

Scantegrity Mock Election 4/09

User Feedback
(from focus group discussions)

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Background

- Where: City of Takoma Park
- When: April 2009
- What: Mock election using Scantegrity
- Purpose:
 - Dry run of Scantegrity under combat conditions
 - Train Takoma Park poll workers
 - Collect user feedback
 - Poll workers
 - Voters

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The Voting Process



Welcome table (scantegrity team member)
Full set of instructions, consent form



Check-in table (poll worker)
Verify name & address



Ballot-issue table (poll worker)
Receive paper ballot with privacy sleeve on locked clipboard and special pen



Voting Booth (voter)
Mark ballot by filling in ovals with special pen
Copy vote verification numbers onto detachable ballot chit



Scanning table (scantegrity team members, poll workers)
Unlock clipboard, scan ballot while keeping privacy shield in place
Confirm ballot cast on touch screen display (voter)
Cast ballot (voter)
Remove detachable ballot chit and hand to voter

Optional Voter Follow-up Activities

- Immediately afterwards
 - Complete questionnaire
- 3-4 hours later
 - Participate in focus group discussion
- After the polls closed
 - Verify their votes online
 - Complete online questionnaire on the verification process

Who came to the focus groups?

Group 1

Poll workers (6)

just after they
finished

Group 2

Voters (4)

sufficiently interested
to return later

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Poll workers

- They wanted to be in charge of setting up the flow
- Total time was too long
- Instructions too much to digest
- Lock on clipboard not needed
- Special pen would need to be attached
- Scanner was too finicky
- Thought they could reduce the total time significantly; enough to make it work in a real election

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Voters

- Mostly the same comments on the process as the poll workers
- Concerned some voters (elderly, low-lit, non-native english speakers) might have trouble
- Some liked the verifiability, others didn't care, just wanted to see the new system
- Thought it could be made to work with modifications

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