



Frequently Asked Questions for the 2020 EAVS

The first data submission deadline for the 2020 Election Administration and Voting Survey (EAVS) is four weeks from today, on February 1, 2021. Many states and territories are already well on their way to having their submissions ready, and the survey help desk has received a number of questions about the EAVS project so far. This newsletter covers some of the most common questions that state, territory, and local EAVS points of contact (POC) have about the project.

If you need further assistance with EAVS, we invite you to contact the help desk. As of today, this help desk is operating from 8 a.m. to 6 p.m. Eastern time from Monday through Friday (federal holidays excluded). All inquiries will receive a response within one business day. You can contact the help desk at eavs@forsmarshgroup.com; if you prefer to discuss your inquiry over the phone, include your phone number in your email and our help desk agents can give you a call.

When is My EAVS Data Submission Due?

State and territory EAVS POCs should submit their draft data no later than February 1, 2021. Data should be entered into the Excel template, checked for errors, and uploaded to the “State Files” page of the EAVS Portal (<https://eavsportal.com/Account/Login>) or emailed to the project team. State EAVS POCs may request that local election officials submit their jurisdiction’s data earlier than February 1 so that the state can review jurisdiction data before it is submitted to the EAVS project team.

Certified final data submissions from states and territories are due no later than March 1, 2021. Like draft submissions, final submissions should be entered into the Excel template, checked for errors, and uploaded to the “State Files” page of the EAVS Portal or emailed to the project team. No additional submissions or updated data will be accepted after March 30, 2021.

Where Do Jurisdictions Go to Complete the Online Template?

The online template can be accessed by navigating to <https://survey.eavsportal.com>. This URL can also be accessed through the “Links” tab of the EAVS Portal.

Local election officials who are completing EAVS at the request of their state EAVS POC will need a password to access the online template. Local election officials do not need to log in to the EAVS Portal in order to complete the online template; instead, they should navigate to <https://survey.eavsportal.com> and use their assigned password. This password can be obtained from their state’s EAVS POC.

State EAVS POCs can access a list of their jurisdictions’ online template passwords on the “State Files” page of the EAVS Portal.



How Do State POCs Customize the Online Template?

Contact the EAVS project team to customize the online template for jurisdictions within your state. If you wish to pre-fill data, you will need to provide a copy of the Excel template that contains that data. The project team can also hide survey sections within the online template (please note that individual questions cannot be hidden).

Customization requests will take between five and seven business days to complete. If you plan to customize the online template for your state, please send these requests no later than January 11, 2021 to allow sufficient time to complete your data collection by the data submission deadline. You should not have jurisdictions begin entering data into the online template until the customization has been completed, as data entered by jurisdictions may be lost or overwritten during the customization process.

How Do I Save Data in the Online Template? Can I Close the Online Template and Return to it Later?

Click the “Save & Continue” button at the bottom of each survey page to ensure that all the data you have entered on the page is saved. If you need to close the survey and come back to it later, click “Save & Continue” and then close your browser tab or window.

Once you click the “Submit” button in the online template, your survey will be locked and you will no longer be able to view or change your data. You should only submit your survey data after you are confident that you have entered in all of your data and have completed any internal data review processes. If you submit your online survey too soon, contact the EAVS project help desk to re-open your survey.

Why am I Seeing a Data Entry Error Message in the Online Template?

The online template performs hundreds of data checks to ensure your data is as complete and accurate as possible. The vast majority of these data checks are soft checks, meaning that they will not prevent the user from proceeding through the survey. To continue with your data entry despite an error message, simply click the “Save & Continue” button at the bottom of the page.

If you are seeing an error message but are not sure why, or if your data is correct and you are seeing a message that your entries do not add up correctly, please [take a screenshot](#) of the error message and the data to which the error message applies and send it to the EAVS project team so they can assist you in troubleshooting the error.

How Do I Interpret a Run-Time Error in the Excel Template?

Like the online template, the Excel template is programmed with hundreds of macros that will examine your data and assist you in submitting accurate, quality data. If the Excel template displays a run-time error while it is performing error checks, please either [take a screenshot](#) of the error message or note which error number is displayed (e.g., “Run-time error '1004'”) and send the information to the EAVS help desk so they can assist you in troubleshooting.



The error checks in the Excel template can take several minutes to complete. Please do not interrupt the error checks or close Excel while they are running.

How Do I Update the EAVS POC for my State or Territory?

If possible, POC update requests should come from the currently designated POC or your state's or territory's chief election official. Contact the EAVS help desk and provide contact information for any new POCs or request that the help desk remove a current POC from the contact list. A state or territory may have multiple designated POCs, if desired.

How Should I Report Registration Updates in A3?

If an individual updates their voter registration record with a new name, political party, residential address (within the same jurisdiction), or contact information, this update should be reported in item A3f. If an individual provides an updated residential address that puts them in a new election jurisdiction, this update should be reported in item A3g.

Will All Registration Forms Reported in A3 be Reported Again in A4–A7?

All registration forms reported in A3 will be reported again in A4 according to the mode used to submit the form.

New registration forms reported in A3b will be reported again in A5 according to the mode used to submit the form. Duplicates of existing valid registrations reported in A3d will be reported again in A6 according to the mode used to submit the form. Invalid or rejected registration forms reported in A3e will be reported again in A7 according to the mode used to submit the form.

New pre-registrations of people under age 18 reported in A3c will be reported again in A5, A6, or A7 (depending on whether the form was accepted as a new registration, a duplicate of an existing form, or was invalid or rejected) according to the mode used to submit the form.

Questions A3f (changes to name, party, or within-jurisdiction address change), A3g (address changes that cross jurisdiction lines), A3h (other), A3i (other), and A3j (other) currently do not have any correlating question in A5–A7 but responses should be reported in A4 (total forms received) according to the mode used to submit the form.

The unit to report in this set of questions is the number of registration forms, not the number of registration update transactions.

You may also use the comments boxes in A3 and A4–A7 to provide context for your answers.

How Do I Report Automatic Voter Registrations in A4–A7?

A4–A7 is concerned with the mode by which a registration form is submitted. For example, if a voter's automatic registration is triggered when they renew their driver's license at the state motor vehicle office,



then the registration is considered to have been submitted through the motor vehicle office and should be recorded in A4d, A5d, A6d, or A7d as appropriate.

How Do I Submit My State's or Territory's Data to the EAVS Project Team?

Data submissions from states or territories should be provided in the Excel template. You may either email this file directly to the EAVS help desk or upload the file to the "State Files" page of the EAVS Portal and notify the project team via email that the file is available to review.