Post-Election Voting Survey State Election Officials

TECHNICAL REPORT

2020

FVAP.GOV
FEDERAL VOTING ASSISTANCE PROGRAM

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Introduction and Key Findings

The Post-Election Voting Survey of State Election Officials (PEVS-SEO) is a customer-service focused, census type survey, sent to state election officials after every U.S. general election. It is sent to state election officials in all 50 U.S. states, the District of Columbia, American Samoa, Guam, Puerto Rico, and the U.S. Virgin Islands. The primary purpose of this survey is to evaluate the Federal Voting Assistance Program's (FVAP) overall customer service approach with state election officials as part of FVAP's responsibilities under the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), codified at Chapter 203 of title 52, U.S.C. and sections 1566 and 1566a of title 10, U.S.C. Those covered under UOCAVA include Service members, their eligible family members, and overseas citizens.

This survey helps FVAP to understand how it can best engage election officials and identify areas where its processes can be improved. The analyses presented in this report is an evaluation of the extent to which FVAP is achieving its mission and what actions FVAP might be able to take in the future to improve its products and services. In addition, the data collected assists FVAP in determining if legislative changes have been successful in removing barriers for absentee voting and identify any remaining obstacles to voting by those populations covered by UOCAVA.

The data gathered in the PEVS-SEO allows for FVAP to evaluate SEO viewpoints and usage of FVAP products and services, SEO interaction with local election officials (LEO), state procedures for registration/ballot requests and the processing of ballots, and SEO implementation status of the Council of State Governments' (CSG) Overseas Voting Initiative (OVI) recommendations.

In determining the key findings for the PEVS-SEO, FVAP took into account that the survey has a very small sample size of only 55 recipients.[1] Out of this number, 47 SEOs responded to the survey, giving FVAP an overall response rate of 85 percent. However, the response rate for each individual sub-question is substantially less due to the survey skip logic employed. This means that a small number of responses have high influence over the aggregated results for each question. Therefore, one must keep this in mind when viewing the results in a percentage format.

The following are key findings from the 2020 PEVS-SEO:

- In 2020, 90 percent of SEOs were satisfied with FVAP.gov, which is an increase from the 2016 rate of 84 percent.

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[1] There is no exact number to define what a small sample size is, however, based on the 2020, 2018, and the 2016 PEVS-SEO, a high variability in the results between states is visible. A high variability in results is typically associated with having a small sample size.

- Fourteen percent of SEOs took FVAP's Election Official (EO) online training in 2020, which is a decrease from 2016, where 39 percent of SEOs took the training. In addition, only 27 percent of SEOs referred LEOs to FVAPs Election Official (EO) training, which is a 10-percentage point decrease from 2016 (27 percent).

- SEO's satisfaction with FVAP's military address lookup service decreased 37 percentage-points from 2016. The data also indicates that this drop could be due to lower awareness of this service in 2020 than in 2016.

- One hundred percent of SEOs stated that FVAP's monthly election official newsletter was useful. However, there was a substantial drop in the number of SEOs who reported using FVAP's monthly election official newsletter, from 80 percent in 2016, down to just 38 percent in 2020.

- The number of states that accepted FPCAs for the General Election prior to January 1 of the election year[2] decreased from 80 percent in 2018 to 58 percent in 2020. This number is still higher than the 2016 rate of 20 percent.

- Since 2016 the number of states that allowed UOCAVA voters to register to vote online increased. This number went from 51 percent in 2016, to 67 percent in 2018, and to 70 percent in 2020.

- There was a 16-percentage point increase in 2020 in the number of states that had a statutory requirement for processing FPCAs in a timely manner. This number went from 49 percent in 2018 to 65 percent in 2020.[3]

- The FPCA remains the main ballot request form when it comes to ensuring UOCAVA protections to UOCAVA, with 96 percent for both 2020 and 2016.

- For both 2020 and 2018, the majority of survey respondents reported that their state provided ballot confirmation through a website or online system. In addition to this, in 2020, 27 percent of states provided a proactive confirmation, which is an 11 percentage-point increase from 2018.

- According to the survey results, there was a decrease in the number of states that processed voted ballots that were returned without a secrecy envelope. In the 2020 PEVS-SEO, the acceptance rate was at 69 percent, which is a four-percentage point

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[2] Note that the percentages that are reported within this finding, and within the rest of the report, are based entirely off the survey respondents' answers. FVAP did not conduct any additional research or verification in relation to actual state policies. Respondent error could affect the results presented within this report.
[3] This question was not included in the 2016 PEVS-SEO therefore 2016 data for this finding is non-existent.

decrease from 2016 PEVS-SEO and 2018 PEVS-SEO where both years were at a 73 percent acceptance rate.

- A large portion of states[4] have **already implemented the CSG OVI Technology Working Group recommendations in regards to data standardization/performance metrics or plan to implement them for the 2022 election cycle.**

These key findings have been taken into consideration as part of FVAP's preparations for the 2022 General Election cycle. Part of these preparations include conducting election official trainings in real time, presenting at state conferences, and conducting one-on-one outreach with election officials from jurisdictions with a high number of UOCAVA voters. FVAP remains committed in its efforts to support state election officials and is thankful to those who participated in this survey.

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[4] Please see figure 29 within this report to see the percentages of states who have already implemented the four different CSG OVI Technology Working Group recommendations in regards to data standardization/performance metrics.

Legislative Requirements

The 2020 PEVS-SEO Technical Report is one of four interrelated reports evaluating those covered under *UOCAVA* and those that support them. The other three 2020 reports are the Post-Election Voting Survey of Active Duty Military Tech Report, the Post-Election Voting Survey of Voting Assistance Officers Tech Report, and the Overseas Citizen Population Analysis.

These reports fulfill the statistical analyses required by *UOCAVA*. FVAP, under the guidance of the Under Secretary of Defense for Personnel and Readiness (USD P&R), is responsible for implementing *UOCAVA* and evaluating the effectiveness of its programs. As a customer satisfaction survey, the PEVS-SEO fulfills the obligations of *UOCAVA* §20301[b][1], which directs FVAP to "consult with state and local election officials."

In addition, the Department of Defense Instruction (DoDI) 1000.04, assigns the USD P&R as the "Presidential designee" to execute the responsibilities stated within *UOCAVA*. FVAP works under the direction of the USD P&R to carry out these responsibilities. Under these authorities, FVAP provides voter registration and voting information to those eligible to vote in U.S. Federal elections. FVAP provides assistance directly through resources like the Voting Assistance Guide, FVAP.gov, and its customer service center. FVAP also helps to train and provide guidance on *UOCAVA* voting to voting assistance officers and election officials. SEOs are crucial to FVAP providing voting information to *UOCAVA* voters.

In October 2009, *UOCAVA* was amended by the MOVE Act, Title V, Subtitle H of P.L. 111-84, National Defense Authorization Act Fiscal Year 2010. Among its provisions, *UOCAVA* (as amended) requires FVAP to evaluate the effectiveness of its activities carried out under section 20305. FVAP is required to assess the voter registration and participation rates of *UOCAVA* voters, describe the communication between states and the Federal government in carrying out the requirements of *UOCAVA*, and describe the utilization of voter assistance under section 1566a of 10 U.S.C. The PEVS-SEO is therefore necessary for FVAP to evaluate SEO and LEO assistance to *UOCAVA* voters and satisfy the mandates of *UOCAVA*.

Survey Methodology

FVAP administers the PEVS-SEO to state election officials after every general election. The 2020 PEVS-SEO is the third time that this survey was conducted, with the prior surveys sent out after the 2018 and the 2016 General Elections. The 2020 PEVS-SEO is also the first time that FVAP administered the survey and performed an analysis leveraging internal staff and resources only.

The PEVS-SEO is a non-anonymous and non-mandatory census that is sent to the state election officials in all 50 states, the District of Columbia, American Samoa, Guam, Puerto Rico, and the U.S. Virgin Islands. As there are only 55 survey recipients, a small number of responses have a high influence over the aggregated results for each question, especially as most of the survey questions contain skip logic. Due to this, it is recommended that the total number of responses per sub-question is also considered when interpreting the results for each question. The response rate for the 2020 PEVS-SEO is 85 percent, which is less than the 2018 and 2016 response rates of 93 percent and 91 percent respectively.

Survey Design

The PEVS-SEO is designed to be a customer service based survey and satisfies the conditions for an Office of Budget and Management (OMB) Fast Track Generic Clearance. The 2020 PEVS-SEO's OMB Control Number is 0704-0553, with an expiration date of March 31, 2022.

The 2020 survey instrument consists of 37 questions and closely resembles the 2018 survey instrument.[5] In addition to making the necessary changes to the dates within the survey, the other following changes were also made to the 2020 survey instrument:

- Under "FVAP Products and Services" the "State Affairs Specialist" definition and the question "In 2020, did your office contact FVAP State affairs specialists for any of the following reasons" and was removed. In questions 1, 2, and 3, the sub question for "State Affairs Specialist" was also eliminated. These eliminations took place because FVAP did not have a designated "State Affairs Specialist" in 2020.
- In questions 1, 2, and 3, the word "military" was added to the sub-question "FVAP military address look up service."
- Question 24 was added as a new question: "In 2020, did your State policy require that either state or local election officials provide proactive confirmation of receipt for a completed ballot to UOCAVA voters (i.e., a ballot confirmation was sent automatically without a voter inquiring about the ballot status)?"
- The sub-question "Race" was removed from question 35 as the Federal Post Card Application (FPCA) no longer asks for voters to state their race.

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[5] 2018 PEVS-SEO, pg.49, https://www.fvap.gov/uploads/FVAP/Surveys/FVAP_SEO_Technical_Report_2018.pdf

- The words "regarding data standardization/performance metrics" were added to question 32.
- The words "real estate transactions" were added to question 33.

The survey instrument and the email communications were approved by the DoD's Office of People Analytics and OMB after finalization. A full version of the 2020 PEVS-SEO survey instrument can be found under Appendix A, and the approved email communications can be found under Appendix B.

Survey Administration

The PEVS-SEO is a push-to-web survey. The survey was programmed and administered using the Max.gov survey platform. The first PEVS-SEO email invitation was sent to state election officials on January 4, 2021. After this, FVAP sent out a total of seven survey reminders during the fielding period which closed on February 8, 2021. Each state was assigned a customized survey link, where the state election official had the ability to forward the link to the most appropriate person to fill out the survey within their office. If a state answered the survey more than once, FVAP used the results from the most latest and complete response for the analysis. During the fielding period, state election officials had the freedom to reopen the survey and change their answers, or skip certain questions and answer them later. They also had the option of printing out the entire blank survey instrument if they wanted to review all of the questions first before responding.

Analyses

The analyses presented in this report reflect key areas of evaluation in order for FVAP to understand program areas performing well, areas for improvement, and identify overall policy shifts and trends in the states. The data presented within this analyses section is solely descriptive. Statistical analyses were not performed on the data due to the small survey recipient size. Despite not being able to perform statistical analyses, FVAP found the data presented at the individual state level to be very useful when it comes to assessing the needs of each individual state election official, and learning how each state handles certain issues related to *UOCAVA* voting. In particular, the open-ended responses yielded a lot of useful feedback that FVAP can incorporate as part of their preparations for the 2022 election cycle. In order to protect the privacy of the survey respondents, all data within this report is in its aggregated form, and is not presented at the individual state level.

Where the data is available, FVAP compares the 2020 data with the previous 2018 and 2016 PEVS-SEO results. There are several analyses presented in this report where 2016 data points are missing. This is because the data in reference was not collected by the 2016 survey and therefore does not exist. Regardless of whether the election was a presidential or mid-term election, this should not affect how an SEO would respond to the survey questions or the level of usefulness of the results to FVAP. Therefore, comparing 2020 to 2018 data still yields valuable information.

The analyses chapter is divided into four parts. The first part analyzes how SEOs interact with LEOs in regards to *UOCAVA* voting, what SEOs think of FVAP products and services, and if they share or refer them to LEOs. The second part examines how states handle registration and ballot request issues. The third part explores how states process returned *UOCAVA* ballots, and the fourth part shows us the percentage of SEOs that are aware of the Council of State Governments (CSG) Overseas Voting Initiative (OVI) Technology Working Group recommendations, and their implementation status.

Part 1: Assessment of FVAP Products and Services and SEO Interactions with LEOs.

FVAP relies on SEOs to provide guidance and share information and resources regarding UOCAVA voting to LEOs. FVAP in turn provides the products and services for state election officials in order to do this and have them reconcile FVAP's information with existing state law. It is important for FVAP to get feedback from SEOs on these products and services, and find out if they have been using and sharing them with LEOs.

The most common products and services that FVAP offers to SEOs are FVAP.gov, FVAP staff support, FVAP military address lookup service, and FVAP Election Official (EO) online training. The FVAP.gov site has a section dedicated to election officials where they can go to learn about *UOCAVA*, take the EO online training, and find information on how they can best serve *UOCAVA* voters. FVAP staff support assists election officials with any questions or requests they might have, and are available by email or telephone during standard business hours. FVAP's military address lookup service assists election officials by searching for the addresses of active duty members who have had a ballot returned due to having an old address. FVAP's EO training goes over the *UOCAVA*, election official responsibilities under *UOCAVA*, and how election officials can best serve *UOCAVA* voters.

When it comes to SEOs using FVAP products and services, figure 1 shows us that FVAP.gov and FVAP staff support were used at a similar percentage in 2020 when compared to 2018 and 2016. However, since 2016 there was a seven-percentage point decrease in SEOs using FVAP's military address lookup service and a 25 percentage-point decrease of SEOs using FVAP's EO training.

Figure 1. Percentage of SEOs that used FVAP.gov, FVAP Support Staff, FVAP military address lookup service, and FVAP EO online training from 2016-2020.[6]
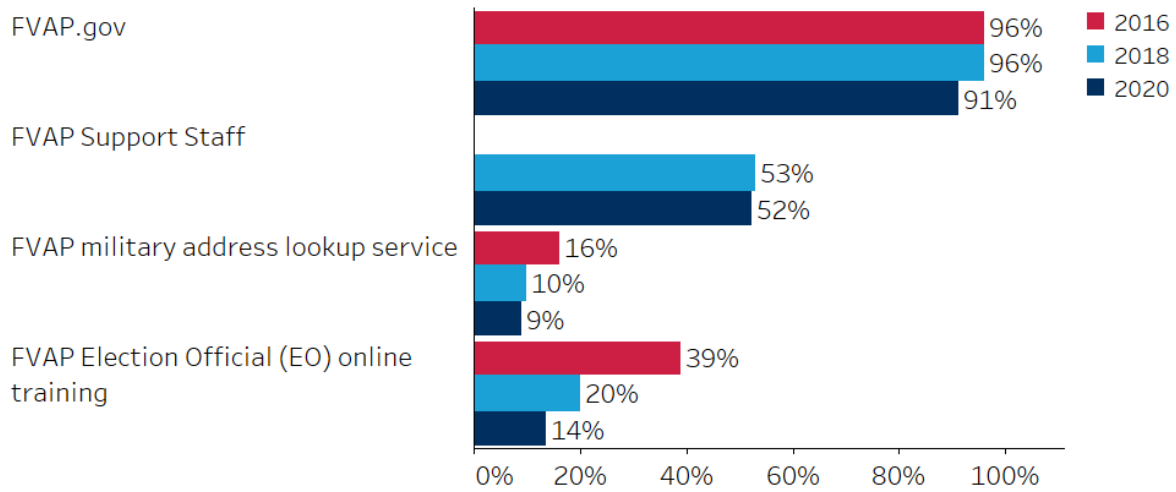

Figure 2 shows that satisfaction rates for FVAP.gov and FVAP staff support do not vary much from previous years. However, when it comes to the satisfaction rate for FVAP's military address lookup service, we see a 37 percentage-point decrease from 2016, and for and FVAP's EO training we have a 22 percentage-point decrease.

