient way to take the survey. To access the Internet version, go to:

https://survey.sirota.com/usfvap2004

Your access code is printed in the shaded area at the bottom of this page.

PRIVACY NOTICE:

AUTHORITY: The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986 (42 U.S.C. 1973 ff).

PURPOSE: The information obtained is used to evaluate and improve the Federal Voting Assistance Program.

USES: This information will be used for research and analysis purposes only. No identifying information will be retained after completion and return of the survey. Sirota Consulting LLC is conducting this survey for the Federal Voting Assistance Program.

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to you. However, maximum participation is encouraged so that the data will be complete and representative.

- Please use a blue or black ink pen when marking your responses.
- Mark your responses the "right way" according to the following example.

ABOUT YOU

Questions: Nonstandard DMDC demographic questions	Use standard DMDC demographic questions for corresponding About You items.

1. What is your Branch of Service?
   - o Army
   - o Navy
   - o Marine Corps
   - o Air Force
   - o Coast Guard

No additional comments	

2. What is your pay grade?

Warrant Officer	**Commissioned Officer**	**Enlisted Member**
o W-1	o O-1	o E-1
o W-2	o O-2	o E-2
o W-3	o O-3	o E-3
o W-4	o O-4	o E-4
o W-5	o O-5	o E-5
	o O-6	o E-6
	o O-7 or above	o E-7
		o E-8
		o E-9

No additional comments	

3. On November 2, 2004, where were you stationed or if you were stationed on board a ship, where was your homeport country?
   - o United States
   - o Overseas *Please enter country in box below*

Question: Complex syntax	This item is syntactically awkward in a way that makes the question somewhat difficult to interpret. **Suggested revision:** On November 2, 2004, where were you stationed (if you were stationed on board a ship, where was your homeport country)?

4. On November 2, 2004, how long had you been stationed at your location in Question 3?
   o Less than 6 months
   o 6 months to less than 1 year
   o 1 year to less than 2 years
   o 2 years to less than 3 years
   o 3 years or more

No additional comments	

5. What was your age on November 2, 2004?
   o 18 to 24 years old
   o 25 to 29 years old
   o 30 to 34 years old
   o 35 to 44 years old
   o 45 years old and above

No additional comments	

6. Not counting yourself, how many family members, <u>who were at least 18 years old</u>, lived with you at your duty station as of November 2, 2004?
   NOTE: Include your spouse and anyone related to you by blood, marriage, or adoption, who depends on you for more than half of their support.
   o None
   o One
   o Two
   o Three
   o Four
   o Five or more

Unclear goal - mismatch between question and note Possible mismatch between question and response options NOTE: Complex syntax	The note, rather than serving to clarify the item intention, may only confuse some respondents in that it implies that young children should be counted. This is compounded by the fact that the response options go up to "Four" and "Five or more." Also, respondents who support domestic partners may wonder how they should answer this question. **Suggested revision:** Revise the note to say: "By family members, we mean your spouse and anyone of voting age (18 years and older) who is related to you by blood, marriage, or adoption <u>and</u> depends on you for more than half of their support." This revision does not address the domestic partner issue. **Suggested check:** Check to see if anyone in the 2004 survey selected the last two response options ("four" and "five or more")? It may be sufficient to say "Three or more" or "Four or more." (continues)

Item 6 (continued)

Question: Syntax problem	The clause "<u>who were at least 18 years old</u>" is essential to the sentence (restrictive) and should not be set off by commas.

7. In 2004, were you registered to vote in the United States?
   o Yes
   o No

No apparent problem	

8. As of the November 2, 2004 election, what state or territory was your legal voting residence? ***Please enter state in box below***

   NOTE: Your legal voting residence is the state where you resided prior to entering military service or have since claimed as your legal residence through physical presence and intent to return to that location as your primary residence.

   [ ]

No apparent problem	

2004 ELECTION

9. How interested were you in the U.S. elections held on November 2, 2004?
   o Very interested
   o Somewhat interested
   o Not that interested
   o Not interested at all

No apparent problem	
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very interested, Somewhat intereseted, Neither interested nor uninterested, Somewhat interested, or Very interested. However, this change could prevent trend comparisons to past surveys. Note: The question wording should be revised to reflect both positive and negative responses: "How interested or uninterested were you in the U.S. elections held on November 2, 2004?"

10. Did you vote in the November 2004 election and if so, did you vote in person or by absentee ballot?
   o Yes, I voted in person   *Skip to Q23*
   o Yes, I voted by absentee ballot   *Skip to Q13*
   o No, I did not vote   *Continue with Q11*

Social desirability considerations	Respondents eligible to vote may inaccurately answer yes because that is considered appropriate behavior for good citizens and the question does not indicate there might have been a good reason for not voting. **Suggestion:** Consider prefacing the question with the statement used in the fall 2006 SOFS: "A lot of people do not get to vote because they weren't registered, they were sick, or they just didn't' have time." This preface may cue the respondent that accurately answering No is okay.

11. Which of the following were reasons why you did not vote in the November 2004 election?
Mark all that apply
   o I was not interested in voting, too busy, forgot
   o I could not register to vote
   o I had no candidate preference
   o I did not think my vote would matter
   o I did not know how to get an absentee ballot
   o My absentee ballot arrived too late
   o My absentee ballot did not arrive at all
   o The absentee voting process was too complicated
   o Other

Question: Syntax issue	"Reasons why" is redundant. **Suggested revision:** "Which of the following were reasons you did not vote in the November 2004…." OR (as in later questions) "Which of the following reasons explain why you did not vote in the November 2004….."
Response check: "Other"	**Suggestion:** Check to see what percentage of respondents checked "other." If a substantial percentage did, you might want to add a "specify" to that response to see if your response options are missing an important reason.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you

	not vote in the November 2004 election for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

12. Even though you did not vote, did you request an absentee ballot for the November 2004 election?
   o Yes *Continue with Q13*
   o No *Skip to Q23*

Syntax change	Why switch from November 2, 2004 election to November 2004 election?

ABSENTEE VOTING

13. In what month did you request your absentee ballot for the November 2, 2004 election (to the best of your recollection)?
   o July 2004 or earlier
   o August 2004
   o September 2004
   o October 2004
   o November 2004
   o Do not recall

Question/Response mismatch	"First request" – they could have requested more than once. **Suggested revision:** "In what month did you first request an absentee ballot for the November 2, 2004 election (to the best of your recollection)?"

14. The Federal Post Card Application (FPCA), Standard Form 76, is a request for registration and absentee ballot. Did you use the FPCA to request your absentee ballot for the November 2, 2004 election or did you use another method?
   o I used the FPCA *Continue with Q15*
   o I used another method *Skip to Q16*

Question/Response: Technical term present	"Standard Form 76" and the use of the acronym FPCA. The question would be easier to read either without these elements or by de-emphasizing them. For this population (and for the citizens overseas and Federal civilians overseas), the acronyms may be burdensome. **Suggested revision:** "The Federal Post Card Application (Standard Form 76) is a request for registration and absentee ballot. Did you use the Federal Post Card Application to request your absentee ballot for the November 2, 2004 election or did you use another method?" ○ I used the Federal Post Card Application …

15. Where did you obtain your FPCA to request your absentee ballot for the November 2, 2004 election? *Mark only one*
   o From the Federal Voting Assistance Program
   o Through military channels
   o From a U.S. Embassy or Consulate
   o From an overseas organization or company
   o From a state or local election official
   o Online from the Internet
   o Other
   o Do not recall

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Response: Ambiguous or vague terms	"military channels"
Implicit assumption	Assumes respondent obtained one application, from a single source. However, the use of the Internet may not be mutually exclusive from selecting, say, "From a U.S. Embassy or consulate" or "From a state or local election official" - the respondent may have gotten the application over the Internet from one of those organizations or individuals. If the respondent could have used more than one method to obtain the Federal Post Card Application, revise the question: "Did you obtain your FPCA to request your absentee ballot for the November 2, 2004 election from the following sources?" Change the instruction to "Mark Yes or No for each source listed." Also, change "Other" to "Some other source."

