

The *Survey of Local Election Officials* is designed to obtain your input on the work products created by the United States Election Assistance Commission (EAC). The Commission was created as part of the *Help America Vote Act* (HAVA) to assist State and local election officials with the administration of Federal elections. Section 202 of HAVA requires the EAC to serve as a national clearinghouse and resource for the compilation of information and review of procedures with respect to the administration of Federal elections. Since 2004, the EAC has issued guidance on various topics to assist State and local election officials in managing and administering elections. The purpose of this survey is to determine to what extent Local Election Officials are aware of the products developed by the EAC, and the degree to which they put into practice the recommendations and guidance contained in them.

Your input in this process is very important, **even if you are not familiar with the products developed by the EAC**. This survey should only take 30 minutes to complete. Please respond to all applicable questions. In addition, we ask that you provide any written feedback you may have regarding EAC products.

#### **PRIVACY ACT STATEMENT**

1. The EAC may collect the information requested in this survey under the authority of the *Help America Vote Act* of 2002 (Public Law 107-252). Providing information in this questionnaire is voluntary. There is no penalty associated with failing to respond to specific question in this survey.
2. Public Law 93-573 (Privacy Act of 1974) requires that you be informed of the purpose and uses to be made of the information collected. The information collected in the survey will be used solely to guide the revision of EAC work products and to identify ways in which those products can be of greater benefit to Local Election Officials. Only group statistics will be reported.

## Background

1. How long have you served as an election official (i.e., total experience in all jurisdictions)?

Enter number of years \_\_\_\_\_

2. How long have you served as an election official in your current jurisdiction?

Enter number of years \_\_\_\_\_

3. How many registered voters reside in the jurisdiction you currently serve?

Enter approximate number \_\_\_\_\_

4. Is your jurisdiction required to provide language assistance under Section 203 of the Voting Rights Act?

- Minimal Extent
- Moderate Extent
- Great Extent
- Very Great Extent

Note: Respondents who answer “great extent” or “very great extent” will be directed to items regarding glossaries (see page 14) after answering questions about other products.

1. For each of the products listed, please choose the response that most accurately reflects your experience.

Product <i>(Click on the product name to see a preview of it)</i>	I am not aware of this product	I am aware of this product, but have not read it	I read some or all of this product, but did not take actions based on its guidelines	I read this product and took steps to implement some or all of its guidelines
Effective Designs for the Administration of Federal Elections	<i>If all answers are in these two columns, go to 51</i>		Go to 2	Go to 4
A Voter's Guide to Federal Elections			Go to 2	Go to 9
<b>Successful Practices</b>				
Poll Worker Recruitment, Training, and Retention			Go to 2	Go to 12
A Guidebook to Recruiting College Poll Workers			Go to 2	Go to 21
Election Management Guidelines			Go to 2	Go to 34
<b>Quick Start Guides (Brochures)</b>				
				Go to 46 if any marked in this column
Serving Voters in Long Term Care Facilities			Go to 2	Follow up with 47a
Provisional Ballots			Go to 2	47b
Canvassing and Certifying an Election			Go to 2	47c
Conducting a Recount			Go to 2	47d
Central Count Optical Scan Ballots			Go to 2	47e
Uniformed and Overseas Voters			Go to 2	47f
Developing an Audit Trail			Go to 2	47g
Polling Places and Vote Centers			Go to 2	47h
Managing Change in an Election Office			Go to 2	47i
Media and Public Relations			Go to 2	47j
Contingency and Disaster Planning			Go to 2	47k
Absentee Voting and Vote by Mail			Go to 2	47l
Acceptance Testing			Go to 2	47m
Voting System Certification			Go to 2	47n
Voting System Security			Go to 2	47o
Poll Workers			Go to 2	47p
Ballot Preparation, Printing, and Pre-Election Testing			Go to 2	47q
New Voting Systems			Go to 2	47r
	I am not aware of this product	I am aware of this product, but have not seen it	I obtained this product, but did not use it	I obtained and used this product
State Poll Worker Requirements			Go to 2	Go to 32

2. You said you read some or all of [document name here], but did not take actions based on its guidelines. Why was this the case? (Mark all that apply.)
- o The recommended actions or processes were already in place in my jurisdiction.
  - o The processes addressed were already functioning well in my jurisdiction.
  - o The recommended actions/processes ran counter to local or state practices/regulations.
  - o The recommendations were not specific enough to be useful.
  - o I did not have the resources required to act on the guidelines (e.g., people, money).
  - o I did not have time to implement the recommendations.
  - o I did not like the recommendations or guidelines offered. (Go to 3)
3. In your own words, what was it about the content of [document name here] that you did not like?