Figure 2. Percentage of SEOs that were satisfied with FVAP.gov, FVAP Support Staff, FVAP military address lookup service, and FVAP EO online training from 2016-2020.[7]

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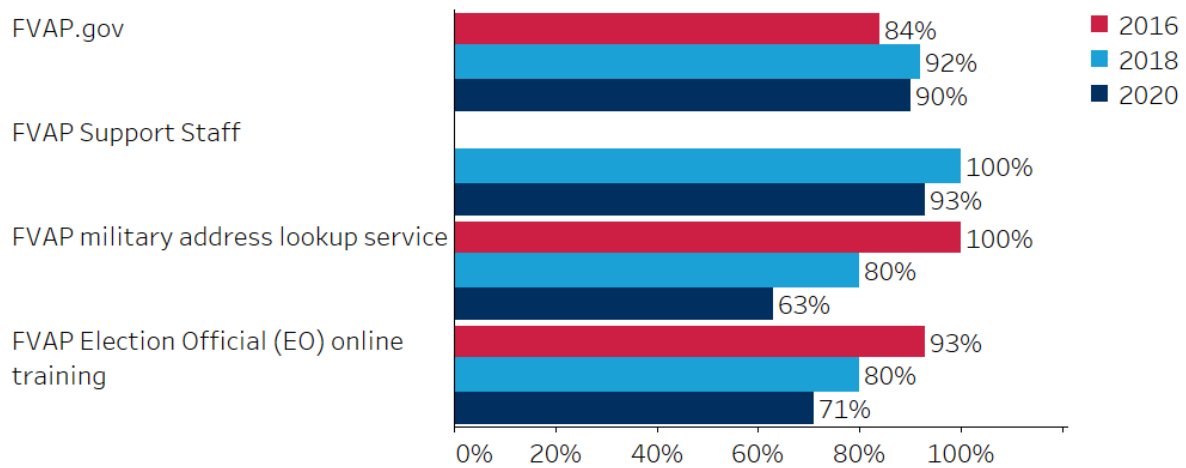
[6] 2020 PEVS-SEO Q. 1
[7] 2020 PEVS-SEO Q. 2, The percentages for the answers "very satisfied" and "satisfied" were aggregated

The percentage of SEOs that referred LEOs to FVAP.gov and FVAP staff support is similar throughout the years based on the results shown in figure 3. The same cannot be said of FVAP's military address lookup service and FVAP's EO training where there is a nine percentage-point decrease since 2016 for FVAP's military address lookup service, and a 22 percentage-point decrease for FVAP's EO training. The topline results of Questions 1, 2, and 3 found in Appendix C of this report suggest that the low numbers for usage, satisfaction, and referral for these two products and services could be due to a lack of awareness. Twenty percent of SEOs stated that they were not aware of FVAP's military lookup service, and 18 percent said that they were not aware of FVAP's EO online training. FVAP will work to increase SEO awareness of their products and services during the 2022 election cycle.

Figure 3. Percentage of SEOs that referred LEOs to FVAP.gov, FVAP Support Staff, FVAP military address lookup service, and FVAP EO online training from 2016-2020.[8]
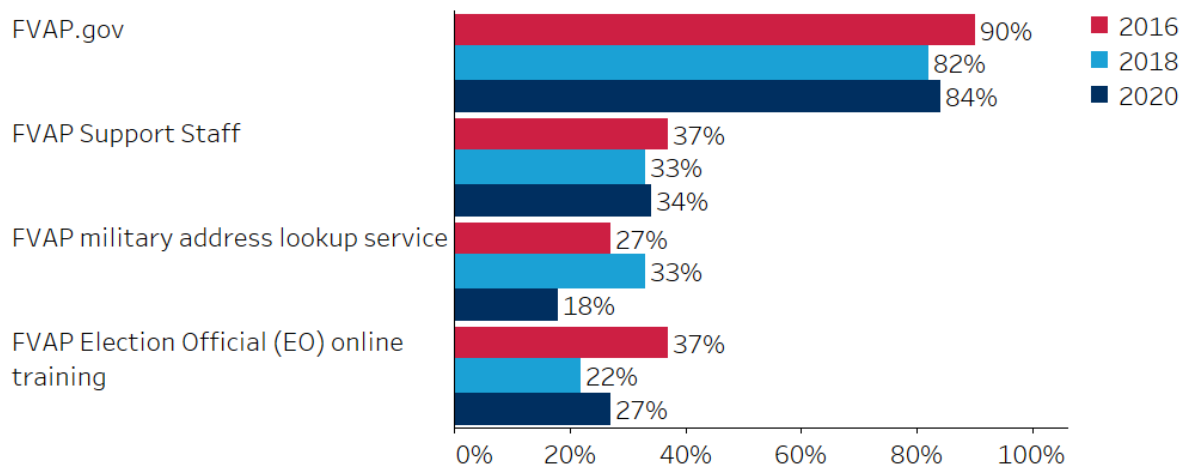
Figure 4 shows the different reasons why SEOs referred LEOs to FVAP staff support. The most popular referral reason SEOs refer LEOs to FVAP is to receive information about training and other FVAP resources, which is at 60 percent and 10 percentage points higher than in 2016. There is also a ten-percentage increase from 2016 in the number of SEOs referring LEOs to obtain clarification about UOCAVA laws. There is a decrease however in the number of SEOs referring LEOs to request FVAP voting supplies or outreach materials at 17 percentage points from 2016.

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[8] 2020 PEVS-SEO Q. 3

Figure 4. The Reasons why SEOs referred LEOs to FVAP staff support.[9]

To request FVAP voting supplies or outreach materials
- 2016: 50%
- 2018: 35%
- 2020: 33%

To receive information about training and/or other FVAP resources
- 2016: 50%
- 2018: 59%
- 2020: 60%

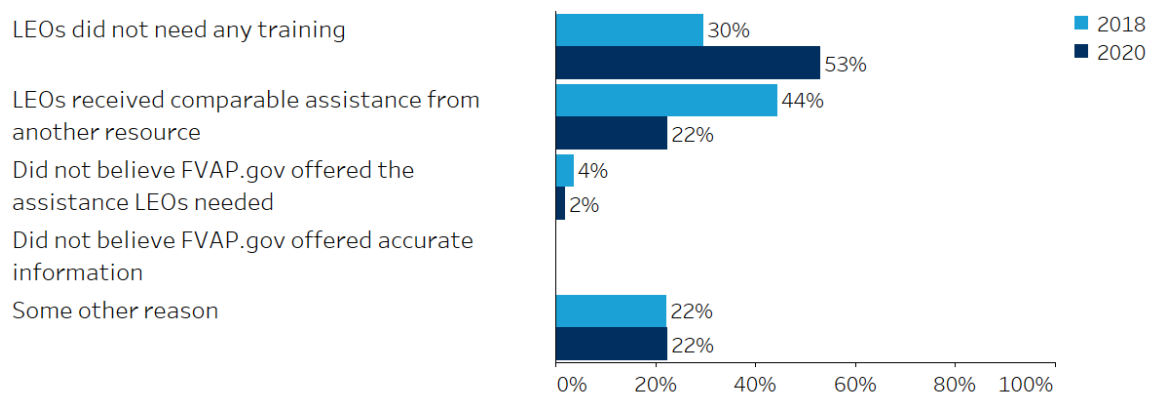To suggest changes to FVAP publications or programs
- 2016: 17%
- 2018: 35%
- 2020: 13%

To update contact information for a local election office
- 2016: 44%
- 2018: 41%
- 2020: 50%

To obtain clarification about UOCAVA laws
- 2016: 22%
- 2018: 24%
- 2020: 32%

Some other reason
- 2016: 22%
- 2018: 18%
- 2020: 5%

FVAP's EO online training is one of the most important products and services that it offers to election officials. Due to this, FVAP examined the reasons why SEOs did not refer LEOs to this product. As shown in figure 5, the most common reason provided by SEOs was that LEOs did not need training. This reason was 23 percentage-points higher in 2020 than in 2018.

Figure 5. Main reasons why SEOs did not refer LEOs to FVAP EO training.[10]

LEOs did not need any training
- 2018: 30%
- 2020: 53%

LEOs received comparable assistance from another resource
- 2018: 44%
- 2020: 22%

Did not believe FVAP.gov offered the assistance LEOs needed
- 2018: 4%
- 2020: 2%

Did not believe FVAP.gov offered accurate information

Some other reason
- 2018: 22%
- 2020: 22%

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[9] 2020 PEVS-SEO Q. 5
[10] 2020 PEVS-SEO Q. 10

FVAP also looked at the usefulness of different training types according to SEOs. Figure 6 shows a decrease of 24 percentage points for in-person training, but also a decrease for online training modules of five percentage points when compared to 2016. The decrease for in-person training could be attributed directly to the COVID-19 pandemic and reduction in state hosted training opportunities. From March 2020 through the end of the year, FVAP did not conduct any in-person outreach, election official trainings, or attend any state conferences due to the pandemic. Therefore, during 2020, the majority of election officials would not have experienced any in-person contact with FVAP staff, and therefore might not have the understanding needed to accurately assess the usefulness of in-person training.

Figure 6. The usefulness of the different training types for LEOs according to SEOs[11]
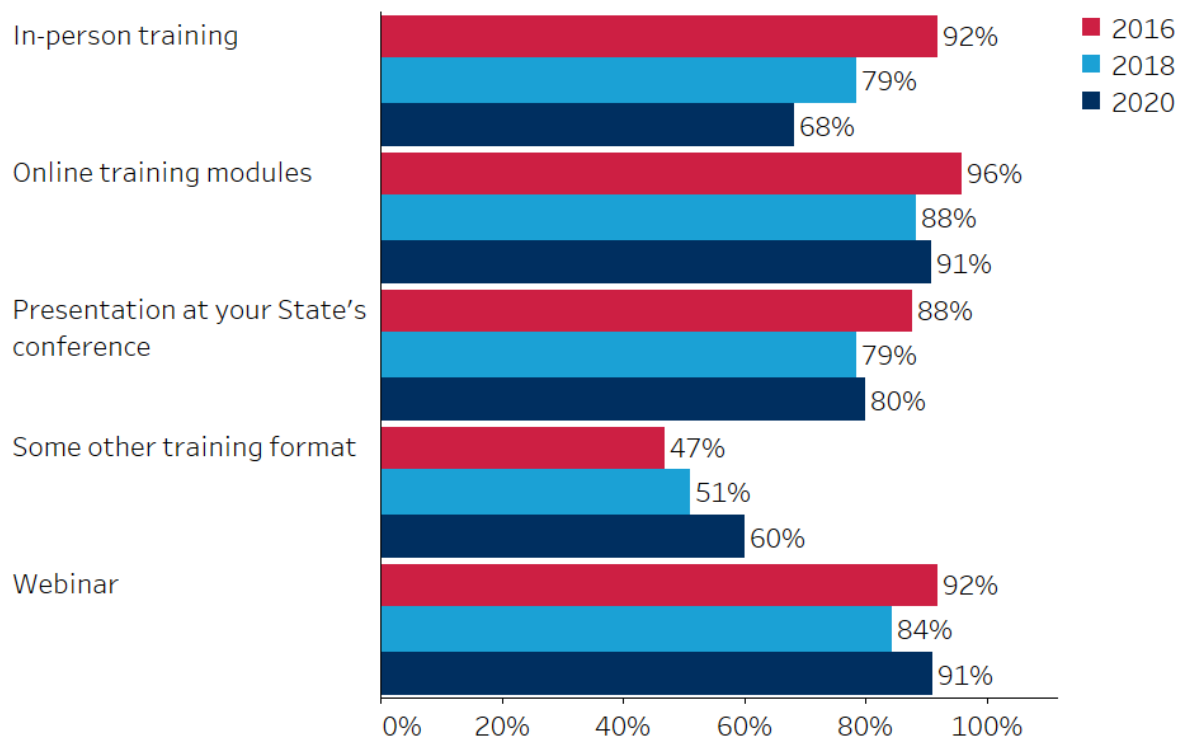
In addition to the products and services mentioned previously, FVAP also offers policy-related products to election officials. These are the monthly Election Official (EO) newsletter, FVAP research studies and reports, public policy papers, and FVAP congressional reports. As seen in figure 7, there is a decline in the use of all policy related products by SEOs since 2016. The largest decline is that of the monthly EO newsletter with a 42 percentage-point drop from 2016. However, when it comes to the perceived usefulness of these policy-related products, the majority of SEOs reported to have found them useful.[12] In addition, figure 8 shows that the majority of SEOs found that the information provided by FVAP helps their office increase their

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[11] 2020 PEVS-SEO Q. 11
[12] 2020 PEVS-SEO Q. 8

understanding of UOCAVA laws, it helps LEOs be more effective at their jobs, and it helps resolve questions that their office receives from LEOs.