16. During 2004, did you receive notification from your local election official that your absentee ballot had been received?
   o Yes
   o No
   o Do not recall

No apparent problem	

17. Did you receive the absentee ballot for the November 2, 2004 election?
   o Yes *Continue with Q18*
   o No, I never received it *Skip to Q20*

No apparent problem	

18. When did you receive your absentee ballot for the November 2, 2004 election (to the best of your recollection)?
    o July 2004 or earlier
    o August 2004
    o September 2004
    o October 2004
    o November 2004
    o Do not recall

No apparent problem	

19. When did you complete and return your ballot for the November 2, 2004 election (to the best of your recollection)?
    o July 2004 or earlier
    o August 2004
    o September 2004
    o October 2004
    o November 2004
    o I did not return it
    o Do not recall

Implicit assumption	Question text assumes the respondent voted by returning the (absentee) ballot. There is an applicable response choice for persons who did not return this ballot, but many such respondents will not notice it. **Suggestion:** Insert a question before Q19: Did you complete and return your ballot for the November 2, 2004 election (to the best of your recollection)?
	   o Yes *Continue with 20*
	   o No *Skip to Q21*
	 Then delete the response option "I did not return it" from the following "When" question. **Alternative:** Make "I did not return it" the first response option.

20. The Federal Write-In Absentee Ballot (FWAB), Standard Form 186, is a back-up ballot used if you are overseas and you do not receive your regular absentee ballot. Did you use the FWAB in the November 2, 2004 election?
    o Yes *Continue with Q21*
    o No *Skip to Q22*

Question: Technical term present	"Standard Form 186" and the use of acronyms. The question would be easier to read without these elements. Suggested revision: See suggested revision for Q14.
Implicit assumption	The question seems to assume that "use" means "completed and returned" - a yes response takes you to Q21. Could a respondent have completed it but not returned it (as with the absentee ballot)? If the intent is for "use" to mean "completed and returned," then it would be clearer to use the latter words.

21. When did you complete and return the FWAB for the November 2, 2004 election (to the best of your recollection)?
    o September 2004
    o October 2004   *Skip to Q23*
    o November 2004
    o Do not recall

Question: Technical term present	Use of acronyms. Spelling out the "FVAB" acronym would make the question easier to read.

22. What is the ONE MAIN REASON you did not use the FWAB for the November 2, 2004 election? *Mark only one*
    o I did not know about the FWAB
    o I knew about it, but didn't know how to get one
    o I knew about it, but could not get one
    o I had difficulty filling it out
    o I was living in the U.S.
    o I already returned a regular absentee ballot
    o Other

Question: Technical term present	Use of acronyms. Spelling out the "FVAB" acronym would make the question easier to read.

VOTING ASSISTANCE

23. Unit Voting Assistance Officers (UVAOs), or Counselors, are designated individuals who provide accurate, non-partisan voting information and assistance to citizens who wish to vote. During 2004, did you receive voting information or assistance from your UVAO?
    o Yes *Continue with Q24*
    o No *Skip to Q26*

Question: Technical term present	Use of acronyms. Spelling out the "UVAO" acronym would make the question easier to read.

24. During 2004, which of the following kinds of information or assistance did you receive from your UVAO? *Mark all that apply*
    o Determining my eligibility to vote
    o Understanding the absentee voting process
    o Obtaining the Federal Post Card Application (FPCA)
    o Completing the FPCA
    o Obtaining the Federal Write-In Absentee Ballot (FWAB)
    o Completing the FWAB
    o Finding information on candidates/issues
    o Electronic transmission of election materials (faxing)
    o Other

Question: Technical term present Response: Technical term present	Use of acronyms. The question and response options would be easier to read if the acronyms were avoided.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, did you receive the following information or assistance from your Unit Voting Assistance Officer?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other voting information or assistance."

25. Overall, in 2004, how satisfied were you with the information or assistance you received from your UVAO?
   o Very satisfied
   o Satisfied   *Skip to Q27*
   o Dissatisfied
   o Very dissatisfied

Question: Technical term present	Use of acronyms. Spelling out the "UVAO" acronym would make the question easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, in 2004, how satisfied or dissatisfied were you with the information or assistance you received from your Unit Voting Assistance Officer?"

26. Which of the following reasons explain why you did not receive voting information or assistance from your UVAO in 2004? *Mark all that apply*
   o I did not know I could get information or assistance from the UVAO
   o I did not have a UVAO
   o I did not know who my UVAO was
   o I did not know how to contact my UVAO
   o My UVAO was not available when I needed assistance
   o My UVAO was not helpful when I needed assistance
   o My UVAO did not have the materials or information I needed.
   o I did not need any voting information or assistance
   o Other

Question: Technical term present	Use of acronyms. Spelling out the "UVAO" acronym would make the question easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you not receive voting information or assistance from your Unit Voting Assistance Officer in 2004 for any of the following reasons?") and the instruction would then read: "Mark Yes or No for each item."

27. The Federal Voting Assistance Program (FVAP) web site, www.fvap.gov, provides voting-related information and resources. During 2004, did you use this web site?
   o Yes *Continue with Q28*
   o No *Skip to Q30*

Question: Ambiguous or vague term	It's not clear what constitutes "use" of the web site. For example, respondents may say they did not "use" the web site because they did not find the information on it to be useful (note that this respondent would thus skip the web site satisfaction question below). **Suggested revision:** Assuming that anyone who visited the web site should answer "yes" here, consider replacing "use" with "visit."

28. During 2004, how many times did you use the FVAP web site (to the best of your recollection)?
   o One
   o Two to four
   o Five to ten
   o Eleven or more
   o Do not recall

Question: Ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested revision:** Consider replacing "use" with "visit."
Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read..

29. Overall, how satisfied were you with the FVAP web site when you used it in 2004?
   o Very satisfied
   o Satisfied   *Skip to Q31*
   o Dissatisfied
   o Very dissatisfied

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, how satisfied or dissatisfied were you with the Federal Voting Assistance Program web site when you used it in 2004?"

30. Which of the following reasons explain why you did not use the FVAP web site in 2004?
   Mark all that apply
   o I did not know about it
   o I did not have Internet access
   o I knew about it, but did not know the web site address
   o I got all the information I needed from other sources
   o I did not think it would be useful
   o Other

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you not visit the Federal Voting Assistance Program web site in 2004 for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

31. The Department of Defense *Voting Assistance Guide 2004-05 (VAG)* provides state-by-state information about registering to vote and requesting an absentee ballot. During 2004, did you refer to the *VAG* for information about registering to vote or requesting an absentee ballot?
   - o Yes **Continue with Q32**
   - o No **Skip to Q35**

Question: Technical term present	Use of acronyms. Spelling out the "VAG" acronym would make the question easier to read.
Minor item syntax problem /mismatch between stem statement and items	Move (VAG) as follows: "...*Voting Assistance Guide (VAG) 2004-05* - that is how it appears in responses in other surveys.

32. Where did you obtain the *VAG* in 2004? **Mark all that apply**
   - o From the Voting Assistance Officer
   - o From the Internet
   - o From a CD ROM
   - o Other

Question: Technical term present	Use of acronyms. Spelling out the "VAG" acronym would make the question easier to read.
Response check: "Other"	**Suggestion**: Check to see what percentage of respondents checked "other." If more than 20% did, you might want to add a "specify" to that response to see if your response options are missing an important source.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you obtain the *Voting Assistance Guide* in 2004 from the following sources?") and the instruction would then read: "Mark Yes or No for each item." Note: With this revision, change "Other" to "Some other source."

33. During 2004, what kind of information were you looking for in the *VAG*? ***Mark all that apply***
   o How to register and vote absentee
   o Dates of elections and deadlines
   o How to fill out the Federal Post Card Application (FPCA) for your state
   o Mailing address for FPCA or ballot
   o How to transmit the FPCA or voted ballot by fax
   o How to use the Federal Write-In Absentee Ballot
   o Web site addresses
   o Where to go for help
   o Other

Question: Technical term present Response: Technical term present	Use of acronyms. The question and response options would be easier to read if the acronyms were avoided.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, were you looking for the following information in the *Voting Assistance Guide?)* and the instruction would then read: "Mark Yes or No for each item." Note: With this revision, change "Other" to "Other type of voting-related information."