Type answer in this box.

***Effective Designs for the Administration of Federal Elections***

4. Please indicate the extent to which you agree or disagree with the following statements regarding *Effective Designs for the Administration of Federal Elections*.

<b><i>The information provided in Effective Designs for the Administration of Federal Elections...</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. You said you implemented some of the recommendations from *Effective Designs for the Administration of Federal Elections*. Which of the design guidelines did you implement? (Mark all that apply.)

[click here to view document]

- Voter Information Materials (e.g., instructions, signage)
- Ballot Designs

6. Which statement more accurately reflects how you used the guidelines? (Mark all that apply.)

- I/we used the *guidance* given to create our ballots.
- I/we used the *guidance* given to create our information materials.
- I/we used the *templates* provided to create our ballots/information materials.
- I/we used the information in some other way. (please specify)

7. How would you rate the impact of implementing the design guidelines for [Insert answer from 5, if both checked ask for each]?

- Very Positive Impact
- Positive Impact
- No Impact
- Negative Impact
- Very Negative Impact

8. Use the space below to provide any thoughts you might have regarding the design guidelines (e.g., why you thought they were valuable, how they could be improved).

***A Voter's Guide to Federal Elections***

9. Please indicate the extent to which you agree or disagree with the following statements regarding *A Voter's Guide to Federal Elections*.

<b><i>The information provided in A Voter's Guide to Federal Elections</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Did you distribute copies of *A Voter's Guide to Federal Elections* to your constituents?

- Yes
- No

[If Yes]

11. Approximately how many copies of the *Voter's Guide* would you say you distributed?

- 1-25
- 26-50
- 51-75
- 76-100
- More than 100

***Successful Practices for Poll Worker Recruitment, Training, and Retention***

12. Please indicate the extent to which you agree or disagree with the following statements regarding *Successful Practices for Poll Worker Recruitment, Training, and Retention*.

<b><i>The information provided in this Successful Practices for Poll Worker Recruitment, Training, and Retention</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. In what areas did you apply the guidance provided in *Successful Practices for Poll Worker Recruitment, Training, and Retention*? (Mark all that apply.)

[click here to view document]

- Poll Worker Recruitment (follow up with 14-16)
- Poll Worker Training (follow up with 17)
- Poll Worker Retention (follow up with 18)
- Poll Worker Management (follow up with 19)

[Note: Respondent will receive follow-up question(s) for each item checked.]

14. Which groups did you specifically target for recruitment based on the guidance provided? (Mark all that apply.)

- The General Public
- High School Students
- College Students
- Bilingual Poll Workers
- Employees From Local Organizations
- Government Employees
- Poll Workers with Disabilities
- Poll Workers Associated with Political Parties

15. Which techniques did you use based on the guidance provided to recruit poll workers? (Mark all that apply.)

- Brochures and Flyers
- Mailings
- Voter Registration Forms (i.e., included box on form to check if interested in volunteering)
- Signup sheets at polling places
- Internet/email
- Web site
- Public Service Announcements
- Telephone calls
- Community Outreach Committees

16. What impact did following the guidelines have on your experience *recruiting* poll workers?
17. What impact did following the guidelines have on your experience *training* poll workers?
18. What impact did following the guidelines have on your experience *retaining* poll workers?
19. What impact did following the guidelines have on your experience *managing* poll workers?

In all cases:

- o Very Positive Impact
- o Positive Impact
- o No Impact
- o Negative Impact
- o Very Negative Impact

20. Use the space below to provide any thoughts you might have regarding *Successful Practices for Poll Worker Recruitment, Training, and Retention* (e.g., why you thought it was valuable, how it could be improved).

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***A Guidebook to Recruiting College Poll Workers***

21. You indicated that you implemented recommendations from *A Guidebook to Recruiting College Poll Workers*. Did you have a program for recruiting college students to work as poll workers prior to reading this document?
- Yes
  - No
22. Please indicate the extent to which you agree or disagree with the following statements regarding *A Guidebook to Recruiting College Poll Workers*.