Figure 7. SEOs reporting that they used one of the following FVAP policy-related products[13]
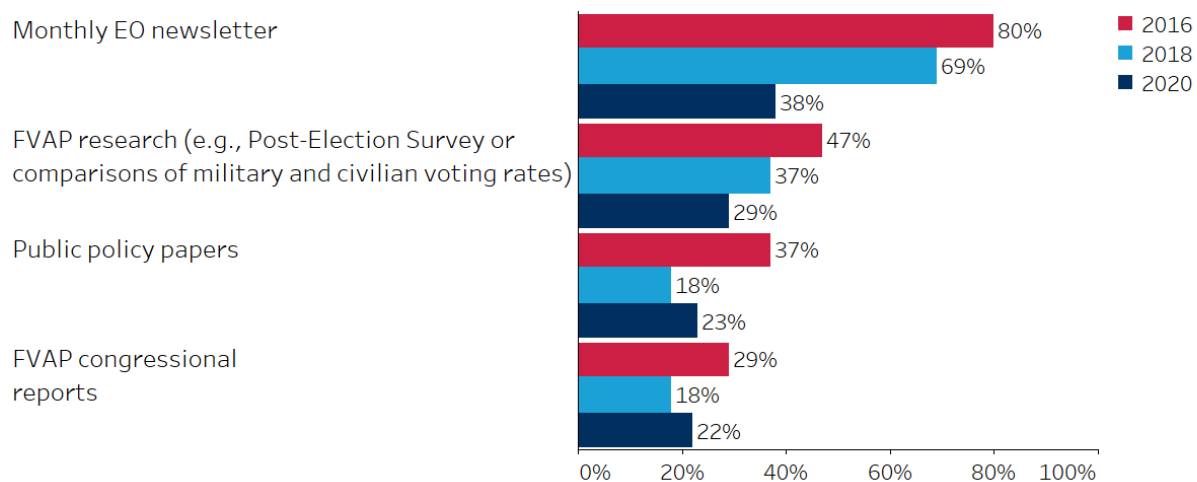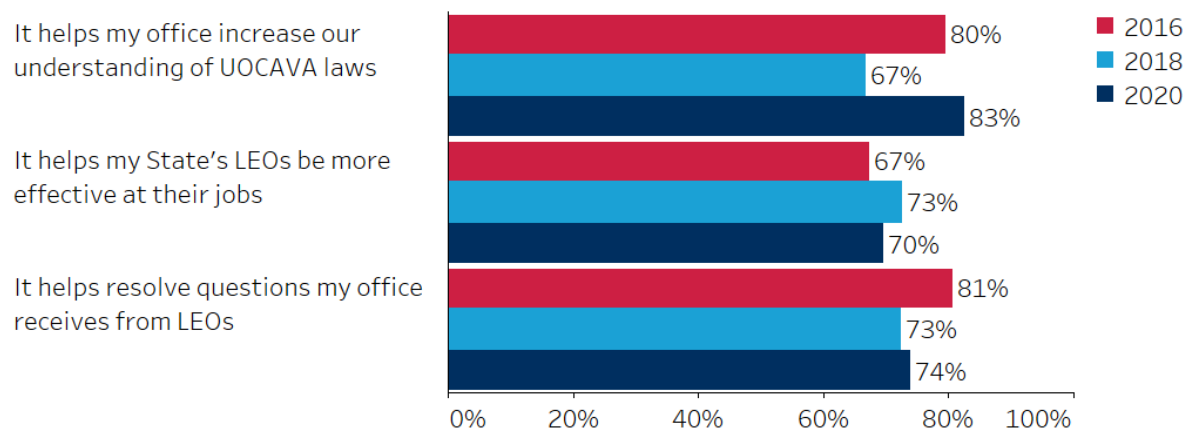

Figure 8. Percentage of SEOs that agreed with statements regarding information provided by FVAP[14]

When it comes to SEOs communicating with LEOs, figure 9 shows that in 2020 there has been an increase of five percentage points from 2018 in the number of SEOs who assist LEOs with registration and ballot request issues, and a four percentage-point increase in the amount of SEOs that share and/or refer FVAP resources. However, there is a seven-percentage point decrease in the number of SEOs that assisted LEOs with the implementation of the CSG OVI Technology Working Group recommendations. A description of the CSG OVI Technology Working Group and their recommendations are can be found in part four of this analyses section.

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[13] 2020 PEVS-SEO Q. 7
[14] 2020 PEVS-SEO Q. 12

Figure 9. The percentage of SEOs that assisted LEOs with registration and ballot request issues, sharing and/or referring FVAP resources, and implementing CSG OVI Technology Working Group Recommendations.[15]

Registration and ballot request issues for UOCAVA voters
- 2018: 86%
- 2020: 91%

Sharing and/or referring FVAP resources
- 2018: 84%
- 2020: 88%

Implementing CSG Overseas Voting Initiative Technology Working Group recommendations
- 2018: 31%
- 2020: 24%

Legend: 2018, 2020

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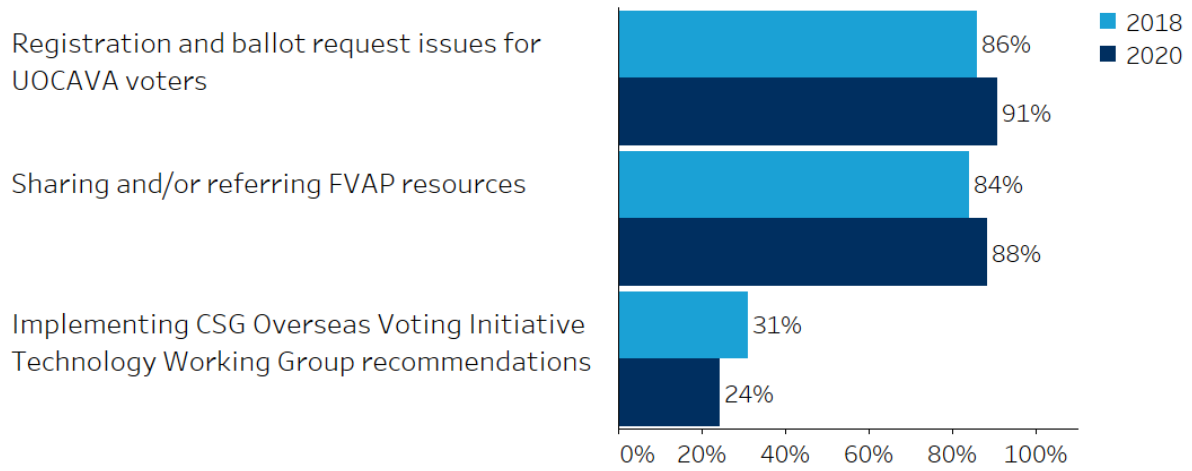
[15] 2020 PEVS-SEO Q. 36

Part 2: Registration and Ballot Request Issues

SEOs must be aware of the registration and ballot request responsibilities that they are required to fulfill in ensuring that UOCAVA voters receive the protection and assistance needed in order to complete the absentee voting process for federal elections.

Some of these responsibilities include the following:

- Designate a single state office to provide information on how to register and request a ballot to voters;
- report their *UOCAVA* related data within 90 data of each federal election;
- establish procedures for the electronic submission of blank ballots to *UOCAVA* voters; and
- notify *UOCAVA* voters if their absentee ballot request was rejected and provide a reason for that rejection.

In addition to the above responsibilities, states are also required to ensure that *UOCAVA* voters receive certain protections that allow them to successfully navigate the absentee ballot process. These protections are enforced by the U.S. Department of Justice and apply to all federal elections.

These protections include:

- The right to register to vote and request an absentee ballot and use the Federal Post Card Application (FPCA) if they choose to;
- the right to receive an absentee ballot at least 45 days before an election;
- the right to receive their ballot electronically if they request it by this method;
- the right to cast a Federal Write-In Absentee Ballot (FWAB) provided their initial ballot request was accepted before the state deadline;
- the right to access a ballot tracking system; and
- the right to submit a voted ballot even if it is not notarized, printed on a nonstandard paper size, or sent in a nonstandard type of envelope.

As seen in this report and previous PEVS-SEO reports, states vary in how they ensure these protections. The analyses in this section will show how states treat and process voter registration and ballot request forms and ballots, and how they handle different issues that may come up related to the *UOCAVA* voting process.

Variation in ensuring *UOCAVA* protections can be seen in figure 10. This figure shows that some states do not grant *UOCAVA* protections for voters who use some other type of form other than the FPCA for registering to vote and/or requesting a ballot. This demonstrates the importance of FVAP distributing and promoting the FPCA as the one universal national form for *UOCAVA* voters to use to ensure they receive the *UOCAVA* protections to which they are entitled.

Figure 10. The percentage of states that grant UOCAVA protections to UOCAVA voters if they use the following absentee ballot request forms (states were able to choose more than one answer.)[16]
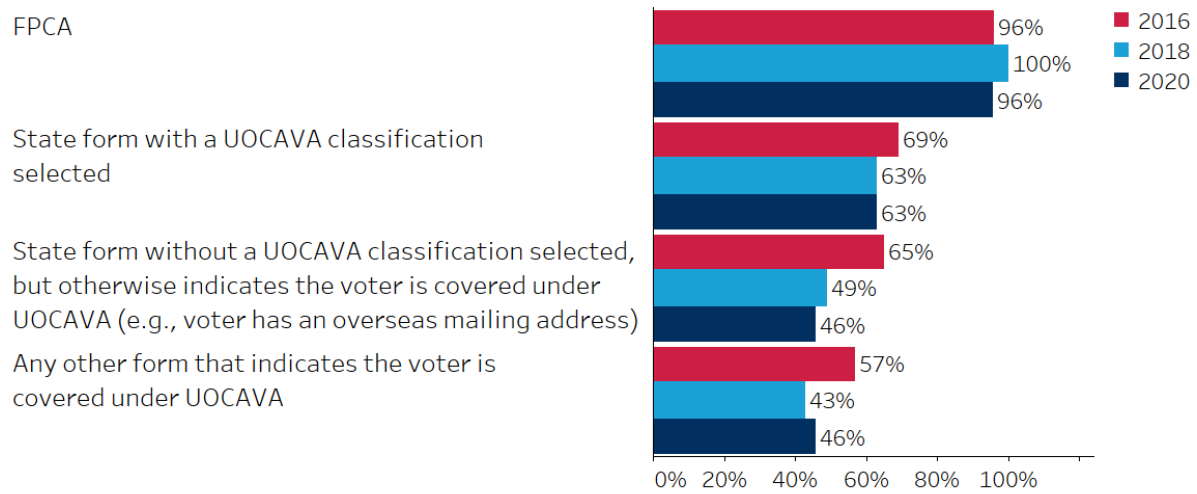
Another *UOCAVA* protection is that states must have an FPCA validity period which covers the entire calendar year in which the FPCA was submitted. This means that if a *UOCAVA* voter sent in their FPCA and had it accepted on or after January 1, their state would automatically send them ballots for all federal elections during that year. Many states however, have a longer validity period, in that they accepted FPCAs for the 2020 General Election prior to January 1, 2020. Figure 11 shows that the percentage of states that accepted FPCAs for the General Election prior to January 1, 2020, is 22 percentage-points lower than in 2018. In addition, not all states consider voters to be permanently registered under the National Voter Registration Act if they used the FPCA. In 2020, 85 percent of states permanently registered voters as seen in figure 12. This shows how important it is for FVAP to encourage voters to send in an updated FPCA every January to their local election official to ensure that their status as a *UOCAVA* voter is up to date.

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[16] 2020 PEVS-SEO Q. 20

Figure 11. The number of states that accepted FPCAs for the General Election before January 1 of the General Election year[17]
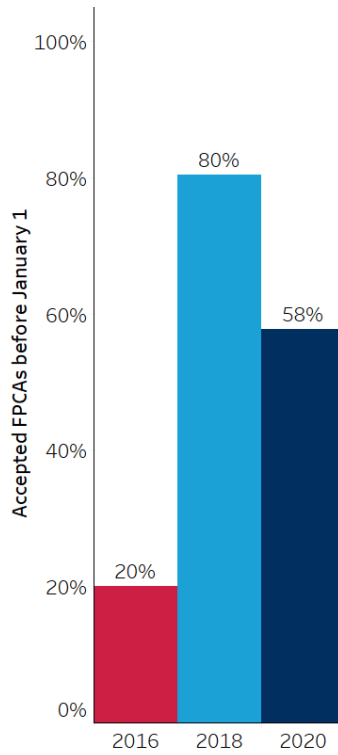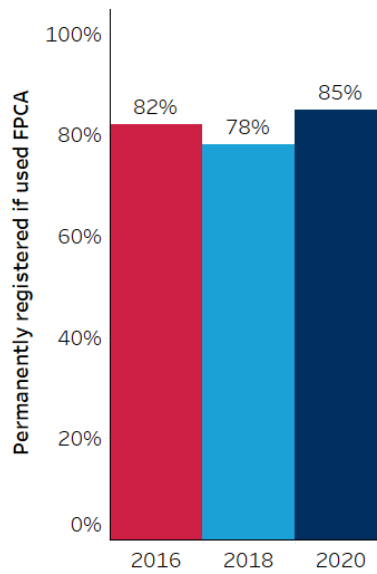

Figure 12. The percentage of states that consider voters permanently registered under the National Voter Registration Act if they used the FPCA[18]

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[17] 2020 PEVS-SEO Q. 14
[18] 2020 PEVS-SEO Q. 17

In 2020 there was a slight increase from 2018 (three percentage points) of states allowing for UOCAVA voters to register to vote online, as seen in figure 13. When comparing 2020 to 2016, this increase was at 19 percentage points.

Figure 13. The percentage of states that allowed UOCAVA voters to register online[19]
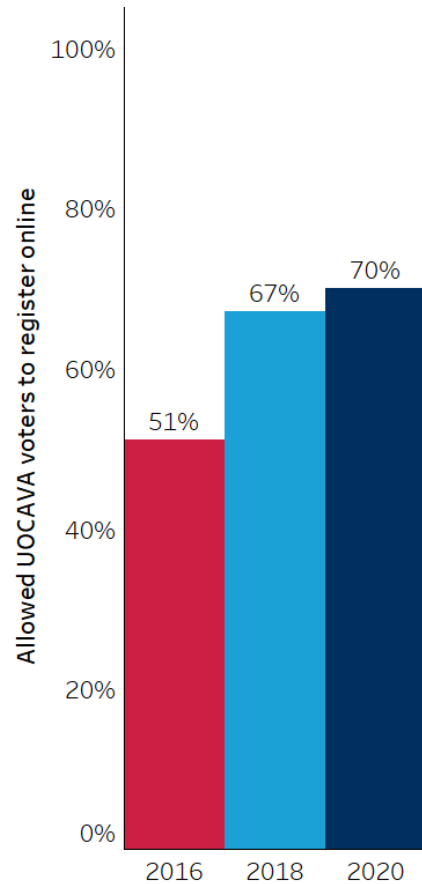
Another important aspect of *UOCAVA* voting is ensuring that FPCAs are processed in a timely manner. Time is crucial during the *UOCAVA* voting process. The voter starts the process by sending in an FPCA or a state registration and ballot request form to their election official. Provided that the form is filled out correctly, the election official will then accept their application and send the voter their ballot. The voter fills out, signs and sends the ballot back to their election office. If the voter is overseas, they might encounter further delays while sending back their ballot. Figure 14 shows that in 2020, 65 percent of states had a statutory requirement for processing FPCAs in a timely manner, which is 16 percentage points higher

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[19] 2020 PEVS-SEO Q. 15

than in 2018. Figure 15 shows that in 2020 most states had a statutory time limit of one day at 48 percent.