34. Overall, how would you rate the *VAG* as a reference on absentee voting procedures when you used it in 2004?
   o Excellent
   o Good   ***Skip to Q36***
   o Fair
   o Poor

Question: Technical term present	Use of acronyms. Spelling out the "VAG" acronym would make the question easier to read.

35. What is the main reason you did not use the VAG in 2004? ***Mark only one***
   o I did not know about it
   o I knew about it, but could not get a copy
   o I got all the information I needed from other sources
   o Other

Question: Technical term present	Use of acronyms. Spelling out the "VAG" acronym would make the question easier to read.

36. The Department of Defense Voting Information Center (VIC) is an automated telephone system that provides citizens with information about candidates. It is toll-free from over 64 countries. During 2004, did you use the VIC?
   o Yes *Continue with Q37*
   o No *Skip to Q39*

Question: Technical term present	Use of acronyms. Spelling out the "VIC" acronym would make the question easier to read.
Need for Memory cue to help respondent distinguish VIC telephone services from FVAP telephone services (asked about later).	Some respondents may have difficulty remembering if they called the Voting Information Center and/or the Federal Voting Assistance Program toll-free telephone service, which is asked about in Q41-43. **Suggestion:** To help cue the respondent to distinguish between the two telephone services, underline the word "automated" in the first statement in Q36. Also, consider changing the question to: "During 2004, did you use the Voting Information Center's automated telephone service?

37. During 2004, about how many times did you use the VIC (to the best of your recollection)?
   o One
   o Two to four
   o Five to ten
   o Eleven or more
   o Do not recall

Question: Technical term present	Use of acronyms. Spelling out the "VIC" acronym would make the question easier to read.

38. Overall, how satisfied were you with the VIC in 2004?
- o Very satisfied
- o Satisfied   ***Skip to Q40***
- o Dissatisfied
- o Very dissatisfied

Question: Technical term present	Use of acronyms. Spelling out the "VIC" acronym would make the question easier to read.
Question/Response: Analysis and response issues	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, how satisfied or dissatisfied were you with the Voting Information Center in 2004?"

39. During 2004, which of the following reasons explain why you did not use the VIC? ***Mark all that apply***
- o I did not know about it
- o I knew about it, but I did not know what it was for
- o I knew about it, but did not know the telephone number
- o I got all the information I needed from other sources
- o I did not need it
- o It was a long distance call
- o I could not get through
- o A toll-free number is not available in my country of residence
- o Other

Question: Technical term present	Use of acronyms. Spelling out the "VIC" acronym would make the question easier to read.
Response: Vague term	"I could not get through" is somewhat vague. **Suggested revision:** Consider saying "I could not get through when I called."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During 2004, did you not use the Voting Information Center for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

40. The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service that allows a caller to ask FVAP staff for voting information or assistance. Did you use this service to talk with a FVAP staff member in 2004?
    o Yes *Continue with Q41*
    o No *Skip to Q42*

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Problematic level of detail	Some respondents may have difficulty recalling whether they called the FVAP or the VIC (asked about in previous questions) - see comments for changing Question 36 to address this potential problem.

41. Overall, how satisfied were you with the assistance you received in 2004 when you called the FVAP toll-free telephone service?
    o Very satisfied
    o Satisfied   *Skip to Q43*
    o Dissatisfied
    o Very dissatisfied

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, how satisfied or dissatisfied were you with the assistance you received in 2004 when you called the Federal Voting Assistance Program's toll-free telephone service?"

42. Which of the following explains why you did not use the FVAP toll-free telephone service in 2004? *Mark all that apply*
   o   I did not know about it
   o   I knew about it, but I did not know what it was for
   o   I knew about it, but did not know the telephone number
   o   I got all the information I needed from other sources
   o   I did not need it
   o   It was a long distance call
   o   I could not get through
   o   A toll-free number is not available in my country of residence
   o   Other

Question: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Response: Vague term	"I could not get through" is somewhat vague. **Suggested revision**: Consider saying "I could not get through when I called"
Response: Punctuation	**Suggestion**: Usually there's a hyphen when "long distance" is an adjective to prevent possible misreading: "… a long-distance call"
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("Did you not use the Federal Voting Assistance Program's toll-free telephone service in 2004 for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Also, change "Other" to "Some other reason."

OTHER SOURCES OF VOTING INFORMATION

43. Overall, if you received voting information from any of the following sources in 2004, how satisfied were you with the voting information you received?
    Mark ONE answer for each source

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did not Use or Not Available to Me
U.S. Embassy or consulate	O	O	O	O	O
Other Federal agency/agencies	O	O	O	O	O
Political organizations	O	O	O	O	O
Other private organization or company	O	O	O	O	O
State or local election official	O	O	O	O	O

Question: Syntax change	"voting information" instead of previous "voting information or assistance" **Suggested revision:** To be more consistent with previous questions, consider "voting information or assistance."
Hidden question / Missing instruction	This question does not directly ask if the respondent used any of the sources but tries to finesse that through the last response option. Respondents, however, may not notice the last response option. **Suggested question revision:** Add a brief statement after the question. "Also indicate those services you did not use."
Web survey alternative to hidden question problem	**Alternate question revision:** On a web survey, first ask all respondents if they did or did not use the sources. Once the answer to that question is known, the web version can present the satisfaction question for all sources that were used.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, if you received voting information from any of the following sources in 2004, how satisfied or dissatisfied were you

| | | | | | with the voting information you received? Also indicate those services you did not use." See previous comments about *Satisfied* vs. *Somewhat satisfied*. |

44. If you used any of the following sources of voting information in 2004, how useful was each one for voting information?
    Mark ONE answer for each source

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did not Use or Not Available to Me
Voting Information News newsletters	O	O	O	O	O
Voting News Releases	O	O	O	O	O
"It's your Future. VOTE for it!" or "Road Sign" motivational posters	O	O	O	O	O
Election Dates chart	O	O	O	O	O
How To Do It! Absentee Voting Frequently Asked Questions	O	O	O	O	O
FVAP web site/CD Rom training	O	O	O	O	O
"Get Out the Vote" public service ad campaign	O	O	O	O	O
Voting workshop	O	O	O	O	O

Response: Technical term present	Use of acronyms. Spelling out the "FVAP" acronym would make the question easier to read.
Hidden question /Missing instruction	This question does not directly ask if the respondent used any of the sources but tries to finesse that through the last response option. Respondents, however, may not notice the last response option. **Suggested question revision:** Add a brief statement after the question. "Also indicate if you did not use the source."
Web survey alternative to hidden question problem	**Alternate question revision:** On a web survey, first ask all respondents if they did or did not use the sources. Once the answer to that question is known, the web version can present the usefulness question for all sources that were used.
Question/Response: Analysis and response issues	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither

	useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "If you used any of the following sources of voting information in 2004, how useful or useless was each one for voting information? Also indicate if you did not use the source."

45. If you used any of the following sources to obtain any kind of voting information in 2004, how useful was each one for voting information?
Mark ONE answer for each source

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did not Use or Not Available to Me
Base or unit newspaper	○	○	○	○	○
Military magazines	○	○	○	○	○
Armed Forces Radio/TV	○	○	○	○	○
Army, Navy, Air Force, or Federal Times	○	○	○	○	○
Stars and Stripes	○	○	○	○	○
U.S. civilian newspapers, magazines, radio, TV	○	○	○	○	○
Family/Friends	○	○	○	○	○
The Internet	○	○	○	○	○

Hidden question / Missing instruction	This question does not directly ask if the respondent used any of the sources but tries to finesse that through the last response option. Respondents, however, may not notice the last response option. **Suggested question revision:** Add a brief statement after the question. "Also indicate those services you did not use."
Web survey alternative to hidden question problem	**Alternate question revision:** On a web survey, first ask all respondents if they did or did not use the sources. Once the answer to that question is known, the web version can present the usefulness question for all sources that were used.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "If you used any of the following sources to obtain any kind of voting information in 2004, how useful or useless was each one for voting information? Also indicate if you did not use the source."

