

BACKGROUND INFORMATION

 On November 4, 2008, in which country were you stationed? Please enter the name of the country in the box below.

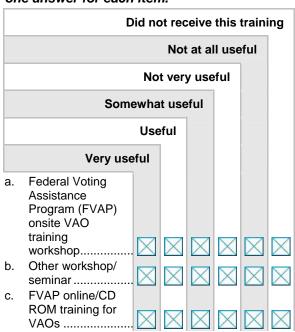
2 As of November 4, 2009, how long had you

- 2. As of November 4, 2008, how long had you been stationed in this country?
 - Less than 6 months
 - 6 months to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 years or more
- 3. What was your age on November 4, 2008?
 - 24 years old or younger
 - 25 to 29 years old
 - X 30 to 34 years old
 - 35 to 44 years old
 - X 45 years old or older
- 4. Is your current job the same as your job on November 4, 2008?
 - X Yes
 - No No
- 5. How long had you been a Voting Assistance Officer (VAO) in the assignment you held on November 4, 2008?
 - Less than 3 months
 - 3 months to less than 6 months
 - 6 months to less than 1 year
 - 1 year or more
- 6. Have you ever served as a Voting Assistance Officer (VAO) before your most recent VAO assignment?
 - X Yes, once before
 - Xes, more than once before
 - X No

- 7. As of November 4, 2008, how long have you served as a Voting Assistance Officer (VAO), including previous service?
 - Less than 6 months
 - 6 months to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 years or more

VOTING ASSISTANCE

- 8. As of November 4, 2008, how many U.S. citizens (official and non-official) resided in your consular district?
 - Less than 5,000
 - 5,001 to 20,000
 - 20,001 to 50,000
 - More than 50,000
- During the Voting Assistance Officer (VAO)
 assignment period that includes November 4,
 2008, did you receive any training to prepare
 you for performing your VAO duties?
 - X Yes
 - X No
- 10. [Ask if Q9 = 'Yes'] If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties? Mark one answer for each item.



	Did not receive this training							
	Not at all useful							
		No	t ver	y use	ful			
	Som	ewha	t use	ful				
		Use	ful					
	Very use	eful						
d.	Classroom instruction at the Foreign Service Institute		\times		\times			
e.	Informal briefing(s)	\boxtimes	X	\boxtimes	X	\boxtimes	X	
f.	Materials left by previous VAOs	\boxtimes	X	\boxtimes	X	\boxtimes	X	
g.	Instructions from the Department of State	\boxtimes	X		\times	\boxtimes	X	
h.	Materials on the Consular Affairs Intranet site	\boxtimes	\times	\boxtimes	\times	\boxtimes	\times	

11. During 2008, about how many people did you and your staff provide with voting assistance in the primaries and the November 4 general election?

- X None
- 1 to 100
- 101 to 500
- 501 to 1000
- 1001 to 2000
- 2001 or more

12. During 2008, about how many people did you and your staff provide with Federal Post Card Applications (FPCAs) for the primaries and November 4 general election?

- X None
- 1 to 50
- X 51 to 100
- 101 to 200
- 201 to 500
- 501 or more

13. During 2008, about how many people did you and your staff provide with Federal Write-In Absentee Ballots (FWABs) for the primaries and November 4 general election?

- X None
- 1 to 50
- X 51 to 100
- X 101 to 200
- 201 to 500
- X 501 or more

14. During 2008, about many hours per week have you spent on Voting Assistance Officer (VAO) activities?

- 10 hours or less per week
- 11 to 20 hours per week
- 21 to 30 hours per week
- 31 to 40 hours per week
- X 41 or more hours per week

 During your most recent assignment as a Voting Assistance Officer (VAO), did you do the following activities? Mark "Yes" or "No" for each item.