<b><i>The information provided in A Guidebook to Recruiting College Poll Workers...</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. The *Guidebook* contains recommendations regarding a variety of topics. How did you use the information provided? (Mark all that apply.)
- To develop our program (follow up with 24)
  - To recruit college poll workers (follow up with 25)
  - To recruit college minority/bilingual poll workers (follow up with 26)
  - To train college poll workers (follow up with 27)
  - To retain college poll workers (follow up with 28)
  - To evaluate the program (follow up with 29)
  - To sustain the program (follow up with 30)

[Note: Respondent will receive follow-up question for each category checked.]

24. How would you assess the impact of applying the guidelines in regard to *developing* your college poll worker recruiting program?
25. How would you assess the impact of applying the guidelines in regard to *recruiting* college poll workers?
26. How would you assess the impact of applying the guidelines in regard to *recruiting minority/bilingual* college poll workers?
27. How would you assess the impact of applying the guidelines in regard to *training* college poll workers?
28. How would you assess the impact of applying the guidelines in regard to *retaining* college poll workers?
29. How would you assess the impact of applying the guidelines in regard to *evaluating* your college poll worker program?
30. How would you assess the impact of applying the guidelines in regard to *sustaining* your college poll worker program?

In all cases:

- o Very Positive Impact
- o Positive Impact
- o No impact
- o Negative Impact
- o Very Negative Impact

31. Use the space below to provide any thoughts you might have regarding the *Guidebook to Recruiting College Poll Workers* (e.g., why you thought it was valuable, how it could be improved).

DRAFT

***State Poll Worker Requirements***

32. Please indicate the extent to which you agree or disagree with the following statements regarding *State Poll Worker Requirements*.

<b><i>The information provided in State Poll Worker Requirements was...</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. You said you made use of the information in *State Poll Worker Requirements*. In what ways did you use this information? (Mark all that apply.)

- To provide information to my constituents
- As a reference tool
- Other (please specify)

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## ***Election Management Guidelines***

34. You said you implemented some of the recommendations from *Election Management Guidelines*. To the best of your knowledge, when did you receive this volume?

- o In 2008
- o Prior to 2008

35. Please indicate the extent to which you agree or disagree with the following statements regarding the *Election Management Guidelines*.

<b><i>The information provided in the Election Management Guidelines...</i></b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. The *Election Management Guidelines* cover a variety of topics. Which of the guidelines did you implement (in whole or part) in your jurisdiction? (Mark all that apply.)

- o Certification, System Security, and Physical Security (follow up with 37)
- o Acceptance Testing (follow up with 38)
- o Uniformed and Overseas Citizens (follow up with 39)
- o Pre-election and Parallel Testing (follow up with 40)
- o Developing an Audit Trail (follow up with 41)
- o Contingency Planning and Change Management (follow up with 42)
- o Ballot Building (follow up with 43)
- o Absentee Voting and Voting by Mail (follow up with 44)
- o Polling Place and Vote Center Management (follow up with 45)

37. What impact did the guidelines have in developing or improving your procedures related to *certification, system security, and physical security*?

38. What impact did the guidelines have in developing or improving your *acceptance testing* procedures?

39. What impact did the guidelines have in developing or improving your procedures for serving *uniformed and overseas citizens*?

40. What impact did the guidelines have in developing or improving your procedures related to *pre-election and parallel testing*?

41. What impact did the guidelines have in developing or improving your procedures for *developing an audit trail*?

42. What impact did the guidelines have in developing or improving your procedures related to *contingency planning and change management*?

43. What impact did the guidelines have in improving your procedures for *ballot building*?

44. What impact did the guidelines have in improving your procedures related to *absentee voting and voting by mail*?

45. What impact did the guidelines have in improving your practices and procedures related to *polling place and vote center management*?

In all cases:

- o Very Positive Impact
- o Positive Impact
- o No impact
- o Negative Impact
- o Very Negative Impact

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**Quick Start Guides**

46. You indicated that you implemented recommendations from one or more of the *Quick Start Guides*. In general, to what extent do you agree or disagree with the following statements about the Guides?

<i>The information provided in the Guides...</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
...was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...could be practically applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. You indicated that you implemented recommendations from the Quick Start Guide on [fill in appropriate title]. What impact did implementing those recommendations have on...