ELECTRONIC TRANSMISSION OF VOTING MATERIALS

46. Some states allow you to fax voting materials such as your absentee ballot request or the completed ballot itself. During 2004, did you fax any of the following voting materials?
Mark ONE answer for each

	Yes	No
Federal Post Card Application	O	O
Non-FPCA request for absentee ballot	O	O
Ballot	O	O
Federal Write-In Absentee Ballot	O	O
Other voting materials	O	O

Response: Technical term present	Use of acronyms. Spelling out the "FPCA" acronym would make the question easier to read.

2002 ELECTION

47. Did you vote in the November 2002 election (non-Presidential election for Federal offices) to the best of your recollection?
    o   Yes *Continue to Q48*
    o   No *Skip to Q48*
    o   Do not recall

Question: Technical term present (and awkward syntax)	"non-Presidential election for Federal offices" - We understand this term is being used to help people distinguish this "off-year" election from the 2004 Presidential election, but it reads somewhat awkwardly. **Suggested revision:** "Elections for the U.S. Senate and U.S. House of Representatives were held in 2002. Did you vote in that election?"

48. How did you vote in the November 2002 election?
    o   I voted in person
    o   I voted by absentee ballot
    o   Do not recall

No apparent problem	

COMMENTS

49. In the space below, please provide any comments you have about this questionnaire, the Federal Voting Assistance Program, or the absentee voting process in 2004.

_____

_____

_____

_____

_____

No apparent problem	

Thank you for participating in this survey.
Please return your completed survey in the enclosed envelope.

E. POST-ELECTION VOTING SURVEY OF FEDERAL CIVILIANS OVERSEAS AND POST-ELECTION VOTING SURVEY OF CITIZENS OVERSEAS

Note: Most of the questions in the Federal Civilians Overseas and the Citizens Overseas surveys were identical to those in the 2004 Post-Election Voting Survey of the Uniformed Services. The following questions differed, however, and thus were appraised separately. Many of the identified problems and recommended solutions noted for these questions are the same as those appear in the Uniformed Services survey because the differences in wording were minor. The questions below were identical in both the Federal Civilians Overseas and the Citizens Overseas surveys except for the very last question (#47), which is treated separately for the two surveys.

1. Were you a U.S. citizen on November 2, 2004?
   o Yes
   o No

No apparent problem	

2. On November 2, 2004, how long had you lived outside of the U.S.?
   o Less than one year
   o 1 year to less than 3 years
   o 3 years to less than 6 years
   o 6 years to less than 10 years
   o 10 years or more

No apparent problem	

3. In what overseas country are you currently residing? ***Please enter country in box below***

No apparent problem	

4. On November 2, 2004, how long have you resided in this country?
   o Less than 6 months
   o 6 months to less than 1 year
   o 1 year to less than 2 years
   o 2 years to less than 3 years
   o 3 years or more

No apparent problem	

5. same

6. Not counting yourself, how many family members, who were at least 18 years old, lived with you at your current residence as of November 2, 2004?
   NOTE: Include your spouse, and anyone related to you by blood, marriage, or adoption, who depends on you for more than half their support.
   - o None
   - o One
   - o Two
   - o Three
   - o Four
   - o Five or more

Unclear goal - mismatch between question and note Possible mismatch between question and response options NOTE: Complex syntax	The note, rather than serving to clarify the item intention, may only confuse some respondents in that it implies that young children should be counted. This is compounded by the fact that the response options go up to "Four" and "Five or more." Also, respondents who support domestic partners may wonder how they should answer this question. **Suggested revision:** Revise the note to say: "By family members, we mean your spouse and anyone of voting age (18 years and older) who is related to you by blood, marriage, or adoption <u>and</u> depends on you for more than half of their support." This revision does not address the domestic partner issue. **Suggested check:** Check to see if anyone in the 2004 survey selected the last two response options ("four" and "five or more")? It may be sufficient to say "Three or more" or "Four or more."

7. same

8. As of the November 2, 2004 election, what state or territory was your legal voting residence? *Please enter state in the box below*
   NOTE: Your legal voting residence is the state where you last resided immediately prior to your departure from the U.S. This right extends to overseas citizens even though they may no longer own property or have other ties to their last state of residence and their intent to return to that state may be uncertain.

No apparent problem	

25. Overall, in 2004, how satisfied were you with the information or assistance you received from the embassy or consulate VAO?
- o Very Satisfied
- o Satisfied   *Skip to Q27*
- o Dissatisfied
- o Very dissatisfied

Question: Technical term present	It would be easier for this civilian population to read the question without use of an acronym. **Suggested revision:** Consider spelling out the acronym for Voting Assistance Officer.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, in 2004, how satisfied or dissatisfied were you with the information or assistance you received from the embassy or consulate Voting Assistance Officer?"

26. Which of the following reasons explain why you did not receive voting information or assistance from the embassy or consulate VAO in 2004? *Mark all that apply*
- o I did not know I could get information or assistance from the VAO
- o I did not have a VAO
- o I did not know who my VAO was
- o I did not know how to contact my VAO
- o My VAO was not available when I needed assistance
- o My VAO did not have the materials or information I needed
- o I did not need any voting information or assistance
- o Other

Question: Technical term present	It would be easier for this civilian population to read the question without use of an acronym. **Suggested revision:** In the question, consider spelling out Voting Assistance Officer, followed by the acronym in parentheses.

45. If you used any of the following sources to obtain any kind of voting information in 2004, how useful was each one for voting information?
Mark ONE answer for each source

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did not use or Not Available to Me
Local television, radio and print media	O	O	O	O	O
CNN International	O	O	O	O	O
Armed Forces Radio/TV	O	O	O	O	O
International Herald Tribune	O	O	O	O	O
USA Today International	O	O	O	O	O
Other U.S. civilian newspapers, magazines, radio, TV	O	O	O	O	O
Family/Friends	O	O	O	O	O
The Internet	O	O	O	O	O

Hidden question /Missing instruction	This question does not directly ask if the respondent used any of the sources but tries to finesse that through the last response option. Respondents, however, may not notice the last response option. **Suggested question revision:** Add a brief statement after the question. "Also indicate those services you did not use."
Web survey alternative	For a web survey, it would be easy to first ask "Did you use any of the following sources to obtain any kind of voting information in 2004?" (Mark all that apply). Those responding yes to at least one of the listed sources would be automatically taken to the question "How useful was [each of] the following source[s] for obtaining voting information?" The sources the respondent said yes to would appear in a table similar to that above. Those responding no to the "use" question for all listed sources would be skipped automatically over the "useful" question – they would never see it.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless.

	However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "If you used any of the following sources to obtain any kind of voting information in 2004, how useful or useless was each one for voting information? Also indicate if you did not use the source."

Federal Civilians Overseas Survey:

47. To the best of your recollection, did you vote in the November 2002 non-Presidential election for Federal offices?
  - o Yes *Continue with Q48*
  - o No *Skip to Q49*
  - o Do not recall

Question: Technical term present (and awkward syntax)	"non-Presidential election for Federal offices" - We understand this term is being used to help people distinguish this "off-year" election from the 2004 Presidential election, but it reads somewhat awkwardly. **Suggested revision:** "Elections for the U.S. Senate and U.S. House of Representatives were held in 2002. Did you vote in that election?"

Overseas Citizens Survey

47. Did you vote in the November 2002 election (non-Presidential election for Federal offices) to the best of your recollection?
  - o Yes *Continue with Q48*
  - o No *Skip to Q49*
  - o Do not recall

Question: Awkward syntax	"to the best of your recollection" works better at the beginning of the sentence. **Suggested revision:** Make this sentence identical to that appearing in the Federal Civilians Overseas survey (see previous item above).
Question: Technical term present (and awkward syntax)	"non-Presidential election for Federal offices" - We understand this term is being used to help people distinguish this "off-year" election from the 2004 Presidential election, but it reads somewhat awkwardly. **Suggested revision:** "Elections for the U.S. Senate and U.S. House of Representatives were held in 2002. Did you vote in that election?"