			No
		Yes	
a.	Conduct workshops/briefings on voting for overseas citizens/post staff members		\boxtimes
b.	Distribute Federal Post Card Applications (FPCAs)		\boxtimes
C.	Regularly report on voting activities to your Department's Chief Voting Officer		\boxtimes
d.	Regularly report on voting activities to senior embassy officials	×	\boxtimes
e.	Answer overseas citizens voting questions	×	\boxtimes
f.	Display voting information materials		X
g.	Involve overseas citizens organizations in voting program.	X	X

16. During 2008, were you and your staff asked to provide the following kinds of voting assistance? Mark "Yes" or "No" for each item.

			No
		Yes	
a.	Provide Federal Post Card Applications (FPCAs) to voters		\boxtimes
b. c.	Help voters fill out FPCAs Provide Federal Write-In Absentee Ballots (FWABs) to voters	🖂	
d.	Help voters fill out FWABs	\times	\times

			No
		Yes	
e.	Act as a notary/witness to FPCAs and/or ballots		\boxtimes
f.	Electronically transmit or receive election materials by fax		\boxtimes
g.	Electronically transmit or receive election materials by e-mail		\boxtimes
h.	Help voters determine voting jurisdictions	🔀	\times
i.	Provide addresses of local election officials		
j.	Explain specifics of state voting procedures to voters		\boxtimes
k.	Help voters determine the need to register or how to register		\boxtimes
l.	Provide information on changing legal residence to voters		\boxtimes
m.	Explain deadlines for necessary forms and/or submitting ballots		
n.	Provide dates of elections		\times
0.	Answer questions about the impact of voting on federal tax liability		\boxtimes
p.	Explain the importance of voting	🔀	\boxtimes
a.	Provide information on candidates/issues		X

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties? *Mark one answer for each item*.

			Very	diss	atisf	ied	
			Diss	atisf	ied		
	Neither satisfied nor dissatisfied						
	Sati	sf	ied				
	Very satisfied	ı					
a.	Amount of time available for performing VAO duties	<	X	\boxtimes	X	\boxtimes	
b.	Embassy support for the voting program	<	X	\boxtimes	X	\boxtimes	
C.	Department of State support for the voting program		X		X		
d.	Quantity of voting materials available	<	X		X	\boxtimes	
e.	Timeliness of distribution of voting materials within the Department of State		X		X		
f.	Method of requesting voting materials		X	\boxtimes	X	\boxtimes	

18. During 2008, did overseas citizens make the following complaints about registering to vote, obtaining an absentee ballot, or preparing to vote? *Mark* "Yes" or "No" for each item.

d. Returned FPCA because it was not accepted by election officials			
b. Difficulty filling out Federal Post Card Application (FPCA)			Yes
d. Returned FPCA because it was not accepted by election officials		Difficulty filling out Federal Post Card	
f. Confusing absentee ballot	c. d.	Returned FPCA because it was not	X
g. Difficulty using Federal Write-In Absentee Ballot (FWAB)	e.	Difficulty having FPCA or ballot notarized	\times
i. Not enough information on candidates/ issues		Difficulty using Federal Write-In Absentee	
address with local election officials		Not enough information on candidates/ issues	\times
1 00	j.		X
k. Otner complaint(s)	k.	Other complaint(s)	\times

19. Based on your experience as a Voting Assistance Officer (VAO) during the 2008 elections, the absentee voting procedures of which three states or territories presented the most problems to absentee voters at your post? Please specify 3 states or territories.

ELECTRONIC TRANSMISSION OF ELECTION
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 During 2008, did you assist voters by sending and/or receiving any of the following voting materials by <u>fax</u>? Mark "Yes" or "No" for each item.

			No
		Yes	
a.	Sent Federal Post Card Applications (FPCAs)	X	
b.	Received FPCAs	×	\boxtimes
c.	Sent blank absentee ballots	🗙	\boxtimes
d.	Received blank absentee ballots	🗙	X

21.

22.

23.