- a...your office’s ability to serve *voters in long-term care facilities*?
- b...the procedures used to handle *provisional ballots*?
- c...the procedures used to *canvass and certify the election*?
- d...the procedures developed to *conduct a recount* (whether or not a recount was necessary)?
- e...the processes used to decide upon and implement a *central count optical scan ballot system*?
- f...your office’s ability to serve *uniformed and overseas voters*?
- g...your ability to *develop and implement an audit trail*?
- h...the procedures used to select, set up, and/or manage *polling places and vote centers*?
- i...your ability to *manage change in your election office*?
- j...the effectiveness of your *media and public relations* efforts?
- k...the thoroughness of your *contingency and disaster plans*?
- l...the procedures used to handle *absentee voting and/or vote by mail*?
- m...the ease and effectiveness of your *acceptance testing* procedures for new or returned voting systems?
- n...the procedures used for *voting system certification*?
- o...the procedures used to ensure *voting system security*?
- p...the procedures used to *recruit, train, and manage poll workers*?
- q...the procedures used to *prepare/print ballots and conduct pre-election testing*?
- r...the procedures used to implement *new voting systems*?

In all cases:

- Very Positive Impact
- Positive Impact
- No impact
- Negative Impact
- Very Negative Impact

## ***Election Terminology Glossaries***

48. Please choose the response that most accurately reflects your experience with the EAC's *Glossaries of Key Election Terminology*. [click here to see sample]

- I am unaware of the glossaries
- I know about the glossaries, but have not seen them
- I have seen the glossaries, but did not use them (follow up 49)
- I have used the glossaries to serve my constituents (follow up 50)

49. You said you have seen the glossaries but did not use them. Why is this was the case? (Mark all that apply.)

- I had no need (e.g., my staff/poll workers are fluent in required languages)
- I did not find them useful
- They did not address the language(s) needed to serve my constituents
- Other (please specify)

50. You said you used the glossaries to serve your constituents. Based on your experience and the feedback you received, how would you rate the effectiveness of the *Glossaries of Key Election Terminology* in helping you and your staff develop election materials in required languages and/or assist non- or limited-English speakers in voting?

- Very Effective
- Effective
- Neither Effective or Ineffective
- Ineffective
- Very Ineffective

51. Use the space below to provide feedback on the *Glossaries of Key Election Terminology*. (e.g., why you thought they were valuable, how they could be improved).

**Questions for respondents who indicate they have not seen EAC products**

52.



Click on image to see sample material

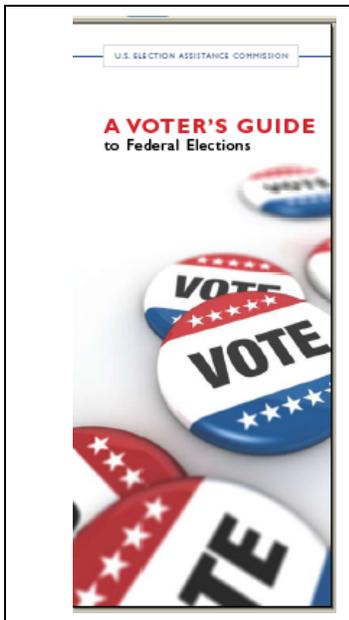
***Effective Designs for the Administration of Federal Elections***

EAC provides this best practices report and samples for the design of ballots and polling place materials. Legislative guidelines, design principals, and research with election officials, voters, poll workers, and other experts inform these resources.

How interested do you think you would be in the information provided in this guide?

- Very Interested
- Interested
- Not Interested

53.



Click on image to see sample

***A Voter's Guide to Federal Elections***

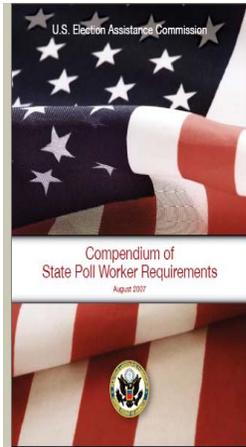
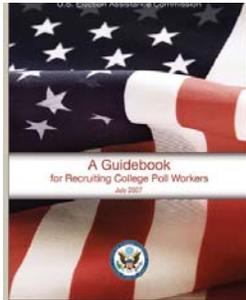
Available in seven languages, this guide is designed to help voters successfully navigate the federal elections process, from registering to vote to casting a ballot on Election Day. In addition to the basics of ballot-casting, it also includes information on eligibility and early voting, as well as the registration and voting process for military and civilians living abroad, and polling place services that make voting more accessible.