**F.   POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE VOTING
       ASSISTANCE OFFICERS**

You have been selected to participate in this survey. Your answers to these questions, along with your comments or opinions, can help change the absentee voting process to make it easier to vote.

This survey is conducted by the Federal Voting Assistance Program (FVAP) whose mission is to inform and educate U.S. citizens of their right to vote and to foster participation in the democratic process. The FVAP has retained the services of Sirota Consulting LLC, a New York-based survey research firm, to assist in developing, conducting, and analyzing the survey.

Please take a few minutes to complete and return this survey. Your input is appreciated.

Please enter your password: _____   Submit

INSTRUCTIONS:

If you are having trouble viewing the entire survey on your screen, you may need to scroll up or down or to the left or …. missing. (missing copy in printed version) You also may need to adjust your monitor settings, in which case you should see your IT support for assistance.

Some of the questions in the survey will allow only one answer. Once you click on a response option (e.g., "Very Satisfied …..(missing copy) "Very Satisfied" to another response option (e.g., "Satisfied"); however, you must click one of the other response options to answer.

PRIVACY NOTICE:

AUTHORITY: The authority to solicit the information requested in this survey is contained in the Uniformed and Overseas Citizens Absentee Voting Act of 1986 (42 U.S.C. 1973 ff).

PURPOSE: The information obtained is used to evaluate and improve the Federal Voting Assistance Program.

USES: This information will be used for research and analysis purposes only. No identifying information will be retained after completion and return of the survey. Sirota Consulting LLC is conducting this survey for the Federal Voting Assistance Program.

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to you. However, maximum participation is encouraged so that the data will be complete and representative.

ABOUT YOU

Note: Shaded copy indicates types of differences between the UVAO item and the DoS VAO item.

Adapted for DoS setting

1. On November 2, 2004, in which country were you stationed?

No apparent problem	

Minor difference

2. November 2, 2004, how long had you been stationed at the location in Question 1?
   o   Less than 6 months
   o   6 months to less than 1 year
   o   1 year to less than 2 years
   o   2 years to less than 3 years
   o   3 years or more

No apparent problem	

Different initial age category

3. What was your age on November 2, 2004?
   o   Under 24 years old
   o   25 to 29 years old
   o   30 to 34 years old
   o   35 to 44 years old
   o   45 years old & above

Response: Syntax	For consistency with other surveys, change & to "and."

4. As of November 2, 2004, how long had you been a VAO in your <u>current</u> assignment?
- o Less than 3 months
- o 3 to 6 months
- o 6 to 12 months
- o 1 year or more

Question: technical term present	Use of acronym - VAO. This acronym has not yet been introduced in the survey. Usually, acronyms are not recommended in surveys but this acronym is the job title of the respondent, who is probably quite familiar with its meaning. Nevertheless, we recommend introducing it. **Suggested revision:** As of November 2, 2004, how long had you been a Voting Assistance Officer (VAO) in your current assignment?
Implicit assumption	Use of the term "current" implies that the respondent is still in the assignment he/she was in as of November 2, 2004. Given the length of the field period for the survey, that assumption may not be true. See web survey alternative below. **Suggested revision:** As of November 2, 2004, how long had you been a VAO in the location identified in Question 1? (cont.)
Alternative question series in this web survey	First ask if the respondent is currently in the same assignment he/she was in on November 2, 2004. If yes, ask the original question. If no, ask the alternative question suggested above, then skip the next question.
Response: Overlapping categories	The response options could be confusing for someone who wants to answer 3 months, etc., because that time appears in two response options. **Suggested revision:** Less than 3 months 3 months to less than 6 months 6 months to less than 12 months 1 year or more

5. Have you ever served as a VAO before your current VAO assignment?
   o   Yes, once before
   o   Yes, more than once before
   o   No *Skip to Q7*

No apparent problem.	

6. As of November 2, 2004, what is the total amount of time, including previous service, you have served as a VAO? Give your best estimate if you cannot remember exactly.
   o   Less than 6 months
   o   6 months to less than 1 year
   o   1 year to less than 2 years
   o   2 years to less than 3 years
   o   3 years or more

No apparent problem.	

YOUR RESPONSIBILITIES AS VOTING ASSISTANCE OFFICER (VAO)

Different wording

7. As of November 2, 2004, how many U.S. citizens (official and non-official) resided in your consulate?

Question: Technical term present	Official / non-official. Will these terms be readily understood by all VAO respondents?

8. In your current VAO assignment, if you received any of the following types of training, how useful was it in preparing you for performing your VAO duties?

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did Not Receive This Training
FVAP onsite VAO training workshop	O	O	O	O	O
FVAP online/CD ROM VAO training	O	O	O	O	O
Other workshop/seminar(s)	O	O	O	O	O
Classroom instruction	O	O	O	O	O
Informal briefing(s)	O	O	O	O	O
Materials left by previous VAO	O	O	O	O	O
Instructions from Department of State	O	O	O	O	O

Implicit assumption	This question also assumes the respondent is still in the same VAO assignment he/she was in as of November 2, 2004. **Suggested revision:** During the VAO assignment period that included November 2, 2004, if you received any of the following types of training to help prepare you for your VAO duties, mark how useful the training was.
Hidden instruction	This question does not directly ask if the respondent received any of the various types of training but offers a response option that the training was not received. Respondents, however, may not notice the last response option (cont. on next page) **Suggested addition to item:** If not there, add "no training" response option. At the end of the question, add the following sentence: "Also indicate if you did not receive these types of training."
Web survey alternative	Could first ask if they had received any of the various types of training and then skip to usefulness questions for "yes" respondents and to next question for "no" respondents. (continues)

Response: Technical term present	FVAP - this acronym has not been introduced yet in the survey. **Suggested revision:** Insert the full name of the acronym followed by (FWAP) the first time it appears in the response table.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, Very useless." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "In your current VAO assignment, if you received any of the following types of training, how useful or useless was it in preparing you for performing your VAO duties? Also indicate if you did not receive these types of training."

Wording and response categories adapted for DoS setting

9. During 2004, about how many people did you and your staff provide with voting assistance?
   o None
   o 1 to 100
   o 101 to 500
   o 501 to 1000
   o 1001 to 2000
   o 2001 or more

Recall difficulty	May be hard to recall for early months of the year - no suggestions.

10. During 2004, about how many people did you and your staff provide with Federal Write-In Absentee Ballots (FWABs)?
- o None
- o 1 to 50
- o 51 to 100
- o 101 to 200
- o 201 to 500
- o 501 or more

Unclear goal Possible shortage of memory cues	Are respondents supposed to report FWABs for both primary elections and the general election in 2004? If so, you may want to promote accurate reporting by making that explicit. **Suggested revision:** "During 2004, about how many people did you and your staff provide with Federal Write-In Absentee Ballots (FWABs), including FWABS for primary elections and for the November 2 election?"

11. Since January 1, 2004, about how many hours per week on average have you and your staff spent on VAO voting activities?
- o 10 hours or less
- o 11 to 20 hours
- o 21 to 30 hours
- o 31 to 40 hours
- o 41 or more hours

Recall difficulty	No suggestions

12. During your current assignment as a VAO, which of the following activities have you done? *Mark all that apply*
- o Conducted workshops/briefings on voting for overseas citizens/post staff members
- o Distributed Federal Post Card Applications (FPCAs)
- o Regularly reported on voting activities to your Department's Chief Voting Officer
- o Answered overseas citizens' voting questions
- o Displayed voting information materials
- o Involved overseas citizen organizations in voting program
- o Regularly reported on voting activities to senior embassy officials

Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit a complete response. The question would need to be revised to match the yes/no response format ("During your current assignment as a VAO, did you do the following activities?") and the instruction would then read: "Mark Yes or No for each item."