October

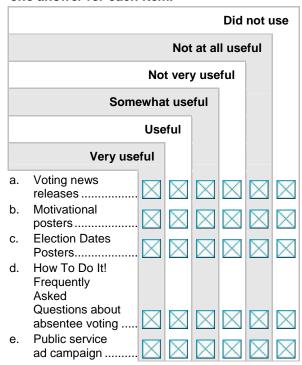
				_
	No		November	
	Yes		Prior to January 2008	
			Do not recall	
e.	Sent voted ballots	24	[Ask if Q22 = 'Yes'] During 2008, how useful	
f.	Received voted ballots		was the 2008-09 Voting Assistance Guide	
g.	Sent other voting materials		(VAG) in helping you perform your Voting Assistance Officer (VAO) duties?	
h.	Received other voting materials		Very useful	
	uring 2008, did you assist voters by sending ad/or receiving any of the following voting		Useful	
	aterials by <u>e-mail</u> ? <i>Mark "Yes" or "No" for</i> och item.		Somewhat useful	
ea				
	No		Not very useful	
	Yes		Not at all useful	
a.	Sent Federal Post Card Applications (FPCAs)	25.	[Ask if Q22 = 'Yes'] Did you like the following features of the 2008-09 Voting Assistance	
b.	Received FPCAs		Guide (VAG)? Mark "Yes" or "No" for each	
С.	Sent blank absentee ballots		item.	_
d.	Received blank absentee ballots		N	lo
e.	Sent voted ballots		Yes	
f.	Received voted ballots		a. State-by-state information on registering	
g.	Sent other voting materials		and voting absentee	\sim
h.	Received other voting materials		b. Dates of elections and deadlines	
			Post Card Application (FPCA)	\times
	VOTING ASSISTANCE GUIDE		d. Mailing addresses for FPCAs or ballots	\times
T 1	Department of Defence 2000 00 Vetion		e. Information on electronically transmitting FPCAs or ballots by fax	\times
	ne Department of Defense 2008-09 Voting ssistance Guide (VAG) provides state-by-		f. Information on electronically transmitting	$\overline{}$
st	ate information about registering to vote and		FPCAs or ballots by e-mail	\subseteq
	questing an absentee ballot. Did you receive e 2008-09 VAG?		g. The overall layout and design	\subseteq
X	1		h. Some other feature	
X	No		feature.	
ΓΛ	sk if Q22 = 'Yes'] During 2008, in what month			
	d you receive the 2008-09 Voting Assistance			
G	uide (VAG)?			
X	January	,	VOTING INFORMATION NEWS NEWSLETTER	
\times	February			
\times	March	26.	The Voting Information News (VIN) newsletter is a monthly publication containing timely	
\times	April		information for Voting Assistance Officers	
\times	May		(VAO). During 2008, did you receive the VIN newsletter?	
\times	June		Yes, both electronically and hard copy	
X	July		Yes, electronically only	
X	August		Yes, hard copy only	
×	September		No	
	a ·		I/N INO	