Figure 14. The percentage of states that have a statutory requirement for processing FPCAs in timely manner[20]

2018

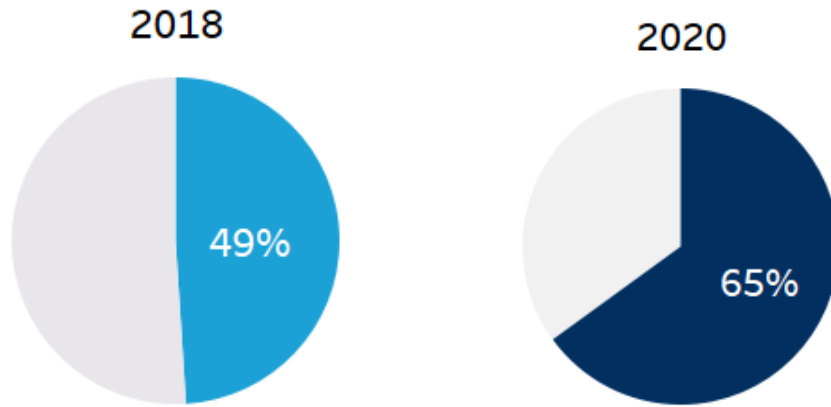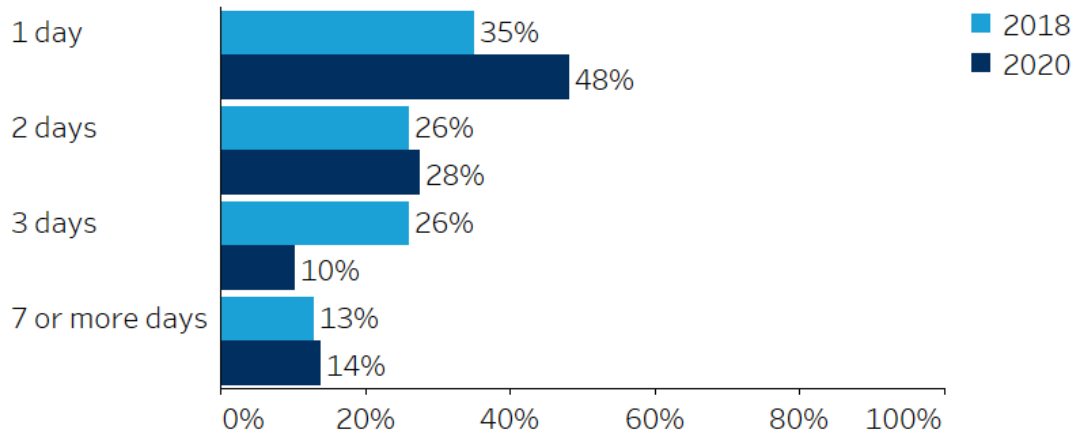49%

2020

65%

Figure 15. Statutory time limits[21]

|	2018	2020
1 day	35%	48%
2 days	26%	28%
3 days	26%	10%
7 or more days	13%	14%

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[20] 2020 PEVS-SEO Q. 16
[21] 2020 PEVS-SEO Q. 16sp

Another way that states can help to ensure a successful UOCAVA voting experience is by providing a proactive confirmation of receipt for an FPCA or another type of *UOCAVA* registration and/or request. Federal law only requires that a voter is notified if their request is rejected. If states also provide some sort of confirmation receipt upon receiving a registration and/or request, they could help their *UOCAVA* voters better complete the absentee voting process. Figure 16 shows that in 2020, 47 percent of states provided a proactive confirmation of receipt for an FPCA or other UOCAVA registration request.

Figure 16. The percentage of states that required for SEOs or LEOs to provide a proactive confirmation of receipt for an FPCA or other UOCAVA registration request.[22]

2020

47%
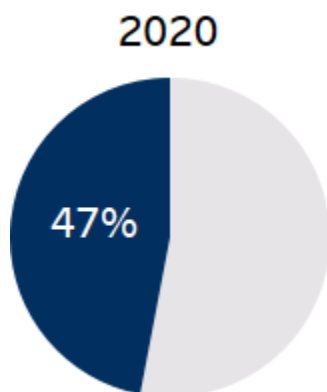
In most states, the deadline to register to vote as a *UOCAVA* voter differs from the absentee ballot request deadline. In figure 17, we can see how states processed FPCAs from unregistered voters that came in after the voter registration deadline but before the absentee ballot request deadline. In 2020, 24 percent of states both registered the applicant for future elections and sent them a ballot for the 2020 election. Thirty-one percent of states registered them for future elections but did not send them a ballot for the 2020 election. Four percent of states did not register them for future elections but did send them a ballot for the 2020 election. Nine percent of states neither registered them for future elections, nor sent them a ballot for the 2020 election, and 16 percent of states reported that their voter registration deadline is not earlier than their ballot request deadline.

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[22] 2020 PEVS-SEO Q. 18. This question was not in the 2018 or 2016 PEVS-SEO, and therefore no comparison with prior years can be provided.

Figure 17. How states processed FPCAs from unregistered voters that came in after the voter registration deadline, but before the absentee ballot request deadline.[23]
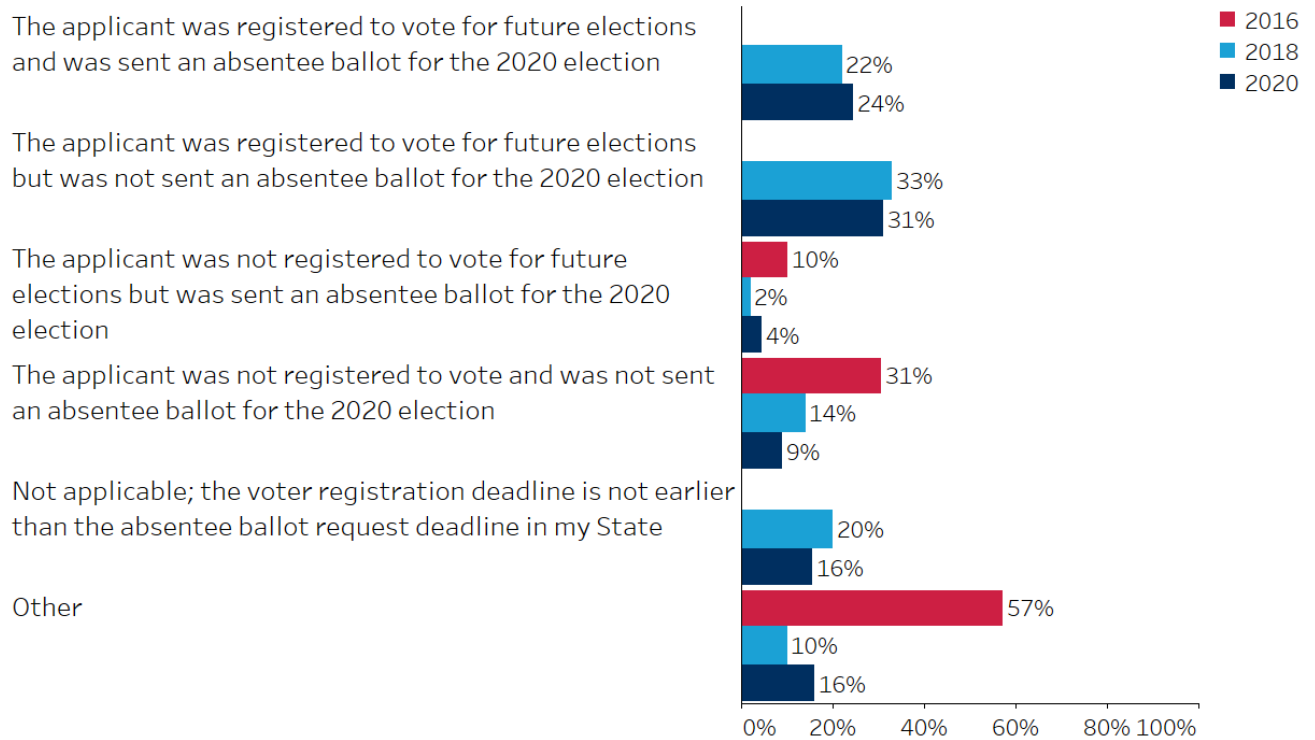
[23] 2020 PEVS-SEO Q. 19

Part 3: Ballot Processing Issues

States have different ways of handling ballot processing issues, just like they do with processing registration and ballot requests. Each state also has different guidelines related to how they require ballots to be returned. All states accept ballots by mail, but many also accept ballots back by email, online portal upload, or fax.

If a voter is returning a ballot by mail, some states require that the ballot be returned within a secrecy envelope which is then placed separately within another envelope which includes their signed affidavit. Figure 18 shows the number of states that accepted or rejected mailed ballots back without a secrecy envelope. This shows how important it is for SEOs to provide clear instructions to *UOCAVA* voters on how to fill out and return their ballots, and for voters to send back their ballots early so that way they have time to resolve any issues that arise.

Figure 18. How states processed voted ballots that were returned without a secrecy envelope[24]
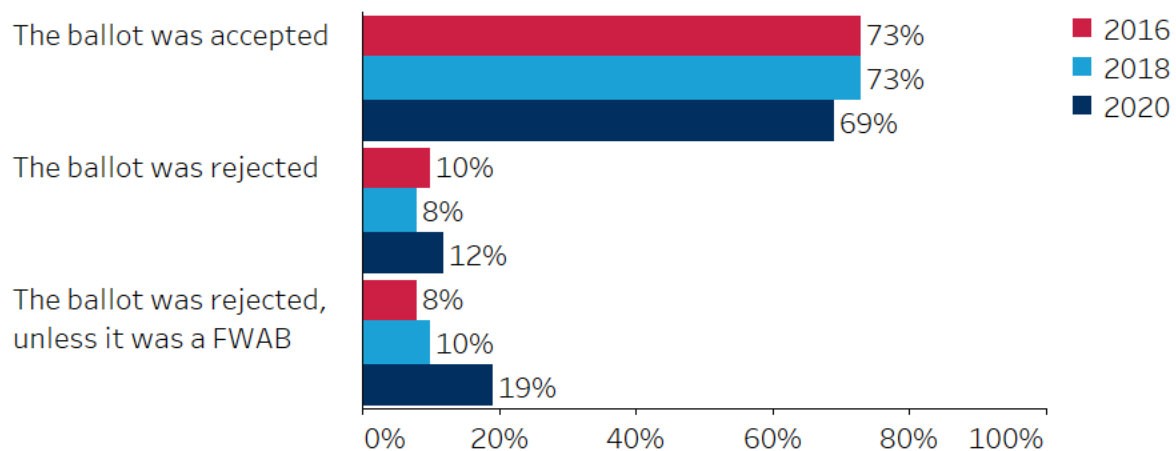
Federal Write-in Absentee Ballots (FWABs) are used as a backup ballot when a *UOCAVA* voter does not receive their ballot in time. FVAP recommends that *UOCAVA* voters send in a FWAB to their election official if they are 30 days out from an election and they still have not received their official ballot. The FWAB contains a section which asks voters if they want to register and request a ballot for future elections. If the voter leaves this section blank, states vary in their method of dealing with this missing answer. Figure 19 shows how the various ways in how states have dealt with this issue. In 2020, half of states processed the FWAB as a voter registration application, and 46 percent processed it as an absentee ballot request application. Fifty-four percent of states used it to update the voter's registration record if the voter was already registered. Half used it to update the voter's absentee ballot application record if the voter had previously submitted an application, and sixty-one percent counted the FWAB as a backup ballot.

Figure 19. How states processed FWABs for voters who did not indicate a preference for registering and requesting a ballot for future elections (states were able to choose more than one answer.)[25]

	2018	2020
The FWAB was processed as a voter registration application	51%	50%
The FWAB was processed as an absentee ballot application	55%	46%
The FWAB was used to update the voter's registration record if the voter was already registered	45%	54%
The FWAB was used to update the voter's absentee ballot application record if the voter had previously submitted an application	43%	50%
The FWAB was counted as a backup ballot	57%	61%

Another state requirement under *UOCAVA* is that they provide a confirmation of receipt for a completed ballot if a voter requests it. Figure 20 shows that in 2020, 45 percent of states provided this confirmation at the local level, and 55 percent provided it at the state level. As shown in figure 21, the majority of states (81 percent) provided this confirmation by means of a website or online system.

Figure 20. The percentage of states who provided confirmation of receipt to UOCAVA voters for a completed ballot at the state or local level (states were able to choose more than one answer.)[26]

	2018	2020
Local level	51%	45%
State level	57%	55%

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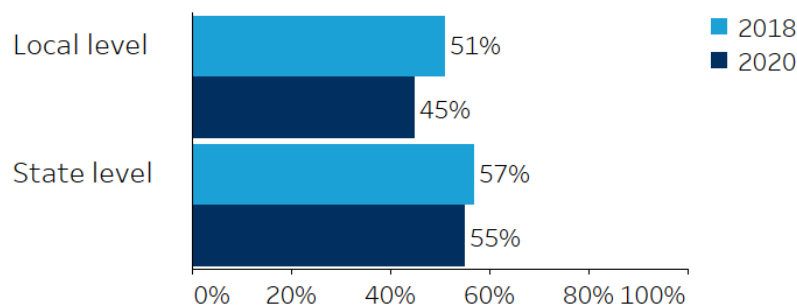
[25] 2020 PEVS-SEO Q. 21
[26] 2020 PEVS-SEO Q. 22

Figure 21. Methods that states used to provide confirmation of ballot receipt to UOCAVA voters (states were able to choose more than one answer.)[27]
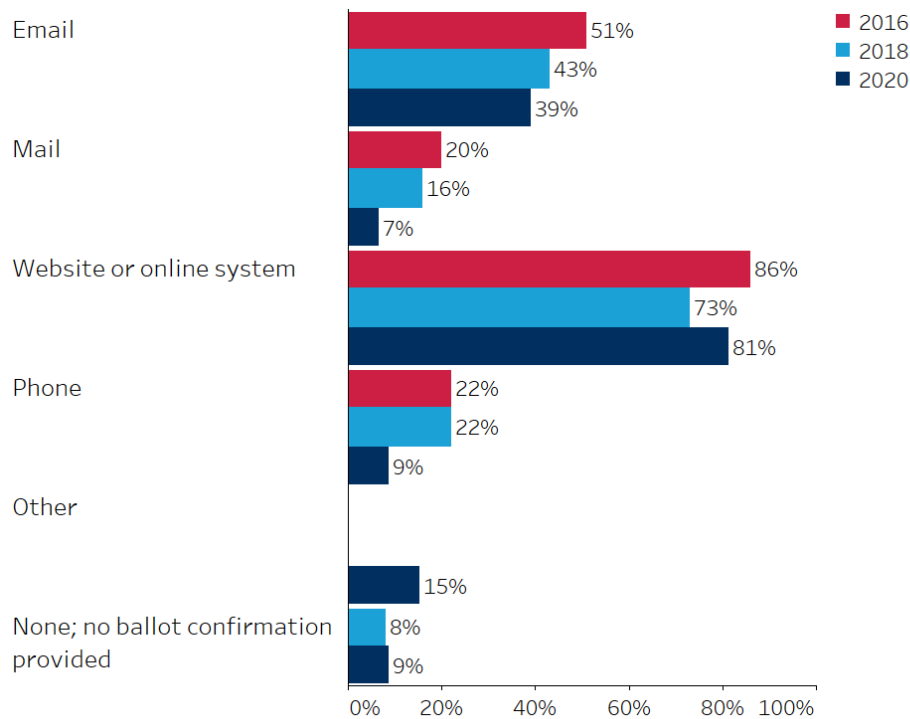
States can provide a more streamlined *UOCAVA* voting experience by providing voters with a proactive confirmation of receipt for a completed ballot. This is where states reach out directly to the voter to provide receipt, rather than just waiting until the voter contacts them. Figure 22 shows that in 2020, 27 percent of states provided a proactive confirmation of ballot receipt, which is 11 percentage points higher than in 2018.