13. During 2004, what kinds of absentee voting assistance were you and your staff most often asked to provide? *Mark up to three answers*
- o Provide Federal Post Card Application (FPCA)
- o Help fill out FPCA
- o Provide Federal Write-In Absentee Ballot (FWAB)
- o Help fill out FWAB
- o Act as a notary/witness to FPCA and/or ballot
- o Electronically transmit or receive (fax) election materials
- o Help determine voting jurisdiction
- o Provide address of local election official
- o Explain specifics of state voting procedures
- o Determine need to register or how to register
- o Provide information on changing legal residence
- o Explain deadlines for necessary forms and/or submitting ballot
- o Give dates of elections
- o Answer questions about impact of voting on federal tax liability
- o Motivate individuals to vote
- o Provide information on candidates/issues

Unclear goal; Possible question-response option mismatch	The question wording suggests that the VAO was asked to do something by people in his unit. However, the response option "motivate individuals to vote" seems to fit with the VAO being asked by a supervisor or by FVAP to do something. If the question

	refers only to requests for assistance from overseas citizens, we suggest changing that response option. **Suggested response option revision:** Replace "Motivate individuals to vote" with "Explain the importance of voting" If all other requesters are intended, we suggest a question change along the following lines: **Suggested item revision:** During 2004, what kinds of absentee voting assistance were you personally most asked to provide by people in your unit and by your xxxxxx? You could then keep the response "Motivate individuals to vote."
Instructions: May be overlooked	Inevitably, some respondents will choose more than 3. Consider the following alternatives: (a) making this a yes/no question, followed by another question asking only for the most frequently requested type of assistance, or (b) asking only for the most frequently requested type of assistance, or (c) breaking into 3 separate items for most, second most, and third most frequently requested types of assistance . **Suggested revision if changed to a yes/no response format:** "During 2004, were you and your staff asked to provide the following kinds of assistance? **Mark Yes or No for each item.**

14. During your current VAO assignment, how satisfied were you with each of the following as you performed your VAO duties?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Amount of time available for performing VAO duties	O	O	O	O
Embassy support for the voting program	O	O	O	O
Department support for the voting program	O	O	O	O
Quantity of voting materials available	O	O	O	O
Timeliness of distribution of voting materials within the Department of State	O	O	O	O
Method of requisitioning voting materials	O	O	O	O

Implicit assumption	This question also assumes the respondent is still in the same VAO assignment he/she was in as of November 2, 2004. **Suggested revision:** During the VAO assignment period that included November 2, 2004, if you received any of the following types of training to help prepare you for your VAO duties, mark how useful the training was.
Web survey alternative	Could first ask if they received the types of training, then skip "yes" respondents to satisfaction question and "no" respondents to next item.
Question/Response: Analysis and response issues	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During your current VAO assignment, how satisfied or dissatisfied were you with each of the following as you performed your VAO duties?"

15. During 2004, what were the most frequent complaints from overseas citizens concerning registering to vote or obtaining an absentee ballot? *Mark up to three answers*
- o Complicated voting procedures
- o Federal Post Card Application (FPCA) difficult to fill out
- o Delayed or no response to the FPCA
- o FPCA returned because not accepted by election officials
- o Absentee ballot confusing
- o Federal Write-In Absentee Ballot (FWAB) difficult to use
- o Voting Assistance Guide difficult to use
- o Residency qualifications/laws confusing
- o Not enough information on candidates/issues
- o Difficulty in maintaining current mailing address with local election officials
- o Difficult to have FPCA or ballot notarized
- o I did not receive any complaints
- o None of these

Question-response option mismatch	The question stem asks about complaints concerning "registering to vote or obtaining an absentee ballot" but answer choices do not all fit within these categories (e.g., not enough information on candidates/issues). **Suggested question revision:** During 2004, what were the most frequent complaints from people in your unit concerning registering to vote, obtaining an absentee ballot, or preparing to vote?
Response: Possible overlapping categories	"None of these" and "I did not receive any complaints" are not mutually exclusive. **Suggested response option revision:** Replace "None of these" with "Other complaint" and move to next-to-last response option.
Instructions: May be overlooked	Inevitably, some respondents will choose more than 3. Consider the following alternatives: (a) making this a yes/no question, perhaps followed by another question asking only for the most common complaint, or (b) asking only for the most common complaint, or (c) breaking into 3 separate items for most, second most, and third most common complaints. **Suggested revision if changed to a yes/no**

	response format: "During 2004, did overseas citizens make the following complaints concerning registering to vote or obtaining an absentee ballot? **Mark Yes or No for each item.** Also, replace "None of these" with "Other complaint was made" and move to next-to-last response option.

16. Based on your current experience as a VAO, during the 2004 elections, which **three** states or territories presented the most procedural problems to absentee voters at your post? *Enter states in box below*

Complex syntax	The question asks about current experience and the 2004 election period, which might confuse respondents. Also, "the most procedural problems" could be misinterpreted as the problems that were the most procedural [in nature]. **Suggested answer revision:** "Based on your experience as a VAO during the 2004 elections, the absentee voting procedures of which **three** states or territories presented the most problems to people at your post?"

ELECTRONIC TRANSMSSION OF ELECTION MATERIALS

17. Some states allow you to fax election materials such as your absentee ballot request or the completed ballot itself. During 2004, did you assist any voter with sending or receiving by fax any of the following voting materials?

	YES, helped send materials	YES, helped receive materials	NO
Federal Post Card Application (FPCA)			
Blank absentee ballot			
Voted ballot			
Other voting materials			

Possible inaccurate instruction/unclear response category	If it is possible that a VAO could have helped voters send <u>and</u> receive the listed voting materials, changes should be made. **Suggested instruction/response category revisions**: "Mark at least one answer for each of the voting materials listed." Also, change "NO" to "Did not help send or receive materials." Could also add "Voting Materials" as a head for the left column.

VOTING ASSISTANCE GUIDE

18. The Department of Defense <u>Voting Assistance Guide 2004-05</u> is a comprehensive guide providing state-by-state information to enable citizens to register and vote absentee.

    c. Did you receive the <u>Voting Assistance Guide 2004-05</u>?
- Yes   ***Continue with Q18b***
- No   ***Skip to Q21***

    d. During what month and year did you receive the <u>Voting Assistance Guide 2004-05</u>?
- January 2004
- February 2004
- March 2004
- April 2004
- May 2004
- June 2004
- July 2004
- August 2004
- September 2004
- Do not recall

Possible problem	Not sure if in the actual web survey underlining was used instead of italic font for publication name. Italic font is better.

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Spelled out VAG

19. During 2004, how useful was the Voting Assistance Guide 2004-05 in performing VAO duties?

- o Very useful
- o Useful
- o Somewhat useful
- o Not useful at all

Question: Syntax problem	This item should indicate that VAO was performing his/her duties with the help of the VAG. **Suggested question revision:** "During 2004, how useful was the Voting Assistance Guide 2004-05 in helping you and your staff perform VAO duties?"
Possible problem	Check web survey - use italic font, not underlining for publication name.
Question/Response: Analysis and response issues	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither Useful nor Useless, Somewhat useless, and Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should reflect both positive and negative response options: "During 2004, how useful or useless was the Voting Assistance Guide 2004-05 in helping you and your staff perform VAO duties?"

Spelled out VAG
20. What did you like about the <u>Voting Assistance Guide 2004-05</u>? ***Mark all that apply***
   o State-by-state information on registering and voting absentee
   o Dates of elections and deadlines
   o Information on how to fill out the Federal Post Card Application (FPCA)
   o Mailing addresses for FPCA or ballot
   o Information on electronically transmitting (faxing) the FPCA or voted ballot
   o The overall layout and design
   o Other
   o None of the above

Response: Check "other"	If many respondents selected "Other" in the 2004 survey, check to see if another response should be listed.
Mismatch between item and response options	Also, "other" is vague and does not match well with the item. **Suggested response option revisions:** Replace "Other" with "Something else" and change "None of the above" with "Did not like anything about it"
Question: Syntax	Use of acronym. Spelling out VAG would make the question easier to read.
Possible problem	Check web survey - use italic font, not underlining, for publication name.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response option ("Did you like the following features of the *Voting Assistance Guide 2004-05*?") and the instruction would then read: "Mark Yes or No for each item." Note: With this revision, change the response option "Other" to "Some other feature" and delete "None of the above."

VOTING INFORMATION NEWS NEWSLETTER

Spelled out VIN

21. The <u>Voting Information News</u> newsletter is a monthly publication containing timely information for VAOs. Do you currently receive the <u>Voting Information News</u> newsletter and if so, in what format do you receive it?