27.	[Ask if Q26 = 'Yes'] During 2008, did you use the Voting Information News (VIN) newsletter? Yes		[Ask if Q30 $g = 'Yes'$] Please specify the other feature you liked about the VIN newsletter.	
	No No			
28.	[Ask if Q26 = 'Yes' and Q27 = 'Yes'] During 2008, did you use the Voting Information News (VIN) newsletter in the following ways? Mark "Yes" or "No" for each item.	FEDE	ERAL VOTING ASSISTANCE PROGRAM (FVAP) WEB SITE	
	a. Forwarded it by e-mail	32. /	The Federal Voting Assistance Program (FVAP) Web site, www.fvap.gov, provides voting- related information and resources. During 2008, did you visit this Web site? Yes No [Ask if Q31 = 'Yes'] How many times did you visit the Federal Voting Assistance Program (FVAP) Web site during 2008? Every day At least once a week, but not every day At least once a month, but not every week	
			At least once in 2008, but not every month	
43.	[Ask if Q26 = 'Yes' and Q27 = 'Yes'] Overall, how useful was the Voting Information News (VIN) newsletter in helping you carry out your Voting Assistance Officer (VAO) duties? Very useful Useful	t \	Do not recall [Ask if Q31 = 'Yes'] During 2008, did you visit the Federal Voting Assistance Program (FVAP) Web site for any of the following reasons? Mark "Yes" or "No" for each item.	0
	Somewhat useful		Yes	
20	Not very useful Not at all useful		a. To access the online 2008-09 Voting Assistance Guide (VAG)	Z
30.	[Ask if Q26 = 'Yes' and Q27 = 'Yes'] During 2008, when you used the Voting Information News (VIN) newsletter, did you like the following features? Mark "Yes" or "No" for each item.	C	newsletters	\ \ \
	No		Application (FPCA)	\ Z
	Yes	f (To link to other election-related Web sites	_
	a. The overall layout and design	ŀ	training	< <
	b. The information it contained	i	. To obtain toll-free telephone numbers	Z
	d. Frequency of the newsletter	j		K
	e. Timeliness of the information in the newsletter	ŀ	c. To obtain information for your own publications	Z
	f. "To Do" checklist	I	. Some other reason	<
	g. Some other feature			

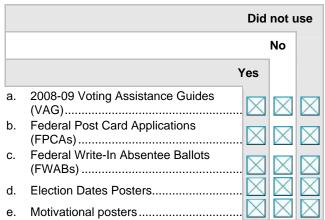
	[Ask if Q33 I = 'Yes'] Please specify the other reason for visiting the FVAP Web site.	37.	[Ask if Q36 = 'Yes'] Based on your experience in 2008 with the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were you with the assistance you received?
34.	[Ask if Q31 = 'Yes'] Overall, how satisfied or dissatisfied were you with the Federal Voting		Very satisfied
	Assistance Program (FVAP) Web site when you		Satisfied
	visited it in 2008? Very satisfied		Neither satisfied nor dissatisfied
	✓ Satisfied ✓ Sat		Dissatisfied
	Neither satisfied nor dissatisfied		Very dissatisfied
	Dissatisfied	38.	[Ask if Q36 = 'Yes'] Based on what you know of the experiences of those whom you referred in
	Very dissatisfied		2008 to the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were they with the
35.	[Ask if Q31 = 'No'] What were your reasons for not visiting the Federal Voting Assistance		assistance they received?
	Program (FVAP) Web site in 2008? Mark "Yes"		Very satisfied
	or "No" for each item.	1	Satisfied
	No		Neither satisfied nor dissatisfied
	Yes		Dissatisfied
	a. I did not know about it		Very dissatisfied
	b. I did not know what it was for		Don't know
	c. I knew about it, but did not know the Web site address	39.	[Ask if Q36 = 'No'] During 2008, did you not use, or refer anyone to, the Federal Voting Assistance Program (FVAP) toll-free telephone
	e. I did not think it would be useful		service for any of the following reasons? <i>Mark</i> "Yes" or "No" for each item.
	f. Some other reason		No
	[Ask if Q35 $f = 'Yes'$] Please specify the other reason for not visiting the FVAP Web site.		Yes
			a. I got all of the voting assistance I needed from other sources
			b. No one asked to be referred
	TOLL-FREE TELEPHONE SERVICE		c. I did not know about it
			d. Some other reason
36.	The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service from many countries that allows a caller to talk to FVAP staff for voting assistance. During 2008, did you use or refer anyone to the FVAP toll-		[Ask if Q39 d = 'Yes'] Please specify the other reason.
	free telephone service? Yes		
	No No		

OTHER SOURCES OF VOTING INFORMATION

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties? *Mark one answer for each item*.



41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties? *Mark one answer for each item*.



COMMENTS

42. In the space below, please provide any comments you have about this questionnaire, the Federal Voting Assistance Program (FVAP), or your most recent assignment as a Voting Assistance Officer (VAO).

REPORT DOCUMENTATION PAGE

Form Approved OMB No. 0704-0188

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