Figure 22. Percentage of states that provided proactive confirmation of ballot receipt to UOCAVA voters[28]

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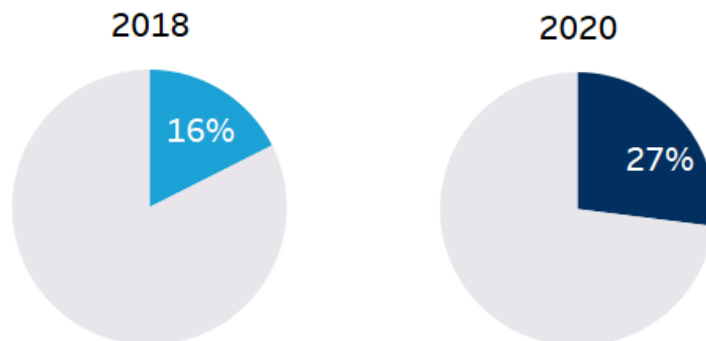
[27] 2020 PEVS-SEO Q. 23
[28] 2020 PEVS-SEO Q. 24

Part 4: CSG Overseas Voting Initiative

In 2014, FVAP entered into a cooperative agreement with the Council of State Governments (CSG) and established the Overseas Voting Initiative (OVI). The goal of the OVI is to improve the voting process for *UOCAVA* voters. It does this by forming working groups that evaluate best practices and explore innovations that can assist election officials with the administration of elections.

In 2018, FVAP entered into a second cooperative agreement with the CSG, which continues the work of the OVI. This agreement examines two key areas of interest. The first is the examination of the viability of technical solutions to support the implementation of electronic blank ballot delivery systems. The second is the implementation of the ESB Data Standard to assist FVAP with informed program improvements and meeting its Congressional reporting requirements. The 2020 PEVS-SEO solicited feedback from SEOs on CSG's OVI Technology Working Group recommendations, with the questions asked being in regards to the state's implementation status of these recommendations in preparation for the 2022 election cycle.

The OVI Technology Working Group recommendations focused on the following areas:

- Unreadable/damaged ballot duplication
- Common access card/digital signature verification
- Data standardization/performance metrics

Many state election officials are still not aware of CSG's Overseas Voting Initiative Technology Working Group recommendations. As shown in figure 23, awareness of these recommendations in 2020 was down by 14 percentage-points from 2018. FVAP and CSG will continue to work with state election officials to build up awareness of these recommendations, and assist states in their implementation if requested.

Figure 23. The percentage of states that were aware of CSG's Overseas Voting Initiative Technology Working Group recommendations[29]

2018 — 61%

2020 — 47%

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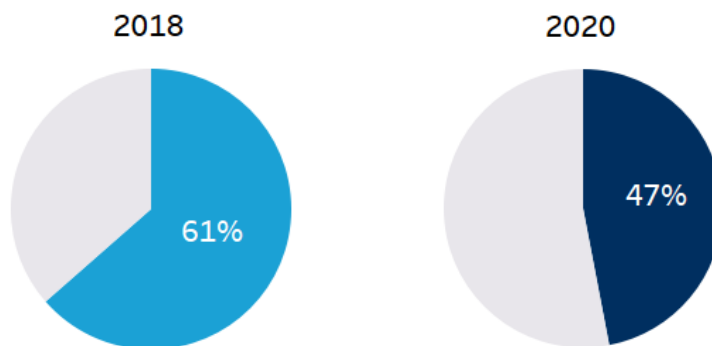
[29] 2020 PEVS-SEO Q. 26

In regards to unreadable/damaged ballot duplication, the majority of states have already implemented or plan to implement OVI's Technology Working Group recommendations. According to CSG, "Ballot duplication is the process for replacing a damaged or improperly marked ballot with a new ballot that preserves the voter's intent and can be counted."[30] Figure 24 shows that 68 percent of states have already selected a ballot duplication process appropriate for the number of paper ballots they process. Seventy-six percent established clear procedures to ensure auditability. Fifty-three percent made technologies for ballot duplication easy to use, and 58 percent ensured that technologies for ballot duplication promoted transparency.

Figure 24. The percentage of states that plan to implement CSG's Overseas Voting Initiative Technology Working Group recommendations regarding unreadable/damaged ballot duplication, prior to the November 2022 election.[31]
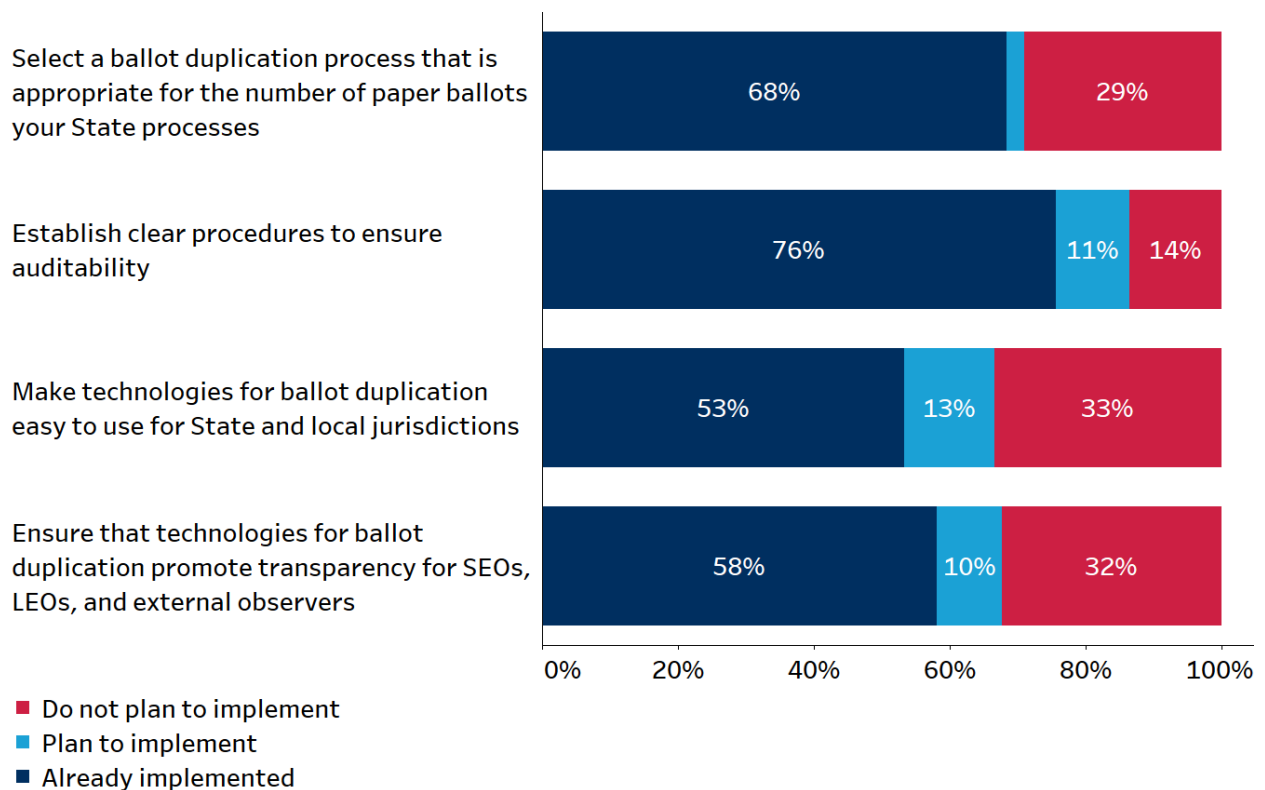
Service members and overseas citizens sometimes find themselves in locations without access to the equipment needed to print, scan, and send in their FPCA or ballot. One way that states can help to reduce this obstacle is by authorizing the use of digital signatures for election related activities. Use of the DoD issued common access card for electronic signature verification is also an option that can be used for Service members and overseas DoD civilians.

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[30] "Frequently Asked Questions (and Answers) About Ballot Duplication," Council of State Governments, September 16, 2020. https://ovi.csg.org/ballot-duplication-faq/
[31] 2020 PEVS-SEO Q. 27

The majority of states already allow for the use of digital signatures for non-election related state activities as seen in figure 25, with an increase of 15 percentage-points in 2020 from 2018.

Figure 25. The percentage of states that allow for the use of a digital signature for non-election related State activities (e.g., tax forms, real estate transactions)[32]

2018

2020

73%

88%
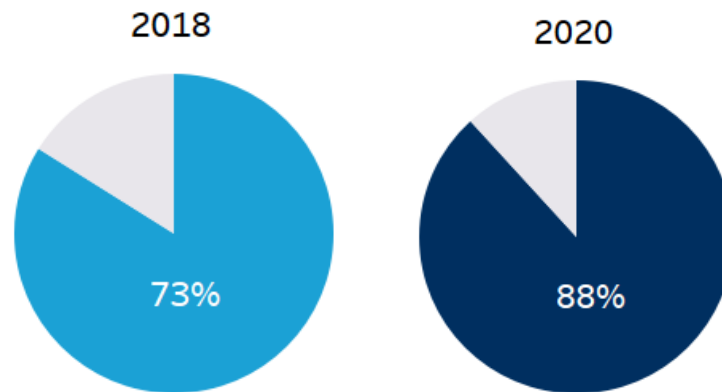
The responses from SEOs in regards to the common access card/digital signature verification recommendations can be found in figure 26. According to the survey responses, the majority of states do not allow for digital signatures, and many do not plan to authorize their use during the 2022 election cycle. At the time the survey was administered, 41 percent of states allowed for the use of digital signatures for election related activities, and 13 percent planned to authorize their use for the 2022 election cycle. Thirty-eight percent allowed for the use of digital signatures for *UOCAVA* voters, and an additional nine percent planned to start implementing the acceptance of digital signatures for *UOCAVA* voters for the 2022 election cycle. Eleven percent of states coordinated educational efforts with local military installations in 2020, and an additional 35 percent plan to do so for the 2022 election cycle. Only two percent of states have developed educational resources for *UOCAVA* voters in 2020, and 22 percent plan to do so for 2022. Thirty-six percent already developed procedures and training materials regarding acceptance and use of digital signatures, and another 22 percent plan to do so. In 2020, 44 percent provided an option for military personnel to designate their *UOCAVA* voting status using the state's online elections portal, and 10 percent plan to implement this recommendation for the 2022 election cycle.

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[32] 2020 PEVS-SEO Q. 33

Figure 26. The percentage of states that plan to implement CSG's Overseas Voting Initiative Technology Working Group recommendations regarding common access card/digital signature verification, prior to the November 2022 election.[33]

Allow the use of a digital signature to complete election-related activities (e.g., register to vote, request an absentee ballot): 41% / 13% / 46%

Allow the use of digital signatures in the election process for UOCAVA voters (e.g., treat digital signatures equally to handwritten ones): 38% / 9% / 53%

Coordinate educational efforts with local military installations: 11% / 35% / 54%

Develop educational resources for UOCAVA voters about using digital signatures: 2% / 22% / 76%

Develop procedures and training materials regarding acceptance and use of digital signatures: 36% / 18% / 46%

Provide an option for military personnel to designate their UOCAVA voting status using your State's online election portal: 44% / 10% / 46%

Status
- Do not plan to implement
- Plan to implement
- Already implemented

FVAP and the CSG's OVI have developed a standardized way of collecting data on *UOCAVA* voting at the transactional level. This data collection will ease the burden on states when it comes to completing Section B of the Election Administration and Voting Survey (EAVS.) The EAVS Section B provides aggregated data at the jurisdictional level, but not at the transactional level, which is what is required in order to do a more in depth analysis of the *UOCAVA* voting process. This standardized data collection is called the Election Administration Voting Survey (EAVS) Section B or ESB Data Standard. The ESB Data Standard allows for FVAP to evaluate the different stages of the *UOCAVA* voting process without actually collecting any personal

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[33] 2020 PEVS-SEO Q. 29

information on voters. This transactional data encompasses how and when voting transactions occur, such as voter registration, ballot request, ballot transmission, and ballot receipt.[34]

Figure 27 shows that large portion of states have either already implemented the data standardization and performance metrics recommendations or plan to implement them for the 2022 election cycle. This indicates that in 2022, there is the potential for more states to participate in the ESB Data Standard data collection. Thirty-nine percent of states have already identified a method or partner agency that can support automated data collection and validation to ensure continued use of the ESB Data Standard, and 24 percent are planning to do for the 2022 election cycle. Forty-five percent established standards to support the long-term sustainability of the ESB Data Standard with another 27 percent expected to so before November 2022. Fifty-six percent assisted EAC efforts to facilitate post-election reporting requirements, and an additional 32 percent plan to start doing so for the 2022 election cycle. When it comes to ensuring that the ESB Data Standard is incorporated into appropriate election technology provider contracts for data exportation, 35 percent stated that this has already been done, while 41 percent state that they plan to incorporate this by November 2022.

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[34] FVAP, Data Standardization and the Impact of Ballot Transmission Timing and Mode on UOCAVA Voting, 2018. https://www.fvap.gov/uploads/FVAP/Reports/609 ResearchNote11_DataStd_FINAL.pdf

Figure 27. The percentage of states that plan to implement CSG's Overseas Voting Initiative Technology Working Group recommendations regarding data standardization/performance metrics prior to the November 2022 election.[35]

Identify a method or partner agency that can support automated data collection and validation to ensure continued use of the EAVS Section B Data Standard: 39% / 24% / 36%

Establish standards to support the long-term sustainability of the EAVS Section B Data Standard: 45% / 27% / 27%

Assist EAC efforts to facilitate post-election reporting requirements: 56% / 32% / 12%

Ensure that the EAVS Section B Data Standard is incorporated into appropriate election technology provider contracts so that data can be exported using it: 35% / 41% / 24%

- Do not plan to implement
- Plan to implement
- Already implemented

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[35] 2020 PEVS-SEO Q. 31

Conclusion and Recommendations

The 2020 PEVS-SEO has gathered the information needed for FVAP to evaluate its customer service approach with state election officials, and identify those products and services that are working well and those that can be improved. The data presented within this report also reveals how states handled registration, ballot requests, and ballot processing issues during the 2020 Federal Election as well as their implementation status of the Council of State Governments' (CSG) Overseas Voting Initiative (OVI) Technology Working Group recommendations. This report also provides comparisons with the 2018 and 2016 General Elections where the data is available. When taking the key findings presented at the beginning of this report into consideration, here are the actions that FVAP can take during the 2022 election cycle in an effort to support state election officials, reduce obstacles for UOCAVA voters, and improve their overall voting experience.

- Continue promoting FVAP.gov as the main source of information when it comes for UOCAVA voting.

- Increase outreach and awareness of FVAP's Election Official (EO) training.

- Increase awareness and utility of the monthly SEO newsletter.

- Raise awareness of FVAP's military address lookup service, and explain its user requirements and limitations to SEOs.