How interested do you think you would be in the information provided in this guide?

- Very Interested
- Interested
- Not Interested

54.

Click on image to view document



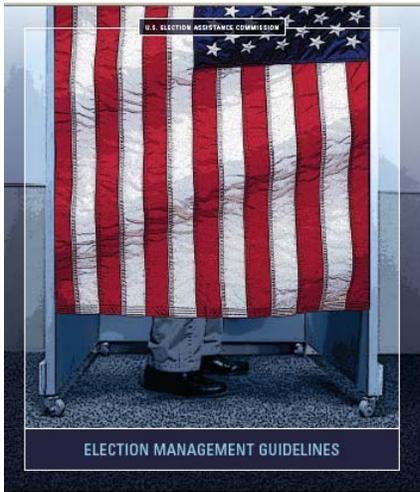
***Successful Practices – Poll worker Recruitment, Training, and Retention, A Guidebook to Recruiting College Poll workers, and the State Poll Worker Requirements Compendium***

EAC issued these best practices guidebooks to help election officials recruit, train, and retain poll workers. These guidebooks were developed by veteran election officials, poll workers, and voters. They were field tested in six locations during the 2006 elections.

How interested do you think you would be in the information provided in these guides?

- Very Interested
- Interested
- Not Interested

55.



*Click on image to see sample material*

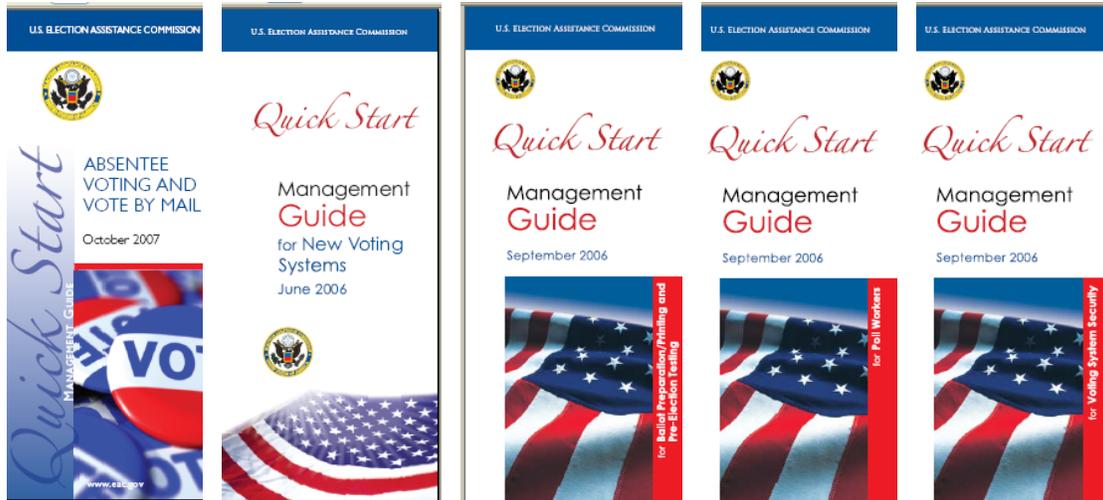
***The Election Management Guidelines*** were created to assist state and local election officials effectively manage and administer elections. These guidelines complement the voluntary voting system guidelines' technical standards for voting equipment. They include information on the following topics:

- Certification, System Security, and Physical Security
- Acceptance Testing
- Uniformed and Overseas Citizens
- Pre-election and Parallel Testing
- Developing an Audit Trail
- Contingency Planning and Change Management
- Ballot Building
- Absentee Voting and Voting by Mail
- Polling Place and Vote Center Management

How interested do you think you would be in the information provided in this guide?

