

## 2000 POST-ELECTION VOTING SURVEY OF UNIT VOTING ASSISTANCE OFFICERS



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This is an official survey. The Secretary of Defense requests your assistance with this survey, which is designed to improve the absentee voting process. Your answers to these questions, along with your comments or opinions, can bring about changes to make it easier for you to carry out your UVAO duties. This questionnaire is to be completed by Unit Voting Assistance Officers (UVAO) only.

This survey is conducted by the Federal Voting Assistance Program (FVAP), which informs and educates U.S. citizens of their voting rights and responsibilities, and fosters participation in the democratic process.

Please take a few minutes to complete and return this survey. **You may also complete this questionnaire using the Internet.** We strongly urge you to use the electronic version because it is user friendly and takes less time to complete than the paper version. To access the Internet version, go to <http://fvapuvao.gallup.com>. Your access code is printed on the back of this questionnaire.

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### 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. The Gallup Organization is conducting this survey for the Federal Voting Assistance Program.

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

## SURVEY INSTRUCTIONS

This is a scannable questionnaire. In order to capture your responses accurately, mark your responses the “right way” according to the example below. Please use a blue or black ink pen when marking your responses.

### Example

Right Way

24

Wrong Way

24

## ABOUT YOU

1 What is your Branch of Service?

- Army  
 Navy  
 Marine Corps  
 Air Force  
 Coast Guard

2 What is your pay grade?

- |                              |                                       |                              |
|------------------------------|---------------------------------------|------------------------------|
| Warrant Officer              | Commissioned Officer                  | Enlisted Member              |
| <input type="checkbox"/> W-1 | <input type="checkbox"/> O-1          | <input type="checkbox"/> E-1 |
| <input type="checkbox"/> W-2 | <input type="checkbox"/> O-2          | <input type="checkbox"/> E-2 |
| <input type="checkbox"/> W-3 | <input type="checkbox"/> O-3          | <input type="checkbox"/> E-3 |
| <input type="checkbox"/> W-4 | <input type="checkbox"/> O-4          | <input type="checkbox"/> E-4 |
| <input type="checkbox"/> W-5 | <input type="checkbox"/> O-5          | <input type="checkbox"/> E-5 |
|                              | <input type="checkbox"/> O-6          | <input type="checkbox"/> E-6 |
|                              | <input type="checkbox"/> O-7 or above | <input type="checkbox"/> E-7 |
|                              |                                       | <input type="checkbox"/> E-8 |
|                              |                                       | <input type="checkbox"/> E-9 |

3 Where are you currently stationed? *(If you are stationed on board a ship, fill in your Homeport country.)*

- United States  
 Overseas *(please specify)*

4 As of November 7, 2000, how long had you been located at your present duty station/ship?

- 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

5 What was your age as of November 7, 2000?

- 18 to 24  
 25 to 29  
 30 to 34  
 35 to 44  
 45 & above

6 Did you receive ANY form of training for your duties as Unit Voting Assistance Officer?

- Yes ➔ **Continue with Q7**  
 No ➔ **Skip to Q8**

7 Please rate how useful the training was.

- |   | Very Useful              | Some-what Useful         | Not Very Useful          | Not Useful At All        | Did Not Receive this Training |
|---|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
|   | 1                        | 2                        | 3                        | 4                        |                               |
| a. Federal Voting Assistance Program on-site voting training workshop/seminar ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      |
| b. Federal Voting Assistance Program web site VAO training .....                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      |
| c. Installation workshop/seminar .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      |
| d. Classroom instruction .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      |
| e. Informal briefing(s) .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      |

## VOTING ASSISTANCE GUIDE

**8** The Department of Defense 2000-01 Voting Assistance Guide is a comprehensive guide providing state-by-state information to enable citizens to register and vote absentee. Did you receive the 2000-01 Voting Assistance Guide?

- Yes ➔ **Continue with Q9**  
 No ➔ **Skip to Q13**

**9** During what month did you receive the Voting Assistance Guide?

- |  |   |
|--|---|
| <input type="checkbox"/> November 1999 | <input type="checkbox"/> June 2000      |
| <input type="checkbox"/> December 1999 | <input type="checkbox"/> July 2000      |
| <input type="checkbox"/> January 2000  | <input type="checkbox"/> August 2000    |
| <input type="checkbox"/> February 2000 | <input type="checkbox"/> September 2000 |
| <input type="checkbox"/> March 2000    | <input type="checkbox"/> October 2000   |
| <input type="checkbox"/> April 2000    | <input type="checkbox"/> November 2000  |
| <input type="checkbox"/> May 2000      | <input type="checkbox"/> Do not recall  |

