



## **Pima County pairs in-person simulations and online learning to increase hands-on training**

Poll workers are excited to train in Pima County, and thanks to the county's focus on worker retention and education, we are continuing to create partnerships and support election workers in our growing elections.

Combining renewed hands-on training sessions with engaging online training courses through Tenex Software Solutions, Pima County built relationships with workers and expanded its poll worker training opportunities in 2024, and plans on continuing to do so for years to come.

First, we have streamlined our application process for workers and **increased our training sessions**, allowing them to sign up for classes early. When classes fill up, or if workers wish to review the knowledge learned in-person, our new online training courses offer room for all workers to complete the training asynchronously in the comfort of their own home. These training courses have been expanded to include **practical scenarios, equipment details, and de-escalation training**.

**In-person poll worker training has seen its biggest transformation** by shifting to smaller classes limited to 30 poll workers, as opposed to larger classes that primarily consisted of viewing a PowerPoint presentation. These smaller classes allow for workers to prepare for the election by using the ePollbooks and checking in training voters experiencing a variety of situations including being issued a regular ballot, provisional, conditional, and ExpressVote ballots. The full suite of technology used on Election Day is actually used in training classes, including ePollbooks to check voters in, printing training ballots and completing the Election Board worker information on the provisional/conditional envelopes.

**In preparing for the 2024 General Election, we added a vote center simulation training.** Each simulation was limited to 25 poll workers who role-played different positions including Inspector, Marshal, Judge, Clerk, voters, a political party observer, and someone electioneering at the vote center. The class consisted of four cycles where poll workers would alternate different positions, ensuring they could experience multiple parts of the voting process. We used actual vote center equipment including ePollbooks, ballot-on-demand printers, thermal printers and a Cradlepoint for Wi-Fi connectivity. The setup was designed to mimic an actual vote center. When playing the role of a voter, the poll worker would be given a training ID to use to check in and vote a ballot. Training IDs were color-coded to perform a predetermined scenario. Each cycle consisted of checking in ten training voters that were prepopulated in the ePollbooks with the help of Tenex Software Solutions. Workers were able to experience multiple different situations they may see on election day, such as needing to update a voter's address, processing a voter with a

protected address, a voter failing to provide sufficient identification, spoiling and re-issuing a ballot, assisting a voter using the ExpressVote ballot-marking device, and voting a provisional ballot. At the conclusion of the four cycles, poll workers would complete the final step of counting ballots and filling out their Official Ballot Report form. In preparation for the actual election, we used a two-card ballot in the mock election scenario. Poll workers would count all sheets of the two-card ballot, provisional envelopes, conditional envelopes, and ExpressVote ballots and complete the Official Ballot Report form, just as they would on Election Day. Poll workers' results were compared against the master Official Ballot Report form listing totals from all ballot type situations they were presented with, allowing them to see both what they did right and wrong in the process, ensuring they would be prepared on Election Day.

"Both our in-person general poll worker class and the simulations focused on smaller class sizes and hands-on learning application," said Dr. Shawna Vivant, Pima County Elections Training & Education Coordinator. "This reduced no-shows on Election Day, increased worker confidence, as well as accuracy and overall worker retention." Pima County completed 6 of these simulation exercises, averaging three hours each, along with our general poll worker training courses which are also nearly three hours long.

For those unable to attend in-person training or seeking a refresher, we partnered with **Tenex Software Solutions to support more than 300 online participants** who completed more than 2 hours of eLearning across 6 modules and 18 videos filmed on-site.

At the conclusion of all in-person training classes, workers completed a feedback questionnaire. Based on our feedback survey from the more than 660 workers who participated in an in-person training class, 526 said they are "absolutely" confident in Election Day expectations, and 586 gave the training a 5 out of 5 rating. Many who participated in the simulation training class felt that it should be required for all poll workers before every election. Of the 125 simulation participants, all workers reported the training "useful" and 121 considered the training clear and easy to understand.

"This is my second time as an election worker," one participant wrote on the survey. "Both classes were very helpful, but I think I learned even more this time. Thank you!"

"When at a regular training class, it's hard to know what questions to ask, especially if you haven't worked an election," another wrote. "This was so wonderful to be able to ask questions about actual situations that will come up. I hope this is offered at future (trainings)."

Unexpected outcomes for the training also included an increase in younger workers volunteering from local schools, and increased flexibility for part-time workers who are also raising families or have other responsibilities. For most workers, the online training

allows them to chunk training across different timeslots, while allowing the county to support last minute additions and scheduling for workers who sign-up before Election Day.

“Standby workers who are available for any last minute call outs appreciate online training,” said Jeremy George, Pima County Elections Deputy Director. “Flexible training is a good option for these workers so they don’t have to drive long distances to take the only class left.”

George said the county focused on both in-person and online training working in tandem to improve worker knowledge and retention, highlighting additional training opportunities during each session. This method even resulted in younger workers volunteering more than in past elections. One local area encouraged students to get involved in the training. These students volunteered for online training, and then enrolled in the equipment specialist training to support future elections while developing their interest in technology.

Attached:

- Screenshots of 2024 Online Training Course Options
- PDFs of Training Survey Feedback results





**Online Classes for the  
November 5, 2024 Election  
will be available  
September 23.**  
Please check back then to  
access the course.

#### Course overview

↓ Last accessed ▾

☰ Card ▾

### Additional Skills OPTIONAL

Election Worker Training 2024 \*\*\*  
Additional Skills (OPTIONAL)

100% complete

### Poll Worker Training REQUIRED

Election Worker Training 2024 \*\*\*  
2024 Primary Election New Poll  
Worker Online ...

21% complete

### Review Training REQUIRED

Election Worker Training 2024 \*\*\*  
Pollworker Review

100% complete

#### Latest announcements

(No announcements have been posted yet.)

#### Upcoming events

There are no upcoming events  
[Go to calendar...](#)



## 2024 General Election Online Training

Dashboard / Courses / Election Worker Training 2024 / 2024 General Election Online Training / Module 3: Setting Up the Vote Center  
/ Activity 3: Setting Up the Vote Center (20-30 minutes)

Exit activity

≡ Election Day: Setting Up the Vote Center

### Election Day

#### Course Sections

- Monday Night Setup
- Testing equipment during Monday Night Setup
- Setting Up Voting Booths
- Before the Election Begins
- Opening the Vote Center





## 2024 General Election Online Training

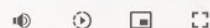
Dashboard / Courses / Election Worker Training 2024 / 2024 General Election Online Training  
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Exit activity

≡ Election Day: Setting Up the Vote Center



▶ 00:37 / 01:35



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## Additional Skills (OPTIONAL)

[Dashboard](#) / [My courses](#) / [Additional Skills \(OPTIONAL\)](#) / [Conflict Resolution](#) / [De-escalation techniques](#)

Exit activity

### Empathy

Empathy requires three elements: listening, understanding, and openness:

#### Listening

When we listen empathetically, we put ourselves in the other person's shoes and hang onto every word, expression, and gesture. An empathetic listener will pay attention to what's being said, to the tone and pitch of the other person's voice, and to the way that the person expresses themselves. These techniques help the listener feel the story along with the speaker.

#### Understanding



#### Openness



EXIT COURSE