- Continue to educate states on how they can better improve the overall UOCAVA voting experience and reduce obstacles for UOCAVA voters.

- Raise awareness of CSG OVI Technology Working Group recommendations, educate, and assist states in their implementation.

Election offices, leaders, and staff at the state and local levels play a central role in the absentee voting process for U.S. citizens protected by UOCAVA. FVAP remains committed to supporting the states and has already begun taking the recommendations from this survery into consideration, and will continue to do so as it prepares for the 2022 election cycle.

References

"Frequently Asked Questions (and Answers) About Ballot Duplication," Council of State

    Governments, September 16, 2020. https://ovi.csg.org/ballot-duplication-faq/

FVAP 2018 Post-Election Voting Survey – State Election Officials Technical Report

    https://www.fvap.gov/uploads/FVAP/Surveys/FVAP_SEO_Technical_Report_2018.pdf

FVAP 2016 Post-Election Voting Survey – State Election Officials Technical Report

    https://www.fvap.gov/uploads/FVAP/Reports/PEVS_SEO_TechReport_Final.pdf

FVAP, Data Standardization and the Impact of Ballot Transmission Timing and Mode on

    UOCAVA Voting, 2018. https://www.fvap.gov/uploads/FVAP/Reports/609

    ResearchNote11_DataStd_FINAL.pdf

2020 Post-Election Voting Survey of SEOs

FVAP PRODUCTS AND SERVICES

The first section of this survey will ask about your experience using five different Federal Voting Assistance Program (FVAP) products and services in 2020.

On the next page, please **read the following descriptions** of these FVAP products and services carefully. You can reference these descriptions during the survey by using the links at the bottom of your screen.

FVAP.gov

Provides customized, voting-related information and resources for all *Uniformed and Overseas Citizens Absentee Voting Act* (*UOCAVA*) voters and election officials. FVAP.gov supplies State-specific election information, including dates, deadlines and contact information that voters can rely on to adhere to their State's absentee voting process. Other products and services, such as the election official online training module, are available at FVAP.gov.

Staff Support

FVAP staff is available to provide support to election officials, including voting information, voter outreach materials and State-specific updates that can be communicated with voters. FVAP staff can be reached by email at vote@fvap.gov or by using a toll-free telephone service.

Address Look-Up Service

Election officials can contact FVAP when a ballot sent to a military Service member is returned and FVAP will attempt to find the member's current address information.

Election Official (EO) Online Training

A short, interactive course created for election officials. It provides information on *UOCAVA*-related laws, clarifies the absentee voting process, and includes an overview of FVAP's role in assisting your office with *UOCAVA* voters.

QUSEWEB QUSESTF QUSESAS QUSEADD QUSETRN

1. In 2020, did your office use any of the following FVAP products or services? *Mark "Yes" or "No" for each item.*

	2 Yes	**1** No	**98** Not applicable; my office was not aware of this FVAP product/service
a. FVAP.gov	☒	☒	☒
b. FVAP staff support	☒	☒	☒
c. FVAP military address look-up service	☒	☒	☒
d. FVAP EO online training	☒	☒	☒

QSATWEB QSATSTF QSATSAS QSATADD QSATTRN

2. **[Ask if QUSEWEB = 2 OR QUSESAS= 1|2 OR QUSEADD = 1|2 OR QUSETRN = 1|2, else skip to QREF]** How satisfied was your office with the following FVAP products or services?

	5 Very satisfied	**4** Satisfied	**3** Neither satisfied nor dissatisfied	**2** Dissatisfied	**1** Very dissatisfied
a. FVAP.gov	☒	☒	☒	☒	☒
b. FVAP staff support	☒	☒	☒	☒	☒
c. FVAP military address look-up service	☒	☒	☒	☒	☒
d. FVAP EO online training	☒	☒	☒	☒	☒

QSATSP

2sp. **[Ask if QSATWEB = 1|2 OR QSATSAS= 1|2 OR QSATADD = 1|2 OR QSATTRN = 1|2, else skip to QREF]** Please explain why you were not satisfied with the following products or services from FVAP: **[INSERT "FVAP.gov" if QSATWEB= 1|2, INSERT "FVAP staff support" if QSATSTF = 1|2, INSERT "FVAP State affairs specialist" if QSATSAS = 1|2, INSERT "FVAP address look-up service" if QSATADD = 1|2, INSERT "FVAP EO online training" if QSATTRN= 1|2].** *Do not provide any Personally Identifiable Information (PII).*

QREFWEB QREFSTF QREFSAS QREFADD QREFTRN

3. In 2020, did your office *refer* any local election officials (LEO) to the following FVAP products or services? *Mark "Yes" or "No" for each item.*

	2 Yes	**1** No	**98** Not applicable; my office was not aware of this FVAP product/service
a. FVAP.gov	☒	☒	☒
b. FVAP staff support	☒	☒	☒
c. FVAP military address look-up service	☒	☒	☒

		2 Yes
	1 No	
98 Not applicable; my office was not aware of this FVAP product/service		
d. FVAP EO online training…...	☒ ☒	☒

FVAP.GOV

4. [Ask if QUSEWEB=1/2 AND QREFWEB =1] In 2020, what was the main reason your office did not share information about <u>FVAP.gov</u> with LEOs?

1 ☒ Did not believe FVAP.gov offered the assistance LEOs needed

2 ☒ Did not believe FVAP.gov offered accurate information

3 ☒ LEOs received comparable assistance from another resource

4 ☒ LEOs did not need assistance or information available on FVAP.gov

5 ☒ Some other reason

4sp. How can FVAP improve <u>FVAP.gov</u>? *Do not provide any Personally Identifiable Information (PII).*

FVAP STAFF SUPPORT

5. [Ask if QUSESTF=1/2 AND QREFSTF=2, else skip to QSTFNOT] In 2020, did your office refer any LEOs to FVAP staff support for any of the following reasons? *Mark "Yes" or "No" for each item.*

		2 Yes
	1 No	
a. To request FVAP voting supplies or outreach materials..	☒	☒
b. To receive information about training and/or other FVAP resources.................	☒	☒
c. To resolve a problem for an LEO................................	☒	☒
d. To suggest changes to FVAP publications or programs.............................	☒	☒

		2 Yes
	1 No	
e. To update contact information for a local election office.	☒	☒
f. To obtain clarification about *UOCAVA* laws...........	☒	☒
g. Some other reason	☒	☒

5sp. [Ask if QSTFREG = 2, else skip to QSTFNOT] Please specify the other reason(s) your office referred LEOs to FVAP staff support in 2020. *Do not provide any Personally Identifiable Information (PII).*

6. [Ask if QUSESTF = 1/2 AND QREFSTF = 1] In 2020, what was the main reason your office did not refer LEOs to <u>FVAP staff support</u> for assistance?

1 ☒ Did not believe FVAP staff offered the assistance LEOs needed.

2 ☒ Did not believe FVAP staff offered accurate information.

3 ☒ Did not believe FVAP staff provided timely responses.

4 ☒ LEOs received comparable assistance from another resource.

5 ☒ LEOs did not need assistance or information from FVAP staff.

6 ☒ Some other reason

6sp. How can FVAP improve the assistance provided by <u>FVAP staff support</u>? *Do not provide any Personally Identifiable Information (PII).*

FVAP POLICY AND RESEARCH

7. During 2020, did your office use any of the following FVAP policy-related products? *Mark "Yes" or "No" for each item.*

		2 Yes
	1 No	
a. Public policy papers………..	☒	☒

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	2 Yes	1 No
b. FVAP research (e.g., Post-Election Survey or comparisons of military and civilian voting rates). ...	☒	☒
c. FVAP congressional reports................................	☒	☒
d. Monthly EO newsletter.......	☒	☒

QSASPUSFA QSASPUSFB QSASPUSFC QSASPUSFD

8. [Ask if QSASPA = 2 OR QSASPB = 2 OR QSASPC = 2 OR QSASPD = 2, else skip to QVAG] **How useful were the following FVAP policy-related products?** *Mark one answer for each statement.*

	4 Very useful	3 Useful	2 Somewhat useful	1 Not useful
a. Public policy papers.....................	☒	☒	☒	☒
b. FVAP research (e.g., Post-Election Survey or comparisons of military and civilian voting rates).	☒	☒	☒	☒
c. FVAP congressional reports....................	☒	☒	☒	☒
d. Monthly EO newsletter..............	☒	☒	☒	☒

QRESTOP

9. **FVAP conducts periodic research on important election topics. On what policy topic(s) would you most want FVAP to disseminate new research?** *Do not provide any Personally Identifiable Information (PII).*

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FVAP ELECTION OFFICIAL (EO) ONLINE TRAINING

QTRNNOT

10. [Ask if QUSETRN = 1|2 AND QREFTRN = 1, else skip to QTRNNOTSP] : **In 2020, what was the main reason your office did not refer LEOs to the FVAP EO online training?**

1 ☒ Did not believe FVAP.gov offered the assistance LEOs needed.

2 ☒ Did not believe FVAP.gov offered accurate information.

3 ☒ LEOs received comparable assistance from another resource.

4 ☒ LEOs did not need any training.

5 ☒ Some other reason

QTRNNOTSP

10sp. How can FVAP improve the FVAP EO online training? *Do not provide any Personally Identifiable Information (PII).*

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QTRNTYPEA QTRNTYPEB QTRNTYPEC QTRNTYPED QTRNTYPEE

11. **FVAP provides training to election officials in various formats. How useful would each of the following types of training formats be for LEOs in your State?** *Mark one answer for each statement.*

	4 Very useful	3 Useful	2 Somewhat useful	1 Not useful
a. Online training modules	☒	☒	☒	☒
b. In-person training	☒	☒	☒	☒
c. Presentation at your State's conference	☒	☒	☒	☒
d. Webinar.......................	☒	☒	☒	☒
e. Some other training format...........................	☒	☒	☒	☒

QTRNTYPESP

11sp. [Ask if QTRNTYPEE = 3|4] **Please describe the other training format(s) that would be valuable to your office.** *Do not provide any Personally Identifiable Information (PII).*

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IMPROVEMENT OF SERVICES

The following questions ask about how FVAP can improve communication with your office and improve FVAP products and services.

QHELPSA QHELPSB QHELPSC

12. Across all of FVAP's products and services, how much do you agree or disagree with each of the following statements about the information provided by FVAP? *Mark one answer for each statement.*

		5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
a.	It helps my office increase our understanding of *UOCAVA* laws..	☒	☒	☒	☒	☒
b.	It helps resolve questions my office receives from LEO's.	☒	☒	☒	☒	☒
c.	It helps my State's LEO s be more effective at their jobs.	☒	☒	☒	☒	☒

QIMPRVCOMM

13. How can FVAP help improve communication between SEOs and LEOs? *Do not provide any Personally Identifiable Information (PII).*

REGISTRATION AND BALLOT REQUESTS

The following questions will help us better understand your State's standard procedures for processing registration and ballot requests during the 2020 General Election. Most of these questions ask about *UOCAVA* citizens and the Federal Post Card Application (FPCA), described below:

UOCAVA Citizens: U.S. citizens who are active members of the Uniformed Services, their eligible family members or U.S. citizens residing outside of the United States.

FPCA: The FPCA is a single form that can be used to register to vote and/or request an absentee ballot for federal elections.

Each State has unique policies, so you might not see an answer that exactly represents your State's procedures. **Please select the answer to each question that best represents your State's procedures.** If you would like to add any additional comments about your State's procedures, please do so in your answer to Question 35 at the end of the survey.

QFPCADATE

14. States have varying dates for when they begin accepting FPCAs before the current federal election year. Did your State accept FPCAs for the 2020 General Election before January 1, 2020?

2 ☒ Yes, my State began accepting FPCAs before January 1, 2020.

1 ☒ No, my State only accepted FPCAs received after January 1, 2020.

QONREG

15. In 2020, did your State allow *UOCAVA* voters to register online?

2 ☒ Yes

1 ☒ No

3 ☒ It varies by jurisdiction within my State

If you would like to provide additional information, please do so below: *Do not provide any Personally Identifiable Information (PII).*

QFPCATIME

16. In 2020, did your State have a statutory requirement for processing FPCAs in a timely manner (e.g., FPCAs must be processed within 1 business day)?

2 ☒ Yes

1 ☒ No

QFPCATIMESP

16sp. In 2020, what was the statutory time limit for processing FPCAs ?

[   ]

17. In some States, if a voter registers using the FPCA, they are considered permanently registered under the National Voter Registration Act (i.e., the voter will be placed on your State's voter registration roll). In other States, voters must submit a separate registration form to be permanently registered.

In 2020, did your State consider a voter to be permanently registered if they registered using an FPCA?

2 ☒ Yes

1 ☒ No

18. In 2020, did your State policy require that either state election officials (SEO) or LEOs provide proactive confirmation of receipt for an FPCA or other UOCAVA registration request to UOCAVA voters (i.e., a confirmation was sent automatically without a voter inquiring about the registration or ballot request status)?

2 ☒ Yes

1 ☒ No

19. In 2020, if an FPCA from an unregistered voter was received after the voter registration deadline but before the absentee ballot request deadline, how was the FPCA processed in your State?

1 ☒ The applicant was not registered to vote and was not sent an absentee ballot for the 2020 election.

2 ☒ The applicant was not registered to vote for future elections but was sent an absentee ballot for the 2020 election.

3 ☒ The applicant was registered to vote for future elections but was not sent an absentee ballot for the 2020 election.

4 ☒ The applicant was registered to vote for future elections and was sent an absentee ballot for the 2020 election.

5 ☒ Not applicable; the voter registration deadline is not earlier than the absentee ballot request deadline in my State.

6 ☒ Other

If you would like to provide additional information, please do so below. *Do not provide any Personally Identifiable Information (PII).*

QPROTECT

20. **Military members and U.S. citizens residing overseas may request absentee ballots using different forms, including FPCAs and State forms. We are interested in whether these types of voters receive the same *UOCAVA* protections if they use non-FPCA forms.**

   From the list below, mark all types of absentee ballot request forms that would allow a military member, eligible family member, or U.S. citizen residing overseas to receive *UOCAVA* protections in your State.

   1 ☒ FPCA

   2 ☒ State form with a *UOCAVA* classification selected

   3 ☒ State form without a *UOCAVA* classification selected, but otherwise indicates the voter is covered under *UOCAVA* (e.g., voter has an overseas mailing address)

   4 ☒ Any other form that indicates the voter is covered under *UOCAVA*

BALLOT PROCESSING

The following questions will help us better understand your State's standard procedures for processing backup ballots during the 2020 General Election. Most of these questions ask about *UOCAVA* citizens and the Federal Write-In Absentee Ballot (FWAB), described below:

UOCAVA **Citizens:** U.S. citizens who are active members of the Uniformed Services, their eligible family members or U.S. citizens residing outside of the United States.

FWAB: The FWAB is a single form that can be used as a back-up absentee ballot for *UOCAVA* voters who have not yet received their ballot. Many States have expanded use of the FWAB for other purposes, such as voter registration.