- o Yes, electronically   *Continue with Q22*
- o Yes, hard copy   *Continue with Q22*
- o Yes, both electronically and hard copy   *Continue with Q22*
- o No   *Skip to Q25*

Carry-over time frame	Are we still referring to 2004 for this set of questions or is only current information desired?
Response: overlapping categories	The response options are not mutually exclusive - responses 1, 2, and 3 may apply to the same respondent. **Suggested revision:** Add "only" at the end of the first two response options: "Yes, electronically only," Yes, hard copy only." Consider moving the third response "Yes, both electronically and hard copy" to be the first option - to prevent possible errors in marking a response.
Possible problem	Check web survey - use italic font, not underlining, for publication name.

22. During your current VAO assignment, in which of the following ways do you use the newsletter? *Mark all that apply*
- o Forward it by e-mail
- o Photocopy the whole newsletter and distribute it
- o Extract selected information and distribute it
- o Keep it for reference
- o Other

Carry-over timeframe	Are we still referring to 2004 for this set of questions or is only current information intended?
Carry-over topic	Continue to specify which newsletter. If some respondents are not familiar with the newsletter, it will be easier to read if the full title rather than its acronym (*VIN*) is used. **Suggestion:** Insert the words "*Voting information News*" after "newsletter."
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response option ("During your current VAO assignment, do you use the newsletter *Voting Information News* in the following ways?") and the instruction would then read: "Mark Yes or No for each item." Note: With this revision, change the response option "Other" to "In some other way."

23. Overall, how useful is the <u>Voting Information News</u> newsletter in carrying out your current VAO duties?
- o Very useful
- o Useful
- o Somewhat useful
- o Not useful at all

Question: Complex syntax	The item wording should acknowledge that the VAO was performing the duties with the help of the *VIN*. **Suggested revision:** "Overall, how useful is the *VIN* newsletter in helping you carry out your UVAO duties?"
Possible problem	Check web survey - use italic font, not underlining, for publication name.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Overall, how useful or useless is the VIN newsletter in helping you carry out your current VAO duties?"

24. When you used the <u>Voting Information News</u> newsletter in your current VAO assignment, what did you like about it? ***Mark all that apply***

- o The overall layout and design
- o The information it contains
- o Easy to use
- o Frequency of the newsletter
- o Timeliness of the information in the newsletter
- o "To Do" checklist
- o Other
- o None of the above

Response: Check "other"	If many respondents selected "Other" in the 2004 survey, check to see if another response should be listed.
Mismatch between item and response options	Also, "other" is vague and does not match well with the item. **Suggested response option revisions:** Replace "Other" with "Something else" and change "None of the above" with "Did not like anything about it"
Syntax problem	All of the specific options are noun phrases except for "Easy to use." Consider changing that response to "Ease of use."
Possible problem	Check web survey - use italic font, not underlining, for publication name.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("When you used the newsletter *Voting Information News* in your current VAO assignment, did you like the following newsletter features?") and the instruction would then read: "Mark Yes or No for each item." Then change the response option "Other" to "Some other feature" and delete the response option "None of the above."

FEDERAL VOTING ASSISTANCE PROGRAM WEB SITE

25. The Federal Voting Assistance Program (FVAP) web site, www.fvap.gov, provides voting-related information and resources.

      a. During 2004, did you personally use the FVAP web site at any time, for any reason?

          Yes   *Continue with Q25B*

          No   *Skip to Q28*

Question: Ambiguous or vague term	It's not clear what constitutes "use" of the web site. For example, respondents may say they did not "use" the web site because they did not find the information on it to be useful (note that this respondent would thus skip the web site satisfaction questions that follow). **Suggested question revision:** Assuming that anyone who visited the web site should answer "yes" here, consider replacing "use" with "visit."

      b. During 2004, how often did you use the FVAP web site?

          Everyday

          At least once a week but not every day

          At least once a month but not every week

          At least once in 2004 but not every month

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision:** Consider replacing "use" with "visit."
Technical term present	FVAP - consider spelling out for ease in reading the item.

26. During 2004, for which of the following reasons did you use the FVAP web site? *Mark all that apply*
- o   To access the online Voting Assistance Guide
- o   To access Voting Information News newsletters
- o   To access other FVAP publications
- o   To access the Voting Calendar
- o   To access the online Federal Post Card Application (FPCA)
- o   To link to other election-related websites
- o   To obtain Voting Assistance Officer training
- o   To find a U.S. Representative/Senator
- o   To obtain toll-free telephone numbers
- o   To e-mail FVAP
- o   To obtain information for your own publications

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision:** Consider replacing "use" with "visit."
Response: missing category	This response list does not include the generic "other" response. **Suggested response option addition:** Add "To obtain other information"
Question: Technical term present	FVAP - consider spelling out for ease in reading the item.
Possible problem	Check web survey - use italic font instead of underlining for publication names.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("During 2004, did you visit the FVAP web site for the following reasons?") and the instruction would then read: "Mark Yes or No for each item."

27. During 2004, how satisfied were you with the FVAP web site?
- o Very satisfied   *Skip to Q29*
- o Satisfied   *Skip to Q29*
- o Dissatisfied   *Skip to Q29*
- o Very dissatisfied   *Skip to Q29*

Question: Technical term present	FVAP - consider spelling out for ease in reading the item. (It's spelled out in the UVAO survey.)
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During 2004, how satisfied or dissatisfied were you with the Federal Voting Assistance Program web site?"

28. Which of the following explains why you did not use the FVAP web site during 2004? *Mark all that apply*

- o I did not know about it
- o I did not know what it was for
- o I knew about it, but did not know the web site address
- o I got all the information I needed from other sources
- o I did not think that it would be useful
- o Other

Question: ambiguous or vague term	It's not clear what constitutes "use" of the web site. **Suggested question revision:** Consider replacing "use" with "visit."
Question: awkward syntax	The question does not prepare the respondent to use the response format. **Suggested question revision:** "Which of the following reasons explain why you did not use the Federal Voting Assistance Program web site during 2004?"
Question: Technical term present	FVAP. Spelling out the acronym would make the item easier to read. (It's spelled out in the UVAO survey.)
Response: Syntax	**Suggestion:** Delete "that" from the second-to-last response option - unnecessary
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("Did you not use the FVAP web site during 2004 for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Change "Other" to "Some other reason."

VOTING INFORMATION CENTER

29. The Voting Information Center (VIC) is an automated telephone system that provides election information and direct access to incumbent members of Congress, State Governors, State Chief Election Officials and Service or Department of State (DoS) Voting Action Officers by call forwarding. Prior to an election, taped messages from candidates for Federal offices and State Governors are also available. During 2004, did you use or refer anyone to the VIC?

        o Yes   *Continue with Q30*
        o No   *Skip to Q32*

Question: Complex topic	This item is lengthy and could be misinterpreted (the VIC actually provides direct access to the offices of members of Congress) **Suggested question revision:** "The Voting Information Center (VIC) is an automated telephone system that provides election information and access to the offices of members of Congress, Governors, State Chief Election Officials and Voting Action Officers by call forwarding. Prior to an election, recorded messages from candidates are also available. During 2004, did you use or refer anyone to the VIC?"

30. During 2004, for which of the following did you use or refer anyone to the VIC? *Mark all that apply*

- o Election information and election dates
- o Messages from incumbents
- o Messages from candidates
- o Contacting Service/DoS Chief Voting Action Officer
- o Contacting elected representative(s)
- o Contacting election officials

Question: Awkward syntax Response: Awkward syntax	This item would be clearer if the question specified the type of answers that will follow. Also, the answers are nonparallel in structure - consider changing them to begin with "to," followed by a verb. Change the other response option to match. Also, the "use or refer ....." is a little awkward. (cont. on next page) **Suggested question/response option revision:** "During 2004, did you use the VIC or refer anyone to the VIC for any of the following reasons? To get election information and election dates To get messages from incumbents To get messages from candidates To contact Service /DoS Chief Voting Action Officer To contact elected representatives To contact election officials To do something else"
Question: Technical term present	Consider spelling out VIC the first time it appears in the item, followed by (VIC),to make the item easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("During 2004, did you use the VIC or refer anyone else to the VIC for the following reasons?") and the instruction would then read: "Mark Yes or No for each item."