**10** Overall, how useful was the Voting Assistance Guide?

- Very useful  
 Somewhat useful  
 Not very useful  
 Not useful at all

**11** What did you like most about the Voting Assistance Guide? (**Mark only one response**)

- State-by-state information on registering and voting absentee  
 Dates of elections and deadlines  
 Information on how to fill out the Federal Post Card Application (FPCA)  
 Mailing addresses for FPCA or ballot  
 Information on electronically transmitting (faxing) the FPCA or voted ballot  
 The overall layout and design  
 All of the above

**12** What suggestions or comments do you have to improve future editions of the Voting Assistance Guide?

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## VOTING INFORMATION NEWS NEWSLETTER

**13** The Voting Information News newsletter is a monthly publication containing timely information for UVAOs. Do you receive the Voting Information News newsletter?

- Yes, electronically  
 Yes, hard copy  
 Yes, both electronically and hard copy  
 No ➔ **Skip to Q19**

} **Continue with Q14**

**14** Do you use the newsletter in any of the following ways? (**Mark all that apply**)

- Forward it by e-mail  
 Photocopy the whole newsletter and distribute it  
 Extract selected information and distribute it  
 Keep it for reference

**15** Do you receive the newsletter in time for it to be useful to you?

- Always  
 Usually  
 Often  
 Seldom  
 Never

**16** Overall, how useful is the Voting Information News newsletter?

- Very useful  
 Not very useful  
 Somewhat useful  
 Not useful at all

**17** What did you like most about the Voting Information News newsletter? (**Mark only one response**)

- The overall layout and design  
 The information it contains  
 Easy to use  
 Frequency of the newsletter  
 Timeliness of the information in the newsletter  
 "To Do" Checklist  
 All of the above

**18** What suggestions or comments do you have to improve future editions of the newsletter?

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**FEDERAL VOTING ASSISTANCE PROGRAM WEB SITE**

**19** The Federal Voting Assistance Program web site ([www.fvap.ncr.gov](http://www.fvap.ncr.gov)) provides voting-related information and resources. During the year 2000, did you use or refer anyone in your unit to the Federal Voting Assistance Program web site?

- Yes ➔ **Continue with Q20**
- No ➔ **Skip to Q24**

**20** How often did you use or refer someone to the Federal Voting Assistance Program web site during the year 2000?

- Everyday
- At least once a week but not every day
- At least once a month but not every week
- At least once a year but not every month

**21** Did you use the Federal Voting Assistance Program web site during the year 2000 for any of the following? **(Mark all that apply)**

- Access to the Voting Assistance Guide
- Access to the Voting Information News newsletter
- Access to other Federal Voting Assistance Program publications
- Access to the Voting Calendar
- Access to online Federal Post Card Application (FPCA)
- Links to other election-related websites
- Voting Assistance Officer training materials
- Find your US Representative
- Toll-free telephone numbers
- To e-mail FVAP
- Information for your own publications

**22** Overall, how satisfied were you with the Federal Voting Assistance Program web site?

- Very Satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Not very satisfied
- } **Skip to Q25**
- } **Continue with Q23**

**23** Why were you dissatisfied with the web site?

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*(If you answered question 23) ➔ Skip to Q25*

**24** Which of the following explain why you did not use the Federal Voting Assistance Program web site during the year 2000? **(Mark all that apply)**

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

**VOTING INFORMATION CENTER**

**25** The Voting Information Center is an interactive telephone system that provides direct access to government representatives, candidates, and voting officials. During the year 2000, did you use or refer anyone in your unit to the Voting Information Center?

- Yes ➔ **Continue with Q26**
- No ➔ **Skip to Q30**

**26** Did you use or refer anyone in your unit to the Voting Information Center to hear recorded messages about any of the following?

	Personally Used	Referred Someone	No
	▼	▼	▼
a. Election information and election dates .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Information on incumbents .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Information on candidates .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**27** Did you use or refer anyone in your unit to the Voting Information Center to have their call forwarded to any of the following?

	Personally Used	Referred Someone	No
	▼	▼	▼
a. Federal Voting Assistance Program .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Service Voting Action Officer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Elected representative(s) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**28** Overall, how satisfied were you with the voting information or assistance you received from the Voting Information Center?

- Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
- } **Skip to Q31**
- } **Continue with Q29**

**29** Why were you dissatisfied with the Voting Information Center?

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(If you answered question 29) ➡ Skip to Q31

**30** Which of the following explain why you did not use or refer to the Voting Information Center? (Mark all that apply)

- I got all the voting assistance/information I needed from other sources
- No one needed it or asked to be referred
- I did not know about it
- I did not know how to contact it
- Other (please specify)

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**TOLL FREE TELEPHONE SERVICE**

**31** The Federal Voting Assistance Program provides a toll-free telephone service from many countries that allows a caller to talk directly with Federal Voting Assistance Program staff for voting information or assistance. During the year 2000, did you use or refer anyone in your unit to the toll-free telephone service? (Mark all that apply)

- Yes, I personally used it
- Yes, I referred someone
- No ➡ Skip to Q34

**32** Overall, how satisfied were you with the assistance you received from the toll-free telephone service?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Skip to Q35

Continue with Q33

**33** Why were you dissatisfied with the assistance you received?

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(If you answered question 33) ➡ Skip to Q35

**34** Do any of the following explain why you did not personally use or refer anyone in your unit to the toll-free telephone service? (Mark all that apply)

- I got all voting assistance/information I needed from other sources
- No one needed it or asked to be referred
- I did not understand how to use it
- I did not know what it was for
- I did not think it would be useful
- I did not know about it

**OTHER SOURCES OF VOTING INFORMATION**

**35** How useful was each of the following sources of information on voting in the year 2000 elections?

	Very Useful 1 ▼	Somewhat Useful 2 ▼	Neutral 3 ▼	Not Very Useful 4 ▼	Not Useful At All 5 ▼	Did Not Use ▼	Not Available to Me ▼
a. The <u>Voting Information News</u> newsletter .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Voting News Releases .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. "Your Voice, Your Choice: Vote!" or "Eye Chart" motivational posters .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The Voting Information Election Calendar poster .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. <u>Communicating With Your Elected Officials</u> pamphlet .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. <u>How To Do It!</u> Vote Absentee pamphlet .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The FVAP Web Site Training .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. "Y2Vote" public service ad campaign .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Voting Workshop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**36** In general, in your position as a UVAO, did you have all the information you needed to answer questions about voting in the 2000 elections?

- Yes ➡ **Skip to Q38**
- No ➡ **Continue with Q37**

**37** What other information did you need? (Mark all that apply)

- Information about candidates and/or issues
- State-by-state requirements for absentee voting
- Guidelines for determining legal residence
- Addresses of local election officials
- Voting dates and deadlines
- Information on electronic transmission (faxing) of voting materials/absentee ballots
- Training workshops
- Other (*please specify*)

**38** Were sufficient quantities of the following materials available to you?

- |  | Yes<br>▼                 | No<br>▼                  |
|--|--------------------------|--------------------------|
| a. <u>2000-01 Voting Assistance Guide</u> .....                              | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Federal Post Card Applications (FPCA) ....                                | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Federal Write-in Absentee Ballots (FWAB) .....                            | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The Voting Information Election Calendar poster .....                     | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The <u>Voting Information News</u> newsletter ..                          | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Voting News Releases .....  | <input type="checkbox"/> | <input type="checkbox"/> |
| g. "Your Voice, Your Choice: Vote!" or "Eye Chart" motivational poster ..... | <input type="checkbox"/> | <input type="checkbox"/> |
| h. <u>Communicating With Your Elected Officials</u> pamphlet .....           | <input type="checkbox"/> | <input type="checkbox"/> |
| i. <u>How to Do It! Vote Absentee</u> pamphlet .....                         | <input type="checkbox"/> | <input type="checkbox"/> |
| j. "Y2Vote" public service ad campaign .....                                 | <input type="checkbox"/> | <input type="checkbox"/> |

**ELECTRONIC TRANSMISSION OF ELECTION MATERIALS**

**39** Some states allow you to fax election materials such as your absentee ballot request or the completed ballot itself. How accessible was your fax machine?

- In your office
- In general administrative/office area
- In command communication system area
- Other
- Do not have access to fax machine ➡ **Skip to Q43**

**Continue with Q40**

**40** In the year 2000, did you help any voters fax election materials?

- Yes ➡ **Continue with Q41**
- No, did not help anyone with faxing ➡ **Skip to Q43**

**41** Which of the following materials did you help voters fax?

- |   | YES,<br>helped<br>transmit<br>materials<br>▼ | YES,<br>helped<br>receive<br>materials<br>▼ |
|---|--|---|
| a. Federal Post Card Application (FPCA) ..... | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| b. Blank absentee ballot .....                | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| c. Voted ballot .....                         | <input type="checkbox"/>                     | <input type="checkbox"/>                    |
| d. Other election materials .....             | <input type="checkbox"/>                     | <input type="checkbox"/>                    |