- Very Interested
- Interested
- Not Interested

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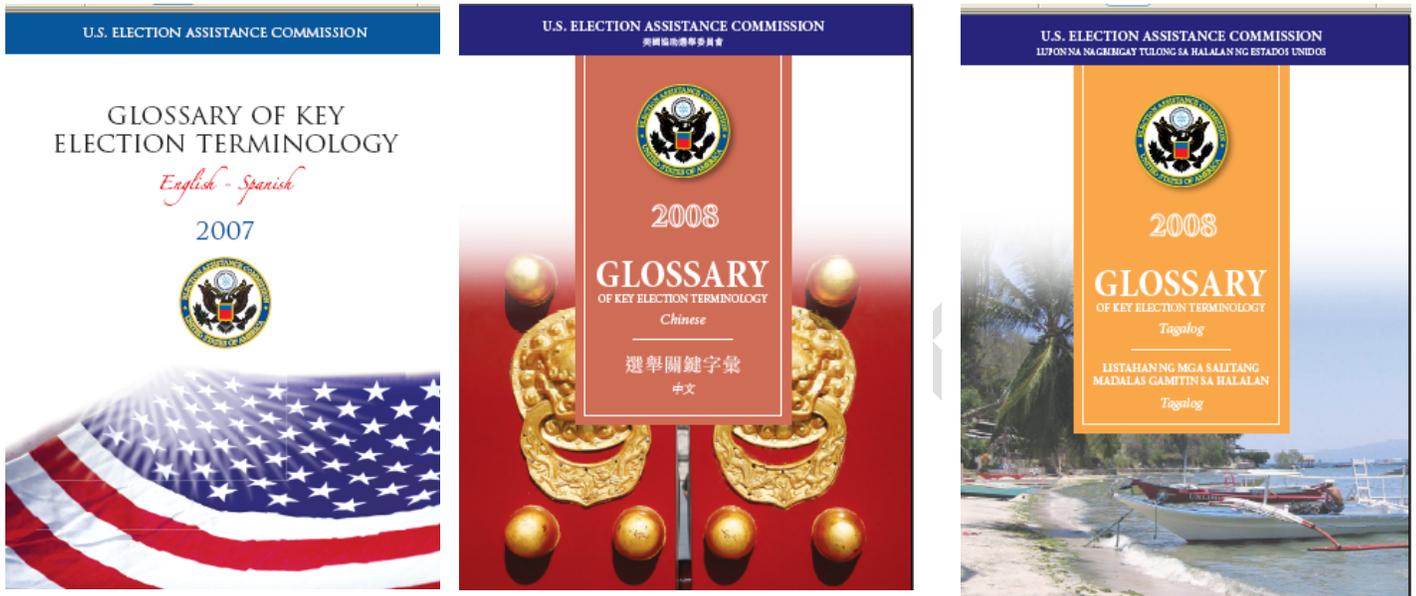


The *Quick Start Guides* are a series of brochures designed to highlight and summarize the information contained in the chapters of the U.S. Election Assistance Commission's Election Management Guidelines. The guidelines are solely designed to serve as a source of information for election officials and not as requirements by which they must abide. Their content has been developed in collaboration with State and local election officials and other election professionals who have first-hand experience managing elections.

Please indicate which of the Quick Start Guides you would be interested or very interested in having. (Mark all that apply.)

<i>Click on a title to see document</i>	Interested	Very Interested
Serving Voters in Long-Term Care Facilities	0	0
Provisional Ballots	0	0
Canvassing and Certifying Elections	0	0
Conducting a Recount	0	0
Central Count Optical Scan Ballots	0	0
Uniformed and Overseas Voters	0	0
Developing an Audit Trail	0	0
Polling Places and Vote Centers	0	0
Managing Change in an Election Office	0	0
Media and Public Relations	0	0
Contingency and Disaster Planning	0	0
Absentee Voting and Vote by Mail	0	0
Acceptance Testing	0	0
Voting System Certification	0	0
Voting System Security	0	0
Poll Workers	0	0
Ballot Preparation/Printing and Pre-Election Testing	0	0
New Voting Systems	0	0

57.



*Click on images to see sample material.*

The EAC's Language Accessibility Program was developed in accordance with Help America Vote Act's instruction to study and promote methods of ensuring the accessibility of voting, registration, polling places, and voting equipment to all voters. Materials issued by the Language Accessibility Program are the result of collaboration among working groups comprised of election officials, advocacy groups, and research and public policy organizations. EAC's *Glossaries of Key Election Terminology* in six languages include: Spanish, Chinese, Japanese, Korean, Tagalog, Vietnamese. They can be used to create voting materials (e.g. ballots, voter instructions) and to assist individual voters with limited English abilities.

How interested do you think you would be in the obtaining one or more of these glossaries?

- Very Interested
- Interested
- Not Interested

Note: All respondents will see this item after completing the survey.

58. Use the space below to provide any comments you may have about the products produced by the Election Assistance Commission (e.g., general comments about the products, other topics you would like to see addressed).

*Thank you for completing this survey.*