Each State has unique policies, so you might not see an answer that exactly represents your State's procedures. **Please select the answer to each question that best represents your State's procedures.** If you would like to add any additional comments about your State's procedures, please do so in your answer to Question 35 at the end of the survey.

5. What is your voting preference for future elections?

| Do you want to register and request a ballot for all elections you are eligible to vote in? | ☐ Yes ☐ No | How do you want to receive voting materials from your election office? | ☐ Mail ☐ Email or online ☐ Fax | What is your political party for primary elections? |

QFWABPROC

21. **In 2020, if a FWAB was received from a voter who did NOT indicate a preference for registering and requesting a ballot for future elections in Section 5 (shown above), how was the FWAB processed in your State? *Mark all that apply.***

1 ☒ The FWAB was counted as a backup ballot.

2 ☒ The FWAB was processed as a voter registration application.

3 ☒ The FWAB was processed as an absentee ballot application.

4 ☒ The FWAB was used to update the voter's registration record if the voter was already registered.

5 ☒ The FWAB was used to update the voter's absentee ballot application record if the voter had previously submitted an application.

QCONFLVL

22. In your State in 2020, confirmation of receipt for a completed ballot was provided to *UOCAVA* voters at the:
Mark all that apply.

1 ☒ State level

2 ☒ Local level

QBALCONFA QBALCONFB QBALCONFC QBALCONFD QBALCONFE QBALCONFF

23. In your State in 2020, which methods did SEOs or LEOs use to provide confirmation of receipt for a completed ballot to *UOCAVA* voters?
Mark all that apply.

1 ☒ Email

2 ☒ Mail

3 ☒ Website or online system

4 ☒ Phone

5 ☒ Other

6 ☒ None; no ballot confirmation is provided

QPROCONF

24 In 2020, did your State policy require that either SEOs or LEOs provide <u>proactive</u> confirmation of receipt for a completed ballot to *UOCAVA* voters (i.e., a ballot confirmation was sent automatically without a voter inquiring about the ballot status)?

2 ☒ Yes

1 ☒ No

QBALSEC

25. In 2020, if a voter returned a voted ballot without enclosing it in a ballot secrecy envelope, how did your State process the ballot?

1 ☒ The ballot was accepted

2 ☒ The ballot was rejected

3 ☒ The ballot was rejected, unless it was a FWAB

CSG OVERSEAS VOTING INITIATIVE

This section of this survey will ask about your State's awareness and implementation in 2020 of several key recommendations from The Council of State Governments (CSG).

On the next page, please read the following descriptions of these recommendations.

In December 2016, the CSG Overseas Voting Initiative Technology Working Group released recommendations for improvements to State policies regarding the *UOCAVA* voting process, beyond *UOCAVA* and Military and Overseas Voter Empowerment (MOVE) Act requirements, in three key areas:

1. **Unreadable/Damaged Ballot Duplication**—Recommend States use a ballot duplication process for unreadable and damaged ballots that is appropriate for the number of paper ballots they process and establish clear audit procedures.

2. **Common Access Card (CAC)/Digital Signature Verification**—Recommend States allow the use of CAC digital signatures in the election process for *UOCAVA* voters and develop materials to facilitate their acceptance and use.

3. **Data Standardization/Performance Metrics**—Recommend that States adopt the EAVS Section B Data Standard, identify methods/partners to support automated data collection and validation, and establish data repositories.

QCSGAW

26. **Was your office aware of the CSG Overseas Voting Initiative Technology Working Group recommendations?** *Mark "Yes" or "No" for each item.*

2 ☒ Yes

1 ☒ No

QCSGDUPLA QCSGDUPLB QCSGDUPLC QCSGDUPLD

27. **The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding unreadable/damaged ballot duplication. Does your State plan to implement any of the following prior to the November 2022 election?** *Mark one answer for each statement.*

	2 Yes	**1** No	**3** Already implemented
a. Select a ballot duplication process that is appropriate for the number of paper ballots your State processes……………………………	☒	☒	☒
b. Establish clear procedures to ensure auditability………………………………	☒	☒	☒
c. Make technologies for ballot duplication easy to use for State and local jurisdictions…………………………	☒	☒	☒
d. Ensure that technologies for ballot duplication promote transparency for SEOs, LEOs and external observers…………………………	☒	☒	☒

28. What are the main reasons your State may not implement the CSG Overseas Voting Initiative Technology Working Group recommendations regarding unreadable/damaged ballot duplication by the November 2022 election? *Do not provide any Personally Identifiable Information (PII).*

[ ]

29. The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding common access card/digital signature verification. Does your State plan to implement any of the following prior to the November 2022 election? *Mark one answer for each statement.*

	2 Yes	**1** No	**3** Already implemented
a. Allow the use of a digital signature to complete election-related activities (e.g., register to vote, request an absentee ballot)……………………………	☒	☒	☒

	2 Yes	**1** No	**3** Already implemented
b. Provide an option for military personnel to designate their *UOCAVA* voting status using your State's online election portal…………………………	☒	☒	☒
c. Allow the use of digital signatures in the election process for *UOCAVA* voters (e.g., treat digital signatures equally to handwritten ones)…………………………	☒	☒	☒
d. Develop procedures and training materials regarding acceptance and use of digital signatures…………………………	☒	☒	☒
e. Develop educational resources for *UOCAVA* voters about using digital signatures. …………………………	☒	☒	☒
f. Coordinate educational efforts with local military installations…………………………	☒	☒	☒

30. What are the main reasons your State may not implement the CSG Overseas Voting Initiative Technology Working Group recommendations regarding common access card / digital signature verification by the November 2022 election? *Do not provide any Personally Identifiable Information (PII).*

[ ]

QCSGSTDA QCSGSTDB QCSGSTDC QCSGSTDD

31. The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding data standardization/performance metrics. Does your State plan to implement any of the following prior to the November 2022 election? *Mark one answer for each statement.*

	2 Yes	**1 No**	**3 Already implemented**
a. Identify a method or partner agency that can support automated data collection and validation to ensure continued use of the EAVS Section B Data Standard..	☒	☒	☒
b. Establish standards to support the long-term sustainability of the EAVS Section B Data Standard..	☒	☒	☒
c. Assist EAC efforts to facilitate post-election reporting requirements...	☒	☒	☒
d. Ensure that the EAVS Section B Data Standard is incorporated into appropriate election technology provider contracts so that data can be exported using it..	☒	☒	☒

QCSGNOT

32. What are the main reasons your State may not implement one or more of the CSG Overseas Voting Initiative Technology Working Group recommendations regarding data standardization/performance metrics by the November 2022 election? *Do not provide any Personally Identifiable Information (PII).*

[blank box]

QCSGSIGNES

33. [Ask if QCSGSIGA=1] To the best of your knowledge, does your state allow the use of a digital signature for any non-election related State activities (e.g., tax forms, real estate transactions)?

2 ☒ Yes

1 ☒ No

FEDERAL POST CARD APPLICATION (FPCA) VERSUS STATE FORMS

QFPCAINFO

6. What additional information must you provide?
The following need more information: Alaska, Arizona, Puerto Rico, Vermont, and Virginia. (Ex. Proof of residency, employer, etc.)
You may also use this space to clarify your voter information. See the *Voting Assistance Guide* at FVAP.gov.

34. What additional information, if any, does your State require voters to provide in order to register to vote and request an absentee ballot using Section 6 of the FPCA (pictured above)? *Do not provide any Personally Identifiable Information (PII).*

[blank box]

QFPCAREG

1. Who are you? Pick one.

I request an absentee ballot for all elections in which I am eligible to vote AND:
☐ I am on active duty in the Uniformed Services or Merchant Marine **-OR-** ☐ I am an eligible spouse or dependent.
☐ I am an activated National Guard member on State orders.
☐ I am a U.S. citizen living outside the country, and I intend to return.
☐ I am a U.S. citizen living outside the country, and my return is uncertain.
☐ I am a U.S. citizen living outside the country, and I have never lived in the United States.

Last name	Suffix (Jr., II)	Sex ☐ Female ☐ Male
First name	Previous names (if applicable)	
Middle name	Birth date (MM/DD/YYYY) / /
Social Security Number _ _ _ - _ _ - _ _ _ _	Driver's license or State ID #

35. Does your state require the following information captured in Section 1 of the FPCA (pictured above) to process voter registration?

	2 Yes	**1 No**
a. Asking voters to specify the reason for their *UOCAVA* status (e.g., military member, overseas citizen)..	☒	
b. Asking voters to identify their sex.	☒	

QFPCALEOA QFPCALEOB QFPCALEOC

36. In 2020, did your office assist LEOs with any of the following tasks? *Mark "Yes" or "No" for each item.*

	2 Yes	**1 No**
a. Sharing and/or referring FVAP resources ..	☒	☒
b. Registration and ballot request issues for *UOCAVA* voters	☒	☒
c. Implementing CSG Overseas Voting Initiative Technology Working Group recommendations.......................................	☒	☒

SUGGESTED IMPROVEMENTS

37.   FVAP strives to provide excellent products and services to SEOs. What changes could FVAP make to improve our products and services to better assist your office and the LEOs you serve? *Do not provide any Personally Identifiable Information (PII).*

Appendix B: 2020 PEVS-SEO Communication Materials

1.   First Email: Invitation

Initial Announcement – Sent the day the survey opens

Email Subject: Invitation: 2020 Post-Election Voting Survey of State Election Officials (SEOs)

Dear %FullName,

To help state election officials (SEOs) be more effective in their roles, the Federal Voting Assistance Program (FVAP) wants to know how SEOs use FVAP products and services, interact with local election officials, and address state ballot and registration issues. FVAP, a Department of Defense organization, is conducting the 2020 Post-Election Voting Survey of State Election Officials to improve the services we offer your office, local election officials, and UOCAVA voters. This survey is different from the Election Assistance Commission's (EAC) Election Administration & Voting Survey (EAVS) and focuses on your experience with FVAP, absentee voters, and voting assistance resources. You have been selected to participate in this survey because your office is listed as the state election office of %State%. As the Director of the Federal Voting Assistance Program, **I personally invite you to participate in a short, 15-minute survey.** Your participation is voluntary; however, we want to hear from all SEOs, regardless of your familiarity with FVAP.

The 2020 Post-Election Voting Survey of State Election Officials is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA. If you have questions regarding how to complete this survey or need assistance, please email vote@fvap.gov. Your response is crucial to improving the absentee voting process for our Uniformed Service members and overseas citizens. On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

2.   Second Email

First Email Reminder

Email Subject: Reminder: 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

In an effort to improve the services we offer your office, local election officials, and UOCAVA voters, the Federal Voting Assistance Program (FVAP) wants to learn more about your experiences leading up to the 2020 election. Please take the time today to complete the 2020 Post-Election Voting Survey of State Election Officials, which focuses on how you use FVAP services, interact with LEOs, and address state ballot and registration issues. This survey is different from the Election Administration & Voting Survey (EAVS). Most people take 15 minutes to complete the survey. Your participation is voluntary but is important because it will provide FVAP and the Department of Defense with valuable information to refine services that allow SEOs to be more effective in their roles.

The 2020 Post-Election Voting Survey of State Election Officials is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA.

If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

3.   Third Email

Second Email Reminder

Email Subject: FVAP 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

To better assist you and other state election officials (SEOs) in your responsibilities, the Federal Voting Assistance Program (FVAP) is interested in hearing about your experiences as an SEO leading up to the 2020 election. If you have already completed the 2020 Post-Election Voting Survey of State Election Officials, we thank you. If not, please try to do so today. This FVAP and Department of Defense-administered survey is different from the Election Administration & Voting Survey (EAVS) that many SEOs are familiar with. Most people take 15 minutes to complete it. The survey will help inform FVAP of how we can improve our products and resources to better serve SEOs, local election officials, and UOCAVA voters. Your participation is voluntary; however, we want to hear from all SEOs, regardless of your experience using FVAP resources.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

4.   **Forth Email**

Third Email Reminder

Email Subject: FVAP 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

In an effort to improve the services we offer, the Federal Voting Assistance Program (FVAP) wants to learn more about your experiences leading up to the 2020 election. If you have already completed the 2020 Post-Election Voting Survey of State Election Officials, we thank you. If not, please do so before the website closes on February 8. This short, 15-minute survey is different from the Election Administration & Voting Survey (EAVS). While your participation is voluntary, this is your opportunity to inform policy officials of your opinions on programs and services that assist your office, local election officials, and UOCAVA voters.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA.

If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

5.   Fifth Email

Fourth Email Reminder

Email Subject: FVAP 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the 2020 Post-Election Voting Survey of State Election Officials. Please complete the survey **before the website closes on February 5.** This short, 15-minute survey is different from the Election Administration & Voting Survey (EAVS). Your participation is voluntary, but will help FVAP and DoD improve the programs and services that we offer.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA.

If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

6.   Sixth Email

Fifth Email Reminder

Email Subject: Reminder: 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the 2020 Post-Election Voting Survey of State Election Officials. Please complete the short, 15-minute survey **before the website closes on February 5.** This survey is different from the Election Administration & Voting (EAVS) Survey. Your participation is desired, but entirely voluntary.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA.

If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

7.   Seventh Email

Sixth Email Reminder

Email Subject: Don't Forget: 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

The Federal Voting Assistance Program (FVAP) recently invited you to participate in the 2020 Post-Election Voting Survey of State Election Officials. Please complete the 15-minute survey **before the website closes on February 8.** This survey is different from the Election Administration & Voting (EAVS) Survey. Your participation is desired, but entirely voluntary.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey, such as the head of your office or the staff member most familiar with UOCAVA. If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

8. Eighth Email

Seventh and FINAL Email Reminder

Email Subject: Final Reminder – 2020 Post-Election Voting Survey of SEOs

Dear %FullName,

This is your final reminder to complete the 2020 Post-Election Voting Survey of State Election Officials. Please **do so before the website closes tonight at 23:59 (11:59pm) EST.** Your participation is voluntary. This short, 15-minute survey is different from the Election Administration & Voting (EAVS) Survey.

The survey is available at:

{STATE_DESGNATED_SURVEY_URL}

Click on the link to go directly to the survey website. If this does not work, "copy and paste" this address into the web address box of your Internet browser. You also have the option of starting the survey and continuing it at a later time as your progress will be saved. If you prefer to view the questions before filling out the online survey, here is a pdf version of the full survey (link not compatible with Internet Explorer): https://www.fvap.gov/uploads/FVAP/PEVS-SEO/Printable-Survey.pdf

If this survey was sent to a general email account, please determine the best person to complete the survey. If you cannot access the website or experience other technical issues, please email vote@fvap.gov.

On behalf of FVAP, thank you for participating in this survey.

Sincerely,

David Beirne

Director,

Federal Voting Assistance Program

If you do not want to participate in this survey and don't want to receive any more invitations please click the following link:

{OPTOUTURL}

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

{OPTINURL}

OMB Control 0704-0553, expiration date 03/31/2022

Appendix C: 2020 PEVS-SEO Frequencies

The survey results of the 2020 PEVS-SEO include the aggregated *N* values and percentages for each question, sub-question, and corresponding answers within the 2020 PEVS-SEO. It does not however, include the open ended questions and answers in order to protect the privacy of the survey respondents. The *N* value represents the total number of survey respondents that responded to a particular question or sub-question. The percentages are calculated based off of the total *N* values for each question or sub-question and are unweighted. For questions where the respondent was prompted to choose all applicable answers instead of just one answer, the corresponding percentages will most likely not equal 100 percent.