**42** Did you have difficulty with any of the following steps in faxing election materials?

- |                                 | Yes<br>▼                 | No<br>▼                  |
|---------------------------------|--------------------------|--------------------------|
| a. Accessing fax machine .....  | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Receiving legible copy ..... | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Transmitting materials ..... | <input type="checkbox"/> | <input type="checkbox"/> |

**YOUR RESPONSIBILITIES AS UNIT VOTING ASSISTANCE OFFICER**

**43** How many people are assigned to the unit you serve as Unit Voting Assistance Officer (UVAO)?

- Fewer than 25
- 25 to 99
- 100 to 249
- 250 or more

**44** As of November 7, 2000, how many months had you been a UVAO for your current term?

- Less than 3 months
- 3 to 6 months
- 6 to 12 months
- 1 year or more

**45** Have you ever served as a UVAO before?

- Yes, once before
- Yes, more than once before
- No ➡ **Skip to Q47**

**Continue with Q46**

**46** Including your previous service, how long have you served as a UVAO?

- 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

47 How many people did you assist in the year 2000 with voting?

- None       25 to 99  
 1 to 9       100 or more  
 10 to 24

48 How many people did you provide with Federal Write-In Absentee Ballots (FWABs)?

- None       25 to 99  
 1 to 9       100 or more  
 10 to 24

49 Since January 1, 2000, how many hours per week on average have you spent on UVAO voting activities?

- Less than 1 hour per week  
 1 hour to less than 2 hours per week  
 2 hours to less than 3 hours per week  
 3 hours to less than 4 hours per week  
 4 or more hours per week

50 As a UVAO, have you done any of the following activities? **(Mark all that apply)**

- Conducted workshops/briefings on voting for unit members  
 Conducted workshops/briefings on voting for eligible family members  
 Distributed Federal Post Card Applications to all unit members  
 Distributed Federal Post Card Applications to some unit members  
 Distributed Federal Post Card Applications to eligible family members  
 Regularly reported on voting activities to your Installation Voting Assistance Officer  
 Regularly reported on voting activities to your Installation commander(s)  
 Answered individual members' and/or family members' voting questions  
 Displayed voting information materials  
 Involved on-base community organizations in voting program

51 What kinds of absentee voting information or assistance were you most often asked to provide for the 2000 election? **(Mark up to three answers)**

- Provide Federal Post Card Application (FPCA)  
 Help fill out FPCA  
 Provide Federal Write-In Absentee Ballot (FWAB)  
 Help fill out FWAB  
 Act as a notary/witness to FPCA and/or ballot  
 Electronically transmit or receive (fax) election materials  
 Help determine voting jurisdiction  
 Provide address of local election official  
 Explain specifics of state voting procedures  
 Determine need to register or how to register  
 Provide information on changing legal residence  
 Explain deadlines for necessary forms and/or submitting ballot  
 Give dates of elections  
 Answer questions about impact on federal tax liability  
 Motivate individuals to vote  
 Provide information on voting by family members  
 Provide information on candidates/issues

**52** How satisfied were you with each of the following as you performed your UVAO duties?

	Very Satisfied 1 ▼	Somewhat Satisfied 2 ▼	Neither Satisfied nor Dissatisfied 3 ▼	Not Very Satisfied 4 ▼	Not Satisfied at All 5 ▼
a. Amount of time available for performing UVAO duties .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Command support for the voting program .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Quantity of voting materials available .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Timeliness of distribution of voting materials within unit/installation ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Method of requisitioning voting materials .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**53** Did you receive any complaints about registering to vote or obtaining an absentee ballot?

- I did not receive any complaints ➡ **Skip to Q55**
- I received complaints ➡ **Continue with Q54**

**54** 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**)

- Voting procedures complicated
- Federal Post Card Application (FPCA) confusing
- Delayed response to the FPCA
- No response to FPCA
- FPCA returned because not accepted by election officials
- Having to submit FPCA twice to register and to request ballot
- Having to submit FPCA for primary and general election
- Having to complete FPCA and State registration forms
- Absentee ballot confusing
- Federal Write-In Absentee Ballot (FWAB) confusing
- Voting Assistance Guide* confusing
- Residency qualifications/laws confusing
- Not enough information on candidates/issues
- Difficulty in maintaining current mailing address with local election officials
- No way to know if election officials received FPCA
- Difficult to have FPCA or ballot notarized

**55** Based on your experience as a UVAO, which states or territories presented the most procedural problems to absentee voters in applying for and obtaining an absentee ballot in the year 2000 elections? (**Write in up to three responses**)

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**56** What suggestions or comments do you have about voting and/or your role as a Unit Voting Assistance Officer?

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