31. During 2004, how satisfied were you or those you referred with the assistance received from the VIC?

- o Very satisfied *Skip to Q33*
- o Satisfied   *Skip to Q33*
- o Dissatisfied   *Skip to Q33*
- o Very dissatisfied   *Skip to Q33*
- o Don't know   *Skip to Q33*

Multiple questions	This is a doubled-barreled question, and one of the questions asks about something the respondent may not know - the satisfaction level of those he/she referred to the VIC. **Alternative suggestions:** 33. Based on your 2004 experience with the VIC and what you know of the experiences of others whom you referred to the VIC in 2004, how would you rate the level of satisfaction with assistance received from the VIC?" [Replace "Don't know" with "Not sure"] **OR** 33. How would you rate the level of satisfaction with assistance received from the VIC in 2004? 33a. For yourself: o Very satisfied o Satisfied o Dissatisfied *Skip to Q35* o Very dissatisfied 33b. For others you referred to the VIC: o Very satisfied o Satisfied o Dissatisfied *Skip to Q35* o Very dissatisfied o Don't know
Question: Technical term present	Consider spelling out VIC to make the item easier to read.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be

	revised to reflect both positive and negative responses: "Based on your 2004 experience with the VIC and what you know of the experiences of others whom you referred to the VIC in 2004, how would you rate the level of satisfaction or dissatisfaction with assistance received from the VIC?" See additional Westat comments above.

32. During 2004, which of the following explain why you did not use or refer anyone to the VIC? *Mark all that apply*
- o I got all the voting assistance I needed from other sources
- o No one needed it or asked to be referred
- o I did not know about it
- o Other

Question: Awkward syntax	The question does not prepare the respondent to use the response format. **Suggested question revision:** "During 2004, which of the following reasons explain why you did not use the VIC or refer anyone else to the VIC?"
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question: Technical term present	In revision, consider spelling out VIC the first time it appears in the item, followed by (VIC), to make the item easier to read.
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to match the yes/no response format ("During 2004, did you not use the VIC or refer anyone to the VIC for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Change "Other" to "Some other reason."

TOLL-FREE OMBUDSMAN TELEPHONE SERVICE

33. The Federal Voting Assistance Program (FVAP) provides a toll-free ombudsman telephone service from many countries that allows a caller to talk directly with FVAP staff for voting assistance. During 2004, did you use or refer anyone to the FVAP toll-free ombudsman telephone service?

  o Yes, I personally used it or referred someone to it   *Continue with Q34*
  o No, I did not use it or refer someone to it   *Skip to Q35*

Question: Undefined technical term	"Ombudsman" - This word usually refers to someone who investigates complaints and tries to achieve equitable outcomes. If that is the intended meaning, the meaning of that word needs to be introduced before the item (in the FVAP context). **Other alternative suggestions:** If the toll-free service is available for getting general voting assistance, then consider deleting the word *ombudsman* wherever it appears in item 35 **OR** reword the item: The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service from many countries that allows a caller to talk directly with FVAP staff for voting assistance. During 2004, did you use or refer anyone in your unit to the FVAP toll-free telephone service? (Delete "ombudsman" from section title also)

34. During 2004, how satisfied were you or those you referred with the assistance you received from the FVAP toll-free ombudsman telephone service?
- o Very satisfied *Skip to Q36*
- o Satisfied *Skip to Q36*
- o Dissatisfied *Skip to Q36*
- o Very dissatisfied *Skip to Q36*
- o Don't know *Skip to Q36*

Multiple questions	Similar to question 31, this is a doubled-barreled question, and one of the questions asks about something the respondent may not know - the satisfaction level of those he/she referred to the FVAP toll-free telephone service. **Alternative suggestions:** 34. Based on your 2004 experience with the FVAP toll-free telephone service and what you know of the experiences of others whom you referred to that service in 2004, how would you rate the level of satisfaction with assistance received from this telephone service" [Replace "Don't know" with "Not sure"] **OR** 34. How would you rate the level of satisfaction with assistance received from the FVAP toll-free telephone service in 2004? 34a. For yourself: o Very satisfied o Satisfied o Dissatisfied o Very dissatisfied 34b. For others you referred to the FVAP toll-free service: o Very satisfied o Satisfied o Dissatisfied o Very dissatisfied o Don't know
Question: Technical term present	Use of acronym. If your respondents are not very familiar with "FVAP," spelling out FVAP would make the item easier to read.

Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, add "Neither satisfied nor dissatisfied." However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "Based on your 2004 experience with the FVAP toll-free telephone service and what you know of the experiences of others whom you referred to that service in 2004, how would you rate the level of satisfaction or dissatisfaction with assistance received from this telephone service" See additional Westat comments above.

35. During 2004, which of the following reasons explain why you did not use or refer anyone to the toll-free ombudsman telephone service? *Mark all that apply*
- o I got all the voting assistance I needed from other sources
- o No one needed it or asked to be referred
- o I did not know about it
- o Other

Carryover topic	Include "FVAP" as in previous questions. **Suggested question revision:** "During 2004, which of the following reasons explain why you did not use the FVAP toll-free telephone service or refer anyone else to that service?"
Question: Technical term present	Use of acronym. If your respondents are not very familiar with "FVAP," spelling out FVAP would make the item easier to read.
Complex judgment	Questions about reasons for not doing something are often difficult to answer. Response criteria are slippery - no suggestions
Question/Response: Analysis and response issues	Recommend asking each subitem as a yes/no item for ease of coding and variable creation and to elicit complete responses. The question would need to be revised to

	match the yes/no response format ("During 2004, did you not use the toll-free telephone service or not refer anyone else to that service for the following reasons?") and the instruction would then read: "Mark Yes or No for each item." Change "Other" to "Some other reason."

OTHER SOURCES OF VOTING INFORMATION

36. During 2004, how useful was each of the following sources of information on voting in carrying out your current VAO duties? *Mark ONE answer for each*

	Very Useful	Useful	Somewhat Useful	Not Useful At All	Did not use
Voting News Releases	O	O	O	O	O
Motivational posters	O	O	O	O	O
The Voting Information Election Calendar poster	O	O	O	O	O
How To Do It! Absentee Voting Frequently Asked Questions	O	O	O	O	O
Public Service ad campaign	O	O	O	O	O

Unclear goal Question: Complex syntax	Is the question asking how useful the information *was* during 2004, or how useful the information *is* in carrying out current duties? The wording of this item should acknowledge that the VAO was carrying out his/her duties with the help of these sources of information. **Suggested question revision:** "During 2004, how useful was each of the following sources of voting information in helping you carry out your VAO duties?" Also mark if you did not use the information source.
Response: Nonstandard DMDC response scale	DMDC's standard response scale is a 5-point scale offering a neutral response option. For this question, for example, use Very useful, Somewhat useful, Neither useful nor

	useless, Somewhat useless, or Very useless. However, this change could prevent trend comparisons to past surveys. **Note:** The question wording should be revised to reflect both positive and negative responses: "During 2004, how useful or useless was each of the following sources of voting information in helping you carry out your VAO duties?"

37. During 2004, did you have enough of each of the following materials available to you for your (our printed version did not have the complete questions or the instructions).

	Yes	No
Voting Assistance Guide 2004-05	O	O
Federal Post-Card Applications	O	O
Federal Write-In Absentee Ballots	O	O
The Voting Information Election Calendar poster	O	O
Motivational posters	O	O

Possible problem - missing instruction	Check to see if the instruction was included after the item in the web survey. **However,** the instruction should be the same as that recommended for the UVAO survey: "Mark ONE answer for each listed material."
Response: Syntax	Use italic font instead of underlining for *Voting Assistance Guide 2004-05.*

38. In the space below, provide any comments you have about this questionnaire, the Federal Voting Assistance Program or your current role as an embassy/consulate Voting Assistance Officer.

No apparent problem	

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