Q1. In 2020, did your office use any of the following FVAP products or services? Mark "Yes" or "No" for each item.

FVAP Product/Service	Yes		No		Not applicable; my office was not aware of this FVAP product/service (%)		Totals for each FVAP Product/Service	
	%	N value	%	N Value	%	N Value	Total %	Total N Value
FVAP.gov	91	41	7	3	2	1	100	45
FVAP Support Staff	52	23	43	19	5	2	100	44
FVAP military address lookup service	9	4	70	31	20	9	100	44
FVAP Election Official (EO) online training	14	6	68	30	18	8	100	44

Q2. How satisfied was your office with the following FVAP products or services?

FVAP Product/Service	Very satisfied %	Very satisfied N value	Satisfied %	Satisfied N Value	Neither satisfied nor dissatisfied %	Neither satisfied nor dissatisfied N Value	Dissatisfied %	Dissatisfied N Value	Very dissatisfied %	Very dissatisfied N Value	Not applicable/ No opinion %	Not applicable/ No opinion N Value	Totals for each FVAP product/ service Total %	Totals for each FVAP product/ service Total N Value
FVAP.gov	57	24	31	13	5	2	0	0	5	2	2	1	100	42
FVAP Support Staff	44	18	17	7	2	1	0	0	2	1	34	14	100	41
FVAP military address lookup service	8	3	5	2	8	3	0	0	0	0	80	32	100	40
FVAP Election Official (EO) online training	8	3	5	2	5	2	0	0	0	0	83	33	100	40

Q3. In 2020, did your office refer any local election officials (LEO) to the following FVAP products or services? Mark "Yes" or "No" for each item.

FVAP Product/Service	Yes %	Yes N value	No %	No N value	Not applicable; my office was not aware of this FVAP product/service %	Not applicable; my office was not aware of this FVAP product/service N value	Totals for each sub-question Total %	Totals for each sub-question Total N value
FVAP.gov	84	38	11	5	4	2	100	45
FVAP Support Staff	34	15	55	24	11	5	100	44
FVAP military address lookup service	18	8	53	24	29	13	100	45
FVAP Election Official (EO) online training	27	12	48	21	25	11	100	44

Q4. In 2020, what was the main reason your office did not share information about FVAP.gov with LEOs?

Main reason	%	N value
Did not believe FVAP.gov offered the assistance LEOs needed	20	1
Did not believe FVAP.gov offered accurate information	0	0
LEOs received comparable assistance from another resource	0	0
LEOs did not need assistance or information available on FVAP.gov	20	1
Some other reason	60	3
Totals	100	5

Q5. In 2020, did your office refer any local election officials (LEO) to FVAP staff support for any of the following reasons? Mark "Yes" or "No" for each item.

Reason	Yes %	Yes N value	No %	No N value	Total %	Total N value
To request FVAP voting supplies or outreach materials	33	8	67	16	100	24
To receive information about training and/or other FVAP resources	60	15	40	10	100	25
To suggest changes to FVAP publications or programs	13	3	88	21	100	24
To update contact information for a local election office	50	9	50	9	100	18
To obtain clarification about UOCAVA laws	32	8	68	17	100	25
Some other reason	5	1	95	19	100	20

Q6. In 2020, what was the main reason your office did not refer LEOs to FVAP staff support for assistance?

Main reason	%	N value
Did not believe FVAP staff offered the assistance LEOs needed	0	0
Did not believe FVAP staff offered accurate information	0	0
Did not believe FVAP staff provided timely responses.	0	0
LEOs received comparable assistance from another resource	41	9
LEOs did not need assistance or information from FVAP staff	50	11
Some other reason	9	2
Totals	100	22

Q7. During 2020, did your office use any of the following FVAP policy-related products? Mark "Yes" or "No" for each item.

Sub-question	Yes %	Yes N value	No %	No N value	Total %	Total N value
Public policy papers	23	10	77	34	100	44
FVAP research (e.g., Post-Election Survey or comparisons of military and civilian voting rates)	39	17	61	27	100	44
FVAP congressional reports	18	8	82	36	100	44
Monthly EO newsletter	47	21	53	24	100	45

Q8. How useful were the following FVAP policy-related products? Mark one answer for each statement.

Policy-Related Product	Yes %	Yes N value	No %	No N value	Totals for each policy-related Total %	Totals for each policy-related Total N value
Public policy papers	23	10	77	34	100	44
FVAP research (e.g., Post-Election Survey or comparisons of military and civilian voting rates)	39	17	61	27	100	44
FVAP congressional reports	18	8	82	36	100	44
Monthly EO newsletter	47	21	53	24	100	45

Q10. In 2020, what was the main reason your office did not refer LEOs to the FVAP EO online training?

Main reason	%	N value
Did not believe FVAP.gov offered the assistance LEOs needed	2	1
Did not believe FVAP.gov offered accurate information	0	0
LEOs received comparable assistance from another resource	22	11
LEOs did not need any training	53	26
Some other reason	22	11
Totals	100	49

Q11. FVAP provides training to election officials in various formats. How useful would each of the following types of training formats be for LEOs in your State? Mark one answer for each statement.

Training Format	Very useful %	Very useful N value	Useful %	Useful N Value	Somewhat useful %	Somewhat useful N Value	Not useful %	Not useful N Value	Totals for each training format Total %	Totals for each training format Total N Value
Online training modules	32	14	50	22	9	4	9	4	100	44
In-person training	10	4	32	13	27	11	32	13	100	41
Presentation at your State's conference	31	14	40	18	9	4	20	9	100	45
Webinar	31	14	49	22	11	5	9	4	100	45
Some other training format	3	1	43	13	13	4	40	12	100	30

Q12. Across all of FVAP's products and services, how much do you agree or disagree with each of the following statements about the information provided by FVAP? Mark one answer for each statement.

Statement	Strongly agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		Totals for each statement	
	%	N Value	%	N Value	%	N Value	%	N Value	%	N Value	Total %	Total N Value
It helps my office increase our understanding of UOCAVA laws	26	12	57	26	11	5	4	2	2	1	100	46
It helps resolve questions my office receives from LEOs	24	11	50	23	17	8	7	3	2	1	100	46
LEOs be more effective at their jobs	24	11	46	21	24	11	4	2	2	1	100	46

Q14. States have varying dates for when they begin accepting FPCAs before the current federal election year. Did your State accept FPCAs for the 2020 General Election before January 1, 2020?

Answer	%	N value
Yes, my State began accepting FPCAs before January 1, 2020	58	26
No, my State only accepted FPCAs received after January 1, 2020	42	19
Totals	100	45

Q15. In 2020, did your State allow UOCAVA voters to register online? If you would like to provide additional information, please do so in the comment box below.

Answer	%	N value
Yes	70	33
No	30	14
It varies by jurisdiction within my State	0	0
Totals	100	47

Q16. In 2020, did your State have a statutory requirement for processing FPCAs in a timely manner (e.g., FPCAs must be processed within 1 business day)?

Answer	%	N value
Yes	65	30
No	35	16
Totals	100	46

Q17. In some States, if a voter registers using the FPCA, they are considered permanently registered under the National Voter Registration Act (i.e., the voter will be placed on your State's voter registration roll). In other States, voters must submit a separate registration form to be permanently registered. In 2020, did your State consider a voter to be permanently registered if they registered using an FPCA?

Answer	%	N value
Yes	85	39
No	15	7
Totals	100	46

Q18. In 2020, did your State policy require that either state election officials (SEO) or LEOs provide proactive confirmation of receipt for an FPCA or other UOCAVA registration request to UOCAVA voters (i.e., a confirmation was sent automatically without a voter inquiring about the registration or ballot request status)?

Answer	%	N value
Yes	47	21
No	53	24
Totals	100	45

Q19. In 2020, if an FPCA from an unregistered voter was received after the voter registration deadline but before the absentee ballot request deadline, how was the FPCA processed in your State? If you would like to provide additional information, please do so in the comment box below.

Answer	%	N value
The applicant was not registered to vote and was not sent an absentee ballot for the 2020 election	9	4
The applicant was not registered to vote for future elections but was sent an absentee ballot for the 2020 election	4	2
The applicant was registered to vote for future elections but was not sent an absentee ballot for the 2020 election	31	14
The applicant was registered to vote for future elections and was sent an absentee ballot for the 2020 election	24	11
Not applicable; the voter registration deadline is not earlier than the absentee ballot request deadline in my State	16	7
Other	16	7
Total	100	45

Q20. Military members and U.S. citizens residing overseas may request absentee ballots using different forms, including FPCAs and State forms. We are interested in whether these types of voters receive the same UOCAVA protections if they use non-FPCA forms. From the list below, mark all types of absentee ballot request forms that would allow a military member, eligible family member, or U.S. citizen residing overseas to receive UOCAVA protections in your State.

Form Type	Marked %	Marked N value	Not Marked %	Not Marked N value	Totals for each Total %	Totals for each Total N value
FPCA	96	44	7	3	102	46
State form with a UOCAVA classification selected	63	29	39	18	102	46
State form without a UOCAVA classification selected, but otherwise indicates the voter is covered under UOCAVA (e.g., voter has an overseas mailing address)	46	21	57	26	102	46
Any other form that indicates the voter is covered under UOCAVA	46	21	57	26	102	46

Q21. In 2020, if a FWAB was received from a voter who did NOT indicate a preference for registering and requesting a ballot for future elections in Section 5 (shown above), how was the FWAB processed in your State? Mark all that apply.

Answer	Marked %	Marked N value	Not Marked %	Not Marked N value	Totals Total %	Totals Total N value
The FWAB was counted as a backup ballot	61	28	39	18	100	46
The FWAB was processed as a voter registration application	50	23	50	23	100	46
The FWAB was processed as an absentee ballot application	46	21	54	25	100	46
The FWAB was used to update the voter's registration record if the voter was already registered	54	25	46	21	100	46
The FWAB was used to update the voter's absentee ballot application record if the voter had previously submitted an application	50	23	50	23	100	46

Q22. In your State in 2020, confirmation of receipt for a completed ballot was provided to UOCAVA voters at the: Mark all that apply.

Answer	Marked		Not Marked		Totals	
	%	N value	%	N value	Total %	Total N value
State level	50	23	50	23	100	46
Local level	61	28	39	18	100	46

Q23. In your State in 2020, which methods did SEOs or LEOs use to provide confirmation of receipt for a completed ballot to UOCAVA voters? Mark all that apply.

Method	Marked		Not Marked		Totals	
	%	N value	%	N value	Total %	Total N value
Email	39	18	61	28	100	46
Mail	7	3	93	43	100	46
Website or online system	81	39	19	9	100	48
Phone	9	4	91	42	100	46
Other	15	7	85	39	100	46
None; no ballot confirmation provided	9	4	91	42	100	46

Q24. In 2020, did your State policy require that either SEOs or LEOs provide proactive confirmation of receipt for a completed ballot to UOCAVA voters (i.e., a ballot confirmation was sent automatically without a voter inquiring about the ballot status)?

Answer	%	N value
Yes	27	12
No	73	32
Totals	100	44

Q25. In 2020, if a voter returned a voted ballot without enclosing it in a ballot secrecy envelope, how did your State process the ballot?

Answer	%	N value
The ballot was accepted	69	29
The ballot was rejected	12	5
The ballot was rejected, unless it was a FWAB	19	8
Totals	100	42

Q26. Was your office aware of the CSG Overseas Voting Initiative Technology Working Group recommendations? Mark "Yes" or "No" for each item.

Answer	%	N value
Yes	47	21
No	53	24
Totals	100	45

Q27. The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding unreadable/damaged ballot duplication. Does your State plan to implement any of the following prior to the November 2022 election? Mark one answer for each statement.

Recommendation	Yes %	Yes N value	No %	No N Value	Already implemented %	Already implemented N Value	Totals for each recomendation Total %	Totals for each recomendation Total N Value
Select a ballot duplication process that is appropriate for the number of paper ballots your State processes	3	1	29	11	68	26	100	38
Establish clear procedures to ensure auditability	11	4	14	5	76	28	100	37
Make technologies for ballot duplication easy to use for State and local jurisdictions	13	4	33	10	53	16	100	30
Ensure that technologies for ballot duplication promote transparency for SEOs, LEOs and external observers	10	3	32	10	58	18	100	31

Q29. The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding common access card/digital signature verification. Does your State plan to implement any of the following prior to the November 2022 election? Mark one answer for each statement.

Recommendation	Yes %	Yes N value	No %	No N Value	Already implemented %	Already implemented N Value	Totals for each recomendation Total %	Totals for each recomendation Total N Value
Allow the use of a digital signature to complete election-related activities (e.g., register to vote, request an absentee ballot)	13	5	46	18	41	16	100	39
Provide an option for military personnel to designate their UOCAVA voting status using your State's online election portal	10	4	46	18	44	17	100	39
Allow the use of digital signatures in the election process for UOCAVA voters (e.g., treat digital signatures equally to handwritten ones)	9	3	53	17	38	12	100	32
Develop procedures and training materials regarding acceptance and use of digital signatures	18	7	46	18	36	14	100	39
Develop educational resources for UOCAVA voters about using digital signatures	22	8	76	28	3	1	100	37
Coordinate educational efforts with local military installations	35	13	54	20	11	4	100	37

Q31. The CSG Overseas Voting Initiative Technology Working Group made several recommendations regarding data standardization/performance metrics. Does your State plan to implement any of the following prior to the November 2022 election? Mark one answer for each statement.

Recommendation	Yes %	Yes N value	No %	No N Value	Already %	Already N Value	Totals for each Total %	Totals for each Total N Value
Identify a method or partner agency that can support automated data collection and validation to ensure continued use of the EAVS Section B Data Standard	24	8	36	12	39	13	100	33
Establish standards to support the long-term sustainability of the EAVS Section B Data Standard	27	9	27	9	45	15	100	33
Assist EAC efforts to facilitate post-election reporting requirements	32	11	12	4	56	19	100	34
Ensure that the EAVS Section B Data Standard is incorporated into appropriate election technology provider contracts so that data can be exported using it	41	14	24	8	35	12	100	34

Q33. To the best of your knowledge, does your state allow the use of a digital signature for any non-election related State activities (e.g., tax forms, real estate transactions)?

Answer	%	N value
Yes	88	15
No	12	2
Totals	100	17

Q35. Does your state require the following information captured in Section 1 of the FPCA (pictured above) to process voter registration?

Sub-question	Yes %	Yes N value	No %	No N Value	Totals for each sub-question %	Totals for each sub-question N Value
Asking voters to specify the reason for their UOCAVA status (e.g., military member, overseas citizen)	79	33	21	9	100	42
Asking voters to identify their sex	24	10	76	31	100	41